



Australian Government

Department of Social Services

NDIS Participant Experience

Long-form Survey



The Australian Government is working to improve the National Disability Insurance Scheme (NDIS) experience for people with disability, their families and carers. To do this, we are reviewing the *National Disability Insurance Scheme Act 2013* (the NDIS Act).

The review will help us to develop a new set of standards known as the NDIS Participant Service Guarantee (the Guarantee), to be introduced by mid-2020.

Once the Guarantee is implemented, the National Disability Insurance Agency (NDIA) will need to make decisions about people's plans within the timeframe set by the Guarantee.

This means people will know how long the NDIA will take to make a decision about their supports.

About this survey

To help create the Guarantee, the Department of Social Services wants to know about people's experiences with the NDIS. Your answers will help us understand what might need to change in the NDIS law, and what should be included in the Guarantee.

This survey is designed for NDIS participants or people who provide care and support for NDIS participants.

The survey is broken into eight different sections. Each section has its own set of questions about the different stages an NDIS participant goes through in their planning process.

The first two sections are important for everyone. These sections ask up to 18 questions about:

- your circumstances and needs (10 questions).
- what you think should go into the Guarantee (8 questions).

The other sections won't apply to everyone.

You can choose to complete some or all of these sections. The sections are designed so you can give feedback about what happened during your application and planning process for the NDIS. They include:

- applying to the NDIS (up to 14 questions)
- preparing for your planning meeting (up to 7 questions)
- your experience of the NDIS planning process (up to 31 questions)
- using your plan (up to 9 questions)
- changing or reviewing your plan (up to 15 questions)
- NDIA's decision making processes and appeals (up to 11 questions).

Not all questions will be relevant to you. The survey includes *instructions in italics* where you may be able to skip a question, based on the answers provided.

Taking the time to fill out this Survey

This printable version of the survey has been designed so you can fill it out with a pen or pencil. An online version of the survey is also available on DSS Engage for you to complete on your computer, tablet or other device.

We understand the survey has many questions. After printing it out, you may want to take your time to read it through and think about your answers before you complete it.

If you need more space to write an answer, you can attach additional pages to your survey when you return it to us. Please make sure you include the question number with your responses in any attached pages.

If you choose to respond to all, or most, of the questions, the survey may take around 45 minutes to complete.

If you do not have time to fill out this long form survey, a shorter version of the survey is also available through DSS Engage at <https://engage.dss.gov.au/review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee/>.

You can ask a family member, carer or other support person to help you fill out the survey. Staff from the Department of Social Services can also assist on **1800 358 846**.

All answers are anonymous.

Complaints and feedback

We will not be able to reply directly to any complaints about the NDIS or the NDIA you include in your answers. If you have a specific complaint, you can share it with the NDIA through their Feedback and Complaints process.

If you want to raise issues or concerns about this survey or have questions about the NDIS Participant Service Guarantee, email NDISConsultations@dss.gov.au or phone **1800 358 846**.

Section 1: About You (10 Questions)

This mandatory section is designed to enable us to better understand you and your needs, so that we can design a Participant Service Guarantee that acknowledges the broad and diverse experiences of NDIS participants.

You must complete this section.

1.1. Which of the following best describes you?

- ☐ A person with disability
- ☐ A paid support person or carer of a person with disability
- ☐ A family member or informal carer of a person with disability
- ☐ Other: Please write in your answer below

If you are a paid carer or support worker, informal carer, or family member of a person with disability, please answer this survey in relation to the person you care for.

