



CHALLENGE
Community Services

Disability Services

The School Leaver's Complete Guide to the NDIS



Contents

Introduction	4
CHAPTER 1: What is the NDIS?	5
CHAPTER 2: How will things change when I leave school?	7
CHAPTER 3: How do I access the NDIS?.....	9
CHAPTER 4: Am I eligible to receive NDIS funding?.....	10
CHAPTER 5: How do I decide what to use my NDIS funding for?	12
CHAPTER 6: What can I do with my NDIS plan?	18
CHAPTER 7: Who manages my plan?	20
CHAPTER 8: What if I want to change my plan?	22
CHAPTER 9: What if I don't like what I get?	23
CHAPTER 10: Where can I go for further guidance?	25





Introduction

The end of high school is an emotional time, equal parts excitement and terror for parents and teenagers alike. This anticipation and fear is increased if you or your child lives with a disability.

On top of the usual concerns for the future, changes to funding arrangements because of the National Disability Insurance Scheme (NDIS) can make the transition from school to adult life even more challenging.

Because the NDIS is an insurance scheme, a key focus is providing support and skills-building early to improve your outcomes in the future. When it is time to leave school, your NDIS Plan will reflect the goals you have chosen for your adult life.

Young people living with a disability face a world of choice when they complete high school. Some people decide to explore their options or further their skill set, while others leap head first into the working world. The NDIS can ensure that your funding is tailored to the goals and dreams that you have for your life.

As a parent, listen to your teenager and help them discover their personal goals. By doing so, you can ensure that a plan will be developed that is truly tailored to their needs and aspirations.

YOUNG PEOPLE LIVING WITH A DISABILITY FACE A WORLD OF CHOICE WHEN THEY COMPLETE HIGH SCHOOL.

SOME PEOPLE DECIDE TO EXPLORE THEIR OPTIONS OR FURTHER THEIR SKILL SET, WHILE OTHERS LEAP HEAD FIRST INTO THE WORKING WORLD.



CHAPTER 1

What is the NDIS?

The National Disability Insurance Scheme (NDIS) is how the Australian Government provides funding for people living with a disability. As an insurance scheme, the NDIS invests in early intervention and skills-building to give you tools that can assist throughout your life, rather than temporary, short-term fixes.

This is especially important as you finish Year 12 and your thoughts move from short-term goals like finishing high school to more long-term dreams. Whether you wish to further your education, get a job, travel, live independently, or drive a car, the NDIS can be used to support these personal endeavours.

The NDIS is not a replacement for mainstream services that all Australians have access to, such as health care, dental, education, and public transport. It is the responsibility of mainstream service providers to ensure you can access their services. The NDIS will, however, provide you with support to ensure that you can access these services effectively.

A primary focus of the NDIS is 'choice and control'. You have the ability to not only choose your service providers and the supports you receive from them, but you can also control how you manage your NDIS funding. Just like other school leavers your age, you now have the opportunity to follow your dreams and control your future as you become an adult.

AS AN INSURANCE SCHEME, THE NDIS INVESTS IN EARLY INTERVENTION AND SKILLS-BUILDING TO GIVE YOU TOOLS THAT CAN ASSIST THROUGHOUT YOUR LIFE, RATHER THAN TEMPORARY, SHORT-TERM FIXES.

CHAPTER 2

How will things change when I leave school?

When you are at school, your number one goal is finishing. Adult life seems so tempting and so close, but your energy is focused on one moment: graduating high school.

The end of school can come as a shock; suddenly you go from having every day planned out to having the rest of your life spread out before you. We are encouraged to believe that every choice we make could make or break our adult life. Luckily, the NDIS is designed with flexibility in mind, with your NDIS Plan tailored to your current ambitions, rather than being limited by what you have chosen in the past.

