



How we will work together to make the NDIS better

Easy Read version



ndis

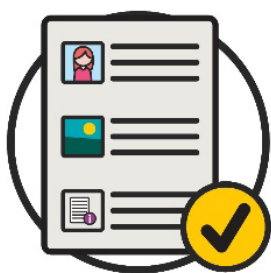
[ndis.gov.au](https://www.ndis.gov.au)

How to use this document



The National Disability Insurance Agency (NDIA) wrote this document.

When you see the word 'we', it means the NDIA.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold

We have written some words in **bold**.

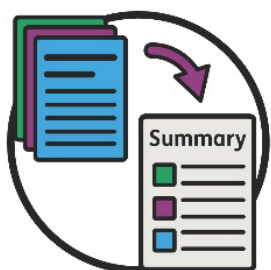
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **20**.



This Easy Read document is a summary of another document.



You can find the other document on our website.

www.ndis.gov.au



You can ask for help to read this document.

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

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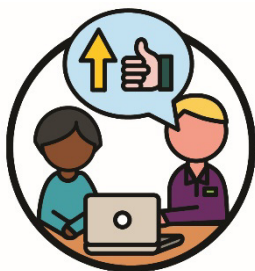
How we will work together



We want to make the National Disability Insurance Scheme (NDIS) better for **participants**.



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



This document explains how we will work with people with disability to make the NDIS better.



We wrote this document with the NDIS Independent Advisory Council (IAC).

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



We wrote this document with Disability Representative and Carer Organisations (DRCOs).

DRCOs speak up for people who support people with disability.



We wrote this document with Bill Shorten.

Bill Shorten is the **Minister** for the NDIS.

A minister leads an area of government.



We wrote this document with the
Department of Social Services (DSS).



We wrote this document with the **NDIS Quality
and Safeguards Commission (NDIS Commission)**.



The NDIS Quality and Safeguards Commission
makes sure participants:

- are safe
- get good services.



We will use **co-design** to make the NDIS better.



Co-design is when people work together to plan something new.



When we do co-design, our staff work with people from the disability community.

We work together as equal partners.

How we will use co-design

We will use co-design when we:



- look at what isn't working well



- come up with new ideas.



We will include participants, families and **providers** in the co-design activities.



Providers support people with disability by delivering a service.

The co-design activities will include:



- surveys



- interviews



- **workshops.**

In a workshop people talk to each other about a topic.



We will also run **focus groups.**

A focus group is a group of people who share their:

- ideas
- opinions.



Co-design will help us:

- make better decisions
- support everyone in the right way.

When we use co-design we will:



- be clear and honest



- be ready to listen and learn



- use the time well



- be **inclusive**.



When something is inclusive, everyone:

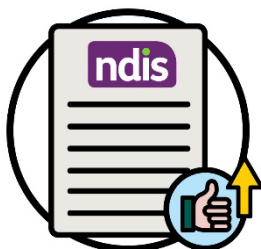
- can take part
- feels like they belong.

How we will be clear and honest

We will be honest about:



- how we can work together



- how our activities can make the NDIS better

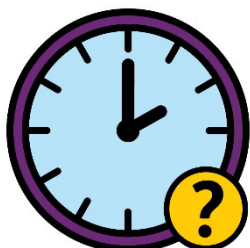


- what we want to achieve.

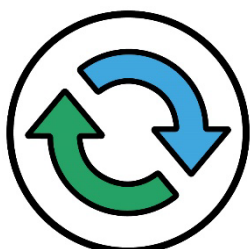
We will be clear about how:



- we will include people in our activities



- long we have for our activities



- we plan to change the NDIS.

How we will be ready to listen and learn

We will listen to:



- participants, families and providers



- First Nations communities



- **culturally and linguistically diverse (CALD)** communities.

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.

What they tell us will help us learn how to improve:



- the NDIS



- how we do co-design.

How we will respect people's time

We will:



- start co-design early in a new project



- make sure we have enough time to do co-design the right way.



It might be hard to find a time for co-design that works for everyone.



Or we might not have enough time for co-design.



If this happens, we will work with participants, families and providers to find another way to include their ideas.

How we will be inclusive



We will get advice to make sure our activities are safe for people from different backgrounds.

We will also:



- include people with different experiences



- support people to take part



- make sure our activities are **accessible**.



When something is accessible, everyone can:

- understand it
- take part.

What we want to find out



We want to find out how we can improve the way people can apply to join the NDIS.



We want to improve how participants get their plan.



We want to know how we can make it easier for participants to use their plan.

We also want to find out how we can make the NDIS better for participants who need support for:



- home and living



- their mental health.

We want to find out the best way to decide:



- what supports participants need



- how much **funding** we give them.

Funding is money from the government that pays for services and supports.



We want to find out what participants want **navigators** to do.



Navigators will help people with disability to:

- learn about different supports
- connect with experts
- find and use the supports they need.



We want to find out the best way to keep participants safe.



This includes keeping participants safe from **fraud**.

When someone commits fraud, they do something that is not honest on purpose.



We want to find out the best ways to support children and young people with disability.

You can take part in co-design



You can join Participant First to take part in co-design activities about the NDIS.



You can visit the NDIS website to join.

www.ndis.gov.au/community/have-your-say/participant-first-help-improve-ndis

Word list

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



Accessible

When something is accessible, everyone can:

- understand it
- take part.



Co-design

Co-design is when people work together to plan something new.



Culturally and linguistically diverse (CALD)

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.



Focus group

A focus group is a group of people who share their:

- ideas
- opinions.



Fraud

When someone commits fraud, they do something that is not honest on purpose.



Funding

Funding is money from the government that pays for services and supports.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Minister

A minister leads an area of government.

Navigators



Navigators will help people with disability to:

- learn about different supports
- connect with experts
- find and use the supports they need.

NDIS Quality and Safeguards Commission (NDIS Commission)



The NDIS Quality and Safeguards Commission makes sure participants:

- are safe
- get good services.



Participant

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



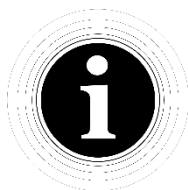
Provider

Providers support people with disability by delivering a service.



Workshop

In a workshop people talk to each other about a topic.



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