

# NOW AND NEXT PROGRAM

## GLOBAL BENCHMARK FEBRUARY 2022

### Executive summary



### NOW & NEXT PROGRAM IS EFFECTIVE

- 83.6% of participants rated 9 or 10 (out of max 10) for 'how likely they are to recommend the program to other families' and only 2.3% rated below 7 (Net Promoter Score of *Now & Next* is 81.2)
- 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*
- 42% participants were from Culturally & Linguistically Diverse background (CALD). CALD participants were from 59 different country of origins and speaking 45 different languages other than English at home
- 23% Male participants/ father's engagement which is high for early childhood intervention
- The program is reaching rural/ regional and very remote communities in Australia
- 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: 90.1% family; 89.9% child; 87.3% 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



## 773 NOW & NEXT GRADUATES

85 group programs in Australia, New Zealand, Canada & Finland to more than 1000 families and out of those 773 completed the program and joined Alumni group

## 73 FAMILY LEADERS

Trained, accredited and employed 44 peer facilitators in Australia, New Zealand and Canada for Now & Next and provided training for 73 family leaders nationally

## 5 FAMILY CONFERENCES

Organised 5 annual Family Conferences attended by 741 families and professionals internationally



## 2273 PICTABILITY SESSIONS 217 PICTABILITY FACILITATORS

2273 families & professionals developed visions and goals using Pictability and 44 parents and 173 professionals trained as Pictability facilitators

## 233 STUDENT VOICE PARTICIPANTS

We delivered a pilot NSW Department of Education innovation project Student Voice, attended by 103 parents, 80 students and 42 educators. Child Voice Canada pilot attended by 8 families

# 97.7% PARENTS RECOMMEND NOW AND NEXT

NOW AND NEXT 2016 - 2022



## NPS<sup>R</sup> question

*"Now that you have completed the Now and Next Program, how likely are you to recommend the program to other families?"*

## NPS<sup>R</sup> score

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

## NPS<sup>R</sup> result

Our NPS is 81.2, a very high score in the 'Excellent' range meaning **83.6%** of the families rated 9 or 10/10

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



# PROGRAM IMPACT – PARTICIPANT STATEMENTS

NOW AND NEXT 2016 – 2022



*"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"*

*"It has definitely taught me a lot about advocating, leadership and being the CEO of my child and family. It has given me many tools that I can use and apply not only for my son but for my whole family. Has also shown me how important it is to not only set goals but also to achieve them and to ALWAYS keep them simple and something I am going to be able to achieve as opposed to something I am going to get completely lost in or rather something unrealistic"*

*"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"*

*"Family unit has been strengthened. I feel more assertive and empowered to better care for my child. I am more confident in advocating for my child and feel our family is on the right path"*



# RECOMMENDATION – PARTICIPANT STATEMENTS

NOW AND NEXT 2016 – 2022

*“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’*

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

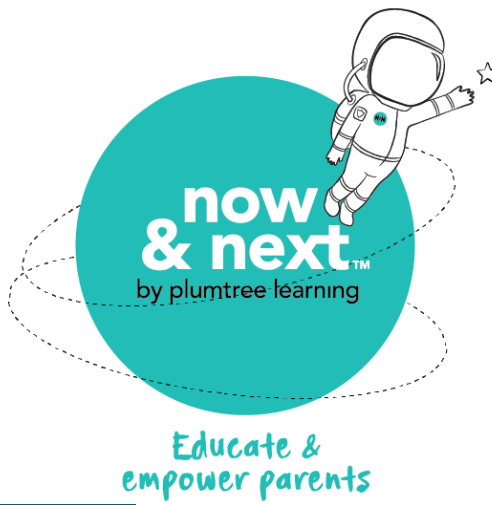
*“Go ahead and do it, don't stop to think about it as it's something you will not regret, there is so much you will learn that will benefit not only your child but yourself and your family”*

*“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”*

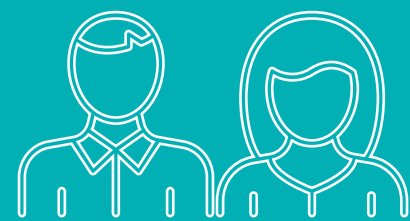
*“Even if you just take one thing away and implement it - you are ahead”*

