



Q1

2019-2020

COAG Disability Reform Council
Quarterly Report
30 September 2019

ndis

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Contents

Key highlights	5
Executive Summary	7
Introduction	15
Part One: Participants and their plans	17
1.1 Number of participants in the Scheme	17
1.2 Children in the ECEI gateway	18
1.3 Operational progress	19
1.4 Participant characteristics	20
Part Two: Participant experience and outcomes	26
2.1 Participation in work and community and social activities	26
2.2 Two and three year analysis of participant outcomes	29
2.3 Participant satisfaction	31
2.4 Waiting times for access decisions and plans	34
2.5 Plan reviews and complaints	36
2.6 Actions to improve the participant experience	38
Part Three: Providers and the growing market	46
3.1 Active providers	46
3.2 Utilisation, market concentration and choice and control	48
3.3 NDIS Pricing	53
Part Four: Information, Linkages and Capacity Building (ILC)	55
4.1 Information, linkage and capacity building	55
4.2 Improvements to mainstream interface issues	57
Part Five: Financial sustainability	59
Part Six: Stakeholders, advisory groups and the NDIS community	62
6.1 Building a high performing NDIA	62
6.2 Collaborating with NDIS stakeholders	63
6.3 Public data sharing policy and the data and insights website	65
6.4 The NDIS contact centre	66

Appendix A: Key definitions	69
Appendix B: Scheme roll-out: Timing and locations	71
Appendix C: Operational progress	73
Appendix D: Outcomes framework questionnaires	76
Appendix E: National	77
Appendix F: New South Wales	116
Appendix G: Victoria	152
Appendix H: Queensland	186
Appendix I: Western Australia	218
Appendix J: South Australia	252
Appendix K: Tasmania	284
Appendix L: Australian Capital Territory	314
Appendix M: Northern Territory	346
Appendix N: Key metrics comparisons across States and Territories	376
Appendix O: Participants by region and support type	380
Appendix P: Specialist Disability Accommodation	384
Appendix Q: Utilisation by Region	401
Appendix R: Access decision and plan approval waiting times	405

Key highlights

311,774 people with disability are being supported by the Scheme:

26,688

joined the Scheme this quarter

114,069

are receiving supports for the first time

The NDIA has met

114%

of its operational target for participants plans this quarter

Supporting children, earlier:

37%

of new participants this quarter were aged 0-6 – **9,883 children**

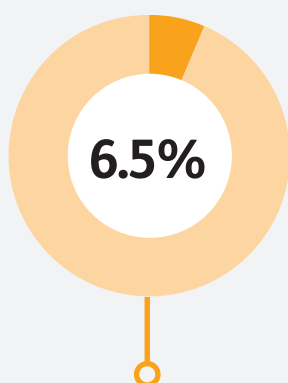


Wait times for children to access the Scheme have **halved** over the quarter

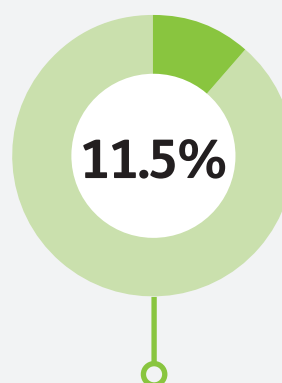
44,907

Scheme participants are aged 0-6

Participants are increasingly diverse:



participants who received a plan this quarter identify as Aboriginal or Torres Strait islander



participants who received a plan this quarter identify as Culturally and Linguistically Diverse

Key highlights

Participants in the Scheme for **three** years show significantly improved outcomes:

100%

of parents and carers thought that the NDIS improved their child's development - for children aged 0 to 6 years

↑13%

increase in independence for participants starting school to aged 14

↑12%

increase in community and social participation for participants aged 15 to 24

↑11%

increase in choice and control for participants aged 25 and over



Call centre performance has continued to improve with **82%** of calls answered within **60 seconds**.



88% of enquiries resolved within the first response.



Overall, participant satisfaction is high at **87%**.

Executive Summary

The NDIS continues to improve the lives of Australians living with disability, their families and carers, through improved participant outcomes.

While there is more work to do, this report highlights that there are now over 310,000 Australians receiving supports from the Scheme including more than 114,000 receiving support for the very first time. Scheme participants are increasingly reflective of a diverse Australia.

1. Participants

1.1 Growing participant numbers

As at 30 September 2019 there were 311,774 participants with an approved plan across Australia.¹ 114,069 people, which is 37% of Scheme participants, are receiving disability supports for the first time. 26,688 participants joined the Scheme and received an approved plan this quarter.

1.2 Supporting children faster

Of the additional participants this quarter almost 9,883 (37%) were children aged 0-6. Reducing the time children are waiting for support was a significant focus of the Agency over the quarter, and continues to be a key focus.

Over the quarter we also saw significant reductions in Early Childhood Early Intervention (ECEI) wait lists with the number of children waiting more than 50 days for a plan reducing from 3,314 to 1,686 over the quarter, and the average wait time for children to receive their first plan halving over the quarter from 104 to 54 days.²

The number of children waiting for more than 50 days further decreased by mid-October to 1,493 and the average wait time to first plan had fallen to 48 days.

The NDIA has invested significant resources to improve timeliness to support children. At 30 September 2019, there were 44,907 children aged 0-6 years with an approved plan and 8,882 children were in the ECEI gateway (of which 1,784 (20%) had already commenced receiving initial supports).

1.3 Reducing other waiting times

In addition to the focus on children this quarter the NDIS delivered other reductions in wait times for first plan approvals and access decisions:

- As at 30 September 2019, outstanding access decisions had been in progress for an average of 12 days. This compares with 38 days at 30 June 2019.
- Similar to access decisions, first plans are being approved more quickly after an access decision has been made (88 days on average in September compared to 133 days in June).

Participant and provider complaints have also been tracking downwards, with participant complaints at 5.4% of access requests in the quarter compared with 7.0% a year ago, and provider complaints at 3.8% of access requests in the quarter compared with 5.4% a year ago.

Both participant complaints (as a proportion of access requests) and provider complaints (as a proportion of registered providers) are at their lowest levels for more than two years.

¹ With the exception of the Cocos Islands and Christmas Island which will phase into the Scheme from 1 July 2020.

² As at 19 October the number of children waiting more than 50 days had decreased further to 1493 and the average wait times for children with a first plan in progress had reduced to 48 days.

1.4 Participants are increasingly diverse

Of the 26,688 participants (excluding children receiving initial supports in the ECEI gateway) joining the Scheme this quarter, there was an increase in the diversity of participants. This is reflective of tailored Service Delivery and engagement strategies being implemented through the pathways program of work.

This quarter specifically:

- **Aboriginal and/or Torres Strait Islanders:** 6.5% of participants who received a plan in the quarter, compared with 5.8% in previous quarters combined.³
- **Culturally and Linguistically Diverse (CALD):** 11.5% of participants who received a plan in the quarter, compared with 8.4% in previous quarters combined.
- A higher proportion of participants with psychosocial disability also entered the Scheme this quarter (10% this quarter compared with 9% in previous quarters combined).

1.5 The NDIA exceeded its operating target

Over the quarter around 90,000 plans were completed, which is 114% of the operational target. The 90,000 plans completed includes both first plans and a large number of plan reviews (64,309 plan reviews).⁴

The Agency continues to process actionable records. Actionable records relate to those people who could be contacted, who met the access requirements and whose records were provided to the Agency. At 30 September 2019, the NDIA was 80,000 State/Territory and Commonwealth actionable records short of the bilateral estimate.⁵

Compared with the bilateral estimate, the number of new people requesting to access the Scheme now exceeds the bilateral estimate of new participants by

42,000, recognising that people continue to approach to test their access, with the Scheme expected to reach about 500,000 participants within the next five years.

1.6 Improving the planning experience

Specific priorities for next quarter to further improve the participant planning experience include:

- Ensuring participants get timely access to the Assistive Technology (AT) supports they need by further streamlining processes and modifying quoting requirements.
- Continuation of the joint planning initiative. In joint planning meetings, the participant, Local Area Coordinator, and NDIA planner collectively discuss the participants plan and included supports before the plan is approved. Feedback from the soft launch of this initiative indicates that participants who have a joint planning meeting utilise the plan funds more quickly following plan approval.

2. Participant outcomes continue to be encouraging

Participant outcomes continue to improve.

There is now longitudinal analysis of a sample of participants who have been in the Scheme for three years. For participants who entered the Scheme between 1 July 2016 and 30 September 2016, community and social participation continues to increase (from 35% when participants entered the Scheme, to 38% after one year in Scheme, 46% after two years in the Scheme, and 50% after three years in the Scheme). These participants were also asked 'Has the NDIS helped?' after one, two and three years in Scheme, allowing the NDIA to gain further understanding of the longer-term impact.

³ Table E.6 in the Appendices has detail of the participant profile by quarter for Aboriginal and Torres Strait Islander participants.

⁴ Note: the number of first plans included in the comparison to the operational target (19,279) is less than the number of participants who received an approved plan this quarter (26,688). This is because some participants who received an approved plan this quarter were previously in the ECEI gateway and hence were not counted in the operational target for the quarter.

⁵ 30 June 2019 transition bilateral estimates are compared with actionable records.

Some highlights include:

- For children starting school to 14 years; 68% of parents and carers felt their child had become more independent as a result of the NDIS in their third year of participation, compared to 64% in their second year and 55% in their first year.
- For young adults aged 15 to 24 years; 69% of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to 66% in their second year and 62% in their first year.
- For adults aged 25 and over; 79% of participants believed the NDIS helped them have more choice and more control over their lives in the third year of participation in the NDIS, compared to 74% in their second year and 69% in their first year.

Participation in work remains at similar levels, 25% after 2 years in the Scheme compared to 24% at entry. The NDIS Participant Employment Strategy will guide the activities of the NDIA over the next three years and help it achieve its Corporate Plan goal of 30% of participants in paid work by 2023.

Overall Participant satisfaction also remains high with 87% of participants rating their planning experience as 'good' or 'very good'.

3. Information, linkage and capacity building (ILC) and improved interfaces with mainstream services

A key focus for the COAG Disability Reform Council (DRC) is for Commonwealth and States and Territories to actively work together to deliver meaningful progress on policy issues that will improve the NDIS experience for participants, their families and carers. The NDIA Board and Agency has worked closely with the COAG DRC to deliver clarity and a better experience for participants.

3.1 Disability Related Health Supports

At the June 2019 DRC meeting, Commonwealth and State and Territory Disability Ministers clarified the boundaries between the NDIS and health-related services to ensure NDIS participants receive the supports they need. From 1 October 2019, NDIS participants commenced receiving funding for the disability-related health supports they need as a direct result of their disability, and as part of their daily life, through their NDIS plans.

For the participants who require disability related health supports, most will have these included in their initial NDIS plan or at their next plan review. The Agency has released an Operational Guideline and also updated the 2019-20 Price Guide and Support Catalogue to include around 90 disability-related health supports now funded under the NDIS.

3.2 Further mainstream interface improvements

A number of additional interface improvement initiatives were also announced at the 10 October 2019 DRC meeting. These include:

- A commitment to improve access and experiences for participants with psychosocial disability in the NDIS, as well as to address interface issues between the NDIS and mainstream mental health systems.
- The introduction of Justice Liaison Officers by the NDIS to work across state and territory justice systems. Their role will be to provide a single point of contact for workers within state and territory justice systems to coordinate support for NDIS participants in youth and adult justice systems.

- An approach to improve transport supports provided under the NDIS.
- Working closely with states and territories to develop and implement a new approach to maintaining critical supports with a focus on holistic service delivery arrangements which are participant-centric and based on the principle of choice and control.

3.3 Information, linkage and capacity building (ILC)

The Information, Linkages and Capacity Building (ILC) component of the National Disability Insurance Scheme (NDIS) aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

The Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to \$100 million (excl. GST) available, including \$50 million this financial year. The ICBP builds on the extensive evidence base for the use of peer support in building skills for people with disability.

The ICBP focuses on a national network of organisations run by and for people with disability, or their families and carers, becoming the primary delivery mechanism for the Agency for peer support, mentoring and other skills building for people with disability, carers and families. This grant round is currently under assessment with results to be announced in December 2019.

The Mainstream Capacity Building Program (MCBP) and Economic and Community Participation (ECP) Program both opened on 9 September 2019 with up to \$64 million and \$58 million (excl. GST) respectively available. 60% of these funds are available this financial year.

4. Encouraging an innovative market

4.1 Active providers

The number of providers supporting participants increased by 797 in the September quarter to 13,434, an increase of 6%, with relatively higher growth in assistive technology providers including vision, hearing and communication providers. The NDIA is committed to improving access to AT, through removing quoting for low cost items and making it easier to arrange urgent repairs.

4.2 Pricing

In addition to the price increases on 1 July 2019 for attendant care and therapy, the NDIA has released the NDIS Pricing Strategy and the NDIS Efficient Cost Model for Disability Support Workers. The Efficient Cost Model estimates the full costs, to an efficient provider, of engaging workers covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award).

This quarter the NDIA also published reports on the WA Market Review and the Therapy Services Review, which were both conducted in early 2019.

4.3 Access to market data

This quarter, the NDIA also released comprehensive market data on regions in Australia in order to further promote transparency, and encourage better participant outcomes.

Comprehensive data on utilisation, market concentration and participant choice and control, by geographical regions, participant characteristics, and support categories was released. The intent of this is to enable participants and providers to better understand investment opportunities and encourage strategies to address thin markets.

Overall, the metrics indicate further investment in remote and very remote regions is required to better achieve participant outcomes. As part of market stewardship the NDIA has rolled out a number of initiatives to drive market growth including:

- Pricing increases from 1 July 2019, including remote loading of 40 per cent (increased from 20 per cent) and very remote loading of 50 per cent (increased from 25 per cent)
- An increased cap in provider travel claiming from 45 minutes to 60 minutes in regional areas
- An hourly rate for non-face-to-face care activities conducted on behalf of the participant.
- \$10 million in grants for the Jobs and Markets fund announced in August 2019, to help address under-supplied markets in the NDIS.
- A range of reforms to build confidence in the Specialist Disability Accommodation market including changes to rules, policies, pricing and payment settings announced in August.
- A range of Community Connector initiatives are currently taking place in the Northern Territory, Queensland, South Australia and Western Australia. These initiatives target remote and very remote areas and the Aboriginal and Torres Strait Islander communities within them. The Remote Community Connector Program is a cultural brokerage initiative which aims to engage, inform and assist participants from Aboriginal and Torres Strait Islander backgrounds and rural and remote communities through the NDIS pathway process.

5. Stakeholder engagement is increasing

5.1 Board and senior engagement with the State and Territory governments

The NDIA Chairman and Acting CEO have been undertaking a program of engagement activities with every State and Territory Disability Minister and their senior officials. The objective of these meetings is to better understand, and develop responses to, jurisdictional specific issues. It is recognised that there are specific issues that are dependent on location, and existing jurisdictional service arrangements. Meetings were also held with participant and provider groups.

Key themes emerging from these engagements include: lower than expected utilisation of plans, challenges related to thin markets and the need to effectively respond to crisis situations.

The NDIA will now work with State and Territory groups on programs of work that responds to these local challenges and pressures.

5.2 Roundtable discussions

The Prime Minister and the Minister for the NDIS have undertaken a series of roundtables across the country meeting with participants, carers, sector stakeholders and providers over the last quarter. The roundtables provide the opportunity for participants and other stakeholders to discuss their NDIS experiences and ideas for further improving the Scheme.

5.3 Public data sharing policy

The NDIA released its Public Data Sharing Policy on 30 September 2019. The policy includes information of how data is shared with participants, providers and other stakeholders.

5.4 Insights forums

The NDIA hosted Insights forums across four capital cities in July and August. The Insights Forums were designed to bring together representatives of peak bodies, providers, academics and government stakeholders for the purpose of sharing information. The presentations included key data accumulated on the Scheme so far and explored what it means in terms of challenges and future opportunities. The Insights Forums laid strong foundations for future collaboration and innovation.

5.5 Data and insights website

On 30 July 2019, the NDIA released the Data and Insights webpages on ndis.gov.au. Data in the form of data cubes and synthesised reports (including Participant and Family/Carer Outcome reports) was released this quarter and the material shared at the Insights forums was published. The second tranche of data was also released this quarter on 30 September 2019, and included interactive maps and tables, as well as additional data cubes and synthesised reports (including the NDIS market report discussed above).

There have been over 10,000 total visits to the Data and Insights section by 7,200 individuals this quarter.

6. Scheme sustainability

Since the commencement of the Scheme, there has been a large increase in the number of participants, the amount of support committed in plans, and payments to providers on behalf of participants each year, reflecting the rapid roll-out of the NDIS. From 2017-18 to 2018-19, participants increased by 66%, committed support increased by 88%, and payments increased by 86%.

The Scheme is projected to continue to grow and to reach about 500,000 participants within the next five years, and is forecast to cost 1.2% of GDP. Participant numbers and costs are in line with the estimates shown in the 2017 Productivity Commission report on National Disability Insurance Scheme Costs at 2022-23, after allowing for costs not included in the Productivity Commission estimate, such as the introduction of school transport, personal care in schools, developmental delay and the incomplete implementation of the National Injury Insurance Scheme.

7. A high performing NDIA

The Honourable Stuart Robert MP, the Minister for the National Disability Insurance Scheme, announced that the NDIA will be filling an additional 800 Australian Public Service positions capable of exercising delegations under the NDIS legislation, over the course of the 2019-20 financial year, taking the APS Average Staffing Level to 4,000 from 1 July 2020.

Increased training is being provided to staff and partners to improve the participant experience. During the quarter, approximately 800 new planners and Local Area Coordinators participated in the 6-week New Starter Induction Program that includes:

- disability-specific training;
- agency-specific training, including work health and safety, fraud awareness and NDIA induction; and
- service delivery specific training on the participant pathway. This includes reasonable and necessary supports, typical support packages, mainstream support interfaces, housing, in-kind funding, school leaver employment support, self-management and Assistive Technology.

The NDIA Board and Agency recognises the need to do more and is collaborating with peak bodies and other stakeholders to develop additional training material.

The NDIA Board has appointed a new CEO, Mr Martin Hoffman, to lead the Agency. Martin has extensive experience in both the public and private sectors leading service delivery and digital transformation. Martin starts on 4 November 2019.

The NDIA Board acknowledges the invaluable leadership of Ms Vicki Rundle PSM, who has acted as CEO since April this year. The Board of the NDIA is indebted to Vicki for her leadership, dedication and commitment.

In conclusion

Participants, their families and carers, along with the community, are experiencing improved outcomes and better lives.

Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 July 2019 to 30 September 2019, as required by Section 174 of the NDIS Act 2013.

Analysis and key insights are presented in the report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory (Appendices F–M). Also included in the appendices are:

A list of key definitions of the terms used in this report (Appendix A)

A comparison of key metrics across each State and Territory (Appendix N)

The number of active participants in each region, including the number of active participants in each region receiving core, capacity building and capital supports (Appendix O)

The number of active participants in each region receiving Special Disability Accommodation and Supported Independent Living, along with data on the number and types of dwellings in each region (Appendix P)

A comparison of utilisation by region (Appendix Q)

Waiting times for access decisions and plan approvals by State/Territory (Appendix R)



Harry

transforms with NDIS

Harry Deery had a bumpy start to life. The four-year-old Canberra local had a traumatic birth and experienced several challenges in his early development.

Harry's challenges were identified as global developmental delays, which affects his speech and language, gross and fine motor skills, cognition and his social skills.

Harry initially started therapies at around 18 months of age that his parents self-funded, but it wasn't until he joined the NDIS in 2016 that he was able to access more regular support.

Harry's funding is through the NDIS Early Childhood Early Intervention approach, which supports children under the age of six who have a developmental delay or disability.

For Fiona, it's had a life-changing impact for her family.

"That is something I love about the NDIS, the focus on early intervention.

"Harry's situation could have easily fallen through the cracks because it was quite difficult to get a diagnosis at a young age.

"We've been able to access the support that Harry needs to give him the best possible chance in the most critical years, and I'm now really hopeful for Harry's future."

1

Part One: Participants and their plans

Just over 310,000 participants are being supported by the NDIS, and almost 2,500 children are receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

1.1 Number of participants in the Scheme

At 30 September 2019, the NDIS was available in all areas of Australia⁶, with just over 310,000 participants receiving supports.

At 30 September 2019, 311,774 participants currently had approved plans. This represents a 9% increase from last quarter (an additional 26,688 participants).

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and people who have not previously received support. Of the 311,774 participants supported by the Scheme at 30 September 2019, 197,705 previously received support from existing State/Territory or Commonwealth programs and 114,069 are now receiving support for the first time. Hence, 37% of participants with approved plans are receiving support for the first time.

Figure 1: Active participants with approved plans and percentage increase over time

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 YTD
Active participants	7,285	17,155	29,719	89,610	172,324	286,014 ⁷	311,774
Yearly increase		9,870	12,564	59,891	82,714	113,690	25,760 ⁸
% increase in active participants		35%	73%	202%	92%	66%	9%

⁶ With the exception of the Coco Islands and Christmas Island which will phase in from 1 July 2020.

⁷ In previous reports, all participants who had ever received an approved plan were counted. This report, and future reports, will state the number of participants with current plans. Since the Scheme started, 320,214 participants have received support of which 8,440 have exited the Scheme.

⁸ This increase is the net increase in the Scheme over the period. This quarter, 26,688 participants entered and 928 exited, resulting in a net increase of 25,760.

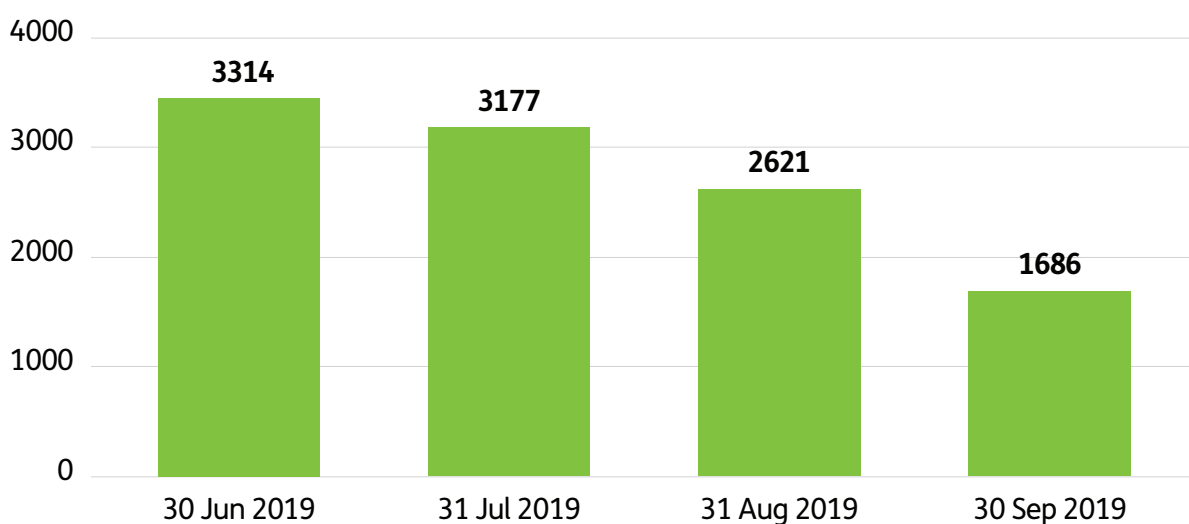
1.2 Children in the ECEI gateway

The number of children waiting more than 50 days halved over the quarter from 3,314 to 1,686.

Of the 26,688 additional participants with an approved plan this quarter, 9,883 were children aged 0-6 years (37%). This is reflective of the significant effort made by the NDIA to reduce the number of children who were waiting for supports. Specifically, the Minister and NDIA Board introduced strategies to resolve delays and backlogs, including working with ECEI partners to secure additional resources to provide support in a timelier manner, and the provision of standard interim plans for a period of six months, where that was required.

Overall, the number of children waiting more than 50 days for a plan has reduced from 3,314 to 1,686 over the quarter. During the same period the average wait times for children with a first plan in progress reduced from 104 to 54 days. While further work is required to reduce wait times for children, additional inroads have been made since the end of the quarter.⁹

Figure 2: Number of children ages 0-6 years waiting more than 50 days for a plan



The NDIA has also invested in more robust data collection to provide greater transparency over the number of children in the ECEI gateway, as well as to provide improved supports to children. At 30 September 2019, there were 44,907 children aged 0-6 years with an approved plan. A further:

6,009 children had met the access criteria and were waiting for an approved plan

5,038 had made an access request to the Agency (of which 689 (14%) had already commenced receiving initial supports)

8,878 children were in the ECEI gateway (of which 1,784 (20%) had already commenced receiving initial supports). Not all children will need to make an access request to the NDIA, with some receiving support in the gateway, and others supported by mainstream and community services.

⁹ As at 19 October the number of children waiting more than 50 days had decreased further to 1493 and the average wait times for children with a first plan in progress had reduced to 48 days

1.3 Operational progress

The NDIA exceeded its operational target by 14%, with 87,599 plans completed in the quarter (both first plans and plan reviews).

The Agency achieved 114% of its operational target in the quarter, meaning 87,600 plans were completed compared with an operational target of 78,687 plans. The operational target comprises two components:

First plans – the Agency achieved **133%** of the first plan operational target of **19,279**¹⁰

Plan reviews – the Agency achieved **108%** of the plan review operational target of **59,408**

First plan operational targets are set at the beginning of each quarter by considering the number of actionable records on hand at the start of the quarter. Actionable records relate to those people who could be contacted and who met the access requirements. A large number of people met the access requirements and received an approved plan after the start of the quarter which contributed to the NDIA exceeding its operational target.

Plan review operational targets are also set at the start of the quarter and consider the number of participants who require plan reviews in the quarter. The Agency also exceeded this target, with more reviews undertaken than expected.

At 30 September 2019, the NDIA was 80,000 State/Territory and Commonwealth actionable records short of the bilateral estimate. Across all States/Territories, actionable records represent 74% of the bilateral estimate, with this percentage varying by State/Territory.¹¹

Compared with the bilateral estimate, the number of new people requesting access to the Scheme now exceeds the bilateral estimate of new participants by 42,000, recognising that people continue to approach to test their eligibility, with the Scheme expected to reach about 500,000 participants within the next five years.

Figure 3: Progress against bilateral estimates



¹⁰ Note: the number of first plans included in the comparison to the operational target (19,279) is less than the number of participants who received an approved plan this quarter (26,688). This is because some participants who received an approved plan this quarter were previously in the ECEI gateway and hence were not counted in the operational target for the quarter.

¹¹ 30 June 2019 Scheme to date bilateral estimates are compared with the actual number of participants who have benefitted from the Scheme in all State/Territories except for Western Australia, and the Northern Territory.

1.4 Participant characteristics

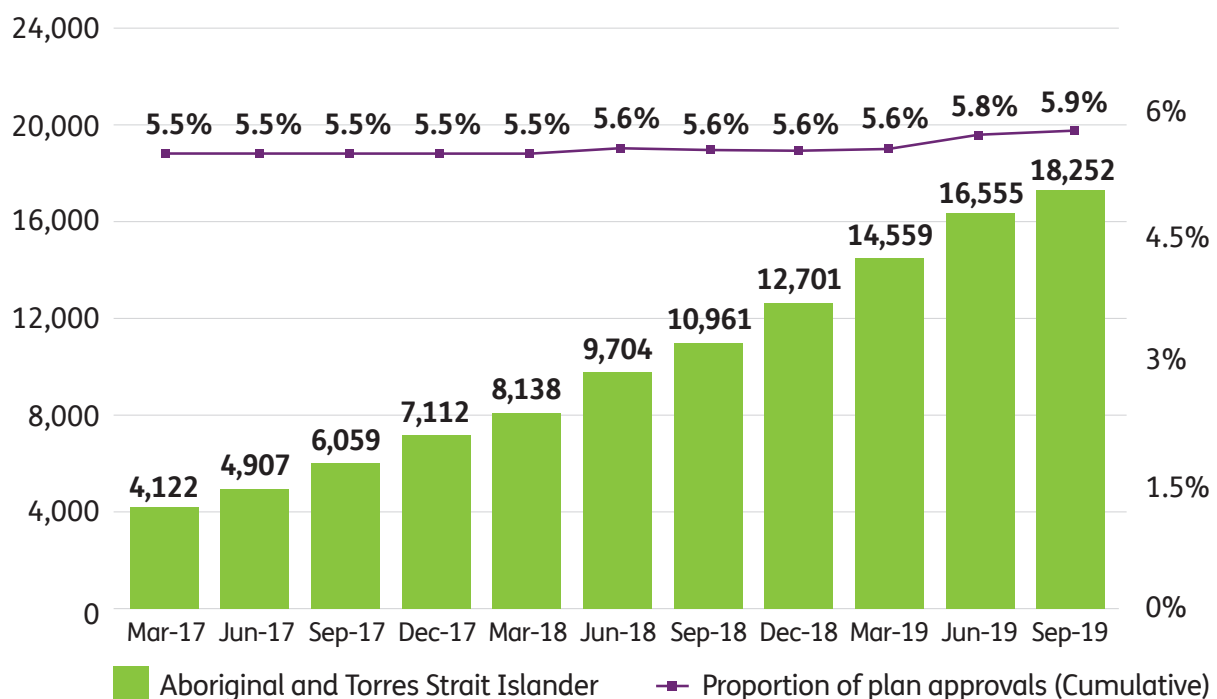
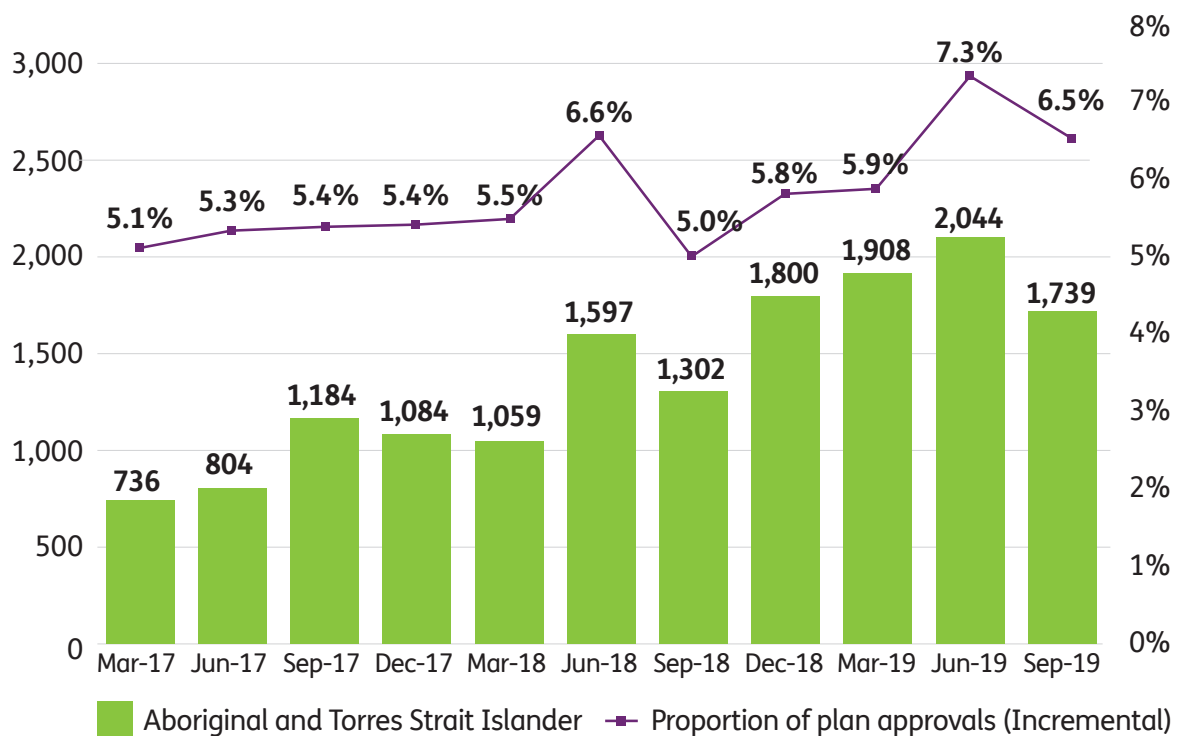
A higher proportion of Aboriginal and Torres Strait Islander participants and Culturally and Linguistically Diverse participants entered the Scheme during the quarter compared with previous quarters.

Of the 26,668 participants entering, there was increased diversity through higher numbers of:

Aboriginal and/or Torres Strait Islanders: 6.5% of participants who received a plan in the quarter, compared with 5.8% in previous quarters combined.

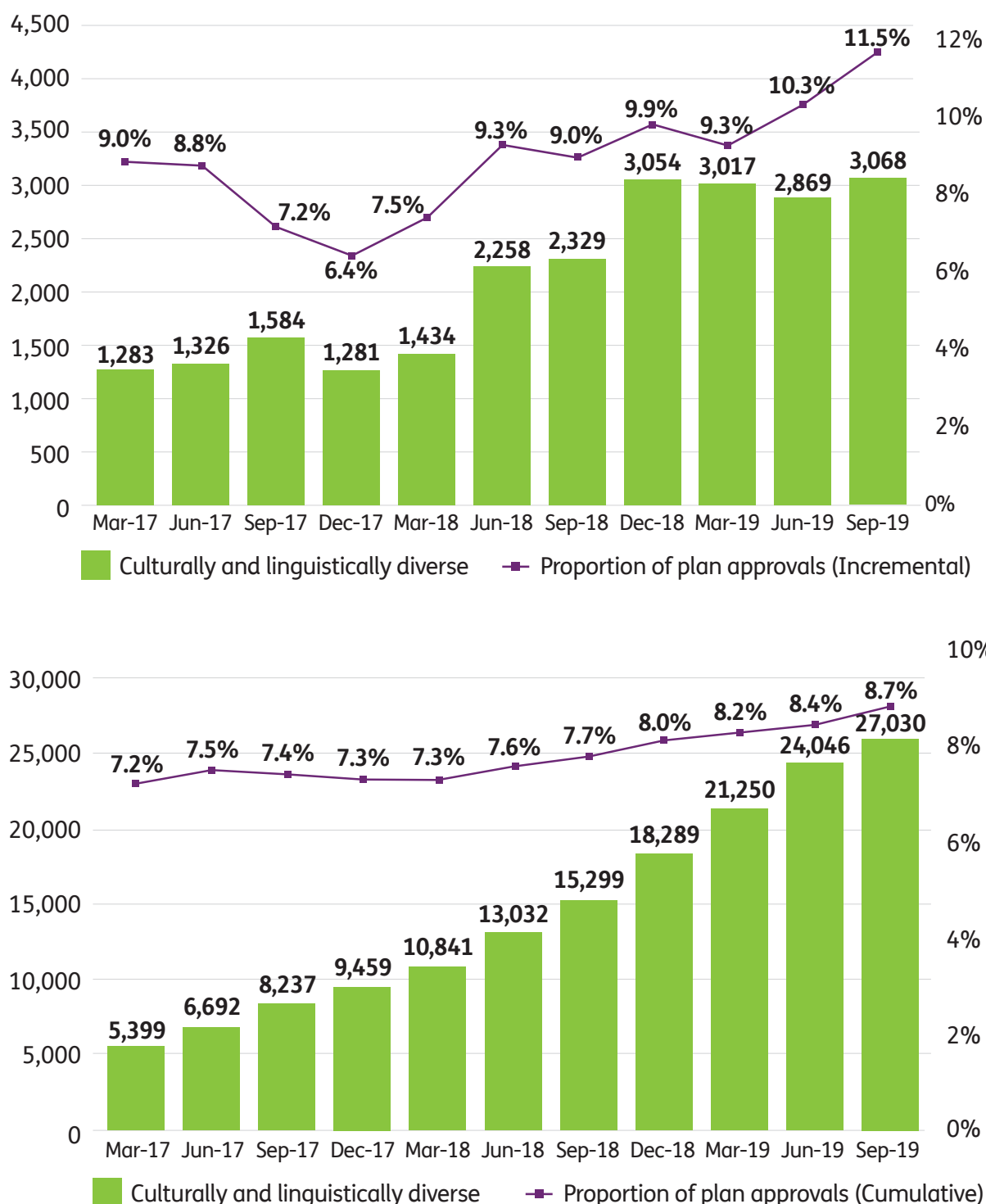
Culturally and Linguistically Diverse (CALD): 11.5% of participants who received a plan in the quarter, compared with 8.4% in previous quarters combined.

Figure 4: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom) – NATIONAL¹²



¹² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure 5: Number and proportion of culturally and linguistically diverse participants over time incrementally (top) and cumulatively (bottom) – NATIONAL¹³



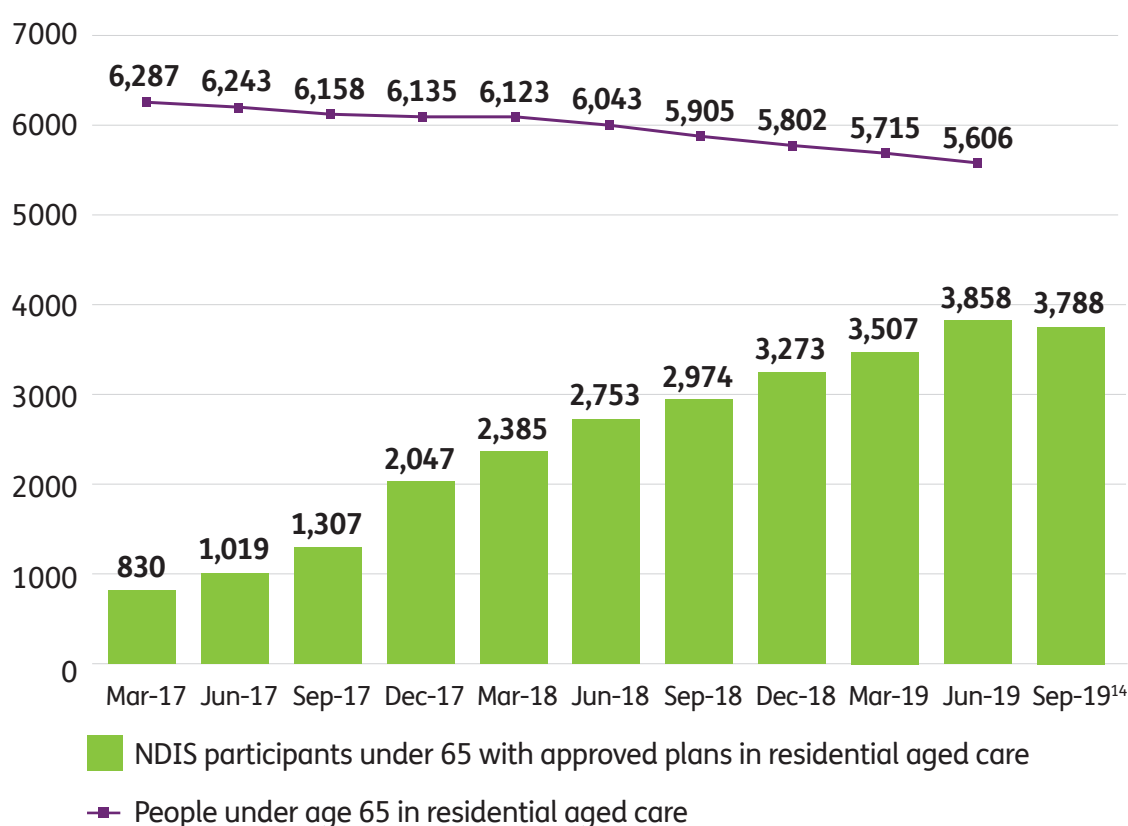
¹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

At 30 September 2019, there were 4,859 participants in **residential aged care** with approved plans. Of this 4,859 participants, 3,788 participants are under the age of 65 years (78%). Since March 2017 the number of participants in residential aged care has increased from 892 to 4,859 (and increase of 445%).

At 30 June 2019, there were 5,606 people under the age of 65 years living in residential aged care – hence, 68% of people under the age of 65 in residential aged care have NDIA approved plans.

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,287 at 31 March 2017 to 5,606 at 30 June 2019 (an 11% decrease). Hence, less people under the age of 65 years have entered residential aged care since the Scheme commenced transition on 1 July 2016. A gap remains, with this being addressed as a matter of priority.

Figure 6: Number of NDIS participants under the age of 65 in residential aged care compared with the number of people under the age of 65 in residential aged care.



¹⁴ During the September quarter a greater proportion of YPIRAC participants turned 65 or exited the Scheme therefore the overall number of YPIRAC participants under 65 declined over the quarter

On 12 September 2019, the NDIA appeared before the Royal Commission into Aged Care Quality and Safety in Melbourne. As part of its inquiries, the Royal Commission has been exploring challenges facing younger people in residential aged care. The Agency has an important role to play in assisting younger people in residential aged care by making sure they have supports to help them live in other settings, if that is their goal.

In recent months the Agency has made it easier for participants to include Specialist Disability Accommodation (SDA) funding in their plans through the SDA Rule changes made earlier this year. A range of other improvements that have been made includes releasing more information to the SDA market, as well as price increases to provide further assurance to investors and others involved in building the SDA market.

The NDIA remains committed to continuing to delivering against activities in the Younger People in Residential Aged Care Action Plan.

Looking at the breakdown of participants by **age** and **disability** this quarter indicates:

High numbers of children aged 0-6 years entering the Scheme (**37%** this quarter compared with **12%** in previous quarters).

Consistent with the high numbers of children, relatively higher numbers of participants with autism (**34%** this quarter compared with **30%** in previous quarters), and developmental delay (**14%** this quarter compared with **5%** in previous quarters) entered the Scheme this quarter.

A higher proportion of participants with psychosocial disability also entered the Scheme this quarter (**10%** this quarter compared with **9%** in previous quarters).



Lily

dives into global goals

Despite representing her country in swimming at the October 2019 INAS Global Games for people with an intellectual disability, 20 year old Lily Crawford is making even bigger gains away from the pool.

Lily has secured employment for the first time, working five days a week at a Sydney CBD café, and it's something her mum Laurel thought may never be achieved.

After finishing school, Lily received NDIS funding for School Leavers Employment Supports (SLES) which allowed a local provider to support Lily during the transition from school to employment, during extended work experience in open employment, job site training and travel training.

"I don't think there is any way Lily could have got a job, especially not such a well-fitted job, without the NDIS SLES program, because she wasn't job-ready.

"She loves the job and it's a beautiful, supportive workplace, she's learning a lot and getting great feedback from the customers."

Lily continues to maintain her role alongside a busy training schedule, training five days a week at her local swimming club, with her NDIS funding also contributing to her swimming to allow her to increase her social and community participation.

"I love that Lily might now change other people's attitudes about what young people with Down syndrome can accomplish and what they can do with their lives."

Participant outcomes continue to improve.

2.1 Participation in work and community and social activities

Community and social participation continues to increase, with more participants included the longer they spend in the Scheme. Participation in work remains at similar levels.

Participation in community and work improves the wellbeing of people with disability, and lowers the long-term costs of care and support. The inclusion of people with disability in the community also benefits the wider community and promotes a more inclusive and diverse society.

The [NDIS 2019-2023 Corporate Plan](#) uses metrics and performance targets to measure achievements against the NDIA's aspirations. The 'quality experience and outcomes for participants' aspiration is measured by the percentage of participants currently in work and the number of participants involved in community and social activities, with initial results collected as participants enter the Scheme.

People who entered the Scheme between 1 July 2016 and 30 September 2016 have now been in the Scheme for three years – community and social participation has continued to increase over the three year period. There was a twelve percent increase in the number of participants aged 15 to 24 years old participating in community and social activities, from 32% at baseline to 44% after three years. For participants aged 25 years or over, the increase was 15 percentage points, from 36% to 51%. The average across both cohorts is a 15 percentage point increase from 35% to 50%.

Figure 7: Participation in community and social activities compared with the 2019–20 Target (participants who entered the Scheme between 1 July 2016 and 30 September 2016)¹⁵

Participants in community and social activities	Baseline	Year 1	Year 2	Year 3	2019–20 Target
Aged 15 to 24 years	32%	37%	43%	44%	47%
Aged 25+	36%	38%	46%	51%	
Aged 15+ (average)	35%	38%	46%	50%	

¹⁵ The corporate target is only relevant for participants aged 25 years and over.

People who entered the Scheme between 1 October 2016 and 30 September 2017 have been in the Scheme for two years, and improvements in community and social participation are also evident. There has been an eleven percentage point increase from 35% to 46% over the two years for participants aged 15 and over.

Figure 8: Participation in community and social activities compared with the 2019–20 Target (participants who entered the Scheme between 1 October 2016 and 30 September 2017)¹⁶

Participants in community and social activities	Baseline	Year 1	Year 2	2019–20 Target
Aged 15 to 24 years	31%	38%	44%	47%
Aged 25+	36%	42%	47%	
Aged 15+ (average)	35%	41%	46%	

Overall, participation in work has remained at similar levels for both the group of participants who have been in the Scheme for three years, and the group of participants who have been in the Scheme for two years. While there have been increases in employment for participants ages 15–24 years of between five and seven percentage points, there have been decreases of two percentage points for participants aged 25+ years.

Figure 9: Participants in work compared with the 2019–20 Target (participants who entered the Scheme between 1 July 2016 and 30 September 2016)¹⁷

Participants in work	Baseline	Year 1	Year 2	Year 3	2019–20 Target
Aged 15 to 24 years	13%	15%	17%	18%	24%
Aged 25+	21%	22%	19%	19%	
Aged 15+ (average)	20%	20%	19%	19%	

^{16,17} The corporate target is only relevant for participants aged 25 years and over.

Figure 10: Participants in work compared with the 2019–20 Target
(participants who entered the Scheme between 1 October 2016 and 30 September 2017)¹⁸

Participants in work	Baseline	Year 1	Year 2	2019–20 Target
Aged 15 to 24 years	15%	19%	22%	24%
Aged 25+	27%	26%	25%	
Aged 15+ (average)	24%	24%	25%	

The NDIA Board and management recognise the need to improve employment outcomes for participants of the NDIS.

In November 2018 the Department of Social Services and the National Disability Insurance Agency (NDIA) formed the NDIS Participant Employment Taskforce (the Taskforce) to recommend measures to improve employment outcomes for NDIS participants.

Since then the Taskforce has consulted with over 500 stakeholders (including participants, parents, carers and advocates, service providers, NDIA Planners and Local Area Coordinators, Commonwealth, state and territory government agencies, educators, employees, and peak bodies) who are active in the delivery of NDIS employment supports or invested in improving participant employment outcomes.

The insights from these consultations have informed the development of the **NDIS Participant Employment Strategy**, which will guide the activities of the NDIA over the next three years and help it achieve its Corporate Plan goal of 30% of participants in paid work by 2023. The Strategy will seek to activate the community and employers to enable improved economic participation of people with disability, and support the development of an innovative provider market to deliver individualised and tailored employment supports. It will also seek to improve NDIA policy and planning practice to ensure all working age participants have the opportunity to discuss their employment goals and be supported to map their employment pathway.

¹⁸ The corporate target is only relevant for participants aged 25 years and over.

2.2 Two and three year analysis of participant outcomes

More participants' report that the NDIS has helped the longer they have been in the Scheme.

To assess the longitudinal impact of the NDIS, participants who entered between 1 July 2016 and 30 September 2016 were asked 'Has the NDIS helped?' after one, two and three years in Scheme, allowing the NDIA to gain a better understanding of the longer-term impact.

The results support the trend that outcomes are improving as participants spend more time in the Scheme.

From transition to 30 September 2019, for participants that have been in the Scheme for three years, the following outcomes have been recorded:

For children aged 0 to before starting school:

- **100%** of parents and carers thought the NDIS improved their child's development, compared to **98%** in their second year and **92%** in their first year.
- **90%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want, compared to **89%** in their second year and **86%** in their first year.

For children starting school to 14 years:

- **68%** of parents and carers felt their child had become more independent as a result of the NDIS in their third year of participation, compared to **64%** in their second year and **55%** in their first year.
- **55%** of parents and carers felt the NDIS had improved their child's relationship with family and friends in their third year of participation, compared with **52%** in their second year and **48%** in their first year.

For young adults aged 15 to 24 years:

- **69%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **66%** in their second year and **62%** in their first year.
- **59%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **57%** in their second year and **56%** in their first year.

For adults aged 25 and over:

- **79%** of participants believed the NDIS helped them have more choice and more control over their lives in the third year of participation in the NDIS, compared to **74%** in their second year and **69%** in their first year.
- **85%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **79%** in their second year and **75%** in their first year.

From transition to 30 September 2019, participants that have been in the Scheme for two years¹⁹ also reported positive outcomes:

For children aged 0 to before starting school:

- **94%** of parents and carers thought the NDIS improved their child's development, compared to **91%** in their first year.
- **84%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want, compared to **82%** in their first year.

For children starting school to 14 years:

- **64%** of parents and carers felt their child had become more independent as a result of the NDIS in their second year of participation, compared to **55%** in their first year.
- **49%** of parents and carers felt the NDIS had improved their child's relationship with family and friends in their second year of participation, compared with **43%** in their first year.

For young adults aged 15 to 24 years:

- **64%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **57%** in their first year.
- **57%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **53%** in their first year.

For adults aged 25 and over:

- **74%** of participants believed the NDIS helped them have more choice and more control over their lives in their second year of participation in the NDIS, compared to **66%** in their first year.
- **79%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **69%** in their first year.

Whilst the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after three years in the Scheme, only 13% of participants aged 15 to 24 agreed that being in the NDIS had helped them find a suitable job, compared to 14% after two years and 14% after one year. Similarly, for participants aged 25 and over, after three years in the Scheme, over 20% agreed that being in the NDIS had helped them find a suitable job, compared to 22% after two years and 21% after one year. As noted above, the NDIA is committed to improving employment outcomes for participants and has developed the NDIS Employment Strategy for this purpose.

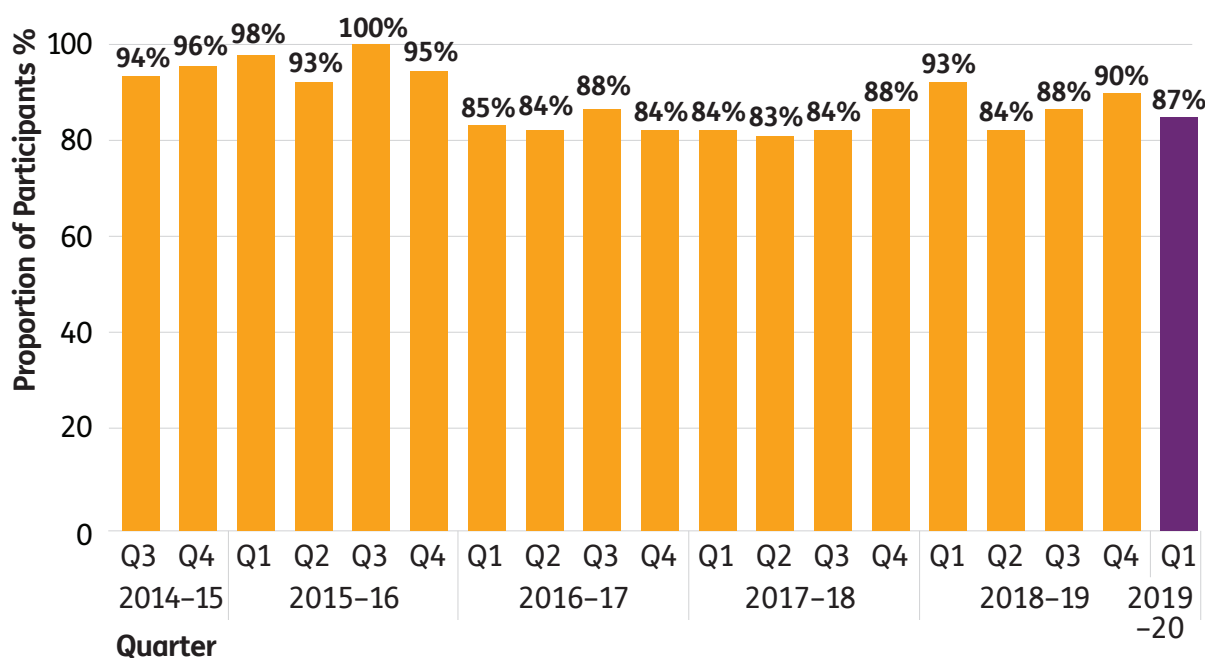
¹⁹ That is, participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have been in the Scheme two years.

2.3 Participant satisfaction

Participant satisfaction remains high with 87% of participants rating their planning experience as good or very good.

Plan development is a key milestone on the participant pathway. To better understand the impact of the NDIS on participants and their families and carers, the Agency conducts satisfaction surveys during the planning process each quarter. This quarter, 87% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good'.

Figure 11: Participant satisfaction rates over time



Of the participants surveyed this quarter, 93% felt their planner listened to them, 93% considered that they had enough time to tell their story, and 91% reported that their planning meeting went well. A lower proportion of participants (80%) felt that planners helped them think about their future.

Figure 12: Participant satisfaction in 2019–20 Q1

	Agree/ Strongly agree	Neutral	Disagree/ Strongly disagree
The planner listened to me	93%	3%	3%
I had enough time to tell my story and say what support I need	93%	3%	4%
The planner knows what I can do well	83%	10%	7%
The planner had some good ideas for my plan	84%	8%	8%
I know what is in my plan	87%	7%	5%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	86%	8%	6%
The planning meeting went well	91%	3%	5%

2.3.1 Additional participant satisfaction results

Additional survey information indicates significant improvements across the pathway.

Since September 2018, the Agency has been testing and refining how participant satisfaction surveys are conducted to allow for a more comprehensive understanding of the participant experience at each stage of the pathway. It gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review – whereas the original survey gathers responses at the planning stage only.

The survey analyses the experience of different participant groups - for example, differences in age and disability. By gaining greater insight into varying experiences at different stages of the NDIS process, the NDIA will be better positioned to make meaningful and specific improvements to the participant pathway.

The online version of the survey was launched in June 2019, to complement the existing phone surveys. The online version asks the same questions as the phone survey. Participants receive an SMS or email message asking them to log into the myplace participant portal to complete the survey. Responses are private, and any identifying data is removed.

A comparison of the previous quarters (2018-19 Q2, Q3 and Q4) with the current quarter (2019-20 Q1) indicates improvement in satisfaction, particularly in understanding the next stages in the process:

Stage One: Access

- **96%** of respondents believed their NDIS contact to be respectful this quarter compared with **95%** across the prior three quarters.
- **82%** of respondents were happy with the process by which they entered the NDIS this quarter compared with **77%** across the prior three quarters.
- **76%** of respondents understood the next stage in their NDIS process this quarter compared with **71%** across the prior three quarters.

Stage Two: Pre-planning

- **95%** of respondents understood what information they had to provide to prepare for pre-planning this quarter compared with **96%** across the prior three quarters.
- **85%** of respondents believed their NDIS contact understood how disability impacts their life compared with **88%** across the prior three quarters.
- **82%** of respondents understood the next stage in their NDIS process this quarter compared with **76%** across the prior three quarters.

Stage Three: Planning

- **97%** of respondents understood what information they had to provide for their plan this quarter compared with **96%** across the prior three quarters.
- **88%** of respondents believed their NDIS contact understood how disability impacts their life compared with **87%** across the prior three quarters.
- **81%** of respondents understood the next stage in their NDIS process this quarter compared with **75%** across the prior three quarters.

Stage Four: Plan Review

- **87%** of respondents felt prepared for their plan review meeting this quarter compared with **83%** across the prior three quarters.
- **87%** of respondents believed their NDIS contact understood how disability impacts their life this quarter compared with **82%** across the prior three quarters.
- **85%** of respondents believed their NDIS plan was helping them progress with their goals which was consistent with the prior three quarters.

2.4 Waiting times for access decisions and plans

The NDIA has significantly reduced the time to make an access decision and approve a first plan in the quarter, meaning more people are accessing support faster.

Access decisions

The NDIA recognises that the time taken to assess requests to access the Scheme earlier this year were too long. It became known in May 2019 that the ICT system that is used to allocate work to staff to assess access requests was not working as expected. Once the ICT issue became known, the NDIA re-deployed extra staff to make access decisions and there has been a commensurate reduction in timeframes since then. The ICT system issue has also been rectified.

As at 30 September 2019, outstanding access decisions had been in progress for an average of 12 days. This compares with 38 days at 30 June 2019. Further, access decisions completed in the September month were completed in 12 days on average compared with 42 days in June 2019.

Figure 13: Number of days (average) taken to make an access decision

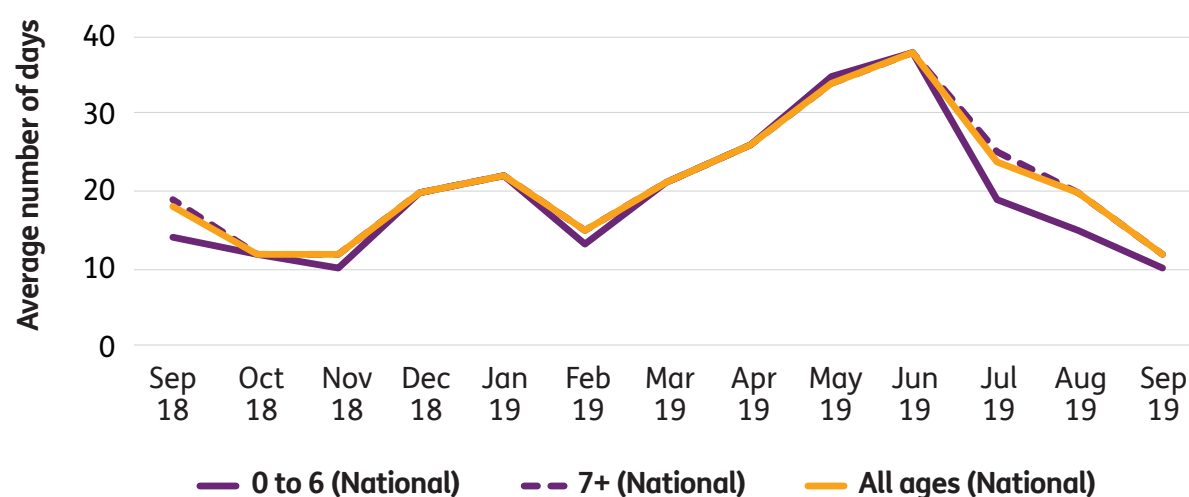
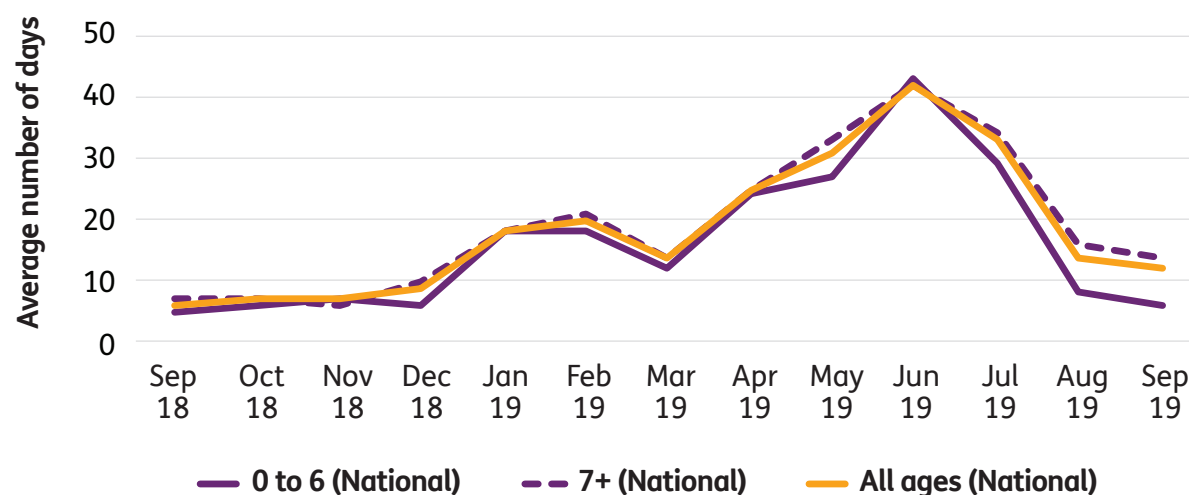


Figure 14: Access decisions completed (average days)



First plan approvals

Similar to access decisions, first plans are being approved more quickly after an access decision has been made. First plans completed in the September month were completed in 88 days on average compared with 133 days in June 2019. Further, outstanding first plans have been in progress for an average of 79 days at 30 September 2019 compared with 155 days at 30 June 2019.

Figure 15: First plans in progress

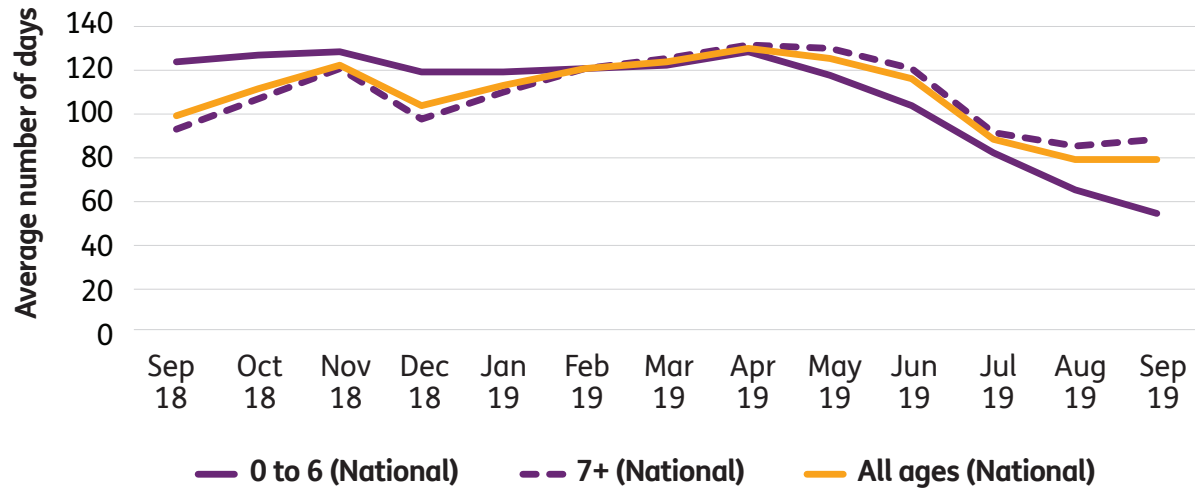
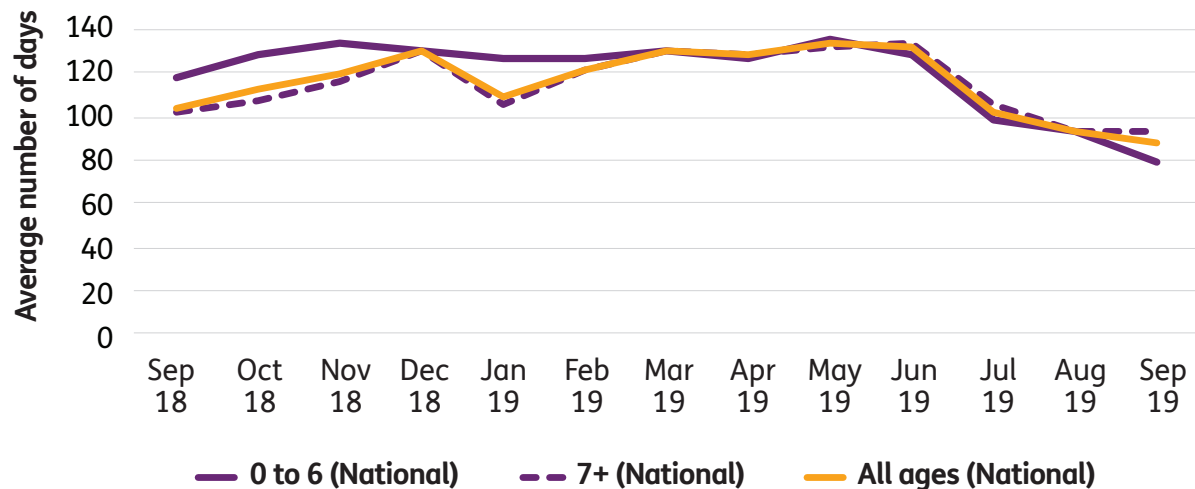


Figure 16: First plans completed

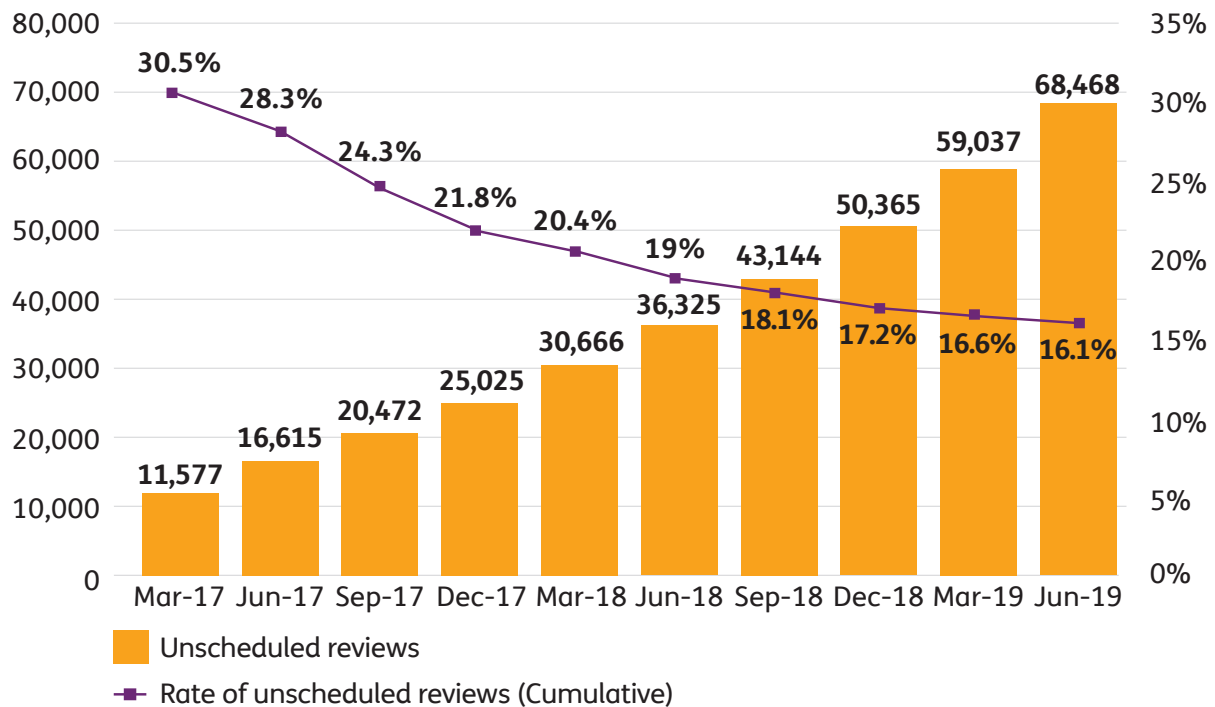


2.5 Plan reviews and complaints

Unscheduled reviews continue to decrease over time, with a reduction from 24.3% at 30 September 2017 to 16.1% at 30 September 2019.

Unscheduled reviews are plans that were reviewed more than 100 days before the scheduled plan review date.

Figure 17: Cumulative number and proportion of unscheduled plan reviews over time



Participant and provider complaints have also been tracking downwards, with participant complaints at 5.4% of access requests in the quarter compared with 7.0% a year ago, and provider complaints at 3.8% of registered providers in the quarter compared with 5.4% a year ago.

Both participant complaints (as a proportion of access requests) and provider complaints (as a proportion of registered providers) are at their lowest levels for more than two years.

Figure 18: Participant complaints received as a proportion of access requests (cumulative)²⁰

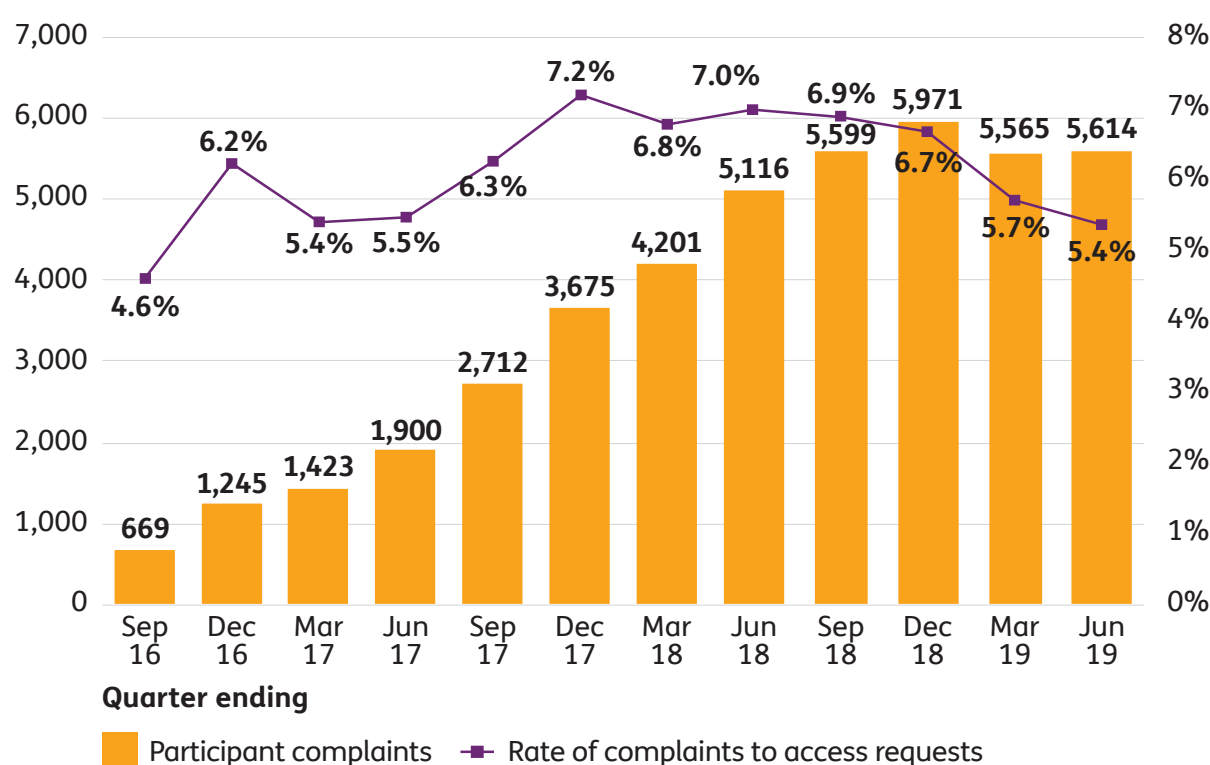
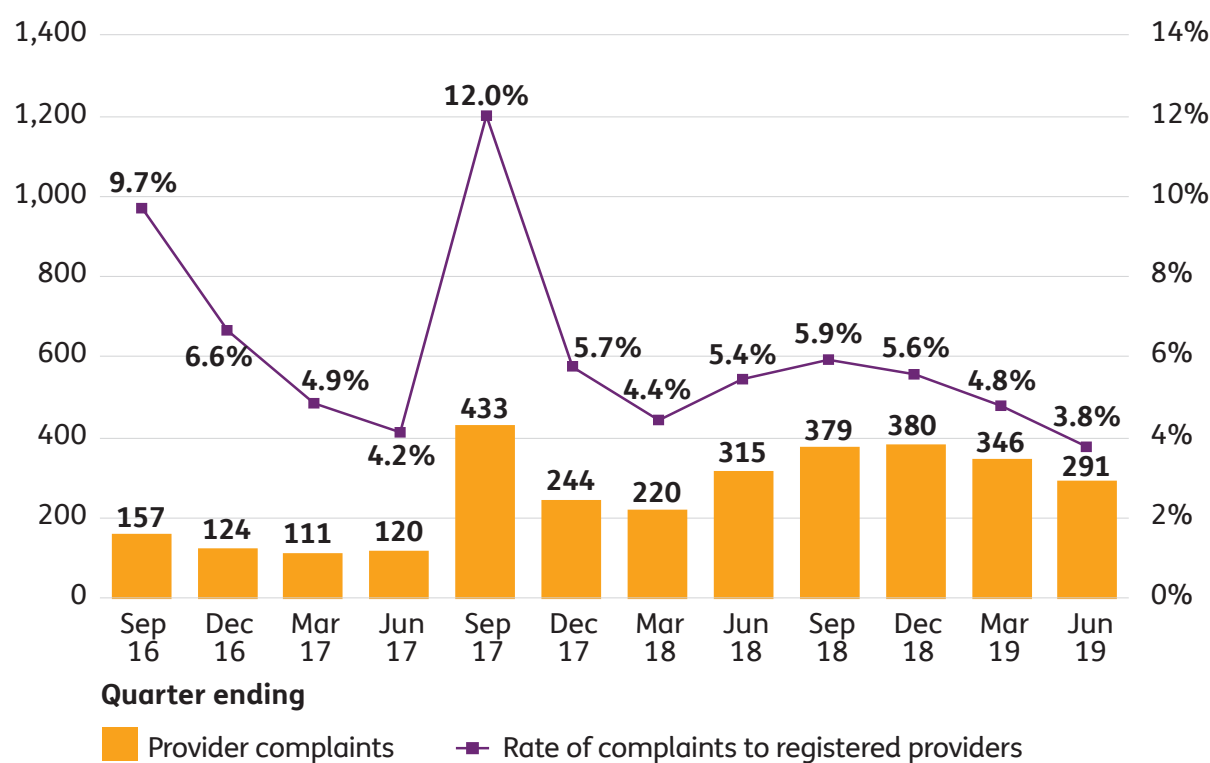


Figure 19: Provider complaints received as a proportion of registered providers²⁰



²⁰ Complaints are reported to 30 June 2019 due to the lag in reporting and hence the September 2019 quarter will be reported in the next quarterly report.

2.6 Actions to improve the participant experience

The NDIA Board and management is committed to a continuous improvement agenda, to reduce waiting times and provide a more tailored participant experience.

Participant survey guarantee

In mid-August, Minister Robert announced a review of the NDIS legislation and rules, with a focus on improving wait times and processes for participants. The review, being led by David Tune AO, is due to be completed by December 2019 and will inform the development of the NDIS Participant Service Guarantee, due to be in place from July 2020.

The NDIS Participant Service Guarantee will set out what participants can expect in terms of timeframes for accessing the Scheme and receiving their plans, with a particular focus on children and participants who require Specialist Disability Accommodation and Assistive Technology. The NDIA is committed to working with Mr Tune to ensure the best outcomes for participants.

Further, as seen in section 2.4, waiting times have reduced in recent months due to the commitment from the NDIA Board and management to improving the participant experience.

Improvements to assistive technology

The NDIA is committed to ensuring participants get timely access to the Assistive Technology (AT) supports they need.

In the last year the NDIA has introduced a number of improvements, including:

- Low cost AT (under \$1,500) can be purchased without quotes or further approvals, once approved as reasonable and necessary in an NDIS participant's plan. The threshold increased again to \$5,000 on 1 October 2019.
- NDIA planning staff have clearer guidance to ensure sufficient funding is included in plans for the repair and maintenance of AT, and the requirements for replacing worn out or outgrown AT have been simplified
- Improved assessment templates have been released to support better information sharing between professionals who provide advice on suitable AT and the NDIA.

Over the next 12 months the NDIA will focus on:

- Further streamlining processes and procedures to speed up the NDIS participant plan approvals for AT
- Introducing more targeted communication methods to reach out to participants who have AT supports already approved in their plan but have not actioned or used them to date
- Exploring ways to build a flexible AT supply market through AT equipment lease and long-term loan services
- Making it easier for participants to arrange urgent repairs for their existing AT
- Requiring only one quote for most AT under the value of \$15,000 and no more than two quotes for AT over the value of \$15,000.

Portal changes for automatic plan extensions

In response to feedback, the Agency has addressed an issue experienced by participants and providers when there was a gap between the lapse of a plan and a new plan being approved. Sometimes, it was not possible to approve a new plan on the exact date it was due to finish. In some circumstances, the gap meant participants were unable to pay for supports until a new plan was in place. In early August, the Agency began automatic extensions of plans due to lapse within the next seven days. Extending the plan for 28 days ensures participants can continue to access supports and services during the plan review process. The extension also means providers can continue to claim for the supports they have provided until the new plan is approved.

Continuation of the independent assessment pilot

The Independent Assessment Pilot was well received by participants and their families/carers. It experienced a 70 per cent voluntary opt-in rate and successfully reached its target. Over 500 functional assessments conducted by an independent assessor were completed as part of the pilot.

The evaluation of the pilot determined that the use of consistent functional assessments resulted in improved decision-making and more equitable plan outcomes for participants with similar characteristics.

Planners and Local Area Coordinators (LACs) reported that information contained in the assessments informed their conversations with participants, which in turn increased their levels of confidence in developing plans. They found that the assessments gave helpful insights and more detailed information about the participant's disability and functioning in different life areas.

The NDIA plans to continue testing independent functional assessments from November 2019, using the insights and feedback received in the original pilot to make improvements. The continuing pilot will be limited to a single service delivery area in NSW and will be offered to participants who are approaching a scheduled plan review. It will now test the use of independent assessments across the full range of disability types, ages, cultural backgrounds and circumstances.

As with the original pilot, assessments will be offered free of charge and will help inform the supports included in a participant's plan. Pilot participants will complete all of the steps other participants are required to take when undergoing a scheduled plan review, except they will complete the additional voluntary assessment.

There will be opportunities throughout the pilot process for open discussion and feedback, giving those who participate in the pilot the chance to shape any future improvements to the NDIS planning process.

The NDIS participant pathway

The NDIA continues to make improvements to the participant pathway based on consultation with participants, families, carers, providers and sector representatives. Changes relate to:

- Tailoring approaches around the needs of the NDIS participant, including complex support needs and Early Childhood Early Intervention pathways.
- Service streams for psychosocial disability and hearing, to deliver targeted support to provide participants with an experience more suited to their specific disability needs.
- Four areas of service enhancements to meet the communication and engagement needs of people from different backgrounds or areas, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, remote and very remote communities, and people who identify as LGBTIQ+.

Complex Support Needs Pathway

The Complex Support Needs Pathway continues to provide specialised support for people who require additional support to access and engage with the NDIS and who have a greater need for coordination of multiple services. This may include voluntary or involuntary involvement in other government service systems (such as justice systems, child protection, and/or mental health programs) and transitional supports for returning to the community (for example, exiting incarceration or an acute rehabilitation environment).

The roll out of the Complex Support Needs Pathway began in November 2018, commencing operations in a limited number of Local Government Areas (LGAs) in Victoria and NSW, utilising existing NDIA resourcing.

The Complex Support Needs Pathway progressive expansion across all states and territories, which began in March, is ongoing. As at 4 October 2019, 148 Complex Support Needs Pathway planners are now present in every State and Territory. However, there is not yet full geographical coverage in rural and remote areas. Further recruitment of Complex Support Needs pathway planners is underway across the country. It is anticipated an additional 50 planners will become available from October 2019. Early insights and observations indicate that the Complex Support Needs Pathway is having a positive impact for participants. Existing participants assessed as having complex support needs will transition to the Complex Support Needs Branch over the remainder of 2019.

Early Childhood Early Intervention Pathway

The NDIA continues working to address the longer wait times many families and children are currently experiencing. One of the key initiatives is to provide a standardised, interim six-month plan for identified participants who have been waiting for 50 days or longer. This began to be implemented in South Australia from 12 August 2019, with rollout to other parts of the country commencing on 19 August 2019.

From early April 2019, the new ECEI information booklet for families has been available to Early Childhood Partners (EC Partners). The booklet provides greater guidance on what families and carers can expect from the ECEI approach and EC Partners. In addition to the ECEI booklet, further ECEI resources were delivered in September 2019.

These new resources include:

- an information pamphlet about how parents/carers can access an EC Partner for support for their child.
- developmental delay information published on the NDIS website to support families and referrers such as Maternal Health Nurses, early childhood educators, General Practitioners, paediatricians, and allied health professionals further understand the eligibility criteria.

These additional resources aim to direct parents/carers who have concerns about their children's development to an EC Partner, as well as to build strong referral pathways by defining who is eligible for the NDIS.

Wait times have proved the greatest challenge for ECEI Partners due to the large number of children approaching the NDIS, and the personalised and considered approach necessary to manage each ECEI access application effectively.

Hearing service stream

The NDIA continues work on developing further hearing streams for participants aged seven to 64, including consulting with key external stakeholders in the deaf community to provide input across key life transition points. In addition, work is ongoing to transition eligible clients within the Commonwealth's Hearing Services Program to the NDIS. This commenced in partnership with Department of Health and Hearing Australia at the beginning of March 2019. All eligible clients will transition by the end of June 2020.

Service enhancements

The NDIA has developed an online learning module for NDIA staff and partners to build Aboriginal and Torres Strait Islander cultural awareness. During NAIDOC week (7-14 July) 2019, the Aboriginal and Torres Strait Islander Cultural Awareness eLearning module was released. This online training is mandatory learning for all NDIA staff and partners.

The NDIA, building on this work, and to further improve the cultural competency of staff and provide a nationally consistent approach, has designed face-to-face training for staff and partners who consult with or deliver services to Aboriginal and Torres Strait Islander participants, their families and carers. This training will undergo a progressive rollout to targeted service delivery and partner locations.

Community Connectors

A range of Community Connector initiatives are currently taking place in the Northern Territory, Queensland, South Australia and Western Australia. These initiatives target remote and very remote areas and the Aboriginal and Torres Strait Islander communities within them. The Remote Community Connector Program is a cultural brokerage initiative which aims to engage, inform and assist participants from Aboriginal and Torres Strait Islander backgrounds and rural and remote communities through the NDIS pathway process.

In May 2019, the Morrison government committed \$20 million to expand current NDIS Community Connectors program to include urban and rural Aboriginal and Torres Strait Islander communities as well as other diverse and hard to reach population groups. On 15 October 2019, Minister Stuart Robert committed to a National Community Connector Program (NCCP) proposal that will deliver on this commitment. The NCCP includes establishing links with culturally and linguistically diverse (CALD) communities and ageing parents and carers of children with disability, to support these groups to navigate the NDIS and get the services they or their children need.

Joint Planning

Since 6 May 2019, the NDIA has been conducting a soft launch of joint planning meetings in Southern Adelaide. The launch began at the NDIA St Marys and partner Mission Australia's Clovelly Park sites; and was later expanded to the Noarlunga site.

In joint planning meetings the participant, Local Area Coordinator (LAC), and NDIA planner collectively discuss the participant's plan and included supports before the plan is approved. The joint planning meeting offers the opportunity to approve the plan at the meeting, provide a copy of the plan, and support a faster implementation of plans by participants.




This work builds on the joint planning testing, which took place during the 2018 Pilot 1 (new plans) and Pilot 2 (plan reviews) as part of service improvements for the new NDIS Participant Pathway. The joint planning meeting soft launch also builds on the rollout of service improvements to the new NDIS Participant Pathway, particularly the delivery of plan alignment and plan implementation meetings, and stronger connections between LACs and planners.

Between 1 July 2019 and 30 September 2019, 171 joint planning meetings were held, with 159 (92 per cent) of plans approved during the meeting. The soft launch in Southern Adelaide to date has shown:

- that joint planning establishes a strong foundation with participants, emphasises respect for participant's and provides transparency in developing the participant's plan
- the importance of a strong and equal partnership between the LAC and the planner
- that joint planning meetings provide efficiencies at plan implementation that participants who have a joint planning meeting utilise the plan funds more quickly following plan approval.

Feedback from the soft launch will inform national rollout of joint planning meetings, which we are working to start in the near future.

Figure 20: Roll out of revised Pathways is underway (at 30 September 2019)

Initiative	VIC	NSW	SA	ACT	WA	QLD	NT	TAS
1. Pathways								
New NDIS participant pathway								
Roll out of enhanced baseline service improvement training for staff and partners	✓	✓	✓	✓	✓	✓	✓	✓
Joint planning soft-launch			⚙					
Full roll-out of joint planning	✗	✗	✗	✗	✗	✗	✗	✗
Complex support needs pathway								
Specialised APS staff progressively added	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙
Enhanced Early Childhood Early Intervention (ECEI) pathway								
Refinements made (ECEI booklet, ECEI prioritisation framework; ECEI practice leads)	✓	✓	✓	✓	✓	✓	✓	✓
Additional resources under consideration – factsheets and pamphlet	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙
2. Service Stream Improvements								
Psychosocial disability service stream								
Worked with Mental Health Australia	✓	✓	✓	✓	✓	✓	✓	✓
Focused on pre-access, streamlining access	✓	✓	✓	✓	✓	✓	✓	✓
Rolling out enhanced training for staff and partners	✓	✓	✓	✓	✓	✓	✓	✓
Hearing service stream								
New streamlined access for children aged 0-6 with hearing loss	✓	✓	✓	✓	✓	✓	✓	✓
Worked with major hearing providers to redesign pathways for 7+	⚙	⚙	⚙	⚙	⚙	⚙	⚙	⚙
 Complete  Underway  Roll-out not commenced								

Initiative	VIC	NSW	SA	ACT	WA	QLD	NT	TAS
3. Service enhancements								
Aboriginal and Torres Strait Islander								
Extended community connectors					⚙️	⚙️	⚙️	
Rolling out enhanced staff and partner training (Tier 1 complete)	✅	✅	✅	✅	✅	✅	✅	✅
Testing of enhanced face-to-face staff and partner training (Tier 2) ²¹		✅				✅	✅	
Culturally and Linguistically Diverse								
Developed resources so participants can connect to interpreting services	✅	✅	✅	✅	✅	✅	✅	✅
Rolling out enhanced staff and partner training (Tier 1 and Tier 2)	❌	❌	❌	❌	❌	❌	❌	❌
LGBTIQA+								
Rolling out enhanced staff and partner training (Tier 1 complete)	✅	✅	✅	✅	✅	✅	✅	✅
Rolling out enhanced staff and partner training (Tier 2 to be determined)	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️	⚙️
Remote and Very Remote								
Extended community connectors ²²					⚙️	⚙️	⚙️	

✅ Complete

⚙️ Underway

❌ Roll-out not commenced

²¹ Testing only occurred in three States and Territories.

²² The Community Connectors initiative is a cultural brokerage program which is targeted at Aboriginal and Torres Strait Islanders and rural and remote communities. It is currently being rolled out in three States and Territories, with planning underway for the other jurisdictions.



Nathan

is fighting fit with NDIS

At age 35, Nathan Maher was living a relatively healthy life.

But in 2014, Nathan was diagnosed with a life-threatening form of meningitis and within hours of arriving at hospital, his family were informed Nathan wasn't expected to make it through the night.

After five years of health complications which led to both his legs being amputated below the knee, Nathan is now fighting fit and in his own words "back on track".

"When I first heard about the NDIS I was still in hospital recovering from surgery, and saw it as a real opportunity for assistance, to try and regain control over my life."

Nathan received funding for modifications in the home like ramps and handrails as well as funding for new prosthetic legs and a wheelchair.

He also receives funding support workers who assist in the home with cleaning and other tasks as required.

"Fourteen months on, and I am once again in control of my life, with the freedom and independence that 18 months ago, I thought unobtainable."

"I have been written off countless times, from the day I was placed in a coma and my family being told I would not live the night, to being told I would never stand again, let alone walk.

"Now I can stand as living proof that through hard work and determination, a quality that all people with disabilities share, we can achieve our dreams.

"Without the support of the NDIS, none of this would be possible."

3

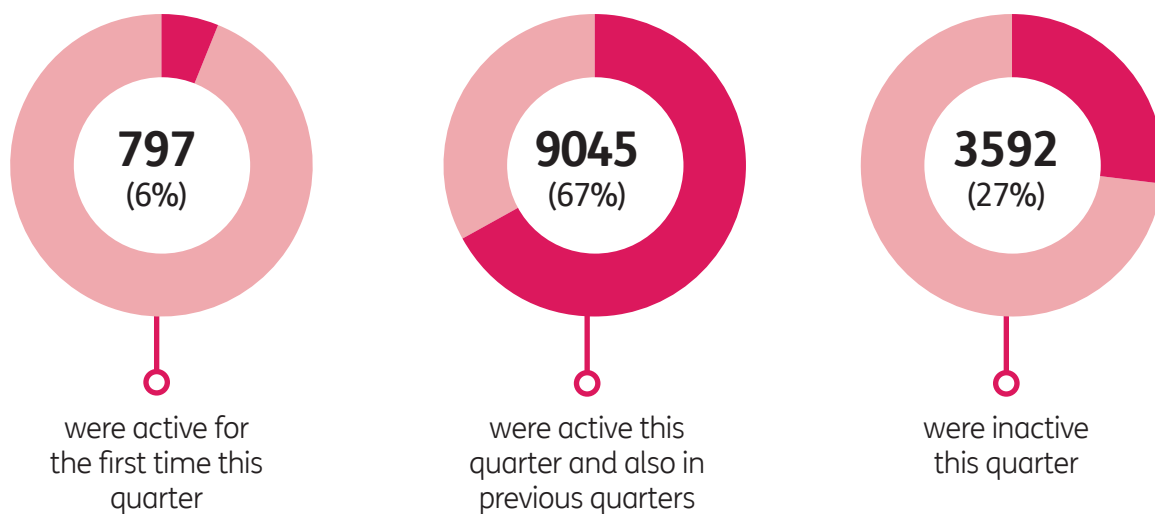
Part Three: Providers and the growing market

The number of providers supporting participants continues to grow, and transparency in pricing and increased market information are assisting the market to further grow.

3.1 Active providers

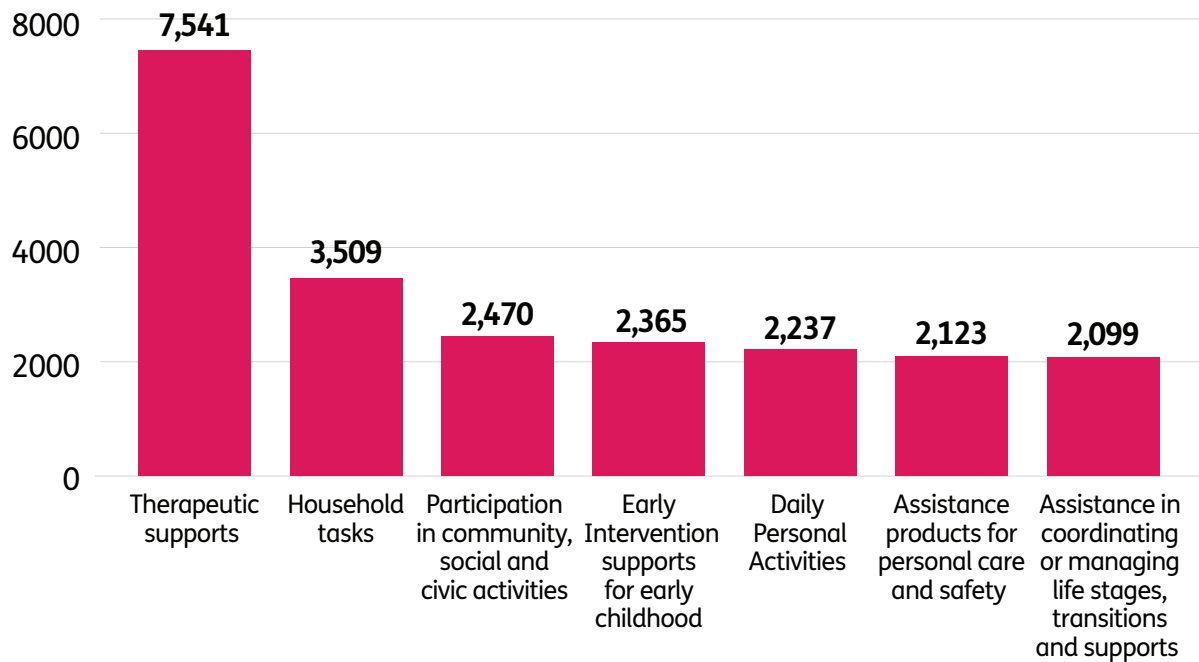
The number of active providers increased by 797 in the September quarter, an increase of 6%.

Since the start of the Scheme, 13,434 providers have supported participants. Of these:



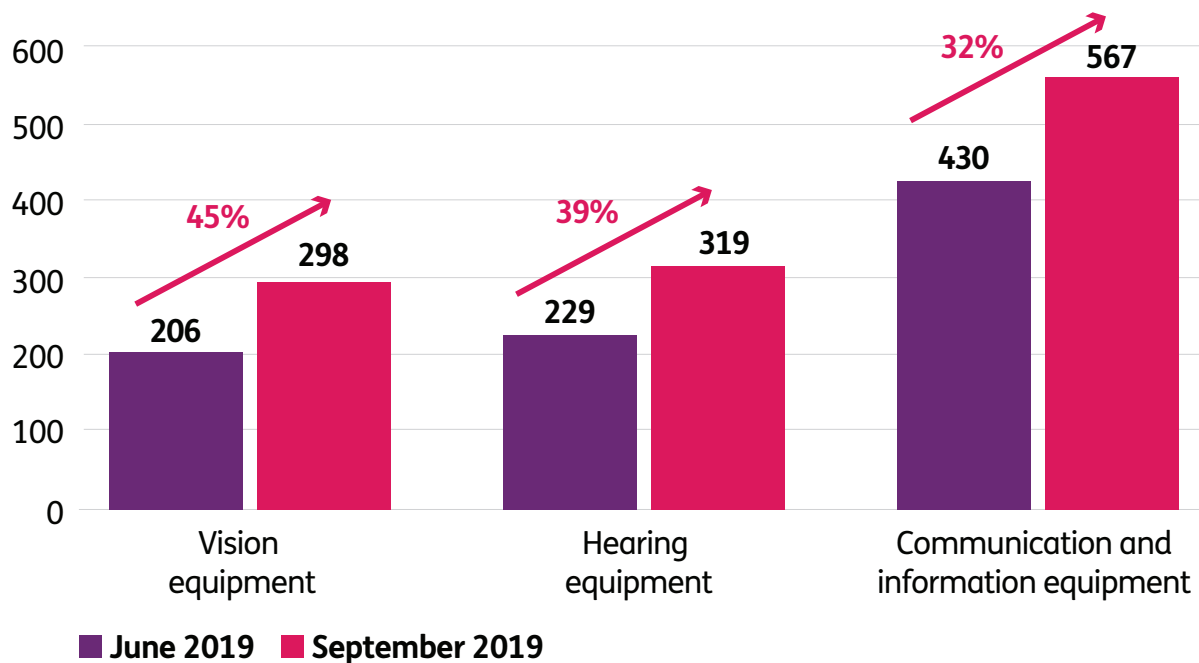
The registration groups with the largest number of active providers are therapeutic supports, household tasks, participation in community, social and civic activities, early intervention supports for early childhood, and daily personal activities. These correspond with the largest groups of support provided in the Scheme.

Figure 21: The largest registration groups for active providers



There was growth in the number of active providers across all services groups in the quarter, and largest for assistive technology.

Figure 22: Registration groups with the largest percentage increase in active providers in the quarter



3.2 Choice and control, utilisation and market concentration

The NDIA released comprehensive market data on regions in Australia in order to promote transparency and encourage better participant outcomes.

Payments across the Scheme during FY18-19 totalled approximately \$10.0 billion, the majority of which related to payments that were made directly to providers on behalf of participants. In the September 2019 quarter, a further \$3.0 billion was paid. Three key indicators outlined in the NDIA Corporate Plan in aspiring to a competitive market with innovate supports are:

- Choice and control
- Utilisation
- Market concentration

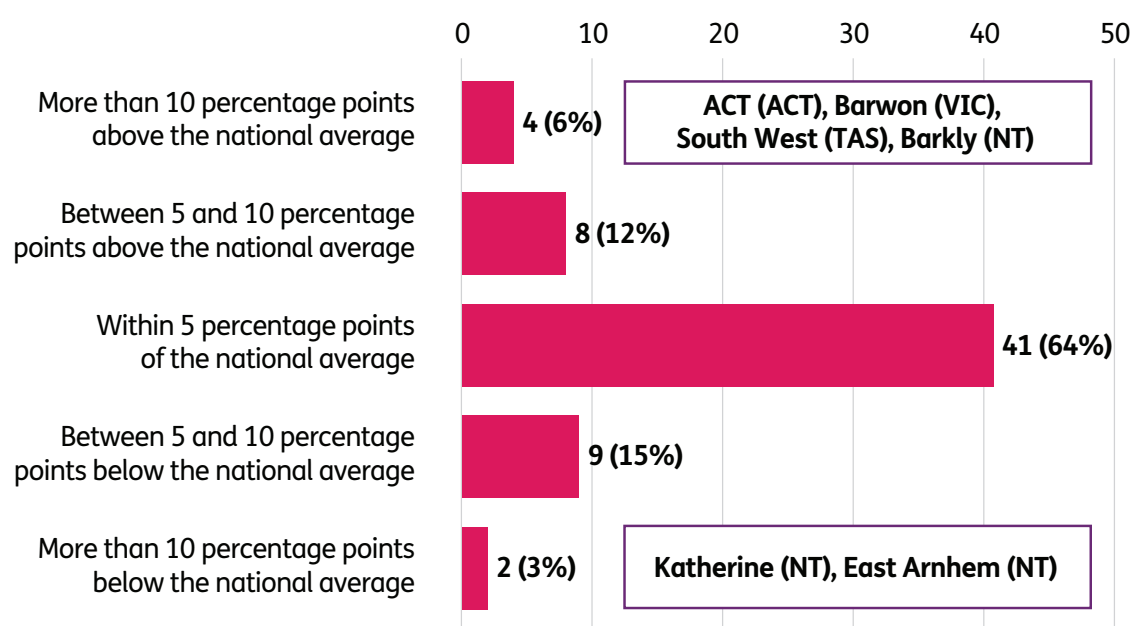
Choice and control

The NDIS outcomes framework questionnaires collect information from participants on whether or not they choose who supports them. The percentage who indicate that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

Overall, 41 of the 64 regions²³ (64%) in the analysis were within 5 percentage points of the national average, 4 regions (6%) were more than 10 percentage points above the national average, and 2 regions (3%) were more than 10 percentage points below the national average.

The regions comparatively better than other regions were the ACT, Barwon in Victoria, South West in Tasmania, and Barkly in the Northern Territory. All of these regions commenced in the trial phase of the NDIS possibly indicating more mature markets. The regions comparatively worse were Katherine and East Arnhem in the Northern Territory.

Figure 23: Number of bilateral regions - gap to benchmark



²³ 64 of the 80 geographical regions are included in the analysis as these regions commenced prior to 1 July 2018.

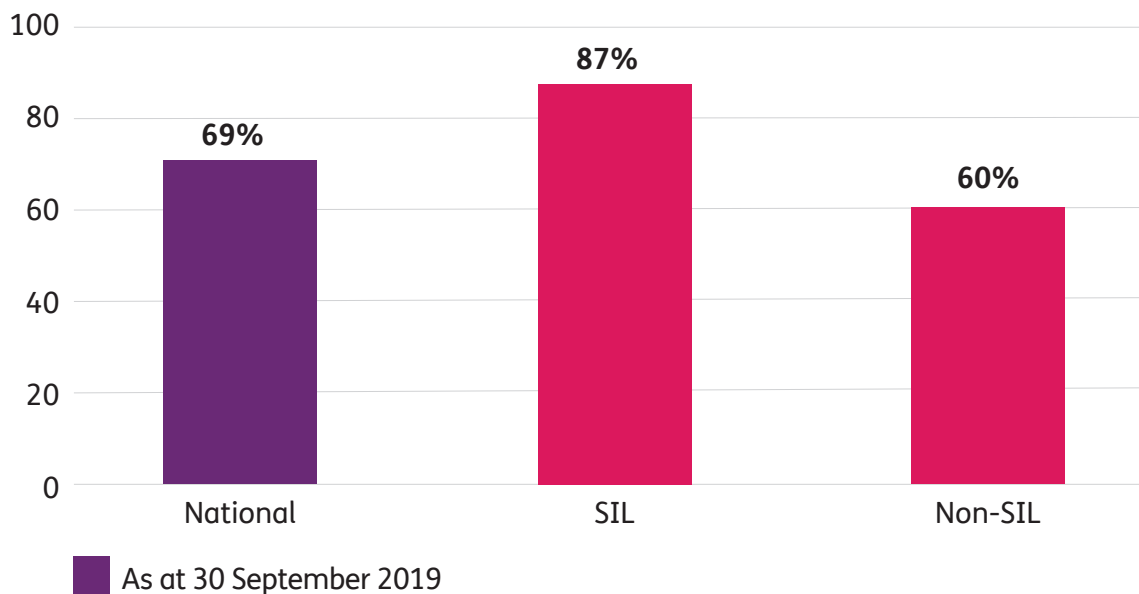
Utilisation

For support provided between 1 January 2019 and 30 June 2019²⁴, data at 30 September 2019 indicated that 69% of support had been utilised nationally. Experience in other Schemes with individual budgets (internationally and in Australia) indicates that plan utilisation is unlikely to be 100%. However, it should be higher than current levels²⁵:

The two biggest drivers of utilisation are:

Whether or not a participant is in supported independent living (SIL) – with participants in SIL utilising more of their plan compared with those not in SIL (**87%** compared with **60%**).

Figure 24: Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NATIONAL)²⁶



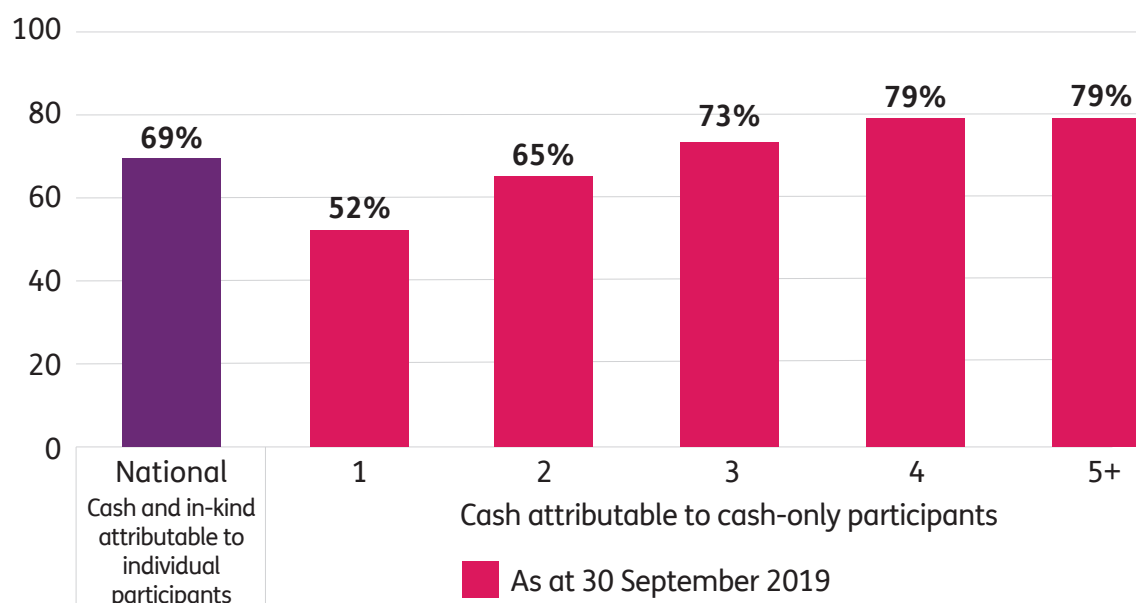
²⁴ This allows for a three month lag between when support was provided and when it had been paid. Utilisation will increase as more payments for this support period are made.

²⁵ Some of the reasons for plans being under-utilised include: More support was provided informally through family, friends and community; supports being put in plans "just in case" they are required; participants needing more support to implement their plans; providers needing more support to claim for supports provided; and supports being unavailable in the market.

²⁶ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

The amount of time the participant has been in the Scheme – the longer the participant is in the Scheme the more they utilise their plan (**52%** for participants on their first plans compared with **79%** for participants on their fifth plan).

Figure 25: Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NATIONAL)²⁷



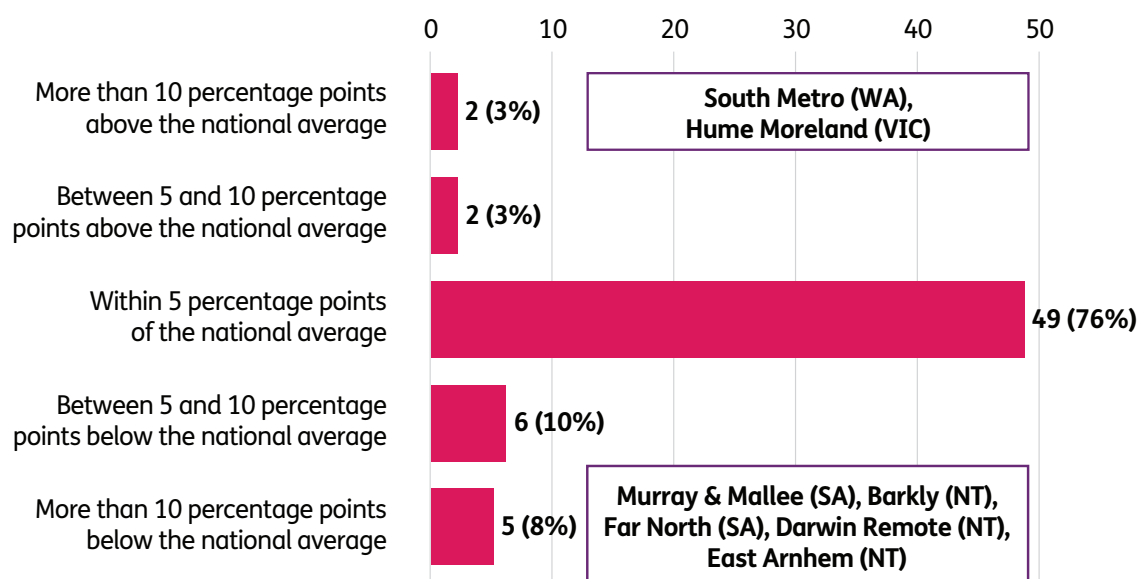
²⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

In addition to these findings, significant insights can be drawn by understanding how utilisation in each geographical region differs from the national average after accounting for the time participants have been in the Scheme and the proportion of participants in SIL.

Overall, 49 of the 64 regions²⁸ (77%) in the analysis are within 5 percentage points of the national average, 2 regions (3%) were more than 10 percentage points above the national average, and 5 regions (8%) were more than 10 percentage points below the national average.

The five regions more than 10 percentage points below the national average are regional and remote regions in South Australia and the Northern Territory.

Figure 26: Number of bilateral regions - gap to benchmark²⁹



²⁸ In one region more than 95% of payments go to the largest ten providers, in one region more than 90-95% of payment go to the largest ten providers, and three regions where 85-90% of payments go to the largest ten providers.

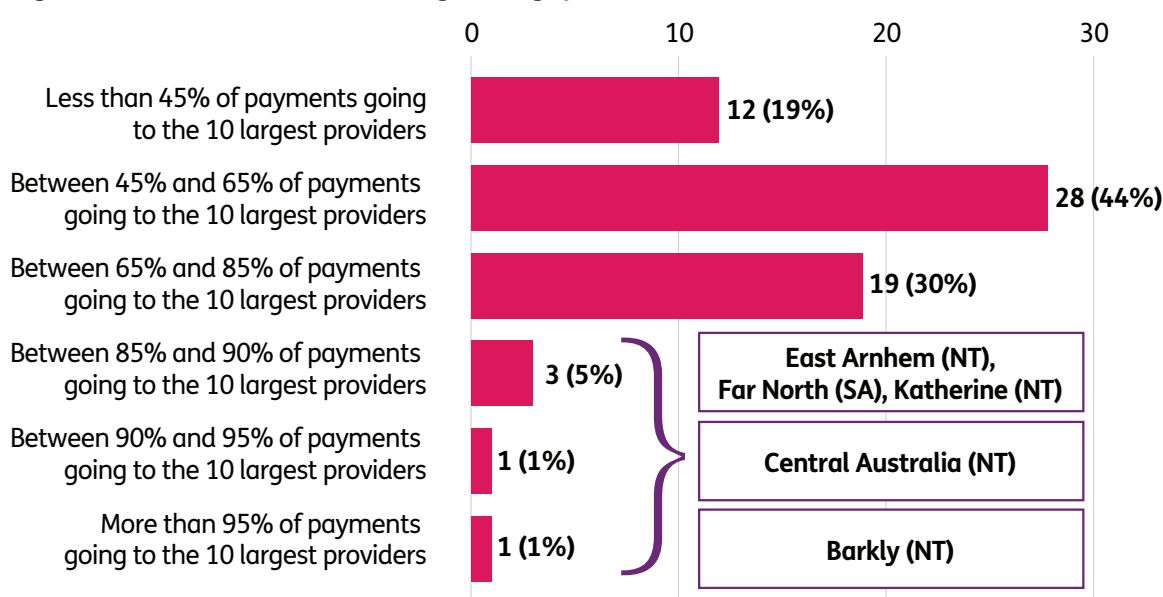
²⁹ 64 of the 80 geographical regions are included in the analysis as these regions commenced prior to 1 July 2018.

Market concentration

Understanding the distribution of payments to service providers in a region can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and could mean that there is less competition in the region. On average across regions, 63% of payments go to the largest ten providers.

There are five regions where 85% or more of payments go to the largest ten providers (8%)⁷, and twelve regions where less than 45% of payments went to the ten largest providers (19%).

Figure 27: Number of bilateral regions - gap to benchmark³⁰



Overall, the metrics indicate further investment in remote and very remote regions is required to better achieve participant outcomes. As part of market stewardship the NDIA has rolled out a number of initiatives to drive market growth including:

Pricing increases from 1 July 2019, including remote loading of 40 per cent (increased from 20 per cent) and very remote loading of 50 per cent (increased from 25 per cent)

An increased cap in provider travel claiming from 45 minutes to 60 minutes in regional areas

An hourly rate for non-face-to-face care activities conducted on behalf of the participant.

\$10 million in grants for the Jobs and Markets fund announced in August 2019, to help address under-supplied markets in the NDIS.

A range of reforms to build confidence in the Specialist Disability Accommodation market including changes to rules, policies, pricing and payment settings announced in August.

³⁰ 64 of the 80 geographical regions are included in the analysis as these regions commenced prior to 1 July 2018.

3.3 NDIS Pricing

The NDIA Board and Pricing Reference Group has led extensive work on pricing, following significant consultation with the sector to provide additional transparency and engagement regarding setting NDIS price controls.

Price increases that took effect on 1 July 2019, included:

- increases to therapy prices
- increases to attendant care prices
- increases to remote and very remote loadings
- annual pricing review indexation across various categories of supports
- implementation of temporary transformation payment, changes to billing rules for cancellations and provider travel time.

Pricing Strategy

The NDIA has released the NDIS Pricing Strategy (the Strategy) and the NDIS Efficient Cost Model for Disability Support Workers.

The Strategy is a critical component in transitioning the NDIS markets to cope with significant demand growth, towards reaching the longer-term goal of price deregulation and improving efficiency and quality of care. It recognises that during the transition to deregulation, there is a requirement to significantly increase the supply of disability supports to meet the needs of increased numbers of people entering the scheme.

The Model estimates the full costs of an efficient provider, of engaging workers covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)³¹. The NDIA has released a paper outlining the model's methodology, input parameters, sources and assumptions to provide greater transparency.

In addition, the NDIA published the full reports of the WA Market Review and the Therapy Services Review, which were conducted in early 2019.

Specialist Disability Accommodation (SDA) Limited Cost Assumptions Review

During 2019, the NDIA conducted a limited cost assumptions review for SDA to determine if any assumptions require adjusting to stimulate the market. The Review examined whether price limits needed to increase for certain types of SDA buildings, and in a number of geographical regions that were of particular concern to providers. The Review's findings will be published in the second quarter of Financial Year 2019-20.

³¹ Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)



Harry takes on global challenge

If you told Harry Mezger five years ago he would one day represent his country in sport, he would have laughed.

But in October 2019, that will be the 20-year-old's reality, when he travels to Brisbane to compete at the International Federation for Athletes with Intellectual Impairments (INAS) Global Games, a global sports event for people with an intellectual disability.

I've always been involved in sport, as a teenager I played tennis and basketball," Harry said. "Now my focus is athletics, running and bike riding, it's been quite a big change."

That change came for Harry when he joined a local inclusive sports training group, funded by the National Disability Insurance Scheme (NDIS).

Harry, who has an intellectual disability, joined the NDIS 12 months ago and now receives funding that supports him with his training, daily living skills and increasing his independence.

Harry says his disability has opened up opportunities that he may not have had otherwise. That positive outlook has been a big contributor in Harry's ascent to representing Australia. "It still hasn't sunk in yet, it's every kid's dream and it's really special."

