



ANUHA BUZZ

Issue #12
March 2023

From the Chief Executive Officer

After being part of Anuha for over 22 years I have made a decision to retire.

I have advised the Anuha Committee that my last working day will be July 26, before taking my annual leave and long service leave.

Things have certainly changed since I first walked through the front door all those years ago. We only supported around 30 people, had about 25 staff and no housing.

Now we support over 120 people have 130 staff and provide housing in 13 different dwellings. Our recycling centre recycled 732 tonnes in my first year, it now processes over 4000 tonnes each year.

I want to thank all those who have supported me during my time and I wish you all the best for the future.

Robert Evelyn
CEO

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MRF News!

A lot has been happening over the last few months at the MRF.

We have had some staff changes: Andrew Wilson the Support Worker has sadly left us and he definitely will and has been missed, but we have also gained 2 New Support Workers Tabitha Spence and Joanne Ayre and they both seem to be settling in nicely. Also we have a new Supported Employee Noah Pyne.



Andrew



Tabitha



Joanne



Noah

The MRF attended Fire safety training, the participants got to have a go at the fire extinguisher which was pretty exciting, Very informational.

Over the past week and coming weeks there has and will be maintenance going on which is exciting to see the machines being serviced and fixed where needed.

Now we are getting back on top of production after the busy Christmas period we are trying to upskill supported employees in different areas of the MRF such as maintenance, paper shredder, plastic press and industrial truck runs.

The Client Committee also had their meeting on 16th of March which is always great to discuss ideas.



Scott Retschlag has been diversifying his skills - working out on the industrial trucks as well as the sorting line.

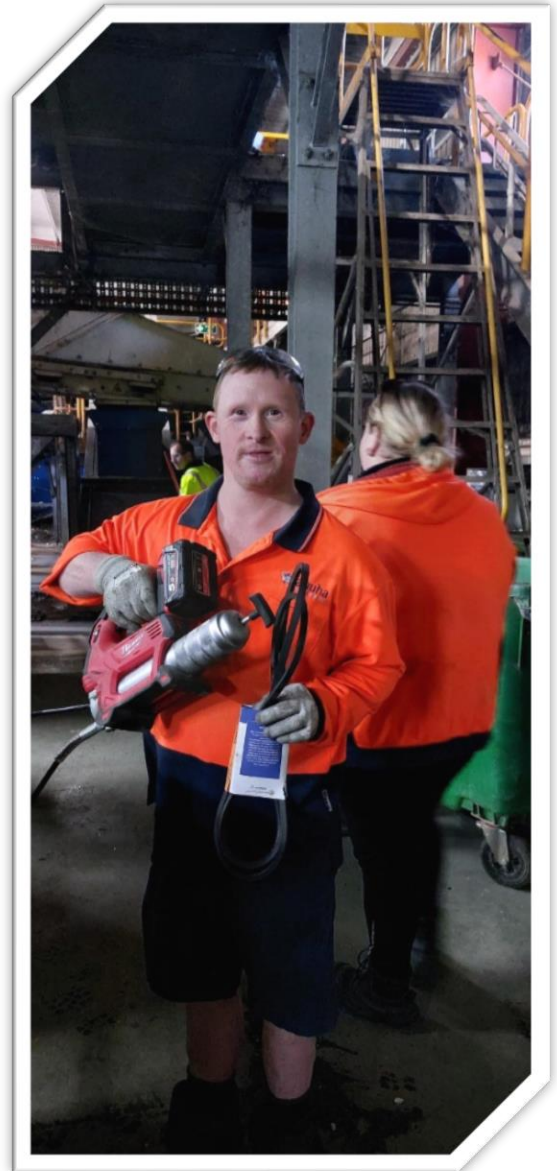


MRF News!

Craig Zampech modelling the new hardhats and hairnets for when they are cleaning under the conveyer belt. We were these for safety when cleaning.

Attached is also a photo of Thomas King with one of the power tools. Thomas has been learning to assist with the MRF site maintenance instead of working on the recycling sorting line all of the time.

We are trying to upskill people and give them more variety.



What's Been Happening?

WHAT A TEAM!

Tammy Kent, Samantha Matthews, Jodie Miller, Keven Montgomery, and Matthew Tomlinson, represented Toowoomba Sunset Bowl at TQI Disabilities on the 12th of February 2023 at Caboolture Bowl.

All bowlers were excited to win the inter-centre challenge. The last time they won was in 2016. Congratulations to all who partook in the challenge.

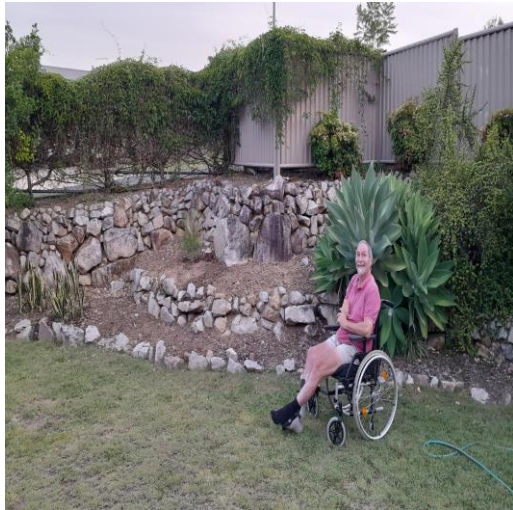


STRIKE!



