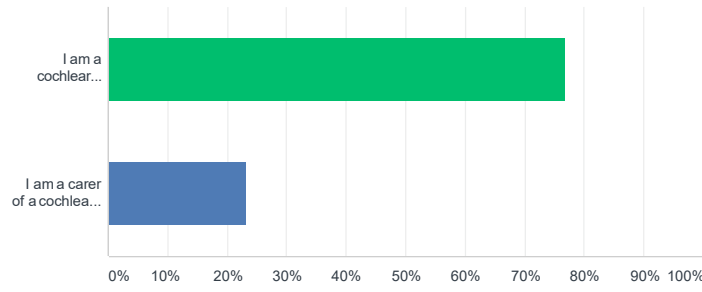


Q1 What best describes you?

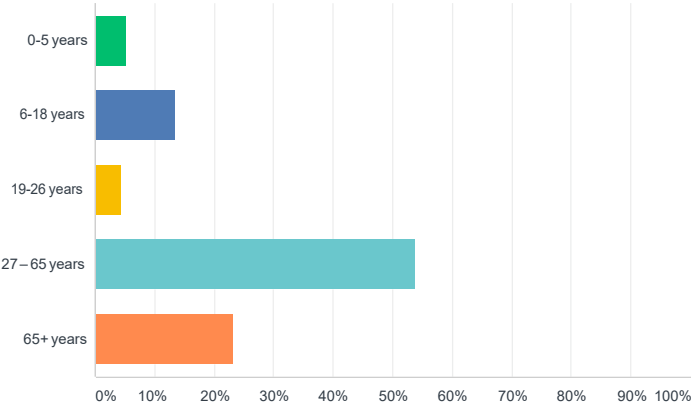
Answered: 151 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a cochlear implant recipient	76.82%	116
I am a carer of a cochlear implant recipient	23.18%	35
TOTAL		151

Q2 What is your age?

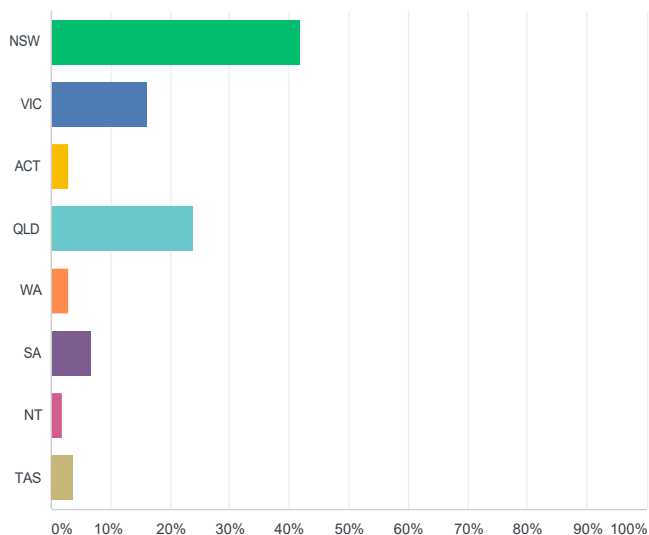
Answered: 134 Skipped: 17



ANSWER CHOICES	RESPONSES
0-5 years	5.22% 7
6-18 years	13.43% 18
19-26 years	4.48% 6
27 – 65 years	53.73% 72
65+ years	23.13% 31
TOTAL	134

Q3 What is your location?

Answered: 105 Skipped: 46



ANSWER CHOICES	RESPONSES	
NSW	41.90%	44
VIC	16.19%	17
ACT	2.86%	3
QLD	23.81%	25
WA	2.86%	3
SA	6.67%	7
NT	1.90%	2
TAS	3.81%	4
TOTAL		105

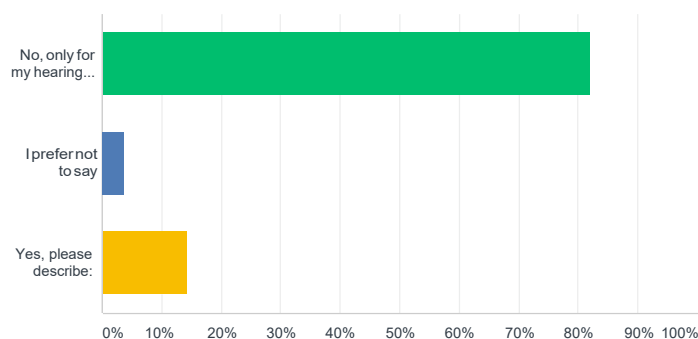
#	PLEASE INDICATE CITY/TOWN:	DATE
1	brisbane	10/27/2019 3:26 PM
2	West Ryde	10/22/2019 7:49 PM
3	repton	10/22/2019 1:44 PM
4	Toowoomba	10/19/2019 6:39 PM
5	townsville	10/18/2019 4:49 PM
6	Boonah 4310	10/16/2019 3:51 PM
7	Bathurst	10/15/2019 12:04 PM
8	Perth	10/14/2019 11:29 PM
9	Redbank Plains	10/14/2019 8:51 PM
10	Melbourne	10/14/2019 8:50 PM
11	Brisbane	10/14/2019 6:26 PM
12	Sydney	10/14/2019 5:21 PM
13	Seacombe Gardens	10/14/2019 5:21 PM
14	Sunshine Coast	10/14/2019 5:16 PM
15	Leppington	10/14/2019 3:40 PM
16	Sydney	10/14/2019 10:21 AM
17	Melbourne	10/13/2019 8:12 AM
18	Melbourne	10/11/2019 11:57 PM
19	Quakers Hill	10/11/2019 12:59 PM
20	Caringbah 2229	10/11/2019 12:50 PM
21	Brisbane	10/11/2019 11:18 AM
22	Brisbane	10/11/2019 10:45 AM
23	Newcastle	10/11/2019 10:44 AM
24	Sutton	10/11/2019 10:25 AM

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25	Sydney	10/11/2019 10:15 AM
26	Everton Park	10/11/2019 7:12 AM
27	Mentone	10/11/2019 12:24 AM
28	West Pennant Hills	10/10/2019 8:50 PM
29	Melbourne	10/10/2019 9:53 AM
30	Ivanhoe	10/10/2019 8:24 AM
31	Sydney	10/10/2019 7:20 AM
32	Ballina	10/9/2019 9:52 PM
33	Ballarat	10/9/2019 8:14 PM
34	Glen Waverley	10/9/2019 8:04 PM
35	Nowra	10/9/2019 7:38 PM
36	Baulkham Hills	10/9/2019 5:49 PM
37	Ballarat	10/9/2019 5:04 PM
38	Mount Ommaney	10/9/2019 4:49 PM
39	Helensvale Gold Coast	10/9/2019 4:21 PM
40	Sydney	10/9/2019 3:15 PM
41	Adelaide	10/9/2019 2:56 PM
42	Newtown	10/9/2019 1:44 PM
43	Bakewell	10/9/2019 1:17 PM
44	aroona, caloundra	10/8/2019 9:33 PM
45	No	10/8/2019 8:27 PM
46	Cairns	10/8/2019 2:02 PM

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

Answered: 134 Skipped: 17

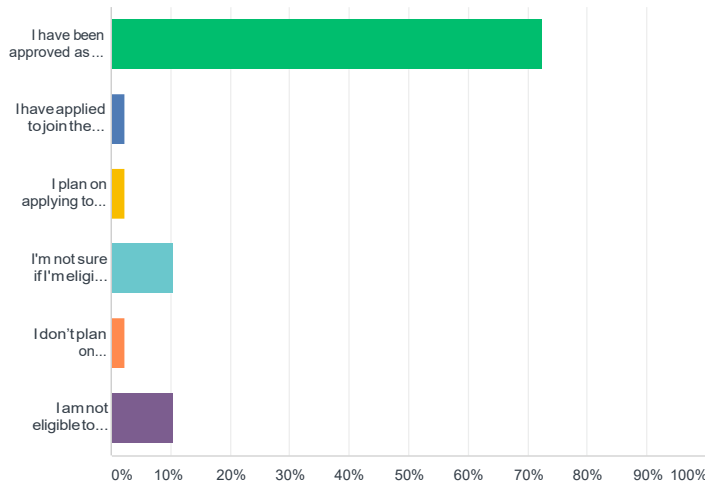


ANSWER CHOICES	RESPONSES
No, only for my hearing needs	82.09% 110
I prefer not to say	3.73% 5
Yes, please describe:	14.18% 19
TOTAL	134

#	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	Mobility and other brain issues triggered by bacterial meningitis attack	10/16/2019 3:51 PM
4	Cerebral palsy	10/14/2019 11:29 PM
5	Vision	10/14/2019 5:21 PM
6	Autism deaf	10/14/2019 5:21 PM
7	Auditory neuropathy. Cerebral palsy	10/11/2019 8:26 PM
8	Usher Syndrome	10/11/2019 12:24 AM
9	Chronic bilateral vestibular disorder	10/9/2019 8:14 PM
10	Bilateral balance disorder	10/9/2019 5:04 PM
11	Balance disorder deafness chronic fatigue	10/9/2019 3:49 PM
12	Deafness & Cerebral Palsy	10/9/2019 3:15 PM
13	Loss of balance, memory loss	10/9/2019 2:33 PM
14	Systemic Neurological Disturbance associated with bilateral tremors, ataxia, dystonia, deafness, walking difficulties, nightly incontinence	10/8/2019 4:08 PM
15	COPD, Anurism,peptic ulcer	10/8/2019 9:05 AM
16	Vision impaired	10/7/2019 12:03 PM
17	Have Systemic Neurological Disturbance Associated with Bilateral Tremors, Ataxia, Dystonia, Difficulty walking	10/7/2019 11:12 AM
18	BrainTrauma	10/7/2019 10:58 AM
19	Epilepsy, vision impaired, balance.	10/7/2019 10:51 AM

Q5 What is your current NDIS status?

