6. Families/carers of participants aged 25 and over: overview of results

6.1 Key findings

Box 6.1: Overall findings for families/carers of participants aged 25 or older, who joined the scheme between 1 July 2016 and 30 June 2017[39]

- For the small number of families/carers of participants aged 25 and over entering the Scheme in 2016-17 who contributed to the longitudinal analysis, there were significant and material changes for five indicators.
- Three positive changes were observed related to satisfaction with services. The percentage of families/carers who say that the services their family member with disability and their family receive meets their needs improved from 23.1% at baseline to 40.7% at second review. The percentage who said they had no difficulties working in partnership with professionals and service providers to meet the needs of their family member with disability increased from 62.1% to 89.7% over two years, and the percentage who said the services helped them to plan for the future increased from 44.8% to 75.9%.
- The percentage who say they receive Carer Allowance increased from 40.7% at baseline to 56.0% at second review.

Box 6.2: Overall findings for families/carers of participants aged 25 or older, who joined the scheme between 1 July 2017 and 30 June 2018[40]

- Significant improvements were observed in the access to services domain. The percentage of families/carers who said that the services their family member with disability receives meets their needs increased from 21.5% at baseline to 30.3% at first review, the percentage who say the services they use listen to them increased from 67.7% to 71.3%, and the percentage who say the services help them to plan for the future increased from 64.1% to 73.7%.
- In the support domain, the percentage of families/carers who have people they can talk to for emotional support as often as the need increased from 50.7% at baseline to 52.7% at first review.
- There were also some positive results in the health and wellbeing domain. The percentage of families/carers who felt their family member with disability gets the support they need rose from 27.5% at baseline to 35.7% at first review, and the percentage who strongly agree or agree that services and supports have helped them to better care for their family member with disability increased from 55.4% to 65.8%. Families/carers also felt more positive about the future, with the percentage feeling more confident about the future of their family with disability under the NDIS increasing from 34.7% at baseline to 56.2% at first review, and the percentage feeling at least mostly satisfied when thinking about last year and what they expect for the future increasing from 44.1% at baseline to 55.9%.

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[39] Note that this is a small group of less than 100 respondents for the SF, and smaller again for the LF (less than 30), so results should be interpreted with caution.

[40] Around 5000 respondents for the SF, and 350 for the LF.

Box 6.2: Overall findings for families/carers of participants aged 25 or older, who joined the scheme between 1 July 2017 and 30 June 2018 (continued)

- However, the percentage rating their health as excellent, very good or good has declined by 3.9% over one year, and the percentage who say insufficient flexibility of jobs is a barrier to working more increased by 2.3%.

Box 6.3: Outcomes by key characteristics for families/carers of participants aged 25 or older

- For the majority of indicators, baseline outcomes are better for families/carers of participants with a high level of function.
- Controlling for other factors, baseline outcomes for families/carers of participants with a CALD background were less likely to be positive. For example, families/carers of CALD participants were less likely to be able to advocate for their family member, were less likely to feel in control when selecting services and supports, and were less likely to be able to work as much as they want.
- Baseline outcomes for families/carers of participants from Indigenous backgrounds were generally worse than those for families/carers of non-Indigenous participants, especially with regard to employment and health.
- At baseline, families/carers of participants with hearing impairments were the least likely to cite that the situation of their family member with disability was a barrier to working more. This group also exhibited the best health and wellbeing outcomes at baseline and were most likely to feel supported.
- Baseline modelling indicates that, like the 15 to 24 cohort, outcomes for families/carers of participants aged 25 or older generally become more positive with increasing participant age, especially in the support and access to services domains. However, the health and wellbeing of families/carers of older participants tends to deteriorate (likely reflecting the positive relationship between participant and family/carer age). This group is also more likely to cite the situation of their family member with disability or insufficient flexibility of jobs as barriers to working more.
- Longitudinal modelling indicates that families/carers of participants with a higher annualised plan budget are more likely to agree that the services their family member with disability and their family receive meet their needs. A similar trend was observed for families/carers of participants with fully self-managed plans or those with a lower level of NDIA support.
- Families/carers with a higher score on the Index of Economic Resources are more likely to display improvement in their opinion of whether their family member with disability gets the support they need. In contrast, families/carers of participants with a higher level of NDIA support are more likely to deteriorate in this area.