1.2. Are you filling this survey out on behalf of yourself or someone you care for?

- ☐ Myself [\[Please go to 1.3\]](#)
- ☐ Someone I care for (This includes paid support workers) [\[Please go to 1.4\]](#)

1.3. What is your relationship with the NDIS?

- ☐ I am an NDIS participant
- ☐ I used to be an NDIS participant
- ☐ I have applied to the NDIS but I'm not an NDIS participant
- ☐ Other: Please write in your answer below

1.4. If you are filling out this survey on behalf of someone else, what is their relationship with the NDIS?

- ☐ They are an NDIS participant
- ☐ They used to be an NDIS participant
- ☐ They have applied to the NDIS but they are not an NDIS participant
- ☐ Other: Please write in your answer below

1.5. How would you describe your disability, or the disability of the person you care for? Please select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Acquired brain injury | <input type="checkbox"/> Autism |
| <input type="checkbox"/> Cerebral palsy | <input type="checkbox"/> Down syndrome |
| <input type="checkbox"/> Hearing impairment / Deaf person | <input type="checkbox"/> Multiple sclerosis |
| <input type="checkbox"/> Intellectual disability | <input type="checkbox"/> Other physical |
| <input type="checkbox"/> Other neurological | <input type="checkbox"/> Psychosocial disability |
| <input type="checkbox"/> Blindness / Vision impairment | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Spinal cord injury | <input type="checkbox"/> Other sensory and speech |
| <input type="checkbox"/> I'd prefer not to say | <input type="checkbox"/> Other: please write in your answer below |

1.6. What state or territory do you live in?

- | | |
|---|---|
| <input type="checkbox"/> New South Wales | <input type="checkbox"/> Victoria |
| <input type="checkbox"/> Queensland | <input type="checkbox"/> Western Australia |
| <input type="checkbox"/> South Australia | <input type="checkbox"/> Tasmania |
| <input type="checkbox"/> Australian Capital Territory | <input type="checkbox"/> Northern Territory |
| <input type="checkbox"/> I do not live in Australia | |

1.7. Which of the following best describes the place you live?

- ☐ A capital city
- ☐ A regional city or town
- ☐ A remote town or area

**1.8. Do you identify as a person from one or more of the following groups?
Please select all that apply**

- ☐ Aboriginal and/or Torres Strait Islander
- ☐ LGBTQIA+
- ☐ Speaks a language other than English at home
- ☐ Speaks English at home, but has a migrant or non-English background
- ☐ Deaf community
- ☐ Prefer not to say
- ☐ None

1.9. Before the NDIS was available in your area, did you receive any funded help because of your disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say
- ☐ Not sure
- ☐ Not applicable

1.10. If you are a person with a disability, how old are you? Or if you are completing this survey on behalf of a person with a disability, how old are they?

- | | | |
|--|---|--|
| <input type="checkbox"/> Up to 6 years | <input type="checkbox"/> 7 to 17 years | <input type="checkbox"/> 18 to 29 years |
| <input type="checkbox"/> 29 to 39 years | <input type="checkbox"/> 40 to 49 years | <input type="checkbox"/> 50 to 54 years |
| <input type="checkbox"/> 55 to 59 years | <input type="checkbox"/> 60 to 64 years | <input type="checkbox"/> 65 years and over |
| <input type="checkbox"/> Prefer not to say | | |

1.11. Do you, or the person with disability you care for, belong to any of the following groups? Please select all that apply.

- ☐ Children receiving support through the Early Childhood Early Intervention pathway (ECEI)
- ☐ NDIS participant needing assistive technology
- ☐ NDIS participant needing specialist disability accommodation supports
- ☐ NDIS participant needing home modifications
- ☐ None

Section 2: What should be in the Participant Service Guarantee (8 Questions)

The Participant Service Guarantee will mean the NDIA has to make key decisions within set timeframes.

In this mandatory section, we want you to tell us what else would be important to be in a new Guarantee. You must complete this section.

We're considering whether the following principles and standards could be part of the NDIS Participant Service Guarantee. This would mean the NDIA would have to meet them in some way. Your response to this question will help us to understand what people can expect from the Guarantee.

When thinking about your experience with the NDIS, tell us how well you think the NDIS is meeting the standards described below. You can do this by telling us to what extent you agree or disagree with the following statements.

