Now you’re 18
Disability supports guide

May 2020
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ACKNOWLEDGEMENTS

P2P thanks our members and personnel who have assisted and guided this process over the years.

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Welcome

This guide is a wonderful resource for those turning 18 years old as it provides helpful information about what is accessible in the community. Updated from our inaugural guide in 2017, it is designed as a checklist that you can complete at your leisure. We understand this time of life can be challenging and we hope this guide can make things a little easier during your transition. If you need further help with goal planning, we offer one on one and group workshops.

Jodi Wolthers, CEO
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Your disability supports checklist

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<th>Disability Support Pension (DSP)</th>
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<tr>
<td>• Call 1800 800 110</td>
<td>If you haven’t done so, please apply now:</td>
</tr>
<tr>
<td>• Eligibility criteria</td>
<td>• Centrelink online form</td>
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<td>• Access request form</td>
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<td>• Enter as a participant</td>
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Continuing your journey

| • Youth law                                  | • Medicare                        |
| • Guardians and nominees                     | • Tax                              |
| • Identification card                        | • Concession cards                 |
| • Voting                                     | • Education plans                  |
| • Money                                      | • Job                              |
| • Sex                                        | • Transportation                   |
| • Driving                                    | • Medical support                  |
| • Phone and internet                         | • Moving out                       |
### If you’re not eligible for the NDIS

| • Queensland Community Support Scheme  |
| • Assistive technology  |
| • Disability employment programs  |

### Resources

| • P2P  |
| • Queensland Disability Network  |
| • Community Centres  |
| • Advocacy services  |

### Support for carers

| • Companion card  |
| • Carers Queensland  |
| • Carer card  |
| • Parking permits  |
| • Respite  |
| • P2P  |

### How P2P can support you

| • Pre-planning for NDIS appointment  |
| • Transition planning:  |
|  • Leaving school  |
|  • Moving out of home  |
| • NDIS plan management  |
| • Support coordination  |
|  • Budget  |
|  • Services  |
|  • Support  |
| • Referral services  |
| • Planning for review  |
| • P2P Housing  |
National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) provides support if you have permanent and significant disability. The NDIS will help you plan your future and become more independent. You will be able to choose:

- what supports you want
- when you get supports
- who you get supports from

What supports are funded

- Daily personal activities
- Transport assistance
- Help to find or keep a job
- Therapeutic supports
- Help with household tasks
- Home modifications
- Mobility equipment

Phone: 1800 800 110 (8am-8pm, Monday to Friday)
Website: www.ndis.gov.au

NDIS Participant booklets
Getting started

Am I eligible?

- I am aged between 7-65
- I live in Australia and have Australian residence
- I usually need support from a person because of a permanent and significant disability
- I use special equipment because of a permanent and significant disability
- I need some supports now to reduce my future needs

www.ndis.gov.au/applying-access-ndis/am-i-eligible

How to apply

- Call 1800 800 110 to make an Access Request or you can ask for a form.
- Learn more: www.ndis.gov.au/applying-access-ndis

What happens next?

If you are eligible for the NDIS, you will be contacted to arrange a planning meeting to discuss your support and funding needs.

Tick the box and record the date when you have completed this section
NDIS Quality and Safeguards Commission

You have the right to raise a concern about NDIS supports if you are not happy.

The commission will work with you, providers and workers to resolve problems and improve the quality and safety of NDIS supports – for you and other participants.

**Phone:** 1800 035 544


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**Every Australian Counts**

Every Australian Counts is a community of people with disability, their families and carers and those who support them, all working together to fight for a fair go for Australians with disability.

What if I’m not eligible?

There are a range of supports available within the community
www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/support-people-who-are-not-eligible

Queensland Government resources

Taxi Subsidy Scheme and Lift Payment

Queensland Community Support Scheme

Disability employment services

Mobility Allowance

Assistive technology
https://at-aust.org
Disability Support Pension (DSP)

Provides financial help if you have a permanent physical, intellectual or psychiatric condition that stops you from working.

- Not everyone with disability or a medical condition can get DSP.
- You can still access services under the National Disability Insurance Scheme (NDIS) if you’re getting or claiming DSP.


You can start this application 6 months before you turn 16. If you haven’t done so, please apply now.

