



Speak-up ADVOCACY GUIDE

SOLVING EVERYDAY
ISSUES AND BEING YOUR
OWN BEST ADVOCATE

Not getting enough or the right NDIS support?



Your NDIS plan is about making sure you have the supports and services you need to help you achieve your goals. If your plan is not right for you, you can ask the NDIS to make the changes that you need.

How can you do this? Ask for a Plan Review. You can ask for it at any time, or you can wait until your next scheduled plan review.

It's ok to ask the NDIS to review your plan if you have had changes in your life, or your plan is not working well for you – it's part of the NDIS process.

STEP ONE: Be clear about why you need changes to your plan

Have you had changes in your life? For example, a family member has moved away, and you now have less family support available.

Have you run out of funding in certain areas? For example, no funding left for daily supports. Why has this happened?

Have you just got your plan and it does not include all of the things you talked about in your planning conversation? For example, your Occupational Therapist has recommended an assessment and 12 therapy sessions, and there is not enough funding for this.

How is this affecting you in your daily life? What are the issues it is creating?

STEP TWO: Talk to someone who can help you gather information and put forward your case for your plan to be reviewed and changed

Talk to an advocate or your support network.

You will need to have reasons why and information to give to the NDIS about the changes you are asking for. Think about what information you have or will need to get. It may be additional reports from your GP, specialist or therapist. A statement from your carer, or employer.

TAKE IT STEP BY STEP

1. BE CLEAR ABOUT WHY YOU NEED CHANGES TO YOUR PLAN

2. TALK TO SOMEONE WHO CAN HELP YOU GATHER INFORMATION AND PUT FORWARD YOUR CASE FOR YOUR PLAN TO BE REVIEWED AND CHANGED

3. ASK FOR A PLAN REVIEW

Contact your NDIS planner or Local Area Coordinator.

If you have the contact details of the person you worked with to develop your plan, contact them to talk about the changes you need to your plan and get advice.

You can find a NDIS Local Area Coordinator near you on www.ndis.gov.au/contact/locations

STEP THREE: Ask for a Plan Review

Contact the NDIS to request a Plan Review.

If the NDIS agree to review your plan, they have 3 months to do it. During this time, they will make a decision about changes or new supports.

If the NDIS decide that there is not enough reason to review your plan, you can ask the NDIS to look at the decision again. This is called an Internal Review.

Further Action

If there are issues at any point during your plan review you can make a complaint with the NDIS on feedback@ndis.gov.au.

If you think decisions made about your Plan are wrong, you can ask the **Administrative Appeals Tribunal** to review the NDIS decisions. 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



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