# TIMELINE, GROUPS AND PARTICIPANTS

NOW AND NEXT 2016 - 2022

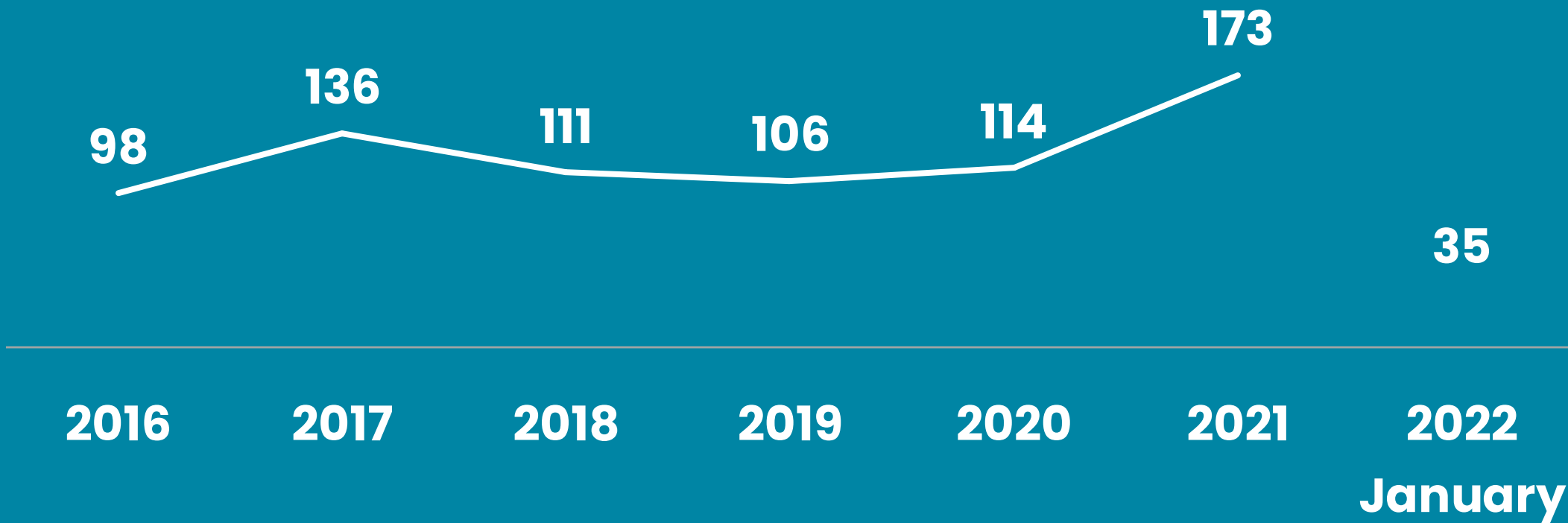


## TOTAL # OF PARTICIPANTS

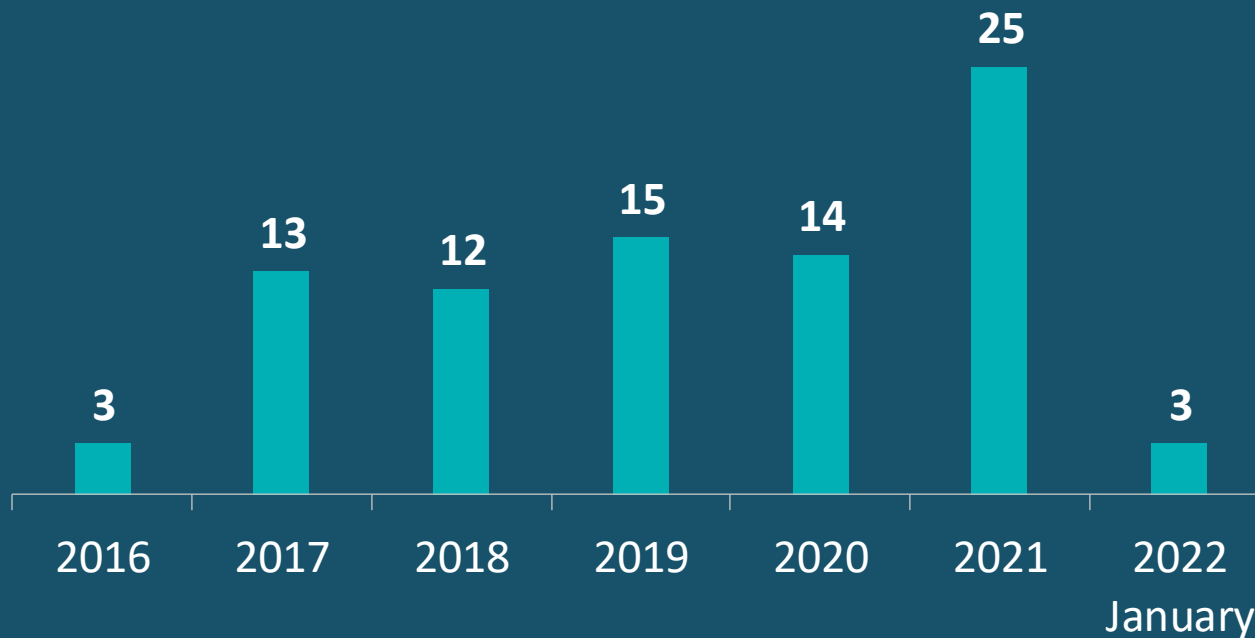


773

## NUMBER OF GRADUATES EACH YEAR



## NUMBER OF GROUPS EACH YEAR

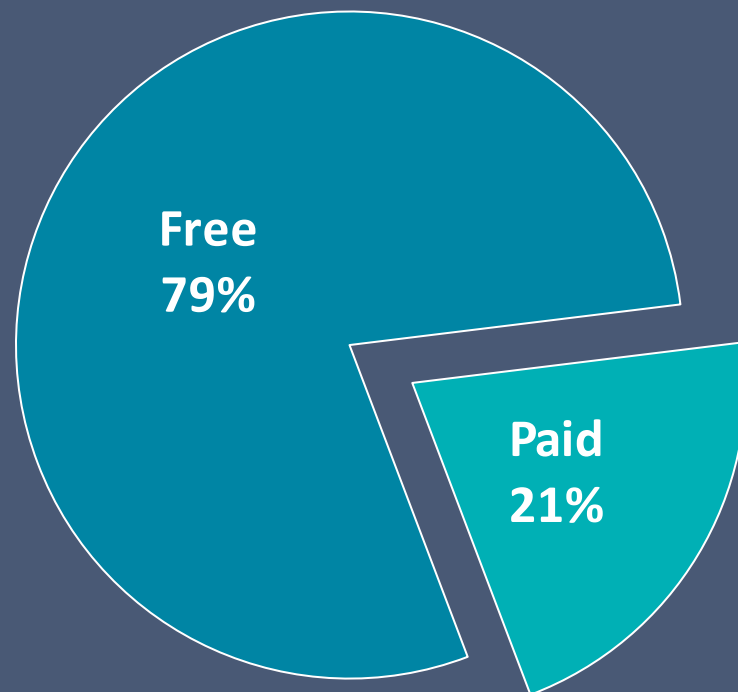
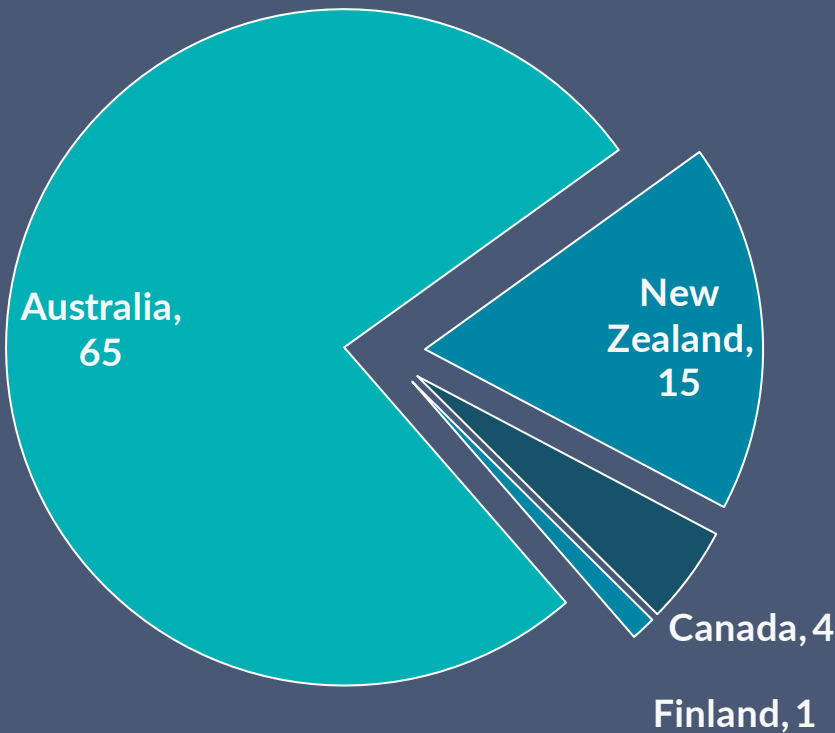
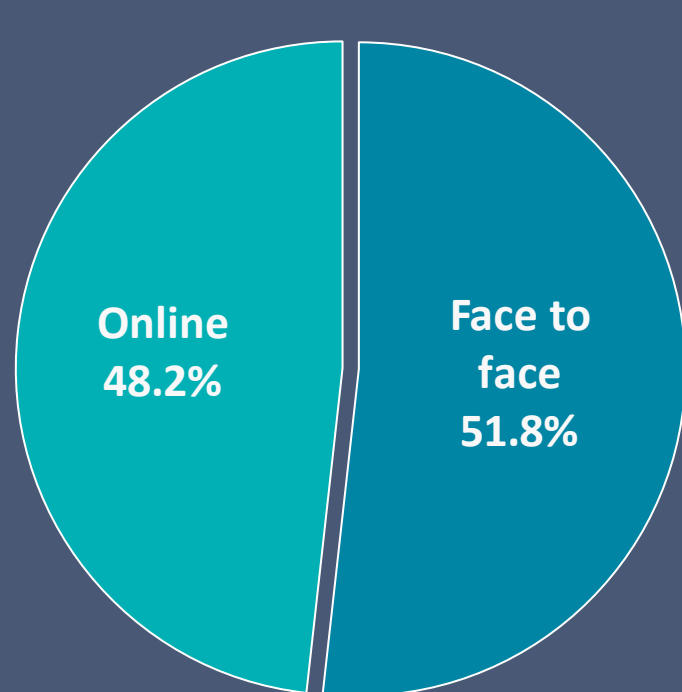


## TOTAL # OF GROUPS



85

## GROUP CHARACTERISTICS



6 Groups in Community Languages – Vietnamese, Arabic and Korean

