

Independent Advocacy NQ

Using the National Disability Insurance Scheme (NDIS)

Easy Read version



How to use this document



Independent Advocacy NQ wrote this document.

You might know us as IANQ.

When you see the word 'we', it means IANQ.



We have written this information in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

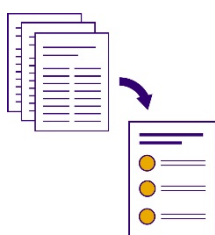
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 25.



This Easy Read document is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website at www.ianq.org.au



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

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What is advocacy?



Advocacy is when we speak up for another person.



Sometimes, people with disability need someone to speak up for them.



Advocates are people who speak up for others.



Self-advocacy is when you speak up for yourself.



Sometimes, we speak up about:

- unfair systems
- decisions the government makes.

We call this **systemic advocacy**.

The National Disability Insurance Scheme (NDIS)



We call the National Disability Insurance Scheme the 'NDIS'.



The NDIS is run by the National Disability Insurance Agency (NDIA).



The NDIS provides support and services to people with disability.

Supports and services can include:



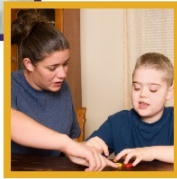
- help with daily life



- aids and equipment



- help to meet your goals and do the things you want to do.



We think it's better if people can get services and support:

- as early as possible in their lives
- when they first get a disability.

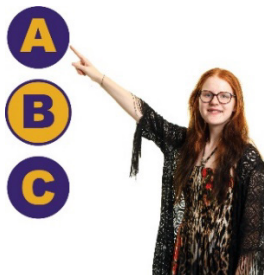


This is called **early intervention**.



It can apply to both children and adults.

The NDIS gives you:



- choice and control



- a chance to make your own decisions.



The NDIS lets the important people in your life take part, such as your:

- family
- carers.



The NDIS gives you a chance to be part of your community.



The NDIS uses what the community already has to find ways for people with disability to take part.



This is good for:

- people with disability
- the community.

Who can take part in the NDIS?



If someone can take part in the NDIS, we say that they are **eligible**.

To be eligible, you must have a disability that is:



- **permanent** – it won't go away



- **significant** – it affects the way you live your day-to-day life.



You must be under 65 years old.



You must live in Australia.



You need to be 1 of these:

- a citizen
- a permanent resident
- a holder of a Protected Special Category visa.



Participants are people with disability who use the NDIS.



Participants usually need support to live their day-to-day life.

This support might be:



- help from other people, like a carer



- products or technology



- changes to their home.



Some people can get help now to reduce the help they need later in life.

And some people need help to:



- learn new skills



- reach their goals.

What is an NDIS plan?



An NDIS plan is a document that includes information about:



- you and your goals



- what supports you need



- the funding for your supports.

How do you get a plan?



Participants need to have a planning meeting before they get a plan.

In your planning meeting, you will talk about:



- your goals



- what support you need to reach those goals.

You might have your planning meeting with:



- a **Local Area Coordinator** – someone who helps people with disability find and use services and supports

We call them LACs.



- an **NDIA Planner** – someone who makes new plans.



The information from your planning meeting helps make your plan.



Your first plan will last for 1 year.

What if you want to change your plan?

You can ask to change your plan if you:



- are not happy with the goals in your plan



- don't agree with the goals in your plan.



You can also ask the NDIA for a plan review.



You can contact your:

- LAC
- NDIA Planner.



They can explain how to ask for a plan review.



We can help you if you want an advocate to ask for a plan review.



You must ask for a plan review within 3 months of when you get your plan.



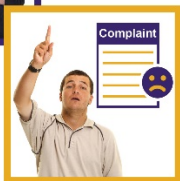
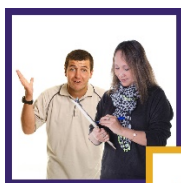
If you don't agree with the NDIA's review, you can ask the Administrative Appeals Tribunal (AAT) to review the decision.



You can contact them on their website.

www.aat.gov.au

Feedback and complaints



The NDIA will listen to your:

- **feedback**
- **complaints.**



Feedback is when:

- you tell someone about a problem
- they fix it quickly.



You can also tell the NDIA when things go really well. We call this positive feedback.



A complaint is when you tell someone that something:

- has gone wrong
- doesn't work well.



Complaints are more serious than feedback.

Complaints and feedback:



- are important



- help the NDIA make their services better.

