

# Q3

2019-2020



**COAG Disability Reform Council**  
Quarterly Report  
31 March 2020

**ndis**

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# The COVID-19 pandemic

## COVID-19

At this difficult time, the National Disability Insurance Agency (NDIA) Board's principal concern is the potential impact of the Novel Coronavirus (COVID-19) pandemic on National Disability Insurance Scheme (NDIS) participants, families, carers and providers.

The NDIA's absolute priority is participant health, safety, and ensuring participants can continue to access their essential supports. In light of the multifaceted impacts of COVID-19, the NDIA is working closely across Government, including working with the Department of Social Services (DSS), the NDIS Quality and Safeguards Commission (NDIS Commission), Services Australia, and State and Territory governments, on a daily basis to ensure pandemic preparedness and contingency plans are put in place to protect continuity of essential supports for NDIS participants.

## Introduction

This overview describes the key initiatives being undertaken in relation to COVID-19. Information is regularly updated on [www.ndis.gov.au](http://www.ndis.gov.au). Readers are encouraged to refer to our public website for the latest information. Our website also contains a series of animations and Auslan videos to explain changes.

### 1. Supporting participants

The NDIA has prioritised continuity of service for participants by:

- Initiating telephone meetings for all participants as a safer way to continue service delivery, although participants can come to NDIA offices for assistance if required.
- Increasing the number of delegates in the contact centre to respond to significant changes in circumstances.
- Establishing a process for checking on the wellbeing of the most vulnerable participants. The NDIA has developed a proactive outbound contact strategy to contact the 62,000 participants identified to ensure they have the essential support they require. Feedback from participants contacted has been very positive on the NDIA's efforts to support them during this time.
- Sharing appropriate data with States and Territories to assist with continuity of services.
- Encouraging participants to identify their essential supports and use their funding flexibly to meet their critical needs, with plans being amended quickly where required to support this flexibility.

# The COVID-19 pandemic

cont.

- Extending plans up to 24 months if participants are happy with their current plan.
- For NDIS participants in hospital settings, working closely with State and Territory officials to identify participants who are clinically ready for discharge. Approximately 500 participants deemed medically ready for discharge from hospital across the country have exited the hospital system.
- Working with supermarket retailers to make sure NDIS participants wanting support to grocery shop have priority access to home delivery services.
- Monitoring closely the level of critical supports to identify service gaps that may arise. As a priority we have met with our Exceptionally Complex Support Needs Providers to assess their capability and capacity to expand their service. These providers assist the NDIA with robust support coordination services for NDIS participants with exceptionally complex support needs.
- For the next six months, participants can access low cost assistive technology of up to \$1,500 using flexible plan funding (i.e. fitness equipment and smart devices) to help ensure the continuity of NDIS funded supports (e.g. therapy and social participation). The effectiveness of this policy will be evaluated post the COVID-19 pandemic.

The number of participants testing positive to COVID-19 is currently extremely small and remains at a level significantly below the infection rate in the general Australian population.

## 2. Support for providers

The NDIA Board strongly supported initiatives announced on 21 March 2020 by Minister Stuart Robert which are intended to assist providers impacted by the current crisis. These include:

- Registered NDIS providers have received one-month advance payments to provide immediate cash flow relief (at a total value of \$666m).
- A temporary 10 per cent COVID-19 loading on some supports for up to six months - Assistance with Daily Life (excluding supported independent living which is costed through a quoting process), Assistance with Social and Community Participation, Improved Health and Wellbeing (excluding personal training), and Improved Daily Living Skills.
- Increased flexibility with the NDIA's cancellation policies. From 30 March 2020, if a participant cancels at short notice (now 10 business days, previously two), providers receive 100 per cent of the service booking fee instead of 90 per cent.
- A new Support Coordinator line item in core support: from 25 March 2020, support coordinators can draw funds from the core budget if the capacity building line items have been fully utilised.
- Two new support items were introduced for participants in Supported Independent Living (SIL) who have been diagnosed with coronavirus (COVID-19). The two new support items are: cleaning services (\$300 per participant to cover the cost of a one-off professional deep cleaning of a residence) and additional supports (\$1,200 maximum daily rate to cover the costs of higher intensity support related to the participant's diagnosis).

# The COVID-19 pandemic

cont.

- Access to the National Medical Stockpile of Personal Protective Equipment (PPE) for disability providers including registered and unregistered providers, and self-managed participants. Requests for PPE by the disability sector will be assessed by the Department of Health using an agreed criteria which takes into account disability sector specific issues. Assessment and distribution of PPE to the disability sector commenced on 17 April 2020.
- In April 2020, the Minister for Health announced that 500,000 masks will be directed towards the disability sector to help provide essential protection for frontline health workers. Half of these were allocated to the NDIA, with the other half allocated to primary health networks.
- Daily tracking of payments to service providers to identify emerging service gaps. Along with the NDIS Commission, the NDIA will work with states and territories to source an alternative provider for essential services if usual services cannot be delivered.
- In collaboration with DSS and the NDIS Commission, the NDIA launched a dedicated webpage ([www.ndis.gov.au/coronavirus/finding-support-workers](http://www.ndis.gov.au/coronavirus/finding-support-workers)) to help providers and participants find additional support workers during the pandemic. This website provides direct links to 12 different support matching employment platforms. It also identifies the opportunity for those who are looking for work to connect with matching platforms to help pursue employment in the disability sector.

These initiatives work hand in hand with the unprecedented suite of broader initiatives undertaken by Government to support businesses and workers.

The Government announced a number of changes to visa arrangements to enable temporary visa holders to remain in key industries, such as health, aged care and disability care. International students currently working for registered disability service providers will also be able to work more hours to help support the disability sector. These changes will help boost front line staff and ensure critical services continue.

### 3. Supporting our staff and partners

The NDIA Board acknowledges the significant efforts of staff and partners as the COVID-19 pandemic unfolds and wants to thank them for their service and commitment to participants. As a Government agency, the NDIA is considered an essential service, and all staff, labour hire workers, and partners engaged by the NDIA are essential workers.

Some Partners in the Community (PiTC) have closed their offices to the public as part of their Business Continuity Plans. They are continuing to provide services via phone and email. NDIA offices remain open and staff are able to work from them if they choose. The NDIA has been fortunate to be able to support working from home arrangements through our remote network, with approximately 75 per cent of our staff moving to working from home arrangements within a one week period. Having people work from home enables effective implementation of physical distancing measures in our workplaces for those who need or want to work in an office.

# The COVID-19 pandemic

cont.

## NDIA priorities

The NDIA acknowledges the current priority is responding to the new challenges presented by COVID-19. This requires a diversion of resources, and reprioritisation of some functions and business activity, which inevitably impacts on our ability to deliver all our key priorities.

Notwithstanding this significant challenge, we remain focused on improving the participant experience, and creating a Scheme that is simpler, easier, and more reliable.

The key highlights for this quarter are included in the next section.



# Key highlights

**364,879**

people with disability are being supported by the Scheme

**27,426**

joined the Scheme this quarter

Supporting children, earlier:

**30%**

of new participants this quarter were aged 0-6  
– **8,283 children**

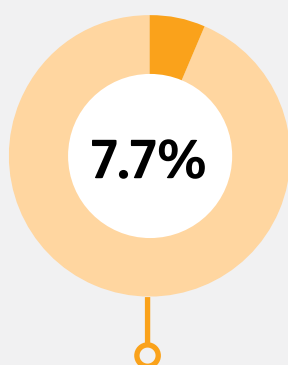
**5,542**

children receiving initial supports in the ECEI gateway – a **107%** increase from last quarter

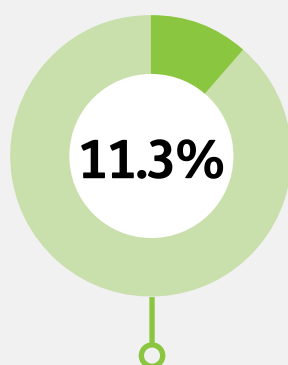


Call centre performance has remained strong with **84%** of calls answered within **60 seconds**.

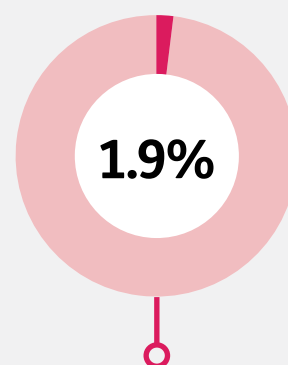
Participants are increasingly diverse:



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



participants who received a plan this quarter were from remote/very remote regions

# Key highlights cont.

Wait times, on average:



to get a first plan,  
are **31%** lower  
than 12 months ago.

**for children**

to get a first plan,  
are **56%** lower  
than 12 months ago.

The number of first plans in progress for more than 60 days:



fell from **7,424** to **4,767** this quarter

The number of open Participant Requested Reviews (PRRs):



fell from **7,295** to **755** over the last 9 months

The number of open Review of Reviewable Decisions (RoRDs):



fell from **10,264** to **6,537** this quarter  
(and the number open for more than 90 days decreased  
from **3,707** to **1,351**)

# Introduction

This report is a summary of the performance and operations of the NDIA for the three months from 1 January 2020 to 31 March 2020, 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)



# Steven

## is helping orphaned wildlife

Warrandyte NDIS participant, Steven Oram is using his sewing skills to make pouches for orphaned wildlife and he just loves it.

An avid sewer herself, and employed in a fabric shop, mum Mary said, Steven, who is 33 with a moderate intellectual disability and chronic arthritis, took an interest in sewing two years ago and asked her if he could learn.

Reluctant to teach her own son, Mary enlisted the help of a friend, Jenny, to teach Steven.

“One day a local lady who sews quilts came into the shop. I noticed she had a sling bag on, and while I was serving her this little wallaby popped out. It was just beautiful.

“I looked at her pouch and thought my Stevie could make these. I asked her if she needed more made. She said yes, so we set up a basic pattern and Steven and Jen began sewing them and we started to supply her.”

Mary said they also made contact with Wildlife Rescue and Protection Inc. (WRAP's), a network of registered wildlife shelters, carers and rescuers, operating across Gippsland.

“I now send WRAP's treasurer a whole lot of pouches and she distributes them at their monthly meeting.

“We sent a lot to NSW to help support the big bushfires there just before Christmas. We've also sent 66 pouches to a carer in Paynesville to distribute to other wildlife carers around Marlo and Mallacoota.”

“Over the past two years, since Steven has been part of the NDIS, it has certainly helped to build his confidence to become more independent and to do and try new things,” Mary said.

“Sewing and distributing the pouches makes Steven feel productive,” Mary said. “It has allowed him to combine his interests – sewing and his love of animals and he just loves it.”

**Part One:**

# **Participants and their plans**





Almost 365,000 participants are receiving supports from the NDIS, with approximately 5,500 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

### 1.1 Number of participants in the Scheme

**At 31 March 2020, almost 365,000 participants had NDIS plans, of which approximately 27,500 entered the Scheme during the quarter.**

At 31 March 2020, 364,879 participants had approved plans.<sup>1</sup> This represents an eight per cent increase from last quarter (an additional 27,426 participants).

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and individuals who have not previously received support. Of the 364,879 participants currently supported by the Scheme, 210,740 previously received support from existing State/Territory or Commonwealth programs and 154,139 are now receiving support for the first time (42 per cent of participants with approved plans).

In addition, the NDIA undertook 89,329 reviews in the quarter, an increase of 17 per cent since the last quarter, reflecting the large increase in the number of participants in the Scheme.

Throughout April 2020, the number of first plans approved and plan reviews undertaken has remained at similar levels to prior months, despite the COVID-19 pandemic.

**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	172,333	286,015	364,879
Yearly increase <sup>2</sup>		9,870	12,564	59,891	82,714	113,682	78,864
% increase in active participants		35%	73%	202%	92%	66%	28%

<sup>1</sup> 11,032 participants with approved plans had exited the Scheme as at 31 March 2020.

<sup>2</sup> This is the net increase in the number of participants entering the Scheme each period noting some participants have exited the Scheme.

## 1.2 Children in the ECEI gateway

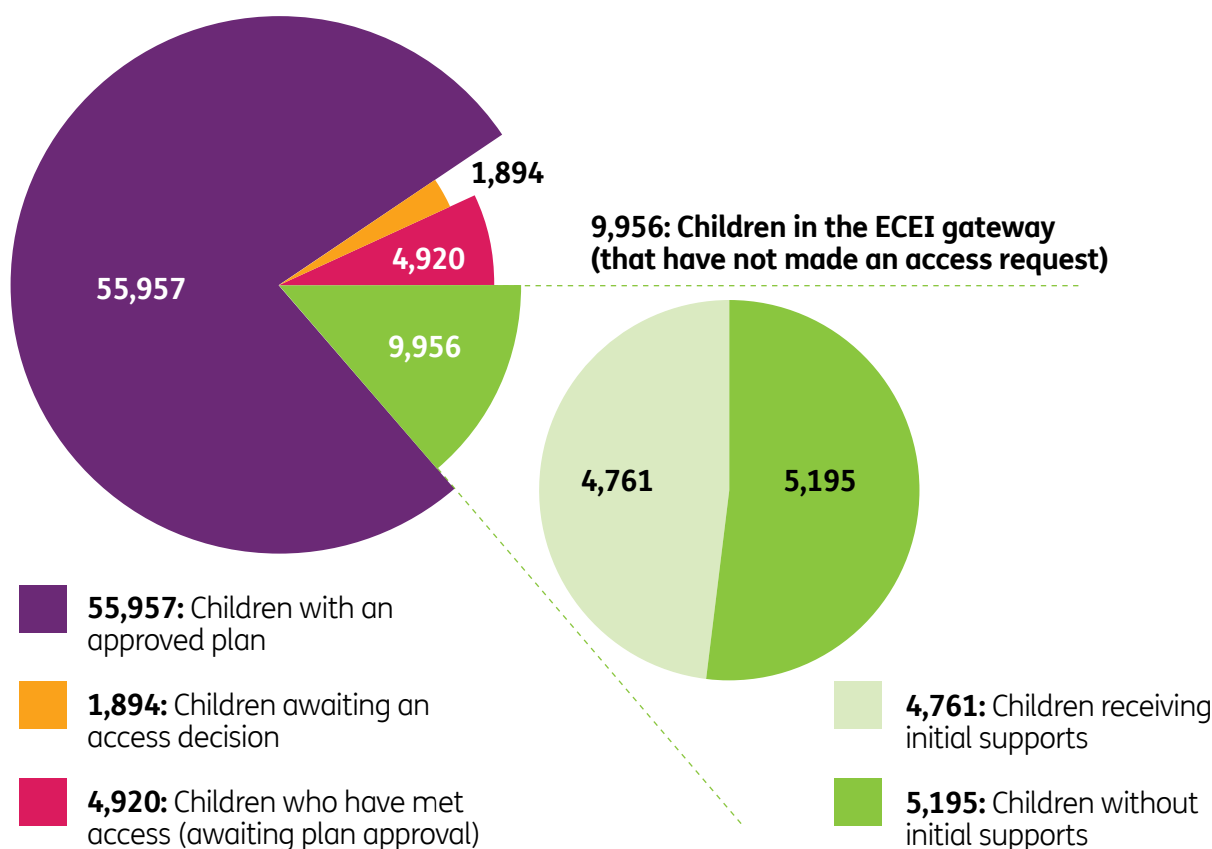
**At 31 March 2020, there were approximately 5,500 children receiving initial supports in the ECEI gateway (an increase of 107 per cent at the end of last quarter).**

Of the 364,879 participants with approved plans at 31 March 2020, 55,957 were children aged 0-6 (15%), and of the 27,426 new participants with an approved plan this quarter, 8,283 were children aged 0-6 years (30%). This is reflective of the significant continued effort being made by the NDIA and its partners to reduce the number of children who were waiting for supports.

In addition to the 55,957 children aged 0-6 with an approved plan:

- **4,920** children had met the access criteria and were waiting for an approved plan.
- **1,894** were awaiting an access decision from the NDIA (of which 781 (41%) were receiving initial supports in the ECEI gateway).
- **9,956** children were in the ECEI gateway (of which 4,761 (48%) had already commenced receiving initial supports). Not all children in the gateway will need to make an access request to the NDIA because some will receive support in the gateway, along with support from mainstream and community services.

**Figure 2: Children in the NDIS**



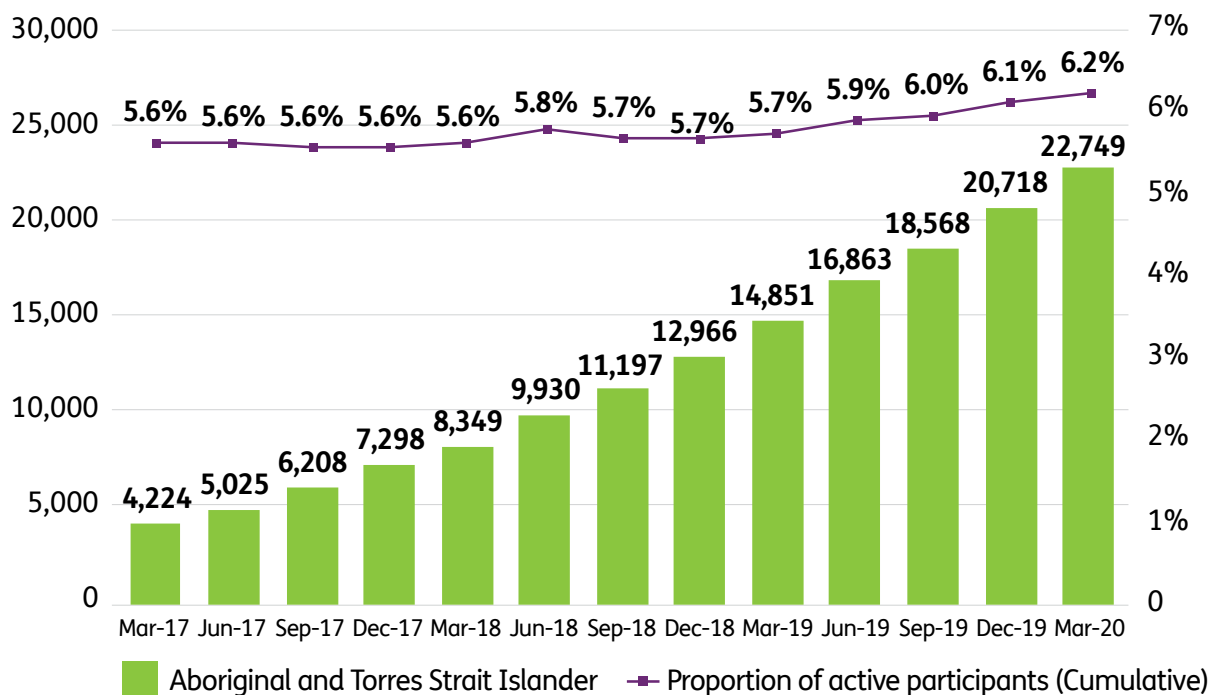
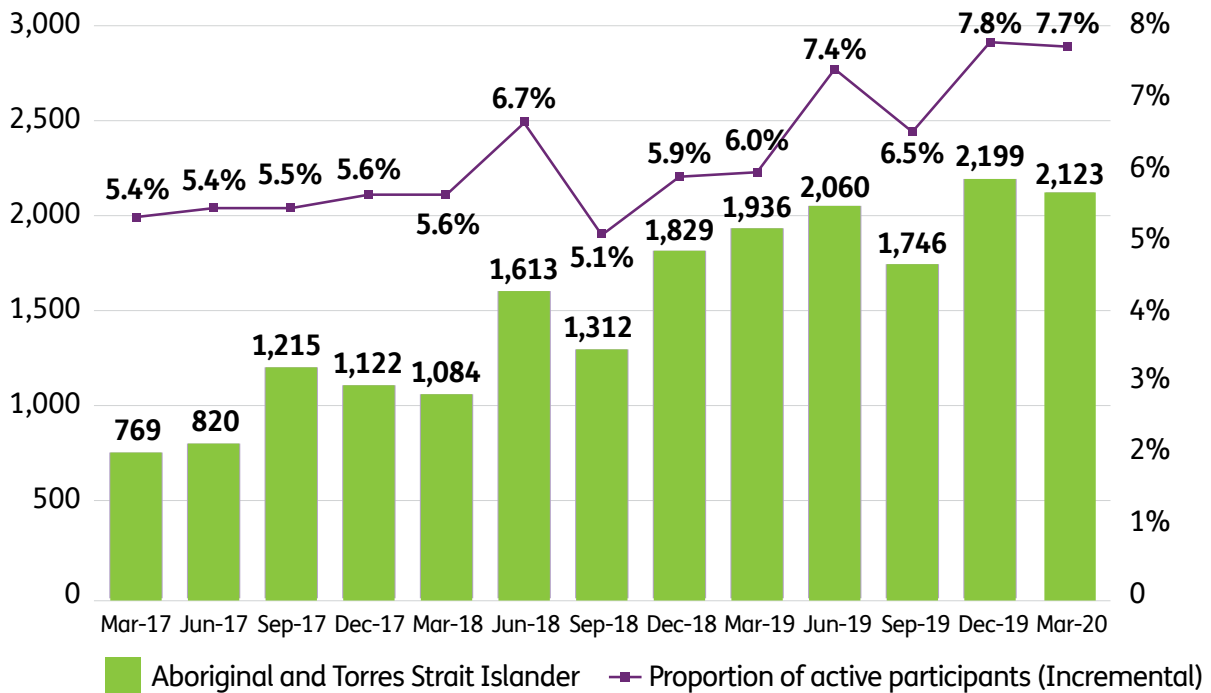
### 1.3 Participant characteristics

**Participant diversity continues with higher proportions of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) Scheme entrants this quarter.**

Of the 27,426 participants entering, there was increased diversity through higher numbers of:

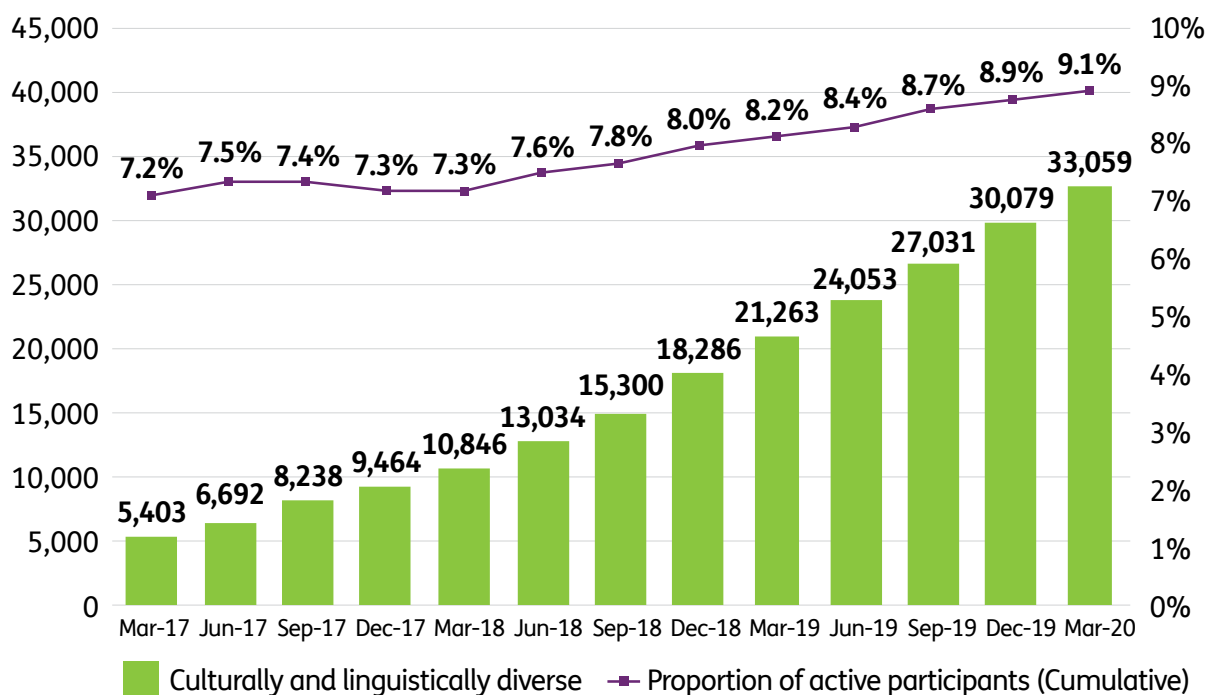
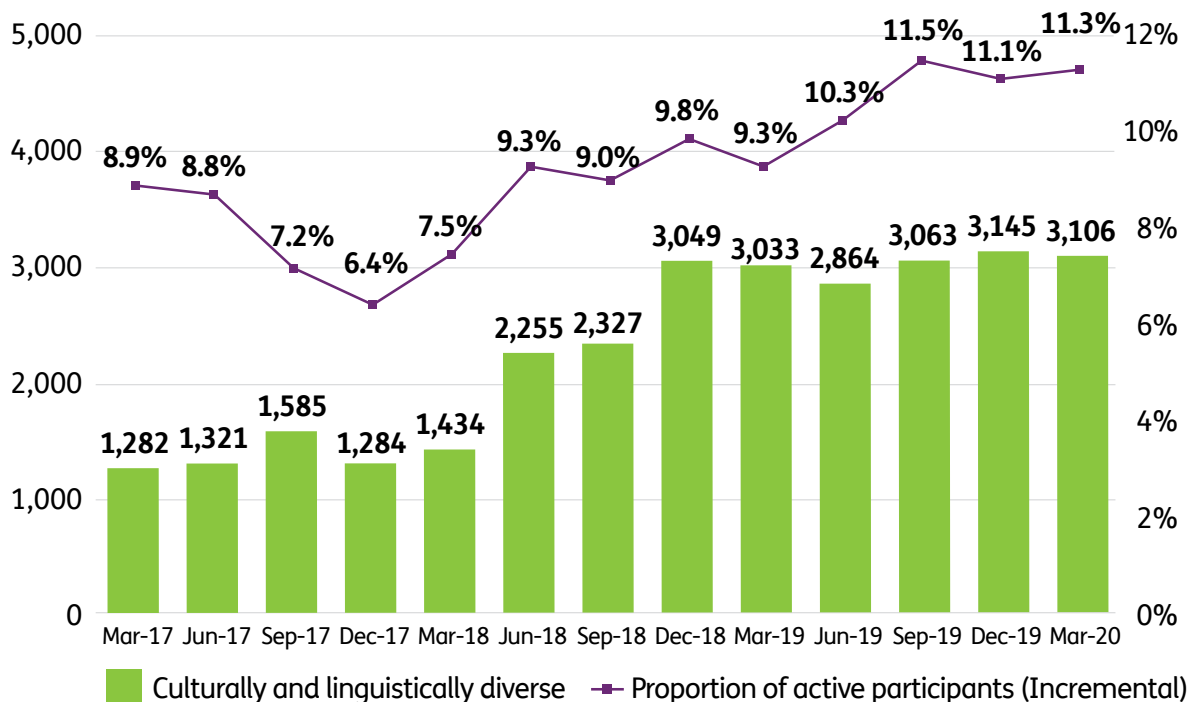
- **Aboriginal and Torres Strait Islanders:** 7.7% of participants who received a plan in the quarter, compared with 6.1% in previous quarters combined.
- **CALD:** 11.3% of participants who received a plan in the quarter, compared with 8.9% in previous quarters combined.
- the number of Scheme participants in **remote and very remote** areas this quarter increased to 1.9% of new entrants, compared with 1.4% in previous quarters combined.

**Figure 3: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)<sup>3</sup>**



<sup>3</sup> 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.

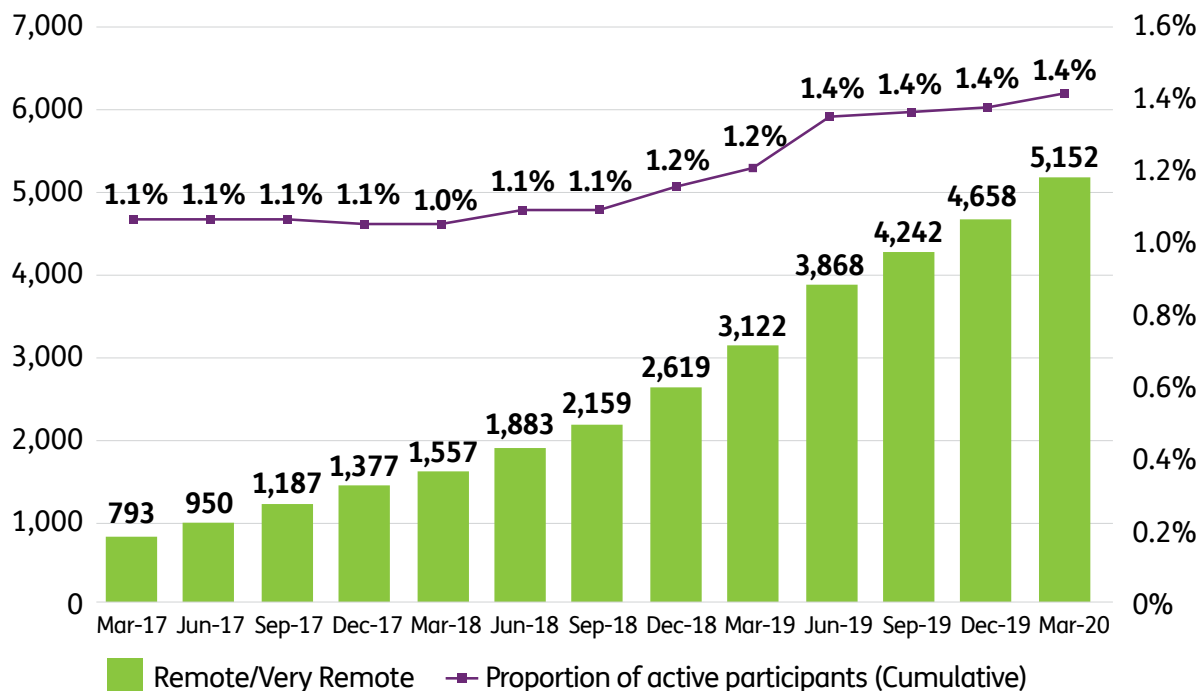
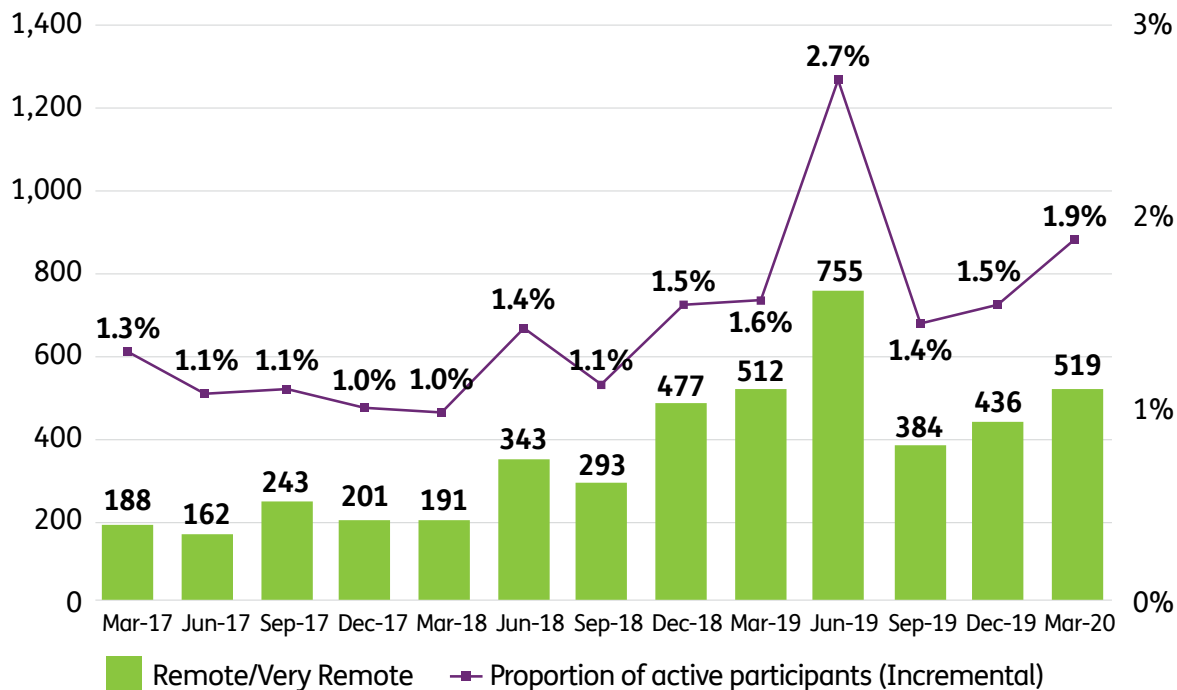
**Figure 4: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)<sup>4</sup>**



<sup>4</sup> 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 remote/very remote participants over time incrementally (top) and cumulatively (bottom)<sup>5</sup>**



<sup>5</sup> 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.

## Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**30%** this quarter and **35%** in the December 2019 quarter). This compares with **14%** in the previous quarters through to 30 September 2019 combined.
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**15.0%** this quarter and the December 2019 quarter compared with **5.3%** in previous quarters).
- **Psychosocial Disability: 12.6%** of participants who received a plan in the quarter, compared to **9.1%** in the previous quarters combined.
- a higher proportion of participants with **Hearing Impairment** entered the Scheme this quarter (**8.6%** this quarter and the December 2019 quarter compared with **4.1%** in previous quarters).

## Younger People in Residential Aged Care

The Royal Commission into Aged Care Quality and Safety released its interim report on 31 October 2019. The government response to the interim report included the formation of a Joint Agency Taskforce (JATF) between the DSS, Department of Health, and NDIA. The JATF was established to develop a new strategy that builds on the Younger People in Residential Aged Care Action Plan. The Government response to the interim report included revised YPIRAC targets, which are:

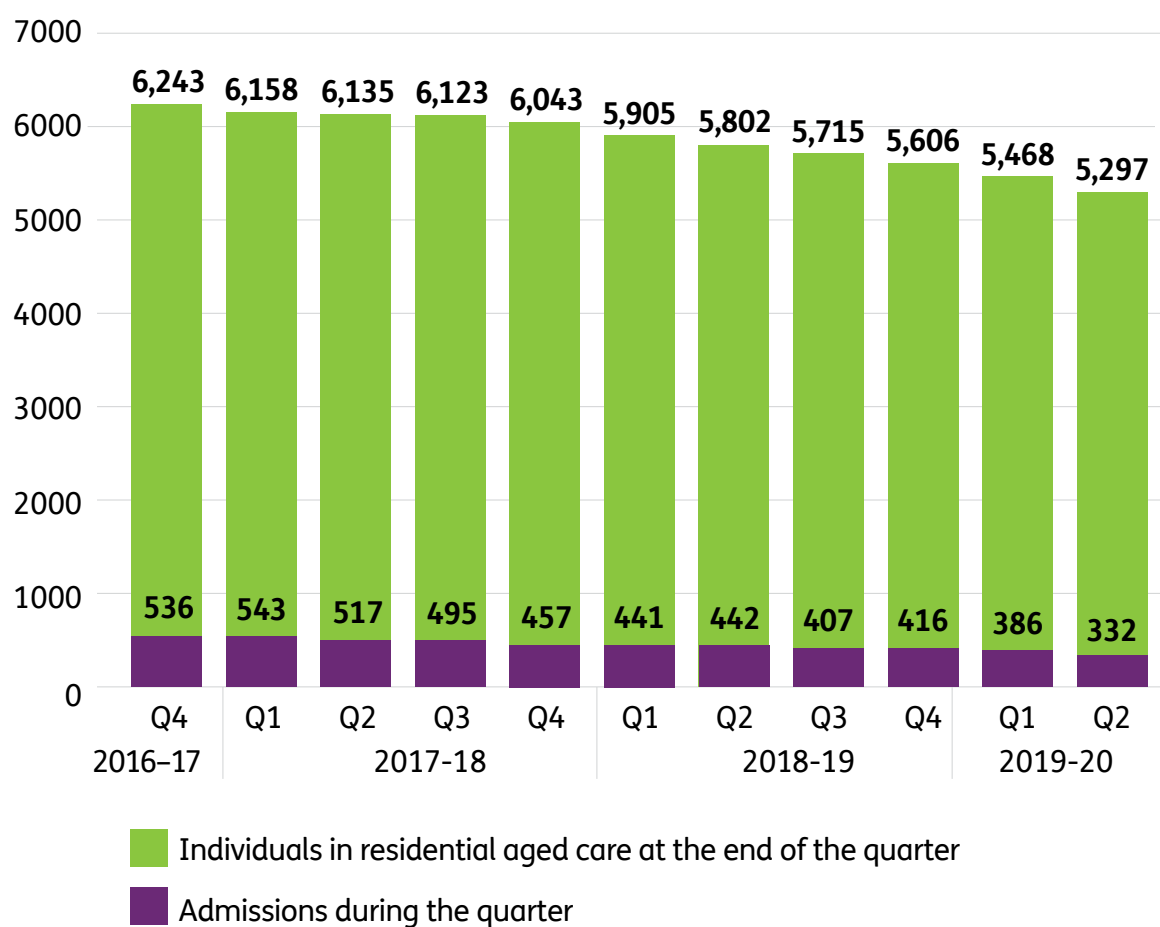
- no people under the age of 65 entering residential aged care by 2022.
- no people under the age of 45 living in residential aged care by 2022.
- no people under the age of 65 living in residential aged care by 2025.

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,243 at 30 June 2017 to 5,297 at 31 December 2019 (an 18% decrease).

Also, less people under the age of 65 years are entering residential aged care – 536 people under the age of 65 years entered in the June 2017 quarter, compared with 332 in the December 2019 quarter (a 38% decrease).

The NDIA, with the Department of Health, is continuing to investigate the reasons why individuals under the age of 65 continue to enter residential aged care.

**Figure 6: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter<sup>6</sup>**

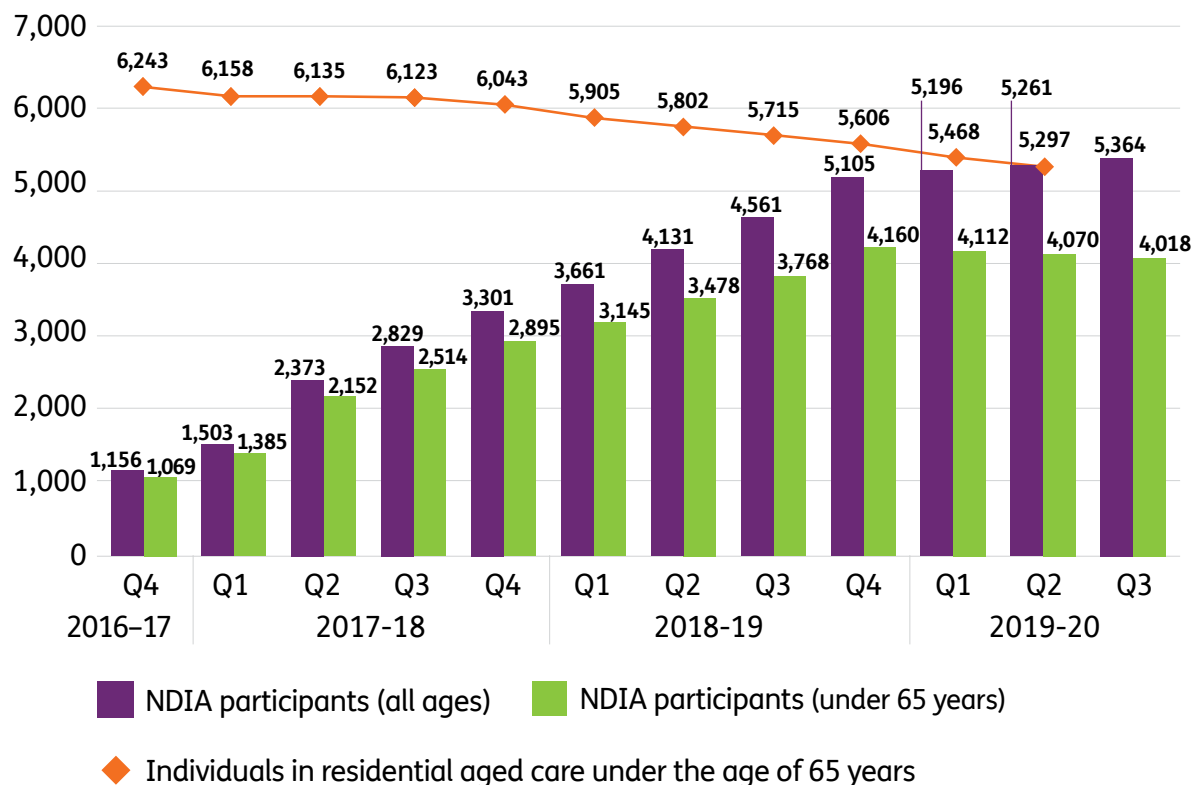


<sup>6</sup> Data is from Department of Health.

There were 4,018 participants in residential aged care with an approved plan at 31 March 2020 aged under 65 years, and there were a further 1,346 participants in residential aged care with an approved plan over 65 years (resulting in 5,364 participants overall in residential aged care). Of the 5,364 participants in residential aged care, 171 are aged under 45 years (3.2%).

Further, of the total number of younger people in residential aged care, 77 per cent had an NDIS approved plan at 31 December 2019, compared with 17 per cent at 30 June 2017.

**Figure 7: Number of NDIA participants in residential aged care (all ages and under 65), and total number of individuals under age 65 in residential aged care**



Part Two:

# Participant experience and outcomes





Recognising that participation in work and community and social activities is restricted due to the COVID-19 pandemic, this section presents the key statistics on these metrics for participants who have been in the Scheme for two and three years respectively.

### **2.1 Participation in work and community and social activities**

**Community and social participation rates continued to improve, however participation in work remains stable.**

#### **Participation in community and social activities**

Participants who entered the Scheme between 1 July 2016 and 31 March 2017 have now been in the Scheme for three years – and for this group of participants, community and social participation has continued to increase over the three year period. There was a:

- **thirteen** percentage increase from **32%** to **45%** for participants aged 15–24 years.
- **fourteen** percentage increase from **36%** to **50%** for participants aged 25+ years.
- **fourteen** percentage increase from **35%** to **49%** for participants aged 15+ years.

Similar trends are evident for those who entered the Scheme between 1 April 2017 and 31 March 2018, and have been in the Scheme for two years. For this group of participants there was a:

- **twelve** percentage increase from **32%** to **44%** for participants aged 15–24 years.
- **ten** percentage increase from **36%** to **46%** for participants aged 25+ years.
- **ten** percentage increase from **35%** to **45%** for participants aged 15+ years.

### Participation in work

The rate of participation in work for those in the Scheme continues to be stable. However, for those who have been in the Scheme for at least three years there have been some marginal increases in employment.

For participants who entered the Scheme between 1 July 2016 and 31 March 2017 and have been in the Scheme for three years, there was a:

- **twelve** percentage increase from **12%** to **24%** for participants aged 15-24 years.
- **two** percentage decrease from **25%** to **23%** for participants aged 25+ years.
- **one** percentage increase from **22%** to **23%** for participants aged 15+ years.

For participants who entered the Scheme between 1 April 2017 and 31 March 2018 and have been in the Scheme for two years, there was also a marginal increase in employment:

- **seven** percentage increase from **16%** to **23%** for participants aged 15-24 years.
- **two** percentage decrease from **27%** to **25%** for participants aged 25+ years.
- **one** percentage increase from **24%** to **25%** for participants aged 15+ years.

### Employment Taskforce

The [NDIS Participant Employment Strategy](#) published in November 2019 requires the NDIA to create opportunities for 30 per cent of NDIS participants of working age to achieve meaningful employment by 30 June 2023.

The NDIA fully supports the Australian Government's commitment of seven per cent employment for people with disability in the Australian Public Service (APS). The NDIA has 11.9 per cent of its employees living with disability, cementing its status as an APS leader and is therefore in a good position to help other agencies understand how they too can achieve their employment targets.

The 'Let's talk about work' booklet is now widely used by participants, teachers, and coordinators to initiate a conversation about work, record key information about strengths, barriers and challenges, previous experience in employment and transferable skills. It is proving an excellent basis for formulating an NDIS plan that lays out the means to achieving employment.

The NDIA is already delivering on a number of elements in the Participant Employment Strategy (noting that some initiatives may not progress at the same pace as envisaged due to the COVID-19 pandemic):

- the NDIA joined the Collaborative Partnership. This Partnership is the national alliance to improve work participation for Australians with a health condition or disability. It is a collaboration between the public, private and not-for-profit sectors.
- an employment innovation challenge commenced with Swinburne University students in March 2020. The challenge will see students develop business plans to address and provide solutions to barriers to employment and outline innovative approaches to positively influence the rate of employment for people with disability. Through this challenge, we expect to hear of innovations in education, community and employment environments.
- the NDIA is working closely with Australian Disability Enterprises and the DSS to ensure a smooth transition to the NDIS for people in supported employment. This transition timeline is affected for some participants where their workplace has closed or they stay at home due to COVID-19 restrictions.
- work continues on the introduction in 2020 of the new supported employment pricing framework announced in October 2019. The new pricing means that participants with moderate to high workplace support needs have choice and control over the type and extent of supports they receive to pursue their employment goals. This includes participants working in Australian Disability Enterprises.
- peer leadership is important, and as a leading employer of people with disability, the NDIA is continuing to strengthen its recruitment and retention of people with disability, including NDIS participants. The NDIA is doing this through our disability awareness and capability training for staff, and leadership development for NDIS employees.
- the NDIS Information, linkages and capacity building (ILC) Economic Participation grant rounds are critical to building evidence-based practices to increase the market of employment supports and opportunities and employer readiness. The latest round of ILC Grants was announced in February 2020 and the outcomes from this work will help inform aspects of the Employment Strategy.

## 2.2 Analysis of participant outcomes

**Participant reported outcomes continue to improve, particularly the longer a participant is in the Scheme.**

Participants who entered the Scheme since 1 July 2016 were asked ‘Has the NDIS helped?’ after one, two and three years in the Scheme, allowing the NDIA to gain valuable longitudinal insights.

### Participants who have been in the Scheme for at least three years

From 1 July 2016 to 31 March 2020, for participants who have been in the Scheme for three years<sup>7</sup>, the following outcomes have been recorded:

#### For children aged 0 to before starting school:

- **95%** of parents and carers thought the NDIS improved their child’s development in their third year of participation, compared to **95%** in their second year and **91%** in their first year.
- **94%** felt the NDIS improved their child’s access to specialist services in their third year of participation, compared to **91%** in their second year and **90%** in their first year.

#### For children starting school to 14 years:

- **69%** 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 **56%** in their first year.
- **54%** 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 **50%** in their second year and **46%** in their first year.

#### For young adults aged 15 to 24 years:

- **67%** of participants felt the NDIS had helped them have more choice and control over their life in their third year of participation, compared to **64%** in their second year and **60%** in their first year.
- **70%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **65%** in their second year and **59%** in their first year.

#### For adults aged 25 and over:

- **78%** 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 **68%** in their first year.
- **84%** 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 **72%** in their first year.

<sup>7</sup> That is, participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a third plan review to date.

### Participants who have been in the Scheme for at least two years

From 1 July 2016 to 31 March 2020, participants that have been in the Scheme for two years<sup>8</sup> also reported the following positive outcomes:

#### For children aged 0 to before starting school:

- **96%** of parents and carers thought the NDIS improved their child's development in their second year of participation, compared to **92%** in their first year.
- **87%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want in their second year of participation, compared to **84%** in their first year.

#### For children starting school to 14 years:

- **65%** 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 **56%** in their first year.
- **51%** 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 **44%** in their first year.

#### For young adults aged 15 to 24 years:

- **65%** of participants felt the NDIS had helped them have more choice and control in their life in their second year of participation, compared to **58%** in their first year.
- **66%** 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.

#### 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 **65%** 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.

While 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 15 per cent of participants aged 15 to 24 agreed that being in the NDIS had helped them find a suitable job, compared to 16 per cent after two years and 18 per cent after one year. Similarly for participants aged 25 and over, after three years in the Scheme, only 18 per cent agreed that being in the NDIS had helped them find a suitable job, compared to 19 per cent after two years and 20 per cent 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. Further detail about the [NDIS Participant Employment Strategy](#) is on the NDIS website.

<sup>8</sup> That is, participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a third plan review to date.



## 2.3 Participant satisfaction

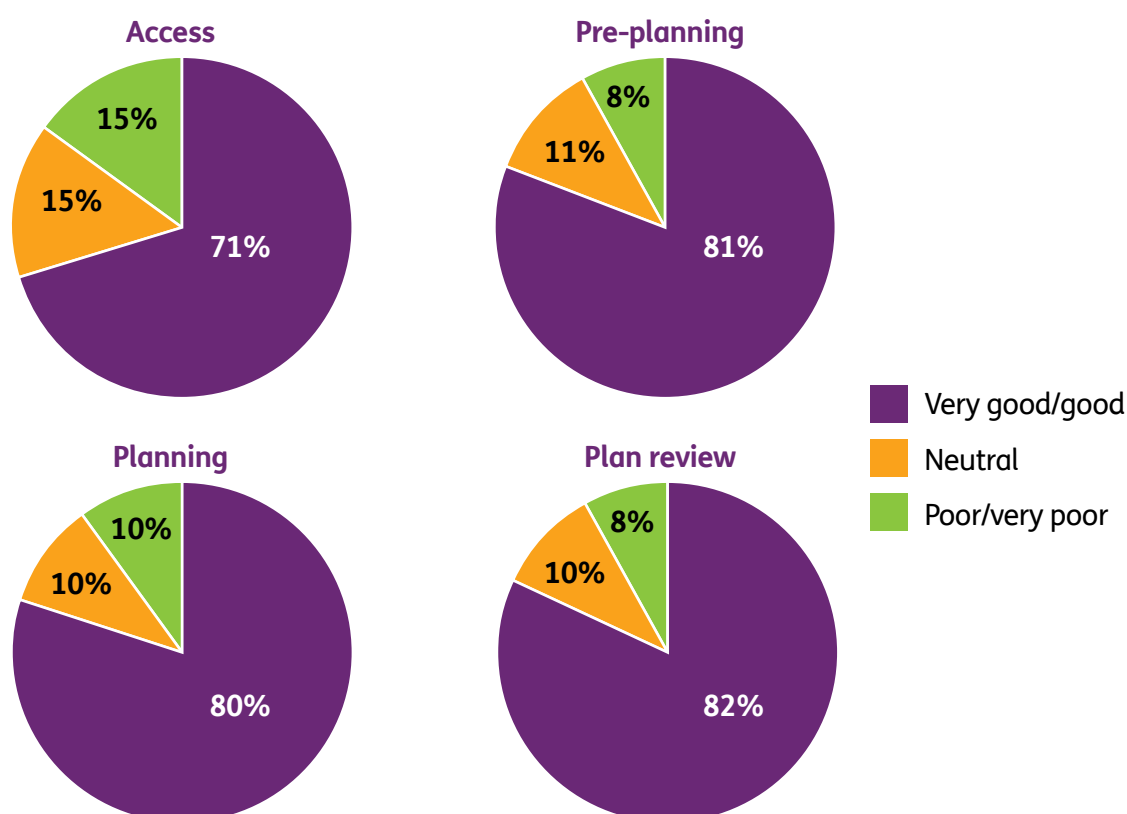
### Participant experience across the pathway remains high.

In mid-August 2019, Minister Stuart Robert announced a review of the NDIS legislation and rules. The review, led by David Tune AO, was completed in December 2019, and the recommendations were released on 20 January 2020. One recommendation from this review, was that the NDIS Independent Advisory Council (IAC) develops a new independent participant satisfaction survey, with reporting included in the NDIA's quarterly reporting to DRC.

Since September 2018, the NDIA has conducted a participant satisfaction survey to allow for a 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. The IAC will build on this survey to develop a comprehensive picture of participant satisfaction, noting that the original survey conducted by the NDIA since Scheme inception on first plan experience has now ceased.

In the March 2020 quarter, 82 per cent of participants rated the plan review process as either good or very good, with a further 10 per cent rating the experience as neutral. Seventy-one per cent of the participants in the quarter rated the access process as either good or very good, 81 per cent rated the pre-planning process as either good or very good, 81 per cent rated the pre-planning process as either good or very good, and 80 per cent of participants rated the planning process as either good or very good.

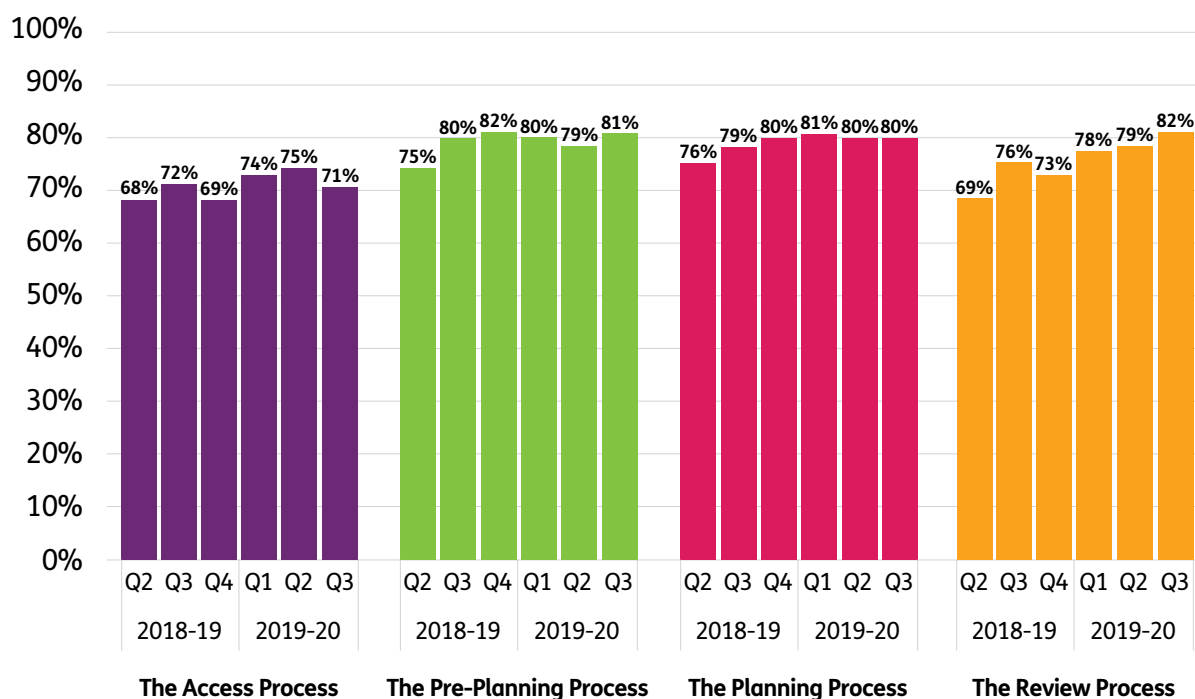
**Figure 8: Rating of experience with the NDIS (1 January 2020 to 31 March 2020)<sup>9</sup>**



<sup>9</sup> Survey sample was 496 surveys at Access, 1,370 at Pre-Planning, 1,627 at Planning and 333 at Review.

Satisfaction with the plan review process has increased over the six quarters with the other elements across the pathway remaining relatively consistent.

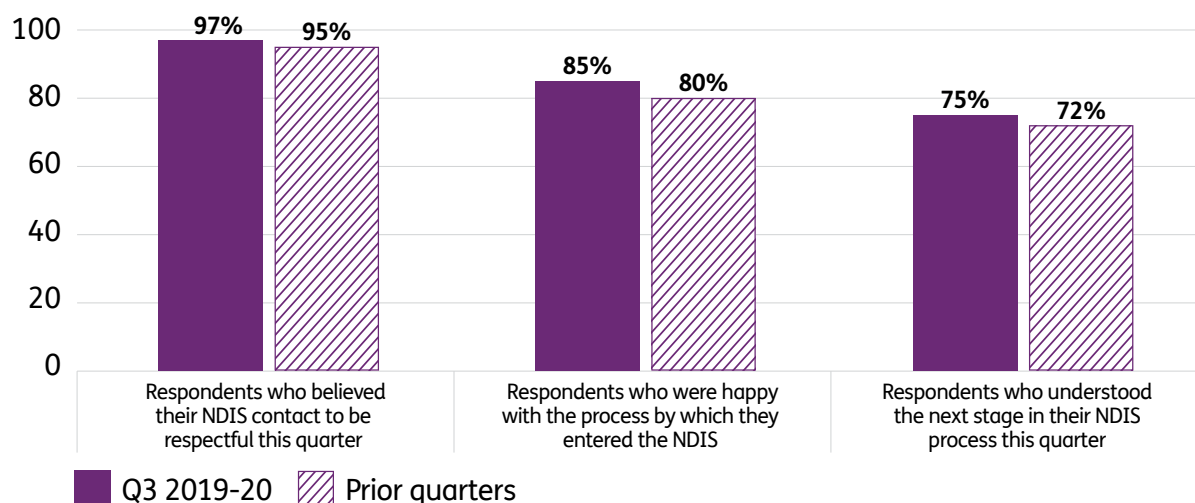
**Figure 9: Trend of satisfaction across the pathway (% Very good/good)<sup>10</sup>**



In addition to the trends outlined above, this survey also provides further insights at each stage of the pathway. A comparison of the previous five quarters (2018-19 Q2, Q3 and Q4, and 2019-20 Q1 and Q2) with the current quarter (2019-20 Q3) indicates continued satisfaction across the four stages of the pathway.

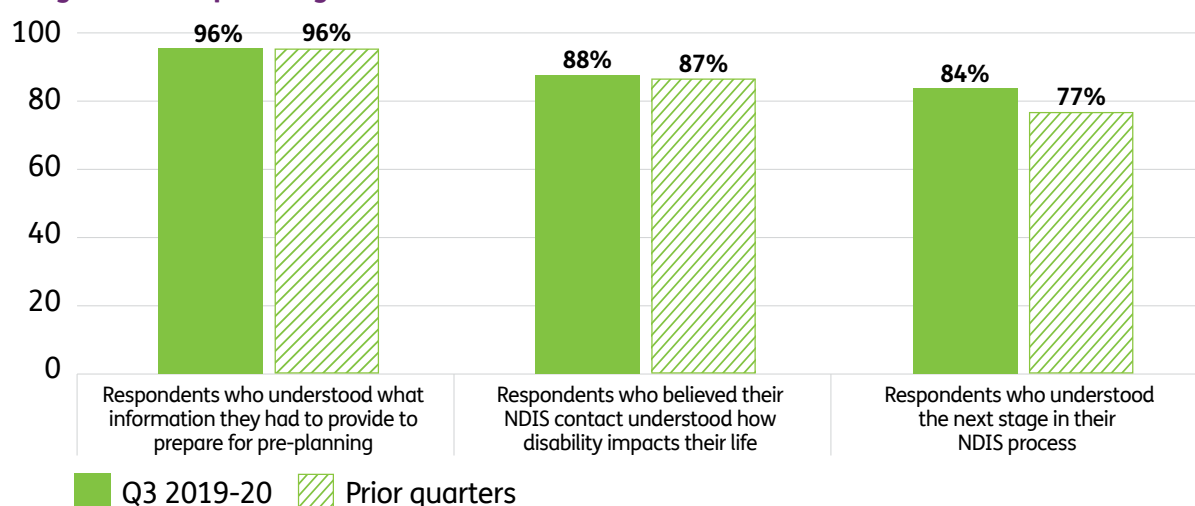
**Figure 10: Satisfaction across the four stages of the pathway**

#### Stage One: Access

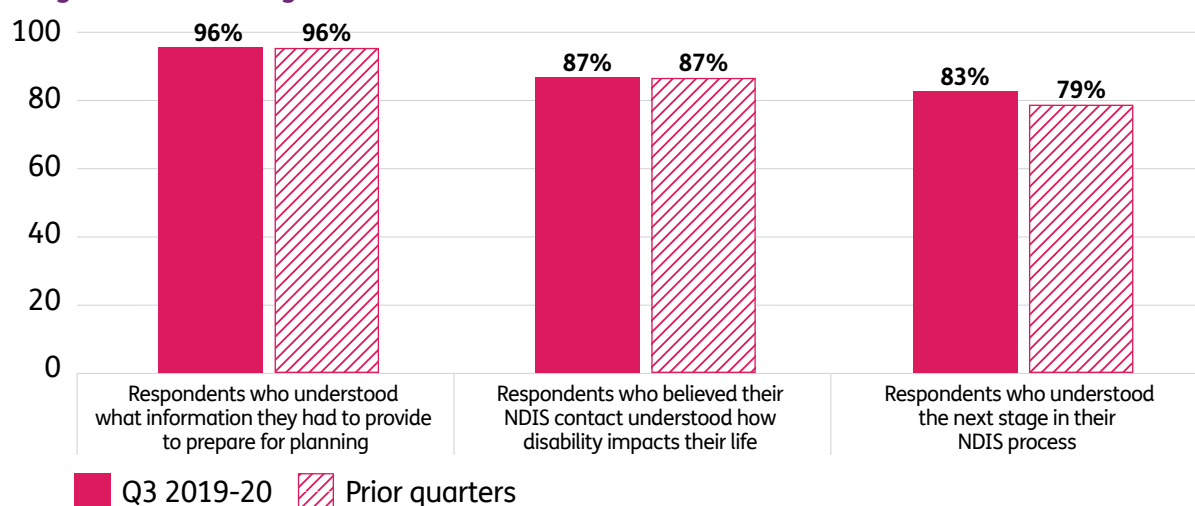


<sup>10</sup> On average, approximately 1,250 surveys at Access, 1,100 at Pre-planning, 1,400 at Planning and 1,250 at Plan Review are collected each quarter. Some results have marginally changed since the last quarterly COAG report as some survey results for each quarter are received retrospectively.

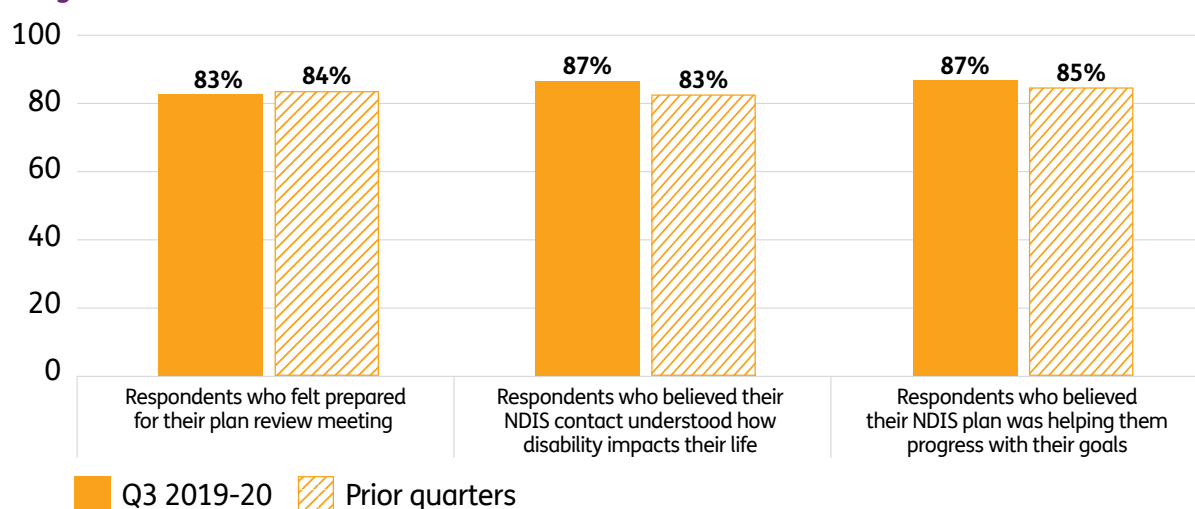
### Stage Two: Pre-planning



### Stage Three: Planning



### Stage Four: Plan Review



## 2.4 Waiting times for access decisions and plans<sup>11</sup>

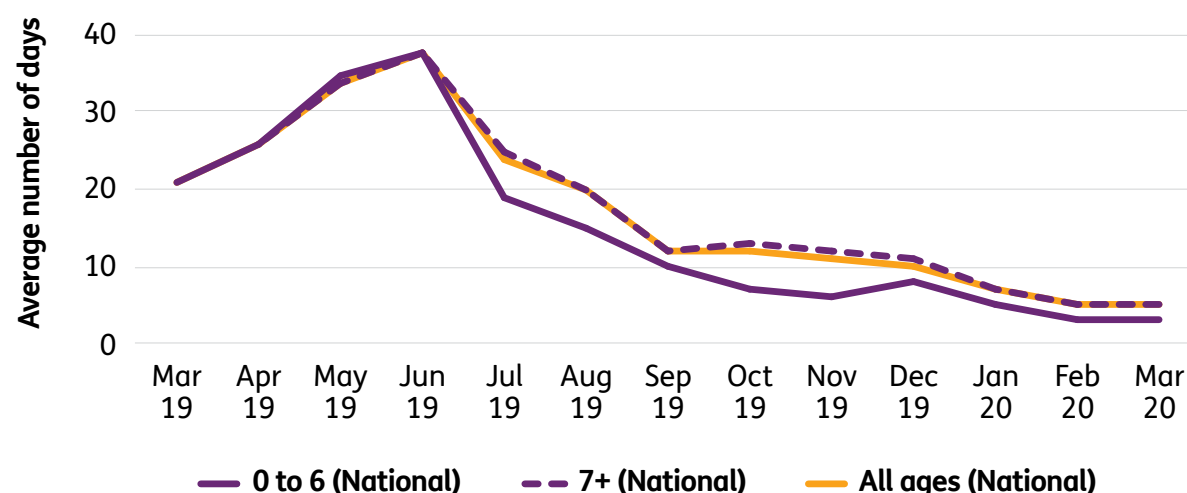
The time taken to make an access decision is, on average, three days.

### Access decisions

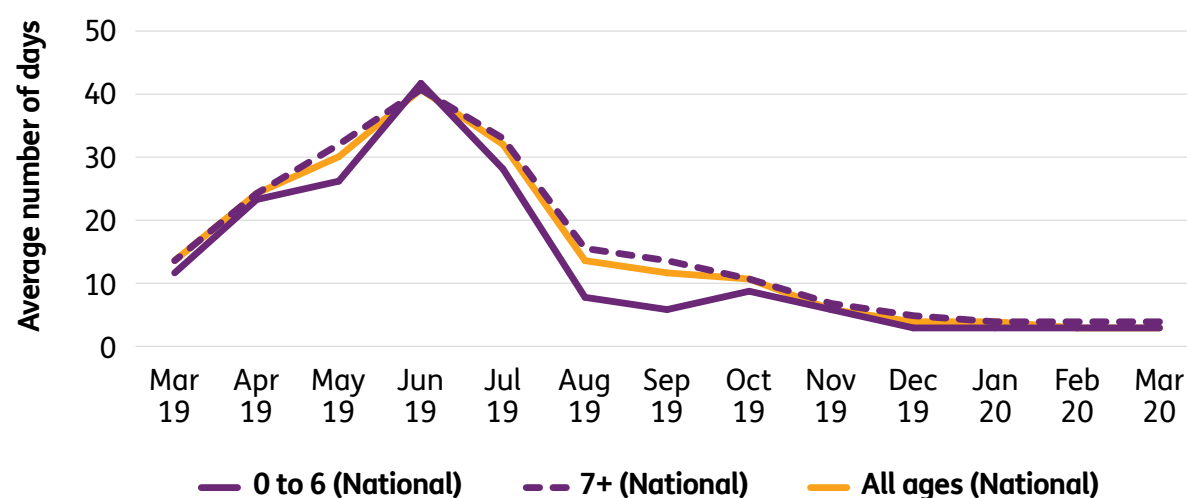
The amount of time taken to determine access to the Scheme in some months of 2019 was too long. The NDIA invested significant resources to fix the ICT issue that caused the backlog and re-deployed staff to clear the backlog. The time taken, on average, to make an access decision in the most recent month fell to three days, well below the 21 day target.

Each quarter, a number of access decisions are made, and a number of access requests remain in progress (with a decision still to be made) at the end of the quarter. This analysis considers both the timeframes on the decisions that were made during the quarter, and also for the decisions still to be made, the number of days these decisions have been in progress. As at 31 March 2020, outstanding access decisions had been in progress for an average of five days. This compares with 10 days at the end of December 2019 and 38 days at 30 June 2019. Further, access decisions completed in the month of March 2020 were completed in three days on average compared to four days in December 2019 and 42 days in June 2019.

**Figure 11: The average number of days an access decision has been in progress**



**Figure 12: The average number of days taken to complete an access decision**



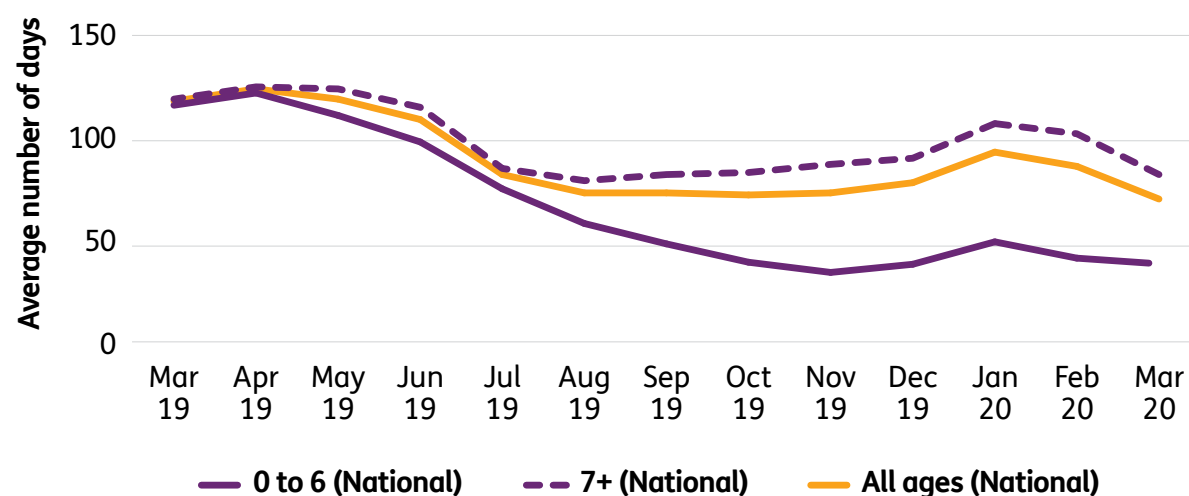
<sup>11</sup> Further detail on waiting times is included in Appendix R.

### First plan approvals

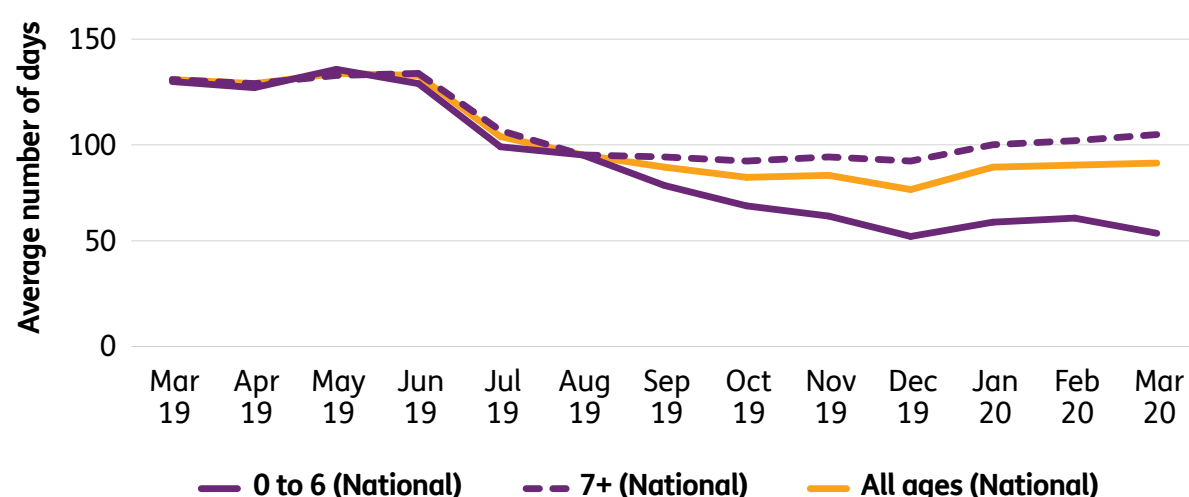
The time taken to approve a first plan after an access decision has been made has significantly improved compared to nine months ago.

First plans completed in March 2020 were completed in 90 days on average compared to 77 days on average in December 2019 and 133 days in June 2019. The average number of days taken to complete and approve a first plan increased over the quarter because the NDIA focused on reducing the number of plans that were over 60 days old. At 31 March 2020, the average number of days a first plan has been in progress (that is, not yet approved) was 76 days. This compares to 84 days at 31 December 2019 and 115 days at 30 June 2019.

**Figure 13: The average number of days a first plan has been in progress (that is, not yet approved)**



**Figure 14: The average number of days taken to complete and approve a first plan**



## 2.5 Complaints, participant requested reviews and reviews of reviewable decisions

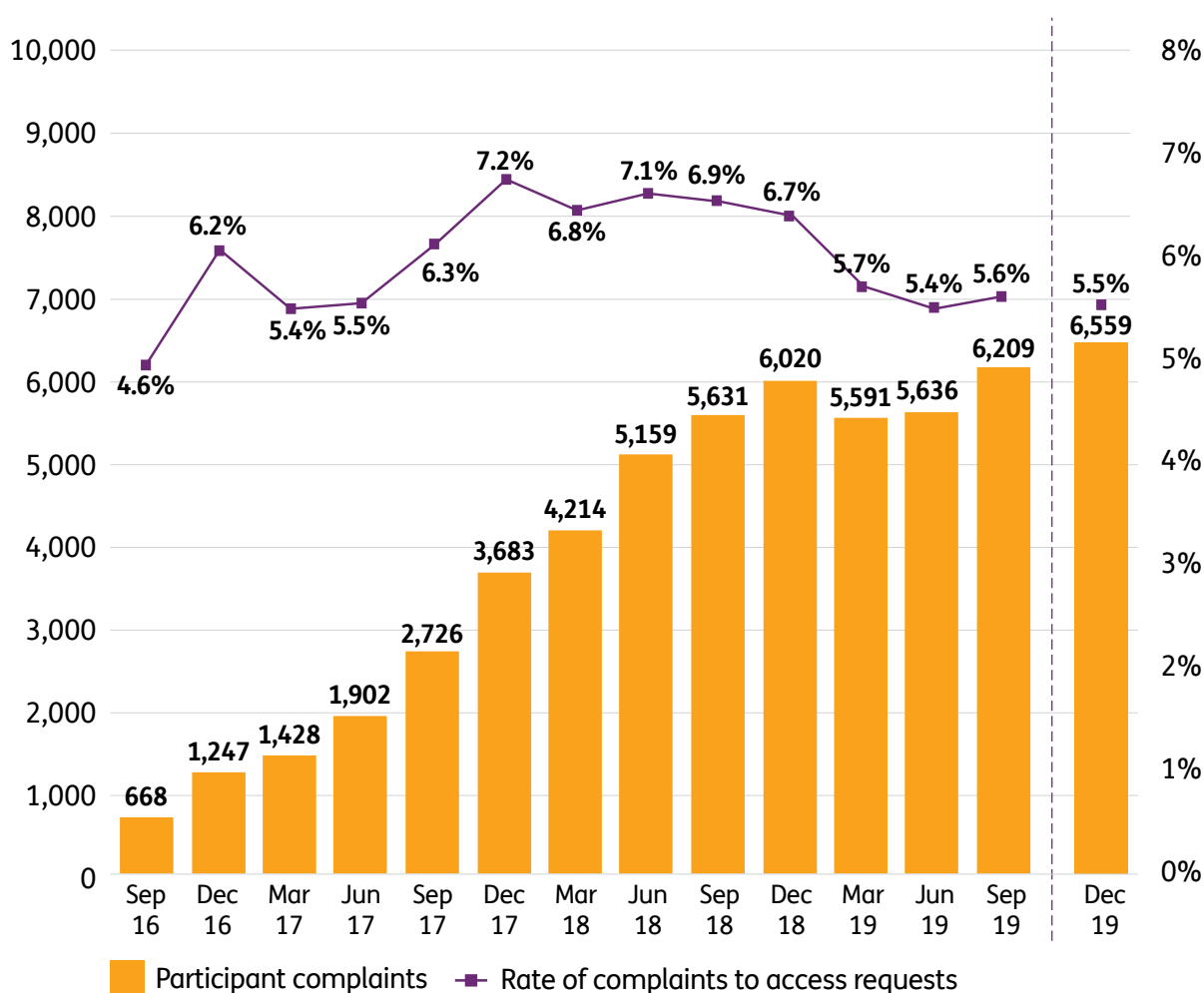
There has been a significant reduction in the number of open participant requested reviews (PRRs) and reviews of reviewable decisions (RoRDs) throughout the quarter.

### Complaints

The NDIA business system has been enhanced this quarter to allow the recording of multiple related parties as the source of a complaint. This means that both participants and providers, or other parties, can be linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with a complaint. For this reason, results this quarter are not comparable with previous quarters.

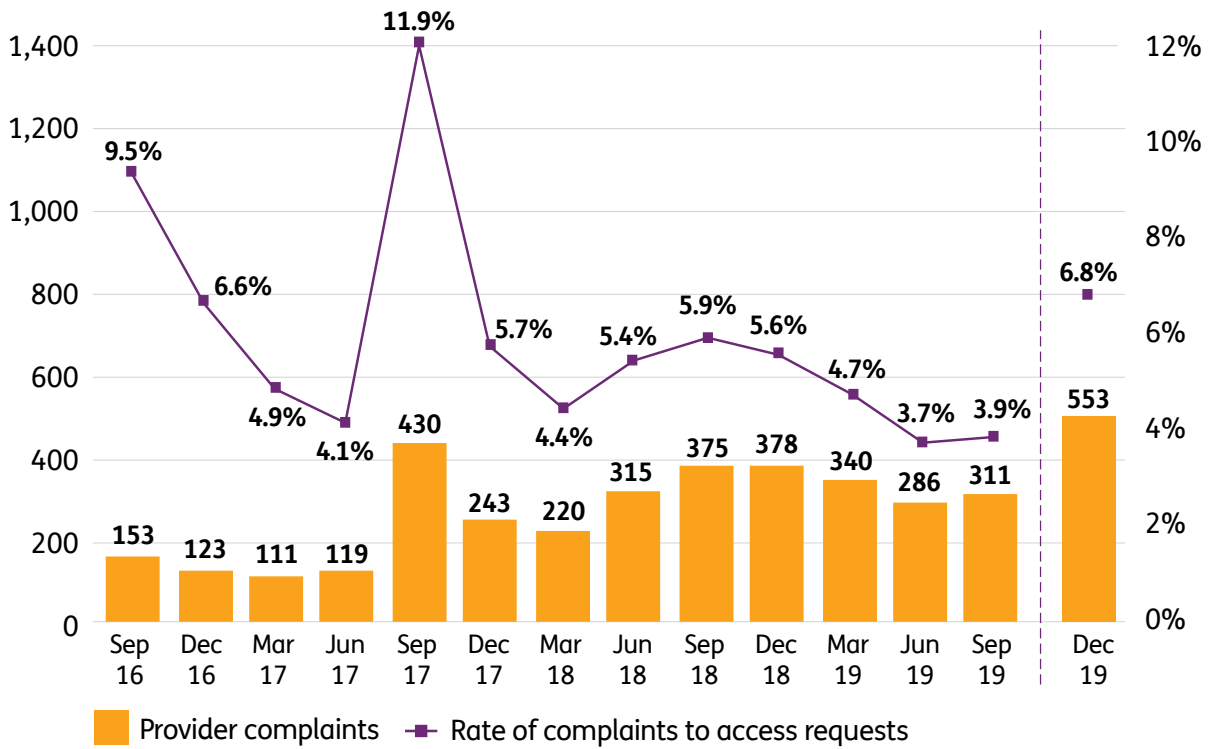
Participant complaints received, as a percentage of access requests in the quarter, were 5.5 per cent, and provider complaints, as a percentage of registered providers, was 6.8 per cent.

**Figure 15: Participant complaints received as a proportion of access requests<sup>12</sup>**



<sup>12</sup> Complaints are reported to 31 December 2019 due to the lag in reporting and hence the March 2020 quarter will be reported in the next quarterly report.

Figure 16: Provider complaints received as a proportion of registered providers<sup>13</sup>



<sup>13</sup> Complaints are reported to 31 December 2019 due to the lag in reporting and hence the March 2020 quarter will be reported in the next quarterly report.



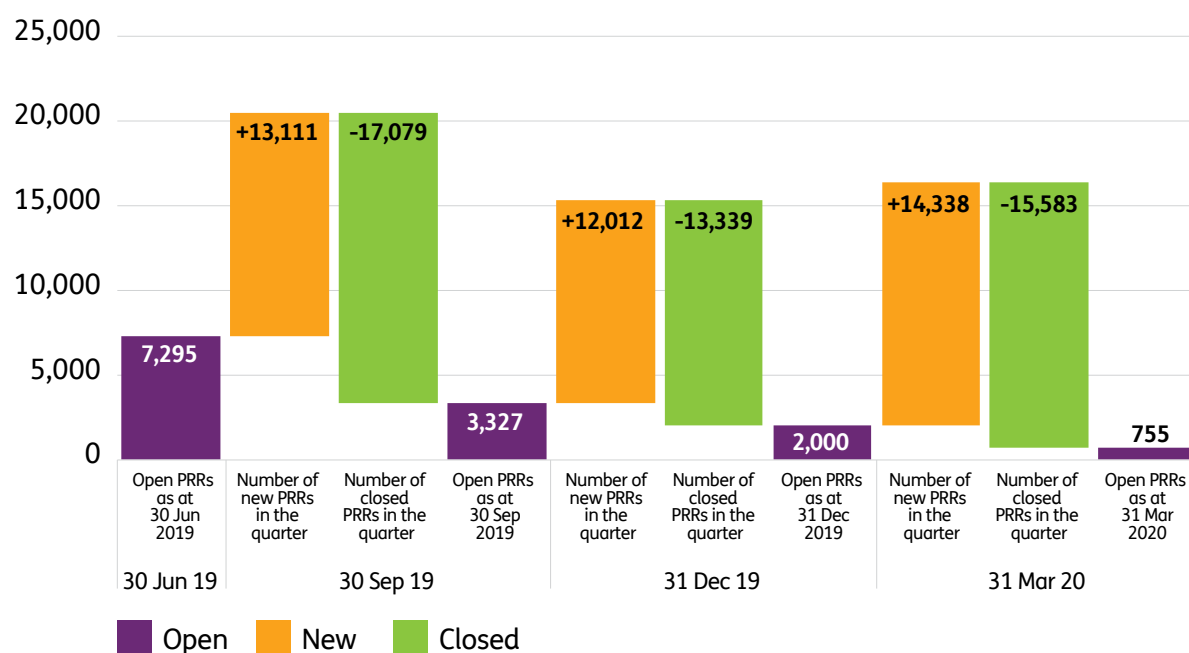
### Participant requested reviews

A participant may request that the CEO conduct a review of the participant's plan at any time (section 48 of the NDIS Act).

In the March 2020 quarter, there were 14,338 new participant requested reviews, and 15,583 were closed.<sup>14</sup> The number of PRRs has increased over the last year due to the increase in the number of participants. In the March 2020 quarter, PRRs accounted for 17 per cent of total plan reviews.

There has been a significant reduction in the number of open PRRs from 7,295 at 30 June 2019, to 755 at 31 March 2020. On average, it took 13 days for PRRs to be completed.

**Figure 17: PRRs received and closed during the March quarter and open as at 31 March 2020**



<sup>14</sup> Participant Review Request (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests. However, access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

## Reviews of reviewable decisions

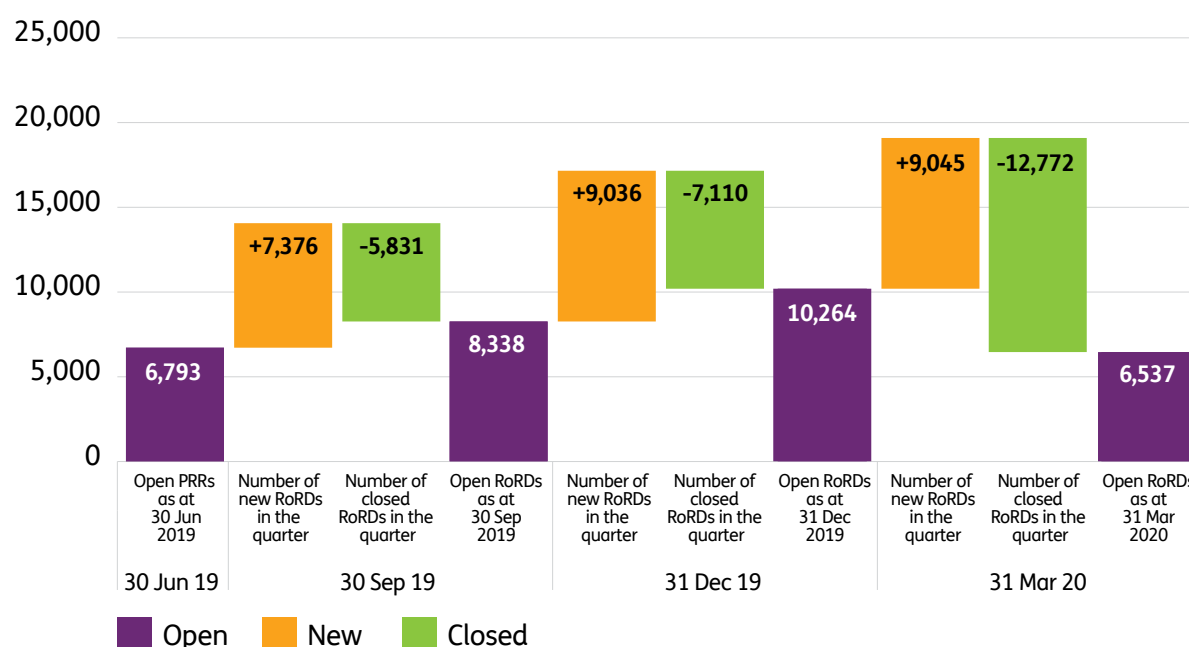
Under section 100 of the NDIS Act, people can request RoRDs. In the March 2020 quarter, there were 9,045 new RoRDs, and 12,772 were closed.<sup>15</sup> As with PRRs, the number of participant RoRDs has increased over the last year due to the increase in the number of participants.

There was a significant reduction of open RoRDs from 10,264 at 31 December 2019, to 6,537 at 31 March 2020.

It should be noted that the large increase in RoRDs between 30 June 2019 and 31 December 2019 is largely due to RoRDs being entered into the ICT business system (where they previously were not recorded).

The number of RoRDs open for more than 90 days at 31 December 2019 was 3,707 and this has now decreased to 1,351 at 31 March 2020.

**Figure 18: RoRDs received and closed during the March quarter and open as at 31 March 2020**



<sup>15</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA. Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

## 2.6 The NDIS Contact Centre

### The NDIS contact centre continues to process a high volume of calls in a timely manner

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 1 January 2020 and 31 March 2020, the Contact Centre answered 284,097 phone calls. The **average answer speed** is consistently **under 26 seconds**.
- the Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the March 2020 quarter it was achieving a service level of **84%**.
- average **abandonment rates** are consistently sitting at 1.2%.
- throughout the quarter 206,215 emails were responded to, with **98.2%** progressed within 2 business days of them being received.
- the **rate of enquiries being resolved** at first contact has increased from 61% in December 2019 to 74% in March 2020, and averaged 71% over the March 2020 quarter.<sup>16</sup>

While the number of calls to the National Contact Centre has increased above expected levels in April, the National Contact Centre has continued to meet its service standard at 82 per cent of calls answered within 60 seconds, and the abandonment rate has remained largely unchanged at 1.3 per cent.

<sup>16</sup> The December 2019 report included a higher first contact completion rate. Data capture and accuracy has improved and hence this statistic has been re-stated.

## 2.7 Actions to improve the participant experience

While many projects are on hold due to the COVID-19 pandemic, the NDIA continues its progress on improving the participant experience.

### Participant Vision

The NDIA has commenced work on a **Participant Vision** which will set the NDIA's ongoing commitment to improve the participant experience. The Participant Vision will bring together the projects underway which focus on reducing waiting times, improving the consistency and equity of decisions, reducing complexity, and improving connections with hard to reach participants.

Our 2020-2021 Participant Vision will set out what the NDIA is going to do to deliver a Scheme that meets participant expectations over the next two years. It will reflect the engagement principles and time standards participants can expect as well as the work the NDIA already has underway.

The NDIA will engage with participants by being:

- **transparent:** you will have access to information about the NDIS and your plans that is accurate, consistent, up-to-date, easy to understand and available in formats that meet your needs.
- **responsive:** you are supported and your independence is maximised by addressing your individual needs and circumstances.
- **respectful:** you are valued, listened to and respected.
- **empowering:** you are empowered to make an access request, navigate the NDIS system, participate in the planning process and use your plan supports.
- **connected:** we break down barriers so that you are connected to the services and supports you need.

While COVID-19 has had an impact on the progress of some initiatives, a series of service enhancements continue to improve the participant experience and these are naturally aligned to how the NDIA intends to engage with participants. This section includes the progress on projects to improve the participant experience, noting that projects that are on hold will resume when it is appropriate to do so.

## **Transparency**

### **Webchat**

In December 2019, the NDIA introduced webchat, a 'live chat' service on the NDIS website. This enabled people to quickly find general information about the NDIS.

In March 2020, further enhancements were made to the webchat platform which enabled NDIA staff to help participants with their personal circumstances once they had verified their identity. Now participants can use webchat to access personalised services from our highly trained staff just as they would over the phone.

The NDIA also worked with Blind Citizens Australia to make sure webchat is accessible and meets the needs of all our users.

### **Complex home modification guide**

In February 2020, the NDIA published a guide to complex home modifications (CHM) for builders and assessors. The complex home modification guide is designed to increase knowledge and understanding of complex home modifications to reduce the number of re-quotes and facilitate timely approvals.

## **Responsive**

### **Joint planning**

The rollout of Joint Planning, including plan summary statements (draft plan summary) and joint planning meetings, commenced in Queensland in March 2020. Joint Planning supports relationship building between the participant, planner and partner through face-to-face planning meetings where possible.

Thirty Joint Planning meetings were booked to be completed by the end of March. Twenty-three participants elected to forego a meeting and have their plans approved immediately. Seven chose to continue with a telephone meeting. The first five meetings were held during the final two weeks of March, with participants given the opportunity to discuss their NDIS plan with their Local Area Coordinator (LAC) and NDIA planner. The further roll out of joint planning meetings is currently on hold while the NDIA focuses on maintaining critical services in response to the COVID-19 pandemic and respects physical distancing. While Joint Planning remains a priority for roll out in the future, the recommencement of Joint Planning is not likely to occur until face-to-face meetings with participants becomes a primary option post COVID-19.

### **Independent Assessment Pilot**

Improving the NDIS assessment process will make the Scheme more reliable, consistent and equitable for everyone, ensuring it provides access to eligible participants as well as the appropriate levels of funding for the people it was intended to help.

The NDIA discontinued the Independent Assessment Pilot during March 2020. The pilot relied upon face-to-face contact with participants so it was quickly closed as soon as COVID-19 became a concern. The NDIA is now undertaking an evaluation of the pilot; however, the original intention to implement the assessments in July 2020 is no longer appropriate and will take place at a later time.

**Collaborative access**

Collaborative Access (CA) is a process change that strengthens the connection between prospective participants and their LAC.

In CA, LACs provide more direct support of individuals when completing access requests, and identify and connect individuals to mainstream supports and other government services (even if they did not qualify for funded supports). It also helps participants understand mainstream supports upon exit from the Scheme.

Intended benefits include accelerating access decisions by ensuring participants have provided the right details, fewer reviews and complaints, and improving participant outcomes by having participants connecting earlier to mainstream supports. CA will also help prospective participants' complete independent functional assessments when applying for access to the Scheme.

In 2019 the NDIA tested CA, and it demonstrated that people's experience was enhanced by engaging with a LAC face-to-face about access to the Scheme, for people approaching a LAC for the first time and also for those who had previously attempted to apply for access.

The CA project, which will assist prospective participants to collect information for an Access request, will still coincide with the rollout of independent assessments. Both of these initiatives are consequently on hold due to the COVID-19 pandemic.

**Respectful****Hearing Service Stream**

The NDIA continues its consultation with key external stakeholders in the deaf community to ensure that the future hearing service market is providing quality supports to participants who are deaf or hard of hearing. Work is ongoing to support clients of the Commonwealth Hearing Services Program clients and National Auslan Interpreting Booking and Payment Services (NABS) program who may be eligible and choose to seek access to the NDIS if they choose. This commenced in partnership with Department of Health and Hearing Australia at the beginning of March 2020. In addition, the NDIA is making information available in accessible formats, with many videos now available on the NDIS website in Auslan.

**Empowering****Enhanced planning to better respond to the episodic nature of psychosocial disability**

The NDIA continues to rollout improvements for people with a psychosocial disability. These have included the implementation of a streamlined access process, the development and sharing of key documents to support access, and delivering training and education regarding NDIS access requirements to the mental health sector. The NDIA commenced implementation of these improvements in Tasmania, South Australia, ACT, New South Wales and Queensland with remaining states and territories to be completed before the end of 2020.

The NDIA is continuing to develop the proposed psychosocial disability capability framework with the assistance of experts to define the capability required for NDIA staff and its partners. This framework was initiated to directly address the recommendations made in the Mental Health Australia Pathway Consultation report for the need to build psychosocial capability in the NDIA.

Lastly, a commitment from the Disability Reform Council (DRC) to improve access and experiences for participants with a psychosocial disability was announced following the 9 October 2019 DRC meeting. The NDIA together with DSS, and state and territory health department representatives, have established project teams and have commenced working collaboratively on the following key initiatives:

1. Undertaking a joint examination of access and eligibility
2. Improving linkages and referral to mental health supports for people not eligible for the NDIS
3. Assertive Outreach, increasing access to the NDIS for people with a psychosocial disability
4. Psychosocial disability recovery approach
5. National approach to concurrent supports

The timeline for delivery of the work on the DRC initiatives will extend into 2021 as a result of the impact of COVID-19 on operational priorities for all Australian governments.

### **Younger People in Residential Aged Care**

The Royal Commission into Aged Care Quality and Safety released its interim report on 31 October 2019. The NDIA Board and management is committed to working with the JATF to develop a completely new YPIRAC strategy that builds on the Younger People in Residential Aged Care Action Plan which aims to reduce the number of younger people in residential aged care. The NDIA will play a significant role via the JATF in developing strategies to meet the revised YPIRAC targets.

### **Connected**

#### **Community connectors**

On 14 November 2019, Minister Stuart Robert announced the development of a National Community Connector Program (NCCP), which will support individuals with disability from hard to reach communities to access and navigate the NDIS.

The NCCP will be rolled out over two years, however timelines of delivery may change due to COVID-19, and will build on existing NDIA community connector programs (Remote Community Connector Program) and other community connector-type initiatives undertaken by the NDIA's PiTC.

The NCCP will focus on supporting targeted communities, such as Aboriginal and Torres Strait Islander peoples, CALD communities, ageing parents and carers of children with disability, and people experiencing psychosocial disabilities, to navigate the NDIS and get the services they need.



### Removing gaps between plans

From August 2019, the NDIA began automatically extending the end date of participant plans to remove any gap between new and old participant plans.

In February 2020, the NDIA made further improvements to the NDIS myplace portal. The new improvements include:

- Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) supports will have service bookings automatically increased where a 28 day extension has been applied to a plan.
- unclaimed funds within a participant's previous plan and service bookings will now be available for 90 days after a new plan has been approved. This gives participants and providers more time to make payment requests for services delivered during the previous plan period.

The changes ensure continuation of service for our participants during a plan review period and reduce claiming errors and manual rework for providers.

Part Three:

# Providers and the growing market



Payments for NDIS supports have increased substantially over the last two years.

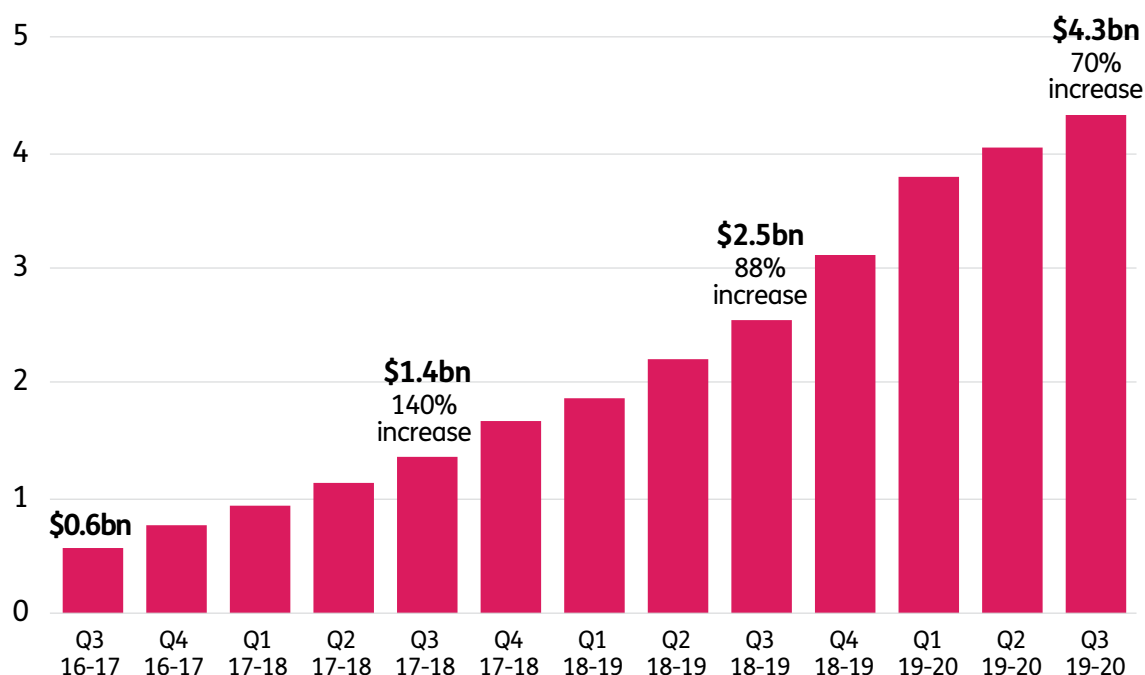
### 3.1 Growth in the NDIS market

**Payments for NDIS supports have grown 70 per cent in the last year.**

The amount paid each quarter for NDIS supports continues to increase. In the March 2018 quarter, \$1.4 billion was paid for supports. This increased to \$2.5 billion in the March 2019 quarter (88% increase), and to \$4.3 billion in the March 2020 quarter (a further increase of 70%).

**Figure 19: Total payments by quarter<sup>17</sup>**

\$bn

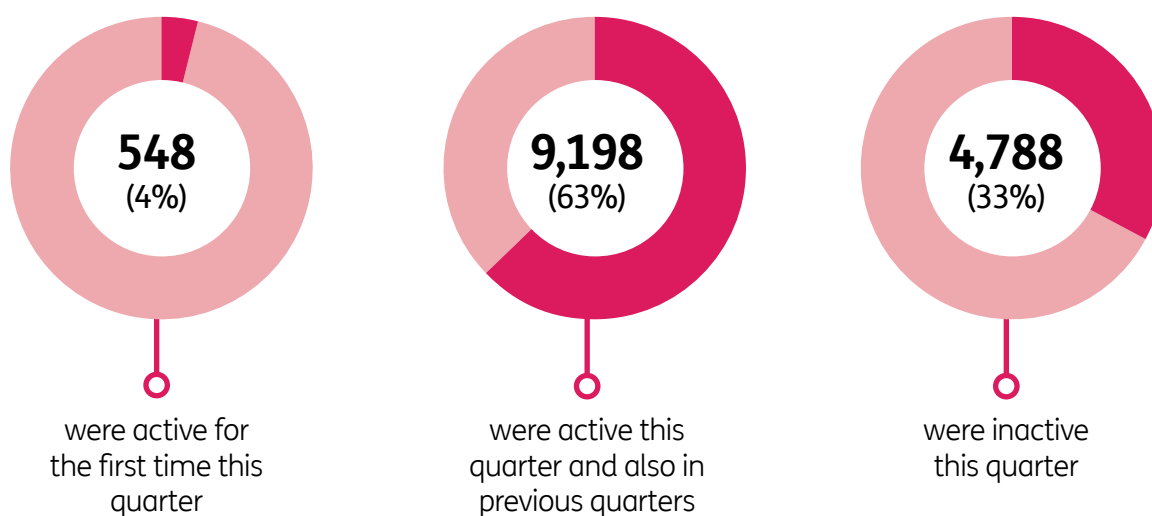


<sup>17</sup> The chart represents the amount paid each quarter, regardless of when the support was provided.

### 3.2 Active providers

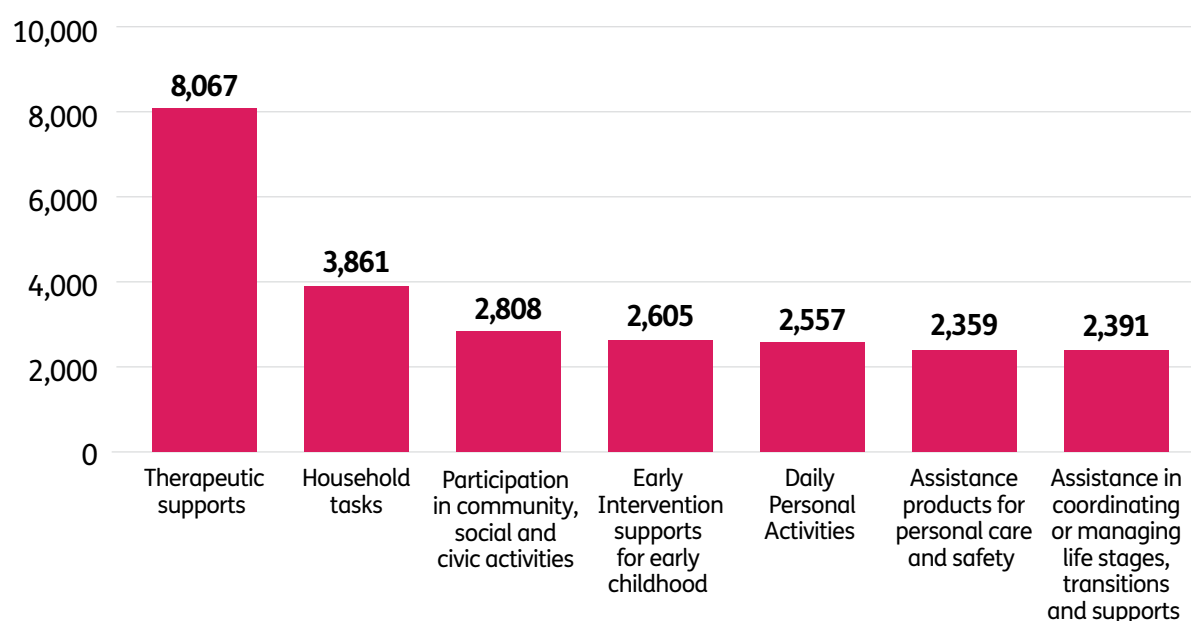
The number of active providers increased by four per cent this quarter.

Since the start of the Scheme, 14,534 providers have supported participants.<sup>18</sup> Of these:



The registration groups with the largest number of active registered providers are therapeutic supports and household tasks.

**Figure 20: The largest registration groups for active providers**



<sup>18</sup> This is providers of agency-managed participants. Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 14,534.

### 3.3 Choice and control, utilisation and market concentration

**Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.**

In the first three quarters of the 2019-20 financial year, \$11.2 billion has been paid by the NDIS for participant supports. This amount will increase further due to the timing delay between when some supports are provided and when they are paid.

Three key indicators outlined in the NDIA Corporate Plan aspiration of a competitive market with innovative supports are:

– choice and control

– utilisation

– market concentration

### Choice and control

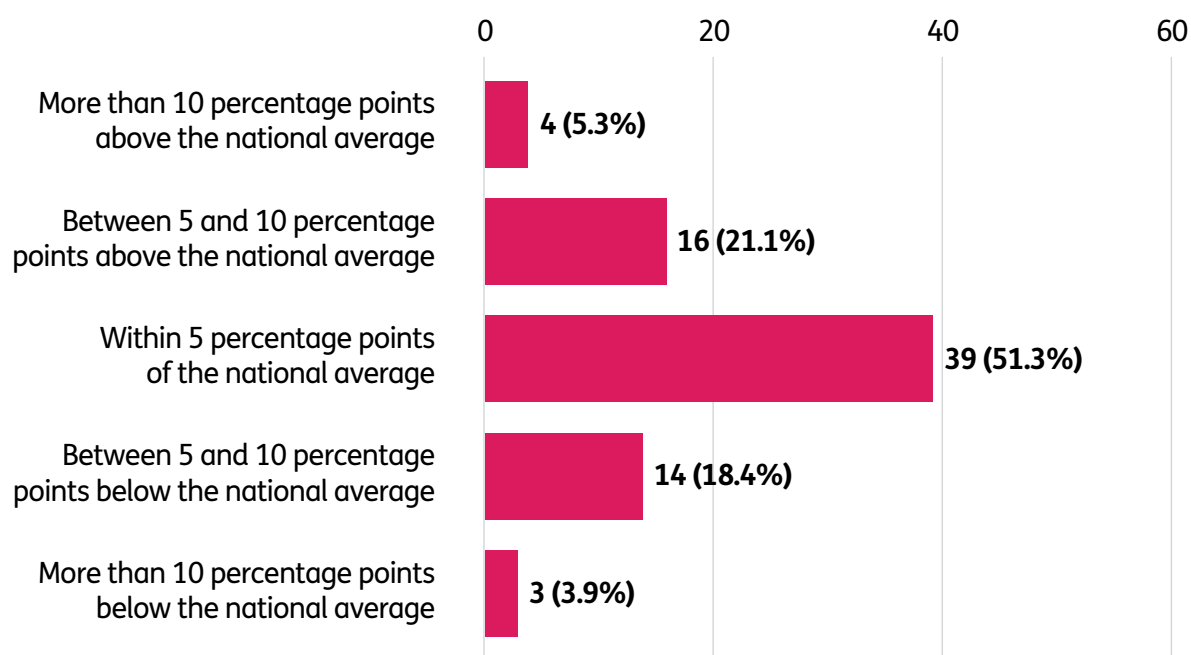
The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicate that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each region and the length of time participants had been in the Scheme.

Overall, 39 of the 76 regions<sup>19</sup> (51%) in the analysis were within five percentage points of the national average, four regions (5%) were more than 10 percentage points above the national average, and three regions (4%) were more than 10 percentage points below the national average.

The four regions more than 10 percentage points above the national average were ACT, Barkly in Northern Territory, Barwon in Victoria and TAS South West in Tasmania. The regions more than 10 percentage points below the national average were Darwin Remote, Katherine and East Arnhem in the Northern Territory.

At 31 March 2020, Darwin Remote has 302 active participants and plan budgets totalling \$27 million, Katherine has 155 active participants and plan budgets totalling \$27 million, and East Arnhem has 175 active participants and \$21 million in plan budgets.

**Figure 21: Choice and control – number of bilateral regions – gap to benchmark**



<sup>19</sup> 76 of the 80 geographical regions are included in the analysis as these regions commenced on or prior to 1 April 2019.

Figure 22: Choice and control region breakdown – 31 March 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>More than 10 percentage points above the national average</b>			
ACT	Australian Capital Territory	7,488	\$444
Barwon	Victoria	8,030	\$464
TAS South West	Tasmania	2,258	\$203
Barkly	Northern Territory	153	\$18
<b>Between 5 and 10 percentage points above the national average</b>			
Hunter New England	New South Wales	21,204	\$1,437
Southern NSW	New South Wales	3,546	\$219
Inner Gippsland	Victoria	3,890	\$214
Outer Gippsland	Victoria	1,696	\$102
Mackay	Queensland	2,524	\$159
Toowoomba	Queensland	4,927	\$367
Townsville	Queensland	4,809	\$330
Eastern Adelaide	South Australia	2,886	\$212
Eyre and Western	South Australia	1,004	\$67
Fleurieu and Kangaroo Island	South Australia	888	\$59
Limestone Coast	South Australia	1,116	\$70
Yorke and Mid North	South Australia	1,372	\$73
TAS North West	Tasmania	2,047	\$160
South Metro	Western Australia	4,529	\$275
South West	Western Australia	2,459	\$138
Central South Metro	Western Australia	3,615	\$243
<b>Within 5 percentage points of the national average</b>			
Central Coast	New South Wales	6,949	\$411
Far West	New South Wales	504	\$39
Illawarra Shoalhaven	New South Wales	6,974	\$481
Mid North Coast	New South Wales	4,718	\$316
Murrumbidgee	New South Wales	5,265	\$342
Nepean Blue Mountains	New South Wales	7,182	\$455
Northern NSW	New South Wales	5,537	\$382
Western NSW	New South Wales	4,939	\$376
Bayside Peninsula	Victoria	11,420	\$833
Central Highlands	Victoria	4,178	\$228
Goulburn	Victoria	2,746	\$146
Hume Moreland	Victoria	6,563	\$333
Loddon	Victoria	5,313	\$280
Mallee	Victoria	1,523	\$100
North East Melbourne	Victoria	10,082	\$607
Outer East Melbourne	Victoria	7,546	\$519
Ovens Murray	Victoria	2,717	\$142
Western District	Victoria	3,125	\$191



Figure 22: Choice and control region breakdown – 31 March 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Western Melbourne	Victoria	7,769	\$443
Beenleigh	Queensland	6,499	\$504
Brisbane	Queensland	12,786	\$1,075
Bundaberg	Queensland	2,251	\$145
Caboolture/Strathpine	Queensland	6,272	\$512
Cairns	Queensland	3,231	\$277
Ipswich	Queensland	5,982	\$390
Maroochydore	Queensland	5,335	\$442
Maryborough	Queensland	2,778	\$233
Robina	Queensland	6,375	\$437
Rockhampton	Queensland	3,895	\$256
Adelaide Hills	South Australia	1,215	\$73
Barossa, Light and Lower North	South Australia	1,617	\$79
Murray and Mallee	South Australia	1,380	\$89
Northern Adelaide	South Australia	11,105	\$665
Southern Adelaide	South Australia	7,209	\$493
Western Adelaide	South Australia	2,940	\$195
TAS North	Tasmania	2,303	\$180
Kimberley-Pilbara	Western Australia	896	\$71
North East Metro	Western Australia	5,240	\$372
Wheat Belt	Western Australia	719	\$40
<b>Between 5 and 10 percentage points below the national average</b>			
North Sydney	New South Wales	8,502	\$684
South Eastern Sydney	New South Wales	7,884	\$536
South Western Sydney	New South Wales	15,895	\$922
Sydney	New South Wales	6,666	\$445
Western Sydney	New South Wales	13,482	\$868
Brimbank Melton	Victoria	5,592	\$313
Inner East Melbourne	Victoria	7,643	\$590
Southern Melbourne	Victoria	8,697	\$482
Far North (SA)	South Australia	395	\$29
TAS South East	Tasmania	1,735	\$122
Central Australia	Northern Territory	459	\$103
Darwin Urban	Northern Territory	1,808	\$218
Goldfields-Esperance	Western Australia	431	\$29
North Metro	Western Australia	3,293	\$192
<b>More than 10 percentage points below the national average</b>			
Darwin Remote	Northern Territory	302	\$27
East Arnhem	Northern Territory	175	\$21
Katherine	Northern Territory	155	\$27

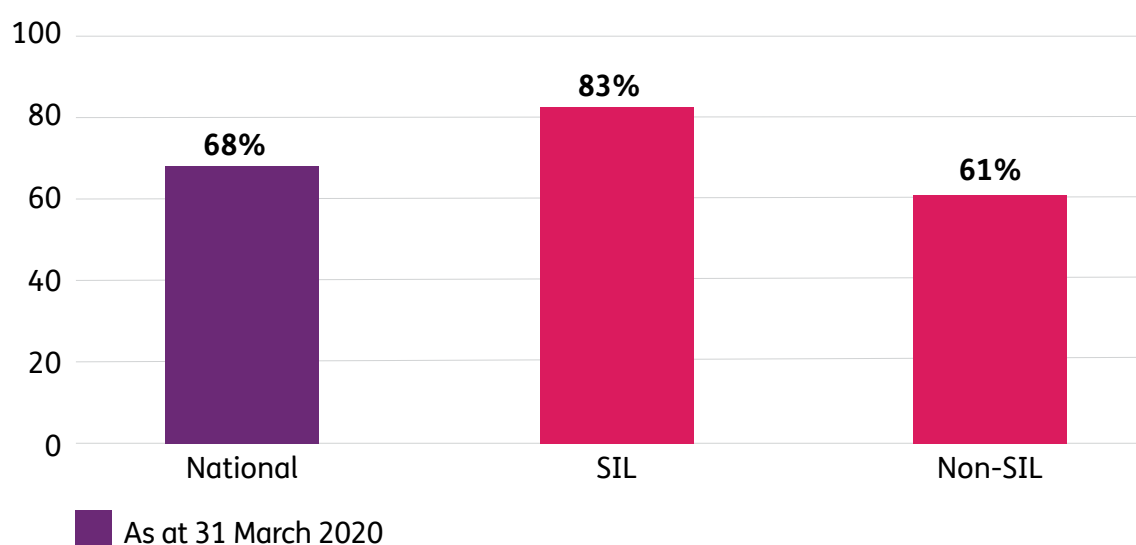
## Utilisation

For support provided between 1 July 2019 and 31 December 2019<sup>20</sup>, data at 31 March 2020 indicated that 68 per cent 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 per cent. However, for some participants utilisation should be higher than current level.<sup>21</sup>

The two biggest drivers of utilisation are:

- **whether or not a participant is in SIL:** with participants in SIL utilising more of their plan compared with those not in SIL (**83%** compared with **61%**).

**Figure 23: Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019<sup>22</sup>**



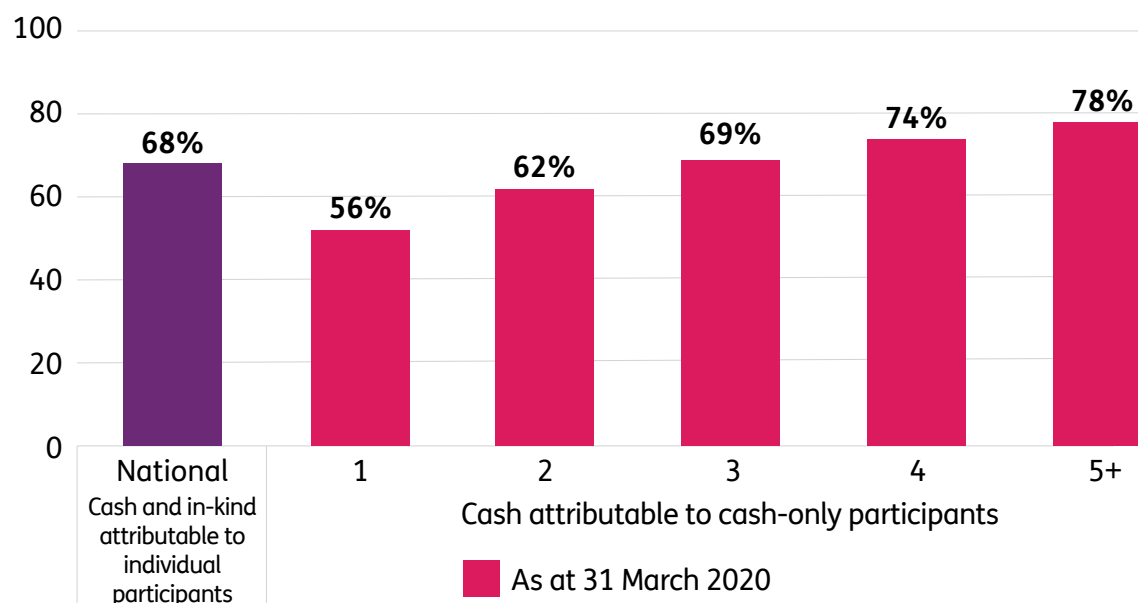
<sup>20</sup> This allows for a three month lag between when support was provided and when it had been paid. Utilisation will increase as more payments for this support period are made.

<sup>21</sup> 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.

<sup>22</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 and 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

- **the length of time the participant has been in the Scheme:** the longer the participant is in the Scheme the more they utilise their plan (**56%** for participants on their first plans compared with **78%** for participants on their fifth plan).

**Figure 24: Utilisation of committed supports by plan number from 1 July 2019 and 31 December 2019<sup>23</sup>**



<sup>23</sup> 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 between 1 April 2019 and 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

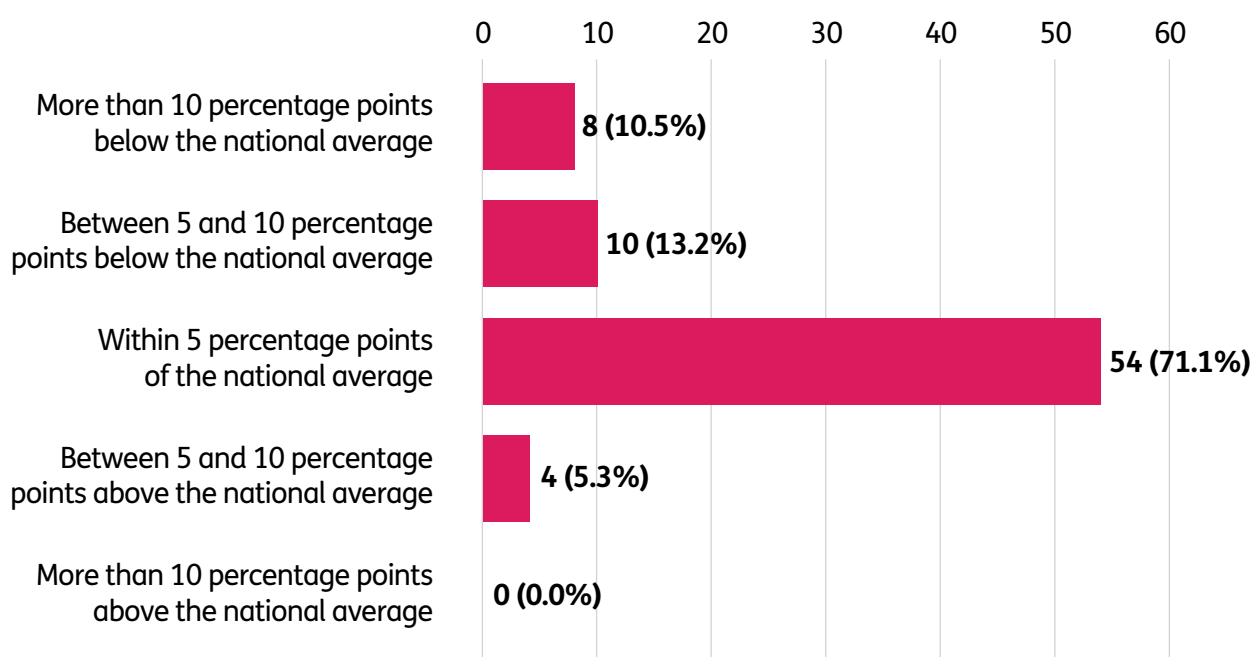
In addition to these findings, significant insights can be drawn by understanding how utilisation in each geographical region differs from the national average after accounting for the time participants have been in the Scheme and the proportion of participants in SIL.

Overall, 54 of the 76 regions (71%) in the analysis are within five percentage points of the national average, none were more than 10 percentage points above the national average, and eight regions (11%) were more than 10 percentage points below the national average.

The eight regions more than 10 percentage points below the national average were smaller regional and remote regions in South Australia, Western Australia and the Northern Territory.

There are 10 regions between five and 10 percentage points below the national average – these are also mainly in regional and remote areas.

**Figure 25: Utilisation – number of bilateral regions – gap to benchmark<sup>24</sup>**



<sup>24</sup> 76 of the 80 geographical regions are included in the analysis as these regions commenced on or prior to 1 April 2019.

Figure 26: Utilisation region breakdown – 31 March 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>More than 10 percentage points below the national average</b>			
Eyre and Western	South Australia	1,004	\$67
Far North (SA)	South Australia	395	\$29
Limestone Coast	South Australia	1,116	\$70
Barkly	Northern Territory	153	\$18
Darwin Remote	Northern Territory	302	\$27
East Arnhem	Northern Territory	175	\$21
Katherine	Northern Territory	155	\$27
Goldfields-Esperance	Western Australia	431	\$29
<b>Between 5 and 10 percentage points below the national average</b>			
Western NSW	New South Wales	4,939	\$376
Inner Gippsland	Victoria	3,890	\$214
Outer Gippsland	Victoria	1,696	\$102
Barossa, Light and Lower North	South Australia	1,617	\$79
Murray and Mallee	South Australia	1,380	\$89
Yorke and Mid North	South Australia	1,372	\$73
Central Australia	Northern Territory	459	\$103
Darwin Urban	Northern Territory	1,808	\$218
Kimberley-Pilbara	Western Australia	896	\$71
Wheat Belt	Western Australia	719	\$40
<b>Within 5 percentage points of the national average</b>			
ACT	Australian Capital Territory	7,488	\$444
Central Coast	New South Wales	6,949	\$411
Far West	New South Wales	504	\$39
Hunter New England	New South Wales	21,204	\$1,437
Illawarra Shoalhaven	New South Wales	6,974	\$481
Mid North Coast	New South Wales	4,718	\$316
Murrumbidgee	New South Wales	5,265	\$342
Nepean Blue Mountains	New South Wales	7,182	\$455
North Sydney	New South Wales	8,502	\$684
Northern NSW	New South Wales	5,537	\$382
South Eastern Sydney	New South Wales	7,884	\$536
South Western Sydney	New South Wales	15,895	\$922
Southern NSW	New South Wales	3,546	\$219
Sydney	New South Wales	6,666	\$445
Western Sydney	New South Wales	13,482	\$868
Barwon	Victoria	8,030	\$464
Bayside Peninsula	Victoria	11,420	\$833
Brimbank Melton	Victoria	5,592	\$313
Central Highlands	Victoria	4,178	\$228
Goulburn	Victoria	2,746	\$146
Hume Moreland	Victoria	6,563	\$333

Figure 26: Utilisation region breakdown – 31 March 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Inner East Melbourne	Victoria	7,643	\$590
Loddon	Victoria	5,313	\$280
Mallee	Victoria	1,523	\$100
North East Melbourne	Victoria	10,082	\$607
Outer East Melbourne	Victoria	7,546	\$519
Ovens Murray	Victoria	2,717	\$142
Southern Melbourne	Victoria	8,697	\$482
Western District	Victoria	3,125	\$191
Western Melbourne	Victoria	7,769	\$443
Beenleigh	Queensland	6,499	\$504
Brisbane	Queensland	12,786	\$1,075
Bundaberg	Queensland	2,251	\$145
Caboolture/Strathpine	Queensland	6,272	\$512
Cairns	Queensland	3,231	\$277
Ipswich	Queensland	5,982	\$390
Mackay	Queensland	2,524	\$159
Maroochydore	Queensland	5,335	\$442
Maryborough	Queensland	2,778	\$233
Robina	Queensland	6,375	\$437
Rockhampton	Queensland	3,895	\$256
Toowoomba	Queensland	4,927	\$367
Townsville	Queensland	4,809	\$330
Adelaide Hills	South Australia	1,215	\$73
Eastern Adelaide	South Australia	2,886	\$212
Fleurieu and Kangaroo Island	South Australia	888	\$59
Northern Adelaide	South Australia	11,105	\$665
Southern Adelaide	South Australia	7,209	\$493
Western Adelaide	South Australia	2,940	\$195
TAS North	Tasmania	2,303	\$180
TAS North West	Tasmania	2,047	\$160
TAS South East	Tasmania	1,735	\$122
TAS South West	Tasmania	2,258	\$203
North East Metro	Western Australia	5,240	\$372
<b>Between 5 and 10 percentage points above the national average</b>			
South Metro	Western Australia	4,529	\$275
South West	Western Australia	2,459	\$138
Central South Metro	Western Australia	3,615	\$243
North Metro	Western Australia	3,293	\$192

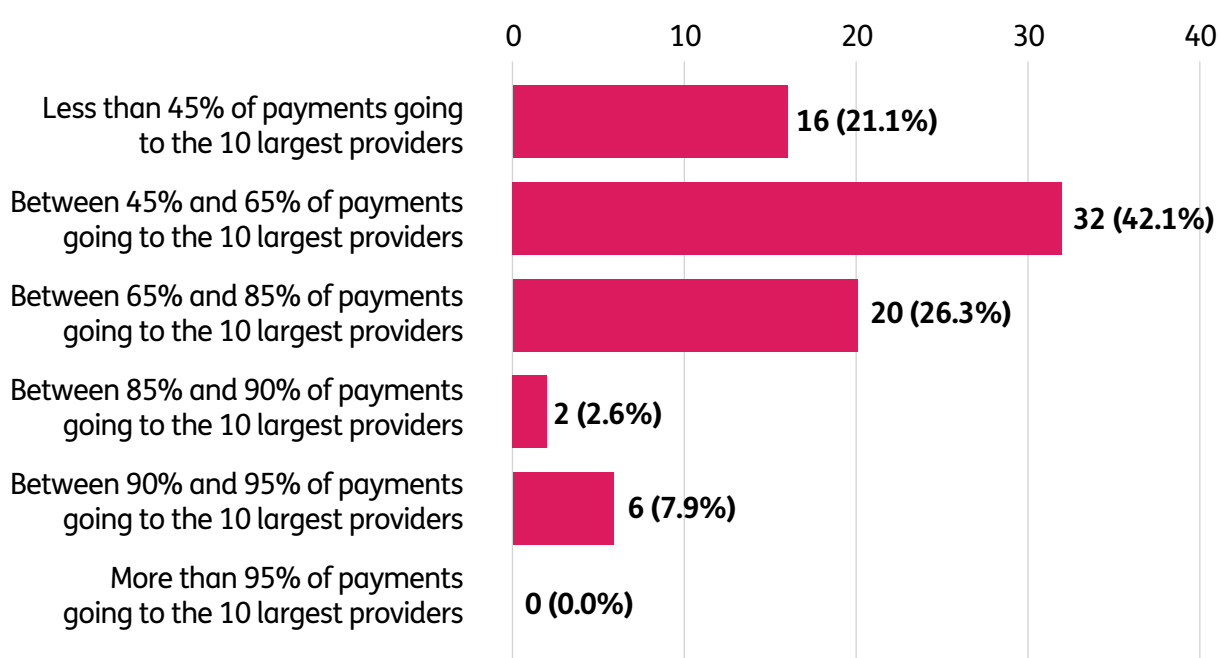
### Market concentration

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, 62 per cent of payments go to the largest 10 providers.

