



Now you're 16

Disability supports guide

Cover photo: Jake, Sunshine Coast

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ACKNOWLEDGEMENTS

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

DISCLAIMER

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Welcome

This guide is a wonderful resource for those turning 16 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

National Disability Insurance Scheme (NDIS)	Disability Support Pension (DSP)
<ul style="list-style-type: none"> • Call 1800 800 110 • Eligibility criteria • Access request form • Planning meeting • Enter as a participant • Supports to meet your goals 	<p>Start 6 months before turning 16:</p> <ul style="list-style-type: none"> • Centrelink online form • Read DSP pack • Apply for a Tax File Number • Bank account in participant's name • Participant nominee form may be required • GP to complete form

Getting started on your journey	
<ul style="list-style-type: none"> • Youth law • Money • Driving • Job • Phone • Cyber security • Moving out • Sex 	<ul style="list-style-type: none"> • Medicare • Tax • Concession cards • Education plans • Work experience • Transportation • Medical support

If you're not eligible for the NDIS	Resources
<ul style="list-style-type: none"> • Queensland Community Support Scheme • Assistive technology • Disability employment programs 	<ul style="list-style-type: none"> • P2P • Queensland Disability Network • Community Centres • Advocacy services

Support for parents & guardians	How P2P can support you
<ul style="list-style-type: none"> • Companion card • Carers Queensland • Carer card • Parking permits • Respite • P2P 	<ul style="list-style-type: none"> • Pre-planning for NDIS appointment • Transition planning: <ul style="list-style-type: none"> • Leaving school • Moving out of home • NDIS plan management • Support coordination <ul style="list-style-type: none"> • 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

www.ndis.gov.au/about-us/publications/booklets-and-factsheets

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.

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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

www.ndiscommission.gov.au/participants



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.

www.everyaustraliancounts.com.au



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

www.qld.gov.au/disability

Taxi Subsidy Scheme and Lift Payment

www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy

Queensland Community Support Scheme

www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/queensland-community-support-scheme

Disability employment services

www.jobaccess.gov.au/people-with-disability

Mobility Allowance

www.servicesaustralia.gov.au/individuals/services/centrelink/mobility-allowance/who-can-get-it

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.

www.servicesaustralia.gov.au/individuals/services/centrelink/disability-support-pension



TIP: Start this application 6 months before you turn 16.

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

- Read how to claim instructions
www.servicesaustralia.gov.au/individuals/services/centrelink/disability-support-pension/how-claim
- Complete online Centrelink form via myGov
- Apply for a Tax File Number (see page 29)
- Bank account in participant's name (see page 34)
- 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.

www.servicesaustralia.gov.au/individuals/services/centrelink/disability-support-pension/who-can-get-it/before-claiming

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.

www.servicesaustralia.gov.au/individuals/services/centrelink/youth-disability-supplement

Other payments and services

If you're 16 or older you may be eligible for other payments, such as:

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

www.servicesaustralia.gov.au/individuals/subjects/payments-people-living-illness-injury-or-disability

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Getting started your journey

Youth law

Now that you're 16, you have many choices that you can make independently, such as seeking medical treatment, driving, employment, banking and sex, to name a few.

Youth Law is one organisation that offers free confidential legal information.

yla.org.au/

Working

If you're under 16 and still at school, you need your parent's consent to work.

There are also limits to how many hours you can work if you're in school.

If you are under 18 there are some jobs you are not allowed to have, including: working on a building or construction site before buildings are at lock-up stage, door to door sales and working on a fishing boat.

See page 31 for more information about getting a job.

yla.org.au/qld/topics/employment/when-can-i-start-working/



Our Place has resources for girls 15+ with a disability

ourplace.wwda.org.au/

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/owning-a-mobile-phone/

Love and sex

In Queensland, the age of consent which the law says you can agree to have sex is 16.

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.

However, while you are under 18, it is a serious criminal offence for someone like a teacher, sports coach, youth worker, counsellor, foster carer, religious instructor, health professional, police officer or employer to have sex with you.

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.

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

www.scamwatch.gov.au/about-scamwatch/tools-resources

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

When you're 14 years or over, 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

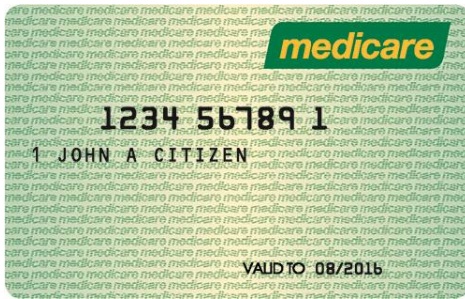
www.myhealthrecord.gov.au/sites/default/files/hd401_teen_facsheet_a4_20190307.pdf?v=1554178803

qdn.org.au/wp-content/uploads/2018/11/My-Health-Records-easy-English-version-FINAL.pdf

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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 old, 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
www.servicessaustralia.gov.au/individuals/forms/ms011
- 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

Website: www.servicessaustralia.gov.au/individuals/medicare

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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

www.servicesaustralia.gov.au/individuals/subjects/express-plus-mobile-apps



Online payment and service finder

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

www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay

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.

www.servicesaustralia.gov.au/individuals/services/centrelink/health-care-card

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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.

www.qld.gov.au/community/cost-of-living-support/concessions/medical-concessions

Spectacle Supply Scheme (SSS)

You may be eligible to receive a pair of basic prescription spectacles every 2 years.

www.qld.gov.au/health/support/equipment/types/spectacles

Vision Impairment Travel Pass

Allows you to travel for free on TransLink services (excluding Airtrain) and regional *qconnect* bus services.

translink.com.au/tickets-and-fares/ticket-types/disability/vision-impairment-travel-pass

