

What is Choice & Control?

NDIS Choice and Control means that people with disabilities have more power to make choices about the help they get. They can choose the services they want and decide how to use their money for their needs and goals. It's about giving them more control over their lives and how they receive services, so they can live independently and in a way that works best for them.

Choice: It means that individuals with disabilities can choose the types of services and supports they want. For example, they can decide who provides their care, where they get it, and what kind of help they receive.

Control: This means that people with disabilities have control over how their NDIS funds are spent. They can decide when and how to use their funding to meet their needs and goals. It's having more control over your own budget for services.



How can I exercise my right to choice and control?

The NDIS is made to help people with disabilities have more say in the support and services they get. There are different ways to use your right to choice and control:

- **Making a Plan:** When you join the NDIS, you work with someone to create a plan that covers what you want and need.
- **Picking Service Providers:** You can choose the people and organisations that help you. You pick the providers that are best for your needs, like therapy or personal care.
- **Managing Your Money:** You have choices on how to handle your NDIS money:
 - You can manage it yourself, but it takes more work.
 - You can get a plan manager to help you handle your money and paperwork.
 - The NDIS can manage it for you, but you have less say in how it's used.
- **Using Your Supports:** You get to decide how to spend your funding to meet your goals. You can pick the services you want and when and where to get them.
- **Review and Changes:** If things change for you, you can ask for a review and make changes to your plan. This way, it stays in sync with your needs.
- **Support Coordination:** Some participants may receive funding for Support Coordination. A Support Coordinator can help you understand the NDIS and find the right services.
- **Speaking Up:** You can get someone to speak for you or do it yourself to make sure your rights and choices are respected. This is called advocacy.
- **Complaints and Appeals:** If you're not happy with a decision, you can complain or appeal it.

Remember, the NDIS is meant to put you in the driver's seat. Take part in planning, express what you want and need, and get help when you need it. This way, you can make choices that help you live better and more independently.



Are there any limitations to choice and control?

While the NDIS wants to give more choices and control to participants, there are some things that can limit or challenge your choice and control:

- **Limited Funding:** NDIS money isn't unlimited. You get funding based on what you need, but it might not cover everything you want. This means you might not have all the choices you'd like.
- **Rules to Qualify:** You have to meet certain rules to join the NDIS. Not everyone with disabilities can join, and that can limit your choices if you don't meet the rules.
- **Pricing & Funding:** The NDIS has rules about funding and what it can be used for. Some things might not be covered, so you have to talk to providers, or you may need to find other ways to pay for them.
- **Limited Providers:** In some places, there might not be many providers to choose from. This can limit your choices, especially if you want a specific provider that's not in your area.
- **Handling Funding:** While managing your own funding gives you the most control, it can be hard. Some people might not be able to do it themselves.
- **Paperwork:** Handling NDIS funding, even with help, involves a lot of paperwork and rules. This can be tough for some people.
- **Plan Reviews:** NDIS plan reviews can take time and you may need to wait until your current plan is ending, so you can't make changes straight away.
- **Provider Quality:** Even if you can pick your providers, some might not suit your needs. You might not have access to high-quality services in your area.
- **Different Opinions:** Sometimes, when lots of people are involved in decisions, there can be disagreements. This can make it hard for you to make the choices you want.
- **Making Complaints:** If you're not happy with a decision, it can take a long time and be hard to fix it. This means you might not get the changes you want quickly.
- **In emergencies,** you might not have time to choose providers, which limits your options.

Supports that are not NDIS supports

The NDIA has released a document that contains a list of supports that are unable to be claimed from NDIS funding.

This means that any supports listed are unable to be claimed from your funding, even if it has been recommended to you, or you have agreed to the Reasonable and Necessary criteria.

You can learn more on the NDIS website:

<https://ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund>



What to do if you feel like your right to choice and control has been taken away?

If you think your right to make choices with the NDIS has been taken away or made worse, it's important to do something about it. Here's what you can do:

- **Speak Up for Yourself:** First, say what's wrong. Explain how your choices have been limited. Write down important details, like messages with service providers or the NDIA.
- **Contact Your Support Coordinator or Local Area Coordinator:** If you have a support coordinator, get in touch with them. They can guide and help you deal with the problem. Tell them what's bothering you and ask for their help to fix it.
- **Talk to Service Providers:** If the issue is with a service provider, talk to them directly. Share your concerns and talk about any problems that are affecting your choices. Providers should work together with you to meet your needs.
- **Ask for a Plan Review:** If your concerns are about your NDIS plan and you think it doesn't cover what you need, you can ask for a review. Contact the NDIA and explain why you need changes.
- **Mediation and Dispute Resolution:** If talking to service providers or the NDIA doesn't solve the problem, you can ask for mediation or dispute resolution. These are ways to help you and providers find an agreement.
- **NDIS Appeals:** If you feel like your rights have been seriously violated or your concerns haven't been fixed, you can make an appeal with the NDIS. The NDIA has a formal process to challenge decisions and get a review.
- **Get Help from Advocacy Organisations:** Think about contacting organisations that help people with disabilities. They can give you advice, resources, and support to deal with NDIS issues.
- **Keep Records:** Write down everything about your concerns. This will be useful if you need to make a complaint or appeal.
- **Consider Legal Advice:** Sometimes, if your NDIS rights are seriously violated, and other ways don't work, you might need legal advice.

Remember, your NDIS plan is meant to be about you. You have rights and ways to deal with problems. Keep trying to fix things if you feel your choices are limited because your well-being and quality of life matter to the NDIS.

Resources

- You can find the [Local Area Coordinator](#) for your area
- [NDIS Quality & Safeguards Commission](#)
 - Phone: 1800 035 544
 - Email: contactcentre@ndiscommission.gov.au
- [Advocacy & Support Organisations](#)
- Free Disability Advocacy Clinic - 2nd Friday of every month at the P2P office in Woombye. Bookings are required: Book Online or Phone P2P on 1800 777 723
<https://p2pqld.org.au/resources/sunshine-coast-advocacy-clinic/>

