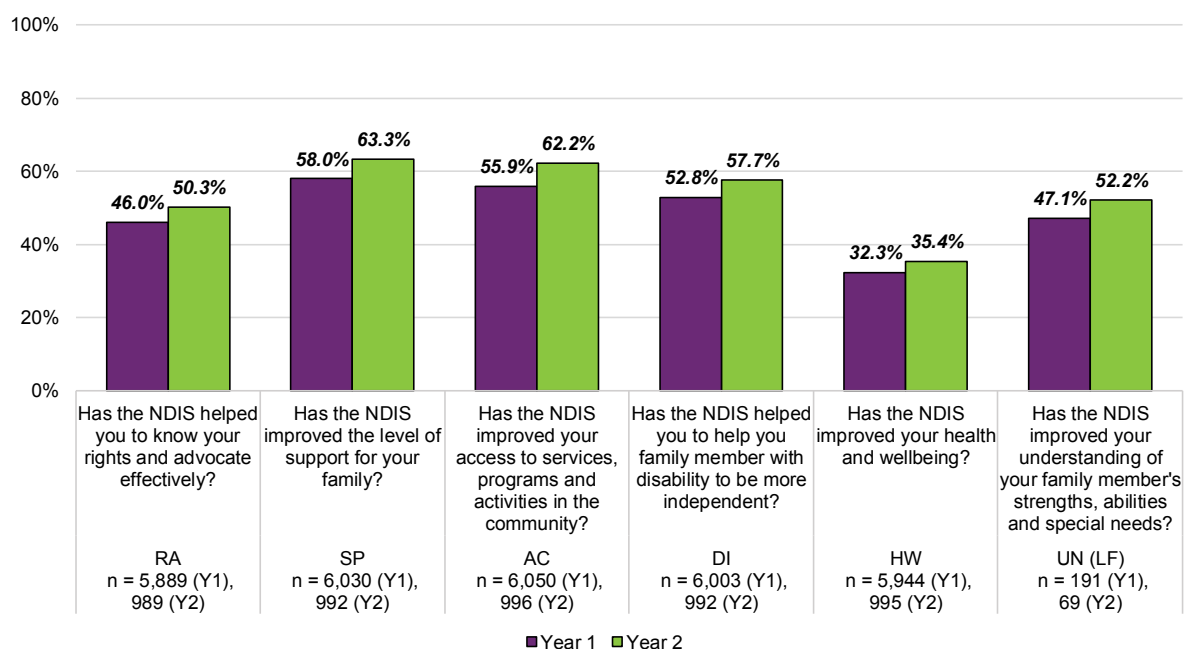


## 5. Families/carers of participants from age 15 to 24: Has the NDIS helped?

### 5.1 Aggregate results

For participants entering the Scheme between 1 July 2016 and 30 June 2018, and who have been in the Scheme for at least one year as at 30 June 2019, Figure 5.1 shows the percentage of families/carers who reported that the NDIS had helped with outcomes related to each of the five SF domains. Results are also shown for the extra LF domain relating to families' and carers' understanding of their family member's strengths, abilities and special needs.

**Figure 5.1 Percentage who think that the NDIS has helped with outcomes related to each domain**



The percentage of families/carers of participants aged 15 to 24 who said that the NDIS had helped increased between the first and second years in the Scheme, across all domains.

Opinions are slightly less positive compared to the families/carers of participants from birth to age 14. Nevertheless, the majority agree that the NDIS improved the level of support for their family (58.0% after one year in the Scheme, increasing to 63.3% after two years), and helped with access to services, programs and activities in the community (55.9% after one year in the Scheme increasing to 62.2% after two years). Slightly fewer families/carers think the NDIS helped them to help their family member with disability be more independent (52.8% after one year in the Scheme increasing to 57.7% after two years), and to know their rights and advocate effectively (46.0% after one year in the Scheme increasing to 50.3% after two years). The percentage who think the NDIS has improved their health and wellbeing increased from 32.3% after one year in the Scheme, to 35.4% after two years.