4 Groups in Regional NSW – Nowra, Hunter and Queanbeyan

# PARTICIPANT DEMOGRAPHICS

NOW AND NEXT 2016 - 2022



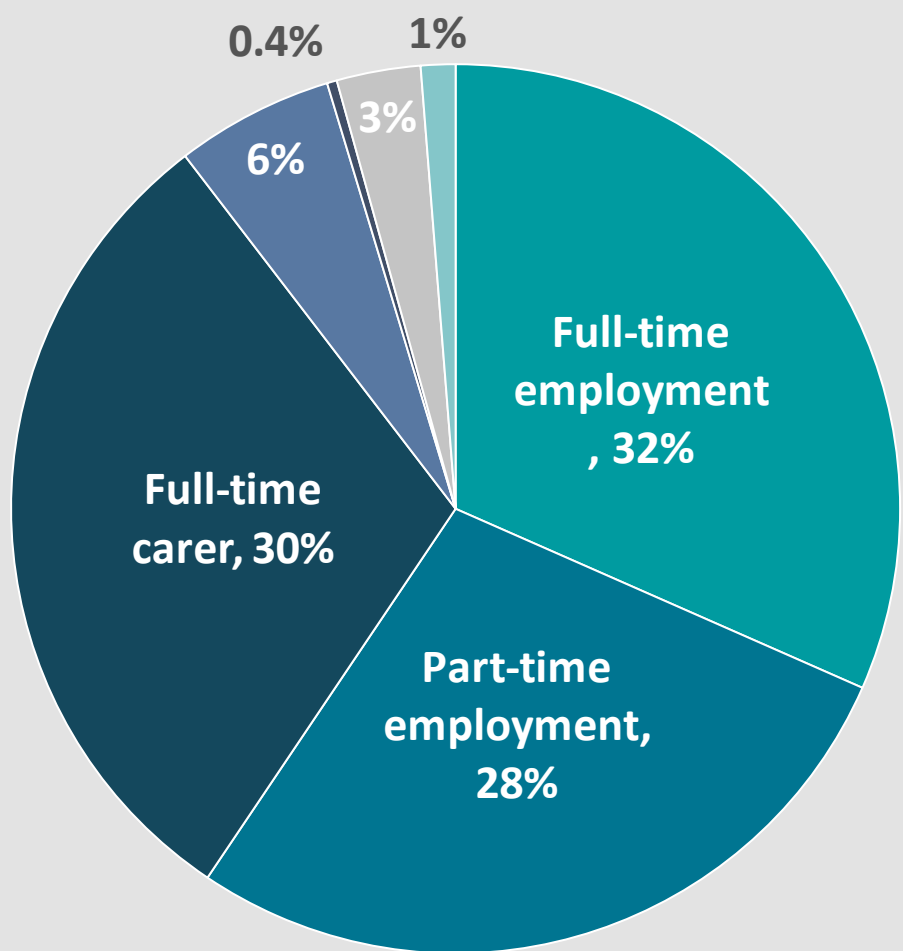
FULL-TIME  
CARER  
**30%**

EMPLOYED  
**60%**

COUPLES  
FAMILY TOGETHER  
**142**

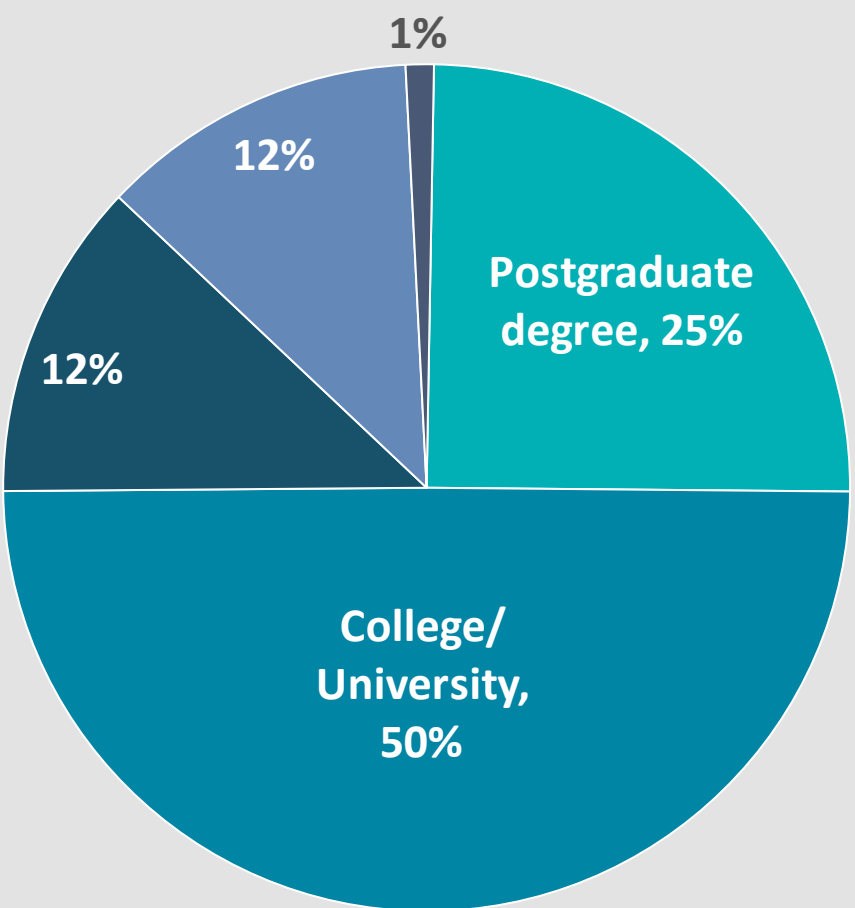
WITH HIGH  
EDUCATION  
**3/4**

## EMPLOYMENT STATUS



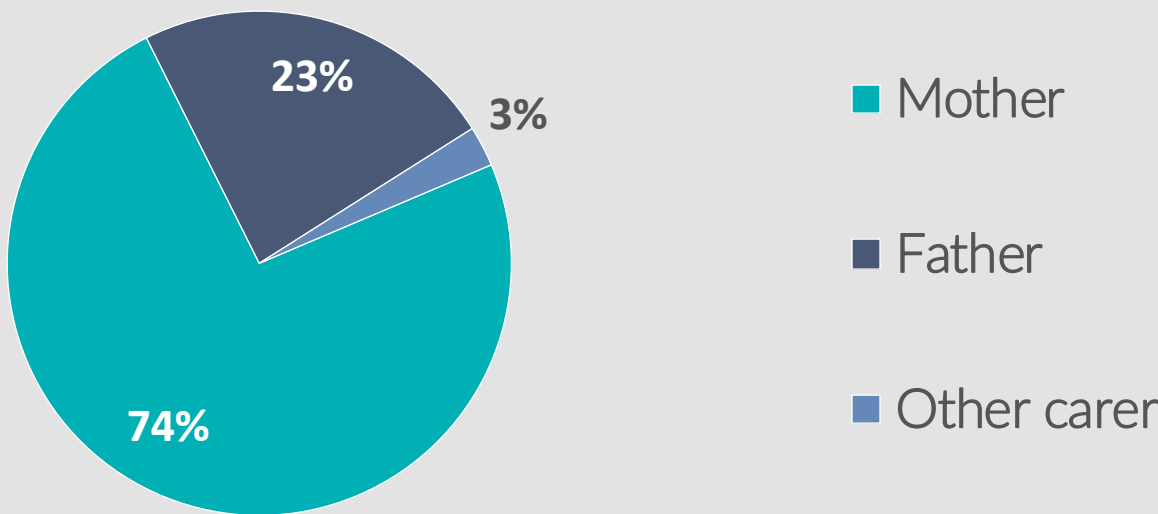
- Full-time employment
- Part-time employment
- Full-time carer
- Unemployed, looking for work
- Retired
- Maternity/paternity leave
- Other

