

What is the NDIA LGBTIQA+ Strategy?

The National Disability Insurance Agency (NDIA) is the group of people that runs the National Disability Insurance Scheme (NDIS). The NDIA now has an LGBTIQA+ Strategy.

This is the first time the NDIA has had an LGBTIQA+ strategy.

A strategy is a plan for getting things done. They are often used to plan for how important changes will get done.

The strategy is called 'Our Bodies, Our Genders and Our Relationships'.

This strategy is to help the NDIA make LGBTIQA+ people feel safe and comfortable when talking to the NDIA.

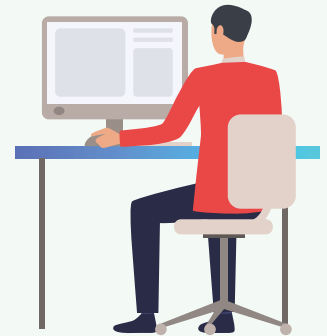
The strategy says that the NDIA wants to make sure that ALL people are:

- ✔ Treated well and equally
- ✔ Accepted and not judged for who they are
- ✔ Able to make choices about their body and how to talk about their body
- ✔ Respected for the choices they make and their relationships



Can I tell the NDIA what I think of the strategy? YES!

1. You can call the NDIA on **1800 800 110**.
2. You can write to the NDIA by mail or you can send an email to this email address: **enquiries@ndis.gov.au**.
3. You can ask someone you trust to help you contact the NDIA.



How do I find the NDIA LGBTIQ+ Strategy?

You can read the NDIA LGBTIQ+ Strategy at this web page:
www.ndis.gov.au/about-us/strategies/lgbtiqa-strategy

What is in the NDIA LGBTIQ+ Strategy?

The strategy lists a lot of different things that the NDIA has already done. It also lists what it wants to do in the future.



What the NDIA has done in the past

The NDIA has done a few things to make the NDIS better for LGBTIQ+ people with disability. These are:

1. Training NDIA Staff on how to include LGBTIQ+ people better.
2. Talking more with LGBTIQ+ people and organisations.
3. Giving organisations money to do projects, like making documents and videos with LGBTIQ+ people with disability.
4. Going to important events and festivals (like Mardis Gras or other Pride parades).
5. Starting an LGBTIQ+ Allies group for NDIA staff to share their stories.

What the NDIA is going to do

The NDIA wants to get better at working with LGBTIQ+ people with disability. The strategy talks about what the NDIA wants to do. The NDIA wants to:



1. Make sure that everyone who works for the NDIA respects LGBTIQ+ people with disability.
2. Make sure you know that you only have to tell a person what you want to about your sexual orientation, your gender identity, your body, and your sex characteristics.
3. Get better at working with the LGBTIQ+ community, and organisations.
4. Make sure that LGBTIQ+ people feel comfortable talking to NDIA staff about sexuality, gender, and sex characteristics.
5. Make sure that LGBTIQ+ people with disability feel safe and comfortable to tell the NDIA how they feel about the NDIS.
6. Make sure that the NDIA gets a correct idea of how many LGBTIQ+ people with disability are in Australia, and how many use the NDIS.



How was the LGBTIQ+ Strategy made?

The NDIA wrote the strategy with LGBTIQ+ people. It is to make sure you are treated with respect when you are talking with the NDIA.

It is good to read the strategy because it will tell you what the NDIA plans to do to make you feel safe when working with the NDIA.



What can people do if someone in the NDIA is not following the strategy?

Sometimes LGBTIQ+ people with disability may not feel safe because of the way an NDIA staff member treats them. You can ask to speak to the staff member's manager. You can talk to the manager about what happened.

If you are not happy after you talk to a manager, you can use the NDIA feedback and complaints web page at [ndis.gov.au/contact/feedback-and-complaints](https://www.ndis.gov.au/contact/feedback-and-complaints). You can ask someone to help you.



Will staff be trained to be friendly to LGBTIQA+ people?

The NDIA's LGBTIQA+ Strategy includes training for staff. It also includes new rules to make sure NDIA staff think carefully about the needs of LGBTIQA+ people.

What can people do if the NDIA is not following the strategy?

If you have a bad experience with the NDIA, you can use the NDIA feedback and complaints web page at ndis.gov.au/contact/feedback-and-complaints. You can ask someone to help you.

If you feel that the NDIA does not listen to your feedback, you can contact an advocacy organisation for help.

You can find an advocacy organisation here: disabilityadvocacyfinder.dss.gov.au/disability/ndap.

An advocate can help you work out what to do next. They might help you speak to the government, or they might help you talk more with the NDIA.

You can also talk to other LGBTIQA+ people at QLife go to qlife.org.au for more information or call **1800 184 527**.



Word definitions can be found at rainbowinclusion.org.au/words

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Contact details



Phone: (03) 5247 9273



Email: projects@inclusiondesignlab.org.au



Website: rainbowinclusion.org.au



From our hearts, we acknowledge the First People of Australia, Aboriginal and Torres Strait Islander people.

We show our respects to Elders past, present and future and to Mums and Dads, Aunties, Uncles, cousins, nieces and nephews and family. Brotherboys and Sistergirls are part of the rainbow flag.

For all the self advocates who are people with intellectual disability: Nothing about us without us.



Point your phone's camera at this QR code to be taken to the **Rainbow Inclusion** website