



**PEOPLE WITH DISABILITY
AUSTRALIA**

**A voice
of our
own**

NDIS Review

Survey Summary Report

Summary report of a survey PWDA conducted on the NDIS
for the Independent Review of the NDIS

**AUG
2023**

Copyright information

NDIS Review – Survey Summary Report

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About PWDA

People with Disability Australia (PWDA) is a national disability rights and advocacy organisation made up of, and led by, people with disability.

We have a vision of a socially just, accessible, and inclusive community in which the contribution, potential and diversity of people with disability are not only recognised and respected but also celebrated.

PWDA was established in 1981, during the International Year of Disabled Persons.

We are a peak, non-profit, non-government organisation that represents the interests of people with all kinds of disability.

We also represent people with disability at the United Nations, particularly in relation to the United Nations Convention on the Rights of Persons with Disabilities (CRPD).

Our work is grounded in a human rights framework that recognises the CRPD and related mechanisms as fundamental tools for advancing the rights of people with disability.

PWDA is a member of Disabled People's Organisations Australia (DPO Australia), along with the First People's Disability Network, National Ethnic Disability Alliance, and Women with Disabilities Australia.

DPOs collectively form a disability rights movement that places people with disability at the centre of decision-making in all aspects of our lives.

'Nothing About Us, Without Us' is the motto of Disabled Peoples' International.

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Executive Summary

“The NDIS has been life changing for me. It needs to be protected. I wish I didn’t need the NDIS but I do because I have a significant disability. I am sick of people judging me and the NDIS being a political football.”

From March to May 2023, People with Disability (PWDA) undertook a survey of people with disability in Australia to better understand people’s experiences with the National Disability Insurance Scheme (NDIS). As part of this work, PWDA contracted Inclusion Australia to develop and conduct an Easy Read version of the survey.

The surveys were developed in response to the independent review of the NDIS (the NDIS Review) announced by Minister for the NDIS, The Hon Bill Shorten MP on 18 October 2022, and provides the basis for PWDA’s submissions and contributions to the Review.

This report provides a summary and discussion of the survey responses.

- 441 valid responses were received from both the Easy Read and non-Easy Read surveys
- 372 of the valid responses were from people with disability who were a NDIS participant, and
- 69 responses were from people with a disability who were not currently a NDIS participant.

Further demographic data collected from respondents shows a diverse cross-section of the Australian disability community participated in the survey.

The survey results identified a range of challenges faced by NDIS applicants and participants.

Access, planning and using NDIS plans

Of respondents that were NDIS participants (n=372):

- 69% indicated they experienced some level of difficulty accessing the NDIS
- 62% of respondents who had been to a NDIS planning meeting indicated they had difficulty with their meeting/s. Over one third (34.71%) of people who described their experience, rated their experience of NDIS planning meetings as *very* difficult
- 82% of respondents stated they experienced some barriers to getting the best out of their NDIS plan
- 37% of respondents who were NDIS participants, indicated that they access additional disability supports or services which are not NDIS funded; and
- almost 10% of respondents who were NDIS participants, indicated they do not have but would like to access additional supports or services not currently NDIS funded.

NDIS service quality and safety

Of respondents who were NDIS participants (n=372):

- 40% indicated they had felt unsafe while receiving a NDIS service
- 65% responded they have felt concerned about the quality of a NDIS service they received; and
- some respondents indicated they did not take any action on their *safety concerns* or *service quality concerns* because they could not find information on what to do, could not decide what to do, or because they would feel more unsafe if they complained.

The experiences of those not on the NDIS

Of respondents who indicated they were not on the NDIS (total n=69):

- 45% of those responding to the question regarding barriers to access indicated they were not on the NDIS because getting supporting documentation for the access request was too hard; and

- 26 respondents indicated they did not currently receive any supports (including from the NDIS) but that they would like to.

Overview

Pleasingly, some respondents noted their NDIS plans were running smoothly after initial issues. Others stated they had no real difficulty in accessing the Scheme. While this is certainly good news, responses from others indicate the ease with which one can access and navigate the system may depend on the way that information is presented and made accessible, and/or the existing supports a person may have.

The thematic analysis of free text responses to qualitative questions in the survey showed many respondents were appreciative of the assistance received through the NDIS. Respondents noted they would not be able to engage in many services and activities without the funding because of cost and lack of supports.

They appreciated the flexibility in exercising choice and control. Importantly, many remarked the NDIS allowed them to live with increased dignity, through promoting independence and improved community access.

However, respondents did identify specific barriers for them to getting the best from the NDIS, and areas for improvement were identified from the survey. In particular, the NDIS was consistently seen as complicated and stressful to navigate, and this was something reflected in both the pre-set (quantitative) and free text (qualitative) responses.

Additionally, getting approved for funds was seen to take too long, leading to distress for some. The process to gather supporting documentation was also seen as a key barrier, in relation to time and cost.

Respondents indicated information provided was at times confusing and contradictory. Many respondents indicated they believed National Disability Insurance Agency (NDIA) staff, service providers, and support workers did not have adequate levels of understanding of disability to meet their needs properly, particularly those with complex disability.

Some respondents described a culture of 'ableism' that they felt was pervasive.

While flexibility in the Scheme was seen as a good thing, some respondents felt there was not enough flexibility and choice and control, which left their needs unmet.

With a good response rate, and a good representation from diverse members of the community, the voices in this report provide a deeper understanding of the experience of people with disability both as non-participants and participants in the NDIS.

Introduction

Background

The Minister for the National Disability Insurance Scheme (NDIS), The Hon Bill Shorten MP, announced an independent review of the NDIS (the Review) on 18 October 2022. The review examines the design, operations and sustainability of the NDIS, and NDIS workforce capability and capacity.

From March to July 2023, PWDA conducted consultations with people with disability on their experiences of the NDIS. This involved several focus groups, surveys on the experiences of people with disability with the NDIS (including one Easy Read version) and a dedicated NDIS-funded housing and supports survey.

This document provides a summary of the collected survey data based on the experiences of people with disability with the NDIS, and includes the data collected from the Easy Read version of that survey. A total of 441 valid responses were received.

The findings from these consultations, focus groups, survey responses, and feedback from PWDA's Individual Advocates has provided valuable direction and evidence for the development of PWDA's submissions to the NDIS Review. PWDA's submissions are available on our website.

Summary reports of the focus groups referred to above and the housing survey have been provided separately to the NDIS Review.

Survey methodology

PWDA conducted the survey on the experiences of people with disability with the NDIS through SurveyMonkey. The survey was open to all Australians with disability, including those who were NDIS participants and those who were not. PWDA's survey sought to better understand the impact of the NDIS on participants across geographic areas and across different groups of people. We asked for feedback about what are the current

barriers in NDIS access and service support, what is working well, and where improvements could be made. In this report we refer to this survey as the non-Easy Read survey where relevant.

Staff from Inclusion Australia used the PWDA survey as a base from which to develop an Easy Read version of the survey for people with intellectual disability and other communication needs using a software program called RIX. This report refers to this survey as the Easy Read survey.

A total of 441 valid responses were collected from the two surveys. Of these, 381 valid responses were collected from the non-Easy Read survey. There were 60 valid responses to the Easy Read survey: 41 were provided by people with disability and 19 were provided by people supporting a person with disability to fill in the survey. The results of both surveys were combined for analysis in this report.

Within each of the surveys, people were asked whether they were a NDIS Participant. Respondents indicated either 'yes' (n=372), 'no' (n=23) or 'no, but I would like to be' (n=46). Respondents were streamed into different sets of questions based on their NDIS participant status.

Responses to both surveys were initially screened and cleaned to remove invalid responses. Invalid responses constituted:

- any respondent who answered 'no' to *are you a person with disability?* unless they nominated that they were supporting a person with disability to fill in the survey.
- any respondent who answered 'no' to the question *do you live in Australia?*
- any respondent who did not answer any questions beyond the demographic information.

The quantitative data was calculated using the valid responses to both surveys. For the qualitative data, a thematic analysis was conducted on the combined responses to the Easy Read and non-Easy Read surveys to identify key themes. These key themes for each question are identified in this report alongside the quantitative responses.

Survey demographics

PWDA always seeks to reflect the diversity of lived experience of disability in all work that it does. This diversity is reflected in the respondent demographic data collected during the survey.

PWDA is grateful to all respondents for taking the time to engage with the survey. Respondents from First Nations, LGBTQIA+, culturally and linguistically diverse (CALD), and rural and remote communities were represented.

The demographic diversity reflected in the respondents, including the diversity of disability recorded, gives confidence that the results are a representative cross-section and are broadly representative of the community.

The following charts identify the demographic data collected. This includes the type of disability the respondent identified. There were 441 valid survey respondents in total. The demographic data combines results from the Easy Read and non-Easy Read surveys.

Age

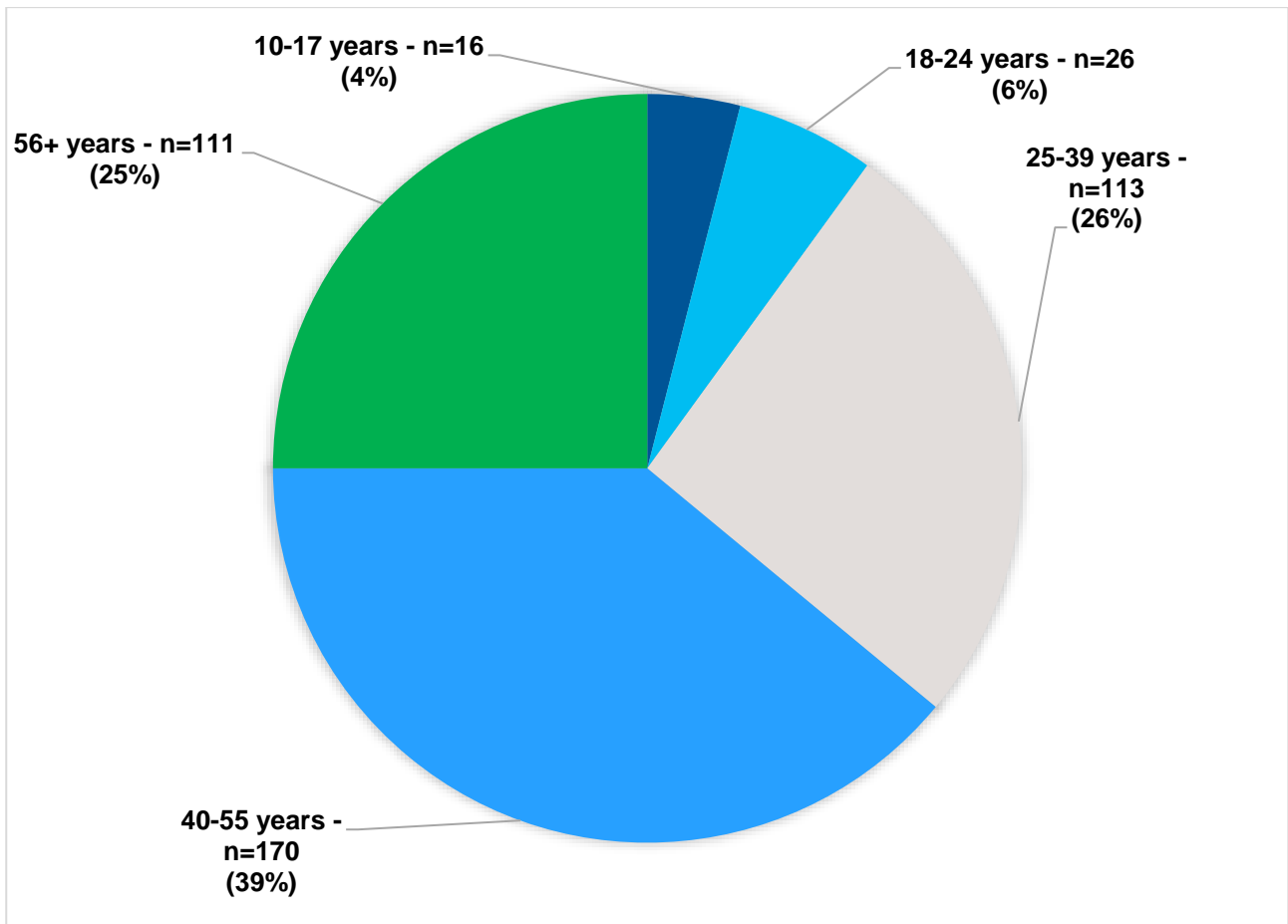


Figure 1: Age range of survey respondents

Of the 436 respondents who answered this question, the following respondent groups were recorded:

- 10-17 years – 16 (4%)
- 18-24 years – 26 (6%)
- 25-39 years – 113 (26%)
- 40-55 years – 170 (39%)
- 56+ - years – 111 (25%)

Gender identity

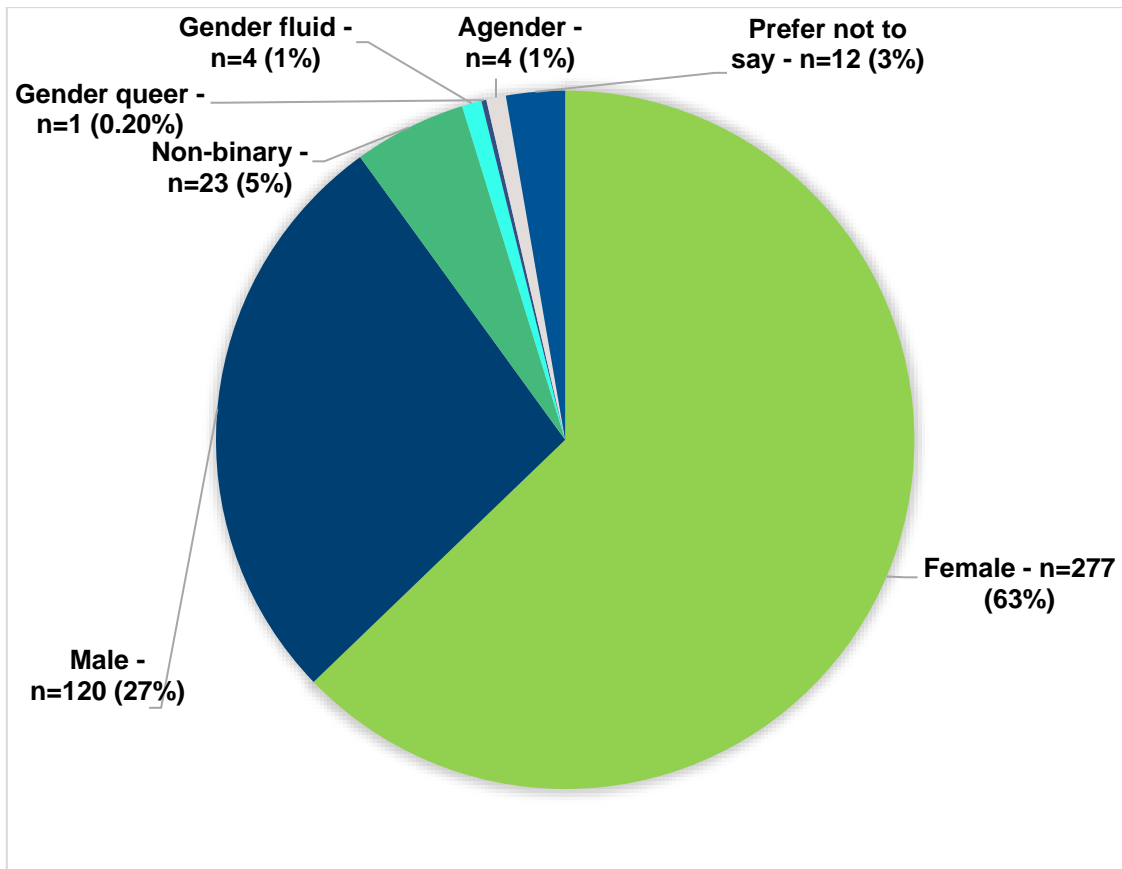


Figure 2: Gender identity of survey respondents

Of the 441 responses to this question, respondents noted their gender as:

- Female – 277 (63%)
- Male – 120 (27%)
- Non-binary – 23 (5%)
- Gender fluid – 4 (1%)
- Gender queer – 1 (0.20%)
- Agender – 4 (1%)
- Prefer not to say – 12 (3%)

LGBTQIA+

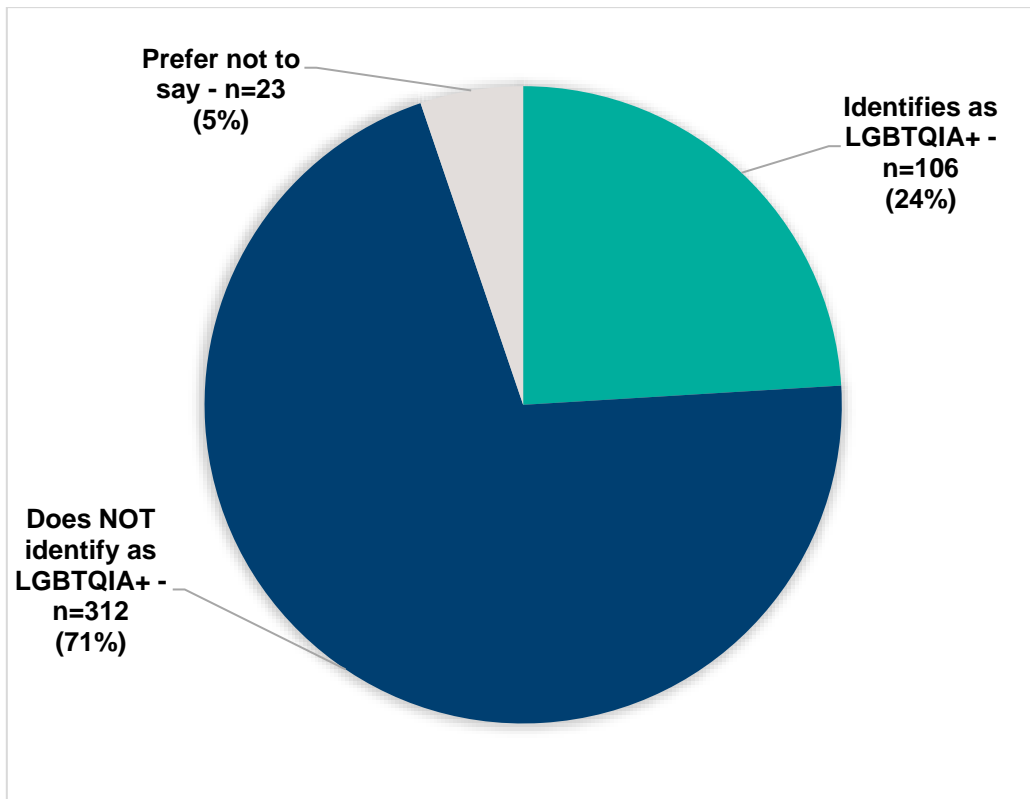


Figure 3: LGBTQIA+ identity of survey respondents

Of the 441 responses to this question:

- 106 respondents indicated they identified as LGBTQIA+ (24%)
- 312 respondents did not identify as LGBTQIA+ (71%) and
- 23 indicated they 'prefer not to say' (5%).

Cultural and linguistic diversity

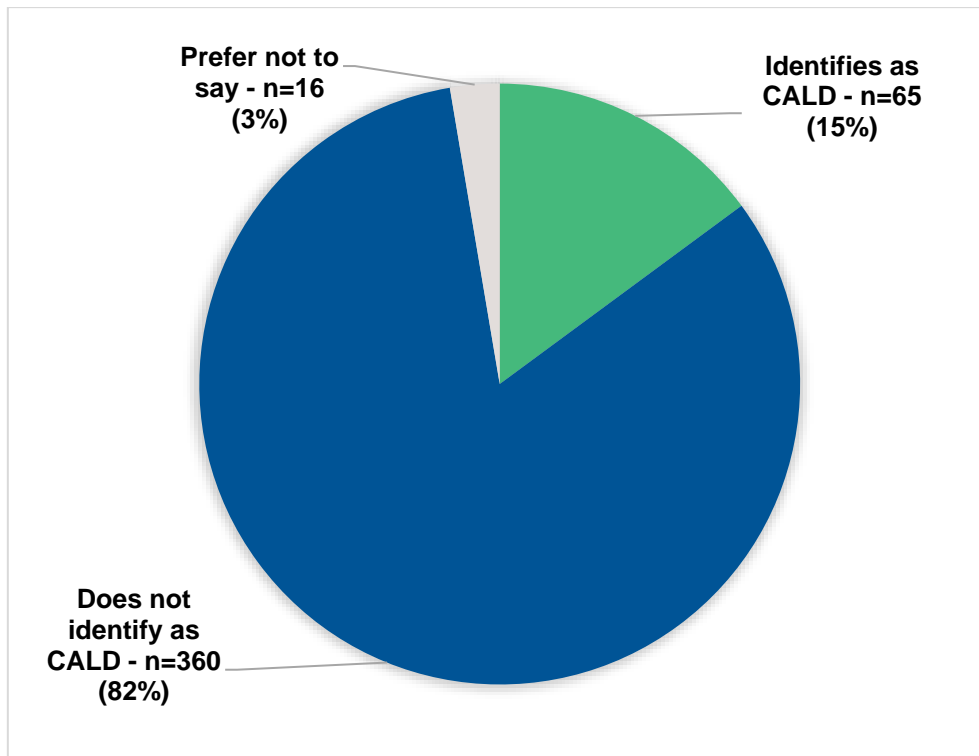


Figure 4: Cultural and linguistic diversity identity of survey respondents

Of the 441 responses to this question:

- 65 respondents identified as CALD (15%)
- 360 did not identify as CALD (82%) and
- 16 indicated they 'prefer not to say' (3%).

