

# **Evaluation of the NDIS**

## **Appendix to Final Report**

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## Appendix to Chapter 1: Introduction

### Appendix 1.1: Thematic grouping of the Key Evaluation Questions

#### 1. Supply and demand of support services

- **KEQ17:** For people with disability who previously received supports, to what extent has the NDIS contributed to changes in their patterns and use of supports?
- **KEQ32:** What has been the impact of the NDIS on the overall provision and quality of disability services?
- **KEQ36:** Consider impacts on supply and diversity of disability supports (particularly sustainability, ability to respond to choice and control, and service capacity).
- **KEQ37:** To what extent has the supply of disability services responded to demand?
- **KEQ38:** To what extent has an NDIS contributed to an increase in the provision of early interventions from disability services?

#### 2. Disability sector and its workforce

- **KEQ34:** What has been the impact of the NDIS on the disability sector, including the relevant government agency in each jurisdiction and advocacy organisations?
- **KEQ35:** Consider impacts on workforce (skills, retention rates, capacity, satisfaction, workforce culture, composition and proportion of occupation types).

#### 3. Choice and control (including self-management)

- **KEQ4:** To what extent has the NDIS enabled people with disability and their families and carers to have increased choice and control over their supports?
- **KEQ5:** To what extent did people have increased choice and control over the development and implementation of their plan?
- **KEQ6:** To what extent did this affect people's satisfaction with the range and quality of supports available to them?
- **KEQ7:** To what extent did this change people's perception of the choice and control they have over their lives?
- **KEQ 8:** How have people responded to increased choice and control?
- **KEQ 15:** To what extent have people with disability and their families and carers been able to manage their funding on their own, customise creative sets of options for themselves, or find suitable brokers, depending on their preferences?
- **KEQ16:** If people have difficulty managing their funding, are there any underlying issues or requirements for further, specific support?
- **KEQ33:** Are clients satisfied that their supports are tailored to their individual needs and well-coordinated?

#### 4. Reasonable and necessary supports

- **KEQ11:** To what extent has an NDIS enabled people with disability to gain confidence that their 'reasonable and necessary' needs will be addressed?
- **KEQ12:** To what extent is the set of services able to be funded by an NDIS sufficient to meet people's 'reasonable and necessary' needs?
- **KEQ13:** To what extent is people's satisfaction with an NDIS linked to the level of resourcing they receive?

#### 5. Wellbeing

- **KEQ 1:** To what extent has an NDIS contributed to changes in wellbeing and quality of life for people with disability and their families and carers?
- **KEQ54:** Has an NDIS led to an increased sense of inclusion in the community?

#### 6. Participation (social, economic and educational), and aspirations (goals)

- **KEQ 2:** To what extent has the NDIS contributed to changes in social and economic participation (including employment, education and the ability to express wishes and have them respected) for people with disability and their families and carers?
- **KEQ 3:** To what extent has an NDIS enabled people with disability and their families and their carers to achieve their goals?
- **KEQ 24:** To what extent has the NDIS helped people with disability and their families and carers during major life transitions such as starting preschool or school, leaving school, starting tertiary education, starting work, leaving home, leaving state care, leaving the workforce, and entering the aged care system?
- **KEQ29:** How effective has an NDIS been in helping people to look ahead, e.g. to anticipate and plan for transitions or progressive conditions?
- **KEQ46:** What have been some positive experiences/best practice examples of how an NDIS has assisted children and young people at points of transition in and out of schooling?
- **KEQ53:** Has an NDIS led to increased social or economic interaction for people with disability and carers outside the home?
- **KEQ55:** To what extent has an NDIS led to an increase in the use of community supports – e.g. Have previous levels of community and informal supports been maintained?

#### 7. Fairness, equity and access

- **KEQ9:** To what extent has there been an appropriate balance between choice and control and safeguards for vulnerable people?
- **KEQ10:** How well are system safeguards working, as an NDIS is likely to result in more people receiving services one-on-one in their homes and there are likely to be many new service providers, new services and new workers in the disability sector?



- **KEQ14:** To what extent have people with disability and their families and carers seen NDIS review and dispute resolution processes as effective and fair?
- **KEQ19:** For whom has an NDIS worked well or less well? Where possible, consider:
- **KEQ20:** Indigenous status, culturally and linguistically diverse status, socio-economic status, proximity to services, age, gender, disability type and functional capacity, and age at onset of disability.
- **KEQ22:** What sort of assistance do people with disability (or their families and carers, if they are managing the care) require to gain more control and navigate the system?
- **KEQ23:** To what extent has an NDIS contributed to equity and fairness?
- **KEQ28:** How effective is an NDIS in responding to changes in people's support needs, including its ability to deal with the impact of conditions that can fluctuate over time or change due to developmental or ageing processes?
- **KEQ30:** How effective has an NDIS been in using early interventions to minimise the impact of a disability on functional capacity over time?

#### 8. Mainstream interface

- **KEQ18:** How effective are Local Area Coordinators and other supports (e.g. website) in helping people with disability to gain control and access to necessary community and mainstream supports?
- **KEQ21:** NDIS impacts on people under 65 in residential aged care settings (prevention of placement in residential aged care, tracking of those who return to the community from residential aged care, and tracking of numbers entering residential aged care).
- **KEQ39:** To what extent has an NDIS contributed to more effective interface with mainstream services for people with disability, at an individual and a systemic level?
- **KEQ40:** Has it led to changes in patterns of provision of mainstream services (including access and appropriateness)?
- **KEQ41:** Has it led to an increase or decrease in the use of mainstream services by people with disability?
- **KEQ42:** How has support available through an NDIS affected integration and coordination of services, including those provided by state and territory governments?
- **KEQ43:** How has it affected demand for crisis services (e.g. emergency hospital admissions or crisis demand for disability accommodation when family care arrangements break down)?
- **KEQ44:** To what extent have roles of an NDIS and mainstream service sectors been clearly delineated, and referral processes between the two been effective?
- **KEQ45:** What have been some of the areas of duplication and service gaps identified and how have these been resolved?
- **KEQ47:** What have been the impacts on referrals to mainstream services, including childcare and employment service providers?

- **KEQ48:** How well is an NDIS interfacing with education, health and public housing and how are these impacting on the capacity of an NDIS to deliver on its key goals?
- **KEQ49:** How have the Motor Accidents Insurance Board, Transport Accident Commission, Lifetime Care and Support Authority and other related schemes (including National Injury Insurance Scheme) interacted with an NDIS?
- **KEQ50:** To what extent has the supply of mainstream services responded to demand?
- **KEQ51:** To what extent has an NDIS contributed to an increase in early interventions from mainstream services?
- **KEQ52:** How effectively did the individualised funding model used by an NDIS fit with programmatically funded mainstream services (e.g. health, justice, education)?

#### 9. Older people with disability

#### 10. NDIS in the NT (with a focus on the Barkly Trial Site)

#### 11. Lessons

- **KEQ25:** Have there been any significant differences in the experiences of people with disability and their families and carers, in the different trial sites?
- **KEQ26:** What aspects of the launch designs should be retained or adapted in the full rollout of an NDIS? To what degree, if any, are variations required in different locations, as opposed to one consistent national model?
- **KEQ27:** What lessons can be learned from related initiatives in other sites (e.g. MyWay in Western Australia)?
- **KEQ31:** Have there been any other changes, including unintended changes (anticipated and unanticipated, positive and negative), in the experiences of people with disability and their families and carers as a result of the NDIS?
- **KEQ56:** What elements contributed to positive outcomes and should be included in the future NDIS rollout?
- **KEQ57:** What were barriers to the success of an NDIS? (Consider emerging and potentially significant barriers as well as actual barriers.)
- **KEQ58:** What contributed to or impeded success in each trial site and for each client group? (Where possible, consider Indigenous status, culturally and linguistically diverse status, socio-economic status, proximity to services, age, gender, disability type and functional capacity, and age at onset of disability. Consider also significant variation in the population characteristics for each site, as well as substantial differences in the geography, delivery and availability of services from one region to the next.)

## Appendix 1.2: Challenges of undertaking research in the Barkly Region

- The research team for the DSS funded evaluation of the NDIS Barkly trial site consisted of Indigenous and non-Indigenous researchers, from Central Australian Poche Centre for Indigenous Health & Wellbeing, Flinders NT, (Poche NT) and the National Institute of Labour Studies, Flinders University (NILS). It was crucial to the research, to draw on the local knowledge and networks of the research team. Some of the challenges included the following:
- **Incomplete contact details:** Contact details provided for potential research participants were often not up-to-date and difficult to obtain. The researchers relied on local connections to identify participants from lists provided by the National Disability Insurance Agency (NDIA), and added information about whether or not to approach certain individuals based on own knowledge of family circumstances. For example, a child was known to have become terminally ill since their enrolment in the NDIS and the family was not approached for an interview.
- **High mobility of populations:** Even when contact details were correct, individuals might have relocated temporarily for health care or social and cultural reasons. The time required to locate people was considerably more than for an urban location. Several interviews had to be rescheduled due to the fatigue or care needs of participants or due to participants going to other activities, even when appointments for interviews had been confirmed.
- **Safety:** Staff had to approach homes and town camp communities where dogs are unsecured and sometimes aggressive or 'cheeky', as they are locally described.
- **Distances:** Participants were located in a geographic region hundreds of kilometres apart, involving lengthy driving times and isolated travel.
- **Overt and covert racism:** Views expressed in some interviews could be considered racist in nature. The colleagues had to work out ways to manage such events safely. For example one respondent expressed surprise that her child willingly ran to the Indigenous researcher, and that the colleague was in fact a researcher, as this was not something they expected. There were also comments about Indigenous people receiving 'extra benefits' and having their own health service and receiving more attention from the NDIA than some non-Indigenous clients, something that was not validated in the early stages of the roll-out.
- **Environment:** Participants mostly wanted to conduct interviews at their homes, but for the Aboriginal respondents, this was usually outside rather than inside. Heat, noise, dust, wind, dogs and limited privacy with other family members present in the surroundings, added to the challenges of conducting interviews. One interview was conducted at the researchers' accommodation at the respondent's request.
- **Cultural activity:** Certain events such as 'sorry business' (funerals and bereavement) and 'men's business' (ceremonial activity associated with manhood rituals) prevented the team from visiting the region and individuals at different times. It was always necessary to liaise locally as to the appropriate timing of visits. Even when interviews had been confirmed, these events would take priority, as mentioned previously.
- **'Gate-keeping':** Some service staff tried to suggest that clients would or would not be interested in the research or have the capacity to respond to interviews. It should be noted that all potential respondents agreed to interviews willingly and some stated that they appreciated the chance to talk about their issues and experiences.

- **Vicarious trauma:** Hearing the distressing circumstances for participants had an impact on wellbeing for the team. Both formal and informal debriefing of the team was necessary.
- **Intergenerational trauma:** Meant that participants' personal histories and family dynamics were often distressing to discuss, requiring sensitivity from the researchers. A number of NDIS participants were in care of guardianship or other non-familial carers, as family supports were not available or not able to be found.
- **English and Aboriginal communication styles:** Interviewing processes needed to account for the intercultural differences between English First Language and Indigenous Language speakers. For Indigenous participants, the tendency to say yes, known as gratuitous concurrence, meant that interviewers had to rephrase some questions, and return to certain issues, as a quick yes or no response would later prove to be incorrect. For example, 'So did anyone talk to you about respite for...' Respondent: 'No, nothing'. Later in the interview it was revealed that the topic had been discussed. The accuracy of information provided was at times, more influenced by perceptions than actual events. People who advised that they had not seen anyone from NDIA would later indicate that someone had spoken with them, but there was considerable confusion about who, when and where this occurred.
- **Gender:** Most interviews were conducted along gender lines, although for some respondents, previously known to the researchers, the relationship was more critical than being of the same gender.

## Appendix to Chapter 2: Supply and demand of support services

### Disability services and supports

**Appendix Table A2.1 Person with disability: needs help with daily activities (Trial, Age 8+)**

Needs help with daily activities	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	2,015	84.27	958	85.54
No	335	14.01	144	12.86
Missing	41	1.71	18	1.61
<b>Total</b>	<b>2,391</b>	<b>100</b>	<b>1,120</b>	<b>100</b>

**Appendix Table A2.2 Person with disability: Which activities needs help or assistance with (Trial, Age 8+)**

Activities where help or assistance needed	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Help with preparing food and eating meals	1,508	74.69	747	78.06
Help with doing things in the household	1,762	87.27	836	87.36
Help with daily personal activities	1,231	60.97	623	65.10
Help with accessing or entering buildings and using facilities	940	46.56	486	50.78
Help with using public transport or other types of transport	1,423	70.48	699	73.04
Help with talking with and being around others	1,083	53.64	559	58.41
Help with managing feelings, emotions or behaviour	1,276	63.20	616	64.37
Help with reading or writing tasks	1,424	70.53	683	71.37
Help with making appointments or arranging supports with health, disability and other services	1,493	73.95	737	77.01
Needs help with something else	227	11.24	71	7.42
Don't know	7	0.35	0	0.00
<b>Total</b>	<b>2,019</b>		<b>957</b>	

**Appendix Table A2.3 Person with disability: How often needs help with these activities (Trial, Age 8+)**

How often needs help with these activities	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Daily	1,719	85.06	818	85.39
Weekly	204	10.09	99	10.33
Monthly	20	0.99	8	0.84
Yearly	1	0.05	1	0.10
As needed/in an emergency	50	2.47	28	2.92
Don't know/missing	27	1.34	4	0.42
<b>Total</b>	<b>2,021</b>	<b>100</b>	<b>958</b>	<b>100</b>

**Appendix Table A2.4 Person with disability: Who most often helps or assists with activities (Trial, All ages)**

Who most often helps or assists you with your activities	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Spouse or partner (16+ only)	316	9.79	130	10.51
Mother (including step/adoptive/foster)	2,406	74.51	874	70.65
Father (including step/adoptive/foster)	1,403	43.45	529	42.76
Daughter or son (including step/adoptive/foster) (16+ only)	146	4.52	50	4.04
Sister or brother (including	571	17.68	223	18.03
Grandparent (including	358	11.09	94	7.60
Other family member (cousin, uncle, aunt)	134	4.15	45	3.64
Disability support worker, personal attendant or nurse	947	29.33	447	36.14
Friend	193	5.98	69	5.58
Neighbour	47	1.46	9	0.73
Voluntary worker	55	1.70	14	1.13
Someone else	311	9.63	86	6.95
Don't know	3	0.09	3	0.24
<b>Total</b>	<b>3,229</b>		<b>1,237</b>	

**Appendix Table A2.5 Person with disability: Are any of these funded supports part of an early intervention? (Trial, All ages)**

Supports funded as part of an early intervention	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	1,003	29.67	311	24.15
No	1,853	54.81	742	57.61
Don't know	499	14.76	220	17.08
Missing	26	0.77	15	1.16
<b>Total</b>	<b>3,381</b>	<b>100</b>	<b>1,288</b>	<b>100</b>

**Appendix Table A2.6 Person with disability: changed support providers (Trial, All ages)**

NDIS participant changed support providers	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	1,304	38.57	406	31.52
No	1,980	58.56	849	65.92
Don't know	74	2.19	22	1.71
Missing	23	0.68	11	0.85
<b>Total</b>	<b>3,381</b>	<b>100</b>	<b>1,288</b>	<b>100</b>

**Appendix Table A2.7 Carers: Do you provide person with disability with emotional or practical support? (Trial, All ages)**

Carer provides emotional or practical support to person with disability	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	2,679	98.75	983	98.60
No	15	0.55	10	1.00
Don't know/missing	19	0.70	4	0.40
<b>Total</b>	<b>2,713</b>	<b>100</b>	<b>997</b>	<b>100</b>

**Appendix Table A2.8 Carers: Which of the following do you help person with disability with? (Trial, Age 8+)**

Which of the following do you help NDIS participant with?	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Preparing food and eating meals	1,419	82.69	652	84.46
Doing things in the household	1,470	85.66	666	86.27
Daily personal activities	1,039	60.55	490	63.47
Managing feelings, emotions or behaviour	1,651	96.21	750	97.15
Reading or writing tasks	1,190	69.35	549	71.11
Appointments or arranging supports with health, disability, and other services	1,552	90.44	706	91.45
Representing, speaking on behalf of person with disability or standing up for people with disability interests	1,521	88.64	699	90.54
Helping person with disability consider, understand and decide about his/her options	1,537	89.57	690	89.38
Something else	251	14.63	82	10.62
Don't know	0	0.00	1	0.13
<b>Total</b>	<b>1,716</b>		<b>772</b>	

**Appendix Table A2.9 Carers: Typical hours spent caring per week (Trial, All ages)**

Typical hours spent caring per week	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Less than 35 hours per week	455	16.96	150	15.24
35 hours or more per week	507	18.90	132	13.41
24/7	1,386	51.68	582	59.15
Don't know/missing	334	12.45	120	12.20
<b>Total</b>	<b>2,682</b>	<b>100</b>	<b>984</b>	<b>100</b>

**Appendix Table A2.10 Carers: How long have you been providing this support? (Trial, All ages)**

How long have you been providing this support?	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Since birth of person with disability	2,073	77.29	762	77.44
Less than 6 months	8	0.30	1	0.10
6 months to 2 years	75	2.80	12	1.22
3 to 9 years	266	9.92	81	8.23
10 to 19 years	120	4.47	53	5.39
20+ years	124	4.62	67	6.81
Don't know	9	0.34	5	0.51
Missing	7	0.26	3	0.30
<b>Total</b>	<b>2,682</b>	<b>100</b>	<b>984</b>	<b>100</b>

**Appendix Table A2.11 Carers: Do you have any long-term health condition, impairment or disability that restricts your ability to do everyday activities? (Trial, All ages)**

Carer long term health condition	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	653	24.36	265	26.58
No	1,927	71.88	690	69.21
Don't know	39	1.45	10	1.00
Missing	62	2.31	32	3.21
<b>Total</b>	<b>2,681</b>	<b>100</b>	<b>997</b>	<b>100</b>

**Appendix Table A2.12 Carers: Overall, how much control would you say you have over how you spend your own time? (Trial, All ages)**

Carer control over how he/she spends his/her own time	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
A lot of control	621	23.16	250	25.08
Some control	1,165	43.45	404	40.52
Little control	729	27.19	273	27.38
No control	131	4.89	56	5.62
Don't know/missing	35	1.30	14	1.40
<b>Total</b>	<b>2,681</b>	<b>100</b>	<b>997</b>	<b>100</b>



**Appendix Table A2.13 Carers: Thinking about his/her current support needs, how often do you have adequate breaks from providing support? (Trial, All ages)**

How often do you have adequate breaks from providing support?	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Never	804	29.98	321	32.62
An annual break	159	5.93	74	7.52
Less than once a month	244	9.10	98	9.96
Once a month	190	7.08	54	5.49
A couple of times a month	210	7.83	95	9.65
Weekly	460	17.15	131	13.31
Daily	419	15.62	153	15.55
Don't know	160	5.97	44	4.47
Missing	36	1.34	14	1.42
<b>Total</b>	<b>2,682</b>	<b>100</b>	<b>984</b>	<b>100</b>

**Appendix Table A2.14 Carers: Proportion accessing services to assist them as carers (Trial, All ages)**

Proportion of carers accessing services to assist them as carers	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Yes	556	20	140	14
No	2175	80	856	86
<b>Total</b>	<b>2,731</b>	<b>100</b>	<b>996</b>	<b>100</b>

**Appendix Table A2.15 Carers: Which of these services have you used to help you as a carer in the last year? (Trial, All ages)**

Types of services used	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Respite care	312	56.12	60	42.86
Community care services	94	16.91	25	17.86
Counselling	64	11.51	15	10.71
Education and training	69	12.41	21	15.00
Support group	126	22.66	40	28.57
Help lines	15	2.70	1	0.71
Psychologist	106	19.06	32	22.86
Psychiatrist	32	5.76	6	4.29
GP	171	30.76	56	40.00
Career support	51	9.17	6	4.29
Other	110	19.78	21	15.00
Don't know	6	1.08	2	1.43
<b>Total</b>	<b>556</b>		<b>140</b>	

**Appendix Table A2.16 Carers: Thinking about the services you access to support you as a carer, would you say that the number of these services has increased, decreased or remained the same compared to last year? (Trial, All ages)**

Services carer accessed increased/decreases in the last year	Frequency	%
Increased	29	20.28
Remained the same	86	60.14
Decreased	18	12.59
Don't know/missing	10	6.99
<b>Total</b>	<b>143</b>	<b>100</b>

**Appendix Table A2.17 Carers: Compared to last year, has your ability to provide help, assistance or support to person with disability? (Trial, All ages)**

Has ability to provide help, assistance or support to person with disability...	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Increased	1,541	62.24	213	23.43
Made no difference	601	24.27	550	60.51
Reduced	225	9.09	130	14.30
Don't know/missing	109	4.40	16	1.76
<b>Total</b>	<b>2,476</b>	<b>100</b>	<b>909</b>	<b>100</b>

**Appendix Table A2.18 Carers: Transition in ability to provide help, assistance or support to person with disability - wave 1 and wave 2 evidence (Trial, All ages)**

		Wave 2 Level of ability to provide help or support		
Wave 1 Level of ability to provide help or support		Reduced	Made no difference	Increased
Reduced		21%	66%	13%
Made no difference		11%	69%	21%
Increased		16%	60%	24%
<b>Total</b>		<b>15%</b>	<b>63%</b>	<b>22%</b>
				<b>100%</b>

**Appendix Table A2.19 Carers: Compared to last year, has your anxiety about person with disability supports in the future...? (Trial, All ages)**

Has the NDIS increased/decreased carer anxiety about person with disability supports in the future?	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Increased	501	20.23	436	47.96
Made no difference	668	26.98	342	37.62
Reduced	1,154	46.61	111	12.21
Don't know/missing	153	6.18	20	2.20
<b>Total</b>	<b>2,476</b>	<b>100</b>	<b>909</b>	<b>100</b>

**Appendix Table A2.20 Carers: Transition in level of anxiety about supports in the future for the person with disability - wave 1 and wave 2 evidence (Trial, All ages)**

Wave 1 Level of carer anxiety	Wave 2 Level of carer anxiety			Total
	Increased	Made no difference	Reduced	
Increased	66%	27%	7%	100%
Made no difference	49%	44%	7%	100%
Reduced	44%	41%	15%	100%
<b>Total</b>	<b>49%</b>	<b>39%</b>	<b>11%</b>	<b>100%</b>

### Quality of services and supports

**Appendix Table A2.21 Person with disability: Transition in satisfaction with quality of support pre and post NDIS (Trial, Adults)**

Quality of supports compared to pre NDIS	Wave 1 Frequency	Wave 1 %
Worse	154	13.51
Same	496	43.51
Better	490	42.98
<b>Total</b>	<b>1,140</b>	<b>100</b>

**Appendix Table A2.22 Person with disability: How satisfied are you with the quality of supports you currently receive? (Trial, Adults)**

Satisfaction with supports you currently receive	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Very satisfied	630	36.99	262	34.07
Satisfied	654	38.40	308	40.05
Neither satisfied nor dissatisfied	231	13.56	99	12.87
Dissatisfied	94	5.52	51	6.63
Very dissatisfied	37	2.17	21	2.73
Missing	57	3.35	28	3.64
<b>Total</b>	<b>1,703</b>	<b>100</b>	<b>769</b>	<b>100</b>

**Appendix Table A2.23 Person with disability: Do you feel confident with the quality of care provided by your current disability support providers? (Trial, Adults)**

Do you feel confident with the quality of care provided by your current disability support providers?	Wave 2 Frequency	Wave 2 %
Yes	424	85.14
No	28	5.62
Don't know	32	6.43
Missing	14	2.81
<b>Total</b>	<b>498</b>	<b>100</b>

**Appendix Table A2.24 Carer: Overall, how satisfied are you with the quality of his/her current supports? (Trial, All ages)**

Satisfaction with quality of supports	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Very satisfied	1,286	47.45	392	39.64
Somewhat Satisfied	957	35.31	396	40.04
Neither satisfied nor dissatisfied	172	6.35	80	8.09
Somewhat Dissatisfied	171	6.31	55	5.56
Very dissatisfied	43	1.59	5	0.51
Don't know/missing	81	2.99	61	6.17
<b>Total</b>	<b>2,710</b>	<b>100</b>	<b>989</b>	<b>100</b>

**Appendix Table A2.25 Carers: Transition in level of satisfaction with the quality of supports of the person with disability - wave 1 and wave 2 evidence (Trial, All ages)**

Wave 1 Level of carer satisfaction	Wave 2 Level of carer satisfaction with quality of disability supports					Total
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
Very dissatisfied	5%	21%	16%	42%	16%	100%
Dissatisfied	4%	12%	20%	49%	16%	100%
Neither satisfied nor dissatisfied	2%	13%	20%	37%	28%	100%
Satisfied	0%	6%	12%	53%	28%	100%
Very satisfied	0%	3%	3%	36%	58%	100%
<b>Total</b>	<b>1%</b>	<b>6%</b>	<b>9%</b>	<b>43%</b>	<b>42%</b>	<b>100%</b>

## Estimating the impact of the NDIS on satisfaction with the quality of supports

**Appendix Table A2.26 Person with disability: Average treatment effects estimates, very satisfied with the quality of supports**

Very satisfied with quality of support	Coef.	Std. Err.	z	P>z	95% Conf. Int.	
Raw difference	0.117	0.02	5.75	0.00	0.077	0.156
ATET (AIPW)	0.093	0.03	3.50	0.00	0.04	0.15
ATET in per cent	32%	0.12	2.81	0.01	10%	55%
POM Untreated	29%	0.02	12.62	0.00	24%	33%
POM Treated	38%	0.01	26.63	0.00	35%	41%

**Appendix Table A2.27 Person with disability: Average treatment effects estimates, satisfied or very satisfied with the quality of supports**

Satisfied or very satisfied with quality of supports	Coef.	Std. Err.	z	P>z	95% Conf. Int.	
Raw difference	0.113	0.02	5.61	0.00	0.074	0.153
ATET (AIPW)	0.063	0.03	2.44	0.02	0.01	0.11
ATET in per cent	9%	0.04	2.29	0.02	1%	16%
POM Untreated	71%	0.02	32.06	0.00	67%	76%
POM Treated	78%	0.01	57.94	0.00	75%	80%

## Satisfaction with quality of supports: Family and carers' assessment

*Using the binary satisfaction measure (Very satisfied = 1; 0 otherwise – binary model)*

**Appendix Table A2.28 Carers: NDIS impact on satisfaction with quality of supports, family and carers (Carers of people with disability aged 16+)**

Very satisfied with the quality of supports	Coef.	Std. Err.	z	P>z	95% Conf. Int.	
Raw difference	0.11	0.024	4.530	0.000	0.061	0.154
ATET (AIPW)	-0.02	0.03	-0.58	0.56	-0.09	0.05
ATET in per cent	-5%	0.09	-0.59	0.55	-22%	12%
POM Untreated	0.40	0.02	18.39	0.00	0.35	0.44
POM Treated	0.45	0.02	22.34	0.00	0.41	0.48

**Appendix Table A2.29 Carers: NDIS impact on satisfaction with quality of supports (Carers of people with disability aged 0-15)**