There are eight regions where 85 per cent or more of payments go to the largest 10 providers (11%) and 16 regions where less than 45 per cent of payments went to the 10 largest providers (21%).

All of the eight regions where more than 85 per cent of payments go to the 10 largest providers, are regional and remote areas in the Northern Territory, Western Australia and South Australia.

**Figure 27: Market concentration – number of bilateral regions – gap to benchmark<sup>25</sup>**



<sup>25</sup> 76 of the 80 geographical regions are included in the analysis as these regions commenced on or prior to 1 April 2019.



Figure 28: Market concentration region breakdown – 31 March 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Less than 45% of payments going to the 10 largest providers</b>			
Hunter New England	New South Wales	21,204	\$1,437
Nepean Blue Mountains	New South Wales	7,182	\$455
South Western Sydney	New South Wales	15,895	\$922
Sydney	New South Wales	6,666	\$445
Western Sydney	New South Wales	13,482	\$868
Hume Moreland	Victoria	6,563	\$333
North East Melbourne	Victoria	10,082	\$607
Western Melbourne	Victoria	7,769	\$443
Beenleigh	Queensland	6,499	\$504
Brisbane	Queensland	12,786	\$1,075
Caboolture/Strathpine	Queensland	6,272	\$512
Ipswich	Queensland	5,982	\$390
Maroochydore	Queensland	5,335	\$442
Robina	Queensland	6,375	\$437
Toowoomba	Queensland	4,927	\$367
North Metro	Western Australia	3,293	\$192
<b>Between 45% to 65% of payments going to the 10 largest providers</b>			
ACT	Australian Capital Territory	7,488	\$444
Central Coast	New South Wales	6,949	\$411
Illawarra Shoalhaven	New South Wales	6,974	\$481
Mid North Coast	New South Wales	4,718	\$316
Murrumbidgee	New South Wales	5,265	\$342
North Sydney	New South Wales	8,502	\$684
Northern NSW	New South Wales	5,537	\$382
South Eastern Sydney	New South Wales	7,884	\$536
Southern NSW	New South Wales	3,546	\$219
Western NSW	New South Wales	4,939	\$376
Barwon	Victoria	8,030	\$464
Bayside Peninsula	Victoria	11,420	\$833
Brimbank Melton	Victoria	5,592	\$313
Central Highlands	Victoria	4,178	\$228
Goulburn	Victoria	2,746	\$146
Inner East Melbourne	Victoria	7,643	\$590
Loddon	Victoria	5,313	\$280
Outer East Melbourne	Victoria	7,546	\$519
Ovens Murray	Victoria	2,717	\$142
Southern Melbourne	Victoria	8,697	\$482
Cairns	Queensland	3,231	\$277
Mackay	Queensland	2,524	\$159
Townsville	Queensland	4,809	\$330

Figure 28: Market concentration region breakdown – 31 March 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Between 45% to 65% of payments going to the 10 largest providers cont.</b>			
Barossa, Light and Lower North	South Australia	1,617	\$79
Eastern Adelaide	South Australia	2,886	\$212
Northern Adelaide	South Australia	11,105	\$665
Western Adelaide	South Australia	2,940	\$195
Yorke and Mid North	South Australia	1,372	\$73
TAS North	Tasmania	2,303	\$180
South Metro	Western Australia	4,529	\$275
North East Metro	Western Australia	5,240	\$372
Central South Metro	Western Australia	3,615	\$243
<b>Between 65% to 85% of payments going to the 10 largest providers</b>			
Far West	New South Wales	504	\$39
Inner Gippsland	Victoria	3,890	\$214
Mallee	Victoria	1,523	\$100
Outer Gippsland	Victoria	1,696	\$102
Western District	Victoria	3,125	\$191
Bundaberg	Queensland	2,251	\$145
Maryborough	Queensland	2,778	\$233
Rockhampton	Queensland	3,895	\$256
Adelaide Hills	South Australia	1,215	\$73
Eyre and Western	South Australia	1,004	\$67
Limestone Coast	South Australia	1,116	\$70
Murray and Mallee	South Australia	1,380	\$89
Southern Adelaide	South Australia	7,209	\$493
TAS North West	Tasmania	2,047	\$160
TAS South East	Tasmania	1,735	\$122
TAS South West	Tasmania	2,258	\$203
Darwin Remote	Northern Territory	302	\$27
Darwin Urban	Northern Territory	1,808	\$218
South West	Western Australia	2,459	\$138
Wheat Belt	Western Australia	719	\$40
<b>Between 85% to 90% of payments going to the 10 largest providers</b>			
Far North (SA)	South Australia	395	\$29
Fleurieu and Kangaroo Island	South Australia	888	\$59
<b>Between 90% to 95% of payments going to the 10 largest providers</b>			
Barkly	Northern Territory	153	\$18
Central Australia	Northern Territory	459	\$103
East Arnhem	Northern Territory	175	\$21
Katherine	Northern Territory	155	\$27
Kimberley-Pilbara	Western Australia	896	\$71
Goldfields-Esperance	Western Australia	431	\$29

### **3.4 Thin markets**

The COVID-19 pandemic has limited the face to face work that can be done to address market challenges in the NDIS. The previously announced Thin Markets work continues, which recognises that a ‘one-size-fits-all’ approach to delivering the NDIS is not suitable to address market gaps faced by certain geographic locations, particular cohorts or disability support types.

Trial projects to address thin market challenges are being implemented (where possible considering any COVID-19 limitations) in jurisdictions in consultation with the DSS and the relevant state or territory government. The trials aim to address specific thin market issues informed by the available data and validated by respective governments. Initial trials will address specific thin market challenges while testing a range of market interventions, including types of commissioning arrangements. Trials will support the NDIA’s broader response into markets to ensure participant access to supports and attainment of outcomes.

### 3.5 NDIS Pricing

**Price limits for selected supports have increased by 10 per cent for a period of up to six months to support participants and providers during the COVID-19 pandemic.**

#### COVID-19 response

The NDIA has responded to COVID-19 through implementing a price increase for selected supports, and changed the existing cancellation rules as self-isolation and quarantine measures are enforced.

#### Temporary increases in price limits

The NDIA has increased price limits for a number of items in the NDIS Support Catalogue. A 10 per cent price increase was applied to 402 items in the NDIS Support Catalogue. These items are identified by the addition of “(Includes COVID Loading.)” to the description of the item. The change was effective from 25 March 2020. This increase is temporary for up to six months and the need for the increase will be reviewed at around three months. The support categories that the temporary increase applies to are; daily living (core support excluding supported independent living and capacity building support) and social and community participation (core supports).

#### Cancellations policy

The NDIA has also reviewed the short notice cancellation policy, as participants will reduce face-to-face supports with providers or cancel appointments as self-quarantine continues to become more widespread.

A revised definition of short notice cancellations was effective from 25 March 2020 until further notice. The previous 10 per cent discount on the price paid for cancellations (“the 90 per cent rule”) was removed from 30 March 2020.

Where a provider has a short notice cancellation (or no show) they are able to recover 100 per cent of the fee associated with the activity, subject to the terms of the service agreement with the participant (90 per cent until 29 March 2020). Providers are only permitted to charge for a short notice cancellation (or no show) if they have not found alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than 10 clear business days’ notice for any other support.

### Increased access to Support Coordination

The support items for Support Coordination have been duplicated into the Core Support Category – Assistance with Daily Life – so that participants can have greater access to support coordination services if they need them.

### Annual Price Review

The NDIS Annual Price Review 2020–21 continues. This review is examining whether the existing pricing framework and other pricing related policies under the NDIS continue to be appropriate, or whether modifications are required.

The Annual Price Review will consider:

- ways to increase flexibility for participants and reduce administrative burden for providers.
- suggestions to improve the pricing framework, Price Guide and Support Catalogue to improve requirements under the NDIS.
- price limits for 1:1 core supports such as how and where disability support workers are utilised, high intensity and standard services and considerations for time of day and day of week.
- group-Based Supports price limits and how the cost of associated tasks should be applied.
- capacity building supports:
  - the adequacy of current prices and indexation.
  - whether different price limits might be appropriate for different times of day, or days of week.
- plan management supports and associated costs.
- regional, remote and very remote areas:
  - application of the Modified Monash Model to the NDIS.
  - the costs of delivering services in outer regional areas.
- provider claiming:
  - cancellations, provider travel and establishment fees.

### Changes to activity based transport

In March 2020, changes were made to the NDIS pricing arrangements so that providers of community participation supports may now, at the request of a participant, transport a participant to, or from, or as part of, a community participation support. In these cases, the provider is entitled, with the agreement of the participant, to bill the participant's plan for the time that support workers spend providing the transport support (as part of the community participation support). They are also entitled to bill for any non-labour costs associated with transporting the participant (again, as part of the community participation support).

The support worker's time can be claimed at the agreed hourly rate for the relevant support item for the total time the support worker provides support to one or more participants, including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the support worker's time should be claimed at the appropriate group rate for the relevant support. This claim should be made using the relevant community participation support item and against the participant's core budget. In essence, the employee's time to transport, or to accompany, the participant to the community participation support is a part of the community participation activity and should be billed accordingly.

If a provider incurs costs, in addition to the cost of a support worker's time, when accompanying and/or transporting participants in the community (such as road tolls, parking fees and the running costs of the vehicle), they may negotiate with the participant for them to make a reasonable contribution towards these costs. The NDIA considers that the following would be reasonable contributions:

- up to \$0.85 a kilometre for a vehicle that is not modified for accessibility
- up to \$2.40 a kilometre for a vehicle that is modified for accessibility or a bus
- other forms of transport or associated costs up to the full amount, such as road tolls, parking, public transport fares.

These non-labour costs should be claimed against the relevant activity based transport support item in the community participation support category.

### 3.6 Specialist Disability Accommodation

#### Encouraging disability housing innovation.

In October 2019, the NDIA released three major initiatives to support growth, innovation and sustainability in the SDA market. These are the SDA Design Standard, SDA Innovation Plan and Limited Cost Assumptions Review. Work supporting the implementation of the SDA Design Standard and Innovation Plan initiatives continued in this quarter, and efforts continued to support broader legislative reform to remove barriers for participants to share their SDA accommodation with families and others.

The release of the **SDA Design Standard** brings clarity to providers for home design requirements and guidelines to seek pre-certifications for the enrolment of a dwelling as SDA, at both the planning and final-as-built stages. From 1 July 2021, all dwelling enrolment applications for SDA will be required to include a certificate from a third-party accredited SDA assessor. This certificate will nominate the design category the dwelling will satisfy, based on the standard. A training course for accreditation of assessors was successfully trialled in February 2020 and is currently being prepared for broader release to suitable professional candidates.

The **SDA Innovation Plan** was developed with the input of participants and other stakeholders to identify and promote innovative SDA options, and is based on three key pillars: design in partnership, participants and their community, and promote the leading edge. The Innovation Plan will look to promote and enable the availability of innovative accommodation and ensure the flexibility to discover new and better ways to provide SDA.

The NDIA commenced activity under the SDA Innovation Plan this quarter. Key activities to date have included engagement with a broad group of stakeholders, canvassing their ideas on innovation in SDA and facilitating participant preferences. The NDIA is also conducting a literature review and environmental scan to establish a definitive literature base for SDA.

### 3.7 Digital Partnership Program

#### **The NDIA has released a discussion paper on the Digital Partnership Program.**

The NDIA has developed a Digital Partnership Program (DPP), which will manage controlled and secure access to some of the NDIA's data and systems. Access will be managed via Application Programming Interfaces (APIs). These APIs are being created so providers and software developers can create new tools, apps and digital marketplaces to improve how participants, providers and the NDIA all connect and work together.

The NDIA released a preliminary discussion paper in December 2019 to seek input on how the program could best succeed. Feedback received during the first consultation round was taken into consideration in the further development of the DPP and was included in a second discussion paper. Those interested in the digital future of the NDIA were invited to respond to the discussion paper. The consultation period was extended from March 2020 to 14 April 2020 due to the impacts of COVID-19.

In March 2020, APIs were made available for registered providers. These APIs enabled providers to connect their own systems and automate transactions that are usually completed in the myplace provider portal. This includes transactions such as payment requests, service bookings, quotations, notifications and file uploads. Registered providers were encouraged to provide feedback on the current APIs as well as any additional feedback via the DPP discussion paper.



Part Four:

# **Information, linkages and capacity building (ILC)**



## Information, linkages and capacity building (ILC)

The NDIA has extended closing dates for current grant rounds and will be flexible in project timeframes due to the COVID-19 pandemic.

### 4.1 Information, linkages and capacity building

**Grants for two ILC investment programs were announced this quarter (totalling \$67.7 million), with an additional grant round opened for applications.<sup>26</sup>**

The ILC program seeks to build the capacity of people with disability and communities to enable people with disability to achieve their goals and be included in all aspects of community life. Delivering ILC activities serves as a catalyst for change and is focused on creating greater inclusion for people with disability.

In December 2018, the NDIA introduced the 'ILC Investment Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22. Through the ILC Investment Strategy, the NDIA is providing grants to organisations to deliver activities that enable people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia.

The NDIA has awarded 198 ILC grants totalling \$239 million through the first rounds of the four programs of the ILC Investment Strategy. These grants provide funding certainty for many organisations who have secured three year funding arrangements. The ILC Investment Strategy 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 upcoming National Disability Information Gateway).
- **Individual Capacity Building (ICB) Program:** enabling systematic, nationwide access to peer support, mentoring and other skills-building for people with disability. This program will be primarily delivered through a national network of Disabled Peoples Organisations and Family Organisations (DPO/FO).
- **Mainstream Capacity Building (MCB) Program:** ensuring equity of access to and increased inclusion of people with disability in mainstream services.
- **Economic and Community Participation (ECP) Program:** increasing the social and economic participation, including employment outcomes, of people with disability.

<sup>26</sup> Refer to Appendix N for the State and Territory breakdown of the ILC grants that have already been announced.

In line with the ILC Investment Strategy, the NDIA rolled out the first rounds of each of the four programs throughout 2019. In this quarter, the NDIA announced the outcome of the Mainstream Capacity Building Program and the Economic and Community Participation Program.

The **MCB Program** opened on 9 September 2019 and closed on 21 October 2019. This first round is focused on building the capacity of mainstream health organisations by making sure they have the knowledge and skills they need to meet the needs of people with disability. The outcomes of this grant round were announced on 21 February 2020, with \$35.1 million being awarded for 28 grants across Australia.

The **ECP Program** opened on 9 September 2019 and closed on 21 October 2019. The outcomes of this grant round were announced on 21 February 2020, with \$32.7 million being awarded for 28 grants across Australia to promote pathways to employment (including self-employment) and drive inclusive practices to help people with disability participate in community life.

This quarter, the NDIA also announced the second round of **ICB Program** funding. This grant round will fund projects that enable systematic, nationwide access to peer support, mentoring and other skills-building for people with disability, carers and families.

Applications for this round opened on 11 March 2020. The application period was extended by two weeks to allow additional time for organisations to complete their grant application in response to the impacts of the COVID-19 pandemic. This grant round closed on 6 May 2020. In line with the ILC Investment Strategy that seeks to build the resilience of the Disabled Peoples Organisations, this round is targeted at disabled peoples organisations and family organisations, alongside organisations that seek to improve the welfare of a specified community, demonstrate a clear connection to the community they represent, and demonstrate a commitment to the social model of disability. In this grant round, the priority communities are Aboriginal and Torres Strait Islander communities, Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual and Plus (LGBTIQA+) communities, CALD communities, people experiencing homelessness or who are at risk of homelessness, and children and young people (0-24 years).

Figure 29: Summary of ILC grant rounds commissioned under the ILC Investment Strategy

Task	National Information Program	Individual Capacity Building Program	Mainstream Capacity Building Program	Economic and Community Participation Program
Value of round <sup>27</sup>	\$65 million	\$105.9 million	\$35.1 million	\$32.7 million
<b>2019/20 Round 1</b>				
Number of successful applications	37	105	28	28
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
Grants announced	October 2019	December 2019	February 2020	February 2020
Grant agreements finalised	November 2019	February 2020	March 2020	March 2020

Delivery of ILC is also a prime activity undertaken through the NDIS PiTC who provide LAC and ECEI Services. The activities delivered by the grant funded organisations complements and enhances the work of the Partners in the Community Program. Partner delivery of ILC is a critical element to the successful delivery of ILC and to ensuring that:

- people with disability, their families and carers have the information and capability that they need to participate in the community and the economy.
- people with disability, their families and carers are connected to their local community and mainstream services.
- local communities and mainstream services have the skills, knowledge and capability to support the inclusion of people with disability, their families and carers.

With the conclusion of the first round of ILC Program Funding, the NDIA is working alongside Partners to support a consistent national approach to the delivery of ILC.

<sup>27</sup> All figures include GST.

Part Five:

# Financial sustainability



A financially sustainable Scheme focuses on outcomes to support participants now and across their lifetimes.

### 5.1 Participants, committed support and payments across the Scheme

**The Scheme is projected to continue to grow and to reach about 500,000 participants within the next three years.**

The number of participants, payments to providers and the amount of support committed in plans, reflects the rapid roll-out of the NDIS. The Scheme is projected to continue to grow and to reach about 500,000 participants within the next three years, of which about 478,000 are expected to be aged 0 to 64. This is equivalent to a prevalence rate of 2.1 per cent of the projected Australian general population aged 0 to 64, consistent with the original estimate by the 2011 Productivity Commission.

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 NDIS 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.

It should be noted that while the NDIA is committed to ensuring continuity of service for participants during the COVID-19 pandemic, the impact on Scheme projections are unknown at this stage and have not been modelled.

**Figure 30: Committed supports (\$m) and payments**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 YTD*
<b>Active participants</b>	7,285	17,155	29,719	89,610	172,333	286,015	364,879
<b>Total committed (\$m)</b>	132.7	496.7	939.1	3,234.4	7,741.0	14,567.7	17,310.3
<b>Total paid (\$m)</b>	85.8	370.9	704.3	2,184.5	5,423.7	10,247.4	11,236.6
<b>% utilised to date</b>	65%	75%	75%	68%	70%	70%	

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

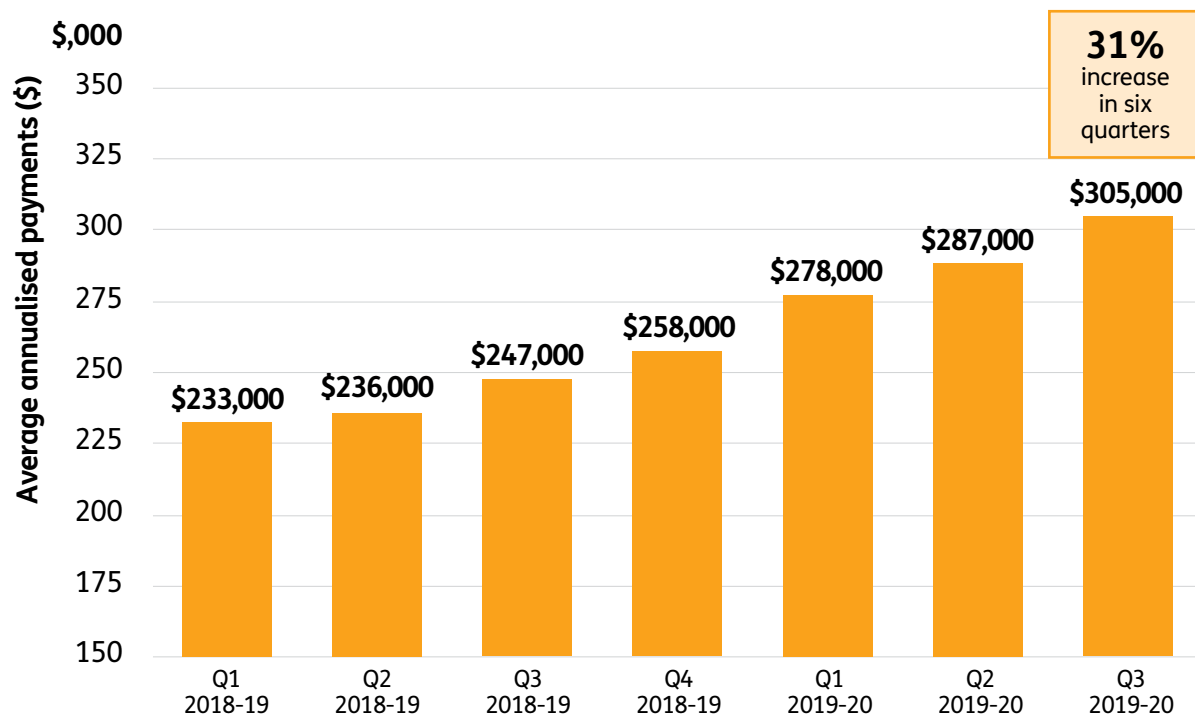
## 5.2 Current pressures and responses to financial sustainability

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.

While the NDIA Board and management acknowledges the uncertainty in the face of the COVID-19 pandemic, the sustainability of the Scheme is still a priority. Specific current pressures include:

- the support costs for participants in supported independent living are a material component of Scheme cost and continue to increase significantly above normal inflation. The quarterly average payment per participant has increased by 5% per quarter (on average) over the last six quarters, and by 31% across the six quarters combined (see Fig 31).
- interfaces and boundaries with mainstream services, and community and informal supports.

**Figure 31: Average annualised payments per participant by quarter – SIL participants<sup>28</sup>**



<sup>28</sup> The payments are for all supports provided to participants in SIL (and not just the SIL daily activity payments).

The NDIA is working on a policy to reform SIL. Specifically, the NDIA is working on consistent and equitable decisions for those seeking access to SIL, and also working on better aligning a participant's support package to their circumstances through the reference package and guided planning process. This means making sure the right assessment questions and tools are being used to inform plan decisions.

In addition, the NDIA is looking at more contemporary options for people who require a high level of support. Traditionally, group homes, congregate living or SIL are commonly seen as a living arrangement solution for people with a disability who have a high need for ongoing care. However, a number of alternative accommodation options have emerged, and are termed Contemporary Individual Living Options (ILOs). These ILOs have the potential to create a more tailored solution to care and support needs for the subset of Scheme participants with higher needs. Further, ILOs help to increase choice and control for participants and improve outcomes. With the COVID-19 pandemic, exploration of these options with participants is on hold, but will continue when it is appropriate to do so.



**Part Six:**

# **Staff, advisory groups and the NDIS community**



The NDIA is supporting participants and the disability community through the COVID-19 pandemic.

### 6.1 A high performing NDIA delivering in uncertain times

#### **Staff and partners continue to support participants remotely.**

At 31 March 2020, the total NDIS workforce was 11,947, including 4,221 Full Time Equivalent (FTE) Australian Public Service employees, 1,904 labour hire contractors and consultants, and 5,651 people employed by NDIA's Partners. This is an increase of 8.13 per cent of the total workforce (including NDIA Partners) since the end of 2018-19 financial year (total workforce increase of 900).

The NDIA has continued to deliver in filling the additional 800 Australian Public Service positions for the 2019-20 financial year, as announced by Minister Stuart Robert on 17 October 2019. The number of NDIA Australian Public Service employees has increased by 26 per cent (896 employees) since the end of the 2018-19 financial year.

The NDIA continues to build the capability of staff and partners to ensure experience and expertise to support a better life for participants, their families and carers. This investment included 222 new planners and 257 LAC participating in the New Starter Induction program during the quarter. This program will be deployed virtually while physical distancing measure are in place.

In addition, the NDIA has collaborated with the Disability Advocacy Network of Australia (DANA) to raise disability awareness amongst staff and help improve the participant experience. Through DANA, the NDIA worked with groups such as Australian Autism Alliance, Prader-Willi Syndrome Australia and Down Syndrome Australia to build knowledge and real life stories. As a result of this project, the NDIA has produced 12 videos and snapshots on specific disabilities, an eLearning module for staff, and a half day workshop. A further seven snapshots will be produced in the next quarter.

Further, the NDIA has continued its development of training programs designed to improve planner awareness and understanding, especially in remote hard to reach participant areas. The NDIA is progressively rolling out training programs focused on disability and cultural awareness to improve the service experience for Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and CALD people.

Joint Planning workshops for Planners and LACs were launched in Robina, QLD in February 2020. These workshops include the process and technology supporting the Joint Planning meetings and 'Rehearsal for Reality' sessions to provide confidence and skill improvement in managing these face-to-face participant interactions. Rollout of further workshops has been paused given the COVID-19 pandemic.

There continues to be high engagement with the NDIA Just Brilliant Leadership Series. This quarter, an additional 127 (692 in total) staff commenced the Learning to Lead program (aimed at entry level team leaders), together with a further 102 (374 in total) commencing the Leadership Excellence program (aimed at senior level leaders). The satisfaction rating across the leadership programs is 96 per cent. Introductory programs for both entry level and senior leaders will continue to be delivered virtually in the next quarter. A strategic leadership program for the SES cohort was expected to be launched this quarter but has paused due to the COVID-19 response.

## **6.2 Public data sharing and the latest release of information**

### **The NDIA continues to release world-leading disability data to improve market innovation and inform participant outcomes.**

On 31 March 2020, the NDIA released its fourth update to the Data and Insights page.

This release included:

- four detailed reports on the following focus areas:
  - analysis of participants by gender
  - people with an intellectual disability in the NDIS
  - people with disability and their NDIS goals
  - the NDIS Market (31 December 2019).
- new data cubes on participant goals, projected participant numbers and participants by statistical areas SA3 and SA4, based on 31 December 2019, was released. This data is available on the downloadable data page.
- a refresh of all previously released data-cubes and tables to include 31 December 2019 data.
- the NDIS Data and insights website was made easier to use with new colours and formatting so staff and the Australian community can better access the data and information.

Information was also released on 30 July 2019, 30 September 2019 and on 10 December 2019. These data releases included the release of downloadable data and tables on:

- participant numbers and plan budgets, SDA participants and SIL participants
- provider registration, active providers, utilisation of plan budgets and market concentration
- participant splits by Commonwealth Electorate Divisions, Statistical Area 2 and Local Government Areas
- service District to Local Government Area mapping
- participant numbers by diagnosis
- baseline outcome indicators and longitudinal outcome indicators
- plan management types

‘Deep-dive’ reports and analyses were also released on:

- participants with autism spectrum disorder (ASD)
- outcomes report for Participants, and an outcomes report for families/carers
- employment in the NDIS
- people with a psychosocial disability in the NDIS
- the NDIS Market (30 June 2019)
- Aboriginal and Torres Strait Islander participants
- CALD participants

### **Data sharing protocols**

The NDIA released its Public Data Sharing Policy on 30 September 2019. The NDIS Public Data Sharing Policy is the NDIA’s statement on what data the NDIA will share, and how the NDIA makes decisions on releasing that data. The policy covers data sharing and release to the general public.

The NDIS Public Data Sharing Policy is aligned to the draft Data Sharing and Release Act (on track to be legislated in mid-2020).

# ndis



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# Appendix A:

## Key definitions

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**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.

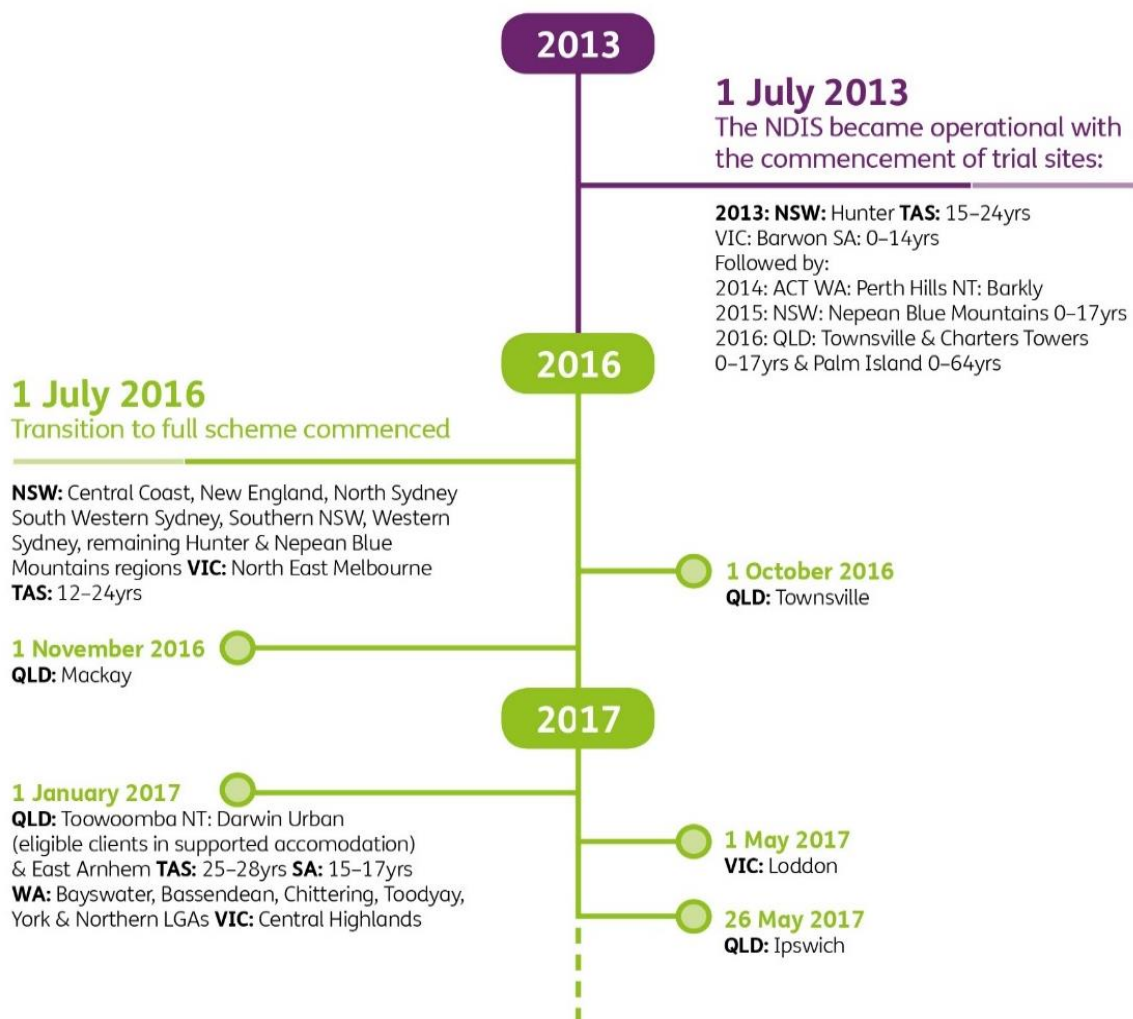
**Supported Independent Living (SIL):** Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of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

Figure B.1 NDIS roll-out schedule





**1 July 2017**

**NSW:** Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney & Western NSW **NT:** Alice Springs LGA (eligible clients in supported accommodation), Katherine & Darwin Remote **TAS:** 4–11yrs **SA:** 18+yrs for Barossa, Light and Lower North, Playford, Salisbury & Port Adelaide Enfield (East) LGAs

**1 November 2017**

**VIC:** Inner & Outer Eastern Melbourne  
**QLD:** Rockhampton

**1 September 2017**

**QLD:** Bundaberg

**1 October 2017**

**VIC:** Inner Gippsland, Western District & Ovens Murray **SA:** 18+yrs for Limestone Coast, Murray & Mallee, Tea Tree Gully LGA

**2018**

**1 January 2018**

**TAS:** 29–34yrs **SA:** 18+yrs for Eyre & Western, Far North, Fleurieu & Kangaroo Island, Southern Adelaide, Yorke & Mid North

**1 March 2018**

**VIC:** Hume Moreland

**1 April 2018**

**VIC:** Bayside Peninsula **SA:** 18+yrs for Adelaide Hills, Eastern Adelaide & Western Adelaide

**1 July 2018**

**QLD:** Beenleigh, Brisbane, Cairns, Maryborough & Robina **WA:** South Metro & Central South Metro **TAS:** 0–3yrs & 35–49yrs **NT:** Central Australia; remaining participants in Alice Springs & Darwin Urban

**1 September 2018**

**VIC:** Southern Melbourne **WA:** South West

**1 October 2018**

**WA:** Kimberley-Pilbara, Goldfields-Esperance & North Metro **VIC:** Brimbank Melton & Western Melbourne

**2019**

**1 January 2019**

**QLD:** Caboolture/Strathpine & Maroochydore  
**VIC:** Goulburn, Mallee & Outer Gippsland  
**TAS:** 50–64yrs

**1 July 2019**

**WA:** Great Southern, Central North Metro, Midwest-Gascoyne & South East Metro

**2020**

**31 March 2020**

We are here

**July 2020**

Transition to full Scheme achieved

**The NDIS is available to all eligible Australian residents**

**1 July 2020**

Christmas Island and the Cocos (Keeling) Islands

## Appendix C:

### Approved plans and children in the ECEI gateway

Table C.1 compares plan approvals (including ECEI) with bilateral estimates. 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 31 March 2020, 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.2, including children in the ECEI gateway.

**Table C.1 Plan approvals to date (including children receiving initial supports in the ECEI gateway) compared to bilateral estimates**<sup>1 2 3</sup>

State/Territory	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	124,611	2,299	126,910	141,957	89%
VIC	100,840	1,265	102,105	105,324	97%
QLD	67,867	1,238	69,105	91,217	76%
WA	27,477	102	27,579	34,550	80%
SA	34,792	256	35,048	32,284	109%
TAS	8,426	211	8,637	10,587	82%
ACT	8,694	110	8,804	5,075	173%
NT	3,204	60	3,264	6,142	53%
<b>Total</b>	<b>375,911</b>	<b>5,541</b>	<b>381,452</b>	<b>427,136</b>	<b>89%</b>

<sup>1</sup> All plans approved includes participants who have exited the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

<sup>2</sup> 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.

<sup>3</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

**Table C.2 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status** <sup>4 5</sup>

	Active approved plans (ages 0-6 as at 31 March 2020)	Access met but yet to have an approved plan (ages 0-6 as at 31 March 2020)	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	18,560	854	271	43	76	2,028	535	22,367
VIC	17,062	1,470	149	179	44	1,116	2,369	22,389
QLD	10,380	1,153	183	286	91	1,055	1,443	14,591
SA	4,254	465	44	48	31	212	481	5,535
WA	2,934	773	55	54	61	47	256	4,180
TAS	999	95	63	43	121	148	71	1,540
ACT	1,130	28	<11	<11	<11	103	30	1,302
NT	635	82	<11	<11	29	51	<11	819
OT	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>55,957</b>	<b>4,920</b>	<b>781</b>	<b>656</b>	<b>457</b>	<b>4,761</b>	<b>5,195</b>	<b>72,727</b>

<sup>4</sup> This table includes 100 children aged over 6 receiving initial supports in the gateway as at 31 March 2020, and a further 187 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

<sup>5</sup> Initial supports include any early childhood therapy supports and/or mainstream referrals.

# Appendix D:

## Outcomes Framework Questionnaires

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### 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 – National <sup>6</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
<b>National</b>	<b>337,453</b>	<b>27,426</b>	<b>364,879</b>	<b>5,542</b>	<b>370,421</b>

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – National <sup>7 8</sup>

	Prior Quarters	2019-20 Q3	Total
<b>Access decisions</b>	<b>443,233</b>	<b>28,451</b>	<b>471,684</b>
<b>Active Eligible</b>	<b>362,677</b>	<b>21,822</b>	<b>384,499</b>
<i>New</i>	149,082	17,358	166,440
<i>State</i>	178,619	2,519	181,138
<i>Commonwealth</i>	34,976	1,945	36,921
<b>Active Participant Plans (excl ECEI)</b>	<b>337,453</b>	<b>27,426</b>	<b>364,879</b>
<i>New</i>	133,227	20,912	154,139
<i>State</i>	171,592	4,099	175,691
<i>Commonwealth</i>	32,634	2,415	35,049
<b>Active Participant Plans</b>	<b>340,131</b>	<b>32,968</b>	<b>370,421</b>
<i>Early Intervention (s25)</i>	68,207	8,422	76,629
<i>Permanent Disability (s24)</i>	269,246	19,004	288,250
<i>ECEI</i>	2,678	5,542	5,542

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – National

Exits	Total
<b>Total participant exits</b>	<b>11,032</b>
<i>Early Intervention participants</i>	2,617
<i>Permanent disability participants</i>	8,415

<sup>6</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>7</sup> 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 Q3, 89% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>8</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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** <sup>9 10</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	172,166	32,361	134,455	2,678	341,660
End of 2019-20 Q3	175,691	35,049	154,139	5,542	370,421

**Table E.5 Cumulative numbers of active participants by entry into the Scheme – National** <sup>11 12 13 14</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	68,751	270,231	2,678	341,660
End of 2019-20 Q3	76,629	288,250	5,542	370,421

<sup>9</sup> This table shows the total numbers of active participants at the end of each period.

<sup>10</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>11</sup> This table shows the total numbers of active participants at the end of each period.

<sup>12</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>13</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>14</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table E.6 Assessment of access by age group – National** <sup>15</sup>

	Prior Quarters		2019-20 Q3		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	90,009	97%	7,886	97%	97,895	97%
7 to 14	75,270	88%	4,134	81%	79,404	88%
15 to 18	26,929	91%	1,228	80%	28,157	90%
19 to 24	25,819	91%	894	74%	26,713	91%
25 to 34	32,585	88%	1,404	72%	33,989	87%
35 to 44	33,792	83%	1,461	65%	35,253	82%
45 to 54	43,599	79%	2,013	61%	45,612	78%
55 to 64	50,790	72%	2,769	58%	53,559	71%
65+	2,353	62%	106	54%	2,459	62%
Missing	<11		<11		<11	
<b>Total</b>	<b>381,148</b>	<b>86%</b>	<b>21,895</b>	<b>77%</b>	<b>403,043</b>	<b>85%</b>

**Table E.7 Assessment of access by disability – National** <sup>16</sup>

	Prior Quarters		2019-20 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	12,953	93%	580	82%	13,533	93%
Autism	113,107	96%	6,640	94%	119,747	96%
Cerebral Palsy	15,412	97%	336	82%	15,748	96%
Developmental Delay	23,377	96%	3,815	98%	27,192	96%
Global Developmental Delay	6,864	99%	946	99%	7,810	99%
Hearing Impairment	17,822	88%	1,575	89%	19,397	88%
Intellectual Disability	84,919	96%	2,161	86%	87,080	95%
Multiple Sclerosis	7,313	88%	259	61%	7,572	87%
Psychosocial disability	35,970	70%	2,491	61%	38,461	70%
Spinal Cord Injury	4,672	95%	162	85%	4,834	94%
Stroke	5,501	84%	344	70%	5,845	83%
Visual Impairment	8,588	91%	304	81%	8,892	91%
Other Neurological	18,371	79%	970	60%	19,341	78%
Other Physical	17,571	47%	1,180	36%	18,751	46%
Other Sensory/Speech	4,004	56%	74	21%	4,078	54%
Other	883	29%	58	22%	941	29%
Missing	3,821	94%	<11		3,821	94%
<b>Total</b>	<b>381,148</b>	<b>86%</b>	<b>21,895</b>	<b>77%</b>	<b>403,043</b>	<b>85%</b>

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

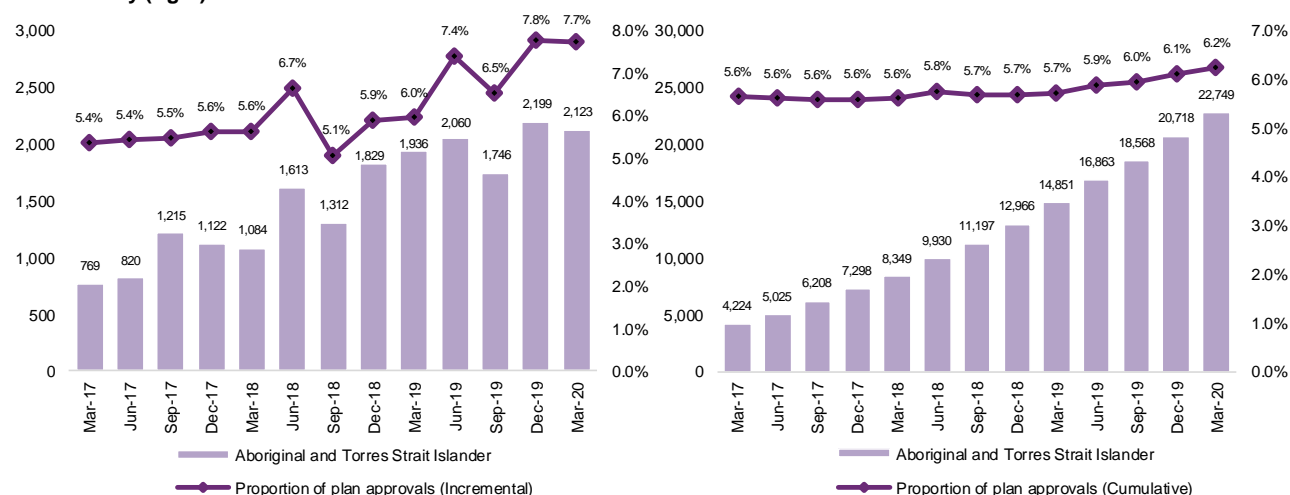
<sup>15</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>16</sup> Ibid.

**Table E.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – National**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	20,626	6.1%	2,123	7.7%	<b>22,749</b>	<b>6.2%</b>
Not Aboriginal and Torres Strait Islander	247,787	73.4%	21,580	78.7%	<b>269,367</b>	<b>73.8%</b>
Not Stated	69,040	20.5%	3,723	13.6%	<b>72,763</b>	<b>19.9%</b>
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

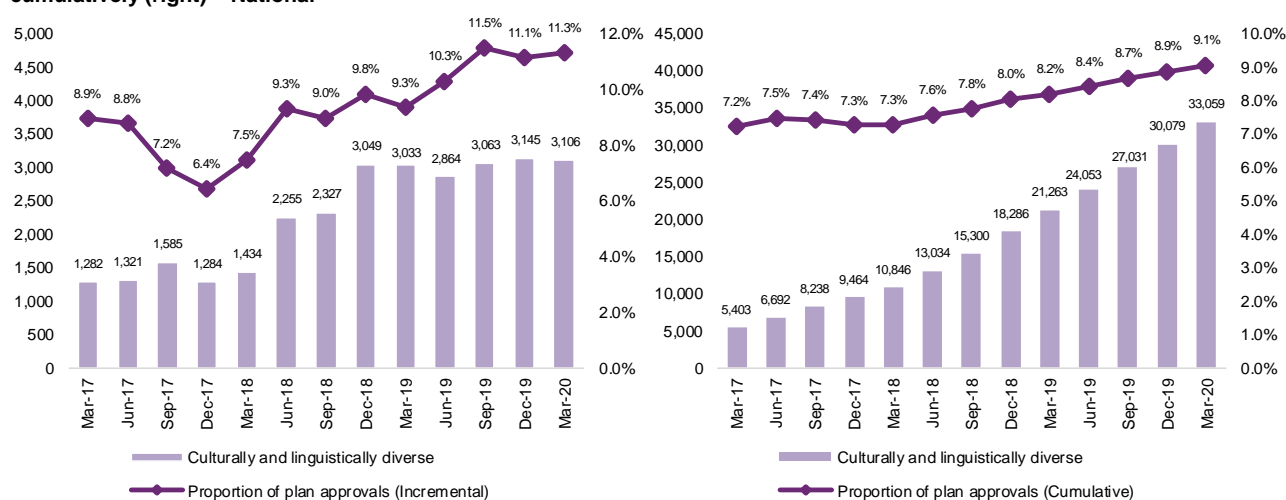
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National**<sup>17</sup>



**Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	29,953	8.9%	3,106	11.3%	<b>33,059</b>	<b>9.1%</b>
Not culturally and linguistically diverse	301,052	89.2%	24,314	88.7%	<b>325,366</b>	<b>89.2%</b>
Not stated	6,448	1.9%	<11		<b>6,454</b>	<b>1.8%</b>
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National**<sup>18</sup>



<sup>17</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

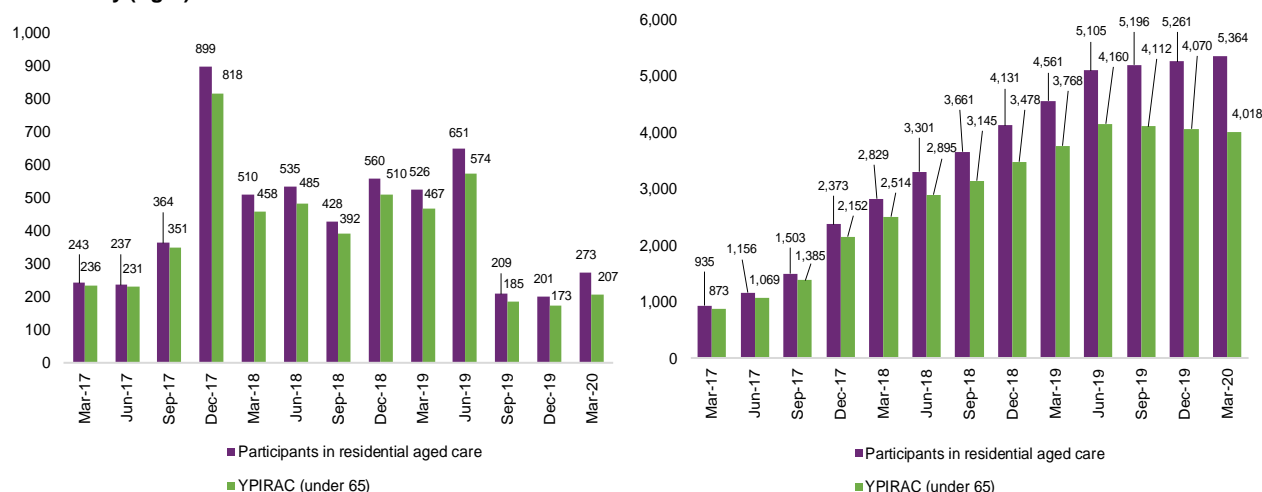
<sup>18</sup> Ibid.



**Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – National**

	Prior Quarters	2019-20 Q3	Total
Age group	N	N	N
Under 45	170	<11	171
45 to 54	761	32	793
55 to 64	2,880	174	3,054
<b>Total YPIRAC (under 65)</b>	<b>3,811</b>	<b>207</b>	<b>4,018</b>
65 and above	1,280	66	1,346
<b>Total participants in residential aged care</b>	<b>5,091</b>	<b>273</b>	<b>5,364</b>
Participants not in residential aged care	332,362	27,153	359,515
<b>Total</b>	<b>337,453</b>	<b>27,426</b>	<b>364,879</b>

**Figure E.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National** <sup>19</sup>



**Table E.11 Participant profile per quarter by remoteness – National** <sup>20 21</sup>

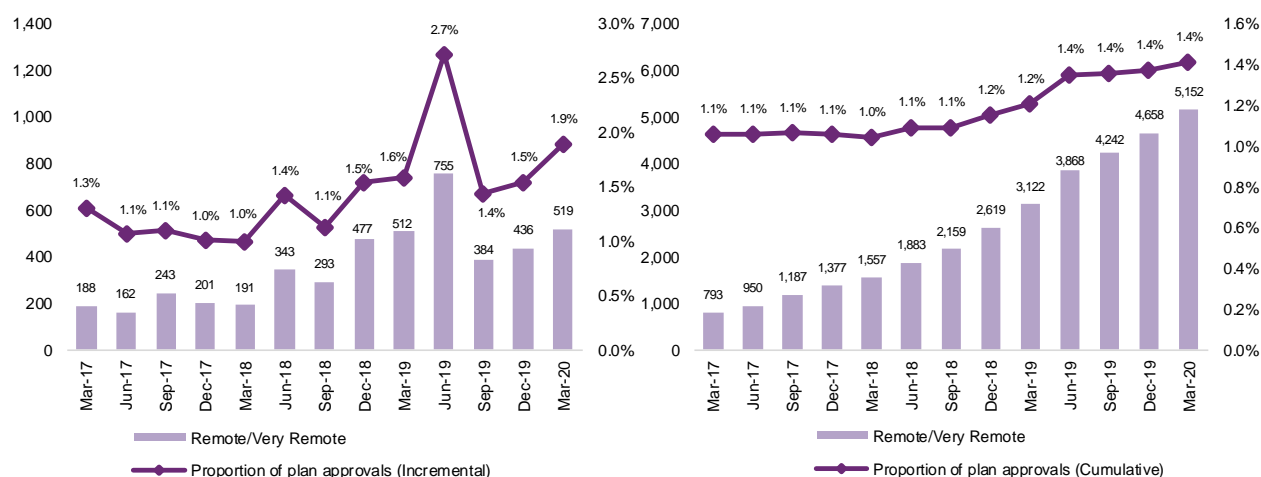
	Prior Quarters		2019-20 Q3		Total	
Participant profile	N	%	N	%	N	%
Major cities	226,245	67.1%	18,698	68.2%	<b>244,943</b>	<b>67.2%</b>
Population > 50,000	37,464	11.1%	2,979	10.9%	<b>40,443</b>	<b>11.1%</b>
Population between 15,000 and 50,000	29,520	8.8%	2,210	8.1%	<b>31,730</b>	<b>8.7%</b>
Population between 5,000 and 15,000	15,732	4.7%	1,110	4.0%	<b>16,842</b>	<b>4.6%</b>
Population less than 5,000	23,666	7.0%	1,893	6.9%	<b>25,559</b>	<b>7.0%</b>
Remote	2,871	0.9%	289	1.1%	<b>3,160</b>	<b>0.9%</b>
Very Remote	1,762	0.5%	230	0.8%	<b>1,992</b>	<b>0.5%</b>
Missing	193		17		<b>210</b>	
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

<sup>19</sup> Ibid.

<sup>20</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>21</sup> 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) – National**<sup>22</sup>



**Table E.12 Participant profile per quarter by disability group – National**<sup>23 24</sup>

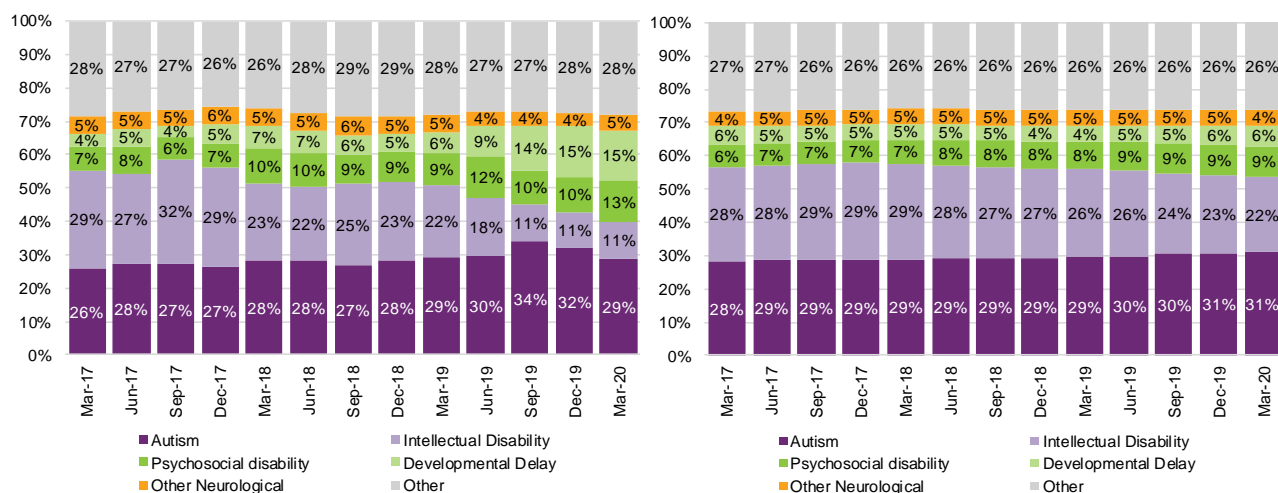
Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	105,508	31%	7,962	29%	113,470	31%
Intellectual Disability	78,900	23%	2,898	11%	81,798	22%
Psychosocial disability	30,755	9%	3,455	13%	34,210	9%
Developmental Delay	18,986	6%	4,124	15%	23,110	6%
Hearing Impairment	15,175	4%	2,356	9%	17,531	5%
Other Neurological	15,072	4%	1,276	5%	16,348	4%
Other Physical	14,337	4%	1,554	6%	15,891	4%
Cerebral Palsy	14,580	4%	412	2%	14,992	4%
ABI	11,329	3%	781	3%	12,110	3%
Visual Impairment	7,677	2%	428	2%	8,105	2%
Multiple Sclerosis	6,711	2%	385	1%	7,096	2%
Global Developmental Delay	5,922	2%	906	3%	6,828	2%
Stroke	4,697	1%	464	2%	5,161	1%
Spinal Cord Injury	4,226	1%	240	1%	4,466	1%
Other Sensory/Speech	3,001	1%	110	0%	3,111	1%
Other	577	0%	75	0%	652	0%
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

<sup>22</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>23</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>24</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (10,808).

**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>25</sup>



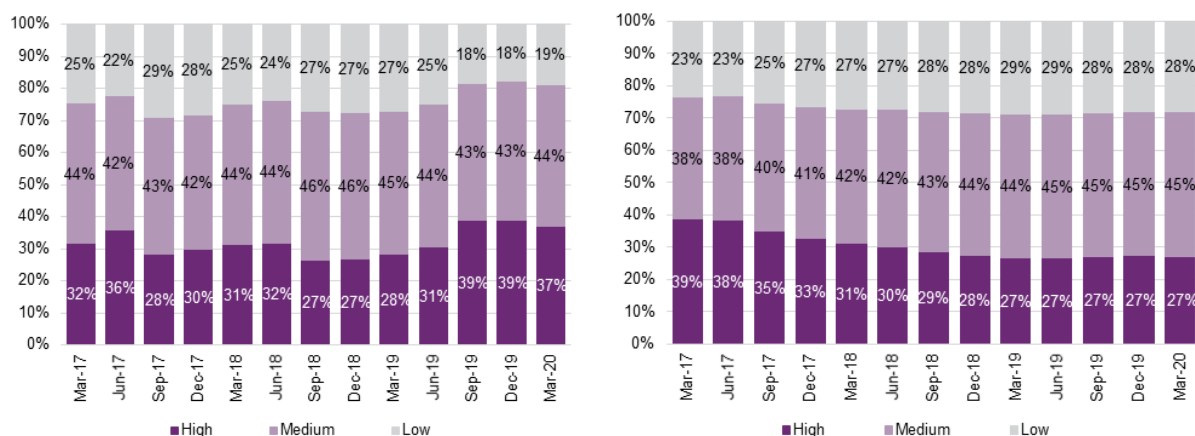
**Table E.13 Participant profile per quarter by level of functions – National** <sup>26</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	23,149	7%	3,984	15%	27,133	7%
2 (High Function)	636	0%	48	0%	684	0%
3 (High Function)	18,674	6%	1,833	7%	20,507	6%
4 (High Function)	21,572	6%	2,119	8%	23,691	7%
5 (High Function)	25,121	7%	2,168	8%	27,289	7%
6 (Moderate Function)	63,381	19%	6,129	22%	69,510	19%
7 (Moderate Function)	21,965	7%	1,293	5%	23,258	6%
8 (Moderate Function)	24,997	7%	1,789	7%	26,786	7%
9 (Moderate Function)	1,630	0%	123	0%	1,753	0%
10 (Moderate Function)	38,865	12%	2,823	10%	41,688	11%
11 (Low Function)	14,674	4%	577	2%	15,251	4%
12 (Low Function)	52,681	16%	3,295	12%	55,976	15%
13 (Low Function)	22,070	7%	1,121	4%	23,191	6%
14 (Low Function)	7,514	2%	115	0%	7,629	2%
15 (Low Function)	89	0%	<11		98	0%
Missing	435		<11		435	
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

<sup>25</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>26</sup> The distributions are calculated excluding participants with a missing level of function.

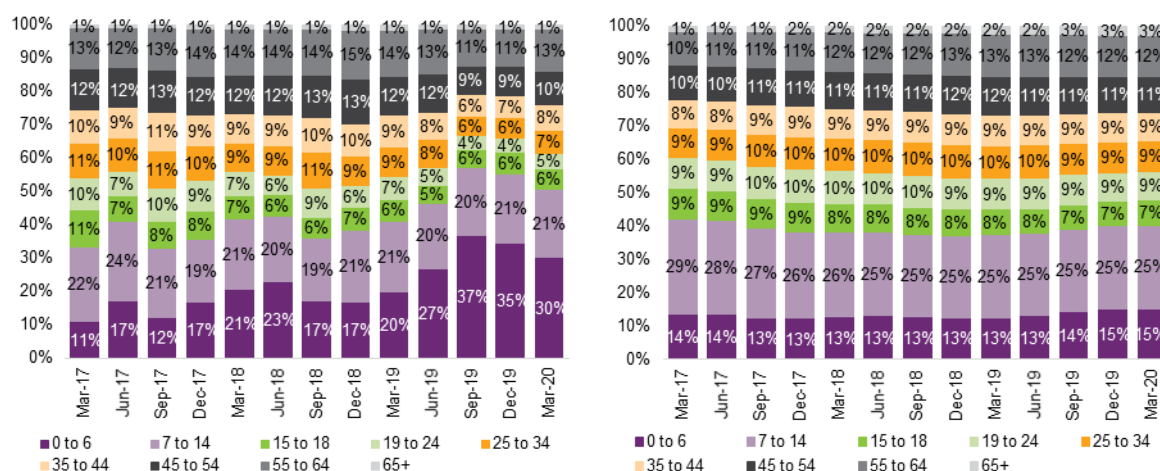
**Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National** <sup>27</sup>



**Table E.14 Participant profile per quarter by age group – National**

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	47,674	14%	8,283	30%	55,957	15%
7 to 14	85,735	25%	5,650	21%	91,385	25%
15 to 18	25,545	8%	1,691	6%	27,236	7%
19 to 24	29,984	9%	1,290	5%	31,274	9%
25 to 34	31,540	9%	1,907	7%	33,447	9%
35 to 44	29,384	9%	2,065	8%	31,449	9%
45 to 54	36,466	11%	2,716	10%	39,182	11%
55 to 64	41,233	12%	3,526	13%	44,759	12%
65+	9,892	3%	298	1%	10,190	3%
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

**Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National** <sup>28</sup>



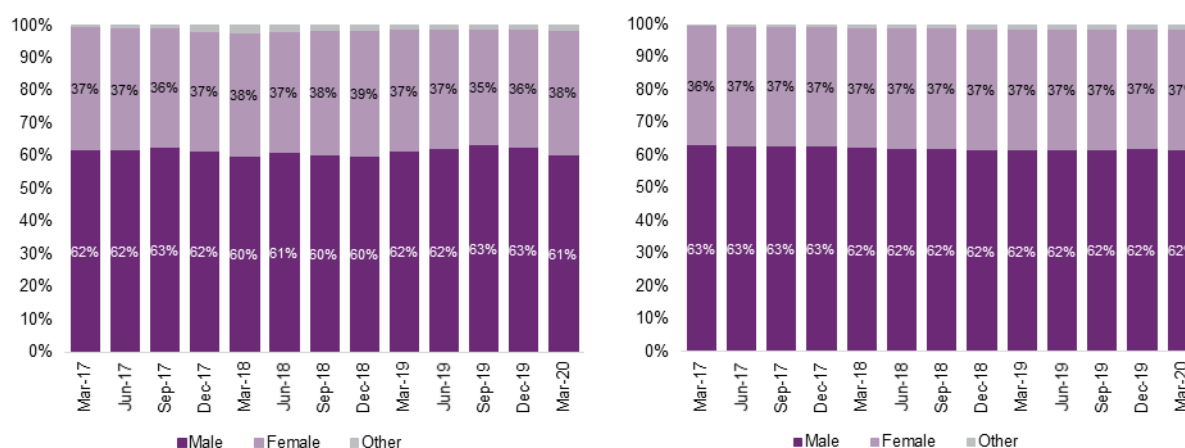
<sup>27</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>28</sup> Ibid.

**Table E.15 Participant profile per quarter by gender – National**

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	209,253	62%	16,609	61%	<b>225,862</b>	<b>62%</b>
Female	124,511	37%	10,455	38%	<b>134,966</b>	<b>37%</b>
Other	3,689	1%	362	1%	<b>4,051</b>	<b>1%</b>
<b>Total</b>	<b>337,453</b>	<b>100%</b>	<b>27,426</b>	<b>100%</b>	<b>364,879</b>	<b>100%</b>

**Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National** <sup>29</sup>



**Table E.16 Number and proportion of active participants by gender and age group – National**

Age Group	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
0 to 6	38,761	11%	16,590	5%	606	0%	55,957	15%	2.3
7 to 14	63,656	17%	26,340	7%	1,389	0%	91,385	25%	2.4
15 to 18	18,227	5%	8,767	2%	242	0%	27,236	7%	2.1
19 to 24	19,937	5%	11,079	3%	258	0%	31,274	9%	1.8
25 to 34	19,476	5%	13,669	4%	302	0%	33,447	9%	1.4
35 to 44	17,116	5%	14,030	4%	303	0%	31,449	9%	1.2
45 to 54	20,330	6%	18,452	5%	400	0%	39,182	11%	1.1
55 to 64	23,126	6%	21,186	6%	447	0%	44,759	12%	1.1
65+	5,233	1%	4,853	1%	104	0%	10,190	3%	1.1
Total	225,862	62%	134,966	37%	4,051	1%	364,879	100%	1.7

<sup>29</sup> Ibid.

**Table E.17 Number and proportion of active participants by gender and disability – National**

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
Autism	84,907	23%	26,898	7%	1,665	0%	113,470	31%	3.2
Intellectual Disability	46,111	13%	35,025	10%	662	0%	81,798	22%	1.3
Psychosocial Disability	17,541	5%	16,345	4%	324	0%	34,210	9%	1.1
Developmental Delay	16,377	4%	6,546	2%	187	0%	23,110	6%	2.5
Other Neurological	8,808	2%	7,398	2%	142	0%	16,348	4%	1.2
Cerebral Palsy	8,213	2%	6,647	2%	132	0%	14,992	4%	1.2
Other Physical	8,262	2%	7,427	2%	202	0%	15,891	4%	1.1
Hearing Impairment	8,410	2%	8,838	2%	283	0%	17,531	5%	1.0
Acquired Brain Injury	7,991	2%	4,024	1%	95	0%	12,110	3%	2.0
Visual Impairment	4,100	1%	3,920	1%	85	0%	8,105	2%	1.0
Multiple Sclerosis	1,791	0%	5,239	1%	66	0%	7,096	2%	0.3
Global Developmental Delay	4,708	1%	2,053	1%	67	0%	6,828	2%	2.3
Stroke	2,893	1%	2,225	1%	43	0%	5,161	1%	1.3
Spinal Cord Injury	3,165	1%	1,237	0%	64	0%	4,466	1%	2.6
Other Sensory/Speech	2,234	1%	846	0%	31	0%	3,111	1%	2.6
Other	351	0%	298	0%	<11		652	0%	1.2
Total	225,862	62%	134,966	37%	4,051	1%	364,879	100%	1.7

## Part Two: Participant experience and outcomes

**Table E.18 Number of baseline questionnaires completed by SFOF version – National <sup>30</sup>**

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	7,416	11,640	16,263	19,822	55,141
Participant school to 14	14,036	21,308	31,936	23,102	90,382
Participant 15 to 24	9,426	12,235	14,915	8,312	44,888
Participant 25 and over	24,093	36,487	51,710	28,118	140,408
<b>Total Participant</b>	<b>54,971</b>	<b>81,670</b>	<b>114,824</b>	<b>79,354</b>	<b>330,819</b>
Family 0 to 14	20,033	31,900	45,740	41,600	139,273
Family 15 to 24	2,667	8,338	10,170	5,732	26,907
Family 25 and over	725	10,918	15,529	8,477	35,649
<b>Total Family</b>	<b>23,425</b>	<b>51,156</b>	<b>71,439</b>	<b>55,809</b>	<b>201,829</b>
<b>Total</b>	<b>78,396</b>	<b>132,826</b>	<b>186,263</b>	<b>135,163</b>	<b>532,648</b>

<sup>30</sup> 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.19 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		27%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		68%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			36%	57%
CC	% who choose what they do each day			45%	66%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			80%	77%

**Table E.20 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	60%	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		37%		
REL	Of these, % who are welcomed or actively included	63%	74%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

**Table E.21 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		66%		
HM	% who are happy with their home			80%	72%
HM	% who feel safe or very safe in their home			83%	71%
HW	% who rate their health as good, very good or excellent			68%	44%
HW	% who did not have any difficulties accessing health services			69%	64%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				54%
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.22 Selected key baseline indicators for families/carers of participants – National**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	20%	26%	23%
% receiving Carer Allowance	46%	48%	35%
% 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	79%	85%	84%
% who say they (and their partner) are able to work as much as they want	42%	47%	57%
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%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	28%	20%
% able to advocate for their child/family member	77%	70%	66%
% who have friends and family they see as often as they like	45%	44%	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		40%	
% who feel in control selecting services		40%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	73%	62%	59%



**Table E.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=8,733) - participants who entered from 1 April 2018 to 31 March 2019 – National** <sup>31</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	91%
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?	64%

**Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=29,075) - participants who entered from 1 April 2018 to 31 March 2019 – National**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	64%
LL	Has the NDIS improved your child's access to education?	43%
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?	48%

**Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=13,170) and ‘Participant 25 and over’ (n=42,070) - participants who entered from 1 April 2018 to 31 March 2019 – National**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	71%
DL	Has the NDIS helped you with daily living activities?	64%	74%
REL	Has the NDIS helped you to meet more people?	53%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	54%
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%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%
S/CP	Has the NDIS helped you be more involved?	59%	61%

<sup>31</sup> Results in Tables E.23 to E.26 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables E.27 to E.36.

**Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=34,834); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=17,166) - participants who entered from 1 April 2018 to 31 March 2019 – 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?	64%	54%
Has the NDIS improved the level of support for your family?	70%	67%
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%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	44%	40%

**Table E.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,463) - participants who entered from 1 April 2017 to 31 March 2018 – National <sup>32</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+3%
REL	Has the NDIS improved how your child fits into family life?	73%	78%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	60%	65%	+5%

**Table E.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=15,004) - participants who entered from 1 April 2017 to 31 March 2018 – National**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	65%	+9%
LL	Has the NDIS improved your child's access to education?	34%	39%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	51%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	46%	+6%

<sup>32</sup> Results in Tables E.27 to E.30 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=7,833) and ‘Participant 25 and over’ (n=19,529) - participants who entered from 1 April 2017 to 31 March 2018 – National**

		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%	65%	+7%	65%	74%	+9%
DL	Has the NDIS helped you with daily living activities?	57%	66%	+9%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	48%	53%	+5%	50%	58%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	-1%	27%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+5%	46%	53%	+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?	34%	36%	2%	29%	31%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-1%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+6%	57%	65%	+8%

**Table E.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=13,881); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,350) - participants who entered from 1 April 2017 to 31 March 2018 – National**

		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%	60%	+5%	46%	55%	+9%
	Has the NDIS improved the level of support for your family?	61%	68%	+7%	59%	70%	+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?	64%	71%	+7%	57%	67%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	75%	+6%			
	Has the NDIS improved your health and wellbeing?	36%	39%	+3%	33%	37%	+5%

**Table E.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,254) - participants who entered from 1 July 2016 to 31 March 2017 – National <sup>33</sup>**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	95%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	91%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	85%	84%	+2%
REL	Has the NDIS improved how your child fits into family life?	72%	74%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	57%	61%	65%	+8%

**Table E.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=6,270) - participants who entered from 1 July 2016 to 31 March 2017 – 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?	56%	64%	69%	+13%
LL	Has the NDIS improved your child's access to education?	36%	38%	41%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	50%	54%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	50%	+5%

**Table E.33 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=4,593) - participants who entered from 1 July 2016 to 31 March 2017 – National**

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?	60%	64%	67%	+7%
Has the NDIS helped you with daily living activities?	59%	65%	70%	+11%
Has the NDIS helped you to meet more people?	52%	54%	55%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	19%	18%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	42%	44%	46%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	37%	37%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	15%	-3%
Has the NDIS helped you be more involved?	55%	59%	61%	+6%

<sup>33</sup> Results in Tables E.31 to E.36 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 have had a third plan review to date.

**Table E.34 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=8,542) - participants who entered from 1 July 2016 to 31 March 2017 – National**

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?	68%	74%	78%	+10%
Has the NDIS helped you with daily living activities?	72%	79%	84%	+12%
Has the NDIS helped you to meet more people?	54%	60%	64%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	32%	33%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	34%	33%	1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	18%	-2%
Has the NDIS helped you be more involved?	61%	67%	72%	+11%

**Table E.35 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=5,203) - participants who entered from 1 July 2016 to 31 March 2017 – National**

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%	56%	61%	+7%
Has the NDIS improved the level of support for your family?	61%	66%	69%	+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?	64%	68%	72%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	73%	76%	+7%
Has the NDIS improved your health and wellbeing?	38%	38%	39%	+2%

**Table E.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=913) - participants who entered from 1 July 2016 to 31 March 2017 – National**

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?	43%	47%	52%	+9%
Has the NDIS improved the level of support for your family?	56%	63%	68%	+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?	58%	61%	65%	+8%
Has the NDIS improved your health and wellbeing?	31%	30%	33%	+1%

**Table E.37 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=26,863), ‘participants in community and social activities’ (n=27,051) and ‘participants who choose who supports them’ (n=27,595) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – National <sup>34</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	16%	19%	23%	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	32%	40%	44%	47%
Aged 25+	36%	43%	46%	
Aged 15+ (Average)	35%	42%	45%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	33%	34%	36%	45%
Aged 25+	54%	54%	55%	
Aged 15+ (Average)	49%	50%	51%	

<sup>34</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table E.38 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=12,891), 'participants in community and social activities' (n=13,243) and 'participants who choose who supports them' (n=13,694) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – National <sup>35</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	12%	16%	20%	24%	24%
Aged 25+	25%	25%	22%	23%	
Aged 15+ (Average)	22%	23%	21%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	37%	43%	45%	47%
Aged 25+	36%	41%	47%	50%	
Aged 15+ (Average)	35%	40%	46%	49%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	32%	32%	34%	45%
Aged 25+	48%	50%	48%	49%	
Aged 15+ (Average)	44%	45%	44%	45%	

**Table E.39 Number of active plans by goal type and primary disability – National <sup>36</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,082	8,646	6,033	1,655	2,657	8,950	4,296	2,583	12,110
Autism	17,593	95,774	31,919	29,218	42,417	58,697	7,101	14,366	113,470
Cerebral Palsy	3,488	12,047	7,377	2,480	3,060	9,072	3,425	2,172	14,992
Developmental Delay	1,014	21,194	3,582	6,268	5,361	2,897	66	14	23,110
Down Syndrome	2,213	8,590	4,577	2,034	2,665	7,625	2,545	2,617	10,808
Global Developmental Delay	432	6,210	1,238	1,968	1,710	1,075	19	5	6,828
Hearing Impairment	3,283	13,645	3,129	3,946	2,424	6,244	1,595	3,073	17,531
Intellectual Disability	16,436	52,776	26,341	15,141	20,087	48,858	17,941	21,726	70,990
Multiple Sclerosis	1,798	5,403	4,622	427	953	4,335	2,298	1,202	7,096
Psychosocial disability	7,632	22,888	18,944	6,298	7,095	25,244	10,801	9,963	34,210
Spinal Cord Injury	1,304	3,610	2,508	424	507	2,738	1,314	1,036	4,466
Stroke	1,343	4,047	2,691	435	757	3,532	1,689	772	5,161
Visual Impairment	2,101	6,662	2,619	1,688	858	5,013	1,521	2,080	8,105
Other Neurological	3,930	12,430	8,428	1,777	2,896	10,788	4,932	1,991	16,348
Other Physical	3,814	12,697	7,883	1,488	1,573	8,458	3,612	2,750	15,891
Other Sensory/Speech	350	2,632	640	968	1,004	963	46	120	3,111
Other	130	540	323	99	115	385	141	85	652
<b>Total</b>	<b>69,943</b>	<b>289,791</b>	<b>132,854</b>	<b>76,314</b>	<b>96,139</b>	<b>204,874</b>	<b>63,342</b>	<b>66,555</b>	<b>364,879</b>

<sup>35</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

<sup>36</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table E.40 Number of goals in active plans by goal type and primary disability – National** <sup>37</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,633	14,292	7,115	1,884	2,968	10,720	4,605	2,707	<b>47,924</b>
Autism	21,105	245,072	38,879	40,315	51,094	69,770	7,456	15,228	<b>488,919</b>
Cerebral Palsy	4,273	26,773	9,073	3,152	3,408	11,220	3,671	2,270	<b>63,840</b>
Developmental Delay	1,180	85,809	4,439	10,547	6,229	3,273	66	14	<b>111,557</b>
Down Syndrome	2,611	18,120	5,277	2,611	3,019	9,624	2,679	2,731	<b>46,672</b>
Global Developmental Delay	511	24,485	1,526	3,252	1,996	1,187	19	5	<b>32,981</b>
Hearing Impairment	3,909	26,793	3,602	4,842	2,698	7,169	1,658	3,247	<b>53,918</b>
Intellectual Disability	19,510	96,052	30,840	18,394	23,079	60,096	19,002	22,858	<b>289,831</b>
Multiple Sclerosis	2,113	9,019	5,831	448	1,014	4,980	2,536	1,254	<b>27,195</b>
Psychosocial disability	8,879	33,835	22,662	6,952	7,703	29,618	11,424	10,409	<b>131,482</b>
Spinal Cord Injury	1,624	6,350	3,084	450	541	3,274	1,449	1,081	<b>17,853</b>
Stroke	1,642	7,373	3,224	481	802	4,131	1,850	800	<b>20,303</b>
Visual Impairment	2,548	12,811	2,979	1,985	918	5,948	1,632	2,206	<b>31,027</b>
Other Neurological	4,725	22,933	10,285	2,099	3,182	12,608	5,357	2,099	<b>63,288</b>
Other Physical	4,587	23,499	9,770	1,730	1,690	9,770	3,956	2,867	<b>57,869</b>
Other Sensory/Speech	414	7,246	778	1,424	1,193	1,117	48	127	<b>12,347</b>
Other	155	1,078	399	116	128	446	150	92	<b>2,564</b>
<b>Total</b>	<b>83,419</b>	<b>661,540</b>	<b>159,763</b>	<b>100,682</b>	<b>111,662</b>	<b>244,951</b>	<b>67,558</b>	<b>69,995</b>	<b>1,499,570</b>

**Table E.41 Number of active plans by goal type and age group – National** <sup>38</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,613	51,300	8,622	15,417	13,012	7,183	126	6	<b>55,957</b>
7 to 14	12,644	78,641	26,620	23,916	36,229	46,270	1,626	970	<b>91,385</b>
15 to 18	6,307	21,851	8,939	7,428	9,153	18,112	2,397	7,577	<b>27,236</b>
19 to 24	8,370	23,331	10,893	7,624	6,980	20,781	7,354	15,699	<b>31,274</b>
25 to 34	8,966	24,514	14,594	6,480	7,550	23,197	10,422	13,320	<b>33,447</b>
35 to 44	8,053	22,684	15,564	5,078	6,720	22,164	9,997	10,823	<b>31,449</b>
45 to 54	9,572	28,026	19,760	5,301	7,575	28,007	12,765	10,294	<b>39,182</b>
55 to 64	10,904	32,185	22,589	4,358	7,335	31,919	15,069	7,027	<b>44,759</b>
65+	2,514	7,259	5,273	712	1,585	7,241	3,586	839	<b>10,190</b>
<b>Total</b>	<b>69,943</b>	<b>289,791</b>	<b>132,854</b>	<b>76,314</b>	<b>96,139</b>	<b>204,874</b>	<b>63,342</b>	<b>66,555</b>	<b>364,879</b>

<sup>37</sup> Participants have set over two million goals in total since July 2016. The 1,499,570 goals in these results relate to those in the current plans of active participants.

<sup>38</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.



**Table E.42 Number of goals in active plans by goal type and age group – National** <sup>39</sup>

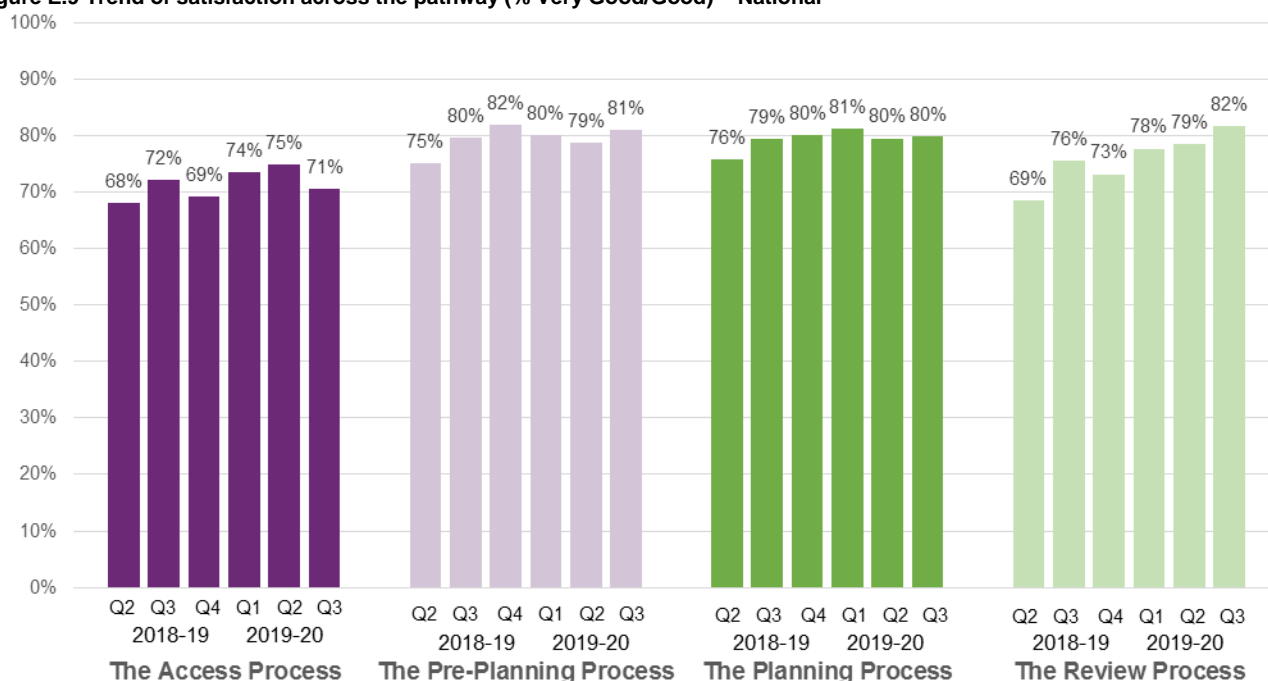
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	3,061	212,841	10,761	26,576	15,195	8,208	127	6	276,775
7 to 14	15,136	187,347	33,124	31,783	44,169	54,676	1,685	985	368,905
15 to 18	7,652	39,838	10,681	8,983	10,666	21,360	2,512	7,921	109,613
19 to 24	10,082	38,144	12,470	8,936	7,769	24,660	7,742	16,709	126,512
25 to 34	10,775	39,270	17,013	7,390	8,460	28,073	11,051	14,062	136,094
35 to 44	9,647	35,879	18,577	5,674	7,432	26,780	10,643	11,373	126,005
45 to 54	11,273	44,513	23,668	5,829	8,333	33,961	13,677	10,747	152,001
55 to 64	12,875	51,992	27,163	4,746	7,947	38,449	16,244	7,320	166,736
65+	2,918	11,716	6,306	765	1,691	8,784	3,877	872	36,929
<b>Total</b>	<b>83,419</b>	<b>661,540</b>	<b>159,763</b>	<b>100,682</b>	<b>111,662</b>	<b>244,951</b>	<b>67,558</b>	<b>69,995</b>	<b>1,499,570</b>

**Table E.43 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 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 Q3
<b>Access</b>	<b>n = 5,369</b>	<b>n = 496</b>
Are you happy with how coming into the NDIS has gone?	80%	85%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	72%	75%
% of participants rating their overall experience as Very Good or Good.	72%	71%
<b>Pre-planning</b>	<b>n = 5,038</b>	<b>n = 1,370</b>
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%	96%
Were decisions about your plan clearly explained?	82%	85%
Are you clear on what happens next with your plan?	77%	84%
Do you know where to go for more help with your plan?	82%	87%
% of participants rating their overall experience as Very Good or Good.	80%	81%
<b>Planning</b>	<b>n = 7,050</b>	<b>n = 1,627</b>
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%	96%
Were decisions about your plan clearly explained?	82%	84%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	84%	85%
% of participants rating their overall experience as Very Good or Good.	80%	80%
<b>Plan review</b>	<b>n = 4,487</b>	<b>n = 333</b>
Did the person from the NDIS understand how your disability affects your life?	83%	87%
Did you feel prepared for your plan review?	84%	83%
Is your NDIS plan helping you to make progress towards your goals?	85%	87%
% of participants rating their overall experience as Very Good or Good.	75%	82%

<sup>39</sup> Participants have set over two million goals in total since July 2016. The 1,499,570 goals in these results relate to those in the current plans of active participants.

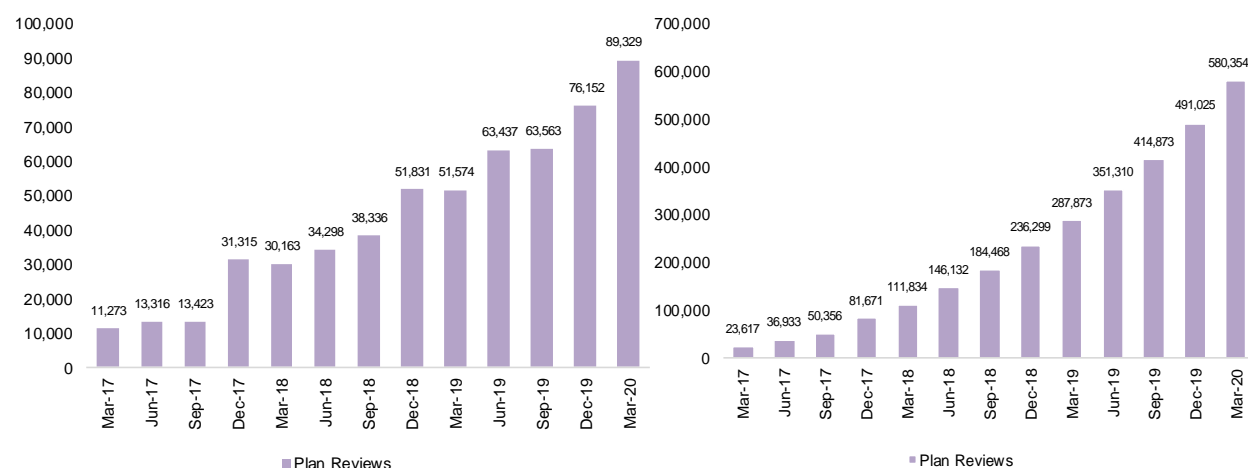
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National**



**Table E.44 Plan reviews conducted per quarter – excluding plans less than 30 days – National <sup>40</sup>**

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>491,025</b>	<b>89,329</b>	<b>580,354</b>
<i>Early intervention plans</i>	93,982	15,906	109,888
<i>Permanent disability plans</i>	397,043	73,423	470,466

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



<sup>40</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table E.45 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile. Also, it is now possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints. In addition, the number and rate of provider complaints has increased in 2019-20 Q2.

Table E.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table E.47.

Table E.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table E.46. (There are 16 complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile. These are excluded from the results.) The list of complaint types is different to that which appears in Table E.46 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

Table E.45 Complaints by quarter – National <sup>41 42 43</sup>

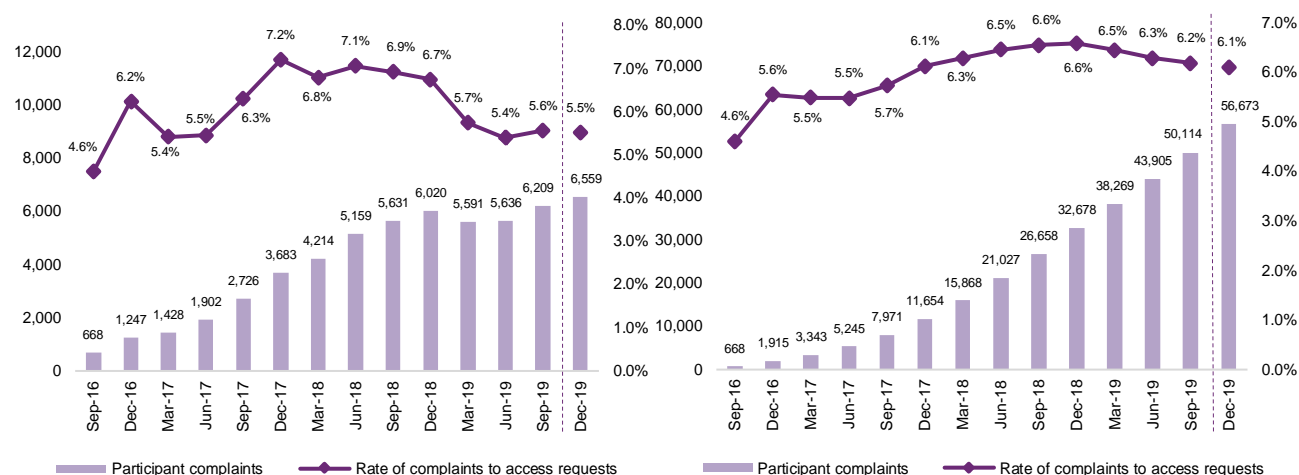
Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	39	39	38
Complaint about LAC Partner	0	180	180	177
Complaints about service providers	2,700	501	3,201	2,729
Complaints about the Agency	44,164	5,728	49,892	30,938
Critical/ Reportable Incident	0	110	110	93
Unclassified	3,250	1	3,251	2,922
<b>Total</b>	<b>50,114</b>	<b>6,559</b>	<b>56,673</b>	<b>34,223</b>
% of all access requests	6.2%	5.5%	6.1%	
<b>Providers who have submitted a registration request</b>				
Complaint about LAC Partner	0	10	10	10
Complaints about service providers	208	49	257	232
Complaints about the Agency	2,997	490	3,487	2,734
Critical/ Reportable Incident	0	4	4	4
Unclassified	199	0	199	181
<b>Total</b>	<b>3,404</b>	<b>553</b>	<b>3,957</b>	<b>3,019</b>
% of all registration requests	5.4%	6.8%	5.5%	
<b>Other</b>				
Complaint about ECEI Partner	0	3	3	3
Complaint about LAC Partner	0	9	9	9
Complaints about service providers	153	43	196	196
Complaints about the Agency	1,628	186	1,814	1,807
Critical/ Reportable Incident	0	4	4	4
Unclassified	120	0	120	120
<b>Total</b>	<b>1,901</b>	<b>245</b>	<b>2,146</b>	<b>2,136</b>
<b>Total</b>	<b>55,419</b>	<b>6,696</b>	<b>62,115</b>	<b>39,378</b>

<sup>41</sup> Note that 71% of all complainants made only one complaint, 16% made two complaints and 13% made three or more complaints.

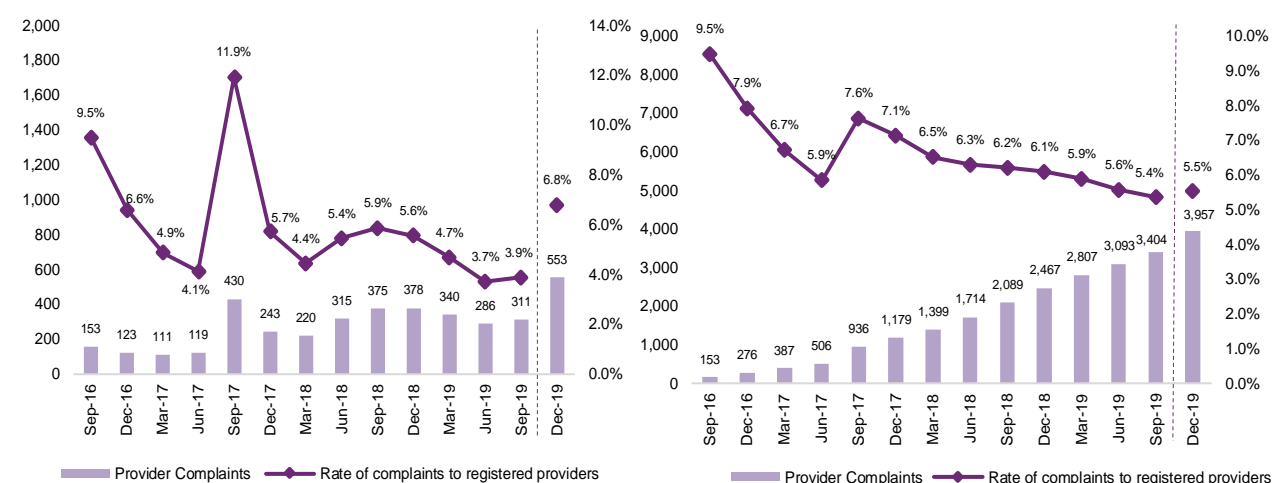
<sup>42</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>43</sup> % of all registration requests 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.

**Figure E.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National**



**Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National** <sup>44 45</sup>



<sup>44</sup> The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

<sup>45</sup> In the new 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints has increased in 2019-20 Q2.

Table E.46 Complaints by type ('My Feedback' tile) – National

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	521	(19%)	31	(13%)	552	(19%)
Service Delivery	450	(17%)	51	(21%)	501	(17%)
Staff conduct	451	(17%)	33	(14%)	484	(16%)
Provider process	302	(11%)	31	(13%)	333	(11%)
Provider costs.	276	(10%)	25	(10%)	301	(10%)
Other	700	(26%)	71	(29%)	771	(26%)
<b>Total</b>	<b>2,700</b>		<b>242</b>		<b>2,942</b>	
<i>Complaints about the Agency</i>						
Timeliness	15,775	(36%)	618	(30%)	16,393	(35%)
Individual needs	5,226	(12%)	82	(4%)	5,308	(11%)
Reasonable and necessary supports	5,863	(13%)	323	(16%)	6,186	(13%)
Information unclear	1,861	(4%)	95	(5%)	1,956	(4%)
The way the NDIA carried out its decision making	2,447	(6%)	291	(14%)	2,738	(6%)
Other	12,985	(29%)	630	(31%)	13,615	(29%)
<b>Total</b>	<b>44,157</b>		<b>2,039</b>		<b>46,196</b>	
<i>Unclassified</i>	<b>3,250</b>		<b>0</b>		<b>3,250</b>	
<b>Providers</b>						
<i>Complaints about service providers</i>						
Supports being provided	28	(0%)	3	(0%)	31	(14%)
Service Delivery	30	(0%)	1	(0%)	31	(14%)
Staff conduct	26	(0%)	0	(0%)	26	(12%)
Provider process	27	(0%)	2	(0%)	29	(13%)
Provider costs.	9	(0%)	1	(0%)	10	(5%)
Other	88	(42%)	6	(46%)	94	(43%)
<b>Total</b>	<b>208</b>		<b>13</b>		<b>221</b>	
<i>Complaints about the Agency</i>						
<i>Timeliness</i>	782	(26%)	35	(29%)	817	(26%)
Individual needs	352	(12%)	2	(2%)	354	(11%)
Provider Portal	407	(14%)	5	(4%)	412	(13%)
Information unclear	217	(7%)	12	(10%)	229	(7%)
Participation, engagement and inclusion	48	(2%)	0	(0%)	48	(2%)
Other	1,188	(40%)	66	(55%)	1,254	(40%)
<b>Total</b>	<b>2,994</b>		<b>120</b>		<b>3,114</b>	
<i>Unclassified</i>	199		0		199	
<b>Other</b>						
<i>Complaints about service providers</i>						
Supports being provided	19	(12%)	4	(29%)	23	(14%)
Service Delivery	27	(18%)	0	(0%)	27	(16%)
Staff conduct	36	(24%)	1	(7%)	37	(22%)
Provider process	7	(5%)	2	(14%)	9	(5%)
Provider costs.	8	(5%)	1	(7%)	9	(5%)
Other	56	(37%)	6	(43%)	62	(37%)
<b>Total</b>	<b>153</b>		<b>14</b>		<b>167</b>	
<i>Complaints about the Agency</i>						

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<i>Individual needs</i>	372	(23%)	5	(14%)	377	(23%)
Timeliness	324	(20%)	1	(3%)	325	(20%)
Information unclear	165	(10%)	3	(8%)	168	(10%)
Participation, engagement and inclusion	76	(5%)	1	(3%)	77	(5%)
Staff conduct - Agency	62	(4%)	4	(11%)	66	(4%)
Other	623	(38%)	22	(61%)	645	(39%)
<b>Total</b>	<b>1,622</b>		<b>36</b>		<b>1,658</b>	
Unclassified	120		0		120	

Table E.47 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – National <sup>46</sup>

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	5	(13%)
ECEI Process	6	(15%)
ECEI Staff	6	(15%)
ECEI Timeliness	22	(56%)
Other	0	(0%)
<b>Total</b>	<b>39</b>	
Complaint about LAC Partner		
LAC Engagement	1	(1%)
LAC Fraud and Compliance	5	(3%)
LAC Plan	22	(12%)
LAC Process	21	(12%)
LAC Resources	1	(1%)
LAC Staff	93	(52%)
LAC Timeliness	37	(21%)
Other	0	(0%)
<b>Total</b>	<b>180</b>	
Complaints about service providers		
Provider Finance	18	(7%)
Provider Fraud and Compliance	37	(14%)
Provider Service	152	(59%)
Provider Staff	52	(20%)
Other	0	(0%)
<b>Total</b>	<b>259</b>	
Complaints about the Agency		
NDIA Access	229	(6%)
NDIA Engagement	0	(0%)
NDIA Finance	359	(10%)
NDIA Fraud and Compliance	11	(0%)
NDIA Plan	859	(23%)
NDIA Process	422	(11%)
NDIA Resources	46	(1%)
NDIA Staff	292	(8%)
NDIA Timeliness	1,470	(40%)
Quality & Safeguards Commission	1	(0%)
Other	0	(0%)
<b>Total</b>	<b>3,689</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	23	(21%)
Allegations against NDIA Staff/Partners	1	(1%)
Allegations against a provider	54	(49%)
Participant threat	15	(14%)
Provider reporting	17	(15%)
Other	0	(0%)

<sup>46</sup> On the 'My Customer Requests' tile, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories in the table.



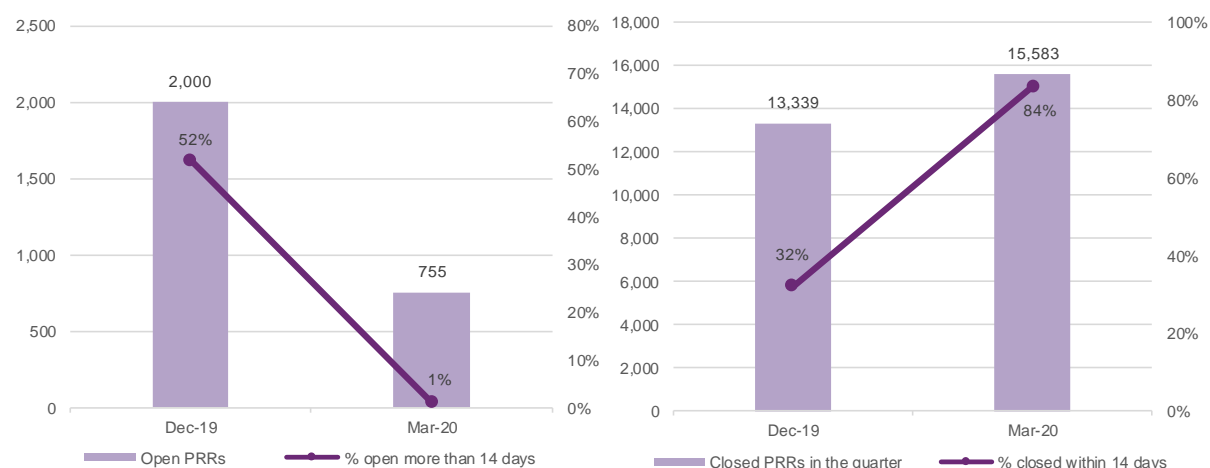
Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
<b>Total</b>	<b>110</b>	
Unclassified	1	
<b>Complaints with a related party who has submitted a provider registration request</b>		
Complaint about LAC Partner		
LAC Fraud and Compliance	1	(10%)
LAC Plan	5	(50%)
LAC Process	3	(30%)
LAC Staff	1	(10%)
Other	0	(0%)
<b>Total</b>	<b>10</b>	
Complaints about service providers		
Provider Finance	10	(28%)
Provider Fraud and Compliance	6	(17%)
Provider Service	12	(33%)
Provider Staff	8	(22%)
Other	0	(0%)
<b>Total</b>	<b>36</b>	
Complaints about the Agency		
NDIA Access	1	(0%)
NDIA Engagement	1	(0%)
NDIA Finance	175	(47%)
NDIA Fraud and Compliance	1	(0%)
NDIA Plan	37	(10%)
NDIA Process	26	(7%)
NDIA Resources	9	(2%)
NDIA Staff	22	(6%)
NDIA Timeliness	96	(26%)
Quality & Safeguards Commission	2	(1%)
Other	0	(0%)
<b>Total</b>	<b>370</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	0	(0%)
Allegations against NDIA Staff/Partners	0	(0%)
Participant threat	3	(75%)
Provider reporting	1	(25%)
Other	0	(0%)
<b>Total</b>	<b>4</b>	
Unclassified	0	
<b>Complaints with a related party who is not a potential participant or provider</b>		
Complaint about ECEI Partner		
ECEI Fraud and Compliance	1	(33%)
ECEI Plan	1	(33%)
ECEI Process	1	(33%)
ECEI Timeliness	0	(0%)
Other	0	(0%)

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
<b>Total</b>	<b>3</b>	
<i>Complaint about LAC Partner</i>		
LAC Plan	0	(0%)
LAC Process	2	(22%)
LAC Resources	1	(11%)
LAC Staff	6	(67%)
Other	0	(0%)
<b>Total</b>	<b>9</b>	
<i>Complaints about service providers</i>		
Provider Finance	0	(0%)
Provider Fraud and Compliance	5	(17%)
Provider Service	13	(45%)
Provider Staff	11	(38%)
Other	0	(0%)
<b>Total</b>	<b>29</b>	
<i>Complaints about the Agency</i>		
NDIA Access	22	(15%)
NDIA Engagement	1	(1%)
NDIA Finance	13	(9%)
NDIA Fraud and Compliance	9	(6%)
NDIA Plan	17	(11%)
NDIA Process	31	(21%)
NDIA Resources	7	(5%)
NDIA Staff	22	(15%)
NDIA Timeliness	28	(19%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>150</b>	
<i>Critical/ Reportable Incident</i>		
Allegations against Informal Supports	0	(0%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	3	(75%)
Participant threat	0	(0%)
Provider reporting	1	(25%)
Other	0	(0%)
<b>Total</b>	<b>4</b>	
Unclassified	0	

**Table E.48 Summary of Open Participant Requested Reviews (PRRs) (s48) – National** <sup>47</sup>

	As at 31 March 2020
Open PRRs	755
Number of PRRs open less than 14 days	747
Number of PRRs open more than 14 days	8
New PRRs in the quarter	14,338
Number of PRRs closed in the quarter	15,583
Proportion closed within 14 days	84%
Average days PRRs took to close in the quarter	13

**Figure E.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – National** <sup>48</sup>



**Table E.49 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – National** <sup>49 50</sup>

	Access	Planning
Open RoRDs	379	6,158
Number of RoRDs open less than 90 days	375	4,811
Number of RoRDs open more than 90 days	4	1,347
New RoRDs in the quarter	1,748	7,297
Number of RoRDs closed in the quarter	2,358	10,414
Proportion closed within 90 days	96%	39%
Average days RoRDs took to close in the quarter	38	113

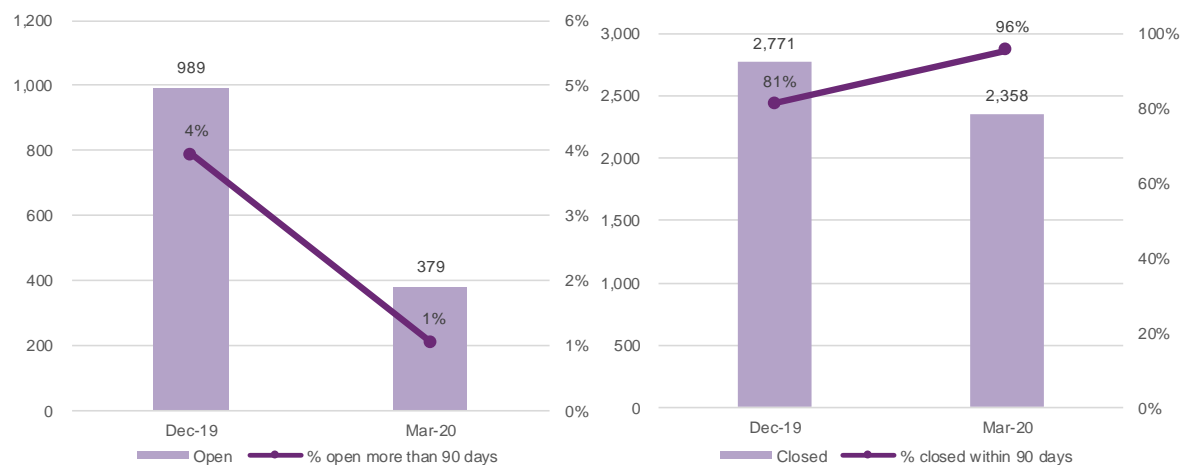
<sup>47</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>48</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

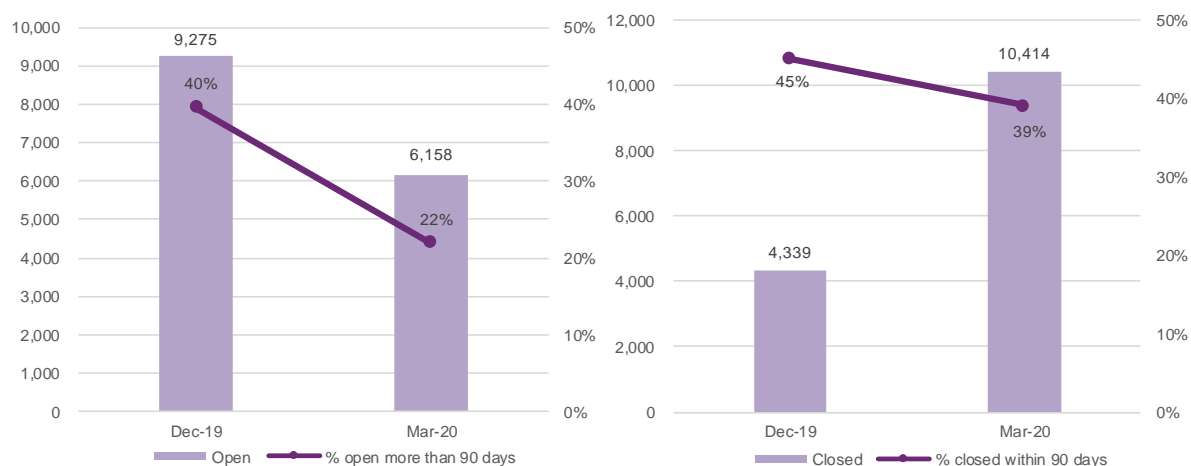
<sup>49</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>50</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

**Figure E.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – National** <sup>51</sup>



**Figure E.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – National** <sup>52</sup>



**Table E.50 AAT Cases by category – National** <sup>53 54</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	1,220	38%	140	37%	1,360	38%
Plan	1,471	45%	194	52%	1,665	46%
Plan Review	313	10%	36	10%	349	10%
Other	230	7%	<11		234	6%
<b>Total</b>	<b>3,234</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>3,608</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.38%</b>		<b>0.33%</b>		<b>0.37%</b>	

<sup>51</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>52</sup> Ibid.

<sup>53</sup> Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

<sup>54</sup> % of all access decisions 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 E.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

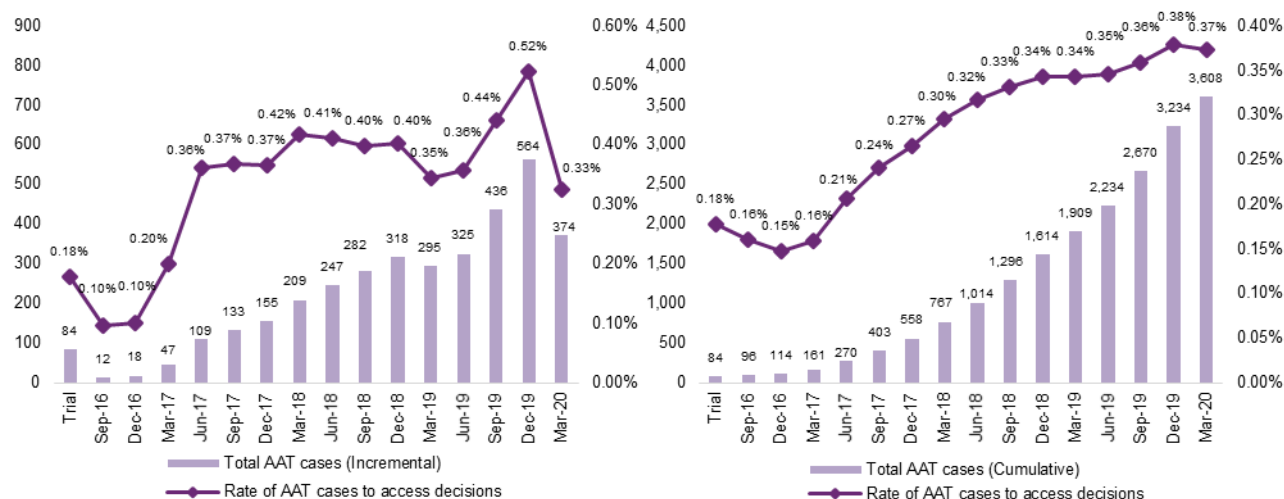


Table E.51 AAT cases by open/closed and decision – National

	N
<b>AAT Cases</b>	<b>3,608</b>
<b>Open AAT Cases</b>	<b>937</b>
<b>Closed AAT Cases</b>	<b>2,671</b>
<i>Resolved before hearing</i>	<i>2,601</i>
<i>Gone to hearing and received a substantive decision</i>	<i>70*</i>

\*Of the 70 cases which went to hearing and received a substantive decision: 31 affirmed the Agency's decision, 12 varied the Agency's decision and 27 set aside the Agency's decision. <sup>55</sup>

Table E.52 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National

56 57

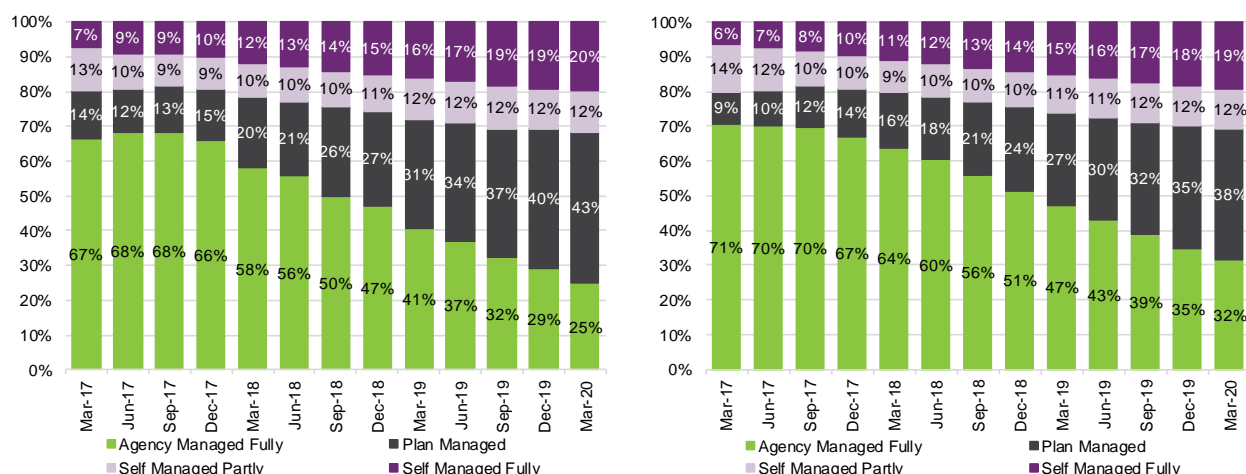
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	19%	20%	<b>19%</b>
Self-managed partly	12%	12%	<b>12%</b>
Plan managed	35%	43%	<b>38%</b>
Agency managed	35%	25%	<b>32%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>55</sup> 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.

<sup>56</sup> 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.

<sup>57</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

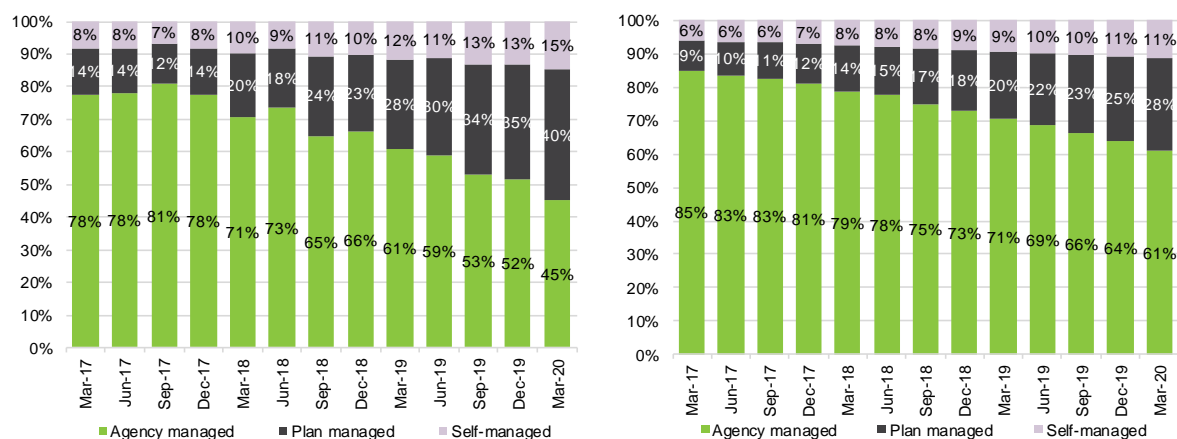
**Figure E.17 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National** <sup>58 59</sup>



**Table E.53 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

	Prior Quarters	2019-20 Q3	Total
Self-managed	11%	15%	11%
Plan managed	25%	40%	28%
Agency managed	64%	45%	61%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.18 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National**



**Table E.54 Distribution of active participants by support coordination and quarter of plan approval – National** <sup>60</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	38%	42%	39%

<sup>58</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>59</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>60</sup> Ibid.

Table E.55 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>61</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	178,655	70%	17,040	64%
30 to 59 days	28,750	11%	3,622	14%
60 to 89 days	13,627	5%	1,494	6%
<b>Activated within 90 days</b>	<b>221,032</b>	<b>87%</b>	<b>22,156</b>	<b>83%</b>
90 to 119 days	7,812	3%	727	3%
120 days and over	19,957	8%	1,214	5%
<b>Activated after 90 days</b>	<b>27,769</b>	<b>11%</b>	<b>1,941</b>	<b>7%</b>
No payments	6,453	3%	2,471	9%
<b>Total plans approved</b>	<b>255,254</b>	<b>100%</b>	<b>26,568</b>	<b>100%</b>

Table E.56 Proportion of participants who have activated within 12 months – National

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	13,910	14,666	95%
Not Aboriginal and Torres Strait Islander	177,339	183,039	97%
Not Stated	56,167	57,914	97%
<b>Total</b>	<b>247,416</b>	<b>255,619</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	20,403	20,992	97%
Not CALD	221,642	229,029	97%
Not Stated	5,371	5,598	96%
<b>Total</b>	<b>247,416</b>	<b>255,619</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	165,205	170,345	97%
Regional	79,161	82,044	96%
Remote	2,908	3,083	94%
Missing	142	147	97%
<b>Total</b>	<b>247,416</b>	<b>255,619</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	76,519	79,023	97%
Intellectual Disability (including Down Syndrome)	66,155	68,038	97%
Psychosocial Disability	21,012	21,833	96%
Developmental Delay (including Global Developmental Delay)	11,177	11,786	95%
Other	72,553	74,939	97%
<b>Total</b>	<b>247,416</b>	<b>255,619</b>	<b>97%</b>

<sup>61</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table E.57 Distribution of plans by utilisation – National** <sup>62 63</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	24%
> 75%	40%
<b>Total</b>	<b>100%</b>

**Table E.58 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>64</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	48%	50%	49%
Lifelong Learning	13%	13%	13%
Other	11%	11%	11%
Non-categorised	32%	30%	31%
Any mainstream service	94%	93%	93%

## Part Three: Providers and the growing market

**Table E.59 Key markets indicators by quarter – National** <sup>65 66</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.36	1.33
b) Number of providers delivering new types of supports	1,717	1,637
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	88%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	90%	88%
<i>Assist Personal Activities (%)</i>	89%	89%

<sup>62</sup> 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.

<sup>63</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>64</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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

<sup>66</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.



