

NDIS Report Card

From November 2016 – January 2017, 2,177 Every Australian Counts supporters completed an online survey.



They included:

29%
in the NDIS

37%
expecting
the NDIS

23%
employed in
the sector

11%
NDIS
supporters

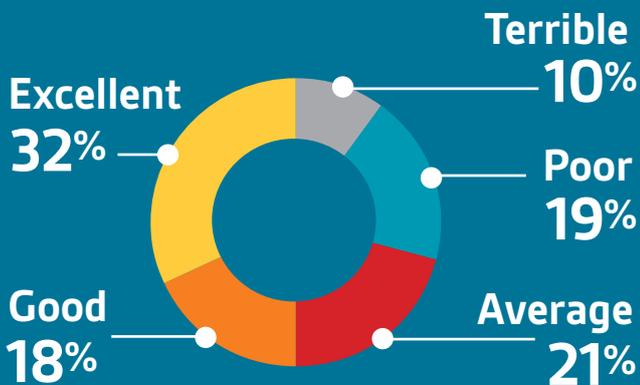


Overall there are some very positive things to report, but some things require urgent attention.

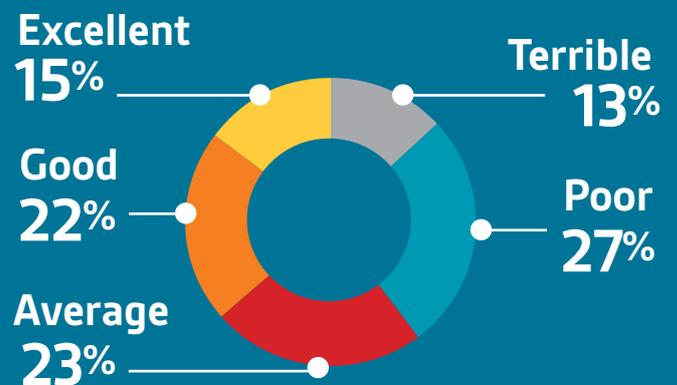


In the NDIS - Satisfaction

People with disability:



Parents and carers:



% who say their satisfaction is average or above:



71%

of people with disability



61%

of parents/carers



In the NDIS - Level of support

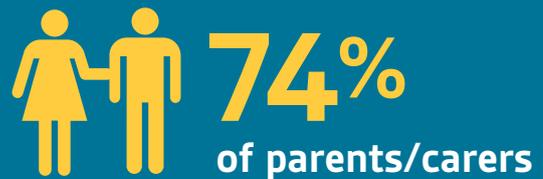
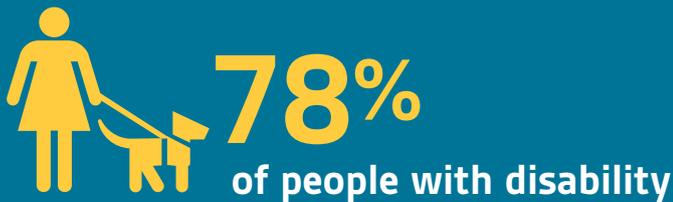
People with disability:



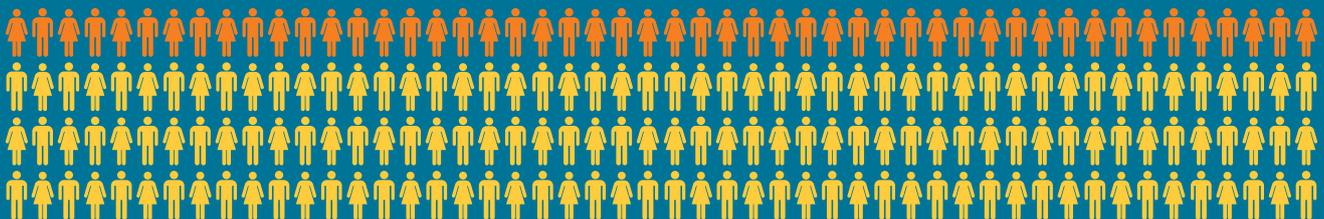
Parents and carers:



% who they have the same or more support than before the NDIS.:



While this is a step in the right direction, around a quarter of people said they were worse off. This is a significant issue.