Backyard Blitz!

Phil receiving support to do his gardening. Phil and his staff have been busy weeding and pruning, and now the garden beds are ready for replanting.



Above is the area where Phil would like to have some new plants.



Very excited!



Above - Phil using a hose to wash off the remnants of a hornets nest.



Above - Phil enjoying his patio in the evening with the furniture rearranged. Phil helped with moving the patio table and chairs.

Outing

Daisy Hill Koala Sanctuary



Great day out at Daisy Hill Koala Sanctuary.

We spotted some of the cutest sleepy koalas. The park has lovely eating areas with easy access wheelchair ramps and paths too.

Support Workers who attended – Ash, Helen & Hanna

Participants who attended - Justine, Sam, Jodie, Chris, Keven, Montana & Tammy



Mooloolaba



Tammy feeling the different textures of underwater animals.



A windy but beautiful day!



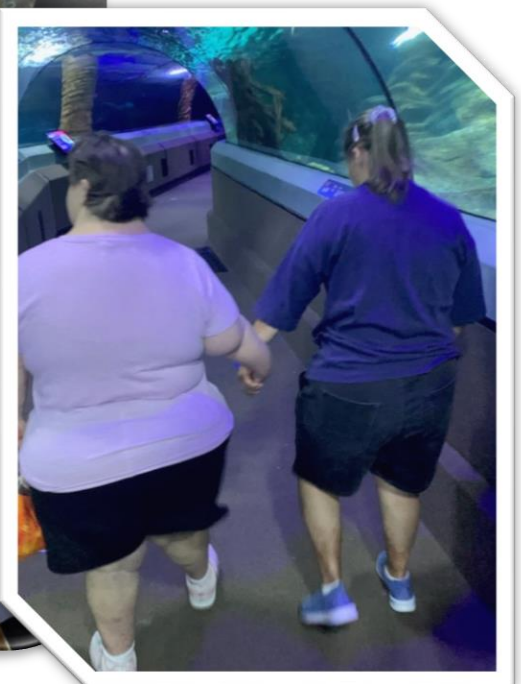
Tammy & Cathy take on Mooloolaba!

What a fantastic trip! So many things to see and do.

Say Cheese!



Look out ladies!



Sunday Activities

Colours of the Lockyer at Laidley.

Tammy, Sam, Jodie and Travis attended the festival on Sunday 26th March. Enjoying the markets, Aboriginal performances, fire twirling.

The ladies then had a taste of different foods including Baklava. Then onto mini facials and massages and a quick health check on the way out.



Out & About

Redbank movies and lunch...

Tammy, Sam, Chris and Jodie met with Montana at Redbank Plaza, enjoying a cuppa at the cinema cafe before sitting back and relaxing to Shazam! Fury of the Gods.

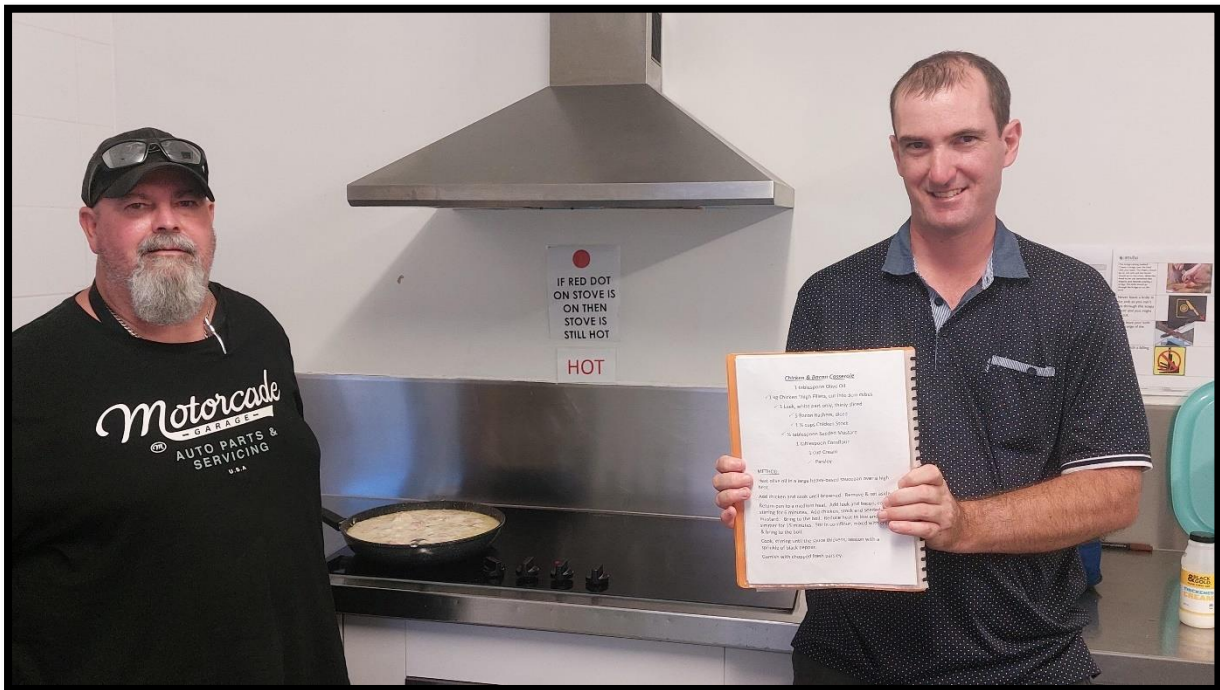
The group then decided to dine at Rashay's for a delicious lunch.



