

**ndis**

# Supported Decision Making Co-design story



**Easy Read**



# About this information



The **National Disability Insurance Agency** made this information sheet.



The **National Disability Insurance Agency** makes sure the NDIS runs well.

We will say **NDIA** for short.



This information sheet is about how we worked with people with disability to make a **Supported Decision Making Policy**.



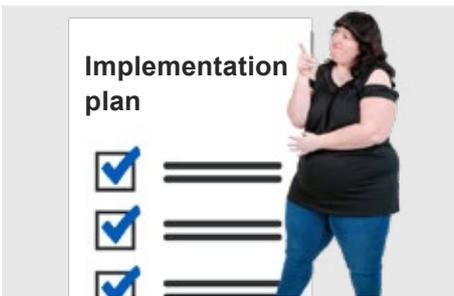
We also made an **implementation plan**.



**Supported decision making** is when you make your own decisions with the right support.



A **policy** is a plan for how we should do things.



An **implementation plan** says how we will do the things in the Supported Decision Making Policy.



When we work together we call it **co-design**.



We think it is important to **co-design** ways to make the NDIS better.

## How we did co-design



We set up a **co-design steering committee** to help us do co-design.



This is a group who gives ideas about the Supported Decision Making Policy.



They also work out how we should do our co-design work.



People with disability were an important part of this group.

# Working with lots of different people



We made sure we worked with lots of different people to do co-design.



We made sure we found the best way to work together.

We worked with people with disability.



These were

- People who need a lot of support to communicate
  - People who speak different languages
  - People with **psychosocial disability**
- Psychosocial disability** is a disability about your mental health.

We worked with



- People who are LGBTQIA+
- First Nations people who live in places away from the city
- Groups and services who do supported decision making.



We asked them what they think should be in the policy.

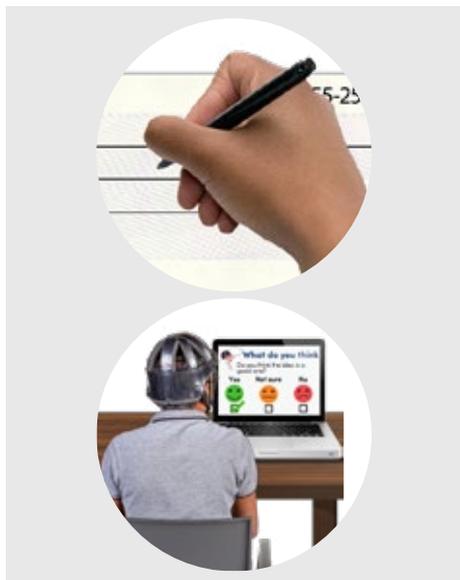
# How we worked with people with disability



We worked with people with disability in different ways.



This was so that we could hear from as many people as we could.



We had ideas from

- Things people sent in writing
- An **online survey**

An **online survey** is when you answer questions online to tell us what you think.



We also talked to people in **engagement sessions**.

**Engagement sessions** are groups where we ask people with disability what they think.

# Asking people what they think of our document

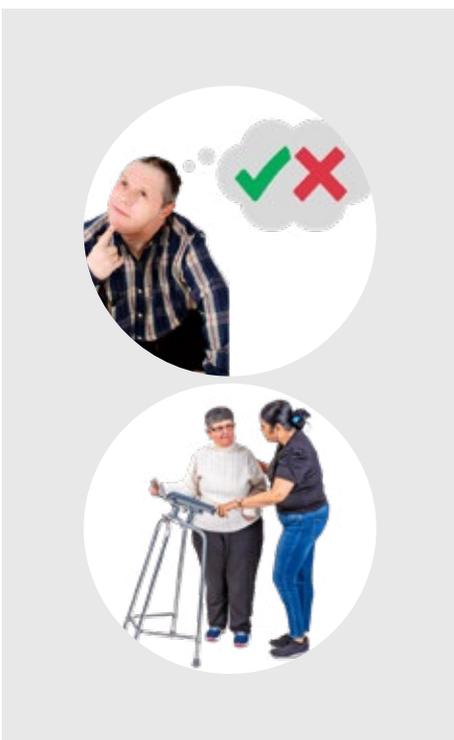


The first thing we did was ask people what they thought about a document we made.