Significant improvements to mainstream interface issues, and grant rounds for ILC open across multiple programs.

4.1 Information, linkage and capacity building

Grant rounds for ILC investment programs open during the quarter (the Individual Capacity Building Program, the Mainstream Capacity Building Program and the Economic and Community Participation program).

The Information, Linkages and Capacity Building (ILC) component of the National Disability Insurance Scheme (NDIS) aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of a community life.

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22. Through the strategy, the NDIA provides grants to organisations that will provide ILC projects in the community that enable all people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia. ILC is a catalyst for change and is all about creating greater inclusion for people with disability.

The NDIA has invested \$65.9 million during 2019 through a combination of interim grant rounds and additional bridging support funding to states and territory governments to help ensure an orderly transition to the new ILC Investment Strategy, prior to the commissioning of new programs during 2019-20.

The ILC Strategy Towards 2022 sees ILC administered through four discrete, but complementary programs:

National Information Program – providing accessible, quality and consistent information about disability types and service and support options in both community and mainstream settings (complementing the proposed National Disability Information Gateway)

Individual Capacity Building Program – delivered primarily through a national network of Disabled Peoples Organisations and Families Organisations (DPO/FO), this program will enable systematic, nationwide access to peer support, mentoring and other skills building

Mainstream Capacity Building Program – ensuring equity of access to and increase inclusion of people with disability in mainstream services, with an initial focus on mainstream health services.

Economic and Community Participation Program – increasing the social and economic participation, including employment outcomes, of people with disability.

As part of the ILC Investment Strategy the NDIA will continue the progressive roll out of these programs throughout the remainder of 2019.

The National Information Program (NIP) opened on Friday 5 April 2019. This round aims to increase the accessibility, quality and consistency of information about disability types, current services and support options available to people with disability, carers and families throughout Australia. This grant round is the first full program of the ILC Strategy to be commissioned and the outcomes were announced on Friday 11 October 2019.

The Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to \$100 million (excl. GST) available. The ICBP builds on the extensive evidence base for the use of peer support in building skills for people with disability and focuses on a national network of organisations run by and for people with disability, or their families and carers, to become the primary delivery mechanism for the Agency for peer support, mentoring and other skills building for people with disability, carers and families. This grant round is currently under assessment with results to be announced in December 2019.

The Mainstream Capacity Building Program (MCBP) and Economic and Community Participation (ECP) Program both opened on 9 September 2019 with up to \$64 million and \$58 million (excl. GST) respectively available. These rounds seek to build the capacity of the community to create opportunities for people with disability to contribute to community prosperity and participate in community life and drive practice change in the delivery of critical mainstream services towards meeting the needs of people with disability, families and carers. Results of these grants rounds are expected to be announced in February 2020.

Figure 28: Summary of ILC Towards 2022 grant rounds³²

Task	National Information Program	Individual Capacity Building Program	Mainstream Capacity Building Program	Economic and Community Participation Program
Value of round	\$59m excl. GST <ul style="list-style-type: none"> • 34% allocation in 2019/20 • 33% allocation in 2020/21 • 33% allocation in 2021/22 	Up to \$100m excl. GST <ul style="list-style-type: none"> • 50% allocation in 2019/20 • 25% allocation in 2020/21 • 25% allocation in 2021/22 	Up to \$64m excl. GST <ul style="list-style-type: none"> • 60% allocation in 2019/20 • 20% allocation in 2020/21 • 20% allocation in 2021/22 	Up to \$58m excl. GST <ul style="list-style-type: none"> • 60% allocation in 2019/20 • 20% allocation in 2020/21 • 20% allocation in 2021/22
Grant round application period	5 April – 10 May 2019	19 August – 30 September 2019	9 September – 21 October 2019	9 September – 21 October 2019
Assessment period	June – August 2019	September – November 2019	November – December 2019	November – December 2019
Ministerial announcement	October 2019	December 2019	February 2020	February 2020
Grant agreements finalised	October / November 2019	February 2020	March 2020	March 2020

³² Individual Capacity Building Program, Mainstream Capacity Building Program and Economic and Community Participation Programs have a Round Two commissioning of a 50%/50% allocation.

4.2 Improvements to mainstream interface issues

A key focus for the COAG Disability Reform Council (DRC) is for Commonwealth and States and Territories to actively work together to deliver meaningful progress on policy issues that will improve the NDIS experience for participants, their families and carers. The NDIS Board and Agency has worked closely with the COAG DRC to deliver clarity and a better experience for participants.

The NDIA is now providing disability-related health supports.

Disability Related Health Supports

At the June DRC meeting, Commonwealth and State and Territory Disability Ministers clarified the boundaries between the NDIS and health-related services to ensure NDIS participants receive the supports they need. From 1 October 2019, NDIS participants commenced receiving funding for the disability-related health supports they need as a direct result of their disability, and as part of their daily life, through their NDIS plans.

For the participants who fall into this category (or for the participants where disability related health supports are required), most will have these included in their initial NDIS plan or at their next plan review. The Agency has released an Operational Guideline and also updated the 2019-20 Price Guide and Support Catalogue to include around 90 disability-related health supports now funded under the NDIS.

A suite of information for participants, providers and the health sector, including Easy English versions, and further information is available on the Disability-Related Health Supports page on the NDIS website.

Further improvements to interface issues

Building on the momentum of major reforms announced at the last DRC meeting on 28 June 2019, a number of initiatives were announced following the 10 October DRC meeting. These include:

- A commitment by Council members to work together to improve access and experiences for participants with psychosocial disability in the NDIS, as well as addressing interface issues between the NDIS and mainstream mental health systems.
- The introduction of Justice Liaison Officers by the NDIS to work across state and territory justice systems. Their role will be to provide a single point of contact for workers within state and territory justice systems to coordinate support for NDIS participants in youth and adult justice systems.
- An approach to improve transport supports provided under the NDIS. More ongoing work by the NDIA, Commonwealth and state and territory officials will be done to support this change, including interim measures to increase transport funding for NDIS participants who are significant users of state and territory Taxi Subsidy Schemes.
- Working closely with states and territories to develop and implement a new approach to maintaining critical supports with a focus on holistic service delivery arrangements which are participant-centric and based on the principle of choice and control.



Charlotte's family say 'thank you'

Bundaberg father, Nathan Straume, said the National Disability Insurance Scheme (NDIS) has changed his family's lives and opened up a world of possibilities for his 11-year-old daughter.

An only child, Charlotte, is non-verbal with Cerebral Palsy. Not in a financial position to buy equipment, let alone build a new house to meet his daughter's needs, Nathan has welcomed the incredible support his family has received from the NDIS.

Since joining the scheme in April 2018, Nathan said they've been so grateful for a raft of supports, some of which include ramps around their home, car modifications, power assist fastening wheelchair wheels and a surround bed so Charlotte is safe and secure at night.

Nathan said prior to the NDIS it was tough for him, and partner Carolyn, financially, physically and emotionally, without adequate supports.

"That's where the NDIS has been life-changing. It has given us back quality time to spend with Charlotte and time for ourselves.

"The NDIS has created all of this, so I want to thank everyone who fought to get it over the line, from the bottom of my heart, for what you've done and what you all continue to do."

A financially sustainable Scheme focuses on outcomes that will support participants now and across their lifetime.

Since the commencement of the Scheme, there has been a large increase in the number of participants, the amount of support committed in plans, and payments to providers on behalf of participants each year, reflecting the rapid roll-out of the NDIS. From 2017-18 to 2018-19, participants increased by 66%, committed support increased by 88%, and payments increased by 86%.

The Scheme is projected to continue to grow and to reach about 500,000 participants within the next five years, of which about 478,000 are expected to be aged 0 to 64. This is equivalent to a prevalence rate of 2.1% of the projected Australian general population aged 0 to 64, consistent with the original estimate by the Productivity Commission in 2011.

Scheme costs for all participants are projected to be about 0.9 per cent of GDP for 2019-20, 1.2 per cent in 2022-23, and 1.4 per cent for 2029-30. This includes participants who remain in the Scheme past 65 years, noting that the Commonwealth has committed to funding these participants.

This projection is in line with the estimates shown in the 2017 Productivity Commission report on National Disability Insurance Scheme Costs at 2022-23, after allowing for costs not included in the Productivity Commission estimate, such as the introduction of school transport, personal care in schools, developmental delay and the incomplete implementation of the National Injury Insurance Scheme.

Figure 29: Committed supports (\$m) and payments

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 YTD*
Active participants	7,285	17,155	29,719	89,610	172,324	286,014	311,774
Total committed (\$m)	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5
Total paid (\$m)	85.8	370.9	704.1	2,182.2	5,408.6	10,074.6	2,993.9
% utilised to date	65%	75%	75%	67%	70%	69%	

* There is a lag between when support is provided and when it is paid - hence, payments will increase.

The drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. It is the responsibility of the NDIA to monitor primary pressures, detect any associated risks and manage them appropriately, using the insurance-based structure as a means to evaluate emerging experience against expectations. Some pressures on the NDIS have been identified and are being responsibly managed.

Current pressures include:

- Plan budgets and support payments made to participants continue to grow by more than would be expected solely due to normal inflation and ageing. For example, the support costs for participants in supported independent living are a material component of Scheme cost that is continuing to increase significantly above normal inflation.
- The Scheme is facing a number of pressures in entry and funding decisions, particularly in relation to how the Scheme interfaces with mainstream services, and community and informal supports. This is testing the boundaries of who can access the Scheme and what constitutes “reasonable and necessary” supports.

Management responses include:

Participant Pathway Review

The NDIA is working on strengthening the ‘outcomes focus’ of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decisions.

Reference package and guided planning process

To better align a participant’s support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools are being used to inform plan decisions. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.

Supported Independent Living (SIL)

The NDIA is working on consistent and equitable decisions for those seeking access to SIL, which constitutes a large proportion of NDIS cost.



Taylor swims to stardom

When Taylor Anderton dives into the pool at this year's INAS Global Games, she'll be listening for the cheers from her family and friends. The Gold Coast local will represent Australia in the global event for people with an intellectual disability in her home state in October.

"This will be the first time they have had swimmers with Down syndrome in the Global Games team," said Taylor's mum Catherine.

"We're just really proud and excited for Taylor that she will have friends and family coming to watch.

"Taylor has three goals in life, to keep swimming for Australia, to get a job and to live independently."

After joining the National Disability Insurance Scheme (NDIS) in October 2018, those goals are becoming even more realistic. "The NDIS has definitely made a difference, we are achieving those goals and the NDIS has really helped.

A strong and dedicated NDIS community delivers the best possible experience for participants.

6.1 Building a high performing NDIA

Increased training is being provided to staff and partners to improve the participant experience.

The Honourable Stuart Robert MP, the Minister for the National Disability Insurance Scheme, announced that the NDIA will be filling an additional 800 Australian Public Service positions capable of exercising delegations under the NDIS legislation, over the course of the 2019-20 financial year, taking the APS Average Staffing Level to 4,000 from 1 July 2020.

As at 30 September 2019, the total NDIS workforce was 11,266 including 3,613 Australian Public Service employees, 2,189 labour hire contractors, and 5,464 people employed by NDIA's Partners. This is an increase of the total workforce (including NDIA Partners) since the end of 2018-19 financial year of 1.85 per cent. The NDIA Australian Public Service employee proportion has grown 3.38 per cent.

During the first quarter of the 2019-20 financial year, the Service Delivery NDIA workforce increased by 3.28 per cent with a total headcount increase of 294 as at 30 September 2019. The Service Delivery Workforce comprises total staffing within the Participant Planning Experience Group (Access, Planning and Support), the Participant Focus Group (Reviews and Complaint Resolution), Agency Contact Centre Partners and Partners in the Community.

During the quarter, approximately 800 new planners and Local Area Coordinators participated in the 6-week New Starter Induction Program that includes face-to-face, eLearning and on-the-job training. Modules include:

- disability-specific training;
- agency-specific training, including work health and safety, fraud awareness and NDIA induction; and
- service delivery specific training on the participant pathway. This includes reasonable and necessary supports, typical support packages, mainstream support interfaces, housing, in-kind funding, school leaver employment support, self-management and Assistive Technology.

The NDIA Board and Agency recognises the need to do more and is collaborating with peak bodies and other stakeholders to develop training material prior to national deployment.

Upskilling to support the rollout of a new Workload Manager tool concluded in Victoria and commenced in New South Wales. A briefing was developed and deployed to approximately 650 team leaders, to support the Disability Related Health Support changes to commence 1 October 2019.

The rollout of the NDIA Just Brilliant Leadership Series is continuing with 422 staff commencing the Learning to Lead program (aimed at entry level team leaders) and 178 commencing the Leadership Excellence program (aimed at senior level leaders). Further, the NDIA has also developed 'Success Profiles' for key service delivery roles in access, Local Area Coordination and planning. The Success Profiles set out the knowledge, experience, personal attributes and behaviours required to be successful in these role.

The NDIA achieved an 80.1% response rate in the annual Australian Public Service Commission (APSC) census. The results were received in July 2019 and are used to track improvement in workplace culture and engagement. The overall Engagement index score increased from 74% in 2018 to 76% in 2019.

The NDIA Board has appointed a new CEO, Mr Martin Hoffman, to lead the Agency. Martin has extensive experience in both the public and private sectors leading service delivery and digital transformation. Martin starts on 4 November 2019.

The NDIA Board also acknowledged the invaluable leadership of Ms Vicki Rundle PSM, who has acted as CEO since April this year. The Board of the NDIA is indebted to Vicki for her leadership, dedication and commitment.

6.2 Collaborating with NDIS stakeholders

The NDIS is improving participant experience with the support of the disability community Board and senior management engagement with States and Territories

Following the 28 June 2019 Disability Reform Council (DRC) meeting, the Chairman and NDIA Acting CEO have been undertaking a program of engagement activities with every State and Territory Disability Minister and their senior officials. The objective of these meetings is to better understand, and develop responses to, jurisdictional specific issues. While the NDIS is a national model, it is recognised that specific issues depend on location, and existing jurisdictional service arrangements. Key themes emerging from these engagements include: lower than expected utilisation of plans, challenges related to thin markets and the need to effectively respond to crisis situations. Through a comprehensive program of engagement, the NDIA and the States and Territories have agreed on these issues and recognise the need for solutions. Several programs of work will commence to address key findings, in a way that responds to local challenges and pressures, and draws on local expertise.

Roundtables

The Prime Minister and the Minister for the NDIS have undertaken a series of roundtables across the country meeting with participants, carers, sector stakeholders and providers over the last quarter. The roundtables provide the opportunity for participants and other stakeholders to discuss their NDIS experiences and ideas for further improving the Scheme.

In addition, the NDIA Board and management undertake regular roving visits to locations across Australia to better understand local issues, and hear directly from participants, providers and NDIA service delivery staff and partners.

The NDIA Board Chairman and the Acting CEO also held roundtable sessions in South Australia, Western Australia, Northern Territory and Tasmania to meet with participants and hear firsthand about their NDIS experiences. Further participant roundtables are planned for quarter two.

These roundtables complement a regular series of engagement activities undertaken by Board members and management, including regular meetings with key participant, provider and sector groups, Commonwealth and State government officials and other key stakeholders.

The South East Queensland CALD Community Engagement Initiative

The NDIA has a range of targeted initiatives to ensure that people from a culturally and linguistically diverse background are included in the NDIS. The initiatives are being trialled in Queensland in the Local Government Areas of Logan, Redlands, Brisbane, Ipswich and Moreton Bay between June and October 2019. For example, one targeted initiative includes on-the-ground support from a newly developed community engagement role for a Cultural Community Liaison Officer (CCLO). The new CCLOs participated in interpreter workshops in September, and sessions have been scheduled with organisations dealing with trauma and health for new settlers. This initiative will also have input from AMPARO Advocacy, as a local consultant, and includes an evaluation process as part of the approach. Once evaluated the CALD initiative can be scaled across multiple jurisdictions to ensure a focus on CALD participants being supported to access the NDIS.

Information Linkages and Capacity Building webinar

On 1 August June 2019, the NDIA hosted an Information Linkages and Capacity Building webinar focussing on 'getting your ILC grant pitch right'. 2,038 people registered for the webinar and 1,364 watched the live seminar with hundreds more viewing the recorded version once published to the NDIS website. The panel included NDIA staff with substantial experience with ILC grant rounds. The panel discussed upcoming ILC grant rounds, and how to prepare an application.

Community and Mainstream Engagement

The NDIA regularly holds education and information sessions. In this quarter more than 1000 community information and education sessions have been held across Australia. These sessions aim to ensure participants, their families and supporting services are ready for pre-planning and increase understanding of the NDIS. A key community engagement focus this quarter has been the delivery of accurate Disability Reform Council disability-related health support information and guidance to over 200 local and regional health mainstream interface organisations and agencies. The NDIA has also been engaging with all government, independent and Catholic mainstream school systems to build awareness of the importance of school inclusion for participants to progress their education to employment goals. Education sessions have also been coordinated for GPs and allied health practitioners to increase understanding of NDIS requirements for evidence of the functional impact of disability. Through these targeted engagement initiatives the Community and Mainstream Engagement teams are able to report on key themes and gather feedback to ensure the Agency is responsive and participant-centred.

6.3 Public data sharing policy and the data and insights website

The release of the NDIA's public sharing policy and the increased access to NDIA data and analysis will help improve participant outcomes and improve market innovation.

Public data sharing policy

The NDIA released its Public Data Sharing Policy on 30 September 2019. The policy includes information on how data is shared with participants, providers and other stakeholders.

The NDIS Public Data Sharing Policy is aligned to the draft Data Sharing and Release Act (on track to be legislated in mid-2020), and risks associated with data sharing are assessed using the Five Safes framework, as advised by the interim Commonwealth Data Commissioner.

Underpinning all data-sharing decisions are a set of principles. These are:

- 1. The Participant is at the centre of everything we do:** This principle states that all decisions must be made with NDIS Participants' collective interests in mind, as well as be respectful to the rights of individuals.
- 2. NDIA is the custodian of NDIS 'protected' data:** This principle reinforces the role of NDIA to act with integrity in the collection, use and disclosure of NDIS data.
- 3. Ethical use:** This principle states that decisions to share data should align with community expectations and standards.
- 4. Responsible release:** This principle addresses the need to consider ways to mitigate the risk of data misuse or misinterpretation once released.
- 5. Lawful release:** This principle reinforces that all decisions to share data must meet the legal requirements of relevant legislation, including NDIS Act 2013 and Privacy Act (Cth) 1988.

The NDIS Public Data Sharing Policy also states the ways in which data is released:

- Open data release** refers to data that is released to the general public without any access restrictions.
- Tailored data release** refers to data that is released to individuals or organisations to support a specific purpose. Tailored data releases are documented using a Data Sharing Agreement (DSA). The DSA includes the conditions that NDIA require the recipient comply with in order to mitigate specific risks.

Insights forums

The NDIA hosted Insights forums across four capital cities in July and August. The Insights Forums were designed to bring together representatives of peak bodies, providers, academics and government stakeholders for the purpose of sharing information. The presentations included key data accumulated on the Scheme so far and explore what it means in terms of challenges and future opportunities. The intent of presenting our data is to build knowledge, stimulate curiosity and lay strong foundations for future collaboration and innovation.

Data and insights website

On 30 July 2019, NDIA released the Data and Insights webpages on ndis.gov.au. Open data in the form of data cubes and synthesised reports (including Participant and Family/Carer Outcome reports, employment deep-dive analysis, and a deep dive on participants with autism) were released. In addition, material from the Insights forums conducted in Sydney, Perth, Melbourne and Brisbane were loaded onto the website on 22 August 2019.

From 31 July to 30 September, there had been over 10,000 total visits to the Data and Insights section by 7,200 individuals.

On 30 September 2019, the NDIA released its first update to the Data and Insights page. The update included interactive visualisations, reports on the NDIS market and participants with a psychosocial disability, and additional data cubes.

6.4 The NDIS contact centre

Customer experience improves for first point of contact with the NDIS

The provider responsible for operating the NDIS Contact Centre has made consistent improvements to call response times, wait times and abandoned call rates for enquires made to the NDIS.

Between July 2019 and the end of September 2019 the Contact Centre answered 310,475 phone calls and responded to over 166,000 emails.

The **average answer speed** is consistently at **31 seconds**.

The Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the September 2019 quarter it was achieving a service level of just over **82%**.

Average **abandonment rates** are reliably sitting at 1.6%

The rate of **enquiries being resolved** within the first response to the caller has risen from 85% in June 2019 to **88%** in September 2019.



Tara

is living her dream

When ‘Dora the Explorer and the Lost City of Gold’ opens in cinemas across Australia next week, one young woman from Brisbane’s northern suburbs will be more excited than most.

Tara Lloyd, 19, has Down syndrome and lives at home with her parents and older brother. For as long as she can remember, Tara has dreamed of forging a career as a performer.

Last year she won a role as an extra on the ‘Dora’ movie, her first break into the film industry. Her success came after years of hard work studying drama and performing both in and out of school.

Last year was a big year for Tara in all sorts of ways – joining the National Disability Insurance Scheme, signing on with Brisbane-based talent group Agency 888 and successfully finishing Year 12 at a mainstream school.

Since finishing school Tara has gone onto study a Certificate III of Screen and Media at TAFE and has also done some short courses offered by the National Institute of Dramatic Arts (NIDA Open).

“NDIS funding provides about eight hours a week flexible support for Tara, which she uses to pay for a support worker to help her with learning her lines for the NIDA courses, for her attendance at the Friday group planning sessions and for support to attend the gym,” Tara’s mum, Louise says.



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Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander: Response of: Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

Access request: A formal request by an individual for a determination of eligibility to access the Scheme.

Access requirements: The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

Active participant: Those who have been determined eligible and have not exited the Scheme.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

Assistive Technology (AT): The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

Bilateral Agreement: An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.

Bilateral estimates: Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Early Childhood Early Intervention (ECEI): An approach which supports children aged 0-6 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECEI program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

Information, linkages and capacity building (ILC): The ILC component of the National Disability Insurance Scheme aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

In-kind: Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Mainstream services: The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market: Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as 'the Agency'.

National Disability Insurance Scheme (NDIS): A new way of providing support for Australians with disability, their families and carers. In this report the NDIS is also referred to as 'the Scheme.'

Outcomes framework questionnaires: One way in which the Agency is measuring success for people with disability across eight different life domains.

Payment: Made participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

Participant: An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the Agency will pay for that support.

Revenue: The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

Registered provider: An approved person or provider of supports that has met the National Quality and Safeguards (except in Western Australia where providers meet the NDIS registration requirements).

Specialist Disability Accommodation (SDA): Specialist Disability Accommodation (SDA) refers to accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

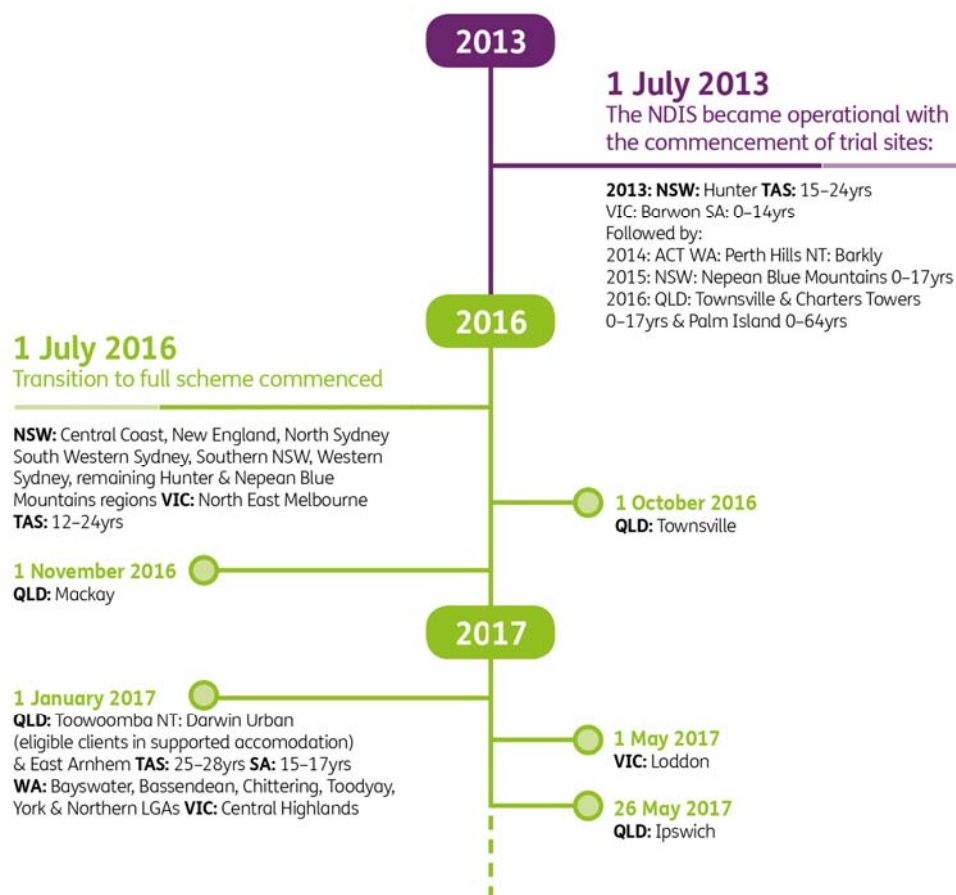
Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS, including the progress that has been made to date and where the Scheme is being implemented next.

Figure B.1 NDIS roll-out schedule





Appendix C:

Operational progress

The following tables compare plan approvals (including ECEI) and plan reviews against operational targets and bilateral estimates.

The comparisons are made on different bases:

- Table C.1 compares first plan approvals in 2019-20 to date against operational targets.
- Table C.2 compares plan reviews in 2019-20 to date against operational targets.
- Table C.3 compares combined progress towards intake and plan review target in 2019-20 to date against operational target.
- Table C.4 compares total plan approvals to date (since 1 July 2013) against bilateral estimates.

Operational targets reflect expectations of the numbers of participants that have the potential to enter the Scheme based on actionable data. Therefore the operational targets are adjusted to account for difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records; and some individuals being ineligible or no longer requiring support.

With the exception of WA and NT, there are no bilateral estimates for 2019-20. Therefore, the scheme to date bilateral estimates for WA and NT are as at 30 September 2019, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of 0-6 year olds participants in the Scheme by State/Territory is also included in Table C.5, including children in the ECEI gateway.

Table C.1 Plan approvals operational progress in 2019-20 to date¹

State/Territory ²	2019-20 Plans approved (excl. previous ECEI)	2019-20 Q1 ECEI ³	2019-20 Plans approved (incl. ECEI), relating to actionable data	2019-20 Actionable data available (operational target)	% of 2019-20 operational target met
NSW	6,376	1,375	7,751	3,098	250%
VIC	5,896	190	6,086	5,129	119%
QLD	4,496	469	4,965	3,188	156%
WA	3,702	31	3,733	5,068	74%
SA	1,944	119	2,063	1,999	103%
TAS	406	41	447	428	104%
ACT	234	20	254	161	158%
NT	236	38	274	208	132%
OT ⁴	1	0	1	n/a	n/a
Total	23,291	2,283	25,574	19,279	133%

Table C.2 Progress towards plan review target in 2019-20 to date

State/Territory	YTD Plan reviews	YTD plan review operational target	Plan reviews as a % of review target
NSW	23,391	21,450	109%
VIC	15,309	14,641	105%
QLD	12,294	9,854	125%
WA	2,695	2,501	108%
SA	7,012	7,388	95%
TAS	1,413	1,452	97%
ACT	1,686	1,752	96%
NT	509	370	137%
OT	0	n/a	n/a
Total	64,309	59,408	108%

Table C.3 Combined progress towards intake and plan review target in 2019-20 to date

State/Territory	YTD Plan reviews & approval	YTD target for plan review & approval	% of target
NSW	31,142	24,548	127%
VIC	21,395	19,770	108%
QLD	17,259	13,042	132%
WA	6,428	7,569	85%
SA	9,075	9,387	97%
TAS	1,860	1,880	99%
ACT	1,960	1,913	102%
NT	763	578	132%
OT	1	n/a	n/a
Total	89,883	78,687	114%

¹ WA plan approvals in 2019-20 Q1 include 102 participants who have transferred from the WA NDIS.

² State/ Territory is defined by the current residing address of the participant. This is a change from the previous quarterly report where the State/Territory of first plan approval was used.

³ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.

⁴ OT includes participants residing in Other Territories including Norfolk Island. There is no operational target for Other Territories for 2019-20 to date.

Table C.4 Plan approvals to date (including confirmed ECEI referrals) compared to bilateral estimates⁵

State/Territory ⁶	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	111,008	1,442	112,450	141,957	79%
VIC	85,019	200	85,219	105,324	81%
QLD	55,110	563	55,673	91,217	61%
WA	20,211	38	20,249	27,386	74%
SA	31,154	123	31,277	32,284	97%
TAS	7,063	47	7,110	10,587	67%
ACT	8,032	20	8,052	5,075	159%
NT	2,617	40	2,657	5,336	50%
Total	320,214	2,473	322,687	419,166	77%

Table C.5 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status

	Active approved plans (ages 0-6 at Access decision date)	Access met but yet to have an Approved plan (ages 0-6 at Access decision date)	Access request (no decision)			Others in the ECEI gateway		Total
			with initial supports	without initial supports	not in gateway	with initial supports	without initial supports	
NSW	24,840	1,223	318	81	287	1,124	1,285	29,158
VIC	18,933	2,117	76	231	1,147	124	3,028	25,656
QLD	10,070	1,245	171	591	772	392	1,489	14,730
SA	7,986	323	52	77	75	71	817	9,401
WA	3,158	785	18	42	490	20	188	4,701
TAS	956	180	21	37	356	26	98	1,674
ACT	1,766	74	<11	<11	14	13	146	2,022
NT	589	60	26	28	119	14	42	878
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	68,301	6,009	689	1,089	3,260	1,784	7,094	88,226

⁵ WA bilateral estimates include NDIA trial sites, as well as 7,436 participants with approved plans who have transferred from the WA NDIS to the nationally delivered NDIS. This is a change from previous quarterly reports where transfer participants have been excluded from bilateral estimate comparisons.

⁶ State/ Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

Appendix D:

Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 98% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers tracks how participants are progressing across eight life domains:

- **Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.
- **Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.
- **Health and Wellbeing:** Relates to health, lifestyle and access to health services.
- **Work:** Explores participants' experiences in the workforce and goals for employment.
- **Daily Living Activities:** Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.
- **Home:** Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.
- **Lifelong Learning:** Includes educational, training and learning experiences.
- **Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the Agency can track the type of supports that lead to the best outcomes.

Appendix E:

National

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – NATIONAL⁷

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
NATIONAL	285,086	26,688	311,774	2,473	314,247

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – NATIONAL⁸

	Prior Quarters	2019-20 Q1	Total
Access decisions	374,121	40,596	414,717
Active Eligible	309,631	28,934	338,565
<i>New</i>	107,606	21,803	129,409
<i>State</i>	171,792	4,953	176,745
<i>Commonwealth</i>	30,233	2,178	32,411
Active Participant Plans (excl ECEI)	285,086	26,688	311,774
<i>New</i>	96,080	17,989	114,069
<i>State</i>	161,124	6,450	167,574
<i>Commonwealth</i>	27,882	2,249	30,131
Active Participant Plans	290,398	29,161	314,247
<i>Early Intervention (s25)</i>	51,959	8,009	59,968
<i>Permanent Disability (s24)</i>	233,127	18,679	251,806
<i>ECEI⁹</i>	5,312	2,473	2,473

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – NATIONAL

Exits	
Total participant exits	8,440
<i>Early Intervention participants</i>	2,141
<i>Permanent disability participants</i>	6,299

⁷ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁸ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 71% overall.

⁹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table E.4 Cumulative numbers of active participants by services previously received – NATIONAL^{10,11}

	Participant cohort				
	State	Commonwealth	New	ECEI ¹²	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19 Q1	116,965	19,148	61,313	6,656	204,082
End of 2018-19 Q2	133,817	22,227	71,442	11,489	238,975
End of 2018-19 Q3	151,111	25,267	82,693	11,504	270,575
End of 2018-19 Q4	161,555	28,020	96,440	5,312	291,327
End of 2019-20 Q1	167,574	30,131	114,069	2,473	314,247

Table E.5 Cumulative numbers of active participants by entry into the Scheme – NATIONAL^{13,14}

	Participant cohort			
	Early Intervention ¹⁵	Permanent Disability ¹⁶	ECEI ¹⁷	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19 Q1	36,666	160,760	6,656	204,082
End of 2018-19 Q2	41,698	185,788	11,489	238,975
End of 2018-19 Q3	46,803	212,268	11,504	270,575
End of 2018-19 Q4	52,065	233,950	5,312	291,327
End of 2019-20 Q1	59,968	251,806	2,473	314,247

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table E.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL¹⁸

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	16,513	5.8%	1,739	6.5%	18,252	5.9%
Not Aboriginal and Torres Strait Islander	204,731	71.8%	21,158	79.3%	225,889	72.5%
Not Stated	63,842	22.4%	3,791	14.2%	67,633	21.7%
Total	285,086	100%	26,688	100%	311,774	100%

¹⁰ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

¹¹ In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹² The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹³ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

¹⁴ In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹⁵ Participants who met Section 25 of the NDIS Act for access.

¹⁶ Participants who met Section 24 of the NDIS Act for access.

¹⁷ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹⁸ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NATIONAL¹⁹

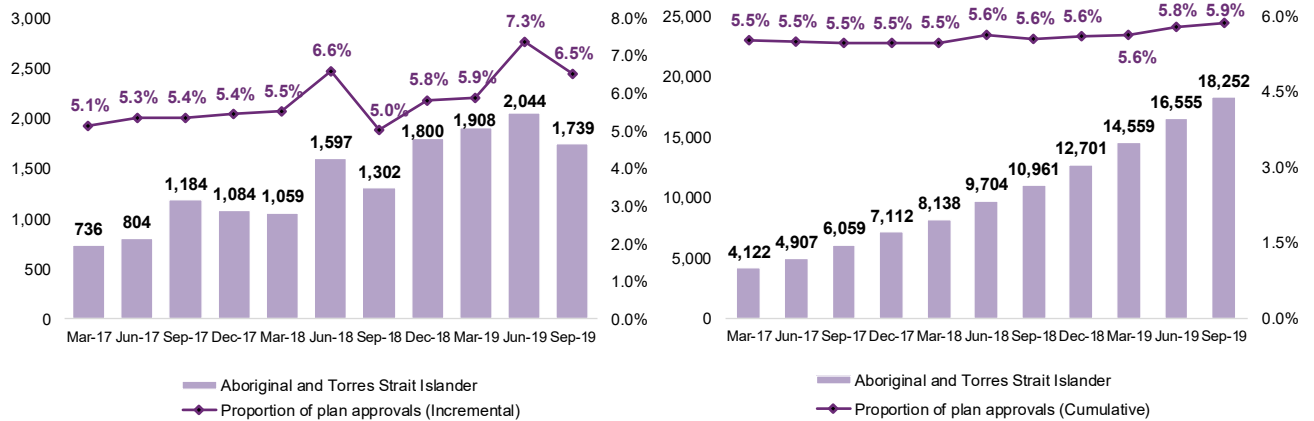


Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	23,962	8.4%	3,068	11.5%	27,030	8.7%
Not CALD	254,450	89.3%	23,490	88.0%	277,940	89.1%
Not Stated	6,674	2.3%	130	0.5%	6,804	2.2%
Total	285,086	100%	26,688	100%	311,774	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NATIONAL²⁰

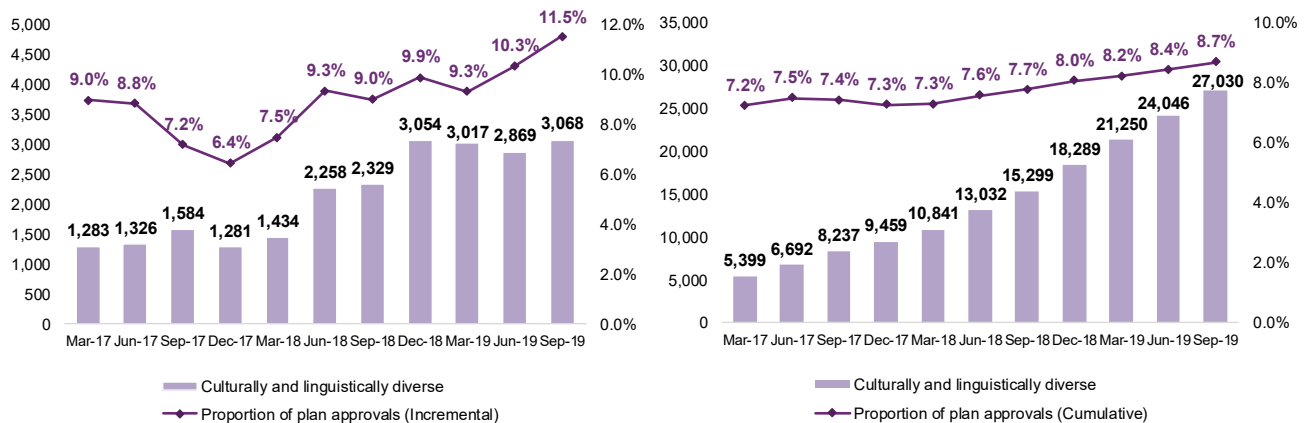


Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	4,675	184	4,859
Not YPIRAC	280,411	26,504	306,915
Total	285,086	26,688	311,774

¹⁹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁰ Ibid.

Figure E.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL²¹

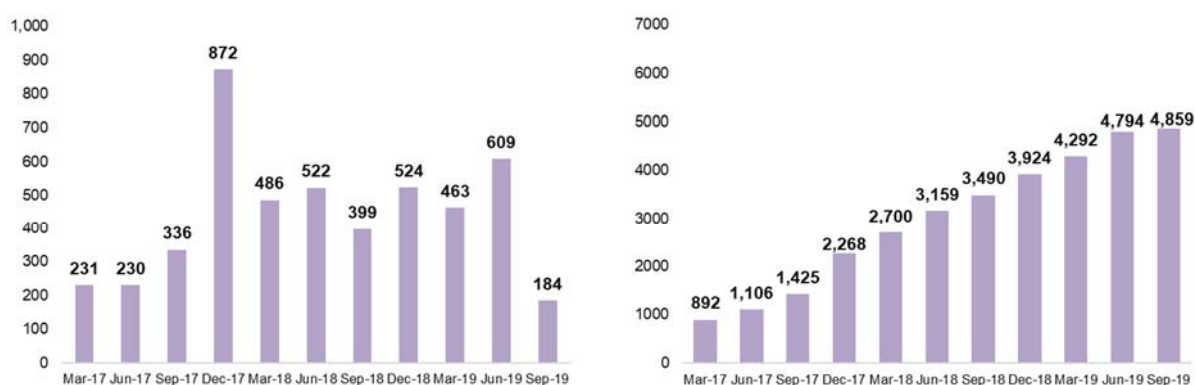


Table E.9 Participants who are YPIRAC by age group – NATIONAL

Age group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Under 45	164	3.5%	-	-	166	3.4%
45 to 54	739	15.8%	34	18.5%	773	15.9%
55 to 64	2,725	58.3%	124	67.4%	2,849	58.6%
65 and above	1,047	22.4%	24	13.0%	1,071	22.0%
Total YPIRAC	4,675	100%	184	100%	4,859	100%

Table E.10 Participant profile per quarter by remoteness – NATIONAL^{22,23}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	190,683	66.9%	18,828	70.5%	209,511	67.2%
Population > 50,000	31,548	11.1%	2,677	10.0%	34,225	11.0%
Population between 15,000 and 50,000	25,129	8.8%	2,067	7.7%	27,196	8.7%
Population between 5,000 and 15,000	13,789	4.8%	983	3.7%	14,772	4.7%
Population less than 5,000	20,001	7.0%	1,751	6.6%	21,752	7.0%
Remote	2,404	0.8%	252	0.9%	2,656	0.9%
Very Remote	1,496	0.5%	128	0.5%	1,624	0.5%
Missing	36	0.0%	<11		38	0.0%
Total	285,086	100%	26,688	100%	311,774	100%

²¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²² This table is based on the Modified Monash Model measure of remoteness.

²³ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NATIONAL²⁴

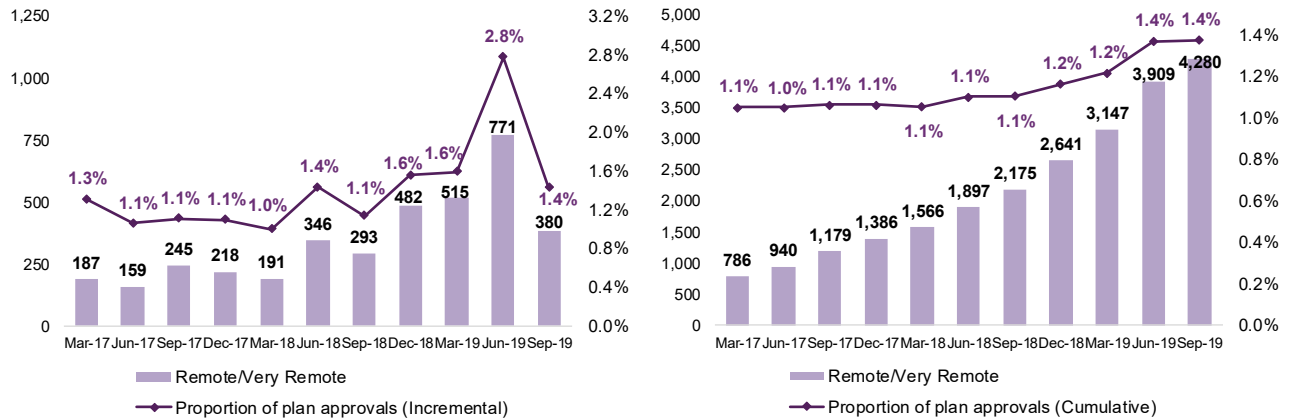


Table E.11 Participant profile per quarter by disability group - NATIONAL²⁵

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	85,889	30%	9,062	34%	94,951	30%
Intellectual Disability ²⁶	72,992	26%	3,023	11%	76,015	24%
Psychosocial disability	25,234	9%	2,630	10%	27,864	9%
Developmental Delay	12,901	5%	3,659	14%	16,560	5%
Other Neurological	13,246	5%	1,141	4%	14,387	5%
Cerebral Palsy	13,424	5%	548	2%	13,972	4%
Other Physical	12,171	4%	1,254	5%	13,425	4%
Hearing Impairment	10,901	4%	1,998	7%	12,899	4%
ABI	10,052	4%	613	2%	10,665	3%
Visual Impairment	6,989	2%	450	2%	7,439	2%
Multiple Sclerosis	5,955	2%	356	1%	6,311	2%
Global Developmental Delay	4,223	1%	1,138	4%	5,361	2%
Stroke	3,870	1%	402	2%	4,272	1%
Spinal Cord Injury	3,761	1%	238	1%	3,999	1%
Other Sensory/Speech	3,014	1%	136	1%	3,150	1%
Other	464	0%	40	0%	504	0%
Total	285,086	100%	26,688	100%	311,774	100%

²⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (10,249).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NATIONAL²⁷

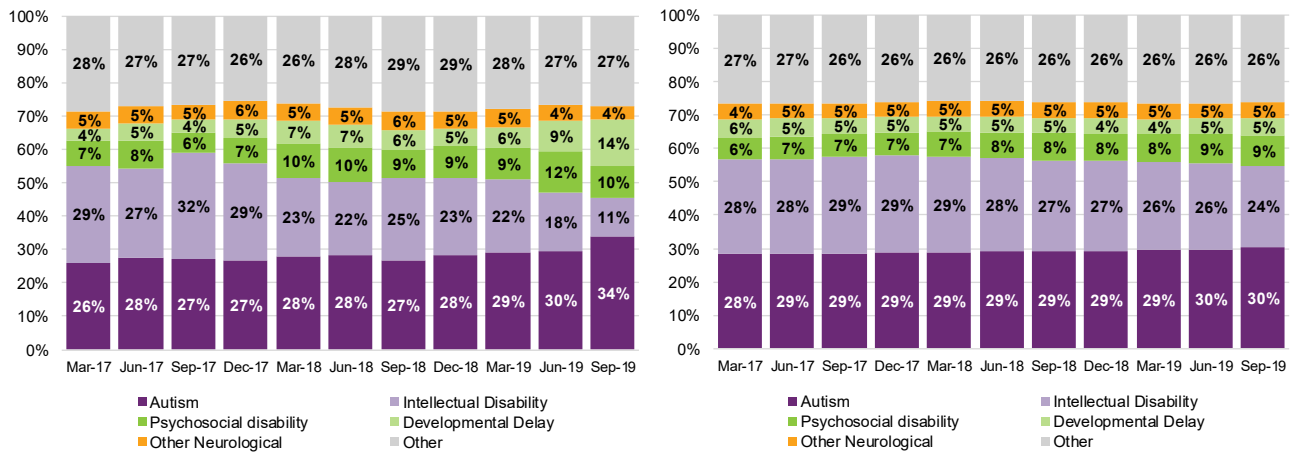


Table E.12 Participant profile per quarter by level of function – NATIONAL²⁸

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	17,853	6%	3,350	13%	21,203	7%
2 (High Function)	571	0%	34	0%	605	0%
3 (High Function)	16,578	6%	1,852	7%	18,430	6%
4 (High Function)	17,728	6%	2,204	8%	19,932	6%
5 (High Function)	21,034	7%	2,900	11%	23,934	8%
6 (Moderate Function)	50,553	18%	5,688	21%	56,241	18%
7 (Moderate Function)	19,292	7%	1,699	6%	20,991	7%
8 (Moderate Function)	22,240	8%	1,541	6%	23,781	8%
9 (Moderate Function)	1,429	1%	113	0%	1,542	0%
10 (Moderate Function)	33,690	12%	2,386	9%	36,076	12%
11 (Low Function)	13,067	5%	807	3%	13,874	4%
12 (Low Function)	45,465	16%	2,630	10%	48,095	15%
13 (Low Function)	18,132	6%	1,358	5%	19,490	6%
14 (Low Function)	6,895	2%	124	0%	7,019	2%
15 (Low Function)	83	0%	<11		85	0%
Missing	476	0%	<11		476	0%
Total	285,086	100%	26,688	100%	311,774	100%

²⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁸ The distributions are calculated excluding participants with a missing level of function.

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NATIONAL²⁹

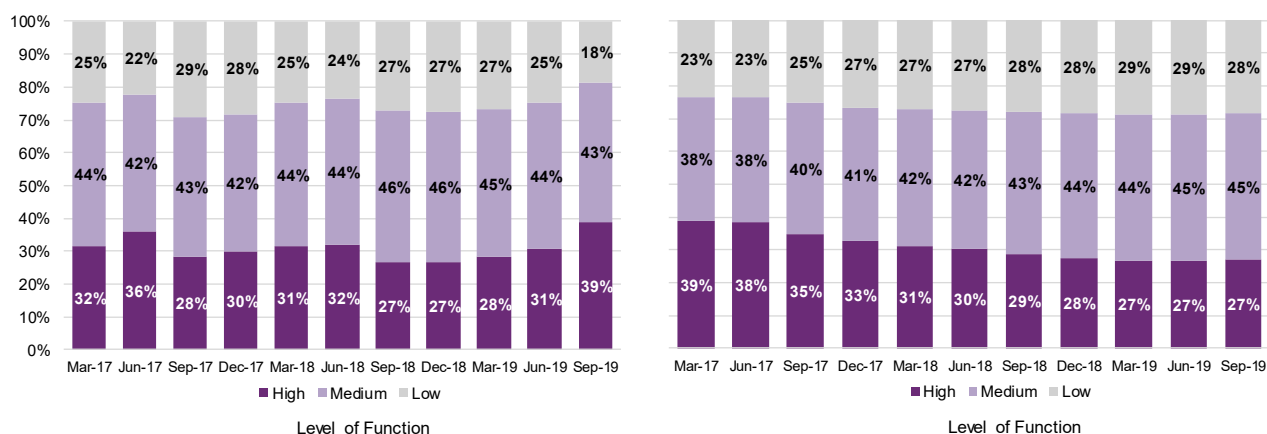


Table E.13 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	35,024	12%	9,883	37%	44,907	14%
7 to 14	71,572	25%	5,378	20%	76,950	25%
15 to 18	21,733	8%	1,521	6%	23,254	7%
19 to 24	26,692	9%	1,103	4%	27,795	9%
25 to 34	27,983	10%	1,536	6%	29,519	9%
35 to 44	25,999	9%	1,733	6%	27,732	9%
45 to 54	32,467	11%	2,304	9%	34,771	11%
55 to 64	35,851	13%	2,978	11%	38,829	12%
65+	7,765	3%	252	1%	8,017	3%
Total	285,086	100%	26,688	100%	311,774	100%

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NATIONAL³⁰

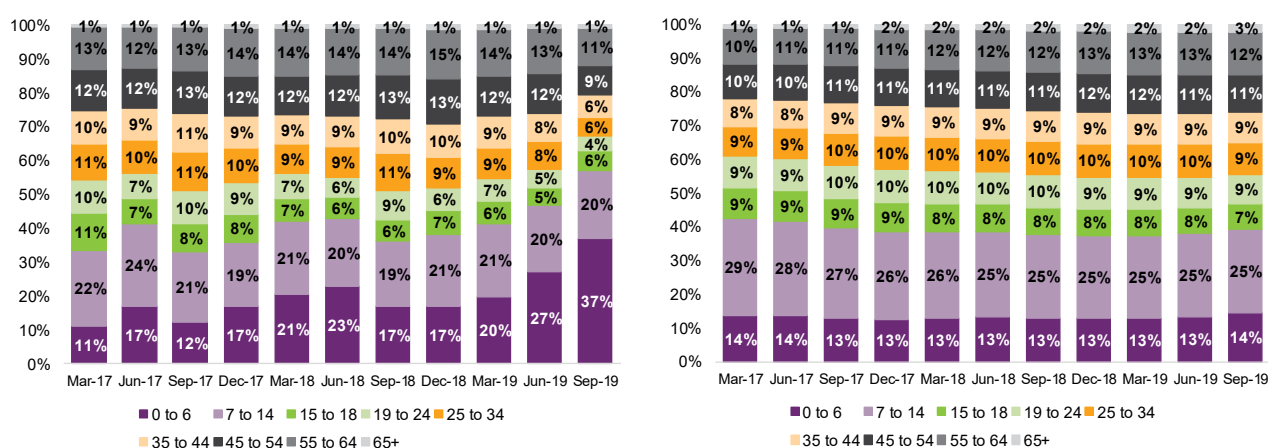


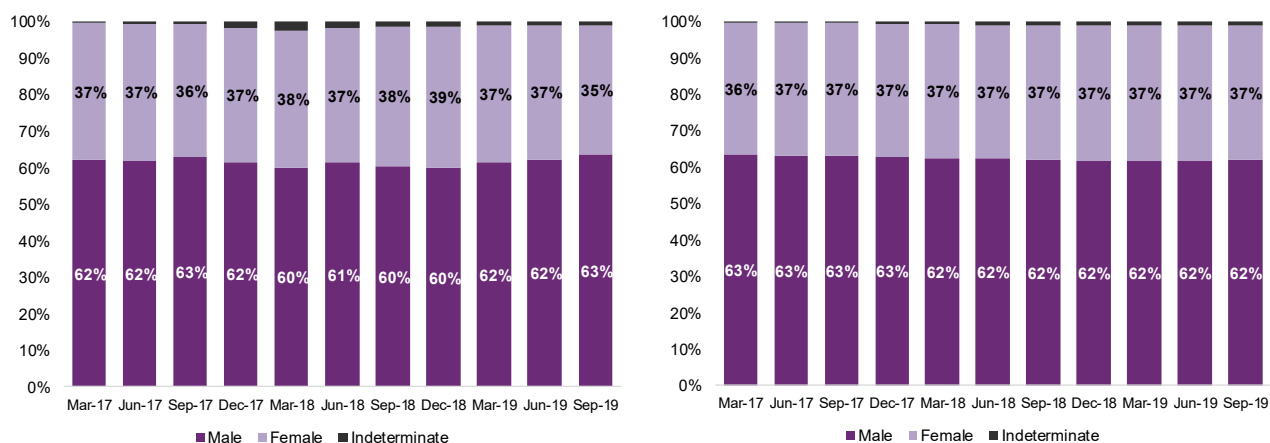
Table E.14 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	176,113	62%	16,940	63%	193,053	62%
Female	105,739	37%	9,471	35%	115,210	37%
Indeterminate	3,234	1%	277	1%	3,511	1%
Total	285,086	100%	26,688	100%	311,774	100%

²⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁰ Ibid.

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NATIONAL³¹



Part Two: Participant experience and outcomes

Table E.15 Number of baseline questionnaires completed by SFOF version - NATIONAL³²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	7,566	11,767	16,340	6,598	42,271
Participant school to 14	14,077	21,411	32,020	7,623	75,131
Participant 15 to 24	9,469	12,266	14,949	2,519	39,203
Participant 25 and over	24,359	36,933	52,351	8,670	122,313
Total Participant	55,471	82,377	115,660	25,410	278,918
Family 0 to 14	20,213	32,124	45,876	13,763	111,976
Family 15 to 24	2,679	8,364	10,201	1,769	23,013
Family 25 and over	732	11,054	15,731	2,637	30,154
Total Family	23,624	51,542	71,808	18,169	165,143
Total	79,095	133,919	187,468	43,579	444,061

³¹ Ibid.

³² Baseline outcomes for participants and/or their families and carers were collected for 98% of participants. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table E.16 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – NATIONAL

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		66%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			35%	56%
CC	% who choose what they do each day			44%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	27%
CC	% who want more choice and control in their life			81%	77%

Table E.17 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NATIONAL

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	51%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table E.18 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NATIONAL

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		63%		
HM	% who are happy with their home			80%	73%
HM	% who feel safe or very safe in their home			84%	73%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			69%	65%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				52%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	23%
WK	% who volunteer			12%	12%

Table E.19 Selected key baseline indicators for families/carers of participants – NATIONAL

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	27%	24%
% receiving Carer Allowance	50%	50%	37%
% working in a paid job	47%	50%	36%
Of those in a paid job, % in permanent employment	77%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	84%	84%
% who say they (and their partner) are able to work as much as they want	41%	47%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	29%	20%
% able to advocate for their child/family member	77%	70%	67%
% who have friends and family they see as often as they like	44%	43%	48%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		40%	40%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	73%	61%	59%

Table E.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=7,732) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL³³

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	75%
S/CP	Has the NDIS improved how your child fits into community life?	61%

³³ Results in Tables E.20 to E.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables E.24 to E.33.

Table E.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=26,714) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	59%
LL	Has the NDIS improved your child's access to education?	39%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

Table E.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=14,447) and ‘Participant 25 and over’ (n=42,870) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	68%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	50%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP	Has the NDIS helped you be more involved?	55%	59%

Table E.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=34,709); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=18,436) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	60%	50%
Has the NDIS improved the level of support for your family?	65%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	
Has the NDIS improved your health and wellbeing?	41%	36%

Table E.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,629) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL³⁴

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	84%	+3%
REL	Has the NDIS improved how your child fits into family life?	71%	76%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	59%	62%	+3%

Table E.25 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=14,111) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	64%	+9%
LL	Has the NDIS improved your child's access to education?	34%	38%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	+5%

Table E.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=9,355) and ‘Participant 25 and over’ (n=19,790) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+6%	66%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+8%	69%	79%	+9%
REL	Has the NDIS helped you to meet more people?	49%	53%	+4%	51%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	29%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	+4%	48%	54%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	+0%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-1%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	57%	+5%	58%	65%	+8%

³⁴ Results in Tables E.24 to E.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table E.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=12,902); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,636) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	58%	+5%	44%	51%	+7%
Has the NDIS improved the level of support for your family?	59%	66%	+7%	56%	65%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	69%	+6%	56%	63%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	73%	+6%			
Has the NDIS improved your health and wellbeing?	36%	38%	+3%	32%	33%	+2%

Table E.28 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=265) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL³⁵

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	98%	100%	+8%
DL	Has the NDIS improved your child's access to specialist services?	90%	91%	100%	+10%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	89%	90%	+5%
REL	Has the NDIS improved how your child fits into family life?	74%	80%	77%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	62%	65%	67%	+6%

³⁵ Results in Tables E.28 to E.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table E.29 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=786) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	55%	64%	68%	+13%
LL	Has the NDIS improved your child's access to education?	37%	37%	41%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	52%	55%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	46%	50%	+4%

Table E.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=550) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	63%	64%	67%	+3%
Has the NDIS helped you with daily living activities?	62%	66%	69%	+7%
Has the NDIS helped you to meet more people?	55%	52%	51%	-4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	22%	20%	-6%
Has your involvement with the NDIS improved your health and wellbeing?	47%	44%	46%	-1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	34%	34%	-5%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	14%	13%	-2%
Has the NDIS helped you be more involved?	56%	57%	59%	+3%

Table E.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,662) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	69%	74%	79%	+10%
Has the NDIS helped you with daily living activities?	75%	79%	85%	+10%
Has the NDIS helped you to meet more people?	54%	60%	65%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	37%	40%	+7%
Has your involvement with the NDIS improved your health and wellbeing?	56%	59%	63%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	37%	35%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%	20%	-1%
Has the NDIS helped you be more involved?	64%	67%	73%	+9%

Table E.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=689) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	57%	62%	+7%
Has the NDIS improved the level of support for your family?	64%	65%	70%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	67%	71%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	70%	75%	+4%
Has the NDIS improved your health and wellbeing?	41%	37%	40%	-1%

Table E.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=123) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	41%	55%	56%	+16%
Has the NDIS improved the level of support for your family?	55%	66%	68%	+13%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	64%	64%	+6%
Has the NDIS improved your health and wellbeing?	36%	34%	37%	+1%

Table E.34 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=27,717) and ‘participants in community and social activities’ (n=28,241) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL³⁶

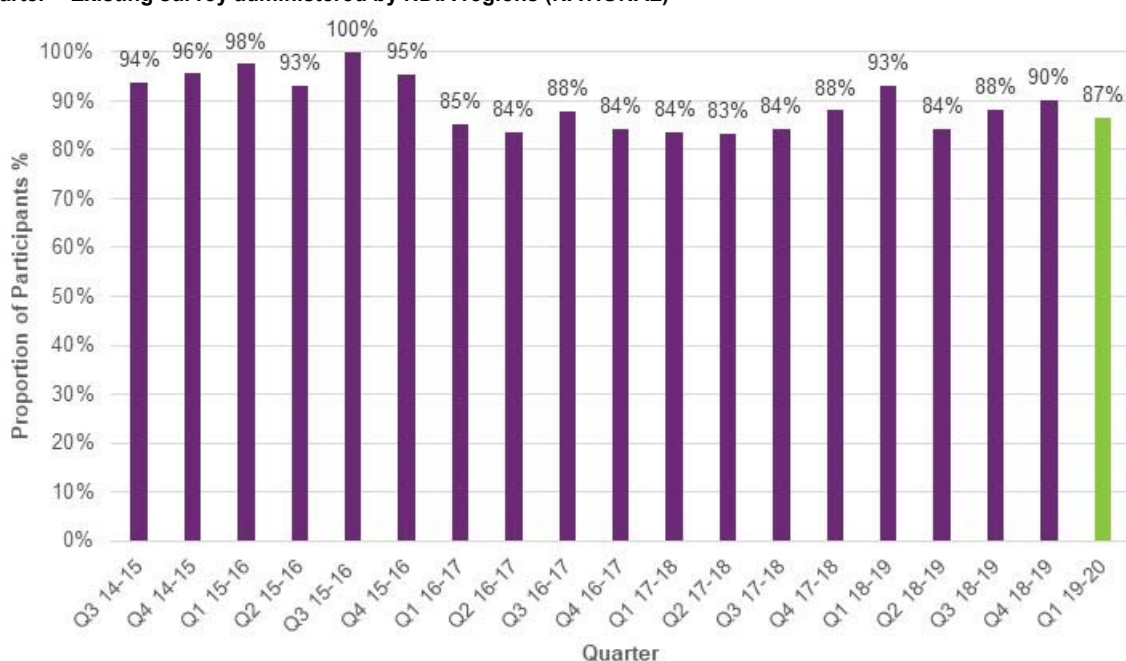
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	22%	24%
Aged 25+	27%	26%	25%	
Aged 15+ (average)	24%	24%	25%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	38%	44%	47%
Aged 25+	36%	42%	47%	
Aged 15+ (average)	35%	41%	46%	

³⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table E.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=2,614) and 'participants in community and social activities' (n=2,694) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL³⁷

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	13%	15%	17%	18%	24%
Aged 25+	21%	22%	19%	19%	
Aged 15+ (average)	20%	20%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	37%	43%	44%	47%
Aged 25+	36%	38%	46%	51%	
Aged 15+ (average)	35%	38%	46%	50%	

Figure E.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NATIONAL)*



* The result for Q1 of 2019-20 is based on 600 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 87% rated the process as either good or very good, 7% rated the process as neutral rating, and 7% rated the process as poor or very poor.

³⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Table E.36 Proportion of participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NATIONAL)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	3%	3%
I had enough time to tell my story and say what support I need	93%	3%	4%
The planner knows what I can do well	83%	10%	7%
The planner had some good ideas for my plan	84%	8%	8%
I know what is in my plan	87%	7%	5%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	86%	8%	6%
The planning meeting went well	91%	3%	5%

Table E.37 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NATIONAL)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	N = 3,074	N = 1,050
Are you happy with how coming into the NDIS has gone?	77%	82%
Was the person from the NDIS respectful?	95%	96%
Do you understand what will happen next with your plan?	71%	76%
Pre-planning	N = 3,327	N = 364
Did the person from the NDIS understand how your disability affects your life?	88%	85%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	82%	83%
Are you clear on what happens next with your plan?	75%	81%
Do you know where to go for more help with your plan?	81%	86%
Planning	N = 3,646	N = 1,157
Did the person from the NDIS understand how your disability affects your life?	87%	88%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	85%
Are you clear on what happens next with your plan?	76%	82%
Do you know where to go for more help with your plan?	82%	88%
Plan review	N = 3,233	N = 955
Did the person from the NDIS understand how your disability affects your life?	82%	87%
Did you feel prepared for your plan review?	83%	87%
Is your NDIS plan helping you to make progress towards your goals?	85%	85%

Table E.38 Plan reviews conducted per quarter – excluding plans less than 30 days – NATIONAL³⁸

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	351,386	63,909	415,295
<i>Early intervention plans</i>	70,263	11,676	81,939
<i>Permanent disability plans</i>	281,123	52,233	333,356

³⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure E.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL

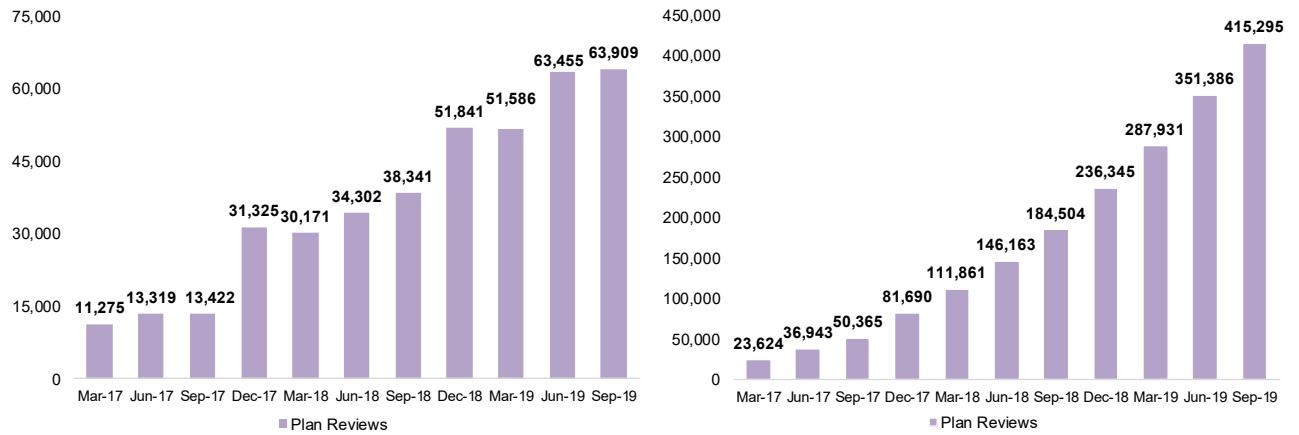


Table E.39 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL³⁹

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	282,918	52,911	335,829
<i>Trial participants</i>	74,023	5,903	79,926
<i>Transition participants</i>	208,895	47,008	255,903

Figure E.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL⁴⁰

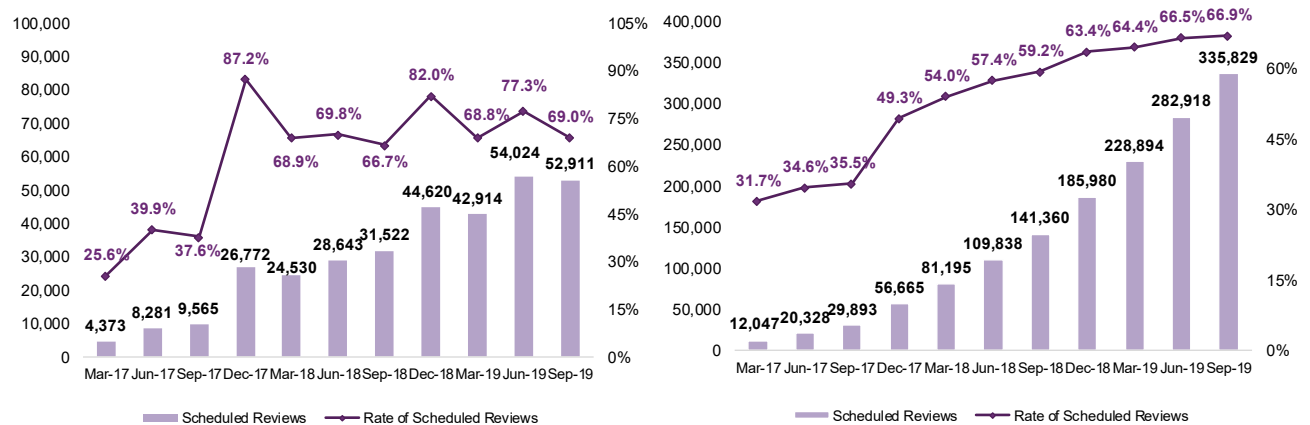


Table E.40 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL⁴¹

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	68,468	10,998	79,466
<i>Trial participants</i>	11,539	882	12,421
<i>Transition participants</i>	56,929	10,116	67,045

³⁹ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

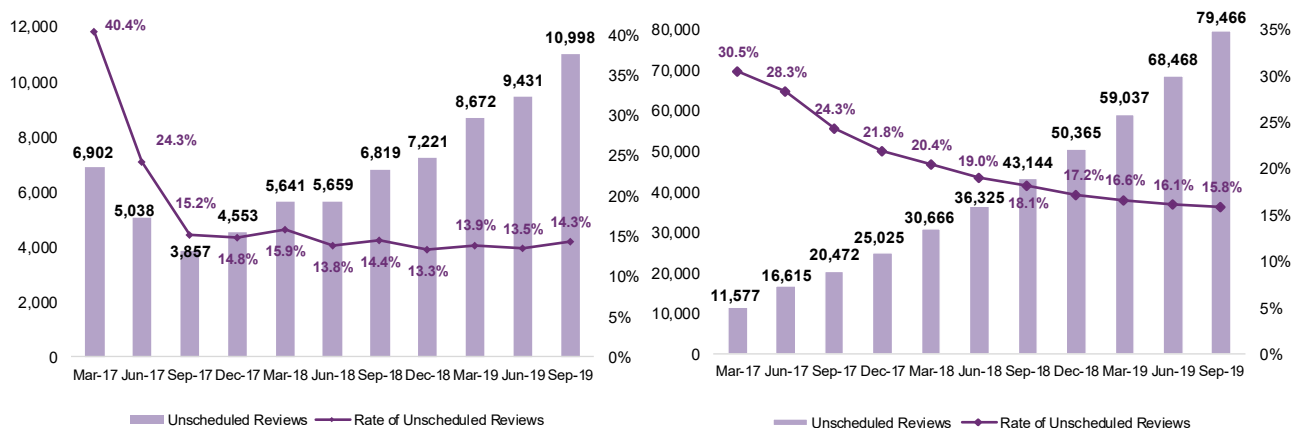
⁴⁰ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴¹ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.41 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL ⁴²

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	16.1%	14.3%	15.8%

Figure E.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL ⁴³

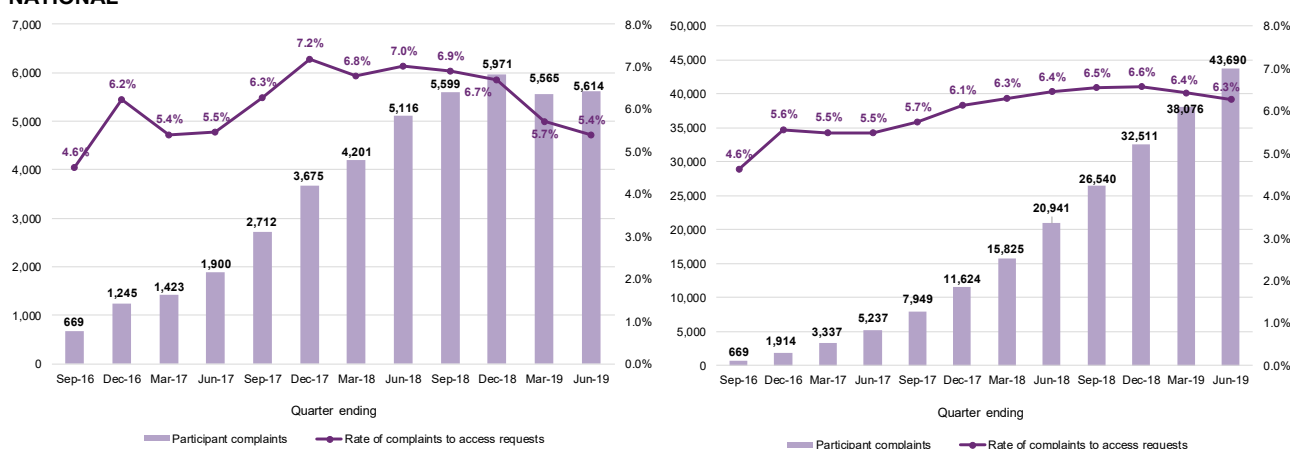


⁴² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴³ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table E.42 Complaints by quarter – NATIONAL⁴⁴

Complaints made by or on behalf of	Prior Quarters (Transition only)	2018-19 Q4	Transition Total	Number of unique complainants ⁴⁵
Participants or those who have sought access				
Complaints about service providers	1,900	358	2,258	1,943
Complaints about the Agency	33,087	5,123	38,210	24,138
Unclassified	3,089	133	3,222	2,893
Total	38,076	5,614	43,690	26,760
<i>% of all people who have sought access⁴⁶</i>	6.4%	5.4%	6.3%	
Registered providers				
Complaints about the Agency	2,480	251	2,731	2,207
Unclassified	349	40	389	345
Total	2,829	291	3,120	2,441
<i>% of all registered providers⁴⁷</i>	5.9%	3.8%	5.6%	
Other				
Complaints about the Agency	1,427	212	1,639	1,633
Unclassified	248	43	291	290
Total	1,675	255	1,930	1,917
Total	42,580	6,160	48,740	31,118

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL⁴⁸

⁴⁴ Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

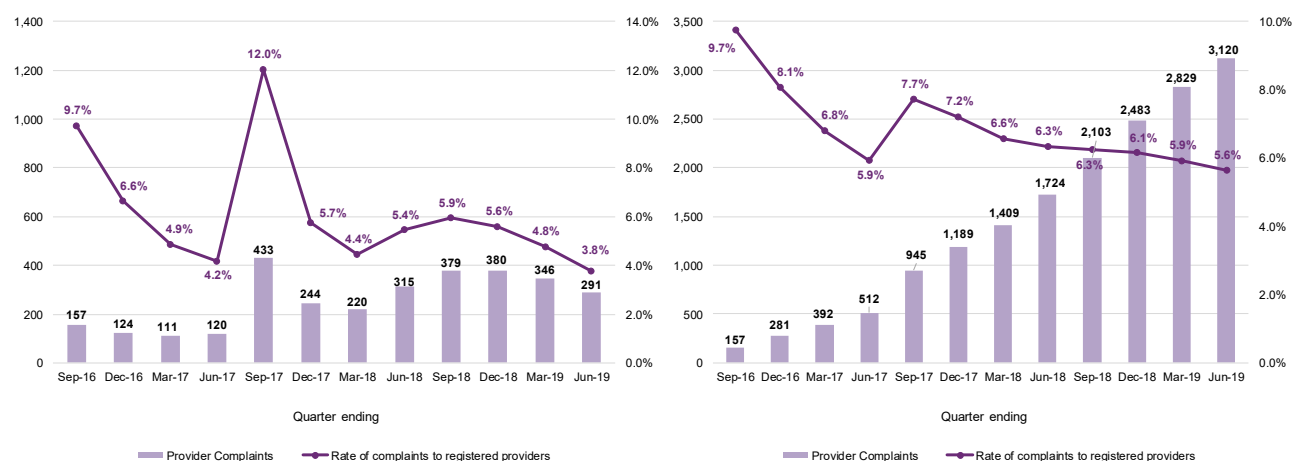
⁴⁵ Note that 71% of all complainants made only one complaint, 17% made two complaints and 12% made three or more complaints.

⁴⁶ This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁴⁷ This is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

⁴⁸ Complaints submitted after the end of 2018-19 Q4 have been excluded from the charts as the results for the most recent quarter may be impacted by a lag in data collection.

Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – NATIONAL^{49,50}



⁴⁹ Ibid.

⁵⁰ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

Table E.43 Complaints by type – NATIONAL⁵¹

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q4		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	418	(22%)	45	(13%)	463	(21%)
Service delivery	291	(15%)	72	(20%)	363	(16%)
Staff conduct	303	(16%)	66	(18%)	369	(16%)
Provider process	206	(11%)	37	(10%)	243	(11%)
Provider costs	194	(10%)	39	(11%)	233	(10%)
Other	488	(26%)	99	(28%)	587	(26%)
Total	1,900		358		2,258	
<i>Complaints about the Agency</i>						
Timeliness	11,518	(35%)	1,937	(38%)	13,455	(35%)
Individual needs	4,367	(13%)	456	(9%)	4,823	(13%)
Reasonable and necessary supports	4,255	(13%)	776	(15%)	5,031	(13%)
Information unclear	1,517	(5%)	143	(3%)	1,660	(4%)
The way the NDIA carried out its decision making	1,655	(5%)	398	(8%)	2,053	(5%)
Other	9,775	(30%)	1,413	(28%)	11,188	(29%)
Total	33,087		5,123		38,210	
<i>Unclassified</i>	3,089		133		3,222	
Registered providers						
<i>Complaints about the Agency</i>						
Timeliness	595	(24%)	80	(32%)	675	(25%)
Individual needs	331	(13%)	13	(5%)	344	(13%)
Provider Portal	381	(15%)	12	(5%)	393	(14%)
Information unclear	197	(8%)	7	(3%)	204	(7%)
Participation, engagement and inclusion	46	(2%)	1	(0%)	47	(2%)
Other	930	(38%)	138	(55%)	1,068	(39%)
Total	2,480		251		2,731	
<i>Unclassified</i>	349		40		389	
Other						
<i>Complaints about the Agency</i>						
Individual needs	371	(26%)	13	(6%)	384	(23%)
Timeliness	282	(20%)	55	(26%)	337	(21%)
Information unclear	155	(11%)	15	(7%)	170	(10%)
Participation, engagement and inclusion	59	(4%)	7	(3%)	66	(4%)
Staff conduct - Agency	56	(4%)	18	(8%)	74	(5%)
Other	504	(35%)	104	(49%)	608	(37%)
Total	1,427		212		1,639	
<i>Unclassified</i>	248		43		291	

⁵¹ Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table E.44 AAT Cases by category – NATIONAL⁵²

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	743	33%	189	43%	932	35%
Plan	1,084	49%	162	37%	1,246	47%
Plan Review	245	11%	45	10%	290	11%
Other	161	7%	41	9%	202	8%
Total	2,233	100%	437	100%	2,670	100%
% of all access decisions⁵³	0.35%		0.44%		0.36%	

Figure E.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – NATIONAL

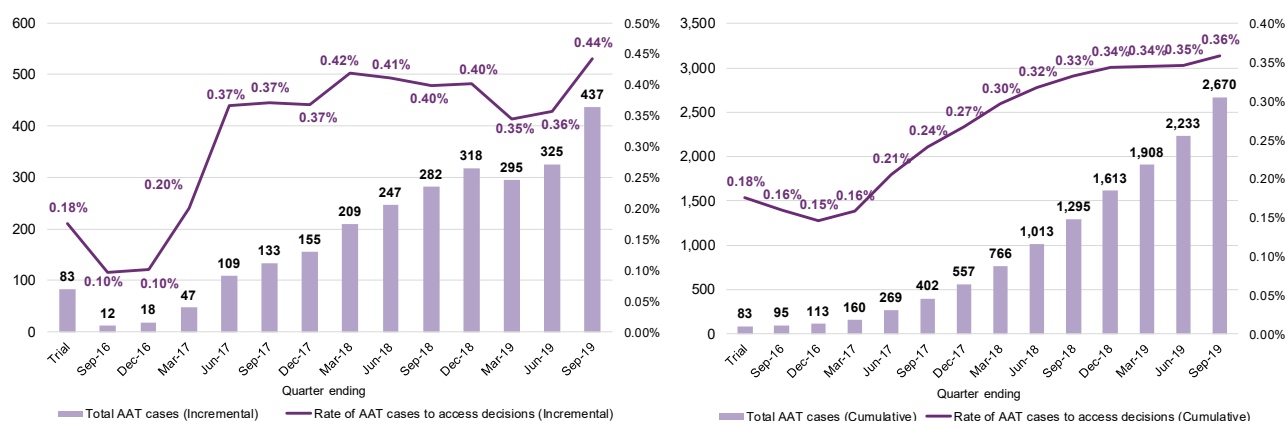


Table E.45 AAT cases by open/closed and decision – NATIONAL

	N
AAT Cases	2,670
Open AAT Cases	688
Closed AAT Cases	1,982
<i>Resolved before hearing</i>	<i>1,908</i>
<i>Gone to hearing and received a substantive decision</i>	<i>74*</i>

*Of the 74 cases which went to hearing and received a substantive decision: 29 affirmed the Agency's decision, 16 varied the Agency's decision and 29 set aside the Agency's decision.⁵⁴

⁵² Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

⁵³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

⁵⁴ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Table E.46 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL^{55,56}

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	17%	18%	17%
Self-managed partly	11%	13%	12%
Plan managed	30%	37%	32%
Agency managed	42%	32%	39%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NATIONAL⁵⁷

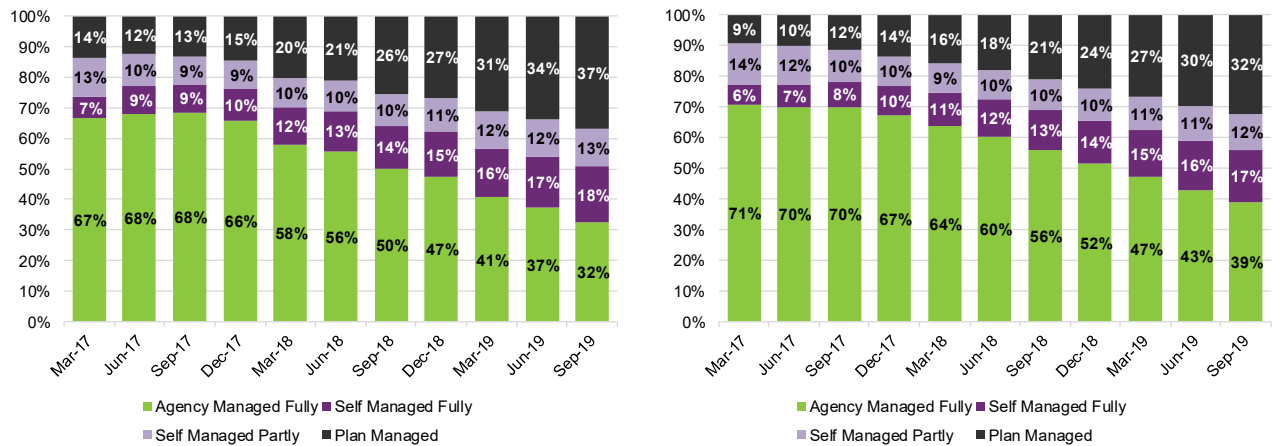


Table E.47 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL⁵⁸

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	38%	39%	39%

⁵⁵ Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁵⁶ Trial participants are not included.

⁵⁷ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

⁵⁸ Trial participants are not included.

Table E.48 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL^{59,60}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	137,549	70%	23,070	71%
30 to 59 days	21,957	11%	3,485	11%
60 to 89 days	10,619	5%	1,556	5%
Activated within 90 days	170,125	86%	28,111	87%
90 to 119 days	6,217	3%	860	3%
120 days and over	15,632	8%	1,067	3%
Activated after 90 days	21,849	11%	1,927	6%
No payments	5,301	3%	2,241	7%
Total plans approved	197,275	100%	32,279	100%

Table E.49 Proportion of active participants with plan activated within 12 months – NATIONAL

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	10,176	10,794	94%
Not Aboriginal and Torres Strait Islander	169,103	174,782	97%
Not Stated	8,584	8,892	97%
Total	187,863	194,468	97%
by Culturally and Linguistically Diverse status			
CALD	14,634	15,083	97%
Not CALD	171,635	177,744	97%
Not Stated	1,594	1,641	97%
Total	187,863	194,468	97%
by Remoteness			
Major Cities	122,296	126,300	97%
Regional	63,539	65,995	96%
Remote	2,001	2,144	93%
Missing	27	29	93%
Total	187,863	194,468	97%
by Primary Disability type			
Autism	57,273	59,286	97%
Intellectual Disability (including Down Syndrome)	52,356	53,945	97%
Psychosocial Disability	15,230	15,877	96%
Developmental Delay (including Global Developmental Delay)	8,670	9,135	95%
Other	54,334	56,225	97%
Total	187,863	194,468	97%

⁵⁹ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁶⁰ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table E.50 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarters 1-3 of 2018-19 – NATIONAL ^{61,62}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	37%	63%	39%
50% to 75%	24%	20%	24%
> 75%	39%	17%	38%
Total	100%	100%	100%

Table E.51 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL ^{63,64}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	47%	47%	47%
Lifelong Learning	12%	12%	12%
Other	11%	11%	11%
Non-categorised	33%	33%	33%
Any mainstream service	92%	94%	93%

Part Three: Providers and the growing market

Table E.52 Key markets indicators by quarter - NATIONAL

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant ⁶⁵	1.52	1.63
b) Number of providers delivering new types of supports	2,164	2,175
c) Share of payments - top 25% ⁶⁶		
<i>Daily Tasks/Shared Living (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	87%	87%

⁶¹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁶² This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶⁴ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

⁶⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁶ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.53 Cumulative number of providers that have been active by registration group - NATIONAL

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	376	46	422	12%
Assistance Animals	157	38	195	24%
Assistance with daily life tasks in a group or shared living arrangement	1,201	99	1,300	8%
Assistance with travel/transport arrangements	1,587	132	1,719	8%
Daily Personal Activities	2,073	164	2,237	8%
Group and Centre Based Activities	1,431	230	1,661	16%
High Intensity Daily Personal Activities	1,626	182	1,808	11%
Household tasks	3,245	264	3,509	8%
Interpreting and translation	267	38	305	14%
Participation in community, social and civic activities	2,291	179	2,470	8%
Assistive Technology				
Assistive equipment for recreation	343	34	377	10%
Assistive products for household tasks	368	19	387	5%
Assistance products for personal care and safety	1,984	139	2,123	7%
Communication and information equipment	430	137	567	32%
Customised Prosthetics	938	127	1,065	14%
Hearing Equipment	229	90	319	39%
Hearing Services	59	5	64	8%
Personal Mobility Equipment	1,049	159	1,208	15%
Specialised Hearing Services	104	7	111	7%
Vision Equipment	206	92	298	45%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,924	175	2,099	9%
Behaviour Support	1,139	105	1,244	9%
Community nursing care for high needs	666	75	741	11%
Development of daily living and life skills	1,721	143	1,864	8%
Early Intervention supports for early childhood	2,146	219	2,365	10%
Exercise Physiology and Physical Wellbeing activities	1,199	171	1,370	14%
Innovative Community Participation	533	87	620	16%
Specialised Driving Training	324	45	369	14%
Therapeutic Supports	7,161	380	7,541	5%
Capital services				
Home modification design and construction	597	110	707	18%
Specialised Disability Accommodation	174	21	195	12%
Vehicle Modifications	262	37	299	14%
Choice and control support services				
Management of funding for supports in participants plan	972	73	1,045	8%
Support Coordination	670	78	748	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	544	56	600	10%
Specialised Supported Employment	455	38	493	8%
Total active providers⁶⁷	12,637	797	13,434	6%

⁶⁷ Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

Table E.54 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NATIONAL

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	91	331	422	22%	78%	100%
Assistance Animals	19	176	195	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	135	1,165	1,300	10%	90%	100%
Assistance with travel/transport arrangements	310	1,409	1,719	18%	82%	100%
Daily Personal Activities	286	1,951	2,237	13%	87%	100%
Group and Centre Based Activities	164	1,497	1,661	10%	90%	100%
High Intensity Daily Personal Activities	206	1,602	1,808	11%	89%	100%
Household tasks	1,211	2,298	3,509	35%	65%	100%
Interpreting and translation	64	241	305	21%	79%	100%
Participation in community, social and civic activities	344	2,126	2,470	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	44	333	377	12%	88%	100%
Assistive products for household tasks	50	337	387	13%	87%	100%
Assistance products for personal care and safety	369	1,754	2,123	17%	83%	100%
Communication and information equipment	120	447	567	21%	79%	100%
Customised Prosthetics	183	882	1,065	17%	83%	100%
Hearing Equipment	40	279	319	13%	87%	100%
Hearing Services	6	58	64	9%	91%	100%
Personal Mobility Equipment	199	1,009	1,208	16%	84%	100%
Specialised Hearing Services	13	98	111	12%	88%	100%
Vision Equipment	38	260	298	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	377	1,722	2,099	18%	82%	100%
Behaviour Support	372	872	1,244	30%	70%	100%
Community nursing care for high needs	98	643	741	13%	87%	100%
Development of daily living and life skills	244	1,620	1,864	13%	87%	100%
Early Intervention supports for early childhood	1,026	1,339	2,365	43%	57%	100%
Exercise Physiology and Physical Wellbeing activities	353	1,017	1,370	26%	74%	100%
Innovative Community Participation	185	435	620	30%	70%	100%
Specialised Driving Training	94	275	369	25%	75%	100%
Therapeutic Supports	3,680	3,861	7,541	49%	51%	100%
Capital services						
Home modification design and construction	121	586	707	17%	83%	100%
Specialised Disability Accommodation	8	187	195	4%	96%	100%
Vehicle Modifications	39	260	299	13%	87%	100%
Choice and control support services						

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	173	872	1,045	17%	83%	100%
Support Coordination	129	619	748	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	61	539	600	10%	90%	100%
Specialised Supported Employment	39	454	493	8%	92%	100%
Total	5,776	7,658	13,434	43%	57%	100%

Part Four: Financial sustainability

Table E.55 Committed supports by financial year (\$m) - NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5

Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)

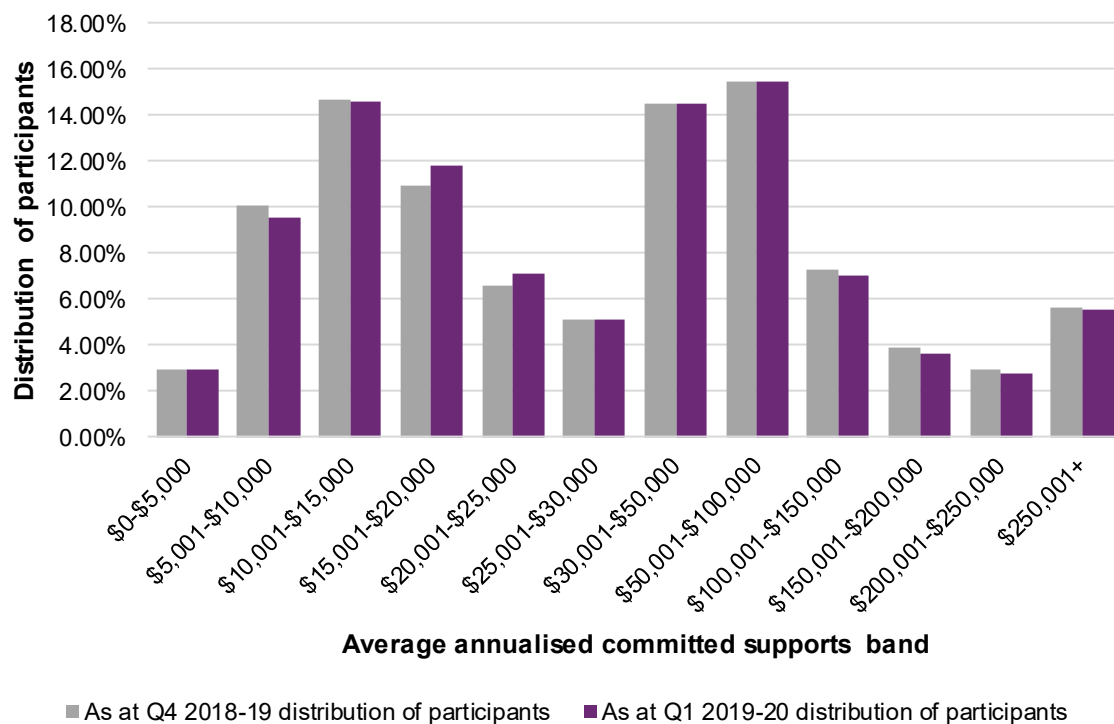


Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)

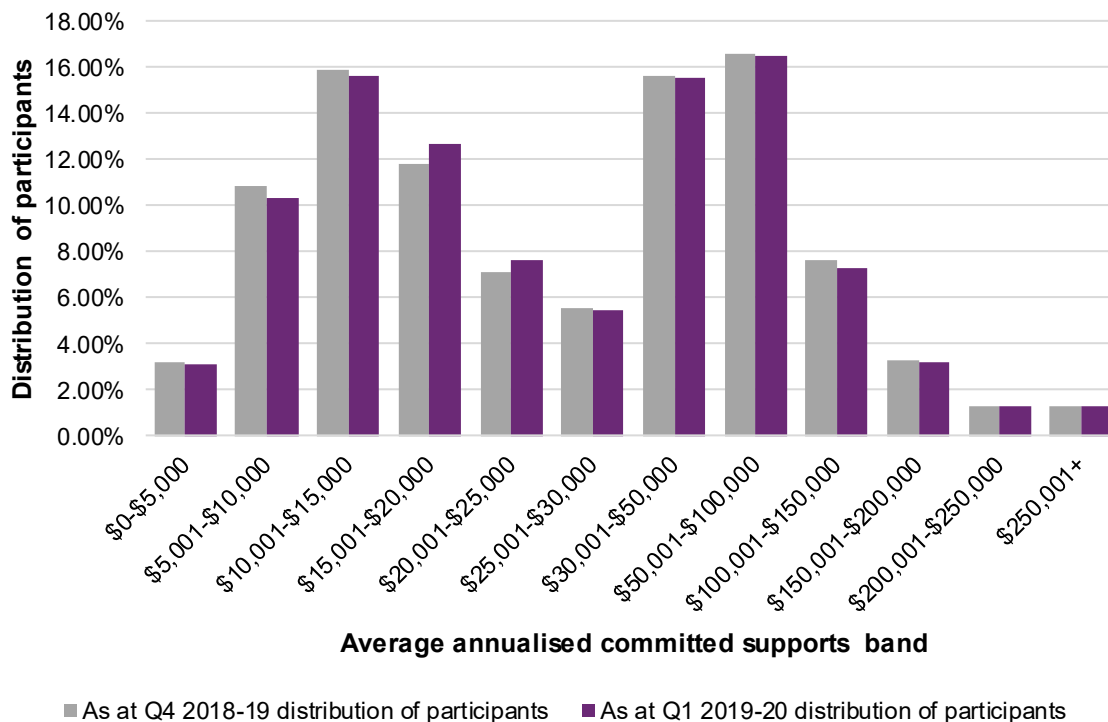


Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)

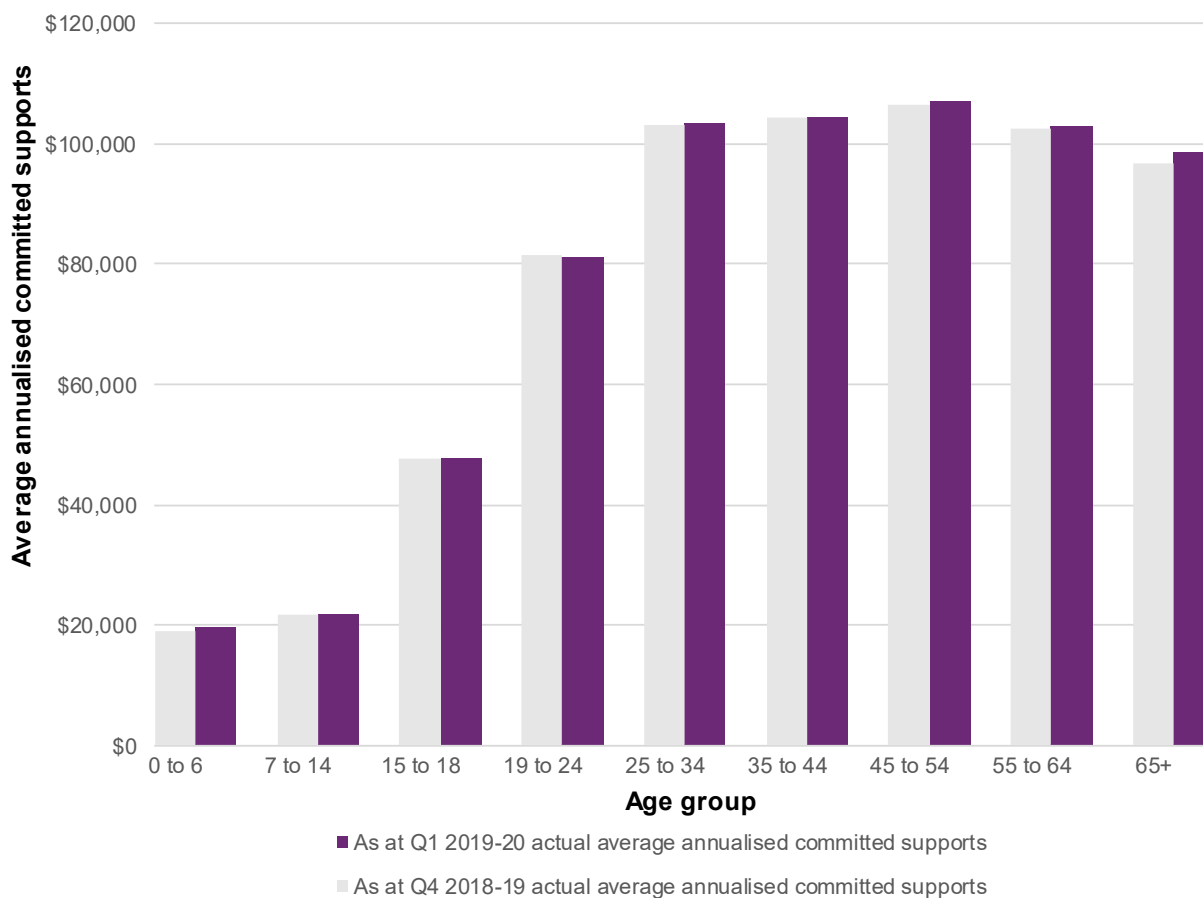


Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)

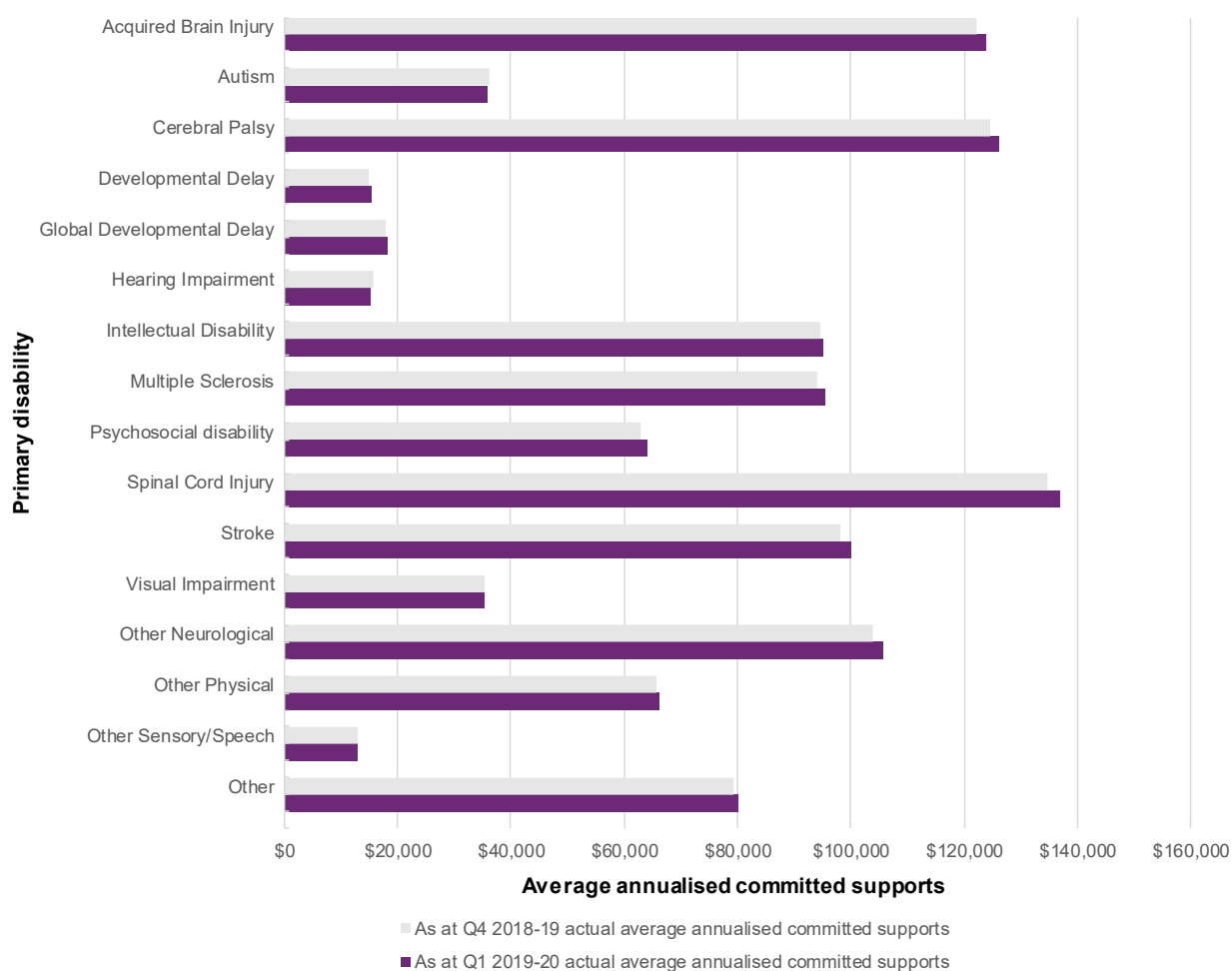


Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)

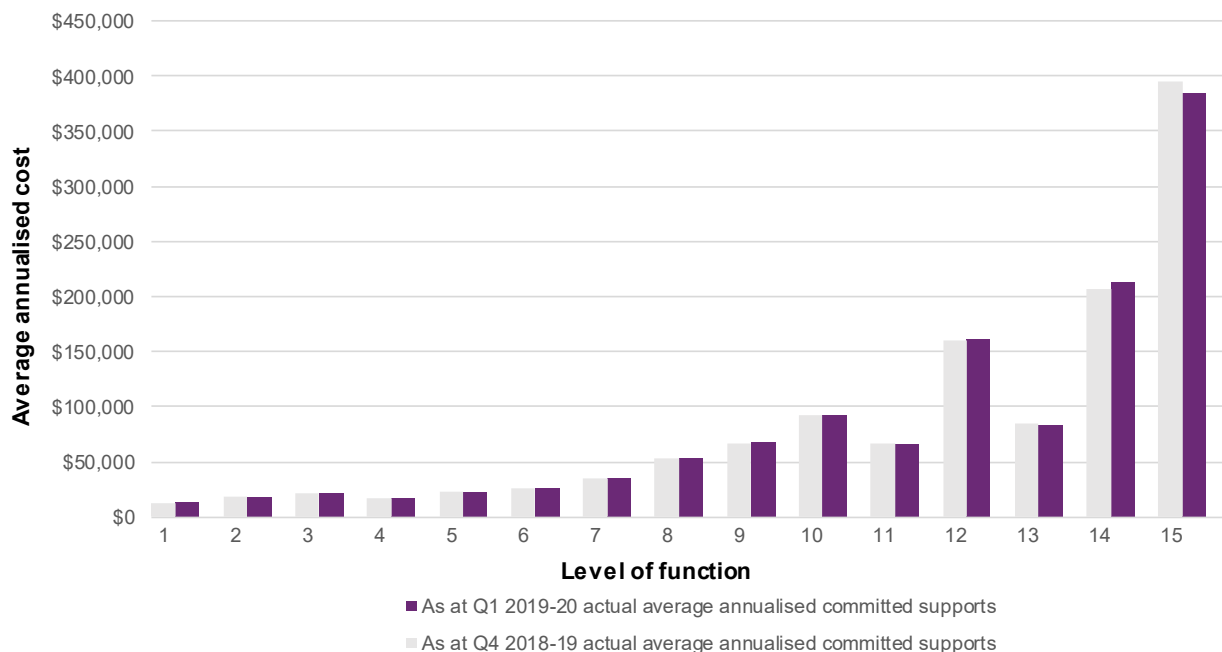


Table E.56 Payments by financial year, compared to committed supports (\$m) – NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5
Total Paid	85.8	370.9	704.1	2,182.2	5,408.6	10,074.6	2,993.9
% utilised to date	65%	75%	75%	67%	70%	69%	56%

Figure E.22 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NATIONAL)

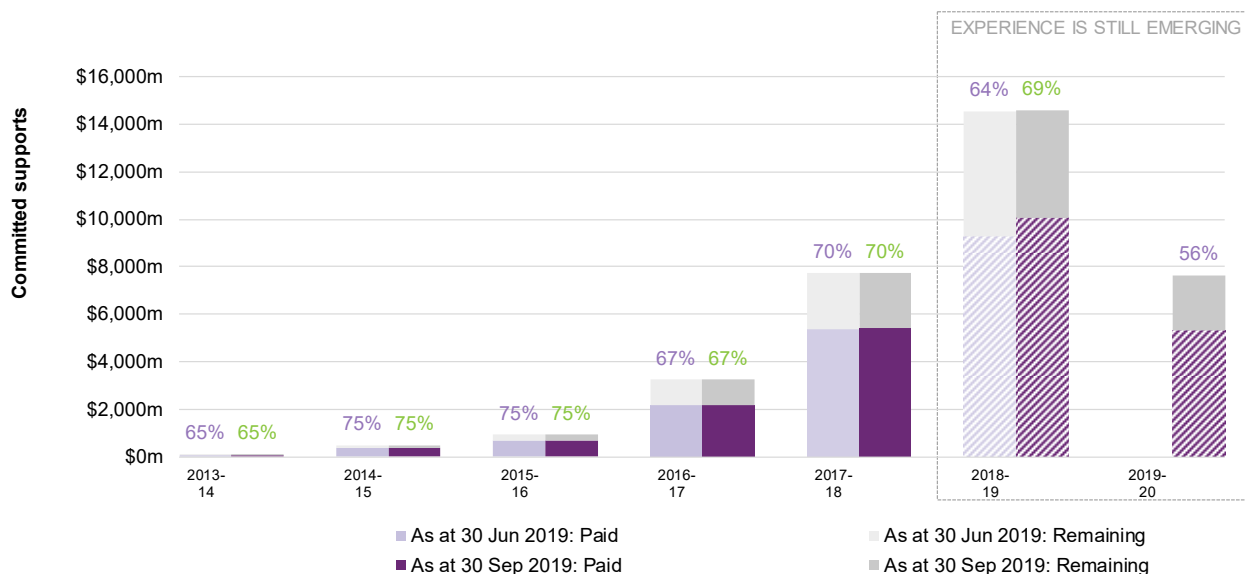


Figure E.23 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NATIONAL)⁶⁸

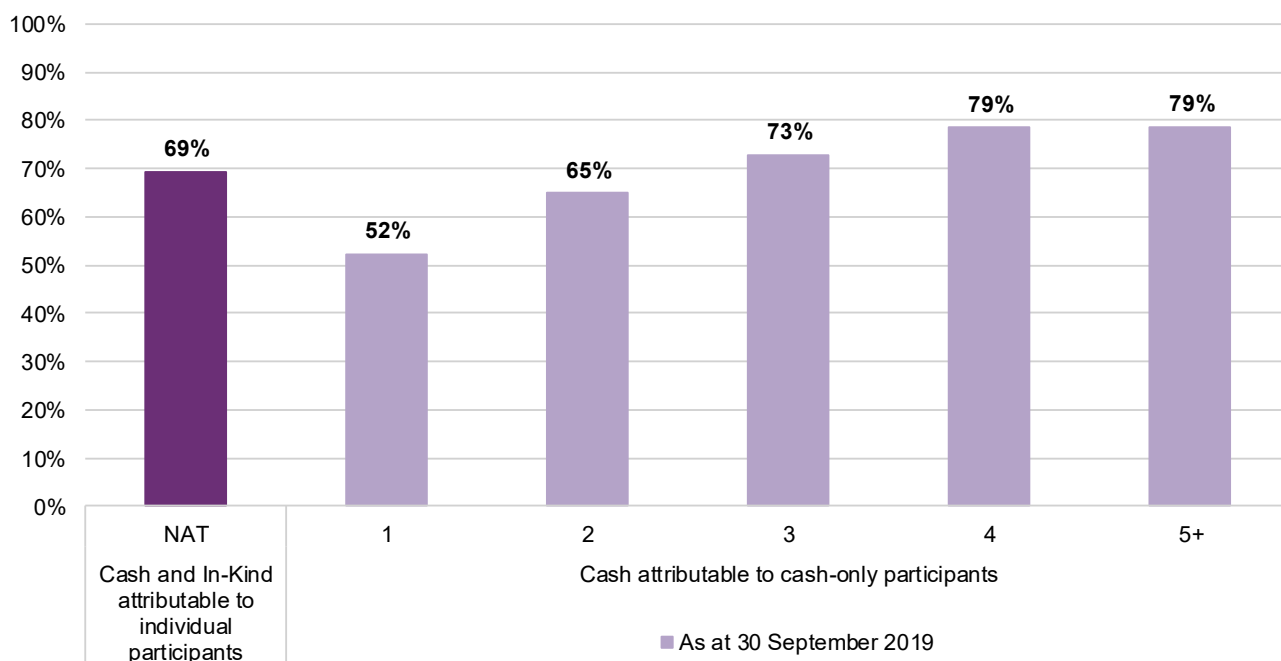
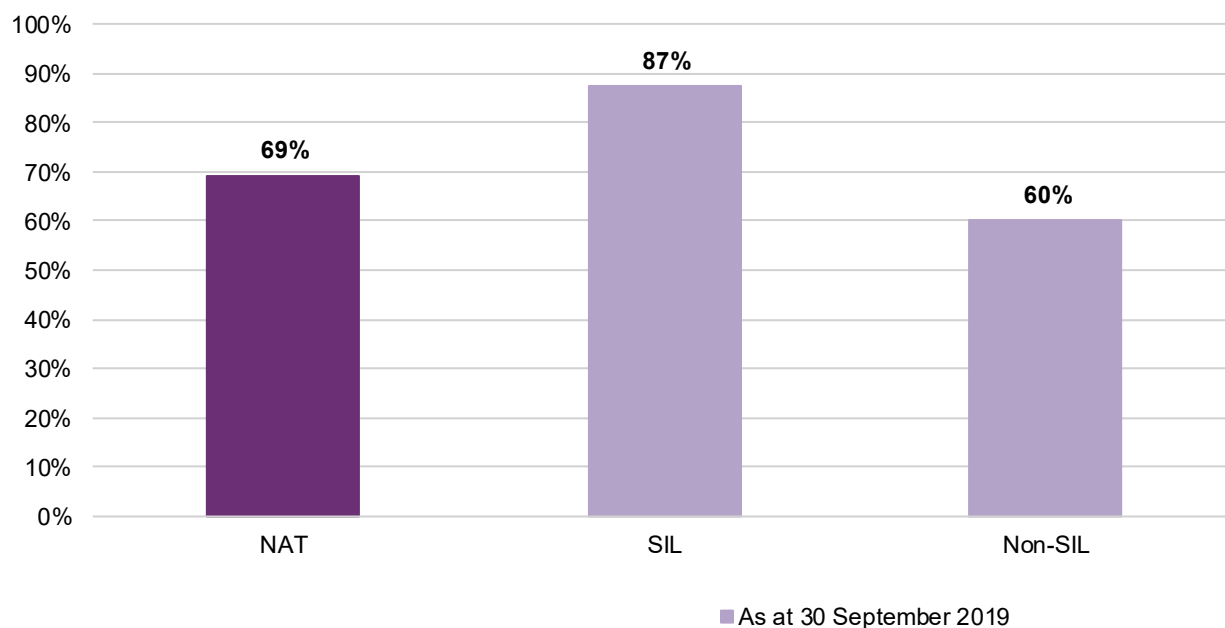


Figure E.24 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NATIONAL)⁶⁹



⁶⁸ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

⁶⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure E.25 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NATIONAL)⁷⁰

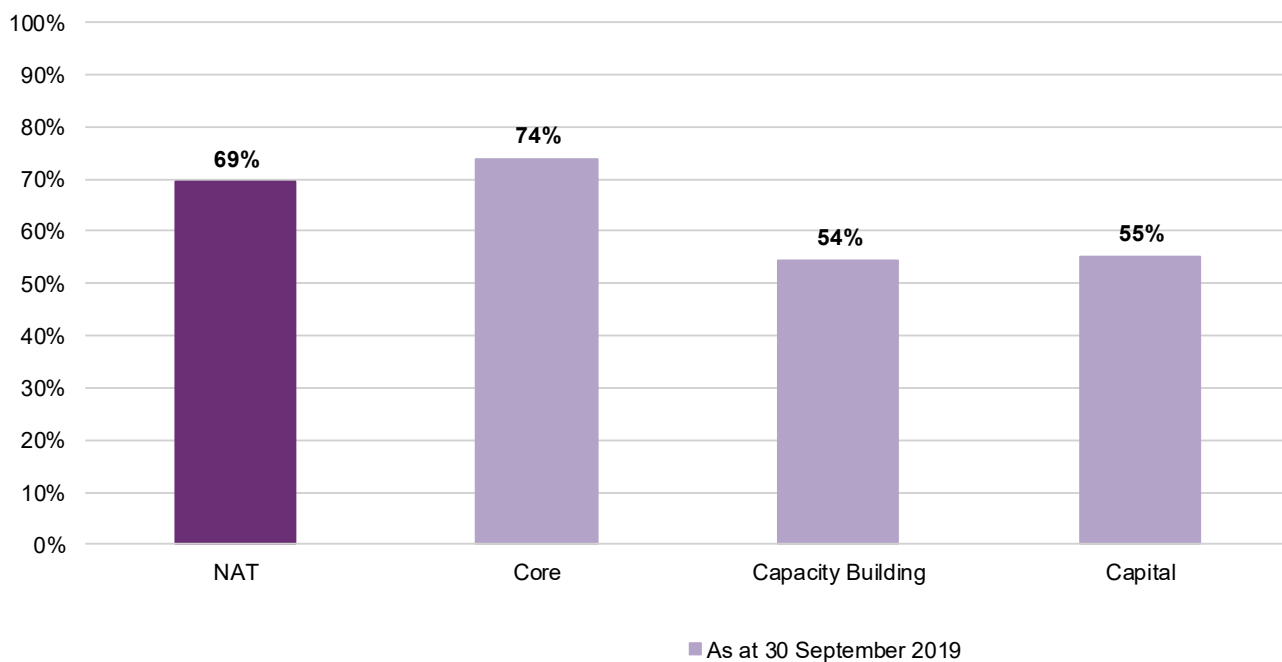
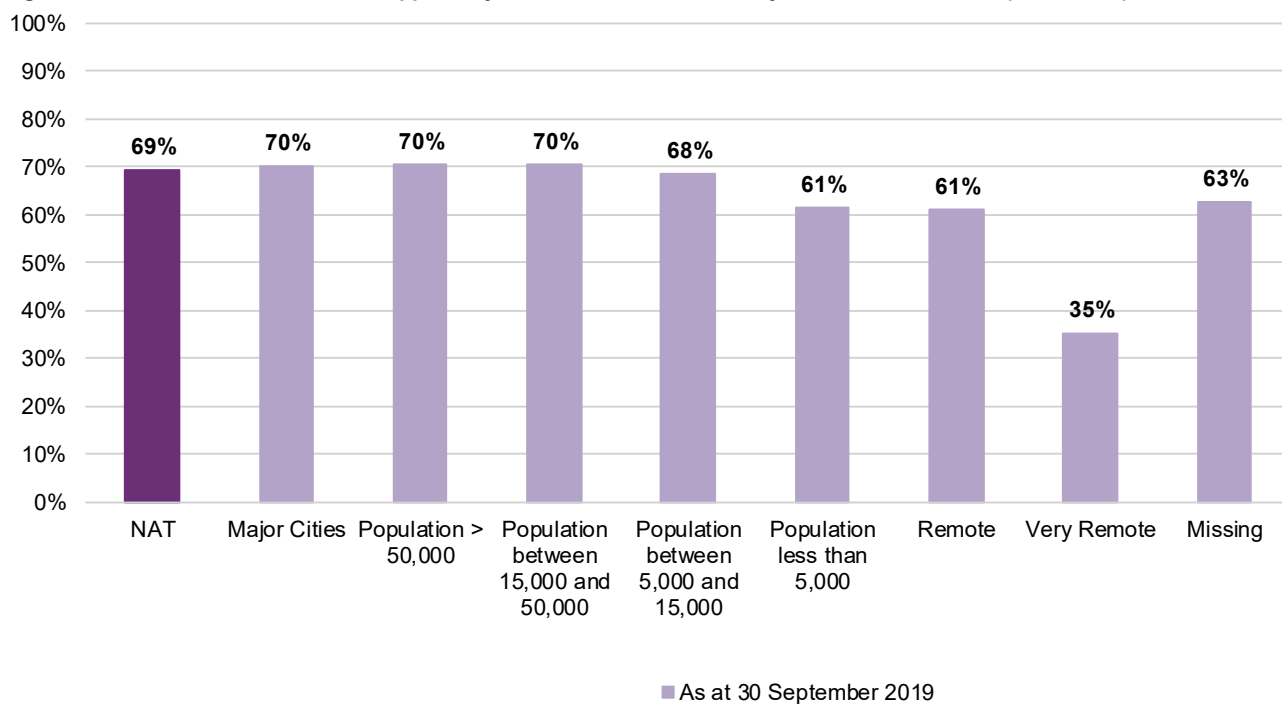


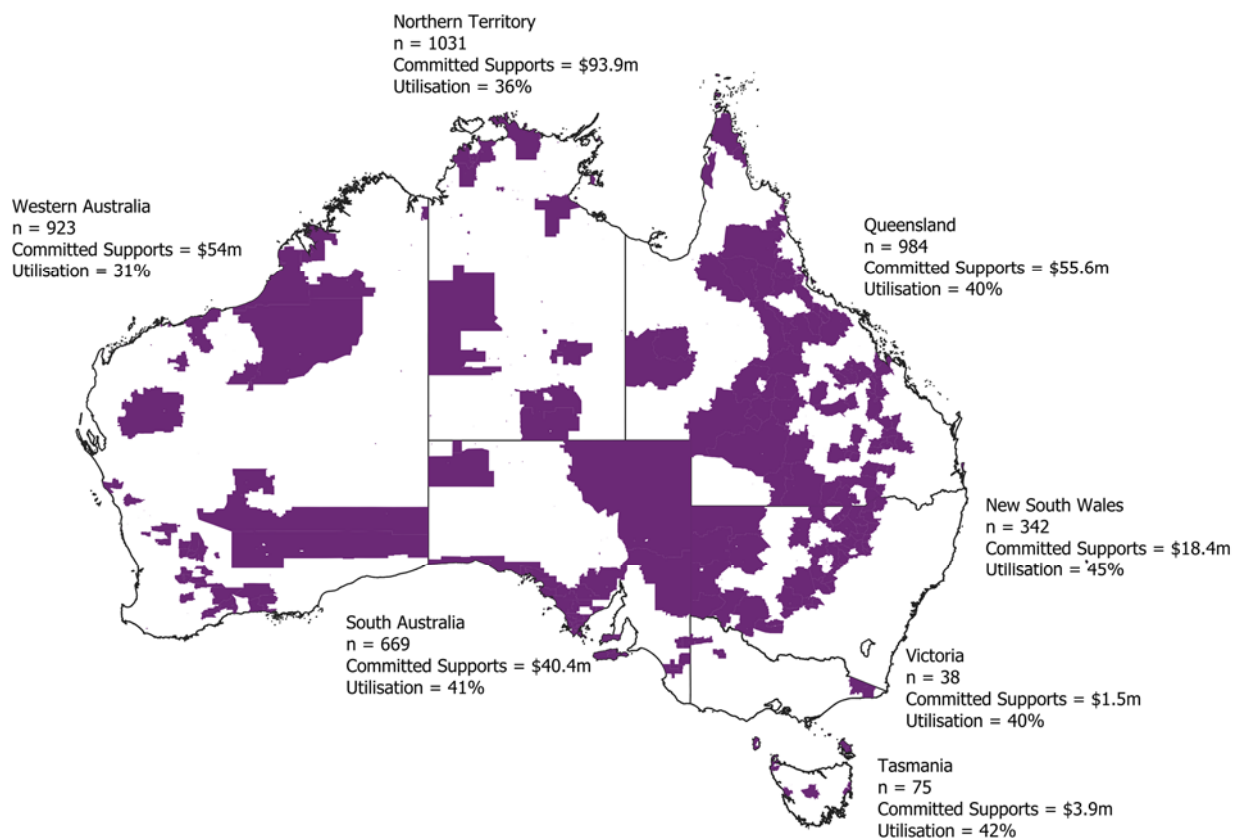
Figure E.26 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NATIONAL)⁷¹



⁷⁰ Ibid.