2.1. The NDIS makes decisions in a timely way.

Principle	Standard				
Timely	The NDIS process is easy to understand and use, and decisions about access, planning and review happen quickly.				
<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure

2.2. The NDIA engages with people with disability, their families or carers when making decisions.

Principle	Standard				
Engaged	The NDIA engages with people with disability, their family, carers and other support people when developing its procedures and processes.				
<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure

2.3. The NDIA staff know and understand about my disability and what supports will help me.

Principle	Standard
Expert	NDIA staff have a high level of disability training and understand the impact specific disabilities have on people's lives. They understand what supports are most effective for a person's disability.

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure
---	--------------------------------------	--	-----------------------------------	--	--------------------------------------

2.4. NDIS connects and coordinates with other services such as health, education and justice.

Principle	Standard
Connected	The NDIA works well with governments, mainstream services (such as health, education, justice services), disability representative groups and providers to make sure people with disability have coordinated and integrated services.

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure
---	--------------------------------------	--	-----------------------------------	--	--------------------------------------

2.5. I am treated with respect in all my dealings with the NDIA. I feel listened to and heard.

Principle	Standard
Valued	Participants, their families, carers and other support people feel valued in their interaction with the NDIA.

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure
---	--------------------------------------	--	-----------------------------------	--	--------------------------------------

2.6. When the NDIA makes decisions, I am given enough information to understand the decision.

Principle	Standard
Decisions are made on merit	The NDIA acts in a transparent, informative and collaborative way so that participants understand why decisions are made.

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure
---	--------------------------------------	--	-----------------------------------	--	--------------------------------------

2.7. Information about the NDIS and my plan is given to me in a way that I can easily access and understand.

Principle	Standard
Accessible	All people with disability can understand and use the NDIS by accessing information and supports in ways that are appropriate to their needs.

<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Not sure
---	--------------------------------------	--	-----------------------------------	--	--------------------------------------

- 2.8. What else do you think the Guarantee should focus on to improve your experience with the NDIS? This might include when you applied for the NDIS, started your planning process or when using your plan. Please write your answer in the text box below.**

Section 3: Questions about applying to the NDIS (14 Questions)

This section is about applying to the NDIS, also known as getting an access decision. The questions in this optional section aim to identify the challenges you may have faced in applying to the NDIS so the timeframes in the Guarantee can be developed appropriately.

It has up to 14 questions, depending on your answers.

If you want to answer questions on your application to the NDIS, please continue. If you would like to skip this section, Section 4 is on how you prepared for your planning process.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep their experience in mind.

3.1. When did you first apply for access to the NDIS?

- ☐ 2013
- ☐ 2014
- ☐ 2015
- ☐ 2016
- ☐ 2017
- ☐ 2018
- ☐ 2019
- ☐ Not sure

3.2. Did you need help making an application to the NDIS?

- ☐ Yes
- ☐ No [\[Please go to 3.4\]](#)

3.3. Who helped you apply to the NDIS? Please select all that apply

- ☐ Family member
- ☐ Friend
- ☐ Social worker
- ☐ Support worker
- ☐ Support coordinator
- ☐ Disability service organisation
- ☐ NDIS representative, including a Local Area Coordinator (LAC) or Early Childhood Early Intervention (ECEI) staff member
- ☐ Other: Please describe in the box below.

- ☐ None of the these options apply to me

3.4. Did you find the process of filling out the Access Request Form or making a Verbal Access Request easy to understand?

- ☐ Yes
- ☐ No
- ☐ Not sure

3.5. Do you have any suggestions on how to make the Access Request Form or Verbal Access Request easier? Please write your answer below.

3.6. After you provided your Access Request Form to the NDIA, did the NDIA ask you to provide extra information (such as medical reports) to support your application?

