



Testing a new computer system in Tasmania

What happens when you contact the NDIS?

Easy Read version



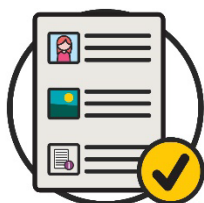
ndis

[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

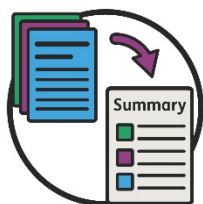
We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 19.



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.

What's in this guide?

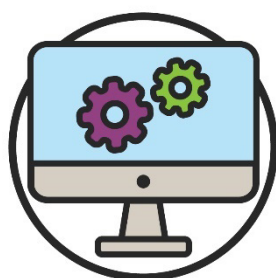
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What is this guide about?



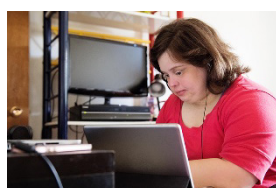
We are working with the community to help make sure **participants** have a better experience with the NDIS.

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



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

Participants helped us design the system.



We want to test the new computer system to make sure it works well.



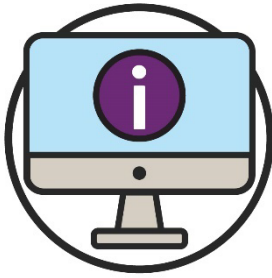
We want to test it with a small number of:

- participants
- people who contact the NDIS to find out about support.



We started this test in November 2022 in Tasmania.

What are we testing?



We have made a 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 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.



We started to test the new computer system in Tasmania in November 2022.

So you will have a different experience if you:

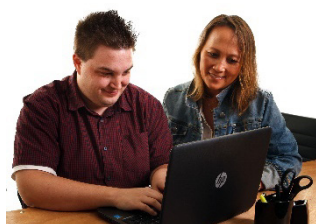


- live in Tasmania

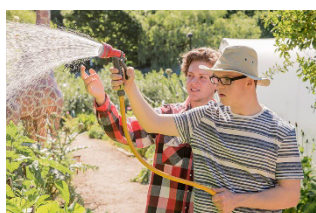


- contact the NDIS to find out what support you can get.

Making connections better



We are improving the way we help people with disability find and use supports in the community.



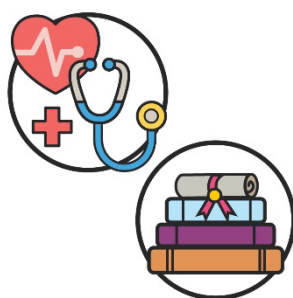
Being connected to your community can help you do what's important to you.

And services and supports are part of this.



Our **partners** help connect people with disability to services and supports in their community.

This includes finding and using these services and supports.



Our partners connect people with disability with other government services.

For example, health and education.

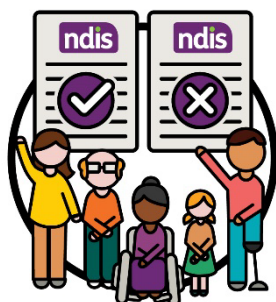
We sometimes call these mainstream supports.



Our partners also connect people with disability with community services.

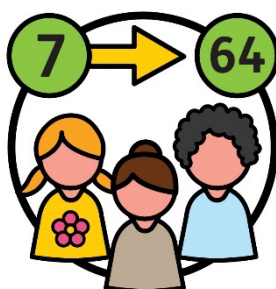
Community organisations deliver these supports.

Who do our partners support?



Our partners support:

- NDIS participants
- and
- people with disability who don't take part in the NDIS.



They support people with disability aged 7 to 64 years old.



They also support families of children who:

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



And they support families of children who:

- have a **developmental delay or concern**
- and
- are younger than 7 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.

Support for people aged 7 to 64



The NDIS is just one service that supports people with disability.



Our partners focus on helping you find support in your local community.



They can support all people with disability who live in Australia.

It doesn't matter if you:

- were born in Australia
- have only been in Australia for a short time.



Our partners can create a plan with you to work out what support you need.

We call it a Community Connections plan.

