

NDIS & Disability Services Glossary

March 2019



A

ENGLISH	LOTE
<p>Access request/Access decision</p>	
<p>Access request: when you ask the NDIA if you are eligible for the NDIS (the program). You need to provide information about yourself (for example your age and disability) for the NDIA (the agency) to decide if you are eligible.</p> <p>Access decision: the decision the NDIA makes when you have provided all necessary information. It will be a Yes or a No or they may ask for more information. You are informed of the decision by letter.</p>	
<p>Advocate</p>	
<p>Someone who speaks or writes to support you or something that you say.</p>	
<p>Aspiration</p>	
<p>The hope or ambition of achieving something.</p>	
<p>Assistance with daily living</p>	
<p>This is about helping people with disability to complete everyday activities, such as personal care, or looking after their home (cleaning). Assistance with Daily Living can be funded by the 'Core support' budget.</p>	
<p>Assistive technology</p>	
<p>Assistive technology describes equipment that helps people with everyday life activities. They promote greater independence and safety by enabling people to perform tasks that they have difficulty doing on their own. Examples include: large print screens, hearing aids, wheelchairs or page turners.</p>	

C

ENGLISH	LOTE
Autonomy	
Autonomy means the same as independence: the ability to make decisions and do things on your own.	
Care (home, respite, personal)	
<p>'Care' in the NDIS is used to describe several things:</p> <ul style="list-style-type: none"> • Personal care is the way a person is able to look after themselves for instance by showering and getting dressed. • Home care is a service where someone comes to your house to help you with households tasks such as cleaning, help with meal preparation, laundry, etc.. • Respite care describes activities a participant may do that gives their carer some rest, for instance going to live into supported accommodation for a while, or going out with a support worker. 	
Choice and Control	
In the NDIS, choice and control means that a participant has the right to make their own decisions about what is important to them and to choose the agencies that support them (their 'providers'). They can also manage their budget if they choose to.	
Community participation	
The many ways people with a disability participate in the community like going to shops and cinemas, visiting the library and community centres, talking to their neighbours, going to festivals and playing sport.	

	ENGLISH	LOTE
D	Defined program	
	Government-funded programs that existed before the NDIS to support people with a disability. They include, for example, Disability Support Register (DSR), Futures for Young Adults and Supported Accommodation. A list can be found on the NDIS website under ‘Access to the NDIS, List c’. People who are in defined programs are automatically contacted by the NDIA without having to make an access request.	
E	Early Intervention	
	Early intervention means doing things as early as possible to work on a person’s needs. It is often applied to children. In the NDIS, children under the age of 6 are provided with early intervention support through the Early Childhood Early Intervention (ECEI) program.	
	ECEI	
	See ‘Early intervention’ above	
	Eligibility	
	Being allowed to do or receive something because you satisfy certain conditions. To be eligible for the NDIS, you need to be under 65 years of age, an Australian citizen or permanent visa holder and meet the disability criteria.	
	Episodic disability	
	An episodic disability has times when you feel well and times when you feel very unwell. How often it happens and how long it lasts is unpredictable. An episodic disability can be permanent (for instance Multiple Sclerosis) but its impact can vary from day to day.	

G

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M

ENGLISH	LOTE
Goals	
<p>What you would like to achieve in the future. The NDIS has a goals-based approach to funding, which means your funding helps you reach your goals.</p>	
Independence	
<p>Means the same as ‘autonomy’ - the ability to make decisions and do things on your own.</p>	
Informal supports	
<p>The people and services that support people with a disability, including friends and family, sports teams, activity groups or a school.</p>	
Insurance	
<p>The NDIS follows an ‘insurance model’ because it provides funding based on a person’s individual needs (not like a welfare system that gives the same to everyone). Also, like other insurance schemes, everyone contributes to it for those who need it now and those who may in the future.</p>	
Multi-disciplinary	
<p>Generally describes a team of professionals from different disciplines who work together and complement each other’s work.</p>	
My Aged Care	
<p>My Aged Care is the main system to help people find appropriate aged care services in Australia. It is funded by the Federal Government. If someone with a disability is older than 65, they are not eligible for the NDIA and are supported by My Aged Care.</p>	

N

P

ENGLISH	LOTE
NDIA	
The National Disability Insurance Agency is the national agency that manages the NDIS	
NDIS	
The National Disability Insurance Scheme is the program that is delivered nationally.	
Participant	
Someone who has been accepted into the NDIS.	
Participant Statement	
The statement explains your goals and aspirations and how you would like to live your life in the future. It is used to develop your plan and will then become part of your NDIS plan. You can change it when your circumstances or aspirations change.	
Permanent Disability	
A disability or condition that will affect a person for their whole life. The NDIS website has a list of what qualifies as a 'permanent disability'.	
Plan	
The NDIS Plan is a written agreement between you and the government about what support you need to achieve your 'goals'. Everyone has a different plan as everyone is different. The Plan includes a budget to fund the supports. The Plan needs to be approved by the National Disability Insurance Agency before it can start. Plans last for one year and are reviewed annually.	

