# Corporate Plan

## 2020–2024

National Disability Insurance Scheme

### Easy Read version

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How to use this document

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

We have written this plan in an easy to read way.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean. There is a list of these words on   
page 16.

This Easy Read plan is a summary of another document.

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

You can ask for help to read this plan. A friend, family member or support person may be able to help you.

## What is our Corporate Plan?

Our Corporate Plan is about the National Disability Insurance Scheme.

We call it the **NDIS**.

The NDIS provides services and support to people with disability.

They are the most important part of all the work that we do.

The NDIS started in 2013.

It helps people all around Australia.

Our Corporate Plan explains our goals for the NDIS over the next   
4 years.

## What have we achieved so far?

So far, in 2020, we have achieved a lot.

But we have had some big challenges.

This includes:

* bushfires
* coronavirus – a virus that has spread around the world.   
  It’s called COVID-19.

We have been helping **NDIS** **participants** through these challenges.

NDIS participants are people with disability who take part in the NDIS.

The facts below are a summary of what we achieved up until   
May 2020.

### How many people use the NDIS?

The NDIS now supports 380,000 participants.

60,000 of these participants are children.

168,000 people with disability are getting support for the first time in their lives.

### What do participants think about the NDIS?

80% of participants think the process for joining the NDIS is good.

87% of participants said the NDIS helps them work towards their goals.

96% of parents and carers of young children said the NDIS helps their child learn and grow.

### How do we manage feedback?

People often give us **feedback**.

When you give feedback, you tell someone what:

* they are doing well
* needs to be fixed.

Sometimes, people have problems with the NDIS.

Most people want problems to be fixed quickly.

This year, we fixed 95% of problems within 21 days.

Participants can ask us to review their **NDIS plan**.

An NDIS plan is a document that explains what supports and services the participant will receive.

This year we finished 84% of the plan reviews within 14 days.

And we made 100% of decisions about who can take part in the NDIS within 21 days.

## What are our goals for the future?

We have some big goals for the NDIS over the next 4 years.

We want to help participants:

* become more independent so they can do more on their own
* take part in the community and do the things they want to do
* find work or learn the skills they need to get a job.

Here’s a summary of the 6 things we want to do next.

### We want to keep responding to COVID-19

We want to give participants the extra care and support they need during COVID-19.

We want to make sure:

* people can get the services they need
* we help the people and organisations who provide services and supports to you
* we keep using some of our new ways of working due to COVID-19. Some of these changes have been working well.

### We want participants to achieve their goals

We want participants to have a good experience when they use   
the NDIS.

A big part of this is having a good NDIS plan.

NDIS plans should say what your goals are and how we will work together to reach them.

We want to support you to make your own decisions.

And we want to help you get or keep a good job if that’s what you   
want to do.

We want children to get early support when they need it.

And we want everyone with disability to be included in our community.

### We want a strong market of service providers

A **market** is where people buy and sell:

* goods – such as food, clothes or other items
* services – like healthcare or support.

The NDIS helped create a market where:

* people who use disability supports are the buyers
* disability service providers are the sellers.

We want this market to work well.

We want people with disability to find providers to give them support.

### We want strong partnerships

There are many people who care about the NDIS and how it works.

This includes people:

* with disability
* who are parents, families, carers and supporters
* from governments
* who work with, or speak up for, people with disability
* in business
* from the whole community.

We want to work with all of these people.

We care about:

* their ideas
* the goals they want us to reach.

### We want a strong NDIS

There are many great people who work at the NDIS.

We want to help these people get even better at what they do.

We want to make sure:

* the NDIS is a good place to work
* we are all doing a good job.

### We want to manage money well

We need to make sure that the NDIS has enough money to   
support participants:

* now
* in the future.

## How will we reach our goals?

We wrote 2 important documents that explain how we will reach   
our goals.

The **Participant Service Charter** talks about how we work with and support our participants.

The **Participant Service Improvement Plan** talks about how we will make our services better over the next 2 years.

These documents work together to help us provide better services.

## The Participant Service Charter

The Participant Service Charter explains what you can expect from   
the NDIS.

We want participants to have a good experience when they use   
the NDIS.

When we work with you, we will be:

* transparent – we will make it easy to understand our information and decisions
* responsive – when you contact us we will try to help you quickly
* respectful – we will treat you as an individual
* empowering – we want to give you information and help you lead the life you want to lead
* connected – we will help you find the services and supports   
  you need.

We explain these ways of working in detail in our Easy Read fact sheet about the Participant Service Charter.