**Eligibility**

- aged between 16 and Age Pension age
- meet residency rules
- meet income and assets tests

Meet either

**Manifest medical rules**

- you are permanently blind
- you need nursing home level care
- you have a terminal illness with average life expectancy of less than 2 years
- you have an intellectual disability with an IQ of less than 70
Or

**General medical rules**

- your condition will last more than 2 years
- your condition is fully diagnosed, treated and stabilised
- you have an impairment rating of 20 points or more
- you meet Program of Support rules, if these apply to you
- your condition will stop you working at least 15 hours a week in the next 2 years.

**Next steps**

- Complete online Centrelink form via myGov
- Apply for a Tax File Number (see page 28)
- Bank account in participant’s name
- Participant nominee form may be required
- GP to complete form

The **DSP pre-claim guide** can help you understand the rules and decide whether to make a claim.

Youth Disability Supplement

This is an extra payment if you’re a young person with disability.

You’ll automatically get the Youth Disability Supplement if you’re under 21, and you get the Disability Support Pension.


Other payments and services

You may be eligible for other payments, such as:

- Sickness Allowance
- Pension Education Scheme
- Telephone Allowance
- Rent Assistance


Tick the box and record the date when you have completed this section
Continuing your journey

Youth law

Now that you’re 18, you have many choices that you can make independently, such as voting, seeking medical treatment, driving, employment, banking and sex, to name a few.

Youth Law offers free confidential legal information.
yla.org.au/

Legal capacity

If you have an intellectual disability you may lack legal capacity if you can’t make decisions about property, money management, medical treatment or lifestyle decisions.

You may lack legal capacity to make decisions in one area of life but not in others.


Your parent or another adult may be appointed to make decisions on your behalf.


Mobile phone

There are lots of choices when deciding to get a phone. The most important step is deciding how much money you have to get a new phone and be able to afford to keep it running.

yla.org.au/qld/topics/internet-phones-and-technology
Working

Learn about the law and your rights:

- Apprenticeships
- Casual, part-time and full-time work
- Working conditions
- Discrimination in the workplace

yla.org.au/qld/topics/employment/

Fair Work Ombudsman

Helps you understand your rights and responsibilities at work.


Love and sex

Once you turn 16, you can legally have sex with another person who is also 16 years or older (as long as you both agree to it).

If you feel pressured to have sex, or if you’re not sure you want to, you can say no.

The other person must respect your choice. If they try to have sex with you without your agreement, they are committing a crime.

yla.org.au/qld/topics/health-love-and-sex/sex/

Remember, it is NEVER ok for someone to force you to have sex without your permission – you have the right to say NO at any time.
Photo identification card

- Provides proof of age if you’re 15 years or older
- Is an ideal form of photo identification if you don’t hold a driver licence or passport.

How to apply


The photo identification card has replaced the adult proof of age card.

Tick the box and record the date when you have completed this section
Enrol to vote

- You must vote if you’re an Australian citizen and aged 18 years or older
- Voting lets you have your say about who runs our country.

www.aec.gov.au/FAQs/Enrolment.htm#disability

Easy Read guides

- How to enrol to vote
- How to vote at a polling place
- How to vote by mail

Tick the box and record the date when you have completed this section
Online safety

The internet is a great way to keep in touch with your friends and meet new people. However, it’s important to be careful about who you talk to, what information you post and the things you say to other people.

Learn how to stay safe online and use social media apps, websites and other messaging tools.

yla.org.au/qld/topics/internet-phones-and-technology/

IDCARE provides free and anonymous support if you believe your personal information is at risk in any way (online or physical).

They help reduce the harm you may experience from hacking or misuse of your identity information by providing effective responses.

Phone: 1300 432 273
Email: contact@idcare.org
Website: www.idcare.org

Learn more about phone, email and banking scams

myGov services

myGov is a fast and simple way to use government services online.

Which services can I access?

- Medicare
- My Health Record
- Centrelink
- Australian Taxation Office
- National Disability Insurance Scheme

Phone:  132 307
Website:  my.gov.au

Stay smart online

my.gov.au/mygov/content/html/security.html
My Health Record

My Health Record is an online summary of your health information.

It can include details of your medical conditions and treatments, medicines, allergies, and test results.

