

NOW AND NEXT PROGRAM

GLOBAL BENCHMARK June 2023

Executive summary



NOW & NEXT PROGRAM IS EFFECTIVE

- 83.2% of participants rated 9 or 10 (out of max 10) for 'how likely they are to recommend the program to other families' and only 2.9% rated below 7 (Net Promoter Score of *Now & Next* is 80.3)
- Session ratings are high across all 8 sessions ranging from 8.8 to 9.4. Participants rated all the program critical components *extremely important* and *important*
- 38.2% participants were from Culturally & Linguistically Diverse background (CALD). CALD participants were from 65 different country of origins and speaking 45 different languages other than English at home
- 22.5% Male participants/ father's engagement which is high for early childhood intervention
- The program is reaching rural/ regional and very remote communities
- Different types of programs including *online, intensive* (8 session in 4 weeks), *paid* and *free* show the same trend as this Global Benchmark as being very effective

PARENTS ARE BENEFITING

- Data show that parents/carers are benefiting from the program based on numerous indicators
- Wellbeing indicators show that the program helped improving participants 'wellbeing in areas such as *positive emotions, engagement, relationships, meaning, accomplishment, physical health, happiness and optimism*. Participants reported reduced *loneliness and negativity*
- Participants felt empowered and more hopeful after the program; their life satisfaction increased; and increases in the 5 capacity building outcomes
- Goals achieved during program: 89.4% family; 87.2% child; 83.4% personal
- The program has positive impact: wellbeing ratings increased over the 8 sessions
- *Participant feedback is extremely positive*

COMMUNITY IMPACT

SUITE OF PROGRAMS WE DEVELOPED AND RAN



991 NOW & NEXT GRADUATES

117 group programs in Australia, New Zealand, Canada & Finland - 991 completed the program and joined the Now & Next Alumni group

98 FAMILY LEADERS

Trained, accredited and employed 45 peer facilitators in Australia, New Zealand and Canada for Now & Next and provided training for 53 family leaders nationally

6 FAMILY CONFERENCES

Organized 6 Annual Family Conferences attended by 848 families and professionals internationally



2273 PICTABILITY SESSIONS 278 PICTABILITY FACILITATORS

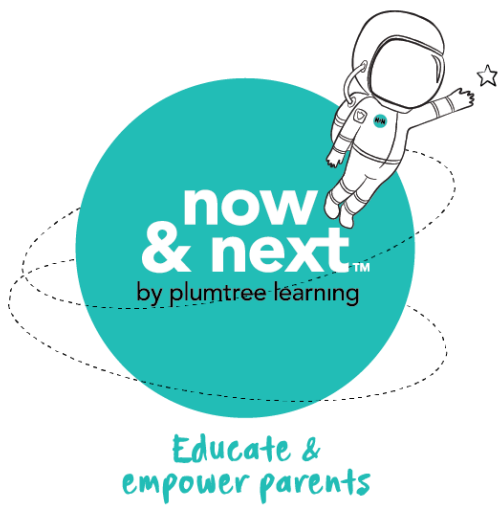
2273 families & professionals developed visions and goals using Pictability and 45 parents and 236 professionals trained as Pictability facilitators

335 Now & Next School /Youth PARTICIPANTS

Example: We delivered a pilot NSW Department of Education innovation project Student Voice, attended by 103 parents, 80 students and 42 educators. Child Voice 4 sessions programs attended by 42 families

97.2% PARENTS RECOMMEND NOW & NEXT

NOW AND NEXT 2016 – June 2023



NPS^R question

“Now that you have completed the Now & Next Program, how likely are you to recommend the program to other families?”

NPS^R score

Parents answer above question on a scale of 0=Not at all likely to 10=Extremely likely. NPS^R score is calculated using the formula*.

NPS^R result

Our NPS is 80.3%, a very high score in the ‘Excellent’ range meaning 83.2% of the participants rated 9 or 10/10

*<https://www.netpromoter.com/know/>

PROGRAM IMPACT – PARTICIPANT STATEMENTS

NOW AND NEXT 2016 – 2023

“Life changing- has totally changed my perspective and empowered me to make changes”

“We are looking to the future. Hope. Looking at strengths rather than deficits. We have the tools to build something better”

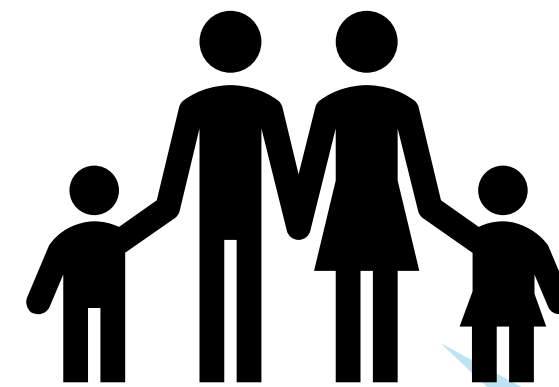
“It changed my family in an amazing way. We now work together utilising our character strengths to support our son reaching his goals through many small steps that will be worth celebrating”

To take time to breathe reset and go again. To learn somethings, need more steps then we think. Listen and accept but also stand up and be counted for

“It has changed our focus from the lack of availability of therapies to what we can do for our family with what we have. Being able to celebrate the little wins has brought some joy to our family”

Tools are amazing! Positive psychology amazing!! This needs to be adopted nationwide.....more accessible to ALL families. Brilliant. This has been missing.

“I feel more in control, that I can set myself small goals and achieve them and that will lead to fulfilling larger goals, I feel more confident to advocate for myself and my child. ”



RECOMMENDATION – PARTICIPANT STATEMENTS

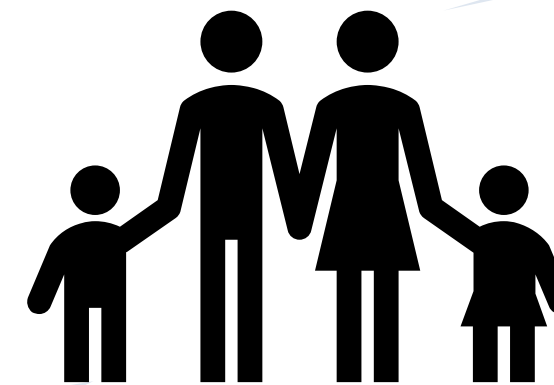
NOW AND NEXT 2016 – 2023

“Recommended program to someone today to help with goal setting and achievement, and a tool kit for those that have limited access to professional therapy”

“Now & Next Program will change your life and your family's life in a way you will never imagine”

“Well thought out program to support parents of kids with disabilities with no judgements or negativities. Inclusiveness without judging or comparing”

“If you have the opportunity to experience the program definitely do it!! I definitely learnt a lot from the program but more from all the parents’



“Great opportunity to identify strategies to deal with challenging behaviours and provide tools for use with your children and other aspects of life”

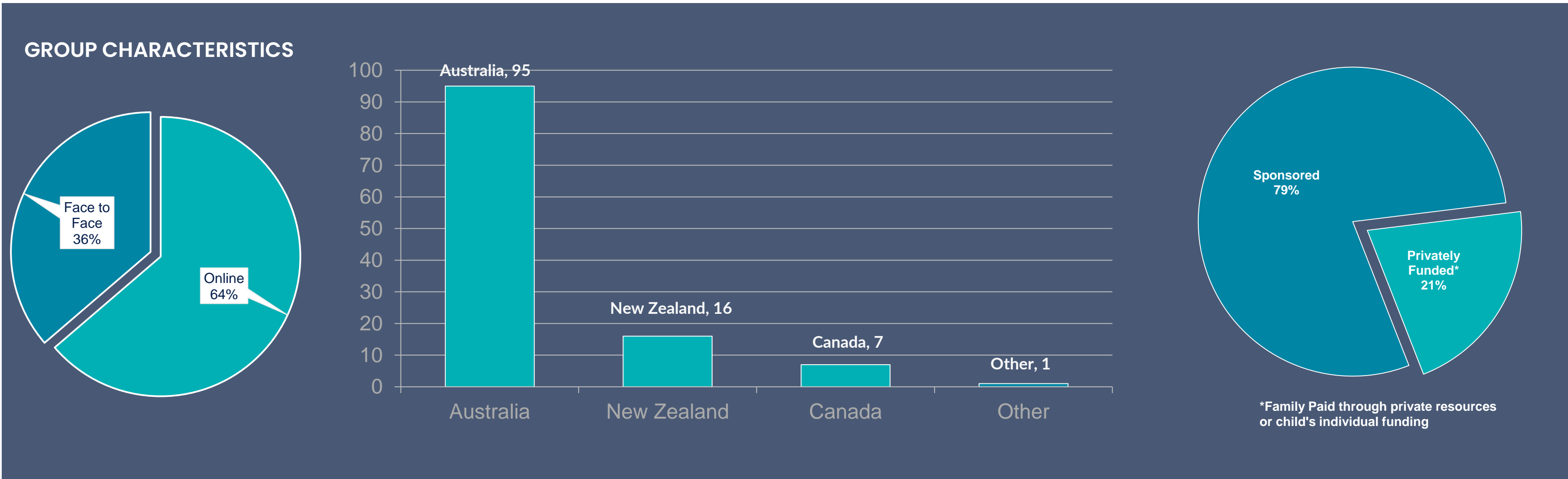
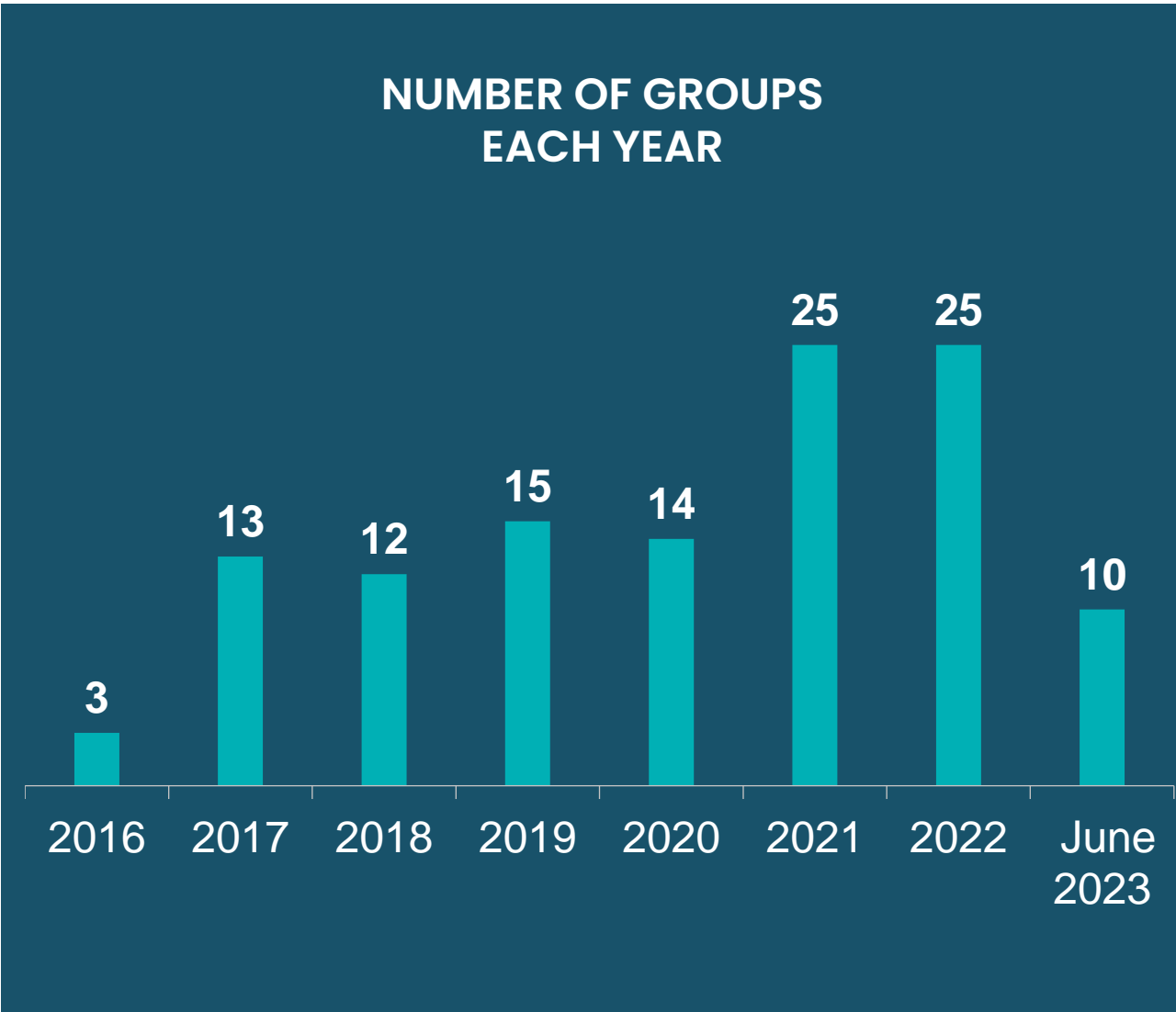
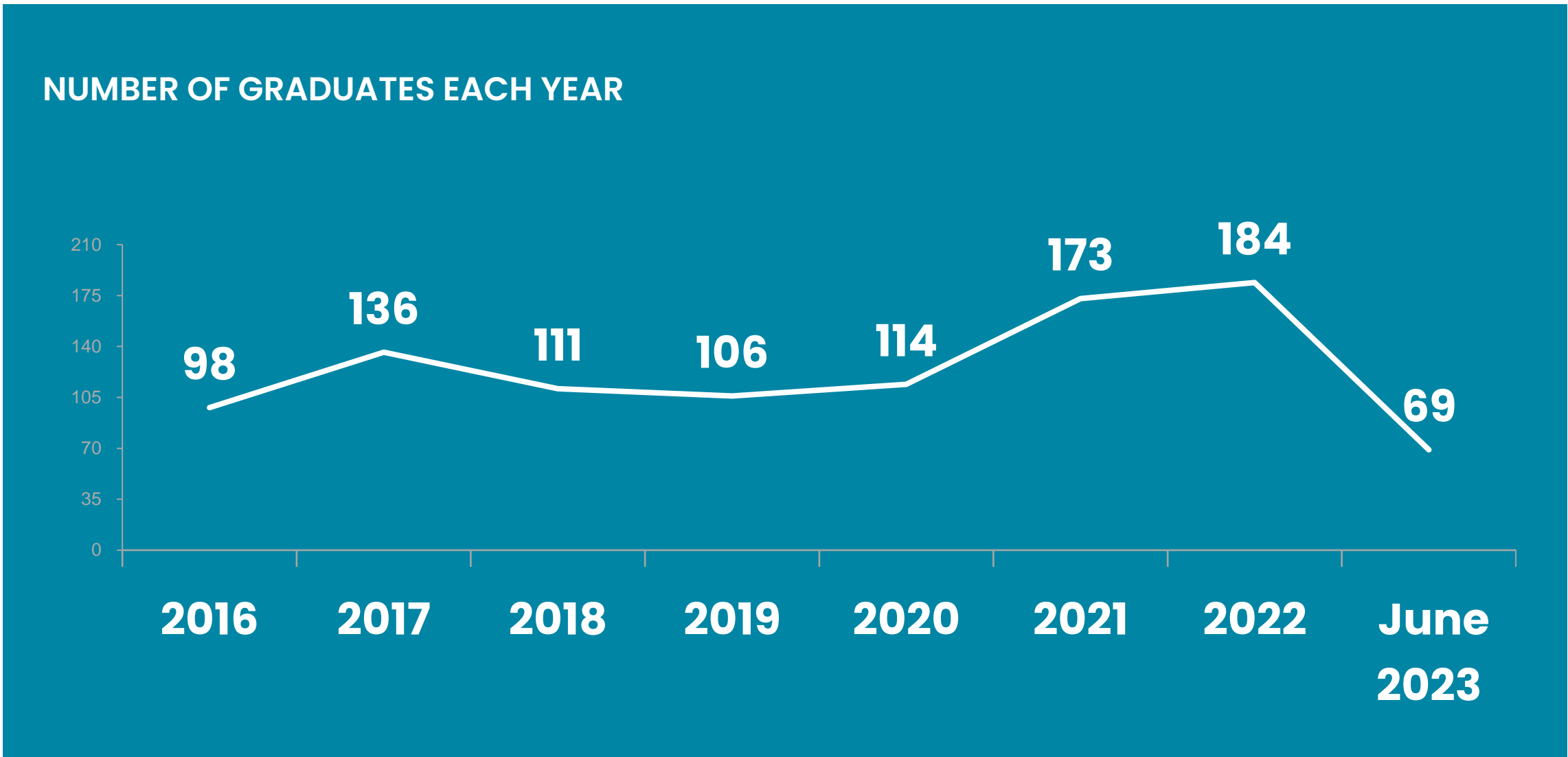
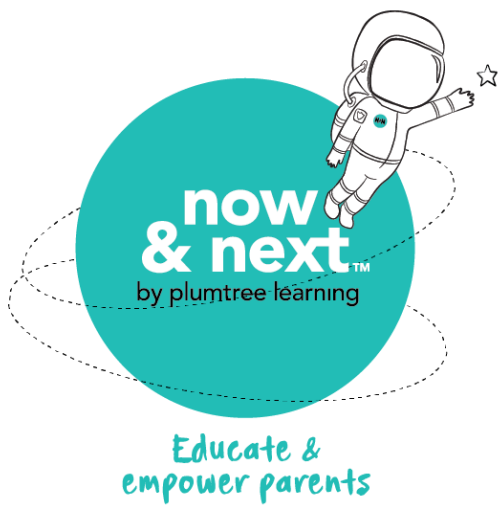
“The practical resource toolkit is well designed and will lead you toward creating better outcomes for your child and family. The information content eg PERMA, will better enable you to support your child’s skill development”

