NDIS Family and Carer Outcomes

30 June 2019

Contents

Executive summary

Background

The NDIS Outcomes Framework is one of only a few internationally that measures outcomes for both participants and their families and carers.

Families and carers play an important role in supporting NDIS participants. The outcomes for a participant, and for the person who cares for them, are likely to be closely linked. Families and carers of participants who are well supported under the NDIS and who are achieving greater independence and social and economic participation are likely to find the caring role easier and to experience increased wellbeing and greater opportunities for social and economic participation themselves. The improved situation for families and carers should in turn translate into further improvement in outcomes for participants.

A separate report on participant outcomes at 30 June 2019 has also been prepared.[1] That report discusses the aims of the NDIS and how those aims are embedded in the legislation[2] and the NDIA Corporate Plan 2019-2023[3].

The NDIS Outcomes Framework questionnaires

The participant outcomes report discusses the insurance principles on which the Scheme is based. An insurance-based approach considers the lifetime cost of participants (including early investment), and the outcomes achieved across participants' lifetimes. In view of the link with participant outcomes, monitoring family and carer outcomes contributes to an assessment of how successfully the insurance-based approach is working. Monitoring of family and carer outcomes is also important from a broader perspective, for example, increased economic participation of families and carers will have wider benefits for the Australian economy.

This report is the second annual report on family and carer outcomes, and analyses:

- The results of the baseline outcomes framework questionnaires for families and carers of participants who entered the Scheme in 2016-17, 2017-18 and 2018-19 (referred to as "baseline" as the NDIS has not influenced the outcomes of participants or their families and carers at this point).
- One year longitudinal changes in outcomes for families and carers of participants who entered the Scheme in 2016-17 and 2017-18 (have been in the Scheme for at least one year).
- Two year longitudinal changes in outcomes for families and carers of participants who entered the Scheme in 2016-17 (have been in the Scheme for two years).

This year's report adds a second year of longitudinal experience to the analysis, compared to last year's report. Two years is still not a lot of time to measure success – however, importantly this report builds on last year's analysis and continues the conversation on what factors are driving good outcomes, and indicates that the NDIS is continuing to improve the lives of many families and carers of NDIS participants.

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[1] Subsequently referred to as "the participant outcomes report".
[2] https://www.legislation.gov.au/Series/C2013A00020
[3] https://www.ndis.gov.au/about-us/publications/corporate-plan

Baseline versus progress

As also noted in the participant outcomes report, baseline outcomes for participants and their families and carers will differ by a range of individual and external factors, including the nature and severity of the participant's disability, the extent of support networks, local community inclusiveness, and general health.

Consequently, the success of the Scheme should be judged not on baseline outcomes, but on how far participants and their families and carers have come since they entered the Scheme, acknowledging their different starting points.

It is also important to note that whilst some of the benefits of the Scheme should be quick to emerge (for example, assistance with daily living), others are much more long-term in nature (for example, employment), and measurable progress may take some years to emerge.

Finally, it should be recognised that some of the domains included in the outcomes framework (for example, health) are not the primary responsibility of the NDIS, but are nevertheless included in order to provide a fuller picture of the circumstances of participants and their families and carers.

A lifespan approach

Leveraging research conducted by the NDIS Independent Advisory Council (IAC), the outcomes framework takes a lifespan approach to the measurement of outcomes, recognising that different milestones are important for different participant age groups.

Many of the issues faced by families and carers are similar regardless of participant age (for example, being able to work as much as they want), however there are some differences (for example, families and carers of young children will be focussed on helping their child's early development and learning, whereas families and carers of young adults will want to help their family member to become as independent as possible).

Recognising these differences, family/carer questionnaires have been developed for three different *participant* age groups: 0 to 14, 15 to 24, and 25 and over. This report is organised with separate sections for each of these participant age groups, synthesising analyses from all data sources[4]. Since the role of the family or carer in the participant's life is most crucial during childhood, and since completion of the family/carer questionnaire is not compulsory where the participant is an adult, the report puts greater emphasis on the 0 to 14 participant age group, followed by the 15 to 24 age group. For the 25 and over age group, where a smaller amount of data is available (particularly longitudinally), and the relationship between participants and families/carers tends to be less close, a briefer presentation of results is given.

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[4] The Short Form (SF) outcomes framework and the Long Form (LF) outcomes framework, baseline and longitudinal information.

