



NDIS SUPPORTS

Your Guide to Accessing
NDIS Support Services
Through NWRH

New Ways, Real Health

National Disability Insurance Scheme (NDIS)

The NDIS is in your community. What is the NDIS?

The NDIS is a new way of providing disability support. The NDIS supports people with disability to build skills and capability so they can participate in the community and employment. The NDIS is facilitated by the National Disability Insurance Agency (NDIA).

The NDIS has been set up to ensure people with disability have CHOICE. They have a choice in choosing their goals, who will assist them in working towards their goals (generally a disability services provider like NWRH) and how often this assistance will take place.

Choose and access mainstream services and supports

Choose and access community services and supports


**THE NDIS
HELPS
YOU TO:**

Maintain your informal support arrangements

Receive reasonable and necessary funded supports

Who can access services under the NDIS?

If you have a permanent disability and meet the program eligibility criteria you can access the NDIS.

NWRH HAVE A CHECKLIST TO ASSIST YOU IN CONFIRMING ELIGIBILITY.

It's important to understand how the NDIS works and whether you are eligible to participate. If you are, you will develop a plan with the NDIS to help you access the supports you need. Your plan will be reviewed over time so you'll get the right support for as long as you need it.

NDIS Contact Details

NATIONAL DISABILITY INSURANCE AGENCY

Telephone
1800 800 110

Speak and Listen:
1800 555 727

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

www.ndis.gov.au

* Please note that people must lodge their access request before their 65th birthday in order to meet the NDIS eligibility requirements. Once you are registered with NDIS you can choose to transition to the My Aged Care Program after you turn 65 or stay with NDIS.

How can I access NDIS Supports?



CONTACT NDIA

The NDIA is the first point to contact to access the scheme and receive services



PLANNING

An NDIA planner will assist you to identify your goals and what services you need to achieve these goals



FINALISE PLAN

It may take a few discussions and changes, but once happy you finalise your plan and budget with the NDIA



CHOOSE PROVIDER

You can now choose which service provider you would like to deliver the services in your plan

What NDIS Supports do **NWRH Offer?**

Understanding that everyone's needs, preferences and aspirations are different, NDIS provides information and referrals, support to access community services and activities, personal plans and supports over a lifetime.

As a registered provider of supports under the NDIS, NWRH can provide participants with the following support:

- Assistance in coordinating or managing life stages, transitions and supports
- Assistance with daily personal activities
- Development of daily living and life skills
- Participation in community, social and civic activities
- Therapeutic supports
- Accommodation/ Tenancy assistance
- Assistive products for personal care and safety
- Physical wellbeing activities

NWRH can assist in implementing plans to **enable you to meet your goals** including:



Physical Wellbeing Activities & Therapeutic Services

- » Occupational Therapists
- » Exercise Physiology
- » Physiotherapy
- » Podiatry - Feet & Footwear including nail care manage and foot conditions that may make walking painful or difficult
- » Speech Therapy - Support for people with speaking or swallowing/eating difficulties
- » Dietitian - Help with correct diet and food choices



Social Work/Carers

- » Help with accessing services, daily living and life skills
- » Transport, tenancy and accommodation support



Memory & Mental Health

- » Mental Health Professionals
- » Dementia Advisors



Toileting

Continence Advisor

- » Develop strategies to assist maintaining continence
- » Deciding on and sourcing aids such as pads





OUR VISION IS FOR **RURAL AND REMOTE COMMUNITIES**

TO IMPROVE THEIR QUALITY
OF LIFE, THROUGH
HEALTHY AND ACTIVE
LIFESTYLES.

**NWRH is a vibrant, not-for-profit company
employing multidisciplinary teams to provide
allied health, aged care, wellbeing and disability
services across regional, rural and remote Australia.**

Delivering outreach health services since 1993, we currently provide a variety of allied health and support services to almost every rural and remote community and major population centre in North and Central West Queensland and the Lower Gulf.

At NWRH we have an established network of Aboriginal Health Practitioners, Coordinators and Wellbeing Officers to support clinical services in remote Aboriginal and Torres Strait Islander communities.

NWRH can assist you in making contact with NDIS to assess your eligibility or with your general NDIS enquiries.

For assistance simply contact your closest office at the bottom of this page.



How Can I Provide **Feedback?**

At NWRH we appreciate all kinds of feedback. Tell us about your experience and allow us to improve our services by completing our online feedback form on our website www.nwrh.com.au. Alternatively you can also take your concerns to outside bodies such as:

**THE COMPLAINTS RESOLUTION AND
REFERRAL SERVICE (CRRS)** - 1800 880 052

**NATIONAL DISABILITY ABUSE AND NEGLECT
HOTLINE (THE HOTLINE)** - 1800 880 052

COMMONWEALTH OMBUDSMAN

Complaints: 1300 362 072

Indigenous Line: 1800 060 789

DEPARTMENT OF SOCIAL SERVICES (DSS) -
1800 634 035

QLD OFFICE OF THE PUBLIC GUARDIAN

Children: 1800 661 533

Adults: 1300 653 187

Contact Us

North West (Mount Isa)

53 Enid Street
PO Box 1127
Mount Isa QLD 4825
Free call: 1800 221 131
Tel: 07 4744 7600
Fax: 07 4744 7688

Central West (Longreach)

19 Duck Street
PO Box 256
Longreach QLD 4730
Free call: 1800 789 310
Tel: 07 4652 7100
Fax: 07 4658 3630

www.nwrh.com.au

Lower Gulf (Normanton)

38 Dutton Street
PO Box 185
Normanton QLD 4890
Tel: 07 4747 8800
Fax: 07 4747 8811

East Coast & Corporate Office (Townsville)

3/106 Dalrymple Service Road
Currajong QLD 4812
PO Box 8056, Garbutt BC QLD 4814
Free call: 1800 799 244
Tel: 07 4781 9300
Fax: 07 4781 9355

**We have places available.
Contact our friendly team
today to see what services
we offer in your community!**

**NWRH is registered to provide
supports for NDIS participants.
Provider Registration
Number: 51 757 136**

NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health and Wellbeing Services.