7. Families/carers of participants aged 25 and over: Has the NDIS helped?

7.1 Aggregate results

For participants who have been in the Scheme for approximately one or two years as at 30 June 2019, Figure 7.1 shows the percentage of families/carers of participants aged 25 and over who think that the NDIS has helped with outcomes related to each of the five SF domains, after one year in the Scheme and after two years in the Scheme.

Figure 7.1 Percentage of families/carers who think that the NDIS has helped with outcomes related to each domain

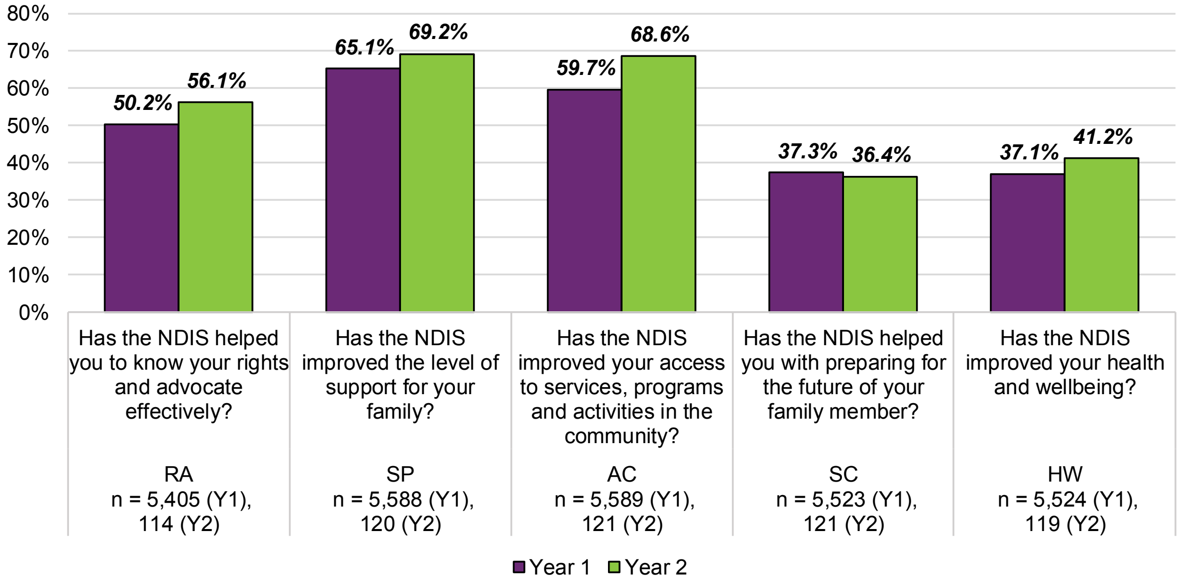

Figure 7.1 shows that most families/carers think that the NDIS has helped with three out of the five SF domains.

Families/carers of participants aged 25 and over were more likely to say that the NDIS has helped than families/carers of participants aged 15 to 24, across all comparable domains. The percentage of families/carers who say the NDIS has helped after two years in the Scheme is generally on par with that of families/carers of participants aged 0 to 14. Out of all the cohorts, families/carers of participants aged 25 and over saw the greatest improvement in the advocacy and access to services domains.

The most positive responses were for improving access to services, programs and activities in the community (59.7% after one year, increasing to 68.6% after two years) and for improving the level of support for the family (65.1% after one year, increasing to 69.2% after two years). In the health and wellbeing domain, positive response rates increased from 37.1% at first review, to 41.2% at second review. Responses were less positive for the “Has the NDIS helped you with preparing for the future support of your family member” question (37.3% at first review and 36.4% at second review). Improvements in positive response rates between first and second review were observed across all domains except preparing for the future of the participant.