It is called **supporting you to make your own decisions**.



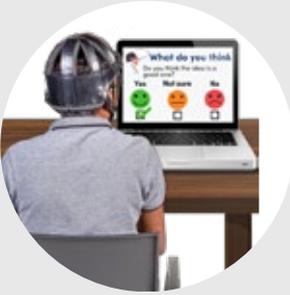
It is a document we made about how to do supported decision making.



We asked people to read the document and tell us what they think about

- How we can support making decisions better
- How to help the people who support people with disability with supported decision making.

We heard what many people think about the document through



- Online surveys and events

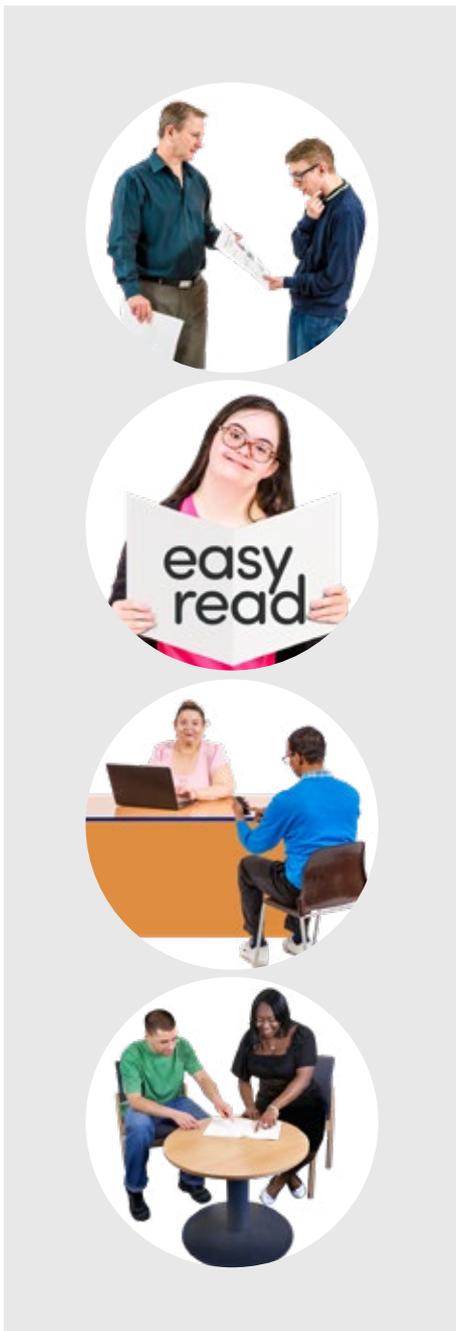


- Talking to disability leaders in the community



- Talking with NDIS **participants**.

**Participants** are people who get support plans from the NDIS.



Lots of people had ideas after they read the document like

- People with disability should have support people who know about supported decision making
- People with disability should get information they can understand
- We can learn from other places who do supported decision making
- We should do more co-design.



We used these ideas to help make our Policy and Implementation Plan.

## Work with Inclusion Australia



The next thing we did was co-design work with **Inclusion Australia**.



**Inclusion Australia** speak up for people with intellectual disability and their rights.



We worked with them to do co-design workshops.

