# What do you need?

There have been a lot of changes lately that have had an impact on people with disability, their families and the people who support them – changes such as the introduction of the National Disability Insurance Scheme (NDIS), changes to disability advocacy, and changes to how organisations like AFDO are funded.

Disability Loop respects and values the views of our subscribers and supporters. With everything that is going on, we would love to hear your feedback and ideas about where we should focus our efforts. We want to make sure we are here for you and are meeting your needs – both now and in the future.

Just one short note about completing this survey. This survey has been designed to be completed by a person with disability. But we know our readers also include family members and other interested supporters. We welcome all your views.

The survey asks 30 questions and breaks them into five short sections. It should take between 15 and 20 minutes to complete. We thank you for taking the time to help us with our important work.

We have six $50 Coles Myer vouchers to give away to people who fill out this survey. We will choose the winners randomly after the survey closes, and get in touch with the winners during the week beginning Monday, July 24.

This survey closes at 5pm AEST on Friday, July 21.

If you prefer to fill this survey out online, you can find it at <https://www.surveymonkey.com/r/loop17>

# Section 1

# A little bit about you

## Q1. Are you: (select as many as you like)

A person with disability

A family member

Someone that works with people with disability

A professional advocate

I’m interested in disability issues

Other

## Q2. How old are you? (or if you are a family member - how old is your family member with disability?)

Under 10 years

10-19 years

20-29 years

30-39 years

40-49 years

50-59 years

60-64 years

65 years or more

## Q3. Are you? (or if you are a family member – please tell us the gender of your family member with disability)

Male

Female

Other

## Q4. Are you from an Aboriginal or Torres Strait Islander background?

Yes

No

I am not sure

## Q5. What is the main language you speak at home?

English

Auslan

Other

## Q6. What state or territory do you live in?

Australian Capital Territory

New South Wales

Northern Territory

Queensland

South Australia

Tasmania

Victoria

Western Australia

## Q7. Where do you live?

Capital city or the suburbs

Rural or regional

Remote

# Section 2

# Support from Disability Loop

Disability Loop is a way to find out more about the [National Disability Insurance Scheme (NDIS)](http://www.ndis.gov.au/). Through Disability Loop you can:

* Find a great [selection of resources](https://www.disabilityloop.org.au/resources.html) relating to the NDIS
* Find out how the NDIS is working for other people
* Have your say about the NDIS
* Keep up to date with news and events about the NDIS

## Q8. Do you subscribe to Disability Loop eNews, or follow Disability Loop online?

Yes

No

Other

## Q9. How do you stay in touch with Disability Loop? (you can select as many as you like)

I get the Disability Loop eNews

I follow Disability Loop on Facebook or Twitter

I visit the Disability Loop website regularly

Phone/SMS

Other

## Q10. What do you like most about being a member or supporter of Disability Loop? (you can select as many as you like)

I can get information from the website

I can get information from Facebook or Twitter

I get regular emails

I get the regular newsletter

I can call them for help or support

I can meet with Disability Loop staff

I go to a peer support group (face-to-face or on line)

I can go to member events

I don’t use any of Disability Loop’s services or supports

Other

## Q11. How helpful is Disability Loop to you?

Very helpful

Somewhat helpful

Not sure/not applicable

Not very helpful

Not helpful at all

Comment

## Q12. What types of information do you think Disability Loop should offer in the future? (you can select as many as you like)

More information on the website

More information given face-to-face or over the phone

A newsletter that comes out more often

More information via Facebook or Twitter

Disability Loop events

Disability Loop peer support groups

More information in different formats – Auslan, Braille, Easy English (please tell us your preferred format in the 'other' text box below)

Other

# Section 3

# Information – how can we help you?

We know good quality information is important to people with disability. It helps people make plans and make decisions about their lives. We want to know:

* what kind of information about disability you would like us to provide; and
* how you would like us to get the information to you.

## Q13. Where do you currently get your information about disability and the NDIS from? (you can select as many as you like)

Disability Loop

My family

My friends

My peers - other people with disability

My doctor/s

My service provider/s

Disability websites or newsletters

Government websites or newsletters

International websites or newsletters

Workshops or forums

Facebook or Facebook groups

Blogs

Media (television, newspapers, radio, news websites)

Google

Books or other publications

Other

## Q14. Where do you get good information from? Please select the top five places you find most helpful and rank them from 1 to 5. Number 1 should be the place you find most helpful.

