

MIFWA NDIS Outcome and Impact Survey 2019

Introduction

MIFWA is a registered NDIS service provider. MIFWA NDIS team work with around 200 NDIS participants. Our niche is support for people with psychosocial disability. Surveys were provided to all participants. Completion is voluntary and surveys returned to MIFWA Midland or Rockingham offices.

Seventy (70) people completed and returned the survey. This represent 35% of all participants

The survey asks questions related to five domains:

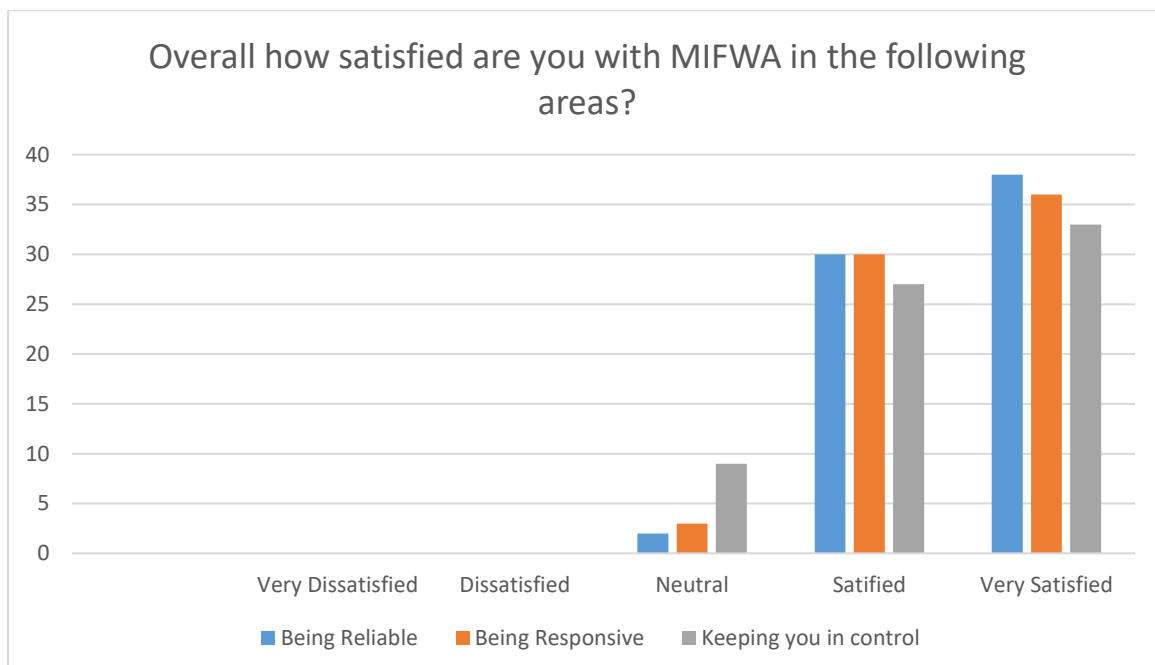
- Satisfaction
- Impact
- Fidelity to recovery based support
- Progress against goals
- Other Feedback

'I'm studying again. Something I didn't quite think I was able to do after my breakdown in 2013' NDIS Participant 2019

1. Satisfaction

This set of questions asks about how satisfied participants are with three areas of MIFWA services, reliability, responsiveness and empowerment.

Graph 1: Satisfaction with reliability, responsiveness and empowerment.

