

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

3.1 Aggregate results

For participants entering the Scheme between 1 July 2016 and 30 June 2018, Figure 3.1 shows the percentage of families/carers who reported that the NDIS has helped with outcomes related to each of the six domains, after one year in the scheme (first review) and after two years in the scheme (second review).

Figure 3.1 Percentage of families/carers who think that the NDIS has helped with outcomes

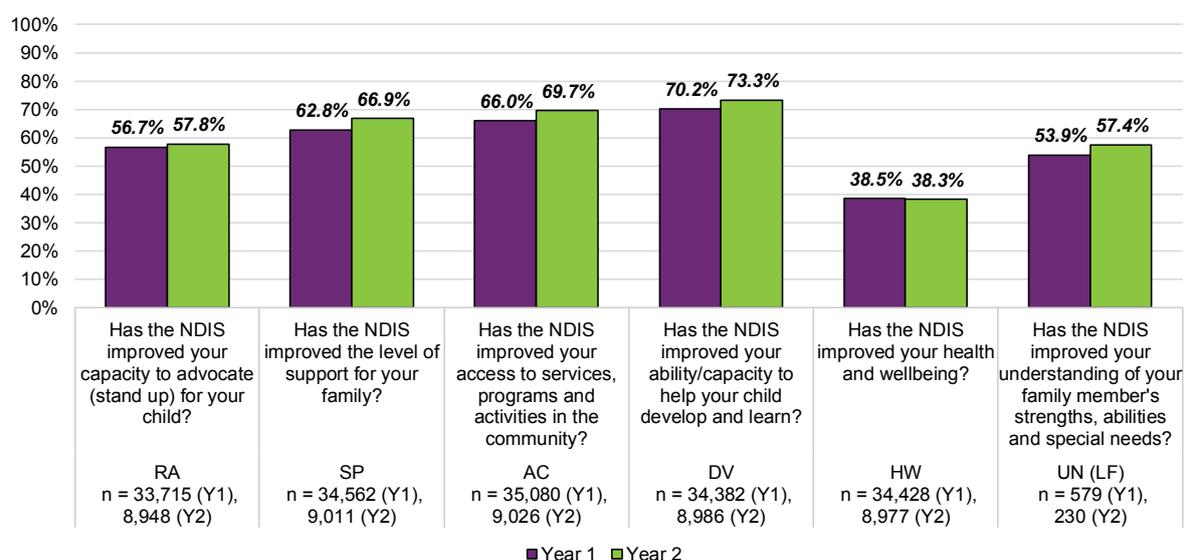


Figure 3.1 shows that opinions on whether the NDIS has helped vary considerably by domain for families/carers of participants aged 0 to 14. After approximately one year in the Scheme, there is widespread agreement that the NDIS has helped in areas related to the family/carer's capacity to help their child develop and learn (70.2%), and that the NDIS helped improve access to services, programs and activities in the community (66.0%). A slightly smaller percentage (62.8%) feel that the NDIS improved the level of support for their family, with 56.7% saying the NDIS improved their capacity to advocate for their child and 53.9% feeling the NDIS improved their understanding of their child's strengths, abilities and special needs. However, only 38.5% of families/carers felt that the NDIS helped improve their health and wellbeing.

Across all domains except health and wellbeing (HW), the percentage who think the NDIS helped is slightly higher for participants who have been in the Scheme for two years, compared to those who have been in the Scheme for one year.

