

An eye to the future: two years of NDIS supported vision services



The NDIS is already delivering for people who are blind or have low vision, but there's more work to be done

"I am getting more personalised service now. I am hoping that I get the Accessible Technology help that I require"

- Client, Geelong

Vision Australia has been actively involved in the Barwon, Hunter and ACT trial sites supporting people who are blind or have low vision to access the National Disability Insurance Scheme (NDIS). Two years into the NDIS, we are providing blindness and low vision supports to over 200 clients. A survey of our clients who are NDIS participants reveals:

73% of Vision Australia's clients who are NDIS participants were satisfied with the range of supports offered to them in their package

77% of clients felt that the support they had received through their NDIS package was greater than what they had previously received

58% of clients surveyed were satisfied with the quality of communication they have received from the National Disability Insurance Agency (NDIA)

81% of clients were satisfied with the services they've received from Vision Australia

35% of clients found the process of applying to become an NDIS participant difficult

75% of clients were satisfied with their NDIS package, overall

Clients who had contact with Vision Australia before applying for the NDIS were more aware of the services available and had a higher level of overall satisfaction with their package.

Being an NDIS participant has been a positive experience for the majority of Vision Australia's clients who are blind or have low vision. But more work needs to be done to improve communication between the NDIA and clients. Vision Australia will continue to learn and ensure that clients' goals and needs are being met through our services.

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blindness and low vision services