## LEVEL OF EDUCATION



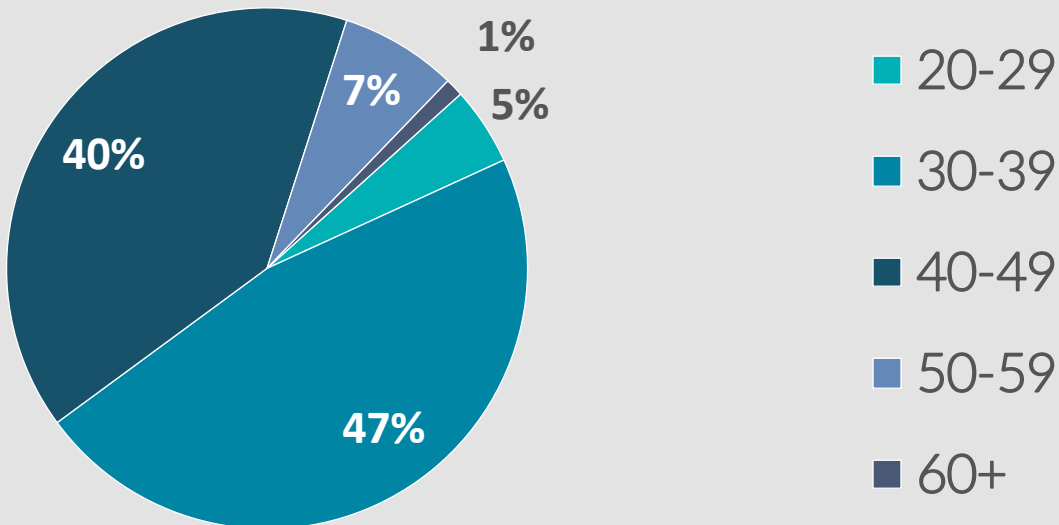
- Postgraduate degree
- College/ University
- Trade/ technical/ vocational training
- High school
- Other

## RELATIONSHIP TO CHILD



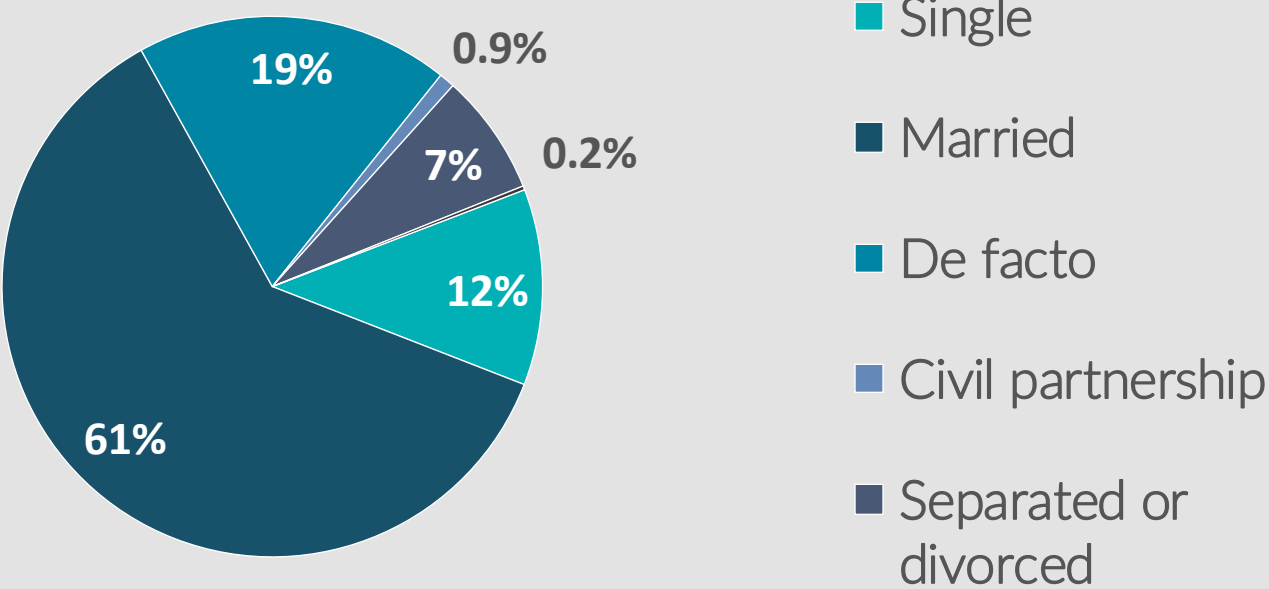
- Mother
- Father
- Other carer

## PARTICIPANT AGE GROUP



- 20-29
- 30-39
- 40-49
- 50-59
- 60+

## RELATIONSHIP STATUS



- Single
- Married
- De facto
- Civil partnership
- Separated or divorced



# GEOGRAPHICAL LOCATION

NOW AND NEXT 2016 - 2022

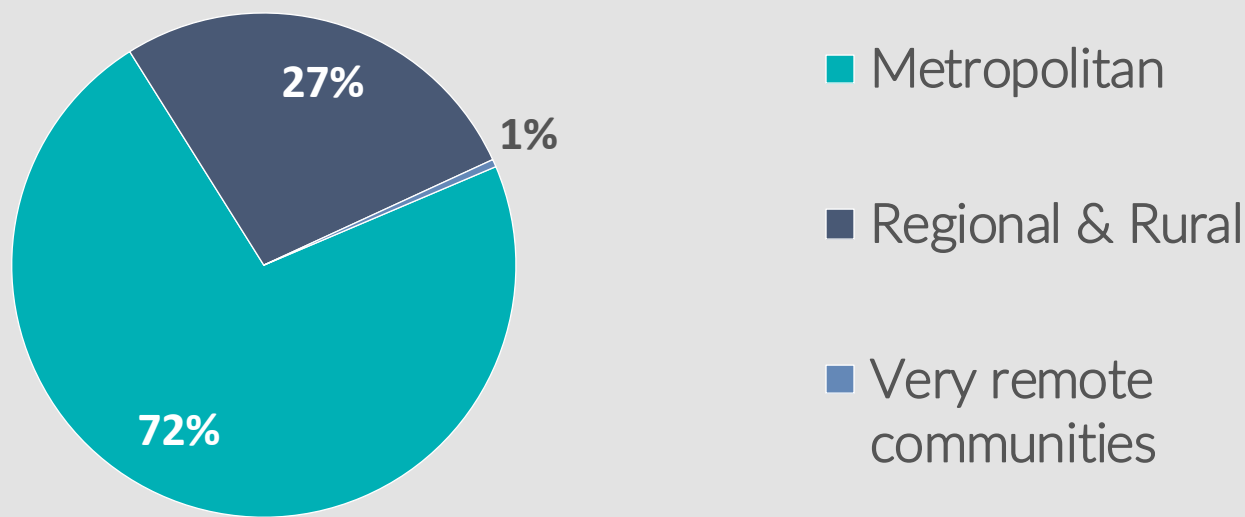
Participants reside in 4 different countries: Australia **73.8%**, new Zealand **20.6%**, Canada **4.8%** and Finland **0.8%**

Participants from all Australian states and territories: **75.6%** from NSW, **9.1%** from SA and **6.4%** from VIC

## RESIDING COUNTRY

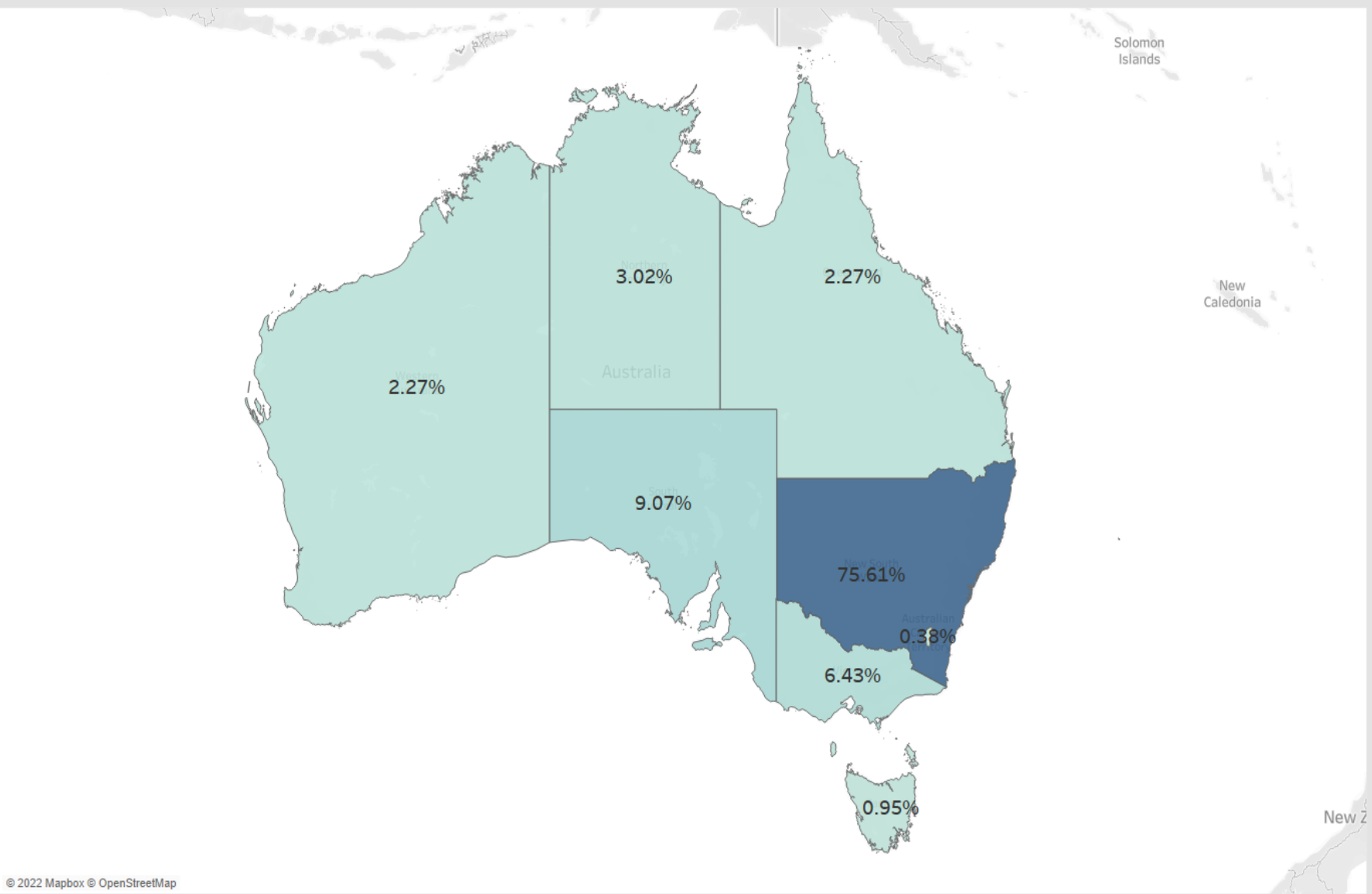


## REMOTE, RURAL & METROPOLITAN AREAS AUSTRALIA



<https://www.health.gov.au/sites/default/files/documents/2020/07/modified-monash-model-fact-sheet.pdf>

