Every Australian Counts

NDIS and Coronavirus

Easy Read survey

About this survey

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

Some words are written in **red**.

We explain what these words mean.

This document is an Easy Read version of the online survey at https://www.surveymonkey.com/r/eac-ndis-coronavirus.

You can print this survey out and draw and write on it.

When you are finished you can take photos of your survey.

Then you can send your photos to us at submissions@everyaustraliancounts.com.au

Or you can use a scanner and scan them. And then send them back to us at submissions@everyaustraliancounts.com.au

What is this survey about?

We are **Every Australian Counts**. Every Australian Counts is the campaign that fought for the introduction of the **National Disability Insurance Scheme**. People call it the **NDIS** for short.

Every Australian Counts is a big group of:

- people with disability
- families
- and people who work in disability

The NDIS have made some changes to help people during the **Coronavirus pandemic**. We will call it Coronavirus.

The Coronavirus has changed the way we are living and working at the moment.

We want to make sure the NDIS is helping people during Coronavirus.

We are doing a **survey** about the changes.

A survey is when you ask lots of people to answer the same questions.

This survey will help us find out if the NDIS changes are helping people.

We will put together all the answers.

We will keep everyone's answers private.

Then we will use everyones ideas to push for good changes.

You can email us if you have any questions

at submissions@everyaustraliancounts.com.au

This survey has 12 questions.

You don't have to answer all of the questions.

You can say a lot or just a little bit. It is up to you.

1. About me

☐ I have a disability

☐ Someone in my family has a disability

☐ I work in disability

☐ I want to say something else about me

_____

_____

_____

2. NDIS Coronavirus hotline

The NDIS have a special team of people answering their phones to help fix problems.

You have to call them on 1800 800 110 and then press 5.

That is the **NDIS coronavirus hotline**.

They are meant to help people very quickly.

Have you called the NDIS coronavirus hotline for help?

☐ Yes

☐ No

What happened?

Did they help you?

Is everything fixed now?

_____

_____

_____

3. Moving money around in your plan

Your **NDIS plan** has a budget. You can use your NDIS money to buy services to help you.

Your NDIS money is divided up into different areas.

One area is called core.

Another area is called capacity building.

Usually you are not allowed to move money from one area to another.

But at the moment the NDIS says you can if you call them first.

Have you tried to move money from core or capacity building to another area?

☐ Yes

☐ No

What happened?

_____

_____

4. Making changes to your plan

If you want something in your NDIS plan to change, you have to ask for an **NDIS review**.

Have you asked for a review recently?

☐ Yes

☐ No

What happened?

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5. Talking to people from the NDIS

An **LAC** is usually the person you meet with to talk about your NDIS plan.

LAC stands for Local Area Coordinator.

Have you talked to your LAC recently?

☐ Yes

☐ No

What happened?

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6. NDIS planning meetings

A **planning meeting** is when you talk to someone from the NDIS about your disability and what you need help with.

They write things down. Then they make you a new NDIS plan.

Before Coronavirus you could have the meeting with your LAC or NDIS planner in person at home, or at their office.

Now because of Coronavirus the meeting has to happen on the phone.

Have you had an NDIS planning meeting over the phone recently?

☐ Yes

☐ No

How was it?

_____

_____

_____

7. NDIS problems

Lots of people are having problems at the moment.

We want to know what the biggest problems are.

Can you see any problems you are having in the list below?

You can tick the box next to any of your problems.

You can also write other problems in the box at the bottom.

- ☐ I'm still waiting for my access request to be approved
- ☐ All of my services have stopped
- ☐ I can't find anyone to provide services
- ☐ I don't have anyone to help me organise support
- ☐ I can't find a support coordinator

- ☐ I'm waiting for the NDIA to change my plan (people call this an internal review)
- ☐ I'm waiting for the AAT to change my plan (people call this an external review)

☐ I can't do supports online

☐ I can't move money in my plan around to get what I need

☐ I have run out of funds in my plan

☐ I can't get Personal Protective Equipment like masks

☐ I'm having trouble getting essentials like food

☐ I'm having trouble getting essentials like the medical aids and equipment I usually use

☐ I need more support. I have a child with disability and now they are home full time

☐ Everything costs more money now

☐ I have different problems

_____

_____

_____

_____

8. Things that would help

Tell us three things that would help you right now

_____

_____

_____

_____

_____

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_____

_____

_____

9. My message for the NDIS

Tell us one message you would like to give the people at the NDIS

_____

_____

_____

_____

_____

_____

10. What we could do to help

Tell us one thing you think Every Australian Counts could do to help you

_____

_____

_____

_____

_____

_____

11. Other things I want to say

Is there anything else you want to say?

_____

_____

_____

_____

_____

_____

12. Talking to us

Is it ok for us to email you?

We might want to know a bit more about one of your answers.

If that is ok, can we please have your name and email address?

My name is _____

_____

My email address is _____

_____

_____