

NDIS LIFT OUT

version 3



*“To stand with vulnerable people with a disability
through vigorous independent advocacy.”*



What's Inside

Roll Out Locations/Dates:.....	5
NDIS Contact Details.....	5
You the Participant	8
Feedback and Complaints.....	10
Families and Carers.....	11
Guardians or Nominees.....	11
Community	13
Information, Linkages and Capacity Building.....	14
Providers	14

Independent Advocacy NQ

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National Standards for
Disability Services
CERTIFIED DISABILITY
ADVOCACY
ORGANISATION

Advocacy

Disability Advocacy is not covered under the NDIS. So where will you go for Advocacy?

Independent Advocacy in the Tropics Inc. (IATI), and all its registered Business Names continues to provide a FREE Advocacy service to those with a disability under various Federal and State block funding arrangements. This means that we can attend planning meetings or just help you understand what the planning process is all about. If you have a complaint we can also assist you.

IATI provides a quality service accredited under the the National Disability Advocacy Standards for both Individual and Systemic Advocacy in a Regional Service Area totalling **194,274.6km²** that incorporate the following:

- ✚ Burdekin Shire
- ✚ Cassowary Coast
- ✚ Charters Towers
- ✚ Flinders Shire
- ✚ Hinchinbrook Shire
- ✚ Mckinlay Shire
- ✚ Palm Island Shire
- ✚ Richmond Shire
- ✚ Townsville



NDIS Appeals Advocacy

IATI provides special advocacy for those within the NDIS. We have NDIS Appeals Support Officers (previously known as External Merits Review Support Officers) who provide advocacy to support people who wish to challenge NDIS decisions in the **Administrative Appeals Tribunal (AAT)**

IATI now providing specialist NDIS Appeals advocacy **in all NDAP regions listed** above along with:

- ✚ Isaac
- ✚ Mackay
- ✚ Whitsundays

This gives us a total combined service area of **284,600.8km²**

Section 4, Part 13 of the *NDIS Act 2013* states:

- (13) The role of advocacy in representing the interests of people with disability is to be acknowledged and respected, recognising that advocacy supports people with disability by:
- o promoting their independence and social and economic participation; and
 - o promoting choice and control in pursuit of their goals and the planning and delivery of their supports; and
 - o maximising independent lifestyles of people with disability and their full inclusion in the mainstream community.

NDAP Provider Finder

National Disability Advocacy Program has a useful Provider Finder page where you can look for an advocate to assist you. **Website:** <http://finder.dss.gov.au/disability/ndap/>

Independent Advocacy in the Tropics Inc (Independent Advocacy NQ)

Office 2 / 179-181 Ross River Road
MUNDINGBURRA, QLD 4812

People with Disability Australia Inc Kingston

Shop 5, 76-86 Queens Road
KINGSTON, QLD 4114

People with Disability Australia Inc Buddina

Unit 6, 9 Nicklin Way
MINYAMA, QLD 4575

People with Disability Australia Inc Bundaberg

Unit 14 / 20B Quay Street
BUNDABERG, QLD 4670

People with Disability Australia Inc Hervey Bay

Suite 16D, Level 2, The Signature Building,
19 - 21 Torquay Road
HERVEY BAY, QLD 4655

People with Disability Australia Inc Mt Isa

Unit 3 / 24 West Street
MT ISA, QLD 4825

Queensland Advocacy Inc

2nd Floor South Central,
43 Peel Street
SOUTH BRISBANE, QLD 4101

Rights In Action Inc

Ground Floor, Professional House,
88 Abbott Street
CAIRNS, QLD 4870

Speaking Up For You Inc

Unit F2, 1st Floor, The Precinct,
12 Browning Street
WEST END, QLD 4101

Sunshine Coast Citizen Advocacy Programme Inc

6-10 Blackall Street,
Woombye , QLD 4556



Roll Out Locations/Dates:

The NDIS is a big change and will be progressively rolled out in Queensland over three years from 1 July 2016. People will move to the NDIS at different times depending on where they live. The NDIS will be operating state-wide by July 2019.

