



Participant Service Improvement Plan 2020-21

Improving how the NDIS works to serve participants



Service Improvement Plan 2020-21

This **Service Improvement Plan 2020-21** (SIP) is the key to making real our promises in the Service Charter and Participant Service Guarantee.

It sets out what we are going to do over the next two years to deliver a National Disability Insurance Scheme (NDIS) that meets your expectations. It reflects the feedback we have received from you.

Making our processes just work better is part of how the NDIS will achieve its wider outcomes and benefits for you.

The SIP is specific and tangible. You will be able to see how well we have done these things (or not) over 2020 and 2021. We will report on this in our National Disability Insurance Agency (NDIA) Quarterly Reports and on the NDIS website.

The Participant SIP is current as at 23 July 2021. It will be updated regularly on the NDIS website.



Communicating with us

- You will have a **current contact** name for all your interactions with us
- We will put the **name** of a real person on our letters to you
- You will be able to use **online forms and services** where you want to
- You will be able to **track** where your application or inquiry is up to **online**
- **The website and portal** will be clearer and easier to use
- **The call centre** will give you more helpful and consistent information.

Getting information from us

- Our decision letters will have **reasons** for why we have decided something in plain English
- You will be able to **access your personal data and plan details** without having to ask through a Freedom of Information (FOI) request
- We will have clearer **guidelines and procedures** so there is consistency in how we make decisions; and we will make more of these **public**
- Our guidelines will come with **plain English descriptions** and more **examples**
- Our documents will use **consistent terms and definitions** with **less jargon**
- We will be clearer on what **reasonable and necessary** supports means, with case studies and examples.

Gaining access to the NDIS

- You will be able to apply to the NDIS in the way you want, including using an **online access request form**
- We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS.

Making your plan

- We will support you, if you want, to build **goals** in your plan that are clearly defined, realistic and attainable
- If you want, you will be able to have a **face-to-face meeting** with the person who makes a decision about your plan supports and funding
- We will also support more **video-conference** planning meetings
- You will get **plan summary statements and draft plans** before your plan is approved so you can check your information is right and there are no surprises
- We are working to build more **do-it-yourself online plan tools**.

Using your plan

- We will give you more support **for using your plan**, for finding both disability services and mainstream supports
- We will be clearer about **support coordination services**, and what you should expect
- Your plan will be **longer and ongoing**. It will be **reviewed** when you or we request it - for example if your circumstances change or something significant happens in your life
- We will **check-in** with you on how the plan is going, and whether an update or review is needed
- There will be a simple and quick process when you need to make **minor changes to your plan** – it won't require a full "review"
- You will be able to manage your plan more easily, using a new **NDIS mobile app**
- We will make it easier to **self-manage** your plan, with the right support and controls in place; and to change easily between plan and self-managed
- We will work with communities in **remote and very remote areas**, and other areas lacking services, to trial new ways of **organising services** so you can more easily use your support funding.

Payments from your plan

- Payments will be able to be made simply and directly for registered and non-registered providers of services – **no more paying first from your own cash and claiming it back**
- We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted.

Parts of your plan

- You will be able to **quickly access assistive technology and home modifications** with less red tape. This includes a simpler process for requesting **complex and non-standard** assistive technology or home modifications
- We will issue new **easy-to-understand guidelines** for complex home modifications
- We will encourage **Individualised Living Options** as an alternative to traditional group homes
- We will increase the **flexibility in living options** if you are eligible for Specialist Disability Accommodation (SDA)
- We will process **applications** for all supports associated with housing and accommodation issues together and more quickly
- There will be a **standard form** and application process for SDA
- There will be a **national SDA-matching** website showing all available properties
- We will focus on your plan and goals supporting you to gain **employment** if that is what you want.

Support for engaging with us

- We will **pro-actively check-in** with you, especially if you may be in a vulnerable situation
- We will improve the way we provide you support for **independent decision-making**
- We want to support and promote **children and young people's** voice in their own plans; while also working closely with **parents and carers**
- We will improve our direct support for you if you have **complex needs** and require **critical supports**, or are otherwise potentially vulnerable
- We will fund **specialist community connectors** (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us
- We will also have a **NDIS carer connect network** for aging parents of people with a disability
- Our front-line teams will have improved **cultural and disability awareness**
- **Liaison Officers**, for Health and Justice especially, will help participants interact with the NDIS in each state and territory
- We will support you if you are a **Young Person in Residential Aged Care** to live elsewhere
- We will fund **early intervention supports** for children more flexibly.




Participant Service Guarantee – Time Standards

- We will meet and try to exceed the **time standard commitments** for service levels.




For more information about this plan, please contact:

National Disability Insurance Agency

-  Telephone 1800 800 110
-  Find us on Facebook/NDISAus
-  Follow us on Twitter @NDIS

[ndis.gov.au](https://www.ndis.gov.au)

For people who need help with English

 TIS: 131 450

For people who are Deaf or hard of hearing

 TTY: 1800 555 677

 Speak and Listen: 1800 555 727

 Internet relay: National Relay Service
relayservice.gov.au