Families/carers of participants from birth to age 14

Overall results

- In the longitudinal analysis, significant **improvements** were observed across a number of indicators, both from baseline to first review, and from baseline to second review, particularly in the areas of:
    - ***Employment:***
        - For participants who joined the Scheme in 2016-17, the percentage of families/carers working in a paid job has increased by 3.5% over the first year in the Scheme, with a further increase of 1.8% over the second year (5.3% overall), from 46.4% at baseline to 51.7% at second review. However, this is still considerably lower than for Australians aged 25 to 64 (77.7%).[5] For those in a paid job, the percentage working 15 hours or more per week has increased by 4.8% over two years, from 79.1% at baseline to 83.9% at second review. The percentage working 30 hours or more has also increased, from 39.4% at baseline to 46.7% at second review, but is still much lower than the 74.2% of Australians working on a full-time basis as at 30 June 2019.[6]
        - For participants entering in 2017-18, the percentage of families/carers working in a paid job has increased by 2.0% over the first year in the Scheme, from 48.2% at baseline to 50.1% at first review. As for the families and carers of 2016-17 entrants, there have been increases in the percentages working 15 hours or more per week, from 77.4% at baseline to 79.9% at first review, and 30 hours or more per week, from 41.4% to 44.0%.
    - ***Development and learning***:
        - For participants entering in 2016-17, the percentage of families/carers who know what specialist services are needed to promote their child's learning and development increased by 11.7% between baseline and second review, from 40.6% to 52.3%. Similarly, the percentage of respondents who know what they can do to support their child's learning and development increased by 10.8%, from 42.0% to 52.8%.
        - For participants entering in 2017-18, the percentage of respondents who know what specialist services are required to promote their child's learning and development increased by 8.1%, from 40.7% at baseline to 48.9% at first review. Similarly, the percentage of families/carers who know what they can do to support their child's development increased by 6.9%, from 41.7% at baseline to 48.6% at first review.

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[5] Australian Bureau of Statistics. 2019. 6202.0 Labour force, Australia, Jun 2019. Employment to population ratio.

[6] Australian Bureau of Statistics. 2019. 6202.0 Labour force, Australia, Jun 2019. Employed full-time to employed total. The ABS defines full-time work as 35 hours or more per week, so the percentage of the general population working more than 30 hours per week would likely be higher than 74.2%.

- ***Interaction with services***:
  - For participants entering in 2016-17, the percentage of families/carers who say their relationship with services is good or very good has increased by 9.9%, from 78.8% at baseline to 88.7% at second review.
  - For participants entering in 2017-18, the percentage of families/carers who say their relationship with services is good or very good has increased by 8.3%, from 77.1% at baseline to 85.4% at first review.

Figure 1 Changes in indicators over two years for families/carers of participants aged 0 to 14 who entered the Scheme in 2016-17

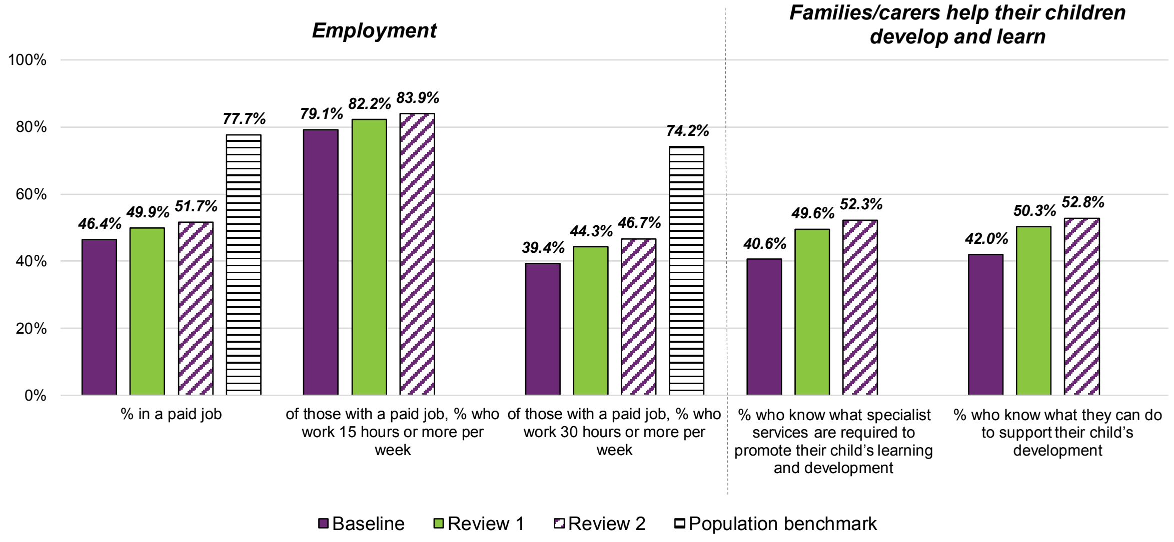
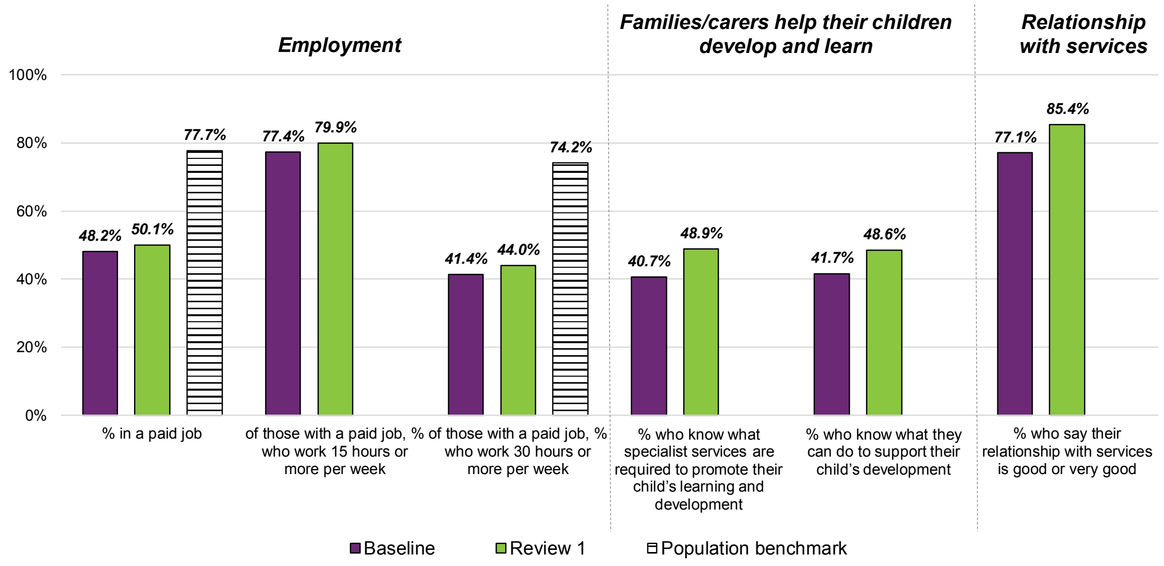