⁷¹ Ibid.

Figure E.27 Map of Australia depicting remote locations with non-SIL participants in the Scheme as at 30 September 2019 – Number of participants, total annualised committed supports and utilisation of a percentage total committed supports and utilisation of a percentage total committed by jurisdiction⁷²



⁷² The utilisation rates shown include experience from 1 January 2019 to 30 June 2019.

Appendix F:

New South Wales

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – NSW⁷³

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
NSW	100,103	6,716	106,819	1,442	108,261

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW⁷⁴

	Prior Quarters	2019-20 Q1	Total
Access decisions	128,773	10,584	139,357
Active Eligible	104,237	7,442	111,679
State	38,904	6,812	45,716
Commonwealth	53,437	222	53,659
New	11,896	408	12,304
Active Participant Plans (excl ECEI)	100,103	6,716	106,819
State	36,147	6,004	42,151
Commonwealth	52,428	287	52,715
New	11,528	425	11,953
Active Participant Plans	100,685	8,158	108,261
EI (s25) plans	18,506	2,746	21,252
PD (s24) plans	81,597	3,970	85,567
ECEI ⁷⁵	582	1,442	1,442

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – NSW

Exits	
Total participant exits	3,338
Early Intervention participants	387
Permanent disability participants	2,951

⁷³ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁷⁴ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 71% overall.

⁷⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table F.4 Cumulative position by services previously received – NSW⁷⁶

	Participant cohort				
	State	Commonwealth	New	ECEI ⁷⁷	Total
End of 2016-17 Q4	28,340	3,308	11,859	4,330	47,837
End of 2017-18 Q4	51,308	9,372	23,614	3,578	87,872
End of 2018-19 Q1	52,045	10,086	26,783	1,032	89,946
End of 2018-19 Q2	52,413	10,705	30,435	2,563	96,116
End of 2018-19 Q3	52,576	11,170	33,431	1,446	98,623
End of 2018-19 Q4	52,617	11,575	36,256	582	101,030
End of 2019-20 Q1	52,715	11,953	42,151	1,442	108,261

Table F.5 Cumulative position by entry into the Scheme – NSW⁷⁸

	Participant cohort			
	Early Intervention ⁷⁹	Permanent Disability ⁸⁰	ECEI ⁸¹	Total
End of 2016-17 Q4	6,798	36,709	4,330	47,837
End of 2017-18 Q4	12,414	71,880	3,578	87,872
End of 2018-19 Q1	13,903	75,011	1,032	89,946
End of 2018-19 Q2	15,745	77,808	2,563	96,116
End of 2018-19 Q3	17,276	79,901	1,446	98,623
End of 2018-19 Q4	18,543	81,905	582	101,030
End of 2019-20 Q1	21,252	85,567	1,442	108,261

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table F.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW⁸²

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	6,280	6.3%	585	8.7%	6,865	6.4%
Not Aboriginal and Torres Strait Islander	61,374	61.3%	5,035	75.0%	66,409	62.2%
Not Stated	32,449	32.4%	1,096	16.3%	33,545	31.4%
Total	100,103	100%	6,716	100%	106,819	100%

⁷⁶ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

⁷⁷ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁷⁸ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

⁷⁹ Participants who met Section 25 of the NDIS Act for access

⁸⁰ Participants who met Section 24 of the NDIS Act for access

⁸¹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁸² The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NSW⁸³

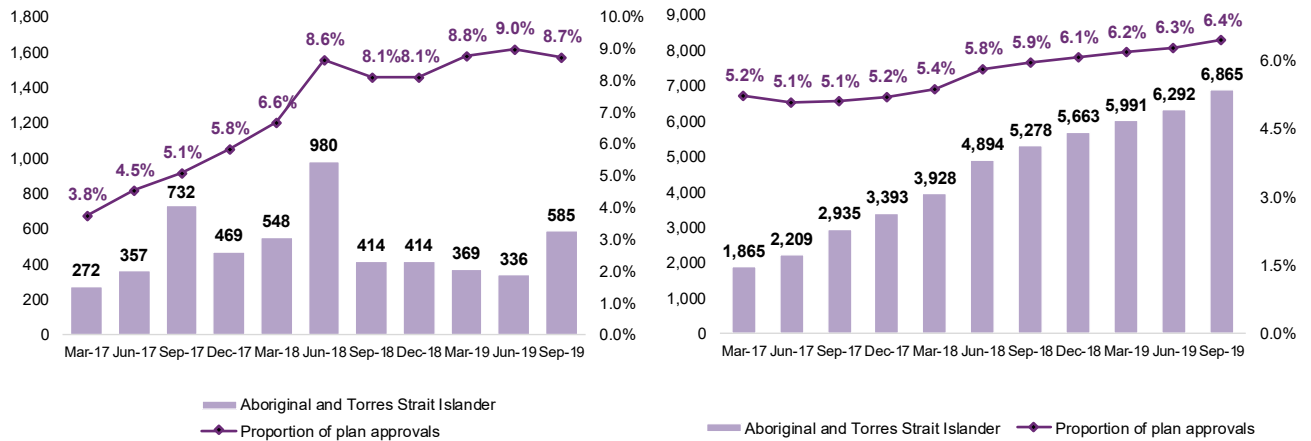


Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	9,519	9.5%	887	13.2%	10,406	9.7%
Not CALD	90,324	90.2%	5,810	86.5%	96,134	90.0%
Not Stated	260	0.3%	19	0.3%	279	0.3%
Total	100,103	100%	6,716	100%	106,819	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NSW⁸⁴

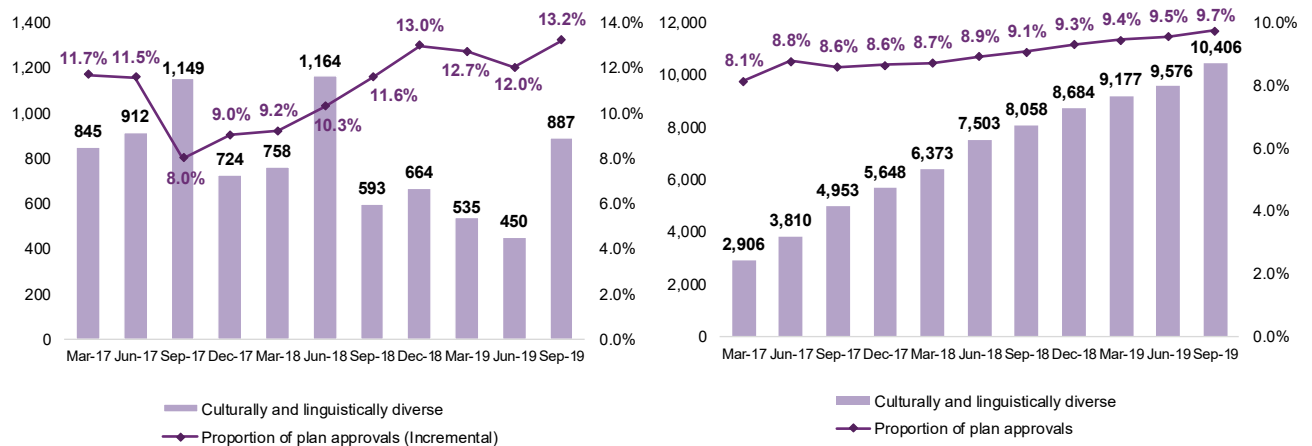


Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	2,085	20	2,105
Not YPIRAC	98,018	6,696	104,714
Total	100,103	6,716	106,819

⁸³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁸⁴ Ibid.

Figure F.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – NSW⁸⁵

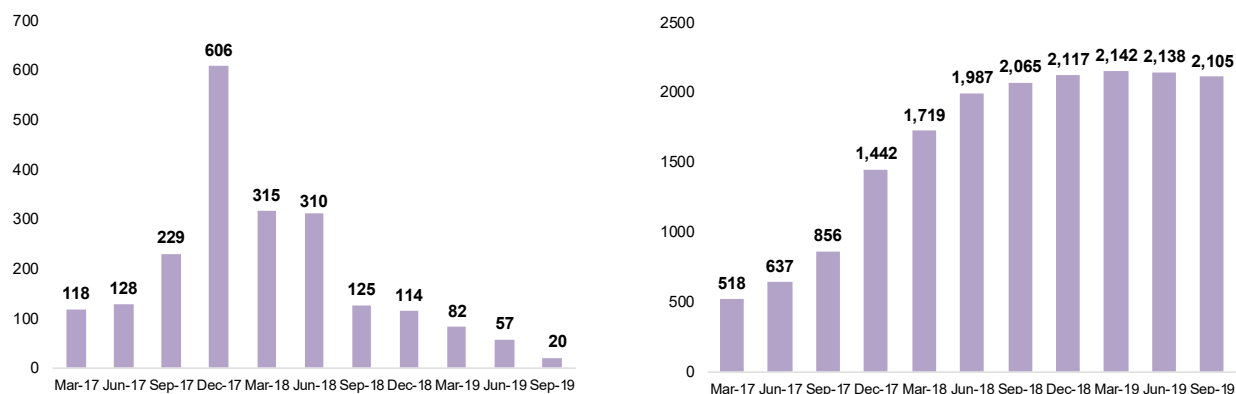


Table F.9 Participants who are YPIRAC by age group – NSW

Age group	All Quarters	
	N	%
Under 45	62	2.9%
45 to 54	298	14.2%
55 to 64	1,221	58.0%
65 and above	524	24.9%
Total YPIRAC	2,105	100%

Table F.10 Participant profile per quarter by remoteness – NSW^{86,87}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	70,018	69.9%	4,767	71.0%	74,785	70.0%
Population > 50,000	3,014	3.0%	218	3.2%	3,232	3.0%
Population between 15,000 and 50,000	13,608	13.6%	814	12.1%	14,422	13.5%
Population between 5,000 and 15,000	6,145	6.1%	381	5.7%	6,526	6.1%
Population less than 5,000	7,005	7.0%	491	7.3%	7,496	7.0%
Remote	247	0.2%	34	0.5%	281	0.3%
Very Remote	61	0.1%	<11		71	0.1%
Missing	<11		<11		<11	
Total	100,103	100%	6,716	100%	106,819	100%

⁸⁵ Ibid.

⁸⁶ This table is based on the Modified Monash Model measure of remoteness.

⁸⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NSW^{88,89}

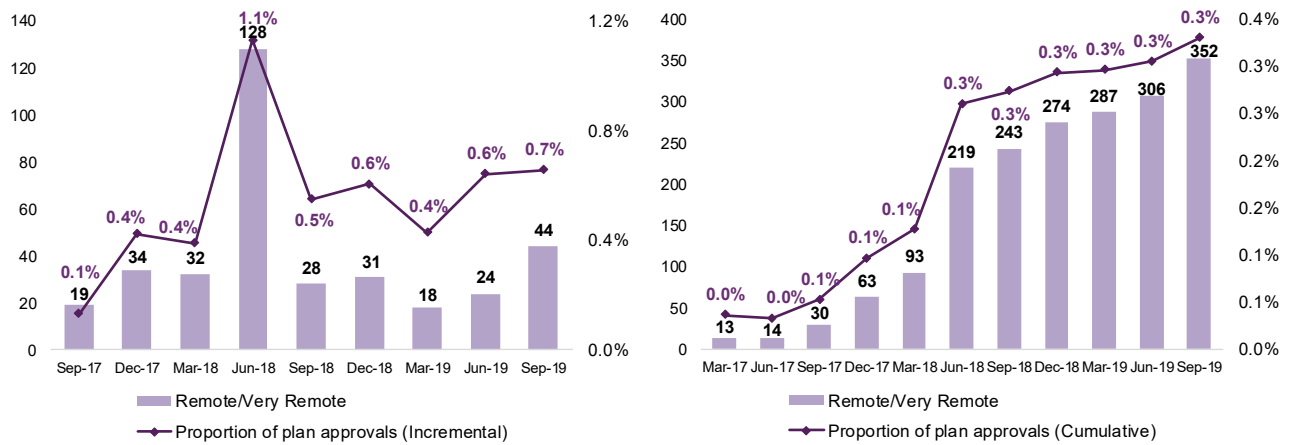


Table F.11 Participant profile per quarter by disability group - NSW^{90,91}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	31,011	31%	2,071	31%	33,082	31%
Intellectual Disability ⁹²	25,727	26%	585	9%	26,312	25%
Psychosocial disability	8,048	8%	740	11%	8,788	8%
Developmental Delay	3,788	4%	1,202	18%	4,990	5%
Other Neurological	4,658	5%	294	4%	4,952	5%
Cerebral Palsy	4,938	5%	80	1%	5,018	5%
Other Physical	3,935	4%	304	5%	4,239	4%
Hearing Impairment	4,376	4%	557	8%	4,933	5%
ABI	3,255	3%	116	2%	3,371	3%
Visual Impairment	2,523	3%	88	1%	2,611	2%
Multiple Sclerosis	1,932	2%	72	1%	2,004	2%
Global Developmental Delay	1,565	2%	396	6%	1,961	2%
Stroke	1,600	2%	109	2%	1,709	2%
Spinal Cord Injury	1,379	1%	55	1%	1,434	1%
Other Sensory/Speech	1,180	1%	37	1%	1,217	1%
Other	188	0%	<11		198	0%
Total	100,103	100%	6,716	100%	106,819	100%

⁸⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁸⁹ There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

⁹⁰ Table order based on national proportions (highest to lowest).

⁹¹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁹² Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,633).

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NSW⁹³

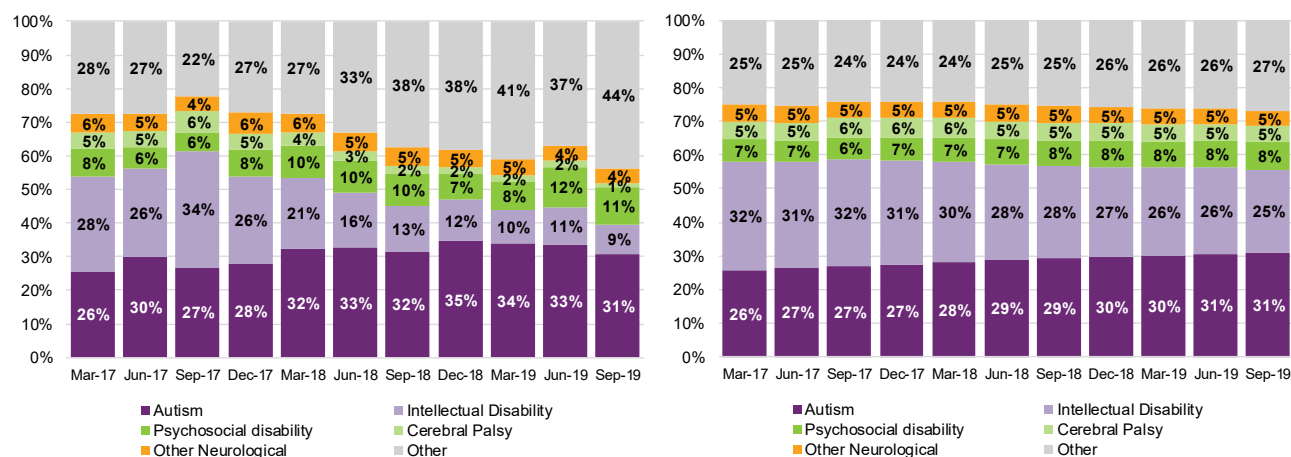


Table F.12 Participant profile per quarter by level of function – NSW⁹⁴

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	5,883	6%	1,197	18%	7,080	7%
2 (High Function)	204	0%	<11		208	0%
3 (High Function)	5,588	6%	536	8%	6,124	6%
4 (High Function)	8,205	8%	575	9%	8,780	8%
5 (High Function)	7,796	8%	638	9%	8,434	8%
6 (Moderate Function)	17,813	18%	1,323	20%	19,136	18%
7 (Moderate Function)	7,573	8%	507	8%	8,080	8%
8 (Moderate Function)	6,605	7%	338	5%	6,943	6%
9 (Moderate Function)	571	1%	26	0%	597	1%
10 (Moderate Function)	10,585	11%	527	8%	11,112	10%
11 (Low Function)	4,523	5%	137	2%	4,660	4%
12 (Low Function)	15,593	16%	636	9%	16,229	15%
13 (Low Function)	6,528	7%	253	4%	6,781	6%
14 (Low Function)	2,494	2%	17	0%	2,511	2%
15 (Low Function)	38	0%	<11		40	0%
Missing	104	0%	<11		104	0%
Total	100,103	100%	6,716	100%	106,819	100%

⁹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

⁹⁴ The distributions are calculated excluding participants with a missing level of function.

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NSW⁹⁵

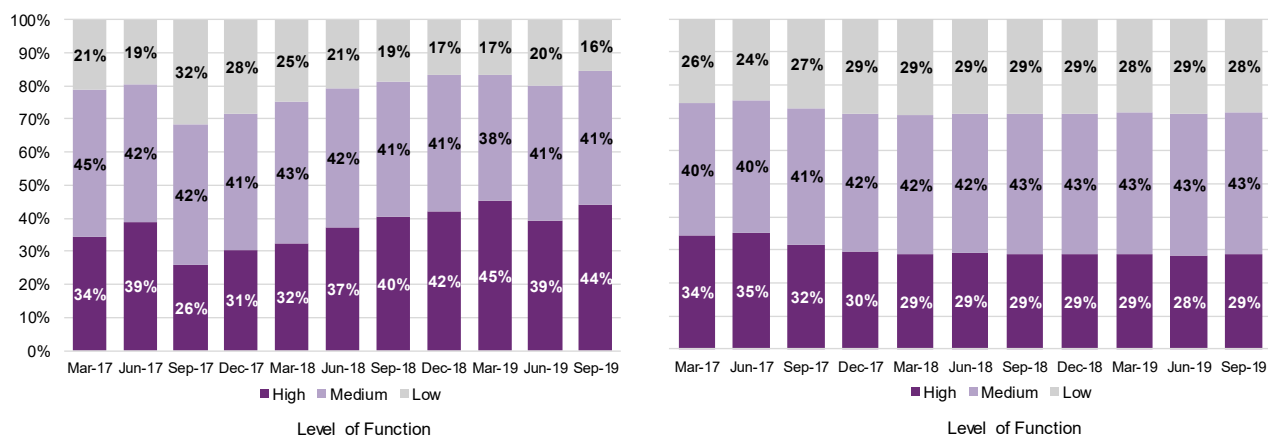


Table F.13 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	12,519	13%	3,068	46%	15,587	15%
7 to 14	25,359	25%	1,008	15%	26,367	25%
15 to 18	7,520	8%	370	6%	7,890	7%
19 to 24	10,370	10%	179	3%	10,549	10%
25 to 34	9,342	9%	351	5%	9,693	9%
35 to 44	8,699	9%	400	6%	9,099	9%
45 to 54	10,685	11%	533	8%	11,218	11%
55 to 64	12,366	12%	750	11%	13,116	12%
65+	3,243	3%	57	1%	3,300	3%
Total	100,103	100%	6,716	100%	106,819	100%

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NSW⁹⁶

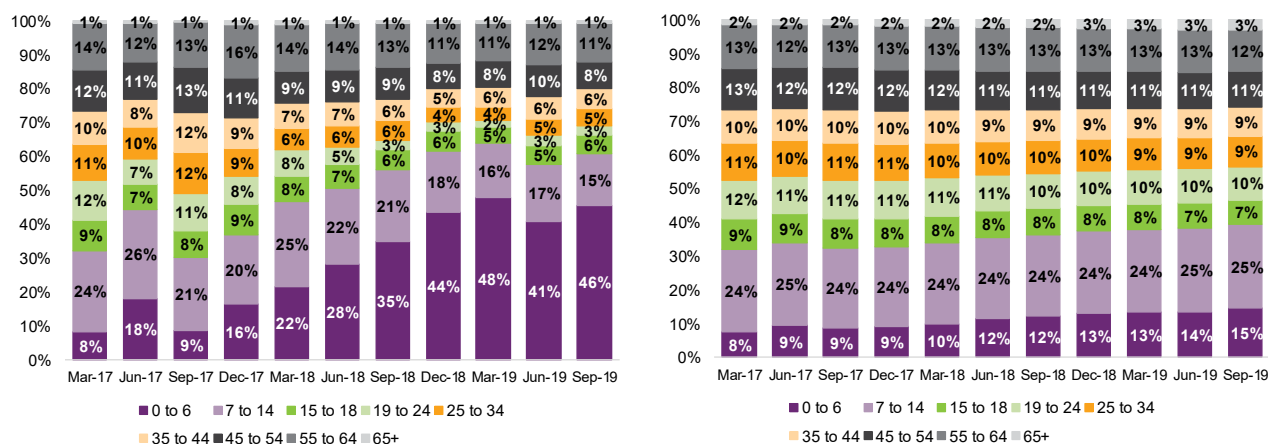


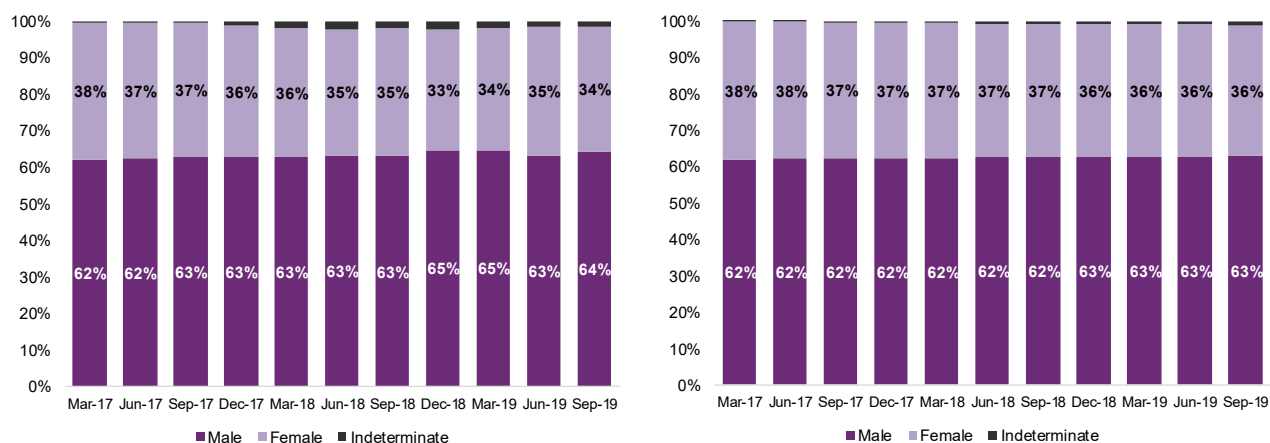
Table F.14 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	62,776	63%	4,316	64%	67,092	63%
Female	36,252	36%	2,303	34%	38,555	36%
Indeterminate	1,075	1%	97	1%	1,172	1%
Total	100,103	100%	6,716	100%	106,819	100%

⁹⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

⁹⁶ Ibid.

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NSW⁹⁷



Part Two: Participant experience and outcomes

Table F.15 Number of questionnaires completed by SFOF version - NSW⁹⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	2,888	5,772	5,757	2,512	16,929
Participant school to 14	7,655	11,062	5,079	1,566	25,362
Participant 15 to 24	6,025	6,093	1,452	551	14,121
Participant 25 and over	14,738	17,129	5,629	2,058	39,554
Total Participant	31,306	40,056	17,917	6,687	95,966
Family 0 to 14	9,742	16,394	10,666	4,020	40,822
Family 15 to 24	1,404	3,940	1,081	389	6,814
Family 25 and over	367	4,582	1,822	592	7,363
Total Family	11,513	24,916	13,569	5,001	54,999
Total	42,819	64,972	31,486	11,688	150,965

⁹⁷ Ibid.

⁹⁸ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table F.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC	% who say their child is able to tell them what he/she wants	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		63%		
CC	% who are happy with the level of independence/control they have now			37%	
CC	% who choose who supports them			35%	55%
CC	% who choose what they do each day			44%	64%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	27%
CC	% who want more choice and control in their life			80%	76%

Table F.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			30%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	34%

Table F.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		58%		
HM	% who are happy with their home			81%	73%
HM	% who feel safe or very safe in their home			86%	73%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			66%	63%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				57%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	26%
WK	% who volunteer			12%	12%

Table F.19 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	24%	22%
% receiving Carer Allowance	50%	47%	32%
% working in a paid job	48%	52%	37%
Of those in a paid job, % in permanent employment	75%	75%	78%
Of those in a paid job, % working 15 hours or more	79%	86%	85%
% who say they (and their partner) are able to work as much as they want	41%	48%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	22%
% able to advocate for their child/family member	78%	69%	63%
% who have friends and family they see as often as they like	47%	46%	47%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		38%	
% who feel in control selecting services		36%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	74%	61%	59%

Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=3,312) - participants who entered from 1 October 2017 to 30 September 2018 – NSW⁹⁹

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	62%

Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=12,073) - participants who entered from 1 October 2017 to 30 September 2018 – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	38%
REL	Has the NDIS improved your child's relationships with family and friends?	46%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,958) and ‘Participant 25 and over’ (n=16,195) - participants who entered from 1 October 2017 to 30 September 2018 – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	68%
DL	Has the NDIS helped you with daily living activities?	56%	71%
REL	Has the NDIS helped you to meet more people?	49%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP	Has the NDIS helped you be more involved?	53%	58%

⁹⁹ Results in Tables F.20 to F.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables F.24 to F.32.

Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=16,017); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,887) - participants who entered from 1 October 2017 to 30 September 2018 – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	46%
Has the NDIS improved the level of support for your family?	63%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	40%	33%

Table F.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=934) - participants who entered from 1 October 2016 to 30 September 2017 – NSW¹⁰⁰

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	88%	91%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	+1%
REL	Has the NDIS improved how your child fits into family life?	73%	77%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	61%	64%	+3%

Table F.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=8,102) - participants who entered from 1 October 2016 to 30 September 2017 – NSW

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	53%	61%	+9%
LL	Has the NDIS improved your child's access to education?	34%	37%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	48%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	43%	+5%

¹⁰⁰ Results in Tables F.24 to F.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.
September 2019 | COAG Disability Reform Council Quarterly Report

Table F.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=5,735) and ‘Participant 25 and over’ (n=11,536) - participants who entered from 1 October 2016 to 30 September 2017 – NSW

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	59%	65%	+6%	65%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	56%	64%	+8%	68%	78%	+10%
REL	Has the NDIS helped you to meet more people?	51%	55%	+4%	51%	60%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	-3%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	48%	55%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	38%	0%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	22%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	57%	65%	+8%

Table F.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=6,895); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,443) - participants who entered from 1 October 2016 to 30 September 2017 – NSW

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	49%	56%	6%	43%	49%	7%
	Has the NDIS improved the level of support for your family?	55%	64%	8%	56%	64%	9%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	67%	7%	54%	62%	8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	71%	7%			
	Has the NDIS improved your health and wellbeing?	34%	37%	3%	29%	32%	2%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school.

Table F.28 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF version ‘Participant school to 14’ (n=316) - participants who entered from 1 July 2016 to 30 September 2016 – NSW¹⁰¹

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	53%	65%	65%	12%
LL	Has the NDIS improved your child's access to education?	39%	39%	38%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	49%	6%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	45%	47%	1%

Table F.29 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=317) - participants who entered from 1 July 2016 to 30 September 2016 – NSW

15 to 24					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	62%	62%	67%	+5%
DL	Has the NDIS helped you with daily living activities?	62%	69%	70%	+9%
REL	Has the NDIS helped you to meet more people?	54%	54%	53%	-1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	24%	22%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	43%	48%	0%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	36%	35%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	14%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	57%	60%	+4%

¹⁰¹ Results in Tables F.28 to F.32 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table F.30 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 25 and over’ (n=1,048) - participants who entered from 1 July 2016 to 30 September 2016 – NSW

25 and over					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	79%	+11%
DL	Has the NDIS helped you with daily living activities?	75%	80%	86%	+10%
REL	Has the NDIS helped you to meet more people?	56%	64%	68%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	38%	44%	47%	+9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	57%	61%	64%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	35%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	26%	23%	-1%
S/CP	Has the NDIS helped you be more involved?	66%	69%	75%	+9%

Table F.31 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=240) - participants who entered from 1 July 2016 to 30 September 2016– NSW

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	53%	52%	63%	+10%
Has the NDIS improved the level of support for your family?	58%	61%	66%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	60%	62%	70%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	65%	73%	+9%
Has the NDIS improved your health and wellbeing?	38%	32%	38%	-1%

Table F.32 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=51) - participants who entered from 1 July 2016 to 30 September 2016 – NSW

Question	15 and over			
	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	46%	62%	56%	+11%
Has the NDIS improved the level of support for your family?	53%	69%	66%	+13%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	57%	66%	61%	+4%
Has the NDIS improved your health and wellbeing?	27%	34%	36%	+8%

Table F.33 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=16,567) and ‘participants in community and social activities’ (n=16,896) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017– NSW¹⁰²

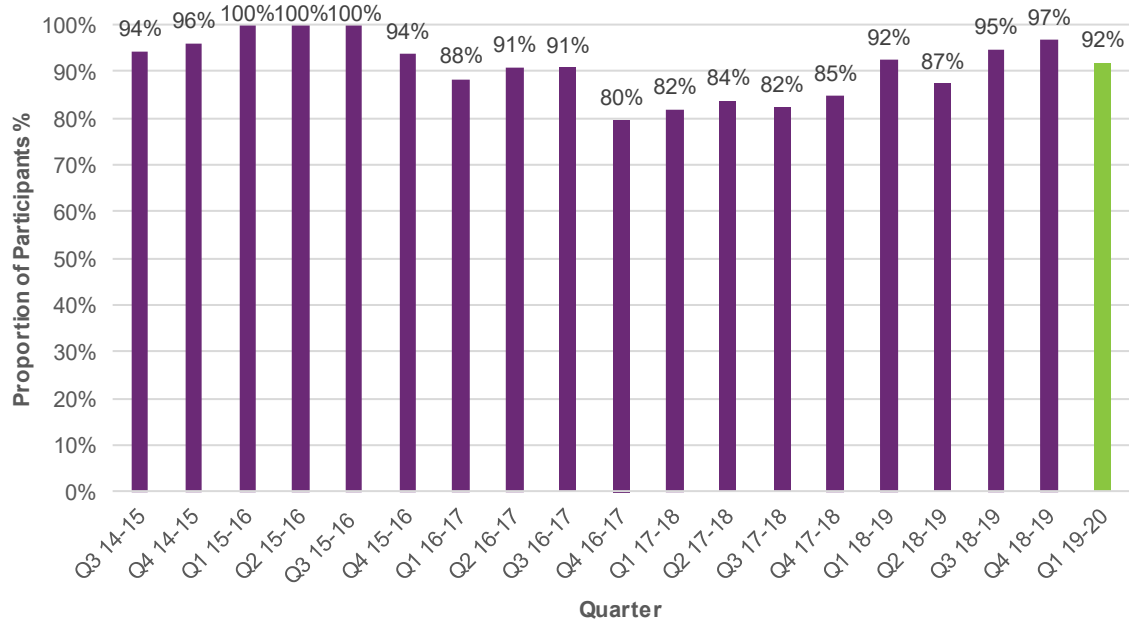
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	14%	19%	23%	24%
Aged 25+	29%	29%	27%	
Aged 15+ (average)	25%	26%	26%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	31%	39%	45%	47%
Aged 25+	35%	42%	47%	
Aged 15+ (average)	34%	41%	47%	

¹⁰² Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table F.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=1,718) and 'participants in community and social activities' (n=1,777) at entry, first, second and third plan review –NSW¹⁰³

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	14%	17%	17%	19%	26%
Aged 25+	22%	23%	19%	19%	
Aged 15+ (average)	20%	22%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	30%	34%	44%	46%	47%
Aged 25+	36%	38%	48%	53%	
Aged 15+ (average)	35%	37%	48%	52%	

Figure F.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NSW)*



*The result for Q1 of 2019-20 is based on 74 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 92% gave a rating of good or very good, 5% gave a neutral rating and 3% gave a rating of poor or very poor.

¹⁰³ Result Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Table F.35 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	95%	4%	1%
I had enough time to tell my story and say what support I need	96%	3%	1%
The planner knows what I can do well	88%	7%	5%
The planner had some good ideas for my plan	87%	7%	7%
I know what is in my plan	92%	7%	1%
The planner helped me think about my future	87%	7%	7%
I think my plan will make my life better	83%	8%	9%
The planning meeting went well	92%	4%	4%

Table F.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NSW)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 404	n = 251
Are you happy with how coming into the NDIS has gone?	77%	87%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	72%	77%
Pre-planning	n = 580	n = 126
Did the person from the NDIS understand how your disability affects your life?	93%	83%
Did you understand why you needed to give the information you did?	97%	94%
Were decisions about your plan clearly explained?	88%	80%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	83%	88%
Planning	n = 573	n = 371
Did the person from the NDIS understand how your disability affects your life?	92%	88%
Did you understand why you needed to give the information you did?	96%	98%
Were decisions about your plan clearly explained?	86%	87%
Are you clear on what happens next with your plan?	81%	85%
Do you know where to go for more help with your plan?	84%	89%
Plan review	n = 1,302	n = 356
Did the person from the NDIS understand how your disability affects your life?	80%	89%
Did you feel prepared for your plan review?	83%	90%
Is your NDIS plan helping you to make progress towards your goals?	84%	87%

Table F.37 Plan reviews conducted per quarter – excluding plans less than 30 days – NSW¹⁰⁴

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	159,662	23,088	182,750
<i>Early intervention plans</i>	23,619	3,990	27,609
<i>Permanent disability plans</i>	136,043	19,098	155,141

Figure F.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NSW

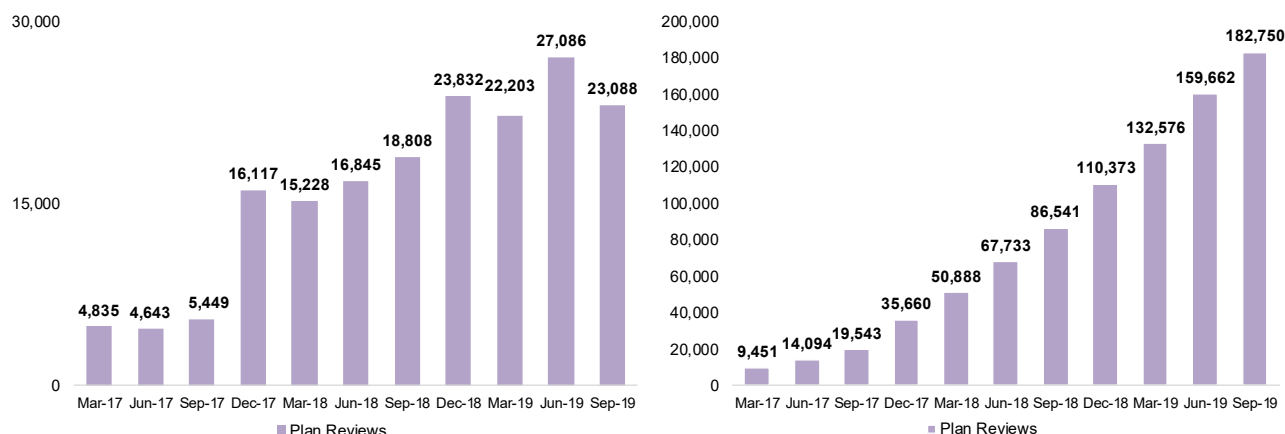


Table F.38 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	130,010	19,389	149,399
<i>Trial participants</i>	22,335	1,653	23,988
<i>Transition participants</i>	107,675	17,736	125,411

Figure F.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW¹⁰⁵

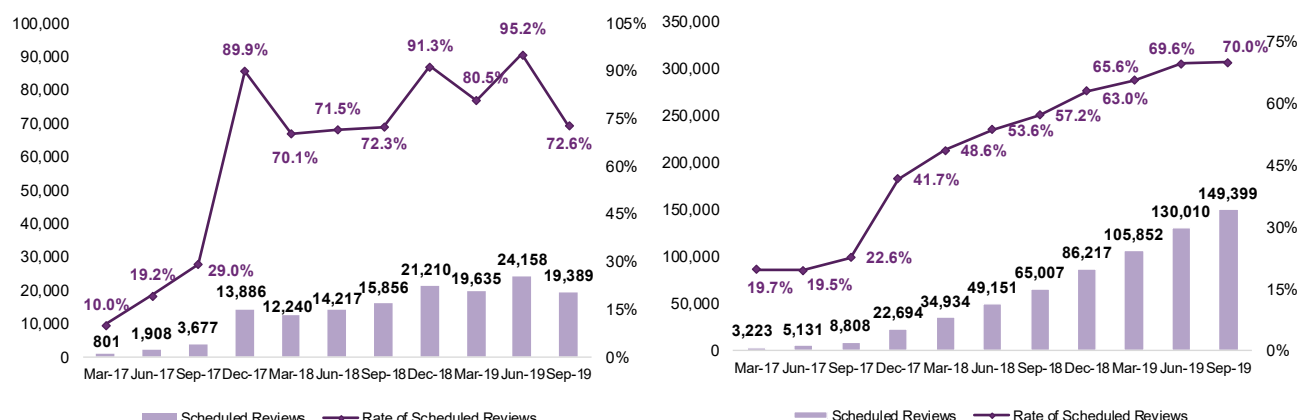


Table F.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	29,652	3,699	33,351
<i>Trial participants</i>	3,370	294	3,664
<i>Transition participants</i>	26,282	3,405	29,687

¹⁰⁴ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

¹⁰⁵ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table F.40 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW¹⁰⁶

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	18.4%	14.6%	17.9%

Figure F.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW¹⁰⁷

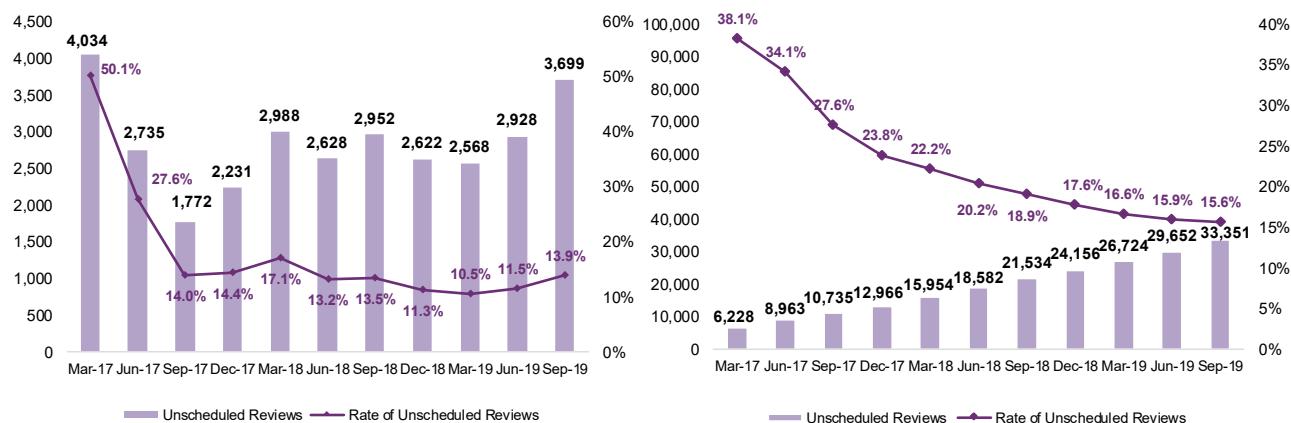


Table F.41 AAT Cases by category – NSW¹⁰⁸

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	341	35%	60	41%	401	36%
Plan	440	45%	59	40%	499	45%
Plan Review	116	12%	19	13%	135	12%
Other	71	7%	<11		81	7%
Total	968	100%	148	100%	1,116	100%
% of all access decisions¹⁰⁹	0.36%		0.86%		0.39%	

¹⁰⁶ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁰⁷ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁰⁸ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

¹⁰⁹ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.42 AAT cases by open/closed and decision – NSW

	N
AAT Cases	1,116
Open AAT Cases	254
Closed AAT Cases	862
<i>Resolved before hearing</i>	828
<i>Gone to hearing and received a substantive decision</i>	34*

*Of the 34 cases which went to hearing and received a substantive decision: 14 affirmed the Agency's decision, 7 varied the Agency's decision and 13 set aside the Agency's decision.

Table F.43 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	16%	17%	16%
Self-managed partly	10%	11%	10%
Plan managed	28%	34%	30%
Agency managed	46%	38%	44%
Total	100%	100%	100%

Figure F.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NSW¹¹⁰

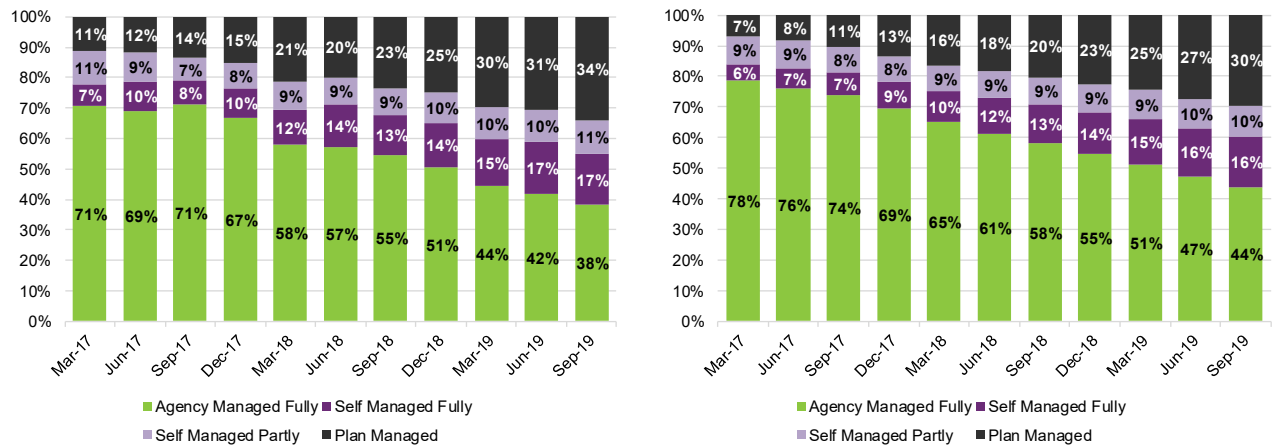


Table F.44 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	33%	38%	34%

¹¹⁰ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table F.45 Duration to plan activation by quarter of initial plan approval for active participants – NSW^{111,112}

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	57,509	69%	2,744	65%
30 to 59 days	9,851	12%	645	15%
60 to 89 days	4,485	5%	245	6%
Activated within 90 days	71,845	86%	3,634	87%
90 to 119 days	2,630	3%	125	3%
120 days and over	6,847	8%	169	4%
Activated after 90 days	9,477	11%	294	7%
No payments	1,896	2%	270	6%
Total plans approved	83,218	100%	4,198	100%

¹¹¹ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹¹² In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table F.46 Proportion of active participants with plan activated within 12 months – NSW

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	4,904	5,171	95%
Not Aboriginal and Torres Strait Islander	76,212	78,570	97%
Not Stated	3,256	3,337	98%
Total	84,372	87,078	97%
by Culturally and Linguistically Diverse status			
CALD	7,664	7,879	97%
Not CALD	76,461	78,944	97%
Not Stated	247	255	97%
Total	84,372	87,078	97%
by Remoteness			
Major Cities	59,393	61,176	97%
Regional	24,758	25,661	96%
Remote	217	237	92%
Missing	4	4	100%
Total	84,372	87,078	97%
by Primary Disability type			
Autism	25,759	26,502	97%
Intellectual Disability (including Down Syndrome)	23,558	24,250	97%
Psychosocial Disability	6,622	6,866	96%
Developmental Delay (including Global Developmental Delay)	3,029	3,153	96%
Other	25,404	26,307	97%
Total	84,372	87,078	97%

Table F.47 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1,2 and 3 of 2018-19– NSW^{113,114}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	32%	61%	33%
50% to 75%	23%	20%	23%
> 75%	45%	18%	44%
Total	100%	100%	100%

¹¹³ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹¹⁴ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table F.48 Proportion of active participants with approved plans accessing mainstream supports - NSW^{115,116}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	9%	8%	9%
Health & Wellbeing	53%	45%	51%
Lifelong Learning	12%	10%	11%
Other	10%	8%	9%
Non-categorised	31%	29%	30%
Any mainstream service	94%	84%	91%

Part Three: Providers and the growing market

Table F.49 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.64	1.67
b) Number of providers delivering new types of supports	649	758
c) Share of payments - top 25% ¹¹⁷		
<i>Daily Tasks/Shared Living (%)</i>	91%	92%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	86%	87%

¹¹⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹¹⁶ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

¹¹⁷ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table F.50 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	196	18	214	9%
Assistance Animals	71	9	80	13%
Assistance with daily life tasks in a group or shared living arrangement	538	44	582	8%
Assistance with travel/transport arrangements	635	38	673	6%
Daily Personal Activities	941	96	1,037	10%
Group and Centre Based Activities	652	80	732	12%
High Intensity Daily Personal Activities	770	53	823	7%
Household tasks	1,524	96	1,620	6%
Interpreting and translation	126	17	143	13%
Participation in community, social and civic activities	1,055	93	1,148	9%
Assistive Technology				
Assistive equipment for recreation	195	14	209	7%
Assistive products for household tasks	206	10	216	5%
Assistance products for personal care and safety	1,060	77	1,137	7%
Communication and information equipment	228	55	283	24%
Customised Prosthetics	482	35	517	7%
Hearing Equipment	113	38	151	34%
Hearing Services	34	1	35	3%
Personal Mobility Equipment	537	68	605	13%
Specialised Hearing Services	60	6	66	10%
Vision Equipment	120	32	152	27%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	869	107	976	12%
Behaviour Support	496	36	532	7%
Community nursing care for high needs	294	28	322	10%
Development of daily living and life skills	783	56	839	7%
Early Intervention supports for early childhood	973	92	1,065	9%
Exercise Physiology and Physical Wellbeing activities	601	76	677	13%
Innovative Community Participation	270	29	299	11%
Specialised Driving Training	165	17	182	10%
Therapeutic Supports	3,400	183	3,583	5%
Capital services				
Home modification design and construction	301	41	342	14%
Specialised Disability Accommodation	97	7	104	7%
Vehicle Modifications	136	10	146	7%
Choice and control support services				
Management of funding for supports in participants plan	509	57	566	11%
Support Coordination	241	20	261	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	296	19	315	6%
Specialised Supported Employment	218	14	232	6%
Total active providers	6,195	384	6,579	6%

Table F.51 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NSW

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	40	174	214	19%	81%	100%
Assistance Animals	12	68	80	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	71	511	582	12%	88%	100%
Assistance with travel/transport arrangements	152	521	673	23%	77%	100%
Daily Personal Activities	135	902	1,037	13%	87%	100%
Group and Centre Based Activities	74	658	732	10%	90%	100%
High Intensity Daily Personal Activities	99	724	823	12%	88%	100%
Household tasks	559	1,061	1,620	35%	65%	100%
Interpreting and translation	36	107	143	25%	75%	100%
Participation in community, social and civic activities	163	985	1,148	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	27	182	209	13%	87%	100%
Assistive products for household tasks	36	180	216	17%	83%	100%
Assistance products for personal care and safety	188	949	1,137	17%	83%	100%
Communication and information equipment	66	217	283	23%	77%	100%
Customised Prosthetics	108	409	517	21%	79%	100%
Hearing Equipment	22	129	151	15%	85%	100%
Hearing Services	4	31	35	11%	89%	100%
Personal Mobility Equipment	101	504	605	17%	83%	100%
Specialised Hearing Services	9	57	66	14%	86%	100%
Vision Equipment	22	130	152	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	150	826	976	15%	85%	100%
Behaviour Support	130	402	532	24%	76%	100%
Community nursing care for high needs	56	266	322	17%	83%	100%
Development of daily living and life skills	118	721	839	14%	86%	100%
Early Intervention supports for early childhood	420	645	1,065	39%	61%	100%
Exercise Physiology and Physical Wellbeing activities	187	490	677	28%	72%	100%
Innovative Community Participation	89	210	299	30%	70%	100%
Specialised Driving Training	59	123	182	32%	68%	100%
Therapeutic Supports	1,675	1,908	3,583	47%	53%	100%
Capital services						
Home modification design and construction	58	284	342	17%	83%	100%
Specialised Disability Accommodation	3	101	104	3%	97%	100%
Vehicle Modifications	26	120	146	18%	82%	100%
Choice and control support services						
Management of funding for supports in participants plan	102	464	566	18%	82%	100%

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	34	227	261	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	44	271	315	14%	86%	100%
Specialised Supported Employment	21	211	232	9%	91%	100%
Total	2,640	3,939	6,579	40%	60%	100%

Part Four: Financial sustainability

Table F.52 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date	Total
Total Committed	50.3	184.2	351.5	1,777.9	4,300.7	5,970.9	1,803.5	13,970.9

Figure F.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)

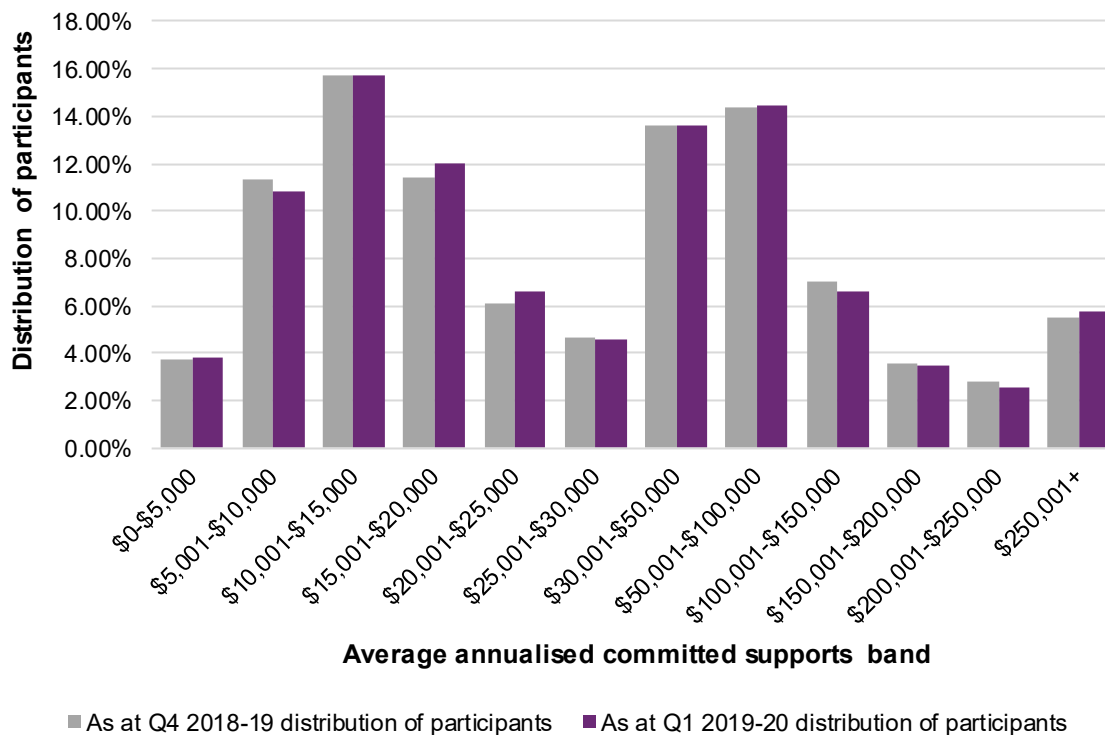


Figure F.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)

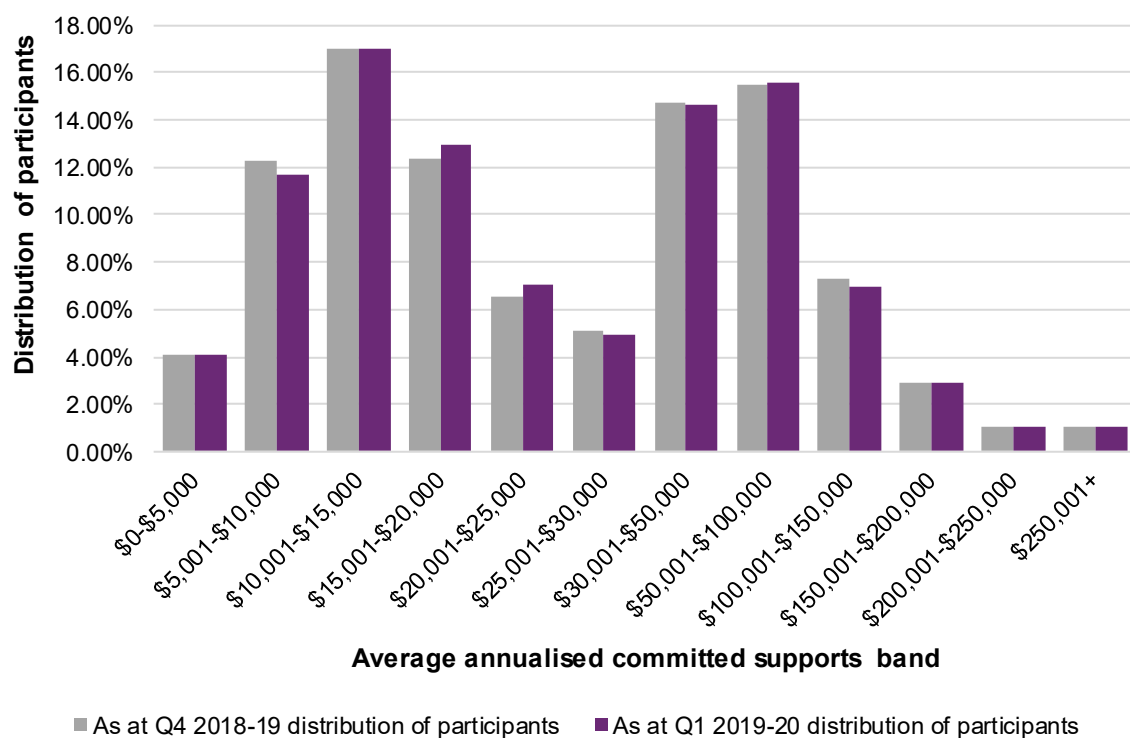


Figure F.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)

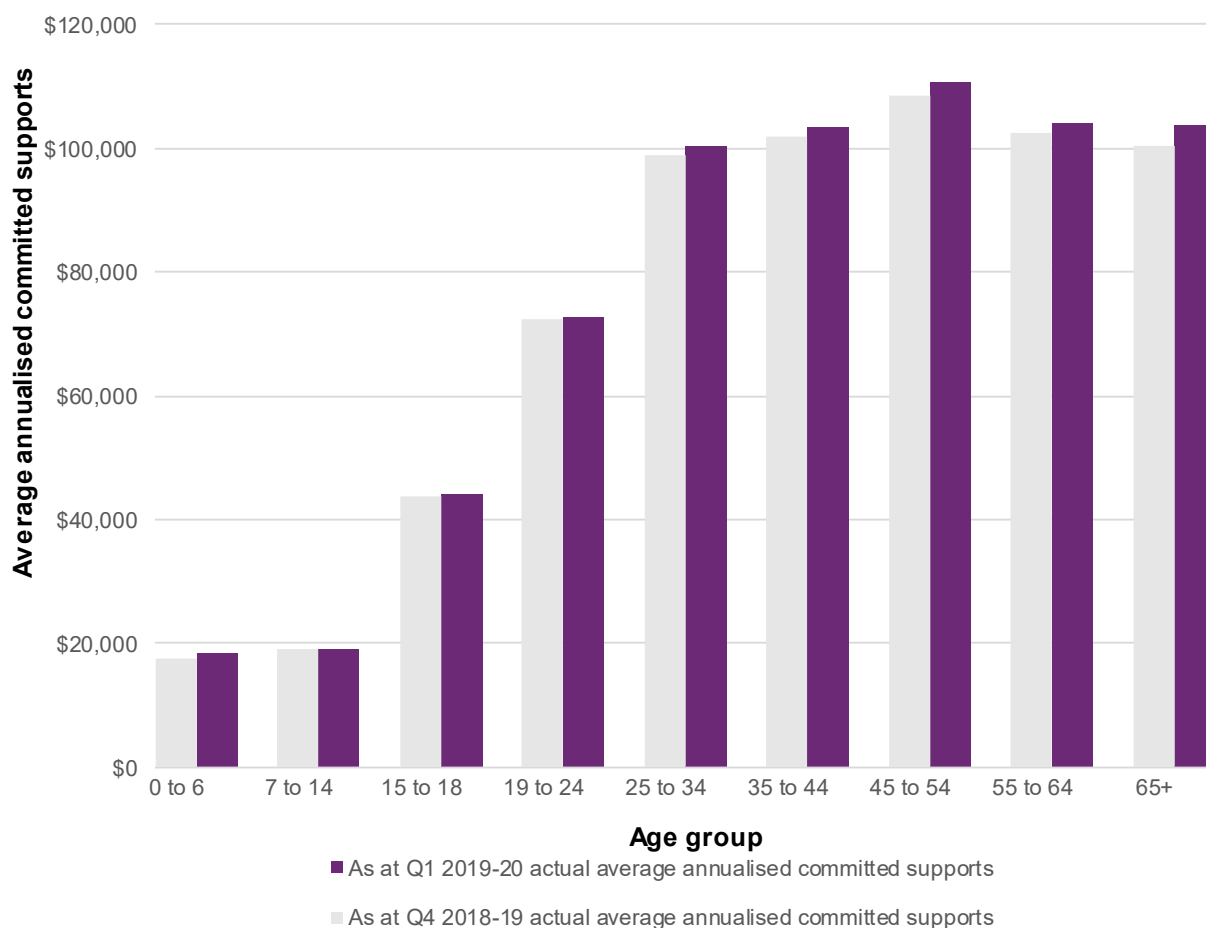


Figure F.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)

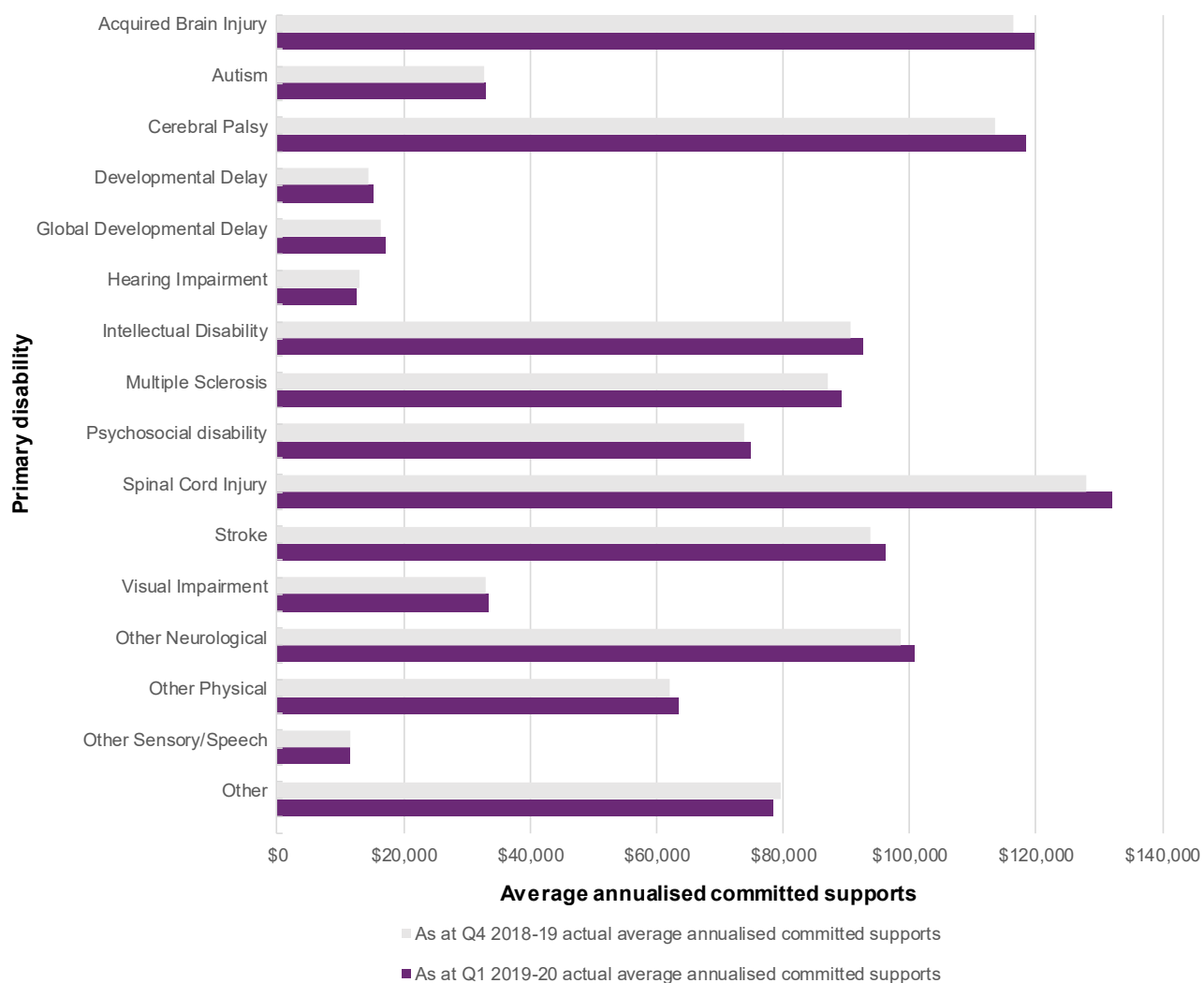


Figure F.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)

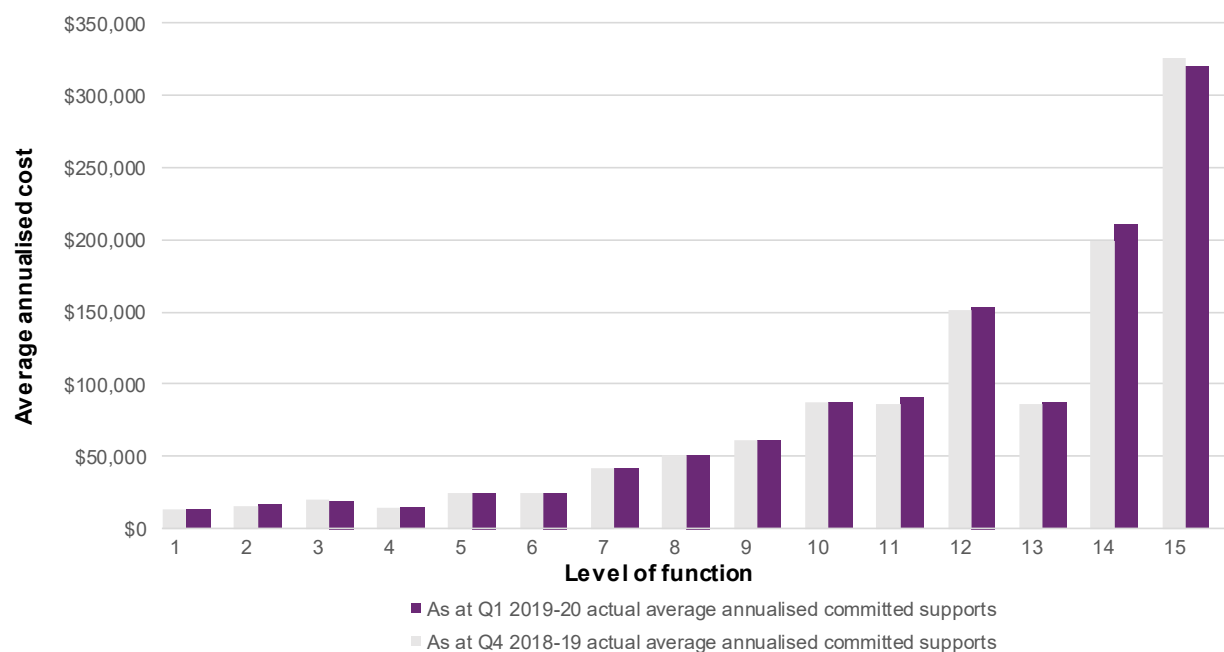


Table F.53 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date	Total
Total committed	50.3	184.2	351.5	1,777.9	4,300.7	5,970.9	1,803.5	14,439.0
Total paid	37.1	141.0	258.5	1,213.3	3,111.6	4,386.4	1,092.4	10,240.4
% utilised to date	74%	77%	74%	68%	72%	73%	61%	71%

Figure F.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NSW)

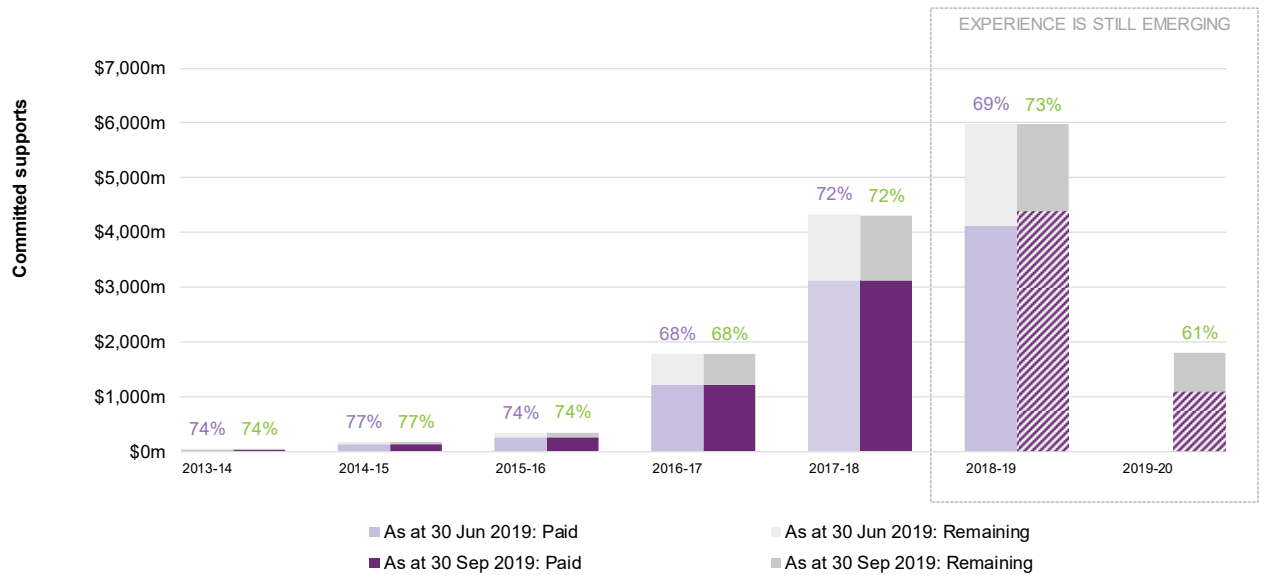
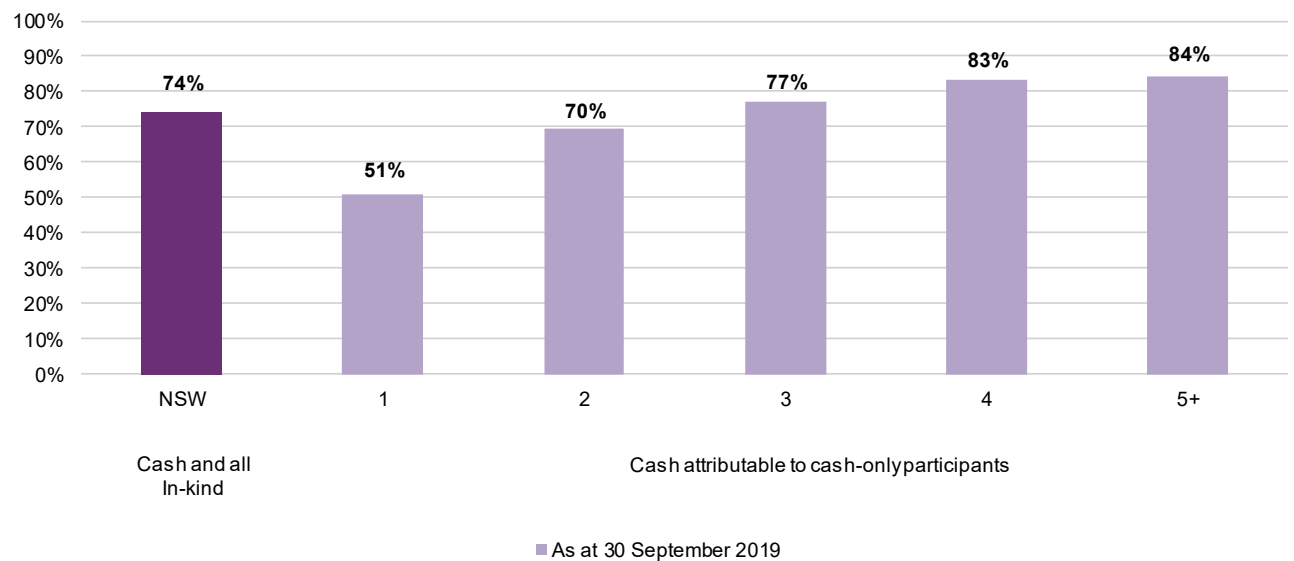


Figure F.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NSW)¹¹⁸



¹¹⁸ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure F.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NSW)¹¹⁹

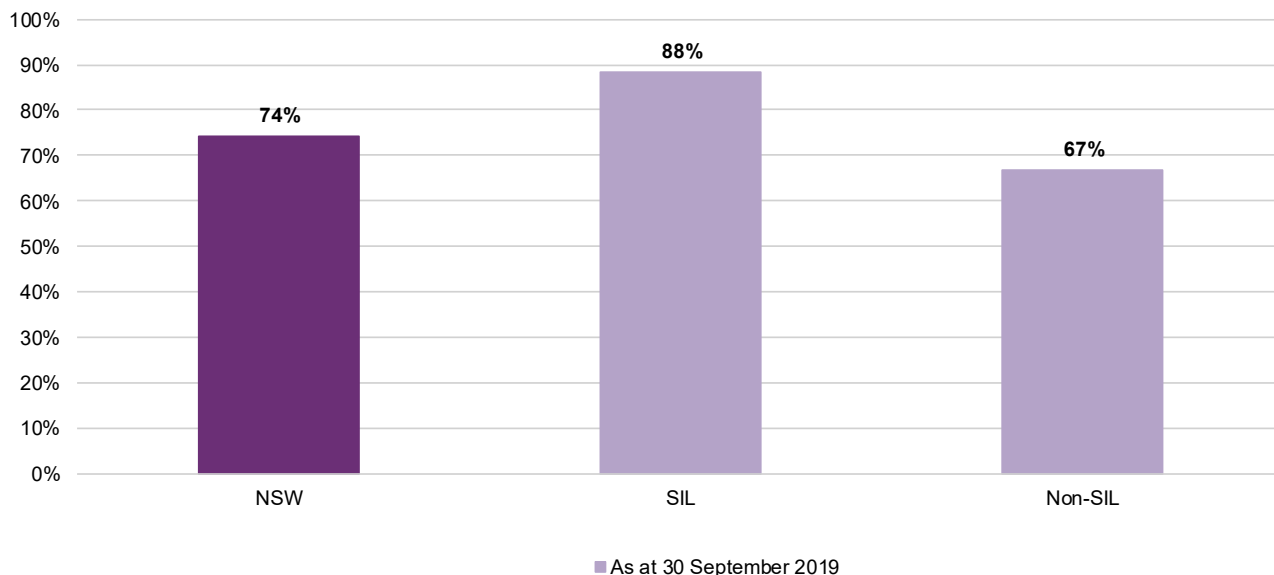
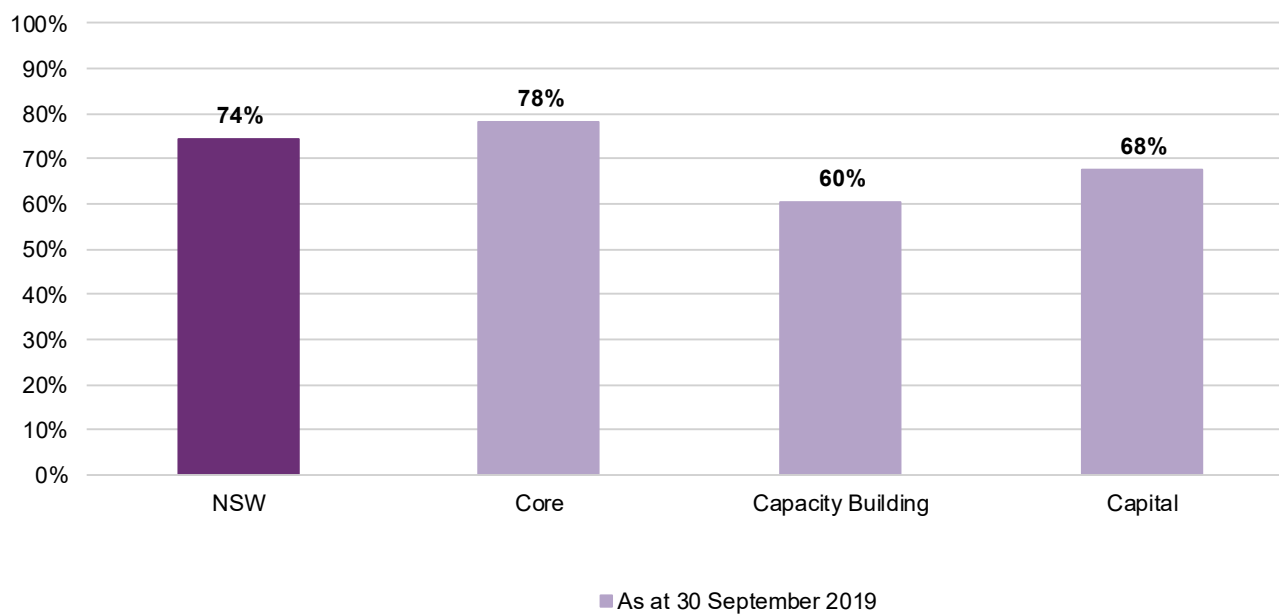


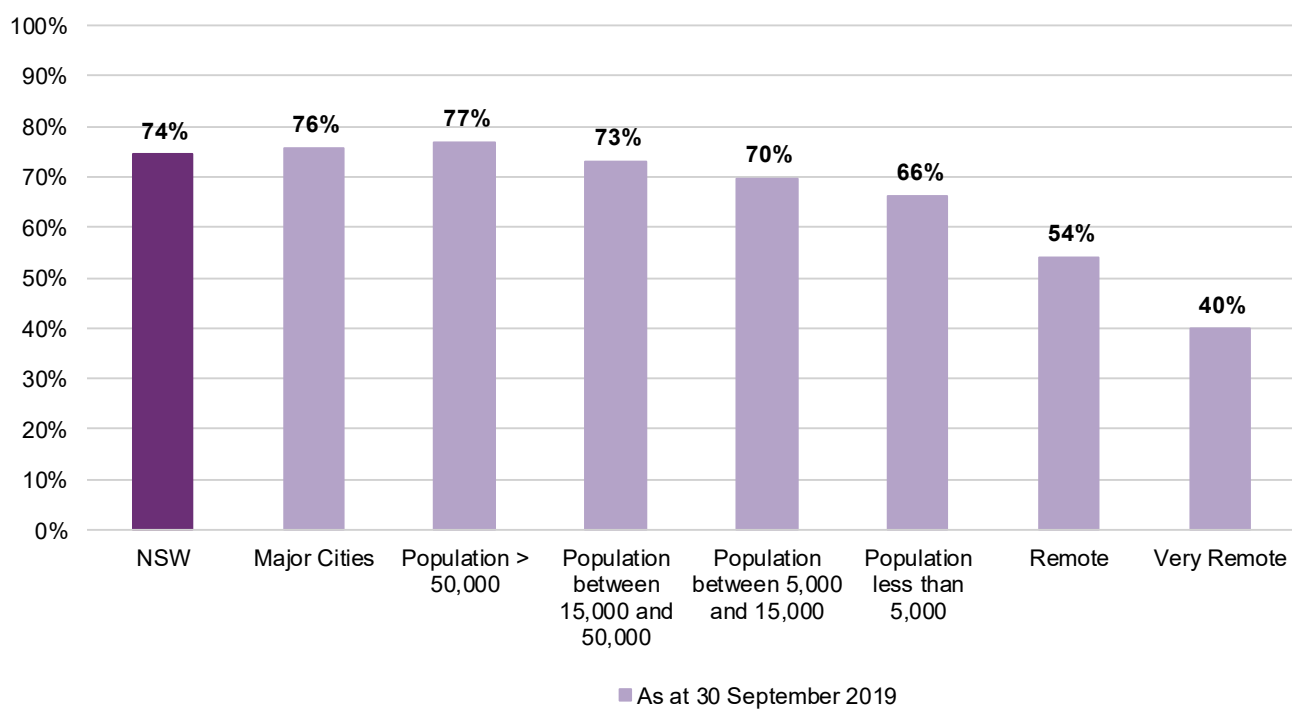
Figure F.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NSW)¹²⁰



¹¹⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

¹²⁰ Ibid.

Figure F.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NSW)¹²¹



¹²¹ Ibid.

Appendix G:

Victoria

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry - VIC

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
VIC	75,997	7,852	83,849	200	84,049

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC¹²²

	Prior Quarters	2019-20 Q1	Total
Access decisions	98,772	11,234	110,006
Active Eligible	84,472	8,093	92,565
<i>New</i>	20,072	5,522	25,594
<i>State</i>	56,858	2,071	58,929
<i>Commonwealth</i>	7,542	500	8,042
Active Participants Plans (excl ECEI)	75,997	7,852	83,849
<i>New</i>	17,500	4,133	21,633
<i>State</i>	51,532	3,187	54,719
<i>Commonwealth</i>	6,965	532	7,497
Active Participant Plans	77,915	8,052	84,049
<i>Early Intervention (s25)</i>	10,803	2,047	12,850
<i>Permanent Disability (s24)</i>	65,194	5,805	70,999
<i>ECEI¹²³</i>	1,918	200	200

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – VIC

Exits	
Total participant exits	1,595
<i>Early Intervention participants</i>	166
<i>Permanent disability participants</i>	1,429

¹²² The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 72% overall.

¹²³ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table G.4 Cumulative position by services previously received – VIC¹²⁴

	Participant cohort				
	State	Commonwealth	New	ECEI ¹²⁵	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19 Q1	32,177	4,467	9,902	3,595	50,141
End of 2018-19 Q2	37,801	5,266	11,877	4,868	59,812
End of 2018-19 Q3	44,217	6,116	14,460	5,895	70,688
End of 2018-19 Q4	51,369	6,969	17,532	1,921	77,791
End of 2019-20 Q1	54,719	7,497	21,633	200	84,049

Table G.5 Cumulative position by entry into the Scheme – VIC¹²⁶

	Participant cohort			
	Early Intervention ¹²⁷	Permanent Disability ¹²⁸	ECEI ¹²⁹	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19 Q1	6,456	40,090	3,595	50,141
End of 2018-19 Q2	7,690	47,254	4,868	59,812
End of 2018-19 Q3	9,103	55,690	5,895	70,688
End of 2018-19 Q4	10,805	65,065	1,921	77,791
End of 2019-20 Q1	12,850	70,999	200	84,049

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table G.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – VIC¹³⁰

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,806	2.4%	232	3.0%	2,038	2.4%
Not Aboriginal and Torres Strait Islander	57,553	75.7%	6,420	81.8%	63,973	76.3%
Not Stated	16,638	21.9%	1,200	15.3%	17,838	21.3%
Total	75,997	100%	7,852	100%	83,849	100%

¹²⁴ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹²⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹²⁶ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

¹²⁷ Participants who met Section 25 of the NDIS Act for access

¹²⁸ Participants who met Section 24 of the NDIS Act for access

¹²⁹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹³⁰ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – VIC¹³¹

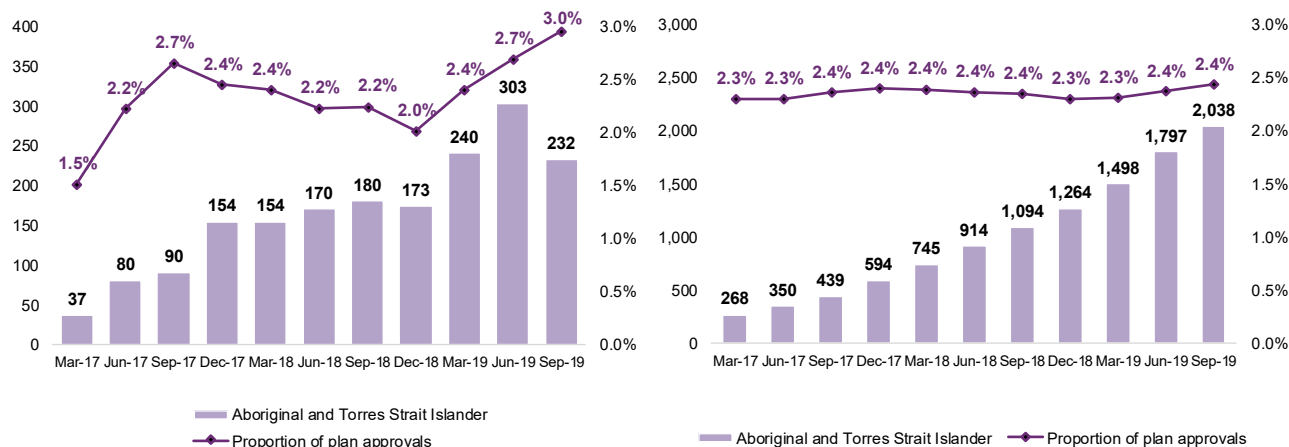


Table G.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	7,576	10.0%	1,143	14.6%	8,719	10.4%
Not CALD	68,127	89.6%	6,698	85.3%	74,825	89.2%
Not Stated	294	0.4%	11	0.1%	305	0.4%
Total	75,997	100%	7,852	100%	83,849	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – VIC¹³²

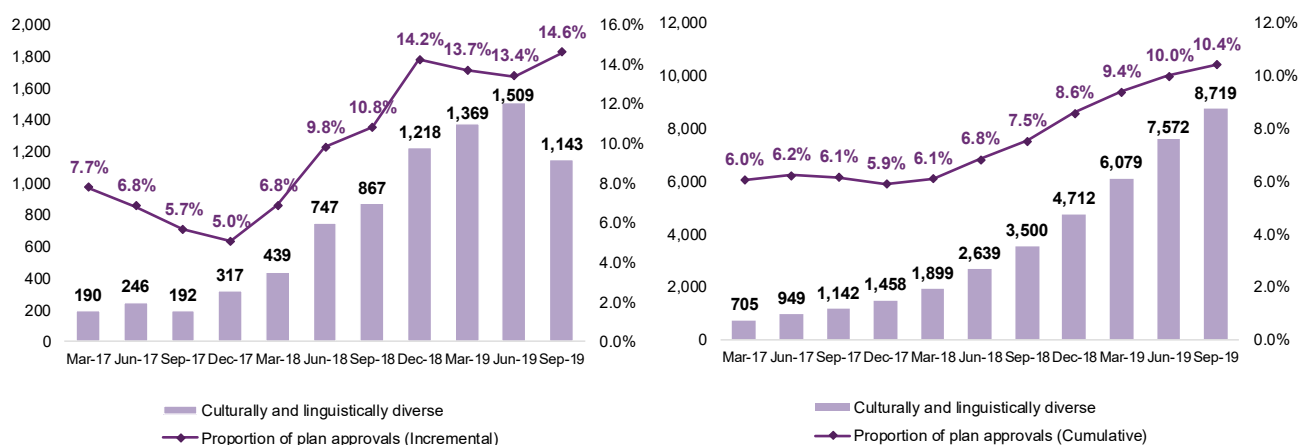


Table G.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	1,146	36	1,182
Not YPIRAC	74,851	7,816	82,667
Total	75,997	7,852	83,849

¹³¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹³² Ibid.

Figure G.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – VIC¹³³

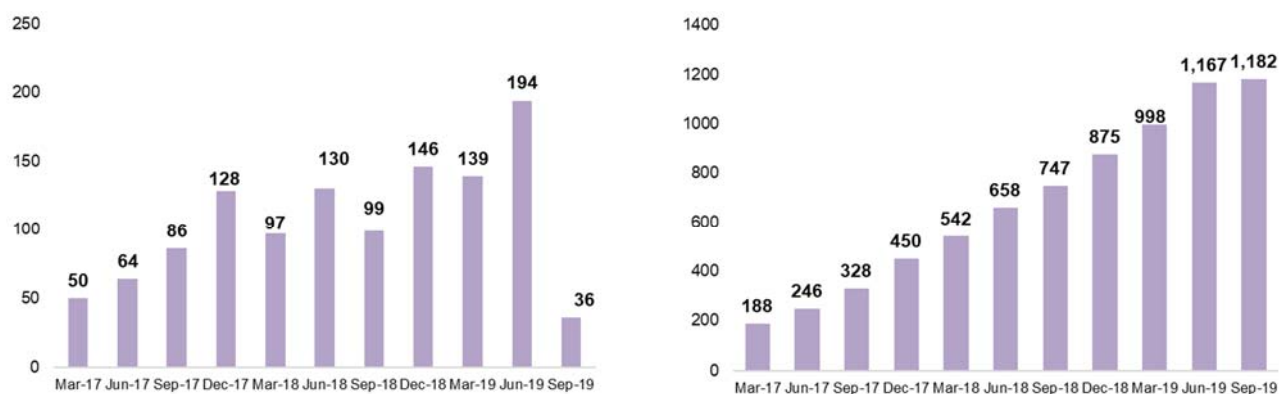


Table G.9 Participants who are YPIRAC by age group – VIC

Age group	All Quarters	
	N	%
Under 45	48	4.1%
45 to 54	236	20.0%
55 to 64	689	58.3%
65 and above	209	17.7%
Total YPIRAC	1,182	100%

Table G.10 Participant profile per quarter by remoteness – VIC^{134,135}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	53,486	70.4%	5,910	75.3%	59,396	70.8%
Population > 50,000	7,732	10.2%	573	7.3%	8,305	9.9%
Population between 15,000 and 50,000	5,177	6.8%	525	6.7%	5,702	6.8%
Population between 5,000 and 15,000	4,571	6.0%	357	4.5%	4,928	5.9%
Population less than 5,000	4,994	6.6%	483	6.2%	5,477	6.5%
Remote	34	0.0%	<11		38	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	75,997	100%	7,852	100%	83,849	100%

¹³³ Ibid.

¹³⁴ This table is based on the Modified Monash Model measure of remoteness.

¹³⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – VIC^{136,137}

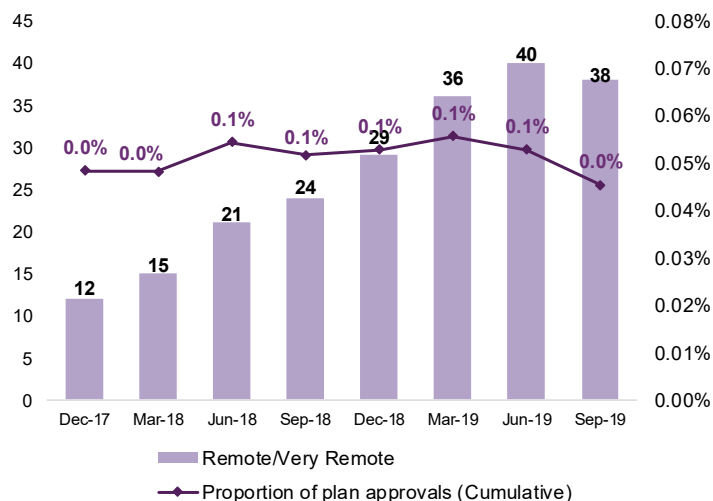


Table G.11 Participant profile per quarter by disability group - VIC^{138,139}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	20,299	27%	2,614	33%	22,913	27%
Intellectual Disability ¹⁴⁰	19,603	26%	961	12%	20,564	25%
Psychosocial disability	9,655	13%	883	11%	10,538	13%
Developmental Delay	5,141	7%	1,247	16%	6,388	8%
Other Neurological	3,333	4%	295	4%	3,628	4%
Cerebral Palsy	3,194	4%	181	2%	3,375	4%
Other Physical	2,628	3%	315	4%	2,943	4%
Hearing Impairment	2,457	3%	580	7%	3,037	4%
ABI	2,430	3%	183	2%	2,613	3%
Visual Impairment	2,229	3%	131	2%	2,360	3%
Multiple Sclerosis	1,907	3%	107	1%	2,014	2%
Global Developmental Delay	941	1%	164	2%	1,105	1%
Stroke	868	1%	91	1%	959	1%
Spinal Cord Injury	606	1%	36	0%	642	1%
Other Sensory/Speech	598	1%	49	1%	647	1%
Other	108	0%	15	0%	123	0%
Total	75,997	100%	7,852	100%	83,849	100%

¹³⁶ The cumulative chart shows the number of active participants as at each quarter over time.

¹³⁷ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

¹³⁸ Table order based on national proportions (highest to lowest)

¹³⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁴⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,511).

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – VIC¹⁴¹

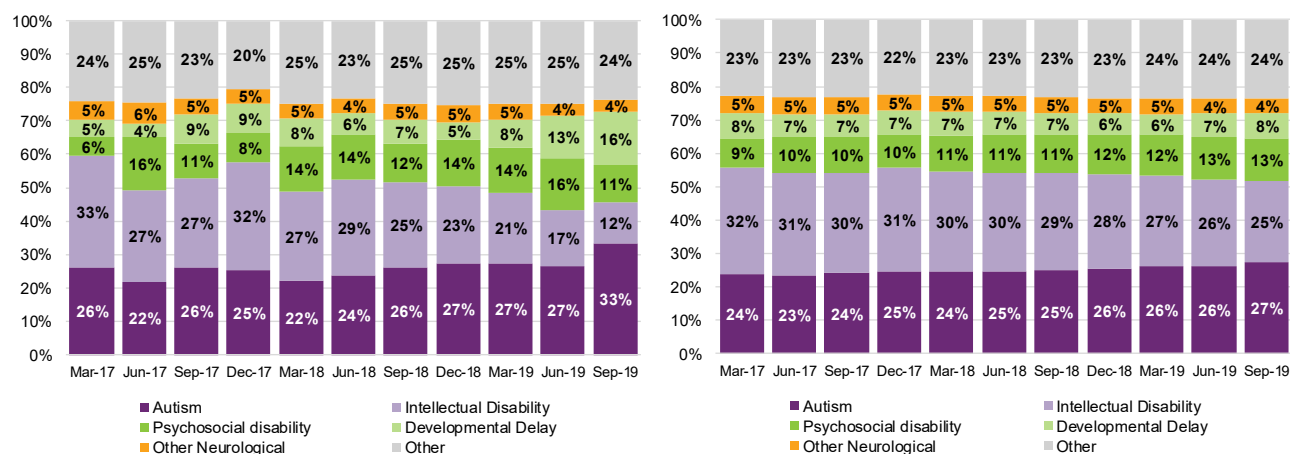
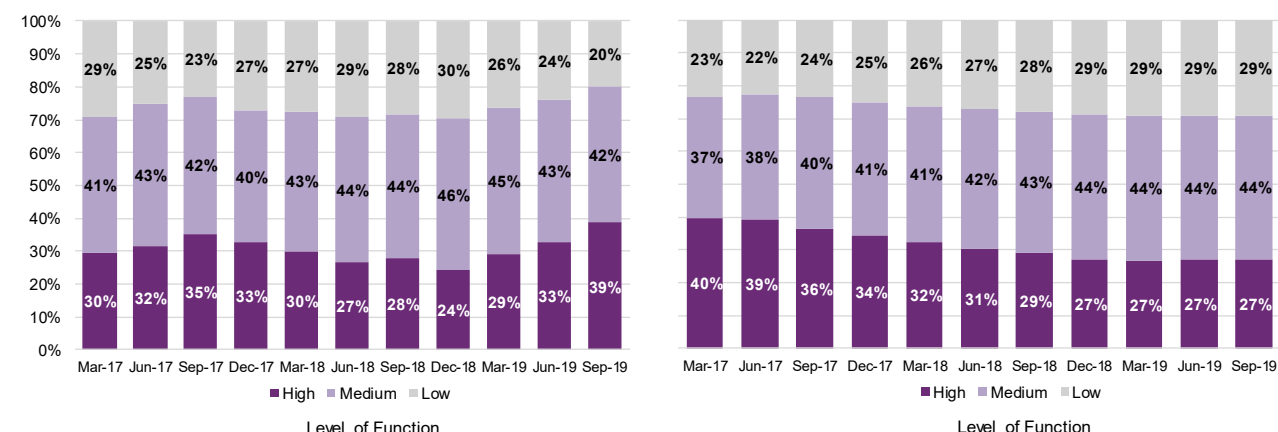


Table G.12 Participant profile per quarter by level of function – VIC¹⁴²

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	5,290	7%	1,007	13%	6,297	8%
2 (High Function)	223	0%	17	0%	240	0%
3 (High Function)	4,552	6%	573	7%	5,125	6%
4 (High Function)	3,711	5%	565	7%	4,276	5%
5 (High Function)	6,025	8%	875	11%	6,900	8%
6 (Moderate Function)	12,080	16%	1,510	19%	13,590	16%
7 (Moderate Function)	4,853	6%	593	8%	5,446	6%
8 (Moderate Function)	6,393	8%	447	6%	6,840	8%
9 (Moderate Function)	338	0%	29	0%	367	0%
10 (Moderate Function)	9,591	13%	687	9%	10,278	12%
11 (Low Function)	3,396	4%	302	4%	3,698	4%
12 (Low Function)	13,384	18%	793	10%	14,177	17%
13 (Low Function)	4,385	6%	417	5%	4,802	6%
14 (Low Function)	1,657	2%	37	0%	1,694	2%
15 (Low Function)	13	0%	<11		13	0%
Missing	106	0%	<11		106	0%
Total	75,997	100%	7,852	100%	83,849	100%

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – VIC¹⁴³



¹⁴¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁴² The distributions are calculated excluding participants with a missing level of function.

¹⁴³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table G.13 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	10,621	14%	3,087	39%	13,708	16%
7 to 14	17,418	23%	1,531	19%	18,949	23%
15 to 18	5,073	7%	396	5%	5,469	7%
19 to 24	6,226	8%	319	4%	6,545	8%
25 to 34	7,865	10%	456	6%	8,321	10%
35 to 44	7,649	10%	514	7%	8,163	10%
45 to 54	9,584	13%	695	9%	10,279	12%
55 to 64	9,738	13%	802	10%	10,540	13%
65+	1,823	2%	52	1%	1,875	2%
Total	75,997	100%	7,852	100%	83,849	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – VIC¹⁴⁴

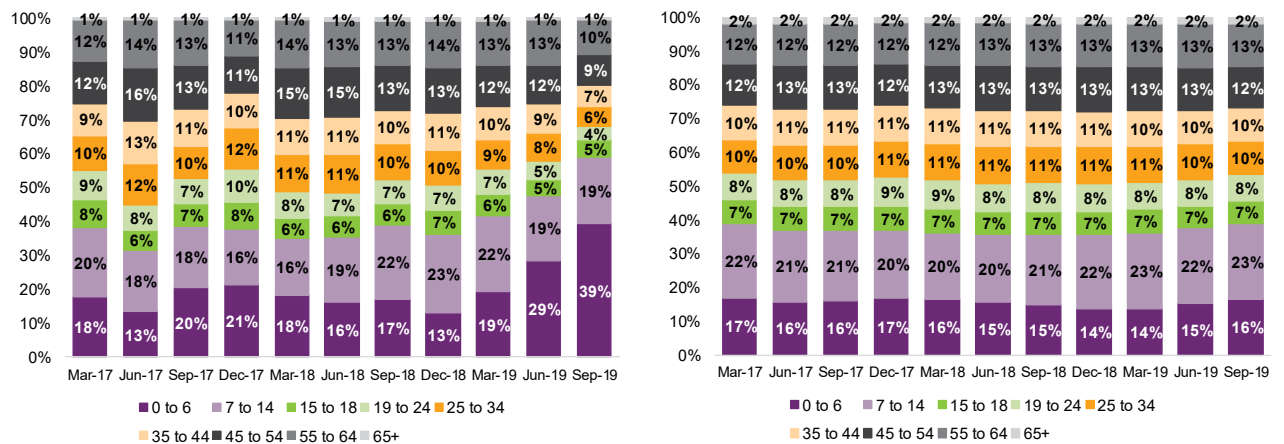
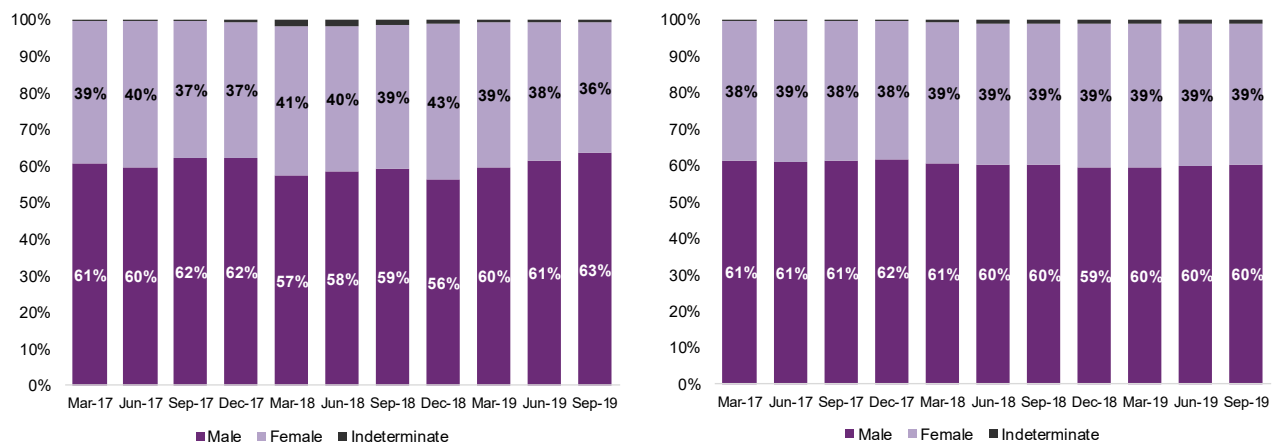


Table G.14 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	45,470	60%	4,980	63%	50,450	60%
Female	29,752	39%	2,805	36%	32,557	39%
Indeterminate	775	1%	67	1%	842	1%
Total	75,997	100%	7,852	100%	83,849	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – VIC¹⁴⁵



¹⁴⁴ Ibid.

¹⁴⁵ Ibid.

Part Two: Participant experience and outcomes

Table G.15 Number of questionnaires completed by SFOF version – VIC¹⁴⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,922	3,388	5,334	2,182	12,826
Participant school to 14	1,928	5,260	10,669	2,294	20,151
Participant 15 to 24	1,320	3,324	4,652	690	9,986
Participant 25 and over	4,567	11,055	16,778	2,470	34,870
Total Participant	9,737	23,027	37,433	7,636	77,833
Family 0 to 14	3,665	8,356	15,436	4,362	31,819
Family 15 to 24	370	2,492	3,373	469	6,704
Family 25 and over	130	3,731	5,031	714	9,606
Total Family	4,165	14,579	23,840	5,545	48,129
Total	13,902	37,606	61,273	13,181	125,962

Table G.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC	% who say their child is able to tell them what he/she wants	73%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL	% who say their child is becoming more independent		37%		
CC	% of children who have a genuine say in decisions about themselves		64%		
CC	% who are happy with the level of independence/control they have now			30%	
CC	% who choose who supports them			34%	56%
CC	% who choose what they do each day			42%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	28%
CC	% who want more choice and control in their life			82%	80%

¹⁴⁶ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table G.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	58%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	52%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	65%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	35%

Table G.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		65%		
HM	% who are happy with their home			79%	70%
HM	% who feel safe or very safe in their home			83%	72%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				41%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			15%	21%
WK	% who volunteer			11%	12%

Table G.19 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	29%	24%
% receiving Carer Allowance	47%	51%	39%
% working in a paid job	46%	49%	36%
Of those in a paid job, % in permanent employment	79%	75%	77%
Of those in a paid job, % working 15 hours or more	77%	82%	83%
% who say they (and their partner) are able to work as much as they want	39%	41%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	20%
% able to advocate for their child/family member	73%	65%	62%
% who have friends and family they see as often as they like	41%	38%	45%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		34%	
% who feel in control selecting services		35%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	72%	60%	57%

Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2,560) - participants who entered from 1 October 2017 to 30 September 2018 – VIC¹⁴⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	62%

¹⁴⁷ Results in Tables G.20 to G.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables G.24 to G.31.

Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=7,062) - participants who entered from 1 October 2017 to 30 September 2018 – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	59%
LL	Has the NDIS improved your child's access to education?	37%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=3,735) and ‘Participant 25 and over’ (n=12,843) - participants who entered from 1 October 2017 to 30 September 2018 – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	56%	63%
DL	Has the NDIS helped you with daily living activities?	58%	68%
REL	Has the NDIS helped you to meet more people?	47%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	46%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%
S/CP	Has the NDIS helped you be more involved?	52%	55%

Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=9,550); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,487) - participants who entered from 1 October 2017 to 30 September 2018 – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	50%
Has the NDIS improved the level of support for your family?	68%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	
Has the NDIS improved your health and wellbeing?	40%	35%

Table G.24 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=885) - participants who entered from 1 October 2016 to 30 September 2017 – VIC¹⁴⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	89%	94%	+5%
DL	Has the NDIS improved your child's access to specialist services?	87%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	85%	+5%
REL	Has the NDIS improved how your child fits into family life?	68%	75%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	54%	59%	+5%

Table G.25 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=2,266) - participants who entered from 1 October 2016 to 30 September 2017 – VIC

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	65%	+9%
LL	Has the NDIS improved your child's access to education?	31%	34%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	47%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	+4%

¹⁴⁸ Results in Tables G.24 to G.28 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.
September 2019 | COAG Disability Reform Council Quarterly Report

Table G.26 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=1,428) and ‘Participant 25 and over’ (n=4,200) - participants who entered from 1 October 2016 to 30 September 2017 – VIC

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	55%	62%	+7%	63%	71%	+8%
DL	Has the NDIS helped you with daily living activities?	56%	65%	+9%	68%	76%	+9%
REL	Has the NDIS helped you to meet more people?	45%	49%	+5%	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	-2%	27%	26%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	+5%	44%	50%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	+1%	31%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	13%	-3%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	51%	56%	+5%	56%	63%	+7%

Table G.27 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=2,373); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=388) - participants who entered from 1 October 2016 to 30 September 2017 – VIC

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	63%	+5%	44%	52%	+8%
	Has the NDIS improved the level of support for your family?	64%	70%	+6%	58%	67%	+9%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	71%	+5%	62%	66%	+4%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	76%	+3%			
	Has the NDIS improved your health and wellbeing?	34%	37%	+3%	33%	33%	0%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants' first, second and third plan review, for participants aged 0 to school.

Table G.28 Results for “Has the NDIS helped?” questions answered at end of participant's first, second and third years in the Scheme, for SFOF version ‘Participant school to 14’ (n=79) - participants who entered from 1 July 2016 to 30 September 2016 – VIC¹⁴⁹

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	46%	57%	62%	+16%
LL	Has the NDIS improved your child's access to education?	41%	38%	36%	-4%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	51%	57%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	47%	49%	+12%

Table G.29 Results for “Has the NDIS helped?” questions answered at end of participant's first, second and third years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=43) - participants who entered from 1 July 2016 to 30 September 2016 – VIC

15 to 24					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	62%	-7%
DL	Has the NDIS helped you with daily living activities?	61%	69%	74%	+13%
REL	Has the NDIS helped you to meet more people?	55%	48%	54%	0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	22%	19%	-12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	46%	-6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	45%	37%	38%	-7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	11%	8%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	61%	56%	-5%

¹⁴⁹ Results in Tables G.28 to G.31 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table G.30 Results for “Has the NDIS helped?” questions answered at end of participant's first, second and third years in the Scheme, for SFOF versions 'Participant 25 and over' (n=182) - participants who entered from 1 July 2016 to 30 September 2016 – VIC

25 and over					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	58%	71%	74%	+16%
DL	Has the NDIS helped you with daily living activities?	66%	79%	82%	+16%
REL	Has the NDIS helped you to meet more people?	49%	54%	60%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	26%	26%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	53%	55%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	39%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	11%	9%	-3%
S/CP	Has the NDIS helped you be more involved?	53%	64%	70%	+18%

Table G.31 Results for “Has the NDIS helped?” questions answered at end of participant's first, second and third years in the Scheme, for SFOF version 'Family 0 to 14' (n=73) - participants who entered from 1 July 2016 to 30 September 2016 – VIC

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	53%	61%	+3%
Has the NDIS improved the level of support for your family?	61%	71%	71%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	68%	68%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	75%	80%	+7%
Has the NDIS improved your health and wellbeing?	46%	35%	41%	-5%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants' first, second and third plan review, for family 15 to 24 and family 25 and over combined.

Table G.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=5,439) and 'participants in community and social activities' (n=5,527) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – VIC¹⁵⁰

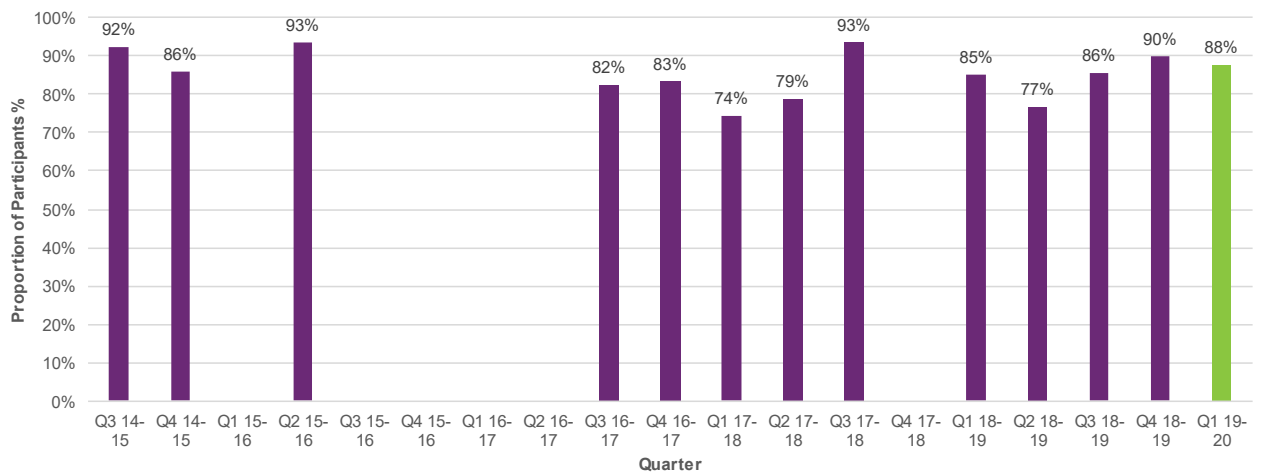
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	15%	19%	22%	24%
Aged 25+	23%	23%	22%	
Aged 15+ (average)	22%	22%	22%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	42%	47%
Aged 25+	35%	40%	43%	
Aged 15+ (average)	35%	40%	43%	

¹⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table G.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=292) and 'participants in community and social activities' (n=310) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – VIC¹⁵¹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	5%	7%	21%	20%	24%
Aged 25+	16%	14%	16%	15%	
Aged 15+ (average)	14%	13%	17%	16%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	30%	31%	39%	45%	47%
Aged 25+	30%	35%	39%	40%	
Aged 15+ (average)	30%	34%	39%	41%	

Figure G.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)*¹⁵²



*The result for Q1 of 2019-20 is based on 162 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 88% gave a rating of good or very good, 4% gave a neutral rating and 8% gave a rating of poor or very poor.

