



Complaints, Capacity Building and the NDIS



Introducing Myself





What will be shared in this presentation

- Information for participants of the NDIS and their families, communities, and service providers about making complaints if you are not happy with the services you are receiving.
- The benefits of being pro-active and taking leadership.
- Two tools that will help you to be pro-active and to take leadership are introduced and discussed.
- An example of how a SWOT can be used is shared.
- Please ask questions if you don't understand anything. There are no wrong questions.
- Thinking Time, Talking Time and Contact Details.

Information for Participants of the NDIS





More Information for Participants of the NDIS

*If You're Not Happy
with your service...*
TALK UP!

HERE ARE SOME STEPS TO FOLLOW...

- **TALK UP!** Tell someone if you feel safe to do so.
- You can talk to:
- The person who works/visits with you regularly.
- Your family or an advocate.
- The manager of your service.

OR YOU CAN...

- **Talk directly to Health and Community Services Complaints Commission staff.**



Be Proactive – Take Leadership

Being proactive means that you don't wait for someone else to come along and tell you what they think needs to be done.

You, the individual, the family, the community (including relevant Elders), or the service provider, looks around and sees what you think needs to be done to help the person with a disability have a better quality of life and you do it!

This is Leadership, which in turn gives you the control and decision making opportunities to achieve better outcomes for yourself if you are the person with a disability, or for your family member or kinship group member, if you have a person with a disability that you have responsibility for.



One Way You Can Take Leadership

Hold family and kinship meetings with your Elders.
Do the Following in these meetings...

Review Current Services

- Identify what services are currently being provided.

New Plan

- If you are the person with a disability what are your dreams that you would like to add to your plan?
- For family or Kinship group member representatives, what more do you think could be done to help your person with a disability have a better quality of life?

Write them here and add them to the new plan

- Take these ideas with you to the next planning meeting and ask for them to be included.



A Second Way You Can Take Leadership

Do a SWOT Diagram

A SWOT diagram is a simple tool that helps a family, service provider, or community leaders and Elders to identify their **strengths, weaknesses, opportunities** and any **threats** that could prevent them from achieving their goal of providing a better quality of life for their person with a disability. Or if you are the person with a disability, a better quality of life for yourself.



What does a SWOT Look Like?

A SWOT diagram is a cross with the four areas within the cross named in the following way.





An example of how doing a SWOT might work for families and communities

- Can be used by Aboriginal families and communities that want to be able to provide services on their homelands for people with a disability, but are not currently able to do this for a what ever reason.
- Using the SWOT can give you a picture of what already exists in your community (Strengths).
- It might also show you that you have capacity within in your families and communities to care for your own.



What information would you place in the different sections of the SWOT?

Strengths

Weaknesses

Opportunities

Threats



Thinking Time, Talking Time and Contact Details

When I hear things for the first time I like to think about what I am hearing so I don't always ask questions at the time, but later (sometimes hours and sometimes days) as I think about what I heard, a question come to my mind or I want to hear something again. If you are the same, don't be shy or shame to call me. I will be happy to hear from you.

The same if you want to think about what you heard and then talk about it with other people if you are the person with a disability or the family, Elder or other responsible person through kinship for a person with a disability.

Thank you for sharing this time with me.

Contact:

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Visit www.dss.gov.au for more information.

