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**NASC Assessment and Reviews Survey**

**Mapping the Trends**

**June 2025**

# **Executive Summary**

This report presents findings from a national survey conducted by Carers NZ and IHC, and promoted by partners in March 2025 (Quarter 1 2025) to monitor the experiences of disabled people and their family carers undergoing assessments or reviews by Needs Assessment Service Coordination (NASC) services. Some of the results are then compared to a previous survey conducted in October/November 2024 (Quarter 4 2024).

During the interval between the surveys, new guidelines were introduced, where NASC services were instructed to operate strictly within their annual operational budgets. Together, the surveys offer a unique view of how NASC practices are changing under current budget guidelines and government policy.

**Key findings include:**

* A marked rise in early or unscheduled reviews (23.2% of respondents in Q4 2025 compared to 15.5% in Q4 2024).
* A sharp increase in support reductions, with a third (33.1%) of respondents in Q1 2025 reporting decreased supports—more than double the 13.7% who reported decreases in Q4 2024.
* The patterns of change showed marked regional variation. Respondents who accessed Kaikaranga, formerly Taikura, (Auckland) were more likely to have an early review (40.7% of respondents compared to 22.6% for the rest of New Zealand) but this did not impact the results of their reviews. They were no more likely than the average to have their supports reduced (37% for Kaikaranga/Taikura (Auckland) compared to 35.2% for the rest of New Zealand). By comparison, Lifelinks (Canterbury) was the least affected by the policy changes; only 2.4% (1 person) said they had had an early review, and the proportion whose supports decreased was 19.5% compared to 35.2% for the rest of New Zealand.
* The needs assessment process is taking an emotional toll on some family carers and disabled people, with 29.1% of respondents reporting feeling let down/angry/scared.
* Comments revealed a loss of trust in a system respondents find opaque and inconsistent.

Although a minority of respondents reported stable or improved outcomes, the overall trend is one of greater restriction, less flexibility, and a sense of deepening insecurity.

Carers NZ will repeat its survey in July 2025 to further monitor and report on disability system changes and NASC trends.

# **Introduction**

Carers NZ regularly conducts informal “temperature check” surveys to monitor its community’s experience with assessments and reviews carried out by Needs Assessment Service Coordination (NASC) services.

This report summarises the findings from the March 2025 survey (Quarter 1 2025) and compares them with results from the previous survey conducted in October/November 2024 (Quarter 4 2024). This comparison provides insights into changes over time, particularly of the timing of assessments and reviews, and in self-reported shifts in the level of support allocated.

The conducting of these surveys was timely, as during the interval between the surveys, new guidelines were introduced, where NASC services were instructed to operate within budgets including having the option of ‘early reviews’ that might support this aim.

# **Methodology**

Carers NZ created this survey using SurveyMonkey. A call for responses was promoted via its social media channels, as well as those of the Carers Alliance and IHC. All people who had recently had a NASC assessment or review were encouraged to respond. It was also promoted through relevant community pages to reach a wider audience.

As the respondents to these surveys are self-selected, all results must be treated with caution and regarded as indicative only of wider trends. Thousands of NASC reviews and assessments take place in New Zealand each year. Carers NZ acknowledges that its survey is a snapshot of the experiences of some disabled people and families with their NASC service.

# **Key Findings**

* A marked rise in early or unscheduled reviews (23.2% of respondents in Quarter 1-2025 compared to 15.5% in Quarter 4-2024).
* A sharp increase in support reductions, with a third (33.1%) of respondents in Q1 2025 reporting decreased supports—more than double the 13.7% reported in Q4 2024.
* These patterns of change showed marked regional variation. Respondents who accessed Kaikaranga (Auckland) were more likely to have an early review (40.7% of respondents compared to 22.6% for the rest of New Zealand) but this did not impact the results of their reviews. They were no more likely than the average to have their supports reduced (37.0% for Kaikaranga (Auckland) compared to 35.2% for the rest of New Zealand). By comparison, Lifelinks (Canterbury) seems in the survey timeframe to be the NASC least affected by the policy changes. Only 2.4% (1 person) said they had had an early review in the Lifelinks area, and the proportion whose supports decreased was only 19.5% compared to 35.2% for the rest of New Zealand.
* The needs assessment process is taking an emotional toll on some family carers and disabled people, with 29.1% of respondents reporting feeling let down/angry/scared.
* Comments revealed a loss of trust in a system the respondents find increasingly opaque and inconsistent.