Once you’re 14, your parents or guardians will no longer have access to your My Health Record.

If you decide you want help from a parent or guardian, you can invite them as a nominated representative.

www.myhealthrecord.gov.au/for-you-your-family/howtos/manage-your-record-from-age-14

You can register for a My Health Record at any time, even if your parent or guardian previously opted you out.

Help line: 1800 723 471

Or talk to your doctor

Fact sheets


Tick the box and record the date when you have completed this section
Medicare

You can use your Medicare card to access:

- medical services and prescriptions at a lower cost
- care as a public patient in a public hospital
- cheaper medicines at a pharmacy under the Pharmaceutical Benefits Scheme.

If you’re on your parent’s Medicare card, you’re already enrolled. This means you don’t need to re-enrol.

When you’re 15 years or older, you can get your own Medicare card. You can choose either to:

- transfer to your own card
- stay on your parent’s card and copy to a new card.
Next steps

- Download and complete an application form to copy or transfer from one Medicare card to another
- Sign the form and bring it with your supporting documents to a Medicare Service Centre.
- You’ll need to bring either your:
  - Birth certificate, or
  - Australian passport
  - And your bank account details

Documents must be original or certified copies.

Phone: 132 011

Tick the box and record the date when you have completed this section
Centrelink

Centrelink offers payment services that can help you if you have an illness, injury or a disability.
Centrelink also offers support to assist your family or carer.

www.servicesaustralia.gov.au/individuals/centrelink

Phone: 132 717 People with a disability
        132 850 Help in an emergency

Centrelink Express Plus Apps

Express Plus mobile apps let you access your information and complete a range of services using your mobile device. Apps are available for:

- Centrelink
- Medicare
- Child support


Online payment and service finder

Use this online tool to see what payments and services you may be eligible for.

Health Care Card

A Health Care Card provides cheaper medicines and other savings, like bulk billing for doctors' appointments.

You may also be able to get discounts for:

- Healthcare, including ambulance, dental and eye care
- Electricity bills
- Public transport

You don’t need to apply for this card.

If you're eligible, Centrelink will post your card to you.


Tick the box and record the date when you have completed this section
Cost of living support

Medical Aids Subsidy Scheme (MASS)
Funding for medical aids and equipment to eligible Queensland residents who have a permanent and stabilised condition or a disability.


Spectacle Supply Scheme (SSS)
You may be eligible to receive a pair of basic prescription spectacles every 2 years.


Vision Impairment Travel Pass
Allows you to travel for free on TransLink services (excluding Airtrain) and regional qconnect bus services.


Taxi Subsidy Scheme and Lift Payment
Scheme membership for eligible NDIS participants is extended to 30 June 2020. See the website for updates.


Tick the box and record the date when you have completed this section
Companion Card

The Companion Card can help with the costs of getting out and about with the support of your parent, family member, friend or paid carer assistant.

This means your companion gets a free ticket at places like sports venues, tourist attraction and cinemas.

You can also use your Companion Card on public transport.


Tick the box and record the date when you have completed this section
Tax file number (TFN)

If you get a job, you will need to get a tax file number.
You also need a TFN if you receive Centrelink payments.

How to apply

- Complete the online form
- Print the summary
- Book an interview at an Australia Post shop
- Bring your printed summary and 3 proof of identity documents, such as your:
  - Australian birth certificate
  - Australian passport
  - Medicare card
  - Bank account statement

Applying for a tax file number is free.

Tax, super and you
Watch these videos to learn more about tax and superannuation when you have a job:
www.ato.gov.au/General/Education-zone/Videos-for-students/

Keep your tax file number safe
Your TFN should only be shared with:
- the Australian Taxation Office
- Centrelink
- your bank
- your employer after you start a job
- your superannuation fund
- your registered tax agent

Tick the box and record the date when you have completed this section
Education and training

Skills Disability Support

A free program that provides specialised services to pre-qualified training providers so you can access the support you need to participate in accredited training.

Depending on your needs, you can borrow specialised technology including:

- magnification aids and specialised computer accessories
- assistive software, such as voice recognition and screen reading software.

You can also access specialised support services:

- Auslan interpreters
- disability coaches and mentors.