**Table E.60 Cumulative number of providers that have been ever active by registration group – National <sup>67</sup>**

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	460	36	496	8%
Assistance Animals	210	22	232	10%
Assistance with daily life tasks in a group or shared living arrangement	1,428	101	1,529	7%
Assistance with travel/transport arrangements	1,823	92	1,915	5%
Daily Personal Activities	2,400	157	2,557	7%
Group and Centre Based Activities	1,777	90	1,867	5%
High Intensity Daily Personal Activities	1,922	77	1,999	4%
Household tasks	3,682	179	3,861	5%
Interpreting and translation	333	36	369	11%
Participation in community, social and civic activities	2,646	162	2,808	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	416	36	452	9%
Assistive products for household tasks	427	45	472	11%
Assistance products for personal care and safety	2,242	117	2,359	5%
Communication and information equipment	662	95	757	14%
Customised Prosthetics	1,136	89	1,225	8%
Hearing Equipment	381	59	440	15%
Hearing Services	71	10	81	14%
Personal Mobility Equipment	1,316	113	1,429	9%
Specialised Hearing Services	117	10	127	9%
Vision Equipment	363	51	414	14%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,237	154	2,391	7%
Behaviour Support	1,330	66	1,396	5%
Community nursing care for high needs	829	64	893	8%
Development of daily living and life skills	1,951	109	2,060	6%
Early Intervention supports for early childhood	2,482	123	2,605	5%
Exercise Physiology and Physical Wellbeing activities	1,497	102	1,599	7%
Innovative Community Participation	685	82	767	12%
Specialised Driving Training	410	37	447	9%
Therapeutic Supports	7,812	255	8,067	3%
<b>Capital services</b>				
Home modification design and construction	802	96	898	12%
Specialist Disability Accommodation	215	25	240	12%
Vehicle Modifications	336	35	371	10%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,102	70	1,172	6%
Support Coordination	810	61	871	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	629	48	677	8%
Specialised Supported Employment	519	39	558	8%
<b>Total active providers</b>	<b>13,986</b>	<b>548</b>	<b>14,534</b>	<b>4%</b>

<sup>67</sup> 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – National**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	104	392	<b>496</b>	21%	79%	<b>100%</b>
Assistance Animals	27	205	<b>232</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	179	1,350	<b>1,529</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	363	1,552	<b>1,915</b>	19%	81%	<b>100%</b>
Daily Personal Activities	353	2,204	<b>2,557</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	215	1,652	<b>1,867</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	252	1,747	<b>1,999</b>	13%	87%	<b>100%</b>
Household tasks	1,332	2,529	<b>3,861</b>	34%	66%	<b>100%</b>
Interpreting and translation	78	291	<b>369</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	413	2,395	<b>2,808</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	53	399	<b>452</b>	12%	88%	<b>100%</b>
Assistive products for household tasks	71	401	<b>472</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	423	1,936	<b>2,359</b>	18%	82%	<b>100%</b>
Communication and information equipment	169	588	<b>757</b>	22%	78%	<b>100%</b>
Customised Prosthetics	226	999	<b>1,225</b>	18%	82%	<b>100%</b>
Hearing Equipment	59	381	<b>440</b>	13%	87%	<b>100%</b>
Hearing Services	10	71	<b>81</b>	12%	88%	<b>100%</b>
Personal Mobility Equipment	248	1,181	<b>1,429</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	15	112	<b>127</b>	12%	88%	<b>100%</b>
Vision Equipment	69	345	<b>414</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	468	1,923	<b>2,391</b>	20%	80%	<b>100%</b>
Behaviour Support	409	987	<b>1,396</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	130	763	<b>893</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	287	1,773	<b>2,060</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	1,106	1,499	<b>2,605</b>	42%	58%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	428	1,171	<b>1,599</b>	27%	73%	<b>100%</b>
Innovative Community Participation	220	547	<b>767</b>	29%	71%	<b>100%</b>
Specialised Driving Training	113	334	<b>447</b>	25%	75%	<b>100%</b>
Therapeutic Supports	3,928	4,139	<b>8,067</b>	49%	51%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	160	738	<b>898</b>	18%	82%	<b>100%</b>
Specialist Disability Accommodation	11	229	<b>240</b>	5%	95%	<b>100%</b>
Vehicle Modifications	54	317	<b>371</b>	15%	85%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	215	957	<b>1,172</b>	18%	82%	<b>100%</b>
Support Coordination	155	716	<b>871</b>	18%	82%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	72	605	<b>677</b>	11%	89%	<b>100%</b>
Specialised Supported Employment	51	507	<b>558</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>6,218</b>	<b>8,316</b>	<b>14,534</b>	<b>43%</b>	<b>57%</b>	<b>100%</b>

**Table E.62 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – National**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	108	36	144	25%
Assistance Animals	125	22	147	15%
Assistance with daily life tasks in a group or shared living arrangement	1,115	101	1,216	8%
Assistance with travel/transport arrangements	960	92	1,052	9%
Daily Personal Activities	1,856	157	2,013	8%
Group and Centre Based Activities	1,292	90	1,382	7%
High Intensity Daily Personal Activities	1,271	77	1,348	6%
Household tasks	2,332	179	2,511	7%
Interpreting and translation	151	36	187	19%
Participation in community, social and civic activities	2,093	162	2,255	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	101	36	137	26%
Assistive products for household tasks	81	45	126	36%
Assistance products for personal care and safety	1,400	117	1,517	8%
Communication and information equipment	293	95	388	24%
Customised Prosthetics	585	89	674	13%
Hearing Equipment	131	59	190	31%
Hearing Services	10	10	20	50%
Personal Mobility Equipment	796	113	909	12%
Specialised Hearing Services	9	10	19	53%
Vision Equipment	158	51	209	24%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,694	154	1,848	8%
Behaviour Support	702	66	768	9%
Community nursing care for high needs	417	64	481	13%
Development of daily living and life skills	1,201	109	1,310	8%
Early Intervention supports for early childhood	1,273	123	1,396	9%
Exercise Physiology and Physical Wellbeing activities	906	102	1,008	10%
Innovative Community Participation	238	82	320	26%
Specialised Driving Training	193	37	230	16%
Therapeutic Supports	4,686	255	4,941	5%
<b>Capital services</b>				
Home modification design and construction	350	96	446	22%
Specialist Disability Accommodation	162	25	187	13%
Vehicle Modifications	120	35	155	23%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	802	70	872	8%
Support Coordination	373	61	434	14%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	333	48	381	13%
Specialised Supported Employment	394	39	433	9%
<b>Total</b>	<b>9,198</b>	<b>548</b>	<b>9,746</b>	<b>6%</b>

**Table E.63 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – National**

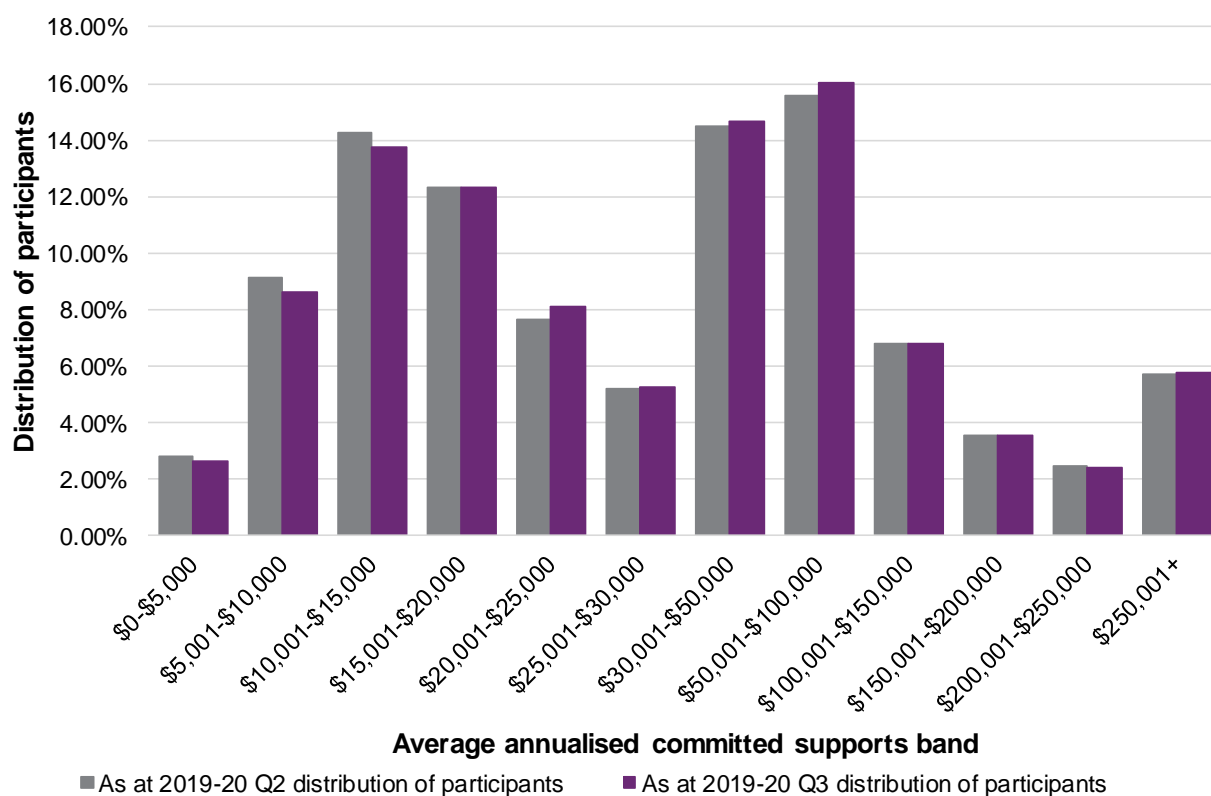
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	35	109	144	24%	76%	100%
Assistance Animals	19	128	147	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	126	1,090	1,216	10%	90%	100%
Assistance with travel/transport arrangements	154	898	1,052	15%	85%	100%
Daily Personal Activities	244	1,769	2,013	12%	88%	100%
Group and Centre Based Activities	158	1,224	1,382	11%	89%	100%
High Intensity Daily Personal Activities	158	1,190	1,348	12%	88%	100%
Household tasks	787	1,724	2,511	31%	69%	100%
Interpreting and translation	47	140	187	25%	75%	100%
Participation in community, social and civic activities	289	1,966	2,255	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	6	131	137	4%	96%	100%
Assistive products for household tasks	19	107	126	15%	85%	100%
Assistance products for personal care and safety	235	1,282	1,517	15%	85%	100%
Communication and information equipment	73	315	388	19%	81%	100%
Customised Prosthetics	108	566	674	16%	84%	100%
Hearing Equipment	26	164	190	14%	86%	100%
Hearing Services	5	15	20	25%	75%	100%
Personal Mobility Equipment	139	770	909	15%	85%	100%
Specialised Hearing Services	3	16	19	16%	84%	100%
Vision Equipment	39	170	209	19%	81%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	351	1,497	1,848	19%	81%	100%
Behaviour Support	187	581	768	24%	76%	100%
Community nursing care for high needs	65	416	481	14%	86%	100%
Development of daily living and life skills	166	1,144	1,310	13%	87%	100%
Early Intervention supports for early childhood	458	938	1,396	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	237	771	1,008	24%	76%	100%
Innovative Community Participation	88	232	320	28%	73%	100%
Specialised Driving Training	58	172	230	25%	75%	100%
Therapeutic Supports	2,104	2,837	4,941	43%	57%	100%
<b>Capital services</b>						
Home modification design and construction	70	376	446	16%	84%	100%
Specialist Disability Accommodation	7	180	187	4%	96%	100%
Vehicle Modifications	21	134	155	14%	86%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	169	703	872	19%	81%	100%
Support Coordination	68	366	434	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	36	345	381	9%	91%	100%
Specialised Supported Employment	38	395	433	9%	91%	100%
<b>Total</b>	<b>3,564</b>	<b>6,182</b>	<b>9,746</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>

## Part Four: Financial sustainability

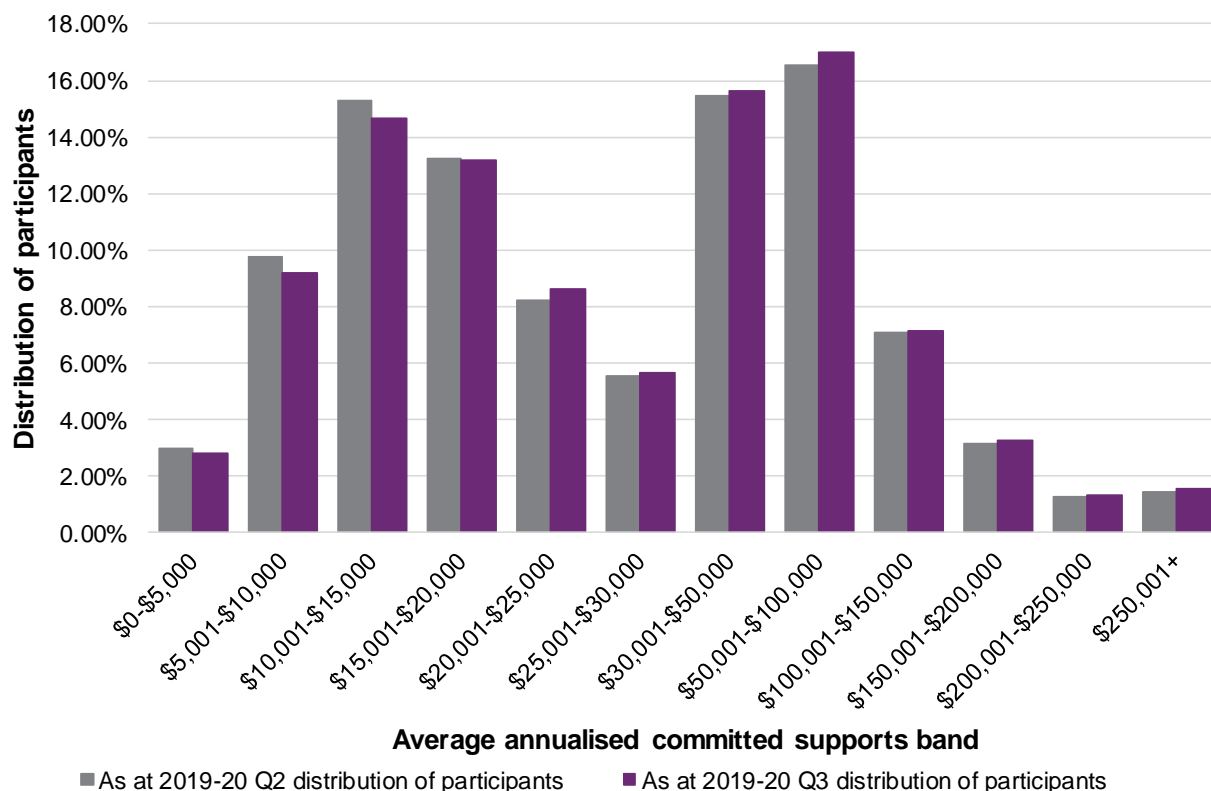
Table E.64 Committed supports by financial year (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.7	939.1	3,234.4	7,741.0	14,567.7	17,310.3

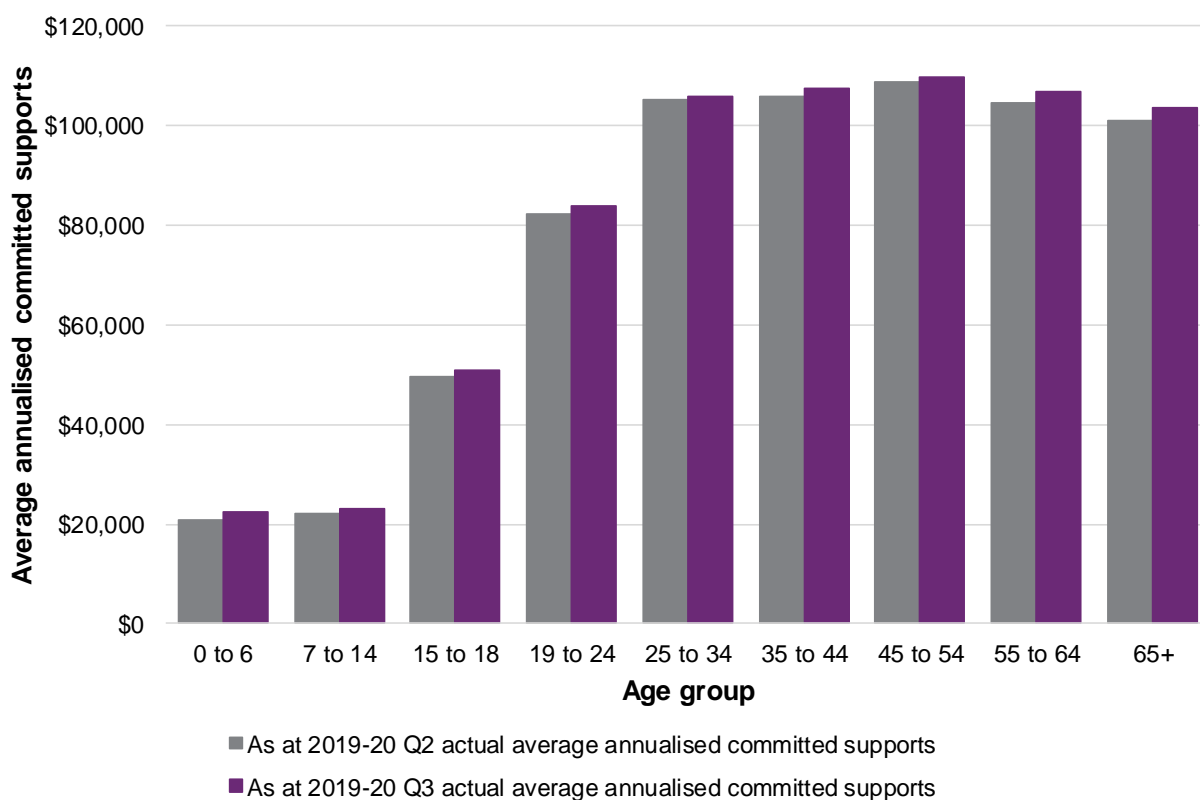
Figure E.19 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – National



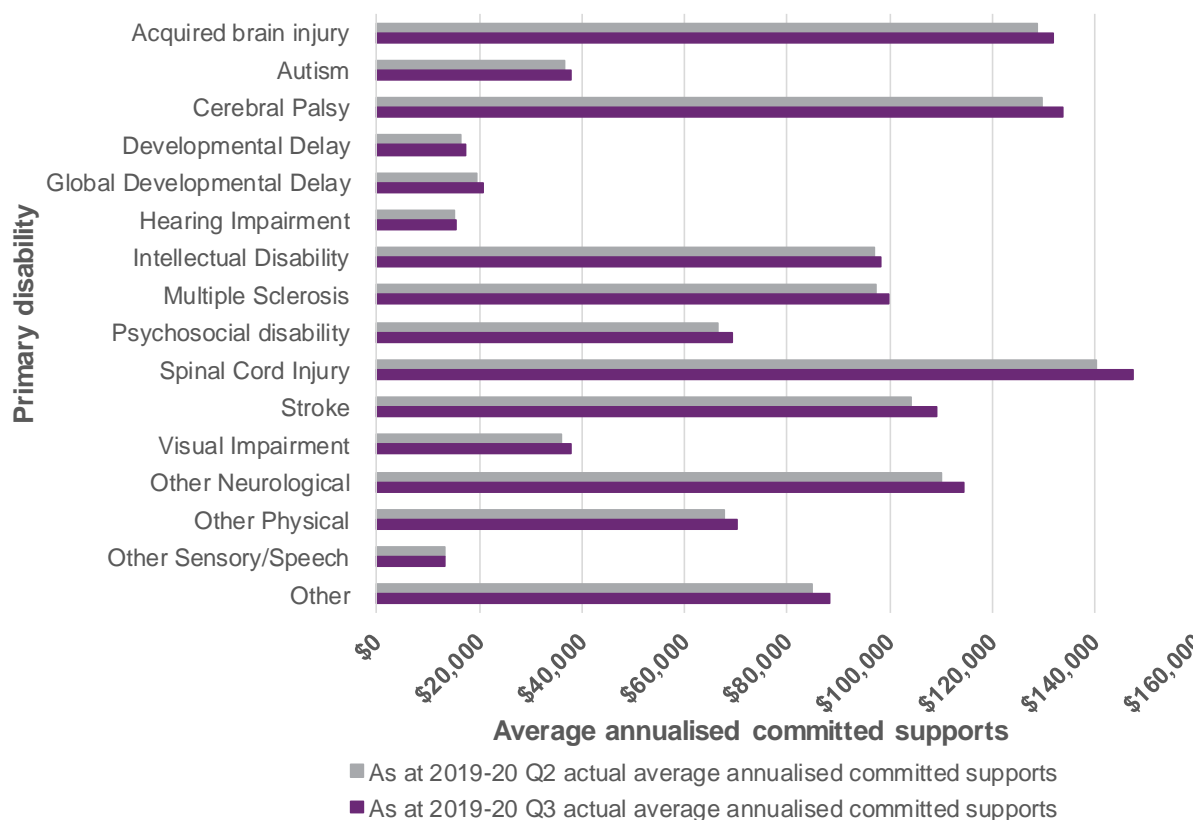
**Figure E.20 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – National**



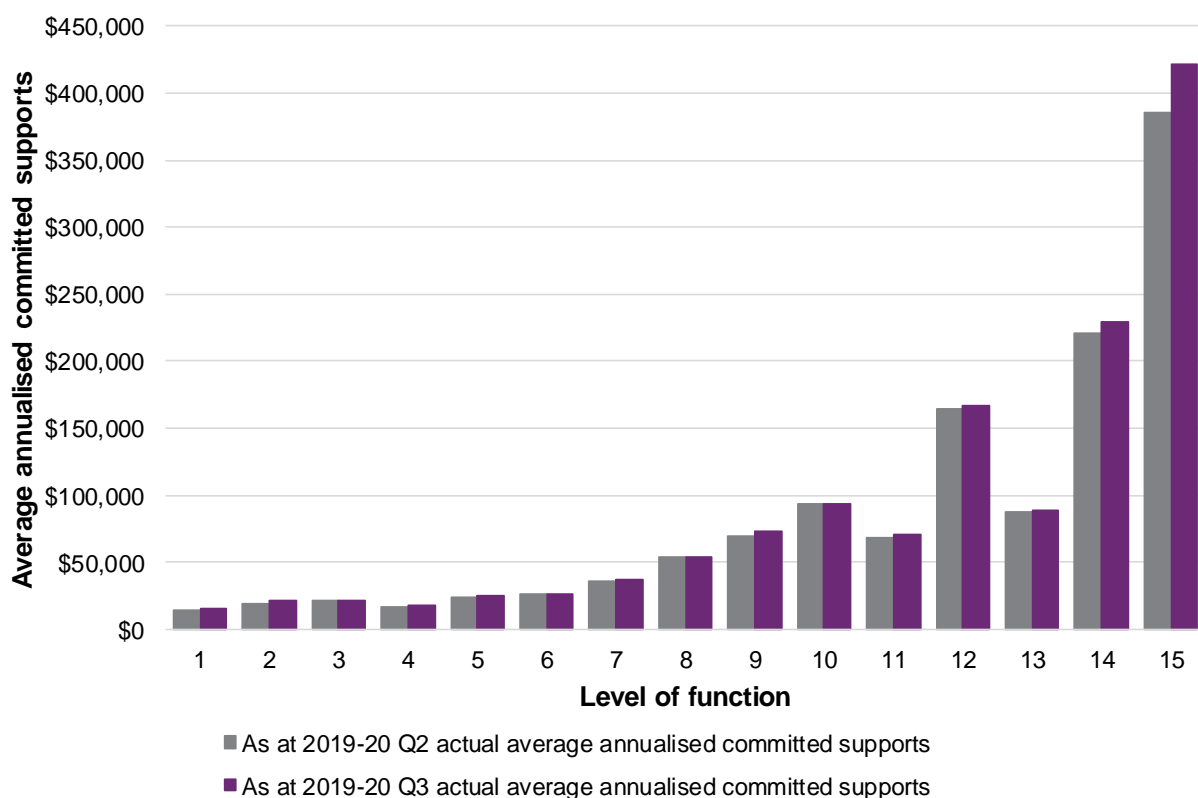
**Figure E.21 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – National**



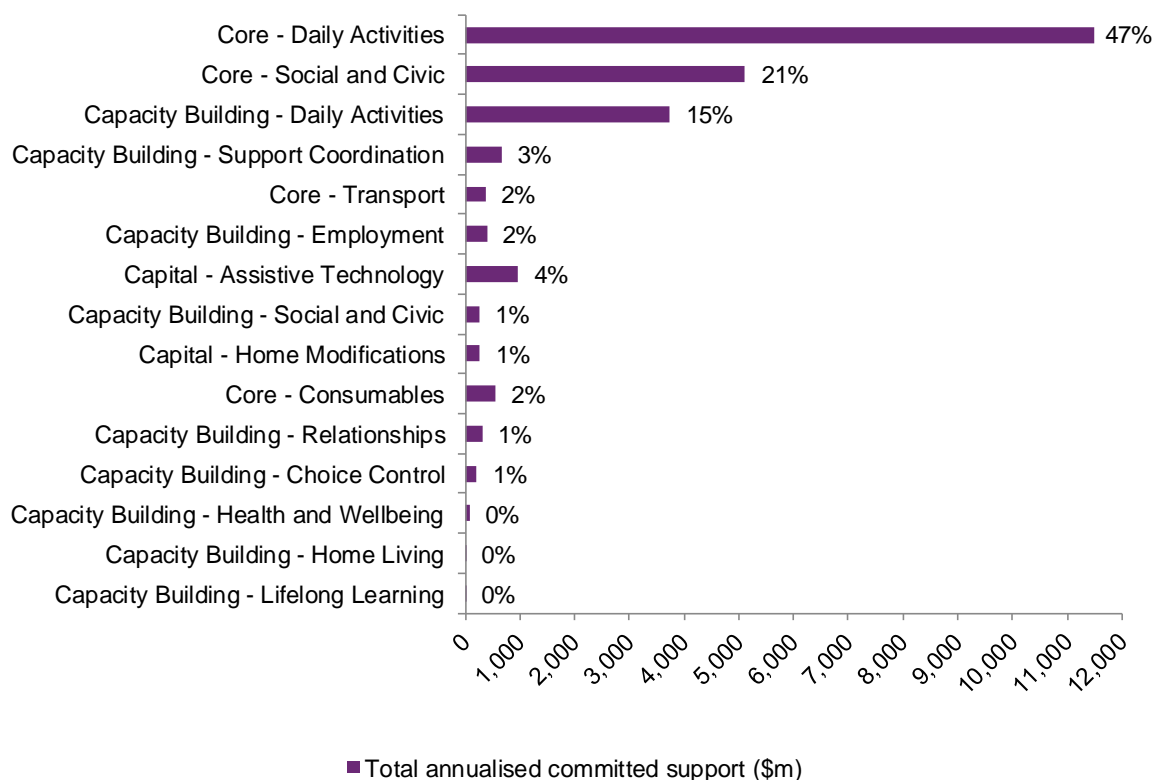
**Figure E.22 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – National**



**Figure E.23 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – National**



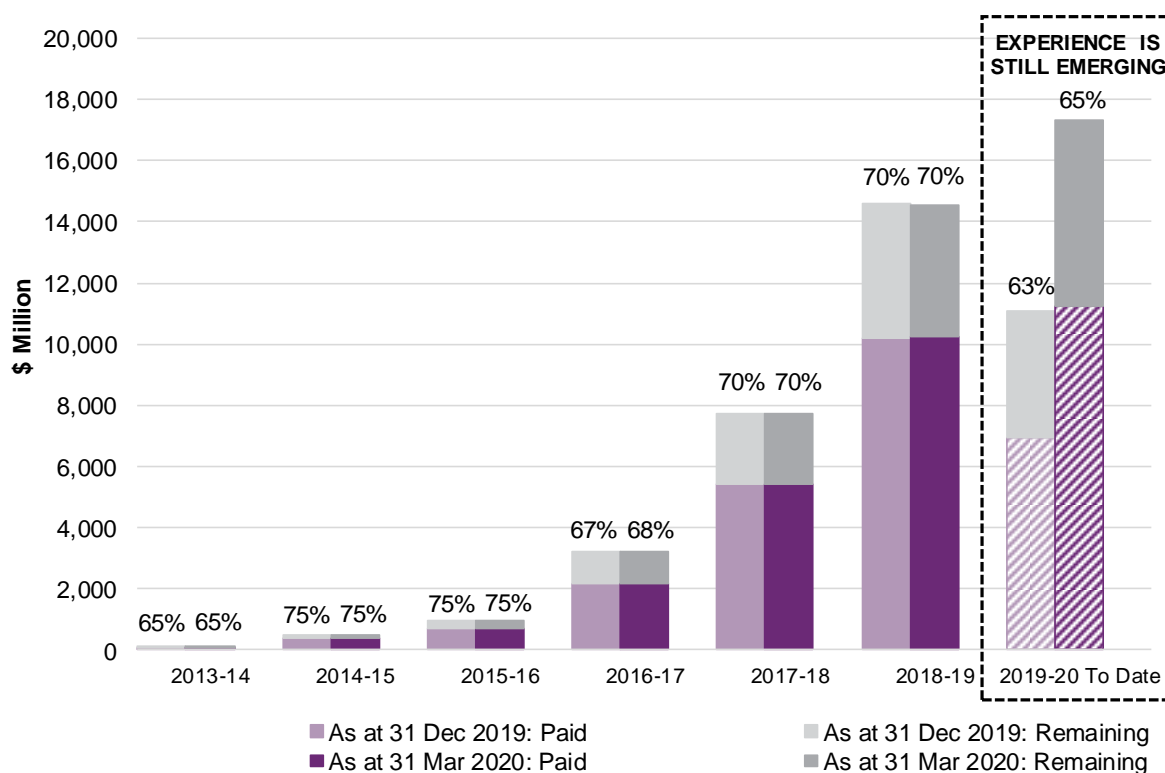
**Figure E.24 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National**



**Table E.65 Payments by financial year, compared to committed supports (\$m) – National**

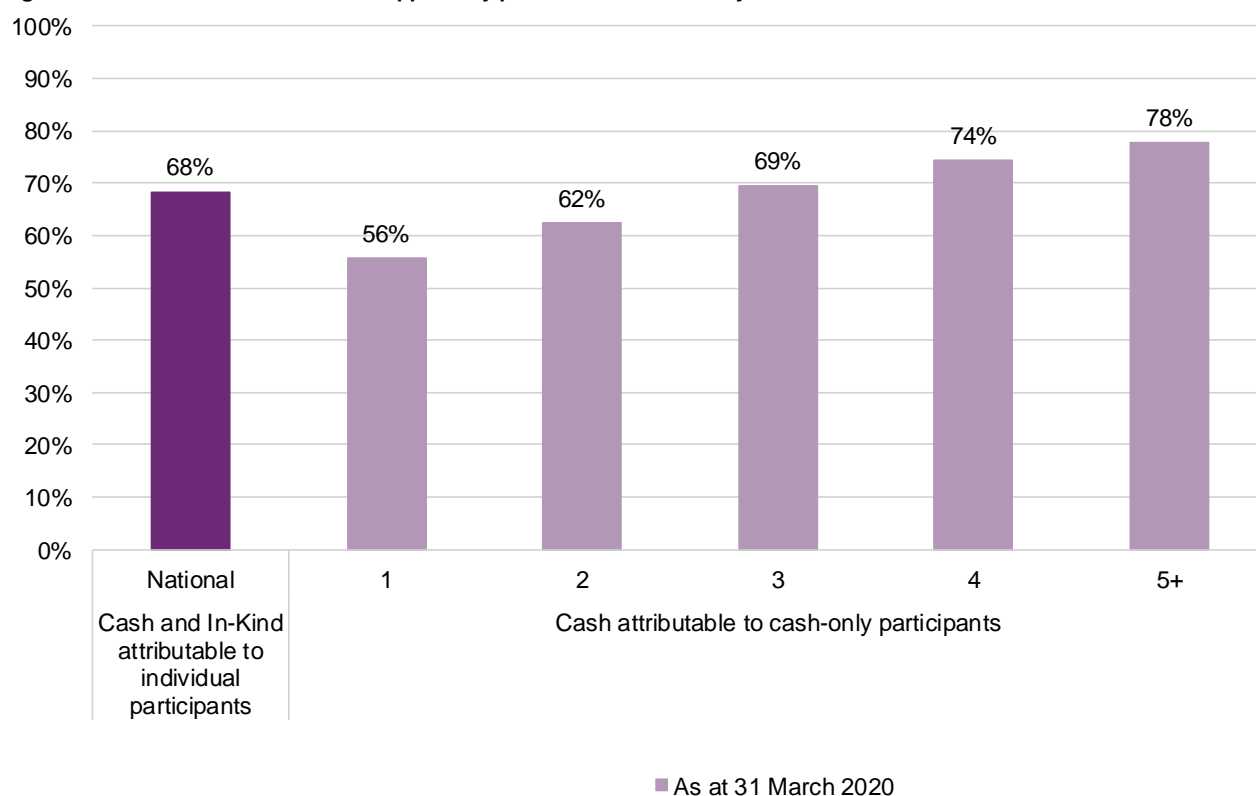
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.7	939.1	3,234.4	7,741.0	14,567.7	17,310.3
Total Paid	85.8	370.9	704.3	2,184.5	5,423.7	10,247.4	11,236.6
% utilised to date	65%	75%	75%	68%	70%	70%	65%

**Figure E.25 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – National**

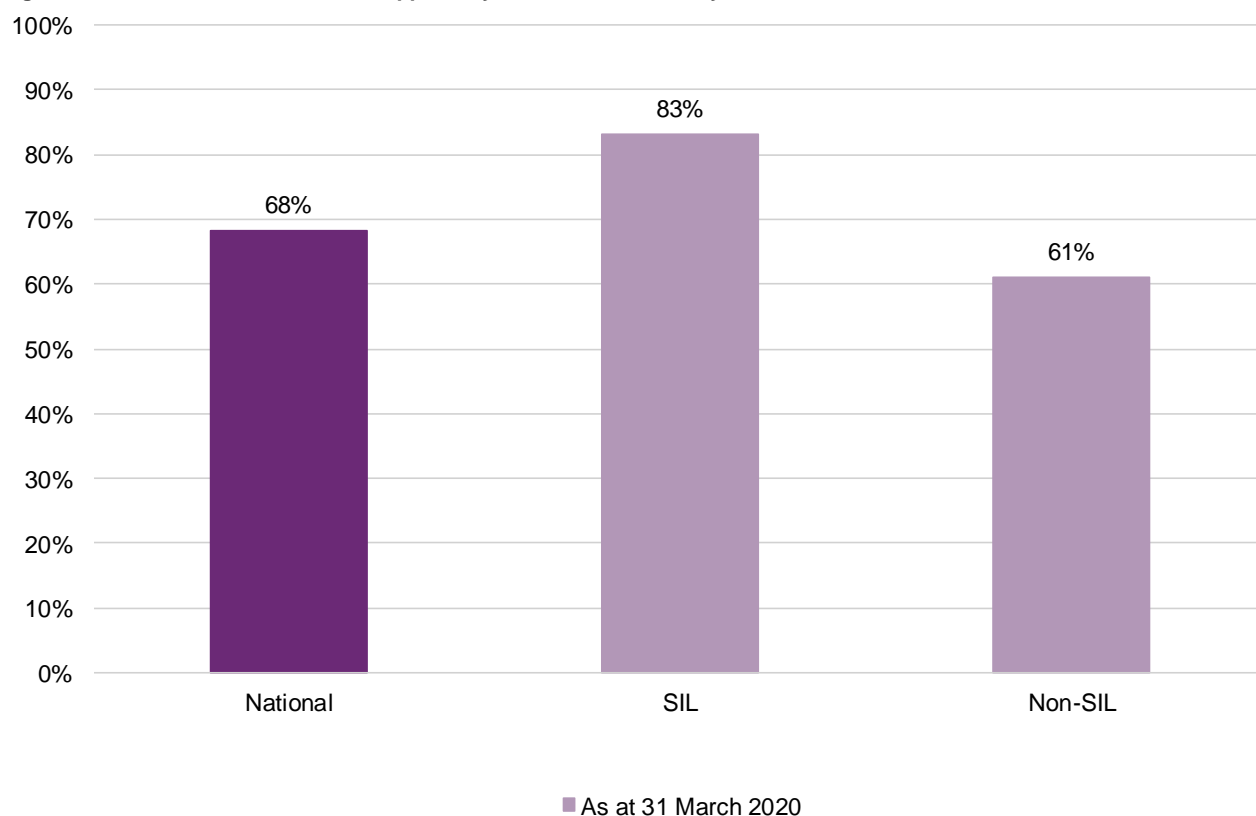




**Figure E.26 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – National <sup>68</sup>**



**Figure E.27 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – National <sup>69</sup>**



<sup>68</sup> 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 between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>69</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

Figure E.28 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – National <sup>70</sup>

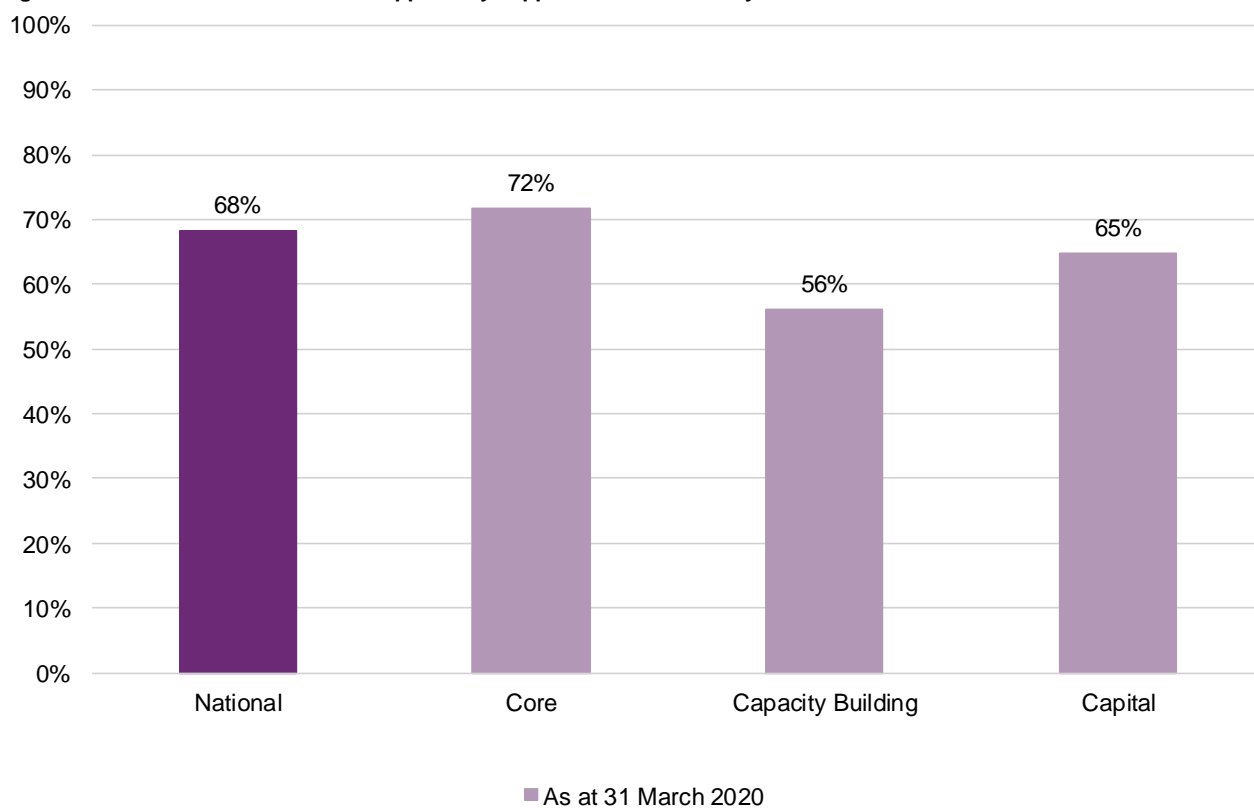
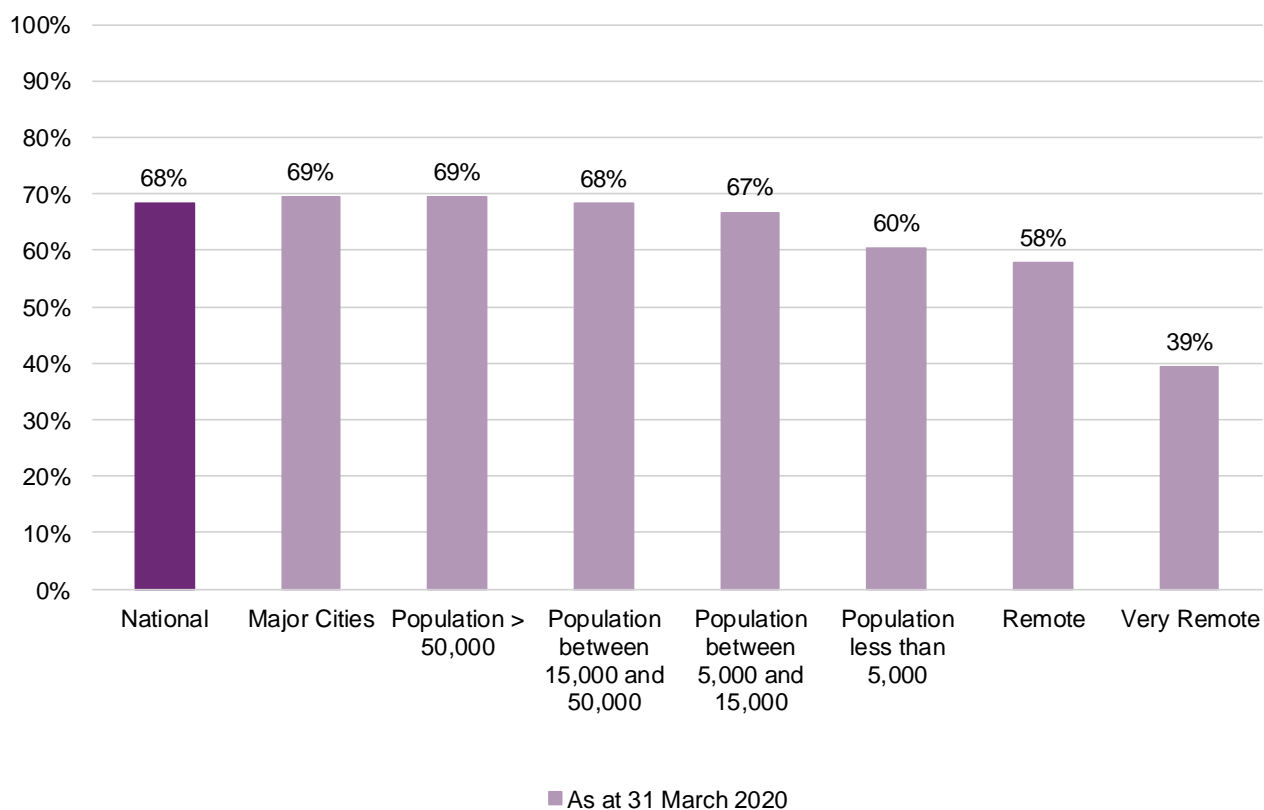


Figure E.29 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – National <sup>71</sup>



<sup>70</sup> Ibid.

<sup>71</sup> Ibid.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>72</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	112,910	6,354	119,264	2,299	121,563

Table F.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – New South Wales <sup>73 74</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	146,485	7,290	153,775
Active Eligible	117,328	5,406	122,734
<i>New</i>	51,315	4,902	56,217
<i>State</i>	53,309	158	53,467
<i>Commonwealth</i>	12,704	346	13,050
Active Participant Plans (excl ECEI)	112,910	6,354	119,264
<i>New</i>	48,086	5,742	53,828
<i>State</i>	52,446	224	52,670
<i>Commonwealth</i>	12,378	388	12,766
Active Participant Plans	114,391	8,653	121,563
<i>Early Intervention (s25)</i>	23,880	2,571	26,451
<i>Permanent Disability (s24)</i>	89,030	3,783	92,813
<i>ECEI</i>	1,481	2,299	2,299

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – New South Wales

Exits	Total
Total participant exits	4,308
<i>Early Intervention participants</i>	554
<i>Permanent disability participants</i>	3,754

<sup>72</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>73</sup> 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 Q3, 85% of people with a hearing impairment met the access criteria compared to 74% overall.

<sup>74</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – New South Wales** <sup>75 76</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	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
End of 2019-20 Q2	52,736	12,377	48,477	1,481	115,071
End of 2019-20 Q3	52,670	12,766	53,828	2,299	121,563

**Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales** <sup>77 78 79 80</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	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
End of 2019-20 Q2	24,083	89,507	1,481	115,071
End of 2019-20 Q3	26,451	92,813	2,299	121,563

**Table F.6 Assessment of access by age group – New South Wales** <sup>81</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	30,755	97%	2,167	95%	32,922	97%
7 to 14	23,135	86%	813	73%	23,948	85%
15 to 18	9,599	90%	316	77%	9,915	90%
19 to 24	8,579	91%	199	73%	8,778	91%
25 to 34	10,095	87%	300	65%	10,395	86%
35 to 44	10,664	82%	367	64%	11,031	81%
45 to 54	13,712	77%	505	60%	14,217	76%
55 to 64	16,822	70%	741	57%	17,563	70%
65+	794	57%	15	35%	809	56%
Missing	<11		<11		<11	
<b>Total</b>	<b>124,156</b>	<b>85%</b>	<b>5,423</b>	<b>74%</b>	<b>129,579</b>	<b>84%</b>

<sup>75</sup> This table shows the total numbers of active participants at the end of each period.

<sup>76</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>77</sup> This table shows the total numbers of active participants at the end of each period.

<sup>78</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>79</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>80</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>81</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table F.7 Assessment of access by disability – New South Wales** <sup>82</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,921	93%	120	83%	4,041	92%
Autism	36,794	96%	1,372	93%	38,166	96%
Cerebral Palsy	5,275	97%	47	71%	5,322	97%
Developmental Delay	6,906	96%	1,186	97%	8,092	96%
Global Developmental Delay	2,369	99%	267	98%	2,636	99%
Hearing Impairment	6,033	87%	420	85%	6,453	87%
Intellectual Disability	28,487	95%	428	81%	28,915	95%
Multiple Sclerosis	2,207	88%	46	58%	2,253	87%
Psychosocial disability	10,806	66%	688	60%	11,494	66%
Spinal Cord Injury	1,631	94%	48	87%	1,679	94%
Stroke	2,093	85%	87	65%	2,180	84%
Visual Impairment	2,859	90%	63	74%	2,922	90%
Other Neurological	6,241	77%	266	56%	6,507	76%
Other Physical	5,488	44%	359	39%	5,847	43%
Other Sensory/Speech	1,458	56%	11	11%	1,469	54%
Other	319	28%	15	19%	334	27%
Missing	1,269	91%	<11		1,269	91%
<b>Total</b>	<b>124,156</b>	<b>85%</b>	<b>5,423</b>	<b>74%</b>	<b>129,579</b>	<b>84%</b>

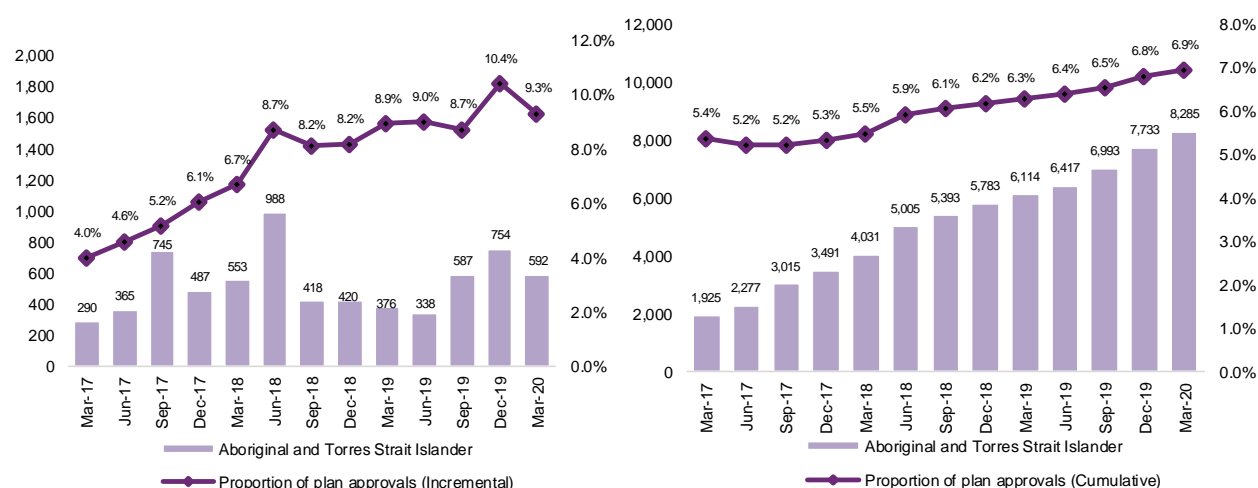
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	7,693	6.8%	592	9.3%	<b>8,285</b>	<b>6.9%</b>
Not Aboriginal and Torres Strait Islander	71,323	63.2%	4,931	77.6%	<b>76,254</b>	<b>63.9%</b>
Not Stated	33,894	30.0%	831	13.1%	<b>34,725</b>	<b>29.1%</b>
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

<sup>82</sup> Ibid.

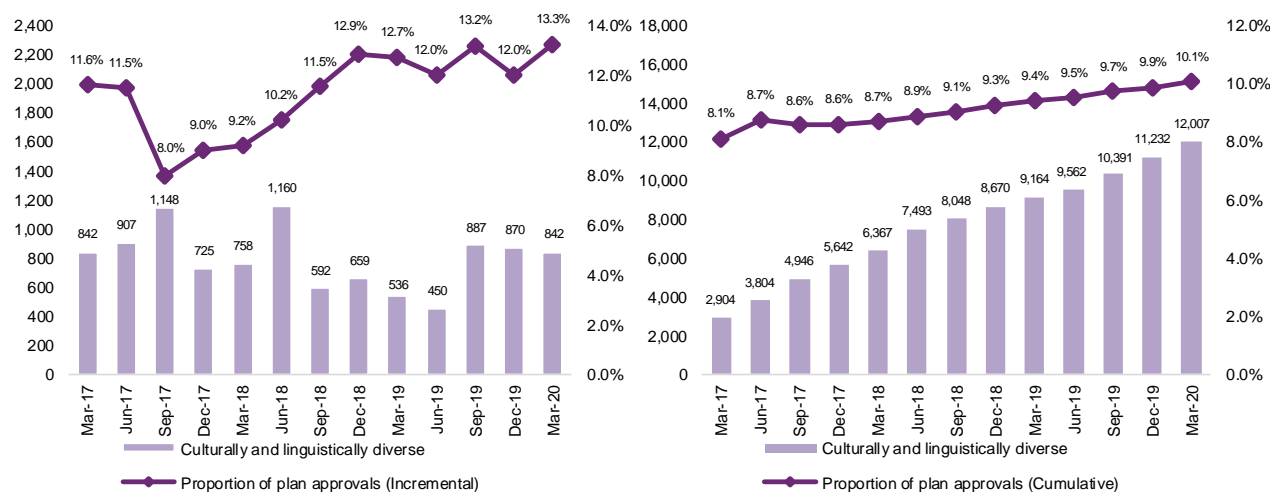
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales**<sup>83</sup>



**Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	11,165	9.9%	842	13.3%	12,007	10.1%
Not culturally and linguistically diverse	101,479	89.9%	5,511	86.7%	106,990	89.7%
Not stated	266	0.2%	<11		267	0.2%
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales**<sup>84</sup>



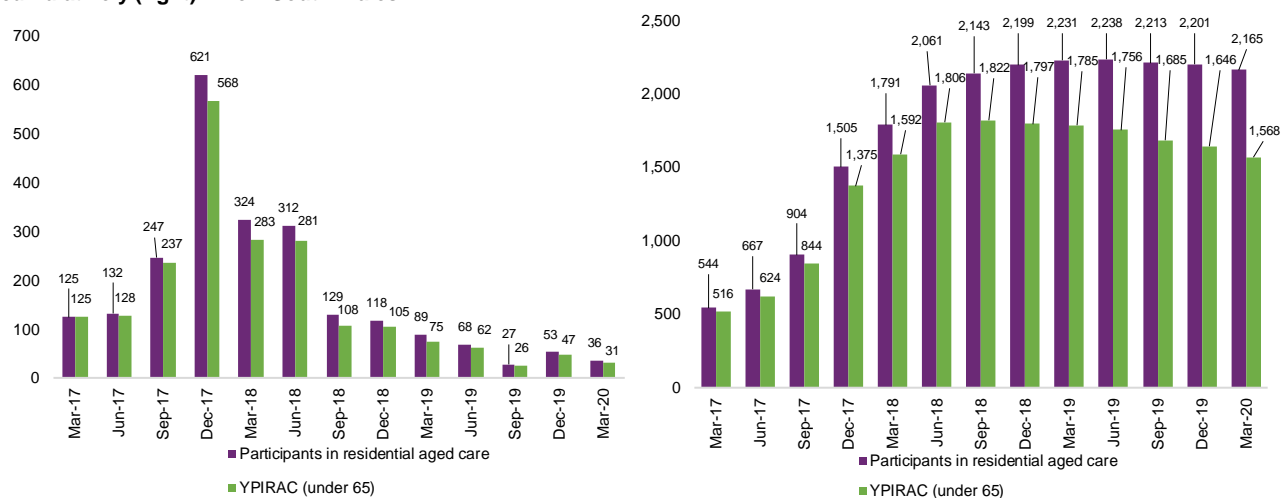
<sup>83</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>84</sup> Ibid.

**Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – New South Wales**

	Total
Age group	N
Under 45	58
45 to 54	287
55 to 64	1,223
<b>Total YPIRAC (under 65)</b>	<b>1,568</b>
65 and above	597
<b>Total participants in residential aged care</b>	<b>2,165</b>
Participants not in residential aged care	117,099
<b>Total</b>	<b>119,264</b>

**Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales** <sup>85</sup>



**Table F.11 Participant profile per quarter by remoteness – New South Wales** <sup>86 87</sup>

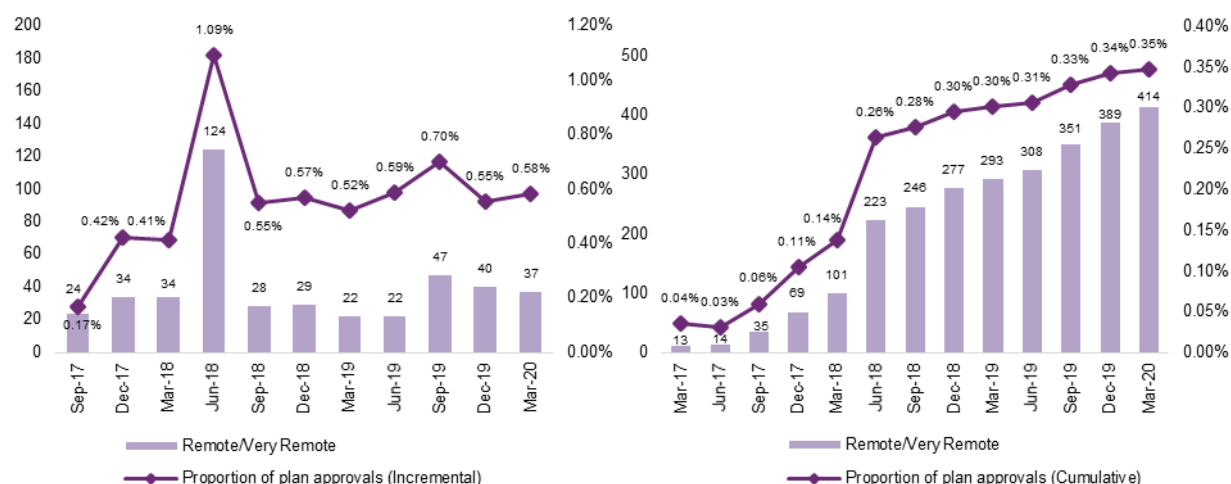
Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	78,663	69.7%	4,404	69.3%	<b>83,067</b>	<b>69.7%</b>
Population > 50,000	3,521	3.1%	198	3.1%	<b>3,719</b>	<b>3.1%</b>
Population between 15,000 and 50,000	15,383	13.6%	827	13.0%	<b>16,210</b>	<b>13.6%</b>
Population between 5,000 and 15,000	6,878	6.1%	412	6.5%	<b>7,290</b>	<b>6.1%</b>
Population less than 5,000	8,035	7.1%	474	7.5%	<b>8,509</b>	<b>7.1%</b>
Remote	294	0.3%	26	0.4%	<b>320</b>	<b>0.3%</b>
Very Remote	83	0.1%	11	0.2%	<b>94</b>	<b>0.1%</b>
Missing	53		<11		<b>55</b>	
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

<sup>85</sup> Ibid.

<sup>86</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>87</sup> 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) – New South Wales** <sup>88 89</sup>



**Table F.12 Participant profile per quarter by disability group – New South Wales** <sup>90 91 92</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	35,452	31%	1,554	24%	37,006	31%
Intellectual Disability	26,876	24%	514	8%	27,390	23%
Psychosocial disability	9,573	8%	848	13%	10,421	9%
Developmental Delay	5,761	5%	1,308	21%	7,069	6%
Hearing Impairment	5,521	5%	542	9%	6,063	5%
Other Neurological	5,152	5%	319	5%	5,471	5%
Other Physical	4,461	4%	419	7%	4,880	4%
Cerebral Palsy	5,092	5%	53	1%	5,145	4%
ABI	3,500	3%	149	2%	3,649	3%
Visual Impairment	2,622	2%	73	1%	2,695	2%
Multiple Sclerosis	2,065	2%	62	1%	2,127	2%
Global Developmental Delay	2,164	2%	301	5%	2,465	2%
Stroke	1,812	2%	117	2%	1,929	2%
Spinal Cord Injury	1,508	1%	53	1%	1,561	1%
Other Sensory/Speech	1,132	1%	25	0%	1,157	1%
Other	219	0%	17	0%	236	0%
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

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

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

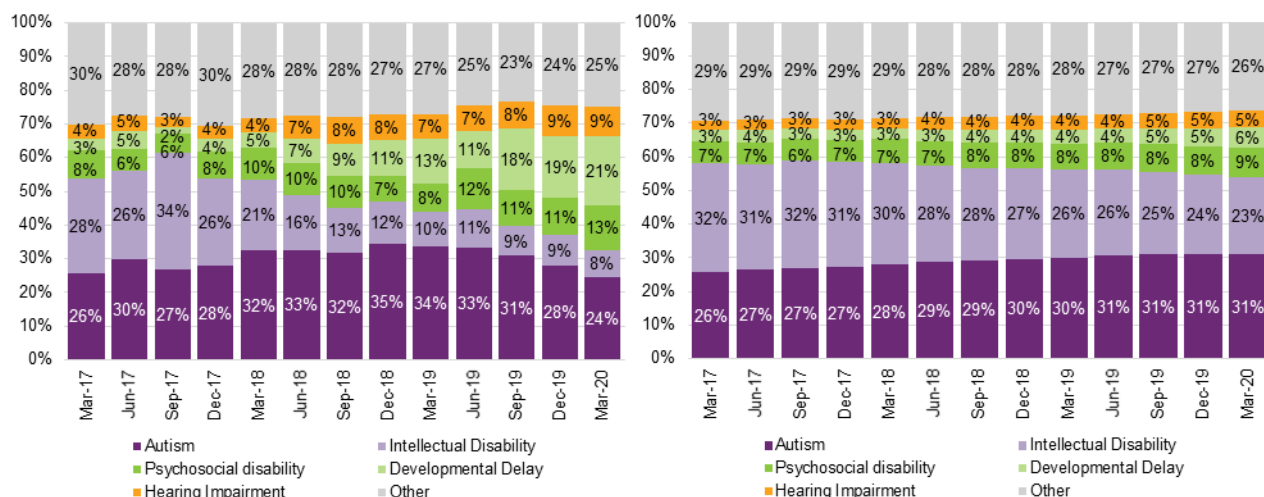
<sup>90</sup> Table order based on national proportions (highest to lowest).

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

<sup>92</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,672).



**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>93</sup>



**Table F.13 Participant profile per quarter by level of functions – New South Wales** <sup>94</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	7,650	7%	1,161	18%	8,811	7%
2 (High Function)	205	0%	<11		213	0%
3 (High Function)	6,179	5%	482	8%	6,661	6%
4 (High Function)	9,117	8%	549	9%	9,666	8%
5 (High Function)	8,668	8%	560	9%	9,228	8%
6 (Moderate Function)	20,992	19%	1,230	19%	22,222	19%
7 (Moderate Function)	8,307	7%	304	5%	8,611	7%
8 (Moderate Function)	7,142	6%	372	6%	7,514	6%
9 (Moderate Function)	618	1%	21	0%	639	1%
10 (Moderate Function)	11,739	10%	612	10%	12,351	10%
11 (Low Function)	4,826	4%	87	1%	4,913	4%
12 (Low Function)	17,383	15%	751	12%	18,134	15%
13 (Low Function)	7,323	6%	194	3%	7,517	6%
14 (Low Function)	2,634	2%	22	0%	2,656	2%
15 (Low Function)	39	0%	<11		40	0%
Missing	88		<11		88	
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

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

<sup>94</sup> 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) – New South Wales <sup>95</sup>

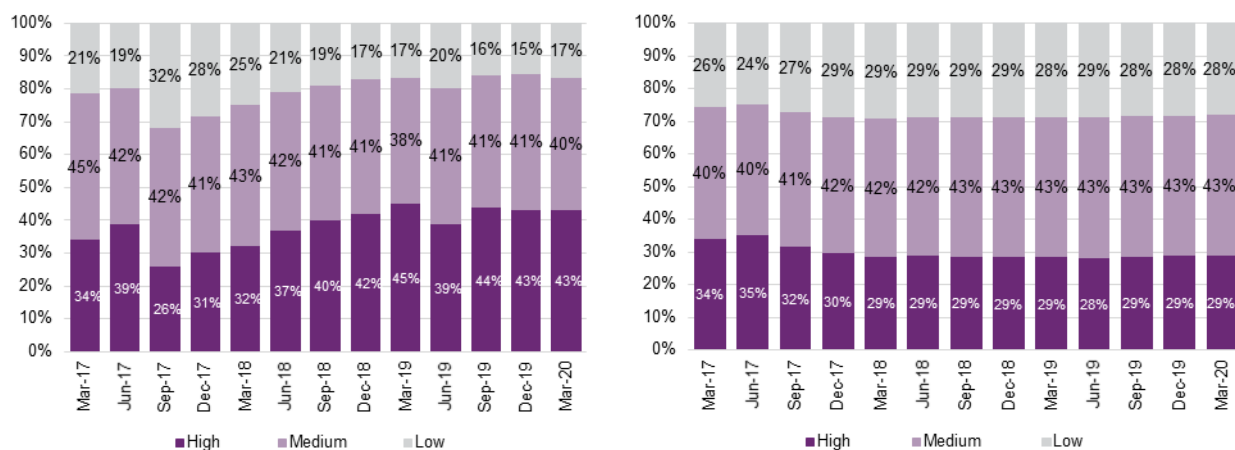
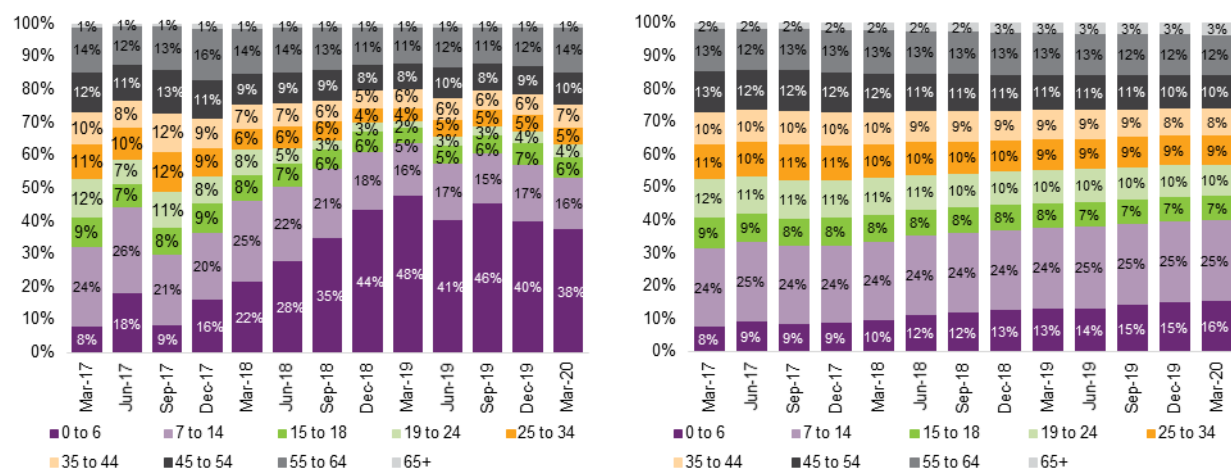


Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	16,169	14%	2,391	38%	18,560	16%
7 to 14	28,435	25%	1,013	16%	29,448	25%
15 to 18	8,402	7%	381	6%	8,783	7%
19 to 24	11,115	10%	248	4%	11,363	10%
25 to 34	10,236	9%	330	5%	10,566	9%
35 to 44	9,470	8%	450	7%	9,920	8%
45 to 54	11,557	10%	623	10%	12,180	10%
55 to 64	13,637	12%	873	14%	14,510	12%
65+	3,889	3%	45	1%	3,934	3%
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales <sup>96</sup>



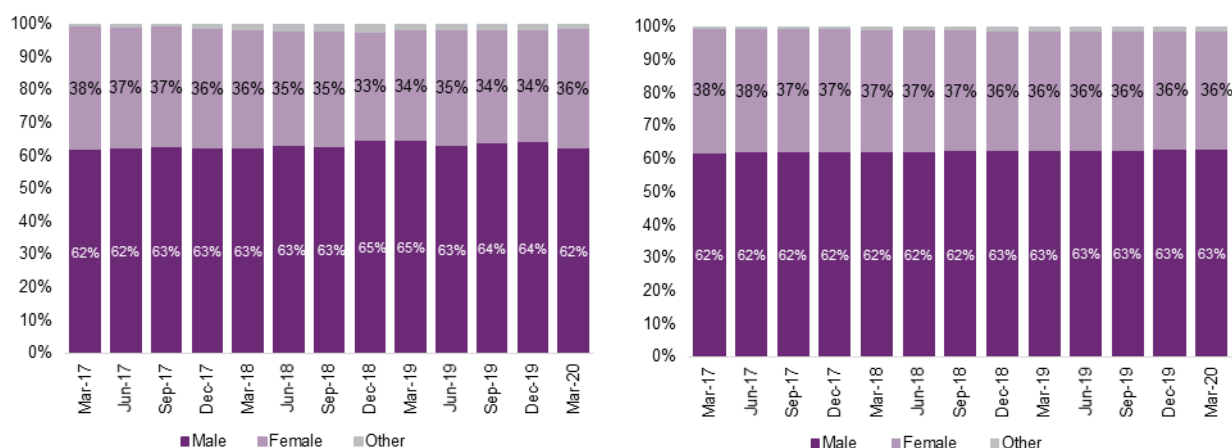
<sup>95</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>96</sup> Ibid.

**Table F.15 Participant profile per quarter by gender – New South Wales**

	Prior Quarters		2019-20 Q3		Total	
Gender	N	%	N	%	N	%
Male	71,066	63%	3,968	62%	<b>75,034</b>	<b>63%</b>
Female	40,616	36%	2,306	36%	<b>42,922</b>	<b>36%</b>
Other	1,228	1%	80	1%	<b>1,308</b>	<b>1%</b>
<b>Total</b>	<b>112,910</b>	<b>100%</b>	<b>6,354</b>	<b>100%</b>	<b>119,264</b>	<b>100%</b>

**Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales** <sup>97</sup>



## Part Two: Participant experience and outcomes

**Table F.16 Number of baseline questionnaires completed by SFOF version – New South Wales** <sup>98</sup>

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	2,832	5,693	5,717	6,981	21,223
Participant school to 14	7,610	10,957	5,035	4,651	28,253
Participant 15 to 24	5,974	6,059	1,452	1,848	15,333
Participant 25 and over	14,570	16,912	5,518	6,643	43,643
<b>Total Participant</b>	<b>30,986</b>	<b>39,621</b>	<b>17,722</b>	<b>20,123</b>	<b>108,452</b>
Family 0 to 14	9,644	16,210	10,589	11,460	47,903
Family 15 to 24	1,388	3,913	1,082	1,305	7,688
Family 25 and over	361	4,525	1,783	2,004	8,673
<b>Total Family</b>	<b>11,393</b>	<b>24,648</b>	<b>13,454</b>	<b>14,769</b>	<b>64,264</b>
<b>Total</b>	<b>42,379</b>	<b>64,269</b>	<b>31,176</b>	<b>34,892</b>	<b>172,716</b>

<sup>97</sup> Ibid.

<sup>98</sup> 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 F.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – New South Wales**

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	69%			
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		65%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			35%	56%
CC	% who choose what they do each day			45%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	27%
CC	% who want more choice and control in their life			80%	76%

**Table F.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – New South Wales**

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%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		11%		
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.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – New South Wales**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		60%		
HM	% who are happy with their home			81%	72%
HM	% who feel safe or very safe in their home			85%	72%
HW	% who rate their health as good, very good or excellent			68%	44%
HW	% who did not have any difficulties accessing health services			66%	63%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				59%
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%	25%
WK	% who volunteer			12%	12%

**Table F.20 Selected key baseline indicators for families/carers of participants – New South Wales**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	20%	24%	22%
% receiving Carer Allowance	46%	45%	31%
% working in a paid job	48%	52%	37%
Of those in a paid job, % in permanent employment	76%	76%	79%
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	42%	48%	54%
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	85%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	32%	21%
% able to advocate for their child/family member	79%	69%	63%
% who have friends and family they see as often as they like	49%	47%	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		37%	
% who feel in control selecting services		36%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	75%	62%	59%

**Table F.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=4,116) - participants who entered from 1 April 2018 to 31 March 2019 – New South Wales <sup>99</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
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?	83%
REL	Has the NDIS improved how your child fits into family life?	79%
S/CP	Has the NDIS improved how your child fits into community life?	65%

**Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=8,505) - participants who entered from 1 April 2018 to 31 March 2019 – New South Wales**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	63%
LL	Has the NDIS improved your child's access to education?	42%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

**Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,381) and ‘Participant 25 and over’ (n=7,203) - participants who entered from 1 April 2018 to 31 March 2019 – New South Wales**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	70%
DL	Has the NDIS helped you with daily living activities?	56%	71%
REL	Has the NDIS helped you to meet more people?	45%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	51%
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%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%
S/CP	Has the NDIS helped you be more involved?	50%	56%

<sup>99</sup> Results in Tables F.21 to F.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables F.25 to F.34.

**Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=12,143); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,245) - participants who entered from 1 April 2018 to 31 March 2019 – New South Wales**

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?	65%	48%
Has the NDIS improved the level of support for your family?	70%	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?	72%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	46%	34%

**Table F.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,520) - participants who entered from 1 April 2017 to 31 March 2018 – New South Wales<sup>100</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	94%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	87%	+2%
REL	Has the NDIS improved how your child fits into family life?	76%	79%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	+3%

**Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,240) - participants who entered from 1 April 2017 to 31 March 2018 – New South Wales**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	54%	63%	+9%
LL	Has the NDIS improved your child's access to education?	34%	39%	+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?	39%	44%	+5%

<sup>100</sup> Results in Tables F.25 to F.28 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,118) and ‘Participant 25 and over’ (n=9,623) - participants who entered from 1 April 2017 to 31 March 2018 – New South Wales**

		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%	66%	+7%	65%	74%	+9%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+8%	68%	78%	+10%
REL	Has the NDIS helped you to meet more people?	49%	54%	+5%	51%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	-2%	28%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	+4%	47%	53%	+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?	35%	36%	1%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	21%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+6%	57%	65%	+8%

**Table F.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,413); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,056) - participants who entered from 1 April 2017 to 31 March 2018 – New South Wales**

		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?	54%	58%	+4%	44%	53%	+9%
	Has the NDIS improved the level of support for your family?	59%	66%	+7%	58%	69%	+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?	62%	69%	+7%	56%	66%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	+6%			
	Has the NDIS improved your health and wellbeing?	36%	39%	+2%	31%	34%	+3%



**Table F.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=281) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales** <sup>101</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	95%	93%	+1%
DL	Has the NDIS improved your child's access to specialist services?	89%	88%	93%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	85%	84%	-0%
REL	Has the NDIS improved how your child fits into family life?	71%	76%	75%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	59%	59%	65%	+7%

**Table F.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=3,448) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales**

	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?	52%	61%	64%	+12%
LL	Has the NDIS improved your child's access to education?	35%	37%	38%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	51%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	47%	+5%

<sup>101</sup> Results in Tables F.29 to F.34 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table F.31 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=3,028) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales**

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?	60%	64%	67%	+7%
Has the NDIS helped you with daily living activities?	59%	66%	70%	+11%
Has the NDIS helped you to meet more people?	53%	56%	57%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	21%	19%	-5%
Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	47%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	39%	39%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	17%	-2%
Has the NDIS helped you be more involved?	56%	60%	62%	+6%

**Table F.32 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=5,460) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales**

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?	68%	75%	78%	+10%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
Has the NDIS helped you to meet more people?	53%	62%	65%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	35%	36%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	51%	58%	61%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	35%	33%	1%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	-2%
Has the NDIS helped you be more involved?	61%	68%	72%	+11%

**Table F.33 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=2,570) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales**

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?	49%	52%	56%	+7%
Has the NDIS improved the level of support for your family?	54%	62%	64%	+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?	58%	64%	68%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	72%	+9%
Has the NDIS improved your health and wellbeing?	34%	35%	36%	+2%

**Table F.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=511) - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales**

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?	43%	47%	53%	+10%
Has the NDIS improved the level of support for your family?	54%	63%	67%	+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?	55%	62%	65%	+10%
Has the NDIS improved your health and wellbeing?	30%	30%	31%	+2%

**Table F.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=13,390), 'participants in community and social activities' (n=13,501) and 'participants who choose who supports them' (n=13,778) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – New South Wales<sup>102</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	23%	24%
Aged 25+	29%	29%	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	32%	41%	46%	47%
Aged 25+	35%	43%	47%	
Aged 15+ (Average)	35%	42%	47%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	33%	34%	45%
Aged 25+	52%	53%	52%	
Aged 15+ (Average)	48%	48%	48%	

**Table F.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=8,455), 'participants in community and social activities' (n=8,711) and 'participants who choose who supports them' (n=9,034) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – New South Wales<sup>103</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	13%	17%	21%	25%	24%
Aged 25+	26%	26%	22%	23%	
Aged 15+ (Average)	23%	24%	22%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	38%	44%	48%	47%
Aged 25+	35%	40%	47%	51%	
Aged 15+ (Average)	34%	39%	47%	50%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	32%	31%	33%	45%
Aged 25+	47%	49%	46%	47%	
Aged 15+ (Average)	43%	44%	42%	44%	

<sup>102</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

<sup>103</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table F.37 Number of active plans by goal type and primary disability – New South Wales** <sup>104</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	929	2,719	1,821	520	868	2,666	1,293	786	<b>3,649</b>
Autism	5,220	31,786	9,374	9,274	13,990	18,586	2,057	4,649	<b>37,006</b>
Cerebral Palsy	1,140	4,277	2,647	861	1,144	3,096	1,083	748	<b>5,145</b>
Developmental Delay	381	6,580	1,130	2,020	1,724	1,125	12	8	<b>7,069</b>
Down Syndrome	734	3,007	1,523	698	986	2,599	754	871	<b>3,672</b>
Global Developmental Delay	134	2,298	414	763	593	392	1	1	<b>2,465</b>
Hearing Impairment	1,138	4,969	1,092	1,301	832	1,905	484	971	<b>6,063</b>
Intellectual Disability	5,293	18,262	8,784	5,055	7,415	16,117	5,299	7,154	<b>23,718</b>
Multiple Sclerosis	485	1,774	1,431	119	279	1,230	677	277	<b>2,127</b>
Psychosocial disability	2,223	7,475	5,610	1,813	2,531	7,707	3,460	2,925	<b>10,421</b>
Spinal Cord Injury	426	1,347	926	136	194	980	483	327	<b>1,561</b>
Stroke	481	1,586	1,028	170	279	1,297	664	247	<b>1,929</b>
Visual Impairment	667	2,337	826	567	322	1,611	550	573	<b>2,695</b>
Other Neurological	1,238	4,292	2,926	559	1,034	3,662	1,804	607	<b>5,471</b>
Other Physical	1,097	4,116	2,534	430	526	2,490	1,208	726	<b>4,880</b>
Other Sensory/Speech	132	965	228	358	366	349	16	42	<b>1,157</b>
Other	45	209	115	38	33	139	55	28	<b>236</b>
<b>Total</b>	<b>21,763</b>	<b>97,999</b>	<b>42,409</b>	<b>24,682</b>	<b>33,116</b>	<b>65,951</b>	<b>19,900</b>	<b>20,940</b>	<b>119,264</b>

<sup>104</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.38 Number of goals in active plans by goal type and primary disability – New South Wales <sup>105</sup>**

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,100	4,983	2,194	591	983	3,211	1,386	828	15,276
Autism	6,259	87,303	11,632	12,933	16,667	22,241	2,174	4,992	164,201
Cerebral Palsy	1,420	10,032	3,379	1,093	1,273	3,848	1,162	781	22,988
Developmental Delay	419	27,090	1,387	3,031	1,989	1,282	12	8	35,218
Down Syndrome	897	6,844	1,800	903	1,123	3,329	795	916	16,607
Global Developmental Delay	154	9,569	504	1,276	697	423	1	1	12,625
Hearing Impairment	1,395	10,269	1,297	1,634	920	2,188	504	1,027	19,234
Intellectual Disability	6,345	35,869	10,625	6,290	8,588	20,042	5,639	7,539	100,937
Multiple Sclerosis	568	3,442	1,886	125	296	1,396	765	291	8,769
Psychosocial disability	2,608	12,379	6,855	1,993	2,761	9,200	3,703	3,053	42,552
Spinal Cord Injury	552	2,706	1,181	145	205	1,179	527	345	6,840
Stroke	597	3,284	1,275	184	297	1,510	727	258	8,132
Visual Impairment	845	5,097	975	685	348	1,932	600	615	11,097
Other Neurological	1,469	8,673	3,691	658	1,137	4,285	1,964	646	22,523
Other Physical	1,351	8,618	3,309	509	558	2,905	1,369	763	19,382
Other Sensory/Speech	153	2,548	277	520	428	399	18	45	4,388
Other	58	462	146	43	35	162	59	31	996
<b>Total</b>	<b>26,190</b>	<b>239,168</b>	<b>52,413</b>	<b>32,613</b>	<b>38,305</b>	<b>79,532</b>	<b>21,405</b>	<b>22,139</b>	<b>511,765</b>

**Table F.39 Number of active plans by goal type and age group – New South Wales <sup>106</sup>**

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	977	17,205	2,885	5,583	4,551	2,896	14	2	18,560
7 to 14	3,671	25,825	7,722	7,230	11,571	13,825	537	188	29,448
15 to 18	1,868	7,236	2,857	2,189	3,120	5,887	708	2,206	8,783
19 to 24	2,895	8,746	3,925	2,776	2,803	7,518	2,328	5,802	11,363
25 to 34	2,677	8,237	4,599	2,045	2,695	7,389	2,964	3,928	10,566
35 to 44	2,458	7,543	4,907	1,562	2,326	6,929	2,988	3,259	9,920
45 to 54	2,945	9,214	6,162	1,638	2,739	8,567	3,957	3,081	12,180
55 to 64	3,374	11,085	7,326	1,407	2,630	10,177	4,929	2,169	14,510
65+	898	2,908	2,026	252	681	2,763	1,475	305	3,934
<b>Total</b>	<b>21,763</b>	<b>97,999</b>	<b>42,409</b>	<b>24,682</b>	<b>33,116</b>	<b>65,951</b>	<b>19,900</b>	<b>20,940</b>	<b>119,264</b>

<sup>105</sup> Participants have set over two million goals in total across Australia since July 2016. The 511,765 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

<sup>106</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.40 Number of goals in active plans by goal type and age group – New South Wales** <sup>107</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,114	72,901	3,558	9,165	5,284	3,282	14	2	<b>95,320</b>
7 to 14	4,434	66,155	9,886	9,684	13,933	16,438	563	190	<b>121,283</b>
15 to 18	2,308	14,436	3,550	2,710	3,633	7,059	755	2,313	<b>36,764</b>
19 to 24	3,504	15,822	4,598	3,330	3,125	9,065	2,473	6,237	<b>48,154</b>
25 to 34	3,284	14,919	5,525	2,340	3,074	9,214	3,163	4,154	<b>45,673</b>
35 to 44	2,947	13,435	6,049	1,765	2,599	8,489	3,196	3,455	<b>41,935</b>
45 to 54	3,503	16,401	7,657	1,808	3,055	10,465	4,296	3,215	<b>50,400</b>
55 to 64	4,050	20,003	9,133	1,540	2,875	12,213	5,346	2,258	<b>57,418</b>
65+	1,046	5,096	2,457	271	727	3,307	1,599	315	<b>14,818</b>
<b>Total</b>	<b>26,190</b>	<b>239,168</b>	<b>52,413</b>	<b>32,613</b>	<b>38,305</b>	<b>79,532</b>	<b>21,405</b>	<b>22,139</b>	<b>511,765</b>

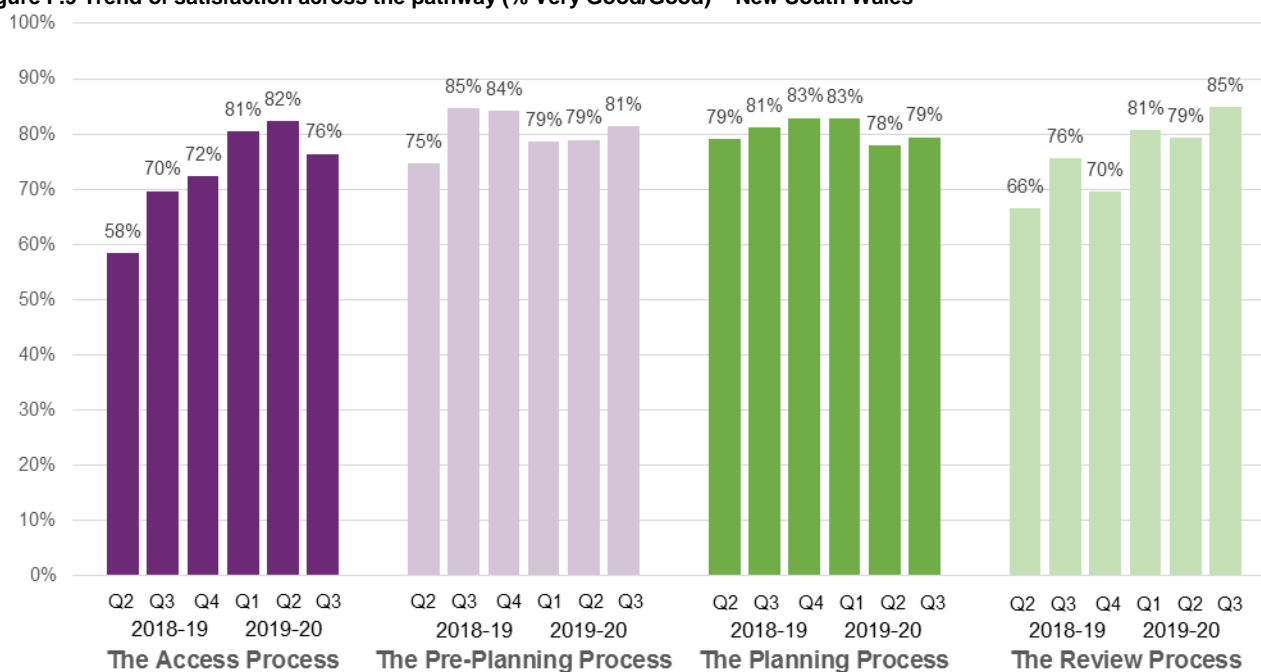
<sup>107</sup> Participants have set over two million goals in total across Australia since July 2016. The 511,765 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

**Table F.41 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – New South Wales**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q3
<b>Access</b>	<b>n = 959</b>	<b>n = 106</b>
Are you happy with how coming into the NDIS has gone?	83%	87%
Was the person from the NDIS respectful?	97%	95%
Do you understand what will happen next with your plan?	75%	67%
% of participants rating their overall experience as Very Good or Good.	77%	76%
<b>Pre-planning</b>	<b>n = 1,197</b>	<b>n = 472</b>
Did the person from the NDIS understand how your disability affects your life?	90%	88%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	85%	88%
Are you clear on what happens next with your plan?	80%	86%
Do you know where to go for more help with your plan?	83%	87%
% of participants rating their overall experience as Very Good or Good.	81%	81%
<b>Planning</b>	<b>n = 1,778</b>	<b>n = 564</b>
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	84%	85%
Are you clear on what happens next with your plan?	83%	85%
Do you know where to go for more help with your plan?	85%	85%
% of participants rating their overall experience as Very Good or Good.	80%	79%
<b>Plan review</b>	<b>n = 1,761</b>	<b>n = 139</b>
Did the person from the NDIS understand how your disability affects your life?	83%	88%
Did you feel prepared for your plan review?	85%	83%
Is your NDIS plan helping you to make progress towards your goals?	84%	86%
% of participants rating their overall experience as Very Good or Good.	74%	85%



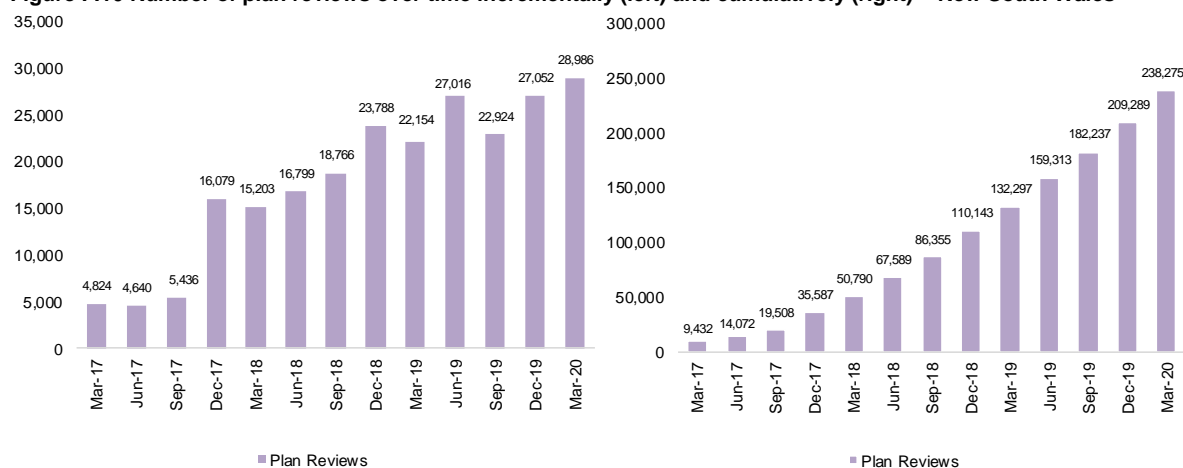
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales**



**Table F.42 Plan reviews conducted per quarter – excluding plans less than 30 days – New South Wales <sup>108</sup>**

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>209,289</b>	<b>28,986</b>	<b>238,275</b>
<i>Early intervention plans</i>	31,989	5,438	37,427
<i>Permanent disability plans</i>	177,300	23,548	200,848

**Figure F.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – New South Wales**



<sup>108</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table F.43 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table F.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table F.45.

Table F.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table F.44. (There are 2 complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile. These are excluded from the results.) The list of complaint types is different to that which appears in Table F.44 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

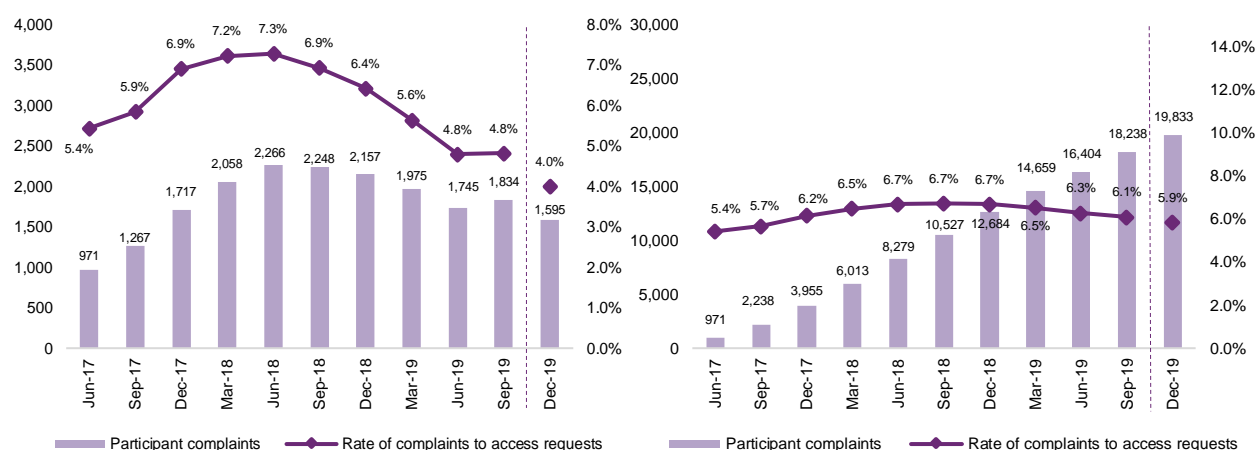
**Table F.43 Complaints by quarter – New South Wales** <sup>109 110</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	3	3	2
Complaint about LAC Partner	0	28	28	27
Complaints about service providers	1,142	123	1,265	1,060
Complaints about the Agency	17,142	1,404	18,546	11,045
Critical/ Reportable Incident	0	37	37	30
Unclassified	1,515	0	1,515	1,327
<b>Total</b>	<b>19,799</b>	<b>1,595</b>	<b>21,394</b>	<b>12,257</b>
% of all access requests	6.5%	4.0%	6.2%	

<sup>109</sup> Note that 64% of all complainants made only one complaint, 20% made two complaints and 16% made three or more complaints.

<sup>110</sup> % of all access requests 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.

**Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales<sup>111</sup>**



**Table F.44 Complaints by type ('My Feedback' tile) – New South Wales**

Complaints made by or on behalf of		Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
Participants							
Complaints about service providers							
Supports being provided	227	(20%)	10	(15%)	237	(20%)	
Service Delivery	200	(18%)	12	(18%)	212	(18%)	
Staff conduct	185	(16%)	9	(14%)	194	(16%)	
Provider process	116	(10%)	6	(9%)	122	(10%)	
Provider costs.	124	(11%)	6	(9%)	130	(11%)	
Other	290	(25%)	22	(34%)	312	(26%)	
Total	1,142		65		1,207		
Complaints about the Agency							
Timeliness	5,783	(34%)	164	(30%)	5,947	(34%)	
Individual needs	2,385	(14%)	19	(4%)	2,404	(14%)	
Reasonable and necessary supports	2,193	(13%)	81	(15%)	2,274	(13%)	
Information unclear	701	(4%)	28	(5%)	729	(4%)	
The way the NDIA carried out its decision making	1,051	(6%)	95	(18%)	1,146	(6%)	
Other	5,027	(29%)	154	(28%)	5,181	(29%)	
Total	17,140		541		17,681		
Unclassified	1,515		0		1,515		

<sup>111</sup> Complaint rates are not available at state/ territory level prior to June 2017.

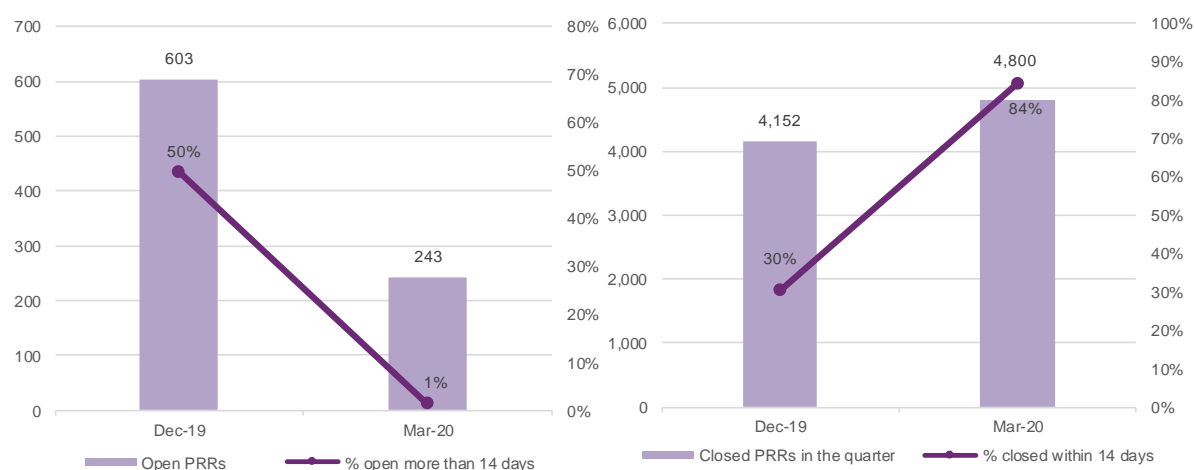
Table F.45 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – New South Wales

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	1	(33%)
ECEI Process	2	(67%)
ECEI Staff	0	(0%)
ECEI Timeliness	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>3</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	1	(4%)
LAC Plan	4	(14%)
LAC Process	2	(7%)
LAC Resources	0	(0%)
LAC Staff	16	(57%)
LAC Timeliness	5	(18%)
Other	0	(0%)
<b>Total</b>	<b>28</b>	
Complaints about service providers		
Provider Finance	2	(3%)
Provider Fraud and Compliance	10	(17%)
Provider Service	40	(69%)
Provider Staff	6	(10%)
Other	0	(0%)
<b>Total</b>	<b>58</b>	
Complaints about the Agency		
NDIA Access	49	(6%)
NDIA Engagement	0	(0%)
NDIA Finance	114	(13%)
NDIA Fraud and Compliance	2	(0%)
NDIA Plan	220	(25%)
NDIA Process	105	(12%)
NDIA Resources	12	(1%)
NDIA Staff	56	(6%)
NDIA Timeliness	305	(35%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>863</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	12	(32%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	15	(41%)
Participant threat	3	(8%)
Provider reporting	7	(19%)
Other	0	(0%)
<b>Total</b>	<b>37</b>	
Unclassified	<b>0</b>	

**Table F.46 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales** <sup>112</sup>

	As at 31 March 2020
Open PRRs	243
Number of PRRs open less than 14 days	240
Number of PRRs open more than 14 days	3
New PRRs in the quarter	4,440
Number of PRRs closed in the quarter	4,800
Proportion closed within 14 days	84%
Average days PRRs took to close in the quarter	12

**Figure F.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – New South Wales** <sup>113</sup>



**Table F.47 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales** <sup>114 115</sup>

	Access	Planning
Open RoRDs	105	1,977
Number of RoRDs open less than 90 days	103	1,537
Number of RoRDs open more than 90 days	2	440
New RoRDs in the quarter	498	2,336
Number of RoRDs closed in the quarter	670	3,418
Proportion closed within 90 days	95%	39%
Average days RoRDs took to close in the quarter	38	112

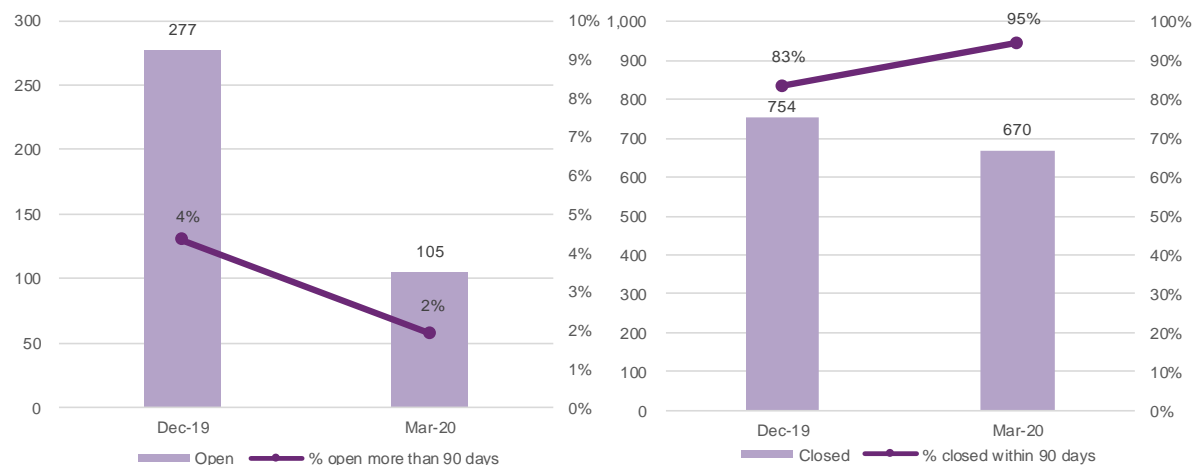
<sup>112</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>113</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

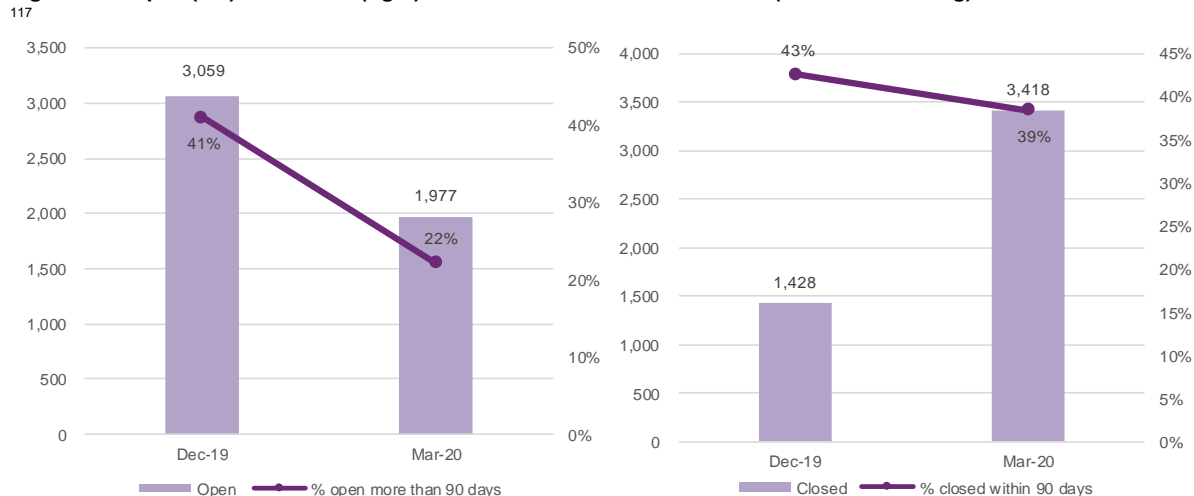
<sup>114</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>115</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

**Figure F.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – New South Wales** <sup>116</sup>



**Figure F.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales** <sup>117</sup>



**Table F.48 AAT Cases by category – New South Wales** <sup>118 119</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	489	38%	37	35%	526	38%
Plan	575	44%	50	48%	625	45%
Plan Review	143	11%	18	17%	161	11%
Other	89	7%	<11		89	6%
<b>Total</b>	<b>1,296</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>1,401</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.39%</b>		<b>0.28%</b>		<b>0.38%</b>	

<sup>116</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>117</sup> Ibid.

<sup>118</sup> Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

<sup>119</sup> % of all access decisions 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 F.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales<sup>120</sup>

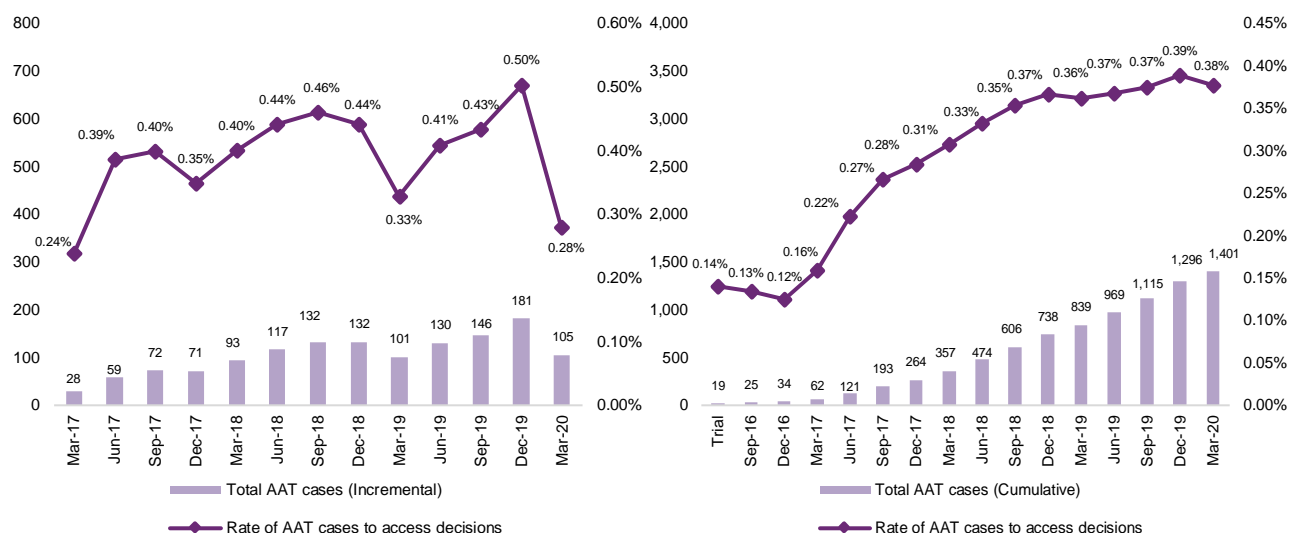


Table F.49 AAT cases by open/closed and decision – New South Wales

	N
<b>AAT Cases</b>	<b>1,401</b>
<b>Open AAT Cases</b>	<b>295</b>
<b>Closed AAT Cases</b>	<b>1,106</b>
Resolved before hearing	1,072
Gone to hearing and received a substantive decision	34*

\*Of the 34 cases which went to hearing and received a substantive decision: 16 affirmed the Agency's decision, 5 varied the Agency's decision and 13 set aside the Agency's decision.

Table F.50 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales<sup>121 122</sup>

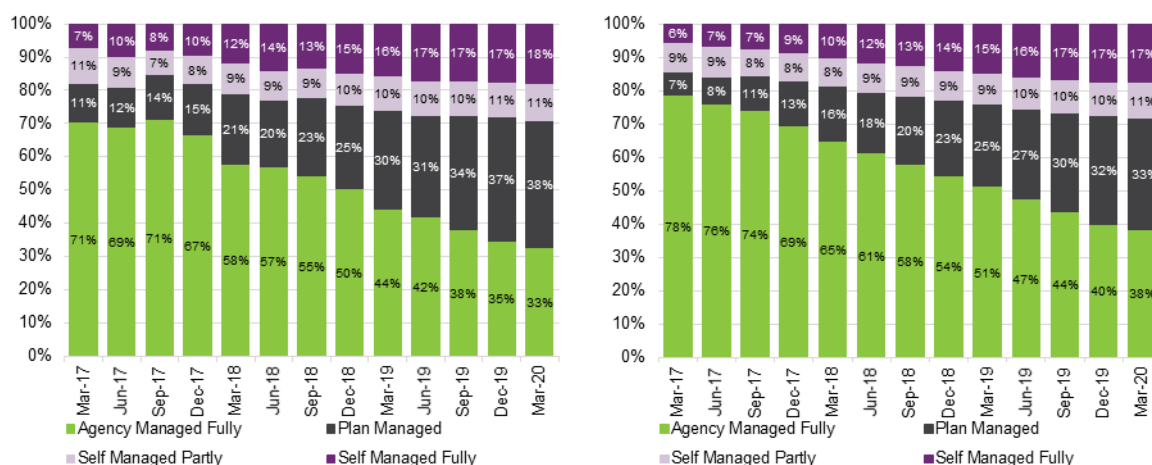
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	17%	18%	17%
Self-managed partly	11%	11%	11%
Plan managed	31%	38%	33%
Agency managed	41%	33%	38%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>120</sup> There are insufficient numbers to show the incremental count of AAT cases in NSW prior to the March 2017 quarter.

<sup>121</sup> 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.

<sup>122</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

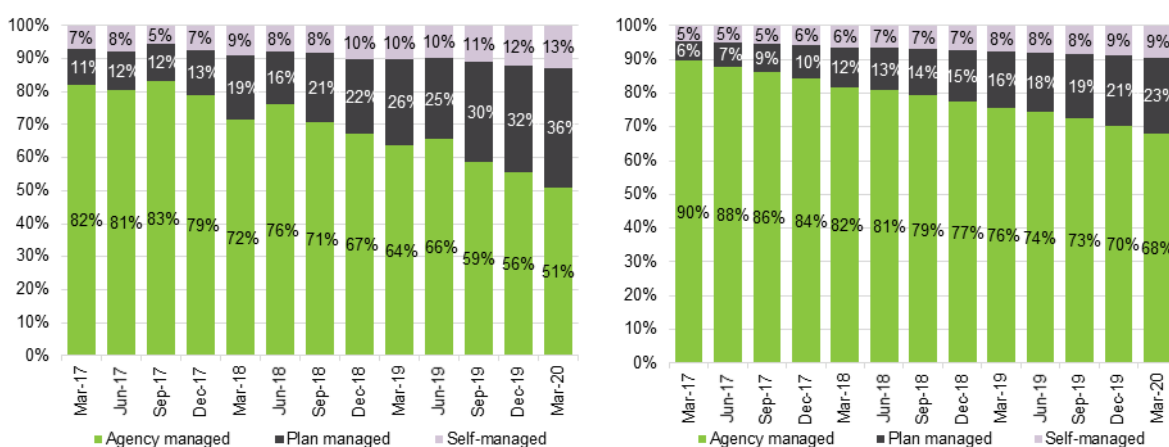
**Figure F.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>123 124</sup>



**Table F.51 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

	Prior Quarters	2019-20 Q3	Total
Self-managed	9%	13%	9%
Plan managed	21%	36%	23%
Agency managed	70%	51%	68%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.52 Distribution of active participants by support coordination and quarter of plan approval – New South Wales** <sup>125</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	34%	40%	36%

<sup>123</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>124</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>125</sup> Ibid.



**Table F.53 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales** <sup>126</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	62,248	69%	4,396	66%
30 to 59 days	10,909	12%	894	13%
60 to 89 days	4,916	5%	365	5%
<b>Activated within 90 days</b>	<b>78,073</b>	<b>87%</b>	<b>5,655</b>	<b>85%</b>
90 to 119 days	2,797	3%	174	3%
120 days and over	7,567	8%	297	4%
<b>Activated after 90 days</b>	<b>10,364</b>	<b>11%</b>	<b>471</b>	<b>7%</b>
No payments	1,764	2%	563	8%
<b>Total plans approved</b>	<b>90,201</b>	<b>100%</b>	<b>6,689</b>	<b>100%</b>

**Table F.54 Proportion of participants who have activated within 12 months – New South Wales**

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	5,717	6,017	95%
Not Aboriginal and Torres Strait Islander	56,448	58,061	97%
Not Stated	30,435	31,284	97%
<b>Total</b>	<b>92,600</b>	<b>95,362</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	8,774	8,990	98%
Not CALD	83,575	86,113	97%
Not Stated	251	259	97%
<b>Total</b>	<b>92,600</b>	<b>95,362</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	64,786	66,581	97%
Regional	27,521	28,469	97%
Remote	251	269	93%
Missing	42	43	98%
<b>Total</b>	<b>92,600</b>	<b>95,362</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	29,289	30,043	97%
Intellectual Disability (including Down Syndrome)	24,532	25,224	97%
Psychosocial Disability	7,379	7,614	97%
Developmental Delay (including Global Developmental Delay)	3,900	4,076	96%
Other	27,500	28,405	97%
<b>Total</b>	<b>92,600</b>	<b>95,362</b>	<b>97%</b>

<sup>126</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table F.55 Distribution of plans by utilisation – New South Wales** <sup>127 128</sup>

Plan utilisation	%
0 to 50%	31%
50% to 75%	22%
> 75%	47%
<b>Total</b>	<b>100%</b>

**Table F.56 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>129</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	9%	10%	10%
Health & Wellbeing	53%	56%	54%
Lifelong Learning	12%	13%	13%
Other	9%	10%	10%
Non-categorised	31%	28%	30%
Any mainstream service	95%	95%	95%

## Part Three: Providers and the growing market

**Table F.57 Key markets indicators by quarter – New South Wales** <sup>130 131</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.49	1.45
b) Number of providers delivering new types of supports	660	667
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	91%	91%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participation in community, social and civic activities (%)</i>	82%	84%
<i>Early Intervention supports for early childhood (%)</i>	90%	88%
<i>Daily Personal Activities (%)</i>	86%	87%

<sup>127</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>128</sup> 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.

<sup>129</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>130</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>131</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table F.58 Cumulative number of providers that have been ever active by registration group – New South Wales** <sup>132</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	225	11	236	5%
Assistance Animals	85	6	91	7%
Assistance with daily life tasks in a group or shared living arrangement	643	49	692	8%
Assistance with travel/transport arrangements	699	21	720	3%
Daily Personal Activities	1,133	80	1,213	7%
Group and Centre Based Activities	788	55	843	7%
High Intensity Daily Personal Activities	883	34	917	4%
Household tasks	1,713	75	1,788	4%
Interpreting and translation	153	12	165	8%
Participation in community, social and civic activities	1,259	90	1,349	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	221	11	232	5%
Assistive products for household tasks	231	17	248	7%
Assistance products for personal care and safety	1,193	59	1,252	5%
Communication and information equipment	322	34	356	11%
Customised Prosthetics	539	35	574	6%
Hearing Equipment	168	28	196	17%
Hearing Services	39	7	46	18%
Personal Mobility Equipment	648	51	699	8%
Specialised Hearing Services	67	4	71	6%
Vision Equipment	173	19	192	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,053	70	1,123	7%
Behaviour Support	560	20	580	4%
Community nursing care for high needs	348	28	376	8%
Development of daily living and life skills	870	60	930	7%
Early Intervention supports for early childhood	1,139	51	1,190	4%
Exercise Physiology and Physical Wellbeing activities	724	39	763	5%
Innovative Community Participation	319	23	342	7%
Specialised Driving Training	192	15	207	8%
Therapeutic Supports	3,715	97	3,812	3%
<b>Capital services</b>				
Home modification design and construction	373	40	413	11%
Specialist Disability Accommodation	111	8	119	7%
Vehicle Modifications	157	15	172	10%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	609	49	658	8%
Support Coordination	278	19	297	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	328	20	348	6%
Specialised Supported Employment	242	13	255	5%
<b>Total approved active providers</b>	<b>6,841</b>	<b>217</b>	<b>7,058</b>	<b>3%</b>

<sup>132</sup> 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 F.59 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – New South Wales**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	46	190	236	19%	81%	100%
Assistance Animals	13	78	91	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	90	602	692	13%	87%	100%
Assistance with travel/transport arrangements	165	555	720	23%	77%	100%
Daily Personal Activities	166	1,047	1,213	14%	86%	100%
Group and Centre Based Activities	92	751	843	11%	89%	100%
High Intensity Daily Personal Activities	120	797	917	13%	87%	100%
Household tasks	608	1,180	1,788	34%	66%	100%
Interpreting and translation	43	122	165	26%	74%	100%
Participation in community, social and civic activities	196	1,153	1,349	15%	85%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	32	200	232	14%	86%	100%
Assistive products for household tasks	46	202	248	19%	81%	100%
Assistance products for personal care and safety	208	1,044	1,252	17%	83%	100%
Communication and information equipment	81	275	356	23%	77%	100%
Customised Prosthetics	124	450	574	22%	78%	100%
Hearing Equipment	29	167	196	15%	85%	100%
Hearing Services	7	39	46	15%	85%	100%
Personal Mobility Equipment	114	585	699	16%	84%	100%
Specialised Hearing Services	10	61	71	14%	86%	100%
Vision Equipment	32	160	192	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	185	938	1,123	16%	84%	100%
Behaviour Support	142	438	580	24%	76%	100%
Community nursing care for high needs	64	312	376	17%	83%	100%
Development of daily living and life skills	135	795	930	15%	85%	100%
Early Intervention supports for early childhood	445	745	1,190	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	213	550	763	28%	72%	100%
Innovative Community Participation	102	240	342	30%	70%	100%
Specialised Driving Training	62	145	207	30%	70%	100%
Therapeutic Supports	1,749	2,063	3,812	46%	54%	100%
<b>Capital services</b>						
Home modification design and construction	75	338	413	18%	82%	100%
Specialist Disability Accommodation	4	115	119	3%	97%	100%
Vehicle Modifications	30	142	172	17%	83%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	125	533	658	19%	81%	100%
Support Coordination	39	258	297	13%	87%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	47	301	348	14%	86%	100%
Specialised Supported Employment	23	232	255	9%	91%	100%
<b>Total</b>	<b>2,781</b>	<b>4,277</b>	<b>7,058</b>	<b>39%</b>	<b>61%</b>	<b>100%</b>

**Table F.60 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – New South Wales**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	43	11	54	20%
Assistance Animals	50	6	56	11%
Assistance with daily life tasks in a group or shared living arrangement	447	49	496	10%
Assistance with travel/transport arrangements	236	21	257	8%
Daily Personal Activities	774	80	854	9%
Group and Centre Based Activities	520	55	575	10%
High Intensity Daily Personal Activities	525	34	559	6%
Household tasks	936	75	1,011	7%
Interpreting and translation	62	12	74	16%
Participation in community, social and civic activities	874	90	964	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	39	11	50	22%
Assistive products for household tasks	40	17	57	30%
Assistance products for personal care and safety	659	59	718	8%
Communication and information equipment	114	34	148	23%
Customised Prosthetics	229	35	264	13%
Hearing Equipment	46	28	74	38%
Hearing Services	6	7	13	54%
Personal Mobility Equipment	308	51	359	14%
Specialised Hearing Services	6	4	10	40%
Vision Equipment	67	19	86	22%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	692	70	762	9%
Behaviour Support	284	20	304	7%
Community nursing care for high needs	128	28	156	18%
Development of daily living and life skills	472	60	532	11%
Early Intervention supports for early childhood	462	51	513	10%
Exercise Physiology and Physical Wellbeing activities	403	39	442	9%
Innovative Community Participation	87	23	110	21%
Specialised Driving Training	74	15	89	17%
Therapeutic Supports	1,879	97	1,976	5%
<b>Capital services</b>				
Home modification design and construction	150	40	190	21%
Specialist Disability Accommodation	85	8	93	9%
Vehicle Modifications	53	15	68	22%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	405	49	454	11%
Support Coordination	95	19	114	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	169	20	189	11%
Specialised Supported Employment	169	13	182	7%
<b>Total</b>	<b>3,751</b>	<b>217</b>	<b>3,968</b>	<b>5%</b>

**Table F.61 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – New South Wales**

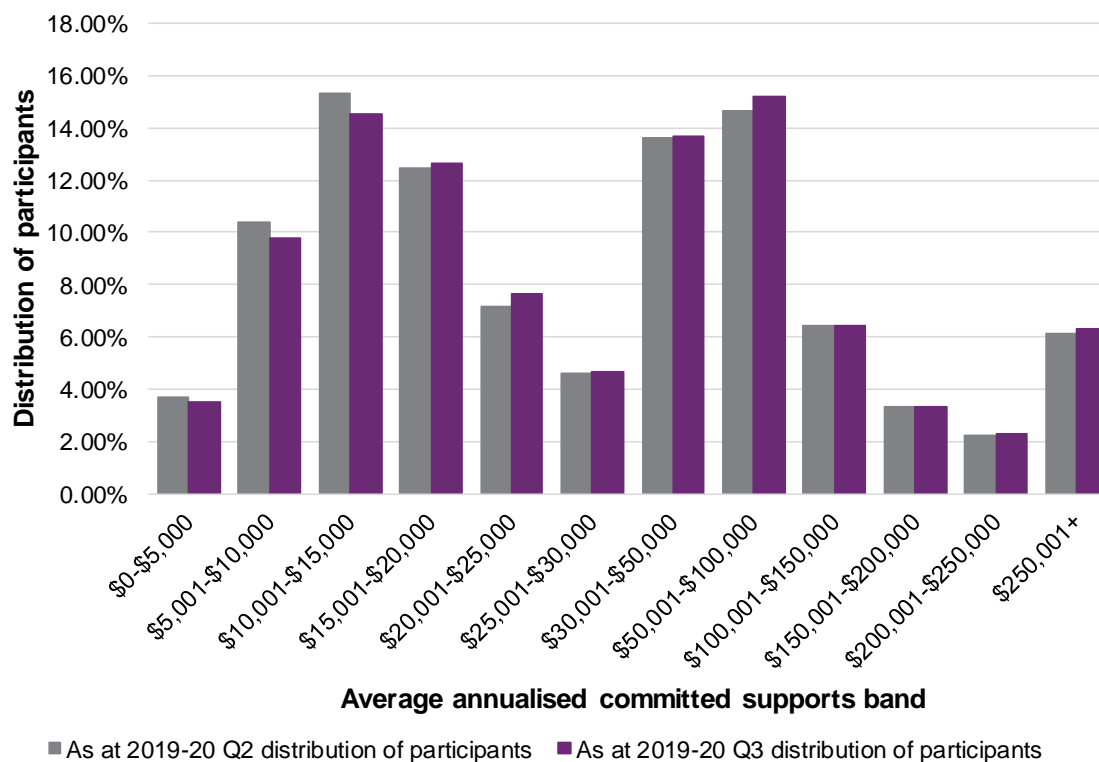
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	14	40	54	26%	74%	100%
Assistance Animals	8	48	56	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	54	442	496	11%	89%	100%
Assistance with travel/transport arrangements	53	204	257	21%	79%	100%
Daily Personal Activities	107	747	854	13%	87%	100%
Group and Centre Based Activities	61	514	575	11%	89%	100%
High Intensity Daily Personal Activities	62	497	559	11%	89%	100%
Household tasks	298	713	1,011	29%	71%	100%
Interpreting and translation	24	50	74	32%	68%	100%
Participation in community, social and civic activities	124	840	964	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	46	50	8%	92%	100%
Assistive products for household tasks	10	47	57	18%	82%	100%
Assistance products for personal care and safety	108	610	718	15%	85%	100%
Communication and information equipment	30	118	148	20%	80%	100%
Customised Prosthetics	50	214	264	19%	81%	100%
Hearing Equipment	13	61	74	18%	82%	100%
Hearing Services	4	9	13	31%	69%	100%
Personal Mobility Equipment	56	303	359	16%	84%	100%
Specialised Hearing Services	1	9	10	10%	90%	100%
Vision Equipment	19	67	86	22%	78%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	123	639	762	16%	84%	100%
Behaviour Support	64	240	304	21%	79%	100%
Community nursing care for high needs	26	130	156	17%	83%	100%
Development of daily living and life skills	74	458	532	14%	86%	100%
Early Intervention supports for early childhood	123	390	513	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	104	338	442	24%	76%	100%
Innovative Community Participation	33	77	110	30%	70%	100%
Specialised Driving Training	26	63	89	29%	71%	100%
Therapeutic Supports	767	1,209	1,976	39%	61%	100%
<b>Capital services</b>						
Home modification design and construction	35	155	190	18%	82%	100%
Specialist Disability Accommodation	2	91	93	2%	98%	100%
Vehicle Modifications	10	58	68	15%	85%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	91	363	454	20%	80%	100%
Support Coordination	13	101	114	11%	89%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	22	167	189	12%	88%	100%
Specialised Supported Employment	16	166	182	9%	91%	100%
<b>Total</b>	<b>1,289</b>	<b>2,679</b>	<b>3,968</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

## Part Four: Financial sustainability

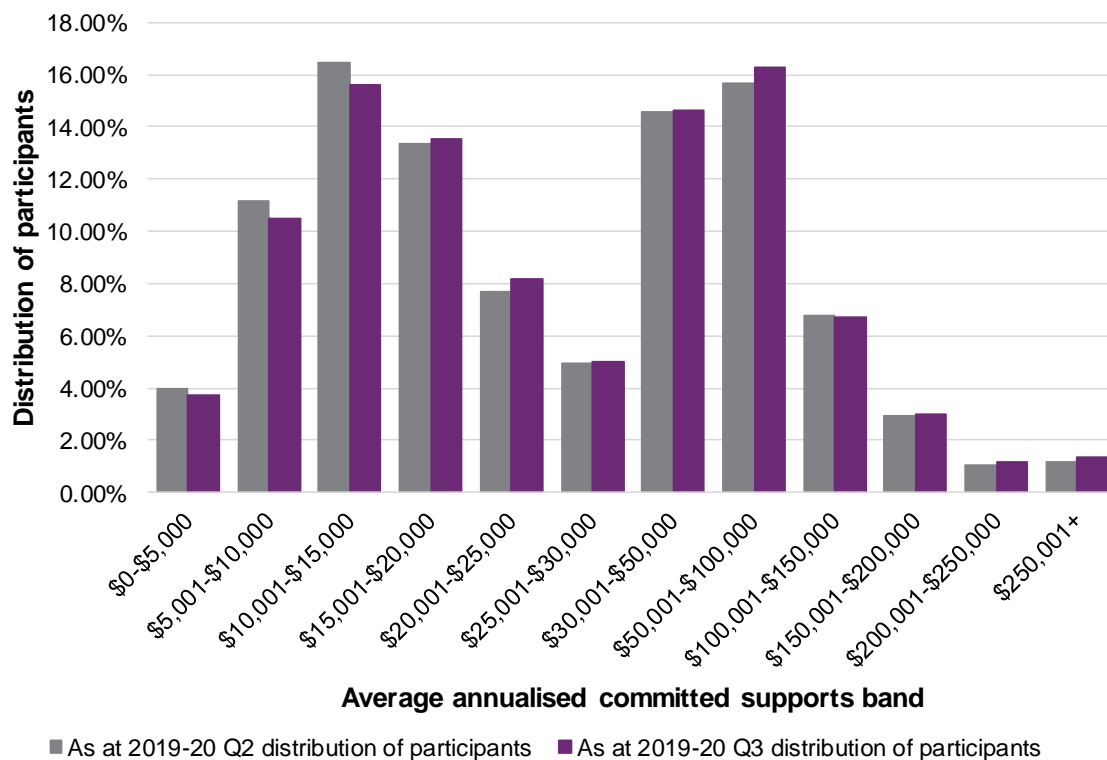
Table F.62 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	50.3	184.3	351.7	1,775.0	4,292.2	5,956.2	5,781.2

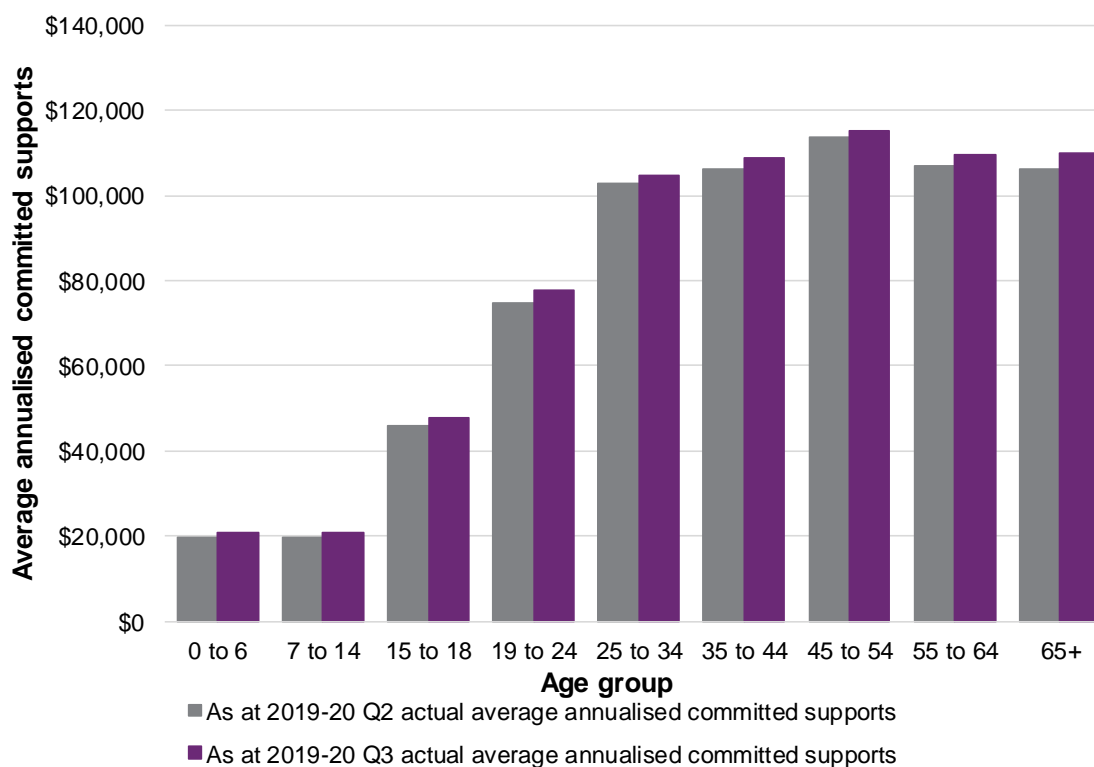
Figure F.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – New South Wales



**Figure F.19 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – New South Wales**

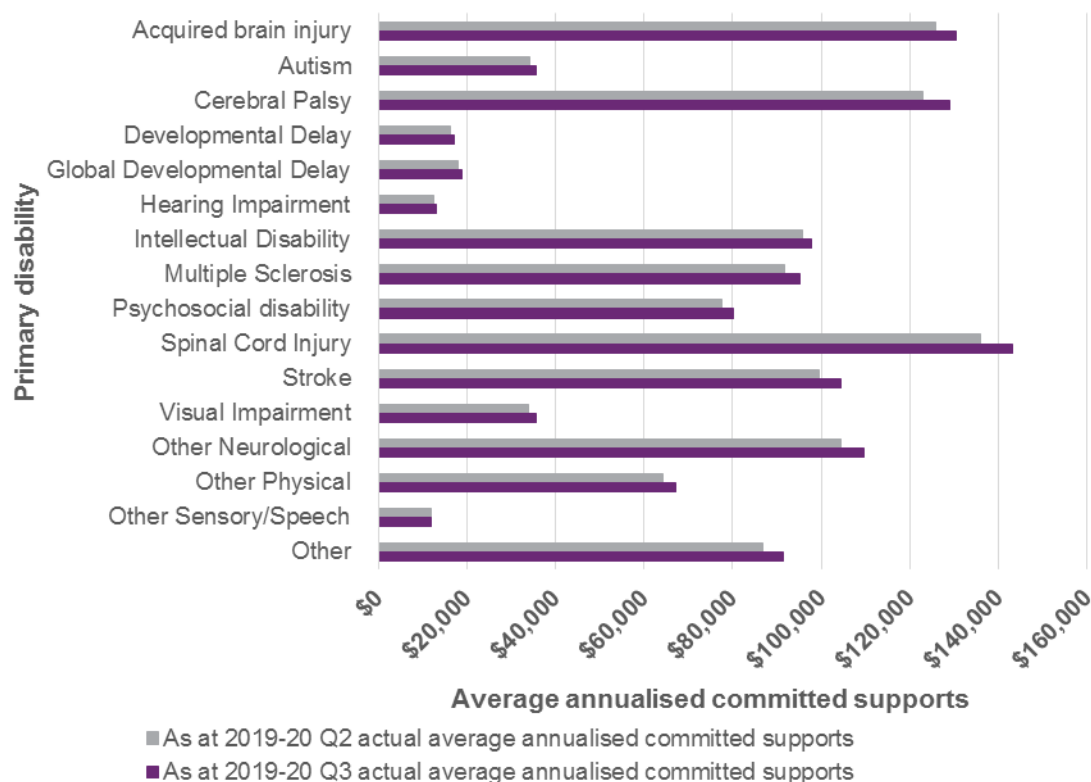


**Figure F.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – New South Wales**

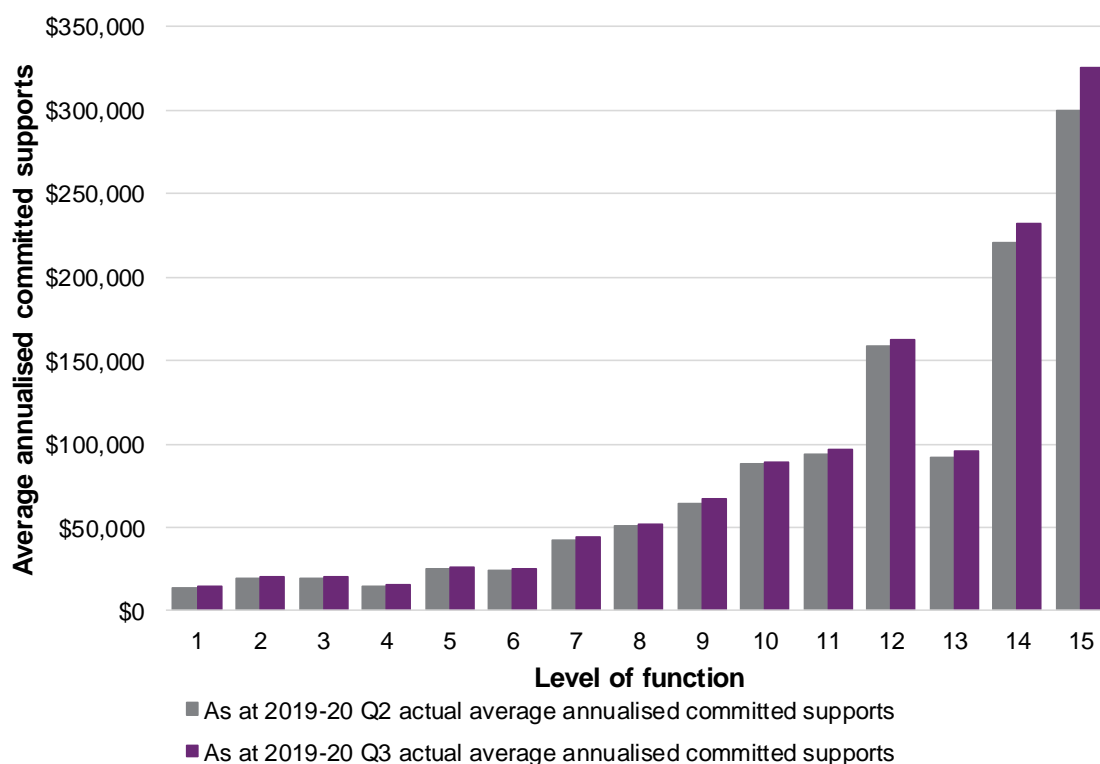




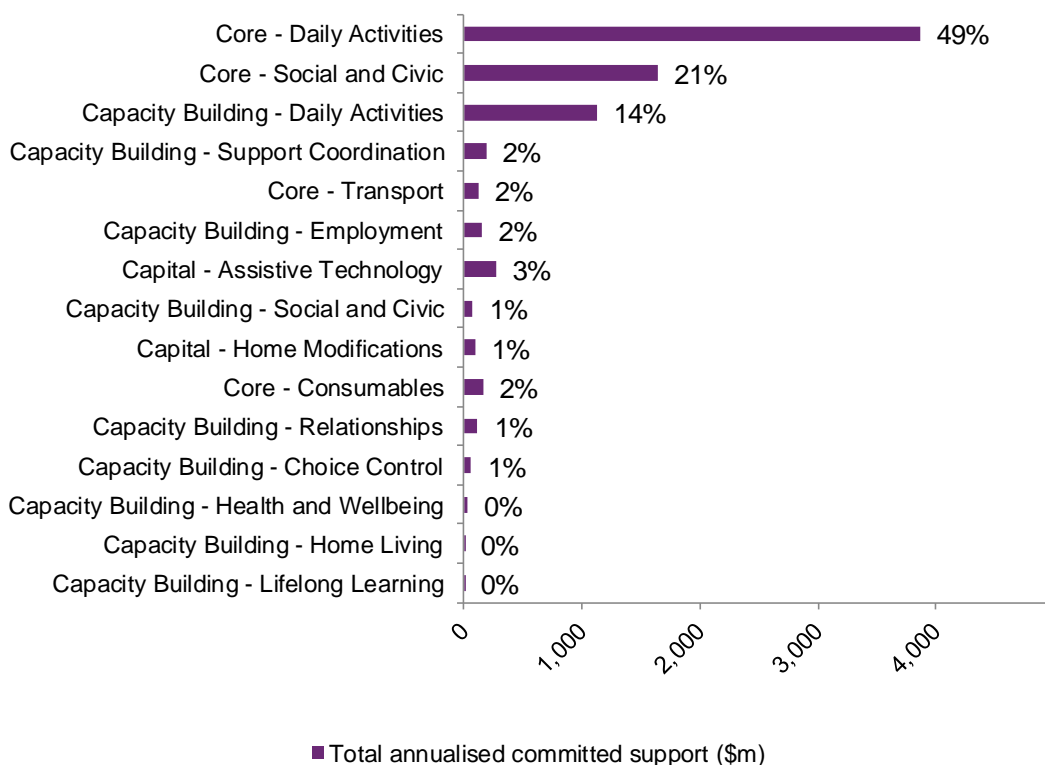
**Figure F.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – New South Wales**



**Figure F.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – New South Wales**



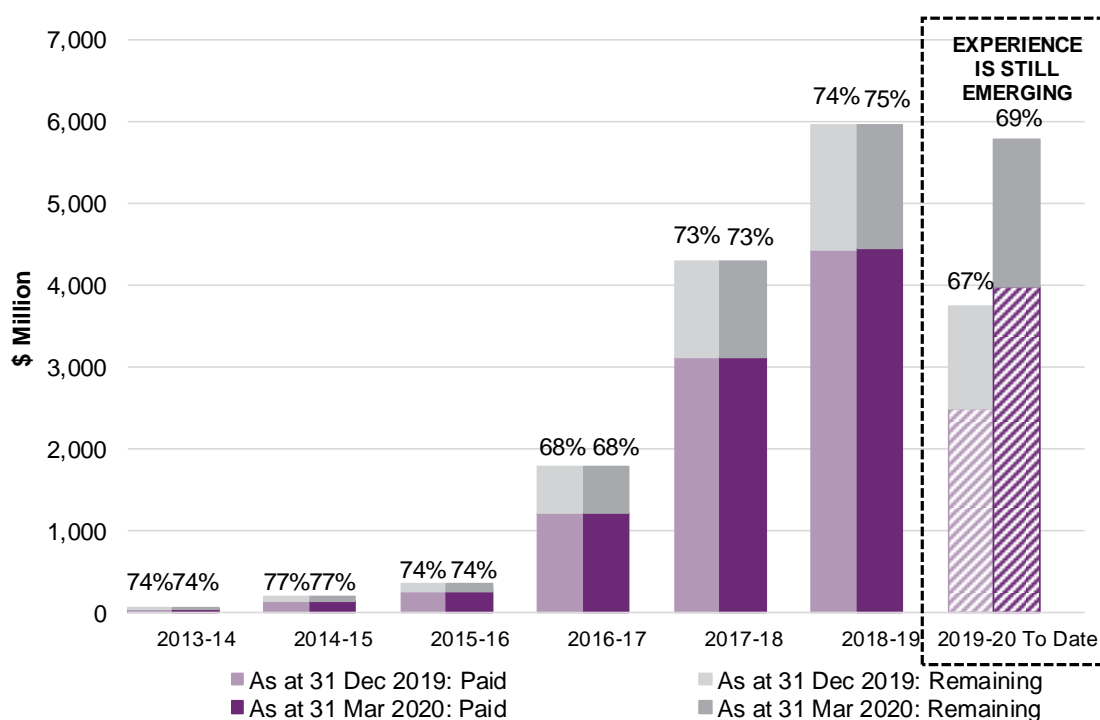
**Figure F.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales**



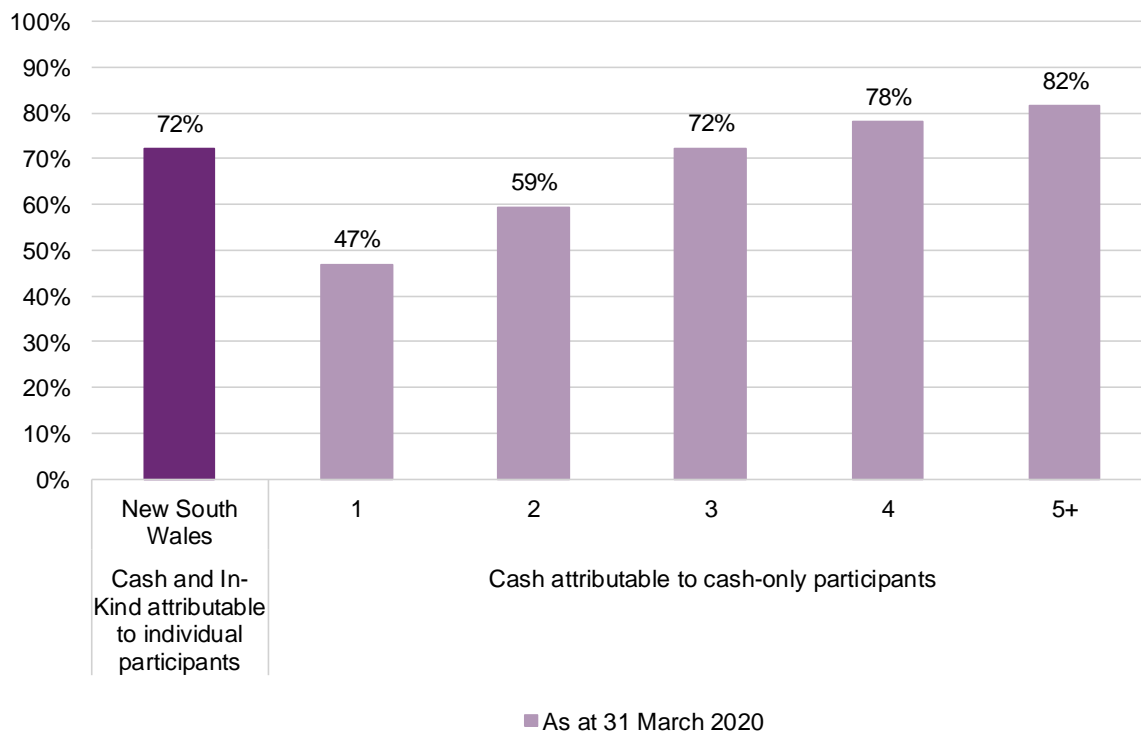
**Table F.63 Payments by financial year, compared to committed supports (\$m) – New South Wales**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	50.3	184.3	351.7	1,775.0	4,292.2	5,956.2	5,781.2
Total Paid	37.2	141.1	258.9	1,213.5	3,117.4	4,448.0	3,980.3
% utilised to date	74%	77%	74%	68%	73%	75%	69%

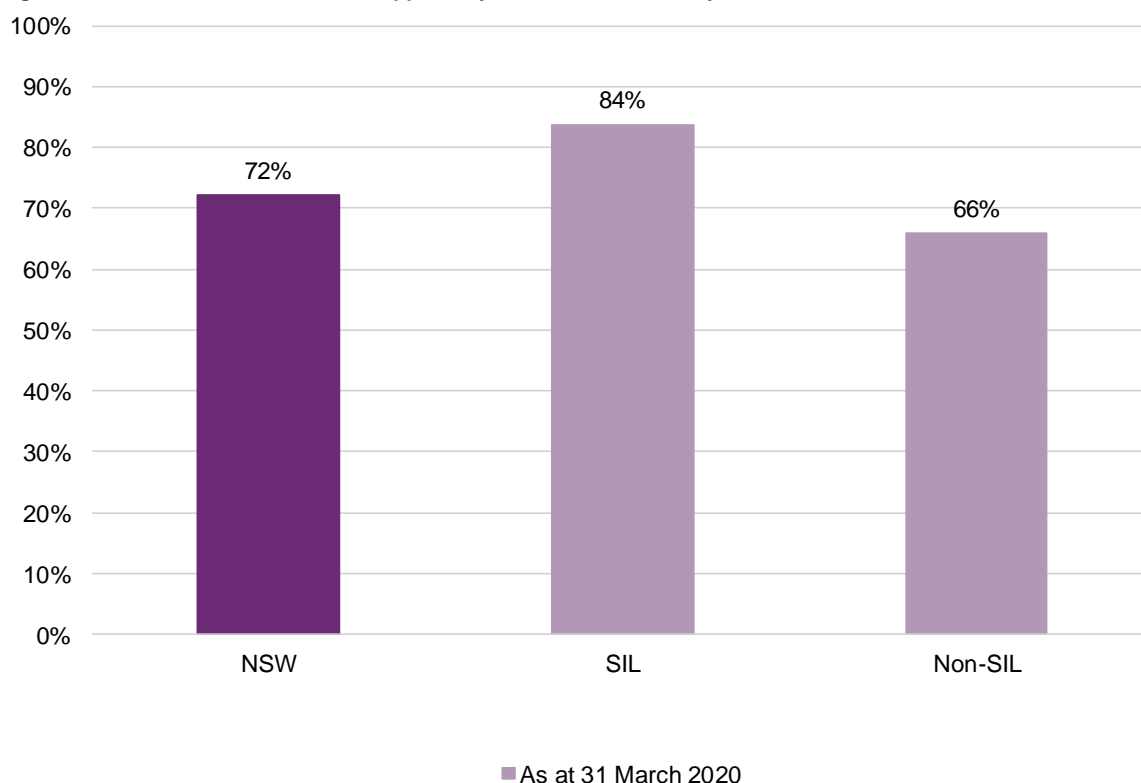
**Figure F.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – New South Wales**



**Figure F.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – New South Wales** <sup>133</sup>



**Figure F.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – New South Wales** <sup>134</sup>



<sup>133</sup> 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 between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>134</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

Figure F.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – New South Wales <sup>135</sup>

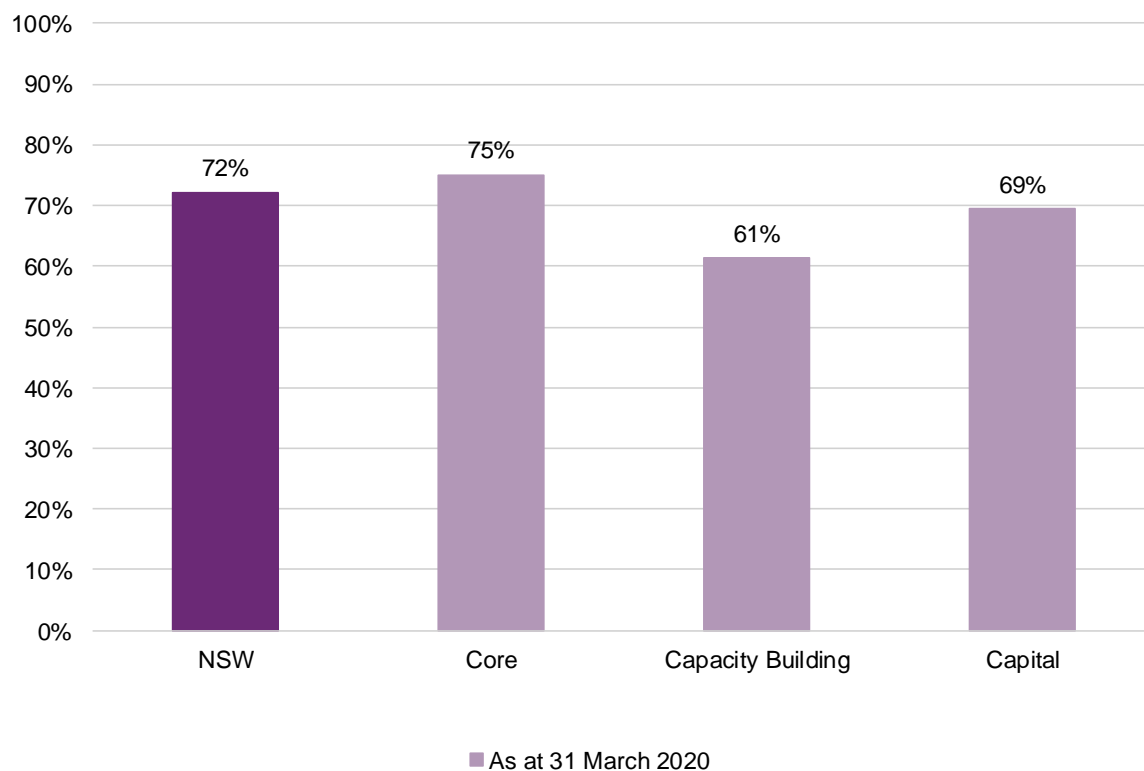
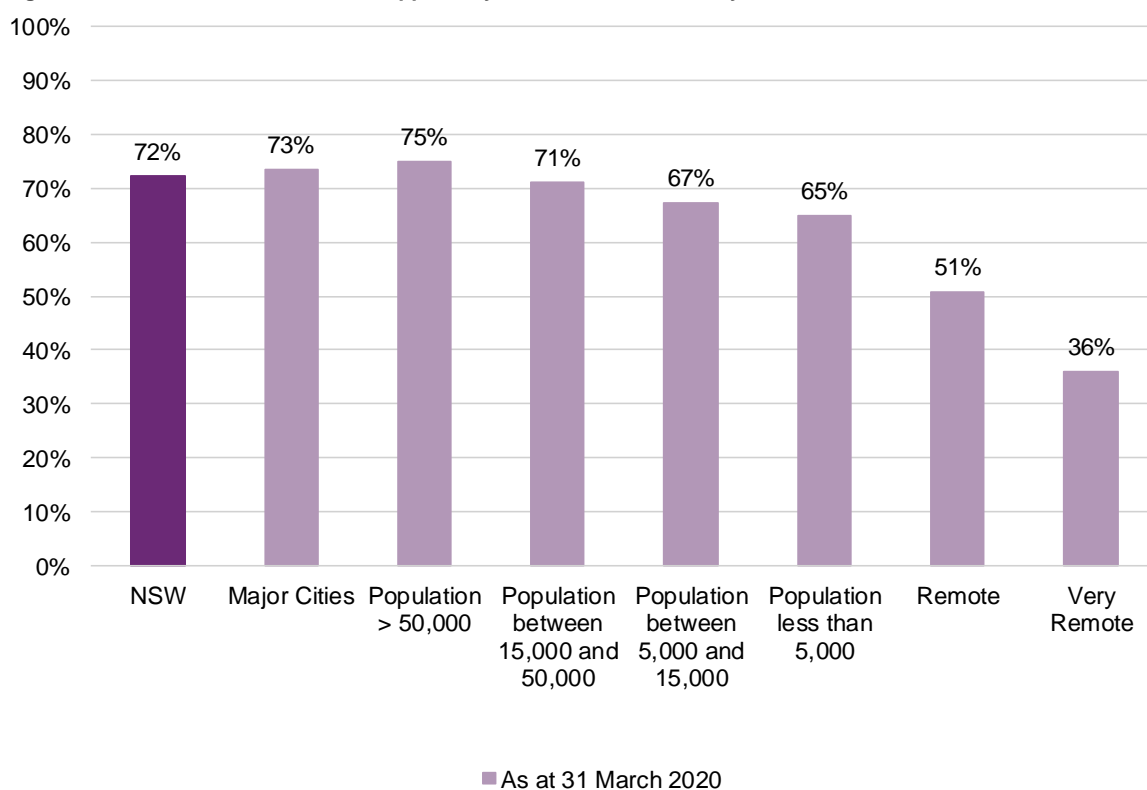


Figure F.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – New South Wales <sup>136</sup>



<sup>135</sup> Ibid.