“I would recommend this program to my community (Vietnamese group)”

“Renewed focus. Practical strategies for action”

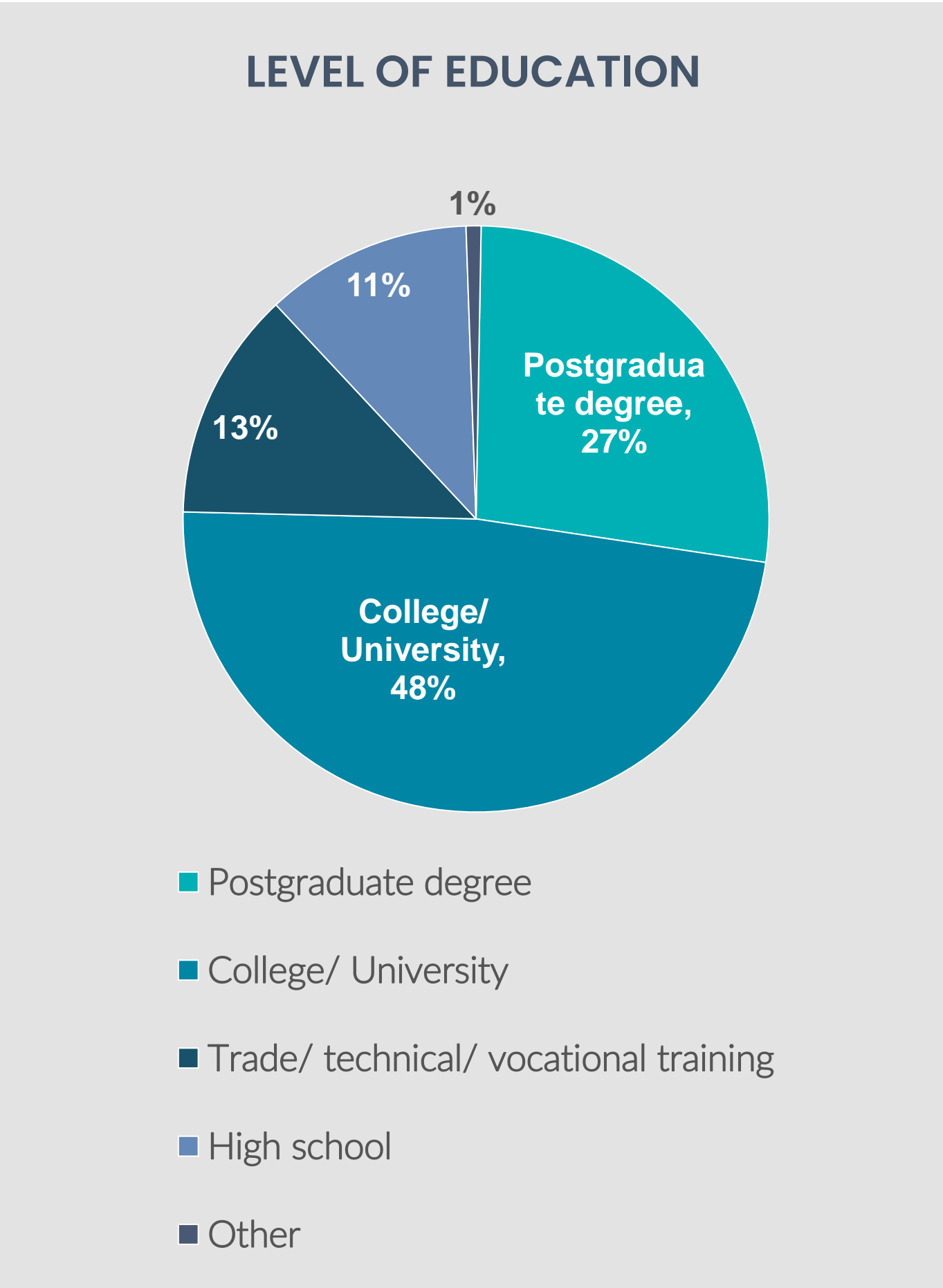
