

National Disability Insurance Agency Annual Report

2019 to 2020



Easy English



Hard words

This report has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the word means.

You can get help with this book



You can get someone to help you

- read this report
- know what this report is about
- find more information.

Our respect



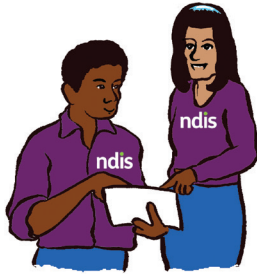
We support the rights of Australian's with disability.

We work on Aboriginal land and respect Aboriginal elders.

About this report



The **National Disability Insurance Agency** or NDIA wrote this report.



The NDIA manages the **National Disability Insurance Scheme** or NDIS.



The NDIS gives services and support to people with disability.

People with disability are the most important part of the work we do.



This report has important information from our 2019 to 2020 annual report.



You can find the whole report on our website

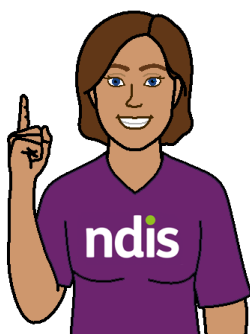
www.ndis.gov.au



July 2019						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June 2020						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

The report is about the work we have done from 1 July 2019 to 30 June 2020.



The report says what we

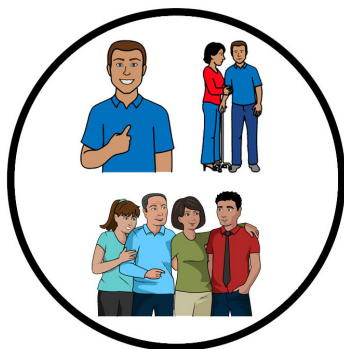
- have done
- have learned
- still want to do.



We want to help **participants** have a better life.

Participants are people who get support from the NDIS.

About the NDIS



The NDIS supports

- people with a disability
- families
- carers.



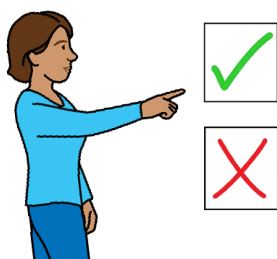
This support helps participants to

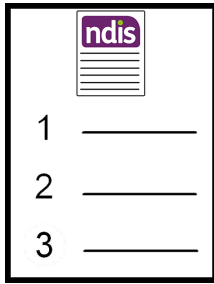
- enjoy a normal life
- be involved in the community
- have a job.



Participants now have more

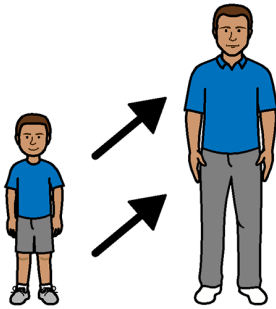
- choice
- control.



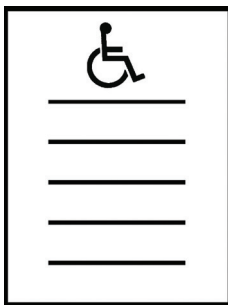


Participants make an **NDIS plan**.

An NDIS plan says all the things the NDIS can help participants with.

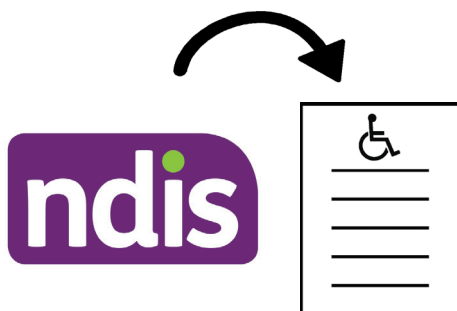


The NDIS supports people with a disability at different life stages.



The government has a national disability **strategy** that says what it will do to help people with a disability have better lives.

A strategy is a plan.



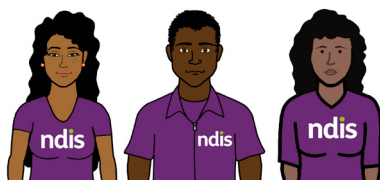
The NDIS is part of the government plan.

About the NDIA

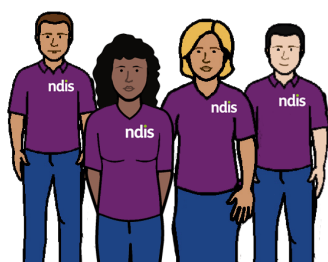


Our staff put people with a disability first.

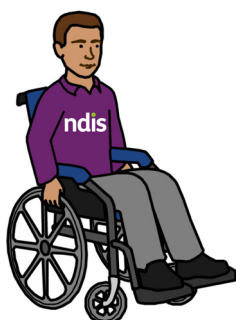
We care about what we do.



