

THE RIGHT TRACK







Navigating the NDIS, understanding cultural diversity and how to make a positive difference.







Kaurna

Ngii Tumpendi Towilla Burkianna Ngii Tumpendi Toolkit minunthi Kaurna Yerta Martuityungka Kaurna Meyunna Ngii wangkanthi Marni naa Pudni Kaurna Yerta.

English

I'd like to recognize the Ancestors. This Toolkit was created on Kaurna Country. On behalf of the Kaurna People I Welcome you to Kaurna Country.

Uncle Frank Wanganeen *Kaurna Elder*

ABOUT THE ARTWORK



Artwork created by Scott Rathman Rusted Tin - contemporary aboriginal arts

The artwork reflects a journey of inclusion.

Water is the journey, a cycle that never ends, made up of many tiny droplets that come together and work together. They flow in unison and adapt to the world around them. Water is an essential element of life that provides for and creates opportunities for life to exist.

The artwork brings together many elements to a central point, a moment in time where we all belong, where everyone can be different but still has a place in the circle. Iconography in the artwork reflects people, the excluders, the excluded and the voice of reason, the elder, who are all on individual journeys and at different places emotionally yet brought together to share a place at the circle.

Other Iconography represents the individuals perspective, hopes and voice, equally brought together for us to listen to and learn from, with additional iconography linked to the circle to represent opportunities and change... The droplets of sunshine are associated with this change to serve to remind us of the feelings of happiness and freedom we feel when the sunshine hits our face for the first time each day.

















Butterfly

Elder

Footprint

Hope

Opportunities

Place at the Circle

Sensitive Insight

Voice



INTRODUCTION



This Toolkit has been developed on Kaurna land with community. We have chosen to share this toolkit to benefit all communities.

The Right Track Toolkit is suitable for a national audience.

We have also worked together with community and consultants to develop tailored webinars that focuses on:

- NDIS processes, procedures & pointers
- Building your understanding & confidence of disability

available at playford.righttrack.com.au

We hope this guide will be something you will use and keep to stay on "The Right Track" to understanding how the NDIS can work for you and your family.

We would like to express our sincere thanks for all the help we received from the Advisory Committee

While every effort has been made to ensure that the material in this Guide is up to date, it is possible that there have been changes that we could not account for. (Published in 2020)

At the back of the Guide we have compiled an Additional Services Directory that contains details of organisations that may be able to assist you with advice about National Disability Insurance Scheme (NDIS).

The NDIS has a website:

www.ndis.gov.au

Hotline:

1800 800 110





THE RIGHT TRACK



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Starting your NDIS Journey

Shows you how to access the NDIS using the NDIS **Journey Map.** The pages following explain in more **detail what you will have to do.**

Goals

Explains why **goals are important** and how it impacts on the amount and **type of funding in your plan.**

Funding

Explains the names of the **funding types** and what you can use this funding for.

Supports for You

Explains who can help you use your funding and the services that support you and your needs.

Your life

You can write down what you want others to know about you. This can include your daily routine, wants, needs and interests in life.

If you have a problem

What to do **if you have a problem** with any of your services and supports.

NDIS words and what they mean
This part explains lots of different NDIS words
and what they mean in an easy way.

Contacts, notes, helpful resources
For you to keep information that is important to you while on your NDIS journey and beyond.

Your documents

For you to **keep your documents** you need in relation to your NDIS plan.





NDIS:

National Disability Insurance Scheme



NDIA:

National Disability Insurance Agency

LAC:

Local Area Coordinator



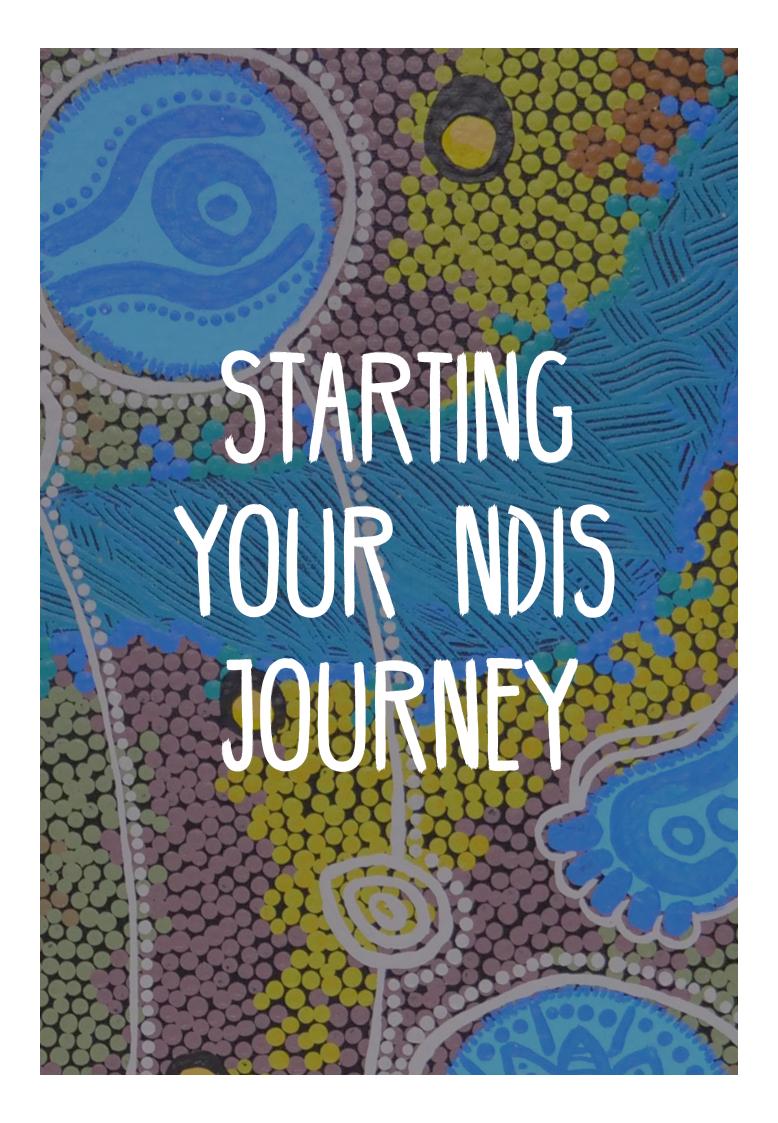


NDIS JOURNEY MAP



Lets go on the NDIS journey together!







