

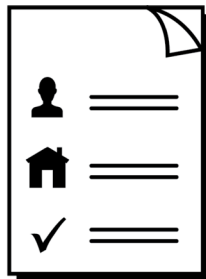


*Working together to deliver the NDIS*



## **A better NDIS**

**NDIS Review guide**



**Easy Read**



## About this guide

This guide is written by the NDIS Review.

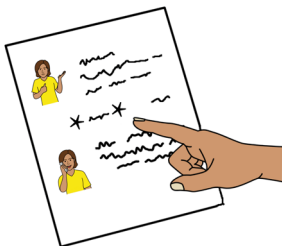
This is a summary of the full guide.



You can read the full guide on our website at [ndisreview.gov.au](https://www.ndisreview.gov.au)



This guide is written in a way that is easy to understand.



We add a star before and after **\*hard words\***. Then we explain what the words mean.



You can ask someone to help you read and understand this guide.



Contact information is at the end of this guide.

## About the NDIS Review



Our review started in October 2022.



Thank you to everyone who shared your ideas about how to make the NDIS better.



We talked to lots of people in Australia.

For example

- people with disability and their families
- **\*organisations\***.



Organisations means people who

- give services and products to people with disability



- understand and speak for people with disability.



We heard about problems with the NDIS and what needs to change.

## About our report



We included lots of your ideas in our report.



We wrote a report with 26 **\*recommendations\***.



Recommendations are ideas about how to make the NDIS better.



Each recommendation has **\*actions\***.

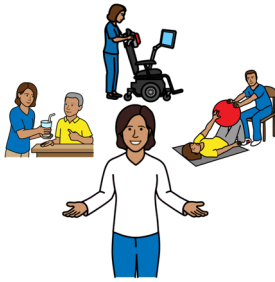


Actions are things everyone needs to do to make the NDIS better.



There are 139 actions in the report.

## Our report has 7 important topics



The most important topics are

1. Systems that work together to support people.



2. Help to find supports.



3. New ways to access the NDIS and get a **\*budget\***.

Budget means money from the NDIS.



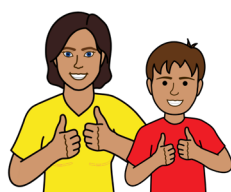
4. Better support for children and their families.



5. New ways to help people with mental health conditions.



6. Better housing and living supports.



7. Supports that are good, safe and trusted.

# 1. Systems that work together to support people



The NDIS should be 1 part of a big system that supports people with disability.

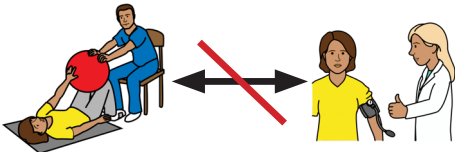


You should be able to

- access services like health and education



- be part of your community.



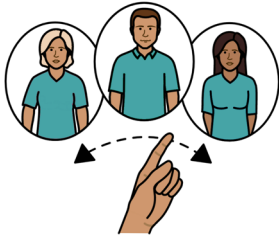
You told us

- systems do not always work together



- there is not much support outside the NDIS.

## What needs to happen?



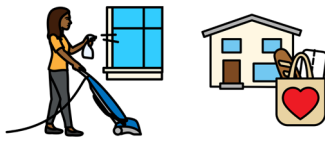
People with disability would be able to access important services in the community.

People with disability would get **\*foundational supports\***.



Foundational supports might be

- help to find and get good services



- help with shopping and cleaning.

People who need lots of support would also get **\*individual supports\*** from the NDIS.



Individual supports might be

- personal care



- therapy services.



Systems can only work together if

- important services are more accessible
- governments spend more money on foundational supports.



## 2. Help to find supports



You told us it is hard to find the right supports.



There are lots of people who are part of the NDIS.  
For example, local area coordinators, support coordinators and plan managers.



It is hard to understand these different roles.



## What needs to happen?



We think **\*general navigators\*** and **\*specialist navigators\*** would help people find supports in and outside the NDIS.



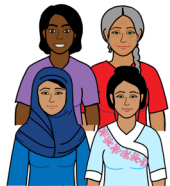
General navigators would help people access the NDIS and get good services.

Specialist navigators would help people with different needs.

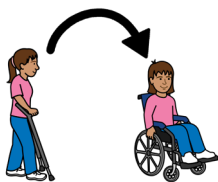
For example



- people who need lots of support



- people with different backgrounds



- people who have big changes in their lives



- people who have mental health conditions



- people who need housing and living supports.



If you have a disability, a navigator would help you get set up and find supports in your area.



