



# Supporting you to make your own decisions

## What we heard

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

# How to use this report



The National Disability Insurance Agency (NDIA) wrote this report. When you see the word 'we', it means the NDIA.



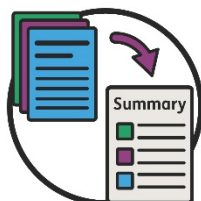
This report is written in an easy to read way. We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**. This means the letters are thicker and darker.



We explain what these words mean. There is a list of these words on page 19.



This Easy Read report is a summary of another report.



You can find the other report on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this report. A friend, family member or support person may be able to help you.

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# What is this report about?



We are making a new Support for Decision Making **policy**.



A policy is:

- a plan for how we should do things
- where rules come from.



Our new policy is for **participants**.

Participants are people with disability who take part in the NDIS.



People with disability have the **right** to make their own decisions.



Rights are rules about how everyone should be treated fairly.





This policy will explain how we will support participants to make their own decisions.

This could include decisions about your:



- life



- NDIS plan.



We wrote a paper to ask people what they think about our new policy.

We worked with different people to write that paper, including:



- different **Reference Groups**

A Reference Group is a group of people who give us advice about a certain topic.



- the **Independent Advisory Council (IAC)**.

The IAC is a group of people who help us understand what people with disability need.



You can find that paper on our website.

[www.ndis.gov.au/community/have-your-say/  
support-decision-making-consultation](http://www.ndis.gov.au/community/have-your-say/support-decision-making-consultation)

In this report, we tell you:



- who we talked to



- what people told us



- what we will do next.

## Who did we talk to?



Lots of people told us what they thought.

We talked to:



- people with disability



- families and carers



- service providers.



We also talked to:



- disability organisations



- our Reference Groups



- the IAC.

## What did people tell us?



Many people told us what:

- works well now
- we can do better.



Some people drew pictures to show us who or what helps them make decisions.

Many people said we need:



- a support for decision making policy



- to do more work to get it right.



People also said making your own decisions is a right every person should have.

People told us we should work with the community to:



- know how to support decision making



- make the new policy.



People also told us it's important for our policy to be:

- clear
- easy for everyone to understand.



People told us it's important to understand how the NDIS works with other:

- supports
- organisations.



People also told us it's important to work with other people on support for decision making.



People said the disability community have the right skills and experience to support people with disability to make their own decisions.

People also said when we support participants to make their own decisions, we must:



- spend time with them



- share the right information



- make sure there are lots of people to help



- give them the right **funding** to help them make decisions.

Funding is the money from your plan that pays for the supports and services you need.



People told us it's important to:



- get support to make decisions from someone you trust



- be able to choose who supports you to make decisions.



For example, a:

- family member
- organisation that speaks up for people with disability.



People also told us our policy must work well for everyone.



This includes people with disability who need more support than others.

For example, people who need support to communicate.

This also includes:



- **First Nations** people
- **culturally and linguistically diverse (CALD)** people.



First Nations people are also known as Aboriginal and Torres Strait Islander people.



CALD people:

- come from different backgrounds
- speak languages other than English.



People said we need to explain how we plan to keep participants safe.

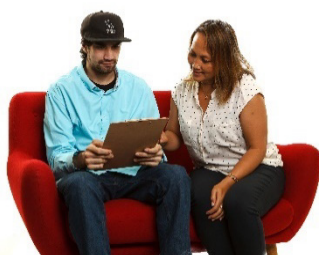
## What will we do next?



We can make sure people with disability get support to make their own decisions.



We will use what people told us to make the NDIS work better.



We will use what people told us to learn more about what:

- good support for decision making looks like
- we need to do to support people to make decisions.



We will work with:

- the community
- other groups of people.



We will work with these people to write our new Support for Decision Making policy.

## More information

For more information about this report,  
please contact us.



[www.ndis.gov.au](http://www.ndis.gov.au)



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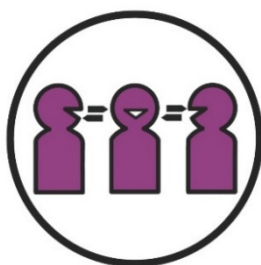
## Support to talk to us



You can talk to us online using our webchat feature.

[nccchat.ndis.gov.au/i3root](https://nccchat.ndis.gov.au/i3root)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](https://www.relayservice.gov.au)



## Word list



### Culturally and linguistically diverse (CALD) people

CALD people:

- come from different backgrounds
- speak languages other than English.



### First Nations people

First Nations people are also known as Aboriginal and Torres Strait Islander people.



### Funding

Funding is the money that pays for the supports and services you need.



### Independent Advisory Council (IAC)

The IAC is a group of people who help us understand what people with disability need.



## Participants

Participants are people with disability who take part in the NDIS.



## Policy

A policy is:

- a plan for how we should do things
- where rules come from.



## Reference Group

A Reference Group is a group of people who give us advice about a certain topic.



## Rights

Rights are rules about how everyone should be treated fairly.



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