

# NDIA Annual Report

2018 to 2019



Easy English



## Hard words

This report has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the word means.

## You can get help with this book



You can get someone to help you

- read this report
- know what this report is about



- find more information.

## Our respect

We work on Aboriginal land and respect  
Aboriginal elders.

## About this report

This is the annual report for the **National Disability Insurance Agency**.



The National Disability Insurance Agency is a group of people who manage the **National Disability Insurance Scheme**.

We are called the NDIA.



The National Disability Insurance Scheme is called the NDIS.



The NDIS helps people under 65 with a disability get

- care
- supports.



This report says what we

- have done



- have learned

- still want to do.



We want to help **participants** have a better life.

Participants are people who get support from the NDIS.

## About the NDIS

The NDIS supports

- people with a disability
- families
- carers.



This support helps participants to

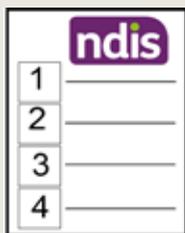
- enjoy a normal life
- be involved in the community
- have a job.



Participants now have more

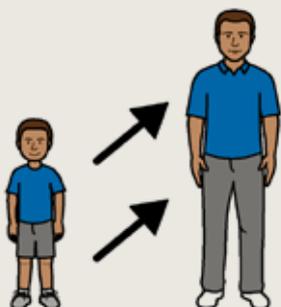
- choice
- control.





Participants make an **NDIS plan**.

The plan says all the things the NDIS can help participants with.

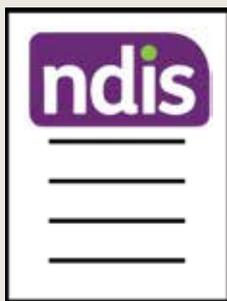


The NDIS will support people with a disability at different life stages.



The government has a national disability **strategy** that says what it will do to help people with a disability have better lives.

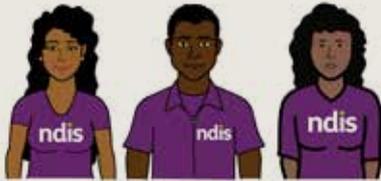
A strategy is a plan.



The NDIS is part of the government plan.

## About the NDIA

Our staff put people with a disability first.



We value workers who have different backgrounds.



We have 3,495 staff.

More than 11 per cent of our staff have a disability.



We work in 190 offices.

## Who runs the NDIA?



### The NDIA Board

- says what we will do
- checks how the NDIA is working.

The NDIA managers make the Board's plans happen.

There is an Independent Advisory Council that helps the Board.



The council has people who share ideas about the NDIS with the Board.

For example

- people with a disability
- people who support people with a disability
- experts.



## Partners in the Community



We have a program called Partners in the Community.



The program gives money to groups who help make the NDIS happen.

These groups employ

**Local Area Coordinators** and

**Early Childhood Early Intervention** staff.



Local Area Coordinators

- can tell you about your plan
- can help you start your NDIS plan
- can make your plan happen.

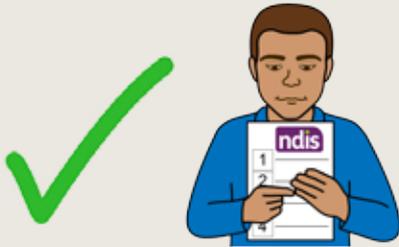


Early Childhood Early Intervention is how the NDIS helps children before they go to school.

## Numbers at 30 June 2019



The NDIS is everywhere in Australia.



There are about 184,000 participants with an approved plan.

Almost 300,000 Australians have joined the NDIS.

There were 117,307 participants who got an NDIS plan in 2018 to 2019.

Participants who have been in the NDIS for 2 years have had some good outcomes.



For example

- more help with daily living



- more choice and control



- more social activities.



Service providers need to **register** to help with the NDIS.

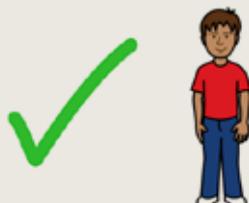
Register means the NDIS says **yes** to the service provider.

## What participants think



We asked participants to tell us how they feel about the NDIS.

- 90 per cent of participants said the NDIS plan process was good or very good.
- 94 per cent of participants said their planner listened to them.
- 95 per cent of participants said their planning meeting went well.
- 94 per cent of parents and carers of preschool children said the NDIS helped the child's development.