Very satisfied with the quality of supports	Coef.	Std. Err.	z	P>z	95% Conf. Int.	
Raw difference	0.22	0.024	8.960	0.000	0.170	0.266
ATET (AIPW)	0.10	0.06	1.73	0.08	-0.01	0.21
ATET in per cent	22%	0.15	1.44	0.15	-8%	51%
POM Untreated	0.45	0.05	8.34	0.00	0.35	0.56
POM Treated	0.55	0.02	33.95	0.00	0.52	0.58

*Using the continuous satisfaction measure (1 is lowest and 5 highest satisfaction – linear model)*

**Appendix Table A2.30 Carers: NDIS impact on satisfaction with quality of supports (Carers of people with disability aged 16+)**

<b>Satisfaction with the quality of supports</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf. Int.</b>	
Raw difference	0.48	0.055	8.740	0.000	0.375	0.592
ATET (AIPW)	0.38	0.07	5.57	0.00	0.25	0.52
ATET in per cent	10%	0.02	5.23	0.00	6%	14%
POM Untreated	3.72	0.05	82.50	0.00	3.63	3.81
POM Treated	4.19	0.03	132.80	0.00	4.13	4.25

**Appendix Table A2.31 Carers: NDIS impact on satisfaction with quality of supports (Carers of people with disability aged 0-15)**

<b>Satisfaction with the quality of supports</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf. Int.</b>	
Raw difference	0.66	0.053	12.490	0.000	0.555	0.762
ATET (AIPW)	0.46	0.07	6.41	0.00	0.32	0.60
ATET in per cent	12%	0.02	5.82	0.00	8%	16%
POM Untreated	3.88	0.07	58.31	0.00	3.75	4.01
POM Treated	4.34	0.03	151.49	0.00	4.28	4.40

Figure A2.1 Carers: Conditional average treatment effects by disability type, amount of choice about where people with disability get their supports (Carers of people with disability aged 16+)

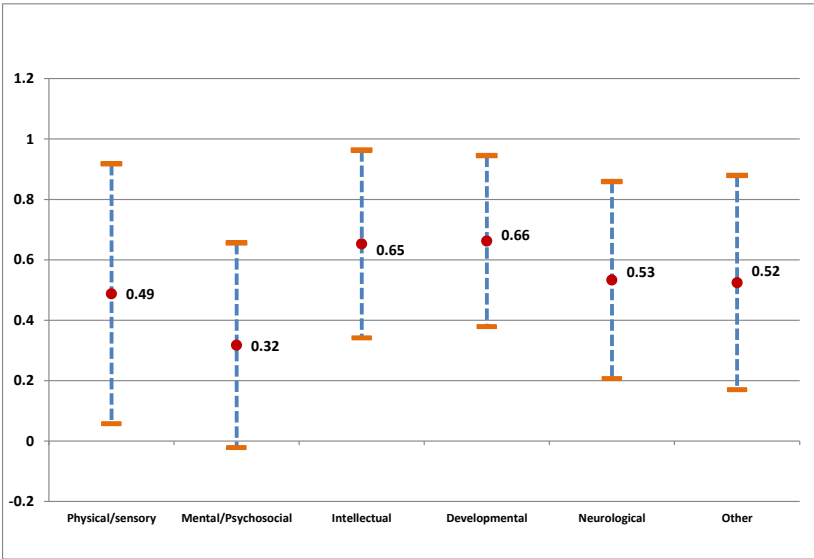
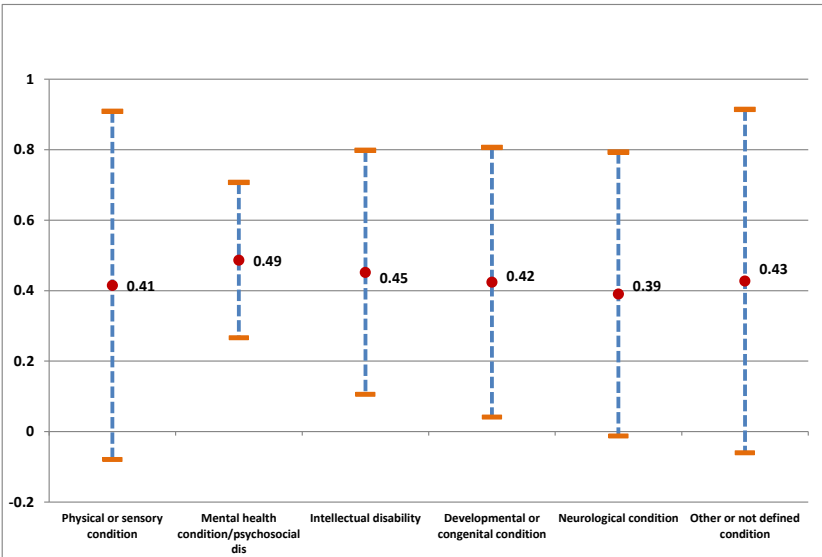


Figure A2.2 Carers: Conditional average treatment effects by disability type, amount of choice about where the people with disability get their supports (Carers of people with disability aged 0-15)



**Appendix Table A2.32 Person with disability: Transitions between levels of satisfaction with quality of supports by category - wave 1 and wave 2 evidence (Trial, Adults)**

	Wave 2 Level of satisfaction with quality of supports					Total
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
Very dissatisfied	0%	20%	30%	30%	20%	100%
Dissatisfied	7%	10%	17%	37%	30%	100%
Neither satisfied nor dissatisfied	4%	4%	27%	47%	18%	100%
Satisfied	4%	6%	12%	50%	28%	100%
Very satisfied	1%	7%	7%	33%	52%	100%
<b>Total</b>	<b>3%</b>	<b>7%</b>	<b>12%</b>	<b>42%</b>	<b>37%</b>	<b>100%</b>

**Appendix Table A2.33 Person with disability: Transitions between levels of satisfaction with quality of supports by category - wave 1 and wave 2 evidence (Comparison, Adults)**

	Wave 2 Level of satisfaction with quality of supports					Total
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
Very dissatisfied	40%	40%	20%	0%	0%	100%
Dissatisfied	18%	0%	27%	36%	18%	100%
Neither satisfied nor dissatisfied	13%	9%	57%	17%	4%	100%
Satisfied	0%	9%	21%	45%	26%	100%
Very satisfied	0%	0%	10%	43%	48%	100%
<b>Total</b>	<b>7%</b>	<b>7%</b>	<b>27%</b>	<b>36%</b>	<b>23%</b>	<b>100%</b>



## Unmet demand for services and support

**Appendix Table A2.34 Person with disability: Proportion who have funding for supports that they cannot access (All Ages)**

Wave 1						
NDIS participant has funding for supports that could not be accessed	Trial		Comparison		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	1,122	31.8	126	5.9	1,248	22.0
No	2,089	59.1	1,804	84.3	3,893	68.8
Missing	25	0.7	23	1.1	48	0.9
Don't know	297	8.4	186	8.7	483	8.5
<b>Total</b>	<b>3,533</b>	<b>100</b>	<b>2,139</b>	<b>100</b>	<b>5,672</b>	<b>100</b>

Wave 2						
NDIS participant has funding for supports that could not be accessed	Trial		Comparison		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	453	33.4	39	6.6	492	25.4
No	813	60.0	479	81.5	1,292	66.5
Missing	13	1.0	9	1.5	22	1.1
Don't know	76	5.6	61	10.4	137	7.0
<b>Total</b>	<b>1,355</b>	<b>100</b>	<b>588</b>	<b>100</b>	<b>1,943</b>	<b>100</b>

Note: Unbalanced longitudinal sample. Wave 2 numbers are provisional and subject to change

**Appendix Table A2.35 Person with disability: In the past year, have you accessed any non-funded disability supports? (Trial, All ages)**

NDIS participant accesses disability supports not funded by the NDIS	Wave 1	Wave 1	Wave 2	Wave 2
	Frequency	%	Frequency	%
Yes	916	25.93	531	39.19
No	2,408	68.16	747	55.13
Don't know	180	5.09	68	5.02
Missing	29	0.82	9	0.66
<b>Total</b>	<b>3,533</b>	<b>100</b>	<b>1,355</b>	<b>100</b>

**Appendix Table A2.36 Person with disability: How access supports not funded by the NDIS (Trial, All ages)**

<b>How NDIS participant accesses supports not funded by the NDIS</b>	<b>Wave 1 Cases</b>	<b>Wave 1 %</b>	<b>Wave 2 Cases</b>	<b>Wave 2 %</b>
Person with disability accesses supports by paying for them (16+ only)	215	23.60	188	35.61
Person with disability accesses supports relying on family to pay for them	474	52.03	311	58.90
Person with disability accesses supports relying on charitable organisations	69	7.57	34	6.44
Person with disability accesses supports relying on family or friends providing support	166	18.22	105	19.89
Person with disability accesses supports through existing support plan (Trial only)	115	12.62	N/A	N/A
Other ways	181	19.87	41	7.77
Don't know	13	1.43	6	1.14
<b>Total</b>	<b>911</b>		<b>528</b>	

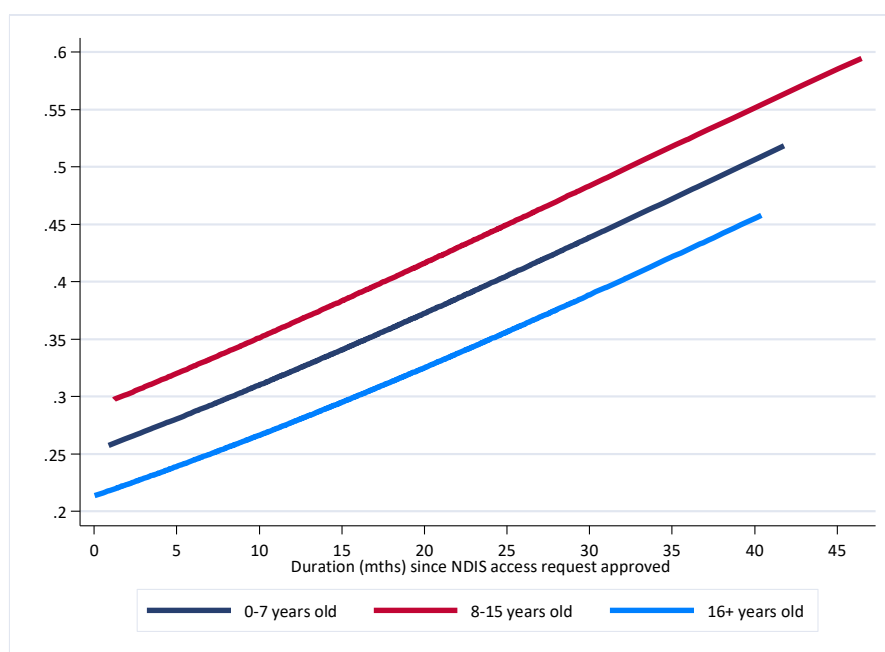
## The quantitative detail – multivariate analysis unmet demand results

**Appendix Table A2.37 Person with disability: Experiencing unmet demand (Trial, All ages)**

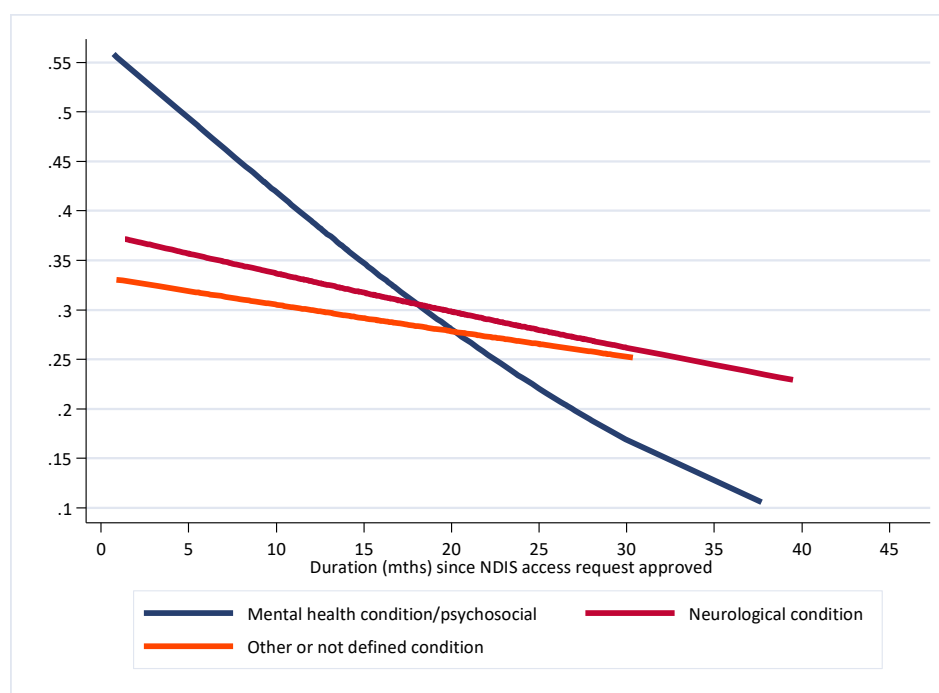
	Model 1 Coef.	Model 1 Marg. eff.	Model 2 Coef.	Model 2 Marg. eff.	Model 3 Coef.	Model 3 Marg. eff.
Duration (months) since NDIS access request approved	0.012** (0.0046)	0.0044** (0.0017)	0.014*** (0.0049)	0.0051*** (0.0018)	0.020*** (0.0070)	0.0074*** (0.0026)
0-7 years old (reference: adults)	0.077 (0.095)	0.029 (0.036)	0.057 (0.095)	0.021 (0.035)	0.097 (0.096)	0.036 (0.036)
8-15 years old (reference: adults)	0.20** (0.099)	0.075** (0.038)	0.27*** (0.099)	0.10*** (0.039)	0.21** (0.10)	0.081** (0.039)
Physical (ref: developmental)	-0.14 (0.10)	-0.050 (0.036)	-0.10 (0.10)	-0.037 (0.036)	0.16 (0.25)	0.059 (0.096)
Mental/Psychosocial (ref: developmental)	-0.10 (0.16)	-0.037 (0.056)	-0.083 (0.16)	-0.030 (0.056)	0.79* (0.40)	0.31** (0.15)
Intellectual (ref: developmental)	-0.085 (0.088)	-0.031 (0.032)	-0.052 (0.087)	-0.019 (0.032)	-0.34 (0.24)	-0.12 (0.079)
Neurological (ref: developmental)	-0.21** (0.095)	-0.075** (0.033)	-0.21** (0.095)	-0.075** (0.033)	0.34 (0.25)	0.13 (0.096)
Other disability (ref: developmental)	-0.20 (0.13)	-0.072 (0.045)	-0.20 (0.13)	-0.071 (0.045)	0.39 (0.38)	0.15 (0.15)
Wave 1A	-0.38*** (0.089)	-0.14*** (0.032)			-0.37** (0.090)	-0.13*** (0.032)
Wave 1B	-0.28*** (0.095)	-0.10*** (0.033)			-0.27*** (0.095)	-0.096*** (0.033)
Rolled out in 2013			-0.16 (0.10)	-0.058 (0.037)		
Rolled out in 2014			0.0072 (0.079)	0.0026 (0.029)		
Rolled out in 2015			0.011 (0.100)	0.0042 (0.037)		
Receives support with personal care and everyday living as NDIS participant	0.070 (0.073)	0.026 (0.027)	0.084 (0.072)	0.031 (0.027)	0.069 (0.073)	0.026 (0.027)
Receives support with leisure activities outside the home as NDIS participant	0.089 (0.079)	0.033 (0.030)	0.065 (0.079)	0.024 (0.029)	0.098 (0.080)	0.037 (0.030)
Receives support to participate in group activities in the community as NDIS participant	0.17** (0.074)	0.063** (0.028)	0.16** (0.074)	0.060** (0.028)	0.17** (0.074)	0.063** (0.028)

	<b>Model 1</b>	<b>Model 1</b>	<b>Model 2</b>	<b>Model 2</b>	<b>Model 3</b>	<b>Model 3</b>
	<b>Coef.</b>	<b>Marg. eff.</b>	<b>Coef.</b>	<b>Marg. eff.</b>	<b>Coef.</b>	<b>Marg. eff.</b>
Receives support with transport and travelling as NDIS participant	0.041	0.015	0.048	0.018	0.055	0.020
	(0.078)	(0.029)	(0.078)	(0.029)	(0.078)	(0.029)
Receives therapeutic supports or support with medication as NDIS participant	0.094	0.034	0.11	0.039	0.10	0.038
	(0.068)	(0.025)	(0.068)	(0.025)	(0.068)	(0.025)
Person with disability changed support providers since becoming NDIS participant	-0.41***	-0.15***	-0.41***	-0.15***	-0.42***	-0.15***
	(0.062)	(0.023)	(0.062)	(0.023)	(0.062)	(0.023)
Normalised LGA's Seifa score	0.065*	0.024*	0.12***	0.046***	0.063*	0.023*
	(0.036)	(0.013)	(0.034)	(0.012)	(0.036)	(0.013)
Person with disability is male	-0.13**	-0.049**	-0.12**	-0.046**	-0.13**	-0.047**
	(0.063)	(0.023)	(0.063)	(0.023)	(0.063)	(0.024)
Accesses supports not funded through the NDIS	0.30***	0.11***	0.31***	0.12***	0.31***	0.12***
	(0.066)	(0.025)	(0.066)	(0.025)	(0.066)	(0.025)
Household income below	0.14**	0.051**	0.16**	0.058**	0.14**	0.054**
	(0.066)	(0.025)	(0.066)	(0.025)	(0.066)	(0.025)
Physical* duration on NDIS					-0.016	-0.0059
					(0.013)	(0.0048)
Mental/Psychosocial* duration on NDIS					-0.055**	-0.020**
					(0.023)	(0.0086)
Intellectual * duration on NDIS					0.014	0.0050
					(0.012)	(0.0045)
Neurological * duration on NDIS					-0.030**	-0.011**
					(0.012)	(0.0046)
Other disability * duration on NDIS					-0.034	-0.013
					(0.021)	(0.0076)
Constant	0.086		-0.21		-0.099	
	(0.19)		(0.18)		(0.21)	
Observations	1,997		1,997		1,997	
Log likelihood	-1205		-1213		-1197	
Restricted log likelihood	-1303		-1303		-1303	
r2_p	0.075		0.069		0.081	

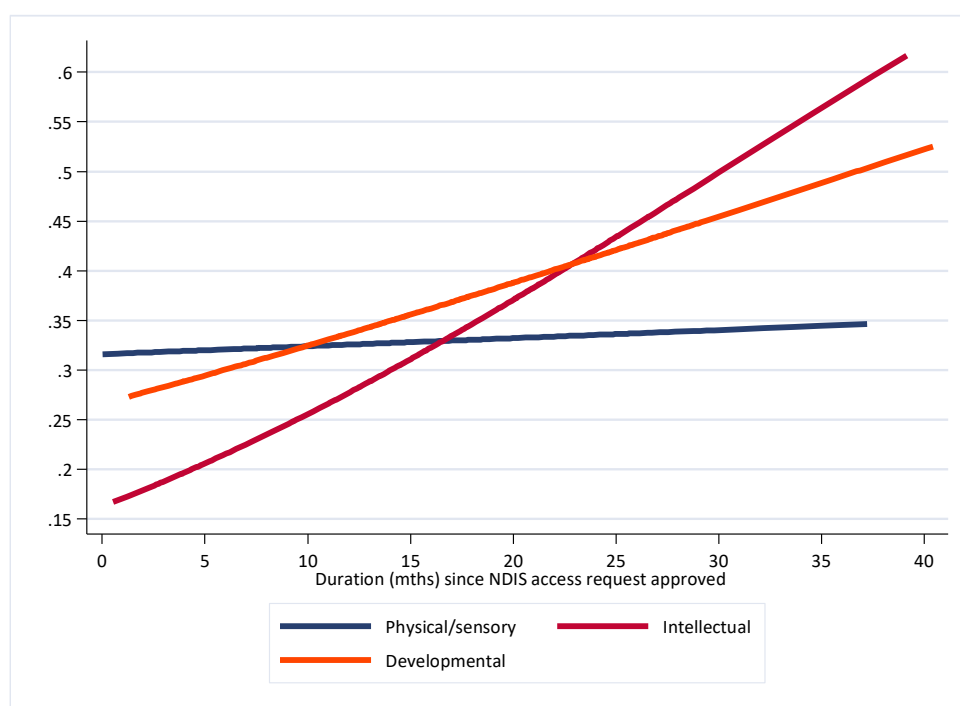
**Figure A2.3 Person with disability: estimated probability to experience unmet demand by age category and duration spent in the NDIS (Trial, All ages)**



**Figure A2.4 Person with disability: Estimated probabilities to experience unmet demand by selected disability type and duration with the NDIS (Trial, All ages) (graph number 1 of 2)**



**Figure A2.5 Person with disability: Estimated probabilities to experience unmet demand by selected disability type and duration with the NDIS (Trial, All ages) (graph number 2 of 2)**



**Appendix Table A2.38 Person with disability: Transition in having funding for supports but not being able to access these supports: wave 1 and wave 2 evidence (Trial only, All ages)**

	Wave 2 Level of unmet demand					
	No unmet demand Frequency	Unmet demand Frequency	Total Frequency	No unmet demand	Unmet demand	
Wave 1 Level of unmet demand						
No unmet demand	539	192	731	74%	26%	100%
Unmet demand	137	178	315	43%	57%	100%
<b>Total</b>	<b>676</b>	<b>370</b>	<b>1,046</b>	<b>65%</b>	<b>35%</b>	<b>100%</b>

Note: Balanced panel data. Wave 2 data provisional and subject to change

## Appendix to Chapter 3: Disability sector and its workforce

**Appendix Table A3.1 Disability Support Provider: Types of disability support currently provided**

	<b>Wave 1</b>	<b>Wave 2</b>
	<b>%</b>	<b>%</b>
Accommodation support	30.0	25.5
Personal support	55.0	51.4
Community access	60.1	57.3
Respite	41.2	31.8
Employment	16.1	12.2
Advocacy, information and alternative forms of communication	39.6	26.7
Early intervention	32.6	23.9
Aids and equipment	21.8	21.6
Therapeutic services	30.7	37.7
Other	21.7	18.4
Question not answered	0.6	0.4
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A9 in wave 1 and Question A8 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.1SE Self-employed: Types of disability support currently provided**

	<b>Wave 1</b>	<b>Wave 2</b>
	<b>%</b>	<b>%</b>
Accommodation support	1.5	2.3
Personal support	8.8	6.0
Community access	2.9	4.2
Respite	0.7	2.3
Employment	0.7	1.5
Advocacy, information and alternative forms of communication	11.4	5.3
Early intervention	70.2	45.3
Aids and equipment	23.5	22.3
Therapeutic services	79.4	75.9
Other	13.6	15.5
Question not answered	0	1.5
<b>Total number</b>	<b>272</b>	<b>265</b>

Source: NDIS DSP self-employed survey, Question B7 in wave 1 and Question B6 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.2a Disability Support Provider: Number of types of disability support currently provided**

	Wave 1	Wave 2
	%	%
Zero type	0.3	0.8
One type	13.5	20.4
Two types	18.4	20.0
Three types	21.4	21.2
More than three types	45.9	37.3
Question not answered	0.6	0.4
<b>Average number of services provided</b>	<b>3.5</b>	<b>3.1</b>
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A9 in wave 1 and Question A8 in wave 2.

**Appendix Table A3.2SEa Self-employed: Number of types of disability support currently provided**

	Wave 1	Wave 2
	%	%
One type	29.8	39.3
Two types	40.4	40.8
Three or more types	29.8	18.5
Question not answered	0.0	1.5
<b>Average number of services provided</b>	<b>2.1</b>	<b>1.8</b>
<b>Total number</b>	<b>272</b>	<b>265</b>

Source: NDIS DSP self-employed survey, Question B7 in wave 1 and Question B6 in wave 2.

**Appendix Table A3.3 Disability Support Provider: Plans to change the range of disability support in the next 12 months**

	Wave 1	Wave 2
	%	%
No plans to change the range of support	61.8	63.1
Yes, plans to <i>reduce</i> the range of support (i.e. more specialisation)	3.0	8.6
Yes, plans to <i>expand</i> the range of support (i.e. less specialisation)	34.4	27.1
Question not answered	0.7	1.2
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A11 in wave 1 and Question A9 in wave 2.

**Appendix Table A3.3SE Self-employed: Plans to change the range of disability support in the next 12 months**

	Wave 1	Wave 2
	%	%
No plans to change the range of support	82.4	78.9
Yes, plans to <i>reduce</i> the range of support (i.e. more specialisation)	4.8	7.6
Yes, plans to <i>expand</i> the range of support (i.e. less specialisation)	12.1	11.3
Question not answered	0.7	2.3
<b>Total number</b>	<b>272</b>	<b>265</b>

Source: NDIS DSP outlet survey, Question B18 in wave 1 and Question B16 in wave 2.



**Appendix Table A3.4 Disability Support Provider: Methods used to monitor the quality of support**

	<b>Wave 1</b>	<b>Wave 2</b>
	<b>%</b>	<b>%</b>
Managers or supervisors monitor quality	84.1	85.1
Inspectors from another part of the organisation monitor quality	13.1	9.4
Individual employees monitor quality	38.0	38.8
Keep records of feedback or complaints from service users	65.6	69.8
Surveys of service users	53.8	45.9
External auditing (e.g. third-party inspectors)	46.9	40.4
Other	3.7	5.1
Question not answered	0.4	1.6
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A14 in wave 1 and Question A12 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.5 Disability Support Provider: The general impact of the rollout of the NDIS**

	<b>Wave 1</b>	<b>Wave 2</b>
	<b>%</b>	<b>%</b>
A significant positive impact	21.2	12.9
A small positive impact	17.2	29.0
No impact	6.2	7.5
A small negative impact	7.5	16.9
A significant negative impact	14.5	22.4
Not sure/Don't know	31.7	8.6
Question not answered	1.7	2.7
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A22 in wave 1 and Question A18a in wave 2.

**Appendix Table A3.5SE Self-employed: The general impact of the rollout of the NDIS**

	<b>Wave 1</b>	<b>Wave 2</b>
	<b>%</b>	<b>%</b>
A significant positive impact	27.6	33.2
A small positive impact	37.1	27.9
No impact	7.4	11.7
A small negative impact	4.0	7.9
A significant negative impact	1.5	7.2
Not sure/Don't know	21.3	10.6
Question not answered	1.1	1.5
<b>Total number</b>	<b>272</b>	<b>265</b>

Source: NDIS DSP self-employed survey, Question B15 in wave 1 and Question B13 in wave 2.

**Appendix Table A3.6 Disability Support Provider: Expectations about how NDIS will change operations in next 12 months (wave 1)**

	<b>Much higher</b> %	<b>Somewhat higher</b> %	<b>No change</b> %	<b>Somewhat lower</b> %	<b>Much lower</b> %	<b>Question not answered</b> %
Wage growth	4.2	23.4	52.9	7.0	2.9	9.6
Support charges (prices)	6.6	26.1	42.0	9.3	5.0	10.9
Profits	0.9	9.0	51.1	17.1	9.5	12.5
Employment	4.6	30.1	43.5	9.5	2.6	9.8
Overtime utilisation	3.0	11.8	65.9	4.3	2.2	12.9
Investment in buildings and structures	1.7	11.3	61.1	7.0	6.0	12.8
Investment in plant and equipment	1.3	16.4	56.7	7.6	5.3	12.8
Overall performance	4.2	30.0	42.3	8.6	3.6	11.3
<b>Total number: 697</b>						

Source: 2014 NDIS DSP Outlet survey, Question A23.