Answered: 134 Skipped: 17

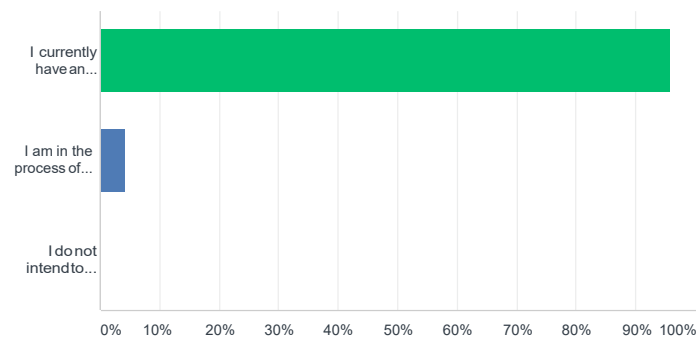


ANSWER CHOICES	RESPONSES
I have been approved as an NDIS participant	72.39% 97
I have applied to join the NDIS	2.24% 3
I plan on applying to NDIS in the next 6-12months	2.24% 3
I'm not sure if I'm eligible for NDIS	10.45% 14
I don't plan on participating in the NDIS	2.24% 3
I am not eligible to participate in the NDIS	10.45% 14
TOTAL	134

#	IF YOU ARE NOT ELIGIBLE, OR DO NOT PLAN ON PARTICIPATING, PLEASE DESCRIBE WHY:	DATE
1	well this process was started in 2017 , i was told that we,d go through ndis , but no 1 told me i had to personally apply , i thought it was automatic with the doctor or hearing specilist, now i just had the opp 3 wks ago and told that u have to b under 65 , how utter bloody disgraceful it is to b in this situation, to b just thrown on the rubbish heap without help, it,s discrimination at it,s best,	10/18/2019 4:49 PM
2	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 NIDS is unrealistic, for example. Requesting proof of address when they mail out correspondence to the same address.	10/14/2019 5:16 PM
3	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
4	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
5	have been told that over 65's are not eligible	10/9/2019 4:21 PM
6	no	10/8/2019 8:27 PM
7	I think I am too old.	10/8/2019 9:05 AM
8	Well that depends as I am profoundly deaf with a Cochlear which I have had since 1988. I do sometimes have a balance issue.	10/7/2019 3:01 PM
9	I am covered by Vet Affairs	10/7/2019 12:31 PM
10	Over 65	10/7/2019 12:02 PM
11	Not eligible as over age 65.	10/7/2019 11:20 AM
12	I am over the age of eligibility at 71 years of age	10/7/2019 11:02 AM
13	..	10/7/2019 11:01 AM
14	I'm over 65	10/7/2019 10:52 AM
15	I am over the age of 65 years.....	10/7/2019 10:46 AM
16	I am over the cut off age for assistance	10/7/2019 10:42 AM

Q6 What is the status of your NDIS plan?

Answered: 96 Skipped: 55

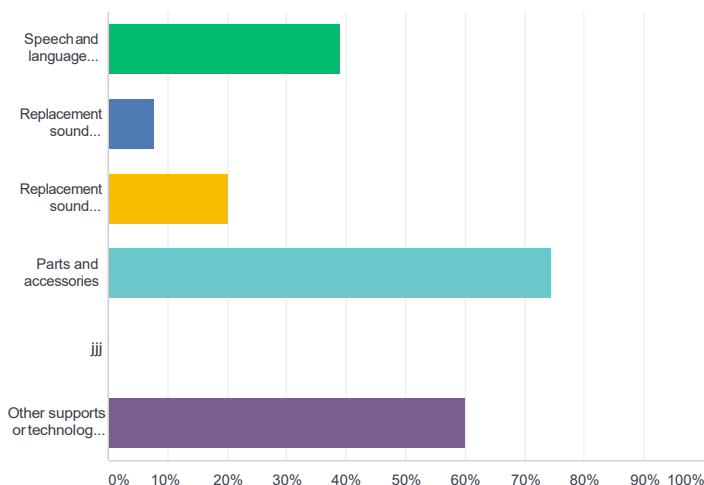


ANSWER CHOICES	RESPONSES	
I currently have an approved NDIS plan	95.83%	92
I am in the process of developing an NDIS plan	4.17%	4
I do not intend to develop an NDIS plan	0.00%	0
TOTAL		96

#	OTHER, PLEASE DESCRIBE:	DATE
1	Plan expired still waiting for review	10/14/2019 9:50 PM
2	That does not meet my needs	10/14/2019 10:44 AM
3	My plan was under review during the part 6 months	10/8/2019 12:28 PM
4	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: 90 Skipped: 61



ANSWER CHOICES	RESPONSES
Speech and language support	38.89% 35
Replacement sound processors (for loss or damage)	7.78% 7
Replacement sound processors (Upgrades)	20.00% 18
Parts and accessories	74.44% 67
jii	0.00% 0
Other supports or technologies (please describe):	60.00% 54
Total Respondents: 90	

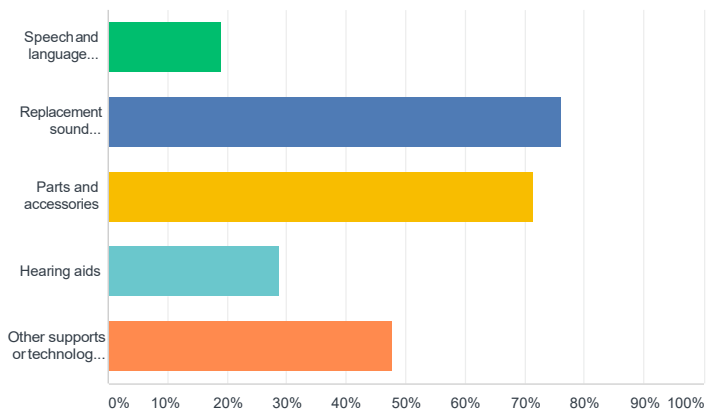
#	OTHER SUPPORTS OR TECHNOLOGIES (PLEASE DESCRIBE):	DATE
1	Roger classroom mic	10/27/2019 9:41 AM
2	alarm clock & fire alarm	10/22/2019 11:12 PM
3	Australian Hearing card	10/22/2019 7:49 PM
4	Group hearing technology (multi focal microphone), safety around the home technology.	10/15/2019 12:05 PM
5	Physio, OT, swimming lessons	10/14/2019 8:52 PM
6	Ear wax cleaning by ear nurse, occupational therapist assessment for assistive technology	10/14/2019 8:52 PM
7	Low cost AT, OT	10/14/2019 8:01 PM
8	devices to alert me if anyone at door etc	10/14/2019 6:43 PM
9	Assisting technologies	10/14/2019 5:24 PM
10	Roger pen, aqua covers, head bands, nammu swimming hats, Splas lycra swimming goggles	10/14/2019 5:23 PM
11	Assistive listening devices	10/14/2019 5:05 PM
12	Physio, OT, in home help, auslan tutoring and resources	10/14/2019 4:58 PM
13	Speech, OT and physio	10/14/2019 3:13 PM
14	House cleaning, psychology support, counselling	10/14/2019 10:21 AM
15	Mini mic to assist in work situations	10/13/2019 8:13 AM
16	Mini mic, doorbell, aqua plus, telephone device, headphones, therapy	10/11/2019 9:12 PM
17	Mini mic, aqua plus	10/11/2019 8:27 PM
18	TV Steamer	10/11/2019 8:03 PM
19	Hearing aid for the other ear; flashing light fire alarm system including vibrating alarm clock	10/11/2019 4:08 PM
20	Alarm clock and doorbell	10/11/2019 12:51 PM
21	Plan is confusing and not stated any upgrades or whatsoever	10/11/2019 12:00 PM
22	TV streamer, Aqua plus, Hear for You program	10/11/2019 11:51 AM
23	FM receivers, Mini mic, aqua accessories, auslan course costs, iPhone for wireless connectivity	10/11/2019 10:48 AM
24	Video doorbell smoke alarm hearing services annual fee	10/11/2019 10:46 AM
25	Accessories - water covers for processor	10/11/2019 10:16 AM
26	Smoke detectors, alarm clocks, door alerts, Roger microphones, phone clip	10/10/2019 8:51 PM
27	Alarm clock, doorbell, aqua waterproof kit, medical alert bracelet.	10/10/2019 12:43 PM

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28	Assistive technology for the home; live captioning; transcripts for spoken media.	10/10/2019 9:54 AM
29	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
30	Assistive technology for vibration alarm, TV streamer, Mini Mic and Phoneclip (for bimodal)	10/9/2019 10:36 PM
31	Door bell etc	10/9/2019 10:32 PM
32	Tv streamer, smoke alarm, phone clip	10/9/2019 10:24 PM
33	Smoke detector vibrating clock	10/9/2019 9:07 PM
34	Tv streamer and mini mike	10/9/2019 8:15 PM
35	Balance program, new hearing aid for other ear	10/9/2019 8:05 PM
36	Adaptive home devices	10/9/2019 7:38 PM
37	Wireless accessories	10/9/2019 7:00 PM
38	OT assessment for Roger Select and AquaKit - still awaiting approval for AquaKit	10/9/2019 6:08 PM
39	I do not know	10/9/2019 5:54 PM
40	Doorbell devices etc	10/9/2019 5:50 PM
41	Mini mic and tv streamer	10/9/2019 5:05 PM
42	Currently unae to apply for upgrade dispite having paediatrician and OT recommendations	10/9/2019 4:42 PM
43	Doorbell	10/9/2019 3:50 PM
44	Periphrls 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
45	Alarm clock, smoke alarm	10/9/2019 3:16 PM
46	Hearing aid	10/9/2019 2:34 PM
47	Phone clip, mini Mic, tv streamer	10/9/2019 1:53 PM
48	New hearing aid	10/9/2019 1:45 PM
49	Daily needs and support	10/9/2019 1:32 PM
50	Auslan training and real time captioning	10/9/2019 1:18 PM
51	Door bell alert system	10/8/2019 12:29 PM
52	Re-maps for sound processors/ Domestic cleaner to clean house fortnightly	10/7/2019 4:25 PM
53	Domestic cleaning, remap for sound processors	10/7/2019 4:18 PM
54	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: 21 Skipped: 130