Figure 2 Changes in indicators over one year for families/carers of participants aged 0 to 14 who entered the Scheme in 2017-18



- Changes in some other areas were less positive, reflecting the difficulties faced by families/carers of children with disability.
    - ***Health and wellbeing:***
        - For participants entering in 2016-17, some deterioration was observed in self-rated health for families/carers, with the percentage rating their health as excellent, very good or good decreasing by 7.9%, from 74.0% at baseline to 66.1% at second review.
        - For participants entering in 2017-18, the percentage of families/carers who rate their health as excellent, very good or good fell by 3.3%, from 71.8% at baseline to 68.5% at first review.
    - ***Informal supports:***
        - For participants entering in 2016-17, there were reductions over two years in the percentages who have: friends they can see as often as they like (4.4% decrease); people they can ask for practical help as often as they need (3.8% decrease); and people they can ask for childcare as often as they need (3.6% decrease). However, the percentage who have someone they can talk to for emotional support as often as they need increased by 2.3%.
        - For participants entering in 2017-18, changes were in the same direction as for those entering in 2016-17, but the one year changes were of smaller magnitude (around 1%).
    - ***Social interactions***:
        - For participants entering in 2016-17, the percentage of families/carers who say they are able to engage in social interactions and community life as much as they want decreased by 3.0%, from 27.1% at baseline to 24.1% at second review. For those who are unable to engage as much as they want, the percentage who say the situation of their child with disability is a barrier to engaging more has increased by 4.0%, from 90.7% at baseline to 94.7% at second review.
        - For participants entering in 2017-18, of those unable to engage in the community as much as they want, the percentage who say the situation with their child is a barrier to engaging in more social interactions increased by 2.3%, from 88.6% at baseline to 90.9% at first review.

Figure 3 Changes in indicators over two years for families/carers of participants aged 0 to 14 who entered the Scheme in 2016-17

