



What we want for the NDIS

Our answer to the ideas of the Productivity Commission

Queensland Government



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

We will write contact information at the end of this book.

About this book



This book is from the Queensland Government.



This book is about what we want for the **National Disability Insurance Scheme** or NDIS.

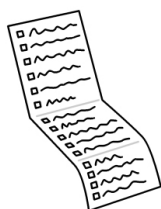


The NDIS helps many people with disability get supports and services they need.



We asked a team of experts how we can make the NDIS work better.

The experts are called the **Productivity Commission**.

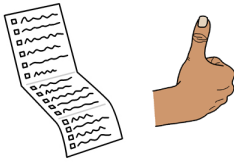


The experts had 56 ideas on what we can do.



This book says what we think about the ideas.

How we will use the ideas

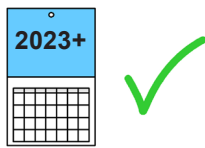


We think most of the expert ideas are good.



We will use the ideas so that

- people with disability get the help they need



- the NDIS will work well in the future.



We can make some ideas happen on our own.



For other ideas we need the help of

- the Australian government



- the other states and territories

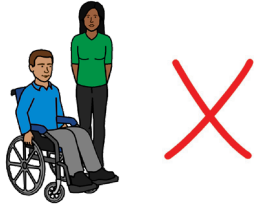


- the **National Disability Insurance Agency** or NDIA.

The NDIA is the people that run the NDIS.

What the ideas are about

Joining the NDIS



The experts say it is too hard for some people to get the NDIS help they need.

We will do what we can to make the NDIS easier to join for everyone who needs it.



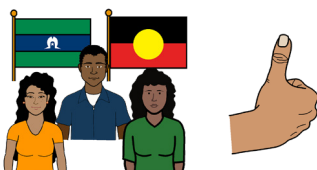
For example

- Aboriginal and Torres Strait Islander people with disability

- people with a **psychosocial disability**.

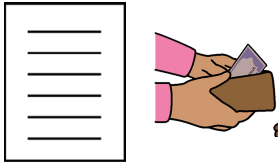


Psychosocial disability is when you have severe mental health issues.



We agree the NDIA should say how they make the NDIS better for Aboriginal and Torres Strait Islander peoples.

Helping people get the right NDIS plan



An **NDIS plan** says all the things the NDIS can pay for when you are a **participant**.

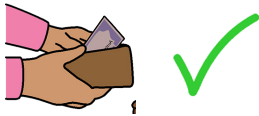


Participants are people who get NDIS support.

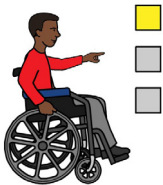


We will ask the NDIA to make it clearer

- what you need to get a plan that is right for you

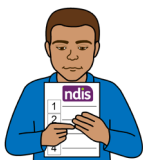


- what you are allowed to buy with your plan.



We agree in general that participants should

- get more choice and control over what to buy



- manage NDIS plans on their own if they can.

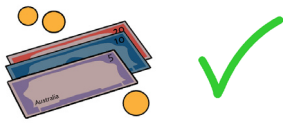


We want to make sure participants buy supports that help them.

Fair prices



We agree with the experts that everyone should be able to get more information about NDIS prices.



The experts say we should do more to make sure

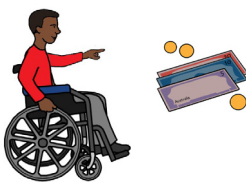
- participants do **not** pay too much



- people pay a fair price for services.



We will ask the NDIA to help set up a website where you can compare the price of services.

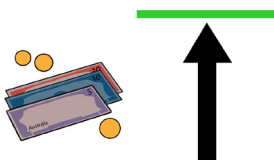


In general we also think it is a good idea to

- let participants choose how to spend their money

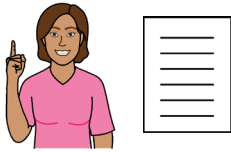


- slowly end **price caps** in the NDIS.



Price caps are when the NDIA says how much a service should cost at most.

Better support coordinators



Support coordinators help participants

- understand an NDIS plan



- find the right supports.



We agree with the experts that the NDIA should do more to find out

- who needs support coordinators most



- how to stop **conflicts of interest**.



Conflict of interest means a person might **not** give you fair advice.



We will ask the NDIA to

- say how it will stop conflicts of interest

- allow other experts to also give advice
 - for example, plan managers.

Helping people find services



All NDIS participants should be able to find good services wherever they live.



We will ask the NDIA to help online marketplaces

- grow in Australia



- connect NDIS participants with services.



The problem is there are too few service providers in some remote areas.



We will ask the NDIA to tell everyone

- what it does to understand the situation better



- what it has learned about remote areas



- how people best get services in remote areas.



The **NDIS Thin Markets Project** is **research** by the NDIA and the Australian Government.

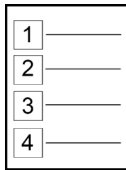


Research is when you try to find out more about something.



We agree with the experts that the NDIS Thin Markets Project should

- find out fast how to help people in remote areas get support



- make a plan on what to do.



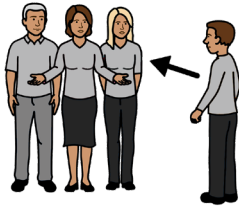
The experts say we should ask the NDIA to check if more support coordinators are needed in

- remote and rural areas



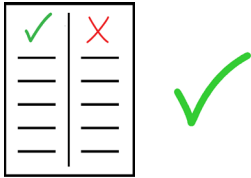
- Aboriginal and Torres Strait Islander communities.

