

National Disability Insurance Agency

Rural and Remote

Strategy

Easy English 2017

This document includes photos of Aboriginal and Torres Strait Islander people. It may contain images of people who have passed away.

How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the National Disability Insurance Agency (NDIA).

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



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 42.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.ndis.gov.au



You can ask for help to read this document.

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

What's in this document?

About our Rural and Remote Strategy	4
Our goals	6
Creating the Strategy	7
Our approach	8
Rural and remote communities	9
Challenges	11
Opportunities	13
Creative supports and services	17
The Strategy	20
How will we know if the Strategy is successful?	38
Word list	42
For more information	44

About our Rural and Remote Strategy



We run the National Disability Insurance Scheme (NDIS).



The NDIS is a new way of helping people with disability and their families get the supports and services they need.



We want people with disability in rural and remote areas to get the supports and services they need too.

We want them to:



- be supported to take part in the life of their community



- achieve good things in their lives.

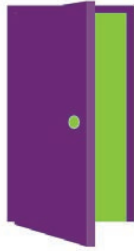


We know the supports and services that are available in Australia's big cities aren't always available in rural and remote areas.

This creates:



- challenges



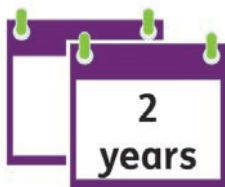
- opportunities.



Our Rural and Remote Strategy explains what we plan to do.



In this document we call it the Strategy.



It shows how we will do things for the next 2 years.



It is an important part of making the NDIS work.

Our goals

We also have goals we want to achieve:



- Making sure people can get the right **supports** near to where they live.

Support means the help people need to do things which are difficult for them.



- Creating new ways for people to get supports.



- Working with service providers to help people get the supports they need.



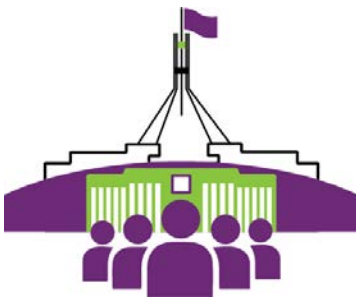
- Helping rural and remote communities support people with disability.

Creating the Strategy

To create the Strategy, we worked with:



- community groups, including Aboriginal and Torres Strait Islander community groups



- government agencies



- NDIA staff in rural and remote areas



- people who know about disability services in rural and remote areas.

Our approach

As the NDIS grows, we will learn:

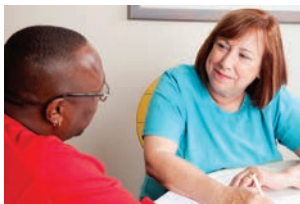


- what works well in rural and remote communities



- what needs to change.

Our approach has 4 stages:



- listen to what people tell us



- learn from communities where the NDIS has started



- build and improve on the things that are done well



- deliver the supports and services people need.

Rural and remote communities



We can work out if a community is:

- rural
- remote
- very remote.

We know this by finding out:



- how many people live in the community
- how far away the community is from a town or city
- how big the nearest towns or cities are
- if the community is part of the mainland.

The Strategy will change the way people get supports, including:



- different ways to contact us



- support to write an NDIS plan



- support to make the NDIS plan happen



- working together



- **early intervention** for children – providing support early



- personal services



- specialist services.

Challenges



There are many issues rural and remote communities face when it comes to delivering services.

This might include:



- a small number of people living in a very large area



- limited facilities and services such as roads and power supply



- finding and keeping good staff.

There are some other things we need to think about too:



- there aren't many services to choose from



- people need to travel further



- people need transport



- the quality of the supports and services needs to be good



- there are not enough places that are suitable for people with disability to live.

Service providers in rural and remote areas face challenges too:

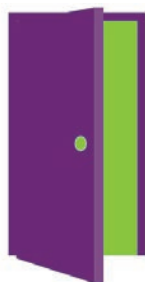


- they don't have as many staff as services in big cities



- the staff have to do extra work to run the service.

Opportunities



We have the chance to work on some things which will help people with disability.

