

## 4. Families/carers of participants from birth to age 14: Has the NDIS helped?

### 4.1 Aggregate results

For participants entering the Scheme in the first year of transition, and who have been in the Scheme for at least one year as at 30 June 2018, Figure 4.1 shows results after one year in the Scheme for:

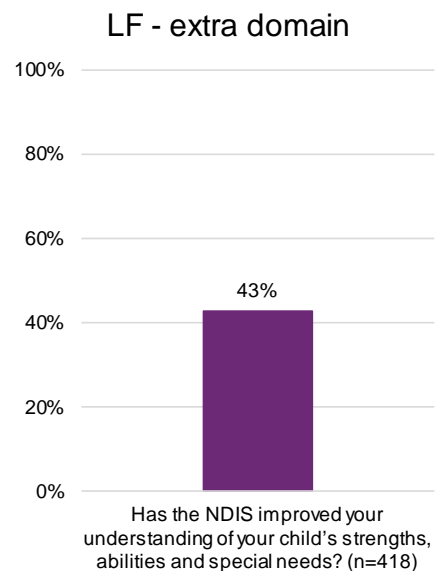
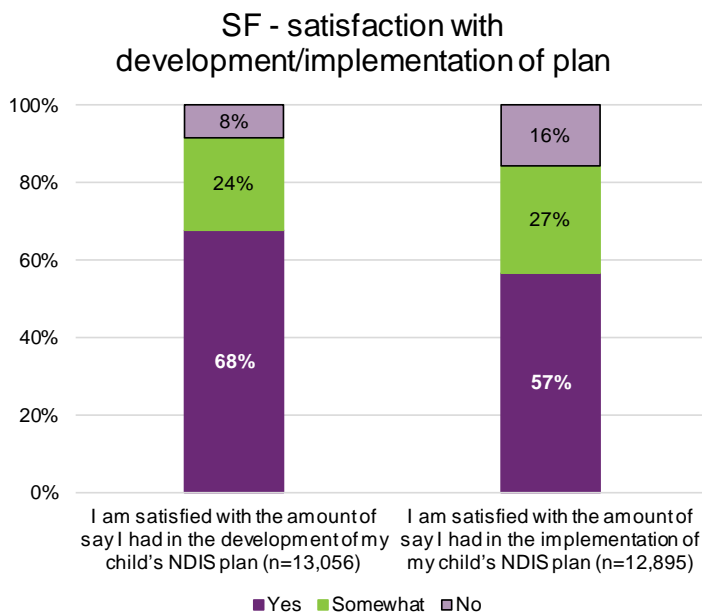
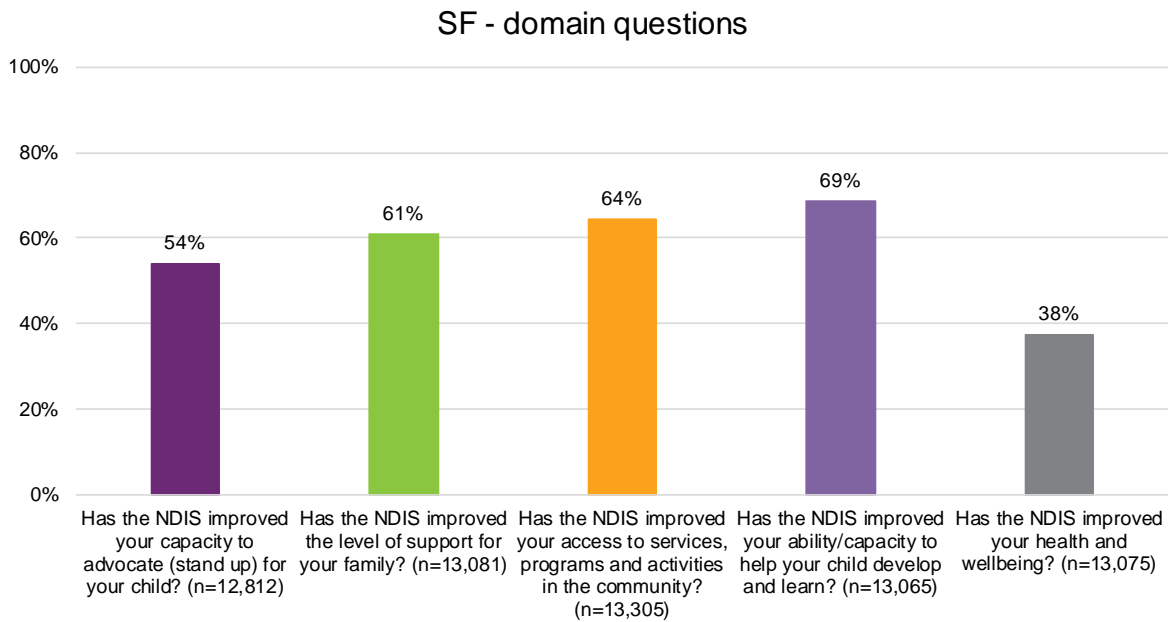
- The percentage of families/carers who think that the NDIS has helped with outcomes related to each of the five SF domains (top plot).
- The percentage of families/carers who think that the NDIS has improved their understanding of their children's strengths, abilities and special needs (bottom right plot). This is an extra domain included in the LF.
- The distribution of responses to the questions asking whether families/carers are satisfied with the amount of say they had in (1) the development and (2) the implementation of their child's plan. These questions are included in this Section because they also measure satisfaction with the NDIS, and require the accumulation of sufficient Scheme experience in order to provide meaningful insights.