WHAT IS IT?

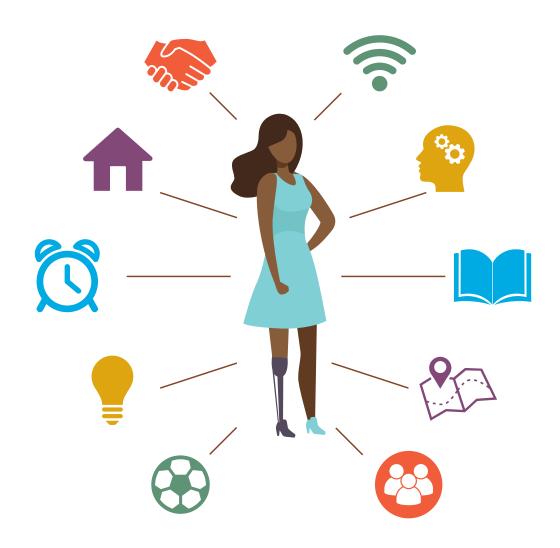


National Disability Insurance Scheme

It is a way of getting support for people living with disability and their families.

Everyone's plans and goals are different.

It helps people to **improve their living skills** so they **can take part in their community.**



Examples: To connect with people, to learn to work, help getting around, to be independent.

A way of learning new skills and being part of your community.



WHO IS NDIS FOR?



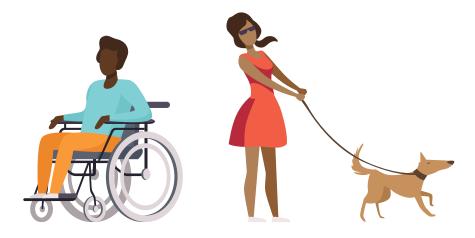


You are aged 0-65.





You live in Australia and are an Australian citizen, or you have paperwork that gives you permission to live here permanently.



Your disability will be with you for life and impacts your daily life.



MY AGED CARE







Over 65 years?



Call **My Aged Care** on **1800 200 422**

They will be able to help you understand what you need to do to get support.



HOW DO I GET IT?



Visit the **am I eligible** page on the NDIS website. Use the **NDIS checklist** to see if you are eligible.

Go to www.ndis.gov.au then search "Am I Eligible?"

If you **meet the criteria** and you would like **to become a participant:**













When you **get a letter** from the NDIS you can **contact them on 1800 800 110** or your local area coordinator.



LOCAL AREA COORDINATORS

Your Local Area Coordinator (LAC) is

To find out who the LAC is in your area, go to ndis.gov.au/understanding/ndis-each-state or call the NDIS on 1800 800 110



PLAN AND FUNDING



You will get **funding in your plan This funding is used to pay for supports.**

The **support you need might change** and that's ok.



During your first plan, you can think about if your supports are right for you.

If you want to **make a change** you can **ask for a review.**

Your NDIS plan is there to help you with daily living.



NDIS PLAN EXAMPLES



Did you know?

The length of a plan can be different for each person

3 Years

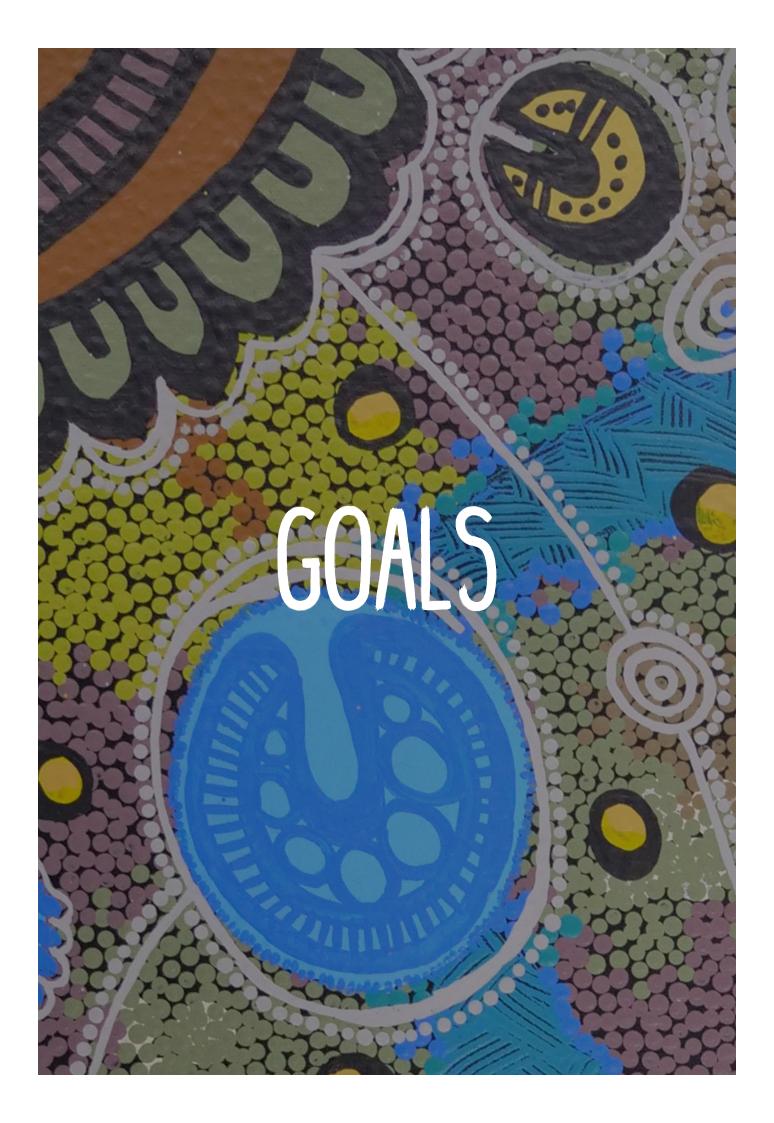
Masuma is a mother of 3 children. One of her children needs support for disability. Her child has received NDIS funding for the last year and Masuma now knows what is working well. Her child has now been an offered a 3 year plan.