1 July 2016 - 30 June 2017

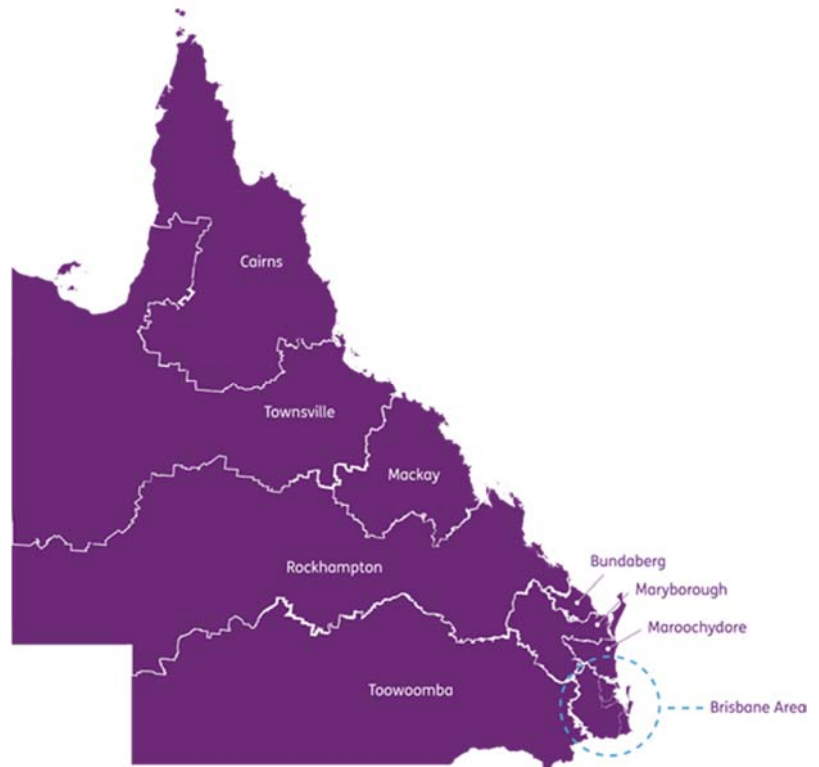
- Townsville
- Mackay
- Toowoomba

1 July 2017 - 30 June 2018

- Ipswich
- Bundaberg
- Rockhampton

1 July 2018 - 30 June 2019

- Beenleigh
- Cairns
- Brisbane (North and South)
- Maryborough
- Caboolture / Strathpine
- Maroochydore
- Robina



NDIS Contact Details

National Disability Insurance Agency
For people with hearing or speech loss
Speak and Listen
For people who need help with English
Find us on Facebook
Follow us on Twitter
Website

Telephone 1800 800 110
 TTY: 1800 555 677
 1800 555 727
 TIS 131 450
 /NDISAus
 @NDIS

<https://www.ndis.gov.au/about-us/locations.html>

Queensland Office Locations:

<p>Mackay (sharing with DHS) 12 Greenfields Blvd, Mackay QLD 4740 Open 8.30am - 4.30pm Mon - Fri</p>	<p>Palm Island 49a Beach Road, Palm Island QLD 4816</p>
<p>Toowoomba Level 1 173 Hume Street, Toowoomba QLD 4350 Open 9am - 5pm Mon - Fri</p>	<p>Townsville 235 Stanley St, Townsville QLD 4810 Open 9am - 4.30pm Mon - Fri</p>



Early Intervention Contacts

Early intervention helps people with a disability that is likely to be with them for life but could be improved by getting additional support now. The focus of early intervention is on people getting services and supports now so they require fewer services and supports in the future and can live a more independent life.

Early intervention can also help children under six years old with developmental delay. More information about early intervention is available on the website.

Ipswich (ECEI Partner)

2/14 - 16 East Street,
Ipswich, QLD 4305

Open 9am - 5pm
Monday - Friday

Mackay (ECEI Partner/Mackay UnitingCare Community)

34 Brisbane Street,
Mackay, QLD 4740

Open 9am - 5pm
Monday – Friday

(07) 4775 9124

Toowoomba (ECEI Partner/Toowoomba UnitingCare Community)

134 Mort Street,
Toowoomba, QLD 4350

Open 9am - 5pm
Monday – Friday

(07) 4775 912

Townsville (ECEI Partner/Townsville UnitingCare Community)

56 - 69 Patrick Street,
Townsville, QLD 4814

Open 9am - 5pm
Monday – Friday

(07) 4775 9124

ndis.info@bsl.org.au



Local Area Coordinators Contacts

The National Disability Insurance Scheme (NDIS) will work to support people with disability to participate in and contribute to social and economic life, as well as provide certainty that people with disability will receive the care and support they need over their lifetime.

