



Participant Experiences with Allied Healthcare Services Funded by the National Disability Insurance Scheme During COVID-19

Aim: to investigate via online survey the experiences of NDIS participants, or their parents/carers, when accessing NDIS-funded allied healthcare support during the COVID-19 pandemic



2,391 people completed the survey



52% female



29% aged 0-18 years
67% aged 19-64 years
4% aged 65+ years



All states and territories represented

During the COVID-19 pandemic:

57% experienced continuation of at least one allied healthcare support in-person

28% experienced cancellation of at least one allied healthcare support (due to cancellation by the provider or participant inability/unwillingness to transition to remote delivery)

63% experienced transition of at least one allied healthcare support to remote delivery (66% via video and 34% via telephone)

Of those who had consultations remotely delivered...

>62% were happy with the **privacy/security**

>70% **felt safe** during the consultation

>50% found the technology **easy to use** and felt **comfortable communicating**

>50% believed the care they received was **effective** and were happy with the **management** they received

11-13% believed remotely delivered consultations were **better than being in-person**, and **31-33%** indicated they were **likely to choose to use** such services after the pandemic



Advantages of remotely delivered consultations included **convenience**, **accessibility**, and **reduced waiting time**



Disadvantages of remotely delivered consultations included **lack of physical contact**, **difficulty communicating**, and **lack of visual contact**



There were no differences in experiences with telephone or video



Experiences did not differ according to age, disability, geographical remoteness, or language spoken at home

Findings suggest that respondents had positive experiences using remotely delivered services during the COVID-19 pandemic. One-third would be interested in using such services in the future.