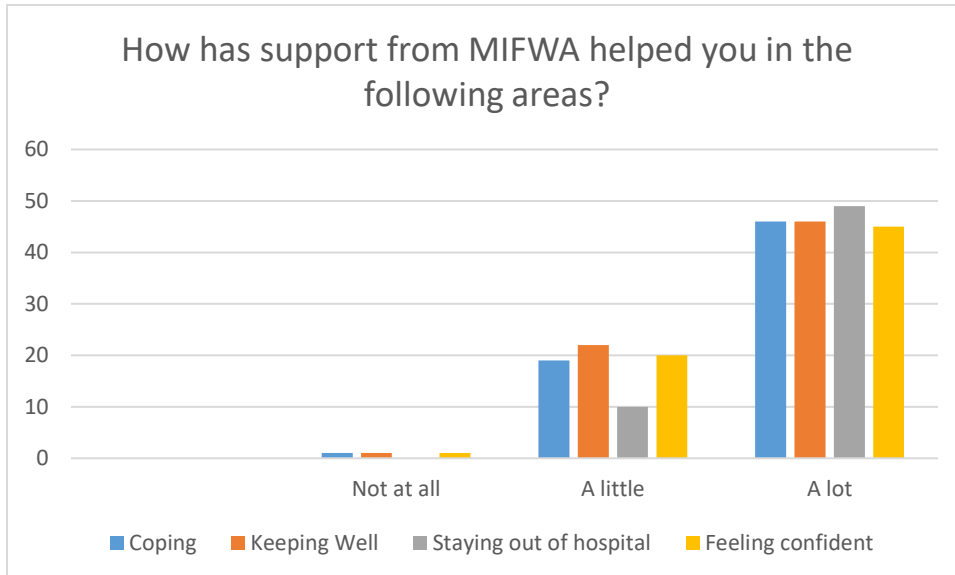


MIFWA works hard to ensure we are reliable. We try to have a backup plan, if a designated support staff is unwell or unavailable we try to get alternative staff or our coordinator to provide support. At times this is not possible but we make every effort to minimise inability to provide committed support. Similarly we aim to be responsive and flexible and be there when people need us. If a crisis occurs we are creative and work with participants to assist, to the best of our ability.

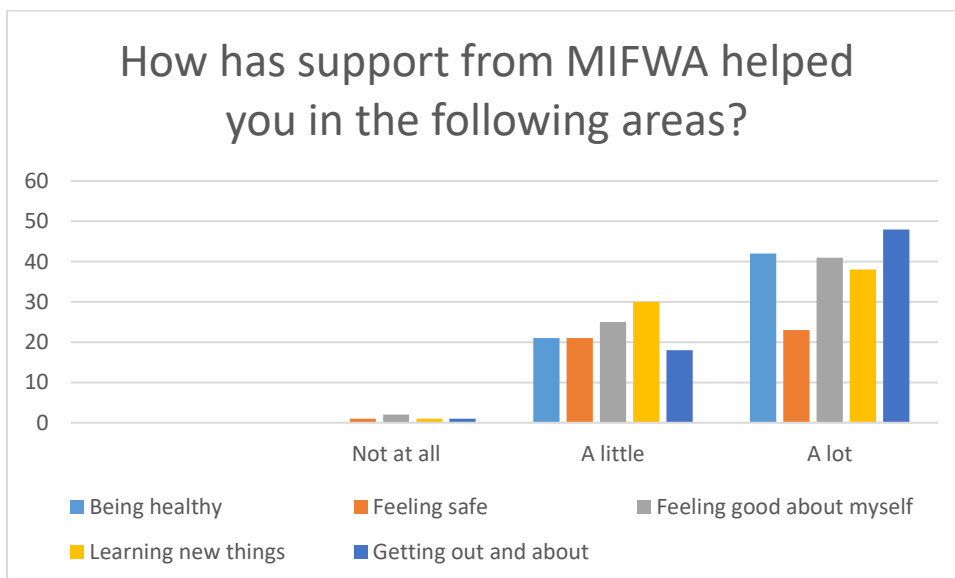
2. Impact

This set of questions asks about the impact of MIFWA support and the NDIS on specific areas of a participant's life?

Graph 2: Impact of support on coping, keeping well, staying out of hospital and feeling confident.



Graph 3: Impact of support on being healthy, feeling safe, feeling good about myself, learning new things and getting out and about.



Overall most participants surveyed are making improvement in a variety of areas of their life. The biggest impact identified is staying out of hospital and getting out and about. Closely followed by keeping well and coping. We are pleased the NDIS is achieving meaningful change in people's lives.

We asked people the most significant impact, since working with MIFWA on your NDIS Plan!

