

7. Participants aged 15 to 24: Has the NDIS helped?

7.1 Results across all participants

Figure 7.1 shows the percentage of participants aged 15 to 24 who think that the NDIS has helped with outcomes related to each of the eight domains. The figure displays the outcomes for participants who have had at least one plan review and have been in the Scheme from approximately one and up to three years. At each review, the proportion of positive responses is given for all available participants.

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

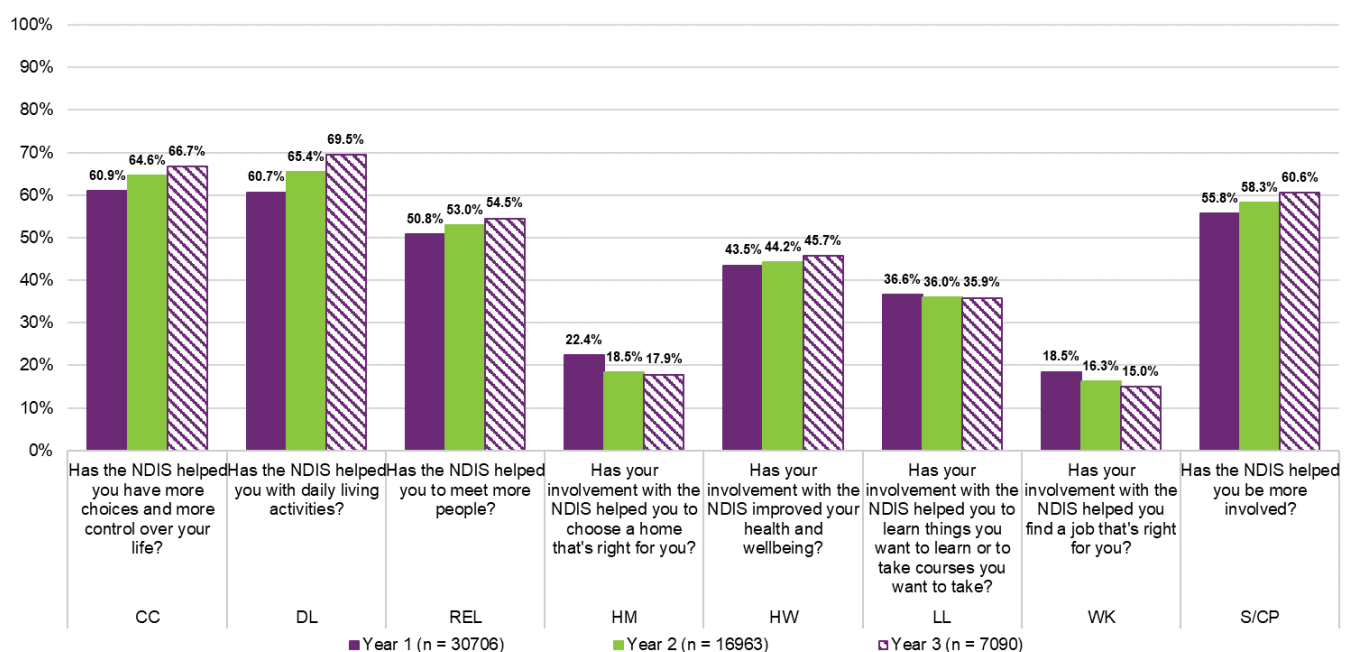


Figure 7.1 shows that opinions on whether the NDIS has helped vary considerably by domain for the young adult cohort.

The percentage of positive responses has increased over the first three years in the Scheme for the following domains: choice and control (from 60.9% to 66.7%), daily living (from 60.7% to 69.5%), and social and community participation (from 55.8% to 60.6%). For home and work domains, the overall satisfaction rates are lower compared to other domains. For home, the proportion of positive responses was 22.4% after one year, 18.5% after two years, and 17.9% after three years. For work, the percentage of positive responses was 18.5% after one year, 16.3% after two years, and 15.0% after three years. There have been slight improvements for the relationships domain, increasing from 50.8% after one year to 54.5% after three years. The same is true for health and wellbeing, increasing from 43.5% after one year to 45.7% after three years. The percentage of positive responses has remained relatively unchanged for lifelong learning, at around 36%.

For some of these domains, notably housing, education and health, other service systems have a more prominent role to play than the NDIS.

7.2 Results by participant characteristics

7.2.1 Year 1 'Has the NDIS Helped?' indicators – participant characteristics

Year 1 (first review) indicators have been analysed by participant characteristics using one-way analyses and multiple regression modelling.