Note: Row percentages are shown.

**Appendix Table A3.6a Disability Support Provider: How NDIS has changed operations (wave 2)**

	<b>Much higher</b> %	<b>Somewhat higher</b> %	<b>No change</b> %	<b>Somewhat lower</b> %	<b>Much lower</b> %	<b>Question not answered</b> %
Wage growth	6.7	30.2	45.5	6.3	5.5	5.9
Support charges (prices)	7.8	21.2	39.2	12.2	11.0	8.6
Profits	1.2	12.6	37.3	21.6	19.6	7.8
Employment	6.3	36.1	38.4	9.0	4.7	5.5
Overtime utilisation	4.3	11.8	69.8	1.6	4.3	8.2
Investment in buildings and structures	3.5	11.4	64.3	3.1	9.8	7.8
Investment in plant and equipment	5.1	20.4	52.9	2.8	10.2	8.6
Overall performance	6.3	29.0	38.0	14.9	3.9	7.8
<b>Total number: 255</b>						

Source: 2017 NDIS DSP Outlet survey, Question A19a.

Note: Row percentages are shown.

**Appendix Table A3.6b Disability Support Provider: Expectations about how NDIS will change operations in next 12 months (wave 2)**

	<b>Much higher</b> %	<b>Somewhat higher</b> %	<b>No change</b> %	<b>Somewhat lower</b> %	<b>Much lower</b> %	<b>Question not answered</b> %
Wage growth	8.6	36.9	38.0	5.5	5.5	5.5
Support charges (prices)	8.2	29.8	35.7	12.2	7.1	7.1
Profits	2.0	20.0	31.8	25.9	14.1	6.3
Employment	7.1	43.1	32.6	7.1	5.9	4.3
Overtime utilisation	3.1	17.3	63.9	3.9	3.5	8.2
Investment in buildings and structures	2.4	20.8	55.7	3.5	9.4	8.2
Investment in plant and equipment	3.9	28.2	48.2	3.5	8.6	7.5
Overall performance	4.3	34.9	35.7	13.3	5.5	6.3
<b>Total number: 255</b>						

Source: 2017 NDIS DSP Outlet survey, Question A19b.

Note: Row percentages are shown.

**Appendix Table A3.6SE Self-employed: Expectations about how NDIS will change operations in next 12 months (wave 1)**

	Much higher %	Somewhat higher %	No change %	Somewhat lower %	Much lower %	Question not answered %
Support charges (prices)	1.5	21.7	63.6	4.8	1.5	7.0
Profits	1.1	27.6	58.1	7.4	1.8	4.0
Employment	1.1	16.2	72.1	2.6	1.1	7.0
Investment in equipment	1.1	22.1	67.7	1.1	0.7	7.4
Overall performance	3.3	27.9	57.7	4.4	0.7	5.9

**Total number: 272**

Source: 2014 NDIS DSP self-employed survey, Question B17.

Note: Row percentages are shown.

**Appendix Table A3.6SEa Self-employed: How NDIS has changed operations in next 12 months (wave 2)**

	Much higher %	Somewhat higher %	No change %	Somewhat lower %	Much lower %	Question not answered %
Support charges (prices)	4.2	31.7	49.1	6.8	3.0	5.3
Profits	6.0	24.9	50.2	9.8	4.2	4.9
Employment	5.7	12.1	72.5	1.9	0.8	7.2
Investment in equipment	3.0	24.9	63.0	1.5	0.8	6.8
Overall performance	7.2	27.2	50.9	7.6	1.9	5.3

**Total number: 265**

Source: 2017 NDIS DSP self-employed survey, Question B15a.

Note: Row percentages are shown.

**Appendix Table A3.6SEb Self-employed: Expectations about how NDIS will change operations in next 12 months (wave 2)**

	Much higher %	Somewhat higher %	No change %	Somewhat lower %	Much lower %	Question not answered %
Support charges (prices)	3.0	22.6	62.6	4.9	1.9	4.9
Profits	3.0	33.6	47.9	7.6	3.0	4.9
Employment	3.4	22.3	63.4	2.6	1.9	6.4
Investment in equipment	1.5	24.9	64.5	2.3	0.8	6.0
Overall performance	5.3	30.2	52.8	4.9	1.9	4.9

**Total number: 265**

Source: 2017 NDIS DSP Outlet survey, Question B15b.

Note: Row percentages are shown.

**Appendix Table A3.7 Disability Support Provider: Number of Activities doing/planning to do in response to the rollout of the NDIS**

	Wave 1 Doing %	Wave 1 Planning to do %	Wave 2 Doing %	Wave 2 Planning to do %
Zero activity	16.5	20.5	0.0	0.0
One activity	16.1	19.7	14.1	17.7
Two activities	14.2	20.8	12.9	12.2
Three or more activities	42.3	28.1	68.6	65.1
Question not answered	10.9	10.9	4.3	5.1
<b>Average number of activities</b>	<b>2.5</b>	<b>1.9</b>	<b>3.7</b>	<b>3.6</b>
<b>Total number</b>	<b>697</b>	<b>697</b>	<b>255</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A24 in wave 1 and Question A20 in wave 2.

**Appendix Table A3.8 Disability Support Provider: Activities doing/planning to do in response to the rollout of the NDIS**

	Wave 1 Doing %	Wave 1 Planning to do %	Wave 2 Doing %	Wave 2 Planning to do %
Calculating support charges on a per-user basis	48.5	24.1	63.9	60.0
Adding new staff to meet service demand	25.0	32.7	56.1	60.0
Changing staff types to meet service demand	32.0	29.1	59.6	53.7
Helping service users to prepare personalised plans	47.4	24.5	72.2	63.9
Engaging with Local Area Co-ordinators (LACs)	31.0	33.9	61.6	67.8
Establishing brokerage services	30.0	22.5	16.5	18.8
Other	6.0	5.9	20.0	13.7
Question not answered	10.9	10.9	4.3	5.1
<b>Total number</b>	<b>697</b>	<b>697</b>	<b>255</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A24 in wave 1 and Question A20 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.9 Disability Support Provider: Total funding received to provide disability support**

	Wave 1 2013-14	Wave 1 2014-15	Wave 2 2016-17	Wave 2 2017-18
Total funding received annually	1420m	1450m	567m	712m
Average funding per provider	2.4m	2.4m	2.6m	3.3m
<b>Total number having answered this question</b>	<b>604</b>	<b>602</b>	<b>219</b>	<b>216</b>

Source: NDIS DSP outlet survey, Question A19 in wave 1 and Question A15 in wave 2.

**Appendix Table A3.9SE Self-employed: Income received to provide disability support (Whole sample)**

	<b>Wave 1 2014-15</b>	<b>Wave 2 2017-18</b>
Total funding received annually	18.8m	25.5m
Average funding per provider	0.07m	0.10m
<b>Total number having answered this question</b>	<b>252</b>	<b>247</b>

Source: NDIS DSP self-employed survey, Question B11 in wave 1 and Question B9 in wave 2.

**Appendix Table A3.10 Disability Support Provider: Funding sources for providing disability support**

	<b>Wave 1 2013-14</b>	<b>Wave 1 2014-15</b>	<b>Wave 2 2016-17</b>	<b>Wave 2 2017-18</b>
National Disability Insurance Scheme (NDIS)	4.3	7.8	31.3	49.8
Other Government agency	17.6	17.3	14.4	9.3
Grants and contracts – Commonwealth government	15.4	15.0	9.5	8.2
Grants and contracts – State government	42.9	40.7	27.2	16.4
Grants and contracts – Local government	1.2	1.0	0.9	0.9
Non-government funding (e.g. charities)	2.9	2.8	0.9	0.7
Private donations	2.3	2.3	1.4	1.3
User fees/direct payment	9.6	9.6	11.0	10.1
Other	3.7	3.7	3.3	3.2
<b>Question not answered/invalid answers</b>	<b>97</b>	<b>103</b>	<b>48</b>	<b>56</b>
<b>Total number</b>	<b>697</b>	<b>697</b>	<b>255</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question A20 in wave 1 and Question A16 in wave 2.

**Appendix Table A3.10SE Self-employed: Funding sources for providing disability support**

	<b>Wave 1 2014-15</b>	<b>Wave 2 2017-18</b>
National Disability Insurance Scheme (NDIS)	15.6	48.0
Other Government agency	22.8	13.5
Grants and contracts – Commonwealth government	7.3	2.8
Grants and contracts – State government	2.5	2.0
Grants and contracts – Local government	0.2	0.3
Non-government funding (e.g. charities)	3.4	1.2
Private donations	1.0	0.2
User fees/direct payment	43.3	27.3
Other	3.9	4.6
<b>Question not answered/invalid answers</b>	<b>26</b>	<b>35</b>
<b>Total number</b>	<b>272</b>	<b>265</b>

Source: NDIS DSP self-employed survey, Question B13 in wave 1 and Question B11 in wave 2.

**Appendix Table A3.11 Disability Support Provider: The distribution of PAYG employees across providers**

	Wave 1 %	Wave 2 %
0 to 4	15.6	14.1
5 to 9	17.9	15.7
10 to 19	15.9	21.6
20 to 49	20.2	18.0
50 to 99	12.5	13.3
100 or more	15.1	15.2
Question not answered	2.7	2.0
<b>Average number of employees</b>	<b>70.6</b>	<b>84.0</b>
<b>Total number of organisations having answered this question</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question B1 in wave 1 and Question B1 in wave 2.

**Appendix Table A3.12 Disability Support Provider: The composition of organisations' direct care workforce by occupation**

	Wave 1 %	Wave 2 %
Disability support/Residential support worker	47.8	56.7
Personal care/Home care worker	19.1	19.4
Service or program administrator/Manager/Coordinator	7.4	9.7
Social worker/Disability case coordinator	4.9	2.9
Employment support worker	1.9	1.9
Peer support worker	1.1	0.6
Allied health worker	5.2	5.2
Other	12.7	3.5
<b>Average number of direct care workers per organisation</b>	<b>56.8</b>	<b>53.0</b>
<b>Total number of workers</b>	<b>36,021</b>	<b>12,613</b>
<b>Total number of organisations having answered this question</b>	<b>634</b>	<b>238</b>

Source: NDIS DSP outlet survey, Question B2 in wave 1 and Question B2 in wave 2.

**Appendix Table A3.13 Disability Support Provider: The proportion of female workforce by occupation**

	Wave 1 %	Wave 2 %
Disability support/Residential support worker	70.4	73.4
Personal care/Home care worker	85.0	81.3
Service or program administrator/Manager/Coordinator	79.0	77.0
Social worker/Disability case coordinator	79.3	82.2
Employment support worker	60.7	60.6
Peer support worker	68.4	62.5
Allied health worker	89.4	87.4
Other	70.6	69.1
<b>All occupations</b>	<b>75.0</b>	<b>75.8</b>

Source: NDIS DSP outlet survey, Question B2 in wave 1 and Question B2 in wave 2.

**Appendix Table A3.14 Disability Support Provider: Types of employment of disability care and support employees (wave 1)**

	Permanent %	Fixed-term %	Casual %
Disability support/Residential support worker	61.1	3.5	35.4
Personal care/Home care worker	49.2	4.5	46.2
Service or program administrator/Manager/Coordinator	81.5	14.1	4.4
Social worker/Disability case coordinator	68.0	21.8	10.2
Employment support worker	82.6	5.9	11.5
Peer support worker	55.1	8.4	36.6
Allied health worker	84.6	10.1	5.3
Other	68.7	14.7	16.6
<b>All occupations</b>	<b>63.8</b>	<b>7.5</b>	<b>28.7</b>

Source: NDIS 2014 DSP outlet survey, Question B5.

Note: Row percentages are shown.

**Appendix Table A3.14a Disability Support Provider: Types of employment of disability care and support employees (wave 2)**

	Permanent %	Fixed-term %	Casual %
Disability support/Residential support worker	43.0	11.5	45.5
Personal care/Home care worker	34.6	6.2	59.3
Service or program administrator/Manager/Coordinator	73.9	16.3	9.8
Social worker/Disability case coordinator	58.5	21.0	20.5
Employment support worker	72.4	12.5	15.2
Peer support worker	49.3	19.4	31.3
Allied health worker	76.8	13.9	9.3
Other	64.1	19.8	16.1
<b>All occupations</b>	<b>48.0</b>	<b>11.7</b>	<b>40.4</b>

Source: NDIS 2017 DSP outlet survey, Question B5.

Note: Row percentages are shown.

**Appendix Table A3.15 Disability Support Provider: Tenure with the current organisation (wave 1)**

	1 year or less %	More than 1 year and less than 5 years %	5 years or more %
Disability support/Residential support worker	22.2	44.2	33.7
Personal care/Home care worker	22.4	40.2	37.4
Service or program administrator/Manager/Coordinator	13.4	32.3	54.4
Social worker/Disability case coordinator	25.5	37.1	37.4
Employment support worker	26.9	41.3	31.8
Peer support worker	44.3	32.8	22.9
Allied health worker	16.6	41.0	42.4
Other	18.1	43.4	38.5
<b>All occupations</b>	<b>21.2</b>	<b>41.6</b>	<b>37.1</b>

Source: NDIS 2014 DSP outlet survey, Question B6.

Note: Row percentages are shown.

**Appendix Table A3.15a Disability Support Provider: Tenure with the current organisation (wave 2)**

	1 year or less %	More than 1 year and less than 5 years %	5 years or more %
Disability support/Residential support worker	29.0	40.9	30.1
Personal care/Home care worker	19.0	50.8	30.2
Service or program administrator/Manager/Coordinator	17.4	34.3	48.3
Social worker/Disability case coordinator	25.8	44.4	29.7
Employment support worker	25.5	45.2	29.3
Peer support worker	43.4	35.8	20.8
Allied health worker	26.1	47.7	26.2
Other	12.4	50.3	37.4
<b>All occupations</b>	<b>25.1</b>	<b>43.0</b>	<b>31.9</b>

Source: NDIS 2017 DSP outlet survey, Question B6.

Note: Row percentages are shown.

**Appendix Table A3.16 Disability Support Provider: The use of agency workers**

	Wave 1 Number of agency workers used	Wave 2 Number of agency workers used
Disability support/Residential support worker	817	139
Personal care/Home care worker	348	5
Service or program administrator/Manager/Coordinator	63	6
Social worker/Disability case coordinator	57	18
Employment support worker	56	4
Peer support worker	59	5
Allied health worker	30	2
Other	24	3
All occupations	1454	182
<b>Total number of organisations with 1 or more agency workers</b>	<b>97</b>	<b>22</b>
<b>Total number of organisations having answered this question</b>	<b>580</b>	<b>215</b>

Source: NDIS DSP outlet survey, Question D1 in wave 1 and Question D1 in wave 2.



**Appendix Table A3.17 Disability Support Provider: Working conditions of disability care and support employees (wave 2)**

	Under normal circumstances %	In exceptional circumstances %	Never %	Question not answered %
Working longer than scheduled due to unanticipated needs of service users	16.5	65.5	14.1	3.9
Variations in hours or location at short notice	22.4	47.1	25.9	4.7
Working in very unsanitary conditions	3.9	17.7	72.9	5.5
Working with aggressive service users (due to behavioural issues etc)	19.6	48.6	26.3	5.5
Working alone late at night (after 10 pm)	20.8	11.8	62.0	5.5
<b>Total number: 255</b>				

Source: NDIS 2017 DSP outlet survey, Question B6c

Note: Row percentages are shown.

**Appendix Table A3.18 Disability Support Provider: Training offered to employees**

	Wave 1 %	Wave 2 %
Computing skills	45.9	40.8
Team working	61.0	52.2
Communication skills	61.4	51.0
Leadership skills	54.7	45.9
Operation of equipment	47.6	50.2
Liaison/engagement with service users	47.4	39.6
Risk identification and safeguarding	66.7	60.8
Manual handling	65.3	66.3
Problem-solving methods	36.2	30.6
Equal opportunity and diversity	50.7	40.8
Reliability and working to deadlines	24.7	21.2
Quality assurance/quality control	52.5	49.0
Medication and medical support	43.5	42.8
Case planning and implementation	49.1	38.4
Person-centred thinking or planning	65.3	59.6
Mandatory reporting	56.5	55.7
Evidence-based assessments and interventions	45.2	41.2
Positive behaviour support	54.8	47.5
Non-violent crisis intervention	34.2	33.7
Other	15.5	17.3
Question not answered	2.9	5.9
<b>Average number of trainings</b>	<b>10.0</b>	<b>9.4</b>
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question B7 in wave 1 and Question B7 in wave 2.

Note: multiple responses allowed.

**Appendix Table A3.19 Disability Support Provider: Under-skilled employees (wave 1)**

	None %	Some (less than 50%) %	Most (more than 50%) %	All %	Question not answered %
Disability support/residential support worker	35.2	17.4	1.2	1.0	45.3
Personal care/home care worker	25.4	6.9	0.4	0.4	66.9
Service or program administrator/manager/coordinator	58.0	10.9	0.9	0.7	29.6
Social worker/disability case coordinator	32.3	3.7	0.3	0.3	63.4
Employment support worker	17.7	3.7	0.3	0.6	77.8
Peer support worker	17.9	1.9	0.3	0.7	79.2
Allied health worker	33.4	3.0	0.1	0.1	63.3
Other	23.1	2.3	0.0	0.1	74.5

**Total number: 697**

Source: NDIS 2014 DSP outlet survey, Question C5.

Note: Row percentages are shown.

**Appendix Table A3.19a Disability Support Provider: Under-skilled employees (wave 2)**

	None %	Some (less than 50%) %	Most (more than 50%) %	All %	Question not answered %
Disability support/residential support worker	35.7	16.1	2.4	0.4	45.5
Personal care/home care worker	29.4	7.1	0.8	0.0	62.8
Service or program administrator/manager/coordinator	59.6	11.8	0.0	0.4	28.2
Social worker/disability case coordinator	35.3	4.3	0.4	0.0	60.0
Employment support worker	21.6	3.1	0.0	0.0	75.3
Peer support worker	21.2	2.0	0.0	0.4	76.5
Allied health worker	43.9	2.4	0.0	0.0	53.7
Other	22.8	1.6	0.0	0.0	75.7

**Total number: 255**

Source: NDIS 2017 DSP outlet survey, Question C5.

Note: Row percentages are shown.

**Appendix Table 3.20 Disability Support Provider: Proportion of outlets reporting skill shortages (wave 1)**

	Yes continuously	Yes occasionally	No	Question not answered
Disability support/residential support worker	8.2	21.2	46.6	24.0
Personal care/home care worker	4.5	11.9	51.1	32.6
Service or program administrator/manager/coordinator	3.2	15.1	65.6	16.2
Social worker/disability case coordinator	2.3	7.6	57.5	32.6
Employment support worker	1.7	5.2	53.8	39.3
Peer support worker	1.6	3.7	55.7	39.0
Allied health worker	5.2	9.9	53.8	31.1
Other	2.3	4.4	55.8	37.4

**Total number: 697**

Source: NDIS 2014 DSP outlet survey, Question C6.  
 Note: Row percentages are shown.

**Appendix Table 3.20a Disability Support Provider: Proportion of outlets reporting skill shortages (wave 2)**

	Yes continuously %	Yes occasionally %	No %	Question not answered %
Disability support/residential support worker	13.7	16.9	36.9	32.6
Personal care/home care worker	6.3	10.2	42.0	41.6
Service or program administrator/manager/coordinator	6.7	18.4	53.3	21.6
Social worker/disability case coordinator	5.1	8.6	45.5	40.8
Employment support worker	1.6	5.1	45.1	48.2
Peer support worker	1.6	3.9	44.3	50.2
Allied health worker	9.4	10.2	49.0	31.4
Other	2.4	3.9	44.7	49.0

**Total number: 255**

Source: NDIS 2017 DSP outlet survey, Question C6.  
 Note: Row percentages are shown.

**Appendix Table A3.21 Disability Support Provider: Reasons for skill shortages (wave 1)**

	Never %	Some of the time %	Most of the time %	Always %	Question not answered %	Not applicable %
Specialist knowledge required	16.1	30.0	7.6	4.7	17.6	24.0
Geographic location of the outlet	25.1	22.7	6.2	2.9	19.2	24.0
Wage/salary costs too high for the outlet	29.8	18.8	4.7	1.7	20.9	24.0
Lack of availability of adequate training	29.1	21.2	4.2	1.3	20.2	24.0
Unsure of long-term demand for services provided	26.0	22.7	5.5	1.9	20.1	24.0
Recruitment too slow	25.4	24.2	5.9	1.9	18.7	24.0
Other	30.6	3.2	1.9	1.1	39.6	23.7

**Total number: 697**

Source: NDIS 2014 DSP outlet survey, Question C7.  
 Note: Row percentages are shown.

**Appendix Table A3.21a Disability Support Provider: Reasons for skill shortages (wave 2)**

	Never %	Some of the time %	Most of the time %	Always %	Question not answered %	Not applicable %
Specialist knowledge required	14.9	28.6	11.4	7.5	19.2	18.4
Geographic location of the outlet	30.2	20.8	7.1	3.1	20.4	18.4
Wage/salary costs too high for the outlet	33.3	18.8	5.5	2.8	21.2	18.4
Lack of availability of adequate training	30.6	18.8	6.7	2.4	23.1	18.4
Unsure of long-term demand for services provided	22.0	25.5	7.8	5.5	20.8	18.4
Recruitment too slow	25.1	29.0	5.1	2.4	20.0	18.4
Other	20.4	2.0	1.6	1.6	56.1	18.4

**Total number: 255**

Source: NDIS 2017 DSP outlet survey, Question C7.

Note: Row percentages are shown.

**Appendix Table A3.22 Disability Support Provider: Response to skill shortages (wave 1)**

	Never %	Some of the time %	Most of the time %	Always %	Question not answered %	Not applicable %
More use of external training of staff	18.2	31.7	4.6	1.1	20.4	24.0
More use of on-the-job or internal training of staff	10.8	23.7	17.6	4.9	19.2	23.8
Existing workforce worked longer hours (e.g. overtime)	19.4	26.0	7.7	2.9	20.1	24.0
Made greater use of non-PAYE staff (e.g. agency staff)	37.4	13.9	3.0	0.6	21.1	24.0
Made greater use of volunteers	38.9	13.6	1.6	1.3	20.8	23.8
Sub-contracted or outsourced work to other outlets	39.7	13.2	1.4	0.9	20.8	24.0
Employed staff on short-term contract basis	29.8	23.4	1.1	1.1	20.5	24.0
Wages, salaries and/or working conditions increased	33.0	17.6	2.7	1.3	21.4	24.0
Reduced the amount of service provision	34.4	18.5	1.9	0.9	20.4	24.0
Reduced the range of services provided	40.5	12.5	1.0	0.9	21.2	24.0
Other	33.3	0.6	0.0	0.6	41.5	24.1

**Total number: 697**

Source: 2014 NDIS DSP outlet survey, Question C8.

Note: Row percentages are shown.

**Appendix Table A3.22a Disability Support Provider: Response to skill shortages (wave 2)**

	Never %	Some of the time %	Most of the time %	Always %	Question not answered %	Not applicable %
More use of external training of staff	21.1	32.9	3.9	1.1	22.3	18.4
More use of on-the-job or internal training of staff	12.1	26.2	18.8	4.7	19.6	18.4
Existing workforce worked longer hours (e.g. overtime)	19.6	31.3	10.5	1.5	18.4	18.4
Made greater use of non-PAYE staff (e.g. agency staff)	42.7	7.8	5.4	2.3	23.1	18.4
Made greater use of volunteers	43.1	13.7	2.7	0.7	21.1	18.4
Sub-contracted or outsourced work to other outlets	43.9	12.9	1.5	1.1	21.9	18.4
Employed staff on short-term contract basis	31.7	24.7	3.9	1.5	19.6	18.4
Wages, salaries and/or working conditions increased	35.2	19.6	3.1	1.1	22.3	18.4
Reduced the amount of service provision	30.5	21.1	7.0	1.9	20.7	18.4
Reduced the range of services provided	36.8	17.6	3.9	1.9	21.1	18.4
Other	24.3	0.7	0	0	56.4	18.4

**Total number: 255**

Source: 2017 NDIS DSP outlet survey, Question C8.

Note: Row percentages are shown.

**Appendix Table A3.23 Disability Support Provider: Number of current vacancies (wave 1)**

	None %	One %	Two %	Three or more %	Question not answered %
Disability support/Residential support worker	60.8	5.2	5.3	9.5	19.2
Personal care/Home care worker	61.8	2.4	3.0	6.3	26.4
Service or program administrator/Manager/Coordinator	77.2	6.5	0.7	1.0	14.6
Social worker/Disability case coordinator	68.4	4.3	1.3	0.6	25.4
Employment support worker	67.9	1.4	0.3	0.4	30.0
Peer support worker	67.7	1.0	0.7	0.7	29.8
Allied health worker	67.1	5.7	1.7	1.3	24.1
Other	63.6	1.4	1.0	0.9	33.1

**Total number: 697**

Source: NDIS 2014 DSP outlet survey, Question C9.

Note: Row percentages are shown.

**Appendix Table A3.23a Disability Support Provider: Number of current vacancies (wave 2)**

	None %	One %	Two %	Three or more %	Question not answered %
Disability support/Residential support worker	51.8	4.3	3.9	16.1	23.9
Personal care/Home care worker	56.9	1.6	2.4	8.2	31.0
Service or program administrator/Manager/Coordinator	73.3	7.8	2.0	0.8	16.1
Social worker/Disability case coordinator	59.2	7.1	0.8	1.2	31.8
Employment support worker	60.0	1.6	1.2	0.4	36.9
Peer support worker	60.8	1.2	0.4	0.8	36.9
Allied health worker	60.8	7.5	3.5	3.5	24.7
Other	53.3	1.2	2.0	1.2	42.4
<b>Total number: 255</b>					

Source: NDIS 2017 DSP outlet survey, Question C9.

Note: Row percentages are shown.

**Appendix Table A3.24 Disability Support Provider: Whether the most recent vacancy was filled (wave 1)**

	Yes %	No %	Question not answered %	Not applicable %
Disability support/Residential support worker	38.9	2.9	17.6	40.6
Personal care/Home care worker	18.7	2.7	23.5	55.1
Service or program administrator/Manager/Coordinator	33.4	5.0	15.2	46.3
Social worker/Disability case coordinator	15.9	3.3	22.8	58.0
Employment support worker	7.9	2.2	27.0	63.0
Peer support worker	6.9	1.9	28.0	63.3
Allied health worker	17.2	4.9	23.8	54.1
Other	8.8	2.7	31.3	57.2
<b>Total number: 697</b>				

Source: NDIS 2014 DSP outlet survey, Question C10.

Note: Row percentages are shown.

