



# Our Engagement Framework

## Working with the community

An Easy Read guide



**ndis**

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

## How to use this guide



The National Disability Insurance Agency (NDIA) wrote this guide. When you see the word 'we', it means the NDIA.



This guide is written 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 25.



This Easy Read guide is a summary of another guide.



You can find the other guide on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this guide.

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

## What's in this guide?

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# What is this guide about?



We want to make the NDIS easier to use.

We also want to make sure it is:



- fair



- **consistent**

When something is consistent, it is done the same way every time.



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

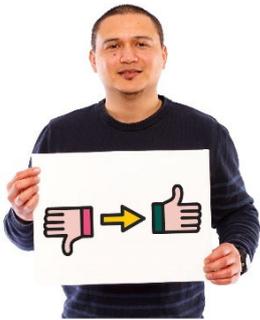
When we change parts of the NDIS, we might:



- connect with participants
- find out more about the lives of participants
- include participants in our work.

We call this **engagement**.

Our engagement activities are different ways people can tell us how to make the NDIS:



- better



- fair



- consistent.

These people can be:



- participants



- people with disability



- families and carers.



We wrote the Engagement Framework.

We call it our **Framework**.



A framework is a plan for how things should work.

## Our Framework explains:



- how we will work with the community when we make decisions



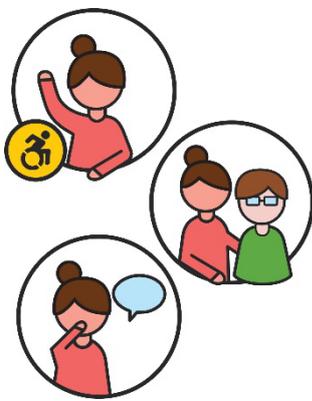
- the engagement activities we will do to make sure it works well.

# Why do we need our Framework?



It's important for us to include the **lived experience** of disability in our Framework.

If you have lived experience of disability, you:



- have a disability
- know what life can be like for people with disability
- can tell your story to help others.



We want to work with the community to make sure we reach our goals.



We also want to make better choices for people with disability that will help the NDIS last a long time.

## Who helps us make our Framework?

To help us make our Framework, we looked at research and information from:



- an organisation



- a different plan.

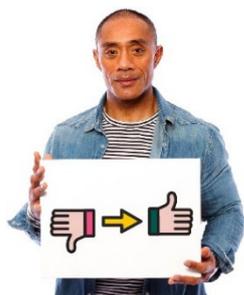


The **Co-design Advisory Group** is a group of people from the community who give us advice about our plans.

They find ways to:



- fix problems



- make the NDIS work better.

They work with:



- disability and carer organisations



- the Independent Advisory Council.

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



The Co-design Advisory Group gave us advice about how to make our Framework work well.

# Working together



When we engage with the community, we need to make sure we:

- work together
- find new ways to do this.



We will ask the community to take part in engagement activities.



These engagement activities will help us build:

- strong relationships
- trust.



We will find out about the problems people with disability face.

And work together to fix them.



We will share information with everyone.

And let everyone know how we go when we work towards our goals.



We will work with the community to help us find the best ways to make the NDIS better.



We will always think about the lived experience of disability.

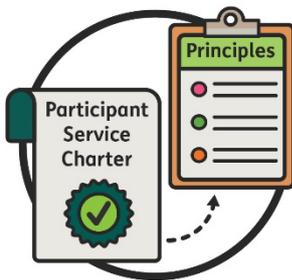


We will write down what people tell us.  
And explain how the community helped us decide what to do next.

# Our principles



**Principles** are important ideas that tell us how to make things better.



We looked at our **Participant Service Charter** to make our principles.



The Participant Service Charter is a document we wrote that talks about:

- how we work with and support participants
- what participants can expect from us.



Our Framework has 5 principles.



1. We will make sure information we share with the disability community is easy to find and use.



2. We will support each person's needs.



3. We will respect the lived experience of disability.

People are the expert of their own life.



4. We will make sure participants have everything they need to live their life, including information and support.



5. We will support participants to find and use the services and supports they need.

# Working out how to engage with the community



To decide the best way to engage with the community, we will think about 5 questions.



