

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

### 6.1 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 6.1 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.
- The percentage of families/carers who think that the NDIS has improved their understanding of their children's strengths, abilities and special needs. This is an extra domain included in the LF.

**Figure 6.1 Percentage who think that the NDIS has helped with outcomes related to each domain**

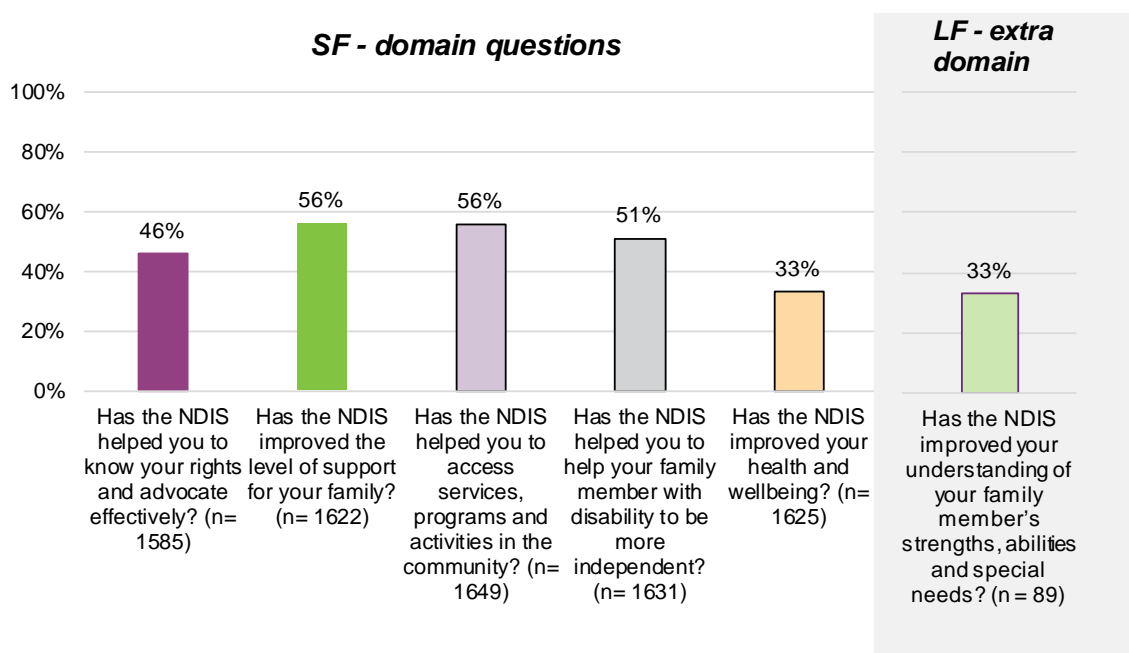


Figure 6.1 shows the percentages responding positively to the “Has the NDIS helped?” questions. The opinions are slightly less positive compared to families and carers of participants from birth to age 14. Nevertheless, the majority agrees that the NDIS improved the level of support for their family (56%), as well as helped access services, programs and activities in the community (56%). Slightly smaller percentages of respondents think the NDIS helped them to help their family member with disability to be more independent (51%), and to know their rights and advocate effectively (46%). One third of respondents agree that the NDIS improved their health and wellbeing.

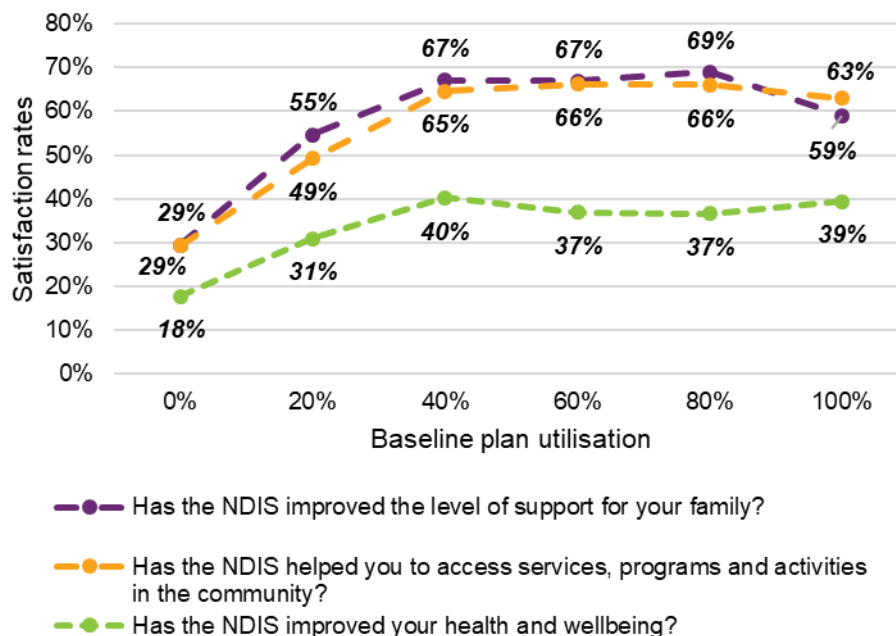
For the extra LF domain, 33% agree that the NDIS improved their understanding of their family member's strengths, abilities and special needs (although the number of respondents is small – only 89 persons).

## 6.2 Results by participant characteristics

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

- **Baseline plan utilisation:** The level of satisfaction increases with baseline plan utilisation across all SF domains. In one-way analyses, the percentages of respondents who agree that the NDIS helped are significantly higher for those with plan utilisation of 50% and above. For example, respondents with plan utilisation of 50% and above are more likely to agree that the NDIS improved the level of support they have (64% compared with 46% for respondents with lower utilisation). Figure 6.2 shows the relationship between the satisfaction rates and baseline plan utilisation for some of the domains.

**Figure 6.2 Percentage of families/carers who think the NDIS has helped by baseline plan utilisation rate**



- **Review plan cost:** The percentages who think the NDIS helped increase with increasing plan cost. The relationship is particularly strong for the domain 2 question “Has the NDIS improved the level of support for your family?”, with the percentage of respondents answering “Yes” increasing from 47% for plan cost below \$20,000 to 56% for plan cost of \$20,000-50,000, and 65% for plan cost of \$50,000 and above.
- **Satisfaction with services:** Multiple regression analysis confirms a relationship between the level of satisfaction with the NDIS, and the level of satisfaction with services the participant and their family have in place. In particular, respondents who feel that the services their family member with disability receive meet their needs, and those who feel that the services listen to them, are more likely to agree that the NDIS has helped in all domains.
- **Rights and advocacy:** Being able to identify the needs of the family member with disability and advocate for them in case of problems with accessing services is an important step towards setting the right goals and ensuring the participant’s progress. Having both these skills is associated with a higher level of satisfaction with the

NDIS. For example, the percentage of respondents who think the NDIS helped them help their family member with disability to be more independent is higher for those who are able to identify the needs of their family member and know how to access available services and supports to meet those needs (60% versus 42%). Figure 6.3 shows higher positive response rates for the respondents who are able to advocate for their family member in case of problems accessing supports.

**Figure 6.3 Percentage of families/carers who think the NDIS has helped by the respondent's ability to advocate in case of problems accessing supports**