After one year in the Scheme, 47.1% of families/carers agreed that the NDIS improved their understanding of their family member's strengths, abilities and special needs, increasing to 52.2% of families/carers after two years (although there were only 69 respondents).

## 5.2 Results by participant and family/carer characteristics

### 5.2.1 Year 1 'Has the NDIS helped?' indicators – participant characteristics

Indicators at first review have been analysed by participant and family/carer characteristics using one-way analysis and multiple regression. Table 5.1 shows the relationship of different participant and carer characteristics with the likelihood of families/carers saying that the NDIS has helped. A characteristic is included in the table if it has a significant relationship with at least two of the 'Has the NDIS Helped?' questions, and all significant relationships are in the same directions (for example, a characteristic with two significant and positive relationships with 'Has the NDIS Helped?' questions will be included, but a characteristic with three significant positive relationships and one significant negative relationship will not be).

**Table 5.1 Relationships of participant/carer characteristics with the likelihood of positive family/carer responses**

Characteristic	Saying the NDIS has helped
Participant is older	↑
Higher annualised plan budget	↑
Higher plan utilisation	↑
Participant's disability is autism	↑
Participant's disability is Down syndrome	↑
Participant's disability is a visual impairment	↓
Participant had not received services from Commonwealth or State/Territory systems before entering the NDIS	↑
Lives in NSW	↓
Lives in QLD	↑
Plan is agency managed	↓
Plan is self-managed	↑
Participant has a higher level of NDIA support	↓
Participant rates their health as excellent or very good	↑

Characteristic	Saying the NDIS has helped
Participant rates their health as poor	↓

### Participant age

Family/carer satisfaction increases with the participant's age in three domains:

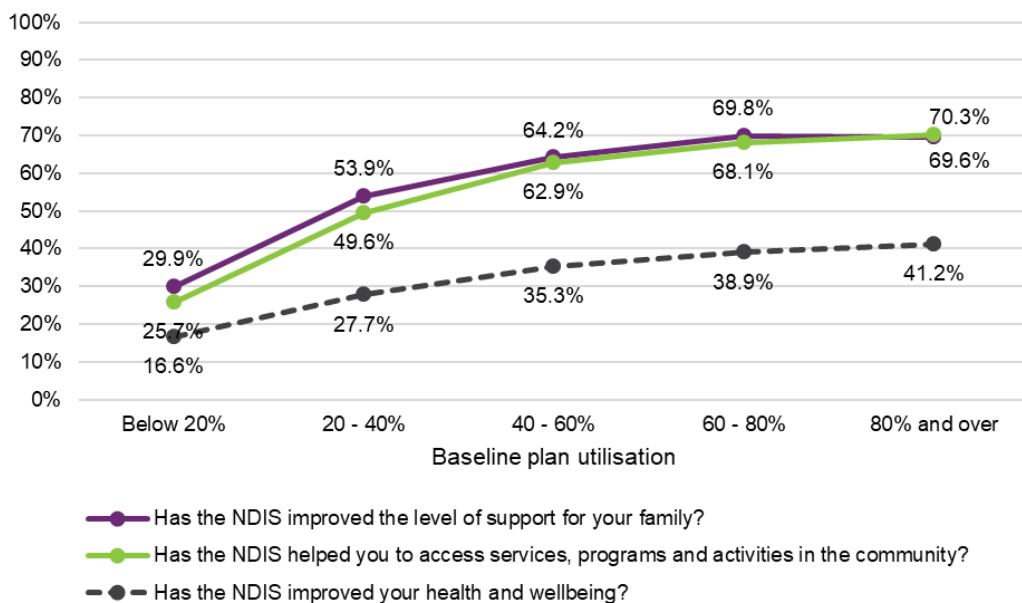
- Level of support
- Access to desired services, programs and activities within the community
- Helping their family member with disability become more independent

For example, 62.6% of families/carers of participants aged 22 or older felt that the NDIS improved their access to services, programs and activities within the community, compared to 53.9% of families/carers with participants aged 17 or younger. Similarly, 57.1% of families/carers of participants aged 22 or older said that the NDIS helped them help their family member with disability become more independent, as opposed to 50.7% of families/carers with participants aged 17 or younger.

