



Testing a new computer system in Tasmania

Information for participants

November 2022

Easy Read version



ndis

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

How to use this guide



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



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

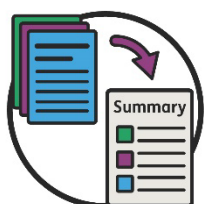
We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 20.



This Easy Read guide is a summary of a fact sheet.



You can find the fact sheet on our website.

www.ndis.gov.au/improvements



You can ask for help to read this guide.

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

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What is this guide about?



We want to make the NDIS work better.



We are working with the community to help make sure **participants** have a better experience.

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



We have worked with:

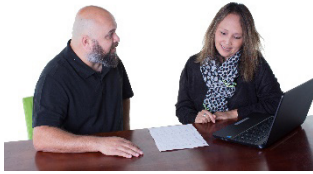
- participants
- the disability community.



We have worked with **providers**.

Providers deliver services to people with disability.

We have also worked with our:



- staff
- **partners** – people who help others find and use services.

This includes:



- **local area coordinators** – who support participants



- **early childhood partners** – who support children and their families.

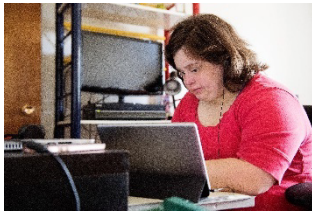


As part of our work, we created a new computer system.

Participants helped us design the system.



We have already tested the system with our staff and partners.



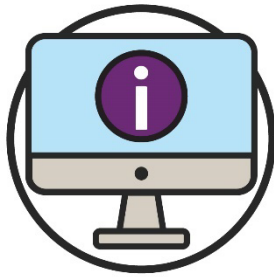
Now we want to test it with participants to make sure it works well.



On the following pages we explain:

- what we are testing
- who will take part
- how to tell us what you think.

What are we testing?



We want to use the new computer system to keep all of your information in one place.



This includes information about:

- you
- your plan
- any questions you've asked us.



We also want to use the computer system to pay for the services and supports in your plan.



We want to test if the computer system will help make our work better.

This includes how we support people to find and use:



- community services



- government services.



This also includes how we support participants to:

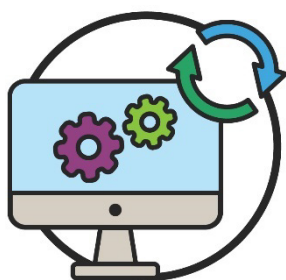
- apply for the NDIS
- create an NDIS plan
- use their plan.



We are not changing:

- the rules of the NDIS
- the way the NDIS works.

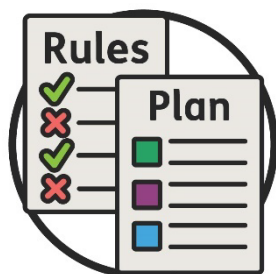
Why are we changing our computer system?



We are working on a project to change the way we support participants.

Changing the computer system is part of this project.

This project will help us make sure we follow:



- our rules and plans



- the new NDIS law that started in July 2022.



This project will also help us make sure we:

- work with participants and the community
- support participants to have a good experience with the NDIS.

Why are we testing in Tasmania?



We want to make sure the system works well.

This will help us deliver a good experience for participants.



Before we start using the computer system in the rest of Australia, we want to find out what the community thinks.



This will help us know what needs to change or be better.

We will work with:



- participants
- providers
- the community.



We will also work with our staff and partners.

Who will take part in the test?

Participants in Tasmania will take part in the test if:



- their plan will finish in the next 3–6 months

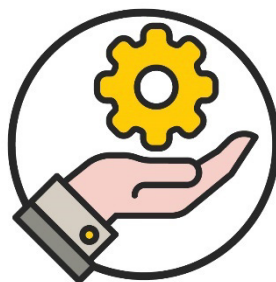


- they want to change their plan after 14 November 2022.



People will also take part in the test if they contact the NDIS to find out about support.

We will use the new computer system to support them to learn about:



- the NDIS
- community services
- other government services, like health care or education.



This also includes families of children who:

- have a disability
- and
- are younger than 7 years old.



And this includes families of children who:

- have a **developmental delay or concern**
- and
- are younger than 6 years old.



Some children might not develop at the same pace as other children of the same age.

They may need extra help to do everyday things.

When this happens, we say they have a developmental delay or concern.

Who can't take part in the test?



You can't take part if your NDIS plan will end after 30 June 2023.

You also can't take part in the test if:



- you have someone who makes decisions for you

and



- they don't live in Tasmania.



For example, a guardian or nominee.

What do you need to do?



We will check in with you if you are:

- already a participant
- taking part in the test.



An NDIA staff member might contact you.

Or a partner might contact you.

We will book a check-in meeting with you.



At the check-in meeting, they will talk to you about getting ready for the **plan reassessment**.

When we do a plan reassessment, we check if your plan needs to change.



They will also:

- explain how the test will work
- support you to take part in the test.



They will book a date for the plan reassessment meeting with an **NDIA planner**.

An NDIA planner is someone who:

- makes new plans
- changes parts of plans.



We will also support you if you:

- are not a participant
- contact the NDIS to find out about supports.



We will:

- explain how the test works
- support you to take part in the test.



If you can take part in the NDIS, we will also explain how you will work with an NDIA planner.

If you want more information



If you want to find out more about the test, you can come to an information session.



You can ask questions and talk to other people about the test.



You can find more about these information sessions on our website.

www.ndis.gov.au/improvements

How to tell us what you think



You can tell us about your experience if you are part of the test in Tasmania.



You can contact the person who explained the test to you.

For example, an NDIA staff member or a partner.



We explain how to contact us on the following page.



You can also send us an email with your ideas.

transition.engagement@ndis.gov.au



We might also contact you to learn more about your experiences.

More information

For more information about this guide, please contact us.



www.ndis.gov.au/improvements



1800 800 110



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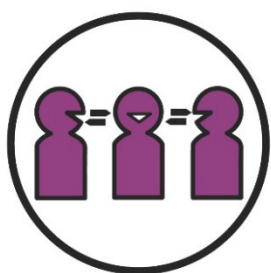
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

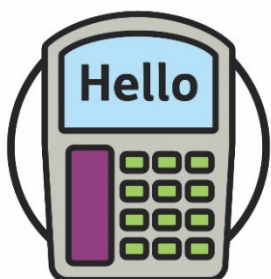
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

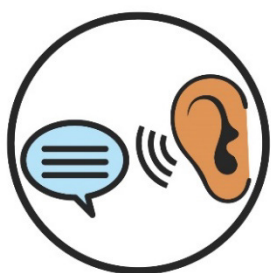
131 450

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

This list explains what the **bold** words in this document mean.



Developmental delay or concern

Some children might not develop at the same pace as other children of the same age.

They may need extra help to do everyday things.

When this happens, we say they have a developmental delay or concern.



Early childhood partner

Early childhood partners are people who support children and their families to find and use services.



Local area coordinator

Local area coordinators are people who support participants to find and use services.



NDIA planner

An NDIA planner is someone who:

- makes new plans
- changes parts of plans.



Participant

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



Partner

Partners are people who help others find and use services.



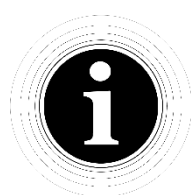
Plan reassessment

When we do a plan reassessment, we check if your plan needs to change.



Provider

Providers deliver services to people with disability.



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