



AN AUSTRALIA THAT VALUES AND SUPPORTS ALL **CARERS** · AN AUSTRALIA THAT VALUES AND SUP  
SUPPORTS ALL CARERS · AN **AUSTRALIA** THAT VALUES AND SUPPORTS ALL CARERS · AN **AUSTR**  
ALL CARERS · AN AUSTRALIA THAT VALUES AND **SUPPORTS** ALL CARERS · AN AUSTRALIA THAT VA  
**VALUES** AND SUPPORTS ALL CARERS · AN AUSTRALIA THAT **VALUES** AND SUPPORTS ALL CARERS ·  
**ERS** · AN AUSTRALIA THAT VALUES AND SUPPORTS ALL **CARERS** · AN AUSTRALIA THAT VALUES AN  
**AUSTRALIA** THAT VALUES AND SUPPORTS ALL CARERS · AN **AUSTRALIA** THAT VALUES AND SUPPORTS  
VALUES AND **SUPPORTS** ALL CARERS · AN AUSTRALIA THAT VALUES AND **SUPPORTS** ALL CARERS  
ALL CARERS · AN AUSTRALIA THAT **VALUES** AND SUPPORTS ALL CARERS · AN AUSTRALIA THAT **VA**  
AT VALUES AND SUPPORTS ALL **CARERS** · AN AUSTRALIA THAT VALUES AND SUPPORTS ALL **CARE**  
AND SUPPORTS ALL CARERS · AN **AUSTRALIA** THAT VALUES AND SUPPORTS ALL CARERS · AN **AUS**  
AUSTRALIA THAT VALUES AND **SUPPORTS** ALL CARERS · AN AUSTRALIA THAT VALUES AND **SUPPORTS**  
SUPPORTS ALL CARERS · AN AUSTRALIA THAT **VALUES** AND SUPPORTS ALL CARERS · AN AUSTRALIA T  
**CARERS** · AN AUSTRALIA THAT VALUES AND SUPPORTS ALL **CARERS** · AN AUSTRALIA THAT VALUES  
**AUSTRALIA** THAT VALUES AND SUPPORTS ALL CARERS · AN **AUSTRALIA** THAT VALUES AND SUPPO

# NDIS workshop follow up survey

Final report

© Carers NSW 2017  
Carers NSW  
Level 10  
213 Miller Street  
North Sydney NSW 2060  
PO Box 785  
North Sydney NSW 2059  
T: 02 9280 4744  
F: 02 9280 4755  
E: [contact@carersnsw.org.au](mailto:contact@carersnsw.org.au)  
[www.carersnsw.org.au](http://www.carersnsw.org.au)  
May 2017

## INTRODUCTION

Carers NSW has been delivering the workshop *Carers and the NDIS* to carers across New South Wales (NSW) since September 2015. *Carers and the NDIS* began as a free half-day workshop designed to help carers get the best outcomes from the National Disability Insurance Scheme (NDIS) for the person they care for and for themselves. In March 2017 it transitioned into a two-part workshop to incorporate more information about supported decision making.

## METHODOLOGY

In March 2017 Carers NSW conducted an online survey of carers who attended a *Carers and the NDIS* workshop at any time in the past 18 months, during which a total of 43 workshops were conducted. Of the 516 carers who participated in one of these workshops, 343 had provided valid email addresses and were duly invited to complete the survey. A total of 52 carers responded to the survey, representing 10% of all workshop participants.

Care was taken to ensure that participants were unidentifiable. To this end, discrete events, locations and dates were not collected, nor were demographic details. Respondents were posed ten questions addressing their evaluation of the workshop and their overall experience of the NDIS so far.

## RESULTS

### NDIS status

The majority of survey respondents (67%) had participated in a Carers NSW workshop before the NDIS was available in their local area. For more than a quarter of respondents (29%) this was still the case at the time they completed the survey. However, nearly one in five respondents (19%) had already had initial contact with the National Disability Insurance Agency (NDIA) upon completing the survey, and more than a third of respondents (37%) said the person they cared for already had a plan.

This means that while a large number of carers had progressed in their NDIS journey since attending a workshop, a significant proportion were yet to have the opportunity to engage in the planning process.