1. What is the problem?



We need to:

- work out what the problem is
- find out how it happened.



When everyone agrees what the problem is, it can help us better fix it.



## 2. How will it affect the community?

We need to work out how the problem will affect:



- participants



- the community.



For example, we need to find out if the problem will affect some participants more than others.



### 3. Who can help us?

We need to plan:



- what parts of the community to work with



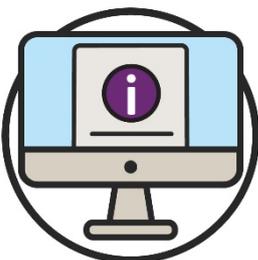
- how we will ask them to help us



- how much time they need to share their ideas



- how we will support them to share their ideas.



If we need to fix a problem quickly, we need to tell the community.

We also need to make sure they have time to share their ideas.



#### 4. How will we fix it?



When we fix a problem, we will always think about the lived experience of disability.



Sometimes, we might need to ask an expert to give us:

- information
- advice.



#### 5. What happens after we fix a problem?



When we fix a problem, we need to think about how it will affect the community.

We need to work out if it will affect how participants:



- use the NDIS



- communicate with us.



We will engage with the community when we work on problems that might affect the NDIS for a long time.



We know that when we change something it might not work well for everyone.

If we change anything, we will explain:



- why we changed it



- the goals we want to reach.

When we work with the community we will use these 5 questions to:



- find the information we need



- work out what to do next.

## Making sure our Framework works well

The community has told us we need to keep making the NDIS:



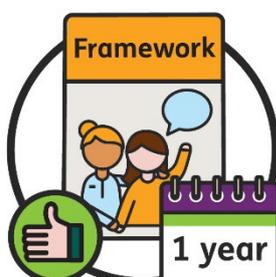
- fair



- consistent.



We will work with the community to find out how well we are all working together.



Each year, we will check how we engage with the community to make sure our Framework works well.

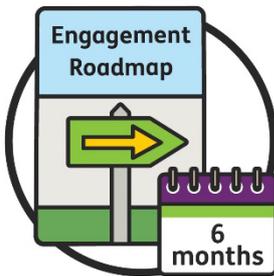


We will also work with the community to write reports about:

- what we did
- what we found out.



We will share these reports online.



Every 6 months, we will update our Engagement Roadmap.



Our Engagement Roadmap is a plan we write using the ideas in this Framework. It helps us reach the goals in our Framework.

## More information

For more information about this guide, please contact us.



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



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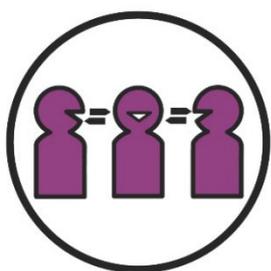
## Support to talk to us



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[nccchat.ndis.gov.au/i3root](https://nccchat.ndis.gov.au/i3root)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

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

## Word list

### Co-design Advisory Group



The Co-design Advisory Group is a group of people from the community who give us advice about our plans.

They find ways to:

- fix problems
- make the NDIS work better.



### Consistent

When something is consistent, it is done the same way every time.

### Engagement

When we change parts of the NDIS, we might:



- connect with participants
- find out more about the lives of participants
- include participants in our work.

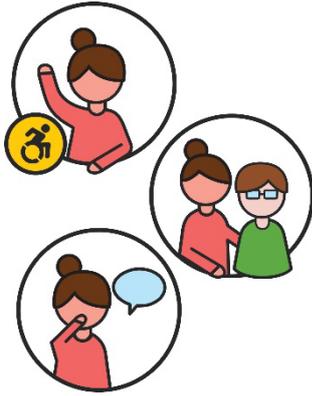
We call this engagement.



### Framework

A framework is a plan for how things should work.

## Lived experience



If you have lived experience of disability, you:

- have a disability
- know what life can be like for people with disability
- can tell your story to help others.

## Participant Service Charter



The Participant Service Charter is a document we wrote that talks about:

- how we work with and support participants
- what participants can expect from us.



## Participants

People who can use the NDIS are called participants.



## Principles

Principles are important ideas that tell us how to make things better.



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