Table 7.1 summarises the results of the regression modelling, showing the relationship of different participant characteristics with the likelihood of the participant saying that the NDIS has helped after one year in the Scheme. The arrow symbols have the same interpretation as for Section 2, defined in Table 2.6.

Table 7.1 Relationship of participant characteristics with the likelihood of a positive response³⁰

Reference Category	Characteristic	Relationship with:							
		Has NDIS helped improve participant s							
		CC	DL	RL	HM	HW	LL	WK	SCP
Entry due to disability	Participants entered the scheme through Early Intervention	↑	↑						
N/A	Higher annualised plan budget		↑		↑				
Non-Indigenous	Participant is Indigenous	↓	↓	↓		↓	↓	↓	↓
Non-CALD	Participant is CALD	↓	↓						↓
N/A	General time trend		↑		↓		↓	↓	
Intellectual disability	Disability is acquired brain injury or stroke			↓			↓	↓	
Intellectual disability	Disability is autism			↓			↓	↓	↓
Intellectual disability	Disability is cerebral palsy			↓	↓	↑	↓	↓	↓
Intellectual disability	Disability is Down syndrome			↑			↑		↑
Intellectual disability	Disability is hearing impairment			↓					↓
Intellectual disability	Disability is another neurological disability			↓	↓		↓	↓	↓
Intellectual disability	Disability is psychosocial disability			↓			↓	↓	↓
Intellectual disability	Disability is spinal cord injury or another physical disability			↓	↓	↑	↓	↓	↓

³⁰ The domains are: CC=Choice and Control, DL=Daily Living, RL=Relationships, HM=Home, HW=Health and Wellbeing, LL=Lifelong Learning, WK=Work, SCP=Social, Community and Civic Participation.

Reference Category	Characteristic	Relationship with:							
		Has NDIS helped improve participant s							
		CC	DL	RL	HM	HW	LL	WK	SCP
Intellectual disability	Disability is visual impairment			↓		↓	↓	↓	↓
N/A	Participant is older	↑	↑	↑	↑	↑	↑	↑	↑
2016-17	Participant entered the Scheme in 2018/19	↑		↑	↑	↑	↑	↑	↑
Male	Participant is female	↑	↑				↑	↓	
Major cities	Participant lives in regional area with population greater than 50,000	↓	↓	↓	↓	↓	↓		↓
Major cities	Participant lives in regional area with population between 15,000 and 50,000	↑	↑	↑			↓		↑
Major cities	Participant lives in regional area with population between 5,000 and 15,000	↑	↑	↑					↑
Major cities	Participant lives in regional area with population less than 5,000					↓	↓		
Major cities	Participant lives in Remote/Very Remote areas	↓	↓		↓	↓			↓
30-60% capacity building supports	0%-15% of supports are capacity building supports		↑		↑	↑	↓	↓	
30-60% capacity building supports	15%-30% of supports are capacity building supports							↓	↑
30-60% capacity building supports	60%-95% of supports are capacity building supports	↓	↓	↓		↓		↑	↓
30-60% capacity building supports	95%-100% of supports are capacity building supports	↓	↓	↓	↓	↓	↓		↓
30-60% capacity building supports	5-100% of supports are capital supports			↓		↑	↓	↓	
Agency-managed	Plan is managed by a plan manager	↑	↑			↑	↑		↑
Agency-managed	Plan is fully self-managed	↑	↑	↑		↑	↑		↑
Agency-managed	Plan is partly self-managed	↑	↑	↑		↑	↑		↑
Received services from State/Territory programs before joining NDIS	Participant received services from Commonwealth programs before joining NDIS		↓				↓	↑	
Received services from State/Territory programs before joining NDIS	Participant did not previously receive services from	↑	↑		↑	↑			↑

Reference Category	Characteristic	Relationship with:							
		Has NDIS helped improve participant s							
		CC	DL	RL	HM	HW	LL	WK	SCP
	Commonwealth or State/Territory programs								
N/A	Lower level of function	↑	↑	↑	↑	↑			↑
NSW	Participant lives in ACT		↑			↑	↓		
NSW	Participant lives in NT	↑	↑	↑	↑	↑	↑		↑
NSW	Participant lives in QLD	↑	↑	↑	↑	↑	↑		↑
NSW	Participant lives in SA			↓					↓
NSW	Participant lives in TAS				↓		↓	↓	
NSW	Participant lives in VIC	↓		↓			↑	↓	↓
NSW	Participant lives in WA	↑	↑	↑	↑	↑	↑	↑	↑
Medium level of NDIA support	Lower level of NDIA support	↑				↑			
Medium level of NDIA support	Higher level of NDIA support	↓		↓	↑	↑		↑	↓
N/A	Participant lives in an area with a higher average unemployment rate	↓	↓	↓	↑		↓		
N/A	Higher baseline utilisation	↑	↑	↑	↑	↑	↑	↑	↑

Baseline plan utilisation

Participants who used a higher percentage of the supports in their baseline plan are more likely to say that the NDIS has helped improve their outcomes after one year in the Scheme, across all eight domains.