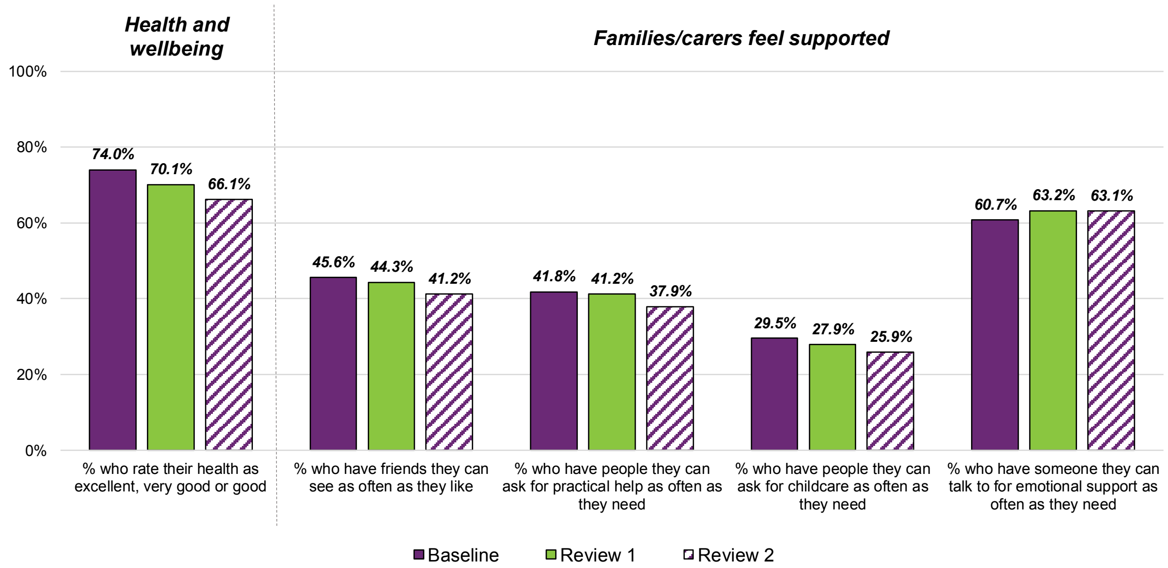
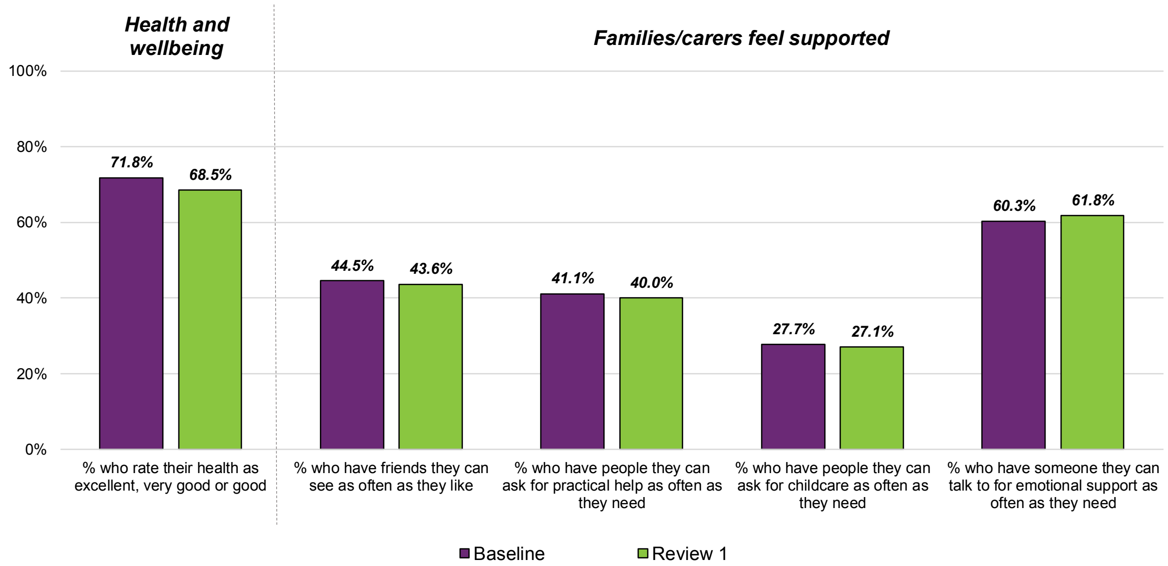


Figure 4 Changes in indicators over one year for families/carers of participants aged 0 to 14 who entered the Scheme in 2017-18



- Family/carer’s baseline and longitudinal outcomes vary significantly with their primary disability, age, cultural background, Indigenous status, level of function, location, plan type and living situation:
  - Families/carers of participants with a hearing or visual impairment generally experience better outcomes, both baseline and longitudinal. In contrast, respondents for participants with autism or an intellectual or psychosocial disability tend to fare worse.
  - Families/carers of older participants tend to exhibit worse outcomes, both at baseline and in the longitudinal analysis, particularly with respect to advocacy, feeling supported, and health and wellbeing. As health tends to decline with age, some deterioration in the health rating is expected.

  - Baseline outcomes for families/carers of participants who are from a CALD background tend to be worse than those for families/carers of non-CALD participants, particularly regarding advocacy and independence.
  - Baseline results for families/carers of Indigenous participants are mixed. They are less likely to be in paid employment or to report that the services they use listen to them, but are more likely to have access to required services.
  - For the majority of indicators in all domains, baseline and longitudinal outcomes are better for families/carers of participants with a high level of function. A similar trend was observed for families/carers of participants with a lower annualised plan budget.
  - Families/carers living in New South Wales and Victoria had worse outcomes at baseline across all domains. By contrast, those from South Australia and the Australian Capital Territory had better baseline outcomes. Outcomes for families/carers from Queensland tended to improve the most after spending time in the Scheme, while families/carers from Victoria were less likely to improve.
  - Families/carers of participants with self-managed plans (fully or partly) experience more positive outcomes in the domains of advocacy, feeling supported and helping their child develop and learn at both baseline and subsequent review periods.
  - Outcomes tend to be more positive across all domains for families/carers of participants living in a private home owned by their family, both at baseline and longitudinally.
- Opinions on whether the NDIS has helped are generally positive for this cohort:
  - The percentage of families/carers reporting that the NDIS has helped after two years in the Scheme was higher across almost every domain (except health and wellbeing) than the percentage of families/carers reporting that the NDIS helped after one year in the Scheme.
  - Opinions on whether the NDIS helped after one year in the Scheme vary by participant/carer characteristics. Results tended to be more positive for families/carers of participants who are younger, have higher baseline plan utilisation and higher level of function, have self-managed plans, and need less support with planning from the NDIA.
  - Outcomes at first review tended to be better for families/carers of participants with global developmental delay or developmental delay. On the other hand, outcomes tended to be worse for families/carers of participants with an intellectual disability or Down syndrome.
  - Outcomes for families/carers of participants with higher plan utilisation were more likely to improve between first and second review, across almost all domains. On the other hand, outcomes for families/carers of older participants, or those families/carers that changed employment status from permanent to casual, were more likely to deteriorate between first and second review.
  - The percentage of families/carers reporting that the NDIS improved the level of support for their family increased by 4.1%, from 62.8% at first review to 66.9% at second review. Families/carers of participants with global developmental delay or developmental delay, or those with higher annualised funding, were least likely to deteriorate on this outcome between first and second review.

