

SLHD NDIS Advocacy Services Booklet

This **SLHD National Disability Insurance Scheme (NDIS) Advocacy Services Booklet** has been developed as a general guide for staff, people with disability, families and carers living in the Sydney Local Health District (SLHD) and NSW more broadly. Its aims to assist people accessing the NDIS to find relevant services that will meet their needs no matter the stage they are at on the NDIS journey pathway. There are organisations across NSW that have received funding to provide general advocacy support around NDIS in addition to funding to assist individuals with NDIS appeals. There are many additional organisations that provide guidance, assistance and support and there are likely many others that have not been captured in this booklet. All of the services listed in this document are available at no cost.

People from Culturally and Linguistically Diverse (CALD) backgrounds can find information on the NDIS in languages other than English here- <https://www.ndis.gov.au/lote>. Those who require translators can contact 131 450.

Information on who to complain to is located at the end of this booklet.

Useful Link	Description
<p><u>National Disability Advocacy Program (NDAP)</u></p> <p>Funding currently until 30 June 2018.</p>	<p>The NDAP provides people with disability access to effective disability advocacy. NDAP agencies can assist with issues that may arise with the NDIS or with service providers. Agencies are funded to provide disability advocacy support in specific geographic areas. NDAP agencies based in NDIS sites may have additional roles, such as assisting people through the planning and internal review processes with the National Disability Insurance Agency (NDIA). Funding has been provided via the NDIS Appeals program to support people with disability who seek an external review of NDIA decisions through the Administrative Appeals Tribunal (AAT), which is an important mechanism to ensure that decisions are fair and robust.</p>
<p><u>NDIS Appeals Program</u></p> <p>Funding currently until 30 June 2018.</p>	<p>NDIS Appeals has been set up to ensure that all people with disability, and other people affected by reviewable decisions of the NDIA, have access to support when seeking review of those decisions in the AAT.</p> <p>There are two types of supports available via NDIS Appeals:</p> <ul style="list-style-type: none"> • access to a skilled disability advocate who acts as a support person, and • access to funding for legal services, where a case raises complex or novel legal issues. <p>Support Persons are NDAP disability advocates. They are available in every state and territory. A Support Person can help by:</p> <ul style="list-style-type: none"> • explaining the review process, including what is involved in appealing to the AAT; • helping to prepare documents; • providing advice and skills so you can better represent yourself, or • attending AAT conferences and hearings to help you put your case to the AAT.
<p><u>Disability Advocacy Finder</u></p>	<p>The Disability Advocacy Finder is an online tool to help you find NDIS Appeals providers and disability advocacy agencies across Australia. You can search by suburb or postcode.</p>

Useful Link	Description
<p><u>Advokit by DANA</u></p>	<p>Disability Advocacy Network Australia (DANA) is the peak organization that represents all disability advocacy organizations across Australia. DANA represents all of the NDAP disability advocates. http://www.dana.org.au/ DANA has developed the Advokit website to support advocacy for people with disabilities in connection with the NDIS. Its aim is to inform you about the rights and entitlements of people with disabilities under the NDIS and about how to engage with the NDIA to achieve supports that suit the wishes and circumstances of a person with disability.</p>
<p><u>Early Linkers</u></p>	<p>Early linkers support children up to 9 years old and their families even if there is no existing diagnosis. They support families in many ways and can provide information and support, explore opportunities and establish lasting community connections. In the SLHD there are three providers of Early Linkers</p> <ul style="list-style-type: none"> • Plumtree; http://plumtree.org.au/what-we-do/programs-and-services-for-children-and-family/early-links/ Call (02) 9572 8840 • Koorana; http://www.koorana.org.au/services/early-links Call (02) 97047606 • Sydney Region Aboriginal Corporation; <u>Website coming</u> Call 0422 792 932
<p><u>Ability Linkers</u></p>	<p>Ability Linkers work closely with older people with disability (9-64 years), their families and carers to support them to fulfil their goals, hopes and dreams. They can be a first line support for people accessing the NDIS, supporting people to apply, to prepare for a planning meeting if requested and will support you until you are linked to services. In the SLHD there are five providers of Ability Linkers</p> <ul style="list-style-type: none"> • Settlement Services International; https://www.ssi.org.au/services/ability-links-nsw Call (02) 8799 6700 • St Vincent de Paul Society; https://www.vinnies.org.au/page/Find_Help/NSW/Disability_Employment/Ability_Links/ Call (02) 9568 0262 • Kinchela Boys Home Aboriginal Corporation; http://www.kinchelaboyshome.org.au/support-services/ability-links-nsw/ Call 96994119 • Sydney Region Aboriginal Corporation; <u>Website coming</u> Call 0422 792 932 • Kurranulla Aboriginal Corporation; https://www.kurranulla.org.au/ability-links/ Call (02) 9528 0287
<p><u>Early Childhood Early Information (ECEI)</u></p> <p><u>NSW Early Childhood Partners</u></p>	<p>The ECEI approach supports children aged 0-6 years who have a developmental delay or disability and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life. The NDIS has engaged Early Childhood Partners around Australia to deliver the ECEI approach. Early Childhood Partners are experienced in providing early childhood intervention. The Early Childhood Partners in the SLHD are:</p> <ul style="list-style-type: none"> • <u>Autism Spectrum Australia (ASPECT)</u> 1800 277 328 • <u>Eurella Community Services</u> (excludes Marrickville) 9747 4810 • <u>Plumtree</u> 9572 8840 • <u>Koorana Child and Family Services</u> 9750 4100 • <u>Lifestart Co-Operative</u> 9364 0111 • <u>SDN Children’s Services</u> 1300 831 445

