

Factsheet

Where I should go to if I have questions about the NDIS or disability services in NSW



This factsheet helps you to know who you should contact if you have questions about the National Disability Insurance Scheme (NDIS) or disability services in NSW.

For people with disability, their families and carers

If you...	You can get answers at...
Want to find out how to join the NDIS	<p>The NDIS is now available to all eligible people with disability in NSW.</p> <p>You can check if you are eligible via the national NDIS website www.ndis.gov.au.</p> <p>If you think you might be eligible, you apply to join the NDIS by completing an access request form. You can get an access request form by calling the NDIA on 1800 800 110.</p> <p>If you are eligible an NDIS representative will then set up a meeting with you to talk about your first plan.</p> <p>You can find out further information on how to join the NDIS via www.ndis.gov.au/about-us/contact-us or you can call the National Disability Agency (NDIA) on 1800 800 110.</p>
Have a question about your NDIS plan and the supports provided in it	<p>The NDIA is the Commonwealth body responsible for the NDIS. You can speak to your NDIS Planner if you have questions about your plan or the supports you receive in it.</p> <p>If you have these supports in your plan you can contact the relevant NSW government departments:</p> <ul style="list-style-type: none">• NSW Department of Education for Assisted School Travel or Personal Care in Schools• EnableNSW for Aids & Equipment, Prosthetic Limbs, or Home Ventilation• Land and Housing Corporation for Disability Modifications

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If you...	You can get answers at...
<p>Are unsatisfied with the NDIA or your service provider</p>	<p>If you are unhappy with a decision made by the NDIA contact them directly in the first instance – www.ndis.gov.au/about-us/contact-us/feedback-complaints.</p> <p>If you are unhappy with your service provider, please speak to them in the first instance to get your issue resolved.</p> <p>If you are still unhappy after speaking to your service provider, you can raise this with the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au, email: feedback@ndiscommission.gov.au or call: 1800 035 544.</p>
<p>Want to know how to access support for your disability if you are not eligible for the NDIS</p>	<p>NSW services are responsible for making reasonable adjustments to ensure they are accessible and inclusive for people with disability.</p> <p>Depending on your needs, NSW mainstream and community services will support people with disability who are not eligible for the scheme.</p> <p>You can also get help from Ability Links NSW Coordinators, known as Linkers. Linkers work closely with you, your family and carers to help you find services and information within your local community. You can access Ability Links NSW if you are a person with disability aged 7 to 64 years, or are a carer or family member of a person with disability. You can find a local Linker by visiting the Ability Links Website www.abilitylinksnsw.org.au.</p>
<p>Are turning 65 (or if you an Aboriginal or Torres Strait Islander person with disability turning 50)</p>	<p>If you turn 65 (or 50 if you are an Aboriginal or Torres Strait Islander person) after you become an NDIS participant you will have a choice. You can either continue to receive disability supports in the NDIS or receive supports through the Commonwealth aged care system. For more information on the aged care system go to my aged care www.myagedcare.gov.au. If you were receiving specialist disability supports and were over 65 prior to the NDIS rolling out, you will continue to be supported through the Commonwealth Continuity of Support Program. For more information see the http://www.health.gov.au/.</p>
<p>Are using a NSW government mainstream service such as transport or education and have a question about this service</p>	<p>NSW Government mainstream agencies, for example the Departments of Health and Education and Transport are responsible for providing reasonable and necessary adjustments to make services accessible for people with a disability. Contact the relevant NSW government department. Contact details can be found here: https://www.service.nsw.gov.au/nswgovdirectory.</p>

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Danny's story

Danny is a father of two daughters and grandfather of one, with another on the way.

He lives in Dapto and has a passion for music, animals and disability culture. Danny and his wife Sam are both blind and he also has two brothers with disability, one with high needs autism.

When Danny first heard about the NDIS, he initially thought he wasn't eligible. "When I first heard about the NDIS, I really thought it wasn't for me," said Danny. "But I realised I could get some support with things like my guide dog Ellie, gardening, shopping, and spend more time with my family."

Thanks to the NDIS, Danny will be able to employ a support worker to help with everyday things around the house, like gardening and cleaning.

He also hopes the NDIS will help him to achieve his bigger goals of getting back into the workforce and improving his cooking skills.

Danny is looking forward to the NDIS letting him be more independent, so he can spend more time with his family.



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Governments and service providers all have a role to play in supporting people with disability. The table below outlines who can help you with what.

Quick guide to roles and responsibilities



NDIS Quality and Safeguards Commission



The **National Disability Insurance Agency (NDIA)** is responsible for administering the NDIS, monitoring the market, and developing, funding and managing individual plans.

NDIS Quality and Safeguards Commission is responsible for registering NDIS providers and ensuring that supports are high-quality and safe.

Your service provider is responsible for providing your supports, and meeting the quality and safety standards.

NSW Government is responsible for delivering mainstream services and supporting the NDIS implementation, as well as specific quality & safety responsibilities.

Contact them if you have a question about ...

- Joining the NDIS as a participant
- Your NDIS plan
- NDIS services purchased through your plan

- Registering as an NDIS provider
- Quality and safety standards in the NDIS
- NDIS Code of Conduct
- Incidents you want to report
- Complaints about service providers

- Any services and supports they provide
- Questions about services and supports

- Accessing other NSW government services