

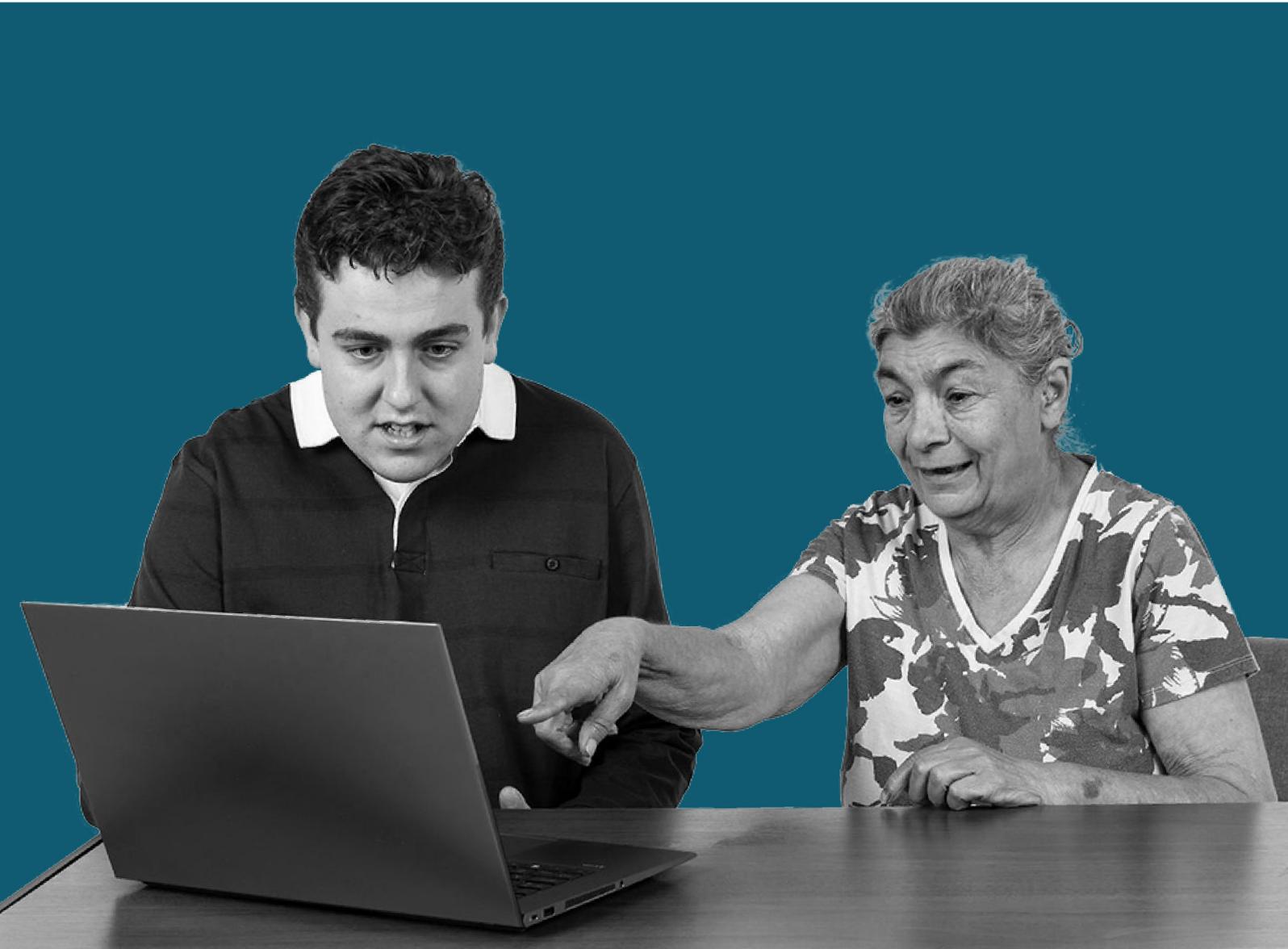


Australian Government
Department of Social Services

Our Decision Support Pilot

A report about what we learned

Easy Read version



How to use this report



The Department of Social Services (DSS) wrote this report. When you see the word 'we', it means DSS.



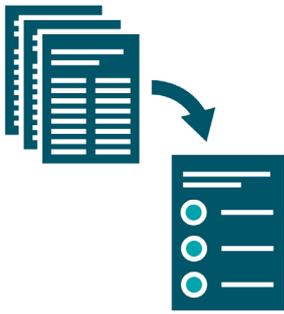
We wrote this report in an easy to read way.
We use pictures to explain some ideas.