First Nations

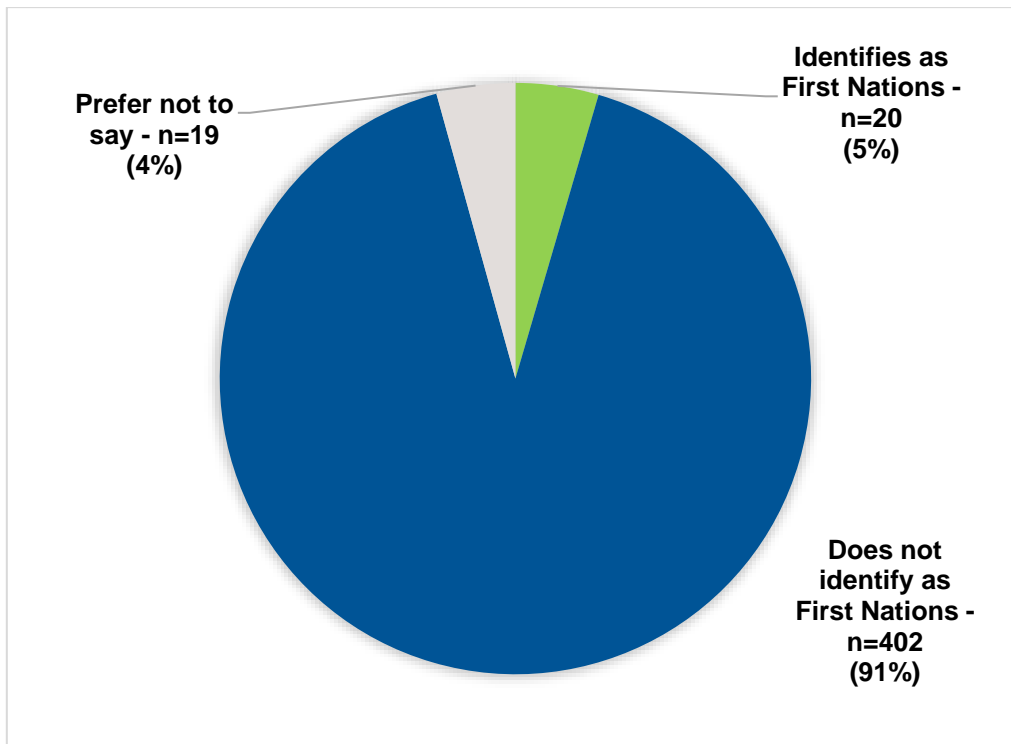


Figure 5: First Nations identity of survey respondents

Of the 441 responses to this question:

- 20 respondents indicated they identified as First Nations People (5%)
- 402 indicated they did not identify as First Nations (91%), and
- 19 indicated 'they preferred not to say' (4%).

Geographical spread

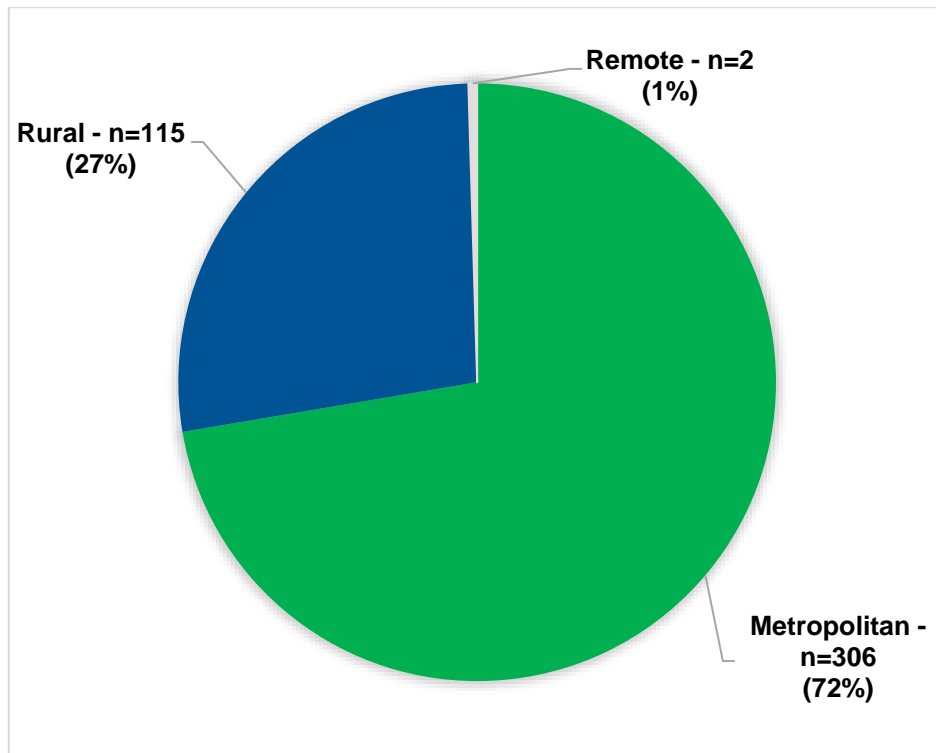


Figure 6: Geographical location of survey respondents

Of the 423 responses to this question

- 306 respondents indicated they were in a metropolitan area (72%)
- 115 respondents indicated they were in a rural area (27%), and
- 2 respondents indicated they were in a remote area (1%).

NDIS participant status

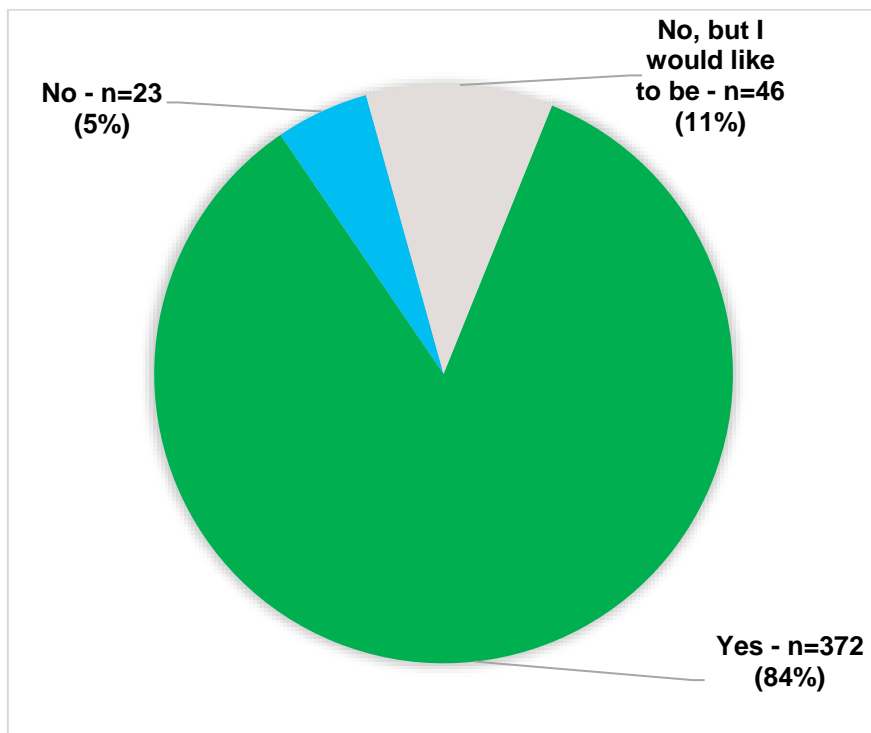


Figure 7: NDIS participant status of respondents

Of the 441 responses to this question, the following:

- 372 respondents indicated they were NDIS participants (84.35%)
- 23 respondents indicated they were not NDIS participants (5.22%)
- 46 respondents indicated they were not NDIS participants but would like to be (10.43%)

Total not an NDIS participant: (23 + 46) = 69 respondents (15.64%)

Disability

Respondents were asked to self-describe their disability. Of the 441 respondents, 6 respondents chose not to disclose their disability. The list below summarises the remaining 435 respondents' disability into the broad categories, and identifies how many respondents selected each category:

- Multiple – 138 (31.72%)
- Acquired Brain Injury – 5 (1.15%)
- ADHD/ADD – 3 (0.69%)
- Autism – 30 (6.90%)
- Cerebral Palsy – 25 (5.75%)
- Hearing – 2 (0.46%)
- Intellectual – 39 (8.97%)
- Multiple Sclerosis – 17 (3.91%)
- Vision – 30 (6.90%)
- Physical – 74 (17.01%)
- Psychosocial – 16 (3.68%)
- Neurological – 27 (6.21%)
- Other – 29 (6.67%)

TOTAL: 435

Survey Questions Discussion

The overall experiences of NDIS participants

This section is based on the answers of 372 survey respondents who indicated they are NDIS participants.

Question: What are the best things about the NDIS for you?

Survey respondents in a free text response indicated a range of items the NDIS provided which were 'best' for them. Specific supports that respondents particularly appreciated included:

- access to assistive technology

“NDIS provides funding for my assistive technology which allows me to ambulate. Without it, I would be wheelchair bound and bedridden. Being mobile helps keep me alive and allows me to participate in society. The NDIS also provides supports to help me live at home.”

- support workers

“Getting access to things I couldn't before such as OT, Psychology, Speech Therapy, and Physio. But the best support is having disability support workers every day to help me with everyday tasks I used to be too ashamed to ask family and friends to assist me with (personal care, household chores etc.).”

- equipment and aids

“My new wheelchair and stairlift mean I'm no longer trapped inside my house!”

- access to physical and mental health therapy and other allied health providers, and
- access to assistance animals including guide dogs.

“Able to access services and supports that are most appropriate to maintaining daily functioning and access to my community. Previously the state system was offering me services that were irrelevant to my needs yet could not fund the services that I can now access through NDIS and which have profoundly improved my mobility, independence and ability to access my community and make new social connections and maintain existing relationships.”

A key theme to emerge from responses was appreciation for the availability of funding that is not means tested. This funding was associated with enhanced participation in a range of social activities, and other positive wellness indicators. Respondents noted that in many cases they would not be able to engage in activities without the funding.

“It helps me get out into the community...It helps provide recreational opportunities e.g., camps.”

“The help it provides is help I desperately need, and my day-to-day life is better than it was prior to my gaining access to the NDIS.”

Flexibility in exercising choice and control over how funding was spent by the recipient was regarded by many as one of the best things about the Scheme. For example, choosing service providers and activities.

“Choice and control I can pick my own support workers.”

“Choice and control - choosing who your support service is.”

Respondents noted the benefit of flexibility in exercising choice and control in the NDIS was enhanced by the opportunity the Scheme provided to make someone available who could listen to and support the respondent in setting and achieving goals.

“The control and autonomy I have over how it works for me.”

“I can set my own goals, and someone guides me to achieve them. The participant community sharing their resources and ideas. The freedom of self-management.”

“Help me to reach my goals and all the help I get. Also all the therapy that helps me in general with my life.”

“Making your own choices what to do and having goals to achieve.”

Many survey respondents expressed that the best thing about the NDIS, notwithstanding the positive appreciation for flexible funding and goal setting, was ultimately how the Scheme allowed them to live. Respondents noted the best thing about the NDIS for them was that it supported their growth as a person, kept them thriving in life, and significantly improved their well-being.

“Getting support to do things I am passionate about.”

“I get supports from support workers to help me live the life I want.”

*“Receiving funds to access services that can help me achieve my goals.
Help with my wellbeing.”*

Respondents identified that the NDIS Scheme allowed them to increase their community access and participation and provided opportunity for increased social supports. The Scheme was also credited with supporting greater engagement in the workforce and finding employment, increased confidence generally, and reducing costs associated with their disability.