¹⁵¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

¹⁵² Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.34 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (VIC)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	4%	3%
I had enough time to tell my story and say what support I need	93%	2%	5%
The planner knows what I can do well	83%	6%	10%
The planner had some good ideas for my plan	86%	4%	9%
I know what is in my plan	88%	6%	6%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	89%	9%	2%
The planning meeting went well	93%	1%	6%

Table G.35 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (VIC)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	N = 1,069	N = 310
Are you happy with how coming into the NDIS has gone?	77%	85%
Was the person from the NDIS respectful?	95%	95%
Do you understand what will happen next with your plan?	70%	78%
Pre-planning	N = 1,054	N = 100
Did the person from the NDIS understand how your disability affects your life?	88%	90%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	82%	88%
Are you clear on what happens next with your plan?	75%	79%
Do you know where to go for more help with your plan?	82%	86%
Planning	N = 1,204	N = 354
Did the person from the NDIS understand how your disability affects your life?	89%	91%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	76%	82%
Do you know where to go for more help with your plan?	82%	89%
Plan review	N = 809	N = 279
Did the person from the NDIS understand how your disability affects your life?	82%	90%
Did you feel prepared for your plan review?	82%	86%
Is your NDIS plan helping you to make progress towards your goals?	83%	85%

Table G.36 Plan reviews conducted per quarter – excluding plans less than 30 days – VIC¹⁵³

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	75,530	15,336	90,866
<i>Early intervention plans</i>	11,009	2,158	13,167
<i>Permanent disability plans</i>	64,521	13,178	77,699

¹⁵³ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure G.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – VIC

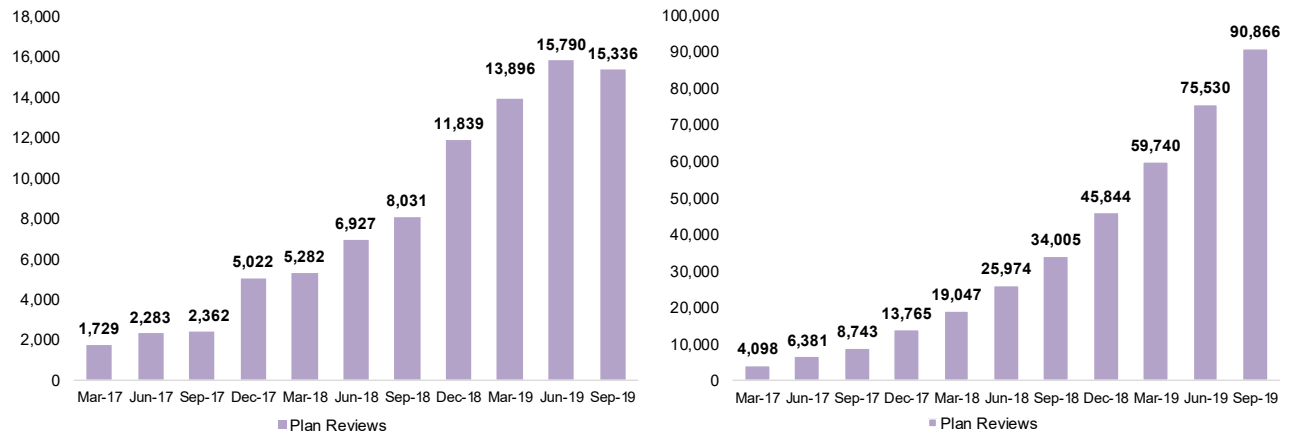


Table G.37 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	60,714	12,691	73,405
<i>Trial participants</i>	13,106	967	14,073
<i>Transition participants</i>	47,608	11,724	59,332

Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC¹⁵⁴

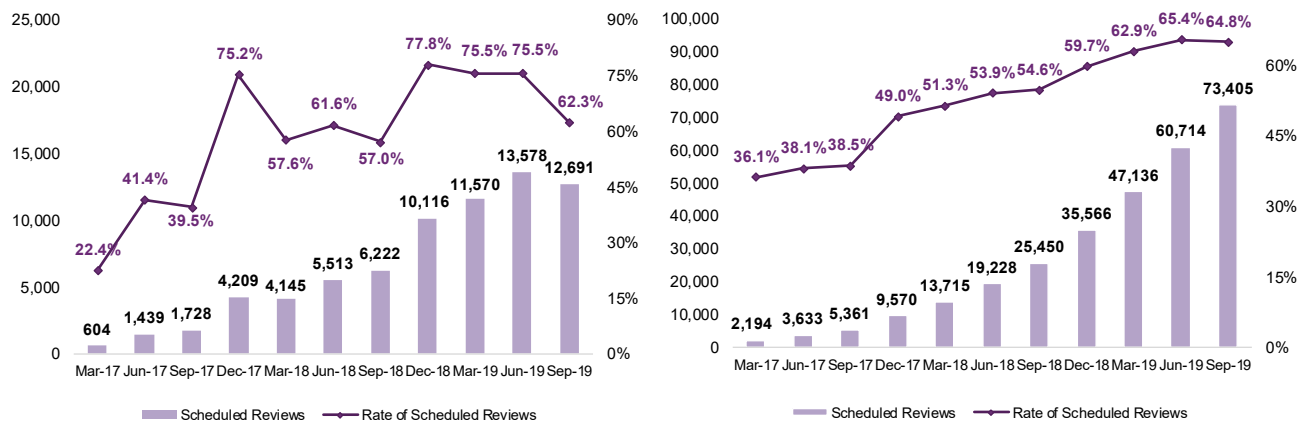


Table G.38 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	14,816	2,645	17,461
<i>Trial participants</i>	2,374	196	2,570
<i>Transition participants</i>	12,442	2,449	14,891

¹⁵⁴ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table G.39 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC¹⁵⁵

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	16.0%	13.0%	15.4%

Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC¹⁵⁶

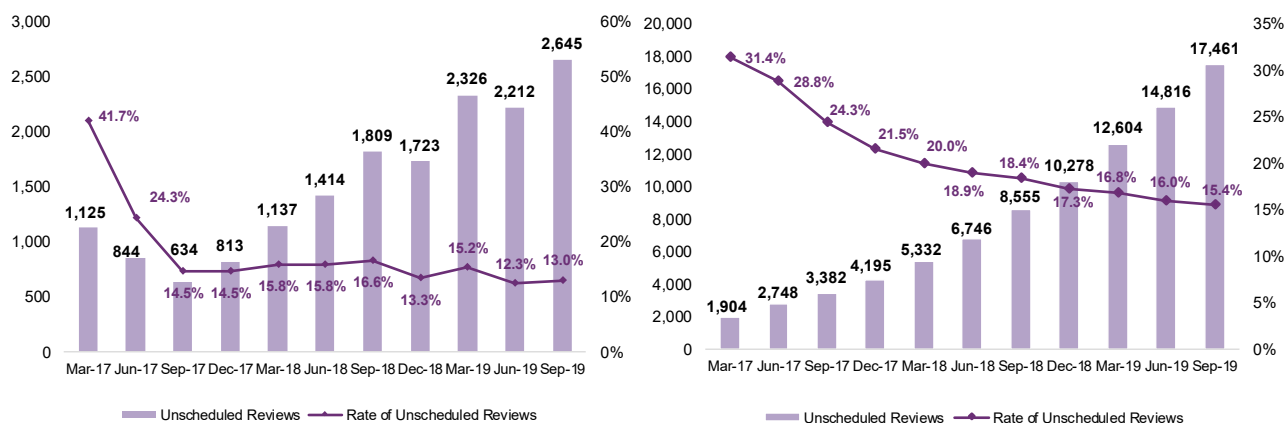


Table G.40 AAT cases by category – VIC

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	115	28%	48	44%	163	32%
Plan	210	52%	36	33%	246	48%
Plan Review	40	10%	<11		45	9%
Other	40	10%	20	18%	60	12%
Total	405	100%	109	100%	514	100%
% of all access decisions¹⁵⁷	0.27%		0.82%		0.32%	

¹⁵⁵ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁵⁶ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁵⁷ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.41 AAT cases by open/closed and decision – VIC

	N
AAT Cases	514
Open AAT Cases	158
Closed AAT Cases	356
<i>Resolved before hearing</i>	336
<i>Gone to hearing and received a substantive decision</i>	20*

*Of the 20 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 3 varied the Agency's decision and 10 set aside the Agency's decision.

Table G.42 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	19%	21%	20%
Self-managed partly	12%	13%	13%
Plan managed	37%	42%	38%
Agency managed	32%	24%	29%
Total	100%	100%	100%

Figure G.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – VIC¹⁵⁸

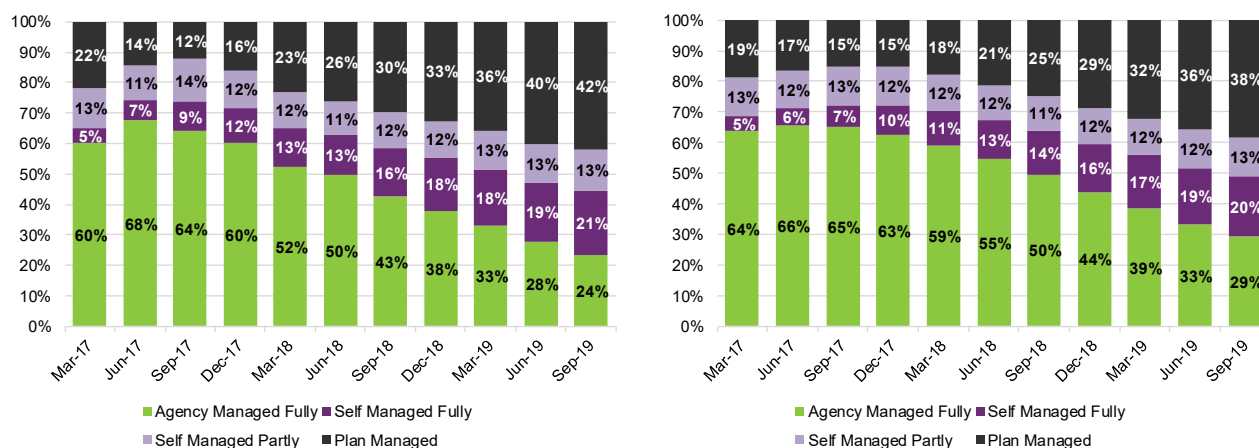


Table G.43 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	45%	44%	44%

¹⁵⁸ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table G.44 Duration to plan activation by quarter of initial plan approval for active participants – VIC^{159,160}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	35,237	71%	6,688	67%
30 to 59 days	5,416	11%	1,169	12%
60 to 89 days	2,628	5%	548	5%
Activated within 90 days	43,281	87%	8,405	84%
90 to 119 days	1,469	3%	306	3%
120 days and over	3,593	7%	418	4%
Activated after 90 days	5,061	10%	724	7%
No payments	1,482	3%	841	8%
Total plans approved	49,824	100%	9,970	100%

¹⁵⁹ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁶⁰ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table G.45 Proportion of active participants with plan activated within 12 months – VIC

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,017	1,091	93%
Not Aboriginal and Torres Strait Islander	40,659	42,157	96%
Not Stated	2,982	3,109	96%
Total	44,658	46,357	96%
by Culturally and Linguistically Diverse status			
CALD	3,404	3,506	97%
Not CALD	40,982	42,576	96%
Not Stated	272	275	99%
Total	44,658	46,357	96%
by Remoteness			
Major Cities	29,252	30,300	97%
Regional	15,392	16,040	96%
Remote	11	14	79%
Missing	<11	<11	
Total	44,658	46,357	96%
by Primary Disability type			
Autism	11,845	12,222	97%
Intellectual Disability (including Down Syndrome)	13,287	13,653	97%
Psychosocial Disability	5,054	5,354	94%
Developmental Delay (including Global Developmental Delay)	2,798	2,988	94%
Other	11,674	12,140	96%
Total	44,658	46,357	96%

Table G.46 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – VIC^{161,162}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	40%	68%	43%
50% to 75%	24%	18%	24%
> 75%	36%	13%	34%
Total	100%	100%	100%

¹⁶¹ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁶² Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table G.47 Proportion of active participants with approved plans accessing mainstream supports – VIC^{163,164}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	11%	9%	10%
Health & Wellbeing	42%	37%	41%
Lifelong Learning	9%	8%	9%
Other	11%	9%	10%
Non-categorised	33%	30%	32%
Any mainstream service	91%	80%	88%

Part Three: Providers and the growing market

Table G.48 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.49	1.45
b) Number of providers delivering new types of supports	670	754
c) Share of payments - top 25% ¹⁶⁵		
<i>Daily Tasks/Shared Living (%)</i>	90%	91%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	86%	89%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

¹⁶³ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

¹⁶⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁶⁵ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table G.49 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	87	20	107	23%
Assistance Animals	29	13	42	45%
Assistance with daily life tasks in a group or shared living arrangement	237	51	288	22%
Assistance with travel/transport arrangements	442	80	522	18%
Daily Personal Activities	594	164	758	28%
Group and Centre Based Activities	397	131	528	33%
High Intensity Daily Personal Activities	409	122	531	30%
Household tasks	909	181	1,090	20%
Interpreting and translation	75	16	91	21%
Participation in community, social and civic activities	662	171	833	26%
Assistive Technology				
Assistive equipment for recreation	63	10	73	16%
Assistive products for household tasks	73	6	79	8%
Assistance products for personal care and safety	592	104	696	18%
Communication and information equipment	74	42	116	57%
Customised Prosthetics	209	42	251	20%
Hearing Equipment	53	28	81	53%
Hearing Services	15	2	17	13%
Personal Mobility Equipment	235	69	304	29%
Specialised Hearing Services	20	0	20	0%
Vision Equipment	39	27	66	69%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	581	129	710	22%
Behaviour Support	240	41	281	17%
Community nursing care for high needs	206	31	237	15%
Development of daily living and life skills	417	90	507	22%
Early Intervention supports for early childhood	524	100	624	19%
Exercise Physiology and Physical Wellbeing activities	208	58	266	28%
Innovative Community Participation	107	33	140	31%
Specialised Driving Training	71	13	84	18%
Therapeutic Supports	2,062	324	2,386	16%
Capital services				
Home modification design and construction	117	36	153	31%
Specialised Disability Accommodation	46	9	55	20%
Vehicle Modifications	44	17	61	39%
Choice and control support services				
Management of funding for supports in participants plan	270	81	351	30%
Support Coordination	147	31	178	21%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	126	16	142	13%
Specialised Supported Employment	135	28	163	21%
Total active providers	3,875	703	4,578	18%

Table G.50 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – VIC

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	20	87	107	19%	81%	100%
Assistance Animals	3	39	42	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	19	269	288	7%	93%	100%
Assistance with travel/transport arrangements	72	450	522	14%	86%	100%
Daily Personal Activities	62	696	758	8%	92%	100%
Group and Centre Based Activities	31	497	528	6%	94%	100%
High Intensity Daily Personal Activities	44	487	531	8%	92%	100%
Household tasks	348	742	1,090	32%	68%	100%
Interpreting and translation	10	81	91	11%	89%	100%
Participation in community, social and civic activities	73	760	833	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	4	69	73	5%	95%	100%
Assistive products for household tasks	7	72	79	9%	91%	100%
Assistance products for personal care and safety	76	620	696	11%	89%	100%
Communication and information equipment	19	97	116	16%	84%	100%
Customised Prosthetics	28	223	251	11%	89%	100%
Hearing Equipment	8	73	81	10%	90%	100%
Hearing Services	1	16	17	6%	94%	100%
Personal Mobility Equipment	31	273	304	10%	90%	100%
Specialised Hearing Services	1	19	20	5%	95%	100%
Vision Equipment	7	59	66	11%	89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	97	613	710	14%	86%	100%
Behaviour Support	60	221	281	21%	79%	100%
Community nursing care for high needs	22	215	237	9%	91%	100%
Development of daily living and life skills	52	455	507	10%	90%	100%
Early Intervention supports for early childhood	232	392	624	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	55	211	266	21%	79%	100%
Innovative Community Participation	36	104	140	26%	74%	100%
Specialised Driving Training	19	65	84	23%	77%	100%
Therapeutic Supports	1,084	1,302	2,386	45%	55%	100%
Capital services						
Home modification design and construction	30	123	153	20%	80%	100%
Specialised Disability Accommodation	2	53	55	4%	96%	100%
Vehicle Modifications	2	59	61	3%	97%	100%
Choice and control support services						

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	43	308	351	12%	88%	100%
Support Coordination	21	157	178	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	136	142	4%	96%	100%
Specialised Supported Employment	10	153	163	6%	94%	100%
Total	1,694	2,884	4,578	37%	63%	100%

Part Four: Financial sustainability

Table G.51 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	53.0	162.9	204.8	501.1	1,453.7	3,505.5	1,335.4

Figure G.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)

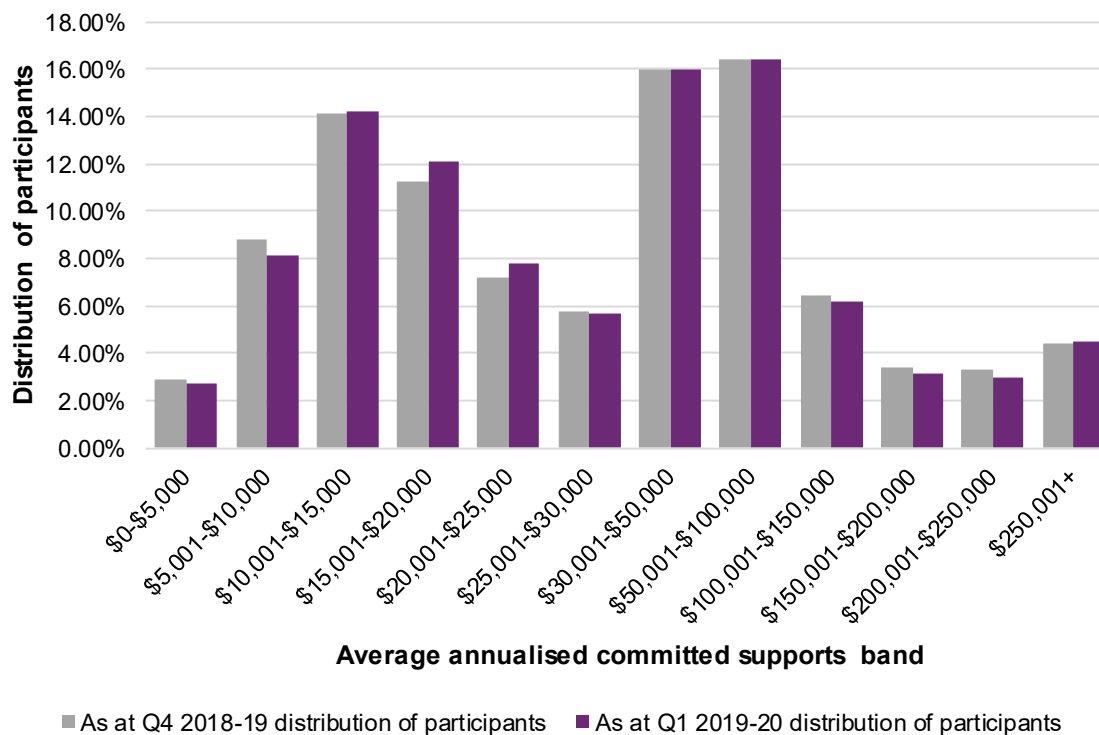


Figure G.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)

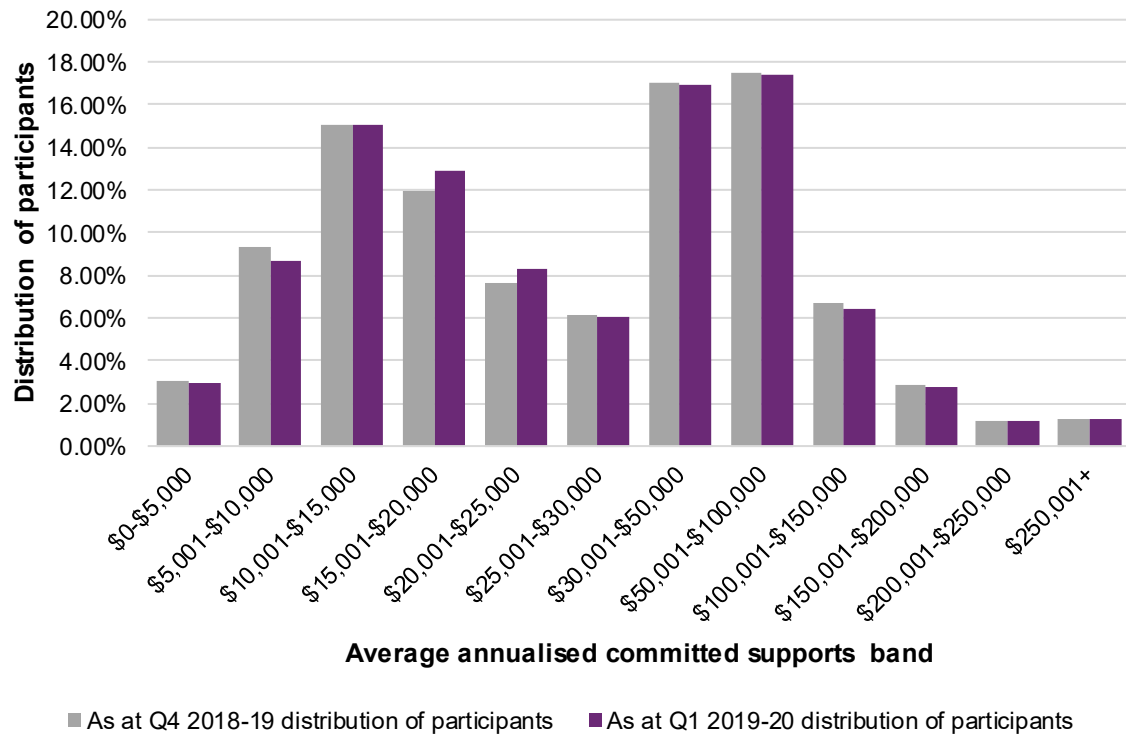


Figure G.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)

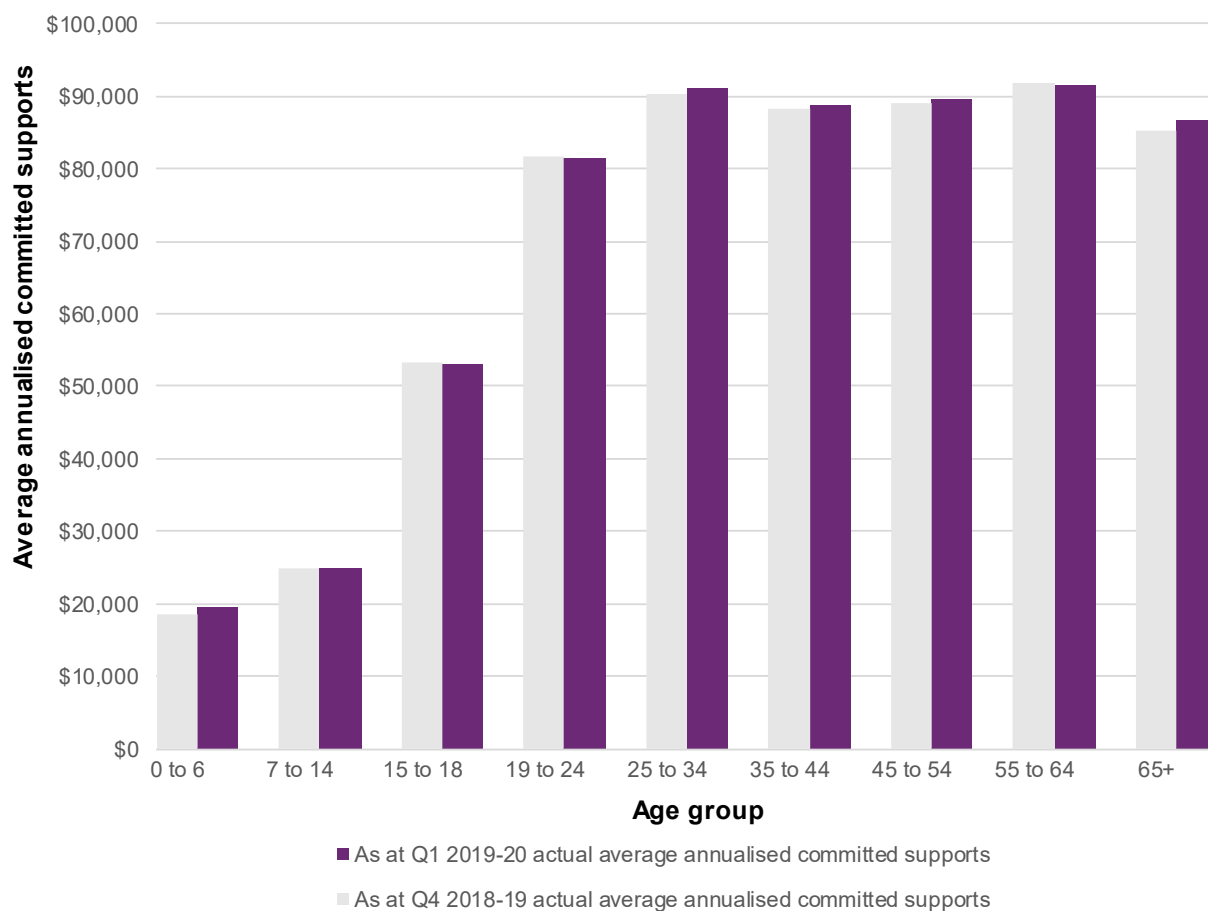


Figure G.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)

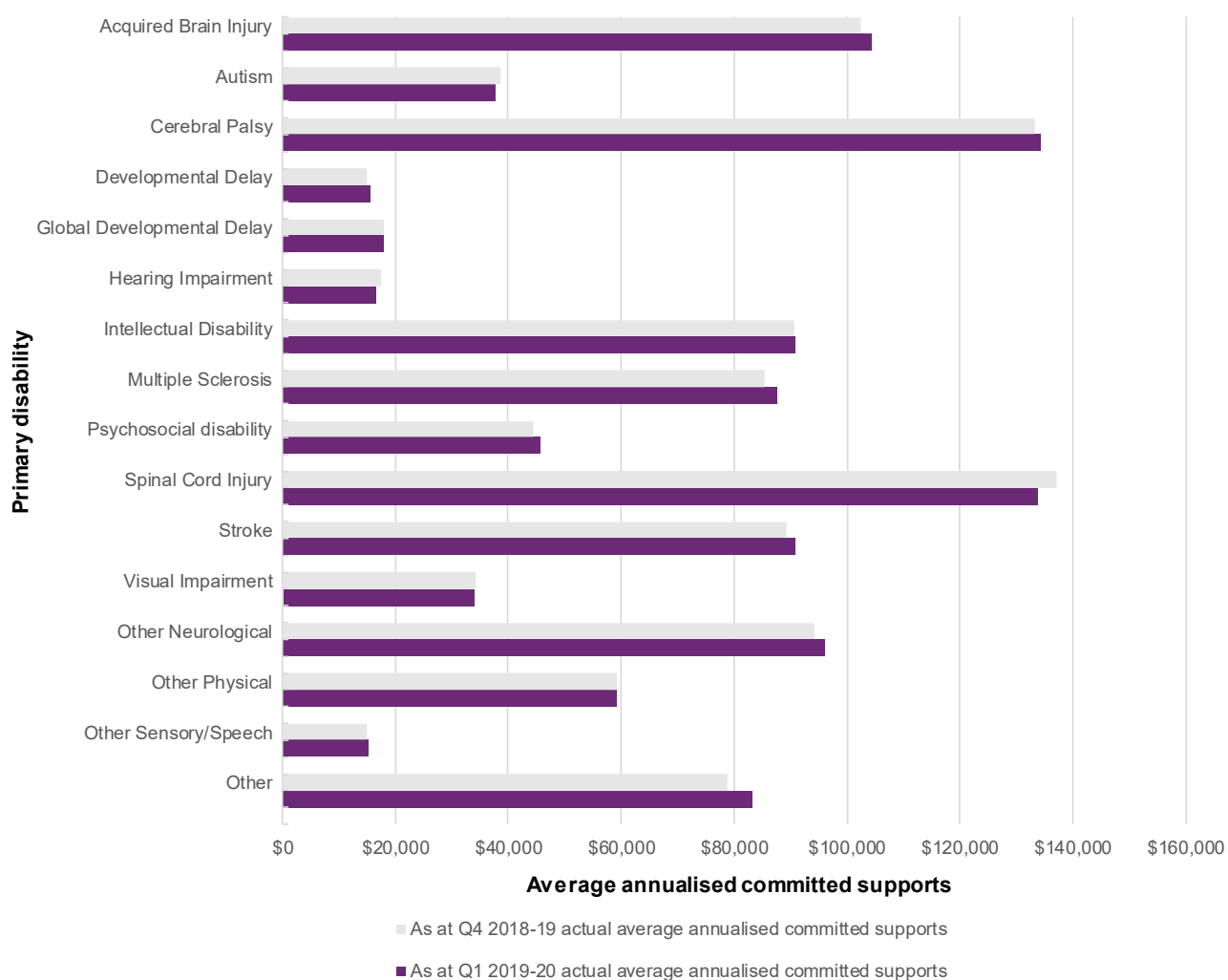


Figure G.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)

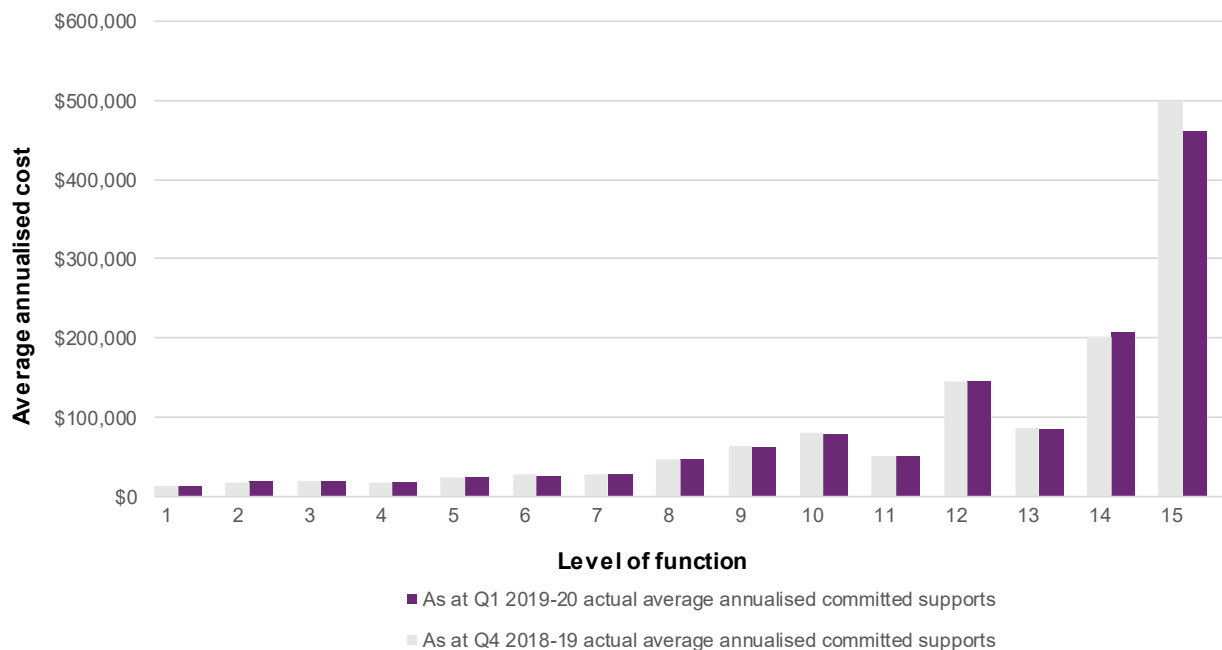


Table G.52 Payments by financial year, compared to committed supports (\$m) – VIC

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	53.0	162.9	204.8	501.1	1,453.7	3,505.5	1,335.4
Total paid	32.5	128.2	161.5	338.2	961.1	2,308.9	711.1
% utilised to date	61%	79%	79%	67%	66%	66%	53%

Figure G.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (VIC)

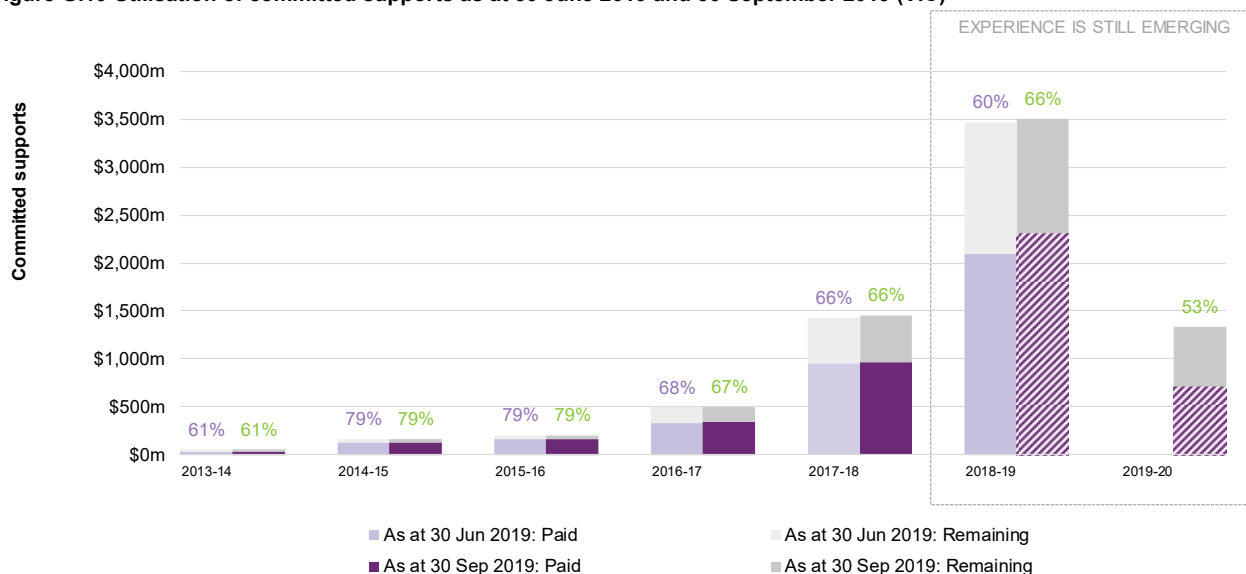


Figure G.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (VIC)¹⁶⁶

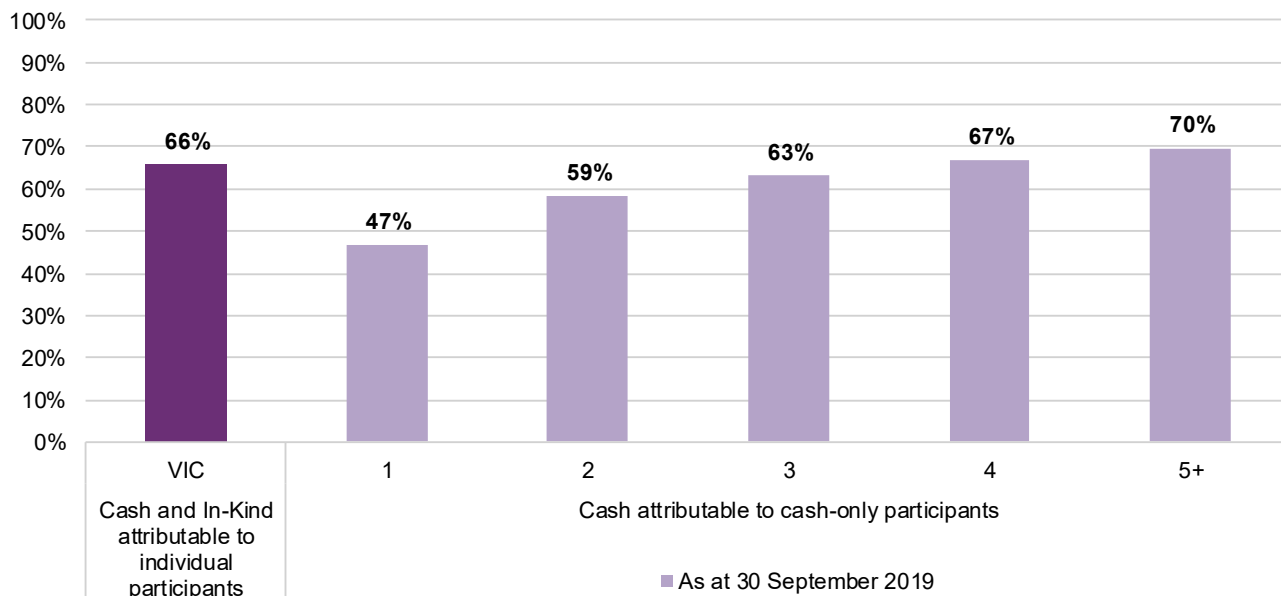
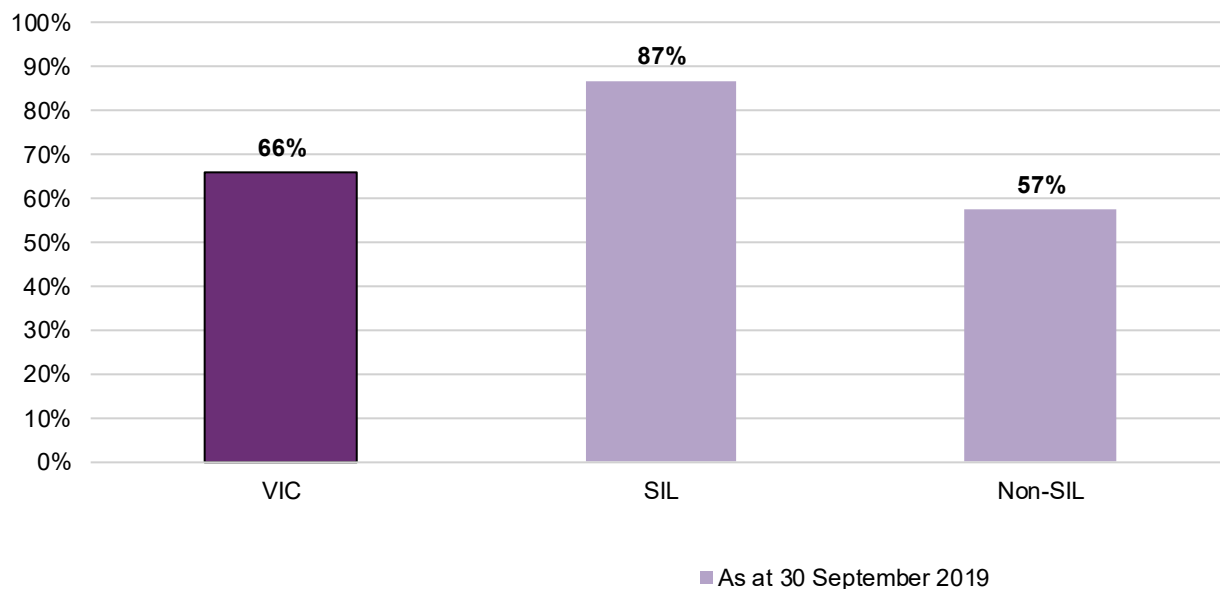


Figure G.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (VIC)¹⁶⁷



¹⁶⁶ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

¹⁶⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure G.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (VIC)¹⁶⁸

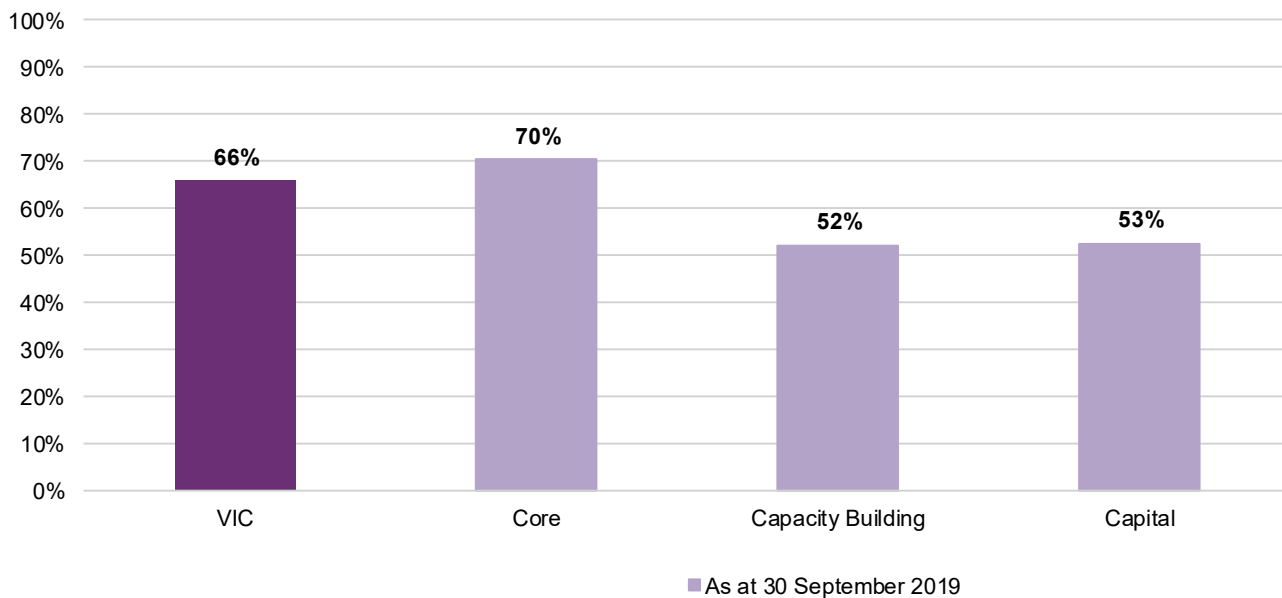
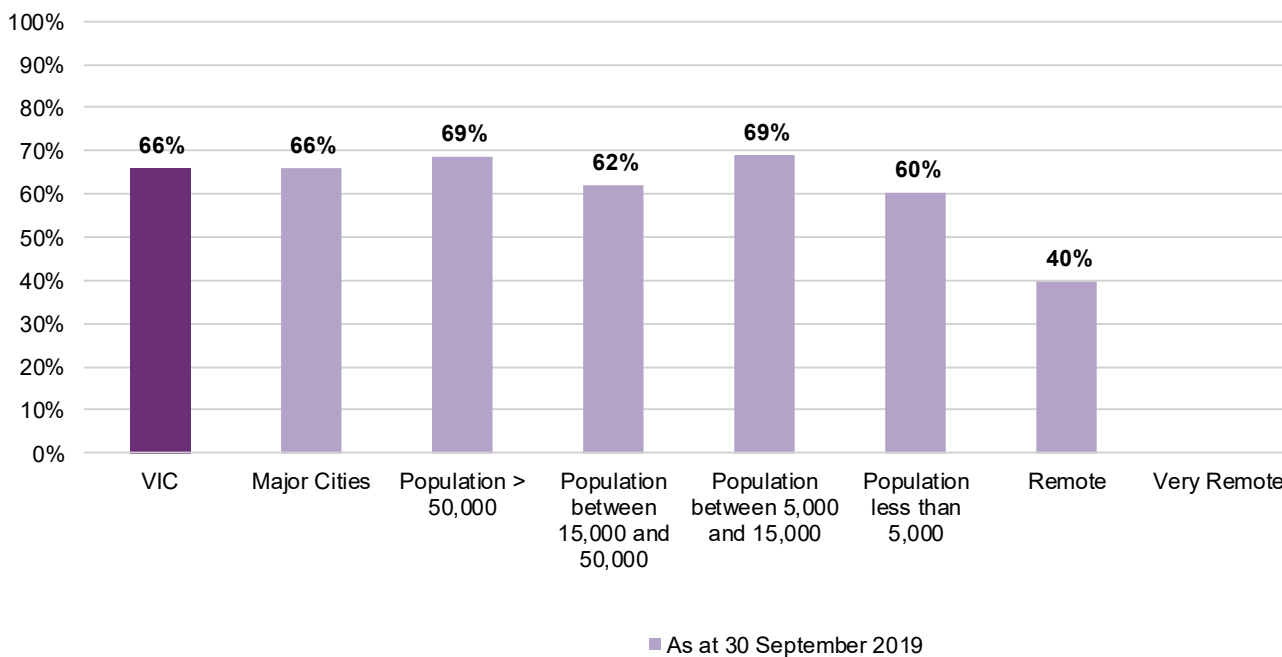


Figure G.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (VIC)^{169,170}



¹⁶⁸ Ibid.

¹⁶⁹ Ibid.

¹⁷⁰ Utilisation is not shown if there is insufficient data in the group.

Appendix H: Queensland

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – QLD

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
QLD	49,767	5,247	55,014	563	55,577

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD¹⁷¹

	Prior Quarters	2019-20 Q1	Total
Access decisions	66,351	9,101	75,452
Access Eligible	53,591	6,334	59,925
<i>New</i>	17,163	4,849	22,012
<i>State</i>	30,415	741	31,156
<i>Commonwealth</i>	6,013	744	6,757
Active Participant Plans (excl ECEI)	49,767	5,247	55,014
<i>New</i>	14,861	3,698	18,559
<i>State</i>	29,613	756	30,369
<i>Commonwealth</i>	5,293	793	6,086
Active Participant Plans	52,150	5,810	55,577
<i>Early Intervention (s25)</i>	8,358	1,687	10,045
<i>Permanent Disability (s24)</i>	41,409	3,560	44,969
<i>ECEI¹⁷²</i>	2,383	563	563

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – QLD

Exits	
Total participant exits	1,084
<i>Early Intervention participants</i>	221
<i>Permanent disability participants</i>	863

¹⁷¹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 93% of people with a hearing impairment met the access criteria compared to 70% overall.

¹⁷² The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table H.4 Cumulative position by services previously received – QLD¹⁷³

	Participant cohort				
	State	Commonwealth	New	ECEI ¹⁷⁴	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19 Q1	15,890	2,130	6,946	828	25,794
End of 2018-19 Q2	20,644	3,073	9,381	2,606	35,704
End of 2018-19 Q3	26,683	4,275	12,337	2,949	46,244
End of 2018-19 Q4	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q1	30,369	6,086	18,559	563	55,577

Table H.5 Cumulative position by entry into the Scheme – QLD¹⁷⁵

	Participant cohort			
	Early Intervention ¹⁷⁶	Permanent Disability ¹⁷⁷	ECEI ¹⁷⁸	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19 Q1	4,340	20,626	828	25,794
End of 2018-19 Q2	5,542	27,556	2,606	35,704
End of 2018-19 Q3	6,905	36,390	2,949	46,244
End of 2018-19 Q4	8,402	41,595	2,390	52,387
End of 2019-20 Q1	10,045	44,969	563	55,577

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table H.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD¹⁷⁹

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,105	8.2%	457	8.7%	4,562	8.3%
Not Aboriginal and Torres Strait Islander	39,131	78.6%	4,070	77.6%	43,201	78.5%
Not Stated	6,531	13.1%	720	13.7%	7,251	13.2%
Total	49,767	100%	5,247	100%	55,014	100%

¹⁷³ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹⁷⁴ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹⁷⁵ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

¹⁷⁶ Participants who met Section 25 of the NDIS Act for access

¹⁷⁷ Participants who met Section 24 of the NDIS Act for access

¹⁷⁸ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

¹⁷⁹ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁰

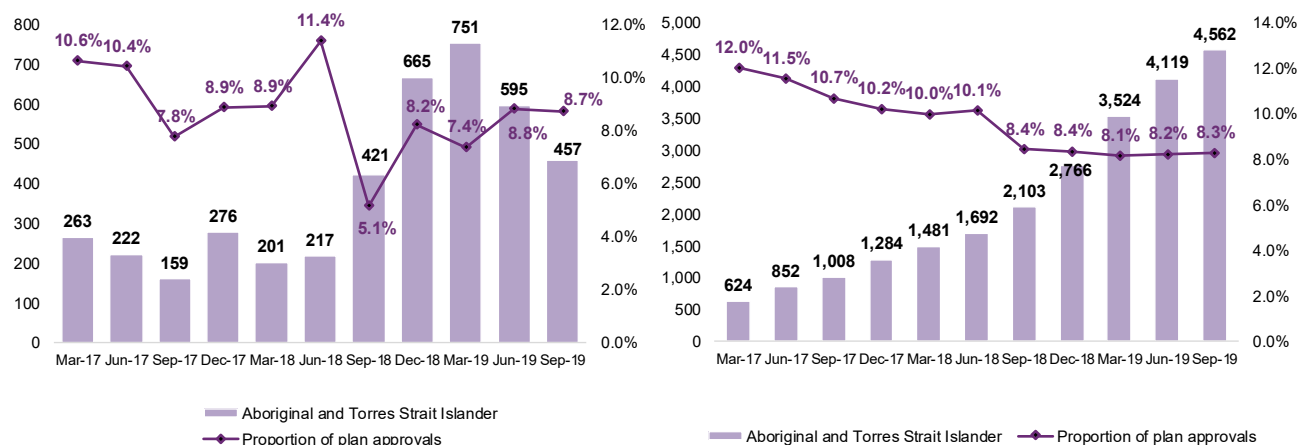


Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	2,490	5.0%	325	6.2%	2,815	5.1%
Not CALD	47,230	94.9%	4,898	93.3%	52,128	94.8%
Not Stated	47	0.1%	24	0.5%	71	0.1%
Total	49,767	100%	5,247	100%	55,014	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – QLD¹⁸¹

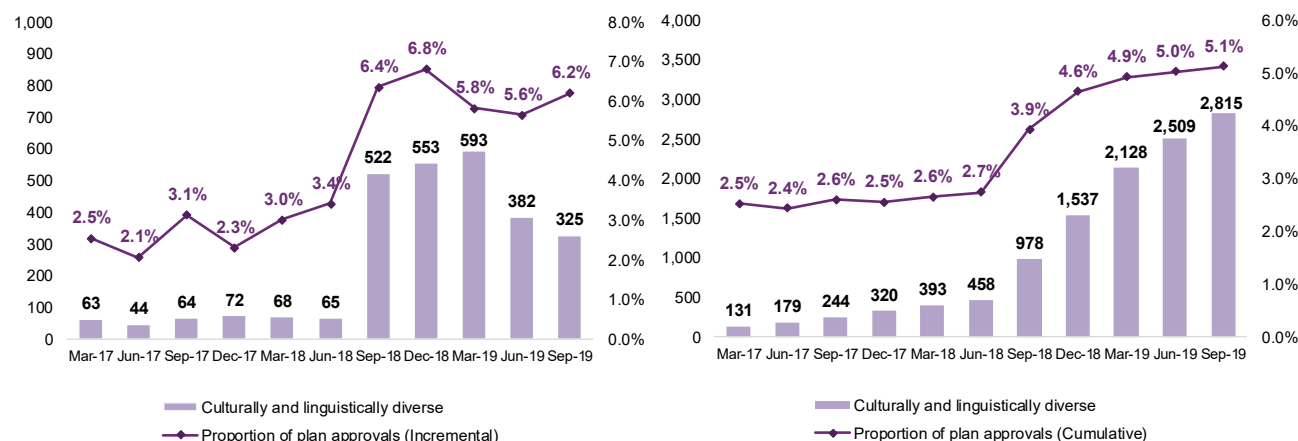


Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	932	80	1,012
Not YPIRAC	48,835	5,167	54,002
Total	49,767	5,247	55,014

¹⁸⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁸¹ Ibid.

Figure H.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – QLD¹⁸²

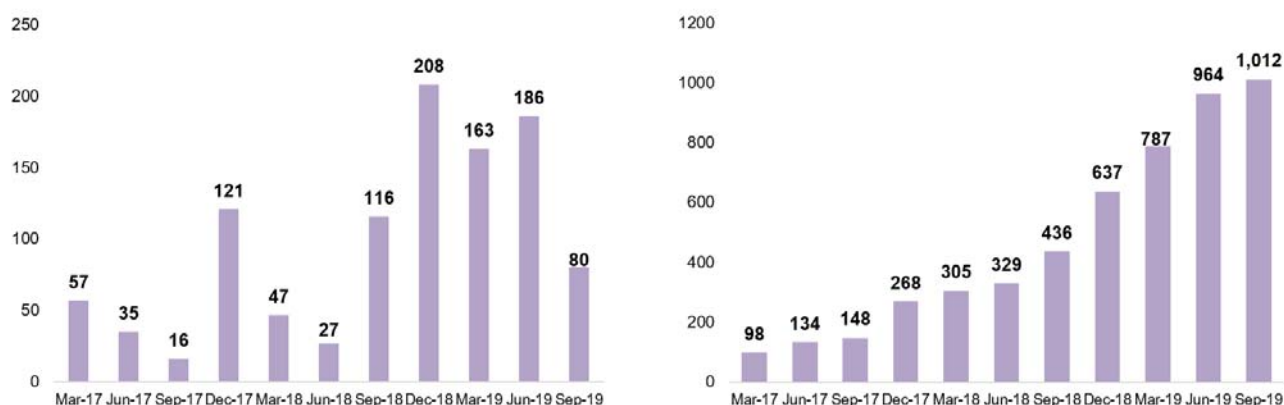


Table H.9 Participants who are YPIRAC by age group – QLD

Age group	All Quarters	
	N	%
Under 45	32	3.2%
45 to 54	155	15.3%
55 to 64	612	60.5%
65 and above	213	21.0%
Total YPIRAC	1,012	100%

Table H.10 Participant profile per quarter by remoteness – QLD^{183,184}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	27,225	54.7%	3,444	65.6%	30,669	55.7%
Population > 50,000	13,850	27.8%	1,054	20.1%	14,904	27.1%
Population between 15,000 and 50,000	1,872	3.8%	205	3.9%	2,077	3.8%
Population between 5,000 and 15,000	2,275	4.6%	159	3.0%	2,434	4.4%
Population less than 5,000	3,612	7.3%	313	6.0%	3,925	7.1%
Remote	507	1.0%	31	0.6%	538	1.0%
Very Remote	420	0.8%	41	0.8%	461	0.8%
Missing	<11		<11		<11	
Total	49,767	100%	5,247	100%	55,014	100%

¹⁸² Ibid.

¹⁸³ This table is based on the Modified Monash Model measure of remoteness.

¹⁸⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – QLD¹⁸⁵

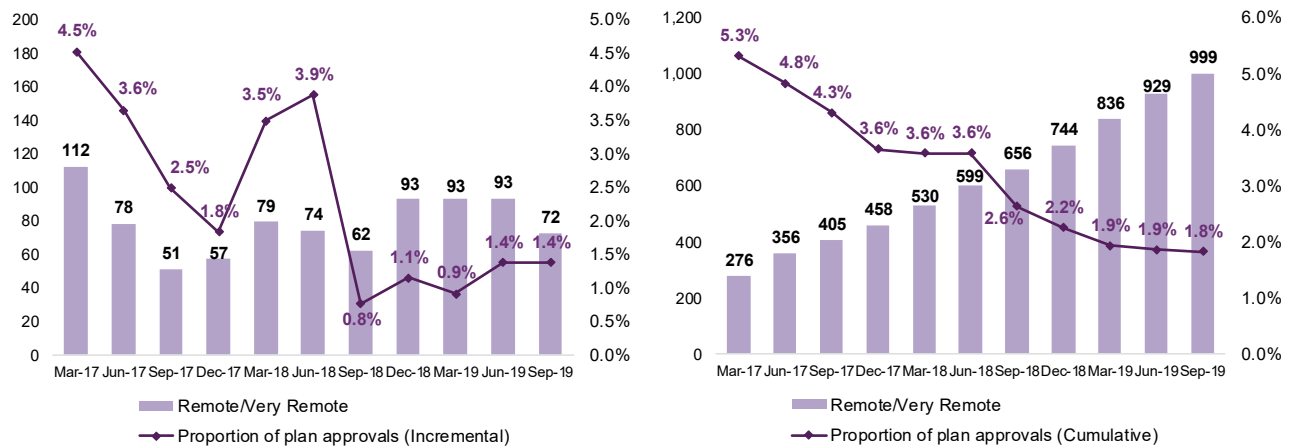


Table H.11 Participant profile per quarter by disability group – QLD^{186,187}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	14,372	29%	1,868	36%	16,240	30%
Intellectual Disability ¹⁸⁸	12,587	25%	491	9%	13,078	24%
Psychosocial disability	3,898	8%	515	10%	4,413	8%
Developmental Delay	1,937	4%	570	11%	2,507	5%
Other Neurological	2,625	5%	232	4%	2,857	5%
Cerebral Palsy	2,784	6%	106	2%	2,890	5%
Other Physical	2,783	6%	291	6%	3,074	6%
Hearing Impairment	2,179	4%	497	9%	2,676	5%
ABI	2,067	4%	153	3%	2,220	4%
Visual Impairment	1,066	2%	95	2%	1,161	2%
Multiple Sclerosis	897	2%	60	1%	957	2%
Global Developmental Delay	457	1%	180	3%	637	1%
Stroke	770	2%	111	2%	881	2%
Spinal Cord Injury	1,024	2%	55	1%	1,079	2%
Other Sensory/Speech	251	1%	18	0%	269	0%
Other	70	0%	<11		75	0%
Total	49,767	100%	5,247	100%	55,014	100%

¹⁸⁵ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁸⁶ Table order based on national proportions (highest to lowest).

¹⁸⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁸⁸ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (2,133).

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – QLD¹⁸⁹

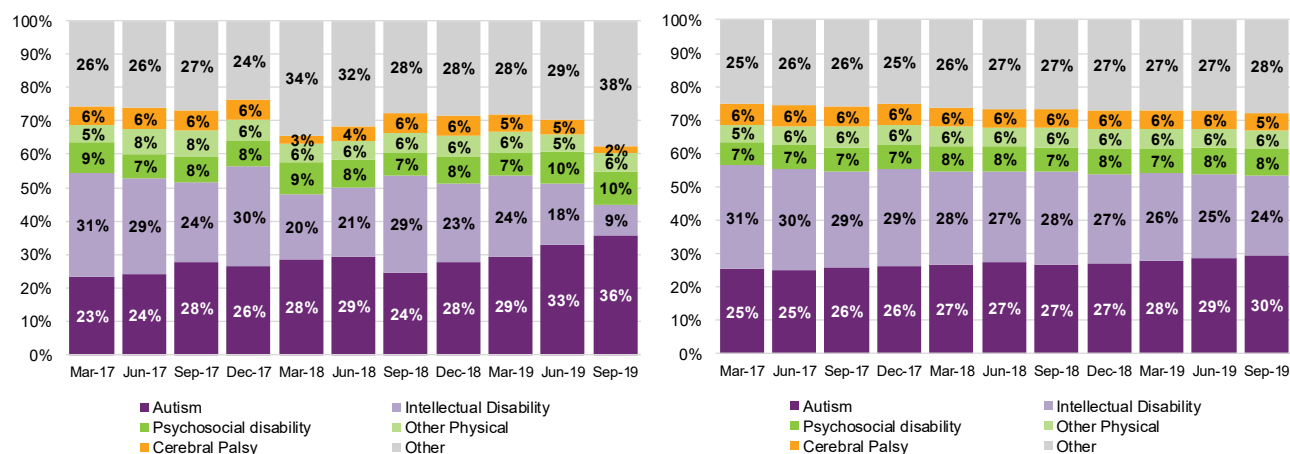
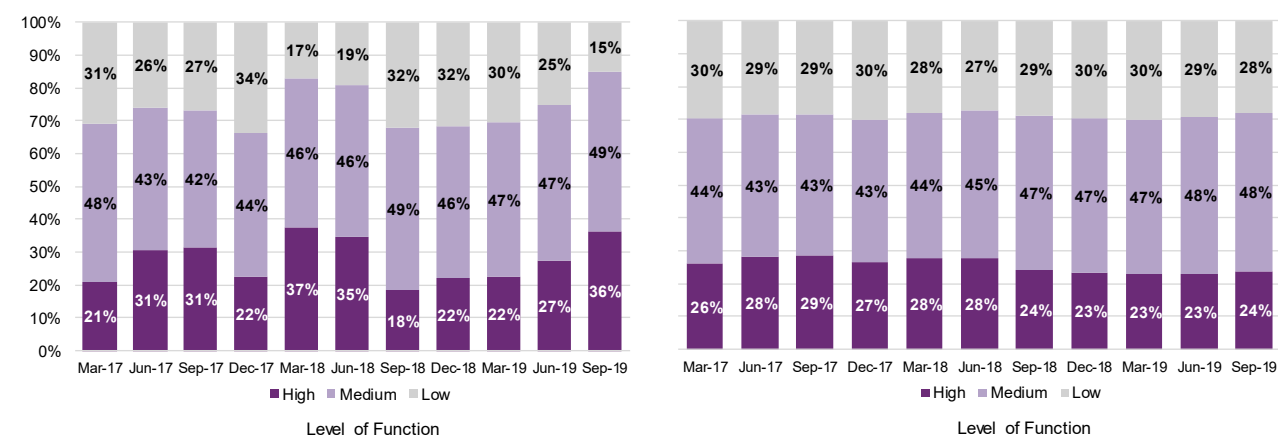


Table H.12 Participant profile per quarter by level of function – QLD¹⁹⁰

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	2,893	6%	693	13%	3,586	7%
2 (High Function)	51	0%	<11		54	0%
3 (High Function)	2,678	5%	372	7%	3,050	6%
4 (High Function)	2,798	6%	449	9%	3,247	6%
5 (High Function)	2,804	6%	383	7%	3,187	6%
6 (Moderate Function)	9,007	18%	1,392	27%	10,399	19%
7 (Moderate Function)	2,688	5%	251	5%	2,939	5%
8 (Moderate Function)	4,701	9%	323	6%	5,024	9%
9 (Moderate Function)	281	1%	24	0%	305	1%
10 (Moderate Function)	7,144	14%	566	11%	7,710	14%
11 (Low Function)	2,100	4%	114	2%	2,214	4%
12 (Low Function)	7,857	16%	425	8%	8,282	15%
13 (Low Function)	3,092	6%	235	4%	3,327	6%
14 (Low Function)	1,637	3%	17	0%	1,654	3%
15 (Low Function)	23	0%	<11		23	0%
Missing	13	0%	<11		13	0%
Total	49,767	100%	5,247	100%	55,014	100%

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – QLD¹⁹¹



¹⁸⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

¹⁹⁰ The distributions are calculated excluding participants with a missing level of function.

¹⁹¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table H.13 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	5,780	12%	1,726	33%	7,506	14%
7 to 14	11,319	23%	1,200	23%	12,519	23%
15 to 18	3,642	7%	291	6%	3,933	7%
19 to 24	4,717	9%	206	4%	4,923	9%
25 to 34	5,269	11%	256	5%	5,525	10%
35 to 44	4,845	10%	364	7%	5,209	9%
45 to 54	6,006	12%	506	10%	6,512	12%
55 to 64	6,995	14%	635	12%	7,630	14%
65+	1,194	2%	63	1%	1,257	2%
Total	49,767	100%	5,247	100%	55,014	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – QLD¹⁹²

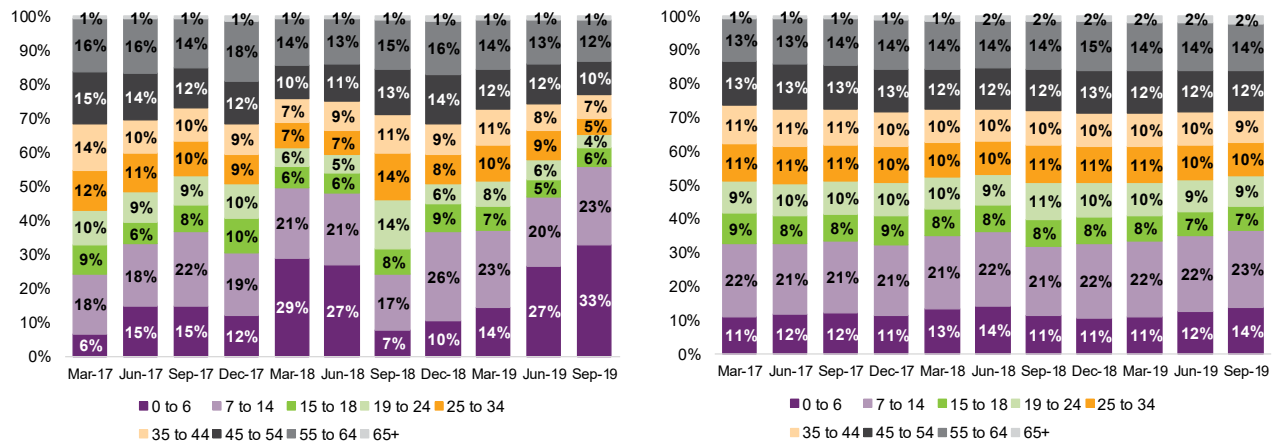
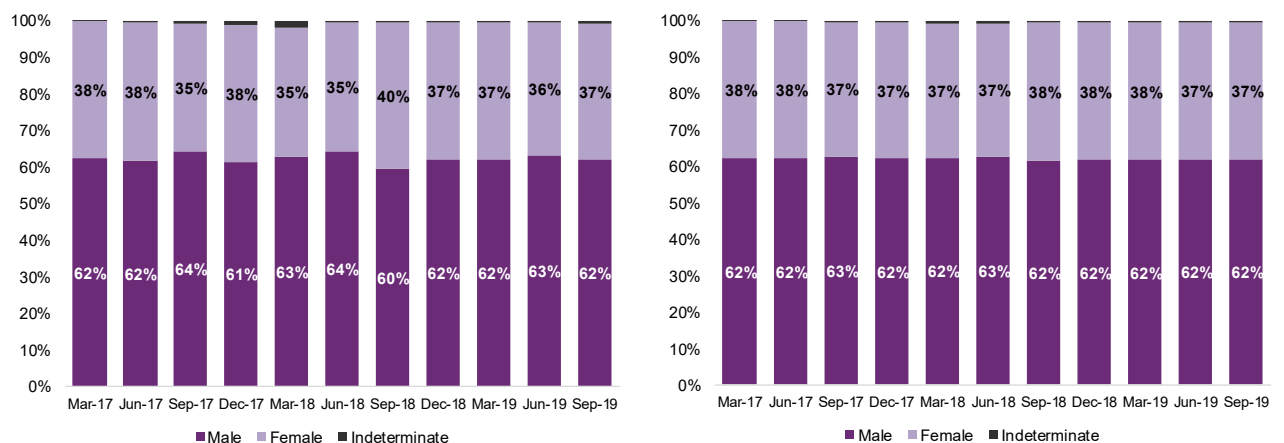


Table H.14 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	30,802	62%	3,256	62%	34,058	62%
Female	18,632	37%	1,941	37%	20,573	37%
Indeterminate	333	1%	50	1%	383	1%
Total	49,767	100%	5,247	100%	55,014	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – QLD¹⁹³



¹⁹² Ibid.

¹⁹³ Ibid.

Part Two: Participant experience and outcomes

Table H.15 Number of questionnaires completed by SFOF version – QLD¹⁹⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	771	1,331	3,090	1,229	6,421
Participant school to 14	1,385	2,611	9,041	1,731	14,768
Participant 15 to 24	1,056	1,425	5,078	472	8,031
Participant 25 and over	3,361	3,980	15,681	1,805	24,827
Total Participant	6,573	9,347	32,890	5,237	54,047
Family 0 to 14	2,004	3,798	11,204	2,838	19,844
Family 15 to 24	262	939	3,313	306	4,820
Family 25 and over	168	1,195	4,429	458	6,250
Total Family	2,434	5,932	18,946	3,602	30,914
Total	9,007	15,279	51,836	8,839	84,961

Table H.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC % who say their child is able to tell them what he/she wants	67%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		64%		
CC % who are happy with the level of independence/control they have now			34%	
CC % who choose who supports them			33%	54%
CC % who choose what they do each day			42%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	26%
CC % who want more choice and control in their life			85%	80%

¹⁹⁴ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table H.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		32%		
REL	Of these, % who are welcomed or actively included	58%	73%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			33%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	40%

Table H.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		59%		
HM	% who are happy with their home			78%	72%
HM	% who feel safe or very safe in their home			82%	72%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			68%	65%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				37%
WK	% who have a paid job			18%	19%
WK	% who volunteer			14%	13%

Table H.19 Selected key indicators for families/carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	26%	32%	28%
% receiving Carer Allowance	55%	57%	43%
% working in a paid job	44%	48%	34%
Of those in a paid job, % in permanent employment	74%	73%	75%
Of those in a paid job, % working 15 hours or more	79%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	45%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	28%	20%
% able to advocate for their child/family member	81%	77%	74%
% who have friends and family they see as often as they like	40%	40%	46%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		44%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			44%
% who rate their health as good, very good or excellent	69%	59%	58%

Table H.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=903) - participants who entered from 1 October 2017 to 30 September 2018 - QLD¹⁹⁵

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	58%

¹⁹⁵ Results in Tables H.20 to H.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables H.24 to H.32.

Table H.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=3,998) - participants who entered from 1 October 2017 to 30 September 2018 - QLD

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	52%
S/CP	Has the NDIS improved your child's social and recreational life?	49%

Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,932) and ‘Participant 25 and over’ (n=7,869) - participants who entered from 1 October 2017 to 30 September 2018 - QLD

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	75%
DL	Has the NDIS helped you with daily living activities?	71%	79%
REL	Has the NDIS helped you to meet more people?	61%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	58%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%
S/CP	Has the NDIS helped you be more involved?	67%	68%

Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,669); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,352) - participants who entered from 1 October 2017 to 30 September 2018 - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	58%
Has the NDIS improved the level of support for your family?	68%	72%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	69%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	43%	43%

Table H.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Participant 0 to school’ (n=290) - participants who entered from 1 October 2016 to 30 September 2017 – QLD¹⁹⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	90%	90%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	+6%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	60%	64%	+4%

Table H.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Participant school to 14’ (n=1,649) - participants who entered from 1 October 2016 to 30 September 2017 – QLD

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	69%	+12%
LL	Has the NDIS improved your child's access to education?	33%	40%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	54%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	47%	+5%

Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=1,083) and ‘Participant 25 and over’ (n=2,771) - participants who entered from 1 October 2016 to 30 September 2017 – QLD

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	63%	68%	+5%	69%	78%	+9%
DL	Has the NDIS helped you with daily living activities?	64%	70%	+6%	75%	84%	+9%
REL	Has the NDIS helped you to meet more people?	51%	56%	+5%	55%	62%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	-2%	28%	28%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	48%	+2%	49%	57%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	0%	15%	15%	0%
S/CP	Has the NDIS helped you be more involved?	60%	64%	+5%	62%	70%	+8%

¹⁹⁶ Results in Tables H.24 to H.27 include participants who had their first plan approved from 1 July 2016 and have had a first and second plan review to date.

Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Family 0 to 14’ (n=1,577); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=341) - participants who entered from 1 October 2016 to 30 September 2017 – QLD

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	53%	58%	+4%	46%	58%	+11%
Has the NDIS improved the level of support for your family?	61%	70%	+8%	56%	68%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	76%	+7%	55%	64%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	76%	+8%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	32%	38%	+7%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school.

Table H.28 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=167) - participants who entered from 1 July 2016 to 30 September 2016– QLD¹⁹⁷

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	49%	58%	64%	+15%
LL	Has the NDIS improved your child's access to education?	24%	24%	33%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	48%	57%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	40%	47%	+8%

¹⁹⁷ Results in Tables H.28 to H.32 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table H.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=84) - participants who entered from 1 July 2016 to 30 September 2016 – QLD

15 to 24					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	66%	65%	66%	0%
DL	Has the NDIS helped you with daily living activities?	74%	67%	71%	-3%
REL	Has the NDIS helped you to meet more people?	66%	52%	48%	-18%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	22%	19%	-9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	44%	39%	-7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	29%	31%	-6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	8%	11%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	56%	58%	-3%

Table H.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=159) - participants who entered from 1 July 2016 to 30 September 2016 – QLD

25 and over					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	71%	74%	84%	+12%
DL	Has the NDIS helped you with daily living activities?	76%	80%	85%	+9%
REL	Has the NDIS helped you to meet more people?	57%	54%	65%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	29%	35%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	51%	63%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	28%	35%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	14%	14%	-6%
S/CP	Has the NDIS helped you be more involved?	65%	61%	76%	+10%

Table H.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=155) - participants who entered from 1 July 2016 to 30 September 2016 – QLD

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	52%	62%	+17%
Has the NDIS improved the level of support for your family?	55%	59%	70%	+16%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	60%	65%	76%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	65%	73%	+10%
Has the NDIS improved your health and wellbeing?	30%	29%	32%	+2%

Table H.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27) - participants who entered from 1 July 2016 to 30 September 2016 – QLD

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	36%	45%	57%	+21%
Has the NDIS improved the level of support for your family?	59%	64%	68%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	64%	64%	0%
Has the NDIS improved your health and wellbeing?	44%	32%	44%	0%

Table H.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=3,640) and 'participants in community and social activities' (n=3,720) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 –QLD¹⁹⁸

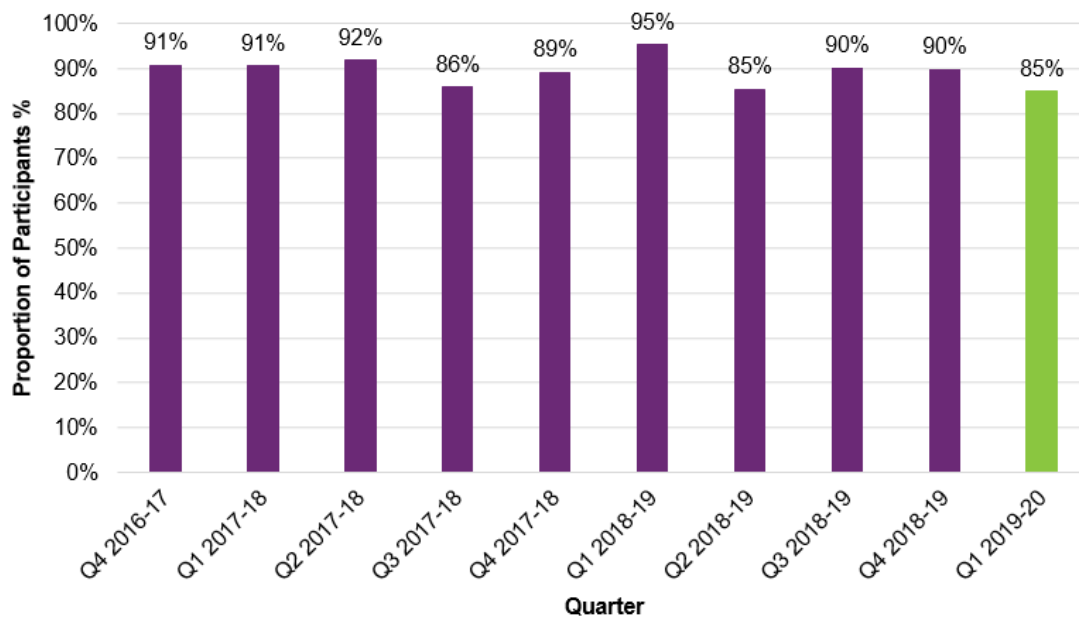
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	18%	21%	22%	24%
Aged 25+	21%	21%	20%	
Aged 15+ (average)	20%	21%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	30%	37%	43%	47%
Aged 25+	38%	48%	51%	
Aged 15+ (average)	37%	45%	49%	

¹⁹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table H.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=241) and 'participants in community and social activities' (n=246) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – QLD¹⁹⁹

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	11%	12%	10%	9%	24%
Aged 25+	14%	15%	16%	14%	
Aged 15+ (average)	14%	15%	15%	13%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	41%	51%	45%	46%	47%
Aged 25+	41%	43%	46%	48%	
Aged 15+ (average)	41%	44%	46%	48%	

Figure H.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)^{*200}



*The result for Q1 of 2019-20 is based on 180 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% gave a rating of good or very good, 7% gave a neutral rating and 8% gave a rating of poor or very poor.

¹⁹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

²⁰⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table H.35 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (QLD)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	1%	6%
I had enough time to tell my story and say what support I need	93%	3%	4%
The planner knows what I can do well	82%	12%	6%
The planner had some good ideas for my plan	86%	7%	7%
I know what is in my plan	87%	8%	4%
The planner helped me think about my future	86%	7%	8%
I think my plan will make my life better	89%	4%	7%
The planning meeting went well	89%	5%	6%

Table H.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (QLD)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 790	n = 176
Are you happy with how coming into the NDIS has gone?	80%	82%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	73%	78%
Pre-planning	n = 898	n = 39
Did the person from the NDIS understand how your disability affects your life?	87%	87%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	79%	87%
Do you know where to go for more help with your plan?	83%	87%
Planning	n = 1,025	n = 185
Did the person from the NDIS understand how your disability affects your life?	84%	86%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	79%	84%
Are you clear on what happens next with your plan?	77%	78%
Do you know where to go for more help with your plan?	84%	89%
Plan review	n = 392	n = 128
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you feel prepared for your plan review?	84%	75%
Is your NDIS plan helping you to make progress towards your goals?	86%	84%

Table H.37 Plan reviews conducted per quarter – excluding plans less than 30 days – QLD²⁰¹

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	37,669	12,367	50,036
<i>Early intervention plans</i>	6,678	1,776	8,454
<i>Permanent disability plans</i>	30,991	10,591	41,582

²⁰¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure H.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – QLD

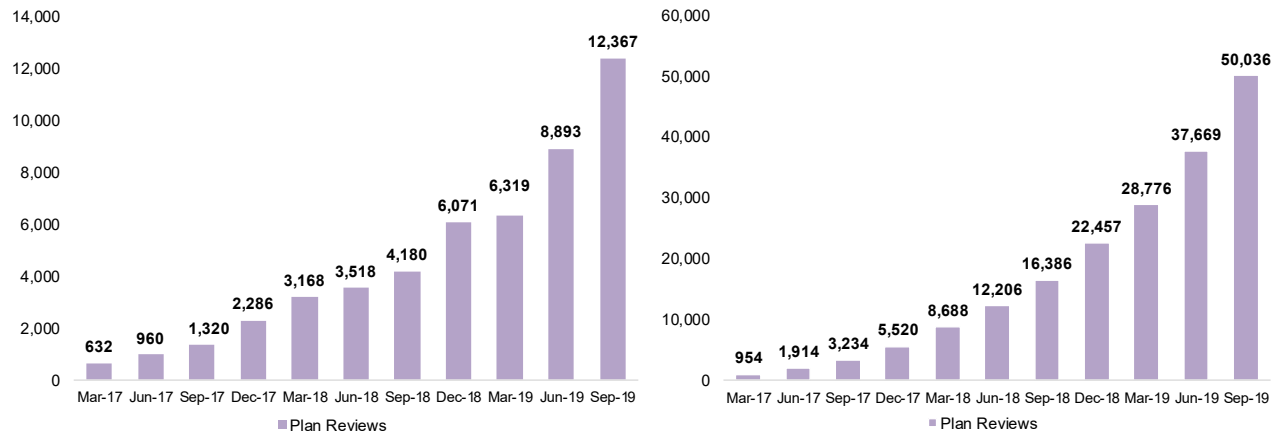


Table H.38 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	27,059	9,951	37,010
<i>Trial participants</i>	1,727	139	1,866
<i>Transition participants</i>	25,332	9,812	35,144

Figure H.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD²⁰²

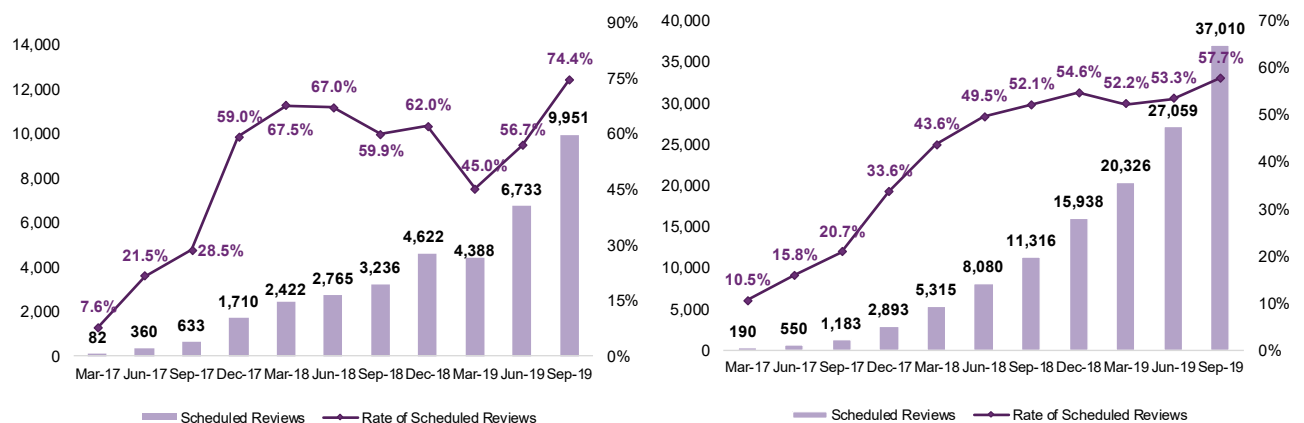


Table H.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	10,610	2,416	13,026
<i>Trial participants</i>	367	20	387
<i>Transition participants</i>	10,243	2,396	12,639

Table H.40 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD²⁰³

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	20.9%	18.1%	20.3%

²⁰² The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

²⁰³ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD²⁰⁴

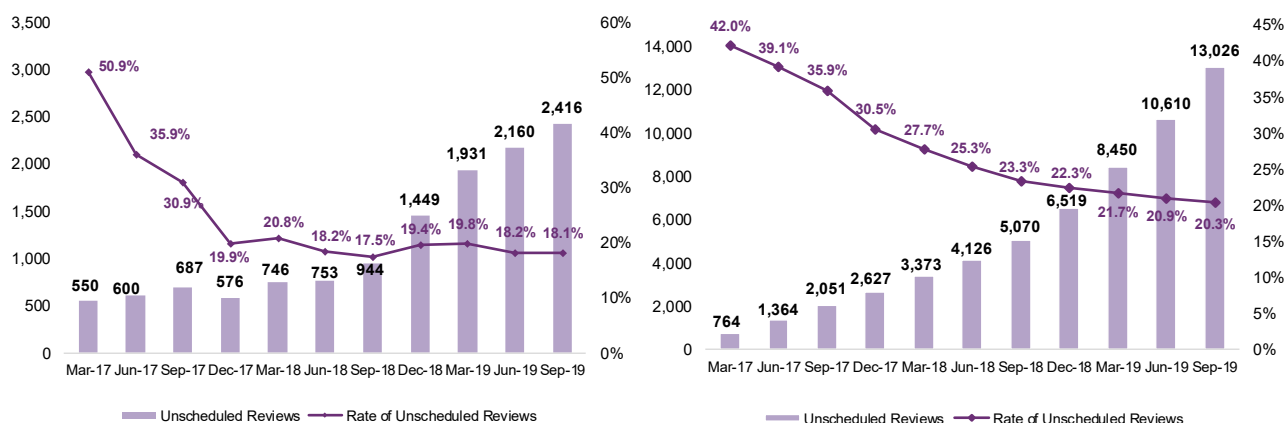


Table H.41 AAT cases by category – QLD²⁰⁵

	Prior Quarters		2019-20 Q1		Total	
Category	N	%	N	%	N	%
Access	107	37%	33	48%	140	39%
Plan	131	45%	26	38%	157	44%
Plan Review	32	11%	<11		37	10%
Other	18	6%	<11		23	6%
Total	288	100%	69	100%	357	100%
% of all access decisions²⁰⁶	0.37%		0.77%		0.41%	

Table H.42 AAT cases by open/closed and decision – QLD

	N
AAT Cases	357
Open AAT Cases	108
Closed AAT Cases	249
Resolved before hearing	244
Gone to hearing and received a substantive decision	<11

Table H.43 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	16%	18%	17%
Self-managed partly	12%	13%	12%
Plan managed	32%	39%	34%
Agency managed	39%	30%	36%
Total	100%	100%	100%

²⁰⁴ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

²⁰⁵ The numbers of AAT cases for Queensland by category are not shown due to insufficient numbers.

²⁰⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure H.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – QLD²⁰⁷

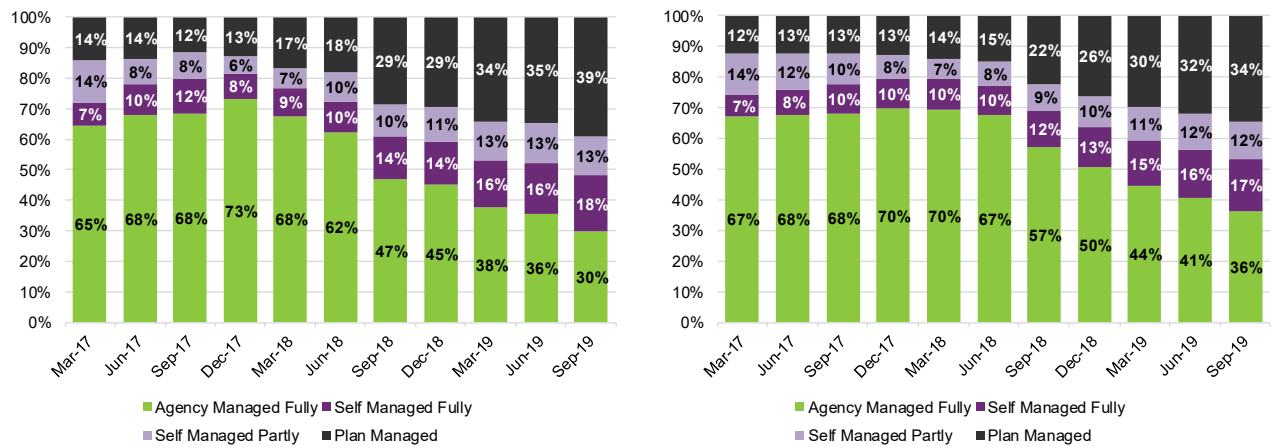


Table H.44 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	37%	37%	37%

Table H.45 Duration to plan activation by quarter of initial plan approval for active participants – QLD^{208,209}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	22,611	70%	7,660	76%
30 to 59 days	3,549	11%	1,002	10%
60 to 89 days	1,783	6%	457	5%
Activated within 90 days	27,943	87%	9,119	90%
90 to 119 days	1,099	3%	240	2%
120 days and over	2,468	8%	260	3%
Activated after 90 days	3,567	11%	500	5%
No payments	763	2%	490	5%
Total plans approved	32,273	100%	10,109	100%

²⁰⁷ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

²⁰⁸ Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²⁰⁹ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table H.46 Proportion of active participants with plan activated within 12 months – QLD

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,001	2,103	95%
Not Aboriginal and Torres Strait Islander	21,207	21,818	97%
Not Stated	880	911	97%
Total	24,088	24,832	97%
by Culturally and Linguistically Diverse status			
CALD	946	973	97%
Not CALD	23,116	23,832	97%
Not Stated	26	27	96%
Total	24,088	24,832	97%
by Remoteness			
Major Cities	9,264	9,482	98%
Regional	14,221	14,695	97%
Remote	601	653	92%
Missing	<11	<11	
Total	24,088	24,832	97%
by Primary Disability type			
Autism	6,623	6,900	96%
Intellectual Disability (including Down Syndrome)	6,836	7,009	98%
Psychosocial Disability	1,809	1,851	98%
Developmental Delay (including Global Developmental Delay)	958	1,000	96%
Other	7,862	8,072	97%
Total	24,088	24,832	97%

Table H.47 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19– QLD^{210,211}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	46%	63%	48%
50% to 75%	25%	19%	24%
> 75%	29%	17%	27%
Total	100%	100%	100%

²¹⁰ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²¹¹ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table H.48 Proportion of active participants with approved plans accessing mainstream supports - QLD^{212,213}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	14%	14%	13%
Health & Wellbeing	43%	41%	43%
Lifelong Learning	10%	9%	10%
Other	11%	9%	10%
Non-categorised	36%	30%	34%
Any mainstream service	92%	80%	88%

Part Three: Providers and the growing market

Table H.49 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.47	1.53
b) Number of providers delivering new types of supports	837	816
c) Share of payments - top 25% ²¹⁴		
<i>Daily Tasks/Shared Living (%)</i>	86%	87%
<i>Therapeutic Supports (%)</i>	89%	90%
<i>Participate Community (%)</i>	81%	83%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	84%	85%

²¹² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²¹³ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

²¹⁴ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table H.50 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	55	17	72	31%
Assistance Animals	50	16	66	32%
Assistance with daily life tasks in a group or shared living arrangement	354	60	414	17%
Assistance with travel/transport arrangements	388	69	457	18%
Daily Personal Activities	654	61	715	9%
Group and Centre Based Activities	415	91	506	22%
High Intensity Daily Personal Activities	419	67	486	16%
Household tasks	778	106	884	14%
Interpreting and translation	61	14	75	23%
Participation in community, social and civic activities	688	72	760	10%
Assistive Technology				
Assistive equipment for recreation	88	15	103	17%
Assistive products for household tasks	74	9	83	12%
Assistance products for personal care and safety	746	93	839	12%
Communication and information equipment	102	53	155	52%
Customised Prosthetics	238	64	302	27%
Hearing Equipment	34	30	64	88%
Hearing Services	7	4	11	57%
Personal Mobility Equipment	334	86	420	26%
Specialised Hearing Services	18	3	21	17%
Vision Equipment	44	37	81	84%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	638	79	717	12%
Behaviour Support	292	37	329	13%
Community nursing care for high needs	145	29	174	20%
Development of daily living and life skills	419	53	472	13%
Early Intervention supports for early childhood	648	111	759	17%
Exercise Physiology and Physical Wellbeing activities	339	63	402	19%
Innovative Community Participation	99	22	121	22%
Specialised Driving Training	80	11	91	14%
Therapeutic Supports	1,789	184	1,973	10%
Capital services				
Home modification design and construction	152	45	197	30%
Specialised Disability Accommodation	25	4	29	16%
Vehicle Modifications	88	16	104	18%
Choice and control support services				
Management of funding for supports in participants plan	326	36	362	11%
Support Coordination	152	22	174	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	76	20	96	26%
Specialised Supported Employment	101	14	115	14%
Total active providers	3,758	439	4,197	12%

Table H.51 Number of approved and active providers in each registration group by legal entity type as at 30 September 2019 – QLD

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	24	48	72	33%	67%	100%
Assistance Animals	5	61	66	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	35	379	414	8%	92%	100%
Assistance with travel/transport arrangements	66	391	457	14%	86%	100%
Daily Personal Activities	80	635	715	11%	89%	100%
Group and Centre Based Activities	46	460	506	9%	91%	100%
High Intensity Daily Personal Activities	49	437	486	10%	90%	100%
Household tasks	287	597	884	32%	68%	100%
Interpreting and translation	16	59	75	21%	79%	100%
Participation in community, social and civic activities	95	665	760	13%	88%	100%
Assistive Technology						
Assistive equipment for recreation	17	86	103	17%	83%	100%
Assistive products for household tasks	7	76	83	8%	92%	100%
Assistance products for personal care and safety	120	719	839	14%	86%	100%
Communication and information equipment	19	136	155	12%	88%	100%
Customised Prosthetics	33	269	302	11%	89%	100%
Hearing Equipment	7	57	64	11%	89%	100%
Hearing Services	2	9	11	18%	82%	100%
Personal Mobility Equipment	48	372	420	11%	89%	100%
Specialised Hearing Services	1	20	21	5%	95%	100%
Vision Equipment	8	73	81	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	123	594	717	17%	83%	100%
Behaviour Support	117	212	329	36%	64%	100%
Community nursing care for high needs	18	156	174	10%	90%	100%
Development of daily living and life skills	50	422	472	11%	89%	100%
Early Intervention supports for early childhood	285	474	759	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	92	310	402	23%	77%	100%
Innovative Community Participation	37	84	121	31%	69%	100%
Specialised Driving Training	14	77	91	15%	85%	100%
Therapeutic Supports	818	1,155	1,973	41%	59%	100%
Capital services						
Home modification design and construction	25	172	197	13%	87%	100%
Specialised Disability Accommodation	1	28	29	3%	97%	100%
Vehicle Modifications	7	97	104	7%	93%	100%
Choice and control support services						

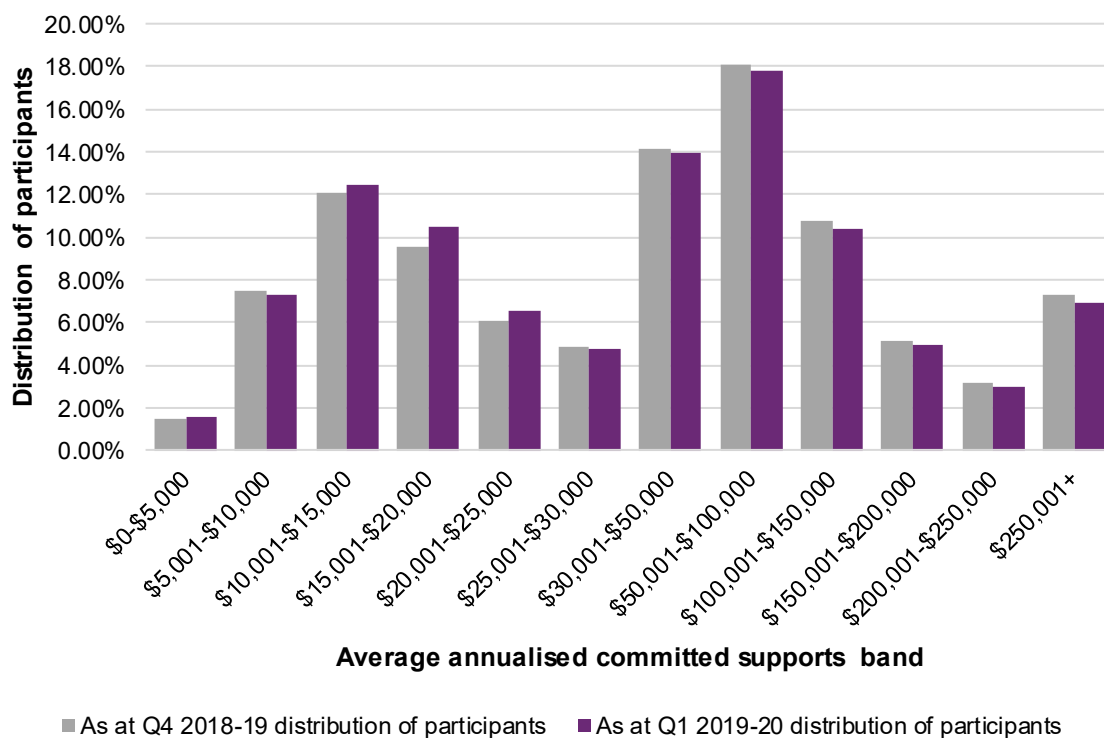
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	50	312	362	14%	86%	100%
Support Coordination	34	140	174	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	7	89	96	7%	93%	100%
Specialised Supported Employment	5	110	115	4%	96%	100%
Total	1,437	2,760	4,197	34%	66%	100%

Part Four: Financial sustainability

Table H.52 Committed supports by financial year (\$m) - QLD²¹⁵

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.7	2.6	6.8	212.0	820.6	2,468.5	1,107.1

Figure H.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)



²¹⁵ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

Figure H.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

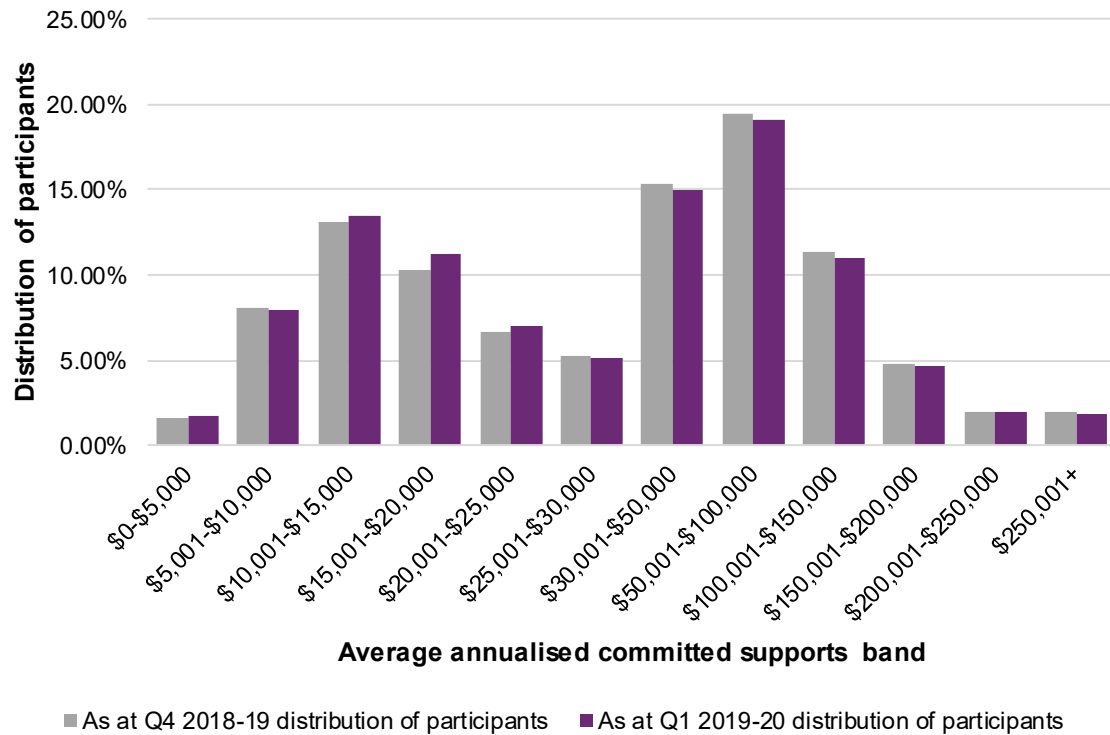


Figure H.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

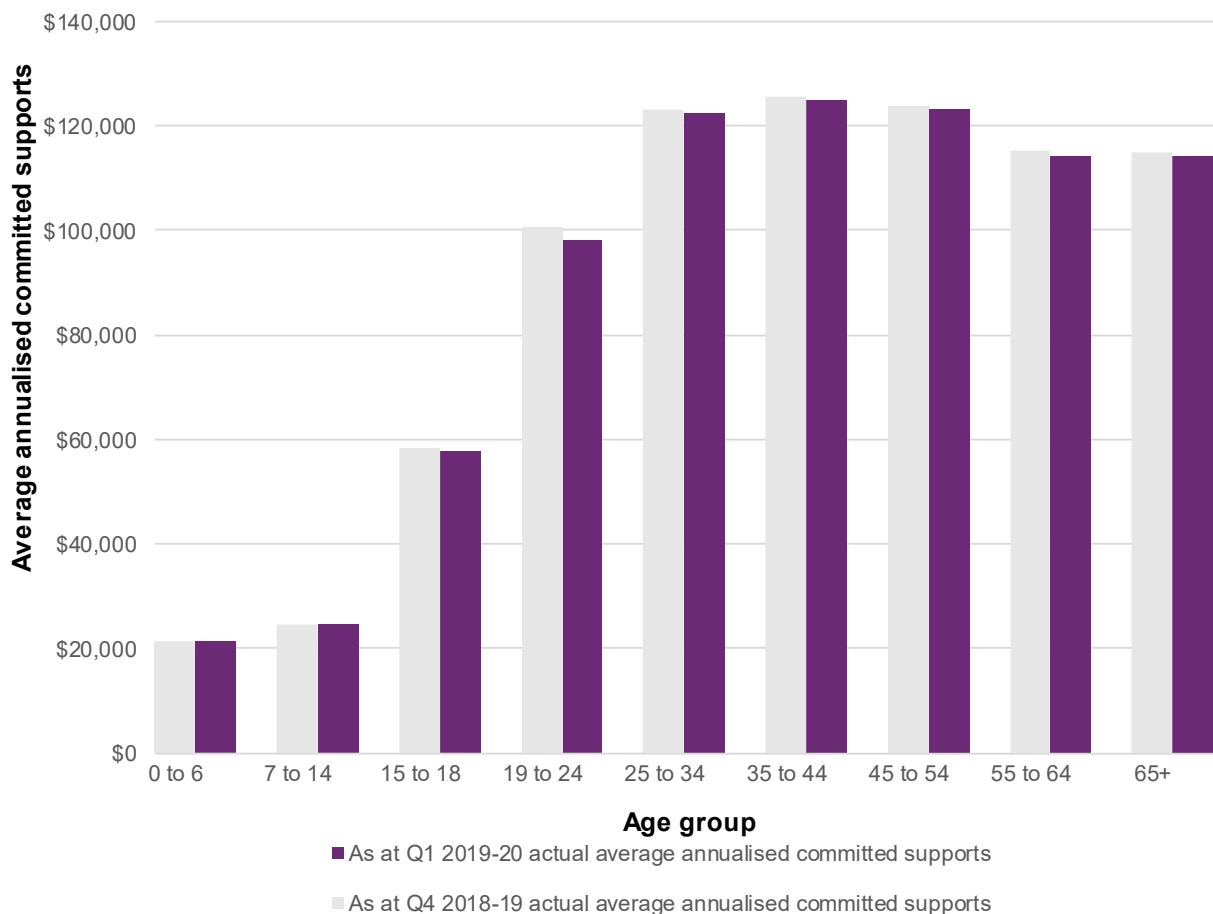


Figure H.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

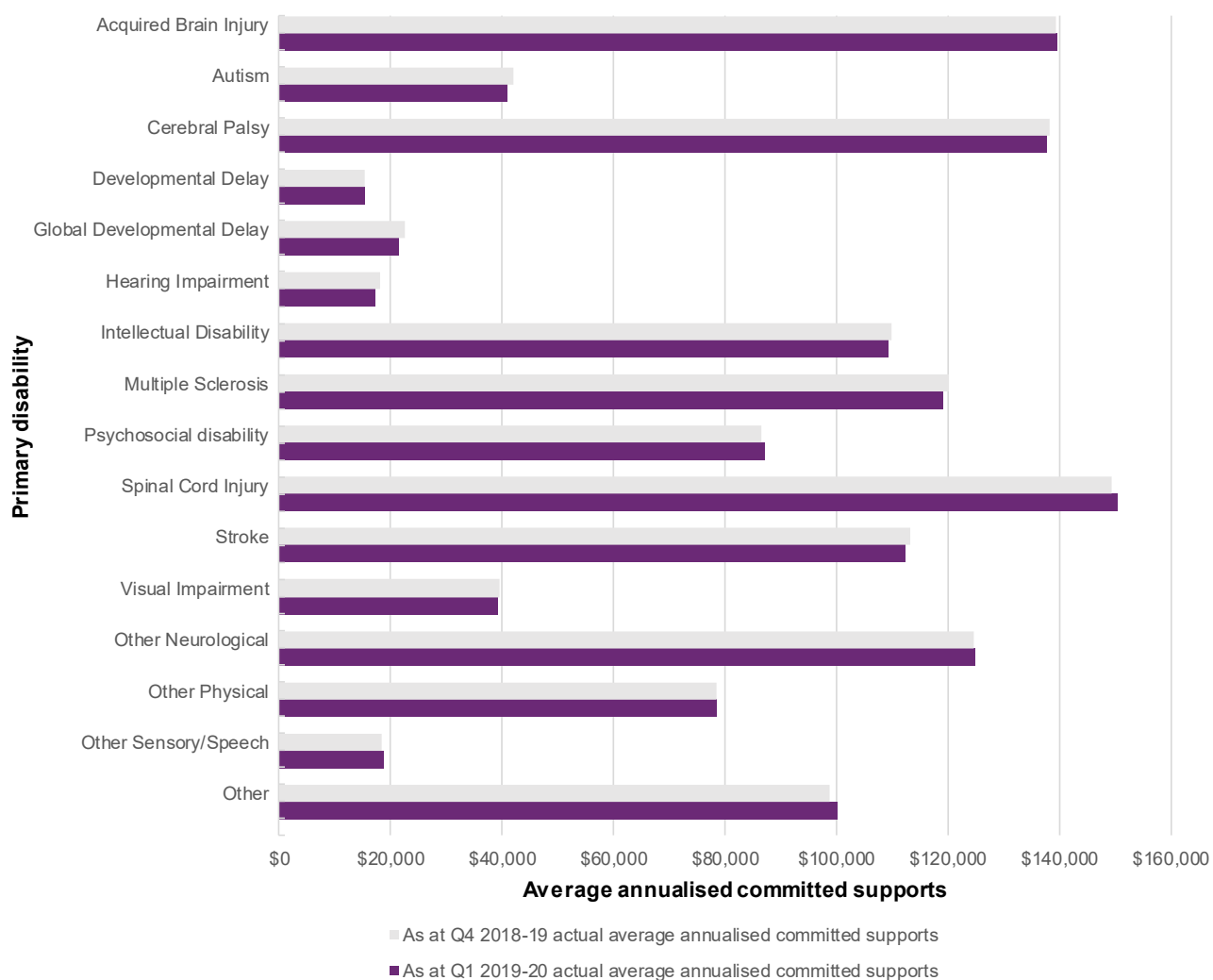


Figure H.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

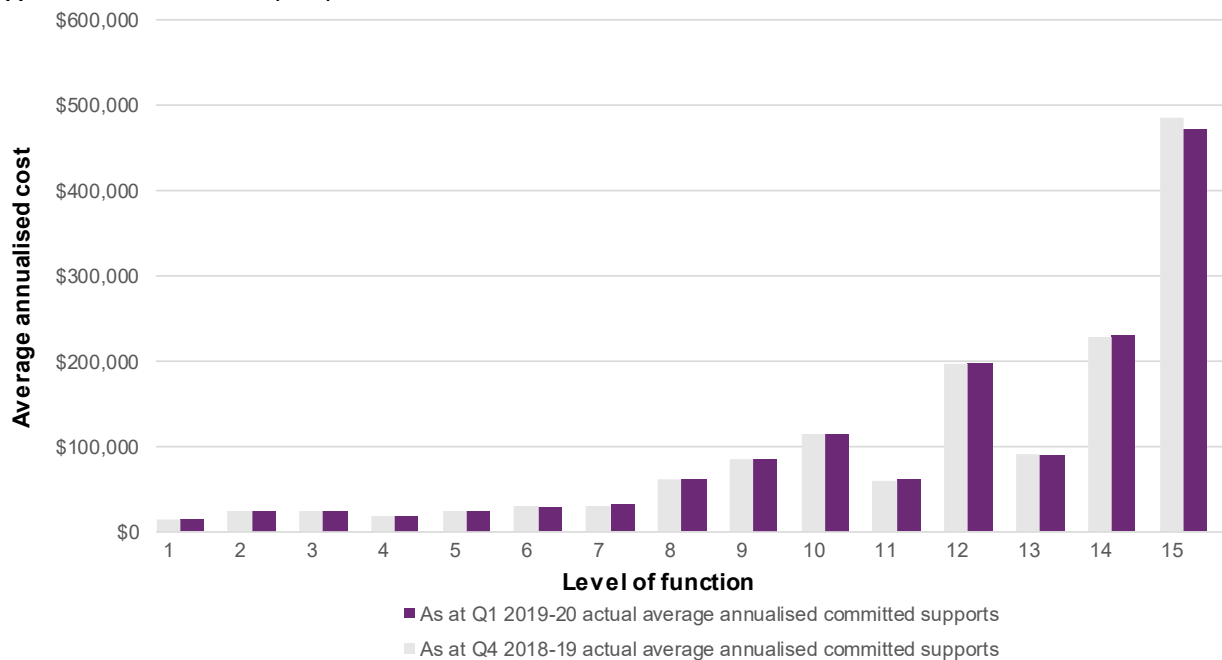
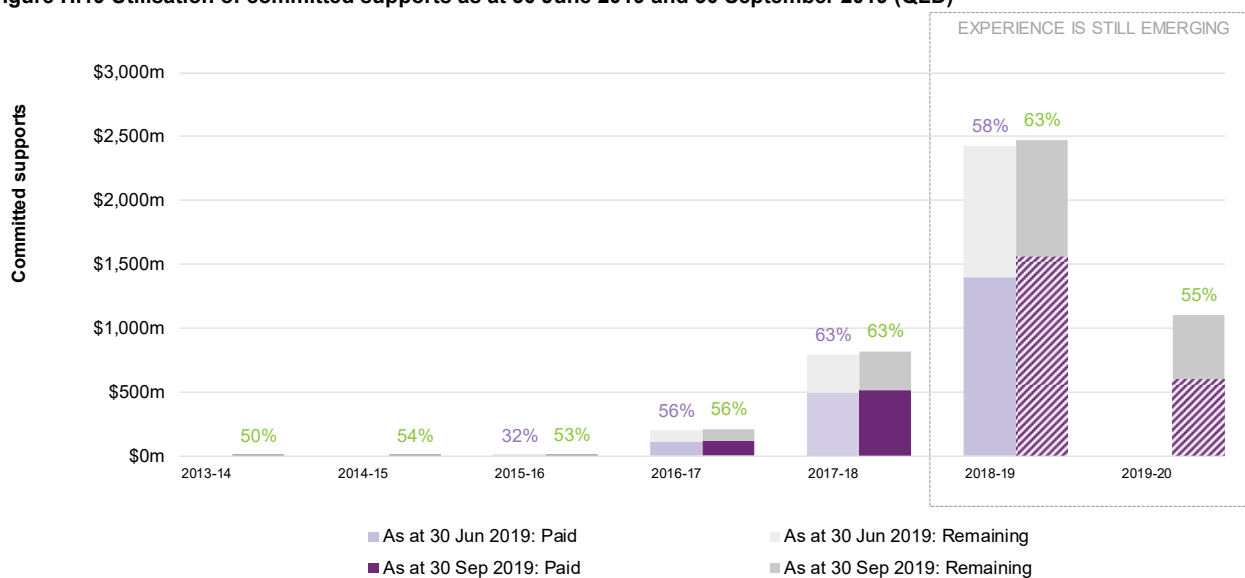


Table H.53 Payments by financial year, compared to committed supports (\$m) – QLD²¹⁶

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	0.7	2.6	6.8	212.0	820.6	2,468.5	1,107.1
Total paid	0.4	1.4	3.6	119.0	518.0	1,561.0	604.8
% utilised to date	50%	54%	53%	56%	63%	63%	55%

Figure H.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (QLD)



²¹⁶ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.