# **Recommendations**

* Align future surveys more closely for better tracking of responses over time, to continue monitoring system changes and outcomes/impacts on the disability community.
* Share survey information with MSD DSS, Whaikaha, NASCA and its members, and the wider community to flag trends and concerns.
* Use the data to bring visibility to the impacts of a changing disability system on disabled people and their families.
* Encourage simple, consistent, up to date messaging from MSD DSS, NASCA, and others whose practices and decision-making affect disabled people and families.

# **Results**

The survey findings are presented below grouped by similarly themed questions for clarity and ease of comparison.

## **Respondent profile**

A total of 254 people responded to the March 2025 survey. Of these, 84.6% (215 respondents) had recently undergone a needs assessment or review of their funding support.

Figure Have you or someone you support had a recent needs assessment or review of your funding supports since October 2024?

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **Percentage** |
| Yes | 215 | 84.6% |
| No | 38 | 15.0% |
| Did not respond | 1 | 0.4% |
| **Total** | **254** | **100.0%** |

### **Where do respondents live**

Respondents were located throughout New Zealand, with the highest concentrations coming from the Auckland (22.0%) and Canterbury (18.9%) regions.

Figure 2 I live in this city or town or region

|  |  |  |
| --- | --- | --- |
| **Location of respondent** | **Count** | **Percentage** |
| Northland | 12 | 4.7% |
| Auckland | 56 | 22.0% |
| Waikato | 26 | 10.2% |
| Bay of Plenty | 21 | 8.3% |
| Taranaki | 5 | 2.0% |
| Tairawhiti | 2 | 0.8% |
| Whanganui | 2 | 0.8% |
| Gisborne | 1 | 0.4% |
| Hawke's Bay | 16 | 6.3% |
| Palmerston North | 12 | 4.7% |
| Wairarapa | 3 | 1.2% |
| Wellington | 13 | 5.1% |
| Lower Hutt | 5 | 2.0% |
| Nelson | 7 | 2.8% |
| West Coast (South Island) | 1 | 0.4% |
| Canterbury | 48 | 18.9% |
| Otago | 21 | 8.3% |
| Did not respond | 3 | 1.2% |
| **Total** | **254** | **100.0%** |

### **NASC services accessed**

Consistent with the geographic distribution of respondents, Taikura (Auckland) was the most commonly used NASC service (21.3%) followed by LifeLinks (Canterbury) (16.1%).

Figure 3 My NASC or Enabling Good Lives service is

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **Percentage** |
| Capital Support (Wellington) | 13 | 5.1% |
| Disability Connect Waikato | 5 | 2.0% |
| Enable Palmerston North | 1 | 0.4% |
| Enabling Good Lives Christchurch | 6 | 2.4% |
| Enabling Good Lives Waikato | 17 | 6.7% |
| Focus Wairarapa | 3 | 1.2% |
| Life Links (Canterbury) | 41 | 16.1% |
| Mana Whaikaha - MidCentral | 10 | 3.9% |
| NASC Hawkes Bay | 16 | 6.3% |
| Northable (Northland) | 11 | 4.3% |
| Support Net (Bay of Plenty) | 20 | 7.9% |
| Support Works (Nelson) | 7 | 2.8% |
| Taikura (Auckland) (now Kaikaranga) | 54 | 21.3% |
| Your Way Kia Roha (Lower Hutt) | 5 | 2.0% |
| Your Way Kia Roha (Otago) | 15 | 5.9% |
| Your Way Kia Roha Tairawhiti | 3 | 1.2% |
| Your Way Kia Roha Taranaki | 5 | 2.0% |
| Your Way Kia Roha Whanganui | 2 | 0.8% |
| Did not respond | 20 | 7.9% |
| **Total** | **254** | **100.0%** |

### **Types of support**

Carer Support (59.1% of respondents), followed by Individualised Funding (IF) (52.4%) were the most commonly received types of funding. A total of 31.1% of respondents received both Carer Support and IF.