Figure 3.2 Percentage of families/carers who are satisfied with the amount of say they had about their child's NDIS plan

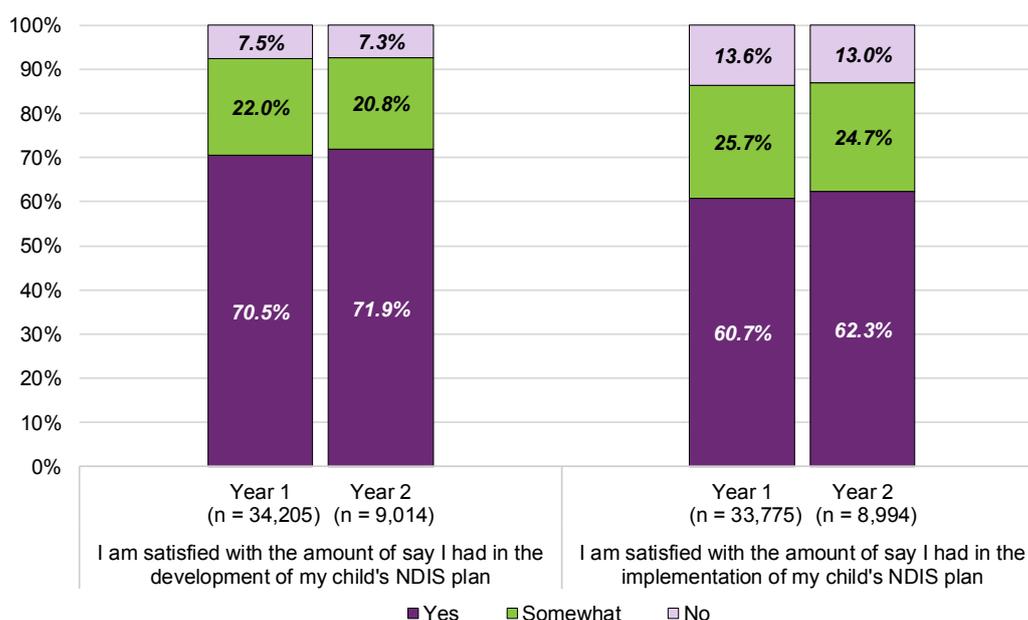


Figure 3.2 shows that families/carers tended to be more satisfied with the development of their child's plan (92.7% satisfied or somewhat satisfied after two years in the Scheme) than with its implementation (87.0% satisfied or somewhat satisfied after two years in the Scheme). The percentage of families/carers who said they were satisfied increased slightly between year one and year two for both questions, and fewer families/carers said they were somewhat satisfied.

3.2 Results by participant and family/carer characteristics

3.2.1 Year 1 'Has the NDIS Helped?' indicators – characteristics

Year 1 (first review) indicators have been analysed by participant and family/carer characteristics using one-way analysis and multiple regression.

Table 3.1 shows the relationship of different participant and carer characteristics with the likelihood of families/carers saying that the NDIS has helped, and with the likelihood that they are satisfied with the amount of say they had in the development and implementation of their family member's plan. A characteristic is included in the table if it has a significant relationship with at least two of the 'Has the NDIS Helped?' questions or one of the satisfaction questions, and all significant relationships are in the same direction (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 3.1 Relationships of participant/carer characteristics with the likelihood of positive family/carer responses:

Characteristic	Relationship with:	
	Saying the NDIS has helped	Satisfaction with level of say about plan
Participant is older	↓	↓
Participant has a higher level of function	↑	↑
Higher annualised plan budget	↑	↑
Higher plan utilisation	↑	↑
Participant is CALD	↑	↓
Participant's disability is cerebral palsy or another neurological disability	↓	
Participant's disability is global developmental delay or developmental delay	↑	↑
Participant's disability is an intellectual disorder or Down syndrome	↓	↓
Participant's disability is autism	↑	↓
Participant received State/Territory supports before entering the NDIS	↓	
Participant had not received services from Commonwealth or State/Territory systems before entering the NDIS	↑	
Lives in NSW	↓	↓
Lives in QLD	↑	↑
Lives in SA	↑	
Lives in VIC	↓	↓
Lives in ACT, NT, TAS or WA	↓	
Plan is agency managed	↓	↑
Plan is self-managed	↑	↑