Figure H.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (QLD)²¹⁷

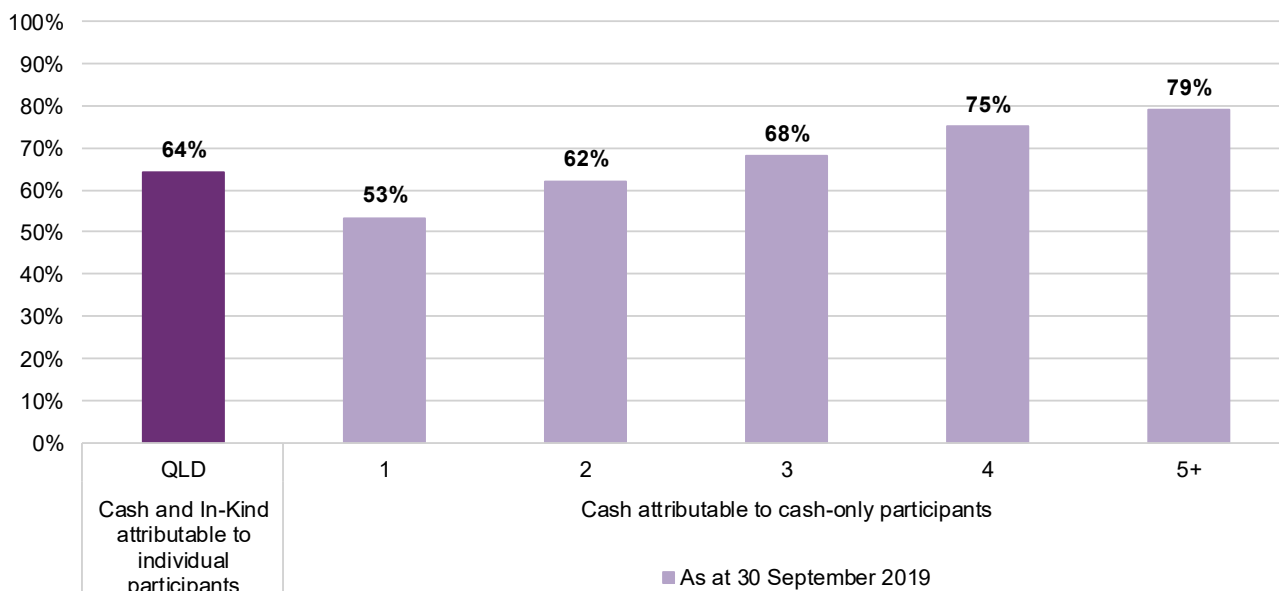
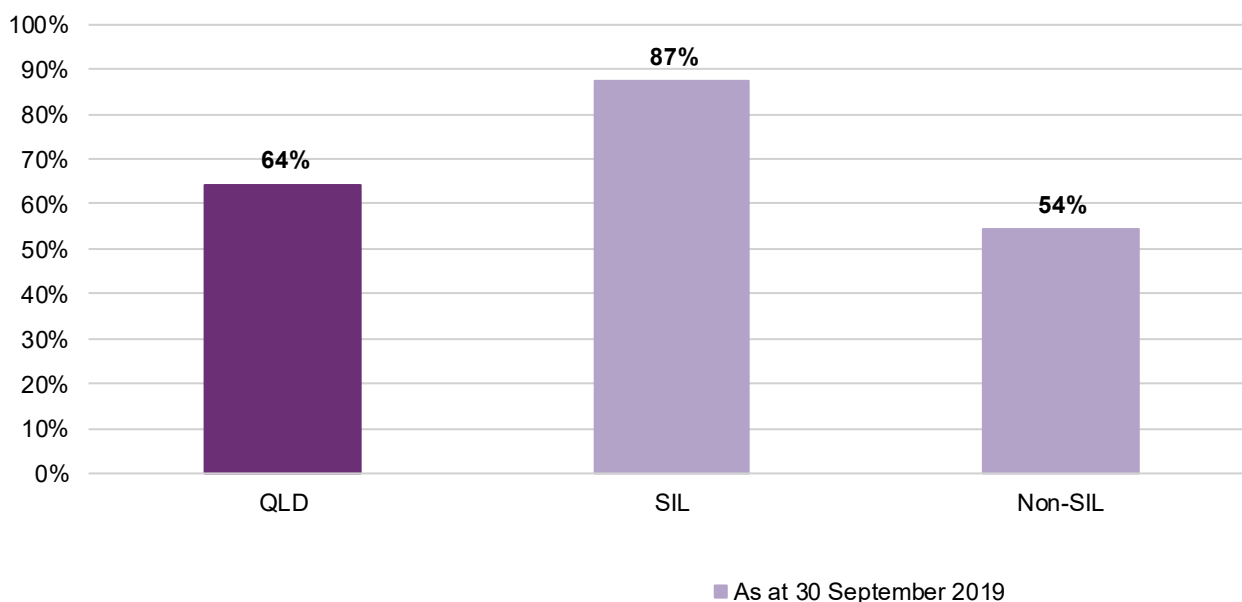


Figure H.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (QLD)²¹⁸



²¹⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

²¹⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure H.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (QLD)²¹⁹

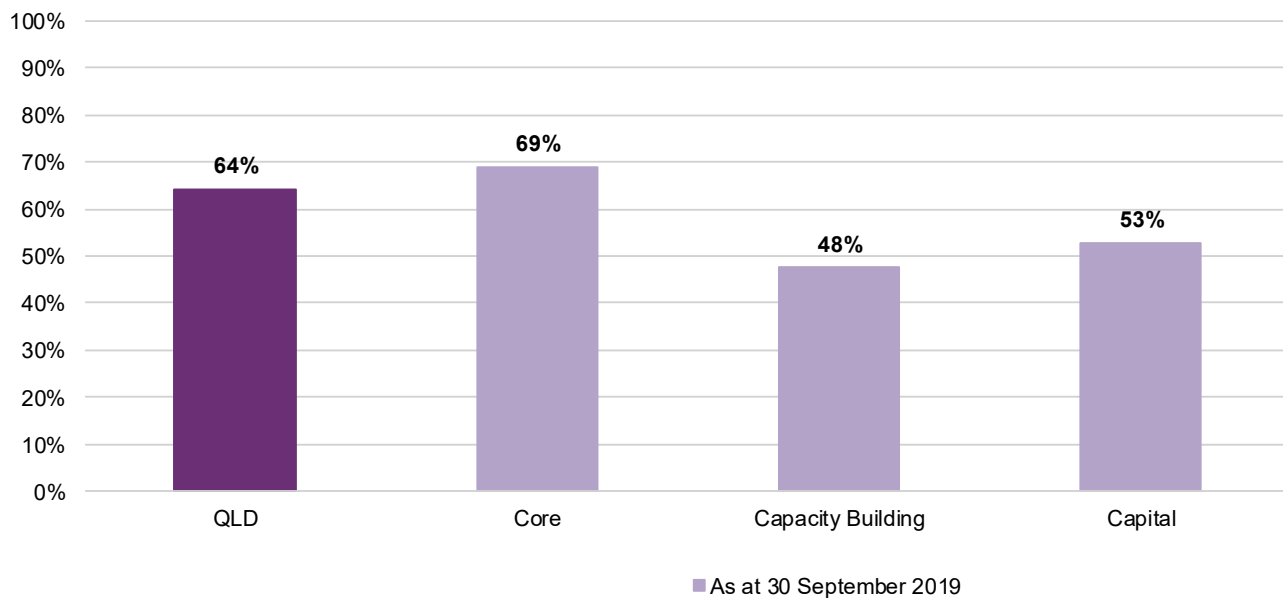
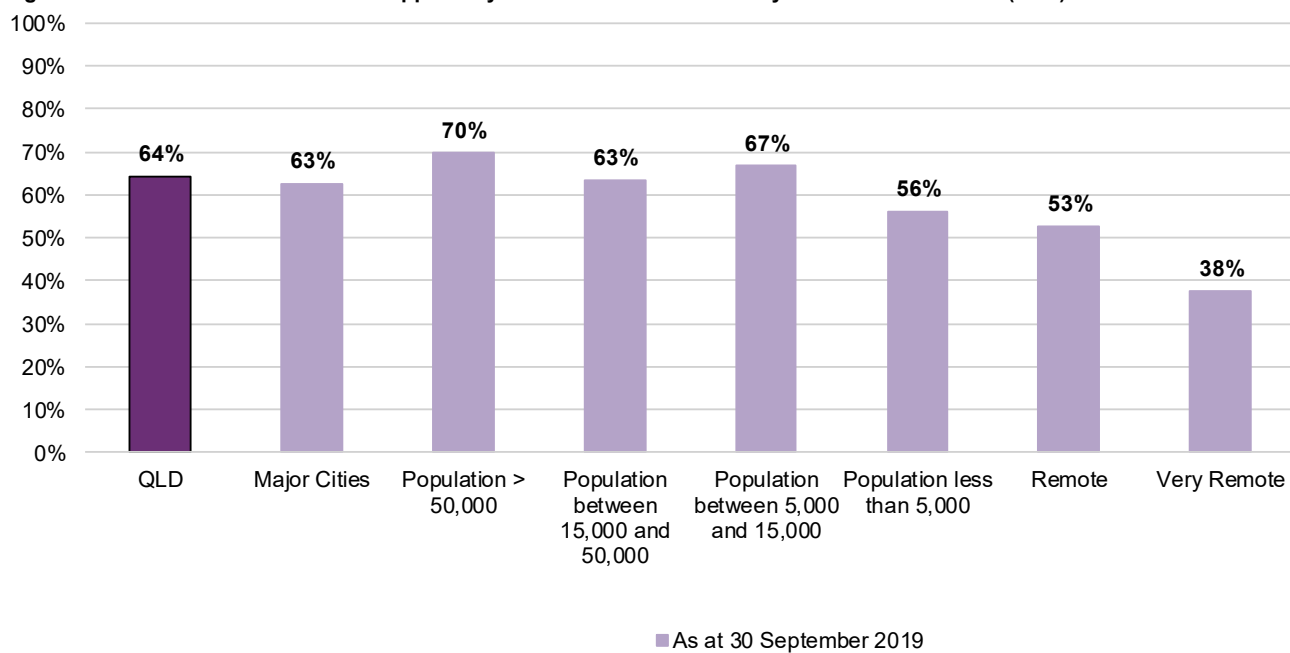


Figure H.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (QLD)²²⁰



²¹⁹ Ibid.

²²⁰ Ibid.

Appendix I:

Western Australia

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – WA²²¹

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
WA	16,376	3,751	20,127	38	20,165

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA²²²

	Prior Quarters	2019-20 Q1	Total
Access decisions	23,883	5,244	29,127
Active Eligible	21,393	4,005	25,398
<i>New</i>	9,067	1,903	10,970
<i>State</i>	11,465	1,767	13,232
<i>Commonwealth</i>	861	335	1,196
Active Participant Plans (excl)	16,376	3,751	20,127
<i>New</i>	7,538	1,432	8,970
<i>State</i>	8,352	2,039	10,391
<i>Commonwealth</i>	486	280	766
Active Participant Plans	16,438	3,789	20,165
<i>Early Intervention (s25)</i>	1,685	322	2,007
<i>Permanent Disability (s24)</i>	14,691	3,429	18,120
<i>ECEI²²³</i>	62	38	38

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – WA

Exits	
Total participant exits	249
<i>Early Intervention participants</i>	32
<i>Permanent disability participants</i>	217

²²¹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²²² The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 88% of people with a hearing impairment met the access criteria compared to 77% overall.

²²³ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table I.4 Cumulative position by services previously received – WA²²⁴

	Participant cohort				
	State	Commonwealth	New	ECEI ²²⁵	Total
End of 2016-17	1,759	59	1,914	0	3,732
End of 2017-18	1,743	41	2,677	0	4,461
End of 2018-19 Q1	2,489	175	2,921	2	5,587
End of 2018-19 Q2	5,987	307	3,195	80	9,569
End of 2018-19 Q3	8,993	451	4,150	6	13,600
End of 2018-19 Q4	8,348	484	7,584	57	16,473
End of 2019-20 Q1	10,391	766	8,970	38	20,165

Table I.5 Cumulative position by entry into the Scheme – WA²²⁶

	Participant cohort			
	Early Intervention ²²⁷	Permanent Disability ²²⁸	ECEI ²²⁹	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19 Q1	973	4,612	2	5,587
End of 2018-19 Q2	1,213	8,276	80	9,569
End of 2018-19 Q3	1,465	12,129	6	13,600
End of 2018-19 Q4	1,683	14,733	57	16,473
End of 2019-20 Q1	2,007	18,120	38	20,165

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table I.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA²³⁰

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,058	6.5%	176	4.7%	1,234	6.1%
Not Aboriginal and Torres Strait Islander	13,824	84.4%	3,225	86.0%	17,049	84.7%
Not Stated	1,494	9.1%	350	9.3%	1,844	9.2%
Total	16,376	100%	3,751	100%	20,127	100%

²²⁴ This table shows the total numbers of active participants (including transfer participants) at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

²²⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²²⁶ This table shows the total numbers of active participants (including transfer participants) at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

²²⁷ Participants who met Section 25 of the NDIS Act for access

²²⁸ Participants who met Section 24 of the NDIS Act for access

²²⁹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²³⁰ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – WA^{231,232}

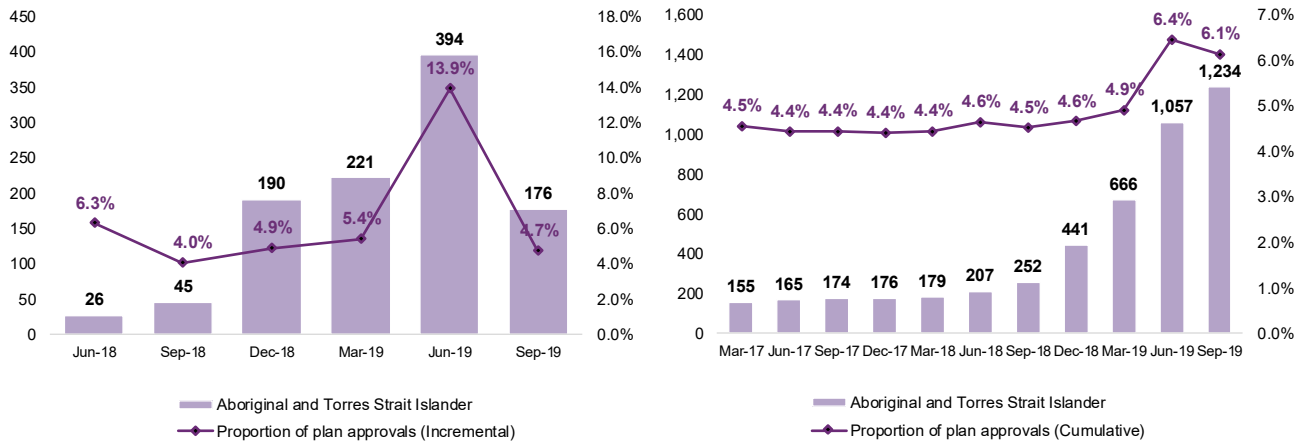


Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	975	6.0%	395	10.5%	1,370	6.8%
Not CALD	9,614	58.7%	3,283	87.5%	12,897	64.1%
Not Stated	5,787	35.3%	73	1.9%	5,860	29.1%
Total	16,376	100%	3,751	100%	20,127	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – WA^{233,234}

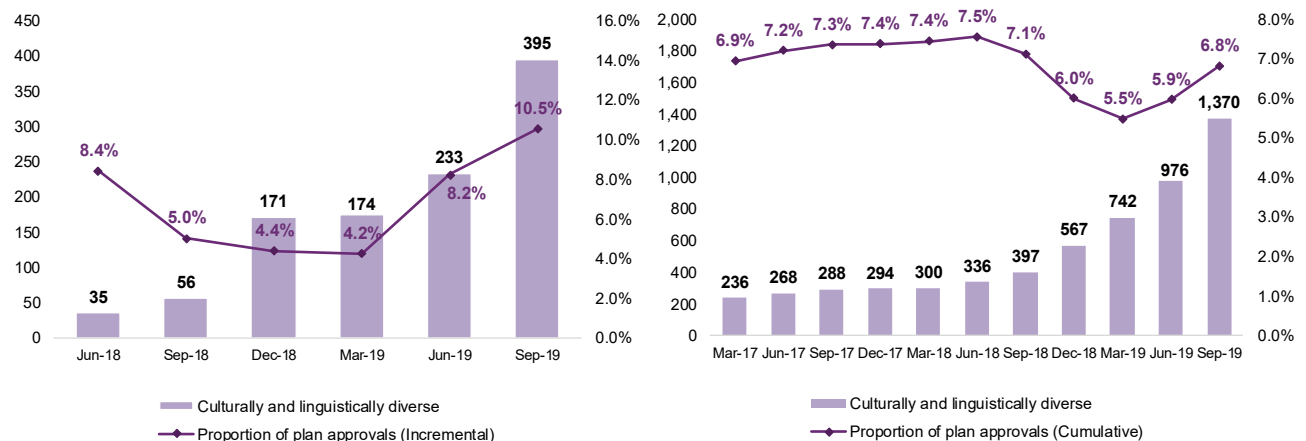


Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC ²³⁵	91	28	119
Not YPIRAC	16,285	3,723	20,008
Total	16,376	3,751	20,127

²³¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²³² There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

²³³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²³⁴ There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

²³⁵ The age breakdown of YPIRAC participants in WA cannot be reported due to small numbers in some age groups.

Figure I.3 Number of YPIRAC participants over time cumulatively– WA^{236,237}

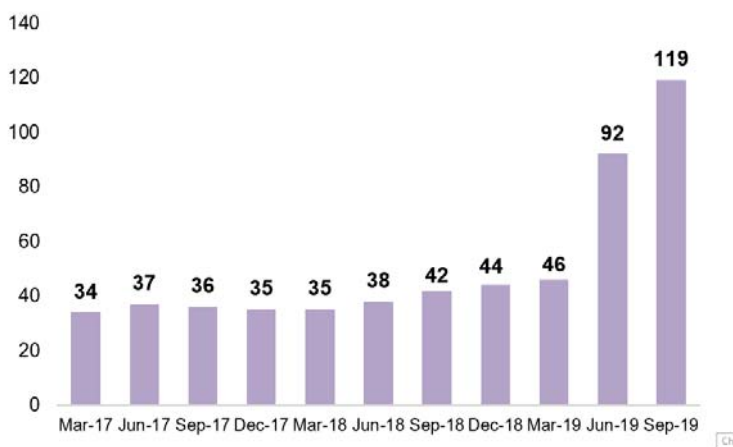
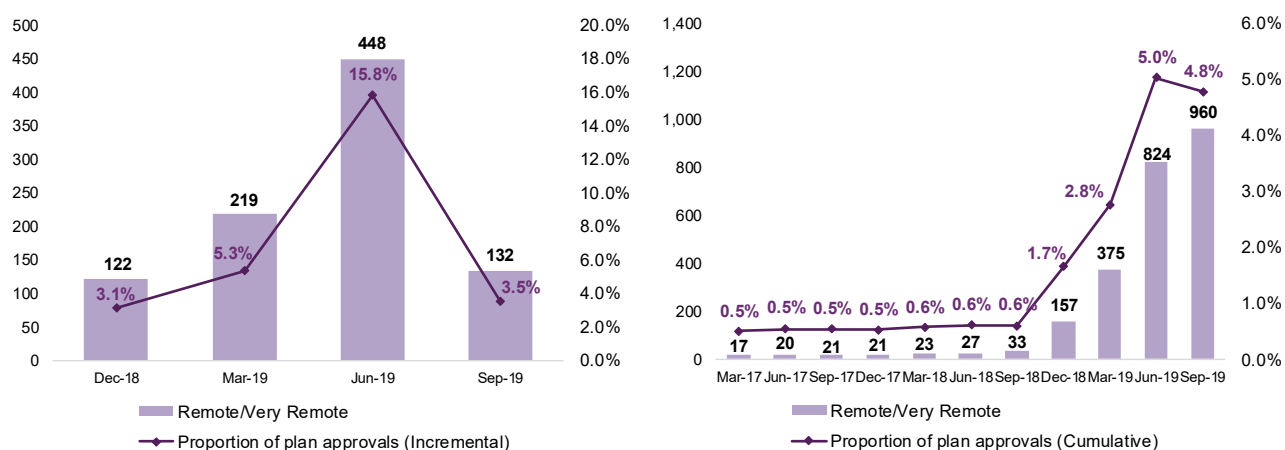


Table I.9 Participant profile per quarter by remoteness – WA^{238,239}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	12,782	78.1%	2,790	74.4%	15,572	77.4%
Population > 50,000	895	5.5%	276	7.4%	1,171	5.8%
Population between 15,000 and 50,000	794	4.8%	300	8.0%	1,094	5.4%
Population between 5,000 and 15,000	281	1.7%	44	1.2%	325	1.6%
Population less than 5,000	796	4.9%	209	5.6%	1,005	5.0%
Remote	594	3.6%	110	2.9%	704	3.5%
Very Remote	234	1.4%	22	0.6%	256	1.3%
Missing	<11		<11		<11	
Total	16,376	100%	3,751	100%	20,127	100%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – WA^{240,241}



²³⁶ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²³⁷ There are insufficient numbers to show the incremental count of YPIRAC participants in WA over time.

²³⁸ This table is based on the Modified Monash Model measure of remoteness.

²³⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

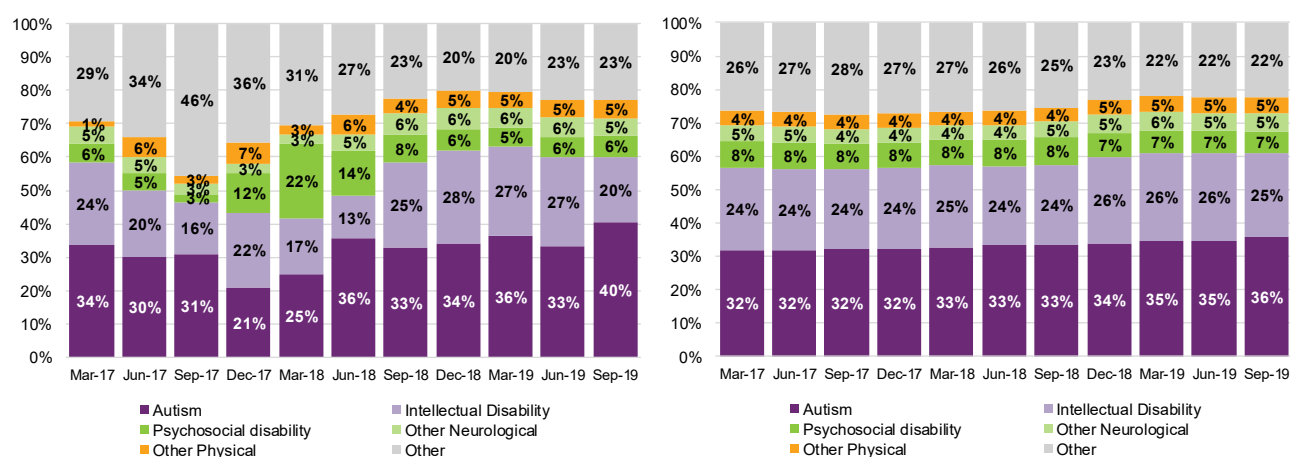
²⁴⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁴¹ There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.10 Participant profile per quarter by disability group - WA^{242,243}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	5,715	35%	1,514	40%	7,229	36%
Intellectual Disability ²⁴⁴	4,289	26%	743	20%	5,032	25%
Psychosocial disability	1,083	7%	237	6%	1,320	7%
Developmental Delay	312	2%	65	2%	377	2%
Other Neurological	883	5%	196	5%	1,079	5%
Cerebral Palsy	714	4%	137	4%	851	4%
Other Physical	772	5%	205	5%	977	5%
Hearing Impairment	403	2%	163	4%	566	3%
ABI	508	3%	86	2%	594	3%
Visual Impairment	303	2%	80	2%	383	2%
Multiple Sclerosis	375	2%	63	2%	438	2%
Global Developmental Delay	464	3%	148	4%	612	3%
Stroke	157	1%	39	1%	196	1%
Spinal Cord Injury	285	2%	62	2%	347	2%
Other Sensory/Speech	94	1%	<11		101	1%
Other	19	0%	<11		25	0%
Total	16,376	100%	3,751	100%	20,127	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – WA²⁴⁵



²⁴² Table order based on national proportions (highest to lowest).

²⁴³ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁴⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (625).

²⁴⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table I.11 Participant profile per quarter by level of function – WA

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,130	7%	176	5%	1,306	6%
2 (High Function)	46	0%	<11		52	0%
3 (High Function)	1,147	7%	211	6%	1,358	7%
4 (High Function)	571	3%	278	7%	849	4%
5 (High Function)	1,259	8%	364	10%	1,623	8%
6 (Moderate Function)	2,501	15%	764	20%	3,265	16%
7 (Moderate Function)	1,184	7%	228	6%	1,412	7%
8 (Moderate Function)	1,269	8%	254	7%	1,523	8%
9 (Moderate Function)	61	0%	13	0%	74	0%
10 (Moderate Function)	1,831	11%	381	10%	2,212	11%
11 (Low Function)	993	6%	218	6%	1,211	6%
12 (Low Function)	2,978	18%	551	15%	3,529	18%
13 (Low Function)	1,057	6%	264	7%	1,321	7%
14 (Low Function)	279	2%	43	1%	322	2%
15 (Low Function)	<11		<11		<11	
Missing	66	0%	<11		66	0%
Total	16,376	100%	3,751	100%	20,127	100%

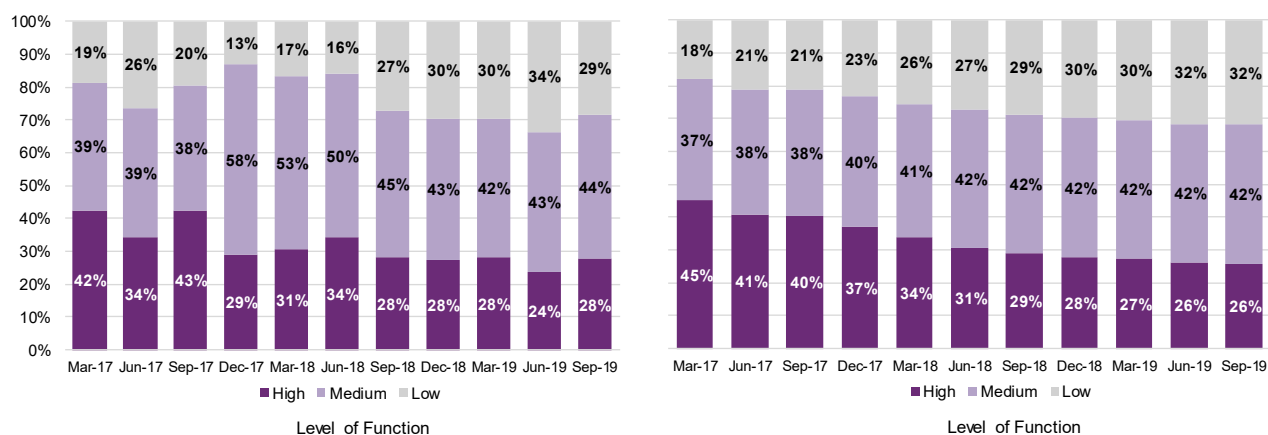
Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – WA²⁴⁶

Table I.12 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,569	10%	555	15%	2,124	11%
7 to 14	4,549	28%	1,143	30%	5,692	28%
15 to 18	1,607	10%	366	10%	1,973	10%
19 to 24	1,658	10%	294	8%	1,952	10%
25 to 34	1,779	11%	324	9%	2,103	10%
35 to 44	1,334	8%	264	7%	1,598	8%
45 to 54	1,664	10%	327	9%	1,991	10%
55 to 64	1,766	11%	437	12%	2,203	11%
65+	450	3%	41	1%	491	2%
Total	16,376	100%	3,751	100%	20,127	100%

²⁴⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

September 2019 | COAG Disability Reform Council Quarterly Report

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – WA²⁴⁷

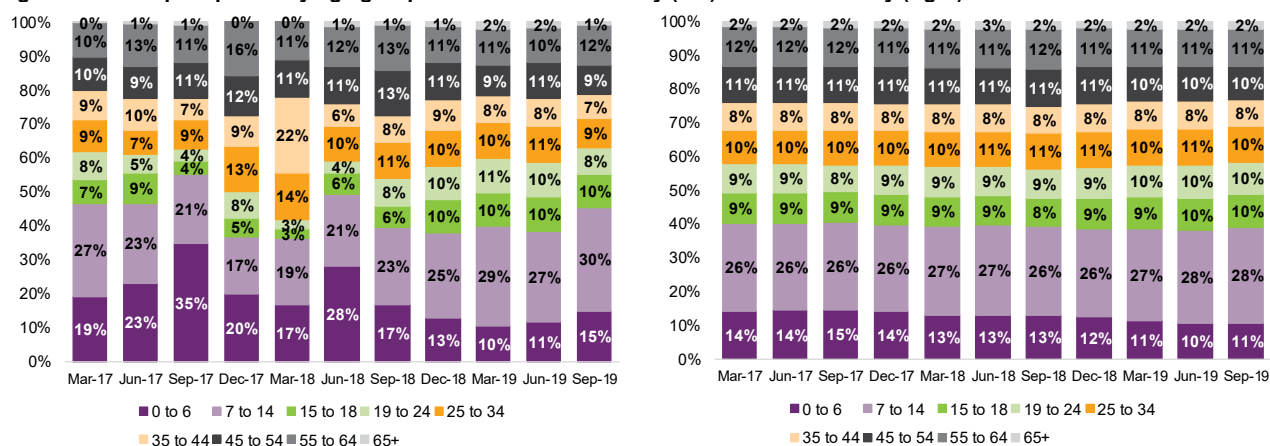
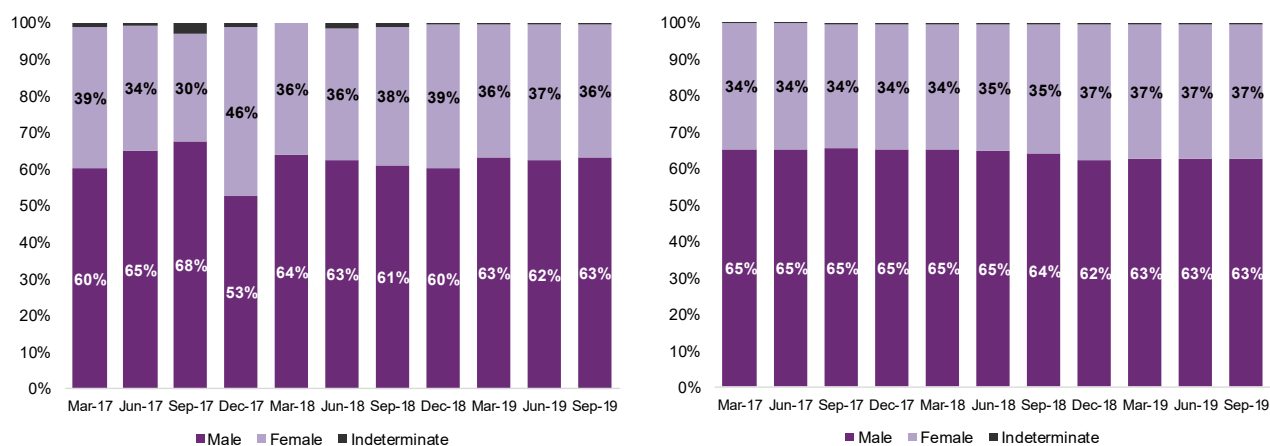


Table I.13 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	10,242	63%	2,363	63%	12,605	63%
Female	6,035	37%	1,365	36%	7,400	37%
Indeterminate	99	1%	23	1%	122	1%
Total	16,376	100%	3,751	100%	20,127	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – WA²⁴⁸



²⁴⁷ Ibid.

²⁴⁸ Ibid.

Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA²⁴⁹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	306	152	585	151	1,194
Participant school to 14	293	248	4,202	1,343	6,086
Participant 15 to 24	148	70	2,210	607	3,035
Participant 25 and over	515	302	4,828	1,370	7,015
Total Participant	1,262	772	11,825	3,471	17,330
Family 0 to 14	581	389	4,133	1,398	6,501
Family 15 to 24	35	47	1,470	468	2,020
Family 25 and over	22	75	1,543	580	2,220
Total Family	638	511	7,146	2,446	10,741
Total	1,900	1,283	18,971	5,917	28,071

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%			
CC % who say their child is able to tell them what he/she wants	62%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		32%		
DL % who say their child is becoming more independent		43%		
CC % of children who have a genuine say in decisions about themselves		69%		
CC % who are happy with the level of independence/control they have now			40%	
CC % who choose who supports them			37%	62%
CC % who choose what they do each day			47%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			17%	23%
CC % who want more choice and control in their life			71%	63%

²⁴⁹ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	52%	64%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		39%		
REL	Of these, % who are welcomed or actively included	65%	79%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			34%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			39%	41%

Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		66%		
HM	% who are happy with their home			85%	80%
HM	% who feel safe or very safe in their home			84%	74%
HW	% who rate their health as good, very good or excellent			73%	47%
HW	% who did not have any difficulties accessing health services			83%	78%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				70%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			23%	25%
WK	% who volunteer			18%	14%

Table I.18 Selected key indicators for families/carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	21%	21%
% receiving Carer Allowance	50%	46%	37%
% working in a paid job	48%	53%	36%
Of those in a paid job, % in permanent employment	76%	76%	83%
Of those in a paid job, % working 15 hours or more	77%	84%	84%
% who say they (and their partner) are able to work as much as they want	43%	53%	67%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	90%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	20%	17%
% able to advocate for their child/family member	76%	72%	73%
% who have friends and family they see as often as they like	41%	48%	56%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		53%	
% who feel in control selecting services		57%	61%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	74%	68%	63%

Table I.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=108) - participants who entered from 1 October 2017 to 30 September 2018 – WA²⁵⁰

	Question	% Yes
DL	Has the NDIS improved your child's development?	87%
DL	Has the NDIS improved your child's access to specialist services?	87%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	69%
REL	Has the NDIS improved how your child fits into family life?	62%
S/CP	Has the NDIS improved how your child fits into community life?	51%

²⁵⁰ Results in Tables I.19 to I.22 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables I.23 to I.29.

Table I.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=610) - participants who entered from 1 October 2017 to 30 September 2018 – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	69%
LL	Has the NDIS improved your child's access to education?	51%
REL	Has the NDIS improved your child's relationships with family and friends?	58%
S/CP	Has the NDIS improved your child's social and recreational life?	55%

Table I.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=273) and ‘Participant 25 and over’ (n=789) - participants who entered from 1 October 2017 to 30 September 2018 – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	66%	78%
DL	Has the NDIS helped you with daily living activities?	69%	83%
REL	Has the NDIS helped you to meet more people?	58%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	44%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	61%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	42%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	31%	29%
S/CP	Has the NDIS helped you be more involved?	67%	70%

Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=766); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=328) - participants who entered from 1 October 2017 to 30 September 2018 – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	67%	65%
Has the NDIS improved the level of support for your family?	72%	72%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	68%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	51%	50%

Table I.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=71) - participants who entered from 1 October 2016 to 30 September 2017 – WA²⁵¹

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	90%	-2%
DL	Has the NDIS improved your child's access to specialist services?	96%	90%	-5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	48%	-29%
REL	Has the NDIS improved how your child fits into family life?	75%	62%	-13%
S/CP	Has the NDIS improved how your child fits into community life?	62%	57%	-5%

Table I.24 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=380) - participants who entered from 1 October 2016 to 30 September 2017 – WA

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	69%	74%	+5%
LL	Has the NDIS improved your child's access to education?	40%	45%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	59%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	55%	+5%

²⁵¹ Results in Tables I.23 to I.26 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table I.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=134) and ‘Participant 25 and over’ (n=404) - participants who entered from 1 October 2016 to 30 September 2017 – WA

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	64%	69%	+5%	78%	80%	+2%
DL	Has the NDIS helped you with daily living activities?	67%	71%	+3%	82%	85%	+3%
REL	Has the NDIS helped you to meet more people?	51%	49%	-2%	61%	63%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	0%	31%	31%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	45%	-4%	54%	59%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	38%	+4%	35%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%	+1%	24%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	63%	0%	69%	71%	+2%

Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=344); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=39) - participants who entered from 1 October 2016 to 30 September 2017 – WA

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	62%	+7%	51%	67%	+15%
	Has the NDIS improved the level of support for your family?	70%	70%	0%	71%	74%	+3%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	80%	+4%	78%	74%	-4%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	77%	+2%			
	Has the NDIS improved your health and wellbeing?	45%	49%	+3%	43%	48%	+5%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school.

Table I.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=30) - participants who entered from 1 July 2016 to 30 September 2016 – WA²⁵²

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	81%	77%	78%	-2%
LL	Has the NDIS improved your child's access to education?	41%	46%	43%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	64%	56%	53%	-11%
S/CP	Has the NDIS improved your child's social and recreational life?	63%	58%	59%	-4%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 15 to 24.

Table I.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=38) - participants who entered from 1 July 2016 to 30 September 2016 – WA

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	71%	71%	67%	-4%
Has the NDIS helped you with daily living activities?	80%	87%	88%	+8%
Has the NDIS helped you to meet more people?	35%	55%	56%	+21%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	18%	29%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	55%	49%	55%	0%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	18%	23%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	16%	15%	-10%
Has the NDIS helped you be more involved?	74%	76%	72%	-2%

²⁵² Results in Tables I.27 to I.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table I.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=37) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	79%	89%	70%	-9%
Has the NDIS improved the level of support for your family?	92%	81%	74%	-18%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	92%	96%	84%	-7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	88%	85%	73%	-15%
Has the NDIS improved your health and wellbeing?	71%	70%	57%	-15%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for family 15 to 24 and family 25 and over combined.

Table I.30 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=479) and ‘participants in community and social activities’ (n=480) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – WA²⁵³

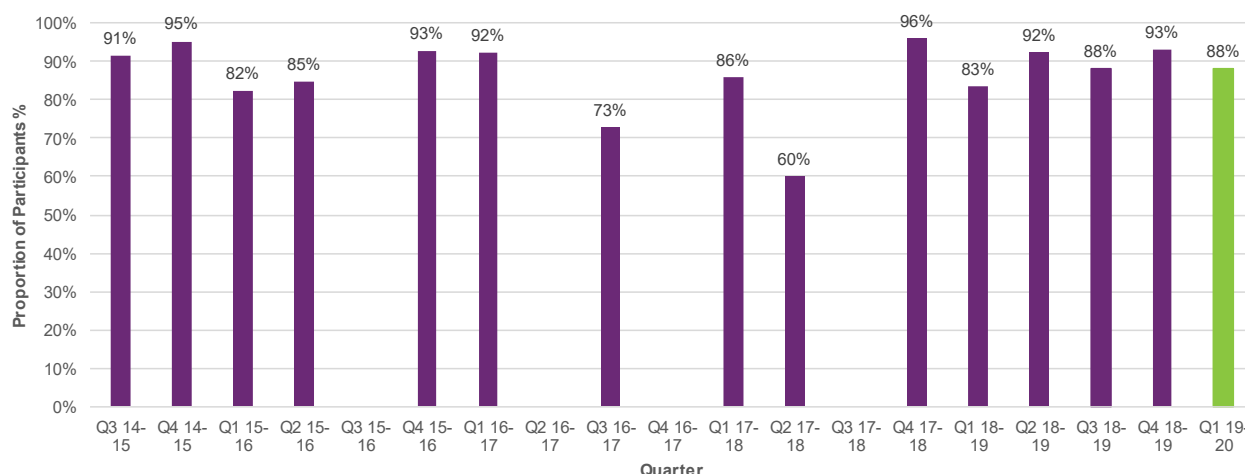
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	16%	19%	20%	24%
Aged 25+	28%	27%	28%	
Aged 15+ (average)	26%	26%	27%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	41%	49%	52%	47%
Aged 25+	39%	43%	45%	
Aged 15+ (average)	40%	44%	46%	

²⁵³ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table I.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=38) and 'participants in community and social activities' (n=41) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – WA²⁵⁴

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	24%
Aged 25+	22%	18%	18%	16%	
Aged 15+ (average)	18%	16%	16%	13%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	47%
Aged 25+	31%	38%	28%	36%	
Aged 15+ (average)	32%	36%	26%	34%	

Figure I.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)²⁵⁵



*The result for Q1 of 2019-20 is based on 58 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 88% gave a rating of good or very good, 5% gave a neutral rating and 7% gave a rating of poor or very poor.

²⁵⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

²⁵⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

Table I.32 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (WA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	91%	5%	3%
I had enough time to tell my story and say what support I need	91%	2%	7%
The planner knows what I can do well	76%	17%	7%
The planner had some good ideas for my plan	78%	12%	10%
I know what is in my plan	79%	10%	10%
The planner helped me think about my future	76%	12%	12%
I think my plan will make my life better	88%	5%	7%
The planning meeting went well	90%	5%	5%

Table I.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (WA)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 421	n = 203
Are you happy with how coming into the NDIS has gone?	74%	77%
Was the person from the NDIS respectful?	92%	94%
Do you understand what will happen next with your plan?	70%	75%
Pre-planning*	n = 360	N/A
Did the person from the NDIS understand how your disability affects your life?	81%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	73%	N/A
Are you clear on what happens next with your plan?	63%	N/A
Do you know where to go for more help with your plan?	72%	N/A
Planning	n = 435	n = 71
Did the person from the NDIS understand how your disability affects your life?	84%	83%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	79%	76%
Are you clear on what happens next with your plan?	71%	80%
Do you know where to go for more help with your plan?	75%	89%
Plan review	n = 178	n = 35
Did the person from the NDIS understand how your disability affects your life?	85%	80%
Did you feel prepared for your plan review?	80%	83%
Is your NDIS plan helping you to make progress towards your goals?	89%	80%

*There is insufficient data to report on satisfaction in WA for 2019-20 Q1 at the Pre-planning stage.

Table I.34 Plan reviews conducted per quarter – excluding plans less than 30 days – WA²⁵⁶

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	11,931	2,704	14,635
Early intervention plans	1,935	348	2,283
Permanent disability plans	9,996	2,356	12,352

Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – WA

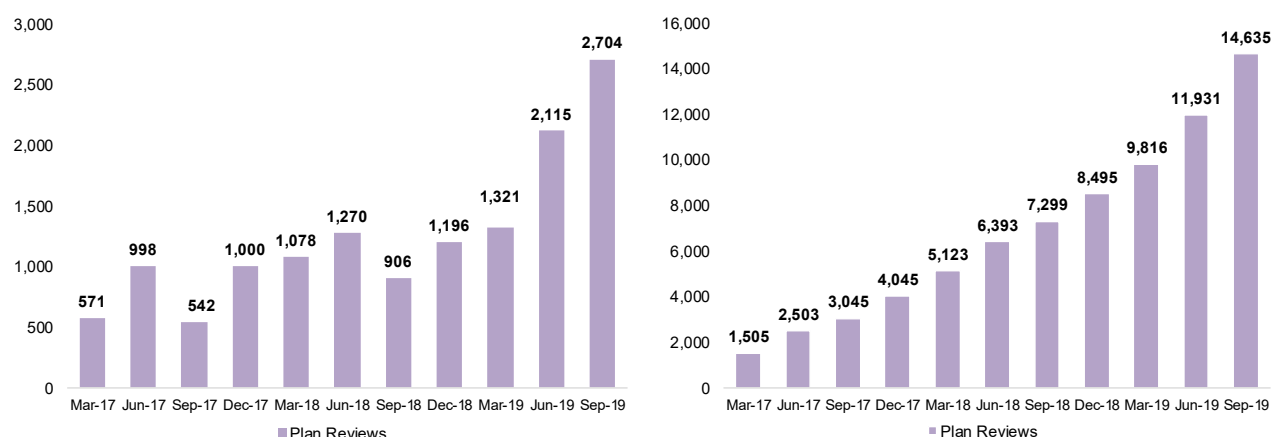
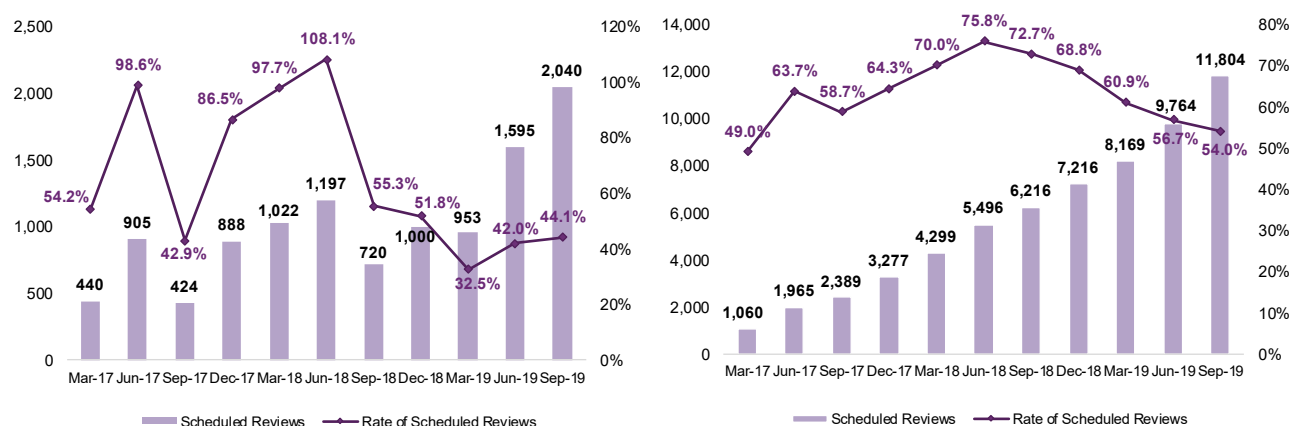


Table I.35 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	9,764	2,040	11,804
Trial participants	6,403	443	6,846
Transition participants	3,361	1,597	4,958

Figure I.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – WA²⁵⁷



²⁵⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

²⁵⁷ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

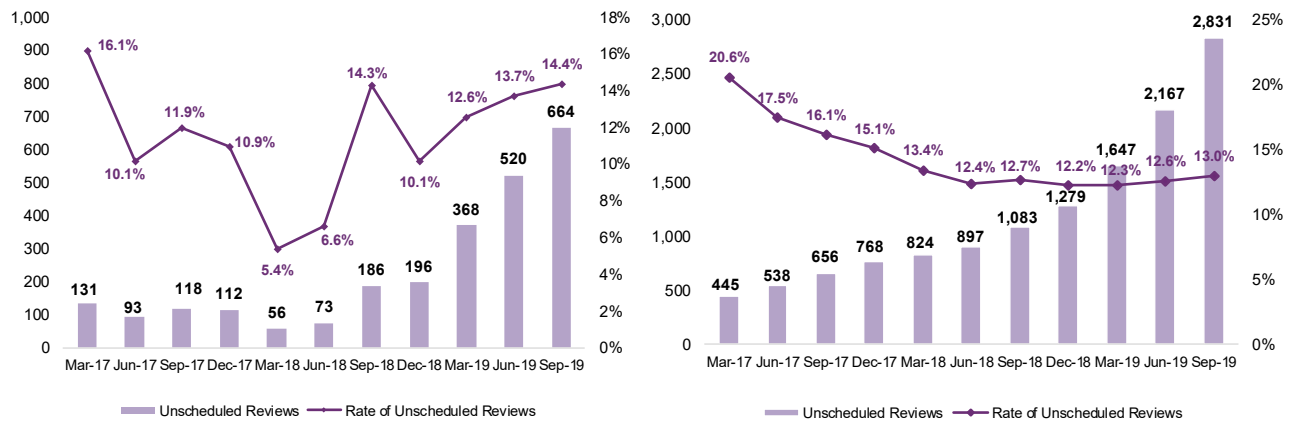
Table I.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	2,167	664	2,831
<i>Trial participants</i>	917	43	960
<i>Transition participants</i>	1,250	621	1,871

Table I.37 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA²⁵⁸

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	12.6%	14.4%	13.0%

Figure I.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – WA²⁵⁹



²⁵⁸ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

²⁵⁹ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table I.38 AAT cases by category – WA²⁶⁰

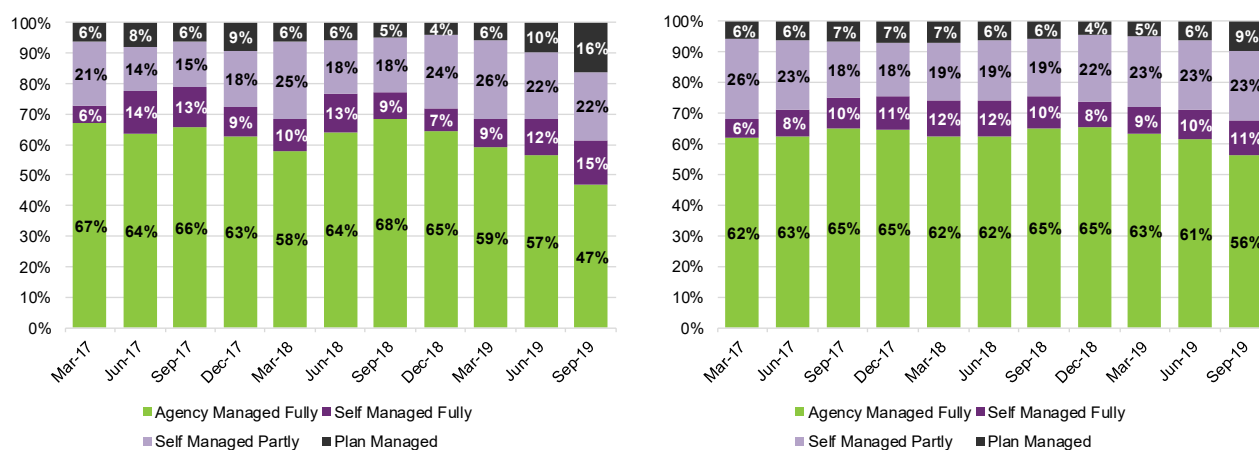
	Prior Quarters	2019-20 Q1	Total
	N	N	N
AAT cases	58	21	79
% of all access decisions²⁶¹	0.19%	0.61%	0.23%

Table I.39 AAT cases by open/closed and decision – WA

	N
AAT Cases	79
Open AAT Cases	23
Closed AAT Cases	56
<i>Resolved before hearing</i>	56
<i>Gone to hearing and received a substantive decision</i>	<11

Table I.40 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	10%	15%	11%
Self-managed partly	23%	22%	23%
Plan managed	6%	16%	9%
Agency managed	61%	47%	56%
Total	100%	100%	100%

Figure I.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – WA²⁶²

²⁶⁰ The counts of AAT cases for WA by category are not shown due to insufficient numbers.

²⁶¹ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

²⁶² This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table I.41 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	39%	39%	39%

Table I.42 Duration to plan activation by quarter of initial plan approval for active participants – WA^{263,264}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	5,296	75%	3,164	78%
30 to 59 days	636	9%	281	7%
60 to 89 days	325	5%	127	3%
Activated within 90 days	6,257	88%	3,572	88%
90 to 119 days	185	3%	80	2%
120 days and over	344	5%	89	2%
Activated after 90 days	529	7%	169	4%
No payments	289	4%	341	8%
Total plans approved	7,075	100%	4,082	100%

²⁶³ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²⁶⁴ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table I.43 Proportion of active participants with plan activated within 12 months – WA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	239	254	94%
Not Aboriginal and Torres Strait Islander	5,029	5,246	96%
Not Stated	107	113	95%
Total	5,375	5,613	96%
by Culturally and Linguistically Diverse status			
CALD	381	396	96%
Not CALD	4,213	4,406	96%
Not Stated	781	811	96%
Total	5,375	5,613	96%
by Remoteness			
Major Cities	4,889	5,090	96%
Regional	453	485	93%
Remote	33	38	87%
Missing	<11	<11	
Total	5,375	5,613	96%
by Primary Disability type			
Autism	1,845	1,952	95%
Intellectual Disability (including Down Syndrome)	1,304	1,357	96%
Psychosocial Disability	448	456	98%
Developmental Delay (including Global Developmental Delay)	290	310	94%
Other	1,488	1,538	97%
Total	5,375	5,613	96%

Table I.44 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19– WA^{265,266}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	34%	52%	37%
50% to 75%	28%	25%	28%
> 75%	38%	22%	35%
Total	100%	100%	100%

²⁶⁵ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²⁶⁶ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.45 Proportion of active participants with approved plans accessing mainstream supports – WA^{267,268}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	5%	7%	6%
Health & Wellbeing	46%	40%	44%
Lifelong Learning	22%	17%	20%
Other	15%	15%	15%
Non-categorised	28%	17%	24%
Any mainstream service	90%	71%	83%

²⁶⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁶⁸ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

Part Three: Providers and the growing market

Table I.46 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.43	1.50
b) Number of providers delivering new types of supports	162	173
c) Share of payments - top 25% ²⁶⁹		
<i>Daily Tasks/Shared Living (%)</i>	81%	81%
<i>Therapeutic Supports (%)</i>	95%	94%
<i>Participate Community (%)</i>	80%	82%
<i>Early Childhood Supports (%)</i>	89%	87%
<i>Assist Personal Activities (%)</i>	86%	86%

²⁶⁹ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table I.47 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	14	0	14	0%
Assistance Animals	5	2	7	40%
Assistance with daily life tasks in a group or shared living arrangement	83	18	101	22%
Assistance with travel/transport arrangements	99	17	116	17%
Daily Personal Activities	172	22	194	13%
Group and Centre Based Activities	82	22	104	27%
High Intensity Daily Personal Activities	113	23	136	20%
Household tasks	137	15	152	11%
Interpreting and translation	13	3	16	23%
Participation in community, social and civic activities	188	21	209	11%
Assistive Technology				
Assistive equipment for recreation	19	4	23	21%
Assistive products for household tasks	17	2	19	12%
Assistance products for personal care and safety	199	35	234	18%
Communication and information equipment	25	9	34	36%
Customised Prosthetics	58	10	68	17%
Hearing Equipment	4	4	8	100%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	93	20	113	22%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	11	2	13	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	155	22	177	14%
Behaviour Support	65	13	78	20%
Community nursing care for high needs	23	3	26	13%
Development of daily living and life skills	109	15	124	14%
Early Intervention supports for early childhood	154	19	173	12%
Exercise Physiology and Physical Wellbeing activities	21	6	27	29%
Innovative Community Participation	14	5	19	36%
Specialised Driving Training	18	5	23	28%
Therapeutic Supports	352	40	392	11%
Capital services				
Home modification design and construction	27	1	28	4%
Specialised Disability Accommodation	2	-1	1	-50%
Vehicle Modifications	11	1	12	9%
Choice and control support services				
Management of funding for supports in participants plan	62	17	79	27%
Support Coordination	44	10	54	23%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	42	4	46	10%
Specialised Supported Employment	15	2	17	13%
Total active providers	880	98	978	11%

Table I.48 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – WA

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	0	14	14	0%	100%	100%
Assistance Animals	0	7	7	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	2	99	101	2%	98%	100%
Assistance with travel/transport arrangements	7	109	116	6%	94%	100%
Daily Personal Activities	6	188	194	3%	97%	100%
Group and Centre Based Activities	3	101	104	3%	97%	100%
High Intensity Daily Personal Activities	3	133	136	2%	98%	100%
Household tasks	20	132	152	13%	87%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	8	201	209	4%	96%	100%
Assistive Technology						
Assistive equipment for recreation	1	22	23	4%	96%	100%
Assistive products for household tasks	0	19	19	0%	100%	100%
Assistance products for personal care and safety	21	213	234	9%	91%	100%
Communication and information equipment	3	31	34	9%	91%	100%
Customised Prosthetics	5	63	68	7%	93%	100%
Hearing Equipment	0	8	8	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	10	103	113	9%	91%	100%
Specialised Hearing Services	0	5	5	0%	100%	100%
Vision Equipment	0	13	13	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12	165	177	7%	93%	100%
Behaviour Support	14	64	78	18%	82%	100%
Community nursing care for high needs	1	25	26	4%	96%	100%
Development of daily living and life skills	6	118	124	5%	95%	100%
Early Intervention supports for early childhood	54	119	173	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	1	26	27	4%	96%	100%
Innovative Community Participation	3	16	19	16%	84%	100%
Specialised Driving Training	6	17	23	26%	74%	100%
Therapeutic Supports	116	276	392	30%	70%	100%
Capital services						
Home modification design and construction	0	28	28	0%	100%	100%
Specialised Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	0	12	12	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	8	71	79	10%	90%	100%

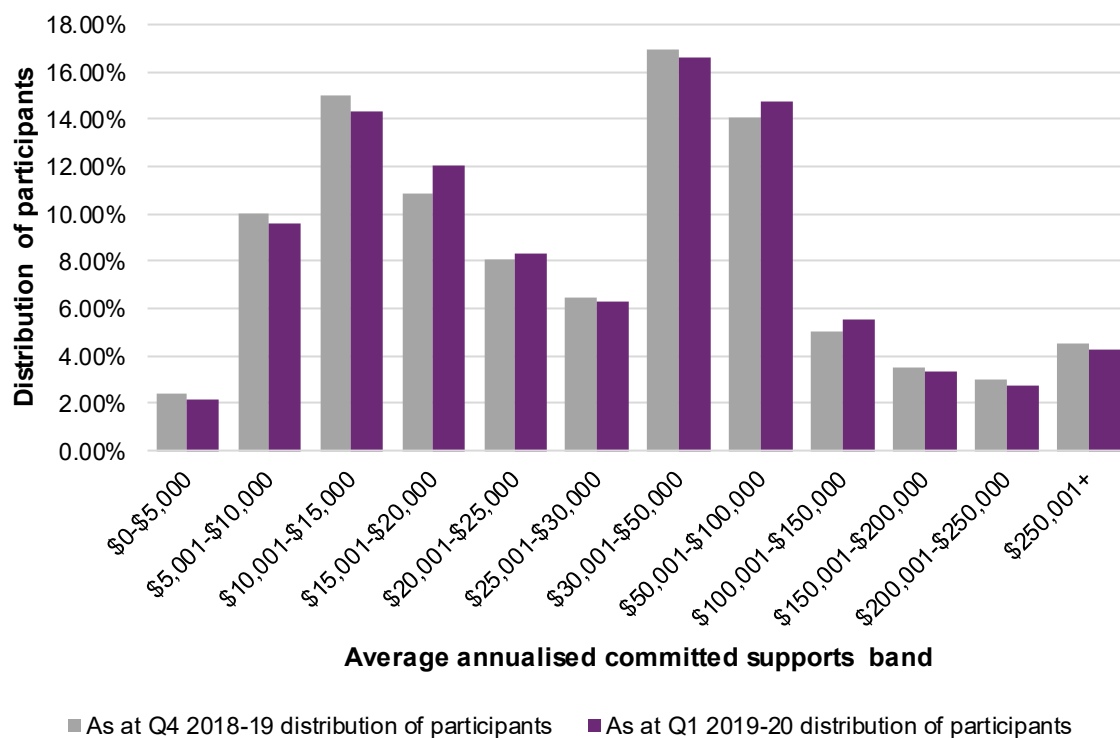
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	3	51	54	6%	94%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	46	46	0%	100%	100%
Specialised Supported Employment	0	17	17	0%	100%	100%
Total	198	780	978	20%	80%	100%

Part Four: Financial sustainability

Table I.49 Committed supports by financial year (\$m) - WA²⁷⁰

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.3	70.0	168.6	220.2	539.3	278.2

Figure I.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)



²⁷⁰ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 for WA.

Figure I.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)

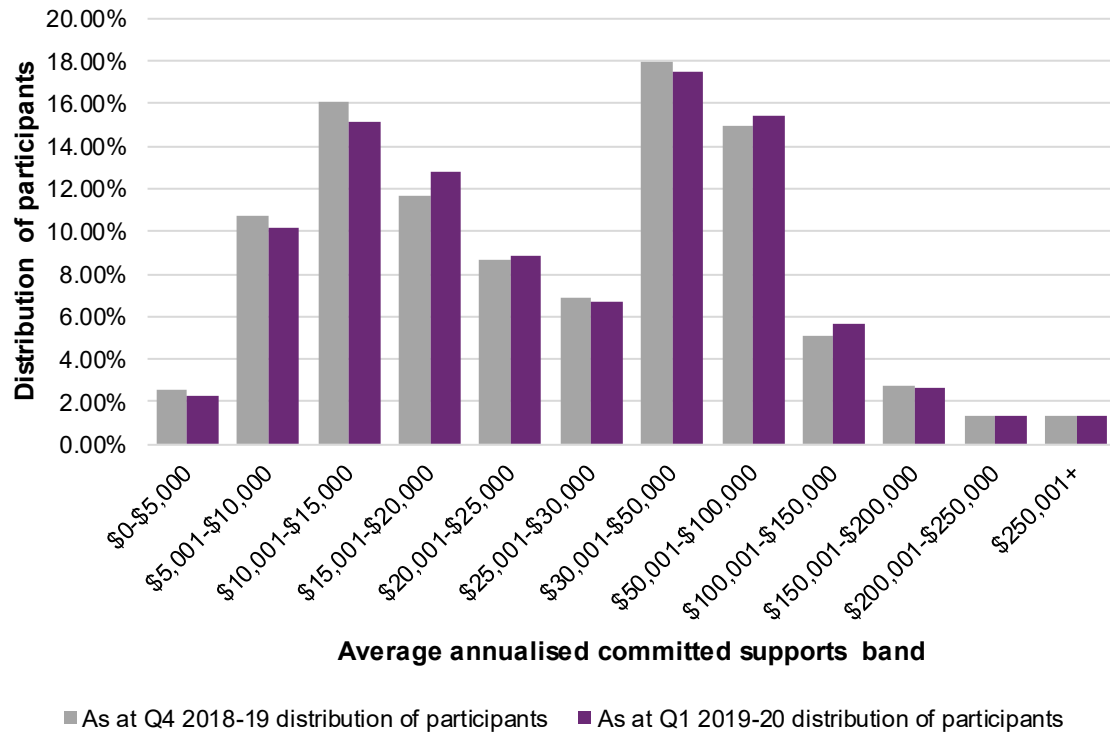


Figure I.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)

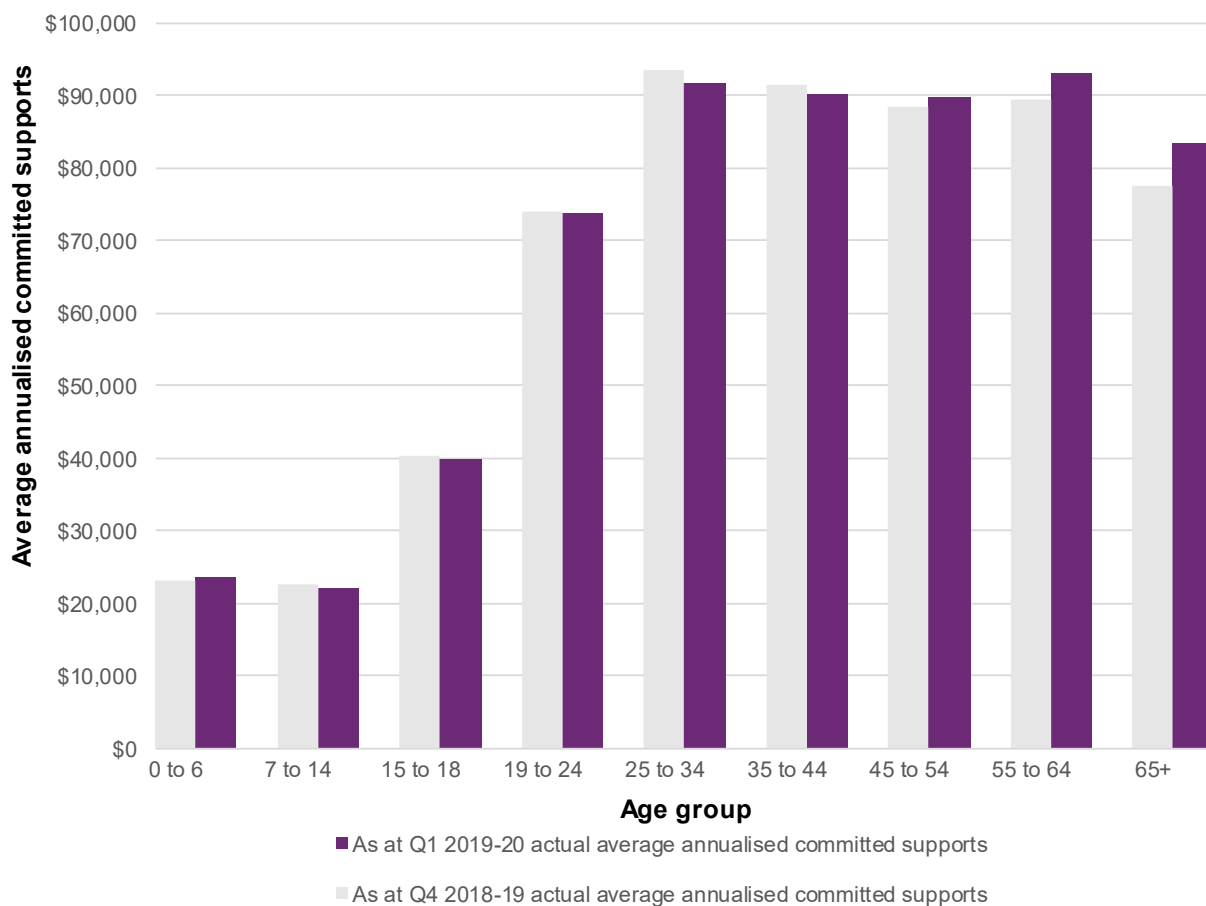


Figure I.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)

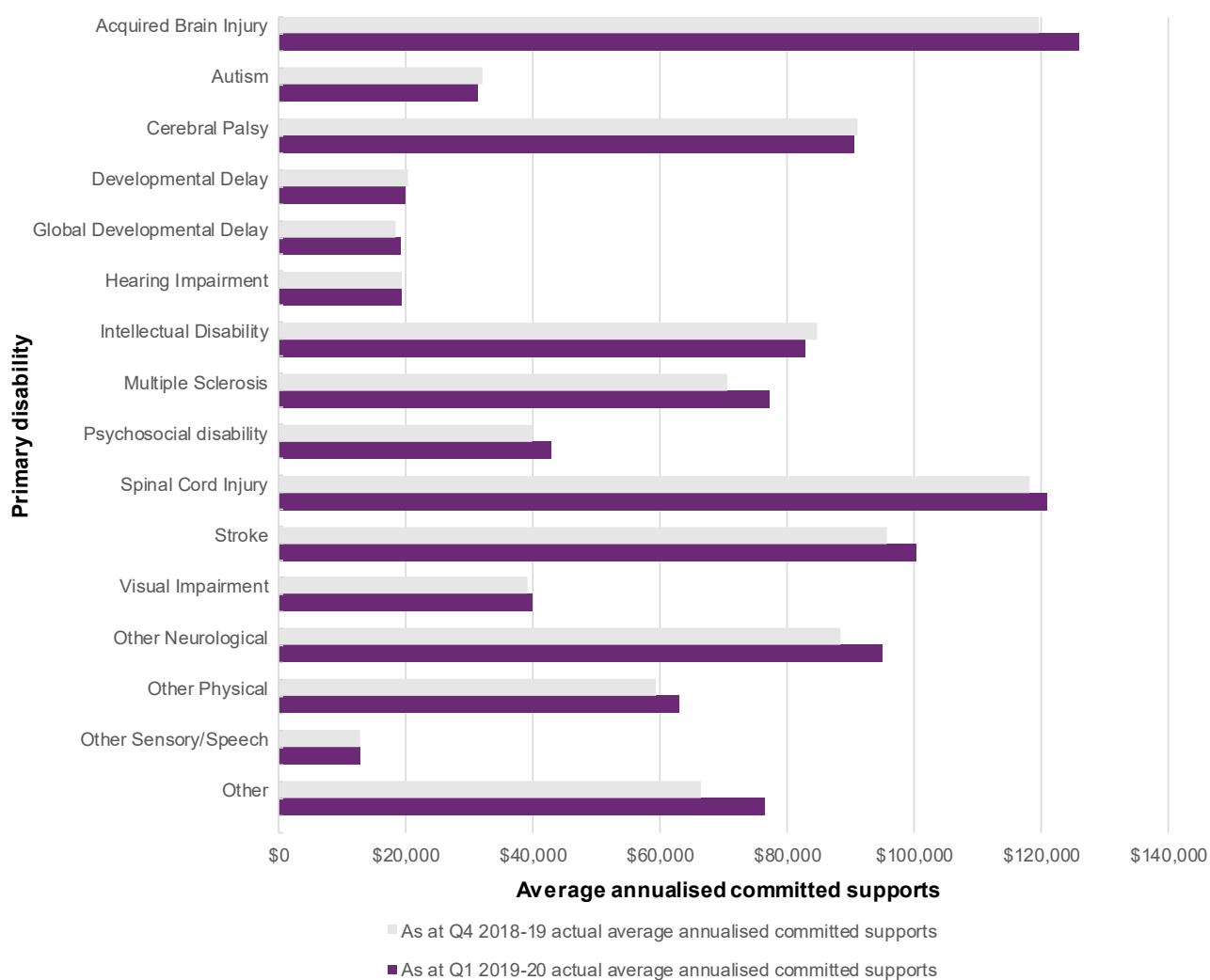


Figure I.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)²⁷¹

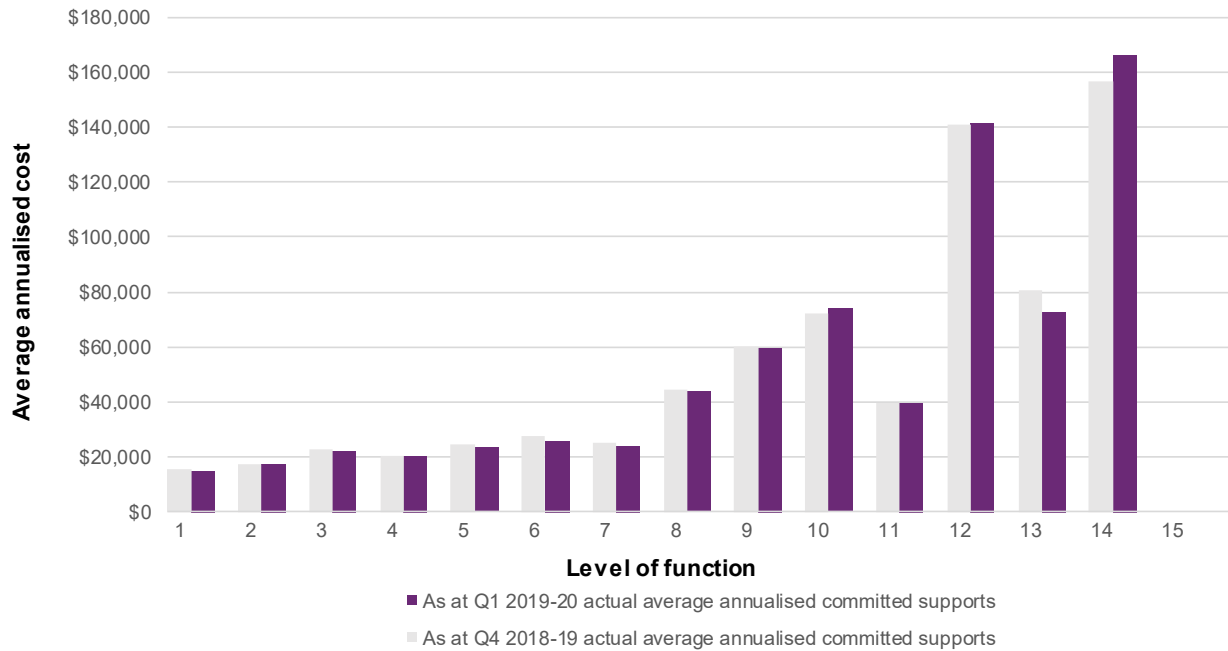


Table I.50 Payments by financial year, compared to committed supports (\$m) – WA²⁷²

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	0.3	19.3	70.0	168.6	220.2	539.3	278.2
Total paid	0.2	11.2	51.6	133.1	164.4	375.3	140.4
% utilised to date	64%	58%	74%	79%	75%	70%	50%

²⁷¹ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

²⁷² Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for WA.

Figure I.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (WA)

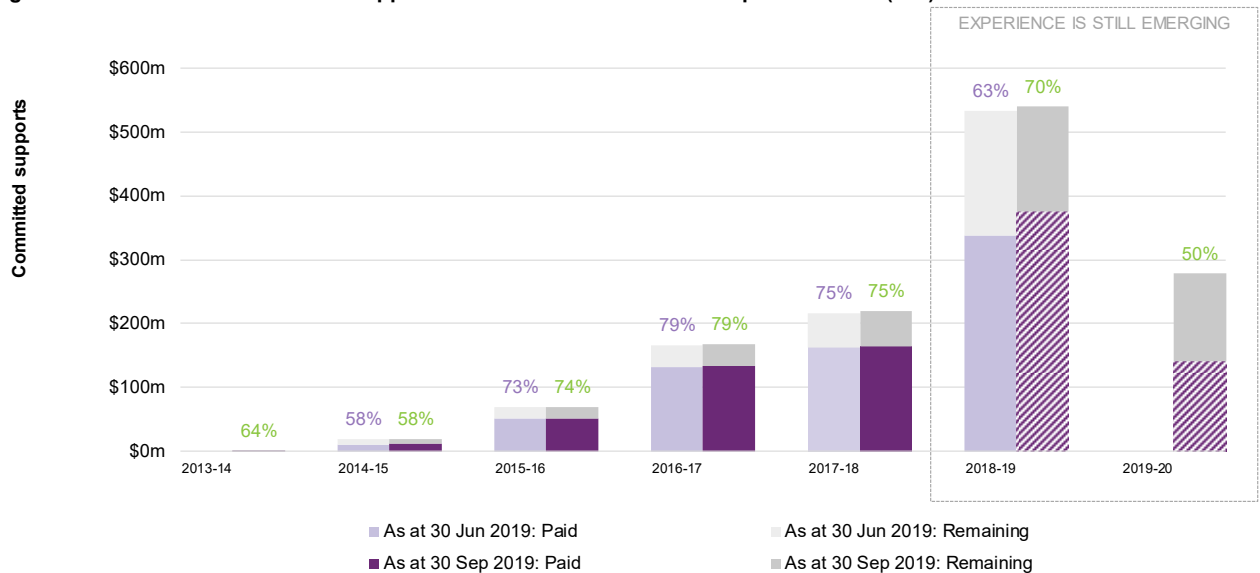
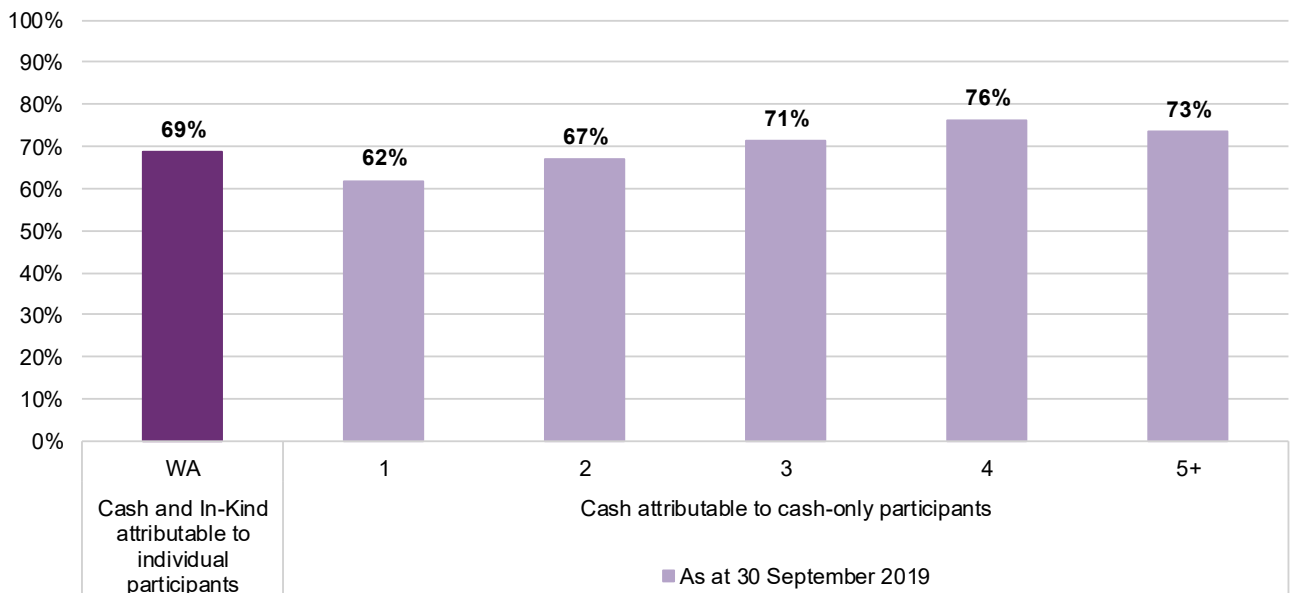


Figure I.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (WA)²⁷³



²⁷³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure I.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (WA)²⁷⁴

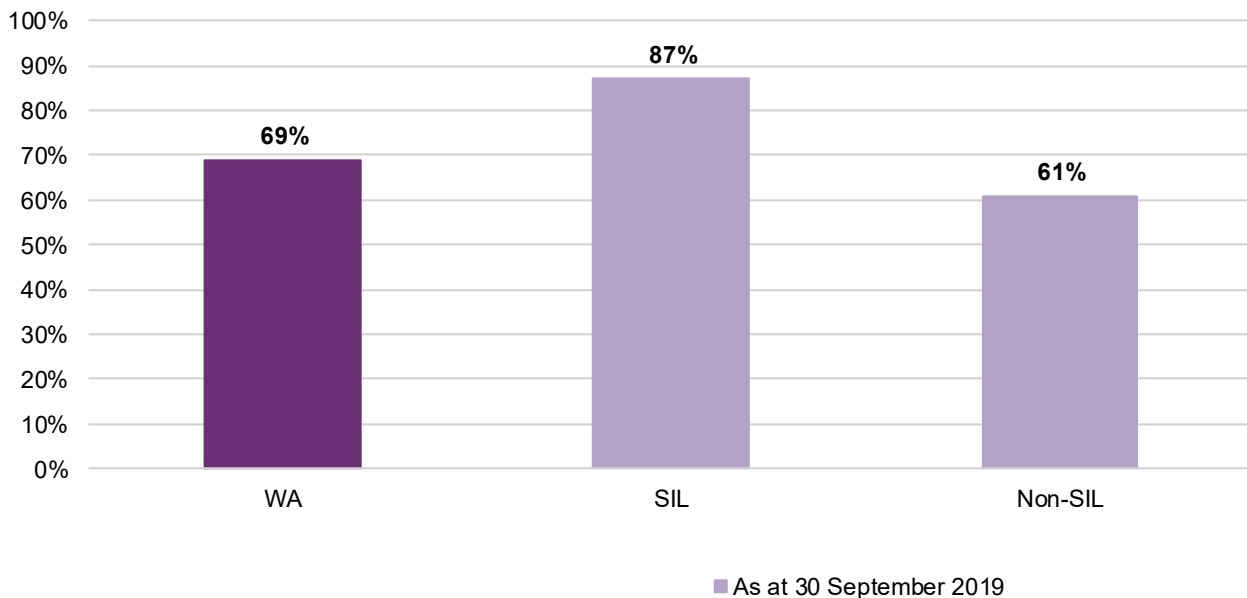
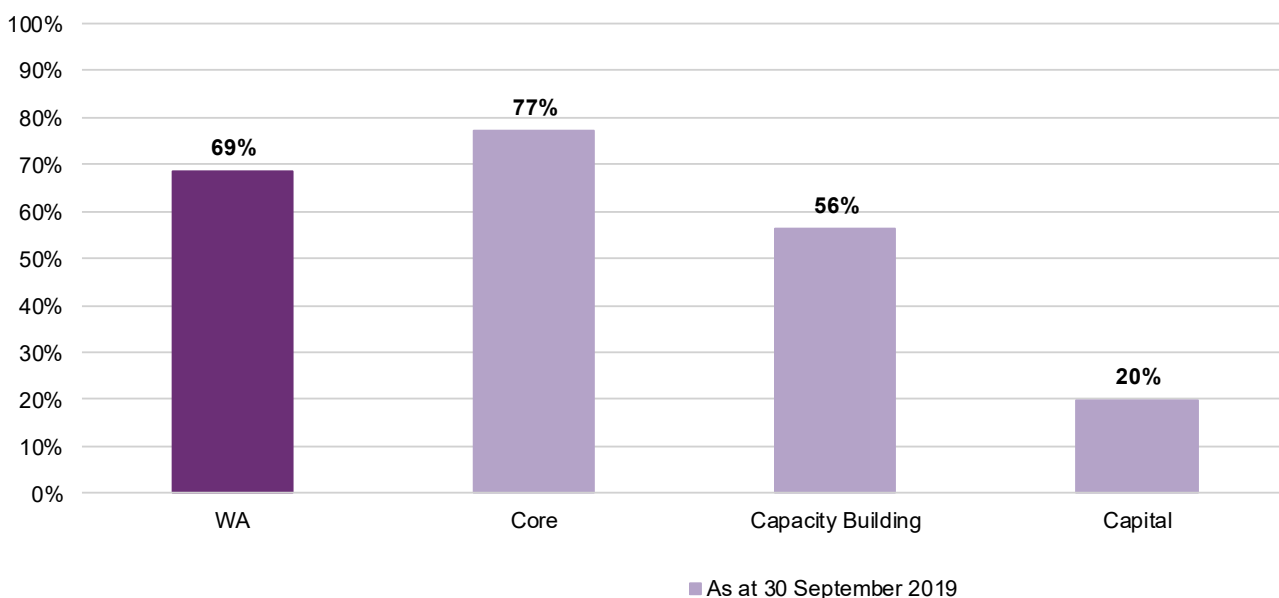


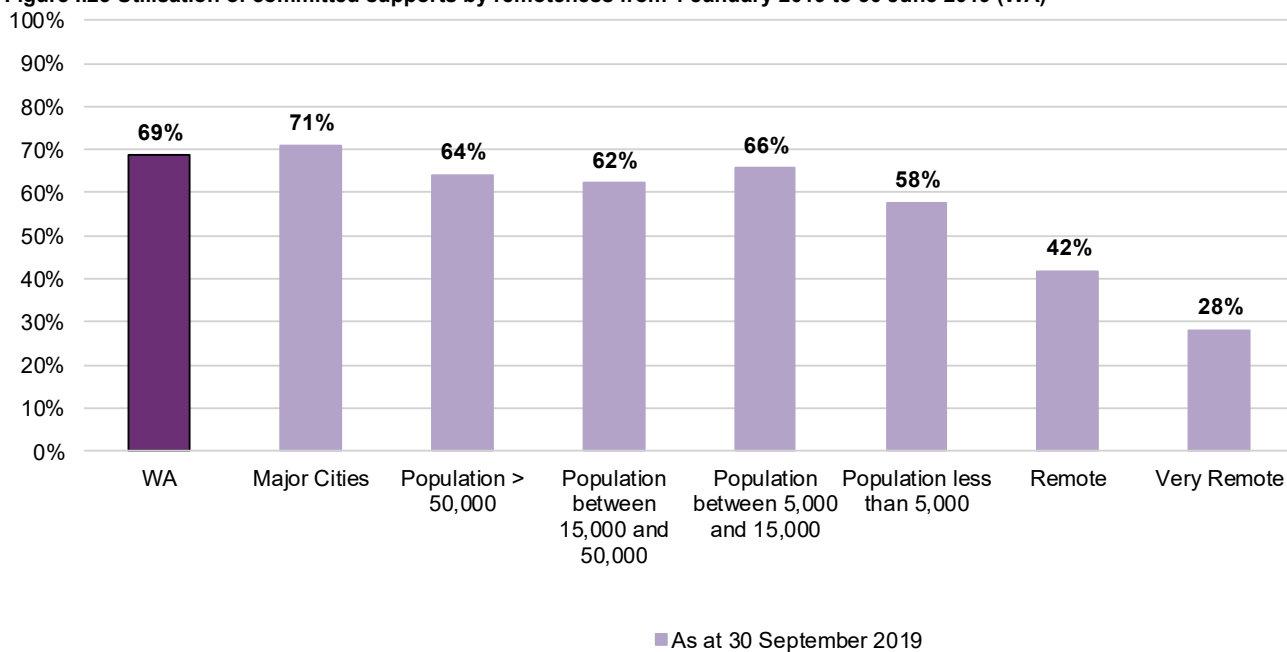
Figure I.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (WA)²⁷⁵



²⁷⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

²⁷⁵ Ibid.

Figure I.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (WA)²⁷⁶



²⁷⁶ Ibid.

Appendix J:

South Australia

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – SA²⁷⁷

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
SA	27,288	2,127	29,415	123	29,538

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA²⁷⁸

	Prior Quarters	2019-20 Q1	Total
Access decisions	35,932	2,587	38,519
Active Eligible	29,626	1,765	31,391
<i>New</i>	14,633	1,633	16,266
<i>State</i>	12,656	59	12,715
<i>Commonwealth</i>	2,337	73	2,410
Active Participant Plans (excl ECEI)	27,288	2,127	29,415
<i>New</i>	12,762	1,951	14,713
<i>State</i>	12,390	69	12,459
<i>Commonwealth</i>	2,136	107	2,243
Active Participant Plans	27,297	2,250	29,538
<i>Early Intervention (s25)</i>	8,885	837	9,722
<i>Permanent Disability (s24)</i>	18,403	1,290	19,693
<i>ECEI²⁷⁹</i>	9	123	123

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – SA

Exits	
Total participant exits	1,201
<i>Early Intervention participants</i>	822
<i>Permanent disability participants</i>	379

²⁷⁷ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²⁷⁸ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 68% overall.

²⁷⁹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table J.4 Cumulative position by services previously received – SA²⁸⁰

	Participant cohort				
	State	Commonwealth	New	ECEI ²⁸¹	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19 Q1	8,902	1,435	9,373	132	19,842
End of 2018-19 Q2	11,055	1,818	10,569	200	23,642
End of 2018-19 Q3	12,186	2,028	11,793	198	26,205
End of 2018-19 Q4	12,737	2,144	12,797	8	27,686
End of 2019-20 Q1	12,459	2,243	14,713	123	29,538

Table J.5 Cumulative position by entry into the Scheme – SA²⁸²

	Participant cohort			
	Early Intervention ²⁸³	Permanent Disability ²⁸⁴	ECEI ²⁸⁵	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19 Q1	8,179	11,531	132	19,842
End of 2018-19 Q2	8,410	15,032	200	23,642
End of 2018-19 Q3	8,689	17,318	198	26,205
End of 2018-19 Q4	8,921	18,757	8	27,686
End of 2019-20 Q1	9,722	19,693	123	29,538

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table J.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA²⁸⁶

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,321	4.8%	133	6.3%	1,454	4.9%
Not Aboriginal and Torres Strait Islander	21,566	79.0%	1,685	79.2%	23,251	79.0%
Not Stated	4,401	16.1%	309	14.5%	4,710	16.0%
Total	27,288	100%	2,127	100%	29,415	100%

²⁸⁰ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

²⁸¹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²⁸² This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

²⁸³ Participants who met Section 25 of the NDIS Act for access.

²⁸⁴ Participants who met Section 24 of the NDIS Act for access.

²⁸⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

²⁸⁶ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – SA ²⁸⁷

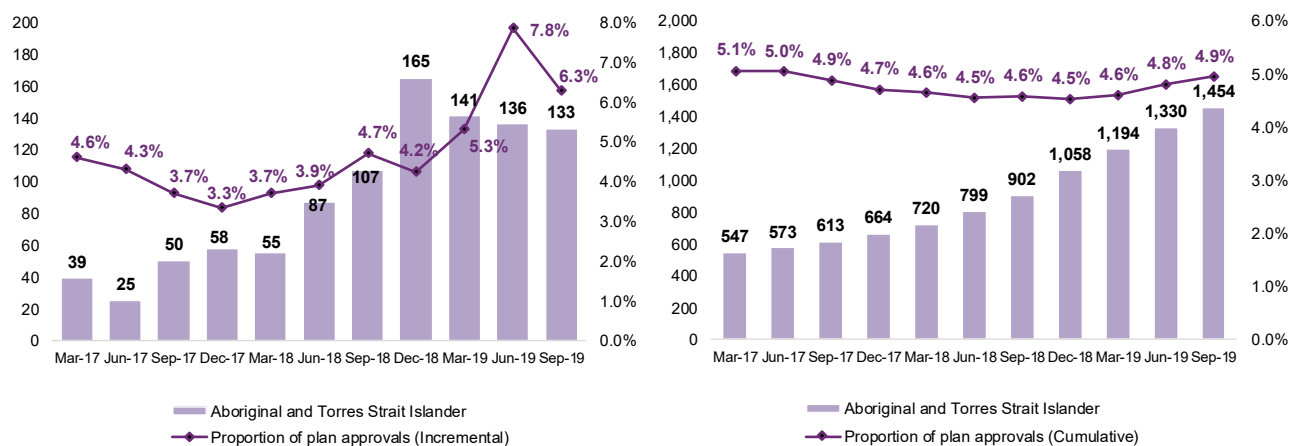


Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	1,858	6.8%	186	8.7%	2,044	6.9%
Not CALD	25,282	92.6%	1,940	91.2%	27,222	92.5%
Not Stated	148	0.5%	<11		149	0.5%
Total	27,288	100%	2,127	100%	29,415	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – SA ²⁸⁸

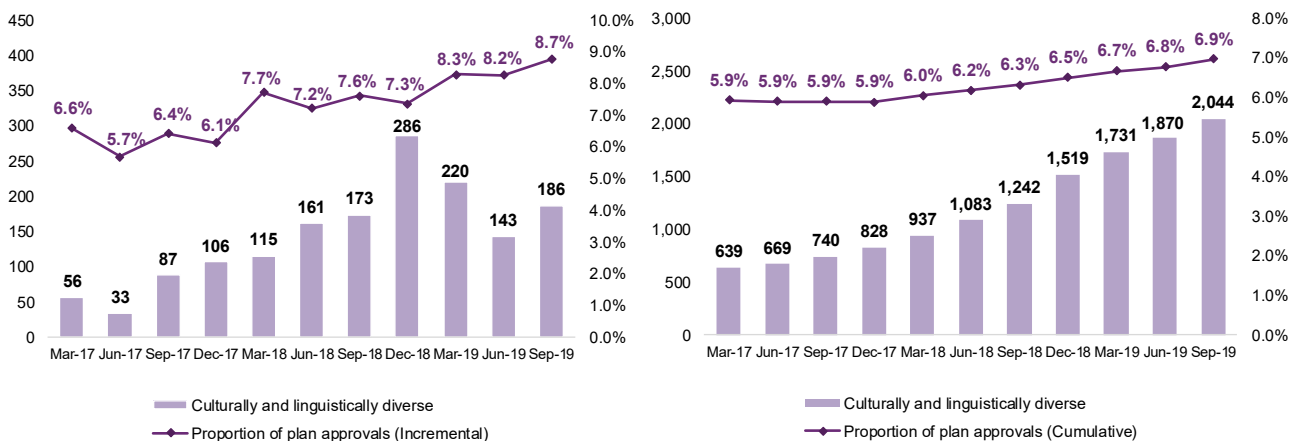


Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	281	<11	290
Not YPIRAC	27,007	2,118	29,125
Total	27,288	2,127	29,415

²⁸⁷ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁸⁸ Ibid.

Figure J.3 Number of YPIRAC participants over time cumulatively – SA^{289,290}

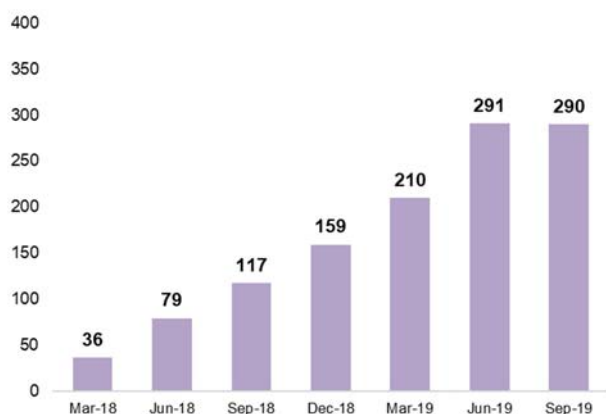


Table J.9 Participants who are YPIRAC by age group – SA

Age group	All Quarters	
	N	%
Under 45	11	3.8%
45 to 54	37	12.8%
55 to 64	174	60.0%
65 and above	68	23.4%
Total YPIRAC	290	100.0%

Table J.10 Participant profile per quarter by remoteness – SA^{291,292}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	20,536	75.3%	1,675	78.7%	22,211	75.5%
Population > 50,000	614	2.3%	45	2.1%	659	2.2%
Population between 15,000 and 50,000	2,294	8.4%	156	7.3%	2,450	8.3%
Population between 5,000 and 15,000	505	1.9%	42	2.0%	547	1.9%
Population less than 5,000	2,663	9.8%	187	8.8%	2,850	9.7%
Remote	487	1.8%	15	0.7%	502	1.7%
Very Remote	188	0.7%	<11		195	0.7%
Missing	<11		<11		<11	
Total	27,288	100%	2,127	100%	29,415	100%

²⁸⁹ Ibid.

²⁹⁰ There are insufficient numbers to show the incremental count of YPIRAC participants in SA over time, and also insufficient numbers to show the cumulative count of YPIRAC participants in SA prior to the March 2018 quarter.

²⁹¹ This table is based on the Modified Monash Model measure of remoteness.

²⁹² The distributions are calculated excluding active participants with a missing remoteness classification.

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – SA²⁹³

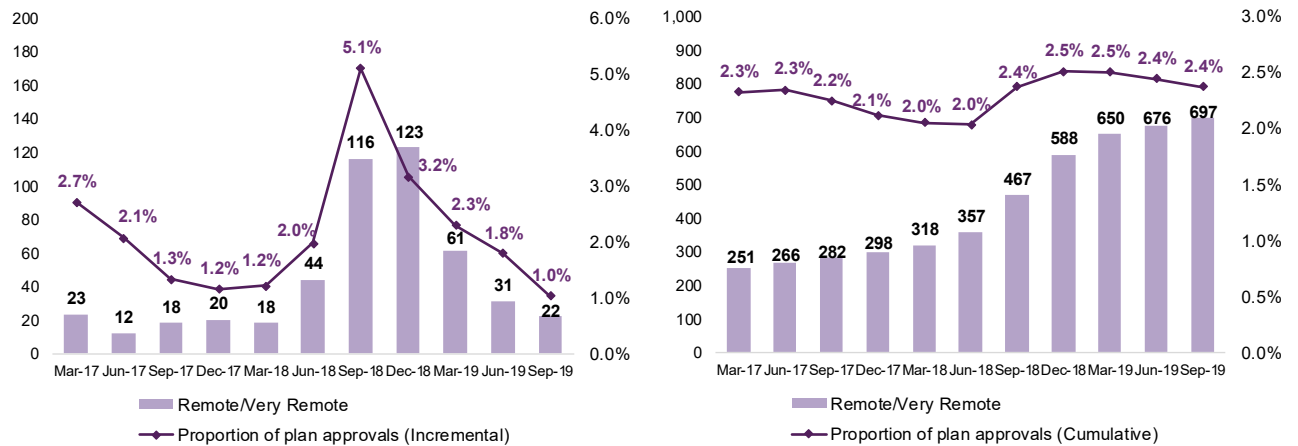


Table J.11 Participant profile per quarter by disability group - SA^{294,295}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	10,108	37%	758	36%	10,866	37%
Intellectual Disability ²⁹⁶	6,679	24%	142	7%	6,821	23%
Psychosocial disability	1,194	4%	155	7%	1,349	5%
Developmental Delay	970	4%	385	18%	1,355	5%
Other Neurological	1,076	4%	75	4%	1,151	4%
Cerebral Palsy	1,022	4%	22	1%	1,044	4%
Other Physical	1,272	5%	83	4%	1,355	5%
Hearing Impairment	888	3%	115	5%	1,003	3%
ABI	1,182	4%	53	2%	1,235	4%
Visual Impairment	557	2%	36	2%	593	2%
Multiple Sclerosis	525	2%	21	1%	546	2%
Global Developmental Delay	541	2%	210	10%	751	3%
Stroke	258	1%	34	2%	292	1%
Spinal Cord Injury	271	1%	16	1%	287	1%
Other Sensory/Speech	703	3%	20	1%	723	2%
Other	42	0%	<11		44	0%
Total	27,288	100%	2,127	100%	29,415	100%

²⁹³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁹⁴ Table order based on national proportions (highest to lowest).

²⁹⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁹⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (761).

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – SA²⁹⁷

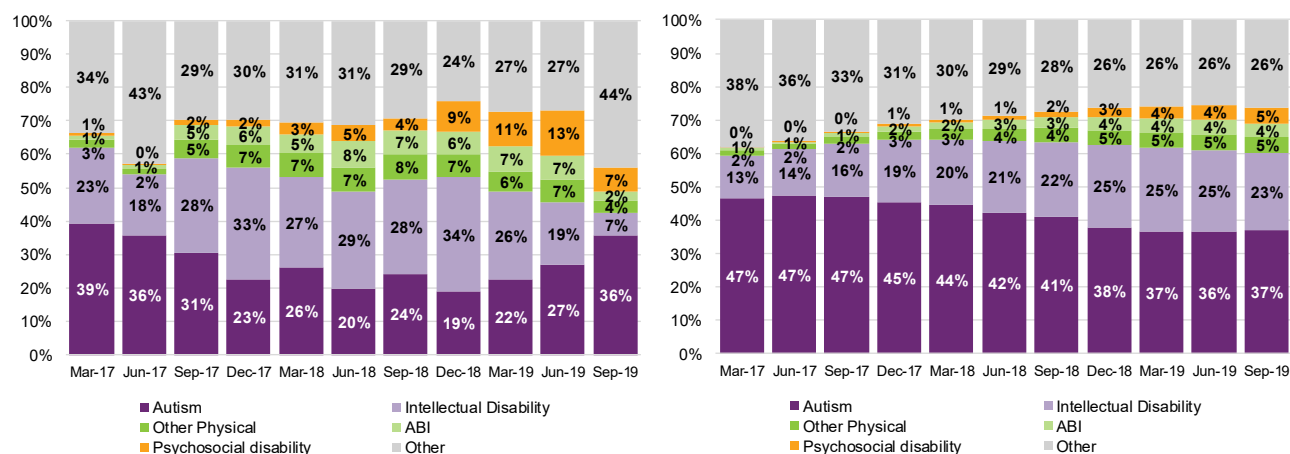
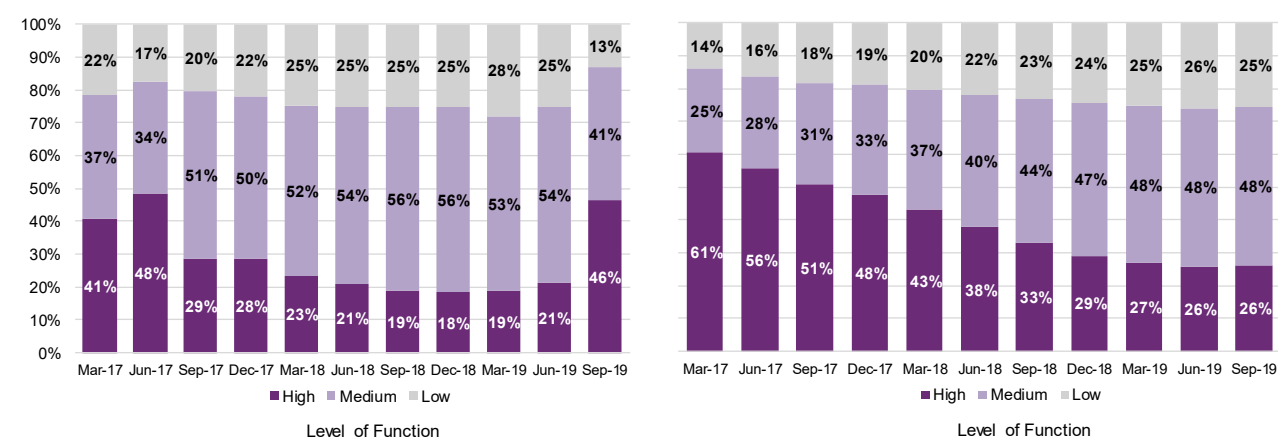


Table J.12 Participant profile per quarter by level of function – SA²⁹⁸

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,612	6%	89	4%	1,701	6%
2 (High Function)	22	0%	<11		24	0%
3 (High Function)	1,678	6%	91	4%	1,769	6%
4 (High Function)	1,337	5%	259	12%	1,596	5%
5 (High Function)	2,036	7%	546	26%	2,582	9%
6 (Moderate Function)	6,468	24%	512	24%	6,980	24%
7 (Moderate Function)	1,778	7%	71	3%	1,849	6%
8 (Moderate Function)	2,121	8%	119	6%	2,240	8%
9 (Moderate Function)	106	0%	<11		115	0%
10 (Moderate Function)	2,810	10%	152	7%	2,962	10%
11 (Low Function)	1,281	5%	17	1%	1,298	4%
12 (Low Function)	3,463	13%	115	5%	3,578	12%
13 (Low Function)	2,038	7%	143	7%	2,181	7%
14 (Low Function)	407	1%	<11		409	1%
15 (Low Function)	<11		<11		<11	
Missing	130	0%	<11		130	0%
Total	27,288	100%	2,127	100%	29,415	100%

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – SA²⁹⁹



²⁹⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

²⁹⁸ The distributions are calculated excluding participants with a missing level of function.

²⁹⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table J.13 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	2,743	10%	1,082	51%	3,825	13%
7 to 14	9,209	34%	311	15%	9,520	32%
15 to 18	2,518	9%	60	3%	2,578	9%
19 to 24	1,950	7%	75	4%	2,025	7%
25 to 34	2,133	8%	108	5%	2,241	8%
35 to 44	2,040	7%	113	5%	2,153	7%
45 to 54	2,802	10%	145	7%	2,947	10%
55 to 64	3,252	12%	207	10%	3,459	12%
65+	641	2%	26	1%	667	2%
Total	27,288	100%	2,127	100%	29,415	100%

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – SA³⁰⁰

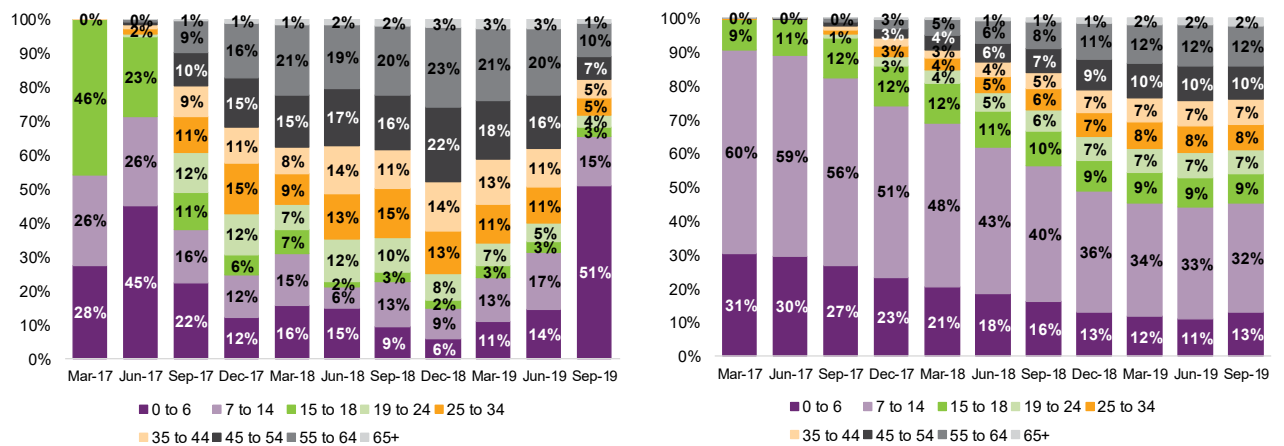
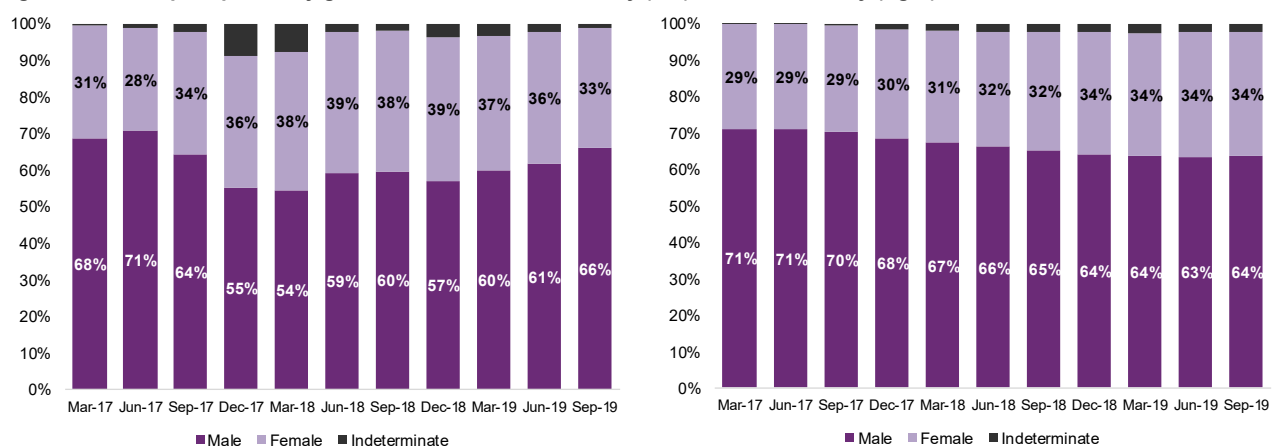


Table J.14 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	17,318	63%	1,404	66%	18,722	64%
Female	9,270	34%	698	33%	9,968	34%
Indeterminate	700	3%	25	1%	725	2%
Total	27,288	100%	2,127	100%	29,415	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – SA³⁰¹



³⁰⁰ Ibid.

³⁰¹ Ibid.

Part Two: Participant experience and outcomes

Table J.15 Number of questionnaires completed by SFOF version – SA³⁰²

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,431	834	683	258	3,206
Participant school to 14	2,028	1,076	1,659	399	5,162
Participant 15 to 24	440	1,059	1,174	138	2,811
Participant 25 and over	33	3,458	6,891	592	10,974
Total Participant	3,932	6,427	10,407	1,387	22,153
Family 0 to 14	3,312	1,797	2,268	607	7,984
Family 15 to 24	406	738	694	88	1,926
Family 25 and over	1	1,195	1,934	143	3,273
Total Family	3,719	3,730	4,896	838	13,183
Total	7,651	10,157	15,303	2,225	35,336

Table J.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	60%			
CC	% who say their child is able to tell them what he/she wants	74%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		48%		
CC	% of children who have a genuine say in decisions about themselves		79%		
CC	% who are happy with the level of independence/control they have now			43%	
CC	% who choose who supports them			41%	58%
CC	% who choose what they do each day			52%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC	% who want more choice and control in their life			81%	77%

³⁰² Baseline outcomes for participants and/or their families and carers were collected for 96% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table J.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		44%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			29%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	40%

Table J.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		78%		
HM	% who are happy with their home			82%	80%
HM	% who feel safe or very safe in their home			87%	78%
HW	% who rate their health as good, very good or excellent			72%	51%
HW	% who did not have any difficulties accessing health services			76%	74%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				63%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			23%	27%
WK	% who volunteer			12%	11%

Table J.19 Selected key indicators for families/carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	28%	24%
% receiving Carer Allowance	48%	50%	38%
% working in a paid job	48%	47%	35%
Of those in a paid job, % in permanent employment	76%	73%	74%
Of those in a paid job, % working 15 hours or more	79%	86%	84%
% who say they (and their partner) are able to work as much as they want	45%	55%	66%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	86%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	25%	21%
% able to advocate for their child/family member	77%	77%	74%
% who have friends and family they see as often as they like	50%	52%	57%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		47%	
% who feel in control selecting services		45%	48%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	72%	62%	62%

Table J.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=616) - participants who entered from 1 October 2017 to 30 September 2018 - SA³⁰³

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	80%
S/CP	Has the NDIS improved how your child fits into community life?	63%

³⁰³ Results in Tables J.20 to J.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables J.24 to J.29.

Table J.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,689) - participants who entered from 1 October 2017 to 30 September 2018) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	66%
LL	Has the NDIS improved your child's access to education?	46%
REL	Has the NDIS improved your child's relationships with family and friends?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,117) and ‘Participant 25 and over’ (n=3,751) - participants who entered from 1 October 2017 to 30 September 2018 – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	55%	65%
DL	Has the NDIS helped you with daily living activities?	55%	71%
REL	Has the NDIS helped you to meet more people?	43%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	26%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	45%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%
S/CP	Has the NDIS helped you be more involved?	48%	53%

Table J.23 R Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,150); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,742) - participants who entered from 1 October 2017 to 30 September 2018 – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	47%
Has the NDIS improved the level of support for your family?	71%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	45%	35%

Table J.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=360) - participants who entered from 1 October 2016 to 30 September 2017 – SA³⁰⁴

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	93%	+1%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	83%	-3%
REL	Has the NDIS improved how your child fits into family life?	76%	76%	-1%
S/CP	Has the NDIS improved how your child fits into community life?	63%	59%	-4%

Table J.25 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,143) - participants who entered from 1 October 2016 to 30 September 2017 – SA

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	70%	+6%
LL	Has the NDIS improved your child's access to education?	47%	48%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	51%	+3%

³⁰⁴ Results in Tables J.24 to J.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=524) and ‘Participant 25 and over’ (n=205) - participants who entered from 1 October 2016 to 30 September 2017 – SA

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	54%	62%	+8%	64%	67%	+3%
DL	Has the NDIS helped you with daily living activities?	54%	60%	+6%	74%	75%	+2%
REL	Has the NDIS helped you to meet more people?	43%	45%	+3%	46%	50%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	23%	21%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	41%	0%	39%	45%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	32%	-2%	30%	26%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%	+1%	20%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	49%	+1%	53%	56%	+3%

Table J.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,235); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=270) - participants who entered from 1 October 2016 to 30 September 2017 – SA

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	62%	0%	46%	49%	+3%
	Has the NDIS improved the level of support for your family?	72%	73%	+1%	54%	60%	+6%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	72%	-1%	55%	59%	+3%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	79%	+2%			
	Has the NDIS improved your health and wellbeing?	49%	44%	-5%	40%	36%	-3%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school and participants aged 15 and over.

Table J.28 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=130) - participants who entered from 1 July 2016 to 30 September 2016 – SA³⁰⁵

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	64%	63%	71%	+8%
LL	Has the NDIS improved your child's access to education?	48%	46%	49%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	60%	59%	59%	-1%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	47%	52%	+2%

Table J.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=124) - participants who entered from 1 July 2016 to 30 September 2016 – SA

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	60%	62%	58%	-3%
Has the NDIS improved the level of support for your family?	79%	70%	71%	-8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	67%	67%	-11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	77%	75%	-7%
Has the NDIS improved your health and wellbeing?	52%	51%	44%	-8%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for family 15 to 24 and family 25 and over combined.

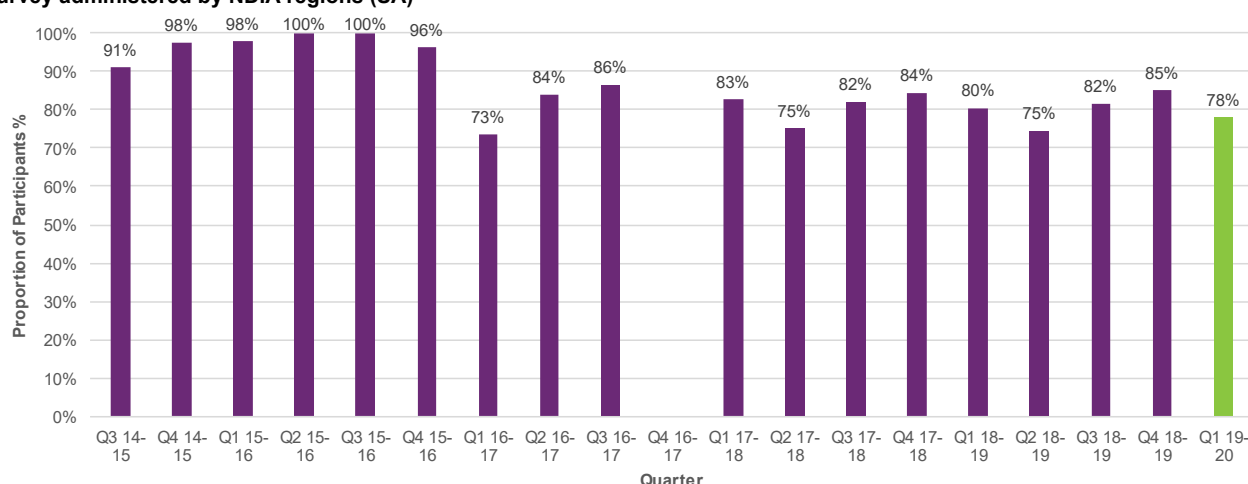
³⁰⁵ Results in Tables J.28 to J.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table J.30 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=594) and 'participants in community and social activities' (n=605) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 –SA³⁰⁶

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	10%	14%	23%	24%
Aged 25+	40%	33%	35%	
Aged 15+ (average)	23%	22%	28%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	39%	47%
Aged 25+	34%	36%	43%	
Aged 15+ (average)	33%	37%	41%	

There is insufficient data to show corporate plan metric results for those who have had three plan reviews to date.

Figure J.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)^{*307}



*The result for Q1 of 2019-20 is based on 54 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 78% gave a rating of good or very good, 17% gave a neutral rating and 6% gave a rating of poor or very poor.