When you finish your course, you will need to return any borrowed resources for someone else to use.

desbt.qld.gov.au/training/training-careers/support/disability/sds-learners

Australian Disability Clearinghouse

Provides information and resources for students with a disability considering further education or training at university, TAFE or with a Registered Training Organisation.

www.adcet.edu.au/students-with-disability
Apprenticeships

Australian Apprenticeship Support Network
Phone: 13 38 73
www.australianapprenticeships.gov.au/search-aasn

If you’re an apprentice, additional support is available for tutorial, interpreter and mentor services.

Group Training Organisations (GTOs)

- Can help you find the right apprenticeship or traineeship
- Give you the tools you need to complete an apprenticeship or traineeship, as they monitor your progress and offer support when you need it.

Find a Group Training Organisation near you:
www.grouptrainingdirectory.com.au

Apprenticeships Info
Phone: 1800 210 210 or email apprenticeshipsinfo@qld.gov.au

Tick the box and record the date when you have completed this section
Getting a job

Disability Employment Services (DES)

If you’re looking for work, a DES provider can help you:

- get ready to work
- train in specific job skills
- write your resumé
- train in interview skills
- look for jobs that suit you.

If you have a job, a DES provider can help you with:

- on-the-job training
- speaking to your boss and co-workers
- ongoing support in your job
- modifying your workplace
- Auslan at work.

You can register for DES through Centrelink or a DES provider.


Tick the box and record the date when you have completed this section
School Leavers Employment Supports (SLES)

Supports your transition from school to employment by helping you to prepare, look for and get a job.

The NDIS can fund SLES for up to two years, depending on your circumstances.

The following skills can help you get ready for employment:

- money handling
- time management
- communication
- discovery activities
- work experience
- learning how to take instruction at work
- travel.


Vocational education and training (VET)

The following services may also assist you to transition into VET and employment:

- Skilling Queenslanders for work
- Certificate3 Guarantee
- Transition to work

desbt.qld.gov.au/training/training-careers/support/disability
Provides information and resources such as:

- tips on looking for and changing jobs
- your rights and responsibilities
- talking to colleagues about your disability
- training courses
- videos about people with disability and their stories.

www.jobaccess.gov.au/

**Supported Wage System (SWS)**

SWS are workplace arrangements and wages for employees with disability based on their work capacity.

www.jobaccess.gov.au/supported-wage-system-sws

**BuyAbility**

Disability Enterprises employ people with disabilities in a supported working environment.

buyability.org.au

Tick the box and record the date when you have completed this section
Mobility Allowance

Helps with travel costs for work, study or looking for work if you have a disability, illness or injury that means you can’t use public transport.

You can’t get this allowance if you have a plan with the National Disability Insurance Scheme (NDIS).

www.servicesaustralia.gov.au/individuals/services/centrelink/mobility-allowance

Youth allowance

Financial help if you’re a student or Australian apprentice and looking for work:

- 16-21 and looking for full time work
- 16-24 and doing a full time Australian apprenticeship

www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance

Job Capacity Assessment

This assessment helps determine:

- how your condition affects your ability to work
- any help you may need to get a job
- if you’re medically eligible for Disability Support Pension (DSP).


Tick the box and record the date when you have completed this section
Managing money

Most banks offer bank accounts specifically for young people. A few even have resources to help understand the banking process.

A Third-Party access or trust account may be available if a person is unable to manage a bank account or cash card safely and budget money independently.

The UK’s National Autistic Society has a handy banking guide


Always keep your bank logins and card numbers safe and confidential

Tick the box and record the date when you have completed this section
Driving and permits

Learner licence
You can apply for your learner licence to drive a car when you’re 16 or older.
Talk with your doctor if you have a medical condition that might affect your ability to drive safely.

Disability parking permit
You may be eligible for a disability parking permit if your ability to walk is severely affected by a medical condition or disability.

Motorised wheelchair
You must register a motorised wheelchair or mobility scooter if you use it on a footpath or to cross roads.

Tick the box and record the date when you have completed this section
Supporting parents and guardians caring for a person with a disability

**Centrelink**

**Carer Payment**
An income support payment if you give constant care to someone who has a severe disability or illness.


**Carer Allowance**
A fortnightly supplement if you give additional daily care to someone who has a disability or serious illness.


