## National Disability Insurance Scheme (NDIS) fact sheet

## Resources and referrals

### Referral pathways

| **Type of issue** | **Referral options** |
| --- | --- |
| **General NDIS issue** (where client already has an access request and it is not related to an appeal or a problem) | * Local Area Coordinator (use [the NDIS postcode finder](https://www.ndis.gov.au/contact/locations)) (LACs will only assist where the person is already in the NDIS system) * Support coordinator |
| **Challenges dealing with the NDIS** (eg access, eligibility) | * Disability advocate (use the disability advocacy postcode finder) * Some disability advocates may be able to provide secondary consultation (eg to support coordinators, community lawyers and other workers) |
| **Appealing plans or access decisions** (internal review and AAT) | * National Disability Advocacy Program (NDAP) agencies specifically funded for NDIS appeals (available on the [DSS website](https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals)). These funded agencies (including some CLCs) can also refer to VLA’s Economic and Social Rights team for AAT appeals. * If a participant has applied for AAT review they can apply directly to VLA for legal assistance. |
| **System issues or crises** (eg prison, child protection, mental health unit) | * DHHS Intensive Support Team * Villamanta and other disability advocates can also provide secondary consultation to help identify the best contact |
| **NDIS consumer law issue** (where there is an issue with the product or service provided through NDIS, or a dispute about a service agreement with a service provider) | * Consumer Action Law Centre – you can call the worker advice line on (03) 9602 3326 or email [advice@consumeraction.org.au](mailto:advice@consumeraction.org.au) |

### Resources

**NDIS website** with new and improved resources: <https://www.ndis.gov.au/>

**NDIS Appeals**. National Disability Advocacy Program agencies funded to assist with NDIS appeals:

<https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals>

#### Administrative Appeals Tribunal (AAT) website

* AAT factsheets – <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis>
* AAT Practice Direction, Review of National Disability Insurance Scheme Decisions – <https://www.aat.gov.au/resources/practice-directions-guides-and-guidelines>

#### Department of Social Services website

* NDIS Appeals – <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals>
* NDIS Appeals Operational Guidelines – <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals-operational-guidelines>

#### Disability Advocacy Network Australia (DANA).

* The Advokit website assists people with disability to navigate the NDIS – <http://www.advokit.org.au/>

#### Disability Advocacy postcode finder

* <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

#### IMHA Self-Advocacy for the NDIS (Mental Health)

* Resource booklet – <https://www.imha.vic.gov.au/about-us/news/support-for-people-with-mental-health-conditions-to-access-ndis>

#### NDIS

* Website – <https://www.ndis.gov.au/>
* NDIS operational guidelines and fact sheets for participants – <https://www.ndis.gov.au/about-us/operational-guidelines>

#### Office of the Public Advocate

* Guide to NDIS decision-making which explains when a decision can be made by, or for an adult with a significant cognitive disability – <https://www.publicadvocate.vic.gov.au/our-services/publications-forms/carers/467-guide-to-ndis-decision-making>

#### Summer Foundation

* Reasonable and Necessary podcast – <https://www.summerfoundation.org.au/reasonable-and-necessary/>
* Summer Foundation Housing Hub – <https://www.thehousinghub.org.au/>
* Summer Foundation Specialist Disability Accommodation (SDA) information – <https://www.summerfoundation.org.au/housing/finding-housing/>

#### VALID

* ‘10 steps to excellent NDIS therapy reports’ – <https://www.valid.org.au/sites/default/files/10-steps-to-excellent-National-Disability-Insurance-Scheme-NDIS-therapy-reports-v1.pdf>

#### VicDAN

* Advocacy brochure – <https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-vicdan-brochure-getting-advocacy-support-to-help-access-ndis.pdf>

#### Victoria Legal Aid

* NDIS resources – <https://www.legalaid.vic.gov.au/find-legal-answers/national-disability-insurance-scheme>
* Information on applying for funding for NDIS appeals – <https://www.legalaid.vic.gov.au/find-legal-answers/national-disability-insurance-scheme/apply-for-funding-for-your-ndis-appeal>

#### VMIAC

* Video series focussed on psychosocial disability support needs – <https://www.vmiac.org.au/services/ndis/>
* Annual Plan Review Guide – <https://www.vmiac.org.au/wp-content/uploads/2018/07/Scheduled-Plan-Review-Guide.pdf>
* NDIS Appeals and Reviews Service – <https://www.vmiac.org.au/services/ndis/#appeals>

#### Youth Disability Advocacy Service (YDAS). Resources specifically targeted at young people accessing the NDIS

* YouTube video playlist – <https://www.youtube.com/playlist?list=PLFNPAFZPWCUDtnmBc7GYkj0Ns7Zp5XOX2>
* Joining the NDIS infographic – <https://www.yacvic.org.au/blog/joining-the-ndis-as-a-young-person-with-disability/>
* Handy hints for your NDIS planning meeting – <https://www.yacvic.org.au/blog/handy-hints-for-your-ndis-planning-meeting/>

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.