Characteristic	Relationship with:	
	Saying the NDIS has helped	Satisfaction with level of say about plan
Plan is managed by a plan manager	↓	↓
Participant lives in a major city	↑	↓
Participant lives in a remote or very remote area	↓	
Participant has a higher level of NDIA support	↓	↓
Participant lives in a private home owned by themselves or family		↑
Participant lives in a private home rented from a private landlord	↓	
Participant lives in a private home rented from a public authority	↓	
Less than 75% of supports are capacity building supports	↓	↓
More than 95% of supports are capacity building supports	↑	↑
Higher Index of Education and Occupation	↑	↓
Higher Index of Economic Resources	↑	↑
Carer remained in permanent employment	↑	↑
Carer's employment status changed from permanent to casual		↓
Participant entered the Scheme in 2016/17	↓	↓
Participant entered the Scheme in 2017/18	↑	↑

Participant age

After controlling for other factors, families/carers of younger participants are more likely to think that the NDIS had helped, across all domains. One-way analysis shows a steep decrease in the positive response rate to all 'Has the NDIS helped?' questions at age 6, and steady decreases from ages 7 to 14. Key findings from the one-way analysis are as follows:

- Satisfaction with the amount of say in the implementation of their child's plan is significantly higher for families/carers of younger participants (74.3% for families/carers of participants aged 4, decreasing to 45.0% for families/carers of participants aged 14 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 88.8% for families/carers of participants aged 4 to 51.6% for families/carers of participants aged 14 or older)
- The percentage agreeing that the NDIS had improved their health and wellbeing was significantly higher for families/carers of participants aged 4 (53.0%) than for families/carers of older participants (30.7% for participants aged 14 or older).

Level of function

Families/carers of participants with a higher level of function were more likely to agree that the NDIS had helped or that they were satisfied with the amount of say they had in the development or implementation of their child's plan.

The percentages of families/carers who are satisfied with the amount of say they had in the development and implementation of their child's NDIS plan exhibit the largest differences between participants with low and high levels of function. 63.3% of families/carers of participants with a low level of function are satisfied with the amount of say they had in the development of their child's NDIS plan, compared to 75.5% of families/carers of participants with a high level of function. 52.4% of families/carers of participants with a low level of function are satisfied with the amount of say they had in the implementation of their child's NDIS plan, compared to 66.2% of families/carers of participants with a high level of function.

Similarly, the percentage of families/carers who say the NDIS improved their capacity to help their child develop and learn is 63.3% for families/carers of participants with low levels of function compared to 74.2% for those of participants with high levels of function. Although not as pronounced, all other domains exhibit a similar trend. For example, the percentage who say the NDIS improved their capacity to advocate for their child is 7.6% higher for families/carers of participants with high levels of function (59.9%) than those of participants with low levels of function (52.3%). Likewise, the percentage of families/carers saying that the NDIS improved the level of support for their family is 7.5% higher for families/carers of participants with high levels of function (66.0%) than those of participants with low levels of function (58.5%).

Plan budget

Multiple regression analysis indicates that, after controlling for other characteristics, families/carers of participants with a higher annualised plan budget were more likely to say that the NDIS had helped across all domains, and that they were satisfied with the development and implementation of their child's NDIS plan.

Plan utilisation

Baseline plan utilisation was one of the most statistically significant predictors in six out of seven multiple regression models. Except for satisfaction with the development of their child's plan, families/carers of participants with higher plan utilisation were more likely to respond positively across all other domains.

One-way analyses are consistent with the regression modelling. Families/carers of participants with a plan utilisation rate of 80% were more likely to say that the NDIS improved their access to services (73.6%), their capacity to help their child develop and learn (79.2%), their health and wellbeing (43.5%), and their level of satisfaction with the amount of say they had in the implementation of their child's plan (65.1%). These percentages are markedly higher than those families/carers with a plan utilisation rate of 20% or lower (33.9%, 34.4%, 19.9% and 45.5%, respectively).