## STATE/TERRITORY AUSTRALIAN PARTICIPANTS

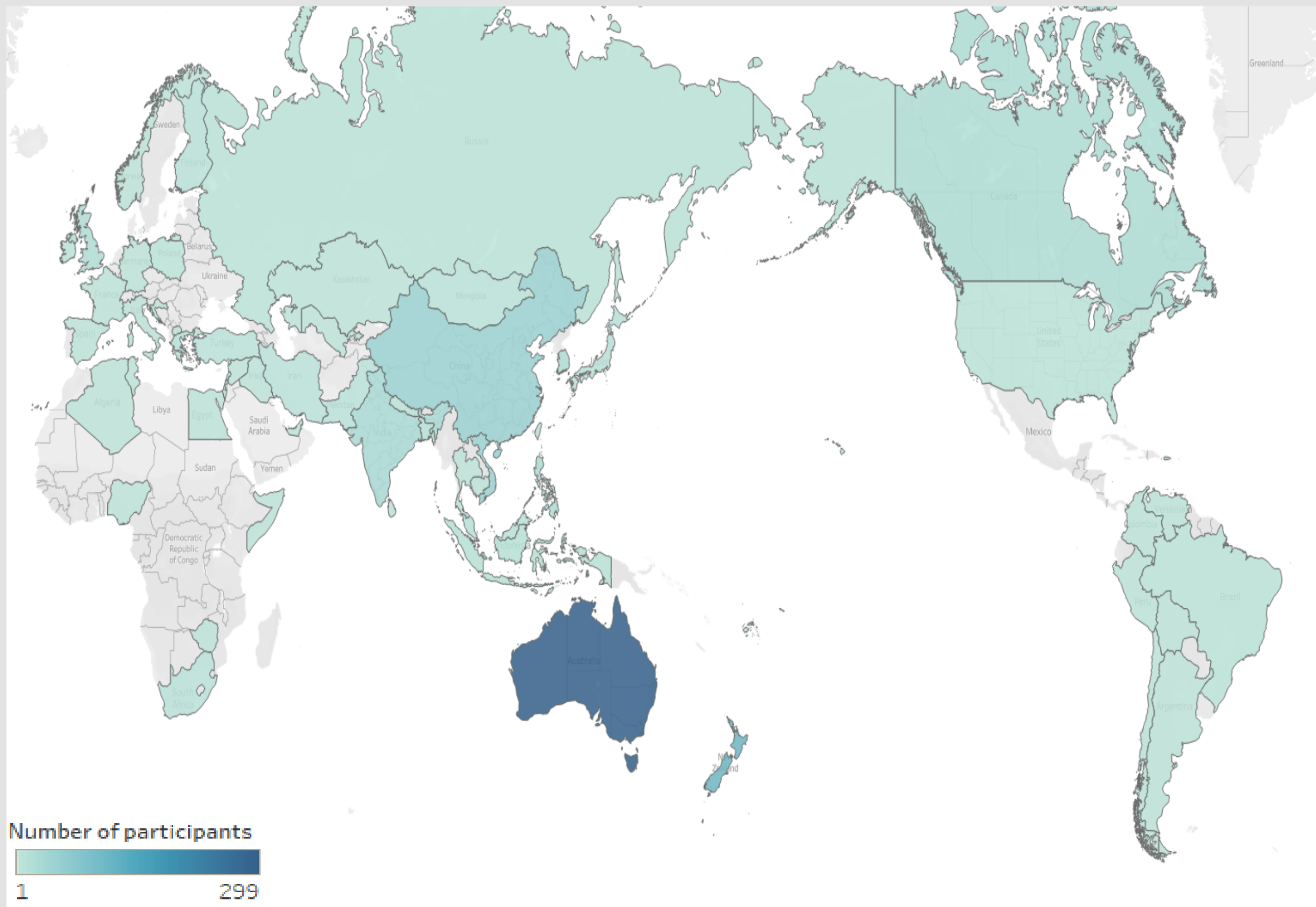




# CULTURAL BACKGROUND

NOW AND NEXT 2016 - 2022

## COUNTRY OF ORIGIN

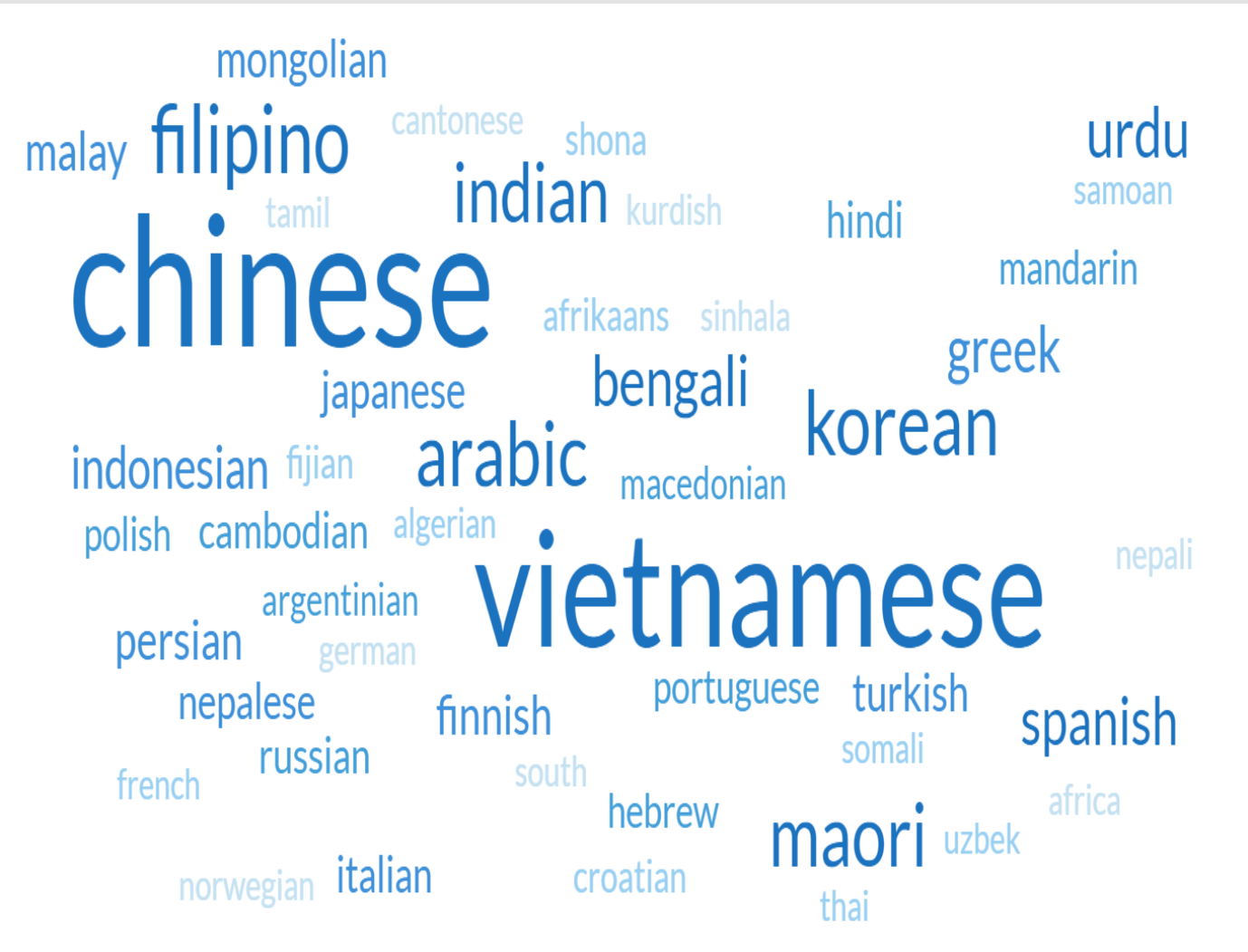


**42%** CULTURALLY & LINGUISTICALLY DIVERSE FAMILIES

Families from **59** different country of origins

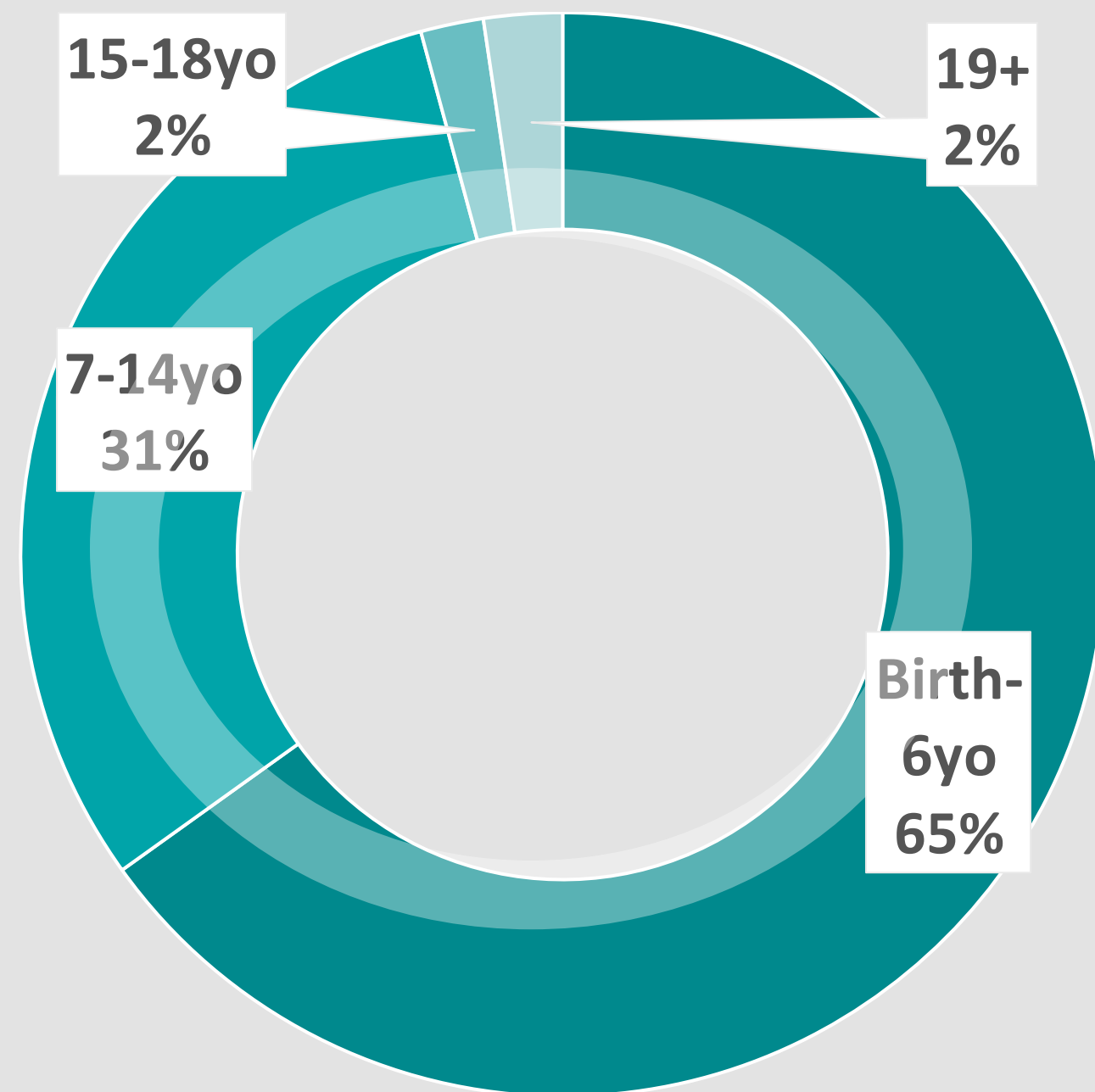
Speak **45** different languages

## LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME



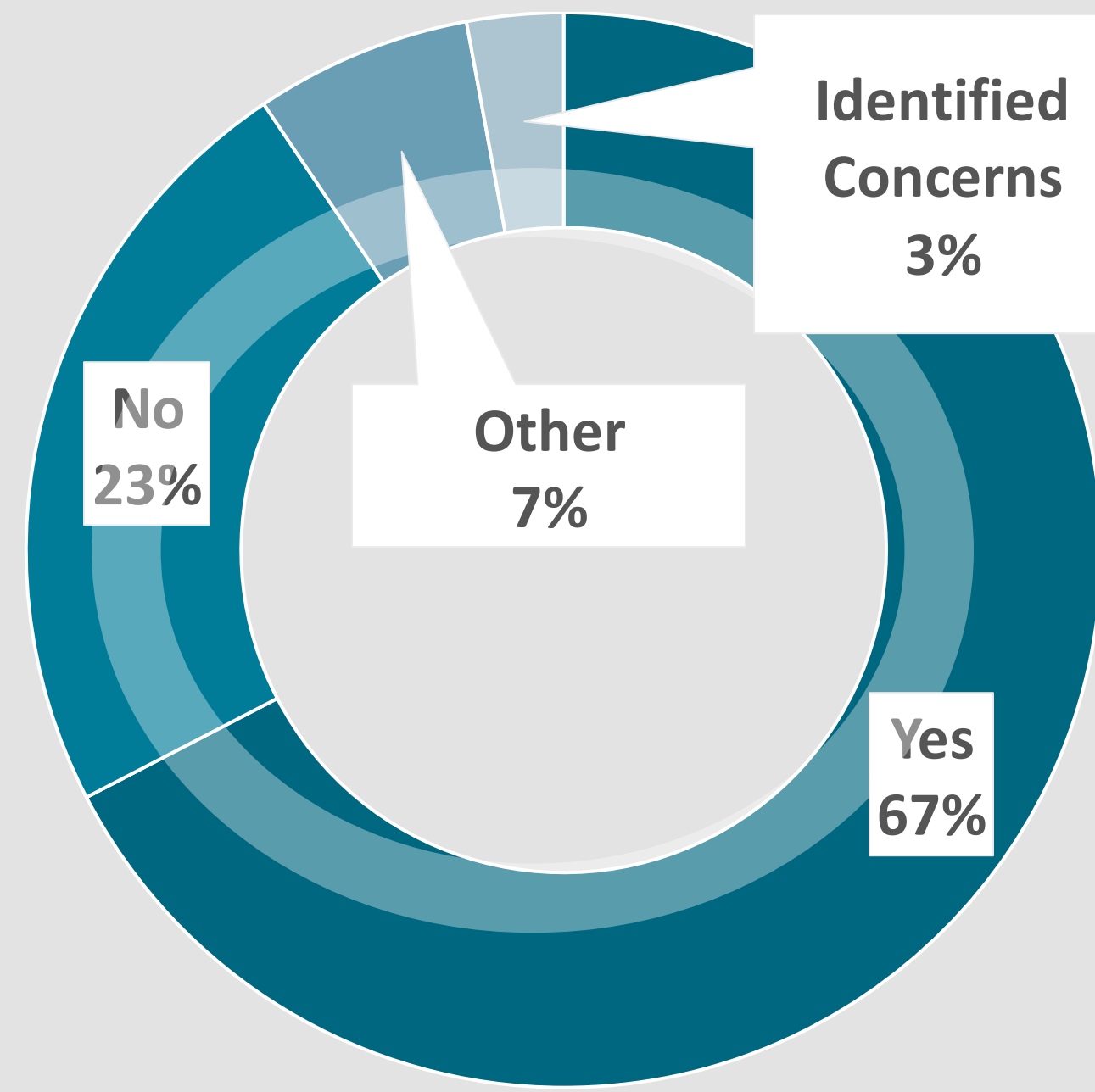
# CHILD DEMOGRAPHICS

NOW AND NEXT 2016 - 2022



## Age of children

65% of the children were aged birth to 6.



## Diagnosis

67% of children have diagnosis of disability or developmental delay and 23% have no diagnosis.  
3% children has identified concerns.

# GOALS ACHIEVED DURING THE PROGRAM

NOW AND NEXT 2016 - 2022



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. (586 responses)