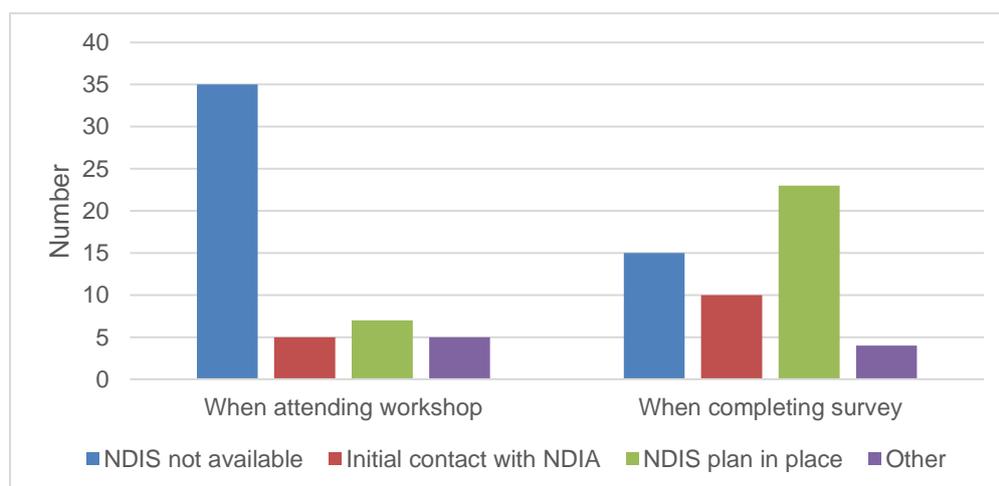


Figure 1: NDIS status

## Workshop quality

Carers NSW has received considerable positive feedback about *Carers and the NDIS* via evaluation forms completed at the end of each training session. This positive feedback was supported by the findings of the survey. Around half (53%) of the respondents who had engaged with the NDIA by the time they completed the survey said that *Carers and the NDIS* was more useful than other NDIS information sessions or workshops they had attended (see Figure 2).

Carers who had not yet engaged with the NDIA were more likely to have not attended other comparable events, but the largest proportion of those who had also indicated the Carers NSW workshop was more useful (see Figure 2).

The majority of respondents who had already engaged with the NDIA at the time of completing the survey indicated that the workshop was helpful, especially with regard to preparing for the planning process. Around one quarter found the workshop very helpful overall. These findings present strong evidence for the superior quality of the Carers NSW workshop within a very competitive environment.

