

Corporate Plan

2020 –2024

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 use pictures to explain some ideas.

Bold

Not bold

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 34.



This Easy Read plan is a summary of another document.



You can find the other document on our website
at 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.

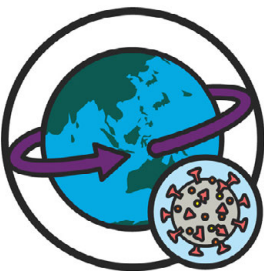


But we have had some big challenges.

These include:



- 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.

1. We want to keep responding to COVID-19



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

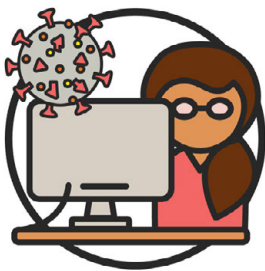
We want to make sure:



- 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.

2. 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.

3. We want a strong market of service providers



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

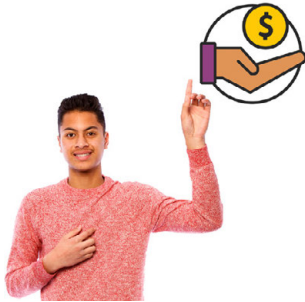


- goods – such as food, clothes or other items



- 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.

4. 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 together with all of these people.



We care about:

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

5. 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.

6. 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



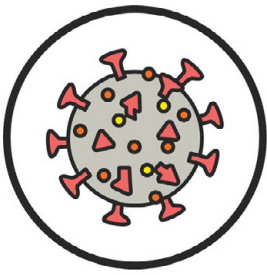
- measure our performance



- 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.



www.ndis.gov.au



1800 800 110



Follow us on Facebook.

www.facebook.com/NDISAus



Follow us on Twitter.

[@NDIS](https://twitter.com/NDIS)

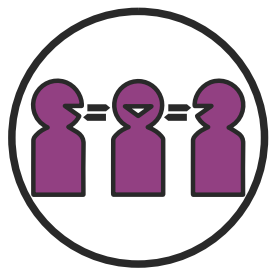
Support to talk to us



You can talk to us online using our webchat feature.

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

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 market 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.



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