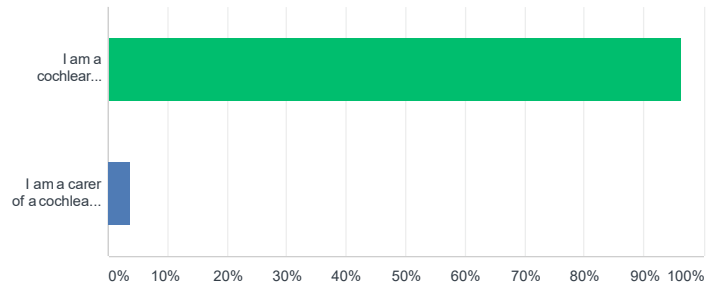


### Q1 What best describes you?

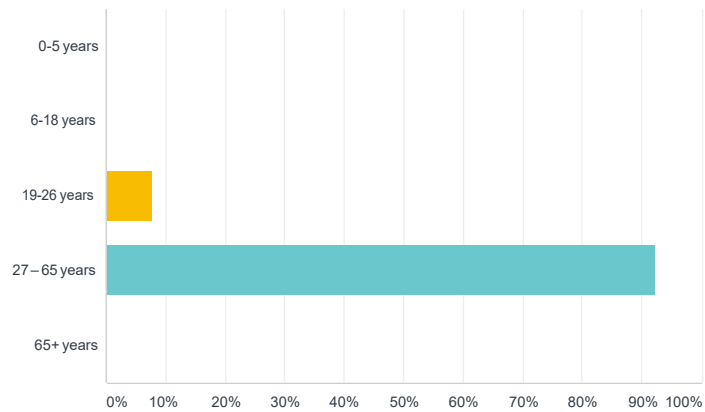
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES
I am a cochlear implant recipient	96.15% 75
I am a carer of a cochlear implant recipient	3.85% 3
TOTAL	78

### Q2 What is your age?

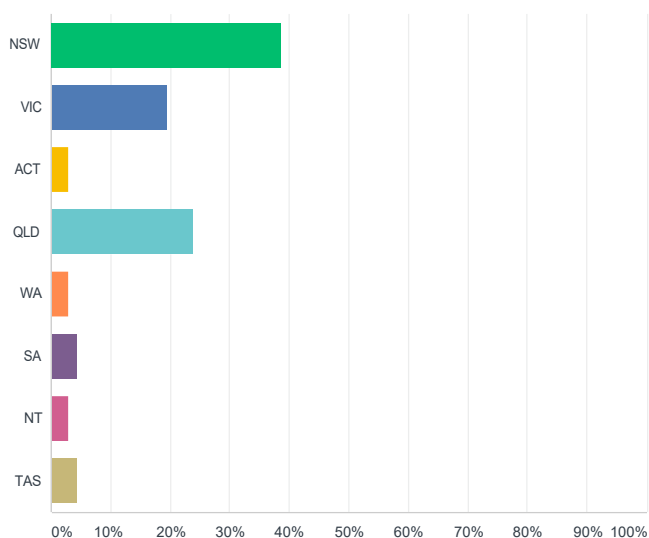
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-5 years	0.00%	0
6-18 years	0.00%	0
19-26 years	7.69%	6
27 – 65 years	92.31%	72
65+ years	0.00%	0
TOTAL		78

### Q3 What is your location?

Answered: 67 Skipped: 11



ANSWER CHOICES	RESPONSES	
NSW	38.81%	26
VIC	19.40%	13
ACT	2.99%	2
QLD	23.88%	16
WA	2.99%	2
SA	4.48%	3
NT	2.99%	2
TAS	4.48%	3
<b>TOTAL</b>		<b>67</b>

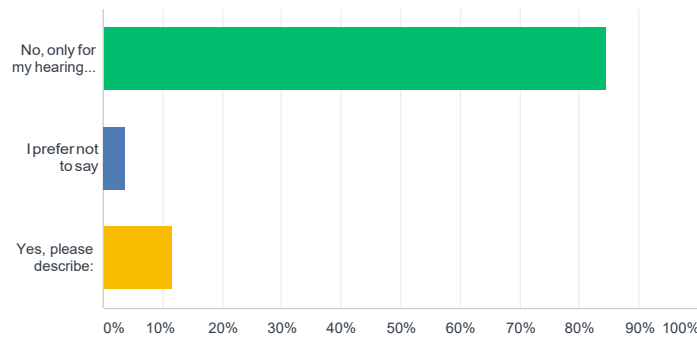
#	PLEASE INDICATE CITY/TOWN:	DATE
1	brisbane	10/27/2019 3:26 PM
2	Boonah 4310	10/16/2019 3:51 PM
3	Melbourne	10/14/2019 8:50 PM
4	Brisbane	10/14/2019 6:26 PM
5	Sunshine Coast	10/14/2019 5:16 PM
6	Sydney	10/14/2019 10:21 AM
7	Melbourne	10/13/2019 8:12 AM
8	Melbourne	10/11/2019 11:57 PM
9	Caringbah 2229	10/11/2019 12:50 PM
10	Brisbane	10/11/2019 11:18 AM
11	Newcastle	10/11/2019 10:44 AM
12	Sutton	10/11/2019 10:25 AM
13	Everton Park	10/11/2019 7:12 AM
14	Mentone	10/11/2019 12:24 AM
15	West Pennant Hills	10/10/2019 8:50 PM
16	Melbourne	10/10/2019 9:53 AM
17	Ivanhoe	10/10/2019 8:24 AM
18	Sydney	10/10/2019 7:20 AM
19	Glen Waverley	10/9/2019 8:04 PM
20	Nowra	10/9/2019 7:38 PM
21	Baulkham Hills	10/9/2019 5:49 PM
22	Mount Ommaney	10/9/2019 4:49 PM
23	Sydney	10/9/2019 3:15 PM
24	Adelaide	10/9/2019 2:56 PM

# National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

25	Newtown	10/9/2019 1:44 PM
26	Bakewell	10/9/2019 1:17 PM
27	Cairns	10/8/2019 2:02 PM

Q4 Do you have multiple disabilities for which you access the NDIS?

Answered: 78 Skipped: 0

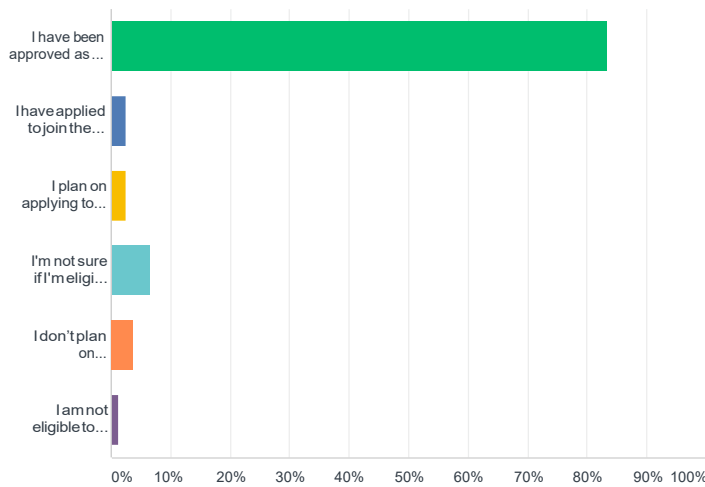


ANSWER CHOICES	RESPONSES
No, only for my hearing needs	84.62% 66
I prefer not to say	3.85% 3
Yes, please describe:	11.54% 9
<b>TOTAL</b>	<b>78</b>

#	YES, PLEASE DESCRIBE:	DATE
1	Mobility and other brain issues triggered by bacterial meningitis attack	10/16/2019 3:51 PM
2	Usher Syndrome	10/11/2019 12:24 AM
3	Balance disorder deafness chronic fatigue	10/9/2019 3:49 PM
4	Deafness & Cerebral Palsy	10/9/2019 3:15 PM
5	Loss of balance, memory loss	10/9/2019 2:33 PM
6	Systemic Neurological Disturbance associated with bilateral tremors, ataxia, dystonia, deafness, walking difficulties, nightly incontinence	10/8/2019 4:08 PM
7	Vision impaired	10/7/2019 12:03 PM
8	Have Systemic Neurological Disturbance Associated with Bilateral Tremors, Ataxia, Dystonia, Difficulty walking	10/7/2019 11:12 AM
9	Epilepsy, vision impaired, balance.	10/7/2019 10:51 AM

### Q5 What is your current NDIS status?

Answered: 78 Skipped: 0

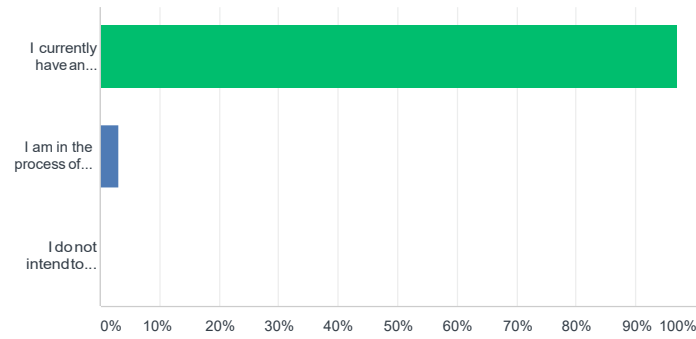


ANSWER CHOICES	RESPONSES	
I have been approved as an NDIS participant	83.33%	65
I have applied to join the NDIS	2.56%	2
I plan on applying to NDIS in the next 6-12months	2.56%	2
I'm not sure if I'm eligible for NDIS	6.41%	5
I don't plan on participating in the NDIS	3.85%	3
I am not eligible to participate in the NDIS	1.28%	1
<b>TOTAL</b>		<b>78</b>

#	IF YOU ARE NOT ELIGIBLE, OR DO NOT PLAN ON PARTICIPATING, PLEASE DESCRIBE WHY:	DATE
1	Too difficult a process to apply for when I work full time hours and do shift work. The time needed to read through, process and apply for the NDIS is unrealistic, for example. Requesting proof of address when they mail out correspondence to the same address.	10/14/2019 5:16 PM
2	Not worth the effort as I have friends who are approved participants and they have all sorts of problems getting what they really need.	10/11/2019 10:15 AM
3	A lot of loopholes and age factor where you have to wait plus I feel it should be all ages not part of the year they are born	10/11/2019 10:09 AM
4	..	10/7/2019 11:01 AM

