



Speak-up ADVOCACY GUIDE

SOLVING EVERYDAY
ISSUES AND BEING YOUR
OWN BEST ADVOCATE

Can't access the NDIS?



Have you applied to the NDIS and received a letter saying you are not eligible?

To be able to access the NDIS you must:

- be aged between 7 and 65, and
- live in Australia and have Australian citizenship or residency, and
- need support because of a permanent and significant disability.

If you think the NDIS decision is wrong, there are things you can do:

- Ask the NDIS to look at the decision again. You can provide new information or evidence, or ask for a review of the decision (within 3 months).
- Apply again – put in a new request for access (after 3 months).

STEP ONE: Look at what information you have provided about your disability

Often people are unsuccessful in their NDIS application because they have not given enough information about their disability and how it affects their daily life.

Think about how your disability affects the following areas of your daily life and what help you need. Did you give enough information and evidence to the NDIS about your support needs in each area?

Mobility - how you get around in your home or community

Communication – being understood in spoken, written or sign language, understanding others and express needs

Social Interactions - making and keeping friends, interacting with the community, coping with feelings and emotions

Learning - understanding and remembering information, learning new things, practising and using new skills

Self-Care – showering/bathing, dressing, eating, toileting, caring for own health

Self-Management – doing daily jobs, making decisions and handling problems and money

TAKE IT STEP BY STEP

1. LOOK AT WHAT INFORMATION YOU HAVE PROVIDED ABOUT YOUR DISABILITY.

2. TALK TO SOMEONE WHO CAN WORK ALONGSIDE YOU TO HELP YOU SUBMIT NEW OR MORE DETAILED INFORMATION TO THE NDIS. YOUR ADVOCATE CAN HELP.



- Think about all your needs. If you are already getting some support, is it enough, or do you need help in different areas?
- Think about the impacts if you don't get support. For example, without help with communication, would you be able to go shopping, go to work, catch transport or go to social activities?
- Think about what help you need on your worst days as well as your good days.

STEP TWO: Talk to someone who can work alongside you to help you submit new or more detailed information to the NDIS. Your advocate can help.

- Revisit the information in your original access request (application) with your GP. These booklets can help you and your GP compile the information you need:
 - **NDIS Patient Information Booklet**
 - **NDIS General Practice Toolkit**
 - **www.qdn.org.au (Our Resources)**
- Talk to an advocate or your support network, or these services may be able to help:
 - Funded advocacy services in Queensland are available to provide a range of advocacy supports, including for people entering the NDIS. Visit www.qld.gov.au/disability/legal-and-rights/advocacy for a list of organisations.
 - Queenslanders with Disability Network is assisting people with disability access the NDIS. Contact QDN on **1300 363 783**. Email targetedoutreach@qdn.org.au. Website www.qdn.org.au
 - Queensland Government Assessment and Referral Team (ART), is helping people with the NDIS application process. Contact ART on **1800 569 040**. Email ARTenquiries@communities.qld.gov.au. Website: www.qld.gov.au/disabilityoutreach



- Talk to disability organisations and support groups for advice on the sorts of information that could support your access request.
- Make sure you keep copies of all the information you give to the NDIS. Keep a diary of any calls you made to the NDIS. If English is not your first language, ask the NDIS for a qualified interpreter to help you in any discussions with them.
- Specific information about **providing evidence of your disability** and how to request an **Internal Review of decision** is available on the NDIS website www.ndis.gov.au

Further Action

If there are issues at any point in the process of reviewing your access decision you can lodge a complaint with the NDIS on feedback@ndis.gov.au

If your access to the NDIS is still declined, and you think this is wrong, the **Administrative Appeals Tribunal** can review the decision the NDIS has made.

There are advocacy organisations who can assist you with NDIS Appeals support. Visit <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/> to find an organisation near you.

You can also contact Legal Aid Queensland for help with NDIS appeals. Contact **1300 65 11 88**. Website www.legalaid.qld.gov.au



THIS GUIDE IS FUNDED BY THE AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES. GO TO WWW.DSS.GOV.AU FOR MORE INFORMATION.

ADA AUSTRALIA ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THIS LAND AND PAYS RESPECT TO ELDERS, PAST AND PRESENT.



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