



Image of NDIS participant Holly McSeveney with her mum, looking at Holly's photography website

Supporting people with psychosocial disability

A guide to our Framework

Easy Read version



ndis

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

How to use this guide



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



This guide is written in an easy to read way. We use pictures to explain some ideas.

Bold

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 40.



This Easy Read guide is a summary of the *NDIS Psychosocial Disability Recovery-Oriented Framework*.

You can find the Framework on our website.



www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis#new-psychosocial-recovery-oriented-framework



You can ask for help to read this guide.
A friend, family member or support person
may be able to help you.



This guide is quite long.



You don't have to read it all at once.



You can read one section at a time.

What's in this guide?

What is this guide about?	5
Who is our Framework for?	10
Our principles	12
Who did we talk to?	34
What will we do?	36
More information	38
Word list	40

What is this guide about?



The **National Disability Insurance Scheme (NDIS)** provides supports and services to people with disability.



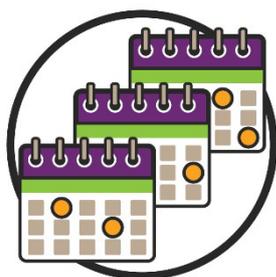
Participants are people with disability who take part in the NDIS.



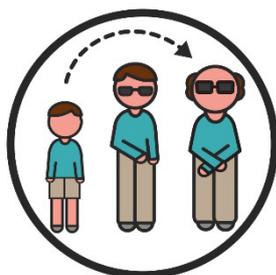
Some people have a disability because of their mental health.

We call this a **psychosocial disability**.

It can affect you:



- at different times



- for your whole life.

Your psychosocial disability can affect your:



- day-to-day life



- relationships with other people



- ability to work.



This guide is for participants who take part in the NDIS because of their psychosocial disability.

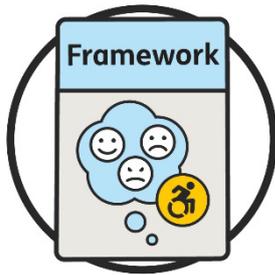


We want the NDIS to work better for you.

We also want the NDIS to work well for your:



- family members
- carers.



We wrote the Psychosocial Disability Recovery-Oriented Framework.

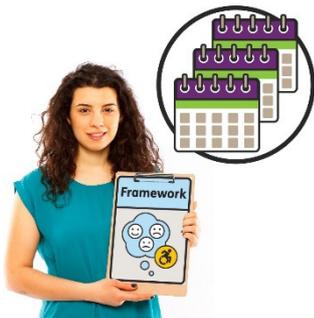
We call it our **Framework**.



A framework is a plan for how things should work.



This Easy Read document is a guide to our Framework.



Our Framework explains how we will support you in the future.



We want you to live the life you want.

This includes:



- getting the supports you need



- taking part in the community



- choosing supports that help you to be more **independent**.



When you are independent, you are more in control of your own:

- life
- choices.

We also want everyone to have a good experience with the NDIS, including:



- participants with psychosocial disability



- your families and carers.

Who is our Framework for?



Our Framework is for all participants with psychosocial disability.

This includes:



- **First Nations people**

First Nations people are also known as Aboriginal and Torres Strait Islander people.



- people from different cultures and backgrounds



- people who live in places far away from cities or towns



- people who also live with other disabilities



- **LGBTIQA+ people.**



The letters LGBTQIA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTQIA+ community but don't talk about themselves using a word from this list.



People use these terms to talk about who they:

- are attracted to
- feel they are as a person.

Our Framework also helps us think about the important role of:



- family members



- carers.

Our principles



Principles are important ideas that tell us how to make things better.



Our Framework has 6 principles.



These principles can help us make sure the NDIS gives you the support you need.

We explain these 6 principles on the following pages.

1. Support to live the life you want



We know people with psychosocial disability each have their own ideas about the life they want.



We also know it is important for you to get support so you can live the life you want.



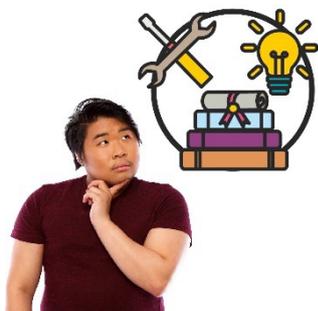
We also know that supporting the relationships in your life can help this happen.

