

Evaluation Report

NDIS 101 Sessions



2023

54 reasons

Uniting



Children With Additional Needs
Working Group



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ACKNOWLEDGEMENT

The members of the Children with Additional Needs Working Group would like to acknowledge the First Custodians of the land, the Gunaikurnai people and the Monero and Bidawel people in the far East, of the land that encompasses East Gippsland Shire and on which we work and play. We deeply acknowledge their ongoing connection to culture and country and acknowledge that their land was never ceded.



Contents

Background	4
Who Participated	5
Key Things to Note	6
What does the data look like and what is it telling us?	7
Before and after each Workshop	7
Overall Results	8
Presentation on Unscheduled Reviews	9
NDIS 101 Workshops	13
Recommendations	22
Appendix	24
Appendix 1: Example of Evaluation for Unscheduled Review Presentation	25
Appendix 2: Example of NDIS 101 Bespoke Workshop Evaluation	26
Appendix 3: Facilitator Reflections	27
Appendix 4: Mallacoota Evaluation	28
Summary / Next Steps	30

Background

BACKGROUND

Work from the Bushfire Resilience and Recovery Project (BRRP) identified the need for helping communities (including families, carers and providers) better understand the National Disability Insurance Scheme (NDIS).

Two workshops were held during the life of the BRRP (Bairnsdale and Mallacoota). Feedback from these sessions with additional feedback from conversations and surveys throughout East Gippsland provided the feedback that more sessions were needed to help communities better understand the NDIS.

Funding was approved and provided through the Communities for Children Program – Uniting VicTas and was auspiced by 54 Reasons.

Members of the Children with Additional Needs Working Group (CWANWG) were invited to join each presentation including design and co-delivery.

Who Participated?

A combination of parents, carers, educators (primary and early childhood educators), and organisations participated in the NDIS Workshops. One parent/carers group requested multiple visits based off the initial NDIS 101 Workshop, then asked for a presentation on Unscheduled Reviews which was developed and presented in early 2023.

A total of 68 participants over 11 workshops participated throughout East Gippsland, including the Far East and in (and around) Bairnsdale who have a significant reach throughout the East Gippsland Region. Townships included Mallacoota, Bairnsdale and surrounds, Lake Tyers and Buchan. Interestingly – there was more interest from organisations during this project.

Still outstanding and showing interest (but for various reasons have not organised a workshop) include Cann River P-12, Mallacoota P-12, Buchan Primary School, Moogji Aboriginal Council, Orbost Carers and 54 Reasons. At the time of writing, the project lead was still in negotiations.

Survey numbers varied due to a variety of reasons. At the beginning of the rollout, surveys were undertaken differently (targets) rather than surveys proper.

Many conversations were held with larger organisations like Child Protection (Department of Families, Fairness and Housing) to see where we could assist with integration of this format with workers. Communities who once expressed an interest did not engage with this round despite best efforts.

Key Things to Note

The Murrumbidgee and one Bairnsdale session have also been included in this evaluation, but due to differing techniques, survey results will be different.

The approach for the evaluation was for improvement of the sessions, as well as getting a picture of the impact of the sessions. The presentations were continually improved each session based on feedback and the facilitators observations.

There were some limitations that were experienced. In one session, there were a number of small children in the room with the parents/carers so the impact of the session was compromised with one formal survey indicating their preference was to have a 'quieter area' which may have meant data collected may have resulted in lower confidences and knowledge.

Each session started with a grouping of 'feet' that indicated where people's knowledge was at before and after each session. These have been added in the appendix, noting that each session presented a clear shift in knowledge to "I know nothing" to at least "I know something and keen to learn more".

The presentation changed from a 'stand and deliver' type workshop to a more 'active' workshop to help embed information being discussed. There is a clear improvement in knowledge and confidence at the point where the presentation became more of a 'workshop'.

The information contained in the PowerPoint presentation also shifted from a standard approach to one where it was more 'inclusive' as a direct result of the key learnings from the YDAS training. Therefore, forewarning activities and 'key things to note' were made more obvious throughout the presentation.

A Question and Answer format was also run at the request of a parent/carer group. This occurred on 24th May and due to it being informal, no feedback process was undertaken.

BACKGROUND

What does the data look like and what is it telling us?