**Appendix Table A3.24a Disability Support Provider: Whether the most recent vacancy was filled (wave 2)**

	Yes %	No %	Question not answered %	Not applicable %
Disability support/Residential support worker	38.4	3.5	22.0	36.1
Personal care/Home care worker	20.8	2.0	29.0	48.2
Service or program administrator/Manager/Coordinator	31.0	5.5	18.0	45.5
Social worker/Disability case coordinator	12.6	4.3	29.4	53.7
Employment support worker	7.5	2.0	32.9	57.7
Peer support worker	5.5	1.2	33.3	60.0
Allied health worker	18.8	9.8	22.0	49.4
Other	7.1	1.2	38.0	53.7
<b>Total number: 255</b>				

Source: NDIS 2017 DSP outlet survey, Question C10.

Note: Row percentages are shown.

**Appendix Table A3.25 Disability Support Provider: Hiring intentions in the next 12 months (wave 1)**

	Number of employees to hire of this type across all outlets	Per cent of outlets hiring no workers of this type	Per cent of outlets hiring 1 or more workers of this type	Average number of employees to hire per outlet
Disability support/Residential support worker	3,014	49.2	35.3	5.1
Personal care/Home care worker	1,752	60.8	19.3	3.1
Service or program administrator/Manager/Coordinator	266	62.1	20.2	0.5
Social worker/Disability case coordinator	158	66.4	11.3	0.3
Employment support worker	121	70.4	5.9	0.2
Peer support worker	124	71.7	5.2	0.2
Allied health worker	298	63.6	17.9	0.5
Other	84	65.4	5.6	0.2
<b>For all occupations</b>	<b>5,817</b>	<b>28.1</b>	<b>65.4</b>	<b>8.9</b>

Source: 2014 NDIS DSP outlet survey, Question C3.

**Appendix Table A3.25a Disability Support Provider: Hiring intentions in the next 12 months (wave 2)**

	Number of employees to hire of this type across all outlets	Per cent of outlets hiring no workers of this type	Per cent of outlets hiring 1 or more workers of this type	Average number of employees to hire per outlet
Disability support/Residential support worker	1,608	37.3	36.1	8.6
Personal care/Home care worker	616	43.5	17.6	3.9
Service or program administrator/Manager/Coordinator	124	44.7	23.5	0.7
Social worker/Disability case coordinator	106	44.3	16.1	0.7
Employment support worker	87	49.0	6.7	0.6
Peer support worker	37	49.8	5.1	0.3
Allied health worker	174	42.0	24.3	1.0
Other	61	39.6	7.5	0.5
<b>For all occupations</b>	<b>2,813</b>	<b>23.5</b>	<b>71.4</b>	<b>11.6</b>

Source: 2017 NDIS DSP outlet survey, Question C3.



**Appendix Table A3.26 Disability Support Provider: Common recruitment channels (Whole sample)**

	Wave 1 %	Wave 2 %
Wait for speculative applications (e.g. 'walk-ins')	13.5	12.9
Recommendations from existing employees	33.6	36.1
Direct approach to potential recruits	20.1	23.5
Newspaper advertisements	46.9	23.9
Internet advertisements	72.2	74.5
Workplace noticeboards	11.8	6.3
Employ those already on job placement	17.1	17.7
Job Network employment agency	13.8	9.8
Other recruitment agency	11.9	13.7
Careers service (e.g. school, TAFE or university)	8.6	11.4
Centrelink job search services/touchscreens	0.3	0.0
Word of mouth	28.6	30.6
Other	9.6	7.1
Question not answered	1.9	3.9
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question C1 in wave 1 and Question C1 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.27 Disability Support Provider: Important attributes or qualities of potential employees (Whole sample)**

	Wave 1 %	Wave 2 %
References	49.5	43.9
Availability	22.1	24.7
Recommendation from an existing employee	14.5	12.6
Formal qualifications	52.7	54.5
Language skills	4.9	8.2
Age	0.6	0.8
Experience	76.2	70.6
Motivation	62.0	63.1
Other	14.1	15.7
Question not answered	2.3	3.1
<b>Total number</b>	<b>697</b>	<b>255</b>

Source: NDIS DSP outlet survey, Question C2 in wave 1 and Question C2 in wave 2.

Note: Multiple responses allowed.

**Appendix Table A3.28 Person with disability: Do you currently receive services from disability support workers? (Trial, Adults)**

	Wave 2 Frequency	Wave 2 %
Yes	498	72.49
No	154	22.42
Don't know	21	3.06
Missing	14	2.04
<b>Total</b>	687	100

**Appendix Table A3.29: Person with disability: Average scores to statements about disability support workers (range 0–10)**

**Support workers have the skills needed to do their job (Trial, Adults)**

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	8.5	1.7
Mental health condition/psychosocial disability	8.1	2.3
Intellectual disability	7.6	2.3
Developmental or congenital condition	8.2	1.8
Neurological condition	8.1	2.1
Other condition	8.2	2.3
<b>Total</b>	<b>8.2</b>	<b>2.0</b>

Note: Standard + Easy English

**Support workers are adequately trained (Trial, Adults)**

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	8.4	1.8
Mental health condition/psychosocial disability	8.1	2.3
Intellectual disability	7.6	2.3
Developmental or congenital condition	7.9	2.0
Neurological condition	7.9	2.3
Other condition	7.9	2.5
<b>Total</b>	<b>8.0</b>	<b>2.1</b>

Note: Standard + Easy English

### Support workers spend enough time with Person with disability (Trial, Adults)

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	8.2	2.1
Mental health condition/psychosocial disability	7.2	2.8
Intellectual disability	7.6	2.3
Developmental or congenital condition	8.1	1.9
Neurological condition	7.8	2.3
Other condition	8.3	2.4
<b>Total</b>	<b>7.9</b>	<b>2.2</b>

Note: Standard + Easy English

### Support workers provide continuity of care (Trial, Adults)

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	8.5	1.9
Mental health condition/psychosocial disability	7.3	3.0
Intellectual disability	7.9	2.3
Developmental or congenital condition	8.1	2.1
Neurological condition	7.8	2.3
Other condition	8.3	2.0
<b>Total</b>	<b>8.1</b>	<b>2.2</b>

Note: Standard + Easy English

### Support workers provide high quality care (Trial, Adults)

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	9.3	1.8
Mental health condition/psychosocial disability	8.6	2.7
Intellectual disability	9.0	2.1
Developmental or congenital condition	9.1	1.9
Neurological condition	9.2	2.0
Other condition	9.3	1.8
<b>Total</b>	<b>9.1</b>	<b>2.0</b>

Note: Standard only, this question was not asked for Easy English

**Support workers are flexible in the day and time they provide services (Trial, Adults)**

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	7.8	2.4
Mental health condition/psychosocial disability	6.8	3.1
Intellectual disability	7.1	2.5
Developmental or congenital condition	7.5	2.3
Neurological condition	7.0	2.9
Other condition	7.2	2.9
<b>Total</b>	<b>7.4</b>	<b>2.6</b>

Note: Standard + Easy English

**Person with disability feels safe with support workers (Trial, Adults)**

Main disability category, broad	Mean	Standard deviation
Physical or sensory condition	9.0	1.2
Mental health condition/psychosocial disability	8.8	1.9
Intellectual disability	8.5	1.9
Developmental or congenital condition	8.8	1.5
Neurological condition	8.7	1.9
Other condition	8.9	1.6
<b>Total</b>	<b>8.8</b>	<b>1.6</b>

Note: Standard + Easy English

**Appendix Table A3.30 Carers: Average scores for responses from family members and carers to statements about disability support workers (range 0–10) (Trial, All ages)**

Perceptions of support workers	Mean	Standard deviation
Support workers have the skills needed to do their job	7.6	2.3
Support workers are adequately trained	7.3	2.5
Support workers spend enough time with person with disability	7.3	2.5
Support workers provide continuity of care	7.5	2.4
Support workers provide high quality care	7.8	2.1
Support workers are flexible in the day and time they provide services	6.9	2.6

**Appendix Table A3.31 Disability Support Worker: Opinions about aspects of work (1-7 disagree/agree scaling)**

	Disagree 1-3	4	Agree 5-7	Question not answered	Mean
I spend enough time with each person accessing supports	19.4	17.8	60.3	2.5	4.8
I have adequate continuity of contact with each person accessing supports	16.5	18.8	62.0	2.7	4.9
I have the skills and abilities I need to do my job	2.0	5.9	90.7	1.4	6.0
I use many of my skills and abilities in my job	2.1	4.9	91.0	2.0	6.1
I have a higher qualification than the one required for my job	36.2	19.7	42.0	2.2	4.1
I have a lot of freedom to decide how I do my work	14.9	17.6	66.0	1.5	5.0
I feel under pressure to work harder in my job	39.1	21.5	37.9	1.5	3.9
My job is more stressful than I had ever imagined	47.4	21.1	30.1	1.5	3.6
I get the respect and acknowledgement I deserve for my efforts and achievements	18.5	16.4	63.7	1.4	4.9
Adequate training is available through my workplace	17.8	14.3	66.4	1.5	5.0
I feel loyal to this organisation	7.5	11.5	79.8	1.2	5.7
I am proud to tell people who I work for	5.7	9.6	83.4	1.3	5.9

**Total Number: 2,133**

Source: 2014 NDIS DSP employee survey, Question B11.

Note: Row percentages are shown.

**Appendix Table A3.32 Disability Support Worker: Job satisfaction (1-10 dissatisfied/satisfied scaling)**

	Dissatisfied 1-4	5-6	Satisfied 7-10	Question not answered	Mean
The sense of achievement you get from your work	4.7	10.2	84.2	0.9	8.1
Your total pay	26.4	22.6	50.1	0.9	6.1
Your job security	21.2	21.2	56.3	1.4	6.6
The work itself (what you do)	4.0	10.9	83.9	1.2	8.2
The hours you work	11.5	16.8	70.0	1.6	7.4
The match between your work and your qualifications	10.2	17.2	71.5	1.0	7.4
The opportunity to develop your skills and abilities	14.2	18.8	66.1	0.9	7.2
The level of support from your team/employer	11.5	13.0	74.7	0.8	7.6
The flexibility available to balance work and non-work commitments	11.3	14.1	73.8	0.8	7.6
All things considered (i.e. the job overall)	3.9	13.1	82.1	0.8	8.0

**Total Number: 2,133**

Source: 2014 NDIS DSP employee survey, Question B12.

Note: Row percentages are shown.

## Appendix to Chapter 4: Choice and Control

**Appendix Table A4.1 Person with disability: Have you received a support plan approved by the NDIA? (Trial, All Ages)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	3,251	92.02	1,250	92.25
No	145	4.10	59	4.35
Don't know	120	3.40	40	2.95
Missing	17	0.48	6	0.44
<b>Total</b>	<b>3,533</b>	<b>100</b>	<b>1,355</b>	<b>100</b>

**Appendix Table A4.2 Person with disability: Did any of the following people assist in making decisions about the support arrangements in the plan? (Trial, All Ages)**

	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Person with disability Family member assisted	2,383	73.48	915	67.53
Person with disability friend assisted	106	3.27	14	1.03
Person with disability guardian assisted	620	19.12	107	7.90
Person with disability paid support worker	545	16.81	214	15.79
Person with disability nominee assisted	293	9.03	85	6.27
Person with disability Local Area Coordinator	390	12.03	140	10.33
NDIA planner assisted	1,838	56.68	330	24.35
Someone else assisted	509	15.70	137	10.11
No one assisted person with disability	138	4.26	138	10.18
Don't know	35	1.08	21	1.55
<b>Total</b>	<b>3,243</b>		<b>1,355</b>	

Note: trial respondents who have a support plan approved by the NDIA; 'Total' indicates the number of respondents to answer this question; multiple response question; % columns therefore do not add to 100.

**Appendix Table A4.3 Person with disability: When was the last time that you, or someone else on your behalf, talked to an NDIA planner? (Trial, All ages)**

<b>Time since last speaking with NDIA planner</b>	<b>Wave 2 Frequency</b>	<b>Wave 2 %</b>
Within the last 4 weeks	275	20.30
Within the last 5 to 6 weeks	89	6.57
Within the last 7 to 8 weeks	77	5.68
More than 8 weeks ago	787	58.08
No one has talked to an NDIA planner	64	4.72
Don't know	57	4.21
Missing	6	0.44
<b>Total</b>	<b>1,355</b>	<b>100</b>

**Appendix Table A4.4 Person with disability: How much choice over where obtained supports – comparing pre and post NDIS (Trial, Adults)**

<b>Choice over where to get supports: Wave 1 compared to pre NDIS</b>	<b>Wave 1 Frequency</b>	<b>Wave 1 %</b>
Worse	162	14.30
Same	514	45.37
Better	457	40.34
<b>Total</b>	<b>1,133</b>	<b>100</b>

**Appendix Table A4.5 Person with disability: How much say over what supports received - comparing pre and post NDIS (Trial, Adults)**

<b>Say over what supports: Wave 1 compared to pre NDIS</b>	<b>Wave 1 Frequency</b>	<b>Wave 1 %</b>
Worse	151	13.21
Same	554	48.47
Better	438	38.32
<b>Total</b>	<b>1,143</b>	<b>100</b>

**Appendix Table A4.6 Person with disability: How much of a say do you have over decisions about what supports you currently receive? (Trial, Adults)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
A lot of say	736	43.22	325	42.26
Some say	460	27.01	204	26.53
Little say	154	9.04	72	9.36
No say	113	6.64	64	8.32
It varies depending on the type of supports	166	9.75	72	9.36
Missing	74	4.35	32	4.16
<b>Total</b>	<b>1,703</b>	<b>100</b>	<b>769</b>	<b>100</b>

**Appendix Table A4.7 Person with disability: How much choice do you have over where you currently obtain these supports? (Trial, Adults)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
A lot of choice	608	35.70	267	34.72
Some choice	514	30.18	237	30.82
Little choice	179	10.51	93	12.09
No choice	143	8.40	68	8.84
It varies depending on the type of supports	184	10.80	74	9.62
Missing	75	4.40	30	3.90
<b>Total</b>	<b>1,703</b>	<b>100</b>	<b>769</b>	<b>100</b>

**Appendix Table A4.8 Person with disability: Nature of the changes in support types pre and post NDIS (Trial, All Ages)**

	Frequency	%
Decreased	536	15.83
Same	685	20.22
Increased	2,166	63.95
<b>Total</b>	<b>3,387</b>	<b>100</b>



**Appendix Table A4.9 Person with disability: How much say over decisions on what supports compared to pre NDIS by change in number of supports compared to pre NDIS (Trial, Adults)**

	Wave 1 Change in number of supports compared to pre NDIS				
Wave 1 How much say on what supports compared to pre NDIS	Fewer	Same	More	Total	
Worse	41 (15.83%)	40 (16.13%)	70 (11.27%)	151 (13.39%)	
	Same	140 (54.05%)	128 (51.61%)	277 (44.61%)	545 (48.32%)
		Better	78 (30.12%)	80 (32.26%)	274 (44.12%)
Total	259 (100%)	248 (100%)	621 (100%)	1,128 (100%)	

**Appendix Table A4.10 Person with disability: How much choice of where getting supports compared to pre NDIS by change in number of supports compared to pre NDIS (Trial, Adults)**

	Wave 1 Change in number of supports compared to pre NDIS			
Wave 1 Choice about where supports obtained compared to pre NDIS	Fewer	Same	More	Total
Worse	49 (19.22%)	37 (14.80%)	75 (12.21%)	161 (14.39%)
	118 (46.27%)	129 (51.60%)	259 (42.18%)	506 (45.22%)
	88 (34.51%)	84 (33.60%)	280 (45.60%)	452 (40.39%)
Total	255 (100%)	250 (100%)	614 (100%)	1,119 (100%)

**Appendix Table A4.11 Carers: Overall, how satisfied are you with the amount of say you have had about what supports he/she receives? (Trial, All ages)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Very satisfied	1,179	46.07	361	39.71
Somewhat Satisfied	935	36.54	336	36.96
Neither satisfied nor dissatisfied	160	6.25	68	7.48
Somewhat Dissatisfied	164	6.41	83	9.13
Very dissatisfied	52	2.03	4	0.44
Don't know/missing	69	2.69	57	6.27
<b>Total</b>	<b>2,559</b>	<b>100</b>	<b>909</b>	<b>100</b>

**Appendix Table A4.12 Carers: Overall, how satisfied are you with the amount of say you have had about where he/she obtains these supports? (Trial, All Ages)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Very satisfied	1,363	53.26	447	49.17
Somewhat Satisfied	804	31.42	301	33.11
Neither satisfied nor dissatisfied	151	5.90	68	7.48
Somewhat Dissatisfied	130	5.08	57	6.27
Very dissatisfied	48	1.88	4	0.44
Don't know/missing	63	2.46	32	3.52
<b>Total</b>	<b>2,559</b>	<b>100</b>	<b>909</b>	<b>100</b>

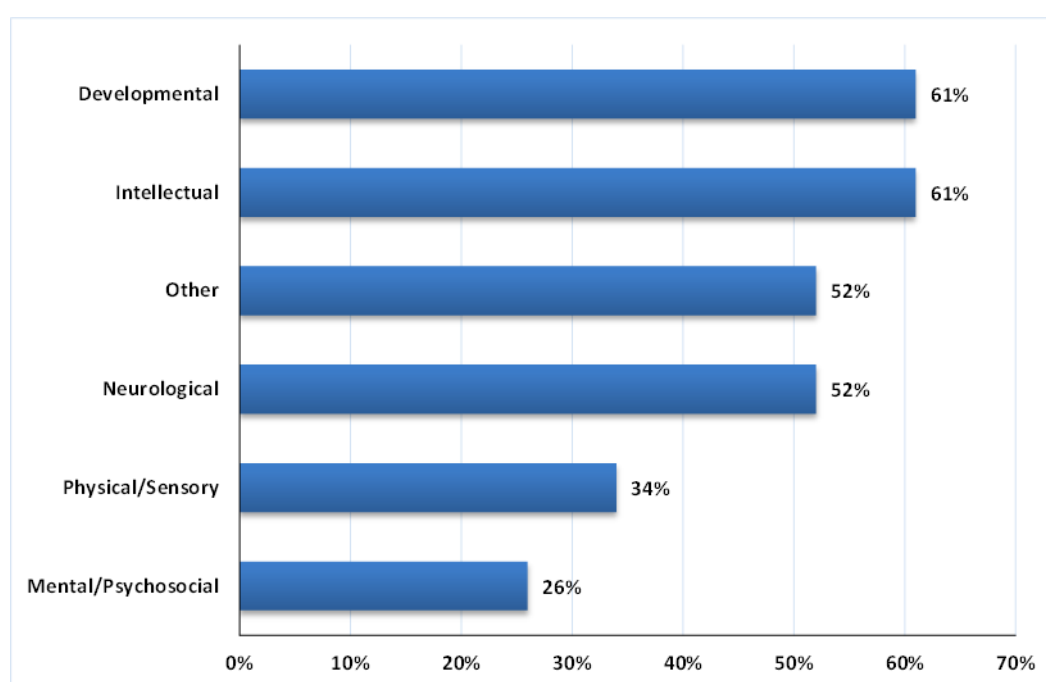
**Appendix Table A4.13 Person with disability: Average treatment effects estimates, people with disability have a lot of say about what supports they get (Adults), binary measure**

Had lot of say about what supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.13	0.02	6.31	0.00	0.09	0.18
ATET (AIPW)	0.16	0.03	6.06	0.00	0.11	0.22
ATET in per cent	54%	0.12	4.35	0.00	30%	79%
POM Untreated	0.30	0.02	13.50	0.00	0.26	0.34
POM Treated	0.46	0.02	30.37	0.00	0.43	0.49

**Appendix Table A4.14 Carers: Average treatment effects estimates, people with disability have a lot of say about what supports they get (Carers of people with disability aged 16+), binary measure.**

Had lot of say about what supports (Carers of adults)	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.17	0.03	6.39	0.00	0.12	0.23
ATET (AIPW)	0.15	0.04	3.56	0.00	0.07	0.23
ATET in per cent	46%	0.17	2.79	0.01	14%	79%
POM Untreated	0.32	0.02	13.03	0.00	0.27	0.37
POM Treated	0.48	0.02	20.33	0.00	0.44	0.53

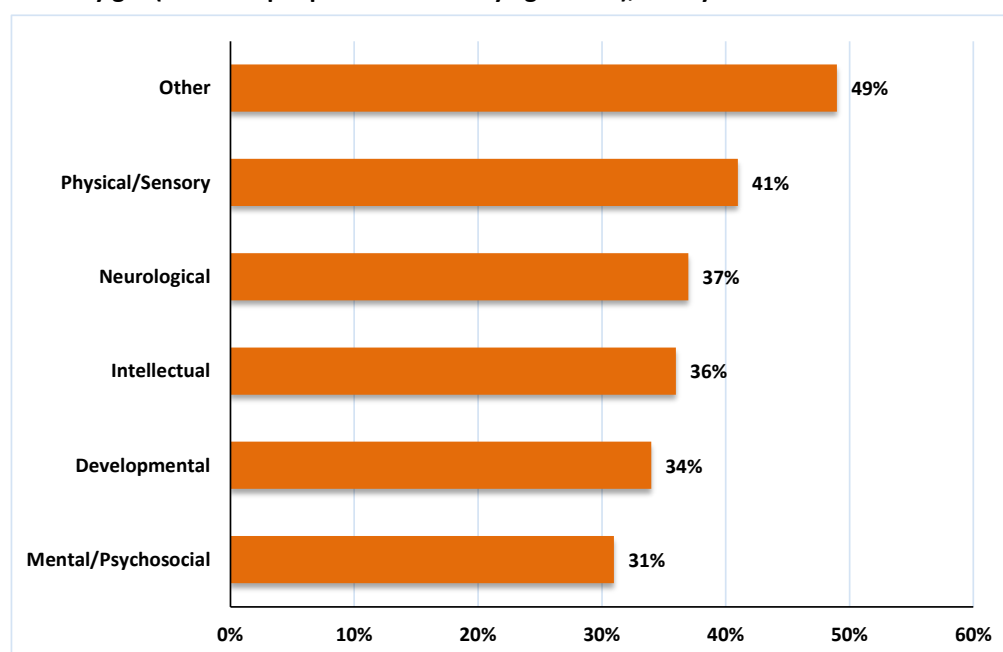
**Figure A4.14 Carers: Conditional average treatment effects (ATETs), people with disability have a lot of say about what supports they get (Carers of people with disability aged 16+), binary measure**



**Appendix Table A4.15 Carers: Average treatment effects estimates, people with disability have a lot of say about what supports they get (Carers of people with disability aged 0-15), binary measure**

Had lot of say about what support (Carers of children)	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.20	0.03	7.86	0.00	0.15	0.25
ATET (AIPW)	0.14	0.05	2.68	0.01	0.04	0.24
ATET in per cent	41%	0.21	1.96	0.05	0%	81%
POM Untreated	0.33	0.03	10.14	0.00	0.27	0.40
POM Treated	0.47	0.01	36.97	0.00	0.45	0.50

**Figure A4.15 Carers: Conditional average treatment effects (ATETs), people with disability have a lot of say about what supports they get (Carers of people with disability aged 0-15), binary measure**



**Appendix Table A4.16 Carers: Average treatment effects estimates, people with disability have a lot of say about what supports they get (Carers of people with disability aged 16+), continuous measure**

Satisfaction of carer with what supports people with disability get	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.57	0.06	9.19	0.00	0.45	0.69
ATET (AIPW)	0.54	0.08	6.58	0.00	0.38	0.71
ATET in per cent	15%	0.03	5.90	0.00	10%	20%
POM Untreated	3.65	0.06	64.32	0.00	3.53	3.76
POM Treated	4.20	0.03	132.58	0.00	4.14	4.26

**Appendix Table A4.17 Carers: Average treatment effects estimates, people with disability have a lot of say about what supports they get (Carers of people with disability aged 0-15), continuous measure**

Satisfaction of carer with what supports people with disability get	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.61	0.06	10.71	0.00	0.49	0.72
ATET (AIPW)	0.29	0.09	3.45	0.00	0.13	0.46
ATET in per cent	7%	0.02	3.24	0.00	3%	12%
POM Untreated	3.97	0.08	49.82	0.00	3.81	4.12
POM Treated	4.26	0.03	139.70	0.00	4.20	4.32

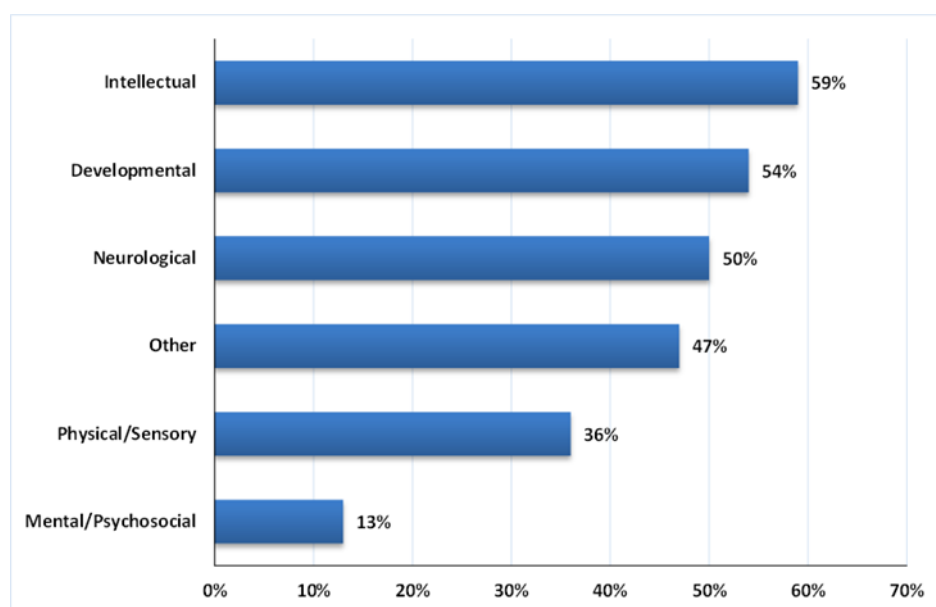
**Appendix Table A4.18 Person with disability: Average treatment effects estimates, people with disability have a lot of choice about where they get their supports (Adults), binary measure**

Had lot choice about where to get supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.19	0.02	10.12	0.00	0.15	0.23
ATET (AIPW)	0.20	0.02	8.62	0.00	0.16	0.25
ATET in per cent	114%	0.23	4.88	0.00	68%	159%
POM Untreated	0.18	0.02	9.82	0.00	0.14	0.22
POM Treated	0.38	0.02	25.46	0.00	0.35	0.41

**Appendix Table A4.19 Carers: Average treatment effects estimates, people with disability have a lot of choice about where they get their supports (Carers of people with disability aged 16+), binary measure.**

Had lot of choice about where to get supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.20	0.03	7.27	0.00	0.15	0.25
ATET (AIPW)	0.15	0.04	3.45	0.00	0.06	0.23
ATET in per cent	45%	0.16	2.75	0.01	13%	76%
POM Untreated	0.34	0.03	13.58	0.00	0.29	0.39
POM Treated	0.53	0.03	19.34	0.00	0.48	0.58

**Figure A4.19 Carers: Conditional average treatment effects (ATETs), people with disability have a lot of choice about where they get their supports, (Carers of people with disability aged 16+), binary measure**



**Appendix Table A4.20 Carers: Average treatment effects estimates, people with disability have a lot of choice about where they get their supports (Carers of people with disability aged 0-15), binary measure**

