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**National Institute of Labour Studies  
Flinders University, Adelaide, Australia**



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# The NDIS Evaluation One Year On

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# Background and acknowledgements

- Flinders University has been commissioned to carry out an independent evaluation of the impact of the NDIS in the trial sites (excluding WA)
- The evaluation started in May 2013 and will be completed by the end of June 2016
- The work is funded exclusively by the Australian Government Department of Social Services

# The Team

- Run by the National Institute of Labour Studies (NILS) and supported by a wide range of expertise:
  - Five national State Experts in disability (including Sydney and LaTrobe Universities)
  - Three International Experts in disability, disability insurance, and evaluation (Michigan, Maryland and Nottingham Universities)
  - Two Survey Companies: the Social Research Centre (for People with Disability, their Families & Carers); and Iview/Ipsos (for specialist providers and their workforces)
  - Flinders (Adelaide): Disability and Community Inclusion Unit (DCIU) and Social Work; and Flinders NT (Poche Centre for Indigenous Health and Wellbeing and the Centre for Remote Health)

# A Roadmap of the talk

- A brief description of the NDIS Evaluation and its objectives
- The components of the NDIS Evaluation
- Putting the evidence together
- Lessons and highlights

# Few questions in a nutshell

- Is the NDIS bringing change?
- Where is it doing it?
- What is working well and what is not?
- Lessons for the broader scheme?
  
- Several different aspects...
- Several different viewpoints...
- All trial sites: VIC, NSW, TAS, SA, ACT, NT

# Examples of some specific questions

- Is the well being and participation of People with Disability and their Families and Carers changing because of the NDIS?
- Is their demand for provisions changing?
- Will we have the providers to deliver?
- Will providers have the workforces to deliver?
- Can the NDIS serve the least vocal People with Disability?
- Will early interventions become more prevalent?

# The one and only slide on methodology!

- We collect evidence on NDIS participants in all trial sites (the “trial” group)
- We collect evidence on NDIS potential participants outside of the trial sites (the “comparison” group)
- We collect evidence twice (2014 & 2015) on the same participants and measure how things have changed
- For similar trial and comparison groups, the difference in the 2014-to-2015 change experienced by the two groups can be attributed to the NDIS
- This is called the Difference-in-Difference approach

# How we do this

- A big evidence-base building exercise:
  - Broad representative evidence from new large national surveys
  - Deep and granular evidence from new in-depth qualitative studies
  - Support from several national administrative data sets (some existing some being developed)
  - Wide expertise in disability studies, sociology, social work, evaluation, survey design, economics and statistics
  - The combined evidence is analysed and evaluated by a team of national and international experts to produce a number of reports for the DSS

# The main components of the NDIS Evaluation

- Stakeholder Engagement Strategy (continuous 2013-2015)
- Ethics, accessibility, privacy, age-appropriate design
- Survey of People with Disability, their Families and Carers (two waves: 2014 and 2015)
- Survey of disability support providers, their workforce and self employed (two waves 2014 and 2015 for all trial sites, 2014 only for QLD)
- Qualitative studies (two waves 2014 and 2015)
- Northern Territory separate evaluation (two waves 2014 and 2015)
- Older People with Disability: Aged Care/NDIS (2015 only)

# The main components of the NDIS Evaluation (cont.)

- Administrative data analysis (continuous 2013-2015)
- Mainstream service providers study (under development)
- Merging of qualitative and quantitative evidence
- Statistical and econometric analysis of the evidence
- Evaluation of the impact of the NDIS on People with Disability, their Families and Carers
- Evaluation of the impact on providers/workforces
- Synthesis and reporting (three reports leading to the Final Report mid 2016)

Engaging stakeholders is a continuous process and will keep on informing all other components throughout the evaluation

Being in touch...

# Stakeholder Engagement Strategy (SES)

- To encourage the active participation of:
  - People with Disability, their Families & Carers
  - disability sector, advocacy & peak orgs
- To ensure stakeholders' views inform the research, and stakeholders are informed about the research
- State experts are working in the trial sites/states
- Information dissemination through various methods including [www.ndisevaluation.net.au](http://www.ndisevaluation.net.au)

# What do People with Disability, their Families and Carers think about the NDIS?

Measuring change...

# The NDIS Survey of People with Disability, their Families and Carers

- Two waves to be conducted in trial & comparison sites
- Pilot Survey completed in May 2014
- Extensive research and testing
- Pre-survey registration to accommodate the diversity of the sampling: rolling out as we speak (mid August 2014)
- Wave 1 between August and November 2014 (ACT trial and evaluation to start later)
- Wave 2 planned for approx. 12 months later

# NDIS Survey of People with Disability

- Much new thinking and design has gone into:
  - How we get as many People with Disability as possible to respond
  - Getting each People with Disability to choose how they would like to respond (online, CATI, hard copy, face to face)
  - Making the questionnaires as accessible as possible for the People with Disability to fill in
  - Making sure that opinions will be those of the People with Disability (next slide in Part B)

The NDIS Survey of People with Disability  
comes in two distinct parts:

**Part A** for factual information

**Part B** for opinions, perceptions,  
aspirations

# NDIS Survey of People with Disability (cont.)

- Part A: Mainly factual information (Proxy or Person with Disability)
- Part B: Mainly opinions and assessments (only Person with Disability:) Easy English option where requested

Part A	Part B
Disability & Supports	Social Participation & Well-Being
Supports before & since the NDIS	Education & Employment Aspirations
Socio-demographics	Living & Housing Needs/Aspirations
Keeping in Touch	Opinions on Disability Supports

Families and Carers matter too. We interview them too to find how the NDIS is influencing them.

