

Evaluation of the NDIS Appeals Program Legal Services



About this evaluation



The Law Foundation wrote this **evaluation**.



An **evaluation** is when we look into something to see how it is going.



We did an evaluation of the **NDIS Appeals Program Legal Services**.

We will say **Program** for short.



The **Program** supports people who are not happy with a decision the NDIA made.

How we did the evaluation



Our evaluation wanted to find out how the Program is going.



We talked to 45 people who were part of the Program.



We also looked at reports from legal services.



This information tells you the most important things we learned about the Program.



Click here to read the big report

www.bit.ly/lf-ndis-report



The big report is not in Easy Read.

About the Program



The Government gives money to legal services in each state and territory to have the Program.



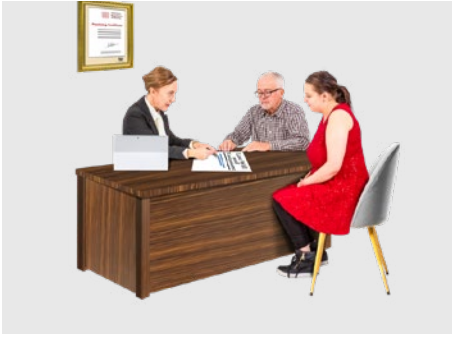
These services give legal support to people who are not happy with their NDIA decision.



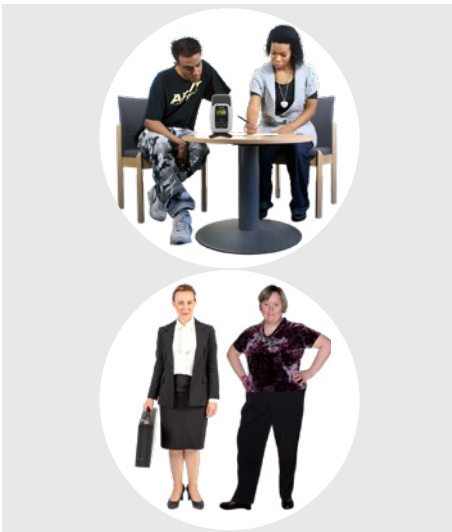
The Program makes sure people get legal support to do something about the decision.



When you do something about the decision it is called an **NDIS appeal**.

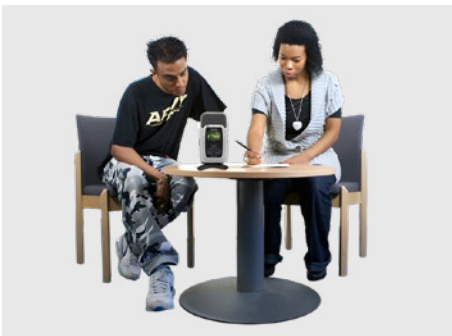


There are 2 types of legal support with your NDIS appeal.

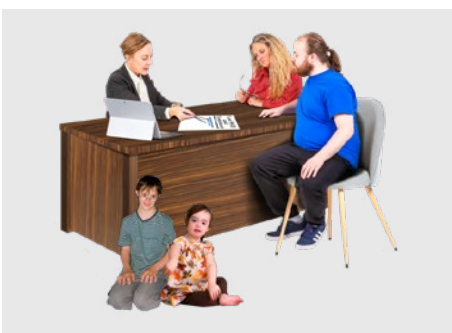


The 2 types of legal support are

- **Advice**
- **Representation.**



Advice means the legal service tells you what you can do to appeal.



Lots of people can get legal advice.



Representation means someone from the legal service does the appeal for you.



There are not many people who get representation.