Box 6.4: Has the NDIS helped families/carers of participants aged 25 and over?

- Improvements in positive response rates between first and second review were observed across all domains except succession planning.
- After one year in the Scheme, families/carers of participants with higher baseline plan utilisation were more likely to say that the NDIS has helped. Similarly, families/carers of participants with a higher annualised plan budget were more likely to report positive outcomes at first review.
- Longitudinal modelling of the change in responses between first and second review did not show any significant relationships, primarily due to the small number of respondents completing both the first and second reviews.

6.2 Results overview

6.2.1 Outcomes framework questionnaire domains

For families/carers of participants aged 25 and over, the outcomes framework seeks to measure the extent to which they:

- Know their rights and advocate effectively for their family member with a disability (RA)
- Feel supported (SP)
- Can gain access to desired services, programs and activities in their community (AC)
- Have succession plans (SC)
- Enjoy health and wellbeing (HW).

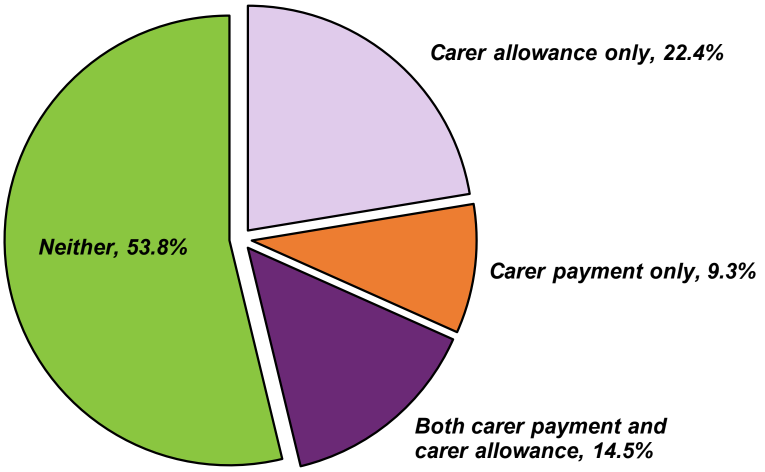
The LF contains a number of extra questions for the adult cohorts, across all domains, but particularly in the health and wellbeing domain.

6.2.1 Baseline indicators – aggregate

Government benefits (Carer Payment and Carer Allowance) [41]

In the baseline SF questionnaire, 46.2% of families/carers of adult participants report that they are receiving a government benefit for their caring responsibilities. 22.4% of families/carers receive the Carer Allowance only, 9.3% receive the Carer Payment only, and 14.5% receive both of the carer government benefits (Figure 6.1).

Figure 6.1 Percentage of families/carers of participants aged 25 and over receiving government carer benefits at baseline



Rights and advocacy

The LF asks families/carers if they understand their rights and the rights of their family member with disability, to which the majority (77.4%) answered in the affirmative at baseline. Similarly, in the SF most families/carers reported that they are able to advocate for their family member and speak up if they have issues accessing support (67.9%).

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[41] Families/carers self-report whether they receive carer payment or carer allowance.

On the other hand, only 47.1% of families/carers reported in the baseline SF that they are able to identify the needs of their family member with a disability and know how to access the services and support that the family member needs. For this question, 37.0% of families/carers reported that they had some difficulty, and 15.9% had great difficulty.

Families feel supported

At baseline, most families/carers of adult participants reported that they did not feel supported across all relevant questions in the SF. Less than half (47.3%) said they have family and friends that they see as often as they like. In terms of being able to ask for support as often as needed, 62.3% could not ask for practical help, 51.9% could not ask for emotional support and 70.9% could not ask for support for their family member with a disability.

In the LF, 55.1% of families/carers reported that they had as much contact with other families of people with a disability as they would like.