### Q6 What is the status of your NDIS plan?

Answered: 64 Skipped: 14

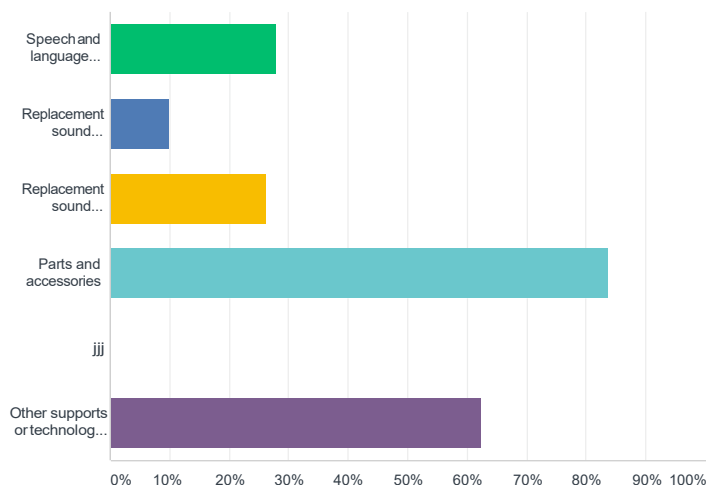


ANSWER CHOICES	RESPONSES	
I currently have an approved NDIS plan	96.88%	62
I am in the process of developing an NDIS plan	3.13%	2
I do not intend to develop an NDIS plan	0.00%	0
<b>TOTAL</b>		<b>64</b>

#	OTHER, PLEASE DESCRIBE:	DATE
1	Plan expired still waiting for review	10/14/2019 9:50 PM
2	My plan was under review during the part 6 months	10/8/2019 12:28 PM
3	My plan was for the wrong items so it is being reviewed	10/7/2019 10:48 AM

### Q7 What support and services have you accessed through the NDIS for your hearing needs?

Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES
Speech and language support	27.87% 17
Replacement sound processors (for loss or damage)	9.84% 6
Replacement sound processors (Upgrades)	26.23% 16
Parts and accessories	83.61% 51
jii	0.00% 0
Other supports or technologies (please describe):	62.30% 38
Total Respondents: 61	

#	OTHER SUPPORTS OR TECHNOLOGIES (PLEASE DESCRIBE):	DATE
1	Roger classroom mic	10/27/2019 9:41 AM
2	Ear wax cleaning by ear nurse, occupational therapist assessment for assistive technology	10/14/2019 8:52 PM
3	devices to alert me if anyone at door etc	10/14/2019 6:43 PM
4	Assisting technologies	10/14/2019 5:24 PM
5	Assistive listening devices	10/14/2019 5:05 PM
6	Physio, OT, in home help, auslan tutoring and resources	10/14/2019 4:58 PM
7	House cleaning, psychology support, counselling	10/14/2019 10:21 AM
8	Mini mic to assist in work situations	10/13/2019 8:13 AM
9	Mini mic, doorbell, aqua plus, telephone device, headphones, therapy	10/11/2019 9:12 PM
10	TV Steamer	10/11/2019 8:03 PM
11	Hearing aid for the other ear; flashing light fire alarm system including vibrating alarm clock	10/11/2019 4:08 PM
12	Alarm clock and doorbell	10/11/2019 12:51 PM
13	Video doorbell smoke alarm hearing services annual fee	10/11/2019 10:46 AM
14	Smoke detectors, alarm clocks, door alerts, Roger microphones, phone clip	10/10/2019 8:51 PM
15	Assistive technology for the home; live captioning; transcripts for spoken media.	10/10/2019 9:54 AM
16	mini mic 2, aqua kit, tv streamer, phone clip. I upgraded my Ci through health insurance as was told it was quicker	10/10/2019 8:25 AM
17	Assistive technology for vibration alarm, TV streamer, Mini Mic and Phoneclip (for bimodal)	10/9/2019 10:36 PM
18	Door bell etc	10/9/2019 10:32 PM
19	Tv streamer, smoke alarm, phone clip	10/9/2019 10:24 PM
20	Smoke detector vibrating clock	10/9/2019 9:07 PM
21	Balance program, new hearing aid for other ear	10/9/2019 8:05 PM
22	Adaptive home devices	10/9/2019 7:38 PM
23	OT assessment for Roger Select and AquaKit - still awaiting approval for AquaKit	10/9/2019 6:08 PM
24	I do not know	10/9/2019 5:54 PM
25	Doorbell devices etc	10/9/2019 5:50 PM
26	Currently unae to apply for upgrade despite having paediatrician and OT recommendations	10/9/2019 4:42 PM
27	Doorbell	10/9/2019 3:50 PM

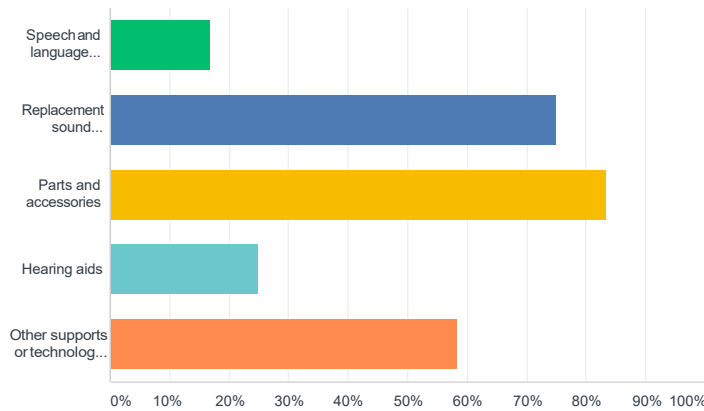


## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

28	Peripherals for swimming, Bluetooth Stethoscope for my work as a volunteer with St John's EHS. Other Bluetooth accessories for phones and meetings	10/9/2019 3:43 PM
29	Alarm clock, smoke alarm	10/9/2019 3:16 PM
30	Hearing aid	10/9/2019 2:34 PM
31	Phone clip, mini Mic, tv streamer	10/9/2019 1:53 PM
32	New hearing aid	10/9/2019 1:45 PM
33	Daily needs and support	10/9/2019 1:32 PM
34	Auslan training and real time captioning	10/9/2019 1:18 PM
35	Door bell alert system	10/8/2019 12:29 PM
36	Re-maps for sound processors/ Domestic cleaner to clean house fortnightly	10/7/2019 4:25 PM
37	Domestic cleaning, remap for sound processors	10/7/2019 4:18 PM
38	None	10/7/2019 10:52 AM

### Q8 What support and services do you plan to access through the NDIS for your hearing needs? (you may select multiple)

Answered: 12 Skipped: 66

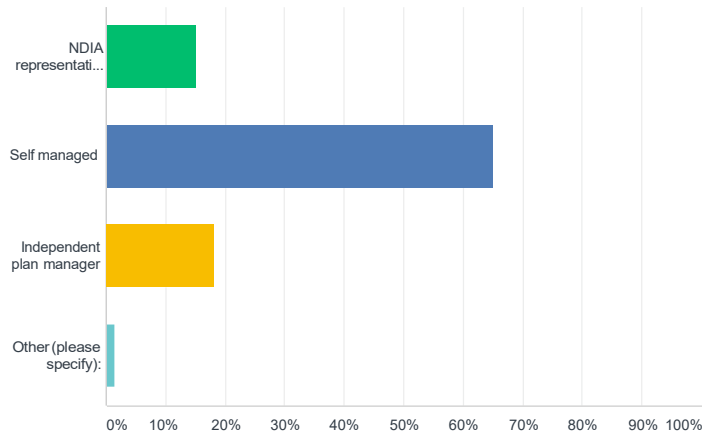


ANSWER CHOICES	RESPONSES
Speech and language support	16.67% 2
Replacement sound processors	75.00% 9
Parts and accessories	83.33% 10
Hearing aids	25.00% 3
Other supports or technologies (please describe):	58.33% 7
Total Respondents: 12	

#	OTHER SUPPORTS OR TECHNOLOGIES (PLEASE DESCRIBE):	DATE
1	Lions Hearing Dog assistance	10/16/2019 1:10 AM
2	Auslan lessons	10/14/2019 9:52 PM
3	I'd like to see the possibility of therapy support	10/11/2019 11:59 PM
4	Potential assessment if a second cochlear is needed	10/11/2019 1:35 PM
5	Safety(monitors for fire, baby, intruder, doorbell, personal alarm etc), link with mobile, live captioning, cinema and theatre support, special music classes etc	10/10/2019 1:01 AM
6	repairs	10/9/2019 2:08 PM
7	Fire alarm, door bell, alarm clock	10/7/2019 11:23 AM

### Q9 Who manages/will manage your NDIS plan?

Answered: 66 Skipped: 12

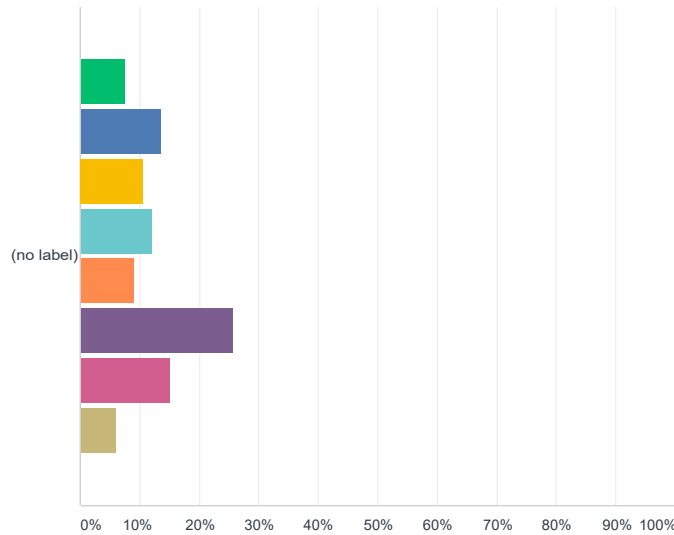


ANSWER CHOICES	RESPONSES	
NDIA representative (Agency managed)	15.15%	10
Self managed	65.15%	43
Independent plan manager	18.18%	12
Other (please specify):	1.52%	1
<b>TOTAL</b>		<b>66</b>

#	OTHER (PLEASE SPECIFY):	DATE
1	I don't know the difference	10/11/2019 10:20 PM

Q10 How satisfied have you been with your NDIS experience so far?

