



What we learned from families and carers



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

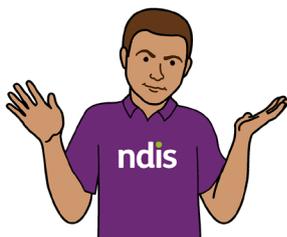


We did **interviews** with family members and carers of participants who use the NDIS.



Interviews mean we ask questions to learn

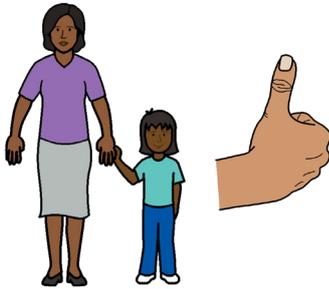
- what is good about the NDIS



- what the NDIS can do better.

What did we learn?

Participants aged under 14



Family members and carers of participants aged under 14 said mostly good things.



More family members and carers said they

- have more time to get a job



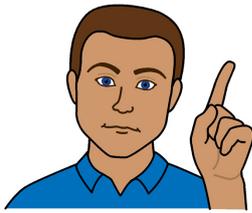
- can spend more time at work



- use services in a helpful way



- can reach out to others when they need support
 - for example, if they feel sad.



Family members and carers of participants aged under 14 said some things could be better.



Some family members and carers said

- it is hard to find jobs or go to work

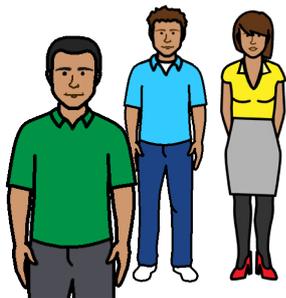


- it is hard to be social and connect with the community



- their health has got worse.

Participants aged 15 to 24



Family members and carers of participants aged 15 to 24 said mostly good things.



More family members and carers said they

- have more time to get a job



- can spend more time at work

- can use services in a helpful way

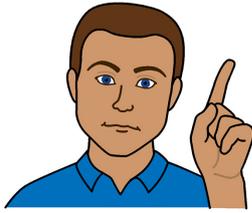


- feel good about their life



- can reach out to others when they need support

– for example, if they feel sad.



Family members and carers of participants aged 15 to 24 said things could be better.



Some family members and carers said their health has got worse.

Participants aged over 25

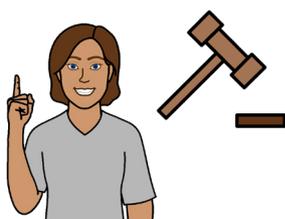


Family members and carers of participants aged over 25 said mostly good things.



More family members and carers said they

- can work as much as they want



- understand their rights

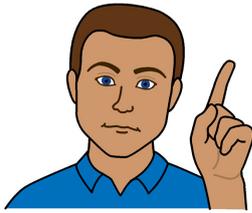
- understand the rights of participants



- have found services that listen and help them plan for the future



- use services to help them give care to the participant they support.



Family members and carers of participants aged over 25 said some things could be better.



Some family members and carers said their health has got worse.

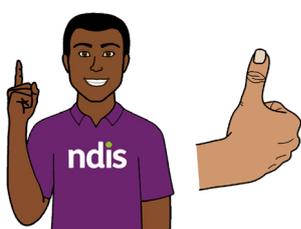
Not as many family members and carers kept their job over time.

How has the NDIS helped?

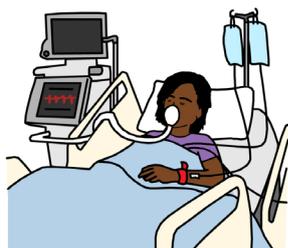


The interviews showed that the NDIS has helped all groups of families and carers feel supported.

How can we do better?



The interviews showed we can do some things better.



All groups of families and carers said their health has got worse.



Some families and carers still say they **cannot** find a good job or work as much as they want.



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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