These include:



- increasing the number of services that lots of people want to use, such as personal care



- supporting service providers to get ready for the NDIS



- managing the changes to disability services in each state and territory



- providing services that can match what people need when new things come up



- working with governments on transport



- supporting people who have complex needs or **challenging behaviours** – acting in a way that puts their safety or the safety of others at risk



- giving people enough information to make choices on their own



- helping people find good places to live



- making more types of therapy available



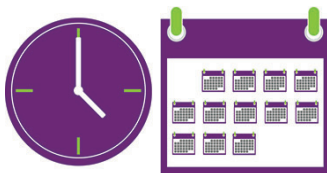
- getting local services and agencies to
 - talk to each other
 - work together.



Communities are different.

We will need to change how we do things in each community.

Our approach will need:



- time



- different ways of doing things in each community.

People with disability who live in rural and remote communities sometimes have to face extra problems, such as:



- having less money



- everyday items cost more, such as food



- living in poor quality housing



- having trouble finding jobs



- poor health.



We will think about these extra problems while we are trying to find solutions.

Creative supports and services



The NDIS will give people with disability a better chance to take part in the community.

We are going to:



- help people with disability connect with **mainstream services** – services for everybody to use



- make **informal supports** stronger – this is the support given by family and friends



- fund supports that help people with disability to



- develop skills



- live on their own



- take part in the community.



Our challenge is to make sure people with disability in rural and remote communities have lots of different supports available to them.



Some communities might have very few service providers or even none.

We might need to:



- train and support local people to provide services
- bring different service areas together to deliver supports



○ health



○ disability



○ aged care



- use resources that are already in the community.

Rural and remote communities often have:



- strong community networks



- good ways to solve the problems their community faces.



- These can be used as extra support for people with disability, their families and carers.

The Strategy

Easier ways to contact us and use our services



We want people living in rural and remote communities to be able to find and use our services in the right way for them.

What we have learned



People living in rural and remote communities may have trouble finding and using disability supports and services.



This might include contacting us.

What we have done already



In some places **Local Area Coordinators** work with local councils and community organisations to connect people with disability to the services they need.



We have set up NDIA offices in some rural and remote areas.

In other places:



- Local Area Coordinators make regular visits



- we share offices with other services you already use.

What we are planning

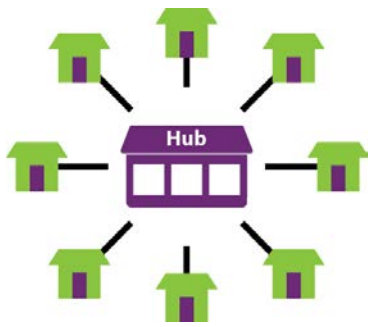


We will use a **‘hub and spoke’** model in rural and remote communities.



There will be one place that is a ‘hub’ – at the centre.

It supports other locations close to where people use supports and services – these are the ‘spokes’.



We will also provide support to people using **outreach** – contact centres and activities that can move around.

To make sure our services work well and can change if they need to:



- services will be able to cross over borders

- staff will



- be available in different locations



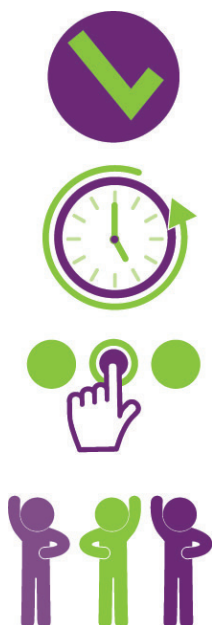
- build relationships



- travel to communities.

Supports that work well and are where people live

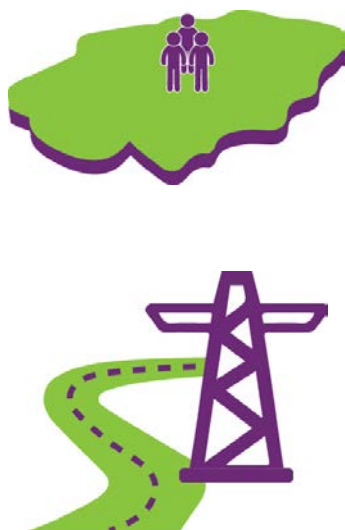
We want the disability support available to people in rural or remote communities to:



- be good quality
- last a long time
- give people choices
- suit the needs of different people.

What we have learned

The range and cost of disability support services in rural and remote communities can be affected by:



- the small number of people who live there spread over a very large area
- limited facilities and services.

Rural and remote communities have trouble with:



- finding and keeping staff with good skills



- service delivery all coming from one place.