Cooking up a storm!

One day a fortnight Scott cooks up a storm in the Anuha kitchen! He makes all the office staff very hungry with all of the yummy smells coming from the kitchen.

Gary, one of our LES support workers assists Scott in the kitchen. Together they hone their cooking skills and make something delicious for Scott's family to enjoy for dinner.



In this photo Scott and Gary are making a chicken and bacon casserole.

Scott is happy to learn more cooking skills to prepare him for living independently in the near future.

Cooking is an important everyday life skill very useful increasing your independence. If you are interested in giving this a go yourself please contact the Anuha office.

Well done Scott!

International Women's Day



08/03/2023

Today we celebrated International Womens Day with a Morning Tea in the office.

International Women's Day is a global holiday celebrated annually on March 8 as a focal point in the women's rights movement.



Just a few of the office ladies - Kylie, Sue Shona, Tracy, Trudi, Jacinta, Karen, Vicki, Courtney & Tanya



Vince & Robert

The men joining in
to celebrate
International
Womens Day



Roberts Final Countdown!

Who would believe it? Robert Evelyn, Chief Executive Officer is retiring.



Robert, on the 26th of July 2023 after nearly 23 years has decided to hang up his CEO Hat. Travel is on his bucket list. A cruise to Canada and a tour of the Western Rocky Mountains is on his agenda and he also looks forward to spending more time with his grandchildren.

Robert commenced with Anuha on the 13th November 2000, when we employed 2 administration staff, 10 Lifestyle Support Staff and 30 participants. We collected kerbside recycling products and processed these products from where our Tip Shop currently operates.

Many changes have occurred in the disability sector over the last 23 years. Under Roberts leadership, Anuha has developed a strong business model and successfully met the challenges that came with change such as:

- Transitioning from Department of Communities Funding and Supported Employment Funding to the National Disability Insurance Scheme.
- Changing our model of service provision to meet the needs of participants with NDIS Plans.
- Building a new Material Recovery Facility.
- Gaining contracts for the operation of the transfer stations across the Lockyer Valley.
- Commencing operation of the Anuha Tip Shop.
- Building new accommodation that houses people with disabilities.
- The implementation of the container refunds scheme and processing of these products.
- Meeting compliance with the NDIS Practice Standards and conditions of registration.
- Reviewing our organisational model to meet the growth that has led to Anuha now supporting over 100 participants and employing over 130 staff.

Thank you, Robert, for your guidance and leadership. May your dreams be fulfilled, and may retirement bring you the enjoyment that you deserve.

From the Anuha Staff ,Participants, Representatives and advocates.

How many days is it Robert until the 26th of July 2023?

Days	Hours	Minutes
118	4	34

Anuha Tip Shop

Hello from the Tip Shop!

We hope everyone had a great Christmas and New Year! We've been busy sorting out all the donations over this time and the staff and volunteers have done a great job!

Heaps of new stock in the shop.

The team work very hard to make the clothing section much better for all and did a great job. We say goodbye and good luck to Belinda from our Tip Shop & thanks for your great work!

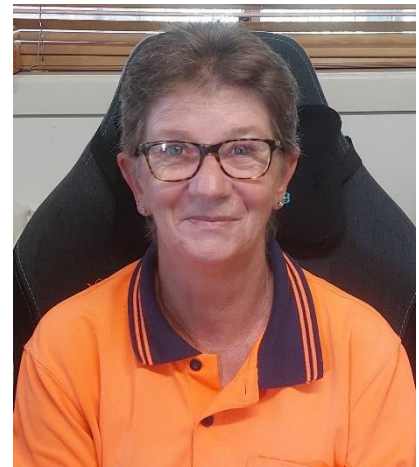
We welcome Katrina to the team and are looking forward to working with her.

Keep up the great work team!