Taxi Subsidy Scheme and Lift Payment

The Queensland Government announced scheme membership for eligible NDIS participants is extended to 30 June 2020. See the website for updates.

www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy

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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.

www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/companion-card

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Education and training

Senior Education and Training (SET) plan

This plan can help you set your goals and look at your options for further education, training and work.

education.qld.gov.au/students/students-with-disability/post-school-transition/planning-support

School-based traineeships

As a school-based apprentice or trainee, you can:

- work for an employer (and get paid)
- train towards a recognised qualification
- complete your secondary school studies.

www.qld.gov.au/education/apprenticeships/school-based/overview

Apprentice support

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

www.australianapprenticeships.gov.au/aus-apprenticeships-incentives



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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



Apprenticeships Info

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

Australian Apprenticeship Support Network

Phone: 13 38 73

www.australianapprenticeships.gov.au/search-aasn

Tax file number (TFN)



Australian Government
Australian Taxation Office

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 identityservice.auspost.com.au/ato/landing
- 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.

Visit the Australian Tax Office website: www.ato.gov.au



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



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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.

www.servicesaustralia.gov.au/individuals/services/centrelink/disability-support-pension/what-resources-are-available/disability-employment-services

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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.

www.ndis.gov.au/participants/finding-keeping-and-changing-jobs/leaving-school

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

Job Access

Driving disability employment

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/



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

buyability.org.au

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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
- 16-17 and independent or needing to live away from home to study
- 16-17, studying full time and have completed year 12 or equivalent.

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

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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 www.fca.org.uk/publication/documents/everyday-banking-easy-read-guide.pdf



Always keep your bank logins and card numbers safe and confidential



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Driving and permits

Learner licence

You can apply for your learner licence to drive a car when you turn 16.

Talk with your doctor if you have a medical condition that might affect your ability to drive safely.

www.qld.gov.au/transport/licensing/update/medical/fitness

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.

www.qld.gov.au/disability/out-and-about/travel-transport/driving/parking-permits

Motorised wheelchair

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

www.qld.gov.au/transport/registration/register/wheelchair

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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.

www.servicesaustralia.gov.au/individuals/services/centrelink/carer-payment

Carer Allowance

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

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

Child Disability Assistance Payment

A yearly payment to help your family with the costs of caring for a child with a disability.

www.servicesaustralia.gov.au/individuals/services/centrelink/child-disability-assistance-payment

Crisis payment

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

www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment

Special benefit

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

www.servicesaustralia.gov.au/individuals/services/centrelink/special-benefit

Special Disability Trusts

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

www.servicesaustralia.gov.au/individuals/services/centrelink/special-disability-trusts

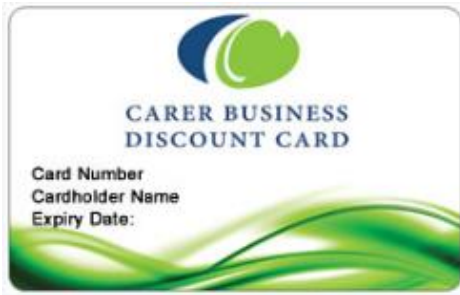
The MoneySmart Budget planner can help you work out where your money goes.

moneysmart.gov.au/budgeting/budget-planner

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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/carers-card/applying-carers-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/carers-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/centrelink/pensioner-concession-card



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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

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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

www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres



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

www.carergateway.gov.au

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FairPlay voucher

You can apply for a voucher valued up to \$150 for your child for:

- sport and active recreation membership
- registration or participation fees with registered activity providers.

www.qld.gov.au/recreation/sports/funding/fairplay

Eligibility

You can apply if your child:

- is aged 5-17 years.
- did not receive a FairPlay voucher this year
- holds, or you hold, a valid Health Care Card or Pensioner Concession Card with your child's name on it.

How to apply

- create an online QGrants account, if you don't have one <https://qgrants.osr.qld.gov.au/portal/>
- watch this video to find out how you can apply for a voucher when the round opens https://youtu.be/_gmNsxyOq4Y



Rounds open in July and close in May the following year.

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



Resources

Government and community services

Support for children and young people

www.qld.gov.au/disability/children-young-people

Support for families, carers and friends

www.qld.gov.au/disability/families-carers-friends

Queenslanders with Disability Network

qdn.org.au

Disability Support Queensland

www.disabilitysupportqld.org.au

Comprehensive Health Assessment Program (CHAP)

eshop.uniquest.com.au/chap

Helping Children with Autism

www1.health.gov.au/internet/main/publishing.nsf/Content/autism-children

Money and finances

Services Australia has 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

www.humanservices.gov.au/individuals/services/financial-information-service

Teaching your teen about budgeting and money management

www.abc.net.au/life/teaching-kids-and-teens-about-money-management-skills/10923584

Assistive technology

LifeTec is a social enterprise that provides assistive technology services to enable people to actively engage in home, work, school and community life.

lifetec.org.au/

Get active

PCYC Queensland

www.pcyq.org.au

Contact your local Community Centre or Neighbourhood Centre about available children's programs and support.

Leaving school

www.qld.gov.au/disability/children-young-people/leaving-school

Advocacy support

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

www.qld.gov.au/disability/legal-and-rights/advocacy

Sunshine Coast Citizen Advocacy

www.citizenadvocacy.com

Guardians and nominees

www.ndis.gov.au/understanding/families-and-carers/guardians-and-nominees-explained

Appoint a guardian or administrator

www.legalaid.qld.gov.au/Find-legal-information/Personal-rights-and-safety/Health-and-medical/Legal-capacity#toc-adults-and-legal-capacity-2

Queensland Civil and Administrative Tribunal

www.qcat.qld.gov.au/matter-types/guardianship-for-adults-matters

Public Trustee

pt.qld.gov.au/other-services/disability-and-aged-support/



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