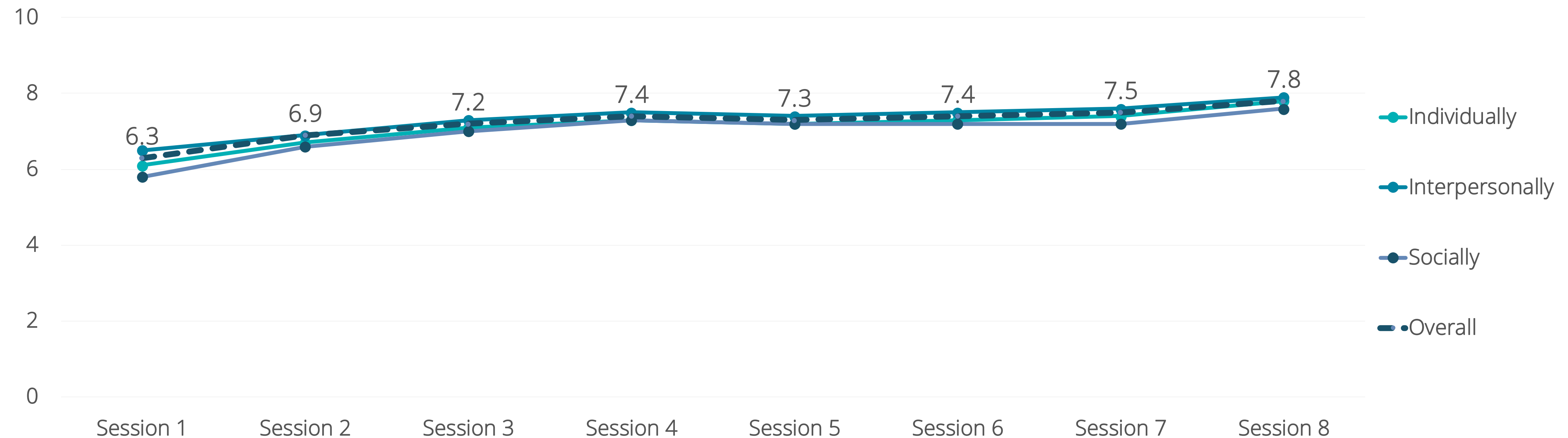


# WELLBEING RATINGS INCREASED OVER 8 SESSIONS

NOW AND NEXT 2016 - 2022



## Outcomes Rating Scale – Partners for Change Outcomes Management System\*



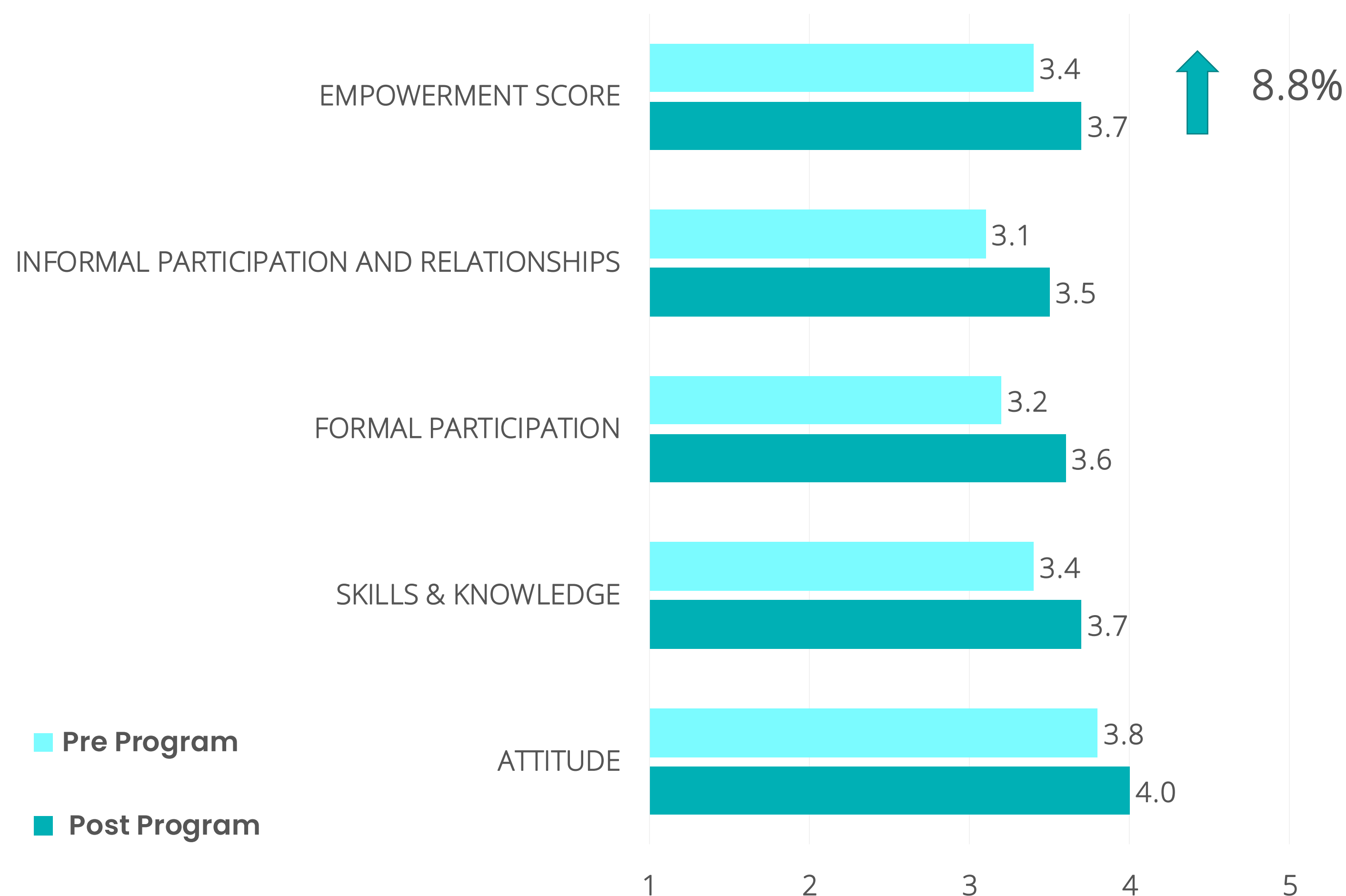
At the beginning of each session, participants indicated their wellbeing and functioning on *how they felt individually, interpersonally, socially, and overall, over the past week*. Above figure summarises ratings for 522 parents/ carers. Notably, parent/ carer wellbeing improved significantly between the two time points, Session 1 and Session 8.

\*<https://betteroutcomesnow.com/about-pcoms/>

# PARTICIPANTS FEEL MORE EMPOWERED

NOW AND NEXT 2016 - 2022

## Psychological Empowerment Scale for Families of Children with Disability\* (368 pre & post responses)



### Participants felt empowered from the program

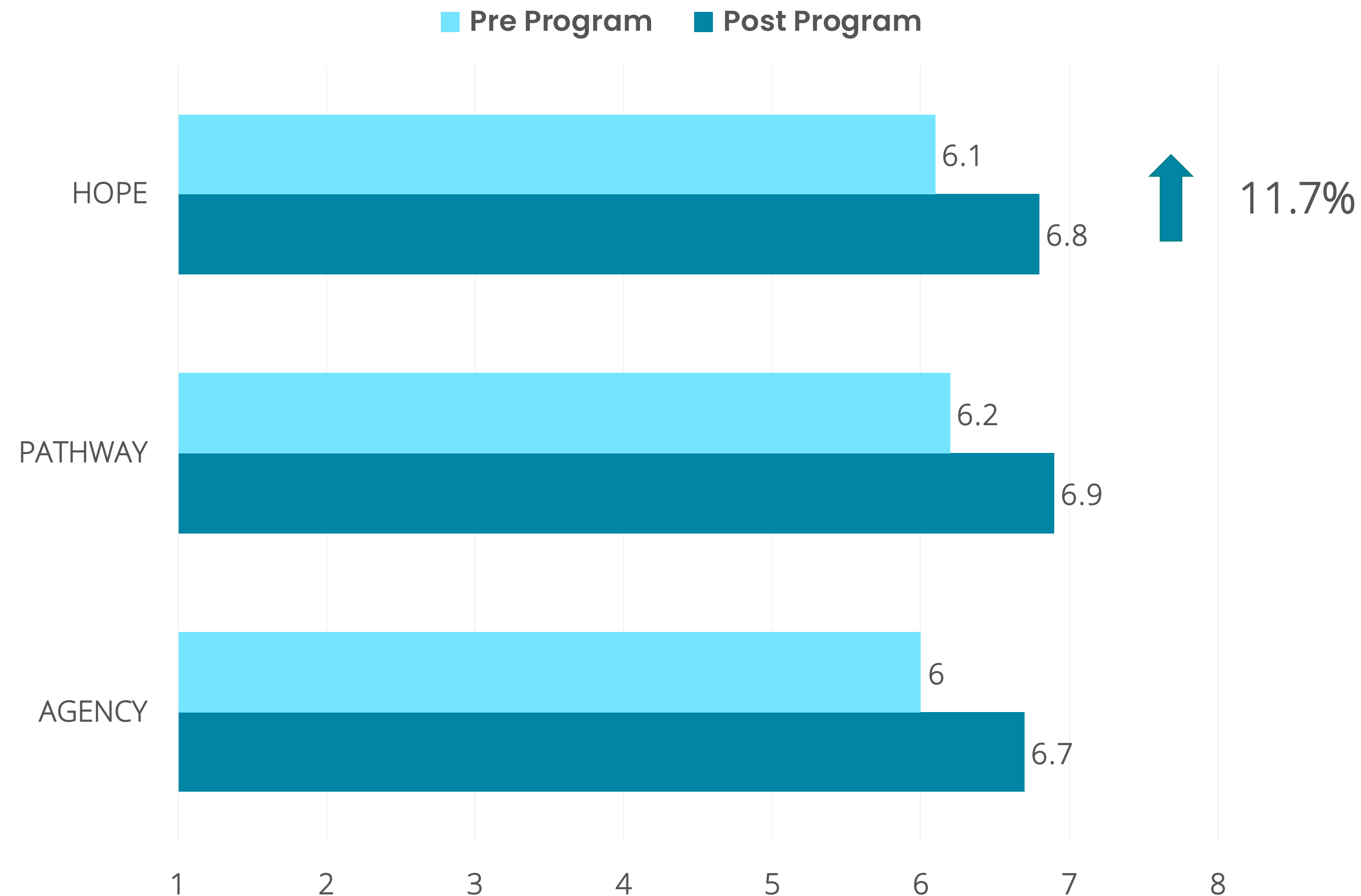
- On average, overall empowerment score increased from 3.4 (out of max 5.0) to 3.7 at the end of the program (8.8% increase).
- Participants achieved increased outcomes in all empowerment subscales.

\*[https://beachcenter.lsi.ku.edu/sites/default/files/2019-10/7.%20Beach%20Center%20Psychological%20Empowerment%20Scale%20\(PES\)-With%20Edit.pdf](https://beachcenter.lsi.ku.edu/sites/default/files/2019-10/7.%20Beach%20Center%20Psychological%20Empowerment%20Scale%20(PES)-With%20Edit.pdf)

# PARTICIPANTS FEEL MORE HOPEFUL

NOW AND NEXT 2016 - 2022

## Hope Theory\* (343 pre & post responses)



### HOPE=PATHWAYS+AGENCY

*'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.**

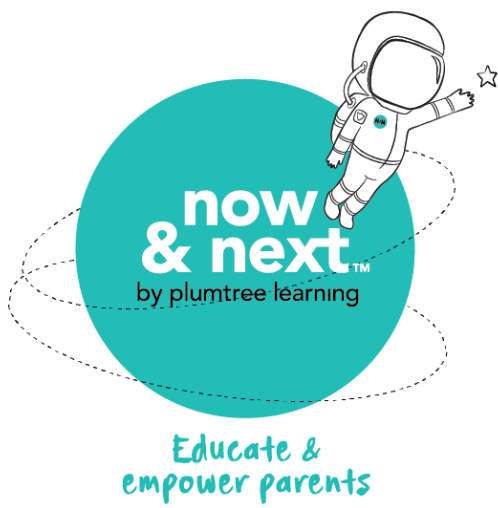
Hope, Pathway and Agency scores all increased as a result of the program.

