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Stay Informed

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Support Planning Funding Initiative

On July 2013, the [Living Life My Way Framework](#) was released by NSW Government, Family and Community Services, Ageing, Disability and Home Care (FACS).

The framework outlines initiatives to expand individualised funding arrangements for people with disability, including: expanding the use of individualised funding arrangements within existing programs and reducing the constraints on the scope and nature of supports they provide; provide increased opportunities for people receiving support under a number of programs to amalgamate this support into a single funding arrangement; provide new clients with the option of receiving support through an individual funding arrangement.

To support individuals through the transition to individualised funding arrangements, FACS is providing individuals access to support planners within the non-government sector.

Physical Disability Council NSW (PDCN) has been engaged as one of the non government disability organisations to provide support planning to individuals with disability. To request a PDCN support planner to help building your plan, call your local ADHC contact person.

Local Support Groups of people with physical disability

PDCN has been successful in securing a grant from the NDIA Sector Development Fund to implement a capacity development project throughout NSW.

The project will run for two years, and PDCN strategy is to: develop a number of local support groups of people with physical disability across NSW; build on the strengths of individuals to have more voice, choice and control over their lives; and through skill development opportunities to influence their broader communities to be more inclusive.

PDCN is now recruiting five people with a disability to be community connectors and develop groups in their local areas. Visit the PDCN website Latest News to view the position description and apply for the community connector roles.

Applications close Friday March 20 2015

I'M OKAY 

 Find us on Facebook





The iVote® system is a form of voting using internet or telephone

Overview

For the NSW State Election on March 28 2015, the iVote® system will be offered as an alternate voting option to enable people who may have difficulty casting a vote at a polling place or voting independently. Electors can vote using their computer or telephone from anywhere they choose.....work, home, on a mobile phone, anywhere.

Community Consultations

Since June 2014 the NSW Electoral Commission has been undertaking an extensive program of consultation with representatives from community and advocacy groups. The aim of the community consultation meetings is to ensure that the iVote® system proposed for the State General Election 2015 addresses the needs of all voters in NSW and produces a high degree of trust amongst the community, so that the objectives of useability, security, reliability and secrecy are met. The community consultation meetings have been very valuable in gaining understanding of the different needs within the broad community.

How do you use the iVote® system? You need to have access to a computer or telephone

The iVote® system is available to people on the NSW Electoral roll:

- who are blind or have low vision;
- have literacy needs;
- with a disability;
- who live in remote locations; or
- who will be outside NSW on election day.

Registrations for the iVote® system open February 12, 2015

Steps to voting with the iVote® system using a computer or telephone.

If you do not have access to internet or just prefer to use the telephone, you can vote using the phone keypad via an automated system, or speak to a call centre operator to assist you through the stages.

1. Register – confirm that you are on the electoral roll, provide a Personal Identification Number (PIN) say where you want you iVote® number to be sent e.g. SMS Text, email or phone
2. Vote – enter your PIN and iVote® number
3. Select you choices for Legislative Assembly
4. Select your choices for Legislative Council
5. Check your selections
6. Submit your vote
7. You will get a receipt number

Check – You can use the telephone verification service during the election period to confirm your vote has been captured correctly. After the election you can use your receipt number to check that your vote has been included in the count.

A feature of the iVote® system is the ability for a voter to save a partially completed vote and return at a later time to complete their vote. The iVote® system's development has been reviewed at all stages with security in mind to ensure that it both improves trust and increases transparency. Both data security and voter privacy are maintained by strong governance and independent review. The iVote® system has been designed to ensure that nobody can ever know how an elector voted. The vote is stored securely in an encrypted format and cannot be linked with the voter's identity.

Contact: NSW Electoral Commission encourages questions and comments about the iVote® system to To-ni.Richards@elections.nsw.gov.au

The NDIS: Raising concerns about the NDIS

The National Disability Insurance Agency (NDIA) genuinely welcomes feedback, including complaints. The NDA believe people have a right to speak up as it helps us to see what works, what doesn't and where we can make improvements.

It doesn't cost anything to give us feedback or make a complaint. You can: provide feedback or lodge a complaint in person at a local NDIS office, by telephone, by email or in writing use our website download a form and email or post it to us.

Alternatively we can send you a form to fill out and send back.

Providing feedback

The NDIA believes our front-line staff are the best people to assist you. If you want information about our services or you are unsure about something, we encourage you to contact your local NDIS office. Alternatively you can go to our website, send an email to feedback@ndis.gov.au or call us for more information on 1800 800 110.

If we can't help you, we will try to refer you to someone who can.

Making a complaint

A complaint can be made to any local office in-person, by telephone, email or in writing. You can also lodge your complaint on-line via our website [ndis.gov.au/feedback](https://www.ndis.gov.au/feedback) Forms are available but you do not have to fill out a form to make a complaint.

You can make a complaint in your preferred language.

Local staff can help you lodge your complaint.

If your complaint cannot be dealt with, it will be explained why that is the case

NDIA action on a complaint

NDIA will contact you to talk about your complaint and may ask you to provide more information to help understand the nature of your complaint.

NDIA will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. NDIA will let you know what they say in response to your complaint.

Complaints can be resolved in many different ways and the officer who is handling the complaint can provide you with information about how other complaints have been resolved.

If you are dissatisfied with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled.