ENGLISH	LOTE
Planning conversation / meeting	
<p>To prepare your plan, you will meet with someone called a ‘Local Area Coordinator’ or Planner who will discuss your goals and your needs with you. It may take several meetings. There is information on the NDIS website in Participants’ Booklet 2 that can help you to explain what you want.</p>	
Portal	
<p>The NDIS portal is like a personal account through the NDIS website. It enables people to view their plan and funded supports, track their budget and find useful information about registered NDIS providers. The NDIS portal is called ‘myplace’</p>	
Price guide	
<p>The NDIA sets a price limit for the cost of services to make sure providers do not charge excessively. Providers can choose to charge less than the price set in the Price Guide.</p>	
Psychosocial	
<p>‘Psychosocial’ is used by the NDIS to describe a disability that is caused by mental health issues and affect someone’s ability to manage in the world. To be eligible for the NDIS, a participant will need to prove that their psychosocial disability is permanent and has a strong impact on their behaviour and their ability to manage their daily life and activities.</p>	
Reasonable and necessary	
<p>To be accepted in your plan, the supports you ask for must be seen by the NDIS as ‘reasonable and necessary’. Reasonable means something ‘fair’ and ‘necessary’ means ‘something you must have’. The</p>	

R

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ENGLISH	LOTE
<p>NDIS funds reasonable and necessary supports relating to a person’s disability to help them live an ordinary life and achieve their goals.</p>	
<p>Self-managed (also Plan-managed and NDIA-managed)</p>	
<p>You can choose to manage your NDIS funding and pay the providers directly. You are able to choose both NDIA and non-NDIA-approved service providers.</p> <p>You can also choose to employ an agency to manage your funding, while still choosing your service providers. This is called ‘Plan Managed’.</p> <p>Another option is to let the NDIA choose your providers and manage the funding. This is called ‘NDIA-Managed’. In this option, you are only be able to use service providers who have registered with the NDIA</p>	
<p>Service agreement</p>	
<p>A service agreement is between you and each of your provider. It outlines in writing what support and service the provider agrees to deliver, how much each service will cost and other useful information.</p>	
<p>Service booking</p>	
<p>A Service Booking is the way an NDIS participant ‘books’ a provider to deliver a service. It outlines the type of service provided, for how long and how much money is set aside to pay for it. A Service Agreement may include several services (with the same provider) and each will need a service booking. Service Bookings are made online on the myplace portal.</p>	
<p>Service Provider (or ‘Provider’)</p>	
<p>A person or agency who provides a service. For instance, a Disability Service Provider will help people who have a disability to get the supports outlined in their NDIS plan. Under the NDIS you can choose</p>	

ENGLISH	LOTE
your providers and change them anytime you want.	
Shared living arrangements	
Under the NDIS, this means two things: when a participant chooses to live with other people with disabilities and they engage a worker or workers for the group. It also describes when a participant goes into disability-specific supported accommodation.	
Significant	
The NDIS considers a ‘significant disability’ to be a disability that makes it difficult for you to take part in everyday life and activities without assistance.	
Support Coordinator	
An agency worker who helps you to find providers, resolve problems with service delivery and manage the services you are receiving under your plan. They can also organize interpreters for you if you are using providers registered with the NDIS	
Support – Capacity building	
Activities that help you build your independence and skills. For example: funding related to employment, education, developing connections outside your family.	
Support - capital	
An investment, such as assistive technologies, equipment and home or vehicle modifications	
Support - Core	
‘Core’ means ‘central’. Core supports make it possible for NDIS	

V

ENGLISH	LOTE
participants to do activities in their daily life. Core supports can be (for example) someone coming to your house to help you dress (personal care), assistance with transport, or products such as continence pads.	
Value for money	
When discussing possible supports, the NDIS will assess if what a participant is asking for represents 'value for money': is the cost reasonable? Is there a cheaper option that would provide the same benefits? It is part of the assessment of what is 'reasonable and necessary'.	