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
Blind Citizens of NSW	Support blind or vision impaired people regarding NDIS state wide. For assessments regarding vision recommend Guides dogs / Vision Australia / ophthalmologist.	(02) 9744 1516 http://www.bcnsw.org.au/	YES	YES – Chat through what they need to do.	YES	YES	Refer on	YES
Brain Injury Association of NSW (Synapse)	Support persons through NDAP. Application & pre planning for people living with a brain disorder. 1:1 support if possible.	1800 673 074 http://synapse.org.au/	YES	YES (If living with a brain disorder)	YES (If living with a brain disorder)	YES (Anyone)	YES (Anyone)	YES (Anyone)
Cerebral Palsy Alliance (CPA)	CPA provides preparation and support to individuals to prepare for their NDIS planning meeting who have been deemed eligible to the NDIS. A diagnosis of cerebral palsy is not a requirement. There is no fee for this service. CPA provides individual and general group support.	1300 888 378 https://www.cerebralpalsy.org.au/	General support/ info & where to go for further support.	General support/ info & where to go for further support.	YES	General support/ info & where to go for further support.	No	NO
Deaf Society of NSW	Community support workers can assist people that are deaf or hard of hearing. Walk in service 1-4pm Monday, Wednesday and Friday at Parramatta Office. Service across NSW.	1800 893 855 deafsocietynsw.org.au	YES	YES	YES	YES	NO	YES
Ethnic Community Services Co-operative	Culturally appropriate engagement with CALD communities across NSW including information sessions and workshops for people with disability, families and carers from CALD backgrounds that promote awareness of the rights of people with a disability, capacity building and preparing for the NDIS.	(02) 9569 1288 capacitybuilding@ecsc.org.au http://ecsc.org.au/	YES	NO	NO	NO	NO	NO

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
<p>Family Advocacy & Resourcing Inclusive Communities</p>	<p>Support persons through NDAP. Provide supports to people with intellectual and developmental disabilities via phone. Capacity building approach with provision of resources (Resourcing Inclusive Communities). Do not attend meetings with people, referring on to other services for more intensive support.</p> <p>Resourcing Inclusive Communities is an initiative of Family Advocacy. Statewide workshops for people with disability, families and carers on self-direction and the NDIS with particular focus on planning and preparing to create a good life as well as workshops on developing right relationships between services and families that focus on achieving the optimal arrangement for the person.</p>	<p><i>Family Advocacy</i> 1800 620 588 (02) 9869 0866 communciations@family-advocacy.com http://www.family-advocacy.com/</p> <p>Resourcing Inclusive Communities 1800 774 764 (02) 9869 7753 info@ric.org.au http://www.ric.org.au/</p>	YES	YES	YES	YES	YES	YES
<p>First People's Disability Network</p>	<p>Workshops and individual capacity building sessions to prepare Aboriginal communities, people with disability, families and carers for the expansion of individualised funding and roll out of the NDIS across NSW.</p>	<p>(02) 8399 0882 enquiries@fpdn.org.au http://fpdn.org.au/</p>	YES	NO	YES	<p>Explain review process, but link to other organizations they have a positive relationship with as they are more a capacity building service.</p>		
<p>Intellectual Disability Rights Service (IDRS) Inc</p>	<p>Support persons through NDAP. Community Legal Centre supporting people with intellectual disabilities and cognitive impairment. General advocacy support and support with NDIS appeals, education team to support with access and pre planning. Daily afternoon legal advice sessions on anything (NDIS included).</p>	<p>(02) 9318 0144</p> <p>1800 666 611 (Outside Sydney) http://www.idrs.org.au/home/index.php</p>	YES	YES	YES	YES	YES	YES

