



NDIS Utilisation Project



Easy Read

www.unimelb.edu.au

Contents

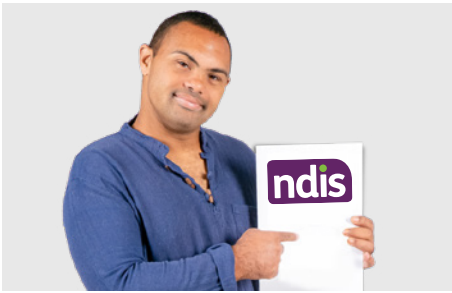
How NDIS participants in Victoria use their plans	1
<hr/>	
What made it easy to use NDIS plans	4
<hr/>	
What made it hard to use NDIS plans	6
<hr/>	
What we think governments and other partners should do	10
<hr/>	

CID made this document Easy Read.

You need to ask CID if you want to use any of the pictures.

Contact CID at **business@cid.org.au**.

How NDIS participants in Victoria use their plans



This project wanted to find out how NDIS participants use their plans.

Participants are people on the NDIS.



We wanted to know what helped people use their plans and what made it difficult to use their plans.



We spoke to more than 100 people in 2020.



This report is about what these people told us.

Who participated in the study?



14 people said they were from First Nations backgrounds.

First Nations means people from Aboriginal and Torres Strait Islander backgrounds.



20 people said they were from culturally and linguistically diverse backgrounds.

CALD for short.

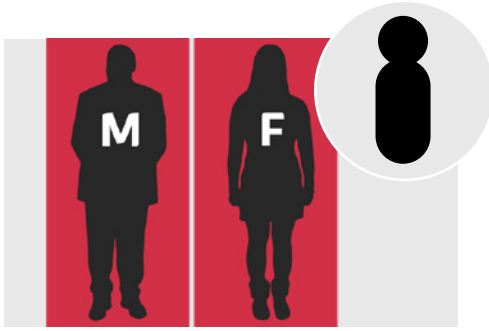
CALD means people who are from different cultural backgrounds or speak other languages than English.



About half the people we spoke to were women.



A little less than half were men.



6 people we spoke to said they were non-binary.

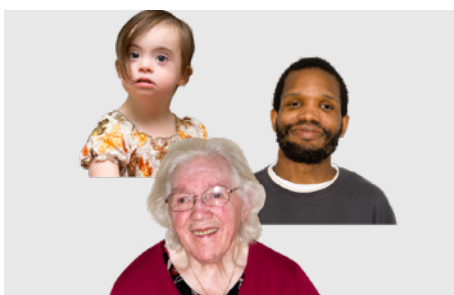
Non-binary means you do not think of yourself as either a man or a woman.



A little more than half the people we spoke to came from Melbourne.



A bit less than half came from country Victoria.



The people we spoke to had lots of different disabilities.

Many people had more than 1 disability.

What made it easy to use NDIS plans



People said it makes it easy when the plan says what the person wants and needs.

It also makes it easy if you have enough money in your plan.



People said they got better plans when they

- Knew how to use the NDIS
- Knew how to speak up and tell people how they want to use their plans
- Had others to help them speak up



- Got NDIS workers that respected them



People said they were able to use their plans when they

- Had support to help them understand their plan



- Had support they could trust to use the plan



- Had more time to find the right services



- Had more time to learn skills to use the plan

What made it hard to use NDIS plans



People said it was hard to use the NDIS because there were not a lot of good services.



This could be services like

- Disability services
- Mainstream services
- Therapists
- Support workers



Not having good services was the biggest problem for people.

Especially for people who live outside of Melbourne.



There are other things that make it hard to use the NDIS plan.



Sometimes you need to use one part of the plan before you can use another.



It makes it hard to use the rest of the plan when one thing does not get done on time.



Sometimes the NDIS takes a long time to get back to people.

Peoples lives can change in that time.

Their plan might no longer be right for them.



People do not get enough support to understand their plans.



There is also not enough support for plan nominees.

A **plan nominee** is someone who takes care of your NDIS plan for you.



Sometimes people are treated in a bad way by the NDIS and service providers.

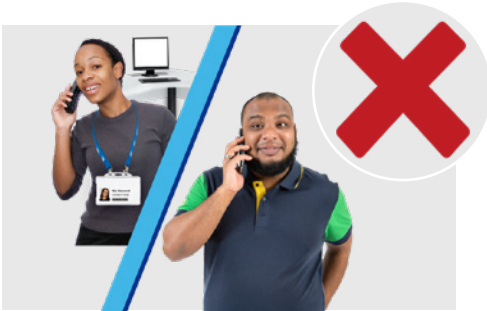


Sometimes people are treated in a bad way

- At School, uni or Tafe
- At Work
- In the community,



This can make it hard for people to use their NDIS plans.



Some services are no longer around since the NDIS started.



Some services cost a lot of money now that there is the NDIS.

What we think the NDIS should do



There are lots of things the NDIS, government and service providers can do to make this better.



They could make sure there are more NDIS workers.



Make sure there are more people working to support people with disability with their

- Goals
- Disability and mental health



- Culture



They could make sure NDIS workers better understand the disabilities people have.



They could give more money to

- Advocacy organisations
- Community organisations
- Organisations run by people with disability



These organisations can help people understand the NDIS.

They can help them understand services and supports.



They could tell people more about things they can do in the community.



They could make it easier for people to get

- Things they need
- Technology like computers
- Changes to their home



They could make sure the NDIS works together with



- People with disability



- Disability organisations



- People with a psychosocial disability



- First Nations people



- People from CALD backgrounds



- Other support organisations like for mental health



They should work together to make sure everyone can understand and get on the NDIS.



They must look into why the NDIS is difficult for some people.



There needs to be more support for people to speak up when things are not right.



They need to make sure all people with disability are included and have their say.

Contact us



For more information about this report email Alexandra on

Alexandra.devine@unimelb.edu.au