We value workers who have different backgrounds.



We have about the same number of women and men in senior leadership jobs.



More than 11 per cent of our staff have a disability.



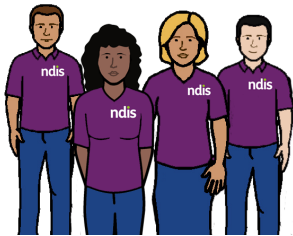
We work in 188 offices.

Who runs the NDIA?



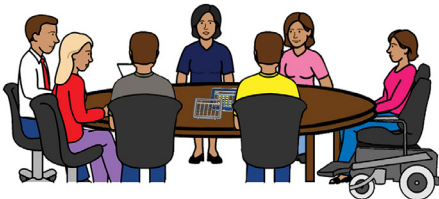
The NDIA Board

- says what we will do
- checks how the NDIA is working.



NDIA managers make the Board's plans happen.

There is an **Independent Advisory Council** that helps the Board.



The Independent Advisory Council has people who share ideas about the NDIS with the Board.

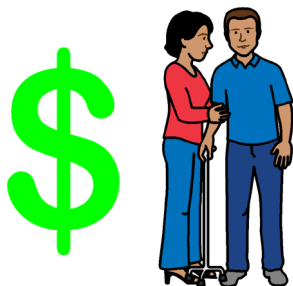
For example

- people with a disability
- people who support people with a disability
- experts.



Partners in the Community

We have a program called Partners in the Community.



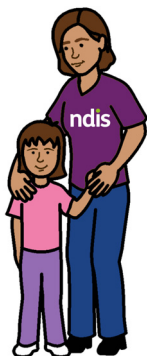
The program gives money to groups who help make the NDIS happen.

These groups employ **Local Area Coordinators** and **Early Childhood Early Intervention** staff.



Local Area Coordinators can

- tell you about your plan
- help you start your NDIS plan
- make your plan happen.

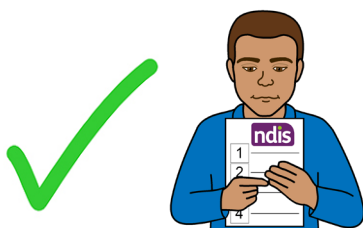


Early Childhood Early Intervention is how the NDIS helps children before they go to school.

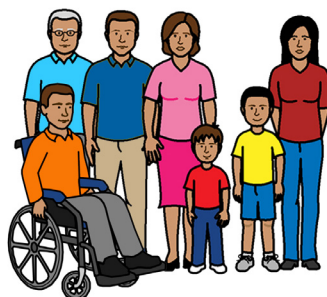
We made a lot happen



The NDIS is everywhere in Australia.

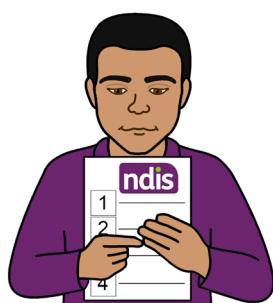


Almost 392,000 Australians now have help from the NDIS.



From 2019 to 2020

- 105,984 participants got an approved plan
- 61,962 were children from 0 to 6 years old.



We did a lot more plan reviews this year.

From 2019 to 2020 we did

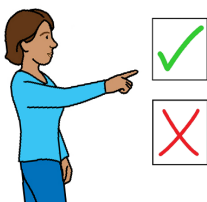
- 332,070 plan reviews
- 126,907 more reviews than the year before.



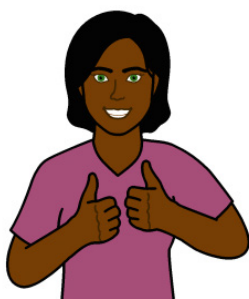
Participants who have been in the NDIS for 3 years have had some good outcomes.

For example

- more help with daily living
- more choice and control



- more social activities.

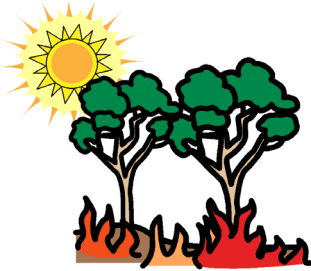


We delivered services that are faster and better for participants.

For example

- it takes less time to deliver access decisions and first plans
- over 80 per cent of participants are happy with their services
- less decisions needed to be reviewed
- complaint numbers were the lowest ever.

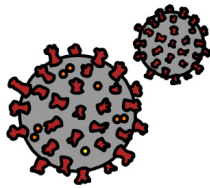
We had some challenges this year too.