If you were already receiving the NDIS in school, your plan will be reviewed once you have completed your secondary studies. If you haven't accessed the NDIS before, or any disability service support, and you meet the eligibility criteria then you should [contact the NDIA directly](#) (see [Chapter 4: Am I eligible to receive NDIS funding?](#) for eligibility criteria and application details).



THIS IS YOUR CHANCE TO START PLANNING FOR AN INDEPENDENT FUTURE. THE NDIS IS DESIGNED TO PROVIDE FUNDING FOR THE SKILL BUILDING, MODIFICATIONS AND EQUIPMENT NECESSARY TO UNDERTAKE DAILY LIFE.

On top of the regular supports NDIS funds, specialised or intensive support is available as you transition between schools, from secondary and tertiary education, or into other post-school options such as employment.



GOAL CASE STUDY

Get a Job

Nicola, who has Asperger's, dreamed of getting a job. Since leaving school, she has spent her time wisely by using her NDIS funding to get support to gain valuable workplace and social skills. This included learning woodwork and volunteering for a community group. Nicola also used her plan to fund supports to assist her in preparing for her Learner's driving test. All her efforts paid off, and she is excited to be starting a position at a hospital laundry.

If Nicola required changes to her new workplace because of her disability or had to travel to a work-related activity during work hours, these would be the responsibility of her employer. However, because Nicola's parents are unable to provide transport and no public transport is available, the NDIS will support Nicola by providing funding for transport to work each day and a support worker to ensure she settles into her new workplace.

CHAPTER 3

How do I access the NDIS?

1. CONFIRM YOUR ELIGIBILITY FOR NDIS FUNDING

If you already have Ageing, Disability and Home Care disability funding, you are eligible for the NDIS and an access team member will get in touch with you, if they haven't already. If you haven't received disability support before, you will need to ensure you meet the eligibility criteria. See [Chapter 4: Am I eligible for NDIS funding?](#)

2. DECIDE THE GOALS YOU HAVE FOR YOUR LIFE

Before your first NDIS planning meeting, have a think about the goals you would like to achieve through your NDIS Plan, the services you currently use, and the services you would like to use in the future. See [Chapter 5: How do I decide what to use my NDIS funding for?](#)

3. ENLIST SUPPORT FOR PRE-PLANNING

You don't have to face the NDIA alone. There are plenty of people who are willing to help you throughout the pre-planning, eligibility information gathering, NDIS plan meeting, and implementation stages of the NDIS. Parents, carers, friends, and disability organisations are all on hand to help you navigate the paperwork, meetings, and procedures involved in the NDIS. If you would like, you can use an NDIS expert from a registered service provider to help you prepare a pre-plan that outlines the support you have been receiving, and the outcomes you want to achieve. A pre-planner can also explain the NDIS process and the type of terminology you can expect to hear throughout the process.

4. ATTEND YOUR NDIS PLANNING MEETING

Once your eligibility has been determined and you have had contact with the NDIA, you will be contacted by a Local Area Coordinator or NDIS Planner to arrange a time for a meeting to decide your goals and create your first NDIS Plan. This meeting will occur either in-person or over the phone. It is recommended that you invite a family member, friend or NDIS-registered service provider representative to come along for support and guidance.

5. CREATE AN NDIS PLAN

During your NDIS planning meeting you will create your first NDIS Plan. This document outlines your current goals and the supports needed to achieve them. Your NDIS Plan will also outline how your funding will be allocated in order to undertake these supports and, ultimately, accomplish your goals. See [Chapter 6: What can I do with my NDIS Plan?](#)

6. GAIN APPROVAL FOR YOUR NDIS PLAN

Once your NDIS Plan is created it will need to be approved before you can start. The NDIA will contact you or your chosen plan manager to let you know that you can get started.

7. DECIDE HOW TO MANAGE YOUR PLAN

While you are waiting for approval, you need to decide who will manage the implementation and funding of your plan. You can choose to have your funds managed by the NDIA, by a plan management provider, or you can manage your funding yourself. On top of financial management support, different organisations or people are available to help you throughout the implantation of your NDIS Plan. See [Chapter 7: Who manages my plan?](#) for more details.

