



Australian Government

Department of Social Services

Making the NDIS better

Survey

Short-form version



How to use this document



This survey is written in an easy to read way.
We use pictures to explain some ideas.



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 57.



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

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 56.



- 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



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



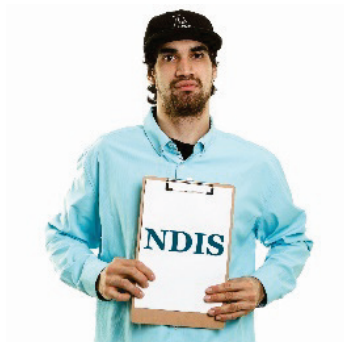
Our staff can also help you.

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

What's in this document?

What is this survey about?	6
Who can take part in the survey?	8
About the questions	9
Making complaints	10
Would you like to take part in the survey?	12
Questions about you	13
Questions about applying for the NDIS	26
Questions about getting your first NDIS plan	33
Questions about your experience with the NDIA	45
How to send us your survey	56
Thank you	56
Word list	57
Contact us	58

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.



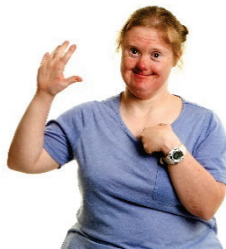
We are talking about making a set of new rules for the NDIS, called the Participant Service Guarantee.



In this survey, we call it the Guarantee.



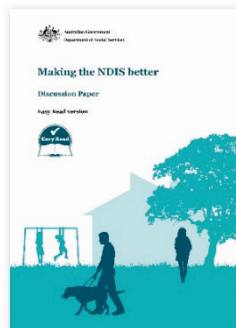
The Guarantee will help make the NDIS work better for everyone.



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



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:

NDIS



- are using the NDIS



- have applied to use the NDIS

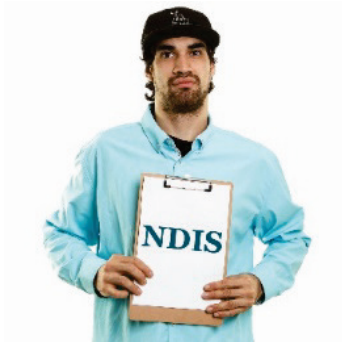


- care for people who use the NDIS or people who have applied.

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.



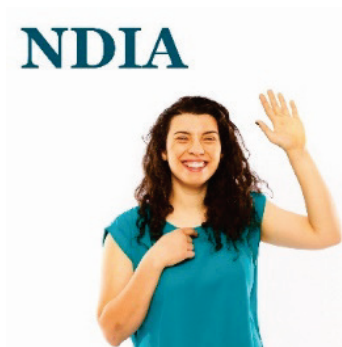
They might want to make a complaint.



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

Would you like to take part in the survey?



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



☐ Yes



☐ No

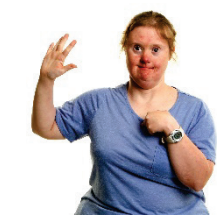
If you said no, you can have your say in a different way.



You can find information on our website at
www.engage.dss.gov.au

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.

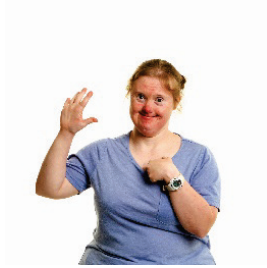


In the rest of the survey, when you see the word 'you'
it means the person with disability.



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:

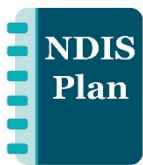
☐

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.

☐

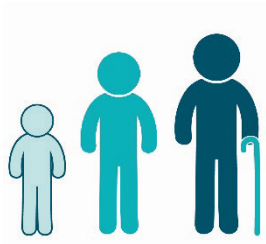
I'm not part of any of these groups.

☐

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

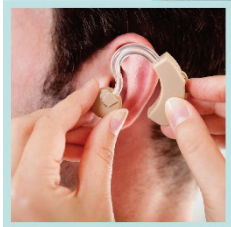
☐

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.



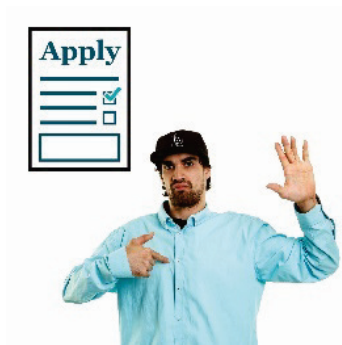
Yes

☐

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:

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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?

