

# Cartoon to Help Call Out Dodgy NDIS Care



The new NT government campaign included a range of resources – a video cartoon, bookmarks and posters – that will be spread across the NT and translated into five different Aboriginal languages.

The government said materials would educate Territorians with disability about their rights, and help improve the disability services they received through the Health and Community Services Complaints Commission.

NT Health Minister Natasha Fyles told Pro Bono News the government ensured the materials were in multiple languages, so everyone, including those in rural and remote areas knew their rights.

Fyles also said the materials had been made with input from locals so they could be easily understood and met their needs.

Ramona Bartlett, a programs officer for disability provider Total Recreation, said the materials were an effective and catchy way of spreading the message.

“I think this will really help people realise they don’t have to put up with bad care, that people are there to actually help them out and make sure they continue to get good service,” Bartlett said.

She said it was especially important this was available in the NT, because there were often limited services available, which stopped people from speaking up.

“People often feel they have to keep those services, because there’s only one out there, which is why they don’t talk up or why they don’t go through those methods of complaining or seeking additional information.”

Fyles said they wanted all the materials to send a strong message about speaking up if someone was being treated badly by a carer.

“Territorians with a disability deserve to have access to the best services, and we are making sure they are fully informed about how to access these schemes, including the NDIS,” she said.

Bartlett said she hoped this would help draw attention to bad practice in the industry and help individuals and the community better identify it.

“People will be able to say, this is wrong, or this doesn’t feel very good, but I can do something about it,” she said.

“It definitely makes the community more aware of the situation as well, because if people are actually on the lookout for things like carers taking their money for example, they will know what to do.”

She added if it was going to be effective, health and disability services needed to make sure the materials were made readily available in places people would actually see them.

“A lot of them don’t have access to the internet, so it’s just a matter of making sure it is getting out there and organisations are communicating well with the people who need these resources,” she said.

Maggie Coggan is a journalist at Pro Bono News covering the social sector.