The data collected from the workshops is broken into two groupings to reflect the two presentations given;



Appendix 1 and Appendix 2 contains the questions (survey) posed at the end of each session for both workshops other than Mallacoota where a 'target' evaluation was undertaken (as the first presentation). Appendix 3 was used as 'facilitator' feedback. This provided key information on what was seen/heard and what could be improved. Given the different tools used for the Mallacoota session, this has been provided separately and added as Attachment 4.

There were only 2 questions that were different between the Unscheduled Review and the NDIS 101 sessions because the content of the presentations was different. The remainder of the data collected was relevant to both workshops and have been combined for this evaluation report.

Before and after each Workshop

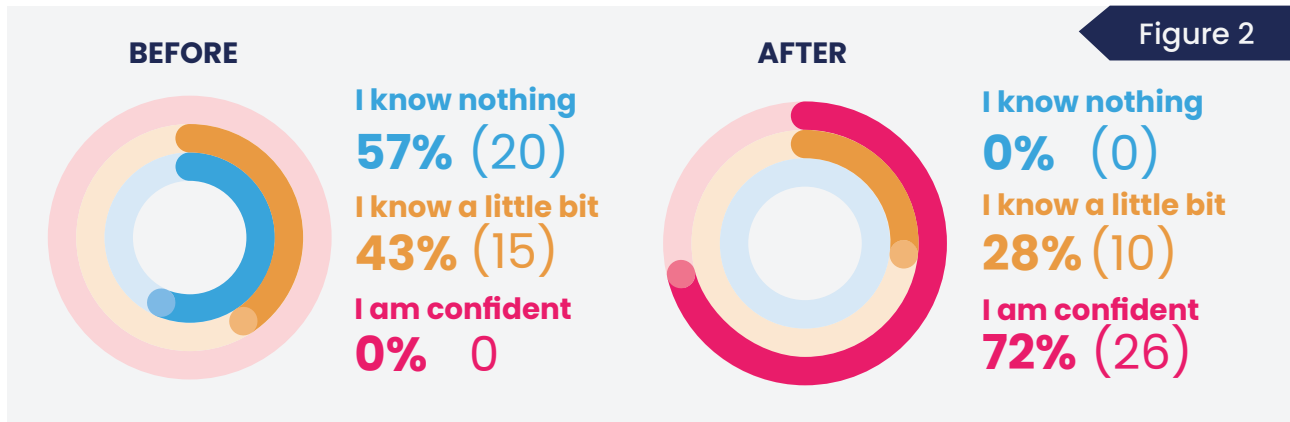
All participants were asked to stand near a dot to best reflect their knowledge. This assisted the facilitator to understand how to pitch the content through the presentation. The approach for the presentation, was using examples to highlight a key theme for those who did not have much knowledge, whereas those that knew about the NDIS were invited to share their experiences as examples for the group.



The results showed significant movement of knowledge after each session. There are some discrepancies in numbers due to participants needing to leave or come later to the workshop.

BACKGROUND

Overall Results



Using this quick feedback activity as an example, the experience around the NDIS was quickly gauged. It is clear that there was a significant shift for all participants from knowing little, to be really confident in their knowledge at the completion of the workshop. This can be seen by the shift in percentages for participants, with 72% reporting that they were confident as a result of the workshop.

An example of 'before' and 'after' is shown in Figure 3:



Presentation on Unscheduled Reviews



PRESENTATION ON UNSCHEDULED REVIEWS

This presentation was run over one day with 2 sessions, with a morning and afternoon session. There were 7 participants in the morning session and 6 in the afternoon session.

At least 2 participants left in the first session and 1 in the second session so their feedback through a survey was not collected. Following are the results from the survey with two questions and general comments, which indicate that 80% felt that the session helped them to better understand what the different reviews are.

Question 1 – On a scale of 1-5, how strongly do you agree with the following statement?

On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, with the following statement:

The unscheduled review workshop has helped me better understand what the different reviews are.