8. ARRANGING SERVICE PROVIDERS

Either yourself, a support coordinator or your chosen representative will contact the organisations that deliver the services you need. You will need to arrange a time with service providers for a meeting to discuss your goals, the services they can provide you, and the support available. This meeting can occur at the organisation, in your home, or over the phone. You may also want to shop around and meet with a variety of service providers until you find the ones that are the right fit for your life. The organisation will send you a quote for the services discussed in the meeting, and then you will be able to choose whether you will sign a Service Agreement with the provider.

9. START USING SERVICES

Once you have signed a Service Agreement with a provider, funds will be allocated to that service and you can begin using the supports you have chosen. Each support will be matched to a Line Item that matches the goals you have identified. For more information on matching your goals to your supports see [Chapter 6: What can I do with my NDIS?](#)

10. REVIEW YOUR PLAN AS YOUR GOALS CHANGE

Each year your plan will be reviewed and updated to match your goals as they change over time. If a support or service provider isn't right for you or you need to change your goals before the end of the year, you can adjust the supports you are receiving or you can request a plan review at any time. For more information see [Chapter 8: What if I want to change my plan?](#) and [Chapter 9: What if I don't like what I get?](#)

CHAPTER 4

Am I eligible to receive NDIS funding?

If you already receive government supports for your disability, you will have already been automatically transferred to the NDIS when it was rolled out in your area. If this is the case, then you can expect to receive a phone call from an access team member, if you haven't already.

If you haven't accessed disability support before, then you will first need to determine if you qualify for the NDIS. To be eligible for funding you must be:

- permanently disabled or require early intervention to reduce the support you will need in the future,
- under 65 years old,
- living in Australia, and
- an Australian citizen or permanent resident.

If you meet these criteria then you will need to request access to the NDIS by calling the NDIA on 1800 800 110. So the NDIA can make sure you meet the [access requirements](#) of the NDIA you will need to provide evidence of your disability and details about its impact on your life. This should be provided by your doctor or other health professional either in the Access Request Form, with the NDIS Supporting Evidence Form or through existing health assessments. You can fill these forms out yourself, or you can get ask a service provider to help you.

If you meet these access requirements and are given access to the NDIS, you will be contacted by an NDIA representative to set a time for your first NDIS planning meeting. If you are currently receiving supports, your existing services will continue until you have completed the NDIS process.

CHAPTER 5

How do I decide what to use my NDIS funding for?

The NDIS is about giving you ‘choice and control’ over your life: providing you with the opportunity to decide how your funding is spent, rather than being told by someone that has no idea about your personal situation and life goals.

In order to decide what to use your NDIS funding for, you will need to decide what your goals are. Personal goals can be as big or as small as you want. There may be a social event you want to attend, household chores you wish to undertake, or a hobby you seek to pursue.

If you live with a disability, having clear, achievable goals can help you maintain as much independence as possible to follow your chosen pursuits. Ask yourself the following questions to help you decide the goals you wish to create for your NDIS funding.

- What activities and services have I used in the past?
- What would I like to keep doing or start doing again?
- What wasn't right for me?
- What would I like to achieve over the next few years?
- What other things could I do in my day-to-day life if I had a little bit of extra assistance?

The best and easiest way to prepare for your NDIS planning meeting is to ask a service provider to help you with pre-planning. They will use their expertise to ensure you fully understand the process, the terminology, and the outcomes you want to achieve in your NDIS Plan.



GOAL CASE STUDY

Further My Career

For some school leavers, deciding what to do next is easy. Mark, who has a learning disability, is a conscientious worker who wanted to further his career goal of working with children. Mark runs his own window cleaning business, which he started as a teenager, but working with children is his real passion. He works as a teacher's aide at the local primary school, assisting students who are having difficulties.