<sup>136</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria <sup>137</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Victoria	90,268	8,273	98,541	1,265	99,806

Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria <sup>138 139</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	117,553	7,524	125,077
Active Eligible	98,724	5,799	104,523
New	30,941	4,363	35,304
State	59,185	1,027	60,212
Commonwealth	8,598	409	9,007
Active Participant Plans (excl ECEI)	90,268	8,273	98,541
New	26,263	5,679	31,942
State	55,990	2,001	57,991
Commonwealth	8,015	593	8,608
Active Participant Plans	90,608	9,538	99,806
Early Intervention (s25)	15,066	2,506	17,572
Permanent Disability (s24)	75,202	5,767	80,969
ECEI	340	1,265	1,265

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Victoria

Exits	Total
Total participant exits	2,240
Early Intervention participants	239
Permanent disability participants	2,001

<sup>137</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>138</sup> 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 Q3, 90% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>139</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Victoria** <sup>140 141</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	56,277	7,987	26,430	340	91,034
End of 2019-20 Q3	57,991	8,608	31,942	1,265	99,806

**Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria** <sup>142 143 144 145</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	15,147	75,547	340	91,034
End of 2019-20 Q3	17,572	80,969	1,265	99,806

**Table G.6 Assessment of access by age group – Victoria** <sup>146</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	25,282	98%	2,251	98%	27,533	98%
7 to 14	18,788	90%	1,186	82%	19,974	89%
15 to 18	6,313	92%	288	80%	6,601	92%
19 to 24	6,708	91%	200	68%	6,908	91%
25 to 34	9,427	90%	328	68%	9,755	89%
35 to 44	10,009	86%	341	62%	10,350	84%
45 to 54	12,595	81%	492	58%	13,087	80%
55 to 64	13,378	74%	680	58%	14,058	73%
65+	546	62%	47	64%	593	62%
Missing	<11		<11		<11	
<b>Total</b>	<b>103,046</b>	<b>88%</b>	<b>5,813</b>	<b>77%</b>	<b>108,859</b>	<b>87%</b>

<sup>140</sup> This table shows the total numbers of active participants at the end of each period.<sup>141</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.<sup>142</sup> This table shows the total numbers of active participants at the end of each period.<sup>143</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.<sup>144</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.<sup>145</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.<sup>146</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table G.7 Assessment of access by disability – Victoria** <sup>147</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,226	93%	152	82%	3,378	93%
Autism	27,793	95%	1,728	93%	29,521	95%
Cerebral Palsy	3,693	97%	76	78%	3,769	96%
Developmental Delay	8,723	98%	1,298	98%	10,021	98%
Global Developmental Delay	1,357	99%	169	99%	1,526	99%
Hearing Impairment	4,400	90%	410	90%	4,810	90%
Intellectual Disability	22,972	96%	529	83%	23,501	96%
Multiple Sclerosis	2,339	90%	71	59%	2,410	89%
Psychosocial disability	13,332	78%	652	59%	13,984	77%
Spinal Cord Injury	752	95%	26	63%	778	93%
Stroke	1,270	86%	83	75%	1,353	85%
Visual Impairment	2,746	94%	63	78%	2,809	94%
Other Neurological	4,614	81%	233	63%	4,847	80%
Other Physical	3,885	46%	257	32%	4,142	44%
Other Sensory/Speech	746	63%	53	44%	799	62%
Other	202	31%	13	21%	215	30%
Missing	996	100%	<11		996	100%
<b>Total</b>	<b>103,046</b>	<b>88%</b>	<b>5,813</b>	<b>77%</b>	<b>108,859</b>	<b>87%</b>

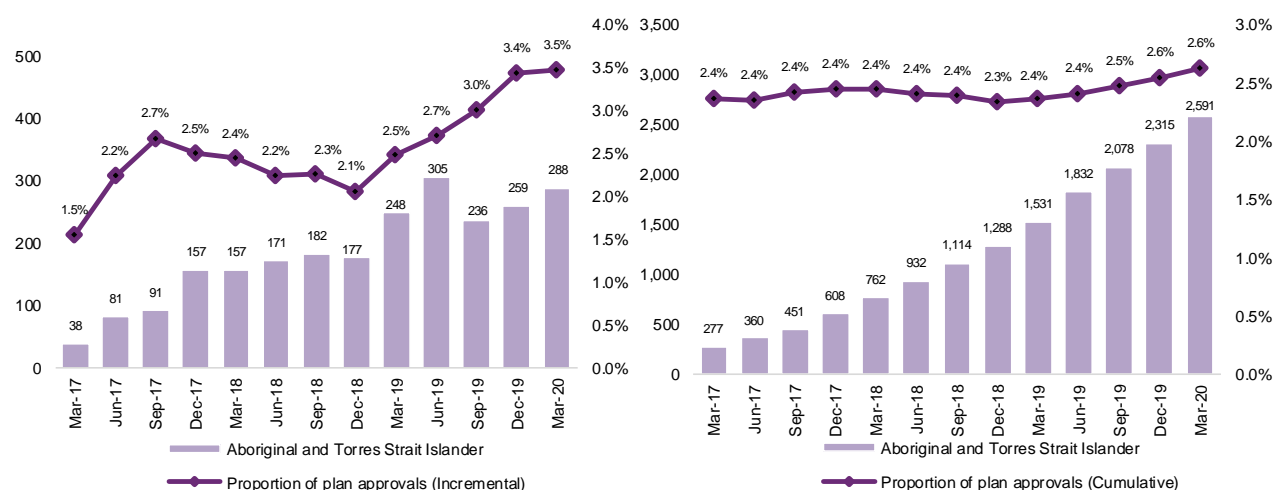
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

<sup>147</sup> Ibid.

**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,303	2.6%	288	3.5%	<b>2,591</b>	<b>2.6%</b>
Not Aboriginal and Torres Strait Islander	69,415	76.9%	6,858	82.9%	<b>76,273</b>	<b>77.4%</b>
Not Stated	18,550	20.5%	1,127	13.6%	<b>19,677</b>	<b>20.0%</b>
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

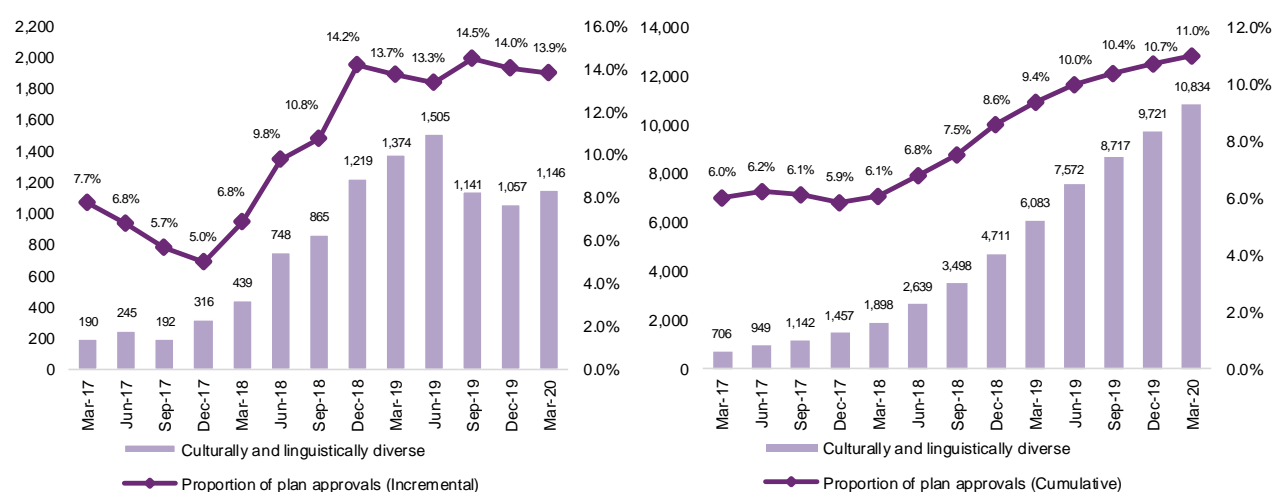
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>148</sup>



**Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	9,688	10.7%	1,146	13.9%	<b>10,834</b>	<b>11.0%</b>
Not culturally and linguistically diverse	80,313	89.0%	7,127	86.1%	<b>87,440</b>	<b>88.7%</b>
Not stated	267	0.3%	<11		<b>267</b>	<b>0.3%</b>
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>149</sup>



<sup>148</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

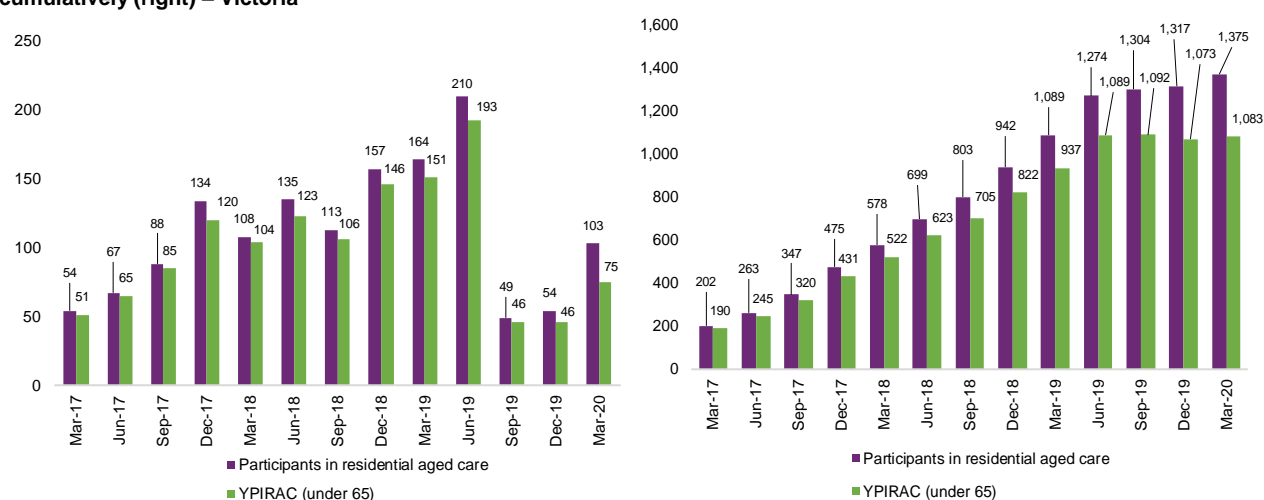
<sup>149</sup> Ibid.



**Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Victoria**

	Total
Age group	N
Under 45	59
45 to 54	247
55 to 64	777
<b>Total YPIRAC (under 65)</b>	<b>1,083</b>
65 and above	292
<b>Total participants in residential aged care</b>	<b>1,375</b>
Participants not in residential aged care	97,166
<b>Total</b>	<b>98,541</b>

**Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria**<sup>150</sup>



**Table G.11 Participant profile per quarter by remoteness – Victoria**<sup>151 152</sup>

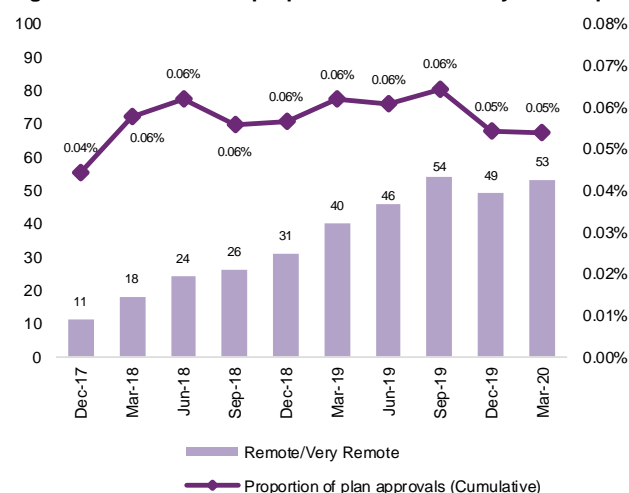
Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	63,680	70.6%	6,014	72.7%	<b>69,694</b>	<b>70.8%</b>
Population > 50,000	9,055	10.0%	704	8.5%	<b>9,759</b>	<b>9.9%</b>
Population between 15,000 and 50,000	6,181	6.9%	550	6.7%	<b>6,731</b>	<b>6.8%</b>
Population between 5,000 and 15,000	5,289	5.9%	425	5.1%	<b>5,714</b>	<b>5.8%</b>
Population less than 5,000	5,975	6.6%	566	6.8%	<b>6,541</b>	<b>6.6%</b>
Remote	44	0.0%	<11		<b>53</b>	<b>0.1%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	44		<11		<b>49</b>	
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

<sup>150</sup> Ibid.

<sup>151</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>152</sup> 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 – Victoria** <sup>153 154</sup>



**Table G.12 Participant profile per quarter by disability group – Victoria** <sup>155 156 157</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	25,665	28%	2,348	28%	28,013	28%
Intellectual Disability	21,228	24%	907	11%	22,135	22%
Psychosocial disability	11,318	13%	1,046	13%	12,364	13%
Developmental Delay	7,227	8%	1,556	19%	8,783	9%
Hearing Impairment	3,603	4%	672	8%	4,275	4%
Other Neurological	3,724	4%	340	4%	4,064	4%
Other Physical	3,084	3%	365	4%	3,449	4%
Cerebral Palsy	3,496	4%	105	1%	3,601	4%
ABI	2,758	3%	233	3%	2,991	3%
Visual Impairment	2,401	3%	134	2%	2,535	3%
Multiple Sclerosis	2,134	2%	129	2%	2,263	2%
Global Developmental Delay	1,148	1%	189	2%	1,337	1%
Stroke	1,054	1%	123	1%	1,177	1%
Spinal Cord Injury	656	1%	52	1%	708	1%
Other Sensory/Speech	636	1%	59	1%	695	1%
Other	136	0%	15	0%	151	0%
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

<sup>153</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. There are insufficient numbers to show the cumulative count of remote/very remote participants prior to the December 2017 quarter.

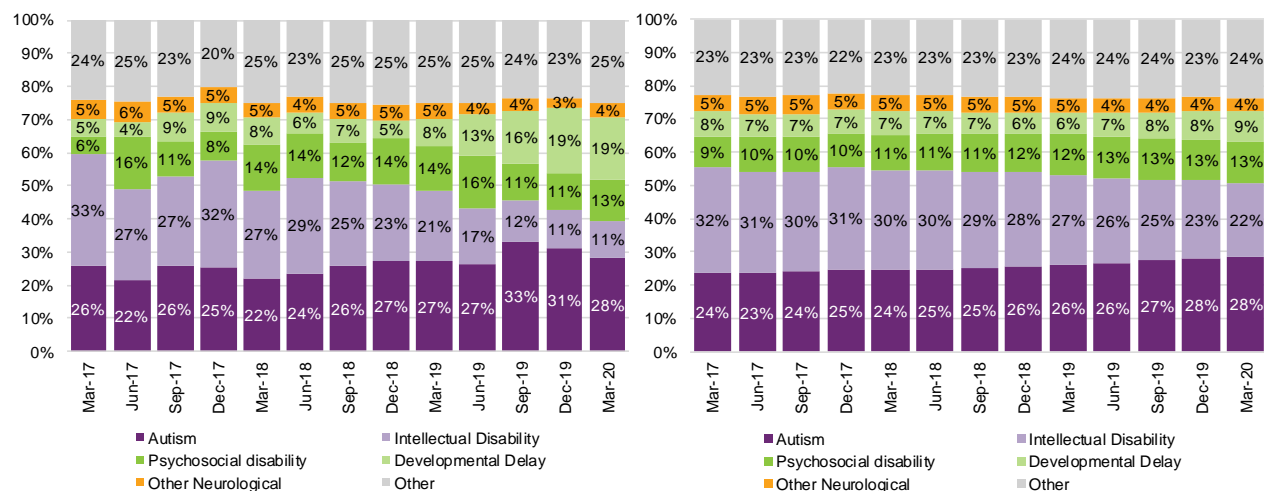
<sup>154</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

<sup>155</sup> Table order based on national proportions (highest to lowest).

<sup>156</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>157</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,675).

**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>158</sup>



**Table G.13 Participant profile per quarter by level of functions – Victoria** <sup>159</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	6,840	8%	1,309	16%	8,149	8%
2 (High Function)	253	0%	16	0%	269	0%
3 (High Function)	5,111	6%	616	7%	5,727	6%
4 (High Function)	4,730	5%	513	6%	5,243	5%
5 (High Function)	7,414	8%	758	9%	8,172	8%
6 (Moderate Function)	15,005	17%	1,716	21%	16,721	17%
7 (Moderate Function)	5,793	6%	477	6%	6,270	6%
8 (Moderate Function)	6,934	8%	441	5%	7,375	7%
9 (Moderate Function)	369	0%	39	0%	408	0%
10 (Moderate Function)	10,966	12%	779	9%	11,745	12%
11 (Low Function)	3,960	4%	237	3%	4,197	4%
12 (Low Function)	15,461	17%	1,034	12%	16,495	17%
13 (Low Function)	5,523	6%	306	4%	5,829	6%
14 (Low Function)	1,791	2%	28	0%	1,819	2%
15 (Low Function)	17	0%	<11		21	0%
Missing	101		<11		101	
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

<sup>158</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>159</sup> The distributions are calculated excluding participants with a missing level of function.

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria <sup>160</sup>

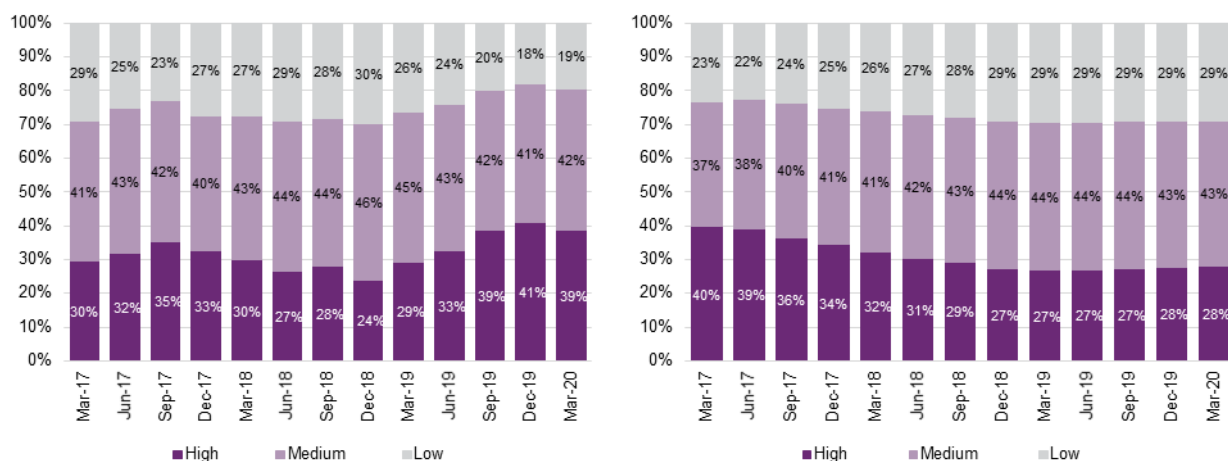
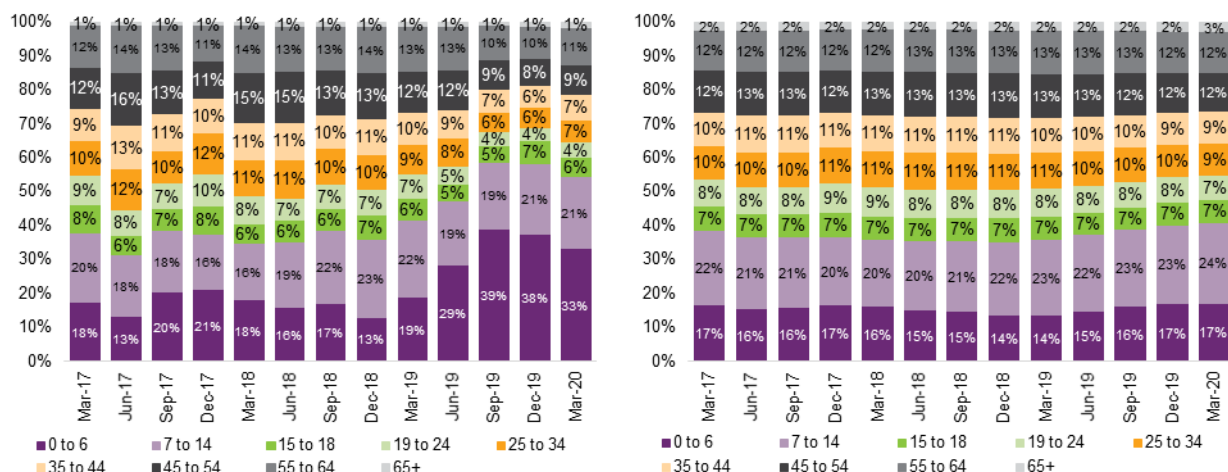


Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	14,291	16%	2,771	33%	17,062	17%
7 to 14	21,765	24%	1,743	21%	23,508	24%
15 to 18	6,062	7%	475	6%	6,537	7%
19 to 24	6,910	8%	366	4%	7,276	7%
25 to 34	8,698	10%	558	7%	9,256	9%
35 to 44	8,517	9%	608	7%	9,125	9%
45 to 54	10,627	12%	724	9%	11,351	12%
55 to 64	11,025	12%	921	11%	11,946	12%
65+	2,373	3%	107	1%	2,480	3%
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria <sup>161</sup>



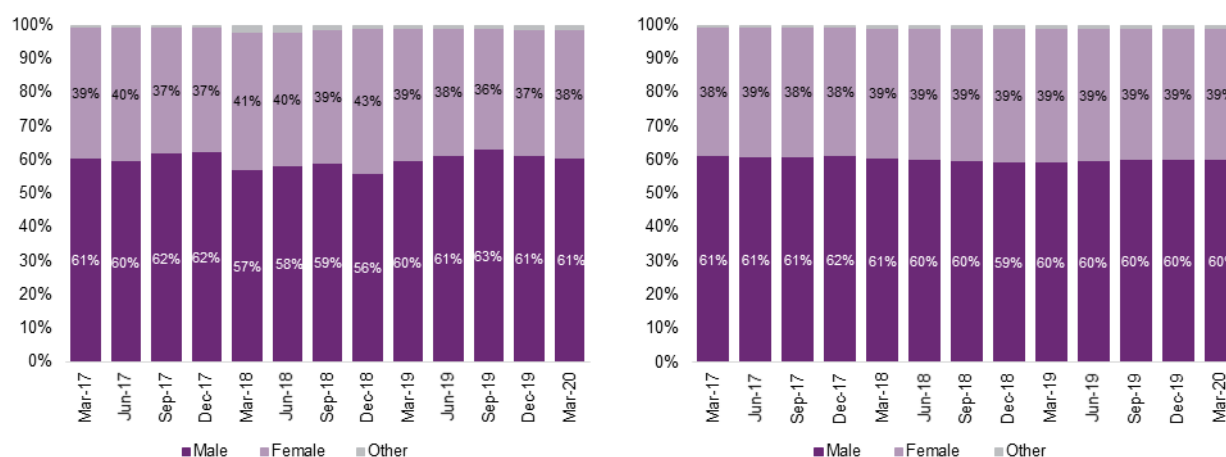
<sup>160</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>161</sup> Ibid.

**Table G.15 Participant profile per quarter by gender – Victoria**

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	54,404	60%	5,016	61%	<b>59,420</b>	<b>60%</b>
Female	34,927	39%	3,138	38%	<b>38,065</b>	<b>39%</b>
Other	937	1%	119	1%	<b>1,056</b>	<b>1%</b>
<b>Total</b>	<b>90,268</b>	<b>100%</b>	<b>8,273</b>	<b>100%</b>	<b>98,541</b>	<b>100%</b>

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria** <sup>162</sup>



## Part Two: Participant experience and outcomes

**Table G.16 Number of baseline questionnaires completed by SFOF version – Victoria** <sup>163</sup>

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	1,885	3,337	5,295	6,431	16,948
Participant school to 14	1,914	5,256	10,628	6,693	24,491
Participant 15 to 24	1,229	3,264	4,629	2,268	11,390
Participant 25 and over	4,472	10,778	16,533	7,492	39,275
<b>Total Participant</b>	<b>9,500</b>	<b>22,635</b>	<b>37,085</b>	<b>22,884</b>	<b>92,104</b>
Family 0 to 14	3,620	8,307	15,360	12,799	40,086
Family 15 to 24	312	2,456	3,355	1,545	7,668
Family 25 and over	126	3,647	4,947	2,086	10,806
<b>Total Family</b>	<b>4,058</b>	<b>14,410</b>	<b>23,662</b>	<b>16,430</b>	<b>58,560</b>
<b>Total</b>	<b>13,558</b>	<b>37,045</b>	<b>60,747</b>	<b>39,314</b>	<b>150,664</b>

<sup>162</sup> Ibid.

<sup>163</sup> 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 G.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Victoria**

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	72%			
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		66%		
CC	% who are happy with the level of independence/control they have now			30%	
CC	% who choose who supports them			36%	57%
CC	% who choose what they do each day			43%	66%
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%	79%

**Table G.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Victoria**

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	59%	59%		
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		37%		
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%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	34%

**Table G.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Victoria**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		68%		
HM	% who are happy with their home			78%	69%
HM	% who feel safe or very safe in their home			82%	71%
HW	% who rate their health as good, very good or excellent			66%	42%
HW	% who did not have any difficulties accessing health services			67%	60%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				42%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			16%	21%
WK	% who volunteer			11%	11%

**Table G.20 Selected key baseline indicators for families/carers of participants – Victoria**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	27%	23%
% receiving Carer Allowance	44%	49%	37%
% working in a paid job	46%	50%	37%
Of those in a paid job, % in permanent employment	80%	76%	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	40%	42%	54%
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%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	19%
% able to advocate for their child/family member	73%	64%	61%
% who have friends and family they see as often as they like	42%	39%	44%
% 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		35%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			35%
% who rate their health as good, very good or excellent	73%	60%	57%

**Table G.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=2,347) - participants who entered from 1 April 2018 to 31 March 2019 – Victoria** <sup>164</sup>

Question		% Yes
DL	Has the NDIS improved your child's development?	90%
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?	85%
REL	Has the NDIS improved how your child fits into family life?	76%
S/CP	Has the NDIS improved how your child fits into community life?	65%

**Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=8,621) - participants who entered from 1 April 2018 to 31 March 2019 – Victoria**

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	60%
LL	Has the NDIS improved your child's access to education?	40%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

**Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,008) and ‘Participant 25 and over’ (n=13,589) - participants who entered from 1 April 2018 to 31 March 2019 – Victoria**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	66%
DL	Has the NDIS helped you with daily living activities?	60%	69%
REL	Has the NDIS helped you to meet more people?	47%	48%
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?	43%	49%
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?	16%	17%
S/CP	Has the NDIS helped you be more involved?	54%	56%

<sup>164</sup> Results in Tables G.21 to G.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables G.25 to G.34.



**Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=10,136); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,538) - participants who entered from 1 April 2018 to 31 March 2019 – Victoria**

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?	62%	52%
Has the NDIS improved the level of support for your family?	68%	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?	70%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	42%	36%

**Table G.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,125) - participants who entered from 1 April 2017 to 31 March 2018 – Victoria <sup>165</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	95%	+5%
DL	Has the NDIS improved your child's access to specialist services?	88%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	+5%
REL	Has the NDIS improved how your child fits into family life?	70%	79%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	58%	65%	+8%

**Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=3,162) - participants who entered from 1 April 2017 to 31 March 2018 – Victoria**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	67%	+10%
LL	Has the NDIS improved your child's access to education?	34%	39%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	52%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	50%	+6%

<sup>165</sup> Results in Tables G.25 to G.28 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,817) and ‘Participant 25 and over’ (n=5,479) - participants who entered from 1 April 2017 to 31 March 2018 – Victoria**

	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?	55%	64%	+9%	62%	73%	+10%
DL	Has the NDIS helped you with daily living activities?	57%	68%	+11%	67%	77%	+10%
REL	Has the NDIS helped you to meet more people?	46%	53%	+7%	47%	55%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	-1%	25%	26%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	47%	+7%	43%	51%	+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?	38%	40%	2%	30%	33%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	-1%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	60%	+8%	55%	64%	+9%

**Table G.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,192); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,234) - participants who entered from 1 April 2017 to 31 March 2018 – Victoria**

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?	57%	64%	+7%	47%	57%	+10%
Has the NDIS improved the level of support for your family?	64%	71%	+7%	59%	72%	+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?	65%	72%	+7%	59%	70%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	+5%			
Has the NDIS improved your health and wellbeing?	36%	39%	+4%	34%	40%	+5%

**Table G.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=461) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria** <sup>166</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	92%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%	84%	83%	+5%
REL	Has the NDIS improved how your child fits into family life?	71%	73%	75%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	55%	60%	63%	+9%

**Table G.30 Results for “Has the NDIS helped?” questions answered at participant's first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=862) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria**

	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?	58%	66%	70%	+11%
LL	Has the NDIS improved your child's access to education?	33%	35%	37%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	48%	52%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	48%	49%	+2%

**Table G.31 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=482) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria**

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?	59%	63%	63%	+4%
Has the NDIS helped you with daily living activities?	60%	65%	70%	+10%
Has the NDIS helped you to meet more people?	47%	48%	52%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	15%	-6%
Has your involvement with the NDIS improved your health and wellbeing?	39%	41%	41%	+2%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	40%	40%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	9%	9%	-5%
Has the NDIS helped you be more involved?	52%	56%	59%	+7%

<sup>166</sup> Results in Tables G.29 to G.34 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table G.32 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=1,237) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria**

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?	64%	73%	74%	+10%
Has the NDIS helped you with daily living activities?	69%	78%	82%	+13%
Has the NDIS helped you to meet more people?	51%	56%	59%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	26%	27%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	55%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	36%	37%	5%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	13%	-3%
Has the NDIS helped you be more involved?	58%	64%	68%	+10%

**Table G.33 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=929) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria**

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?	61%	63%	66%	+5%
Has the NDIS improved the level of support for your family?	69%	73%	73%	+4%
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%	73%	73%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	78%	79%	+2%
Has the NDIS improved your health and wellbeing?	38%	39%	39%	+1%

**Table G.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=85) - participants who entered from 1 July 2016 to 31 March 2017 – Victoria**

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?	47%	55%	53%	+6%
Has the NDIS improved the level of support for your family?	62%	67%	65%	+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?	64%	67%	65%	+1%
Has the NDIS improved your health and wellbeing?	24%	23%	34%	+10%

**Table G.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=7,235), ‘participants in community and social activities’ (n=7,262) and ‘participants who choose who supports them’ (n=7,427) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Victoria <sup>167</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	21%	24%
Aged 25+	24%	23%	23%	
Aged 15+ (Average)	22%	22%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	34%	40%	43%	47%
Aged 25+	36%	42%	44%	
Aged 15+ (Average)	36%	42%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	30%	32%	45%
Aged 25+	54%	54%	55%	
Aged 15+ (Average)	49%	50%	51%	

<sup>167</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table G.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=1,736), 'participants in community and social activities' (n=1,785) and 'participants who choose who supports them' (n=1,831) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – Victoria** <sup>168</sup>

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	11%	14%	20%	22%	24%
Aged 25+	20%	20%	21%	20%	
Aged 15+ (Average)	19%	19%	20%	21%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	32%	40%	40%	47%
Aged 25+	37%	41%	44%	45%	
Aged 15+ (Average)	36%	39%	43%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	25%	26%	29%	29%	45%
Aged 25+	45%	46%	45%	46%	
Aged 15+ (Average)	41%	42%	42%	42%	

**Table G.37 Number of active plans by goal type and primary disability – Victoria** <sup>169</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	819	1,896	1,558	484	686	2,239	1,142	665	2,991
Autism	4,622	22,917	8,545	8,507	11,767	14,568	1,954	2,869	28,013
Cerebral Palsy	904	2,666	1,936	680	828	2,293	1,062	487	3,601
Developmental Delay	235	7,930	1,593	2,718	2,301	801	21	4	8,783
Down Syndrome	625	1,934	1,194	611	746	1,943	769	505	2,675
Global Developmental Delay	51	1,205	283	447	394	167	4	2	1,337
Hearing Impairment	801	3,124	884	1,085	717	1,644	504	828	4,275
Intellectual Disability	4,858	13,410	7,370	4,700	5,768	13,747	5,615	5,506	19,460
Multiple Sclerosis	634	1,588	1,547	160	352	1,417	824	528	2,263
Psychosocial disability	2,958	7,594	7,460	2,634	2,484	9,008	3,839	3,870	12,364
Spinal Cord Injury	244	495	438	82	95	449	247	190	708
Stroke	337	851	662	122	203	807	403	218	1,177
Visual Impairment	691	1,934	886	561	267	1,567	515	724	2,535
Other Neurological	1,025	2,905	2,155	558	826	2,647	1,295	551	4,064
Other Physical	950	2,589	1,797	392	398	1,938	839	665	3,449
Other Sensory/Speech	70	558	157	249	224	172	10	27	695
Other	34	109	69	27	32	85	37	23	151
<b>Total</b>	<b>19,858</b>	<b>73,705</b>	<b>38,534</b>	<b>24,017</b>	<b>28,088</b>	<b>55,492</b>	<b>19,080</b>	<b>17,662</b>	<b>98,541</b>

<sup>168</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

<sup>169</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.38 Number of goals in active plans by goal type and primary disability – Victoria** <sup>170</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	950	2,762	1,819	557	758	2,664	1,213	700	<b>11,423</b>
Autism	5,644	57,426	10,315	12,523	14,364	17,408	2,061	3,033	<b>122,774</b>
Cerebral Palsy	1,124	5,568	2,335	900	937	2,896	1,142	510	<b>15,412</b>
Developmental Delay	292	32,434	2,010	5,204	2,699	931	21	4	<b>43,595</b>
Down Syndrome	729	3,851	1,345	829	838	2,542	813	523	<b>11,470</b>
Global Developmental Delay	74	4,827	363	868	480	187	4	2	<b>6,805</b>
Hearing Impairment	926	5,845	997	1,386	798	1,885	523	882	<b>13,242</b>
Intellectual Disability	5,769	22,445	8,413	5,773	6,613	17,032	5,963	5,784	<b>77,792</b>
Multiple Sclerosis	758	2,271	1,944	169	375	1,639	916	546	<b>8,618</b>
Psychosocial disability	3,399	10,304	8,870	2,930	2,692	10,500	4,024	4,039	<b>46,758</b>
Spinal Cord Injury	301	736	529	87	101	535	275	197	<b>2,761</b>
Stroke	418	1,357	783	142	209	944	442	230	<b>4,525</b>
Visual Impairment	808	3,351	985	677	280	1,843	547	773	<b>9,264</b>
Other Neurological	1,221	5,052	2,577	706	911	3,109	1,418	581	<b>15,575</b>
Other Physical	1,151	4,496	2,186	468	440	2,221	905	689	<b>12,556</b>
Other	83	1,748	186	449	257	196	10	29	<b>2,958</b>
Sensory/Speech	37	216	84	34	35	99	37	23	<b>565</b>
<b>Total</b>	<b>23,684</b>	<b>164,689</b>	<b>45,741</b>	<b>33,702</b>	<b>32,787</b>	<b>66,631</b>	<b>20,314</b>	<b>18,545</b>	<b>406,093</b>

**Table G.39 Number of active plans by goal type and age group – Victoria** <sup>171</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	415	15,505	3,034	5,273	4,444	1,519	40	3	<b>17,062</b>
7 to 14	3,646	19,461	7,487	7,286	10,643	12,552	620	237	<b>23,508</b>
15 to 18	1,711	4,962	2,295	2,082	2,360	4,550	702	1,612	<b>6,537</b>
19 to 24	2,129	5,086	2,627	2,105	1,671	4,987	1,935	3,416	<b>7,276</b>
25 to 34	2,691	6,187	4,243	2,099	2,096	6,421	3,201	3,692	<b>9,256</b>
35 to 44	2,487	5,973	4,761	1,681	2,036	6,524	3,189	3,298	<b>9,125</b>
45 to 54	2,910	7,342	6,151	1,825	2,281	8,262	4,047	3,143	<b>11,351</b>
55 to 64	3,194	7,602	6,564	1,432	2,149	8,813	4,403	2,021	<b>11,946</b>
65+	675	1,587	1,372	234	408	1,864	943	240	<b>2,480</b>
<b>Total</b>	<b>19,858</b>	<b>73,705</b>	<b>38,534</b>	<b>24,017</b>	<b>28,088</b>	<b>55,492</b>	<b>19,080</b>	<b>17,662</b>	<b>98,541</b>

<sup>170</sup> Participants have set over two million goals in total across Australia since July 2016. The 406,093 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

<sup>171</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.40 Number of goals in active plans by goal type and age group – Victoria** <sup>172</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	513	65,250	3,909	10,364	5,255	1,814	41	3	<b>87,149</b>
7 to 14	4,465	43,743	9,049	10,314	13,105	14,874	640	244	<b>96,434</b>
15 to 18	2,076	7,879	2,694	2,510	2,765	5,376	740	1,697	<b>25,737</b>
19 to 24	2,601	7,359	2,947	2,430	1,863	5,928	2,033	3,602	<b>28,763</b>
25 to 34	3,200	8,782	4,930	2,372	2,338	7,690	3,395	3,906	<b>36,613</b>
35 to 44	2,960	8,459	5,597	1,881	2,241	7,863	3,403	3,459	<b>35,863</b>
45 to 54	3,401	10,264	7,254	2,021	2,477	10,033	4,318	3,292	<b>43,060</b>
55 to 64	3,693	10,727	7,749	1,555	2,311	10,753	4,730	2,093	<b>43,611</b>
65+	775	2,226	1,612	255	432	2,300	1,014	249	<b>8,863</b>
<b>Total</b>	<b>23,684</b>	<b>164,689</b>	<b>45,741</b>	<b>33,702</b>	<b>32,787</b>	<b>66,631</b>	<b>20,314</b>	<b>18,545</b>	<b>406,093</b>

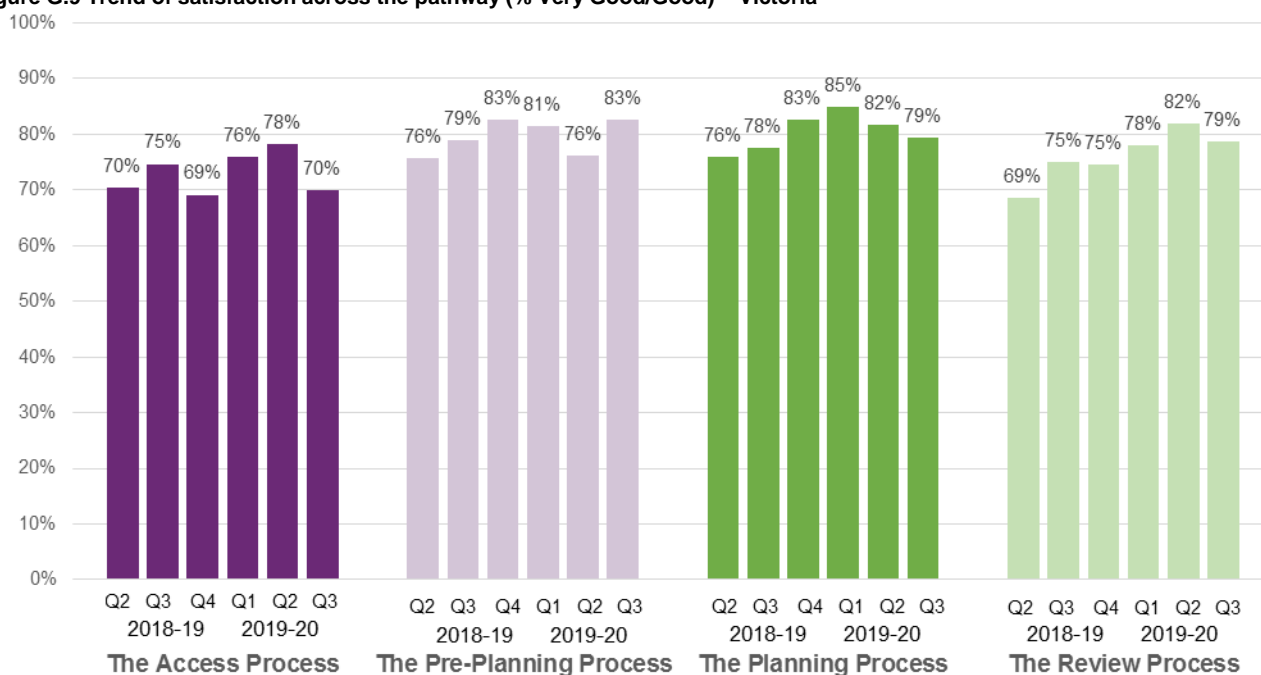
<sup>172</sup> Participants have set over two million goals in total across Australia since July 2016. The 406,093 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.



**Table G.41 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Victoria**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q3
<b>Access</b>	<b>n = 1,761</b>	<b>n = 163</b>
Are you happy with how coming into the NDIS has gone?	80%	90%
Was the person from the NDIS respectful?	95%	99%
Do you understand what will happen next with your plan?	72%	79%
% of participants rating their overall experience as Very Good or Good.	74%	70%
<b>Pre-planning</b>	<b>n = 1,524</b>	<b>n = 402</b>
Did the person from the NDIS understand how your disability affects your life?	87%	89%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	82%	84%
Are you clear on what happens next with your plan?	78%	81%
Do you know where to go for more help with your plan?	83%	85%
% of participants rating their overall experience as Very Good or Good.	79%	83%
<b>Planning</b>	<b>n = 2,148</b>	<b>n = 485</b>
Did the person from the NDIS understand how your disability affects your life?	89%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	83%	86%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	84%	85%
% of participants rating their overall experience as Very Good or Good.	81%	79%
<b>Plan review</b>	<b>n = 1,134</b>	<b>n = 89</b>
Did the person from the NDIS understand how your disability affects your life?	84%	89%
Did you feel prepared for your plan review?	82%	85%
Is your NDIS plan helping you to make progress towards your goals?	84%	87%
% of participants rating their overall experience as Very Good or Good.	76%	79%

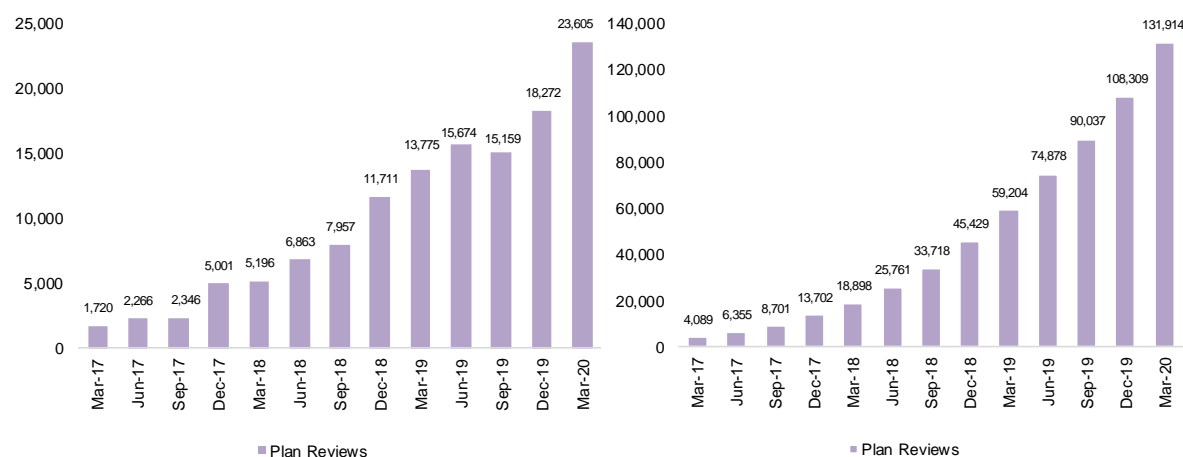
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria**



**Table G.42 Plan reviews conducted per quarter – excluding plans less than 30 days – Victoria <sup>173</sup>**

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>108,309</b>	<b>23,605</b>	<b>131,914</b>
Early intervention plans	15,557	3,277	18,834
Permanent disability plans	92,752	20,328	113,080

**Figure G.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Victoria**



<sup>173</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table G.43 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table G.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table G.45.

Table G.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table G.44. (There are 2 complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile. These are excluded from the results.) The list of complaint types is different to that which appears in Table G.44 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

**Table G.43 Complaints by quarter – Victoria** <sup>174 175</sup>

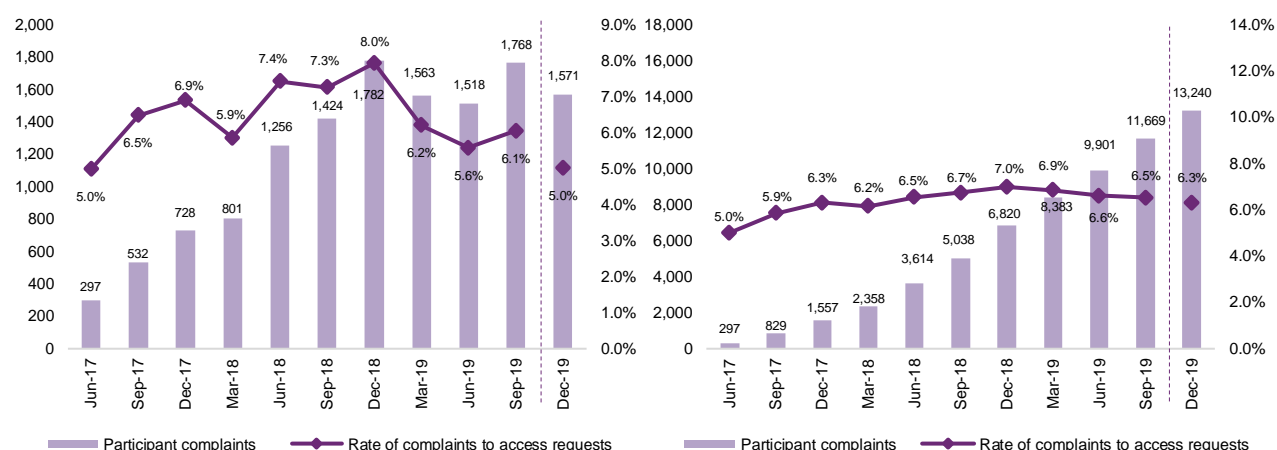
Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	10	10	10
Complaint about LAC Partner	0	31	31	31
Complaints about service providers	538	98	636	562
Complaints about the Agency	11,004	1,417	12,421	7,669
Critical/ Reportable Incident	0	14	14	14
Unclassified	636	1	637	588
<b>Total</b>	<b>12,178</b>	<b>1,571</b>	<b>13,749</b>	<b>8,308</b>
% of all access requests	6.7%	5.0%	6.5%	

<sup>174</sup> Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

<sup>175</sup> % of all access requests 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.

**Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria**

176



**Table G.44 Complaints by type ('My Feedback' tile) – Victoria**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	107	(20%)	8	(14%)	115	(19%)
Service Delivery	94	(17%)	9	(16%)	103	(17%)
Staff conduct	91	(17%)	9	(16%)	100	(17%)
Provider process	67	(12%)	9	(16%)	76	(13%)
Provider costs.	43	(8%)	5	(9%)	48	(8%)
Other	136	(25%)	16	(29%)	152	(26%)
<b>Total</b>	<b>538</b>		<b>56</b>		<b>594</b>	
<i>Complaints about the Agency</i>						
Timeliness	4,300	(39%)	162	(26%)	4,462	(38%)
Individual needs	1,113	(10%)	11	(2%)	1,124	(10%)
Reasonable and necessary supports	1,418	(13%)	128	(21%)	1,546	(13%)
Information unclear	447	(4%)	18	(3%)	465	(4%)
The way the NDIA carried out its decision making	575	(5%)	85	(14%)	660	(6%)
Other	3,149	(29%)	209	(34%)	3,358	(29%)
<b>Total</b>	<b>11,002</b>		<b>613</b>		<b>11,615</b>	
<i>Unclassified</i>	<b>636</b>		<b>0</b>		<b>636</b>	

<sup>176</sup> Complaint rates are not available at state/ territory level prior to June 2017.

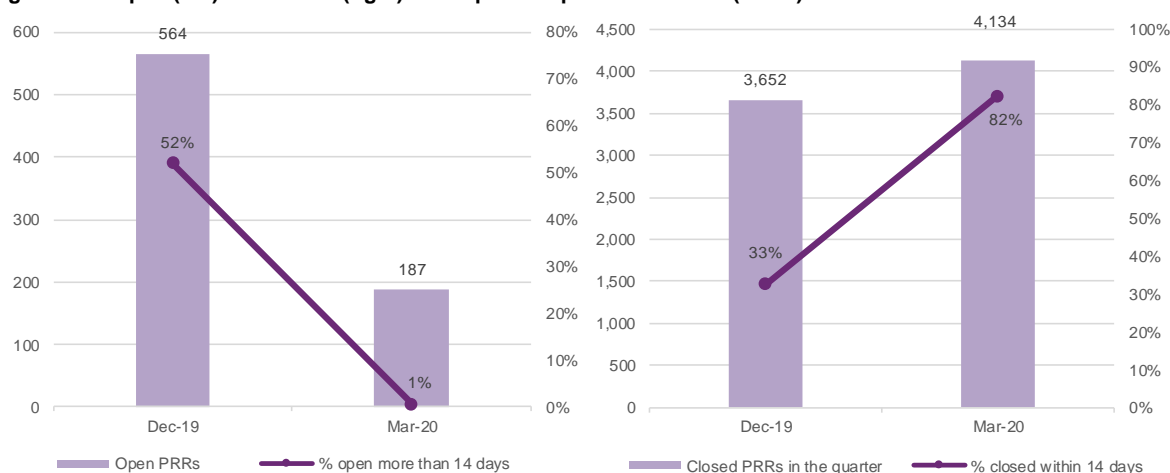
Table G.45 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Victoria

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	0	(0%)
ECEI Process	1	(10%)
ECEI Staff	3	(30%)
ECEI Timeliness	6	(60%)
Other	0	(0%)
<b>Total</b>	<b>10</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	0	(0%)
LAC Plan	4	(13%)
LAC Process	4	(13%)
LAC Resources	0	(0%)
LAC Staff	19	(61%)
LAC Timeliness	4	(13%)
Other	0	(0%)
<b>Total</b>	<b>31</b>	
Complaints about service providers		
Provider Finance	3	(7%)
Provider Fraud and Compliance	7	(17%)
Provider Service	23	(55%)
Provider Staff	9	(21%)
Other	0	(0%)
<b>Total</b>	<b>42</b>	
Complaints about the Agency		
NDIA Access	43	(5%)
NDIA Engagement	0	(0%)
NDIA Finance	71	(9%)
NDIA Fraud and Compliance	2	(0%)
NDIA Plan	186	(23%)
NDIA Process	73	(9%)
NDIA Resources	7	(1%)
NDIA Staff	64	(8%)
NDIA Timeliness	358	(45%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>804</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	3	(21%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	3	(21%)
Participant threat	7	(50%)
Provider reporting	1	(7%)
Other	0	(0%)
<b>Total</b>	<b>14</b>	
Unclassified	<b>1</b>	

**Table G.46 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria** <sup>177</sup>

	As at 31 March 2020
Open PRRs	187
Number of PRRs open less than 14 days	186
Number of PRRs open more than 14 days	1
New PRRs in the quarter	3,757
Number of PRRs closed in the quarter	4,134
Proportion closed within 14 days	82%
Average days PRRs took to close in the quarter	13

**Figure G.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Victoria** <sup>178</sup>



**Table G.47 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria** <sup>179 180</sup>

	Access	Planning
Open RoRDs	104	1,478
Number of RoRDs open less than 90 days	102	1,136
Number of RoRDs open more than 90 days	2	342
New RoRDs in the quarter	473	1,744
Number of RoRDs closed in the quarter	655	2,566
Proportion closed within 90 days	96%	38%
Average days RoRDs took to close in the quarter	38	113

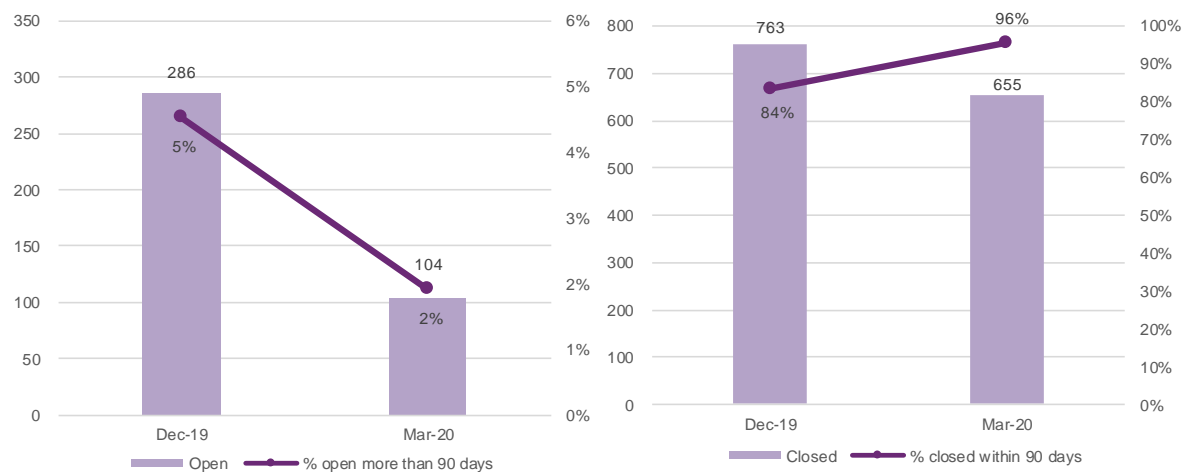
<sup>177</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>178</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

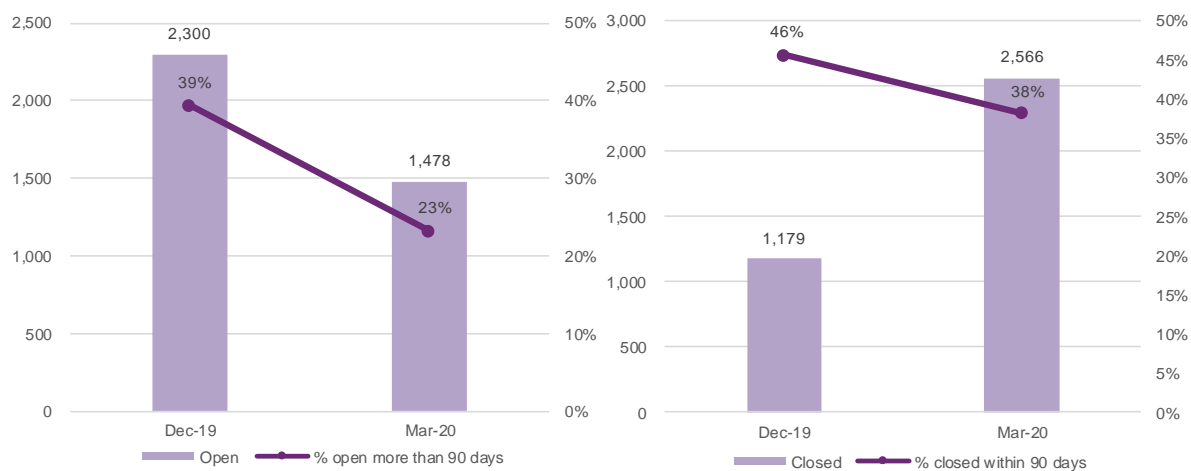
<sup>179</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>180</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

**Figure G.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Victoria** <sup>181</sup>



**Figure G.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Victoria** <sup>182</sup>



**Table G.48 AAT Cases by category – Victoria** <sup>183</sup>

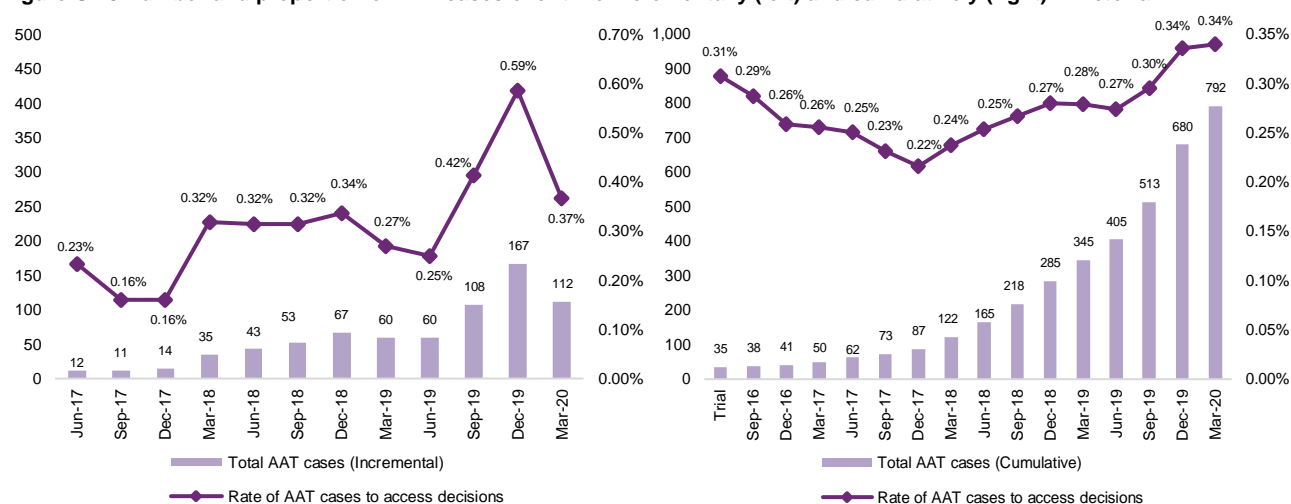
Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	244	36%	46	41%	290	37%
Plan	310	46%	58	52%	368	46%
Plan Review	54	8%	<11		61	8%
Other	72	11%	<11		73	9%
<b>Total</b>	<b>680</b>	<b>100%</b>	<b>112</b>	<b>100%</b>	<b>792</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.34%</b>		<b>0.37%</b>		<b>0.34%</b>	

<sup>181</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>182</sup> Ibid.

<sup>183</sup> % of all access decisions 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 G.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria<sup>184</sup>**



**Table G.49 AAT cases by open/closed and decision – Victoria**

	N
<b>AAT Cases</b>	<b>792</b>
<b>Open AAT Cases</b>	<b>275</b>
<b>Closed AAT Cases</b>	<b>517</b>
<i>Resolved before hearing</i>	<i>497</i>
<i>Gone to hearing and received a substantive decision</i>	<i>20*</i>

\*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.50 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria**

<sup>185</sup> 186

	Prior Quarters	2019-20 Q3	Total
Self-managed fully	21%	22%	<b>22%</b>
Self-managed partly	12%	12%	<b>12%</b>
Plan managed	41%	50%	<b>44%</b>
Agency managed	25%	16%	<b>22%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

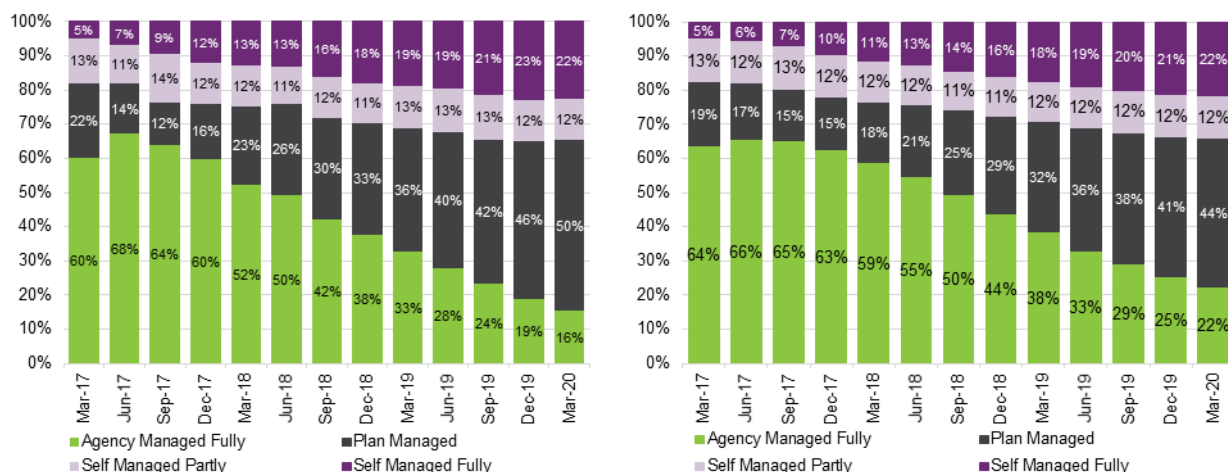
<sup>184</sup> There are insufficient numbers to show the incremental count of AAT cases in VIC prior to the June 2017 quarter.

<sup>185</sup> 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.

<sup>186</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.



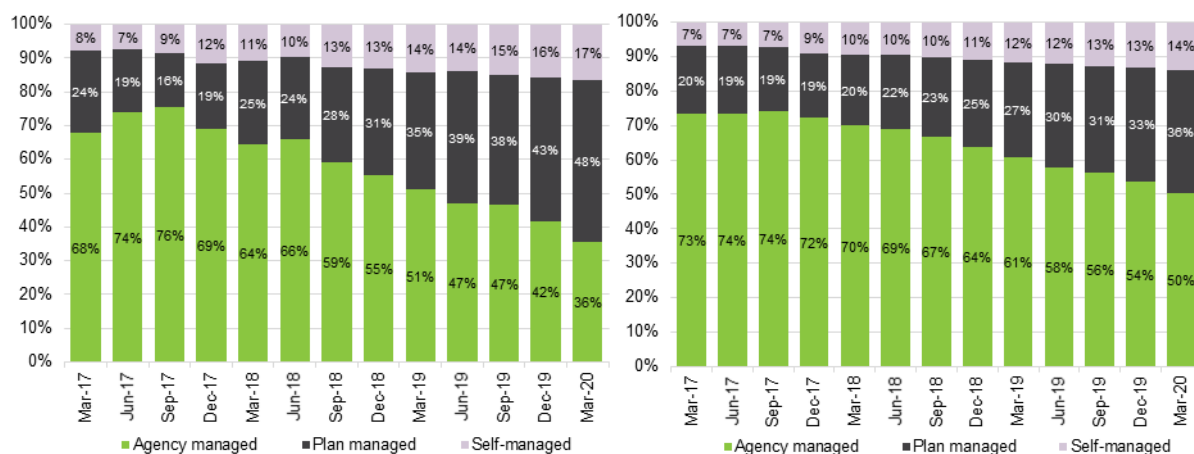
**Figure G.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>187 188</sup>



**Table G.51 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

	Prior Quarters	2019-20 Q3	Total
Self-managed	13%	17%	14%
Plan managed	33%	48%	36%
Agency managed	54%	36%	50%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.52 Distribution of active participants by support coordination and quarter of plan approval – Victoria** <sup>189</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	43%	46%	44%

<sup>187</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>188</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>189</sup> Ibid.

**Table G.53 Duration to plan activation by quarter of initial plan approval for active participants – Victoria** <sup>190</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	48,698	70%	5,024	64%
30 to 59 days	8,056	11%	988	13%
60 to 89 days	3,843	5%	441	6%
<b>Activated within 90 days</b>	<b>60,597</b>	<b>86%</b>	<b>6,453</b>	<b>83%</b>
90 to 119 days	2,138	3%	213	3%
120 days and over	5,201	7%	359	5%
<b>Activated after 90 days</b>	<b>7,339</b>	<b>10%</b>	<b>572</b>	<b>7%</b>
No payments	2,131	3%	791	10%
<b>Total plans approved</b>	<b>70,067</b>	<b>100%</b>	<b>7,816</b>	<b>100%</b>

**Table G.54 Proportion of participants who have activated within 12 months – Victoria**

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,416	1,509	94%
Not Aboriginal and Torres Strait Islander	46,154	47,865	96%
Not Stated	14,093	14,553	97%
<b>Total</b>	<b>61,663</b>	<b>63,927</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	5,860	6,037	97%
Not CALD	55,546	57,630	96%
Not Stated	257	260	99%
<b>Total</b>	<b>61,663</b>	<b>63,927</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	42,975	44,473	97%
Regional	18,632	19,393	96%
Remote	24	28	86%
Missing	32	33	97%
<b>Total</b>	<b>61,663</b>	<b>63,927</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	17,151	17,665	97%
Intellectual Disability (including Down Syndrome)	17,102	17,554	97%
Psychosocial Disability	7,433	7,849	95%
Developmental Delay (including Global Developmental Delay)	3,540	3,790	93%
Other	16,437	17,069	96%
<b>Total</b>	<b>61,663</b>	<b>63,927</b>	<b>96%</b>

<sup>190</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table G.55 Distribution of plans by utilisation – Victoria** <sup>191 192</sup>

Plan utilisation	Total
0 to 50%	40%
50% to 75%	24%
> 75%	36%
<b>Total</b>	<b>100%</b>

**Table G.56 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>193</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	10%	10%	10%
Other	10%	10%	10%
Non-categorised	34%	33%	34%
Any mainstream service	93%	92%	92%

## Part Three: Providers and the growing market

**Table G.57 Key markets indicators by quarter – Victoria** <sup>194 195</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.30	1.26
b) Number of providers delivering new types of supports	549	535
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participation in community, social and civic activities (%)</i>	88%	89%
<i>Early Intervention supports for early childhood (%)</i>	90%	89%
<i>Daily Personal Activities (%)</i>	92%	93%

<sup>191</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>192</sup> 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.

<sup>193</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>194</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>195</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table G.58 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>196</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	111	13	124	12%
Assistance Animals	46	7	53	15%
Assistance with daily life tasks in a group or shared living arrangement	290	28	318	10%
Assistance with travel/transport arrangements	526	44	570	8%
Daily Personal Activities	729	51	780	7%
Group and Centre Based Activities	515	27	542	5%
High Intensity Daily Personal Activities	535	26	561	5%
Household tasks	1,111	64	1,175	6%
Interpreting and translation	97	10	107	10%
Participation in community, social and civic activities	807	42	849	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	76	13	89	17%
Assistive products for household tasks	81	13	94	16%
Assistance products for personal care and safety	730	54	784	7%
Communication and information equipment	137	33	170	24%
Customised Prosthetics	267	33	300	12%
Hearing Equipment	97	14	111	14%
Hearing Services	18	1	19	6%
Personal Mobility Equipment	338	37	375	11%
Specialised Hearing Services	24	0	24	0%
Vision Equipment	87	9	96	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	717	56	773	8%
Behaviour Support	289	18	307	6%
Community nursing care for high needs	249	21	270	8%
Development of daily living and life skills	520	23	543	4%
Early Intervention supports for early childhood	631	34	665	5%
Exercise Physiology and Physical Wellbeing activities	287	23	310	8%
Innovative Community Participation	159	31	190	19%
Specialised Driving Training	96	14	110	15%
Therapeutic Supports	2,424	104	2,528	4%
<b>Capital services</b>				
Home modification design and construction	177	25	202	14%
Specialist Disability Accommodation	61	6	67	10%
Vehicle Modifications	65	12	77	18%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	363	22	385	6%
Support Coordination	189	12	201	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	145	11	156	8%
Specialised Supported Employment	153	9	162	6%
<b>Total approved active providers</b>	<b>4,621</b>	<b>205</b>	<b>4,826</b>	<b>4%</b>

<sup>196</sup> 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 G.59 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Victoria**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	20	104	124	16%	84%	100%
Assistance Animals	7	46	53	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	27	291	318	8%	92%	100%
Assistance with travel/transport arrangements	92	478	570	16%	84%	100%
Daily Personal Activities	71	709	780	9%	91%	100%
Group and Centre Based Activities	44	498	542	8%	92%	100%
High Intensity Daily Personal Activities	50	511	561	9%	91%	100%
Household tasks	385	790	1,175	33%	67%	100%
Interpreting and translation	13	94	107	12%	88%	100%
Participation in community, social and civic activities	82	767	849	10%	90%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	6	83	89	7%	93%	100%
Assistive products for household tasks	13	81	94	14%	86%	100%
Assistance products for personal care and safety	95	689	784	12%	88%	100%
Communication and information equipment	34	136	170	20%	80%	100%
Customised Prosthetics	40	260	300	13%	87%	100%
Hearing Equipment	16	95	111	14%	86%	100%
Hearing Services	1	18	19	5%	95%	100%
Personal Mobility Equipment	48	327	375	13%	87%	100%
Specialised Hearing Services	2	22	24	8%	92%	100%
Vision Equipment	13	83	96	14%	86%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	112	661	773	14%	86%	100%
Behaviour Support	69	238	307	22%	78%	100%
Community nursing care for high needs	34	236	270	13%	87%	100%
Development of daily living and life skills	55	488	543	10%	90%	100%
Early Intervention supports for early childhood	239	426	665	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	69	241	310	22%	78%	100%
Innovative Community Participation	48	142	190	25%	75%	100%
Specialised Driving Training	30	80	110	27%	73%	100%
Therapeutic Supports	1,153	1,375	2,528	46%	54%	100%
<b>Capital services</b>						
Home modification design and construction	40	162	202	20%	80%	100%
Specialist Disability Accommodation	2	65	67	3%	97%	100%
Vehicle Modifications	5	72	77	6%	94%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	57	328	385	15%	85%	100%
Support Coordination	25	176	201	12%	88%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	149	156	4%	96%	100%
Specialised Supported Employment	13	149	162	8%	92%	100%
<b>Total</b>	<b>1,803</b>	<b>3,023</b>	<b>4,826</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>

**Table G.60 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Victoria**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	37	13	50	26%
Assistance Animals	31	7	38	18%
Assistance with daily life tasks in a group or shared living arrangement	191	28	219	13%
Assistance with travel/transport arrangements	269	44	313	14%
Daily Personal Activities	476	51	527	10%
Group and Centre Based Activities	333	27	360	8%
High Intensity Daily Personal Activities	331	26	357	7%
Household tasks	710	64	774	8%
Interpreting and translation	39	10	49	20%
Participation in community, social and civic activities	533	42	575	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	27	13	40	33%
Assistive products for household tasks	22	13	35	37%
Assistance products for personal care and safety	400	54	454	12%
Communication and information equipment	77	33	110	30%
Customised Prosthetics	139	33	172	19%
Hearing Equipment	38	14	52	27%
Hearing Services	2	1	3	33%
Personal Mobility Equipment	178	37	215	17%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	50	9	59	15%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	465	56	521	11%
Behaviour Support	169	18	187	10%
Community nursing care for high needs	125	21	146	14%
Development of daily living and life skills	298	23	321	7%
Early Intervention supports for early childhood	284	34	318	11%
Exercise Physiology and Physical Wellbeing activities	169	23	192	12%
Innovative Community Participation	76	31	107	29%
Specialised Driving Training	46	14	60	23%
Therapeutic Supports	1,313	104	1,417	7%
<b>Capital services</b>				
Home modification design and construction	77	25	102	25%
Specialist Disability Accommodation	40	6	46	13%
Vehicle Modifications	29	12	41	29%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	255	22	277	8%
Support Coordination	89	12	101	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	73	11	84	13%
Specialised Supported Employment	107	9	116	8%
<b>Total</b>	<b>2,729</b>	<b>205</b>	<b>2,934</b>	<b>7%</b>

**Table G.61 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Victoria**

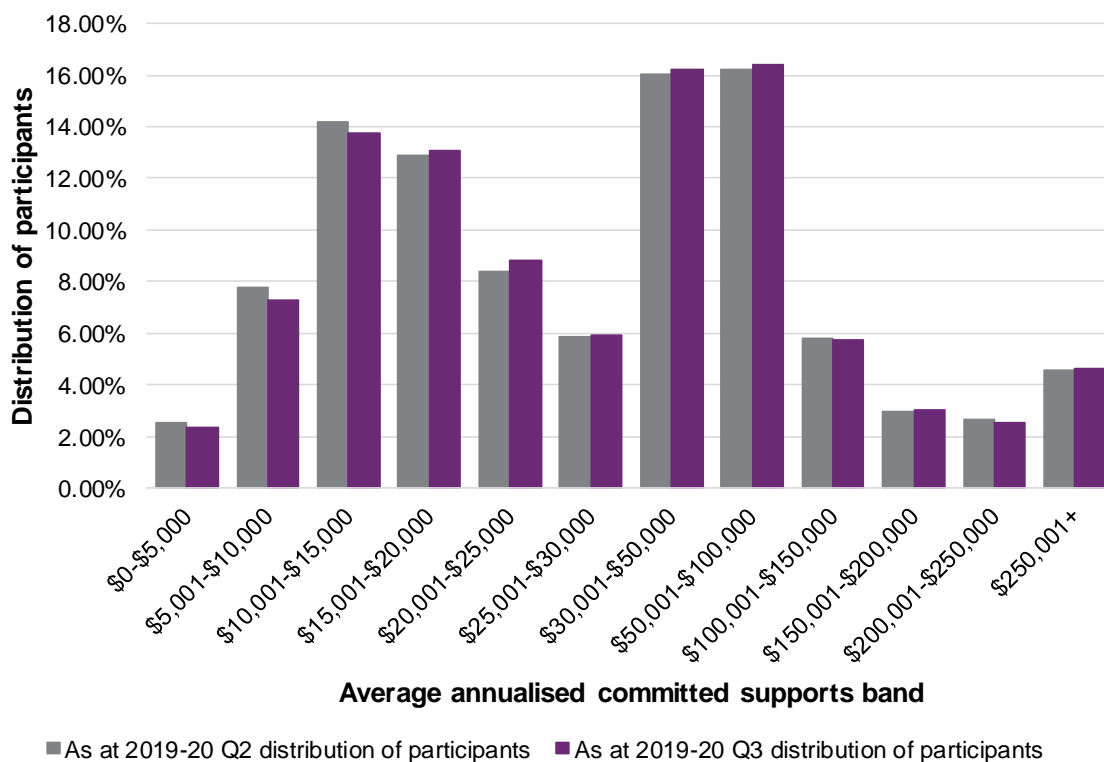
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	7	43	50	14%	86%	100%
Assistance Animals	5	33	38	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	20	199	219	9%	91%	100%
Assistance with travel/transport arrangements	50	263	313	16%	84%	100%
Daily Personal Activities	54	473	527	10%	90%	100%
Group and Centre Based Activities	38	322	360	11%	89%	100%
High Intensity Daily Personal Activities	39	318	357	11%	89%	100%
Household tasks	249	525	774	32%	68%	100%
Interpreting and translation	6	43	49	12%	88%	100%
Participation in community, social and civic activities	64	511	575	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	39	40	3%	98%	100%
Assistive products for household tasks	8	27	35	23%	77%	100%
Assistance products for personal care and safety	53	401	454	12%	88%	100%
Communication and information equipment	18	92	110	16%	84%	100%
Customised Prosthetics	24	148	172	14%	86%	100%
Hearing Equipment	9	43	52	17%	83%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	22	193	215	10%	90%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	6	53	59	10%	90%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	87	434	521	17%	83%	100%
Behaviour Support	33	154	187	18%	82%	100%
Community nursing care for high needs	21	125	146	14%	86%	100%
Development of daily living and life skills	33	288	321	10%	90%	100%
Early Intervention supports for early childhood	108	210	318	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	39	153	192	20%	80%	100%
Innovative Community Participation	31	76	107	29%	71%	100%
Specialised Driving Training	14	46	60	23%	77%	100%
Therapeutic Supports	627	790	1,417	44%	56%	100%
<b>Capital services</b>						
Home modification design and construction	17	85	102	17%	83%	100%
Specialist Disability Accommodation	2	44	46	4%	96%	100%
Vehicle Modifications	2	39	41	5%	95%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	50	227	277	18%	82%	100%
Support Coordination	14	87	101	14%	86%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	79	84	6%	94%	100%
Specialised Supported Employment	11	105	116	9%	91%	100%
<b>Total</b>	<b>1,026</b>	<b>1,908</b>	<b>2,934</b>	<b>35%</b>	<b>65%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table G.62 Committed supports by financial year (\$m) – Victoria

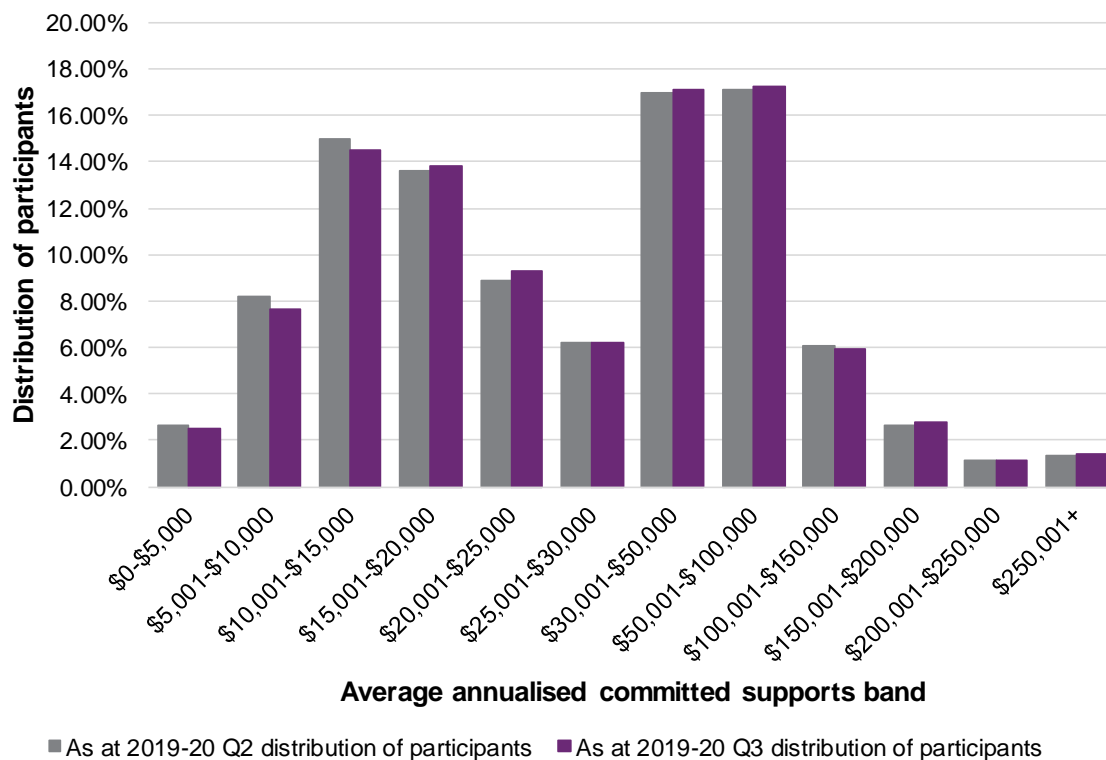
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	53.0	162.8	204.5	497.9	1,432.6	3,473.1	4,306.7

Figure G.18 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Victoria

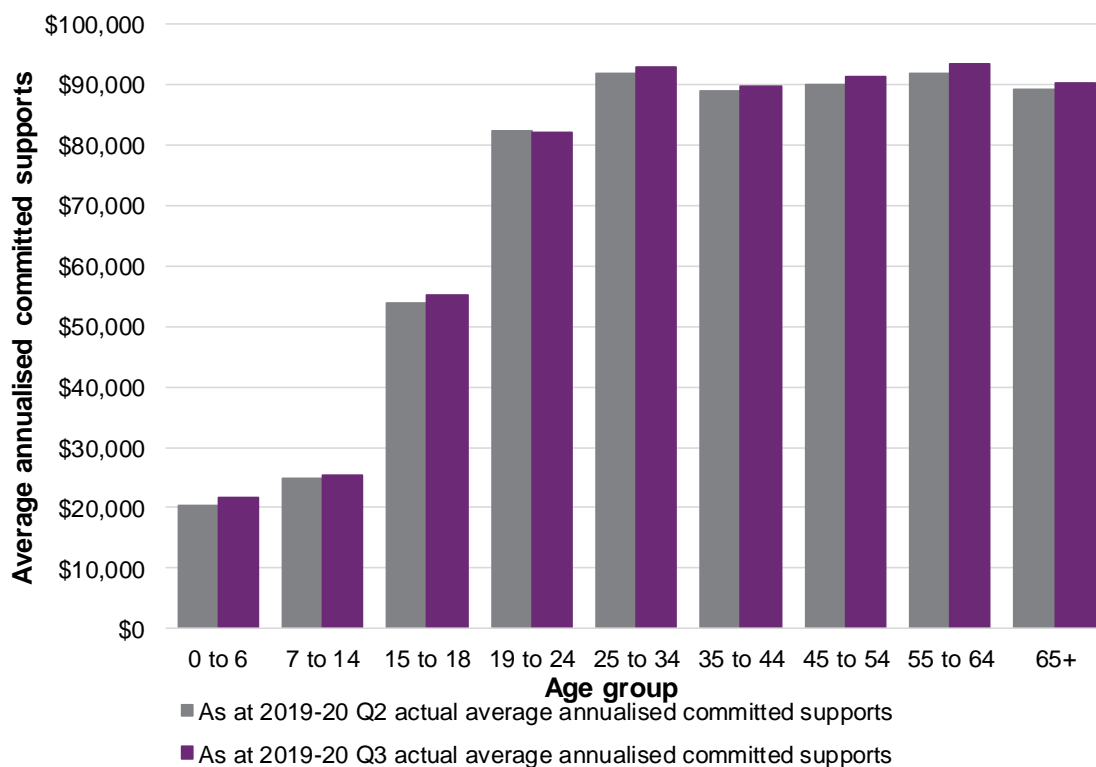




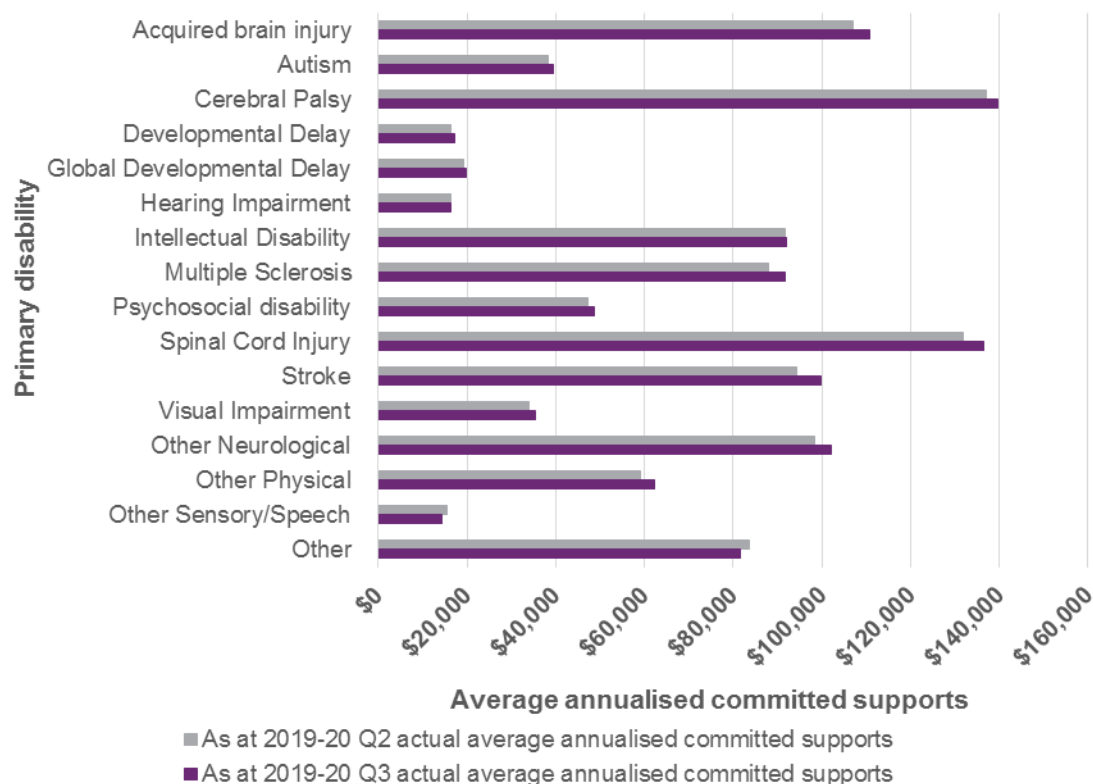
**Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Victoria**



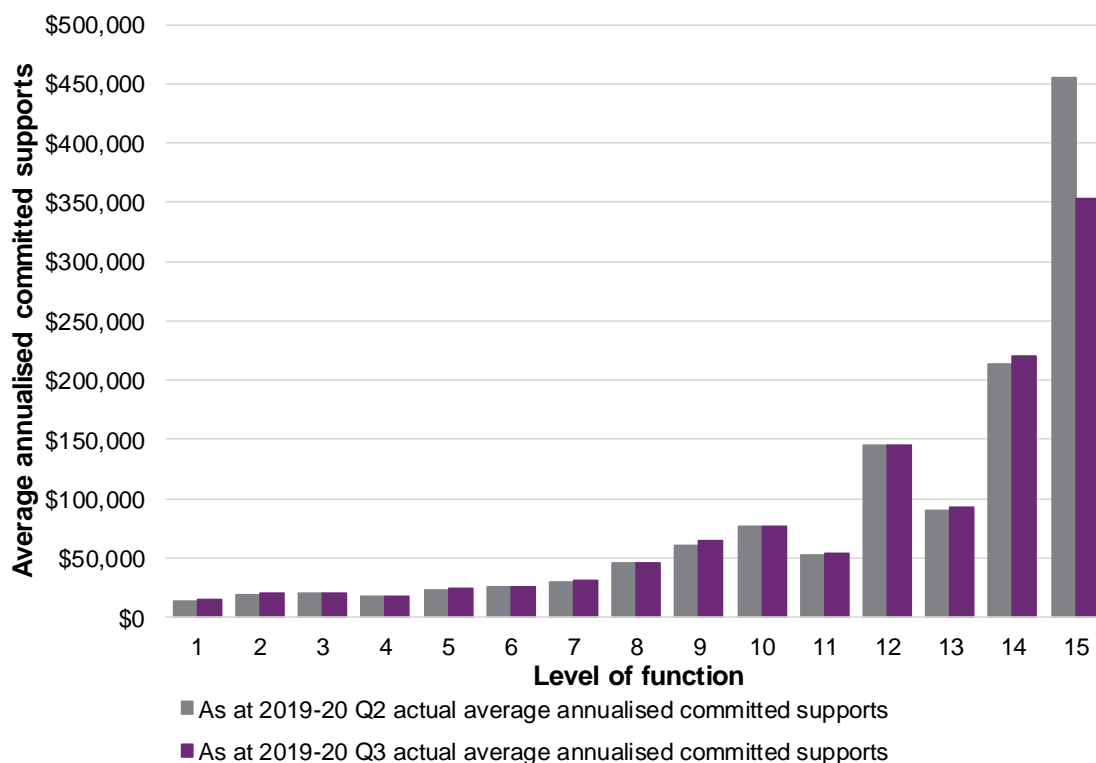
**Figure G.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Victoria**



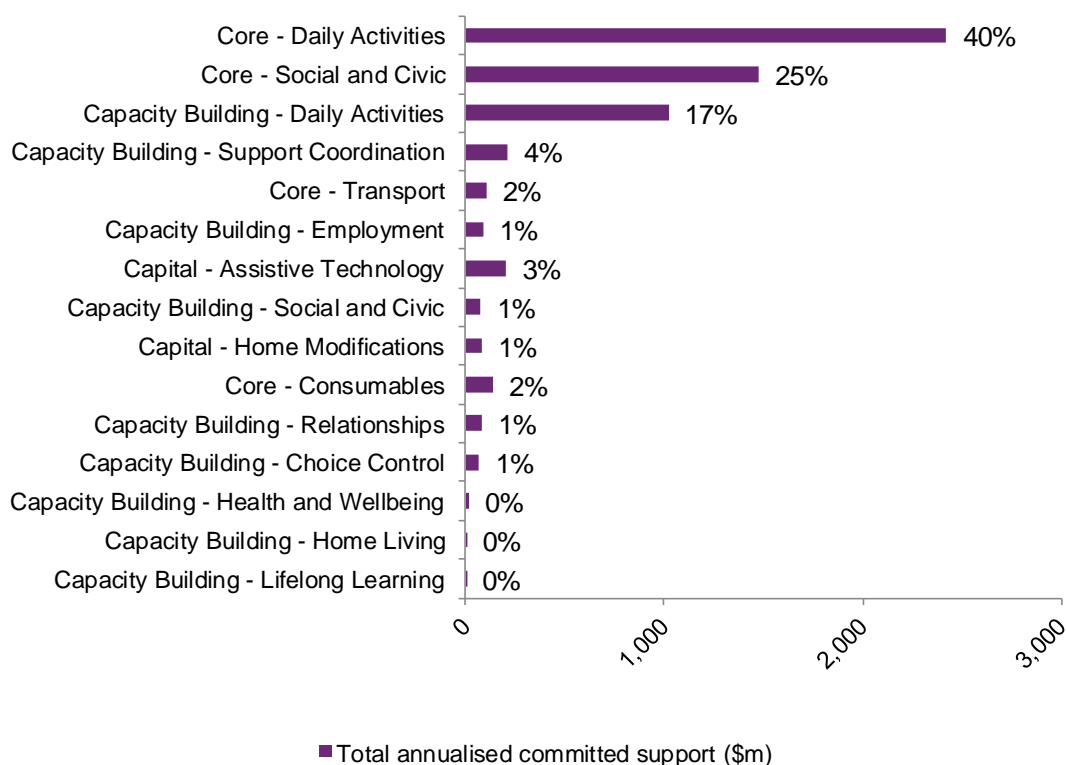
**Figure G.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Victoria**



**Figure G.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Victoria**



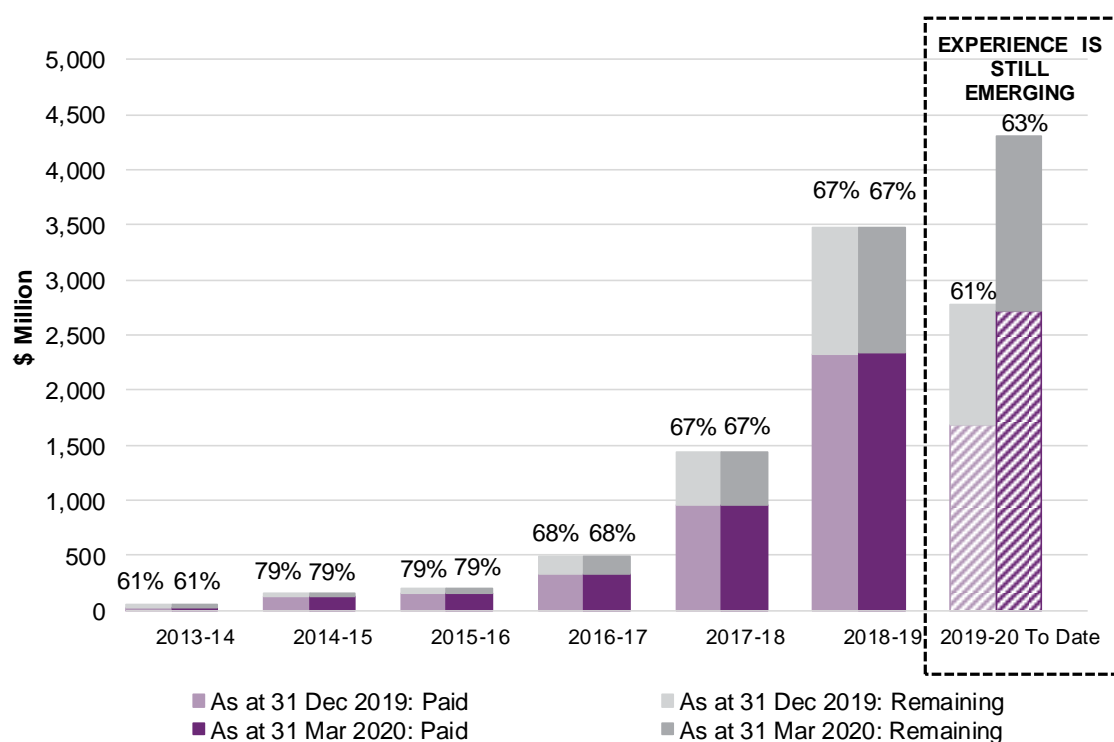
**Figure G.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria**



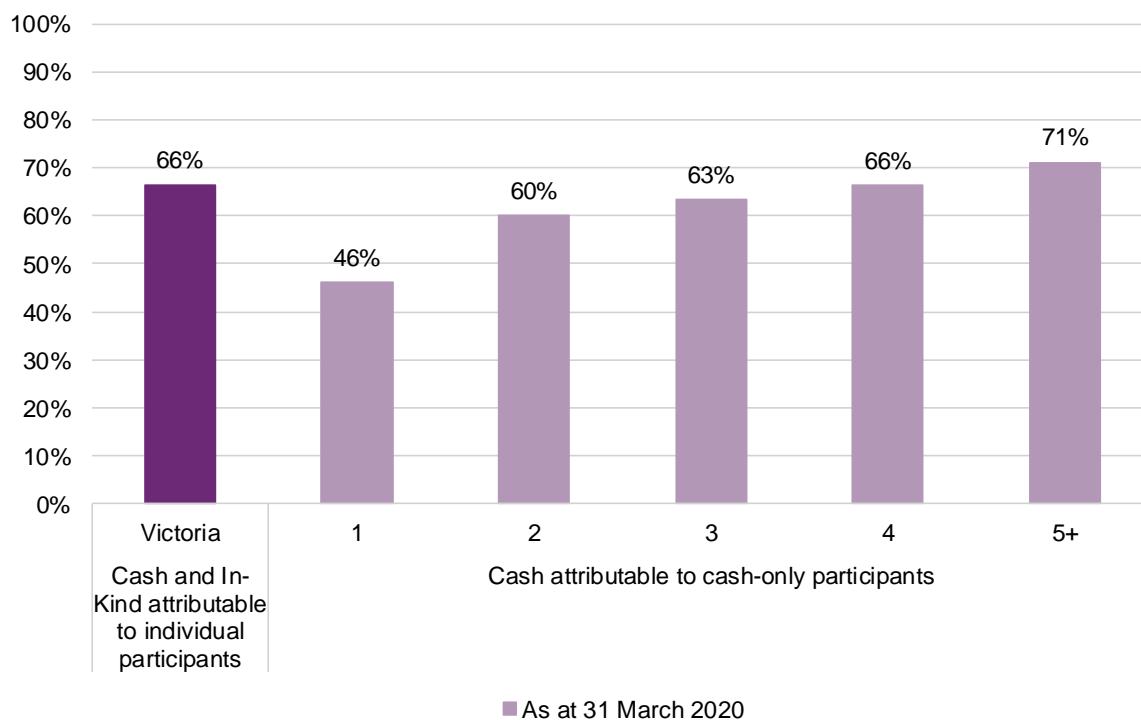
**Table G.63 Payments by financial year, compared to committed supports (\$m) – Victoria**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	53.0	162.8	204.5	497.9	1,432.6	3,473.1	4,306.7
Total Paid	32.6	128.2	161.2	337.5	955.0	2,337.8	2,719.6
% utilised to date	61%	79%	79%	68%	67%	67%	63%

**Figure G.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Victoria**



**Figure G.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Victoria** <sup>197</sup>



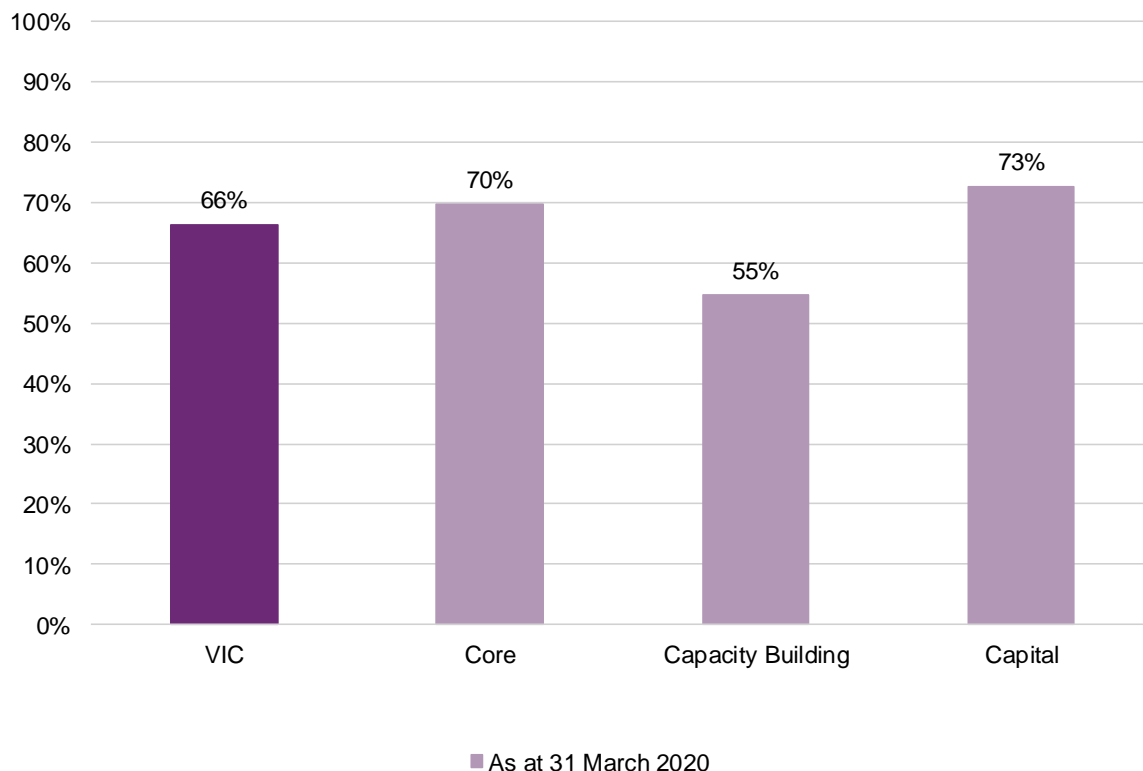
**Figure G.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Victoria** <sup>198</sup>



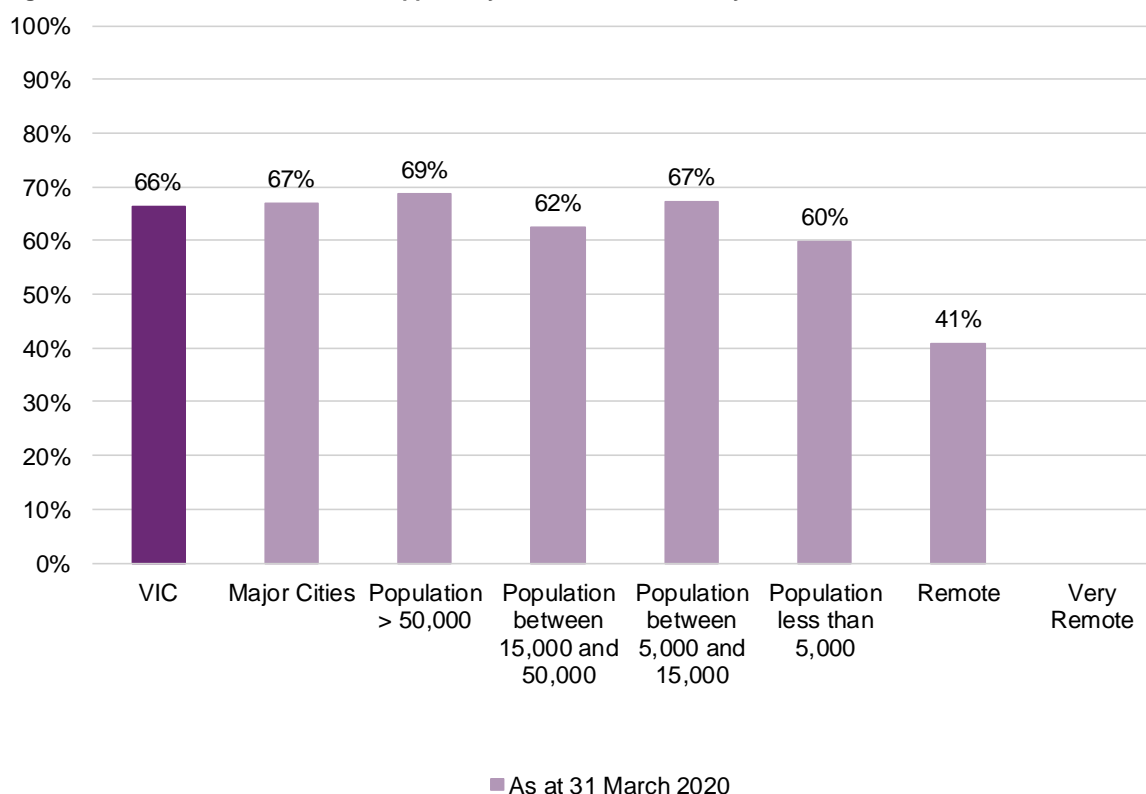
<sup>197</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>198</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure G.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Victoria** <sup>199</sup>



**Figure G.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Victoria** <sup>200 201</sup>



<sup>199</sup> Ibid.

<sup>200</sup> Ibid.

<sup>201</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H:

## Queensland

### Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland <sup>202</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Queensland	61,506	6,181	67,687	1,238	68,925

Table H.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Queensland <sup>203 204</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	82,172	6,703	88,875
Active Eligible	66,142	5,204	71,346
New	26,593	4,163	30,756
State	31,898	423	32,321
Commonwealth	7,651	618	8,269
Active Participant Plans (excl ECEI)	61,506	6,181	67,687
New	23,281	4,861	28,142
State	31,257	567	31,824
Commonwealth	6,968	753	7,721
Active Participant Plans	62,055	7,419	68,925
Early Intervention (s25)	12,186	1,929	14,115
Permanent Disability (s24)	49,320	4,252	53,572
ECEI	549	1,238	1,238

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Queensland

Exits	Total
Total participant exits	1,527
Early Intervention participants	280
Permanent disability participants	1,247

<sup>202</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>203</sup> 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 Q3, 90% of people with a hearing impairment met the access criteria compared to 78% overall.

<sup>204</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Queensland** <sup>205 206</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	31,215	6,813	23,555	549	62,132
End of 2019-20 Q3	31,824	7,721	28,142	1,238	68,925

**Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland** <sup>207 208 209 210</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	12,229	49,354	549	62,132
End of 2019-20 Q3	14,115	53,572	1,238	68,925

**Table H.6 Assessment of access by age group – Queensland** <sup>211</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	14,157	97%	1,836	98%	15,993	97%
7 to 14	14,084	88%	1,164	85%	15,248	88%
15 to 18	4,854	90%	289	79%	5,143	90%
19 to 24	4,946	91%	210	77%	5,156	91%
25 to 34	6,122	88%	333	75%	6,455	87%
35 to 44	6,296	81%	317	63%	6,613	80%
45 to 54	8,223	76%	464	61%	8,687	75%
55 to 64	9,970	69%	590	55%	10,560	68%
65+	475	66%	15	54%	490	65%
Missing	<11		<11		<11	
<b>Total</b>	<b>69,127</b>	<b>84%</b>	<b>5,218</b>	<b>78%</b>	<b>74,345</b>	<b>84%</b>

<sup>205</sup> This table shows the total numbers of active participants at the end of each period.

<sup>206</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>207</sup> This table shows the total numbers of active participants at the end of each period.

<sup>208</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>209</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>210</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>211</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table H.7 Assessment of access by disability – Queensland** <sup>212</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	2,651	93%	138	81%	2,789	92%
Autism	20,614	94%	1,911	93%	22,525	94%
Cerebral Palsy	3,182	96%	72	83%	3,254	96%
Developmental Delay	3,710	97%	788	99%	4,498	97%
Global Developmental Delay	940	98%	179	99%	1,119	98%
Hearing Impairment	3,936	89%	398	90%	4,334	89%
Intellectual Disability	14,448	95%	438	85%	14,886	95%
Multiple Sclerosis	1,112	85%	56	57%	1,168	83%
Psychosocial disability	5,870	68%	555	63%	6,425	68%
Spinal Cord Injury	1,208	94%	38	90%	1,246	94%
Stroke	1,134	83%	81	74%	1,215	82%
Visual Impairment	1,349	87%	73	80%	1,422	87%
Other Neurological	3,609	78%	197	57%	3,806	76%
Other Physical	3,899	46%	274	36%	4,173	45%
Other Sensory/Speech	347	43%	<11		351	40%
Other	134	22%	16	29%	150	22%
Missing	984	99%	<11		984	99%
<b>Total</b>	<b>69,127</b>	<b>84%</b>	<b>5,218</b>	<b>78%</b>	<b>74,345</b>	<b>84%</b>

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

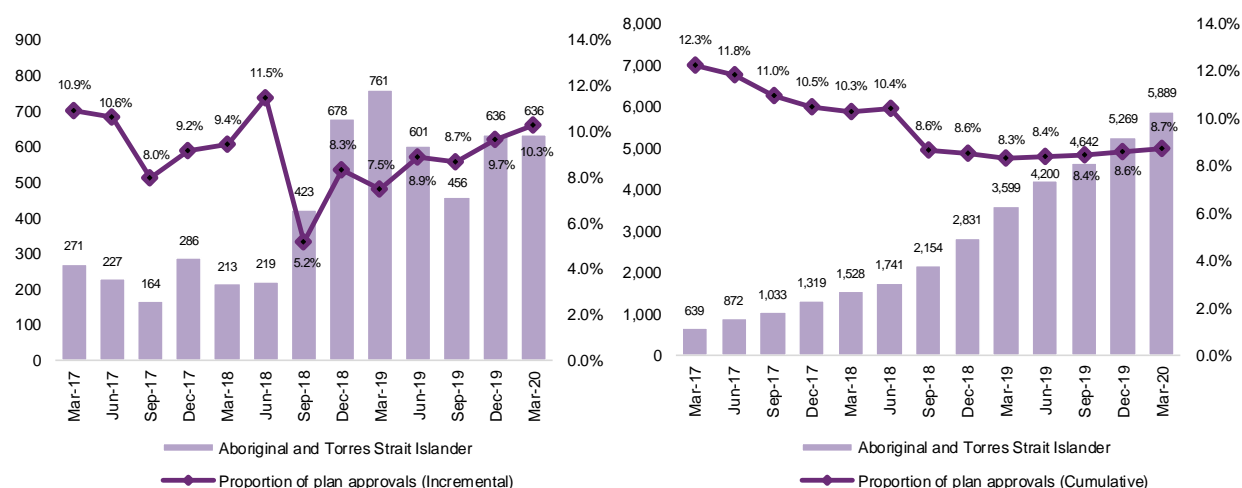
**Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,253	8.5%	636	10.3%	<b>5,889</b>	<b>8.7%</b>
Not Aboriginal and Torres Strait Islander	48,368	78.6%	4,674	75.6%	<b>53,042</b>	<b>78.4%</b>
Not Stated	7,885	12.8%	871	14.1%	<b>8,756</b>	<b>12.9%</b>
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

<sup>212</sup> Ibid.



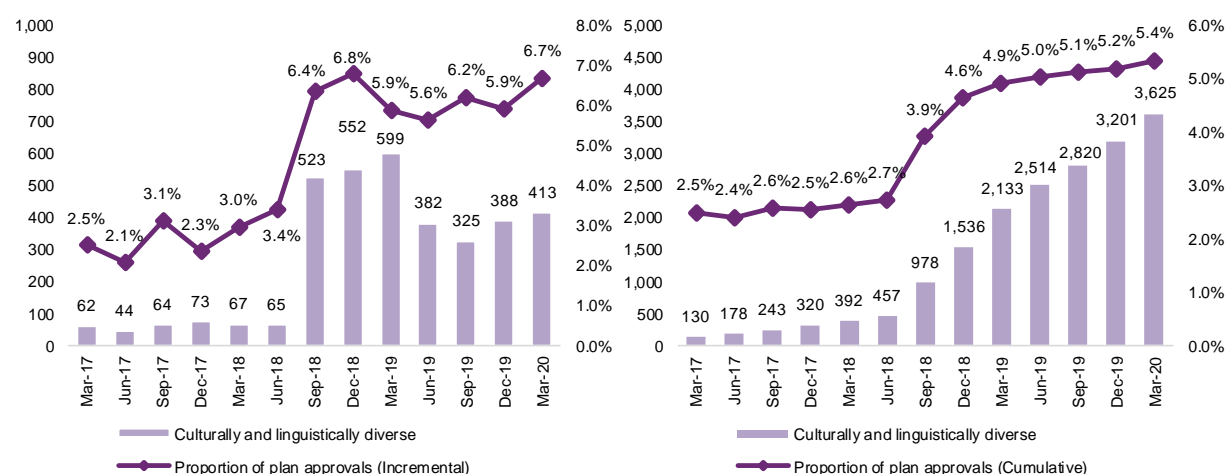
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>213</sup>



**Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,212	5.2%	413	6.7%	3,625	5.4%
Not culturally and linguistically diverse	58,260	94.7%	5,768	93.3%	64,028	94.6%
Not stated	34	0.1%	<11		34	0.1%
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>214</sup>



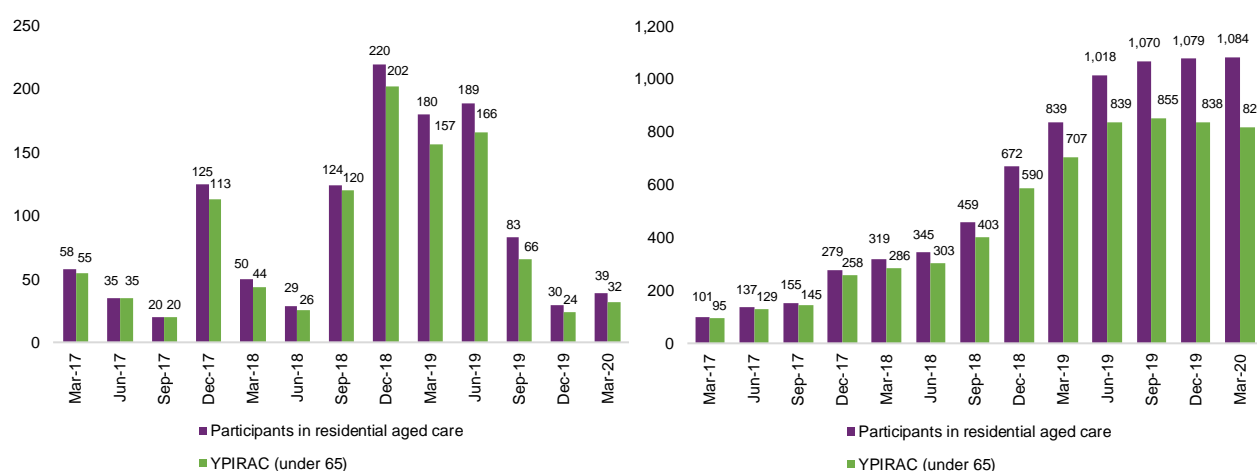
<sup>213</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>214</sup> Ibid.

**Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Queensland**

	Total
Age group	N
Under 45	32
45 to 54	147
55 to 64	641
<b>Total YPIRAC (under 65)</b>	<b>820</b>
65 and above	264
<b>Total participants in residential aged care</b>	<b>1,084</b>
Participants not in residential aged care	66,603
<b>Total</b>	<b>67,687</b>

**Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>215</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland** <sup>216 217</sup>

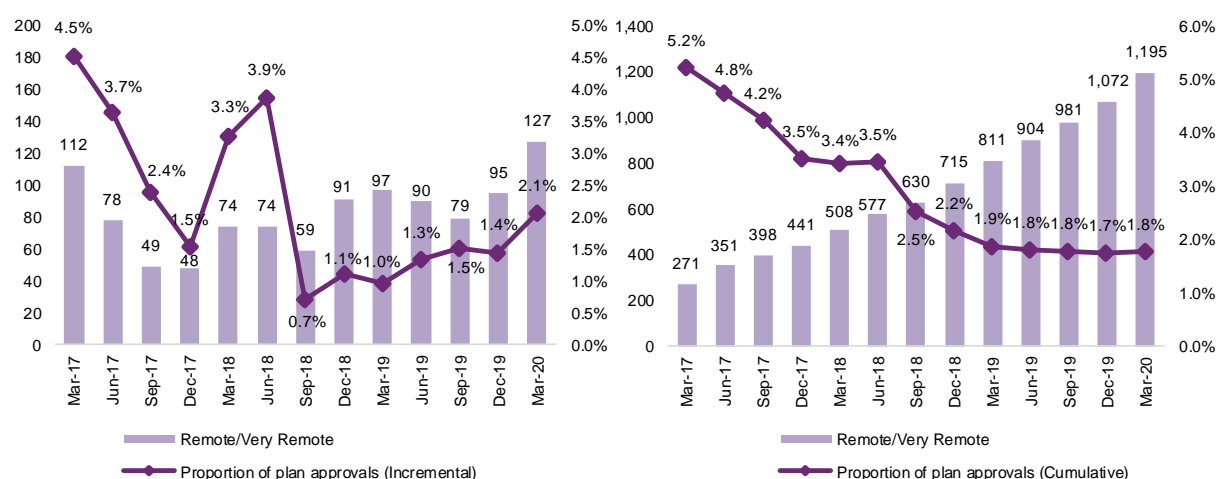
Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	34,763	56.6%	3,898	63.1%	<b>38,661</b>	<b>57.2%</b>
Population > 50,000	16,258	26.5%	1,226	19.8%	<b>17,484</b>	<b>25.9%</b>
Population between 15,000 and 50,000	2,363	3.8%	276	4.5%	<b>2,639</b>	<b>3.9%</b>
Population between 5,000 and 15,000	2,624	4.3%	213	3.4%	<b>2,837</b>	<b>4.2%</b>
Population less than 5,000	4,379	7.1%	437	7.1%	<b>4,816</b>	<b>7.1%</b>
Remote	570	0.9%	53	0.9%	<b>623</b>	<b>0.9%</b>
Very Remote	498	0.8%	74	1.2%	<b>572</b>	<b>0.8%</b>
Missing	51		<11		<b>55</b>	
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

<sup>215</sup> Ibid.