Families are able to gain access to desired services, programs, and activities in their community

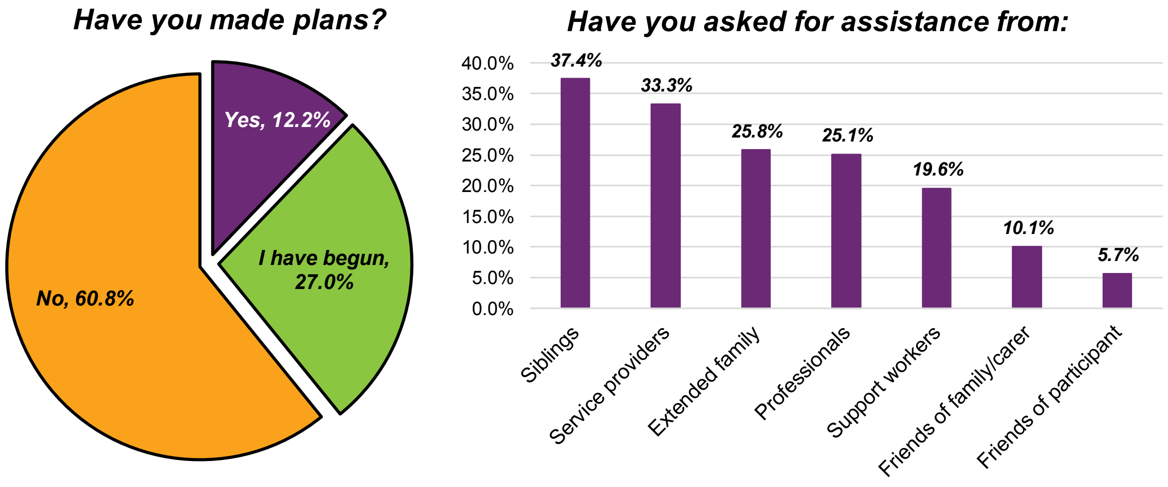
At baseline, 19.7% of families/carers said that the services the participant and their family receives meets their needs. Furthermore, the majority of families/carers reported that they have difficulty feeling in control when selecting services and supports that meet the needs of the family and participant, with 41.4% having some difficulty and 17.7% facing a great deal of difficulty.

On the other hand, at baseline 68.6% of families/carers reported that the services they and their family member with a disability use listen to them (SF), and 63.7% said that the services they received helped them plan for the future (LF).

Succession planning

At baseline, the majority of families/carers (60.8%) said they had not made plans for when they are no longer able to care for their family member with a disability, and 27.0% said they had begun making preparations. For the families/carers who reported that they had asked for assistance, the most common sources of assistance were the participant's siblings (37.4%), service providers (33.3%), extended family (25.8%) and professionals (25.1%). Families/carers were least likely to ask for assistance from their friends (10.1%) or friends of their family members (5.7%).

Figure 6.2 **Succession planning for families/carers of participants aged 25 and over**



Employment

At baseline, 34.6% of families/carers are in a paid job, and 58.6% say that the family member who provides informal care to the participant is able to work as much as they want. The main barriers to working more were the situation of the family member with a disability (87.2%), insufficient flexibility of jobs (20.2%), and availability of jobs (12.0%). It is important to note that a higher proportion of families/carers of participants aged 25 and over have reached retirement age, compared to the families/carers of younger participants, which has an impact on the percentage of families/carers in a paid job. However, the percentage who are able to work as much as they want is higher than for other participant age cohorts.

Health and wellbeing

58.9% of families/carers rate their health as good, very good or excellent at baseline. This is lower than the results for the other participant age groups, likely reflecting the older age of this cohort. 54.5% of families/carers disagreed or strongly disagreed that their family member with disability gets the support that they need at baseline.

Several additional questions are included in the LF regarding the wellbeing of families/carers and their outlook on life generally. For the question on their own expectations for the future, 46.4% of families/carers answered positively, 35.3% had mixed feelings and 10.4% answered negatively (7.9% did not know). With respect to their family member with a disability, 47.7% of families/carers agreed or strongly agreed that they feel more confident about the future of their family member with disability under the NDIS, while 45.5% responded neutrally.

In the LF, at baseline, 57.1% of families/carers agreed or strongly agreed that having a family member with disability has made it more difficult to meet everyday costs of living, while 24.0% disagreed or strongly disagreed (18.9% were neutral). For the question on whether families/carers felt that services and supports had helped them better care for the participant, 48.6% answered positively, 40.8% were neutral and 10.6% had a negative response.

6.2.2 Baseline indicators – participant characteristics

Baseline indicators have been analysed by participant characteristics using one-way analyses and multiple regression modelling.

