

What we learned from participants



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

We will write contact information at the end of this book.

Who wrote this book?



The **National Disability Insurance Agency** or NDIA wrote this book.



The NDIA manages the **National Disability Insurance Scheme** or NDIS.

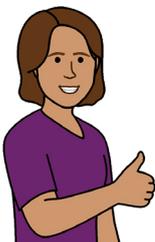


The NDIS gives services and support to people with disability.

About this book

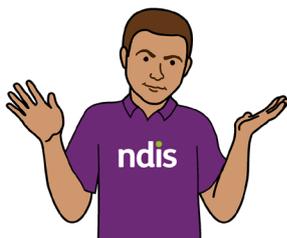


We did **interviews** with participants who use the NDIS.



Interviews mean we ask questions to learn

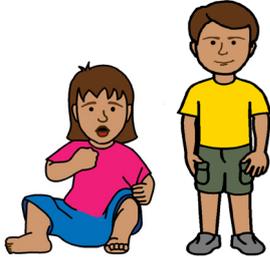
- what is good about the NDIS



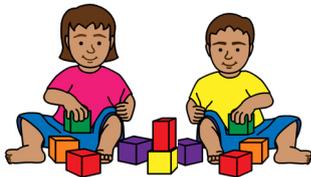
- what the NDIS can do better.

What did we learn?

Participants under school age



We learned many good things about participants under school age.



More participants under school age could

- find friends to play with



- be part of community activities

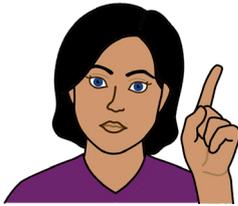


- be part of family life



- use the right services for them.

Parents said mostly good things about getting access to good services for their child.



There are also things the NDIS can do better for participants under school age.



Some family members and carers of participants under school age said

- they want their child to do more things with other children



- their child still needs more help to do some day to day things. For example, self care.

Participants starting school to age 14



We learned many good things about participants starting school to age 14.

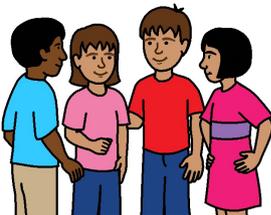


More participants starting school to age 14 could

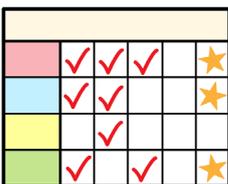
- do more things on their own



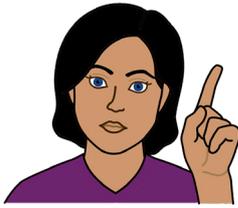
- manage day to day life



- make friends



- have goals at school that their parents and carers know about.



There are also things that can be better for participants starting school to age 14.



Fewer participants go to mainstream schools.

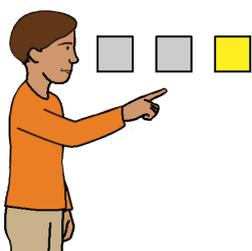


Parents and carers want their child to do more things with other children.

Participants aged 15 to 24



We learned many good things about participants aged 15 to 24.



Participants aged 15 to 24

- have more choice about what they do each day



- have the chance to learn more new things and get qualifications after school



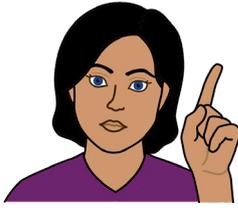
- do more in the community



- are more likely to work than in the past



- use the right health services for them.



There are also things that can be better for participants aged 15 to 24.



Fewer participants

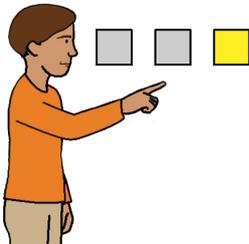
- are happy with the home they live in



- say they have good health



- are in an education or training setting.



Participants also said

- they want more choice and control

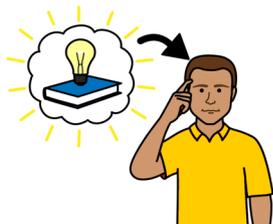


- there are things they wanted to do in the past 12 months that they could **not** do.

Participants aged over 25

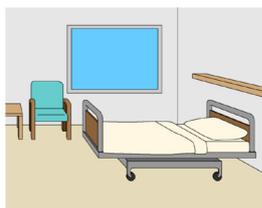


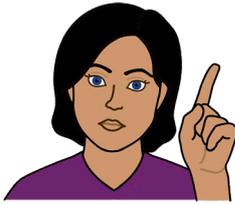
We learned many good things about participants aged over 25.



Participants aged over 25

- still learn new skills after school
- are more connected to the community
- did **not** go to the hospital as much
- feel good about the staff who support them.





There are also things that can be better for participants aged over 25.

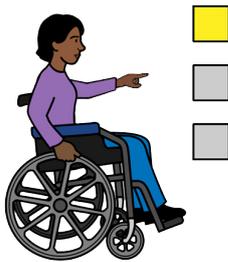


Fewer participants

- say they feel safe in their home



- say they have good health.



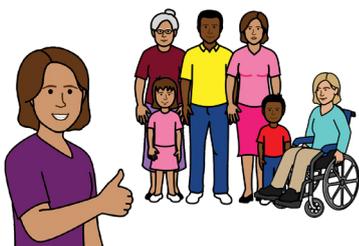
Participants also said

- they want more choice and control

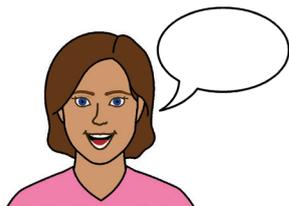


- there are things they wanted to do in the past 12 months that they could **not** do.

How has the NDIS helped?

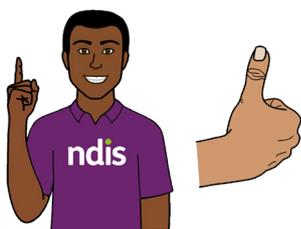


The interviews showed that the NDIS has helped participants of all age groups in many ways.

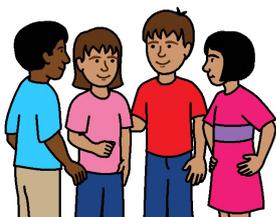


Participants who used their plan more said good things about the NDIS more often.

How can we do better?



The interviews showed we can do some things better.



Children up to age 14 need support to

- be social and make friends



- be part of mainstream school.

People 15 and over need support to stay healthy as they get older.



More information

For more information contact
the National Disability Insurance Agency.



Call 1800 800 110



You can get the full information on our website
www.ndis.gov.au



Email enquiries@ndis.gov.au



If you need help to speak or listen use the
National Relay Service.

Call 1800 555 660



Website
communications.gov.au/accesshub/nrs



Give the relay officer the phone number you
want to call.



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