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Public Service
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Group



MELBOURNE
SOCIAL EQUITY
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Choice, control and the NDIS

Service users' experiences of the National Disability Insurance Scheme

<http://socialequity.unimelb.edu.au/research/projects/disability-and-mental-health/choice,-control-and-the-ndis>

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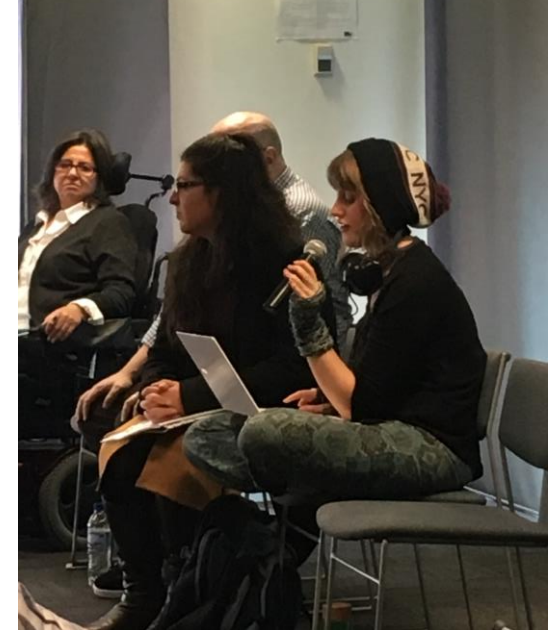
Disability Employment Australia's Conference 6 September 2017

Our research

- Is the NDIS giving people with disabilities **more choice and control** over their care?
- Is it making the funding and organising of disability services **less complex and more efficient** for service users?
- Is it promoting **equity of access** to services and support?



Our research team



Interviewees' perspectives of transitioning to the NDIS



Our findings

- Choice and control varied with people's needs and individual circumstances
- Views on the complexity and efficiency of the NDIS were shaped by people's expectations of the scheme, their experience of the planning process, and communications with the scheme
- Access to information, services and support was inconsistent, flagging equity issues in the scheme



Based on our findings, some challenges facing DES

“DES participants will have greater choice about the services they receive and how they receive them”

Choice and control	<ul style="list-style-type: none">• Jobseekers’ expectations for service and outcomes• Provider incentives• Labour market conditions
Complexity and efficiency	<ul style="list-style-type: none">• Coordinating services and support for jobseekers• Offering clear and timely pathways to work• Attracting and retaining good workers
Equity	<ul style="list-style-type: none">• Supporting hard-to-place jobseekers• Coordinating services and support for jobseekers with complex needs and/or in thin markets