



Nimo Hersi

Your NDIS Plan: You choose, you control it

A RESOURCE FOR PEOPLE
OF ALL ABILITIES



As an NDIS participant, it is your right to choose the goals that are important to you, to tell the NDIS what you need, and who you want to provide them.

We acknowledge the First Nations people as the traditional custodians of the lands and waters throughout Australia.

This booklet is part of the 'COVID-19, Financial Capability and Intersectionality' Project, generously supported by Ecstra Foundation.

WIRE offers free information, support and referral on any issue for all women, nonbinary and gender diverse Victorians.

Contact us:

Phone line 1300 134 130 (weekdays, 9am to 5pm)

Web chat: www.wire.org.au

Email: support@wire.org.au



Nimo Hersi



This booklet was designed by
studio kettle
www.studiokettle.com.au
itson@studiokettle.com.au

As an NDIS participant, it is your right to choose the goals that are important to you, to tell the NDIS what you need, and who you want to provide them.

The NDIS rules can be a bit complicated. If English is not your main language or if you are new to the Australian disability services, it can be harder.

Here we answer five common questions from people with disability who are migrants, or from a non-English speaking background.

NDIS:

www.ndis.gov.au

Phone: 1800 800 110

For interpreters, call the Translating and Interpreting Service on 131 450 and ask them to contact the NDIS.

Like videos and stories?

These are some videos to watch for more information:

ADEC: (English, Dari, Hausa, Karen, Turkish, Mandarin, Vietnamese, Arabic)

<https://adec.org.au/ndis-videos/>

NDIS

www.ndis.gov.au/news/stories

Here we answer five common questions from people with disability who are migrants, or from a non-English speaking background.

Q1: HOW DO I KNOW I HAVE CHOICE AND CONTROL?

A: You know you have choice and control when you feel listened to, have real choices and your decisions are respected.

In your NDIS, this means you can talk about your life goals and the supports you need, and your voice is heard.

For example, some NDIS participants get a person to take them to religious and cultural events, or a carer who speaks the language you are comfortable speaking in.



Q2: MY NDIS FUNDING IS APPROVED. HOW DO I MANAGE IT?

A: You have options to manage your plan, each with different levels of choice and control:

1. Self-manage your plan

You are in full control of your NDIS budget. You apply through the 'myplace portal', the money comes to your account and you pay for the services and support of your choice.

You can choose providers who are not NDIS registered. If you have a support coordinator approved by the NDIA, they can help you too.

2. Use a plan manager

You get a service to take care of your NDIS paperwork, including payments, and reports. You can choose providers who are not NDIS registered.

The NDIS pays the plan manager separately, your budget for services and support is not affected.

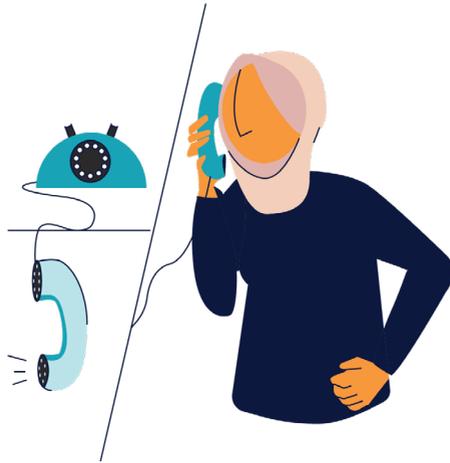
3. Have the NDIA managing it

The National Disability Agency manages your plan. You can choose services that are NDIS registered.

Q3. MY VIEWS ARE NOT BEING VALUED. WHAT CAN I DO?

A: You can always ask for help from your family, NDIS staff or carers, but your views and opinions must be respected. It is your right.

If people are not valuing what you say, you may feel less motivated, angry, sad, or frustrated. If you are feeling like that, you can get services to support you.



Disability and Diversity (DnD) Program,
Migrant Resources Centre North-West Region
Phone: 03 9367 6044
Email: mrcnw@mrcnorthwest.org.au
www.mrcnorthwest.org.au/disability_services

PCE (Power in Culture and Ethnicity)
Phone: 0418 114 558, Jane Curtain
Email: jcurtain.pce@gmail.com

Q4. WHAT DO ALL THOSE NDIS TERMS MEAN?

A: The NDIS is new to Australians and we are all learning about it. Understanding the terms used in the NDIS will help you feel more comfortable to ask exactly for what you need.

You can check the meaning of the most common words used in the NDIS at:

Centre for Culture, Ethnicity and Health
(English, Arabic, Farsi, Simplified Chinese, Vietnamese, and Turkish):

www.ceh.org.au/resource-hub/glossary-of-terms-disability-services-multilingual-resource/

NDIS

www.ndis.gov.au/about-us/glossary#glossary-in-easy-read



Q5. WHERE CAN I GET MORE INFORMATION AND HELP?

A: Many organisations have free information and help tailored to people with disability who are migrants or from a non-English speaking background.

Here are some of them:

ECCV (Multicultural NDIS Connectors Program)

Phone: 0466 038 261, Surmeli Aydogan

Phone: 0413 681 988, Shahnour Shah

Email: communityconnectors@eccv.org.au

Centre for Culture, Ethnicity and Health

Phone: 03 9418 9929

Email: enquiries@ceh.org.au

www.ceh.org.au

AMES Australia

Phone: 0401660483, Tessa Hughes

Email: hughest@ames.net.au

Migrant Information Centre

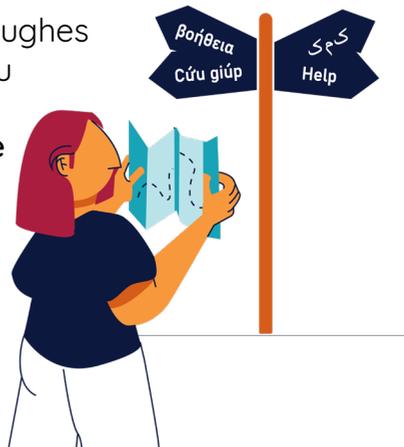
Phone: 0416 862 620

ADEC

Phone: 03 9480 7000

Email: info@adec.org.au

www.adec.org.au



Have a complaint about the NDIS? Check

www.ndis.gov.au/contact/feedback-and-complaints

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