# Making the NDIS better

## Survey

### Short-form version

## How to use this document

This survey is written in an easy to read way.

The Australian Government Department of Social Services (DSS) wrote this survey.

When you see the word ‘we’, it means DSS.

Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 31.

This Easy Read survey is a shorter version of another survey.

If you want to give us more information, you can use the longer survey on our website at [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

There are 2 ways you can do the Easy Read survey:

* You can print out this survey and fill it out by hand.

You can then send it to us.

We explain how to send it to us on page 31.

* You can fill out an online survey.

You can do this on your computer.

It will come straight to us when you are finished.

You can find the online Easy Read survey on our website at [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

You can ask for help to fill out this survey. A friend, family member or support person may be able to help you.

Our staff can also help you.

If you would like our help, you can call us on **1800 358 846**.

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## What is this survey about?

This survey is about experiences you have had with the National Disability Insurance Scheme.

It is usually called the NDIS.

We want to make sure that people who use the NDIS have   
a good experience.

We are talking about making a set of new rules for the NDIS, called the Participant Service Guarantee.

In this survey, we call it the Guarantee.

The Guarantee will help make the NDIS work better for everyone.

A **participant** is someone who gets services from the NDIS.

And a **guarantee** is like a promise.

We explain the Guarantee in a document called the Discussion Paper.

You can find the Discussion Paper on our website at [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

You might like to read that document before you start this survey.

## Who can take part in the survey?

This survey is for people who:

* are using the NDIS
* have applied to use the NDIS
* care for people who use the NDIS or people who have applied.

## About the questions

We want to know a little bit about you.

And we want to know about your experience with the NDIS.

All of your answers to our questions will be **anonymous**.

This means no one will know that they are your answers.

To answer a question, you need put a tick in the box next to the option that is right for you.

Or, you might need to write in some text.

## Making complaints

Some people may have had problems with the NDIS.

They might want to make a complaint.

We won’t be able to help with any complaints in this survey.

To talk to someone about a complaint, you need to contact the National Disability Insurance Agency.

They are usually called the NDIA.

The NDIA runs the NDIS.

You can find out how to contact them with a complaint by visiting their website at [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)

## Would you like to take part in the survey?

After reading this information, do you want to take part in the survey?

Yes

No

If you said no, you can have your say in a different way.

You can find information on our website at [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

## Questions about you

### Question 1

I’m a person with disability.

I’m a paid carer of a person with disability.

I’m a family member or an unpaid carer of a person with disability.

#### For carers of people with disability

If you care for more than 1 person with disability, please answer the survey for 1 person at a time.

In the rest of the survey, when you see the word ‘you’ it means the person with disability.

Please answer the questions thinking about their experience.

### Question 2

I’m an NDIS participant.

A participant is someone who gets services from the NDIS.

I have applied for the NDIS but I’m not an NDIS participant.  
Please skip ahead to question 4.

I used to be in the NDIS but I’m not anymore.

I have never applied for the NDIS.  
This survey is for people who have applied for the NDIS.   
You may not be able to answer some of the questions.  
Please skip ahead to question 4.

If none of these things are true for you, please tell us what is:

|  |
| --- |
|  |

Please skip ahead to question 4.

### Question 3

How many NDIS plans have you had?

1

2

3 or more

Not sure

### Question 4

What type of disability do you have?

I have had an injury to my brain.

I have cerebral palsy.

I am deaf or I can’t hear well.

I have a disability that affects my brain and how it works.

I have a disability that affects how I learn and what I can understand.

I have a disability that affects my brain and how well it connects to other parts of my body.

I have autism.

I have Down syndrome.

I have a physical disability.

I have multiple sclerosis.

I have a disability that affects my mental health.

I have had a stroke.

I have a spinal cord injury.

I am blind or I can’t see well.

I have a different disability.

Please tell us more:  
  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I don’t want to say.

### Question 5

What state or territory do you live in?

New South Wales

Queensland

South Australia

Australian Capital Territory

Victoria

Western Australia

Tasmania

Northern Territory

I don’t live in Australia.

