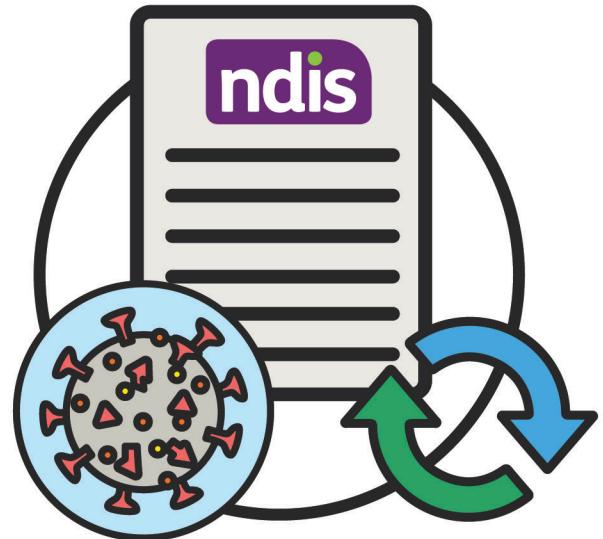


Coronavirus (COVID-19) and the NDIS

Changes to the way the NDIS works

Easy Read version



How to use this document



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

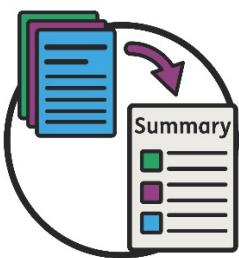


We have written this information in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.
We explain what these words mean.
There is a list of these words on page 29.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.ndis.gov.au

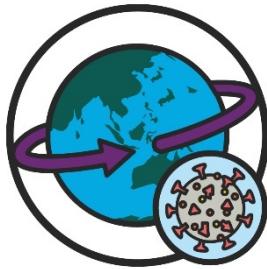


You can ask for help to read this document. A friend, family member or support person may be able to help you.

What's in this document?

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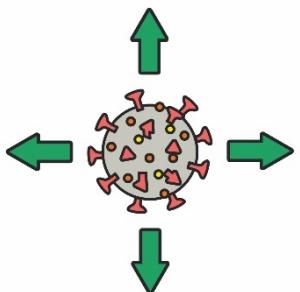
What is coronavirus?



Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



A virus is an illness or disease that can spread easily from one person to another person.



Coronavirus is spreading quickly.



Coronavirus has been called a **pandemic**.

A pandemic happens when a virus spreads quickly to lots of countries around the world.

Changes to the way the NDIS works



Coronavirus is affecting many people around Australia.

We need to change what we do to protect:



- you



- support workers



- people in the community.



People have asked us lots of questions about these changes.

The main things people asked about were:



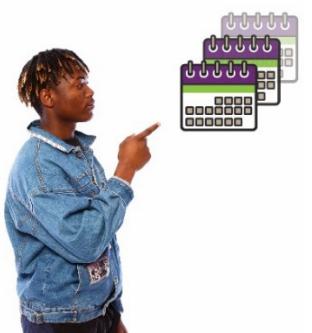
- Taking part in the NDIS



- Reviewing your plan



- What will be in your next plan



- Making plans last longer



- Support for children under 7 years old



- Using the funding in your plan differently.



We answer many of the questions we were asked
on the following pages.

Taking part in the NDIS



The questions in this section are from people who want to join the NDIS.

How do I make an Access Request?



An **Access Request** is the first step to joining the NDIS.



When you make an Access Request, you ask to take part in the NDIS.



You can still make an Access Request.



You can post an Access Request Form to us:

GPO Box 700

Canberra

ACT 2601



Or you can call us on **1800 800 110**.

I have made an Access Request, now what?



We will look at your Access Request and see if you are **eligible** to take part in the NDIS.



To be eligible, you must meet our rules about who can take part in the NDIS.



We will call you to book a planning meeting.



This meeting will be:

- over the phone
- by email.



We can't have your planning meeting in person
at this time.