### Plan utilisation

The level of satisfaction increases with baseline plan utilisation across all SF domains. In one-way analysis, the percentage of families/carers who agreed that the NDIS helped is significantly higher for those with higher plan utilisation. For example, families/carers of participants with plan utilisation of 80% and above were more likely to agree that the NDIS improved the level of support they have (69.6% compared with 29.9% for families/carers of participants with utilisation below 20%). Figure 5.2 shows the relationship between the positive response rates to the 'has the NDIS helped?' questions and baseline plan utilisation for selected domains.

**Figure 5.2 Percentage of families/carers who think the NDIS has helped by baseline plan utilisation**



### Plan budget

The percentage of families/carers who think the NDIS helped increases with increasing plan budget. The relationship is particularly strong for the “Has the NDIS improved the level of support for your family?” question, with the percentage of families/carers answering “Yes” increasing from 42.9% for plan budgets below \$15,000 to 66.6% for plan budgets of \$50,000 and higher. A similar trend was observed for the “Has the NDIS improved your access to services, programs and activities in the community?” question, with the percentage of respondents answering “Yes” increasing from 40.6% for plan budgets below \$15,000 to 65.8% for plan budgets of \$50,000 and higher.

### Disability type

In relation to advocacy, and access to services and programs, families/carers of participants with autism or Down syndrome were more likely to respond positively than families/carers of participants with a visual impairment. For example, 47.1% of families/carers of participants with autism agreed that the NDIS improved their capacity to advocate for their family member with disability, whereas only 26.0% of families/carers of participants with a visual impairment agreed.

### State/Territory

Multiple regression analysis confirms that families/carers from New South Wales were less likely to respond positively than families/carers from Queensland, across all domains. In particular, 51.8% of families/carers from New South Wales feel the NDIS helped their family member with disability become independent, compared to 60.3% from Queensland. Similarly, 44.1% of families/carers from New South Wales reported that the NDIS improved their capacity to advocate for their family member with disability, compared to 52.8% of families/carers from Queensland.

### Plan management type

Multiple regression analysis indicated that families/carers of participants with fully agency-managed plans were less likely to report that the NDIS helped, across all domains. Conversely, families/carers of those with fully self-managed plans were more likely to feel the NDIS helped. For example, 53.2% of families/carers of participants with fully agency-managed plans felt that the NDIS improved the level of support for their family, compared to 65.9% of families/carers of participants with fully self-managed plans.

### Participant health

Multiple regression analysis suggests that a relationship exists between the family/carer’s level of satisfaction with the NDIS and the participant’s self-rated health. In particular, families/carers of participants with better self-rated health were more likely to agree that the NDIS improved access to services and the health and wellbeing of the family member/carer, and helped families/carers to promote the independence of their family member.

### Other characteristics

Families/carers of participants with a lower level of NDIA support were more likely to say that the NDIS improved their level of support and helped their family member with disability become more independent.

Families/carers who did not receive services from State/Territory or Commonwealth systems before joining the NDIS were more likely to say that the NDIS improved their health and

wellbeing, and helped them to help their family member with disability become more independent.

### 5.2.2 Longitudinal ‘Has the NDIS helped?’ indicators – participant characteristics

Longitudinal indicators by participant characteristics were analysed in two ways:

1. A comparison of the percentage of families/carers reporting that the NDIS has helped at second review with the percentage reporting that the NDIS has helped at first review. The difference (percentage at second review minus percentage at first review) is compared for different subgroups.
2. Multiple regression analyses modelling the likelihood of improvement / deterioration over the participant’s second year in the Scheme.

