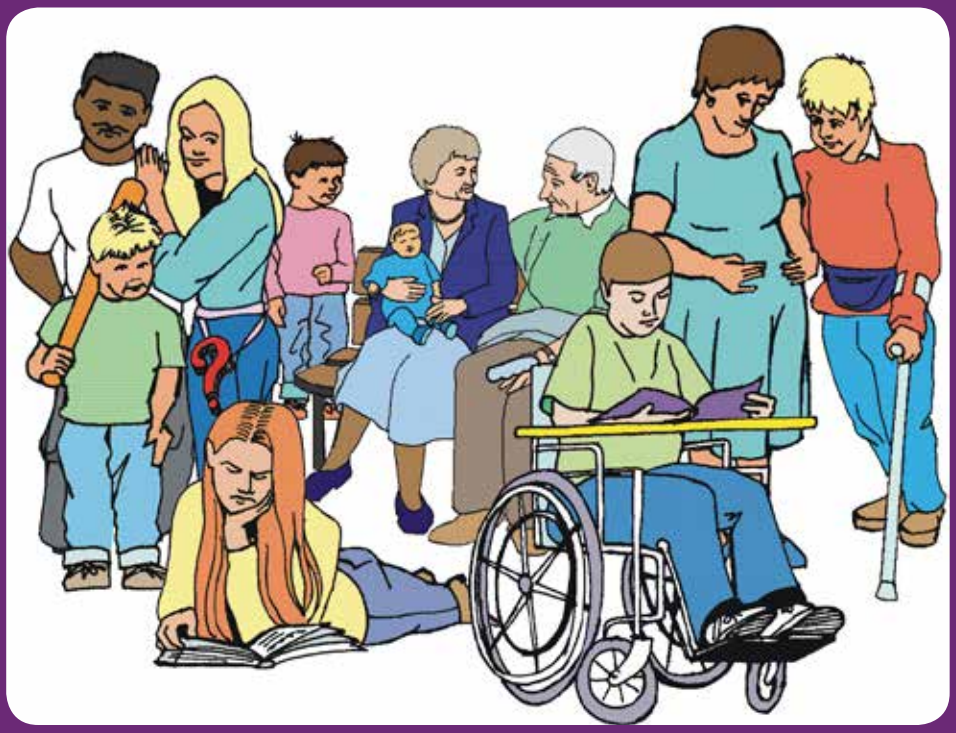


Towards an ordinary life

Annual Report 2015 to 2016

Easy English

ndis.gov.au

Delivered by the National Disability Insurance Agency

This report has some hard words. The first time we write a hard word it is in **blue**.

The list of hard words and what they mean is on page 25.

What is this report about?

This report is about the **National Disability Insurance Agency** or the NDIA.

The NDIA manages the **National Disability Insurance Scheme**. We call the scheme the NDIS.

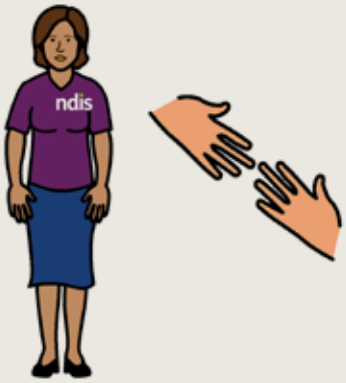
The NDIS helps people under 65 with disability get

- care
- supports.

This report talks about

- who we are
- how the NDIS works
- how we manage the NDIS
- how we have learned
- what we know
- what we will do.

Who we are

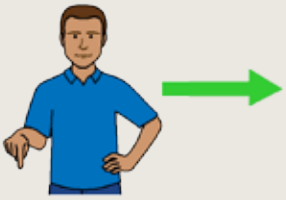


The NDIA helps people with disability in Australia.

We manage the NDIS and make sure there is enough money

- now

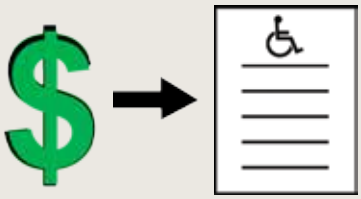
and



- in the future.

We help **participants**

- plan what they need



- get money to make their plan happen

- join their community.

We want people with disability to live an **ordinary life**.

