



People with disability and families

Fact sheet



Easy English



Hard words

This fact sheet has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this fact sheet



You can get someone to help you

- read this fact sheet

- know what this fact sheet is about



- find more information.

About this fact sheet

This fact sheet is written by the Victorian Government.

This fact sheet is about



- the **National Disability Insurance Scheme** or NDIS



- your **accommodation** and **respite** services.



The NDIS helps people under 65 with a disability get

- care



- supports.

Accommodation means a place to live.



Respite means stay with other people and get help from support workers for a short time.



We want to make sure people with disability can use the NDIS to get all the supports and services they need.



We know that there needs to be more disability services for people to use.



We know that disability services need to be

- good

and



- safe.



Disability accommodation and respite services will **not** be managed by the government any more.

The services will be managed by new providers.

We will make sure the new providers give you services that are



- high quality



- safe

We will make sure the new providers have the right



- skills
- experience.

The new providers will make sure there are



- more services for you to use



- lots of different services for you to use.

About the new providers



There is a list of the new providers on the NDIS Victoria website www.vic.gov.au/ndis



The new providers want the best outcomes for

- people with disability

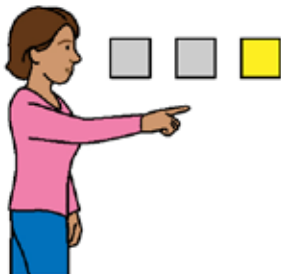


- families



- staff.

The new providers will make sure their service gives people with disability



- choice

and

- control.

We chose new providers based on what you told us was important.

We had rules about what the new service provider must do.

For example



- give high quality services



- give safe services



- be a good place for people to work.



All of the new providers we chose

- work with their communities



- have good skills



- give good disability services



- can support people in

- the city

- regional areas



- rural areas



- make their services work for what you need.



We want people with disability and their families to be happy with the services.

How we will make sure the change is good



We want to make sure things that are important to you stay the same.



Support staff will move with **residents** to the new providers.

Residents means people who use the accommodation and respite services.



You will be supported by staff you know and trust.



You will stay in the same house and be part of the community.



The government will still

- make sure the new provider works well

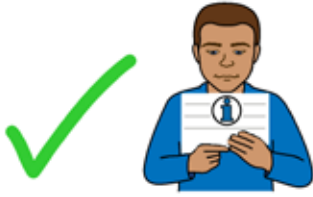


- listen to what people have to say about their services



- make changes to services if needed.

What happens next?



We will make sure you

- get information about the transfer

and



- get support when you transfer.

We made a plan for the transfer with the help of



- people with disability



- families



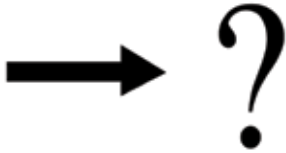
- staff.



We call the plan the roadmap.

August 2018						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

We sent the roadmap to people with disability in August 2018.



The roadmap shows

- what will happen when the transfer starts



- what government will do



- what providers will do.



We will give you information about the transfer

- by post



- in face to face meetings



- on the NDIS Victoria website.



Before the transfer you will meet with people who work at the new disability service provider.

The new provider will

- get to know you



- understand your needs.

What the government will do



We want to make sure

- the transfer goes well



- you get the support you need when you need it.



We will make sure you know what is happening at all times.



We will be there when you meet with the new provider to answer questions.



We will help providers learn about

- who you are

and

- what you need.



We will

- transfer house keeping money to the new provider

and



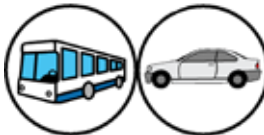
- tell you about how to pay rent and costs.

We will make sure all the things you use now will go with you.



For example

- special beds



- transport.



We will make sure the new providers give you good services.

What providers will do



Providers will make sure you know

- what to do
- where to go
- how to tell them if you have a problem or need help.



Providers will meet with you to talk about

- their services

and



- your needs.



Providers will make sure their staff know what support you get.



Providers will help you to manage your house keeping money.



Providers will make new NDIS agreements with you.



Providers will make sure they

- give you good support

- keep you safe



- talk to you and your family about your service.

How to get help when you transfer services



You can get help from different people when you transfer services.



You can talk to a staff member in your house.

You can call the Department of Health and Human Services

1300 156 631

Group home residents can call VALID

1800 655 570

Respite service users can call Carers Vic

1800 242 636



More information

For more information contact the Department of Health and Human Services or DHHS.



Call 1300 156 631



NDIS Victoria Website www.vic.gov.au/ndis



National Relay Service

TTY 133 677

Then ask for 1300 156 631

Speak and Listen 1300 555 727

Then ask for 1300 156 631

Internet relay users connect to the NRS

Then ask for 1300 156 631

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in August 2018. www.scopeaust.org.au

To see the original contact the Department of Health and Human Services or DHHS.

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