Access request decision

Participants who accessed the scheme for early intervention, rather than entering due to disability, are more likely to say that the NDIS improved the level of choice and control in life, as well as helping them with daily living activities.

Annualised plan budget

Participants with higher annualised plan budget are more likely to say that the NDIS helped them with daily living activities, as well as choosing a home that is right for them.

Indigenous status

Indigenous participants are significantly less likely to say that the NDIS has helped improve outcomes across all domains except for home, where there was no significant difference

compared to non-Indigenous participants. For the seven domains where significant differences were observed, these were mostly around 8%.

CALD status

Participants from CALD backgrounds are less likely to say that the NDIS has helped improve outcomes related to choice and control, daily living activities and social and community participation.

Time trends

Participants who entered the Scheme in 2018-19, compared to those who entered in 2016-17, are more likely to say the NDIS helped improve outcomes in seven out of eight domains, with the exception being daily living.

There is also a general time trend for four of the domains. Participants who took the survey later in time are more likely to say that the NDIS helped them with daily living activities but are less likely to say so for the domains of choosing the right home, lifelong learning and work.

Disability type

For relationships and social, community and civic participation, participants with Down syndrome are the most likely to think that the NDIS has helped, followed by participants with an intellectual disability. All other disabilities are significantly less likely than those with an intellectual disability to think that the NDIS has helped in these two domains.

Participants with Down syndrome were also the most likely to say that the NDIS has helped with lifelong learning.

For health and wellbeing, participants with cerebral palsy, spinal cord injury or other physical disabilities are more likely to say that the NDIS has helped.

Participant age

Older participants are more likely to say the NDIS helped improve their outcomes across all eight domains.

Gender

Female participants are more likely than males to say that the NDIS gave them more choice and control in life, helped them with daily living activities and helped them learn things they wanted to learn.

Remoteness

Compared to participants living in major cities:

- Those living in larger regional areas with population greater than 50,000 are less likely to say the NDIS helped improve their outcomes in all domains except work, where the difference is not statistically significant. Observed differences from major cities are between 2% and 5%.
- Participants living in medium-sized regional areas (population between 5,000 and 50,000) tend to give more positive responses in the domains of choice and control, daily living, relationships, and social and community participation. However, those living in regional areas with population between 15,000 and 50,000 are less likely to think the NDIS improved their lifelong learning opportunities.

- In smaller regional areas, where population is below 5,000, participants are significantly less likely to say the NDIS improved their health and wellbeing or lifelong learning opportunities.
- Participants living in remote or very remote areas were less likely to say the NDIS helped with choice and control, daily living activities, finding the right home, health and wellbeing, and social and community participation. Differences with major cities were around 4-7% for these domains.

Support categories within plans

With reference to participants whose plans contain 30-60% in capacity building supports:

- Higher percentages of capacity building supports tend to be associated with less favourable responses:
 - Participants with 95-100% of capacity building supports in their plan are less likely to say that the NDIS has helped across all domains except work.
 - Participants with 60-95% of capacity building supports in their plan are also less likely to say the NDIS helped with choice and control, daily living, relationships, health and wellbeing or social and community activities. However, they are more likely to say that the NDIS has helped with work.
- Lower percentages of capacity building supports tended to be associated with more favourable responses for some domains:
 - Participants with 0-15% of capacity building supports in their plan are more likely to say the NDIS helped them with daily living activities, choosing the right home, and health and wellbeing. However, they are less likely to say the NDIS helped with lifelong learning and work.
 - Participants with 15-30% of capacity building supports in their plans are more likely to say the NDIS helped them to be more involved in social and community activities.

The tendency for plans with a lower percentage of capacity building supports to have a higher percentage of core supports may contribute to some of these results.

- Participants with 5-100% capital support in their plan are less likely to think the NDIS helped them meet more people, to learn new things or to find the right job. On the other hand, they are more likely to say that the NDIS helped improve their health and wellbeing.

