



**UNSW**  
CANBERRA



Public Service  
Research  
Group



MELBOURNE  
SOCIAL EQUITY  
INSTITUTE

# 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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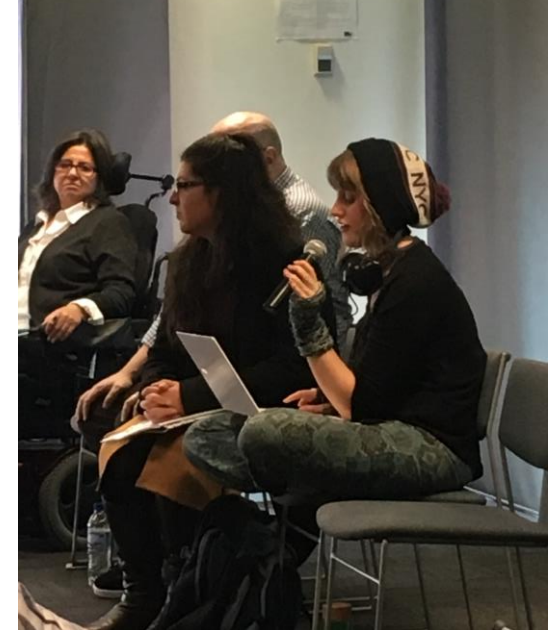
**Disability Employment Australia's Conference 6 September 2017**

# 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

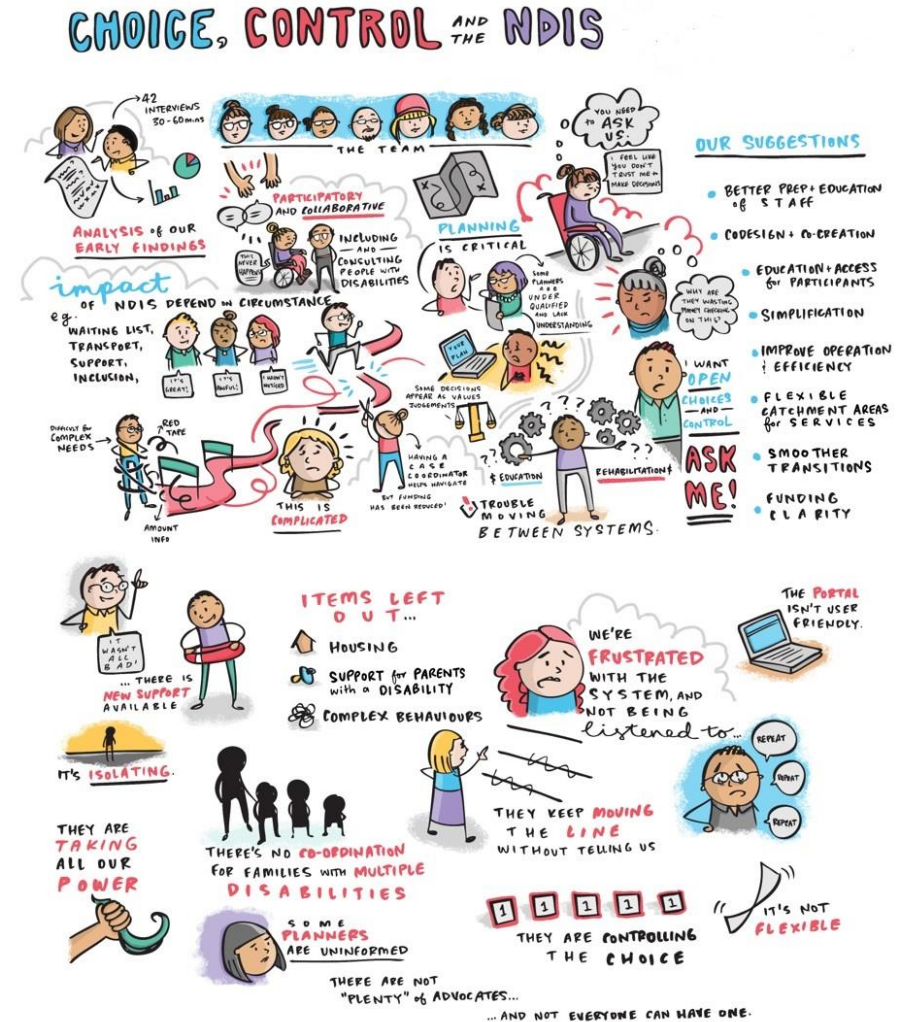


# Interviewees' perspectives of transitioning to the NDIS



# 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



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# Based on our findings, some challenges facing DES

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

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