Figure 4 Please indicate below the type(s) of funding you use for disability supports; tick all that apply?

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **Percentage** |
| Individualised Funding | 133 | 52.4% |
| Enhanced Individualised Funding | 12 | 4.7% |
| Enabling Good Lives | 32 | 12.6% |
| Mana Whaikaha | 9 | 3.5% |
| Carer Support | 150 | 59.1% |
| IF Respite | 81 | 31.9% |
| Other respite | 13 | 5.1% |
| Other funding or funded supports (please comment below) | 19 | 7.5% |
| None selected | 12 | 4.7% |
| **Total replies** | **461** | **-** |
| **Total respondents** | **254** | **-** |

*Note: As respondents could select multiple funding types, the total number of responses (461) exceeds the total number of survey respondents (254). Percentages shown refer to the proportion of respondents, so they will total more than 100%.*

### **Value of support**

The vale of support had a wide range, depending on level of need with the median amount being in the $10,001 - $20,000 range.

Figure 5 What is the overall value of your support package??

|  |  |  |  |
| --- | --- | --- | --- |
| **Response** | **Count** | **Percentage** |  |
| $0 - $5000 | 59 | 23.2% |  |
| $5001 - $10,000 | 25 | 9.8% |  |
| **$10,001 - $20,000** | **33** | **13.0%** | **<-median** |
| $20,001 - $30,000 | 17 | 6.7% |  |
| $30,001 - $40,000 | 14 | 5.5% |  |
| $40,001 - $50,000 | 15 | 5.9% |  |
| $50,001 - $75,000 | 17 | 6.7% |  |
| $75,001 - $125,000 | 18 | 7.1% |  |
| $125,001 - $175,000 | 7 | 2.8% |  |
| Above $175,000 | 3 | 1.2% |  |
| Not sure | 30 | 11.8% |  |
| Did not respond | 16 | 6.3% |  |
| **Total** | **254** | **100.0%** |  |

## **Access to assessments and reviews**

Most respondents (70.9%) said that their assessment or review was easy to organise.

Figure 6 Was your assessment or review easy to organise?

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **Percentage** |
| No, I am still waiting after 3 months | 19 | 7.5% |
| No, I am still waiting after 6-12 months | 3 | 1.2% |
| No, I was told we are not eligible for an assessment or review or any supports | 16 | 6.3% |
| Yes, with no delays - it's all gone smoothly | 180 | 70.9% |
| Did not respond | 36 | 14.2% |
| **Total** | **254** | **100.0%** |

Comments revealed a mix of both smooth and challenging experiences. Some respondents praised individual coordinators:

“Very blessed to have a proactive person.”

Others noted that while their review was easy to organise, it still resulted in unexpected outcomes:

“We had a yearly review in June, with no changes to our allocation, which rolled over. In September we were called by the NASC to say the funding which we had already been allocated was being cut by 10 hours a week. So, this was an unprompted additional review by NASC not by us.”