- ☐ Yes
- ☐ No [\[Please go to 3.12\]](#)
- ☐ Not sure [\[Please go to 3.12\]](#)

3.7. What extra information did you have to provide? Please select all that apply.

- ☐ Evidence of your disability or functional impairment
- ☐ Confirmation of your identity or other personal information
- ☐ Other: Please describe in the box below.

3.8. Do you think providing this extra information to the NDIA was necessary?

- ☐ Yes [\[Please go to 3.10\]](#)
- ☐ No
- ☐ Not sure [\[Please go to 3.10\]](#)

**3.9. Why did you think this information was not required by the NDIA?
Please write your answer in the text box below.**

3.10. How long did it take you to get the additional information the NDIA asked for?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

3.11. Was there a cost associated with this additional information?

- ☐ Yes
- ☐ No
- ☐ Not sure

3.12. Overall, how long from lodging your Access Request Form or making a Verbal Access Request did it take before the NDIA notified you about whether you could get access to the NDIS?

- ☐ Less than 1 month
- ☐ Between 1 to 2 months
- ☐ Between 2 and 3 months
- ☐ More than 3 months
- ☐ Not sure

3.13. Keeping in mind the NDIA needs time to assess the information you give them, what do you think is an appropriate timeframe for them to make a decision about your application to the NDIS?

You can answer in a number of days, weeks, or months. For example, 14 days, 4 weeks or 3 months are all useful answers.

3.14. In your opinion, how could the NDIS make it easier for you to apply to the NDIS? Please write your answer below.

Section 4: Preparing for your planning meeting (7 Questions)

This section involves the steps you took and the information you needed to get ready for your planning meeting. Completing these optional questions will help us better understand the challenges involved in planning. This section has up to 7 questions.

If you want to answer questions on 'preparing for your planning meeting', please continue with this section. You can also skip ahead to Section 5, which focuses on the planning meeting itself and getting your plan approved.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep the participant's experience in mind.

4.1. Once you were told you had been approved to access the NDIS, was there enough information provided to you about what would happen next?

- ☐ Yes
- ☐ No
- ☐ Not sure

4.2. Did you know where to find information to help you start preparing for your planning meeting?

- ☐ Yes
- ☐ No
- ☐ Not sure

4.3. If you found information to help you prepare for your planning meeting, where did you find it? Please select all that apply.

- ☐ NDIS website or NDIS pre-planning booklet
- ☐ NDIS Contact Centre
- ☐ Local Area Coordinator or Early Childhood Early Intervention Coordinator
- ☐ Disability service provider
- ☐ Disability organisation or representative group
- ☐ Disability advocacy group or individual advocate
- ☐ Peer support (including social media)
- ☐ Other: Please describe in the box below.

- ☐ None of these options apply to me

4.4. If you prepared for your first planning meeting, did you find the available information useful?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

4.5. Were you aware of any NDIS forums or Getting Plan Ready sessions offered by your Local Area Coordinator?

- ☐ Yes
- ☐ No
- ☐ Not sure

4.6. Once you were approved as an NDIS participant, how long did it take before you had your first planning meeting?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

When you become an NDIS participant, the NDIA assigns an NDIS planner and then schedules a planning meeting with you.

4.7. How long do you think is a reasonable timeframe between being approved as an NDIS participant and having your first planning meeting?

You can answer in a number of days, weeks, or months. For example, 14 days, 4 weeks or 3 months are all useful answers.

Section 5: Planning meetings (31 Questions)

This section includes questions on the planning process, including the number of plans you have had, your planning experience, and how the planning meetings were conducted. This optional section will help us understand what improvements can be made through the Guarantee to your planning experience. The section has up to 31 questions, depending on your answers.

If you want to answer questions on 'preparing for your planning meeting', please continue with this section. You can also skip ahead to Section 6, which focuses on how you use your NDIS plan.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep the participant's experience in mind.