An ordinary life might mean a person

- has good relationships

- has choices

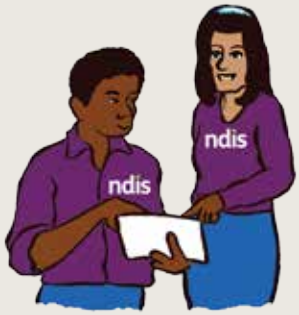
- can make decisions

- has control

- is independent.

Our staff

Our staff put people with disability first.



We value workers who have different

- backgrounds
- experiences.

Nearly 16 per cent of our staff have disability.

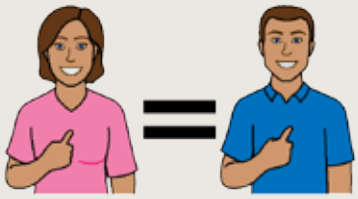
During 2015 to 2016 we employed more staff to get ready for the full NDIS.

For example we

- opened 19 new offices

- gave jobs to 485 people.

How does the NDIS work?

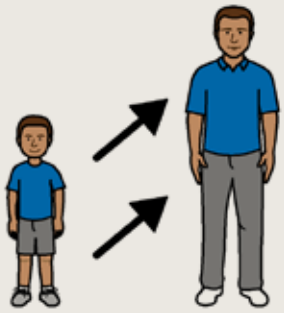


The NDIS works the same for all people with disability across Australia.

The NDIS is based on **insurance principles**.

The NDIS has 4 insurance principles

- there is evidence of the participant's disability



- a plan is made for the participant's whole life

- money and time is spent now

- money is given to participants and people who help participants.

The NDIS participant pathway

When the NDIS comes to an area participants must follow 5 steps

- access the NDIS

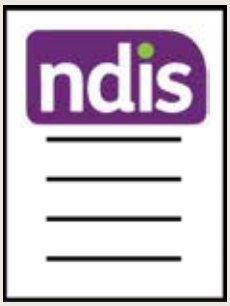
- make a participant plan

- get the plan approved

- make the plan happen

- review the plan.

How we manage the NDIS



We made a guide called the **Service Delivery Operating Model**.

The guide says

- who we give services to
- what services we give
- what service providers we use
- what plans we have.

The way we work

We have a **co-design approach**.

A co-design approach means we work with different people to make the NDIS better for participants.

We work with

- participants

- community groups

- partners

- service providers.

When we work with community groups

- the groups learn how to include people with disability

- participants join their community more.

We made a guide called **Information, Linkages and Capacity building** or ILC.

This guide helps people with disability join community groups.

Each state and territory will start ILC at different times.

The first territory to start ILC will be the ACT on 1 July 2017.

Groups can apply for ILC grants to pay for activities for example, a sports program for people of all abilities.

When we work with partners we benefit from their

- experience
- skills
- ideas.

NDIS partners include

- **Local Area Coordinators** (LACs) from different organisations
- **Community Connectors** from different areas

- **Early Childhood Early Intervention partners**

When we work with service providers we give participants better

- support services

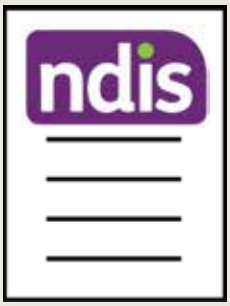
- products

- choices

- prices.

Participants must

- use providers registered with the NDIS
- choose their own providers.



We made a guide for service providers called the **NDIS Provider Toolkit.**

The toolkit has information about

- how the NDIS works
- how to register as a provider
- how to manage the supports given to participants
- how to get paid.

How we have learned

We have listened to

- participants, carers and families

- a group called the **Independent Advisory Council** or IAC

- experts who know a lot about people with intellectual disability or mental health

- people with disability who work with us.

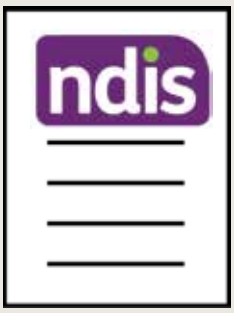
We have learned from

- the 7 NDIS **trial sites**

- the 2 sites that changed to full NDIS early

- the information we get from participants for example, questionnaire results

- people who need extra help and support for example, people from rural and remote areas.



- **reference packages** that tell us about the supports different groups of people need.

What we know

When the NDIS trials happened we made an important **Outcomes Framework questionnaire**.

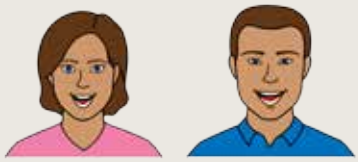
We use the questionnaire to find out how the NDIS works for

- participants

- families

- carers.