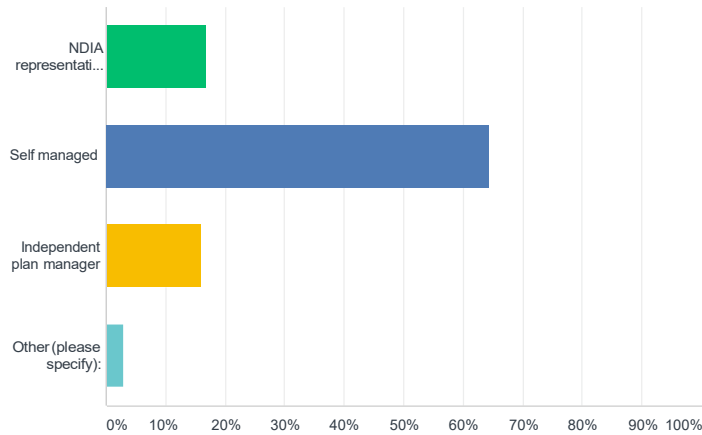


ANSWER CHOICES	RESPONSES
Speech and language support	19.05% 4
Replacement sound processors	76.19% 16
Parts and accessories	71.43% 15
Hearing aids	28.57% 6
Other supports or technologies (please describe):	47.62% 10
Total Respondents: 21	

#	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	Physiotherapist	10/9/2019 5:27 PM
7	repairs	10/9/2019 2:08 PM
8	anything to help me self-care without needing others to help me due to my absolute deafness without my cochlear Implant and hearing aid.	10/7/2019 4:58 PM
9	Not sure	10/7/2019 3:12 PM
10	Fire alarm, door bell, alarm clock	10/7/2019 11:23 AM

Q9 Who manages/will manage your NDIS plan?

Answered: 101 Skipped: 50

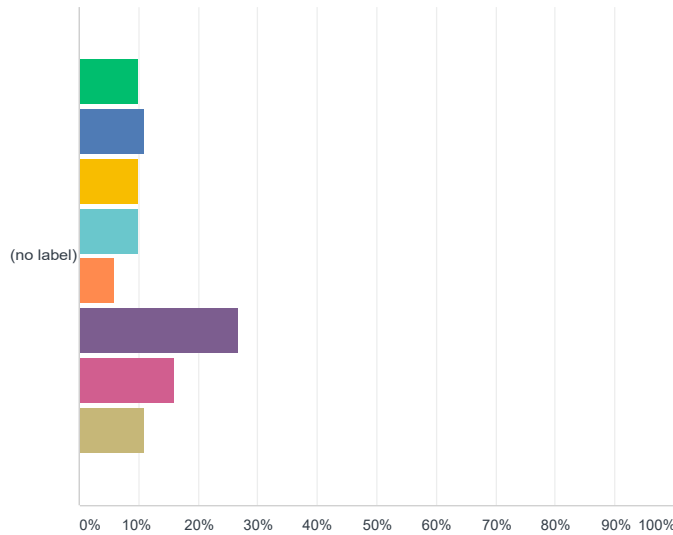


ANSWER CHOICES	RESPONSES
NDIA representative (Agency managed)	16.83% 17
Self managed	64.36% 65
Independent plan manager	15.84% 16
Other (please specify):	2.97% 3
TOTAL	101

#	OTHER (PLEASE SPECIFY):	DATE
1	I don't know the difference	10/11/2019 10:20 PM
2	I'm not sure because I am ignorant of the processes to go through.	10/7/2019 4:58 PM
3	No idea	10/7/2019 3:12 PM

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

Answered: 101 Skipped: 50



■ 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	TOT
(no label)	9.90%	10.89%	9.90%	9.90%	5.94%	26.73%	15.84%	10.89%	1
	10	11	10	10	6	27	16	11	

#	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	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
4	I have to proof that I am still deaf and autistic every year	10/22/2019 8:06 PM
5	I have to order parts through Australian Hearing and to do this I have to pay Australian Hearing \$31 annually	10/22/2019 1:48 PM
6	NDIS support allows me to access rehabilitation services that I otherwise could not afford.	10/16/2019 4:00 PM
7	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
8	It is next to impossible to get answers to major concerns. I am not able to talk to the planner directly so there's a bias factor added in as how I present is a mask. I am not as able as I present	10/15/2019 12:11 PM
9	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
10	Long wait times for applications to be approved, equipment to arrive	10/14/2019 11:32 PM
11	I haven't had any negative experiences, I've successfully claimed invoices through plan manager	10/14/2019 9:04 PM
12	There have been issues between Cochlear and the plan manager re: sending and paying invoices, remittances etc.	10/14/2019 8:54 PM
13	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
14	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
15	Protracted process. Not much guidance given on the steps and what the plan means.	10/14/2019 6:28 PM
16	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

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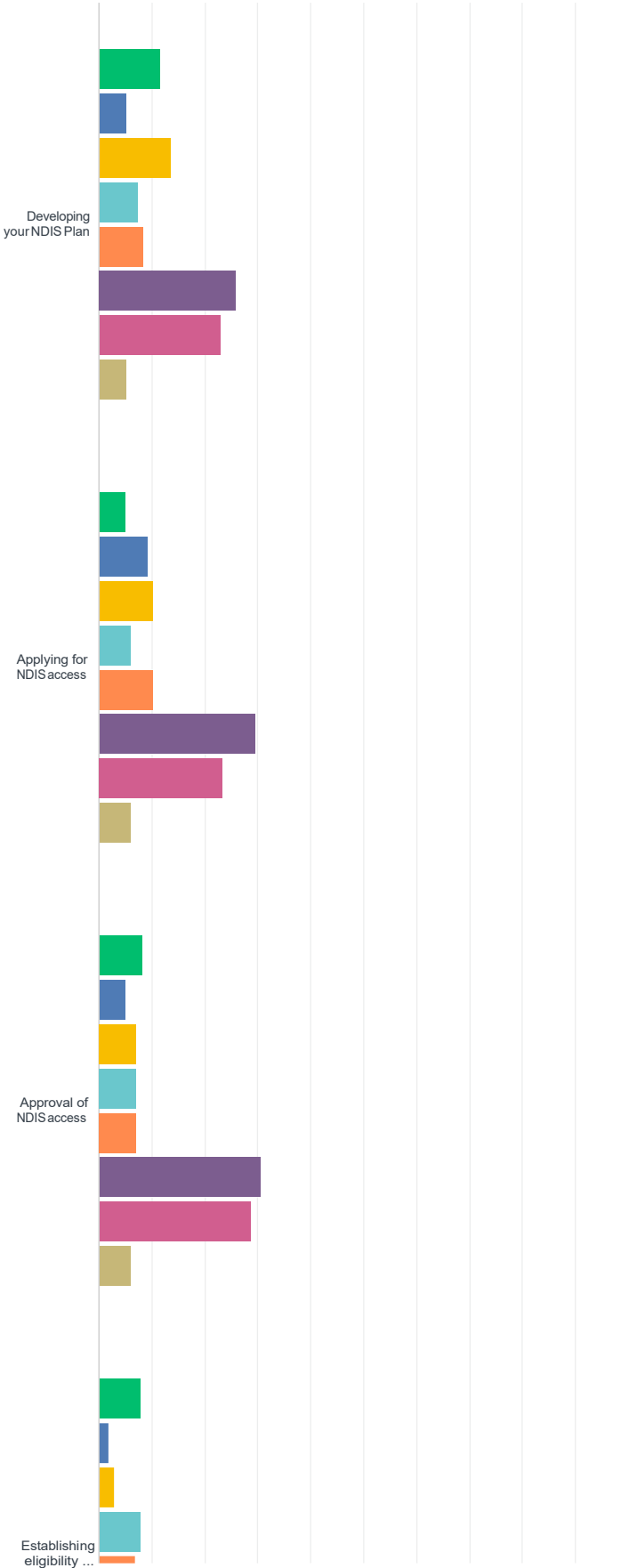
17	NDIS has given more, than we asked for.	10/14/2019 5:31 PM
18	We had to contact NDIS about our first planning meeting after waiting a month after receiving the letter saying we would be contacted shortly about the planning meeting.	10/14/2019 4:58 PM
19	Payments for submitted invoices are paid very 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
20	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
21	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 don't even need! I only need \$8,000 for a processor upgrade!	10/14/2019 10:24 AM
22	Have had good support with establishing plan and accessing funds through BSL agency	10/13/2019 8:16 AM
23	It's very difficult to apply as a working adult - all centres are only open during working hours	10/11/2019 11:59 PM
24	I don't know if I am eligible. The information is not clear or readily accessible. It sounds complexed and it appears to be up to interpretation of the assessor	10/11/2019 10:20 PM
25	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
26	I find things move slowly in the disability sector. Support is sometimes slow	10/11/2019 8:30 PM
27	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
28	Not easy to apply and upload evidence.	10/11/2019 4:33 PM
29	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
30	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
31	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
32	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
33	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
34	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
35	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
36	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
37	It was a straightforward good experience.	10/11/2019 10:28 AM
38	I haven't needed to get an upgrade yet. This may change my rating.	10/11/2019 12:26 AM
39	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
40	The people need to be more aware of hearing loss and take more notice of our needs and need to have a much better understanding, like email when asked and not telephone don't have an office where an intercom system is the main entrance. Face people when speaking.	10/10/2019 12:48 PM
41	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
42	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
43	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
44	Plan rollover in disarray. Terrible service. Have spent 1 yr chasing review. Lodged complaint with NDIS then Ombudsman	10/9/2019 10:29 PM
45	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
46	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