Plan management type

Compared to participants with Agency-managed plans:

- Participants who self-manage (either fully or partly) are more likely to think the NDIS has helped in all domains except home and work.
- Participants who have their plans managed by a plan manager are more likely to think the NDIS has helped in all domains except relationships, home and work.

Reporting entry type

Compared to participants who received services from State/Territory programs before joining the NDIS:

- Former recipients of Commonwealth program services are less likely to say that the NDIS helped improve their daily living activities and lifelong learning opportunities, but are more likely to say the NDIS helped with finding the right job.

- Participants who received services from neither State/Territory nor Commonwealth systems prior to joining the NDIS are more likely to say the NDIS helped improve their level of choice and control, daily living activities, choosing the right home, health and wellbeing, and social and community participation.

Level of function

Controlling for other factors, participants who have a lower level of function are more likely to say that the NDIS has helped improve their outcomes across all domains except lifelong learning and work.

State/Territory

Compared to participants living in New South Wales:

- Western Australian participants are more likely to think that the NDIS has helped them improve outcomes across all eight domains. It is the only State/Territory where over 20% of those surveyed responded positively in the domain of employment (26.7%).
- Participants who live in the Northern Territory or Queensland are more likely to say that the NDIS has helped across all domains except work.
- Participants who live in the Australian Capital Territory are more likely to say that the NDIS helped with daily living and health and wellbeing, but are less likely to say the NDIS helped with lifelong learning.
- Queensland participants had the highest positive response percentages of all States/Territories for seven out of eight indicators, the exception being work.
- Participants living in South Australia are less likely to say the NDIS helped them meet more people or participate in social and community activities.
- Participants living in Tasmania are less likely to think the NDIS improved their opportunities to learn new things, or finding the right home or employment.
- Participants who live in Victoria are less likely to say that the NDIS helped them improve their level of choice and control, meet more people, find the right job and participate in social and community activities, but are more likely to respond positively with respect to lifelong learning.

Level of NDIA support

Compared to participants who have a medium level of NDIA support with planning:

- Participants with a low level of NDIA support are more likely to report that the NDIS improved their level of choice and control in life, as well as health and wellbeing.
- Participants with a high level of NDIA support are more likely to say that the NDIS helped with finding the right home and job, as well as health and wellbeing. However, they are less likely to think the NDIS helped with choice and control, relationships, and social and community participation.

Unemployment rate

Participants who live in a Local Government Area with higher unemployment rate are less likely to say that the NDIS helped with choice and control, daily living activities, relationships, and lifelong learning. On the other hand, they are more likely to say the NDIS helped them choose the right home.

7.2.2 Longitudinal ‘Has the NDIS Helped?’ indicators – participant characteristics

Analysis of longitudinal indicators by participant characteristics has been examined in two ways:

1. A simple comparison of the change in the percentage reporting that the NDIS has helped over two and three years in the Scheme between different subgroups.
2. Multiple regression analyses with separate models for improvement and deterioration in “Has the NDIS helped?” responses. That is, for the subset responding negatively/positively at first review, the probability of improvement/deterioration at subsequent reviews is modelled as a function of participant characteristics.

Has the NDIS helped you have more choices and more control over your life?

Of those who responded negatively at first review, 27.4% responded positively at second review and 39.5% responded positively at third review. Net improvements of 8.1% (from 58.0% to 66.1%) between first and second reviews and 10.9% (from 58.3% to 69.2%) between first and third reviews were a result of improvements offset by deteriorations as shown in Table 7.2.

Table 7.2 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	5,431	7,511	1,489	27.4%	440	5.9%	+8.1%
Review 1 to Review 3	1,839	2,576	727	39.5%	246	10.0%	+10.9%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.3 – Key drivers of likelihood of transitions in “Has the NDIS helped you have more choices and more control over your life?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of Imp.	Relationship with likelihood of Det.	Relationship with likelihood of Imp.	Relationship with likelihood of Det.
N/A	Participant is older	↑	↓	↑	
N/A	Higher annualised plan budget				↓
N/A	Higher utilisation of capacity building supports	↑	↓	↑	↓
N/A	General time trend		↓		↓

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
Intellectual disability	Disability is autism	↓			
Intellectual disability	Disability is psychosocial disability	↓			
Major cities	Participant lives in regional area	↑	↓	↑	
Agency-managed	Plan is fully self-managed	↑			
Agency-managed	Plan is partly self-managed	↑		↑	
Did not relocate	Participant relocated to a new Local Government Area (LGA)		↑		
NSW	Participant lives in ACT, NT, TAS or WA	↓	↓	↓	
NSW	Participant lives in VIC			↓	
N/A	Participant lives in an area with a higher average unemployment rate	↓			
N/A	Higher baseline utilisation	↑		↑	