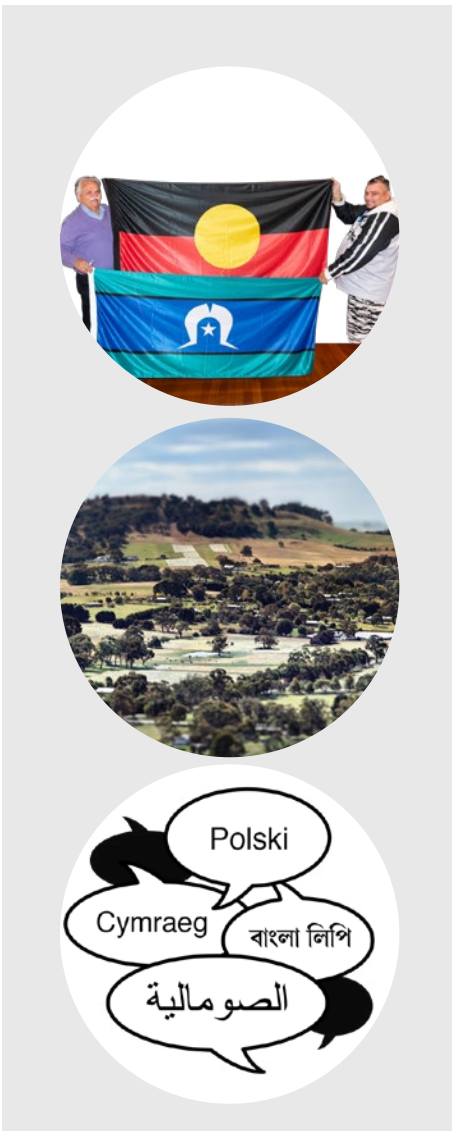
There are rules about who can get representation.



This means not many people can get representation.



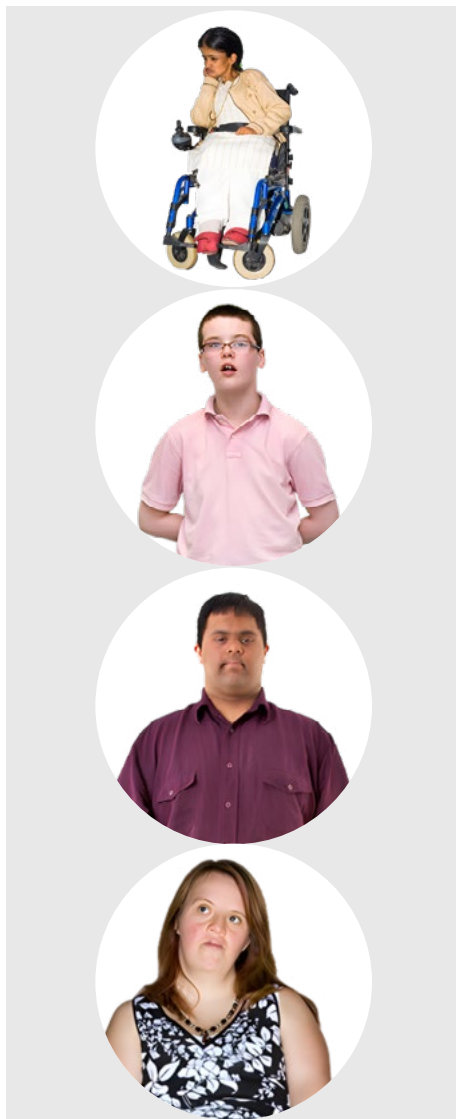
Some people miss out on getting any kind of support from the program.



They are often people who

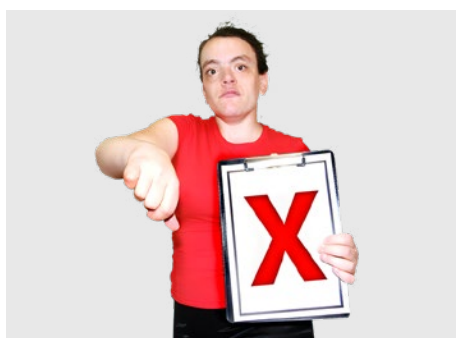
- Are First Nations people
- Live in places far away from the cities
- Speak languages other than English.

Why the Program is important



People said making an NDIS appeal feels

- Difficult
- Scary
- Angry
- Stressful.



It is hard to appeal a NDIS decision without support.