Table 1: Participants words about most significant impact

<ul style="list-style-type: none"> • <i>Having support that listens</i> • <i>Looking forward to visits</i> • <i>Being able to play basketball, have coffee and being able to relax</i> • <i>More respect for my condition/things falling into place</i> • <i>Help out in socialization</i> • <i>Better day-to-day routine</i> • <i>I am motivated to achieve my goals</i> • <i>More flexibility, less restrictions</i> • <i>Keeping in contact with my family</i> • <i>Having more hope & positivity for my future</i> • <i>Mental Health</i> • <i>Happier (I felt unsupported before)</i> • <i>Able to try new experiences</i> • <i>Gym / Fitness</i> • <i>Getting out & about</i> • <i>More positive</i> • <i>Support of my coordinator & support worker</i> • <i>Moving</i> • <i>Happy</i> • <i>Confidence</i> • <i>Swimming</i> • <i>Friendly approachable</i> • <i>Being able to get out of my house into the community</i> 	<ul style="list-style-type: none"> • <i>Meeting new people</i> • <i>Working with computers</i> • <i>General Support from support workers</i> • <i>Health and well being</i> • <i>I don't get angry at little things anymore</i> • <i>My depression and anxiety has almost gone away and I feel happier</i> • <i>Getting off drugs, getting to my doctor in time</i> • <i>The way I deal with stressful situations, not to go overboard if I have one</i> • <i>I'm studying again. Something I didn't quite think I was able to do after my breakdown in 2013</i> • <i>Getting better at cleaning</i> • <i>Looking forward to the future</i> • <i>Taking time for "me" to do things to give me a break</i> • <i>Support worker, she is awesome, I can talk to her. Feel comfortable with her help. And I can talk to her more than anyone "ever"</i> • <i>Helping financial options and encouraging in difficult circumstances</i> • <i>They help me a lot</i>
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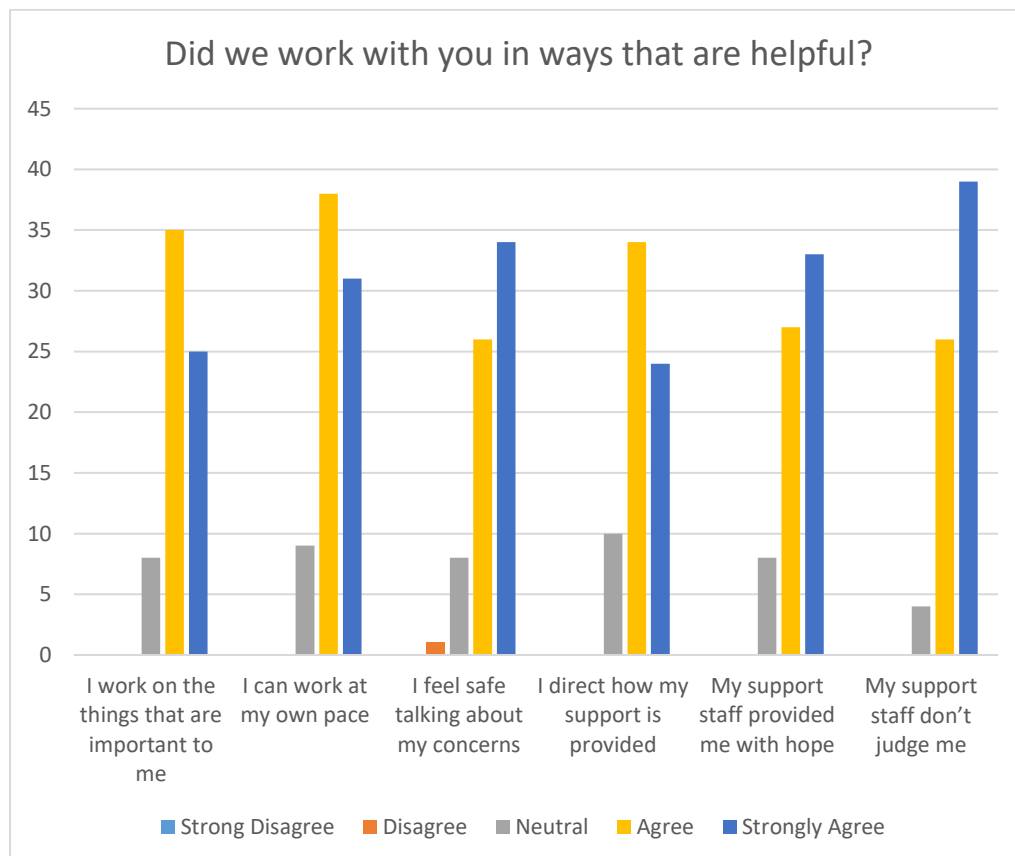
3. Fidelity to Recovery Based Support