<sup>216</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>217</sup> 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) – Queensland** <sup>218</sup>



**Table H.12 Participant profile per quarter by disability group – Queensland** <sup>219 220 221</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	18,927	31%	2,113	34%	21,040	31%
Intellectual Disability	13,668	22%	522	8%	14,190	21%
Psychosocial disability	5,069	8%	710	11%	5,779	9%
Developmental Delay	3,158	5%	801	13%	3,959	6%
Hearing Impairment	3,310	5%	615	10%	3,925	6%
Other Neurological	3,048	5%	274	4%	3,322	5%
Other Physical	3,340	5%	355	6%	3,695	5%
Cerebral Palsy	3,046	5%	102	2%	3,148	5%
ABI	2,392	4%	174	3%	2,566	4%
Visual Impairment	1,230	2%	82	1%	1,312	2%
Multiple Sclerosis	1,026	2%	67	1%	1,093	2%
Global Developmental Delay	812	1%	162	3%	974	1%
Stroke	985	2%	114	2%	1,099	2%
Spinal Cord Injury	1,126	2%	57	1%	1,183	2%
Other Sensory/Speech	278	0%	<11		287	0%
Other	91	0%	24	0%	115	0%
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

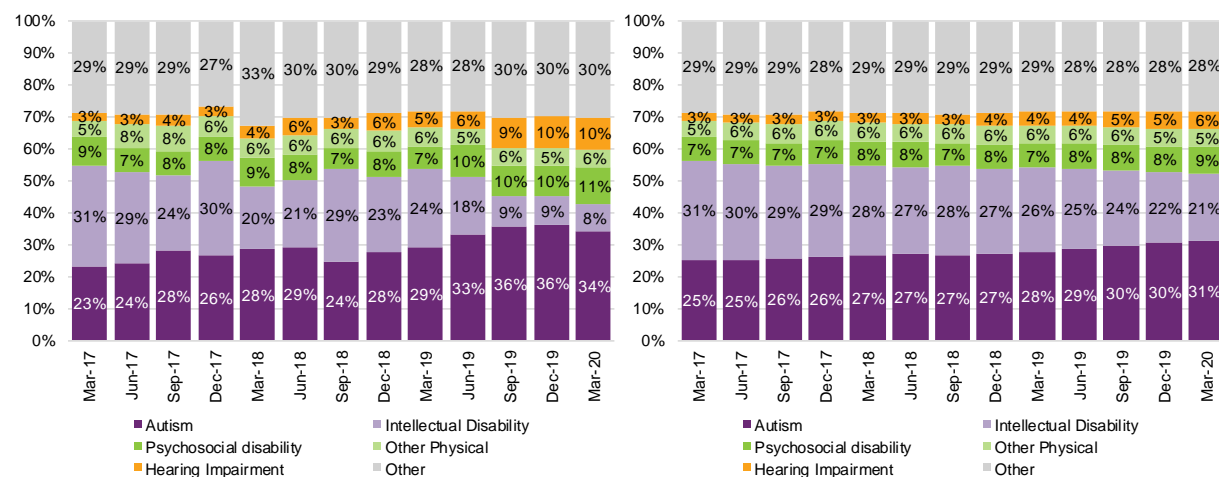
<sup>218</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>219</sup> Table order based on national proportions (highest to lowest).

<sup>220</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>221</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in QLD (2,240).

**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland** <sup>222</sup>



**Table H.13 Participant profile per quarter by level of functions – Queensland** <sup>223</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	4,317	7%	902	15%	5,219	8%
2 (High Function)	52	0%	<11		56	0%
3 (High Function)	3,297	5%	353	6%	3,650	5%
4 (High Function)	3,777	6%	586	9%	4,363	6%
5 (High Function)	3,510	6%	408	7%	3,918	6%
6 (Moderate Function)	12,674	21%	1,701	28%	14,375	21%
7 (Moderate Function)	3,132	5%	239	4%	3,371	5%
8 (Moderate Function)	5,404	9%	462	7%	5,866	9%
9 (Moderate Function)	334	1%	34	1%	368	1%
10 (Moderate Function)	8,234	13%	645	10%	8,879	13%
11 (Low Function)	2,330	4%	92	1%	2,422	4%
12 (Low Function)	8,823	14%	502	8%	9,325	14%
13 (Low Function)	3,812	6%	238	4%	4,050	6%
14 (Low Function)	1,774	3%	14	0%	1,788	3%
15 (Low Function)	25	0%	<11		26	0%
Missing	11		<11		11	
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

<sup>222</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>223</sup> The distributions are calculated excluding participants with a missing level of function.

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland <sup>224</sup>

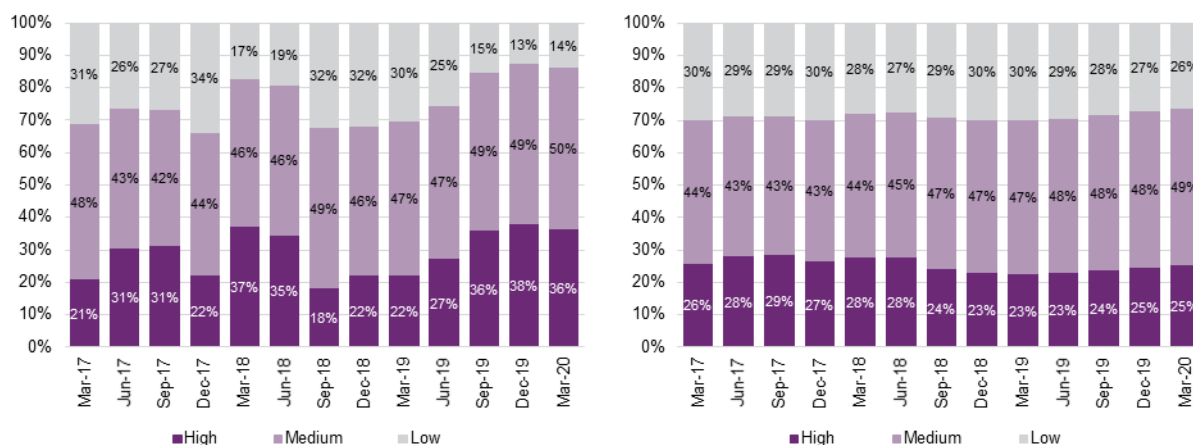
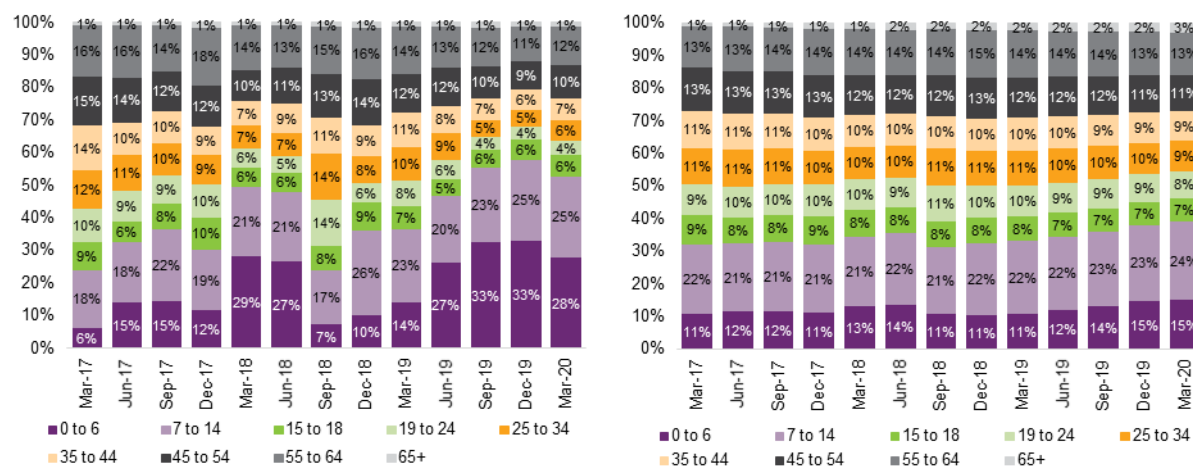


Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	8,644	14%	1,736	28%	10,380	15%
7 to 14	14,745	24%	1,540	25%	16,285	24%
15 to 18	4,419	7%	400	6%	4,819	7%
19 to 24	5,363	9%	275	4%	5,638	8%
25 to 34	5,967	10%	392	6%	6,359	9%
35 to 44	5,607	9%	423	7%	6,030	9%
45 to 54	6,959	11%	616	10%	7,575	11%
55 to 64	8,153	13%	740	12%	8,893	13%
65+	1,649	3%	59	1%	1,708	3%
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland <sup>225</sup>



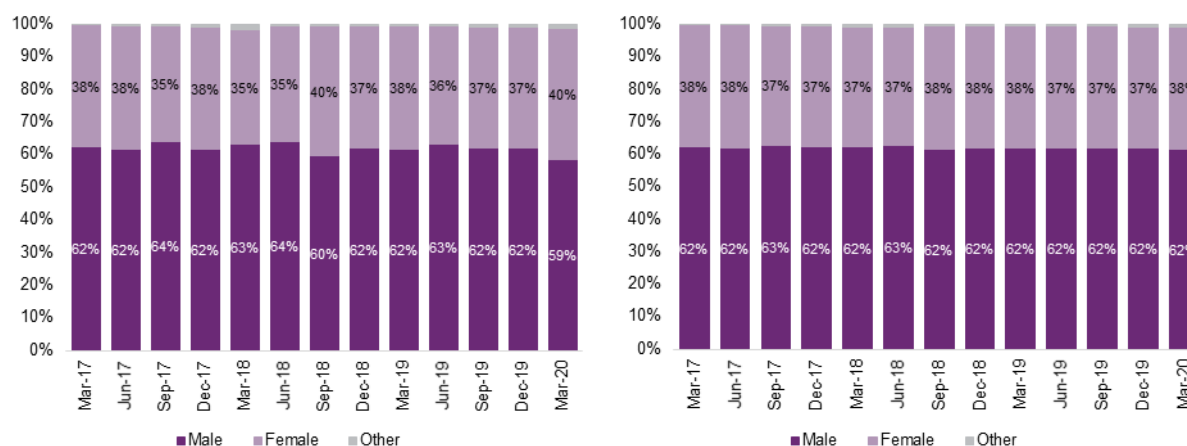
<sup>224</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>225</sup> Ibid.

Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	38,108	62%	3,625	59%	41,733	62%
Female	22,978	37%	2,479	40%	25,457	38%
Other	420	1%	77	1%	497	1%
<b>Total</b>	<b>61,506</b>	<b>100%</b>	<b>6,181</b>	<b>100%</b>	<b>67,687</b>	<b>100%</b>

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>226</sup>



## Part Two: Participant experience and outcomes

Table H.16 Number of baseline questionnaires completed by SFOF version – Queensland <sup>227</sup>

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	768	1,338	3,110	3,962	9,178
Participant school to 14	1,408	2,626	9,069	6,035	19,138
Participant 15 to 24	1,072	1,433	5,071	1,747	9,323
Participant 25 and over	3,353	3,937	15,531	6,017	28,838
<b>Total Participant</b>	<b>6,601</b>	<b>9,334</b>	<b>32,781</b>	<b>17,761</b>	<b>66,477</b>
Family 0 to 14	2,022	3,819	11,259	9,596	26,696
Family 15 to 24	264	949	3,304	1,160	5,677
Family 25 and over	172	1,176	4,388	1,640	7,376
<b>Total Family</b>	<b>2,458</b>	<b>5,944</b>	<b>18,951</b>	<b>12,396</b>	<b>39,749</b>
<b>Total</b>	<b>9,059</b>	<b>15,278</b>	<b>51,732</b>	<b>30,157</b>	<b>106,226</b>

<sup>226</sup> Ibid.

<sup>227</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% 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 H.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland**

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	68%			
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		67%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			35%	56%
CC	% who choose what they do each day			43%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC	% who want more choice and control in their life			84%	80%

**Table H.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Queensland**

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%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
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	60%	74%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			32%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	38%

**Table H.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		64%		
HM	% who are happy with their home			78%	70%
HM	% who feel safe or very safe in their home			82%	69%
HW	% who rate their health as good, very good or excellent			67%	45%
HW	% who did not have any difficulties accessing health services			68%	63%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				59%
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			13%	12%

**Table H.20 Selected key baseline indicators for families/carers of participants – Queensland**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	30%	27%
% receiving Carer Allowance	50%	54%	41%
% working in a paid job	44%	48%	35%
Of those in a paid job, % in permanent employment	75%	73%	76%
Of those in a paid job, % working 15 hours or more	80%	85%	84%
% who say they (and their partner) are able to work as much as they want	41%	46%	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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	28%	19%
% able to advocate for their child/family member	81%	76%	74%
% who have friends and family they see as often as they like	42%	41%	45%
% 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%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			42%
% who rate their health as good, very good or excellent	70%	59%	58%



**Table H.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=1,274) - participants who entered from 1 April 2018 to 31 March 2019 – Queensland** <sup>228</sup>

	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?	75%
S/CP	Has the NDIS improved how your child fits into community life?	60%

**Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=6,794) - participants who entered from 1 April 2018 to 31 March 2019 – Queensland**

	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?	44%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	52%

**Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,080) and ‘Participant 25 and over’ (n=11,573) - participants who entered from 1 April 2018 to 31 March 2019 – Queensland**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	73%	78%
DL	Has the NDIS helped you with daily living activities?	74%	81%
REL	Has the NDIS helped you to meet more people?	64%	63%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	36%
HW	Has your involvement with the NDIS improved your health and wellbeing?	56%	62%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	36%
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?	70%	70%

<sup>228</sup> Results in Tables H.21 to H.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables H.25 to H.34.

**Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=7,085); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,598) - participants who entered from 1 April 2018 to 31 March 2019 – Queensland**

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%	62%
Has the NDIS improved the level of support for your family?	72%	76%
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%	73%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	46%	47%

**Table H.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=477) - participants who entered from 1 April 2017 to 31 March 2018 – Queensland <sup>229</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	95%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	86%	+3%
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?	58%	63%	+5%

**Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=2,045) - participants who entered from 1 April 2017 to 31 March 2018 – Queensland**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	71%	+11%
LL	Has the NDIS improved your child's access to education?	34%	43%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	56%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	49%	+7%

<sup>229</sup> Results in Tables H.25 to H.28 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,040) and ‘Participant 25 and over’ (n=2,599) - participants who entered from 1 April 2017 to 31 March 2018 – Queensland**

	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%	67%	+4%	69%	79%	+9%
DL	Has the NDIS helped you with daily living activities?	63%	71%	+8%	75%	83%	+8%
REL	Has the NDIS helped you to meet more people?	51%	55%	+5%	56%	64%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	20%	+1%	27%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	47%	+2%	50%	57%	+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?	31%	33%	2%	28%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	16%	+1%	14%	15%	+1%
S/CP	Has the NDIS helped you be more involved?	58%	62%	+5%	63%	70%	+7%

**Table H.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,887); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=543) - participants who entered from 1 April 2017 to 31 March 2018 – Queensland**

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?	56%	62%	+6%	52%	62%	+10%
Has the NDIS improved the level of support for your family?	64%	72%	+8%	62%	72%	+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?	71%	77%	+6%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	77%	+7%			
Has the NDIS improved your health and wellbeing?	37%	42%	+5%	32%	40%	+8%

**Table H.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=145) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland** <sup>230</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	89%	96%	100%	+11%
DL	Has the NDIS improved your child's access to specialist services?	87%	94%	100%	+13%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	86%	88%	+12%
REL	Has the NDIS improved how your child fits into family life?	64%	76%	81%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	52%	66%	81%	+29%

**Table H.30 Results for “Has the NDIS helped?” questions answered at participant's first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=643) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland**

	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?	56%	66%	72%	+15%
LL	Has the NDIS improved your child's access to education?	34%	34%	41%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	58%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	45%	51%	+7%

<sup>230</sup> Results in Tables H.29 to H.34 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a 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.31 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=460) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland**

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?	66%	66%	73%	+7%
Has the NDIS helped you with daily living activities?	68%	70%	76%	+8%
Has the NDIS helped you to meet more people?	56%	53%	55%	-2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	16%	19%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	47%	45%	48%	+2%
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%	34%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	12%	15%	-3%
Has the NDIS helped you be more involved?	63%	61%	67%	+4%

**Table H.32 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=1,063) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland**

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?	70%	73%	81%	+11%
Has the NDIS helped you with daily living activities?	75%	82%	88%	+13%
Has the NDIS helped you to meet more people?	59%	59%	67%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	27%	32%	0%
Has your involvement with the NDIS improved your health and wellbeing?	51%	54%	63%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	29%	34%	2%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	13%	16%	-2%
Has the NDIS helped you be more involved?	65%	67%	78%	+13%

**Table H.33 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=554) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland**

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?	52%	54%	63%	+10%
Has the NDIS improved the level of support for your family?	58%	62%	72%	+14%
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%	69%	80%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	69%	76%	+8%
Has the NDIS improved your health and wellbeing?	35%	35%	38%	+3%

**Table H.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=87) - participants who entered from 1 July 2016 to 31 March 2017 – Queensland**

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?	35%	50%	53%	+18%
Has the NDIS improved the level of support for your family?	61%	69%	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?	59%	63%	65%	+7%
Has the NDIS improved your health and wellbeing?	33%	33%	39%	+7%

**Table H.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=3,557), 'participants in community and social activities' (n=3,588) and 'participants who choose who supports them' (n=3,632) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Queensland <sup>231</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	20%	21%	22%	24%
Aged 25+	19%	18%	17%	
Aged 15+ (Average)	19%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	41%	47%
Aged 25+	34%	42%	46%	
Aged 15+ (Average)	34%	41%	45%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	40%	41%	45%
Aged 25+	57%	57%	58%	
Aged 15+ (Average)	52%	53%	55%	

**Table H.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=1,484), 'participants in community and social activities' (n=1,521) and 'participants who choose who supports them' (n=1,559) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – Queensland <sup>232</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	16%	19%	19%	22%	24%
Aged 25+	19%	20%	17%	19%	
Aged 15+ (Average)	19%	20%	18%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	34%	40%	41%	44%	47%
Aged 25+	41%	45%	49%	49%	
Aged 15+ (Average)	40%	44%	47%	48%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	33%	34%	38%	45%
Aged 25+	48%	51%	51%	52%	
Aged 15+ (Average)	44%	47%	47%	49%	

<sup>231</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

<sup>232</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table H.37 Number of active plans by goal type and primary disability – Queensland** <sup>233</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	492	1,982	1,123	252	383	1,902	777	522	<b>2,566</b>
Autism	2,304	18,312	4,689	3,275	4,903	10,507	1,245	2,805	<b>21,040</b>
Cerebral Palsy	559	2,683	1,177	324	349	1,845	615	409	<b>3,148</b>
Developmental Delay	48	3,759	122	479	256	264	1	0	<b>3,959</b>
Down Syndrome	311	1,922	848	284	306	1,516	457	533	<b>2,240</b>
Global Developmental Delay	24	915	61	149	83	64	1	0	<b>974</b>
Hearing Impairment	535	3,144	481	673	313	1,382	247	654	<b>3,925</b>
Intellectual Disability	2,162	9,642	3,958	1,647	2,271	8,263	2,650	3,490	<b>11,950</b>
Multiple Sclerosis	197	862	605	53	92	684	287	162	<b>1,093</b>
Psychosocial disability	921	4,403	2,636	817	833	4,397	1,471	1,590	<b>5,779</b>
Spinal Cord Injury	289	1,015	539	86	80	690	257	289	<b>1,183</b>
Stroke	210	885	492	44	105	762	323	152	<b>1,099</b>
Visual Impairment	218	1,162	319	182	73	844	142	334	<b>1,312</b>
Other Neurological	601	2,678	1,449	272	381	2,221	817	351	<b>3,322</b>
Other Physical	662	3,106	1,506	255	205	1,942	610	619	<b>3,695</b>
Other	20	262	32	41	48	93	6	25	<b>287</b>
Sensory/Speech	18	101	58	9	15	78	26	14	<b>115</b>
<b>Total</b>	<b>9,571</b>	<b>56,833</b>	<b>20,095</b>	<b>8,842</b>	<b>10,696</b>	<b>37,454</b>	<b>9,932</b>	<b>11,949</b>	<b>67,687</b>

<sup>233</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.



**Table H.38 Number of goals in active plans by goal type and primary disability – Queensland** <sup>234</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	553	3,159	1,266	284	415	2,248	830	542	9,297
Autism	2,627	46,417	5,497	4,776	5,588	12,278	1,295	2,961	81,439
Cerebral Palsy	651	6,107	1,353	442	370	2,211	654	426	12,214
Developmental Delay	57	17,097	151	963	298	278	1	0	18,845
Down Syndrome	352	4,033	942	365	340	1,807	475	551	8,865
Global Developmental Delay	26	4,376	76	329	95	72	1	0	4,975
Hearing Impairment	619	6,113	546	803	341	1,578	256	682	10,938
Intellectual Disability	2,475	17,049	4,399	1,896	2,523	9,832	2,791	3,667	44,632
Multiple Sclerosis	223	1,381	695	54	100	790	303	174	3,720
Psychosocial disability	1,052	6,380	2,992	896	888	5,139	1,531	1,664	20,542
Spinal Cord Injury	347	1,663	611	88	90	810	278	301	4,188
Stroke	245	1,483	560	47	108	897	349	155	3,844
Visual Impairment	255	2,097	355	200	78	993	151	349	4,478
Other Neurological	721	4,758	1,663	299	415	2,601	875	366	11,698
Other Physical	766	5,398	1,743	305	213	2,230	650	634	11,939
Other Sensory/Speech	24	737	37	50	54	109	6	26	1,043
Other	21	169	67	10	18	88	28	16	417
<b>Total</b>	<b>11,014</b>	<b>128,417</b>	<b>22,953</b>	<b>11,807</b>	<b>11,934</b>	<b>43,961</b>	<b>10,474</b>	<b>12,514</b>	<b>253,074</b>

**Table H.39 Number of active plans by goal type and age group – Queensland** <sup>235</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	151	9,681	443	1,537	796	657	1	0	10,380
7 to 14	1,611	14,351	3,777	2,428	4,046	8,320	171	314	16,285
15 to 18	873	4,058	1,321	858	1,083	3,161	448	1,634	4,819
19 to 24	1,170	4,544	1,801	954	860	3,811	1,352	2,630	5,638
25 to 34	1,287	5,085	2,467	900	1,000	4,337	1,738	2,335	6,359
35 to 44	1,188	4,791	2,614	730	885	4,237	1,552	1,942	6,030
45 to 54	1,415	6,005	3,245	738	960	5,451	1,862	1,806	7,575
55 to 64	1,562	6,998	3,667	608	886	6,295	2,331	1,178	8,893
65+	314	1,320	760	89	180	1,185	477	110	1,708
<b>Total</b>	<b>9,571</b>	<b>56,833</b>	<b>20,095</b>	<b>8,842</b>	<b>10,696</b>	<b>37,454</b>	<b>9,932</b>	<b>11,949</b>	<b>67,687</b>

<sup>234</sup> Participants have set over two million goals in total across Australia since July 2016. The 253,074 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

<sup>235</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.40 Number of goals in active plans by goal type and age group – Queensland** <sup>236</sup>

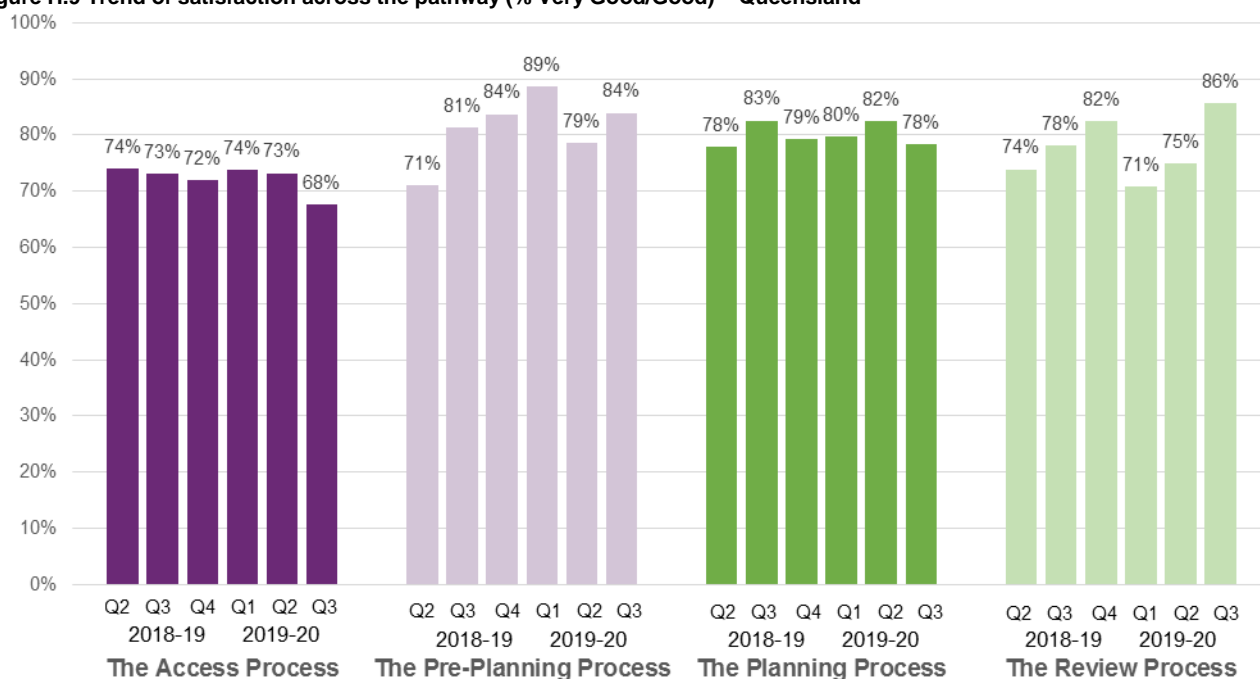
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	186	44,844	572	3,168	940	728	1	0	<b>50,439</b>
7 to 14	1,773	32,427	4,568	3,189	4,655	9,720	177	316	<b>56,825</b>
15 to 18	1,030	6,696	1,490	994	1,191	3,639	458	1,713	<b>17,211</b>
19 to 24	1,336	7,031	1,970	1,066	931	4,371	1,409	2,774	<b>20,888</b>
25 to 34	1,502	7,940	2,737	1,024	1,081	5,071	1,819	2,442	<b>23,616</b>
35 to 44	1,400	7,317	2,951	804	964	4,995	1,629	2,022	<b>22,082</b>
45 to 54	1,635	9,179	3,647	798	1,040	6,479	1,970	1,892	<b>26,640</b>
55 to 64	1,790	10,914	4,141	670	939	7,515	2,491	1,241	<b>29,701</b>
65+	362	2,069	877	94	193	1,443	520	114	<b>5,672</b>
<b>Total</b>	<b>11,014</b>	<b>128,417</b>	<b>22,953</b>	<b>11,807</b>	<b>11,934</b>	<b>43,961</b>	<b>10,474</b>	<b>12,514</b>	<b>253,074</b>

<sup>236</sup> Participants have set over two million goals in total across Australia since July 2016. The 253,074 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.41 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Queensland**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 1,203</b>	<b>n = 108</b>
Are you happy with how coming into the NDIS has gone?	81%	81%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	74%	77%
% of participants rating their overall experience as Very Good or Good.	73%	68%
<b>Pre-planning</b>	<b>n = 1,094</b>	<b>n = 162</b>
Did the person from the NDIS understand how your disability affects your life?	86%	89%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	80%	84%
Do you know where to go for more help with your plan?	83%	91%
% of participants rating their overall experience as Very Good or Good.	81%	84%
<b>Planning</b>	<b>n = 1,468</b>	<b>n = 171</b>
Did the person from the NDIS understand how your disability affects your life?	84%	85%
Did you understand why you needed to give the information you did?	97%	95%
Were decisions about your plan clearly explained?	81%	78%
Are you clear on what happens next with your plan?	78%	78%
Do you know where to go for more help with your plan?	85%	82%
% of participants rating their overall experience as Very Good or Good.	81%	78%
<b>Plan review</b>	<b>n = 569</b>	<b>n = 28</b>
Did the person from the NDIS understand how your disability affects your life?	82%	86%
Did you feel prepared for your plan review?	82%	82%
Is your NDIS plan helping you to make progress towards your goals?	86%	86%
% of participants rating their overall experience as Very Good or Good.	77%	86%

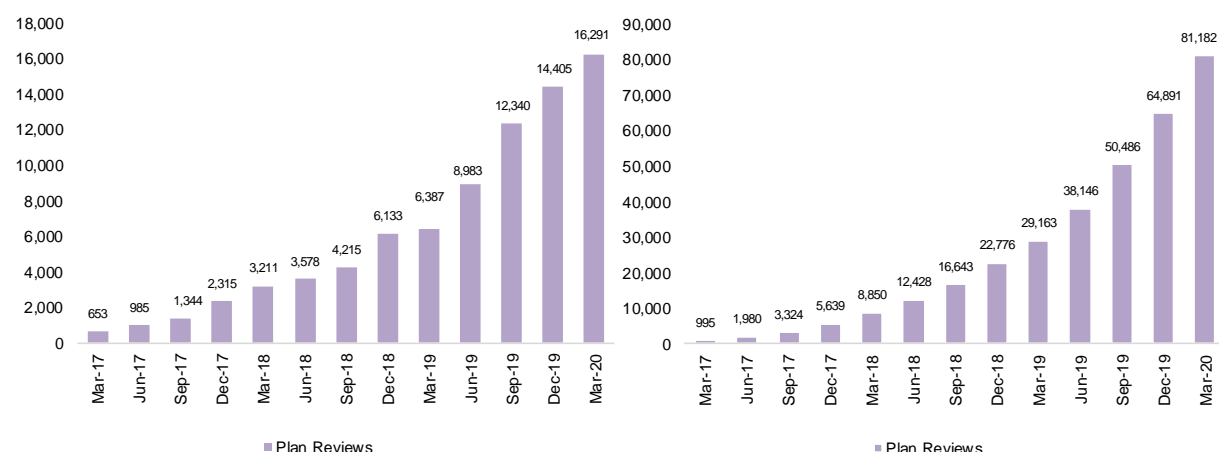
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland**



**Table H.42 Plan reviews conducted per quarter – excluding plans less than 30 days – Queensland** <sup>237</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>64,891</b>	<b>16,291</b>	<b>81,182</b>
<i>Early intervention plans</i>	10,555	2,666	13,221
<i>Permanent disability plans</i>	54,336	13,625	67,961

**Figure H.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Queensland**



<sup>237</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table H.43 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table H.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table H.45.

Table H.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table H.44. (There are no complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile.) The list of complaint types is different to that which appears in Table H.44 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

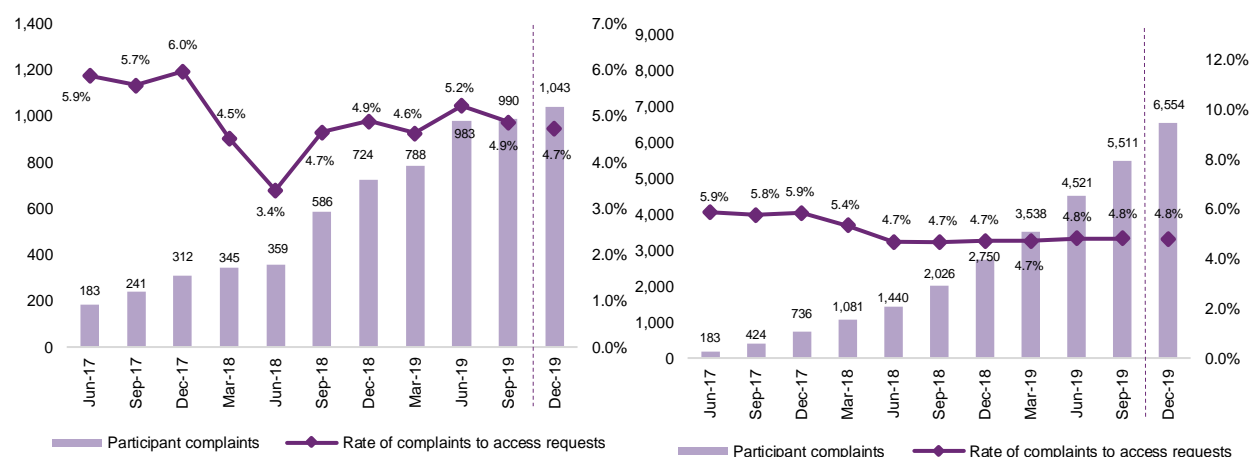
**Table H.43 Complaints by quarter – Queensland** <sup>238 239</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	4	4	4
Complaint about LAC Partner	0	23	23	23
Complaints about service providers	491	99	590	470
Complaints about the Agency	5,022	892	5,914	3,836
Critical/ Reportable Incident	0	25	25	21
Unclassified	207	0	207	189
<b>Total</b>	<b>5,720</b>	<b>1,043</b>	<b>6,763</b>	<b>4,282</b>
% of all access requests	5.0%	4.7%	4.9%	

<sup>238</sup> Note that 71% of all complainants made only one complaint, 17% made two complaints and 12% made three or more complaints.

<sup>239</sup> % of all access requests 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.

**Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland<sup>240</sup>**



**Table H.44 Complaints by type ('My Feedback' tile) – Queensland**

Complaints made by or on behalf of		Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
Participants							
Complaints about service providers							
Supports being provided	95	(19%)	3	(5%)	98	(18%)	
Service Delivery	72	(15%)	15	(27%)	87	(16%)	
Staff conduct	93	(19%)	9	(16%)	102	(19%)	
Provider process	50	(10%)	9	(16%)	59	(11%)	
Provider costs.	57	(12%)	6	(11%)	63	(12%)	
Other	124	(25%)	13	(24%)	137	(25%)	
Total	491		55		546		
Complaints about the Agency							
Timeliness	1,416	(28%)	95	(28%)	1,511	(28%)	
Individual needs	683	(14%)	18	(5%)	701	(13%)	
Reasonable and necessary supports	682	(14%)	32	(9%)	714	(13%)	
Information unclear	231	(5%)	21	(6%)	252	(5%)	
The way the NDIA carried out its decision making	358	(7%)	51	(15%)	409	(8%)	
Other	1,652	(33%)	122	(36%)	1,774	(33%)	
Total	5,022		339		5,361		
Unclassified	207		0		207		

<sup>240</sup> Complaint rates are not available at state/ territory level prior to June 2017.  
**March 2020 | COAG Disability Reform Council Quarterly Report**

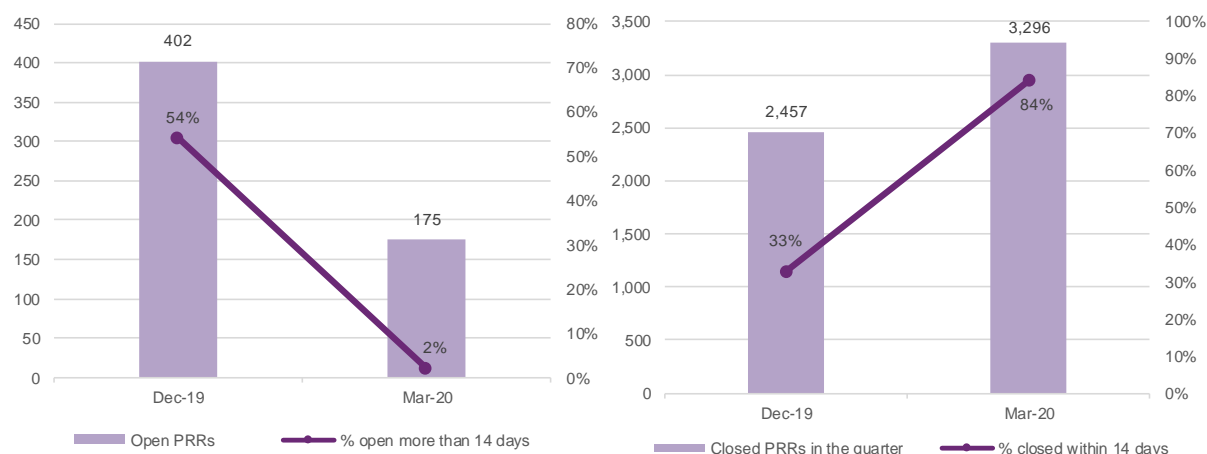
Table H.45 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Queensland

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	1	(25%)
ECEI Process	0	(0%)
ECEI Staff	1	(25%)
ECEI Timeliness	2	(50%)
Other	0	(0%)
<b>Total</b>	<b>4</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	0	(0%)
LAC Plan	3	(13%)
LAC Process	2	(9%)
LAC Resources	0	(0%)
LAC Staff	8	(35%)
LAC Timeliness	10	(43%)
Other	0	(0%)
<b>Total</b>	<b>23</b>	
Complaints about service providers		
Provider Finance	4	(9%)
Provider Fraud and Compliance	5	(11%)
Provider Service	25	(57%)
Provider Staff	10	(23%)
Other	0	(0%)
<b>Total</b>	<b>44</b>	
Complaints about the Agency		
NDIA Access	51	(9%)
NDIA Engagement	0	(0%)
NDIA Finance	51	(9%)
NDIA Fraud and Compliance	2	(0%)
NDIA Plan	147	(27%)
NDIA Process	76	(14%)
NDIA Resources	5	(1%)
NDIA Staff	40	(7%)
NDIA Timeliness	181	(33%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>553</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	4	(16%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	20	(80%)
Participant threat	0	(0%)
Provider reporting	1	(4%)
Other	0	(0%)
<b>Total</b>	<b>25</b>	
Unclassified	<b>0</b>	

**Table H.46 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland** <sup>241</sup>

	As at 31 March 2020
Open PRRs	175
Number of PRRs open less than 14 days	172
Number of PRRs open more than 14 days	3
New PRRs in the quarter	3,069
Number of PRRs closed in the quarter	3,296
Proportion closed within 14 days	84%
Average days PRRs took to close in the quarter	13

**Figure H.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Queensland** <sup>242</sup>



**Table H.47 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland** <sup>243 244</sup>

	Access	Planning
Open RoRDs	80	1,198
Number of RoRDs open less than 90 days	80	936
Number of RoRDs open more than 90 days	0	262
New RoRDs in the quarter	390	1,419
Number of RoRDs closed in the quarter	501	1,960
Proportion closed within 90 days	97%	40%
Average days RoRDs took to close in the quarter	36	114

<sup>241</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

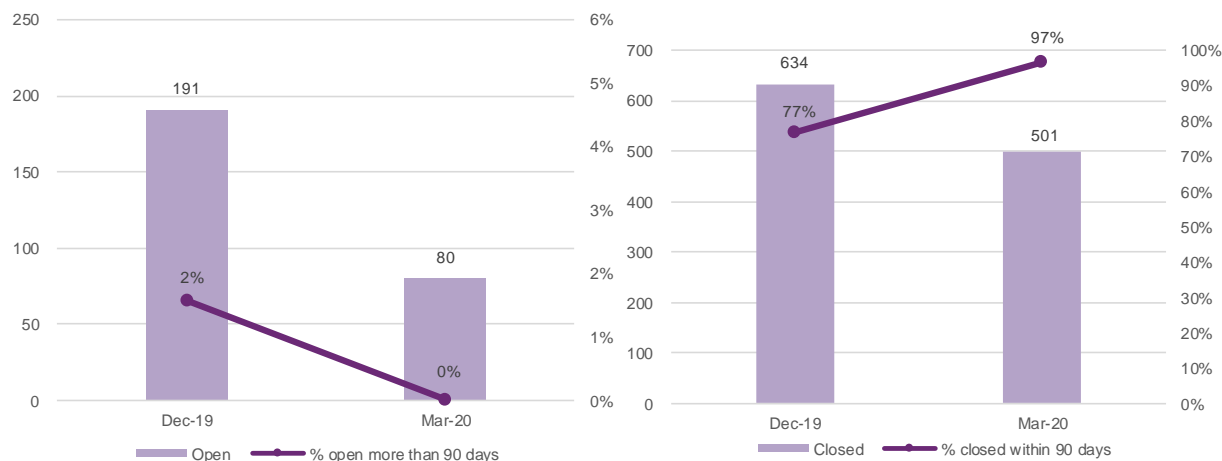
<sup>242</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>243</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

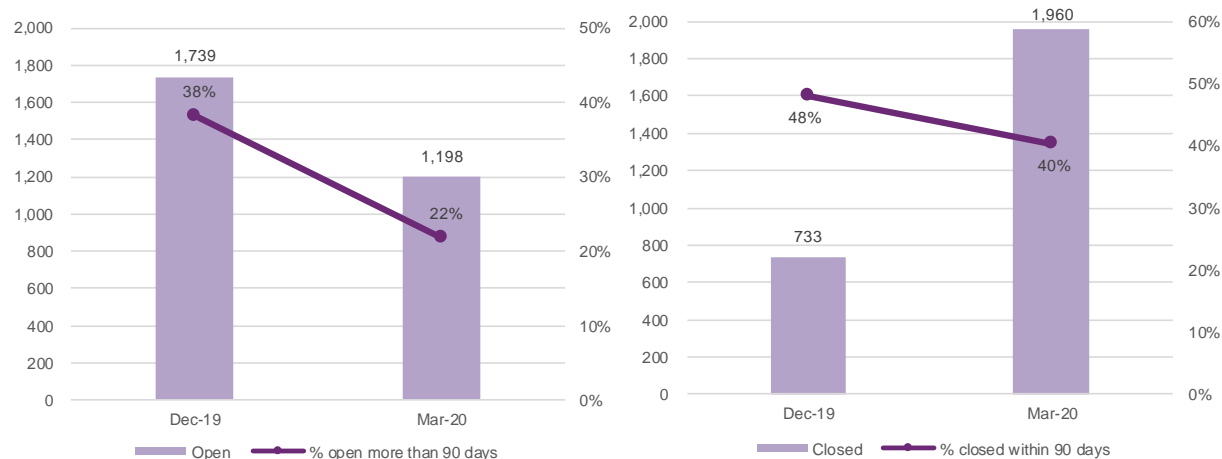
<sup>244</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.



**Figure H.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Queensland** <sup>245</sup>



**Figure H.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland** <sup>246</sup>



**Table H.48 AAT Cases by category – Queensland** <sup>247</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	197	44%	28	36%	225	43%
Plan	186	42%	40	51%	226	43%
Plan Review	38	9%	<11		47	9%
Other	24	5%	<11		25	5%
<b>Total</b>	<b>445</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>523</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.39%</b>		<b>0.36%</b>		<b>0.38%</b>	

<sup>245</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>246</sup> Ibid.

<sup>247</sup> % of all access decisions 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.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland <sup>248</sup>

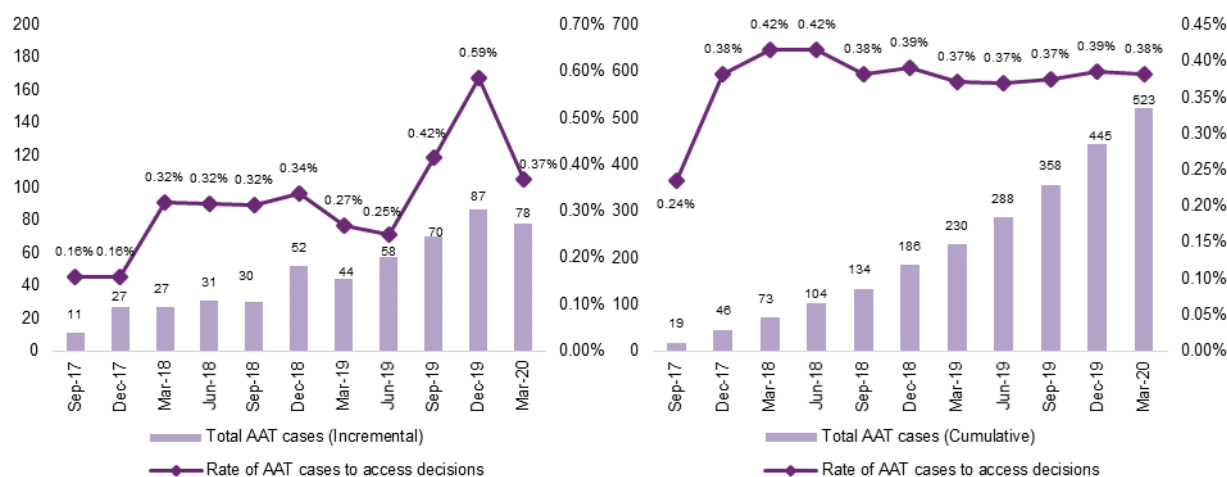


Table H.49 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>523</b>
<b>Open AAT Cases</b>	<b>172</b>
<b>Closed AAT Cases</b>	<b>351</b>
Resolved before hearing	346
Gone to hearing and received a substantive decision	<11

Table H.50 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland <sup>249 250</sup>

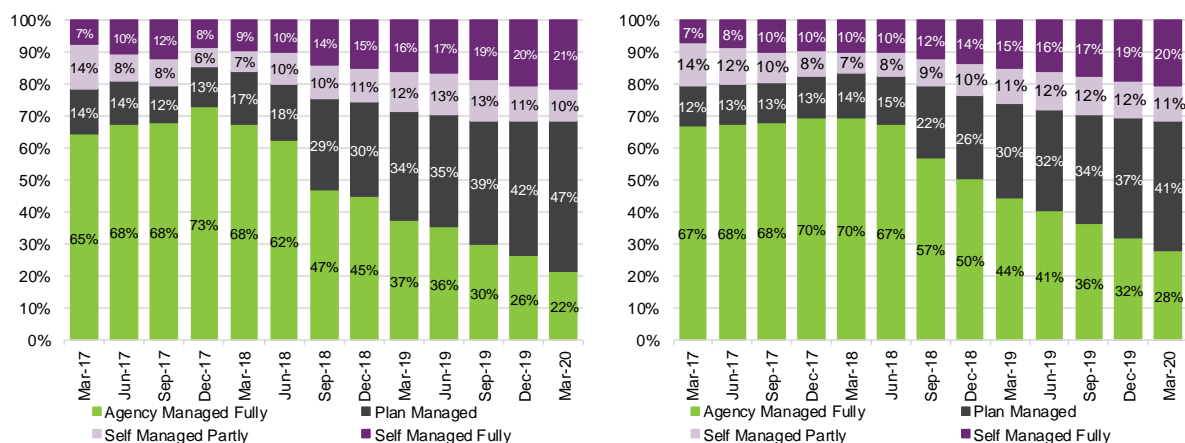
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	20%	21%	<b>20%</b>
Self-managed partly	11%	10%	<b>11%</b>
Plan managed	38%	47%	<b>41%</b>
Agency managed	31%	22%	<b>28%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>248</sup> There are insufficient numbers to show the incremental count of AAT cases in QLD prior to the September 2017 quarter.

<sup>249</sup> 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.

<sup>250</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

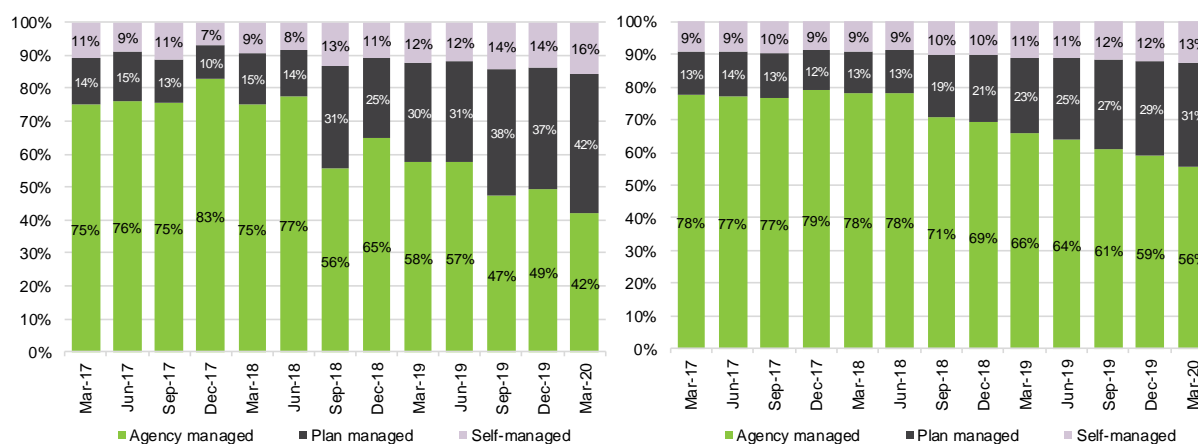
**Figure H.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland** <sup>251 252</sup>



**Table H.51 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

	Prior Quarters	2019-20 Q3	Total
Self-managed	12%	16%	13%
Plan managed	29%	42%	31%
Agency managed	59%	42%	56%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.52 Distribution of active participants by support coordination and quarter of plan approval – Queensland** <sup>253</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	35%	39%	36%

<sup>251</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>252</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>253</sup> Ibid.

Table H.53 Duration to plan activation by quarter of initial plan approval for active participants – Queensland <sup>254</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	35,228	72%	3,291	63%
30 to 59 days	5,340	11%	744	14%
60 to 89 days	2,539	5%	303	6%
<b>Activated within 90 days</b>	<b>43,107</b>	<b>88%</b>	<b>4,338</b>	<b>83%</b>
90 to 119 days	1,511	3%	162	3%
120 days and over	3,457	7%	255	5%
<b>Activated after 90 days</b>	<b>4,968</b>	<b>10%</b>	<b>417</b>	<b>8%</b>
No payments	967	2%	468	9%
<b>Total plans approved</b>	<b>49,042</b>	<b>100%</b>	<b>5,223</b>	<b>100%</b>

Table H.54 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	3,433	3,574	96%
Not Aboriginal and Torres Strait Islander	33,143	33,915	98%
Not Stated	5,437	5,600	97%
<b>Total</b>	<b>42,013</b>	<b>43,089</b>	<b>98%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,066	2,118	98%
Not CALD	39,920	40,941	98%
Not Stated	27	30	90%
<b>Total</b>	<b>42,013</b>	<b>43,089</b>	<b>98%</b>
<b>by Remoteness</b>			
Major Cities	22,243	22,700	98%
Regional	18,983	19,548	97%
Remote	754	807	93%
Missing	33	34	97%
<b>Total</b>	<b>42,013</b>	<b>43,089</b>	<b>98%</b>
<b>by Primary Disability type</b>			
Autism	12,050	12,429	97%
Intellectual Disability (including Down Syndrome)	11,158	11,375	98%
Psychosocial Disability	3,201	3,268	98%
Developmental Delay (including Global Developmental Delay)	1,485	1,556	95%
Other	14,119	14,461	98%
<b>Total</b>	<b>42,013</b>	<b>43,089</b>	<b>98%</b>

<sup>254</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table H.55 Distribution of plans by utilisation – Queensland** <sup>255 256</sup>

Plan utilisation	Total
0 to 50%	43%
50% to 75%	25%
> 75%	31%
<b>Total</b>	<b>100%</b>

**Table H.56 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>257</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	48%	51%	49%
Lifelong Learning	12%	13%	12%
Other	10%	10%	10%
Non-categorised	34%	30%	33%
Any mainstream service	94%	93%	93%

## Part Three: Providers and the growing market

**Table H.57 Key markets indicators by quarter – Queensland** <sup>258 259</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.35	1.31
b) Number of providers delivering new types of supports	571	527
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	84%	84%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participation in community, social and civic activities (%)</i>	85%	83%
<i>Early Intervention supports for early childhood (%)</i>	90%	89%
<i>Daily Personal Activities (%)</i>	86%	86%

<sup>255</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>256</sup> 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.

<sup>257</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>258</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>259</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table H.58 Cumulative number of providers that have been ever active by registration group – Queensland** <sup>260</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	93	6	99	6%
Assistance Animals	71	9	80	13%
Assistance with daily life tasks in a group or shared living arrangement	462	31	493	7%
Assistance with travel/transport arrangements	504	28	532	6%
Daily Personal Activities	805	52	857	6%
Group and Centre Based Activities	556	16	572	3%
High Intensity Daily Personal Activities	547	23	570	4%
Household tasks	967	44	1,011	5%
Interpreting and translation	86	12	98	14%
Participation in community, social and civic activities	873	38	911	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	122	15	137	12%
Assistive products for household tasks	103	13	116	13%
Assistance products for personal care and safety	918	43	961	5%
Communication and information equipment	193	32	225	17%
Customised Prosthetics	345	26	371	8%
Hearing Equipment	94	19	113	20%
Hearing Services	15	5	20	33%
Personal Mobility Equipment	488	36	524	7%
Specialised Hearing Services	21	4	25	19%
Vision Equipment	109	23	132	21%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	797	48	845	6%
Behaviour Support	380	20	400	5%
Community nursing care for high needs	206	22	228	11%
Development of daily living and life skills	520	33	553	6%
Early Intervention supports for early childhood	833	43	876	5%
Exercise Physiology and Physical Wellbeing activities	448	41	489	9%
Innovative Community Participation	142	23	165	16%
Specialised Driving Training	107	11	118	10%
Therapeutic Supports	2,191	77	2,268	4%
<b>Capital services</b>				
Home modification design and construction	230	31	261	13%
Specialist Disability Accommodation	33	6	39	18%
Vehicle Modifications	122	9	131	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	402	19	421	5%
Support Coordination	198	9	207	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	113	13	126	12%
Specialised Supported Employment	136	7	143	5%
<b>Total approved active providers</b>	<b>4,654</b>	<b>194</b>	<b>4,848</b>	<b>4%</b>

<sup>260</sup> 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 H.59 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Queensland**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	28	71	99	28%	72%	100%
Assistance Animals	6	74	80	8%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	49	444	493	10%	90%	100%
Assistance with travel/transport arrangements	82	450	532	15%	85%	100%
Daily Personal Activities	102	755	857	12%	88%	100%
Group and Centre Based Activities	57	515	572	10%	90%	100%
High Intensity Daily Personal Activities	63	507	570	11%	89%	100%
Household tasks	323	688	1,011	32%	68%	100%
Interpreting and translation	20	78	98	20%	80%	100%
Participation in community, social and civic activities	116	795	911	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	19	118	137	14%	86%	100%
Assistive products for household tasks	11	105	116	9%	91%	100%
Assistance products for personal care and safety	144	817	961	15%	85%	100%
Communication and information equipment	35	190	225	16%	84%	100%
Customised Prosthetics	47	324	371	13%	87%	100%
Hearing Equipment	12	101	113	11%	89%	100%
Hearing Services	4	16	20	20%	80%	100%
Personal Mobility Equipment	68	456	524	13%	87%	100%
Specialised Hearing Services	2	23	25	8%	92%	100%
Vision Equipment	22	110	132	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	152	693	845	18%	82%	100%
Behaviour Support	130	270	400	33%	68%	100%
Community nursing care for high needs	28	200	228	12%	88%	100%
Development of daily living and life skills	68	485	553	12%	88%	100%
Early Intervention supports for early childhood	328	548	876	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	122	367	489	25%	75%	100%
Innovative Community Participation	45	120	165	27%	73%	100%
Specialised Driving Training	19	99	118	16%	84%	100%
Therapeutic Supports	946	1,322	2,268	42%	58%	100%
<b>Capital services</b>						
Home modification design and construction	37	224	261	14%	86%	100%
Specialist Disability Accommodation	2	37	39	5%	95%	100%
Vehicle Modifications	11	120	131	8%	92%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	65	356	421	15%	85%	100%
Support Coordination	39	168	207	19%	81%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	11	115	126	9%	91%	100%
Specialised Supported Employment	8	135	143	6%	94%	100%
<b>Total</b>	<b>1,641</b>	<b>3,207</b>	<b>4,848</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

**Table H.60 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Queensland**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	26	6	32	19%
Assistance Animals	40	9	49	18%
Assistance with daily life tasks in a group or shared living arrangement	330	31	361	9%
Assistance with travel/transport arrangements	305	28	333	8%
Daily Personal Activities	497	52	549	9%
Group and Centre Based Activities	348	16	364	4%
High Intensity Daily Personal Activities	299	23	322	7%
Household tasks	566	44	610	7%
Interpreting and translation	50	12	62	19%
Participation in community, social and civic activities	547	38	585	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	30	15	45	33%
Assistive products for household tasks	15	13	28	46%
Assistance products for personal care and safety	545	43	588	7%
Communication and information equipment	104	32	136	24%
Customised Prosthetics	191	26	217	12%
Hearing Equipment	44	19	63	30%
Hearing Services	3	5	8	63%
Personal Mobility Equipment	278	36	314	11%
Specialised Hearing Services	4	4	8	50%
Vision Equipment	49	23	72	32%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	457	48	505	10%
Behaviour Support	168	20	188	11%
Community nursing care for high needs	118	22	140	16%
Development of daily living and life skills	295	33	328	10%
Early Intervention supports for early childhood	380	43	423	10%
Exercise Physiology and Physical Wellbeing activities	290	41	331	12%
Innovative Community Participation	57	23	80	29%
Specialised Driving Training	55	11	66	17%
Therapeutic Supports	1,134	77	1,211	6%
<b>Capital services</b>				
Home modification design and construction	100	31	131	24%
Specialist Disability Accommodation	24	6	30	20%
Vehicle Modifications	38	9	47	19%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	286	19	305	6%
Support Coordination	79	9	88	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	52	13	65	20%
Specialised Supported Employment	88	7	95	7%
<b>Total</b>	<b>2,537</b>	<b>194</b>	<b>2,731</b>	<b>7%</b>



**Table H.61 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Queensland**

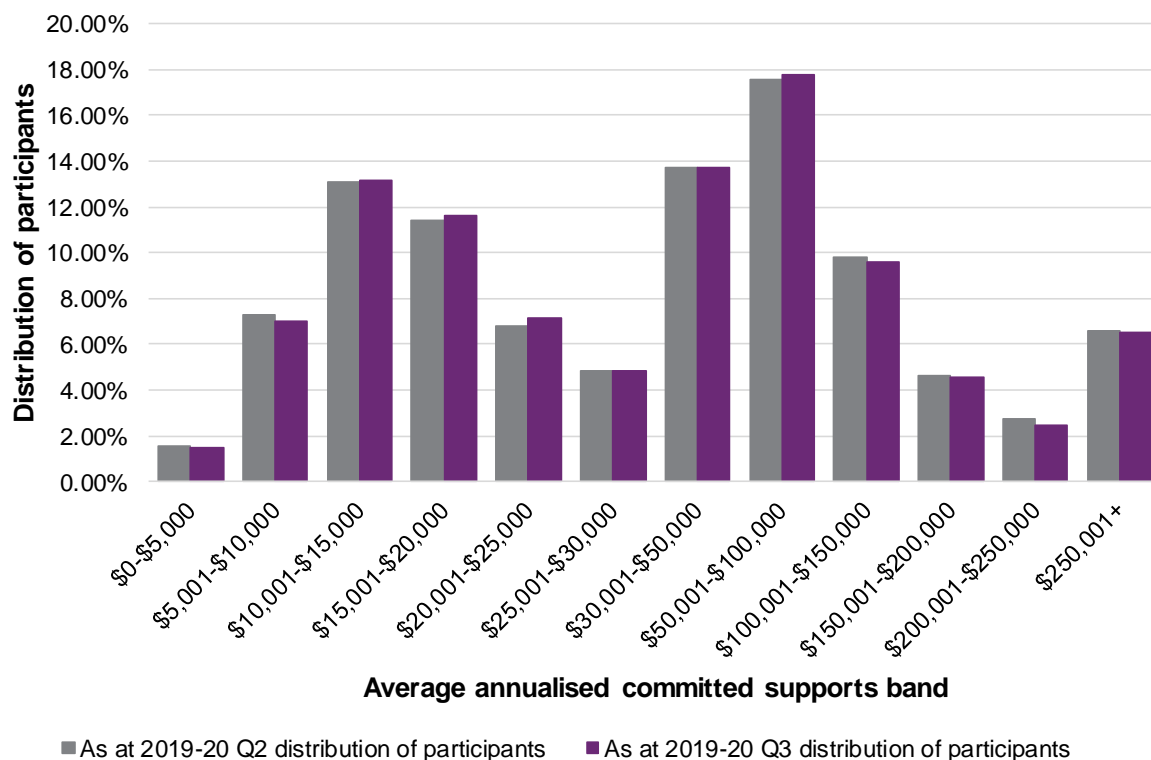
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	11	21	32	34%	66%	100%
Assistance Animals	5	44	49	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	38	323	361	11%	89%	100%
Assistance with travel/transport arrangements	38	295	333	11%	89%	100%
Daily Personal Activities	70	479	549	13%	87%	100%
Group and Centre Based Activities	40	324	364	11%	89%	100%
High Intensity Daily Personal Activities	41	281	322	13%	87%	100%
Household tasks	187	423	610	31%	69%	100%
Interpreting and translation	15	47	62	24%	76%	100%
Participation in community, social and civic activities	81	504	585	14%	86%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	44	45	2%	98%	100%
Assistive products for household tasks	3	25	28	11%	89%	100%
Assistance products for personal care and safety	77	511	588	13%	87%	100%
Communication and information equipment	21	115	136	15%	85%	100%
Customised Prosthetics	27	190	217	12%	88%	100%
Hearing Equipment	9	54	63	14%	86%	100%
Hearing Services	2	6	8	25%	75%	100%
Personal Mobility Equipment	45	269	314	14%	86%	100%
Specialised Hearing Services	1	7	8	13%	88%	100%
Vision Equipment	13	59	72	18%	82%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	97	408	505	19%	81%	100%
Behaviour Support	59	129	188	31%	69%	100%
Community nursing care for high needs	16	124	140	11%	89%	100%
Development of daily living and life skills	41	287	328	13%	88%	100%
Early Intervention supports for early childhood	146	277	423	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	77	254	331	23%	77%	100%
Innovative Community Participation	16	64	80	20%	80%	100%
Specialised Driving Training	13	53	66	20%	80%	100%
Therapeutic Supports	460	751	1,211	38%	62%	100%
<b>Capital services</b>						
Home modification design and construction	15	116	131	11%	89%	100%
Specialist Disability Accommodation	1	29	30	3%	97%	100%
Vehicle Modifications	4	43	47	9%	91%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	54	251	305	18%	82%	100%
Support Coordination	14	74	88	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	58	65	11%	89%	100%
Specialised Supported Employment	7	88	95	7%	93%	100%
<b>Total</b>	<b>856</b>	<b>1,875</b>	<b>2,731</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table H.62 Committed supports by financial year (\$m) – Queensland <sup>261</sup>

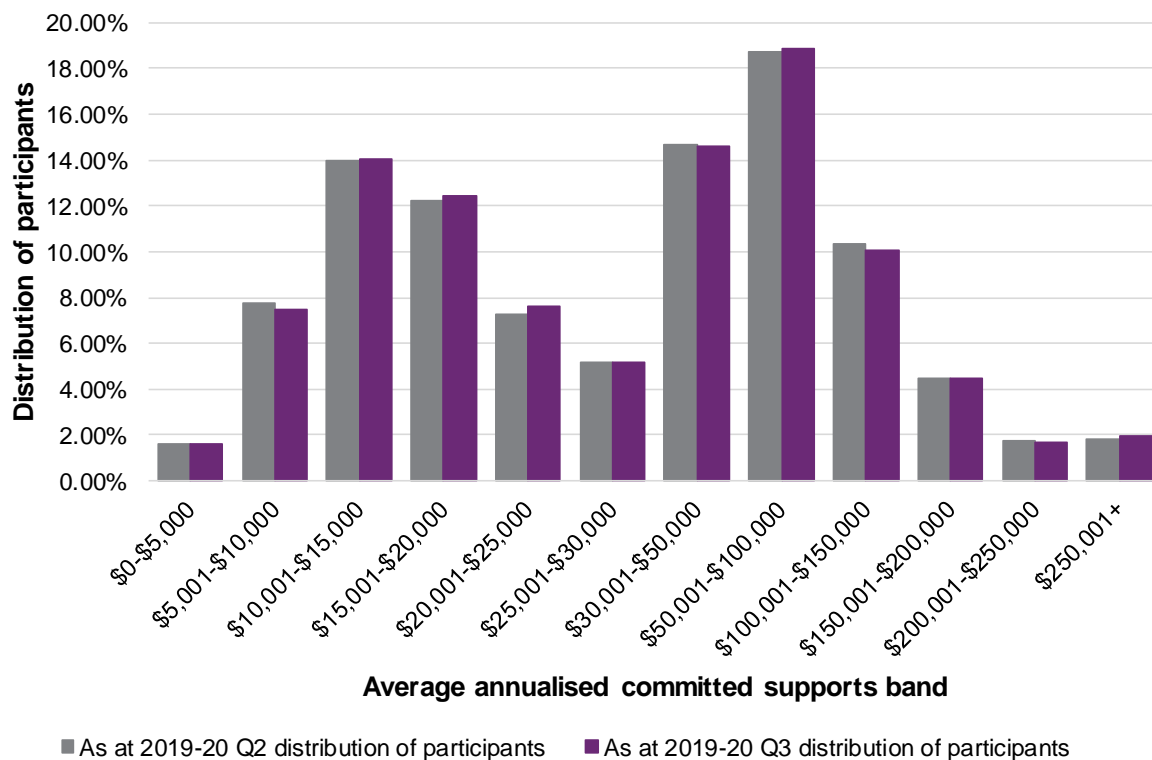
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	1.0	3.2	8.1	216.5	827.6	2,472.0	3,582.9

Figure H.18 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Queensland

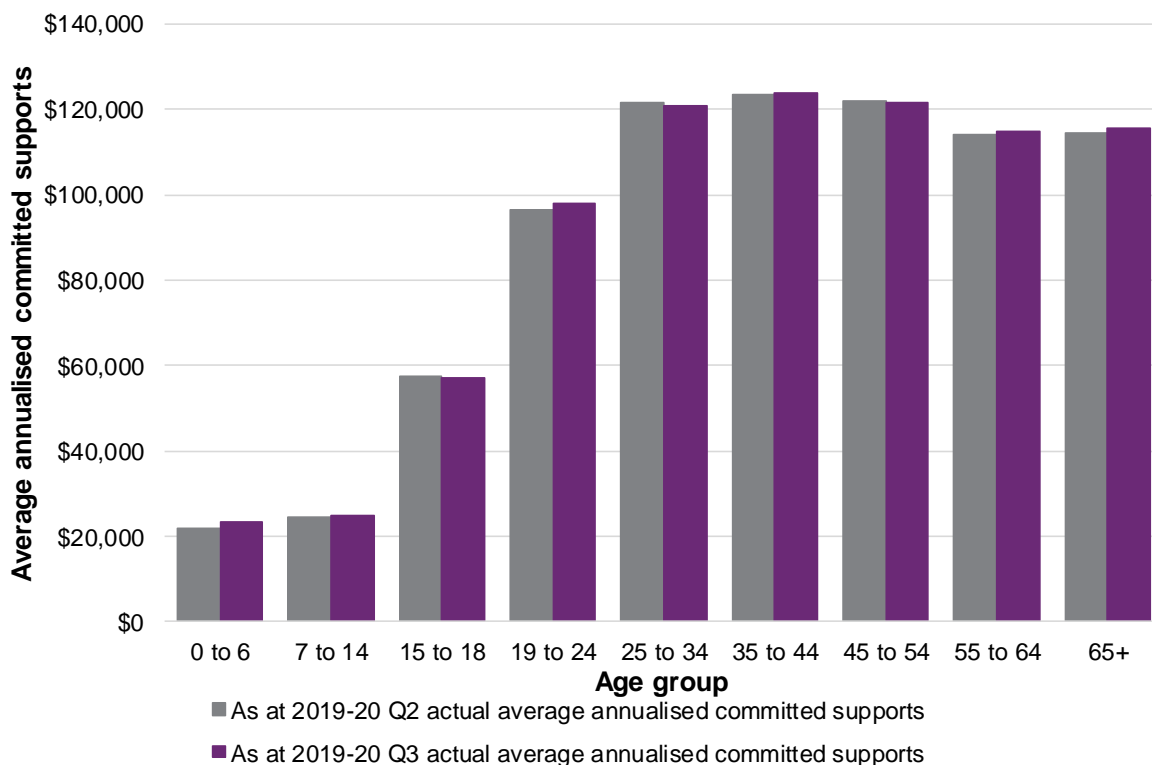


<sup>261</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

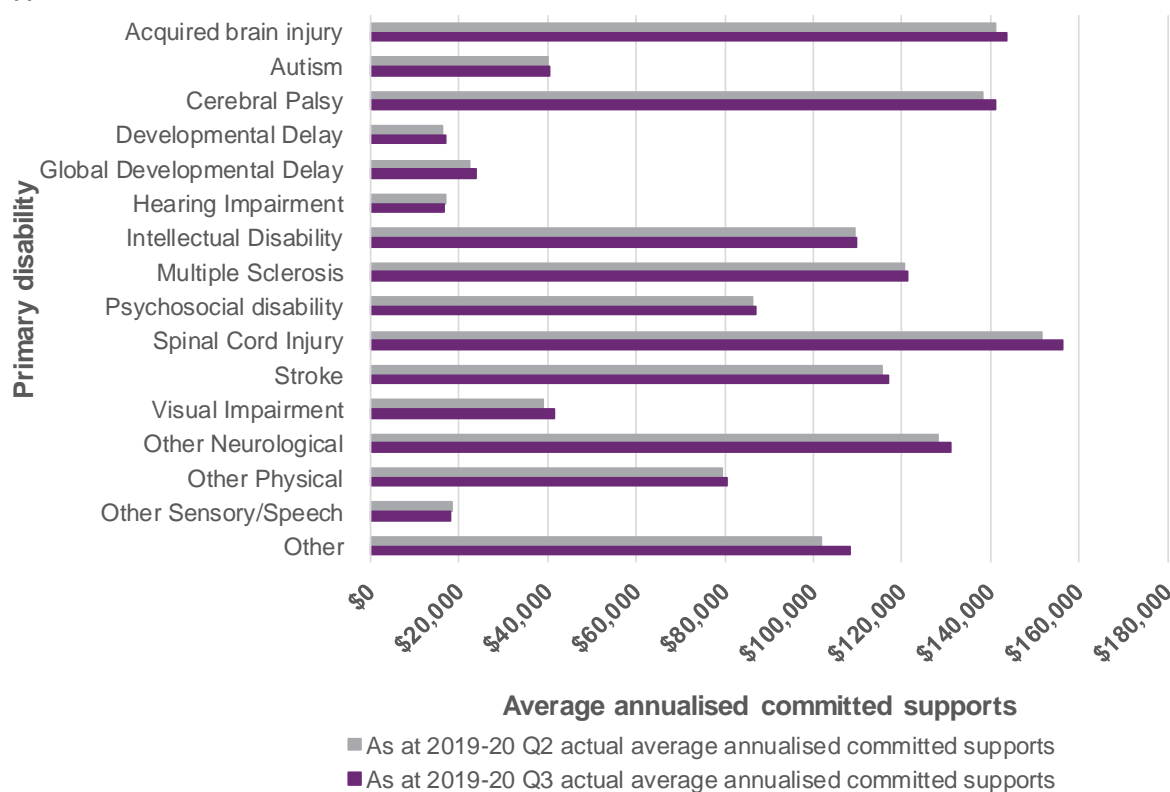
**Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Queensland**



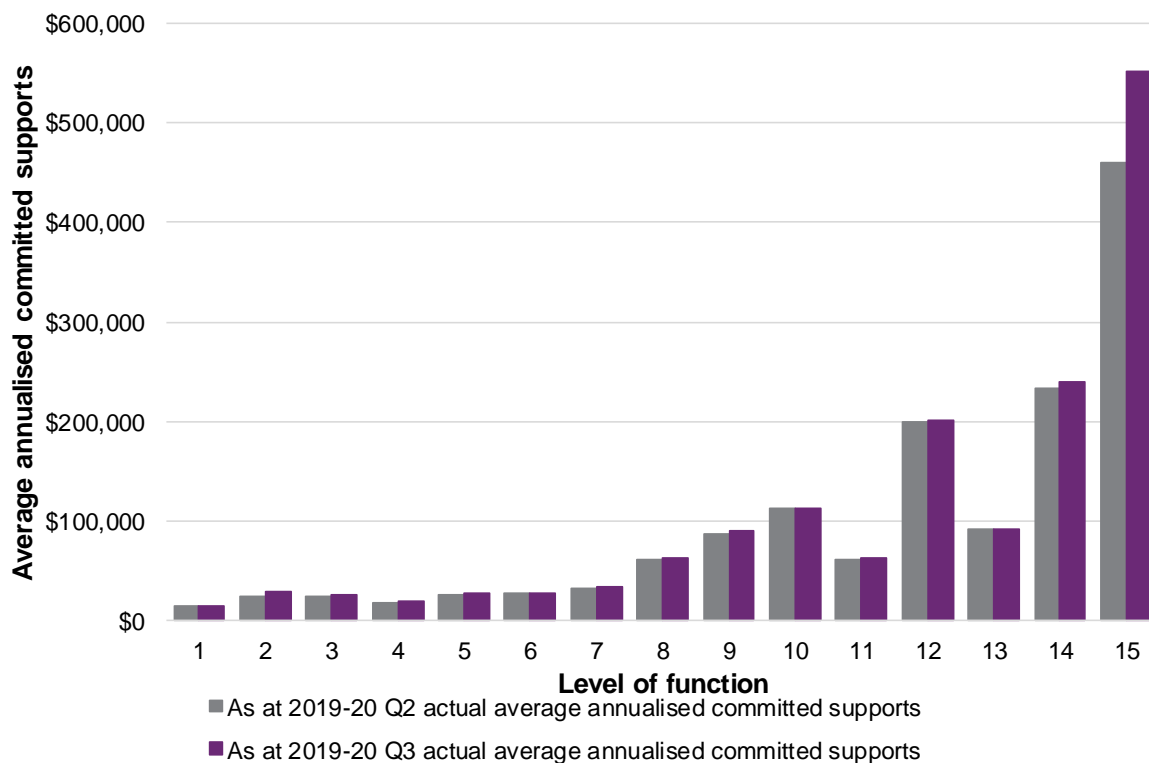
**Figure H.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Queensland**



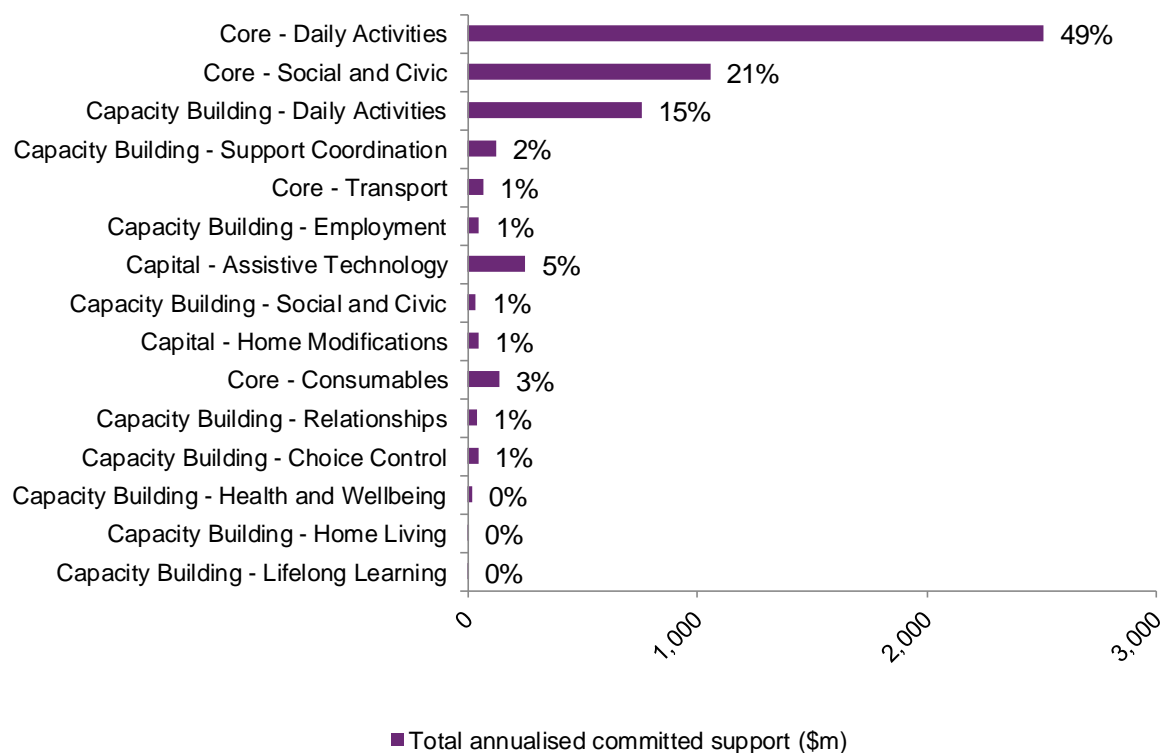
**Figure H.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Queensland**



**Figure H.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Queensland**



**Figure H.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland**



**Table H.63 Payments by financial year, compared to committed supports (\$m) – Queensland <sup>262</sup>**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	1.0	3.2	8.1	216.5	827.6	2,472.0	3,582.9
Total Paid	0.4	1.7	4.2	122.0	522.4	1,590.4	2,278.9
% utilised to date	44%	53%	52%	56%	63%	64%	64%

<sup>262</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.

Figure H.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Queensland

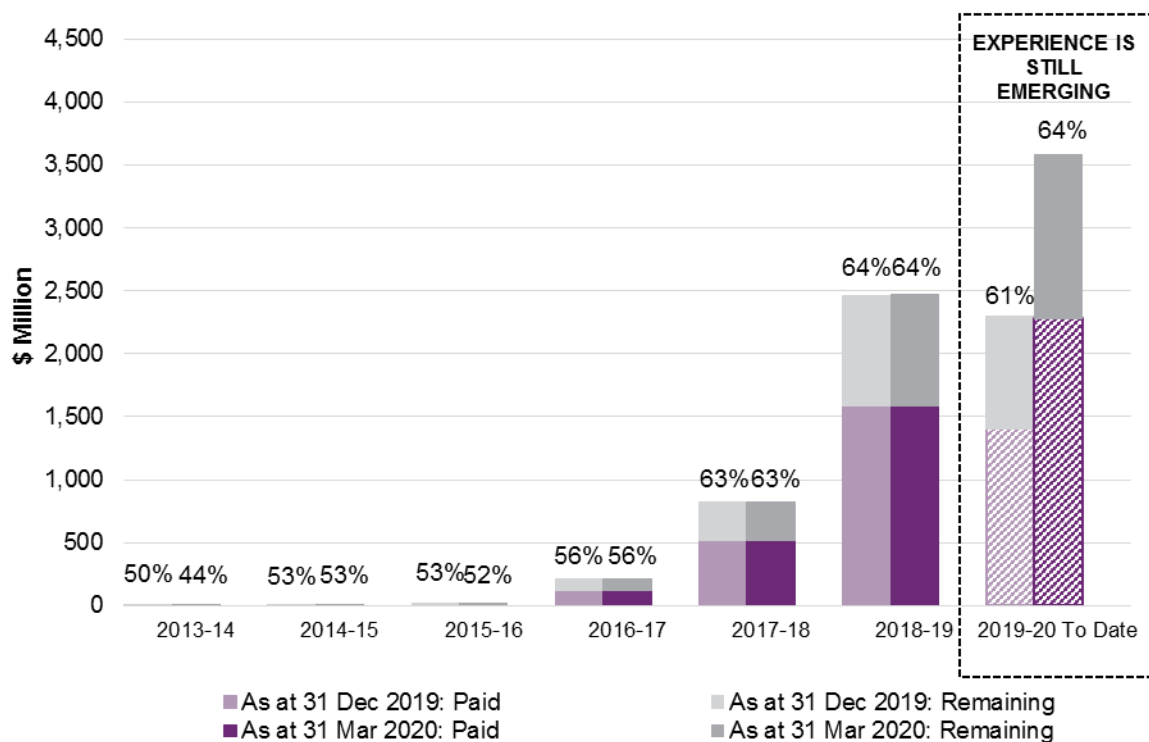
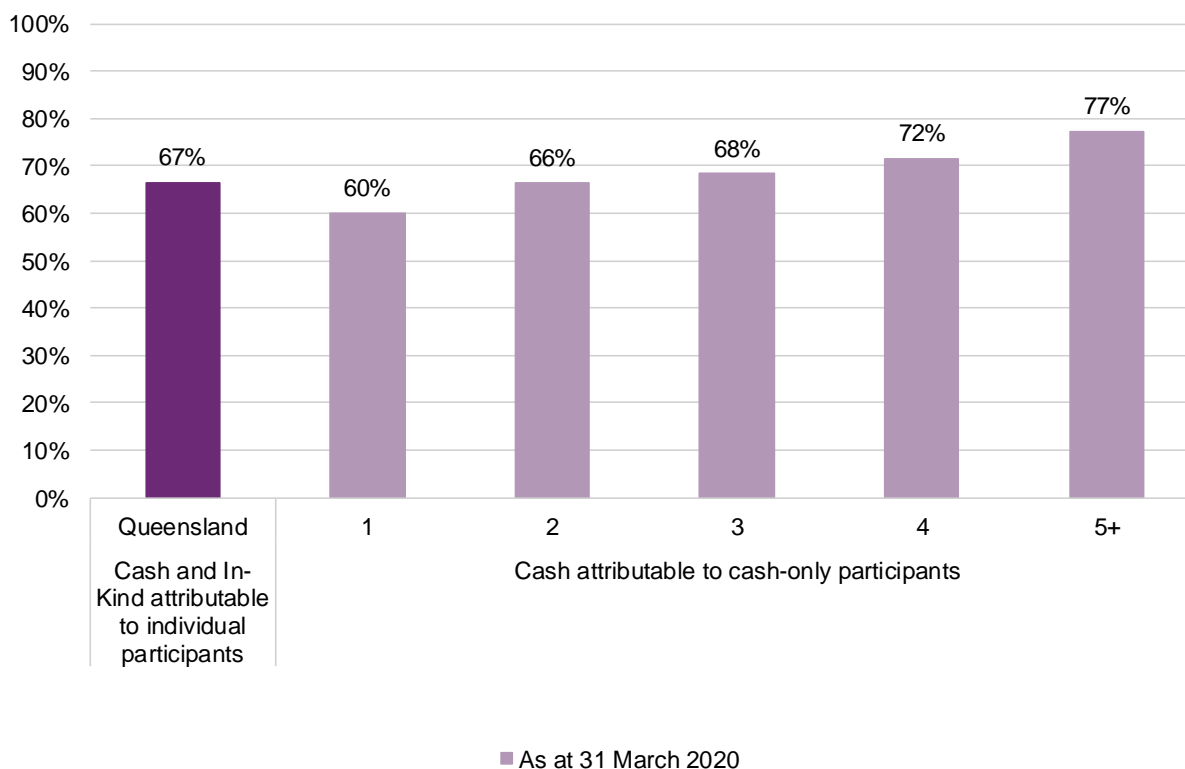
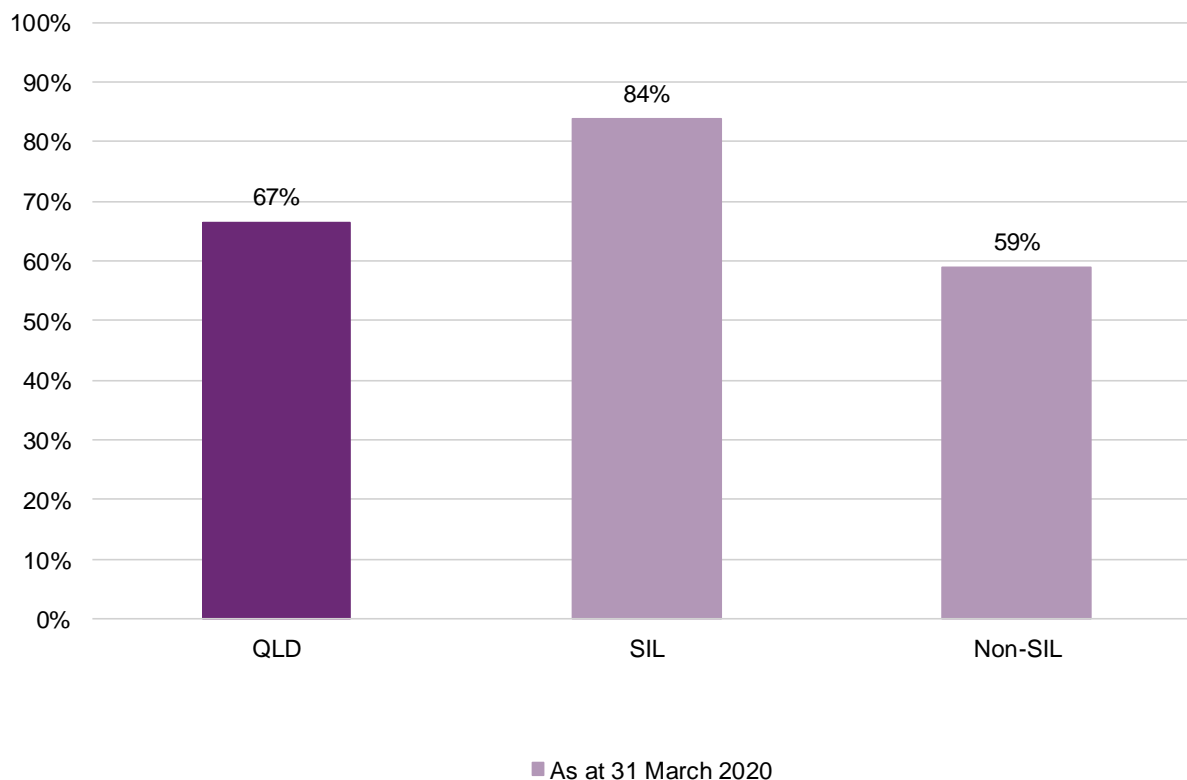


Figure H.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Queensland <sup>263</sup>

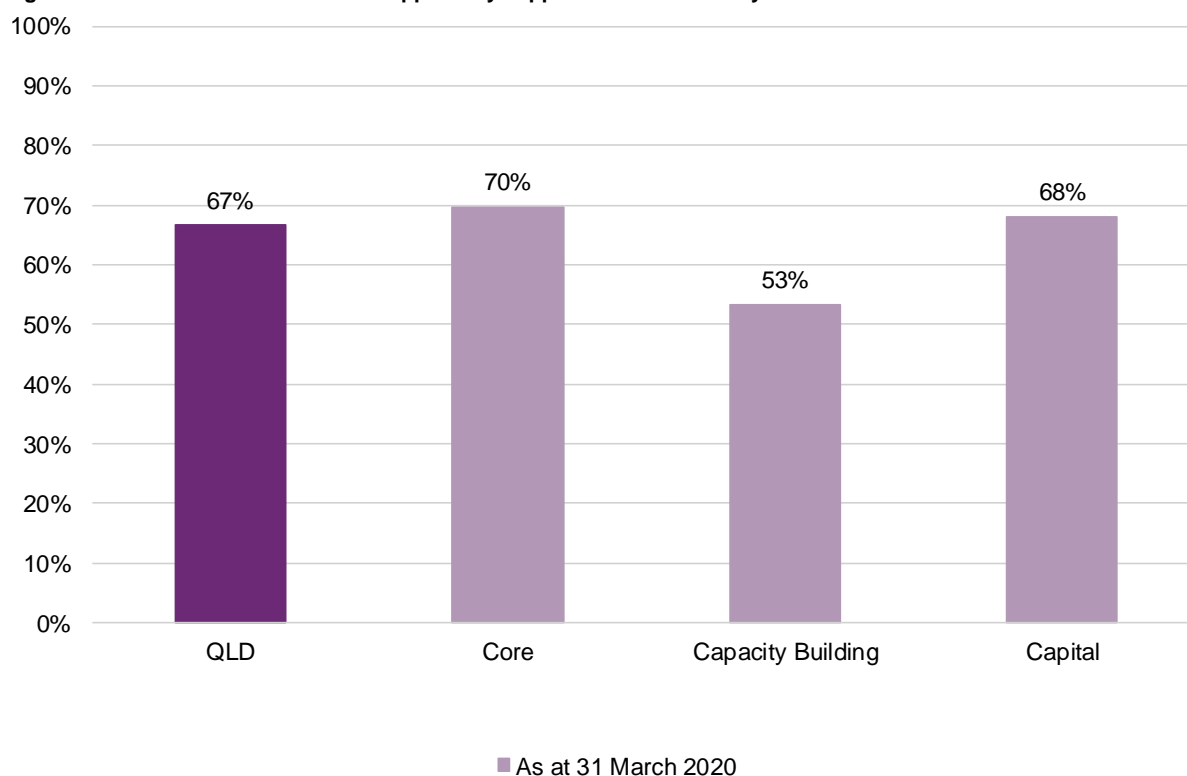


<sup>263</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure H.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Queensland** <sup>264</sup>



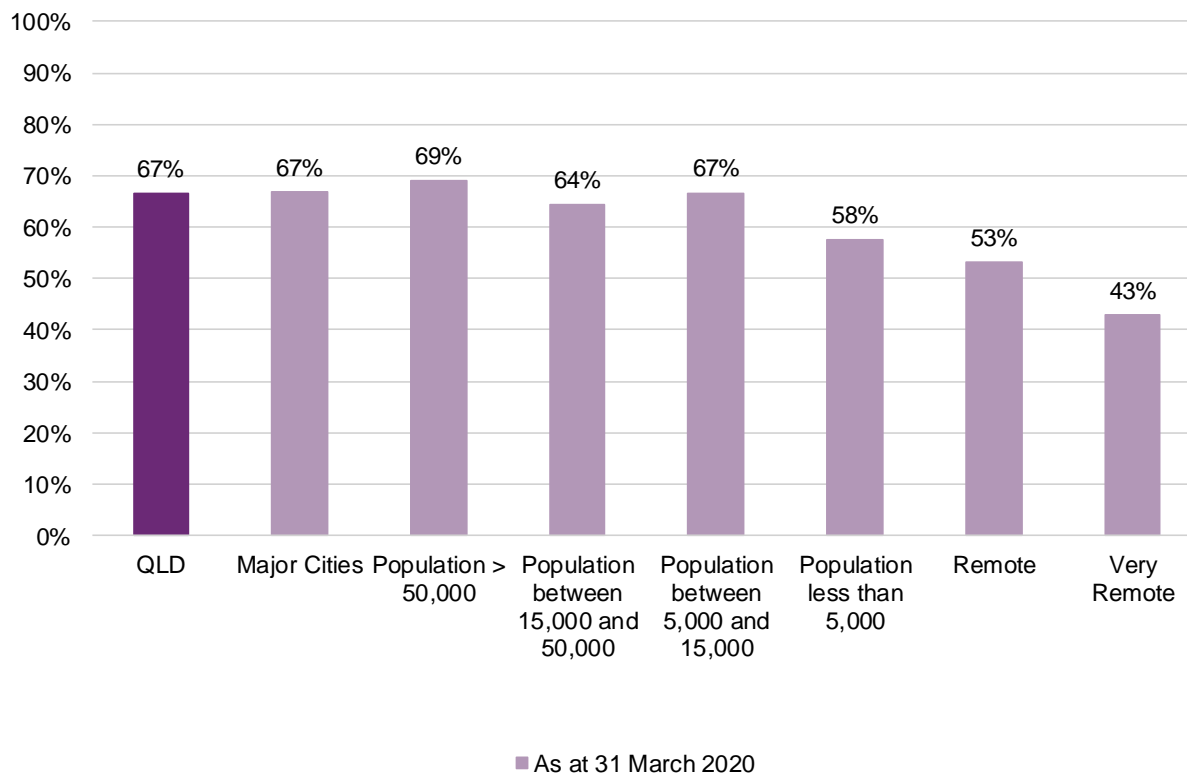
**Figure H.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Queensland** <sup>265</sup>



<sup>264</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>265</sup> Ibid.

**Figure H.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Queensland** <sup>266</sup>



<sup>266</sup> Ibid.



# Appendix I: Western Australia

## Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>267</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	24,130	3,147	27,277	102	27,379

Table I.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Western Australia <sup>268 269</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	32,744	3,515	36,259
Active Eligible	28,511	2,828	31,339
<i>New</i>	12,683	1,664	14,347
<i>State</i>	14,135	820	14,955
<i>Commonwealth</i>	1,693	344	2,037
Active Participant Plans (excl ECEI)	24,130	3,147	27,277
<i>New</i>	10,719	1,630	12,349
<i>State</i>	12,183	1,118	13,301
<i>Commonwealth</i>	1,228	399	1,627
Active Participant Plans	24,182	3,249	27,379
<i>Early Intervention (s25)</i>	2,557	394	2,951
<i>Permanent Disability (s24)</i>	21,573	2,753	24,326
<i>ECEI</i>	52	102	102

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Western Australia

Exits	Total
Total participant exits	401
<i>Early Intervention participants</i>	61
<i>Permanent disability participants</i>	340

<sup>267</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>268</sup> 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 Q3, 92% of people with a hearing impairment met the access criteria compared to 81% overall.

<sup>269</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Western Australia** <sup>270 271</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	12,150	1,126	10,926	52	24,254
End of 2019-20 Q3	13,301	1,627	12,349	102	27,379

**Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia** <sup>272 273 274 275</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	2,577	21,625	52	24,254
End of 2019-20 Q3	2,951	24,326	102	27,379

**Table I.6 Assessment of access by age group – Western Australia** <sup>276</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	4,852	97%	599	96%	5,451	97%
7 to 14	7,251	95%	562	89%	7,813	95%
15 to 18	2,476	96%	226	92%	2,702	96%
19 to 24	2,418	95%	197	85%	2,615	94%
25 to 34	2,870	91%	283	88%	3,153	90%
35 to 44	2,430	85%	239	74%	2,669	84%
45 to 54	3,158	82%	309	69%	3,467	81%
55 to 64	3,669	75%	416	62%	4,085	74%
65+	239	84%	13	57%	252	82%
Missing	<11		<11		<11	
<b>Total</b>	<b>29,363</b>	<b>90%</b>	<b>2,844</b>	<b>81%</b>	<b>32,207</b>	<b>89%</b>

<sup>270</sup> This table shows the total numbers of active participants at the end of each period.

<sup>271</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>272</sup> This table shows the total numbers of active participants at the end of each period.

<sup>273</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>274</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>275</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>276</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table I.7 Assessment of access by disability – Western Australia** <sup>277</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	920	95%	88	85%	1,008	94%
Autism	10,091	99%	858	97%	10,949	99%
Cerebral Palsy	1,240	98%	109	93%	1,349	97%
Developmental Delay	531	94%	140	95%	671	94%
Global Developmental Delay	853	100%	131	98%	984	99%
Hearing Impairment	1,156	91%	190	92%	1,346	91%
Intellectual Disability	6,911	98%	534	96%	7,445	98%
Multiple Sclerosis	616	89%	44	72%	660	88%
Psychosocial disability	2,239	70%	296	64%	2,535	69%
Spinal Cord Injury	498	97%	23	96%	521	97%
Stroke	327	84%	51	72%	378	82%
Visual Impairment	561	94%	64	89%	625	93%
Other Neurological	1,528	85%	146	67%	1,674	83%
Other Physical	1,485	57%	161	40%	1,646	55%
Other Sensory/Speech	122	44%	<11		127	42%
Other	58	31%	<11		62	28%
Missing	227	88%	<11		227	88%
<b>Total</b>	<b>29,363</b>	<b>90%</b>	<b>2,844</b>	<b>81%</b>	<b>32,207</b>	<b>89%</b>

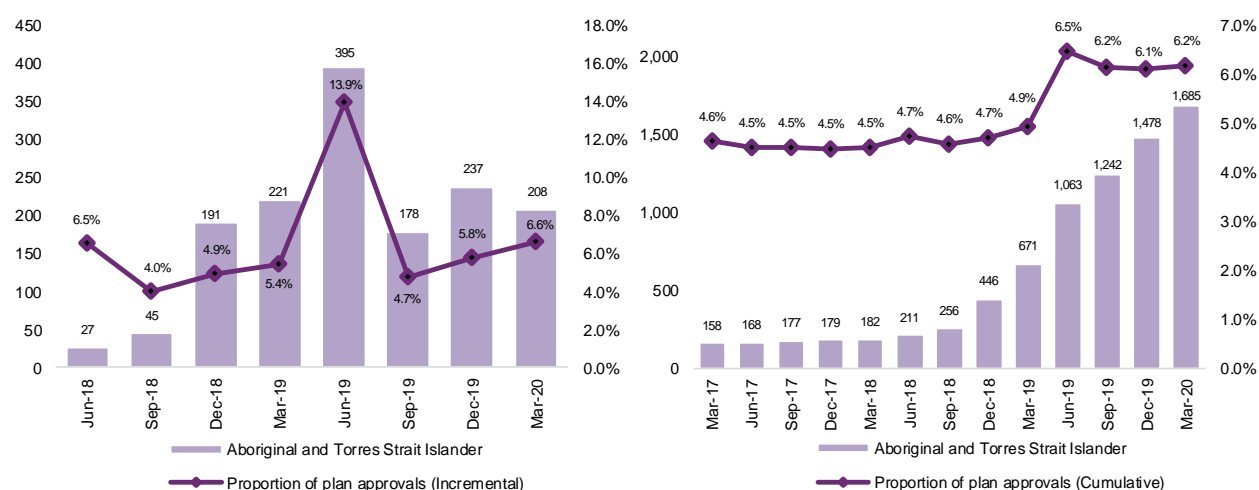
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,477	6.1%	208	6.6%	<b>1,685</b>	<b>6.2%</b>
Not Aboriginal and Torres Strait Islander	20,391	84.5%	2,609	82.9%	<b>23,000</b>	<b>84.3%</b>
Not Stated	2,262	9.4%	330	10.5%	<b>2,592</b>	<b>9.5%</b>
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

<sup>277</sup> Ibid.

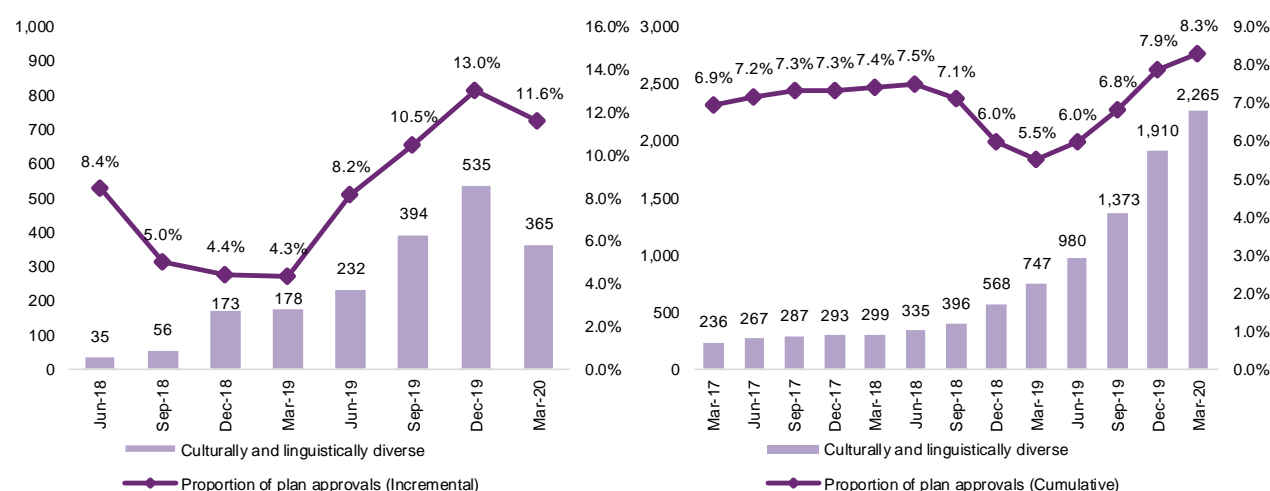
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>278 279</sup>



**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	1,900	7.9%	365	11.6%	2,265	8.3%
Not culturally and linguistically diverse	16,590	68.8%	2,779	88.3%	19,369	71.0%
Not stated	5,640	23.4%	<11		5,643	20.7%
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>280 281</sup>



<sup>278</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>279</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

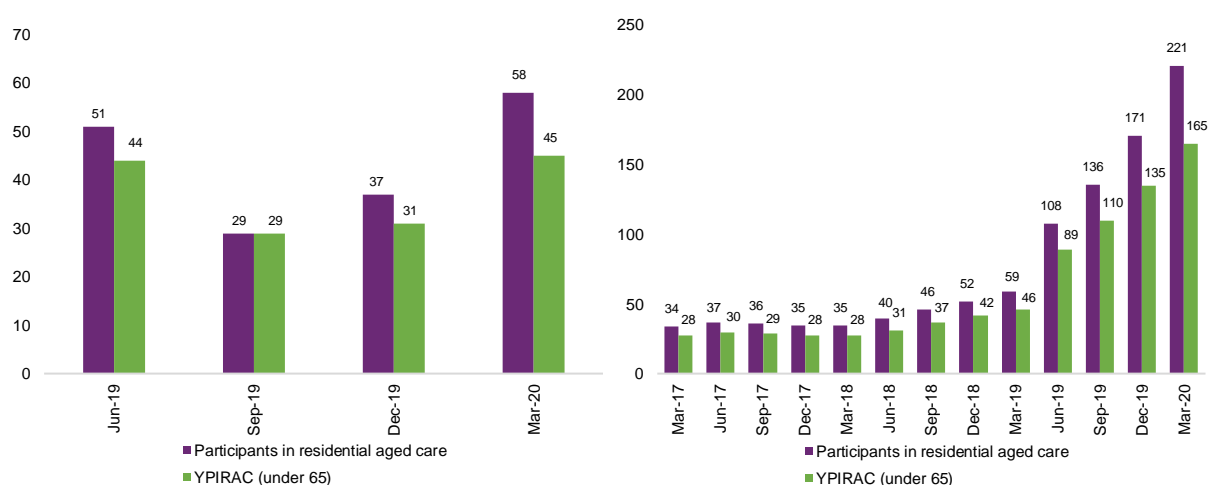
<sup>280</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>281</sup> There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

**Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Western Australia**

	Total
Age group	N
Under 45	<11
45 to 54	39
55 to 64	122
<b>Total YPIRAC (under 65)</b>	<b>165</b>
65 and above	56
<b>Total participants in residential aged care</b>	<b>221</b>
Participants not in residential aged care	27,056
<b>Total</b>	<b>27,277</b>

**Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia** <sup>282 283</sup>



**Table I.11 Participant profile per quarter by remoteness – Western Australia** <sup>284 285</sup>

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	18,711	77.6%	2,408	76.5%	<b>21,119</b>	<b>77.4%</b>
Population > 50,000	1,390	5.8%	168	5.3%	<b>1,558</b>	<b>5.7%</b>
Population between 15,000 and 50,000	1,424	5.9%	270	8.6%	<b>1,694</b>	<b>6.2%</b>
Population between 5,000 and 15,000	341	1.4%	29	0.9%	<b>370</b>	<b>1.4%</b>
Population less than 5,000	1,151	4.8%	136	4.3%	<b>1,287</b>	<b>4.7%</b>
Remote	810	3.4%	105	3.3%	<b>915</b>	<b>3.4%</b>
Very Remote	298	1.2%	30	1.0%	<b>328</b>	<b>1.2%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

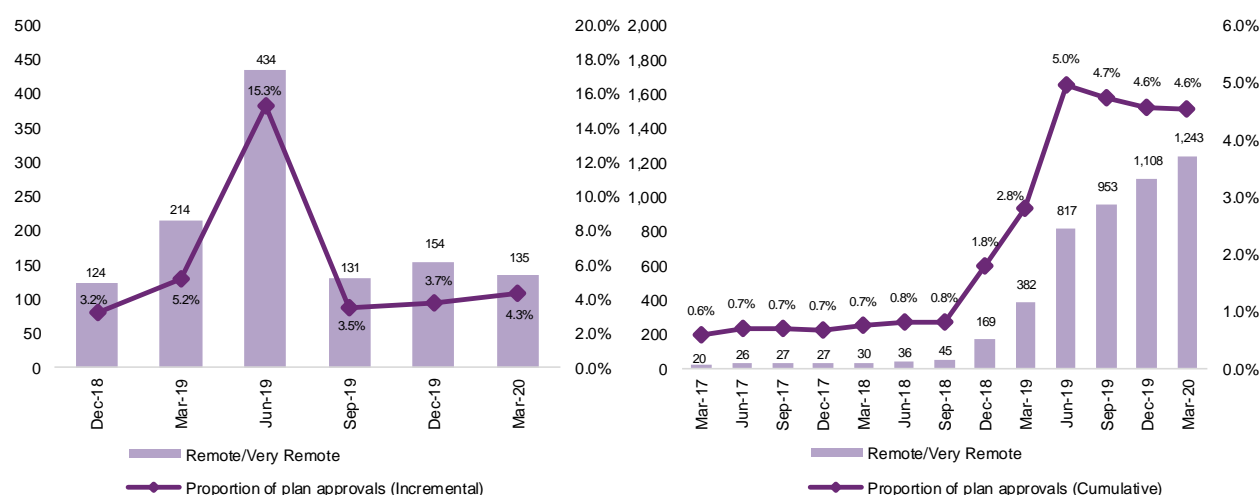
<sup>282</sup> The incremental chart shows the number of new participants that have entered in each quarter. Data is not available prior to June 2019.

<sup>283</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>284</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>285</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>286 287</sup>



**Table I.12 Participant profile per quarter by disability group – Western Australia** <sup>288 289 290</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	8,811	37%	889	28%	9,700	36%
Intellectual Disability	5,779	24%	620	20%	6,399	23%
Psychosocial disability	1,701	7%	429	14%	2,130	8%
Developmental Delay	392	2%	70	2%	462	2%
Hearing Impairment	833	3%	228	7%	1,061	4%
Other Neurological	1,187	5%	186	6%	1,373	5%
Other Physical	1,162	5%	190	6%	1,352	5%
Cerebral Palsy	1,040	4%	108	3%	1,148	4%
ABI	711	3%	111	4%	822	3%
Visual Impairment	460	2%	68	2%	528	2%
Multiple Sclerosis	533	2%	60	2%	593	2%
Global Developmental Delay	711	3%	67	2%	778	3%
Stroke	257	1%	53	2%	310	1%
Spinal Cord Injury	413	2%	49	2%	462	2%
Other Sensory/Speech	102	0%	<11		110	0%
Other	38	0%	11	0%	49	0%
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

<sup>286</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>287</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

<sup>288</sup> Table order based on national proportions (highest to lowest).

<sup>289</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>290</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (835).

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia <sup>291</sup>

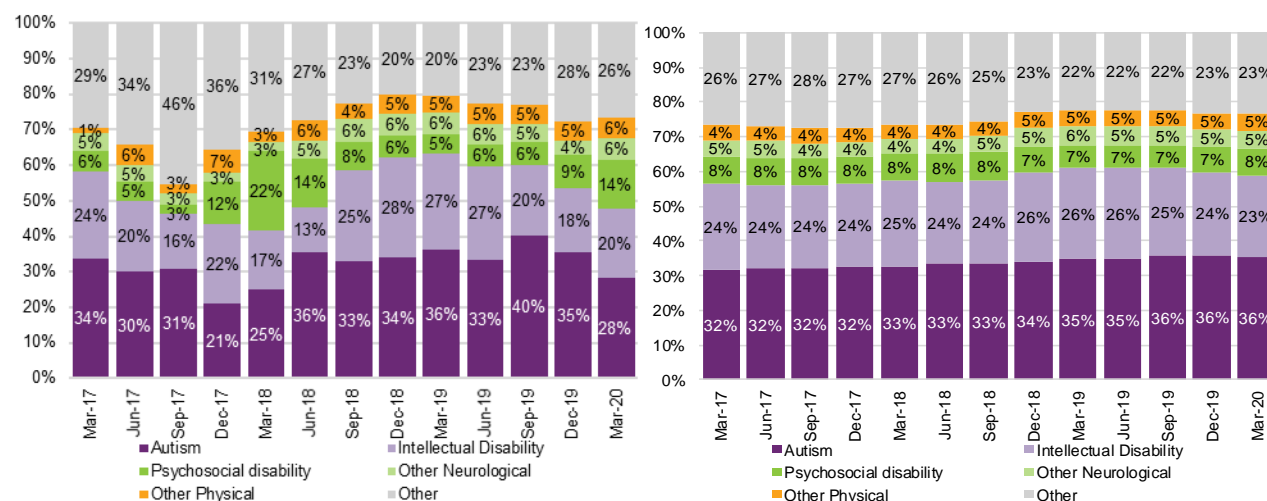


Table I.13 Participant profile per quarter by level of functions – Western Australia <sup>292</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	1,321	5%	160	5%	1,481	5%
2 (High Function)	71	0%	11	0%	82	0%
3 (High Function)	1,418	6%	161	5%	1,579	6%
4 (High Function)	1,042	4%	187	6%	1,229	5%
5 (High Function)	1,743	7%	190	6%	1,933	7%
6 (Moderate Function)	4,030	17%	581	18%	4,611	17%
7 (Moderate Function)	1,582	7%	131	4%	1,713	6%
8 (Moderate Function)	1,858	8%	260	8%	2,118	8%
9 (Moderate Function)	92	0%	<11		102	0%
10 (Moderate Function)	2,795	12%	416	13%	3,211	12%
11 (Low Function)	1,397	6%	128	4%	1,525	6%
12 (Low Function)	4,514	19%	661	21%	5,175	19%
13 (Low Function)	1,776	7%	205	7%	1,981	7%
14 (Low Function)	423	2%	43	1%	466	2%
15 (Low Function)	<11		<11		<11	
Missing	65		<11		65	
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

<sup>291</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>292</sup> The distributions are calculated excluding participants with a missing level of function.

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia <sup>293</sup>

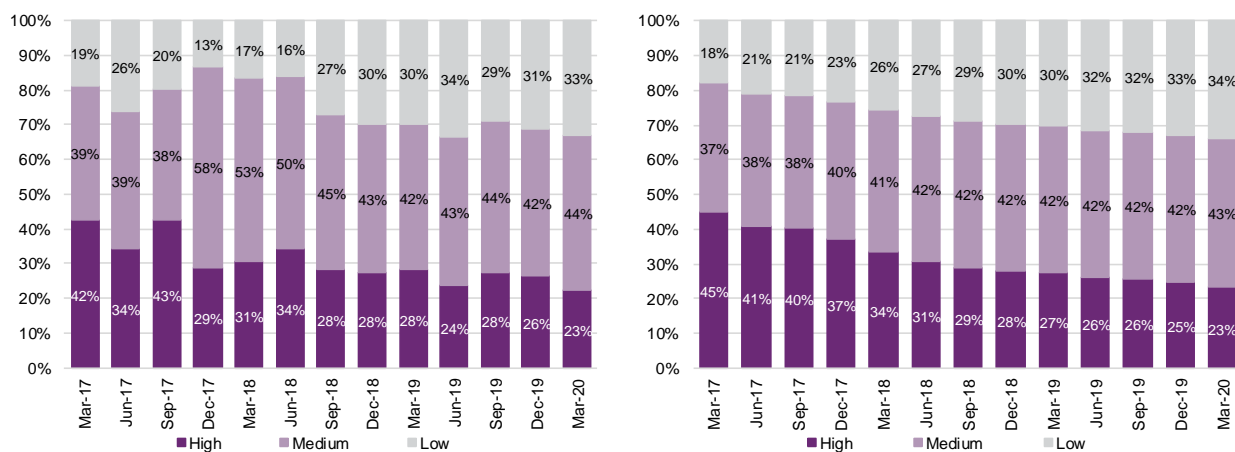
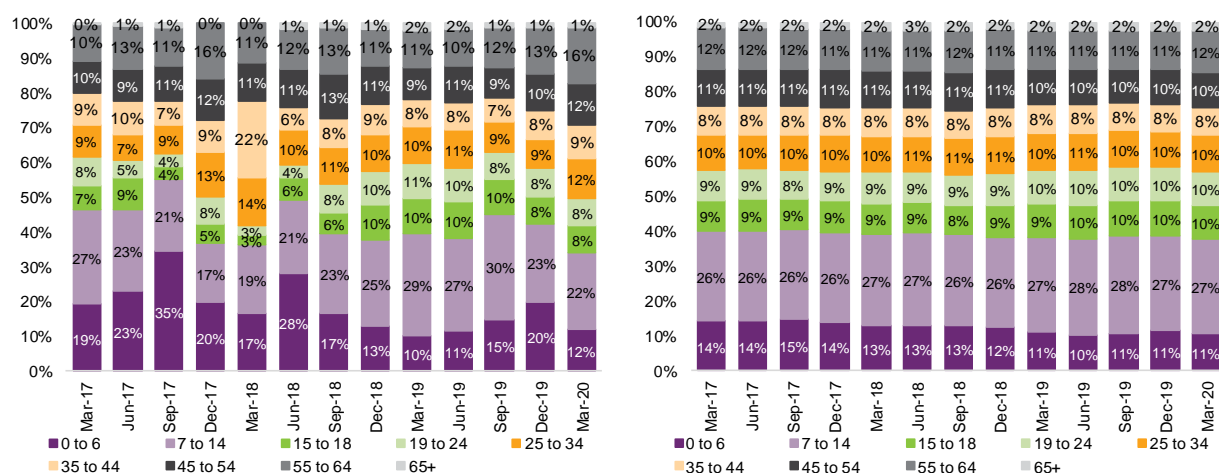


Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	2,551	11%	383	12%	2,934	11%
7 to 14	6,660	28%	682	22%	7,342	27%
15 to 18	2,398	10%	247	8%	2,645	10%
19 to 24	2,378	10%	244	8%	2,622	10%
25 to 34	2,473	10%	373	12%	2,846	10%
35 to 44	1,929	8%	294	9%	2,223	8%
45 to 54	2,372	10%	383	12%	2,755	10%
55 to 64	2,737	11%	504	16%	3,241	12%
65+	632	3%	37	1%	669	2%
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>294</sup>



<sup>293</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

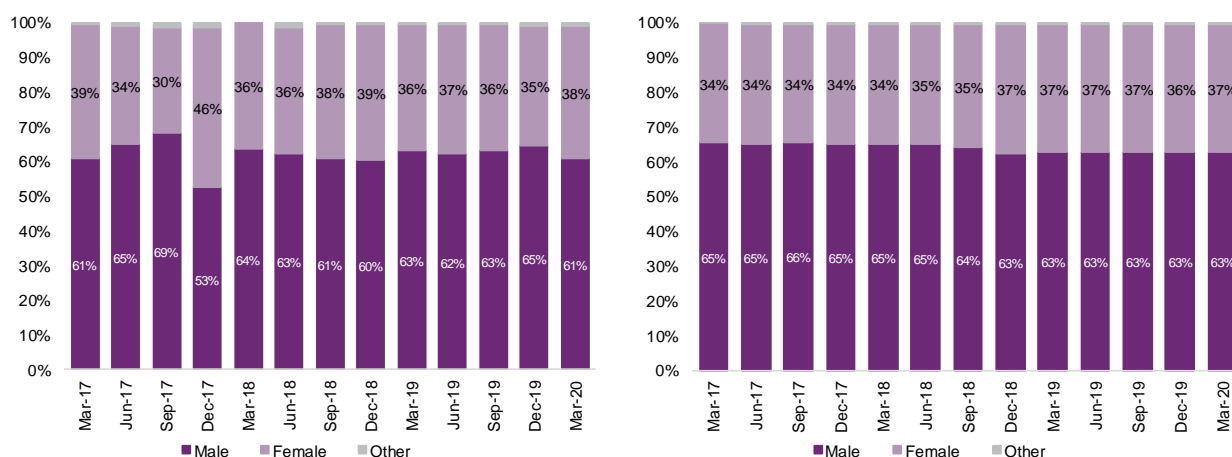
<sup>294</sup> Ibid.



**Table I.15 Participant profile per quarter by gender – Western Australia**

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	15,197	63%	1,919	61%	<b>17,116</b>	<b>63%</b>
Female	8,801	36%	1,194	38%	<b>9,995</b>	<b>37%</b>
Other	132	1%	34	1%	<b>166</b>	<b>1%</b>
<b>Total</b>	<b>24,130</b>	<b>100%</b>	<b>3,147</b>	<b>100%</b>	<b>27,277</b>	<b>100%</b>

**Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia** <sup>295</sup>



## Part Two: Participant experience and outcomes

**Table I.16 Number of baseline questionnaires completed by SFOF version – Western Australia** <sup>296</sup>

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	292	157	588	671	1,708
Participant school to 14	295	258	4,191	3,377	8,121
Participant 15 to 24	147	75	2,200	1,711	4,133
Participant 25 and over	505	303	4,788	4,580	10,176
<b>Total Participant</b>	<b>1,239</b>	<b>793</b>	<b>11,767</b>	<b>10,339</b>	<b>24,138</b>
Family 0 to 14	570	403	4,127	3,755	8,855
Family 15 to 24	36	49	1,466	1,231	2,782
Family 25 and over	21	75	1,526	1,676	3,298
<b>Total Family</b>	<b>627</b>	<b>527</b>	<b>7,119</b>	<b>6,662</b>	<b>14,935</b>
<b>Total</b>	<b>1,866</b>	<b>1,320</b>	<b>18,886</b>	<b>17,001</b>	<b>39,073</b>

<sup>295</sup> Ibid.

<sup>296</sup> Baseline outcomes for participants and/or their families and carers were collected for 97% 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 I.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia**

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	58%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		41%		
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			38%	
CC	% who choose who supports them			37%	60%
CC	% who choose what they do each day			46%	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%	64%

**Table I.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Western Australia**

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	50%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		38%		
REL	Of these, % who are welcomed or actively included	64%	77%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			35%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			38%	39%

**Table I.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Western Australia**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		67%		
HM	% who are happy with their home			83%	77%
HM	% who feel safe or very safe in their home			82%	71%
HW	% who rate their health as good, very good or excellent			72%	46%
HW	% who did not have any difficulties accessing health services			80%	74%
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				31%
WK	% who have a paid job			23%	26%
WK	% who volunteer			17%	14%

**Table I.20 Selected key baseline indicators for families/carers of participants – Western Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	20%	20%
% receiving Carer Allowance	47%	43%	34%
% working in a paid job	48%	54%	38%
Of those in a paid job, % in permanent employment	76%	77%	82%
Of those in a paid job, % working 15 hours or more	77%	85%	84%
% who say they (and their partner) are able to work as much as they want	41%	51%	63%
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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	21%	17%
% able to advocate for their child/family member	75%	72%	71%
% who have friends and family they see as often as they like	40%	47%	54%
% 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		50%	
% who feel in control selecting services		54%	55%
% 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	74%	67%	63%

**Table I.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=265) - participants who entered from 1 April 2018 to 31 March 2019 – Western Australia <sup>297</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	91%
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?	68%
S/CP	Has the NDIS improved how your child fits into community life?	53%

**Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,583) - participants who entered from 1 April 2018 to 31 March 2019 – Western Australia**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	70%
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?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	55%

**Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,433) and ‘Participant 25 and over’ (n=3,029) - participants who entered from 1 April 2018 to 31 March 2019 – Western Australia**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	75%
DL	Has the NDIS helped you with daily living activities?	70%	83%
REL	Has the NDIS helped you to meet more people?	56%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	42%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	63%
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%	37%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	28%	27%
S/CP	Has the NDIS helped you be more involved?	64%	71%

<sup>297</sup> Results in Tables I.21 to I.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables I.25 to I.31.

**Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,378); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,512) - participants who entered from 1 April 2018 to 31 March 2019 – Western Australia**

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%	59%
Has the NDIS improved the level of support for your family?	68%	68%
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?	71%	67%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	44%	46%

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

**Table I.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=217) - participants who entered from 1 April 2017 to 31 March 2018 – Western Australia <sup>298</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	74%	+7%
LL	Has the NDIS improved your child's access to education?	42%	43%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	63%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	+6%

<sup>298</sup> Results in Tables I.25 to I.27 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a 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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=67) and ‘Participant 25 and over’ (n=189) - participants who entered from 1 April 2017 to 31 March 2018 – Western Australia**

		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?	66%	69%	+3%	83%	83%	-1%
DL	Has the NDIS helped you with daily living activities?	74%	73%	-1%	83%	85%	+2%
REL	Has the NDIS helped you to meet more people?	58%	52%	-6%	62%	63%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	23%	+2%	26%	27%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	56%	-3%	57%	63%	+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?	36%	38%	1%	32%	30%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	21%	-4%	21%	18%	-3%
S/CP	Has the NDIS helped you be more involved?	65%	64%	-1%	69%	69%	+1%

**Table I.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=201); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=32) - participants who entered from 1 April 2017 to 31 March 2018 – Western Australia**

		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?	60%	66%	+6%	56%	73%	+17%
	Has the NDIS improved the level of support for your family?	70%	72%	+1%	81%	85%	+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%	+2%	68%	71%	+3%
	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%	47%	+1%	52%	59%	+7%

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

**Table I.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=200) - participants who entered from 1 July 2016 to 31 March 2017 – Western Australia** <sup>299</sup>

	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?	73%	78%	79%	+6%
LL	Has the NDIS improved your child's access to education?	41%	48%	53%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	56%	61%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	58%	58%	61%	+3%

**Table I.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=63) - participants who entered from 1 July 2016 to 31 March 2017 – Western Australia**

	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%	65%	72%	+8%
	Has the NDIS helped you with daily living activities?	64%	69%	76%	+12%
	Has the NDIS helped you to meet more people?	45%	46%	55%	+10%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	14%	-6%
	Has your involvement with the NDIS improved your health and wellbeing?	45%	44%	44%	0%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	33%	39%	+3%
	Has your involvement with the NDIS helped you find a job that's right for you?	16%	24%	17%	+1%
	Has the NDIS helped you be more involved?	60%	70%	66%	+6%

<sup>299</sup> Results in Tables I.28 to I.31 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a 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.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=206) - participants who entered from 1 July 2016 to 31 March 2017 – Western Australia**

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?	73%	76%	81%	+8%
Has the NDIS helped you with daily living activities?	80%	84%	89%	+9%
Has the NDIS helped you to meet more people?	58%	63%	67%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	33%	38%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	55%	59%	62%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	37%	36%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%	22%	-4%
Has the NDIS helped you be more involved?	71%	74%	79%	+7%

**Table I.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=186) - participants who entered from 1 July 2016 to 31 March 2017 – Western Australia**

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%	63%	68%	+10%
Has the NDIS improved the level of support for your family?	74%	72%	78%	+4%
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?	80%	86%	83%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	81%	82%	+0%
Has the NDIS improved your health and wellbeing?	55%	50%	52%	-3%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan reviews, for family 15 and over.