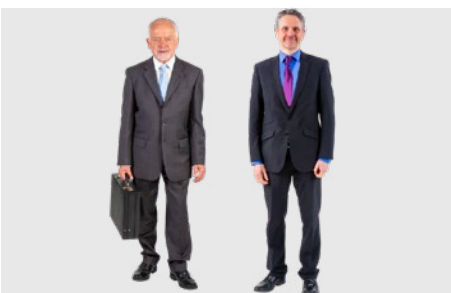
There are many things to do and think about that are hard to understand.



You need to know a lot about the law.



This is why it is good that people get support from a service that knows the laws.



The NDIA uses many lawyers to deal with the appeals.



Support from someone who knows the law helps you have a fair chance with your appeal.

What works well



The evaluation found there were some things that worked well.



The Program helps people feel more powerful when they make an appeal.



They are not alone because they have lawyers on their side.



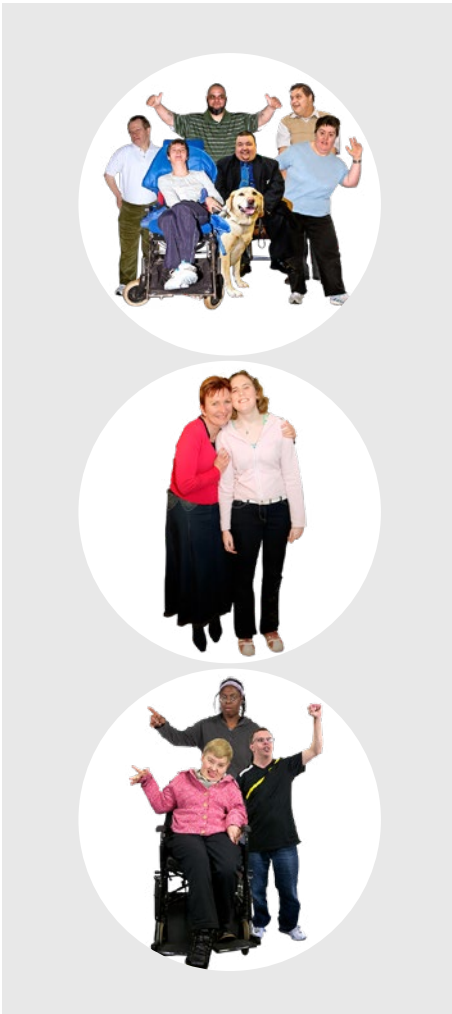
The Program helps people feel ready for the appeal as they have good information.



The Program has lawyers who understand the NDIS and disability.



The lawyers also know how to work with people with disability.



The Program works close together with

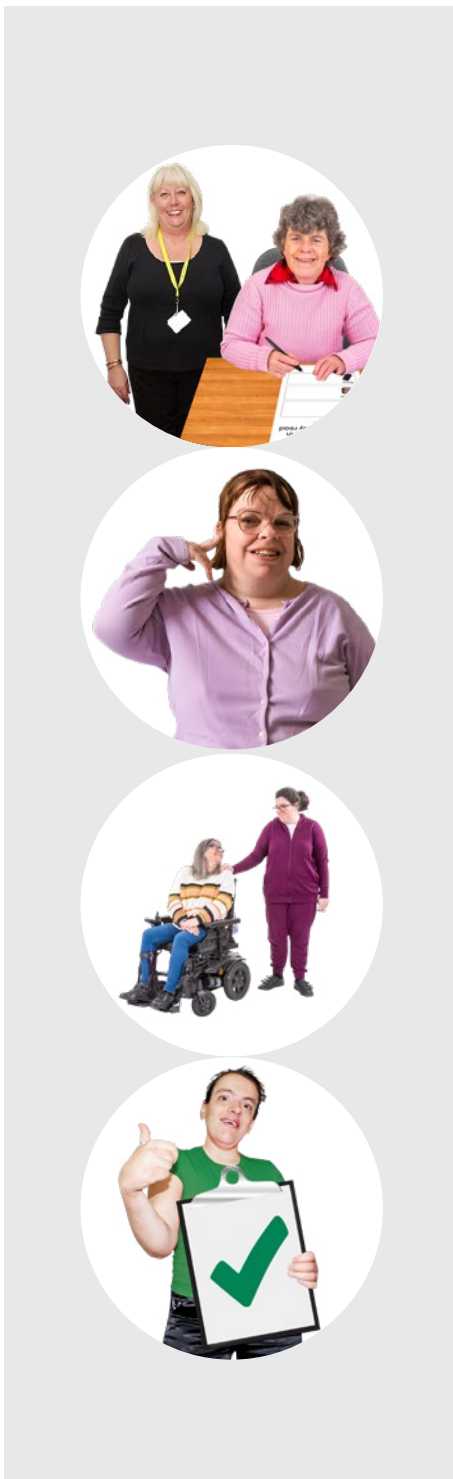
- People with disability
- Supporters of people with disability
- **Disability advocates.**