Key findings from Table 7.3 include:

- Older participants are more likely to improve between baseline and first and third review, and less likely to deteriorate between first and second review.
- Participants who use a higher percentage of their capacity building supports are more likely to improve and less likely to deteriorate.
- Participants who took the survey later are less likely to deteriorate.
- Participants living in regional areas rather than major cities are more likely to improve, and less likely to deteriorate between first and second review.
- Participants who self-manage their plans are more likely to improve than those whose plans are Agency-managed.
- Participants who live in the Australian Capital Territory, Northern Territory, Tasmania or Western Australia are less likely to improve than those living in New South Wales.
- Participants who used a higher percentage of their total supports are more likely to improve.

Has the NDIS helped you with daily living activities?

The percentage of participants reporting that the NDIS had helped them with daily living activities increased by 9.1% from 57.0% to 66.1% between first review and second review, and by 13.5% from 57.0% to 70.5% between first review and third review. Of those who responded negatively at first review, 30.1% improved at second review and 43.9% at third review. Table 7.4 sets out the breakdown of the movements of responses.

Table 7.4 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	5,635	7,455	1,695	30.1%	504	6.8%	+9.1%
Review 1 to Review 3	1,925	2,552	845	43.9%	240	10.0%	+13.5%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.5 – Key drivers of likelihood of transitions in “Has the NDIS helped you with daily living activities?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of Imp.	Relationship with likelihood of Det.	Relationship with likelihood of Imp.	Relationship with likelihood of Det.
N/A	Participant is older	↑			
N/A	Higher annualised plan budget	↑	↓	↑	
N/A	Higher utilisation of capacity building supports	↑	↓	↑	↓
N/A	Higher utilisation of core supports		↓		
Received services from State/Territory programs before joining NDIS	Participant received services from Commonwealth programs before joining NDIS	↓			
Medium level of NDIA support	Higher level of NDIA support	↑			
N/A	General time trend		↓		↓
N/A	Lower level of function		↓		↓

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
Agency-managed	Plan is partly self-managed	↑		↑	
Did not relocate	Participant relocated to a new Local Government Area (LGA)	↑			
NSW	Participant lives in ACT, NT, TAS or WA		↓		↓
NSW	Participant lives in QLD	↑	↓	↑	↓
NSW	Participant lives in VIC	↑		↓	
N/A	Higher baseline utilisation	↑		↑	↓

Key findings from Table 7.5 include:

- Participants with higher annualised plan budget are more likely to improve.
- Participants who used a higher percentage of their capacity building supports are more likely to improve and less likely to deteriorate.
- Participants who used a higher percentage of their total supports are more likely to improve, and less likely to deteriorate between first and third review.
- Participant who took the survey later in time are less likely to deteriorate.
- Participants with lower level of function are less likely to deteriorate.
- Participants who partly self-manage their plans are more likely to improve than those whose plans are Agency-managed.
- Participants who live in Queensland are more likely to improve and less likely to deteriorate than those in New South Wales.

Has the NDIS helped you meet more people?

The percentage of participants reporting that the NDIS helped them meet more people increased by 5.9% from 48.4% to 54.3% between first review and second review, and by 7.7% from 49.2% to 57.0% between first and third review. Of those who responded negatively at first review, 19.3% responded positively at the second review and 28.4% responded positively at the third review. Table 7.6 sets out the breakdown of the movements of responses.

Table 7.6 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	6,700	6,275	1,291	19.3%	519	8.3%	+5.9%
Review 1 to Review 3	2,251	2,184	640	28.4%	298	10.0%	+7.7%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.7 – Key drivers of likelihood of transitions in “Has the NDIS helped you to meet more people?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Participant is older	↑	↓		↓
N/A	Higher utilisation of capacity building supports	↑	↓		↓
N/A	Higher utilisation of core supports		↓		↓
Pre-COVID	Review during COVID period	↓			
N/A	General time trend		↓		
Male	Participant is female		↓		
N/A	Lower level of function	↑	↓		↓
Agency-managed	Plan is partly self-managed	↑			
Did not relocate	Participant relocated to a new Local Government Area (LGA)				↑
30-60% capacity building supports	60-95% of supports are capacity building supports	↓			
30-60% capacity building supports	5-100% of supports are capital supports	↓			
Major cities	Participant lives in regional area	↑			

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
NSW	Participant lives in ACT, NT, TAS or WA		↓		
N/A	Higher baseline utilisation	↑	↑	↑	

Key findings from Table 7.7 include:

- Older participants are less likely to deteriorate, and more likely to improve from first to second review.
- Participants who used a higher percentage of their capacity building supports are also less likely to deteriorate, and more likely to improve from first to second review.
- Participants with lower level of function are less likely to deteriorate, and more likely to improve from first to second review.
- There was a lower likelihood of improvement where the review was in the COVID period.