Answered: 66 Skipped: 12



■ Extremely Dissatisfied 
 ■ Moderately Dissatisfied 
 ■ Slightly Dissatisfied  
■ Neutral 
 ■ Slightly Satisfied 
 ■ Moderately Satisfied  
■ Extremely Satisfied 
 ■ I do not have an NDIS Plan

	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	SLIGHTLY DISSATISFIED	NEUTRAL	SLIGHTLY SATISFIED	MODERATELY SATISFIED	EXTREMELY SATISFIED	I DO NOT HAVE AN NDIS PLAN	TOTAL
(no label)	7.58%	13.64%	10.61%	12.12%	9.09%	25.76%	15.15%	6.06%	6
	5	9	7	8	6	17	10	4	

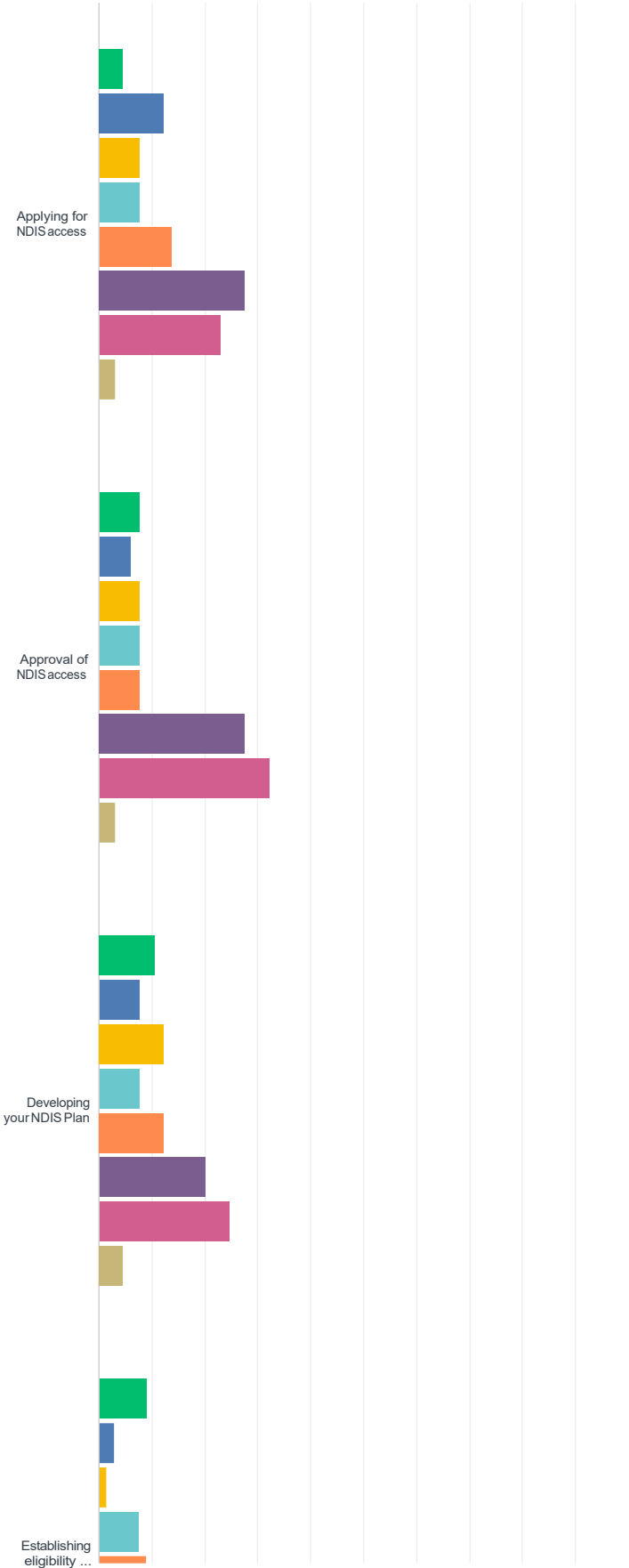
#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THIS RATING	DATE
1	I do not have any control over how my plan is managed. I did not see the final submission of the approved plan. My NDIS provider had no idea what a cochlear implant was nor the supports I need	10/27/2019 3:36 PM
2	The NDIS has been confusing to navigate, and nobody has been helpful or given me good direction with what I need to do. I had no idea that I needed to go out and find an agency to manage the plan. Then all of a sudden the service provider wants to charge for their services and we can't access the funding! No phone calls etc to NDIS helped at all.	10/27/2019 9:44 AM
3	NDIS support allows me to access rehabilitation services that I otherwise could not afford.	10/16/2019 4:00 PM
4	I need to have a plan review as I have not been allocated enough funds for a Cochlear upgrade.	10/16/2019 1:10 AM
5	Initial application and setup was a real problem. No one seemed to know what to do. Passed around between people. Wrong forms used. Once setup has been good.	10/15/2019 9:32 AM
6	I haven't had any negative experiences, I've successfully claimed invoices through plan manager	10/14/2019 9:04 PM
7	Took 9 months to get approved. Delays because wrong forms were sent out. Then, even though I have bilateral implants, letter from my cochlear audiologist was rejected as evidence. Resubmitted a slightly rewritten letter, that was deemed acceptable.	10/14/2019 8:38 PM
8	am waiting on approval to get a cochlear processor upgrade as one i have is 10 yr old and an upgrade was why i signed up for NDIS but was not in plan	10/14/2019 6:46 PM
9	Protracted process. Not much guidance given on the steps and what the plan means.	10/14/2019 6:28 PM
10	During my experience, I was dissatisfied with their services because NDIA has made errors in my plan and took a long time to amend the changes. NDIS is slow to make necessary changes and to ensure I get my point across, I need to certain words to make them understand my challenges.	10/14/2019 5:33 PM
11	We had to contact NDIS about our first planning meeting after waiting a month after receiving the letter saying we would be contacted shortly about the planning meeting.	10/14/2019 4:58 PM
12	I can't get what I need most - which is replacement processor or upgrade. I got \$17,000 in my plan, but for urinary incontinence pads, mobility, things I dont even need! I only need \$8,000 for a processor upgrade!	10/14/2019 10:24 AM
13	Have had good support with establishing plan and accessing funds through BSL agency	10/13/2019 8:16 AM
14	It's very difficult to apply as a working adult - all centres are only open during working hours	10/11/2019 11:59 PM
15	I don't know if I am eligible. The information is not clear or readily accessible . It sound complexed and it appears to be up to interpretation of the assessor	10/11/2019 10:20 PM
16	Prior to NDIS, I received no assistance or help and had to self-fund all my Cochlear and hear related technology. It was expensive and so the NDIS has been terrific.	10/11/2019 9:16 PM

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

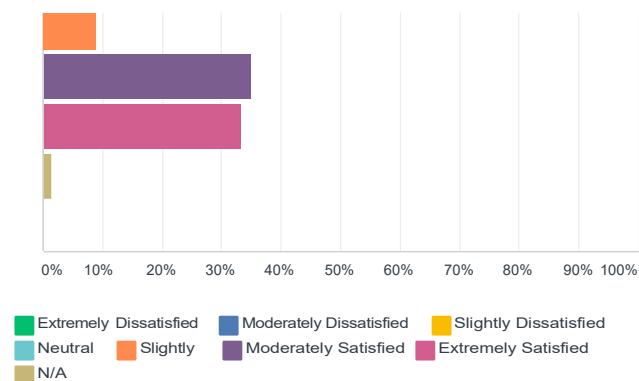
17	I have had no trouble at all - I guess being independent helps as I can deal with issues when they occur - it seems to have gone smoothly despite all the obviously necessary paperwork.	10/11/2019 8:11 PM
18	Not easy to apply and upload evidence.	10/11/2019 4:33 PM
19	Procedures and protocols change all the time. The LAC don't always have the appropriate experience. Approval processes is very inconsistent across the board.	10/11/2019 4:10 PM
20	Took me 100 days to find out from an agency there was a difference in costs expectations without letting me as consumer know about this. I had elected someone else as an advocate who learnt about the difference and was willing to pay the offset. Very disappointed no communication was made in this regard	10/11/2019 1:35 PM
21	It's a little confusing to navigate the website once your plan has been approved and how to upload documents and so on	10/11/2019 12:53 PM
22	It has given me the opportunity to receive the parts and batteries and also accessories which I would otherwise probably not buy due to the extremely high price of these items	10/11/2019 11:28 AM
23	No one set planner moved around between agencies to new support planners . Not told till after. Don't develop a working relationship with them. Only hear from them when it's time for a new plan update. My status will never change maybe cochlear clients need there review or plan spread further apart then yearly and maybe do 3 yr reviews or something	10/11/2019 10:49 AM
24	It was a straightforward good experience.	10/11/2019 10:28 AM
25	I haven't needed to get an upgrade yet. This may change my rating.	10/11/2019 12:26 AM
26	Impossible to understand plan Not asked if I want a 12 or 24 month planned I don't know what I can get with my plan First plan was insufficient Complaints not responded to	10/10/2019 8:55 PM
27	I have received the parts and accessories I asked for. Not so impressed with the accessories (not NDIS's fault). I have yet to ask for a new processor.	10/10/2019 8:06 AM
28	I'm really worried that my LAC does not truly understand the needs of someone who appear to be able to hear, one on one, face to face, in a very quiet room, while a cochlear implant is on my ear. That, instead of the cochlear implant lying at home being charged by the bed, and being the only adult home alone with my young children.	10/10/2019 1:01 AM
29	I have a good start and NDIS also gave me access for Hearing Service voucher and pay my Hearing Australia subscription, so I don't have to worry about the accessories (aqua kits and hybrid speaker if required), processor parts & maintenance.	10/9/2019 10:51 PM
30	Plan rollover in dissaray. Terrible service. Have spent 1 yr chasing review. Lodged complaint with NDIS then Ombudsman	10/9/2019 10:29 PM
31	I think I could manage myself but using plan management until I understand how things work.I feel it's a waste of money to work via a manager I am not dumb just deaf	10/9/2019 9:14 PM
32	I had some initial teething issues with payment and the portal. Eventually my local federal member sorted it out. I had to self fund everything before so I am very happy with the support.	10/9/2019 8:09 PM
33	I did not feel that there was an understanding of my personal needs as a deaf person. I was given support funding for areas that I did not request, such as speech therapy, and nothing for the areas I did request such as AUSLAN training and an adaptive doorbell.	10/9/2019 7:46 PM
34	They don't listen to your needs - everything is generic and they change LAC's each year. It is a bit of a debacle really.	10/9/2019 6:12 PM
35	Too much trouble! Time consuming	10/9/2019 5:55 PM
36	I've had no issues at all with ndis	10/9/2019 5:53 PM
37	Takes a long time to get approvals	10/9/2019 3:53 PM
38	Staff have limited or nil understanding of Cochlear Implants and processors. I have Bilateral implants they give me stereo hearing so I can hear which direction a sound is coming from and if a vehicle is approaching me or driving away. when it is time for an upgrade which is the end of economic life it is very necessary that bilateral recipients are allowed bilateral upgrade; otherwise the hearing I have described above will degrade.	10/9/2019 3:51 PM
39	There have been a lot of dramas with my last 2 plans. NDIS doesn't respond to me or my support coordinator regarding change of circumstances etc, funding for certain things run out so I can't use the supports I need. Currently in limbo waiting for new plan to be allocated while previous plan already expired, so again cannot use supports.	10/9/2019 3:28 PM
40	Everything took a while to get implemented	10/9/2019 2:40 PM
41	So far no problems, pre-NDIS I got no funding	10/9/2019 1:57 PM
42	I have a good plan and am able to access services and products to help me	10/9/2019 1:35 PM
43	It had been great getting the plan I needed but I had to fight for it. I should not had to fight to get what I needed. The reason is basically the LACand the planner had a lack of understanding of what my needs are.	10/9/2019 1:22 PM
44	My plan review is still on hold	10/8/2019 12:33 PM
45	I have never received any money before from the government for my total and permanent hearing disability because I am not over 65 I am not a child and I work part time.	10/7/2019 4:32 PM
46	Does not cater for my needs. I have been given money for speech therapy but I can talk. I am a public speaker	10/7/2019 1:36 PM
47	Slow processes	10/7/2019 12:06 PM
48	Suiting most needs at present	10/7/2019 10:57 AM
49	My plan was originally for an upgraded cochlear. My LAC only did a plan for accessories so my plan is now being reviewed and this is now the 4th month I have been waiting for an answer.	10/7/2019 10:50 AM