**Thanks Mark & Katrina,
Anuha Tip Shop**

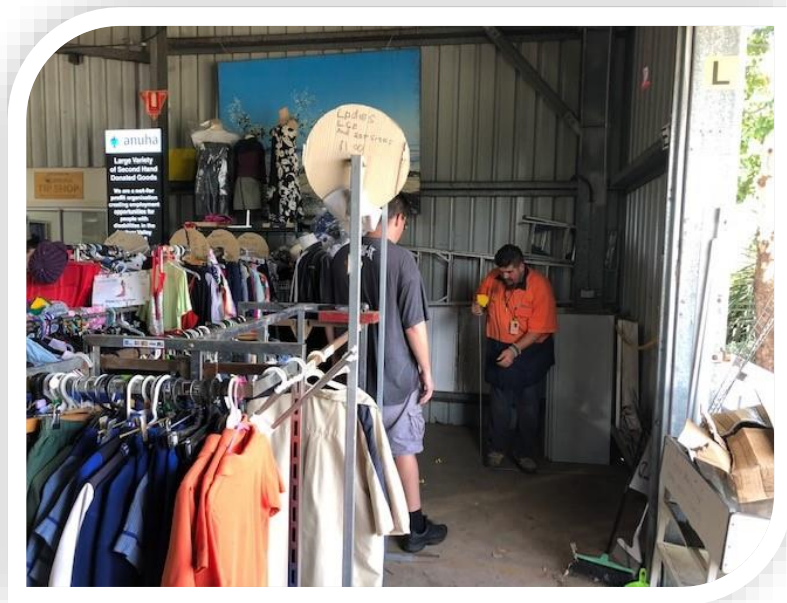


Thomas, Ernie & Jamie



Katrina Wills

She has made the move to our Tip Shop, previously working at our transfer stations. Welcome!



Jamie & Ernie



Cottage Industries

Welcome Judy!

March is a beautiful month to work in the kitchen. As the newest member of the kitchen team, I am delighted to be working with such an amazing group of young people, each one with your special talents and lovely smile. To each of you I say thank you for your warm welcome and willingness to make the kitchen the amazing place that it is. To all who have tasted our jams, chutneys and relishes and given us such positive feedback we say a big thank you and please keep up the encouragement. To those who work behind the scenes to make the kitchen run smoothly we also say thank you and this includes those who pay the bills and go the extra mile to shop for us on occasion. We are grateful to all who have given us your encouragement and support. Where would we be without our delightful Jacinta who is a positive and enthusiastic encouragement to us and who is always available to answer questions and offer advice.



Over the last few weeks we have been exploring the recipes which are all new to me. We have also contacted some of our regular retailers who either purchase our products or on-sell for us which has kept Maddie very busy packing orders – well done Maddie. We are making plans to enter the Gatton Show again this year to showcase our products and expand our influence in the community. Within the next few weeks, we are planning an outing to visit more businesses in the Gatton area to introduce ourselves and promote our products.

We look forward to getting to know you all and thank you again for the support we receive from you.



Cottage Industries Continued...

Wednesday the 15th of March saw the wonderful volunteers and staff from Gatton and Laidley Visitors Centres tour our Kitchen Kreations facility. As our products are featured and sold within the Visitor Information Centres it is great for the centre's staff and volunteers to hear firsthand how our operation works and to meet our staff and taste test our products.

The purpose of this annual tour is for volunteers and staff to visit Lockyer Valley businesses to familiarise themselves with the location, experience, taste and anything else that can assist us with marketing your business to our visitors. The visitor centres recommend options to travellers every day and word of mouth is still one of the most powerful marketing tools to date.

Madison and Jamie from Kitchen Kreations ran the tour and a tasting of some of our products. Maddison did an amazing job showing the team around our facility, answering loads of questions about the production of our products and how our program works.

Great job Maddison and Jamie!





Fire Safety Training

Joseph came out to the material recovery facility & out our Anuha office on March 16th to teach MRF tip shop employees & office staff some fire safety training.

Employees learnt about all of the different types of fire extinguishers and in what situations to use them. Joseph talked about which extinguishers we have on our site specifically and how to use them. We learnt about testing and tagging firefighting equipment and how best to use a fire blanket.



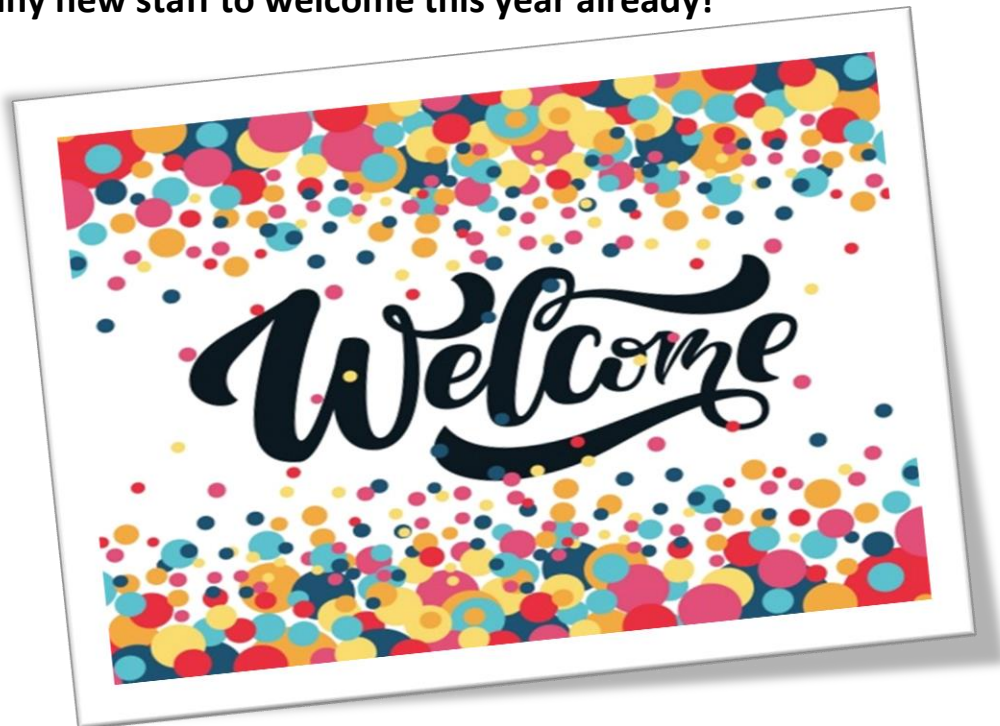
The most enjoyable part was having a go at putting out a real fire using a CO2 fire extinguisher. The group found the talk very interactive and interesting. Some excellent questions were asked by our team and Joseph was impressed with the knowledge staff already had around fire safety.