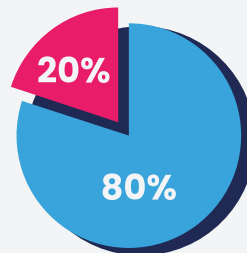


Figure 4

Strongly agree
Agree

General comments:

All participants were asked to share why they chose the numbers they did. Feedback included:

✓	Refresh of information plus new information and ideas. Unpacked easily and plainly. Engaging
✓	Yes it was great and I now have an understanding of all reviews which I didn't have before
✓	As only experiencing a planned review so far, it was helpful to know what was available if needed
✓	Good to know rights
✓	It has made it clear to me what my options are and how NDIS works
✓	Very informing, I learned a lot
✓	I feel I understand the steps and know where to get further information
✓	Gained knowledge of each process to trigger a review
✓	Understanding the steps and reasons to be able to make reviews successfully
✓	Broke everything down into easy steps

PRESENTATION ON UNSCHEDULED REVIEWS

Question 2 - On a scale of 1-5, how do you feel about the following statement?

On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, how do you feel about the following statement:

The unscheduled review workshop has helped me feel more confident in my understanding (I feel more confident).

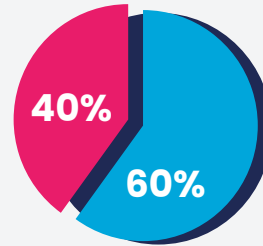


Figure 5

Strongly agree
Agree

General comments:

- ✓ Simple understandable information in a relaxed setting
- ✓ It has made me more confident to tackle other reviews now I have that knowledge
- ✓ Bit better understanding
- ✓ I feel more confident to explore what is available to me and what needs to be included in my application for supports
- ✓ Very informing, I learned a lot
- ✓ I feel I understand what needs to be done, but still need to check out the resources
- ✓ As the activities helped learning how to access and fill out paperwork using Max's situation with a change of circumstances
- ✓ Understanding next steps and reasons to make reviews successful



PRESENTATION ON UNSCHEDULED REVIEWS

Facilitator observations for both sessions (can be made available on request):

✓	Good curiosity and questions
✓	Worked well to have participants actively engaged through activities to help embed content
✓	Keep up with the language the NDIS use – it changes a lot!
✓	Some interest to run the workshop again
✓	Duplication of slides within first run through and fixed by afternoon session
✓	Have harder concepts developed through visuals (whiteboard or pre-load on butchers paper to compliment existing information)
✓	Follow up with running NDIS 101 workshop again for group
✓	Ensure language is consistent – keep to one that parent/carer is likely to use rather than SC/NDIS
✓	Second session flowed better with slight changes and addition of visuals
✓	More interest in work of the CWANWG



NDIS 101 Workshops

NDIS 101 WORKSHOPS

27 out of 34 surveys (80%) were returned from a total of six NDIS 101 workshops. There were a small number of participants who chose not to complete the survey for various reasons (left session early/had appointments straight after session or just declined the offer). The feedback survey consisted of six questions, with a combination of quantitative and qualitative questions.

Question 1 - How do you feel about the following statement?

On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, how do you feel about the following statement:

The NDIS 101 workshop has helped me better understand what the NDIS is (I have better knowledge).

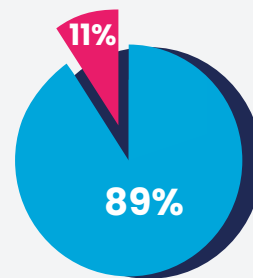


Figure 6

Strongly agree
Agree

General comments:

All participants were asked to share why they chose the way they did. Feedback included:

✓	Very informative (x3) and it all made sense
✓	Helped understanding of funding and how it is allocated to different things
✓	It was very thorough
✓	Before the workshop, I knew absolutely nothing
✓	I didn't know anything
✓	I had a little understanding prior but now have a lot greater understanding
✓	Provided lots of practical information
✓	Easy to understand information, explained in simple ways
✓	The whole lot of it. I didn't really know anything about the NDIS

NDIS 101 WORKSHOPS

✓	Filled in a few bits of knowledge
✓	Strengthened my knowledge
✓	The session was detailed but also very straightforward and comprehensive
✓	Absolutely critical information
✓	I knew very little but have a broader understanding and some great starting points
✓	It has reinforced what I have been told and refined it
✓	Lots of information to unpack and understand the NDIS
✓	Very well explained, easy to understand
✓	Stepped through process
✓	Breaking down step by step, further details
✓	Prior to the workshop, I had very limited knowledge of the NDIS
✓	The content was delivered in simple language and was clearly explained
✓	Great learning environment
✓	It simplified the process

Most participants felt a strong increase in knowledge as a direct result of the workshop. The later presentations held consistently received scores of 5 as a result of changes in the workshop where it was more 'hands on' rather than 'stand and deliver' type presentation style.