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

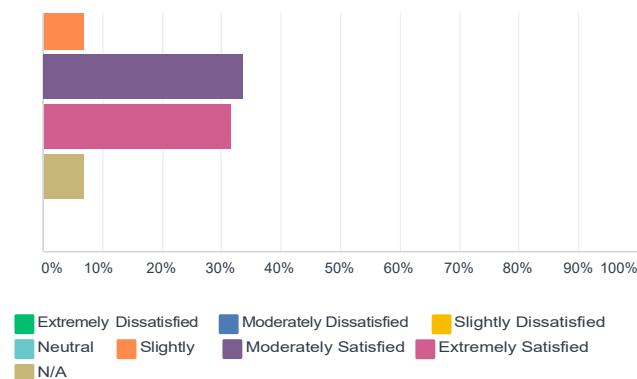
47	I did not feel that there was an understanding of my personal needs as a deaf person. I was given support funding for areas that I did not request, such as speech therapy, and nothing for the areas I did request such as AUSLAN training and an adaptive doorbell.	10/9/2019 7:46 PM
48	They will not fund my upgrades. I have to pay for them myself	10/9/2019 7:09 PM
49	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
50	Too much trouble! Time consuming	10/9/2019 5:55 PM
51	I've had no issues at all with ndis	10/9/2019 5:53 PM
52	Takes a long time to get approvals	10/9/2019 3:53 PM
53	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
54	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
55	Everything took a while to get implemented	10/9/2019 2:40 PM
56	So far no problems, pre-NDIS I got no funding	10/9/2019 1:57 PM
57	I have a good plan and am able to access services and products to help me	10/9/2019 1:35 PM
58	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 LAC and the planner had a lack of understanding of what my needs are.	10/9/2019 1:22 PM
59	SO far they have yes to everything I have asked for	10/8/2019 1:33 PM
60	My plan review is still on hold	10/8/2019 12:33 PM
61	I am hoping that there maybe assistance to enable me to live in my own home and manage my life without needing other assistance.	10/7/2019 4:58 PM
62	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
63	Because they don't see deafness and I can move around normally. I haven't been assessed	10/7/2019 3:12 PM
64	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
65	Slow processes	10/7/2019 12:06 PM
66	Suiting most needs at present	10/7/2019 10:57 AM
67	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: 101 Skipped: 50



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



	EXTREMELY DISSATISFIED	MODERATELY DISSATISFIED	SLIGHTLY DISSATISFIED	NEUTRAL	SLIGHTLY	MODERATELY SATISFIED	EXTREMELY SATISFIED	N/A
Developing your NDIS Plan	11.46% 11	5.21% 5	13.54% 13	7.29% 7	8.33% 8	26.04% 25	22.92% 22	5.21% 5
Applying for NDIS access	5.10% 5	9.18% 9	10.20% 10	6.12% 6	10.20% 10	29.59% 29	23.47% 23	6.12% 6
Approval of NDIS access	8.16% 8	5.10% 5	7.14% 7	7.14% 7	7.14% 7	30.61% 30	28.57% 28	6.12% 6
Establishing eligibility for NDIS participation	7.92% 8	1.98% 2	2.97% 3	7.92% 8	6.93% 7	33.66% 34	31.68% 32	6.93% 7

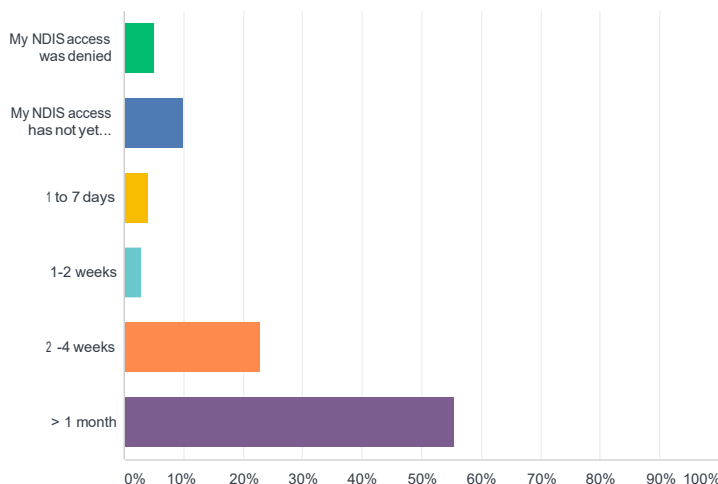
#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THESE RATINGS:	DATE
1	Needed to get application for NDIS via phone call only. I needed to depend on a hearing person to advocate this for me. This dis-empowered me. My provider had me chasing up non applicable medical reports because they did not understand my needs. 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	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
4	Had to go to minister before a satisfactory package was allocated.	10/22/2019 8:06 PM
5	I had to go through a support person with NDIS and they had absolutely no understanding of the problems I face just to hear	10/22/2019 1:48 PM
6	The whole process was very smooth	10/19/2019 6:41 PM
7	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
8	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
9	I was fortunate I was given very good advice in the early stages. However, when the time came for the first planning meeting, I was alone with no support. I present very differently to how I am really. This has created a huge misunderstanding on the part of the LAC and the 'invisible' planner.	10/15/2019 12:11 PM
10	Previously explained	10/15/2019 9:32 AM
11	Overall funding is adequate to meet needs	10/14/2019 11:32 PM
12	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
13	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
14	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
15	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 too.	10/14/2019 5:31 PM
16	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
17	Relatively easy and painless process	10/14/2019 5:06 PM
18	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
19	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

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

20	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
21	As above, have received good support from agency	10/13/2019 8:16 AM
22	I have not been able to establish my eligibility. Therefore proceeding beyond this point is frustrating.	10/11/2019 10:20 PM
23	It was easy to determine eligibility, but took about 5 months to get the plan.	10/11/2019 9:16 PM
24	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 do we mostly get good outcomes. This result is not true for all participants	10/11/2019 8:30 PM
25	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
26	My disability not recognised by NDIS	10/11/2019 4:33 PM
27	Happy however disappointing still of lack of feedback to me	10/11/2019 1:35 PM
28	Every step was easy as we had help applying	10/11/2019 1:00 PM
29	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
30	I found process fairly complex and I consider myself competent (as a parent of child on NDIS)	10/11/2019 11:54 AM
31	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
32	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
33	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
34	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: 101 Skipped: 50



ANSWER CHOICES	RESPONSES
My NDIS access was denied	4.95% 5
My NDIS access has not yet been approved	9.90% 10
1 to 7 days	3.96% 4
1-2 weeks	2.97% 3
2-4 weeks	22.77% 23
> 1 month	55.45% 56
TOTAL	101

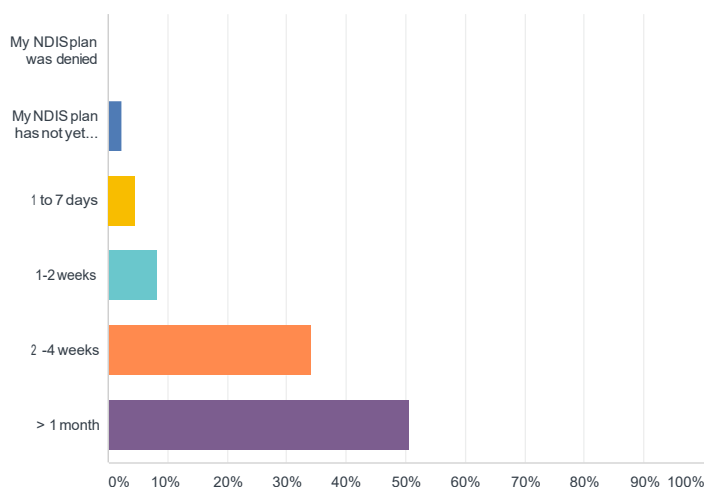
#	PLEASE SPECIFY:	DATE
1	Took over a month because I had to continue to get non relevant reports. EG medical specialist report on the possibility of another implant which may not happen or may happen in 20 years time	10/27/2019 3:36 PM
2	I first heard of NDIS in May 2017 at a stall in the Boonah annual 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	Six weeks from memory	10/15/2019 12:11 PM
5	Did not know what they were doing	10/15/2019 9:32 AM
6	About 6 months	10/14/2019 9:04 PM
7	5mths	10/14/2019 6:46 PM
8	Couple of months	10/14/2019 5:31 PM
9	4 months	10/14/2019 5:25 PM
10	about 3-4 weeks	10/14/2019 5:06 PM
11	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
12	I still have not established my eligibilty	10/11/2019 10:20 PM
13	26/2/19 until 13/5/19	10/11/2019 8:11 PM
14	Can't remember but it wasn't a huge waiting time	10/11/2019 4:10 PM
15	Cannot remember specifically as was some years ago	10/11/2019 11:54 AM
16	6-8 weeks	10/11/2019 11:28 AM
17	Question answered based on application through to financial plan being approved & ability to access my portal	10/11/2019 10:57 AM
18	Can't remeber to be honest was a few years ago when it first rolled out	10/11/2019 10:49 AM
19	over 12 months	10/10/2019 8:55 PM
20	6ish months	10/10/2019 8:06 AM
21	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
22	I think it was about 3 months	10/9/2019 8:09 PM
23	Approx 6 weeks.	10/9/2019 7:46 PM
24	Around 6 months with me chasing them the whole time.	10/9/2019 6:12 PM
25	8 months	10/9/2019 3:53 PM

