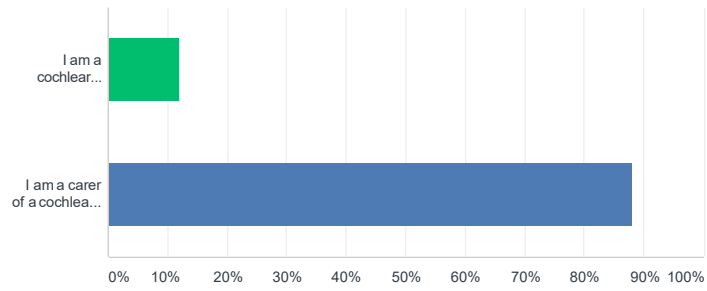


### Q1 What best describes you?

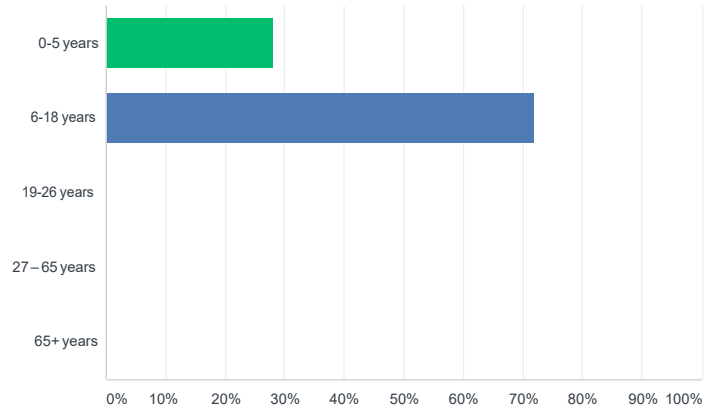
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a cochlear implant recipient	12.00%	3
I am a carer of a cochlear implant recipient	88.00%	22
TOTAL		25

### Q2 What is your age?

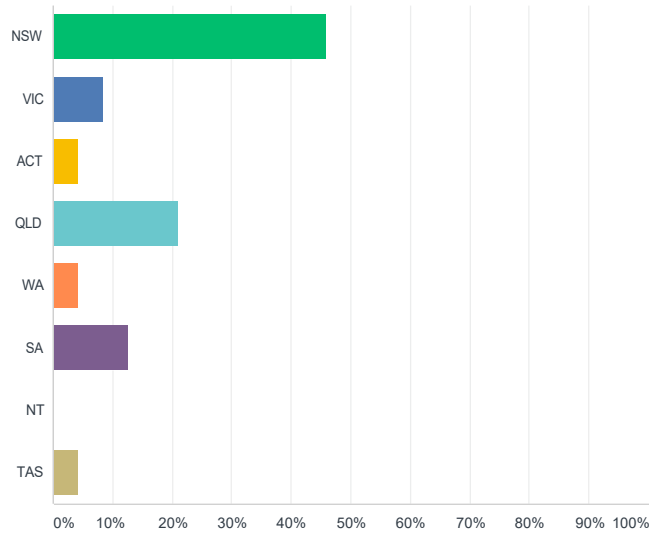
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-5 years	28.00%	7
6-18 years	72.00%	18
19-26 years	0.00%	0
27 – 65 years	0.00%	0
65+ years	0.00%	0
<b>TOTAL</b>		<b>25</b>

### Q3 What is your location?

Answered: 24 Skipped: 1

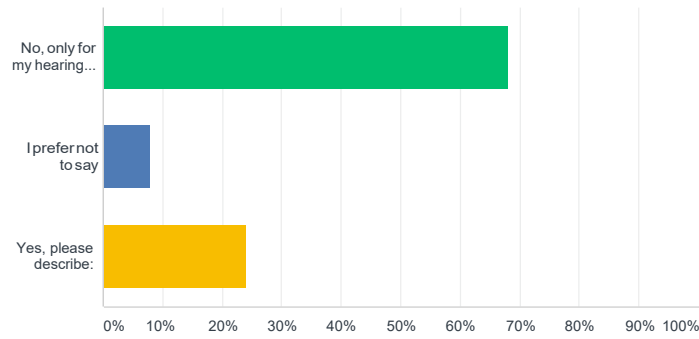


ANSWER CHOICES	RESPONSES	
NSW	45.83%	11
VIC	8.33%	2
ACT	4.17%	1
QLD	20.83%	5
WA	4.17%	1
SA	12.50%	3
NT	0.00%	0
TAS	4.17%	1
<b>TOTAL</b>		<b>24</b>

#	PLEASE INDICATE CITY/TOWN:	DATE
1	West Ryde	10/22/2019 7:49 PM
2	Toowoomba	10/19/2019 6:39 PM
3	Perth	10/14/2019 11:29 PM
4	Redbank Plains	10/14/2019 8:51 PM
5	Sydney	10/14/2019 5:21 PM
6	Seacombe Gardens	10/14/2019 5:21 PM
7	Quakers Hill	10/11/2019 12:59 PM
8	Brisbane	10/11/2019 10:45 AM
9	Sydney	10/11/2019 10:15 AM
10	Ballina	10/9/2019 9:52 PM
11	No	10/8/2019 8:27 PM

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

Answered: 25 Skipped: 0

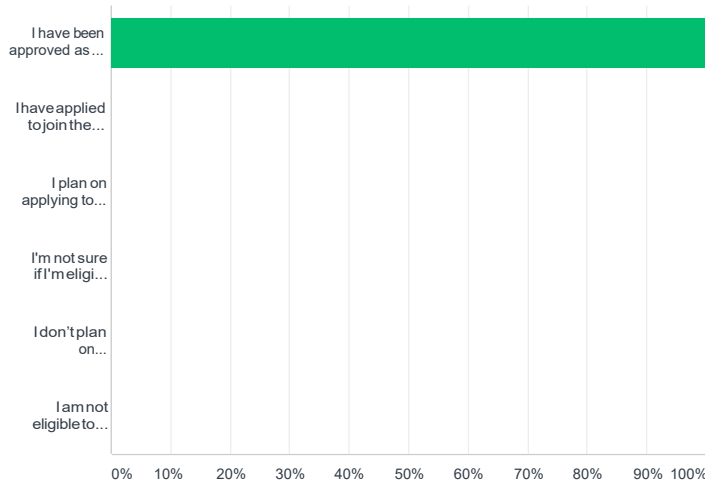


ANSWER CHOICES	RESPONSES
No, only for my hearing needs	68.00% 17
I prefer not to say	8.00% 2
Yes, please describe:	24.00% 6
<b>TOTAL</b>	<b>25</b>