7.2 Results by participant and family/carer characteristics

7.2.1 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 7.1 shows the relationship of different participant and carer characteristics with the likelihood of families/carers saying that the NDIS has helped. A characteristics 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 7.1 Relationships of participant characteristics with the likelihood of positive family/carer responses

Characteristic	Saying the NDIS has helped
Higher plan utilisation	⬆
Higher annualised plan budget	⬆
Participant’s disability is a hearing impairment	⬇
Participant’s disability is a spinal cord injury	⬇
Participant’s disability is caused by a stroke	⬆
Participant’s disability is a psychosocial disability	⬆
Participant’s disability is another neurological disability	⬆
Participant’s disability is multiple sclerosis	⬆
0-30% of supports are capacity building supports	⬆
60-100% of supports are capacity building supports	⬇
Participant has a higher level of NDIA support	⬇
Higher Index of Economic Resources	⬇
Participant feels unsafe or very unsafe at home	⬇
Participant rates their health as poor	⬇

Characteristic	Saying the NDIS has helped
Participant has a higher level of function	↑
Lives in QLD	↑
Plan is fully self-managed	↑
Plan is fully agency-managed	↓

Plan utilisation

Baseline plan utilisation was a significant predictor in all multiple regression models. Families/carers of participants with a higher baseline plan utilisation were more likely to say the NDIS has helped. On a one-way basis, 37.3% of families/carers of participants with utilisation under 20% indicated that the NDIS improved their access to services and programs, compared to 70.3% for families/carers of participants with utilisation of 80% or higher. Similarly, 28.3% of families/carers of participants with utilisation under 20% say the NDIS helped them with preparing for the future support of their family member with disability, compared to 42.9% of families/carers of participants with utilisation of 80% or higher.

Plan Budget

Families/carers of participants with a higher annualised plan budget were more likely to say that the NDIS had helped, across all domains. For example, the percentage of families/carers who felt that the NDIS improved the level of support for their family increased from 43.2% for those with a plan budget of $15,000 or less to 72.1% for those with a plan budget of $100,000 or more. A similar increase was observed in the percentage of families/carers who said the NDIS improved their access to services (37.7% for those with a plan budget of $15,000 or less compared to 63.3% for those with a plan budget of $100,000 or more).

Disability Type

Families/carers' perceptions of whether the NDIS helped varied by the participant's disability type and domain. For example:

- Families/carers of participants with autism were less likely to think the NDIS improved their health and wellbeing (31.8%), whereas families/carers of participants with cerebral palsy or another neurological disability were more likely to respond positively (38.6%).
- Families/carers of participants with another neurological disability were more likely to say that the NDIS improved their access to services, programs and activities in the community, compared to families/carers of participants with a spinal cord injury.
- Families/carers of participants who have had a stroke are more likely to feel the NDIS improved the level of support for their family.

Plan management type

Multiple regression analyses indicates that families/carers of participants with fully self-managed plans were more likely to say that the NDIS has helped, across all but the support and access to services domains. Conversely, families/carers of participants with fully agency-managed plans were less likely to respond positively, across all domains except for the access to services domain.

For example, only 35.9% of families/carers of participants with fully agency-managed plans indicated that the NDIS improved their health and wellbeing, compared to 45.3% of families/carers of participants with fully self-managed plans. Similarly, 48.5% of families/carers of participants with fully agency-managed plans said that the NDIS improved their capacity to advocate for their family member with disability, compared to 55.4% of families/carers of participants with fully self-managed plans.

Plan category

Both multiple regression and one-way analyses show that families/carers of participants who commit 0-15% of their plan budget to capacity building were more likely to say that the NDIS helped with feeling supported (69.1% compared to 65.1% overall), access to services (65.7% compared to 59.7%) and health and wellbeing (40.0% compared to 37.1%). The analysis also indicates that for these same three domains, families/carers of participants who commit 60-100% of their plan budget to capacity building were less likely to say that the NDIS has helped (49.7%, 47.6% and 28.9%, respectively).

State/Territory

Residents of Queensland were more likely to say that the NDIS improved their capacity to advocate for their family member with disability and that the NDIS improved the level of support for their family. For example, on a one-way basis, 71.6% of families/carers from Queensland said that the NDIS improved the level of support for their family, compared to 63.9% of families/carers from New South Wales and 64.6% of families/carers from Victoria.

Other characteristics

Families/carers of participants who live in an area with a higher Index of Economic Resources (IER) were less likely to respond positively when asked whether the NDIS improved their access to services, helped prepare for the future support of their family member, or improved their health and wellbeing.

Families/carers of participants who felt unsafe or very unsafe at home were less likely to respond positively in the domain of advocacy for their family member with disability. Families/carers were also less likely to report that the NDIS improved their health and wellbeing if the participant also rated their health as poor.

Families/carers of participants with higher levels of function were more likely to respond that the NDIS helped with preparation for the future support of their family member and improved their health and wellbeing.

Longitudinal modelling did not show any significant relationships, primarily due to the small number of respondents completing both the first and second reviews.