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

26	I submitted prior to implementation date	10/9/2019 3:51 PM
27	6 weeks	10/9/2019 1:47 PM
28	About 4 months	10/9/2019 1:35 PM
29	I applied on January 31, 2018 and did not receive an appointment until November, 2018	10/8/2019 4:13 PM
30	N/a	10/8/2019 2:04 PM
31	Never applied o not how to.	10/7/2019 4:14 PM
32	How can I answer this when I haven't been accessed.	10/7/2019 3:12 PM
33	3 months	10/7/2019 12:06 PM
34	2 months	10/7/2019 11:22 AM
35	2months	10/7/2019 10:57 AM

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

Answered: 85 Skipped: 66

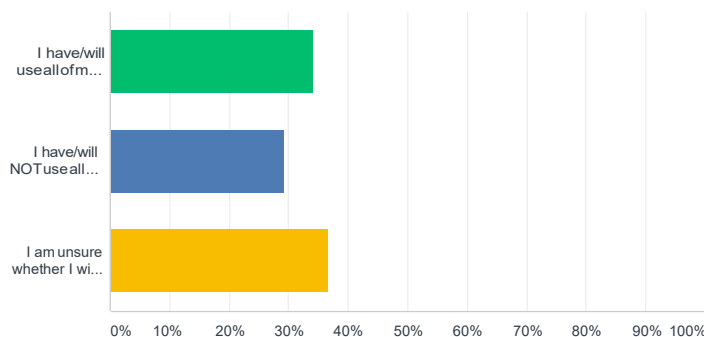


ANSWER CHOICES	RESPONSES
My NDIS plan was denied	0.00% 0
My NDIS plan has not yet been approved	2.35% 2
1 to 7 days	4.71% 4
1-2 weeks	8.24% 7
2-4 weeks	34.12% 29
> 1 month	50.59% 43
TOTAL	85

#	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	2months	10/14/2019 5:32 PM
7	2 months	10/14/2019 5:26 PM
8	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
9	over 3-4 months i think	10/14/2019 10:24 AM
10	I waited for about 4-5 months to get a planner	10/11/2019 9:16 PM
11	This took ages	10/11/2019 4:10 PM
12	By email notified	10/11/2019 1:35 PM
13	5-6 weeks	10/11/2019 11:30 AM
14	Please see previous answer	10/11/2019 10:58 AM
15	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
16	6 months	10/10/2019 8:06 AM
17	6 weeks	10/9/2019 7:47 PM
18	3 weeks	10/9/2019 6:12 PM
19	3months	10/9/2019 3:54 PM
20	2 months	10/8/2019 4:14 PM
21	Once I sent all the information in it took about 2 months to be approved.	10/7/2019 4:33 PM
22	6 months	10/7/2019 12:06 PM
23	Live in Moreton Bay Area, got NDIS as soon as was able to come out	10/7/2019 11:04 AM
24	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: 82 Skipped: 69



ANSWER CHOICES	RESPONSES
I have/will use all of my allocated funds within the required time period	34.15% 28
I have/will NOT use all of my allocated funds	29.27% 24
I am unsure whether I will use all of my allocated funds	36.59% 30
TOTAL	82

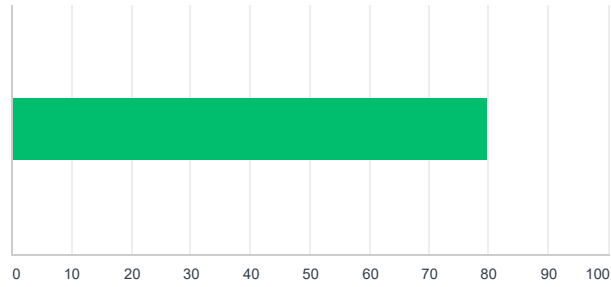
#	PLEASE EXPLAIN YOUR ANSWER:	DATE
1	I used all my assistive technology funding. I could not get what I needed because there was not enough funding for it. I have not used much of my speech therapy moneys. I have used some of my occupational therapy money only because I needed a report from OT for my 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	Therapy not always easy to access when wanted.	10/22/2019 11:33 PM
4	I try to spend what they have given me otherwise they will reduce the amount for my next plan	10/22/2019 1:55 PM
5	We received far more than we expected or needed	10/19/2019 6:45 PM
6	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
7	What had been approved and what I actually need are poles apart.	10/15/2019 12:20 PM
8	Funding will be used for assistive technology, parts & accessories.	10/14/2019 9:14 PM
9	Sometimes we don't have time to fit in as much therapy as we have in our plan	10/14/2019 8:56 PM
10	i have used most of plan for technology to help day to day	10/14/2019 6:53 PM
11	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
12	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
13	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
14	Expenditure largely approved on 'consumable items', no major expenditure as yet	10/14/2019 5:09 PM
15	Have used all funds and I have not finishes my plan	10/14/2019 10:49 AM
16	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
17	I plan to use the funds	10/12/2019 12:01 AM
18	I have not established if I am eligible	10/11/2019 10:27 PM
19	Should allow more time to use allocated funds as 12 months comes around quickly.	10/11/2019 9:21 PM
20	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
21	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
22	Used nothing	10/11/2019 4:37 PM
23	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
24	Where additional support may be required like using a second cochlear with a public hospital system or not	10/11/2019 3:07 PM

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25	I have used up all within 6 months and am appealing for more funding	10/11/2019 12:07 PM
26	Just started current plan a week ago	10/11/2019 11:58 AM
27	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
28	Our plan was very specific based on our sons recent implant	10/11/2019 11:04 AM
29	I got a good plan, more than what I expected	10/11/2019 12:28 AM
30	Not sure what I can use it for	10/10/2019 8:58 PM
31	I don't know if or what I'll need or whether Hearing Australia will cover it.	10/10/2019 8:11 AM
32	Plan was incorrect so didn't spend funds while trying to get it fixed	10/9/2019 10:36 PM
33	My repairs and some parts come through Hearing Australia. I am not sure how many parts will be required during my plan that are not supplied through Hearing Australia	10/9/2019 10:12 PM
34	Some of the money allocated I wasn't sure what to use it for	10/9/2019 9:22 PM
35	I have spent all but participation in society money as I cannot guidance on what I can use it for	10/9/2019 8:26 PM
36	I will make sure I spend it all	10/9/2019 8:17 PM
37	I have no need for speech therapy as funded but the supports.	10/9/2019 7:54 PM
38	I had very limited funding so it won't be hard to use it.	10/9/2019 6:18 PM
39	Intend to use fully	10/9/2019 5:30 PM
40	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
41	Not sure yet	10/9/2019 1:59 PM
42	Some items I have not been able to source. Lip reading classes in Sydney	10/9/2019 1:39 PM
43	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
44	I have to now reconsider my current plan to adjust to my current needs	10/8/2019 12:40 PM
45	I am not sure what expenses I will incur, if any, for my hearing aid and Implant and if I would need any help at all.	10/7/2019 5:09 PM
46	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
47	Unsure there will be enough service providers	10/7/2019 12:09 PM
48	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: 82 Skipped: 69



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	79	6,508	82
Total Respondents: 82			

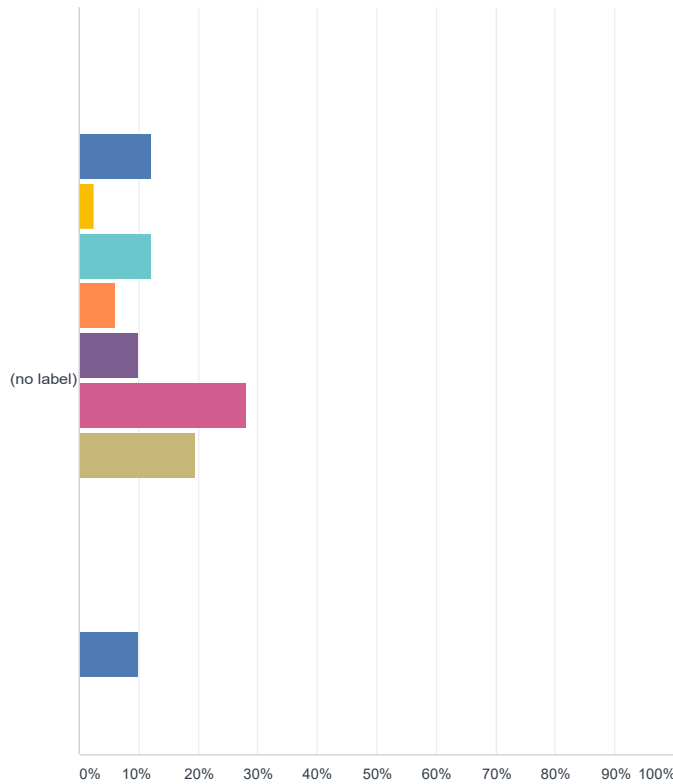
#		DATE
1	78	10/27/2019 3:48 PM
2	100	10/27/2019 9:48 AM
3	33	10/22/2019 11:33 PM
4	100	10/22/2019 1:55 PM
5	30	10/19/2019 6:45 PM
6	65	10/16/2019 4:16 PM
7	81	10/15/2019 12:20 PM
8	100	10/15/2019 9:55 AM
9	65	10/15/2019 9:43 AM
10	25	10/14/2019 11:33 PM
11	88	10/14/2019 9:56 PM
12	90	10/14/2019 9:14 PM
13	70	10/14/2019 8:56 PM
14	70	10/14/2019 8:04 PM
15	100	10/14/2019 6:53 PM
16	100	10/14/2019 6:33 PM
17	60	10/14/2019 5:43 PM
18	71	10/14/2019 5:34 PM
19	90	10/14/2019 5:31 PM
20	32	10/14/2019 5:24 PM
21	0	10/14/2019 5:14 PM
22	100	10/14/2019 5:09 PM
23	100	10/14/2019 5:02 PM
24	90	10/14/2019 2:05 PM
25	100	10/14/2019 10:49 AM
26	12	10/14/2019 10:28 AM
27	100	10/13/2019 8:19 AM
28	100	10/12/2019 12:01 AM
29	100	10/11/2019 10:27 PM
30	100	10/11/2019 9:21 PM
31	21	10/11/2019 8:42 PM
32	100	10/11/2019 8:17 PM
33	100	10/11/2019 4:37 PM
34	100	10/11/2019 4:16 PM
35	100	10/11/2019 3:07 PM
36	100	10/11/2019 1:02 PM
37	60	10/11/2019 12:56 PM
38	1	10/11/2019 12:07 PM