What we will do



We will share more information about supports that help you live the life you want.

This includes supports to:



- learn new skills to be more independent



- speak up for yourself



- understand what supports you can get.

We will share guides and information for:



- participants with psychosocial disability



- your families



- your carers



- service providers



- health care workers.



This will help everyone understand what support participants with psychosocial disability can get in the NDIS.



We will also share guides to help you choose what supports you need.

We will share information about:



- the principles in our Framework



- what we will do.



We will update the **support item** for a **psychosocial recovery coach**.



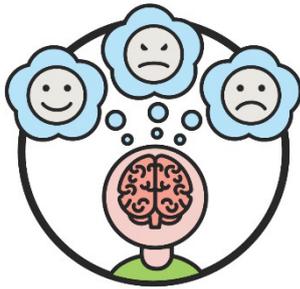
A support item helps the NDIS keep track of what supports participants use.

It explains what the support is.



A psychosocial recovery coach is someone who helps participants with psychosocial disability.

A psychosocial recovery coach:



- knows about mental health



- helps you be more independent



- helps you make the most of your NDIS plan.

2. Valuing lived experience



If you have **lived experience** of psychosocial disability, you:



- have a psychosocial disability
- know what day to day life can be like for people with psychosocial disability
- can tell your story to help others.



People with lived experience are experts on their own lives.



We understand how important their lived experience is.



People with lived experience can work in lots of roles.

This includes being leaders.

Listening to people with lived experience helps us learn what:



- you are good at



- your goals are



- support you need.

We want to:



- listen to people with lived experience
- value their lived experience.



This is an important part of this principle.

What we will do



We will have more workers with lived experience.

This will make supports work better for participants with psychosocial disability.

We will work with:



- people with lived experience



- organisations of people with lived experience.

3. Working with mental health services



It is important that:



- you can find and use mental health services
- these services work well with NDIS services.

It is important for us to work closely with mental health services, including:



- service providers
- doctors and health care workers
- other organisations.

This includes:



- private mental health services

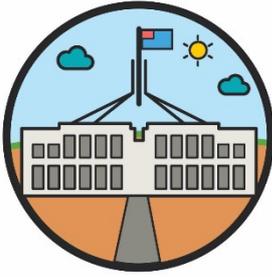


- public mental health services.



It is also important for us to work closely with all levels of government in Australia.

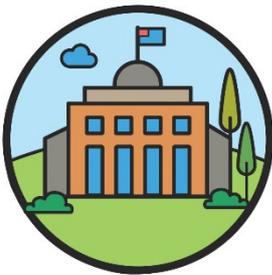
This includes:



- the Australian Government



- state and territory governments



- local governments.

What we will do

We will work with state and territory governments to make sure we all:

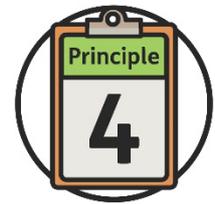


- work together



- support participants with psychosocial disability.

4. Support for decision making



Rights are rules about how you should be treated:

- fairly
- equally.



You have the right to make your own decisions.

But you need:



- information about supports that can help you



- options so you can choose support that works for you



- support to help you make decisions.

What we will do



We want to help you get what you need so you can make your own decisions.



We will share information to help you understand what support you can get to make your own decisions.



We will work with the community to make a new Support for Decision Making **policy**.



A policy is:

- a plan for how we should do things
- where rules come from.



You can find out more about this on our website.

[www.ndis.gov.au/community/we-listened/
support-decision-making-consultation-
summary-report](http://www.ndis.gov.au/community/we-listened/support-decision-making-consultation-summary-report)



We will listen to what you need when we write our plan.



As part of our plan, we will write guides to help you make decisions about supports.

5. Responding to changing support needs



People with psychosocial disability need different support at different times.

And that is ok.



Some days you are okay.



And other days you are not.

When this happens, it can affect how much:



- you can do



- support you need.

We need to think about how this affects:



- participants with psychosocial disability



- the support you get as part of the NDIS.

This is important when people with psychosocial disability:



- join the NDIS

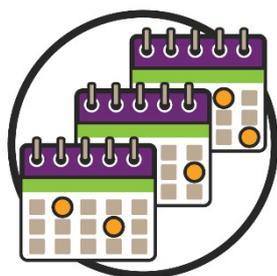


- get NDIS supports.

