



# Family and carer outcomes report

How families and carers of NDIS participants  
are doing

June 2023



Easy Read version

**ndis**

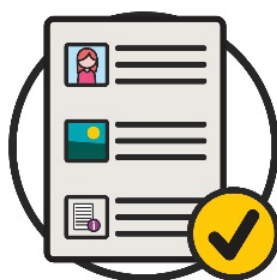
[ndis.gov.au](https://www.ndis.gov.au)

## How to use this report



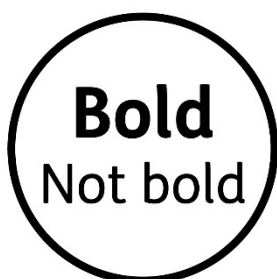
The National Disability Insurance Agency (NDIA) wrote this report.

When you see the word 'we', it means the NDIA.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page [21](#).



This Easy Read report is a summary of another report.



You can find the other report on our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this report.

A friend, family member or support person may be able to help you.

## What's in this report?

What is this report about? 5

---

How we interview families and carers 7

---

Good outcomes 10

---

Outcomes that we need to work on 14

---

How these outcomes compare to other people in Australia 17

---

Other ideas families and carers shared with us 18

---

More information 19

---

Word list 21

---

## What is this report about?



**Participants** are people with disability who take part in the NDIS.



We want to know how participants have been doing since they started taking part in the NDIS.



But we also want to know how families and carers have been doing during this time.



To do this we **interview** families and carers about different areas of their life.

When we interview them, we:

- ask them questions about their experience
- listen to their answers.



Our report focuses on the **outcomes** of families and carers who support participants.

Outcomes are the results those families and carers have achieved.



These outcomes show how the NDIS is helping to make a difference for families and carers of participants.



They also show us how we can better support families and carers.

## How we interview families and carers



We interview families and carers when the participant they support first joins the NDIS. And then once every year.



This report only includes families and carers of participants who have been taking part in the NDIS for at least one year.



We ask them questions about how they are doing in different areas of their life.

For example:



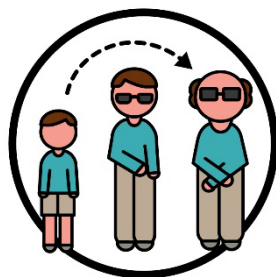
- Do they have enough support?



- How do they feel about their health?



- Can they find services they need?



We ask families and carers different questions based on the age of the participant they support.



The answers they share with us help us understand:



- what areas families and carers are doing better in



- what areas we may need to focus on



- how their outcomes compare to other people in Australia.



We expect that families and carers will do better in some areas quickly.

For example, finding and using services.



And other areas will take longer.

For example, finding and keeping a job.

## Good outcomes



Families and carers are doing better at finding and using services.



They also told us that the services they use are:

- listening to them
- meeting their needs.



After 5 years, **93%** of families and carers of participants aged 15 years or older understand:

- their **rights**
- the rights of the participant they support.



Rights are rules about how everyone should be treated fairly.



Families and carers told us they have someone to talk to if they need emotional support.



**62%** of families and carers also have support from other families of people with disability.

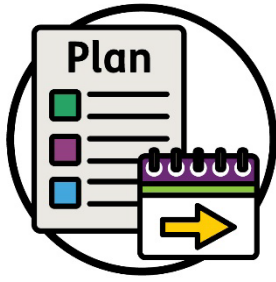


We talked to the families and carers of participants aged up to 14 years old.

They told us they know:



- how to support their child's learning and development
- what services they can use to help their child's learning and development.



Families and carers of participants aged 25 or older are getting support to plan for the future.



They also told us they feel good about the future of the participant they support.

This is because they take part in the NDIS.



More families and carers of participants aged up to 24 years old are recognising what the participant they support can do for themselves.



This includes their:

- strengths
- abilities.



These families and carers can also tell when the participant they support is doing better at something.



**55%** of families and carers have paid jobs after the participant they support has been in the NDIS for 6 years.



**85%** of families and carers told us that services and supports help them look after the participant they support.

## Outcomes that we need to work on



Families and carers told us they can't take part in the community as much as they would like to.



**96%** told us that having a child with disability stops them from taking part in the community more.



Over time, some families and carers aren't getting the support they need.



For example, they:

- can't see their friends as much as they'd like
- don't have enough people they can ask for help with things.



They also don't have enough people they can ask to help with childcare.



We talked to families and carers of participants aged up to 14 years old.



Over time, less of these families and carers:

- understand the needs of their child
- find and use services to meet those needs.



We also talked to families and carers of participants aged 15 years or older.



Over time, less of these families and carers can speak up for the participant they support.



Health outcomes for these families and carers are getting worse.



After 6 years, only **54%** of families and carers told us their health is good.



## How these outcomes compare to other people in Australia



Families and carers of NDIS participants are not doing as well as other people in Australia in some areas.



This includes:

- work
- health
- being happy with their life.



But some outcomes are getting closer to being the same as other people in Australia.

For example, working at least **15 hours** a week.

## Other ideas families and carers shared with us



We asked families and carers whether the NDIS has helped them in different areas of their life.



They told us the NDIS has helped them to:

- find and use services
- feel supported.



We talked to families and carers of participants aged up to 14 years old.

They told us the NDIS has helped them support their child's learning and development.



Families and carers of participants who use more of their plan are more likely to think the NDIS has helped.

## More information

For more information about this report, please contact us.



[www.ndis.gov.au](http://www.ndis.gov.au)



1800 800 110



Follow us on Facebook.

[www.facebook.com/NDISAus](https://www.facebook.com/NDISAus)



Follow us on X.

[@NDIS](https://twitter.com/NDIS)

X used to be called Twitter.

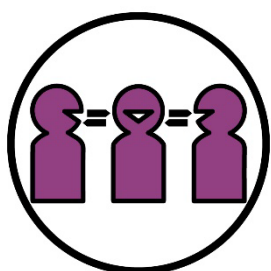
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

## Word list

This list explains what the **bold** words in this document mean.



### **Interview**

When we interview you, we:

- ask you questions about your experience
- listen to your answer.



### **Outcomes**

Outcomes are results that the families and carers of participants have achieved.



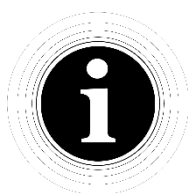
### **Participants**

Participants are people with disability who take part in the NDIS.



### **Rights**

Rights are rules about how everyone should be treated fairly.



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 5866.



[ndis.gov.au](https://www.ndis.gov.au)