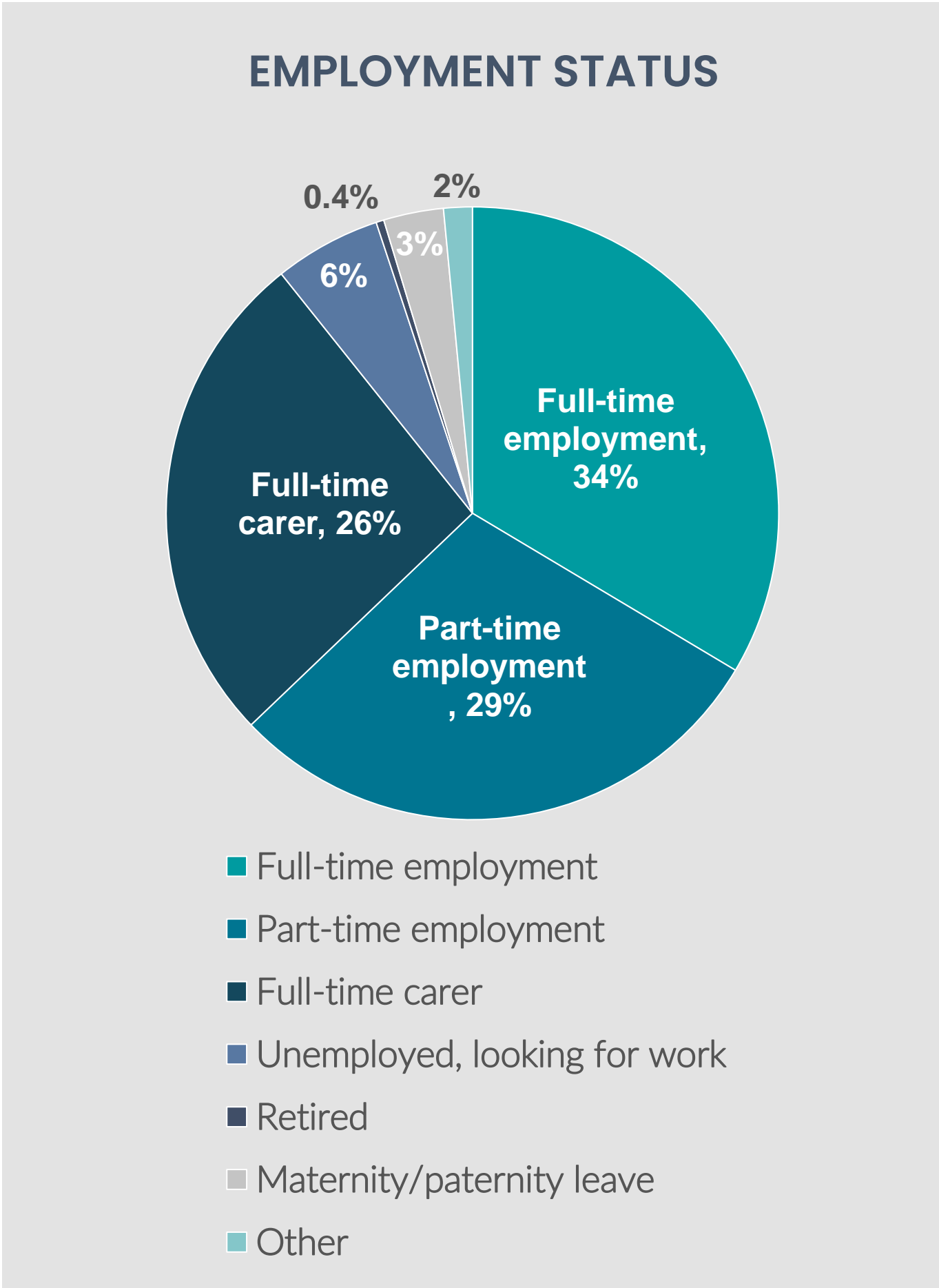
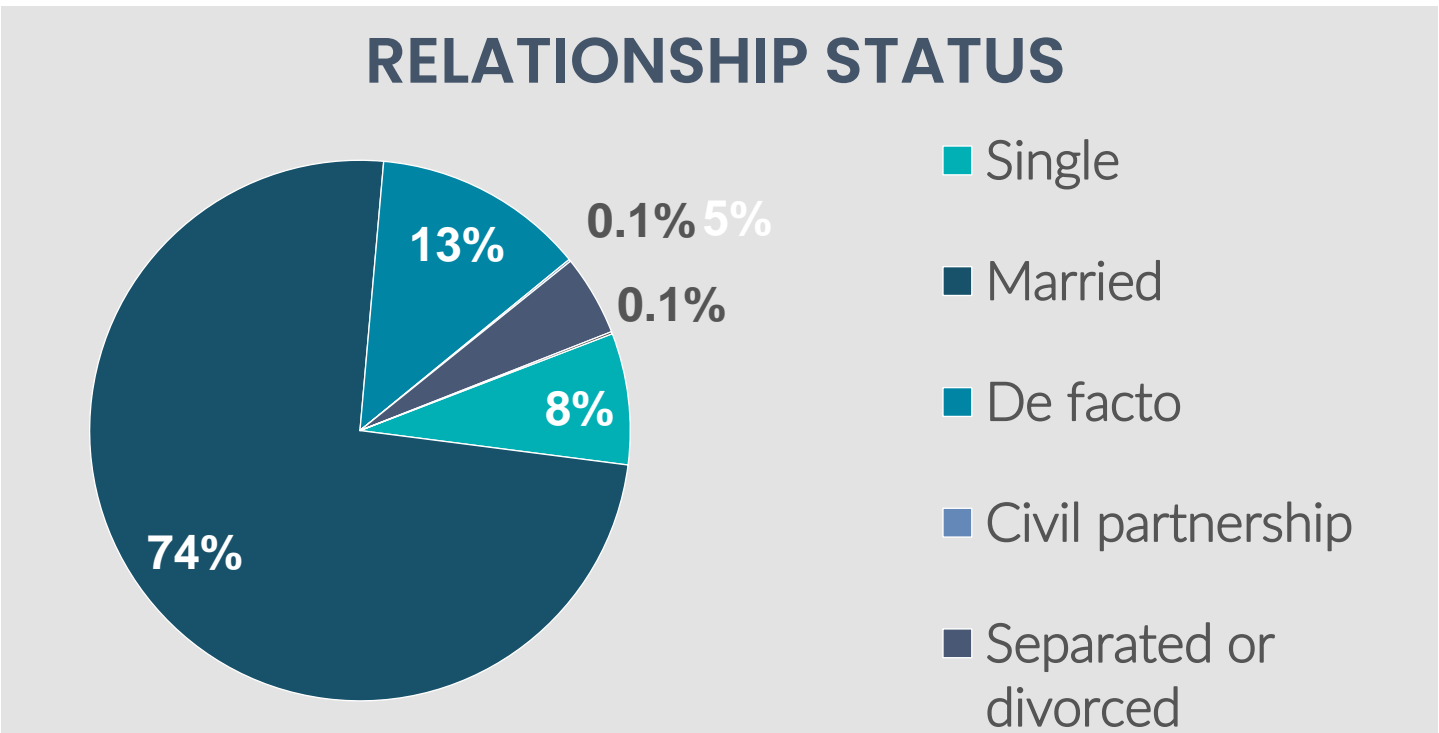
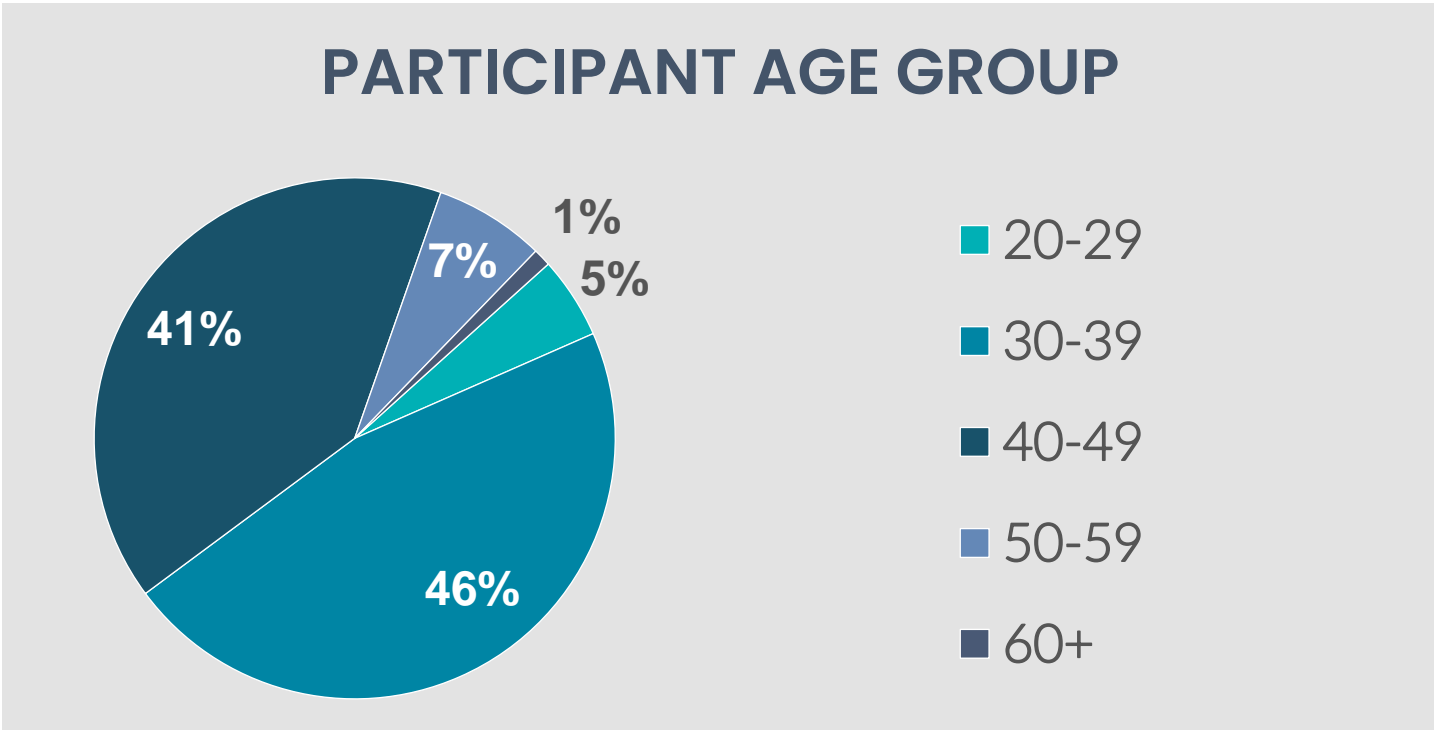
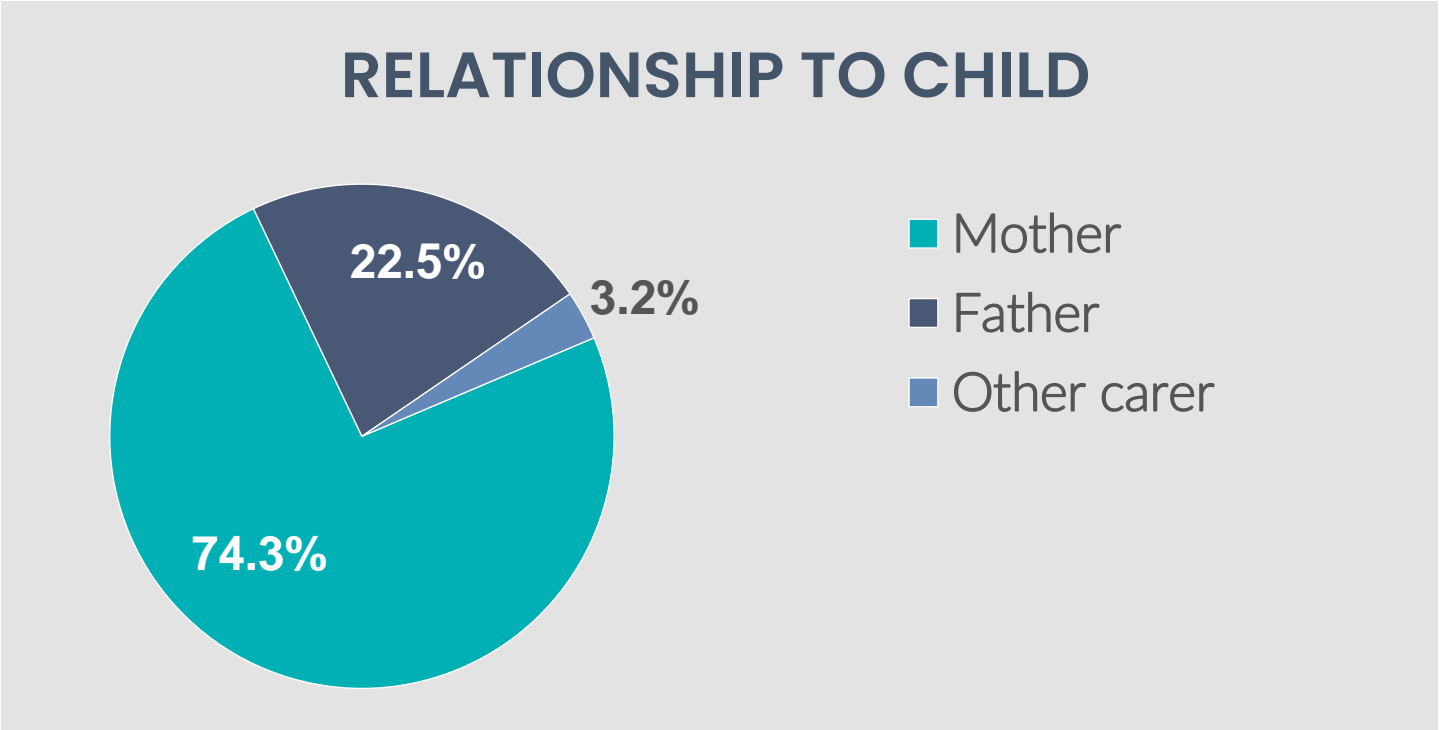
TIMELINE, GROUPS AND PARTICIPANTS