For example, one service provider may be delivering health, child support, aged care and disability support.

What we have done already



We are helping people to get ready for the NDIS so we can plan for the supports they need.

We have been talking with people to find out:



- what kind of supports they might need
- how much support they need
- where they get services from
- when they need to use services.

What we are planning

We will work to understand what each community needs, including:



- the cost of services



- how many service providers there are



- what supports are available.



If there are limited service providers available, we will work with them to:

- expand their services
- use people and resources already in the community.

Creative approaches for people within their communities



People will choose their supports based on how they live within their community.



This will be different from one community to the next.

What we have learned



We need to have lots of different ways to deliver services in rural and remote communities.



Not all service delivery needs to be done within the community.



For example, some support could be delivered by videoconference – using the internet.



There are some things communities are already doing well and we can build on these strengths.

What we have done already



We have developed new ways to collect information about what works for people in rural and remote areas.



We have helped people solve problems in new and creative ways using their NDIS plans.



For example, providing a person with a special motorised wheelchair which is built for rough terrain – there are no footpaths or paved roads.

What we are planning

We will think about ways we can use technology to deliver supports and services:



- across large distances



- to areas where not many people live.



We need to hear what people have to say about what works for them.

We will use:



- new technologies, including **assistive technologies**



- online tools and resources



- options for service delivery and support.



We will check and test how things are going.



The new technology will include an eMarket platform.

This is an online place used to:



- help people with disability, their families and carers choose supports



- help service providers tell people about the services they offer.

Using partnerships to achieve results



We will:

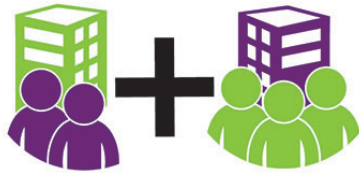
- find out what works well
- work together with people who are doing good things.

What we have learned

The NDIS will achieve best results when there are partnerships between:

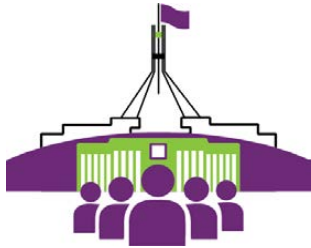


- the NDIA
- participants, their families and carers
- local community leaders
- Traditional Owners and Elders
- state, territory and local governments
- service providers
- professional workers and the organisations to which they belong.



We can fix some of the problems by building partnerships between these groups.

Other strong partnership areas will come from the NDIA working closely with:



- other government areas



- local government



- community organisations



- corporations



- health service providers working in the communities.

It may be necessary for different areas to share resources and work together to deliver service and supports.

For example:



- health



- education



- mental health

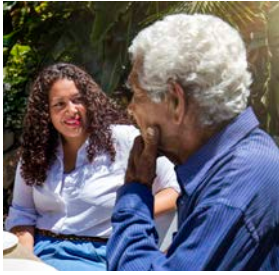


- aged care.

What we have done already



We have met with people from local government and other organisations to build relationships, for instance in the Barkley region, Northern Territory.



We have worked with Aboriginal and Torres Strait Islander community leaders to translate information about the NDIS so it makes sense in local languages and cultures.

What we are planning



We will build partnerships that support flexible, creative services.

We will work with local communities to create better ways for people to:



- find and use supports



- understand what disability means



- tell people in the community about the rights of people with disability.



We will look for ways we can use or expand local resources.

Support and strengthen what rural and remote communities are able to do for themselves

The NDIS provides benefits to local communities, including:



- the local economy
- what they are able to do for themselves.

What we have learned

To make communities stronger, there needs to be an ongoing relationship between:



- people with disability
- the NDIA
- service providers
- other government agencies.

We need to:



- work with what a community already has



- help communities be the best they can be.

Services in rural and remote communities need workers:



- based in the community
- who can support people visiting the community from other places.

What we have done already



We have focused on:

- helping people understand the NDIS
- building key relationships.

What we are planning

We will work with all areas of government to:



- help communities feel a sense of ownership of the NDIS



- empower people with disability.



Different supports and services should support each other.

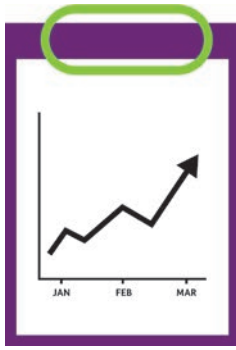
We are committed to:



- being involved in local communities



- building local partnerships.