The NDIS funds a support worker who checks in on Mark at his many workplaces and has helped him to get his P Plates so he can travel to work independently. His support worker has also helped him find other opportunities to expand his experience working with children, such as arranging an opportunity to volunteer for his local PCYC's Vacation Care for primary school children.

CHAPTER 6

What can I do with my NDIS plan?

The goals you have set for yourself in the pre-planning stages will be reflected in your NDIS Plan, which contains three types of budgets. Each budget has a specific area of responsibility.

The Core Supports Budget provides funding for the supports you need for everyday living; the Capacity Building Budget pays for activities that will enable you to build your independence and life skills; and the Capital Support Budget allocates funds for assistive technologies, modifications and equipment to make living easier.

The Core Supports and Capacity Building budgets provide some flexibility as to what you spend your allocated funding on, except if this funding has been set aside for a specific purpose such as 'stated' supports.



Core Supports Budget

There are four categories in the Core Supports Budget: daily activities, social participation, consumables and transport (under certain circumstances).

The funding in this budget is flexible and you can choose how to divide the money amongst the four categories, provided you do not exceed the total amount budgeted for Core Supports. Some of this funding may be quarantined and paid to you periodically by the NDIA for specific purposes, such as quotes, accommodation, and transport.

The NDIS can only assist with household bills when these cost more due to your disability. Examples of supports covered in the Core Supports Budget include:

Daily activities

Domestic household assistance if needed, including **cooking, cleaning** and **self care**.

Drop-in support

Disability-specific accommodation needs

Personal care

Lawn maintenance

Consumables

Testing kits

Disability-specific hygiene products

Continence aids

Home Enteral Nutrition (HEN) products

Equipment or maintenance costing under \$1000

Social participation

Support to participate in :

Social activities

Community groups

Employment

Education

Other forms of civic participation

Transport

Funding for taxis when personal and public transport isn't available

Training on how to independently travel on public transport

Capacity Building Budget

The Capacity Building Budget is focused on achieving the personal goals that you identified in the pre-planning stages (See [Chapter 5: How do I decide what to use my NDIS funding for?](#)) and building your capacity to live an independent and fulfilling life.

As each category in your budget will be aligned with your personal goals, you can only be flexible within each budget category. For example, if you have identified getting a job as one of your goals, but you don't want to continue with a chosen support for this category you can use the funding for another support that is covered by the CB Employment category, but you would not be able to use this funding for another category, such as CB Daily Activity. If you wish to change your chosen goals, you will need to have your plan reviewed (See [Chapter 9: Can I change my plan?](#)).

The Capacity Building Budget can be made up of supports across nine categories, including:

CB daily activity

Therapy that builds your capacity to participate, including **physiotherapy** and **speech therapy**

Hydrotherapy

Occupational therapy

CB choice and control

Plan management skills

CB employment

Assistance in building employment skills if not eligible for **disability employment service**.

School leavers employment supports (see below)

CB social community and civic participation

Social and communication skills

Joining a community group

Living skills

Public transport training

CB health and well being

Advice on fitness and exercise

CB home living

Accommodation support

Living skills, like **household management**, **budgeting**, **cooking** and **cleaning**

Self care skills, like **eating** and **personal hygiene**

CB lifelong learning

Support when moving from high school to further education

CB relationships

Behavioural management

Behavioural support plans

Support coordination

Initial support

NDIS plan implementation management

NDIS budget management

Capital Support Budget

The Capital Support Budget has two categories: assistive technology and home modifications. This budget provides funding for special equipment and adjustments to your home or vehicle that are necessary for you to live comfortably and independently.