Disability advocates support people with disability to speak up to get their rights.



The Program can help people get the NDIS supports that they need.



People said the Program made them feel

- Supported
- Heard
- Cared for
- Ready for their appeal.

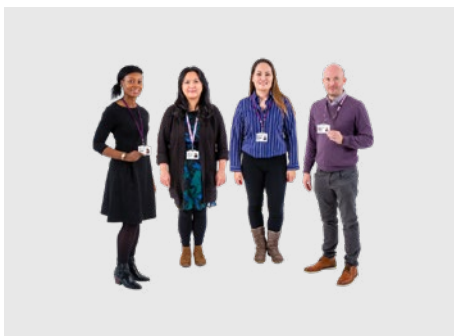
What does not work so well



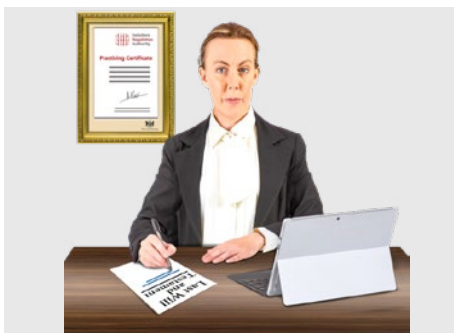
The evaluation showed that there are some things that do not work well.



There is not a lot of money to pay for the Program to keep it going.



This makes it hard to keep staff with the right skills for a long time.



The work is hard for legal services and takes up a lot of time.

What we think should happen



Our evaluation showed that there are some things that could be better.



It should be easier to do a NDIS appeal.



The Program needs to get more money for a long time.



This will help the legal services keep staff with the right skills.



More people need to be able to get help from the Program.

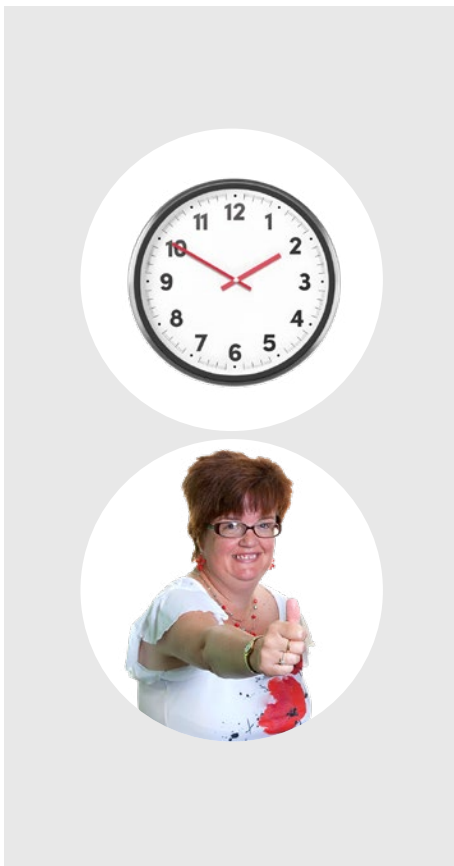


Legal services can support more people if they have more staff who

- Work for them for a long time

and

- Understand disability.



Having the Program run well also helps the **tribunal** and the NDIA to

- Work faster
- Do a good job.



The **tribunal** looks into the NDIS decision that your appeal is about.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
Email CID at **business@cid.org.au** if you want to use any of the pictures.