

Help with asking for changes to your NDIS supports and services

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.



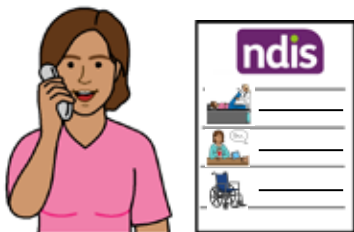
ADA Australia gives support to

- people with disability

and



- older people.

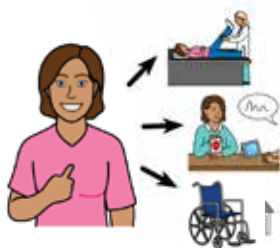


This book is about the help you can get to ask for changes to your **National Disability Insurance Scheme** supports and services.

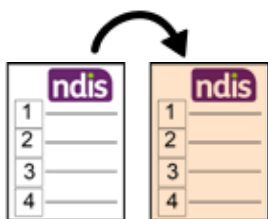


The National Disability Insurance Scheme or NDIS helps people under 65 with a disability get the supports and services they need.

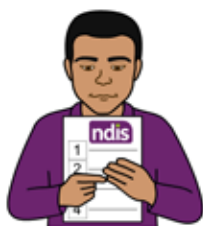
Do you have the right supports and services?



Your NDIS plan will say what supports and services you get.



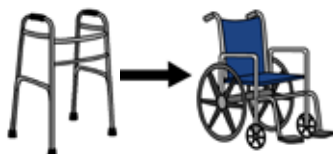
If your plan does **not** give you what you need you can ask the NDIS to change it.



This is called a plan review.



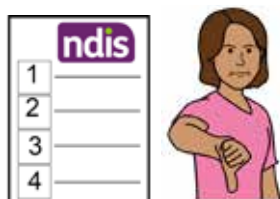
You can ask for a plan review at any time.



You might ask for a plan review if

- you have had changes in your life

or



- the plan does **not** work well for you.

How to get ready for a plan review



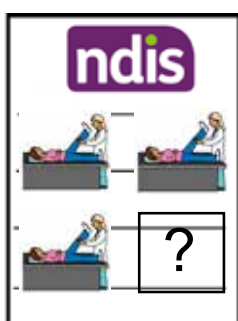
Think about what you will tell the NDIS when you ask for a plan review.



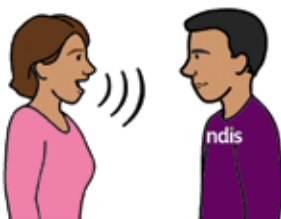
You might tell them about changes in your life. For example, a family member has moved away and you have less support.



You might tell them you need more money for supports. For example, more money for daily supports.



You might tell them that your plan does **not** have everything you talked about with your planner. For example, you need 12 therapy sessions but you only have 10 therapy sessions in the plan.



You can tell the NDIS how these things affect your life.



Ask someone you trust to help you ask for a plan review.



Someone you trust might be

- family or a friend



- carer



- an **advocate**.



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



Write all of the information about why you want to change your plan.



You might need

- a report from your doctor



- a letter from your carer or work place.



Talk to your NDIS planner or **Local Area Coordinator** about the changes you need.



A Local Area Coordinator can answer questions about your plan.

To find a Local Area Coordinator go to



www.ndis.gov.au/contact/locations

About your plan review



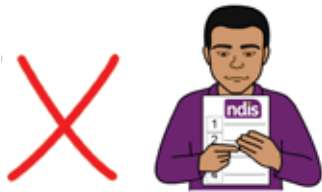
You are now ready to ask for a plan review.



Call the NDIS to ask for the plan review.

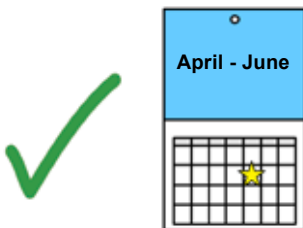


The NDIS will say **yes** or **no** to a review of your plan.



If they say **no** you can ask them to look at it again.

This is called an internal review.



If they say **yes** they have 3 months to do your plan review.



In the review the NDIS will say **yes** or **no** to the changes to your plan or supports.



If you are not happy with the review you can make a **complaint**.



A complaint is when

- you are **not** happy

and



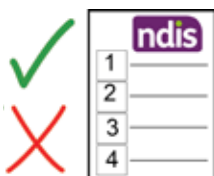
- you tell someone the reason why.



Send your complaint to feedback@ndis.gov.au



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



The Administrative Appeals Tribunal can review the decision the NDIS has made about your plan.



www.aat.gov.au

To find other advocacy services go to



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



For legal help contact Legal Aid Queensland.



Call 1300 65 11 88



Website www.legalaid.qld.gov.au

More information



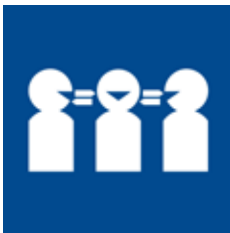
For more information or if you need more help contact ADA Australia.



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

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