Bold
Not bold

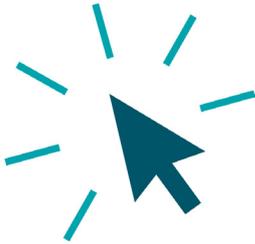
We wrote some important words in **bold**.
This means the letters are thicker and darker.



We explain what these bold words mean.
There is a list of these words on page 16.



This Easy Read report is a summary of another report. This means it only includes the most important ideas.



You can find the other report on our website.

www.dss.gov.au/decision-support-pilot-evaluation-report



You can ask for help to read this report.
A friend, family member or support person might be able to help you.

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About this report



In 2018 we started a new program called the Decision Support **Pilot**.

We just call it 'the Pilot'.

A pilot is a test to work out what:

- works well
- needs to be better.



We started the Pilot to help people who need support to use the **National Disability Insurance Scheme (NDIS)**.



The NDIS provides services and support to people with disability.



The **National Disability Insurance Agency (NDIA)** runs the NDIS.



Some people need support to use the NDIS.
But they might not have anybody close to them
who can help.



We want to make sure that everybody can use
the NDIS.



This report is about what we learned when we did
the Pilot.

How the Pilot worked

The Pilot focused on supporting people with disability who:



- are aged between 18–65



- need support to make decisions



- don't have somebody who can support them to make decisions.



They were people who needed to:

- apply to the NDIS
- use NDIS supports.



We did the Pilot in every state and territory.



We used **providers** to run the Pilot.

Providers support people with disability by delivering a service.



We finished the Pilot in June 2023.

What we learned from the Pilot



When we finished the Pilot, we looked at:

- what went well
- what we could improve.



To find out, we spoke to lots of people who worked on the Pilot.



And we spoke to people with disability who took part in the Pilot.

We also spoke to:



- their carers



- providers.

We looked at lots of **data** from the Pilot.

When we talk about data, we mean:



- facts
- information
- records.



We asked people to share their ideas on 3 key areas.

1. How well the Pilot met people's needs



Most people who used the Pilot:

- wanted to get support from the NDIS
- were able to get support from the NDIS.



Most people who used the Pilot had complex issues.

This means they needed a lot of extra support.



But the people who worked on the Pilot told us that it was able to meet people's needs.

2. How the Pilot improved people's outcomes



Outcomes are important results we want to get for people with disability.

People who used the Pilot were:



- able to make more of their own decisions



- able to find services in their community



- healthier and happier.



The Pilot also helped people get their services from the NDIS faster.



Almost everybody who used the Pilot said that it was a good experience.



They said that the providers were:

- positive
- good at supporting them.

But some people left the Pilot early, because:



- it took too long to apply to the NDIS

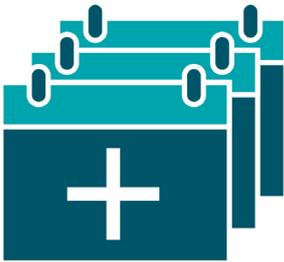


- they stopped communicating with providers.

3. How the Pilot helped providers support people



Providers who worked on the Pilot told us that it helped them give people the support they needed.



They said this was because they had time to focus on what people need.

This meant providers could:



- build a relationship with the people using the Pilot



- build relationships with service providers in the community



- support people to stay in the Pilot.

The NDIA's new policy



Policies are:

- government plans for how to do things
- where rules come from.



We finished the Pilot because the NDIA made a new policy.

The new policy helps people make decisions about how to use the NDIS.

They called it the Supported Decision Making Policy.

The NDIA made the policy to make sure people with disability can:



- meet their goals



- get the support they need to make decisions.

The NDIA created the policy with:



- people with disability



- their families and carers



- organisations that support people with disability.



The new policy started in 2023.



You can read the new policy on the NDIS website:

[http://www.ndis.gov.au/about-us/policies/
supported-decision-making-policy](http://www.ndis.gov.au/about-us/policies/supported-decision-making-policy)

Word list

This list explains what the **bold** words in this document mean.



Data

When we talk about data, we mean:

- facts
- information
- records.



National Disability Insurance Agency (NDIA)

The NDIA runs the NDIS.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



Outcomes

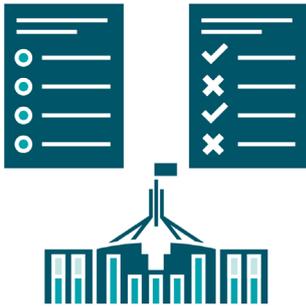
Outcomes are important results we want to get for people with disability.



Pilot

A pilot is a test to work out what:

- works well
- needs to be better.



Policy

Policies are:

- government plans for how to do things
- where rules come from.



Providers

Providers support people with disability by delivering a service.



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