



**UNSW**  
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Social Policy Research Centre

# Using the NDIS

## The Enable In project



[www.arts.unsw.edu.au/sprc](http://www.arts.unsw.edu.au/sprc)



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Report by Sandra Gendera, Karen R Fisher and  
Isabella Burton-Clark



## About Enable In



The National Disability Insurance Scheme gives people with disability money for supports. It is **NDIS** for short.



Enable In helped people with disability find out how to get access to NDIS.



Enable In supported people with mental health problems and people who were homeless.



Enable In was managed by People with Disability Australia (PWDA).

## The people who used Enable In



400 people used Enable In.



They used it in person, by phone or in groups.



People asked Enable In about the NDIS and other supports they needed in their life.

## About the research



Enable In wanted to know how to give information to people who do not know about the NDIS.



Researchers at the University of NSW did the study about Enable In.



The researchers did the study together with the Enable In team.

The Enable In team included people with disability.



People with disability gave advice to Enable In about what the project could do better.

## How we did the research



We talked to people who used Enable In.



We talked to the workers in Enable In.



We talked to the service providers who worked with Enable In.



We looked at information about the people who used Enable In.

## How Enable In helped people



People with disability said  
Enable In supported them well.



They liked Enable In workers  
because they were

- friendly
- respectful
- understanding
- they had time.



Some people became confident to  
speak out for themselves and  
other people.



People got information about how to apply for NDIS support.



People also found out how to get support to

- find housing
- apply for Centrelink money
- get a driver's licence
- see a doctor.



One person found a job after working with the Enable In team.



# Working with service providers



Enable In also worked with service providers.



Enable In showed service providers how to better support people with disability

- how to explain NDIS support
- how to help people access the NDIS



- how to help people with other needs, like finding a home or getting healthy.

## Tips for other services to help people get NDIS support



Enable In found good ways to give people information about NDIS.



Some people first need to trust a service.



Building trust takes time.

Services need to take time, so the person can get to know them.



Another way to gain trust is when workers do exactly what they said they would do.



Some people trust information about NDIS from a Disabled People's Organisation.

## Summary



People need support to know about NDIS so they can get the services they need.



Some people first need to trust a service.

Building trust takes time.



For more information about the project, go to this link

- [Enable In – People with Disability Australia \(pwd.org.au\) Enable In action research | Social Policy Research Centre – UNSW Sydney](#)