The Capital Support Budget is not flexible and will be designed around the quotes you have received for the equipment or modification. You can only use funding in this budget for the specific items that have been quoted for. Examples of supports covered in the Capital Support Budget include:

Home modifications	Equipment
Ramps	Wheelchairs
Rails in bathroom	Hearing aids
Structural changes to a home that you own (subject to age restrictions)	Adjustable beds
	Prosthetics
	Vehicle modifications
	Other technology



WHAT ARE LINE ITEMS?

For each support category there are a wide selection of different services and supports recognised by the NDIS, referred to as 'line items'. Individual service providers will offer various line items, but the services, supports, and activities available will differ from provider to provider, as will the quality of the service you receive. It is up to you to decide which service and which provider works best for you.

WHAT IS SCHOOL LEAVERS EMPLOYMENT SUPPORT (SLES)?

SLES is a funding structure that supports services that increase employment readiness for school leavers. The supports are available for two years to assist you in transitioning from school to the workplace, including work experience, job skills and travel training. SLES may be available to you if you have just completed year 12, have an intellectual, psychiatric or sensory disability, and want you want to improve your chances for work or study.

WHAT WON'T THE NDIS PAY FOR?

The NDIS does not replace mainstream services available to all Australians, such as education, employment, healthcare and transport. The NDIS cannot pay for supports that are the responsibility of mainstream services, even if they are not provided by the mainstream service.

While the NDIS can't replace services that should be provided by mainstream organisations, the NDIS Local Area Coordinator can assist with liaising with these organisations to meet their responsibilities. This means the NDIS won't pay for your visit to the doctor or pay for a taxi when you are able to catch a bus, but it will pay for the supports you need to access mainstream services. For example, in terms of employment, the NDIS will help you get ready for and participate in employment, but employers are responsible for reasonable adjustments and equipment for the workplace and any transport for work activities once you are at work.



GOAL CASE STUDY

Attend University

Sarah suffers from cerebral palsy and has been accepted into university to study law. Sarah is responsible for paying her own university fees through the Higher Education Contribution Scheme (HECS) and she also has to pay for her own textbooks. Her university is responsible for making sure there is adequate disabled access to Sarah's classes and examinations. They would also be responsible for providing extra teaching and learning assistance if this was necessary due to Sarah's disability.

The NDIS can provide Sarah with a wheelchair to get around campus, modifications to her parents' car so they can drive her to university and training on how to use public transport when her parents aren't available. The NDIS would also fund supports that provide Sarah with living and personal care skills to make campus life easier and intensive support as she transitions from high school to university or from university to employment.

CHAPTER 7

Who manages my plan?

When it comes to putting your NDIS plan into action, you can choose how much, or how little, support you receive from external organisations.

There are two aspects of your NDIS Plan that require management: budget and implementation. Both of these can be fully or partially managed by yourself or your trusted representative such as a family member or friend; the National Disability Insurance Agency (NDIA) or the NDIS Local Area Coordinator; or a registered Support Coordination or Plan Management organisation or consultant, if you require this level of support.

There are different benefits for each course of action, both in terms of funding and plan coordination, so you need to weigh these up in light of your personal circumstances and capabilities.

Managing your NDIS funding

There are three ways you can choose to manage your NDIS funding, and you can choose a different method for each budget if you like. You can elect to have a budget managed by the national agency; you can ask a plan management service provider to manage a budget for you or, you can choose to self-manage your funding.

NDIA-MANAGED BUDGET

If you choose an NDIA-managed budget then payments will be made directly to your service providers by the NDIA.

REGISTERED SERVICE PROVIDER (PLAN MANAGER) MANAGED BUDGET

If you elect to have a Registered Service Provider managed budget then the NDIA will pay your funding directly to your chosen plan management service provider who will then, in turn, ensure your budget is adhered to and service providers are paid for supports you use.

SELF-MANAGED BUDGET

These are managed by yourself, your parent, carer or close friend. If you choose to self-manage your budget, then you will be responsible for negotiating service agreements and submitting invoices to the NDIA for payment.

