

Participant Service Improvement Plan 2020–2021

Improving the NDIS for participants

Easy Read version



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How to use this document



The **National Disability Insurance Agency (NDIA)** wrote this plan. When you see the word 'we', it means the NDIA.



This plan is written in an easy to read way.

We use pictures to explain some ideas.

Bold

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

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 26.



This Easy Read plan is a summary of another document.



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



You can ask for help to read this plan.
A friend, family member or support person may be able to help you.



There is other information that might help you read and understand this plan.



You might like to read our Corporate Plan.



You can also read the Participant Service Charter.



The Participant Service Charter is a document that talks about how we work with and support the people who use the NDIS.



You don't have to read this all at once.



You can take your time and read it at your pace.

About the Participant Service Improvement Plan



Participants are people with disability who take part in the **National Disability Insurance Scheme**. We call it the NDIS.



Participants are the most important part of all the work we do.



Our Participant Service Improvement Plan talks about what we will do to make our services better.



It's a plan for the next 2 years.

We are improving the way you can:



- communicate with us



- get information from us



- apply for the NDIS



- make your plan



- use your plan funding



- pay for services



- work with us.

We explain these changes in detail on the following pages.

Communicating with us



We are improving the ways you can communicate with us.

We will:



- give you the name of 1 person to contact when you need to get in touch with us



- put a real person's name on letters we send you



- give you more options for filling in forms online



- let you track applications and enquiries online



- make our website easier to use



- give you helpful information when you call us.

Getting information



We are making it easier to get information from us.

We will:



- give you reasons for our decisions



- write in a simple way



- let you have information that we keep about you and your plan



- clearly explain how we work



- explain what hard words mean



- explain the types of support people can get.

Applying for the NDIS



We are making it easier to apply for the NDIS.

We will:



- let people apply for the NDIS online if they want to



- connect people to other supports in the community, even if they can't use the NDIS.

Making your plan



When participants start using the NDIS, they make a plan.



We are making planning easier and fairer.

We will:



- help you make goals that you can reach



- meet you in person if that's what you want



- meet you on a video call or over the phone if that's what you want



- show you a draft of your plan before it is finished



- build helpful online tools you can use to make your plan.

Using your plan budget



We are improving the way you can use the money in your plan.

We will:



- help you use your plan



- help you work with a **Support Coordinator** if that's what you need – this is a person who helps people with disability plan and use their supports



- make plans last for a longer time



- help you review or change your plan if you need to



- check in with you to find out how things are going in your plan



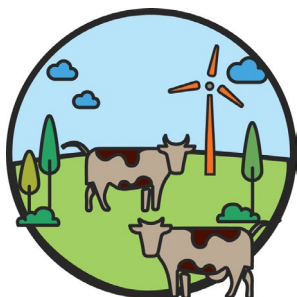
- make it easier for you to manage your own plan if that's what you choose



- create an **app** to help you manage your plan – this is a program that you can use on your phone



- work with all communities, including those in **rural and remote** areas, so they can get more support.



Rural and remote areas are places that are far away from cities or towns.

Paying for services



We are improving the way we pay for services.

We will make payments to providers:



- quicker



- simpler.

Using your plan to get supports



We are making plans easier to use every day.

We will make quick decisions about:



- technology and equipment



- changes someone needs to their home.

We will:



- write a simple guide about how you can change your home



- support people so they can do more on their own



- help make housing options more flexible and easier to find



- make applying for housing support easier



- help you use your plan to find and keep a good job, if that's what you want.

Working with us



We are making it easier and better to work with us when you need to.

We will:



- check in with you from time to time



- give you more support if you need help to make decisions



- help everyone to speak up about what they want, including children, young people, families and carers



- find better ways to work with people who need a lot of support



- make sure we respect everyone's culture and background



- connect with carers and family members who help participants



- help young people with disability who live in nursing homes find other places to live



- offer flexible support to children early in their lives.

What happens next?



You can expect to start seeing some of these changes straight away.



Others will take more time to put in place.



We will check this plan regularly to make sure it is working.



We will make updates to this plan from time to time.



We will share it on our website when we update it.



This plan was updated in July 2021.

Contact us

For more information, please contact us.



www.ndis.gov.au



1800 800 110



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Follow us on Twitter.

@NDIS

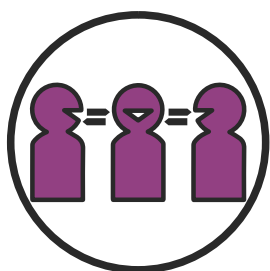
Support to talk to us



You can talk to us online using our webchat feature.

www.ndis.gov.au/webchat/start

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list



App

A program that you can use on your phone.



Independent assessment

An independent assessment is a report about how someone's disability affects their daily life.



National Disability Insurance Agency (NDIA)

The NDIA runs the NDIS.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



Participants

Participants are people with disability who take part in the NDIS.



Rural and remote areas

Rural and remote areas are places that are far away from cities or towns.



Support Coordinator

A support coordinator is a person who helps people with disability plan and use their supports.



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