5.1. How many plans have you had?

- ☐ 1 *[Please go to 5.4]*
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more

5.2. Has your experience of the planning process improved since your first plan?

<input type="checkbox"/> Much worse	<input type="checkbox"/> Slightly worse	<input type="checkbox"/> No change	<input type="checkbox"/> Slightly better	<input type="checkbox"/> Much better	<input type="checkbox"/> Not sure	<input type="checkbox"/> Not applicable
<i>[If you ticked any of the above boxes, please go to 5.4]</i>						

5.3. Why has your experience of the planning process got worse? Write your answer in the box below.

5.4. What year was your first NDIS plan put in place?

- ☐ 2013
- ☐ 2014
- ☐ 2015
- ☐ 2016
- ☐ 2017
- ☐ 2018
- ☐ 2019
- ☐ Not sure
- ☐ I don't have an approved plan yet

5.5. Who was your NDIS planner?

- ☐ A Local Area Coordinator
- ☐ An Early Childhood Early Intervention Partner
- ☐ An NDIA planner
- ☐ Not sure

5.6. Do you think the planner listened to you?

- ☐ Yes
- ☐ No
- ☐ Not applicable

5.7. Did someone attend your planning meeting with you to support you?

- ☐ Yes
- ☐ No [\[Please go to 5.10\]](#)
- ☐ Not applicable [\[Please go to 5.10\]](#)

5.8. Who attended your planning meeting with you? Please select all that apply.

- ☐ Family member, friend or unpaid carer
- ☐ Paid carer
- ☐ Advocate or disability representative
- ☐ Interpreter
- ☐ Support coordinator
- ☐ Local Area Coordinator (LAC) or Early Childhood Early Intervention (ECEI) Partner
- ☐ Other: Please describe in the box below.

- ☐ None of these options apply to me

5.9. Do you think the planner listened to your support person?

- ☐ Yes
- ☐ No
- ☐ Not applicable

5.10. Did your planner clearly explain how the planning process would work and the sorts of things that might be included in your plan?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

5.11. Did your planner clearly explain how the goals in your plan would link to particular supports?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

5.12. Did your planner clearly explain the options available to you to manage your plan, for example self-managed or NDIA managed, and the benefits or restrictions of each option?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

5.13. Did your planning meeting involve your employment goals?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable – I do not have an employment goal

5.14. Did your planning meeting involve your existing community and social activities, or the community and social activities you need support to get involved in?

- ☐ Yes
- ☐ No
- ☐ Not applicable

5.15. Did your planner ask you to get extra information from a medical professional, allied health professional, support provider, or other organisation to help the NDIA develop your plan?

- ☐ Yes
- ☐ No [\[Please go to 5.18\]](#)
- ☐ Not sure [\[Please go to 5.18\]](#)

5.16. Did your planner provide clear advice about why extra information was needed?

- ☐ Yes
- ☐ No [\[Please go to 5.18\]](#)
- ☐ Not sure [\[Please go to 5.18\]](#)

5.17. Given that you needed extra information, what was it for? Please select all that apply.

- ☐ I was told I needed a report from my GP or medical specialist
- ☐ I was told I needed a report from a therapist (including psychologist and occupational therapist)
- ☐ Other, including financial or nominee information: Please describe in the box below.

- ☐ None of these options apply to me

5.18. Did your planner ask you to get quotes from an occupational therapist (for assistive technology), builder (for home modifications) or other organisation to help the NDIA develop your plan?

- ☐ Yes
- ☐ No [\[Please go to 5.22\]](#)
- ☐ Not sure [\[Please go to 5.22\]](#)

5.19. Did your planner provide clear advice about why a quote was needed?

- ☐ Yes
- ☐ No [\[Please go to 5.21\]](#)
- ☐ Not sure [\[Please go to 5.21\]](#)

5.20. Given that you needed a quote, what was it for? Please select all that apply.

- ☐ Assistive Technology
- ☐ Home modifications
- ☐ Supported Independent Living
- ☐ None of these options apply to me
- ☐ Other: Please describe in the box below.