**Table I.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=221), 'participants in community and social activities' (n=220) and 'participants who choose who supports them' (n=241) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Western Australia <sup>300</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	23%	15%	24%
Aged 25+	29%	29%	31%	
Aged 15+ (Average)	26%	28%	28%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	41%	49%	47%
Aged 25+	41%	47%	47%	
Aged 15+ (Average)	40%	46%	48%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	46%	54%	44%	45%
Aged 25+	55%	55%	55%	
Aged 15+ (Average)	54%	55%	53%	

**Table I.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=259), 'participants in community and social activities' (n=259) and 'participants who choose who supports them' (n=277) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – Western Australia <sup>301</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	16%	6%	14%	19%	24%
Aged 25+	25%	25%	24%	23%	
Aged 15+ (Average)	24%	22%	23%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	35%	46%	46%	47%
Aged 25+	36%	41%	42%	46%	
Aged 15+ (Average)	35%	41%	42%	46%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	33%	26%	37%	41%	45%
Aged 25+	55%	56%	54%	55%	
Aged 15+ (Average)	52%	52%	52%	53%	

<sup>300</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

<sup>301</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table I.34 Number of active plans by goal type and primary disability – Western Australia** <sup>302</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	262	493	416	99	170	595	308	178	<b>822</b>
Autism	2,190	7,408	2,963	2,861	3,588	5,030	674	1,835	<b>9,700</b>
Cerebral Palsy	329	840	558	220	245	629	216	198	<b>1,148</b>
Developmental Delay	66	390	86	119	125	105	2	0	<b>462</b>
Down Syndrome	216	610	311	155	195	575	196	264	<b>835</b>
Global Developmental Delay	111	639	168	182	200	134	7	0	<b>778</b>
Hearing Impairment	262	703	195	306	167	389	111	223	<b>1,061</b>
Intellectual Disability	1,548	3,631	2,004	1,143	1,366	3,577	1,453	2,012	<b>5,564</b>
Multiple Sclerosis	156	407	363	34	95	350	163	90	<b>593</b>
Psychosocial disability	565	1,160	1,200	337	420	1,542	652	595	<b>2,130</b>
Spinal Cord Injury	159	318	264	59	71	270	132	110	<b>462</b>
Stroke	112	211	150	24	49	203	96	53	<b>310</b>
Visual Impairment	185	370	170	105	74	330	84	148	<b>528</b>
Other Neurological	435	953	710	130	236	840	323	193	<b>1,373</b>
Other Physical	431	891	677	133	140	710	286	264	<b>1,352</b>
Other Sensory/Speech	19	91	29	40	35	41	3	5	<b>110</b>
Other	11	36	32	3	11	31	5	7	<b>49</b>
<b>Total</b>	<b>7,057</b>	<b>19,151</b>	<b>10,296</b>	<b>5,950</b>	<b>7,187</b>	<b>15,351</b>	<b>4,711</b>	<b>6,175</b>	<b>27,277</b>

<sup>302</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.35 Number of goals in active plans by goal type and primary disability – Western Australia** <sup>303</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	321	650	467	117	187	674	328	180	<b>2,924</b>
Autism	2,635	14,520	3,418	3,671	4,181	5,740	691	1,922	<b>36,778</b>
Cerebral Palsy	392	1,554	649	255	274	706	228	208	<b>4,266</b>
Developmental Delay	80	1,171	106	151	143	116	2	0	<b>1,769</b>
Down Syndrome	255	1,124	347	171	216	646	206	277	<b>3,242</b>
Global Developmental Delay	125	1,935	202	228	230	153	7	0	<b>2,880</b>
Hearing Impairment	303	1,188	219	369	181	435	113	237	<b>3,045</b>
Intellectual Disability	1,831	5,609	2,200	1,354	1,504	4,037	1,512	2,088	<b>20,135</b>
Multiple Sclerosis	179	556	414	36	102	388	169	93	<b>1,937</b>
Psychosocial disability	653	1,463	1,389	374	456	1,735	692	623	<b>7,385</b>
Spinal Cord Injury	194	442	307	63	75	311	145	112	<b>1,649</b>
Stroke	130	288	171	26	59	243	107	54	<b>1,078</b>
Visual Impairment	223	573	180	113	77	385	87	155	<b>1,793</b>
Other Neurological	518	1,356	835	150	254	929	345	197	<b>4,584</b>
Other Physical	497	1,281	790	148	149	794	302	277	<b>4,238</b>
Other Sensory/Speech	26	206	35	60	47	50	3	5	<b>432</b>
Other	14	55	42	3	11	32	5	7	<b>169</b>
<b>Total</b>	<b>8,376</b>	<b>33,971</b>	<b>11,771</b>	<b>7,289</b>	<b>8,146</b>	<b>17,374</b>	<b>4,942</b>	<b>6,435</b>	<b>98,304</b>

**Table I.36 Number of active plans by goal type and age group – Western Australia** <sup>304</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	378	2,538	624	582	778	513	15	0	<b>2,934</b>
7 to 14	1,411	5,784	2,414	2,482	2,881	3,751	106	154	<b>7,342</b>
15 to 18	802	1,902	783	906	768	1,589	218	1,040	<b>2,645</b>
19 to 24	866	1,739	849	619	565	1,626	604	1,452	<b>2,622</b>
25 to 34	912	1,802	1,181	454	581	1,926	921	1,316	<b>2,846</b>
35 to 44	682	1,341	1,084	309	463	1,467	726	830	<b>2,223</b>
45 to 54	819	1,634	1,365	299	495	1,861	857	753	<b>2,755</b>
55 to 64	956	2,006	1,666	265	550	2,180	1,061	565	<b>3,241</b>
65+	231	405	330	34	106	438	203	65	<b>669</b>
<b>Total</b>	<b>7,057</b>	<b>19,151</b>	<b>10,296</b>	<b>5,950</b>	<b>7,187</b>	<b>15,351</b>	<b>4,711</b>	<b>6,175</b>	<b>27,277</b>

<sup>303</sup> Participants have set over two million goals in total across Australia since July 2016. The 98,304 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

<sup>304</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.37 Number of goals in active plans by goal type and age group – Western Australia** <sup>305</sup>

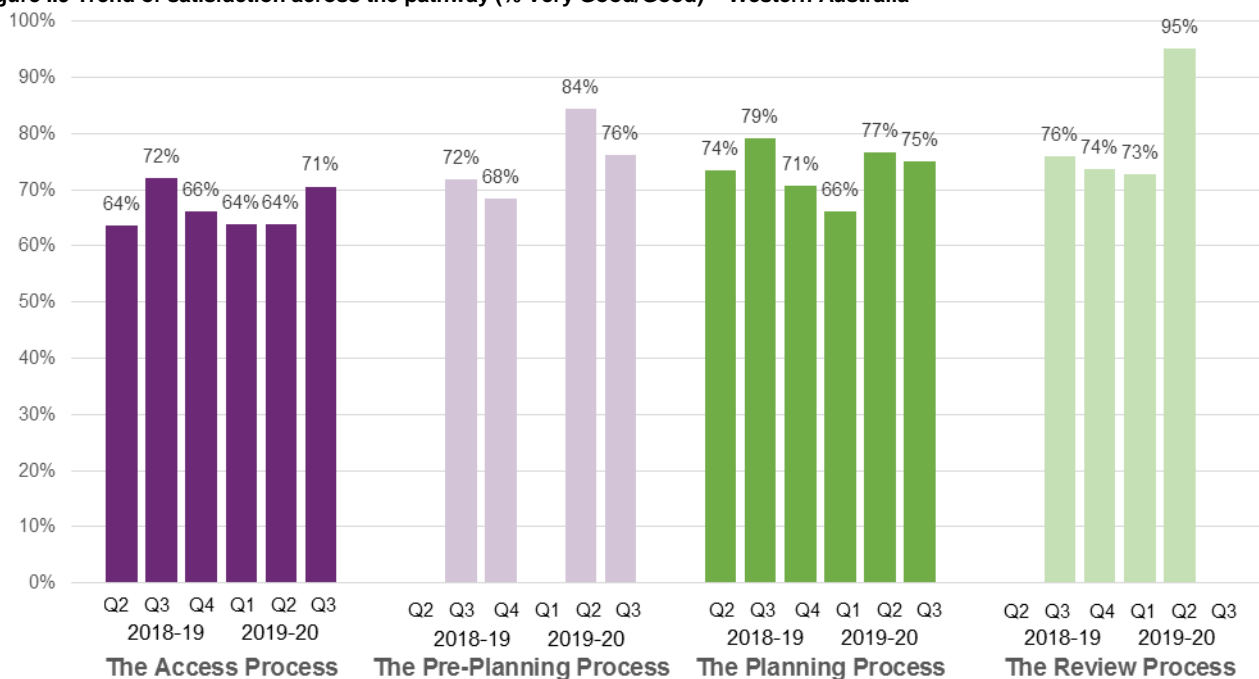
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	435	8,504	734	730	910	594	15	0	<b>11,922</b>
7 to 14	1,723	10,620	2,869	3,208	3,414	4,280	107	157	<b>26,378</b>
15 to 18	964	2,941	893	1,142	861	1,787	222	1,075	<b>9,885</b>
19 to 24	1,034	2,393	939	728	597	1,811	626	1,530	<b>9,658</b>
25 to 34	1,084	2,394	1,298	508	631	2,156	963	1,382	<b>10,416</b>
35 to 44	817	1,747	1,236	330	502	1,665	757	866	<b>7,920</b>
45 to 54	937	2,159	1,529	321	521	2,108	904	772	<b>9,251</b>
55 to 64	1,107	2,660	1,893	285	593	2,461	1,130	587	<b>10,716</b>
65+	275	553	380	37	117	512	218	66	<b>2,158</b>
<b>Total</b>	<b>8,376</b>	<b>33,971</b>	<b>11,771</b>	<b>7,289</b>	<b>8,146</b>	<b>17,374</b>	<b>4,942</b>	<b>6,435</b>	<b>98,304</b>

<sup>305</sup> Participants have set over two million goals in total across Australia since July 2016. The 98,304 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**Table I.38 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Western Australia**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 805</b>	<b>n = 68</b>
Are you happy with how coming into the NDIS has gone?	75%	81%
Was the person from the NDIS respectful?	93%	94%
Do you understand what will happen next with your plan?	69%	75%
% of participants rating their overall experience as Very Good or Good.	67%	71%
<b>Pre-planning</b>	<b>n = 470</b>	<b>n = 97</b>
Did the person from the NDIS understand how your disability affects your life?	82%	90%
Did you understand why you needed to give the information you did?	94%	97%
Were decisions about your plan clearly explained?	77%	82%
Are you clear on what happens next with your plan?	67%	77%
Do you know where to go for more help with your plan?	75%	87%
% of participants rating their overall experience as Very Good or Good.	75%	76%
<b>Planning</b>	<b>n = 692</b>	<b>n = 132</b>
Did the person from the NDIS understand how your disability affects your life?	83%	83%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	80%	79%
Are you clear on what happens next with your plan?	73%	77%
Do you know where to go for more help with your plan?	79%	84%
% of participants rating their overall experience as Very Good or Good.	75%	75%
<b>Plan review</b>	<b>n = 228</b>	<b>n = 14</b>
Did the person from the NDIS understand how your disability affects your life?	86%	N/A
Did you feel prepared for your plan review?	79%	N/A
Is your NDIS plan helping you to make progress towards your goals?	89%	N/A
% of participants rating their overall experience as Very Good or Good.	77%	N/A

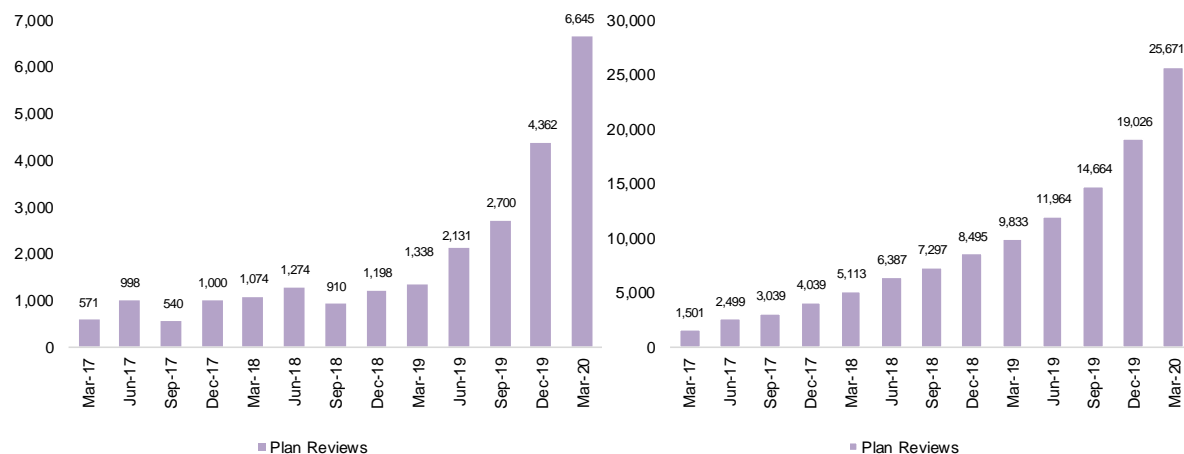
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>306</sup>



**Table I.39 Plan reviews conducted per quarter – excluding plans less than 30 days – Western Australia** <sup>307</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>19,026</b>	<b>6,645</b>	<b>25,671</b>
<i>Early intervention plans</i>	2,743	622	3,365
<i>Permanent disability plans</i>	16,283	6,023	22,306

**Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia**



<sup>306</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>307</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table I.40 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table I.41 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table I.42.

Table I.42 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table I.41. (There are no complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile.) The list of complaint types is different to that which appears in Table I.41 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

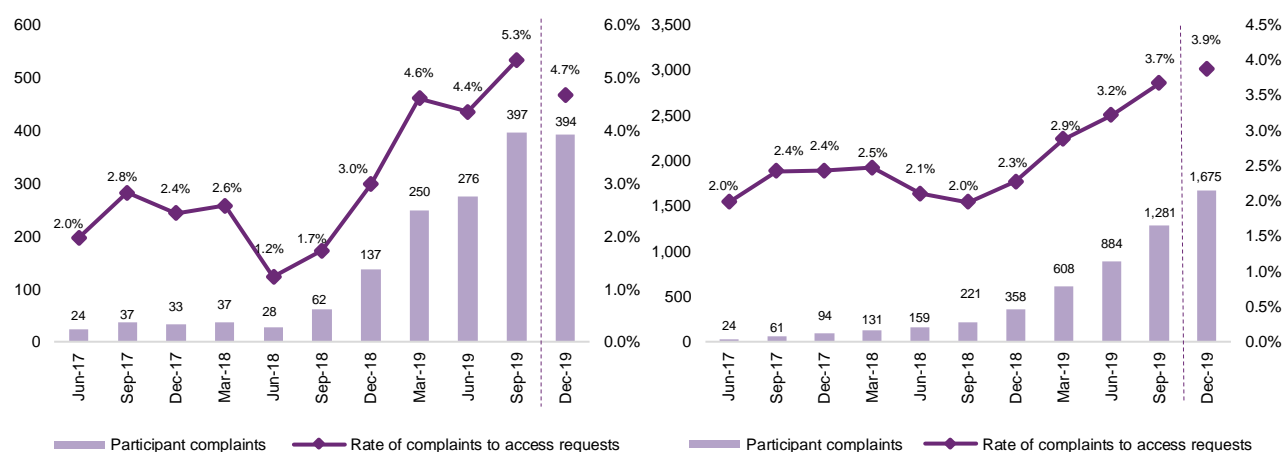
**Table I.40 Complaints by quarter – Western Australia** <sup>308 309</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	4	4	4
Complaint about LAC Partner	0	9	9	9
Complaints about service providers	72	23	95	79
Complaints about the Agency	1,203	355	1,558	1,070
Critical/ Reportable Incident	0	3	3	3
Unclassified	73	0	73	70
<b>Total</b>	<b>1,348</b>	<b>394</b>	<b>1,742</b>	<b>1,177</b>
% of all access requests	3.8%	4.7%	4.0%	

<sup>308</sup> Note that 74% of all complainants made only one complaint, 16% made two complaints and 10% made three or more complaints.

<sup>309</sup> % of all access requests 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.

**Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia<sup>310</sup>**



**Table I.41 Complaints by type ('My Feedback' tile) – Western Australia**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	12	(17%)	3	(19%)	15	(17%)
Service Delivery	9	(13%)	6	(38%)	15	(17%)
Staff conduct	11	(15%)	1	(6%)	12	(14%)
Provider process	7	(10%)	0	(0%)	7	(8%)
Provider costs	9	(13%)	3	(19%)	12	(14%)
Other	24	(33%)	3	(19%)	27	(31%)
<b>Total</b>	<b>72</b>		<b>16</b>		<b>88</b>	
<i>Complaints about the Agency</i>						
Timeliness	429	(36%)	50	(37%)	479	(36%)
Individual needs	127	(11%)	7	(5%)	134	(10%)
Reasonable and necessary supports	142	(12%)	18	(13%)	160	(12%)
Information unclear	55	(5%)	12	(9%)	67	(5%)
The way the NDIA carried out its decision making	69	(6%)	16	(12%)	85	(6%)
Other	381	(32%)	31	(23%)	412	(31%)
<b>Total</b>	<b>1,203</b>		<b>134</b>		<b>1,337</b>	
<i>Unclassified</i>	<b>73</b>		<b>0</b>		<b>73</b>	

<sup>310</sup> Complaint rates are not available at state/ territory level prior to June 2017.



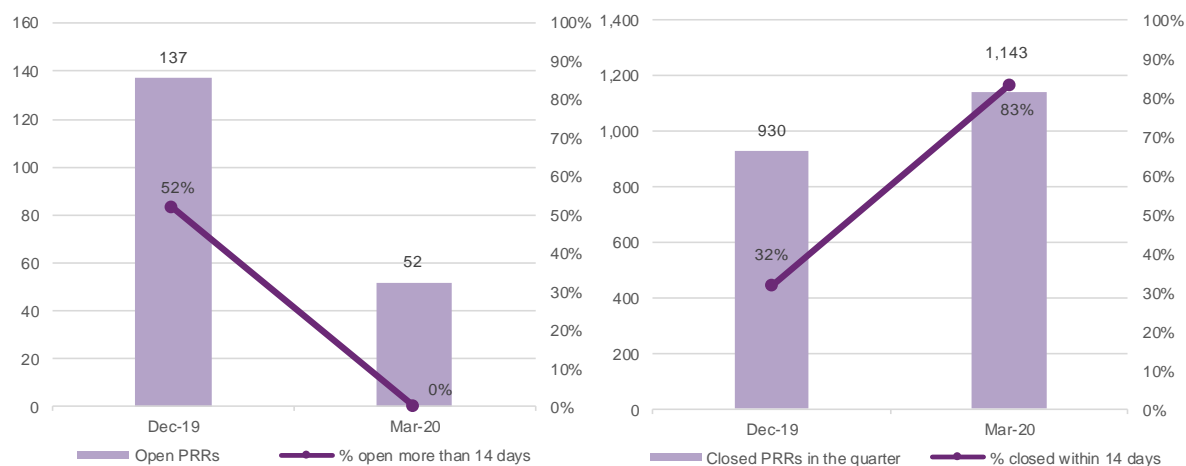
Table I.42 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Western Australia

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	0	(0%)
ECEI Process	0	(0%)
ECEI Staff	0	(0%)
ECEI Timeliness	4	(100%)
Other	0	(0%)
<b>Total</b>	<b>4</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	0	(0%)
LAC Plan	2	(22%)
LAC Process	1	(11%)
LAC Resources	0	(0%)
LAC Staff	5	(56%)
LAC Timeliness	1	(11%)
Other	0	(0%)
<b>Total</b>	<b>9</b>	
Complaints about service providers		
Provider Finance	2	(29%)
Provider Fraud and Compliance	0	(0%)
Provider Service	2	(29%)
Provider Staff	3	(43%)
Other	0	(0%)
<b>Total</b>	<b>7</b>	
Complaints about the Agency		
NDIA Access	17	(8%)
NDIA Engagement	0	(0%)
NDIA Finance	16	(7%)
NDIA Fraud and Compliance	1	(0%)
NDIA Plan	47	(21%)
NDIA Process	20	(9%)
NDIA Resources	4	(2%)
NDIA Staff	13	(6%)
NDIA Timeliness	103	(47%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>221</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	0	(0%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	1	(33%)
Participant threat	1	(33%)
Provider reporting	1	(33%)
Other	0	(0%)
<b>Total</b>	<b>3</b>	
Unclassified	<b>0</b>	

**Table I.43 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia** <sup>311</sup>

	As at 31 March 2020
Open PRRs	52
Number of PRRs open less than 14 days	52
Number of PRRs open more than 14 days	0
New PRRs in the quarter	1,058
Number of PRRs closed in the quarter	1,143
Proportion closed within 14 days	83%
Average days PRRs took to close in the quarter	11

**Figure I.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Western Australia** <sup>312</sup>



**Table I.44 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia** <sup>313 314</sup>

	Access	Planning
Open RoRDs	45	665
Number of RoRDs open less than 90 days	45	536
Number of RoRDs open more than 90 days	0	129
New RoRDs in the quarter	161	770
Number of RoRDs closed in the quarter	232	966
Proportion closed within 90 days	96%	42%
Average days RoRDs took to close in the quarter	42	107

<sup>311</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>312</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>313</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>314</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure I.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Western Australia <sup>315</sup>

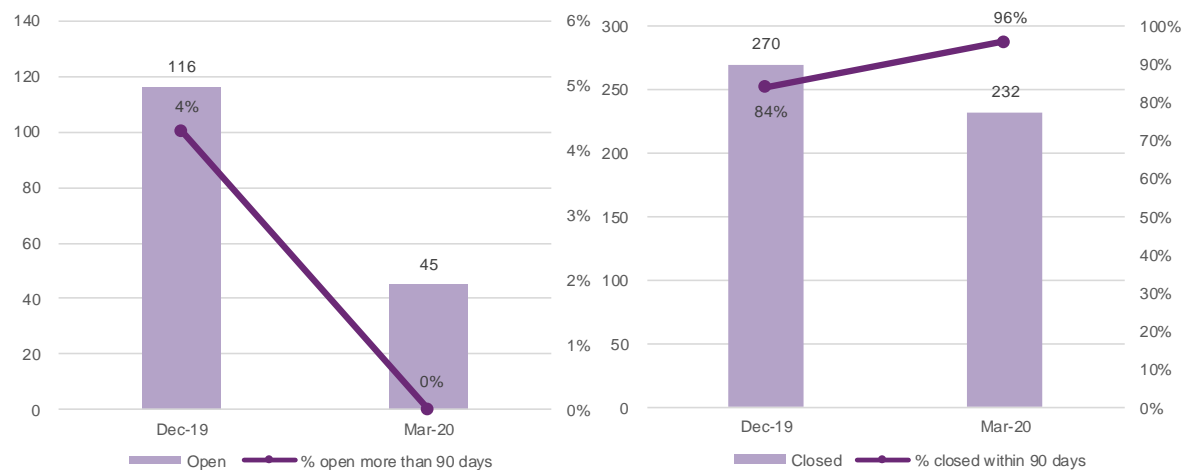


Figure I.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Western Australia <sup>316</sup>

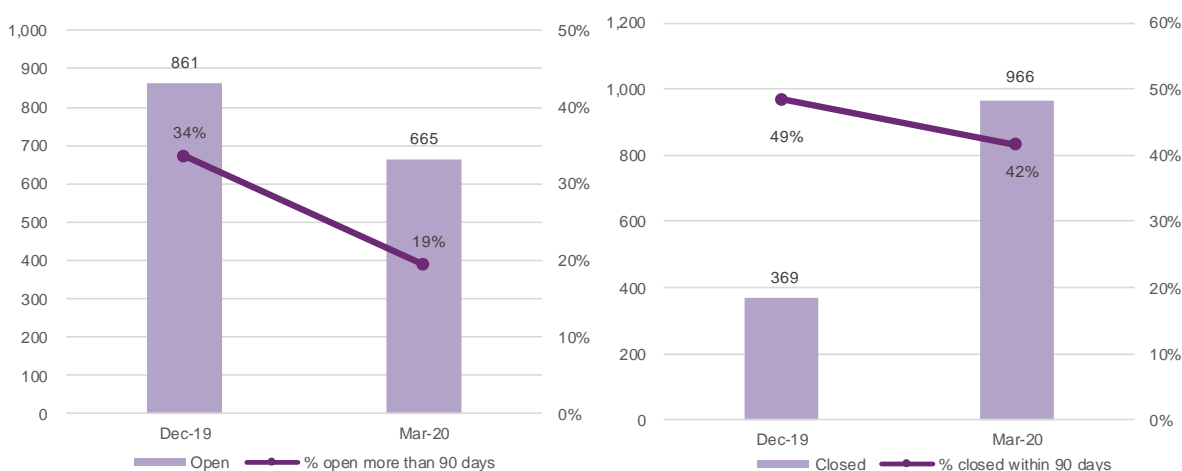


Table I.45 AAT Cases by category – Western Australia <sup>317</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	34	32%	12	44%	46	34%
Plan	50	47%	15	56%	65	49%
Plan Review	15	14%	<11		15	11%
Other	<11		<11		<11	
<b>Total</b>	<b>107</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>134</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.24%</b>		<b>0.31%</b>		<b>0.25%</b>	

<sup>315</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>316</sup> Ibid.

<sup>317</sup> % of all access decisions 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 I.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia <sup>318</sup>

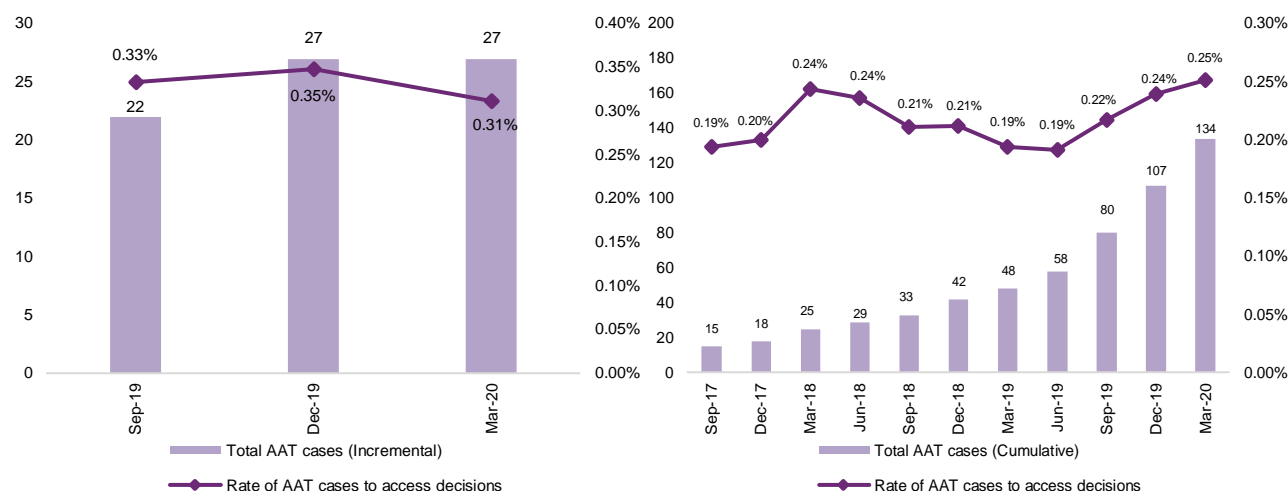


Table I.46 AAT cases by open/closed and decision – Western Australia

	N
<b>AAT Cases</b>	<b>134</b>
<b>Open AAT Cases</b>	<b>39</b>
<b>Closed AAT Cases</b>	<b>95</b>
<i>Resolved before hearing</i>	95
<i>Gone to hearing and received a substantive decision</i>	<11

Table I.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia <sup>319 320</sup>

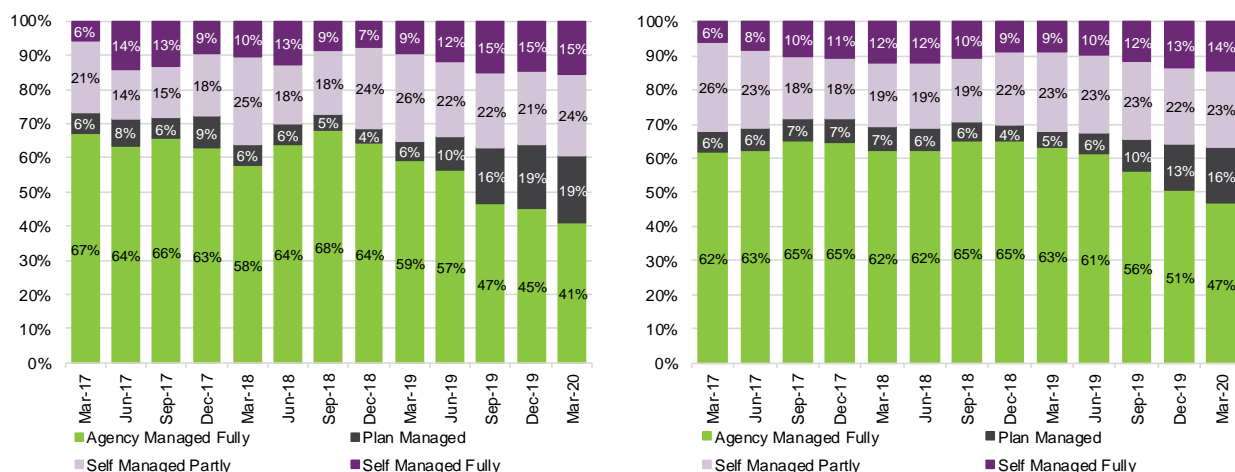
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	13%	15%	<b>14%</b>
Self-managed partly	22%	24%	<b>23%</b>
Plan managed	15%	19%	<b>16%</b>
Agency managed	50%	41%	<b>47%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>318</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter, and also insufficient numbers to show the cumulative count of AAT cases prior to the September 2017 quarter.

<sup>319</sup> 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.

<sup>320</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

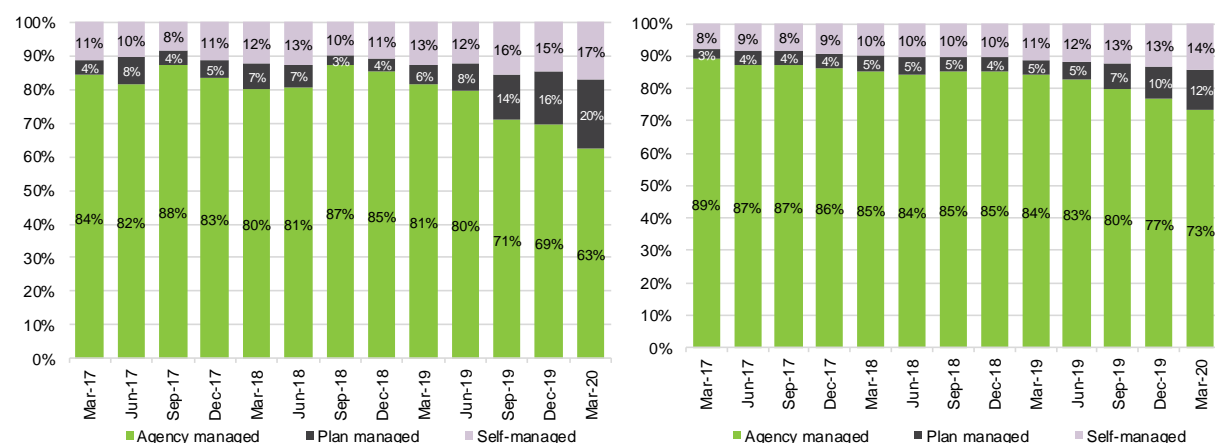
**Figure I.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>321 322</sup>



**Table I.48 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

	Prior Quarters	2019-20 Q3	Total
Self-managed	13%	17%	14%
Plan managed	10%	20%	12%
Agency managed	77%	63%	73%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.49 Distribution of active participants by support coordination and quarter of plan approval – Western Australia** <sup>323</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	42%	42%	42%

<sup>321</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>322</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>323</sup> Ibid.

Table I.50 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia <sup>324</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	10,576	76%	2,469	66%
30 to 59 days	1,129	8%	513	14%
60 to 89 days	574	4%	185	5%
<b>Activated within 90 days</b>	<b>12,279</b>	<b>88%</b>	<b>3,167</b>	<b>85%</b>
90 to 119 days	334	2%	83	2%
120 days and over	719	5%	157	4%
<b>Activated after 90 days</b>	<b>1,053</b>	<b>8%</b>	<b>240</b>	<b>6%</b>
No payments	601	4%	331	9%
<b>Total plans approved</b>	<b>13,933</b>	<b>100%</b>	<b>3,738</b>	<b>100%</b>

Table I.51 Proportion of participants who have activated within 12 months – Western Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	633	674	94%
Not Aboriginal and Torres Strait Islander	11,091	11,595	96%
Not Stated	1,225	1,272	96%
<b>Total</b>	<b>12,949</b>	<b>13,541</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	727	750	97%
Not CALD	7,617	7,977	95%
Not Stated	4,605	4,814	96%
<b>Total</b>	<b>12,949</b>	<b>13,541</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	10,521	10,950	96%
Regional	2,058	2,190	94%
Remote	368	399	92%
Missing	<11	<11	
<b>Total</b>	<b>12,949</b>	<b>13,541</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	4,611	4,877	95%
Intellectual Disability (including Down Syndrome)	3,397	3,552	96%
Psychosocial Disability	888	918	97%
Developmental Delay (including Global Developmental Delay)	471	495	95%
Other	3,582	3,699	97%
<b>Total</b>	<b>12,949</b>	<b>13,541</b>	<b>96%</b>

<sup>324</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table I.52 Distribution of plans by utilisation – Western Australia** <sup>325 326</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	27%
> 75%	36%
<b>Total</b>	<b>100%</b>

**Table I.53 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>327</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	51%	57%	53%
Lifelong Learning	21%	23%	22%
Other	17%	17%	17%
Non-categorised	26%	22%	24%
Any mainstream service	92%	93%	93%

## Part Three: Providers and the growing market

**Table I.54 Key markets indicators by quarter – Western Australia** <sup>328 329</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.24	1.26
b) Number of providers delivering new types of supports	197	201
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	83%	85%
<i>Therapeutic Supports (%)</i>	93%	93%
<i>Participation in community, social and civic activities (%)</i>	85%	82%
<i>Early Intervention supports for early childhood (%)</i>	87%	86%
<i>Daily Personal Activities (%)</i>	88%	86%

<sup>325</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>326</sup> 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.

<sup>327</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>328</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>329</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table I.55 Cumulative number of providers that have been ever active by registration group – Western Australia <sup>330</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	17	7	24	41%
Assistance Animals	10	0	10	0%
Assistance with daily life tasks in a group or shared living arrangement	117	9	126	8%
Assistance with travel/transport arrangements	131	6	137	5%
Daily Personal Activities	222	14	236	6%
Group and Centre Based Activities	127	11	138	9%
High Intensity Daily Personal Activities	166	8	174	5%
Household tasks	181	13	194	7%
Interpreting and translation	22	1	23	5%
Participation in community, social and civic activities	251	16	267	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	30	5	35	17%
Assistive products for household tasks	27	5	32	19%
Assistance products for personal care and safety	278	34	312	12%
Communication and information equipment	50	10	60	20%
Customised Prosthetics	82	11	93	13%
Hearing Equipment	12	5	17	42%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	134	21	155	16%
Specialised Hearing Services	5	1	6	20%
Vision Equipment	17	5	22	29%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	208	14	222	7%
Behaviour Support	99	11	110	11%
Community nursing care for high needs	36	5	41	14%
Development of daily living and life skills	141	13	154	9%
Early Intervention supports for early childhood	198	16	214	8%
Exercise Physiology and Physical Wellbeing activities	37	5	42	14%
Innovative Community Participation	28	5	33	18%
Specialised Driving Training	25	1	26	4%
Therapeutic Supports	457	35	492	8%
<b>Capital services</b>				
Home modification design and construction	33	9	42	27%
Specialist Disability Accommodation	2	0	2	0%
Vehicle Modifications	16	1	17	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	99	11	110	11%
Support Coordination	64	13	77	20%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	54	4	58	7%
Specialised Supported Employment	20	8	28	40%
<b>Total approved active providers</b>	<b>1,151</b>	<b>90</b>	<b>1,241</b>	<b>8%</b>

<sup>330</sup> 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 I.56 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Western Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	23	24	4%	96%	100%
Assistance Animals	0	10	10	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	121	126	4%	96%	100%
Assistance with travel/transport arrangements	11	126	137	8%	92%	100%
Daily Personal Activities	16	220	236	7%	93%	100%
Group and Centre Based Activities	6	132	138	4%	96%	100%
High Intensity Daily Personal Activities	9	165	174	5%	95%	100%
Household tasks	31	163	194	16%	84%	100%
Interpreting and translation	3	20	23	13%	87%	100%
Participation in community, social and civic activities	15	252	267	6%	94%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	33	35	6%	94%	100%
Assistive products for household tasks	2	30	32	6%	94%	100%
Assistance products for personal care and safety	34	278	312	11%	89%	100%
Communication and information equipment	7	53	60	12%	88%	100%
Customised Prosthetics	10	83	93	11%	89%	100%
Hearing Equipment	0	17	17	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	15	140	155	10%	90%	100%
Specialised Hearing Services	0	6	6	0%	100%	100%
Vision Equipment	1	21	22	5%	95%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	22	200	222	10%	90%	100%
Behaviour Support	19	91	110	17%	83%	100%
Community nursing care for high needs	1	40	41	2%	98%	100%
Development of daily living and life skills	11	143	154	7%	93%	100%
Early Intervention supports for early childhood	66	148	214	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	2	40	42	5%	95%	100%
Innovative Community Participation	5	28	33	15%	85%	100%
Specialised Driving Training	6	20	26	23%	77%	100%
Therapeutic Supports	152	340	492	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	2	40	42	5%	95%	100%
Specialist Disability Accommodation	0	2	2	0%	100%	100%
Vehicle Modifications	0	17	17	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	16	94	110	15%	85%	100%
Support Coordination	6	71	77	8%	92%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	57	58	2%	98%	100%
Specialised Supported Employment	1	27	28	4%	96%	100%
<b>Total</b>	<b>261</b>	<b>980</b>	<b>1,241</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**Table I.57 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Western Australia**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	0	7	7	100%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	88	9	97	9%
Assistance with travel/transport arrangements	84	6	90	7%
Daily Personal Activities	136	14	150	9%
Group and Centre Based Activities	77	11	88	13%
High Intensity Daily Personal Activities	98	8	106	8%
Household tasks	106	13	119	11%
Interpreting and translation	14	1	15	7%
Participation in community, social and civic activities	148	16	164	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	13	5	18	28%
Assistive products for household tasks	4	5	9	56%
Assistance products for personal care and safety	173	34	207	16%
Communication and information equipment	27	10	37	27%
Customised Prosthetics	41	11	52	21%
Hearing Equipment	7	5	12	42%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	70	21	91	23%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	9	5	14	36%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	117	14	131	11%
Behaviour Support	62	11	73	15%
Community nursing care for high needs	22	5	27	19%
Development of daily living and life skills	86	13	99	13%
Early Intervention supports for early childhood	79	16	95	17%
Exercise Physiology and Physical Wellbeing activities	24	5	29	17%
Innovative Community Participation	12	5	17	29%
Specialised Driving Training	11	1	12	8%
Therapeutic Supports	231	35	266	13%
<b>Capital services</b>				
Home modification design and construction	17	9	26	35%
Specialist Disability Accommodation	0	0	0	
Vehicle Modifications	6	1	7	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	60	11	71	15%
Support Coordination	48	13	61	21%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	36	4	40	10%
Specialised Supported Employment	13	8	21	38%
<b>Total</b>	<b>602</b>	<b>90</b>	<b>692</b>	<b>13%</b>

**Table I.58 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Western Australia**

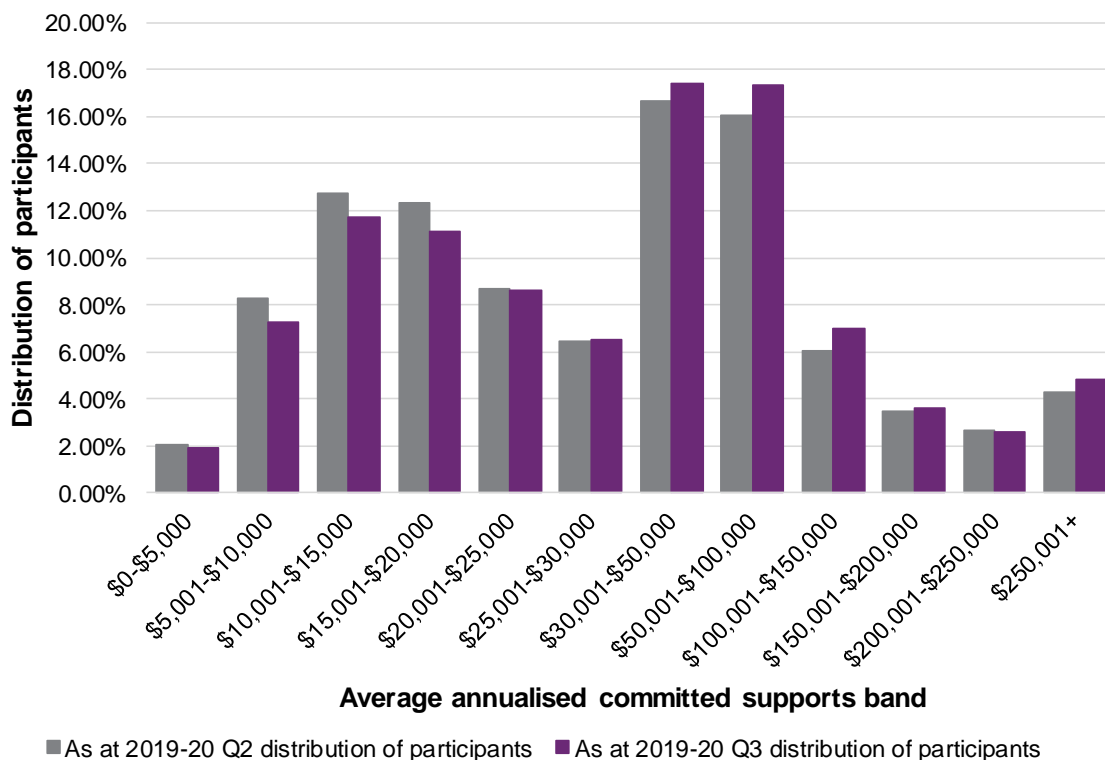
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	6	7	14%	86%	100%
Assistance Animals	0	6	6	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	92	97	5%	95%	100%
Assistance with travel/transport arrangements	5	85	90	6%	94%	100%
Daily Personal Activities	9	141	150	6%	94%	100%
Group and Centre Based Activities	6	82	88	7%	93%	100%
High Intensity Daily Personal Activities	7	99	106	7%	93%	100%
Household tasks	20	99	119	17%	83%	100%
Interpreting and translation	3	12	15	20%	80%	100%
Participation in community, social and civic activities	10	154	164	6%	94%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	18	18	0%	100%	100%
Assistive products for household tasks	0	9	9	0%	100%	100%
Assistance products for personal care and safety	21	186	207	10%	90%	100%
Communication and information equipment	3	34	37	8%	92%	100%
Customised Prosthetics	2	50	52	4%	96%	100%
Hearing Equipment	0	12	12	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	11	80	91	12%	88%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	13	14	7%	93%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	13	118	131	10%	90%	100%
Behaviour Support	8	65	73	11%	89%	100%
Community nursing care for high needs	0	27	27	0%	100%	100%
Development of daily living and life skills	5	94	99	5%	95%	100%
Early Intervention supports for early childhood	29	66	95	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	2	27	29	7%	93%	100%
Innovative Community Participation	1	16	17	6%	94%	100%
Specialised Driving Training	3	9	12	25%	75%	100%
Therapeutic Supports	80	186	266	30%	70%	100%
<b>Capital services</b>						
Home modification design and construction	2	24	26	8%	92%	100%
Specialist Disability Accommodation	0	0	0			0%
Vehicle Modifications	0	7	7	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	9	62	71	13%	87%	100%
Support Coordination	6	55	61	10%	90%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	39	40	3%	98%	100%
Specialised Supported Employment	1	20	21	5%	95%	100%
<b>Total</b>	<b>137</b>	<b>555</b>	<b>692</b>	<b>20%</b>	<b>80%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table I.59 Committed supports by financial year (\$m) – Western Australia <sup>331</sup>

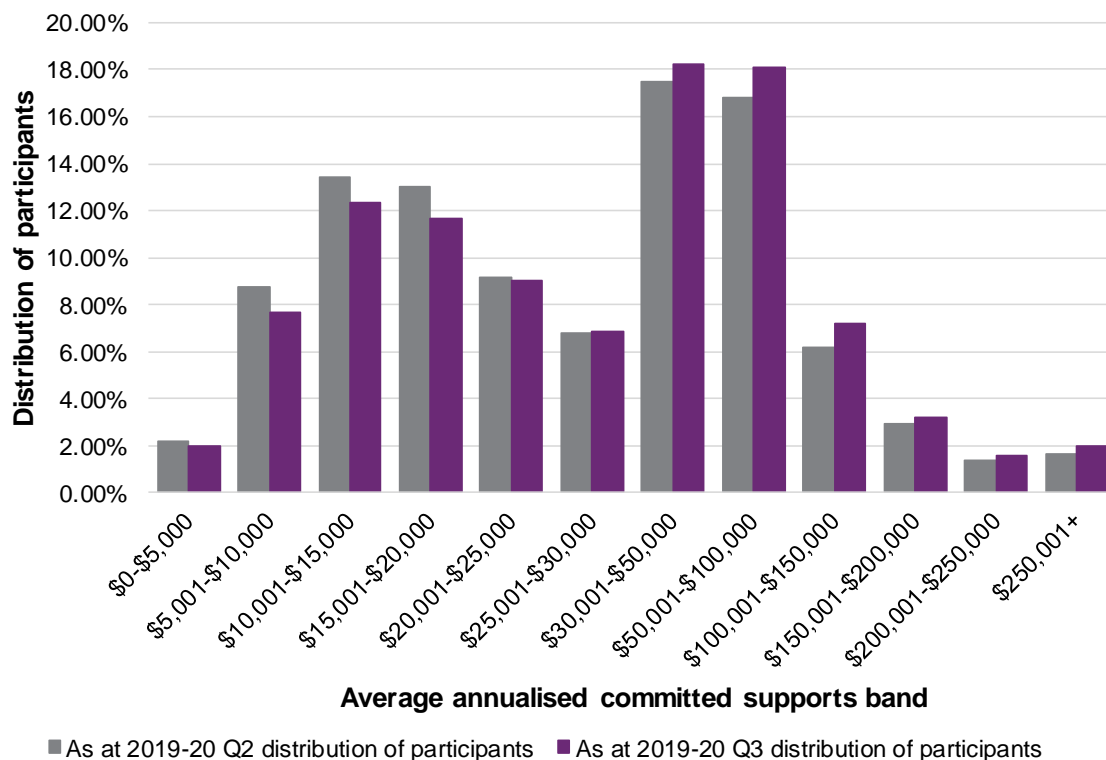
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.2	221.0	539.3	1,038.2

Figure I.18 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Western Australia

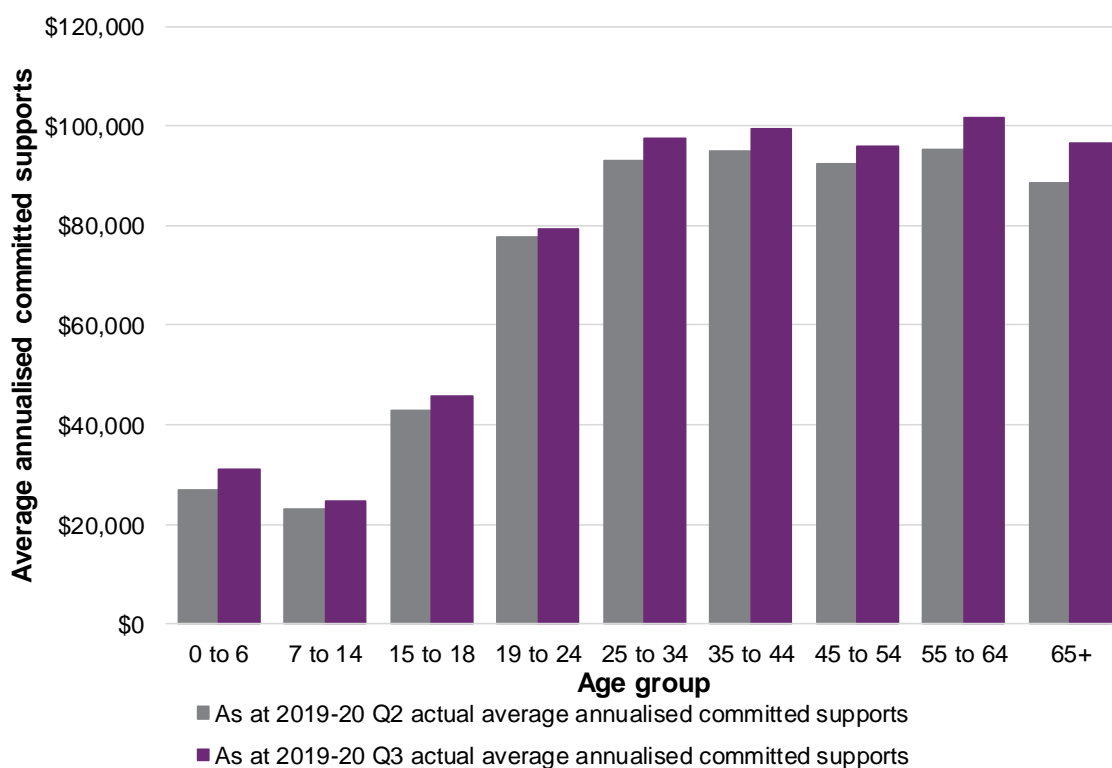


<sup>331</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for WA.

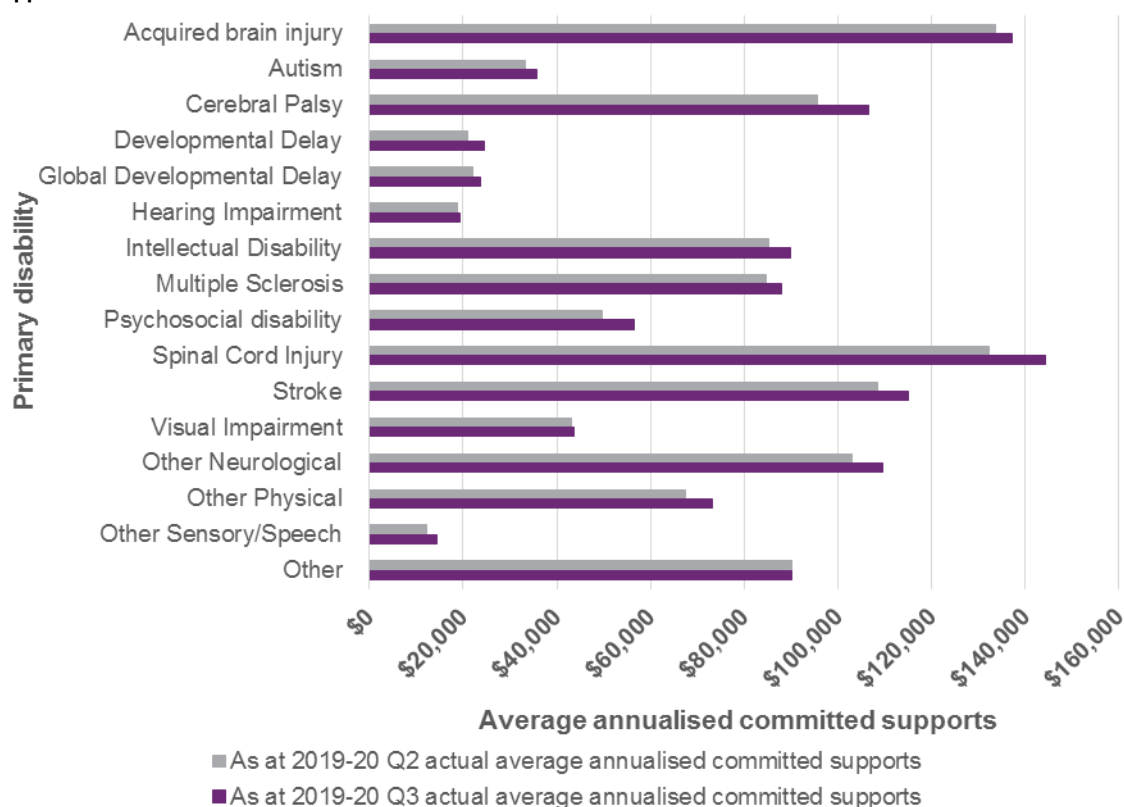
**Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Western Australia**



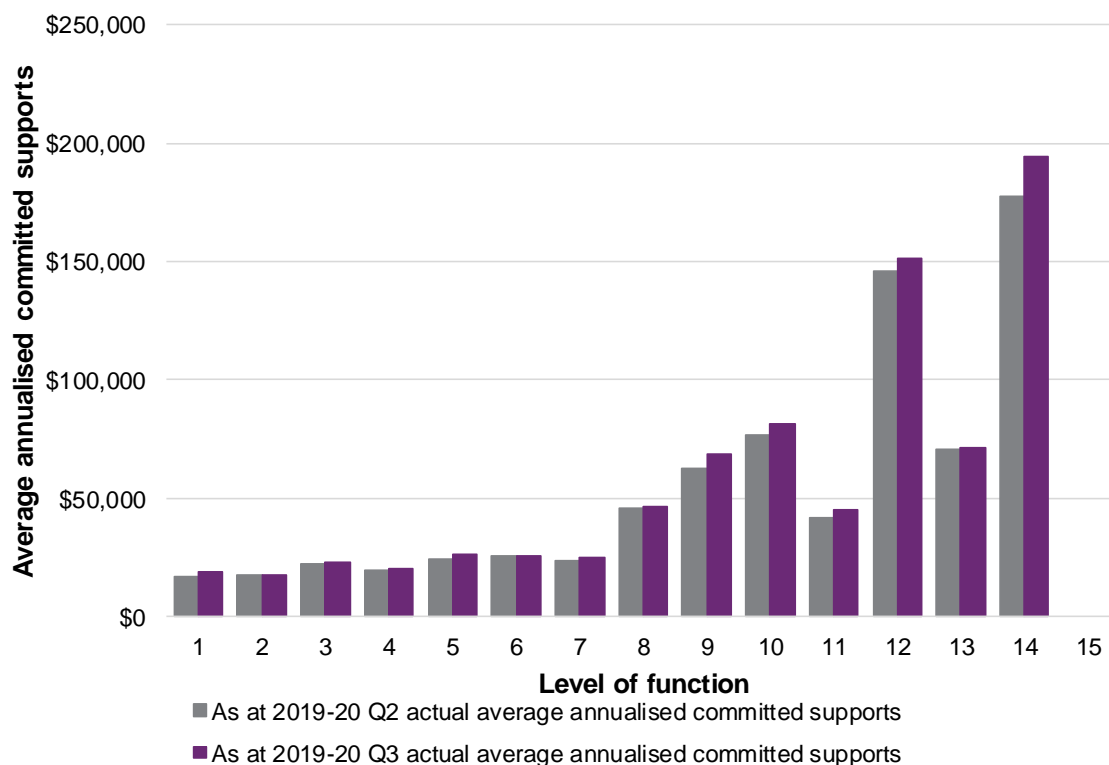
**Figure I.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Western Australia**



**Figure I.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Western Australia**

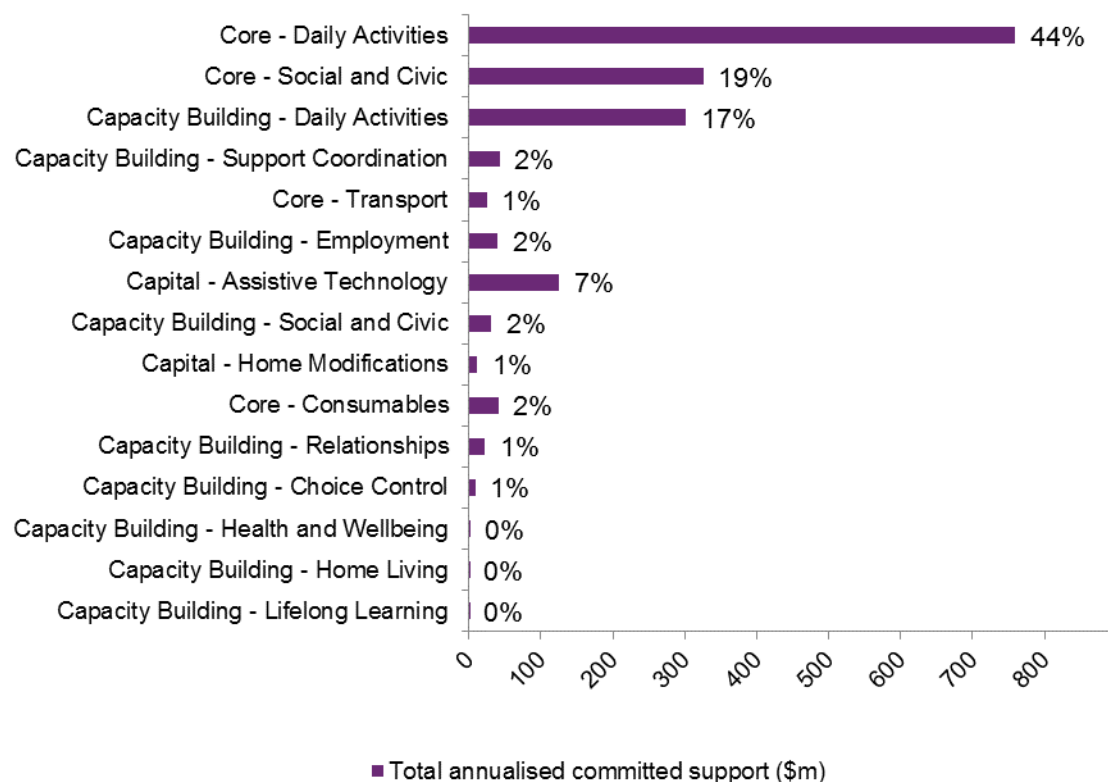


**Figure I.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Western Australia <sup>332</sup>**



<sup>332</sup> 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 I.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia**



**Table I.60 Payments by financial year, compared to committed supports (\$m) – Western Australia** <sup>333</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.2	69.8	168.2	221.0	539.3	1,038.2
Total Paid	0.2	11.2	51.4	133.0	165.3	385.8	608.6
% utilised to date	63%	58%	74%	79%	75%	72%	59%

<sup>333</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for WA.

Figure I.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Western Australia

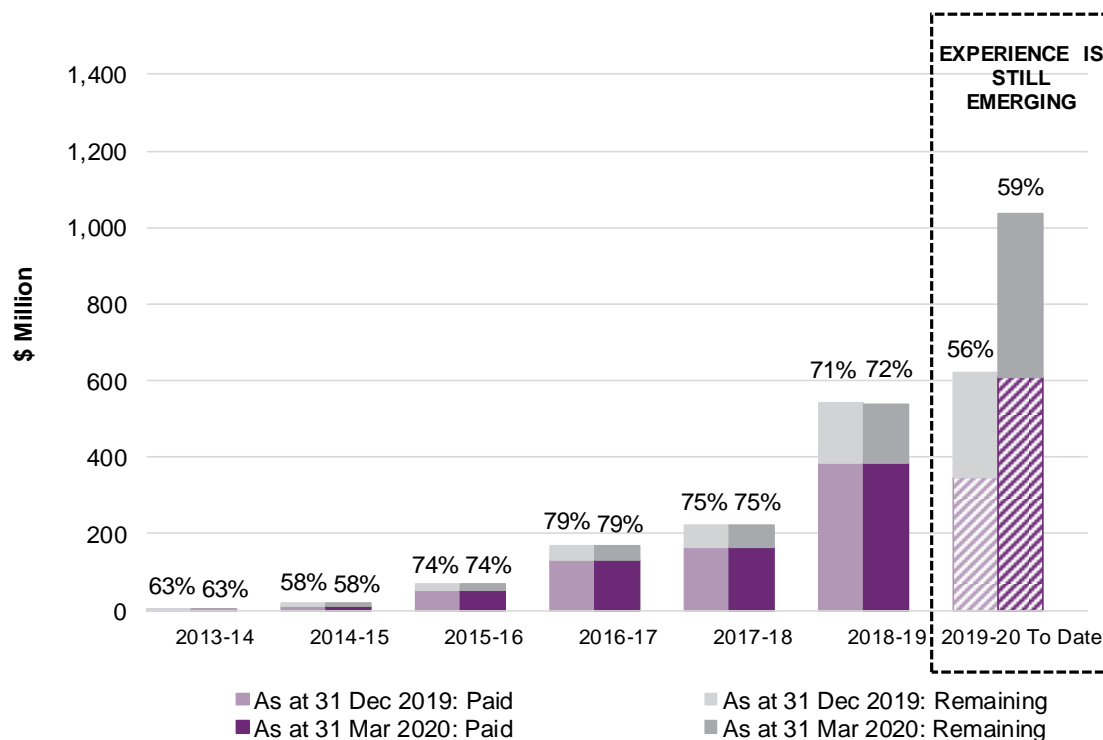
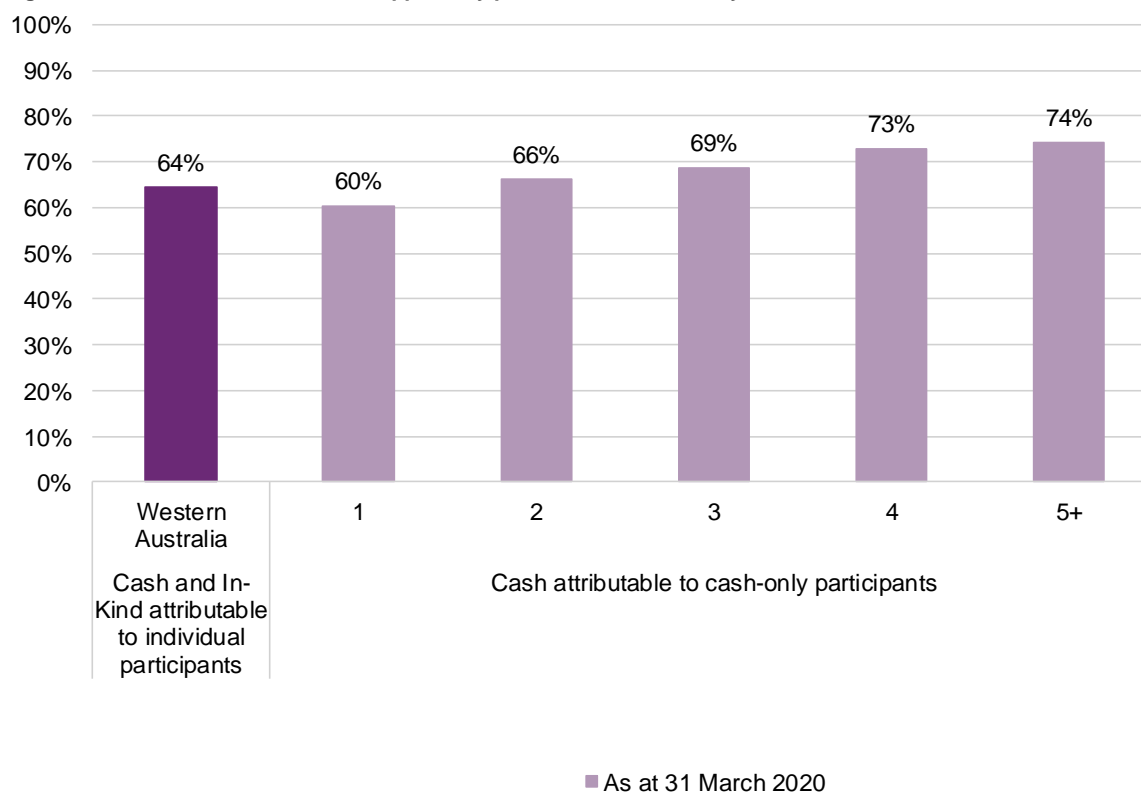


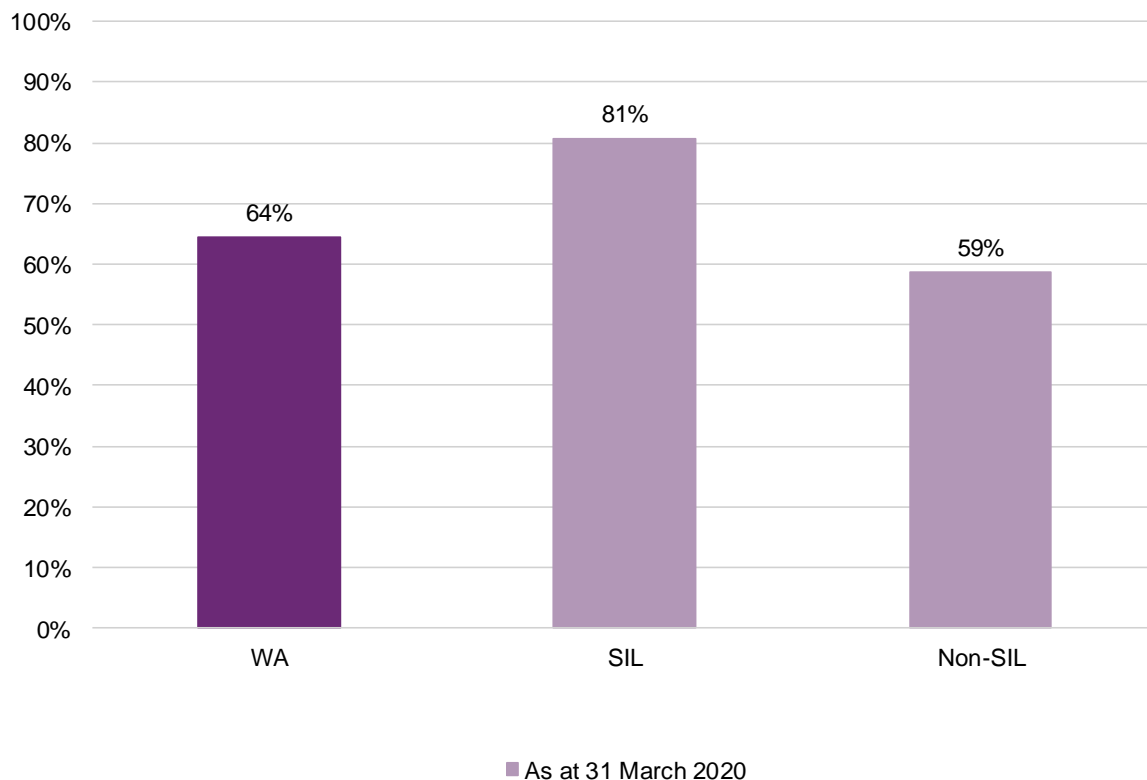
Figure I.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Western Australia <sup>334</sup>



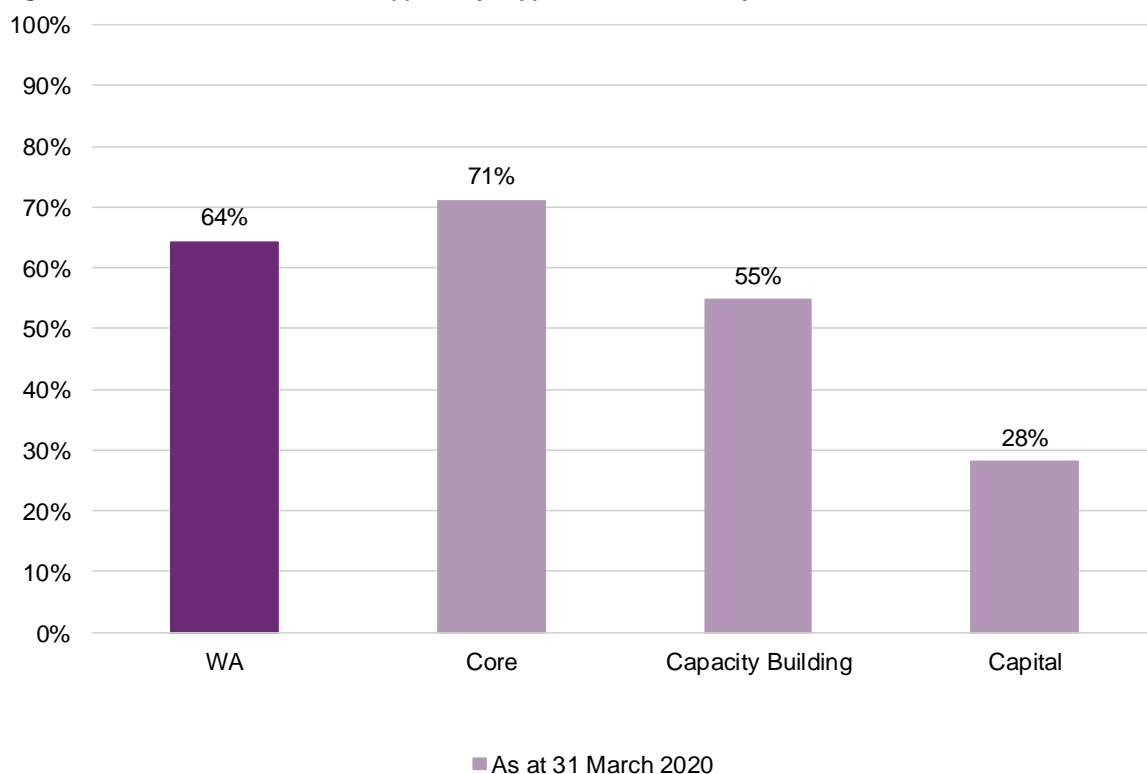
<sup>334</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.



**Figure I.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Western Australia** <sup>335</sup>



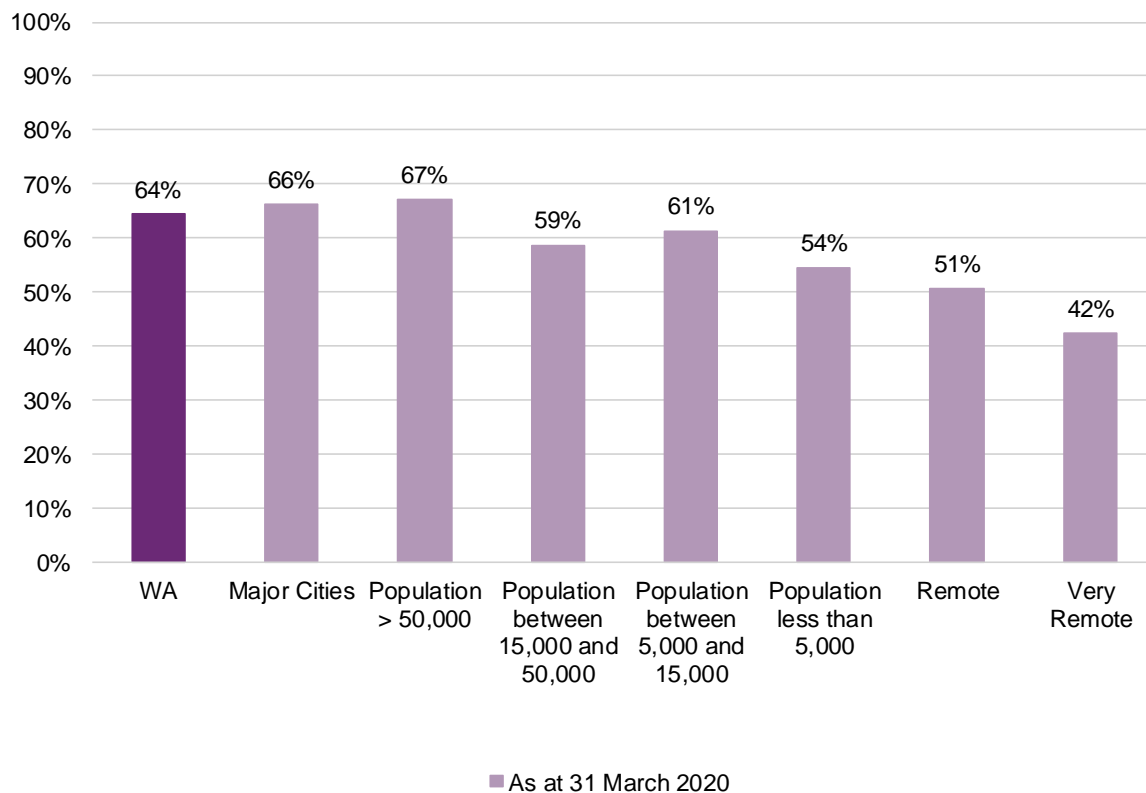
**Figure I.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Western Australia** <sup>336</sup>



<sup>335</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>336</sup> Ibid.

Figure I.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Western Australia <sup>337</sup>



<sup>337</sup> Ibid.

# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>338</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
South Australia	30,994	2,133	33,127	256	33,383

Table J.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – South Australia <sup>339 340</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	40,680	2,061	42,741
Active Eligible	33,247	1,581	34,828
New	17,753	1,424	19,177
State	12,992	37	13,029
Commonwealth	2,502	120	2,622
Active Participant Plans (excl ECEI)	30,994	2,133	33,127
New	15,911	1,898	17,809
State	12,754	86	12,840
Commonwealth	2,329	149	2,478
Active Participant Plans	31,092	2,389	33,383
Early Intervention (s25)	10,024	549	10,573
Permanent Disability (s24)	20,970	1,584	22,554
ECEI	98	256	256

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – South Australia

Exits	Total
Total participant exits	1,413
Early Intervention participants	906
Permanent disability participants	507

<sup>338</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>339</sup> 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 Q3, 89% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>340</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – South Australia** <sup>341 342</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	12,789	2,326	16,017	98	31,230
End of 2019-20 Q3	12,840	2,478	17,809	256	33,383

**Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia** <sup>343 344 345 346</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	10,124	21,008	98	31,230
End of 2019-20 Q3	10,573	22,554	256	33,383

**Table J.6 Assessment of access by age group – South Australia** <sup>347</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	10,300	95%	631	99%	10,931	95%
7 to 14	7,864	89%	243	79%	8,107	89%
15 to 18	1,730	89%	63	80%	1,793	89%
19 to 24	1,867	89%	58	67%	1,925	88%
25 to 34	2,595	87%	101	73%	2,696	87%
35 to 44	2,568	83%	121	66%	2,689	82%
45 to 54	3,700	79%	143	58%	3,843	78%
55 to 64	4,453	75%	221	61%	4,674	74%
65+	215	67%	<11		223	66%
Missing	<11		<11		<11	
<b>Total</b>	<b>35,292</b>	<b>87%</b>	<b>1,589</b>	<b>77%</b>	<b>36,881</b>	<b>86%</b>

<sup>341</sup> This table shows the total numbers of active participants at the end of each period.

<sup>342</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>343</sup> This table shows the total numbers of active participants at the end of each period.

<sup>344</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>345</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>346</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>347</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table J.7 Assessment of access by disability – South Australia** <sup>348</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,490	94%	40	89%	1,530	94%
Autism	12,489	98%	516	95%	13,005	98%
Cerebral Palsy	1,152	98%	17	77%	1,169	97%
Developmental Delay	1,969	93%	183	99%	2,152	94%
Global Developmental Delay	962	99%	155	99%	1,117	99%
Hearing Impairment	1,382	90%	108	89%	1,490	90%
Intellectual Disability	7,495	96%	129	85%	7,624	95%
Multiple Sclerosis	627	87%	24	63%	651	86%
Psychosocial disability	1,848	58%	182	60%	2,030	59%
Spinal Cord Injury	344	96%	21	100%	365	96%
Stroke	371	80%	23	66%	394	79%
Visual Impairment	679	89%	25	83%	704	88%
Other Neurological	1,443	79%	84	69%	1,527	79%
Other Physical	1,725	54%	73	32%	1,798	52%
Other Sensory/Speech	981	58%	<11		982	57%
Other	83	35%	<11		91	34%
Missing	252	93%	<11		252	93%
<b>Total</b>	<b>35,292</b>	<b>87%</b>	<b>1,589</b>	<b>77%</b>	<b>36,881</b>	<b>86%</b>

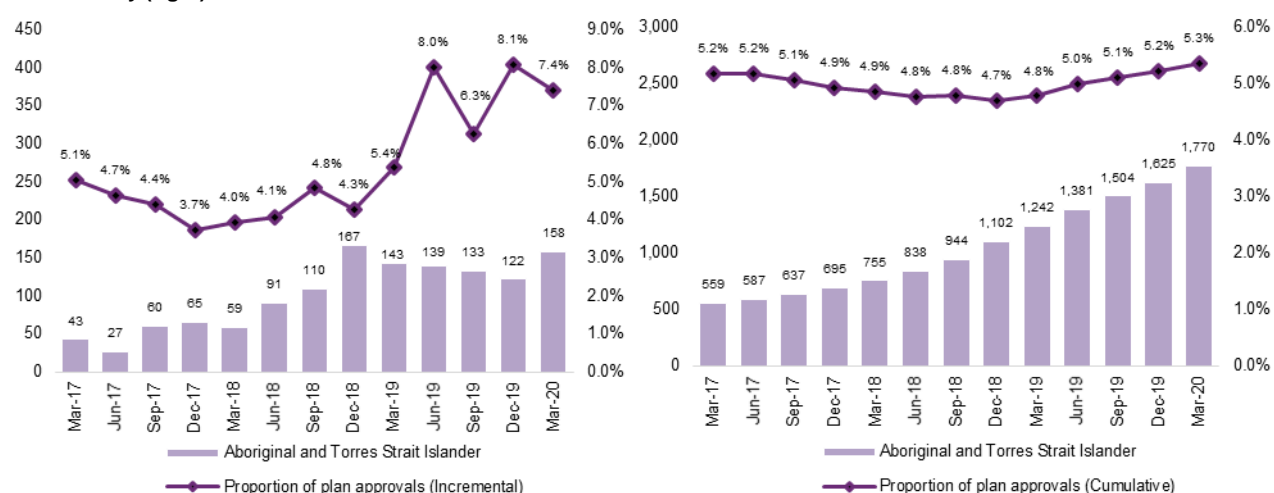
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,612	5.2%	158	7.4%	<b>1,770</b>	<b>5.3%</b>
Not Aboriginal and Torres Strait Islander	25,548	82.4%	1,604	75.2%	<b>27,152</b>	<b>82.0%</b>
Not Stated	3,834	12.4%	371	17.4%	<b>4,205</b>	<b>12.7%</b>
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

<sup>348</sup> Ibid.

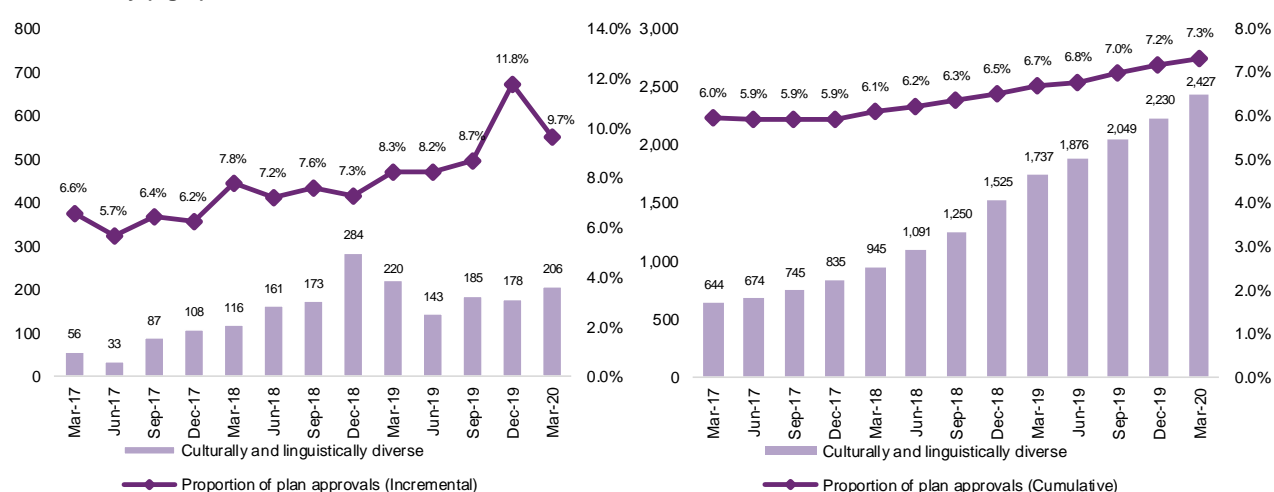
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>349</sup>



**Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,221	7.2%	206	9.7%	<b>2,427</b>	<b>7.3%</b>
Not culturally and linguistically diverse	28,669	92.5%	1,925	90.2%	<b>30,594</b>	<b>92.4%</b>
Not stated	104	0.3%	<11		<b>106</b>	<b>0.3%</b>
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>350</sup>



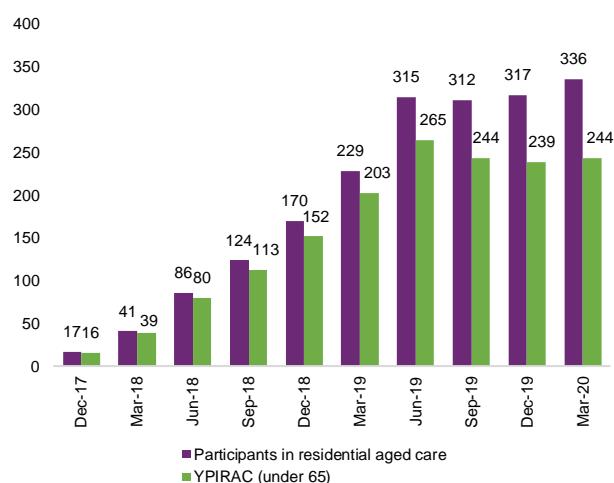
<sup>349</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>350</sup> Ibid.

**Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – South Australia**

	Total
Age group	N
Under 45	<11
45 to 54	40
55 to 64	194
<b>Total YPIRAC (under 65)</b>	<b>244</b>
65 and above	92
<b>Total participants in residential aged care</b>	<b>336</b>
Participants not in residential aged care	32,791
<b>Total</b>	<b>33,127</b>

**Figure J.3 Number of active participants in residential aged care with an approved plan over time cumulatively – South Australia** <sup>351 352</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>353 354</sup>

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	23,377	75.5%	1,641	77.0%	<b>25,018</b>	<b>75.6%</b>
Population > 50,000	680	2.2%	37	1.7%	<b>717</b>	<b>2.2%</b>
Population between 15,000 and 50,000	2,594	8.4%	169	7.9%	<b>2,763</b>	<b>8.3%</b>
Population between 5,000 and 15,000	585	1.9%	30	1.4%	<b>615</b>	<b>1.9%</b>
Population less than 5,000	3,000	9.7%	176	8.3%	<b>3,176</b>	<b>9.6%</b>
Remote	532	1.7%	42	2.0%	<b>574</b>	<b>1.7%</b>
Very Remote	215	0.7%	36	1.7%	<b>251</b>	<b>0.8%</b>
Missing	11		<11		<b>13</b>	
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

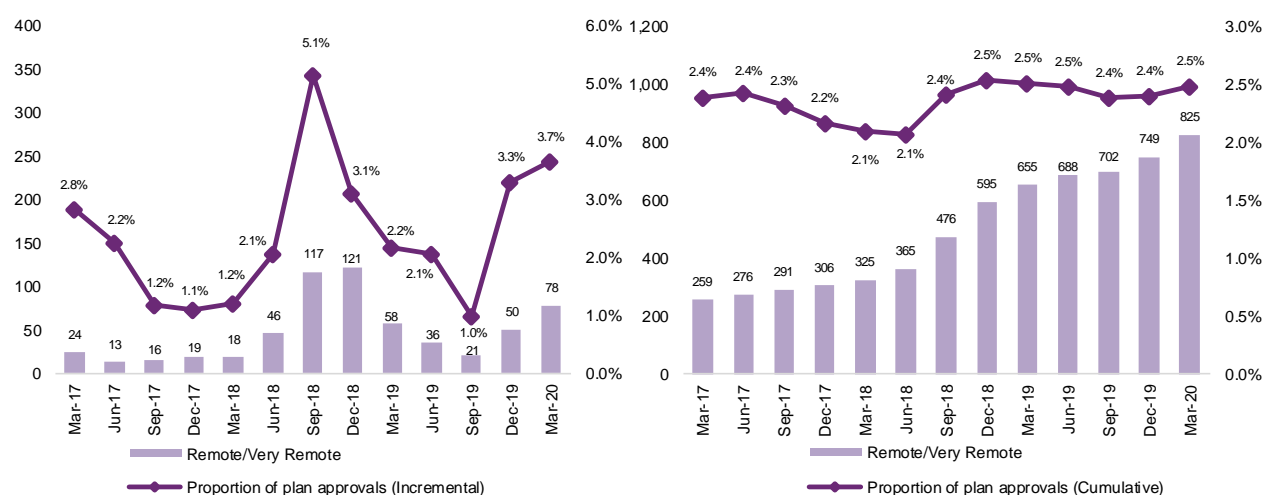
<sup>351</sup> Ibid.

<sup>352</sup> 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 December 2017 quarter.

<sup>353</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>354</sup> 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) – South Australia** <sup>355</sup>



**Table J.12 Participant profile per quarter by disability group – South Australia** <sup>356 357 358</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	11,646	38%	729	34%	12,375	37%
Intellectual Disability	7,054	23%	190	9%	7,244	22%
Psychosocial disability	1,492	5%	248	12%	1,740	5%
Developmental Delay	1,379	4%	161	8%	1,540	5%
Hearing Impairment	1,123	4%	201	9%	1,324	4%
Other Neurological	1,196	4%	96	5%	1,292	4%
Other Physical	1,425	5%	130	6%	1,555	5%
Cerebral Palsy	1,090	4%	21	1%	1,111	3%
ABI	1,295	4%	71	3%	1,366	4%
Visual Impairment	612	2%	46	2%	658	2%
Multiple Sclerosis	574	2%	39	2%	613	2%
Global Developmental Delay	762	2%	142	7%	904	3%
Stroke	322	1%	30	1%	352	1%
Spinal Cord Injury	309	1%	17	1%	326	1%
Other Sensory/Speech	663	2%	<11		669	2%
Other	52	0%	<11		58	0%
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

<sup>355</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>356</sup> Table order based on national proportions (highest to lowest).

<sup>357</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>358</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in SA (780).



Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia <sup>359</sup>

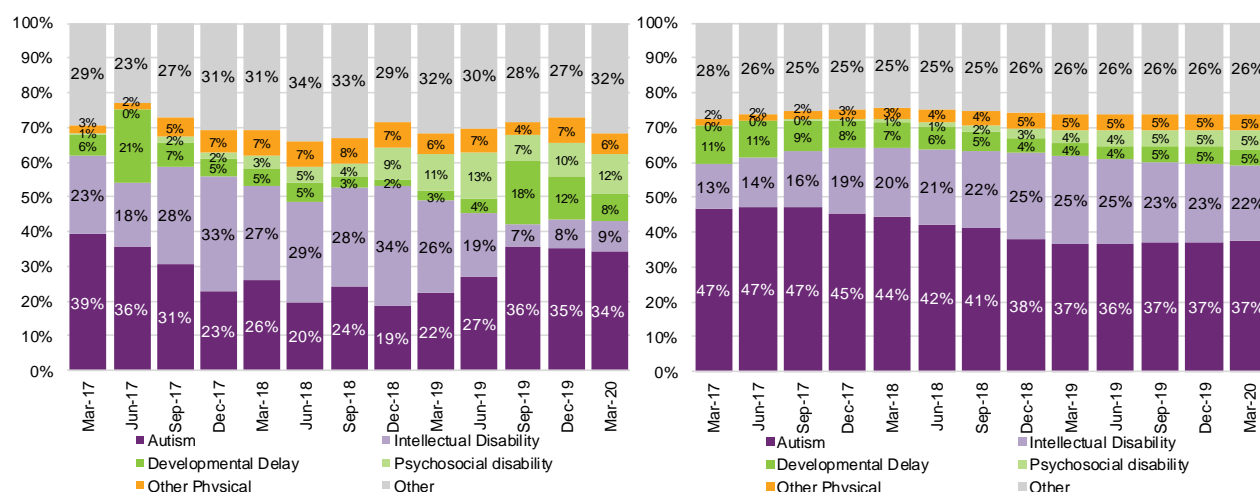


Table J.13 Participant profile per quarter by level of functions – South Australia <sup>360</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	1,623	5%	211	10%	1,834	6%
2 (High Function)	25	0%	<11		29	0%
3 (High Function)	1,668	5%	117	5%	1,785	5%
4 (High Function)	1,622	5%	180	8%	1,802	5%
5 (High Function)	2,539	8%	148	7%	2,687	8%
6 (Moderate Function)	7,562	24%	631	30%	8,193	25%
7 (Moderate Function)	1,841	6%	90	4%	1,931	6%
8 (Moderate Function)	2,364	8%	154	7%	2,518	8%
9 (Moderate Function)	119	0%	13	1%	132	0%
10 (Moderate Function)	3,242	10%	224	11%	3,466	10%
11 (Low Function)	1,408	5%	24	1%	1,432	4%
12 (Low Function)	3,988	13%	201	9%	4,189	13%
13 (Low Function)	2,429	8%	131	6%	2,560	8%
14 (Low Function)	448	1%	<11		453	1%
15 (Low Function)	<11		<11		<11	
Missing	116		<11		116	
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

<sup>359</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>360</sup> The distributions are calculated excluding participants with a missing level of function.

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia <sup>361</sup>

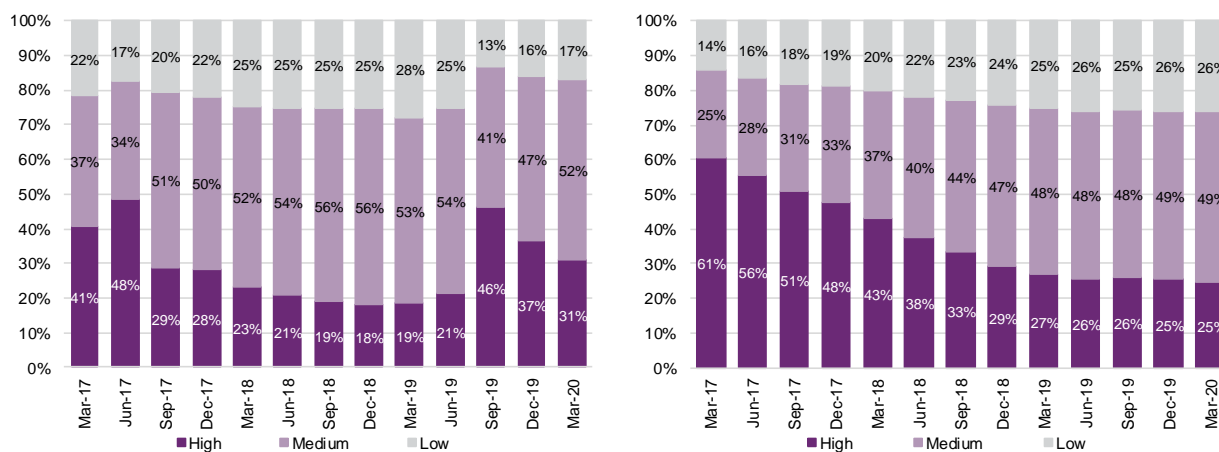
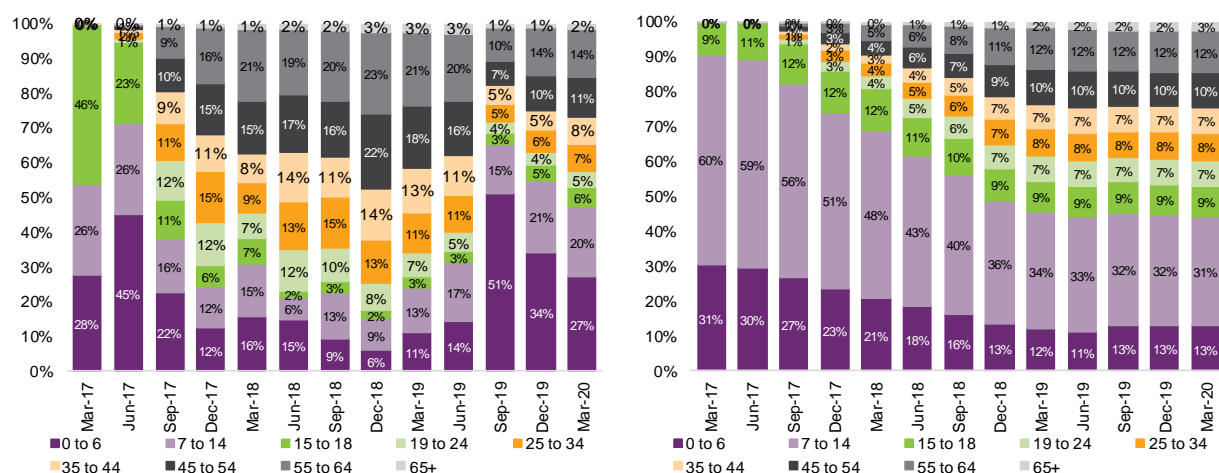


Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	3,678	12%	576	27%	4,254	13%
7 to 14	9,985	32%	431	20%	10,416	31%
15 to 18	2,810	9%	119	6%	2,929	9%
19 to 24	2,317	7%	105	5%	2,422	7%
25 to 34	2,407	8%	159	7%	2,566	8%
35 to 44	2,256	7%	171	8%	2,427	7%
45 to 54	3,070	10%	241	11%	3,311	10%
55 to 64	3,630	12%	298	14%	3,928	12%
65+	841	3%	33	2%	874	3%
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia <sup>362</sup>



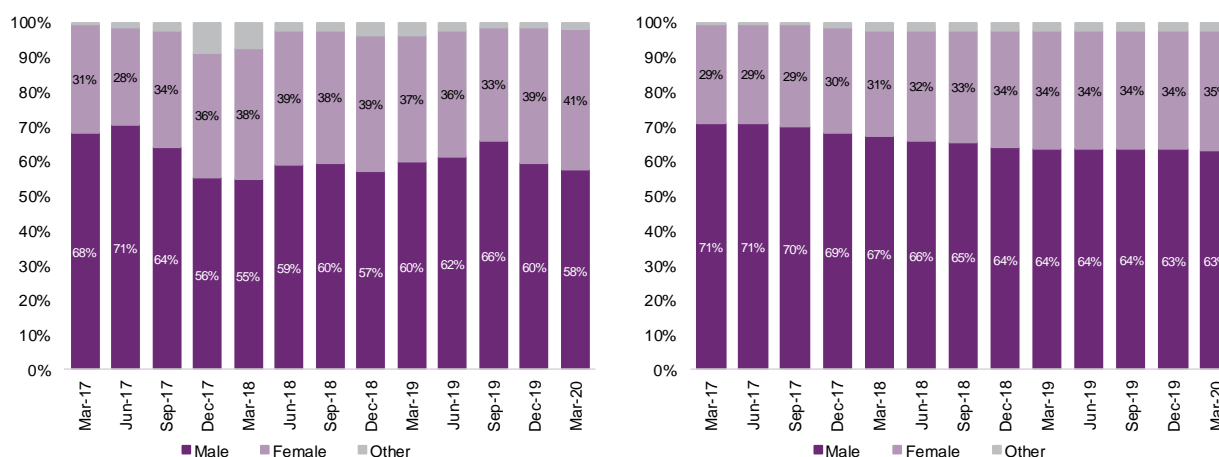
<sup>361</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>362</sup> Ibid.

**Table J.15 Participant profile per quarter by gender – South Australia**

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	19,671	63%	1,233	58%	<b>20,904</b>	<b>63%</b>
Female	10,618	34%	865	41%	<b>11,483</b>	<b>35%</b>
Other	705	2%	35	2%	<b>740</b>	<b>2%</b>
<b>Total</b>	<b>30,994</b>	<b>100%</b>	<b>2,133</b>	<b>100%</b>	<b>33,127</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>363</sup>



## Part Two: Participant experience and outcomes

**Table J.16 Number of baseline questionnaires completed by SFOF version – South Australia** <sup>364</sup>

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	1,396	818	683	858	3,755
Participant school to 14	2,020	1,069	1,653	1,359	6,101
Participant 15 to 24	523	1,105	1,177	471	3,276
Participant 25 and over	44	3,548	6,831	2,018	12,441
<b>Total Participant</b>	<b>3,983</b>	<b>6,540</b>	<b>10,344</b>	<b>4,706</b>	<b>25,573</b>
Family 0 to 14	3,267	1,776	2,264	2,131	9,438
Family 15 to 24	465	762	692	300	2,219
Family 25 and over	1	1,217	1,925	556	3,699
<b>Total Family</b>	<b>3,733</b>	<b>3,755</b>	<b>4,881</b>	<b>2,987</b>	<b>15,356</b>
<b>Total</b>	<b>7,716</b>	<b>10,295</b>	<b>15,225</b>	<b>7,693</b>	<b>40,929</b>

<sup>363</sup> Ibid.

<sup>364</sup> Baseline outcomes for participants and/or their families and carers were collected for 95% 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 J.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – South Australia**

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	62%			
CC	% who say their child is able to tell them what he/she wants	72%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		46%		
CC	% of children who have a genuine say in decisions about themselves		80%		
CC	% who are happy with the level of independence/control they have now			42%	
CC	% who choose who supports them			42%	60%
CC	% who choose what they do each day			53%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	24%
CC	% who want more choice and control in their life			79%	76%

**Table J.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – South Australia**

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	59%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
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	62%	75%		
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			35%	38%

**Table J.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – South Australia**

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			82%	79%
HM	% who feel safe or very safe in their home			87%	77%
HW	% who rate their health as good, very good or excellent			71%	49%
HW	% who did not have any difficulties accessing health services			76%	73%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			23%	27%
WK	% who volunteer			11%	11%

**Table J.20 Selected key baseline indicators for families/carers of participants – South Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	27%	23%
% receiving Carer Allowance	47%	49%	36%
% working in a paid job	48%	47%	35%
Of those in a paid job, % in permanent employment	76%	73%	73%
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%	64%
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	85%	87%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	31%	25%	19%
% able to advocate for their child/family member	77%	77%	73%
% 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		44%	47%
% 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	72%	62%	63%

**Table J.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=355) - participants who entered from 1 April 2018 to 31 March 2019 – South Australia <sup>365</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	95%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%
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?	59%

**Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,380) - participants who entered from 1 April 2018 to 31 March 2019 – South Australia**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	45%
REL	Has the NDIS improved your child's relationships with family and friends?	55%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

**Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=920) and ‘Participant 25 and over’ (n=5,114) - participants who entered from 1 April 2018 to 31 March 2019 – South Australia**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	68%
DL	Has the NDIS helped you with daily living activities?	60%	73%
REL	Has the NDIS helped you to meet more people?	46%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	49%
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%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	23%
S/CP	Has the NDIS helped you be more involved?	52%	56%

<sup>365</sup> Results in Tables J.21 to J.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables J.25 to J.33.

**Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,609); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,625) - participants who entered from 1 April 2018 to 31 March 2019 – South Australia**

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%	50%
Has the NDIS improved the level of support for your family?	71%	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?	74%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	43%	37%

**Table J.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=222) - participants who entered from 1 April 2017 to 31 March 2018 – South Australia <sup>366</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	95%	+1%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	+2%
REL	Has the NDIS improved how your child fits into family life?	73%	77%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	59%	60%	+0%

**Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=595) - participants who entered from 1 April 2017 to 31 March 2018 – South Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	63%	71%	+9%
LL	Has the NDIS improved your child's access to education?	45%	51%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	58%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	49%	+8%

<sup>366</sup> Results in Tables J.25 to J.28 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a 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.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=556) and ‘Participant 25 and over’ (n=1,182) - participants who entered from 1 April 2017 to 31 March 2018 – South Australia**

		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?	52%	63%	+11%	63%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	54%	62%	+8%	68%	78%	+10%
REL	Has the NDIS helped you to meet more people?	46%	51%	+5%	43%	51%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	16%	-0%	22%	22%	-0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	39%	+5%	42%	51%	+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?	28%	30%	2%	25%	26%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	22%	+3%	20%	21%	+1%
S/CP	Has the NDIS helped you be more involved?	47%	51%	+4%	51%	58%	+7%

**Table J.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=603); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=358) - participants who entered from 1 April 2017 to 31 March 2018 – South Australia**

		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%	66%	+5%	46%	53%	+7%
	Has the NDIS improved the level of support for your family?	68%	74%	+6%	57%	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?	67%	72%	+5%	54%	64%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	81%	+6%			
	Has the NDIS improved your health and wellbeing?	44%	46%	+2%	36%	41%	+5%



**Table J.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=227) - participants who entered from 1 July 2016 to 31 March 2017 – South Australia** <sup>367</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	96%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	94%	91%	95%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	83%	78%	-10%
REL	Has the NDIS improved how your child fits into family life?	83%	71%	81%	-1%
S/CP	Has the NDIS improved how your child fits into community life?	62%	60%	57%	-5%

**Table J.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=852) - participants who entered from 1 July 2016 to 31 March 2017 – South Australia**

	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?	66%	71%	76%	+10%
LL	Has the NDIS improved your child's access to education?	48%	47%	51%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	57%	61%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	50%	55%	+6%

<sup>367</sup> Results in Tables J.29 to J.33 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a 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.31 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=263) - participants who entered from 1 July 2016 to 31 March 2017 – South Australia**

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?	60%	62%	68%	+9%
Has the NDIS helped you with daily living activities?	58%	60%	67%	+8%
Has the NDIS helped you to meet more people?	44%	46%	49%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	19%	21%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	48%	42%	47%	-1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	33%	34%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	14%	-1%
Has the NDIS helped you be more involved?	51%	53%	57%	+6%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for participants 25 and over.

**Table J.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=739) - participants who entered from 1 July 2016 to 31 March 2017 – South Australia**

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?	61%	62%	64%	+3%
Has the NDIS improved the level of support for your family?	72%	75%	75%	+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?	73%	73%	73%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	80%	+3%
Has the NDIS improved your health and wellbeing?	50%	45%	46%	-4%

**Table J.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=141) - participants who entered from 1 July 2016 to 31 March 2017 – South Australia**

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?	43%	47%	53%	+10%
Has the NDIS improved the level of support for your family?	64%	62%	69%	+5%
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?	62%	55%	66%	+3%
Has the NDIS improved your health and wellbeing?	40%	33%	36%	-4%

**Table J.34 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=1,828), ‘participants in community and social activities’ (n=1,840) and ‘participants who choose who supports them’ (n=1,863) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – South Australia <sup>368</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	21%	24%	28%	24%
Aged 25+	38%	34%	33%	
Aged 15+ (Average)	34%	32%	32%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	36%	47%
Aged 25+	39%	43%	44%	
Aged 15+ (Average)	37%	41%	42%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	39%	41%	43%	45%
Aged 25+	65%	64%	66%	
Aged 15+ (Average)	59%	58%	60%	

<sup>368</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table J.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=167), 'participants in community and social activities' (n=174) and 'participants who choose who supports them' (n=179) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – South Australia <sup>369</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	5%	7%	18%	23%	24%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	7%	8%	19%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	35%	42%	46%	45%	47%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	34%	40%	44%	43%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	24%	27%	30%	31%	45%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	26%	30%	32%	33%	

<sup>369</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

**Table J.36 Number of active plans by goal type and primary disability – South Australia** <sup>370</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	364	1,090	704	198	327	1,021	506	280	<b>1,366</b>
Autism	2,069	11,172	4,243	3,749	5,953	7,186	699	1,302	<b>12,375</b>
Cerebral Palsy	284	970	555	231	274	723	255	195	<b>1,111</b>
Developmental Delay	68	1,317	247	468	444	347	2	1	<b>1,540</b>
Down Syndrome	170	651	368	160	274	590	246	253	<b>780</b>
Global Developmental Delay	42	810	162	278	273	240	1	1	<b>904</b>
Hearing Impairment	302	1,089	259	400	247	592	121	229	<b>1,324</b>
Intellectual Disability	1,507	5,315	2,649	1,689	2,143	4,710	1,923	2,310	<b>6,464</b>
Multiple Sclerosis	192	517	395	48	84	430	193	67	<b>613</b>
Psychosocial disability	481	1,233	934	341	382	1,375	725	479	<b>1,740</b>
Spinal Cord Injury	111	279	197	29	39	219	111	71	<b>326</b>
Stroke	106	311	183	42	54	268	120	56	<b>352</b>
Visual Impairment	208	583	263	178	80	435	131	206	<b>658</b>
Other Neurological	371	1,054	706	157	255	896	423	173	<b>1,292</b>
Other Physical	409	1,313	794	182	167	860	404	311	<b>1,555</b>
Other Sensory/Speech	59	598	139	203	268	231	5	13	<b>669</b>
Other	15	49	26	15	15	31	10	5	<b>58</b>
<b>Total</b>	<b>6,758</b>	<b>28,351</b>	<b>12,824</b>	<b>8,368</b>	<b>11,279</b>	<b>20,154</b>	<b>5,875</b>	<b>5,952</b>	<b>33,127</b>

<sup>370</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table J.37 Number of goals in active plans by goal type and primary disability – South Australia** <sup>371</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	445	2,066	894	224	366	1,304	554	301	<b>6,154</b>
Autism	2,542	30,925	5,384	4,558	7,604	8,798	743	1,370	<b>61,924</b>
Cerebral Palsy	356	2,401	715	270	305	975	278	207	<b>5,507</b>
Developmental Delay	75	4,316	294	613	516	392	2	1	<b>6,209</b>
Down Syndrome	194	1,471	452	193	326	820	265	262	<b>3,983</b>
Global Developmental Delay	47	2,759	191	355	304	265	1	1	<b>3,923</b>
Hearing Impairment	382	2,404	293	450	293	704	129	241	<b>4,896</b>
Intellectual Disability	1,808	11,142	3,331	2,006	2,531	6,177	2,036	2,446	<b>31,477</b>
Multiple Sclerosis	229	996	541	51	88	515	220	68	<b>2,708</b>
Psychosocial disability	589	1,951	1,209	364	417	1,646	777	502	<b>7,455</b>
Spinal Cord Injury	132	566	273	32	41	274	129	74	<b>1,521</b>
Stroke	134	626	236	47	55	314	134	57	<b>1,603</b>
Visual Impairment	260	1,272	306	202	87	531	141	217	<b>3,016</b>
Other Neurological	468	2,246	932	178	284	1,087	460	184	<b>5,839</b>
Other Physical	516	2,692	1,058	193	179	1,040	443	331	<b>6,452</b>
Other Sensory/Speech	72	1,710	174	256	330	280	5	13	<b>2,840</b>
Other	18	114	34	17	18	40	13	7	<b>261</b>
<b>Total</b>	<b>8,267</b>	<b>69,657</b>	<b>16,317</b>	<b>10,009</b>	<b>13,744</b>	<b>25,162</b>	<b>6,330</b>	<b>6,282</b>	<b>155,768</b>

**Table J.38 Number of active plans by goal type and age group – South Australia** <sup>372</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	181	3,775	678	1,435	1,315	1,005	7	1	<b>4,254</b>
7 to 14	1,490	9,673	3,534	3,149	5,159	5,662	99	35	<b>10,416</b>
15 to 18	631	2,592	1,077	912	1,322	1,958	184	625	<b>2,929</b>
19 to 24	711	1,971	955	684	681	1,712	590	1,306	<b>2,422</b>
25 to 34	782	2,020	1,185	604	704	1,921	962	1,211	<b>2,566</b>
35 to 44	699	1,919	1,217	498	603	1,828	934	956	<b>2,427</b>
45 to 54	894	2,576	1,666	564	667	2,478	1,269	984	<b>3,311</b>
55 to 64	1,127	3,115	2,067	455	688	2,927	1,512	749	<b>3,928</b>
65+	243	710	445	67	140	663	318	85	<b>874</b>
<b>Total</b>	<b>6,758</b>	<b>28,351</b>	<b>12,824</b>	<b>8,368</b>	<b>11,279</b>	<b>20,154</b>	<b>5,875</b>	<b>5,952</b>	<b>33,127</b>

<sup>371</sup> Participants have set over two million goals in total across Australia since July 2016. The 155,768 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

<sup>372</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table J.39 Number of goals in active plans by goal type and age group – South Australia** <sup>373</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	207	13,433	783	1,883	1,509	1,147	7	1	<b>18,970</b>
7 to 14	1,795	27,429	4,558	3,779	6,665	6,811	104	36	<b>51,177</b>
15 to 18	773	6,212	1,338	1,071	1,635	2,377	187	639	<b>14,232</b>
19 to 24	892	3,787	1,170	820	810	2,170	626	1,398	<b>11,673</b>
25 to 34	972	3,586	1,454	712	795	2,511	1,039	1,294	<b>12,363</b>
35 to 44	855	3,380	1,575	561	672	2,359	1,014	1,010	<b>11,426</b>
45 to 54	1,080	4,751	2,173	623	768	3,233	1,362	1,030	<b>15,020</b>
55 to 64	1,403	5,758	2,693	489	743	3,724	1,643	782	<b>17,235</b>
65+	290	1,321	573	71	147	830	348	92	<b>3,672</b>
<b>Total</b>	<b>8,267</b>	<b>69,657</b>	<b>16,317</b>	<b>10,009</b>	<b>13,744</b>	<b>25,162</b>	<b>6,330</b>	<b>6,282</b>	<b>155,768</b>

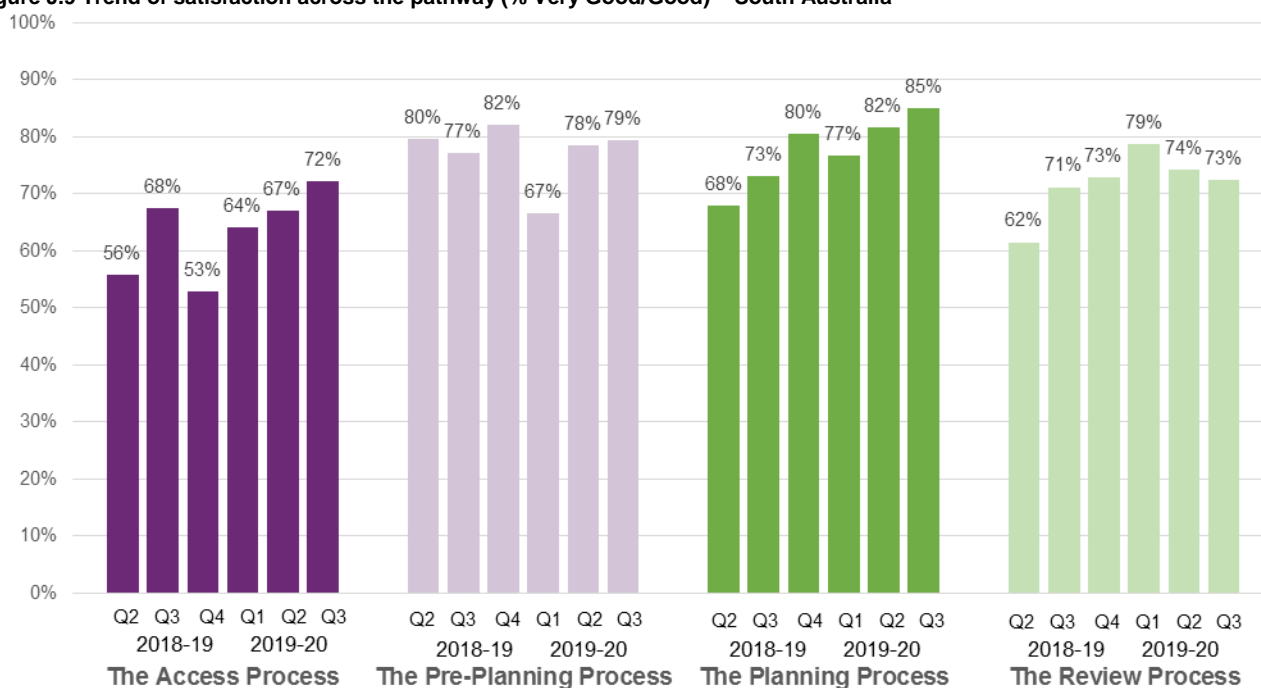
<sup>373</sup> Participants have set over two million goals in total across Australia since July 2016. The 155,768 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**Table J.40 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – South Australia**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 393</b>	<b>n = 36</b>
Are you happy with how coming into the NDIS has gone?	75%	89%
Was the person from the NDIS respectful?	92%	92%
Do you understand what will happen next with your plan?	70%	78%
% of participants rating their overall experience as Very Good or Good.	63%	72%
<b>Pre-planning</b>	<b>n = 460</b>	<b>n = 151</b>
Did the person from the NDIS understand how your disability affects your life?	88%	91%
Did you understand why you needed to give the information you did?	95%	97%
Were decisions about your plan clearly explained?	82%	81%
Are you clear on what happens next with your plan?	73%	83%
Do you know where to go for more help with your plan?	79%	86%
% of participants rating their overall experience as Very Good or Good.	78%	79%
<b>Planning</b>	<b>n = 598</b>	<b>n = 174</b>
Did the person from the NDIS understand how your disability affects your life?	85%	86%
Did you understand why you needed to give the information you did?	94%	97%
Were decisions about your plan clearly explained?	79%	84%
Are you clear on what happens next with your plan?	75%	84%
Do you know where to go for more help with your plan?	79%	87%
% of participants rating their overall experience as Very Good or Good.	77%	85%
<b>Plan review</b>	<b>n = 534</b>	<b>n = 40</b>
Did the person from the NDIS understand how your disability affects your life?	81%	78%
Did you feel prepared for your plan review?	85%	78%
Is your NDIS plan helping you to make progress towards your goals?	83%	90%
% of participants rating their overall experience as Very Good or Good.	73%	73%



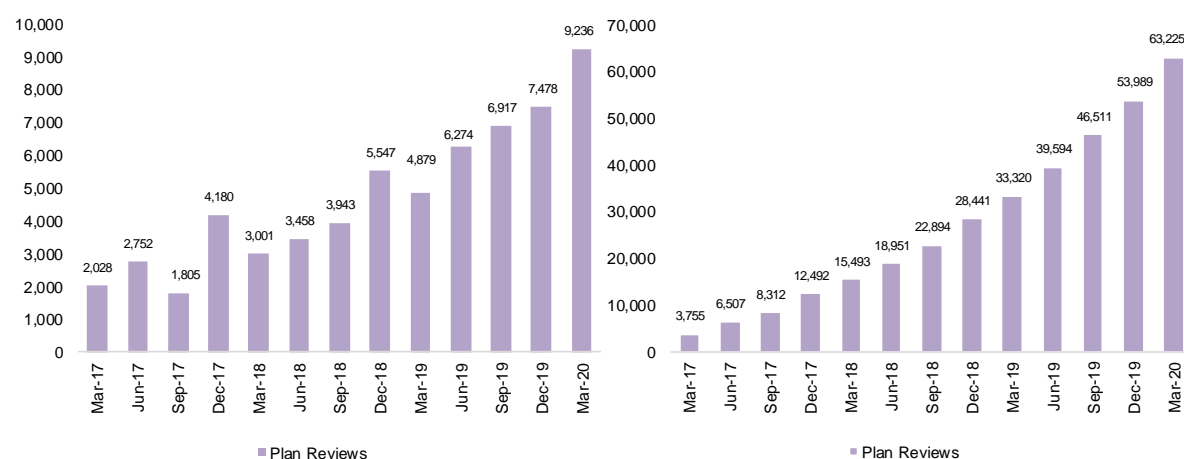
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia**



**Table J.41 Plan reviews conducted per quarter – excluding plans less than 30 days – South Australia** <sup>374</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>53,989</b>	<b>9,236</b>	<b>63,225</b>
<i>Early intervention plans</i>	25,323	2,866	28,189
<i>Permanent disability plans</i>	28,666	6,370	35,036

**Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia**



<sup>374</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table J.42 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table J.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table J.44.

Table J.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table J.43. (There is 1 complaint submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile. This is excluded from the results.) The list of complaint types is different to that which appears in Table J.43 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

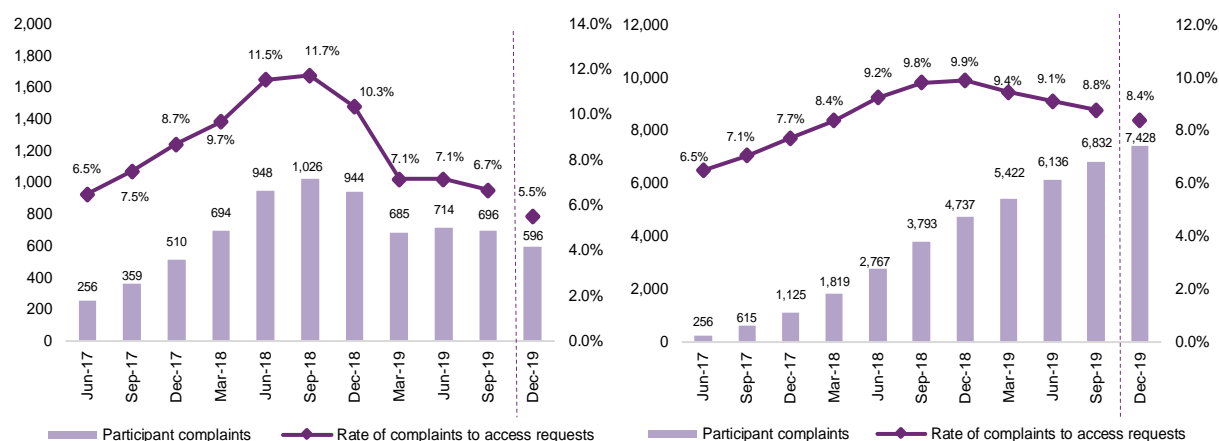
**Table J.42 Complaints by quarter – South Australia** <sup>375</sup> <sup>376</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	2	2	2
Complaint about LAC Partner	0	18	18	17
Complaints about service providers	206	38	244	216
Complaints about the Agency	6,536	529	7,065	3,879
Critical/ Reportable Incident	0	9	9	8
Unclassified	505	0	505	468
<b>Total</b>	<b>7,247</b>	<b>596</b>	<b>7,843</b>	<b>4,201</b>
% of all access requests	9.1%	5.5%	8.7%	

<sup>375</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>376</sup> % of all access requests 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.

**Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia<sup>377</sup>**



**Table J.43 Complaints by type ('My Feedback' tile) – South Australia**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	40	(19%)	2	(8%)	42	(18%)
Service Delivery	23	(11%)	6	(24%)	29	(13%)
Staff conduct	33	(16%)	2	(8%)	35	(15%)
Provider process	29	(14%)	3	(12%)	32	(14%)
Provider costs.	19	(9%)	5	(20%)	24	(10%)
Other	62	(30%)	7	(28%)	69	(30%)
<b>Total</b>	<b>206</b>		<b>25</b>		<b>231</b>	
<i>Complaints about the Agency</i>						
Timeliness	2,857	(44%)	94	(42%)	2,951	(44%)
Individual needs	543	(8%)	8	(4%)	551	(8%)
Reasonable and necessary supports	1,130	(17%)	39	(17%)	1,169	(17%)
Information unclear	288	(4%)	3	(1%)	291	(4%)
The way the NDIA carried out its decision making	237	(4%)	23	(10%)	260	(4%)
Other	1,480	(23%)	56	(25%)	1,536	(23%)
<b>Total</b>	<b>6,535</b>		<b>223</b>		<b>6,758</b>	
<i>Unclassified</i>	<b>505</b>		<b>0</b>		<b>505</b>	

<sup>377</sup> Complaint rates are not available at state/ territory level prior to June 2017.

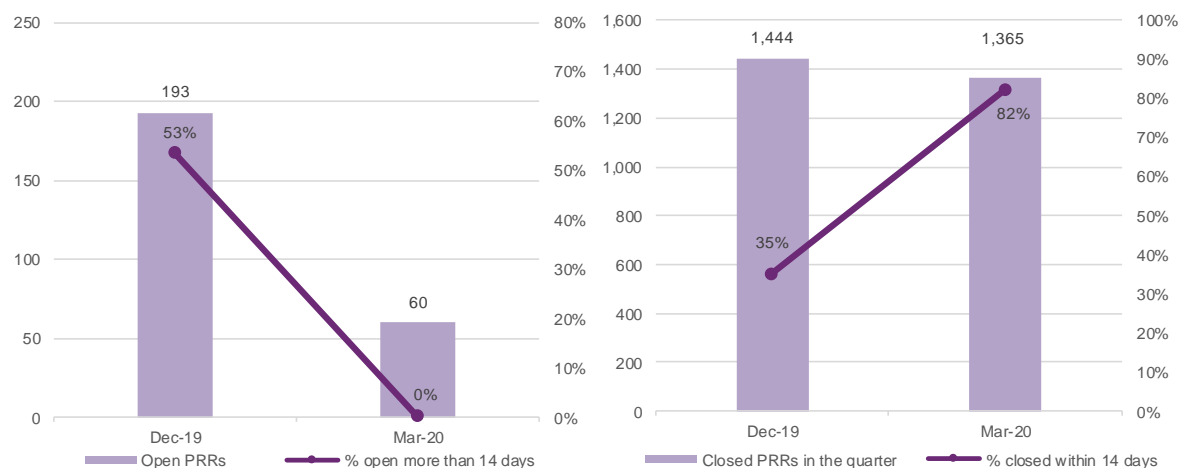
Table J.44 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – South Australia

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	0	(0%)
ECEI Process	1	(50%)
ECEI Staff	0	(0%)
ECEI Timeliness	1	(50%)
Other	0	(0%)
<b>Total</b>	<b>2</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	0	(0%)
LAC Plan	5	(28%)
LAC Process	3	(17%)
LAC Resources	0	(0%)
LAC Staff	4	(22%)
LAC Timeliness	6	(33%)
Other	0	(0%)
<b>Total</b>	<b>18</b>	
Complaints about service providers		
Provider Finance	2	(15%)
Provider Fraud and Compliance	0	(0%)
Provider Service	8	(62%)
Provider Staff	3	(23%)
Other	0	(0%)
<b>Total</b>	<b>13</b>	
Complaints about the Agency		
NDIA Access	10	(3%)
NDIA Engagement	0	(0%)
NDIA Finance	30	(10%)
NDIA Fraud and Compliance	0	(0%)
NDIA Plan	80	(26%)
NDIA Process	34	(11%)
NDIA Resources	5	(2%)
NDIA Staff	7	(2%)
NDIA Timeliness	140	(46%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>306</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	2	(22%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	3	(33%)
Participant threat	1	(11%)
Provider reporting	3	(33%)
Other	0	(0%)
<b>Total</b>	<b>9</b>	
Unclassified	<b>0</b>	

**Table J.45 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia** <sup>378</sup>

	As at 31 March 2020
Open PRRs	60
Number of PRRs open less than 14 days	60
Number of PRRs open more than 14 days	0
New PRRs in the quarter	1,232
Number of PRRs closed in the quarter	1,365
Proportion closed within 14 days	82%
Average days PRRs took to close in the quarter	15

**Figure J.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – South Australia** <sup>379</sup>



**Table J.46 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia** <sup>380 381</sup>

	Access	Planning
Open RoRDs	31	545
Number of RoRDs open less than 90 days	31	440
Number of RoRDs open more than 90 days	0	105
New RoRDs in the quarter	144	656
Number of RoRDs closed in the quarter	190	982
Proportion closed within 90 days	96%	37%
Average days RoRDs took to close in the quarter	37	118

<sup>378</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>379</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>380</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>381</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure J.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – South Australia <sup>382</sup>

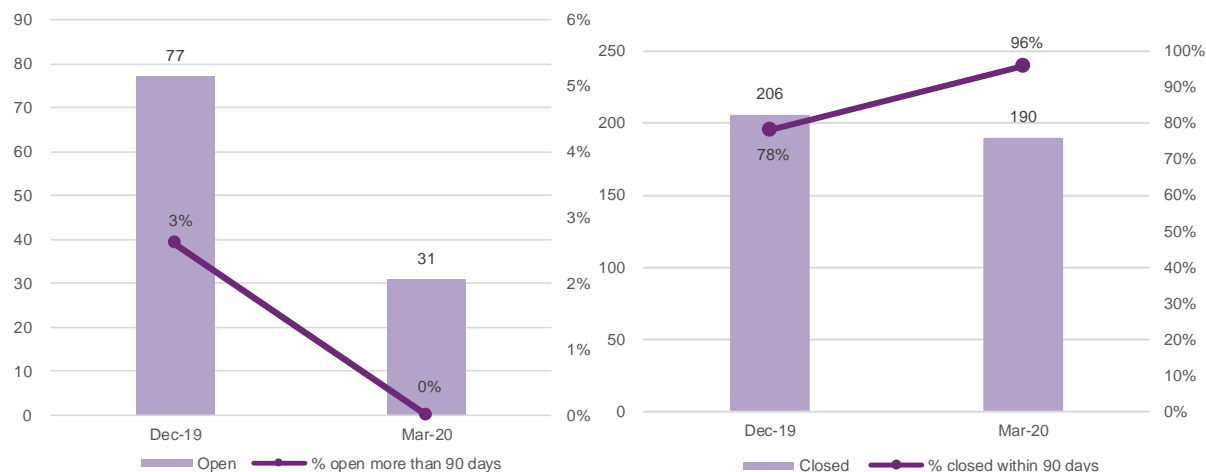


Figure J.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – South Australia <sup>383</sup>

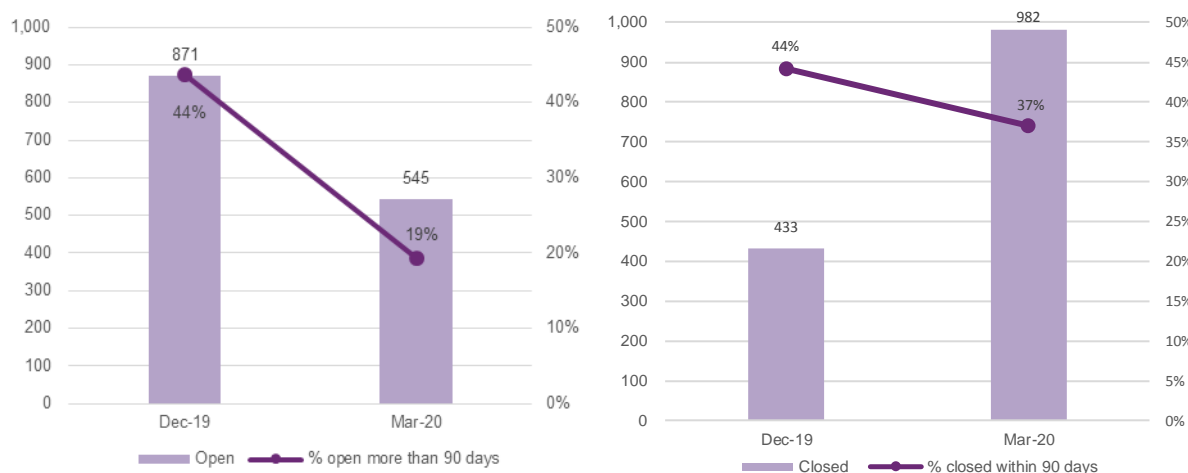


Table J.47 AAT Cases by category – South Australia <sup>384</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	110	28%	12	33%	122	28%
Plan	230	58%	22	61%	252	58%
Plan Review	34	9%	<11		35	8%
Other	23	6%	<11		24	6%
<b>Total</b>	<b>397</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>433</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.40%</b>		<b>0.34%</b>		<b>0.39%</b>	

<sup>382</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>383</sup> Ibid.

<sup>384</sup> % of all access decisions 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 J.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia <sup>385</sup>

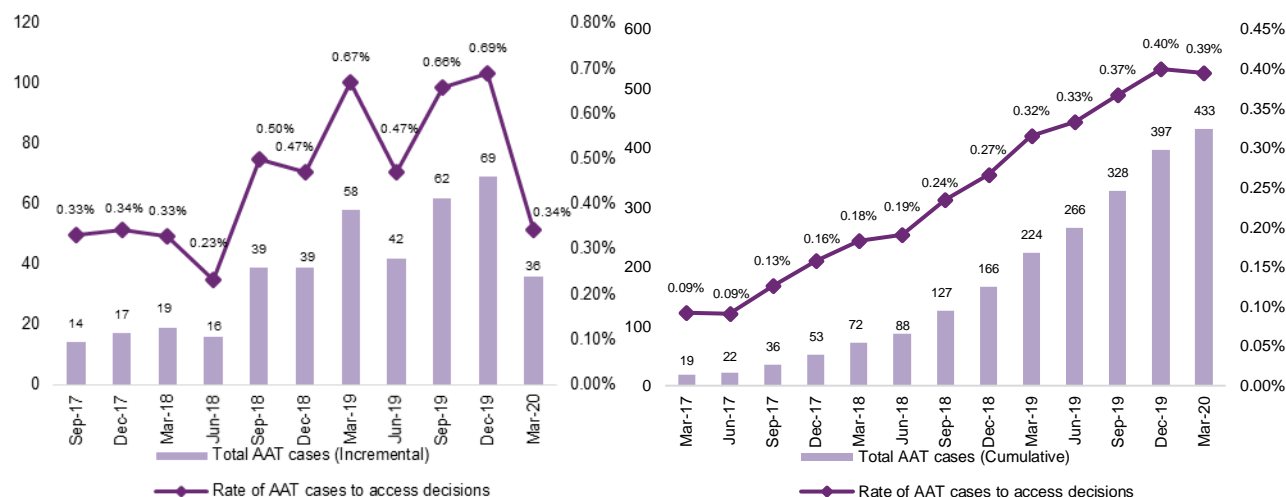


Table J.48 AAT cases by open/closed and decision – South Australia

	N
<b>AAT Cases</b>	<b>433</b>
<b>Open AAT Cases</b>	<b>110</b>
<b>Closed AAT Cases</b>	<b>323</b>
Resolved before hearing	319
Gone to hearing and received a substantive decision	<11

Table J.49 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia <sup>386</sup> <sup>387</sup>

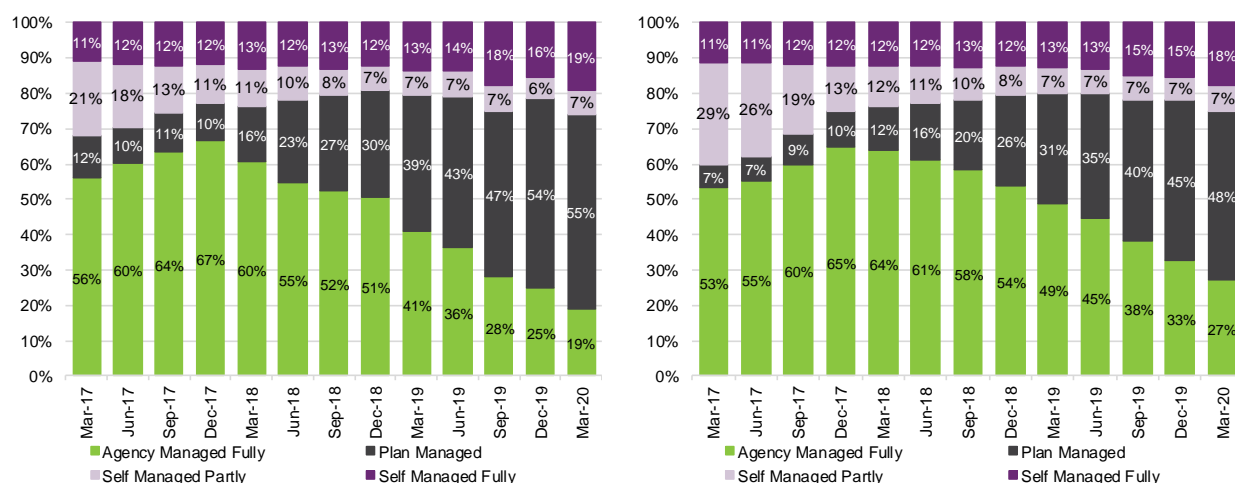
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	17%	19%	<b>18%</b>
Self-managed partly	7%	7%	<b>7%</b>
Plan managed	44%	55%	<b>48%</b>
Agency managed	31%	19%	<b>27%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>385</sup> There are insufficient numbers to show the incremental count of AAT cases in SA prior to the September 2017 quarter.