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
Jeder Institute	Workshops and planning sessions for people with disability, families and carers to help develop a vision for an inclusive future, goal setting and identification of reasonable and necessary supports. If have support coordination in plan and need support to review decision they can do this otherwise fee for service.	0409 646 665 michaela@jeder.com.au http://jeder.com.au/	YES	YES	YES	YES if have NDIS plan with support co-ordination.	NO	NO
Legal Aid	Legal Aid can assist when an NDIS appeal has already had an internal review and has now gone to the AAT. The support person through the NDIS appeals program will identify if legal assistance is needed and will consult with Legal Aid or refer on to them. Legal Aid can also provide support around complaints, including issues with service providers, unreasonable contracts, and consumer law issues. They will recommend you complain to NSW Fair Trading.	(02) 9219 5000 (Head Office) http://www.legalaid.nsw.gov.au/	NO	NO	NO	NO	YES	YES
Multicultural Disability Advocacy Association of NSW Inc	Support persons through NDAP. My Future, My Life Project. Individual capacity building and information sessions on the rights of people with disability, changes taking place in the disability support system and preparing for the NDIS. Priority for persons from CALD communities.	1800 629 072 (02) 9891 6400 mdaa@mdaa.org.au http://mdaa.org.au/	YES	YES	YES	YES	YES	YES

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
My Choice Matters (Project of Council of Intellectual Disability)	Get More Skills workshops and individual pre-planning support for people with a disability, families and carers to develop capacity in planning and preparedness for the NDIS. Group workshops tailored to meet the needs of people attending (attendees may already have NDIS plan). Online learning-My Learning Matters for planning and preparing for a good life and Become a Leader Online to expand people's leadership skills.	1800 144 653 (02) 9211 2605 info@mychoicematters.org.au http://www.mychoicematters.org.au/ http://www.nswcid.org.au/	YES	NO	YES	NO	No	No
Partners In Recovery (PIR)	PIR is funded until June 30 2019 to provide assistance to people with a serious mental illness & complex needs to transition into the NDIS. PIR can & does provide assistance with all stages of the application process – from education through to appeals.	1800 501 858 http://piriws.com.au/	YES	YES	YES	YES	YES	YES
People with Disability Australia (PWDA) Incorporated	PWDA provide support to all people with disabilities including people with a mental health diagnosis as their primary disability . They support persons through NDAP. They can support with applications, at planning meetings and with reviews in addition to assisting with complaints from start to finish.	(02) 9370 3100 1800 422 015 http://www.pwd.org.au/	YES	YES	YES	YES	YES	YES
Physical Disability Council of NSW	Statewide workshops and individual capacity building sessions to assist people with disability, families and carers to identify person-centred goals and to prepare for the NDIS. Focus shifting to supporting people to implement their plans.	1800 688 831 (02) 9552 1606 admin@pdcnsw.org.au https://www.pdcnsw.org.au/	YES	NO	YES	NO	NO	NO

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
Self Advocacy (Sydney) Incorporated	Support persons through NDAP. Goal focused – educate, train & support people with intellectual disabilities to become self-advocates.	(02) 9622 3005 http://sasinc.com.au/	YES	YES	YES	YES	YES	YES. Legal concerns refer on to IDRS.
Side by Side Advocacy Incorporated	Support persons through NDAP. Have an appeals support officer and support open to anyone. Have a history of working with people with intellectual disability.	(02) 9808 5500 http://sidebyside.org.au/	No - General info over the phone only.	No - General info over the phone only.	No - General info over the phone only.	YES	YES	No - General info over the phone only.
Spinal Cord Injuries Australia Ltd	General systemic and individual advocacy in any area. Support persons through NDAP for NDIS Appeals (AAT), but support with internal reviews as able. Deliver group NDIS pre planning workshops. Have pre planning workbook specific for SCI/physical disability. Will provide services to all people with disabilities across NSW.	1800 819 775 NDISappeals@scia.org.au scia.org.au	YES	NO	YES	YES	YES	NO
Sydney Region Aboriginal Corporation (Indigenous Disability Advocacy Service)	Support persons through NDAP. IDAS is an Aboriginal & Torres Straight Advocacy Service that has been funded to advocate and support Aboriginal & Torres Strait Islander people with a disability, their families and carers across many areas, NDIS included. IDAS can provide advocacy support to people from all Nationalities along their NDIS pathway.	(02) 4722 3524 idas@idas.org.au referrals@srac.ngo	YES	YES	YES	YES	YES	YES
Vision Australia	Provide support to people with vision impairments that would otherwise come to them for support. Can help with general information around application. Pre planning support around vision related services they need.	1300 847 466 http://www.visionaustralia.org/	YES	YES – basic level	YES	YES	NO	YES