## **Timing of assessment/review**

Comparing the results from Quarter 4 2024 and Quarter 1 2025, a marked rise in reviews occurring earlier than usual was observed, with only 15.5% of respondents reporting their review was earlier than usual in Q4 2025, compared to 23.2% in Q1 2025. However, the earlier survey had a much higher proportion of respondents that were unsure or did not answer this question, which makes comparing the two surveys uneven. Carers NZ notes the first survey was initiated in response to changing NASC guidelines and a wish to gather feedback about how this might be changing access to supports. It noticed in December 2024 an accelerating trend in requests for advocacy with NASCs as more people were contacted to have early reviews, and concerns about support allocations being reduced. It is now standardising its community snapshot survey to repeat it regularly, to continue monitoring how changing NASC budgets and practices may be affecting support allocations, access to reviews and assessments, and the seeming trend for reducing supports to disabled people and family carers; this has been especially apparent for autistic people and carers’ access to respite funding e.g. Carer Support.

Figure 7 Did your review of supports happen at the usual time e.g. yearly-Q4 2024 vs Q1 2025

Figure 8 Did your review of supports happen at the usual time e.g. yearly-Q4 2024 vs Q1 2025

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Response** | **Q4 - 2024** | | **Q1 - 2025** | |
| **Count** | **Pct** | **Count** | **Pct** |
| Usual time | 179 | 53.4% | 161 | 63.4% |
| Earlier than usual | 52 | 15.5% | 59 | 23.2% |
| Unsure or did not respond | 104 | 31.0% | 34 | 13.4% |
| **Total** | **335** | **100.0%** | **254** | **100.0%** |

When we examined these results by NASC services we saw quite different patterns by provider, with most of the respondents (90.2%) accessing Lifelinks (Canterbury) having their review at the usual time. By comparison, those accessing Taikura (Auckland) were much more likely to have an early review (40.7% for Taikura (Auckland) compared to only 22.6% for the rest of New Zealand). It will be interesting to continue monitoring these regional access trends through 2025/26.

Figure 9 Did your review of supports happen at the usual time e.g. yearly-results by NASC service providers

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Response** | **Taikura (Auckland)** | | **Lifelinks (Canterbury)** | | **Rest of NZ** | |
| **Count** | **Pct** | **Count** | **Pct** | **Count** | **Pct** |
| Yes | 26 | 48.1% | 37 | 90.2% | 98 | 61.6% |
| No, I was contacted to have a review earlier than usual | 22 | 40.7% | 1 | 2.4% | 36 | 22.6% |
| Did not respond | 6 | 11.1% | 3 | 7.3% | 25 | 15.7% |
| **Total** | **54** | **100.0%** | **41** | **100.0%** | **159** | **100.0%** |

## **Results of assessment/review**

The most recent survey (March 2025) showed a marked increase in the number of respondents whose supports were reduced following a NASC review.

In Q1 2025, 33.1% of respondents (84 people) reported a decrease in supports — more than double the proportion from Q4 2024 (13.7%, or 46 people).

Figure 10 At your review or assessment did the supports you receive decrease, stay the same, or increase?

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*Figure 11 At your review or assessment did the supports you receive decrease, stay the same, or increase? Q4 2024 vs Q1 2025*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Response** | **Q4 - 2024** | | **Q1 - 2025** | |
| **Count** | **Percentage** | **Count** | **Percentage** |
| Decreased | 46 | 13.7% | 84 | 33.1% |
| Stayed the same | 169 | 50.4% | 108 | 42.5% |
| Increased | 61 | 18.2% | 18 | 7.1% |
| It was the first time we had an assessment to be considered for supports\* | 0 | 0.0% | 19 | 7.5% |
| Did not respond | 59 | 17.6% | 25 | 9.8% |
| **Total** | **335** | **100%** | **254** | **100%** |

*\* This option was not available in Q4 – 2024 survey*

The pattern of supports increasing, decreasing or remaining the same was not consistent across NASC services, with respondents accessing Lifelinks (Canterbury) being less likely (19.5%) to have their supports decrease compared to the rest of New Zealand (37.0% for Kaikaranga (Auckland) and 35.2% for the rest of New Zealand).