If you are in the NDIS, a navigator would help you

- find services in your area



- be part of your community



- use your budget well.

### 3. New ways to access the NDIS and get a budget



You told us it is hard to access the NDIS and get a budget.



For example

- planning meetings are stressful



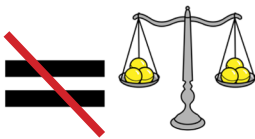
- reports cost lots of money



- budgets can be hard to understand



- the NDIS does not explain how it sets budgets



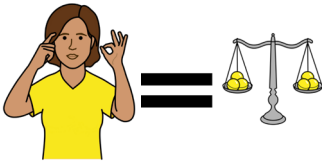
- budgets can be unfair.

## What needs to happen?



We think the NDIS should

- focus on how disability affects your life  
not on your **\*diagnosis\***



- make budgets that are clear and fair.



Diagnosis means the medical name for a disability.



Your budget would be based on information from you and people in your life.



Your plan would focus on your

- abilities



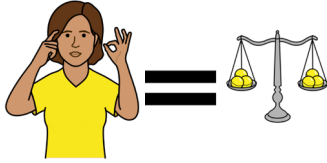
- support needs



- goals.



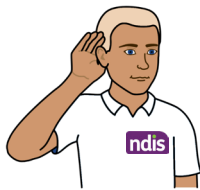
You would meet with an **\*assessor\*** to talk about your plan.



The assessor would have the right skills to make budgets that are clear and fair.



The assessment meeting would happen at a time and place that suits you.



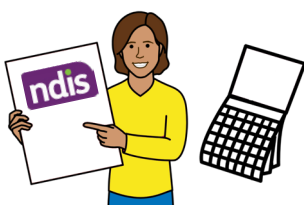
The assessor would have enough time to listen to you and understand your needs.



Your budget would be set based on your assessment.



When the budget is set you would have more choice about how to spend it.



You would have longer plans if you need them.

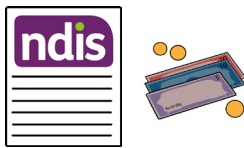


Your navigator would help you find supports and use your budget well.



If you do not have an NDIS plan

- a navigator would help you access the NDIS



- the NDIS would pay for reports if they need them.



We think the NDIS should talk to people with disability about how to do assessments in a fair way.

## 4. Better support for children and their families

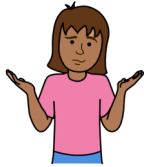


You told us the NDIS does not work well for children and their families.

For example



- the NDIS focuses on a child's diagnosis, not on their support needs

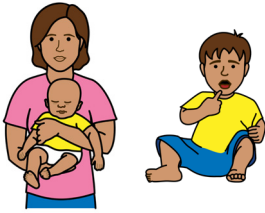


- it is hard to get the right supports early



- it is hard to find services that include children with disability.

## What needs to happen?



Children would get help early.

For example, there would be early checks to see if children have any delays.



Children would have better access to services like childcare and school.



Governments would spend more money on foundational supports, like help to find good information and services.



When children need lots of support they would get help to access and use the NDIS.



A **\*lead practitioner\*** would help families get good services and supports.



A lead practitioner is a person who has skills to support children with disability.



## 5. New ways to help people with mental health conditions



You told us the NDIS does not support people with mental health conditions well.



People with mental health conditions find it hard to

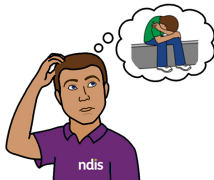
- be part of their community



- get an education

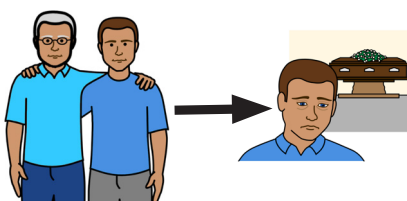


- get jobs.



You also told us the NDIS

- does not understand the needs of people with mental health conditions



- does not work well when people's needs change.

## What needs to happen?



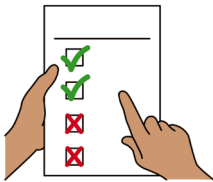
People with mental health conditions would have foundational supports.



The NDIS and the public mental health system would work together to support people.



People who need lots of support would get help to access the NDIS.



There would be new rules about how providers must support people with mental health conditions.

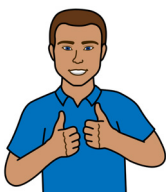


A specialist navigator would help people

- access good mental health services



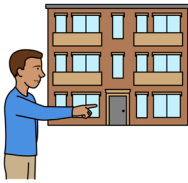
- get jobs and be part of their community



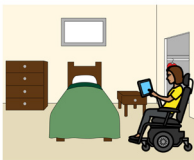
- live the way they want to.