Q11 How satisfied were you in the following processes:

Answered: 66 Skipped: 12



# National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

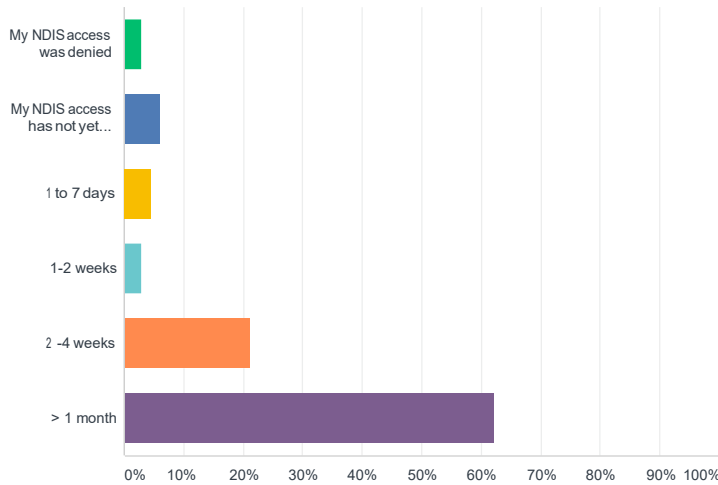


	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	SLIGHTLY DISSATISFIED	NEUTRAL	SLIGHTLY	MODERATELY SATISFIED	EXTREMELY SATISFIED	N/A
Applying for NDIS access	4.62% 3	12.31% 8	7.69% 5	7.69% 5	13.85% 9	27.69% 18	23.08% 15	3.08% 2
Approval of NDIS access	7.69% 5	6.15% 4	7.69% 5	7.69% 5	7.69% 5	27.69% 18	32.31% 21	3.08% 2
Developing your NDIS Plan	10.77% 7	7.69% 5	12.31% 8	7.69% 5	12.31% 8	20.00% 13	24.62% 16	4.62% 3
Establishing eligibility for NDIS participation	9.09% 6	3.03% 2	1.52% 1	7.58% 5	9.09% 6	34.85% 23	33.33% 22	1.52% 1

#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THESE RATINGS:	DATE
1	Needed to get application for NDIS via phone call only. I needed to depend on a hearing person to advocate this for me. This dis-empowered me. My provider had me chasing up non applicable medical reports because they did not understand my needs. While I had input in developing my plan at a draft level, I did not get to see the final submission. Subsequently I received allocation of money that is not applicable to me.	10/27/2019 3:36 PM
2	The person who did the plan did not really know what she was doing, could not answer questions and was all about herself and her life, and not about the needs of my child.	10/27/2019 9:44 AM
3	Ipswich office were helpful and supportive in preparing and approving my plan. There were a few teething issues in the first year but it seems to be running smoothly now.	10/16/2019 4:00 PM
4	As mentioned, I have not been allocated enough funds for a cochlear upgrade even though I stipulated that was the main thing I requested in my plan.	10/16/2019 1:10 AM
5	Previously explained	10/15/2019 9:32 AM
6	You have to call NDIS to get the access form mailed out to you, you can't download it online. The wait for approval is quite long - more than 6 months.	10/14/2019 9:04 PM
7	i applied for an upgrade of processor but it was not included in plan so am waiting on approval from NDIA	10/14/2019 6:46 PM
8	Relatively easy and painless process	10/14/2019 5:06 PM
9	It was made easier because of Hearing Australia. It took too long to get the planning meeting. And a lot of the questions are tailored towards older people not children and babies.	10/14/2019 4:58 PM
10	The planner was completely useless - had no idea what I needed, even after all the interviews with the Local Area Coordinator, who understood I needed processors and devices... I instead got a huge amount of money for urinary incontinence pads! I asked for a review, and it took me over 6 months to get nothing changed. So I gave up.	10/14/2019 10:24 AM
11	As above, have received good support from agency	10/13/2019 8:16 AM
12	I have not been able to establish my eligibility. Therefore proceeding beyond this point is frustrating.	10/11/2019 10:20 PM
13	It was easy to determine eligibility, but took about 5 months to get the plan.	10/11/2019 9:16 PM
14	Again I am independent and given my previous occupation are used to dealing with the documents necessary as part of the NDIS process.	10/11/2019 8:11 PM
15	My disability not recognised by NDIS	10/11/2019 4:33 PM
16	Happy however disappointing still of lack of feedback to me	10/11/2019 1:35 PM
17	I found understanding what was required of me difficult to understand and getting it all together was quite a chore. In the end and with the help of a local area coordinator it all fell into place and so I was happy	10/11/2019 11:28 AM
18	Took over a year to get first plan because they tried to ring me. Plan was insufficient because planner reckoned he knew my disability better than me LAC meeting held in their echoey kitchen	10/10/2019 8:55 PM

Q12 How long did it take to have your NDIS access approved?

Answered: 66 Skipped: 12



ANSWER CHOICES	RESPONSES
My NDIS access was denied	3.03% 2
My NDIS access has not yet been approved	6.06% 4
1 to 7 days	4.55% 3
1-2 weeks	3.03% 2
2-4 weeks	21.21% 14
> 1 month	62.12% 41
<b>TOTAL</b>	<b>66</b>

#	PLEASE SPECIFY:	DATE
1	Took over a month because I had to continue to get non relevant reports. EG medical specialist report on the possibility of another implant which may not happen or may happen in 20 years time	10/27/2019 3:36 PM
2	I first heard of NDIS in May 2017 at a stall in the Boonah annual show and my access was approved in November 2017	10/16/2019 4:00 PM
3	Took approximately 2 months by the time it was approved.	10/16/2019 1:10 AM
4	Did not know what they were doing	10/15/2019 9:32 AM
5	About 6 months	10/14/2019 9:04 PM
6	5mths	10/14/2019 6:46 PM
7	about 3-4 weeks	10/14/2019 5:06 PM
8	I still have not established my eligibility	10/11/2019 10:20 PM
9	26/2/19 until 13/5/19	10/11/2019 8:11 PM
10	Can't remember but it wasn't a huge waiting time	10/11/2019 4:10 PM
11	6-8 weeks	10/11/2019 11:28 AM
12	Can't remeber to be honest was a few years ago when it first rolled out	10/11/2019 10:49 AM
13	over 12 months	10/10/2019 8:55 PM
14	6ish months	10/10/2019 8:06 AM
15	I applied from July 18 and got approval in March 19 after I called NDIS many times using NRS apps and the last part was asking to speed up the process before I got a staff who was very helpful.	10/9/2019 10:51 PM
16	I think it was about 3 months	10/9/2019 8:09 PM
17	Approx 6 weeks.	10/9/2019 7:46 PM
18	Around 6 months with me chasing them the whole time.	10/9/2019 6:12 PM
19	8 months	10/9/2019 3:53 PM
20	I submitted prior to implementation date	10/9/2019 3:51 PM
21	6 weeks	10/9/2019 1:47 PM
22	About 4 months	10/9/2019 1:35 PM
23	I applied on January 31, 2018 and did not receive an appointment until November, 2018	10/8/2019 4:13 PM
24	N/a	10/8/2019 2:04 PM
25	3 months	10/7/2019 12:06 PM
26	2 months	10/7/2019 11:22 AM



# National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

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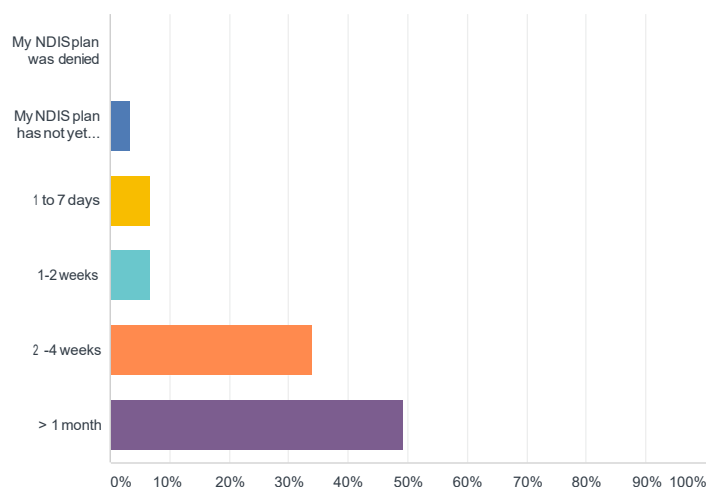
2months

10/7/2019 10:57 AM

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### Q13 How long did it take to have your NDIS Plan approved?