³⁰⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

³⁰⁷ Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.31 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (SA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	2%	4%
I had enough time to tell my story and say what support I need	91%	6%	4%
The planner knows what I can do well	80%	15%	6%
The planner had some good ideas for my plan	81%	9%	9%
I know what is in my plan	83%	13%	4%
The planner helped me think about my future	61%	24%	15%
I think my plan will make my life better	72%	19%	9%
The planning meeting went well	93%	4%	4%

Table J.32 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (SA)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 243	n = 66
Are you happy with how coming into the NDIS has gone?	73%	76%
Was the person from the NDIS respectful?	91%	94%
Do you understand what will happen next with your plan?	72%	68%
Pre-planning	n = 272	n = 42
Did the person from the NDIS understand how your disability affects your life?	89%	76%
Did you understand why you needed to give the information you did?	96%	90%
Were decisions about your plan clearly explained?	81%	76%
Are you clear on what happens next with your plan?	71%	69%
Do you know where to go for more help with your plan?	78%	74%
Planning	n = 263	n = 105
Did the person from the NDIS understand how your disability affects your life?	84%	88%
Did you understand why you needed to give the information you did?	93%	96%
Were decisions about your plan clearly explained?	78%	78%
Are you clear on what happens next with your plan?	66%	80%
Do you know where to go for more help with your plan?	76%	83%
Plan review	n = 360	n = 102
Did the person from the NDIS understand how your disability affects your life?	80%	84%
Did you feel prepared for your plan review?	82%	94%
Is your NDIS plan helping you to make progress towards your goals?	83%	87%

Table J.33 Plan reviews conducted per quarter – excluding plans less than 30 days – SA³⁰⁸

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	39,187	6,875	46,062
<i>Early intervention plans</i>	20,858	2,620	23,478
<i>Permanent disability plans</i>	18,329	4,255	22,584

Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – SA

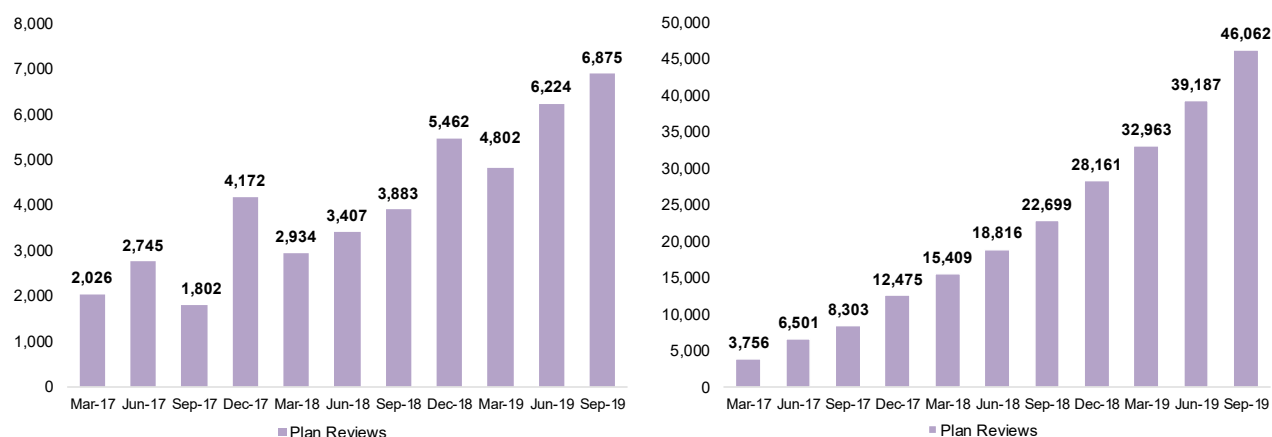
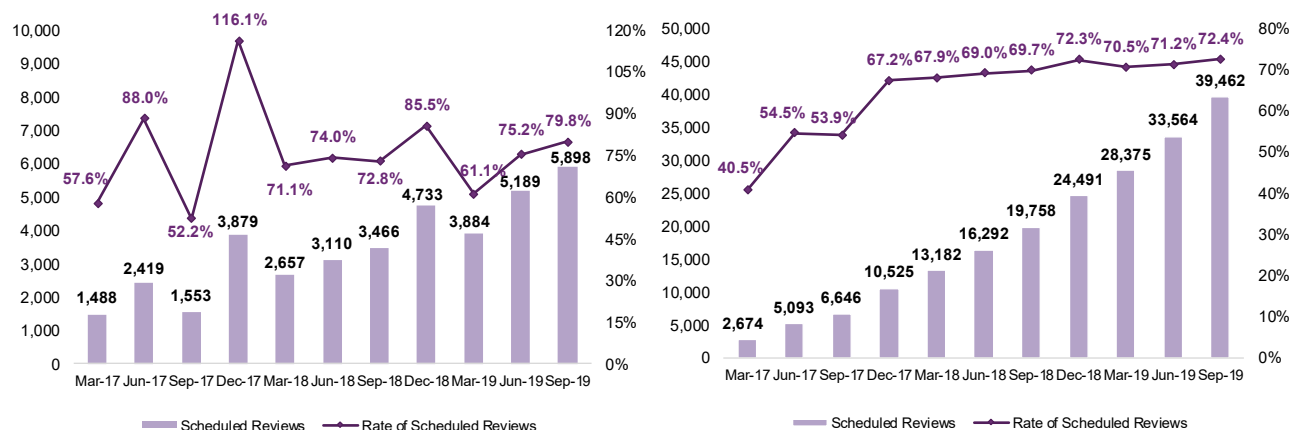


Table J.34 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	33,564	5,898	39,462
<i>Trial participants</i>	17,738	1,920	19,658
<i>Transition participants</i>	15,826	3,978	19,804

Figure J.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – SA³⁰⁹



³⁰⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

³⁰⁹ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table J.35 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	5,623	977	6,600
<i>Trial participants</i>	2,025	172	2,197
<i>Transition participants</i>	3,598	805	4,403

Table J.36 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA³¹⁰

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	11.9%	13.2%	12.1%

Figure J.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – SA³¹¹

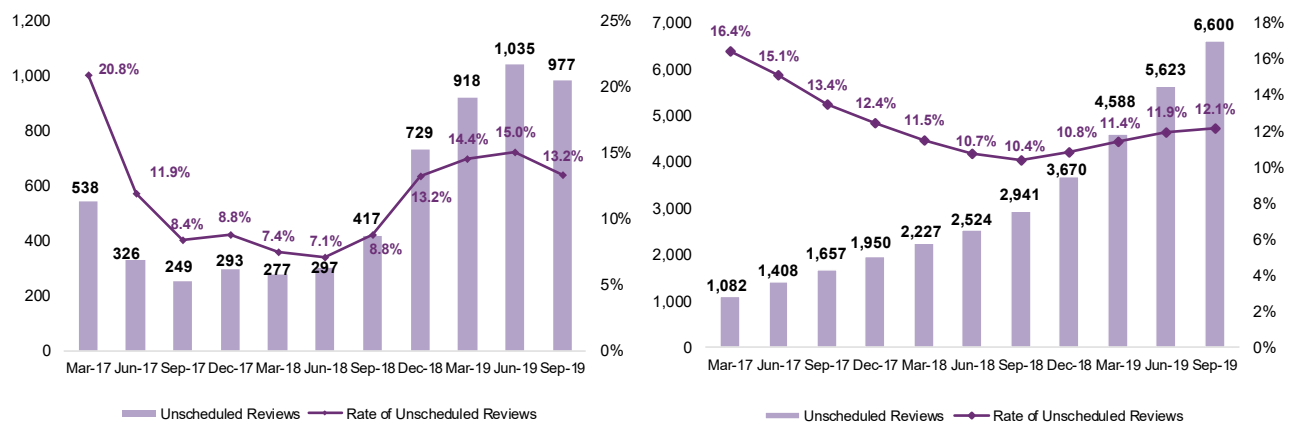


Table J.37 AAT cases by category – SA

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	56	21%	26	42%	82	25%
Plan	169	64%	25	40%	194	59%
Plan Review	21	8%	<11		30	9%
Other	20	8%	<11		22	7%
Total	266	100%	62	100%	328	100%
% of all access decisions³¹²	0.33%		1.29%		0.38%	

³¹⁰ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

³¹¹ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

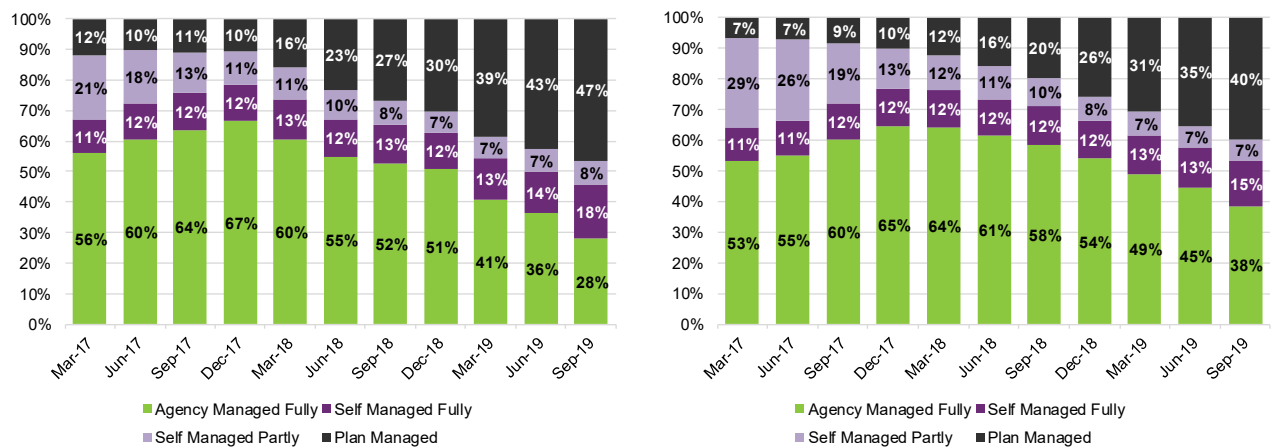
³¹² This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.38 AAT cases by open/closed and decision – SA

	N
AAT Cases	328
Open AAT Cases	96
Closed AAT Cases	232
<i>Resolved before hearing</i>	227
<i>Gone to hearing and received a substantive decision</i>	<11

Table J.39 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	13%	18%	15%
Self-managed partly	7%	8%	7%
Plan managed	37%	47%	40%
Agency managed	43%	28%	38%
Total	100%	100%	100%

Figure J.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – SA³¹³

³¹³ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table J.40 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	39%	34%	38%

Table J.41 Duration to plan activation by quarter of initial plan approval for active participants – SA^{314,315}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	11,589	70%	1,898	72%
30 to 59 days	1,566	9%	251	10%
60 to 89 days	897	5%	126	5%
Activated within 90 days	14,052	85%	2,275	86%
90 to 119 days	504	3%	78	3%
120 days and over	1,471	9%	77	3%
Activated after 90 days	1,975	12%	155	6%
No payments	580	3%	208	8%
Total plans approved	16,607	100%	2,638	100%

³¹⁴ Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

³¹⁵ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table J.42 Proportion of active participants with plan activated within 12 months – SA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	808	881	92%
Not Aboriginal and Torres Strait Islander	16,681	17,236	97%
Not Stated	940	972	97%
Total	18,429	19,089	97%
by Culturally and Linguistically Diverse status			
CALD	1,181	1,214	97%
Not CALD	17,107	17,731	96%
Not Stated	141	144	98%
Total	18,429	19,089	97%
by Remoteness			
Major Cities	13,835	14,312	97%
Regional	4,160	4,317	96%
Remote	433	459	94%
Missing	<11	<11	
Total	18,429	19,089	97%
by Primary Disability type			
Autism	7,992	8,298	96%
Intellectual Disability (including Down Syndrome)	4,225	4,369	97%
Psychosocial Disability	315	322	98%
Developmental Delay (including Global Developmental Delay)	1,112	1,177	94%
Other	4,785	4,923	97%
Total	18,429	19,089	97%

Table J.43 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – SA^{316,317}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	40%	55%	41%
50% to 75%	26%	20%	26%
> 75%	34%	25%	33%
Total	100%	100%	100%

³¹⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³¹⁷ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.44 Proportion of active participants with approved plans accessing mainstream supports – SA^{318,319}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	8%	7%	7%
Health & Wellbeing	40%	33%	38%
Lifelong Learning	18%	15%	17%
Other	12%	10%	11%
Non-categorised	35%	34%	34%
Any mainstream service	92%	81%	89%

Part Three: Providers and the growing market

Table J.45 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.23	1.32
b) Number of providers delivering new types of supports	183	208
c) Share of payments - top 25% ³²⁰		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	81%	83%
<i>Early Childhood Supports (%)</i>	84%	85%
<i>Assist Personal Activities (%)</i>	88%	88%

³¹⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³¹⁹ The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

³²⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table J.46 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	28	3	31	11%
Assistance Animals	16	2	18	13%
Assistance with daily life tasks in a group or shared living arrangement	110	12	122	11%
Assistance with travel/transport arrangements	147	12	159	8%
Daily Personal Activities	219	32	251	15%
Group and Centre Based Activities	150	42	192	28%
High Intensity Daily Personal Activities	164	27	191	16%
Household tasks	217	31	248	14%
Interpreting and translation	27	5	32	19%
Participation in community, social and civic activities	264	34	298	13%
Assistive Technology				
Assistive equipment for recreation	46	2	48	4%
Assistive products for household tasks	30	3	33	10%
Assistance products for personal care and safety	281	32	313	11%
Communication and information equipment	60	15	75	25%
Customised Prosthetics	103	17	120	17%
Hearing Equipment	36	5	41	14%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	127	33	160	26%
Specialised Hearing Services	12	0	12	0%
Vision Equipment	26	7	33	27%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	238	40	278	17%
Behaviour Support	124	14	138	11%
Community nursing care for high needs	43	8	51	19%
Development of daily living and life skills	173	18	191	10%
Early Intervention supports for early childhood	449	20	469	4%
Exercise Physiology and Physical Wellbeing activities	52	21	73	40%
Innovative Community Participation	28	4	32	14%
Specialised Driving Training	16	9	25	56%
Therapeutic Supports	714	64	778	9%
Capital services				
Home modification design and construction	23	14	37	61%
Specialised Disability Accommodation	7	4	11	57%
Vehicle Modifications	30	2	32	7%
Choice and control support services				
Management of funding for supports in participants plan	101	20	121	20%
Support Coordination	88	16	104	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	39	10	49	26%
Specialised Supported Employment	51	2	53	4%
Total active providers	1,412	144	1,556	10%

Table J.47 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – SA

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	6	25	31	19%	81%	100%
Assistance Animals	3	15	18	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	12	110	122	10%	90%	100%
Assistance with travel/transport arrangements	25	134	159	16%	84%	100%
Daily Personal Activities	31	220	251	12%	88%	100%
Group and Centre Based Activities	23	169	192	12%	88%	100%
High Intensity Daily Personal Activities	30	161	191	16%	84%	100%
Household tasks	63	185	248	25%	75%	100%
Interpreting and translation	7	25	32	22%	78%	100%
Participation in community, social and civic activities	37	261	298	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	2	46	48	4%	96%	100%
Assistive products for household tasks	4	29	33	12%	88%	100%
Assistance products for personal care and safety	49	264	313	16%	84%	100%
Communication and information equipment	16	59	75	21%	79%	100%
Customised Prosthetics	21	99	120	18%	83%	100%
Hearing Equipment	6	35	41	15%	85%	100%
Hearing Services	1	7	8	13%	88%	100%
Personal Mobility Equipment	28	132	160	18%	83%	100%
Specialised Hearing Services	1	11	12	8%	92%	100%
Vision Equipment	4	29	33	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	44	234	278	16%	84%	100%
Behaviour Support	44	94	138	32%	68%	100%
Community nursing care for high needs	5	46	51	10%	90%	100%
Development of daily living and life skills	33	158	191	17%	83%	100%
Early Intervention supports for early childhood	227	242	469	48%	52%	100%
Exercise Physiology and Physical Wellbeing activities	17	56	73	23%	77%	100%
Innovative Community Participation	11	21	32	34%	66%	100%
Specialised Driving Training	2	23	25	8%	92%	100%
Therapeutic Supports	344	434	778	44%	56%	100%
Capital services						
Home modification design and construction	4	33	37	11%	89%	100%
Specialised Disability Accommodation	1	10	11	9%	91%	100%
Vehicle Modifications	3	29	32	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	25	96	121	21%	79%	100%

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	27	77	104	26%	74%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	46	49	6%	94%	100%
Specialised Supported Employment	5	48	53	9%	91%	100%
Total	504	1,052	1,556	32%	68%	100%

Part Four: Financial sustainability

Table J.48 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.7	102.3	185.1	351.9	1,136.0	468.0

Figure J.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)

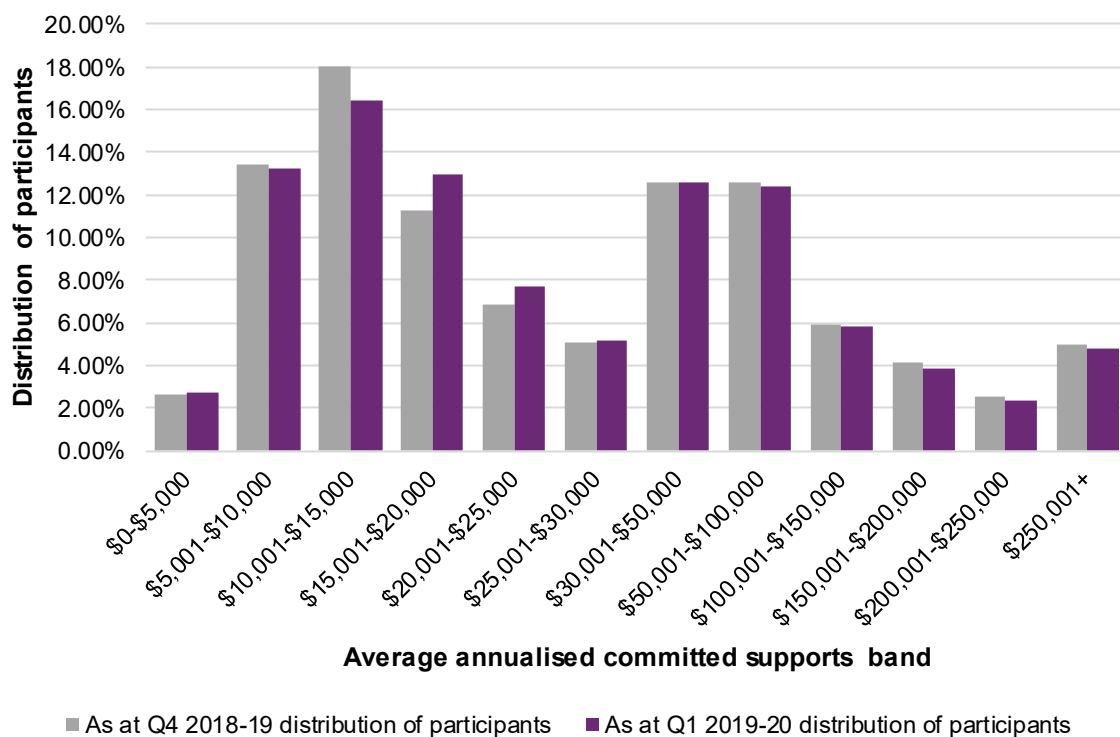


Figure J.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)

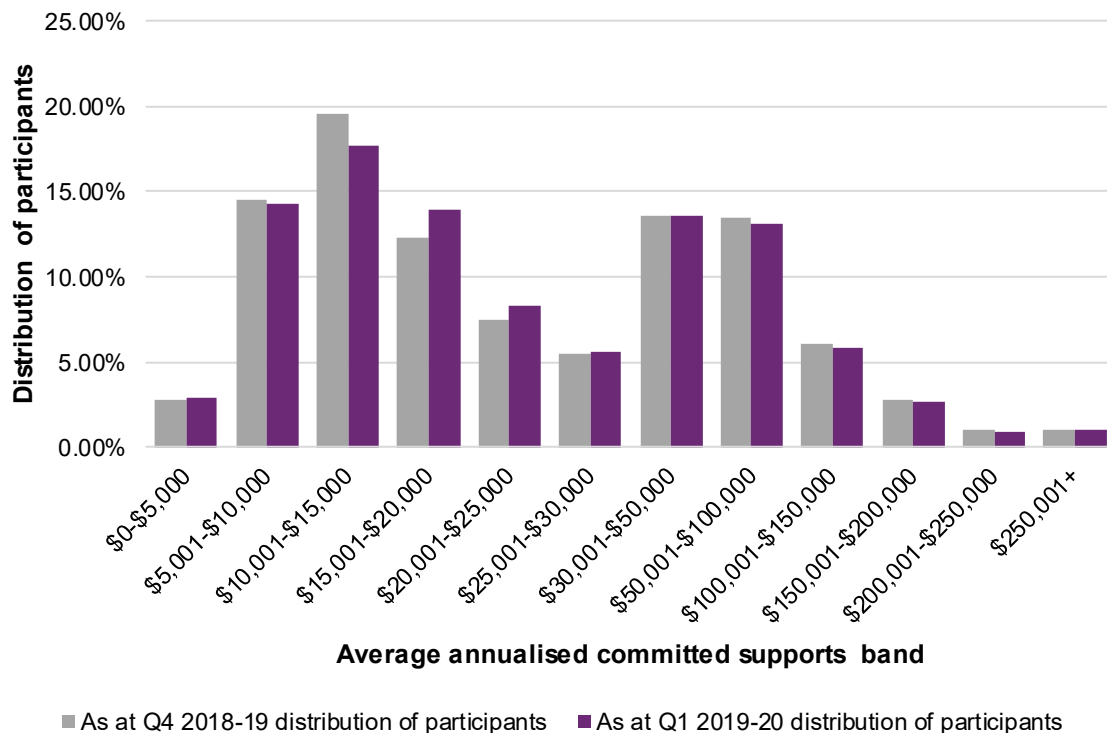


Figure J.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)

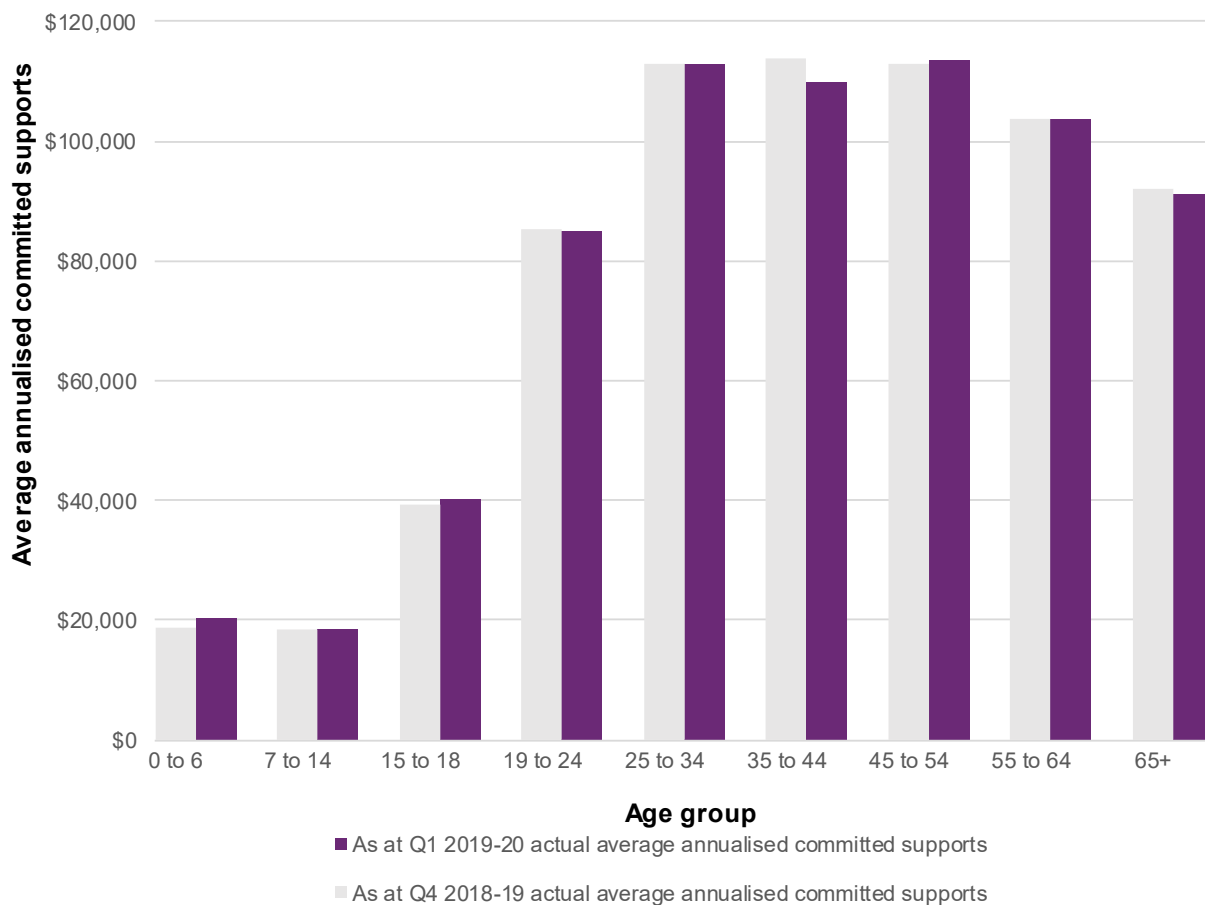


Figure J.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)

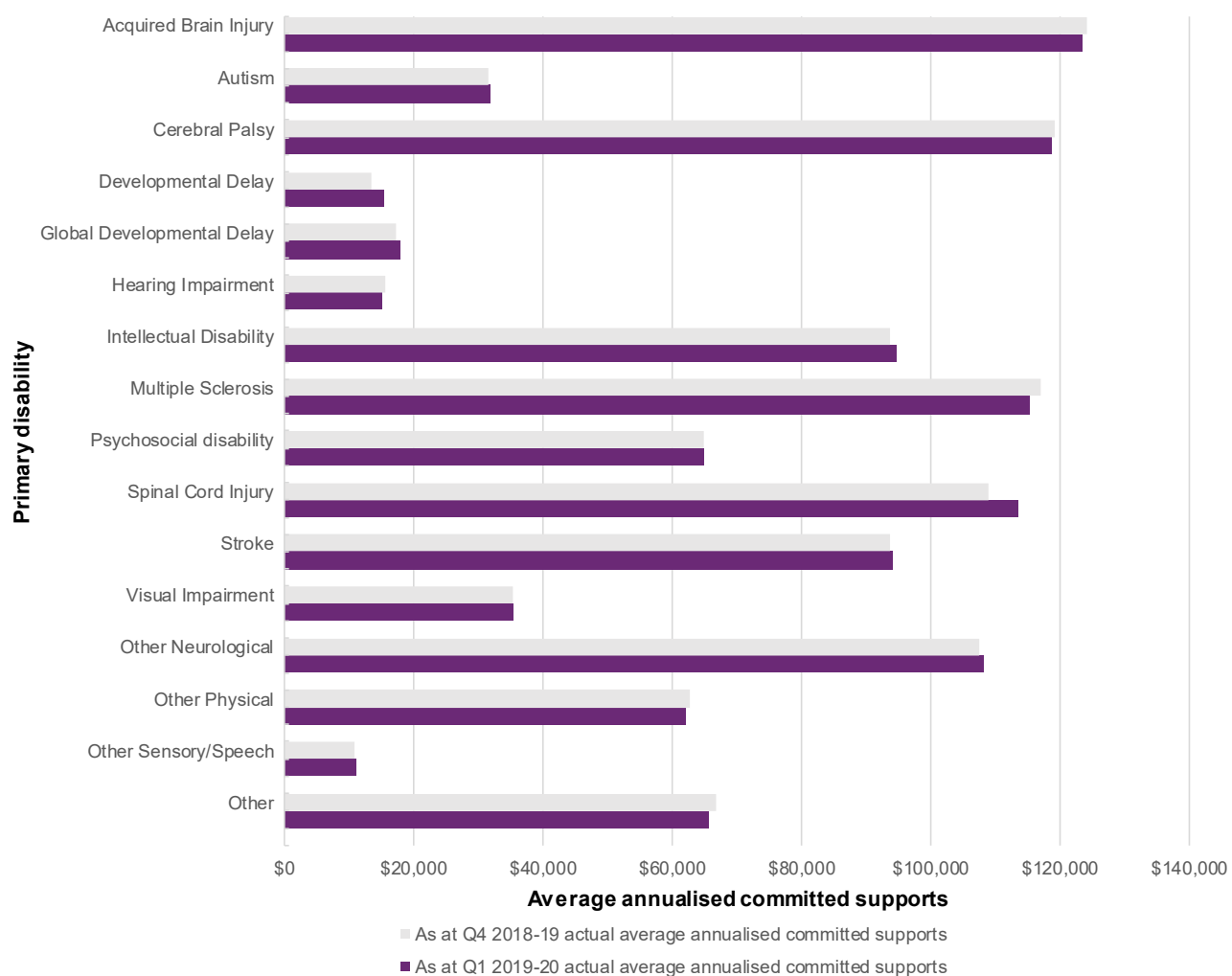


Figure J.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA) ^{321,322}

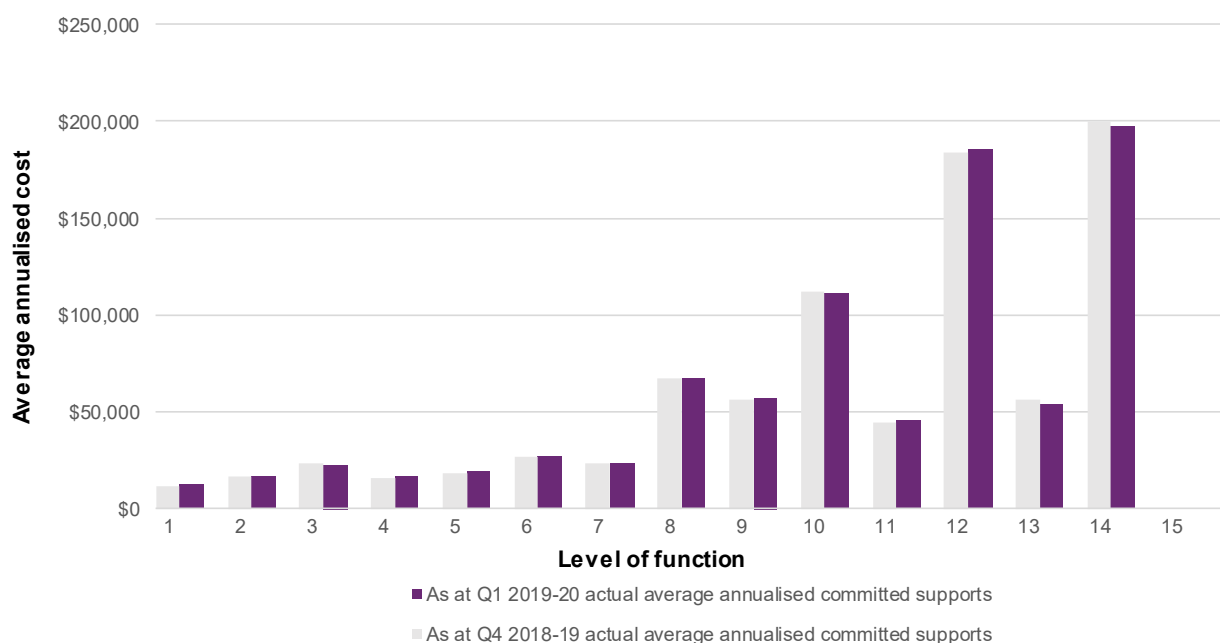


Table J.49 Payments by financial year, compared to committed supports (\$m) – SA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	10.5	48.7	102.3	185.1	351.9	1,136.0	468.0
Total paid	5.7	29.8	63.1	104.0	209.3	745.5	265.7
% utilised to date	54%	61%	62%	56%	59%	66%	57%

³²¹ Ibid.

³²² Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Figure J.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (SA)³²³

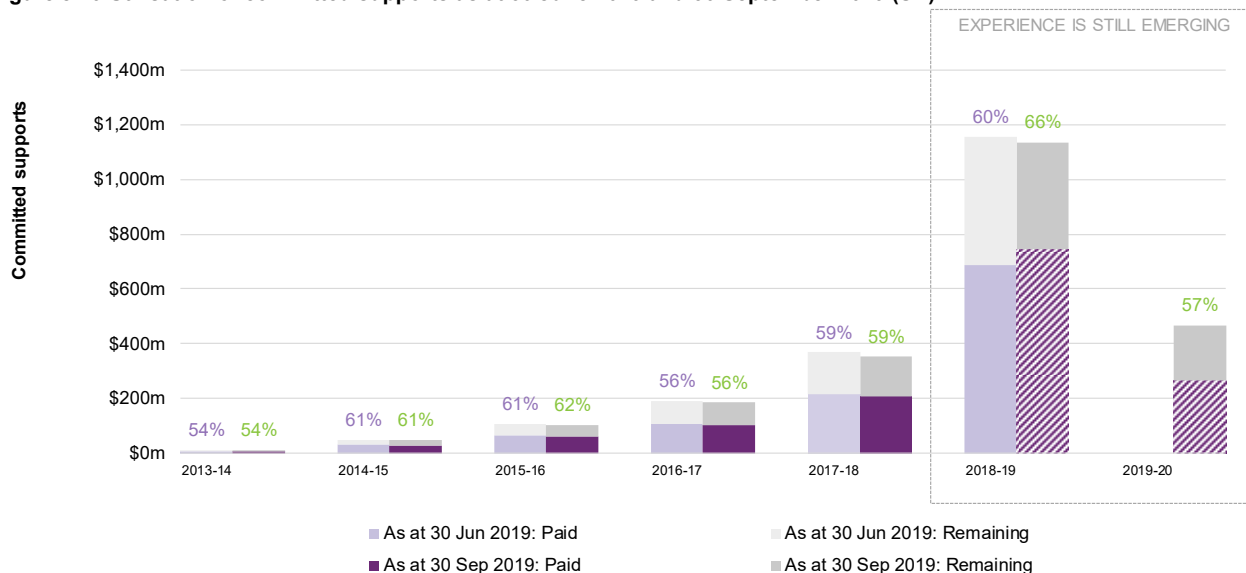
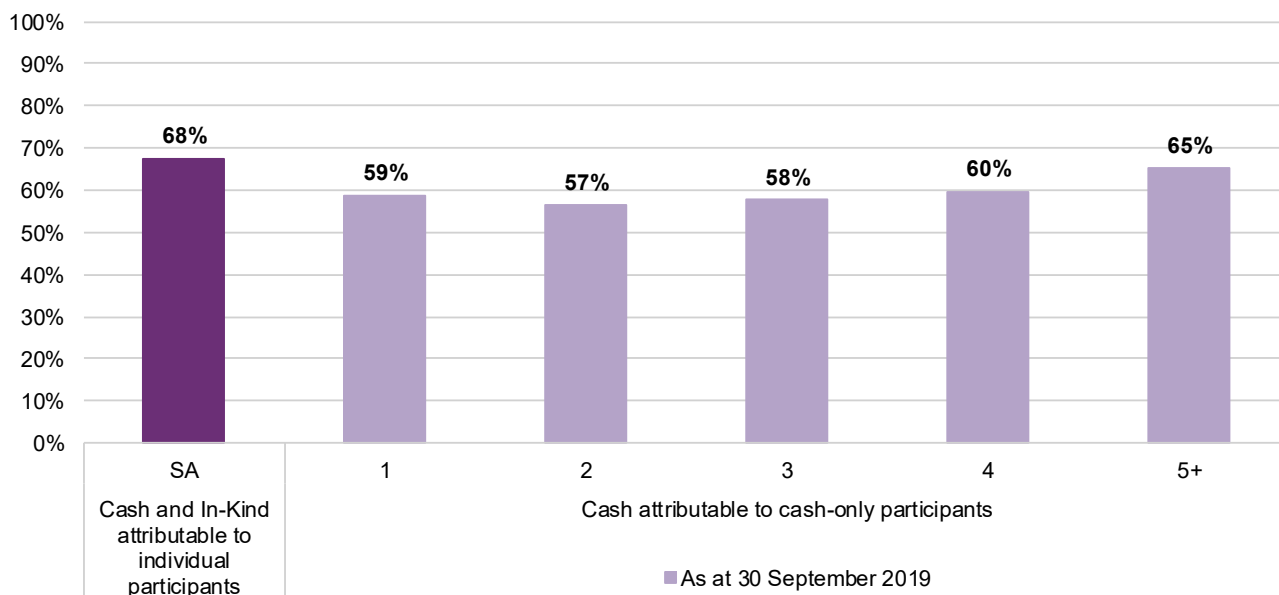


Figure J.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (SA)³²⁴



³²³ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, the amounts of committed supports and payments in past support years has reduced since 30 June 2019 for SA.

³²⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure J.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (SA)³²⁵

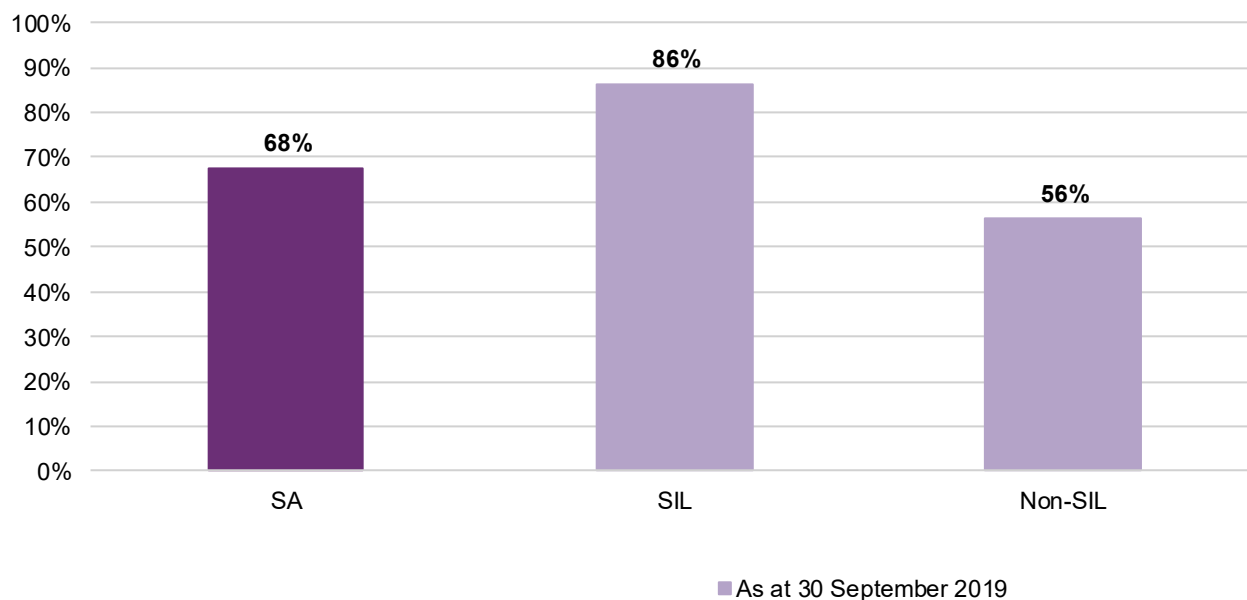
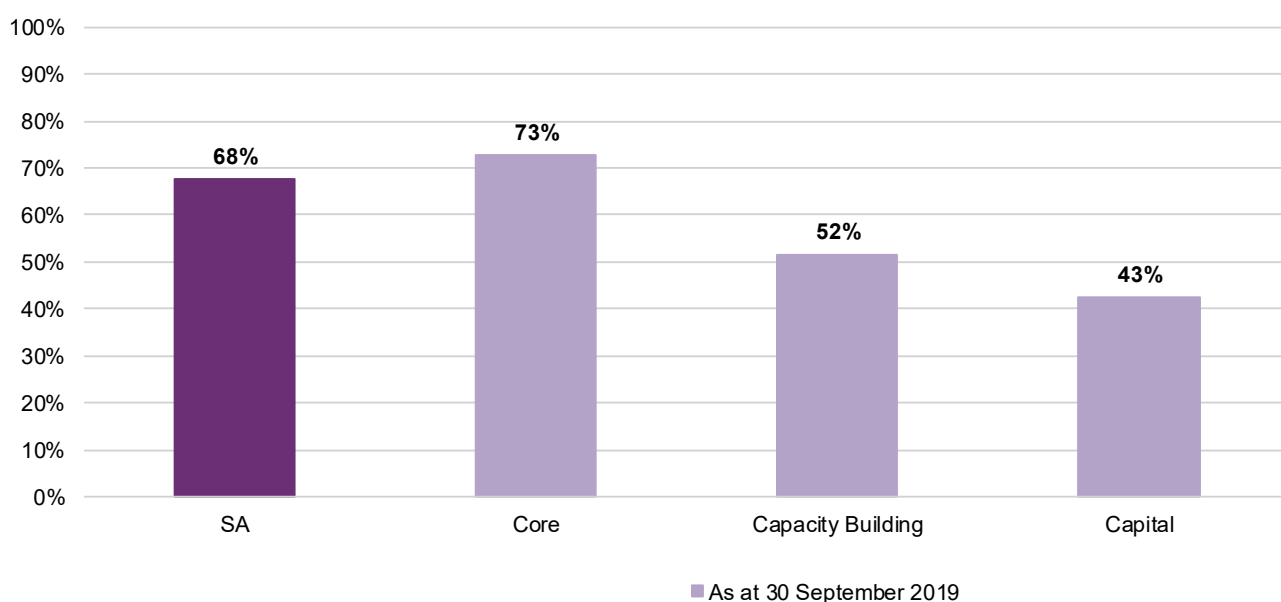


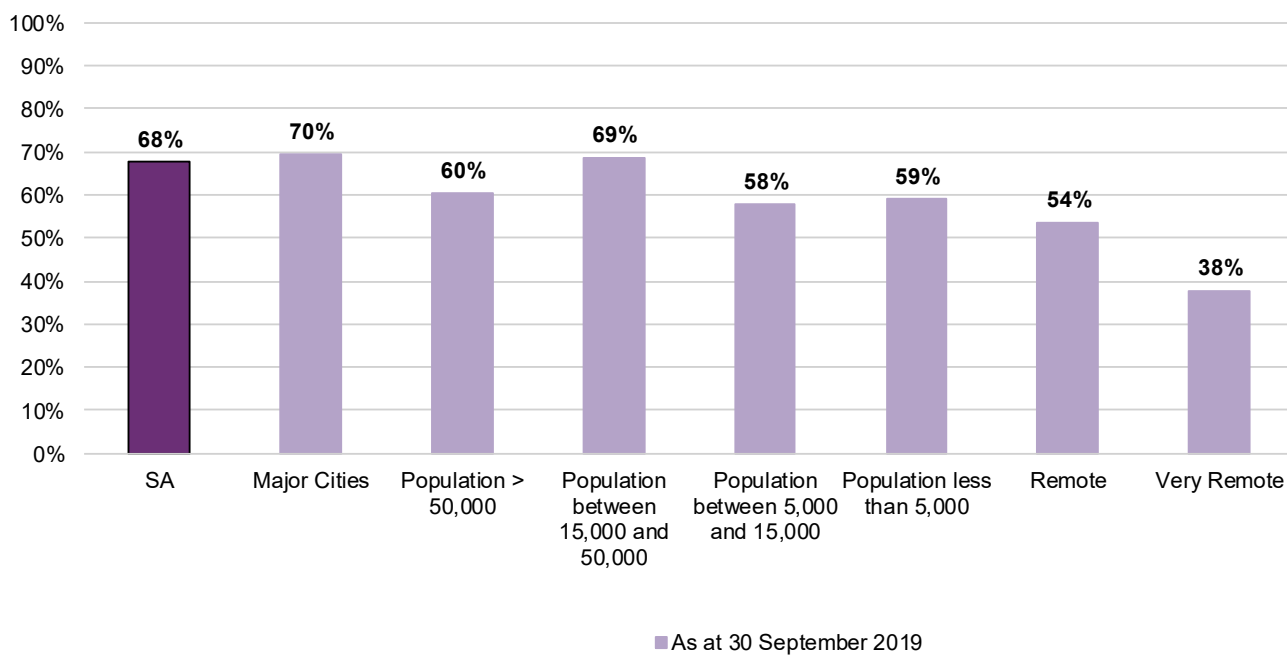
Figure J.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (SA)³²⁶



³²⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

³²⁶ Ibid.

Figure J.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (SA)³²⁷



³²⁷ Ibid.

Appendix K:

Tasmania

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – TAS³²⁸

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
TAS	6,515	465	6,980	47	7,027

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS³²⁹

	Prior Quarters	2019-20 Q1	Total
Access decisions	7,919	938	8,857
Active Eligible	6,858	646	7,504
<i>New</i>	2,917	550	3,467
<i>State</i>	2,888	26	2,914
<i>Commonwealth</i>	1,053	70	1,123
Active Participant Plans (excl ECEI)	6,515	465	6,980
<i>New</i>	2,688	371	3,059
<i>State</i>	2,846	25	2,871
<i>Commonwealth</i>	981	69	1,050
Active Participant Plans	6,747	512	7,027
<i>Early Intervention (s25)</i>	996	116	1,112
<i>Permanent Disability (s24)</i>	5,519	349	5,868
<i>ECEI</i> ³³⁰	232	47	47

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – TAS

Exits	
Total participant exits	110
<i>Early Intervention participants</i>	11
<i>Permanent disability participants</i>	99

³²⁸ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

³²⁹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 86% of people with a hearing impairment met the access criteria compared to 69% overall.

³³⁰ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table K.4 Cumulative position by services previously received – TAS³³¹

	Participant cohort				
	State	Commonwealth	New	ECEI ³³²	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19 Q1	2,184	547	1,722	535	4,988
End of 2018-19 Q2	2,340	672	1,945	544	5,501
End of 2018-19 Q3	2,688	789	2,207	590	6,274
End of 2018-19 Q4	2,849	986	2,708	232	6,775
End of 2019-20 Q1	2,871	1,050	3,059	47	7,027

Table K.5 Cumulative position by entry into the Scheme – TAS³³³

	Participant cohort			
	Early Intervention ³³⁴	Permanent Disability ³³⁵	ECEI ³³⁶	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19 Q1	619	3,834	535	4,988
End of 2018-19 Q2	714	4,243	544	5,501
End of 2018-19 Q3	818	4,866	590	6,274
End of 2018-19 Q4	998	5,545	232	6,775
End of 2019-20 Q1	1,112	5,868	47	7,027

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS³³⁷

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	488	7.5%	32	6.9%	520	7.4%
Not Aboriginal and Torres Strait Islander	4,677	71.8%	360	77.4%	5,037	72.2%
Not Stated	1,350	20.7%	73	15.7%	1,423	20.4%
Total	6,515	100%	465	100%	6,980	100%

³³¹ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

³³² The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

³³³ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

³³⁴ Participants who met Section 25 of the NDIS Act for access

³³⁵ Participants who met Section 24 of the NDIS Act for access

³³⁶ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

³³⁷ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – TAS³³⁸

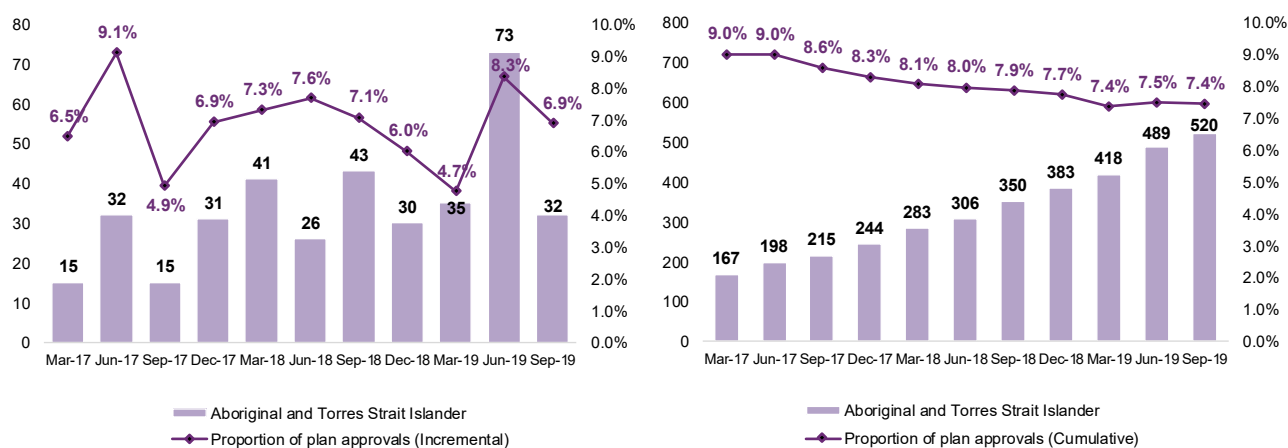


Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	189	2.9%	26	5.6%	215	3.1%
Not CALD	6,310	96.9%	438	94.2%	6,748	96.7%
Not Stated	16	0.2%	<11		17	0.2%
Total	6,515	100%	465	100%	6,980	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – TAS^{339,340}

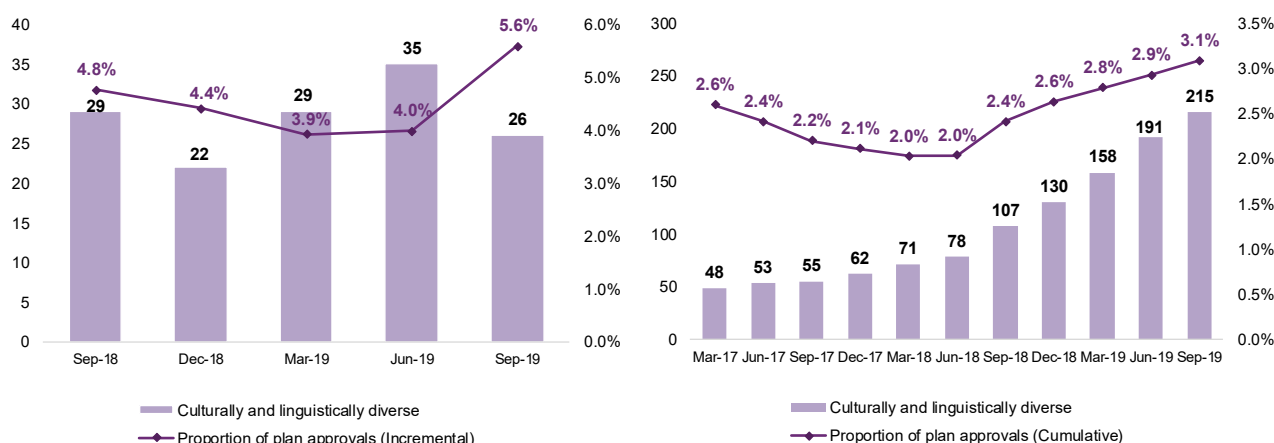


Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC ³⁴¹	44	<11	54
Not YPIRAC	6,471	455	6,926
Total	6,515	465	6,980

³³⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³³⁹ Ibid.

³⁴⁰ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

³⁴¹ The age breakdown of YPIRAC participants in TAS cannot be reported due to small numbers in some age groups.

Figure K.3 Number of YPIRAC participants over time cumulatively – TAS^{342,343}

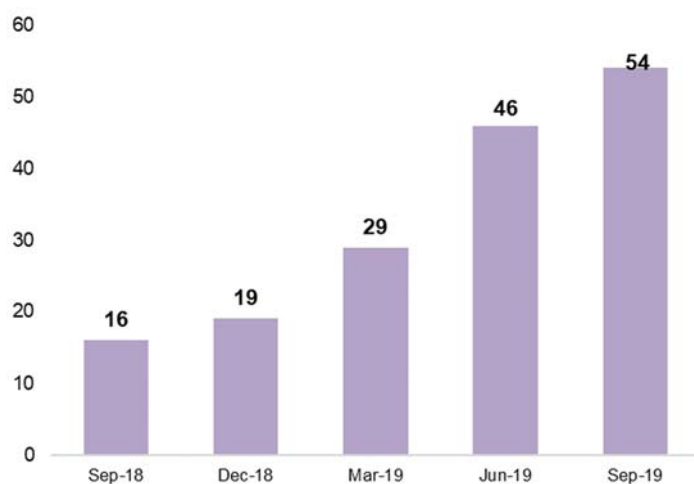


Table K.9 Participant profile per quarter by remoteness – TAS^{344,345}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	<11		<11		<11	
Population > 50,000	4,158	63.8%	329	70.8%	4,487	64.3%
Population between 15,000 and 50,000	1,384	21.2%	67	14.4%	1,451	20.8%
Population between 5,000 and 15,000	12	0.2%	<11		12	0.2%
Population less than 5,000	891	13.7%	64	13.8%	955	13.7%
Remote	59	0.9%	<11		64	0.9%
Very Remote	11	0.2%	<11		11	0.2%
Missing	<11		<11		<11	
Total	6,515	100%	465	100%	6,980	100%

³⁴² The cumulative chart shows the number of active participants as at each quarter over time.

³⁴³ There are insufficient numbers to show the incremental count of YPIRAC participants in Tasmania over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the September 2018 quarter.

³⁴⁴ This table is based on the Modified Monash Model measure of remoteness.

³⁴⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively– TAS^{346,347}

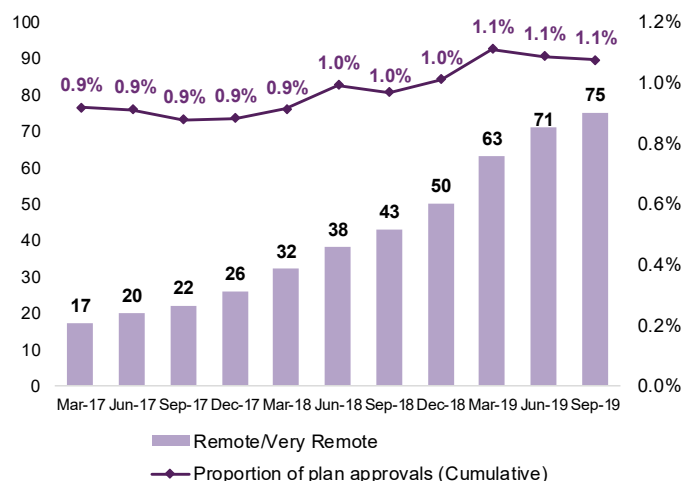


Table K.10 Participant profile per quarter by disability group – TAS^{348,349}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	2,059	32%	111	24%	2,170	31%
Intellectual Disability ³⁵⁰	2,217	34%	52	11%	2,269	33%
Psychosocial disability	359	6%	56	12%	415	6%
Developmental Delay	147	2%	37	8%	184	3%
Other Neurological	238	4%	31	7%	269	4%
Cerebral Palsy	336	5%	<11		346	5%
Other Physical	217	3%	25	5%	242	3%
Hearing Impairment	187	3%	47	10%	234	3%
ABI	271	4%	<11		281	4%
Visual Impairment	115	2%	14	3%	129	2%
Multiple Sclerosis	135	2%	32	7%	167	2%
Global Developmental Delay	77	1%	15	3%	92	1%
Stroke	50	1%	12	3%	62	1%
Spinal Cord Injury	67	1%	<11		77	1%
Other Sensory/Speech	28	0%	<11		30	0%
Other	12	0%	<11		13	0%
Total	6,515	100%	465	100%	6,980	100%

³⁴⁶ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁴⁷ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

³⁴⁸ Table order based on national proportions (highest to lowest).

³⁴⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁵⁰ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (262).

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – TAS³⁵¹

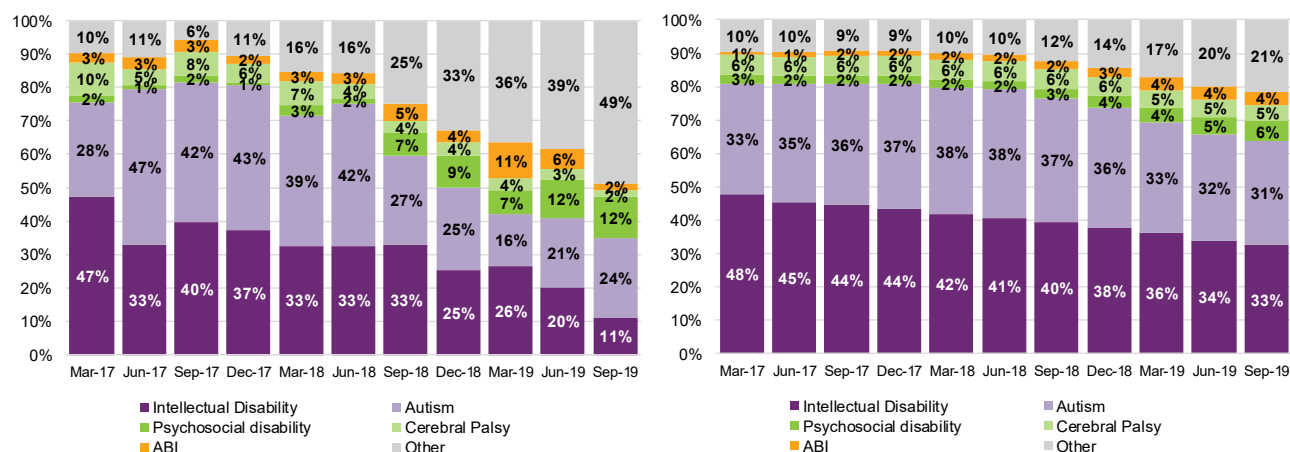
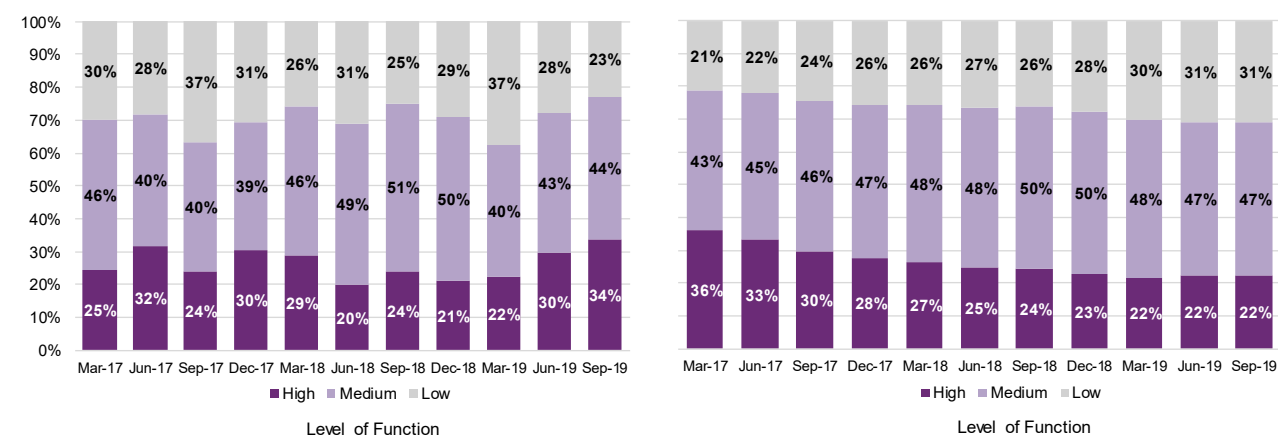


Table K.11 Participant profile per quarter by level of function – TAS

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	250	4%	45	10%	295	4%
2 (High Function)	13	0%	<11		14	0%
3 (High Function)	369	6%	33	7%	402	6%
4 (High Function)	327	5%	39	8%	366	5%
5 (High Function)	447	7%	38	8%	485	7%
6 (Moderate Function)	1,270	19%	100	22%	1,370	20%
7 (Moderate Function)	631	10%	20	4%	651	9%
8 (Moderate Function)	464	7%	32	7%	496	7%
9 (Moderate Function)	22	0%	12	3%	34	0%
10 (Moderate Function)	656	10%	39	8%	695	10%
11 (Low Function)	334	5%	12	3%	346	5%
12 (Low Function)	1,073	16%	71	15%	1,144	16%
13 (Low Function)	477	7%	17	4%	494	7%
14 (Low Function)	164	3%	<11		170	2%
15 (Low Function)	<11		<11		<11	
Missing	16	0%	<11		16	0%
Total	6,515	100%	465	100%	6,980	100%

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – TAS³⁵²



³⁵¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁵² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	538	8%	108	23%	646	9%
7 to 14	1,483	23%	92	20%	1,575	23%
15 to 18	661	10%	15	3%	676	10%
19 to 24	1,002	15%	12	3%	1,014	15%
25 to 34	798	12%	18	4%	816	12%
35 to 44	548	8%	37	8%	585	8%
45 to 54	723	11%	68	15%	791	11%
55 to 64	698	11%	108	23%	806	12%
65+	64	1%	<11		71	1%
Total	6,515	100%	465	100%	6,980	100%

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – TAS³⁵³

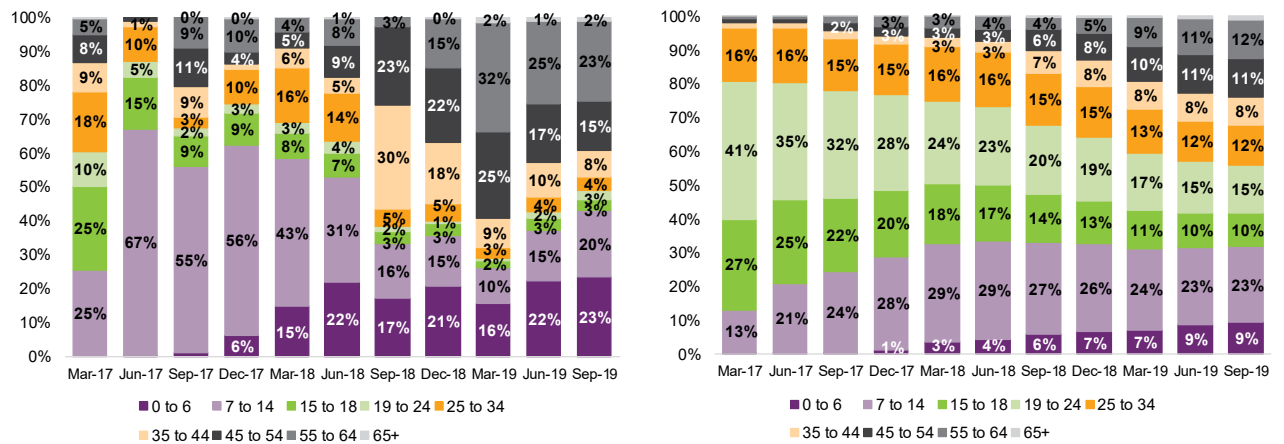
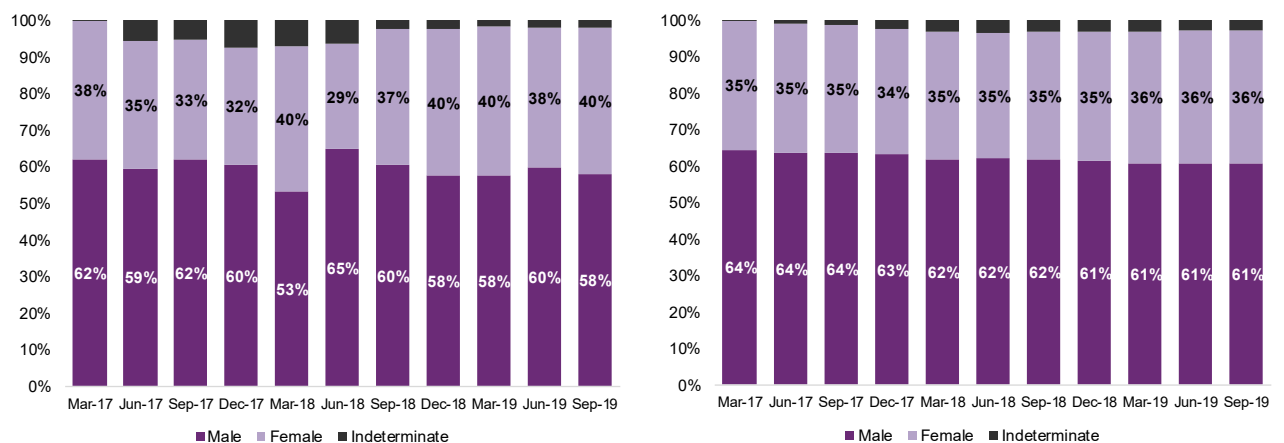


Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	3,958	61%	270	58%	4,228	61%
Female	2,361	36%	185	40%	2,546	36%
Indeterminate	196	3%	<11		206	3%
Total	6,515	100%	465	100%	6,980	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – TAS³⁵⁴



³⁵³ Ibid.

³⁵⁴ Ibid.

Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS³⁵⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	11	89	357	77	534
Participant school to 14	556	884	555	126	2,121
Participant 15 to 24	292	157	110	24	583
Participant 25 and over	164	501	1,677	237	2,579
Total Participant	1,023	1,631	2,699	464	5,817
Family 0 to 14	513	956	884	193	2,546
Family 15 to 24	156	134	76	19	385
Family 25 and over	5	171	620	86	882
Total Family	674	1,261	1,580	298	3,813
Total	1,697	2,892	4,279	762	9,630

Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL	% who say their child is becoming more independent		44%		
CC	% of children who have a genuine say in decisions about themselves		74%		
CC	% who are happy with the level of independence/control they have now			44%	
CC	% who choose who supports them			45%	54%
CC	% who choose what they do each day			56%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	37%
CC	% who want more choice and control in their life			80%	78%

³⁵⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	68%	80%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	32%

Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		82%		
HM	% who are happy with their home			76%	78%
HM	% who feel safe or very safe in their home			83%	80%
HW	% who rate their health as good, very good or excellent			72%	49%
HW	% who did not have any difficulties accessing health services			74%	72%
LL	% who currently attend or previously attended school in a mainstream class			66%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				25%
WK	% who have a paid job			10%	21%
WK	% who volunteer			10%	11%

Table K.18 Selected key indicators for families/carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	37%	30%	30%
% receiving Carer Allowance	61%	41%	41%
% working in a paid job	40%	42%	30%
Of those in a paid job, % in permanent employment	74%	73%	79%
Of those in a paid job, % working 15 hours or more	74%	80%	84%
% who say they (and their partner) are able to work as much as they want	41%	43%	65%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	83%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	31%	20%
% able to advocate for their child/family member	78%	73%	67%
% who have friends and family they see as often as they like	43%	47%	54%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		38%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			50%
% who rate their health as good, very good or excellent	70%	63%	65%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participant’s first review in the Scheme, for ‘Participant 0 to school’.

Table K.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=884) - participants who entered from 1 October 2017 to 30 September 2018 – TAS³⁵⁶

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	23%
REL	Has the NDIS improved your child's relationships with family and friends?	39%
S/CP	Has the NDIS improved your child's social and recreational life?	36%

Table K.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=231) and ‘Participant 25 and over’ (n=706) - participants who entered from 1 October 2017 to 30 September 2018 – TAS

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	47%	77%
DL	Has the NDIS helped you with daily living activities?	47%	81%
REL	Has the NDIS helped you to meet more people?	38%	60%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	38%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	19%
S/CP	Has the NDIS helped you be more involved?	37%	69%

Table K.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=974); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=396) - participants who entered from 1 October 2017 to 30 September 2018 – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	48%
Has the NDIS improved the level of support for your family?	54%	59%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	56%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	57%	
Has the NDIS improved your health and wellbeing?	31%	30%

³⁵⁶ Results in Tables K.19 to K.21 exclude participants who entered prior to 1 October 2017.
September 2019 | COAG Disability Reform Council Quarterly Report

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first and second plan review, for participants aged 0 to school.

Table K.22 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=352) - participants who entered from 1 October 2016 to 30 September 2017 – TAS³⁵⁷

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	42%	51%	+8%
LL	Has the NDIS improved your child's access to education?	17%	16%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	25%	31%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	34%	39%	+6%

Table K.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=312) and ‘Participant 25 and over’ (n=95) - participants who entered from 1 October 2016 to 30 September 2017 – TAS

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	49%	55%	+6%	69%	73%	+3%
DL	Has the NDIS helped you with daily living activities?	46%	57%	+11%	69%	75%	+6%
REL	Has the NDIS helped you to meet more people?	43%	47%	+4%	52%	53%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	10%	0%	21%	31%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	33%	+3%	40%	44%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	21%	-1%	19%	28%	+9%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	6%	0%	15%	18%	+3%
S/CP	Has the NDIS helped you be more involved?	43%	49%	+5%	49%	58%	+9%

³⁵⁷ Results in Tables K.22 to K.24 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table K.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=249); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=107) - participants who entered from 1 October 2016 to 30 September 2017 – TAS

Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	23%	31%	+8%	48%	50%	+2%
Has the NDIS improved the level of support for your family?	40%	50%	+10%	51%	62%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	47%	58%	+10%	55%	65%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	39%	50%	+11%			
Has the NDIS improved your health and wellbeing?	20%	24%	+5%	27%	25%	-2%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to 14 and participants aged 25 and over.

Table K.25 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=42) - participants who entered from 1 July 2016 to 30 September 2016 – TAS

Question	15 to 24			
	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	54%	63%	67%	+12%
Has the NDIS helped you with daily living activities?	46%	45%	61%	+15%
Has the NDIS helped you to meet more people?	50%	57%	58%	+8%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	14%	15%	18%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	29%	36%	38%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	32%	31%	-4%
Has your involvement with the NDIS helped you find a job that’s right for you?	5%	6%	11%	+6%
Has the NDIS helped you be more involved?	47%	54%	59%	+12%

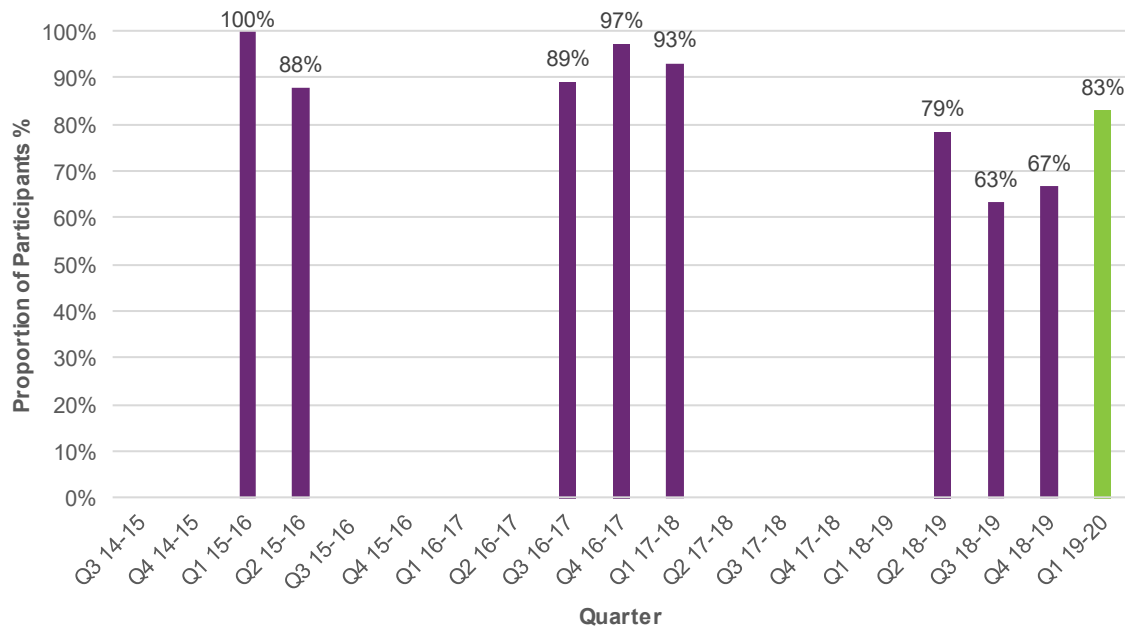
There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for families at all age groups.

Table K.26 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=295) and 'participants in community and social activities' (n=302) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – TAS³⁵⁸

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	9%	13%	15%	24%
Aged 25+	26%	29%	26%	
Aged 15+ (average)	16%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	22%	29%	29%	47%
Aged 25+	35%	33%	35%	
Aged 15+ (average)	27%	31%	32%	

There is insufficient data to show corporate plan metric results for those who have had three plan reviews to date.

Figure K.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)^{*359}



*The result for Q1 of 2019-20 is based on 53 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 83% gave a rating of good or very good, 8% gave a neutral rating and 9% gave a rating of poor or very poor.

³⁵⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

³⁵⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table K.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (TAS)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	91%	8%	2%
I had enough time to tell my story and say what support I need	94%	2%	4%
The planner knows what I can do well	79%	13%	8%
The planner had some good ideas for my plan	74%	19%	8%
I know what is in my plan	91%	2%	8%
The planner helped me think about my future	72%	13%	15%
I think my plan will make my life better	77%	13%	9%
The planning meeting went well	91%	2%	8%

Table K.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (TAS)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 74	n = 26
Are you happy with how coming into the NDIS has gone?	80%	77%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	64%	69%
Pre-planning*	n = 83	N/A
Did the person from the NDIS understand how your disability affects your life?	93%	N/A
Did you understand why you needed to give the information you did?	98%	N/A
Were decisions about your plan clearly explained?	86%	N/A
Are you clear on what happens next with your plan?	82%	N/A
Do you know where to go for more help with your plan?	89%	N/A
Planning	n = 65	n = 36
Did the person from the NDIS understand how your disability affects your life?	80%	86%
Did you understand why you needed to give the information you did?	92%	94%
Were decisions about your plan clearly explained?	72%	83%
Are you clear on what happens next with your plan?	68%	83%
Do you know where to go for more help with your plan?	82%	81%
Plan review*	n = 63	N/A
Did the person from the NDIS understand how your disability affects your life?	86%	N/A
Did you feel prepared for your plan review?	84%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A

*There is insufficient data to report on satisfaction in TAS for 2019-20 Q1 at the Pre-planning stage and the Plan review stage.

Table K.29 Plan reviews conducted per quarter – excluding plans less than 30 days – TAS³⁶⁰

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	9,017	1,398	10,415
<i>Early intervention plans</i>	977	181	1,158
<i>Permanent disability plans</i>	8,040	1,217	9,257

Figure K.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – TAS

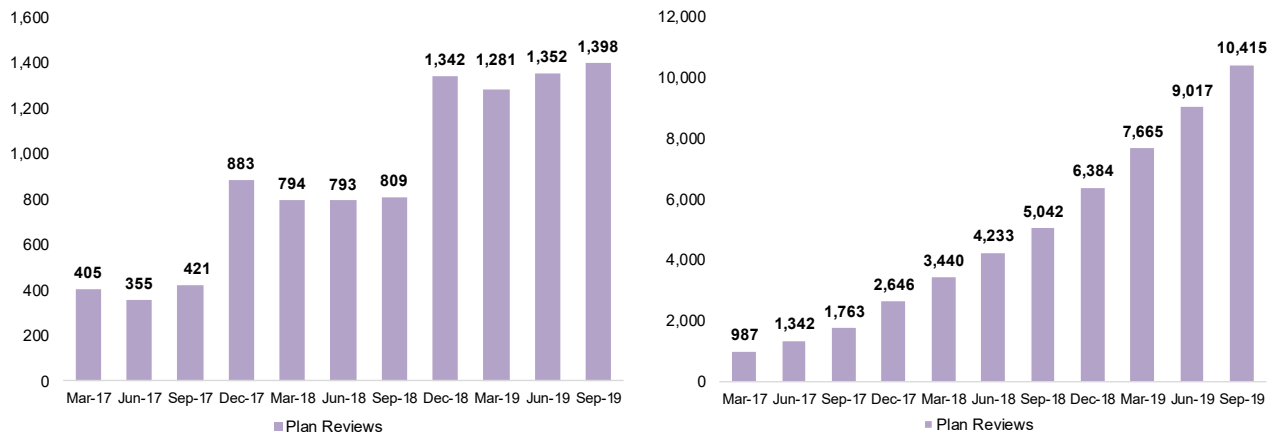
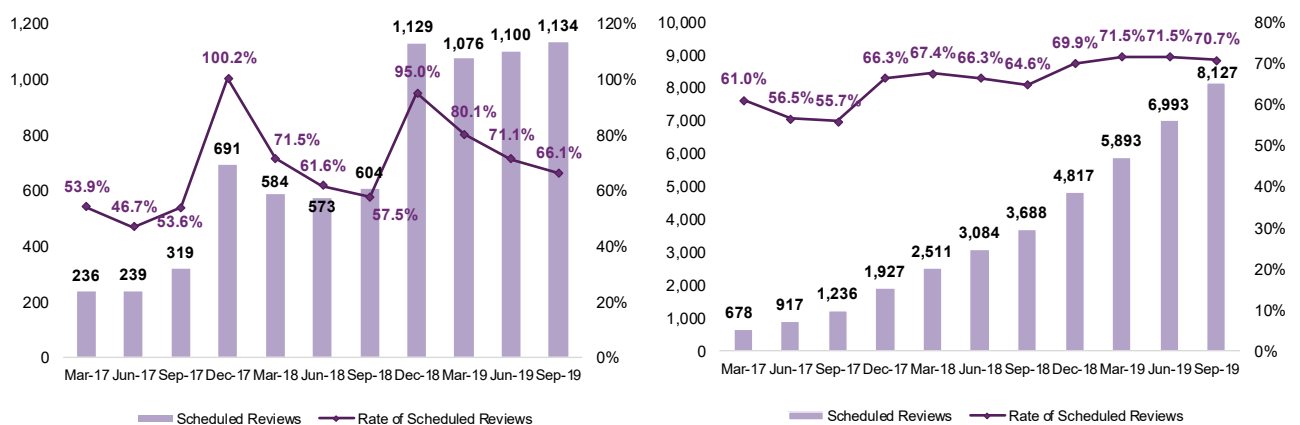


Table K.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	6,993	1,134	8,127
<i>Trial participants</i>	3,104	198	3,302
<i>Transition participants</i>	3,889	936	4,825

Figure K.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS³⁶¹



³⁶⁰ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

³⁶¹ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table K.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	2,024	264	2,288
<i>Trial participants</i>	746	42	788
<i>Transition participants</i>	1,278	222	1,500

Table K.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS³⁶²

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	20.7%	15.4%	19.9%

Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS³⁶³

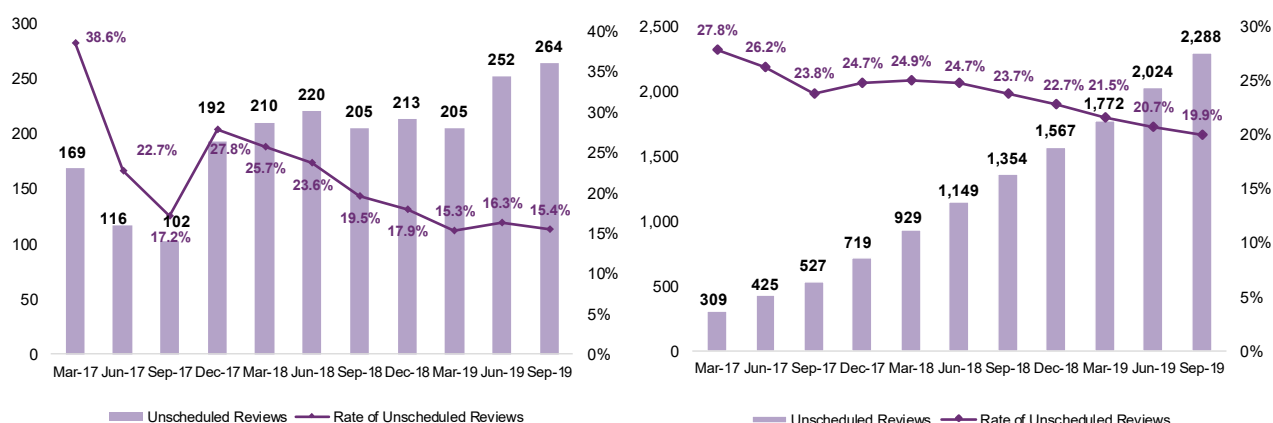


Table K.33 AAT cases – TAS³⁶⁴

	Prior Quarters	2019-20 Q1	Total
	N	N	N
AAT cases	31	<11	34
% of all access decisions³⁶⁵	0.20%	0.28%	0.21%

Table K.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	11%	12%	12%
Self-managed partly	12%	14%	12%
Plan managed	10%	19%	12%
Agency managed	68%	55%	64%
Total	100%	100%	100%

³⁶² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

³⁶³ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

³⁶⁴ The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

³⁶⁵ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure K.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – TAS³⁶⁶

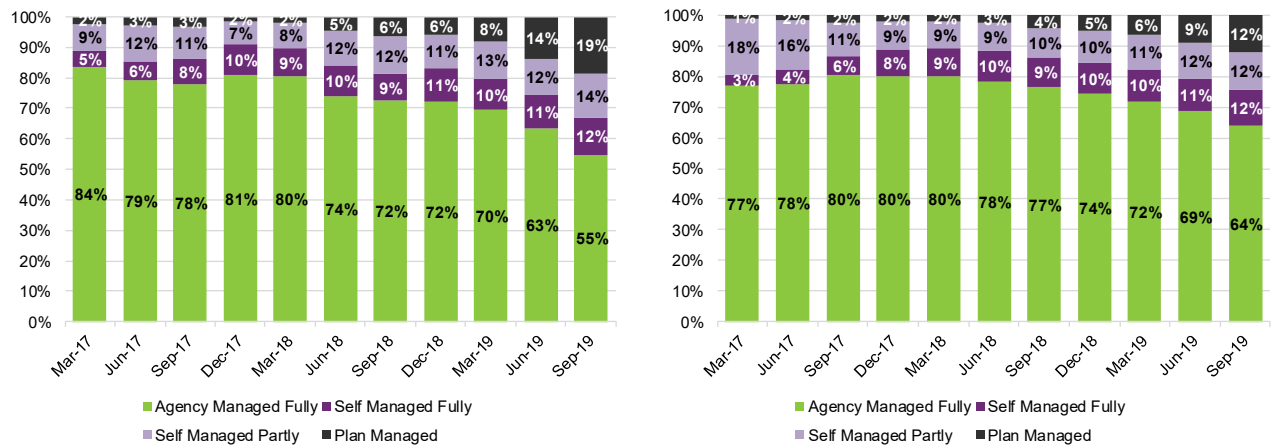


Table K.35 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	38%	44%	40%

Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS^{367,368}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	2,613	69%	564	76%
30 to 59 days	340	9%	71	10%
60 to 89 days	196	5%	24	3%
Activated within 90 days	3,149	83%	659	89%
90 to 119 days	135	4%	18	2%
120 days and over	376	10%	25	3%
Activated after 90 days	511	13%	43	6%
No payments	126	3%	39	5%
Total plans approved	3,786	100%	741	100%

³⁶⁶ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

³⁶⁷ Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

³⁶⁸ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table K.37 Proportion of active participants with plan activated within 12 months – TAS

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	318	351	91%
Not Aboriginal and Torres Strait Islander	3,662	3,850	95%
Not Stated	201	212	95%
Total	4,181	4,413	95%
by Culturally and Linguistically Diverse status			
CALD	102	107	95%
Not CALD	4,069	4,294	95%
Not Stated	<11	12	
Total	4,181	4,413	95%
by Remoteness			
Major Cities	<11	<11	
Regional	4,141	4,369	95%
Remote	40	44	91%
Missing	<11	<11	
Total	4,181	4,413	95%
by Primary Disability type			
Autism	1,530	1,636	94%
Intellectual Disability (including Down Syndrome)	1,626	1,719	95%
Psychosocial Disability	153	160	96%
Developmental Delay (including Global Developmental Delay)	68	72	94%
Other	804	826	97%
Total	4,181	4,413	95%

Table K.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1,2 and 3 of 2018-19 – TAS^{369,370}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	36%	65%	38%
50% to 75%	17%	19%	18%
> 75%	47%	16%	45%
Total	100%	100%	100%

³⁶⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³⁷⁰ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table K.39 Proportion of active participants with approved plans accessing mainstream supports - TAS^{371,372}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	9%	7%	8%
Health & Wellbeing	55%	50%	54%
Lifelong Learning	20%	14%	18%
Other	15%	13%	14%
Non-categorised	28%	24%	27%
Any mainstream service	93%	83%	90%

Part Three: Providers and the growing market

Table K.40 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.88	1.85
b) Number of providers delivering new types of supports	124	135
d) Share of payments - top 25% ³⁷³		
<i>Daily Tasks/Shared Living (%)</i>	82%	87%
<i>Therapeutic Supports (%)</i>	84%	83%
<i>Participate Community (%)</i>	79%	81%
<i>Early Childhood Supports (%)</i>	82%	77%
<i>Assist Personal Activities (%)</i>	80%	80%

³⁷¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁷² The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

³⁷³ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table K.41 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	13	0	13	0%
Assistance Animals	2	3	5	150%
Assistance with daily life tasks in a group or shared living arrangement	76	12	88	16%
Assistance with travel/transport arrangements	76	7	83	9%
Daily Personal Activities	133	20	153	15%
Group and Centre Based Activities	87	14	101	16%
High Intensity Daily Personal Activities	92	12	104	13%
Household tasks	90	17	107	19%
Interpreting and translation	6	3	9	50%
Participation in community, social and civic activities	150	24	174	16%
Assistive Technology				
Assistive equipment for recreation	16	3	19	19%
Assistive products for household tasks	14	1	15	7%
Assistance products for personal care and safety	147	24	171	16%
Communication and information equipment	25	8	33	32%
Customised Prosthetics	40	2	42	5%
Hearing Equipment	18	2	20	11%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	52	9	61	17%
Specialised Hearing Services	3	1	4	33%
Vision Equipment	12	2	14	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	139	11	150	8%
Behaviour Support	50	10	60	20%
Community nursing care for high needs	12	2	14	17%
Development of daily living and life skills	98	8	106	8%
Early Intervention supports for early childhood	81	10	91	12%
Exercise Physiology and Physical Wellbeing activities	30	12	42	40%
Innovative Community Participation	14	4	18	29%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	288	54	342	19%
Capital services				
Home modification design and construction	18	4	22	22%
Specialised Disability Accommodation	9	2	11	22%
Vehicle Modifications	16	1	17	6%
Choice and control support services				
Management of funding for supports in participants plan	36	12	48	33%
Support Coordination	28	1	29	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	35	5	40	14%
Specialised Supported Employment	21	3	24	14%
Total active providers	711	116	827	16%

Table K.42 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – TAS

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	3	10	13	23%	77%	100%
Assistance Animals	0	5	5	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	79	88	10%	90%	100%
Assistance with travel/transport arrangements	8	75	83	10%	90%	100%
Daily Personal Activities	12	141	153	8%	92%	100%
Group and Centre Based Activities	6	95	101	6%	94%	100%
High Intensity Daily Personal Activities	8	96	104	8%	92%	100%
Household tasks	20	87	107	19%	81%	100%
Interpreting and translation	1	8	9	11%	89%	100%
Participation in community, social and civic activities	16	158	174	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	0	19	19	0%	100%	100%
Assistive products for household tasks	0	15	15	0%	100%	100%
Assistance products for personal care and safety	20	151	171	12%	88%	100%
Communication and information equipment	3	30	33	9%	91%	100%
Customised Prosthetics	6	36	42	14%	86%	100%
Hearing Equipment	3	17	20	15%	85%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	7	54	61	11%	89%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	0	14	14	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	28	122	150	19%	81%	100%
Behaviour Support	21	39	60	35%	65%	100%
Community nursing care for high needs	1	13	14	7%	93%	100%
Development of daily living and life skills	10	96	106	9%	91%	100%
Early Intervention supports for early childhood	30	61	91	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	8	34	42	19%	81%	100%
Innovative Community Participation	8	10	18	44%	56%	100%
Specialised Driving Training	2	2	4	50%	50%	100%
Therapeutic Supports	137	205	342	40%	60%	100%
Capital services						
Home modification design and construction	5	17	22	23%	77%	100%
Specialised Disability Accommodation	1	10	11	9%	91%	100%
Vehicle Modifications	3	14	17	18%	82%	100%
Choice and control support services	5	43	48	10%	90%	100%

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan Support Coordination	4	25	29	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	36	40	10%	90%	100%
Specialised Supported Employment	2	22	24	8%	92%	100%
Total	205	622	827	25%	75%	100%

Part Four: Financial sustainability

Table K.43 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.6	50.5	65.8	99.9	188.8	391.6	141.5

Figure K.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)

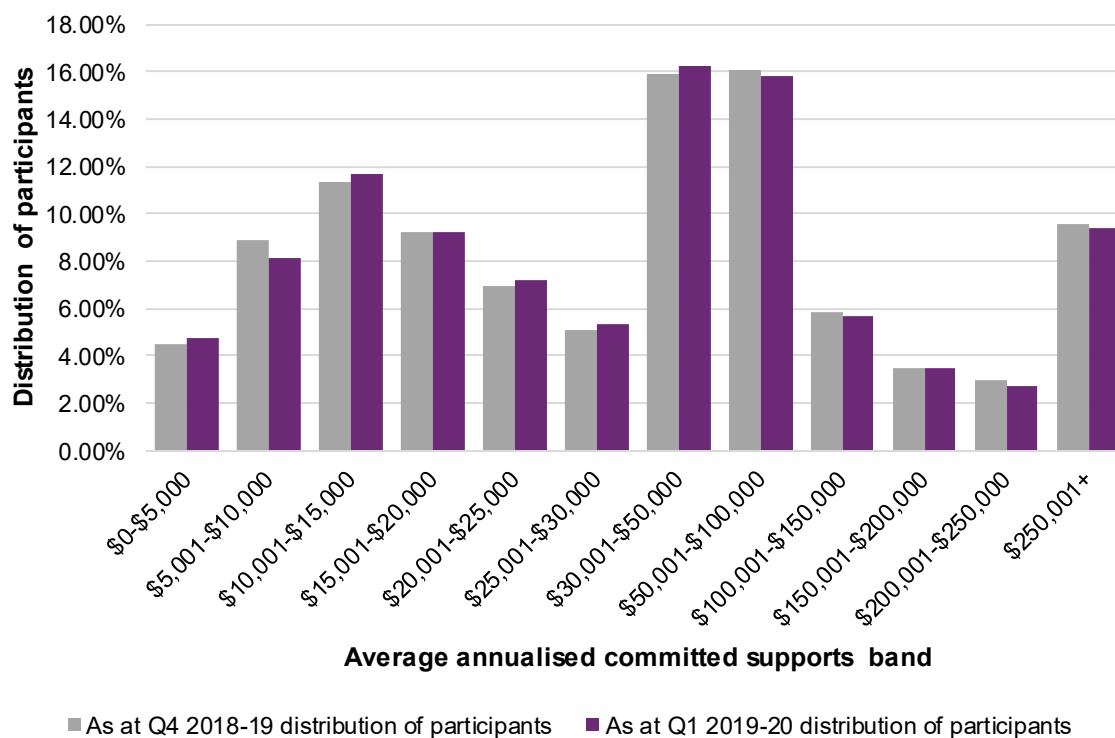


Figure K.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)

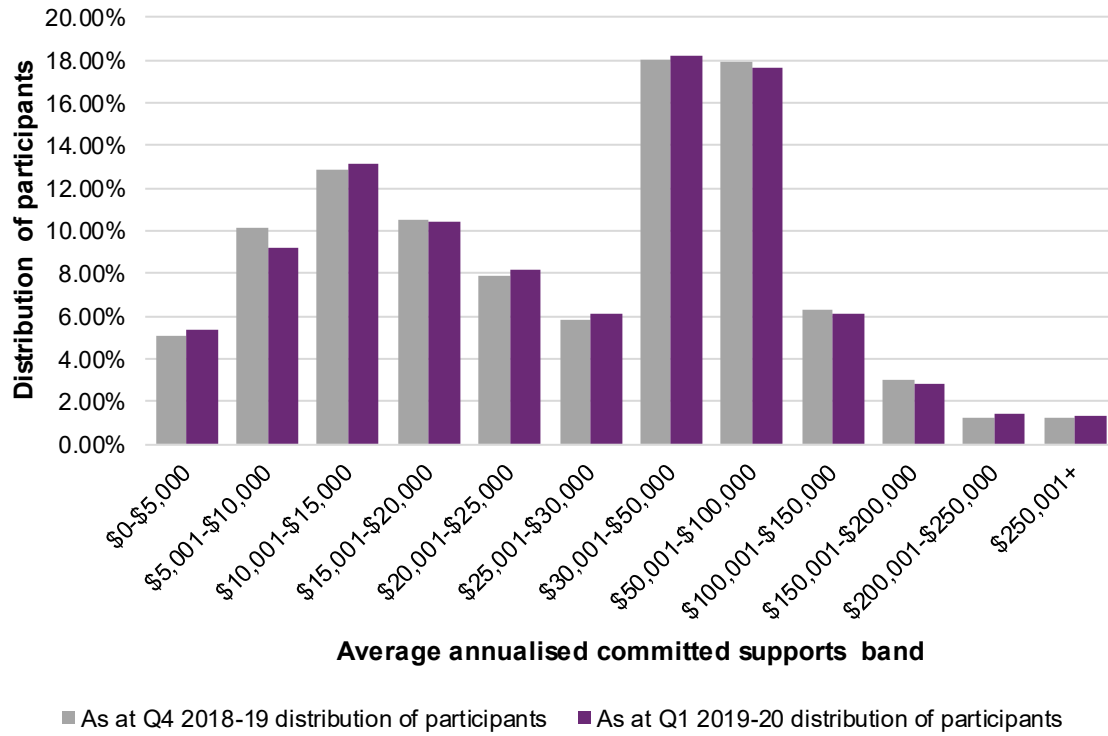


Figure K.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)

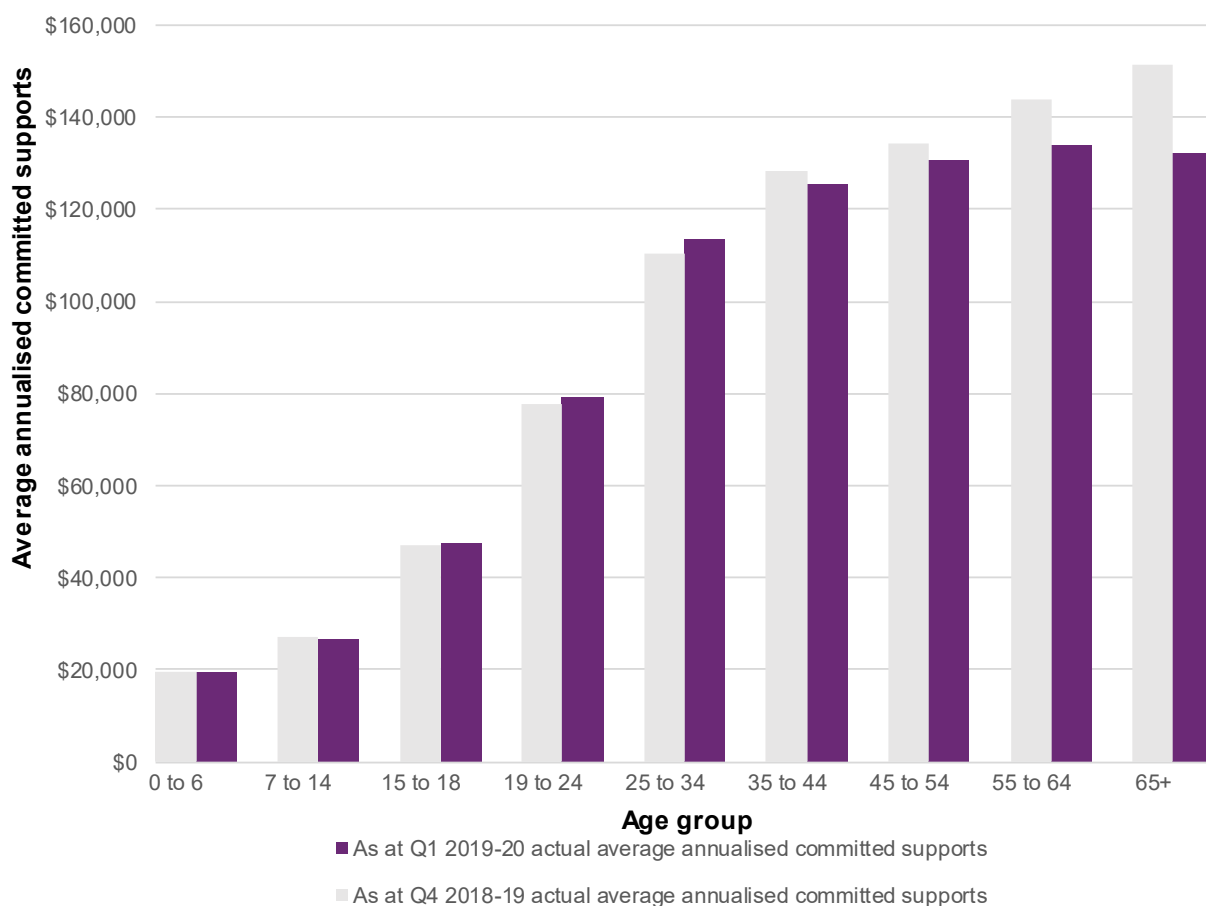


Figure K.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)

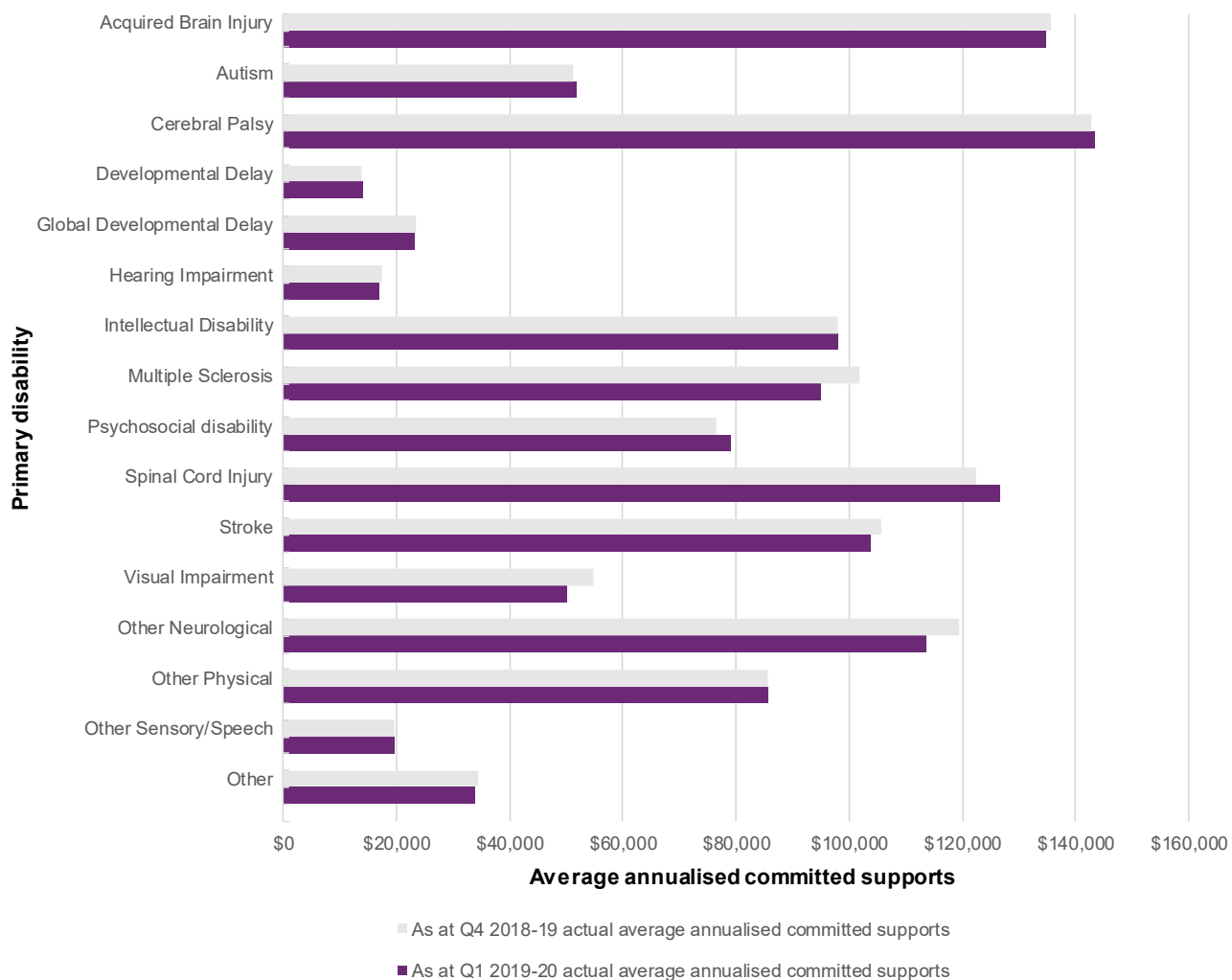


Figure K.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)³⁷⁴

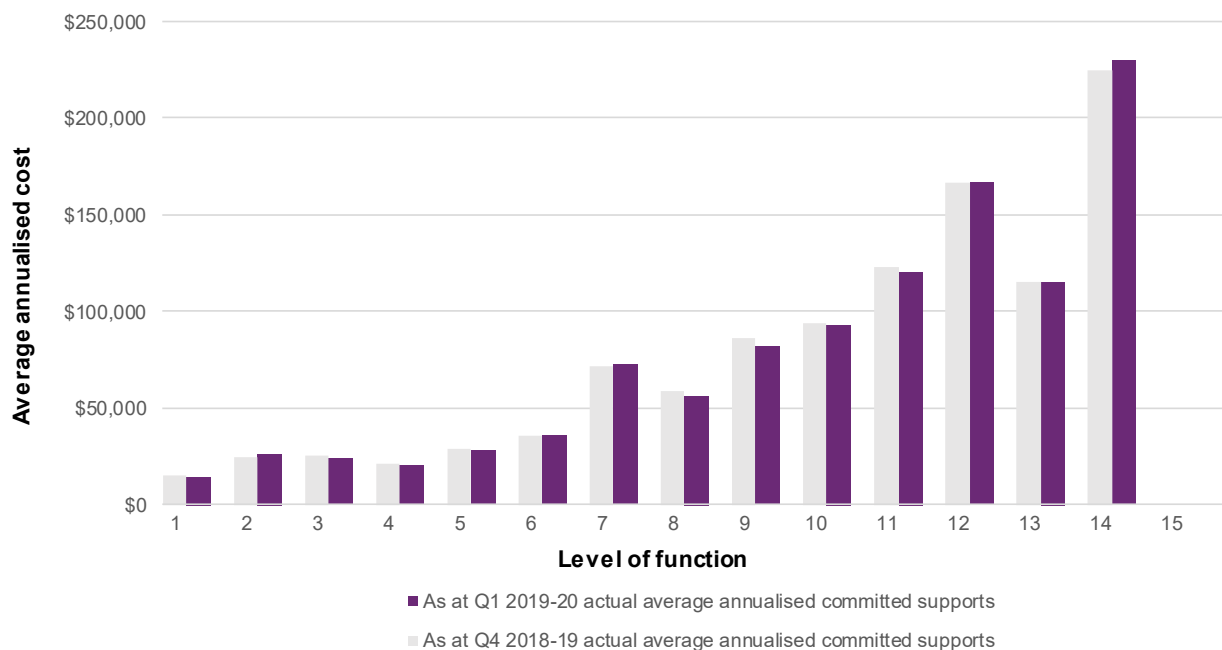
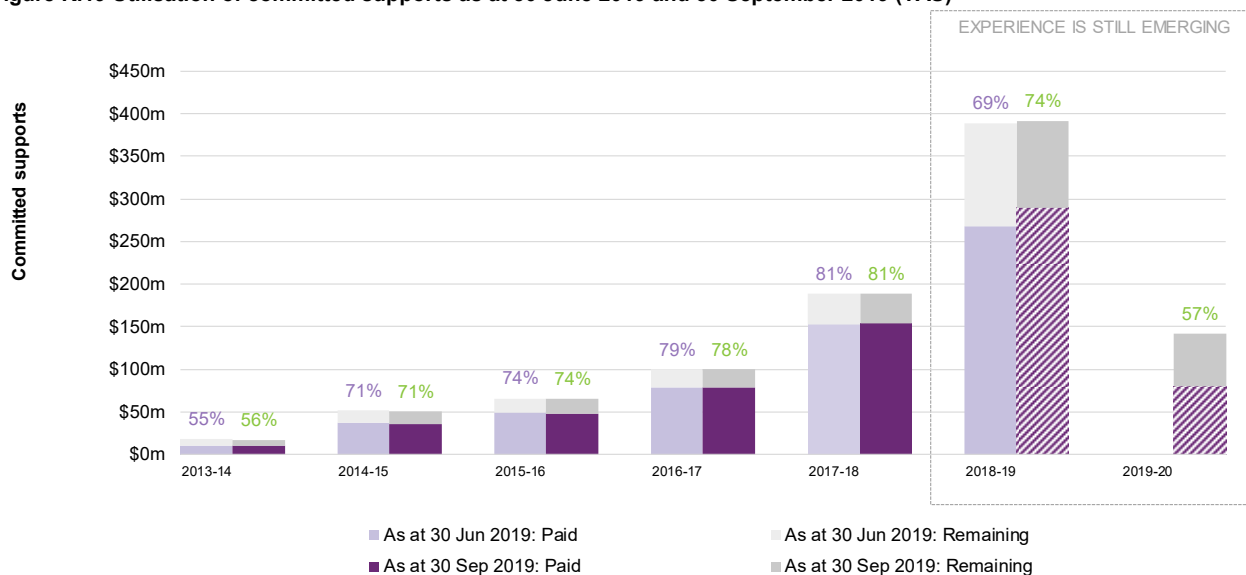


Table K.44 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.6	50.5	65.8	99.9	188.8	391.6	141.5
Total Paid	9.8	36.1	48.5	78.4	153.3	290.0	80.0
% utilised to date	56%	71%	74%	78%	81%	74%	57%

Figure K.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (TAS)



³⁷⁴ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

Figure K.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (TAS)³⁷⁵

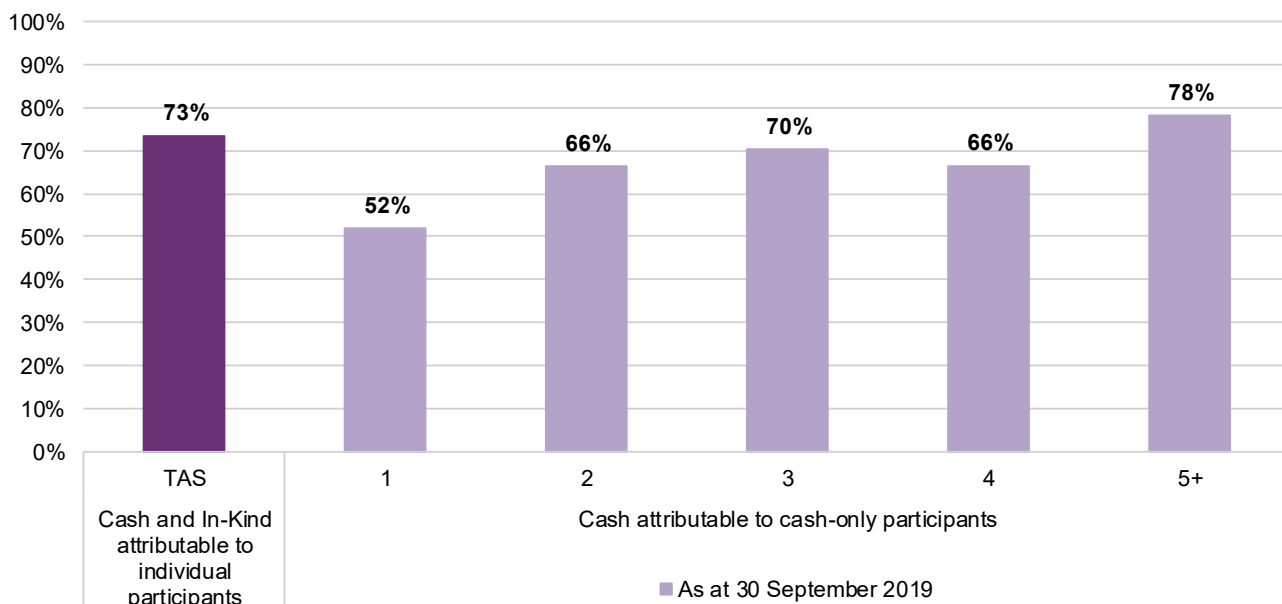
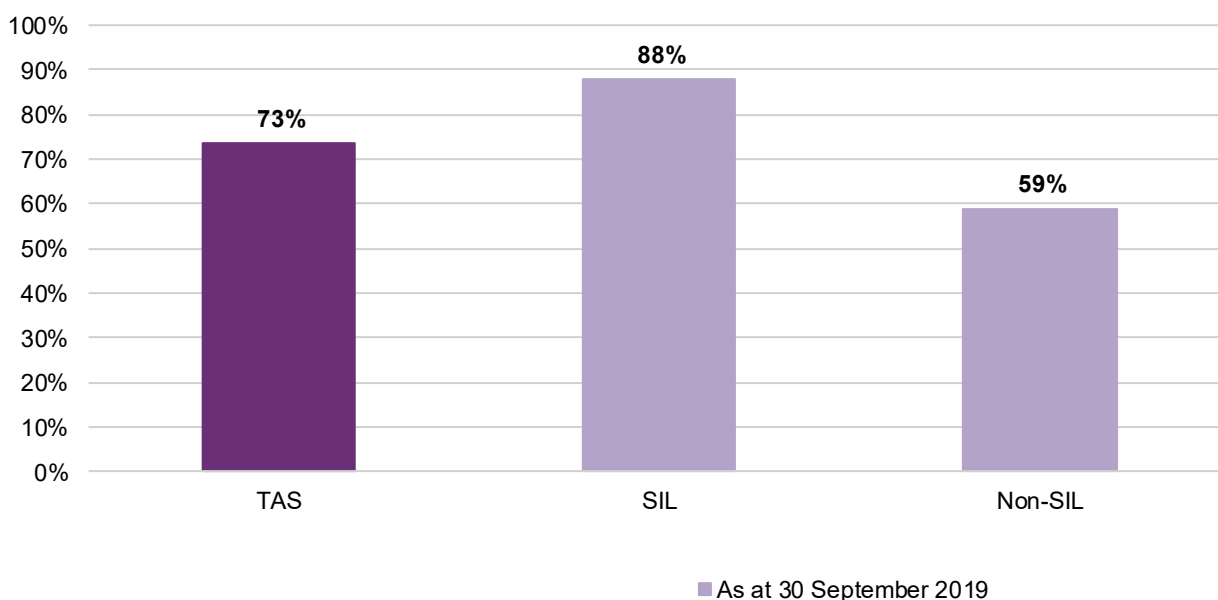


Figure K.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (TAS)³⁷⁶



³⁷⁵ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

³⁷⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure K.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (TAS)³⁷⁷

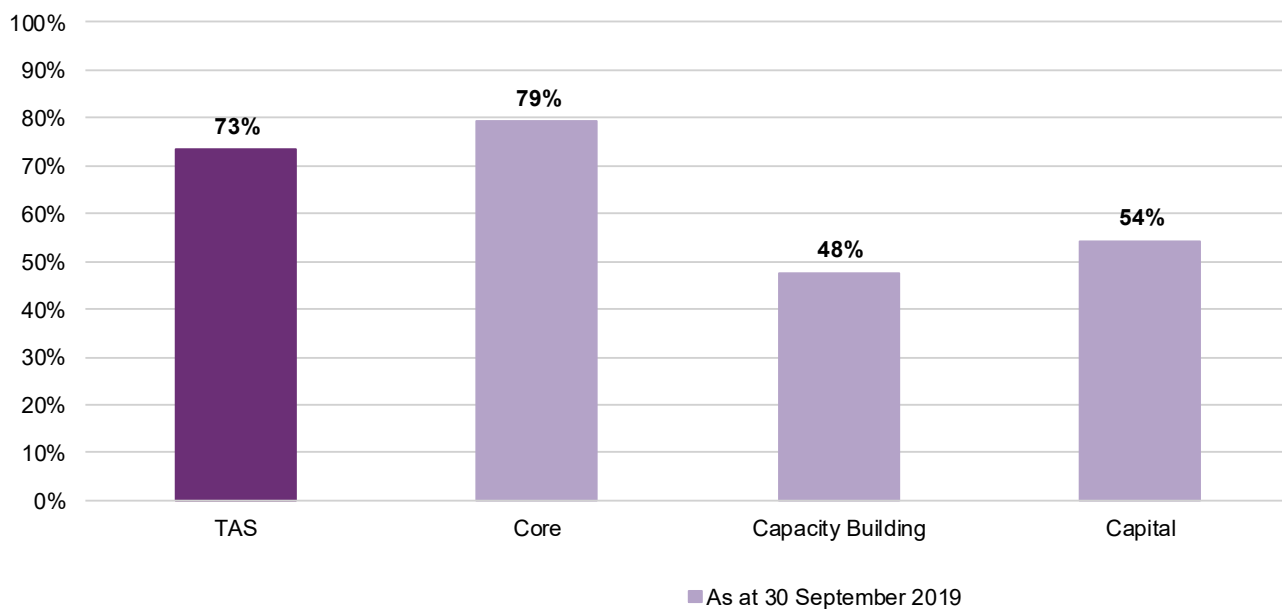
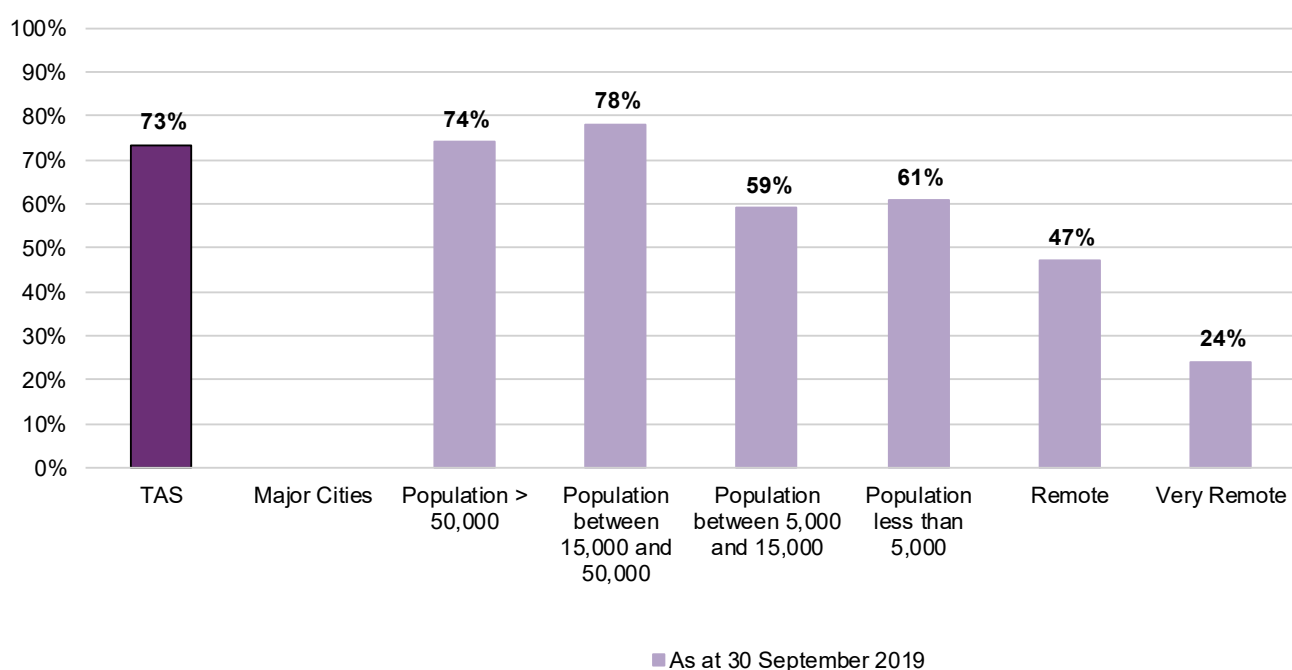


Figure K.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (TAS)^{378,379}



³⁷⁷ Ibid.