We will work with local communities and government partners to work out ways we can measure how well things are going.

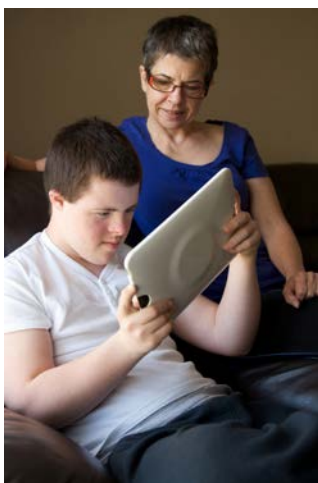
This will show us:



- how well people using the NDIS are taking part in their community



- if service providers have been able to find and keep staff with strong skills

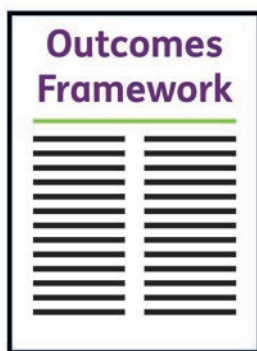


- if technology is helping people use services.

How will we know if the Strategy is successful?



We will use different tools to measure how successful the Strategy is.



The main tool is called the Outcomes Framework.



The Outcomes Framework is a way to measure success for people with disability.



It works by asking questions about how the NDIS is working.



Questions for people with disability include:

- Do you feel that you belong to a community group?
- Are you able to have a say on issues?
- Do you manage your own NDIS plan?
- Are you happy with how your NDIS plan is working?



Questions for parents of a child with disability include:

- Do the specialist services that your child received meet his or her needs?
- Do you feel that your child can join in activities with other children their age?
- Do other people close to you help you care for your child?



Questions for families with a family member with disability include:



- Do the services you receive meet your needs?



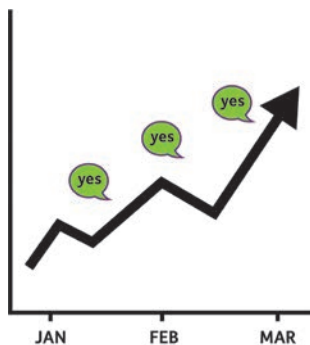
- Do you receive the services and supports you need to care for your family member?



- Do service providers listen to you?



- Do you feel that you are in control of choosing services and supports?



The tool measures how many people say yes as their answer to the questions we ask.



The more times people say yes, the more successful the Strategy is.



If we don't get enough information, we will make a new tool to use.

Word list



Assistive technology

Aids and equipment that help people when they need to do certain tasks.



Challenging behaviours

Acting in a way that puts their safety or the safety of others at risk.



Early intervention

Providing support for children early – while they are still very young.



Hub and spoke model

There is one place at the centre – a ‘hub’. It supports other locations close to where people use supports and services – the ‘spokes’.



Informal supports

The support given by family and friends.



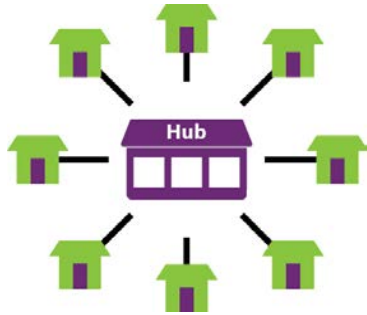
Local Area Coordinators

People who help you work out the supports you need.



Mainstream services

Services for everybody in the community to use.



Outreach

Taking services to people



Support

The help people need to do things which are difficult for them.



Therapy

Helps to improve people's ability to do things.



Videoconference

A meeting where people in different locations use technology to talk to and see each other.

For more information

Contact us for more information:



www.ndis.gov.au

nt.gov.au/community/interpreting-and-translating-services



1800 800 110



For people with hearing or speech loss

TTY - 1800 555 677



Speak and Listen - 1800 555 727



For people who need help with English

Telephone Interpreting Service

131 450



NDISAus



@NDIS



This Easy Read document was created by the Information Access Group using PhotoSymbols, stock photography and custom images. The images may not be reused. For any enquiries, please visit www.informationaccessgroup.com

This page has been left intentionally blank





www.ndis.gov.au

1800 800 110