Answered: 59 Skipped: 19

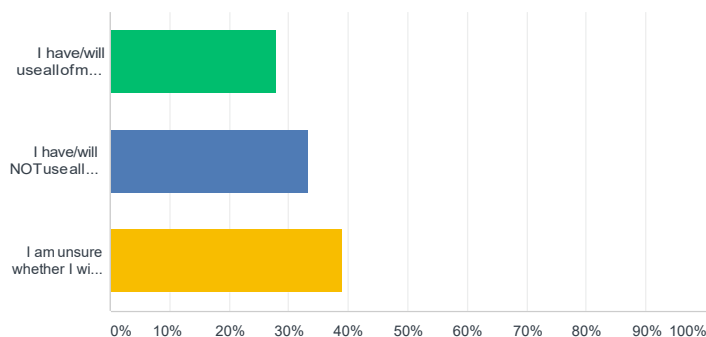


ANSWER CHOICES	RESPONSES
My NDIS plan was denied	0.00% 0
My NDIS plan has not yet been approved	3.39% 2
1 to 7 days	6.78% 4
1-2 weeks	6.78% 4
2-4 weeks	33.90% 20
> 1 month	49.15% 29
<b>TOTAL</b>	<b>59</b>

#	PLEASE SPECIFY:	DATE
1	I had to continually supply the service provider with reports on medical services that may not happen. EG I MAY need a cochlea implant on the other ear in 20 years time. I may not.	10/27/2019 3:38 PM
2	Did not know what they were doing	10/15/2019 9:33 AM
3	About a month	10/14/2019 9:05 PM
4	2 months	10/14/2019 6:47 PM
5	3 months	10/14/2019 6:28 PM
6	over 3-4 months i think	10/14/2019 10:24 AM
7	I waited for about 4-5 months to get a planner	10/11/2019 9:16 PM
8	This took ages	10/11/2019 4:10 PM
9	By email notified	10/11/2019 1:35 PM
10	5-6 weeks	10/11/2019 11:30 AM
11	This 2019 year my plan is currently in the process of being approved. Previous 2018 plan took more than a month to get approval.	10/11/2019 10:30 AM
12	6 months	10/10/2019 8:06 AM
13	6 weeks	10/9/2019 7:47 PM
14	3 weeks	10/9/2019 6:12 PM
15	3months	10/9/2019 3:54 PM
16	2 months	10/8/2019 4:14 PM
17	Once I sent all the information in it took about 2 months to be approved.	10/7/2019 4:33 PM
18	6 months	10/7/2019 12:06 PM
19	Live in Moreton Bay Area, got NDIS as soon as was able to come out	10/7/2019 11:04 AM
20	2 months	10/7/2019 10:57 AM

Q14 In your most recent plan, which description is most accurate:(if you do not yet have a plan please indicate how you expect to proceed)

Answered: 54 Skipped: 24



ANSWER CHOICES	RESPONSES
I have/will use all of my allocated funds within the required time period	27.78% 15
I have/will NOT use all of my allocated funds	33.33% 18
I am unsure whether I will use all of my allocated funds	38.89% 21
<b>TOTAL</b>	<b>54</b>

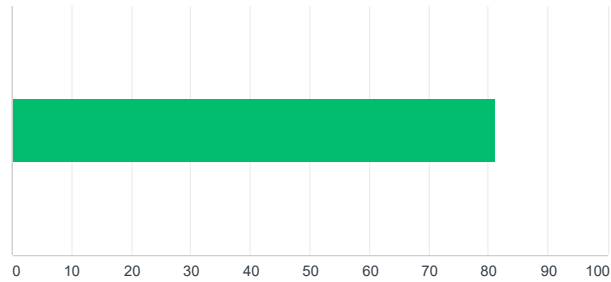
#	PLEASE EXPLAIN YOUR ANSWER:	DATE
1	I used all my assistive technology funding. I could not get what I needed because there was not enough funding for it. I have not used much of my speech therapy moneys. I have used some of my occupational therapy money only because I needed a report from OT for my NDIS plan appeal	10/27/2019 3:48 PM
2	The plan is insufficient for my needs, so we will use all the funds and probably have to supplement with our own.	10/27/2019 9:48 AM
3	I am self managed and am trying to budget the funds to last the whole year. However my needs and access to services are not 100% predictable.	10/16/2019 4:16 PM
4	Funding will be used for assistive technology, parts & accessories.	10/14/2019 9:14 PM
5	i have used most of plan for technology to help day to day	10/14/2019 6:53 PM
6	I don't foresee utilising all \$7k+ of funds. I only wanted Cochlear parts to be covered (ie. batteries, microphone covers). The additional funds would prompt me to find ways to spend it, such as new iPhone or speech therapy.	10/14/2019 6:33 PM
7	NOT all families have been given funding for Auslan this is one of the weakest areas that the NDIS should be covering and not telling parents to choose between speech and Auslan. Deaf children deserve the right to be able to communicate to their families! I predict we will be most if not all of the funds. Though for next year we will require more due to being given a lump sum and our needs not being known due to my son being 4 months old at the time of the plan beginning. We have yet use it for speech because it is currently being done at the Coachler Implant Clinic but will be a factor for next year.	10/14/2019 5:14 PM
8	Expenditure largely approved on 'consumable items', no major expenditure as yet	10/14/2019 5:09 PM
9	I really want to use all of it, but it can't be used for the things I actually need. For example, I still have \$10,000 left, but I am not allowed to use that to buy a replacement processor, which is only \$8,000. But I could buy a wheel chair!!! Yet I can walk!!! So ridiculous.	10/14/2019 10:28 AM
10	I plan to use the funds	10/12/2019 12:01 AM
11	I have not established if I am eligible	10/11/2019 10:27 PM
12	Should allow more time to use allocated funds as 12 months comes around quickly.	10/11/2019 9:21 PM
13	Amount of money allocated was way beyond what I thought I would need for the TV streamer and spare parts	10/11/2019 8:17 PM
14	Used nothing	10/11/2019 4:37 PM
15	included funding to access psychology services. However, I am now seeing a psychiatrist so won't be using the psychology services anymore. Changing needs that I didn't predict initially.	10/11/2019 4:16 PM
16	Where additional support may be required like using a second cochlear with a public hospital system or not	10/11/2019 3:07 PM
17	The greatest allocation of funds is for a purpose that I will not use and probably feel that I don't need	10/11/2019 11:35 AM
18	I got a good plan, more than what I expected	10/11/2019 12:28 AM
19	Not sure what I can use it for	10/10/2019 8:58 PM
20	I don't know if or what I'll need or whether Hearing Australia will cover it.	10/10/2019 8:11 AM
21	Plan was incorrect so didn't spend funds while trying to get it fixed	10/9/2019 10:36 PM
22	Some of the money allocated I wasn't sure what to use it for	10/9/2019 9:22 PM
23	I will make sure I spend it all	10/9/2019 8:17 PM
24	I have no need for speech therapy as funded but the supports.	10/9/2019 7:54 PM

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

25	I had very limited funding so it won't be hard to use it.	10/9/2019 6:18 PM
26	I have just come under Dept Veterans Affairs for my hearing loss and am not sure who funds what now.	10/9/2019 3:56 PM
27	Not sure yet	10/9/2019 1:59 PM
28	Some items I have not been able to source. Lip reading classes in Sydney	10/9/2019 1:39 PM
29	This is my first year and it has been a steep learning curve and it took some time to find a Plan Manager then Occupational Therapist, then Support organisation and then a neurological physiotherapist. My speech therapist was overseas with work. I had a month visiting my godchild in Adelaide, 1 month on a special holiday for mums 70th, was sick with the flu for one month and support worker broke her arm. I also went caravanning with my parents for a month and the support worker had 2 weeks holiday.	10/8/2019 4:26 PM
30	I have to now reconsider my current plan to adjust to my current needs	10/8/2019 12:40 PM
31	I have already used my funding for consumables and will not use all my funding for CB Daily activity funding so will hand this funding back	10/7/2019 4:40 PM
32	Unsure there will be enough service providers	10/7/2019 12:09 PM
33	as my plan is under review I have not been able to touch the funds	10/7/2019 10:54 AM

Q15 Approximately what proportion of your plan is related to hearing and speech (%)(if you do not yet have a plan please indicate how you expect to proceed)

Answered: 54 Skipped: 24



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	81	4,384	54
Total Respondents: 54			