Has your involvement with the NDIS helped you to choose a home that's right for you?

The percentage of participants reporting that the NDIS has helped them choose a home that's right for them decreased by 1.9% from 20.0% to 18.1% between first review and second review, and by 3.0% from 21.2% to 18.2% between first and third review. Of those who responded negatively at the first review, 3.7% responded positively at the second review and 6.5% at the third review. Table 7.8 sets out the breakdown of the movements of responses.

Table 7.8 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	10,251	2,569	376	3.7%	621	24.2%	-1.9%
Review 1 to Review 3	3,461	933	226	6.5%	359	10.0%	-3.0%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.9 – Key drivers of likelihood of transitions in “Has your involvement with the NDIS helped you to choose a home that’s right for you?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of Imp.	Relationship with likelihood of Det.	Relationship with likelihood of Imp.	Relationship with likelihood of Det.
N/A	Participant is older	↑			
N/A	Higher annualised plan budget	↑	↓	↑	↓
N/A	Higher utilisation of capacity building supports		↓		
N/A	Higher utilisation of core supports		↓		
2016/17	Participant entered the Scheme in 2018/19		↓		
Pre-COVID	Review during COVID period	↓			↓
Did not relocate	Participant relocated to a new Local Government Area (LGA)			↑	
Major cities	Participant lives in regional area	↑			
Medium level of NDIA support	Higher level of NDIA support	↑		↑	
NSW	Participant lives in QLD			↑	
NSW	Participant lives in VIC			↓	↑

Key findings from Table 7.9 include:

- Participants whose annualised plan budget is higher are more likely to improve and less likely to deteriorate.
- Participants with a higher level of NDIA support are more likely to improve than those with medium levels of NDIA support.
- Participants with a review during the COVID period were less likely to improve between first and second review, but were less likely to deteriorate between first and third review.
- Participants living in regional areas were more likely to improve between first and second review than those living in major cities.
- Participants living in Queensland were more likely to improve between first and third review than those living in NSW.

Has your involvement with the NDIS improved your health and wellbeing?

Of those who responded negatively at first review, 14.5% responded positively at second review and 21.6% responded positively at third review. Net improvements of 4.8% (from 39.8% to 44.6%) between first and second reviews and 6.1% (from 40.1% to 46.2%) between first and third reviews were a result of improvements offset by deteriorations as shown in Table 7.10.

Table 7.10 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	7,709	5,104	1,114	14.5%	498	9.8%	+4.8%
Review 1 to Review 3	2,630	1,760	569	21.6%	303	10.0%	+6.1%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.11 – Key drivers of likelihood of transitions in “Has your involvement with the NDIS improved your health and wellbeing?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Participant is older	↑			
N/A	Higher annualised plan budget		↓		↓
N/A	Higher utilisation of capacity building supports	↑	↓	↑	↓
N/A	Higher utilisation of core supports			↑	
N/A	General time trend	↓	↓		↓
N/A	Lower level of function				↑
Agency-managed	Plan is managed by a plan manager	↑			
Agency-managed	Plan is fully self-managed	↑		↑	
Agency-managed	Plan is partly self-managed	↑		↑	

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
Did not relocate	Participant relocated to a new Local Government Area (LGA)				↑
Major cities	Participant lives in regional area				↓
NSW	Participant lives in ACT, NT, TAS or WA	↓	↓		
NSW	Participant lives in VIC	↑			
N/A	Higher baseline utilisation	↑			

Key findings from Table 7.11 include:

- Participants who have higher annualised plan budget are less likely to deteriorate.
- Participants who used a higher percentage of their capacity building supports are more likely to improve and less likely to deteriorate.
- Participants whose plans are partly or fully self-managed are more likely to improve than those with Agency-managed plans.
- Participants whose review occurred later in the year are less likely to deteriorate between first and second or third review. However, they are less likely to improve between first and second review.
- Participants living in Victoria were more likely to improve between first and second review compared to those living in NSW. Participants living in the State/Territory group ACT, NT, Tasmania or WA are less likely to improve but also less likely to deteriorate between first and second review than those living in NSW.

Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?

The percentage of participants reporting that the NDIS has helped them to learn things they want to learn or to take courses they want to take has changed slightly between first review and subsequent reviews. In particular, the proportion of positive responses has increased by 2.5% from 35.1% to 37.7% between first review and second review, and by 2.4% from 36.5% to 38.9% between first review and third review. Table 7.12 sets out the breakdown of the movements of responses.

Table 7.12 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	8,318	4,506	855	10.3%	532	11.8%	+2.5%
Review 1 to Review 3	2,803	1,612	444	15.8%	339	10.0%	+2.4%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.13 – Key drivers of likelihood of transitions in “Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Participant is older				↓
N/A	Higher utilisation of capacity building supports	↑	↓	↑	↓
2016/17	Participant entered the Scheme in 2017/18	↑			
Pre-COVID	Review during COVID period	↓		↓	
N/A	General time trend		↓		
Male	Participant is female	↑	↓	↑	
Did not relocate	Participant relocated to a new Local Government Area (LGA)		↑		
30-60% capacity building supports	0-15% of supports are capacity building supports		↑		↓
30-60% capacity building supports	15-30% of supports are capacity building supports	↓			↓
30-60% capacity building supports	5-100% of supports are capital supports	↓			↓
Received services from State/Territory programs before joining NDIS	Participant received services from Commonwealth programs before joining NDIS	↓			

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
NSW	Participant lives in ACT, NT, TAS or WA		↓		
NSW	Participant lives in VIC	↑			
N/A	Higher baseline utilisation	↑	↓	↑	

Key findings from Table 7.13 include:

- Participants who used a higher percentage of their capacity building supports are more likely to improve and less likely to deteriorate.
- Participants who took the survey after the introduction of the COVID-19 pandemic restrictions (23 March 2020) are less likely to improve.
- Female participants are more likely to improve, and less likely to deteriorate between first and second review.
- Participants whose plans contain 15-30% capacity building supports or 5-100% capital supports are less likely to improve than those with 30-60% capacity building supports.
- Participants who used a higher percentage of their supports are more likely to improve.

Has your involvement with the NDIS helped you find a job that's right for you?

The percentage of participants reporting that the NDIS has helped them find a job that's right for them remained at around 17.2% between first review and second review, and increased slightly to 17.9% at third review. Of those who responded negatively at the first review, there was a 5.2% increase in those who responded positively at the second review and 8.5% increase at the third review. Table 7.14 sets out the breakdown of the movements of responses.

Table 7.14 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	10,467	2,138	549	5.2%	515	24.1%	+0.3%
Review 1 to Review 3	3,610	733	307	8.5%	262	10.0%	+1.0%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.15 – Key drivers of likelihood of transitions in “Has your involvement with the NDIS helped you find a job that’s right for you?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Participant is older	↑	↓	↑	↓
N/A	Higher utilisation of capacity building supports	↑	↓	↑	↓
Intellectual disability	Disability is autism	↓			
Intellectual disability	Disability is psychosocial disability	↓			
Intellectual disability	Disability is visual impairment	↓			
2016/17	Participant entered the Scheme in 2017/18	↑			
Pre-COVID	Review during COVID period		↓		
Male	Participant is female			↓	
Did not relocate	Participant relocated to a new Local Government Area (LGA)	↓			
30-60% capacity building supports	0-15% of supports are capacity building supports	↓	↑		↑
30-60% capacity building supports	15-30% of supports are capacity building supports	↓	↑	↓	↑
30-60% capacity building supports	60-100% of supports are capacity building supports	↑	↓	↑	↓
30-60% capacity building supports	5-100% of supports are capital supports	↓	↑	↓	↑
Received services from State/Territory programs before joining NDIS	Participant received services from Commonwealth programs before joining NDIS	↓	↓		
Major cities	Participant lives in regional area			↑	
NSW	Participant lives in SA		↓		↓
NSW	Participant lives in VIC	↓			↑

Key findings from Table 7.15 include:

- Older participants are more likely to improve and less likely to deteriorate.
- Participants who used a higher percentage of their capacity building supports are more likely to improve and less likely to deteriorate.
- Compared to participants whose plans contain 30-60% of capacity building supports, participants with plans that contain:
 - 0-15% capacity building supports are more likely to deteriorate.
 - 15-30% capacity building supports are less likely to improve and more likely to deteriorate.
 - 60-100% capacity building supports are more likely to improve and less likely to deteriorate.
 - 5-100% capital supports are less likely to improve and more likely to deteriorate.
- Participants who live in South Australia are less likely to deteriorate than those living in New South Wales.