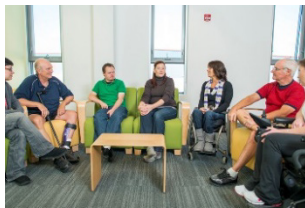
Our partners might help you:



- find information



- learn how to find and use supports



- find groups of people who can support you



- apply to take part in the NDIS.



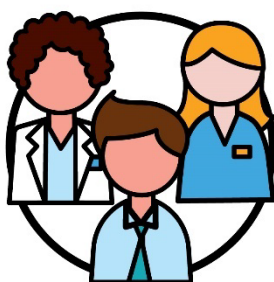
Usually our partners will meet with you once or twice.

But you can contact them more times if you need more support.

Support for young children and their families

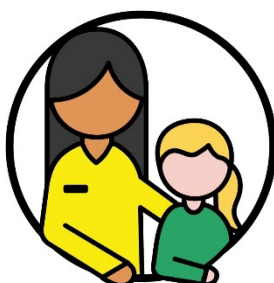


If you worry about how your child is developing, usually you start by talking to someone who knows your child.



This might be your child's:

- doctor
- teacher
- child health nurse.



This person might connect you with one of our early childhood partners.

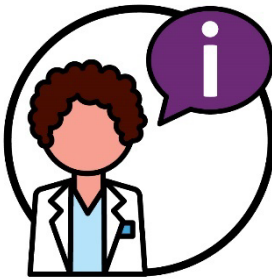


Your partner will collect information to find out if your child needs extra support.

They might:



- talk to you



- ask for information from people who know your child, like their doctor.



They might watch how your child plays or spends time with other people.



They might also use a survey or tool to work out what support your child needs.



If your partner works out that your child needs extra support, they will create a plan with you.

We call it an Early Supports plan.



It will explain the best way to support:

- your child
- your family.



This includes information about:

- supports you can use
- how children usually develop.



They can also connect you to:

- early supports
- other families with similar experiences.



Early supports last for up to 12 months.



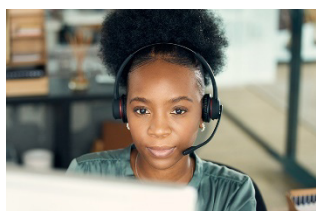
They help families learn new skills so they can support their child.

How do you find a partner?



You can find a partner on our website.

www.ndis.gov.au/understanding/ndis-each-state



You can also call our National Contact Centre.

1800 800 110



They can ask your local partner to contact you.



If you are 65 years or older, we will give you information about local aged care services.

How to tell us what you think



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



We explain how to contact us on the following pages.

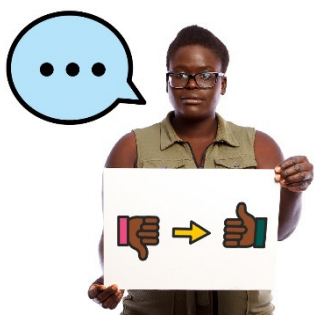


You can also send us an email with your ideas.

transition.engagement@ndis.gov.au



If you send us your ideas, we might also contact you to learn more about your experiences.



We will also contact people who took part in the test to find out:

- about your experience
- what could be better.

More information

For more information about this guide, please contact us.



www.ndis.gov.au/improvements



1800 800 110



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Follow us on Twitter.

[@NDIS](https://twitter.com/NDIS)

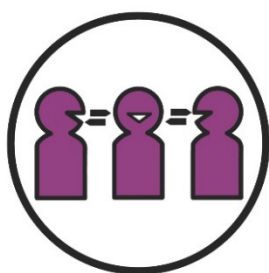
Support to talk to us



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

www.ndis.gov.au

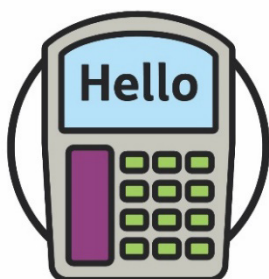
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

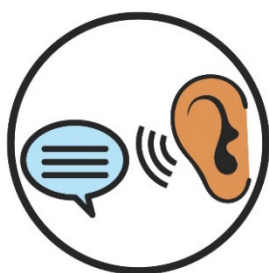
131 450

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.



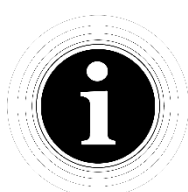
Participant

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



Partner

Partners are people who help others find and use services.



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