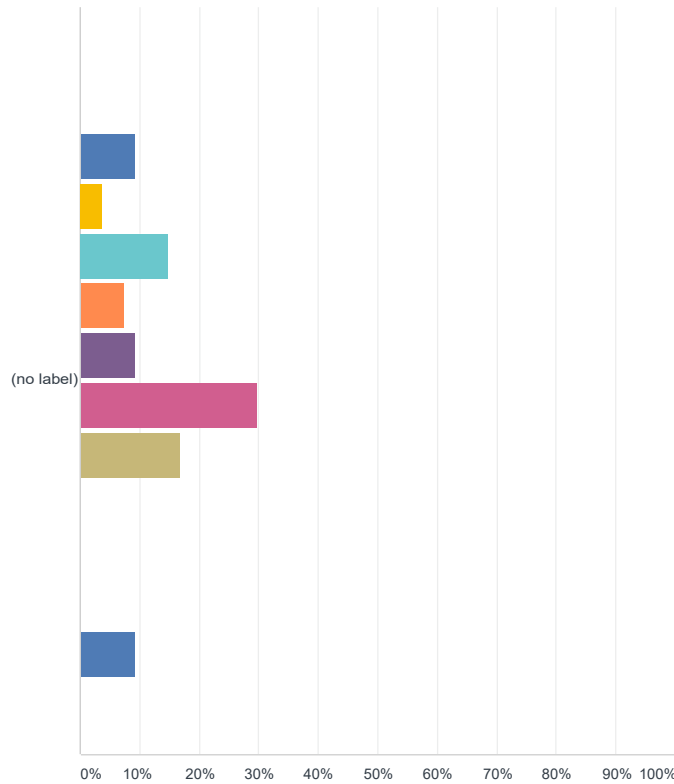
#		DATE
1	78	10/27/2019 3:48 PM
2	100	10/27/2019 9:48 AM
3	65	10/16/2019 4:16 PM
4	65	10/15/2019 9:43 AM
5	88	10/14/2019 9:56 PM
6	90	10/14/2019 9:14 PM
7	100	10/14/2019 6:53 PM
8	100	10/14/2019 6:33 PM
9	71	10/14/2019 5:34 PM
10	0	10/14/2019 5:14 PM
11	100	10/14/2019 5:09 PM
12	100	10/14/2019 5:02 PM
13	12	10/14/2019 10:28 AM
14	100	10/13/2019 8:19 AM
15	100	10/12/2019 12:01 AM
16	100	10/11/2019 10:27 PM
17	100	10/11/2019 9:21 PM
18	100	10/11/2019 8:17 PM
19	100	10/11/2019 4:37 PM
20	100	10/11/2019 4:16 PM
21	100	10/11/2019 3:07 PM
22	60	10/11/2019 12:56 PM
23	100	10/11/2019 11:35 AM
24	100	10/11/2019 10:52 AM
25	50	10/11/2019 12:28 AM
26	86	10/10/2019 8:58 PM
27	51	10/10/2019 8:00 PM
28	80	10/10/2019 11:34 AM
29	30	10/10/2019 9:56 AM
30	100	10/10/2019 8:37 AM
31	99	10/10/2019 8:11 AM
32	100	10/10/2019 7:22 AM
33	100	10/10/2019 1:06 AM
34	100	10/9/2019 11:06 PM
35	100	10/9/2019 10:36 PM
36	100	10/9/2019 9:22 PM
37	60	10/9/2019 8:17 PM
38	85	10/9/2019 7:54 PM

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

39	99	10/9/2019 6:18 PM
40	70	10/9/2019 5:57 PM
41	10	10/9/2019 5:57 PM
42	100	10/9/2019 4:55 PM
43	77	10/9/2019 4:45 PM
44	99	10/9/2019 3:56 PM
45	73	10/9/2019 2:47 PM
46	100	10/9/2019 1:59 PM
47	100	10/9/2019 1:50 PM
48	65	10/9/2019 1:39 PM
49	67	10/9/2019 1:27 PM
50	50	10/8/2019 4:26 PM
51	100	10/8/2019 12:40 PM
52	33	10/7/2019 4:40 PM
53	71	10/7/2019 12:09 PM
54	100	10/7/2019 10:54 AM

Q16 I feel my approved NDIS plan is sufficient to meet my objectives:

Answered: 54 Skipped: 24



■ I do not have an NDIS Plan ■ Strongly Disagree ■ Disagree  
■ Slightly Disagree ■ Neutral ■ Slightly Agree ■ Agree  
■ Strongly Agree ■ (no label) ■ (no label) ■ (no label)  
■ I do not have an NDIS plan

	I DO NOT HAVE AN NDIS PLAN	STRONGLY DISAGREE	DISAGREE	SLIGHTLY DISAGREE	NEUTRAL	SLIGHTLY AGREE	AGREE	STRONGLY AGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	I N H A N P
(no label)	0.00%	9.26%	3.70%	14.81%	7.41%	9.26%	29.63%	16.67%	0.00%	0.00%	0.00%	9.
	0	5	2	8	4	5	16	9	0	0	0	

#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THIS RATING:	DATE
1	The funding allocation is unbalanced for me and does not cater for my needs. I don't require speech or occupational therapy funding. My occupation requires consistent verbalisation. I have given presentations at work shops etc. YET I need quite a lot of assisted technology so I can continue to work and participate in the community. I was given very little.	10/27/2019 3:48 PM
2	Because I wasn't listened to, nobody wanted to hear what we really needed and the amounts approved are well below what is needed and I will probably have to supplement it myself.	10/27/2019 9:48 AM
3	The current plan contains enough funding to meet my expected needs for the year. However I will apply for an AT component in my new 2020 budget for funding new technology that may assist me in communicating	10/16/2019 4:16 PM
4	My plan has expired, still waiting for a review	10/14/2019 9:56 PM
5	The plan takes into account all my hearing needs/goals.	10/14/2019 9:14 PM
6	processor upgrade was not included in plan	10/14/2019 6:53 PM
7	Given much higher funds than necessary.	10/14/2019 6:33 PM
8	Not all of our objectives were included. But otherwise it does encompass most.	10/14/2019 5:14 PM
9	Sufficient for day-to-day. But haven't applied for upgrade (still used private health for latest upgrade) or other major costs.	10/14/2019 5:09 PM
10	I want to be able to cover the most important thing in my life - my Cochlear Implant Processor - which is \$8,000 per ear. That is the only thing they will NOT cover, yet they are offering me urinary incontinence pads, house cleaning, wheelchairs, and other random stuff. CRAZY.	10/14/2019 10:28 AM
11	It meets all my needs - it's was I feel is reasonably necessary and enables me to achieve the goals that I have.	10/11/2019 9:21 PM

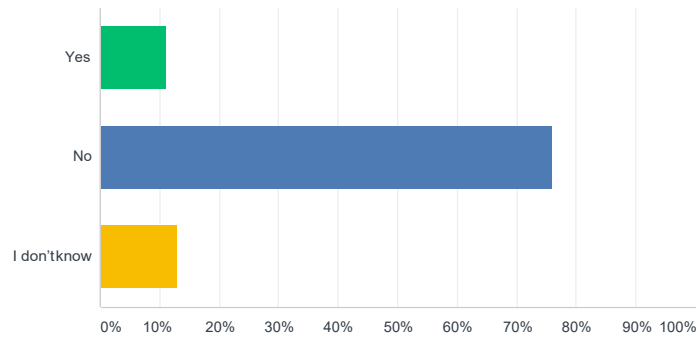
## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

12	More than enough money for spare parts and I feel I can get along with my current short term objectives.	10/11/2019 8:17 PM
13	Unclear	10/11/2019 3:07 PM
14	I am able to access all the things I feel I need	10/11/2019 11:35 AM
15	Not sure	10/10/2019 8:58 PM
16	I don't know what'll happen.	10/10/2019 8:11 AM
17	I haven't ask for review yet for smoke/fire alarm with electrician.	10/9/2019 11:06 PM
18	Plan incorrect due to NDIS errors	10/9/2019 10:36 PM
19	At this stage I have had no problems with anything I asked for but not 100% sure what I should ask for	10/9/2019 9:22 PM
20	I got everything major in my last plan so it's mostly maintenance now	10/9/2019 8:17 PM
21	As a newly implanted cochlear patient I am in need of physical accessories to support the hearing process, which were not funded. Instead, services like speech or psychological support were funded.	10/9/2019 7:54 PM
22	Still waiting on AquaKit approval and payment to an OT for their services	10/9/2019 6:18 PM
23	Not sure	10/9/2019 5:57 PM
24	I get what I need to be funded and if I have a special need the approval process has been transparent fair and quick.	10/9/2019 3:56 PM
25	Sure there is a lot more could be provided.	10/9/2019 2:47 PM
26	I am happy with my plan. Navigating the website is atrocious	10/9/2019 1:39 PM
27	After appealing the original decision I was able to get what I needed	10/9/2019 1:27 PM
28	Maybe a bit more AT funds would be beneficial.	10/8/2019 4:26 PM
29	They approved my plan, before I could give quotes for all my needs	10/8/2019 12:40 PM
30	I would have liked more funding for consumables and less funding for CB activities especially for domestic cleaning I have run out of funding and now use my own funds for my fortnightly house cleaner	10/7/2019 4:40 PM
31	Won't address all my needs	10/7/2019 12:09 PM
32	As it is still in review I am not sure	10/7/2019 10:54 AM



Q17 Have you ever requested an unscheduled review of your NDIS plan due to change of circumstances?

Answered: 54 Skipped: 24

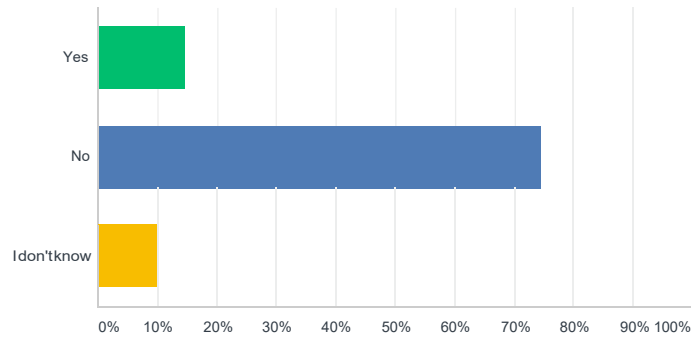


ANSWER CHOICES	RESPONSES	
Yes	11.11%	6
No	75.93%	41
I don't know	12.96%	7
<b>TOTAL</b>		<b>54</b>

#	IF SO, PLEASE DESCRIBE:	DATE
1	I requested an appeal to review my plan based on my circumstance s	10/27/2019 3:48 PM
2	In my first plan, I asked if I could get processors approved, instead of a wheel chair or incontinence pads. It was rejected.	10/14/2019 10:28 AM
3	I have not established my eligibility	10/11/2019 10:27 PM
4	Yes, but it was not treated as a review by my LAC so it didn't happen. Hopeless communication	10/10/2019 8:58 PM
5	Plan incorrect	10/9/2019 10:36 PM
6	Needed technology and was given a zero consumables budget.	10/9/2019 4:45 PM
7	I have asked for a review but have been told my review is bring held up due to the fact that asking for iPhone technology with the N7 is not allowable because the iPhone is an everyday item	10/8/2019 12:40 PM

### Q18 Have you ever appealed a decision made by the NDIS on your access/plan?

Answered: 55 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	14.55%	8
No	74.55%	41
I don't know	10.91%	6
<b>TOTAL</b>		<b>55</b>