Figure 12 At your review or assessment did the supports you receive decrease, stay the same, or increase? Results by NASC service

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Response** | **Taikura (Auckland)** | | **Lifelinks (Canterbury)** | | **Rest of NZ** | |
| **Count** | **Pct** | **Count** | **Pct** | **Count** | **Pct** |
| Decreased | 20 | 37.0% | 8 | 19.5% | 56 | 35.2% |
| Stayed the same | 19 | 35.2% | 24 | 58.5% | 65 | 40.9% |
| Increased | 6 | 11.1% | 5 | 12.2% | 7 | 4.4% |
| It was the first time we had an assessment to be considered for supports | 5 | 9.3% | 3 | 7.3% | 11 | 6.9% |
| Did not respond | 4 | 7.4% | 1 | 2.4% | 20 | 12.6% |
| **Total** | **54** | **100.0%** | **41** | **100.0%** | **159** | **100.0%** |

Respondents shared a number of concerning experiences about unexpected or unexplained cuts, particularly in the context of ongoing or increasing needs:

“My son's funding rolled over in October 24 with no change. Then I was phoned to say that all EGL clients were having their funding reduced. We were forced to take a 20% reduction even though it is our son's final ORS year at school and he is transitioning.”

“It initially stayed the same until December 24 when they rang me and told that my son's funding allocation would decreased from 770 units to 400 units. The review date is still on the same date (Oct) in the acknowledgement letter, instead of December when they changed it.”

For the 84 respondents who indicated that their supports had been reduced, the median reduction fell in the 21-30% range.

Figure 13 If the supports you receive reduced at your review, by what % was the reduction?

|  |  |  |  |
| --- | --- | --- | --- |
| **Response** | **Count** | **Percentage** |  |
| Less than 10% | 2 | 2.4% |  |
| 11-20% | 19 | 22.6% |  |
| **21-30%** | **12** | **14.3%** | **<- median** |
| 31-40% | 9 | 10.7% |  |
| 41-50% | 4 | 4.8% |  |
| 51-60% | 5 | 6.0% |  |
| 61-70% | 1 | 1.2% |  |
| 71-80% | 2 | 2.4% |  |
| 81-90% | 2 | 2.4% |  |
| 91-100% | 5 | 6.0% |  |
| None | 1 | 1.2% |  |
| Not applicable | 1 | 1.2% |  |
| Other | 18 | 21.4% |  |
| Did not respond | 3 | 3.6% |  |
| **Total** | **84** | **100.0%** |  |

Respondents who experienced reductions described a range of challenges including inconsistent communication from their NASC, delays in funding, and significant personal financial impact:

“There have been delays, refusals to meet or discuss, there have been different stories told, lies told, we had to get MPs involved and go to top levels and still no answers. The shift to MSD left the whole disability sector in limbo because there was zero transition planning or consultation - just a sudden announcement leaving all the NASCs unsure and unable to commit to any funding packages until MSD approved them. A nightmare of incompetent handling of the whole sector. Traumatising, cruel, callous and without empathy. As a mother of a disabled teen, Sept 2024 to Feb 2025 have been the most stressful months I have EVER experienced. The lack of confidence in the funding, and having to get discretionary extensions fortnight by fortnight to pay agency bills, was horrendous. I used my mortgage to pay workers on four occasions because promised funds were 5-6 weeks late arriving.”

Only 18 respondents reported that their funding had increased following their review. Of those who indicated by what percentage, the median increase was 11–20%—suggesting that most gains, when they occurred, were relatively modest.

Respondents who did receive an increase often reported that it was limited or uncertain:

“I pushed for an increase — we were on a very low IF package ($3,850 per year plus Carer Support). I knew of other children with less needs getting much more than us.”

“Respite allocation increased by $4,000 and we were given 5 additional Carer Support days. This wasn’t discussed prior to the rollover and I’m actually wondering if it was an error.”

These comments reinforce the wider pattern of limited support growth, with most increases either self-advocated, transitional, or unclear.