The NDIS provides a number of ways to assist people with disability to exercise choice, including taking reasonable risks in the pursuit of their goals and the planning and delivery of their supports. One of the ways this is done is through Local Area Coordination (LAC).

Bundaberg (LAC Partner/Indigenous Wellness Centre QLD)

184 Barolin Street,
Bundaberg QLD 4670

1300 492 492

[Email enquiries \(external\)](#)

Ipswich (LAC Partner/Carers QLD)

28 - 30 Thorn Street,
Ipswich QLD 4305

1800 242 636

caa@carersaustralia.com.au

Mackay (LAC Partner/Feros Care QLD)

Shop 5/74 Wood Street,
Mackay QLD 4740

1300 763 583

Toowoomba (LAC Partner/Carers QLD)

632 Ruthven Street,
Toowoomba QLD 4350

1800 242 636

caa@carersaustralia.com.au

Townsville (LAC Partner/Feros Care QLD)

Ground Floor, 520 Flinders Street,
Townsville QLD 4810

1300 763 583



You the Participant

My NDIS pathway

The National Disability Insurance Scheme (also called the NDIS) is a new way of providing disability support.

It's important to understand how the NDIS works and whether you are eligible to participate. If you are, you will develop a plan with the NDIS to help you access the supports you need. Your plan will be reviewed over time so you'll get the right support for as long as you need it.

This booklet will help you understand the path you will travel as the NDIS works with you. It will provide an overview of what to expect at each stage.

You can refer back to this booklet as you move from stage to stage to help you understand what happens next.

Some words we use to talk about the NDIS might be new to you, so we've explained them along the way. For example when you are eligible for NDIS support, you are called a **participant**.

The NDIS and you

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the supports they need to live an ordinary life.

The NDIS funds supports that are reasonable and necessary for you to achieve your goals.

Everyone's needs and goals are different.

That's why the NDIS provides you with the flexibility to manage your individual support needs. It also means your experience with the NDIS might be different to another person's.

Your first plan with the NDIS will continue to give you the support you need now.

It will make sure you have time to learn more about all of your options with the NDIS and consider your goals for your next plan.

The NDIS will support you throughout your life for as long as you need it,

So this pathway will continue on, and you'll update your plan as your needs change.

The National Disability Insurance Scheme (NDIS) is a new way of providing disability support. The National Disability Insurance Agency is responsible for delivering the NDIS.

Can I access the NDIS?

You can access the NDIS depending on your age, residency and disability.

Age

If you are under 65 years of age.

Residency

If you live in Australia and are an Australian citizen, or you have paperwork that gives you permission to live here permanently.

Disability

If your disability is likely to be with you for life and substantially impacts how you manage everyday activities. This means you need help from other people or special equipment to do certain things.

The NDIS can support you even if you're not eligible for funding

If you are not eligible for funding, you may still be able to access disability and mainstream supports available in the community. You can find information about your options to build skills and capability and to link to these services on our website www.ndis.gov.au/people-disability/information-and-referral.

People who meet the NDIS access requirements are called **participants**.

NDIS ACCESS CHECKLIST <https://www.ndis.gov.au/ndis-access-checklist>

My first plan

Your first plan is the start of a lifelong relationship with the NDIS and will continue to give you the support you need now. Your first plan with the NDIS will continue to give you the support you need now. It will make sure you have time to learn more about all of your options with the NDIS and consider your goals for your next plan.

Your first plan may include the same supports and services you currently receive. It might include a range of supports provided by your family, friends, doctors, school and paid disability providers.

To create your first plan you will meet with an NDIS representative to have a conversation about your current situation and supports. We will ask you how you do everyday things like having a shower or cooking food. This information will form the basis of your First Plan. You will keep receiving your current supports until you have an NDIS plan in place.

Your plan may include:

Informal supports – the care and help you get from your family and friends.

Community supports – the activities and services you can get from people or groups in your local community.

Mainstream supports – the support and services you get from your doctor or school.

Reasonable and necessary funded supports – the supports and services the NDIS can fund. These are things related to your disability that you need to live your life and increase your options such as getting a job or doing more activities in the community.

Your first plan will be in place for 12 months. This will give you time to think about how those supports are working for you, and what else you might need to help you achieve your goals before you do your next plan.

It will also give you an opportunity to explore options to get involved in your local community through activities such as sports clubs and special interest and community groups.

Your first plan will be in place for 12 months. This will give you time to think about how those supports are working for you, and what else you might need to help you achieve your goals before you do your next plan.