To help you understand the NDIS, we also recommend:

- **Ethnic Community Services Cooperative NDIS Helpful Words:** <http://ecsc.org.au/people-with-disability/resources-for-you>
- **NDIS:** <https://www.ndis.gov.au/participants.html>
- **Amparo:** <http://www.amparo.org.au/factsheets/>
- **Health Translations:** healthtranslations.vic.gov.au

KEY DISABILITY TERMINOLOGY

A

ENGLISH	LOTE
Accessibility	
In the context of disability, 'accessibility' is often used to describe something that can be entered or reached (for instance a building).	
Acquired Brain Injury (ABI)	
Any type of brain damage that occurs after birth. ABI can be caused by many things, including trauma, infection, strokes or alcohol and drug abuse.	
Allied Health	
Allied Health professions are health care jobs such as physiotherapists, social workers, speech therapists, or occupational therapists. They require university qualifications. This term does not include nurses, doctors, dentists and pharmacists.	
Autism	
Autism is a 'developmental condition', which means that a child is not developing in the same way as most children. The child often has difficulties with social interaction and communication, can be sensitive to noise or uses repetitive actions. Autism is often diagnosed at an early age (2 or 3 years old). There are many degrees to which it affects a person's life – this is called the 'autism spectrum'.	
Carer	
A carer is someone who is responsible for looking after another person, for example, a person who has a disability, is ill or very young.	
Child development	
Refers to the physical, emotional and language changes that occur in	

C

D

ENGLISH	LOTE
<p>a child from birth to the start of adulthood (it includes adolescence). During this time, a child progresses from dependency on their parent/guardian to increasing independence. Child development occurs during predictable time periods, called ‘developmental milestones’. These periods vary from child to child.</p>	
<p>Confidentiality</p>	
<p>This means that the information you give to a healthcare professional is private. The healthcare professional must get your agreement before sharing the information with anyone. They need your permission (‘consent’) to share your information.</p>	
<p>Consent</p>	
<p>To give permission for something to happen.</p>	
<p>Criteria (or criterion)</p>	
<p>Is a measure by which you decide something.</p>	
<p>Developmental delay</p>	
<p>This occurs when a child under the age of 6 has not reached expected progress (called ‘developmental milestones’) for their age. For example, if the normal range for learning to walk is between 9 and 15 months, and a 20- month-old child has still not started walking, this would be considered a developmental delay.</p>	
<p>Diagnosis</p>	
<p>The identification of an illness or other problem (see also ‘assessment’).</p>	
<p>Disability Pension</p>	
<p>Provides financial support if you have a physical, intellectual or</p>	

	ENGLISH	LOTE
	psychiatric condition that stops you from working.	
E	Equipment	
	The tools and machines that someone with a disability may need such as a wheelchair or hearing aid.	
F	Functional impairment	
	Describes a person’s damage or weakening of body or function, a limitation in activities or a restriction in participation in their environment. A disability can be attributed to one or more impairments.	
H	Hard-of-hearing / deaf	
	Deaf refers to someone who has very little hearing and uses sign language to communicate. Hard-of-hearing refers to someone who has a mild-to- moderate hearing loss and may communicate through sign language, spoken language or both. The deaf community does not recommend using the term ‘hearing impaired’.	
I	Intellectual disability	
	Difficulty in learning, problem solving and remembering information and ideas.	
M	Mental illness	
	A mental illness is a health problem that significantly affects how a person feels, thinks, behaves and interacts with other people. It is different from a mental health problem, which is less severe. Mental health problems are more common and can be experienced temporarily as a reaction to the stresses of life.	

O

ENGLISH**LOTE****Occupational Therapist (OT)**

These workers focus on your ability to perform your daily activities. They aim to improve your independence. They have particular skills in problem solving, and breaking down activities or tasks to make them easier to manage and learn. They can also provide advice and assistance on what equipment can help.

P

Peer Worker

A person who understands your needs based on their own experience. For instance, a Peer Worker providing support about a mental health problem will themselves have experienced problems with their mental health.

Physical disability

A physical condition that affects a person's mobility, and ability to perform physical tasks and routine daily activities.

Physiotherapist

Physiotherapy is the treatment of injury or illness through physical methods — such as exercise, massage, manipulation and other treatments — rather than medication and surgery. A physiotherapist in an 'Allied Health' professional.

R

Referral

A letter from your doctor to a specialist asking for an appointment for you. If the referral is to a specialist in a public hospital, the hospital will contact you to make an appointment. If it is to a private specialist, you will need to make the appointment yourself.

Rehabilitation

The action of helping you go back to health or normal life through

	ENGLISH	LOTE
	training and therapy, for instance after an illness or an operation.	
S	Speech pathologist	
	A health professional who offers strategies that may improve communication skills. They can also provide advice about a child's feeding and eating skills.	
	Subsidised	
	Means 'supported financially'. In Australia, many services working with children are 'subsidised' by the government. This reduces the cost of the service to you.	
T	Temporary	
	A disability or condition that will only last for a certain time.	
	Therapy	
	A type of treatment that helps someone feel better, grow stronger, function as fully as possible, etc.	
	Treatment	
	Medical care given for an illness or injury	
V	Vision-impaired/blind	
	A person with vision impairment or low vision is not blind, but their loss of vision is severe enough to affect their daily life and it cannot be corrected by regular glasses. A person who is totally blind has no measurable or useable vision at all and cannot see the light. 'Legally blind' is a term used by government to identify people who are eligible for special services.	