The information we get helps us make the NDIS better.



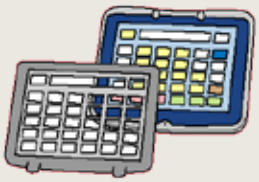
We know that

- the NDIS is on time
- the NDIS has reached the right number of people
- we have spent the right amount of money on the NDIS
- 95 per cent of participants are happy with the NDIS.

We also know that

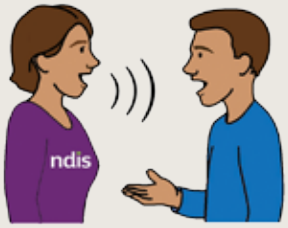
- by 1 July 2016 there were 35 695 NDIS participants
- in 2015 to 2016 we spent about $1074 million on the NDIS
- we have over 3500 NDIS service providers
- by 2019 we will spend about 22 billion dollars each year to support 460 000 participants across Australia.

What we will do



We will make the NDIS better with

- new technology supports



- information and feedback for example, results from Outcomes Framework questionnaires

- price controls for participants

- more jobs across Australia for people with disability.

We will support different groups of people

We want to give more help to

- people living in rural and remote areas of Australia

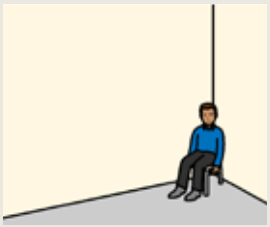
- Aboriginal and Torres Strait Islanders

- people from **Culturally and Linguistically Diverse communities** or CALD communities

- people with mental illness.

We also want to give more help to participants

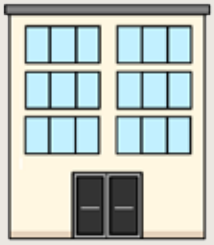
- with **no informal support** for example, unpaid care from family and friends



- who have difficulty making decisions

- with behaviour problems

- living in large residential centres



- who have parents with intellectual disability.

We will make a better price guide that is

- simple
- fair
- easy for providers to use.

We will have better technology

We will make our **NDIS Myplace online payment portal** better.

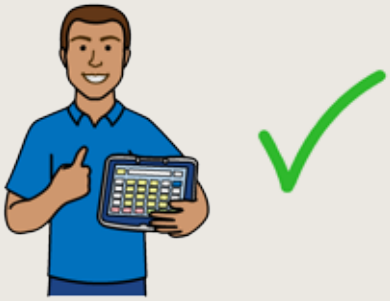
We will support the use of **assistive technology.** Assistive technology means electronic tools that help people with disability.

For example

- computers and software

- apps on smart phones

- equipment like hoists or wheelchairs.



We will say **yes** to assistive technology if

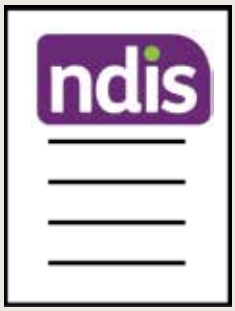
- the technology is needed

- the technology has good results.

We will tell more people about the NDIS

The full NDIS for Australia started on

1 July 2016.



We have a program called **NDIS Ready** that tells people about the full NDIS.

We made an NDIS Ready toolkit to help people talk about the NDIS.

We will talk more about the NDIS as new sites across Australia change to full NDIS.

We will make Australia proud of the NDIS

We will work hard to help people with disability and their carers get the support they need.

We want all Australians to be proud of the NDIS.

More information

Go to our website

www.ndis.gov.au

Call 1800 800 110

Monday to Friday

9 am to 5 pm

Is English hard for you?

Do you speak a different language?

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Hard words in this report

This is a list of hard words that have **not** been explained in the report.

participants – people with disability that the NDIS supports.

Local Area Coordinators – people from partner organisations who help participants join their community.

Community Connectors – people from partner organisations who help participants in their area understand the NDIS.

Early Childhood Early Intervention partners – people from partner organisations who help young children with disability and their families.

Independent Advisory Council – people who know a lot about disability and give information to the NDIS Board.

trial sites – places where the NDIS was first trialled.

reference packages – give us information about groups of participants with the same type of disability.

Culturally and Linguistically Diverse communities – people who come from different countries where English is not the main language.

NDIS Myplace online payment portal – where you go on the computer to get NDIS payments.

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