#	YES, PLEASE DESCRIBE:	DATE
1	Usher syndrome	10/22/2019 11:11 PM
2	Autism, intellectual disability, deaf	10/22/2019 7:49 PM
3	Cerebral palsy	10/14/2019 11:29 PM
4	Vision	10/14/2019 5:21 PM
5	Autism deaf	10/14/2019 5:21 PM
6	Auditory neuropathy. Cerebral palsy	10/11/2019 8:26 PM

### Q5 What is your current NDIS status?

Answered: 25 Skipped: 0

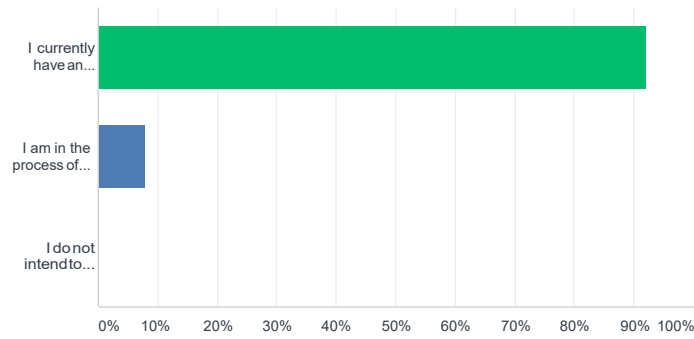


ANSWER CHOICES	RESPONSES
I have been approved as an NDIS participant	100.00% 25
I have applied to join the NDIS	0.00% 0
I plan on applying to NDIS in the next 6-12months	0.00% 0
I'm not sure if I'm eligible for NDIS	0.00% 0
I don't plan on participating in the NDIS	0.00% 0
I am not eligible to participate in the NDIS	0.00% 0
<b>TOTAL</b>	<b>25</b>

#	IF YOU ARE NOT ELIGIBLE, OR DO NOT PLAN ON PARTICIPATING, PLEASE DESCRIBE WHY:	DATE
1	no	10/8/2019 8:27 PM

Q6 What is the status of your NDIS plan?

Answered: 25 Skipped: 0

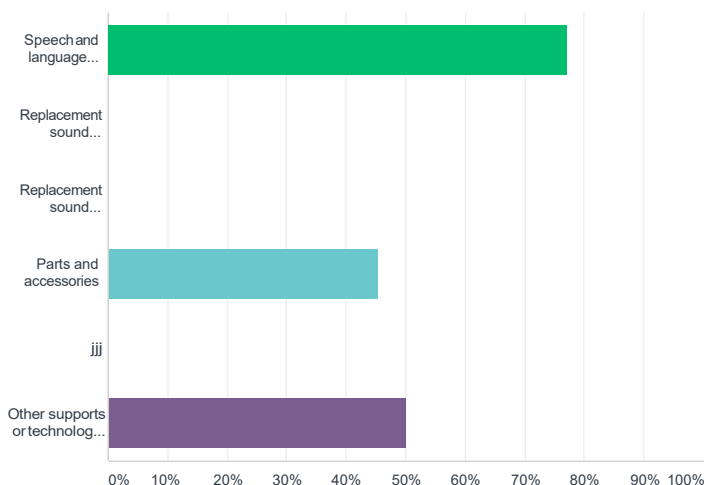


ANSWER CHOICES	RESPONSES	
I currently have an approved NDIS plan	92.00%	23
I am in the process of developing an NDIS plan	8.00%	2
I do not intend to develop an NDIS plan	0.00%	0
<b>TOTAL</b>		<b>25</b>

#	OTHER, PLEASE DESCRIBE:	DATE
1	That does not meet my needs	10/14/2019 10:44 AM

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

Answered: 22 Skipped: 3

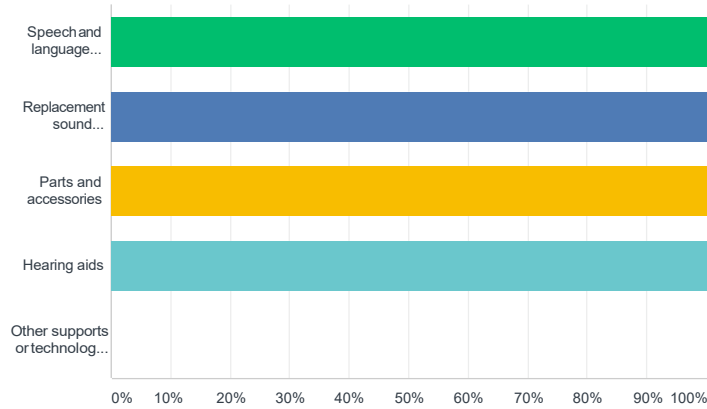


ANSWER CHOICES	RESPONSES
Speech and language support	77.27% 17
Replacement sound processors (for loss or damage)	0.00% 0
Replacement sound processors (Upgrades)	0.00% 0
Parts and accessories	45.45% 10
jjj	0.00% 0
Other supports or technologies (please describe):	50.00% 11
Total Respondents: 22	