### What can you expect?

You can expect us to do things on time, including:

* making decisions
* giving you information
* reviewing a decision.

The following pages explain:

* what we will do
* how many days it will take us.

Some of these times will be even less after 1 July 2021.

#### Getting started with the NDIS

|  |  |
| --- | --- |
| What we will do | The most days it will take us |
| Explain a decision | 28 days |
| Decide who can use the NDIS | 21 days |
| Give people time to prepare information if we ask for it | 90 days |
| Make a decision about who can use the NDIS after we’ve been given more information | 14 days |

#### Getting a plan

|  |  |
| --- | --- |
| What we will do | The most days it will take us |
| Start making your plan | 21 days |
| Approve a plan | 70 days 56 days from 1 July 2021 |
| Approve a plan for a child under  7 years | 90 days |
| Make a time to have a meeting to start your plan if you want to | As soon as we can |
| Have a meeting to start your plan if you want to | 28 days |
| Give you a copy of your  approved plan | 7 days |

#### Reviewing or changing a plan

|  |  |
| --- | --- |
| What we will do | The most days it will take us |
| Start setting up a plan review | 56 days before the review date |
| Decide whether to review a plan if you ask us | 21 days |
| Do a review we have agreed  to do | 42 days 28 days from 1 July 2021 |
| Make small changes to a plan | 28 days |
| Make big changes to a plan | 50 days |
| Give you a copy of the plan after it has changed | 7 days |
| Review our decisions if we  need to | 90 days 60 days from 1 July 2021 |
| Put changes into place when the **Administrative Appeals Tribunal (AAT)** asks us to.  The AAT is a type of court that reviews and makes some decisions about plans and who can use the NDIS. | 28 days |

#### Using a nominee

Some people have a **nominee**.

Your nominee is someone you choose to:

* make decisions for you
* do things for you that you can’t do on your own.

Sometimes we need to cancel a nominee.

We will do this within 14 days.

#### Calling our service centre

We will answer 80% of calls within 1 minute.

#### Making a complaint

Some people get in touch with us to tell us if they have a problem.

We call this **making a complaint**.

When someone makes a complaint, we will fix most problems within 21 days.

Some problems may take longer to fix.

|  |  |
| --- | --- |
| What we will do | The most days it will take us |
| Tell you that we have received your complaint | 1 day |
| Get in touch after we receive your complaint | 2 days |
| Fix your complaint if we can | 21 days |

## The Participant Service Improvement Plan

The Participant Service Improvement Plan explains what we will do to make our services better.

It’s a plan for the next 2 years.

We are improving the way you can:

* communicate with us
* get information from us
* apply for the NDIS
* make your plan
* use your plan
* pay for services
* work with us.

We explain these changes in detail in our Easy Read fact sheet about the Participant Service Improvement Plan.

## What happens next?

At the NDIS, we check to make sure we are meeting our goals.

We:

* collect data and information
* manage the money we have
* measure our performance
* manage risks.

We want to make sure we’re ready if things don’t go how we planned.

At the moment, it’s hard to plan because of COVID-19.

But we will check our plans from time to time to make sure things are going well.

We will report back to the community too.

## Contact us

For more information, please contact us.

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

Phone – 1800 800 110

Follow us on Facebook.

[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)

Follow us on Twitter.

[@NDIS](http://www.twitter.com/NDIS)

### Support to talk to us

You can talk to us online using our webchat feature.

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

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](http://www.relayservice.gov.au)

## Word list

**Administrative Appeals Tribunal (AAT)**

The AAT is a type of court that reviews and makes some decisions about plans and who can use the NDIS.

**Feedback**

When you give feedback, you tell someone what:

* they are doing well
* needs to be fixed.

**Making a complaint**

When people get in touch with us to tell us if they have a problem.

**Market**

A making is where people buy and sell:

* goods – such as food, clothes or other items
* services – like healthcare or support.

**National Disability Insurance Scheme (NDIS)**

The NDIS provides services and support to people with disability.

**NDIS participants**

People with disability who take part in the NDIS.

**Nominee**

Your nominee is someone you choose to:

* make decisions you can’t make
* do things for you that you can’t do on your own.

**Participant Service Charter**

A document that talks about how we work with and support   
our participants.

**Participant Service Improvement Plan**

A document that talks about how we will make our services better over the next 2 years.

The Information Access Group created this text-only Easy Read document.   
For any enquiries, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).   
Quote job number 3595.

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**Here is the link to the print version:**

<http://upload.informationaccessgroup.com/uploads/3595_NDIA_Corporate_Plan_ER_FA_Print.pdf>