Had a lot of choice about where to get supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.29	0.03	11.38	0.00	0.24	0.34
ATET (AIPW)	0.15	0.05	2.75	0.01	0.04	0.26
ATET in per cent	36%	0.17	2.07	0.04	2%	70%
POM Untreated	0.42	0.05	8.04	0.00	0.32	0.52
POM Treated	0.57	0.02	35.50	0.00	0.54	0.60

**Appendix Table A4.21 Carers: Average treatment effects estimates, people with disability have a lot of choice about where they get their supports (Carers of people with disability aged 16+), continuous measure**

Satisfaction of carer with where person with disability get supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.62	0.06	10.23	0.00	0.50	0.74
ATET (AIPW)	0.52	0.10	5.45	0.00	0.33	0.71
ATET in per cent	14%	0.03	4.97	0.00	8%	19%
POM Untreated	3.83	0.05	71.04	0.00	3.73	3.94
POM Treated	4.29	0.03	130.70	0.00	4.23	4.36

**Appendix Table A4.22 Carers: Average treatment effects estimates, people with disability have a lot of choice about where they get their supports (Carers of people with disability aged 0-15), continuous measure**

Satisfaction of carer with where person with disability gets supports	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.69	0.06	12.33	0.00	0.58	0.80
ATET (AIPW)	0.33	0.10	3.23	0.00	0.13	0.53
ATET in per cent	8%	0.03	3.00	0.00	3%	13%
POM Untreated	4.04	0.10	41.55	0.00	3.85	4.23
POM Treated	4.37	0.03	141.60	0.00	4.31	4.43

**Appendix Table A4.23 Carers: Estimated impact of the incremental NDIS treatment**

Outcome	Estimate	Standard error
Amount of say about what supports the person with disability gets	0.57***	(0.22)
Amount of choice about where the person with disability gets supports	0.94***	(0.20)

**Appendix Table A4.24 Carers: Average treatment effects estimates, ability of family and carers to take adequate breaks (Carers of people with disability aged 16+)**

Carer ability to take adequate breaks (continuous)	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.51	0.12	4.19	0.00	0.27	0.75
ATET (AIPW)	0.49	0.15	3.20	0.00	0.19	0.78
ATET in per cent	14%	0.05	2.96	0.00	5%	24%
POM Untreated	3.38	0.09	37.04	0.00	3.20	3.56
POM Treated	3.75	0.08	45.18	0.00	3.59	3.92

**Appendix Table A4.25: Average treatment effects estimates, ability of family and carers to take adequate breaks (Carers of people with disability aged 0-15)**

Carer ability to take adequate breaks (continuous)	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.25	0.12	2.06	0.04	0.01	0.49
ATET (AIPW)	0.28	0.19	1.49	0.14	-0.09	0.65
ATET in per cent	8%	0.06	1.39	0.16	-3%	19%
POM Untreated	3.45	0.17	20.25	0.00	3.12	3.79
POM Treated	3.73	0.08	46.51	0.00	3.57	3.89

## Self-management

**Appendix Table A4.26 Person with disability: Self-managed funding for support before NDIS (Trial, All ages)**

	Wave 1 Frequency	Wave 1 %
No	1,614	64.25
Yes, person with disability did (16+ only)	122	4.86
Yes, person with disability family did	497	19.79
Yes, someone else did	96	3.82
Don't know/missing	183	7.29
<b>Total</b>	<b>2,512</b>	<b>100</b>

**Appendix Table A4.27 Person with disability: Self-manages funding for support under the NDIS (Trial, All ages)**

	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
No	1,571	48.29	654	48.27
Yes, person with disability does (16+ only)	309	9.50	157	11.59
Yes, person with disability family does	1,036	31.85	399	29.45
Yes, someone else does	167	5.13	64	4.72
Don't know/missing	170	5.23	81	5.98
<b>Total</b>	<b>3,253</b>	<b>100</b>	<b>1,355</b>	<b>100</b>

**A4.28 Person with disability: Has managing your own funds...? (Trial, All ages)**

	<b>Wave 2 Cases</b>	<b>Wave 2 %</b>
Helped person with disability get new supports they had not received previously	295	49.08
Helped person with disability get better supports than they were previously receiving	286	47.59
Has allowed person with disability to employ/choose their support workers	308	51.25
Has meant person with disability has needed to use a financial managed/planner to help manage their funds	45	7.49
Other	56	9.32
Don't know	61	10.15
<b>Total</b>	<b>601</b>	



## Appendix to Chapter 5: Reasonable and necessary

**Appendix Table A5.1 Person with disability: How satisfied are you that the supports you receive are reasonable and necessary to help meet your needs? (Trial, Adults)**

Wave 1				
How satisfied are you that the supports you receive are reasonable and necessary to help meet your needs?	Trial Frequency	Trial %	Comparison Frequency	Comparison %
Very satisfied	458	31.50	133	20.03
Satisfied	629	43.26	249	37.50
Neither satisfied nor dissatisfied	196	13.48	118	17.77
Dissatisfied	98	6.74	74	11.14
Very dissatisfied	32	2.20	43	6.48
Missing	41	2.82	47	7.08
<b>Total</b>	<b>1,454</b>	<b>100</b>	<b>664</b>	<b>100</b>

**Appendix Table A5.2 Person with disability: How satisfied are you that the supports you receive are reasonable and necessary to help meet your needs? (Trial and Comparison, Adults)**

Wave 2				
How satisfied are you that the supports you receive are reasonable and necessary to help meet your needs?	Trial Frequency	Trial %	Comparison Frequency	Comparison %
Very satisfied	212	30.9	21	14.3
Satisfied	281	40.9	45	30.6
Neither satisfied nor dissatisfied	99	14.4	38	25.9
Dissatisfied	44	6.4	22	15.0
Very dissatisfied	21	3.1	9	6.1
Missing	30	4.4	12	8.2
<b>Total</b>	<b>687</b>	<b>100</b>	<b>147</b>	<b>100</b>

**Appendix Table A5.3 Carers: How satisfied are you that the supports he/she receives are reasonable and necessary to help meet his/her needs? (Trial, All ages)**

How satisfied are you that the supports he/she receives are reasonable and necessary to help meet his/her needs?	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Very satisfied	1,284	47.38	419	42.37
Somewhat Satisfied	982	36.24	364	36.80
Neither satisfied nor dissatisfied	139	5.13	74	7.48
Somewhat Dissatisfied	169	6.24	63	6.37
Very dissatisfied	42	1.55	6	0.61
Don't know/missing	94	3.47	63	6.37
<b>Total</b>	<b>2,710</b>	<b>100</b>	<b>989</b>	<b>100</b>

**Appendix Table A5.4 Person with disability: Reasonable and necessary by how much say over what supports (Trial, Adults)**

<b>Wave 1</b>	<b>No say</b>	<b>Little say/ varies</b>	<b>Some say</b>	<b>A lot of say</b>	<b>Total</b>
Dissatisfied or very dissatisfied	26 (27.08%)	49 (18.70%)	25 (6.35%)	21 (3.35%)	121 (8.77%)
Neither satisfied or dissatisfied	16 (16.67%)	66 (25.19%)	66 (16.75%)	44 (7.02%)	192 (13.92%)
Satisfied	33 (34.38%)	108 (41.22%)	224 (56.85%)	255 (40.67%)	620 (44.96%)
Very satisfied	21 (21.88%)	39 (14.89%)	79 (20.05%)	307 (48.96%)	446 (32.34%)
<b>Total</b>	<b>96 (100%)</b>	<b>262 (100%)</b>	<b>394 (100%)</b>	<b>627 (100%)</b>	<b>1,379 (100%)</b>
<b>Wave 2</b>	<b>No say</b>	<b>Little say/ varies</b>	<b>Some say</b>	<b>A lot of say</b>	<b>Total</b>
Dissatisfied or very dissatisfied	7 (13.46%)	23 (17.42%)	17 (9.34%)	17 (6.01%)	64 (9.86%)
Neither satisfied or dissatisfied	9 (17.31%)	41 (31.06%)	33 (18.13%)	14 (4.95%)	97 (14.95%)
Satisfied	17 (32.69%)	44 (33.33%)	92 (50.55%)	123 (43.46%)	276 (42.53%)
Very satisfied	19 (36.54%)	24 (18.18%)	40 (21.98%)	129 (45.58%)	212 (32.67%)
<b>Total</b>	<b>52 (100%)</b>	<b>132 (100%)</b>	<b>182 (100%)</b>	<b>283 (100%)</b>	<b>649 (100%)</b>

**Appendix Table A5.5 Person with disability: Reasonable and necessary by choice over supports (Trial, Adults)**

<b>Wave 1</b>	<b>No choice</b>	<b>Little choice/varies</b>	<b>Some choice</b>	<b>A lot of choice</b>	<b>Total</b>
Dissatisfied or very dissatisfied	24 (19.05%)	45 (15.15%)	32 (7.29%)	20 (3.91%)	121 (8.81%)
Neither satisfied or dissatisfied	26 (20.63%)	75 (25.25%)	60 (13.67%)	32 (6.25%)	193 (14.05%)
Satisfied	40 (31.75%)	131 (44.11%)	260 (59.23%)	186 (36.33%)	617 (44.91%)
Very satisfied	36 (28.57%)	46 (15.49%)	87 (19.82%)	274 (53.52%)	443 (32.24%)
<b>Total</b>	<b>126 (100%)</b>	<b>297 (100%)</b>	<b>439 (100%)</b>	<b>512 (100%)</b>	<b>1,374 (100%)</b>
<b>Wave 2</b>	<b>No choice</b>	<b>Little choice/varies</b>	<b>Some choice</b>	<b>A lot of choice</b>	<b>Total</b>
Dissatisfied or very dissatisfied	10 (17.86%)	21 (13.55%)	21 (10.05%)	13 (5.60%)	65 (9.97%)
Neither satisfied or dissatisfied	11 (19.64%)	40 (25.81%)	33 (15.79%)	14 (6.03%)	98 (15.03%)
Satisfied	22 (39.29%)	65 (41.94%)	104 (49.76%)	88 (37.93%)	279 (42.79%)
Very satisfied	13 (23.21%)	29 (18.71%)	51 (24.40%)	117 (50.43%)	210 (32.21%)
<b>Total</b>	<b>56 (100%)</b>	<b>155 (100%)</b>	<b>209 (100%)</b>	<b>232 (100%)</b>	<b>652 (100%)</b>

### **The quantitative detail – Estimation results the impact of the NDIS on satisfaction with supports being ‘reasonable and necessary’**

We estimate the impact of the NDIS on whether NDIS participants and their family members and carers consider supports to be reasonable and necessary in two ways. We first use a binary measure which focuses on those who report that they are satisfied/very satisfied with their supports being reasonable and necessary. The analysis looks at the extent to which the proportion of those satisfied increased as a result of participating in the NDIS. We then make use of the full information contained in the satisfaction question and considers the Likert scale answers as a continuous outcome.

We also undertake additional multivariate analysis on the subsample of NDIS participants and look at the individual characteristics of those who are most likely to be satisfied/very satisfied that their supports are reasonable and necessary.

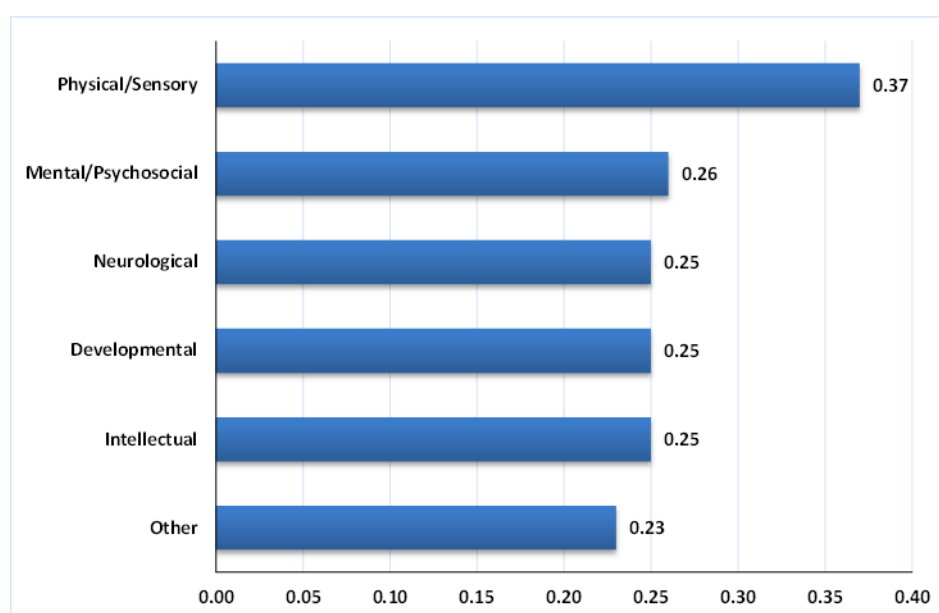
## Estimates based on the NDIS survey of people with disability

*Estimates based on the binary outcome*

**Appendix Table A5.6 Person with disability: Average treatment effect estimations based on the binary outcome: vary satisfied that the supports are reasonable and necessary (Adults)**

Satisfied with supports being reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.346	0.018	19.650	0	0.311	0.380
ATET (AIPW)	0.300	0.021	14.590	0.000	0.260	0.340
POM Untreated	0.360	0.016	22.380	0.000	0.329	0.392
POM Treated	0.660	0.013	50.850	0.000	0.635	0.686

**Figure A5.1 Person with disability: Estimated conditional treatment effect by disability type, supports are reasonable and necessary (Adults)**

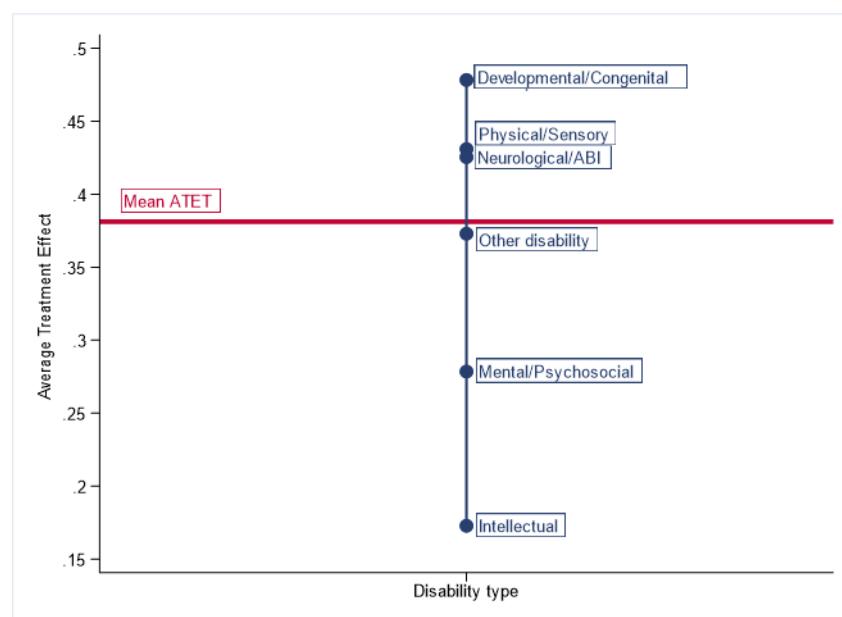


*Estimates based on the continuous outcome*

**Appendix Table A5.7 Person with disability: Average treatment effect estimations based on the continuous outcome: satisfaction with the supports are reasonable and necessary (Adults)**

Satisfaction with supports being reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.36	0.05	7.81	0.00	0.27	0.45
ATET (AIPW)	0.37	0.05	6.94	0.00	0.27	0.48
ATET in per cent	23%	0.04	5.90	0.00	15%	30%
POM Untreated	1.63	0.05	35.12	0.00	1.54	1.72
POM Treated	2.00	0.03	75.59	0.00	1.95	2.06

**Figure A5.2 Person with disability: Conditional average treatment estimates by disability type, continuous outcome: satisfaction with the supports are reasonable and necessary (Adults)**



### Estimates based on the NDIS survey of family and carers

*Estimates based on the binary outcome:*

**Appendix Table A5.8 Carers: Average treatment effect estimations based on the binary outcome: very satisfied that the supports are reasonable and necessary (Carers of people with disability aged 16+)**

Very satisfied that the supports reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.17	0.02	7.46	0.00	0.13	0.22
ATET (AIPW)	0.13	0.03	4.46	0.00	0.08	0.19
ATET in per cent	47%	0.14	3.47	0.00	21%	74%
POM Untreated	0.28	0.02	15.70	0.00	0.24	0.31
POM Treated	0.44	0.02	26.54	0.00	0.41	0.47

**Appendix Table A5.9 Carers: average treatment effect estimations based on the binary outcome: Satisfaction with the supports being reasonable and necessary (Carers of people with disability aged 0-15)**

Supports reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.24	0.02	10.15	0.00	0.19	0.29
ATET (AIPW)	0.18	0.04	4.92	0.00	0.11	0.25
ATET in per cent	51%	0.15	3.45	0.00	22%	80%
POM Untreated	0.35	0.03	10.72	0.00	0.28	0.41
POM Treated	0.52	0.02	32.06	0.00	0.49	0.55

*Estimates based on the continuous outcome:*

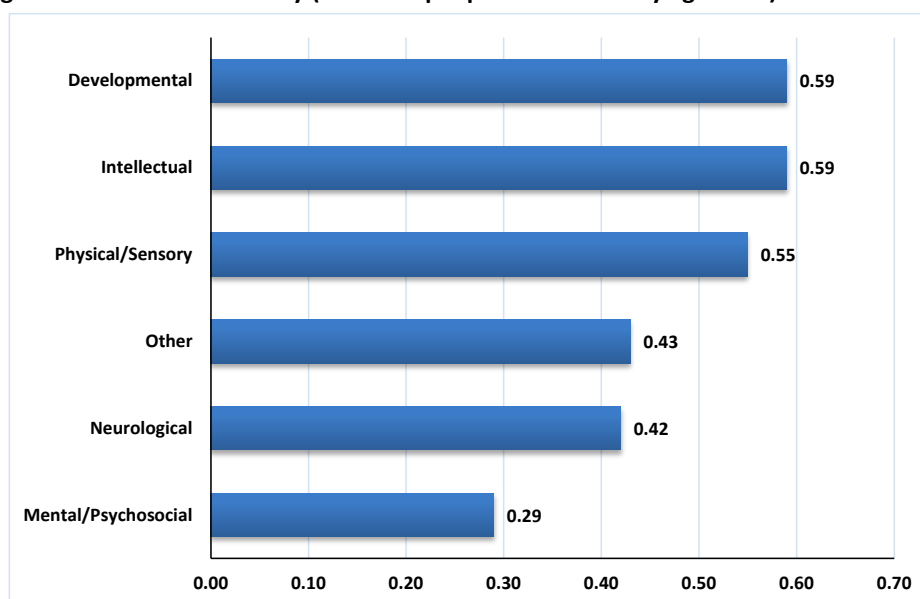
**Appendix Table A5.10 Carers: average treatment effect estimations based on the continuous outcome: Satisfaction with the supports being reasonable and necessary (Carers of people with disability aged 16+)**

Satisfaction with supports being reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.67	0.05	12.19	0.00	0.56	0.77
ATET (AIPW)	0.56	0.07	7.94	0.00	0.42	0.70
ATET in per cent	15%	0.02	7.15	0.00	11%	20%
POM Untreated	3.62	0.05	77.08	0.00	3.53	3.71
POM Treated	4.20	0.03	137.63	0.00	4.14	4.26

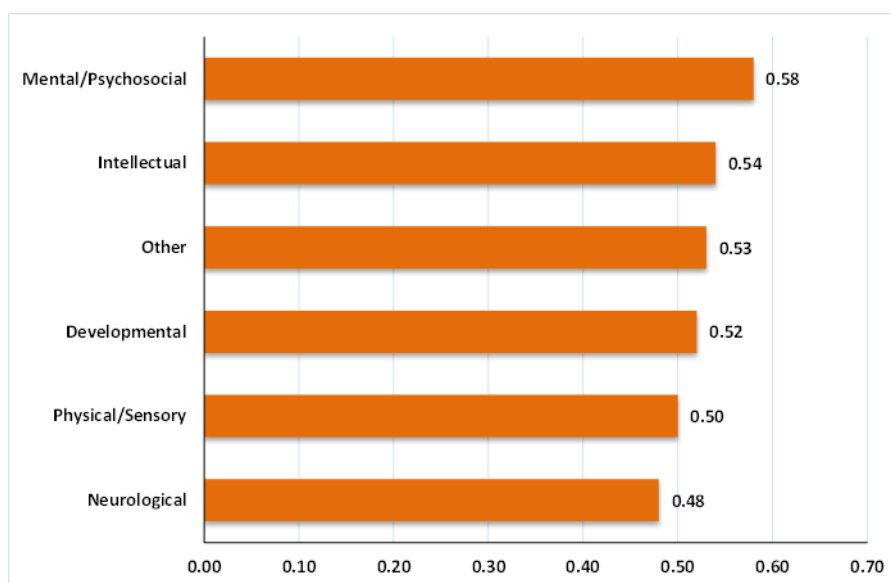
**Appendix Table A5.11 Carers: average treatment effect estimations based on the continuous outcome: Satisfaction with the supports being reasonable and necessary (Carers of people with disability aged 0-15)**

Satisfaction with supports being reasonable and necessary	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.76	0.05	14.37	0.00	0.66	0.87
ATET (AIPW)	0.57	0.08	7.51	0.00	0.42	0.72
ATET in per cent	15%	0.02	6.63	0.00	11%	20%
POM Untreated	3.76	0.07	53.05	0.00	3.62	3.90
POM Treated	4.33	0.03	150.90	0.00	4.28	4.39

**Figure A5.3 Carers: Estimated conditional ATET for carers of adult people with disability, Satisfaction with the supports being reasonable and necessary (Carers of people with disability aged 16+)**



**Figure A5.4 Carers: Estimated conditional ATET for carers of children people with disability, Satisfaction with the supports being reasonable and necessary (Carers of people with disability aged 0-15)**



## The quantitative detail – multivariate regression results

**Appendix Table A5.12 Person with disability: Estimation results: probability that NDIS participants report that their supports are reasonable and necessary (Trial, Adults)**

<i>Variables</i>	<i>Coefs</i>	<i>Marg eff</i>
Duration (mths) since NDIS access request approved	0.022** (0.011)	0.0075** (0.0037)
Physical (reference: Developmental disability)	0.78** (0.32)	0.22*** (0.072)
Mental/Psychosocial (reference: Developmental disability)	0.31 (0.52)	0.095 (0.14)
Intellectual (reference: Developmental disability)	-0.75** (0.34)	-0.27** (0.13)
Neurological/ABI (reference: Developmental disability)	0.33 (0.31)	0.11 (0.092)
Other (reference: Developmental disability)	0.26 (0.49)	0.082 (0.14)
Physical*duration on NDIS	-0.031* (0.017)	-0.010* (0.0058)
Mental/Psychosocial*duration on NDIS	-0.012 (0.031)	-0.0040 (0.010)
Intellectual*duration on NDIS	0.025 (0.018)	0.0082 (0.0060)
Neurological/ABI*duration on NDIS	-0.0049 (0.016)	-0.0016 (0.0054)
Other*duration on NDIS	-0.011 (0.027)	-0.0038 (0.0091)
Born with condition	0.18* (0.10)	0.060* (0.033)
rolled out in q1 or q2 of 2014	-0.24** (0.10)	-0.083** (0.036)
w1 complete Dec 2014 to 30th April 2015	-0.34** (0.13)	-0.12** (0.051)
Receives support with transport and travelling as NDIS participant	0.27*** (0.089)	0.094*** (0.031)
Had funding for supports but could not access them since becoming NDIS participant	-0.59*** (0.089)	-0.21*** (0.032)
Constant	0.19 (0.23)	
Observations	1,047	1,047
Log likelihood	-582	-582
Restricted log likelihood	-631	-631
r2_p	0.078	0.078



**Appendix Table A5. 13 Person with disability: Satisfaction with supports being reasonable and necessary, change over time: wave 1 vs. wave 2**

	Wave 1 Comparison		Wave 1 Trial		Wave 2 Comparison		Wave 2 Trial	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Dissatisfied or very dissatisfied	47	18	46	9	31	23	65	10
Neither satisfied or dissatisfied	52	20	62	11	38	28	99	15
Satisfied	110	43	231	43	45	33	281	43
Very satisfied	49	19	201	37	21	16	212	32
<b>Total</b>	<b>258</b>	<b>100</b>	<b>540</b>	<b>100</b>	<b>135</b>	<b>100</b>	<b>657</b>	<b>100</b>

## Appendix to Chapter 6: Wellbeing

### The quantitative detail – Descriptive results (people with disability)

*The NDIS Survey of People with Disability, and their Families and Carers: Psychological (Eudaimonic) wellbeing measure - statements by people about themselves and how they feel (OECD 2013).*

**Appendix Table A6.1 Person with disability: In general, I feel very positive about myself (Trial, Age 8+)**

Main disability category, broad	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
Physical or sensory condition	6.5	2.4	7.0	2.3
Mental health/psychosocial disability	4.9	2.9	5.4	3.1
Intellectual disability	6.7	2.5	6.5	2.3
Developmental or congenital condition	6.4	2.5	7.0	2.3
Neurological condition	6.9	2.4	6.3	2.6
Other or not defined condition	6.1	3.0	5.9	2.8
<b>Total</b>	<b>6.4</b>	<b>2.6</b>	<b>6.6</b>	<b>2.5</b>

**Appendix Table A6.2 Person with disability: I feel everything is going to be OK in the future (Trial, Age 8+)**

Main disability category, broad	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
Physical or sensory condition	5.9	2.6	6.2	2.6
Mental health/psychosocial disability	4.9	3.0	4.9	2.9
Intellectual disability	6.3	2.6	5.9	2.6
Developmental or congenital condition	6.1	2.6	6.5	2.5
Neurological condition	5.9	2.7	5.6	2.9
Other or not defined condition	5.7	2.9	5.8	2.6
<b>Total</b>	<b>5.9</b>	<b>2.7</b>	<b>6.0</b>	<b>2.7</b>

**Appendix Table A6.3 Person with disability: I am free to choose the things that I want to do myself (Trial, Age 8+)**

Main disability category, broad	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
Physical or sensory condition	6.9	2.7	7.0	2.7
Mental health/psychosocial disability	5.9	3.0	6.5	2.6
Intellectual disability	6.3	2.7	6.3	2.5
Developmental or congenital condition	6.4	2.6	6.5	2.5
Neurological condition	6.7	2.9	6.6	3.0
Other or not defined condition	6.3	2.9	6.1	3.0
<b>Total</b>	<b>6.5</b>	<b>2.8</b>	<b>6.5</b>	<b>2.7</b>

**Appendix Table A6.4 Person with disability: I generally feel that what I do in my life is important/means something (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	6.9	2.5	7.3	2.4
Mental health/psychosocial disability	5.6	3.0	6.1	3.1
Intellectual disability	6.7	2.6	6.6	2.5
Developmental or congenital condition	6.8	2.5	7.0	2.4
Neurological condition	7.0	2.6	6.6	2.7
Other or not defined condition	6.7	2.8	6.5	2.9
<b>Total</b>	<b>6.7</b>	<b>2.6</b>	<b>6.8</b>	<b>2.6</b>