- Similarly, the percentage of families/carers reporting that the NDIS improved their access to services, programs and activities in the community increased from 66.0% at first review to 69.7% at second review. This outcome was less likely to deteriorate for families/carers were who are not Indigenous.

Families/carers of participants aged 15 to 24

Overall results

- ***Employment:*** some small positive changes were observed in employment indicators for families/carers of participants aged 15 to 24, however, with one exception (the percentage of families/carers of participants entering the Scheme in 2016-17 working 15 hours or more per week) they were either not statistically significant or of magnitude less than 2%.
    - For participants who joined the Scheme in 2016-17, there was an increase of 2.1% over two years in the percentage of families/carers working in a paid job, from 51.8% to 53.9%. This increase was significant at the 10% level but not at the 5% level. For those with a paid job, there was a significant (at the 5% level) and larger increase of 5.3% in the percentage working 15 hours or more per week, from 82.7% to 88.0%.
    - For participants entering in 2017-18, there was a significant but small increase of 1.6% over one year in the percentage of families/carers working in a paid job, from 51.7% to 53.3%. For those with a paid job, there was a significant but small increase of 1.7% in the percentage working 15 hours or more per week, from 84.5% to 86.2%.
- In the longitudinal analysis for other domains, significant **improvements** were observed across a number of indicators, both from baseline to first review, and from baseline to second review, particularly in the areas of:
    - ***Access to services:***
        - For participants who joined the Scheme in 2016-17, the percentage of families/carers who said that the services they receive for their family member with disability meets their needs increased from 18.0% at baseline to 37.5% at second review. The percentage of families/carers who felt that the services they use for their family member with disability listen to them increased from 66.5% at baseline to 73.8% at second review.
        - For participants who entered in 2017-18, the percentage of families/carers who said that the services they receive for their family member with disability meets their needs increased from 17.6% at baseline to 25.0% at first review. A similar improvement was observed in the percentage of families/carers who feel that the services they use for their family member with disability listen to them (62.9% at baseline versus 67.4% at first review).
    - ***Confidence for the future***:
        - For participants who joined the Scheme in 2016-17, the percentage who felt more confident about the future of their family member with disability under the NDIS increased from 52.9% at baseline to 70.6% at second review. The percentage who strongly agree or agree that their family member gets the support he/she needs also increased, from 32.4% at baseline to 51.5% at second review.
        - For participants who entered in 2017-18, the percentage who felt more confident about the future of their family member with disability under the NDIS increased from 46.2% at baseline to 60.8% at first review. The percentage who strongly agree or agree that their family member gets the support he/she needs also increased, from 34.4% at baseline to 51.1% at first review.

Figure 5 Changes in indicators over two years for families/carers of participants aged 15 to 24 who entered the Scheme in 2016-17