NOW AND NEXT 2016 – June 2023



PARTICIPANT DEMOGRAPHICS

NOW AND NEXT 2016 – June 2023

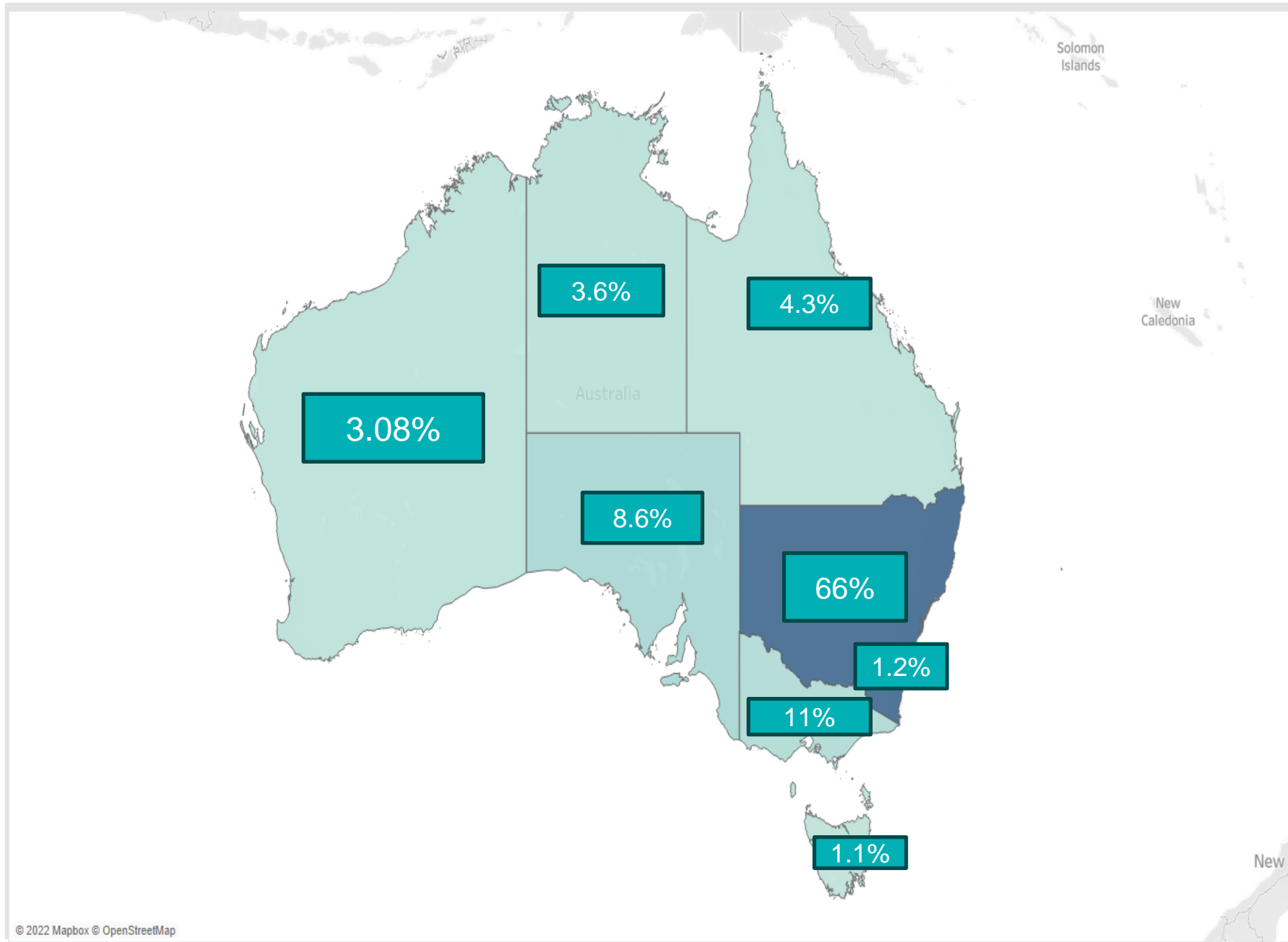
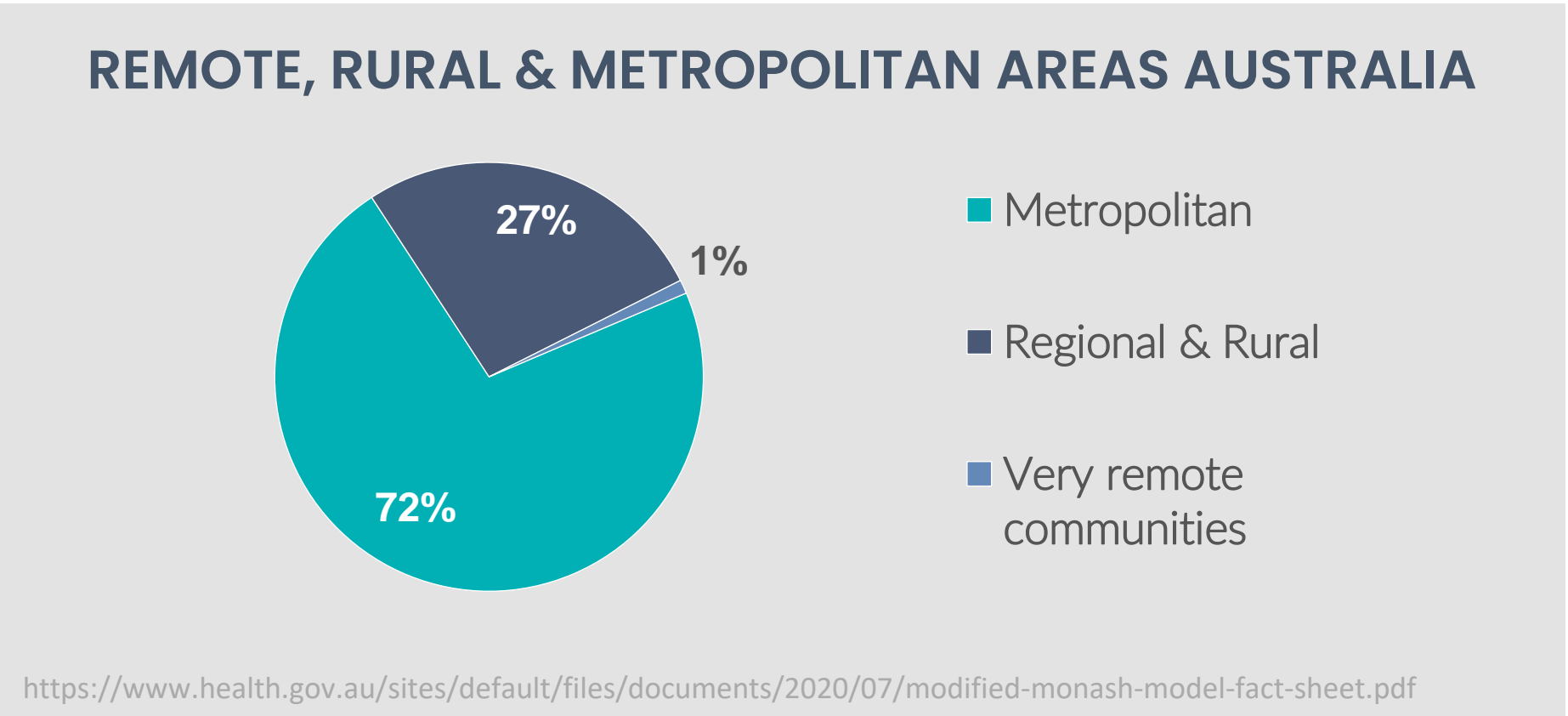


GEOGRAPHICAL LOCATION

NOW AND NEXT 2016 – June 2023

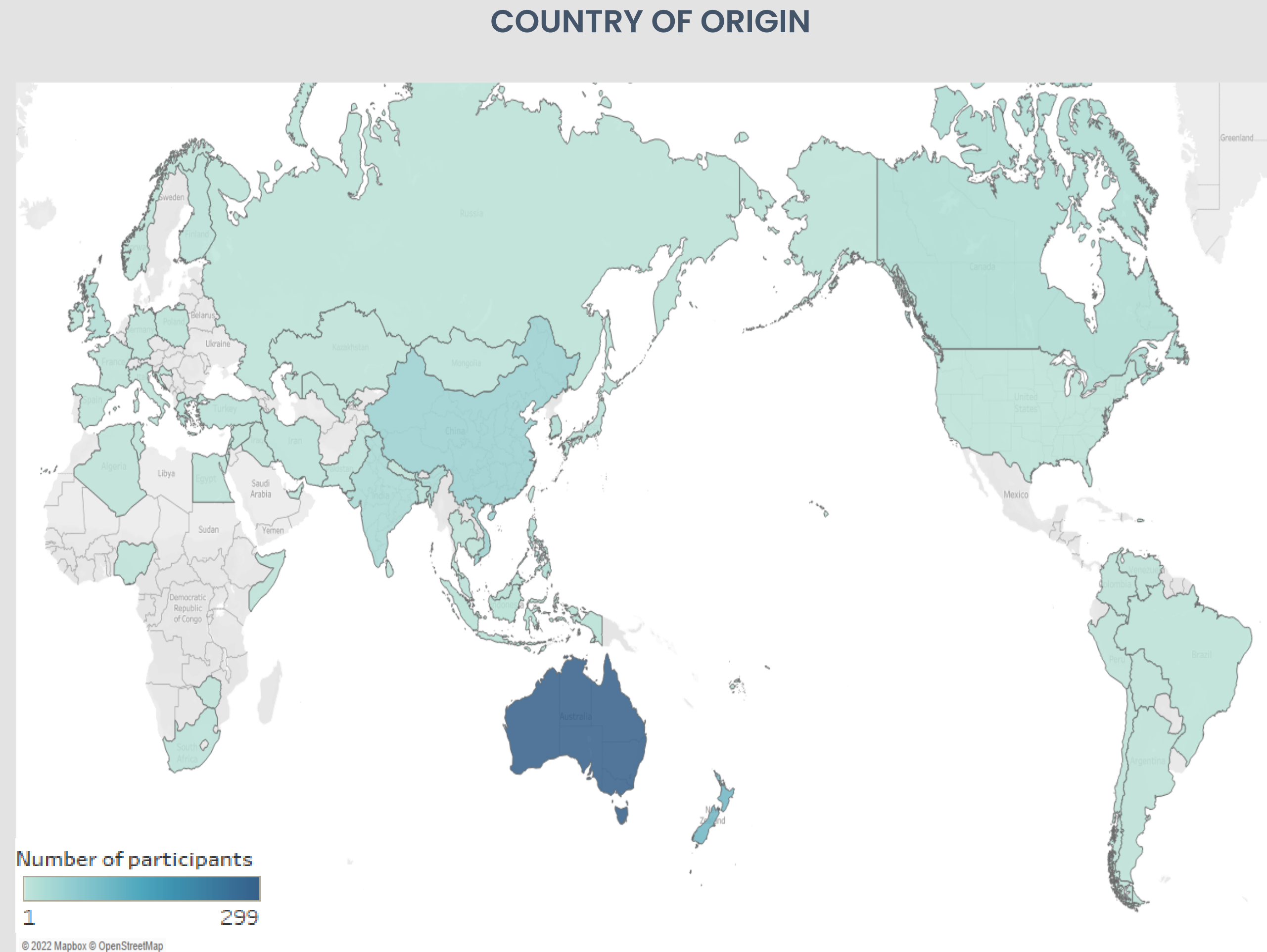
Participants reside in 4 different countries: Australia **75.7%**, new Zealand **17.8%**, Canada **5.6%**, Finland **0.6%** and Singapore 0.2%

Participants from all Australian states and territories: **67%** from NSW, **10%** from VIC and **9%** from SA



CULTURAL BACKGROUND

NOW AND NEXT 2016 – June 2023



38.2% CULTURALLY & LINGUISTICALLY DIVERSE FAMILIES

Families from **63** different country of origins

Speak 45 different languages

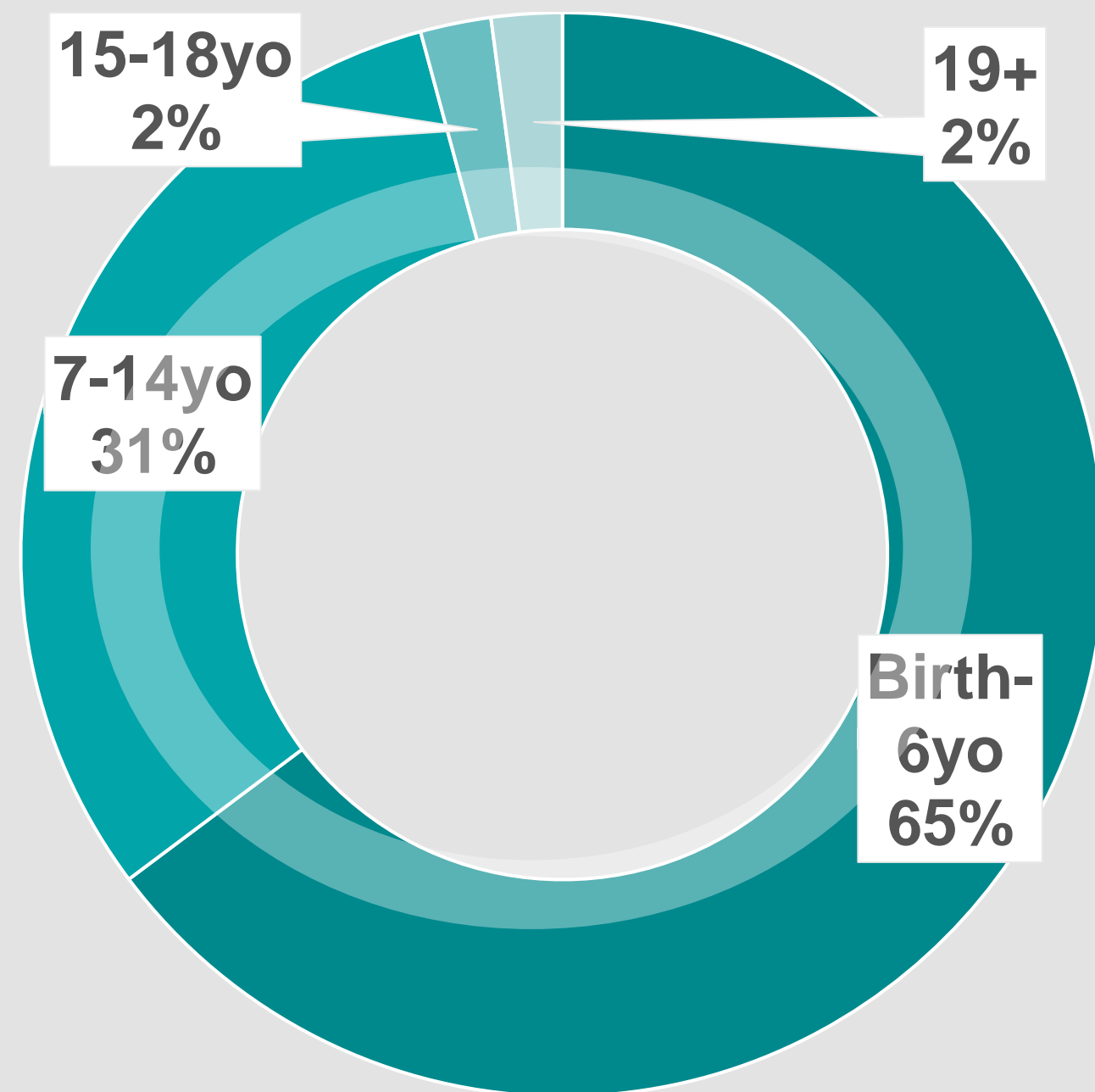
2.7% Aboriginal or Torres Strait Islander Families

LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME



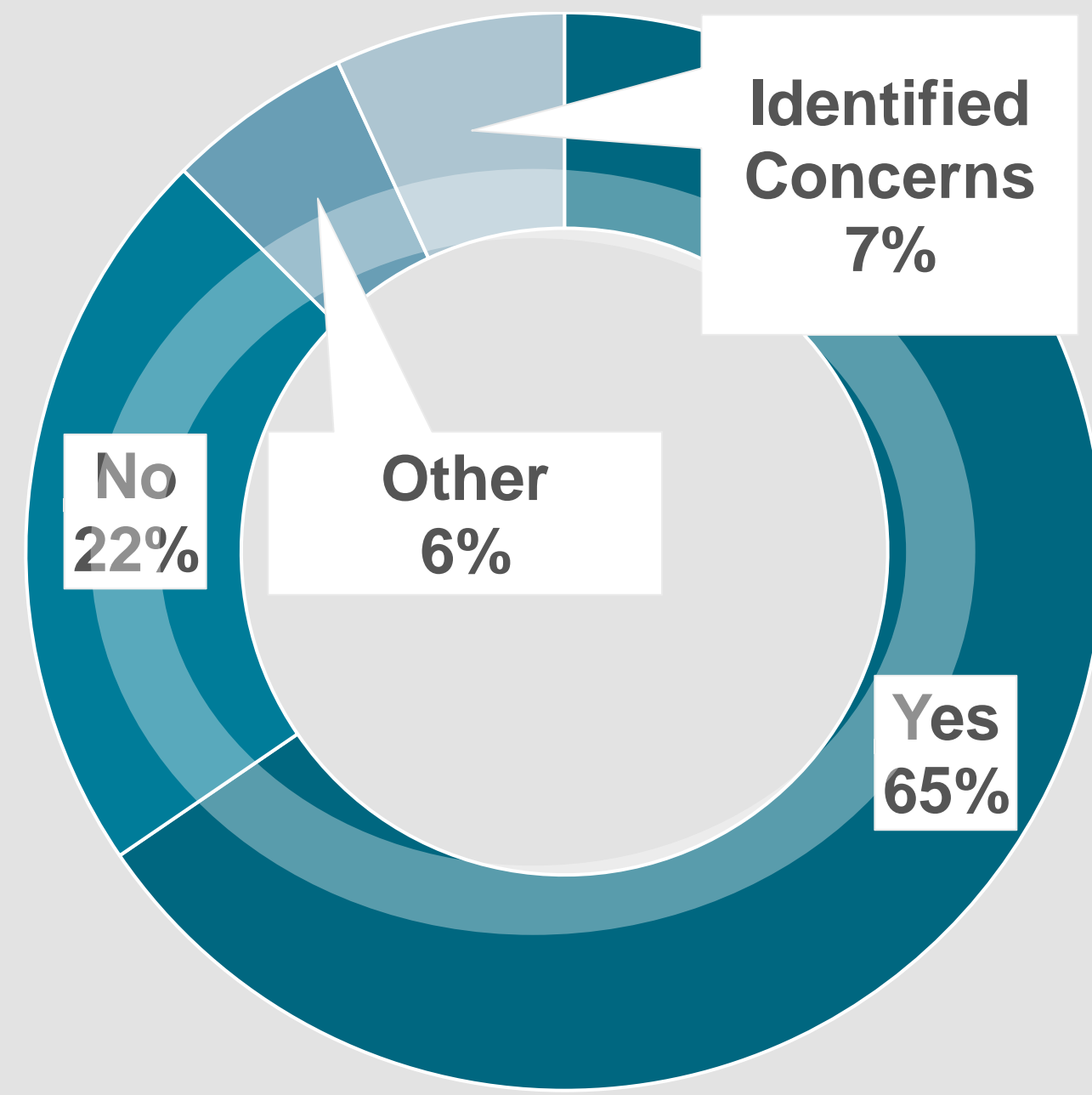
CHILD DEMOGRAPHICS

NOW AND NEXT 2016 – June 2023



Age of children

65% of the children were aged birth to 6.



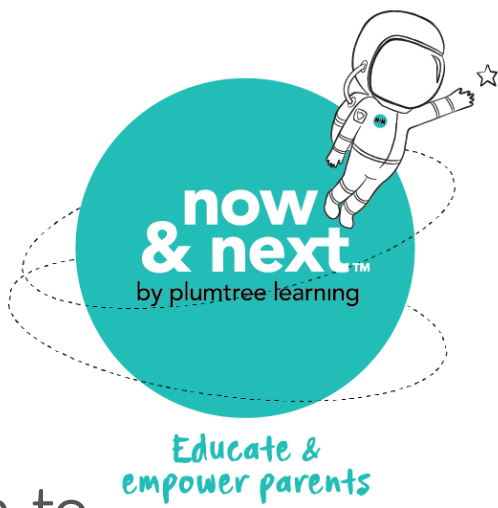
Diagnosis

65.5% of children have diagnosis of disability or developmental delay and 22% have no diagnosis.

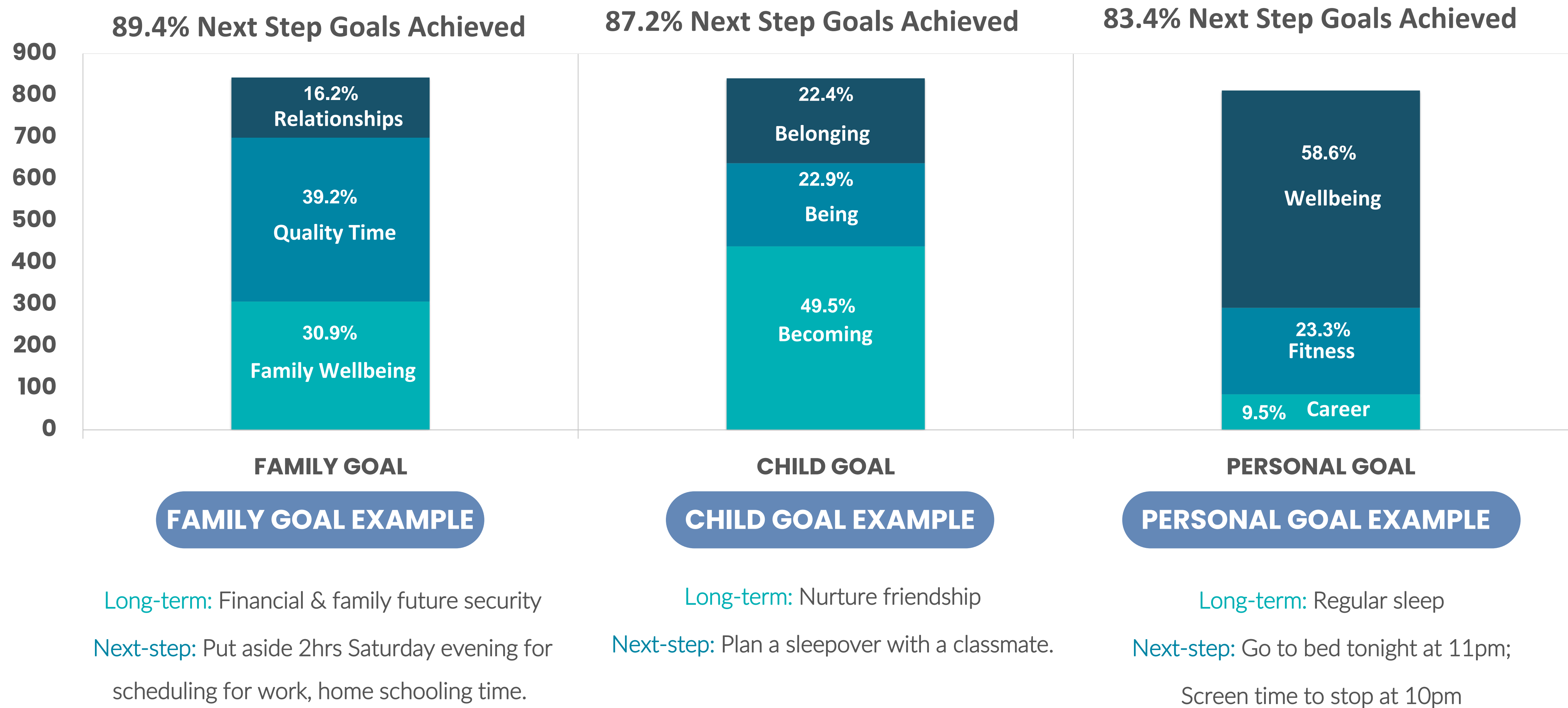
7% children has identified concerns.

GOALS ACHIEVED DURING THE PROGRAM

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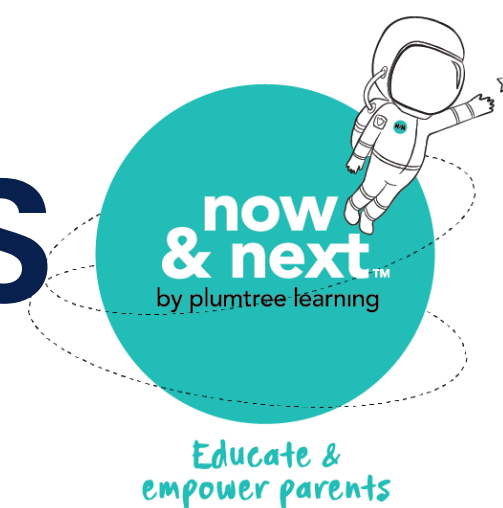


One of the main objectives of the program is that participants are supported to formulate achievable goals and practice achieving the goals. Parents learn to break down long-term aspirational goals into next-step achievable goals through peer coaching during the program. The table describes goal achievement percentages and long-term goal categories. (886 responses)

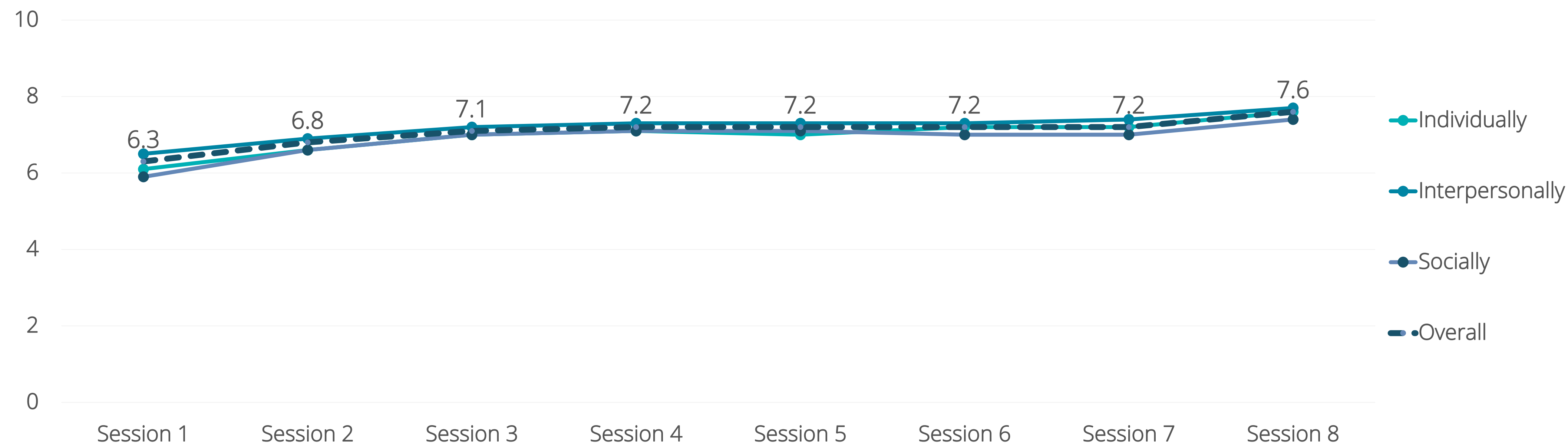


WELLBEING RATINGS INCREASED OVER 8 SESSIONS

NOW AND NEXT 2016 – June 2023



Outcomes Rating Scale – Partners for Change Outcomes Management System*

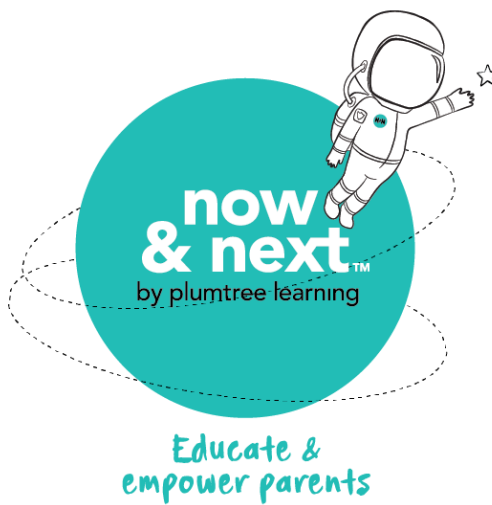


At the beginning of each session, participants indicated their wellbeing and functioning on *how they felt individually, interpersonally, socially, and overall, over the past week*. Above figure summarizes ratings for 686 parents/carers. Notably, parent/ carer wellbeing improved significantly between the two time points, Session 1 and Session 8.