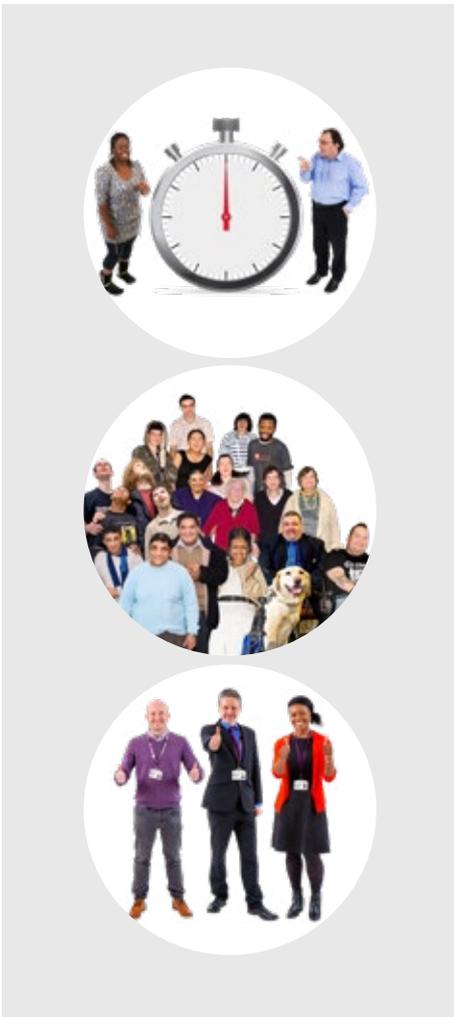


We did the workshops with Inclusion Australia staff with disability.

# What people told us about supported decision making



We made a list of all the things people told us about supported decision making in the co-design workshops.



People said

- People need different kinds of support for supported decision making at different times
- More people need to understand why supported decision making is important
- We need to learn what other services are doing to make supported decision making better.



People also said we need to be clear about how our Supported Decision Making Policy fits with legal rules.



This might be things like if someone has a **guardian**.

A **guardian** is someone the court says can make decisions for you.



People said we should have clear information about the rights of people with disability.



This is so we can make sure they understand their right to make decisions.

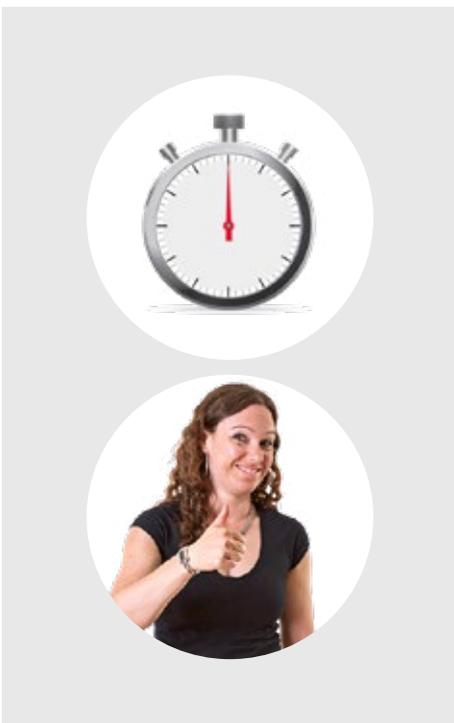


People told us that important things for supporting a person with disability are

- Trust
- Respect
- Working together.



People said sometimes parents do not let participants make their own decisions because they want them to stay safe.



People said good supported decision making needs

- Time
- People who know how to do it well.



People said that we need to make sure what we do works for

- People who need a lot of support to communicate
- People with different types of disability
- People who use other services like health or justice.



People said we need to better understand how to support

- First Nations people
- People who speak different languages
- People from different **cultures**

**Culture** means the place you or your family come from.



People said we need to give people more information about the **safeguards** in the policy.

**Safeguards** are important things we have to make sure everyone stays safe.



People said the **NDIS Commission** should help make sure people are supported to make decisions.



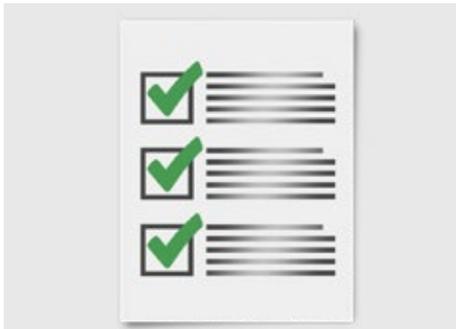
The **NDIS Quality and Safeguards Commission** works with the NDIA to make sure participants

- Are safe
- Get good NDIS services.