NDIS 101 WORKSHOPS

Question 2 - How do you feel about the following statement?

On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, how do you feel about the following statement:

The NDIS 101 workshop has helped me feel more confident in my understanding (I feel more confident)

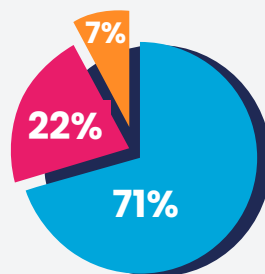


Figure 7

General Comments:

All participants were asked to share why they chose the way they did. Feedback included:

For those who chose 5 (Strongly Agree)

✓	Very informative and it all made sense
✓	It was very thorough
✓	Clear explanations
✓	Now know more about core vs capacity building
✓	I know what the process is now
✓	Very informative
✓	More understanding
✓	All necessary topics were covered concisely and clearly
✓	I can speak intelligently about the NDIS
✓	I have a great base knowledge, key takeaways and understanding of the complexities
✓	It helped confirm what I did know and explain the areas that were still a bit confusing
✓	Easy to understand
✓	Understanding further insides and out

NDIS 101 WORKSHOPS

✓	Great info and well presented
✓	The workshop broke down the steps clearly and Jodie was really knowledgeable on all topics and answered questions confidentially
✓	Great knowledge

For those who chose 4 (Agree)

✓	It is the first time it has been explained
✓	This condition is permanent and lifelong, reasonable and necessary (42 page document)
✓	Putting stuff into long term memory
✓	Having more information helps with understanding
✓	Gave me more theory based knowledge

For those who chose 3 (Neutral)

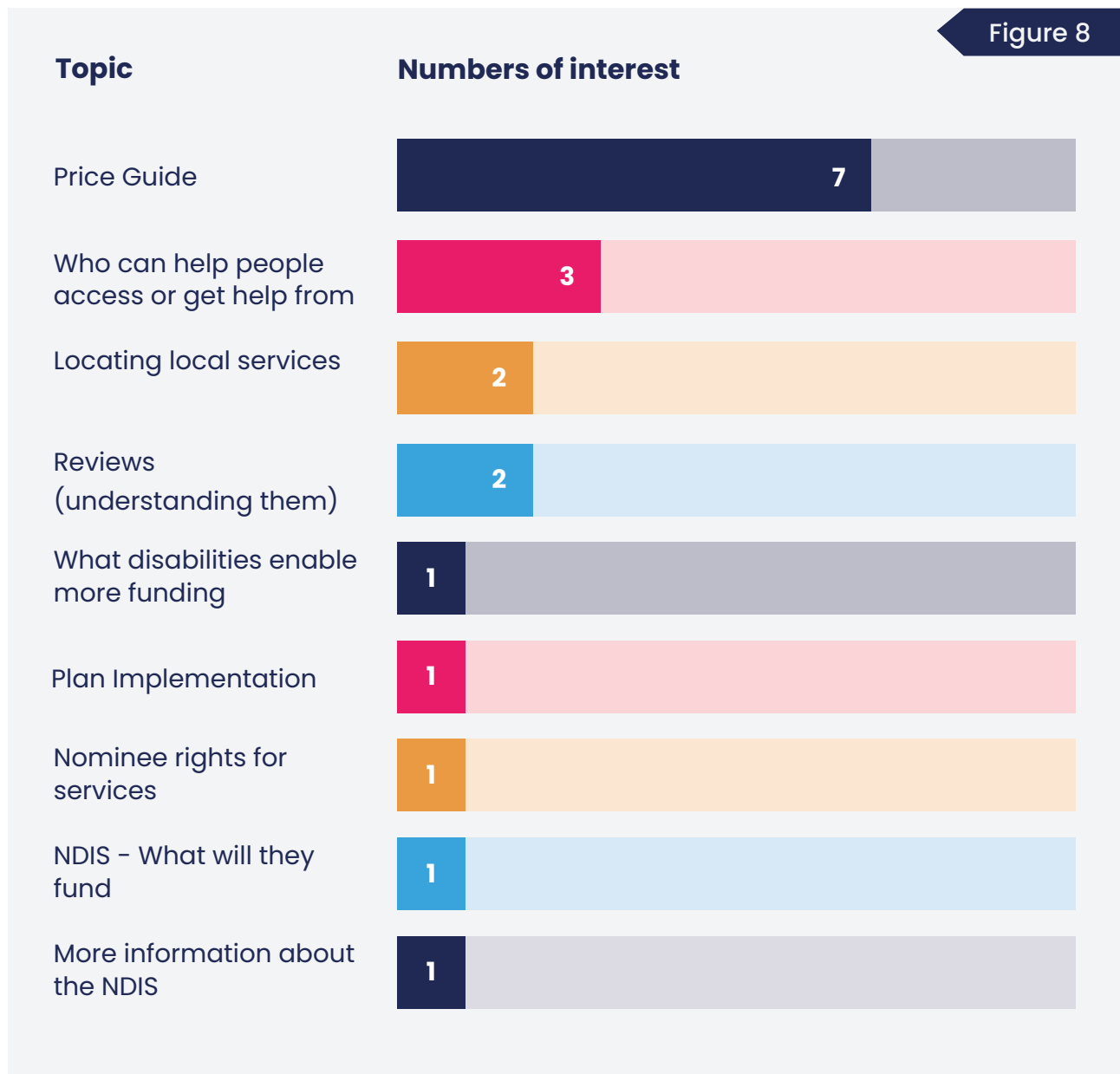
✓	Need more help
✓	How to write a good plan