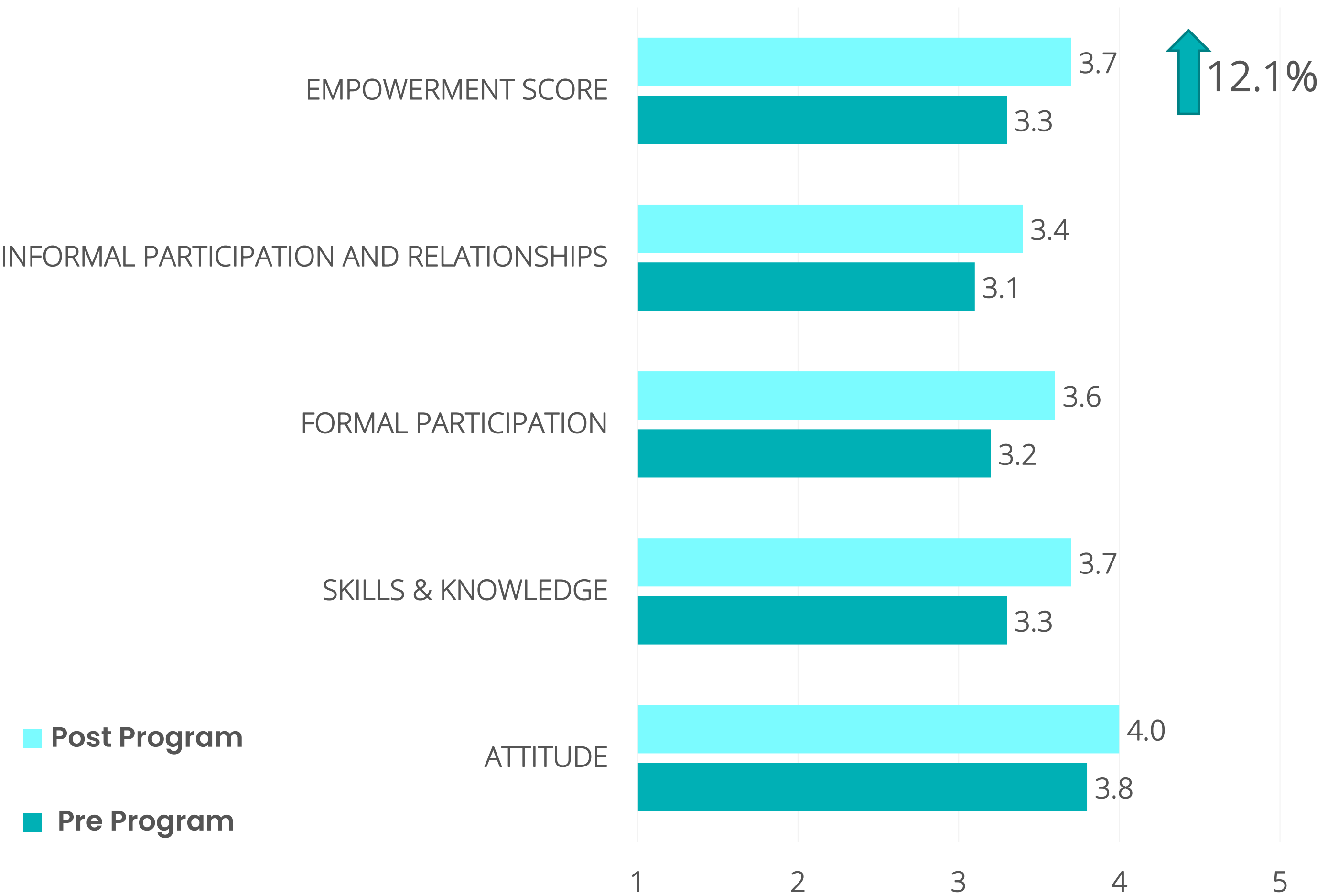
- Reference from the [Partners for Change Outcomes Management System](#)

PARTICIPANTS FEEL MORE EMPOWERED

NOW AND NEXT 2016 – June 2023



Psychological Empowerment Scale for Families of Children with Disability* (433 responses)



Participants felt empowered from the program

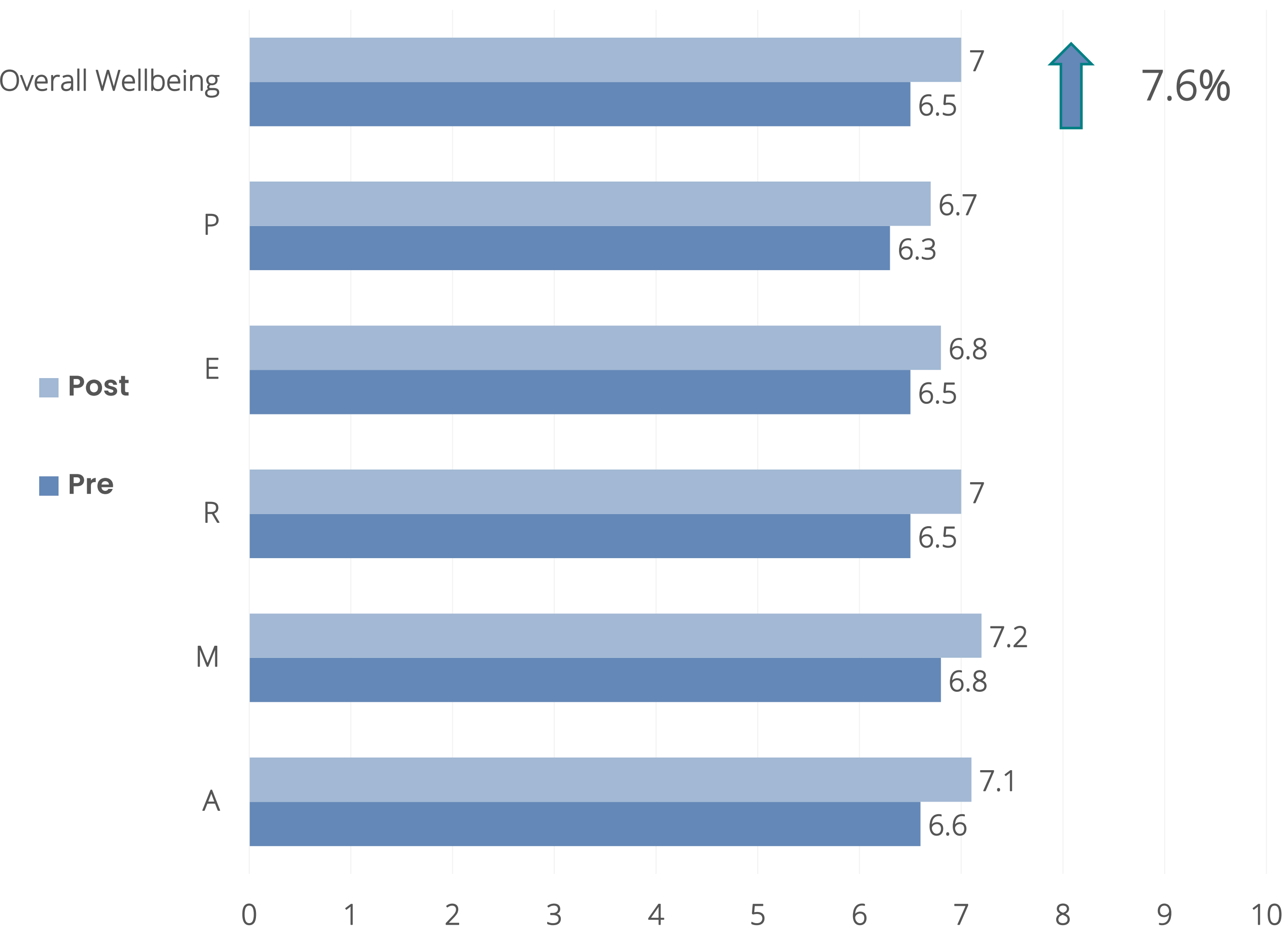
- On average, overall empowerment score increased from 3.3 (out of max 5.0) to 3.7 at the end of the program (12.1% increase).
 - Participants achieved statistically significant increase outcomes in all empowerment subscales (p<00001).
- Reference from the [Beach Center](#), Kansas University

WELLBEING IMPROVED

NOW AND NEXT 2016 – June 2023



Seligman’s PERMA Model – PERMA Profiler* (441 responses)



PERMA – Five core elements of happiness and wellbeing

- P – Positive emotions
- E – Engagement
- R – Relationships
- M – Meaning
- A - Accomplishments

On average, overall wellbeing scores increased from 6.5 (out of max 10) to 7 at the end of the program (7.6 % increase).

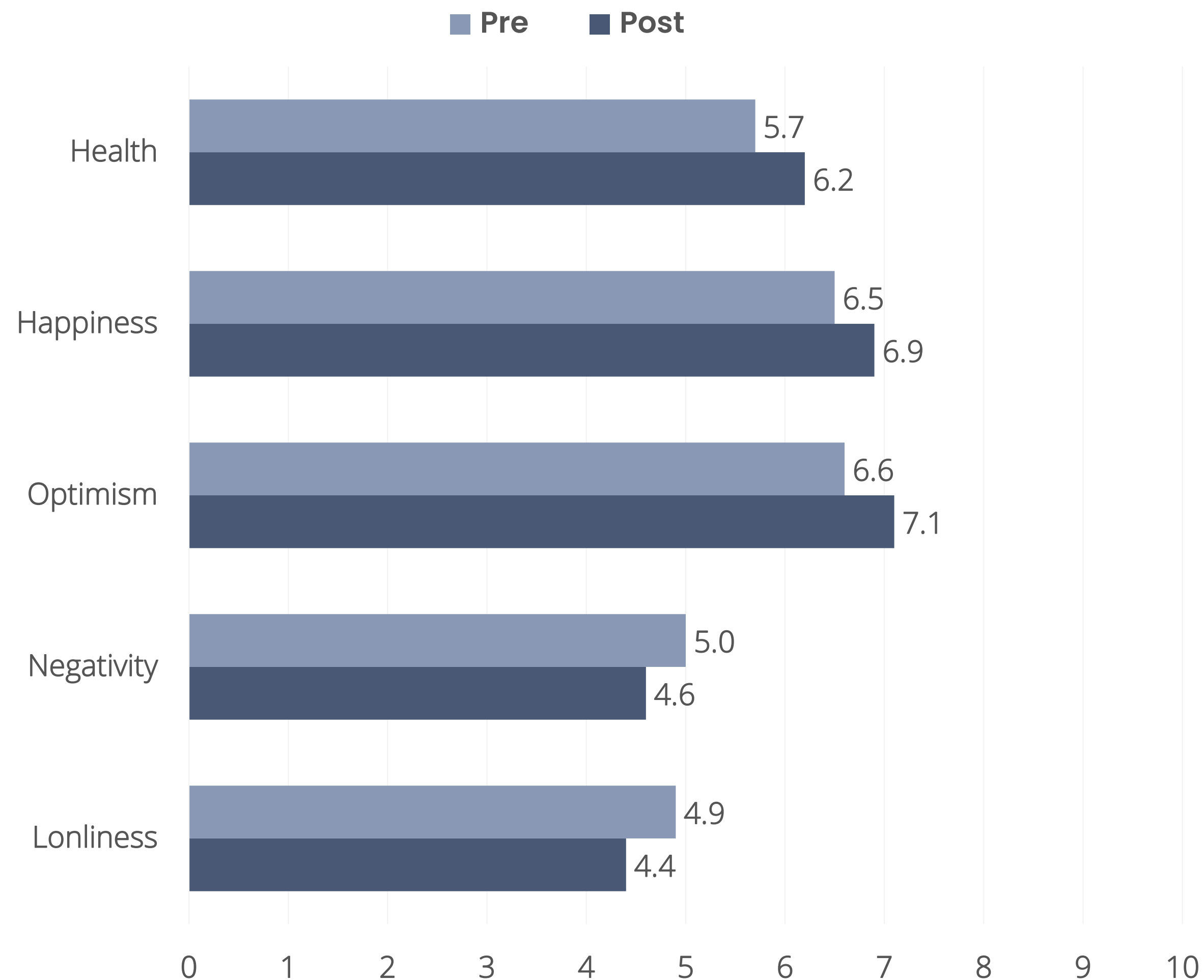
Participants achieved statistically significantly increase outcomes in all wellbeing subscales at program completion (p<00001).