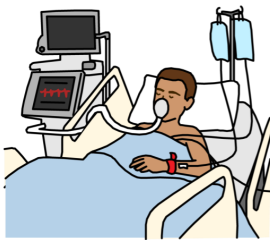
The biggest challenges were

- bushfires

and



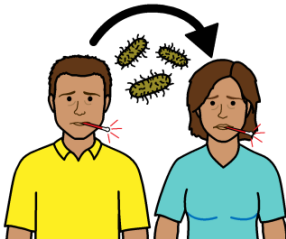
- **coronavirus.**



Coronavirus

- has made people all over the world very sick

and



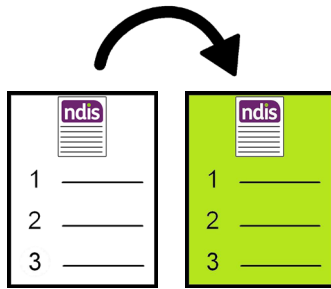
- is spread when you are close to someone else.



We gave help to participants through the challenges.



We put important information on our website.



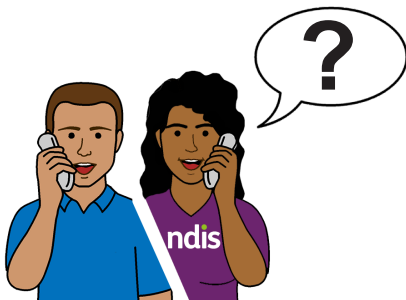
We helped participants who were affected by bushfires to

- change their plans

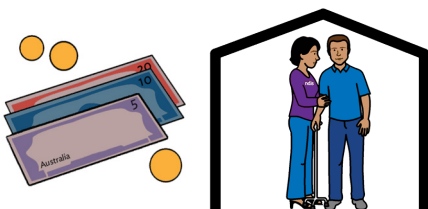
and



- get support to fix equipment.



When coronavirus started we contacted a lot of participants to make sure they had the supports they needed.



We gave some extra money to providers to help them support participants.

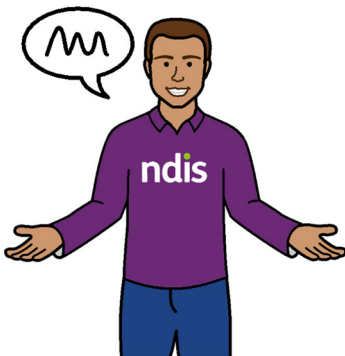


We also helped participants to

- get groceries from the supermarket
- get safety equipment



- get supports online
- change their plan quickly when they needed more support.



We will keep helping participants to get essential supports and be healthy and safe.

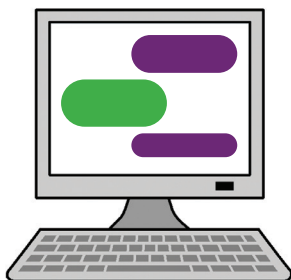
We have made our website better with

- easy to read information for participants

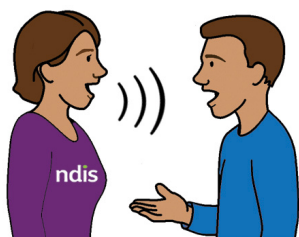
and

- **live chat**

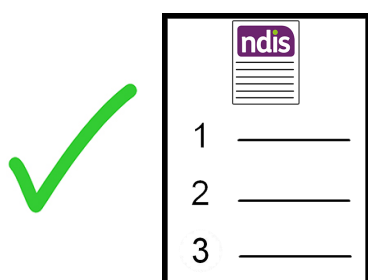
Live chat means you can message us directly from our website.



What participants think

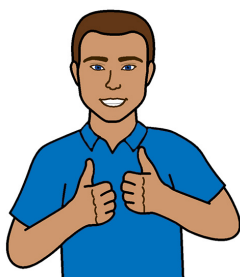


We asked participants to tell us how they feel about the NDIS.

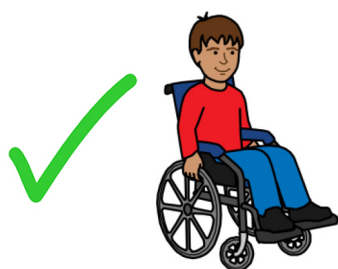


We found out that

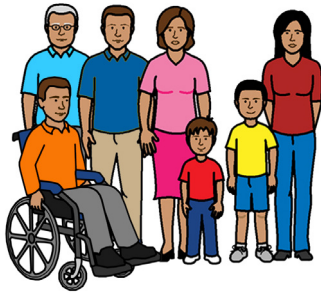
- 84 per cent of participants said the NDIS plan process was good or very good



- 85 per cent of participants said their plan review went well



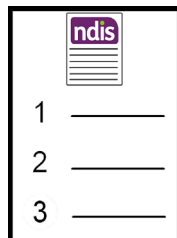
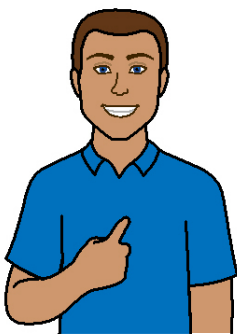
- 95 per cent of parents and carers of preschool children said the NDIS helped their child's development.