12 Months

Kylie has just finished year 12 and is looking for help to find a job and gain independence. She is a person living with disability and has just applied for funding for the first time through the NDIS. She has received a 12 month plan.

6 Months

Tyron is an adult who lives by himself. He needs support cooking and showering as his disability makes this hard for him. He applied for funding for the second time through NDIS. He recieved a plan for 6 months.





WHAT IS A GOAL?



A goal is something you want to achieve, develop or learn.

It is something that will make you feel happy and proud of yourself.



What would you like to achieve?

WHY GOALS ARE IMPORTANT



TAKE CONTROL OF YOUR LIFE

Your goals are your rainbow to strive for, to push you out of the storm.



GOAL EXAMPLES



What are your goals?



Travis's Goal is to find and keep a job.



Janelle's Goal is to learn independent living skills





William's goal is to learn how to use computers





ACHIEVING YOUR GOALS







Step 1

Think about your goals.

Step 2

Call, email or visit NDIS Office.

Step 3

Talk to a LAC about your goals.

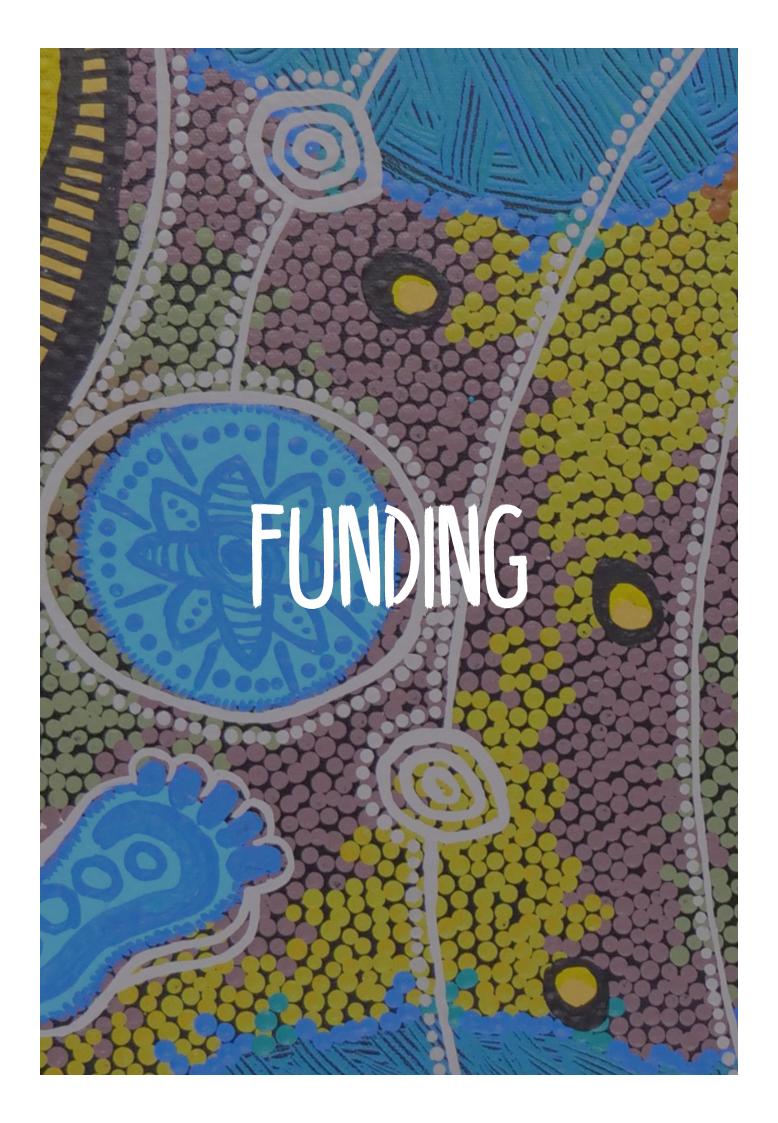
Step 4

Get your plan and start using your funding.



Goal Achieved!

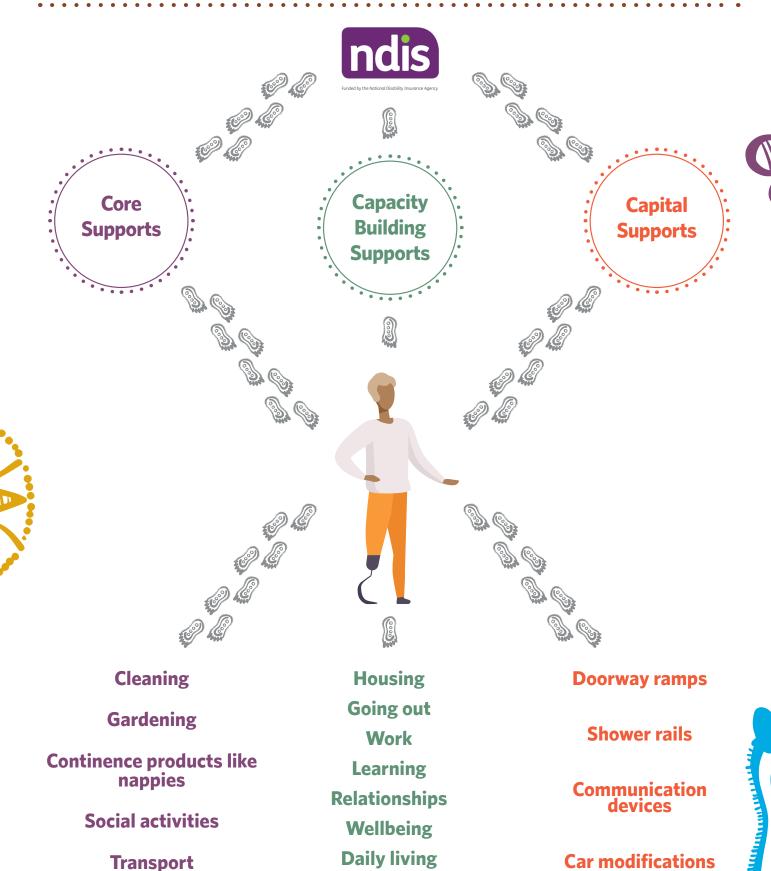
I am now living independently.



