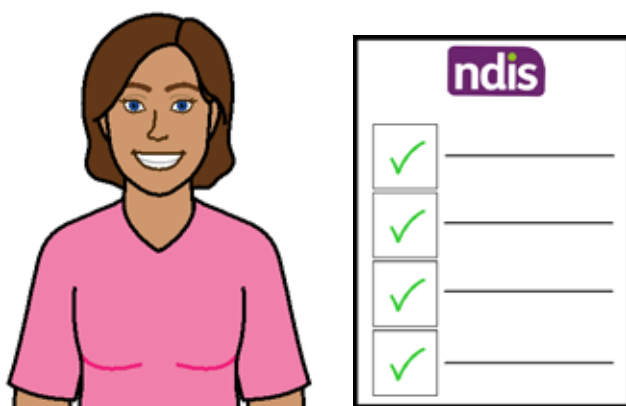


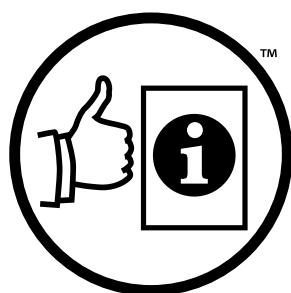


Speak-up
ADVOCACY GUIDE
SOLVING EVERYDAY
ISSUES AND BEING YOUR
OWN BEST ADVOCATE



How to get help to join the NDIS

ADA Australia



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.



About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.



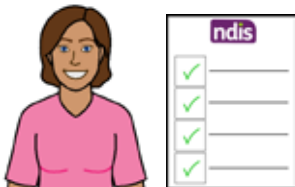
ADA Australia gives support to

- people with disability

and



- older people.

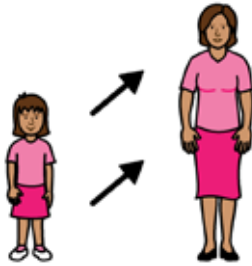


This book is about help to apply for the **National Disability Insurance Scheme** or NDIS.



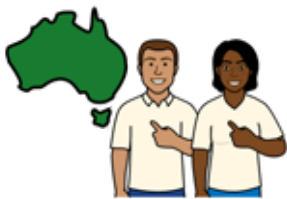
The NDIS helps people under 65 with a disability get the supports and services they need.

What to do if you have been told you can not join the NDIS



To be an NDIS participant and get a plan you must

- be between 7 and 65 years old



- live in Australia and be a **citizen** or **resident**

- a citizen is someone who was born in Australia



- a resident is someone who has a special piece of paper that says they can live in Australia.

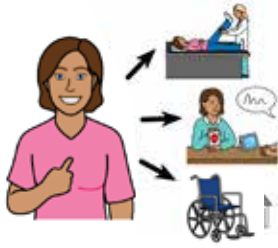


- need support because you have a **permanent** and **significant** disability

- permanent means the disability will **not** go away



- significant means the disability affects the things you do every day.



The NDIS plan will say

- what supports you can get



- how much you can pay for supports.



Sometimes the NDIS will say you can **not** join and be a participant.

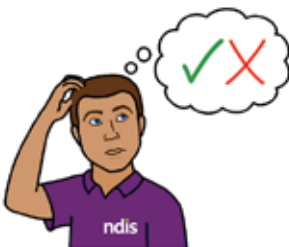


If the NDIS has told you that you can **not** join and you think the decision is wrong there are things you can do.



You can

- give them new information



- ask them to think about the decision again



- send a new application.

You must wait 3 months to do this.

How to check your application

Check what you have told the NDIS



Check the information you have given to the NDIS about your disability.



You may **not** have given

- enough information about your disability

or

- the right information about your disability.

You must tell them how your disability affects the things you do each day.



For example

- grocery shopping
- how you get dressed.





Check that you have told the NDIS about

- your **mobility**.

Mobility means how you move around.



- your **communication needs**.

Communication needs are

- how you speak or write
- if you use sign language
- how you understand other people.



- your **social needs**.

Social needs are

- how you make and keep friends
- how you are part of your community
- ways you deal with feelings and emotions.





You should also check that you have told the NDIS about

- your **learning needs**.

Learning needs can be how you

- understand and remember information

- learn new things

- use new skills.



- your **self care needs**.

Self care needs can be if you need help to

- shower or use a bath

- eat

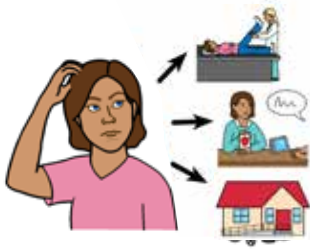
- dress yourself

- go to the toilet.



- what you need help for every day.

For example, to make decisions or to use money.



Other things you can think about when you give information to the NDIS are

- if you get enough supports



- if you need more supports



- if you need different supports



- what will happen if you do **not** get enough support.

Ask someone to help you



Ask someone you trust to work with you to give more information to the NDIS.



Someone you trust might be

- family or a friend



- an **advocate**.

An advocate is someone who can help you get information and speak up.



You can talk to your doctor about more information to give to the NDIS.



Your doctor can use these books to help you

- NDIS Patient Information Booklet
- NDIS General Practice Toolkit.



Find the books at

www.brisbanenorthphn.org.au

There are other services that can help.

Help to find an advocate

For a list of organisations go to this website.



www.qld.gov.au/disability/legal-and-rights/advocacy

Help to access the NDIS

Queenslanders with Disability Network.



Call 1300 363 783



Email targetedoutreach@qdn.org.au



Website www.qdn.org.au

Queensland Government Assessment and Referral Team.



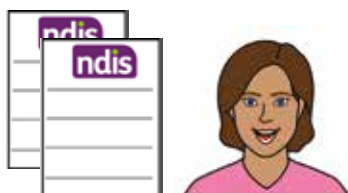
Call 1800 569 040



Email ARTEnquiries@communities.qld.gov.au



Website www.qld.gov.au/disabilityoutreach



Make sure you keep a copy of the information you give to the NDIS in your application.



Take notes when you talk to someone from the NDIS on the phone.



If you need help with English you can ask the NDIS for an interpreter.

For more information about the NDIS go to their website.



www.ndis.gov.au



If you are **not** happy with what has happened with your NDIS application you can make a **complaint**.



A complaint is when

- you are **not** happy

and



- you tell someone the reason why.



Email feedback@ndis.gov.au



If you still think the NDIS decision is wrong contact the Administrative Appeals Tribunal.

They can review the decision the NDIS has made.



www.aat.gov.au

Help with your NDIS Appeal

Find advocacy services to help with your NDIS **appeal**.



Appeal means to ask for a decision to be changed.



<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Legal Aid Queensland.



Call 1300 65 11 88



Website www.legalaid.qld.gov.au

More information



For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website www.adaaustralia.com.au/speak-up



Help in languages other than English

Translating and Interpreting Service

Call 131 450



If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

communications.gov.au/accesshub/nrs

This guide is funded by the Australian Government Department of Social Services. Go to www.dss.gov.au for more information.

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To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact ADA Australia.

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