#	OTHER SUPPORTS OR TECHNOLOGIES (PLEASE DESCRIBE):	DATE
1	alarm clock & fire alarm	10/22/2019 11:12 PM
2	Australian Hearing card	10/22/2019 7:49 PM
3	Physio, OT, swimming lessons	10/14/2019 8:52 PM
4	Low cost AT, OT	10/14/2019 8:01 PM
5	Roger pen, aqua covers, head bands, nammu swimming hats, Splas lycra swimming goggles	10/14/2019 5:23 PM
6	Speech, OT and physio	10/14/2019 3:13 PM
7	Mini mic, aqua plus	10/11/2019 8:27 PM
8	Plan is confusing and not stated any upgrades or whatsoever	10/11/2019 12:00 PM
9	TV streamer, Aqua plus, Hear for You program	10/11/2019 11:51 AM
10	FM receivers, Mini mic, aqua accessories, auslan course costs, iPhone for wireless connectivity	10/11/2019 10:48 AM
11	Accessories - water covers for processor	10/11/2019 10:16 AM

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

Answered: 1 Skipped: 24



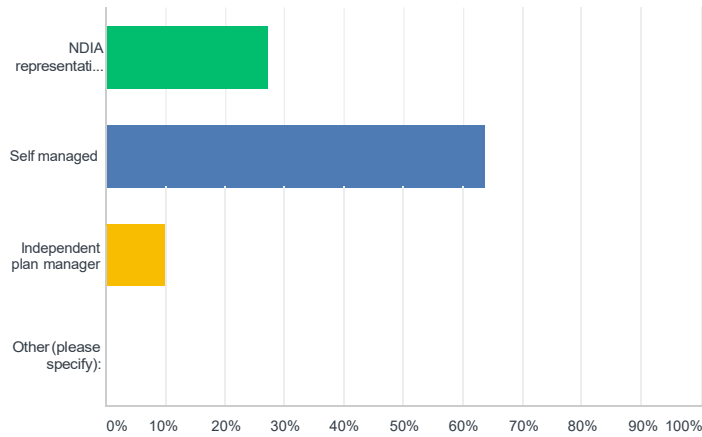
ANSWER CHOICES	RESPONSES
Speech and language support	100.00% 1
Replacement sound processors	100.00% 1
Parts and accessories	100.00% 1
Hearing aids	100.00% 1
Other supports or technologies (please describe):	0.00% 0
Total Respondents: 1	

#	OTHER SUPPORTS OR TECHNOLOGIES (PLEASE DESCRIBE):	DATE
	There are no responses.	



Q9 Who manages/will manage your NDIS plan?

Answered: 22 Skipped: 3

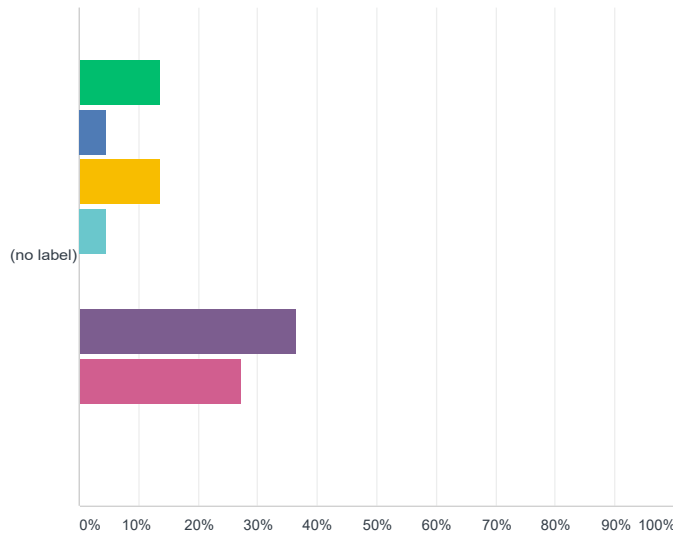


ANSWER CHOICES	RESPONSES	
NDIA representative (Agency managed)	27.27%	6
Self managed	63.64%	14
Independent plan manager	9.09%	2
Other (please specify):	0.00%	0
<b>TOTAL</b>		<b>22</b>

#	OTHER (PLEASE SPECIFY):	DATE
	There are no responses.	

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

Answered: 22 Skipped: 3



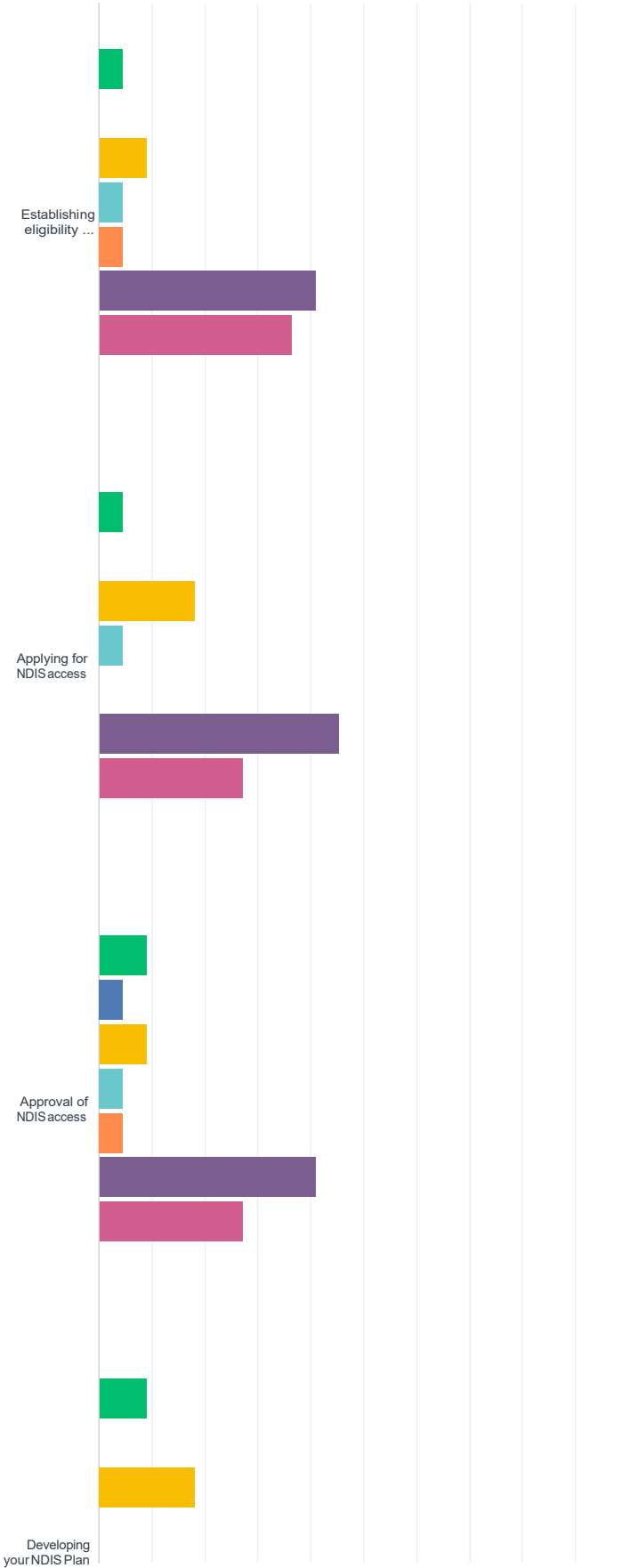
■ Extremely Dissatisfied 
 ■ Moderately Dissatisfied 
 ■ Slightly Dissatisfied  
■ Neutral 
 ■ Slightly Satisfied 
 ■ Moderately Satisfied  
■ Extremely Satisfied 
 ■ I do not have an NDIS Plan