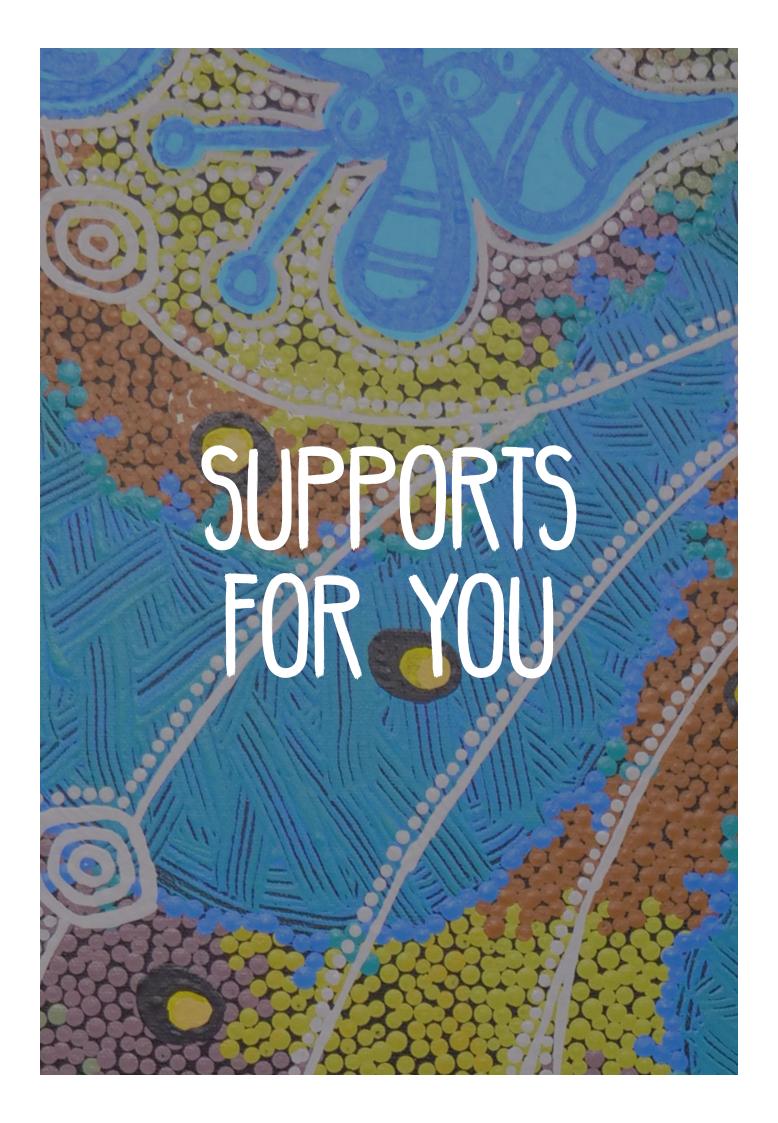


FUNDING TYPES





Your plan will have different funding types. You might not have funding for all 3





MY STORY MY PLAN





My name is Sam. I use a wheelchair. I want to be more independant with cleaning my house.



I can do the dishes and my washing but I am unable to reach the windows to clean them.



I spoke to my Local Area Coordinator (LAC) about this.



I received funding to have a window cleaner come regularly to help me.



FAMILY YARNING



A group of boys were making fun of a young fella who walks funny. His uncle heard them and said, "Hey, stop it! What if you weren't able to walk good way and someone made fun of the way you walk."

"Oh, sorry uncle". The nephew acted shamed for what he said. His uncle thought he'd better talk to his nephew about people who aren't able to do things the same way he does.

"You know how you like playing football, do you think he might like to play footy too?" The nephew said, "He can't play footy, he can't even walk straight."

Uncle explained that the other boy still has feelings and goals for his life just like everyone. He said, "It is always wrong to make fun of someone living with Disability." "What do you mean Disability?" his nephew asked.

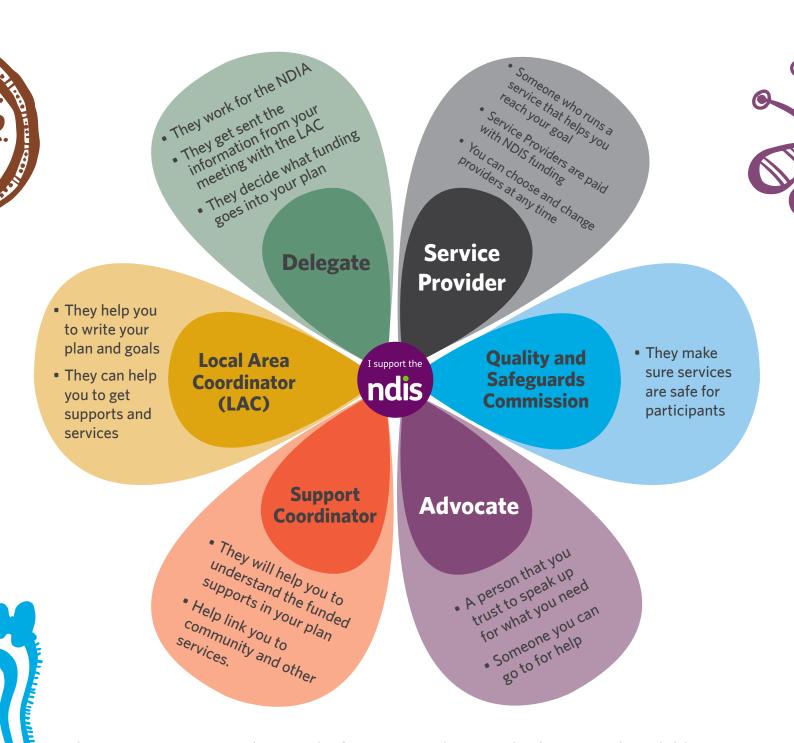
"Well, that's when you're not able to do everyday things. Your brain or your body might not work proper way. This can make it hard for you to learn or do things. You can get help from the NDIS with a plan so that you can do everyday things and be happy in your life."