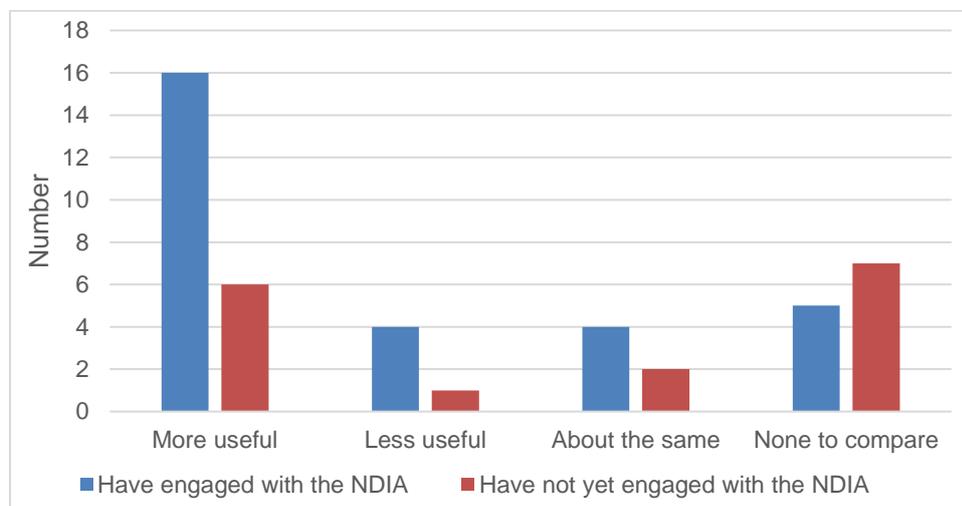


Figure 2: How this workshop compared to others

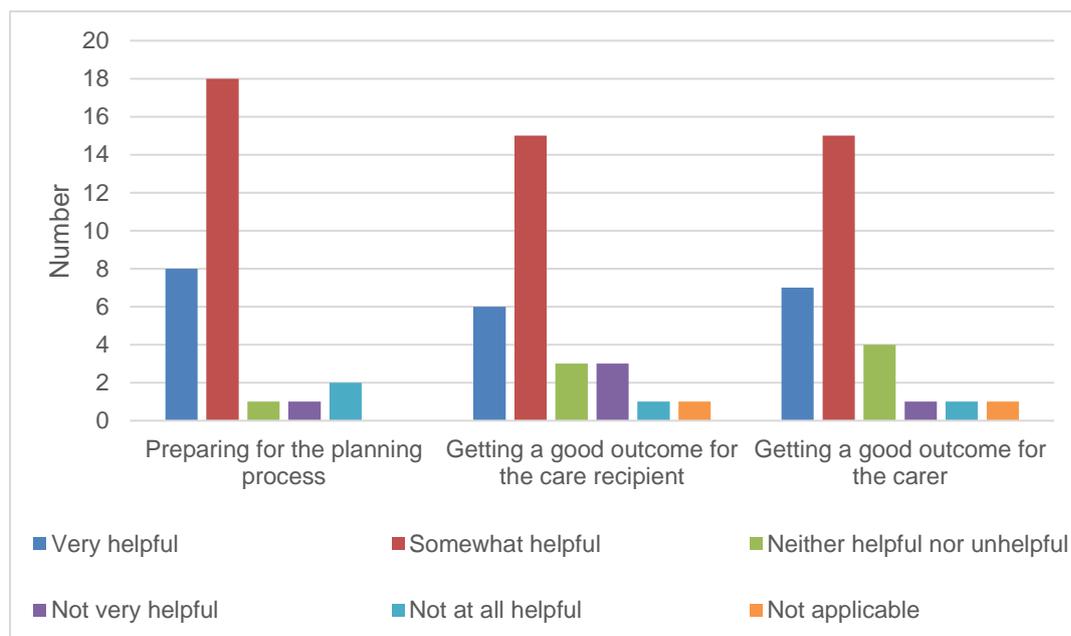


Figure 3: How helpful the workshop was

### NDIS experiences

Carers NSW was also interested to find out how the respondents had found engaging with the NDIA. While positive experiences were more common than negative ones, the largest proportion of respondents described their experiences so far as a mix of positive and negative (see Figure 4).

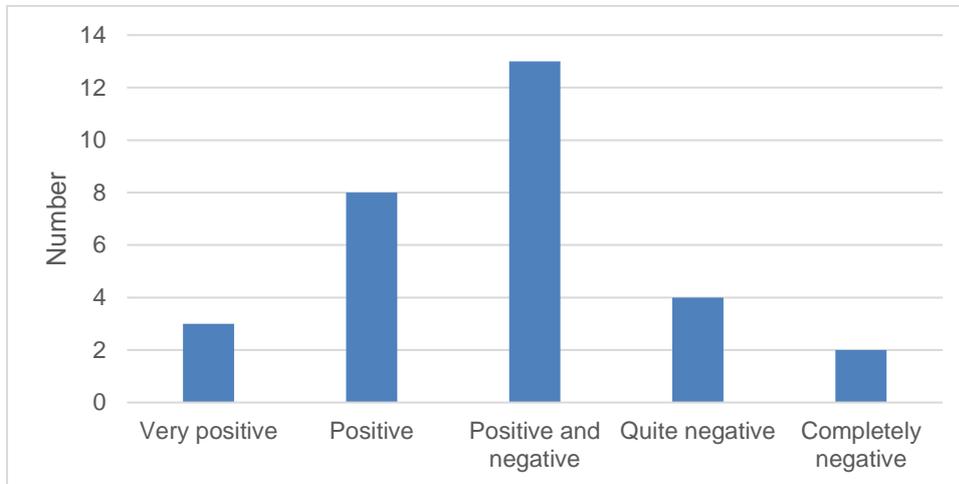


Figure 4: Overall experience of the NDIS

Respondents were also asked whether their own needs were taken into account in the NDIS planning process. A large number of respondents had not yet gone through the planning process, however the majority (75%) of those who had said that their needs as carers had been taken into account.

