



# How to make the NDIS better for people in remote and First Nations communities

**NDIS Review**



**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.



We will write contact information at the end of this book.



## About this book

This book is from the NDIS Review.



We want to make the **National Disability Insurance Scheme** or **NDIS** better.



The NDIS helps many people with disability get services they need to support them.



This book is about people who live in **remote** communities.

Remote means far away from cities and towns.



This book is also about people in **First Nations communities**.

First Nations communities are where Aboriginal and Torres Strait Islander people live.

## What we know



The NDIS is **not** working well for some **participants**.



Participants are people with disability who get support from the NDIS.



It is harder to get NDIS support if you live in a remote community.

Many First Nations communities also do **not** get enough support.



NDIS services are often **not** safe for First Nations communities.



The government has tried different things.

It has **not** been enough to make things better.

## What would help remote communities?



People in remote communities want to get NDIS services

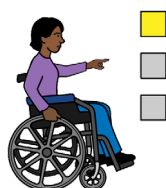
- where they live



- from people in their community.



It would be good if people in remote communities could make decisions together.



Remote communities should have more power to

- choose the services they need



- choose who gives the service



- control how they get the service.



## What would help First Nations communities?

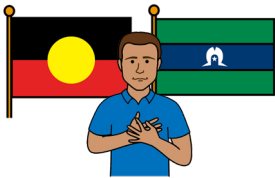
People in First Nations communities feel safe  
with people who



- listen to them

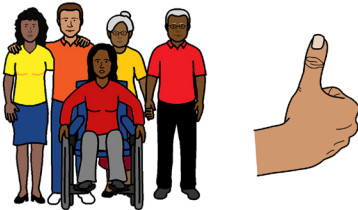


- understand their community



- respect their culture.

Many people in First Nations communities also  
feel safe when



- they are with people in their community



- they get services from their own community.

## What should change?



We want everyone to get the services they

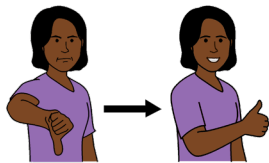
- need



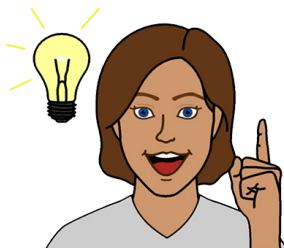
- feel safe with.



Remote communities should choose how they get NDIS services.



First Nations communities should choose how NDIS services could work better.

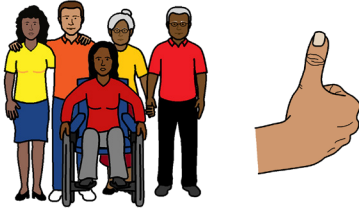


**Alternative commissioning** is a different way people could get NDIS support.



Governments should try alternative commissioning in remote and First Nations communities.

# What is alternative commissioning?



Alternative commissioning means more people work together so that a whole community

- gets the services it needs



- feels safe.



The people who should work together include

- remote communities



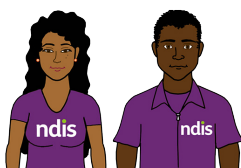
- First Nations communities



- governments.



Governments include the **National Disability Insurance Agency** or **NDIA**.



The NDIA are the people who run the NDIS.



## What should happen now?

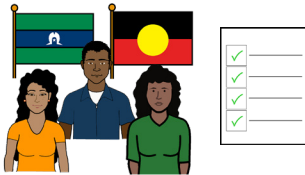


Communities and governments should work together as soon as possible.

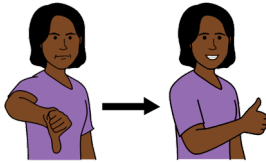


Governments should listen to

- what remote communities need



- what First Nations communities need.



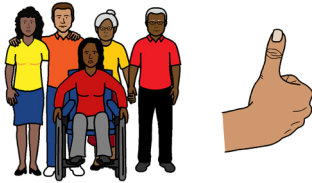
- how alternative commissioning could make things better.



Everyone **must** work together.

## How the NDIS can get better

The government **must** give First Nations communities more power to control



- how they get NDIS services
- who gives the services
- what works for them.

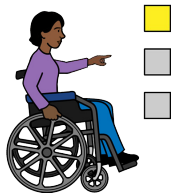


The government **must** also share information.

The information **must** help First Nations communities to



- work with governments



- make decisions.



The government **must** respect the culture and knowledge of First Nations communities.

## What we will do



We will help everyone to

- work together
- think about what good alternative commissioning looks like.

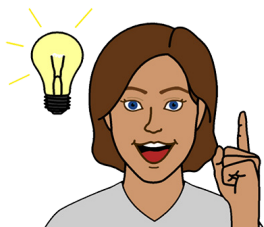


## What governments will do



Governments and communities will

- work together
- find ideas for alternative commissioning
- try out the ideas.



## You can tell us what you think

We want you to have your say.



You can tell us what you think about alternative commissioning.



You can tell us how the NDIS is working

- in remote communities



- in First Nations communities.

## How to have your say

There are many ways to tell us what you think.



You can

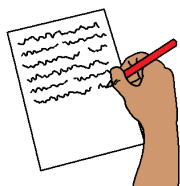
- answer questions online



- make a video



- record a voice message



- write us a letter to



NDIS Review Secretariat  
Department of the Prime Minister  
and Cabinet  
PO Box 6500  
Canberra ACT 2600



You can go to our website to learn more.

[ndisreview.gov.au/have-your-say](https://www.ndisreview.gov.au/have-your-say)

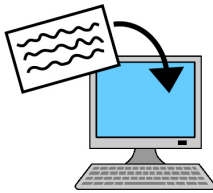


## More information

For more information contact NDIS Review.



Website [ndisreview.gov.au](http://ndisreview.gov.au)



Email [contactus@ndisreview.gov.au](mailto:contactus@ndisreview.gov.au)



## If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [bit.ly/nrs-helpdesk](http://bit.ly/nrs-helpdesk)

Give the relay officer the phone number you want to call.



## If you do not speak English

### Translating and Interpreting Service or TIS

Call the TIS to get help in your language for free.



Call 131 450



### Aboriginal Interpreter Service

You can get help in some Aboriginal languages.

Call 1800 334 944

Website



[nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service/video-and-phone-interpreting-service](http://nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service/video-and-phone-interpreting-service)



### Aboriginal Interpreting WA

You can get help in some Aboriginal languages.

Call 1800 330 331



Website [aiwaac.org.au/index.html](http://aiwaac.org.au/index.html)

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