“Access to social support for the first time in my life. Being able to be funded for consumables directly related to my disability like heat packs and continence aids. Funding for reasonable and necessary assistive technology.”

“Opportunities for social inclusion and activities. Opportunities for [person’s name] to show his interests and his personality and grow his own identity and self-confidence. [Person’s name] may not always be a prisoner to his profound disabilities; he’s less likely to be hostage to inadequate care and support. Funding for support workers and funding for continence aids exceeds what the birth-family, on their own, could ever

provide. The possibility that [person's name] can safely outlive his parents." [Comment from parent/carer]

A key overarching theme that emerged from the survey responses was how NDIS funding can support independence. This is seen as one of the best things about the NDIS across the Easy Read and non-Easy Read survey cohorts. Respondents consistently linked feelings of independence with improvements in confidence, community participation and by extension, well-being. This can be seen in many of the respondents' comments extracted throughout this summary report. The importance of supports and services specifically targeted at supporting a participant's independence cannot be overstated.

"Having a support worker helped me thrive in ways of growth for my life in ways of employment, connection, support for me to live independently, and so much more they help me with."

"I have been able to have modifications done to my house so that I can shower and self-care safely. If it wasn't for NDIS, I wouldn't have been able to afford this. I have a custom wheelchair, as with the bathroom, I wouldn't have been able to afford one myself. They also pay for ongoing physical therapy that helps manage my condition and have helped fund hand controls for my car so I can maintain independence."

"Has increased my independence and quality of life contributing towards increased confidence and community participation."

"Living independently with Support workers that care and understand my disability and help me achieve goals I never thought were possible."

"Funding has given me significant support and independence. I live in my own home with carers funded by NDIS. I have a power mobility wheelchair funded by NDIS."

Question: What improvements would you like to see to the NDIS?

300 non-Easy Read respondents and 29 Easy Read respondents answered this free text question for a total of 329 responses.

A strong theme to emerge from survey responses was a feeling that some NDIA staff, planners (whether NDIA staff or not), Local Area Coordinators (LACs), and service providers did not have a good level of understanding of disability and the diversity of disability. This was specifically the case where a person has multiple disability, psychosocial disability, or impairments or needs that may be complex or not as common.

Concerningly, there were respondents that noted the impact of ableism in the NDIS.

“Upskilling employees in trauma-informed practices and how to identify their own ableism so they can stop inflicting their perceptions of our lives as superior to our lived experience.”

“More self-determination i.e., being able to express what works for me not being told by able bodied people what it is I need. We know our bodies and what helps.”

“The staff at the NDIS need to listen and read what we have written and said.”

“More trust in people with a disability and their supporters.”

“Get rid of the ableism that is rife in the NDIS.”

It is worth noting that in previous questions in this survey, respondents did comment on the positive experience they had when they did get support workers and planners who were responsive to them, noting this was a highlight.

A further significant theme to emerge from survey respondents is a feeling the NDIS Scheme is complicated, time consuming, and hard to understand (especially in relation to funding). Some respondents noted the appeals process was particularly stressful.

“It is complicated and my Mum says it takes a lot of time to deal with the portal and government agencies. She gets stressed. Before the NDIS I still got supports but my Mum was able to work more and was less stressed about it.”

“Too many reviews, going to AAT to get decisions overturned, planners and lac's not understanding persons situation and what they have gone through, not enough voice, choice and control, not being listened to, gaps between mainstream services and NDIS for example education.”

“Have better explanations of the funding processes & terminology in easy read formats.”

Respondents suggested it should be easier to navigate, less bureaucratic and involve less red tape and paperwork.

Respondents also suggested improving the clarity/transparency, fairness, and consistency of decision-making, and simplifying the appeals process. Such changes would increase accessibility and reduce stress and worry.

“Simplification, less reporting and assessment, stronger safeguards and protections for participants. Access to technology and legal support that helps us to control and manage our information, records, care plans, emergency plans, create our own confidentiality and engagement contracts. Change the cultural to promote innovation. Higher standards of experience in working with complex disabilities. Trauma informed and sensitive processes and ways of engaging with us. Move away from making us so powerless and vulnerable because we have to engage OT [Occupational Therapist], etc to constantly provide reports and experienced support not actually available. Stop thinking of disabilities as only those who use wheelchairs. Address the culture of sitting in judgement on us and putting us through repeated re-traumatisation and degrading interrogation about everything wrong with us. We are treated like we have no dignity or privacy, no voice, no rights, not human.”

“More information to adequately assist participants to access supports. The logistics and paperwork is a significant barrier even with plan management.”

“Dramatically reduce complexity, need for ongoing reassessment, reports, overwhelming burden of administrative hurdles, complex language, evidence, repeated degrading questions about what is wrong with us, more trauma informed and sensitive support to engage, less adversarial and inconsistency.”

“Less churn with staff and Support Coordinators would lead to better continuity of care. Less paperwork would help our parents and carers. Having to do an NDIS plan once a year is too much - too much paperwork and stress for parents/carers. Too much having to prove ourselves and our disabilities over and over again.”

Many respondents also called for better communication in general between all parties involved in a plan, especially between the NDIA and allied health professionals, including ensuring the timeliness of communications.

“More face-to-face contact with the NDIS staff”.

“I don't like the waiting and the stress of finding out what types of money I have in my funding budget. The LAC could interact with us more and help us with understanding our plans. NDIS planners don't read what the LAC has written every year.”

While in previous questions respondents had seen flexibility in funding as one of the best aspects of the NDIS, and expressed some appreciation of the goal setting framework, some survey respondents felt it was not flexible enough (more should be able to be spent on consumables for example) and/or did not think funding should be attached to any goals.

Many respondents did not see funding as stable and secure and suggested that certainty should be improved through long term commitment and long-term plans, which would remove fear of cuts and help people feel safe.

“The fear of having necessary items or services rejected even with adequate supporting documents and assessments. Every review, I am so scared.”

“Security of funding.”

“A degree of security introduced so that I feel safe. The feeling of insecurity with NDIS funding permeates my life and it would improve my mental health if there was a baseline funding level that I was entitled to i.e. enough support to survive and to repair and replace my mobility device etc. as needed.”

Access, planning and using NDIS plans

Question: What best describes your experience accessing the NDIS?

Insight 1 – 69% of respondents indicated that they experienced some level of difficulty accessing the NDIS.

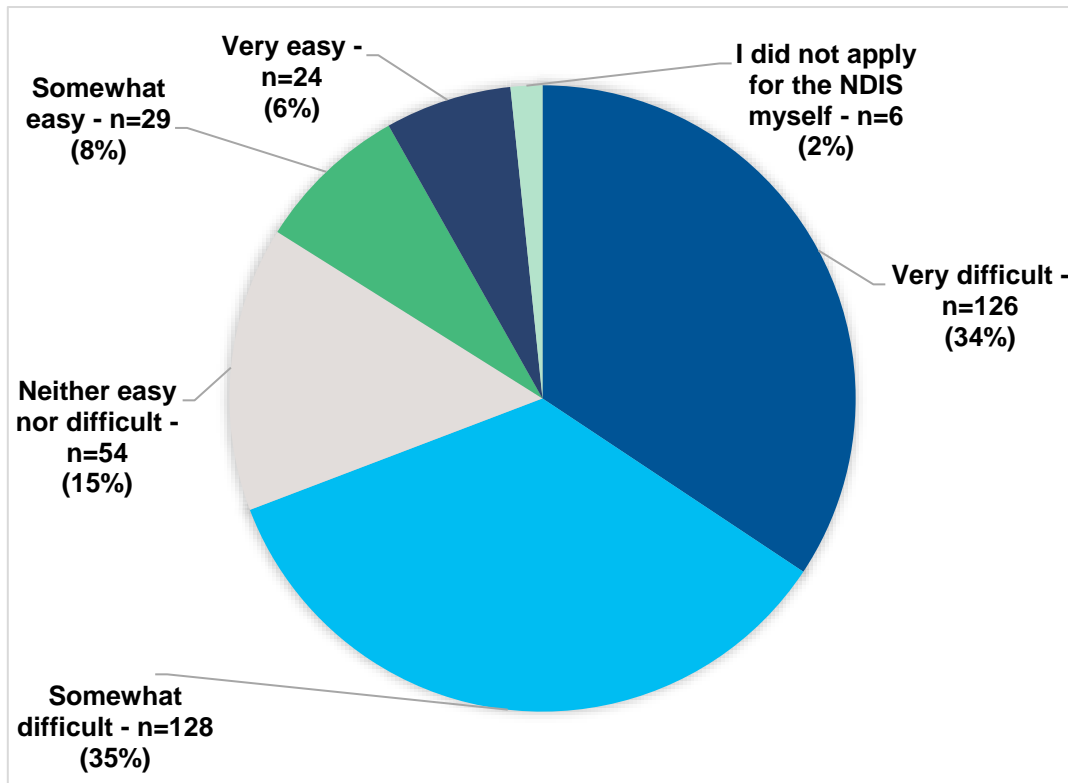


Figure 8: What best describes your experience accessing the NDIS?

367 total responses were received to the question, *what best describes your experience accessing the NDIS?*

- Very difficult – 126 (34.33%)
- Somewhat difficult – 128 (34.88%)
- Neither easy nor difficult – 54 (14.71%)
- Somewhat easy – 29 (7.90%)

- Very easy – 24 (6.54%)
- I did not apply for the NDIS myself – 6 (1.63%)

Respondents were asked a follow up free text question asking for more information as to why they provided their answer. Survey respondents overwhelmingly identified the biggest issue they had with accessing the NDIS was one of timeliness. Namely that the process to receive funding took an excessively long time and caused distress.

Respondents identified it was difficult to understand the application and planning process, and how to progress an access request. A significant number of respondents indicated they did need to appeal to the Tribunal after internal review of a decision.

"Some sections were really complicated and not easy to read. A lot of information to read. Hard to understand what they are asking you to do."

"It took me 2 years to work out how to use my plan. Hurdles include navigating interfaces as a visual impaired person and high turn over of staff. I couldn't keep up with the changes and doesn't have help navigating screens to learn how to use my plan."

"It took 4 applications. The cost involved to get private OT's and Specialist reports was devastating."

"I was lucky to have experienced professionals and a good initial LAC and planner to help navigate but it was still extremely stressful, obtuse and confusing to wade through the language required and to have no direct knowledge of what was being discussed."

Difficulty in obtaining support documentation was also cited as a problem – this included the respondent not understanding what support documentation was required, and the costs of getting that documentation.

"I had to have my doctor help me fill out the paperwork because I didn't understand some of the questions."

Some delays in obtaining supporting documentation were due to the supporting systems, for example health professionals not understanding what was required, or not having expertise to complete forms, but that can also be seen as a problem with the Scheme broadly.

In other words, if medical professionals are unable to understand requirements, then the challenge of communicating clear information extends beyond the NDIS applicant audience. These issues combined caused delays accessing the Scheme.

“Reports from doctors, travelling to see doctors is painful as I wait for very long hours & still not seen by doctors. GP not qualified to write my report. Going from advocacy assistance for my case. Since NDIS rejected my application, I appealed. Lots of expenses involve to get a simple documentation done. The Officers who have no idea.”