What we want for NDIS providers



We want to make it easier for service providers to

- find staff



- meet NDIS rules



- run their business.

Helping NDIS providers find staff

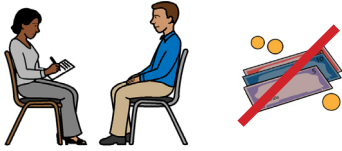
We will ask the Australian Government to pay for test programs to see if

- support workers could be trained to assist health professionals

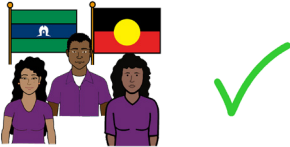


- more Aboriginal and Torres Strait Islander health care workers could offer NDIS services.





We agree the NDIA should check if former therapists could offer services.



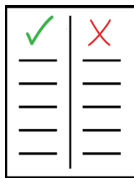
We agree it should be easier for Aboriginal and Torres Strait Islander people to be NDIS workers.

Helping NDIS providers plan ahead

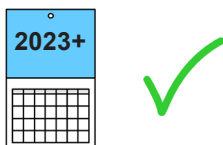


We will ask the NDIA and other agencies to

- have the same quality standards for providers



- make clear rules about what they will do for providers and when.



We will ask the NDIA to think about allowing longer **service agreements**.



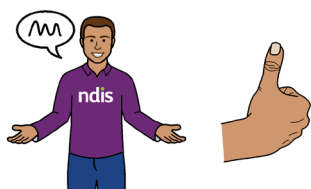
A service agreement says what you will get and do when you use a service.

The experts say longer service agreements would help providers in remote areas.

Making the NDIS clearer



We agree with the experts that everyone should understand what is going on in the NDIS.



We will ask the NDIA to communicate better.



We will also ask the NDIA to report

- how often participants are hurt



- if **plan reviews** work out well.



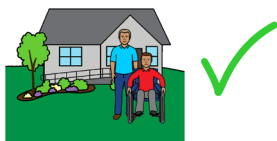
Plan review means you make a new NDIS plan.

The NDIA should also tell the **Commonwealth Ombudsman** why it made promises on services and did **not** keep them.



The Commonwealth Ombudsman checks that the NDIA offers good services.

Helping NDIS participants find a home



We agree it should be easier for NDIS participants to find a home that is right for them.

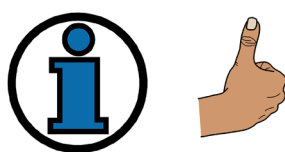


We will ask the NDIA to explain better

- what living options it can help with



- who can get NDIS help.

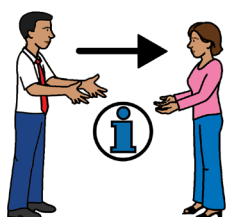


The experts say we should

- be better with our information



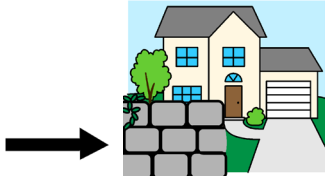
- say what we will do with buildings where people with disability used to live.



We will share this information when we can.

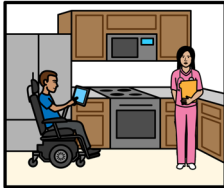
We might also share information about NDIS participants in social housing if they say **yes**.

Other ideas to help with homes



We want the NDIA to check faster if it can pay for

- changes to a home
- **Specialist Disability Accommodation**
 - these are special homes for people with very high support needs



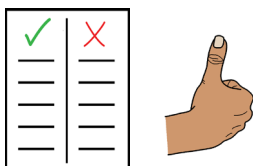
- **Supported Independent Living**
 - this is help at home for people with disability.



Safer restrictive practices

Restrictive practices may help people with disability stay safe.

For example, when someone holds you to stop you hurting yourself.

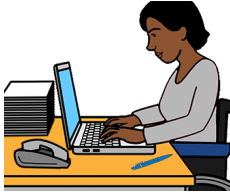


We want to make better rules for restrictive practices.



We want more private services to do this work.

Helping NDIS participants find work



We will ask the NDIA to check what it can change to

- help more people with disability find a job



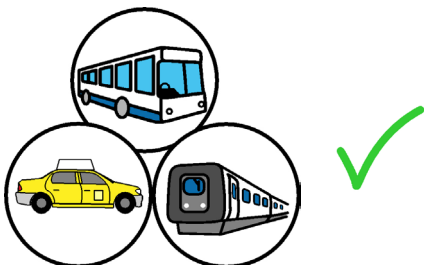
- help more students with disability get work experience



- give young people with disability more support at school.

Better disability transport

We agree that there should be more transport options for people with disability.



We are working to make transport better.

What we will do next



We will tell everyone who can help us

- about the ideas



- what they should do.



We will work on projects that make the NDIS better for everyone.

We will ask the **Disability Reform Ministers' Meeting** to tell everyone more about its work.

The Disability Reform Ministers' Meeting

is where we meet with

- the Australian government



- the other states and territories.



At the meeting we work together to make the NDIS better.



More information

You can read the full report

It is called Queensland Government Response to the QPC.



Website

dsdsatsip.qld.gov.au/resources/dsdsatsip/work/atsip/qgov-qpc-response.pdf



**Queensland
Government**

For more information

Contact the Queensland Government.



Call 13 74 68



Website dsdsatsip.qld.gov.au



Email feedback@dsdsatsip.qld.gov.au



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Contact the Telephone Interpreting Service.



Call 131 450



If you need help to speak or listen

Use the National Relay Service.

Call 1800 555 660



Website

communications.gov.au/accesshub/nrs

Give the relay officer the phone number you want to call.

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