### Question 6

Where do you live?

I live in a capital city.

I live in a regional city or town.  
This means that you live in quite a big place but it isn’t the capital city for your state.

I live in a town or area that is in the country.  
It is a long way from anywhere else.

### Question 7

Are you part of any of the groups below?

You can pick more than 1 group.

Aboriginal and Torres Strait Islander peoples

LGBTQIA+ people

Deaf community

I speak a language that isn’t English at home.

I speak English at home, but my family came from another country.

I’m not part of any of these groups.

I don’t want to say.

### Question 8

How old are you?

0 to 6 years old

7 to 17 years old

18 to 29 years old

30 to 39 years old

40 to 49 years old

50 to 54 years old

55 to 59 years old

60 to 64 years old

65 years old or older

### Question 9

Do you need to use special equipment?

This equipment could be:

* a wheelchair
* a mobility aid to help you get about
* assistive technology like a hearing aid.

Yes

No

### Question 10

Do you need to live in a home that is specially built for people   
with disability?

Yes

No

### Question 11

Have you had some things changed in your home?

Or are there things that need to be changed in your home?

These changes could be:

* putting in a ramp or handrail
* making kitchen benches lower
* making more space in the bathroom.

Yes

No

## Questions about applying for the NDIS

Have you ever applied for the NDIS before?

Yes

No

If you said no, please skip ahead to Question 16.

### Question 12

When did you apply for the NDIS?

2013

2014

2015

2016

2017

2018

2019

Not sure

### Question 13

How easy or hard was it to apply for the NDIS?

Please use this scale to choose your answer:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| It was very hard | It was hard | It wasn’t hard or easy | It was easy | It was very easy | I’m not sure |

Please tell us why:

|  |
| --- |
|  |

### Question 14

Did you have to get a report from a doctor or a specialist when you applied for the NDIS?

Yes

No

I’m not sure

### Question 15

We want to know how long different parts of the application process took for you.

This question has 3 parts. We’ve called them A, B and C.

### 15A

**How long did it take** you **to fill out the forms when you applied?**

Less than 1 week

Between 1 week and 1 month

More than 1 month

I’m not sure

This doesn’t apply to me

### 15B

**How long did it take** you **to get a report from your doctor?**

Less than 1 week

Between 1 week and 1 month

More than 1 month

I’m not sure

This doesn’t apply to me

### 15C

**How long did it take the NDIA to tell** you if you could use the NDIS?

Less than 1 week

Between 1 week and 1 month

More than 1 month

I’m not sure

This doesn’t apply to me

### Question 16

How do you think we could make it easier to apply for the NDIS?

Please write your ideas in the space below.

|  |
| --- |
|  |

## Questions about getting your first NDIS plan

Have you had an NDIS plan?

Yes

No

If you said no, please skip ahead to Question 25.

### Question 17

When did you get your first NDIS plan?

2013

2014

2015

2016

2017

2018

2019

Not sure

### Question 18

How easy or hard was it to set up your first NDIS plan?

Please use this scale to choose your answer:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| It was very hard | It was hard | It wasn’t hard or easy | It was easy | It was very easy | I’m not sure |

Please tell us why:

|  |
| --- |
|  |

### Question 19

Did you have to get a **quote** for a piece of equipment for your plan?

A quote shows how much something might cost.

Yes

No

I’m not sure

### Question 20

To get the supports you needed included in your plan, did you have to get a report from:

* a doctor
* an occupational therapist
* another health professional?

Yes

No

I’m not sure

### Question 21

We want to know how long different parts of setting up your plan took   
for you.

This question has 4 parts. We’ve called them A, B, C and D.

### 21A

**How long did it take** to get to see an NDIS planner**?**

Less than 1 month

Between 1 month and 3 months

More than 3 months

I’m not sure

This doesn’t apply to me

### 21B

**How long did it take** for the NDIA to approve your plan**?**

Less than 1 month

Between 1 month and 3 months

More than 3 months

I’m not sure

This doesn’t apply to me

### 21C

**How long did it take to get a quote for a piece of equipment**?

Less than 1 month

Between 1 month and 3 months

More than 3 months

I’m not sure

This doesn’t apply to me

### 21D

**How long did it take to get an appointment with a doctor or occupational therapist to get a report?**

Less than 1 month

Between 1 month and 3 months

More than 3 months

I’m not sure

This doesn’t apply to me

### Question 22

How happy were you with your first NDIS plan?

