

NDIS Briefing Participant Feedback



Celebrating 
15 YEARS of leading
and influencing change

About Queenslanders with Disability (QDN)

- State-wide network of over 1500 members
- 24 Local Support Groups across Queensland's rural, remote and metropolitan areas
- QDN's mission is to empower people with disability to be fully included as citizens in the social and economic life of their community

What we do:

- Provide information and referral support to people with disability
- Systemic advocacy around mainstream and disability issues
- Specific funded projects like NDIS participant readiness- co-designed and delivered by members

What QDN doesn't do:

- Provide disability specific services

How information has been collected on participants experience:

- QDN members
- Local Support Group members
- Sought feedback from QTAG members on participants experience

What we are hearing overall

ACCESS

- People who felt they were informed and well supported in a culturally appropriate way to know how to access the scheme had a better experience
Information and support needs to be culturally appropriate
- People who experienced challenges:
 - New participants and people who receive funding from other Government programs
 - People who identify as Culturally and Linguistically Diverse (CALD)
 - People with dual or psychosocial disabilities
 - People living in rural and remote areas
- People holding back:
 - People who do not identify as having a disability
 - People receiving State funded disability services who are not always aware they need to move to the NDIS
 - People unaware that what they say can be taken as not consenting

PLANNING

- People have expressed they had greater satisfaction if they were:
 - Well informed and understood the planning process
 - Had information in a user friendly and culturally appropriate format
 - Had an advocate, family member, service provider, interpreter, friend helping them with the planning process
 - Already receiving disability supports
- People who were less prepared and less supported had a less satisfactory experience

ACTIVATION

- People who received disability supports prior to the NDIS found navigating plan activation easier
- People expressed confusion around “new language and roles” including how the different roles fit into plan activation eg Supports Coordinator, Local Area Coordinator, Service Provider, Plan Manager
- People holding back and frustrated as they were uncertain about how to activate their plan or lacked the skills required to activate their plans
- People found it challenging finding organisations able to deliver what they want - right time, place, people and skills

What does this mean for organisations?

- For providers who go the **extra mile** participants will have a good experience and be more likely to recommend your services to others in their networks

The extra mile:

- Being willing to listen to participants and understand their story
- Providing “user friendly” culturally appropriate information around the NDIS pathway
- Being pathway navigators working collaboratively with participants to connect people with local disability, mainstream and community organization’s as well as informal supports
- Being prepared to invest in supporting people through the process without guaranteed returns
- Providing services in a flexible way including trials and short term contracts
- Setting realistic expectations with potential and existing clients on what services you do and don’t deliver

Queenslanders with Disability Network

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