<sup>386</sup> 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.

<sup>387</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

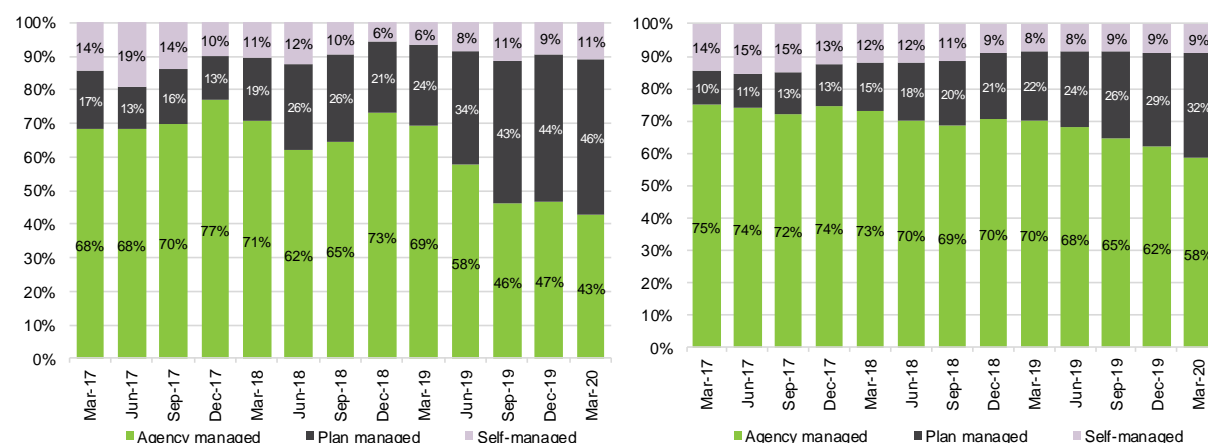
**Figure J.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia** <sup>388 389</sup>



**Table J.50 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

	Prior Quarters	2019-20 Q3	Total
Self-managed	9%	11%	9%
Plan managed	29%	46%	32%
Agency managed	62%	43%	58%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.51 Distribution of active participants by support coordination and quarter of plan approval – South Australia** <sup>390</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	36%	39%	37%

<sup>388</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>389</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>390</sup> Ibid.



Table J.52 Duration to plan activation by quarter of initial plan approval for active participants – South Australia <sup>391</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	14,789	70%	1,290	61%
30 to 59 days	2,022	10%	336	16%
60 to 89 days	1,126	5%	138	7%
<b>Activated within 90 days</b>	<b>17,937</b>	<b>85%</b>	<b>1,764</b>	<b>83%</b>
90 to 119 days	613	3%	66	3%
120 days and over	1,869	9%	91	4%
<b>Activated after 90 days</b>	<b>2,482</b>	<b>12%</b>	<b>157</b>	<b>7%</b>
No payments	650	3%	197	9%
<b>Total plans approved</b>	<b>21,069</b>	<b>100%</b>	<b>2,118</b>	<b>100%</b>

Table J.53 Proportion of participants who have activated within 12 months – South Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,137	1,223	93%
Not Aboriginal and Torres Strait Islander	20,688	21,382	97%
Not Stated	2,984	3,106	96%
<b>Total</b>	<b>24,809</b>	<b>25,711</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,664	1,719	97%
Not CALD	23,046	23,891	96%
Not Stated	99	101	98%
<b>Total</b>	<b>24,809</b>	<b>25,711</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	18,627	19,297	97%
Regional	5,555	5,760	96%
Remote	618	645	96%
Missing	<11	<11	
<b>Total</b>	<b>24,809</b>	<b>25,711</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	9,513	9,887	96%
Intellectual Disability (including Down Syndrome)	6,289	6,486	97%
Psychosocial Disability	935	959	97%
Developmental Delay (including Global Developmental Delay)	1,137	1,197	95%
Other	6,935	7,182	97%
<b>Total</b>	<b>24,809</b>	<b>25,711</b>	<b>96%</b>

<sup>391</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table J.54 Distribution of plans by utilisation – South Australia** <sup>392 393</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	26%
> 75%	36%
<b>Total</b>	<b>100%</b>

**Table J.55 Proportion of active participants with approved plans accessing mainstream supports – South Australia** <sup>394</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	8%	7%	8%
Health & Wellbeing	43%	44%	43%
Lifelong Learning	18%	18%	18%
Other	13%	11%	12%
Non-categorised	34%	36%	35%
Any mainstream service	93%	93%	93%

## Part Three: Providers and the growing market

**Table J.56 Key markets indicators by quarter – South Australia** <sup>395 396</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.19	1.16
b) Number of providers delivering new types of supports	184	171
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	90%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participation in community, social and civic activities (%)</i>	86%	85%
<i>Early Intervention supports for early childhood (%)</i>	87%	86%
<i>Daily Personal Activities (%)</i>	91%	88%

<sup>392</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>393</sup> 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.

<sup>394</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>395</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>396</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table J.57 Cumulative number of providers that have been ever active by registration group – South Australia <sup>397</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	35	2	37	6%
Assistance Animals	20	5	25	25%
Assistance with daily life tasks in a group or shared living arrangement	134	10	144	7%
Assistance with travel/transport arrangements	171	9	180	5%
Daily Personal Activities	267	12	279	4%
Group and Centre Based Activities	201	11	212	5%
High Intensity Daily Personal Activities	195	4	199	2%
Household tasks	267	11	278	4%
Interpreting and translation	34	3	37	9%
Participation in community, social and civic activities	307	16	323	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	54	6	60	11%
Assistive products for household tasks	36	3	39	8%
Assistance products for personal care and safety	345	24	369	7%
Communication and information equipment	90	9	99	10%
Customised Prosthetics	131	5	136	4%
Hearing Equipment	53	7	60	13%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	166	16	182	10%
Specialised Hearing Services	15	2	17	13%
Vision Equipment	40	8	48	20%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	301	7	308	2%
Behaviour Support	155	7	162	5%
Community nursing care for high needs	69	7	76	10%
Development of daily living and life skills	196	5	201	3%
Early Intervention supports for early childhood	498	10	508	2%
Exercise Physiology and Physical Wellbeing activities	89	10	99	11%
Innovative Community Participation	36	9	45	25%
Specialised Driving Training	28	2	30	7%
Therapeutic Supports	822	20	842	2%
<b>Capital services</b>				
Home modification design and construction	49	6	55	12%
Specialist Disability Accommodation	12	5	17	42%
Vehicle Modifications	38	4	42	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	129	6	135	5%
Support Coordination	119	14	133	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	54	7	61	13%
Specialised Supported Employment	58	6	64	10%
<b>Total approved active providers</b>	<b>1,665</b>	<b>51</b>	<b>1,716</b>	<b>3%</b>

<sup>397</sup> 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 J.58 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – South Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	7	30	37	19%	81%	100%
Assistance Animals	4	21	25	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	19	125	144	13%	87%	100%
Assistance with travel/transport arrangements	29	151	180	16%	84%	100%
Daily Personal Activities	38	241	279	14%	86%	100%
Group and Centre Based Activities	27	185	212	13%	87%	100%
High Intensity Daily Personal Activities	31	168	199	16%	84%	100%
Household tasks	67	211	278	24%	76%	100%
Interpreting and translation	7	30	37	19%	81%	100%
Participation in community, social and civic activities	43	280	323	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	58	60	3%	97%	100%
Assistive products for household tasks	5	34	39	13%	87%	100%
Assistance products for personal care and safety	55	314	369	15%	85%	100%
Communication and information equipment	20	79	99	20%	80%	100%
Customised Prosthetics	24	112	136	18%	82%	100%
Hearing Equipment	9	51	60	15%	85%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	33	149	182	18%	82%	100%
Specialised Hearing Services	1	16	17	6%	94%	100%
Vision Equipment	8	40	48	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	54	254	308	18%	82%	100%
Behaviour Support	49	113	162	30%	70%	100%
Community nursing care for high needs	9	67	76	12%	88%	100%
Development of daily living and life skills	34	167	201	17%	83%	100%
Early Intervention supports for early childhood	242	266	508	48%	52%	100%
Exercise Physiology and Physical Wellbeing activities	24	75	99	24%	76%	100%
Innovative Community Participation	13	32	45	29%	71%	100%
Specialised Driving Training	4	26	30	13%	87%	100%
Therapeutic Supports	362	480	842	43%	57%	100%
<b>Capital services</b>						
Home modification design and construction	6	49	55	11%	89%	100%
Specialist Disability Accommodation	1	16	17	6%	94%	100%
Vehicle Modifications	6	36	42	14%	86%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	29	106	135	21%	79%	100%
Support Coordination	37	96	133	28%	72%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	6	55	61	10%	90%	100%
Specialised Supported Employment	9	55	64	14%	86%	100%
<b>Total</b>	<b>547</b>	<b>1,169</b>	<b>1,716</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

**Table J.59 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – South Australia**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	6	2	8	25%
Assistance Animals	11	5	16	31%
Assistance with daily life tasks in a group or shared living arrangement	95	10	105	10%
Assistance with travel/transport arrangements	80	9	89	10%
Daily Personal Activities	168	12	180	7%
Group and Centre Based Activities	110	11	121	9%
High Intensity Daily Personal Activities	107	4	111	4%
Household tasks	148	11	159	7%
Interpreting and translation	22	3	25	12%
Participation in community, social and civic activities	185	16	201	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	7	6	13	46%
Assistive products for household tasks	8	3	11	27%
Assistance products for personal care and safety	186	24	210	11%
Communication and information equipment	37	9	46	20%
Customised Prosthetics	60	5	65	8%
Hearing Equipment	20	7	27	26%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	87	16	103	16%
Specialised Hearing Services	0	2	2	100%
Vision Equipment	20	8	28	29%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	159	7	166	4%
Behaviour Support	57	7	64	11%
Community nursing care for high needs	41	7	48	15%
Development of daily living and life skills	85	5	90	6%
Early Intervention supports for early childhood	168	10	178	6%
Exercise Physiology and Physical Wellbeing activities	63	10	73	14%
Innovative Community Participation	12	9	21	43%
Specialised Driving Training	21	2	23	9%
Therapeutic Supports	377	20	397	5%
<b>Capital services</b>				
Home modification design and construction	27	6	33	18%
Specialist Disability Accommodation	11	5	16	31%
Vehicle Modifications	12	4	16	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	96	6	102	6%
Support Coordination	74	14	88	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	26	7	33	21%
Specialised Supported Employment	42	6	48	13%
<b>Total</b>	<b>800</b>	<b>51</b>	<b>851</b>	<b>6%</b>

**Table J.60 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – South Australia**

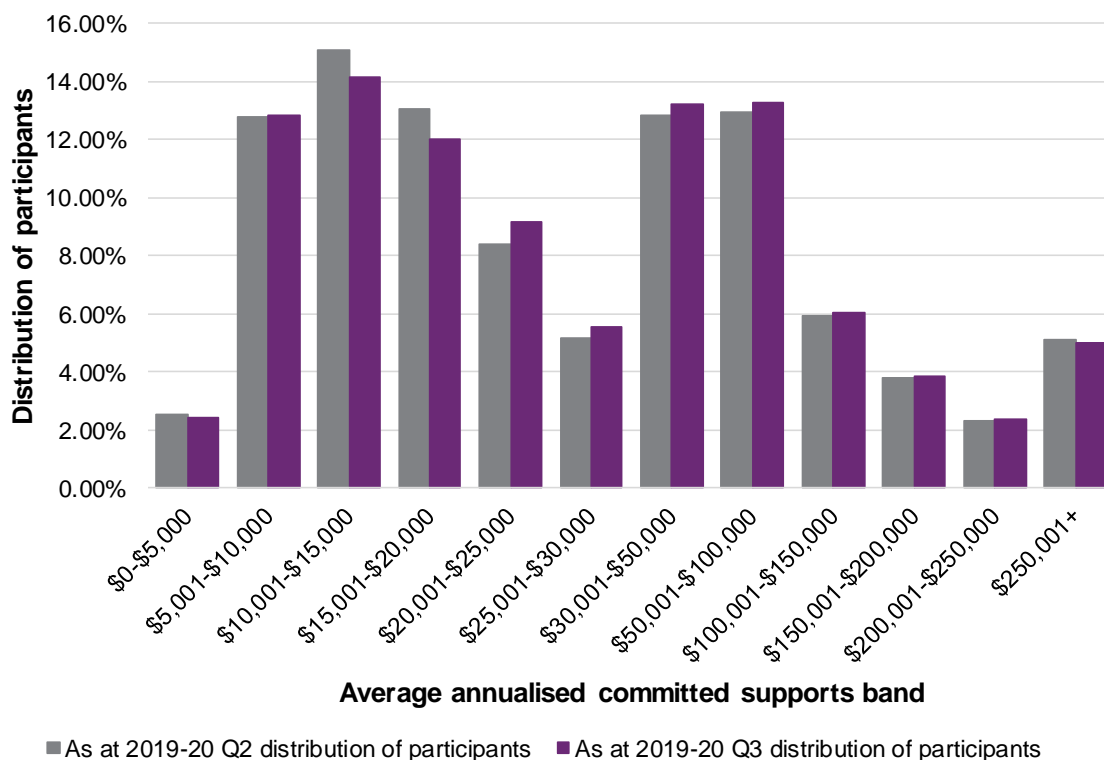
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	2	6	8	25%	75%	100%
Assistance Animals	3	13	16	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	16	89	105	15%	85%	100%
Assistance with travel/transport arrangements	9	80	89	10%	90%	100%
Daily Personal Activities	27	153	180	15%	85%	100%
Group and Centre Based Activities	17	104	121	14%	86%	100%
High Intensity Daily Personal Activities	20	91	111	18%	82%	100%
Household tasks	41	118	159	26%	74%	100%
Interpreting and translation	4	21	25	16%	84%	100%
Participation in community, social and civic activities	27	174	201	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	13	13	0%	100%	100%
Assistive products for household tasks	2	9	11	18%	82%	100%
Assistance products for personal care and safety	32	178	210	15%	85%	100%
Communication and information equipment	6	40	46	13%	87%	100%
Customised Prosthetics	10	55	65	15%	85%	100%
Hearing Equipment	4	23	27	15%	85%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	16	87	103	16%	84%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	4	24	28	14%	86%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	34	132	166	20%	80%	100%
Behaviour Support	13	51	64	20%	80%	100%
Community nursing care for high needs	4	44	48	8%	92%	100%
Development of daily living and life skills	18	72	90	20%	80%	100%
Early Intervention supports for early childhood	52	126	178	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	15	58	73	21%	79%	100%
Innovative Community Participation	5	16	21	24%	76%	100%
Specialised Driving Training	4	19	23	17%	83%	100%
Therapeutic Supports	141	256	397	36%	64%	100%
<b>Capital services</b>						
Home modification design and construction	3	30	33	9%	91%	100%
Specialist Disability Accommodation	1	15	16	6%	94%	100%
Vehicle Modifications	4	12	16	25%	75%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	25	77	102	25%	75%	100%
Support Coordination	19	69	88	22%	78%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	29	33	12%	88%	100%
Specialised Supported Employment	8	40	48	17%	83%	100%
<b>Total</b>	<b>244</b>	<b>607</b>	<b>851</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

## Part Four: Financial sustainability

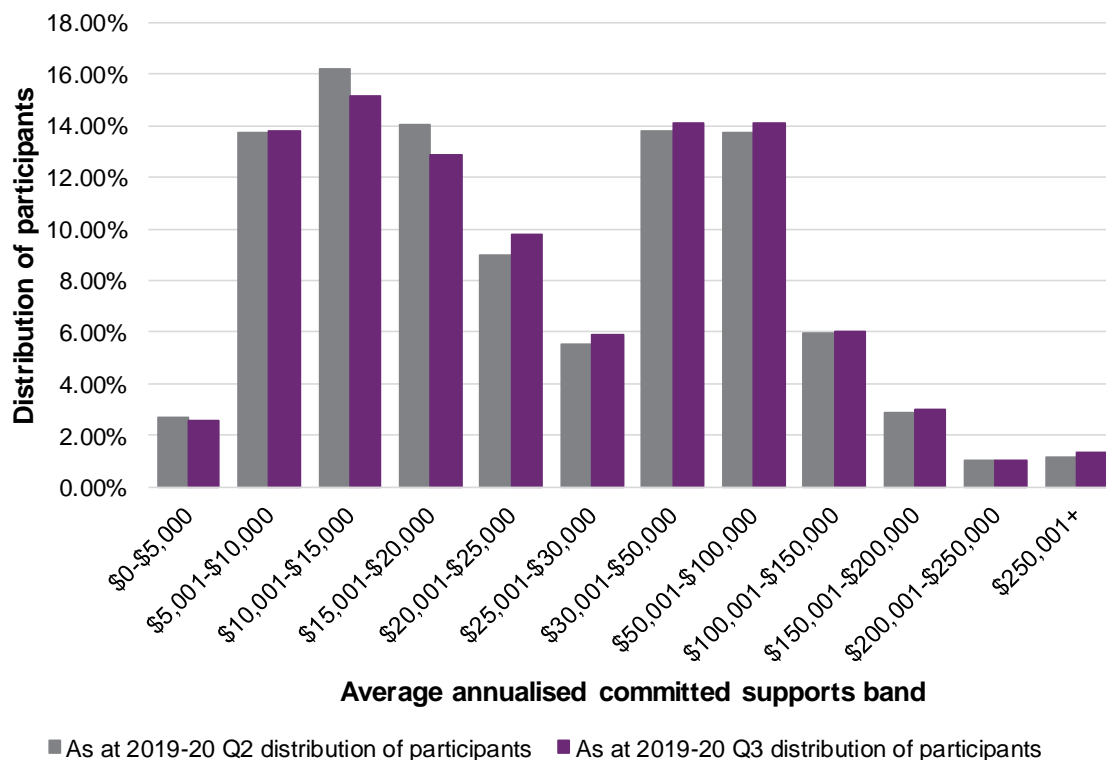
Table J.61 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.4	102.3	186.6	367.1	1,156.0	1,519.5

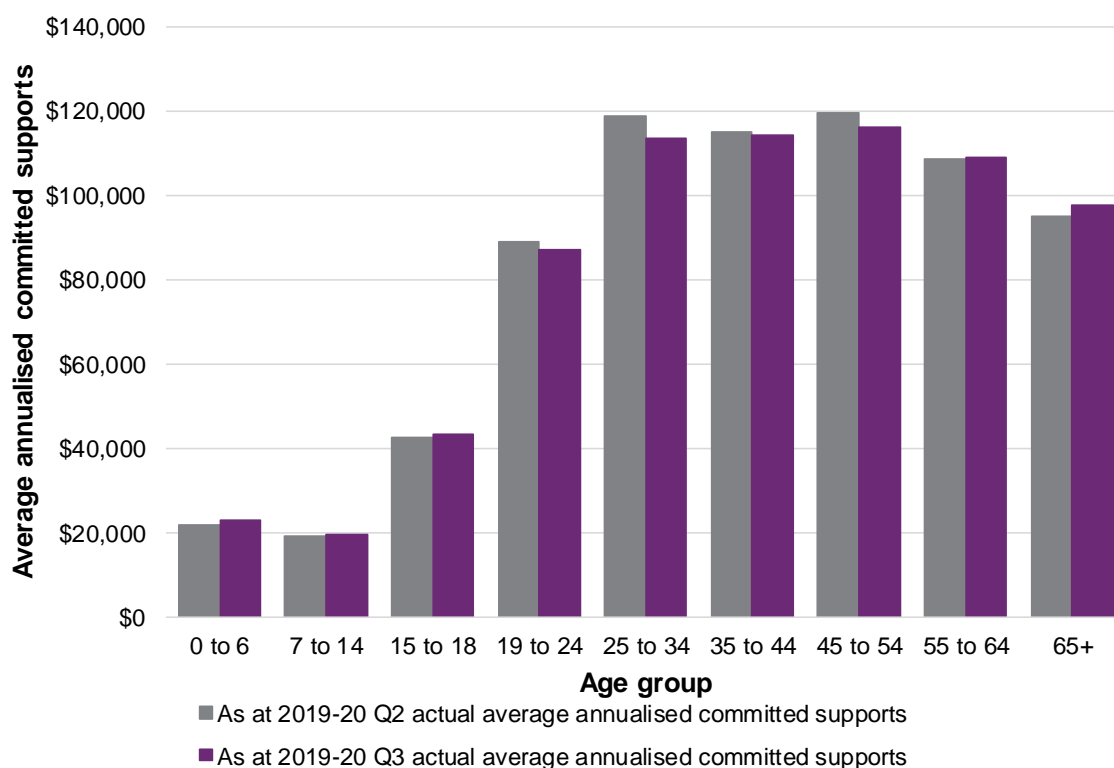
Figure J.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – South Australia



**Figure J.19 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – South Australia**

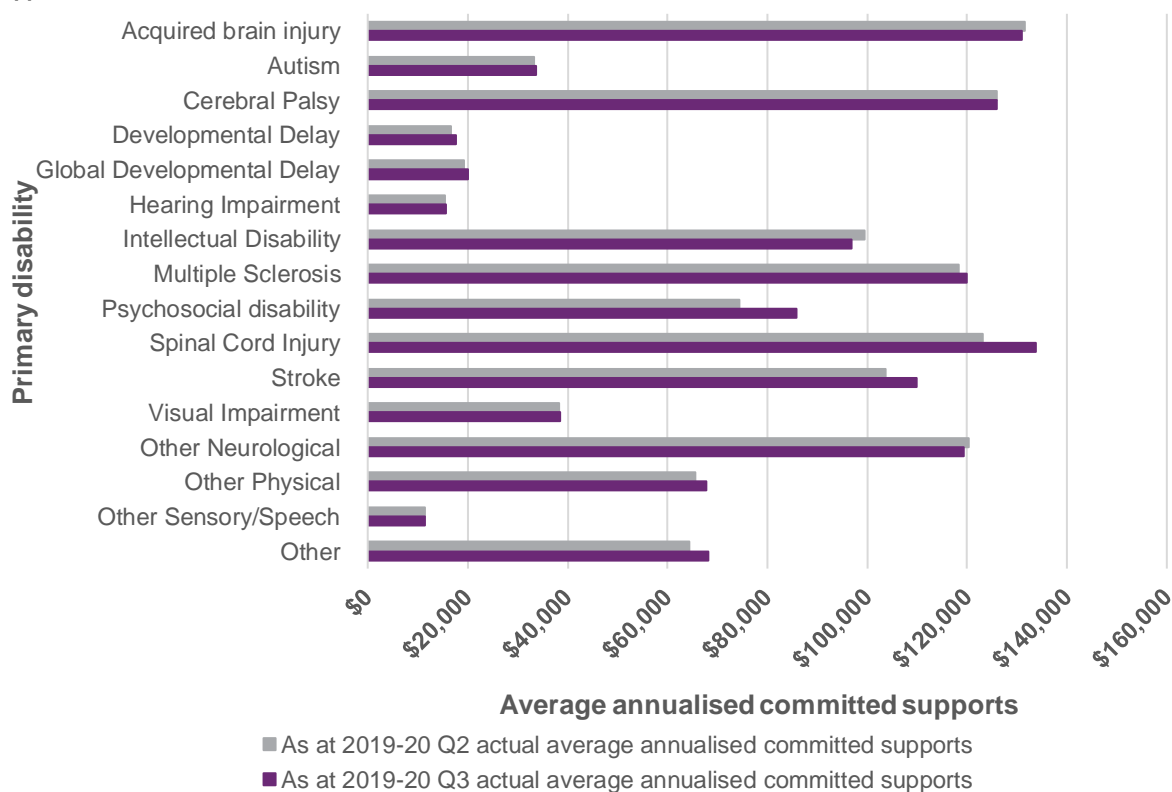


**Figure J.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – South Australia**

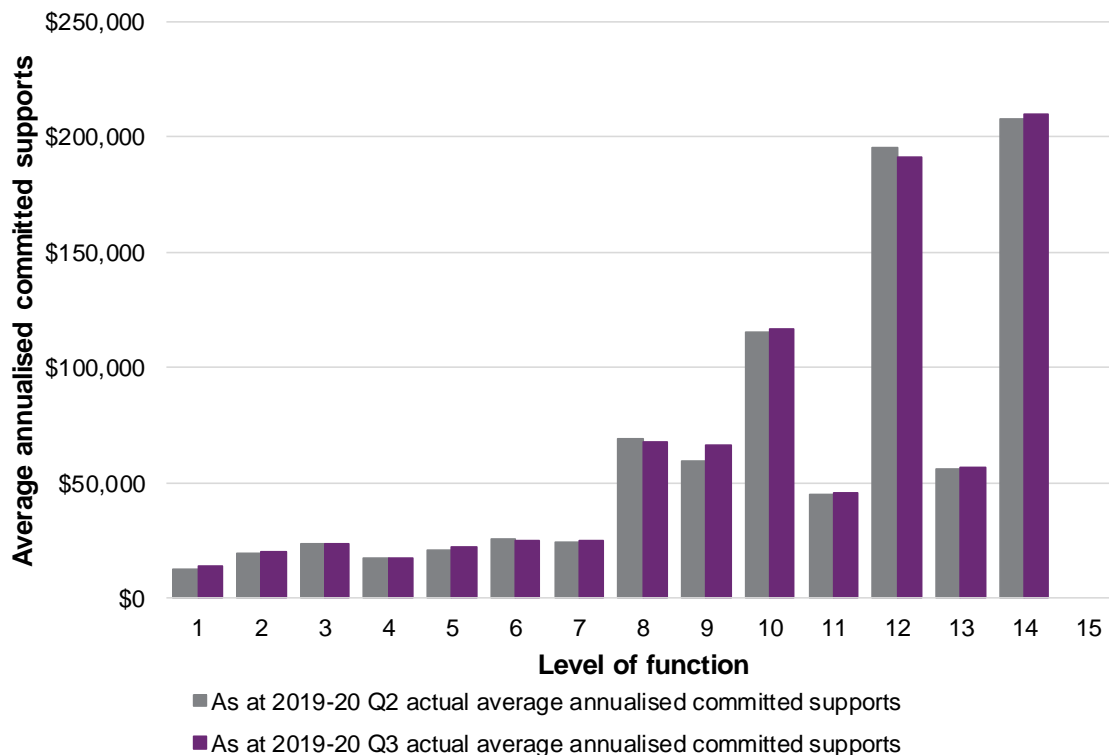




**Figure J.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – South Australia**

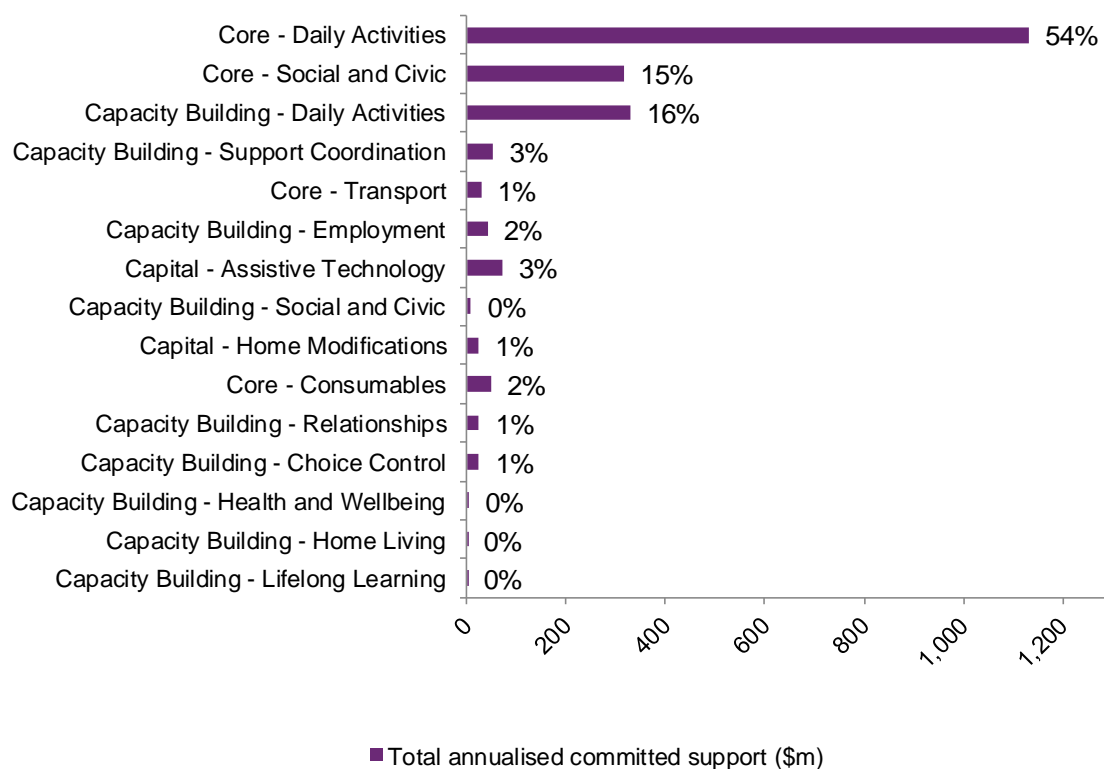


**Figure J.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – South Australia <sup>398</sup>**



<sup>398</sup> 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.

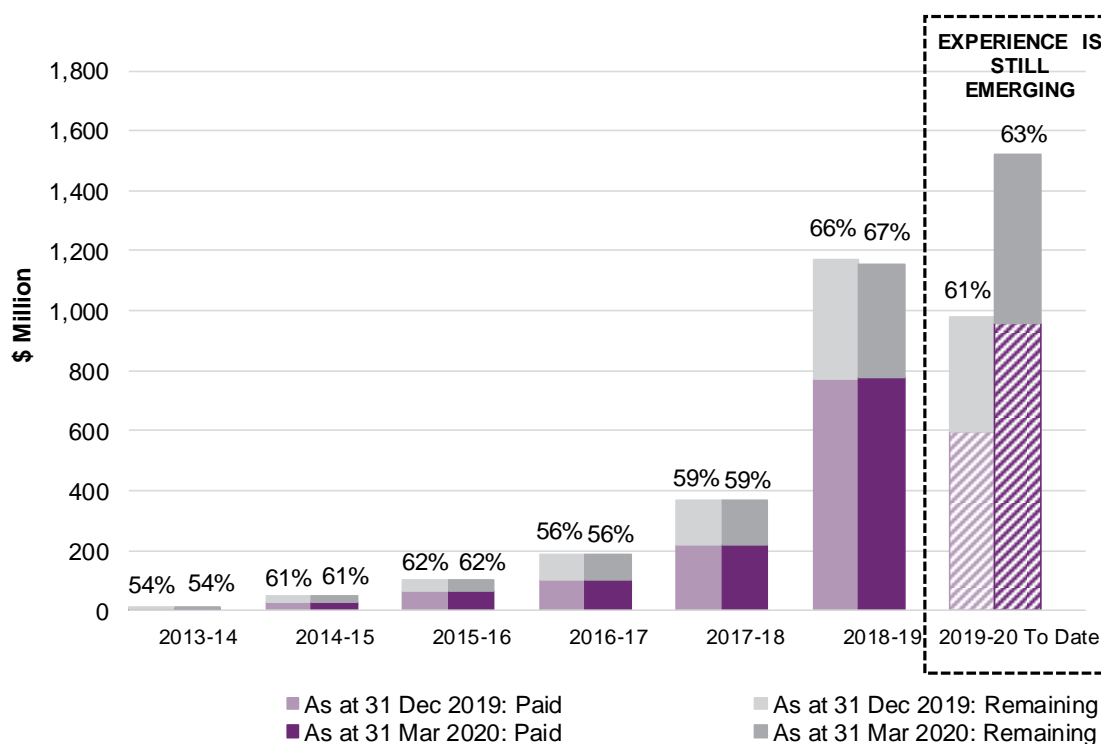
**Figure J.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia**



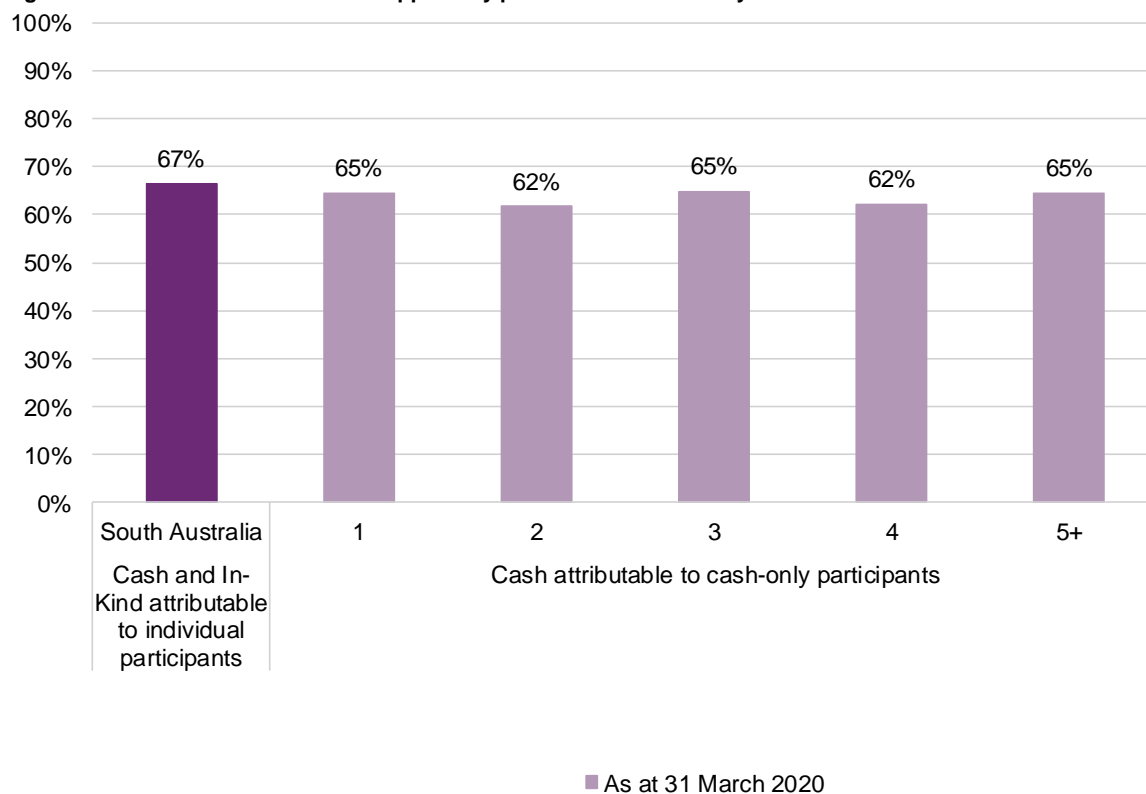
**Table J.62 Payments by financial year, compared to committed supports (\$m) – South Australia**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.4	102.3	186.6	367.1	1,156.0	1,519.5
Total Paid	5.7	29.7	63.1	104.5	218.4	775.8	955.8
% utilised to date	54%	61%	62%	56%	59%	67%	63%

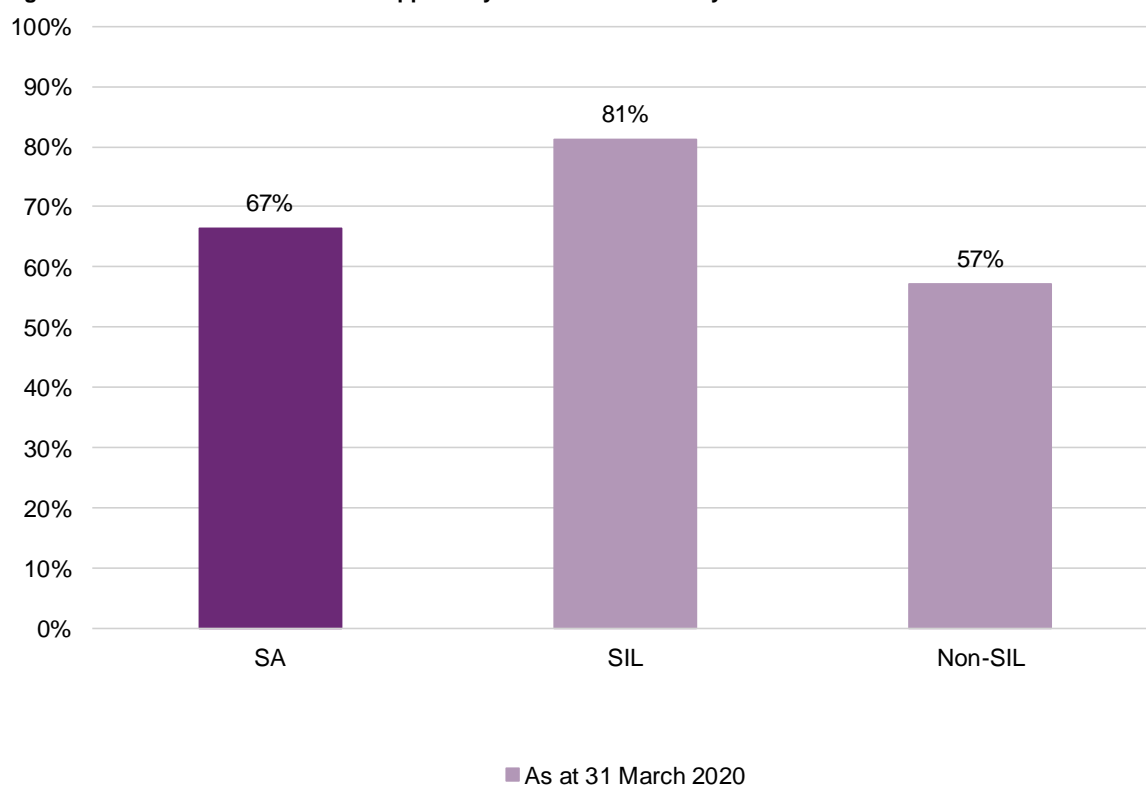
**Figure J.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – South Australia**



**Figure J.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – South Australia** <sup>399</sup>



**Figure J.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – South Australia** <sup>400</sup>



<sup>399</sup> 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 between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>400</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

Figure J.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – South Australia <sup>401</sup>

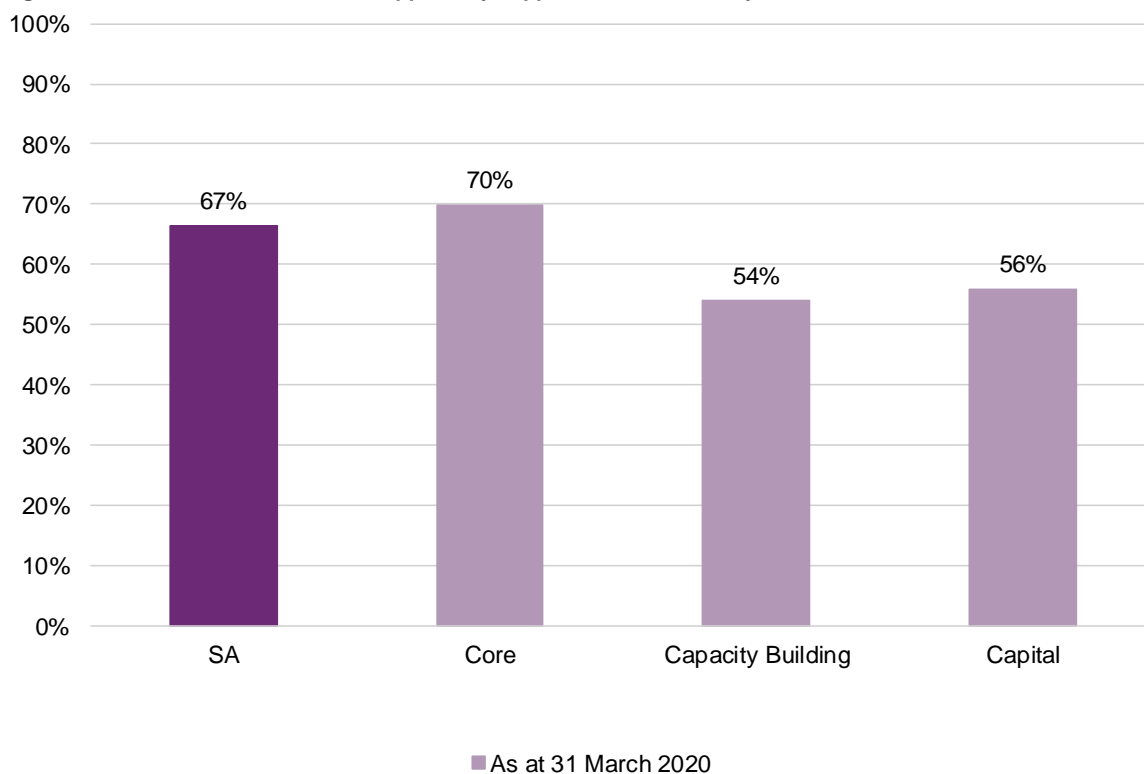
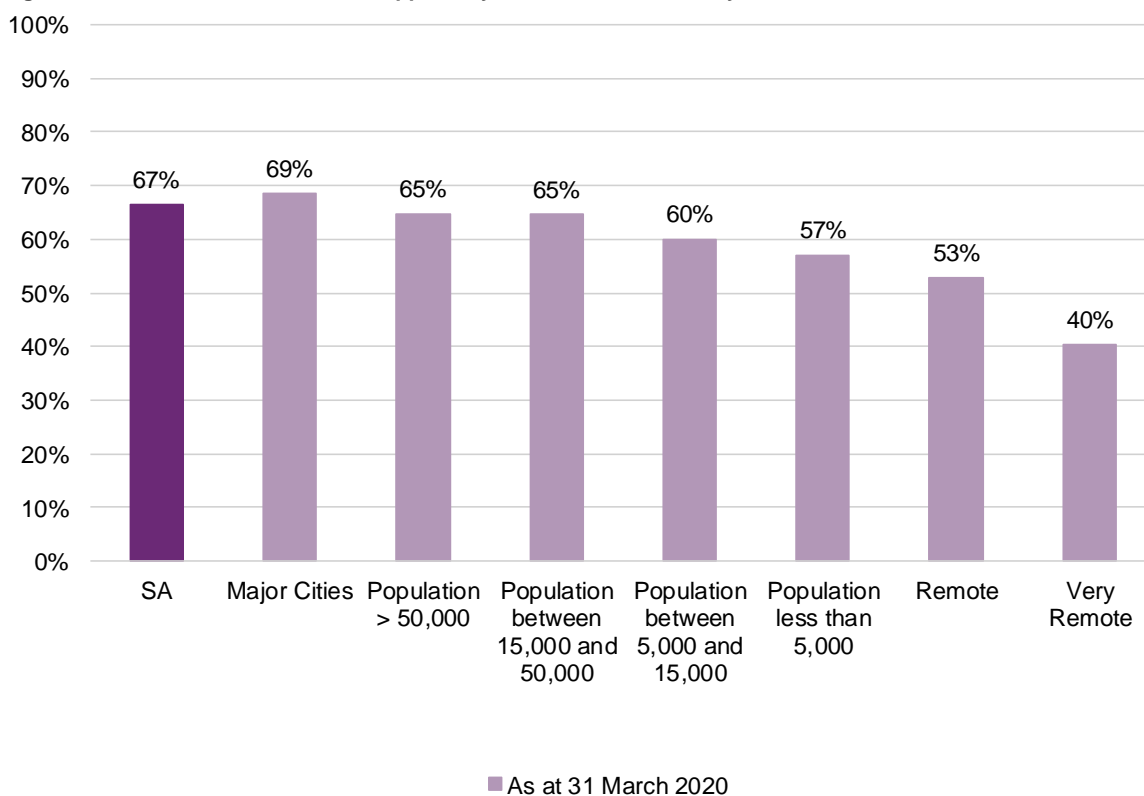


Figure J.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – South Australia <sup>402</sup>



<sup>401</sup> Ibid.

<sup>402</sup> Ibid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>403</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	7,671	672	8,343	211	8,554

Table K.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Tasmania <sup>404 405</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	9,622	679	10,301
Active Eligible	8,143	497	8,640
<i>New</i>	3,973	411	4,384
<i>State</i>	2,956	12	2,968
<i>Commonwealth</i>	1,214	74	1,288
Active Participant Plans (excl ECEI)	7,671	672	8,343
<i>New</i>	3,618	546	4,164
<i>State</i>	2,904	36	2,940
<i>Commonwealth</i>	1,149	90	1,239
Active Participant Plans	7,776	883	8,554
<i>Early Intervention (s25)</i>	1,356	205	1,561
<i>Permanent Disability (s24)</i>	6,315	467	6,782
<i>ECEI</i>	105	211	211

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Tasmania

Exits	Total
Total participant exits	153
<i>Early Intervention participants</i>	14
<i>Permanent disability participants</i>	139

<sup>403</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>404</sup> 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 Q3, 72% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>405</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Tasmania** <sup>406 407</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	2,899	1,158	3,622	105	7,784
End of 2019-20 Q3	2,940	1,239	4,164	211	8,554

**Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania** <sup>408 409 410 411</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	1,354	6,325	105	7,784
End of 2019-20 Q3	1,561	6,782	211	8,554

**Table K.6 Assessment of access by age group – Tasmania** <sup>412</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,401	96%	172	95%	1,573	96%
7 to 14	1,859	88%	89	80%	1,948	88%
15 to 18	1,203	90%	26	84%	1,229	90%
19 to 24	706	89%	<11		715	87%
25 to 34	533	81%	28	58%	561	80%
35 to 44	683	86%	31	51%	714	84%
45 to 54	939	83%	61	77%	1,000	83%
55 to 64	1,058	81%	77	57%	1,135	78%
65+	23	56%	<11		29	58%
Missing	<11		<11		<11	
<b>Total</b>	<b>8,405</b>	<b>87%</b>	<b>499</b>	<b>73%</b>	<b>8,904</b>	<b>86%</b>

<sup>406</sup> This table shows the total numbers of active participants at the end of each period.

<sup>407</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>408</sup> This table shows the total numbers of active participants at the end of each period.

<sup>409</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>410</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>411</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>412</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table K.7 Assessment of access by disability – Tasmania** <sup>413</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	332	94%	26	76%	358	93%
Autism	2,524	94%	143	92%	2,667	94%
Cerebral Palsy	392	96%	<11		400	96%
Developmental Delay	316	93%	69	95%	385	93%
Global Developmental Delay	131	98%	18	100%	149	99%
Hearing Impairment	343	88%	18	72%	361	87%
Intellectual Disability	2,480	94%	67	79%	2,547	94%
Multiple Sclerosis	206	84%	17	74%	223	83%
Psychosocial disability	560	63%	58	59%	618	63%
Spinal Cord Injury	89	97%	<11		93	96%
Stroke	85	86%	<11		95	82%
Visual Impairment	162	91%	<11		172	91%
Other Neurological	363	82%	25	60%	388	80%
Other Physical	310	57%	26	36%	336	54%
Other Sensory/Speech	35	45%	<11		35	43%
Other	23	47%	<11		23	42%
Missing	54	92%	<11		54	92%
<b>Total</b>	<b>8,405</b>	<b>87%</b>	<b>499</b>	<b>73%</b>	<b>8,904</b>	<b>86%</b>

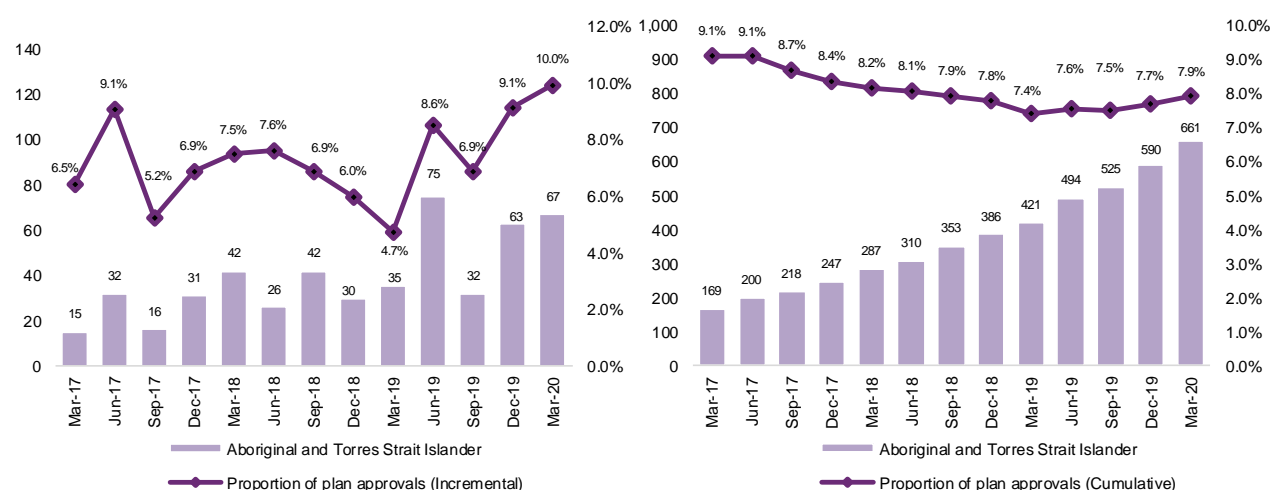
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	594	7.7%	67	10.0%	<b>661</b>	<b>7.9%</b>
Not Aboriginal and Torres Strait Islander	5,554	72.4%	506	75.3%	<b>6,060</b>	<b>72.6%</b>
Not Stated	1,523	19.9%	99	14.7%	<b>1,622</b>	<b>19.4%</b>
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

<sup>413</sup> Ibid.

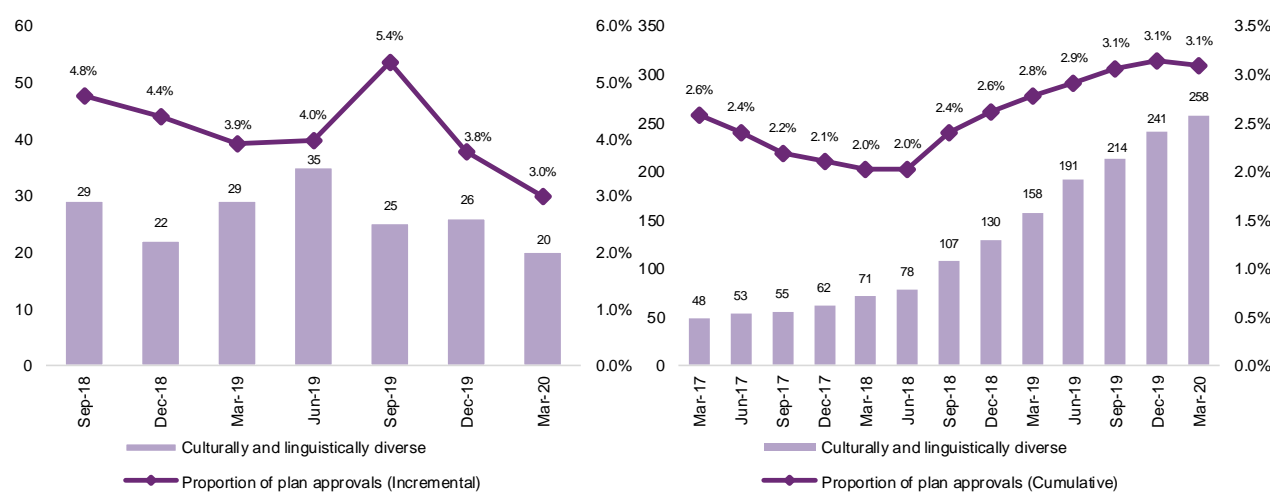
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>414</sup>



**Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	238	3.1%	20	3.0%	258	3.1%
Not culturally and linguistically diverse	7,418	96.7%	652	97.0%	8,070	96.7%
Not stated	15	0.2%	<11		15	0.2%
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>415 416</sup>



<sup>414</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>415</sup> Ibid.

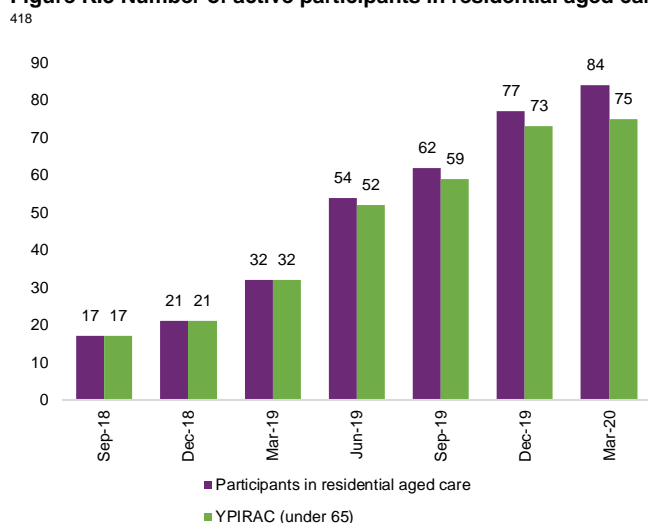
<sup>416</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.



**Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Tasmania**

	Total
Age group	N
Under 45	<11
45 to 54	26
55 to 64	43
<b>Total YPIRAC (under 65)</b>	<b>75</b>
65 and above	<11
<b>Total participants in residential aged care</b>	<b>84</b>
Participants not in residential aged care	8,259
<b>Total</b>	<b>8,343</b>

**Figure K.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Tasmania** <sup>417</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>419 420</sup>

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	4,922	64.2%	448	66.7%	<b>5,370</b>	<b>64.4%</b>
Population between 15,000 and 50,000	1,575	20.5%	118	17.6%	<b>1,693</b>	<b>20.3%</b>
Population between 5,000 and 15,000	15	0.2%	<11		<b>16</b>	<b>0.2%</b>
Population less than 5,000	1,068	13.9%	93	13.8%	<b>1,161</b>	<b>13.9%</b>
Remote	73	1.0%	<11		<b>82</b>	<b>1.0%</b>
Very Remote	14	0.2%	<11		<b>17</b>	<b>0.2%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

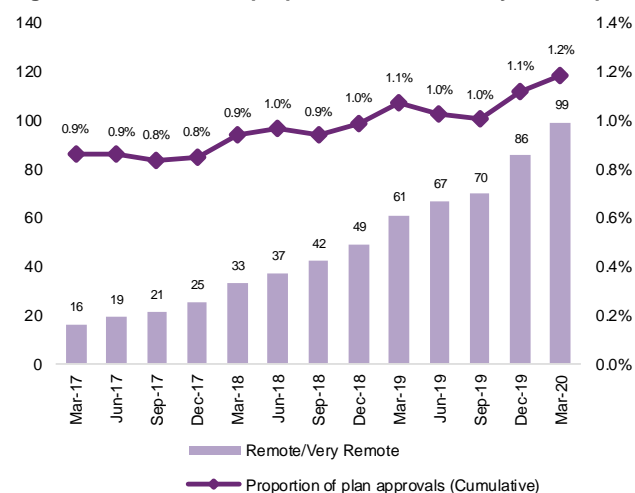
<sup>417</sup> The cumulative chart shows the number of active participants at the end of each quarter over time.

<sup>418</sup> 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.

<sup>419</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>420</sup> 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 – Tasmania** <sup>421 422</sup>



**Table K.12 Participant profile per quarter by disability group – Tasmania** <sup>423 424 425</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	2,382	31%	181	27%	2,563	31%
Intellectual Disability	2,323	30%	95	14%	2,418	29%
Psychosocial disability	495	6%	78	12%	573	7%
Developmental Delay	269	4%	79	12%	348	4%
Hearing Impairment	297	4%	45	7%	342	4%
Other Neurological	303	4%	35	5%	338	4%
Other Physical	255	3%	52	8%	307	4%
Cerebral Palsy	370	5%	14	2%	384	5%
ABI	310	4%	22	3%	332	4%
Visual Impairment	148	2%	16	2%	164	2%
Multiple Sclerosis	192	3%	20	3%	212	3%
Global Developmental Delay	118	2%	19	3%	137	2%
Stroke	78	1%	<11		88	1%
Spinal Cord Injury	84	1%	<11		89	1%
Other Sensory/Speech	34	0%	<11		34	0%
Other	13	0%	<11		14	0%
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

<sup>421</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

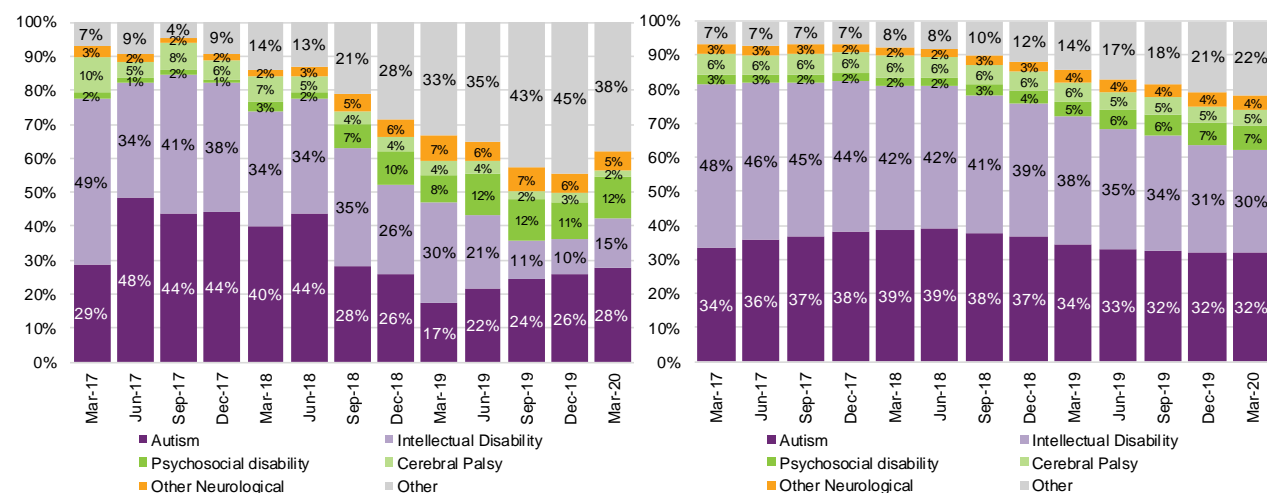
<sup>422</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

<sup>423</sup> Table order based on national proportions (highest to lowest).

<sup>424</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>425</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in TAS (280).

**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>426</sup>



**Table K.13 Participant profile per quarter by level of functions – Tasmania** <sup>427</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	396	5%	96	14%	492	6%
2 (High Function)	17	0%	<11		21	0%
3 (High Function)	411	5%	47	7%	458	5%
4 (High Function)	430	6%	41	6%	471	6%
5 (High Function)	514	7%	54	8%	568	7%
6 (Moderate Function)	1,502	20%	141	21%	1,643	20%
7 (Moderate Function)	695	9%	29	4%	724	9%
8 (Moderate Function)	519	7%	51	8%	570	7%
9 (Moderate Function)	42	1%	<11		45	1%
10 (Moderate Function)	730	10%	74	11%	804	10%
11 (Low Function)	360	5%	<11		369	4%
12 (Low Function)	1,294	17%	95	14%	1,389	17%
13 (Low Function)	558	7%	25	4%	583	7%
14 (Low Function)	187	2%	<11		190	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

<sup>426</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>427</sup> The distributions are calculated excluding participants with a missing level of function.

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania <sup>428</sup>

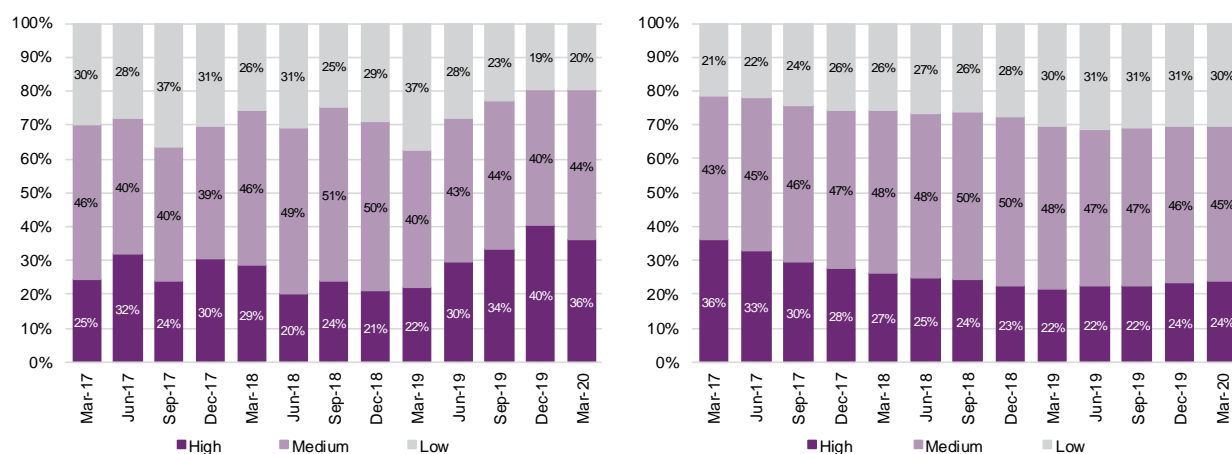
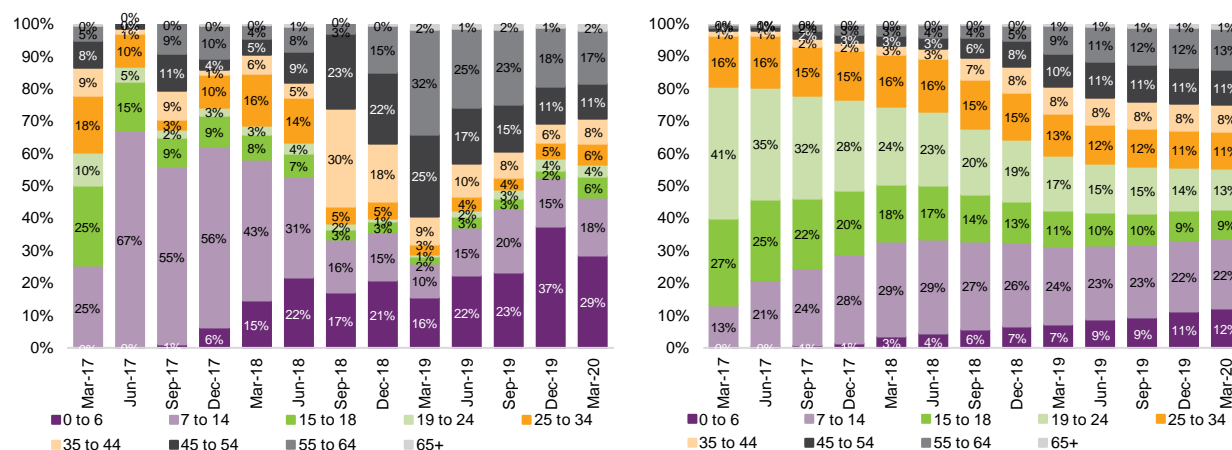


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	807	11%	192	29%	999	12%
7 to 14	1,694	22%	121	18%	1,815	22%
15 to 18	698	9%	42	6%	740	9%
19 to 24	1,053	14%	26	4%	1,079	13%
25 to 34	897	12%	43	6%	940	11%
35 to 44	635	8%	53	8%	688	8%
45 to 54	839	11%	72	11%	911	11%
55 to 64	945	12%	111	17%	1,056	13%
65+	103	1%	12	2%	115	1%
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania <sup>429</sup>



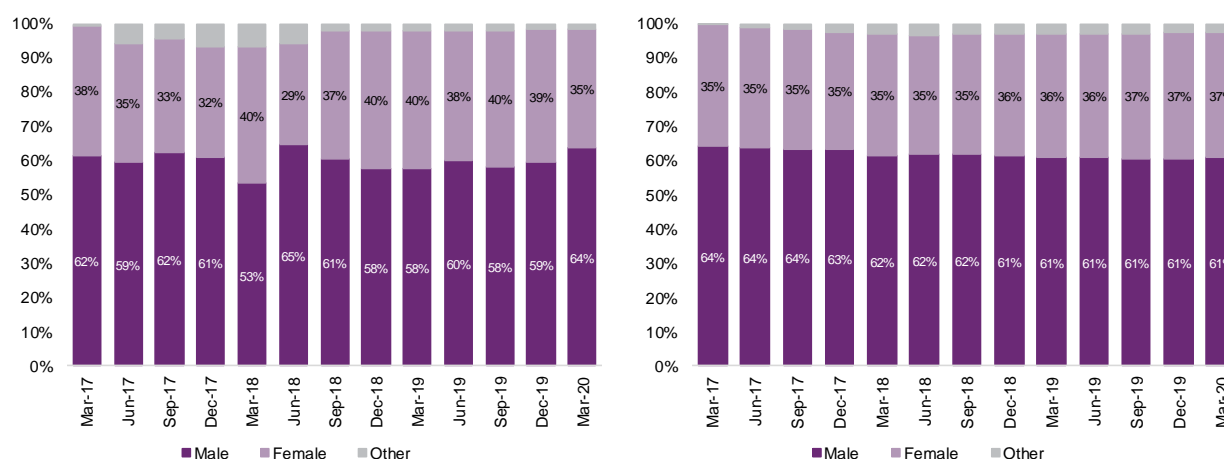
<sup>428</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>429</sup> Ibid.

**Table K.15 Participant profile per quarter by gender – Tasmania**

	Prior Quarters		2019-20 Q3		Total	
Gender	N	%	N	%	N	%
Male	4,655	61%	428	64%	<b>5,083</b>	<b>61%</b>
Female	2,818	37%	234	35%	<b>3,052</b>	<b>37%</b>
Other	198	3%	<11		<b>208</b>	<b>2%</b>
<b>Total</b>	<b>7,671</b>	<b>100%</b>	<b>672</b>	<b>100%</b>	<b>8,343</b>	<b>100%</b>

**Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania** <sup>430</sup>



## Part Two: Participant experience and outcomes

**Table K.16 Number of baseline questionnaires completed by SFOF version – Tasmania** <sup>431</sup>

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	13	94	349	388	844
Participant school to 14	561	881	561	490	2,493
Participant 15 to 24	296	161	110	129	696
Participant 25 and over	169	499	1,662	798	3,128
<b>Total Participant</b>	<b>1,039</b>	<b>1,635</b>	<b>2,682</b>	<b>1,805</b>	<b>7,161</b>
Family 0 to 14	519	957	880	860	3,216
Family 15 to 24	157	136	76	92	461
Family 25 and over	5	172	612	259	1,048
<b>Total Family</b>	<b>681</b>	<b>1,265</b>	<b>1,568</b>	<b>1,211</b>	<b>4,725</b>
<b>Total</b>	<b>1,720</b>	<b>2,900</b>	<b>4,250</b>	<b>3,016</b>	<b>11,886</b>

<sup>430</sup> Ibid.

<sup>431</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% 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 K.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania**

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	59%			
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		33%		
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			42%	
CC	% who choose who supports them			46%	56%
CC	% who choose what they do each day			57%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	36%
CC	% who want more choice and control in their life			79%	78%

**Table K.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania**

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	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
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	73%	79%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			30%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			22%	31%

**Table K.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Tasmania**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		84%		
HM	% who are happy with their home			76%	77%
HM	% who feel safe or very safe in their home			84%	77%
HW	% who rate their health as good, very good or excellent			70%	47%
HW	% who did not have any difficulties accessing health services			72%	69%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				26%
WK	% who have a paid job			11%	20%
WK	% who volunteer			10%	11%

**Table K.20 Selected key baseline indicators for families/carers of participants – Tasmania**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	33%	28%	29%
% receiving Carer Allowance	55%	39%	39%
% working in a paid job	40%	43%	31%
Of those in a paid job, % in permanent employment	74%	73%	78%
Of those in a paid job, % working 15 hours or more	74%	82%	83%
% who say they (and their partner) are able to work as much as they want	42%	44%	63%
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%	83%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	34%	18%
% able to advocate for their child/family member	79%	74%	68%
% who have friends and family they see as often as they like	45%	48%	54%
% 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		42%	
% who feel in control selecting services		38%	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			48%
% who rate their health as good, very good or excellent	72%	65%	65%

**Table K.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=83) - participants who entered from 1 April 2018 to 31 March 2019 – Tasmania** <sup>432</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	80%
DL	Has the NDIS improved your child's access to specialist services?	83%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%
REL	Has the NDIS improved how your child fits into family life?	72%
S/CP	Has the NDIS improved how your child fits into community life?	46%

**Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=550) - participants who entered from 1 April 2018 to 31 March 2019 – Tasmania**

	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?	28%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

**Table K.23 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=897) - participants who entered from 1 April 2018 to 31 March 2019 – Tasmania**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	76%
DL	Has the NDIS helped you with daily living activities?	52%	80%
REL	Has the NDIS helped you to meet more people?	40%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	28%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	22%
S/CP	Has the NDIS helped you be more involved?	46%	65%

<sup>432</sup> Results in Tables K.21 to K.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables K.25 to K.32.



**Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=600); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=288) - participants who entered from 1 April 2018 to 31 March 2019 – Tasmania**

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?	53%	52%
Has the NDIS improved the level of support for your family?	61%	70%
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?	61%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	32%	35%

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.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=578) - participants who entered from 1 April 2017 to 31 March 2018 – Tasmania**<sup>433</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	46%	54%	+7%
LL	Has the NDIS improved your child's access to education?	21%	23%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	33%	39%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	41%	+6%

<sup>433</sup> Results in Tables K.25 to K.27 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a 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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=156) and ‘Participant 25 and over’ (n=160) - participants who entered from 1 April 2017 to 31 March 2018 – Tasmania**

		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?	47%	54%	+7%	76%	81%	+4%
DL	Has the NDIS helped you with daily living activities?	48%	55%	+8%	77%	83%	+6%
REL	Has the NDIS helped you to meet more people?	42%	47%	+5%	65%	67%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	8%	+0%	35%	42%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	33%	+3%	56%	57%	+2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	17%	18%	1%	28%	30%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	6%	-1%	18%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	40%	47%	+7%	66%	71%	+5%

**Table K.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=411); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=78) - participants who entered from 1 April 2017 to 31 March 2018 – Tasmania**

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?	36%	42%	+6%	53%	59%	+6%
Has the NDIS improved the level of support for your family?	45%	57%	+12%	65%	71%	+5%
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?	51%	63%	+12%	59%	65%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	49%	60%	+10%			
Has the NDIS improved your health and wellbeing?	25%	28%	+3%	27%	33%	+6%

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 K.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=107) - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania** <sup>434</sup>

	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%	55%	50%	+1%
LL	Has the NDIS improved your child's access to education?	24%	15%	14%	-10%
REL	Has the NDIS improved your child's relationships with family and friends?	25%	25%	29%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	38%	32%	-9%

**Table K.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=192) - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania**

	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?	51%	60%	62%	+11%
	Has the NDIS helped you with daily living activities?	47%	59%	67%	+20%
	Has the NDIS helped you to meet more people?	46%	50%	51%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	11%	11%	0%
	Has your involvement with the NDIS improved your health and wellbeing?	32%	35%	40%	+8%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	25%	25%	-3%
	Has your involvement with the NDIS helped you find a job that's right for you?	7%	9%	11%	+3%
	Has the NDIS helped you be more involved?	47%	55%	57%	+10%

<sup>434</sup> Results in Tables K.28 to K.32 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a 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 K.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=38) - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania**

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?	73%	65%	72%	0%
Has the NDIS helped you with daily living activities?	67%	72%	75%	+9%
Has the NDIS helped you to meet more people?	55%	49%	48%	-6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	13%	21%	+9%
Has your involvement with the NDIS improved your health and wellbeing?	47%	43%	48%	+1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	33%	28%	6%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	18%	14%	-1%
Has the NDIS helped you be more involved?	53%	60%	67%	+14%

**Table K.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=77) - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania**

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?	32%	25%	41%	+9%
Has the NDIS improved the level of support for your family?	52%	44%	48%	-4%
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%	50%	48%	-8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	49%	39%	52%	+3%
Has the NDIS improved your health and wellbeing?	28%	27%	43%	+16%

**Table K.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=56) - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania**

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?	43%	40%	43%	0%
Has the NDIS improved the level of support for your family?	47%	64%	75%	+28%
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%	65%	68%	+11%
Has the NDIS improved your health and wellbeing?	28%	24%	24%	-4%

**Table K.33 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=273), ‘participants in community and social activities’ (n=274) and ‘participants who choose who supports them’ (n=279) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Tasmania** <sup>435</sup>

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	6%	10%	17%	24%
Aged 25+	18%	21%	17%	
Aged 15+ (Average)	14%	18%	17%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	20%	26%	29%	47%
Aged 25+	32%	36%	43%	
Aged 15+ (Average)	28%	33%	39%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	50%	49%	52%	45%
Aged 25+	41%	48%	45%	
Aged 15+ (Average)	44%	48%	48%	

<sup>435</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table K.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=175), 'participants in community and social activities' (n=180) 'participants who choose who supports them' (n=181) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – Tasmania** <sup>436</sup>

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	10%	10%	15%	21%	24%
Aged 25+	20%	28%	26%	30%	
Aged 15+ (Average)	13%	16%	18%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	27%	30%	32%	27%	47%
Aged 25+	34%	34%	34%	30%	
Aged 15+ (Average)	29%	31%	32%	28%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	40%	43%	46%	54%	45%
Aged 25+	45%	51%	49%	55%	
Aged 15+ (Average)	41%	46%	47%	54%	

**Table K.35 Number of active plans by goal type and primary disability – Tasmania** <sup>437</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	105	184	164	39	74	234	131	56	332
Autism	614	1,835	1,147	751	926	1,337	287	436	2,563
Cerebral Palsy	137	259	234	70	90	214	100	46	384
Developmental Delay	50	316	139	118	147	73	0	0	348
Down Syndrome	74	195	157	59	70	186	57	67	280
Global Developmental Delay	31	124	69	63	61	36	2	1	137
Hearing Impairment	98	225	98	70	46	110	49	79	342
Intellectual Disability	637	1,246	852	501	479	1,379	622	754	2,138
Multiple Sclerosis	66	120	145	6	27	121	82	36	212
Psychosocial disability	154	278	330	128	106	379	235	146	573
Spinal Cord Injury	28	57	60	11	4	46	28	15	89
Stroke	29	53	53	6	17	56	31	10	88
Visual Impairment	69	105	71	41	20	97	44	42	164
Other Neurological	111	188	195	32	55	216	117	38	338
Other Physical	94	194	178	25	34	155	88	59	307
Other Sensory/Speech	10	27	9	11	6	14	2	4	34
Other	2	10	8	2	2	6	3	4	14
<b>Total</b>	<b>2,309</b>	<b>5,416</b>	<b>3,909</b>	<b>1,933</b>	<b>2,164</b>	<b>4,659</b>	<b>1,878</b>	<b>1,793</b>	<b>8,343</b>

<sup>436</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

<sup>437</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.36 Number of goals in active plans by goal type and primary disability – Tasmania** <sup>438</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	132	260	191	42	77	277	142	58	1,179
Autism	711	3,376	1,529	908	1,109	1,570	300	458	9,961
Cerebral Palsy	164	443	312	88	99	255	104	49	1,514
Developmental Delay	53	836	179	143	160	76	0	0	1,447
Down Syndrome	89	298	200	76	77	233	58	71	1,102
Global Developmental Delay	35	335	96	83	66	38	2	1	656
Hearing Impairment	116	330	117	76	51	123	52	84	949
Intellectual Disability	782	1,793	1,038	594	553	1,719	669	802	7,950
Multiple Sclerosis	80	175	186	6	28	136	88	38	737
Psychosocial disability	176	366	415	152	115	435	250	151	2,060
Spinal Cord Injury	40	87	77	12	4	57	32	15	324
Stroke	35	78	60	7	17	62	35	10	304
Visual Impairment	86	151	80	47	22	118	50	42	596
Other Neurological	141	279	244	35	60	249	127	39	1,174
Other Physical	112	301	207	30	38	179	95	62	1,024
Other Sensory/Speech	10	48	12	14	7	14	2	4	111
Other	2	14	9	3	2	7	3	4	44
<b>Total</b>	<b>2,764</b>	<b>9,170</b>	<b>4,952</b>	<b>2,316</b>	<b>2,485</b>	<b>5,548</b>	<b>2,009</b>	<b>1,888</b>	<b>31,132</b>

**Table K.37 Number of active plans by goal type and age group – Tasmania** <sup>439</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	219	925	442	387	436	244	1	0	999
7 to 14	313	1,332	891	522	722	892	42	16	1,815
15 to 18	220	482	325	254	201	474	73	214	740
19 to 24	358	622	359	271	177	609	350	595	1,079
25 to 34	320	535	430	192	181	566	350	411	940
35 to 44	207	404	356	120	115	461	254	194	688
45 to 54	284	502	480	102	157	618	353	219	911
55 to 64	341	561	552	82	165	717	412	138	1,056
65+	47	53	74	3	10	78	43	6	115
<b>Total</b>	<b>2,309</b>	<b>5,416</b>	<b>3,909</b>	<b>1,933</b>	<b>2,164</b>	<b>4,659</b>	<b>1,878</b>	<b>1,793</b>	<b>8,343</b>

<sup>438</sup> Participants have set over two million goals in total across Australia since July 2016. The 31,132 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

<sup>439</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.38 Number of goals in active plans by goal type and age group – Tasmania** <sup>440</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	241	2,415	585	465	480	260	1	0	<b>4,447</b>
7 to 14	360	2,396	1,259	660	895	1,056	42	16	<b>6,684</b>
15 to 18	266	677	402	293	230	548	80	229	<b>2,725</b>
19 to 24	432	860	413	321	193	721	372	641	<b>3,953</b>
25 to 34	385	708	520	225	205	691	373	431	<b>3,538</b>
35 to 44	262	551	435	142	118	574	267	197	<b>2,546</b>
45 to 54	342	695	585	116	166	747	378	225	<b>3,254</b>
55 to 64	422	792	664	91	187	859	451	143	<b>3,609</b>
65+	54	76	89	3	11	92	45	6	<b>376</b>
<b>Total</b>	<b>2,764</b>	<b>9,170</b>	<b>4,952</b>	<b>2,316</b>	<b>2,485</b>	<b>5,548</b>	<b>2,009</b>	<b>1,888</b>	<b>31,132</b>

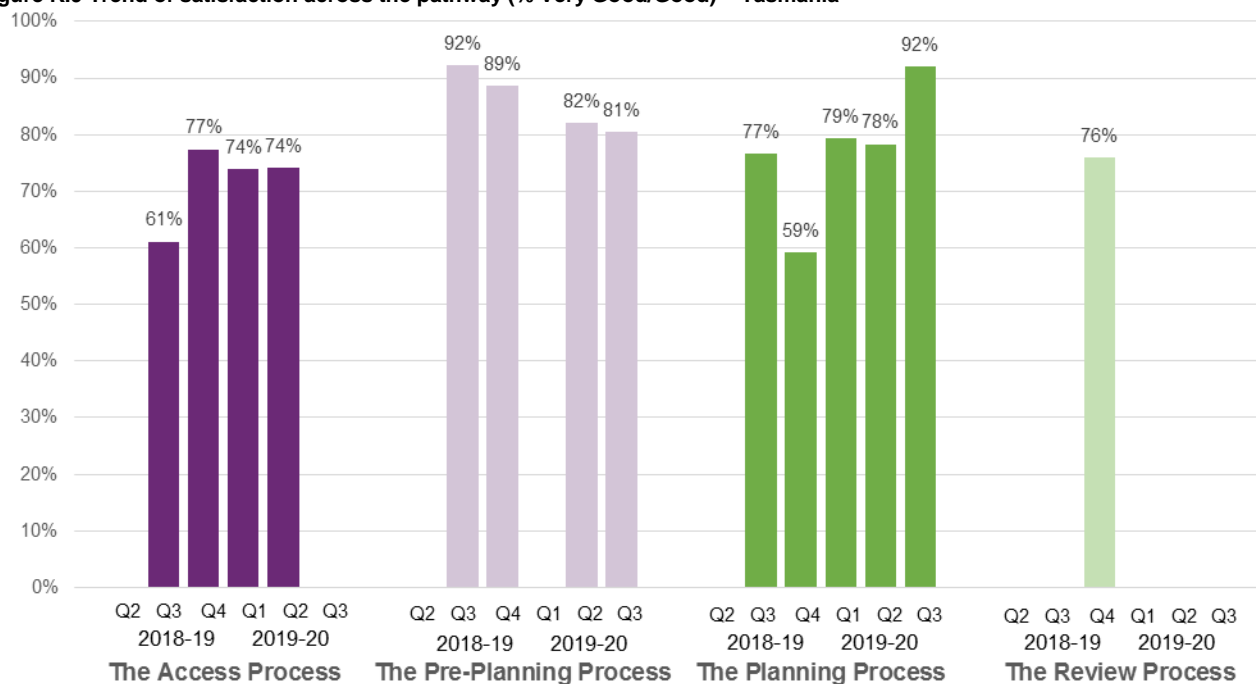
<sup>440</sup> Participants have set over two million goals in total across Australia since July 2016. The 31,132 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.



**Table K.39 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Tasmania**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 122</b>	<b>n = 10</b>
Are you happy with how coming into the NDIS has gone?	80%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	64%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
<b>Pre-planning</b>	<b>n = 130</b>	<b>n = 36</b>
Did the person from the NDIS understand how your disability affects your life?	94%	83%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	88%	86%
Are you clear on what happens next with your plan?	81%	92%
Do you know where to go for more help with your plan?	90%	81%
% of participants rating their overall experience as Very Good or Good.	87%	81%
<b>Planning</b>	<b>n = 159</b>	<b>n = 50</b>
Did the person from the NDIS understand how your disability affects your life?	84%	98%
Did you understand why you needed to give the information you did?	93%	100%
Were decisions about your plan clearly explained?	80%	88%
Are you clear on what happens next with your plan?	75%	88%
Do you know where to go for more help with your plan?	81%	94%
% of participants rating their overall experience as Very Good or Good.	74%	92%
<b>Plan review</b>	<b>n = 78</b>	<b>n = 9</b>
Did the person from the NDIS understand how your disability affects your life?	87%	N/A
Did you feel prepared for your plan review?	81%	N/A
Is your NDIS plan helping you to make progress towards your goals?	83%	N/A
% of participants rating their overall experience as Very Good or Good.	81%	N/A

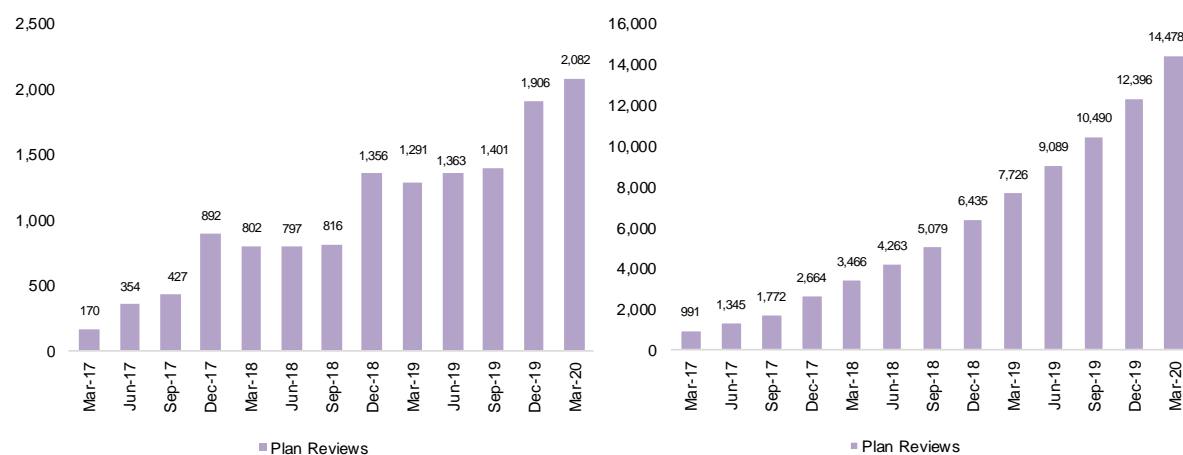
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>441</sup>



**Table K.40 Plan reviews conducted per quarter – excluding plans less than 30 days – Tasmania** <sup>442</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>12,396</b>	<b>2,082</b>	<b>14,478</b>
<i>Early intervention plans</i>	1,403	335	1,738
<i>Permanent disability plans</i>	10,993	1,747	12,740

**Figure K.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Tasmania**



<sup>441</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>442</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table K.41 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table K.42 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table K.43.

Table K.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table K.42. (There are no complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile.) The list of complaint types is different to that which appears in Table K.42 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

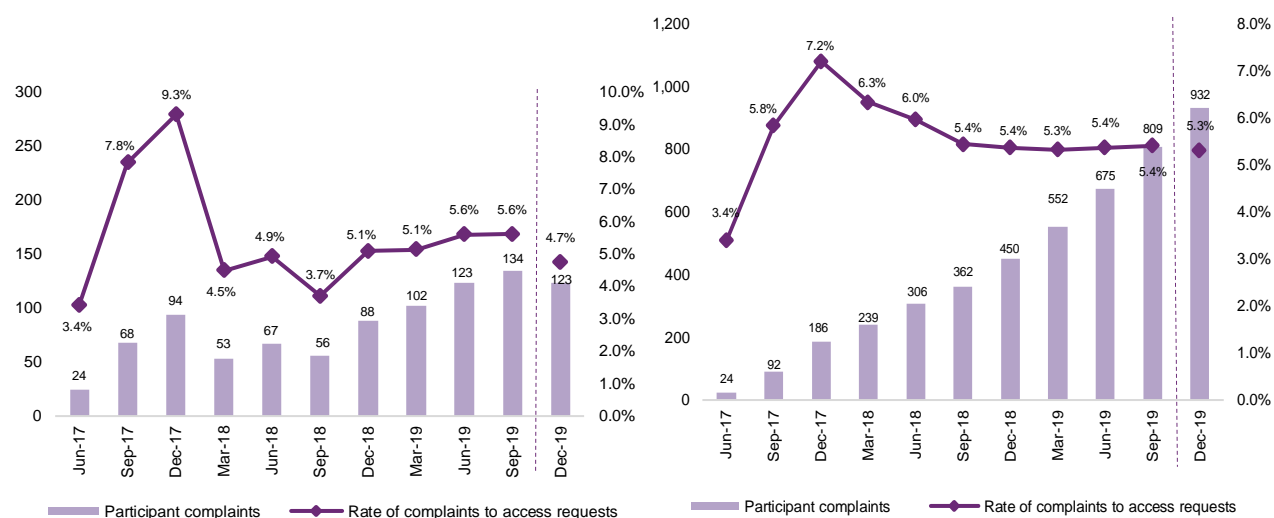
**Table K.41 Complaints by quarter – Tasmania** <sup>443 444</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	1	1	1
Complaint about LAC Partner	0	1	1	1
Complaints about service providers	74	7	81	71
Complaints about the Agency	787	113	900	590
Critical/ Reportable Incident	0	1	1	1
Unclassified	35	0	35	31
<b>Total</b>	<b>896</b>	<b>123</b>	<b>1,019</b>	<b>651</b>
% of all access requests	5.9%	4.7%	5.7%	

<sup>443</sup> Note that 70% of all complainants made only one complaint, 15% made two complaints and 15% made three or more complaints.

<sup>444</sup> % of all access requests 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.

**Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania<sup>445</sup>**



**Table K.42 Complaints by type ('My Feedback' tile) – Tasmania**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	12	(16%)	0	(0%)	12	(15%)
Service Delivery	18	(24%)	2	(50%)	20	(26%)
Staff conduct	13	(18%)	0	(0%)	13	(17%)
Provider process	10	(14%)	1	(25%)	11	(14%)
Provider costs.	7	(9%)	0	(0%)	7	(9%)
Other	14	(19%)	1	(25%)	15	(19%)
<b>Total</b>	<b>74</b>		<b>4</b>		<b>78</b>	
<i>Complaints about the Agency</i>						
Timeliness	261	(33%)	23	(35%)	284	(33%)
Individual needs	73	(9%)	4	(6%)	77	(9%)
Reasonable and necessary supports	65	(8%)	7	(11%)	72	(8%)
Information unclear	36	(5%)	2	(3%)	38	(4%)
The way the NDIA carried out its decision making	55	(7%)	6	(9%)	61	(7%)
Other	297	(38%)	24	(36%)	321	(38%)
<b>Total</b>	<b>787</b>		<b>66</b>		<b>853</b>	
<i>Unclassified</i>	<b>35</b>		<b>0</b>		<b>35</b>	

<sup>445</sup> Complaint rates are not available at state/ territory level prior to June 2017.

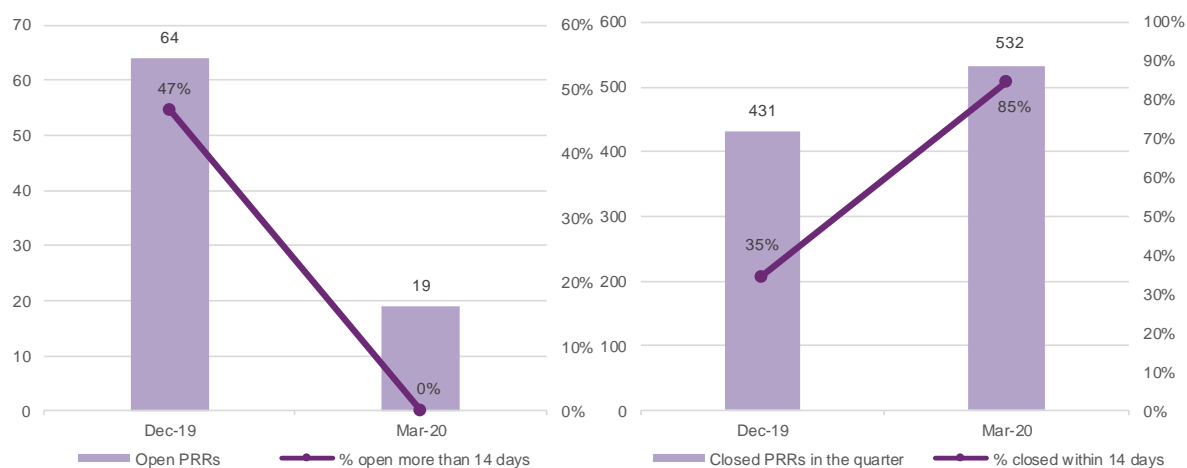
Table K.43 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Tasmania

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	1	(100%)
ECEI Process	0	(0%)
ECEI Staff	0	(0%)
ECEI Timeliness	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>1</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	1	(100%)
LAC Plan	0	(0%)
LAC Process	0	(0%)
LAC Resources	0	(0%)
LAC Staff	0	(0%)
LAC Timeliness	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>1</b>	
Complaints about service providers		
Provider Finance	0	(0%)
Provider Fraud and Compliance	0	(0%)
Provider Service	3	(100%)
Provider Staff	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>3</b>	
Complaints about the Agency		
NDIA Access	3	(6%)
NDIA Engagement	0	(0%)
NDIA Finance	8	(17%)
NDIA Fraud and Compliance	0	(0%)
NDIA Plan	10	(21%)
NDIA Process	4	(9%)
NDIA Resources	2	(4%)
NDIA Staff	2	(4%)
NDIA Timeliness	18	(38%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>47</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	0	(0%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	1	(100%)
Participant threat	0	(0%)
Provider reporting	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>1</b>	
Unclassified	<b>0</b>	

**Table K.44 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania** <sup>446</sup>

	As at 31 March 2020
Open PRRs	19
Number of PRRs open less than 14 days	19
Number of PRRs open more than 14 days	0
New PRRs in the quarter	487
Number of PRRs closed in the quarter	532
Proportion closed within 14 days	85%
Average days PRRs took to close in the quarter	10

**Figure K.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Tasmania** <sup>447</sup>



**Table K.45 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania** <sup>448 449</sup>

	Access	Planning
Open RoRDs	10	118
Number of RoRDs open less than 90 days	10	89
Number of RoRDs open more than 90 days	0	29
New RoRDs in the quarter	46	154
Number of RoRDs closed in the quarter	56	241
Proportion closed within 90 days	91%	40%
Average days RoRDs took to close in the quarter	37	108

<sup>446</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>447</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>448</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>449</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure K.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Tasmania <sup>450</sup>

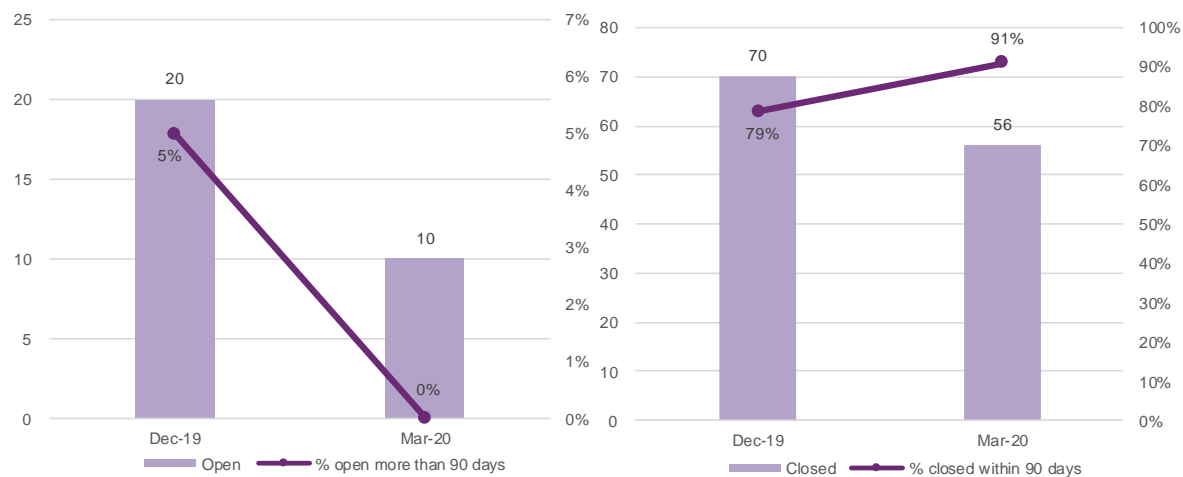


Figure K.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Tasmania <sup>451</sup>



Table K.46 AAT Cases by category – Tasmania <sup>452 453</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Total	37	100%	<11		42	100%
% of all access decisions	0.19%		0.20%		0.19%	

<sup>450</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>451</sup> Ibid.

<sup>452</sup> The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

<sup>453</sup> % of all access decisions 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.15 Number and proportion of AAT cases over time cumulatively (right) – Tasmania <sup>454</sup>

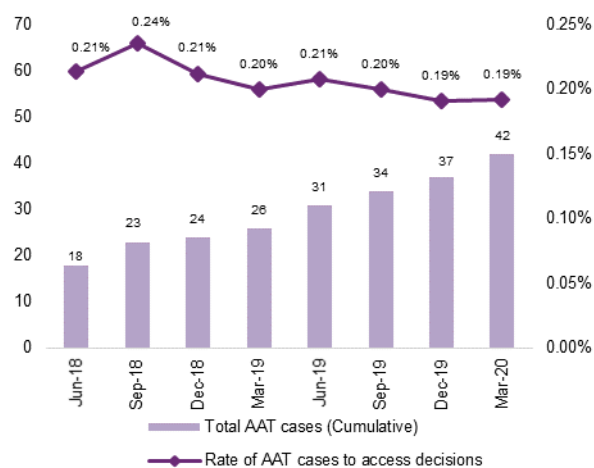


Table K.47 AAT cases by open/closed and decision – Tasmania

	N
<b>AAT Cases</b>	<b>42</b>
<b>Open AAT Cases</b>	<b>&lt;11</b>
<b>Closed AAT Cases</b>	<b>33</b>
<i>Resolved before hearing</i>	33
<i>Gone to hearing and received a substantive decision</i>	<11

Table K.48 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania <sup>455 456</sup>

	Prior Quarters	2019-20 Q3	Total
Self-managed fully	13%	14%	<b>14%</b>
Self-managed partly	12%	13%	<b>12%</b>
Plan managed	19%	33%	<b>23%</b>
Agency managed	57%	40%	<b>51%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

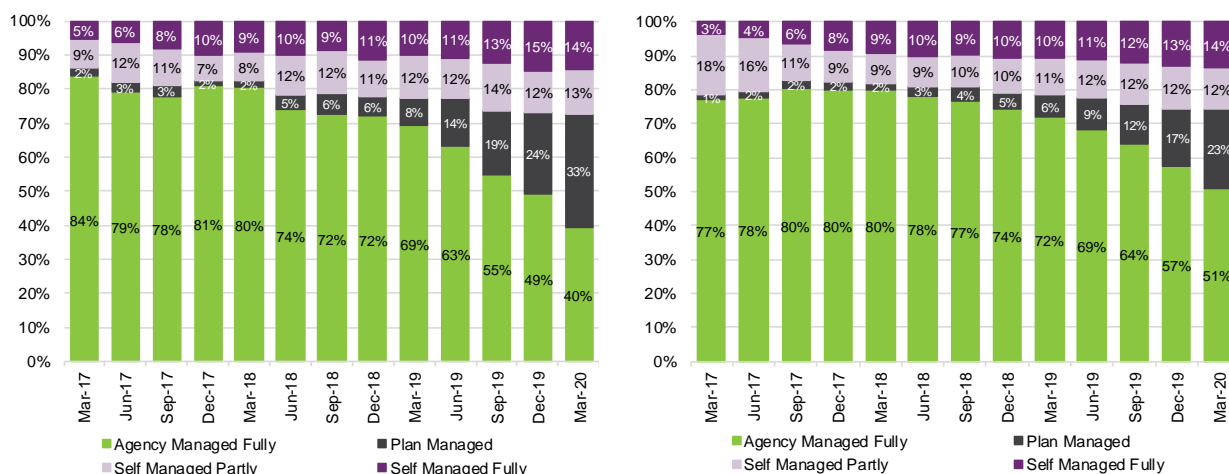
<sup>454</sup> There are insufficient numbers to show the incremental count of AAT cases, and also insufficient numbers to show the cumulative count of AAT cases prior to the June 2018 quarter.

<sup>455</sup> 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.

<sup>456</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.



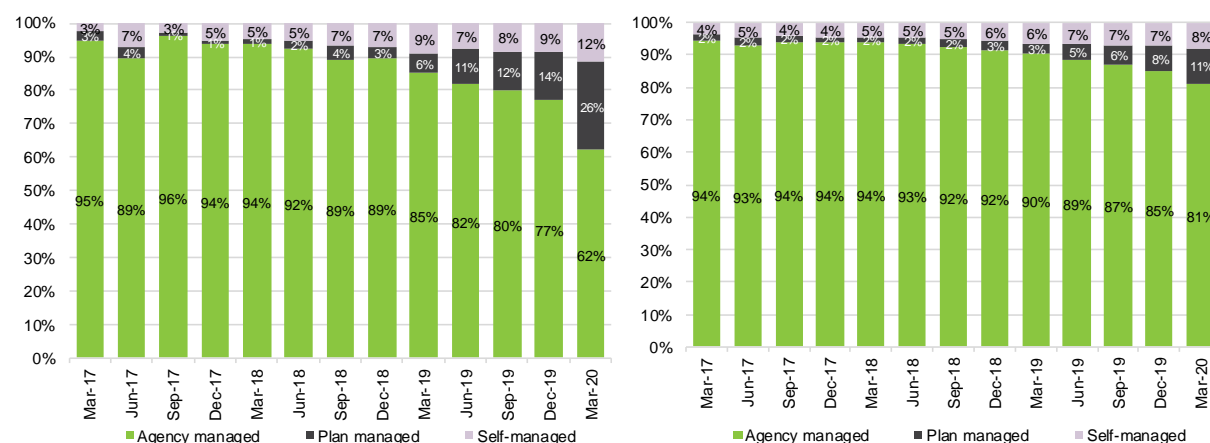
**Figure K.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>457 458</sup>



**Table K.49 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania**

	Prior Quarters	2019-20 Q3	Total
Self-managed	7%	12%	8%
Plan managed	8%	26%	11%
Agency managed	85%	62%	81%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania**



**Table K.50 Distribution of active participants by support coordination and quarter of plan approval – Tasmania** <sup>459</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	40%	43%	41%

<sup>457</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>458</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>459</sup> Ibid.

**Table K.51 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania** <sup>460</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
Less than 30 days	3,733	69%	292	63%
30 to 59 days	559	10%	64	14%
60 to 89 days	264	5%	26	6%
<b>Activated within 90 days</b>	<b>4,556</b>	<b>84%</b>	<b>382</b>	<b>82%</b>
90 to 119 days	182	3%	11	2%
120 days and over	499	9%	19	4%
<b>Activated after 90 days</b>	<b>681</b>	<b>13%</b>	<b>30</b>	<b>6%</b>
No payments	166	3%	53	11%
<b>Total plans approved</b>	<b>5,403</b>	<b>100%</b>	<b>465</b>	<b>100%</b>

**Table K.52 Proportion of participants who have activated within 12 months – Tasmania**

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	395	426	93%
Not Aboriginal and Torres Strait Islander	3,907	4,072	96%
Not Stated	1,124	1,174	96%
<b>Total</b>	<b>5,426</b>	<b>5,672</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	148	155	95%
Not CALD	5,266	5,503	96%
Not Stated	12	14	86%
<b>Total</b>	<b>5,426</b>	<b>5,672</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	5,367	5,608	96%
Remote	57	62	92%
Missing	<11	<11	
<b>Total</b>	<b>5,426</b>	<b>5,672</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	1,807	1,912	95%
Intellectual Disability (including Down Syndrome)	1,944	2,037	95%
Psychosocial Disability	257	267	96%
Developmental Delay (including Global Developmental Delay)	123	129	95%
Other	1,295	1,327	98%
<b>Total</b>	<b>5,426</b>	<b>5,672</b>	<b>96%</b>

<sup>460</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table K.53 Distribution of plans by utilisation – Tasmania** <sup>461 462</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	19%
> 75%	45%
<b>Total</b>	<b>100%</b>

**Table K.54 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>463</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	9%	9%	9%
Health & Wellbeing	55%	56%	55%
Lifelong Learning	18%	17%	18%
Other	15%	15%	15%
Non-categorised	28%	25%	27%
Any mainstream service	94%	93%	94%

## Part Three: Providers and the growing market

**Table K.55 Key markets indicators by quarter – Tasmania** <sup>464 465</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.68	1.63
b) Number of providers delivering new types of supports	97	101
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	84%
<i>Therapeutic Supports (%)</i>	81%	81%
<i>Participation in community, social and civic activities (%)</i>	84%	82%
<i>Early Intervention supports for early childhood (%)</i>	80%	75%
<i>Daily Personal Activities (%)</i>	84%	82%

<sup>461</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>462</sup> 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.

<sup>463</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>464</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>465</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table K.56 Cumulative number of providers that have been ever active by registration group – Tasmania** <sup>466</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	14	2	16	14%
Assistance Animals	5	2	7	40%
Assistance with daily life tasks in a group or shared living arrangement	96	3	99	3%
Assistance with travel/transport arrangements	94	5	99	5%
Daily Personal Activities	177	8	185	5%
Group and Centre Based Activities	119	7	126	6%
High Intensity Daily Personal Activities	116	3	119	3%
Household tasks	128	12	140	9%
Interpreting and translation	9	2	11	22%
Participation in community, social and civic activities	203	9	212	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	20	2	22	10%
Assistive products for household tasks	16	2	18	13%
Assistance products for personal care and safety	192	19	211	10%
Communication and information equipment	36	9	45	25%
Customised Prosthetics	48	3	51	6%
Hearing Equipment	23	1	24	4%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	74	7	81	9%
Specialised Hearing Services	4	2	6	50%
Vision Equipment	15	3	18	20%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	168	9	177	5%
Behaviour Support	64	4	68	6%
Community nursing care for high needs	20	0	20	0%
Development of daily living and life skills	122	10	132	8%
Early Intervention supports for early childhood	125	6	131	5%
Exercise Physiology and Physical Wellbeing activities	46	9	55	20%
Innovative Community Participation	19	2	21	11%
Specialised Driving Training	8	0	8	0%
Therapeutic Supports	394	7	401	2%
<b>Capital services</b>				
Home modification design and construction	29	3	32	10%
Specialist Disability Accommodation	11	1	12	9%
Vehicle Modifications	21	4	25	19%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	62	5	67	8%
Support Coordination	31	2	33	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	45	1	46	2%
Specialised Supported Employment	26	1	27	4%
<b>Total approved active providers</b>	<b>950</b>	<b>46</b>	<b>996</b>	<b>5%</b>

<sup>466</sup> 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 K.57 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Tasmania**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	4	12	16	25%	75%	100%
Assistance Animals	1	6	7	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	10	89	99	10%	90%	100%
Assistance with travel/transport arrangements	9	90	99	9%	91%	100%
Daily Personal Activities	16	169	185	9%	91%	100%
Group and Centre Based Activities	10	116	126	8%	92%	100%
High Intensity Daily Personal Activities	9	110	119	8%	92%	100%
Household tasks	27	113	140	19%	81%	100%
Interpreting and translation	2	9	11	18%	82%	100%
Participation in community, social and civic activities	23	189	212	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	22	22	0%	100%	100%
Assistive products for household tasks	1	17	18	6%	94%	100%
Assistance products for personal care and safety	25	186	211	12%	88%	100%
Communication and information equipment	3	42	45	7%	93%	100%
Customised Prosthetics	7	44	51	14%	86%	100%
Hearing Equipment	3	21	24	13%	88%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	12	69	81	15%	85%	100%
Specialised Hearing Services	1	5	6	17%	83%	100%
Vision Equipment	0	18	18	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	37	140	177	21%	79%	100%
Behaviour Support	21	47	68	31%	69%	100%
Community nursing care for high needs	1	19	20	5%	95%	100%
Development of daily living and life skills	16	116	132	12%	88%	100%
Early Intervention supports for early childhood	41	90	131	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	11	44	55	20%	80%	100%
Innovative Community Participation	8	13	21	38%	62%	100%
Specialised Driving Training	2	6	8	25%	75%	100%
Therapeutic Supports	160	241	401	40%	60%	100%
<b>Capital services</b>						
Home modification design and construction	6	26	32	19%	81%	100%
Specialist Disability Accommodation	2	10	12	17%	83%	100%
Vehicle Modifications	4	21	25	16%	84%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	57	67	15%	85%	100%
Support Coordination	4	29	33	12%	88%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	41	46	11%	89%	100%
Specialised Supported Employment	2	25	27	7%	93%	100%
<b>Total</b>	<b>250</b>	<b>746</b>	<b>996</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**Table K.58 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Tasmania**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	2	2	4	50%
Assistance Animals	3	2	5	40%
Assistance with daily life tasks in a group or shared living arrangement	56	3	59	5%
Assistance with travel/transport arrangements	51	5	56	9%
Daily Personal Activities	78	8	86	9%
Group and Centre Based Activities	52	7	59	12%
High Intensity Daily Personal Activities	60	3	63	5%
Household tasks	59	12	71	17%
Interpreting and translation	5	2	7	29%
Participation in community, social and civic activities	102	9	111	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	3	2	5	40%
Assistive products for household tasks	2	2	4	50%
Assistance products for personal care and safety	92	19	111	17%
Communication and information equipment	17	9	26	35%
Customised Prosthetics	19	3	22	14%
Hearing Equipment	5	1	6	17%
Hearing Services	0	0	0	
Personal Mobility Equipment	25	7	32	22%
Specialised Hearing Services	1	2	3	67%
Vision Equipment	4	3	7	43%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	91	9	100	9%
Behaviour Support	30	4	34	12%
Community nursing care for high needs	13	0	13	0%
Development of daily living and life skills	64	10	74	14%
Early Intervention supports for early childhood	43	6	49	12%
Exercise Physiology and Physical Wellbeing activities	27	9	36	25%
Innovative Community Participation	5	2	7	29%
Specialised Driving Training	1	0	1	0%
Therapeutic Supports	194	7	201	3%
<b>Capital services</b>				
Home modification design and construction	11	3	14	21%
Specialist Disability Accommodation	7	1	8	13%
Vehicle Modifications	5	4	9	44%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	42	5	47	11%
Support Coordination	7	2	9	22%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	16	1	17	6%
Specialised Supported Employment	16	1	17	6%
<b>Total</b>	<b>447</b>	<b>46</b>	<b>493</b>	<b>9%</b>

**Table K.59 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Tasmania**

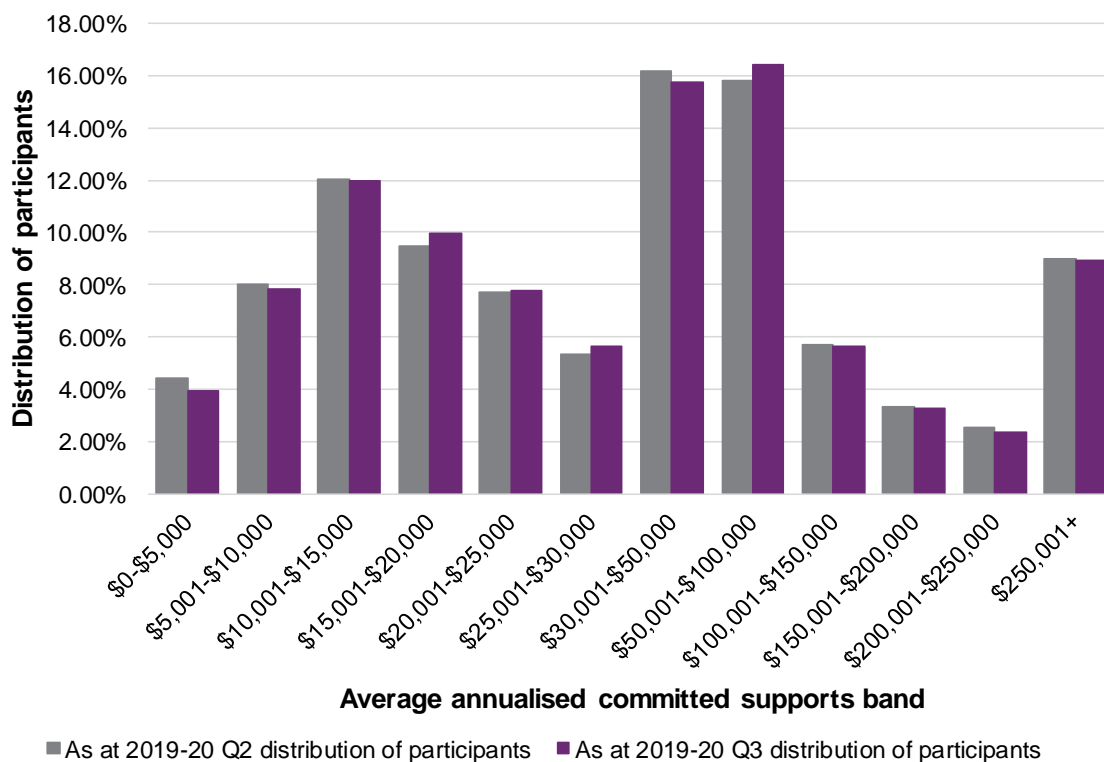
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	1	4	5	20%	80%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	53	59	10%	90%	100%
Assistance with travel/transport arrangements	4	52	56	7%	93%	100%
Daily Personal Activities	9	77	86	10%	90%	100%
Group and Centre Based Activities	7	52	59	12%	88%	100%
High Intensity Daily Personal Activities	4	59	63	6%	94%	100%
Household tasks	16	55	71	23%	77%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	16	95	111	14%	86%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	5	5	0%	100%	100%
Assistive products for household tasks	0	4	4	0%	100%	100%
Assistance products for personal care and safety	11	100	111	10%	90%	100%
Communication and information equipment	0	26	26	0%	100%	100%
Customised Prosthetics	2	20	22	9%	91%	100%
Hearing Equipment	0	6	6	0%	100%	100%
Hearing Services	0	0	0			0%
Personal Mobility Equipment	3	29	32	9%	91%	100%
Specialised Hearing Services	1	2	3	33%	67%	100%
Vision Equipment	0	7	7	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	23	77	100	23%	77%	100%
Behaviour Support	8	26	34	24%	76%	100%
Community nursing care for high needs	1	12	13	8%	92%	100%
Development of daily living and life skills	10	64	74	14%	86%	100%
Early Intervention supports for early childhood	14	35	49	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	7	29	36	19%	81%	100%
Innovative Community Participation	1	6	7	14%	86%	100%
Specialised Driving Training	0	1	1	0%	100%	100%
Therapeutic Supports	90	111	201	45%	55%	100%
<b>Capital services</b>						
Home modification design and construction	1	13	14	7%	93%	100%
Specialist Disability Accommodation	1	7	8	13%	88%	100%
Vehicle Modifications	1	8	9	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6	41	47	13%	87%	100%
Support Coordination	1	8	9	11%	89%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	15	17	12%	88%	100%
Specialised Supported Employment	0	17	17	0%	100%	100%
<b>Total</b>	<b>144</b>	<b>349</b>	<b>493</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

## Part Four: Financial sustainability

**Table K.60 Committed supports by financial year (\$m) – Tasmania**

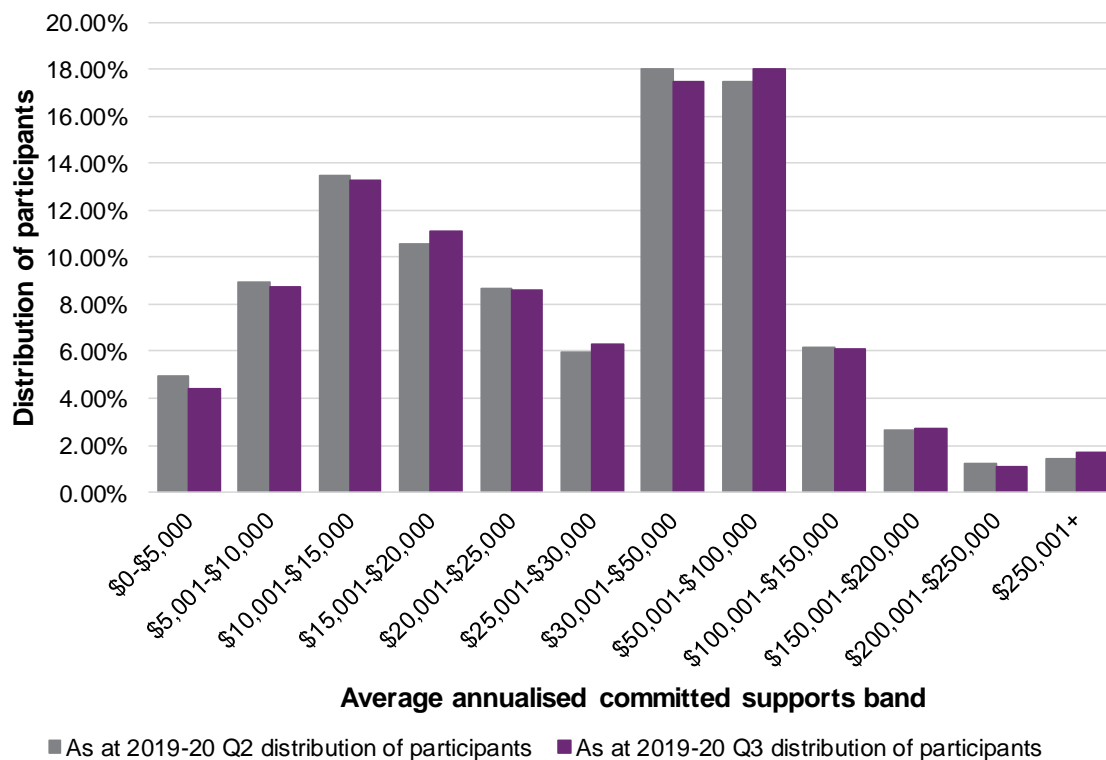
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.4	50.4	65.3	99.9	189.5	392.8	467.3

**Figure K.18 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Tasmania**

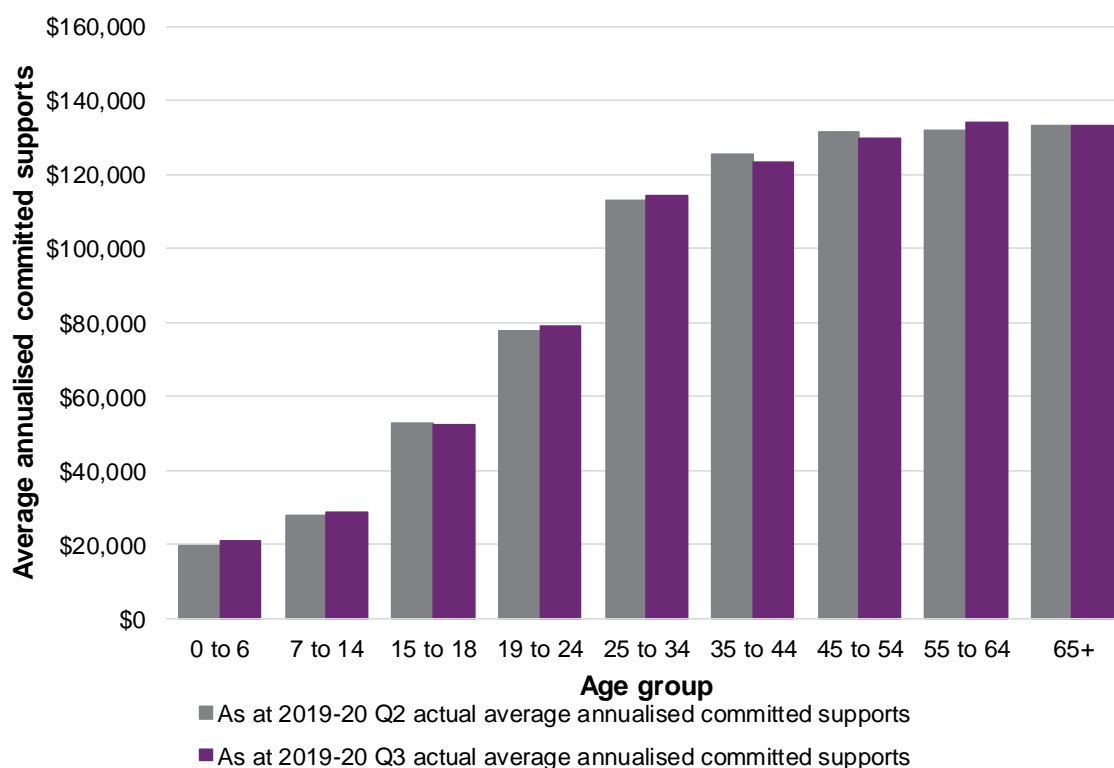




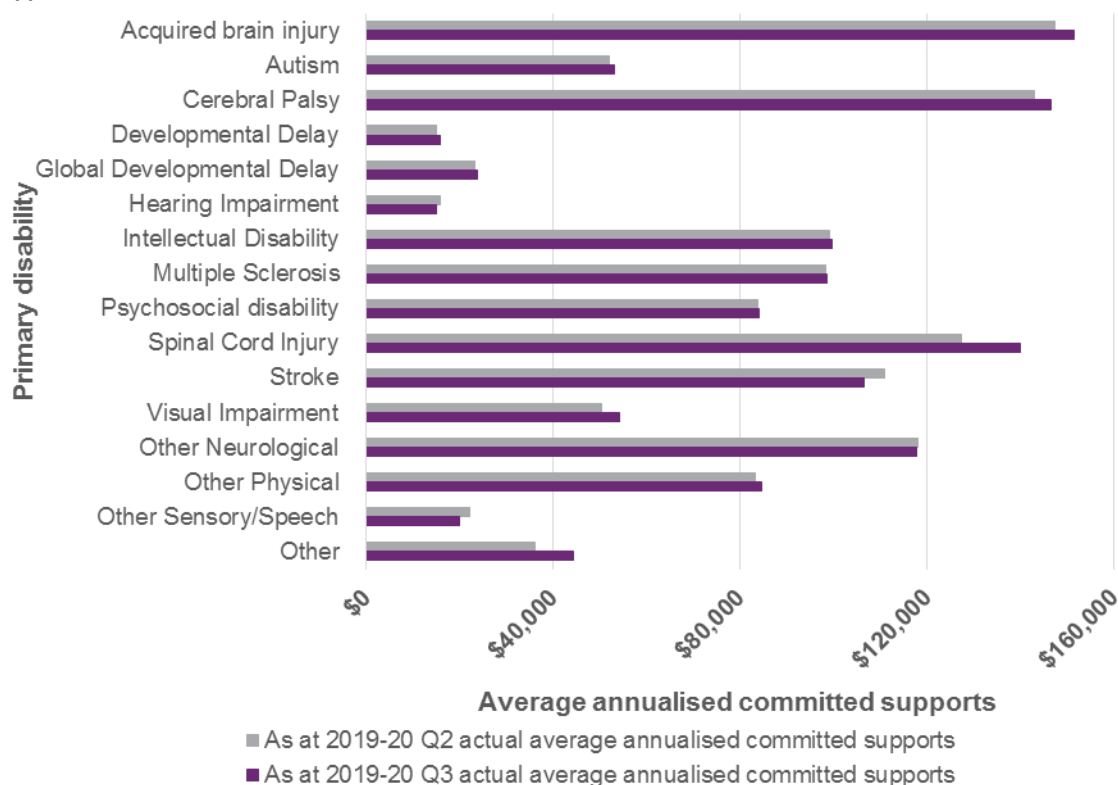
**Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Tasmania**



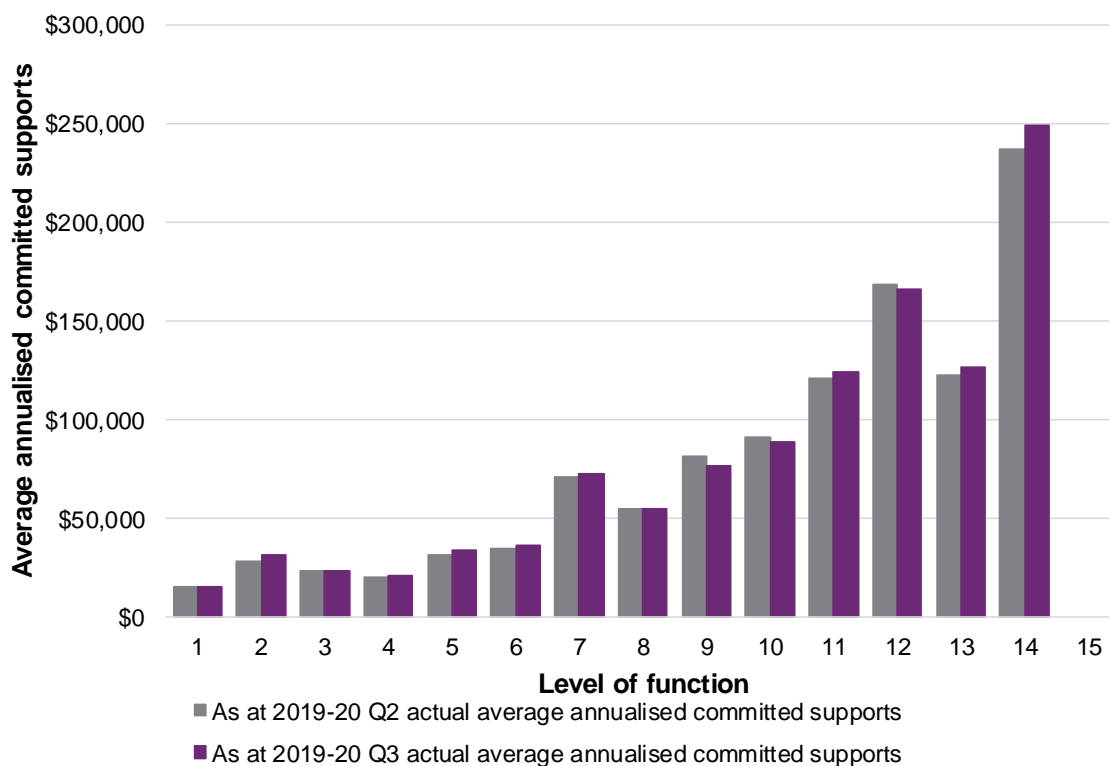
**Figure K.20 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Tasmania**



**Figure K.21 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Tasmania**

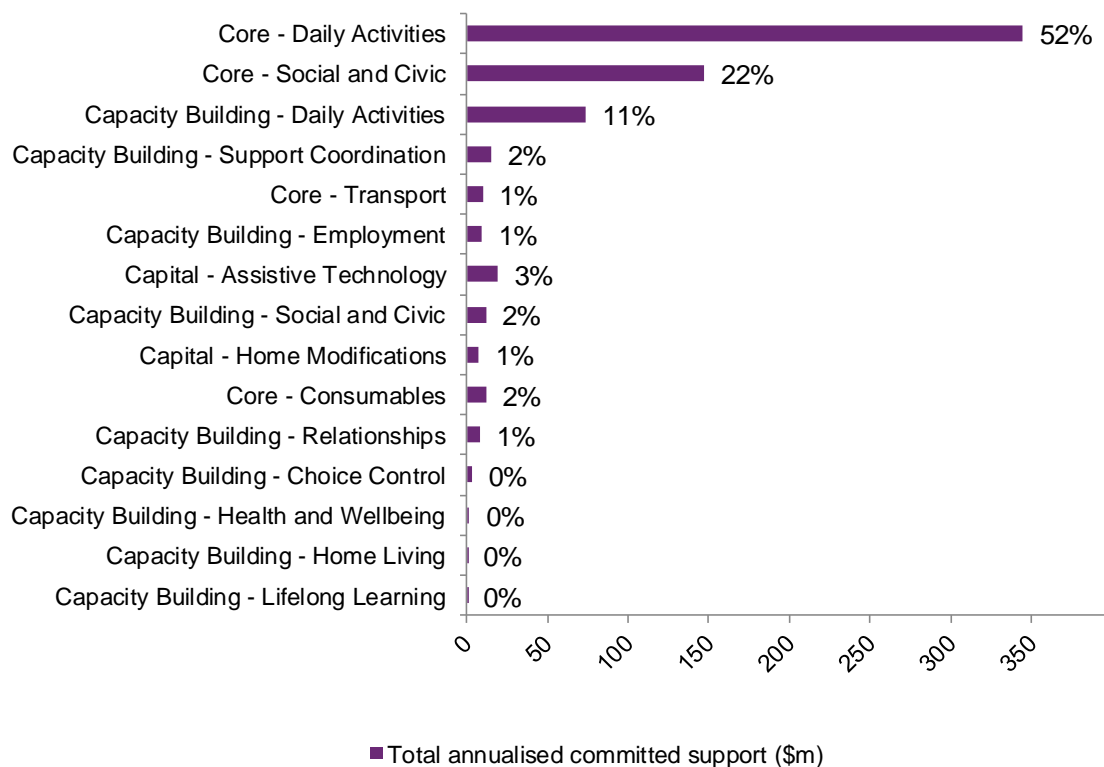


**Figure K.22 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Tasmania <sup>467</sup>**



<sup>467</sup> 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.