CALD status

Both multiple regression analysis and one-way analysis shows that families/carers of participants from a CALD background are more likely to say that the NDIS has improved their capacity to advocate for their child, and has improved their health and wellbeing. However, they were less likely to be satisfied with the amount of say they had in the development and implementation of their child's NDIS plan.

61.6% of families/carers of CALD participants said the NDIS improved their capacity to advocate for their child, compared with 56.4% of families/carers of non-CALD participants. Similarly, 45.6% of families/carers of CALD participants said the NDIS improved their health and wellbeing, compared with 38.1% of families/carers of non-CALD participants.

Conversely, families/carers of CALD participants were less likely to be satisfied with the level of say they had in the development of their child's plan (64.8%, compared to 70.9% for families/carers of non-CALD participants), as well as the level of say they had in the implementation of their child's plan (56.4%, compared to 61.0% for families/carers of non-CALD participants).

Disability type

After allowing for other factors, families/carers of participants with a developmental delay or a global developmental delay were consistently the most likely to say the NDIS had helped across all domains. 77.8% said the NDIS improved the level of support for their family (compared to 62.8% overall), 79.3% said the NDIS improved their access to services (66.0% overall), 86.6% said the NDIS improved their capacity to help their child develop and learn (70.2% overall), and 72.1% stated that the NDIS improved their capacity to advocate for their child (56.7% overall). This was also the only primary disability group for which a majority of families/carers found the NDIS improved their health and wellbeing (51.9% compared to 38.5% overall). They were also the most likely to be satisfied with the amount of say they had in the development (82.0% compared to 70.5% overall) and implementation (76.3% compared to 60.7% overall) of their child's NDIS plan.

Controlling for other factors, families/carers of participants with autism are similarly more likely to agree that the NDIS improved their capacity to advocate for their child and that the NDIS improved their ability to support their child's learning and development.

In comparison, families/carers of participants with cerebral palsy or another neurological disability tend to be less likely to think the NDIS has helped, with only 51.1% (56.7% overall) saying that the NDIS improved their capacity to advocate for their child, 57.9% (62.8% overall) saying the NDIS improved their level of support, 60.5% (66.0% overall) feeling the NDIS improved their access to services, and 34.1% (38.5% overall) feeling that the NDIS improved their health and wellbeing. Families/carers of participants with Down syndrome or an intellectual disability were less likely to be satisfied with the amount of say they had in the development (65.6% compared to 70.5% overall) or implementation (54.5% compared to 60.7% overall) of their child's NDIS plan.

One-way analysis also shows that a consistently lower percentage of families/carers of participants with visual impairment say the NDIS has helped, across all domains.

Remoteness

Controlling for other factors, families/carers of participants living in major cities are more likely to agree that the NDIS has helped with their capacity to advocate for their child, has improved the level of support for their family, and has improved their access to services, programs and activities. Families/carers living in remote or very remote areas are less likely

to agree (on a one-way basis: 43.8%, 50.3% and 50.3%, respectively, compared to 56.7%, 62.8% and 66.0% overall).

However, families/carers living in major cities are less likely to be satisfied with the amount of say in the implementation of their child's NDIS plan, with 60.0% responding positively to this question, compared to 63.2% of families/carers living in remote or very remote areas.

Entry type

Families/carers of participants who were not receiving disability supports prior to entering the NDIS (were not a part of an existing State/Territory or Commonwealth scheme upon entry to the NDIS) tended to respond more positively when asked whether the NDIS helped. 75.5% of families of participants who did not receive disability supports prior to entering the NDIS said the NDIS improved their capacity to help their child develop and learn and 71.9% stated that the NDIS improved their access to services and programs within the community, compared to 65.2% and 61.3% respectively for families of participants who received services from State/Territory systems before entering the NDIS. Results for families/carers of participants who had previously received other Commonwealth disability supports were generally between results for those who are new and those who had previously received State/Territory supports.