³⁷⁸ Ibid.

³⁷⁹ Utilisation is not shown if there is insufficient data in the group.

Appendix L:

Australian Capital Territory

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – ACT³⁸⁰

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
ACT	6,720	248	6,968	20	6,988

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT³⁸¹

	Prior Quarters	2019-20 Q1	Total
Access decisions	9,428	474	9,902
Active eligible	6,909	318	7,227
<i>New</i>	4,087	308	4,395
<i>State</i>	2,545	3	2,548
<i>Commonwealth</i>	277	7	284
Active participant plans	6,720	248	6,968
<i>New</i>	3,914	237	4,151
<i>State</i>	2,539	3	2,542
<i>Commonwealth</i>	267	8	275
Total Participant Plans	6,721	268	6,988
<i>EI (s25) plans</i>	2,328	154	2,482
<i>PD (s24) plans</i>	4,392	94	4,486
<i>ECEI</i> ³⁸²	1	20	20

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – ACT

Exits	
Total participant exits	798
<i>Early Intervention participants</i>	491
<i>Permanent disability participants</i>	307

³⁸⁰ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

³⁸¹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 89% of people with a hearing impairment met the access criteria compared to 67% overall.

³⁸² The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table L.4 Cumulative position by services previously received – ACT³⁸³

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17 Q4	2,505	30	3,179	0	5,714
End of 2017-18 Q4	2,553	236	3,126	49	5,964
End of 2018-19 Q1	2,547	244	3,393	30	6,214
End of 2018-19 Q2	2,528	256	3,653	36	6,473
End of 2018-19 Q3	2,544	269	3,807	41	6,661
End of 2018-19 Q4	2,541	271	3,936	0	6,748
End of 2019-20 Q1	2,542	275	4,151	20	6,988

Table L.5 Cumulative position by entry into the Scheme – ACT³⁸⁴

	Participant cohort			
	Early Intervention ³⁸⁵	Permanent Disability ³⁸⁶	ECEI	Total
End of 2016-17 Q4	1,962	3,752	0	5,714
End of 2017-18 Q4	1,929	3,986	49	5,964
End of 2018-19 Q1	2,057	4,127	30	6,214
End of 2018-19 Q2	2,184	4,253	36	6,473
End of 2018-19 Q3	2,267	4,353	41	6,661
End of 2018-19 Q4	2,320	4,428	0	6,748
End of 2019-20 Q1	2,482	4,486	20	6,988

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table L.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT³⁸⁷

	Prior Quarters		2019-20 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	270	4.0%	11	4.4%	281	4.0%
Not Aboriginal and Torres Strait Islander	5,599	83.3%	211	85.1%	5,810	83.4%
Not Stated	851	12.7%	26	10.5%	877	12.6%
Total	6,720	100%	248	100%	6,968	100%

³⁸³ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

³⁸⁴ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

³⁸⁵ Participants who met Section 25 of the NDIS Act for access.

³⁸⁶ Participants who met Section 24 of the NDIS Act for access.

³⁸⁷ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– ACT^{388,389}

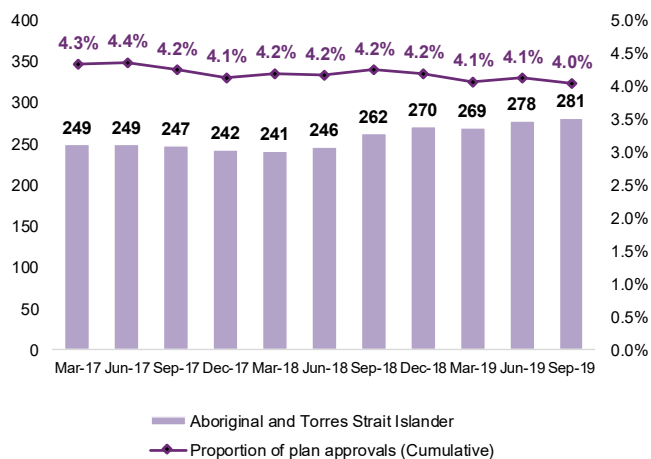


Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	716	10.7%	31	12.5%	747	10.7%
Not CALD	5,888	87.6%	217	87.5%	6,105	87.6%
Not Stated	116	1.7%	<11		116	1.7%
Total	6,720	100%	248	100%	6,968	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – ACT³⁹⁰

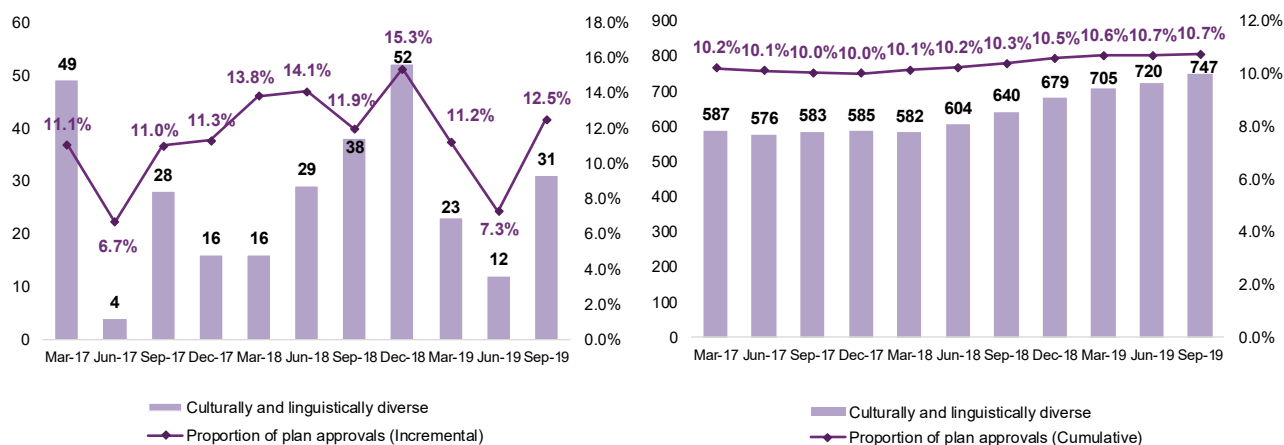


Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC ³⁹¹	50	<11	51
Not YPIRAC	6,670	247	6,917
Total	6,720	248	6,968

³⁸⁸ The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁸⁹ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

³⁹⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹¹ The age breakdown of YPIRAC participants is ACT cannot be reported due to small numbers in some age groups.

Figure L.3 Number of YPIRAC participants over time cumulatively – ACT^{392,393}

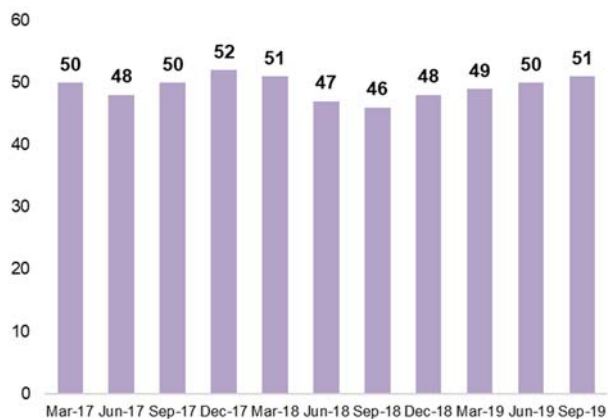


Table L.9 Participant profile per quarter by remoteness – ACT^{394,395}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	6,636	98.8%	242	97.6%	6,878	98.7%
Population > 50,000	81	1.2%	<11		87	1.2%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	6,720	100%	248	100%	6,968	100%

There is insufficient data to show the numbers and distribution of remote participants for the ACT over time.

³⁹² The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

³⁹³ There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

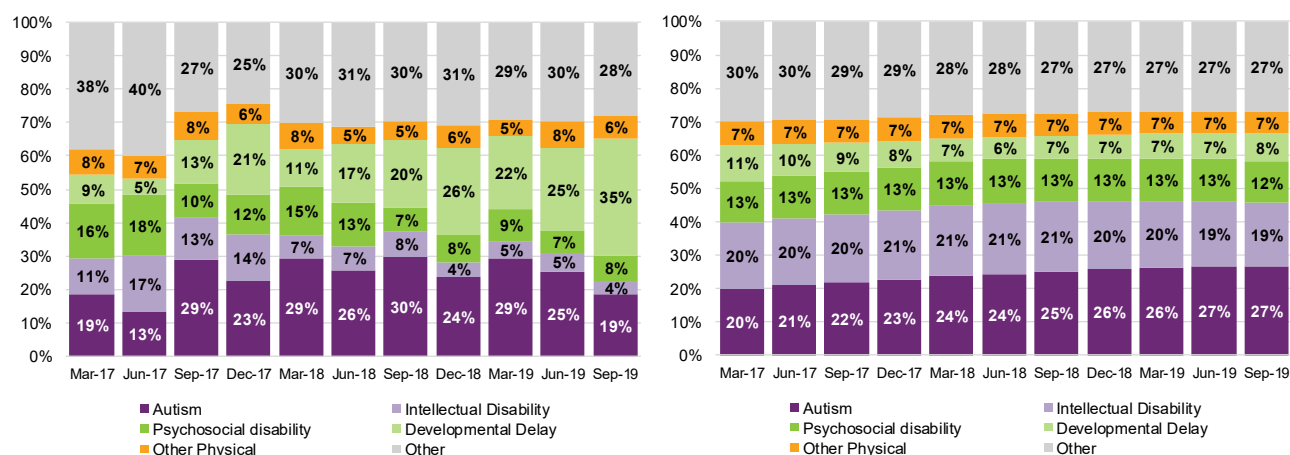
³⁹⁴ This table is based on the Modified Monash Model measure of remoteness.

³⁹⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.10 Participant profile per quarter by disability group – ACT^{396,397}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	1,810	27%	46	19%	1,856	27%
Intellectual Disability ³⁹⁸	1,311	20%	<11		1,321	19%
Psychosocial disability	844	13%	19	8%	863	12%
Developmental Delay	494	7%	87	35%	581	8%
Other Neurological	290	4%	12	5%	302	4%
Cerebral Palsy	264	4%	<11		269	4%
Other Physical	448	7%	16	6%	464	7%
Hearing Impairment	315	5%	26	10%	341	5%
ABI	166	2%	<11		167	2%
Visual Impairment	157	2%	<11		160	2%
Multiple Sclerosis	169	3%	<11		170	2%
Global Developmental Delay	130	2%	18	7%	148	2%
Stroke	97	1%	<11		99	1%
Spinal Cord Injury	67	1%	<11		68	1%
Other Sensory/Speech	138	2%	<11		139	2%
Other	20	0%	<11		20	0%
Total	6,720	100%	248	100%	6,968	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – ACT³⁹⁹



³⁹⁶ Table order based on national proportions (highest to lowest)

³⁹⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁹⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (220).

³⁹⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table L.11 Participant profile per quarter by level of function – ACT⁴⁰⁰

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	586	9%	73	29%	659	9%
2 (High Function)	12	0%	<11		13	0%
3 (High Function)	415	6%	18	7%	433	6%
4 (High Function)	680	10%	24	10%	704	10%
5 (High Function)	492	7%	32	13%	524	8%
6 (Moderate Function)	1,091	16%	36	15%	1,127	16%
7 (Moderate Function)	430	6%	13	5%	443	6%
8 (Moderate Function)	520	8%	18	7%	538	8%
9 (Moderate Function)	42	1%	<11		42	1%
10 (Moderate Function)	755	11%	13	5%	768	11%
11 (Low Function)	355	5%	<11		359	5%
12 (Low Function)	752	11%	11	4%	763	11%
13 (Low Function)	407	6%	<11		412	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	37	1%	<11		37	1%
Total	6,720	100%	248	100%	6,968	100%

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – ACT⁴⁰¹

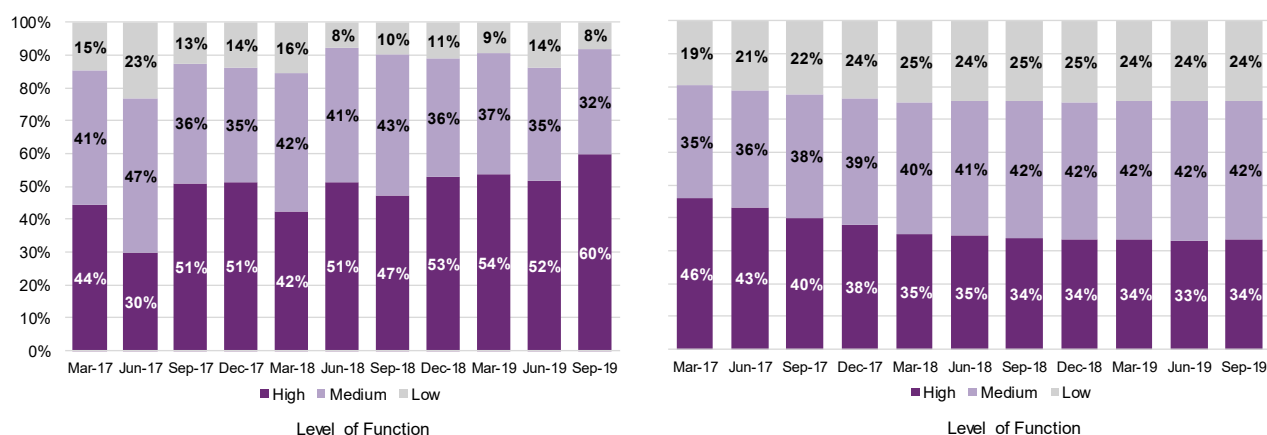


Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	896	13%	138	56%	1,034	15%
7 to 14	1,697	25%	31	13%	1,728	25%
15 to 18	548	8%	<11		557	8%
19 to 24	587	9%	<11		592	8%
25 to 34	547	8%	11	4%	558	8%
35 to 44	635	9%	19	8%	654	9%
45 to 54	713	11%	11	4%	724	10%
55 to 64	779	12%	21	8%	800	11%
65+	318	5%	<11		321	5%
Total	6,720	100%	248	100%	6,968	100%

⁴⁰⁰ The distributions are calculated excluding participants with a missing level of function.

⁴⁰¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – ACT⁴⁰²

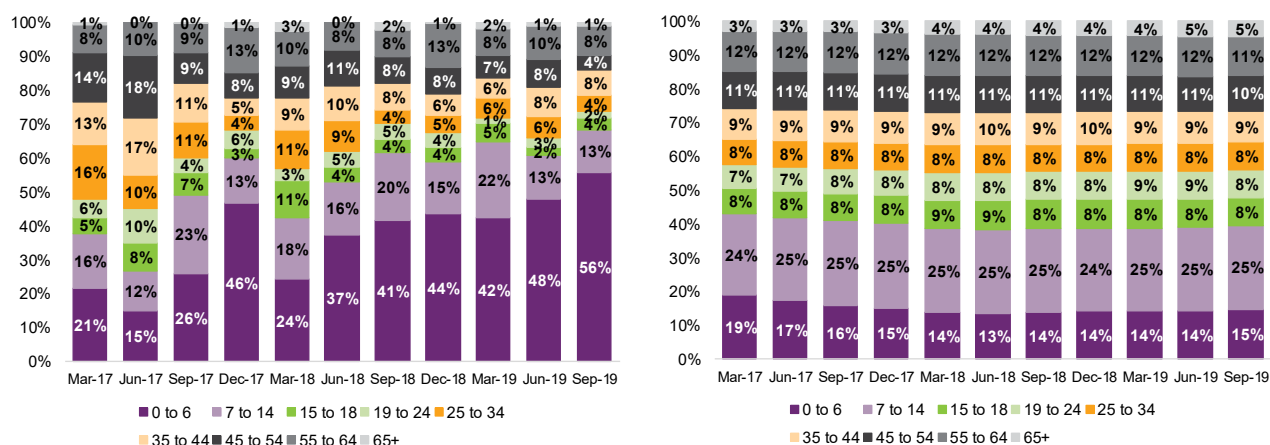
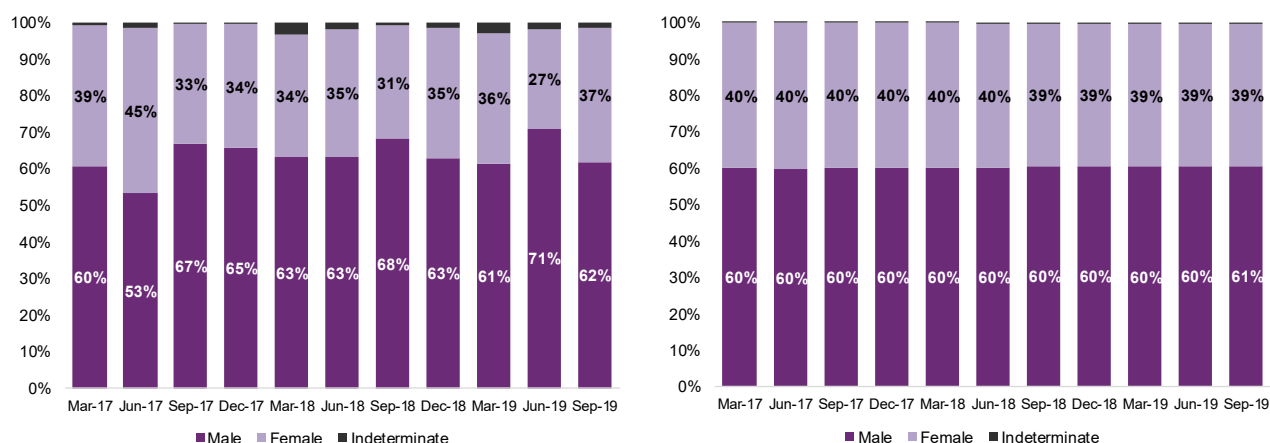


Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	4,064	60%	153	62%	4,217	61%
Female	2,612	39%	91	37%	2,703	39%
Indeterminate	44	1%	<11		48	1%
Total	6,720	100%	248	100%	6,968	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – ACT⁴⁰³



⁴⁰² Ibid.

⁴⁰³ Ibid.

Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT⁴⁰⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	215	164	337	106	822
Participant school to 14	201	192	282	63	738
Participant 15 to 24	161	70	75	13	319
Participant 25 and over	829	252	313	64	1,458
Total Participant	1,406	678	1,007	246	3,337
Family 0 to 14	346	333	594	165	1,438
Family 15 to 24	42	40	60	10	152
Family 25 and over	24	49	94	21	188
Total Family	412	422	748	196	1,778
Total	1,818	1,100	1,755	442	5,115

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	55%			
CC % who say their child is able to tell them what he/she wants	68%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		47%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			49%	68%
CC % who choose what they do each day			57%	77%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			25%	29%
CC % who want more choice and control in their life			79%	72%

⁴⁰⁴ Baseline outcomes for participants and/or their families and carers were collected for 90% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	60%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		45%		
REL	Of these, % who are welcomed or actively included	63%	73%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			26%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	38%

Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			78%	69%
HM	% who feel safe or very safe in their home			85%	66%
HW	% who rate their health as good, very good or excellent			61%	42%
HW	% who did not have any difficulties accessing health services			75%	62%
LL	% who currently attend or previously attended school in a mainstream class			65%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			27%	31%
WK	% who volunteer			14%	16%

Table L.18 Selected key indicators for families/carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	10%	14%	11%
% receiving Carer Allowance	21%	25%	19%
% working in a paid job	59%	68%	48%
Of those in a paid job, % in permanent employment	88%	87%	86%
Of those in a paid job, % working 15 hours or more	88%	92%	89%
% who say they (and their partner) are able to work as much as they want	52%	61%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	96%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	23%	12%
% able to advocate for their child/family member	83%	75%	67%
% who have friends and family they see as often as they like	52%	50%	47%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		47%	32%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	79%	67%	61%

Table L.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=188) - participants who entered from 1 October 2017 to 30 September 2018 – ACT⁴⁰⁵

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	92%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	70%
S/CP	Has the NDIS improved how your child fits into community life?	62%

⁴⁰⁵ Results in Tables L.19 to L.22 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables L.23 to L.29.

Table L.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=278) - participants who entered from 1 October 2017 to 30 September 2018 – ACT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	75%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	61%
S/CP	Has the NDIS improved your child's social and recreational life?	58%

Table L.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=99) and ‘Participant 25 and over’ (n=399) - participants who entered from 1 October 2017 to 30 September 2018 – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	70%
DL	Has the NDIS helped you with daily living activities?	60%	74%
REL	Has the NDIS helped you to meet more people?	49%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	23%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%
S/CP	Has the NDIS helped you be more involved?	48%	53%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=458); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=119) - participants who entered from 1 October 2017 to 30 September 2018 – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	72%	44%
Has the NDIS improved the level of support for your family?	76%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	79%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	
Has the NDIS improved your health and wellbeing?	51%	38%

Table L.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=83) - participants who entered from 1 October 2016 to 30 September 2017 – ACT⁴⁰⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	98%	+8%
DL	Has the NDIS improved your child's access to specialist services?	91%	98%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	+9%
REL	Has the NDIS improved how your child fits into family life?	68%	73%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	64%	+2%

Table L.24 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=189) - participants who entered from 1 October 2016 to 30 September 2017 – ACT

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+8%
LL	Has the NDIS improved your child's access to education?	42%	43%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	53%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	48%	+1%

⁴⁰⁶ Results in Tables L.23 to L.26 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table L.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=111) and ‘Participant 25 and over’ (n=452) - participants who entered from 1 October 2016 to 30 September 2017 – ACT

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+6%	72%	76%	+4%
DL	Has the NDIS helped you with daily living activities?	55%	60%	+5%	77%	83%	+6%
REL	Has the NDIS helped you to meet more people?	39%	48%	+9%	49%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	15%	+3%	22%	19%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	+5%	61%	67%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	23%	23%	0%	27%	27%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	12%	+1%	16%	17%	+1%
S/CP	Has the NDIS helped you be more involved?	47%	58%	+10%	59%	61%	+2%

Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=202); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=40) - participants who entered from 1 October 2016 to 30 September 2017 – ACT

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	64%	+2%	45%	47%	+2%
	Has the NDIS improved the level of support for your family?	70%	75%	+5%	61%	63%	+2%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	81%	+4%	54%	55%	+1%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	80%	+5%			
	Has the NDIS improved your health and wellbeing?	46%	49%	+3%	47%	45%	-2%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school.

Table L.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=50) - participants who entered from 1 July 2016 to 30 September 2016 – ACT⁴⁰⁷

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	62%	75%	81%	+19%
LL	Has the NDIS improved your child's access to education?	38%	46%	52%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	63%	66%	66%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	65%	62%	+7%

Table L.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=36) - participants who entered from 1 July 2016 to 30 September 2016 – ACT

15 to 24					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	67%	69%	64%	-3%
DL	Has the NDIS helped you with daily living activities?	62%	62%	56%	-6%
REL	Has the NDIS helped you to meet more people?	50%	49%	44%	-6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	23%	17%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	46%	47%	-1%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	29%	25%	-10%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	29%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	45%	54%	49%	+3%

⁴⁰⁷ Results in Tables L.27 to L.30 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table L.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=224) - participants who entered from 1 July 2016 to 30 September 2016 – ACT

25 and over					
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	77%	77%	83%	+6%
DL	Has the NDIS helped you with daily living activities?	76%	79%	84%	+8%
REL	Has the NDIS helped you to meet more people?	50%	49%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	22%	21%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	62%	69%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	31%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	13%	14%	-2%
S/CP	Has the NDIS helped you be more involved?	59%	62%	64%	+5%

Table L.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=54) - participants who entered from 1 July 2016 to 30 September 2016 – ACT

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	68%	76%	+14%
Has the NDIS improved the level of support for your family?	66%	79%	79%	+13%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	76%	79%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	78%	82%	-3%
Has the NDIS improved your health and wellbeing?	37%	39%	48%	+12%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for family 15 to 24 and family 25 and over combined.

Table L.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=534) and 'participants in community and social activities' (n=540) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – ACT⁴⁰⁸

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	23%	27%	33%	24%
Aged 25+	31%	30%	32%	
Aged 15+ (average)	30%	30%	33%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	28%	27%	31%	47%
Aged 25+	39%	43%	46%	
Aged 15+ (average)	38%	40%	44%	

Table L.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=262) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – ACT⁴⁰⁹

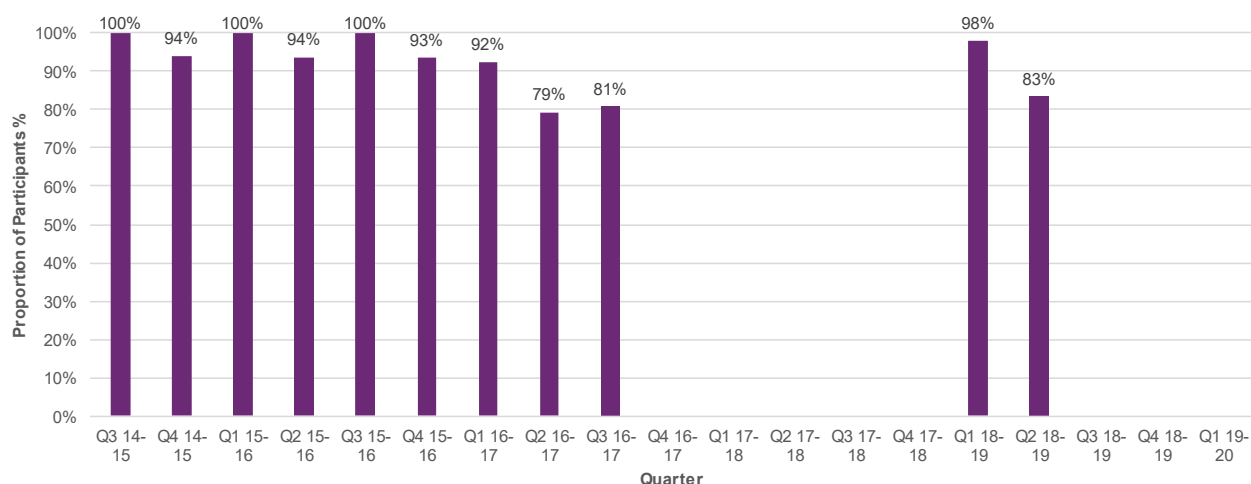
Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	33%	35%	33%	24%
Aged 25+	30%	29%	25%	27%	
Aged 15+ (average)	30%	29%	26%	27%	

There is insufficient data to show corporate plan metric results for "participants in community and social activities" for those who have had three plan reviews to date.

⁴⁰⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

⁴⁰⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Figure L.8 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)⁴¹⁰**



*There is insufficient data to report on satisfaction in ACT for 2019-20 Q1.

Table L.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (ACT)

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access*	n = 32	N/A
Are you happy with how coming into the NDIS has gone?	66%	N/A
Was the person from the NDIS respectful?	91%	N/A
Do you understand what will happen next with your plan?	63%	N/A
Pre-planning	n = 33	n = 22
Did the person from the NDIS understand how your disability affects your life?	100%	91%
Did you understand why you needed to give the information you did?	88%	100%
Were decisions about your plan clearly explained?	91%	77%
Are you clear on what happens next with your plan?	76%	86%
Do you know where to go for more help with your plan?	79%	86%
Planning	n = 33	n = 22
Did the person from the NDIS understand how your disability affects your life?	91%	86%
Did you understand why you needed to give the information you did?	100%	100%
Were decisions about your plan clearly explained?	85%	64%
Are you clear on what happens next with your plan?	82%	91%
Do you know where to go for more help with your plan?	88%	82%
Plan review	n = 94	n = 27
Did the person from the NDIS understand how your disability affects your life?	84%	81%
Did you feel prepared for your plan review?	87%	96%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%

⁴¹⁰ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2019 | COAG Disability Reform Council Quarterly Report

*There is insufficient data to report on satisfaction at the Access stage in ACT for 2019-20 Q1.

Table L.34 Plan reviews conducted per quarter – excluding plans less than 30 days – ACT⁴¹¹

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	15,778	1,635	17,413
<i>Early intervention plans</i>	4,847	535	5,382
<i>Permanent disability plans</i>	10,931	1,100	12,031

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – ACT

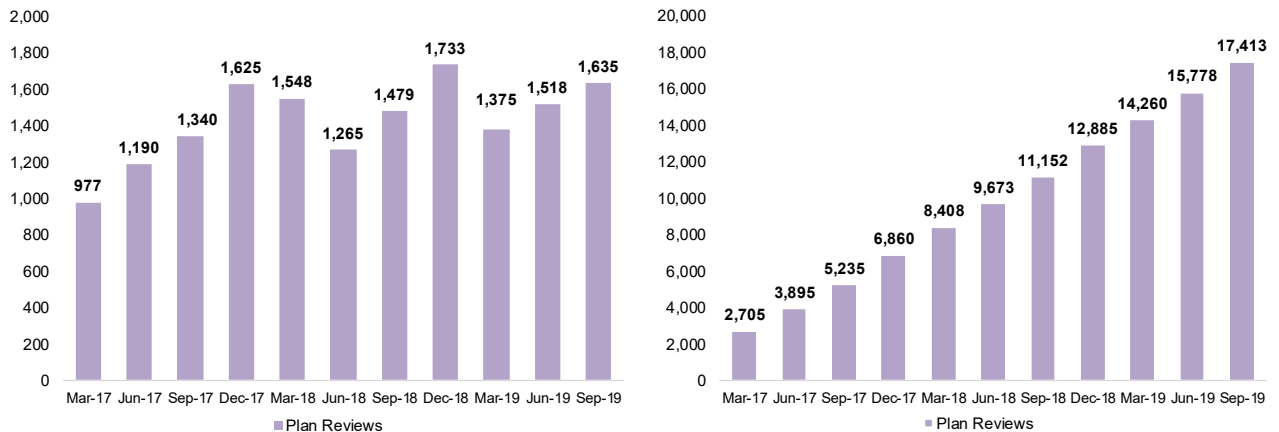
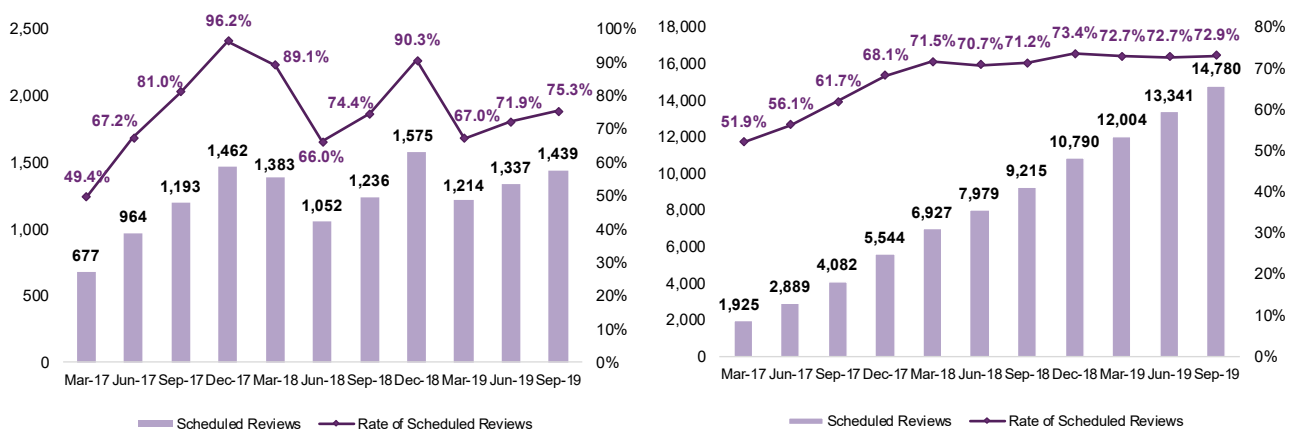


Table L.35 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	13,341	1,439	14,780
<i>Trial participants</i>	9,159	543	9,702
<i>Transition participants</i>	4,182	896	5,078

Figure L.10 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT⁴¹²



⁴¹¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

⁴¹² The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

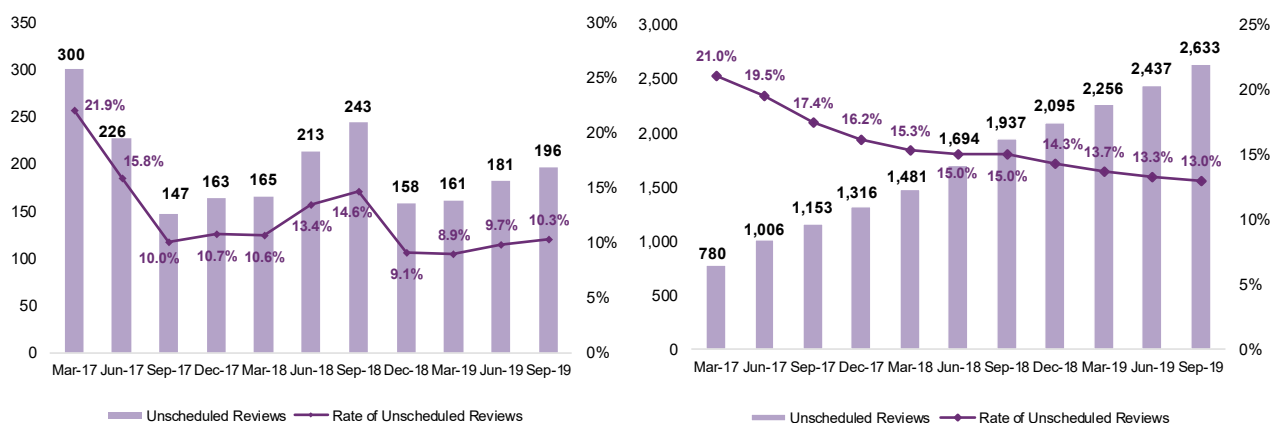
Table L.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	2,437	196	2,633
<i>Trial participants</i>	1,630	111	1,741
<i>Transition participants</i>	807	85	892

Table L.37 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT⁴¹³

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	13.3%	10.3%	13.0%

Figure L.11 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT⁴¹⁴



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Table L.38 AAT cases by category – ACT

	Prior Quarters		2019-20 Q1		Total	
Category	N	%	N	%	N	%
Access	102	48%	17	68%	119	50%
Plan	82	39%	<11		87	37%
Plan Review	19	9%	<11		21	9%
Other	<11		<11		<11	
Total	212	100%	25	100%	237	100%
% of all access decisions⁴¹⁵	0.74%		1.99%		0.80%	

⁴¹³ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴¹⁴ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴¹⁵ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.39 AAT cases by open/closed and decision – ACT

	N
AAT Cases	237
Open AAT Cases	42
Closed AAT Cases	195
<i>Resolved before hearing</i>	<i>187</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

Table L.40 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	32%	34%	33%
Self-managed partly	9%	10%	9%
Plan managed	33%	37%	34%
Agency managed	26%	19%	24%
Total	100%	100%	100%

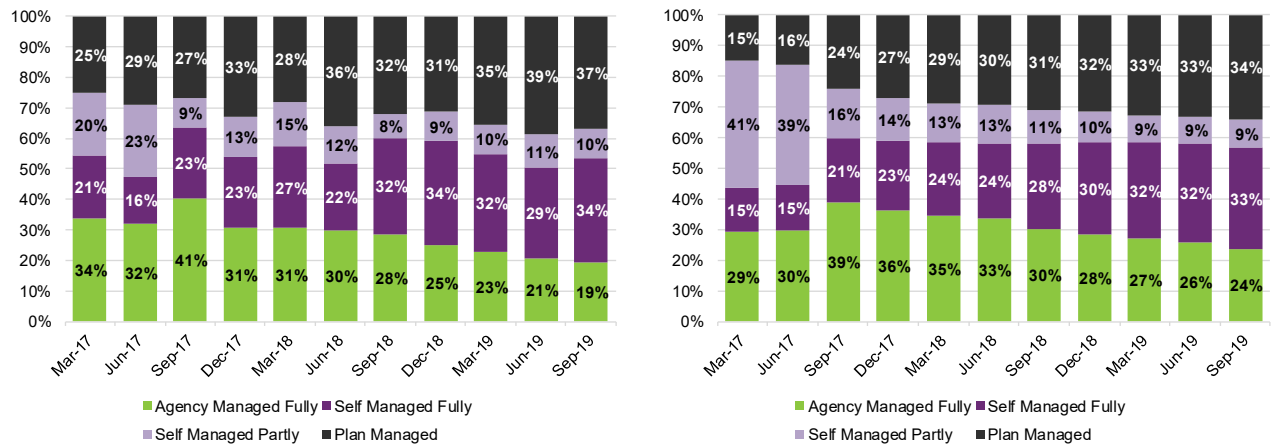
Figure L.12 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – ACT⁴¹⁶

Table L.41 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	33%	30%	32%

⁴¹⁶ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table L.42 Duration to plan activation by quarter of initial plan approval for active participants – ACT^{417,418}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	1,766	57%	126	61%
30 to 59 days	451	15%	30	15%
60 to 89 days	204	7%	14	7%
Activated within 90 days	2,421	79%	170	83%
90 to 119 days	114	4%	6	3%
120 days and over	416	14%	10	5%
Activated after 90 days	530	17%	16	8%
No payments	119	4%	20	10%
Total plans approved	3,070	100%	206	100%

Table L.43 Proportion of active participants with plan activated within 12 months – ACT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	223	241	93%
Not Aboriginal and Torres Strait Islander	5,311	5,554	96%
Not Stated	200	220	91%
Total	5,734	6,015	95%
by Culturally and Linguistically Diverse status			
CALD	602	630	96%
Not CALD	5,017	5,270	95%
Not Stated	115	115	100%
Total	5,734	6,015	95%
by Remoteness			
Major Cities	5,663	5,940	95%
Regional	69	73	95%
Remote	<11	<11	
Missing	<11	<11	
Total	5,734	6,015	95%
by Primary Disability type			
Autism	1,533	1,621	95%
Intellectual Disability (including Down Syndrome)	1,219	1,275	96%
Psychosocial Disability	752	786	96%
Developmental Delay (including Global Developmental Delay)	387	404	96%
Other	1,843	1,929	96%
Total	5,734	6,015	95%

⁴¹⁷ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴¹⁸ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table L.44 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – ACT^{419,420}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	39%	64%	39%
50% to 75%	21%	21%	21%
> 75%	40%	16%	40%
Total	100%	100%	100%

Table L.45 Proportion of active participants with approved plans accessing mainstream supports – ACT^{421,422}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	7%	6%	6%
Health & Wellbeing	49%	50%	49%
Lifelong Learning	19%	19%	19%
Other	15%	13%	15%
Non-categorised	25%	22%	24%
Any mainstream service	91%	85%	89%

Part Three: Providers and the growing market

Table L.46 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.09	1.10
b) Number of providers delivering new types of supports	60	83
c) Share of payments - top 25% ⁴²³		
<i>Daily Tasks/Shared Living (%)</i>	75%	78%
<i>Therapeutic Supports (%)</i>	90%	92%
<i>Participate Community (%)</i>	87%	89%
<i>Early Childhood Supports (%)</i>	77%	79%
<i>Assist Personal Activities (%)</i>	93%	95%

⁴¹⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁴²⁰ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴²¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴²² The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

⁴²³ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table L.47 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	12	1	13	8%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	68	6	74	9%
Assistance with travel/transport arrangements	64	1	65	2%
Daily Personal Activities	134	14	148	10%
Group and Centre Based Activities	73	7	80	10%
High Intensity Daily Personal Activities	92	6	98	7%
Household tasks	148	15	163	10%
Interpreting and translation	17	3	20	18%
Participation in community, social and civic activities	140	10	150	7%
Assistive Technology				
Assistive equipment for recreation	32	-1	31	-3%
Assistive products for household tasks	25	0	25	0%
Assistance products for personal care and safety	159	19	178	12%
Communication and information equipment	31	1	32	3%
Customised Prosthetics	73	6	79	8%
Hearing Equipment	21	1	22	5%
Hearing Services	10	1	11	10%
Personal Mobility Equipment	97	10	107	10%
Specialised Hearing Services	13	1	14	8%
Vision Equipment	18	3	21	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	141	14	155	10%
Behaviour Support	66	6	72	9%
Community nursing care for high needs	19	2	21	11%
Development of daily living and life skills	97	5	102	5%
Early Intervention supports for early childhood	137	9	146	7%
Exercise Physiology and Physical Wellbeing activities	64	9	73	14%
Innovative Community Participation	32	2	34	6%
Specialised Driving Training	17	0	17	0%
Therapeutic Supports	345	18	363	5%
Capital services				
Home modification design and construction	36	3	39	8%
Specialised Disability Accommodation	3	0	3	0%
Vehicle Modifications	20	0	20	0%
Choice and control support services				
Management of funding for supports in participants plan	61	12	73	20%
Support Coordination	37	0	37	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	35	2	37	6%
Specialised Supported Employment	19	1	20	5%
Total active providers	825	63	888	8%

Table L.48 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – ACT

Registration Group	Active			Active		
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	2	11	13	15%	85%	100%
Assistance Animals	1	8	9	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	68	74	8%	92%	100%
Assistance with travel/transport arrangements	5	60	65	8%	92%	100%
Daily Personal Activities	14	134	148	9%	91%	100%
Group and Centre Based Activities	4	76	80	5%	95%	100%
High Intensity Daily Personal Activities	7	91	98	7%	93%	100%
Household tasks	36	127	163	22%	78%	100%
Interpreting and translation	2	18	20	10%	90%	100%
Participation in community, social and civic activities	17	133	150	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	3	28	31	10%	90%	100%
Assistive products for household tasks	1	24	25	4%	96%	100%
Assistance products for personal care and safety	13	165	178	7%	93%	100%
Communication and information equipment	2	30	32	6%	94%	100%
Customised Prosthetics	5	74	79	6%	94%	100%
Hearing Equipment	0	22	22	0%	100%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	17	90	107	16%	84%	100%
Specialised Hearing Services	1	13	14	7%	93%	100%
Vision Equipment	2	19	21	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23	132	155	15%	85%	100%
Behaviour Support	20	52	72	28%	72%	100%
Community nursing care for high needs	1	20	21	5%	95%	100%
Development of daily living and life skills	9	93	102	9%	91%	100%
Early Intervention supports for early childhood	55	91	146	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	19	54	73	26%	74%	100%
Innovative Community Participation	9	25	34	26%	74%	100%
Specialised Driving Training	1	16	17	6%	94%	100%
Therapeutic Supports	129	234	363	36%	64%	100%
Capital services						
Home modification design and construction	3	36	39	8%	92%	100%
Specialised Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	2	18	20	10%	90%	100%
Choice and control support services						

Registration Group	Active			Active		
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	8	65	73	11%	89%	100%
Support Coordination	8	29	37	22%	78%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	35	37	5%	95%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
Total	222	666	888	25%	75%	100%

Part Four: Financial sustainability

Table L.49 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.5	132.4	271.6	310.4	370.5	106.5

Figure L.13 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)

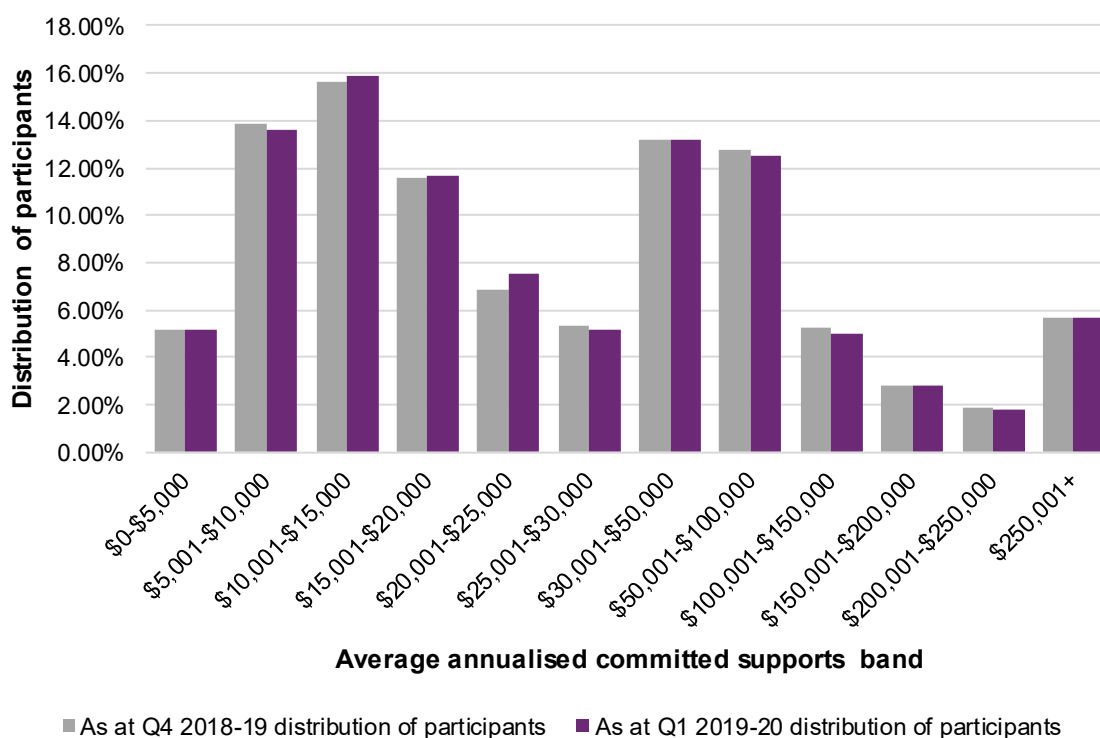


Figure L.14 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)

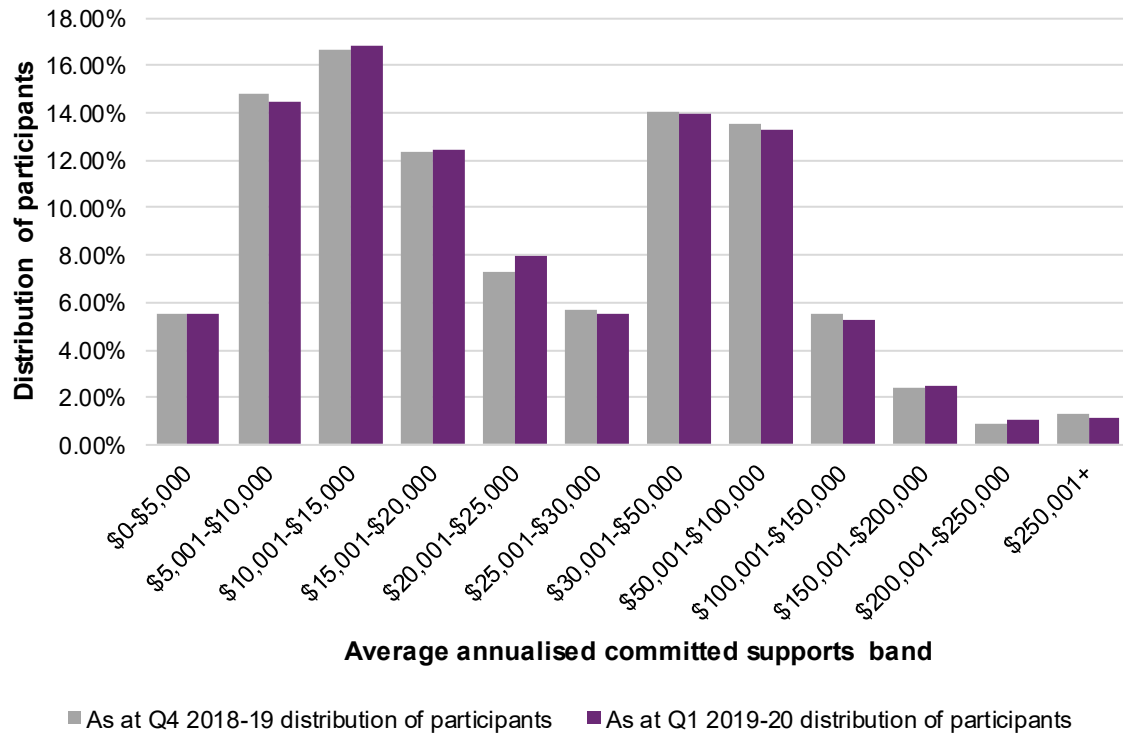


Figure L.15 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)

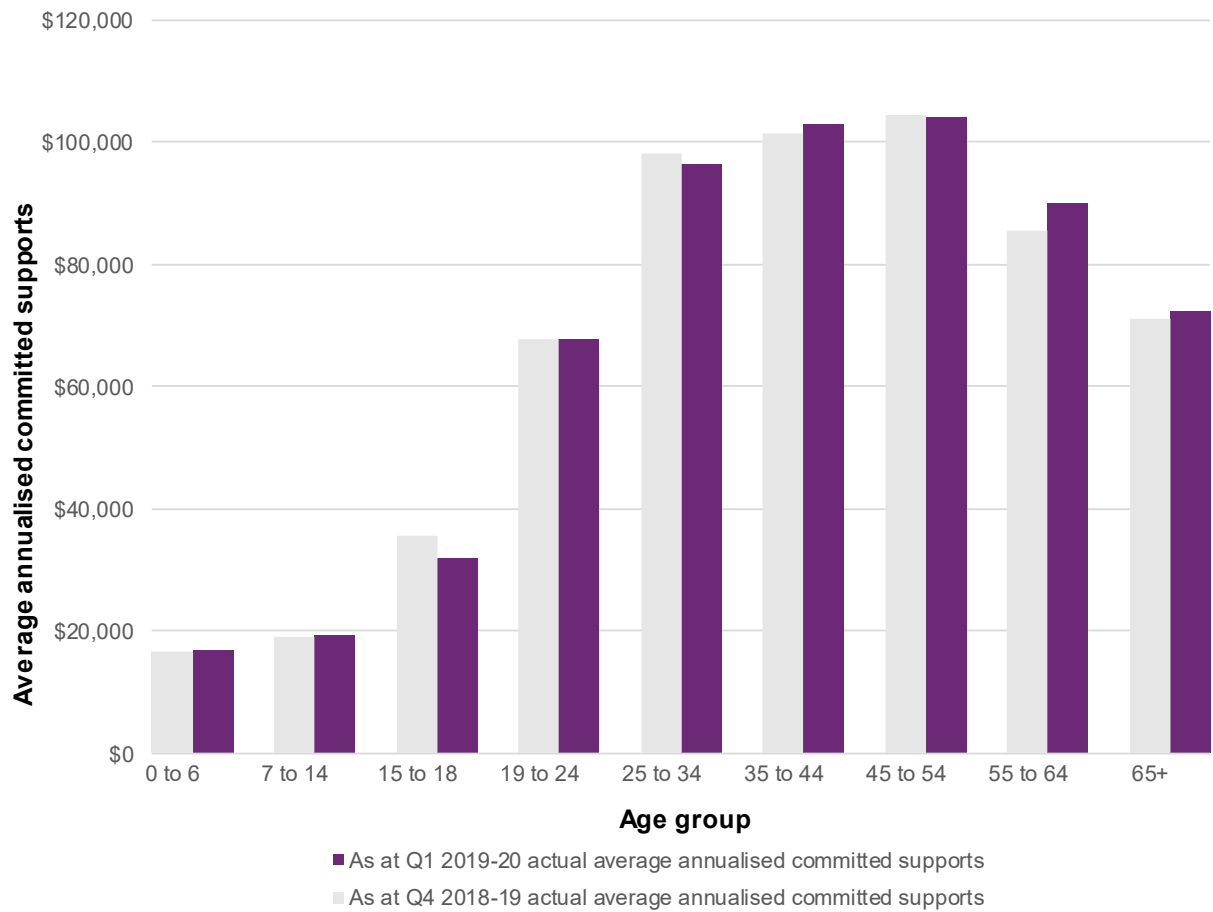


Figure L.16 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)

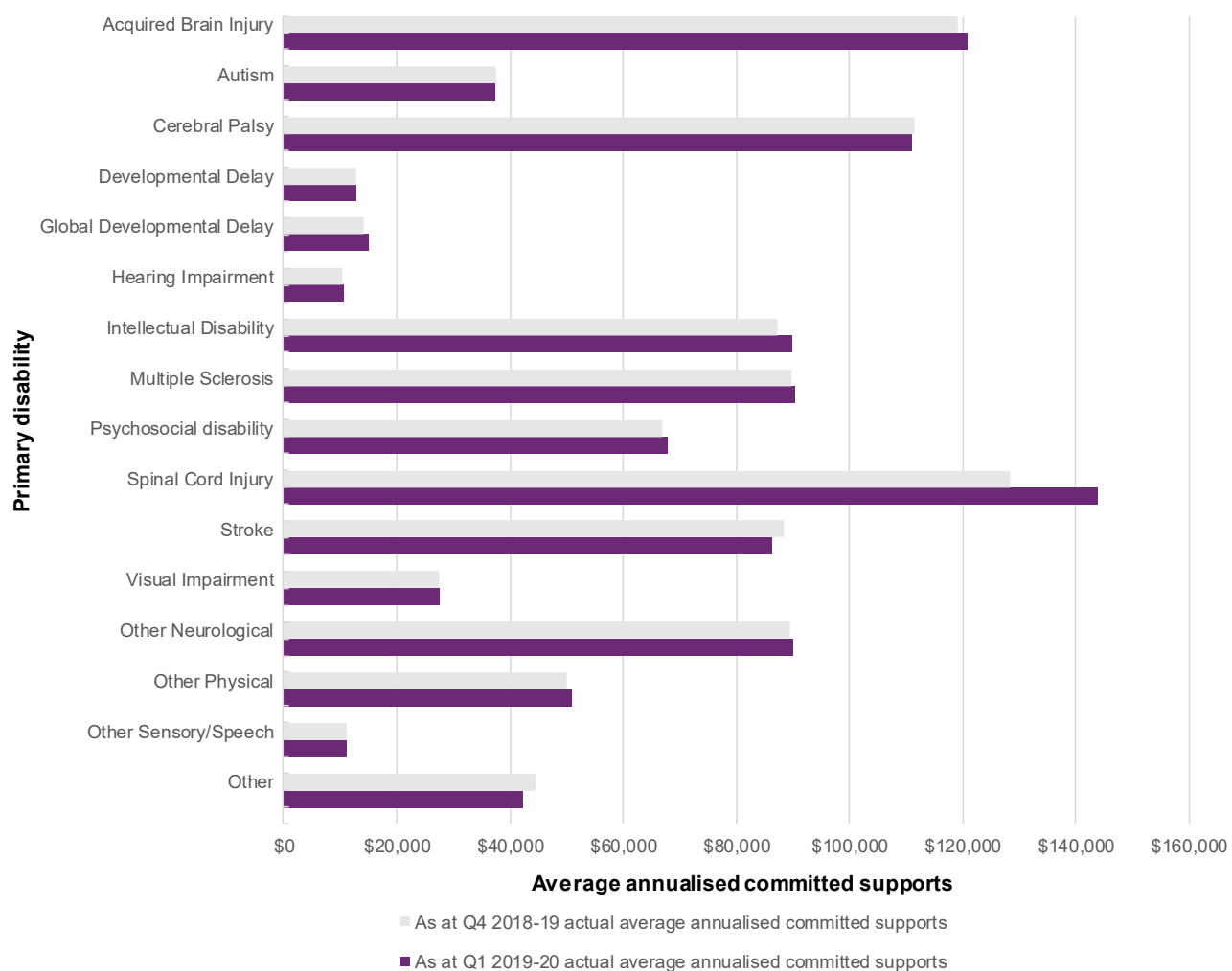


Figure L.17 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)⁴²⁴

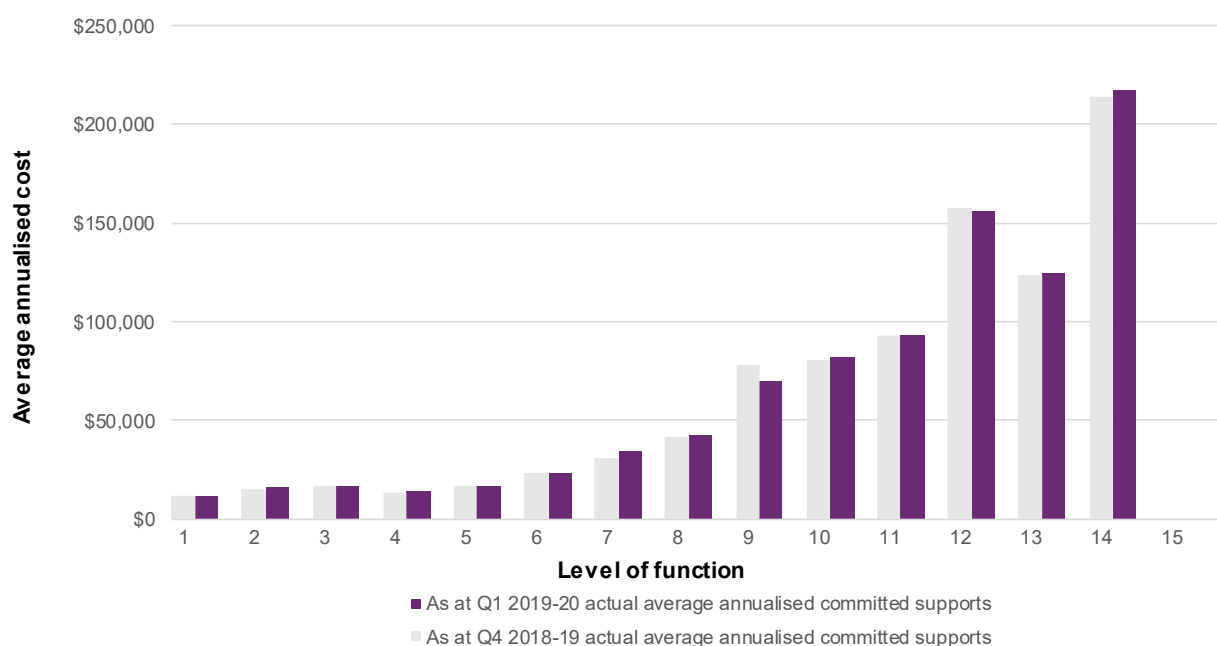


Table L.50 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.5	132.4	271.6	310.4	370.5	106.5
Total Paid	0.2	21.5	113.2	184.9	224.5	275.6	64.0
% utilised to date	56%	81%	86%	68%	72%	74%	60%

⁴²⁴ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

Figure L.18 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (ACT)⁴²⁵

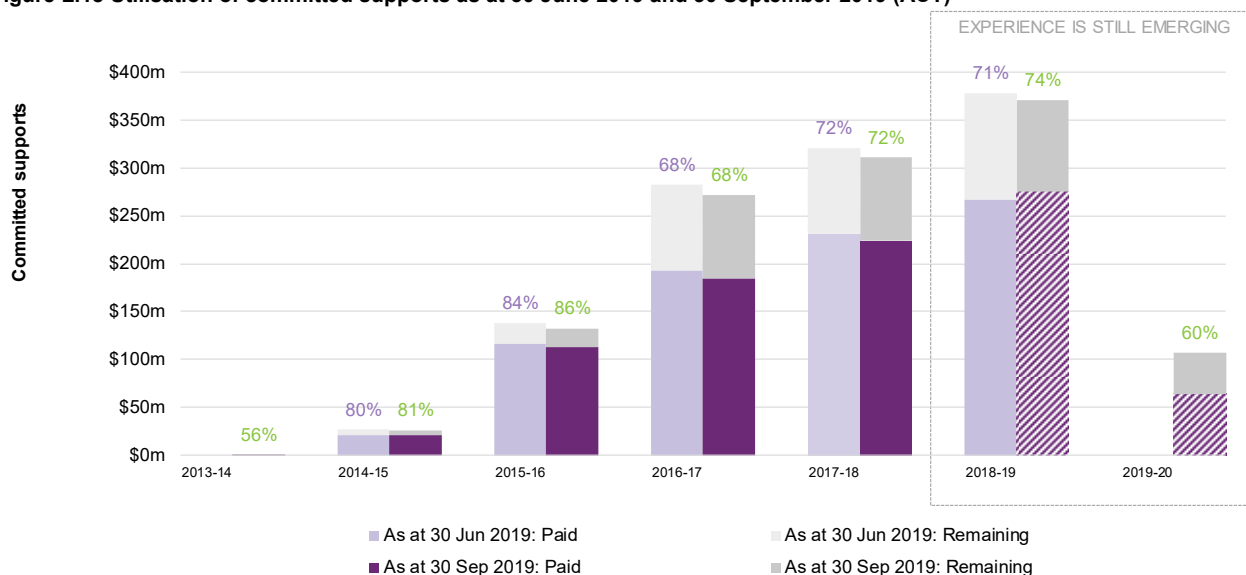
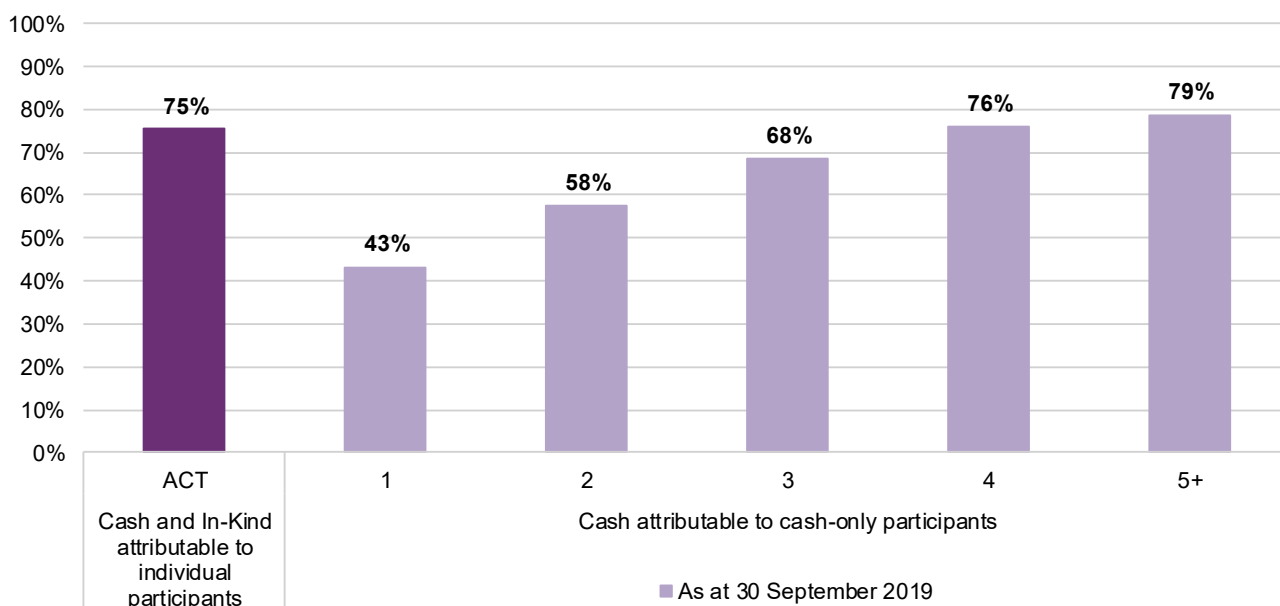


Figure L.19 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (ACT)⁴²⁶



⁴²⁵ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, the amounts of committed supports and payments in past support years has reduced since 30 June 2019 for ACT.

⁴²⁶ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure L.20 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (ACT)⁴²⁷

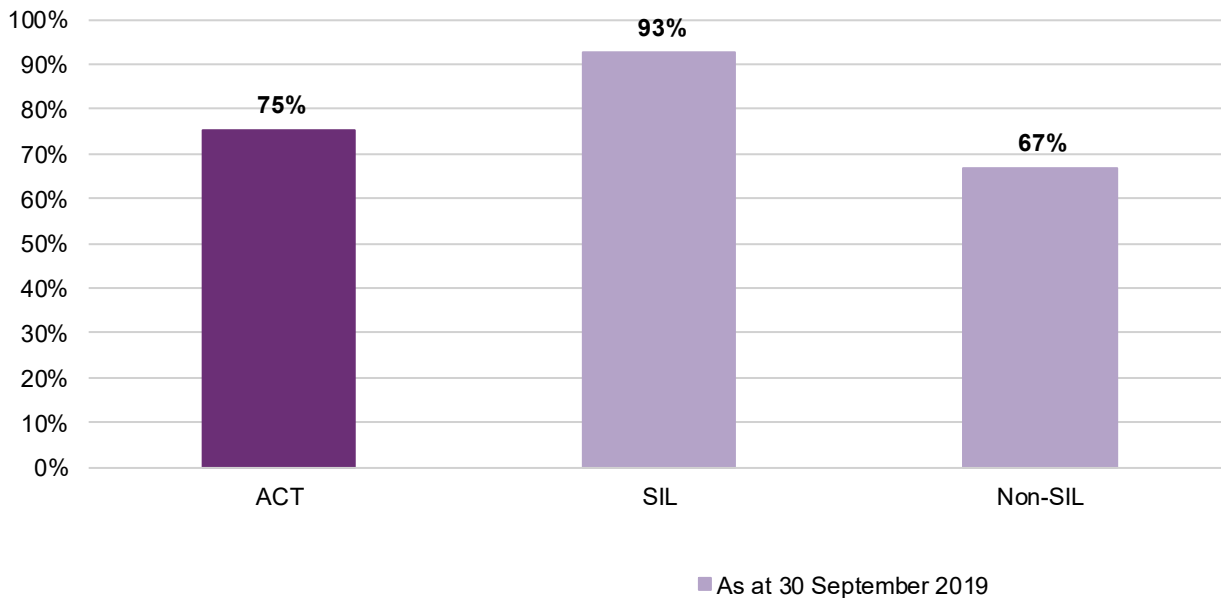
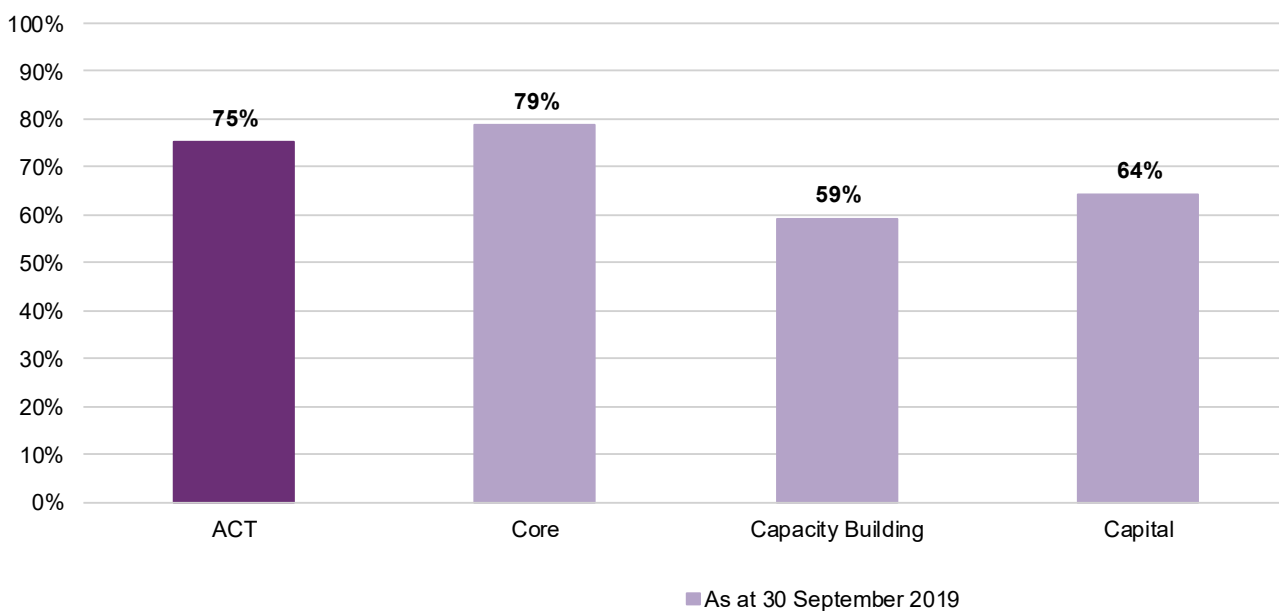


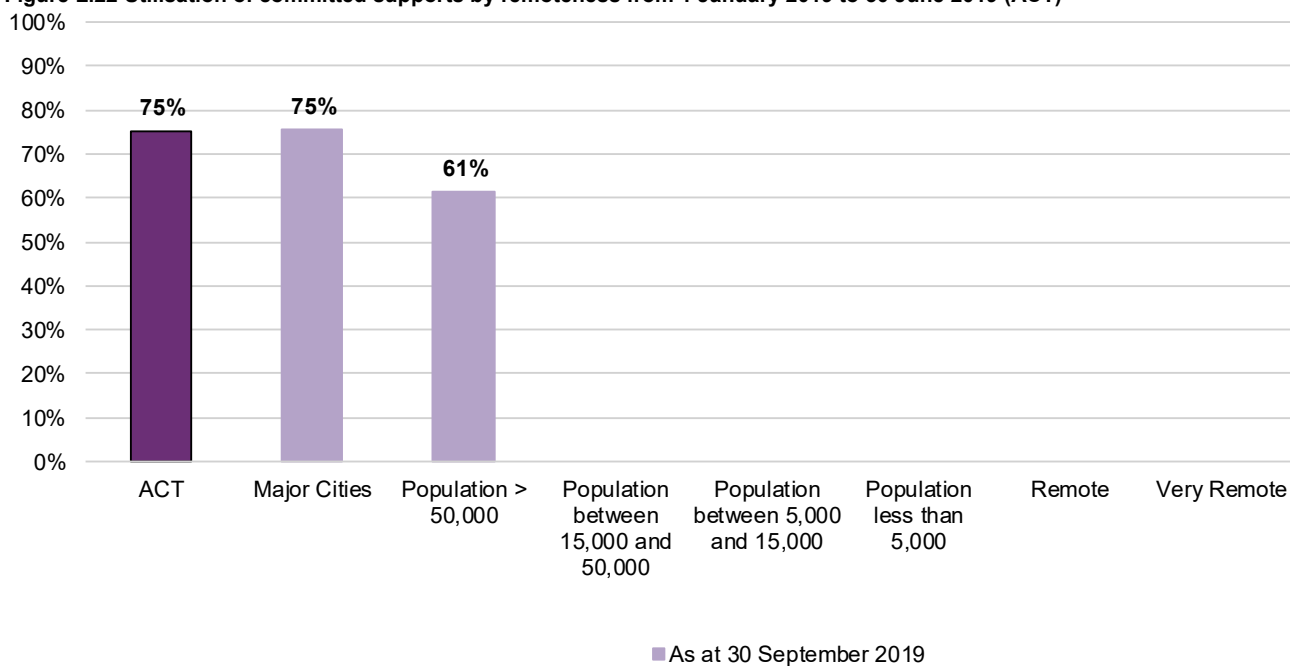
Figure L.21 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (ACT)⁴²⁸



⁴²⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

⁴²⁸ Ibid.

Figure L.22 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (ACT)^{429,430}



⁴²⁹ Ibid.

⁴³⁰ Utilisation is not shown as there is insufficient data in the group.

Appendix M: Northern Territory

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – NT⁴³¹

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total excluding ECEI
NT	2,301	281	2,582	40	2,622

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT⁴³²

	Prior Quarters	2019-20 Q1	Total
Access decisions	3,028	425	3,453
Active eligible	2,525	326	2,851
<i>New</i>	747	221	968
<i>State</i>	1,524	64	1,588
<i>Commonwealth</i>	254	41	295
Active Participant Plans (excl ECEI)	2,301	281	2,582
<i>New</i>	655	162	817
<i>State</i>	1,420	84	1,504
<i>Commonwealth</i>	226	35	261
Active Participant Plans	2,420	321	2,622
<i>EI (s25) plans</i>	392	100	492
<i>PD (s24) plans</i>	1,909	181	2,090
<i>ECEI</i> ⁴³³	119	40	40

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 September 2019 – NT

Exits	
Total participant exits	65
<i>Early Intervention participants</i>	11
<i>Permanent disability participants</i>	54

⁴³¹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁴³² The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 95% of people with a hearing impairment met the access criteria compared to 77% overall.

⁴³³ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table M.4 Cumulative position by services previously received – NT⁴³⁴

	Participant cohort				
	State	Commonwealth	New	ECEI ⁴³⁵	Total
End of 2016-17	239	5	156	0	400
End of 2017-18	580	42	236	0	858
End of 2018-19 Q1	731	64	273	506	1,574
End of 2018-19 Q2	1,049	130	387	592	2,158
End of 2018-19 Q3	1,224	169	508	379	2,280
End of 2018-19 Q4	1,427	226	662	122	2,437
End of 2019-20 Q1	1,504	261	817	40	2,622

Table M.5 Cumulative position by entry into the Scheme – NT⁴³⁶

	Participant cohort			
	Early Intervention ⁴³⁷	Permanent Disability ⁴³⁸	ECEI ⁴³⁹	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19 Q1	139	929	506	1,574
End of 2018-19 Q2	200	1,366	592	2,158
End of 2018-19 Q3	280	1,621	379	2,280
End of 2018-19 Q4	393	1,922	122	2,437
End of 2019-20 Q1	492	2,090	40	2,622

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table M.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT⁴⁴⁰

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,184	51.5%	113	40.2%	1,297	50.2%
Not Aboriginal and Torres Strait Islander	991	43.1%	151	53.7%	1,142	44.2%
Not Stated	126	5.5%	17	6.0%	143	5.5%
Total	2,301	100%	281	100%	2,582	100%

⁴³⁴ This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

⁴³⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁴³⁶ This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

⁴³⁷ Participants who met Section 25 of the NDIS Act for access

⁴³⁸ Participants who met Section 24 of the NDIS Act for access

⁴³⁹ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

⁴⁴⁰ The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NT⁴⁴¹

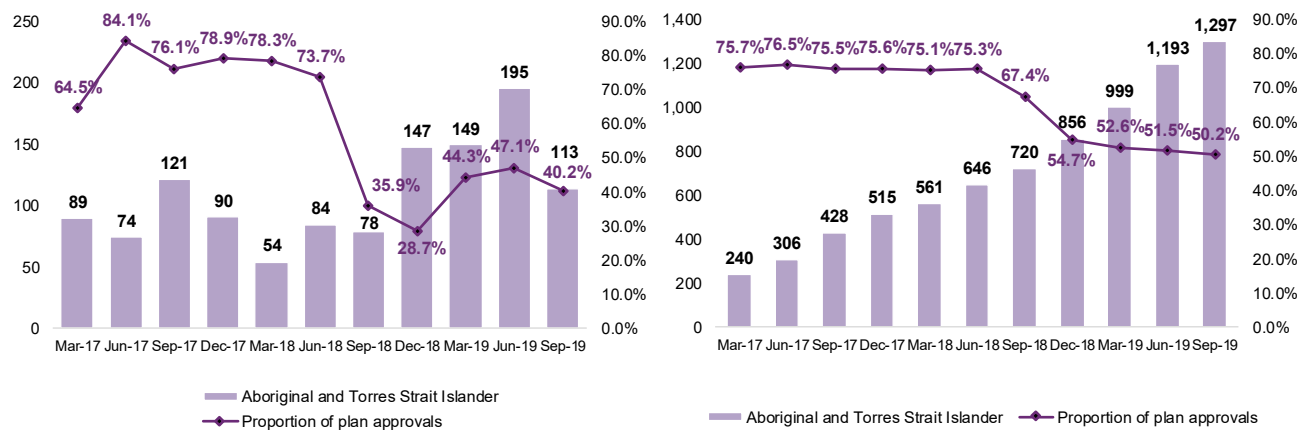


Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	630	27.4%	75	26.7%	705	27.3%
Not CALD	1,665	72.4%	205	73.0%	1,870	72.4%
Not Stated	<11		<11		<11	
Total	2,301	100%	281	100%	2,582	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NT⁴⁴²

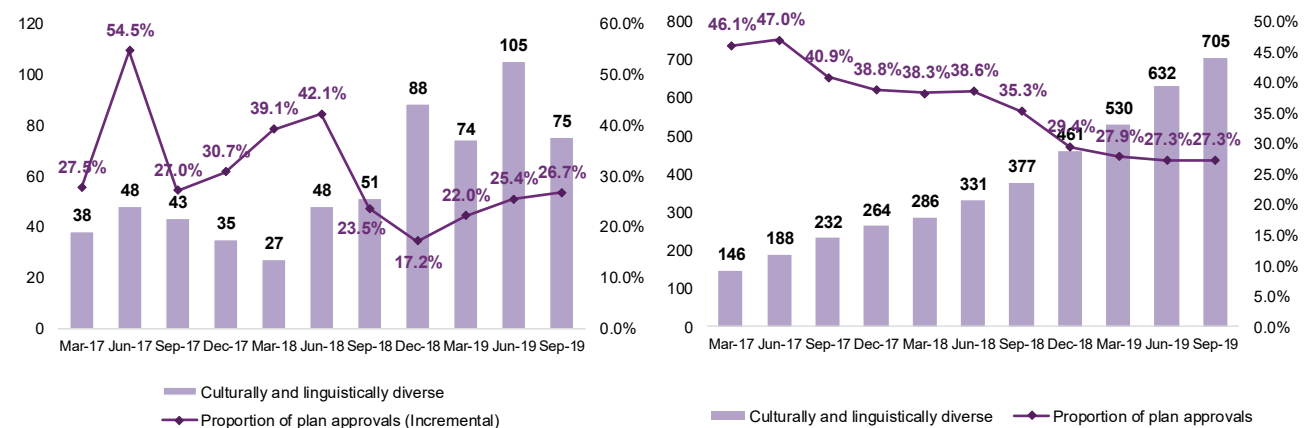


Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC ⁴⁴³	46	<11	46
Not YPIRAC	2,255	281	2,536
Total	2,301	281	2,582

⁴⁴¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

⁴⁴² Ibid.

⁴⁴³ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

Figure M.3 Number of YPIRAC participants over time cumulatively – NT^{444,445}

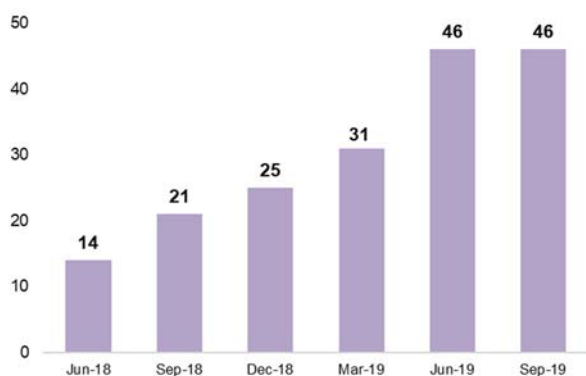
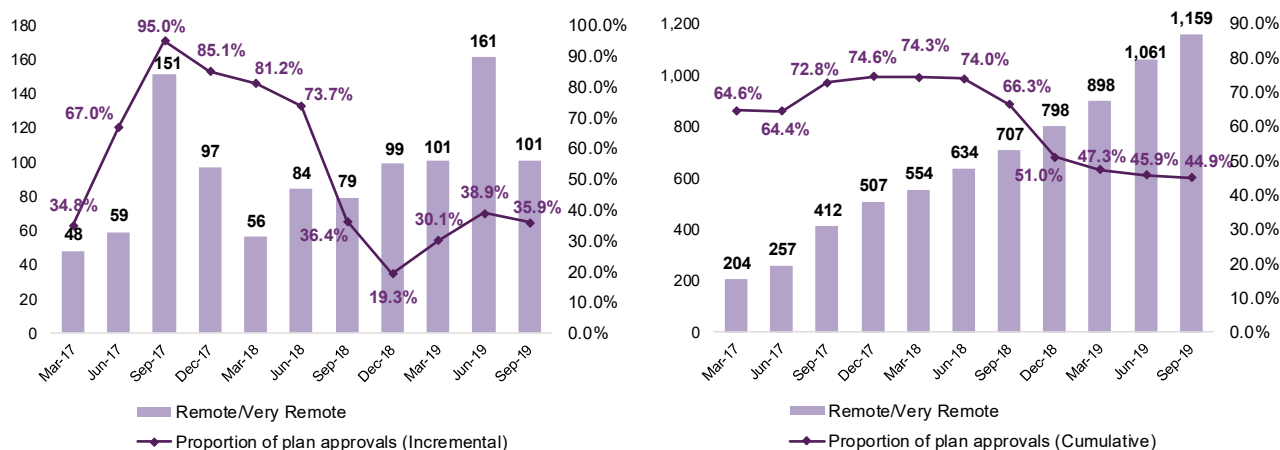


Table M.9 Participant profile per quarter by remoteness – NT^{446,447}

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	<11		<11		<11	
Population > 50,000	1,204	52.3%	176	62.6%	1,380	53.4%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	38	1.7%	<11		42	1.6%
Remote	476	20.7%	53	18.9%	529	20.5%
Very Remote	582	25.3%	48	17.1%	630	24.4%
Missing	<11		<11		<11	
Total	2,301	100%	281	100%	2,582	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NT⁴⁴⁸



⁴⁴⁴ The cumulative chart shows the number of active participants as at each quarter over time.

⁴⁴⁵ There are insufficient numbers to show the incremental count of YPIRAC participants in NT over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the June 2018 quarter.

⁴⁴⁶ This table is based on the Modified Monash Model measure of remoteness.

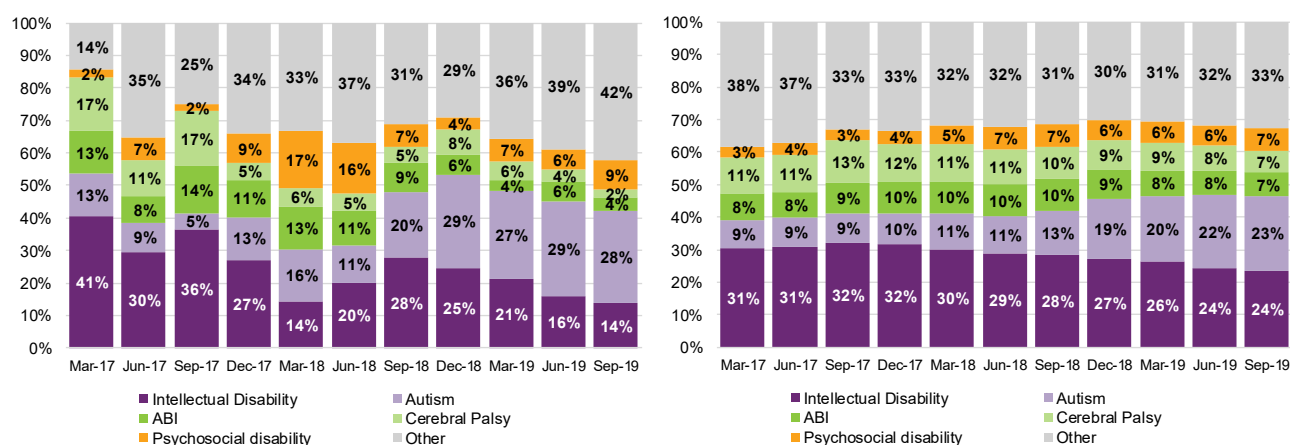
⁴⁴⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁴⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

Table M.10 Participant profile per quarter by disability group - NT^{449,450}

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	511	22%	80	28%	591	23%
Intellectual Disability ⁴⁵¹	571	25%	39	14%	610	24%
Psychosocial disability	148	6%	25	9%	173	7%
Developmental Delay	112	5%	66	23%	178	7%
Other Neurological	142	6%	<11		148	6%
Cerebral Palsy	172	7%	<11		179	7%
Other Physical	115	5%	15	5%	130	5%
Hearing Impairment	96	4%	13	5%	109	4%
ABI	173	8%	11	4%	184	7%
Visual Impairment	39	2%	<11		42	2%
Multiple Sclerosis	15	1%	<11		15	1%
Global Developmental Delay	48	2%	<11		55	2%
Stroke	70	3%	<11		73	3%
Spinal Cord Injury	62	3%	<11		65	3%
Other Sensory/Speech	22	1%	<11		24	1%
Other	<11		<11		<11	
Total	2,301	100%	281	100%	2,582	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NT⁴⁵²



⁴⁴⁹ Table order based on national proportions (highest to lowest).

⁴⁵⁰ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁵¹ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (103).

⁴⁵² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table M.11 Participant profile per quarter by level of function – NT

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	209	9%	70	25%	279	11%
2 (High Function)	<11		<11		<11	
3 (High Function)	150	7%	18	6%	168	7%
4 (High Function)	99	4%	15	5%	114	4%
5 (High Function)	172	7%	24	9%	196	8%
6 (Moderate Function)	321	14%	51	18%	372	14%
7 (Moderate Function)	154	7%	16	6%	170	7%
8 (Moderate Function)	164	7%	<11		174	7%
9 (Moderate Function)	<11		<11		<11	
10 (Moderate Function)	312	14%	21	7%	333	13%
11 (Low Function)	83	4%	<11		86	3%
12 (Low Function)	364	16%	27	10%	391	15%
13 (Low Function)	148	6%	24	9%	172	7%
14 (Low Function)	111	5%	<11		113	4%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	2,301	100%	281	100%	2,582	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NT⁴⁵³

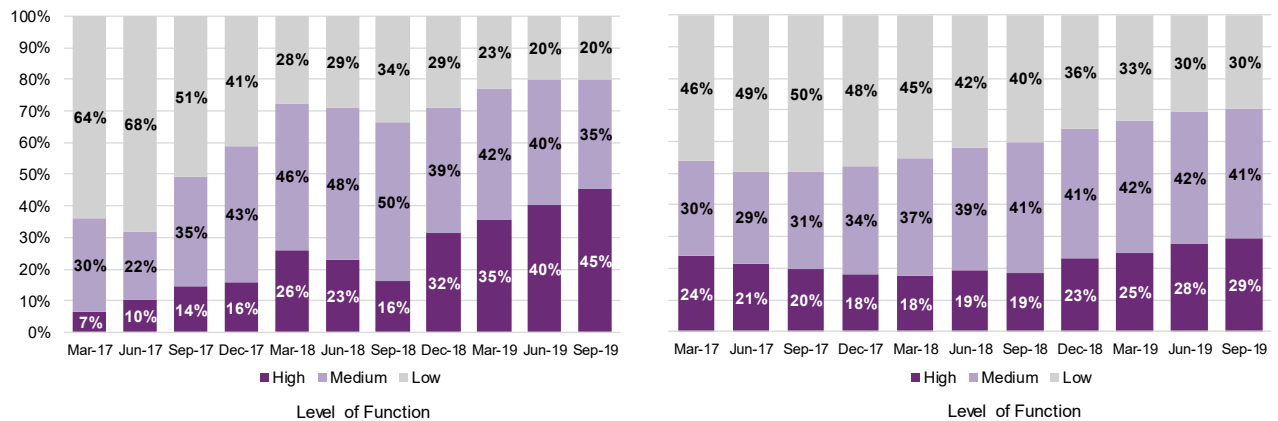


Table M.12 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	357	16%	119	42%	476	18%
7 to 14	533	23%	62	22%	595	23%
15 to 18	163	7%	14	5%	177	7%
19 to 24	178	8%	13	5%	191	7%
25 to 34	249	11%	12	4%	261	10%
35 to 44	247	11%	22	8%	269	10%
45 to 54	290	13%	19	7%	309	12%
55 to 64	253	11%	17	6%	270	10%
65+	31	1%	<11		34	1%
Total	2,301	100%	281	100%	2,582	100%

⁴⁵³ Ibid.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NT⁴⁵⁴

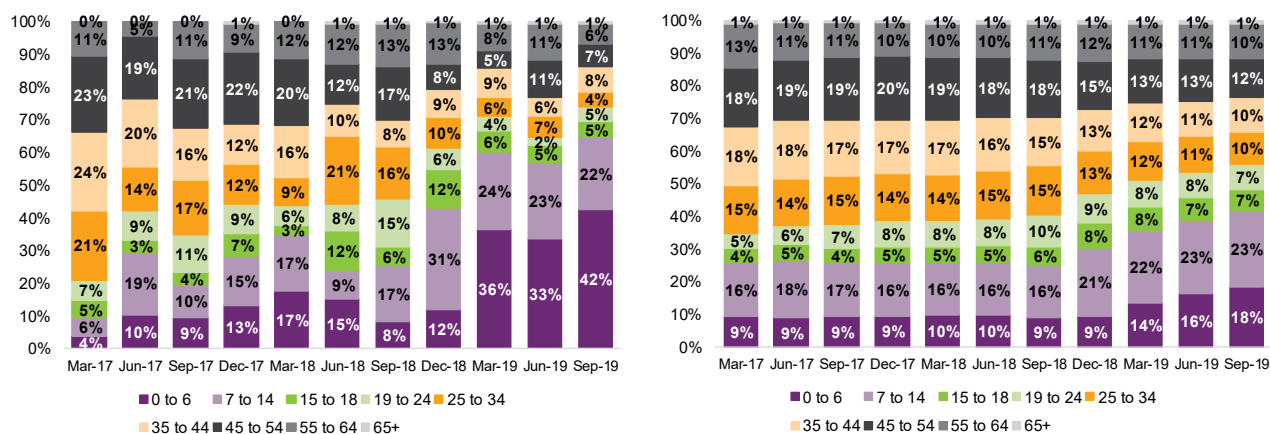
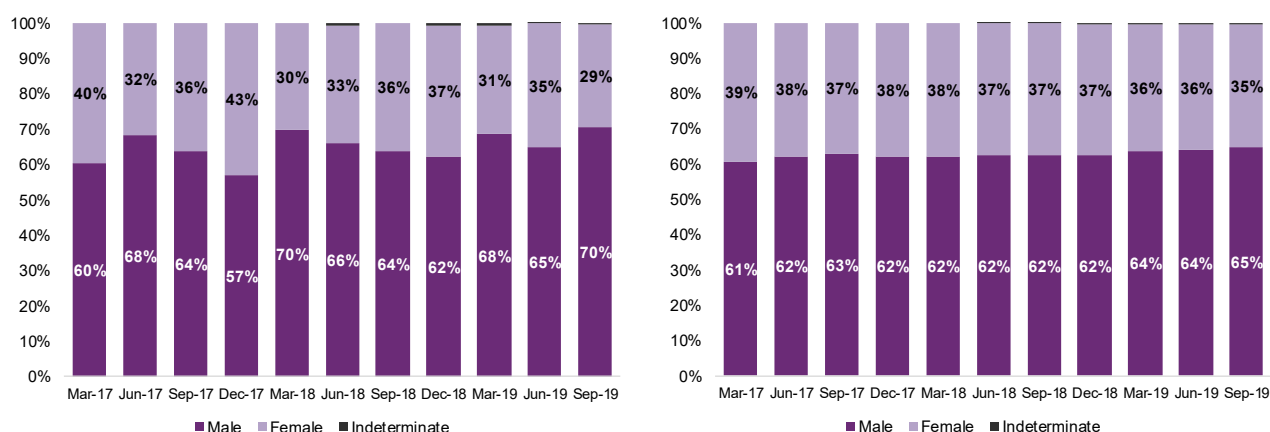


Table M.13 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	1,470	64%	198	70%	1,668	65%
Female	819	36%	82	29%	901	35%
Indeterminate	12	1%	<11		13	1%
Total	2,301	100%	281	100%	2,582	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NT⁴⁵⁵



⁴⁵⁴ Ibid.

⁴⁵⁵ Ibid.

Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT⁴⁵⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	22	36	197	83	338
Participant school to 14	31	78	528	101	738
Participant 15 to 24	27	68	192	24	311
Participant 25 and over	152	256	547	73	1,028
Total Participant	232	438	1,464	281	2,415
Family 0 to 14	50	100	690	180	1,020
Family 15 to 24	4	34	133	20	191
Family 25 and over	15	56	258	42	371
Total Family	69	190	1,081	242	1,582
Total	301	628	2,545	523	3,997

Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	64%			
CC	% who say their child is able to tell them what he/she wants	59%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		24%		
DL	% who say their child is becoming more independent		28%		
CC	% of children who have a genuine say in decisions about themselves		67%		
CC	% who are happy with the level of independence/control they have now			26%	
CC	% who choose who supports them			28%	42%
CC	% who choose what they do each day			35%	53%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			16%	19%
CC	% who want more choice and control in their life			87%	83%

⁴⁵⁶ Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants.
September 2019 | COAG Disability Reform Council Quarterly Report

Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	49%	64%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	57%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			43%	41%

Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		48%		
HM	% who are happy with their home			77%	59%
HM	% who feel safe or very safe in their home			82%	64%
HW	% who rate their health as good, very good or excellent			73%	43%
HW	% who did not have any difficulties accessing health services			66%	51%
LL	% who currently attend or previously attended school in a mainstream class			24%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			13%	17%
WK	% who volunteer			11%	9%

Table M.18 Selected key indicators for families/carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	17%	14%
% receiving Carer Allowance	33%	18%	17%
% working in a paid job	46%	58%	39%
Of those in a paid job, % in permanent employment	80%	82%	83%
Of those in a paid job, % working 15 hours or more	87%	95%	88%
% who say they (and their partner) are able to work as much as they want	52%	61%	51%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	88%	78%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	36%	35%
% able to advocate for their child/family member	62%	56%	44%
% who have friends and family they see as often as they like	52%	50%	49%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		33%	
% who feel in control selecting services		37%	24%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			27%
% who rate their health as good, very good or excellent	87%	79%	67%

Table M.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=25) - participants who entered from 1 October 2017 to 30 September 2018 – NT⁴⁵⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	75%
DL	Has the NDIS improved your child's access to specialist services?	72%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	57%
REL	Has the NDIS improved how your child fits into family life?	52%
S/CP	Has the NDIS improved how your child fits into community life?	52%

⁴⁵⁷ Results in Tables M.19 to M.23 exclude participants who entered prior to 1 October 2017.
September 2019 | COAG Disability Reform Council Quarterly Report

Table M.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=115) - participants who entered from 1 October 2017 to 30 September 2018 – NT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	45%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	38%
S/CP	Has the NDIS improved your child's social and recreational life?	37%

Table M.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=97) and ‘Participant 25 and over’ (n=311) - participants who entered from 1 October 2017 to 30 September 2018 – NT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	56%
DL	Has the NDIS helped you with daily living activities?	52%	60%
REL	Has the NDIS helped you to meet more people?	45%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	41%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	45%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%
S/CP	Has the NDIS helped you be more involved?	49%	49%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=124); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=124) - participants who entered from 1 October 2017 to 30 September 2018 – NT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	52%
Has the NDIS improved the level of support for your family?	50%	56%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	56%	
Has the NDIS improved your health and wellbeing?	38%	40%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participant’s first and second review in the Scheme, for ‘Participant 0 to school’.

Table M.23 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=30) - participants who entered from 1 October 2016 to 30 September 2017 – NT⁴⁵⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	35%	45%	+10%
LL	Has the NDIS improved your child's access to education?	16%	13%	-3%
REL	Has the NDIS improved your child's relationships with family and friends?	28%	29%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	20%	26%	+6%

Table M.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=28) and ‘Participant 25 and over’ (n=127) - participants who entered from 1 October 2016 to 30 September 2017 – NT

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	36%	53%	+17%	43%	67%	+24%
DL	Has the NDIS helped you with daily living activities?	52%	67%	+14%	56%	81%	+25%
REL	Has the NDIS helped you to meet more people?	35%	40%	+5%	39%	54%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	23%	+14%	28%	44%	+16%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	53%	+10%	42%	50%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	14%	23%	+10%	16%	30%	+14%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	0%	11%	+11%	6%	11%	+5%
S/CP	Has the NDIS helped you be more involved?	29%	43%	+15%	39%	63%	+24%

⁴⁵⁸ Results in Tables M.23 to M.25 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

Table M.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=427) and for SFOF versions ‘Family 15 to 24’ - participants who entered from 1 October 2016 to 30 September 2017 – NT

0 to 14			
Question	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	38%	-8%
Has the NDIS improved the level of support for your family?	36%	27%	-9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	52%	55%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	45%	48%	+3%
Has the NDIS improved your health and wellbeing?	43%	30%	-13%

There is insufficient data to show results for “Has the NDIS helped?” questions answered by families and carers at participants’ first and second plan reviews, for participants 15 and over.

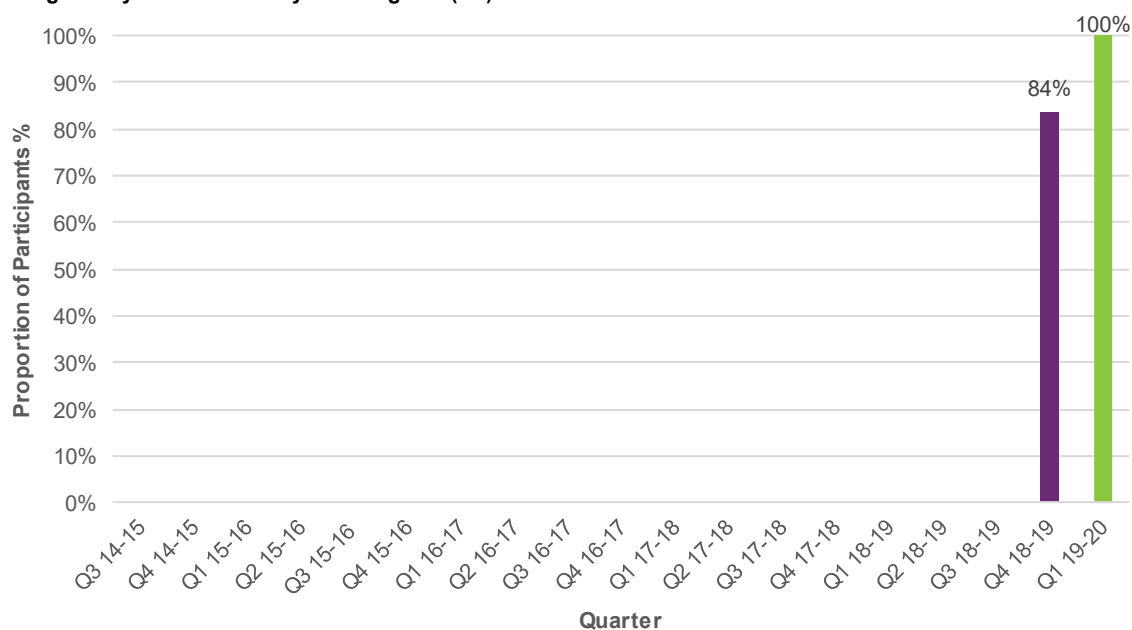
There is also insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review.

Table M.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=169) and ‘participants in community and social activities’ (n=171) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – NT⁴⁵⁹

Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	10%	19%	24%	24%
Aged 25+	6%	3%	6%	
Aged 15+ (average)	7%	5%	8%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	86%	86%	90%	47%
Aged 25+	49%	50%	55%	
Aged 15+ (average)	54%	55%	59%	

⁴⁵⁹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Figure M.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (NT)^{*460}



*The result for Q1 of 2019-20 is based on 20 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 100% gave a rating of good or very good, 0% gave a neutral rating and 0% gave a rating of poor or very poor.

Table M.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NT)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	100%	0%	0%
I had enough time to tell my story and say what support I need	100%	0%	0%
The planner knows what I can do well	95%	0%	5%
The planner had some good ideas for my plan	95%	5%	0%
I know what is in my plan	100%	0%	0%
The planner helped me think about my future	85%	15%	0%
I think my plan will make my life better	95%	5%	0%
The planning meeting went well	100%	0%	0%

⁴⁶⁰ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2019 | COAG Disability Reform Council Quarterly Report

Table M.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NT)*

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
Access	n = 34	N/A
Are you happy with how coming into the NDIS has gone?	82%	N/A
Was the person from the NDIS respectful?	94%	N/A
Do you understand what will happen next with your plan?	74%	N/A
Pre-planning	n = 42	N/A
Did the person from the NDIS understand how your disability affects your life?	79%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	76%	N/A
Are you clear on what happens next with your plan?	71%	N/A
Do you know where to go for more help with your plan?	76%	N/A
Planning	n = 28	N/A
Did the person from the NDIS understand how your disability affects your life?	82%	N/A
Did you understand why you needed to give the information you did?	93%	N/A
Were decisions about your plan clearly explained?	75%	N/A
Are you clear on what happens next with your plan?	75%	N/A
Do you know where to go for more help with your plan?	86%	N/A
Plan review	N/A	N/A
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you feel prepared for your plan review?	N/A	N/A
Is your NDIS plan helping you to make progress towards your goals?	N/A	N/A

*There is insufficient data to report on satisfaction in NT for 2019-20 Q1 or for prior quarters at the Plan review stage.

Table M.29 Plan reviews conducted per quarter – excluding plans less than 30 days – NT⁴⁶¹

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total plan reviews	2,593	501	3,094
<i>Early intervention plans</i>	334	68	402
<i>Permanent disability plans</i>	2,259	433	2,692

⁴⁶¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure M.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NT

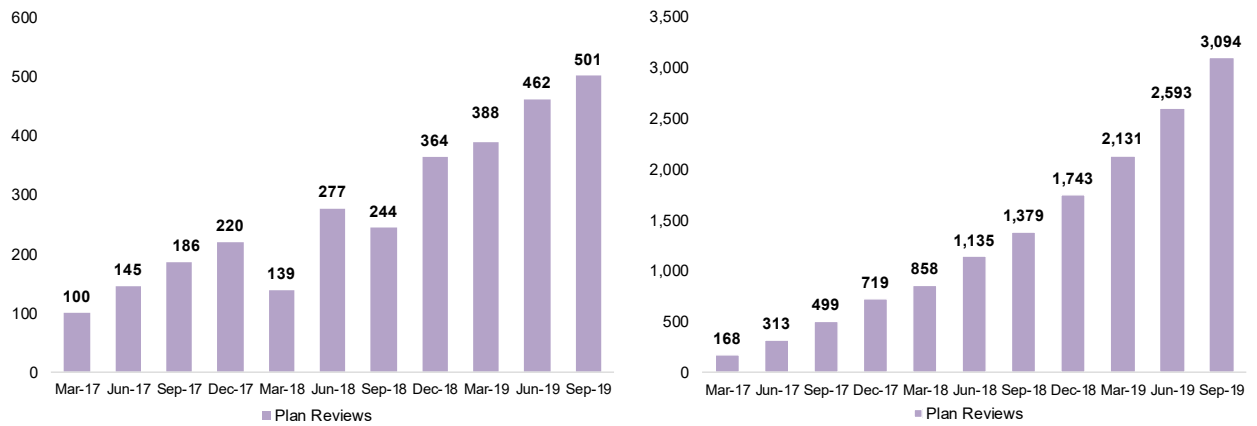
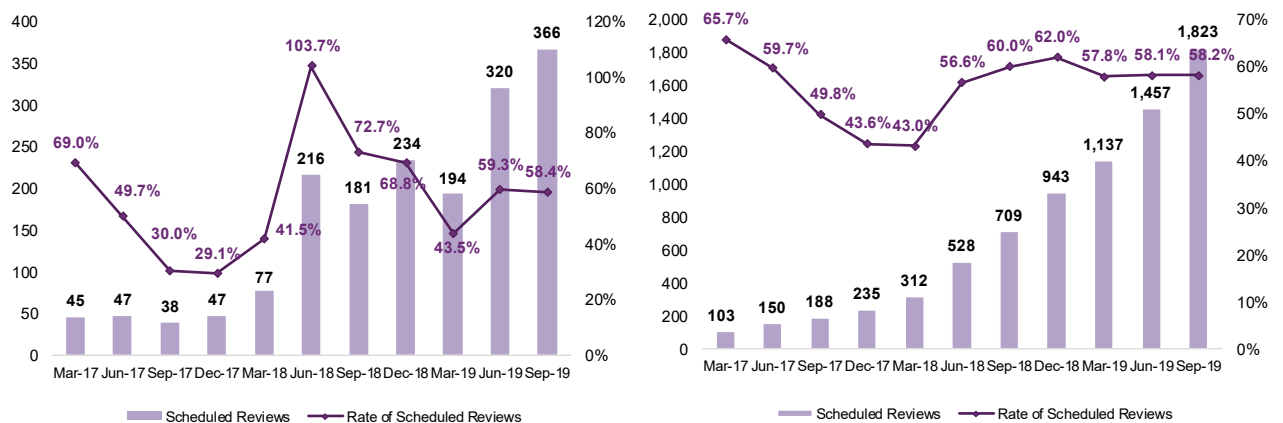


Table M.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total scheduled plan reviews	1,457	366	1,823
<i>Trial participants</i>	451	40	491
<i>Transition participants</i>	1,006	326	1,332

Figure M.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NT⁴⁶²



⁴⁶² The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table M.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
Total unscheduled plan reviews	1,136	135	1,271
<i>Trial participants</i>	110	<11	114
<i>Transition participants</i>	1,026	131	1,157

Table M.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT⁴⁶³

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	45.3%	21.5%	40.6%

Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NT⁴⁶⁴

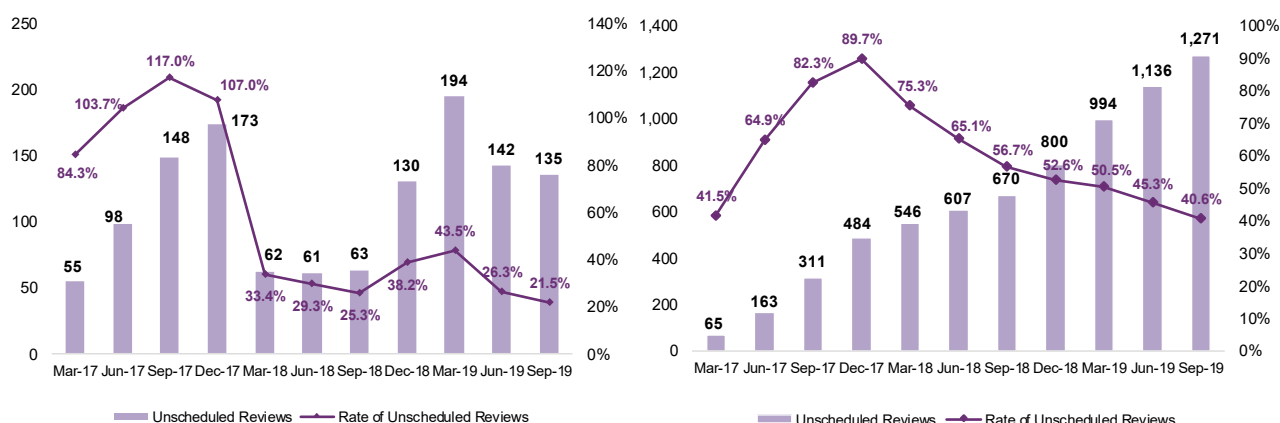


Table M.33 AAT cases by category – NT⁴⁶⁵

	Prior Quarters	2019-20 Q1	Total
	N	N	N
AAT cases	<11	<11	<11
% of all access decisions⁴⁶⁶	0.13%	0.00%	0.12%

Table M.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	14%	9%	13%
Self-managed partly	6%	6%	6%
Plan managed	24%	35%	28%
Agency managed	56%	49%	54%
Total	100%	100%	100%

⁴⁶³ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴⁶⁴ The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴⁶⁵ The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

⁴⁶⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NT⁴⁶⁷

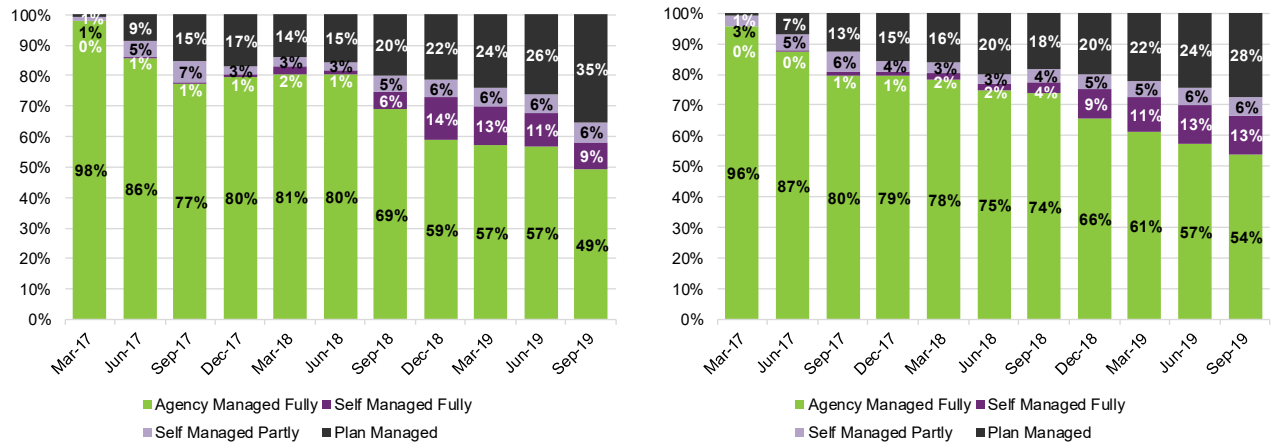


Table M.35 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	70%	76%	72%

Table M.36 Duration to plan activation by quarter of initial plan approval for active participants – NT^{468,469}

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	915	65%	226	68%
30 to 59 days	148	11%	35	11%
60 to 89 days	99	7%	14	4%
Activated within 90 days	1,162	83%	275	83%
90 to 119 days	81	6%	7	2%
120 days and over	114	8%	19	6%
Activated after 90 days	195	14%	26	8%
No payments	45	3%	32	10%
Total plans approved	1,402	100%	333	100%

⁴⁶⁷ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

⁴⁶⁸ Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴⁶⁹ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table M.37 Proportion of active participants with plan activated within 12 months – NT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	665	701	95%
Not Aboriginal and Torres Strait Islander	327	335	98%
Not Stated	18	18	100%
Total	1,010	1,054	96%
by Culturally and Linguistically Diverse status			
CALD	346	369	94%
Not CALD	662	683	97%
Not Stated	<11	<11	
Total	1,010	1,054	96%
by Remoteness			
Major Cities	<11	<11	
Regional	344	354	97%
Remote	666	699	95%
Missing	<11	<11	
Total	1,010	1,054	96%
by Primary Disability type			
Autism	143	152	94%
Intellectual Disability (including Down Syndrome)	293	305	96%
Psychosocial Disability	74	78	95%
Developmental Delay (including Global Developmental Delay)	28	31	90%
Other	472	488	97%
Total	1,010	1,054	96%

Table M.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarters 1, 2 and 3 of 2018-19 – NT^{470,471}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	55%	78%	57%
50% to 75%	19%	13%	18%
> 75%	26%	9%	25%
Total	100%	100%	100%

⁴⁷⁰ This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁷¹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table M.39 Proportion of active participants with approved plans accessing mainstream supports – NT^{472,473}

	Prior Quarters	2019-20 Q1	Total
Daily Activities	13%	11%	13%
Health & Wellbeing	37%	32%	35%
Lifelong Learning	8%	5%	7%
Other	15%	14%	15%
Non-categorised	31%	24%	29%
Any mainstream service	95%	78%	90%

Part Three: Providers and the growing market

Table M.40 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant ⁴⁷⁴	1.83	1.76
b) Number of providers delivering new types of supports	81	83
c) Share of payments - top 25% ⁴⁷⁵		
<i>Daily Tasks/Shared Living (%)</i>	87%	80%
<i>Therapeutic Supports (%)</i>	70%	81%
<i>Participate Community (%)</i>	75%	78%
<i>Early Childhood Supports (%)</i>	82%	77%
<i>Assist Personal Activities (%)</i>	75%	79%

⁴⁷² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁷³ The results shown in this table are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

⁴⁷⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁷⁵ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table M.41 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	6	1	7	17%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	52	-1	51	-2%
Assistance with travel/transport arrangements	38	4	42	11%
Daily Personal Activities	68	3	71	4%
Group and Centre Based Activities	26	15	41	58%
High Intensity Daily Personal Activities	41	7	48	17%
Household tasks	52	0	52	0%
Interpreting and translation	3	1	4	33%
Participation in community, social and civic activities	76	7	83	9%
Assistive Technology				
Assistive equipment for recreation	5	3	8	60%
Assistive products for household tasks	6	0	6	0%
Assistance products for personal care and safety	85	11	96	13%
Communication and information equipment	7	2	9	29%
Customised Prosthetics	19	6	25	32%
Hearing Equipment	1	0	1	0%
Hearing Services	0	0	0	-
Personal Mobility Equipment	25	6	31	24%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	3	1	4	33%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	78	6	84	8%
Behaviour Support	25	6	31	24%
Community nursing care for high needs	9	0	9	0%
Development of daily living and life skills	43	4	47	9%
Early Intervention supports for early childhood	66	5	71	8%
Exercise Physiology and Physical Wellbeing activities	9	3	12	33%
Innovative Community Participation	4	3	7	75%
Specialised Driving Training	1	3	4	300%
Therapeutic Supports	140	7	147	5%
Capital services				
Home modification design and construction	6	2	8	33%
Specialised Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	1	4	33%
Choice and control support services				
Management of funding for supports in participants plan	29	8	37	28%
Support Coordination	16	4	20	25%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	6	1	7	17%
Specialised Supported Employment	9	2	11	22%
Total active providers	340	34	374	10%

Table M.42 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NT

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Assistance services						
Accommodation / Tenancy Assistance	1	6	7	14%	86%	100%
Assistance Animals	0	0	0	-	-	0%
Assistance with daily life tasks in a group or shared living arrangement	3	48	51	6%	94%	100%
Assistance with travel/transport arrangements	4	38	42	10%	90%	100%
Daily Personal Activities	3	68	71	4%	96%	100%
Group and Centre Based Activities	1	40	41	2%	98%	100%
High Intensity Daily Personal Activities	1	47	48	2%	98%	100%
Household tasks	9	43	52	17%	83%	100%
Interpreting and translation	0	4	4	0%	100%	100%
Participation in community, social and civic activities	6	77	83	7%	93%	100%
Assistive Technology						
Assistive equipment for recreation	1	7	8	13%	88%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	10	86	96	10%	90%	100%
Communication and information equipment	2	7	9	22%	78%	100%
Customised Prosthetics	3	22	25	12%	88%	100%
Hearing Equipment	0	1	1	0%	100%	100%
Hearing Services	0	0	0	-	-	0%
Personal Mobility Equipment	2	29	31	6%	94%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	3	4	25%	75%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	8	76	84	10%	90%	100%
Behaviour Support	7	24	31	23%	77%	100%
Community nursing care for high needs	0	9	9	0%	100%	100%
Development of daily living and life skills	1	46	47	2%	98%	100%
Early Intervention supports for early childhood	12	59	71	17%	83%	100%
Exercise Physiology and Physical Wellbeing activities	0	12	12	0%	100%	100%
Innovative Community Participation	1	6	7	14%	86%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	42	105	147	29%	71%	100%
Capital services						
Home modification design and construction	1	7	8	13%	88%	100%
Specialised Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
Choice and control support services						

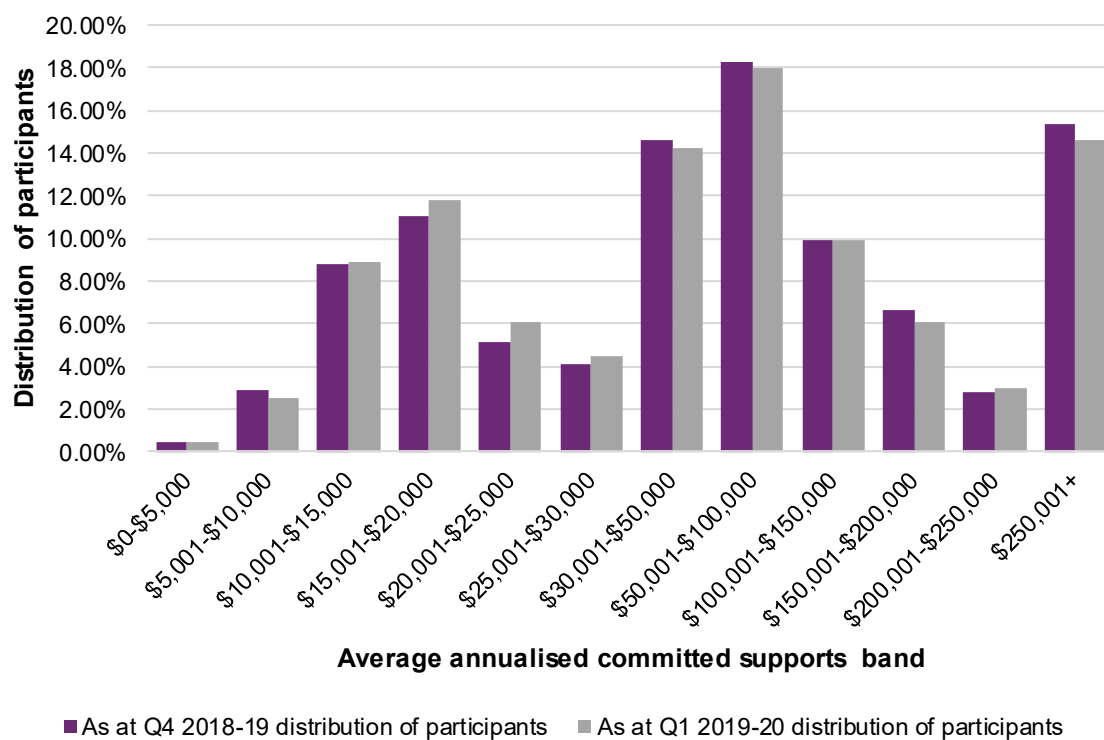
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	2	35	37	5%	95%	100%
Support Coordination	4	16	20	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	7	7	0%	100%	100%
Specialised Supported Employment	0	11	11	0%	100%	100%
Total	70	304	374	19%	81%	100%

Part Four: Financial sustainability

Table M.43 Committed supports by financial year (\$m) – NT⁴⁷⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.1	100.7	206.2	81.8

Figure M.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)



⁴⁷⁶ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 for NT.