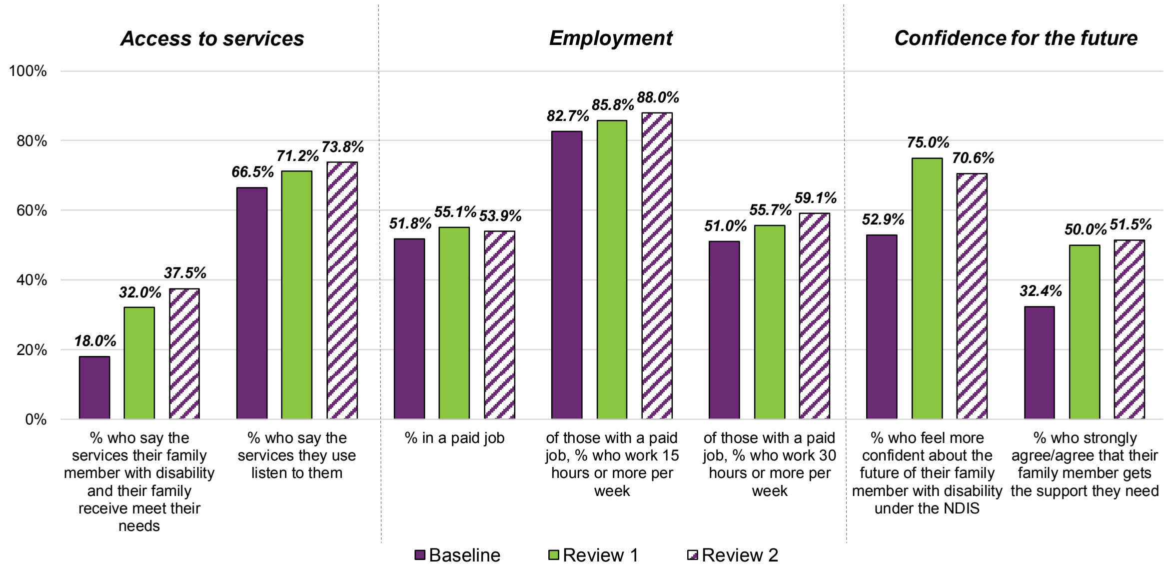
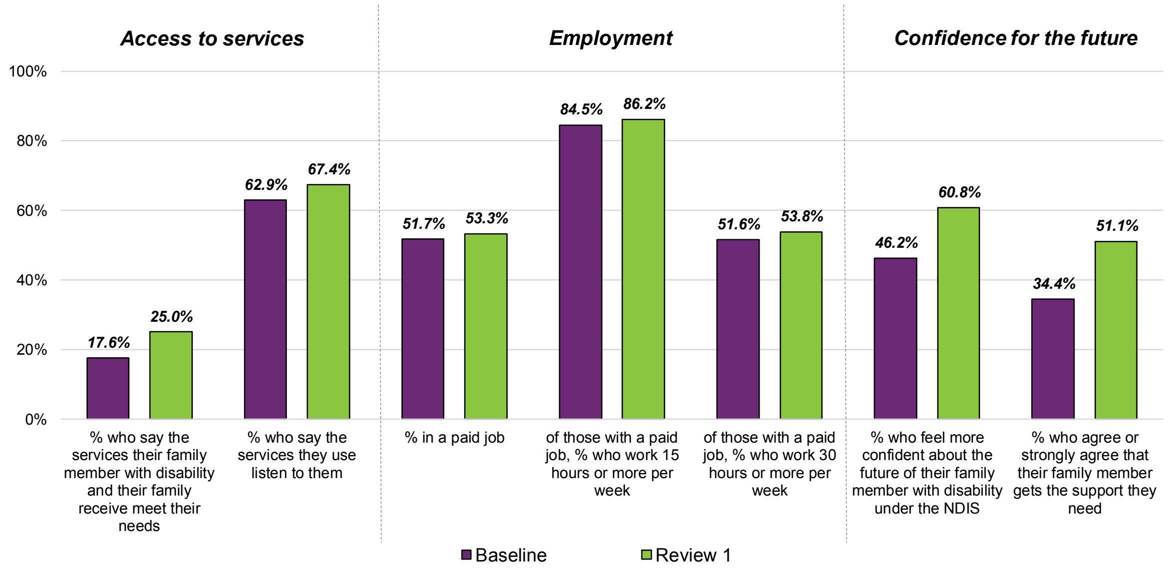


Figure 6 Changes in indicators over one year for families/carers of participants aged 15 to 24 who entered the Scheme in 2017-18



- ***Other significant changes*** have been observed for some indicators related to health and wellbeing, and feeling supported.
    - ***Health and Wellbeing***: Outcomes in this domain mostly deteriorated, and can be partially explained by the tendency for health to decline with age. In particular:
        - For participants who joined the Scheme in 2016-17, there was a decline in the percentage of families/carers who rated their health as excellent, very good or good, from 64.6% at baseline to 55.9% at second review. Additionally, of families/carers unable to work as much as they want, the percentage who say the situation of their family member with disability is a barrier to working more increased from 89.2% at baseline to 93.6% at second review.

        - For participants who entered in 2017-18, the percentage of families/carers who rate their health as excellent, very good or good declined from 60.9% at baseline to 57.5% at first review. And of families/carers unable to work as much as they want, the percentage saying that insufficient flexibility of jobs is a barrier to working more increased from 32.4% at baseline to 35.2% at first review.