State/Territory

Families/carers of participants living in Queensland and South Australia tended to report more positive outcomes across all domains than those in New South Wales and Victoria.

For example, 71.1% of families/carers in Queensland reported that the NDIA helped improve their access to services, programs and activities in their community, while 63.0% of families living in New South Wales reported positively. Additionally, 79.4% of families/carers living in Queensland reported that they were satisfied with the level of say they had in developing their child's plan, compared to 67.6% of families/carers living in NSW.

Plan management type

In multiple regression and one-way analysis, families/carers of participants with fully self-managed plans are more likely to be satisfied with the amount of say they had in the development and implementation of their child's plan, and are more likely to say that the NDIS had helped, across all domains. Meanwhile, families/carers of those with plan-managed or agency-managed plans were less likely to respond positively.

The largest differences between these two groups were for families feeling that the NDIA improved their capacity to help their child's learning and development (78.5% for families/carers of participants with fully self-managed plans, as opposed to 61.8% for families/carers of participants with plan-managed or agency-managed plans), and being satisfied with their level of say in the implementation of their child's plan (70.0% for families/carers of participants with fully self-managed plans, as opposed to 50.8% for families/carers of participants with plan-managed or agency-managed plans).

Entry year

Families/carers of participants who entered the Scheme in 2017/18 were more likely to agree that the NDIS helped than those who entered the Scheme in 2016/17. In particular, families/carers of participants who entered later were more satisfied with the amount of say they had in development (72% for 2017/18 participants versus 67% for 2016/17 participants) and implementation (63% for 2017/18 participants versus 56% for 2016/17 participants) of their child's plan.

Other characteristics

Families/carers of participants with a lower level of NDIA support with planning are more likely to say the NDIS has helped, and to be satisfied with the level of say they had about the development and implementation of their child's NDIS plan, whereas families/carers of participants with a higher level of NDIA support are less likely to respond positively.

A higher Index of Education and Occupation (IEO) is associated with more positive responses for most 'Has the NDIS helped' questions. However, a higher score on the IEO index was linked with lower satisfaction for families/carers with the level of say they had in the development and implementation of their child's plan.

A higher score on the Index of Economic Resources (IER) is associated with a higher likelihood of saying the NDIS helped with support for families/carers, saying the NDIS improved their capacity to support their child's development and that they are satisfied with their level of say in the development of their child's plan.

Families/carers who remained in permanent employment between baseline and first review were more likely to agree that the NDIS helped than those whose employment status changed from permanent to casual.

Other responses – Supports and Services

Satisfaction rates were found to be correlated with responses to other questions, particularly those regarding supports and services. Figure 3.3 and Figure 3.4 show the difference to the population average "Yes" rate given responses to other selected outcomes framework questions. For example, 56.7% of all families/carers answered "Yes" to the question "Has the NDIS improved your capacity to advocate (stand up) for your child?". However, the positive response rate for those who were able to access available services and supports was 66.4%, 9.7% higher than the overall average. Conversely, the positive response rate for those who answered "No" to the question was 47.7% (9.0% lower than the overall average).

Shown in the figures are the supports and services outcomes that are most correlated with responses to the "Has the NDIS helped?" questions, as follows:

Q1: I am able to access available services and supports to meet the needs of my child and family