## 6. Better housing and living supports

You told us many people with NDIS housing and living supports cannot choose



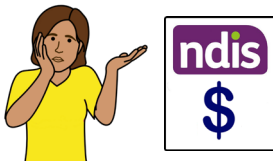
- where they live



- how they live

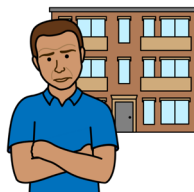


- who they live with.

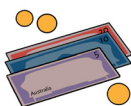


You also told us

- the **\*funding\*** is not clear or fair

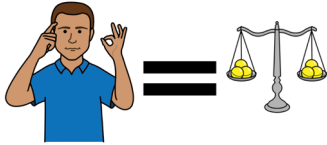


- there is not much help to find the right place to live.



Funding means money you can spend on housing and living supports.

## What needs to happen?

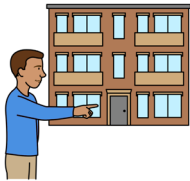


Funding would be clear and fair.

You would have an assessment meeting to talk about



- your support needs



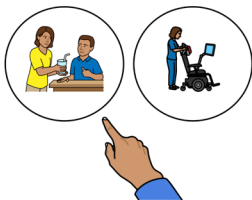
- where you want to live.



A specialist navigator would help you find the right home.



You would be able to try different places before you agree to live somewhere.



There would be lots of new ways to live with support.



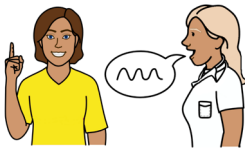
People who need lots of support would get more funding.

## 7. Supports that are good, safe and trusted



People with disability

- must be safe



- must be able to get good supports.



You told us

- it is hard to find services that are good and safe



- there are not many new services



- some people charge too much for services

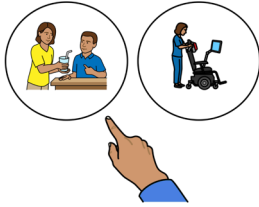


- you do not always feel included in the community



- you do not trust some services.

## What needs to happen?



You would be able to choose services that are right for you.



You would have clear information to help you choose services.



There would be a new **\*Commission\***.



The Commission would make sure people with disability are safe.



The Commission would work hard to stop **\*providers\*** who do the wrong thing.



Providers are people who give services to people with disability.



The Commission would have information about all providers and how much they charge.

## Next steps



We want people with disability to live a good life with the right supports.



We want all governments to

- read our report



- act on our recommendations.



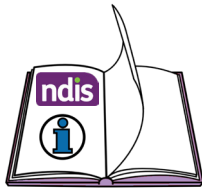
Big changes need to happen.



Some changes can happen now but others will take time.



You may have lots of questions about the changes.



Our full report has more information about our recommendations.



You can read the full report on our website  
**Visit** [ndisreview.gov.au](https://ndisreview.gov.au)



All governments must work together to have strong systems that support people with disability.



Governments must also work with people with disability and their families to make systems that work well.



These changes will make the NDIS better.





## More information



For more information about the NDIS Review

Visit [ndisreview.gov.au](https://www.ndisreview.gov.au)



Australian Government  
Department of Social Services

You can contact the Department of Social Services about next steps.



Call 1300 653 227

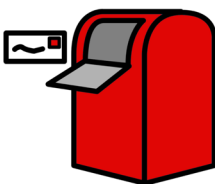


Email [enquiries@dss.gov.au](mailto:enquiries@dss.gov.au)

## Visit



Department of Social Services  
71 Athllon Drive  
Greenway ACT 2900



## Send a letter

Department of Social Services  
GPO Box 9820  
Canberra ACT 2601



If you need help to speak or listen, the National Relay Service can help you make a call.

**Call**      1800 555 660

**Visit**      [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)

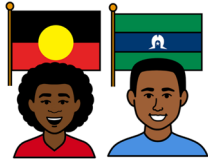


If you need help with other languages, contact the Translating and Interpreting Service.

**Visit**      [tisnational.gov.au](https://tisnational.gov.au)

**Notes**

Lined area for taking notes, consisting of 20 horizontal lines.



## **Acknowledgement of Country**

We acknowledge the Traditional Owners and Custodians of Country across this nation on whose lands we all work, play and live. We acknowledge their ongoing connection to land, waters and community. We pay our respect to Elders past, present and emerging.

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