Figure 14 If the supports you receive increased at your review or assessment, by what % was the reduction?

|  |  |  |  |
| --- | --- | --- | --- |
| **Response** | **Count** | **Percentage** |  |
| Less than 10% | 4 | 22.2% |  |
| **11-20%** | **3** | **16.7%** | **<- median** |
| 21-30% | 2 | 11.1% |  |
| 31-40% | 1 | 5.6% |  |
| 41-50% | 3 | 16.7% |  |
| 51-60% | 0 | 0.0% |  |
| 61-70% | 0 | 0.0% |  |
| 71-80% | 0 | 0.0% |  |
| 81-90% | 0 | 0.0% |  |
| 91-100% | 0 | 0.0% |  |
| None | 0 | 0.0% |  |
| Not applicable | 2 | 11.1% |  |
| Other | 0 | 0.0% |  |
| Did not respond | 3 | 16.7% |  |
| **Total** | **18** | **100.0%** |  |

## **Emotional Impact of the Current System**

Almost a third of respondents (29.1%) indicated they were feeling let down, angry and scared by the current system. By contrast, only 10.6% of respondents said they felt everything was going smoothly and that the system is fair.

Among those who reported feeling negatively, 62 out of 74 (83.8%) had experienced a reduction in their supports highlighting, unsurprisingly, a strong connection between changes in funding and negative sentiment.

“So incredibly disappointed and feeling that our situation is not understood or cared about. No compassion.”

“I have lost all trust. Today I nearly lost 80% of support. I had a support person with me today who helped me bargain with Taikura.”

“We just feel that they are trying to take away all the supports and that my son’s disability needs are not deemed worthy of care and support.”

A further 8.7% of respondents indicated that they were awaiting an assessment or review and were “a bit nervous” about the outcome. While not overtly negative, this group also conveyed anxiety over the uncertainty of their situation.

“I am nervous due to all the comments made about reductions. Not much coming through that is positive for the individual and their family.”

For many, fear of future support reductions loomed large even among those whose funding had not been reduced. There was a strong sense of precariousness:

“I am grateful that our funding has not so far been cut, however I am fearful that it will be in the future.”

“Bewildered as to what is covered and why… The funding should be able to be used for more things than the restrictive ‘list’... Help me to help my child—he has enough barriers as it is without having to fight.”

Others expressed exhaustion not only from their caring responsibilities, but from the relentless need to advocate for support within a system they described as inflexible, inconsistent, and eroding trust:

“Exhausted from the constant battling.”

“I feel scared, grateful, worried, tired, unsure, and like the more we advocate, the more pressure we face.”

“My son’s quality of life has greatly reduced with all the restrictions on his respite. His personal needs have increased, but I was told to be grateful with what I had and keep my head down.”

Figure 15 How are you feeling about allocations, assessments, reviews, and disability support generally?

|  |  |  |
| --- | --- | --- |
| **Response** | **Count** | **Percentage** |
| Fine - I think everything is going smoothly and the system is fair for disabled people and those who support them | 27 | 10.6% |
| I'm waiting for an assessment or review and am a bit nervous about what the outcome might be | 22 | 8.7% |
| I've had a recent assessment or review, and my supports were cut and I am feeling let down/angry/scared | 74 | 29.1% |
| Other (please comment) | 102 | 40.2% |
| Did not respond | 29 | 11.4% |
| **Total** | **254** | **100.0%** |

# **Conclusion**

This report provides a snapshot of a disability support system under mounting pressure. While the results must be treated with caution and regarded as indicative only as the surveys were completed by self-selected individuals, they provide unique insights into this rapidly changing sector.

By comparing responses from late 2024 with those from early 2025, clear trends emerge: more people are being asked to undergo early reviews, often resulting in reduced support packages—some by up to 90–100%.

While the earlier survey (October/November 2024) reflected a period of relative stability—most assessments happened on schedule and funding was largely rolled over—significant change began just before Christmas 2024 when NASCs, under pressure to stay within fixed budgets, began proactively reviewing clients. The March 2025 survey captures the reality of these changes.

