

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) provides all Australians under the age of 65 who have a permanent and significant disability with the support they need. As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life. The NDIS also provides people with disability, their family and carers with information and referrals to existing support services in the community.

NSW Trustee & Guardian recognises the benefits of the NDIS for our clients who are also participants in the scheme. While we are not actively involved in the NDIS process, we inform clients of their eligibility and can direct them to organisations who can assist in their NDIS journey.

How we can help

Planning meetings – we provide clients with a copy of their budget if they request one to take to their NDIS planning meetings. We can also provide the NDIA planner with information about the client's finances to assist them in developing a meaningful plan.

Funding – the only funding that we may manage is transport funding, and that depends on the capacity of the client.

What is not within our role and function

NDIS access requests – NSW Trustee & Guardian cannot make a decision about a client accessing the NDIS, nor do we complete an access request on their behalf. We refer our clients enquiring about accessing the NDIS to a Local Area Coordinator who will assist them with the process.

Planning meetings – we are not involved in the development of a plan and do not attend planning meetings.

Reviews – we are not involved in plan reviews, both scheduled and unscheduled.

Funding – our client's NDIS funding cannot be self-managed and must be managed by the National Disability Insurance Agency (NDIA) or by a plan manager.

Service providers – we are not involved in choosing service providers for our clients.



Complaints

If you are not happy with the level of service from the NDIS or your service provider, we encourage you to use external pathways to resolve your complaint.

Complaint about a provider
NDIS Quality and Safeguards Commission
Phone: 1800 035 544
Email: contactcentre@ndiscommission.gov.au
www.ndiscommission.gov.au

Complaint about NDIA's actions
Commonwealth Ombudsman
Phone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
www.ombudsman.gov.au

Complaint about a product or service
NSW Fair Trading
Phone: 13 32 20
www.fairtrading.nsw.gov.au