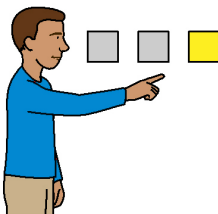
What we have done well

More people got help from the NDIS this year.

A lot of service providers in the NDIS are small businesses.

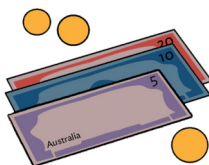


We have more participants who **self manage** their plan.

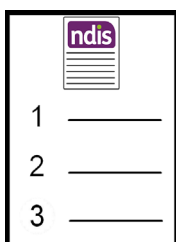


Self manage means you

- choose the supports you want



- manage your money



- manage your NDIS plan.

Better participant outcomes

We help participants get better outcomes from the NDIS.

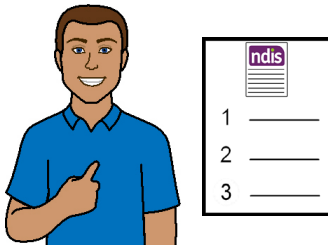


We help

- participants and providers to have a better experience with the NDIS



- children to get Early Childhood Early Intervention



- participants to self manage their plan



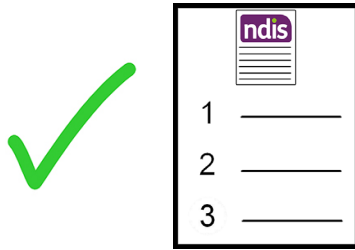
- people who are deaf



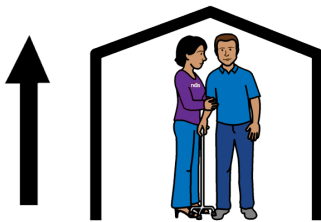
- people with **psychosocial disability**.

Psychosocial disability means mental health issues.

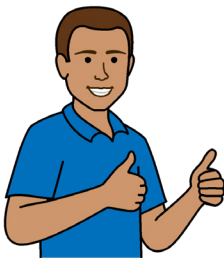
Help to grow support services



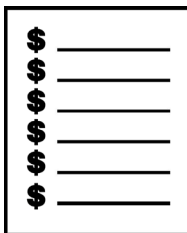
We will make sure there are enough services for participants to achieve their plan goals.



We have more service providers.

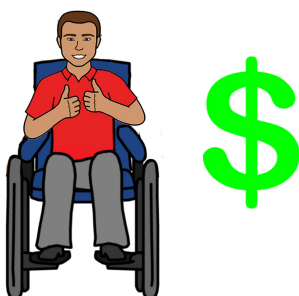


We make service providers work better for participants.



We check the price of support services.

Cost of the NDIS



We make sure the NDIS is good value for participants.



The NDIS has a **budget**.

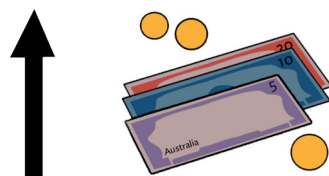
Budget means we try not to spend more money than we plan to.



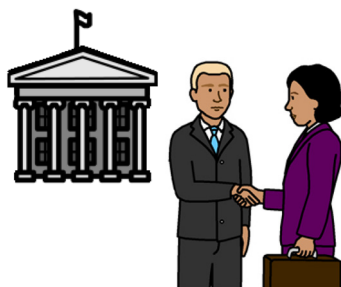
This year we had to spend more money than we had planned because

- a lot more participants joined the NDIS

and



- we spent more money on each participant.

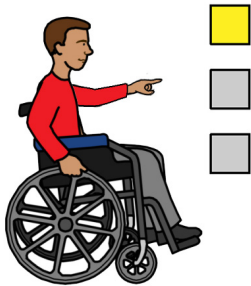


We asked for permission from the government before we spent the extra money.

Our goals



We have 3 goals for the NDIS.



1 People with a disability have

- choice

and

- control.



2 The NDIS meets budget.



3 The community likes the work we do.



Thank you

We would like to thank

- participants
- family members
- carers
- service providers
- the Australian community.

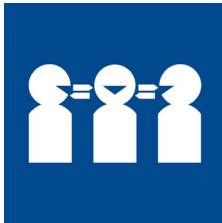
More information



Website www.ndis.gov.au



Call 1800 800 110
Monday to Friday



If you need help with English
Telephone Interpreting Service.

Call 131 450



If you need help to speak or listen
Use the National Relay Service.

nrschat.nrscall.gov.au/nrs/internetrelay

Call 1300 555 727



Give the relay officer the phone number you want to call.



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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in October, 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the National Disability Insurance Agency.

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