Key findings from the one-way analyses and regression modelling include:

Disability type

Families/carers of participants with hearing impairments were the least likely to say that the situation of their family member with a disability was a barrier to working more, and the most likely to rate their health as good, very good or excellent compared to families/carers of participants of all other disability types. They generally also had the highest positive response rate for questions related to whether they feel supported and had the lowest rate of receipt of government benefits (10.8% for Carer Payment, and 11.5% for Carer Allowance).

Table 6.1 shows baseline family/carer outcomes for which the participant’s primary disability type is a significant ($p<0.05$) predictor in the multiple-regression model.

Table 6.1 Relationship of disability type with the likelihood of selected outcomes:

Outcome	Participant primary disability				
	Autism	Down syndrome	Hearing impairment	Psychosocial disability	Visual Impairment
Being in a paid job		⬇		⬇	
Receiving carer payments	⬆	⬆	⇩	⇩	
Receiving carer allowance	⬆	⬆	⇩	⇩	⬆
Being able to identify the needs of their family member with disability	⬇			⬇	⬇
Being able to access available services and supports to meet the needs of their child and family	⬇		⬇	⬇	⬇
Being able to advocate for their family member with disability	⬇				⬇
Having friends they can see as often as they'd like	⬇				⬇
Having people they can ask for practical help as often as needed	⬇				⬇
Having people they can ask to support their family member with disability as often as needed	⬇	⬆		⬇	⬇
Having people they can talk to for emotional support as often as needed	⬇	⬆		⬇	⬇
Feeling the services they and their family member with disability use listen to them		⬆	⬇	⬆	
Feeling in control of selecting the services and supports that meet the needs of their family member with disability		⬆		⬇	⬇

Outcome	Participant primary disability				
	Autism	Down syndrome	Hearing impairment	Psychosocial disability	Visual Impairment
Saying the services for them and their family member with disability meet their needs		⬆		⬇	⬇
Having made plans for when they are no longer able to care for their family member with disability		⬆			⬇
Having asked for assistance from siblings of the person with disability				⬆	
Rating their health as excellent, very good or good	⬇	⬇			⬇
Feeling their family member gets the support they need		⬆		⬇	⬇
Being able to work as much as they want	⬇		⬆	⬆	⬇
For those unable to work as much as they want, the situation of their child/family member with disability being a barrier to working more			⬇		
For those unable to work as much as they want, the availability of jobs being a barrier to working more			⬆		

Participant age

The percentage of families/carers of participants that are in a paid job is highest for participants aged 34 or younger at 40.9%, and lowest for families/carers of participants aged between 35 and 44, at 28.2%. Family/carer age is positively correlated with participant age, so families/carers of older participants are more likely to have reached retirement age.

The percentage of families/carers who provide informal care for participants and are able to work as much as they want is lowest for respondents of participants aged 34 or younger at 54.3% and highest for respondents of participants aged 35 to 44, at 62.1%. At least 84.5% of family and carers of participants across all age groups say that the situation with their family member with a disability is a barrier to working more.

Table 6.2 shows baseline family/carer outcomes of which participant age is a significant (p<0.05) predictor in the multiple-regression model. Table 6.2 is located after the "Indigenous status" section below.

CALD status

Controlling for other factors, baseline outcomes for families/carers of participants with a CALD background were less likely to be positive. For example, families/carers of CALD participants were less likely to be able to advocate for their family member, were less likely to feel in control when selecting services and supports, and were less likely to be able to work as much as they want. Table 6.2 shows baseline family/carer outcomes of which participant CALD status is a significant (p<0.05) predictor in the multiple-regression model. Table 6.2 is located after the "Indigenous status" section below.

Indigenous status

Baseline outcomes for families/carers of participants from Indigenous backgrounds were generally worse than those for families/carers of non-Indigenous participants, especially with regard to employment and health and wellbeing.

Table 6.2 shows baseline family/carer outcomes for which participant Indigenous status is a significant (p<0.05) predictor in the multiple-regression model.