Key concerns included sharp increase in respondents reporting support reductions (from 13.7% to 33.1%) and a high degree of emotional distress, with many carers reporting feelings of fear, burnout, and uncertainty about the future.

While some families have received increases or maintained their existing supports, others are facing steep cuts, waiting lists, or a complete loss of eligibility—often without clear explanation or consistent assessment criteria. This perceived lack of fairness, transparency, and consistency is eroding trust in the system.

A further survey in mid 2025 will capture current trends and community sentiment about NASC assessments, reviews, and support allocations.

Budget 2025 in May appeared to bolster funding for disabled people including lifting of a pause in access to residential funding, which had caused distress for some high needs people and their whanau. It is not yet clear whether new funding will relieve some of the pressures in community access to disability supports shown in the survey feedback.

MSD DSS has also completed a comprehensive community consultation about the direction of New Zealand’s disability support system. There was a strong response to the consultation, with meetings held online and across New Zealand. Carers NZ, IHC and other sector NGOs look forward to learning how the consultation feedback will be reflected in disability supports from mid 2025.

Carers NZ thanks IHC for helping to analyse the survey data and develop this report, and to the many community organisations, disabled people, and family carers who gave input. Transparency of trends and data is of vital importance to ensure those affected by policy changes understand what is happening and have a voice in what comes next.

# **Appendices**

## **Survey Questions**

### **Q4 2024 Survey**

Q1 Do you receive disability support funding (Individualised Funding, Enabling Good Lives, Carer Support, IF respite, agency/support workers etc).

Q2 Have you or the family member you assist recently had a needs assessment, or a review of the disability supports you receive?

Q3 If you have had an assessment or review, was it done at the usual time (e.g. annually) or was the assessment or review done earlier than usual?

Q4 After the assessment or review, were the supports allocated the same as last time, less than last time, or more than last time?

Q5 If the supports allocated were less than last time, was a reason given for this reduction? And if supports allocated less than last time, will they meet current needs?

Q6 Have the support needs of you or your family member increased or changed since your last assessment or review?

Q7 If you support a disabled child or young person under the age of 16have you been unable to access any/adequate support on the basis of their young age? I.e. you are expected to provide family ‘natural support’ for your disabled child/children.

Q8 If you have been waiting for residential respite or residential care/support, has this been affected by the Government’s recent freeze on residential services?

Q9 Are you concerned about funding and supports available to you as a disabled person, and/or the disabled family member(s) you assist? Please comment.

Q10 What should we be telling the Government about recent disability policy changes?

Q11 Would you be willing to speak to the media about your disability funding and support experiences? If so please leave your contact details below.

### **Q5 2025 Survey**

Q1 Have you or someone you support had a recent needs assessment or review of your funding supports since October 2024?

Q2 Was your assessment or review easy to organise?

Q3 Did your review of supports happen at the usual time e.g. yearly

Q4 My assessment or review took place in:

Q5 At your review or assessment did the supports you receive

Q6 Whether your supports stayed the same, increased or decreased, were you given any information about possible funding changes now or in the future? What were you told?

Q7 What is the overall value of your support package?

Q8 If you were told you are not eligible for a review or assessment, what was the reason given? If you have any correspondence you're willing to share on an anonymous basis, please email it to info@carers.net.nz

Q9 If the supports you receive reduced at your review or assessment, by what % was the reduction? If you have any correspondence about the reduction - emails, letters, forms - and are willing to share them anonymously, please email to info@carers.net.nz

Q10 If the supports you received at your review or assessment increased, by what % was the increase?

Q11 Please indicate below the type(s) of funding you use for disability supports; tick all that apply.

Q12 My NASC or Enabling Good Lives service is:

Q13 I live in this city or town:

Q14 How are you feeling about allocations, assessments, reviews, and disability support generally?

Q15 Thank you for sharing this information which is anonymous and will not be shared beyond Carers NZ. We'll share the trends from this survey -if you'd like to be kept informed, please leave contact details below.