#	IF SO, PLEASE DESCRIBE:	DATE
1	Appealed the funding allocation - \$3000.00 for speech and OT but \$1200 for assistive technology.	10/27/2019 3:48 PM
2	I was turned down for an upgrade to the Nucleus 7. I will apply to have it included next year as well as the AT component in my budget for funding new technology that may assist me in communicating mentioned above.	10/16/2019 4:16 PM
3	waiting to hear if can get processor upgraded	10/14/2019 6:53 PM
4	I gave up, I was so tired, and I have kids, and I work, and I am dealing with my disability.	10/14/2019 10:28 AM
5	I have not established my eligibility	10/11/2019 10:27 PM
6	Through my advocate when finding out why taking 100 days to receive services	10/11/2019 3:07 PM
7	as above, I have yet appealed as I'm not sure yet	10/9/2019 11:06 PM
8	Plan incorrect	10/9/2019 10:36 PM
9	Not sure if it was an appeal but I complained to my federal member when NDIS wouldn't pay me for something I had been told to purchase	10/9/2019 8:17 PM
10	LAC and planner thought real time captioning should be done on an app. Even if I had been doing one on one Auslan lesson for a year. They wanted to do further course which did not accomplish what I needed.	10/9/2019 1:27 PM
11	Still waiting for my review to be completed	10/8/2019 12:40 PM
12	My plan was originally for an upgrade cochlear. My LAC did not have all the correct paperwork and made my plan for accessories, and social interaction which I really don't need.	10/7/2019 10:54 AM

### Q19 What steps do you feel could have been taken to improve your experience:

Answered: 52 Skipped: 26

ANSWER CHOICES	RESPONSES
By the NDIA?	78.85% 41
By your planner?	75.00% 39
By your hearing health provider?	63.46% 33
By yourself?	61.54% 32
By anything else? (please detail)	34.62% 18

#	BY THE NDIA?	DATE
1	Clear flowcharts to lead people through the process	10/27/2019 9:48 AM
2	They could have approved the upgrade their reasons for turning it down made no medical sense.	10/16/2019 4:16 PM
3	Understand the process	10/15/2019 9:43 AM
4	Schedule a review date and not leave me with nothing	10/14/2019 9:56 PM
5	Provide other ways of getting access form	10/14/2019 9:14 PM
6	take into account my processors age	10/14/2019 6:53 PM
7	Better communication. Approval for both access and the plan took more than two months each, going over stipulated timeframes.	10/14/2019 6:33 PM
8	Actually giving a phone number that is 1300.	10/14/2019 5:14 PM
9	Get rid of the dual programs (ie OHS aspect. Just fund directly)	10/14/2019 5:09 PM
10	They could have allowed me to meet with the planner	10/14/2019 10:28 AM
11	Open outside of working hours even one day a week	10/12/2019 12:01 AM
12	A online method that helps determine eligibility	10/11/2019 10:27 PM
13	Provide reasons why my application was rejected	10/11/2019 4:37 PM
14	<b>Important</b> Less administrative paperwork required to prove I was eligible for the NDIS. Needing a Doc's certificate to support i had a profound hearing loss was ridiculous. My audiologist knows more than the GP, my audiogram should be sufficient.	10/11/2019 4:16 PM
15	Which agencies are to communicate with me and what information will I expected answered especially changes to my funds	10/11/2019 3:07 PM
16	Better explanation on how to use the website	10/11/2019 12:56 PM
17	Unsure	10/11/2019 11:35 AM
18	Use examples of what a person with CIs can use each piece of funding	10/10/2019 8:58 PM
19	Accepting first reports	10/10/2019 8:00 PM
20	Better communication	10/10/2019 11:34 AM
21	Train LACs about deafness and issues deaf people experience	10/10/2019 9:56 AM
22	Better understanding of limitations of Ci	10/10/2019 8:37 AM
23	<b>Important</b> I had no idea what to ask for.	10/10/2019 8:11 AM
24	x	10/10/2019 7:22 AM
25	<b>Important</b> Allocate a LAD who understands hearing loss and cochlear implant.	10/10/2019 1:06 AM
26	Where do I start omg	10/9/2019 10:36 PM
27	Train the people working with NDIS to understand the disability	10/9/2019 8:17 PM
28	An understanding that not all CI implantees have the same needs.	10/9/2019 7:54 PM
29	Listen to the individual	10/9/2019 6:18 PM
30	Need to explain the steps better	10/9/2019 5:57 PM
31	None	10/9/2019 4:55 PM
32	Have inservices specifically on CI's and Processors	10/9/2019 3:56 PM
33	Understanding that everyone has different needs when it comes to hearing loss	10/9/2019 2:47 PM
34	Check applications manually	10/9/2019 1:59 PM
35	Access to greater funding for quality hearing aids	10/9/2019 1:50 PM
36	I am satisfied	10/9/2019 1:39 PM
37	More training provided by NDIS for planner and LAC or disability should be dealt with someone that had an understanding in that disability	10/9/2019 1:27 PM
38	Provided my scooter and wheelchair quickly.	10/8/2019 4:26 PM
39	Respond quicker to my review quest	10/8/2019 12:40 PM
40	An approval for a smoke dectector in our caravan which we go away in regularly	10/7/2019 4:40 PM
41	Listen to my goals and needs; be faster to make decisions	10/7/2019 12:09 PM
#	BY YOUR PLANNER?	DATE

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

1	Awareness to my disability. Would have been nice if she told me she had no idea what a cochlear implant was at the beginning of the application process instead of at the end.	10/27/2019 3:48 PM
2	Be more about the recipient and less about themselves	10/27/2019 9:48 AM
3	Nothing she was excellent and supportive	10/16/2019 4:16 PM
4	Has been good	10/15/2019 9:43 AM
5	Explain allocation of funding - why some supports get more amount than others	10/14/2019 9:14 PM
6	none	10/14/2019 6:53 PM
7	deafness understanding I was the first ever client for my planner. Would've been better to have had one with some understanding of deaf needs.	10/14/2019 6:33 PM
8	Same as above.	10/14/2019 5:14 PM
9	Nil	10/14/2019 5:09 PM
10	I had no understanding what really was going on and felt rushed	10/14/2019 5:02 PM
11	The planner needs to meet with the applicant.	10/14/2019 10:28 AM
12	They keep changing. High turnover	10/11/2019 4:16 PM
13	An overview of who is involved and how they go about this	10/11/2019 3:07 PM
14	Nothing	10/11/2019 12:56 PM
15	Unsure	10/11/2019 11:35 AM
16	Use examples of what a person with CIs can use each piece of funding, and Train a small group of planners in what CI users need, and have all CI NDIS clients g through these planners.	10/10/2019 8:58 PM
17	More awareness of deafness	10/10/2019 8:00 PM
18	Nothing	10/10/2019 11:34 AM
19	Same as above	10/10/2019 9:56 AM
20	As above	10/10/2019 8:37 AM
21	x	10/10/2019 7:22 AM
22	Not being allocated to me on the planning day itself (LAC was swapped with someone else)	10/10/2019 1:06 AM
23	My LAC should get know more and tell me what forms to bring, otherwise I will need to do many meetings to get things done which should be done in one meeting.	10/9/2019 11:06 PM
24	Respond to my emails. Follow up for me	10/9/2019 10:36 PM
25	In first plan OT assessment	10/9/2019 9:22 PM
26	Don't speak to me as though I'm a 3 year old	10/9/2019 8:17 PM
27	A bit more empathy and willing to listen to me self describe my needs, rather than relying on a generic 'deaf supports' template.	10/9/2019 7:54 PM
28	Listen to my needs and not be a robot	10/9/2019 6:18 PM
29	None	10/9/2019 4:55 PM
30	More knowledge on eligibility for upgrades etc	10/9/2019 4:45 PM
31	Tell everyone I am not a racist if you are ESL then I cant hear you clearly	10/9/2019 3:56 PM
32	My planner is good	10/9/2019 2:47 PM
33	I am satisfied	10/9/2019 1:39 PM
34	Being at the original planning meeting.	10/9/2019 1:27 PM
35	Been very good	10/8/2019 4:26 PM
36	NA	10/8/2019 12:40 PM
37	More funds for domestic cleaner	10/7/2019 4:40 PM
38	don't assume you know what's best for me	10/7/2019 12:09 PM
39	Checking my details before jumping in and making a plan which is useless at this stage	10/7/2019 10:54 AM
<b>#</b>	<b>BY YOUR HEARING HEALTH PROVIDER?</b>	<b>DATE</b>
1	N/A	10/27/2019 9:48 AM
2	They were supportive	10/16/2019 4:16 PM
3	Has been good	10/15/2019 9:43 AM
4	none	10/14/2019 6:53 PM
5	Good. Hear and Say guided me through the access application process and organised the paperwork I needed.	10/14/2019 6:33 PM
6	They are going well.	10/14/2019 5:14 PM
7	Nil	10/14/2019 5:09 PM
8	They should have pushed for me to get processors covered	10/14/2019 10:28 AM
9	I wish they could have more say and be able to apply on behalf of us	10/12/2019 12:01 AM
10	See above.	10/11/2019 4:16 PM
11	When elected a clearer picture that my goals will be aligned	10/11/2019 3:07 PM
12	Tbc	10/11/2019 12:56 PM
13	Unsure	10/11/2019 11:35 AM
14	Correct report template	10/10/2019 8:00 PM
15	Nothing	10/10/2019 11:34 AM
16	N/A	10/10/2019 9:56 AM