Those participants who scored 5 were almost a direct correlation with an increase of knowledge from the evaluation taken at the beginning and end of the workshop sessions as well. Once the presentation was reviewed and the workshop more 'hands on', the scores were consistently at 4-5 indicating the change of style of presentation was for the better.

NDIS 101 WORKSHOPS

Question 3 – What is the ONE THING that you would like to know more about regarding the NDIS?

This question was asked of both groups (NDIS 101 and Unscheduled Review).



Information shows that the area of most interest was around how to read and understand the price guide. This came from both families/carers (likely they were self or plan managed and just wanted to understand how providers charged) and providers – still not understanding how to charge and where they were able to charge from. There is still interest in many subjects across the NDIS.

Question 4 - Do you know about the Children with Additional Needs Working Group Service Provider list?

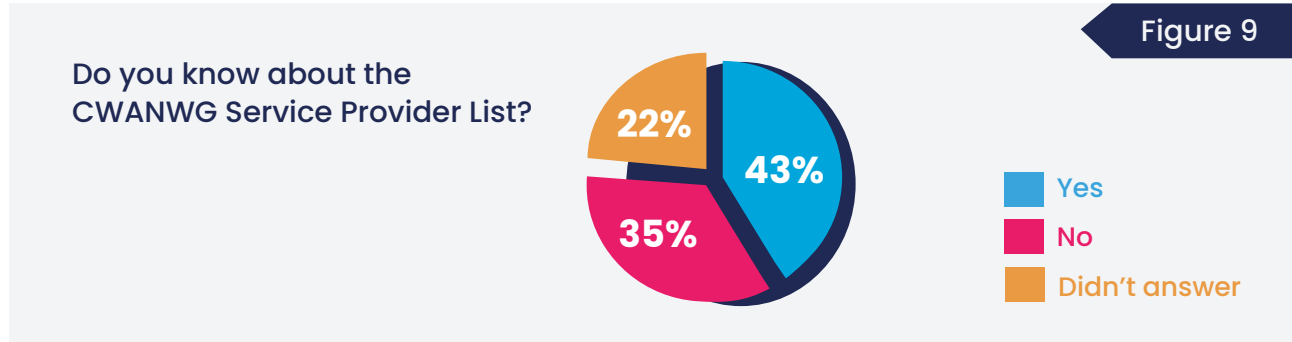
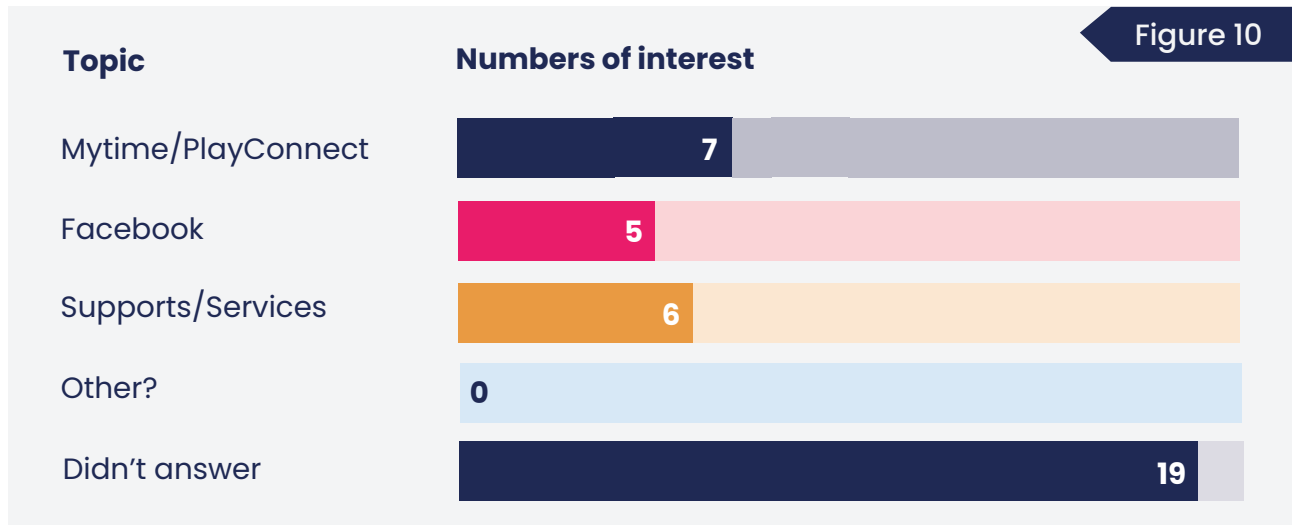


Figure 9 indicates that there to still be some work to do regarding circulating the Service Provider list with just over 40% of all participants have some knowledge and awareness of the Service Provider List and 35% with no knowledge of its existence. Work to circulate broadly (through Social Media) is recommended.



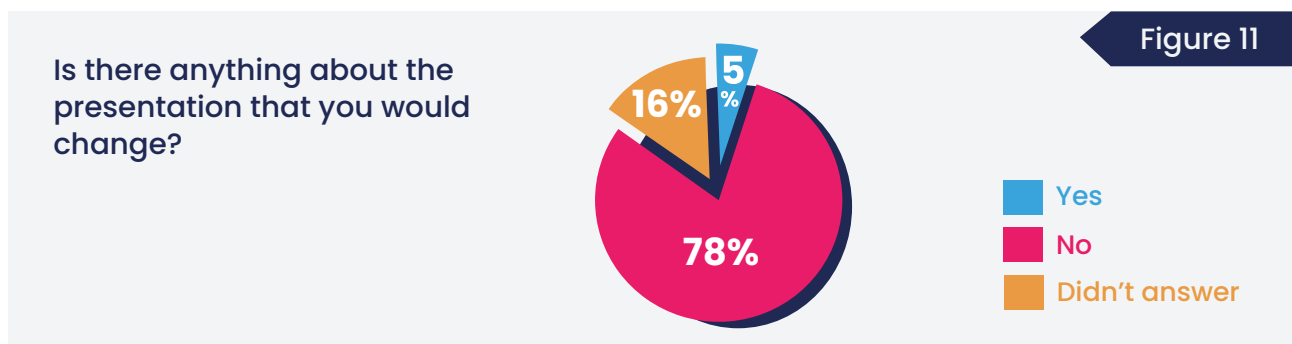
Question 5 – How do you receive your information about areas of interest for your child?

This question was asked in all surveys to work out the best way for the CWANWG to continue sharing the work they were doing with members of the community and organisations.