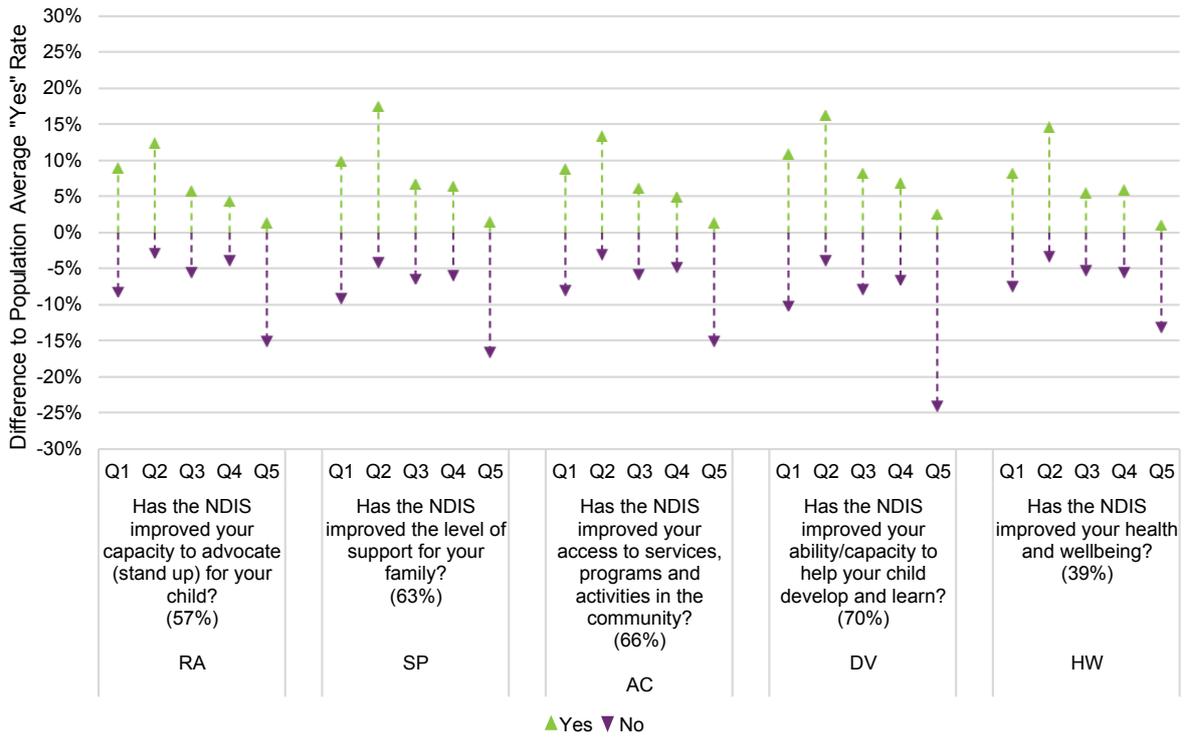
Q2: I get the services and supports I need to care for my child with disability

Q3: I know what specialist services are needed to promote my child's learning and development

Q4: I get enough support to feel confident in parenting my child

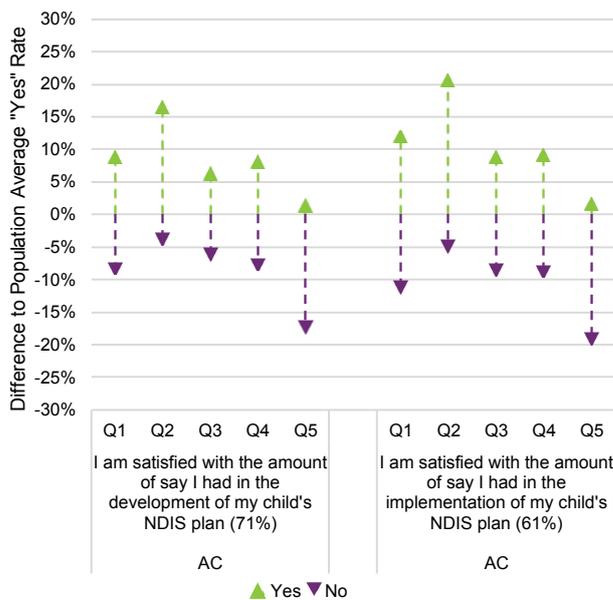
Q5: I am confident in supporting my child's development.