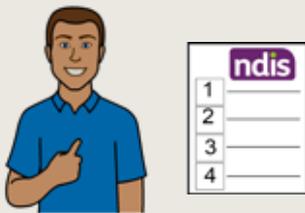
## What we have done well



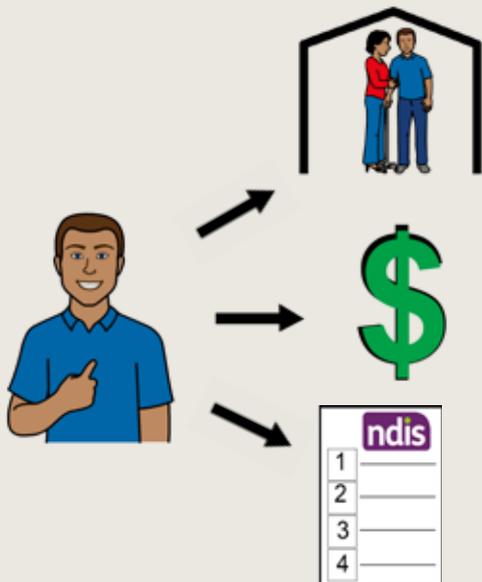
More people got help from the NDIS this year.



A lot of service providers in the NDIS are small businesses.



We have more participants who **self manage** their plan.



Self manage means you

- choose the supports you want
- manage your money
- manage your NDIS plan.

## Myplace



We have made it easy to use the website called **myplace portal**.

The myplace portal is where participants can

- see their plan and information
- check contact details
- see messages from the NDIS
- find service providers.



You can ask someone for help to use myplace.

For example

- a friend or family member
- a carer.



## Better participant outcomes



We help participants get better outcomes from the NDIS.

We help

- participants and providers to have a better experience with the NDIS



- children to get Early Childhood Early Intervention



- participants to self manage their plan

- people who are deaf



- people with **psychosocial disability**.

Psychosocial disability means mental health issues.

We help to get good outcomes for people who have different backgrounds.



For example

- different cultures



- different religions.

We have a program called the **Information linkages and capacity building program**.

We use this program to

- help service providers



- make it easy for people with a disability to be part of the community.

## Help to grow support services



ndis	
1	_____
2	_____
3	_____
4	_____

We will make sure there are enough services for participants to achieve their plan goals.



We have more service providers available.



We make service providers work better for participants.



We check the price of support services.

## Cost of the NDIS



We make sure the NDIS is good value for participants.



The NDIS has met its **budget** each year. Budget means we do **not** spend more money than we plan to.

## Work at the NDIA



We want people to like to work at the NDIA.



We help our workers to get good results.



We help our workers to get better skills.



We respect people who are part of the NDIS.



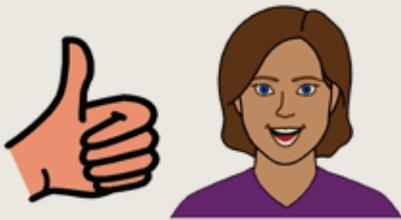
We help make the myplace portal and other websites easy for everyone to use.



We build good relationships with people who use the NDIS.



We listen to people who use the NDIS.



We make sure NDIS service providers

- are good at their job



- know about the local area



- understand people with a disability.

## What we will do



The NDIA is making an NDIS that all Australians can be proud of.



We will keep helping people with a disability

- to be part of the community



- to connect with friends and family



- to have a job that pays money.



We have 3 goals for the NDIS.



1 People with a disability have

- choice

- control.



2 The NDIS meets budgets.



3 The community likes the work we do.



## More information



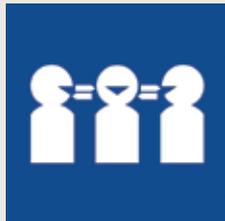
Go to our website

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



Call 1800 800 110

Monday to Friday



## If you need help with English

Contact the Telephone Interpreting Service.

131 450



## If you need help to speak or listen

Contact the NDIS through the  
National Relay Service or NRS.

Call the NRS Help desk

1800 555 660

Go to the NRS website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



## Thankyou

We would like to thank

- participants
- family members
- carers
- service providers
- the Australian community.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in October, 2019.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact the National Disability Insurance Agency.

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