<input type="checkbox"/> Less than 1 week	<input type="checkbox"/> Between 1 week and 1 month	<input type="checkbox"/> More than 1 month	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> This doesn't apply to me

15B



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

<input type="checkbox"/> Less than 1 week	<input type="checkbox"/> Between 1 week and 1 month	<input type="checkbox"/> More than 1 month	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> This doesn't apply to me

15C



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

<input type="checkbox"/> Less than 1 week	<input type="checkbox"/> Between 1 week and 1 month	<input type="checkbox"/> More than 1 month	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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:

					
<input type="checkbox"/> It was very hard	<input type="checkbox"/> It was hard	<input type="checkbox"/> It wasn't hard or easy	<input type="checkbox"/> It was easy	<input type="checkbox"/> It was very easy	<input type="checkbox"/> 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?

<input type="checkbox"/> Less than 1 month	<input type="checkbox"/> Between 1 month and 3 months	<input type="checkbox"/> More than 3 months	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> This doesn't apply to me

21B



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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less than 1 month	Between 1 month and 3 months	More than 3 months	I'm not sure	This doesn't apply to me

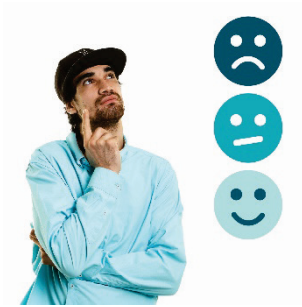
21D



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

<input type="checkbox"/> Less than 1 month	<input type="checkbox"/> Between 1 month and 3 months	<input type="checkbox"/> More than 3 months	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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:

					
					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.

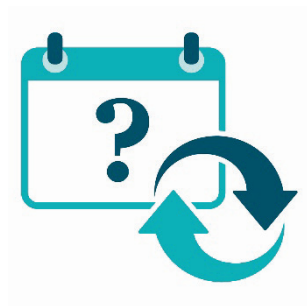
☐

I'm not sure

Please skip ahead to Question 24.

☐

23B



How long did it take to make the changes?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was very hard	It was hard	It wasn't hard or easy	It was easy	It was very easy

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.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.

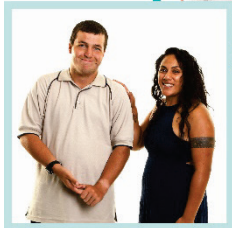
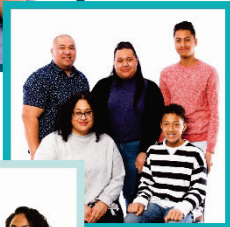
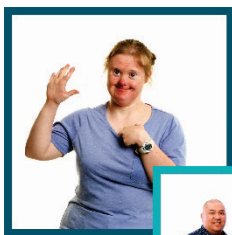
26A



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

<input type="checkbox"/> Much worse	<input type="checkbox"/> A bit worse	<input type="checkbox"/> No different	<input type="checkbox"/> A bit better
<input type="checkbox"/> Much better	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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...

			
<input type="checkbox"/> Much worse	<input type="checkbox"/> A bit worse	<input type="checkbox"/> No different	<input type="checkbox"/> A bit better
			
<input type="checkbox"/> Much better	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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...

			
<input type="checkbox"/> Much worse	<input type="checkbox"/> A bit worse	<input type="checkbox"/> No different	<input type="checkbox"/> A bit better
			
<input type="checkbox"/> Much better	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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....

			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Much worse	A bit worse	No different	A bit better
			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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...

			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Much worse	A bit worse	No different	A bit better
			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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...

			
<input type="checkbox"/> Much worse	<input type="checkbox"/> A bit worse	<input type="checkbox"/> No different	<input type="checkbox"/> A bit better
			
<input type="checkbox"/> Much better	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> This doesn't apply to me	

26G



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

			
<input type="checkbox"/> Much worse	<input type="checkbox"/> A bit worse	<input type="checkbox"/> No different	<input type="checkbox"/> A bit better
			
<input type="checkbox"/> Much better	<input type="checkbox"/> I'm not sure	<input type="checkbox"/> 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.

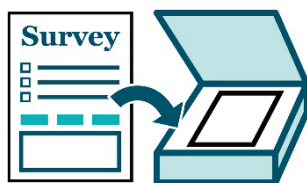
How to send us your survey

You can send us your finished survey by:



Scanning the survey and emailing it to

NDISConsultations@dss.gov.au



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**

Word list



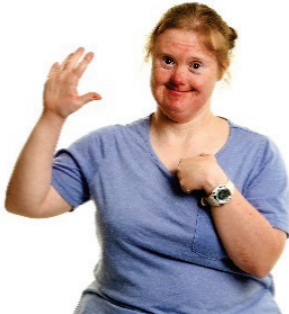
Anonymous.

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



NDISConsultations@dss.gov.au



NDIS Consultations

Department of Social Services

GPO Box 9820

Canberra ACT 2601



www.engage.dss.gov.au

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



1800 358 846



This Easy Read document was created by the Information Access Group using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit **www.informationaccessgroup.com**.

Quote job number 3282-F.