Figure 3.3 Relationship between “Has the NDIS helped?” and other outcomes framework questions (see note below)



Note: In the graphs above and below, the arrow pairs indicate the difference to the population average “yes” rate for the helped questions if the respondent has answered positively (green) or negatively (purple) to Q1 to Q5 as labelled above.

Figure 3.4 Relationship between “Satisfaction with the amount of say” and other outcomes framework questions (see note above)



3.2.2 Longitudinal ‘Has the NDIS Helped?’ indicators – participant and family/carer characteristics

Longitudinal change by participant and family/carer characteristics has been analysed in two ways:

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

This section only considers families/carers who responded at both review 1 and review 2, and who have the same relationship to the participant at both time points. For example, if the respondent at review 1 is the participant’s mother, but the respondent at review 2 is the participant’s father, both responses are excluded from this analysis. Given this, the results and statistics presented below may differ slightly from those in previous sections.

“Has the NDIS helped?” by domain

Table 3.2 presents a summary of movements in family/carer responses to the “Has the NDIS helped?” questions, showing improvements and deteriorations, as well as net movements, between year one and year two.

Table 3.2 Breakdown of net movement in family/carer responses to ‘Has the NDIS helped?’ outcome-based indicators

The NDIS has improved	Number of first review responses		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
My Capacity to advocate for my child (RA)	3,268	3,967	697	21.3%	429	10.8%	+3.7%
The level of support for my family (SP)	2,808	4,620	865	30.8%	446	9.7%	+5.6%
My access to services, programs and activities in the community (AC)	2,622	4,943	885	33.8%	487	9.9%	+5.3%
My ability/capacity to help my child develop and learn (DV)	2,162	5,245	597	27.6%	342	6.5%	+3.4%
My health and wellbeing (HW)	4,586	2,804	614	13.4%	552	19.7%	+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.

Table 3.3 Relationships of characteristics with the likelihood of improvement and deterioration in helped responses (statistically significant for more than 2 transitions).

Characteristic	Relationship with									
	Improvement in helped question domain					Deterioration in helped question domain				
	RA	SP	AC	DV	HW	RA	SP	AC	DV	HW
Participant is older	↓	↓	↓	↓	↓				↑	
Higher plan utilisation	↑	↑	↑	↑	↑	↓			↓	
Participant lives in:										
NSW							↑	↑		↑
VIC			↓	↓						
QLD		↑	↑	↑		↑		↓		
SA	↑	↑		↑				↑		↑
Other	↓	↓		↓				↓		
Carer's employment status:										
Remained permanent								↓	↓	
Remained casual							↓	↓	↓	↓
Changed from permanent							↑		↑	↑
Participant has a higher level of function	↑					↓	↓			
Higher Index of Education and Occupation		↑		↑		↓				↓
Prior to entering the NDIS, the participant:										
Received Commonwealth supports		↓	↓							
Received State/Territory supports		↑	↑						↓	
Did not receive Commonwealth or State/Territory supports									↑	
Participant's plan is:										
Fully self-managed			↓							
Managed by a plan manager				↑					↓	↓
Fully agency-managed				↓				↑	↑	↑

Commonly observed themes across most questions are:

- Families/carers of participants with higher baseline plan utilisation were more likely to improve and were less likely to deteriorate
- Families/carers of younger participants were more likely to improve and less likely to deteriorate
- Families/carers that changed employment status from permanent to casual were more likely to deteriorate

Characteristics other than those in Table 3.3 that were found to be significant to specific questions are described below.

The NDIS has improved my capacity to advocate for my child

The percentage of families/carers reporting that the NDIS improved their capacity to advocate for their child increased by 3.7%, from 54.8% to 58.5%, between the first and the second review.

Responses of families/carers who started paid work were more likely to deteriorate.

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 for their family increased by 5.6%, from 62.2% to 67.8%, between the first and the second review.