TRANSPORT FUNDING

Not all NDIS plans will include a transport budget, but if you do get funding for transport you can elect to have this transferred automatically into your bank account weekly, fortnightly or monthly. These payments provide reasonable and necessary contributions to private and taxi transportation to assist clients who do not have the ability to travel independently or utilise public transport due to their disability.

Implementing your NDIS plan

On top of financial management support, different organisations or people are available to help you throughout the implementation of your NDIS Plan. You can get support from:

- Your NDIS Local Area Coordinator
- An [NDIS Support Coordinator](#) from a registered provider
- Family and friends

After your NDIS Plan is approved, if your plan includes working with the NDIS Local Area Coordinator or a Support Coordinator, they will get in touch with you and arrange a meeting. At this meeting, they will go through your plan with you and outline the options you have for different supports and service providers.



CHAPTER 8

What if I want to change my plan?

It's only natural for tastes to change, we all need the ability to pick and choose our interests as our inclination dictates over time. One great thing about the NDIS is that you aren't locked into one set of goals for the rest of your life. As you age, your passions in life will change so don't be afraid to decide something doesn't interest you anymore.

If you want to change your plan because your goals have changed; you want to use a different support or service provider; or, you are unhappy with the service you are receiving, then there are a number of steps you can take depending on your situation.

What if I want to change supports or service providers?

After using a support service for a while, you may realise that it doesn't suit your situation. Or perhaps you aren't getting the results you had hoped for. For example, your goal may be to become more physically active, but the gym you joined just isn't your style and you would like to give a dancing class a go. Because they achieve the same goal, you can elect to fund dancing instead.

FIND A NEW SERVICE PROVIDER FOR THE SAME SUPPORT

If you are unhappy with the service provider you are using or want to try another provider, then you can cancel your existing Service Agreement and negotiate a new Service Agreement with the new provider. Provided it is for the same support you will not need to adjust your NDIS Plan.

ADJUST YOUR BUDGET TO INCLUDE A NEW SUPPORT

Provided a support aligns with a goal you have identified in your NDIS Plan, then most services can be adjusted within the same budget. If the support features in your Core Supports Budget you may use the funding for any category within that budget. If the support is featured within a Capacity Building Budget category, then you can only choose supports that also match that category and personal goal. You can not modify supports or service providers that are 'stated' or items within the Capital Supports Budget.

What if my goals have changed?

Just because you have created your first NDIS Plan, doesn't mean you are stuck with those choices forever. The NDIS is designed so that as your goals changed, so too does your plan. For example, you may decide your goal is now to move out of home when previously you were living with your parents. Because it is a significant change to your circumstances and will require a review of Core and Capacity Building budgets, you will need to get approval to update your goals and adjust the supports you receive. There are two ways that you can do this.

AT YOUR YEARLY NDIS PLAN REVIEW

Each year, you will have an NDIS Planning meeting where you can review your plan and make changes to the supports you receive. A lot of people choose to stay with their existing services for their first plan, to give them more time to understand the NDIS process and explore the options available to them.

BY REQUESTING A PLAN REVIEW

If your circumstances change or you want to change goals completely, then your NDIS Plan will need to be adjusted to reflect this change. You can either wait until your yearly NDIS Plan review or you can contact the NDIA to [request a plan review](#) before the end of the 12 months. Depending on how you decide to manage your plan, either the NDIS Local Area Coordinator, your support coordinator, yourself or your self management representative can fill out a 'Request a plan review form' to arrange to make the necessary changes to your NDIS Plan.

JUST BECAUSE YOU HAVE CREATED YOUR FIRST NDIS PLAN, DOESN'T MEAN YOU ARE STUCK WITH THOSE CHOICES FOREVER. THE NDIS IS DESIGNED SO THAT AS YOUR GOALS CHANGED, SO TOO DOES YOUR PLAN.