# NDIS Survey of Families and Carers of People with Disability

- Information collected on:
  - Caring – the type of support provided
  - Experiences of the NDIS
  - Social participation & wellbeing
  - Family circumstances
  - Caring for children less than 8 years old
  - Socio-demographics
  - Keeping in Touch

# NDIS Survey: Highlights/Innovation

- Independent pre-survey registration process provides choice of different completion modes to suit diversity and enhance inclusion
- Design of survey to minimise reliance on proxies
- Opinions and assessments will only come from the People with Disability themselves
- Extensive use of experts in accessibility and inclusion
- Meticulous and high Ethical standards
- Linking with Families and Carers

The Australian labour market is handling the NDIS trial roll out through change and modest expansion.

But, will we have the providers and the workforces for the full NDIS roll out?

# Survey of Disability Support Providers and their Workforce

- Workplaces, workers, self-employed providers in the NDIS trial states (2 waves). We collect information on:
  - Staffing, skills & training, recruitment
  - Revenue & sources of revenue
  - Supports offered (incl. technological innovation)
  - Client profile
  - Quality assurance and performance monitoring
  - Experience of NDIS & future plans
- Will measure the speed and nature of change regarding specialist providers and their workforces

What about the depth of information that cannot be captured by large scale quantitative surveys?

# Qualitative Evidence (why and how)

- “BIG” quantitative surveys cannot handle diversity and accessibility very well
- Qualitative studies offer needed depth and flexibility
  - Depth and granularity
  - Can ask questions that surveys cannot
  - Facilitate otherwise very difficult interpretations
- Qualitative is also asked in two waves (2014 and 2015)
- Qualitative evidence is built to be combined with our survey evidence (Mixed methods analysis)

# Qualitative Evidence (who)

- People with disability, their Families and Carers
  - One-to-One interviews
  - Focus groups with eligible non-participants and non-eligible non-participants
  - Face-to-Face, telephone, online, email
- Sector representatives
- Disability workforce agencies, government agencies, unions, peak bodies
- Specialist disability service providers

We cover several important and unique aspects of the NDIS evaluation with additional studies.

# The Northern Territory

- Small sample, remote location study, requires individual and flexible evaluation design
- A two wave, large scale, qualitative study in the Barkly region (trial) and Alice Springs (control)
  - NDIS participants and their Families and Carers
  - Providers of supports and peak bodies
  - NDIA staff
- Culturally respectful and sensitive approach, supported by Flinders University NT
- Started in June 2014 and will finish March 2016

# The Older People with Disability study

- We will compare supports and satisfaction of older NDIS participants with older people with similar disability but not eligible for the NDIS
- People with disability between the ages of 63 and 70
- Comparing experiences of 59-64 NDIS participants with 64-70 non-participants not in trial sites and some in residential Aged Care facilities)
- Small samples require an in-depth qualitative study
- One Wave of interviews, starting mid 2015

# The Mainstream Providers Study

- Services already provided to the general public, which also need to be available to People with Disability, separate to the services provided by the NDIS
- Content development in progress

# How is the evaluation travelling (Aug 2014)?

- Started in June 2013 (completed)
- Design second ½ of 2013 (completed)
- Piloting and further development first ½ of 2014 (completed)
- Wave 1 second ½ of 2014 (commenced)
- Wave 2 design and piloting first ½ of 2015
- Wave 2 second ½ of 2015
- Analysis and reporting 2105 and first ½ of 2016
- Final report first ½ of 2016

# Some wave 1 timelines

Survey of People with Disability/Families/Carers fieldwork	Aug – Nov 2014
Survey of Disability Support Providers fieldwork	Jul – Sep 2014
Qualitative fieldwork in all sites	Jul – Nov 2014
Northern Territory fieldwork in Barkly and Alice Springs	Aug – Nov 2014
Mainstream Providers and Older People with Disability fieldwork	Starting in 2015

# The NDIS Evaluation is creating a lasting and comprehensive body of evidence for Australia

- On People with Disability, their Families and Carers, along with the Organisations and Workforces that make care happen
- We accommodate diversity in a respectful, comprehensive and innovative way (one size does not fit all)
- We are building several linked data sets (People with Disability + Families & Carers; Employers + Workforces) using complementary methodologies (Quantitative + Qualitative) and repeated over time to allow for a realistic and useful evaluation
- We are engaging top policy experts to put the evidence together and provide an accurate and useful picture of the way the NDIS is developing in its formative 2013-2016 years

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