Some respondents experienced no real barriers to accessing the NDIS as they rolled over from a state service. Some stated they were approved the first time they applied, and some respondents noted things were now running smoothly for them.

However, responses do indicate that the ease with which a person with disability can access and navigate the system may depend on the way that information is communicated from the NDIA/NDIS, and the existing supports a person may have.

“It was difficult to be given NDIS but once I've had it, it is all going smoothly and well”. It started really bad. I had poor social support so it was difficult to gather enough information. My first plan was woefully inadequate [under \$20,000] and we used most of this plan to pay for assessments to prove I needed more support (because these were not claimable under Medicare). Then I had to fight for a support coordinator. Finally, I have a plan that has everything I need. I had 4 plan reviews in 18 months... But I want to highlight that having support coordination during the LAC meeting makes all the difference. She was able to collate and summarise my needs, and the supports I need and communicate this when I could not.”

“I was initially told I wasn't disabled enough to receive any support at all. While my doctors, specialists and family successfully appealed the decision, my mental health was destroyed. It took a long time for me to recover. I can't help but wonder what happens to those who don't have others to help them appeal.”

“I have had help navigating access (learning about the complicated system & understanding communication). It's still been perplexing & stressful, would have been much more difficult without help.”

Question: Have you had any NDIS planning meetings?

363 people responded to this question:

- 338 respondents (93.11%) answered 'yes', and
- 25 respondents (6.89%) answered 'no'.

Question: Thinking about your NDIS planning meeting, what best describes your experience?

Insight 2 – *Approximately 62% of respondents who had been to a NDIS planning meeting indicated they had some difficulty with their meeting/s and over one third of respondents to this question rated their experience as very difficult.*

Insight 3 – *NDIS participants believed that there was a lack of disability knowledge amongst NDIA/NDIS staff and service providers involved in planning.*

The respondents were invited to describe their experience of a planning meeting on a five-point scale. 340 responses were received.

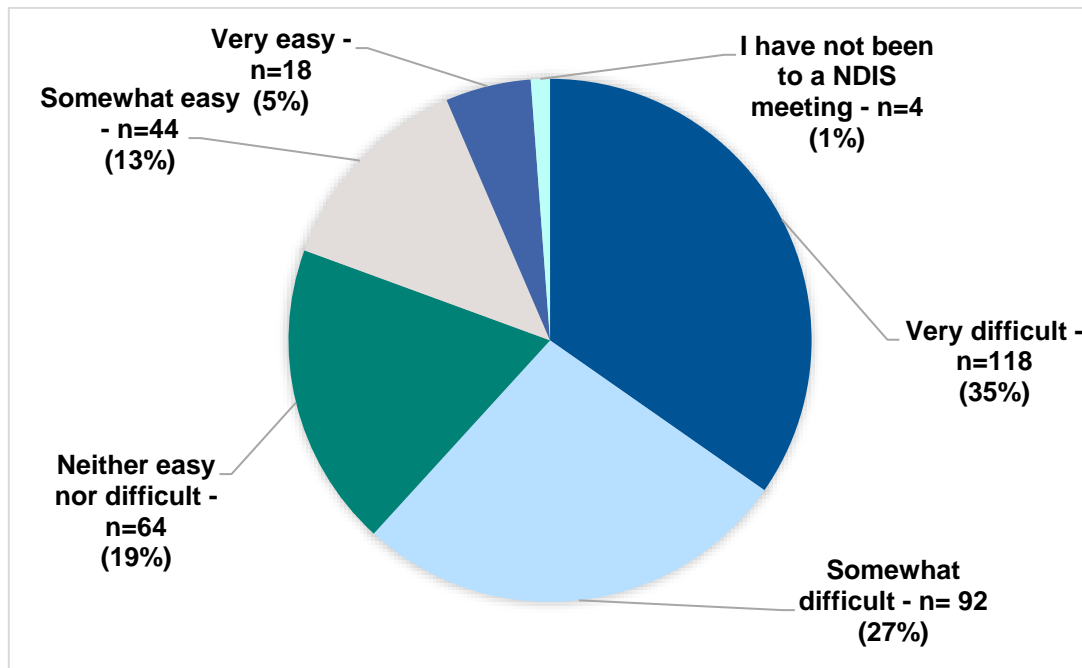


Figure 9: Thinking about your NDIS planning meeting, what best describes your experience?

Of the 340 responses to the question, respondents described their planning meeting as:

- Very difficult – 118 (34.71%)
- Somewhat difficult – 92 (27.06%)
- Neither easy not difficult – 64 (18.82%)
- Somewhat easy – 44 – (12.94%)
- Very easy – 18 (5.29%)
- I have not been to a NDIS meeting – 4 (1.18%)

Respondents were asked in a subsequent question to provide further information via a free text response about why they gave the answer above describing their experience. 255 people responded.

Many survey respondents described their experience as stressful, confusing, and overwhelming.

Respondents noted there was a lot of preparation required, a general lack of knowledge about their disability, and it was not clear that their supporting documentation had even been read.

“The LAC had no knowledge of my disabilities.”

“It was overwhelming and exhausting getting everything I needed in advance of the meeting. I was supposed to have so much figured out in advance of what I needed, who did it, and details.”

“I was prepared with costed supports, reasonable and necessary justifications for those supports, and evidence for my disabilities, and it was ignored. I was misgendered, my details made up, and a plan drafted without consultation, and without requested supports. I felt ignored, insulted, and my autonomy/choice and control taken away by someone who knew nothing about me and made up things about my situation to save money at my expense. And my accessibility and communication needs were ignored.”

“They don’t generally give the impression of understanding my disability or having even read the provided reports.”

Others noted they experienced a range of accessibility issues including having to physically appear at the meeting, not having adequate communication support needs in place, and the language used in the planning process being hard to navigate. Reducing the need for so many reviews and assessments was seen as something to improve.

“Mine are now every two or three years and I appreciate that. I still don't enjoy having to tell a stranger how my disease has progressed, and I try not to rock the boat to ensure that my funding doesn't cut like so many were during the last government.”

Some respondents expressed they did not feel listened to during the meeting, there was little to no questioning about their actual disability needs, and the meeting felt rushed.

“The lady spoke to me but I needed help to answer. My parents were there too. I got them to answer for me sometimes. I don't think the lady understood me or my life.”

“They didn't listen to my unique support needs and allocated me support based on stereotypes. They refused a lot of the support I requested because it wasn't "disability specific" and it was an "everyday expense" despite the fact that other people have had those things funded. Local area coordinators judgements about what is reasonable and necessary seem arbitrary and based on their own personal opinions and preconceptions. Also, it was hard to know what to ask for in planning meetings because there is no guide as to what is able to be funded. A rough guideline of areas of support and suggestions of what is able to be funded for each type of disability is necessary.”

“Most of the time the planners don't listen to you. They don't understand disability and the daily impact this has on your life and therefore, do not help you get the funding you actually need. It feels like they are just putting people in boxes rather than looking at the individual's needs and how their disability impacts them.”

“LAC was speaking to fast and it was hard to understand. Didn't ask any question about what you want in the plan and what support and services that are available in the plan.”

Some respondents noted they had a good experience due to their disability and needs being understood, and/or because they had a good advocate who provided support. Others noted it can be a “luck of the draw” as to whether you have a good planner and good experience.

“I have only had one so far and it was fairly broad as this is my first plan. The person we talked to was lovely and compassionate. I have not had any other kinds of planning meeting yet!”

“If I had not had the initial support of an advocate, I would not have understood the process or been prepared for this meeting.”

“It was easy because I had an advocate help me.”

“Difficulty generally depends on the planner doing the review. I have had horrible experiences where they are judgemental and cut my plan in half. I have also had affirming experiences. It is ALWAYS a stressful experience.”

Question: Do you experience any barriers getting the best out of your NDIS plan?

Insight 4 – 82% of respondents stated they experienced some barriers to getting the best out of their NDIS plan.

Insight 5 - 48% of respondents indicated that a service they needed was not included in their plan.

A total of 354 responses were received to this question:

- 291 respondents (82.20%) answered ‘yes’
- 56 respondents (15.8%) answered ‘no’
- 7 respondents (2%) indicated they didn’t know.

Respondents were asked in the next question to identify the barrier/s they had experienced to getting the best out of their NDIS plan using a pre-set list of items.

Multiple responses from this list could be selected.

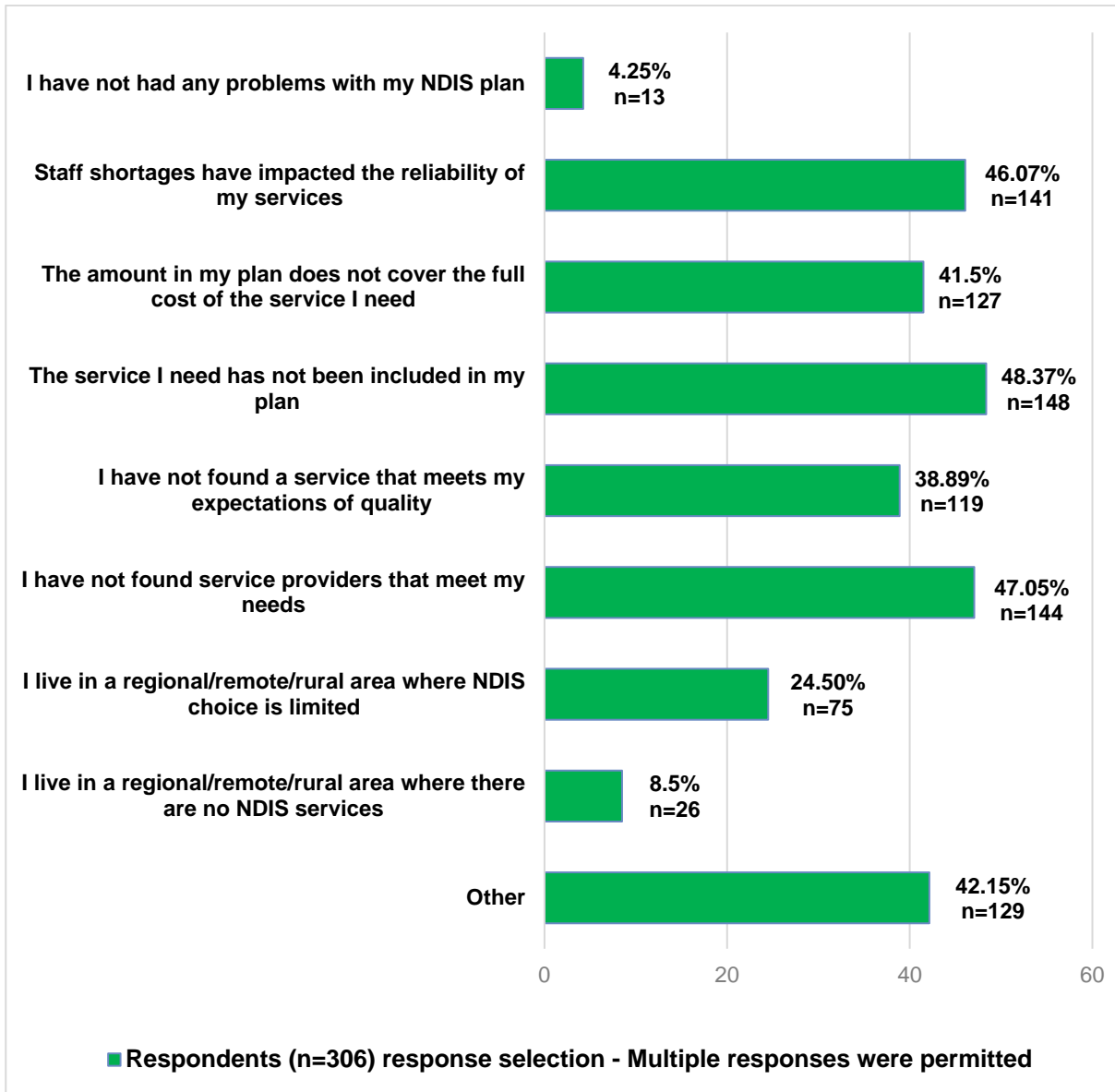


Figure 10: Please select a box or boxes that best describe your barriers to getting the best from your NDIS plan

306 respondents selected the following answers from a pre-set list to the question *please select a box or boxes that best describe your barriers to getting the best from your NDIS plan*. Multiple answers could be selected.