Please use this scale to choose your answer:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| I was very unhappy | I was unhappy | I wasn’t happy or unhappy | I was happy | I was very happy | I’m not sure |

Please tell us why:

|  |
| --- |
|  |

### Question 23

This question has 3 parts. We’ve called them A, B and C.

### 23A

Did you ask to change anything in your first plan after you got it?

Yes

No  
Please skip ahead to Question 24.

I’m not sure  
Please skip ahead to Question 24.

### 23B

How long did it take to make the changes?

Less than 1 month

Between 1 month and 3 months

More than 3 months

I’m not sure

This doesn’t apply to me

### 23C

Was it easy or hard to make the changes?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| It was very hard | It was hard | It wasn’t hard or easy | It was easy | It was very easy | I’m not sure |

### Question 24

How do you think we could make it easier to set up or change an   
NDIS plan?

Please write your ideas in the space below.

|  |
| --- |
|  |

## Questions about your experience with the NDIA

### Question 25

This question is about your experience with the people who work for   
the NDIA.

This question has 4 parts. We’ve called them A, B, C and D.

### 25A

People who work for the NDIA understand what people with   
disability need.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | I don’t agree or disagree | Agree | Strongly agree | I’m not sure |

### 25B

People who work for the NDIA thought about and understood the supports I need to live my life.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | I don’t agree or disagree | Agree | Strongly agree | I’m not sure |

### 25C

People who work for the NDIA clearly explained to me how they develop an NDIS plan.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | I don’t agree or disagree | Agree | Strongly agree | I’m not sure |

### 25D

People who work for the NDIA clearly explained to me how to use my plan.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | I don’t agree or disagree | Agree | Strongly agree | I’m not sure |

### Question 26

We want to know if you think the NDIS has got better or worse over the last few years.

This question has 7 parts. We’ve called them A, B, C, D, E, F and G.

### 26A

Over the past few years, the time it takes to get an NDIS plan is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26B

People who work for the NDIA listen to ideas and issues raised by:

* people with disabilities
* families
* carers.

Over the last few years, I think the way they do this is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26C

Over the past few years, the way that the NDIA staff know and understand people with disabilities is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26D

The NDIA works with:

* other parts of government
* health services.

Over the past few years, the way they do this is….

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26E

Over the past few years, the way NDIA staff treat people with disability and their family and carers is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26F

Over the past few years, I think the way the NDIA makes decisions is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### 26G

Over the past few years, using and understanding the NDIS is…

Much worse

A bit worse

No different

A bit better

Much better

I’m not sure

This doesn’t apply to me

### Question 27

Do you have anything else you’d like to say about your experience with   
the NDIS?

Please tell us what you think in the space below.

|  |
| --- |
|  |

## How to send us your survey

You can send us your finished survey by:

* Scanning the survey and emailing it to [NDISConsultations@dss.gov.au](mailto:NDISConsultations@dss.gov.au)

You may need to ask someone for help to scan the survey.

* Posting the survey to:  
  NDIS Consultations   
  Department of Social Services  
  GPO Box 9820  
  Canberra ACT 2601

## Thank you

Thank you for taking part in this survey.

You can stay up-to-date with our work by checking our website at [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

## Word list

**Anonymous**

This means no one will know that they are your answers.

**Guarantee**

A promise.

**Participant**

A person who uses the NDIS.

**Quote**

A quote shows how much something might cost.

## Contact us

Email: [NDISConsultations@dss.gov.au](mailto:NDISConsultations@dss.gov.au)

Postal address:

NDIS Consultations   
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Website: [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

You’ll find the information under the heading ‘NDIS Act Review and Participant Service Guarantee’.

Phone: **1800 358 846**

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