Planning Meetings

However, **it is your right to request your meeting take place in person** and this can be done a number of ways. At the local NDIS Office, at your place of residence or somewhere else nominated by you ie., your advocate's office.

- You have the right to have your advocate attend meetings:
- You have the right to request a Translator which is to be provided and booked by the NDIS.
- You have the right to request Auslan assistance

Reviewing my plan

While everyone is different, your first plan will generally be in place for 12 months before we work with you to make any changes. This is called a plan review.

Have a think about your goals in both the short and long term. Knowing what you would like to work towards will help you to think about the supports and services you may need to achieve those goals.

It's important your NDIS plan, and any funded supports, continue to work well for you. This means your plan is helping you to achieve your goals.

Before you start your plan review, it can also be helpful for you to explore options to get involved in your local community through activities such as sport clubs, local theatres, special interest groups and community gardening.

If your circumstances or needs change you can talk to us about potentially changing your plan. You can ask a family member, friend, carer or provider to support you during a plan review.

Feedback and Complaints

The National Disability Insurance Agency (NDIA) welcomes feedback, including complaints. We believe people have a right to speak up as it helps us to see what works, what doesn't and where we can make improvements in our products and services. We believe our frontline staff are the best people to assist you. If you want information about our services or you are unsure about something, we encourage you to contact your local NDIA office.

You can also send an email to feedback@ndis.gov.au or call us on 1800 800 110. If we can't help you, we will try to refer you to someone who can.

Making a complaint about the NDIA

You can make a complaint by talking to someone at office or you can download and fill in a **complaint form**. You can make a complaint in your preferred language.

If we cannot deal with your complaint, we will explain why.

What happens when you make a complaint?

We will resolve your complaint as quickly as possible at your local office. Our Complaints Procedure requires that we:

- ✚ take immediate action where there appears to be a high risk of harm, neglect or abuse
- ✚ aim to acknowledge complaints within the next business day from receipt
- ✚ call you within two business days of acknowledgement
- ✚ aim to resolve complaints within 21 business days of receipt
- ✚ publish information on our performance.

When we contact you to talk about your complaint we may ask you to provide more information to help us understand the nature of your complaint. We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. We will let you know what they say in response to your complaint. Complaints can be resolved in many different ways and the officer who is handling your complaint can provide you with information about how similar complaints have been resolved.

If you are dissatisfied with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance from the Commonwealth Ombudsman:

Call: 1300 362 072 Web: <http://www.ombudsman.gov.au/pages/making-a-complaint/>

Internal Review

If you think a decision made by the National Disability Insurance Agency (NDIA) about you is wrong, you can submit an **application for internal review of a decision**. Any person directly affected by a decision of the NDIA can request such a review. There is a list of reviewable decisions in the **NDIS legislation**. Many decisions made by the NDIA are reviewable, including things like being accepted as a participant, the provision of reasonable and necessary supports, and becoming a registered provider of supports.

When you are told about an NDIA decision, you will be told how to request an internal review. A request for internal review of a decision must be made within three months of receiving notice of the decision from the NDIA. The staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process.

NDIS Appeals

Administrative Appeals Tribunal

A person who is not satisfied with a decision made by NDIA can apply to have the decision reviewed by the Agency in an internal review. If the participant is still dissatisfied with a decision following an internal review, they can then apply to the **Administrative Appeals Tribunal (AAT)**.

An application for an AAT review must be made within 28 days, but extensions can be granted.

How will the AAT process work?

The AAT, in preparing to undertake reviews in this new subject area, established a new Disability Division made up of members who have expertise and experience interacting with people with disability. The AAT will seek access to all relevant papers from NDIA and NDIA also makes sure that copies are provided to the applicant.

Case Conference

The AAT will run case conferences in person or by telephone in a casual setting and focus on open conversation and participation. The AAT has a broad range of alternative dispute resolution (ADR) possibilities. All applications are considered in one or more early conferences where the matters under review are discussed along with the best way of dealing with the application. Many applications are settled at conference.

An application that does not settle in conference may be referred for mediation, conciliation or another form of ADR. In an appropriate case the application is referred to be listed for a hearing.

AAT Hearings

In an AAT hearing the expectation is that the applicant will not require legal representation, however the applicant can be assisted by one or more support persons. Other people may give evidence to the AAT in support of the applicant's case. The AAT usually hands down a decision with full reasons within four weeks of the hearing. The AAT may affirm, vary or set aside the decision under review.