Table 6.2 Relationship of participant age, CALD status and Indigenous status with the likelihood of selected outcomes:

Outcome	Variable		
	Participant is older	Participant is CALD	Participant is Indigenous
Being in a paid job	⬇	⬇	⬇
For family/carers with a paid job, the paid job being a permanent position	⬇	⬇	
For family/carers with a paid job, working 15 or more hours per week	⬇		
Receiving carer payment	⇩	⬆	⬆
Receiving carer allowance	⇩		
Currently studying	⇩	⬆	
Being able to identify the needs of their family member with disability		⬇	
Being able to advocate for their family member with disability	⬇	⬇	
Having friends they can see as often as they'd like	⬆	⬇	
Having people they can ask for practical help as often as needed	⬆	⬇	

Outcome	Variable		
	Participant is older	Participant is CALD	Participant is Indigenous
Having people they can ask to support their family member with disability as often as needed	↑	↓	
Having people they can talk to for emotional support as often as needed	↑	↓	
Feeling the services they and their family member with disability use listen to them	↑	↓	
Feeling in control of selecting the services and supports that meet the needs of their family member with disability	↑	↓	
Saying the services for them and their family member with disability meet their needs	↑	↓	
Having made plans for when they are no longer able to care for their family member with disability	↑		
Having asked for assistance from siblings of the person with disability	↑	↓	
Rating their health as excellent, very good or good	↓		↓
Feeling their family member gets the support they need	↑	↓	
Being able to work as much as they want	↑	↓	
For those unable to work as much as they want, the situation of their child/family member with disability being a barrier to working more	↓	↑	
For those unable to work as much as they want, the availability of jobs being a barrier to working more	↓	↑	↑
For those unable to work as much as they want, the insufficient flexibility of jobs being a barrier to working more	↓		

Participant level of function and annualised plan budget

Families/carers of participants with higher levels of function or lower annualised plan budgets tended to have better outcomes at baseline. For example, 69.9% of families/carers were able to work as much as they wanted to if the participant had a high level of function, compared to 50.8% if the participant had a low level of function. Families/carers of participants with a low level of function are more likely to ask for help from service providers, professionals or support workers when planning for when they are no longer able to care for their family member with disability, with 68.6% of them doing so compared to 45.0% for families/carers of participants with a high level of function. Furthermore, families/carers of participants with high level of function were more likely to respond positively as compared to participants with low level of function for all questions related to whether the family feels supported. The likelihood of receiving carer payment and carer allowance also increases as the participant's level of function decreases, but after controlling for other factors, no statistically significant relationship with annualised plan budget was found.

Families/carers of participants with a higher annualised plan budget were particularly likely to respond less positively in the support domain. For example, 57.7% of families/carers of participants with an annualised plan budget below $15,000 reported that they had friends they could see as often as they like, whereas this decreases to 37.8% for families/carers of participants with an annualised plan budget of $100,000 or more. Similarly, 50.3% of families/carers of participants with an annualised plan budget under $15,000 said that they had people they could ask for practical help as often as needed, decreasing to 30.4% of families/carers of participants with an annualised plan budget above $100,000.

Table 6.3 shows baseline family/carer outcomes for which participant level of function and/or annualised plan budget are significant (p<0.05) predictors in the multiple-regression model.

Table 6.3 Relationship of participant level of function and annualised plan budget with the likelihood of selected outcomes:

Outcome	Variable	
	Higher level of function	Higher annualised plan budget
For family/carers with a paid job, working 15 or more hours per week	⬆	
Receiving carer payment	⇩	
Receiving carer allowance	⇩	
Being able to identify the needs of their family member with disability	⬆	
Being able to advocate for their family member with disability	⬆	
Having friends they can see as often as they'd like	⬆	⬇
Having people they can ask for practical help as often as needed	⬆	⬇
Having people they can ask to support their family member with disability as often as needed	⬆	⬇
Having people they can talk to for emotional support as often as needed	⬆	
Feeling the services they and their family member with disability use listen to them	⬆	
Feeling in control of selecting the services and supports that meet the needs of their family member with disability	⬆	

Outcome	Variable	
	Higher level of function	Higher annualised plan budget
Saying the services for them and their family member with disability meet their needs	⬆	
Having made plans for when they are no longer able to care for their family member with disability	⬆	
Having asked for assistance from siblings of the person with disability	⬇	
Rating their health as excellent, very good or good	⬆	
Feeling their family member gets the support they need	⬆	⬇
Being able to work as much as they want	⬆	⬇
For those unable to work as much as they want, the situation of their child/family member with disability being a barrier to working more	⬆	⬆
For those unable to work as much as they want, the availability of jobs being a barrier to working more	⬇	⬇
For those unable to work as much as they want, the insufficient flexibility of jobs being a barrier to working more	⬇	