New Staff!

So many new staff to welcome this year already!



Vicky Bowden – Business Manager
Courtney Lee – HR Admin Support
Tabitha Spence – Supported Employment Support Worker
Joanne Ayre – Supported Employment Support Worker
Judith Hauser – Cottage Industries Support Worker
John Nutall – LES Support Worker
Natalie Middleton – LES Support Worker
Diane Brennan – LES Support Worker
Rhonda Tillack – LES Support Worker
Sheena Jones – LES Support Worker
Noah Pyne – MRF Production Worker
Madeline Connor – LES Support Worker
Donna Steffens – LES Support Worker
John Whittaker – MRF Recycling Worker
Charlotte Pieper – MRF Recycling Worker
Liam Watts – MRF Recycling Worker
Ayrden Stewart Butcher – MRF Recycling Worker
Nicholas Henderson – MRF Recycling Worker
Tameka Blatchley – Senior Transfer Station and Weighbridge Operator



Staff Changes

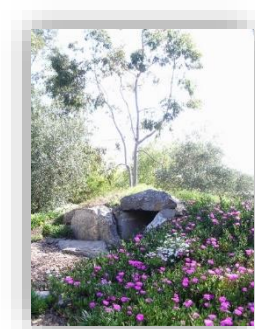
Congratulations to Dannie Condie who has become a Team Leader this year!

Katrina Wills from our transfer stations has also made the move to our tip shop. Be sure to stop in and say hi!

From the Chaplain

Newsletter Devotion March 2023

*⁵ But he was pierced for our transgressions,
he was crushed for our iniquities;
the punishment that brought us peace was on him,
and by his wounds we are healed.
⁶ We all, like sheep, have gone astray,
each of us has turned to our own way;
and the LORD has laid on him
the iniquity of us all.”*
Isaiah 53:5,6



*⁴⁶ Jesus called out with a loud voice, “Father, into your hands I commit my spirit.”
When he had said this, he breathed his last.*
Luke 23:46

¹ On the first day of the week, very early in the morning, the women took the spices they had prepared and went to the tomb. ... ⁶ “He is not here; he has risen! Remember how he told you, while he was still with you in Galilee: ⁷ ‘The Son of Man must be delivered over to the hands of sinners, be crucified and on the third day be raised again.’” ... ³⁶ While they were still talking about this, Jesus himself stood among them and said to them, “Peace be with you.” ... ⁴⁴ He said to them, “This is what I told you while I was still with you: Everything must be fulfilled that is written about me in the Law of Moses, the Prophets and the Psalms.” ... ⁴⁶ He told them, “This is what is written: The Messiah will suffer and rise from the dead on the third day, ⁴⁷ and repentance for the forgiveness of sins will be preached in his name to all nations, beginning at Jerusalem.”
Luke 24:1, 6-7, 36,44, 46-47

Soon we will have the Easter weekend. For many it is a great long weekend to go on a short holiday, perhaps to the beach or a favourite camping site. For others it will be an opportunity to catch up with family, or get some things done around the home. And for some it will be an opportunity to attend one of the worship services held by the Christian churches on Good Friday and Easter Sunday.

The Easter weekend celebrates the heart of the Christian message and the centre of the Christian faith: that Jesus suffered and died FOR US, and that he rose from the dead FOR US. And because this happened to Jesus FOR US, then we receive the benefits of what Jesus did: Peace and forgiveness before God of all the wrong we have done, along with that resurrection life of joy and hope now and in eternity in God’s presence!

We receive this, not because of anything we have done, but simply because God planned for it to be this way long ages past. That the death of Jesus and his resurrection from the dead for us was planned long ago by God is witnessed by the prophet’s message in Isaiah, and by the resurrected Jesus’ own words when he appeared to his shocked and amazed disciples.