The spread of numbers indicate that the focus for the CWANWG should continue with Mytime/PlayConnect (who have a strong membership in Bairnsdale only). Looking further afield, Social Media and working through service providers/organisation to have information shared with families/carers could be strengthened. There were no real reasons why so many didn't answer the question, especially when 'other' was offered. A very small proportion of survey responders didn't answer the back page (survey was over 2 pages), but not enough to represent those who simply chose not to answer the question when participants answered other questions on the survey.

Question 6 – Is there anything about the presentation you would change?



Two participants answered yes, the remainder (78%) said no and 16% didn't answer. Those participants answering yes identified that in one session, small children were with the parents/carers due to supports being sick on the day. The second person identified the presentation needed more time.

NDIS 101 WORKSHOPS

General feedback about the sessions (collectively)

✓	Thank you. Presented simply and understandable
✓	Excellent. Thank you
✓	Seen Jodie a number of times regarding NDIS and she has helped my understanding each time. Thank you Jodie
✓	Thank you
✓	Very grateful for sharing of knowledge
✓	Thank you for giving us the information we need for assisting our children to get any support they may need
✓	Great information
✓	We want more! Really informative
✓	Jodie was friendly, passionate about the subject and conveyed complex information in a very clear and comprehensible way
✓	Brilliant presentation
✓	Great presentation
✓	Well done! Great workshop, user friendly for anyone wanting to understand NDIS at any level. Lovely group where everyone had something to offer to the group
✓	Thank you, very good job
✓	Great job! Thank you
✓	Thanks

Recommendations

RECOMMENDATIONS

The feedback received from the workshops has informed a number of recommendations moving forward:

1

CWANWG write to the NDIS in East Gippsland requesting more engagement with communities, including schools and early education, not for profits and organisations to help lift their profile, particularly of children 0-6 within the region.

2

Consider running the Unscheduled Review and developing a presentation on the price guide.

3

As a representative of the CWANWG to present to the groups (via Rose) about the work that is done and how to get involved. There is interest out there.

4

Create information so those working on behalf of the CWANWG can encourage interest in the CWANWG and recruit new people.

5

Further work through Social Media efforts when a new Service Provider list is updated (should be maintained at least every 3-4 months). When updated, shared widely. Feedback previously received has been “we don’t know to trust the versions – what is the most current”.



Appendix

APPENDIX

Appendix 1 – Example of Evaluation for Unscheduled Review Presentation

Question:	Comment:
<p>1. On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, with the following statement:</p> <p>The Unscheduled Review Workshop has helped me better understand what the different reviews are</p>	<p>1 2 3 4 5</p> <p>1 = Strongly disagree 2=disagree 3= Not sure 4= Agree and 5= Strongly agree</p>
<p>2. Please explain why you selected 1-5</p>	
<p>3. On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, with the following statement:</p> <p>The Unscheduled Review workshop has helped me feel more confident in my understanding (I feel more confident)</p>	<p>1 2 3 4 5</p> <p>1 = Strongly disagree 2=disagree 3= Not sure 4= Agree and 5= Strongly agree</p>
<p>4. Please explain why you selected 1-5</p>	
<p>5. What is the ONE THING that you would like to know more about regarding the NDIS?</p>	
<p>6. Do you know about the Children with Additional Needs Working Group Service Provider list?</p>	<p>YES NO</p>
<p>7. How do you receive your information about areas of interest for your child?</p>	<ul style="list-style-type: none"> - Mytime/Playconnect - Facebook (where) - Supports/services <p>Other?</p>
<p>8. Is there anything about the presentation that you would change?</p>	<p>Yes No</p>
<p>9. If yes...what would change/s would you like to see?</p>	
<p>10. Any other comments or feedback?</p>	

APPENDIX

Appendix 2 – Example of NDIS 101 Bespoke Workshop Evaluation

NDIS 101 Feedback Form

We continue to seek feedback on all programs run to help us make sure we deliver the most relevant content for you.