Disability Loop

My family

My friends

My peers - other people with disability

My doctor/s

My service provider/s

Disability websites or newsletters

Government websites or newsletters

International websites or newsletters

Workshops or forums

Facebook or Facebook groups

Blogs

Media (television, newspapers, radio, news websites)

Google

Books or other publications

Other

## Q15. In what ways would you like Disability Loop to provide information to you? (you can select as many as you like)

Face-to-face/over the phone

Written information on the website

Information in other formats – Braille, Auslan, Easy English (please tell us your preferred format in the 'other' text box below)

Email newsletter

Paper newsletter

Social media – Facebook or Twitter

Audio/Video

SMS

Other

## Q16. What topics would you like information about? (you can select as many as you like)

Information about my disability

Advocacy

Ageing

Allowances, pensions or payments

Assistive technology

Communication

Disability related aids and equipment

Early intervention

Education

Employment

Health

Housing

Human rights

Legal issues and justice

National Disability Insurance Scheme (NDIS)

Organising my disability supports

Recreation or cultural activities

Relationships

Sexuality

Transport

Other

# Section 4

# Getting out and about

We know that there are lots of things that prevent people with disability from getting out and about and doing the things they want to do. Sometimes barriers are physical – like not having ramps to get into buildings or not having enough Auslan interpreters. But sometimes those barriers are social – like some people having a negative attitude towards people with disability.

We want to know:

* what barriers you experience in your everyday life;
* what you think Disability Loop could do to help.

## Q17. Are there any barriers that stop you (or your family member with disability) participating in or contributing to your community? What are they? (please select as many as you like)

Lack of physical access (such as ramps, handrails, tactile markings, poor signage)

Lack of access to public transport

Lack of access to interpreters

Lack of access to assistance with communication

Lack of disability related equipment

Lack of money/income

Lack of employment opportunities

Poor attitudes of people in the community

Safety concerns

There are no barriers that I am concerned about

Other

## Q18. In the past have you (or your family member) ever had trouble using a mainstream service? Mainstream or universal services are those services that everyone can use like doctors, hospitals, schools, and public transport.

Yes – always

Yes – sometimes

No – never

## Q19. Can you give an example of one kind of problem you have experienced?

## Q20. What did you do about the problem? (you can select as many as you like)

Nothing

I just went somewhere else

I met with the people at the service and talked to them about the issue

I made a formal complaint

I made a formal complaint to a government body

I didn’t know what to do

Other [free text box]

## Q21. Did anyone help you with the problem? (you can select as many as you like)

No, I was able to solve the problem myself

A family member helped me

A friend helped me

An advocate helped me

Other [free text box]

## Q22. Is there something you wish you could have done?

# Section 5

# And finally …

## Q23. Do you identify as being a person with disability?

Yes

No

I’m not sure

Other

## Q24. If you do identify as having a disability, how do you describe yourself?

## Q25. Are you an NDIS Participant?

Yes

No

I’m not sure

## Q26. If yes, what is something you wish you knew before you became an NDIS Participant?

## Q27. If you answered no to Question 25, what would you like to know about the NDIS?

## Q28. Do you have anything else you would like to tell us?

## Q29. Would you like to subscribe to the Disability Loop eNews?

HTML (regular style eNews, with pictures)

Plain text (no pictures, better for screen readers)

I don’t want to

I already do

My email address is:

## Q30. If you would like to go into the draw to win one of 6 $50 Coles-Myer vouchers, please provide your contact details below. (Your survey will still be anonymous, and we will keep your details private.)

Thank you for taking the time to answer our questions – your feedback is important to us.

If you would like to see the results of this survey, we will make a report and put it on www.[disabilityloop.org.au](http://www.disabilityloop.org.au/). We will tell people about it on Facebook, Twitter, and in our eNews too.

To get this survey back to us you can:

1. email it to: [disabilityloop@afdo.org.au](mailto:disabilityloop@afdo.org.au), or
2. post it to:

Disability Loop c/o AFDO  
Level 2, 247 Flinders Lane  
Melbourne   
VIC   
3000

Survey closes 5PM, Friday July 21, 2017