5.21. How long did it take you to get the quote or extra information your planner asked for?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

5.22. How long after your initial planning meeting was your next planning meeting scheduled?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

5.23. Were you satisfied with how long it took to have your next planning meeting?

- ☐ Yes
- ☐ No

5.24. Overall, how long did it take the NDIA to approve your plan from when you had your first planning meeting?

- ☐ Less than 1 month
- ☐ Between 1 to 2 months
- ☐ Between 2 to 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

5.25. Did you receive the level of support you expected in your plan?

- ☐ Yes [\[Please go to 5.27\]](#)
- ☐ No
- ☐ Not applicable – I don't have a final plan yet [\[Please go to 5.29\]](#)

5.26. As you did not receive the level of support in your plan that you expected, did you seek further information or assistance? Please select all that apply.

- ☐ No, I did not seek further information or assistance on this matter
- ☐ Yes, I asked for an explanation from the NDIA on why supports were not included in my plan
- ☐ Yes, I discussed my plan with an advocate, support person or peer group member
- ☐ Yes, I asked for a review of the NDIS decision not to include certain supports in my plan
- ☐ Other: Please describe in the box below.

- ☐ None of the these options apply to me

5.27. Did you understand everything in your plan?

- ☐ Yes [\[Please go to 5.29\]](#)
- ☐ No
- ☐ Not sure [\[Please go to 5.29\]](#)

5.28. How could the NDIA make your plan document easier to understand? Please write your answer below.

5.29. How could the NDIS make it easier for you to go through the planning process? Please write your answer below.

5.30. Did you need to have your plan translated into a format that was accessible to you?

This might include translation to another language or putting it into a format you could easily understand and access.

- ☐ Yes
- ☐ No *[Please go to Section 6.]*
- ☐ Not applicable *[Please go to Section 6.]*

5.31. Do you think this translation delayed getting your final plan?

- ☐ Yes, I think the translation delayed the plan
- ☐ No, I don't think the translation delayed the plan very much
- ☐ Not applicable

Section 6: Using your NDIS plan (9 Questions)

This optional section asks questions on how you use the funds in your plan, find appropriate providers, and utilise your supports. It has up to 9 questions, depending on how you answer.

If you want to answer questions on 'using your NDIS plan', please continue with this section. You can also skip ahead to Section 7, which focuses on changing or reviewing your NDIS plan.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep their experience in mind.

6.1. Did your planner clearly explain how to use your plan and its funds?

- ☐ Yes
- ☐ No
- ☐ Not sure

6.2. Did your planner explain how to find NDIS service providers in your area, including using the NDIA Provider finder?

- ☐ Yes
- ☐ No
- ☐ Not sure

6.3. Did your planner explain what a Service Booking is and how to make a Service Agreement with a provider?

- ☐ Yes
- ☐ No
- ☐ Not sure

6.4. Did you know how to use the participant portal or did someone show you?

- ☐ Yes
- ☐ No
- ☐ Not sure

6.5. Are you likely to spend all of the money in your plan?

- ☐ Yes [\[Please go to 6.7\]](#)
- ☐ No
- ☐ Not sure [\[Please go to 6.7\]](#)

**6.6. Why are you not likely to spend all of the money in your plan?
Please select all that apply.**

- ☐ I have more money in my plan than I need
- ☐ I want to use my money, but right now it's too hard
- ☐ I'm being cautious with the money in my plan in case I overspend
- ☐ My family and friends provide me with some of the supports I need
- ☐ I have found a provider but I am not happy about using them
- ☐ I'm still looking for a provider in my local area
- ☐ I have found a provider but they are too busy to support me
- ☐ The providers in my area don't deliver the types of supports or services I need
- ☐ I don't know what type of supports I should purchase
- ☐ I don't know how to purchase supports or who to purchase from
- ☐ I don't know how much money I have in my plan
- ☐ I need more help from my Local Area Coordinator or Support Coordinator
- ☐ Other: Please describe in the box below.

