

NDIS Evaluation

Quarterly Disability Forum ACT

10/12/14

Angela Crettenden

Research Fellow

National Institute of Labour Studies



Flinders
UNIVERSITY
inspiring achievement



National Institute of Labour Studies
Flinders University, Adelaide, Australia

Background & acknowledgements

- The NDIS Evaluation is funded by the Australian Government Department of Social Services (DSS)
- The NDIS Evaluation is independent of both the NDIA & the DSS
- The National Institute of Labour Studies (NILS) leads a team of researchers, academics, disability & cultural experts to carry out the evaluation between 2013 & 2016.

Why a formal evaluation?

- The NDIS is a major Australian social innovation
- It is bringing a lot of change
- Finding out if this change is improving the lives of people with disability is a hard question to answer
- A formal evaluation answers the many facets of this question in the best known way

Example questions...

- Is the NDIS bringing change?
- What is working well & what is not?
- Is the well being & participation of people with disability and their families & carers changing because of the NDIS?
- Are there lessons for the broader scheme?

More example questions...

- Is demand for services changing?
- Are providers adapting?
- Looking ahead, will we have the providers to deliver?
- Will providers have the workforces to deliver?
- Is the NDIS serving the least vocal people with disability?
- Will early interventions become more prevalent?

Findings from the evaluation will:

- Inform the future national rollout of the NDIS
- Evaluate the impact of the NDIS on people with disability, and their families & carers (social participation, wellbeing, employment)
- Observe sector & workforce impacts; and impacts on selected mainstream providers & services
- Consider which processes contributed to or impeded the intended NDIS outcomes

The main components of the evaluation

- Stakeholder Engagement Strategy (continuous 2013-2016)
- Ethics, accessibility, privacy, age-appropriate design
- Survey of people with disability, their families & carers (two waves: 2014 – 2016)
- Survey of disability support providers, their workforce & self employed (two waves 2014 – 2016 for all trial sites, 2014 only for QLD)
- Qualitative studies (several waves 2014 – 2016)

The main components of the evaluation (cont.)

- Northern Territory evaluation (two waves 2014 – 2016)
- Older People with Disability: Aged Care/NDIS (2015)
- Administrative data analysis (continuous 2013 – 2016)
- Mainstream service providers study (under development)
- Merging of qualitative & quantitative evidence (continuous development)

Iterative approach

- Baseline pilot quantitative survey design informs →
- Qualitative Wave 1, which informs →
- Assessment of baseline quantitative Wave 1, which informs →
- Qualitative Wave 2, which informs →
- Design of quantitative Wave 2, which builds →
- Quantitative Wave 1 – to – Wave 2 difference, which informs →
- Qualitative Wave 3

How is the evaluation travelling ?

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

Survey of disability support providers & their workforce

- A vibrant, innovative and motivated disability support sector is crucial for the success of the NDIS
- Workplaces, workers, self-employed disability support providers are interviewed in 2 waves. We ask about:
 - Staffing, skills & training, recruitment
 - Revenue & sources of revenue
 - Services offered and client profiles
 - Quality assurance & performance monitoring
 - Experience of NDIS & future plans, and more...

Survey of disability support providers & their workforce

- We will measure the speed & nature of change regarding specialist providers & their workforces
- The survey is currently in the field and we want to make sure that the message gets through to all providers who have received questionnaires, to complete them and to also encourage their employees to complete them too
- Please take some leaflets to distribute as you see fit and email my colleagues at NILS with any questions you may have

Qualitative studies in detail

- Two waves (2014–16):
 - People with disability, their families & carers
 - In-depth interviews with NDIS participants, their families & carers
 - Focus groups with eligible non-participants & non-eligible non-participants
 - Disability service providers
 - Key stakeholders
 - Disability workforce agencies, unions, peak bodies
 - NDIA employees

Qualitative evidence (why & how)

- Qualitative data:
 - Handles diversity & accessibility
 - Offers depth & flexibility
 - Complements quantitative survey evidence (mixed methods analysis)
 - Answers different evaluation questions
 - Provides a different 'lens' to the same evaluation question (triangulation)

Thank you

angela.crettenden@flinders.edu.au

deb.payne@flinders.edu.au

www.ndisevaluation.net.au

NLS

National Institute of Labour Studies
Flinders University, Adelaide, Australia



Flinders
UNIVERSITY

inspiring achievement

www.ndisevaluation.net.au