**Appendix Table A6.5 Person with disability: I get a sense that I have achieved something (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	6.0	2.6	6.6	2.5
Mental health/psychosocial disability	4.7	3.0	5.1	2.9
Intellectual disability	6.2	2.5	6.2	2.4
Developmental or congenital condition	6.2	2.5	6.6	2.4
Neurological condition	6.2	2.7	5.8	2.8
Other or not defined condition	6.0	3.0	6.1	2.7
<b>Total</b>	<b>6.0</b>	<b>2.6</b>	<b>6.2</b>	<b>2.6</b>

**Appendix Table A6.6 Person with disability: When things go wrong in my life it generally takes me a long time to get over it (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	5.2	3.0	5.0	3.0
Mental health/psychosocial disability	6.6	2.8	6.3	3.1
Intellectual disability	6.2	2.9	6.5	3.0
Developmental or congenital condition	6.3	3.0	5.6	3.0
Neurological condition	5.2	3.0	5.7	2.9
Other or not defined condition	5.8	3.3	6.5	2.7
<b>Total</b>	<b>5.9</b>	<b>3.0</b>	<b>5.8</b>	<b>3.0</b>

**Appendix Table A6.7 Person with disability: I seem to have a lot of friends (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	5.5	3.0	5.8	3.1
Mental health/psychosocial disability	4.0	3.2	3.7	3.3
Intellectual disability	4.8	3.2	4.2	3.1
Developmental or congenital condition	4.5	3.1	5.3	3.0
Neurological condition	5.6	3.2	5.6	3.1
Other or not defined condition	5.2	3.4	4.6	3.3
<b>Total</b>	<b>5.0</b>	<b>3.2</b>	<b>5.0</b>	<b>3.2</b>

**Appendix Table A6.8 Person with disability: There is someone who can always cheer me up when I'm down (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	6.7	2.8	6.9	2.8
Mental health/psychosocial disability	5.0	3.4	5.5	3.3
Intellectual disability	6.8	2.6	6.8	2.6
Developmental or congenital condition	7.0	2.5	7.2	2.4
Neurological condition	7.1	2.7	6.8	2.9
Other or not defined condition	7.1	2.8	6.8	2.8
<b>Total</b>	<b>6.8</b>	<b>2.8</b>	<b>6.8</b>	<b>2.7</b>

**Appendix Table A6.9 Person with disability: I enjoy the time I spend with the people who are important to me (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	8.4	1.9	8.5	1.8
Mental health/psychosocial disability	7.1	2.8	7.5	2.9
Intellectual disability	8.2	2.0	8.1	1.9
Developmental or congenital condition	8.3	1.8	8.5	1.6
Neurological condition	8.7	1.7	8.3	1.9
Other or not defined condition	8.5	1.9	8.2	2.1
<b>Total</b>	<b>8.3</b>	<b>2.0</b>	<b>8.3</b>	<b>1.9</b>

**Appendix Table A6.10 Person with disability: When something's on my mind, just talking with the people I know can make me feel better (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	7.1	2.6	7.3	2.5
Mental health/psychosocial disability	5.6	3.1	6.4	2.9
Intellectual disability	6.2	3.0	6.0	2.9
Developmental or congenital condition	6.3	2.9	6.6	2.7
Neurological condition	7.3	2.6	6.8	2.7
Other or not defined condition	6.8	2.9	5.8	3.1
<b>Total</b>	<b>6.6</b>	<b>2.9</b>	<b>6.6</b>	<b>2.8</b>

**Appendix Table A6.11 Person with disability: When I need someone to help me out, I can usually find someone (Trial, Age 8+)**

Main disability category, broad	Wave 1	Wave 1	Wave 2	Wave 2
	Mean	Standard deviation	Mean	Standard deviation
Physical or sensory condition	7.1	2.6	7.3	2.6
Mental health/psychosocial disability	5.2	3.2	6.2	3.0
Intellectual disability	7.2	2.5	7.3	2.2
Developmental or congenital condition	7.3	2.4	7.5	2.4
Neurological condition	7.5	2.4	7.2	2.6
Other or not defined condition	7.3	3.0	6.6	2.8
<b>Total</b>	<b>7.1</b>	<b>2.6</b>	<b>7.2</b>	<b>2.5</b>

### The quantitative detail – Estimation results on wellbeing (people with disability)

The following two tables show the estimates for the average treatment effects on the treated (impact of NDIS on wellbeing for the NDIS participants) for adults (16+), followed by the estimate results on the children NDIS participants (aged 8 to 15)

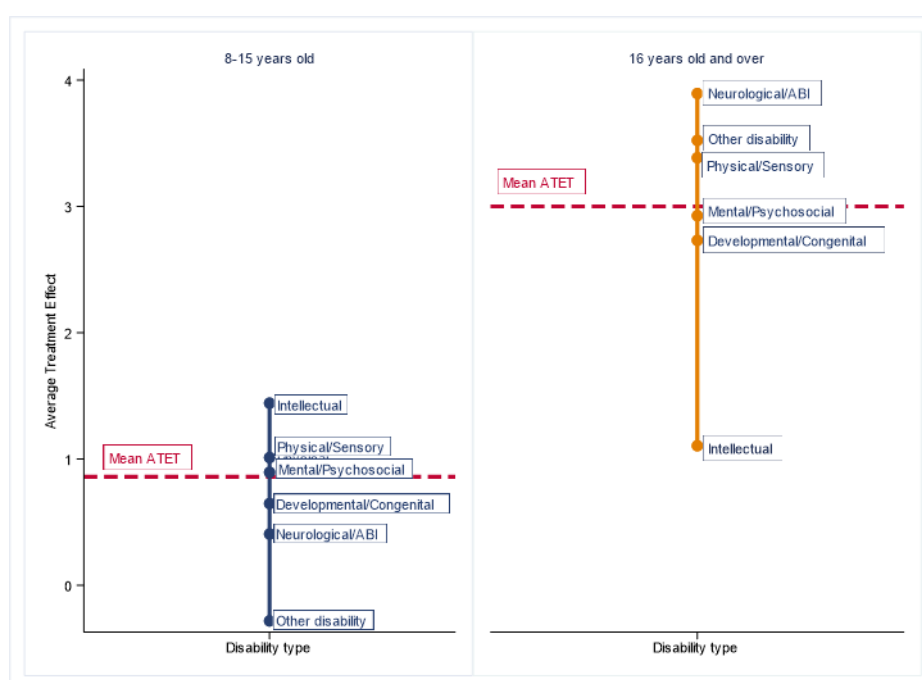
**Appendix Table A6.12 Person with disability: Average treatment effects estimates, well-being (Deakin measure), (Carers of people with disability aged 16+)**

Adults	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	4.19	0.75	5.60		2.72	5.66
ATET (AIPW)	3.04	0.89	3.42	0.00	1.30	4.78
ATET in per cent	5.1%	0.02	3.32	0.00	0.02	0.08
POM Untreated	60.09	0.67	89.55	0.00	58.78	61.41
POM Treated	63.13	0.61	104.10	0.00	61.94	64.32

**Appendix Table A6.13 Person with disability: Average treatment effects estimates, well-being (Deakin measure) (Carers of people with disability aged 8-15)**

Age 8-15	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	-1.53	1.17	-1.31	0.19	-3.83	0.76
ATET (PSM1)	4.58	3.12	1.47	0.14	-1.53	10.69
ATET (AIPW)	0.65	1.31	0.49	0.62	-1.92	3.22
ATET in per cent	1%	0.02	0.49	0.62	-3%	5%
POM Untreated	67.26	0.99	67.70	0.00	65.31	69.21
POM Treated	67.91	0.87	78.23	0.00	66.21	69.61

**Figure A6.1 Person with disability: Conditional average treatment effects by broad disability type and age group, Deakin measure of wellbeing**



### OECD eudaimonic wellbeing measures

The estimations using the alternative measure of wellbeing defined by the OECD (eudaimonic wellbeing measures) provide us with similar results as those obtained with the PWI, Deakin measure of wellbeing presented in the chapter.

The OECD measure contains 6 questions which we look at alternatively and estimate the extent to which the NDIS has contributed to improve each of the aspect of this measure of well-being.

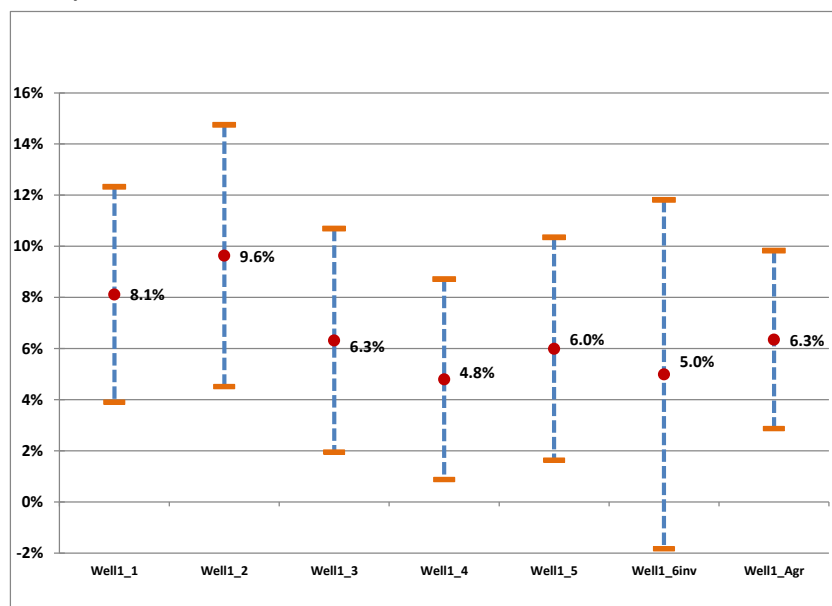
The questions composing this measure of wellbeing are as follows:

- Well1\_1: In general, person with disability feels very positive about himself/herself
- Well1\_2: Person with disability feels everything is going to be OK in the future
- Well1\_3: Person with disability feels free to choose the things that he/she wants to do
- Well1\_4: In general, person with disability feels that what he/she does in life is important/means something
- Well1\_5: Most days person with disability senses that he/she achieved something
- Well1\_6: It takes person with disability a long time to get over things that went wrong in his/her life

For the purpose of the estimations, the likert scale (0 to 10) for the last question 'It takes person with disability a long time to get over things that went wrong in his/her life', where a high score implies a negative outcome, is recoded so a higher score represents a positive outcome. This makes the estimated treatment effects directly comparable among the 6 components of the OECD measure.

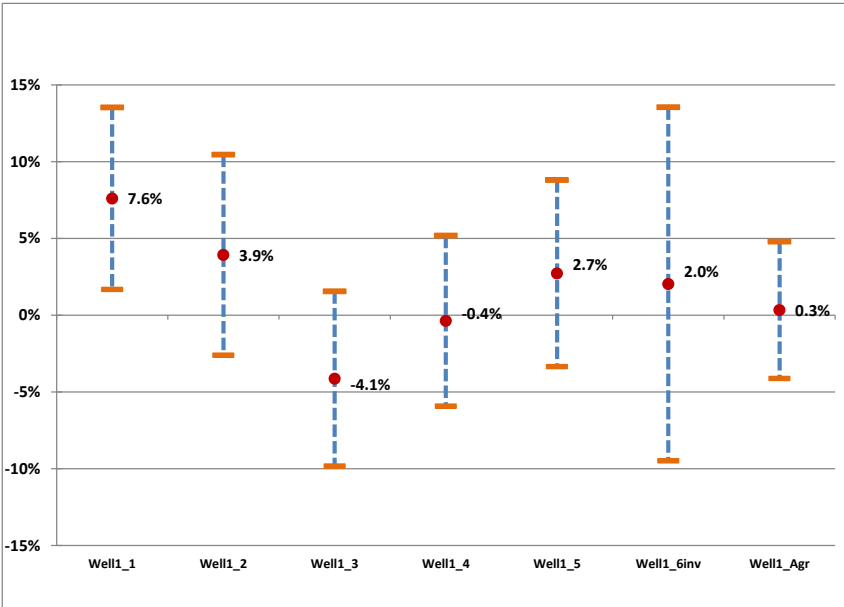
The estimated impacts of the NDIS on the NDIS participants' eudaimonic measures of wellbeing are reported in the following two graphs. The estimates are expressed in percentages (they indicate by how much a given measure of wellbeing has increased as a result of participating in the NDIS compared to the counterfactual outcome). The last average treatment effect displayed in the figures correspond to the aggregate OECD measure (the sum of all score of each component). There is some merits in providing estimates on a more aggregate measure of wellbeing, as we can argue that it would reduce the impact of measurement error on such a subjective information sought from the people with disability. Yet, as stated in the OECD guidelines, *'affect and Eudaimonia are by nature more multidimensional constructs and there is great risks of information loss when data are aggregated'*. The guidelines indicate that it is desirable to analyse each component separately and, if positive correlations are found between each of the components, then analysing the aggregate measure also provides meaningful and reliable estimates. After checking, we do find positive correlations between these measures. The table following the figures summarise the results obtained for the OECD eudaimonic measure of wellbeing.

**Figure A6.2a Person with disability: Average treatment effects estimates, all components of the OECD measure of well-being, (Trial, Adults)**



Following is the same graph for children people with disability (8-15 years old). Note that only the first one is statistically significant. The group of 8-15 years old is relatively small, hence the results are not as statistically robust as those found for the adults.

**Figure A6.2b Person with disability: Average treatment effects estimates, all components of the OECD measure of well-being (Trial, Age 8-15)**





**Appendix Table A6.14 Person with disability: Average treatment effects estimates, all components of the OECD measure of well-being (Trial, Adults)**

<b>Well1_1: In general, feels very positive about himself/herself</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.48	0.12	3.96	0.00	0.24	0.71
ATET in per cent	8.1%	0.02	3.77	0.00	0.04	0.12
POM Untreated	5.87	0.09	62.52	0.00	5.69	6.06
POM Treated	6.35	0.08	82.71	0.00	6.20	6.50
<b>Well1_2: Person with disability feels everything is going to be OK in the future</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.51	0.131	3.90	0.00	0.25	0.77
ATET in per cent	9.6%	0.026	3.69	0.00	0.05	0.15
POM Untreated	5.31	0.10	52.26	0.00	5.11	5.51
POM Treated	5.83	0.08	69.41	0.00	5.66	5.99
<b>Well1_3: Person with disability feels free to choose the things that he/she wants to do</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.40	0.14	2.94	0.00	0.13	0.66
ATET in per cent	6.3%	0.02	2.83	0.01	0.02	0.11
POM Untreated	6.28	0.11	59.77	0.00	6.07	6.49
POM Treated	6.68	0.08	79.04	0.00	6.51	6.84
<b>Well1_4: In general, person with disability feels that what he/she does in life is important/meaningful</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.31	0.126	2.470	0.01	0.06	0.56
ATET in per cent	4.8%	0.020	2.400	0.02	0.01	0.09
POM Untreated	6.46	0.10	66.64	0.00	6.27	6.65
POM Treated	6.77	0.08	83.64	0.00	6.61	6.93
<b>Well1_5: Most days person with disability senses that he/she achieved something</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.34	0.12	2.79	0.01	0.10	0.58
ATET in per cent	6.0%	0.02	2.69	0.01	0.02	0.10
POM Untreated	5.68	0.09	60.98	0.00	5.50	5.87
POM Treated	6.02	0.08	74.69	0.00	5.87	6.18
<b>Well1_6: It takes a long time to get over things that go wrong (inverted scale in estimations)</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.20	0.14	1.48	0.14	-0.07	0.47
ATET in per cent	5.0%	0.04	1.43	0.15	-0.02	0.12
POM Untreated	4.01	0.10	38.96	0.00	3.81	4.21
POM Treated	4.21	0.09	47.11	0.00	4.03	4.38
<b>Well1_agr: Mean score on the 6 components of the OECD well-being measure</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.36	0.1	3.70	0.00	0.17	0.55
ATET in per cent	6.3%	0.02	3.57	0.00	2.9%	9.8%
POM Untreated	5.62	0.07	76.21	0.00	5.47	5.76
POM Treated	5.98	0.06	94.82	0.00	5.85	6.10

**Appendix Table A6.15 Person with disability: Average treatment effects estimates, all components of the OECD measure of well-being (Trial, Age 8-15) OECD measures of well-being**

<b>Well1_1: In general, feels very positive about himself/herself</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.48	0.18	2.63	0.01	0.12	0.83
ATET in per cent	8%	0.03	2.51	0.01	2%	14%
POM Untreated	6.29	0.14	44.39	0.00	6.02	6.57
POM Treated	6.77	0.11	59.15	0.00	6.55	7.00
<b>Well1_2: Person with disability feels everything is going to be OK in the future</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.24	0.196	1.21	0.23	-0.15	0.62
ATET in per cent	3.9%	0.03	1.18	0.24	-3%	10%
POM Untreated	6.03	0.16	38.29	0.00	5.72	6.34
POM Treated	6.26	0.12	54.18	0.00	6.04	6.49
<b>Well1_3: Person with disability feels free to choose the things that he/she wants to do</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	-0.27	0.19	-1.39	0.16	-0.64	0.11
ATET in per cent	-4.1%	0.03	-1.42	0.16	-10%	2%
POM Untreated	6.44	0.14	45.11	0.00	6.16	6.72
POM Treated	6.18	0.13	47.58	0.00	5.92	6.43
<b>Well1_4: In general, person with disability feels that what he/she does in life is important/meaningful</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	-0.03	0.19	-0.13	0.90	-0.40	0.35
ATET in per cent	-0.4%	0.03	-0.13	0.90	-6%	5%
POM Untreated	6.78	0.16	42.93	0.00	6.47	7.09
POM Treated	6.76	0.11	60.56	0.00	6.54	6.98
<b>Well1_5: Most days person with disability senses that he/she achieved something</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.16	0.18	0.89	0.37	-0.20	0.52
ATET in per cent	2.7%	0.03	0.88	0.38	-3%	9%
POM Untreated	6.02	0.14	42.90	0.00	5.74	6.29
POM Treated	6.18	0.12	52.19	0.00	5.95	6.41
<b>Well1_6: It takes a long time to get over things that go wrong (inverted scale in estimations)</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.08	0.22	0.35	0.73	-0.35	0.51
ATET in per cent	2.0%	0.06	0.34	0.73	-9%	14%
POM Untreated	3.78	0.16	23.91	0.00	3.47	4.09
POM Treated	3.86	0.15	25.19	0.00	3.56	4.16
<b>Well1_agr: Mean score on the 6 components of the OECD well-being measure</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
ATET	0.02	0.14	0.15	0.88	-0.25	0.29
ATET in per cent	0.3%	0.02	0.15	0.88	-4.1%	4.8%
POM Untreated	5.99	0.10	57.89	0.00	5.78	6.19
POM Treated	6.01	0.09	68.03	0.00	5.83	6.18

## HILDA measure of wellbeing

We performed the estimations using yet another measure of wellbeing, namely the measure based on the HILDA definition. Like for the previous set of measures, our original results are corroborated with this measure.

The last index of wellbeing is the HILDA measure of individuals' sense of social connection. It is based on the 5 following questions:

- Well3\_1: Person with disability seems to have a lot of friends
- Well3\_2: Person with disability has someone who can always cheer him/her up when he/she is down
- Well3\_3: Person with disability enjoys the time he/she spends with the people who are important to him/her
- Well3\_4: Talking with people person with disability knows can make him/her feel better when something is on
- Well3\_5: When needed, person with disability can usually find someone to help him/her out

The following table displays the estimated ATET based on the aggregate measure of the HILDA wellbeing index for Adults.

**Appendix Table A6.16 Person with disability: Average treatment effects estimates, HILDA definition of wellbeing, aggregate measure, (Adults)**

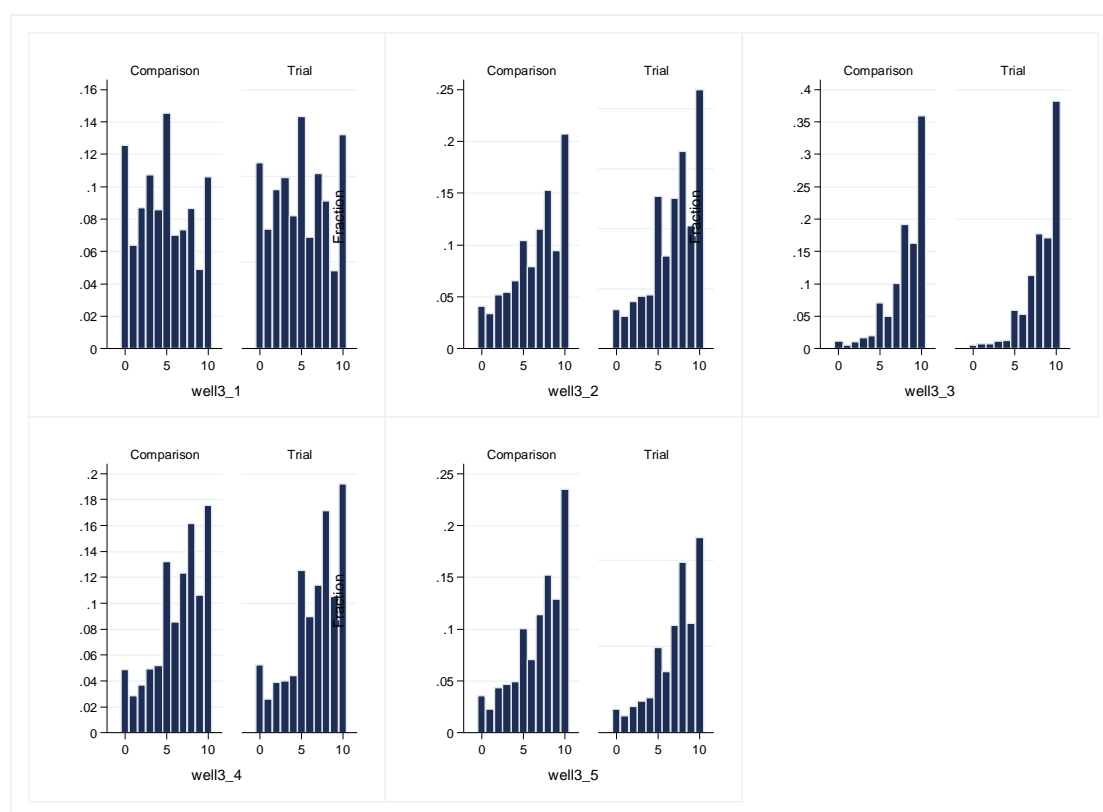
Mean score on the 5 HILDA wellbeing measures	Coef.	Std. Err.	z	P>z	95% Conf.	
ATET	0.31	0.10	3.09	0.002	0.11	0.51
ATET in per cent	4.8%	0.02	3.01	0.003	1.7%	7.9%
POM Untreated	6.48	0.08	85.82	0.000	6.33	6.63
POM Treated	6.79	0.067	101.89	0.000	6.66	6.92

The following table reports the results for children (Age 8-15).

**Appendix Table A6.17 Person with disability: Average treatment effects estimates, HILDA definition of wellbeing, aggregate measure, (Age 8-15)**

Mean score on the 5 HILDA wellbeing measures	Coef.	Std. Err.	z	P>z	95% Conf.	
ATET	-0.24	0.17	-1.43	0.15	-0.57	0.09
ATET in per cent	-3.5%	0.02	-1.46	0.15	-8.1%	1.2%
POM Untreated	6.92	0.12	55.39	0.00	6.67	7.16
POM Treated	6.68	0.11	59.72	0.00	6.46	6.90

**Figure A6.3: Person with disability: Distribution of the answers to the individual aspects of well-being based on the HILDA indices**



### The quantitative detail – Descriptive results on wellbeing (families and carers)

*The NDIS Survey of People with Disability, and their Families and Carers: Psychological (Eudaimonic) wellbeing measure - statements by people about themselves and how they feel (OECD 2013).*

**Appendix Table A6.18 Carers: Psychological (eudaimonic) measure of wellbeing (Trial, All ages)**

Wellbeing statements	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
In general, I feel very positive about myself	6.9	2.3	7.0	2.3
I feel everything is going to be OK in the future	6.7	2.4	6.7	2.4
I am free to choose the things that I want to do myself	6.6	3.0	6.5	3.0
I generally feel that what I do in my life is important/means something	7.8	2.1	7.7	2.1
I get a sense that I have achieved something	7.0	2.3	7.1	2.3
When things go wrong in my life it generally takes me a long time to get over it	4.6	2.8	4.6	2.8

**Appendix Table A6.19 Carers: In general, I feel very positive about myself (Trial, All ages)**

Carer's control over own time	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
A lot of control	8.0	1.9	8.3	1.7
Some control	7.1	2.0	7.4	1.7
Little control	6.0	2.4	5.9	2.2
No control	5.2	2.8	4.3	3.1
<b>Total</b>	<b>6.9</b>	<b>2.3</b>	<b>7.0</b>	<b>2.3</b>

**Appendix Table A6.20 Carers: I feel everything is going to be OK in the future (Trial, All ages)**

Carer's control over own time	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
A lot of control	7.9	1.9	8.0	1.9
Some control	6.9	2.1	7.1	2.0
Little control	5.6	2.5	5.6	2.3
No control	4.8	3.0	3.8	3.0
<b>Total</b>	<b>6.7</b>	<b>2.4</b>	<b>6.7</b>	<b>2.4</b>

**Appendix Table A6.21 Carers: I am free to choose the things that I want to do myself (Trial, All ages)**

Carer's control over own time	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
A lot of control	8.6	1.9	8.8	1.8
Some control	6.9	2.5	6.9	2.5
Little control	4.8	3.1	4.7	2.9
No control	3.3	3.2	2.8	2.8
<b>Total</b>	<b>6.6</b>	<b>3.0</b>	<b>6.5</b>	<b>3.0</b>

**Appendix Table A6.22 Carers: I generally feel that what I do in my life is important/means something (Trial, All ages)**

Carer's control over own time	Wave 1 Mean	Wave 1 Standard deviation	Wave 2 Mean	Wave 2 Standard deviation
A lot of control	8.7	1.6	8.7	1.6
Some control	7.9	1.8	8.1	1.5
Little control	7.0	2.3	6.7	2.2
No control	6.3	2.8	5.5	3.2
<b>Total</b>	<b>7.8</b>	<b>2.1</b>	<b>7.7</b>	<b>2.1</b>

**Appendix Table A6.23 Carers: I get a sense that I have achieved something (Trial, All ages)**

<b>Carer's control over own time</b>	<b>Wave 1 Mean</b>	<b>Wave 1 Standard deviation</b>	<b>Wave 2 Mean</b>	<b>Wave 2 Standard deviation</b>
A lot of control	8.2	1.8	8.3	1.8
Some control	7.2	1.9	7.5	1.7
Little control	6.0	2.4	6.1	2.3
No control	5.2	2.7	4.3	3.0
<b>Total</b>	<b>7.0</b>	<b>2.3</b>	<b>7.1</b>	<b>2.3</b>

**Appendix Table A6.24 Carers: When things go wrong in my life it generally takes me a long time to get over it (Trial, All ages)**

<b>Carer's control over own time</b>	<b>Wave 1 Mean</b>	<b>Wave 1 Standard deviation</b>	<b>Wave 2 Mean</b>	<b>Wave 2 Standard deviation</b>
A lot of control	3.9	3.0	3.8	3.0
Some control	4.6	2.6	4.6	2.7
Little control	5.0	2.7	5.2	2.5
No control	5.5	2.9	6.1	3.0
<b>Total</b>	<b>4.6</b>	<b>2.8</b>	<b>4.6</b>	<b>2.8</b>