- The service I need has not been included in my plan – 148 (48.37%)
- I have not found service providers that meet my needs – 144 (47.06%)
- Staff shortages have impacted the reliability of my services – 141 (46.07%)

- The amount in my plan does not cover the full cost of the service I need – 127 (41.5%)
- I have not found a service that meets my expectations of quality – 119 (38.89%)
- I live in a regional/remote/rural area where NDIS choice is limited – 75 (24.5%)
- I live in a regional/remote/rural area where there are no NDIS services – 26 (8.5%)
- I have not had any problems with my NDIS plan – 13 (4.25%)
- Other – 129 (42.15%)

The pre-set list for this question did provide a further free text response in 'other'. A thematic qualitative analysis of these 'other' responses was undertaken alongside a subsequent additional Question 20, which asked *please provide information about why you gave that answer*.

Three key (and often interrelated) themes that emerged from the free text responses of these questions were:

1. staffing
2. information and communication, and
3. funding and service availability.

Staffing

Staffing was a recurrent issue that provided a barrier to respondents getting the best from their NDIS plan. While staff shortages were listed in the pre-set list of responses above, respondents outlined further specific elements related to staffing. These included:

- a high turnover of staff at the NDIA/NDIS and service providers resulting in a lack of consistent service

“Over three years, I have had 5-6 different Support Coordinators (or whatever you call those staff members who help you with your NDIS plan). It's frustrating, because by the time they have familiarised themselves with my circumstances, it is almost time to do the next plan. Then, by the time I have a new plan, I have a new Support Coordinator! Having to do an NDIS plan once a year is too much effort and paperwork. My parent/carer has masses of paperwork to get through. It is not fair on them.”

- difficulties in getting a support worker which included a general lack of flexibility and availability, and
- support workers and carers lacking competency and skills to provide quality service, for example communicating with people with complex disability such as deafblind.

“Finding support workers that fit with my needs, are reliable and have a professional attitude is not easy.”

Respondents noted that staff shortages also affected their quality of life, for example, by restricting their ability to engage in personal care and participate in the community. In such cases it did not matter that they had funds available.

Information and communication

Respondents noted specific information and communication barriers that hindered their ability to get the most from their plans. These included:

- a general lack of information about how the NDIS operates
- conflicting information
- confusing information including how funds can be spent, and

“It's not very clear how to use your funding because there's different categories. LAC doesn't communicate with you too.”

“Getting clear, consistent and accurate information about what you can/can’t use your funds for has been a huge barrier.”

- lack of clarity on what services respondents could access.

“The biggest barrier has been that I haven’t had anyone explain how the NDIS or my funding structure works to me so I can’t properly advocate for myself and navigate all the subsequent barriers around service providers and the amount of funding itself. I’m too tired and disabled (irony) to figure it all out myself and constantly hustle for services and support.”

Some respondents noted they faced challenges in communicating their needs because of their disability and/or because their mode of communication was not recognised. Similarly, some respondents noted that their actual needs were ignored, or not given priority.

Funding and service availability

Respondents identified that in many local areas there were a lack of service providers, and long wait lists when they were available. They often had to travel long distances which was seen as detrimental to their wellbeing. Where there were service providers, a lack of staff became the next problem, followed by concerns whether the staff were a good fit for the client.

“It isn’t easy to find service providers.”

“My supports or services often get cancelled because they do not have enough staff to help me.”

“There is a shortage of support workers and the NDIA also need to hire more customer service staff and need to provide them with more regular training for disability awareness and cultural responsiveness training.”

A common response from respondents was that they just did not receive enough funding to cover all their needs. On the other hand, as noted previously, some respondents were unsure on how to spend their money and the process of accessing a service provider. Other respondents noted a specific lack of understanding of, and support services for,

psychosocial disability by the NDIA/NDIS. There was consistent comment by respondents that the long wait times to receive funding was causing distress. A lack of dedicated services for LGBTQI+ persons with disability was noted and seen as a barrier by some.

NDIS service quality and safety

Question: Have you felt unsafe when receiving an NDIS service?

Insight 6 – 40% of respondents indicated that they had felt unsafe while receiving an NDIS service.

347 responses to the question were received.

- 140 respondents (40.35%) answered 'yes'
- 204 respondents (58.79%) answered 'no'
- 3 respondents (0.86%) answered 'I don't know'.

Question: If you felt unsafe what action did you take?

Respondents were further asked to identify what action they took if they felt unsafe. A pre-set list was provided. Multiple responses from this list could be selected. 168 respondents selected responses.

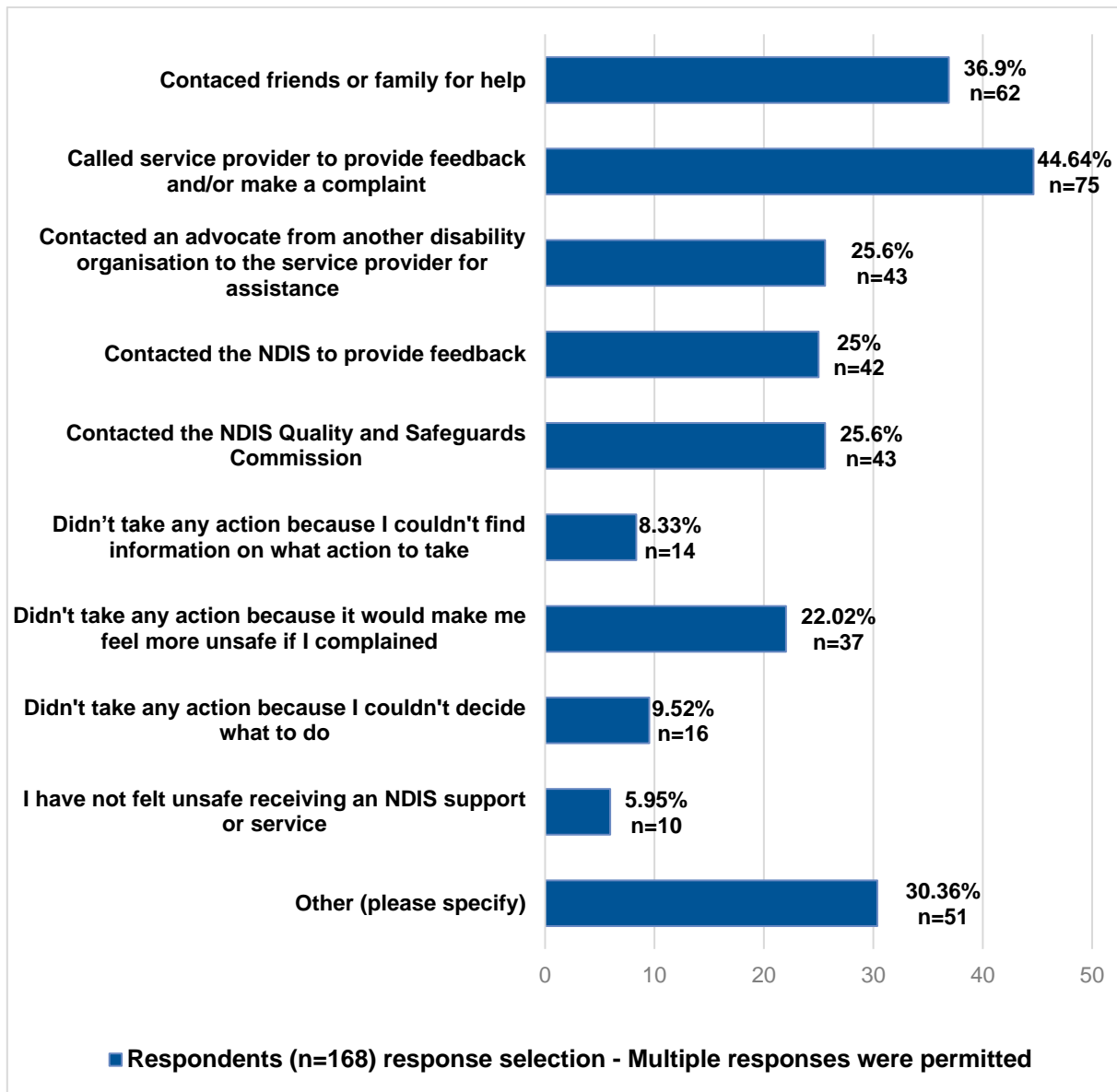


Figure 11: What action did you take if you felt unsafe?

168 respondents selected the following answers from a pre-set list to the question *what action did you take if you felt unsafe?* Multiple answers could be selected.

- Contacted friends or family for help – 62 (36.90%)
- Called service provider to provide feedback and/or make a complaint – 75 (44.64%)
- Contacted an advocate from another disability organisation to the service provider for assistance – 43 (25.6%)

- Contacted the NDIS to provide feedback - 42 (25%)
- Contacted the NDIS Quality and Safeguards Commission – 43 (25.6%)
- Didn't take any actions because I couldn't find information on what action to take - 14 (8.33%)
- Didn't take any action because it would make me feel more unsafe if I complained – 37 (22.02%)
- Didn't take any actions because I couldn't decide what to do – 16 (9.52%)
- I have not felt unsafe receiving a NDIS support or service – 10 (5.95%)
- Other (please specify) – 51 (30.36%)

Respondents were provided the opportunity to provide a free text response in the 'other' section. These responses were largely themed as follows:

- getting legal advice from a legal practitioner
- writing to, or otherwise contacting their local state or federal member of Parliament, or other politicians/Ministers, and
- calling the police.

“Spoke to my support coordinator to ensure I wasn't overreacting and that the appropriate action could be executed.”

“Discussed the situation with the support worker and asked for better assistance. Made some rules related to the problem. When things didn't improve we fired them.”

Question: Have you ever felt concerned about the quality of the NDIS service you received?

Insight 7 – 65% of respondents have felt concerned about the quality of a NDIS service they received.

342 people responded to this question.

- 224 respondents (65.50%) replied 'yes'
- 87 respondents (25.44%) answered 'no'
- 31 respondents (9.06%) indicated they were unsure.

