

# The NDIS

## In New South Wales

CREATE in New South Wales asked 28 young people (aged between 12-25 years old) with experience of out of home care and the NDIS about their experiences interacting with the NDIS.

52% of young people said they felt moderately or very well supported by the NDIS system.

Only 45% of young people felt they were reasonably involved in decisions about the NDIS.

55% of young people felt that NDIS staff showed little or no interest in their opinions.

Young people who felt well supported by the NDIS usually had lots of help from carers, case workers and advocates.

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I just feel like I want to be more involved. I don't want to be left out in the shadows. (Female, 15.)

The system isn't fair. If you've got a loud voice, you get the money...You have to have an advocate. (Female, 23 and her carer)

"Mum goes to meetings when I'm at school. It's too hard to understand. Mum explains." (Male, 12 years)

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## Key Messages

- Young people found the NDIS very confusing and needed significant assistance to engage with it. Carers usually provided the most support.
- Communication from the NDIS was inaccessible for young people, especially if they had intellectual disabilities. For example, letters from the NDIS were too hard to read, so young people needed to ask adults to help read and understand their NDIS plan.
- Young people also said they didn't feel listened to by NDIS staff. Young people suggested that NDIS decision makers and staff could make young people feel more empowered by; being friendly, kind and supportive, asking questions, listening, showing an interest in them and 'taking their views' seriously.



Be kind, listen, get involved in what the individual wants and try to create a pathway in what will support them in achieving that goal, regardless of what the goal may be. (Female, 24 years)

## Actions

- Commitment to Professionalism and Care
- Relationships, Communication, and Connectivity
- The Voice of Young People
- Planning for Continuity and Periods of Transition
- Targeted Action and Direct Work

Consultation  
completed in 2020

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