Even though Jesus had been telling them what would happen, it was still a shock for them to see Jesus risen from the dead. But that shock was one of joy and amazement! They struggled to comprehend it, but joy and peace came to them. The death and resurrection of Jesus changes everything!

May you likewise be filled with joy, peace, and hope as you reflect on the death and resurrection of Jesus FOR YOU!

Peace and joy to you!
Pastor Noel

ANUHA 2022 FEEDBACK RESULTS

2022 PARTICIPANT SURVEY

Prepared by Jenny Crisci Deputy General Manager

In November 2022 a survey was sent to participants for feedback on the quality of service that Anuha provides.

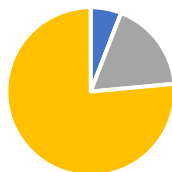
We appreciate your feedback and take your suggestions and recommendations seriously.

34 responses were returned with positive feedback as indicated in the charts below.

Feedback Results:

1. Does Anuha Keep your Information Private and Confidential?

Excellent!



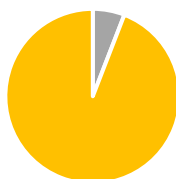
■ No comment ■ Not at all ■ Satisfactory ■ Excellent

Anuha aims to comply with the NDIS Practice Standard for Rights and Responsibilities which includes: Privacy and Dignity.

Your personal information is stored on our secure Information Management System only to be accessed by staff who require this information to support you safely and meet your needs.

2. Do your support workers help you to achieve your goals?

Excellent!

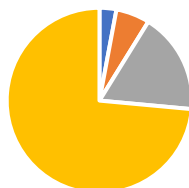


■ No comment ■ Not at all ■ Satisfactory ■ Excellent

Your goals are discussed at your NDIS Meeting and when you receive your plan You have the right to talk to your Team Leader or LES Co-ordinator or Support Worker any time if you would like to change how you want to achieve your goals.

3. Do you know what to do if you have a complaint about Anuha?

Excellent!



■ No comment ■ Not at all ■ Satisfactory ■ Excellent

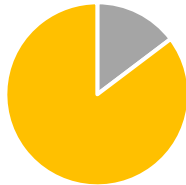
Anuha's Complaint Process is attached to your Service Agreement. Our complaints process is also attached below.

ANUHA 2022 FEEDBACK RESULTS

CONTINUED

4. Do you know who to talk to if you want to talk about your support?

Excellent!

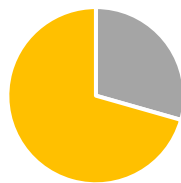


■ No comment ■ Not at all ■ Satisfactory ■ Excellent

Anuha aims to provide support to meet your needs. Flexibility is important. You can talk to your support worker about your support or you can contact your Team Leader, the LES Co-Ordinator or Support Co-Ordinator. If you are still not having your needs met please use our complaints process.

5. Does Anuha provide a quality service?

Excellent!

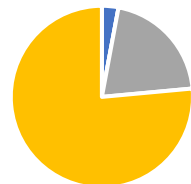


■ No comment ■ Not at all ■ Satisfactory ■ Excellent

We appreciate your constructive feedback as it assists us to identify where we need to improve to continue to provide a quality service. Thank you for your emails through the year with your positive comments. The feedback in our survey emails was positive.

6. Are you treated with dignity and respect through all aspects of your support?

Excellent!



■ No comment ■ Not at all ■ Satisfactory ■ Excellent

You have the right to make decisions and choices that are consistent with your stated goals in your NDIS Plan. Anuha respects your decisions and aims to assist you to achieve your goals in the way you chose.

ANUHA COMPLAINTS PROCESS

Complaints

- ❖ If you are not happy with the services we provide or you are not happy with our staff and you would like to make a complaint; you can contact the Team Leader, Co-ordinator or Support Worker responsible for your service, workplace or tenancy:
 - Trudi Laidlaw LES Coordinator Lifestyle Enhancement Service email: lifestyle@anuha.com.au ph 54623272
 - Kiah Navie Sorting Line Team Leader Material Recovery Facility email: sortingline@anuha.com.au ph. 54624461
 - Jacinta McMahon Team Leader Supported Employment email teamleader@anuha.com.au Ph 54624461
 - Karen Fowler Accommodation and Facilities Officer email housing@anuha.com.au Ph 54620721
- ❖ You are able to have an advocate or support person with you to help you make your complaint, and to be with you at all times when discussing your complaint.
- ❖ If you are still not happy after speaking to the person responsible for your service, workplace or tenancy you can speak to the Deputy General Manager Jenny Crisci Ph 54623272 or email jenny.c@anuha.com.au
- ❖ Robert Evelyn Chief Executive Officer can take your complaint if you feel it is still not resolved.