\*<https://blogs.shu.ac.uk/growplus/files/2020/02/Hope-Snyder-paper.pdf>

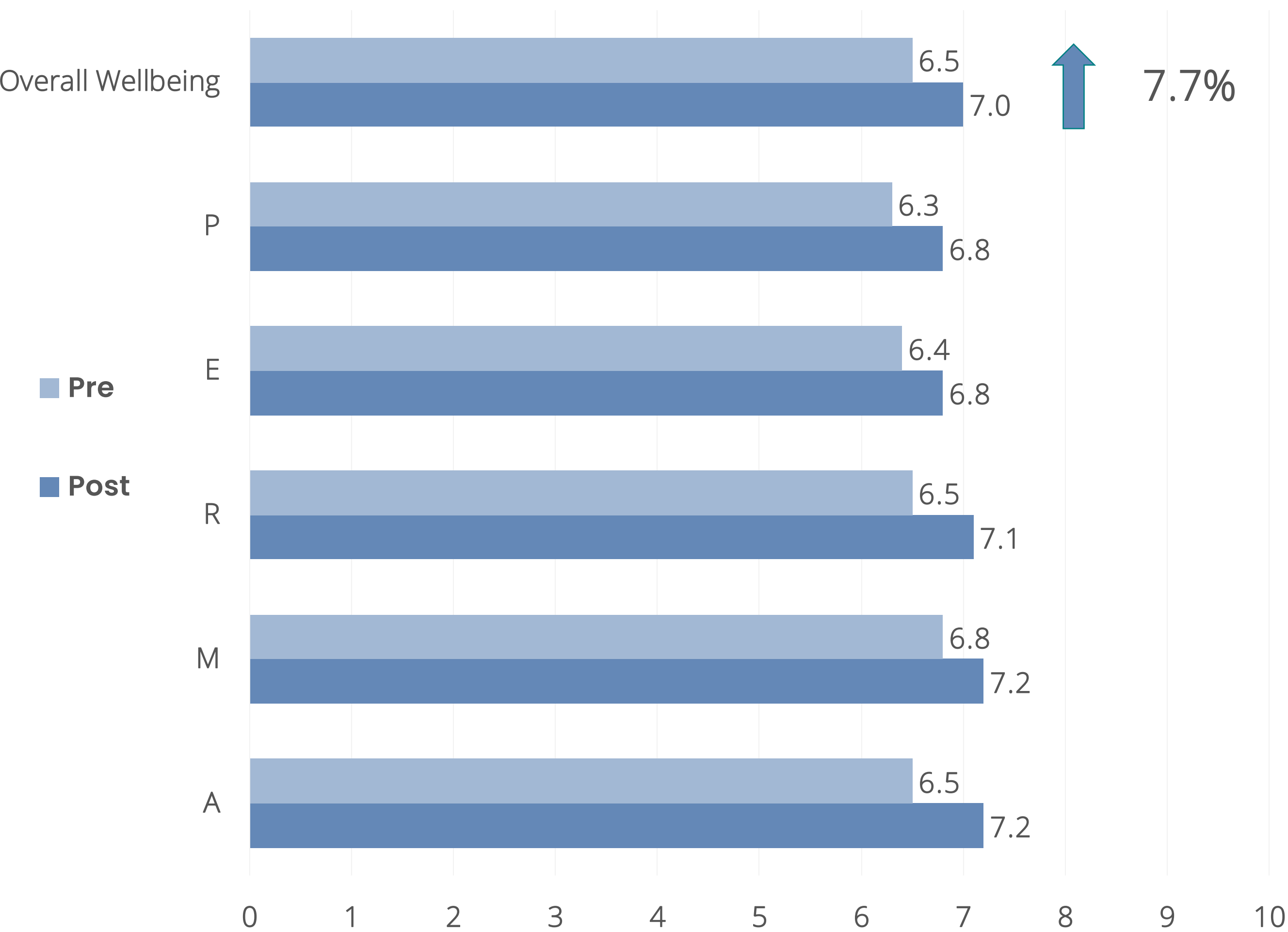


# WELLBEING IMPROVED

NOW AND NEXT 2016 – 2022



## Seligman’s PERMA Model – PERMA Profiler\* (373 pre & post responses)



### PERMA – Five core elements of happiness and wellbeing

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

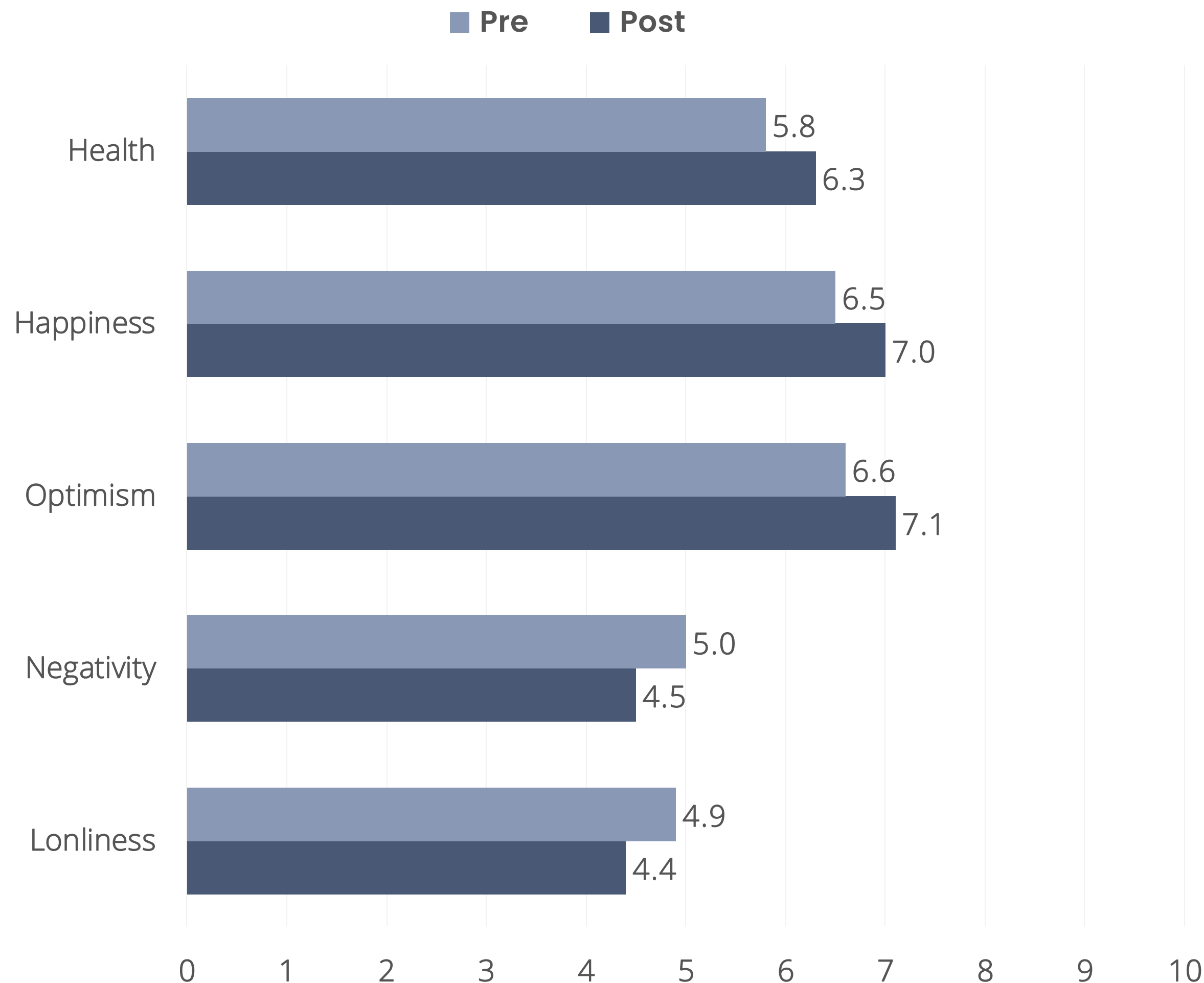
**Participants reported significantly higher level of PERMA at the end of the program**

\*[https://www.peggykern.org/uploads/5/6/6/7/56678211/the\\_perma-profiler\\_101416.pdf](https://www.peggykern.org/uploads/5/6/6/7/56678211/the_perma-profiler_101416.pdf)

# WELLBEING IMPROVED

NOW AND NEXT 2016 – 2022

## Other wellbeing scores– PERMA Profiler\* (373 pre & post responses)



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

\*[https://www.peggykern.org/uploads/5/6/6/7/56678211/the\\_perma-profiler\\_101416.pdf](https://www.peggykern.org/uploads/5/6/6/7/56678211/the_perma-profiler_101416.pdf)

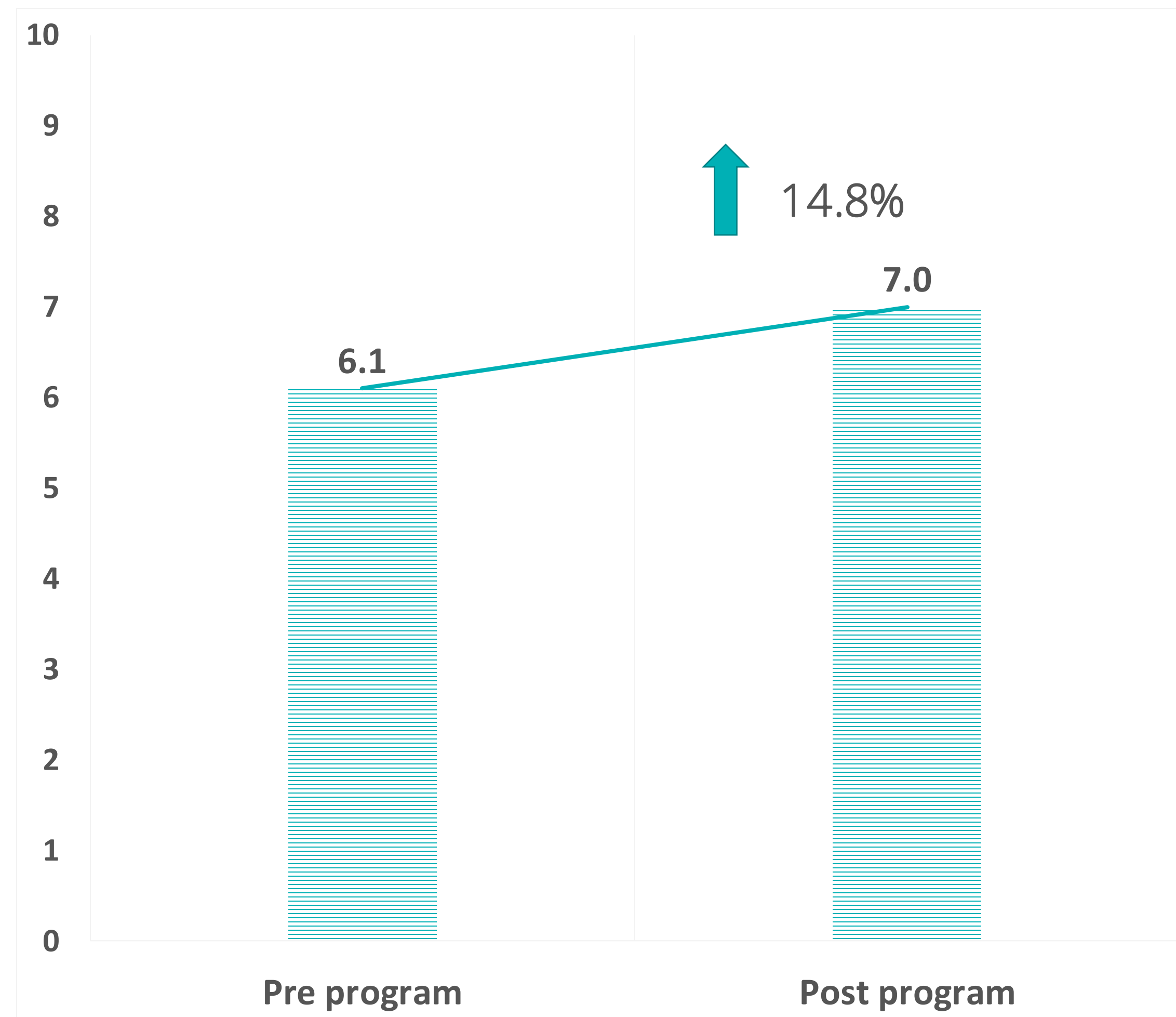
# LIFE SATISFACTION RATING INCREASED

NOW AND NEXT 2016 - 2022

## Cantril Ladder\* (373 pre & post 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.
- On average, participants recorded a significant increase in terms of life satisfaction, rating on average 7.0 (out of 10) compared to the 6.1 (beginning of the program).