Need Assistance?

For those with disability, moving from your current funding arrangements into the NDIS can be for many a very confusing and daunting experience.

Independent Advocacy NQ

Freecall: 1800 887 688

Email: appeals@ianq.org.au

Families and Carers

The NDIS will ensure that people with disability are given every opportunity to make their own decisions and exercise choice and control. We recognise that the role of families and carers is often essential in supporting people with disability to realise these goals and will include them in discussions about supports. The NDIS will provide information, referral and linkage to ensure families and carers are able to access supports in the community to assist them in their role.

Department of Social Services (DSS) - Disability and Carers information

Programs and Services for Carers provides links to a range of services available locally and across Australia, including services for people with a disability and those who provide care. Centres can assist carers with options to take a break through short-term and emergency respite, based on assessed need, and provide advice on and coordinate access to respite services in a carer's local area.

You can find more information on the disability carer's page on the DSS website <https://www.dss.gov.au/disability-and-carers/carers>.

Carer Gateway

Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.

Website: <https://www.carergateway.gov.au/>

Free call 1800 422 737 for support and advice Monday to Friday. 8:00am to 6:00pm

Guardians or Nominees

Guardians or nominees of people with disability play an important role in the NDIS to represent the interest of the person and they can contact us on behalf of the person.

Nominees

Nominees will be appointed where requested by the participant or where necessary. If a guardianship arrangement is in place the presumption is that the guardian will be appointed the nominee.

Nominees will have a duty to ascertain the wishes of the participant and make decisions that maximise the personal and social wellbeing of the participant.

The NDIS Rules set out further information on how the Agency will determine who should be appointed and how the nominee should act.

There are two types of nominees: a correspondence nominee or a plan nominee and one individual can perform both functions

Correspondence Nominee A correspondence nominee can undertake all activities that a participant would undertake, except for:

- ✚ the preparation, review or replacement of the participant's plan; and/or
- ✚ management of the funding for supports in the participant's plan.

Plan Nominee A plan nominee can undertake all activities that a participant would undertake under the Scheme including:

- ✚ the preparation, review or replacement of the participant's plan; and/or
- ✚ management of the funding for supports in the participant's plan.

However the plan nominee may not undertake activities on behalf of the participant that may be outlined when the plan nominee is appointed.

Guardianship Information

Those who are in a formal caring role and acting on behalf of a person with disability are able to contact the National Disability Insurance Agency on behalf of that person, if the person is unable to make contact themselves.

In appointing a nominee under section 86 or 87 of the *NDIS Act 2013*, the National Disability Insurance Agency must consider whether someone legally:

- ✚ has guardianship of the participant; or
- ✚ has been appointed by a court, board or panel who has power to make decisions for the participant and whose responsibilities are relevant to the duties of a nominee.

If another person or body has all or part guardianship responsibility for a participant, then the National Disability Insurance Agency will work with the guardian in decision making in the same way they would work with parents and carers of participants who are under 18.

Guardians and nominees are advised that, in the context of the planning process, planners will support participants to exercise choice and control over their supports and providers.

Further Information

You may find the following documents useful. Where documents are being finalised, such as the draft rule for nominees, the final document will be put on this website when available.

For more information you can look at Part 5 of the *National Disability Insurance Scheme Act 2013* (page 70) which has more information.

Need Assistance?

If you don't think your family member or the person you are caring for are not receiving their full entitlements or they are unable to speak for themselves, we are here to help so call or email us for assistance.

Independent Advocacy NQ

Freecall: 1800 887 688

Email: appeals@ianq.org.au

Community

The NDIA is constantly listening and learning so that we can deliver the NDIS in a way that best meets the needs of people with disability, their families and their carers, and that is sustainable into the future. One of the ways we are doing this is by considering how best we can harness the skills and experience that already exist in the community and in the marketplace. We recognise that there are areas where it may be beneficial for us to partner with organisations to ensure we are delivering a scheme that gives people with disability choice and control.

Why is Community Participation Important?

The Productivity Commission report further assessed that addressing the relative lower levels of community participation and inclusion of people with disability will have important benefits.