Has the NDIS helped you be more involved?

The percentage of participants reporting that the NDIS has helped them be more involved increased by 6.7% from 52.5% to 59.2% between first review and second review, and by 9.7% from 53.2% to 62.9% between first review and third review. Of those who responded negatively at the first review, 20.6% responded positively at second review and 30.9% reported an improvement by third review. Table 7.16 sets out the breakdown of the movements of responses.

Table 7.16 – Breakdown of net movement in longitudinal responses

Longitudinal Period	Number of Baseline Responses in cohort ¹		Improvements: No to Yes		Deteriorations: Yes to No		Net Movement
	No	Yes	Number	%	Number	%	
Review 1 to Review 2	6,045	6,667	1,244	20.6%	392	5.9%	+6.7%
Review 1 to Review 3	2,048	2,323	633	30.9%	209	10.0%	+9.7%

Participant characteristics that had a statistically significant effect ($p < 0.05$) on the likelihood of improvement or deterioration in the outcome are set out below.

Table 7.17 – Key drivers of likelihood of transitions in “Has the NDIS helped you be more involved?” response

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Participant is older	↑	↓		

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
N/A	Higher annualised plan budget				↓
N/A	Higher utilisation of capacity building supports	↑			↓
N/A	Higher utilisation of core supports				↓
Intellectual disability	Disability is cerebral palsy	↓			
Intellectual disability	Disability is hearing impairment	↓			
Intellectual disability	Disability is psychosocial disability	↓			
Pre-COVID	Review during COVID period	↓			↑
N/A	General time trend		↓		↓
Non-CALD	Participant is CALD		↑		
N/A	Lower level of function	↑			
Agency-managed	Plan is managed by a plan manager	↑			
Agency-managed	Plan is fully self-managed	↑			
Agency-managed	Plan is partly self-managed	↑			
Did not relocate	Participant relocated to a new Local Government Area (LGA)		↑		↑
30-60% capacity building supports	60-100% of supports are capacity building supports	↓			
Entry due to disability	Participants entered the scheme through Early Intervention				↓
Major cities	Participant lives in regional area	↑			
NSW	Participant lives in ACT, NT, TAS or WA	↓			

Reference Category	Variable	1 st Review to 2 nd Review		1 st Review to 3 rd Review	
		Relationship with likelihood of		Relationship with likelihood of	
		Imp.	Det.	Imp.	Det.
NSW	Participant lives in QLD	↑			
N/A	Higher baseline utilisation	↑	↓	↑	

Key findings from Table 7.17 include:

- Participants who took the survey later in time are less likely to deteriorate.
- Participants responding during the COVID period are less likely to improve between first and second review, and more likely to deteriorate between first and third review.
- Participants who relocated to a different LGA are more likely to deteriorate.
- Participants who used a higher percentage of their supports are more likely to improve.
- Participants with cerebral palsy, hearing impairment, or a psychosocial disability are less likely to improve between first and third review, compared to those with an intellectual disability.
- Participants who self-manage (fully or partly) or use a plan manager are more likely to improve between first and second review than those who agency manage.
- Participants living in regional areas are more likely to improve between first and second review than those living in major cities.
- Participants living in Queensland are more likely to improve between first and second review, and those living in the State/Territory group ACT, NT, Tasmania or WA are less likely to improve.

Box 7.1 summarises the results of this section.

Box 7.1: Has the NDIS helped? – by participant characteristics

After one year in the Scheme:

- Higher plan utilisation, and in particular higher utilisation of capacity building supports, is strongly associated with a positive response across most domains after one year in the Scheme.
- Perceptions also tended to improve with increasing participant age.
- Participants from Western Australia tended to be more positive, and those from Tasmania less positive.

Changes between one and three years in the Scheme:

- Higher plan utilisation, and in particular utilisation of capacity building supports, is associated with a higher likelihood of improvement and a lower likelihood of deterioration.
- Where the plan is self-managed either fully or partly, participants were more likely to improve in the choice and control, daily living, and health and wellbeing domains.
- For a number of domains, in particular daily living and home, higher annualised plan budget was associated with a higher likelihood of improvement.
- Female participants were more likely to improve in the lifelong learning domain but less likely to improve in the work domain.