	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	SLIGHTLY DISSATISFIED	NEUTRAL	SLIGHTLY SATISFIED	MODERATELY SATISFIED	EXTREMELY SATISFIED	I DO NOT HAVE AN NDIS PLAN	TOTAL
(no label)	13.64% 3	4.55% 1	13.64% 3	4.55% 1	0.00% 0	36.36% 8	27.27% 6	0.00% 0	2

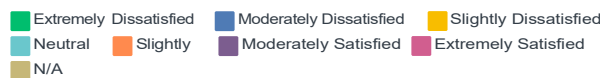
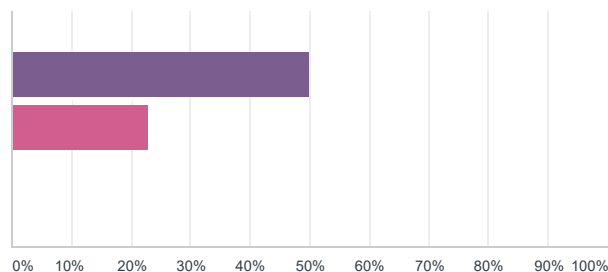
#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THIS RATING	DATE
1	Difficult when more than one disability needs to be considered. Keep changing LAC which means you keep having to retell your story and needs. Second year was better experience as planner in first year ignore some needs.	10/22/2019 11:22 PM
2	I have to proof that I am still deaf and autistic every year	10/22/2019 8:06 PM
3	Long wait times for applications to be approved, equipment to arrive	10/14/2019 11:32 PM
4	There have been issues between Cochlear and the plan manager re: sending and paying invoices, remittances etc.	10/14/2019 8:54 PM
5	NDIS has given more, than we asked for.	10/14/2019 5:31 PM
6	Payments for submitted invoices are paid very quickly which is great. However the process to upload the invoice evidence is tiresome as you can't upload the invoice at the same time as submitting a payment request. Can only be uploaded after payment request is done so when doing multiple invoices it gets confusing as to which payment request is for which invoice. Uploading an invoice / evidence at the time of submitting a request would be much more efficient. Our planner was quite good, however despite several occasions asking for a deaf aware planner, when we got to the meeting, the planner didn't really know what a Cochlear implant is and how it differs extremely from a hearing aid. Essentially, people who receive a CI after learning some language through a hearing aid have to relearn ALL sounds - speech and environmental. So their immediate and medium term support required post implant is quite intense. The planner also didn't really therefore understand the difficulties associated with deaf or hard of hearing people to listen and understand speech in noisy environments. The associated technology of mini mics / Roger FM and teachers aids in order for deaf or HOH people to access speech in a learning environment is critical to ensure they reach their full educational potential. Similarly, funding of waterproof covers for CIs is extremely important for children to learn to swim. A skill all Australian children have the right to learn to ensure their safety.	10/14/2019 1:39 PM
7	Coz the planner did not listen to the needs that were required and seems to be useless when needing to be contacted	10/14/2019 10:45 AM
8	I find things move slowly in the disability sector. Support is sometimes slow	10/11/2019 8:30 PM
9	Not enough funding for support - Deaf mentor, tutoring, ToD for after school to catch up work and no funding for upgrades	10/11/2019 12:02 PM
10	Requested review of plan after receiving implant but took another 5 months to get plan to cover implant needs - NDIA would not review despite over 3 months til current plan expired	10/11/2019 11:54 AM
11	I have found the process fine as I was not desperate to assistance immediately as my son already had one implant. Our timing for NDIS coincided with the need for a second implant	10/11/2019 10:57 AM
12	SO far they have yes to everything I have asked for	10/8/2019 1:33 PM

Q11 How satisfied were you in the following processes:

Answered: 22 Skipped: 3



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

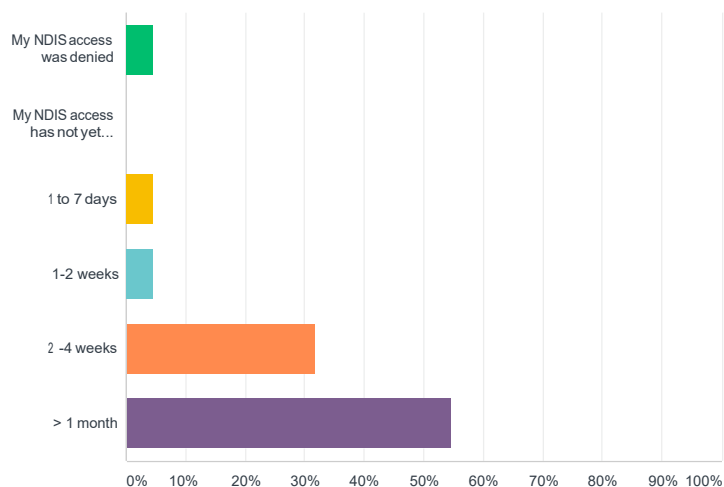


	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	SLIGHTLY DISSATISFIED	NEUTRAL	SLIGHTLY	MODERATELY SATISFIED	EXTREMELY SATISFIED	N/A
Establishing eligibility for NDIS participation	4.55% 1	0.00% 0	9.09% 2	4.55% 1	4.55% 1	40.91% 9	36.36% 8	0.00% 0
Applying for NDIS access	4.55% 1	0.00% 0	18.18% 4	4.55% 1	0.00% 0	45.45% 10	27.27% 6	0.00% 0
Approval of NDIS access	9.09% 2	4.55% 1	9.09% 2	4.55% 1	4.55% 1	40.91% 9	27.27% 6	0.00% 0
Developing your NDIS Plan	9.09% 2	0.00% 0	18.18% 4	0.00% 0	0.00% 0	50.00% 11	22.73% 5	0.00% 0

#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THESE RATINGS:	DATE
1	Had to fight for deafblind to be accepted as primary disability. Initially only had vision and not hearing and this impacts provision of supports.	10/22/2019 11:22 PM
2	Had to go to minister before a satisfactory package was allocated.	10/22/2019 8:06 PM
3	The whole process was very smooth	10/19/2019 6:41 PM
4	Overall funding is adequate to meet needs	10/14/2019 11:32 PM
5	Easy transition from Better Start to NDIS. I have a good and efficient relationship with EACH, all plans are done by email and over the phone, which is convenient for me.	10/14/2019 8:54 PM
6	Have had no problems with NDIS, our NDIS representative is always willing to help, has also told us about funding we didn't know we were entitled to.	10/14/2019 5:31 PM
7	Planners don't have knowledge of specific disabilities. It is so hard to get things included in the plan	10/14/2019 5:25 PM
8	Some already explained in previous question. Specifically, applying was quite confusing and as our area was one of the first to have the NDIS roll out, the staff at the office simply weren't experienced enough to provide adequate information on the process. We are in our second year now and it seems to be smoother.	10/14/2019 1:39 PM
9	It is difficult if changes are required once the plan is made. It is not a dynamic process. It's also dependent on good advocacy. I'm a good advocate so we mostly get good outcomes. This result is not true for all participants	10/11/2019 8:30 PM
10	Every step was easy as we had help applying	10/11/2019 1:00 PM
11	Not Deaf friendly in both languages - bilingual and do not understand how critical accessing to CIs are important for access in school especially as an A grade student but a C grade student in English due to lack of understanding and unpacking language	10/11/2019 12:02 PM
12	I found process fairly complex and I consider myself competent (as a parent of child on NDIS)	10/11/2019 11:54 AM
13	Overall the process is in place, however it is slow and if you do not have the support of providers to assist in determining what costs for services, technology & supports should be included in the plan I can see it would be very intimidating for people. The NDIS planning is also very generic whereby if your disability is strictly Hearing Impairment or other single disabilities, the questions to determine eligibility should be targeted to your disability	10/11/2019 10:57 AM
14	System regularly changing and people who work within it, especially NDIA workers who answer the phone don't know how to answer questions. It's complicated and difficult to navigate when you cannot get the right information. Extremely frustrating	10/11/2019 10:18 AM

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

Answered: 22 Skipped: 3

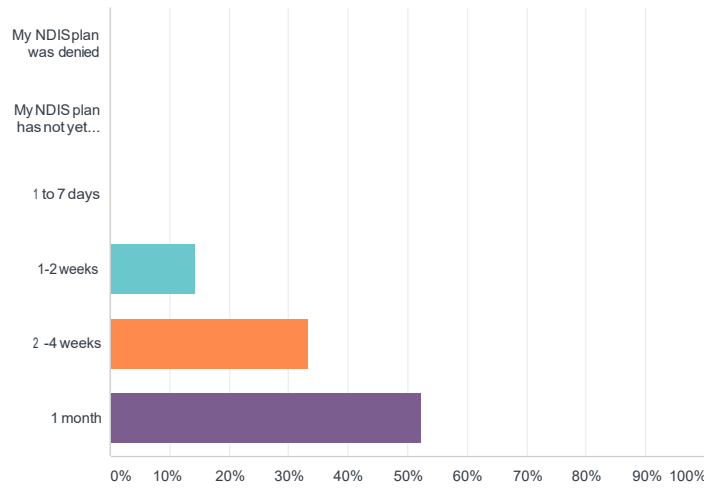


ANSWER CHOICES	RESPONSES
My NDIS access was denied	4.55% 1
My NDIS access has not yet been approved	0.00% 0
1 to 7 days	4.55% 1
1-2 weeks	4.55% 1
2-4 weeks	31.82% 7
> 1 month	54.55% 12
<b>TOTAL</b>	<b>22</b>

#	PLEASE SPECIFY:	DATE
1	Couple of months	10/14/2019 5:31 PM
2	4 months	10/14/2019 5:25 PM
3	Can't remember exactly but I think it was around 3-4 months. I followed up a couple of times as to its progress as Early Intervention post diagnosis is imperative to access immediately	10/14/2019 1:39 PM
4	Cannot remember specifically as was some years ago	10/11/2019 11:54 AM
5	Question answered based on application through to financial plan being approved & ability to access my portal	10/11/2019 10:57 AM