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39	100	10/11/2019 11:58 AM
40	100	10/11/2019 11:35 AM
41	100	10/11/2019 11:04 AM
42	100	10/11/2019 10:52 AM
43	100	10/11/2019 10:19 AM
44	50	10/11/2019 12:28 AM
45	86	10/10/2019 8:58 PM
46	51	10/10/2019 8:00 PM
47	100	10/10/2019 12:51 PM
48	80	10/10/2019 11:34 AM
49	30	10/10/2019 9:56 AM
50	100	10/10/2019 8:37 AM
51	99	10/10/2019 8:11 AM
52	100	10/10/2019 7:22 AM
53	100	10/10/2019 1:06 AM
54	100	10/9/2019 11:06 PM
55	100	10/9/2019 10:36 PM
56	92	10/9/2019 10:12 PM
57	100	10/9/2019 9:22 PM
58	100	10/9/2019 8:28 PM
59	36	10/9/2019 8:26 PM
60	60	10/9/2019 8:17 PM
61	85	10/9/2019 7:54 PM
62	99	10/9/2019 6:18 PM
63	70	10/9/2019 5:57 PM
64	10	10/9/2019 5:57 PM
65	93	10/9/2019 5:30 PM
66	100	10/9/2019 4:55 PM
67	77	10/9/2019 4:45 PM
68	99	10/9/2019 3:56 PM
69	73	10/9/2019 2:47 PM
70	100	10/9/2019 2:33 PM
71	100	10/9/2019 1:59 PM
72	100	10/9/2019 1:50 PM
73	65	10/9/2019 1:39 PM
74	67	10/9/2019 1:27 PM
75	50	10/8/2019 4:26 PM
76	100	10/8/2019 1:35 PM
77	100	10/8/2019 12:40 PM
78	100	10/7/2019 5:09 PM
79	33	10/7/2019 4:40 PM
80	100	10/7/2019 4:21 PM
81	71	10/7/2019 12:09 PM
82	100	10/7/2019 10:54 AM

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

Answered: 82 Skipped: 69



■ 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%	12.20%	2.44%	12.20%	6.10%	9.76%	28.05%	19.51%	0.00%	0.00%	0.00%	9.
	0	10	2	10	5	8	23	16	0	0	0	

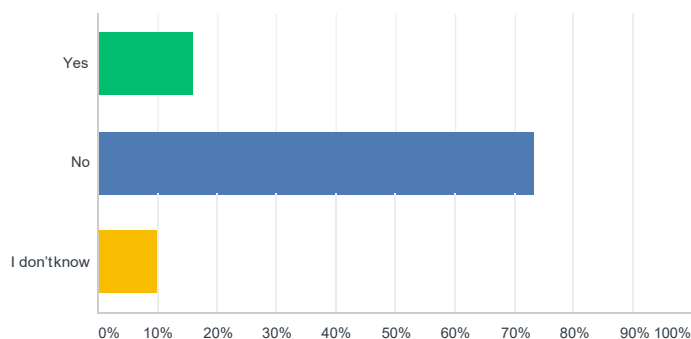
#	PLEASE DESCRIBE WHY YOU HAVE GIVEN THIS RATING:	DATE
1	The funding allocation is unbalanced for me and does not cater for my needs. I don't require speech or occupational therapy funding. My occupation requires consistent verbalisation. I have given presentations at work shops etc. YET I need quite 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	This plan better but not given transport funding.	10/22/2019 11:33 PM
4	They do not give me upgrades I have to maintain my private health insurance for upgrades	10/22/2019 1:55 PM
5	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
6	There more more for what I only need on an occasional basis, but next to nothing for equipment, processor upgrades.	10/15/2019 12:20 PM
7	My plan has expired, still waiting for a review	10/14/2019 9:56 PM
8	The plan takes into account all my hearing needs/goals.	10/14/2019 9:14 PM
9	processor upgrade was not included in plan	10/14/2019 6:53 PM
10	Given much higher funds than necessary.	10/14/2019 6:33 PM
11	Last year we hardly used it.	10/14/2019 5:43 PM
12	Not enough funds to upgrade implants	10/14/2019 5:31 PM
13	Not all of our objectives were included. But otherwise it does encompass most.	10/14/2019 5:14 PM

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14	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
15	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
16	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
17	It meets all my needs - it's what I feel is reasonably necessary and enables me to achieve the goals that I have.	10/11/2019 9:21 PM
18	I feel the support we get is sufficient for my daughters disability	10/11/2019 8:42 PM
19	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
20	Unclear	10/11/2019 3:07 PM
21	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
22	have supported goals to develop hearing	10/11/2019 11:58 AM
23	I am able to access all the things I feel I need	10/11/2019 11:35 AM
24	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
25	Not sure	10/10/2019 8:58 PM
26	I don't know what'll happen.	10/10/2019 8:11 AM
27	I haven't ask for review yet for smoke/fire alarm with electrician.	10/9/2019 11:06 PM
28	Plan incorrect due to NDIS errors	10/9/2019 10:36 PM
29	No loan processor when they fail and go in for repair with Hearing Australia. No upgrade when they become unserviceable	10/9/2019 10:12 PM
30	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
31	I am reasonably functional with CIs but balance limits mobility and independence. I get help on cleaning and gardening.	10/9/2019 8:26 PM
32	I got everything major in my last plan so it's mostly maintenance now	10/9/2019 8:17 PM
33	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
34	Still waiting on AquaKit approval and payment to an OT for their services	10/9/2019 6:18 PM
35	Not sure	10/9/2019 5:57 PM
36	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
37	Sure there is a lot more could be provided.	10/9/2019 2:47 PM
38	I am happy with my plan. Navigating the website is atrocious	10/9/2019 1:39 PM
39	After appealing the original decision I was able to get what I needed	10/9/2019 1:27 PM
40	Maybe a bit more AT funds would be beneficial.	10/8/2019 4:26 PM
41	They approved my plan, before I could give quotes for all my needs	10/8/2019 12:40 PM
42	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
43	Won't address all my needs	10/7/2019 12:09 PM
44	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: 82 Skipped: 69

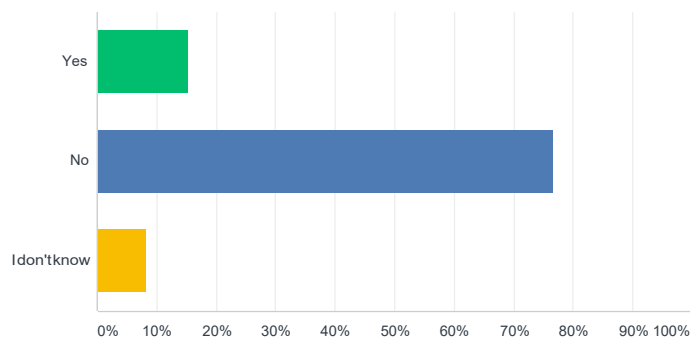


ANSWER CHOICES	RESPONSES	
Yes	15.85%	13
No	73.17%	60
I don't know	10.98%	9
TOTAL		82

#	IF SO, PLEASE DESCRIBE:	DATE
1	I requested an appeal to review my plan based on my circumstances	10/27/2019 3:48 PM
2	I am having music therapy to increase my ability to hear well. I submitted a request in January and am still to hear the result. We are about to request a new review to get more funding for equipment etc.	10/15/2019 12:20 PM
3	Because I ran out of funding. There wasn't enough in the plan.	10/14/2019 5:31 PM
4	And was not listened to	10/14/2019 10:49 AM
5	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
6	I have not established my eligibility	10/11/2019 10:27 PM
7	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
8	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
9	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
10	Plan incorrect	10/9/2019 10:36 PM
11	Needed technology and was given a zero consumables budget.	10/9/2019 4:45 PM
12	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: 85 Skipped: 66



ANSWER CHOICES	RESPONSES	
Yes	15.29%	13
No	76.47%	65
I don't know	8.24%	7
TOTAL		85

#	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	Attempted this on first plan but review was mishandled by LAC and never processed. Very frustrating!!!!!!	10/22/2019 11:33 PM
3	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
4	waiting to hear if can get processor upgraded	10/14/2019 6:53 PM
5	The process took months !!	10/14/2019 5:31 PM
6	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
7	I have not established my eligibility	10/11/2019 10:27 PM
8	Through my advocate when finding out why taking 100 days to receive services	10/11/2019 3:07 PM
9	as above, I have yet appealed as I'm not sure yet	10/9/2019 11:06 PM
10	Plan incorrect	10/9/2019 10:36 PM
11	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
12	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
13	Still waiting for my review to be completed	10/8/2019 12:40 PM
14	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: 75 Skipped: 76

ANSWER CHOICES		RESPONSES
By the NDIA?		80.00% 60
By your planner?		69.33% 52
By your hearing health provider?		56.00% 42
By yourself?		58.67% 44
By anything else? (please detail)		33.33% 25

