



An ordinary life at home

What we heard

Easy Read report



ndis

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

How to use this report



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



This report 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 18.



This Easy Read report is a summary of another report.



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



You can ask for help to read this report.

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

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What is this report about?



We are making a new Home and Living **policy**.



A policy is:

- a plan for how we should do things
- where rules come from.



Our new policy is for **participants**.

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



The policy will put all the information about home and living supports together.

It will give you more choice and control about:



- where you live



- who you live with



- what supports you use.



We want you to get the home and living support you need so you can do things for yourself.

We wrote a paper to ask people what:



- problems they have with home and living supports now



- they want to be in our new policy.



You can find that paper on our website.

[www.ndis.gov.au/community/have-your-say/
home-and-living-consultation-ordinary-life-home](http://www.ndis.gov.au/community/have-your-say/home-and-living-consultation-ordinary-life-home)

In this report, we tell you:



- who we talked to



- what people told us



- what we will do next.

Who did we talk to?



More than 1,000 people told us what they think.

This included:



- people with disability



- families and carers



- service providers.

We also talked to:



- disability organisations



- the **Independent Advisory Council (IAC)**.

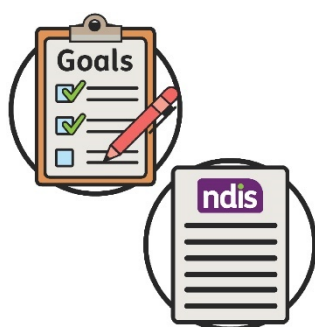
The IAC is a group of people who help us understand what people with disability need.

What did people tell us?



Many people told us they like our goals for a home and living policy.

But people also told us there is a big gap between:



- our goals for home and living supports
- how the NDIS works now.

People said we need to support participants to get housing that:



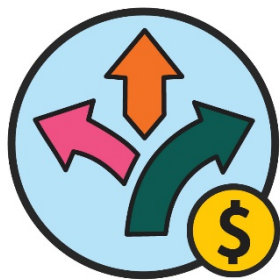
- doesn't cost too much



- is easy for anyone to live in.



Funding is the money from your plan that pays for the supports and services you need.



People said funding needs to be **flexible**.

When something is flexible, it means you can use it in different ways.



This will help participants choose which home and living supports they want to use.



People told us we must share clear information.

This will stop:



- unfair decisions

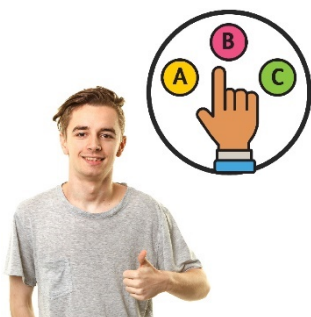


- someone affecting a decision so the result is better for them.



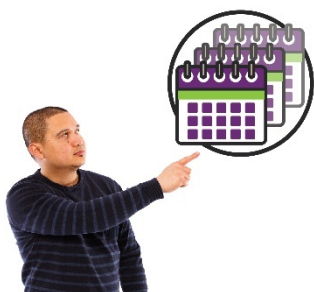
Some people told us we need more home and living supports options.

What will we do next?



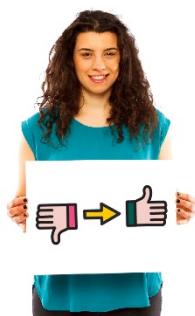
We know it's important for participants to get good home and living supports that:

- meet their needs
- give them choice and control.



We also know changing how the NDIS works:

- is a big job
- will take time.



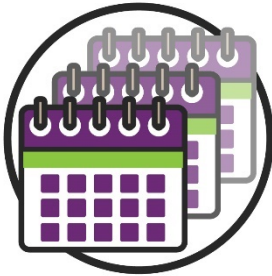
We will also use what people told us to make the NDIS work better.



We will write our new Home and Living policy.



We will work with the community to make sure our policy works well.



This might take a bit longer.

But we know it's important to work with the community when we make new:



- plans



- policies.

We will use what people told us to learn more about what:



- problems participants have at home



- stops participants from doing what they:
 - need to do
 - want to do.

This will help us write a new home and living policy that helps:



- with the problems people told us about



- people to live an ordinary life.

More information

For more information about this report please contact us.



www.ndis.gov.au



1800 800 110



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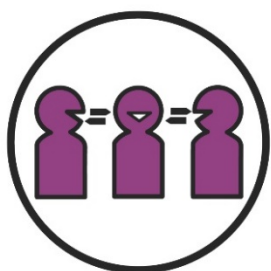
Support to talk to us



You can talk to us online using our webchat feature.

nccchat.ndis.gov.au/i3root

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



Flexible

When something is flexible, it means you can use it in different ways.



Funding

Funding is the money from your plan that pays for the supports and services you need.



Independent Advisory Council (IAC)

The IAC is a group of people who help us understand what people with disability need.



Participants

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



Policy

A policy is:

- a plan for how we should do things
- where rules come from.



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