"Let's go now and say hello. We could see if he wants to come to footy next week with us."

The young fella thought this was a good idea and he went and told his other friends.

This story was written by community members at Marni Waiendi in Playford.

These are the people that help you use your funding!



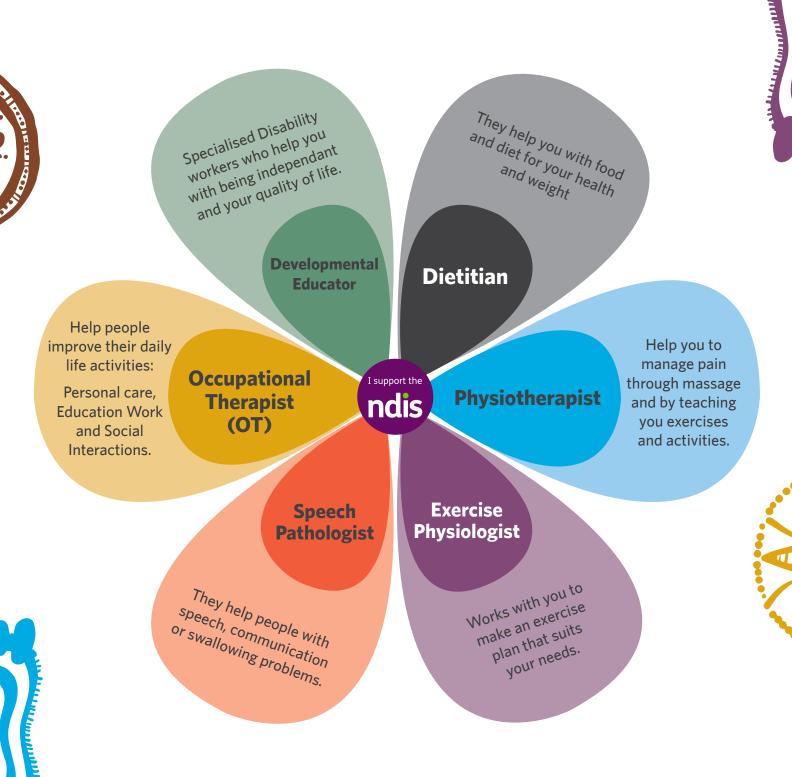
The NDIS is complicated, if you need extra help you should have someone you trust supporting you through the process.

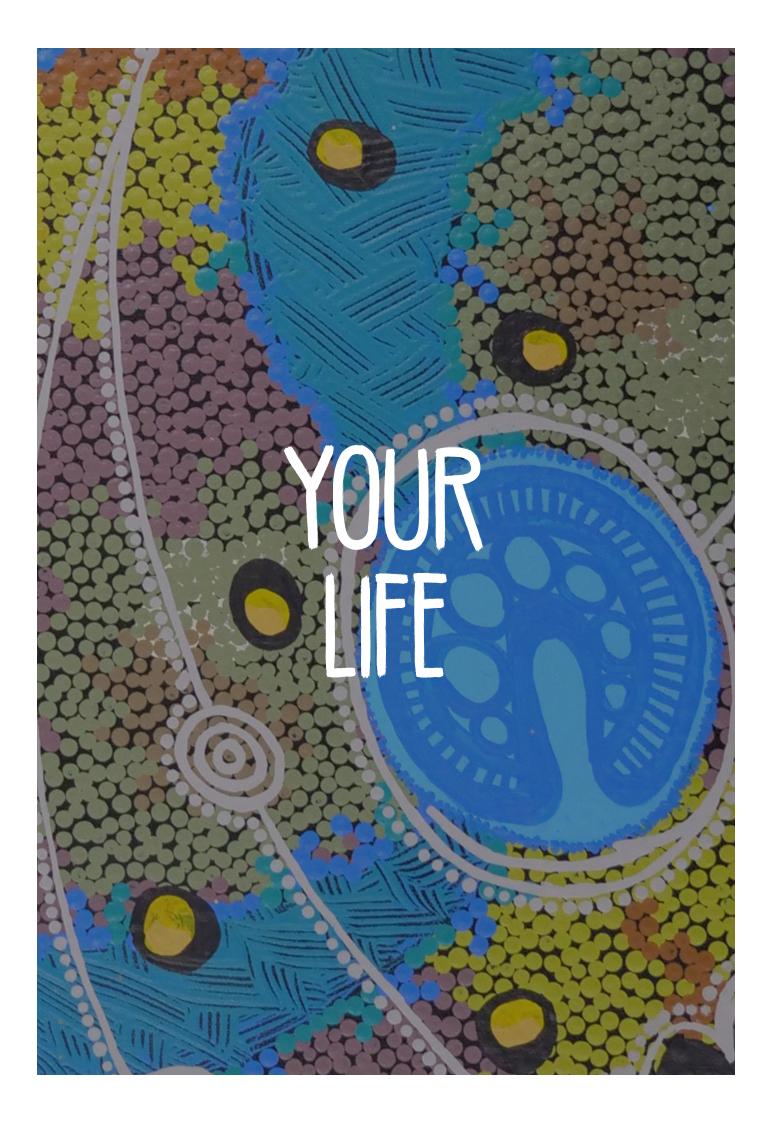


ALLIED HEALTH SERVICES



These are the people that can support you. You will use your funding to pay for their services.







ABOUT ME



This can help you get ready for your plan. (Write it down!)

What is important to me?	What do people like about me?
How do I connect with culture?	Who is important in my life?
What are some things I need help with?	What is something I would like to achieve?



MY DAILY ROUTINE



What does your week look like? (Write it down!)