- ☐ None of these options apply to me

6.7. Did you get help to use the supports in your plan?

- ☐ Yes
- ☐ No [\[Please go to 6.9\]](#)
- ☐ Not sure [\[Please go to 6.9\]](#)

6.8. Who did you get help from to access supports from your plan? Please select all that apply.

- ☐ A support coordinator
- ☐ A Local Area Coordinator
- ☐ A friend, family member or carer
- ☐ A disability support provider
- ☐ Peer support groups
- ☐ Other: Please describe in the box below.

- ☐ None of these options apply to me

6.9. What could the NDIA do to make it easier for you to use your plan? Please write your answer below.

Section 7: Changing or Reviewing your NDIS plan (15 Questions)

NDIS participants will have scheduled plan reviews, with each plan staying current for up to 3 years. The scheduled plan review will happen as your plan reaches its end. This gives you the opportunity to sit down with your planner to review what's in your plan and make sure the supports still work for you, or to change them if needed.

An unscheduled plan review can happen if you request one. A reason for requesting one is that the circumstances of your life, or your goals and aspirations may change.

This section asks questions on your experiences of scheduled or unscheduled plan reviews, including your understanding of the processes, the ways in which you were supported through the process, and the timeliness involved. It has up to 15 questions, depending on how you answer.

If you want to answer questions on 'changing or reviewing your NDIS plan', please continue with this section. You can also skip ahead to Section 8, which focuses on NDIA decision making processes.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep the participant's experience in mind.

7.1. Have you had or requested a scheduled review of your plan?

- ☐ Yes – I have had or requested a scheduled plan review
- ☐ No [\[Please go to 7.10\]](#)

7.2. Has someone contacted you to set up a scheduled plan review meeting?

- ☐ Yes
- ☐ No [\[Please go to 7.5\]](#)
- ☐ Not sure [\[Please go to 7.5\]](#)

7.3. How long before your plan was due to end did someone contact you to make an appointment for your plan review?

- ☐ More than 1 month
- ☐ Between 2 to 4 weeks
- ☐ Less than 2 weeks
- ☐ After my plan ended
- ☐ Not sure

7.4. Did you understand the process for a scheduled NDIS plan review?

- ☐ Yes
- ☐ No
- ☐ Not sure [\[Please go to 7.10\]](#)

7.5. Did your support coordinator or Local Area Coordinator give you any reports on your progress before your scheduled plan review?

- ☐ Yes
- ☐ No [\[Please go to 7.7\]](#)
- ☐ Not sure [\[Please go to 7.7\]](#)

7.6. Did the progress reports help you prepare for your scheduled plan review?

- ☐ Yes
- ☐ No
- ☐ Not sure

7.7. Did the NDIA or their representative tell you what would be needed as part of your scheduled plan review?

- ☐ Yes
- ☐ No
- ☐ Not sure

**7.8. What could the NDIA change to make this process easier for you?
Please write your answer below.**

7.9. Did you know you can ask for a review of your plan before it is due to be reviewed, if your circumstances change or you are unhappy with what is in your plan? (This is called an unscheduled review.)

- ☐ Yes
- ☐ No
- ☐ Not sure

7.10. Have you ever you asked for an unscheduled review of your plan before it was due to be reviewed?

- ☐ Yes
- ☐ No [\[Please go to Section 8\]](#)

7.11. What was the reason you asked for a plan review? Please write your answer below.

7.12. If your life situation changed, such as changes to your goals, and you needed a new support or quote, did you wait until your next scheduled plan review rather than asking for an unscheduled plan review?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable – my circumstances haven't changed

7.13. If you have asked for an unscheduled review, did the NDIA or their representative respond and set up an unscheduled plan review?

- ☐ Yes
- ☐ No [\[Please go to 7.15\]](#)
- ☐ Not sure [\[Please go to 7.15\]](#)

7.14. How long did it take to review your plan once the NDIA agreed to do an unscheduled plan review?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

7.15. Keeping in mind that you may need to give extra information to support an unscheduled plan review, how long do you think is a reasonable timeframe for the NDIA to do an unscheduled plan review after the NDIA receives all the information it needs?