Figure M.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)

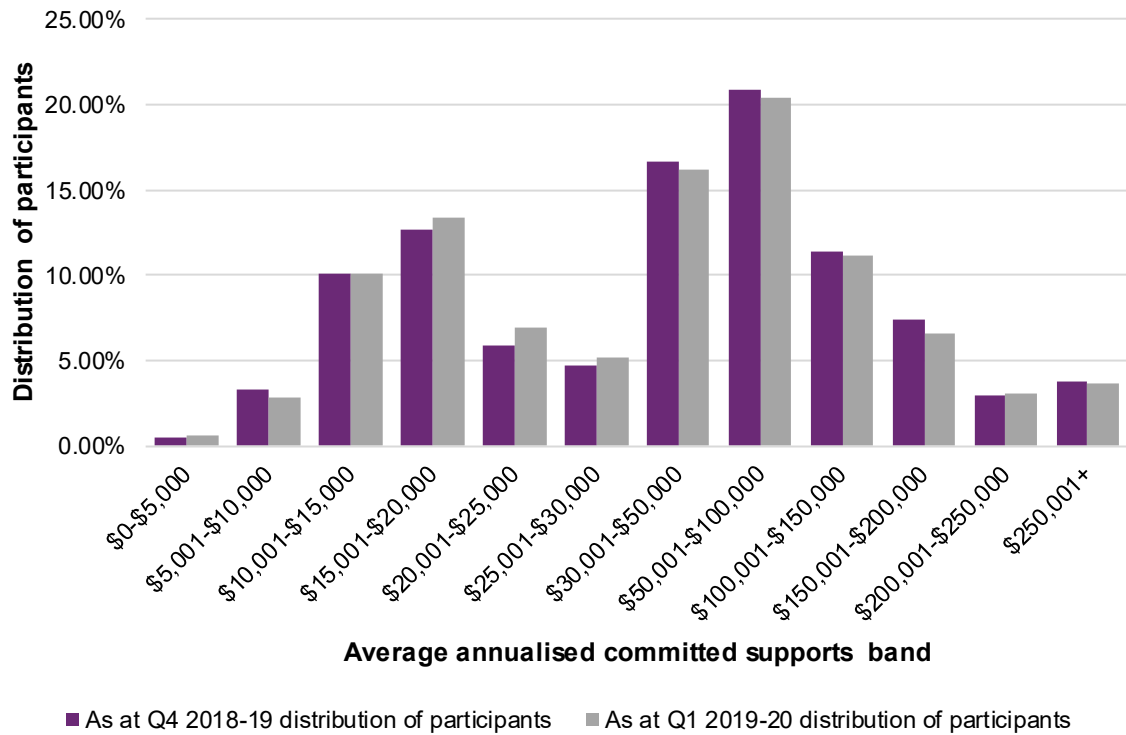


Figure M.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)

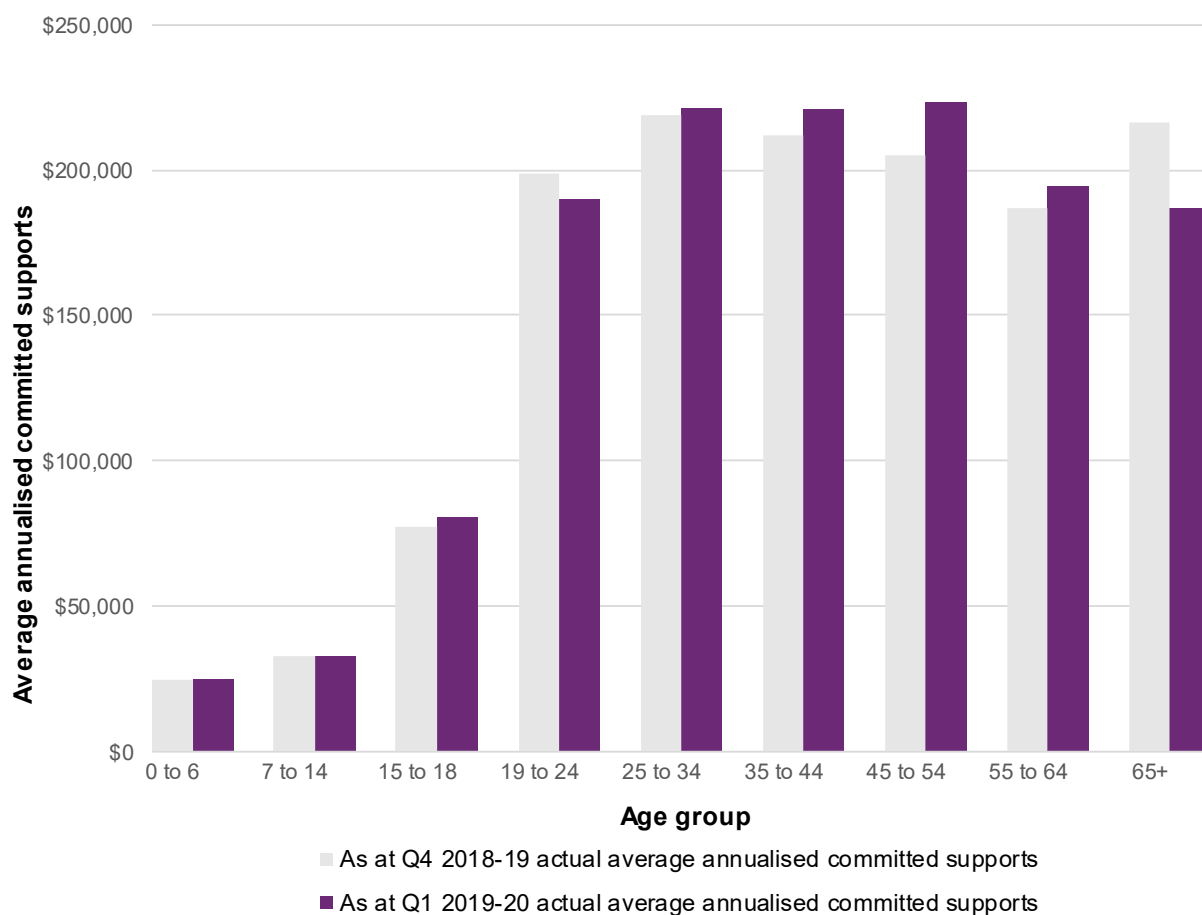
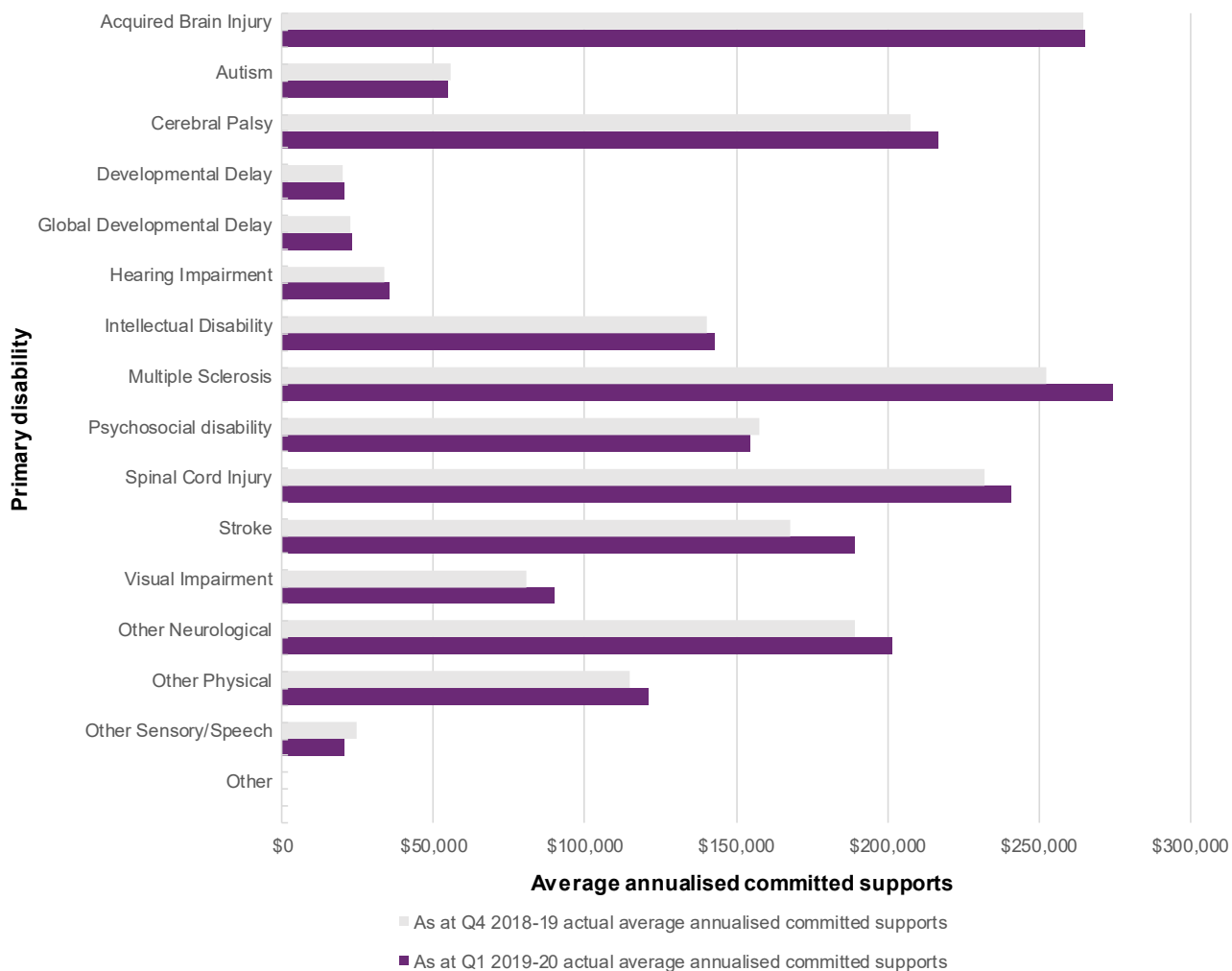


Figure M.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT) ⁴⁷⁷



⁴⁷⁷ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other.

Figure M.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT) ⁴⁷⁸

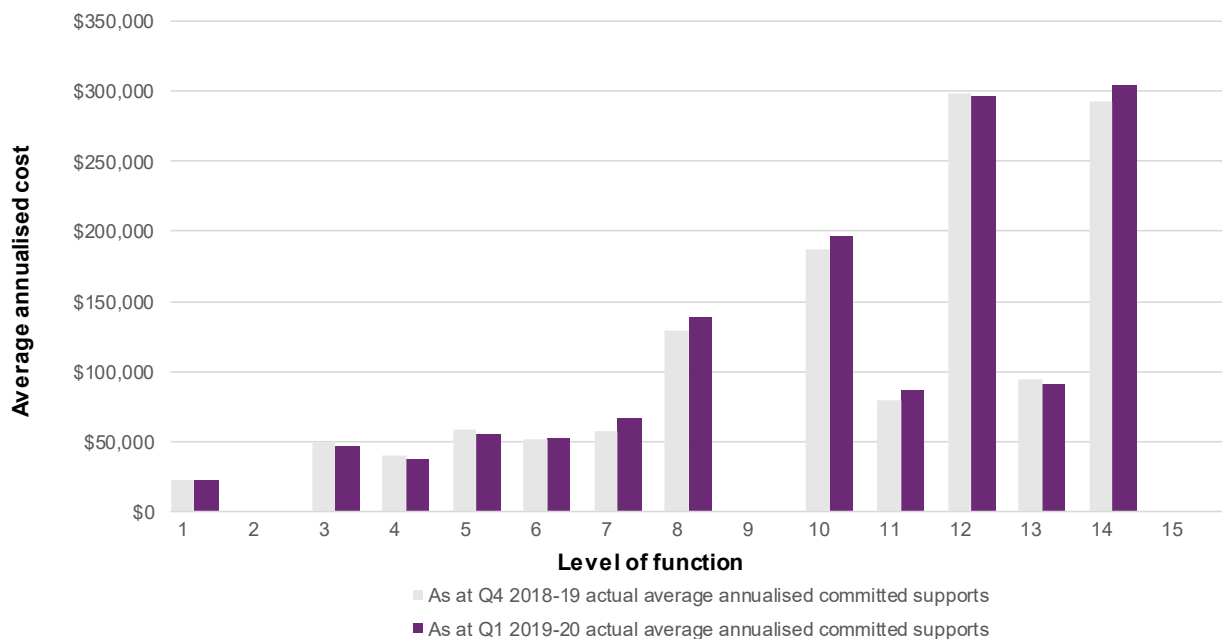
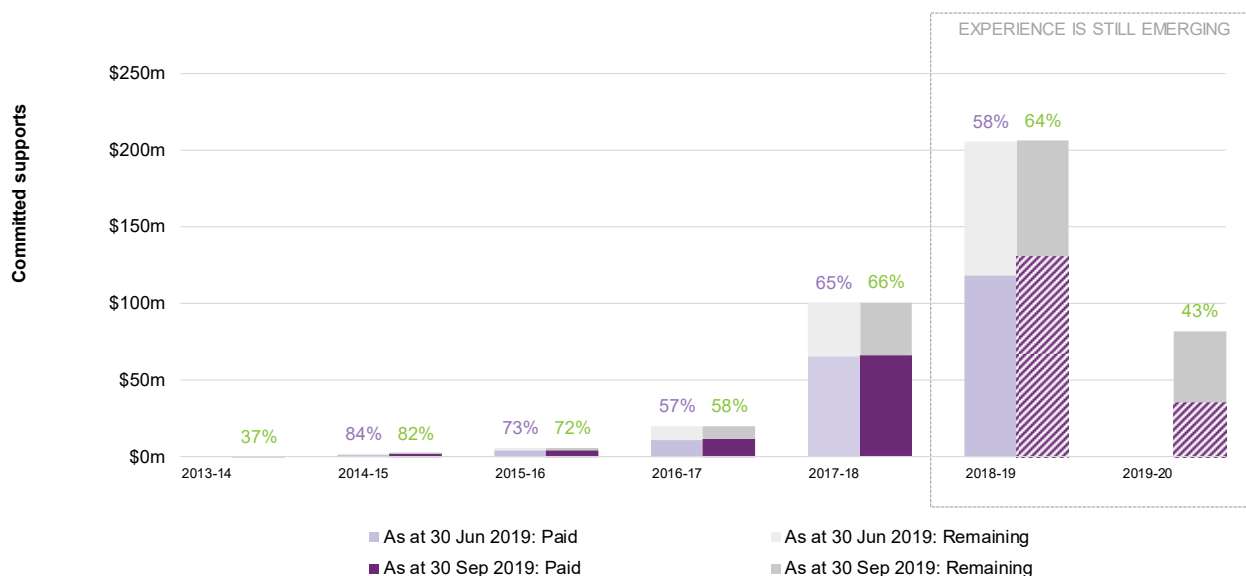


Table M.44 Payments by financial year, compared to committed supports (\$m) – NT⁴⁷⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.1	100.7	206.2	81.8
Total Paid	0.02	1.7	4.2	11.6	66.3	131.2	35.4
% utilised to date	37%	82%	72%	58%	66%	64%	43%

Figure M.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NT)



⁴⁷⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

⁴⁷⁹ Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for NT.

Figure M.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NT)⁴⁸⁰

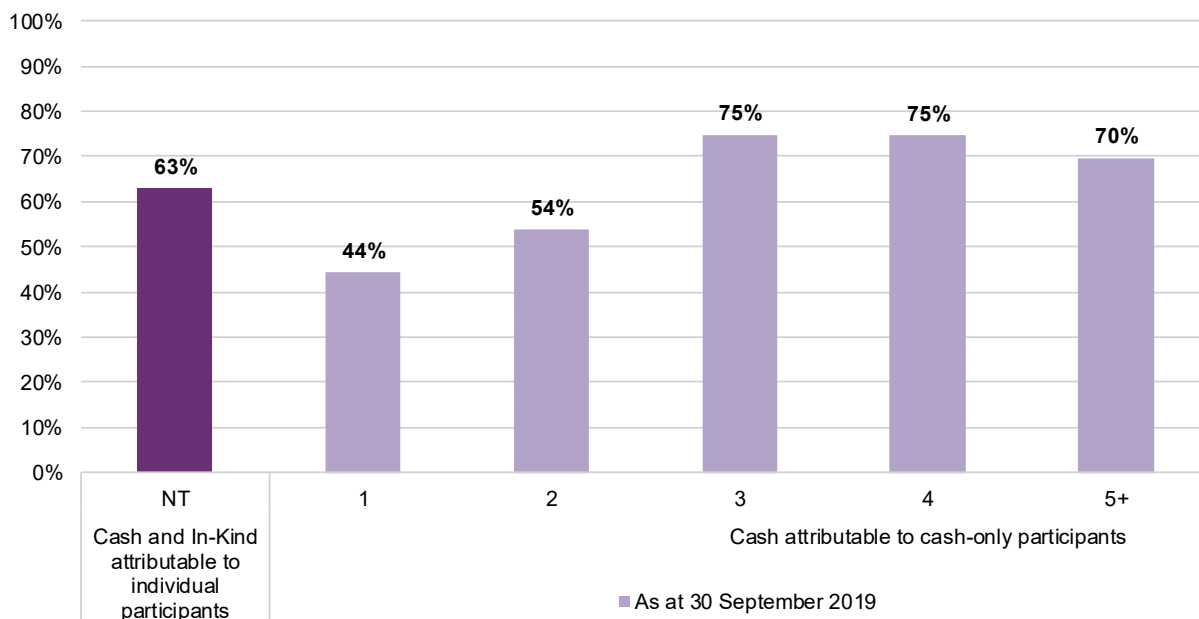
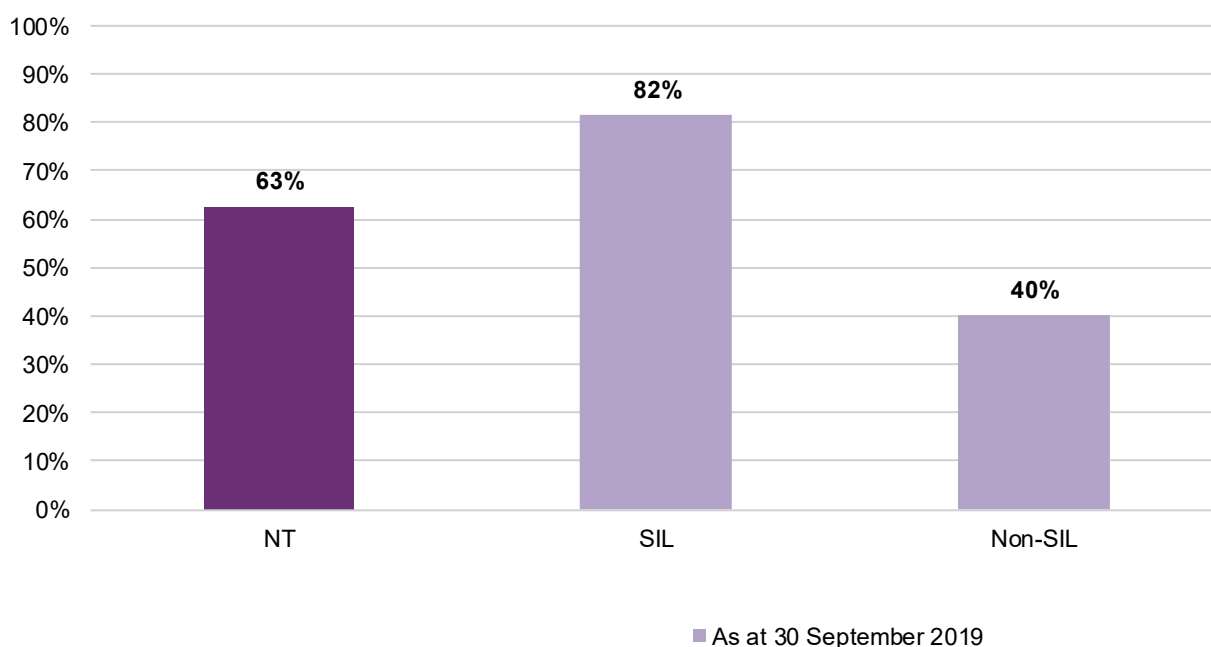


Figure M.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NT)⁴⁸¹



⁴⁸⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

⁴⁸¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure M.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NT)⁴⁸²

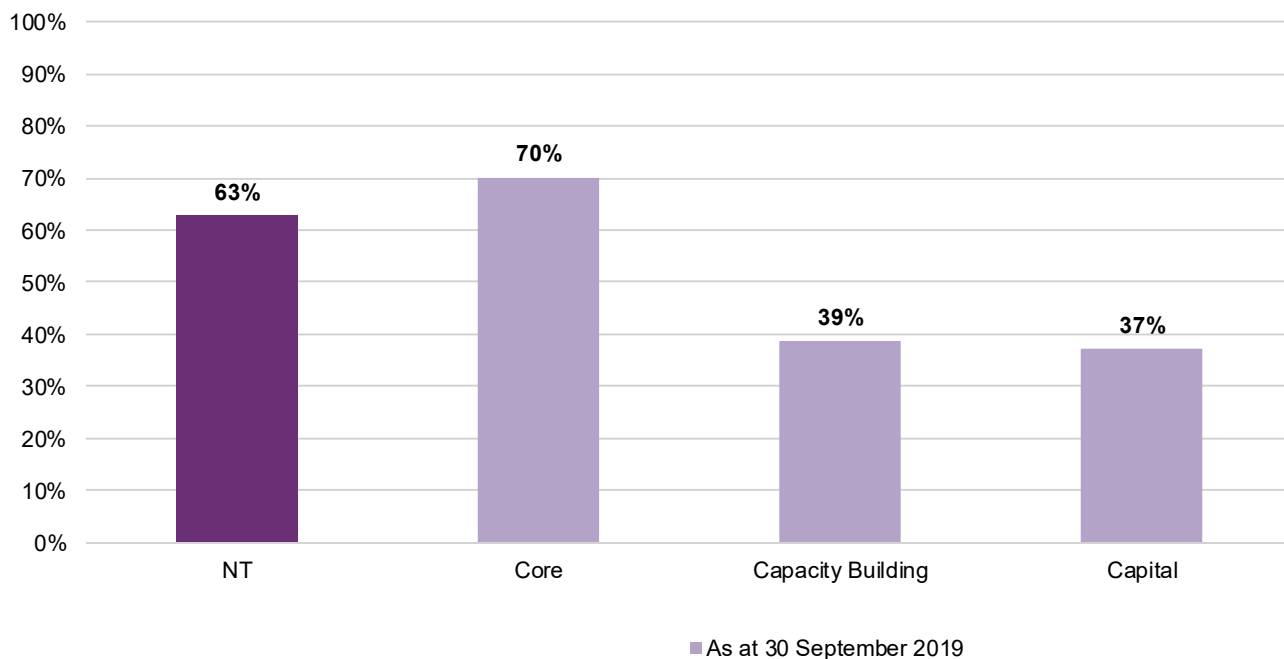
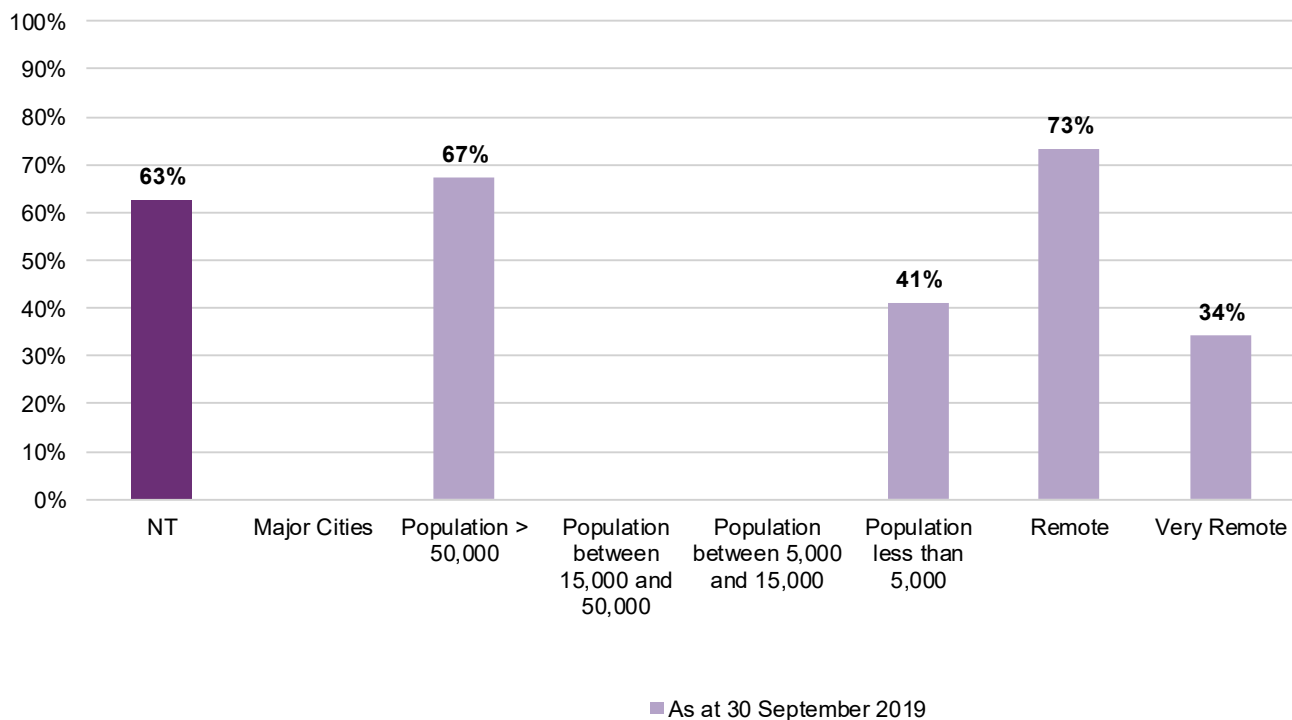


Figure M.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NT)^{483,484}



⁴⁸² Ibid.

⁴⁸³ Ibid.

⁴⁸⁴ Utilisation is not shown if there is insufficient data in the group.

Appendix N:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

State/Territory is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

Table N.1 Active participants plans including ECEI

State/Territory	Active participant plans	ECEI gateway with initial supports ⁴⁸⁵	Active participant plans including ECEI
NSW	106,819	1,442	108,261
VIC	83,849	200	84,049
QLD	55,014	563	55,577
WA	20,127	38	20,165
SA	29,415	123	29,538
TAS	6,980	47	7,027
ACT	6,968	20	6,988
NT	2,582	40	2,622
OT	20	0	20
National	311,774	2,473	314,247

Table N.2 Proportion of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	15%	16%	14%	11%	13%	9%	15%	18%	14%
7 to 14	25%	23%	23%	28%	32%	23%	25%	23%	25%
15 to 18	7%	7%	7%	10%	9%	10%	8%	7%	7%
19 to 24	10%	8%	9%	10%	7%	15%	8%	7%	9%
25 to 34	9%	10%	10%	10%	8%	12%	8%	10%	9%
35 to 44	9%	10%	9%	8%	7%	8%	9%	10%	9%
45 to 54	11%	12%	12%	10%	10%	11%	10%	12%	11%
55 to 64	12%	13%	14%	11%	12%	12%	11%	10%	12%
65+	3%	2%	2%	2%	2%	1%	5%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁴⁸⁵ The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

Table N.3 Proportion of active participant plans by disability⁴⁸⁶

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	27%	30%	36%	37%	31%	27%	23%	30%
Intellectual Disability ⁴⁸⁷	25%	25%	24%	25%	23%	33%	19%	24%	24%
Psychosocial disability	8%	13%	8%	7%	5%	6%	12%	7%	9%
Developmental Delay	5%	8%	5%	2%	5%	3%	8%	7%	5%
Other Neurological	5%	4%	5%	5%	4%	4%	4%	6%	5%
Cerebral Palsy	5%	4%	5%	4%	4%	5%	4%	7%	4%
Other Physical	4%	4%	6%	5%	5%	3%	7%	5%	4%
Hearing Impairment	5%	4%	5%	3%	3%	3%	5%	4%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	7%	3%
Visual Impairment	0%	0%	0%	0%	0%	0%	0%	0%	0%
Multiple Sclerosis	2%	3%	2%	2%	2%	2%	2%	2%	2%
Global Developmental Delay	2%	2%	2%	2%	2%	2%	2%	1%	2%
Stroke	2%	1%	1%	3%	3%	1%	2%	2%	2%
Spinal Cord Injury	2%	1%	2%	1%	1%	1%	1%	3%	1%
Other Sensory/Speech	1%	1%	2%	2%	1%	1%	1%	3%	1%
Other	1%	1%	0%	1%	2%	0%	2%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Proportion of active participant plans by other characteristics

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	6.4%	2.4%	8.3%	6.1%	4.9%	7.4%	4.0%	50.2%	5.9%
Culturally and linguistically diverse	9.7%	10.4%	5.1%	6.8%	6.9%	3.1%	10.7%	27.3%	8.7%
Residing in remote and very remote areas	0.3%	0.0%	1.8%	4.8%	2.4%	1.1%	0.0%	44.9%	1.4%
With supported independent living	7.4%	5.9%	7.4%	5.7%	7.2%	11.3%	6.0%	12.0%	6.9%
With specialised disability accommodation	4.5%	5.2%	2.7%	2.4%	6.3%	6.3%	0.3%	5.7%	4.4%

Table N.5 Proportion of participants reporting that the Agency planning process as good or very good in the latest quarter

State / Territory	Proportion of good or very good
NSW	92%
VIC	88%
QLD	85%
WA	88%
SA	78%
TAS	83%
ACT	N/A
NT	100%
National	87%

Table N.6 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities'⁴⁸⁸

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	25%	22%	20%	26%	23%	16%	30%	7%	24%
Year 2	26%	22%	20%	27%	28%	19%	33%	8%	25%
Participants (15 and over) in community									
Baseline	34%	35%	37%	40%	33%	27%	38%	54%	35%
Year 2	47%	43%	49%	46%	41%	32%	44%	59%	46%

⁴⁸⁶ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁸⁷ Down Syndrome is included in Intellectual Disability.

⁴⁸⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Table N.7 Distribution of active participant by method of financial plan management^{489,490}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	16%	20%	17%	11%	15%	12%	33%	13%	17%
Self-managed partly	10%	13%	12%	23%	7%	12%	9%	6%	12%
Plan managed	30%	38%	34%	9%	40%	12%	34%	28%	32%
Agency managed	44%	29%	36%	56%	38%	64%	24%	54%	39%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Estimated number and rate of unscheduled plan reviews^{491,492}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National ⁴⁹³
Number of plan reviews in 2019-20 Q1	23,088	15,336	12,367	2,704	6,875	1,398	1,635	501	63,909
% of unscheduled reviews	14%	13%	18%	14%	13%	15%	10%	22%	14%
Total number of plan reviews	182,750	90,866	50,036	14,635	46,062	10,415	17,413	3,094	415,295
% of unscheduled reviews	16%	15%	20%	13%	12%	20%	13%	41%	16%

Table N.9 Number and rates of participant complaints^{494,495}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National ⁴⁹⁶
Participant complaints in 2018-19 Q4	1,751	1,537	978	272	691	123	66	20	5,614
% of access requests	4.7%	5.7%	5.6%	4.7%	6.6%	5.7%	2.3%	2.6%	5.4%
All participant complaints	18,023	10,531	4,671	948	6,455	760	1,461	87	43,690
% of access requests	6.2%	6.6%	5.3%	3.2%	8.1%	5.3%	5.2%	2.2%	6.3%

Table N.10 Duration to plan activation by quarter of initial plan approval for active participants^{497,498}

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	65%	67%	76%	78%	72%	76%	61%	68%	71%
30 to 59 days	15%	12%	10%	7%	10%	10%	15%	11%	11%
60 to 89 days	6%	5%	5%	3%	5%	3%	7%	4%	5%
90 to 119 days	3%	3%	2%	2%	3%	2%	3%	2%	3%
120 days and over	4%	4%	3%	2%	3%	3%	5%	6%	3%
No payments	6%	8%	5%	8%	8%	5%	10%	10%	7%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁴⁸⁹ Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁴⁹⁰ Trial participants are not included.

⁴⁹¹ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

⁴⁹² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁴⁹³ The National totals include unscheduled plan reviews where jurisdiction information was missing.

⁴⁹⁴ Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

⁴⁹⁵ This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁴⁹⁶ The National totals include unscheduled plan reviews where jurisdiction information was missing.

⁴⁹⁷ Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁴⁹⁸ In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table N.11 Active providers by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,640	1,694	1,437	198	504	205	222	70	5,776
Company / Organisation	3,939	2,884	2,760	780	1,052	622	666	304	7,658
Total active providers	6,579	4,578	4,197	978	1,556	827	888	374	13,434

Table N.12 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,300.7	1,453.7	820.6	220.2	351.9	188.8	310.4	100.7	7,746.9
2018-19	5,970.9	3,505.5	2,468.5	539.3	1,136.0	391.6	370.5	206.2	14,589.6
% increase	39%	141%	201%	145%	223%	107%	19%	105%	88%
2019-20 to date	1,803.5	1,335.4	1,107.1	278.2	468.0	141.5	106.5	81.8	5,322.5

Table N.13 Payments by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,111.6	961.1	518.0	164.4	209.3	153.3	224.5	66.3	5,408.6
2018-19	4,386.4	2,308.9	1,561.0	375.3	745.5	290.0	275.6	131.2	10,074.6
% increase	41%	140%	201%	128%	256%	89%	23%	98%	86%
2019-20 to date	1,092.4	711.1	604.8	140.4	265.7	80.0	64.0	35.4	2,993.9

Table N.14 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans⁴⁹⁹

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	78%	77%	84%	91%	86%	80%	N/A	N/A	83%
Subsequent plans	90%	81%	86%	83%	81%	87%	92%	83%	89%
Total	90%	80%	85%	86%	85%	85%	92%	83%	88%
Non SIL									
First plan	50%	42%	45%	54%	45%	43%	42%	35%	46%
Subsequent plans	67%	59%	59%	65%	58%	62%	64%	40%	63%
Total	64%	52%	52%	59%	52%	54%	61%	38%	57%
Total (SIL and non-SIL)									
First plan	51%	47%	53%	62%	59%	52%	43%	44%	52%
Subsequent plans	77%	63%	67%	72%	59%	73%	73%	69%	72%
Total	74%	56%	60%	66%	59%	67%	71%	63%	66%

⁴⁹⁹ Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

Appendix O:

Participants by region and support type

Table O.1 Active participants by region and support type included in plan as at 30 September 2019⁵⁰⁰

Region	Date phasing began	Core supports ⁵⁰¹		Capacity Building supports ⁵⁰²		Capital supports ⁵⁰³		Total active participants
		#	%	#	%	#	%	
NSW		84,196	79%	104,803	98%	29,108	27%	106,819
Hunter New England ⁵⁰⁴	Jul-13	14,609	75%	18,781	96%	4,840	25%	19,576
Central Coast	Jul-16	4,662	75%	6,095	98%	1,511	24%	6,245
Far West	Jul-17	373	86%	431	99%	121	28%	436
Illawarra Shoalhaven	Jul-17	5,462	88%	6,100	99%	1,816	29%	6,179
Mid North Coast	Jul-17	3,267	81%	4,011	99%	992	25%	4,044
Murrumbidgee	Jul-17	3,894	84%	4,586	99%	1,259	27%	4,611
Nepean Blue Mountains	Jul-15	4,576	70%	6,420	99%	1,516	23%	6,503
North Sydney	Jul-16	6,329	81%	7,697	99%	2,744	35%	7,786
Northern NSW	Jul-17	4,166	85%	4,883	99%	1,340	27%	4,912
South Eastern Sydney	Jul-17	5,938	84%	6,942	98%	2,168	31%	7,051
South Western Sydney	Jul-16	10,554	75%	13,801	98%	3,356	24%	14,067
Southern NSW	Jul-16	2,612	84%	3,075	98%	948	30%	3,125
Sydney	Jul-17	5,152	87%	5,876	99%	1,811	30%	5,950
Western NSW	Jul-17	3,461	80%	4,231	98%	1,243	29%	4,307
Western Sydney	Jul-16	9,128	76%	11,858	99%	3,436	29%	12,011
NSW - Other		13	81%	16	100%	<11		16
VIC		73,684	88%	82,598	99%	19,855	24%	83,849
Barwon	Jul-13	6,804	87%	7,706	98%	1,727	22%	7,855
Central Highlands	Jan-17	3,259	87%	3,676	98%	862	23%	3,760

⁵⁰⁰ Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used. 'Other' includes participants with regional information missing.

⁵⁰¹ Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

⁵⁰² Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

⁵⁰³ Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

⁵⁰⁴ The phasing date shown is for the Hunter Trial Site.

Region	Date phasing began	Core supports ⁵⁰¹		Capacity Building supports ⁵⁰²		Capital supports ⁵⁰³		Total active participants
		#	%	#	%	#	%	
Loddon	May-17	3,811	86%	4,367	98%	934	21%	4,442
North East Melbourne	Jul-16	7,002	76%	8,959	98%	2,158	24%	9,168
Inner Gippsland	Oct-17	3,114	92%	3,279	97%	781	23%	3,375
Ovens Murray	Oct-17	1,959	83%	2,328	99%	485	21%	2,361
Western District	Oct-17	2,544	90%	2,785	99%	623	22%	2,822
Inner East Melbourne	Nov-17	6,206	91%	6,691	98%	2,270	33%	6,793
Outer East Melbourne	Nov-17	5,899	91%	6,447	99%	1,821	28%	6,513
Hume Moreland	Mar-18	4,601	84%	5,390	99%	1,149	21%	5,468
Bayside Peninsula	Apr-18	9,156	96%	9,376	98%	2,715	29%	9,523
Southern Melbourne	Sep-18	5,807	86%	6,703	99%	1,511	22%	6,753
Brimbank Melton	Oct-18	3,850	88%	4,353	99%	691	16%	4,387
Western Melbourne	Oct-18	5,435	90%	5,975	99%	1,182	20%	6,022
Goulburn	Jan-19	1,920	90%	2,114	99%	398	19%	2,133
Mallee	Jan-19	1,016	90%	1,122	99%	234	21%	1,128
Outer Gippsland	Jan-19	1,296	97%	1,321	99%	314	23%	1,340
VIC - Other		<11		<11		<11		<11
QLD		50,224	91%	54,713	99%	18,081	33%	55,014
Bundaberg	Sep-17	1,545	80%	1,927	99%	591	31%	1,937
Ipswich	Jul-17	4,241	84%	5,037	100%	1,374	27%	5,062
Mackay	Nov-16	1,632	75%	2,143	99%	635	29%	2,164
Toowoomba	Jan-17	4,028	91%	4,429	100%	1,313	30%	4,446
Townsville	Apr-16	3,521	81%	4,279	99%	1,250	29%	4,330
Rockhampton	Nov-17	2,793	88%	3,139	99%	1,080	34%	3,165
Beenleigh	Jul-18	4,882	96%	5,083	100%	1,673	33%	5,091
Brisbane	Jul-18	10,001	97%	10,256	99%	3,685	36%	10,327
Cairns	Jul-18	2,403	93%	2,575	99%	835	32%	2,597
Maryborough	Jul-18	2,052	95%	2,146	100%	783	36%	2,150
Robina	Jul-18	4,685	95%	4,884	99%	1,474	30%	4,912
Caboolture/Strathpine	Jan-19	4,582	95%	4,816	100%	1,785	37%	4,826
Maroochydore	Jan-19	3,853	96%	3,994	100%	1,601	40%	4,001
QLD - Other		<11		<11		<11		<11

Region	Date phasing began	Core supports ⁵⁰¹		Capacity Building supports ⁵⁰²		Capital supports ⁵⁰³		Total active participants
		#	%	#	%	#	%	
WA		16,010	80%	19,462	97%	7,063	35%	20,127
North East Metro	Jul-14	3,741	78%	4,764	99%	1,867	39%	4,825
Wheat Belt	Jan-17	469	81%	565	98%	213	37%	576
South Metro	Jul-18	3,099	76%	3,889	96%	1,386	34%	4,071
Midwest-Gascoyne	Jul-19	131	70%	185	99%	46	25%	186
Great Southern	Jul-19	124	86%	142	98%	28	19%	145
Central South Metro	Jul-18	2,539	81%	2,973	95%	1,148	37%	3,131
Central North Metro	Jul-19	677	85%	787	99%	271	34%	795
South East Metro	Jul-19	829	88%	918	98%	317	34%	938
South West	Sep-18	1,675	82%	1,876	91%	593	29%	2,052
Goldfields-Esperance	Oct-18	265	84%	311	98%	93	29%	317
North Metro	Oct-18	1,837	79%	2,320	99%	841	36%	2,334
Kimberley-Pilbara	Oct-18	624	82%	732	97%	260	34%	757
WA - Other		<11		<11		<11		<11
SA⁵⁰⁵		26,142	89%	29,262	99%	7,771	26%	29,415
Adelaide Hills	Jul-13	960	89%	1,075	100%	266	25%	1,077
Barossa, Light and Lower North	Jul-13	1,265	89%	1,423	100%	295	21%	1,428
Eastern Adelaide	Jul-13	2,247	89%	2,518	100%	699	28%	2,529
Eyre and Western	Jul-13	799	88%	905	100%	241	27%	906
Far North (SA)	Jul-13	290	92%	315	100%	98	31%	315
Fleurieu and Kangaroo Island	Jul-13	738	92%	800	100%	226	28%	802
Limestone Coast	Jul-13	870	91%	955	100%	231	24%	957
Murray and Mallee	Jul-13	1,089	87%	1,247	99%	336	27%	1,255
Northern Adelaide	Jul-13	8,685	88%	9,791	99%	2,517	26%	9,855
Southern Adelaide	Jul-13	5,801	90%	6,406	99%	1,867	29%	6,439
Western Adelaide	Jul-13	2,302	88%	2,609	99%	716	27%	2,624
Yorke and Mid North	Jul-13	1,095	89%	1,217	99%	279	23%	1,227
SA - Other		<11		<11		<11		<11

⁵⁰⁵ Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

Region	Date phasing began	Core supports ⁵⁰¹		Capacity Building supports ⁵⁰²		Capital supports ⁵⁰³		Total active participants
		#	%	#	%	#	%	
TAS⁵⁰⁶		6,262	90%	6,670	96%	1,655	24%	6,980
TAS North	Jul-13	1,810	93%	1,887	97%	505	26%	1,942
TAS North West	Jul-13	1,489	86%	1,665	96%	338	19%	1,740
TAS South East	Jul-13	1,197	87%	1,283	93%	303	22%	1,374
TAS South West	Jul-13	1,766	92%	1,835	95%	509	26%	1,924
TAS - Other		<11		<11		<11		<11
ACT		5,381	77%	6,844	98%	1,535	22%	6,968
ACT	Jul-14	5,379	77%	6,842	98%	1,533	22%	6,966
ACT - Other		<11		<11		<11		<11
NT		2,367	92%	2,573	100%	879	34%	2,582
Barkly	Jul-14	135	91%	147	99%	57	39%	148
Central Australia	Jul-17	376	97%	388	100%	203	52%	389
Darwin Remote	Jul-17	231	92%	250	100%	88	35%	250
Darwin Urban	Jan-17	1,281	89%	1,426	100%	411	29%	1,432
East Arnhem	Jan-17	155	95%	163	100%	50	31%	163
Katherine	Jul-17	136	94%	144	100%	51	35%	144
NT - Other		53	95%	55	98%	19	34%	56
Other Territories⁵⁰⁷		18	90%	19	95%	<11		20
Total		264,284	85%	306,944	98%	85,951	28%	311,774

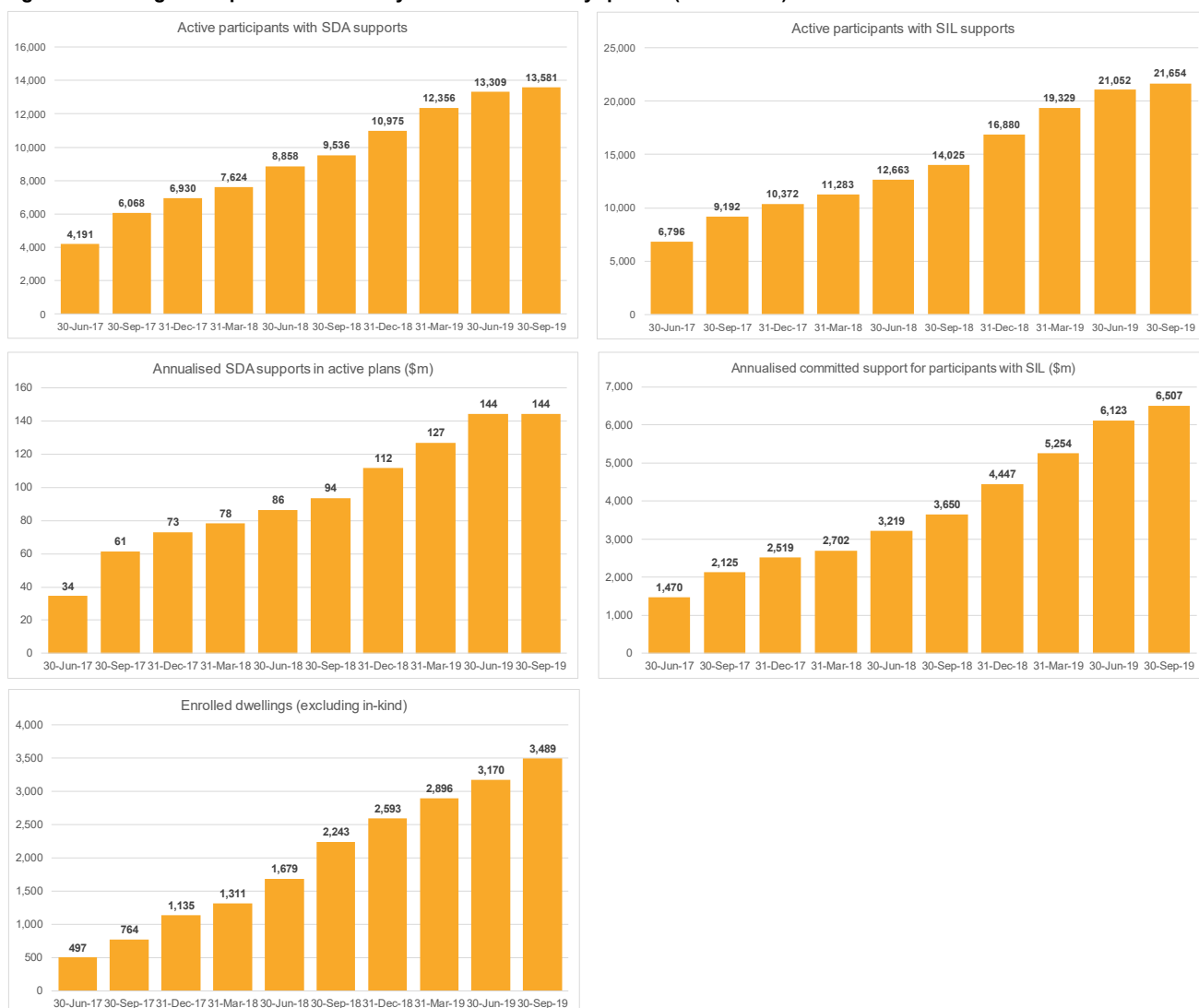
⁵⁰⁶ Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

⁵⁰⁷ Other Territories includes Norfolk Island.

Appendix P:

Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter (NATIONAL)⁵⁰⁸



⁵⁰⁸ The annualised SDA supports in active plans is \$144m as at 30 September 2019, which is in line with the total as at 30 June 2019 and therefore reflects a reduction in SDA supports on a per participant basis. This main reasons for this is the SDA amount in some plans being updated from a default rate to better reflect their type of living arrangement and the 2019-20 price guide (usually existing standard dwellings).

Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2019⁵⁰⁹

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	4,826	4.5%	7,857	7.4%	106,819
Hunter New England	776	4.0%	1,609	8.2%	19,576
Central Coast	166	2.7%	413	6.6%	6,245
Far West	<11		20	4.6%	436
Illawarra Shoalhaven	301	4.9%	424	6.9%	6,179
Mid North Coast	128	3.2%	200	4.9%	4,044
Murrumbidgee	234	5.1%	318	6.9%	4,611
Nepean Blue Mountains	337	5.2%	495	7.6%	6,503
North Sydney	641	8.2%	834	10.7%	7,786
Northern NSW	157	3.2%	248	5.0%	4,912
South Eastern Sydney	358	5.1%	522	7.4%	7,051
South Western Sydney	401	2.9%	802	5.7%	14,067
Southern NSW	134	4.3%	197	6.3%	3,125
Sydney	265	4.5%	388	6.5%	5,950
Western NSW	338	7.8%	448	10.4%	4,307
Western Sydney	587	4.9%	939	7.8%	12,011
NSW - Other	<11		<11		16
VIC	4,335	5.2%	4,930	5.9%	83,849
Barwon	239	3.0%	366	4.7%	7,855
Central Highlands	192	5.1%	215	5.7%	3,760
Loddon	215	4.8%	228	5.1%	4,442
North East Melbourne	608	6.6%	677	7.4%	9,168
Inner Gippsland	124	3.7%	131	3.9%	3,375
Ovens Murray	119	5.0%	139	5.9%	2,361
Western District	249	8.8%	254	9.0%	2,822
Inner East Melbourne	663	9.8%	700	10.3%	6,793
Outer East Melbourne	350	5.4%	408	6.3%	6,513
Hume Moreland	167	3.1%	195	3.6%	5,468
Bayside Peninsula	655	6.9%	768	8.1%	9,523
Southern Melbourne	197	2.9%	224	3.3%	6,753
Brimbank Melton	154	3.5%	172	3.9%	4,387
Western Melbourne	193	3.2%	215	3.6%	6,022
Goulburn	72	3.4%	85	4.0%	2,133
Mallee	80	7.1%	85	7.5%	1,128
Outer Gippsland	58	4.3%	68	5.1%	1,340
VIC - Other	<11		<11		<11
QLD	1,480	2.7%	4,060	7.4%	55,014
Bundaberg	49	2.5%	145	7.5%	1,937
Ipswich	207	4.1%	314	6.2%	5,062
Mackay	19	0.9%	106	4.9%	2,164
Toowoomba	211	4.7%	388	8.7%	4,446
Townsville	64	1.5%	258	6.0%	4,330
Rockhampton	165	5.2%	218	6.9%	3,165

⁵⁰⁹ Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used. 'Other' includes participants with regional information missing.

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Beenleigh	284	5.6%	364	7.1%	5,091
Brisbane	213	2.1%	891	8.6%	10,327
Cairns	33	1.3%	231	8.9%	2,597
Maryborough	64	3.0%	172	8.0%	2,150
Robina	33	0.7%	348	7.1%	4,912
Caboolture/Strathpine	70	1.5%	346	7.2%	4,826
Maroochydore	68	1.7%	279	7.0%	4,001
QLD - Other	<11	0.0%	<11	0.0%	<11
WA	488	2.4%	1,153	5.7%	20,127
North East Metro	290	6.0%	454	9.4%	4,825
Wheat Belt	<11		15	2.6%	576
South Metro	72	1.8%	243	6.0%	4,071
Great Southern	<11		<11		145
Midwest-Gascoyne	<11		<11		186
Central South Metro	54	1.7%	160	5.1%	3,131
Central North Metro	15	1.9%	34	4.3%	795
South West	<11		99	4.8%	2,052
Goldfields-Esperance	<11		<11		317
North Metro	28	1.2%	67	2.9%	2,334
South East Metro	17	1.8%	38	4.1%	938
Kimberley-Pilbara	<11		31	4.1%	757
WA - Other	<11		<11		<11
SA	1,846	6.3%	2,132	7.2%	29,415
Adelaide Hills	43	4.0%	60	5.6%	1,077
Barossa, Light and Lower North	31	2.2%	40	2.8%	1,428
Eastern Adelaide	169	6.7%	210	8.3%	2,529
Eyre and Western	28	3.1%	34	3.8%	906
Far North (SA)	21	6.7%	22	7.0%	315
Fleurieu and Kangaroo Island	38	4.7%	48	6.0%	802
Limestone Coast	46	4.8%	73	7.6%	957
Murray and Mallee	89	7.1%	100	8.0%	1,255
Northern Adelaide	602	6.1%	662	6.7%	9,855
Southern Adelaide	602	9.3%	661	10.3%	6,439
Western Adelaide	136	5.2%	168	6.4%	2,624
Yorke and Mid North	41	3.3%	54	4.4%	1,227
SA - Other	<11		<11		<11
TAS	438	6.3%	791	11.3%	6,980
TAS North	123	6.3%	188	9.7%	1,942
TAS North West	105	6.0%	185	10.6%	1,740
TAS South East	65	4.7%	138	10.0%	1,374
TAS South West	145	7.5%	280	14.6%	1,924
TAS - Other	<11		<11		<11
ACT	20	0.3%	420	6.0%	6,968
ACT	19	0.3%	419	6.0%	6,966
ACT - Other	<11		<11		<11
NT	148	5.7%	311	12.0%	2,582
Barkly	<11		16	10.8%	148
Central Australia	53	13.6%	87	22.4%	389
Darwin Remote	<11		<11		250
Darwin Urban	77	5.4%	183	12.8%	1,432

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
East Arnhem	<11		<11		163
Katherine	14	9.7%	25	17.4%	144
NT - Other	<11		<11		56
Other Territories⁵¹⁰	<11		<11		20
Total	13,581	4.4%	21,654	6.9%	311,774

Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2019

State/Territory ⁵¹¹	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed supports for SIL participants	Total committed in current plans (\$)
NSW	48,236,975	0.71%	2,357,590,773	35%	6,768,529,142
VIC	45,750,113	0.90%	1,362,563,787	27%	5,089,196,997
QLD	16,350,946	0.38%	1,298,857,202	30%	4,319,127,085
WA	6,790,451	0.58%	298,440,427	26%	1,161,104,832
SA	19,888,283	1.12%	636,436,123	36%	1,770,381,670
TAS	4,921,622	0.89%	258,961,250	47%	554,603,228
ACT	331,654	0.08%	133,142,851	33%	400,662,602
NT	1,948,134	0.60%	160,584,647	49%	326,909,160
Other Territories ⁵¹²	0	0.00%	0	0%	2,115,095
Total	144,218,179	0.71%	6,506,577,060	32%	20,392,629,811

Table P.3 Registered and active SDA providers by jurisdiction as at 30 September 2019

State/Territory	SDA registered providers	SDA active providers ⁵¹³
NSW	467	104
VIC	544	55
QLD	475	29
WA	41	1
SA	425	11
TAS	348	11
ACT	348	3
NT	352	3
Other Territories ⁵¹⁴	0	0
National Total⁵¹⁵	916	195

⁵¹⁰ Other Territories includes Norfolk Island.

⁵¹¹ State/ Territory is defined by the current residing address of the participant. This is a change from the previous quarterly report where the state/ territory of first plan approval was used.

⁵¹² Other Territories includes Norfolk Island.

⁵¹³ SDA active providers in this table refer to any provider that has ever received a payment for providing SDA supports to participants residing in the given jurisdiction.

⁵¹⁴ Other Territories includes Norfolk Island

⁵¹⁵ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of registered and active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 30 September 2019 (excluding in-kind arrangements)⁵¹⁶

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	7	-	2	-	9
ACT - Australian Capital Territory	7	-	2	-	9
NSW	1,176	57	282	4	1,519
NSW - Capital Region	52	1	8	-	61
NSW - Central Coast	51	3	5	1	60
NSW - Central West	39	3	9	-	51
NSW - Coffs Harbour - Grafton	19	5	1	-	25
NSW - Far West and Orana	55	4	1	-	60
NSW - Hunter Valley exc Newcastle	33	2	3	-	38
NSW - Illawarra	35	1	8	-	44
NSW - Mid North Coast	34	1	10	-	45
NSW - Murray	41	1	3	-	45
NSW - New England and North West	27	2	7	-	36
NSW - Newcastle and Lake Macquarie	88	1	8	-	97
NSW - Richmond - Tweed	25	1	14	-	40
NSW - Riverina	25	1	7	-	33
NSW - Southern Highlands and Shoalhaven	12	1	7	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	36	4	6	-	46
NSW - Sydney - Blacktown	55	4	9	-	68
NSW - Sydney - City and Inner South	14	3	-	-	17
NSW - Sydney - Eastern Suburbs	10	1	1	-	12
NSW - Sydney - Inner South West	76	2	2	2	82
NSW - Sydney - Inner West	17	3	-	-	20
NSW - Sydney - North Sydney and Hornsby	40	1	3	-	44
NSW - Sydney - Northern Beaches	31	2	12	-	45
NSW - Sydney - Outer South West	34	-	-	1	35
NSW - Sydney - Outer West and Blue Mountains	81	3	25	-	109
NSW - Sydney - Parramatta	79	-	72	-	151
NSW - Sydney - Ryde	76	3	31	-	110
NSW - Sydney - South West	34	-	15	-	49
NSW - Sydney - Sutherland	57	4	15	-	76
NT	18	3	8	-	29
NT - Darwin	12	2	8	-	22
NT - Northern Territory - Outback	6	1	-	-	7
QLD	345	37	100	4	486
QLD - Brisbane - East	13	-	2	-	15
QLD - Brisbane - North	14	2	5	-	21
QLD - Brisbane - South	17	3	-	-	20
QLD - Brisbane - West	46	2	3	-	51

⁵¹⁶ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane Inner City	11	-	3	1	15
QLD - Cairns	12	1	10	-	23
QLD - Darling Downs - Maranoa	2	2	4	-	8
QLD - Fitzroy	23	2	4	-	29
QLD - Gold Coast	28	2	7	-	37
QLD - Ipswich	35	1	18	-	54
QLD - Logan - Beaudesert	12	1	3	-	16
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	17	3	11	-	31
QLD - Moreton Bay - South	13	-	-	-	13
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	15	4	-	-	19
QLD - Toowoomba	13	7	5	2	27
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	20	1	78
SA	822	12	29	-	863
SA - Adelaide - Central and Hills	77	3	5	-	85
SA - Adelaide - North	259	1	10	-	270
SA - Adelaide - South	241	5	14	-	260
SA - Adelaide - West	138	-	-	-	138
SA - Barossa - Yorke - Mid North	16	2	-	-	18
SA - South Australia - Outback	18	-	-	-	18
SA - South Australia - South East	73	1	-	-	74
TAS	25	3	8	-	36
TAS - Hobart	13	-	-	-	13
TAS - Launceston and North East	6	2	4	-	12
TAS - South East	-	-	-	-	-
TAS - West and North West	6	1	4	-	11
VIC	345	84	97	13	539
VIC - Ballarat	18	5	9	-	32
VIC - Bendigo	12	-	8	-	20
VIC - Geelong	24	6	12	6	48
VIC - Hume	31	3	-	-	34
VIC - Latrobe - Gippsland	14	7	-	-	21
VIC - Melbourne - Inner	7	2	17	-	26
VIC - Melbourne - Inner East	17	9	-	-	26
VIC - Melbourne - Inner South	36	11	8	-	55
VIC - Melbourne - North East	28	8	4	1	41
VIC - Melbourne - North West	7	4	4	-	15
VIC - Melbourne - Outer East	28	1	4	-	33
VIC - Melbourne - South East	34	5	8	1	48
VIC - Melbourne - West	9	9	12	-	30
VIC - Mornington Peninsula	15	5	2	-	22
VIC - North West	33	4	5	5	47
VIC - Shepparton	13	3	3	-	19
VIC - Warrnambool and South West	19	2	1	-	22

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
WA	7	-	1	-	8
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	1	-	1
WA - Perth - Inner	5	-	-	-	5
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	2	-	-	-	2
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	2,745	196	527	21	3,489

Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 30 September 2019 (excluding in-kind arrangements)⁵¹⁷

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	2	-	7	-	-	9
ACT - Australian Capital Territory	2	-	7	-	-	9
NSW	959	253	96	46	165	1,519
NSW - Capital Region	46	3	7	1	4	61
NSW - Central Coast	48	4	-	4	4	60
NSW - Central West	27	5	6	4	9	51
NSW - Coffs Harbour - Grafton	13	3	4	2	3	25
NSW - Far West and Orana	52	3	-	3	2	60
NSW - Hunter Valley exc Newcastle	27	2	-	4	5	38
NSW - Illawarra	36	8	-	-	-	44
NSW - Mid North Coast	29	10	-	6	-	45
NSW - Murray	24	16	-	3	2	45
NSW - New England and North West	15	11	2	-	8	36
NSW - Newcastle and Lake Macquarie	68	7	18	1	3	97
NSW - Richmond - Tweed	15	14	5	-	6	40
NSW - Riverina	23	7	2	-	1	33
NSW - Southern Highlands and Shoalhaven	10	7	1	2	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	25	17	-	1	3	46
NSW - Sydney - Blacktown	47	5	2	1	13	68
NSW - Sydney - City and Inner South	14	1	-	2	-	17
NSW - Sydney - Eastern Suburbs	10	-	1	1	-	12
NSW - Sydney - Inner South West	71	6	2	-	3	82
NSW - Sydney - Inner West	18	-	1	1	-	20

⁵¹⁷ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - North Sydney and Hornsby	34	10	-	-	-	44
NSW - Sydney - Northern Beaches	31	5	-	-	9	45
NSW - Sydney - Outer South West	25	3	4	-	3	35
NSW - Sydney - Outer West and Blue Mountains	60	18	1	6	24	109
NSW - Sydney - Parramatta	54	48	23	1	25	151
NSW - Sydney - Ryde	56	6	15	2	31	110
NSW - Sydney - South West	26	13	2	1	7	49
NSW - Sydney - Sutherland	55	21	-	-	-	76
NT	8	5	1	-	15	29
NT - Darwin	4	4	1	-	13	22
NT - Northern Territory - Outback	4	1	-	-	2	7
QLD	104	141	98	33	110	486
QLD - Brisbane - East	6	4	-	2	3	15
QLD - Brisbane - North	10	2	3	-	6	21
QLD - Brisbane - South	9	5	5	-	1	20
QLD - Brisbane - West	1	23	27	-	-	51
QLD - Brisbane Inner City	5	4	4	-	2	15
QLD - Cairns	3	2	2	-	16	23
QLD - Darling Downs - Maranoa	1	3	1	-	3	8
QLD - Fitzroy	4	9	-	1	15	29
QLD - Gold Coast	9	5	18	-	5	37
QLD - Ipswich	7	16	15	10	6	54
QLD - Logan - Beaudesert	5	2	6	2	1	16
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	9	10	7	5	31
QLD - Moreton Bay - South	-	9	-	-	4	13
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	5	6	-	5	3	19
QLD - Toowoomba	11	10	3	-	3	27
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	2	6	25	78
SA	463	220	69	6	105	863
SA - Adelaide - Central and Hills	56	10	4	-	15	85
SA - Adelaide - North	107	98	25	4	36	270
SA - Adelaide - South	148	50	25	1	36	260
SA - Adelaide - West	86	27	13	-	12	138
SA - Barossa - Yorke - Mid North	14	3	-	1	-	18
SA - South Australia - Outback	14	4	-	-	-	18
SA - South Australia - South East	38	28	2	-	6	74
TAS	6	15	1	3	11	36
TAS - Hobart	4	7	-	1	1	13
TAS - Launceston and North East	1	6	1	2	2	12
TAS - South East	-	-	-	-	-	-
TAS - West and North West	1	2	-	-	8	11
VIC	229	130	73	40	67	539
VIC - Ballarat	1	18	1	11	1	32

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Bendigo	8	4	4	4	-	20
VIC - Geelong	12	11	13	5	7	48
VIC - Hume	23	7	-	-	4	34
VIC - Latrobe - Gippsland	13	6	-	-	2	21
VIC - Melbourne - Inner	5	3	17	1	-	26
VIC - Melbourne - Inner East	20	6	-	-	-	26
VIC - Melbourne - Inner South	27	6	7	4	11	55
VIC - Melbourne - North East	17	10	4	5	5	41
VIC - Melbourne - North West	6	4	4	-	1	15
VIC - Melbourne - Outer East	17	6	-	4	6	33
VIC - Melbourne - South East	22	13	6	2	5	48
VIC - Melbourne - West	8	6	12	-	4	30
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	-	-	14	47
VIC - Shepparton	6	7	4	-	2	19
VIC - Warrnambool and South West	19	2	-	-	1	22
WA	2	-	5	-	1	8
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	1	1
WA - Perth - Inner	-	-	5	-	-	5
WA - Perth - North East	-	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-	-
WA - Perth - South East	2	-	-	-	-	2
WA - Perth - South West	-	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-	-
Total	1,773	764	350	128	474	3,489

Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 September 2019 (excluding in-kind arrangements)⁵¹⁸

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	1	3	0	2	3	0	9
ACT - Australian Capital Territory	1	3	0	2	3	0	9
NSW	308	243	112	264	535	57	1,519
NSW - Capital Region	28	7	1	11	13	1	61
NSW - Central Coast	10	8	4	12	23	3	60
NSW - Central West	5	5	5	11	22	3	51
NSW - Coffs Harbour - Grafton	5	4	3	3	5	5	25
NSW - Far West and Orana	16	10	2	11	17	4	60
NSW - Hunter Valley exc Newcastle	10	0	5	8	13	2	38

⁵¹⁸ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Illawarra	3	2	3	8	27	1	44
NSW - Mid North Coast	18	10	1	1	14	1	45
NSW - Murray	15	6	2	4	17	1	45
NSW - New England and North West	1	11	1	3	18	2	36
NSW - Newcastle and Lake Macquarie	34	18	9	9	26	1	97
NSW - Richmond - Tweed	16	3	3	5	12	1	40
NSW - Riverina	7	3	4	10	8	1	33
NSW - Southern Highlands and Shoalhaven	2	2	0	4	11	1	20
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	2	18	18	4	46
NSW - Sydney - Blacktown	0	3	8	11	42	4	68
NSW - Sydney - City and Inner South	1	2	1	3	7	3	17
NSW - Sydney - Eastern Suburbs	1	0	1	3	6	1	12
NSW - Sydney - Inner South West	15	4	7	13	41	2	82
NSW - Sydney - Inner West	0	0	2	5	10	3	20
NSW - Sydney - North Sydney and Hornsby	5	6	3	10	19	1	44
NSW - Sydney - Northern Beaches	6	0	3	11	23	2	45
NSW - Sydney - Outer South West	2	4	4	13	12	0	35
NSW - Sydney - Outer West and Blue Mountains	22	18	13	26	27	3	109
NSW - Sydney - Parramatta	33	56	10	13	39	0	151
NSW - Sydney - Ryde	22	31	6	21	27	3	110
NSW - Sydney - South West	6	16	3	7	17	0	49
NSW - Sydney - Sutherland	24	11	6	10	21	4	76
NT	1	14	1	3	7	3	29
NT - Darwin	1	10	0	2	7	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
QLD	173	92	80	71	33	37	486
QLD - Brisbane - East	3	2	8	1	1	0	15
QLD - Brisbane - North	6	5	6	1	1	2	21
QLD - Brisbane - South	8	5	1	0	3	3	20
QLD - Brisbane - West	29	16	3	0	1	2	51
QLD - Brisbane Inner City	6	0	3	5	1	0	15
QLD - Cairns	10	2	2	7	1	1	23
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	8	9	2	7	1	2	29
QLD - Gold Coast	28	2	1	2	2	2	37
QLD - Ipswich	19	12	13	9	0	1	54
QLD - Logan - Beaudesert	2	0	4	7	2	1	16
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	4	4	5	3	31
QLD - Moreton Bay - South	4	1	5	2	1	0	13
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	5	3	0	4	19
QLD - Toowoomba	7	6	2	3	2	7	27
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	20	19	20	12	3	4	78
SA	177	368	128	99	79	12	863
SA - Adelaide - Central and Hills	20	22	18	16	6	3	85
SA - Adelaide - North	43	137	36	31	22	1	270

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - South	58	101	37	24	35	5	260
SA - Adelaide - West	39	52	20	15	12	0	138
SA - Barossa - Yorke - Mid North	3	7	4	2	0	2	18
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	12	39	12	7	3	1	74
TAS	6	10	4	13	0	3	36
TAS - Hobart	4	3	2	4	0	0	13
TAS - Launceston and North East	2	2	0	6	0	2	12
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	5	2	3	0	1	11
VIC	134	82	61	38	140	84	539
VIC - Ballarat	11	12	3	0	1	5	32
VIC - Bendigo	10	8	2	0	0	0	20
VIC - Geelong	23	10	3	3	3	6	48
VIC - Hume	5	16	1	2	7	3	34
VIC - Latrobe - Gippsland	5	5	1	0	3	7	21
VIC - Melbourne - Inner	19	1	0	2	2	2	26
VIC - Melbourne - Inner East	2	1	1	3	10	9	26
VIC - Melbourne - Inner South	14	6	4	0	20	11	55
VIC - Melbourne - North East	4	4	8	5	12	8	41
VIC - Melbourne - North West	0	0	4	0	7	4	15
VIC - Melbourne - Outer East	1	0	7	7	17	1	33
VIC - Melbourne - South East	6	2	10	9	16	5	48
VIC - Melbourne - West	6	2	8	1	4	9	30
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	17	8	4	2	12	4	47
VIC - Sheppartons	4	2	3	3	4	3	19
VIC - Warrnambool and South West	3	5	1	0	11	2	22
WA	0	5	3	0	0	0	8
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	0	0	1
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	2	0	0	0	2
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	800	817	389	490	797	196	3,489

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements)⁵¹⁹

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	2	-	-	2
ACT - Australian Capital Territory	-	2	-	-	2
NSW	129	42	15	100	286
NSW - Capital Region	-	7	1	-	8
NSW - Central Coast	2	-	-	4	6
NSW - Central West	2	5	2	-	9
NSW - Coffs Harbour - Grafton	1	-	-	-	1
NSW - Far West and Orana	1	-	-	-	1
NSW - Hunter Valley exc Newcastle	1	-	2	-	3
NSW - Illawarra	8	-	-	-	8
NSW - Mid North Coast	4	-	6	-	10
NSW - Murray	3	-	-	-	3
NSW - New England and North West	-	1	-	6	7
NSW - Newcastle and Lake Macquarie	5	3	-	-	8
NSW - Richmond - Tweed	9	-	-	5	14
NSW - Riverina	6	1	-	-	7
NSW - Southern Highlands and Shoalhaven	4	1	2	-	7
NSW - Sydney - Baulkham Hills and Hawkesbury	6	-	-	-	6
NSW - Sydney - Blacktown	2	-	-	7	9
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	2	2	-	-	4
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	3	-	-	-	3
NSW - Sydney - Northern Beaches	4	-	-	8	12
NSW - Sydney - Outer South West	1	-	-	-	1
NSW - Sydney - Outer West and Blue Mountains	10	1	-	14	25
NSW - Sydney - Parramatta	34	18	-	20	72
NSW - Sydney - Ryde	1	-	1	29	31
NSW - Sydney - South West	5	2	1	7	15
NSW - Sydney - Sutherland	15	-	-	-	15
NT	-	-	-	8	8
NT - Darwin	-	-	-	8	8
NT - Northern Territory - Outback	-	-	-	-	-
QLD	20	41	-	43	104
QLD - Brisbane - East	-	-	-	2	2
QLD - Brisbane - North	-	-	-	5	5
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	1	-	-	3
QLD - Brisbane Inner City	2	-	-	2	4

⁵¹⁹ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Cairns	-	2	-	8	10
QLD - Darling Downs - Maranoa	-	1	-	3	4
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	2	18
QLD - Logan - Beaudesert	2	-	-	1	3
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	2	3	-	2	7
QLD - Townsville	-	2	-	3	5
QLD - Wide Bay	8	2	-	11	21
SA	14	10	4	1	29
SA - Adelaide - Central and Hills	4	1	-	-	5
SA - Adelaide - North	2	4	3	1	10
SA - Adelaide - South	8	5	1	-	14
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	2	-	1	5	8
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	2	-	1	1	4
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	4	4
VIC	19	59	10	22	110
VIC - Ballarat	8	1	-	-	9
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	2	11	-	5	18
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	7	1	-	8
VIC - Melbourne - North East	-	4	1	-	5
VIC - Melbourne - North West	-	4	-	-	4
VIC - Melbourne - Outer East	-	-	-	4	4
VIC - Melbourne - South East	1	5	2	1	9
VIC - Melbourne - West	-	8	-	4	12
VIC - Mornington Peninsula	-	-	2	-	2
VIC - North West	3	-	-	7	10
VIC - Shepparton	-	3	-	-	3
VIC - Warrnambool and South West	-	-	-	1	1
WA	-	-	-	1	1

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	1	1
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	184	154	30	180	548

Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)⁵²⁰

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	4	-	-	4
ACT - Australian Capital Territory	-	4	-	-	4
NSW	350	70	48	241	709
NSW - Capital Region	-	14	5	-	19
NSW - Central Coast	9	-	-	17	26
NSW - Central West	8	6	8	-	22
NSW - Coffs Harbour - Grafton	5	-	-	-	5
NSW - Far West and Orana	5	-	-	-	5
NSW - Hunter Valley exc Newcastle	5	-	10	-	15
NSW - Illawarra	24	-	-	-	24
NSW - Mid North Coast	11	-	7	-	18
NSW - Murray	7	-	-	-	7
NSW - New England and North West	-	2	-	15	17
NSW - Newcastle and Lake Macquarie	25	4	-	-	29
NSW - Richmond - Tweed	15	-	-	7	22
NSW - Riverina	10	3	-	-	13
NSW - Southern Highlands and Shoalhaven	9	1	10	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	30	-	-	-	30
NSW - Sydney - Blacktown	10	-	-	34	44
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	10	10	-	-	20
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	5	-	-	-	5

⁵²⁰ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Northern Beaches	10	-	-	30	40
NSW - Sydney - Outer South West	5	-	-	-	5
NSW - Sydney - Outer West and Blue Mountains	11	2	-	34	47
NSW - Sydney - Parramatta	87	20	-	40	147
NSW - Sydney - Ryde	5	-	3	48	56
NSW - Sydney - South West	18	7	5	16	46
NSW - Sydney - Sutherland	26	-	-	-	26
NT	-	-	-	16	16
NT - Darwin	-	-	-	16	16
NT - Northern Territory - Outback	-	-	-	-	-
QLD	32	55	-	70	157
QLD - Brisbane - East	-	-	-	6	6
QLD - Brisbane - North	-	-	-	7	7
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	3	-	-	5
QLD - Brisbane Inner City	4	-	-	8	12
QLD - Cairns	-	4	-	8	12
QLD - Darling Downs - Maranoa	-	3	-	4	7
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	6	22
QLD - Logan - Beaudesert	2	-	-	5	7
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	4	6	-	2	12
QLD - Townsville	-	4	-	8	12
QLD - Wide Bay	16	5	-	12	33
SA	31	20	7	2	60
SA - Adelaide - Central and Hills	8	4	-	-	12
SA - Adelaide - North	6	9	6	2	23
SA - Adelaide - South	17	7	1	-	25
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	4	-	1	14	19
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	4	-	1	4	9
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	10	10
VIC	26	118	28	50	222
VIC - Ballarat	8	3	-	-	11
VIC - Bendigo	4	-	4	-	8

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Geelong	5	19	-	5	29
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	11	5	-	16
VIC - Melbourne - North East	-	14	4	-	18
VIC - Melbourne - North West	-	12	-	-	12
VIC - Melbourne - Outer East	-	-	-	12	12
VIC - Melbourne - South East	2	13	9	4	28
VIC - Melbourne - West	-	24	-	4	28
VIC - Mornington Peninsula	-	-	6	-	6
VIC - North West	6	-	-	20	26
VIC - Shepparton	-	6	-	-	6
VIC - Warrnambool and South West	-	-	-	5	5
WA	-	-	-	3	3
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	3	3
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	443	267	84	396	1,190

Appendix Q:

Utilisation rates by regions

The table below sets out rates of utilisation of committed supports by residing region⁵²¹, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.⁵²²
- Regions are highlighted in purple if phasing began prior to 31 December 2017 and are highlighted in green if phasing began within the 2018 calendar year.
- "Other" includes utilisation from regions that commenced phasing on or after 1 January 2019 or those with regional information missing.
- Utilisation is only shown if there are more than 20 participants in the group.
- The rate of utilisation is shown in orange if the result is 10 percentage points or more lower than the national utilisation rate for the respective SIL status and plan grouping.
- Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- For many regions there are a lot of participants that are on either their first or second plan – hence, utilisation will continue to increase over time as utilisation increases as participants receive their third and subsequent plans.

⁵²¹ Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used.

⁵²² The NDIS market analysis presented in report (section 3.2) is based on 30 June 2019 data, and hence there are some small difference in results.

Table Q.1 Utilisation breakdown by bilateral region and participants SIL status – 1 January 2019 to 30 June 2019

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales										
Central Coast	Jul-16		85%	85%	51%	67%	65%	51%	75%	73%
Far West	Jul-17				33%	60%	50%	33%	67%	57%
Hunter New England	Jul-16		90%	90%	52%	67%	65%	54%	77%	75%
Illawarra Shoalhaven	Jul-17		88%	88%	50%	65%	61%	50%	74%	71%
Mid North Coast	Jul-17		90%	90%	52%	69%	65%	52%	76%	72%
Murrumbidgee	Jul-17		91%	91%	47%	61%	58%	49%	74%	70%
Nepean Blue Mountains	Jul-16		89%	89%	47%	67%	64%	48%	78%	75%
North Sydney	Jul-16		93%	93%	54%	69%	67%	55%	82%	80%
Northern NSW	Jul-17		91%	91%	53%	68%	64%	53%	76%	72%
South Eastern Sydney	Jul-17		90%	90%	53%	69%	65%	54%	78%	74%
South Western Sydney	Jul-16		92%	92%	55%	70%	68%	56%	79%	77%
Southern NSW	Jul-16		89%	89%	46%	63%	60%	48%	72%	69%
Sydney	Jul-17		90%	90%	47%	63%	60%	48%	73%	69%
Western NSW	Jul-17		88%	88%	39%	58%	52%	40%	75%	69%
Western Sydney	Jul-16		91%	91%	53%	66%	64%	54%	78%	76%
New South Wales - Other										
NSW total		78%	90%	90%	50%	67%	64%	51%	77%	74%
Victoria										
Barwon	Jul-13		84%	84%	44%	61%	60%	44%	66%	64%
Bayside Peninsula	Apr-18	76%		76%	43%	59%	47%	51%	62%	53%
Brimbank Melton	Oct-18				37%	59%	42%	38%	60%	43%
Central Highlands	Jan-17				46%	59%	57%	50%	63%	61%
Hume Moreland	Mar-18				49%	62%	54%	51%	62%	55%
Inner East Melbourne	Nov-17	76%	79%	78%	48%	57%	53%	52%	60%	57%
Inner Gippsland	Oct-17				40%	51%	48%	41%	52%	48%
Loddon	May-17		85%	84%	46%	63%	60%	51%	67%	65%
North East Melbourne	Jul-16		82%	81%	49%	63%	61%	50%	67%	65%
Outer East Melbourne	Nov-17	82%		82%	45%	56%	51%	51%	59%	55%
Ovens Murray	Oct-17				40%	54%	50%	48%	57%	54%
Southern Melbourne	Sep-18				38%	57%	43%	41%	59%	46%
Western District	Oct-17			80%	41%	59%	56%	55%	62%	60%
Western Melbourne	Oct-18				37%	55%	41%	38%	56%	42%
Victoria - Other		70%		81%	30%	51%	35%	33%	60%	40%
Victoria total		77%	81%	80%	42%	59%	52%	47%	63%	56%
Queensland										
Beenleigh	Jul-18	84%		83%	45%	55%	47%	55%	61%	56%
Brisbane	Jul-18	83%	75%	82%	48%	59%	50%	54%	60%	55%
Bundaberg	Sep-17		88%	88%	47%	64%	61%	50%	74%	71%
Cairns	Jul-18	86%		86%	44%	62%	48%	59%	70%	61%
Ipswich	Jun-17		83%	82%	43%	58%	55%	44%	65%	61%
Mackay	Nov-16		90%	89%	45%	62%	61%	44%	70%	68%
Maryborough	Jul-18	88%		84%	45%	55%	48%	56%	57%	56%
Robina	Jul-18	87%	91%	88%	51%	61%	54%	60%	69%	63%

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Rockhampton	Nov-17	87%	84%	85%	44%	59%	55%	56%	65%	62%
Toowoomba	Jan-17		87%	87%	43%	58%	56%	45%	67%	65%
Townsville	Jul-16		90%	90%	45%	62%	60%	45%	71%	68%
Queensland - Other		79%		79%	40%	57%	43%	46%	60%	48%
Queensland total		84%	86%	85%	45%	59%	52%	53%	67%	60%
South Australia										
Adelaide Hills	Jul-13				49%	61%	56%	64%	62%	63%
Barossa, Light and Lower North	Jul-13				42%	55%	51%	48%	56%	54%
Eastern Adelaide	Jul-13				45%	63%	53%	56%	64%	59%
Eyre and Western	Jul-13				34%	43%	38%	44%	44%	44%
Far North (SA)	Jul-13				21%	27%	24%	20%	27%	23%
Fleurieu and Kangaroo Island	Jul-13				52%	57%	54%	62%	59%	61%
Limestone Coast	Jul-13				30%	43%	37%	32%	43%	38%
Murray and Mallee	Jul-13				37%	46%	42%	52%	47%	49%
Northern Adelaide	Jul-13	89%		88%	45%	59%	55%	64%	60%	62%
Southern Adelaide	Jul-13	83%		83%	47%	60%	54%	63%	62%	62%
Western Adelaide	Jul-13				48%	62%	54%	55%	62%	58%
Yorke and Mid North	Jul-13				44%	47%	45%	46%	47%	46%
South Australia - Other										
South Australia total		86%	81%	85%	45%	58%	52%	59%	59%	59%
Tasmania										
TAS North	Jul-13			87%	42%	65%	57%	53%	75%	68%
TAS North West	Jul-13			88%	43%	63%	56%	57%	75%	69%
TAS South East	Jul-13			82%	39%	55%	50%	47%	68%	62%
TAS South West	Jul-13		84%	83%	44%	61%	54%	48%	73%	67%
Tasmania - Other										
Tasmania total		80%	87%	85%	43%	62%	54%	52%	73%	67%
Australian Capital Territory										
Australian Capital Territory	Jul-14		92%	92%	42%	64%	61%	43%	73%	71%
Australian Capital Territory - Other										
Australian Capital Territory total			92%	92%	42%	64%	61%	43%	73%	71%
Northern Territory										
Barkly	Jul-16					24%	23%		38%	37%
Central Australia	Jul-17		87%	87%	42%		41%	58%	82%	76%
Darwin Remote	Jul-17				30%	45%	40%	30%	45%	40%
Darwin Urban	Jan-17		82%	81%	37%	52%	42%	44%	77%	67%
East Arnhem	Jan-17					28%	25%		28%	25%
Katherine	Jul-17						46%		75%	71%
Northern Territory - Other										
Northern Territory total			83%	83%	35%	40%	38%	44%	69%	63%
Western Australia										

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Central South Metro	Jul-18	91%		91%	56%	68%	57%	63%	75%	65%
Goldfields-Esperance	Oct-18				34%		36%	35%		41%
Kimberley-Pilbara	Oct-18				30%		29%	36%		35%
North East Metro	Jul-14	89%	83%	84%	53%	67%	65%	67%	73%	72%
North Metro	Oct-18				50%	54%	50%	51%	63%	53%
South Metro	Jul-18	93%		92%	59%	60%	59%	67%	67%	67%
South West	Sep-18				59%	56%	58%	62%	65%	63%
Wheat Belt	Jan-17				43%	63%	56%	48%	64%	58%
Western Australia - Other					44%	64%	55%	58%	72%	67%
Western Australia total		91%	83%	86%	54%	65%	59%	62%	72%	66%
National total		83%	89%	88%	46%	63%	57%	52%	72%	66%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 30 September 2018 to 30 September 2019 (Table R.1)
- For the access decisions in progress at the end of each month, the average number of days the access decisions have been in progress (Table R.2)
- The number of access decisions completed each month (Table R.3)
- The average number of days to complete an access decision each month (Table R.4)
- The number of first plans in progress (after a participant has met the access requirements) at the end of each month over the past year from 30 September 2018 to 30 September 2019 (Table R.5)
- For the first plans in progress in progress at the end of each month, the average number of days the first plans have been in progress (Table R.6)
- The number of first plans completed each month (Table R.7)
- The average number of days to complete first plans after the access requirements have been met (Table R.8).

All tables are split by State/Territory and age group (0-6 year olds and 7+ year olds).

Table R.1 Access decisions in progress – count

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	10	18	32	39	40	47	59	70	80	67	13	15	10
0 to 6	NSW	95	184	335	619	754	925	1,042	1,332	1,453	1,161	476	292	310
0 to 6	NT	9	14	17	19	18	18	27	20	18	29	20	13	14
0 to 6	QLD	90	138	278	348	456	294	445	659	465	330	263	210	269
0 to 6	SA	29	53	113	185	240	244	262	328	442	327	90	50	80
0 to 6	TAS	9	12	39	44	58	66	79	66	24	28	20	34	43
0 to 6	VIC	265	244	366	457	335	401	473	719	819	694	245	226	307
0 to 6	WA	17	24	57	102	104	129	149	198	224	189	90	76	88
0 to 6	National	524	687	1,237	1,813	2,005	2,124	2,536	3,392	3,525	2,825	1,217	916	1,121
7 plus	ACT	57	61	71	121	125	151	161	198	217	170	110	90	83
7 plus	NSW	996	1,269	1,843	2,398	2,689	3,109	3,599	4,367	4,797	4,211	2,734	2,538	2,125
7 plus	NT	74	81	90	98	109	141	156	128	142	115	100	83	103
7 plus	QLD	1,508	1,518	2,148	2,585	2,920	2,765	3,718	5,208	3,975	2,891	2,790	2,307	1,911
7 plus	SA	374	366	518	611	701	847	977	1,180	1,338	1,185	726	676	713
7 plus	TAS	87	111	201	249	299	368	438	542	286	310	315	287	325
7 plus	VIC	1,683	1,721	2,365	2,480	2,694	3,147	3,630	4,355	4,945	4,277	2,755	2,501	2,712
7 plus	WA	208	275	503	646	743	881	1,046	1,293	1,555	1,434	926	926	1,025
7 plus	National	4,987	5,402	7,739	9,188	10,280	11,409	13,725	17,271	17,255	14,593	10,456	9,408	8,997
All	ACT	67	79	103	160	165	198	220	268	297	237	123	105	93
All	NSW	1,091	1,453	2,178	3,017	3,443	4,034	4,641	5,699	6,250	5,372	3,210	2,830	2,435
All	NT	83	95	107	117	127	159	183	148	160	144	120	96	117
All	QLD	1,598	1,656	2,426	2,933	3,376	3,059	4,163	5,867	4,440	3,221	3,053	2,517	2,180
All	SA	403	419	631	796	941	1,091	1,239	1,508	1,780	1,512	816	726	793
All	TAS	96	123	240	293	357	434	517	608	310	338	335	321	368
All	VIC	1,948	1,965	2,731	2,937	3,029	3,548	4,103	5,074	5,764	4,971	3,000	2,727	3,019
All	WA	225	299	560	748	847	1,010	1,195	1,491	1,779	1,623	1,016	1,002	1,113
All	National	5,511	6,089	8,976	11,001	12,285	13,533	16,261	20,663	20,780	17,418	11,673	10,324	10,118

Table R.2 Access decisions in progress – average days

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	23	8	11	22	31	11	20	30	38	39	20	6	5
0 to 6	NSW	17	8	10	20	24	12	22	27	38	41	19	17	9
0 to 6	NT	8	14	14	20	16	16	17	14	21	12	6	6	4
0 to 6	QLD	15	9	10	18	23	16	18	26	22	19	15	11	7
0 to 6	SA	13	8	10	21	25	13	24	24	40	47	26	35	23
0 to 6	TAS	19	14	11	21	23	13	25	24	26	23	19	10	8
0 to 6	VIC	13	19	11	20	11	14	17	24	34	38	18	12	9
0 to 6	WA	14	10	9	20	24	9	23	27	38	42	23	22	13
0 to 6	National	14	12	10	20	22	13	21	26	35	38	19	15	10
7 plus	ACT	14	14	13	20	25	17	27	28	44	51	40	37	13
7 plus	NSW	16	14	14	21	24	16	24	28	40	44	30	25	13
7 plus	NT	11	9	13	18	20	14	19	11	20	20	18	14	11
7 plus	QLD	16	9	11	18	21	17	18	27	25	23	21	16	8
7 plus	SA	20	12	13	21	24	15	21	26	38	41	26	21	16
7 plus	TAS	12	8	10	20	23	13	21	25	26	22	20	14	10
7 plus	VIC	24	13	12	19	21	14	21	25	35	41	25	21	14
7 plus	WA	14	10	11	20	23	13	21	26	36	38	23	17	10
7 plus	National	19	12	12	20	22	15	21	26	34	38	25	20	12
All	ACT	15	12	13	21	26	16	25	29	42	47	37	32	12
All	NSW	17	13	13	21	24	15	24	28	40	43	28	24	13
All	NT	11	10	13	19	20	14	19	12	20	18	16	13	10
All	QLD	16	9	11	18	21	17	18	27	24	23	20	16	8
All	SA	20	11	12	21	24	15	22	25	38	42	26	22	16
All	TAS	12	9	10	20	23	13	21	25	26	22	20	14	10
All	VIC	23	13	12	19	20	14	21	24	35	40	24	20	13
All	WA	14	10	11	20	23	13	22	26	36	39	23	17	10
All	National	18	12	12	20	22	15	21	26	34	38	24	20	12

Table R.3 Access decisions completed – count

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	22	58	43	24	30	28	37	17	23	37	78	50	39
0 to 6	NSW	299	407	479	297	474	427	565	491	468	708	1,227	1,180	900
0 to 6	NT	26	21	36	27	30	34	36	51	32	29	45	47	50
0 to 6	QLD	464	395	397	416	435	630	367	295	658	469	575	866	753
0 to 6	SA	73	99	158	91	142	117	93	150	54	194	290	185	90
0 to 6	TAS	31	44	53	57	46	50	48	73	82	16	49	80	78
0 to 6	VIC	976	637	817	1,274	1,009	598	487	400	785	492	822	1,099	940
0 to 6	WA	115	211	77	112	124	86	183	90	158	245	213	226	198
0 to 6	National	2,006	1,872	2,060	2,298	2,290	1,970	1,816	1,567	2,260	2,190	3,299	3,733	3,048
7 plus	ACT	46	61	62	31	70	29	45	44	22	72	114	109	85
7 plus	NSW	1,187	1,492	1,371	956	1,264	931	1,177	1,120	768	1,451	2,648	2,431	2,166
7 plus	NT	77	95	99	69	80	103	133	138	65	105	88	104	93
7 plus	QLD	2,771	2,754	2,279	1,686	1,806	2,417	1,442	973	2,715	1,996	1,908	2,789	2,162
7 plus	SA	407	565	534	328	392	373	437	349	272	434	762	672	586
7 plus	TAS	199	214	250	231	181	147	179	210	428	83	198	298	224
7 plus	VIC	2,566	2,671	3,452	2,721	2,449	2,114	1,876	1,756	1,456	1,879	3,085	2,811	2,413
7 plus	WA	872	1,375	607	646	734	517	520	519	1,073	1,443	1,616	1,720	1,244
7 plus	National	8,125	9,227	8,654	6,668	6,976	6,631	5,809	5,109	6,799	7,463	10,419	10,934	8,973
All	ACT	68	119	105	55	100	57	82	61	45	109	192	159	124
All	NSW	1,486	1,899	1,850	1,253	1,738	1,358	1,742	1,611	1,236	2,159	3,875	3,611	3,066
All	NT	103	116	135	96	110	137	169	189	97	134	133	151	143
All	QLD	3,235	3,149	2,676	2,102	2,241	3,047	1,809	1,268	3,373	2,465	2,483	3,655	2,915
All	SA	480	664	692	419	534	490	530	499	326	628	1,052	857	676
All	TAS	230	258	303	288	227	197	227	283	510	99	247	378	302
All	VIC	3,542	3,308	4,269	3,995	3,458	2,712	2,363	2,156	2,241	2,371	3,907	3,910	3,353
All	WA	987	1,586	684	758	858	603	703	609	1,231	1,688	1,829	1,946	1,442
All	National	10,131	11,099	10,714	8,966	9,266	8,601	7,625	6,676	9,059	9,653	13,718	14,667	12,021

Table R.4 Access decisions completed – average days

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	9	6	6	16	26	25	18	40	51	65	32	9	4
0 to 6	NSW	9	7	8	11	25	21	17	36	41	59	34	9	8
0 to 6	NT	4	5	8	8	16	11	5	8	10	13	17	4	7
0 to 6	QLD	5	5	7	9	14	25	10	15	35	22	18	7	6
0 to 6	SA	9	7	7	11	26	22	20	38	36	63	41	12	7
0 to 6	TAS	7	7	7	9	16	14	8	23	33	23	17	3	7
0 to 6	VIC	3	8	8	3	15	9	10	15	12	41	29	6	5
0 to 6	WA	4	2	5	4	16	12	8	22	18	25	26	9	6
0 to 6	National	5	6	7	6	18	18	12	24	27	43	29	8	6
7 plus	ACT	15	10	10	18	27	28	21	40	36	72	46	21	12
7 plus	NSW	10	9	10	16	26	25	19	37	44	67	43	20	16
7 plus	NT	5	7	5	12	17	12	9	17	5	20	21	12	10
7 plus	QLD	7	7	6	12	20	28	15	19	46	28	27	17	13
7 plus	SA	10	9	7	12	20	21	14	28	32	61	39	18	14
7 plus	TAS	6	6	4	8	19	16	15	26	37	34	23	16	12
7 plus	VIC	6	8	5	8	14	13	12	22	20	48	35	16	14
7 plus	WA	3	2	7	6	14	16	13	24	10	21	23	9	11
7 plus	National	7	7	6	10	18	21	14	25	33	42	34	16	14
All	ACT	13	8	9	17	27	27	20	40	44	70	40	18	10
All	NSW	10	8	9	15	26	24	18	36	43	64	40	16	14
All	NT	5	7	6	11	17	11	8	15	6	18	20	10	9
All	QLD	6	6	6	11	19	27	14	18	44	27	24	15	11
All	SA	10	9	7	12	21	22	15	31	33	61	40	17	13
All	TAS	6	6	5	9	19	15	14	25	36	32	22	13	11
All	VIC	6	8	5	7	14	12	11	21	17	47	34	13	12
All	WA	3	2	7	6	14	15	12	23	11	22	23	9	10
All	National	6	7	7	9	18	20	14	25	31	42	33	14	12

Table R.5 First plans in progress – count

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	75	115	110	53	55	46	55	44	40	50	96	111	73
0 to 6	NSW	3,295	2,756	2,343	1,953	1,623	1,197	1,008	955	767	999	1,525	1,589	1,169
0 to 6	NT	113	124	135	119	119	114	80	77	43	41	50	51	58
0 to 6	QLD	1,347	1,390	1,388	1,812	1,804	1,841	1,564	1,298	1,195	972	991	1,268	1,174
0 to 6	SA	717	718	778	793	808	813	787	842	737	833	1,022	725	293
0 to 6	TAS	122	130	143	151	145	144	141	173	169	106	121	143	174
0 to 6	VIC	2,990	3,163	3,373	4,474	4,847	4,790	4,351	3,896	3,344	2,480	2,447	2,270	2,016
0 to 6	WA	914	982	845	753	674	609	598	544	479	508	865	1,004	732
0 to 6	National	9,573	9,378	9,115	10,108	10,075	9,554	8,584	7,829	6,774	5,989	7,117	7,161	5,689
7 plus	ACT	213	182	142	98	91	72	71	72	55	70	116	178	158
7 plus	NSW	1,820	1,671	1,525	1,217	1,227	1,111	1,094	1,161	882	1,248	2,019	2,208	2,332
7 plus	NT	450	317	255	182	182	188	194	185	144	134	163	177	156
7 plus	QLD	8,250	7,187	5,616	8,102	6,292	5,409	3,303	2,642	2,701	2,069	2,202	2,882	3,032
7 plus	SA	5,800	4,900	4,137	3,066	2,417	2,158	1,651	1,490	1,227	937	1,219	1,229	1,287
7 plus	TAS	201	210	234	433	451	402	285	312	352	117	160	285	246
7 plus	VIC	8,346	7,638	6,919	10,060	9,327	8,570	6,980	6,032	4,085	2,813	3,719	4,022	4,045
7 plus	WA	7,314	7,794	7,013	6,140	5,237	4,382	3,465	2,969	2,600	2,223	4,354	4,605	4,092
7 plus	National	32,394	29,899	25,841	29,298	25,224	22,292	17,043	14,863	12,046	9,611	13,952	15,586	15,348
All	ACT	288	297	252	151	146	118	126	116	95	120	212	289	231
All	NSW	5,115	4,427	3,868	3,170	2,850	2,308	2,102	2,116	1,649	2,247	3,544	3,797	3,501
All	NT	563	441	390	301	301	302	274	262	187	175	213	228	214
All	QLD	9,597	8,577	7,004	9,914	8,096	7,250	4,867	3,940	3,896	3,041	3,193	4,150	4,206
All	SA	6,517	5,618	4,915	3,859	3,225	2,971	2,438	2,332	1,964	1,770	2,241	1,954	1,580
All	TAS	323	340	377	584	596	546	426	485	521	223	281	428	420
All	VIC	11,336	10,801	10,292	14,534	14,174	13,360	11,331	9,928	7,429	5,293	6,166	6,292	6,061
All	WA	8,228	8,776	7,858	6,893	5,911	4,991	4,063	3,513	3,079	2,731	5,219	5,609	4,824
All	National	41,967	39,277	34,956	39,406	35,299	31,846	25,627	22,692	18,820	15,600	21,069	22,747	21,037

Table R.6 First plans in progress – average days

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	84	70	65	94	86	77	63	76	84	38	29	47	34
0 to 6	NSW	201	203	200	210	191	190	143	122	91	57	34	32	30
0 to 6	NT	74	91	96	100	101	91	83	77	72	67	43	39	44
0 to 6	QLD	83	98	108	91	97	89	94	97	71	72	61	45	42
0 to 6	SA	144	151	148	157	152	151	154	149	158	139	115	86	72
0 to 6	TAS	91	90	83	78	85	84	95	85	72	102	92	83	76
0 to 6	VIC	72	85	96	89	99	111	127	143	135	125	107	80	60
0 to 6	WA	63	75	94	105	112	119	99	103	106	108	80	89	90
0 to 6	National	123	126	128	119	118	120	122	128	117	104	81	64	54
7 plus	ACT	178	194	196	236	197	202	226	171	296	217	162	148	155
7 plus	NSW	138	134	137	151	132	138	127	123	160	115	78	74	76
7 plus	NT	85	93	97	101	98	94	75	76	88	79	78	76	82
7 plus	QLD	79	95	107	66	84	84	96	107	82	76	71	61	64
7 plus	SA	158	176	190	197	208	221	189	186	181	161	126	125	129
7 plus	TAS	62	61	66	35	55	69	67	68	39	79	58	42	45
7 plus	VIC	69	87	101	71	89	103	114	123	132	124	101	96	96
7 plus	WA	68	84	105	122	135	145	146	152	154	149	87	86	93
7 plus	National	92	106	120	97	110	120	125	131	130	121	91	85	88
All	ACT	153	146	139	186	155	153	155	135	207	142	102	109	116
All	NSW	179	177	175	187	166	165	135	123	128	89	59	56	60
All	NT	83	92	97	101	100	93	77	76	84	76	70	68	71
All	QLD	80	96	107	70	87	85	96	104	79	75	68	56	58
All	SA	157	173	183	189	194	202	178	173	172	151	121	110	119
All	TAS	73	72	72	46	62	73	76	74	50	90	72	56	58
All	VIC	70	86	99	76	92	106	119	131	133	125	104	90	84
All	WA	68	83	104	120	133	142	139	144	147	141	86	87	93
All	National	99	111	122	103	113	120	124	130	125	115	88	79	79

Table R.7 First plans completed – count

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	44	18	45	82	25	34	29	26	27	25	32	33	73
0 to 6	NSW	569	789	799	670	602	722	701	495	589	456	754	1,100	1,243
0 to 6	NT	15	9	19	35	25	38	60	52	49	34	31	43	42
0 to 6	QLD	217	236	306	301	357	525	595	494	690	637	479	559	698
0 to 6	SA	83	87	84	68	97	95	95	75	125	57	136	460	491
0 to 6	TAS	32	30	26	48	42	34	45	45	66	86	23	47	35
0 to 6	VIC	418	403	346	397	501	593	864	762	1,188	1,296	817	1,208	1,075
0 to 6	WA	74	110	185	189	145	139	146	130	131	72	71	76	404
0 to 6	National	1,452	1,682	1,810	1,790	1,794	2,180	2,535	2,079	2,865	2,663	2,343	3,526	4,061
7 plus	ACT	21	65	58	61	42	38	35	23	42	21	19	6	82
7 plus	NSW	1,169	978	940	920	612	740	822	690	878	619	961	1,457	1,192
7 plus	NT	69	190	116	140	50	63	101	92	93	92	37	47	77
7 plus	QLD	2,036	2,475	2,693	2,090	2,908	2,551	3,192	1,407	1,590	1,892	1,141	1,162	1,185
7 plus	SA	961	1,217	1,102	1,310	887	596	875	400	472	594	289	426	314
7 plus	TAS	205	100	84	209	125	207	278	143	239	291	97	76	180
7 plus	VIC	2,320	2,410	2,524	2,482	2,435	2,442	3,124	2,241	2,996	2,732	1,476	1,760	1,463
7 plus	WA	404	670	1,206	1,407	1,190	1,265	1,182	869	817	798	693	1,057	1,426
7 plus	National	7,185	8,105	8,723	8,619	8,249	7,902	9,609	5,865	7,127	7,039	4,713	5,991	5,919
All	ACT	65	83	103	143	67	72	64	49	69	46	51	39	155
All	NSW	1,738	1,767	1,739	1,590	1,214	1,462	1,523	1,185	1,467	1,075	1,715	2,557	2,435
All	NT	84	199	135	175	75	101	161	144	142	126	68	90	119
All	QLD	2,253	2,711	2,999	2,391	3,265	3,076	3,787	1,901	2,280	2,529	1,620	1,721	1,883
All	SA	1,044	1,304	1,186	1,378	984	691	970	475	597	651	425	886	805
All	TAS	237	130	110	257	167	241	323	188	305	377	120	123	215
All	VIC	2,738	2,813	2,870	2,879	2,936	3,035	3,988	3,003	4,184	4,028	2,293	2,968	2,538
All	WA	478	780	1,391	1,596	1,335	1,404	1,328	999	948	870	764	1,133	1,830
All	National	8,637	9,787	10,533	10,409	10,043	10,082	12,144	7,944	9,992	9,702	7,056	9,517	9,980

Table R.8 First plans completed – average days

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	83	74	88	61	79	57	61	44	60	55	40	44	74
0 to 6	NSW	165	174	171	169	145	126	133	101	93	79	66	47	47
0 to 6	NT	71	94	104	119	141	126	98	55	74	47	52	34	35
0 to 6	QLD	63	54	82	93	105	109	113	118	108	76	66	65	57
0 to 6	SA	176	178	176	216	216	196	243	240	220	202	218	180	111
0 to 6	TAS	97	83	84	83	96	82	77	76	99	86	80	80	73
0 to 6	VIC	87	92	110	104	106	128	129	142	168	173	129	122	108
0 to 6	WA	64	87	108	118	126	156	172	171	161	191	117	110	108
0 to 6	National	118	129	134	130	126	126	130	127	136	129	98	94	79
7 plus	ACT	137	116	179	149	118	128	63	104	82	164	138	184	115
7 plus	NSW	91	114	106	109	97	96	100	102	98	127	90	74	76
7 plus	NT	95	106	110	108	126	100	96	71	77	91	90	80	78
7 plus	QLD	73	90	103	113	80	103	94	96	113	95	83	76	74
7 plus	SA	184	185	194	226	213	217	276	217	228	199	166	115	116
7 plus	TAS	80	78	61	81	44	65	85	73	83	59	74	74	63
7 plus	VIC	101	90	101	106	87	105	120	124	128	133	111	103	103
7 plus	WA	92	94	115	131	141	167	193	193	200	220	135	117	112
7 plus	National	102	108	116	130	106	121	131	129	133	134	106	94	93
All	ACT	101	107	139	98	103	94	62	72	74	105	77	66	96
All	NSW	115	141	136	134	120	111	115	102	96	107	79	62	62
All	NT	91	105	109	110	131	110	97	65	76	79	72	58	62
All	QLD	72	87	101	110	82	104	97	101	111	91	78	72	68
All	SA	184	185	193	226	214	214	273	221	226	199	183	149	113
All	TAS	82	79	67	82	57	67	84	74	86	65	75	77	65
All	VIC	99	90	102	106	90	110	122	129	139	146	117	111	105
All	WA	88	93	114	129	140	166	191	191	195	218	133	117	111
All	National	104	112	119	130	110	122	131	129	134	133	103	94	88