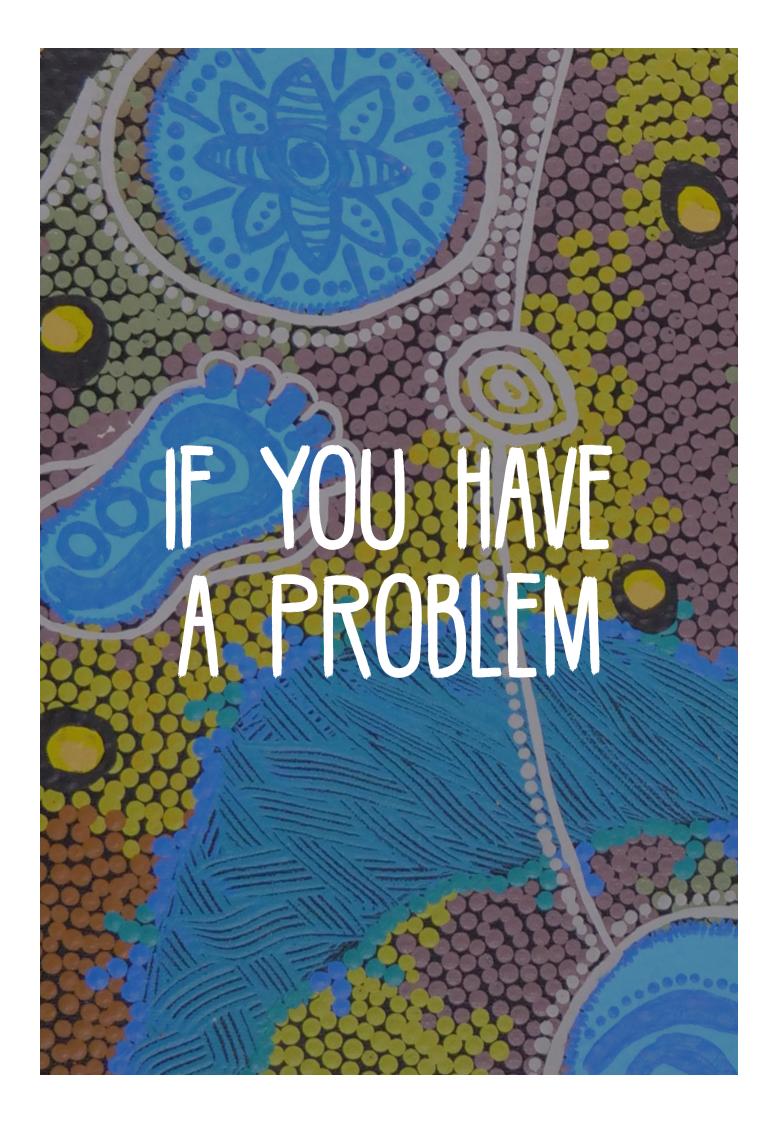


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Afternoon

Night

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Example	I get up at 7am and make my own breakfast. I then have a shower with support.	I make my own lunch at 12:30pm. My support worker takes me swimming from 2-3pm	I have support making dinner at 6:30pm. I watch TV until 8:30pm. I need support to get ready for bed at 10pm
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			



IF YOU ARE NOT HAPPY WITH A SERVICE

Contact:

Quality and Safeguards Commission ndiscommission.gov.au

If you have a **problem with your NDIS supports or service provider** it is important that you talk about it.

You can **talk to your service provider** about the problem **first.**

If there is still a problem, you can speak to someone at the Quality and Safeguards Commission.





HOW TO ASK FOR CHANGES



Send a letter to:

Chief Executive Officer National Disability Insurance Agency GPO Box 700

Canberra ACT 2601

Talk to:

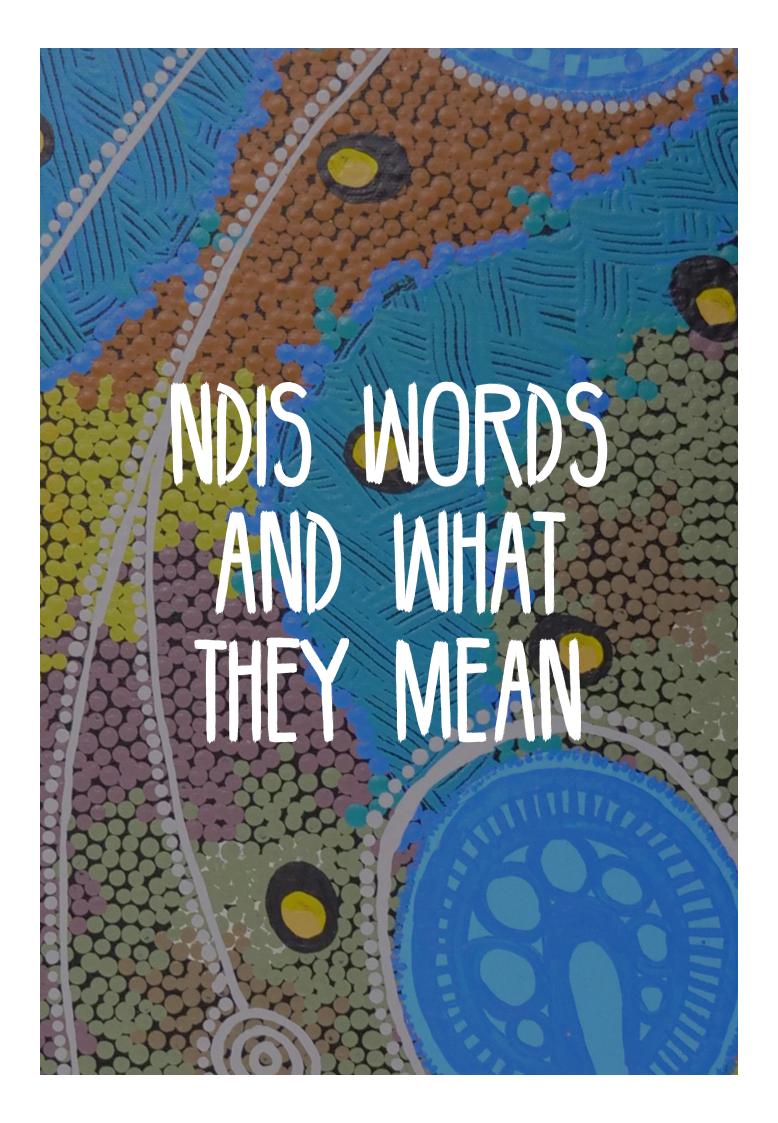
Your LAC or someone at your local NDIA office

Send an email to:

enquiries@ndis.gov.au

Call:

1800 800 110





GLOSSARY





Access
Being able to get what you need.