Thanks

Your Name:

Question:	Comment:
<p>11. On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, with the following statement:</p> <p>The NDIS 101 Workshop has helped me better understand what the NDIS is (I have a better knowledge)</p>	<p>1 2 3 4 5</p> <p>1 = Strongly disagree 2=disagree 3= Not sure 4= Agree and 5= Strongly agree</p>
12. Please explain why you selected 1-5	
<p>13. On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, with the following statement:</p> <p>The NDIS 101 workshop has helped me feel more confident in my understanding (I feel more confident)</p>	<p>1 2 3 4 5</p> <p>1 = Strongly disagree 2=disagree 3= Not sure 4= Agree and 5= Strongly agree</p>
14. Please explain why you selected 1-5	
15. What is the ONE THING that you would like to know more about regarding the NDIS?	
16. Do you know about the Children with Additional Needs Working Group Service Provider list?	YES NO
17. How do you receive your information about areas of interest for your child?	<ul style="list-style-type: none"> - Mytime/Playconnect - Facebook (where) - Supports/services Other?
18. Is there anything about the presentation that you would change?	Yes No
19. If yes...what would change/s would you like to see?	
20. Any other comments or feedback?	

A huge thanks for coming along and providing your feedback. It's very much appreciated.

If you would like to follow up or require more information, please write your details here:

Name:

Contact details:

Area of interest:

Appendix 3 – Facilitator reflections

Appendix 3 – Facilitator Reflections

Meeting Reflection

<p>Workers involved:</p> <p>Activity/group/Workshop name:</p> <p>Date:</p>	
Number of people attending group/activity:	
<p>Key observations of meeting purpose/intent</p> <p>Purpose: To assist families/carers/providers work through the basics of the NDIS</p> <p>What did you see?</p> <p>What did you hear?</p> <p>What feedback did people give?</p>	
<p>What worked well?</p> <p>What didn't work well?</p> <p>What did we learn for next time?</p> <p>What is next? (what are the next steps, what improvements, what else needs to happen?)</p>	

Appendix 4 – Mallacoota Evaluation

Mallacoota NDIS 101 Training – Evaluation (December 2021)

Background

Two sessions were run by Annette Axen (Paradigm to Empowerment – Plan Management Business) and Jodie Simpson on behalf of the Children with Additional Needs Working Group on 1st and 2nd December 2021. The Workshops were run in response to families need to better understand their plans (from feedback gained through work undertaken throughout the 2021).

Marketing

Workshop Marketing was undertaken through a brochure created and sent through the community through the Mallacoota Community Facebook Page, local GP from Mallacoota Clinic, 2 emails directly to families and through word of mouth.

The Workshops

One workshop was run on the evening of 1st December (7-9pm) and 2nd December (10-12pm) to cater for those working through the day and those who had commitments at night.

The Participants

4 service providers attended on 1st December and 4 service providers attended on 2nd December – all participants had an interest in either starting a business or using the information to help families access better supports within the township. No families attended either session. Further follow up to occur.

What Happened?

Time was spent on four themes, what is the NDIS, what is a NDIS plan, how to use a NDIS plan and how to use choice and control. Much conversation was generated about how to support choice and control, what further supports may be needed within the town and what a plan looks like.

Appendix 4 – Mallacoota Evaluation

Evaluation

At the beginning of the session, the group broke into sections of their knowledge.

1. I know nothing
2. I know a little bit and keen to learn more
3. I've been practising in the NDIS and am keen to keep up with changes

At the end of the session, the same options were presented and all 8 participants either found themselves move from 1 or 2 to 2 or 3 – so a marked increase in understanding.

A further 'target' evaluation was run in conjunction with the evaluation activity. Results are shown in Figure 12 below for both sessions.

Figure 12



1st December 2021



2nd December 2021

Summary / Next Steps

SUMMARY / NEXT STEPS

The feedback received from the workshops has informed a number of recommendations moving forward:

1

Work with families to understand blockages for their non-attendance.

2

A further series of workshops to run with more in depth information now on implementation of a plan and what to watch out for.

3

Follow up service providers and their contact with local provider - Annette Axen who can help Far East Gippsland service providers with their aspirations of providing a fair service to families and people with disability.

4

There is a lot of interest and real gaps between helping people navigate and understand their NDIS plans (and to support new service providers). At least two emails have been sent to the NDIS regarding the opportunities to engage with community over the past 12 months. Also important is linking new service providers with help (through BLAC and private service providers in this field) which the CWANWG will continue to follow up. A community of practice could also work in this town - with Annette Axen keen to explore this as a continuation of the interest in 2022.

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