• [Reference from PERMA profiler](#)

WELLBEING IMPROVED

NOW AND NEXT 2016 – June 2023

Other wellbeing scores- PERMA Profiler* (441 responses)



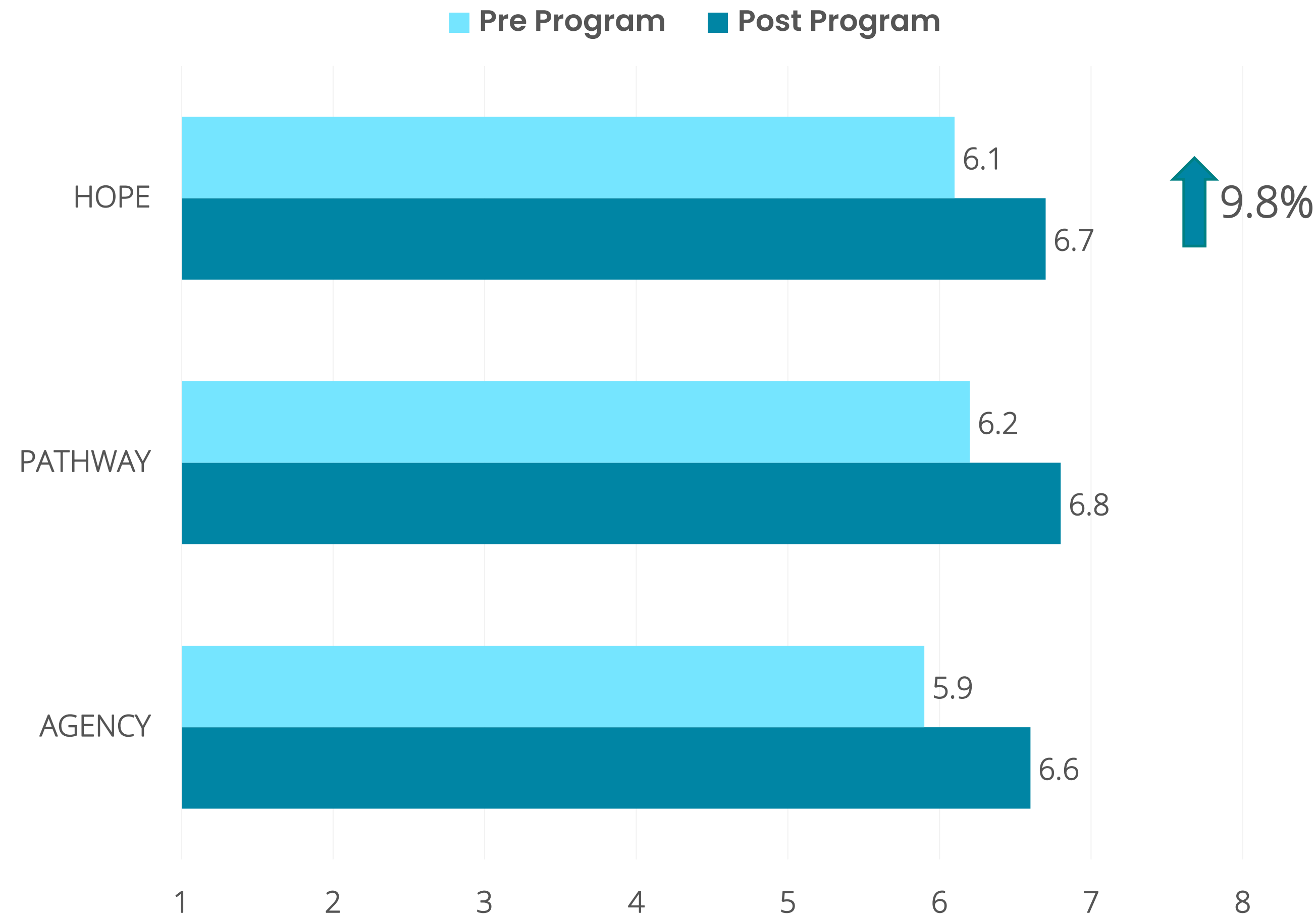
- Subjective rating of *physical health, happiness & optimism* increased significantly as a result of the program
- *Negativity and loneliness* ratings declined

Reference from PERMA profiler

PARTICIPANTS FEEL MORE HOPEFUL

NOW AND NEXT 2016 – June 2023

Hope Scores (408 responses)



HOPE= AGENCY+ PATHWAYS (STRATEGIES)

'Hope is defined as the perceived capability to derive pathways to desired goals and motivate oneself via agency thinking to use those pathway.' (Snyder, 2020)

Parents/carers left the program feeling significantly more hopeful compared to their level at the beginning.

On average, overall hope scores increased from 6.1 (out of max 8) to 6.7 at the end of the program (9.8 % increase).

Participants achieved statistically significant increase outcomes in all wellbeing subscales at program completion ($p < 0.0001$).

- Reference from [Snyder Adult Hope Scales test](#)

LIFE SATISFACTION RATING INCREASED

NOW AND NEXT 2016 – June 2023

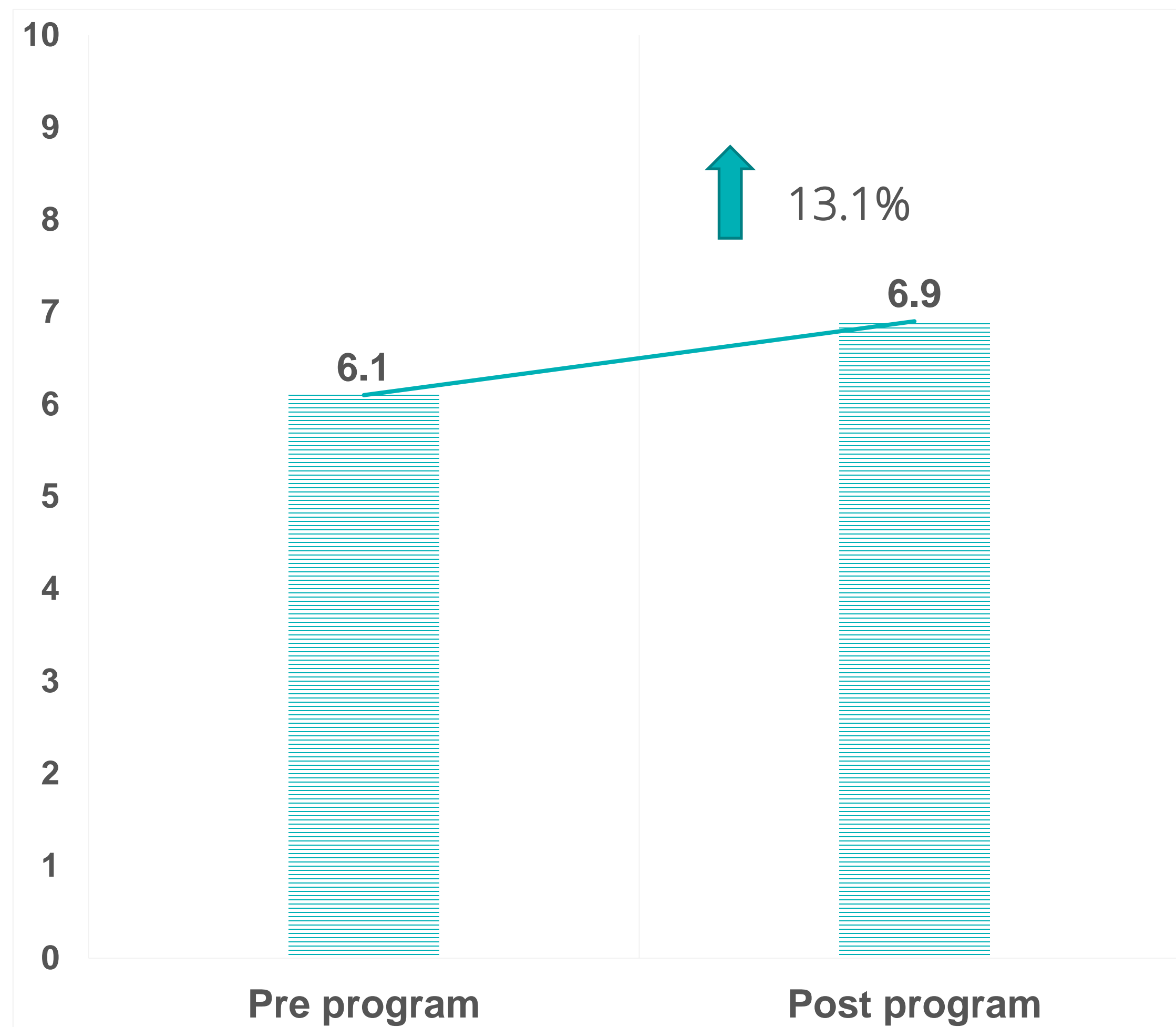
Cantril Ladder* (638 responses)

- Respondents are asked to think of a ladder, with the best possible life for them being a ten, and the worst possible life being zero. They are then asked to rate their own current lives on that 0 to 10 scale.

Parents/carers left the program reporting a significantly higher Life Satisfaction compared to their level at the beginning.

On average, participants recorded a significant increase in terms of life satisfaction, rating on average 6.9 (out of 10) compared to the 6.1 at the beginning of the program (13.1% increase).

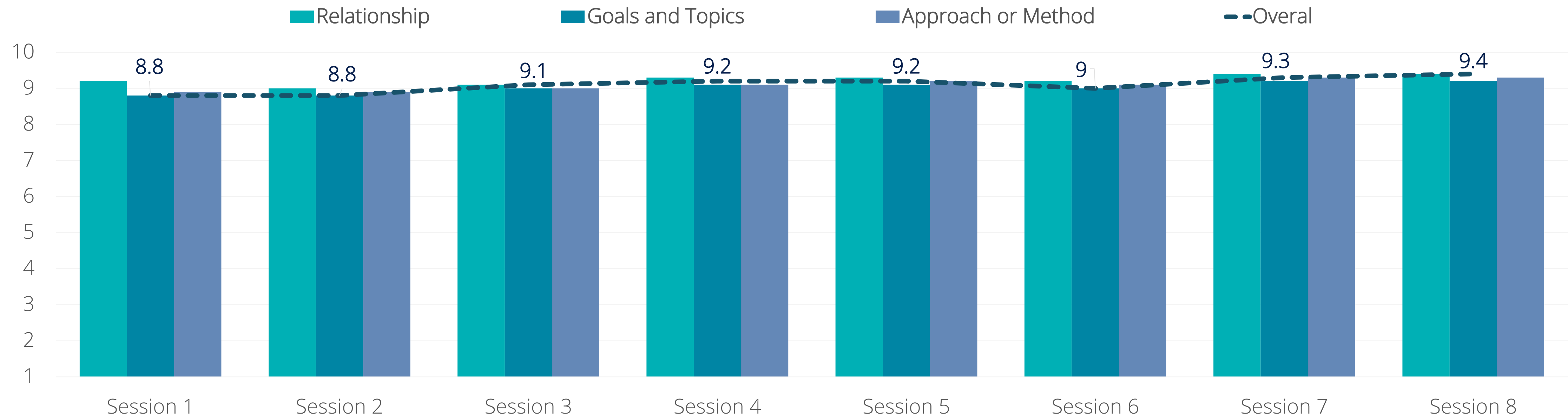
Participants achieved statistically significant increase outcomes in Life Satisfaction at program completion ($p < 0.00001$).



PARTICIPANTS RATED THE SESSIONS HIGHLY

NOW AND NEXT 2016 – June 2023

Group Session Rating Scale – Partners for Change Outcomes Management System*



At the end of each session, participants indicated their ratings on a 0 to 10 scale on the following: feeling accepted and respected by the facilitator and other participants (relationships); working on and talking about what participants wanted to work on and talk about (goals and topics); the fit of the approach and facilitators for participants (fit); and finally, that the session was right for the participant (overall) across the eight sessions. The ratings suggest that across the sessions participants had very positive experiences with the program. Relationship rating is the highest across the sessions.