In designing the outcome survey, we worked with participants and stakeholders to understand what practice approaches were important to achieving best outcomes in NDIS. The key elements we determined, that are consistent with a person-centred recovery-based approach, include:

- Working on things that are important to the person (participant)
- Working at persons own pace
- Creating an environment where the person (participant) feels safe to talk about their concerns
- Allowing the person to direct their support
- Working in ways that foster hope
- Being non judgemental

We ask people to rate their support team against these elements.

Graph 3: Impact of support on being healthy, feeling safe, feeling good about myself, learning new things and getting out an about.



These results are positive and consistent with the culture and work practices we foster at MIFWA. The strongest element is being non-judgemental.

4. Progress against Goals

Survey respondents identified 131 goals they were working towards as part of their NDIS plan.

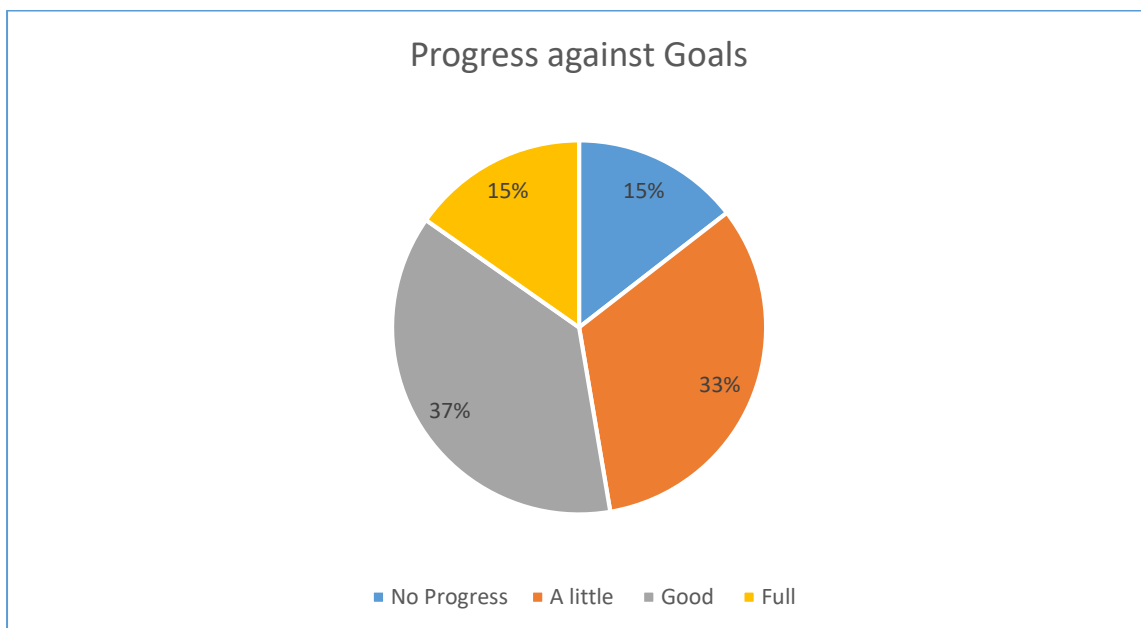
Table 2: Participants words about goals and priority