You can answer in a number of days, weeks, or months. For example, 14 days, 4 weeks or 3 months are all useful answers.

Section 8: NDIA Decision Making (12 Questions)

If a participant is unhappy with a decision made by the NDIA, the first step is to seek an internal review of the decision. If the participant is still unhappy, this can be appealed to the Administrative Appeals Tribunal.

This optional section asks you questions about your experiences of NDIA decision making. The Guarantee may include ways to ensure the NDIA better informs people about the reasons for its decisions and to ensure those decisions are made more promptly.

If you want to answer questions on 'NDIA decision making', please continue with this section. You can also skip to the end of the Survey, where there are instructions on how to return your completed Survey.

In this section 'you' refers to the NDIS participant. If you are a family member or carer, please keep the participant's experience in mind.

8.1. When the NDIA made a decision (about your plan, supports, or access), did you understand why they made it the way they did?

- ☐ Yes
- ☐ No
- ☐ Not sure

8.2. Were you told that you had the right to ask for a review of any NDIA decisions that you did not agree with?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

8.3. Have you asked the NDIA to review a decision?

- ☐ Yes
- ☐ No
- ☐ Not sure *[For 'No' and 'Not sure', please go to the instructions on how to return your completed survey.]*

8.4. What was the reason? Please write your answer below.

8.5. Did someone at the NDIA explain the process for reviewing a decision?

- ☐ Yes
- ☐ No
- ☐ Not sure

8.6. How long did it take the NDIA to tell you whether they would review their decision?

- ☐ Less than 2 weeks
- ☐ Between 2 to 4 weeks
- ☐ Between 1 and 3 months
- ☐ More than 3 months
- ☐ Not sure
- ☐ Not applicable

8.7. How long did it take the NDIA to finish their review of the decision?

- ☐ Less than 14 days
- ☐ Less than 30 days
- ☐ Less than 60 days
- ☐ More than 60 days
- ☐ Not sure
- ☐ Not applicable

8.8. How long do you think is a reasonable timeframe for the NDIA to review their decision?

You can answer in a number of days, weeks, or months. For example, 14 days, 4 weeks or 3 months are all useful answers.

--

8.9. Did you feel your concerns were listened to?

<input type="checkbox"/> Not at all	<input type="checkbox"/> Somewhat	<input type="checkbox"/> Mostly	<input type="checkbox"/> Definitely
--	--------------------------------------	------------------------------------	--

8.10. Were you satisfied with the final decision?

<input type="checkbox"/> Not at all	<input type="checkbox"/> Somewhat	<input type="checkbox"/> Mostly	<input type="checkbox"/> Definitely
--	--------------------------------------	------------------------------------	--

[If you ticked any of the above boxes, please go to the end of the Survey to read instructions on how to return this document.]

8.11. If you were still unhappy after the NDIA reviewed the decision, did you make an appeal to the Administrative Appeals Tribunal? This is called an 'external' or 'merits review'.

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable *[Please go to the end of the Survey to read instructions on how to return this document.]*

8.12. Is the review and appeals process for the NDIS clear to you?

- ☐ Yes
- ☐ No
- ☐ Not sure

Conclusion

Thank you for responding to this survey.

As the survey is now coming to an end, if you have anything else you would like to share with us about your NDIS experience, please tell us in the space below.

You can also continue to be involved in the NDIS Act Review and development of the Participant Service Guarantee by reading the Discussion Paper and making a written response, or by signing up for updates.

We will collect all the responses and consider them when developing the NDIS Participant Service Guarantee.

How to Return This Survey

In order for us to consider your response, you need to return this survey. You can return the survey by scanning and emailing it to us, or by posting it in the mail.

Email: NDISConsultations@dss.gov.au

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