- Family/carer's baseline and longitudinal outcomes vary significantly with their primary disability, age, cultural background, Indigenous status, level of function, location, plan type and living situation:
    - For the majority of indicators, baseline outcomes are better for families/carers of participants with a high level of function
    - Families/carers of participants with a hearing or visual impairment generally experience better outcomes at baseline. In contrast, families/carers of participants with psychosocial disability tend to fare worse.
    - Baseline outcomes for families/carers of participants from CALD backgrounds tend to be worse, particularly on advocacy and independence. Furthermore, regression modelling of longitudinal outcomes suggests that families/carers from CALD backgrounds are less likely to see improvements in health and wellbeing between baseline and second review.
    - Results for families/carers of Indigenous participants are mixed. This group is less likely to be in paid employment and to report that the services they use listen to them, but more likely to have people who can provide practical help.
    - Families/carers of older participants tend to exhibit better outcomes at baseline, particularly in domains relating to employment and participant independence. However, regression modelling suggests that this group is less likely to see improvements in health and wellbeing.
    - Results for families/carers in regional and remote locations are mixed. This group tends to do better on indicators related to advocacy, feeling supported and helping the participant become more independent. Some employment indicators such as being able to work as much as preferred are also better. However, other employment indicators are worse; in particular, some barriers to working more, such as insufficient flexibility of jobs, are more commonly cited.
    - Families/carers living in Queensland or South Australia are more likely to report improvements in the access to services domain. This is in contrast to families/carers living in New South Wales or Victoria, who are less likely to report improvements.
    - Families/carers with self-managed plans (fully or partly) experience more positive outcomes at baseline on some indicators, namely within the advocacy and feeling supported domains. Moreover, oneway analysis and longitudinal modelling suggest that this group of respondents is more likely to report positive outcomes at first review.
    - Families/carers with strong social connections are more likely to enable their participant to become more independent.
    - Families/carers with higher plan utilisation reported more positive longitudinal outcomes in the employment and access to services domains.

  - Outcomes in the access to services and health and wellbeing domains, for families/carers of participants who rate their own health as fair or poor, tend to deteriorate between baseline and first review.
  - Carers who reduced their hours of work were less likely to show improvements in outcomes, across most domains.
- Opinions on whether the NDIS has helped are slightly less positive for this cohort than for families/carers of participants aged 0 to 14. Key findings include:
  - The percentage of families/carers reporting that the NDIS helped after two years in the Scheme was higher across all domains than the percentage of families/carers reporting that the NDIS helped after one year in the Scheme.
  - After one year in the Scheme, families/carers of older participants or those with higher baseline plan utilisation were more likely to say that the NDIS has helped. Similarly, families/carers of participants in self-managed plans or with a higher annualised plan budget were more likely to report positive outcomes at first review. On the other hand, families/carers of participants who required a higher level of NDIA support were less likely to report positive outcomes.
  - Families/carers of participants with autism or Down syndrome were more likely to say that the NDIS helped at first review. In contrast, families/carers of participants with a visual impairment were less likely to respond positively.
  - The percentage of families/carers reporting that the NDIS improved the level of support for their family increased 5.3%, from 58.0% to 63.3% between first and second review. Families/carers of participants with higher baseline plan utilisation were most likely to report improvements.
  - The percentage of families/carers stating that the NDIS improved their access to services, programs and activities in their community increased from 55.9% at first review to 62.2% at second review. Families/carers of younger participants or those with higher baseline plan utilisation were most likely to report improvements in this domain.
  - The percentage of families/carers reporting that the NDIS helped them know their rights and advocate effectively improved 4.3%, from 46.0% at first review to 50.3% at second review. Responses of families/carers were more likely to improve for participants from Queensland or South Australia, while responses were less likely to improve for families/carers of participants with a lower level of function.

Families/carers of participants aged 25 and over

Overall results

- ***Employment:*** changes in employment indicators for families/carers of participants aged 25 and over were mostly small and not significant. It should be noted that families/carers of participants aged 25 and over are more likely to be of retirement age compared to families carers of participants aged under 25, and as such are less likely to be in a paid job.
    - For participants who joined the Scheme in 2016-17, there was a small and not statistically significant decline of 1.1% over two years in the percentage of families/carers working in a paid job, from 24.2% to 23.1%. For those with a paid job, there was a larger but again not statistically significant increase of 5.6% in the percentage working 15 hours or more per week, from 83.3% to 88.9%.
    - For participants entering in 2017-18, there was a small and not statistically significant decline of 0.5% over one year in the percentage of families/carers working in a paid job, from 33.8% to 33.3%. For those with a paid job, there was a small and not statistically significant increase of 0.3% in the percentage working 15 hours or more per week, from 85.1% to 85.4%.
- Only a small number of 2016-17 entrants contributed to the two-year longitudinal analysis. Nevertheless, significant changes were observed for five indicators. For the larger group of 2017-18 entrants, the number of significant changes was larger. Improvements were observed particularly in the areas of:
    - ***Interaction with services:***
        - For participants who joined the Scheme in 2016-17, 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 meet 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%.
        - For participants entering in 2017-18, the percentage of families/carers who said that the services their family member with disability receives meet 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 67.8% to 71.3%, and the percentage who say the services help them to plan for the future increased from 64.1% to 73.7%.
    - ***Health and wellbeing:***
        - For participants who joined the Scheme in 2016-17, several of the family/carer health and wellbeing indicators showed similar trends to those for 2017-18 entrants, although none was significant at the 5% level. For example, 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 43.3% at baseline to 70.0% at second review (significant at the 10% level).