Supports need to work well for participants with psychosocial disability so you can:



- be more independent



- get the support you need at different times.

NDIS supports also need to work well when you need:



- more support on some days



- less support on other days.



Getting the support you need at the right time can also help you have less days when you are not ok.

What we will do



We will look at what supports you get from the NDIS as your needs change.



It will help participants with psychosocial disability who need different support at different times.

6. Building a stronger NDIS workforce



The **NDIS workforce** is the group of people who:

- provide services and support to participants
- support them in their day-to-day lives.



We want to build a stronger NDIS workforce for participants with psychosocial disability.



We also want to build a stronger **NDIA workforce**.



The National Disability Insurance Agency (NDIA) runs the NDIS.

The NDIA workforce includes all the people who work for the NDIA, including:



- Local Area Coordinators – people who help people with disability find and use services and supports



- NDIA planners – people who make new NDIS plans



- NDIA staff.

We need to make sure the NDIA workforce:



- supports you



- builds good relationships with you



- makes you feel safe



- works along with you, your family and carers



- gives you support to be in control of your own life.

What we will do



We will support people to work better with participants with psychosocial disability.

This includes:



- our staff



- groups we work with.



We will work with the Australian Government Department of Social Services (DSS) as part of their National NDIS Workforce Plan.



We will share what we know about training NDIS workers who support participants with psychosocial disability.



The National NDIS Workforce Plan explains how we will make sure people with disability will get the care and support they need.



You can find an Easy Read version of the National NDIS Workforce Plan on the DSS website.

www.dss.gov.au/disability-and-carers-publications-articles/ndis-national-workforce-plan-2021-2025



We will also work with the **NDIS Quality and Safeguards Commission (NDIS Commission)** to share what we know about supporting people with psychosocial disability.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

Who did we talk to?



We asked the community to help us make our Framework.

We spoke to:



- participants from different backgrounds



- people with psychosocial disability



- family members



- carers.

We also talked to:



- service providers



- health care workers



- all levels of government.

What did people tell us?



People told us our principles are a good way to make the NDIS work better for participants with psychosocial disability.



But they said we need to make sure our principles will work well.

What will we do?

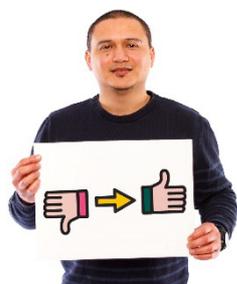


We will plan the best way to follow these principles.

We will also look at:



- how our principles are going



- what needs to work better.

We will work with:



- participants with psychosocial disability



- your family members and carers.

We will also work with:



- service providers



- health care workers.

More information

For more information about this guide,
please contact us.



www.ndis.gov.au



1800 800 110



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Follow us on Twitter.

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

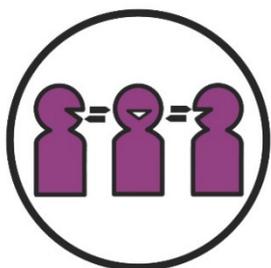
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

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

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



First Nations people

First Nations people are also known as Aboriginal and Torres Strait Islander people.



Framework

A framework is a plan for how things should work.



Independent

When you are independent, you are more in control of your own:

- life
- choices.

LGBTIQA+

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.

Lived experience

If you have lived experience of psychosocial disability, you:



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- know what day-to-day life can be like for people with psychosocial disability
- can tell your story to help others.



National Disability Insurance Agency (NDIA)

The NDIA runs the NDIS.



National Disability Insurance Scheme (NDIS)

The NDIS provides supports and services to people with disability.



NDIA workforce

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- NDIA planners
- NDIA staff.

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NDIS workforce



The NDIS workforce is the group of people who:

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- support them in their day-to-day lives.



Participants

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

Policy



A policy is:

- a plan for how we should do things
- where rules come from.



Principles

Principles are important ideas that tell us how to make things better.

Psychosocial disability

Some people have a disability because of their mental health.



We call this a psychosocial disability.

It can affect you:

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- for your whole life.

Psychosocial recovery coach

A psychosocial recovery coach is someone who helps participants with psychosocial disability.



A psychosocial recovery coach:

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- helps you be more independent
- helps you make the most of your NDIS plan.



Rights

Rights are rules about how you should be treated:

- fairly
- equally.



Support item

A support item helps the NDIS keep track of what supports participants use.

It explains what the support is.



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