Making a complaint

If you want to make a complaint to the NDIA,
you can:



- send an email to **feedback@ndis.gov.au**



- call the NDIA on **1800 800 100**



- fill out a complaint form.



You can find the complaint form on the NDIS website.

www.ndis.gov.au



You can visit your local NDIA office.

The NDIA has offices in:



- Cairns
15 Lake Street
Cairns QLD 4870



- Mackay
12 Greenfields Boulevard
Mackay QLD 4740



- Mount Isa
30–32 West Street
Mount Isa QLD 4825



- Palm Island
49a Beach Road
Palm Island QLD 4816



- Townsville
235 Stanley Street
Townsville QLD 4810.

The NDIS Quality and Safeguards Commission



You can contact the NDIS Quality and Safeguards Commission (NDIS Commission) about problems you have with:

- the NDIA
- your NDIS service providers.



The NDIS Commission is **independent** from the:

- NDIS
- NDIA.



This means the NDIS Commission doesn't work for the:

- NDIS
- NDIA.



The NDIS Commission helps:

- fix problems
- make NDIS supports and services better.



The NDIS Commission helps participants speak up for themselves if they have:

- been hurt
- been treated badly
- not been given what they were promised.

You can contact the NDIS Commission:



- by phone
1800 035 544



- by email:
contactcentre@ndiscommission.gov.au



Or you can visit the NDIS Commission website.

www.ndiscommission.gov.au



TTY

133 677



National Relay Service

www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub

Ask for **1800 035 544**



Internet relay calls

internet-relay.nrscall.gov.au/

How can we help you?



We can help you by being your advocate if you have problems when you deal with the:

- NDIS
- NDIA.



Our advocates are also NDIS Appeals Support Officers.



This means they support people who are not happy with a decision the NDIS has made.



They can help you if you want to contact the AAT about a decision the NDIS has made.

We have NDIS Appeals Support Officers in:



- Burdekin Shire
- Cassowary Coast Region
- Charters Towers Region
- Hinchinbrook Shire
- Mackay Region
- Norther Highlands Region (Flinders, Mckinlay and Richmond Shires) Palm Island
- Townsville Region.



You can visit the National Disability Advocacy Program website to find an advocate.

finder.dss.gov.au/disability/ndap/



Or you can contact an advocacy organisation near you.

Our contact details are on page 29.



You can get advocacy support from other organisations too.

You can contact:



- Rights In Action Inc.
Ground Floor, Professional House,
88 Abbott Street
Cairns QLD 4870



- Mackay Advocacy Inc.
22 Nelson Street
Mackay QLD 4740



- TASC
223 Hume Street
Toowoomba QLD 4350



- Speaking Up For You Inc.
Unit F2, 1st Floor, The Precinct,
12 Browning Street
West End QLD 4101.

Word list



Administrative Appeals Tribunal (AAT)

The AAT is a government organisation that makes some decisions about:

- NDIS plans
- who can use the NDIS.



Advocacy

Advocacy is when we speak up for another person.



Advocates

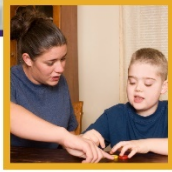
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Complaint

A complaint is when you tell someone that something:

- has gone wrong
- doesn't work well.



Early intervention

Early intervention is when people get services and support:

- as early as possible in their lives
- when they first get a disability.



Eligible

If someone can take part in the NDIS, we say that they are eligible.



Feedback

Feedback is when:

- you tell someone about a problem
- they fix it quickly.

Independent

The NDIS Commission is independent from the:

- NDIS
- NDIA.

This means the NDIS Commission doesn't work for the:

- NDIS
- NDIA.





Local Area Coordinator

A Local Area Coordinator is someone who helps people with disability find and use services and supports

We call them LACs.



NDIA Planner

An NDIA Planner is someone who makes new plans.



Necessary

When something is necessary, it is something that a person needs.



Participant

Participants are people with disability who use the NDIS.



Permanent

When something is permanent it won't go away.



Reasonable

When something is reasonable it is fair.



Self-advocacy

Self-advocacy is when you speak up for yourself.



Significant

When something is significant it affects the way you live your day-to-day life.



Systemic advocacy

Sometimes, we speak up about:

- unfair systems
- decisions the government makes.

We call this systemic advocacy.

Contact us



1800 887 688 – this is a free call



reception@ianq.org.au



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Mundingburra

QLD 4812



www.ianq.org.au



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