#	BY THE NDIA?	DATE
1	Clear flowcharts to lead people through the process	10/27/2019 9:48 AM
2	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
3	Provide money to maintain your equipment and fund upgrades as required	10/22/2019 1:55 PM
4	They could have approved the upgrade their reasons for turning it down made no medical sense.	10/16/2019 4:16 PM
5	It would have been better if I met the planner directly. That way we can discuss what my needs are.	10/15/2019 12:20 PM
6	Understand the process	10/15/2019 9:43 AM
7	Schedule a review date and not leave me with nothing	10/14/2019 9:56 PM
8	Provide other ways of getting access form	10/14/2019 9:14 PM
9	take into account my processors age	10/14/2019 6:53 PM
10	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
11	All good	10/14/2019 5:43 PM
12	Speed up the process	10/14/2019 5:31 PM
13	Actually giving a phone number that is 1300.	10/14/2019 5:14 PM
14	Get rid of the dual programs (ie OHS aspect. Just fund directly)	10/14/2019 5:09 PM
15	Have addressed in previous comments.	10/14/2019 2:05 PM
16	More control	10/14/2019 10:49 AM
17	They could have allowed me to meet with the planner	10/14/2019 10:28 AM
18	Open outside of working hours even one day a week	10/12/2019 12:01 AM
19	A online method that helps determine eligibility	10/11/2019 10:27 PM
20	Do it in a more timely fashion	10/11/2019 8:42 PM
21	Provide reasons why my application was rejected	10/11/2019 4:37 PM
22	Important 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
23	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
24	Better explanation on how to use the website	10/11/2019 12:56 PM
25	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
26	Unsure	10/11/2019 11:35 AM
27	More targeted process to disability/ quicker turnaround	10/11/2019 11:04 AM
28	Train staff so they know how to navigate the system and give the right information	10/11/2019 10:19 AM
29	Use examples of what a person with CIs can use each piece of funding	10/10/2019 8:58 PM
30	Accepting first reports	10/10/2019 8:00 PM
31	More understanding of hearing loss and it's effects.	10/10/2019 12:51 PM
32	Better communication	10/10/2019 11:34 AM
33	Train LACs about deafness and issues deaf people experience	10/10/2019 9:56 AM
34	Better understanding of limitations of Ci	10/10/2019 8:37 AM
35	Important I had no idea what to ask for.	10/10/2019 8:11 AM
36	x	10/10/2019 7:22 AM
37	Important Allocate a LAD who understands hearing loss and cochlear implant.	10/10/2019 1:06 AM
38	Where do I start omg	10/9/2019 10:36 PM
39	Fund upgrades so we can continue to hear	10/9/2019 10:12 PM
40	Consistency in allowing upgrades	10/9/2019 8:26 PM
41	Train the people working with NDIS to understand the disability	10/9/2019 8:17 PM

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42	An understanding that not all CI implantees have the same needs.	10/9/2019 7:54 PM
43	Listen to the individual	10/9/2019 6:18 PM
44	Need to explain the steps better	10/9/2019 5:57 PM
45	More information	10/9/2019 5:30 PM
46	None	10/9/2019 4:55 PM
47	Have inservices specifically on CI's and Processors	10/9/2019 3:56 PM
48	Understanding that everyone has different needs when it comes to hearing loss	10/9/2019 2:47 PM
49	None	10/9/2019 2:33 PM
50	Check applications manually	10/9/2019 1:59 PM
51	Access to greater funding for quality hearing aids	10/9/2019 1:50 PM
52	I am satisfied	10/9/2019 1:39 PM
53	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
54	Fastee	10/9/2019 10:19 AM
55	X	10/8/2019 8:29 PM
56	Provided my scooter and wheelchair quickly.	10/8/2019 4:26 PM
57	Allowed me to access services for my implant anywhere I want to go not just Hearing Australia	10/8/2019 1:35 PM
58	Respond quicker to my review quest	10/8/2019 12:40 PM
59	An approval for a smoke detector in our caravan which we go away in regularly	10/7/2019 4:40 PM
60	Listen to my goals and needs; be faster to make decisions	10/7/2019 12:09 PM
#	BY YOUR PLANNER?	DATE
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	LISTEN and do what you say. Don't insist on phone calls for deaf people.	10/22/2019 11:33 PM
4	use a support person who actually understands what deafness is about and how it affects you	10/22/2019 1:55 PM
5	Nothing she was excellent and supportive	10/16/2019 4:16 PM
6	I didn't meet the planner. It was the LAC. I NEED to meet the planner - no go between.	10/15/2019 12:20 PM
7	Has been good	10/15/2019 9:43 AM
8	Explain allocation of funding - why some supports get more amount than others	10/14/2019 9:14 PM
9	none	10/14/2019 6:53 PM
10	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
11	Listen to what was requested in the first place.	10/14/2019 5:31 PM
12	Same as above.	10/14/2019 5:14 PM
13	Nil	10/14/2019 5:09 PM
14	I had no understanding what really was going on and felt rushed	10/14/2019 5:02 PM
15	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
16	Better contact	10/14/2019 10:49 AM
17	The planner needs to meet with the applicant.	10/14/2019 10:28 AM
18	Get on with making a decision too much going backward and forward	10/11/2019 8:42 PM
19	They keep changing. High turnover	10/11/2019 4:16 PM
20	An overview of who is involved and how they go about this	10/11/2019 3:07 PM
21	Nothing	10/11/2019 12:56 PM
22	Listen to me as a person and do not compare me to other deaf/HH people	10/11/2019 12:07 PM
23	Unsure	10/11/2019 11:35 AM
24	More targeted understanding of disability	10/11/2019 11:04 AM
25	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 go through these planners.	10/10/2019 8:58 PM
26	More awareness of deafness	10/10/2019 8:00 PM
27	Nothing	10/10/2019 11:34 AM
28	Same as above	10/10/2019 9:56 AM
29	As above	10/10/2019 8:37 AM
30	x	10/10/2019 7:22 AM
31	Not being allocated to me on the planning day itself (LAC was swapped with someone else)	10/10/2019 1:06 AM
32	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
33	Respond to my emails. Follow up for me	10/9/2019 10:36 PM
34	My planner simply didn't understand that I completely depend on my implant to hear and function in society	10/9/2019 10:12 PM

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35	In first plan OT assessment	10/9/2019 9:22 PM
36	A better understanding of deafness	10/9/2019 8:28 PM
37	Don't speak to me as though I'm a 3 year old	10/9/2019 8:17 PM
38	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
39	Listen to my needs and not be a robot	10/9/2019 6:18 PM
40	None	10/9/2019 4:55 PM
41	More knowledge on eligibility for upgrades etc	10/9/2019 4:45 PM
42	Tell everyone I am not a racist if you are ESL then I cant hear you clearly	10/9/2019 3:56 PM
43	My planner is good	10/9/2019 2:47 PM
44	None	10/9/2019 2:33 PM
45	I am satisfied	10/9/2019 1:39 PM
46	Being at the original planning meeting.	10/9/2019 1:27 PM
47	X	10/8/2019 8:29 PM
48	Been very good	10/8/2019 4:26 PM
49	NA	10/8/2019 12:40 PM
50	More funds for domestic cleaner	10/7/2019 4:40 PM
51	don't assume you know what's best for me	10/7/2019 12:09 PM
52	Checking my details before jumping in and making a plan which is useless at this stage	10/7/2019 10:54 AM
#	BY YOUR HEARING HEALTH PROVIDER?	DATE
1	N/A	10/27/2019 9:48 AM
2	Support has been OK so far	10/22/2019 11:33 PM
3	SCIC are excellent	10/22/2019 1:55 PM
4	They were supportive	10/16/2019 4:16 PM
5	Both my audiologists have helped in every way they could.	10/15/2019 12:20 PM
6	Has been good	10/15/2019 9:43 AM
7	none	10/14/2019 6:53 PM
8	Good. Hear and Say guided me through the access application process and organised the paperwork I needed.	10/14/2019 6:33 PM
9	They are going well.	10/14/2019 5:14 PM
10	Nil	10/14/2019 5:09 PM
11	N/A	10/14/2019 2:05 PM
12	They should have pushed for me to get processors covered	10/14/2019 10:28 AM
13	I wish they could have more say and be able to apply on behalf of us	10/12/2019 12:01 AM
14	See above.	10/11/2019 4:16 PM
15	When elected a clearer picture that my goals will be aligned	10/11/2019 3:07 PM
16	Tbc	10/11/2019 12:56 PM
17	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
18	Unsure	10/11/2019 11:35 AM
19	Correct report template	10/10/2019 8:00 PM
20	Nothing	10/10/2019 11:34 AM
21	N/A	10/10/2019 9:56 AM
22	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
23	Hearing Australia have no idea about implants.	10/10/2019 8:11 AM
24	x	10/10/2019 7:22 AM
25	Proactively providing letter of support	10/10/2019 1:06 AM
26	understanding 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
27	Nothing they were great . Went above and beyond.	10/9/2019 10:36 PM
28	Provide loan processors when they fail	10/9/2019 10:12 PM
29	Advise on deaf products available ie vibrating alarms etc	10/9/2019 9:22 PM
30	-	10/9/2019 8:28 PM
31	They did well	10/9/2019 8:17 PM
32	They were great.	10/9/2019 7:54 PM
33	No improvement necessary	10/9/2019 6:18 PM
34	None	10/9/2019 4:55 PM