People said it is important to have a way to make sure people are getting the right support they need to make decisions.

## How we finished the policy



There are things we did to make sure the policy was finished.



We listened to what everyone said is important to have in the

- Policy
- Implementation Plan.



Inclusion Australia looked at our policy and said it had the all the things that people told us.



The co-design steering committee looked at it and said what they thought.

## Things we learned



When we did the work we learned lots of things.



We learned it takes a long time to do co-design well.



It is important that leaders from the disability community take part.



We learned the NDIA needs to support people who do co-design to know what their job is.



We need to have support for people who got upset about the NDIS.



We need to have participants

- On steering committees
- In charge of more co-design workshops.



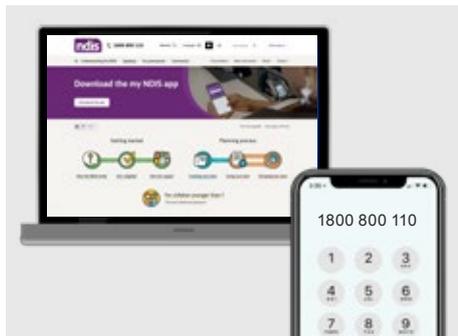
We need to have more time to make information in ways like

- Easy Read
- Plain English.



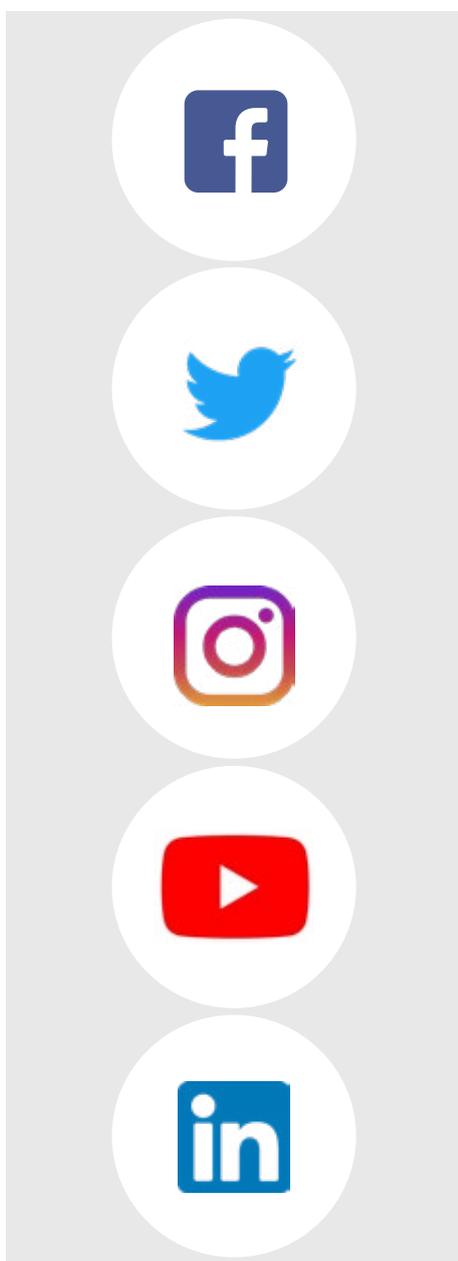
This will support people with intellectual disability to take part.

## Our contact information



To contact the NDIA you can

- Call us on **1800 800 110**
- Go to our website at **[www.ndis.gov.au](http://www.ndis.gov.au)**.



You can also follow us on

- Facebook at **[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)**
- Twitter at **[www.twitter.com/NDIS](http://www.twitter.com/NDIS)**
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- YouTube at **[www.youtube.com/user/DisabilityCare](http://www.youtube.com/user/DisabilityCare)**
- LinkedIn at **[www.linkedin.com/company/national-disability-insurance-agency](http://www.linkedin.com/company/national-disability-insurance-agency)**.



You can call the **Translating and Interpreting Service** for information in your language.

The number is **131 450**.



You can call the **National Relay Service** if you

- Are deaf
- Have trouble hearing.



The number is **1800 555 660**.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.