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

Answered: 21 Skipped: 4



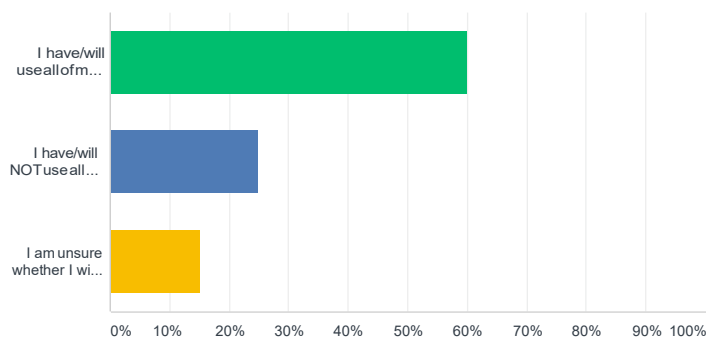
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ANSWER CHOICES	RESPONSES
My NDIS plan was denied	0.00% 0
My NDIS plan has not yet been approved	0.00% 0
1 to 7 days	0.00% 0
1-2 weeks	14.29% 3
2-4 weeks	33.33% 7
> 1 month	52.38% 11
<b>TOTAL</b>	<b>21</b>

#	PLEASE SPECIFY:	DATE
1	2months	10/14/2019 5:32 PM
2	2 months	10/14/2019 5:26 PM
3	Can't remember exactly but I think it was around 3-4 months. I followed up a couple of times as to its progress as Early Intervention post diagnosis is imperative to access immediately	10/14/2019 1:39 PM
4	Please see previous answer	10/11/2019 10:58 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: 20 Skipped: 5

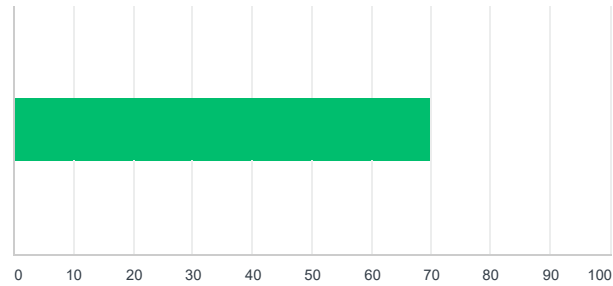


ANSWER CHOICES	RESPONSES
I have/will use all of my allocated funds within the required time period	60.00% 12
I have/will NOT use all of my allocated funds	25.00% 5
I am unsure whether I will use all of my allocated funds	15.00% 3
<b>TOTAL</b>	<b>20</b>

#	PLEASE EXPLAIN YOUR ANSWER:	DATE
1	Therapy not always easy to access when wanted.	10/22/2019 11:33 PM
2	We received far more than we expected or needed	10/19/2019 6:45 PM
3	Sometimes we don't have time to fit in as much therapy as we have in our plan	10/14/2019 8:56 PM
4	I already had to get a review done as I had used up all the funds on the previous plan and could no longer access any services.	10/14/2019 5:31 PM
5	Have used all funds and I have not finishes my plan	10/14/2019 10:49 AM
6	I may not use all my funds as I'm finding it hard to get my daughter to all her appointments and also let her be a normal kid	10/11/2019 8:42 PM
7	I have used up all within 6 months and am appealing for more funding	10/11/2019 12:07 PM
8	Just started current plan a week ago	10/11/2019 11:58 AM
9	Our plan was very specific based on our sons recent implant	10/11/2019 11:04 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: 20 Skipped: 5



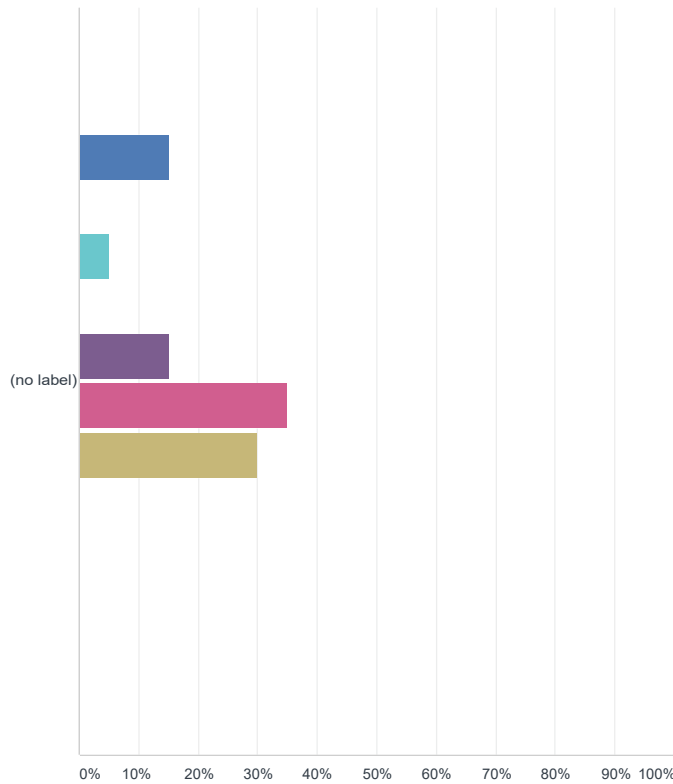
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	71	1,422	20
Total Respondents: 20			

#		DATE
1	33	10/22/2019 11:33 PM
2	30	10/19/2019 6:45 PM
3	100	10/15/2019 9:55 AM
4	25	10/14/2019 11:33 PM
5	70	10/14/2019 8:56 PM
6	70	10/14/2019 8:04 PM
7	60	10/14/2019 5:43 PM
8	90	10/14/2019 5:31 PM
9	32	10/14/2019 5:24 PM
10	90	10/14/2019 2:05 PM
11	100	10/14/2019 10:49 AM
12	21	10/11/2019 8:42 PM
13	100	10/11/2019 1:02 PM
14	1	10/11/2019 12:07 PM
15	100	10/11/2019 11:58 AM
16	100	10/11/2019 11:04 AM
17	100	10/11/2019 10:19 AM
18	100	10/9/2019 8:28 PM
19	100	10/9/2019 2:33 PM
20	100	10/8/2019 1:35 PM