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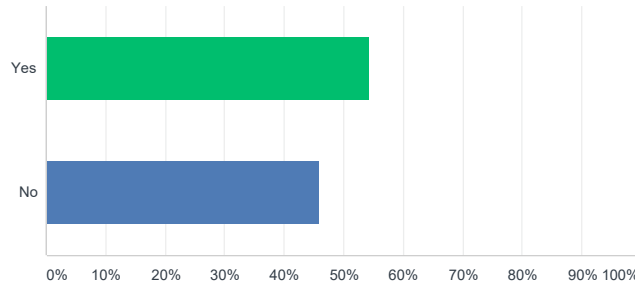
35	Hearing health providers are very good	10/9/2019 2:47 PM
36	None	10/9/2019 2:33 PM
37	I am satisfied	10/9/2019 1:39 PM
38	Couldn't done it better	10/9/2019 1:27 PM
39	X	10/8/2019 8:29 PM
40	Hearing provider was excellent.	10/8/2019 4:26 PM
41	NA	10/8/2019 12:40 PM
42	nothing to add	10/7/2019 12:09 PM
#	BY YOURSELF?	DATE
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	Be VERY prepared and have evidence to back up needs where necessary.	10/22/2019 11:33 PM
4	Expain to NDIS the full effects of hearing loss rather than expect them to know	10/22/2019 1:55 PM
5	I tried everything	10/16/2019 4:16 PM
6	I need to find the right person to be a support person to attend these meetings	10/15/2019 12:20 PM
7	Patience	10/15/2019 9:43 AM
8	none	10/14/2019 6:53 PM
9	?	10/14/2019 5:14 PM
10	Nil	10/14/2019 5:09 PM
11	N/A	10/14/2019 2:05 PM
12	I wish I'd known better how to advocate for myself.	10/14/2019 10:28 AM
13	Chasing the decision harder	10/11/2019 8:42 PM
14	Been more assertive to express my disappointment	10/11/2019 4:16 PM
15	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
16	Let me have my say	10/11/2019 12:07 PM
17	Unsure	10/11/2019 11:35 AM
18	Better understanding of what was eligible to be included in plan	10/11/2019 11:04 AM
19	Anxiety	10/10/2019 8:00 PM
20	Nothing	10/10/2019 11:34 AM
21	N/A	10/10/2019 9:56 AM
22	More ideas how to improve my quality of life and how to more effectively use technology and equipment	10/10/2019 8:37 AM
23	x	10/10/2019 7:22 AM
24	Understanding all the roles, and availability of support	10/10/2019 1:06 AM
25	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
26	Should have made formal complaint sooner	10/9/2019 10:36 PM
27	Some research through a support group	10/9/2019 9:22 PM
28	-	10/9/2019 8:28 PM
29	Understanding what is allowed in partipating in society.	10/9/2019 8:26 PM
30	I did well	10/9/2019 8:17 PM
31	I could have launched a dispute but instead just funded adaptive devices myself.	10/9/2019 7:54 PM
32	Patience!!!	10/9/2019 6:18 PM
33	Yes...	10/9/2019 5:57 PM
34	None	10/9/2019 4:55 PM
35	Unknown	10/9/2019 2:47 PM
36	None	10/9/2019 2:33 PM
37	I am satisfied	10/9/2019 1:39 PM
38	Nil	10/9/2019 1:27 PM
39	X	10/8/2019 8:29 PM
40	It was a steep learning curve but am getting on top of it.	10/8/2019 4:26 PM
41	NA	10/8/2019 12:40 PM
42	I havent had any services on my processor for 3 years Cost	10/7/2019 4:21 PM
43	have expert help to get me through the process	10/7/2019 12:09 PM
44	I should have been more prepared	10/7/2019 10:54 AM
#	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	See above	10/15/2019 12:20 PM

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3	I shouldn't have to be chasing for review meeting on multiple occasions	10/14/2019 9:56 PM
4	Improved process between Cochlear and Plan Manager.	10/14/2019 8:56 PM
5	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
6	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
7	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
8	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
9	experience was appropriate	10/13/2019 8:19 AM
10	For all participants to be asked the option of having a planner specialised in hearing impairments/ cochlear issues	10/11/2019 9:21 PM
11	None - satisfied with the players	10/11/2019 8:17 PM
12	Introduce a page overview of all parties involved to eliminate bias in expectations between consumers and agencies	10/11/2019 3:07 PM
13	See me as an individual Deaf person	10/11/2019 12:07 PM
14	Unsure	10/11/2019 11:35 AM
15	N/A	10/10/2019 9:56 AM
16	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
17	x	10/10/2019 7:22 AM
18	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
19	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
20	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
21	X	10/8/2019 8:29 PM
22	Coming to grips with what is required	10/8/2019 4:26 PM
23	I do not need any services of an OT	10/8/2019 12:40 PM
24	I don't understand this question	10/7/2019 5:09 PM
25	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: 85 Skipped: 66



ANSWER CHOICES	RESPONSES	
Yes	54.12%	46
No	45.88%	39
TOTAL		85

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Q21 What external sound processor do you currently use?

Answered: 85 Skipped: 66

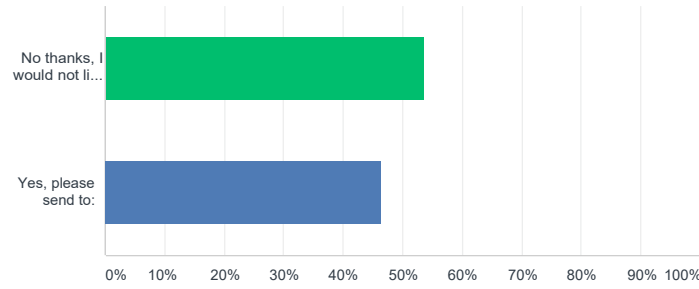
#	RESPONSES	DATE
1	7	10/27/2019 3:48 PM
2	Nucleus 6	10/27/2019 9:48 AM
3	N7	10/22/2019 11:33 PM
4	N7 and Baha 5 power	10/22/2019 1:55 PM
5	Nucleus 7	10/19/2019 6:45 PM
6	Nucleus 6	10/16/2019 4:16 PM
7	N6 and N7	10/15/2019 12:20 PM
8	N6	10/15/2019 9:55 AM
9	Neucleus 7	10/15/2019 9:43 AM
10	Cochlear N6	10/14/2019 11:33 PM
11	Nucleus 6	10/14/2019 9:56 PM
12	N6 & N7 (bilateral)	10/14/2019 9:14 PM
13	N7 and N6	10/14/2019 8:56 PM
14	N6	10/14/2019 8:04 PM
15	Nucleus 5	10/14/2019 6:53 PM
16	N7	10/14/2019 6:33 PM
17	Nucleus 7 and nucleus 6	10/14/2019 5:43 PM
18	Nucleus 6 and Nucleus 7	10/14/2019 5:34 PM
19	Nucleus 6	10/14/2019 5:31 PM
20	Nucleus 6	10/14/2019 5:24 PM
21	cochlear nucleus 7	10/14/2019 5:14 PM
22	N7	10/14/2019 5:09 PM
23	Nucleus CP900 Series	10/14/2019 5:02 PM
24	Cochlear N7	10/14/2019 2:05 PM
25	Med el sonnet	10/14/2019 10:49 AM
26	Nucleus 7	10/14/2019 10:28 AM
27	Cochlear N7	10/13/2019 8:19 AM
28	Nucleus 7	10/12/2019 12:01 AM
29	Cochlear N7	10/11/2019 10:27 PM
30	N7	10/11/2019 9:21 PM
31	N6 bilateral. Upgrade due May 2020	10/11/2019 8:42 PM
32	Nucleus 7	10/11/2019 8:17 PM
33	Cochlear	10/11/2019 4:37 PM
34	Nucleus 7	10/11/2019 4:16 PM
35	Nucleus 7	10/11/2019 3:07 PM
36	N6	10/11/2019 1:02 PM
37	Cochlear N7	10/11/2019 12:56 PM
38	N6	10/11/2019 12:07 PM
39	N7	10/11/2019 11:58 AM
40	Cochlear N7	10/11/2019 11:35 AM
41	Nucleus 7	10/11/2019 11:04 AM
42	Nucleus sound processor 6	10/11/2019 10:52 AM
43	Kanso	10/11/2019 10:19 AM
44	N7	10/11/2019 12:28 AM
45	N7 x 2	10/10/2019 8:58 PM
46	N7	10/10/2019 8:00 PM
47	Cochlear N6	10/10/2019 12:51 PM
48	Nucleus 7	10/10/2019 11:34 AM
49	Cochlear N6	10/10/2019 9:56 AM
50	N7	10/10/2019 8:37 AM
51	Nucleus 6	10/10/2019 8:11 AM
52	N6	10/10/2019 7:22 AM
53	N6	10/10/2019 1:06 AM
54	Nucleus 7	10/9/2019 11:06 PM

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55	N6	10/9/2019 10:36 PM
56	N6 upgrading to N7 in 5 days plus a BAHA 5 power	10/9/2019 10:12 PM
57	N6 and N7	10/9/2019 9:22 PM
58	N7	10/9/2019 8:28 PM
59	N7	10/9/2019 8:26 PM
60	N7	10/9/2019 8:17 PM
61	Cochlear N7	10/9/2019 7:54 PM
62	Naida Q70 Advance Bionics	10/9/2019 6:18 PM
63	Kanso	10/9/2019 5:57 PM
64	N7	10/9/2019 5:57 PM
65	BAHA power	10/9/2019 5:30 PM
66	Cochlear	10/9/2019 4:55 PM
67	N6	10/9/2019 4:45 PM
68	Cochlear Nucleus 7 Hybrid	10/9/2019 3:56 PM
69	Nucleus Smart	10/9/2019 2:47 PM
70	Cochlear nuclear 7	10/9/2019 2:33 PM
71	N6 and N7	10/9/2019 1:59 PM
72	N7	10/9/2019 1:50 PM
73	Kansos x 2	10/9/2019 1:39 PM
74	N7	10/9/2019 1:27 PM
75	Xxx	10/9/2019 10:19 AM
76	JANET IT'S JANET - please delete	10/8/2019 8:29 PM
77	Neuclear 6	10/8/2019 4:26 PM
78	Blah	10/8/2019 1:35 PM
79	N6	10/8/2019 12:40 PM
80	Nucleus 7 Cochlear Implant. Unitron Hearing Aid	10/7/2019 5:09 PM
81	N7, & N6	10/7/2019 4:40 PM
82	Necules 24 processor	10/7/2019 4:21 PM
83	nuc5	10/7/2019 12:09 PM
84	Mendel Rondo (was only off the ear model at the time)	10/7/2019 11:28 AM
85	N5	10/7/2019 10:54 AM

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

Answered: 82 Skipped: 69



ANSWER CHOICES	RESPONSES	
No thanks, I would not like to receive a copy	53.66%	44
Yes, please send to:	46.34%	38
TOTAL		82