

**NDIS**

**Languages required: Plain English, Kriol, Martu, Ngaanyatjarra**

**Walmajarri (still in process)**

**Written / Audio: Audio**

**Audio time limit: N/A**

**Date: 5 October 2021**

**PLAIN ENGLISH SCRIPTS**

**SCRIPT 1**

**30 SECOND RADIO SCRIPT**

1. The National Disability Insurance Scheme (NDIS) can help people with a disability who are younger than 65 years old when is hard for them to do everyday things for themselves.
2. You can talk to the NDIS about what you sort of help you need, for example with cleaning or shopping to make your life easier.
3. You can choose which NDIS services will help you.
4. If you are not happy about your NDIS service, you can complain to your NDIS service.
5. Or you can ring up the NDIS Commission on 1800 035 544.
6. This commission can talk to your NDIS service so that the problem gets fixed.

**SCRIPT 2**

**WHAT IS THE NDIS?**

1. It can be hard for people to do some things for themselves when they have a disability.
2. The National Disability Insurance Scheme or NDIS can help people younger than 65 years old when their disability makes it hard to move around, to walk, to understand, to talk, to see, to hear; or to learn and if the disability is for life.
3. You can talk to NDIS about what you need at home, when you leave your home or when you are at work.
4. You will need to talk to an NDIS person. Tell the NDIS person your name, your age and why you need help.
5. The NDIS may be able to help you. You can talk to the NDIS about making something called a plan.
6. In this plan you can write down what you will need to make your life easier and the NDIS will pay for services and equipment for your disability.
7. If you want to know more ring NDIS on free number 1800 800 110 or go on internet to [www.ndis.gov.au](http://www.ndis.gov.au)

**SCRIPT 3**

**GOOD, SAFE NDIS SERVICES**

1. When the NDIS gives you help, the government wants to know that your service is treating you well and not breaking the rules.
2. There are rules for service called the ‘NDIS Code of Conduct’:
3. Every person including you has rights. The people doing your service have to listen to you and accept what you choose to do.
4. They shouldn’t stand too close to you or tell anybody your personal information, only if you say it is OK to.
5. They should do a good job and be safe.
6. They should tell you the truth and follow the NDIS laws.
7. If they see something that is not right or safe they should do something about it quickly.
8. They aren’t allowed to hurt you or make you feel bad or let other people do bad things to you.
9. They must not do anything sexual to you.
10. If your service doesn’t follow these rules, you can complain to your service or ring the NDIS Commission on 1800 035 544.

**SCRIPT 4**

**WHAT IF THINGS ARE NOT RIGHT WITH YOUR NDIS SERVICE**

1. If your service doesn’t treat you right or follow the NDIS rules, you can complain to your service. You can ask for help from somebody to complain. Anyone, including members of the public, can complain about an NDIS service that doesn’t follow the rules.
2. If you don’t want to talk to your service, you can tell the NDIS Commission.
3. The NDIS Commission is the organisation that makes sure your service is treating you right. The Commission can make sure your service fixes the problem.
4. Ring the NDIS Commission on 1800 035 544 or go on the internet and fill in a Complaint contact form at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).
5. You don’t have to say your name when you ring up if you don’t want to.
6. Ask the Commission for an interpreter if you want one.
7. If your complaint is about your NDIS plan or about the money you get for NDIS, you need to ring a different organisation, the National Disability Insurance Agency on 1800 800 110.