Responses were less likely to deteriorate for:

- Families/carers of participants with a higher annualised plan budget
- Families/carers of participants with global developmental delay or developmental delay disabilities

Conversely, responses were more likely to deteriorate for:

- Families/carers of participants with cerebral palsy or another neurological disability

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 5.3%, from 65.3% to 70.6%, between the first and second review.

Responses for families/carers of participants whose plans contain more than 95% capacity building supports were less likely to deteriorate, while responses from family/carers of participants with plans with less than 75% capacity building supports were more likely to deteriorate. Responses for families/carers of non-Indigenous participants were also less likely to deteriorate.

The NDIS has improved my ability/capacity to help my child develop and learn

The percentage of families/carers reporting that the NDIS improved their ability/capacity to help their child develop and learn increased by 3.4%, from 70.8% to 74.3%, between the first and second review.

Families/carers of participants with a global developmental delay or developmental delay disability were more likely to improve their response, while families/carers of participants with autism, an intellectual disability or Down syndrome were less likely to improve.

The NDIS has improved my health and wellbeing

The percentage of families/carers reporting that the NDIS improved their health and wellbeing increased by 0.8%, from 37.9% to 38.8%, between the first and second review.

Responses from families/carers of participants with plans with higher total annualised funding or plans with more than 95% of supports that are capacity building supports were more likely to improve. Conversely, responses from families/carers of participants with plans with more than 5% of supports that are capital supports were less likely to improve.

Responses from families/carers of Indigenous participants were more likely to deteriorate compared to those from families/carers of non-Indigenous participants.

Responses from families/carers of participants living in regions with a higher Index of Economic Resources (IER) were more likely to deteriorate.

Satisfaction with the amount of say in the development/implementation of child's plan

Table 3.4 presents a summary of movements in family/carer satisfaction with the development and implementation of their child's plan, showing improvements, deteriorations and net movements between first and second review. The statistics in Table 3.4 are for the cohort with responses at both first and second review, and thus differ slightly from those in Figure 3.1. Table 3.5 shows the relationships of participant characteristics with the likelihood of improvement and deterioration in family/carer satisfaction with the amount of say in the development and implementation of the participant's plan. Characteristics are included when they are significant ($p < 0.05$) predictors in the multiple-regression model.

Table 3.4 Breakdown of net movement in family/carer satisfaction with the amount of say in the development and implementation of the participant's plan

Satisfaction with amount of say in	Number of first review responses		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
The development of my child's NDIS plan	2,378	5,049	914	38.4%	511	10.1%	+5.4%
The implementation of my child's NDIS plan	3,059	4,276	922	30.1%	503	11.8%	+5.7%

Table 3.5 Relationships of characteristics with the likelihood of improvement and deterioration in family/carer satisfaction with the amount of say in the development and implementation of the participant's plan

Characteristic	Relationship with			
	Improvement in satisfaction with amount of say in		Deterioration in satisfaction with amount of say in	
	Development	Implementation	Development	Implementation
Participant has a higher level of function	↑	↑	↓	↓
Participant is older	↓	↓		
Higher plan utilisation		↑		↓
Participant is CALD	↓	↓		
Participant lives in:				
NSW			↑	↑
VIC	↓	↓		
QLD	↑	↑		
SA			↑	
Other			↓	
Plan has supports that are:				
More than 95% capacity building		↑		
Less than 75% capacity building	↓	↓		
Participant lives in:				
A major city			↑	
Participant's plan is:				
Fully self-managed		↑		
Fully agency-managed		↓		

Commonly observed themes for family/carer satisfaction with the amount of say in the development and implementation of the participant's plan are:

- Families/carers of participants with higher levels of function were more likely to improve and less likely to deteriorate
- Families/carers of younger participants are more likely to improve
- Families/carers of participants with higher baseline plan utilisation were more likely to improve their level of satisfaction with the amount of say they had in the implementation of their child's plan
- Families/carers of CALD participants were less likely to improve