**Appendix Table A6.25 Carers: The statements below are things that other families have said are important for a good quality of life (Trial, All ages)**

<b>Wave 1</b>	<b>Very satisfied %</b>	<b>Satisfied %</b>	<b>Neither satisfied nor dissatisfied %</b>	<b>Dissatisfied %</b>	<b>Very dissatisfied %</b>	<b>Don't know Missing %</b>
Family support necessary to relieve stress	12.28	36.60	24.10	16.62	7.22	3.18
Availability of outside help to take care of the special needs of all family members	11.49	35.03	22.94	19.24	7.82	3.48
Time of family members to pursue their own interests	12.84	41.09	19.24	17.48	6.36	2.99
Having friends or others who provide support	12.84	41.17	19.35	16.02	7.11	3.52
Person with disability support to accomplish goals at school or work	24.66	42.14	13.40	8.42	4.23	7.15
Person with disability support to make progress at home	26.65	49.48	12.20	6.62	2.25	2.81
Person with disability support to make friends	19.80	41.21	18.08	12.84	4.64	3.44
Relationships to service providers who provide services and support to person with disability	39.00	40.76	11.15	4.04	2.21	2.84
<b>Wave 2</b>	<b>Very satisfied %</b>	<b>Satisfied %</b>	<b>Neither satisfied nor dissatisfied %</b>	<b>Dissatisfied %</b>	<b>Very dissatisfied %</b>	<b>Don't know Missing %</b>
Family support necessary to relieve stress	12.09	35.37	24.19	18.09	7.62	2.64
Availability of outside help to take care of the special needs of all family members	11.89	31.50	22.56	21.75	8.64	3.66
Time of family members to pursue their own interests	13.01	40.04	19.92	19.51	5.49	2.03
Having friends or others who provide support	13.11	40.14	21.95	14.43	7.62	2.74
Person with disability support to accomplish goals at school or work	22.46	41.97	15.85	8.54	4.78	6.40
Person with disability support to make progress at home	24.59	48.88	12.80	7.83	3.25	2.64
Person with disability support to make friends	17.99	40.45	19.72	13.72	5.69	2.44
Relationships to service providers who provide services and support to person with disability	33.64	46.24	11.59	3.05	2.85	2.64

**Appendix Table A6.26 Carers: In the last year, did any of the following happen to you because of a shortage of money? (Trial, All ages)**

In the last year, did any of the following happen to you because of a shortage of money?	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Could not pay bills on time	676	25.21	225	22.57
Unable to heat home	199	7.42	81	8.12
Asked for financial help	669	24.95	207	20.76
Could not pay the mortgage or rent on time	249	9.29	70	7.02
Pawned or sold something	380	14.17	121	12.14
Went without meals	173	6.45	60	6.02
Asked for help from welfare/community organisations	245	9.14	60	6.02
<b>Total</b>	<b>2,681</b>		<b>997</b>	

### The quantitative detail – Estimation results on wellbeing (families and carers)

**Appendix Table A6.27 Carers: Average treatment effects estimates, PWI (Deakin) measure of wellbeing, (Carers of people with disability aged 16+)**

Carers of adults with disability	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.96	0.94	1.03	0.30	-0.87	2.80
ATET (AIPW)	0.36	1.02	0.36	0.72	-1.64	2.37
ATET in per cent	1%	0.01	0.35	0.72	-2%	3%
POM Untreated	70.78	0.64	110.62	0.00	69.52	72.03
POM Treated	70.55	0.58	122.21	0.00	69.42	71.68

**Appendix Table A6.28 Carers: Average treatment effects estimates, PWI (Deakin) measure of wellbeing, (Carers of people with disability aged 0-15)**

Carers of children with disability	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	0.78	0.94	0.82	0.41	-1.07	2.63
ATET (PSM1)	-1.99	1.73	-1.15	0.25	-5.39	1.41
ATET (AIPW)	-2.12	1.05	-2.01	0.04	-4.19	-0.06
ATET in per cent	-3%	0.01	-2.06	0.04	-6%	0%
POM Untreated	72.17	0.92	78.24	0.00	70.36	73.97
POM Treated	70.04	0.58	121.36	0.00	68.91	71.18



**Appendix Table A6.29 Carers: Average treatment effects estimates, aggregate OECD measure of wellbeing, (Carers of people with disability aged 16+)**

Carers of adults with disability	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	-0.05	0.10	-0.54	0.59	-0.24	0.14
ATET (PSM1)	-0.24	0.18	-1.37	0.17	-0.59	0.10
ATET (AIPW)	-0.07	0.11	-0.66	0.51	-0.29	0.15
ATET in per cent	-1%	0.02	-0.66	0.51	-4%	2%
POM Untreated	6.84	0.07	97.50	0.00	6.70	6.97
POM Treated	6.72	0.06	111.75	0.00	6.60	6.84

**Appendix Table A6.30 Carers: Average treatment effects estimates, aggregate OECD measure of wellbeing, (Carers of people with disability aged 0-15)**

Carers of children with disability	Coef.	Std. Err.	z	P>z	95% Conf.	
Raw difference	-0.05	0.10	-0.51	0.61	-0.24	0.14
ATET (PSM1)	-0.08	0.22	-0.36	0.72	-0.50	0.35
ATET (AIPW)	-0.32	0.12	-2.69	0.01	-0.56	-0.09
ATET in per cent	-5%	0.02	-2.78	0.01	-8%	-1%
POM Untreated	7.01	0.11	65.73	0.00	6.80	7.22
POM Treated	6.68	0.06	110.12	0.00	6.56	6.80

Figure A6.4 Carers: satisfaction with their family having the supports it needs to relieve stress by treatment status

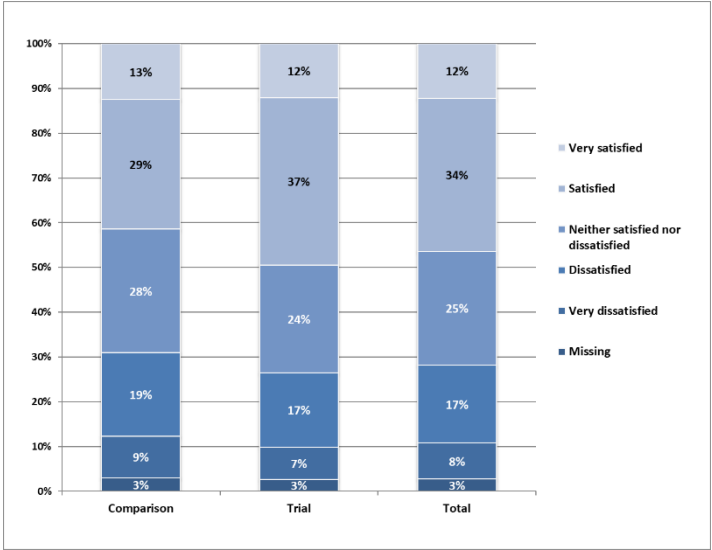


Figure A6.5 Carers: satisfaction with their family having outside help available to take care of the special needs of all family members, by treatment status.

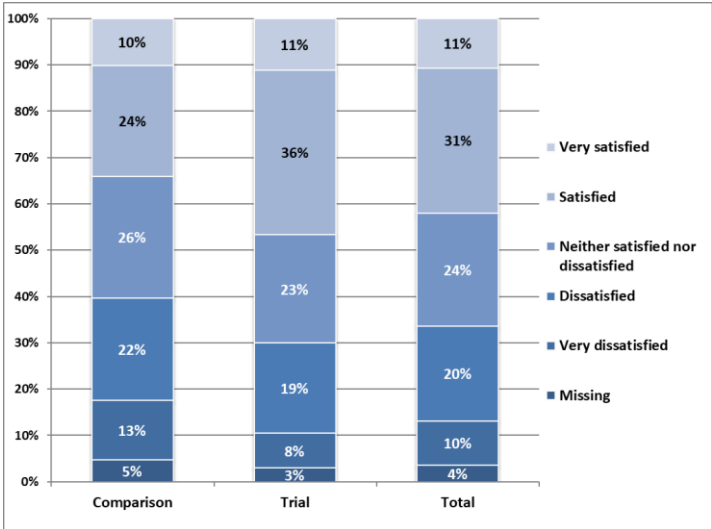


Figure A6.6 Carers: satisfaction with their family having some time to pursue their own interest, by treatment status

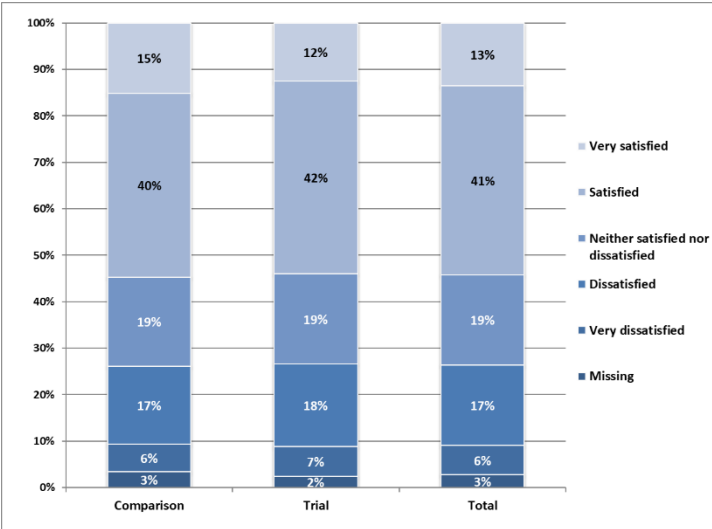


Figure A6.7 Carers: satisfaction with their family having friends or others who provide support, by treatment status

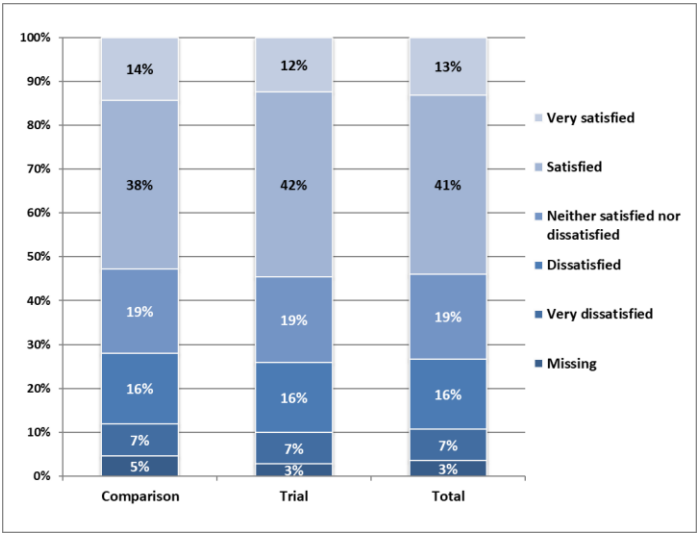


Figure A6.8 Carers: satisfaction with the person with disability they care for having support to accomplish goals at school or at work, by treatment status

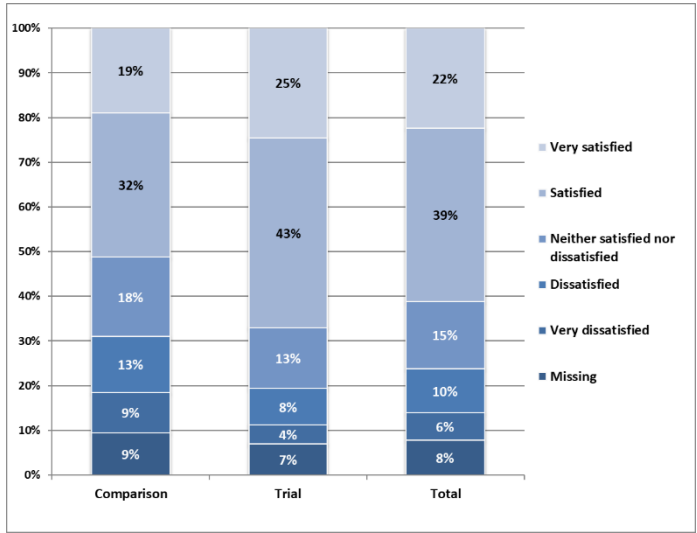
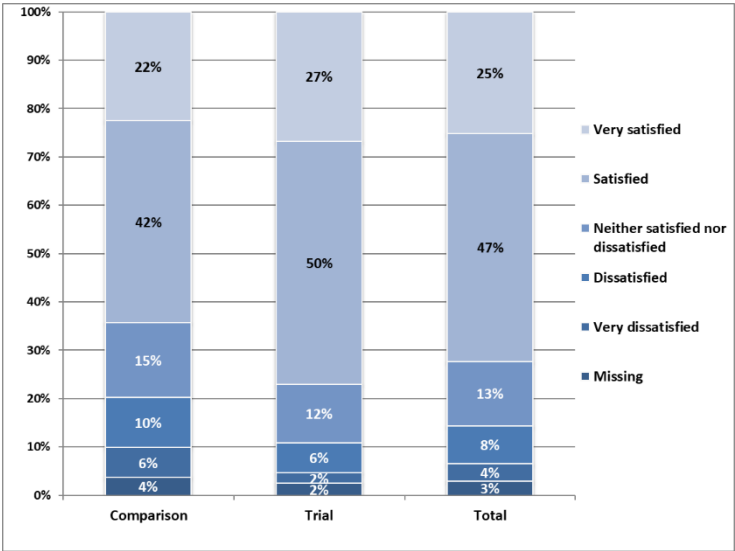
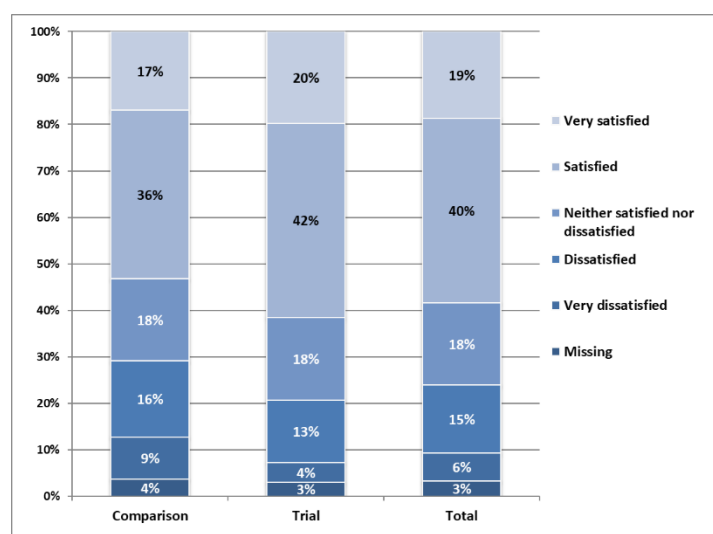


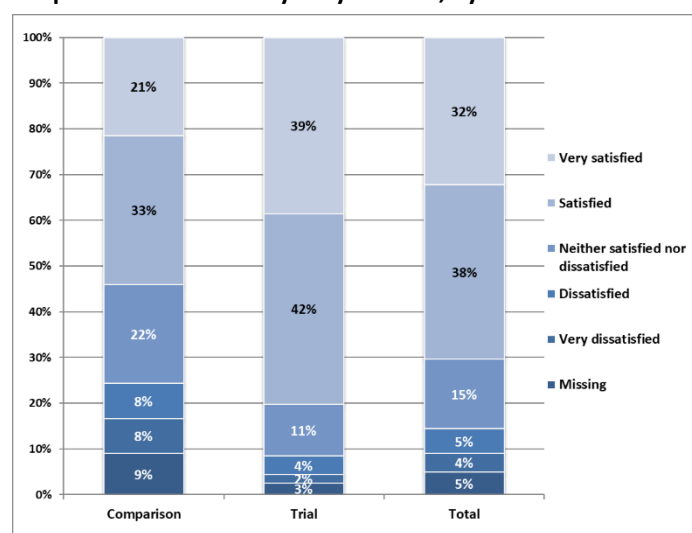
Figure A6.9 Carers: satisfaction with the person with disability they care for having support to make progress at home, by treatment status



**Figure A6.10 Carers: satisfaction with the person with disability they care for having support to make friends, by treatment status**



**Figure A6.11 Carers: satisfaction with the family having good relationships with the service providers who provide services and supports to the person with disability they care for, by treatment status**



Below are the tables of results for each of the 8 family well-being outcomes. For reference:

- 
- Famsat1 'Your family has the supports it needs to relieve stress'
  - Famsat2 'Your family has outside help available to you to take care of the special needs of all family members'
  - Famsat3 'Family members have some time to pursue their own interests'
  - Famsat4 'Family members have friends or others who provide support'
  - Famsat5 'Person with disability has support to accomplish goals at school or at work'
  - Famsat6 'Person with disability has support to make progress at home'
  - Famsat7 'Person with disability has support to make friends'
  - Famsat8 'Your family has good relationships with the service providers who provide services and support to him/her'
-

**Appendix Table A6.31 Carers: NDIS impacts of families and carers' family quality of life measures (Carers of people with disability aged 16+)**

<b>Famsat1</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.18	0.05	3.24	0.00	0.07	0.28
ATET (AIPW)	0.16	0.07	2.41	0.02	0.03	0.29
ATET in per cent	5%	0.02	2.34	0.02	1%	9%
POM Untreated	3.21	0.04	74.41	0.00	3.12	3.29
POM Treated	3.35	0.04	93.79	0.00	3.28	3.42

**Appendix Table A6.32 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat2</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.35	0.06	6.22	0.00	0.24	0.46
ATET (AIPW)	0.33	0.07	4.90	0.00	0.20	0.47
ATET in per cent	11%	0.02	4.59	0.00	6%	16%
POM Untreated	2.97	0.04	67.63	0.00	2.89	3.06
POM Treated	3.25	0.04	91.18	0.00	3.18	3.32

**Appendix Table A6.33 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat3</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.11	0.05	2.11	0.04	0.01	0.22
ATET (AIPW)	0.21	0.06	3.21	0.00	0.08	0.33
ATET in per cent	6%	0.02	3.09	0.00	2%	10%
POM Untreated	3.46	0.04	82.85	0.00	3.38	3.54
POM Treated	3.53	0.03	107.84	0.00	3.47	3.60

**Appendix Table A6.34 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat4</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.08	0.06	1.46	0.14	-0.03	0.20
ATET (AIPW)	0.15	0.07	2.06	0.04	0.01	0.29
ATET in per cent	4%	0.02	2.01	0.05	0%	9%
POM Untreated	3.37	0.04	74.94	0.00	3.28	3.45
POM Treated	3.43	0.04	95.12	0.00	3.36	3.50

**Appendix Table A6.35 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat5</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.50	0.06	8.16	0.00	0.38	0.62
ATET (AIPW)	0.40	0.07	5.40	0.00	0.25	0.54
ATET in per cent	12%	0.02	5.01	0.00	7%	17%
POM Untreated	3.44	0.05	75.42	0.00	3.35	3.53
POM Treated	3.70	0.04	101.09	0.00	3.63	3.77

**Appendix Table A6.36 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat6</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.28	0.05	5.18	0.00	0.17	0.38
ATET (AIPW)	0.23	0.07	3.36	0.00	0.09	0.36
ATET in per cent	6%	0.02	3.23	0.00	2%	10%
POM Untreated	3.68	0.04	87.67	0.00	3.59	3.76
POM Treated	3.86	0.03	119.02	0.00	3.79	3.92

**Appendix Table A6.37 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat7</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.26	0.06	4.40	0.00	0.14	0.37
ATET (AIPW)	0.31	0.07	4.27	0.00	0.17	0.45
ATET in per cent	9%	0.02	4.03	0.00	5%	14%
POM Untreated	3.34	0.05	73.12	0.00	3.25	3.43
POM Treated	3.55	0.04	95.54	0.00	3.47	3.62

**Appendix Table A6.38 Carers: NDIS impacts of families and carers family quality of life measures**

<b>Famsat8</b>	<b>Coef.</b>	<b>Std. Err.</b>	<b>z</b>	<b>P&gt;z</b>	<b>95% Conf.</b>	
Raw difference	0.46	0.06	8.36	0.00	0.35	0.57
ATET (AIPW)	0.37	0.07	5.49	0.00	0.24	0.50
ATET in per cent	10%	0.02	5.12	0.00	6%	14%
POM Untreated	3.64	0.04	82.59	0.00	3.56	3.73
POM Treated	3.99	0.03	131.19	0.00	3.93	4.05

## Appendix to Chapter 7: Participation (social, economic and educational)

**Appendix Table A7.1 Person with disability: What things will make it hard to do these activities in the coming year (Trial, Age 8+)**

What will make it hard to do these activities in the coming year?	Wave 1 Cases	Wave 1 %	Wave 2 Cases	Wave 2 %
Hard for person with disability to get into buildings	520	22.81	254	23.76
Person with disability has no transport	559	24.52	205	19.18
It costs too much	996	43.68	415	38.82
Person with disability doesn't feel safe	619	27.15	276	25.82
Other people do not make person with disability feel welcome	543	23.82	243	22.73
Other people cannot understand person with disability	948	41.58	427	39.94
Person with disability finds it hard to understand others	760	33.33	338	31.62
It requires too much organisation	731	32.06	308	28.81
It takes too much time to arrange supports	447	19.61	190	17.77
Person with disability doesn't have anyone to support them	260	11.40	108	10.10
Other reason	453	19.87	135	12.63
Activities won't be hard to do	218	9.56	129	12.07
Don't know	80	3.51	45	4.21
<b>Total</b>	<b>2,280</b>		<b>1069</b>	

Note: 'Total' indicates the number of respondents who answered this multiple response question; % columns, therefore, do not add to 100.

**Appendix Table A7.2 Person with disability: Are you currently studying? (Trial, Age 3+)**

Person with disability is in pre-school/ kindergarten/ primary school/secondary/ studying	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	1,849	55.00	638	47.12
No	1,491	44.35	707	52.22
Don't know/missing	22	0.66	9	0.66
<b>Total</b>	<b>3,362</b>	<b>100</b>	<b>1,354</b>	<b>100</b>

**Appendix Table A7.3 Person with disability: attends school/university/vocational training (Trial, Age 3+)**

<b>NDIS participant attends school/university/vocational training</b>	<b>Wave 1 Frequency</b>	<b>Wave 1 %</b>	<b>Wave 2 Frequency</b>	<b>Wave 2 %</b>
Pre-school/kindergarten (0-15 only)	271	14.64	44	6.90
Pre Year 1 primary school (0-15 only)	178	9.62	52	8.15
Primary school Year 1 and above (0-15 only)	699	37.76	310	48.59
Secondary school	250	13.51	52	8.15
Special school (e.g. school for the deaf)	188	10.16	93	14.58
Home school	8	0.43	4	0.63
School by distance Learning	8	0.43	3	0.47
University (16+ only)	31	1.67	14	2.19
TAFE/Technical college (16+ only)	85	4.59	29	4.55
Post school distance learning (e.g. university or TAFE)	9	0.49	2	0.31
Industry skills centre/employer based training	14	0.76	3	0.47
Specialist institute/college (16+ only)	33	1.78	2	0.31
Community centre (16+ only)	14	0.76	4	0.63
Other (please specify)	36	1.94	22	3.45
Don't know/missing	27	1.46	4	0.63
<b>Total</b>	<b>1,851</b>	<b>100</b>	<b>638</b>	<b>100</b>

**Appendix Table A7.4 Person with disability: NDIS participants enrolled in full-time or part-time education courses (Trial, Age 3+)**

<b>Enrolled full time or part time</b>	<b>Wave 1 Frequency</b>	<b>Wave 1 %</b>	<b>Wave 2 Frequency</b>	<b>Wave 2 %</b>
Full time	1,173	87.34	466	89.10
Part time	120	8.94	50	9.56
Don't know/missing	50	3.72	7	1.33
<b>Total</b>	<b>1,343</b>	<b>100</b>	<b>523</b>	<b>100</b>



**Appendix Table A7.5 Person with disability: What NDIS participants would like to do when they finish their education (Trial, Age 8+)**

What NDIS participant would like to do when they finish their education	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Work in a job	244	32.36	98	27.53
Do an apprenticeship or traineeship	55	7.29	29	8.15
Go to a TAFE college (16+ only)	14	1.86	6	1.69
Go to University	116	15.38	47	13.20
Do some other course or training elsewhere	28	3.71	17	4.78
Something else	47	6.23	26	7.30
Nothing	22	2.92	10	2.81
Don't know	196	25.99	115	32.30
Missing	32	4.25	8	2.25
<b>Total</b>	<b>754</b>	<b>100</b>	<b>356</b>	<b>100</b>

**Appendix Table A7.6 Person with disability: Would the NDIS participant like to study? (Trial, Adults)**

Would like to study	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	321	23.14	136	20.18
No	818	58.98	421	62.46
Don't know	190	13.70	91	13.50
Missing	58	4.18	26	3.86
<b>Total</b>	<b>1,387</b>	<b>100</b>	<b>674</b>	<b>100</b>

**Appendix Table A7.7 Person with disability: Is the NDIS participant looking for a course to study? (Trial, Adults)**

Looking for a course to study	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	116	38.80	66	51.16
No	159	53.18	60	46.51
Don't know/missing	24	8.03	3	2.33
<b>Total</b>	<b>299</b>	<b>100</b>	<b>129</b>	<b>100</b>

**Appendix Table A7.8 Carers: Are you currently studying for any qualification(s)? (Trial, All ages)**

Currently studying for any qualification(s)	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes, full time	54	1.99	17	1.71
Yes, part time	243	8.96	74	7.42
No	2,391	88.13	901	90.37
Don't know/missing	25	0.92	5	0.50
<b>Total</b>	<b>2,713</b>	<b>100</b>	<b>997</b>	<b>100</b>

**Appendix Table A7.9 Person with disability: Did you do paid work in a job, business or farm during the last 7 days (Trial, Adults)**

Did NDIS participant do paid work in a job, business or farm during the last 7 days (16+ only)	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	393	21.87	172	21.47
No	1,392	77.46	623	77.78
Don't know/missing	12	0.67	6	0.75
<b>Total</b>	<b>1,797</b>	<b>100</b>	<b>801</b>	<b>100</b>

**Appendix Table A7.10 Person with disability: Do you work in an Australian disability enterprise (Trial, Adults)**

Does NDIS participant work in an Australian disability enterprise (16+ only)	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	179	43.55	89	50.86
No	208	50.61	78	44.57
Don't know/missing	24	5.84	8	4.57
<b>Total</b>	<b>411</b>	<b>100</b>	<b>175</b>	<b>100</b>

**Appendix Table A7.11 Person with disability: Part-time/full-time hours worked in paid job (Trial, Adults)**

Hours NDIS participant usually works in paid job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
0 hours	3	0.73	0	0.00
Part time (<35 hours per week)	309	75.18	132	75.43
Full time (35+ hours per week)	77	18.73	34	19.43
Don't know	22	5.35	9	5.14
<b>Total</b>	<b>411</b>	<b>100</b>	<b>175</b>	<b>100</b>

**Appendix Table A7.12 Person with disability: Have workplace, hours or conditions been adapted to enable working (Trial, Adults)**

