



# NDIS Communications Update

## September 2017

# Welcome

Welcome to the September edition of the National Disability Insurance Scheme (NDIS) monthly update for communication professionals in the disability and community sectors.

This month we cover a [new approach to plan reviews](#), which will see the introduction of plans ranging from 12 to 24 months. You can read about the changes and the new resources available in our **What's new** section.

We also take a look at new resources available to help NDIS participants with English as their second spoken language access and implement supports available in their NDIS plans.

With many new NDIS areas rolling out over the coming months, we have included in this update a rollout calendar so you know where the NDIS will be available next.

Lots of new NDIS participant stories have recently been added to our NDIS YouTube channel, including Sheree's story which you can read in our **Participant profile** section.

As more Australians join the NDIS, we are always keen to hear stories from NDIS participants, their families, carers and service providers, so please pass on any stories or leads you hear about to [stories@ndis.gov.au](mailto:stories@ndis.gov.au).

Do you forward this update to others? Let them know they can subscribe to receive these updates by emailing us at [NDIS.Ready@ndis.gov.au](mailto:NDIS.Ready@ndis.gov.au).

Kind regards

NDIS Ready Team  
**National Disability Insurance Agency**



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# What's new?

## New approach to Plan Reviews

The National Disability Insurance Agency (NDIA) is making some changes to the plan review process, giving participants more choice and control over the intervals between plan reviews.

When a person first becomes a National Disability Insurance Scheme (NDIS) participant their plan will fund reasonable and necessary supports that assist with daily living, and also help a participant to achieve personal goals, such as increasing independence or learning a new skill.

Around a year after becoming a NDIS participant a plan review will take place and from here after, as a participant becomes more comfortable and confident with the process, they can nominate to extend the intervals between their plan reviews, up to 24 months, depending on personal circumstances and goals. In some instances, participants may prefer to nominate shorter intervals and review their plan at six month intervals.

To help participants understand the plan review process better, including Early Childhood Early Intervention participants, the NDIA has updated the [Plan Review page on the NDIS website](#) with new factsheets, answers to frequently asked questions, and information in Easy English.

## Content for your newsletter/website

### Understanding NDIS Plan Reviews

Once you become a National Disability Insurance Scheme (NDIS) participant, you will have your first plan review 12 months after you first enter the NDIS.

Your plan review is the opportunity to check your supports are working for you and are helping you to progress and achieve your goals. After the first plan review, participants can now nominate to extend the time between plan reviews – anywhere up to 2 years.

Visit the [plan review page on the NDIS website](#) to learn more about reviews.

### Sample Facebook post

[@NDISAus](#) has released a new animation and factsheets to help participants understand the plan review process. Visit the NDIS website to learn more.

Embed link: <https://ndis.gov.au/participants/reviewingmyplan.html>

### Sample Tweet

[@NDIS](#) has released a new info to help participants learn more about plan reviews. [ndis.gov.au/participants/reviewingmyplan](https://ndis.gov.au/participants/reviewingmyplan)

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## Translation and Interpreting Services for NDIS participants

When English is a person's second spoken language, it can be challenging for NDIS participants (or their family and carers) to understand, access and implement the supports available in their NDIS plan.

The NDIA recognises there will be times where a provider of supports, who speaks the participant's primary language is not available. The NDIA has published a new Translations and Interpreter Services page on the NDIS website that aims to help participants from Culturally and Linguistically Diverse backgrounds understand the services that are available to help them implement the supports that are available in their NDIS plan.

The National Translation and Interpreting Services (TIS National) is now available to assist participants, parents and carers with interpreting in order to implement and access the supports available in an NDIS plan.

On the new [NDIS TIS web page](#) you will find downloadable resources that answer some of the more frequently asked questions, including an Easy English guide that provides further information about starting a plan for people who don't speak English.

To learn more, visit the [Translations and Interpreter Services page](#) on the [NDIS website](#).

### Content for your newsletter/website

#### Translation and Interpreting Services for NDIS participants

The National Translation and Interpreting Services (TIS National) is now available to assist National Disability Insurance Scheme (NDIS) participants, parents and carers with interpreting in order to implement and access the supports available in an NDIS plan.

Factsheets and Easy English information is available via the [Translations and Interpreter Services page](#) on the [NDIS website](#).

#### Sample Facebook post

Are you a NDIS participant with English as your second language? [@NDISAus](#) has released new resources to help you understand, access and implement the supports available in your NDIS plans with help from #TIS. Visit the [NDIS website](#) to learn more.

Embedded link: <https://www.ndis.gov.au/participants/tis.html>

#### Sample Tweet

[@NDIS](#) has released new guides to help participants with #LOTE implement supports in their plan. Learn more: <https://www.ndis.gov.au/participants/tis.html>

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## Upcoming NDIS rollout areas – spring 2017

Over the coming months the NDIS will rollout to new areas in Queensland, South Australia and Victoria, starting with early access in Bundaberg for existing Queensland State based clients in September, and for all eligible people living in Bundaberg from 1 October 2017.

Please help us promote the rollout of the NDIS to new locations through your communication channels.

The NDIS Ready page on the NDIS website helps people new to the NDIS understand what it is, who can access it and when they can access it. Find helpful resources and more information on the [NDIS Ready page of our website](#).