If your complaint is still not resolved you can take your complaint to the Anuha Committee of Service c/- Neil Huth . Drop your complaint in a sealed envelope to 10 East St addressed to Neil Huth.
- ❖ Your complaint can be verbal or in writing. You can ask a family member, friend, advocate to help you with this if you require.
- ❖ Anuha will do everything possible to address your complaint; and
- ❖ If you are not happy with our handling of your complaint or with the outcome, you can seek to have the matter resolved by contacting the NDIS Quality and Safeguards Commission via:

Email: contactcentre@ndiscommission.gov.au or phone 1800 035 544

Anuha has a form called a Grievance Complaint Notification Form available from the hallway at 10 East St or from your workplace which you can complete and submit to Jenny Crisci Deputy General Manager via email jenny.c@anuha.com.au or to 10 East St Gatton in a sealed envelope.

HOW TO COMPLAIN IF YOU ARE UNHAPPY WITH ANUHA

You can talk to your support worker or Team Leader



If things don't improve you can talk to Trudi Laidlaw LES Co-ordinator.



TRUDI LAIDLAW



If nothing changes you can talk to the D.G. Manager Jenny Crisci.



JENNY CRISCI



If you are still not happy you can talk to Robert Evelyn CEO



ROBERT EVELYN



If you are still not happy you can talk to A member of the Committee of Service.



Complete a complaint form and leave it in a sealed envelope at 10 East St Gatton.



If you still are not happy you can talk to the NDIS Commission



NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/about/complaints> Phone 1800 035544

Whats on!



Peace Café brings you



A FASHION PARADE & HIGH TEA!

Complimentary glass of wine or
N/A Mimosa


- Peace Lutheran Church Hall- Spencer St Gatton
- 22nd April 2023
2pm-5pm

Limited non refundable tickets available from Peace Café, Hullabaloo, Laidley Shoez or online at <https://www.trybooking.com/CGIYM> \$30p/p.

Guest Speaker
Fun interactive games
Raffles
Silent Auction
Market Stalls



Gold Sponsor- Trevor and Debbie Harm
Silver Sponsor- Lockyer Valley Ford / Electrisafe Test & Tag



The AJAX
Quartet:
(Angelina, Jemimah,
Ainslie & Xavier)

Presenting a mixture of
music styles

**PEACE LUTHERAN CHURCH
HALL**
1:00 pm Wednesday
5th April 2023
(Gold coin donation)



OUT AND ABOUT

Anuha Group Outings - Fortnightly on Fridays



All activities will be conducted according to COVID-19 guidelines and may be subject to change. Anuha will notify you if this applies to an outing of your choice. For outdoor activities, a final decision based on forecasted weather conditions will be made on the Wednesday before the outing. Departure and return times for each activity will be confirmed closer to the date.

Please wear sun smart clothing and bring a water bottle, hat and sunglasses on every outing. Covered shoes suitable for walking are recommended.

By signing below, I agree to participate in the activities which I have selected. I understand that support will be charged to my NDIS Plan at a Group Ratio dependant on numbers attending (1:1 support can be organised if required). Transport costs will be shared amongst participants attending each outing.

Please select all outings you would like to attend and return your completed flyer to the Anuha office by Friday December 16th, 2022.

Participants wishing to attend theatre performances will need to ensure their pre-payment has been made by the date stated on this flyer so that bookings can be finalised.

Name: Signature: Date: / /2023

DATE	EVENT	APPROX COST	OTHER EXPENSES	YES	NO
13/01/2023	Springfield Orion lagoon Depart 8:30 am, return 2 pm	\$20 to purchase lunch	Transport approx. 130 km		

27/01/2023	Movie and lunch at Riverlink Depart 9 am, return 3 pm	Movie \$8.50 \$20 to purchase lunch	Transport approx. 120 km		
10/02/2023	Shark and Ray Gardens, Loganholme Depart 9 am, return 4 pm	\$35 entry, \$20 to purchase lunch	Transport approx. 180 km		
24/02/2023	Toowoomba Japanese Gardens Depart 9 am, return 2 pm	\$20 to purchase lunch	Transport approx. 75 km		
10/03/2023	Paradise Country Theme Park Depart 8:30 am, return 3:30 pm	\$29.99 entry, \$20 lunch, spending money	Transport approx. 220 km		
24/03/2023	Movie and lunch at Redbank Plaza Depart 8:30 am, return 3:30 pm	Movie \$6.50 \$20 to purchase lunch	Transport approx. 180 km		
07/04/2023	No Outing: Good Friday Public Holiday				
21/04/2023	Toowoomba Street Art Walk Depart 9 am, return 3 pm	\$20 for lunch	Transport approx. 75 km		
05/05/2023	Queen's Park Zoo and Japanese Gardens, Ipswich	\$10 for shared lunch	Transport approx. 120 km.		
19/05/2023	Mini golf and driving range City Golf Club Toowoomba Depart 9 am, return 3 pm	\$8 per game, \$20 lunch	Transport approx. 75 km		
02/06/2023	Movie at Grand Central Lunch at Grand Central, Toowoomba Depart 9 am, return 3 pm	Movie \$16.50 \$20 to purchase lunch	Transport approx. 75 km		
Wednesday 14/06/2023	Moulin Rouge! the Musical QPAC 1 pm performance Depart Anuha 9 am, return by 5 pm \$79 (concession) Pre-payment required by 24/03/2023	Tickets \$79 (concession), \$40 to purchase lunch and snack	Transport approx. 150 km		

NDIS Information

HELPING MORE QUEENSLANDERS WITH DISABILITY JOIN THE NDIS

Do you, or someone you know, need help to join the National Disability Insurance Scheme?

