

Appendix 2: Survey of disability service providers

Development of the survey

In August 2016, the Audit Office conducted a survey of disability service providers funded by the Department.

The survey was developed in consultation with the Department and the relevant provider peak bodies, National Disability Services and Aged & Community Services NSW. It was distributed to all providers via the Department's online provider portal and providers were requested to submit only one response for each organisation.

Profile of survey respondents

The survey received 299 responses, a response rate of around 43 per cent of the provider population in 2015–16. Key characteristics of the survey respondents included:

- 87 per cent of respondents described themselves as not-for-profit or charity organisations
- respondents included providers based in metropolitan, regional and rural or remote areas
- all disability service types were represented among survey respondents, covering accommodation, respite, community support, employment support and information and advocacy
- almost one in five providers had participated in an NDIS trial site and a further 49 per cent were operating in an area where the NDIS commenced in 2015–16.

Survey questions

The survey asked questions in the following areas:

1. demographic information, including the geographic areas in which the organisation provides services, the type of services provided and the approximate annual revenue of the organisation
2. plans for delivering NDIS services and, where relevant, the reasons for planning to deliver more or fewer services
3. the organisation's assessment of its readiness for the NDIS, focussing on the seven capability areas used in the Industry Development Fund programs
4. the organisation's use of the capability building resources and programs funded by the Department, including the Industry Development Fund, the Organisation Transition Fund and the Transition Assistance Program
5. the organisation's assessment of the quality and usefulness of the resources and programs funded by the Department in helping them prepare for the NDIS.