Reviewing your plan



If you **review** something, you look something over and see how well it has been going.



The questions in this section are from people who need their plans reviewed.

What happens if I have booked to get my plan reviewed?



We are still doing plan reviews.



If you have booked a plan review, we will do it:

- over the phone
- by email.



We will let you know if anything else changes.

What do I do if my plan is about to end, but I don't have a planning meeting booked?



If your plan ends soon, we will make the plan you have now last 1 more year.



We will contact you and make a time to do a plan review over the phone.



We will talk to you about making your plan last longer if you want a longer plan.

We can make it last for up to 2 years.



If your plan ends soon and you are happy with it, you don't have to do anything.

What do I do if I am waiting for my new plan?



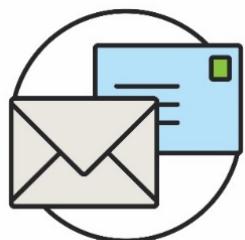
Your old plan might end while you are waiting for your new plan.



If this happens, you don't need to do anything.
We will make your old plan last 1 more year.



Then, when your new plan is ready, you can start using it.



We will send you a copy of your new plan in the mail.



You don't need to contact us if you:

- have had your planning meeting
- haven't got your new plan in the mail yet.

What happens if I am waiting to get my first plan?



If we sent you a letter to say that you are eligible to take part in the NDIS, we will call you soon.



Your first planning meeting will be:

- over the phone
- by email.

What if I need to quickly make important changes to my plan?



You can phone us on **1800 800 110**.

We can help you if:



- you need to make important changes to the supports in your plan



- you need to make a change quickly



- your plan does not include the supports you need.



You will still get funding for your supports until your new plan is ready.



You can send us an email to:

- explain why you need different supports
- give us proof that you need these supports.

Will my plan review be different to last time?



Yes, this time we will have your plan review:

- over the phone
- by email.



We will contact you so you can tell us how you want to do your plan review.



During your review, you can tell us about any changes to your:

- support needs
- goals.



You can send us an email to:

- explain why you need different supports
- give us proof that you need these supports.

I asked for a plan review, but still haven't heard anything. What should I do?



We will contact you to tell you about your plan review.



You can keep using your old plan until:

- we do a review
- your new plan is ready.

What will be in your next plan



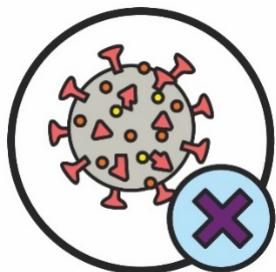
The question in this section is from people who need a new plan.

Will I get less in my next plan because of the coronavirus pandemic?

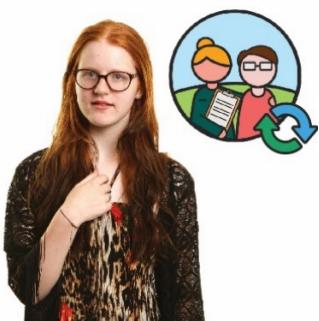


No.

The money you get in your next plan might change.

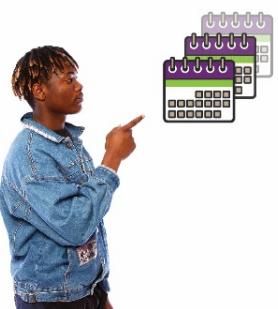


But this won't be because of the coronavirus pandemic.



It will only change if your support needs have changed.

Making plans last longer



The question in this section is from people who want their next plan to last longer.

What if I want a plan that lasts longer than 1 year?



We will talk to you about your support needs and goals in your next planning meeting.



If your support needs and goals will stay the same, we can give you a plan that lasts up to 2 years.



If your support needs and goals will change within 2 years, you can ask for a plan review.

Support for children under 7 years old



The questions in this section are from parents and guardians who care for a child with disability under 7 years old.



Children change a lot each year.



Their support needs and goals can change a lot too.