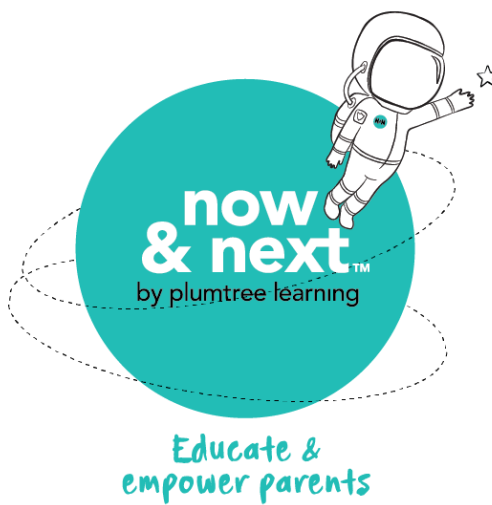
\*<https://worldhappiness.report/faq/#:~:text=This%20is%20called%20the%20Cantril,that%200%20to%2010%20scale.>



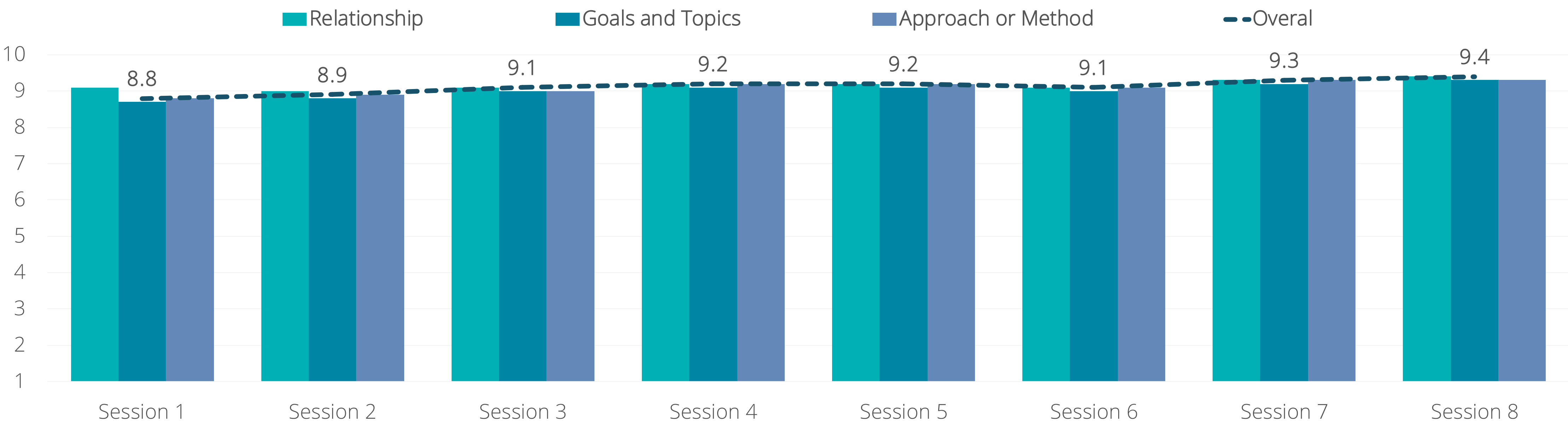


# PARTICIPANTS RATED THE SESSIONS HIGHLY

NOW AND NEXT 2016 - 2022



## 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.

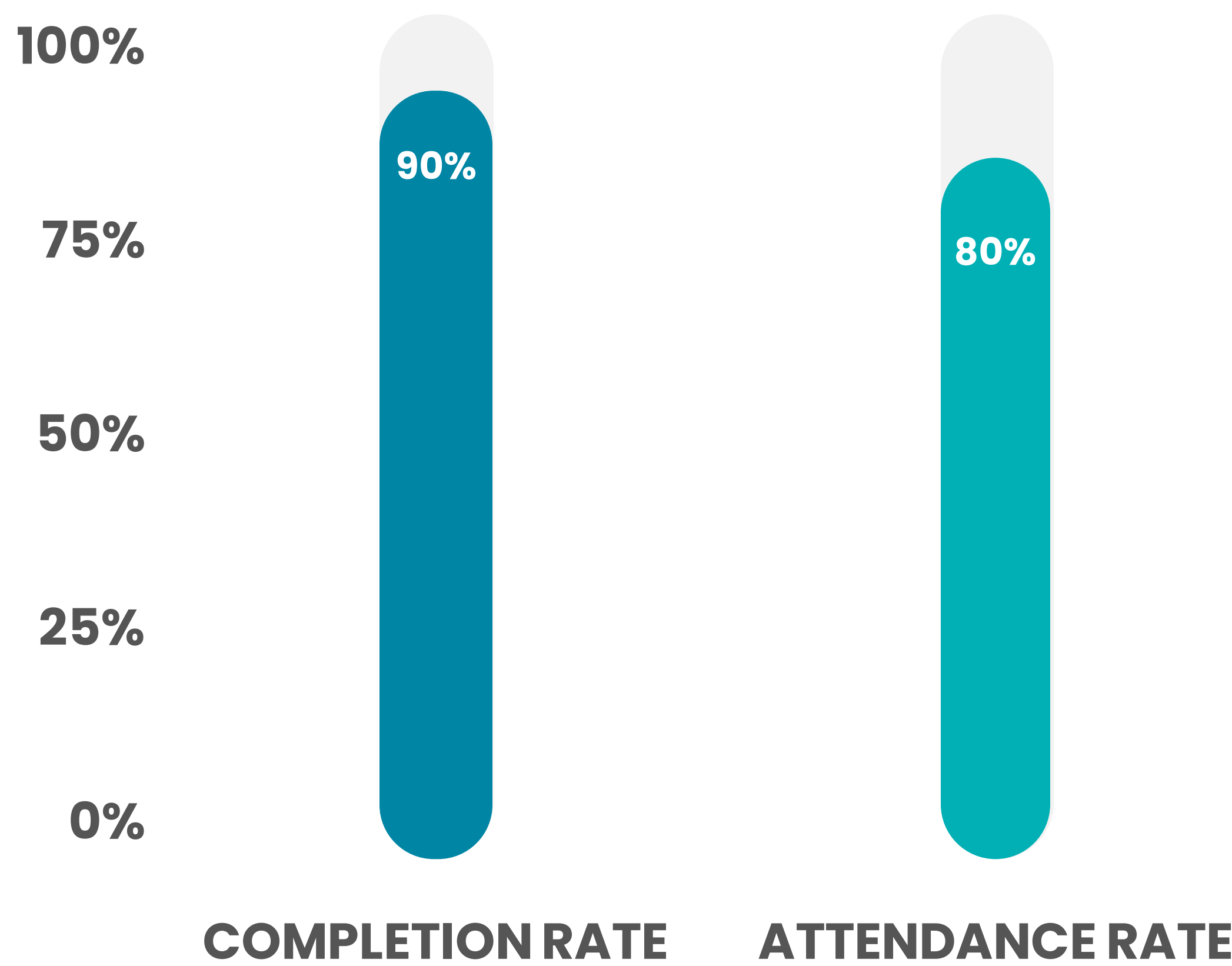
\*<https://betteroutcomesnow.com/about-pcoms/>

# COMPLETION & ATTENDANCE RATES HIGH

NOW AND NEXT 2016 – 2022



## Completion Rate & Attendance Rate on Average

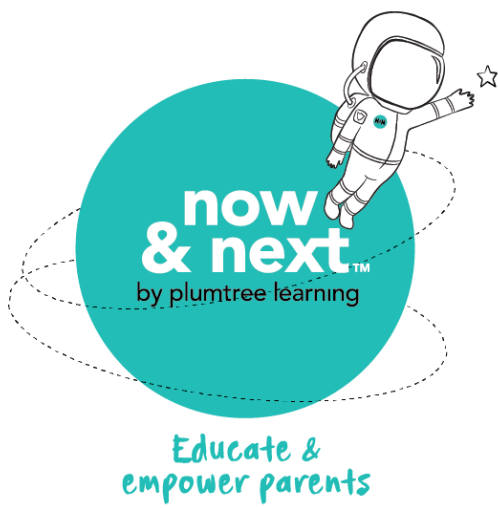


### Completion & average attendance rates (773 responses)

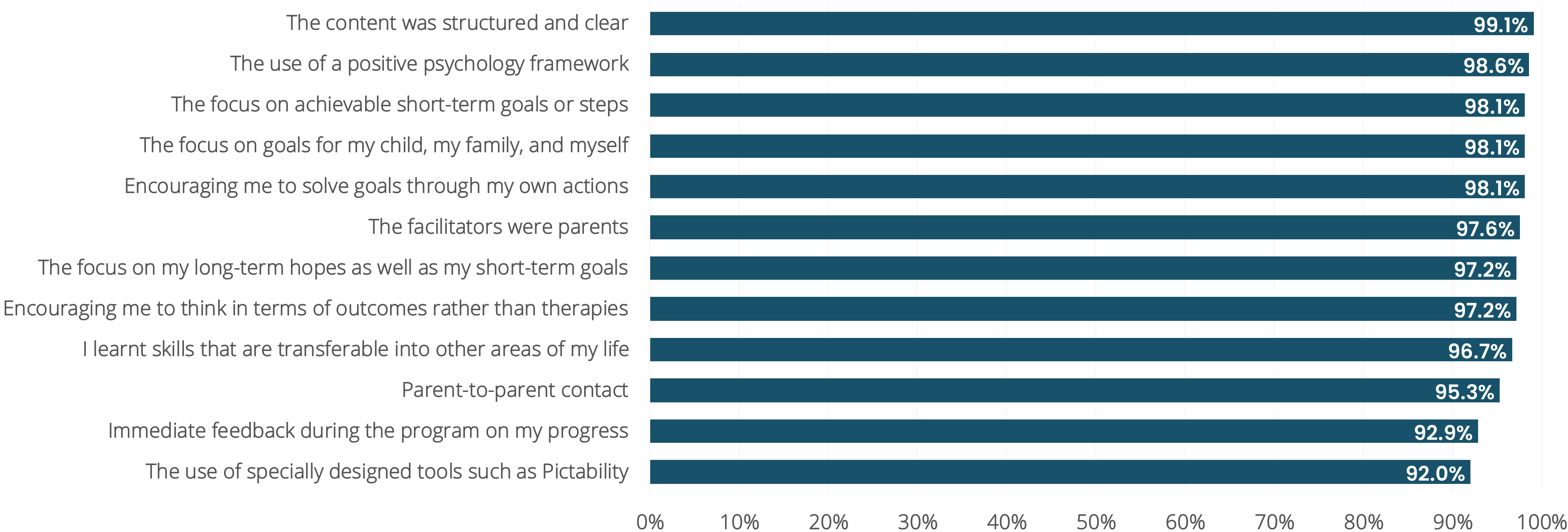
- Since the commencement of the program a total of 773 families completed the 8-session program out of 858 families who started. The completion rate *Now and Next* is 90.1%.
- On average, 80% of participants attended each session. Average group size was 10 participants.

# IMPORTANCE OF PROGRAM COMPONENTS

NOW AND NEXT 2016 - 2022



Participants rated all critical components as IMPORTANT\* (212 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.



# APPENDIX: PARENTS REPORT INCREASED CAPACITY BUILDING

## Department of Social Services - Individual Capacity Building Outcomes