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

Answered: 20 Skipped: 5



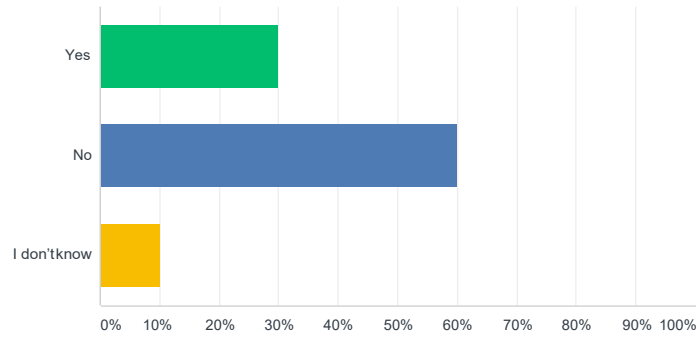
■ I do not have an NDIS Plan ■ Strongly Disagree ■ Disagree  
■ Slightly Disagree ■ Neutral ■ Slightly Agree ■ Agree  
■ Strongly Agree ■ (no label) ■ (no label) ■ (no label)  
■ I do not have an NDIS plan

	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% 0	15.00% 3	0.00% 0	5.00% 1	0.00% 0	15.00% 3	35.00% 7	30.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0

#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THIS RATING:	DATE
1	This plan better but not given transport funding.	10/22/2019 11:33 PM
2	Last year we hardly used it.	10/14/2019 5:43 PM
3	Not enough funds to upgrade implants	10/14/2019 5:31 PM
4	At this stage of our child's development we have enough funds to access the level of early intervention required. My biggest concern is that as our child does very well with speech and language that NDIS will reduce the funding. The reason our child does so well is due to the efforts of early intervention specialists and family support. Also, as our child gets to kinder or school level, we also expect the level of funding required will initially increase to assist in accessing language in a busy and noisy classroom environment (teachers aid, assistive technology). We are also concerned about the terms "average" or "normal" levels of speech and language. Just because a child with hearing loss reaches that level, does not mean that their full potential has been met. And the goal should be to reach the FULL potential of the individual, not the average standards set by the government / schooling systems.	10/14/2019 2:05 PM
5	I feel the support we get is sufficient for my daughters disability	10/11/2019 8:42 PM
6	It a terrible plan and very biased on hearing perspectives - they did not listen to what are my needs and what I need to access as a Deaf Bilingual Bimodel and Bilateral implant person	10/11/2019 12:07 PM
7	have supported goals to develop hearing	10/11/2019 11:58 AM
8	Overall the plan meets our needs for the next 12 months but in hindsight given more time to think about next year we would've included additional technology requirements	10/11/2019 11:04 AM

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

Answered: 20 Skipped: 5

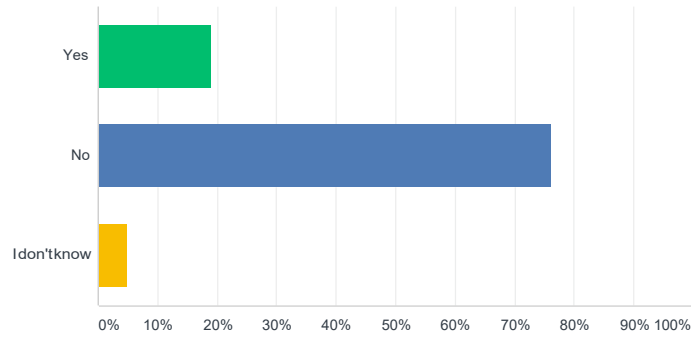


ANSWER CHOICES	RESPONSES	
Yes	30.00%	6
No	60.00%	12
I don't know	10.00%	2
<b>TOTAL</b>		<b>20</b>

#	IF SO, PLEASE DESCRIBE:	DATE
1	Because I ran out of funding. There wasn't enough in the plan.	10/14/2019 5:31 PM
2	And was not listened to	10/14/2019 10:49 AM
3	We are doing that at the moment to get our age 9 speech and language assessment for SCIC . I have had at least 3 lengthy phone calls , provided written support documents and we are still waiting on a meeting despite a letter stating it had been approved. This process at minimum thus far has taken 5 -6 weeks	10/11/2019 8:42 PM
4	as explained prior - received implant in April, previous plan due end of Sept but NDIA would not do review earlier	10/11/2019 11:58 AM

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

Answered: 21 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	19.05% 4
No	76.19% 16
I don't know	4.76% 1
TOTAL	21

#	IF SO, PLEASE DESCRIBE:	DATE
1	Attempted this on first plan but review was mishandled by LAC and never processed. Very frustrating!!!!!!	10/22/2019 11:33 PM
2	The process took months !!	10/14/2019 5:31 PM

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

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

Answered: 14 Skipped: 11

ANSWER CHOICES		RESPONSES	
By the NDIA?		85.71%	12
By your planner?		71.43%	10
By your hearing health provider?		42.86%	6
By yourself?		57.14%	8
By anything else? (please detail)		35.71%	5

#	BY THE NDIA?	DATE
1	recognition of deafblind as primary disability - finally getting the picture! Allowing plans to be checked by participant prior to approval to ensure all needs included or have opportunity to discuss further	10/22/2019 11:33 PM
2	All good	10/14/2019 5:43 PM
3	Speed up the process	10/14/2019 5:31 PM
4	Have addressed in previous comments.	10/14/2019 2:05 PM
5	More control	10/14/2019 10:49 AM
6	Do it in a more timely fashion	10/11/2019 8:42 PM
7	Listen to a real Deaf person - not hearing people who thinks they know what it is like to be deaf, no lived experiences and each one of us are different	10/11/2019 12:07 PM
8	More targeted process to disability/ quicker turnaround	10/11/2019 11:04 AM
9	Train staff so they know how to navigate the system and give the right information	10/11/2019 10:19 AM
10	None	10/9/2019 2:33 PM
11	X	10/8/2019 8:29 PM
12	Allowed me to access services for my implant anywhere I want to go not just Hearing Australia	10/8/2019 1:35 PM