**Crisis payment**
A one-off payment if you’re in severe financial hardship because of extreme circumstances.

**Special benefit**

A payment if you’re in severe financial hardship and can’t get other income support from Centrelink.


**Special Disability Trusts**

A way for families to plan for the long-term care and accommodation needs of someone with a severe disability.


**The MoneySmart Budget planner** can help you work out where your money goes.


Tick the box and record the date when you have completed this section
Carer Business Discount Card

Provides discounts on goods and services at participating businesses throughout Queensland.

www.qld.gov.au/community/support-for-carers/carer-card/applying-carer-card

Eligibility

- Be a resident of Queensland and receive the Centrelink Carer Payment or Carer Allowance.

How to apply

- Foster and kinship carers do not need to apply. You will automatically receive this card.

All other eligible carers can apply:

- Fill out the online application form:
  secure.communities.qld.gov.au/chiip/carer-card/apply/

- Call 13 74 68 to complete your application over the phone.
Pensioner Concession Card

You may be eligible to get this card if you get any of these payments:

- Carer Payment
- Parenting Payment
- Newstart Allowance

www.humanservices.gov.au/individuals/services/streetlink/pe
nsioner-concession-card

Tick the box and record the date when you have completed this section
Carers Queensland

Provides specialised carer and disability support services:

- Information and advisory service
- Counselling
- Disability support
- Guardianship and advocacy
- Mental health
- No Interest Loans (NILS)
- Support groups

carersqld.com.au

Carer services: 1800 242 636

Email: info@carersqld.com.au

Support groups

Support services for all carers, with additional services specific to groups such as parents and grandparents, older and younger carers, and carers from culturally and linguistically diverse (CALD) backgrounds.

www.qld.gov.au/community/support-for-carers/support-groups-for-carers

Tick the box and record the date when you have completed this section
Respite

It’s important to regularly take time for yourself to rest and recharge. If you need a break, respite care services can look after the person you care for.

It’s a good idea to find out more about respite services so you can plan breaks, and you know what to do to get respite care in an emergency.

Commonwealth Respite and Carelink Centres

Links carers to support services, including respite, to help you continue in your caring role.

Phone: 1800 052 222


Carer Gateway

This website offers practical tips and support to help you in your carer role.

www.carergateway.gov.au

Tick the box and record the date when you have completed this section
Resources

Government and community services

Leaving school

Education, training and employment

Support for families, carers and friends

Queenslanders with Disability Network
qdtn.org.au

Disability Support Queensland
www.disabilitysupportqld.org.au

Comprehensive Health Assessment Program (CHAP)
eshop.uniquest.com.au/chap
Money and finances

Tools and information to help you manage your money
www.servicesaustralia.gov.au/individuals/subjects/manage-your-money

The MoneySmart Budget planner can help you work out where your money goes.
moneysmart.gov.au/budgeting/budget-planner

Financial Information Service provides free education and information on financial issues

Assistive technology

LifeTec provides assistive technology services to enable people to actively engage in home, work, and community life.
lifetec.org.au/

Get active
PCYC Queensland
www.pcyc.org.au

Contact your local Community Centre or Neighbourhood Centre about available youth programs and support.
Guardians and nominees


Appoint a guardian or administrator


Queensland Civil and Administrative Tribunal


Public Trustee


Advocacy support

Advocacy helps promote and protect the rights and interests of an individual or group.


Sunshine Coast Citizen Advocacy

www.citizenadvocacy.com
Parent to Parent Queensland

Parent to Parent (P2P) is an award winning for purpose registered charity working with people with a disability, encouraging you to celebrate your unique gifts and strengths, so you’re empowered to identify your dreams and goals and have the resources to support you to achieve these.

People with a disability and their families are central to everything we do.

How we can support you on your NDIS journey:

- Pre-planning for NDIS appointment
- Transition planning:
  - Leaving school
  - Moving out of home
  - NDIS plan management
- Support coordination
- Budget
- Services
- Support
- Referral services
- Planning for review
- P2P Housing
Contact us

Parent to Parent Queensland
Phone: 1800 777 723
Email: info@p2pqld.org.au
Web: www.p2pqld.org.au