



Testing a new computer system in Tasmania

Who will be part of the test?

Easy Read version



ndis

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

We wrote 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 17.



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 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.



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 will also 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.



We are not changing:

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

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

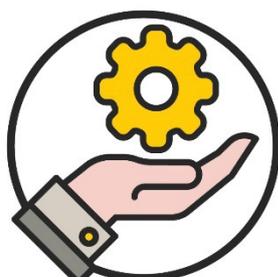


- they want to change their plan.



People in Tasmania 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.



Most participants in Tasmania won't take part in the test.

Who won't take part in the test?



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

You also won'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.

You won't take part in the test if:



- you have already asked us to **review** a decision we made
- and
- we haven't finished our review yet.



When we review a decision, we check if it needs to change.



You won't take part in the test if we are checking if you can still take part in the NDIS.



And you won't take part in the test if we can't get in contact with you.

What do you need to do?



The test started on 14 November 2022 for people with disability who contact the NDIS to find out about support.



And the test started on 28 November 2022 for participants whose plans will finish in the next 3–6 months.



You don't need to do anything to get ready for the test.

If you are already a participant



We will book a check-in meeting 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.

Partners are people who help others find and use services.



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 also support you to use the new NDIS portal.

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 to know more about this test



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.



We explain how to contact us on the following page.

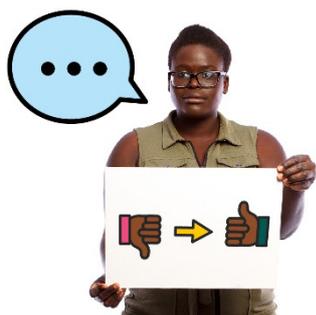


You can also send us an email with your ideas.

transition.engagement@ndis.gov.au



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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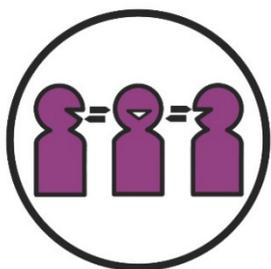
Support to talk to us



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.



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.



Review

When we review a decision, we check if it needs to change.



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