#	BY YOUR PLANNER?	DATE
1	LISTEN and do what you say. Don't insist on phone calls for deaf people.	10/22/2019 11:33 PM
2	Listen to what was requested in the first place.	10/14/2019 5:31 PM
3	Have addressed in previous comments. Absolutely need more training and guidance on the disabilities of the participants they are writing plans for. Perhaps rather than planners that work across all disabilities, they could each have speciality areas of disabilities they work within?	10/14/2019 2:05 PM
4	Better contact	10/14/2019 10:49 AM
5	Get on with making a decision too much going backward and forward	10/11/2019 8:42 PM
6	Listen to me as a person and do not compare me to other deaf/HH people	10/11/2019 12:07 PM
7	More targeted understanding of disability	10/11/2019 11:04 AM
8	A better understanding of deafness	10/9/2019 8:28 PM
9	None	10/9/2019 2:33 PM
10	X	10/8/2019 8:29 PM

#	BY YOUR HEARING HEALTH PROVIDER?	DATE
1	Support has been OK so far	10/22/2019 11:33 PM
2	N/A	10/14/2019 2:05 PM
3	Provide information that will help me access in school and ask me if I want speech/auditory therapy it is a personal choice	10/11/2019 12:07 PM
4	-	10/9/2019 8:28 PM
5	None	10/9/2019 2:33 PM
6	X	10/8/2019 8:29 PM

#	BY YOURSELF?	DATE
1	Be VERY prepared and have evidence to back up needs where necessary.	10/22/2019 11:33 PM
2	N/A	10/14/2019 2:05 PM
3	Chasing the decision harder	10/11/2019 8:42 PM
4	Let me have my say	10/11/2019 12:07 PM
5	Better understanding of what was eligible to be included in plan	10/11/2019 11:04 AM
6	-	10/9/2019 8:28 PM
7	None	10/9/2019 2:33 PM
8	X	10/8/2019 8:29 PM

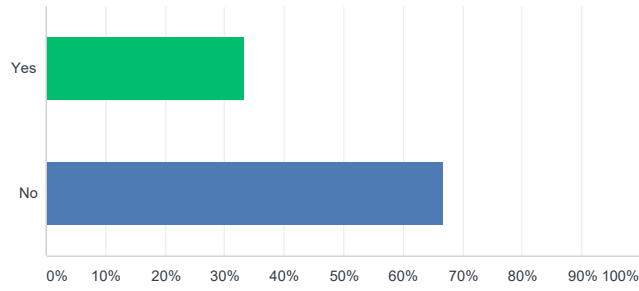
#	BY ANYTHING ELSE? (PLEASE DETAIL)	DATE
1	Be more flexible with appointments and give plenty of notice! Mainstream devices and equipment can provide enormous assistance to people with disabilities so please don't dismiss them.	10/22/2019 11:33 PM
2	Improved process between Cochlear and Plan Manager.	10/14/2019 8:56 PM

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

3	Within the facebook support groups I am part of I consistently see parents asking for advice on how to plan for their meeting and what type of supports they can / are allowed to ask for, they all seem quite stressed. We were too. More briefing of what's expected at the meetings would also be beneficial.	10/14/2019 2:05 PM
4	See me as an individual Deaf person	10/11/2019 12:07 PM
5	X	10/8/2019 8:29 PM

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

Answered: 21 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	33.33%	7
No	66.67%	14
TOTAL		21

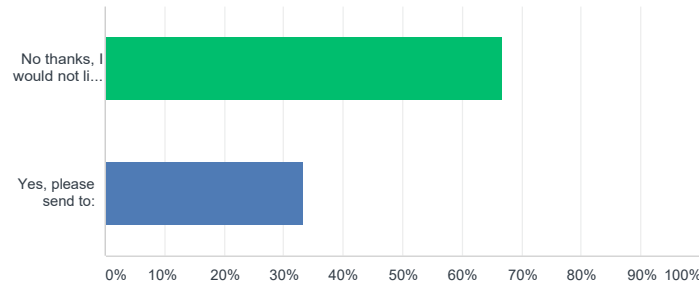
Q21 What external sound processor do you currently use?

Answered: 21 Skipped: 4

#	RESPONSES	DATE
1	N7	10/22/2019 11:33 PM
2	Nucleus 7	10/19/2019 6:45 PM
3	N6	10/15/2019 9:55 AM
4	Cochlear N6	10/14/2019 11:33 PM
5	N7 and N6	10/14/2019 8:56 PM
6	N6	10/14/2019 8:04 PM
7	Nucleus 7 and nucleus 6	10/14/2019 5:43 PM
8	Nucleus 6	10/14/2019 5:31 PM
9	Nucleus 6	10/14/2019 5:24 PM
10	Cochlear N7	10/14/2019 2:05 PM
11	Med el sonnet	10/14/2019 10:49 AM
12	N6 bilateral. Upgrade due May 2020	10/11/2019 8:42 PM
13	N6	10/11/2019 1:02 PM
14	N6	10/11/2019 12:07 PM
15	N7	10/11/2019 11:58 AM
16	Nucleus 7	10/11/2019 11:04 AM
17	Kanso	10/11/2019 10:19 AM
18	N7	10/9/2019 8:28 PM
19	Cochlear nuclear 7	10/9/2019 2:33 PM
20	JANET IT'S JANET - please delete	10/8/2019 8:29 PM
21	Blah	10/8/2019 1:35 PM

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

Answered: 21 Skipped: 4



ANSWER CHOICES	RESPONSES
No thanks, I would not like to receive a copy	66.67% 14
Yes, please send to:	33.33% 7
TOTAL	21