Table 5.2 presents a summary of movements in family/carer responses to the ‘Has the NDIS helped?’ questions, showing improvements, deteriorations, and net movements between first and second review. The statistics in Table 5.2 are for the cohort with responses at both first and second review, and thus differ slightly from those in Figure 5.1.

**Table 5.2 Breakdown of net movement in family/carer responses to ‘Has the NDIS helped?’ indicators**

The NDIS has	Number of first review responses		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Helped me know our rights and advocate effectively (RA)	417	337	83	19.9%	47	13.9%	+4.8%
Improved the level of support for my family (SP)	340	431	101	29.7%	40	9.3%	+7.9%
Improved my access to services, programs and activities in the community (AC)	351	445	106	30.2%	53	11.9%	+6.7%
Improved ability/capacity to help my family member with disability be more independent (IN)	373	403	95	25.5%	40	9.9%	+7.1%
Improved my health and wellbeing (HW)	503	277	60	11.9%	66	23.8%	-0.8%

The percentage of families/carers whose response improved is higher than the percentage whose response deteriorated, across all domains, except health and wellbeing. The most commonly observed theme was that responses of families/carers of participants with higher plan utilisation were more likely to improve, as highlighted in Table 5.3.

**Table 5.3 Relationships of characteristics with the likelihood of improvement and deterioration in helped responses**

Characteristic	Relationship with									
	Improvement in helped question domain					Deterioration in helped question domain				
	RA	SP	AC	IN	HW	RA	SP	AC	IN	HW
Participant is older			↓							
Higher plan utilisation	↑	↑	↑							
Participant lives in:										
NSW										
VIC										
QLD	↑			↑						
SA										
Other	↓			↓						
Plan has supports that are:										
30-60% capacity building									↑	
Participant has a higher level of function						↓				
Participant engaged in unpaid work				↑						
Participant's self-rated health:										
Remained unchanged						↓				
Improved						↑				
Deteriorated										
Participant's plan is:										
Fully self-managed			↑							
Fully agency-managed			↓							
Higher Index of Education and Occupation					↑					

***The NDIS has helped me know our rights and advocate effectively***

The percentage of families/carers reporting that the NDIS improved their capacity to advocate for their family member increased by 4.8%, from 44.7% to 49.5%, between the first and second review.

Responses of families/carers were more likely to improve for:

- Participants with higher plan utilisation
- Participants in Queensland

Responses of families/carers were more likely to deteriorate for:

- Participants whose self-rated health improved between first and second review
- Participants with a lower level of function

***The NDIS has improved the level of support for my family***

The percentage of families/carers reporting that the NDIS improved the level of support increased by 7.9%, from 55.9% to 63.8%, between the first and second review.

Participants with higher plan utilisation were more likely to improve.

***The NDIS has improved my access to services, programs and activities in the community***

The percentage of families/carers reporting that the NDIS improved their access to services, programs and activities in the community increased by 6.7%, from 55.9% to 62.6%, between the first and second review.

Responses of families/carers were more likely to improve for:

- Participants with higher plan utilisation
- Younger participants
- Participants with fully self-managed plans

***The NDIS has helped me to help my family member be more independent***

The percentage of families/carers reporting that the NDIS helped them to help their family member be more independent increased by 7.1%, from 51.9% to 58.4%, between the first and second review.

Responses of families/carers were more likely to improve for:

- Participants living in Queensland
- Participants who engaged in unpaid work

Responses of families/carers of participants with plans in which 30-60% of supports were capacity building were more likely to deteriorate.

***The NDIS has improved my health and wellbeing***

The percentage of families/carers reporting that the NDIS improved their health and wellbeing decreased by 0.8%, from 35.5% to 34.7%, between the first and second review.

Responses from families/carers of participants living in an area with a higher Index of Education and Occupation (IEO) were more likely to improve.