6.2.3 Longitudinal indicators – across all participants

Longitudinal analysis describes how outcomes have changed for families/carers of participants during the time the participant has been in the Scheme. Included here are families/carers of participants who entered the Scheme between 1 July 2016 and 30 June 2018, for whom a record of outcomes is available at Scheme entry (baseline) and at one or more of the two time points: approximately one year following Scheme entry (first review), and approximately two years following Scheme entry (second review). We consider how outcomes have changed between baseline and first review, between baseline and second review and between first review and second review.

There have been a number of improvements across all domains for the three periods being considered. The greatest changes occurred when considering a respondent's responses from baseline to their second review.

Table 6.4 summarises changes for selected indicators across different time periods. Cohort "B,R1,R2" includes participants responding at baseline, first review and second review[42]. Cohort "B,R1" includes participants responding at both baseline and first review (but not at second review, so the cohorts are mutually exclusive). Indicators were selected for the

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[42] A small number may be missing a response at the first review

tables if the change was statistically significant[43] and had an absolute magnitude greater than 0.02[44].

Table 6.4 **Selected longitudinal indicators for families/carers of participants aged 25 and over**

Domain (Form)	Indicator	Cohort	Baseline	Review 1	Review 2	Change B-R1	Change R1-R2	Change B-R2	Improvement/ Deterioration
SP (SF)	% of families/carers who have people who they can ask for emotional support as often as they need (*)	B,R1,R2	48.4%	51.9%	54.9%	3.5%	3.1%	6.6%	Improvement
		B,R1	50.7%	52.7%		2.0%			
AC (SF)	% of families/carers who feel that the services their family member with disability and their family use listen to them (**)	B,R1	67.7%	71.3%		3.6%			Improvement
AC (SF)	% of families/carers who say that the services for their family member with disability and their family receive meet their needs	B,R1,R2	23.1%	34.6%	40.7%	11.5%	6.1%	17.6%	Improvement
		B,R1	21.5%	30.3%		8.8%			
AC (LF)	% of families/carers who have no difficulties working in partnership with professionals and service providers to meet the needs of their family member with disability	B,R1,R2	62.1%	75.0%	89.7%	12.9%	14.7%	27.6%	Improvement
		B,R1	78.5%	78.8%		0.3%			
AC (LF)	% of families/carers who say the services their family member with disability and family receive help to plan for the future	B,R1,R2	44.8%	57.1%	75.9%	12.3%	18.7%	31.0%	Improvement
		B,R1	64.1%	73.7%		9.6%			
HW (LF)	Thinking about what happened last year, and what they expect for the future, % who are delighted, pleased or mostly satisfied (*)	B,R1,R2	56.7%	62.1%	66.7%	5.4%	4.6%	10.0%	Improvement
		B,R1	44.1%	55.9%		11.9%			
HW (LF)	% who strongly agree or agree that they feel more confident about the future of their family with disability under the NDIS (**)	B,R1	34.7%	56.2%		21.5%			Improvement

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[43] McNemar’s test at the 0.05 level

[44] Between baseline and second review for the “B,R1,R2” cohort, and between baseline and first review for the “B,R1” cohort

Domain (Form)	Indicator	Cohort	Baseline	Review 1	Review 2	Change B-R1	Change R1-R2	Change B-R2	Improvement/ Deterioration
SP (SF)	% of families/carers who have people who they can ask for emotional support as often as they need (*)	B,R1,R2	48.4%	51.9%	54.9%	3.5%	3.1%	6.6%	Improvement
		B,R1	50.7%	52.7%		2.0%			
HW (LF)	% who strongly agree or agree that services and supports have helped them to better care for their family member with disability (*)	B,R1,R2	43.3%	62.1%	70.0%	18.7%	7.9%	26.7%	Improvement
		B,R1	55.4%	65.8%		10.5%			
HW (SF)	% of families/carers who feel their family member with disability gets the support they need	B,R1,R2	29.5%	38.8%	48.9%	9.2%	10.1%	19.3%	Improvement
		B,R1	27.5%	35.7%		8.2%			
GB (SF)	% of families/carers that are receiving carer allowance	B,R1,R2	40.7%	51.9%	56.0%	11.2%	4.2%	15.4%	Context dependent
		B,R1	44.1%	48.3%		4.2%			
SC (SF)	Of those who have begun planning for the future care of their family member, % who have asked for help from service providers, professionals or support workers (**)	B,R1	57.3%	61.2%		3.9%			Context dependent
HW (SF)	% of families/carers who rate their health as excellent, very good or good (**)	B,R1	59.4%	55.5%		-3.9%			Deterioration
HW (SF)	For those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more (**)	B,R1	21.3%	23.6%		2.3%			Deterioration