Respondents were next provided with a question that included a pre-set list of answer choices to identify how they responded to concerns about the quality of their service. 238 respondents provided responses. Respondents were able to provide a free text response, and they could select multiple answers.

Question: What action did you take [if you felt concerned]?

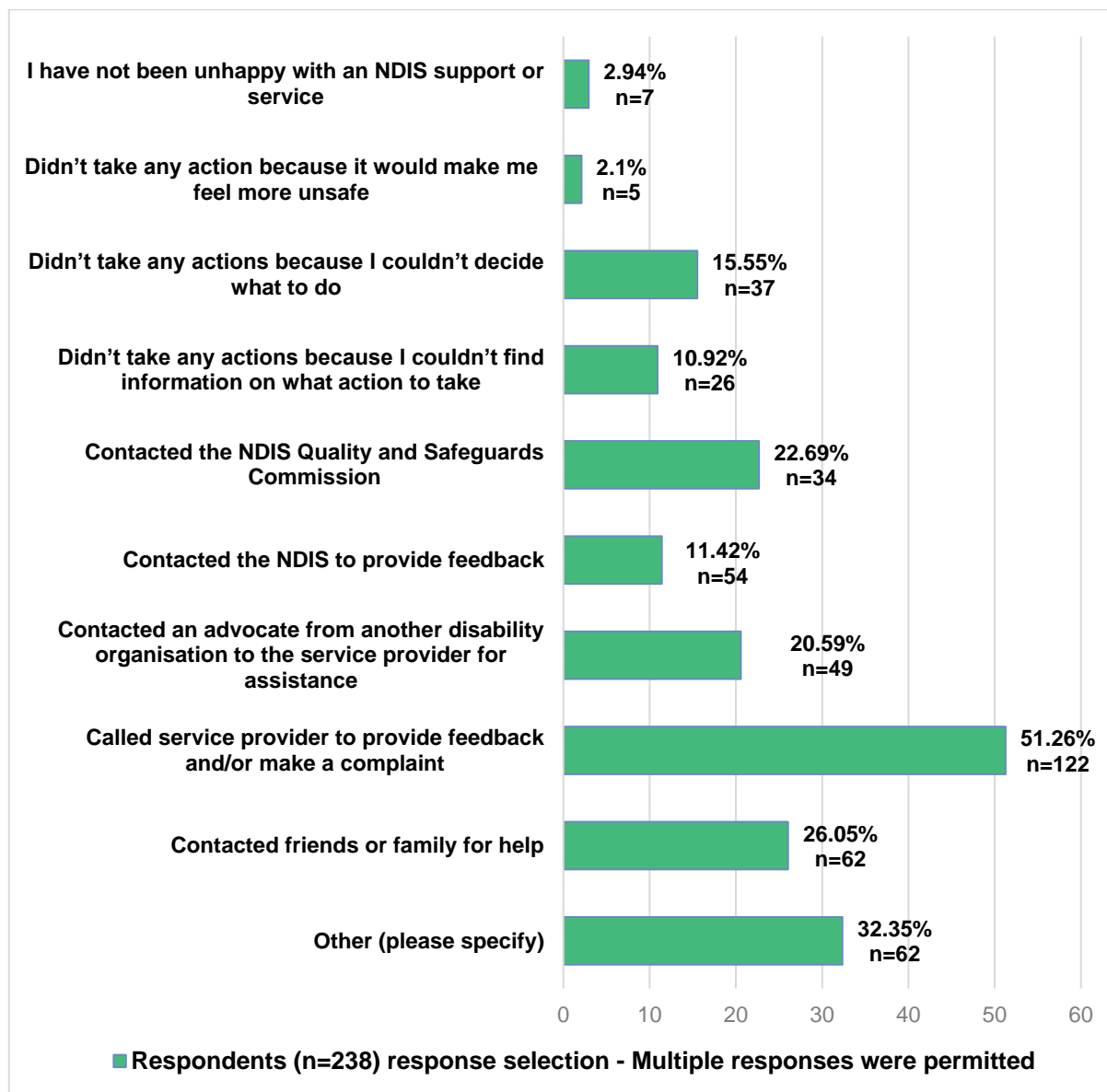


Figure 12: What action did you take if you felt concerned about the quality of the NDIS service you received?

238 respondents answered this question and were able to select multiple answers.

Respondents noted that they took the following actions:

- Contacted friends or family for help – 62 (26.05%)
- Called service provider to provide feedback and/or make a complaint – 122 (51.26%)

- Contacted an advocate from another disability organisation to the service provider for assistance – 49 (20.59%)
- Contacted the NDIS to provide feedback – 54 (11.42%)
- Contacted the NDIS Quality and Safeguards Commission – 34 (22.69%)
- Didn't take any actions because I couldn't find information on what action to take – 26 (10.92%)
- Didn't take any actions because I couldn't decide what to do – 37 (15.55%)
- Didn't take any action because it would make me feel more unsafe – 5 (2.10%)
- I have not been unhappy with an NDIS support or service – 7 (2.94%)
- Other (please specify) – 77 (32.35%)

Respondents were provided the opportunity to provide a further free text response in the 'other' section. These specific responses were largely grouped around:

- cancelling a service
- changing a provider, and
- requesting a specific internal or Tribunal review.

Some respondents stated they did nothing as they were worried it may make things worse.

Question: Do you access disability supports or services which are not NDIS funded?

Insight 8 – 37% of respondents access disability supports or service which are not NDIS funded. Approximately 10% indicated that they do not but ‘would like to’.

342 respondents answered this question.

- 126 respondents (36.84%) answered ‘yes’
- 178 respondents (52.04%) answered ‘no’
- 34 respondents (9.94%) indicated ‘no, but they would like to’
- 4 respondents (1.16%) indicated ‘I do not know’.

A free text question was provided asking respondents to identify specific supports or services they receive which are not NDIS funded. A critical support was the Disability Support Pension or other income support payment.

Respondents identified accessing a range of health services including allied health services, psychological services and medical specialist services as supports that were not part of their NDIS funding plan. Other services accessed included dietitians’, naturopaths, acupuncture and other natural remedy services, and podiatrists.

Respondents also consistently identified accessing:

- personal trainers and exercise physiologists
- gyms
- yoga and Pilates
- education support services
- social support services

- community activities and recreational services (including sporting activities) and
- specialist disability employment services.

Driving lessons was a service identified by a small number of respondents who suggested they should be NDIS funded. A small number of respondents also noted that they accessed specialist news and media services supporting their communication needs which were not funded by the NDIS.

“Radio reading services such as Radio for the Print Handicapped. NDIS should fund these services as information access is a critical issue for many people with disabilities.”

“Braille and talking book library.”

The key point to note, is that in many cases, the NDIS is not funding all the supports and services a person with disability may need to participate fully in the community consistent with upholding their autonomy and dignity.

For some, accessing these services becomes a necessary additional out-of-pocket expense.

For others, the cost to do this is prohibitive. This means that there are people with disability in Australia who are not receiving the appropriate levels of support, despite the NDIS.

“The NDIS doesn’t always pay for the things that are directly related to my disability like specialist appointments. This means I can’t access these and I am living with more pain than I need to be. It should cover everything related to my disability like Motor Accident Insurance or worker’s compensation.”

“The things that the NDIS will fund are not necessarily the things that I need, and they won’t fund the things I need.”

The experiences of those not on the NDIS

The following questions were targeted to those who, when asked if they were a NDIS participant replied 'no' or 'no, but I would like to be'.

There were 69 respondents in total not receiving NDIS funding (5 from the Easy Read and 64 from the non-Easy Read surveys).

Question Why have you not accessed the NDIS?

Respondents in this stream were next asked why they had not accessed the NDIS, and if they had encountered any barriers to accessing the NDIS. 64 respondents not receiving NDIS funding provided responses. Multiple responses could be selected.

A significant percentage of respondents not receiving NDIS funding indicated this was because the NDIS was in some way inaccessible, including because of difficulties in obtaining supporting documentation.

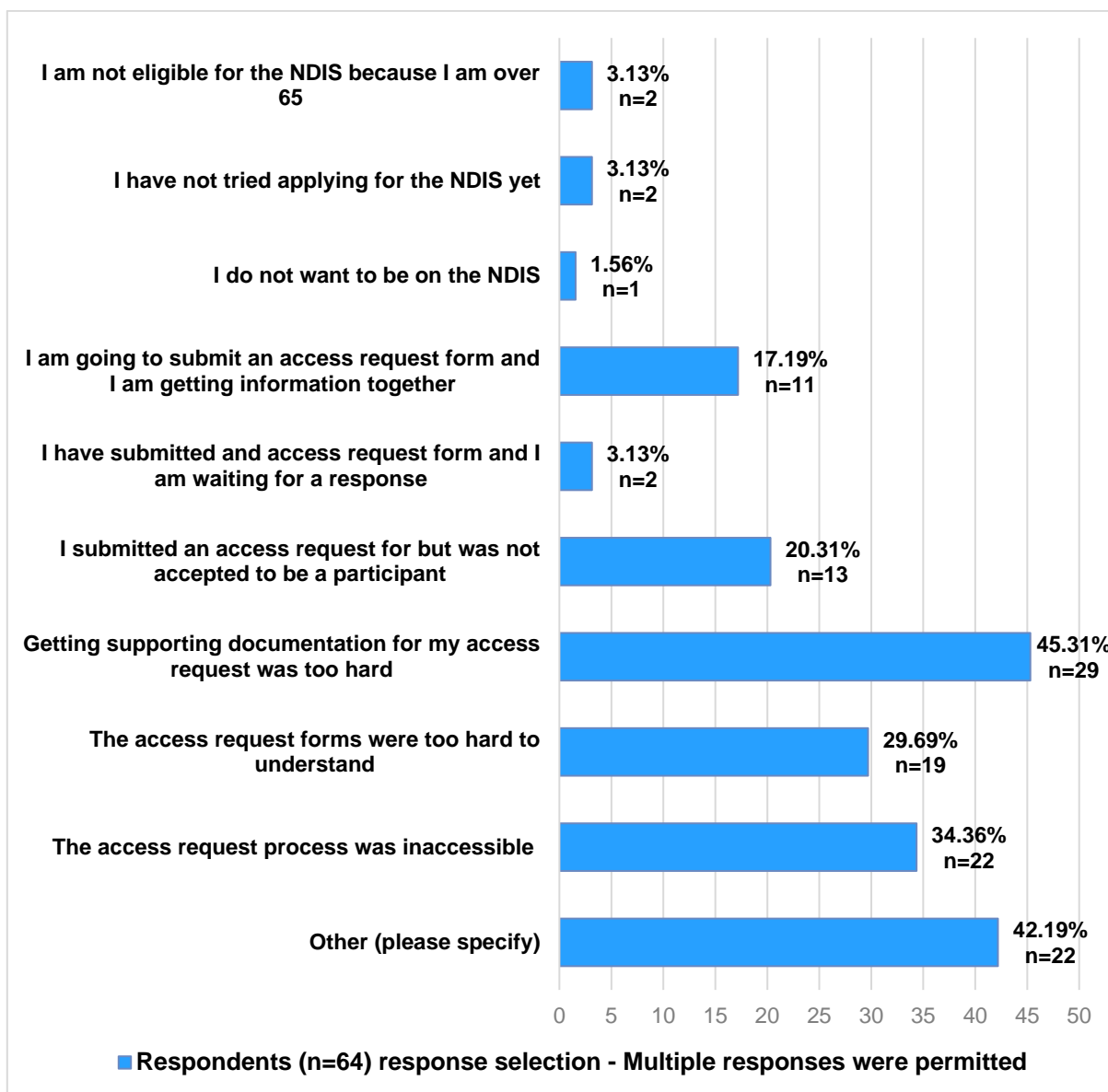


Table 13: What are your reasons for not accessing the NDIS?