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

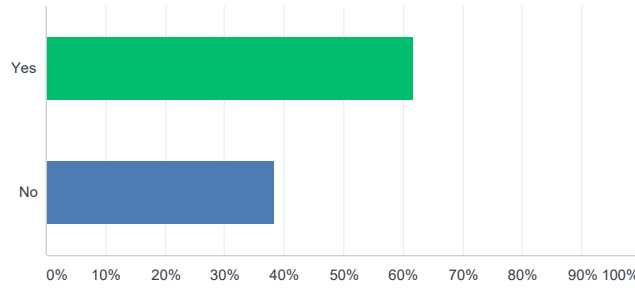
17	Broaden understanding and encourage out of the box solutions beyond technology- Auslan deaf community connection with other deaf people is important. Audiologists who know a little sign language will help normalize that for both hard of hearing and deaf people	10/10/2019 8:37 AM
18	Hearing Australia have no idea about implants.	10/10/2019 8:11 AM
19	x	10/10/2019 7:22 AM
20	Proactively providing letter of support	10/10/2019 1:06 AM
21	<b>understanding</b> More education for their staff at the stores as some of them keep insisting that CI is similar to HA. I have to ask the Chat option on the website but they cannot say if I will be covered in full or not even after they get the codes from my surgeon. This was actually made me unsure if I would end up with huge hospital bills, gaps and CI maintenance cost or not. Only by my surgeon's secretary, my new CI friends and my surgeon who provide me with papers, I could understand what I should be covered with.	10/9/2019 11:06 PM
22	Nothing they were great. Went above and beyond.	10/9/2019 10:36 PM
23	Advise on deaf products available ie vibrating alarms etc	10/9/2019 9:22 PM
24	They did well	10/9/2019 8:17 PM
25	They were great.	10/9/2019 7:54 PM
26	No improvement necessary	10/9/2019 6:18 PM
27	None	10/9/2019 4:55 PM
28	Hearing health providers are very good	10/9/2019 2:47 PM
29	I am satisfied	10/9/2019 1:39 PM
30	Couldn't done it better	10/9/2019 1:27 PM
31	Hearing provider was excellent.	10/8/2019 4:26 PM
32	NA	10/8/2019 12:40 PM
33	nothing to add	10/7/2019 12:09 PM
<b>#</b>	<b>BY YOURSELF?</b>	<b>DATE</b>
1	More control of the planning and provider management and be less trusting of the case	10/27/2019 3:48 PM
2	?	10/27/2019 9:48 AM
3	I tried everything	10/16/2019 4:16 PM
4	Patience	10/15/2019 9:43 AM
5	none	10/14/2019 6:53 PM
6	?	10/14/2019 5:14 PM
7	Nil	10/14/2019 5:09 PM
8	I wish I'd known better how to advocate for myself.	10/14/2019 10:28 AM
9	Been more assertive to express my disappointment	10/11/2019 4:16 PM
10	A progress report that all parties involved will have communicated and that I see how my goals will work	10/11/2019 3:07 PM
11	Unsure	10/11/2019 11:35 AM
12	Anxiety	10/10/2019 8:00 PM
13	Nothing	10/10/2019 11:34 AM
14	N/A	10/10/2019 9:56 AM
15	More ideas how to improve my quality of life and how to more effectively use technology and equipment	10/10/2019 8:37 AM
16	x	10/10/2019 7:22 AM
17	Understanding all the roles, and availability of support	10/10/2019 1:06 AM
18	I already done what I should do. I attended the cochlear community meet up and meet some people with CI, also email some people living far away to find out their experience. Also attended my surgeon's presentations which happened discussing about cochlear and preservation of residual hearing.	10/9/2019 11:06 PM
19	Should have made formal complaint sooner	10/9/2019 10:36 PM
20	Some research through a support group	10/9/2019 9:22 PM
21	I did well	10/9/2019 8:17 PM
22	I could have launched a dispute but instead just funded adaptive devices myself.	10/9/2019 7:54 PM
23	Patience!!!	10/9/2019 6:18 PM
24	Yes...	10/9/2019 5:57 PM
25	None	10/9/2019 4:55 PM
26	Unknown	10/9/2019 2:47 PM
27	I am satisfied	10/9/2019 1:39 PM
28	Nil	10/9/2019 1:27 PM
29	It was a steep learning curve but am getting on top of it.	10/8/2019 4:26 PM
30	NA	10/8/2019 12:40 PM
31	have expert help to get me through the process	10/7/2019 12:09 PM
32	I should have been more prepared	10/7/2019 10:54 AM
<b>#</b>	<b>BY ANYTHING ELSE? (PLEASE DETAIL)</b>	<b>DATE</b>
1	I shouldn't have to be chasing for review meeting on multiple occasions	10/14/2019 9:56 PM

## National Disability Insurance Scheme (NDIS) cochlear implant recipient experience survey

2	Deaf/HoH community. The best information and guidance I received were from other deaf people who had already gone through the process.	10/14/2019 6:33 PM
3	LAC needs training. Our one basically told us to work it out for ourselves and we should not require her help.	10/14/2019 5:14 PM
4	Local area coordinator who meets with applicant should have more say in the plan. They told me they understood that I needed the processor but that they were powerless.	10/14/2019 10:28 AM
5	experience was appropriate	10/13/2019 8:19 AM
6	For all participants to be asked the option of having a planner specialised in hearing impairments/ cochlear issues	10/11/2019 9:21 PM
7	None - satisfied with the players	10/11/2019 8:17 PM
8	Introduce a page overview of all parties involved to eliminate bias in expectations between consumers and agencies	10/11/2019 3:07 PM
9	Unsure	10/11/2019 11:35 AM
10	N/A	10/10/2019 9:56 AM
11	Technology needs to be aesthetically pleasing so it blends in. So much of it is clunky and ugly that it stands out and creates a barrier	10/10/2019 8:37 AM
12	x	10/10/2019 7:22 AM
13	If my last HA audiologist didn't encourage me to find out about CI, I would never know if CI could work with my hearing loss. I always thought that CI is only for deaf people and it is so expensive & not affordable as I didn't know how CI work for profound loss & how it work from high frequency range to low frequency. Also I didn't know if I could have residual hearing maintained. Even when there are information about CI, as I wear HA, I thought HA will one day be better and better, unknown to me that HA actually cannot compensate profound high frequency hearing loss until someone with CI explain to me how it work, how it will be comfortable with implant after some time (really not wanting to be uncomfortable with thing under your skin) and also it will need listening therapy. Also as I know transition from analog taking long time, I could accept that CI will also need long time to get used to the new sound. If it sound logical to me, I can accept it.	10/9/2019 11:06 PM
14	More info needed for self planners to unravel the jargon and understand how to navigate process to recipient advantage. Like a web page dedicated to that subject	10/9/2019 10:36 PM
15	The NDIS won't answer emails. You always have to phone when there is an issue. The people on the phone don't know anything. You just go round in circles and I hate talking on the phone to strangers.	10/9/2019 8:17 PM
16	Coming to grips with what is required	10/8/2019 4:26 PM
17	I do not need any services of an OT	10/8/2019 12:40 PM
18	Having people who understand more what it is like to be deaf/hard of hearing.	10/7/2019 11:28 AM

### Q20 Do you also access services for your hearing loss via Private Health Insurance?

Answered: 55 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	61.82%	34
No	38.18%	21
TOTAL		55

## Q21 What external sound processor do you currently use?

Answered: 55 Skipped: 23

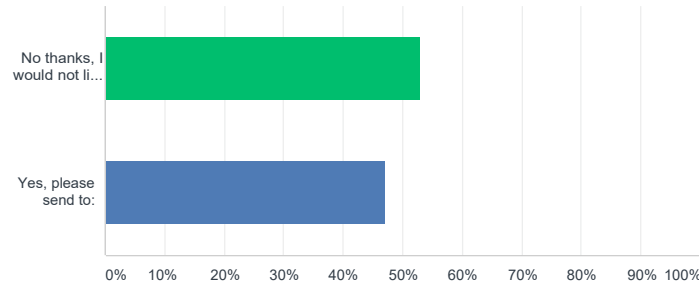
#	RESPONSES	DATE
1	7	10/27/2019 3:48 PM
2	Nucleus 6	10/27/2019 9:48 AM
3	Nucleus 6	10/16/2019 4:16 PM
4	Neucius 7	10/15/2019 9:43 AM
5	Nucleus 6	10/14/2019 9:56 PM
6	N6 & N7 (bilateral)	10/14/2019 9:14 PM
7	Nucleus 5	10/14/2019 6:53 PM
8	N7	10/14/2019 6:33 PM
9	Nucleus 6 and Nucleus 7	10/14/2019 5:34 PM
10	cochlear nucleus 7	10/14/2019 5:14 PM
11	N7	10/14/2019 5:09 PM
12	Nucleus CP900 Series	10/14/2019 5:02 PM
13	Nucleus 7	10/14/2019 10:28 AM
14	Cochlear N7	10/13/2019 8:19 AM
15	Nucleus 7	10/12/2019 12:01 AM
16	Cochlear N7	10/11/2019 10:27 PM
17	N7	10/11/2019 9:21 PM
18	Nucleus 7	10/11/2019 8:17 PM
19	Cochlear	10/11/2019 4:37 PM
20	Nucleus 7	10/11/2019 4:16 PM
21	Nucleus 7	10/11/2019 3:07 PM
22	Cochlear N7	10/11/2019 12:56 PM
23	Cochlear N7	10/11/2019 11:35 AM
24	Nucleus sound processor 6	10/11/2019 10:52 AM
25	N7	10/11/2019 12:28 AM
26	N7 x 2	10/10/2019 8:58 PM
27	N7	10/10/2019 8:00 PM
28	Nucleus 7	10/10/2019 11:34 AM
29	Cochlear N6	10/10/2019 9:56 AM
30	N7	10/10/2019 8:37 AM
31	Nucleus 6	10/10/2019 8:11 AM
32	N6	10/10/2019 7:22 AM
33	N6	10/10/2019 1:06 AM
34	Nucleus 7	10/9/2019 11:06 PM
35	N6	10/9/2019 10:36 PM
36	N6 and N7	10/9/2019 9:22 PM
37	N7	10/9/2019 8:17 PM
38	Cochlear N7	10/9/2019 7:54 PM
39	Naida Q70 Advance Bionics	10/9/2019 6:18 PM
40	Kanso	10/9/2019 5:57 PM
41	N7	10/9/2019 5:57 PM
42	Cochlear	10/9/2019 4:55 PM
43	N6	10/9/2019 4:45 PM
44	Cochlear Nucleus 7 Hybrid	10/9/2019 3:56 PM
45	Nucleus Smart	10/9/2019 2:47 PM
46	N6 and N7	10/9/2019 1:59 PM
47	N7	10/9/2019 1:50 PM
48	Kansos x 2	10/9/2019 1:39 PM
49	N7	10/9/2019 1:27 PM
50	Neuclear 6	10/8/2019 4:26 PM
51	N6	10/8/2019 12:40 PM
52	N7, & N6	10/7/2019 4:40 PM
53	nuc5	10/7/2019 12:09 PM
54	Mendel Rondo (was only off the ear model at the time)	10/7/2019 11:28 AM





Q22 Should you like to receive a copy of the final submission, please provide your contact details below

Answered: 53 Skipped: 25



ANSWER CHOICES	RESPONSES
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