(*) Two year change for B,R1,R2 cohort is not significant at the 0.05 level.
(**) Results for B,R1,R2 cohort not shown due to small numbers

Noting the small volume of respondents to both the survey at second review and the long form questions, the key findings from Table 6.4 include:

- Families/carers express greater satisfaction with services, with a significant increase in the percentage who say that the services that their family member with disability and their family receive meets their needs.
- In the health and wellbeing domain, more families/carers feel their family member with disability gets the support they need.
- For the cohort entering in 2016-17, there were large improvements in the percentage of families/carers who have no difficulties working in partnership with professionals and service providers to meet the needs of their family member with disability. For both cohorts, there were significant improvements in the percentage of

families/carers whose family member with disability and family receive help to plan for their future.
- There has been a considerable increase in the percentage of families/carers who say they receive carer allowance.

6.2.4 Longitudinal indicators – key characteristics

Due to small sample sizes for families/carers who responded at both baseline and second review (less than 100), the analysis of longitudinal indicators by key characteristics for families/carers of participants aged 25 and over only covers short form responses between baseline and first review. Baseline to second review short form results are shown in the summary tables only.

The services my family member with disability and my family receive meet our needs

Table 6.5 sets out the breakdown of the movements in responses between baseline and first review and between baseline and second review.

Table 6.5 Breakdown of net movement in longitudinal responses

Longitudinal Period	**Number of Baseline Responses in cohort**		**Improvements: No to Yes**		**Deteriorations: Yes to No**		**Net Movement**
	No	Yes	Number	%	Number	%	
Baseline to Review 1	4,054	1,116	624	15.4%	167	15.0%	8.8%
Baseline to Review 2	62	27	23	37.1%	7	25.9%	18.0%

The following factors had a positive relationship with the response at first review (those exhibiting these factors had a greater likelihood of improving their response):

- Higher level of funding in the participant's plan
- Plan is fully self-managed
- Plan category is 0-15% capacity building
- Participant lives in Queensland
- Participant has a lower level of NDIA support
- Participant has a higher level of plan utilisation

The following factors had a negative relationship (less likely to improve on baseline response):

- Plan category is 30-60% capacity building
- Participant's plan is managed by a plan manager
- Participant has a higher level of NDIA support
- Family/carer's reported employment status did not change between surveys

Of the family and carers who received adequate support at baseline, the following factors increased the likelihood of maintaining the favourable response at first review:

- Higher level of funding in the participant's plan
- Higher level of function
- Participant is in supported independent living.

I feel that my family member gets the support he/she needs

Table 6.6 sets out the breakdown of the movements in responses between baseline and first review and between baseline and second review.

Table 6.6 Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Baseline to Review 1	3,683	1,402	684	18.6%	269	19.2%	8.2%
Baseline to Review 2	62	27	23	37.1%	7	25.9%	18.0%

For the families/carers who did not feel their family member was receiving the support they needed at baseline, the following factors increased the likelihood of an improved response at first review:

- Higher level of funding in the participant's plan
- Participant responded that they feel safe or very safe at home
- Participant lives in Queensland
- Participant has a lower level of NDIA support
- Participant has a higher level of plan utilisation

The following factors decreased the likelihood of an improved response:

- Participant responded that they feel unsafe or very unsafe at home
- Participant lives in Victoria
- Participant has a higher level of NDIA support

At baseline, of the carers who felt their family member received the support they needed, those caring for participants in supported independent living were more likely to maintain their response at first review. Carers whose employment hours increased between baseline and first review were less likely to maintain their positive response.