Out of Area

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
Ability Incorporated Advocacy Service (AIAS NSW)	<p>Ability Advocacy is funded to advocate for people with disability, their families and carers. Can support and provide assistance with NDIS applications, planning meetings and appeals.</p> <p><i>*Support Northern Rivers area between Tweed Heads and Grafton.</i></p>	<p>1800 657 961 (02) 6628 8188 http://www.abilityadvocacy.org.au/</p>	YES	YES	YES	YES	Waiting for funding	YES
Action for People with Disability Inc	<p>Individual advocacy for people with disabilities, any disability, any age. Advocacy in all areas and NDIS only a percentage. All advocacies prioritized on need. No element of service provision. Have advocated for people at NDIS planning meeting by using specific wording. If not happy and request for review or AAT appeal does not elicit response person with a disability requires and their support coordinator (if they have one) has exhausted all avenues then they can come in for advocacy after that. Tend to write to senior management or NDIA board before it goes to the courts.</p> <p><i>*Provide support in 11 local government areas: Pittwater, Warringah, Manly, Mosman, North Sydney, Ryde, Hornsby, Lane Cove, Willoughby, Hunters Hill and Ku-ring-gai.</i></p>	<p>(02) 9449 5355 actionadvocacy.org.au</p>	NO	NO	YES (See description)	YES (See description)	YES (See description)	YES

Advocacy Services			Assistance Provided					
Disability Service	Description	Contact details	Understanding NDIS	NDIS Application	NDIS Pre-planning	NDIS review	AAT review	Complaints
Disability Advocacy & Information Service (DAIS)	Funding until end June 2018 to provide general group information sessions to people from CALD backgrounds/hard to reach communities. Support people with all disabilities with applying to the NDIS and pre planning. <i>*Support Aulbury Wodonga.</i>	1800 250 292 (02) 6921 9225 http://rdas.org.au/	YES	YES	YES	NO (May get funding for this)	NO (May get funding for this)	YES
Disability Advocacy NSW	Support persons through NDAP. <i>*Funded for Nepean Blue Mountains & Hawkesbury, but will do warm referrals to other advocacy services if out of area.</i>	1300 365 085 (02) 4927 0111 http://da.org.au/	Do not routinely do this. However, when get a referral they will look at supports someone has. If no supports and cognitive impairment would look at supporting them.			YES	YES	YES
Illawarra Advocacy Incorporated	Support persons through NDAP. Support all people with a disability. <i>*Support Illawarra & Shoalhaven region – General advocacy. Illawarra, Shoalhaven & Campbelltown – external appeals (AAT).</i>	(02) 4229 4999 http://www.illawarraadvocacy.org.au/	YES (general advocacy service)	No	YES (general advocacy service)	YES (general advocacy service)	YES	YES
Newell Advocacy Inc	Support persons through NDAP. <i>*Provide advocacy support in 8 shires (7 in NSW) Walgett, Moree, Gwydir, Narrabri, Coonamble, Gilgandra & Warrumbungle. Funding for NDIS Appeals New England, Narrabri & Moree.</i>	(02) 6752 1215 No Website	YES	YES	YES	YES	YES	YES

Complaints

Useful Contact	Description
NSW Ombudsman	<p><i>Not happy with the provider of your disability supports?</i></p> <p>NSW Ombudsman handle inquiries and complaints about a range of human service agencies (also called 'community service providers'). They review the delivery of community services. They use information from inquiries and complaints to identify and investigate public interest issues.</p>
Commonwealth Ombudsman	<p><i>Not happy with the NDIA's actions?</i></p> <p>Commonwealth Ombudsman investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government agency.</p>
NSW Fair Trading	<p><i>Not happy with a product or service you bought?</i></p> <p>NSW Fair Trading safeguards the rights of all consumers and advises business and traders on fair and ethical practice. They provide services directly to individuals and businesses to create a fair, safe and equitable, marketplace. They investigate unfair practices and ensure that the products sold in NSW are safe and meet their regulations and safety requirements.</p>

There is no wrong door to making a complaint. If you call any of these offices they will help you get to the right place. See below examples of who we recommend you call in the examples below:

<p>If participant is not happy with their Service Provider (may seek support from LAC or Support Coordinator)</p>	1. You may like to contact your Service Provider
	2. Contact the NDIA 1800 800 110 enquiries@ndis.gov.au
	3. Contact the NSW Ombudsman 1800 451 524 nswombo@ombo.nsw.gov.au
<p>If applicant/ participant is not happy with NDIA's actions (may seek support from LAC or Support Coordinator)</p>	1. You may like to contact the NDIA 1800 800 110 enquiries@ndis.gov.au
	2. Contact the Commonwealth Ombudsman 1300 362 072 ombudsman@ombudsman.gov.au
<p>If participant is not happy with a product or service they purchased (may seek support from LAC or Support Coordinator)</p>	1. You may like to contact your Service Provider
	2. Contact the NDIA 1800 800 110 enquiries@ndis.gov.au
	3. Contact the NSW Fair Trading 13 32 20 www.fairtrading.nsw.gov.au