



Participant Service Improvement Plan 2022–2023

Improving the NDIS for participants

Easy Read version



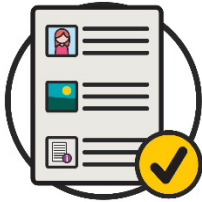
ndis

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

How to use this plan



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



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important 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 23.



You can find the plan on our website.

www.ndis.gov.au/about-us/policies/service-charter/participant-service-improvement-plan



You can ask for help to read this plan.

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

What's in this guide?

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About the Participant Service Improvement Plan



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



Participants are the most important part of all the work we do.



Our Participant Service Improvement Plan talks about what we will do to make our services better. We just call it our plan.



It's a plan for the next 2 years.



We are improving the way you can use the NDIS.

We explain what we will do on the following pages.

Communicating with us

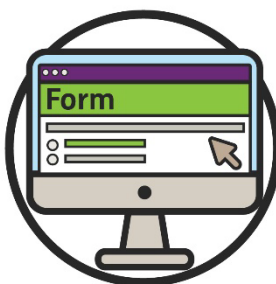


We are improving the ways you can communicate with us.

We will give you:



- the name of one person to contact when you need to



- more options for filling in forms online



- the right information when you call us the first time if we can.

We will let you track anything you send us.
This includes when you ask:



- to join the NDIS



- us to look at a decision



- questions.

We will also:



- put a real person's name on letters we send you



- make our website easier to use.

Getting information



We are making it easier to get information from us.

We will clearly explain:



- reasons for our decisions



- how we work



- the types of support people can get.

We will:



- write in a simple way



- use the same words and meanings in our information



- let you have information that we keep about you and your plan.

We will also share information about what you:



- can expect from us



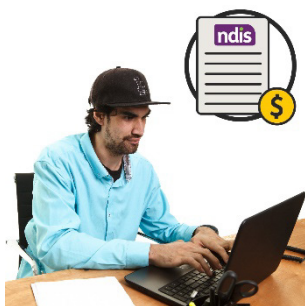
- need to do.

Applying for the NDIS



We are making it easier to apply for the NDIS.

We will



- let people apply for the NDIS online if they want to



- connect people to other supports in the community, even if they can't take part in the NDIS.

Making your plan



When participants start taking part in the NDIS, they make a plan.



Your plan is a document that includes information about:

- you and your goals
- what supports you need
- the NDIS **funding** you will receive.



Funding is the money that pays for the supports and services you need.



We are making planning easier and fairer.

We will:



- help you make goals that you can reach



- build helpful online tools you can use to make your plan.



We will also meet with you the way you want.

This might be:



- in person



- on a video call



- over the phone.

Using the funding in your plan



We are improving the way you can use the funding in your plan.

We will:



- help you use your plan



- help you look at or change your plan if you need to

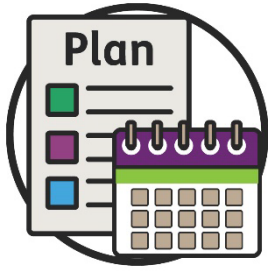


- check in with you to find out how your plan is working



- make it easier for you to manage your own plan if that's what you choose.

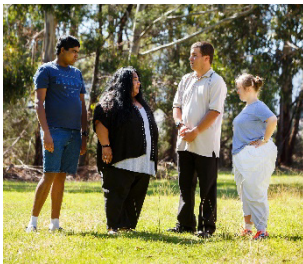
We will:



- make sure plans last for a longer time



- create an app to help you manage your plan



We will also work with all communities so they can get more support.

This includes communities in places far away from cities or towns.



We will be clear about what **support coordination services** we pay for.



Support coordination services help people with disability plan and use their support.

These services might be delivered by:



- organisations



- individuals.



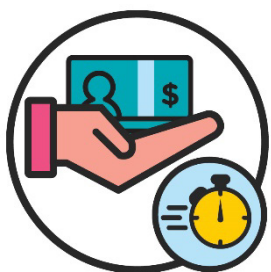
We will also explain how this is different from the other supports we pay for.

Paying for services



We are improving the way we pay for services.

We will make payments to providers:



- quicker



- simpler.



We will also make it easier for you to know how to make a claim from your plan.

Using your plan to get supports



We are making plans easier to use every day.

We will make quick decisions about:



- technology and equipment



- changes people need to their home.

We will:



- write simple guides about how you can change your home



- make applying for housing support easier.

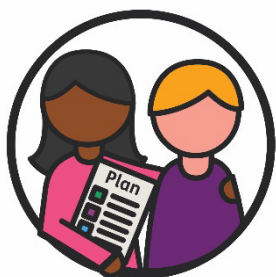


We will help make housing options easier to change and find.

We will also:



- support you to do more on your own



- help you use your plan to find and keep a good job, if that's what you want.

Working with us



We are making it easier and better to work with us when you need to.

We will:



- check in with you from time to time



- give you more support if you need help to make decisions



- find better ways to work with people who need a lot of support.



When we can, we will also make sure participants who live together have the same NDIS contact.



We will help everyone to speak up about what they want, including:

- young people
- families and carers.

We will also:



- make sure we respect everyone's culture and background



- connect with carers and family members who help participants



- help young people with disability who live in aged care homes find other places to live, if they want



- offer early support to children to help them as they grow and develop.

Giving you good services



We will try to deliver services quickly that meet our Participant Service Charter.



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



We will follow our Participant Service Charter.

What happens next?



We will start changing some parts of the NDIS straight away.



But changing other parts will take more time.



We will check this plan regularly to make sure it works well.



We will update this plan from time to time.



We will share the plan on our website when we update it.



This plan was written in May 2022.

Word list

This list explains what the **bold** words in this document mean.



Funding

Funding is the money that pays for the supports and services you need.



Participant

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



Support coordination services

Support coordination services help people with disability plan and use their support.



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More information

For more information about this guide,
please contact us.



You can go to our website.

www.ndis.gov.au



You can call us.

1800 800 110



You can follow us on Facebook.

www.facebook.com/NDISAus



You can follow us on Twitter.

@NDIS

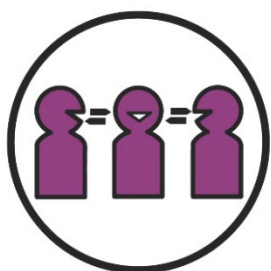
Support to talk to us



You can talk to us online using our webchat feature.

nccchat.ndis.gov.au/i3root

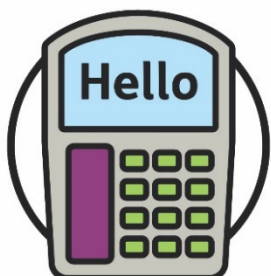
If you speak a language other than English, you can call:



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



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