Access Request Form (A.R.F)

A form you fill in that will help the NDIA to decide if you can get funding.



Accessibility
Everyone with a disability
being able to use
products, service and
places/buildings. e.g
Getting inside a building
by using a ramp or wide
doorway.



Australian Disability Enterprise (ADE)

A workplace where people with a disability can get extra help to keep working.



Advocate

An advocate is someone who can help you understand and speak up about a problem or other issue.



Allied Health Professional

A health professional who helps a person with disability to get healthier, feel good about life and to get more skills to be happy at home, school or work.







Capacity Building

Helping someone to get better at doing an activity, an action or a task.

e.g. Learning how to catch public transport is a Capacity Building activity.



Capital Funding

The Capital Support funding has 2 areas:

- Assistive Technology:
equipment for mobility,
personal care, communication
and recreation
(e.g. making changes to a car
so that it can fit a wheelchair)

- Home Modifications (e.g. rail in the bathroom or ramp).



Carer

A person who looks after someone with a disability.
A carer is usually a family member or close friend who is not paid.



Choice and Control

It means you are able to make your own decisions. You can choose what is important to you and what kind of support you need.



Community Services

It means you are able to make your own decisions. You can choose what is important to you and what kind of support you need.



Confidentiality or Privacy

Keeping information about you private and only sharing with your permission.

e.g: You give your birth date to the NDIS but they don't share this information with anyone else.







Complaint
Telling someone if you are unhappy with something or someone.



Consent
When you agree or give permission for something to happen. This can either be verbally or in writing.



Core Support
A person who
supports you with
activities that help you
in your everyday life.



Disability Employment Services (DES) Provider

A service that helps people with disability to find work and keep a job. They are not paid by the NDIS.



Early Childhood Early Intervention (ECEI)

Giving support to small children with disability to make their life better later on.



Eligibility

To get the NDIS you must: -Have a disability.

-Be under 65 years old.

-be under 65 years old

-Live in Australia.

-Be an Australian Citizen or have a special piece of paper saying you can live in Australia.







Formal or Funded support

Support that the NDIS pays for which helps you do daily activities and complete your goals.



Functional impact

How a person's disability affects their life every day.



Funded Support Package

The funding available to a participant. There are 3 budgets in a support package: Core, Capacity Building & Capital. This is how much you have available to pay for your supports.



Goals

Something that you want to do in the future that will help you have a good life.



Guardian

Someone who can legally make choices for a person with a disability.



Inclusion

This is about how a person can join in with their community.

e.g. joining a group, volunteering, having a job, doing a course.







Independence

Things that you can do on your own without any help.



Informal supports

Support from people in your life like family, friends or neighbours. They are not paid for this support.



Lived experience of disability

Having an understanding of disability because you have a disability or you have a close relationship with someone with a disability.



Local Area Coordinators (LAC)

LACs work together with the NDIA. They will ask questions about your life to help you write your goals to put in your plan.

They will also help you use your plan and connect to other services and supports.

In SA our LAC's work for:

- Feros Care
- Mission Australia.
 - Baptcare.



Mainstream services

Services that can be used by anyone.

e.g: Education, Housing, Health, and Employment.



Multidisciplinary

A team of professionals who work together to give you the best supports.







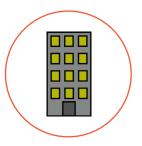
myGov

myGov is a simple and secure way to open government services on the internet. You can see your information from Medicare, NDIA, Centrelink and more.



Myplace

It is the on the internet
NDIS portal
Where you can see
everything about your plan.
To use Myplace you need to
set up a myGov account.



National Disability Insurance Agency (NDIA)

The Government organisation who is running the NDIS.

Call: 1800 800 110 Web: ndis.gov.au

National Disability Insurance Scheme (NDIS)

The NDIS helps you get the support you need to improve your life.



NDIS Quality and Safeguards Commission

They make sure service providers/carers/support workers are doing a good job and are safe for you.



National Disability Strategy (NDS)

A way for all Governments in Australia to improve the lives of people with disability.







Nominee
A person who you choose that is allowed to speak to the NDIS about you and your plan. This could be a family member or trusted friend.



Participant
A person living with disability who has NDIS funding.



Participant Statement

Information about a person using NDIS.

Things included may be:

- -Their address and who they live with.
 - People they get supports from.
- What is important to them.



Permanent Disability

A disability that you have for all of your life that can affect how you live every day.



Plan Managed

This is one of the three ways your plan can be managed.

The NDIA can give you funding to pay an NDIS registered Plan Manager, if you choose.

The Plan Manager will keep track of your funding and make sure your supports are paid.



Planning conversation/meeting

When you meet with your LAC to talk about your goals and the type of support you need.







Psychosocial disability (PSD)

A disability which is caused by a mental health condition.



Reasonable and necessary

The NDIS can give you funding to get things that they agree are fair and that you must have to live a good life.



Referral

A letter from a Doctor that tells you to go to see someone else for the help that you need.



Registered Provider

A disability support provider that has met the NDIS requirements to provide a product or service.



Respite.

NDIS calls this Short Term Accommodation and Assistance - STAA

When someone else takes care of you, so that your carer can have a break. Respite can be provided by family or friends, or formally through paid services.



Review

This is when you look at your plan again with an LAC.
You can make changes to your plan.







Specialist Disability Accommodation (SDA)

A type of housing funding for people with disability.



Self-management

This is one of the ways your plan can be managed

When a person with a disability or their family member looks after the NDIS funding and pays the providers.



Service agreement

A contract that explains what help a provider will give you and how you will pay them.



Service Provider

A company or person that helps you reach your goals from your NDIS plan.

They are paid with NDIS funding. You can choose your providers and change them at any time.



Supported independent living (SIL)

Help to do daily tasks in your home so you can live as independently as possible. This help can be for people living by themselves or with other people.



School Leaver Employment Supports (SLES)

SLES helps young people learn skills and confidence to help moving from school to work.