If you are not satisfied about the way your complaint was then managed, you may seek assistance from the Commonwealth Ombudsman. You can: call: 1300 362 072
visit the website: [ombudsman.gov.au/pages/making-a-complaint/](https://www.ombudsman.gov.au/pages/making-a-complaint/)

Raising concerns about NDIS (cont)

Service standards

The NDIA will resolve your complaint as quickly as possible at the local level.

Complaints procedures require that :

Immediate action be taken where there appears to be a high risk of harm, neglect or abuse

complaints be acknowledged within 24 hours of receipt

you receive a call within 48 hours of acknowledgement

complaints be resolved within 21 calendar days

The NDIS publish information on performance.. If the complaint is about a decision by the Agency

If your complaint is about a decision made by or for the Chief Executive Officer, (CEO) of the NDIA you can

lodge an application for a Review. These are known as Reviewable Decisions and any person directly

affected by a decision of the Agency can request such a review.

Before an internal review you are encouraged to request reconsideration by the original decision-maker about your concerns, especially if you think an important matter was overlooked or new information has come to light.

When a decision is reviewed by the CEO, or the Administrative Appeals Tribunal, it could confirm the decision or it may change the decision.

A list of reviewable decisions is in the legislation. These relate to things like being accepted as a participant, the provision of reasonable and necessary supports, a decision to become a registered provider of supports and many other decisions. When informed of a NDIS decision you will be told how to request a review.

A request for a review must be made within 3 months of receiving notice of the reviewable decision from the CEO. The CEO will ask a NDIA staff member to review the decision.

The staff member responsible for the review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process.

A request for a review can be made by: sending or delivering a written request to the CEO at:

NDIS
GPO Box 700
Canberra ACT 2601

Or making a request orally at the NDIS office, calling 1800 800 110

sending an email to feedback@ndis.gov.au

At the time of asking for a review, you should explain why you think the decision is incorrect. A form requesting a review is also available from [ndis.gov.au/document/394](https://www.ndis.gov.au/document/394)

You do not have to use this form but it can help you to describe why you want a review. If you are still unhappy after the first review by the CEO, you have two choices:

you may seek a further review by the NDIS, or

you can ask for a review by the Administrative Appeals Tribunal.

More information

Visit: [ndis.gov.au](https://www.ndis.gov.au)

Email: enquiries@ndis.gov.au

Call 1800 800 110* Monday to Friday, 9.00am to 5.00pm EST.

For people with hearing or speech loss: TTY: 1800 555 677

Speak and Listen: 1800 555 727

For people who need help with English TIS: 131 450

*1800 calls are free from fixed lines; however calls from mobiles may be charged.



**‘Getting Ready’:
Living the life I want to live
(a free workshop for people with
physical disability)**

The focus of the workshop is to gain more control over your life by identifying what is important to you, learn to set goals and make a plan to achieve those goals:

- Provide opportunity for individuals through discussion and personal reflection to identify and focus on what is important to them
- Assist individuals in identifying the skills and supports they may need to attain their specific goal
- Gain information about funding initiatives
- Enable greater self awareness and confidence in individuals

Developed by people with physical disability, for people with physical disability, facilitated by people with physical disability

Workshop dates are listed on the next page

To register for a free workshop or to find out more information please contact: admin@pdcnsw.org.au or call (02) 9552 1606

‘Getting ready’ is a consumer capacity building activity as part of Stronger Together 2 an initiative of Ageing, Disability & Homecare, Department of Family & Community Services NSW

Physical Disability
Council of NSW
3/184 Glebe Point
Road
Glebe NSW 2037

Ph (02) 9552 1606
Fax: (02) 9552 4644
E: admin@pdcnsw.org.au
www.pdcnsw.org.au

**Ordinary People
Ordinary Lives**

Workshop Facilitation

Getting Ready is a free workshop run over two days

The restricted number of participants, the diversity of facilitator life experience and the face-to-face nature of the facilitation style all contribute to the effectiveness of the workshops.

- Conducted in two half-day sessions with a night in between for reflection and preparation .
- Optimum number of participants for each workshop is five people.
- The workshop is conducted by two facilitators, at least one of whom has a physical disability.

Upcoming workshops Below

<i>Date</i>	<i>Location</i>	<i>Address</i>	<i>Time</i>
16-17 March 2015	Campbelltown	Topaz Room, Campbelltown RSL, 1 Carberry Lane, CAMP-BELLTOWN, NSW 2560	Day 1—1.15pm to 4.30pm Day 2—9.45am to 1pm
20-21 April 2015	Sydney City	Lawson Room, Sydney Mechanics School of Arts, 280 Pitt Street, SYDNEY NSW 2015	As above
27-28 April 2015	Port Macquarie	Lachlan's Conference Room, Best Western Macquarie Barracks, 103 Hastings River Drive, PORT MACQUARIE, NSW 2444	As above

To register for a free workshop or to find out more information please contact: admin@pdcnsw.org.au or call (02) 9552 1606

Dementia and Physical Disability Workshops

March 11-12 **Broken Hill**

March 25-27 **Wyong**

May 6-7 **Kiama**

Physical Disability Council of NSW (PDCN) and Alzheimer's Australia NSW (AlzNSW) are delivering a skill-based educational program at no cost for community service providers supporting clients who have a physical disability and dementia.

Final three workshops! Don't miss out!

To register for a workshop, please go to

<http://www.fightdementia.org.au/new-south-wales/education--training-in-nsw.aspx>