- For participants entering in 2017-18, 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 delighted, pleased or mostly satisfied when thinking about last year and what they expect for the future increasing from 44.1% to 55.9%.

Figure 7 Changes in indicators over two years for families/carers of participants aged 25 and over who entered the Scheme in 2016-17

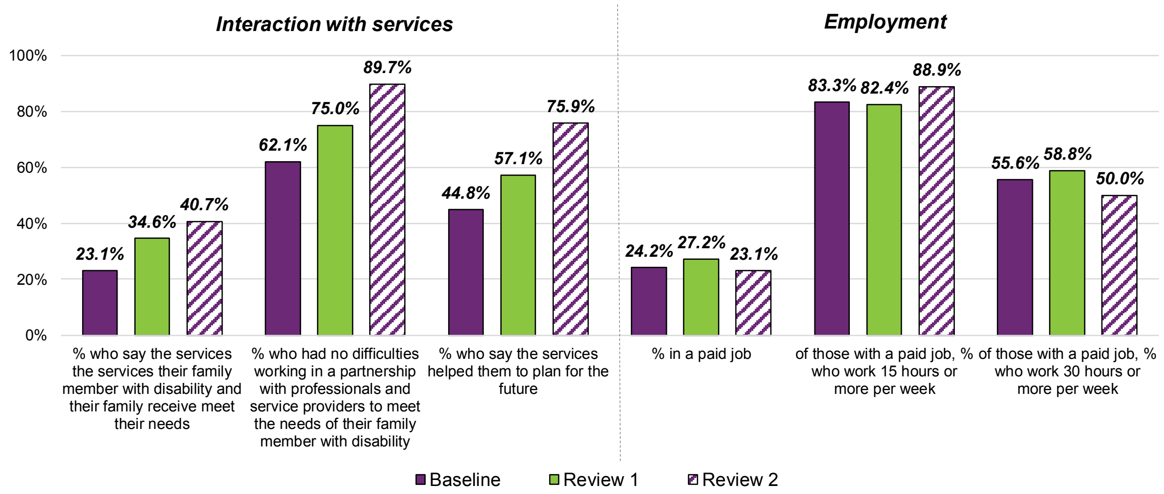
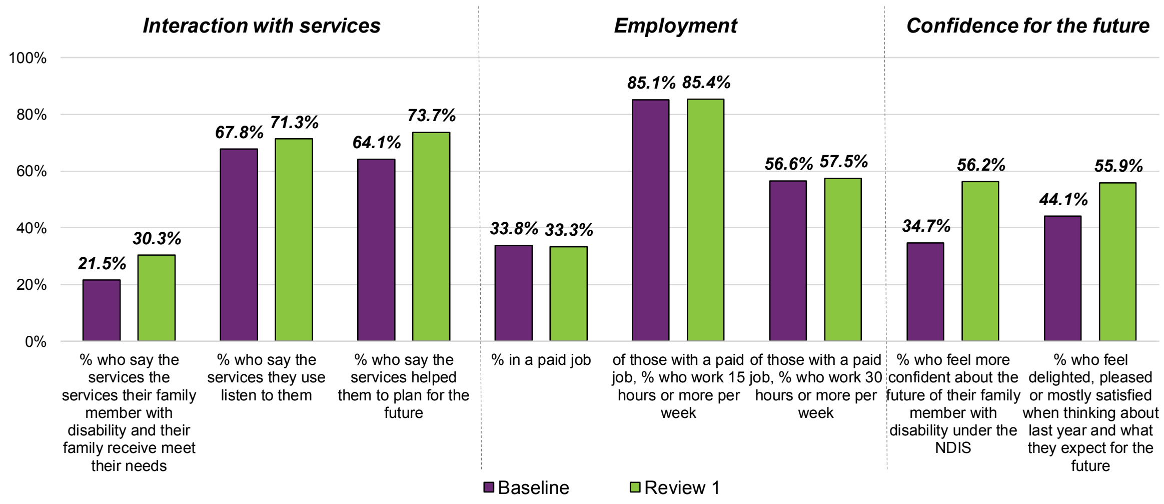


Figure 8 Changes in indicators over one year for families/carers of participants aged 25 and over who entered the Scheme in 2017-18



- Some less positive trends were also observed in the health and wellbeing domain, for participants entering the Scheme in 2017-18. 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%.

- Family/carer's baseline and longitudinal outcomes vary significantly with participant characteristics such as primary disability, age, cultural background, Indigenous status, level of function, and some plan characteristics:
    - 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 in the domains relating to access to services and health and wellbeing.
    - At baseline, families/carers of participants with hearing impairments were the least likely to cite the situation of their family member with disability as 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.
- Family/carer's opinions on whether the NDIS has helped vary by domain:
    - The most positive responses were for improving access to services, programs and activities in the community (60.1% 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 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.

    - 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.