<i>Exercise more</i>	<i>Write a book</i>	<i>Finding Work</i>
<i>Manage my money</i>	<i>Improve cooking</i>	<i>Back into education and study</i>
<i>Increase socialisation</i>	<i>Cleanliness</i>	<i>Move out of home</i>
<i>Improve independence</i>	<i>Engage in Community</i>	<i>Improving health</i>
<i>Getting active</i>	<i>Fitness</i>	<i>Going back to university</i>
<i>Assistance with paying bills</i>	<i>Get out of the house</i>	<i>Freedom from public trust</i>
<i>Getting a job</i>	<i>Be Active</i>	<i>Improve wellbeing</i>
<i>Improved mental health</i>	<i>Walking from Rockingham to Sydney</i>	<i>Improve mobility</i>
<i>Getting out of the house</i>	<i>Getting a laptop</i>	<i>Better time management</i>
<i>Mental Health</i>	<i>A home of my own</i>	<i>Visiting my children</i>
<i>Contribute to society</i>	<i>Improve Health and Wellbeing</i>	<i>Getting my daughter back</i>
<i>Driving</i>	<i>Getting in a better routine</i>	<i>Helping people and animals</i>
<i>Getting a Job</i>	<i>Staying mentally healthy</i>	<i>Outdoor activities</i>
<i>Getting around on public transport</i>	<i>Cleanliness</i>	<i>A Healthy Lifestyle</i>
<i>Gardening</i>		<i>Getting on Public Transport</i>
<i>Improve day to day living skills</i>		<i>To settle my mind</i>
		<i>Live Independently</i>

Note: Some goals above were listed by more than one person

Some participants plan may be new or recently reviewed. People may have just started working on their goals. 15% (19) of goals identified had no progress achieved and 15% (19) of goals had been fully met. 33% (43) of goals participants had made a little progress against and 37% (49) of goals participants identified making good progress against.

Graph 3: Participants perspective about their progress towards their goals



5. Other Feedback

a. Improvements

We asked people how we could improve.

Table 3: Feedback from participants about how we can improve?

<ul style="list-style-type: none"> • <i>Seeking and prompting action towards goals</i> • <i>More travel</i> • <i>Nothing could be better / I am satisfied with service</i> • <i>Other support worker being punctual</i> • <i>Impossible</i> • <i>Taking more concern</i> • <i>Listening to concerns about work</i> • <i>Mu workers have been helpful and made me feel empowered. Helped with what I want to do</i> • <i>Very nice people</i> • <i>No we have done well</i> • <i>Once a month a client group</i> • <i>Finding ways, the support worker can assist me with what the psychiatrist sees I need. I like seeing a psychologist or other MH professional</i> 	<ul style="list-style-type: none"> • <i>More support & Contact</i> • <i>Cleaning and Washing</i> • <i>Gym & General fitness</i> • <i>Get involved in my problems when I'm struggling / I am now trying to understand other people's needs / I can make friends with people who don't have special needs / I don't get stressed out as much</i> • <i>Promises have been and I will wait & see / More hours??</i> • <i>To help myself not hate myself for the mistakes that I do in my life. To try to learn that the mistakes is just learning curve in life.</i> • <i>Education activities</i> • <i>More Community access - Soup kitchen, coffee and lunch</i> • <i>I have no complaints, Meeting plan hours</i>
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b. Any other feedback

<ul style="list-style-type: none"> • <i>Thankyou</i> • <i>I hope your service will last forever</i> • <i>Would like to live on my own</i> • <i>Grateful for all the help & caring</i> • <i>Would like to go to movies</i> • <i>Able to visit friends, I haven't seen any for a while</i> • <i>I'm wanting to move</i> • <i>Support worker wants more control over support</i> • <i>My coordinator is awesome. My support worker doesn't treat me like I have a mental illness</i> • <i>I would like to go out more</i> • <i>Gemma is helpful and always leaves me happy within myself (R Ewen)</i> 	<ul style="list-style-type: none"> • <i>Happy with MIFWA and Support</i> • <i>I am overall happy with the service and my support worker is a great match</i> • <i>I'd like more funding available</i> • <i>Thank you and please continue</i> • <i>It's great having your support and thankyou</i> • <i>I believe MIFWA is not known by the company but by the people that work there</i> • <i>I'm a responsible drinker, I should be able to buy alcohol with my support worker</i> • <i>I don't particularly enjoy surveys</i> • <i>I'm innocent</i>
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6. Conclusion

Thank you to all the people who completed the outcome survey, we really value your feedback and contribution. It is one part of the picture that helps us understand how we are doing and how we can improve.

Where people provided specific feedback about an issue, we have followed it up in order to understand and address the issue.

Overall, we are pleased with the results of the survey. It helps us to see we are on the right track and having the impact we seek. We will work with participants to find ways that can increase the percentage of responses we achieve in the future.

We would also like to thank our team of NDIS Community Mental Health Workers who are out there everyday making a difference and living the MIFWA values and mission.