Has workplace, hours or conditions been adapted to enable NDIS participant to work	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	215	52.31	102	58.29
No	168	40.88	63	36.00
Don't know/missing	28	6.81	10	5.71
<b>Total</b>	<b>411</b>	<b>100</b>	<b>175</b>	<b>100</b>

**Appendix Table A7.13 Person with disability: Do you like your job? (Trial, Adults)**

Does NDIS participant like their job?	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	360	86.33	159	90.86
No	29	6.95	7	4.00
Don't know/missing	28	6.72	9	5.15
<b>Total</b>	<b>417</b>	<b>100</b>	<b>175</b>	<b>100</b>

**Appendix Table A7.14 Person with disability: Would you like a different job (Trial, Adults)**

NDIS participant would like a different job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	101	29.19	41	27.52
No	196	56.65	82	55.03
Don't know	43	12.43	20	13.42
Missing	6	1.73	6	4.03
<b>Total</b>	<b>346</b>	<b>100</b>	<b>149</b>	<b>100</b>

**Appendix Table A7.15 Person with disability: Have you ever had a paid job (Trial, Adults)**

NDIS participant has ever had a paid job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	741	53.31	316	50.48
No	617	44.39	301	48.08
Missing	32	2.30	9	1.44
<b>Total</b>	<b>1,390</b>	<b>100</b>	<b>626</b>	<b>100</b>

**Appendix Table A7.16 Person with disability: Would you like to have a job (Trial, Adults)**

NDIS participant would like to have a job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	564	42.37	213	34.75
No	525	39.44	279	45.51
Don't know	181	13.60	85	13.87
Missing	61	4.58	36	5.87
<b>Total</b>	<b>1,331</b>	<b>100</b>	<b>613</b>	<b>100</b>

**Appendix Table A7.17 Person with disability: Are you looking for a job (Trial, Adults)**

NDIS participant is looking for a job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	120	30.00	48	28.57
No	264	66.00	116	69.05
Don't know	11	2.75	4	2.39
Missing	5	1.25	0	0.00
<b>Total</b>	<b>400</b>	<b>100</b>	<b>168</b>	<b>100</b>

**Appendix Table A7.18 Carers: Which of the following best describes your circumstances? (Trial, All ages)**

Carer work status	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Currently in full time paid work (35 hours or more per week)	509	18.64	154	15.45
Gave up full time work for part time work (1 to 34 hours per week) to care for person with disability	533	19.52	182	18.25
Currently in part time paid work for other reasons	419	15.34	169	16.95
On extended leave, e.g. maternity leave or long service leave (paid or unpaid)	33	1.21	5	0.50
Gave up work altogether to care for person with disability	585	21.42	194	19.46
Retired	238	8.71	121	12.14
Not in paid work for other reasons	305	11.17	137	13.74
Other	67	2.45	23	2.31
Missing	42	1.54	12	1.20
<b>Total</b>	<b>2,731</b>	<b>100</b>	<b>997</b>	<b>100</b>

**Appendix Table A7.19 Carers: Have you ever had a paid job for two weeks or more? (Trial, All ages)**

Carer ever had a paid job for two weeks or more	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	298	71.98	134	77.91
No	71	17.15	27	15.70
Don't know/missing	45	10.87	11	6.40
<b>Total</b>	<b>414</b>	<b>100</b>	<b>172</b>	<b>100</b>

**Appendix Table A7.20 Carers: Would you like to have a job? (Trial, All ages)**

Carer would like to have a job	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	631	51.01	207	42.51
No	426	34.44	209	42.92
Don't know	118	9.54	48	9.86
Missing	62	5.02	23	4.72
<b>Total</b>	<b>1,237</b>	<b>100</b>	<b>487</b>	<b>100</b>

**Appendix Table A7.21 Carers: Is your caring role the main barrier to having paid work? (Trial, All ages)**

Caring role main barrier to having paid work	Wave 1 Frequency	Wave 1 %	Wave 2 Frequency	Wave 2 %
Yes	500	79.24	142	68.27
No	110	17.43	52	25.00
Don't know/missing	21	3.33	14	6.73
<b>Total</b>	<b>631</b>	<b>100</b>	<b>208</b>	<b>100</b>

## Appendix to Chapter 8: Fairness, equity and access

### Appendix 8.1: Tables to Chapter 8

#### Eligibility and Navigating the NDIS system

**Appendix Table A8.1 Person with disability: Pre and post NDIS: Time to get supports, do the necessary paperwork and find out where to get the supports (Trial, Adults)**

	Wave 1 More time %	Wave 1 Same amount of time %	Wave 1 Less time %	Wave 1 Don't know/ missing %
Get supports	27.16	26.34	32.50	14.00
Do the necessary paperwork	35.91	24.13	22.10	17.86
Find out where to get supports	26.89	27.07	29.65	16.39

Note: Trial aged 16 and above currently receiving NDIS supports and received supports before joining the NDIS.

**Appendix Table A8.2 Carers: Pre and post NDIS: Time to get supports, do the necessary paperwork and find out where to get the supports (Trial, All ages)**

	Wave 1 More time %	Wave 1 Same amount of time %	Wave 1 Less time %	Wave 1 Don't know/ missing %
Get supports	27.22	38.29	26.70	7.80
Do the necessary paperwork	43.01	27.95	20.72	8.32
Find out where to get supports	28.31	38.09	25.53	8.08

**Appendix Table A8.3 Person with disability: Compared to last year, time to get supports, do the necessary paperwork, and find out where to get the supports (Trial, Adults)**

	Wave 2 More time %	Wave 2 Same amount of time %	Wave 2 Less time %	Wave 2 Don't know/ missing %
Get supports	24.10	52.76	7.67	15.47
Do the necessary paperwork	26.38	47.12	6.47	20.02
Find out where to get supports	27.70	45.80	7.19	19.31

Note: Trial aged 16 and above currently receiving NDIS supports and received supports before joining the NDIS.

**Appendix Table A8.4 Carers: Compared to last year, time to get supports, do the necessary paperwork and find out where to get the supports (Trial, All ages)**

	Wave 2 More time %	Wave 2 Same amount of time %	Wave 2 Less time %	Wave 2 Don't know/ missing %
Get supports	28.16	55.89	12.10	3.85
Do the necessary paperwork	30.58	52.70	11.88	4.84
Find out where to get supports	28.60	53.47	13.20	4.73

## The quantitative detail – longitudinal evidence

**Appendix Table A8.5 Person with disability: Transition in time to get supports over wave 1 and wave 2 (Trial, Adults)**

		Wave 2 Time to get supports			Total
Wave 1 Time to get supports		More time	Same time	Less time	
More time		39%	53%	8%	100%
Same time		21%	69%	10%	100%
Less time		29%	65%	6%	100%
<b>Total</b>		<b>30%</b>	<b>63%</b>	<b>8%</b>	<b>100%</b>

**Appendix Table A8.6 Person with disability: Transition in time to do the necessary paperwork over wave 1 and wave 2 (Trial, Adults)**

		Wave 2 Time to do paperwork			Total
Wave 1 Time to do paperwork		More time	Same time	Less time	
More time		42%	49%	9%	100%
Same time		17%	78%	5%	100%
Less time		28%	65%	7%	100%
<b>Total</b>		<b>31%</b>	<b>62%</b>	<b>7%</b>	<b>100%</b>

**Appendix Table A8.7 Person with disability: Transition in time to find out where to get supports over wave 1 and wave 2 (Trial, Adults)**

		Wave 2 Time to find out where to get supports			Total
Wave 1 Time to find out where to get supports		More time	Same time	Less time	
More time		45%	45%	11%	100%
Same time		22%	75%	3%	100%
Less time		29%	62%	9%	100%
<b>Total</b>		<b>32%</b>	<b>61%</b>	<b>8%</b>	<b>100%</b>

**Appendix Table A8.8 Carers: Transition in time to get supports over wave 1 and wave 2 (Trial, All ages)**

		Wave 2 Time to get supports			
Wave 1 Time to get supports		More time	Same time	Less time	Total
More time		40%	51%	9%	100%
Same time		23%	64%	12%	100%
Less time		28%	58%	14%	100%
<b>Total</b>		<b>29%</b>	<b>59%</b>	<b>12%</b>	<b>100%</b>

Note that a very small number of wave 2 carers who responded to the survey are not the same carers who answered in wave 1. Excluding these does not alter the proportional distribution of changes over time

**Appendix Table A8.9 Carers: Transition in time to do the necessary paperwork over wave 1 and wave 2 (Trial, All ages)**

		Wave 2 Time to do paperwork			
Wave 1 Time to do paperwork		More time	Same time	Less time	Total
More time		41%	49%	10%	100%
Same time		24%	65%	11%	100%
Less time		25%	60%	16%	100%
<b>Total</b>		<b>32%</b>	<b>57%</b>	<b>12%</b>	<b>100%</b>

Note that a very small number of wave 2 carers who responded to the survey are not the same care who answered in wave 1. Excluding these does not alter the proportional distribution of changes over time

**Appendix Table A8.10 Carers: Transition in time to find out where to get supports over wave 1 and wave 2 (Trial, All ages)**

		Wave 2 Time to find out where to get supports			
Wave 1 Time to find out where to get supports		More time	Same time	Less time	Total
More time		37%	51%	13%	100%
Same time		27%	60%	13%	100%
Less time		25%	61%	13%	100%
<b>Total</b>		<b>29%</b>	<b>58%</b>	<b>13%</b>	<b>100%</b>

Note that a very small number of wave 2 carers who responded to the survey are not the same care who answered in wave 1. Excluding these does not alter the proportional distribution of changes over time



**A8.11 Person with disability: Overall, how well informed do you feel about how to access funded disability supports? (Trial, Adults)**

Note: Standard + Easy English

How well informed person with disability feels about how to access funded disability supports	Wave 2 Frequency	Wave 2 %
Very well informed - I have all the information I need	247	30.84
Informed but I feel I need more information	284	35.46
Not at all informed and I do not know where to find the information	153	19.10
Don't know	97	12.11
Missing	20	2.50
<b>Total</b>	<b>801</b>	<b>100</b>

**A8.12 Carers: Overall, how well informed do you feel about how to help person with disability access his/her funded disability supports? (Trial, All ages)**

How well informed Carer feels about how to help person with disability access funded disability supports	Wave 2 Frequency	Wave 2 %
Very well informed - I have all the information I need	356	36.00
Informed but I feel I need more information	494	49.95
Not at all informed and I do not know where to find the information	118	11.93
Don't know	15	1.52
Missing	6	0.61
<b>Total</b>	<b>989</b>	<b>100</b>

## Review and dispute resolution processes

**Appendix Table A8.13 Person with disability: Have you received a support plan approved by the NDIA? (Trial, All ages)**

Person with disability has received a support plan approved by the NDIA	Wave 2 Frequency	Wave 2 %
Yes	1,250	92.25
No	59	4.35
Don't know	40	2.95
Missing	6	0.44
<b>Total</b>	<b>1,355</b>	<b>100</b>

**Appendix Table A8.14 Person with disability: How often have you had a review of your support plan since joining the NDIS? (Trial, All ages)**

How often person with disability has had support plan reviewed since joining the NDIS	Wave 2 Frequency	Wave 2 %
Once	135	9.96
Twice	312	23.03
More than twice	662	48.86
Never	102	7.53
Don't know	33	2.44
Missing	111	8.19
<b>Total</b>	<b>1,355</b>	<b>100</b>

**Appendix Table A8.15 Person with disability: How satisfied are you with the review process of your support plan? (Trial, Adults)**

Person with disability satisfaction with the support plan review process	Wave 2 Frequency	Wave 2 %
Very satisfied	103	14.33
Satisfied	189	26.29
Neither satisfied nor dissatisfied	174	24.20
Dissatisfied	90	12.52
Very dissatisfied	71	9.87
Missing	92	12.80
<b>Total</b>	<b>719</b>	<b>100</b>

**Appendix Table A8.16 Person with disability: How satisfied are you with the frequency that you can have your support plan reviewed? (Trial, Adults)**

Note: Standard + Easy English

<b>Person with disability satisfaction with the frequency that their support plan is reviewed</b>	<b>Wave 2 Frequency</b>	<b>Wave 2 %</b>
Very satisfied	119	14.86
Satisfied	249	31.09
Neither satisfied nor dissatisfied	178	22.22
Dissatisfied	99	12.36
Very dissatisfied	58	7.24
Missing	98	12.23
<b>Total</b>	<b>801</b>	<b>100</b>

**Appendix Table A8.17 Person with disability: How satisfied are you with the outcome of your last support plan review? (Trial, Adults)**

Note: Standard + Easy English

<b>Person with disability satisfaction with the outcome of their latest support plan review</b>	<b>Wave 2 Frequency</b>	<b>Wave 2 %</b>
Very satisfied	146	18.23
Satisfied	243	30.34
Neither satisfied nor dissatisfied	110	13.73
Dissatisfied	86	10.74
Very dissatisfied	66	8.24
Not applicable-have not had a review	55	6.87
Missing	95	11.86
<b>Total</b>	<b>801</b>	<b>100</b>

## Appendix 8.2: Reasons for non-participation in the NDIS

- For those whom had not applied to the NDIS, the reasons as to why they had chosen not to participate in the NDIS included fear of acquiring a disability label; capacity to afford assessments to establish disability; and receiving informal feedback from the NDIA that they would not be eligible or would not receive much support.

### *Fear of acquiring a disability label*

- Two respondents indicated their decision to not apply to the NDIS was based on their strong feelings about acquiring a 'disability label'. One mother reported her son to be successfully living on his own, and in paid employment, and felt that enrolment in the NDIS would jeopardise his situation by highlighting his disability to others. She noted her son did not consider himself to be 'disabled' and was concerned about the psychological impact of further assessments to confirm his eligibility for the NDIS. The second respondent was uncomfortable with having a 'mental health label' - considering his problems as situational - and anxious that enrolling in the NDIS required him to accept the 'permanency' of his conditions:

*It comes down to that permanent impairment thing. Whereas before you could go and attend courses without having to say you were basically a mental leper. Whereas now you have to say that yeah I'm like this for life, I have no chance of getting better and I would like to participate in these courses which are aimed at helping me get completely better. So it seems kind of like--but maybe I'm just misreading it. Maybe my understanding of the NDIS from the outside is wrong. (C03 NP)*

### *Capacity to afford assessments to establish disability*

- Several respondents indicated concern that the cost of organising assessments to confirm disability, prior to enrolling in the NDIS, was inhibiting their applications to the NDIS. This was most notable in the case of a single mother who understood that an application to the NDIS would require her teenage son (with significant ongoing support needs) to have a formal diagnosis of ASD. Unfortunately she was unable to pay for this to happen and was aware that: 'When I was working at the autism organisation, you know, the NDIS was so clear, 'No, we're not paying for diagnosis of autism (C08C NP)'.

### *Unsure of eligibility/benefit of the NDIS*

- Several respondents with psychosocial disabilities received early contact from the NDIS which suggested they would be unlikely to be eligible or receive much (if any) support from the NDIS, impacting on their decision to apply.

*He said it is up to me to decide all that, whether I wanted to go ahead with the application or not. He didn't say, 'Do it or don't do it', he was very much... like, 'This is up to you, your decision.' But he tried to indicate that even if I got onto the NDIS, there'd be nothing for me... because the money allocation would go to higher needs' people. Like people in wheelchairs and stuff like that and I thought, trying to read between the lines of what he's saying, I'm thinking, 'Well that's probably right,' because you've got people that might need a newer wheelchair or need a bit more personal support, whereas I don't need the personal support as such. I just need to get out a bit more and be a bit more social.' (C04 NP)*

- Non-participants who had applied to the NDIS comprised those who had been found to be eligible for the NDIS and subsequently decided against proceeding to planning, or who had withdrawn from the NDIS following planning. In addition, there were a number of respondents who had applied to

the NDIS but were unable to progress to planning, whether because of delays in the roll-out of the NDIS, or by having been deemed ineligible for the NDIS.

- Of the four non-NDIS participants who had applied to the NDIS and had received information that they were ineligible for the NDIS three had psychosocial disabilities and three had additional health related problems. Feedback from this cohort indicated considerable confusion and miscommunication about the process of establishing eligibility for the NDIS - for children this involved providing evidence of developmental delay; for adults' evidence of 'permanent disability'. In two cases, respondents indicated that they would re-apply to the NDIS (on advice this was easier to do than appealing the decision). It is of note that in both situations the re-applications were undertaken with external support from a disability service provider/ advocate – and there were expectations that the provision of additional information would lead to a positive outcome.

## **Appendix 8.3: Composite case studies**

### **Composite case study 1 - Positive experiences of the NDIS: 'Seamless transition'**

#### **Participant and family details**

Sam is a 21 year old young man with cerebral palsy. He uses a wheelchair and requires help with daily living activities (toileting; showering; dressing; feeding). He is able to communicate using a speech generating device. Sam lives with his parents and two younger siblings - one of whom is at university and the other still at school. His mother Carol has been the primary caregiver for Sam for most of his life but has recently returned to work part-time as an office manager. Sam's dad David works full-time but has flexibility to help with caring commitments if needed.

#### **Contact with the NDIS and outcomes of planning**

Sam's parents eagerly followed communications about the NDIS before it rolled out in their area. They had high expectations of the NDIS and, when told Sam was eligible, carefully completed planning documents and spent a long time working with Sam to determine his goals and aspirations for the future. Despite some initial 'hiccups' getting paperwork to the NDIA office, initial planning was a positive experience. Carol and Sam found the planner to be understanding and respectful - and also very impressed with the preparation that had been undertaken. The resulting plan was comprehensive and well-resourced. It included funding for therapies to maintain Sam's physical well-being; and one-to-one support during the day to undertake personal care and to enable Sam to participate in activities at home or in the community. Sam's parents were also offered an amount of funding for flexible supports, which they could use for home help and garden work.

Carol decided to self-manage funding for Sam's plan, and to also self-direct his services. She is mostly happy with the way the plan has been implemented so far, though reported difficulty accessing allied health therapists because of lengthy waiting lists. Carol has been able to put together a team of support workers who relate well to Sam, using three different service providers, though is a little frustrated about the lack of communication from around staffing changes and in the consistency of care provided across support workers. Carol is currently encouraging the staff she feels have the best connection with Sam to register with a new online platform enabling people with disability and their families and carers to self-employ support workers.

Sam's plan review happened recently. While there were a few changes, most importantly a different planner, Carol felt her experiences during the review were as positive as during initial planning. She again prepared well, showing evidence that Sam had benefited from his therapies. The review resulted in Sam's funding package being 'rolled over', with minor upward adjustments to accommodate pricing changes. Carol asked for, and was granted, additional funding for someone to manage the finances for Sam's plan and to help with support coordination, though she intends to continue to play a big role in directing his services and supports.

Carol and David are very happy with the outcomes of the NDIS for Sam and the family. Sam has gained greater independence from his parents, and has a busy schedule of daily activities in the community. He is presently exploring options with his parents, for pre-vocational skills development programmes and has a longer term goal to move out of the family home into independent accommodation. Carol and David feel this is something that would be attainable with the help of the NDIS. In addition to these outcomes for Sam, Carol noted the support given to Sam by the NDIS was the main reason she could consider returning to paid work in the past year.

## **Composite case study 1 continued**

### **What worked well**

Carol considered that self-managing Sam's plan in his first year as a participant of the NDIS provided her with the best flexibility and control over his services, for example enabling him to choose a speech therapist that was not registered with the NDIS. She also felt that online platforms for finding and employing disability support workers provided NDIS participants and their carers with maximum choice and control. Carol thought that NDIA staff were a big asset to the NDIS and had ensured a smooth and successful transition to the NDIS

### **What worked less well**

Entering and being part of the NDIS has been a very positive experience for Sam and his parents. The only areas of concern related to the availability and, to some extent, the quality of existing disability services.

### **Recommendations for change**

Carol is aware, through her networks with other parents, that not everyone has had the same straightforward and positive experience of the NDIS as Sam and his family. She felt this was probably because she and David were strong advocates and were very familiar with the disability sector. She suggested there needs to be more advocacy support for individuals and carers without these advantages.

## **Composite case study 2 – Mixed experiences of the NDIS**

### **Participant and family details**

Rosie is a six year old girl with global developmental delay. She is also thought likely to fit the criteria for an additional diagnosis of Autism Spectrum Disorder (ASD). Rosie lives with her parents Sarah and Tom, an older sister who is eight years of age and a younger brother of four years of age. Rosie started at the school last year and attends the same mainstream school as her sister.

Rosie's needs extra help from her mother with most daily activities. She is still being toilet trained and in nappies some of the time. She requires lots of supervision because of high levels of distractibility and impulsive behaviour. Sarah finds caring for Rosie hard work and stressful at times. Tom is unable to give much help because he works long hours, so Sarah is reliant on her mother for support. Sarah would like to return to part-time work but doesn't think she can do this while the children are young and Rosie's needs are so high. Because of this, the family struggles to keep on top of their finances and sometimes have to go without things because they are short of money.

## **Composite case study 2 continued**

### **Contact with the NDIS and outcomes of planning**

Sarah didn't know much about the NDIS until Rosie started to be investigated for her developmental delays. She didn't have strong expectations of the NDIS, mostly because she was 'very new to disability'. While the process for applying to the NDIS for Rosie took a lot of time and effort, Sarah was pleased her daughter was accepted and subsequently found the planning meetings to have been a positive experience. Sarah was very happy with the size of Rosie's early intervention (EI) package, which she understood was standard for a child with the same level of disability. The funding package included allied health therapies and a small amount of respite. Sarah was disappointed though, that the planner didn't approve funding for diagnostic assessments as the cost of getting these was too much for the family to commit to. As well, Sarah would like Rosie to have individual swimming lessons, as her behaviour prevents her from taking part in mainstream group programmes. She felt this was important to help with Rosie's gross motor skill development but the planner explained this was not considered by the NDIA to be 'reasonable and necessary'.

Sarah chose to have a large community-based service organisation manage Rosie's plan, and to provide her multi-disciplinary therapies. While Sarah has been very happy with the quality of service provided, she has been increasingly concerned by the high turn-over of therapy staff in the organisation, and the need to travel long distances to access therapies. This has been particularly difficult now that Rosie has started school. Sarah at this stage doesn't feel confident, or have the time, to explore options for changing providers but might do this in the future.

Sarah found the experience of Rosie's plan review to have been different to initial planning. She was invited to come into the NDIA offices for an appointment which was difficult for her to do around her children's commitments. Sarah was disappointed that Rosie's EI package was reduced because of unused funds, which she felt was unavoidable due to problems accessing therapists in the year, and because Rosie had been unwell at times. She was told though; she could reapply for additional funding if needed and overall, Rosie's funding was not much different from the first plan. The main disappointment for Sarah was that the planner explained the NDIA couldn't fund supports for the learning needs of children in the NDIS. She felt this was a big problem for Rosie who was struggling with her learning but not eligible for extra support at school because she doesn't currently have a formal diagnosis to confirm her disabilities. Unfortunately, the waiting list for psychology assessments through the Department of Education is lengthy and the family cannot afford to do this privately, or to provide tutoring for Rosie in the meanwhile.

### **What worked well**

Sarah found the NDIA Local Area Coordinator to have been very helpful in sharing information about early intervention services available to Rosie. In general, Sarah was extremely grateful that the NDIS was funding Rosie's EI as without this financial support her parents could not afford to for this to happen. She can see the progress Rosie is making with the help of her therapies, though the gaps in her skills, in comparison to other children, are becoming bigger with time.



## **Composite case study 2 continued**

### **What worked less well**

Sarah is mostly concerned by the gaps in Rosie's plan relating to supports with learning. She also feels Rosie is missing out on informal opportunities to build her skills, as her parents cannot afford to enrol her in activities like swimming lessons. Sarah has found the amount of funding for respite in Rosie's plan to be too small to be helpful, and is feeling increasingly stressed by her caring commitments.

### **Recommendations for change**

Sarah's biggest recommendation is that the NDIA be more flexible in allowing for funding to be used in less traditional ways. She would be happy for Rosie to have less access to EI therapies if she could take part in informal community activities which would also support skill development; and if funding could also be directed to her school for one-to-one support in the classroom.

## **Composite case study 3 – Not so positive experiences of the NDIS and disability services**

### **Participant and family details**

Liliana is a 40 year old woman with moderate intellectual disability and epilepsy (mostly well managed with medication) who lives at home with her aging parents, Nick and Maria. She has a range of difficult behaviours, including self-harm, that have unfortunately escalated in the past year. Liliana's GP has told Nick and Maria that Liliana may be depressed. While Liliana has some level of independence with self-care activities she relies on her parents to supervise and help if needed.

Lilian's family have a culturally and linguistically diverse background. Her parents have few social supports and are generally used to handling their own problems. They have received little help with Lillian's care in the past and have limited knowledge of disability services. Nick is employed as a maintenance worker but planning retirement soon. Maria doesn't work outside of the family home and cannot drive.

Liliana has been attending a centre-based day programme for many years. Her parents worry about the future for her when they are not around to provide care, but are fearful of her living independently from them because of the stories they have heard of abuse in accommodation settings.

### **Contact with the NDIS and outcomes of planning**

Nick and Maria were contacted by the NDIA to let them know that Liliana would be eligible for the NDIS, but knew very little about it when it was first rolled out in their area. They don't have a computer at home so weren't able to access information about the NDIS or find out about pre-planning workshops. They had difficulty understanding the paperwork that was sent to them so left most of this incomplete. The planning meeting happened in the NDIA offices and Lilian's behaviour made it difficult to do much talking, but Nick and Maria thought the planner was understanding and helpful.

Liliana's NDIS plan primarily provided funding to support her existing services as this was the main thing that Nick and Maria wanted. The plan included funding for Liliana to have one-to-one support to help her get ready for her day programme in the morning and to return home in the afternoon; and for someone

### **Composite case study 3 continued**

to manage the plan on behalf of her parents. Nick and Maria were required though, to self-manage funding for transport. Nick and Maria didn't feel comfortable talking about their own needs as carers, so respite was not a big feature of the initial plan. Some flexible funding was provided for them to access home help but Maria is very house proud so didn't think she would use this.

Liliana's plan review was undertaken over the phone by someone Nick and Maria hadn't met before. The review was very brief and essentially the funding package was kept the same as it was.

#### **What worked well**

Nick and Maria are very happy with the NDIS funding for one-to-one support for Liliana in the morning as this has meant they are less stressed in the morning when Nick has to go to work. Otherwise things haven't changed much for Liliana in comparison to what she was doing before the NDIS.

#### **What worked less well**

Liliana's behaviour has become increasingly difficult for Nick and Maria to manage at home. They are puzzled about why she seems so unhappy but think this might have something to do with the high number of staff changes in the day programme she attends. They know that staff morale hasn't been very high in the past year. As well, Liliana experiences frequent changes of support worker in the mornings and afternoon. Sometimes no-one has turned up so Nick has had to take time off work to bring Liliana home.

In general, Nick and Maria are feeling very stressed and isolated, and don't know what to do to get help for Liliana or themselves. Nick has also had some health problems in the past year that has made it hard for him to help Maria with Lilian's care. They continue to be worried about what will happen in the future, but feel they have to trust the NDIS will still be around to help.

#### **Recommendations for change**

Nick and Maria are unsure what would help to make things better for them. They feel that it would be good though, to have someone contact them regularly to check how things were going and to offer some help if needed.