## NDIS rollout areas – spring 2017

Month	State/Territory	Who can access the NDIS
September 2017	Queensland	Bundaberg – early access available for existing Queensland State clients
October 2017	South Australia, Victoria and Queensland	SA: Limestone Coast, Murray and Mallee, Northern Adelaide (City of Tea Tree Gully) VIC: Inner Gippsland, Ovens Murray, Wimmera South West QLD: Bundaberg – all eligible people
November 2017	Victoria and Queensland	VIC: Inner East Melbourne, Outer East Melbourne QLD: Rockhampton – early access available for existing Queensland State clients

### Content for your newsletter/website

#### NDIS rollout in Queensland, South Australia and Victoria

The National Disability Insurance Scheme (NDIS) is rolling out to new areas in Queensland, South Australia and Victoria this spring.

The NDIS provides Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. It gives all Australians peace of mind that if their child or loved one is born with or acquires a permanent and significant disability they will get the support they need.

People receiving supports from state or Commonwealth governments will be contacted by a NDIS representative when it is time to transition to the NDIS.

If you live in a new rollout area and are not currently receiving services but think you may meet the access requirements for the NDIS, contact the National Disability Insurance Agency on 1800 800 110.

Find out more about the NDIS in your area by visiting the [NDIS website](#).

#### Sample Facebook post

The [@NDISAus](#) will rollout to new areas in Queensland, South Australia and Victoria this spring. For more information about the rollout of the #NDIS in your area visit the [NDIS website](#). #ndisready

Embed link: <https://www.ndis.gov.au/index.html>

#### Sample Tweets

The [@NDIS](#) is coming to new areas in QLD, SA, and VIC this spring. Learn more at [www.ndis.gov.au](http://www.ndis.gov.au) and get #NDISReady.

The [@NDIS](#) is coming to new areas in #SA this spring. Learn more at [www.ndis.gov.au](http://www.ndis.gov.au) and get #NDISReady.

The [@NDIS](#) is coming to new areas in #Queensland this spring. Learn more at [www.ndis.gov.au](http://www.ndis.gov.au) and get #NDISReady.

The [@NDIS](#) is coming to new areas in #Victoria this spring. Learn more at [www.ndis.gov.au](http://www.ndis.gov.au) and get #NDISReady.



# NDIS News in Brief

## National Readiness Grants closing soon

Applications are now being accepted for Information, Linkages and Capacity Building - National Readiness Grants. Applications close Friday 29 September 2017 at 2pm AEST. Grant applications and enquiries can be made through the [Community Grants Hub](#).

## International Carers Conference

Join the NDIA at the 7<sup>th</sup> International Carers Conference, *Caring into the Future; The New World?*, hosted by Carers Australia at the Adelaide Convention Centre, from 4 to 6 October. Register today via the [conference website](#).

## Support Coordination - new resources

Support Coordination is a capacity building support designed to help participants find and connect to the right supports to make sure they are getting the most out of their NDIS plan. Find out more about Support Coordination in our new fact sheet on the [starting my plan page on the NDIS website](#). There is also a [starting my plan animation on YouTube](#).

## Advanced payments

In mid-2016, the NDIA made advanced payments to a number of self-managed participants during the introduction of the myplace portal. Last month, the NDIA began contacting affected participants to advise them advanced payments would be offset from 11 September 2017. More information is available on the [NDIS website](#).

## Independent Pricing Review – Provider Forums

An Independent Pricing Review of NDIS supports is currently being undertaken by McKinsey & Company on behalf of the NDIA. Providers are invited to attend an open forum throughout September to share feedback. To view the forum schedule and to register [visit the NDIS website](#).

## \$1 million committed to workforce innovations under NDIS

The Assistant Minister for Disability Services, Jane Prentice, has announced the Australian Government will invest more than \$1 million to fund eight projects through round two of the NDIS Innovative Workforce Fund. Read the [media release on the Assistant Minister's website](#).

## Quality and Safeguards Commission in Western Sydney

The Minister for Social Services, Christian Porter, and the Assistant Minister for Disability Services, Jane Prentice, have recently announced the new NDIS Quality and Safeguards Commission head office will be based in Western Sydney. The office will be established in the first half of 2018, creating up to 150 jobs. Read the [media release on the Minister's website](#).

## Spotlight on the NDIS website

The NDIS website is full of useful information and resources for participants and providers. Here are three areas you may like to revisit and share:

- [NDIS Events page](#) – this page is updated almost daily with new (and always free!) events across the country.
- [Factsheets and publications](#) – this page is regularly updated with new factsheets and publications. Health professionals will find the latest [GP factsheet](#).
- [Weekly Q and A](#) – each week the NDIA answers your frequently asked questions. You can find the latest answers on our [news page](#).

# Participant Profile

Please use this participant profile in your organisation's communications. You can read more NDIS participant profiles on the [NDIS Instagram account](#) and [on our website](#).

## Meet NDIS Participant Sheree



Sheree, 48, lives in Singleton in the Hunter Valley. She had a stroke in 2005 that caused paralysis down the left side of her body.

At the time of her stroke, Sheree's daughter was 19 and took on the role of carer when Sheree came home from the rehabilitation hospital.

Before the NDIS, Sheree's personal care was very limited, receiving support one day per week to help with showering.

Since the introduction of the NDIS, Sheree has set goals around increasing her independence in her daily life, and making her home, particularly her bathroom, more safe for her to be able to use eventually without a personal carer.

Sheree says "the NDIS has made life so much easier for me".

"The funding has allowed me to have a shower every day. My daughter is a lot happier with the NDIS because I'm a lot more independent, and I'm getting out into the community and enjoying life again."

Watch the full video on the [NDIS YouTube channel](#)