64 respondents answered this question and were able to select multiple answers. Respondents noted the following reasons for not accessing the NDIS:

- The access request process was inaccessible – 22 (34.36%)
- The access request forms were too hard to understand – 19 (29.69%)
- Getting supporting documentation for my access request was too hard – 29 (45.31%)

- I submitted an access request for but was not accepted to be a participant – 13 (20.31%)
- I have submitted an access request form and I am waiting for a response – 2 (3.13%)
- I am going to submit an access request form and I am getting information together – 11 (17.19%)
- I do not want to be on the NDIS – 1 (1.56%)
- I have not tried applying for the NDIS yet – 2 (3.13%)
- I am not eligible for the NDIS because I am over 65 – 2 (3.13%)
- Other (please specify) – 27 (42.19%)

For those who answered 'other', the key free text responses identified related to the person's disability not being identified, the disability being deemed too mild, and/or the costs of obtaining medical reports and assessment being prohibitive.

“I do not have the capacity or finances to pursue the medical reports required and I'm worried it will just be denied.”

“Not eligible as not disabled enough.”

One respondent stated they had heard it was too hard from others so had decided not to bother applying at all. Another respondent noted they simply did not want to be on the NDIS. Others thought they would be ineligible so did not attempt to apply or had just not turned their attention to it yet.

“I'm not sure if I can access it and how I can access it.”

“Access to disability supports not funded by the NDIS”

Question Do you access any services that provide support related to your disability?

In relation to disability supports not funded by the NDIS, respondents who are not currently NDIS participants (including those who would like to be an NDIS participant) were asked if they access services any services that provide support related to your disability.

68 responses were received.

- 27 respondents (39.70%) answered 'yes'
- 15 respondents (22.05%) answered 'no'
- 26 respondents (38.23%) responded 'no, but I would like to.'

Respondents were prompted to identify some services they are currently accessing outside of the NDIS. A significant response theme was psychosocial services including counselling, psychiatric, and other medical professional services especially general practitioners. Other areas receiving responses includes educational support, physiotherapy, and household and daily living support including meal preparation, cleaning, and lawn mowing. Social support in the sense of assistance with running errands was also mentioned.

Respondents were further asked what disability supports they would *like* to access. Key services identified across the responses included:

- employment assistance/career support
- transport
- technology and mobility aids
- physiotherapy
- support for pain management, and
- home and daily living supports.

Conclusion

The survey responses indicate that a significant percentage of current NDIS participants and those who are not current participants have experienced difficulty accessing the Scheme.

Regardless of whether a survey respondent had trouble accessing the Scheme, they, along with respondents who did not experience initial difficulties, identified a range of issues that occurred when access to the Scheme was achieved. These issues include:

- problems with communication in terms of accessibility and consistency of information from NDIA staff, planners, Local Area Coordinators, and some service providers
- inconsistency with service provider staffing availability and quality
- a lack of perceived transparency in decision making by the NDIA/NDIS
- receiving inadequate funding to meet needs or receiving funding for the wrong things, and
- a continual fear that funding may be taken away.

For all the challenges, respondents were largely grateful for the NDIS – when it was working well. It has, based on a significant number of responses, genuinely changed many lives for the better.

The overwhelming consensus from respondents is that it should be easier to access, especially on an ongoing basis. More certainty of long-term funding would be welcome.

The survey responses provide a good evidence base for review of practice and policy. Five broad areas to focus on immediately to empower participants based on responses to our survey include:

- 1. NDIA frontline staff and intermediaries working with participants in planning, review, call centre and other participant-facing and decision-making roles, undergo training in understanding disability-specific needs and in providing trauma informed support through the access, planning and review process.**
- 2. Create processes that recognise and value the lived expertise of people with disability, including by listening.**

Listen to participants during the planning meeting, acknowledging the expertise of a participant's understanding of their disability and how their needs can be supported.

Survey respondents appreciated opportunities for choice and control over their life, and how the NDIS provided this. People with disability want more of this.

- 3. The level of requested documentary evidence should not be unreasonable and costs barriers must be reduced. Simplify and make the process user friendly for obtaining and providing supporting documentation to support an application.**
- 4. Review information content and communication strategies to ensure that NDIS participants have access to accessible information on how to access services, how funding can be spent, and how feedback and suggestions can be made – including raising issues on safety and quality of services.**

The participant's preferred mode of communication must be recognised and utilised. Communication strategies need to acknowledge the disability-related communication needs of a participant.

- 5. Introduce increased certainty and permanency into funding so participants can better plan and live their lives without fear that funding will be removed without warning.**

This includes reviewing the frequency of plan reviews to the least possible to reduce stress.

Appendix

PWDA NDIS Review Survey Questions

Question 1: Are you a person with a disability?

- Yes
- No

Question 2: Do you live in Australia?

- Yes
- No

Question 3: My disability is best described as (compulsory question)

- Multiple
- Acquired Brain Injury
- ADHD/ADD
- Autism
- Cerebral Palsy
- Hearing
- Intellectual
- Multiple Sclerosis
- Vision
- Physical
- Psychosocial
- Neurological
- Other

Question 4: My gender identity is best described as (compulsory question)

- Female
- Male
- Non-binary
- Gender fluid

- Gender queer
- Agender
- Prefer not to say

Questions 5: My age is (compulsory question)

Questions 6: My postcode is (compulsory question)

Question 7: I identify as Aboriginal and/or Torres Strait Islander (compulsory question)

- Yes
- No
- Prefer not to say

Question 8: I identify as culturally and linguistically diverse (CALD) (compulsory question)

- Yes
- No
- Prefer not to say

Question 9: I identify as LGBTQIA+ (compulsory question)

- Yes
- No
- Prefer not to say

Section 2: YOUR NDIS EXPERIENCE ***THIS IS THE FORK PAGE*******

Question 10: Are you a NDIS participant?

- Yes
- No
- No, but I would like to be

THIS IS THE YES, I AM AN NDIS PARTICIPANT GROUP QUESTIONS

Question 11: What are the best things about the NDIS for you?

- Free text response.

Question 12: What improvements would you like to see to the NDIS?

- Free text response.

Question 13: What best describes your experience accessing the NDIS?

- Very difficult
- Somewhat difficult
- Neither easy nor difficult
- Somewhat easy
- Very easy

Question 14: Please provide information about why you gave that answer.

- Free text response.

NDIS PLANNING

Question 15: Have you had any NDIS planning meetings?

- Yes
- No

Question 16: Thinking about your NDIS planning meeting, what best describes your experience?

- Very difficult
- Somewhat difficult
- Neither easy nor difficult
- Somewhat easy
- Very easy

Question 17: Please provide information about why you gave that answer.

- Free text response.

Question 18: Do you experience any barriers getting the best out of your NDIS plan?

- Yes
- No

NDIS BARRIERS

Question 19: Please select a box or boxes below that best describe your barriers.

- I live in a regional/remote/rural area where there are no NDIS services
- I live in a regional/remote/rural area where NDIS choice is limited

- I have not found service providers that meet my needs
- I have not found a service that meets my expectations of quality
- The service I need has not been included in my plan
- The amount in my plan does not cover the full cost of the service I need
- Staff shortages have impacted the reliability of my services
- Other (please specify)

Question 20: Please provide information about why you gave that answer/s.

- Free text response.

NDIS AND SERVICES RELATIONSHIPS: The next section will ask you about your relationships between you and the NDIS, your service providers, and supports.

Question 21: Have you felt unsafe when receiving an NDIS service?

- Yes
- No

Question 22: What action did you take? Select all that apply.

- Contacted friends or family for help
- Made a complaint/gave feedback to the service provider
- Contacted an advocate for assistance
- Contacted the NDIS to provide feedback/complaint
- Contacted the NDIS Quality and Safeguards Commission
- Didn't take any action because I couldn't find information about what to do
- Didn't take any action because it would make me feel more unsafe
- Other (please specify)

Question 23: Have you ever felt concerned about the quality of the NDIS service you received?

- Yes
- No
- Unsure

Question 24: What action did you take? Select all that apply.

- Contacted friends or family for help

- Gave service provider feedback/made a complaint
- Contacted an advocate for assistance
- Contacted the NDIS to provide feedback /complaint
- Contacted the NDIS Quality and Safeguards Commission
- Didn't take any action because I couldn't find information about what to do
- Didn't take any action because it would make me feel more unsafe
- Other (please specify)

Question 25: Do you access disability supports or services which are not NDIS funded?

- Yes
- No
- No, but I would like to

Question 26: What are these services?

- Free text response

YOUR NDIS EXPERIENCE *THESE QUESTIONS ARE FOR THE NOT AN NDIS PARTICIPANT GROUP**

Question 27: Please tick all of the boxes that apply for why you have not accessed the NDIS.

- The access request process was inaccessible
- The access request forms were too hard to understand
- Getting reports for my access request was too hard
- Getting reports for my access request was too expensive
- I submitted an access request form but was not accepted to be participant
- I have submitted an access request form and I am waiting for a response
- I am going to submit an access request form and I am getting information together
- I do not want to access the NDIS
- I am not eligible for the NDIS because I am over 65
- Other (please specify)

Question 28: Do you access any services that provide support related to your disability?

- Yes
- No
- No, but I would like to

Question 29: What are these services?

- Free text response.

Question 30: What disability supports would you like to access?

- Free text response.

Question 31: Is there anything more you want to tell us?

- Free text response.

YOUR NDIS EXPERIENCE *THESE QUESTIONS ARE FOR THE NO, I AM NOT AN NDIS PARTICIPANT BUT I WOULD LIKE TO BE GROUP**

Question 32: Please tick all of the boxes that apply for why you have not accessed the NDIS.

- The access request process was inaccessible
- The access request forms were too hard to understand
- Getting reports for my access request was too hard
- Getting reports for my access request was too expensive
- I submitted an access request form but was not accepted to be participant
- I have submitted an access request form and I am waiting for a response
- I am going to submit an access request form and I am getting information together
- I do not want to access the NDIS
- I am not eligible for the NDIS because I am over 65
- Other (please specify)

Question 33: Do you access any services that provide support related to your disability?

- Yes
- No

- No, but I would like to

Question 34: What are these services?

- Free text response.

Question 35: What disability supports would you like to access?

- Free text response.

Question 36: Is there anything more you want to tell us?

- Free text response.

* * * * *



PEOPLE WITH DISABILITY AUSTRALIA

People with Disability Australia (PWDA) is a national disability rights and advocacy organisation made up of, and led by, people with disability.

For individual advocacy support contact PWDA between 9 am and 5 pm (AEST/AEDT) Monday to Friday via phone (toll free) on **1800 843 929** or via email at pwd@pwd.org.au

Submission contact

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**A voice
of our
own**