Talking to people – they all have varied responses and reactions. Some have had some good experiences, and others are really unsure of what it means for them.



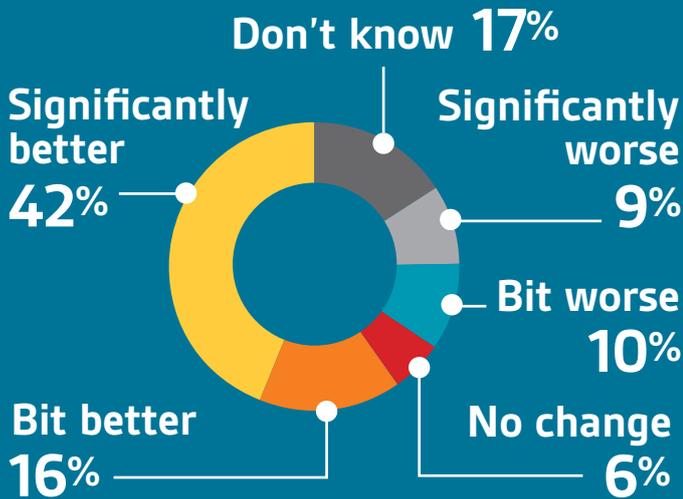
I think that those still on the list to receive the NDIS should be more informed of what they can expect from it.



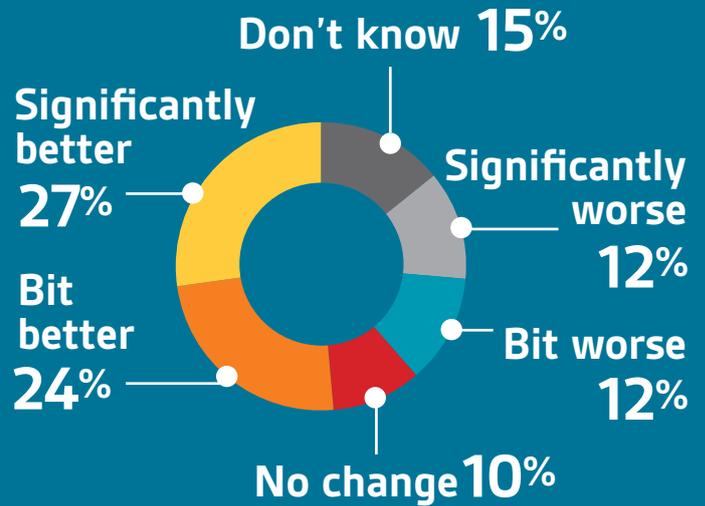


In the NDIS - Impact on life

People with disability:



Parents and carers:



% who say their life is the same or better.:



64%

of people with disability



61%

of parents/carers



There are too many people who consider themselves worse off while many feel it is too early to say.



Life now is more liveable and less lonely.
Accessing the community more and having help is amazing.
I'm forever thankful.



I worry about people who don't have anyone advocating for them.
It's a lot of work, we were lucky we got a good rep from NDIS.





Experience of the NDIS

Planning



The large majority of people in both groups agreed their planner was responsive to their needs but that they'd like more information about the process.

Choice and control



Only around half of people and their families in the NDIS agreed to feeling as though they had choice and control in the process. This is a major red flag.

Other concerns

The top issues people gave for the NDIS not meeting expectations:

1 System is too bureaucratic



2 I don't have as much choice and control as I'd like



3 Level of support is less than I was expecting



4 Roll out is too slow



Everyone is so confused about NDIS – even the NDIS workers who we dealt with.

We have had to do a lot of research ourselves.





Information about the NDIS

The following lists the sources of best to least useful information:



The media is clearly a poor source of information while most respondents hadn't seen any information from their state governments.



The workforce



“ The NDIS is awesome for so many reasons. I just hope people remember that it is better than what we had when the red tape, wait time for new clients, wait for equipment and paperwork required got overwhelming and frustrating. ”

▶ The NDIS is already transforming the lives of thousands of people, with more transitioning to the scheme every day. But it must be delivered effectively and sustainably to realise the enormous potential and long-term benefits for every Australian who needs it. There is still a long road ahead.