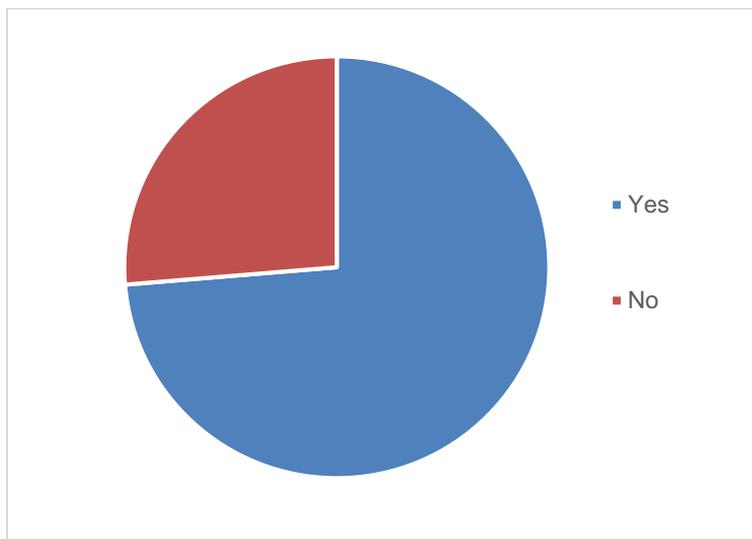
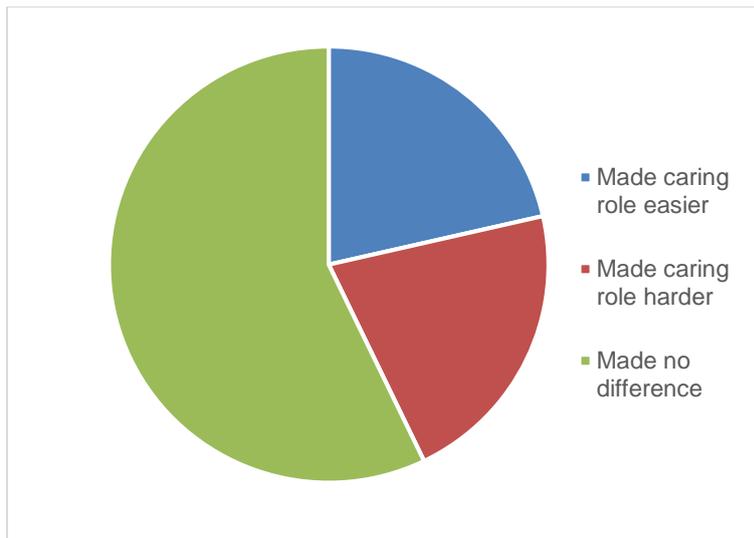


Figure 5: Carer's needs taken into account

### Impact of the NDIS on the caring role

Interestingly, more than half of respondents (57%) who had engaged with the NDIA indicated that it had made no difference to their caring role. The same proportion (21%) said it had made their role easier as those who had said the opposite.



### Carers' comments

19 respondents (36%) opted to contribute comments at the end of the survey. These comments related to the overall value of the workshop, the value of the NDIS, satisfaction with individual experiences of the NDIS, and suggestions for improving the workshop.

#### Value of the workshop

Four respondents highlighted the helpfulness of the workshop. The organisation, venue and quality of the presenters were also mentioned positively. However, three respondents indicated that they had found the workshop a waste of time.

“The workshop was very well organised and there was a lot of information available to take away. Venue was good.”

“The first two speakers had little of interest to impart and their presentation took up a lot of valuable time.”

#### Value of the NDIS

Three respondents provided negative feedback about aspects of the NDIS, and two were more neutral in their evaluation.

“It's still a work in progress and we are still 'watching this space'.”

“About the NDIS, we need competent staff who really understand the disabled people and their families, not just pen pushers.”

#### Individual experiences

Three respondents commented on their experiences of the NDIS. One said the transfer went smoothly, another said they were in the process of hearing back, and the third said the care recipient was worse off.

## Suggestions

Respondents' comments reflected an appetite for the following amendments or additions to the workshop:

- Additional pre-planning support linked to the workshop
- More information on what the NDIS will pay for
- Bringing together carers of people with similar disabilities (e.g. physical, intellectual)
- Inviting someone to speak who has been through the NDIS

## CONCLUSION

The findings of this survey indicate that *Carers and the NDIS* was overall a helpful workshop of superior quality to other similar events on offer at the time. The workshops successfully targeted large numbers of carers early on in their NDIS journey and contributed to their progress towards a plan.

The small component of negative feedback indicates that it is important for trainers to continue building their knowledge and presentation skills, and refining the workshop to ensure its relevance to diverse groups of carers.