It's important that we talk to you about your child's:

- goals
- support needs.

My child has just had a plan review. How long should my child's new plan last for?



Your early childhood partner will help you decide how long your child's new plan should last for.



You must think about your child's:

- goals
- support needs.

My child's plan is about to end. How long should my child's new plan last for?



We are still doing plan reviews.

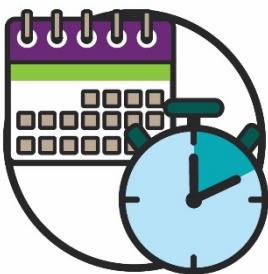


If your child's plan is about to end, we will make the plan you have now last 1 more year. This means you can still get the funding your child's needs.



We will contact you and make a time to do a plan review over the phone.

What happens if my child is on a temporary 6-month plan?



Temporary means for a short time.

If your child's temporary 6-month plan is about to end:



- your early childhood partner will contact you about a plan review



- we will give them a 1-year plan until their new plan is ready.



On a temporary 6-month plan your child gets \$10,000 in funding.



\$20,000

On a new 1-year plan, your child will get \$20,000 in funding.



This means you can still get the funding your child needs.

Using the funding in your plan differently



The questions in this section are from people who want to use the funding in their plans differently.

What if I want to use the funding in my plan in a different way?



You have more control over how you spend your **Core Supports** budget.



Your Core Supports are the supports and services you need and use the most.



You can decide how to spend your Core Supports budget for the daily support you need.

This support can include paying support workers to help with:



- food shopping



- other daily tasks.



This can be helpful if you can't leave your home because of the coronavirus pandemic.



You can't spend your Core Supports budget on **personal expenses**.



Personal expenses are things you need to buy or pay for like:

- food
- rent
- bills.

How can I use the funding in my plan?



If you want more control over how you spend the money in your plan, you can **self-manage**.

If you self-manage your plan, you can:



- manage all or part of your NDIS funding



- choose what supports you use to reach your goals.



We can talk to you about self-managing at your next plan review.



You might not be able to self-manage everything in your plan.

What happens if my support workers can't support me anymore?



If your usual support workers can no longer support you, they should contact you.



They will make sure new support workers come and support you.



Make sure you tell your provider what your support needs are.



This will make sure they send the right support worker for you.



All NDIS providers must follow the:

- NDIS Code of Conduct
- NDIS Practice Standards.



These are 2 important documents that explain how NDIS providers must treat people with disability.

Word list

Access Request



An Access Request is the first step to joining the NDIS.

When you make an Access Request, you ask to take part in the NDIS.



Core Supports

Your Core Supports are the supports and services you need and use the most.



Eligible

To be eligible, you must meet our rules about who can take part in the NDIS.



Pandemic

A pandemic happens when a virus spreads quickly to lots of countries around the world.



Personal expenses

Personal expenses are things you need to buy or pay for like:

- food
- rent
- bills.



Review

If you review something, you look something over and see how well it has been going.



Self-manage

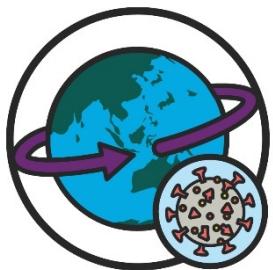
If you self-manage your plan, you can:

- manage all or part of your NDIS funding
- choose what supports you use to reach your goals.



Temporary

Temporary means for a short time.



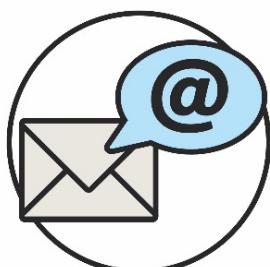
Virus

A virus is an illness or disease that can spread easily from one person to another person.

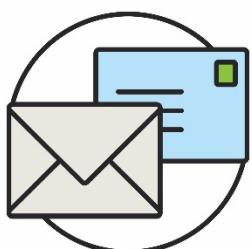
Contact us



1800 800 110



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