GOAL CASE STUDY

Change Careers

Even when you have decided what to do with your life, situations can change in an instant. Shaun had a fulfilling career, until one day at work he received an acquired brain injury and could no longer perform his job. Shaun's needs in the Intensive Care Unit and during rehabilitation were met by mainstream health services that are available to all Australians, such as Medicare and the Pharmaceutical Benefits Scheme.

Once his condition had stabilised, Shaun got a supported employment position as a Timber Assistant. The NDIS funded the support Shaun received to help him through the process of obtaining both his driver's license and his forklift license. While Shaun had to save up and pay for his 4WD himself, he can use his Capital Support Budget to make modifications to the vehicle he requires because of his disability, provided his vehicle is less than three years old and the modifications are approved via an Occupational Therapy assessment.

CHAPTER 9

What if I don't like what I get?

If you are unhappy with your service provider or with your NDIS Plan, there are a number of steps you can take to get the problem addressed.

SPEAK TO THE SERVICE PROVIDER

The first step is to speak to your service provider directly. If you are unhappy with a specific aspect of the support or with the organisations itself, discuss your issues with them.

SPEAK TO YOUR SUPPORT COORDINATOR

Your Support Coordinator or your NDIS Local Area Coordinator can help you approach the service provider to resolve the problem and can also help you by going through appropriate alternatives, provided it is not a 'stated' support or Capital Supports Budget item.

REQUEST A PLAN REVIEW

If the service is a 'stated' support or isn't available from a different service provider, you may need to review your NDIS plan. You can either wait until your yearly NDIS Plan review or you can fill out the 'Request a plan review form' at any time (See [Chapter 8: What if I want to change my plan?](#) under 'By requesting a plan review').

What if I am unhappy with a decision made by the NDIA?

If you do not agree with a decision that has been made about your NDIS Plan and support budgets, then you can request an [Internal Review of the Decision](#). Your NDIS Local Area Coordinator, chosen Support Coordinator or disability advocate can help you with this process if you would like.

REQUEST AN INTERNAL REVIEW

To do this you can either contact the NDIA on 1800 800 110 or submit a written request via email to enquiries@ndis.gov.au. Alternatively, you can post your written request to the Chief Executive Officer, National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601.

When asking for a review, you need to explain what you think is wrong with the decision that has been made. An NDIA staff member will review the decision and either confirm, vary or set aside and replace the decision.

REQUEST AN INDEPENDENT REVIEW

Once the internal review has been completed by the NDIA, if you are still dissatisfied with the outcome you can apply for an independent review by the Administrative Appeals Tribunal (AAT) by calling 1800 228 333.

MAKING A COMPLAINT

If you wish to submit feedback or make a complaint about any aspect of the NDIS, you should contact the NDIA by filling in the [complaint form](#). You can either email your form to the NDIA on feedback@ndis.gov.au, drop it into any NDIS officer or post your form to the National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601.



CHAPTER 10

Where can I go for further guidance?

There are lots of people who are willing to help you on your NDIS journey. As well as your NDIS Local Area Coordinator and your Support Coordinator, Challenge Disability Services and the NDIA are always on hand to provide guidance and support.

Challenge Disability Services

Web: www.challengecommunity.org.au/disabilityservices

Email: disabilityservices@challengecommunity.org.au

Phone: **1800 679 129**

National Disability Insurance Agency (NDIA)

There is a wide range of NDIS Factsheets available for most questions.

Find out more at:

www.ndis.gov.au/people-disability/fact-sheets-and-publications#participant

Web: www.ndis.gov.au

Phone: 1800 800 110

For people with hearing or speech loss (ask for 1800 800 110)

TTY: 1800 555 677

Speak and Listen: 1800 555 727

Internet relay users: www.relayservice.gov.au

For people who need help with English

TIS: 131 450



CHALLENGE
Community Services

Disability Services

Web: www.challengecommunity.org.au

Email: disabilityservices@challengecommunity.org.au

Phone: **1800 679 129**