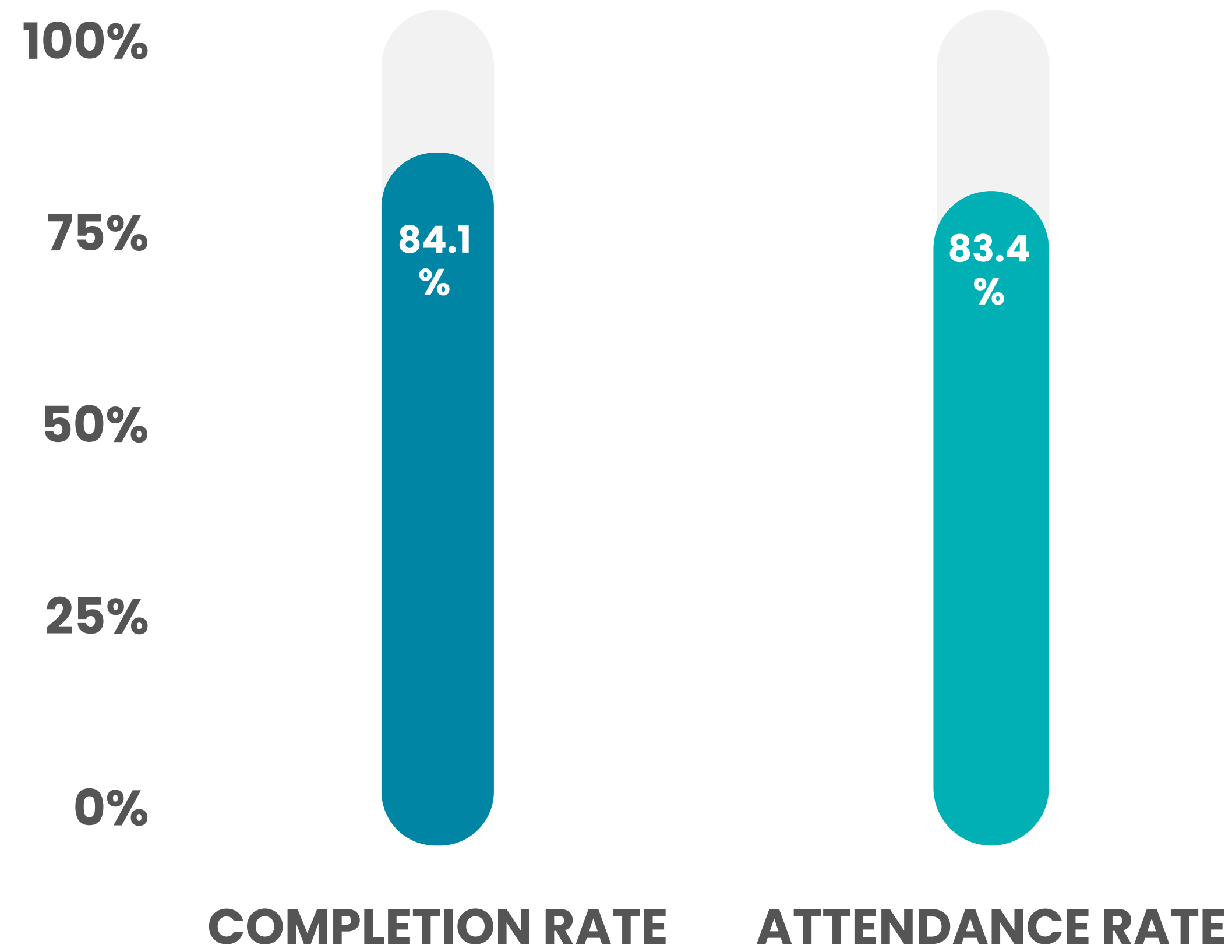
- Reference from the [Partners for Change Outcomes Management System](#)

COMPLETION & ATTENDANCE RATES HIGH

NOW AND NEXT 2016 – June 2023



Completion Rate & Attendance Rate on Average

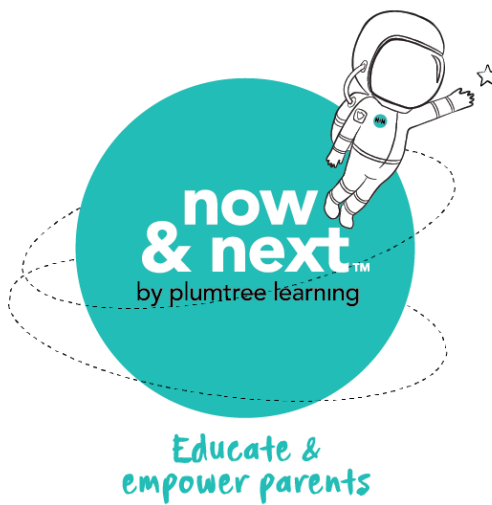


Completion & average attendance rates (991 responses)

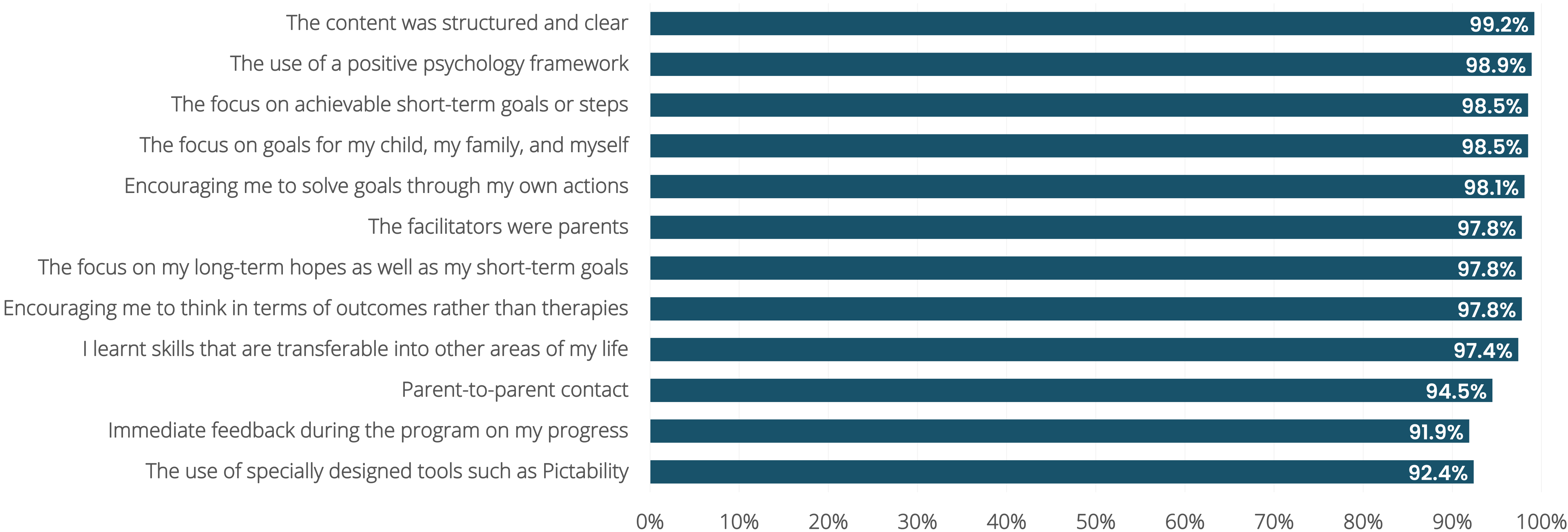
- Since the commencement of the program a total of 991 families completed the 8-session program out of 1178 families who started. The completion rate *Now and Next* is 84.1 %.
- On average, 83.4% of participants attended each session. Average group size was 10 participants.

IMPORTANCE OF PROGRAM COMPONENTS

NOW AND NEXT 2016 – June 2023



Participants rated all critical components as IMPORTANT* (279 responses)



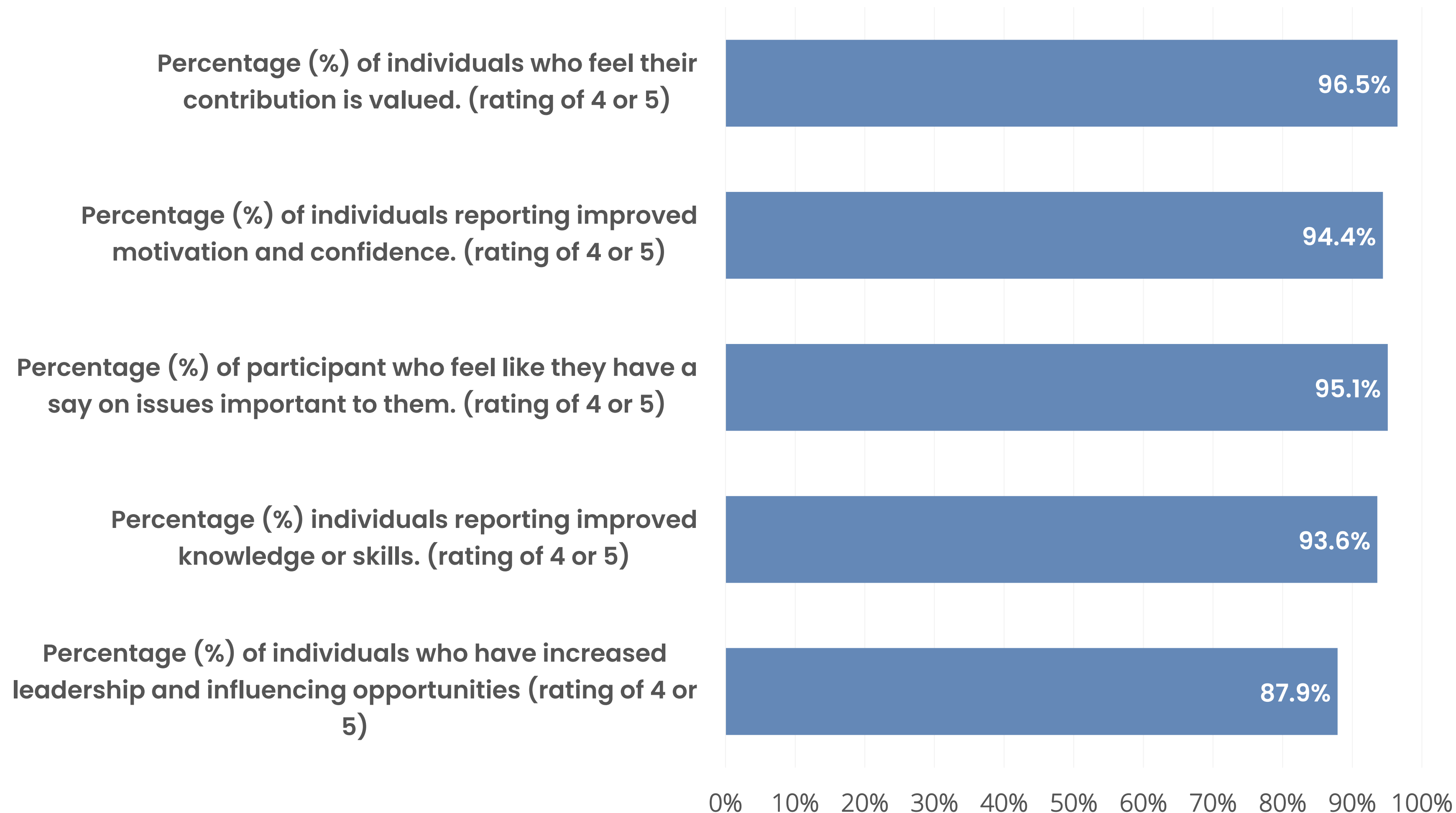
Participants rate the ‘active ingredients’ of the Now and Next program in the final session. They rated the following most highly: the content was structured and clear; the use of positive psychology framework; and the focus on achievable short-term goals.

PARENTS REPORT INCREASED CAPACITY

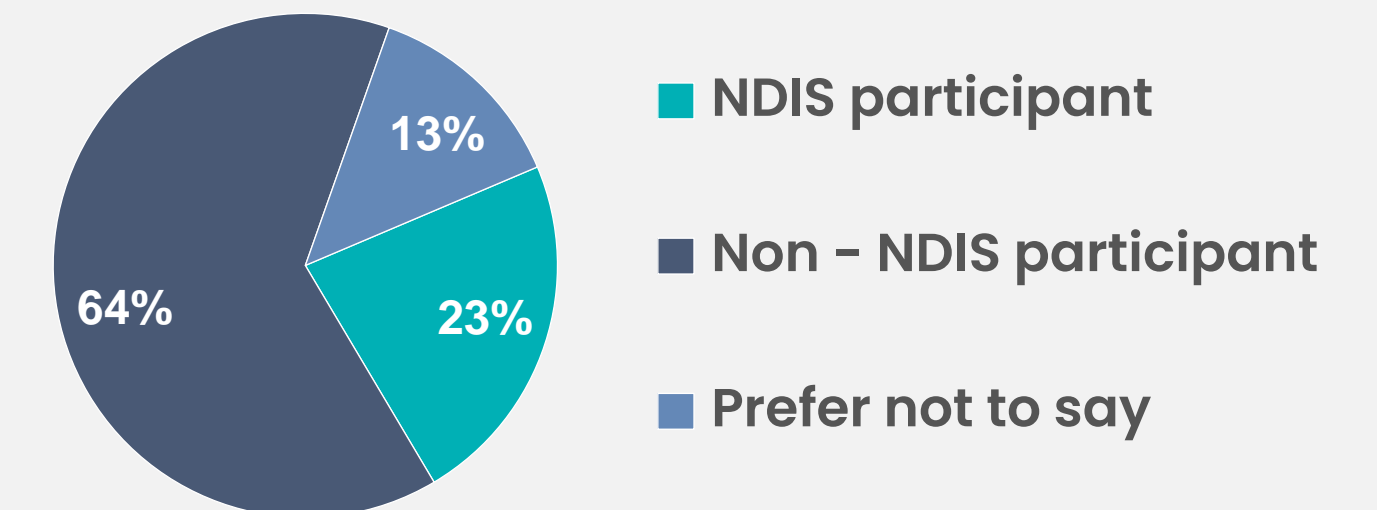
NOW AND NEXT 2016 – June 2023



Department of Social Services - Individual Capacity Building Outcomes



NDIS/NON-NDIS PARTICIPANTS



- Participants report significantly increased individual capacity in all 5 areas.
- Participants appreciate that their contribution is valued, and the program improved their motivation and confidence.

(283 Responses)

OTHER PROGRAMS – TIMELINE, GROUPS AND PARTICIPANTS

All other programs: Pictability, Now and Next School age, Now and Next Youth: 2016 – 2023

