## National Disability Insurance Scheme (NDIS) fact sheet

## Five questions for service providers to ask

For organisations and workers supporting people with disability, these questions will help you to work out what the status of a person’s NDIS plan (if any) is to help you understand what next steps to take.

This isn’t a script. It’s just a hit list for things to look out for.

### 1. Do you know what the NDIS is? Are you on the NDIS? Did you used to receive some support from the government to do with your disability?

This can help you know whether the person is on the NDIS yet, and whether you should be directing them to get on it.

### 2. Do you have an NDIS plan? Do you have a copy? Can you show it to me?

This can help you know what’s in their plan, and if there are funded supports that they're not currently receiving.

This will show you some of your client's goals, which may link to their legal matter.

This will also tell you whether there is a support coordinator you can talk to, to work out where things are up to and make further enquiries.

### 3. Is there someone looking after your NDIS plan? Do you have a person who organises things/support coordinator?

If your client isn’t quite sure about their plan and they have a support coordinator or someone who is responsible for their plan, this is the best person to talk to try and understand where things are up to, if your client isn’t sure themselves.

### 4. Have you been waiting for a long time for a decision about what you might get under the NDIS, or for your plan to be reviewed?

Delay is common, but where the NDIA’s delay is impacting your client's legal matter, you may want to consider whether their situation needs to be escalated and prioritised.

### 5. Do you have someone called an advocate who is helping you?

The commonwealth government has funded disability advocates as part of the NDIS roll out. They can assist people with plan reviews, internal reviews, and lodging appeals in the Administrative Appeals Tribunal.

If your client doesn't have a disability advocate, but may benefit from one, you might want to make a warm referral – you can use the disability advocate postcode at [www.disabilityadvocacyfinder.dss.gov.au](http://www.disabilityadvocacyfinder.dss.gov.au).

This resource was developed as part of a co-designed training module for community legal centres in partnership between AMIDA (Action for More Independence & Dignity in Accommodation), the Consumer Action Law Centre, Mental Health Legal Centre, Villamanta Disability Rights Legal Service and Victoria Legal Aid.