Figure 4.1 shows that most families/carers think that the NDIS has helped with the first four SF domains. The most positive results are: 69% agree that the NDIS has improved their capacity to help their child develop and learn; and 64% agree that the NDIS has improved their access to services, programs and activities in the community. However, only 38% felt that the NDIS had improved their health and wellbeing, noting that this is partly the responsibility of the Health system (although this domain also includes questions on employment and social participation).

For the extra LF domain, only 43% thought that the NDIS had improved their understanding of their children's strengths, abilities and special needs.

Families and carers tended to be more satisfied with the development of their child's plan (92% satisfied or somewhat satisfied) than with its implementation (84% satisfied or somewhat satisfied).

**Figure 4.1 Percentage of families/carers who think that the NDIS has helped with outcomes related to each domain**



## 4.2 Results by key characteristics

Analysis by key participant and family/carer characteristics, using one-way analysis and multiple regression, reveals the following key findings:

- Participant age:<sup>26</sup> Families and carers of younger participants tended to be more likely to think that the NDIS had helped. A decreasing trend with increasing

<sup>26</sup> Note that these are cross-sectional, not longitudinal, results.

participant age is apparent in the percentage of positive responses from the one-way analyses, and this is generally confirmed by multiple regression results. For example:

- Satisfaction with the amount of say in the implementation of their child's plan is significantly higher for families/carers of younger participants (73% for families/carers of participants aged 3-4 decreasing to 46% for families/carers of participants aged 13 or older);
  - The percentage agreeing that the NDIS had improved their capacity to help their child develop and learn decreased significantly with participant age (from 87% for families/carers of participants aged 2 or younger to 54% for families/carers of participants aged 13 or older); and
  - The percentage agreeing that the NDIS had improved their health and wellbeing was significantly higher for families/carers of participants aged 0-5 (50%) than for families/carers of older participants (35%).
- Participant disability: In one-way analyses, families/carers of participants with developmental delay were consistently the most positive across all domains, and families/carers of participants with visual impairment were consistently the least positive. Regression modelling confirms this finding for domain 2 (families feel supported). Disability was not a significant predictor for domain 3 (access to services, programs and activities in the community), but was for the other domains, although no very clear patterns across domains emerged.
  - Baseline plan utilisation: As noted in the participant outcomes report, the level of satisfaction tends to increase with baseline plan utilisation. The one-way analyses show a lower satisfaction rate for low utilisation (below 20%). In multiple regression analyses, an increasing trend with baseline plan utilisation was observed for the percentage saying that the NDIS had helped with:
    - The level of support for their family
    - Their access to services, programs and activities in their community
    - Their ability/capacity to help their child develop and learn.

In addition, higher baseline plan utilisation was associated with greater satisfaction with the implementation of their child's plan.

- Streaming type: Families/carers of participants who required planning assistance at the Intensive and Super Intensive levels were less likely to agree that the NDIS had improved their ability/capacity to develop and learn (55% and 50%, respectively, compared to 69% overall). They were also less likely to be satisfied with the amount of say they had in the implementation of their child's plan (45% and 40%, respectively, compared to 57% overall).
- Access to information and supports: In multiple regression models, satisfaction rates were significantly associated with a number of outcomes framework questions aimed at assessing whether families and carers have sufficient information and support, whether they can identify their child's needs and feel confident in parenting their child, and whether they are able to access supports and services. These results are summarised in Table 4.1, which highlights the importance of access to supports and information for families and carers.

**Table 4.1 “Has the NDIS helped?” for domains 3-5 and satisfaction with development and implementation of child’s plan: impact of other outcomes framework questions**

Question	D3 Access to services, programs and activities (64%)	D4 Helping children develop and learn (69%)	D5 Health and wellbeing (38%)	Development of plan (68%)	Implementation of plan (57%)
D1.1 I am able to identify the needs of my child and family				Lower for those who had a great deal of difficulty (45%)	
D1.2 I am able to access available services and supports to meet the needs of my child and family		Higher for those who said “Yes” (79%)	Higher for those who said “Yes” (46%)		
D1.4 What barrier to access and/or advocacy have you experienced?		Lower for those who said “Lack of knowledge or understanding about my rights/ the rights of my child” (62%)			
D4.1 I know what specialist services are needed to promote my child’s learning and development	Lower for those who said “No” (38%)	Higher for those who said “Yes” (78%)			Lower for those who said “No” (34%)
D4.4 How confident do you feel in supporting your child’s development?				Higher for those who felt more confident (increasing from 41% for those not at all confident to 77% for those very confident)	
D5.1 In general, my health is...			Higher for those who rated their health as excellent or very good (45%)		