Queenslanders with Disability Network (QDN), together with project partners QCOS, ADA Australia and the Queensland Government, are helping more eligible Queenslanders with disability join the NDIS and experience the benefits of the scheme through the Targeted Outreach Project.

The Targeted Outreach Project team is reaching out to organisations and local community groups to identify and support vulnerable people who may need **free** additional assistance from the **Assessment and Referral Team (ART)** to access the NDIS. ART can provide intensive case management to support potential new participants aged between 7 and 65 to access the NDIS.

The following NDIS application support is available:

- Collecting and preparing information
- Filling out and sending NDIS forms
- Discussing disability related needs with doctors and specialists
- Providing functional assessments where needed
- Keeping track of the NDIS access request until the process is finished.

The Targeted Outreach Project and ART are both free services made possible through the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships in collaboration with the Australian Government.

Get in contact with the Targeted Outreach team now:

- Phone **1300 363 783**
- Email **targetedoutreach@qdn.org.au**
- Visit **www.qdn.org.au**



Made available through collaboration between Queensland and Commonwealth Governments

'Leap In' News Article

What is an NDIS nominee and what do they do?

We get asked a lot of questions here at Leap in! HQ.

Our crew has loads of experience dealing with the challenges our Members face, including some unique NDIS terms which can be confusing.

This week, our Members and their families have been asking about NDIS nominees and what they do so we've prepared some helpful information about nominees.

The right to make decisions.

Before we delve into nominees, it's important to recognise that a person with disability has the right to make decisions for themselves. This fundamental freedom and right is covered under the [United Nations Convention](#) on the Rights of Persons with Disability.

Under Australian law, parents can make decisions for their children until they turn 18. When someone turns 18, they are considered an adult and legally allowed to make their own decisions. You'll find more information about that in our [Future Planning guide](#).

Under the NDIS, people with disability must be provided with access to any support necessary to help with decision making (called supported decision making). An NDIS Plan can include funding to help a person build capacity to make their own decisions.

Sometimes, more assistance is needed. That's where nominees can help.

What is an NDIS nominee?

A nominee is a person appointed to act or make decisions on behalf of someone on the NDIS aged 18 or over. This is most often done at the request of the person with the NDIS Plan and should be someone they trust and know personally.

Before [appointing a nominee](#), the NDIS will check that it is the participant's decision and they haven't been pressured to appoint a nominee.

In rare cases, the NDIA can appoint a nominee via a detailed process set out under the NDIS Act.

NDIS nominees have a duty to determine the participant's wishes and make decisions in their best interests.

Nominees are a last resort and can only be used when someone cannot get help to make decisions themselves. The role is voluntary which means that nominees don't get paid.[1]

The duties of nominees.

Nominees have duties to both the participant and the NDIS that we've summarised below.

Duties to the participant.

A nominee must:

- Find out what the participant would like to happen. If that's not possible, they must work out what they think the person would like to happen.
- Act in a way that promotes their personal and social wellbeing.
- Talk with other people in the person's life before making any NDIS decisions.
- Build the person's capacity to make decisions, ideally to a point they can make them for themselves.
- Tell the NDIS about any conflicts of interest.

Duties to the NDIS.

A nominee must provide information the NDIS asks for within the required timeframe.

NDIS nominees have a duty to determine the participant's wishes and make decisions in their best interests.

Types of NDIS nominees.

There are two types of NDIS nominees:

1. Correspondence nominee

A correspondence nominee can make decisions about a person's business with the NDIS, such as asking for information or receiving letters and notices.

If the correspondence nominee writes to the NDIS, they treat it as if the participant has written the information.

A correspondence nominee cannot:

- Make decisions about preparing or changing an NDIS Plan
- Manage the funds in an NDIS Plan.

2. Plan nominee

A plan nominee can undertake all activities relating to a person's NDIS Plan, including the management of funds. They can make decisions about preparing or changing a plan, receiving funding and managing the person's NDIS budget.

The NDIS can limit what plan nominees can do based on instructions from the participant and decisions the NDIS needs the nominee to make. You can have more than one plan nominee but only one can manage the funding in your plan

For more information about the process, check out [How do you get a nominee?](#)

Good to know.

- A nominee can be appointed for a set time or permanently
- The nominee must have a personal relationship with the participant
- A nominee cannot be under the age of 18
- After a nominee has been appointed, the NDIS creates a document outlining the details that are sent to both parties.


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Did you know not all plan managers are the same?

The friendly Leap in! Crew is here to help you navigate the NDIS. We're Australia's leading NDIS plan manager and proudly not-for-profit. We'd love to speak with you about the unique benefits of Leap in! plan management.

Give us a call on [1300 05 78 78](tel:1300057878) email crew@leapin.com.au or [chat with us on our website](#) (Monday to Friday 9am to 5pm AEST)

Best wishes, **The Leap in! Cre**



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