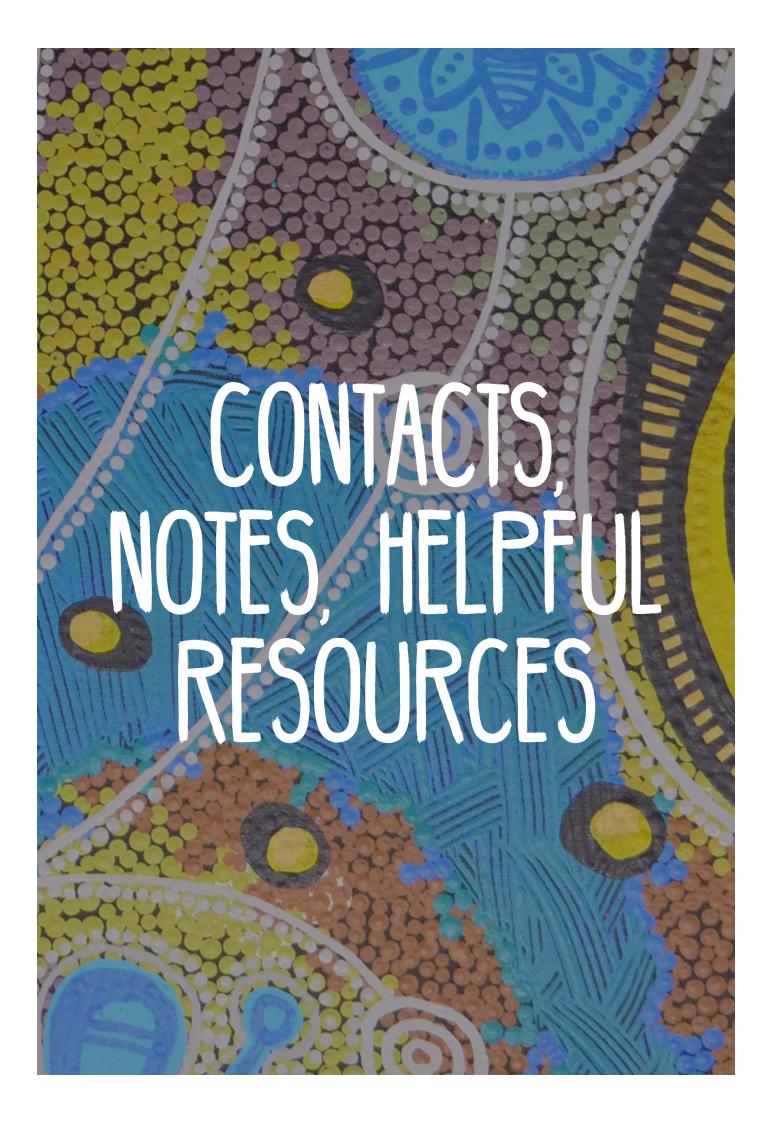
Subsidised

When you only pay some of the cost yourself and the government pays the rest.



Supports

The people and services who help you in life.



National Contacts

NDIA - National Disability Insurance Agency
Phone: 1800 800 1100
Web: www.ndia.gov.au

The National Disability Abuse and Neglect Hotline

Contact the Hotline on: 1800 880 052

Send an email to: hotline@workfocus.com

NDIS Quality and Safeguards Commission Web: www.ndiscommission.gov.au/about/contact

Department of Social Services - Advocacy Finder Web: www.dss.gov.au

Email: disabilityadvocacy@dss.gov.au

South Australian Contacts

Other Regions

Partners in the Community with NDIA:

Feros Care - Northern Adelaide

Phone: 1300 986 970

Web: www.feroscare.com.au

Address: Northern Area Office

34 Commercial Road, Salisbury SA 5108

Kudos - Ages 0-6 All of South Australia Phone: 08 8348 6500

Web: www.kudoservices.com.au
Email: contactus@kudoservices.com.au
Address: 123 Greenhill Road, Unley SA 5061

124 Gillingham Road, Elizabeth SA 5112

Mission Australia Phone: 08 8218 2800

Web: www.missionaustralia.com.au

Address: 212 Pirie Street, Adelaide SA 5000

Phone: 1800 960 595 **Web:** www.baptcare.org.au

Address: 101 Henley Beach Road, Mile End SA 5031

Advocacy for Disability Access & Inclusion Phone: 08 8340 4450

Available at Playford Civic Centre Library
 on selected Tuesdays
 Web: www.advocacyfordisability.org.au
 Address: 149 Currie Street, Adelaide SA 5000

South Australian Contacts contd.

Contact the following Councils for information about:

- Library
- Community Centres
- · Services, supports and activities

City of Playford Phone: 08 8256 0333

Web: www.playford.sa.gov.au

Address: 10 Playford Boulevard, Elizabeth SA 5112

City of Salisbury Phone: 08 8406 8222

Web: www.salisbury.sa.gov.au

Address: 34 Church Street, Salisbury SA 5108

City of Port Adelaide/Enfield Phone: 08 8405 6600
Web: www.pae.sa.gov.au

Address: 163 St Vincent Street, Port Adelaide SA 5015

City of Tea Tree Gully Phone: 08 8397 7444

Web: www.teatreegully.sa.gov.au

Address: 571 Montague Rd, Modbury SA 5092

Mental Health Coalition SA - information about MentalPhone: 08 8212 8873Health ServicesWeb: www.mhcsa.org.au

Email: administration@mhcsa.org.au

Address: 4/95 King William Road, Unley SA 5061

CAaSSA - Community Access and Services SA

 $\cdot \ \textbf{Culturally and Linguistically Diverse Pre Planning Booklet}\\$

Anglicare SA - "In our Own words " NDIS video series

Phone: 08 8447 8821 **Web:** www.caassa.org.au

Address: 62 Athol Street, Athol Park SA 5012

Baptist Care - "Able & Deadly" Project Phone: 08 8278 7100

Web: www.baptistcaresa.org.au **Email:** enquiries@baptistcaresa.org.au **Address:** 130 Rose Terrace, Wayville SA 5034

Web: www.anglicaresa.sa.com

Phone: 08 8305 9200

Address: 159 Port Road, Hindmarsh SA 5007



IMPORTANT CONTACTS



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