The Productivity Commission reported that:

- ✚ It can lead to improved wellbeing outcomes for people with disability and their carers (in relation to health, employment, education, income and life satisfaction outcomes)
- ✚ It can lessen the longer-term costs of care and support for people with disability indeed, it may prevent people who have modest disability care and support needs from requiring more costly levels of care and support. For example:
 - The provision of public or community transport that are accessible to people with disability can reduce the need for them to use taxis and, so, the associated costs of taxi vouchers
 - The design of shopping centres that are accessible to public or community transport can enable people with disability who can use these transport options to shop for themselves, rather than to have others shop on their behalf
 - The provision of orientation and mobility services to people with moderate levels of vision impairment can reduce the likelihood of them falling or having accidents that lead to further disability or impairment
- ✚ Support for people with disability and unsustainable care by carers, is also likely to have economic benefits by increasing participation in the workforce
- ✚ The community as a whole benefits from inclusive arrangements, not just people with disability. In the broadest sense, inclusion can enhance Australia's 'social capital' by engaging more people within the community and, through that, better reflecting the community's diversity
- ✚ To the extent that it creates better networks among people and breaks down stereotypes, it can promote economic (such as employment) as well as social participation.

Social capital relates to the social norms, networks and trust that facilitate cooperation within or between groups. It can generate benefits to the whole community by reducing transaction costs, promoting cooperative behaviour, diffusing knowledge and innovations, and through enhancements to personal wellbeing and associated spillovers (PC 2003a).

Community Clubs and Associations

Not-for-profit community clubs and associations are fundamentally part of the fabric of the community at a local level.

It is likely that most participants in the scheme will seek to make better connections to community based supports. The NDIA's local area coordinators will work with participants to identify suitable options.

The NDIA will also work with the organisations to increase their awareness of the needs and desires of people with disability and will explore strategies to assist them to address simple improvements that may be needed to their facilities to enable access and participation by people with disability.

This might include activities such as:

- ✚ Identifying basic training that would help individuals (for example, paid employees, operators of businesses, or volunteers) to more effectively work with people with disability
- ✚ Minor modifications to facilities such as more accessible paths around a community garden.

Information, Linkages and Capacity Building

The focus of ILC will be community inclusion – making sure people with disability are connected into their communities. ILC is all about making sure our community becomes more accessible and inclusive of people with disability.

We want to do this in two ways:

1. Personal capacity building – this is about making sure people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
2. Community capacity building – this is about making sure mainstream services or community organisations become more inclusive of people with disability.

Unlike the rest of the NDIS, ILC won't provide funding to individuals. We will provide grants to organisations to carry out activities in the community. Many of the activities that we will fund in ILC will be available to both people with disability and families. Providing information about a particular disability or condition on a website or through a phone line, for example, will help both people with disability as well as family members. And the activities we fund to build the capacity of mainstream services and community activities to be more inclusive will benefit all people with disability, as well as their families and carers. While we want ILC activities to help lots of people, we will also fund some activities that will target people who do not have an NDIS plan so they can get the help they need.

Note: Funding for Advocacy is not covered under ILC

Providers

NDIS Providers are individuals or organisations registered with the NDIA to deliver a support or product to a participant of the NDIS. Each participant in the Scheme will have an individualised plan that identifies the outcomes they wish to achieve, the disability supports that will be funded by the NDIS, and other supports the person requires. Participants have choice and control over the providers they engage to deliver supports in their plan.

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with disability, their families and carers.

How do I become a provider?

Registering as a provider enables you to access our systems and do business online.

The registration process is outlined in the Provider Registration Kit and on the NDIS website.

You do not need to register with the NDIS until you are ready to do business and the NDIS is about to be rolled out in the area you operate in.

Need Assistance?

Support providers or a person working within the disability sector, if you wish to refer a client for assistance along any part of their NDIS journey, you can contact us for advice.

Independent Advocacy NQ

Office 2/179-181 Ross River Rd (opposite The Cathedral School), Mundingburra, QLD 4812
PO Box 3065 Hermit Park, QLD 4812

Contact:

Freecall: 1800 887 688

Phone: (07) 4725 2505

Fax: (07) 4725 6106

Email: appeals@ianq.org.au



Independent
Advocacy NQ





Accreditation

National Disability Advocacy Standards

Office Hours:

Monday to Friday 8:30am to 5:00pm
Closed Public Holidays

Location:

Office 2/179 - 181 Ross River Road, Mundingburra, QLD 4812
PO Box 3065 Hermit Park, QLD 4812

Contact:

Freecall: 1800 887 688
Phone: (07) 4725 2505
Fax: (07) 4725 6106
Email: reception@ianq.org.au

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www.ianq.org.au