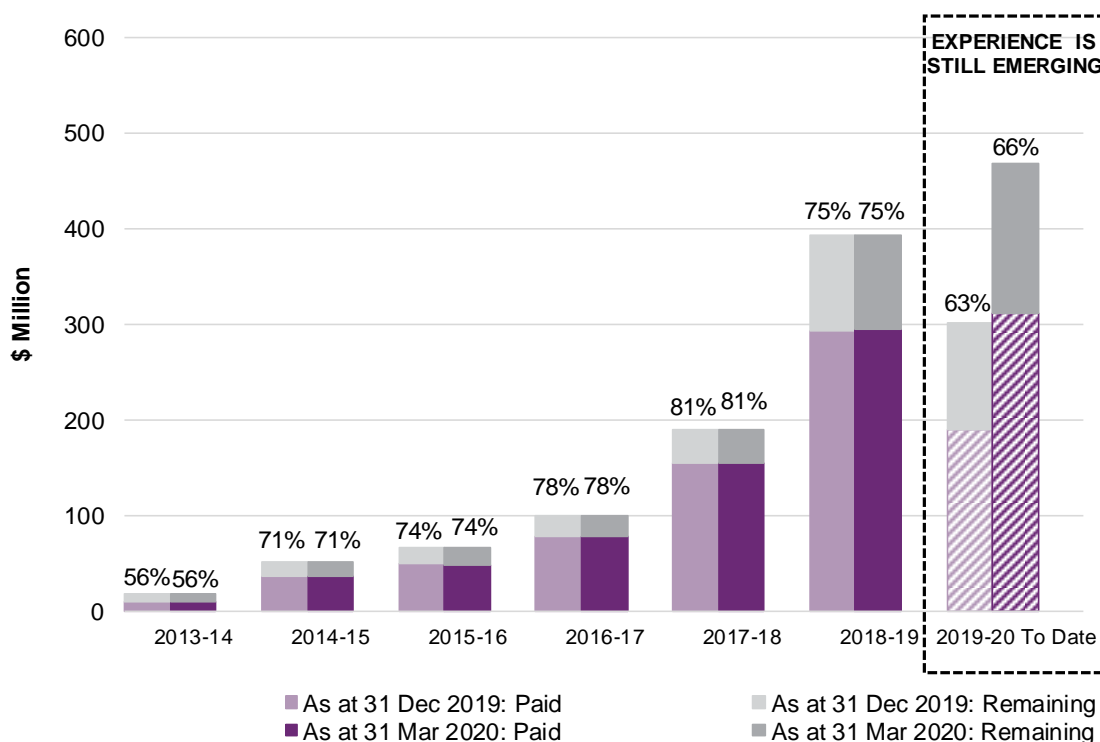
**Figure K.23 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania**



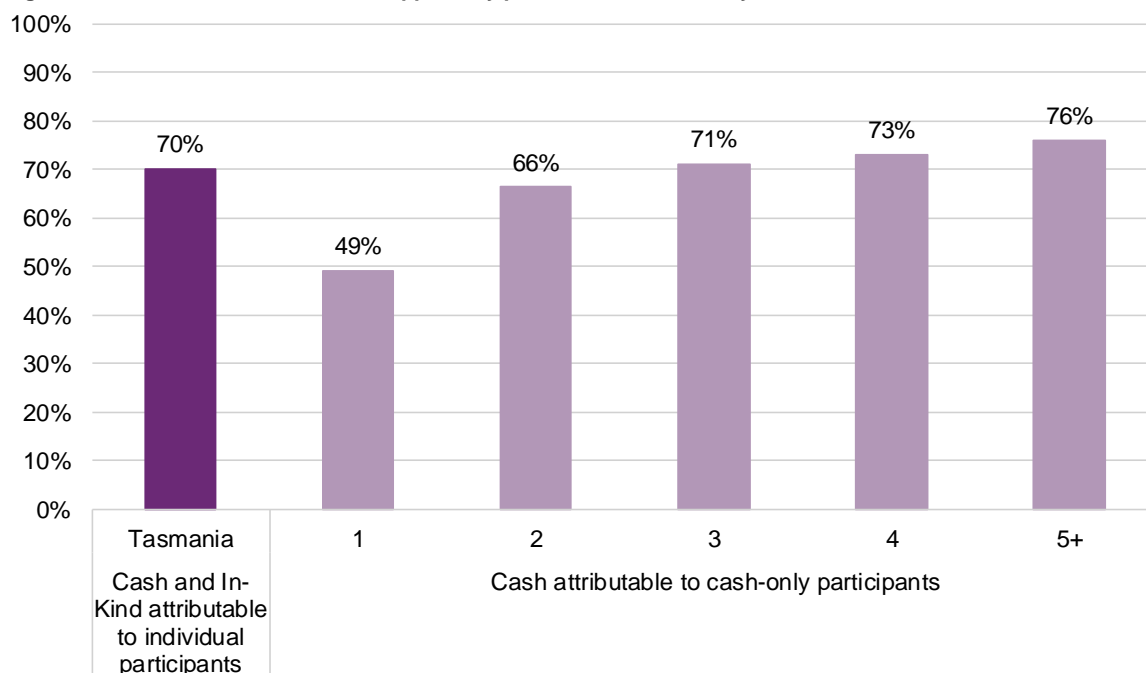
**Table K.61 Payments by financial year, compared to committed supports (\$m) – Tasmania**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.4	50.4	65.3	99.9	189.5	392.8	467.3
Total Paid	9.7	35.9	48.4	78.4	153.9	294.6	310.6
% utilised to date	56%	71%	74%	78%	81%	75%	66%

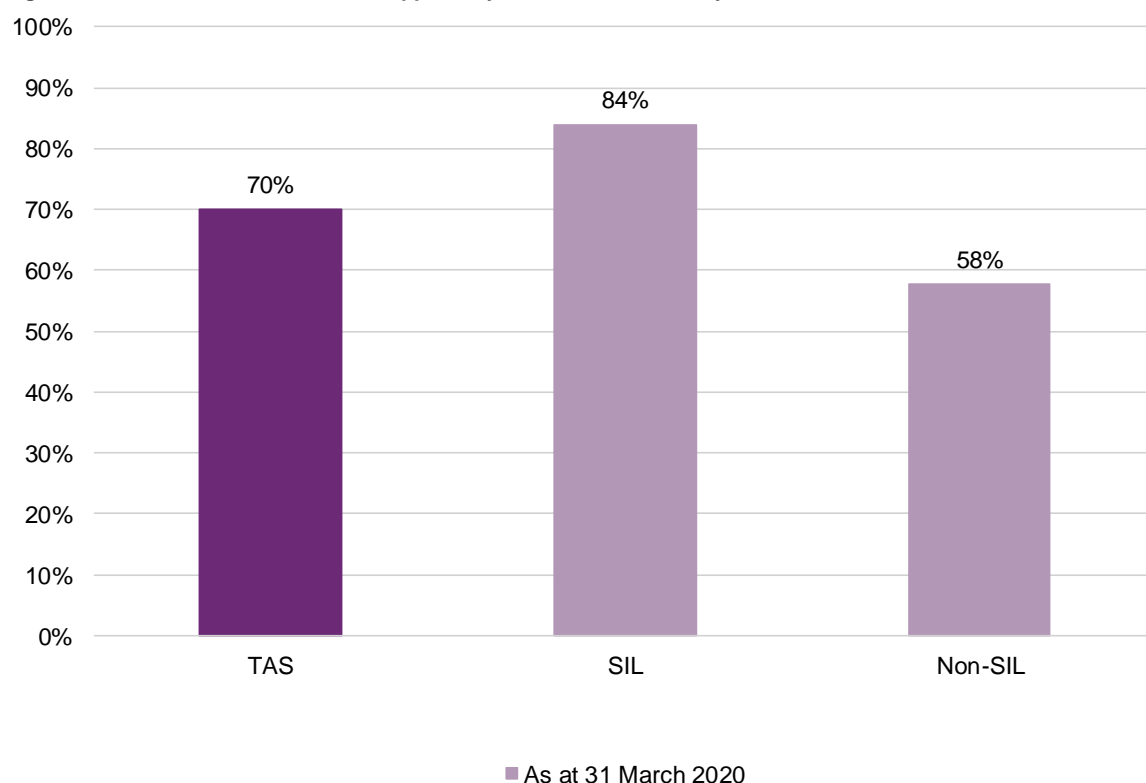
**Figure K.24 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Tasmania**



**Figure K.25 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Tasmania** <sup>468</sup>



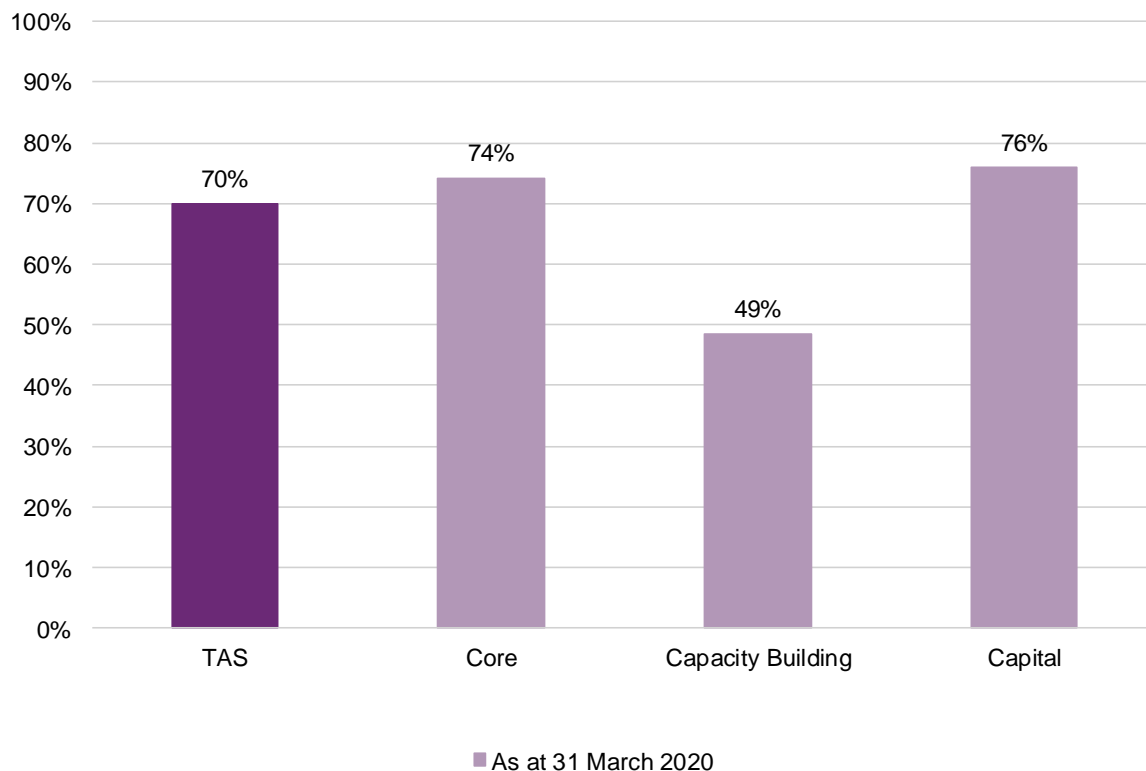
**Figure K.26 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Tasmania** <sup>469</sup>



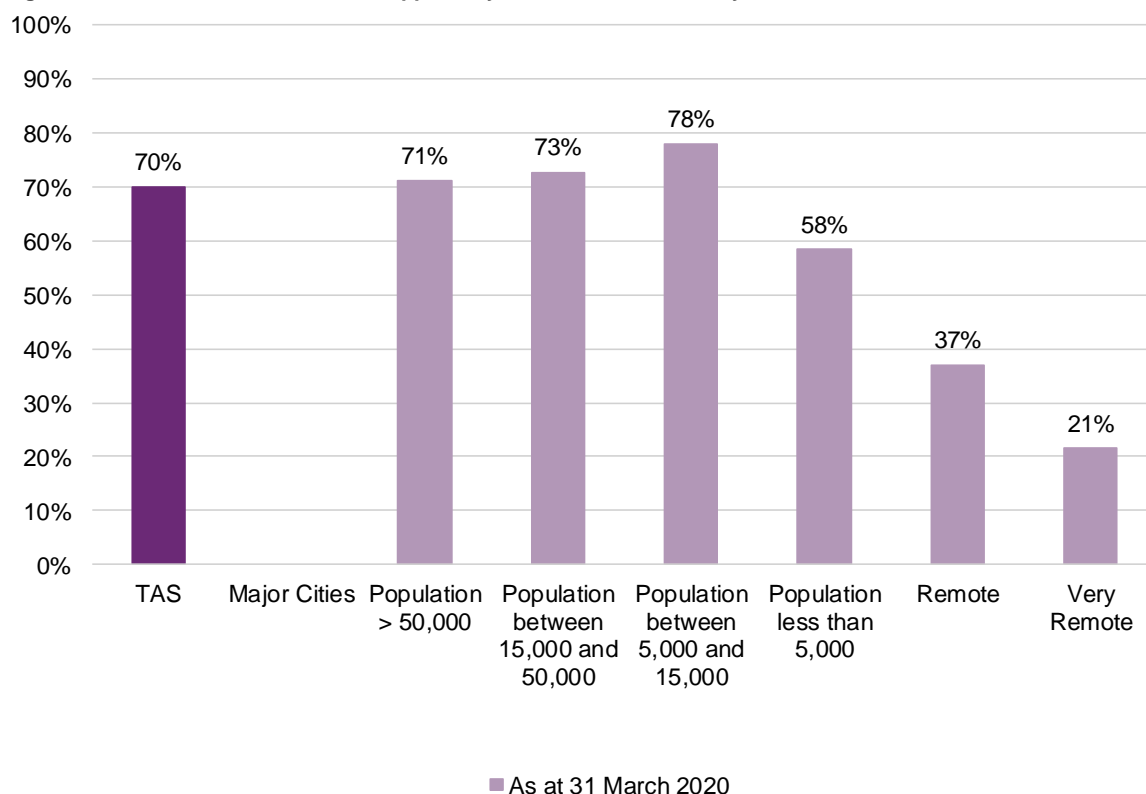
<sup>468</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>469</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure K.27 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Tasmania** <sup>470</sup>



**Figure K.28 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Tasmania** <sup>471 472</sup>



<sup>470</sup> Ibid.

<sup>471</sup> Ibid.

<sup>472</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L:

## Australian Capital Territory

### Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory <sup>473</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	7,153	339	7,492	110	7,602

Table L.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Australian Capital Territory <sup>474 475</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	10,172	308	10,480
Active Eligible	7,420	225	7,645
<i>New</i>	4,605	222	4,827
<i>State</i>	2,521	<11	2,522
<i>Commonwealth</i>	294	<11	296
Active Participant Plans (excl ECEI)	7,153	339	7,492
<i>New</i>	4,357	327	4,684
<i>State</i>	2,514	<11	2,518
<i>Commonwealth</i>	282	<11	290
Active Participant Plans	7,168	449	7,602
<i>Early Intervention (s25)</i>	2,551	163	2,714
<i>Permanent Disability (s24)</i>	4,602	176	4,778
<i>ECEI</i>	15	110	110

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Australian Capital Territory

Exits	Total
Total participant exits	897
<i>Early Intervention participants</i>	545
<i>Permanent disability participants</i>	352

<sup>473</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>474</sup> 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 Q3, 94% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>475</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Australian Capital Territory** <sup>476 477</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	0	5,714
End of 2017-18	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
End of 2019-20 Q2	2,543	285	4,432	15	7,275
End of 2019-20 Q3	2,518	290	4,684	110	7,602

**Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory** <sup>478 479 480 481</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,962	3,752	0	5,714
End of 2017-18	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
End of 2019-20 Q2	2,634	4,626	15	7,275
End of 2019-20 Q3	2,714	4,778	110	7,602

**Table L.6 Assessment of access by age group – Australian Capital Territory** <sup>482</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,464	93%	121	97%	2,585	93%
7 to 14	1,639	83%	37	69%	1,676	83%
15 to 18	544	88%	<11		551	87%
19 to 24	395	86%	<11		403	86%
25 to 34	612	80%	<11		622	79%
35 to 44	797	78%	16	59%	813	77%
45 to 54	873	76%	<11		883	75%
55 to 64	1,067	74%	17	47%	1,084	74%
65+	44	54%	<11		44	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>8,435</b>	<b>83%</b>	<b>226</b>	<b>73%</b>	<b>8,661</b>	<b>83%</b>

<sup>476</sup> This table shows the total numbers of active participants at the end of each period.

<sup>477</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>478</sup> This table shows the total numbers of active participants at the end of each period.

<sup>479</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>480</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>481</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>482</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>483</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	196	96%	<11		198	96%
Autism	2,088	96%	60	92%	2,148	96%
Cerebral Palsy	284	94%	<11		287	94%
Developmental Delay	941	92%	79	98%	1,020	92%
Global Developmental Delay	182	98%	16	100%	198	99%
Hearing Impairment	419	84%	15	94%	434	85%
Intellectual Disability	1,432	96%	<11		1,439	96%
Multiple Sclerosis	190	89%	<11		191	88%
Psychosocial disability	1,022	70%	15	42%	1,037	69%
Spinal Cord Injury	72	92%	<11		73	92%
Stroke	119	89%	<11		121	87%
Visual Impairment	177	91%	<11		180	91%
Other Neurological	391	74%	<11		399	73%
Other Physical	580	55%	14	33%	594	54%
Other Sensory/Speech	281	61%	<11		281	61%
Other	49	53%	<11		49	52%
Missing	12	16%	<11		12	16%
<b>Total</b>	<b>8,435</b>	<b>83%</b>	<b>226</b>	<b>73%</b>	<b>8,661</b>	<b>83%</b>

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

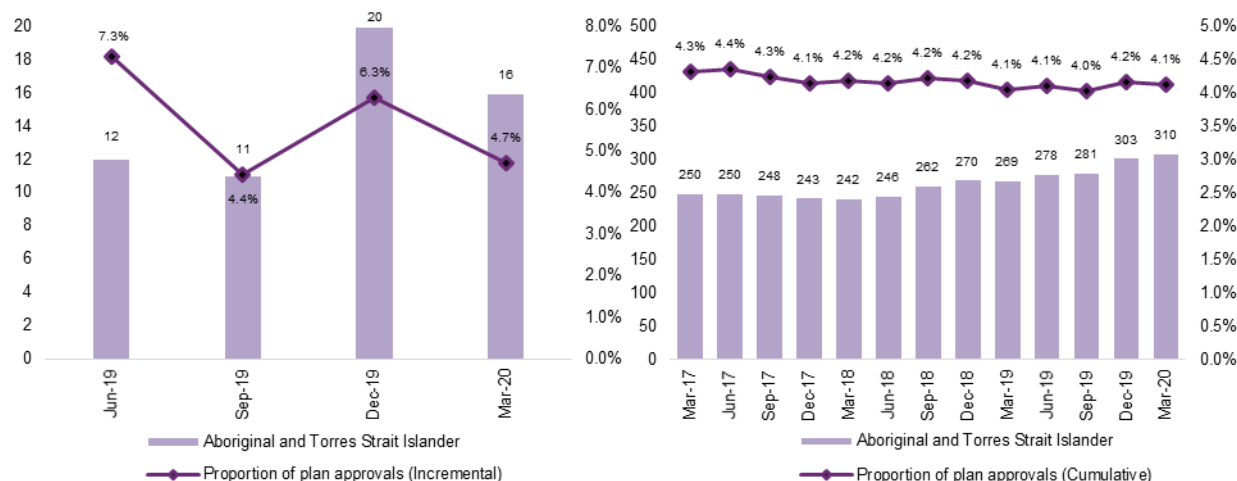
**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	294	4.1%	16	4.7%	<b>310</b>	<b>4.1%</b>
Not Aboriginal and Torres Strait Islander	5,935	83.0%	275	81.1%	<b>6,210</b>	<b>82.9%</b>
Not Stated	924	12.9%	48	14.2%	<b>972</b>	<b>13.0%</b>
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

<sup>483</sup> Ibid.



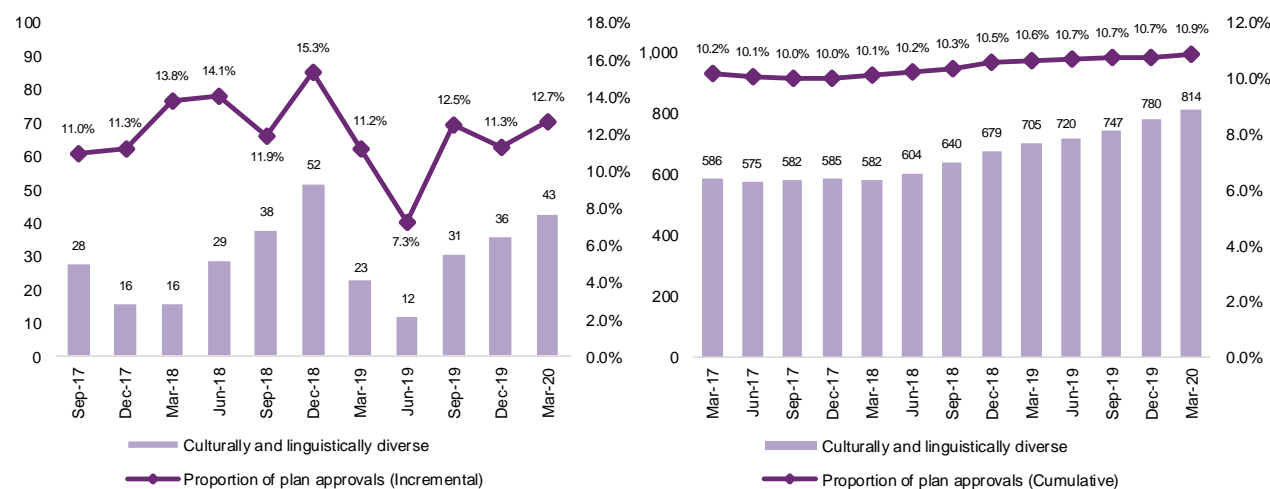
**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>484 485</sup>



**Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	771	10.8%	43	12.7%	814	10.9%
Not culturally and linguistically diverse	6,270	87.7%	296	87.3%	6,566	87.6%
Not stated	112	1.6%	<11		112	1.5%
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>486 487</sup>



<sup>484</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>485</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019.

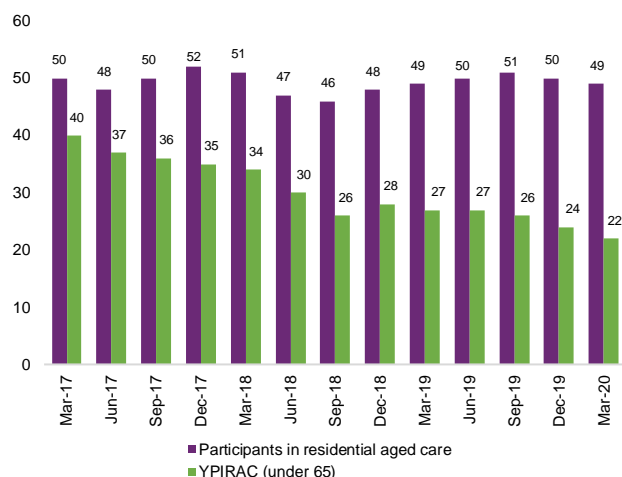
<sup>486</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>487</sup> There are insufficient numbers to show the incremental count of CALD participants in ACT prior to September 2017.

**Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Australian Capital Territory** <sup>488</sup>

	Total
Age group	N
Total YPIRAC (under 65)	22
65 and above	27
Total participants in residential aged care	49
Participants not in residential aged care	7,443
Total	7,492

**Figure L.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Australian Capital Territory** <sup>489 490</sup>



**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>491</sup>

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	7,051	98.6%	333	98.2%	7,384	98.6%
Population > 50,000	97	1.4%	<11		102	1.4%
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	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	7,153	100%	339	100%	7,492	100%

There is insufficient data to show the numbers and distribution of remote participants for the Australian Capital Territory over time.

<sup>488</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>489</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

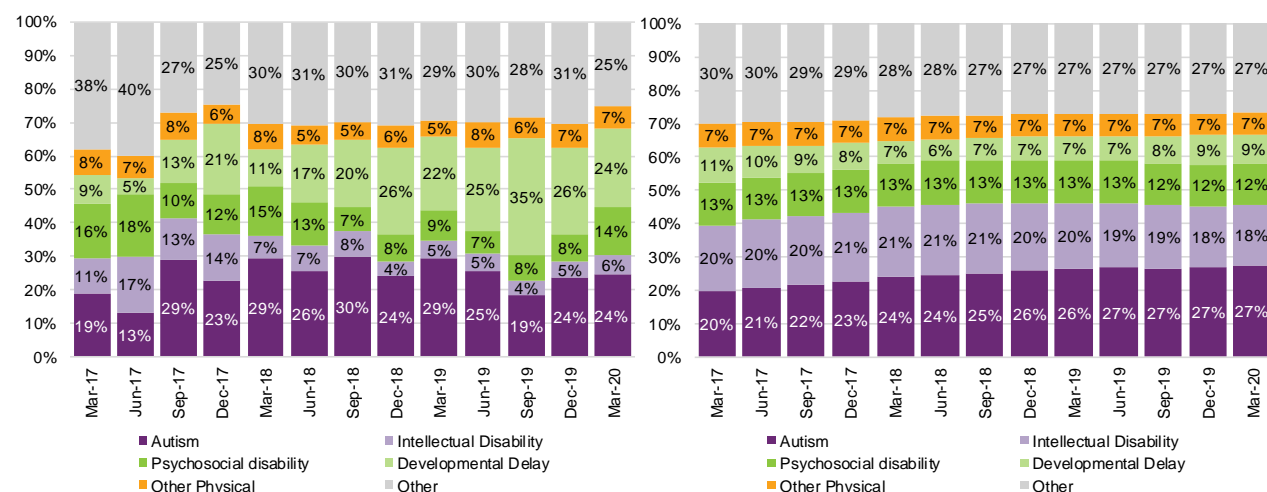
<sup>490</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

<sup>491</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Table L.12 Participant profile per quarter by disability group – Australian Capital Territory** <sup>492 493 494</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	1,972	28%	83	24%	2,055	27%
Intellectual Disability	1,338	19%	20	6%	1,358	18%
Psychosocial disability	881	12%	48	14%	929	12%
Developmental Delay	574	8%	80	24%	654	9%
Hearing Impairment	368	5%	29	9%	397	5%
Other Neurological	309	4%	13	4%	322	4%
Other Physical	473	7%	23	7%	496	7%
Cerebral Palsy	264	4%	<11		267	4%
ABI	175	2%	<11		180	2%
Visual Impairment	161	2%	<11		165	2%
Multiple Sclerosis	173	2%	<11		180	2%
Global Developmental Delay	145	2%	18	5%	163	2%
Stroke	105	1%	<11		108	1%
Spinal Cord Injury	65	1%	<11		67	1%
Other Sensory/Speech	127	2%	<11		128	2%
Other	23	0%	<11		23	0%
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

**Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>495</sup>



<sup>492</sup> Table order based on national proportions (highest to lowest).

<sup>493</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

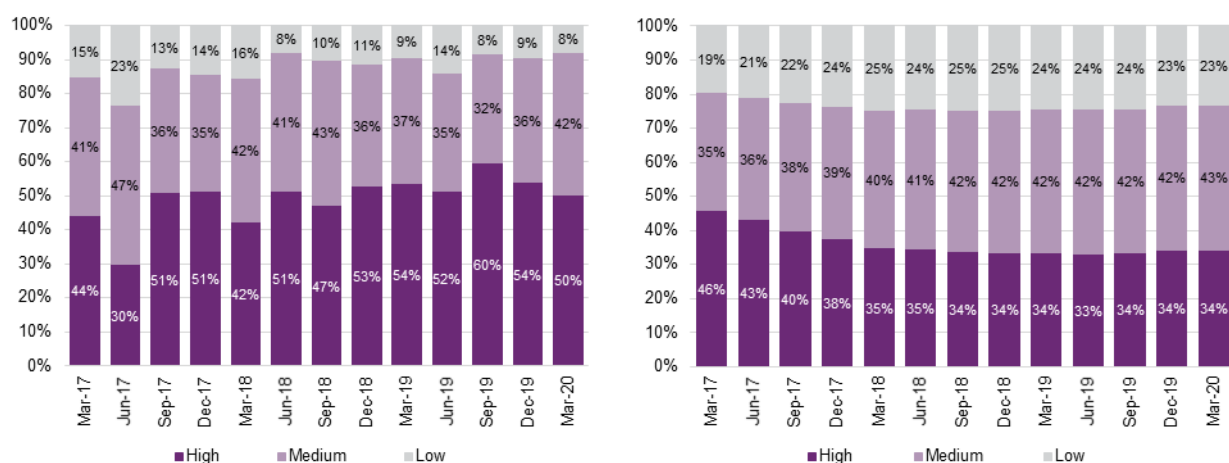
<sup>494</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (224).

<sup>495</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

**Table L.13 Participant profile per quarter by level of functions – Australian Capital Territory** <sup>496</sup>

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	666	9%	73	22%	739	10%
2 (High Function)	13	0%	<11		14	0%
3 (High Function)	422	6%	36	11%	458	6%
4 (High Function)	753	11%	34	10%	787	11%
5 (High Function)	528	7%	27	8%	555	7%
6 (Moderate Function)	1,195	17%	78	23%	1,273	17%
7 (Moderate Function)	439	6%	<11		443	6%
8 (Moderate Function)	565	8%	24	7%	589	8%
9 (Moderate Function)	45	1%	<11		48	1%
10 (Moderate Function)	790	11%	33	10%	823	11%
11 (Low Function)	301	4%	<11		301	4%
12 (Low Function)	802	11%	18	5%	820	11%
13 (Low Function)	451	6%	<11		459	6%
14 (Low Function)	145	2%	<11		145	2%
15 (Low Function)	<11		<11		<11	
Missing	38		<11		38	
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>497</sup>



**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,000	14%	130	38%	1,130	15%
7 to 14	1,809	25%	61	18%	1,870	25%
15 to 18	553	8%	11	3%	564	8%
19 to 24	645	9%	12	4%	657	9%
25 to 34	588	8%	28	8%	616	8%
35 to 44	661	9%	34	10%	695	9%
45 to 54	736	10%	27	8%	763	10%
55 to 64	806	11%	33	10%	839	11%
65+	355	5%	<11		358	5%
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

<sup>496</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>497</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of 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) – Australian Capital Territory

498

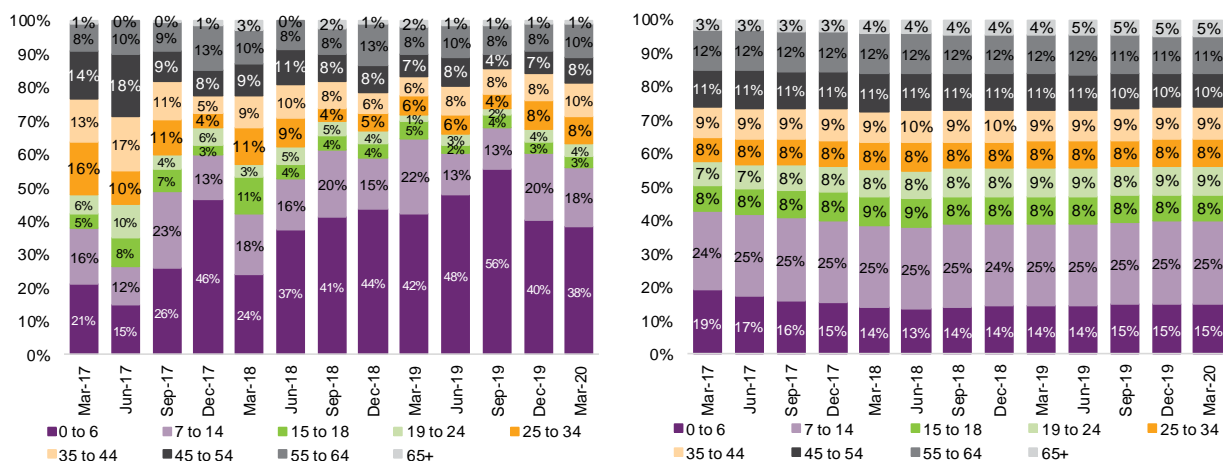
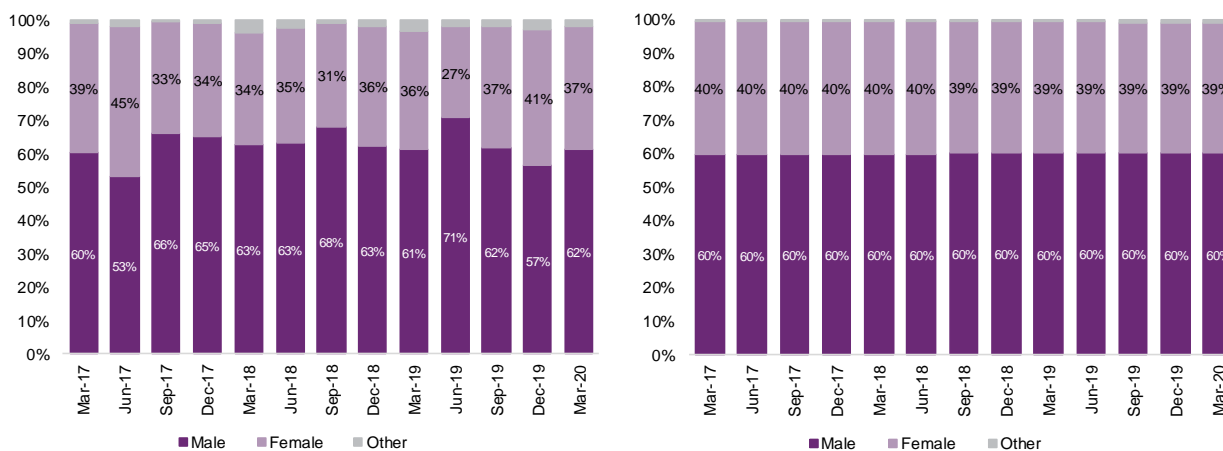


Table L.15 Participant profile per quarter by gender – Australian Capital Territory

	Prior Quarters		2019-20 Q3		Total	
Gender	N	%	N	%	N	%
Male	4,309	60%	209	62%	4,518	60%
Female	2,785	39%	125	37%	2,910	39%
Other	59	1%	<11		64	1%
<b>Total</b>	<b>7,153</b>	<b>100%</b>	<b>339</b>	<b>100%</b>	<b>7,492</b>	<b>100%</b>

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory

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<sup>498</sup> Ibid.

<sup>499</sup> Ibid.

## Part Two: Participant experience and outcomes

Table L.16 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory <sup>500</sup>

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	206	164	332	299	1,001
Participant school to 14	198	182	279	243	902
Participant 15 to 24	159	71	78	60	368
Participant 25 and over	824	255	310	280	1,669
<b>Total Participant</b>	<b>1,387</b>	<b>672</b>	<b>999</b>	<b>882</b>	<b>3,940</b>
Family 0 to 14	340	324	592	530	1,786
Family 15 to 24	42	40	62	38	182
Family 25 and over	24	50	95	108	277
<b>Total Family</b>	<b>406</b>	<b>414</b>	<b>749</b>	<b>676</b>	<b>2,245</b>
<b>Total</b>	<b>1,793</b>	<b>1,086</b>	<b>1,748</b>	<b>1,558</b>	<b>6,185</b>

Table L.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Australian Capital Territory

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	57%			
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		28%		
DL	% who say their child is becoming more independent		46%		
CC	% of children who have a genuine say in decisions about themselves		82%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			51%	68%
CC	% who choose what they do each day			59%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			76%	72%

<sup>500</sup> Baseline outcomes for participants and/or their families and carers were collected for 92% 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 L.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Australian Capital Territory**

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	62%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	59%			
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%	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%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	36%

**Table L.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Australian Capital Territory**

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			78%	67%
HM	% who feel safe or very safe in their home			84%	64%
HW	% who rate their health as good, very good or excellent			62%	41%
HW	% who did not have any difficulties accessing health services			76%	62%
LL	% who currently attend or previously attended school in a mainstream class			65%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				81%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			29%	30%
WK	% who volunteer			13%	15%

**Table L.20 Selected key baseline indicators for families/carers of participants – Australian Capital Territory**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	9%	14%	10%
% receiving Carer Allowance	20%	25%	17%
% working in a paid job	59%	67%	47%
Of those in a paid job, % in permanent employment	87%	87%	86%
Of those in a paid job, % working 15 hours or more	87%	93%	90%
% who say they (and their partner) are able to work as much as they want	52%	59%	57%
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%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	21%	14%
% able to advocate for their child/family member	83%	76%	66%
% who have friends and family they see as often as they like	52%	46%	50%
% 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		46%	
% who feel in control selecting services		48%	33%
% 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	80%	65%	62%

**Table L.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=222) - participants who entered from 1 April 2018 to 31 March 2019 – Australian Capital Territory <sup>501</sup>**

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?	82%
REL Has the NDIS improved how your child fits into family life?	78%
S/CP Has the NDIS improved how your child fits into community life?	69%

<sup>501</sup> Results in Tables L.21 to L.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables L.25 to L.34.



**Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=328) - participants who entered from 1 April 2018 to 31 March 2019 – Australian Capital Territory**

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	78%
LL	Has the NDIS improved your child's access to education?	52%
REL	Has the NDIS improved your child's relationships with family and friends?	67%
S/CP	Has the NDIS improved your child's social and recreational life?	63%

**Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=83) and ‘Participant 25 and over’ (n=306) - participants who entered from 1 April 2018 to 31 March 2019 – Australian Capital Territory**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	73%
DL	Has the NDIS helped you with daily living activities?	64%	77%
REL	Has the NDIS helped you to meet more people?	48%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	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%	24%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%
S/CP	Has the NDIS helped you be more involved?	44%	55%

**Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=528); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=125) - participants who entered from 1 April 2018 to 31 March 2019 – Australian Capital Territory**

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?	76%	53%
Has the NDIS improved the level of support for your family?	81%	70%
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?	83%	68%
Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	
Has the NDIS improved your health and wellbeing?	60%	48%

**Table L.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=65) - participants who entered from 1 April 2017 to 31 March 2018 – Australian Capital Territory** <sup>502</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	82%	93%	+11%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	86%	+10%
REL	Has the NDIS improved how your child fits into family life?	69%	83%	+15%
S/CP	Has the NDIS improved how your child fits into community life?	62%	68%	+6%

**Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=120) - participants who entered from 1 April 2017 to 31 March 2018 – Australian Capital Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	69%	79%	+10%
LL	Has the NDIS improved your child's access to education?	47%	52%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	60%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	57%	+2%

**Table L.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=45) and ‘Participant 25 and over’ (n=143) - participants who entered from 1 April 2017 to 31 March 2018 – Australian Capital Territory**

		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?	72%	71%	-1%	64%	70%	+6%
DL	Has the NDIS helped you with daily living activities?	74%	76%	+3%	73%	78%	+5%
REL	Has the NDIS helped you to meet more people?	47%	49%	+3%	44%	46%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	13%	-6%	23%	24%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	59%	+6%	56%	62%	+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?	39%	36%	-3%	27%	24%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	16%	+2%	19%	14%	-5%
S/CP	Has the NDIS helped you be more involved?	62%	65%	+4%	51%	51%	0%

<sup>502</sup> Results in Tables L.25 to L.28 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a 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.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=136); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27) - participants who entered from 1 April 2017 to 31 March 2018 – Australian Capital Territory**

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?	66%	71%	+5%	48%	48%	-0%
Has the NDIS improved the level of support for your family?	68%	78%	+10%	67%	70%	+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?	76%	82%	+7%	48%	62%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	79%	+5%			
Has the NDIS improved your health and wellbeing?	41%	48%	+7%	46%	52%	+6%

**Table L.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=78) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory** <sup>503</sup>

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	95%	100%	97%	+2%
DL	Has the NDIS improved your child's access to specialist services?	89%	96%	97%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	96%	90%	+2%
REL	Has the NDIS improved how your child fits into family life?	74%	78%	76%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	65%	69%	66%	+0%

<sup>503</sup> Results in Tables L.29 to L.34 include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a 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.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=150) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory**

	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%	72%	76%	+12%
LL	Has the NDIS improved your child's access to education?	40%	43%	48%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	55%	61%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	58%	+10%

**Table L.31 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=100) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory**

	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?	58%	65%	61%	+2%
	Has the NDIS helped you with daily living activities?	52%	60%	64%	+12%
	Has the NDIS helped you to meet more people?	44%	48%	40%	-4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	19%	16%	+4%
	Has your involvement with the NDIS improved your health and wellbeing?	47%	50%	48%	+1%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	27%	22%	-7%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%	13%	-6%
	Has the NDIS helped you be more involved?	43%	52%	51%	+9%

**Table L.32 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=514) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory**

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?	73%	77%	82%	+9%
Has the NDIS helped you with daily living activities?	76%	82%	85%	+10%
Has the NDIS helped you to meet more people?	51%	54%	59%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	21%	20%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	60%	65%	69%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	29%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%	17%	+1%
Has the NDIS helped you be more involved?	59%	63%	66%	+6%

**Table L.33 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=140) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory**

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?	57%	63%	69%	+12%
Has the NDIS improved the level of support for your family?	63%	71%	74%	+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?	70%	77%	78%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	77%	+4%
Has the NDIS improved your health and wellbeing?	38%	43%	46%	+8%

**Table L.34 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=25) - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory**

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%	50%	47%	+6%
Has the NDIS improved the level of support for your family?	48%	50%	57%	+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?	44%	52%	58%	+14%
Has the NDIS improved your health and wellbeing?	46%	46%	36%	-10%

**Table L.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=176), ‘participants in community and social activities’ (n=179) and ‘participants who choose who supports them’ (n=182) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Australian Capital Territory** <sup>504</sup>

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	21%	16%	21%	24%
Aged 25+	32%	33%	33%	
Aged 15+ (Average)	30%	30%	31%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	36%	37%	47%
Aged 25+	47%	47%	46%	
Aged 15+ (Average)	45%	45%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	40%	33%	40%	45%
Aged 25+	70%	65%	65%	
Aged 15+ (Average)	64%	59%	60%	

<sup>504</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

**Table L.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=596), 'participants in community and social activities' (n=594) and 'participants who choose who supports them' (n=612) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 31 March 2017 – Australian Capital Territory** <sup>505</sup>

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	25%	31%	38%	35%	24%
Aged 25+	33%	32%	30%	31%	
Aged 15+ (Average)	32%	32%	30%	32%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	27%	35%	31%	36%	47%
Aged 25+	35%	39%	45%	47%	
Aged 15+ (Average)	35%	39%	44%	46%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	50%	53%	53%	48%	45%
Aged 25+	66%	68%	68%	69%	
Aged 15+ (Average)	64%	67%	67%	67%	

**Table L.37 Number of active plans by goal type and primary disability – Australian Capital Territory** <sup>506</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	56	124	121	28	36	129	58	49	180
Autism	401	1,737	773	626	906	1,128	141	389	2,055
Cerebral Palsy	75	210	165	55	44	156	55	59	267
Developmental Delay	144	617	240	307	307	161	27	0	654
Down Syndrome	53	190	133	42	55	152	52	95	224
Global Developmental Delay	34	154	69	78	84	32	3	0	163
Hearing Impairment	109	282	85	72	59	161	61	64	397
Intellectual Disability	255	867	514	233	335	695	234	339	1,134
Multiple Sclerosis	63	125	123	6	22	89	64	40	180
Psychosocial disability	242	564	627	171	206	617	335	276	929
Spinal Cord Injury	14	51	42	13	8	33	22	17	67
Stroke	30	82	66	7	18	65	21	22	108
Visual Impairment	53	139	67	39	12	99	38	43	165
Other Neurological	90	246	186	46	53	187	85	53	322
Other Physical	111	374	313	52	59	264	130	77	496
Other Sensory/Speech	36	106	37	56	43	48	4	3	128
Other	4	20	11	3	4	12	5	3	23
<b>Total</b>	<b>1,770</b>	<b>5,888</b>	<b>3,572</b>	<b>1,834</b>	<b>2,251</b>	<b>4,028</b>	<b>1,335</b>	<b>1,529</b>	<b>7,492</b>

<sup>505</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 31 March 2017 and have had a third plan review to date.

<sup>506</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table L.38 Number of goals in active plans by goal type and primary disability – Australian Capital Territory** <sup>507</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	64	190	140	31	40	145	65	51	<b>726</b>
Autism	479	3,454	893	744	1,063	1,327	146	407	<b>8,513</b>
Cerebral Palsy	94	366	196	60	47	187	59	59	<b>1,068</b>
Developmental Delay	169	1,503	285	385	349	170	27	0	<b>2,888</b>
Down Syndrome	58	318	143	45	58	173	53	102	<b>950</b>
Global Developmental Delay	43	422	82	101	94	38	3	0	<b>783</b>
Hearing Impairment	120	459	96	80	66	186	63	68	<b>1,138</b>
Intellectual Disability	290	1,468	595	277	374	804	240	365	<b>4,413</b>
Multiple Sclerosis	71	184	147	6	23	100	67	42	<b>640</b>
Psychosocial disability	292	752	767	183	223	687	360	293	<b>3,557</b>
Spinal Cord Injury	18	80	55	15	8	45	25	18	<b>264</b>
Stroke	34	133	73	7	21	75	22	22	<b>387</b>
Visual Impairment	60	219	75	43	14	113	39	45	<b>608</b>
Other Neurological	105	399	225	49	55	208	95	60	<b>1,196</b>
Other Physical	124	555	373	55	61	287	140	82	<b>1,677</b>
Other Sensory/Speech	42	190	46	63	53	52	4	4	<b>454</b>
Other	4	37	12	4	4	13	5	3	<b>82</b>
<b>Total</b>	<b>2,067</b>	<b>10,729</b>	<b>4,203</b>	<b>2,148</b>	<b>2,553</b>	<b>4,610</b>	<b>1,413</b>	<b>1,621</b>	<b>29,344</b>

**Table L.39 Number of active plans by goal type and age group – Australian Capital Territory** <sup>508</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	244	1,061	434	518	543	279	45	0	<b>1,130</b>
7 to 14	335	1,656	596	595	796	913	28	17	<b>1,870</b>
15 to 18	124	454	216	162	189	349	31	161	<b>564</b>
19 to 24	170	480	301	156	137	364	122	386	<b>657</b>
25 to 34	174	434	336	113	142	404	186	310	<b>616</b>
35 to 44	214	479	439	103	138	438	231	243	<b>695</b>
45 to 54	193	511	486	90	125	511	283	234	<b>763</b>
55 to 64	231	575	530	66	135	553	301	155	<b>839</b>
65+	85	238	234	31	46	217	108	23	<b>358</b>
<b>Total</b>	<b>1,770</b>	<b>5,888</b>	<b>3,572</b>	<b>1,834</b>	<b>2,251</b>	<b>4,028</b>	<b>1,335</b>	<b>1,529</b>	<b>7,492</b>

<sup>507</sup> Participants have set over two million goals in total across Australia since July 2016. The 29,344 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

<sup>508</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.



**Table L.40 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>509</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	295	2,767	520	663	622	303	45	0	<b>5,215</b>
7 to 14	391	3,399	702	689	939	1,073	29	17	<b>7,239</b>
15 to 18	144	717	244	188	212	406	31	166	<b>2,108</b>
19 to 24	199	687	342	174	146	409	125	413	<b>2,495</b>
25 to 34	195	640	380	128	153	455	195	333	<b>2,479</b>
35 to 44	253	677	518	111	155	496	249	260	<b>2,719</b>
45 to 54	232	720	589	94	131	592	300	246	<b>2,904</b>
55 to 64	265	800	628	69	146	618	326	161	<b>3,013</b>
65+	93	322	280	32	49	258	113	25	<b>1,172</b>
<b>Total</b>	<b>2,067</b>	<b>10,729</b>	<b>4,203</b>	<b>2,148</b>	<b>2,553</b>	<b>4,610</b>	<b>1,413</b>	<b>1,621</b>	<b>29,344</b>

<sup>509</sup> Participants have set over two million goals in total across Australia since July 2016. The 29,344 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

**Table L.41 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Australian Capital Territory**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 55</b>	<b>n = 1</b>
Are you happy with how coming into the NDIS has gone?	69%	N/A
Was the person from the NDIS respectful?	93%	N/A
Do you understand what will happen next with your plan?	67%	N/A
% of participants rating their overall experience as Very Good or Good.	60%	N/A
<b>Pre-planning</b>	<b>n = 100</b>	<b>n = 38</b>
Did the person from the NDIS understand how your disability affects your life?	90%	79%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	86%	76%
Are you clear on what happens next with your plan?	81%	87%
Do you know where to go for more help with your plan?	78%	92%
% of participants rating their overall experience as Very Good or Good.	84%	71%
<b>Planning</b>	<b>n = 123</b>	<b>n = 36</b>
Did the person from the NDIS understand how your disability affects your life?	89%	89%
Did you understand why you needed to give the information you did?	95%	97%
Were decisions about your plan clearly explained?	74%	86%
Are you clear on what happens next with your plan?	87%	78%
Do you know where to go for more help with your plan?	85%	83%
% of participants rating their overall experience as Very Good or Good.	75%	67%
<b>Plan review</b>	<b>n = 127</b>	<b>n = 6</b>
Did the person from the NDIS understand how your disability affects your life?	83%	N/A
Did you feel prepared for your plan review?	89%	N/A
Is your NDIS plan helping you to make progress towards your goals?	85%	N/A
% of participants rating their overall experience as Very Good or Good.	76%	N/A

Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory <sup>510</sup>

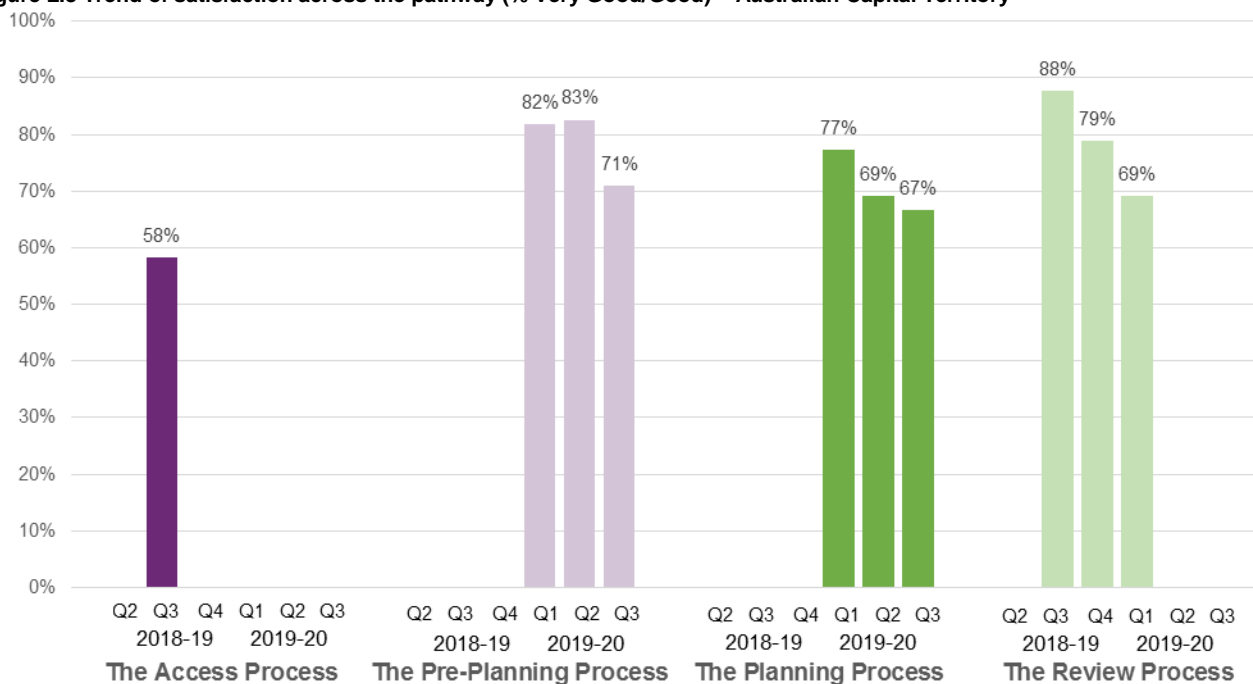
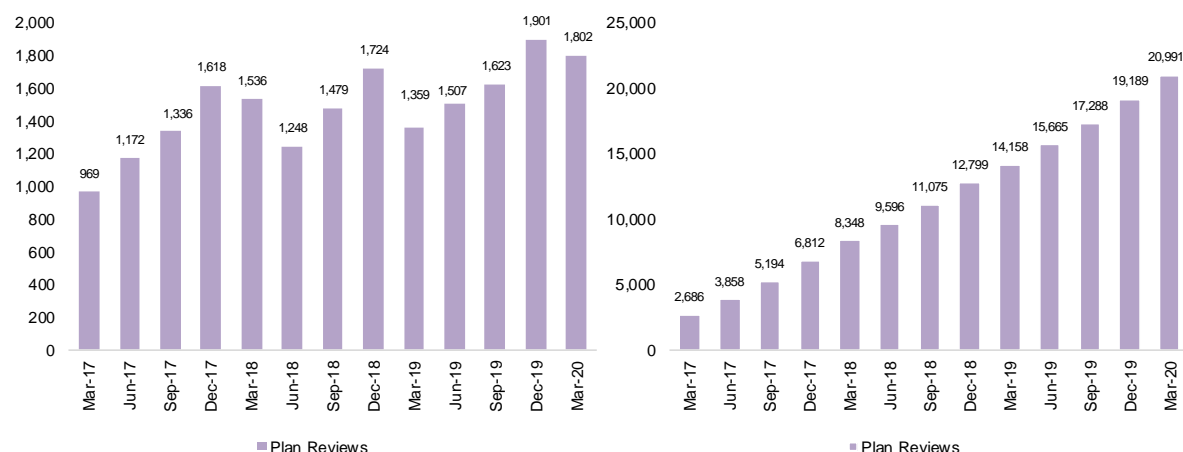


Table L.42 Plan reviews conducted per quarter – excluding plans less than 30 days – Australian Capital Territory <sup>511</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>19,189</b>	<b>1,802</b>	<b>20,991</b>
<i>Early intervention plans</i>	5,898	583	6,481
<i>Permanent disability plans</i>	13,291	1,219	14,510

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



<sup>510</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>511</sup> 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table L.43 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

Table L.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table L.45.

Table L.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table L.44. (There are no complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile.) The list of complaint types is different to that which appears in Table L.44 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

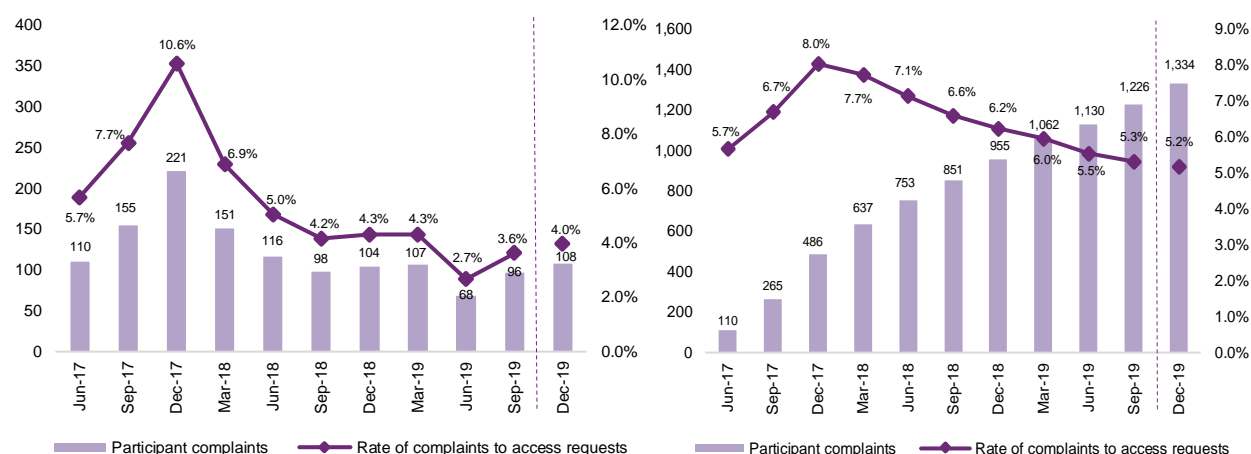
**Table L.43 Complaints by quarter – Australian Capital Territory** <sup>512 513</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	0	8	8	8
Complaints about service providers	71	7	78	69
Complaints about the Agency	1,318	92	1,410	888
Critical/ Reportable Incident	0	1	1	1
Unclassified	171	0	171	149
<b>Total</b>	<b>1,560</b>	<b>108</b>	<b>1,668</b>	<b>1,022</b>
% of all access requests	6.5%	4.0%	6.2%	

<sup>512</sup> Note that 66% of all complainants made only one complaint, 21% made two complaints and 13% made three or more complaints.

<sup>513</sup> % of all access requests 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.

**Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory<sup>514</sup>**



**Table L.44 Complaints by type ('My Feedback' tile) – Australian Capital Territory**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	9	(13%)	3	(60%)	12	(16%)
Service Delivery	20	(28%)	1	(20%)	21	(28%)
Staff conduct	8	(11%)	1	(20%)	9	(12%)
Provider process	13	(18%)	0	(0%)	13	(17%)
Provider costs.	7	(10%)	0	(0%)	7	(9%)
Other	14	(20%)	0	(0%)	14	(18%)
<b>Total</b>	<b>71</b>		<b>5</b>		<b>76</b>	
<i>Complaints about the Agency</i>						
Timeliness	406	(31%)	11	(31%)	417	(31%)
Individual needs	189	(14%)	3	(8%)	192	(14%)
Reasonable and necessary supports	129	(10%)	6	(17%)	135	(10%)
Information unclear	40	(3%)	0	(0%)	40	(3%)
The way the NDIA carried out its decision making	54	(4%)	4	(11%)	58	(4%)
Other	500	(38%)	12	(33%)	512	(38%)
<b>Total</b>	<b>1,318</b>		<b>36</b>		<b>1,354</b>	
<i>Unclassified</i>	<b>171</b>		<b>0</b>		<b>171</b>	

<sup>514</sup> Complaint rates are not available at state/ territory level prior to June 2017.

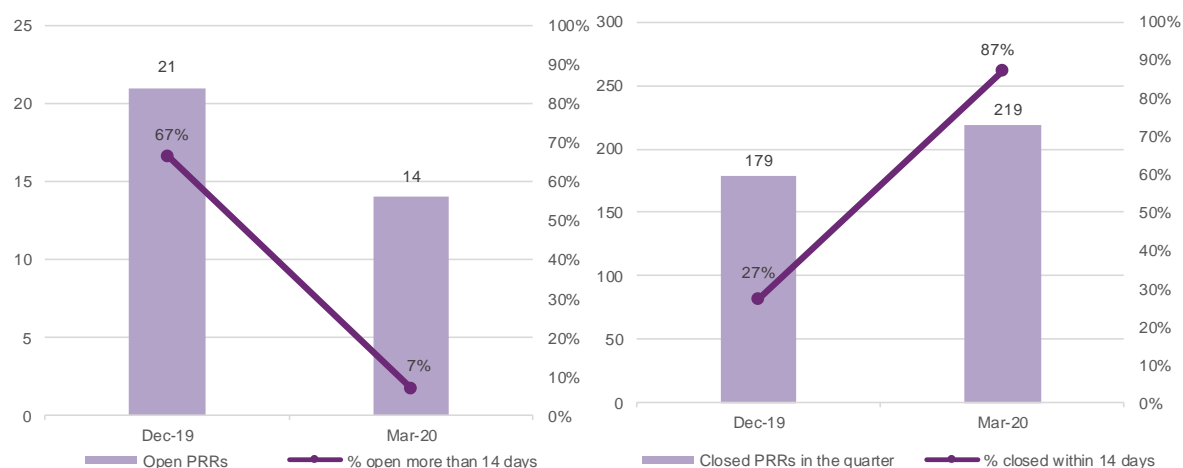
Table L.45 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Australian Capital Territory

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	0	
ECEI Process	0	
ECEI Staff	0	
ECEI Timeliness	0	
Other	0	
<b>Total</b>	<b>0</b>	
Complaint about LAC Partner		
LAC Engagement	0	(0%)
LAC Fraud and Compliance	1	(13%)
LAC Plan	0	(0%)
LAC Process	1	(13%)
LAC Resources	0	(0%)
LAC Staff	5	(63%)
LAC Timeliness	1	(13%)
Other	0	(0%)
<b>Total</b>	<b>8</b>	
Complaints about service providers		
Provider Finance	0	(0%)
Provider Fraud and Compliance	1	(50%)
Provider Service	1	(50%)
Provider Staff	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>2</b>	
Complaints about the Agency		
NDIA Access	7	(13%)
NDIA Engagement	0	(0%)
NDIA Finance	13	(23%)
NDIA Fraud and Compliance	1	(2%)
NDIA Plan	10	(18%)
NDIA Process	6	(11%)
NDIA Resources	1	(2%)
NDIA Staff	3	(5%)
NDIA Timeliness	15	(27%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>56</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	0	(0%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	1	(100%)
Participant threat	0	(0%)
Provider reporting	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>1</b>	
Unclassified	<b>0</b>	

**Table L.46 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory** <sup>515</sup>

	As at 31 March 2020
Open PRRs	14
Number of PRRs open less than 14 days	13
Number of PRRs open more than 14 days	1
New PRRs in the quarter	212
Number of PRRs closed in the quarter	219
Proportion closed within 14 days	87%
Average days PRRs took to close in the quarter	12

**Figure L.11 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Australian Capital Territory** <sup>516</sup>



**Table L.47 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory** <sup>517 518</sup>

	Access	Planning
Open RoRDs	2	129
Number of RoRDs open less than 90 days	2	105
Number of RoRDs open more than 90 days	0	24
New RoRDs in the quarter	26	161
Number of RoRDs closed in the quarter	43	196
Proportion closed within 90 days	91%	44%
Average days RoRDs took to close in the quarter	52	101

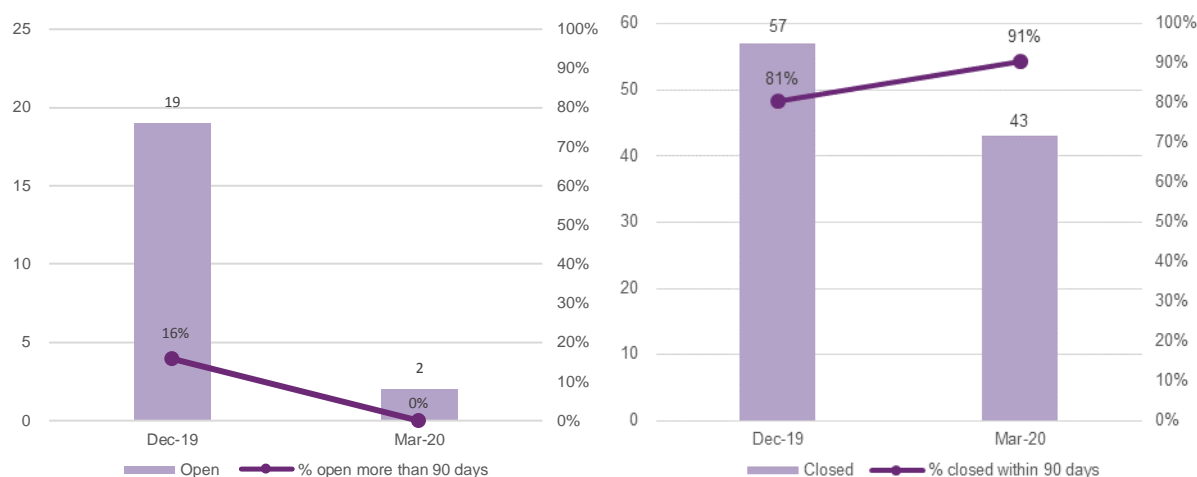
<sup>515</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>516</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

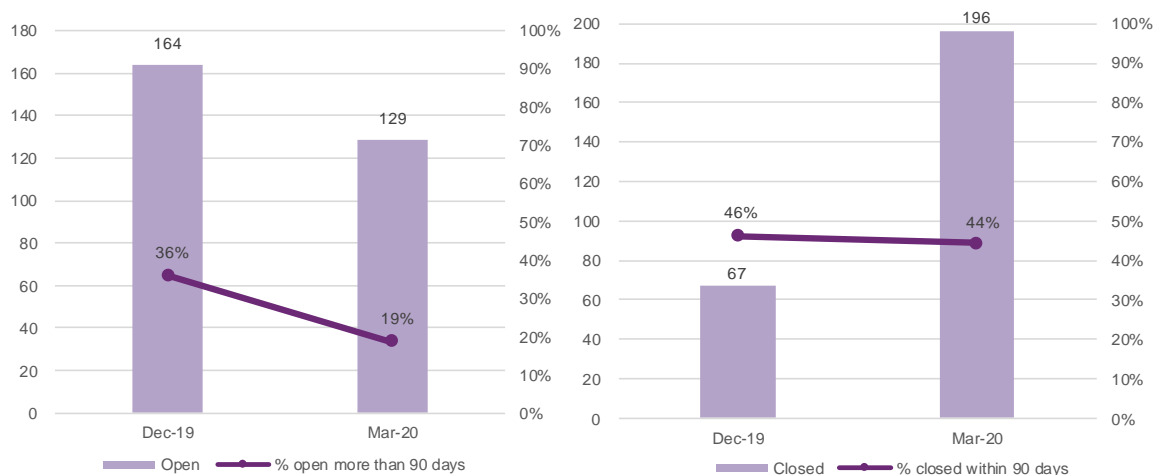
<sup>517</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>518</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

**Figure L.12 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Australian Capital Territory** <sup>519</sup>



**Figure L.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory** <sup>520</sup>



**Table L.48 AAT Cases by category – Australian Capital Territory** <sup>521</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Access	137	51%	<11		140	50%
Plan	96	36%	<11		103	37%
Plan Review	21	8%	<11		21	8%
Other	13	5%	<11		14	5%
<b>Total</b>	<b>267</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>278</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.81%</b>		<b>0.42%</b>		<b>0.78%</b>	

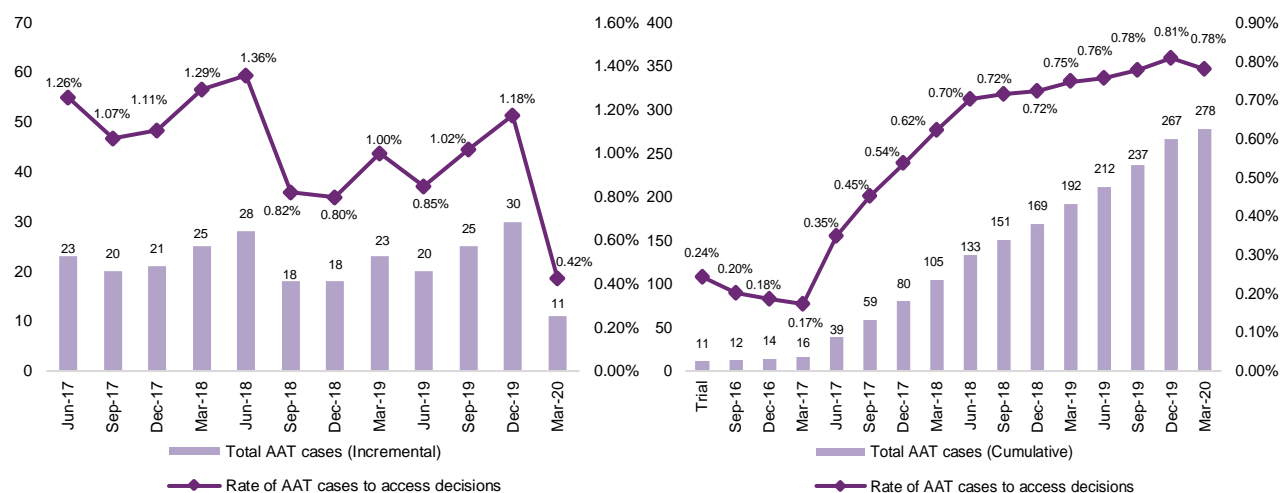
<sup>519</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>520</sup> Ibid.

<sup>521</sup> % of all access decisions 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 L.14 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory<sup>522</sup>**



**Table L.49 AAT cases by open/closed and decision – Australian Capital Territory**

	N
<b>AAT Cases</b>	<b>278</b>
<b>Open AAT Cases</b>	<b>37</b>
<b>Closed AAT Cases</b>	<b>241</b>
<i>Resolved before hearing</i>	236
<i>Gone to hearing and received a substantive decision</i>	<11

**Table L.50 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory<sup>523 524</sup>**

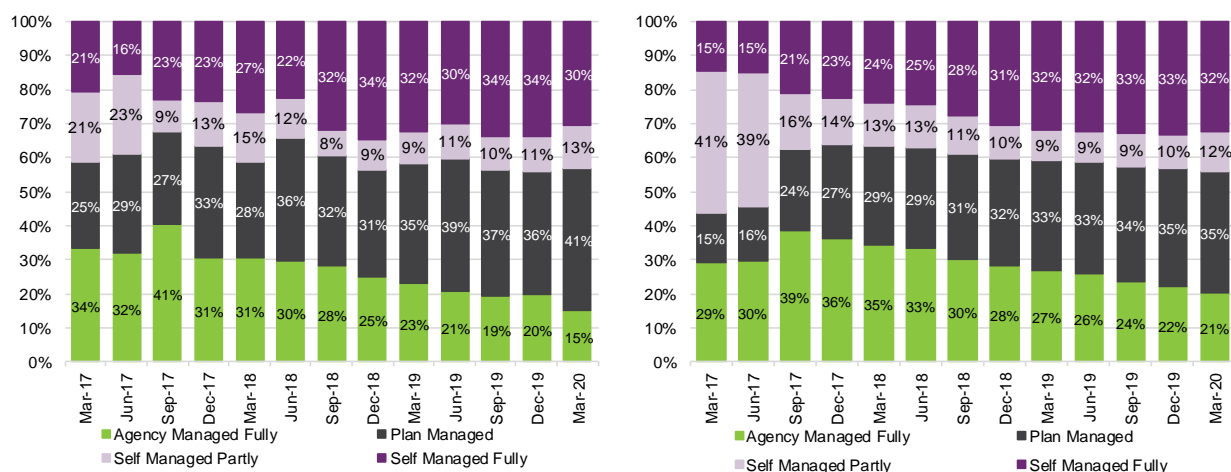
	Prior Quarters	2019-20 Q3	Total
Self-managed fully	33%	30%	<b>32%</b>
Self-managed partly	11%	13%	<b>12%</b>
Plan managed	33%	41%	<b>35%</b>
Agency managed	23%	15%	<b>21%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>522</sup> There are insufficient numbers to show the incremental count of AAT cases in ACT prior to the June 2017 quarter.

<sup>523</sup> 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.

<sup>524</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

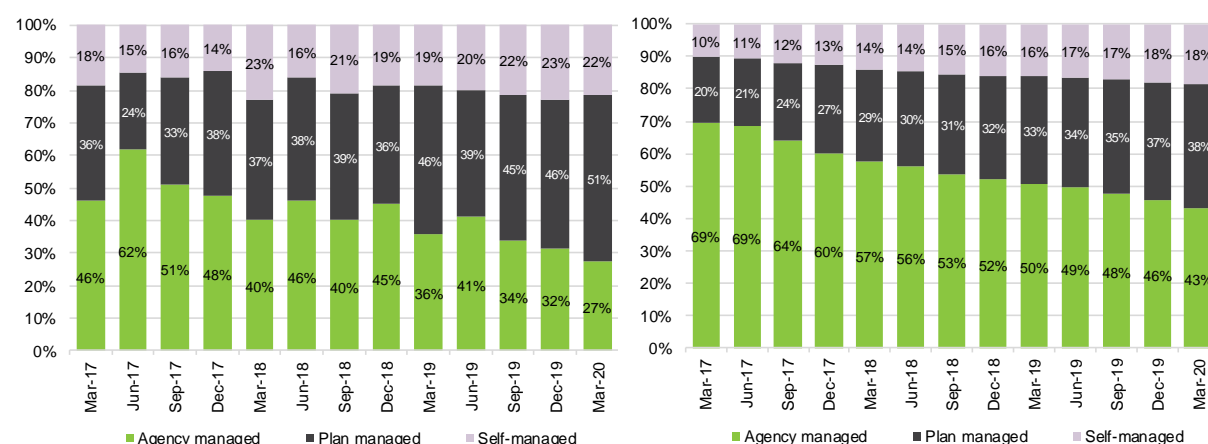
**Figure L.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>525 526</sup>



**Table L.51 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2019-20 Q3	Total
Self-managed	18%	22%	18%
Plan managed	37%	51%	38%
Agency managed	46%	27%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**Table L.52 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory** <sup>527</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	34%	39%	35%

<sup>525</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>526</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>527</sup> Ibid.

**Table L.53 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory** <sup>528</sup>

	Prior Quarters (Transition Only)		2019-20 Q1	
	N	%	N	%
<b>Plan activation</b>				
Less than 30 days	1,997	59%	118	49%
30 to 59 days	494	14%	42	17%
60 to 89 days	223	7%	23	10%
<b>Activated within 90 days</b>	<b>2,714</b>	<b>80%</b>	<b>183</b>	<b>76%</b>
90 to 119 days	119	3%	7	3%
120 days and over	449	13%	15	6%
<b>Activated after 90 days</b>	<b>568</b>	<b>17%</b>	<b>22</b>	<b>9%</b>
No payments	126	4%	37	15%
<b>Total plans approved</b>	<b>3,408</b>	<b>100%</b>	<b>242</b>	<b>100%</b>

**Table L.54 Proportion of participants who have activated within 12 months – Australian Capital Territory**

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	235	253	93%
Not Aboriginal and Torres Strait Islander	5,125	5,349	96%
Not Stated	775	828	94%
<b>Total</b>	<b>6,135</b>	<b>6,430</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	660	693	95%
Not CALD	5,363	5,625	95%
Not Stated	112	112	100%
<b>Total</b>	<b>6,135</b>	<b>6,430</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	6,053	6,344	95%
Regional	79	83	95%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>6,135</b>	<b>6,430</b>	<b>95%</b>
<b>by Primary Disability type</b>			
Autism	1,710	1,807	95%
Intellectual Disability (including Down Syndrome)	1,243	1,302	95%
Psychosocial Disability	793	827	96%
Developmental Delay (including Global Developmental Delay)	451	470	96%
Other	1,938	2,024	96%
<b>Total</b>	<b>6,135</b>	<b>6,430</b>	<b>95%</b>

<sup>528</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table L.55 Distribution of plans by utilisation – Australian Capital Territory** <sup>529 530</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	21%
> 75%	42%
<b>Total</b>	<b>100%</b>

**Table L.56 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory** <sup>531</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	7%	8%	7%
Health & Wellbeing	53%	54%	53%
Lifelong Learning	20%	23%	21%
Other	15%	14%	15%
Non-categorised	24%	21%	23%
Any mainstream service	92%	91%	92%

## Part Three: Providers and the growing market

**Table L.57 Key markets indicators by quarter – Australian Capital Territory** <sup>532 533</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.00	0.98
b) Number of providers delivering new types of supports	77	67
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	76%	76%
<i>Therapeutic Supports (%)</i>	92%	91%
<i>Participation in community, social and civic activities (%)</i>	91%	89%
<i>Early Intervention supports for early childhood (%)</i>	80%	78%
<i>Daily Personal Activities (%)</i>	94%	94%

<sup>529</sup> 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.

<sup>530</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>531</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>532</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>533</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table L.58 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory** <sup>534</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	16	2	18	13%
Assistance Animals	12	1	13	8%
Assistance with daily life tasks in a group or shared living arrangement	83	1	84	1%
Assistance with travel/transport arrangements	64	6	70	9%
Daily Personal Activities	165	5	170	3%
Group and Centre Based Activities	87	2	89	2%
High Intensity Daily Personal Activities	105	4	109	4%
Household tasks	172	5	177	3%
Interpreting and translation	20	0	20	0%
Participation in community, social and civic activities	167	8	175	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	33	2	35	6%
Assistive products for household tasks	25	0	25	0%
Assistance products for personal care and safety	195	10	205	5%
Communication and information equipment	38	3	41	8%
Customised Prosthetics	83	3	86	4%
Hearing Equipment	23	1	24	4%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	114	7	121	6%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	23	0	23	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	166	4	170	2%
Behaviour Support	70	9	79	13%
Community nursing care for high needs	30	2	32	7%
Development of daily living and life skills	107	1	108	1%
Early Intervention supports for early childhood	157	2	159	1%
Exercise Physiology and Physical Wellbeing activities	77	2	79	3%
Innovative Community Participation	35	1	36	3%
Specialised Driving Training	18	0	18	0%
Therapeutic Supports	407	6	413	1%
<b>Capital services</b>				
Home modification design and construction	39	2	41	5%
Specialist Disability Accommodation	5	0	5	0%
Vehicle Modifications	22	1	23	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	87	3	90	3%
Support Coordination	36	2	38	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	39	1	40	3%
Specialised Supported Employment	19	1	20	5%
<b>Total approved active providers</b>	<b>951</b>	<b>24</b>	<b>975</b>	<b>3%</b>

<sup>534</sup> 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 L.59 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	13	18	28%	72%	100%
Assistance Animals	2	11	13	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	7	77	84	8%	92%	100%
Assistance with travel/transport arrangements	7	63	70	10%	90%	100%
Daily Personal Activities	17	153	170	10%	90%	100%
Group and Centre Based Activities	6	83	89	7%	93%	100%
High Intensity Daily Personal Activities	9	100	109	8%	92%	100%
Household tasks	41	136	177	23%	77%	100%
Interpreting and translation	3	17	20	15%	85%	100%
Participation in community, social and civic activities	21	154	175	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	3	32	35	9%	91%	100%
Assistive products for household tasks	1	24	25	4%	96%	100%
Assistance products for personal care and safety	18	187	205	9%	91%	100%
Communication and information equipment	4	37	41	10%	90%	100%
Customised Prosthetics	7	79	86	8%	92%	100%
Hearing Equipment	1	23	24	4%	96%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	17	104	121	14%	86%	100%
Specialised Hearing Services	1	14	15	7%	93%	100%
Vision Equipment	3	20	23	13%	87%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	144	170	15%	85%	100%
Behaviour Support	21	58	79	27%	73%	100%
Community nursing care for high needs	1	31	32	3%	97%	100%
Development of daily living and life skills	9	99	108	8%	92%	100%
Early Intervention supports for early childhood	57	102	159	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	20	59	79	25%	75%	100%
Innovative Community Participation	10	26	36	28%	72%	100%
Specialised Driving Training	1	17	18	6%	94%	100%
Therapeutic Supports	143	270	413	35%	65%	100%
<b>Capital services</b>						
Home modification design and construction	2	39	41	5%	95%	100%
Specialist Disability Accommodation	0	5	5	0%	100%	100%
Vehicle Modifications	3	20	23	13%	87%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	11	79	90	12%	88%	100%
Support Coordination	8	30	38	21%	79%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	38	40	5%	95%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
<b>Total</b>	<b>244</b>	<b>731</b>	<b>975</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**Table L.60 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Australian Capital Territory**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	2	5	40%
Assistance Animals	5	1	6	17%
Assistance with daily life tasks in a group or shared living arrangement	46	1	47	2%
Assistance with travel/transport arrangements	26	6	32	19%
Daily Personal Activities	73	5	78	6%
Group and Centre Based Activities	36	2	38	5%
High Intensity Daily Personal Activities	40	4	44	9%
Household tasks	75	5	80	6%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	87	8	95	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	4	2	6	33%
Assistive products for household tasks	1	0	1	0%
Assistance products for personal care and safety	68	10	78	13%
Communication and information equipment	13	3	16	19%
Customised Prosthetics	26	3	29	10%
Hearing Equipment	3	1	4	25%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	30	7	37	19%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	3	0	3	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	83	4	87	5%
Behaviour Support	27	9	36	25%
Community nursing care for high needs	14	2	16	13%
Development of daily living and life skills	39	1	40	3%
Early Intervention supports for early childhood	40	2	42	5%
Exercise Physiology and Physical Wellbeing activities	35	2	37	5%
Innovative Community Participation	8	1	9	11%
Specialised Driving Training	6	0	6	0%
Therapeutic Supports	140	6	146	4%
<b>Capital services</b>				
Home modification design and construction	7	2	9	22%
Specialist Disability Accommodation	2	0	2	0%
Vehicle Modifications	6	1	7	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	57	3	60	5%
Support Coordination	4	2	6	33%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	13	1	14	7%
Specialised Supported Employment	9	1	10	10%
<b>Total</b>	<b>369</b>	<b>24</b>	<b>393</b>	<b>6%</b>

**Table L.61 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	2	3	5	40%	60%	100%
Assistance Animals	2	4	6	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	42	47	11%	89%	100%
Assistance with travel/transport arrangements	6	26	32	19%	81%	100%
Daily Personal Activities	10	68	78	13%	87%	100%
Group and Centre Based Activities	4	34	38	11%	89%	100%
High Intensity Daily Personal Activities	5	39	44	11%	89%	100%
Household tasks	19	61	80	24%	76%	100%
Interpreting and translation	1	6	7	14%	86%	100%
Participation in community, social and civic activities	12	83	95	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	6	6	0%	100%	100%
Assistive products for household tasks	0	1	1	0%	100%	100%
Assistance products for personal care and safety	9	69	78	12%	88%	100%
Communication and information equipment	2	14	16	13%	88%	100%
Customised Prosthetics	1	28	29	3%	97%	100%
Hearing Equipment	1	3	4	25%	75%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	1	36	37	3%	97%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	2	3	33%	67%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	16	71	87	18%	82%	100%
Behaviour Support	8	28	36	22%	78%	100%
Community nursing care for high needs	1	15	16	6%	94%	100%
Development of daily living and life skills	5	35	40	13%	88%	100%
Early Intervention supports for early childhood	12	30	42	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	8	29	37	22%	78%	100%
Innovative Community Participation	4	5	9	44%	56%	100%
Specialised Driving Training	0	6	6	0%	100%	100%
Therapeutic Supports	44	102	146	30%	70%	100%
<b>Capital services</b>						
Home modification design and construction	0	9	9	0%	100%	100%
Specialist Disability Accommodation	0	2	2	0%	100%	100%
Vehicle Modifications	0	7	7	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	50	60	17%	83%	100%
Support Coordination	1	5	6	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	14	14	0%	100%	100%
Specialised Supported Employment	0	10	10	0%	100%	100%
<b>Total</b>	<b>84</b>	<b>309</b>	<b>393</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

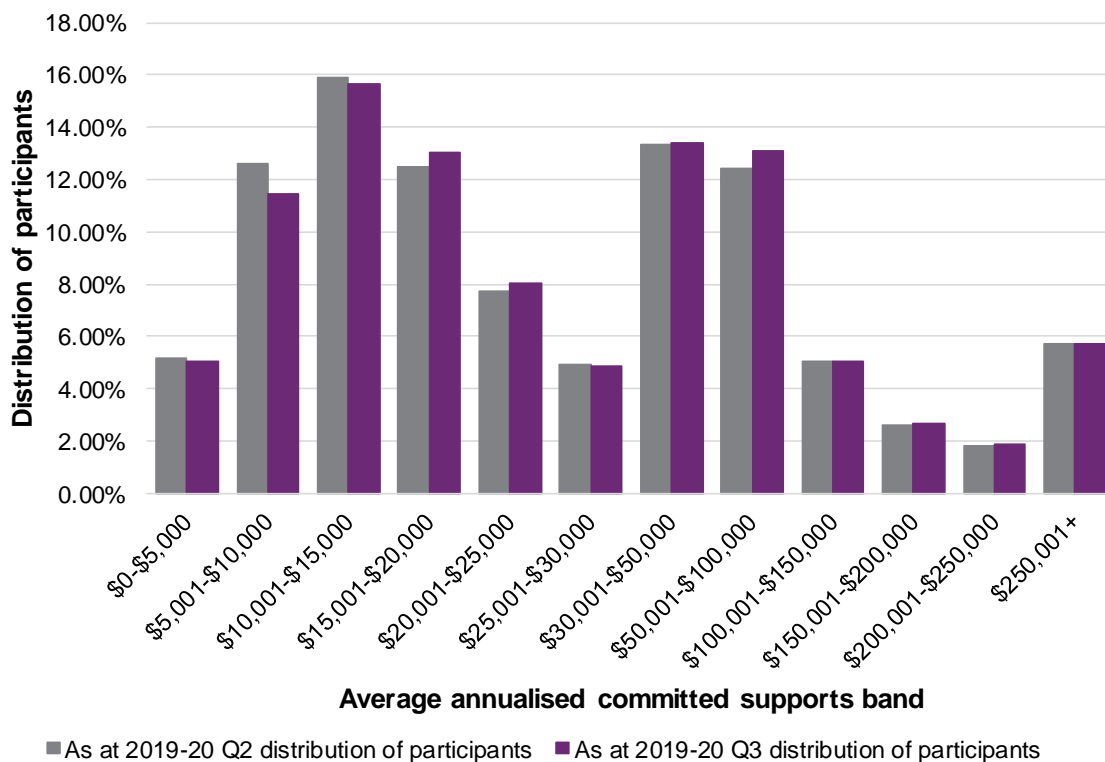


## Part Four: Financial sustainability

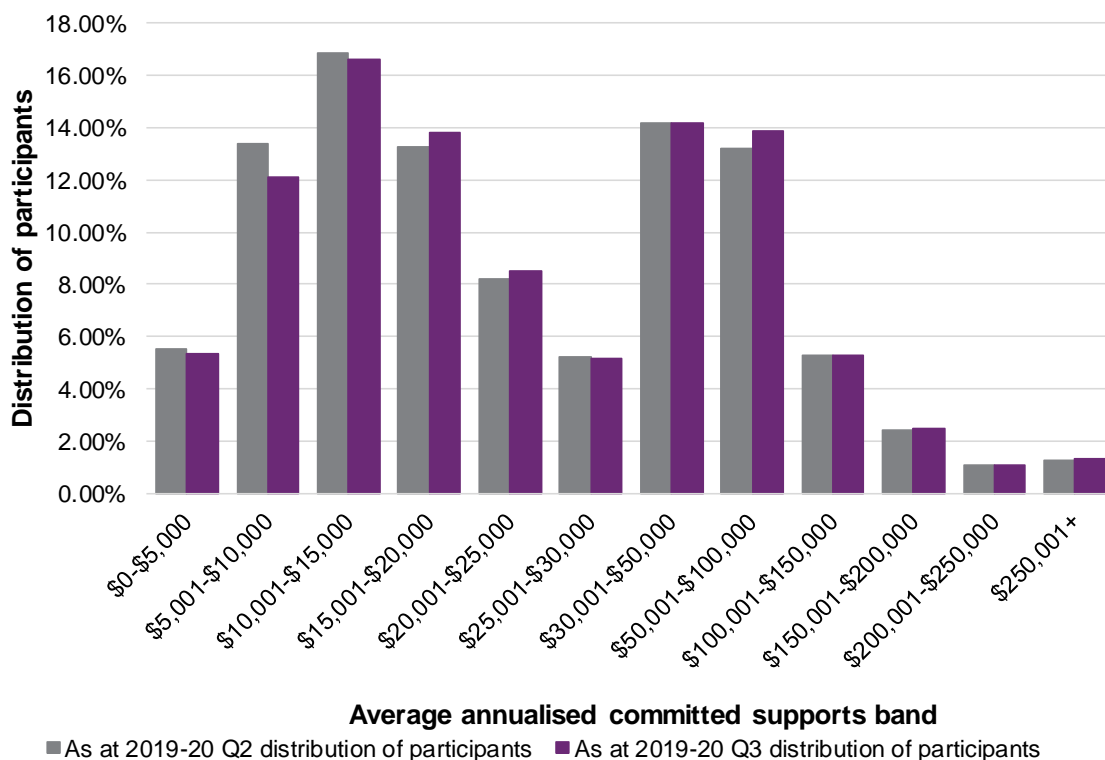
Table L.62 Committed supports by financial year (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.3	131.4	270.0	309.5	370.9	332.4

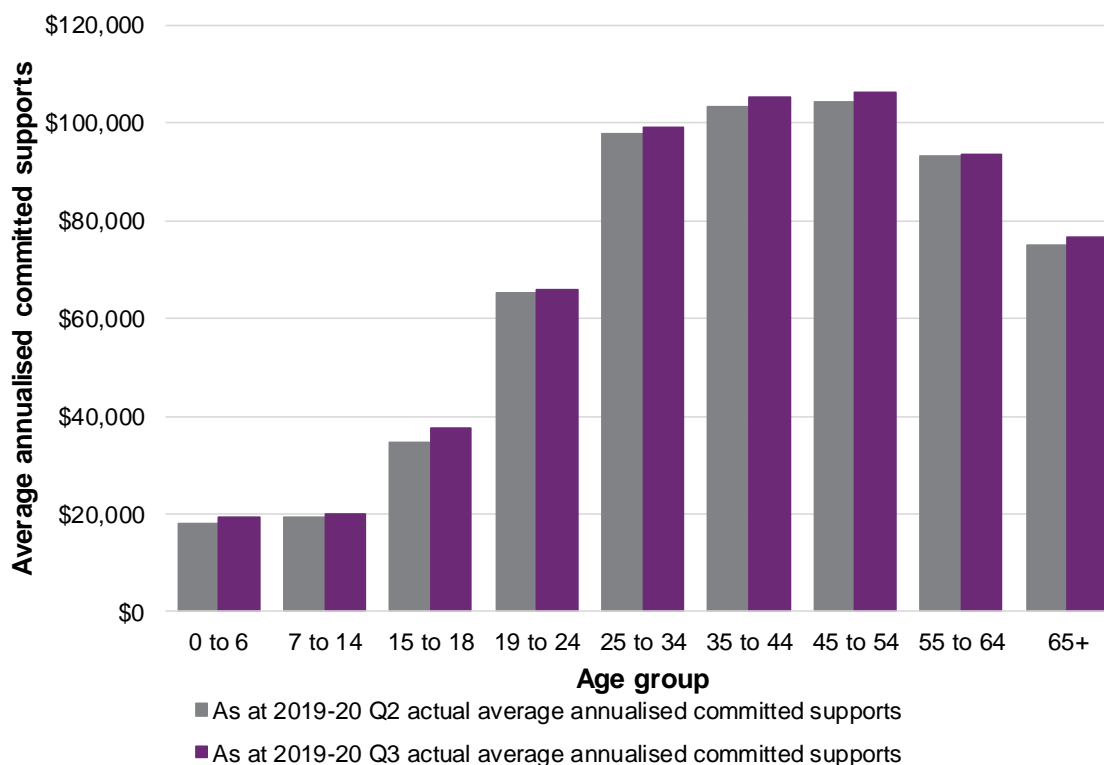
Figure L.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Australian Capital Territory



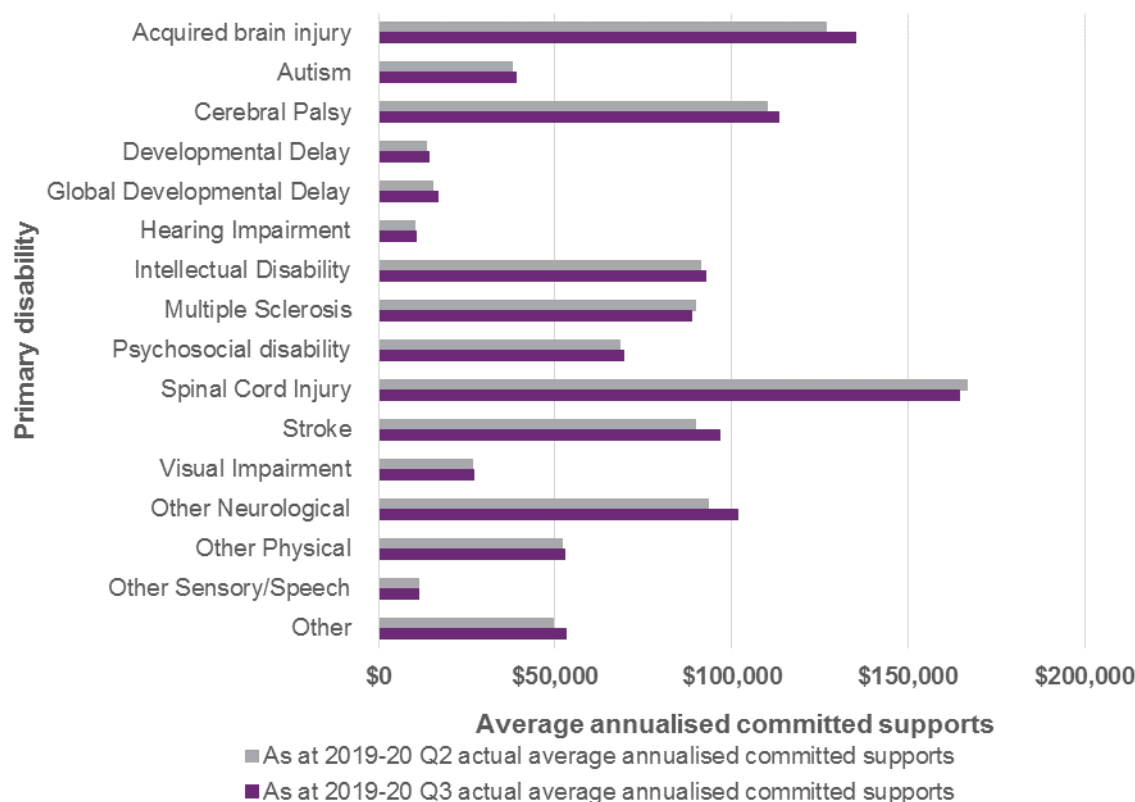
**Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Australian Capital Territory**



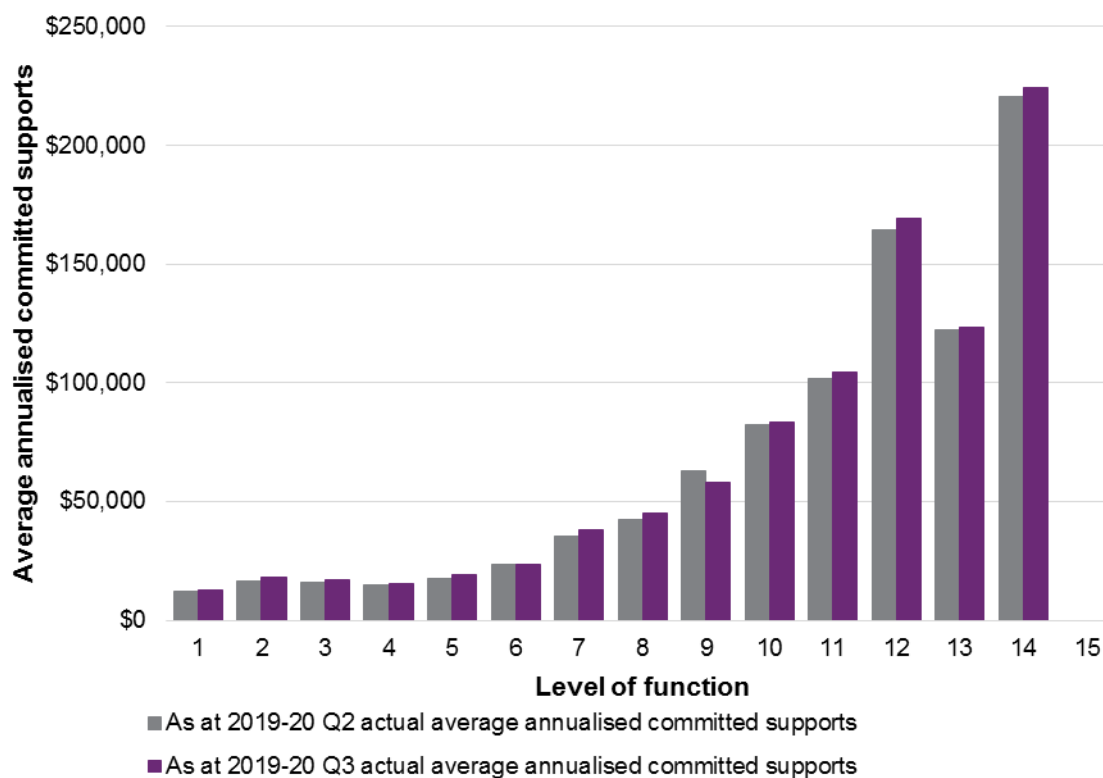
**Figure L.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Australian Capital Territory**



**Figure L.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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Australian Capital Territory**

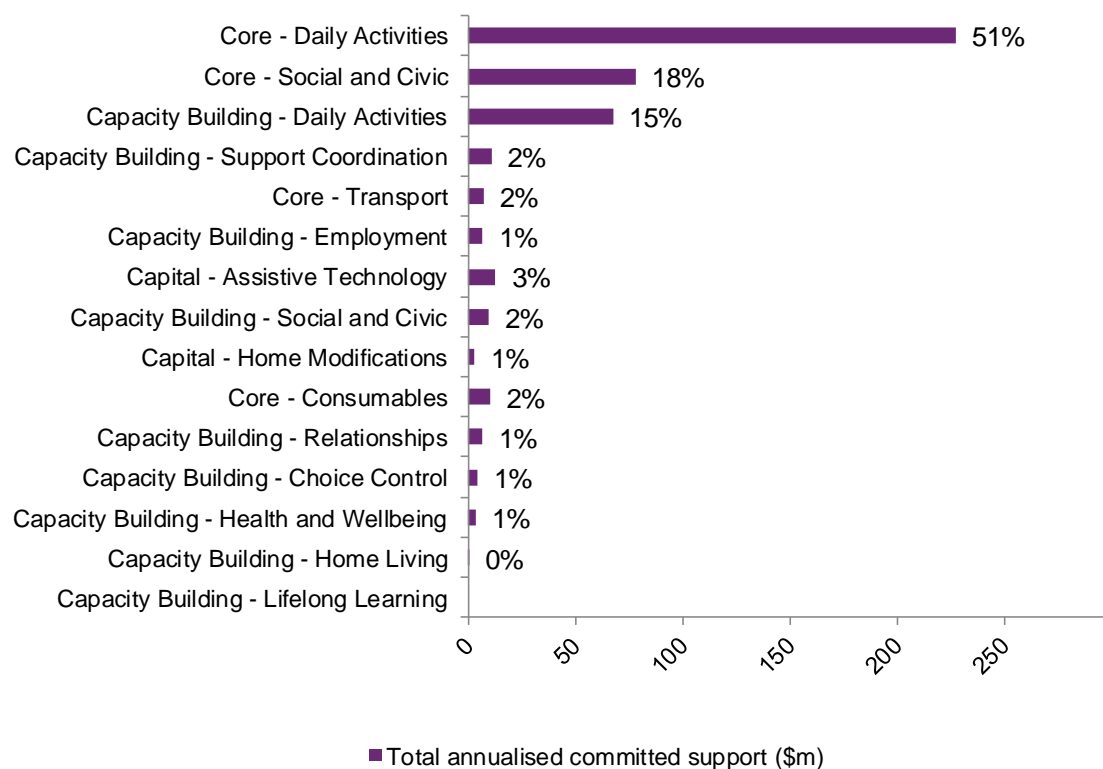


**Figure L.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Australian Capital Territory**<sup>535</sup>



<sup>535</sup> 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.

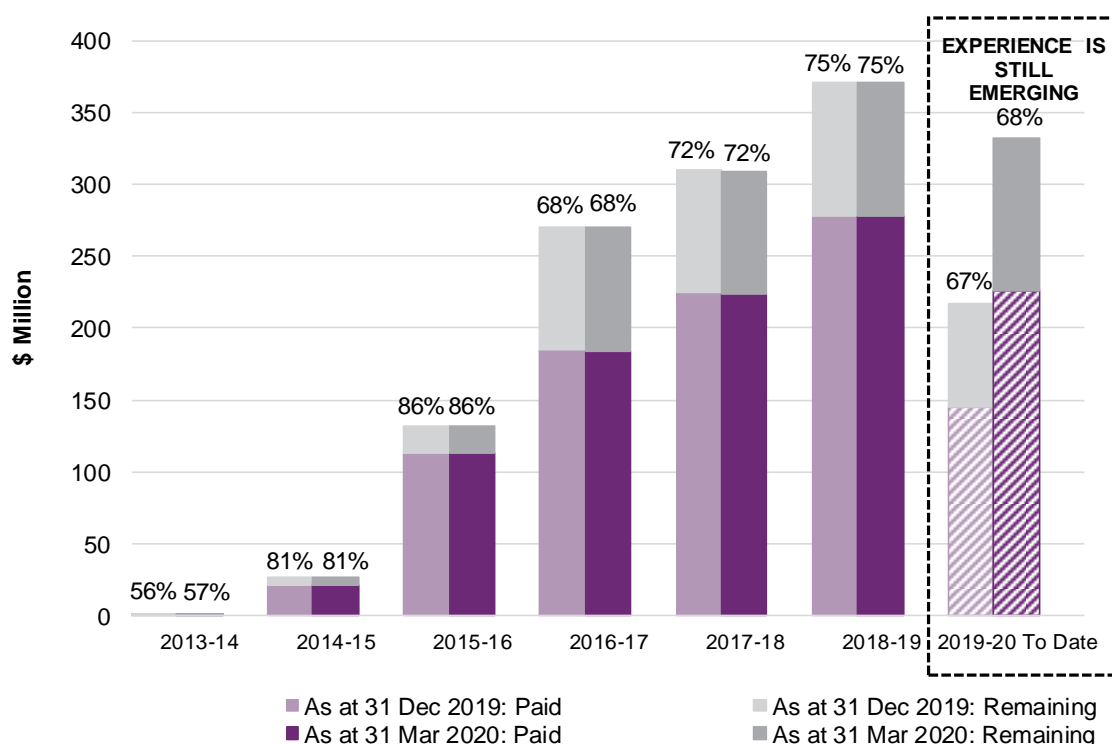
**Figure L.22 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory**



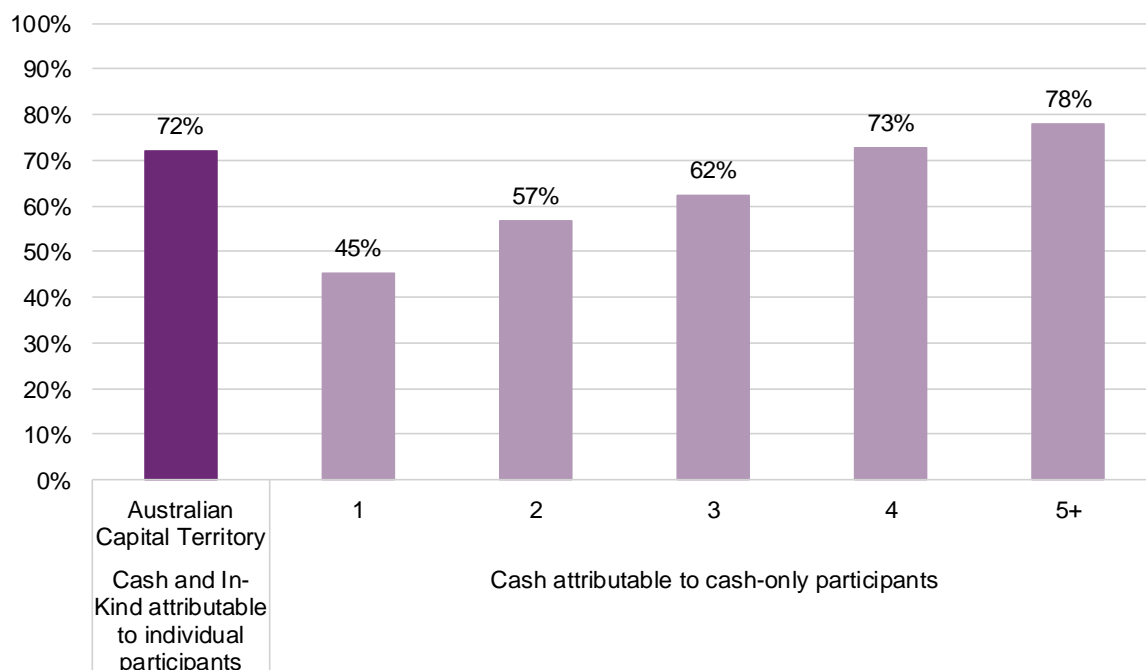
**Table L.63 Payments by financial year, compared to committed supports (\$m) – Australian Capital Territory**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.3	131.4	270.0	309.5	370.9	332.4
Total Paid	0.2	21.4	112.8	184.2	224.2	278.2	225.9
% utilised to date	57%	81%	86%	68%	72%	75%	68%

**Figure L.23 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Australian Capital Territory**

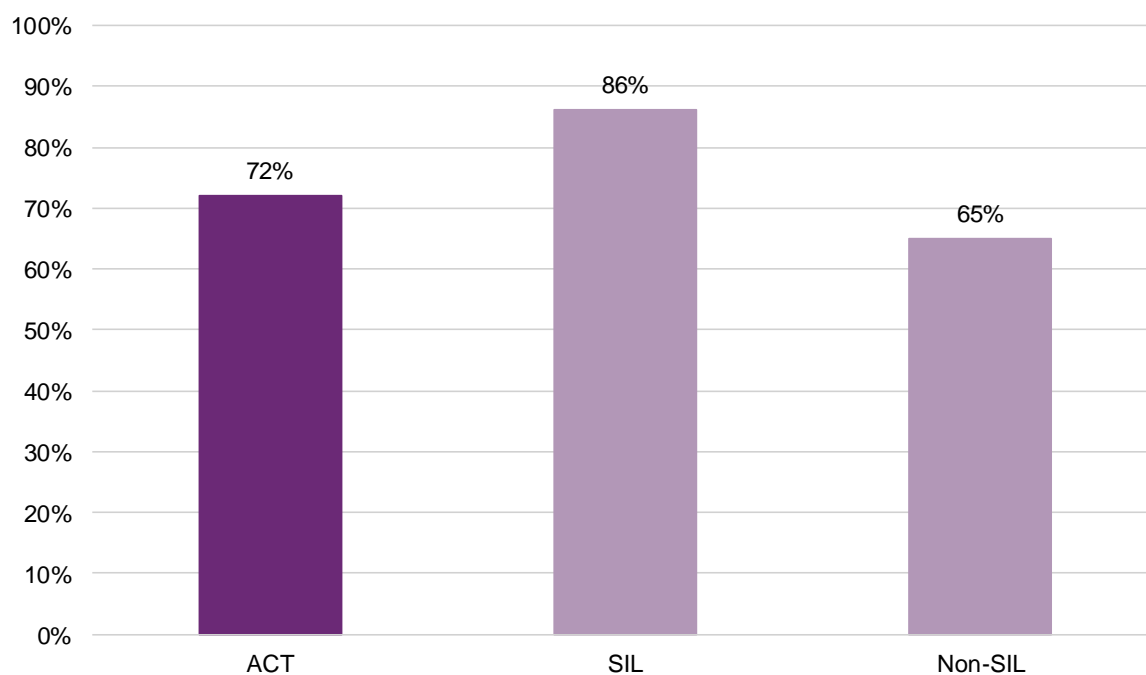


**Figure L.24 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Australian Capital Territory** <sup>536</sup>



■ As at 31 March 2020

**Figure L.25 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Australian Capital Territory** <sup>537</sup>

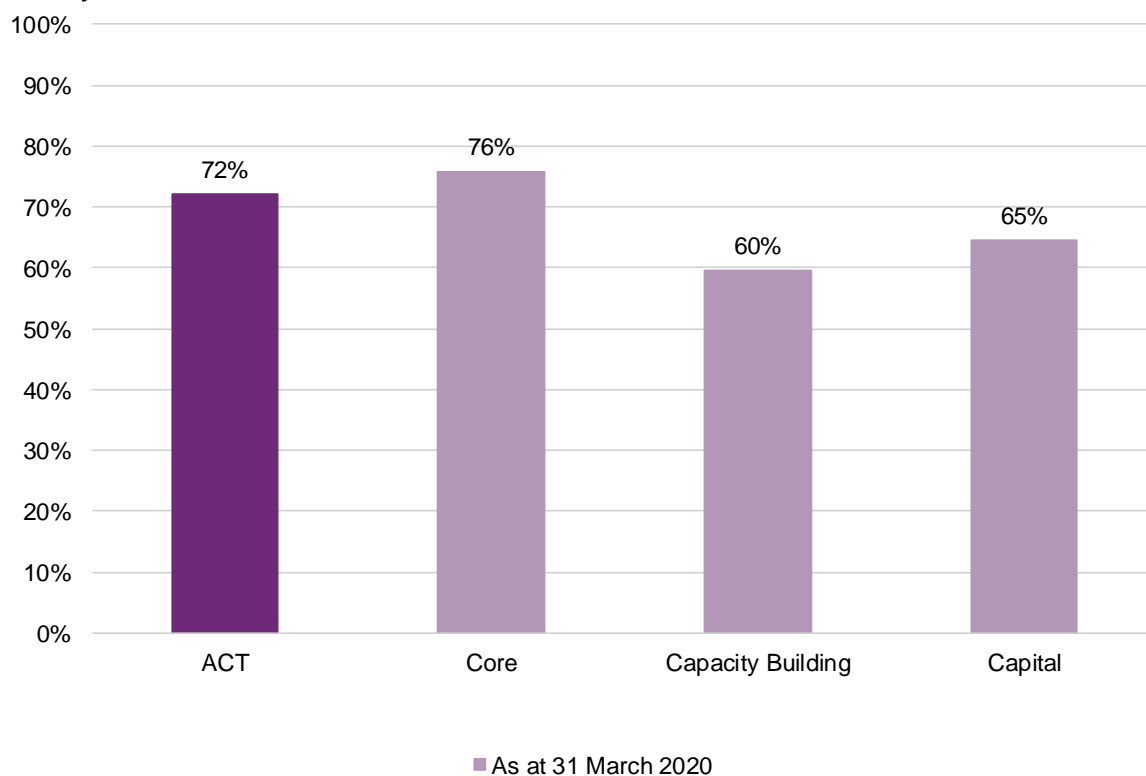


■ As at 31 March 2020

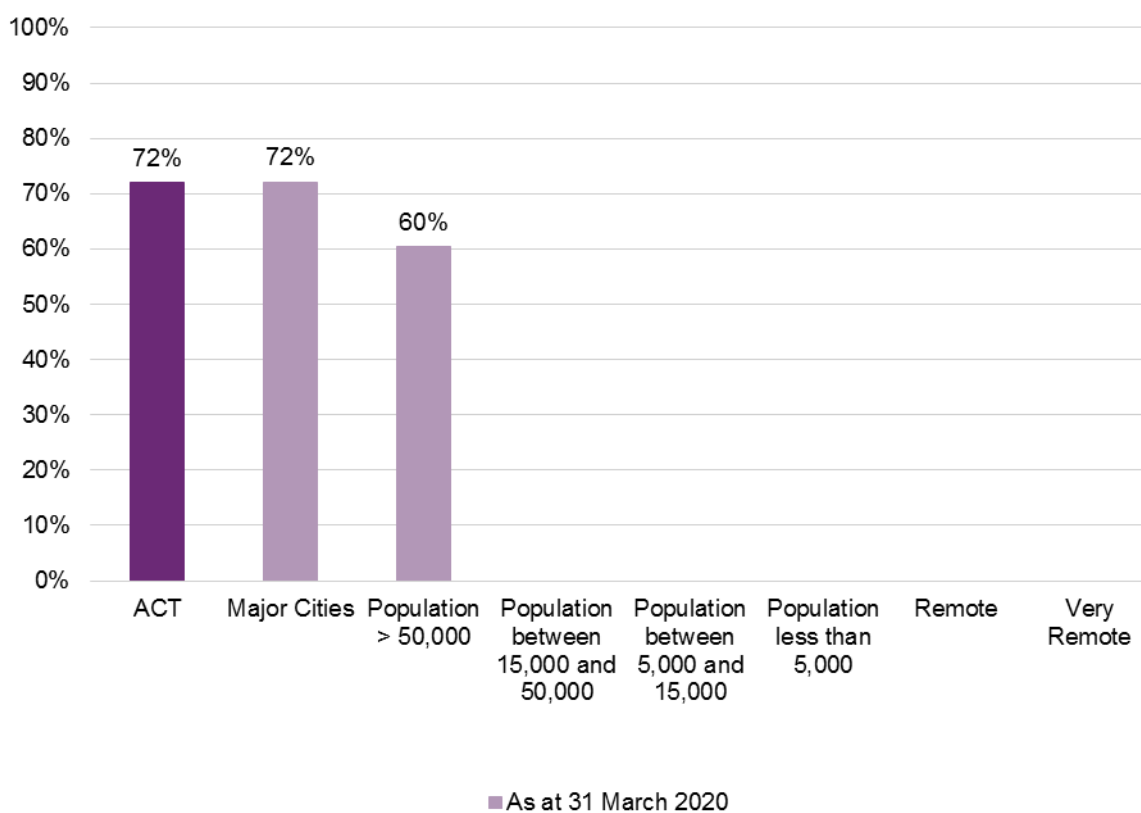
<sup>536</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>537</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure L.26 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Australian Capital Territory** <sup>538</sup>



**Figure L.27 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Australian Capital Territory** <sup>539 540</sup>



<sup>538</sup> Ibid.

<sup>539</sup> Ibid.

<sup>540</sup> Utilisation is not shown as there is insufficient data in the group.

# Appendix M:

## Northern Territory

### Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory <sup>541</sup>

	Prior Quarters	2019-20 Q3	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	2,797	327	3,124	60	3,184

Table M.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Northern Territory <sup>542 543</sup>

	Prior Quarters	2019-20 Q3	Total
Access decisions	3,753	371	4,124
Active Eligible	3,134	282	3,416
<i>New</i>	1,195	209	1,404
<i>State</i>	1,619	41	1,660
<i>Commonwealth</i>	320	32	352
Active Participant Plans (excl ECEI)	2,797	327	3,124
<i>New</i>	972	229	1,201
<i>State</i>	1,540	63	1,603
<i>Commonwealth</i>	285	35	320
Active Participant Plans	2,835	387	3,184
<i>Early Intervention (s25)</i>	578	105	683
<i>Permanent Disability (s24)</i>	2,219	222	2,441
<i>ECEI</i>	38	60	60

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 March 2020 – Northern Territory

Exits	Total
Total participant exits	93
<i>Early Intervention participants</i>	18
<i>Permanent disability participants</i>	75

<sup>541</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>542</sup> 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 Q3, 94% of people with a hearing impairment met the access criteria compared to 76% overall.

<sup>543</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. 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 numbers of active participants by services previously received – Northern Territory** <sup>544 545</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	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
End of 2019-20 Q2	1,553	289	977	38	2,857
End of 2019-20 Q3	1,603	320	1,201	60	3,184

**Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory** <sup>546 547 548 549</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	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
End of 2019-20 Q2	594	2,225	38	2,857
End of 2019-20 Q3	683	2,441	60	3,184

**Table M.6 Assessment of access by age group – Northern Territory** <sup>550</sup>

Age Group	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	792	95%	109	96%	901	95%
7 to 14	645	86%	40	71%	685	85%
15 to 18	208	85%	13	57%	221	82%
19 to 24	195	91%	13	72%	208	90%
25 to 34	330	88%	21	72%	351	87%
35 to 44	343	88%	29	69%	372	86%
45 to 54	397	82%	29	67%	426	81%
55 to 64	365	84%	27	60%	392	82%
65+	15	56%	<11		17	59%
Missing	<11		<11		<11	
<b>Total</b>	<b>3,290</b>	<b>88%</b>	<b>283</b>	<b>76%</b>	<b>3,573</b>	<b>87%</b>

<sup>544</sup> This table shows the total numbers of active participants at the end of each period.

<sup>545</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>546</sup> This table shows the total numbers of active participants at the end of each period.

<sup>547</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>548</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>549</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>550</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.



**Table M.7 Assessment of access by disability – Northern Territory** <sup>551</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	217	95%	14	74%	231	93%
Autism	707	98%	52	100%	759	98%
Cerebral Palsy	194	97%	<11		198	97%
Developmental Delay	280	97%	72	97%	352	97%
Global Developmental Delay	69	97%	11	100%	80	98%
Hearing Impairment	153	84%	16	94%	169	85%
Intellectual Disability	685	94%	29	81%	714	93%
Multiple Sclerosis	16	94%	<11		16	89%
Psychosocial disability	287	70%	45	67%	332	70%
Spinal Cord Injury	78	100%	<11		79	100%
Stroke	101	86%	<11		108	84%
Visual Impairment	55	83%	<11		58	84%
Other Neurological	181	84%	11	48%	192	80%
Other Physical	196	65%	16	41%	212	62%
Other Sensory/Speech	34	53%	<11		34	47%
Other	15	45%	<11		17	47%
Missing	22	96%	<11		22	96%
<b>Total</b>	<b>3,290</b>	<b>88%</b>	<b>283</b>	<b>76%</b>	<b>3,573</b>	<b>87%</b>

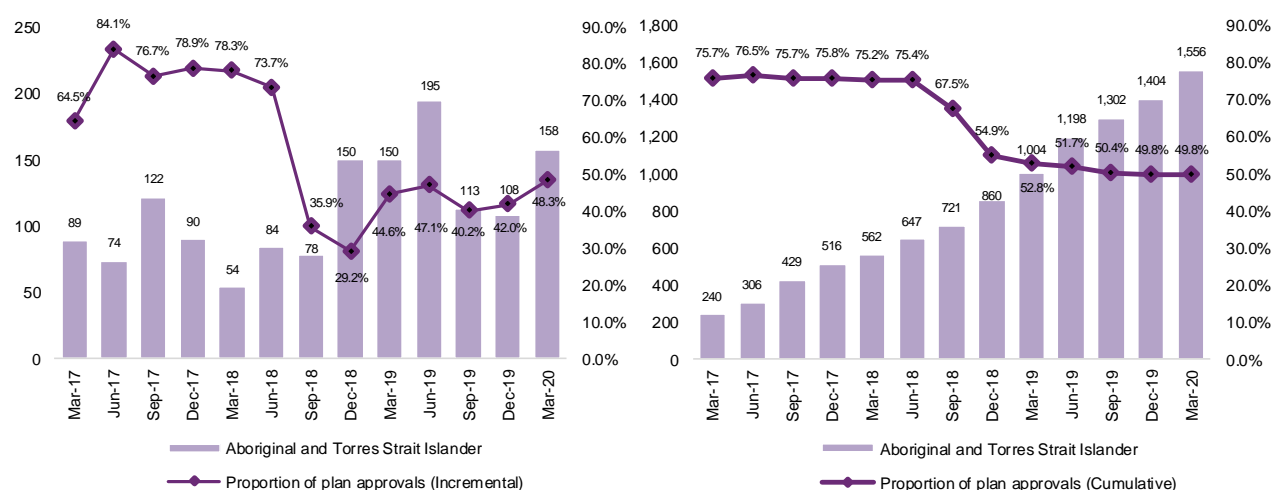
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,398	50.0%	158	48.3%	<b>1,556</b>	<b>49.8%</b>
Not Aboriginal and Torres Strait Islander	1,233	44.1%	123	37.6%	<b>1,356</b>	<b>43.4%</b>
Not Stated	166	5.9%	46	14.1%	<b>212</b>	<b>6.8%</b>
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

<sup>551</sup> Ibid.

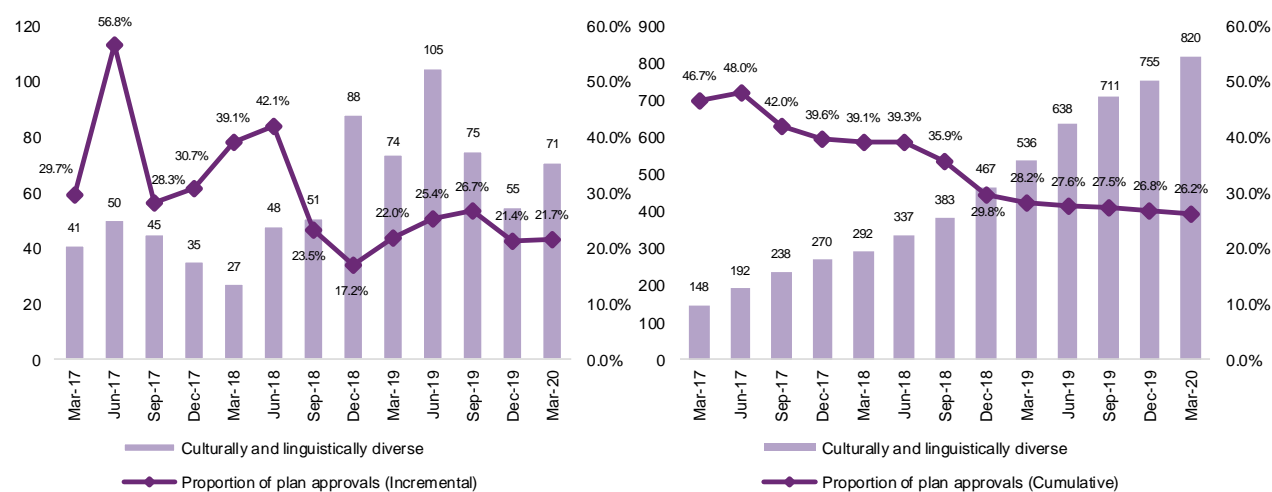
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>552</sup>



**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory**

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	749	26.8%	71	21.7%	820	26.2%
Not culturally and linguistically diverse	2,038	72.9%	256	78.3%	2,294	73.4%
Not stated	<11		<11		<11	
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>553</sup>



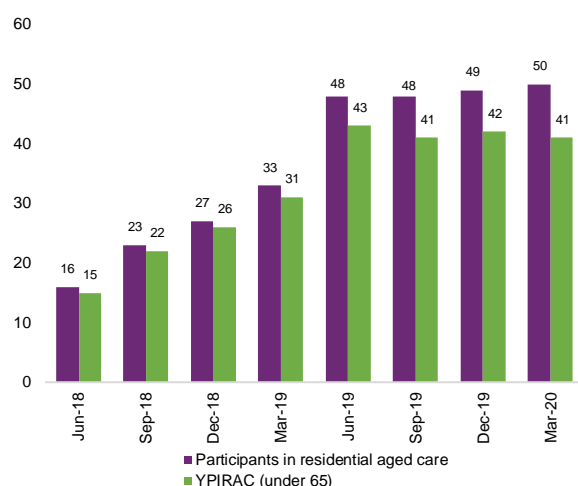
<sup>552</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>553</sup> Ibid.

**Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Northern Territory** <sup>554</sup>

	Total
Age group	N
Total YPIRAC (under 65)	41
65 and above	<11
Total participants in residential aged care	50
Participants not in residential aged care	3,074
Total	3,124

**Figure M.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Northern Territory** <sup>555</sup>



**Table M.11 Participant profile per quarter by remoteness – Northern Territory** <sup>556 557</sup>

Participant profile	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	1,541	55.1%	193	59.6%	1,734	55.6%
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	53	1.9%	<11		63	2.0%
Remote	548	19.6%	45	13.9%	593	19.0%
Very Remote	654	23.4%	76	23.5%	730	23.4%
Missing	<11		<11		<11	
Total	2,797	100%	327	100%	3,124	100%

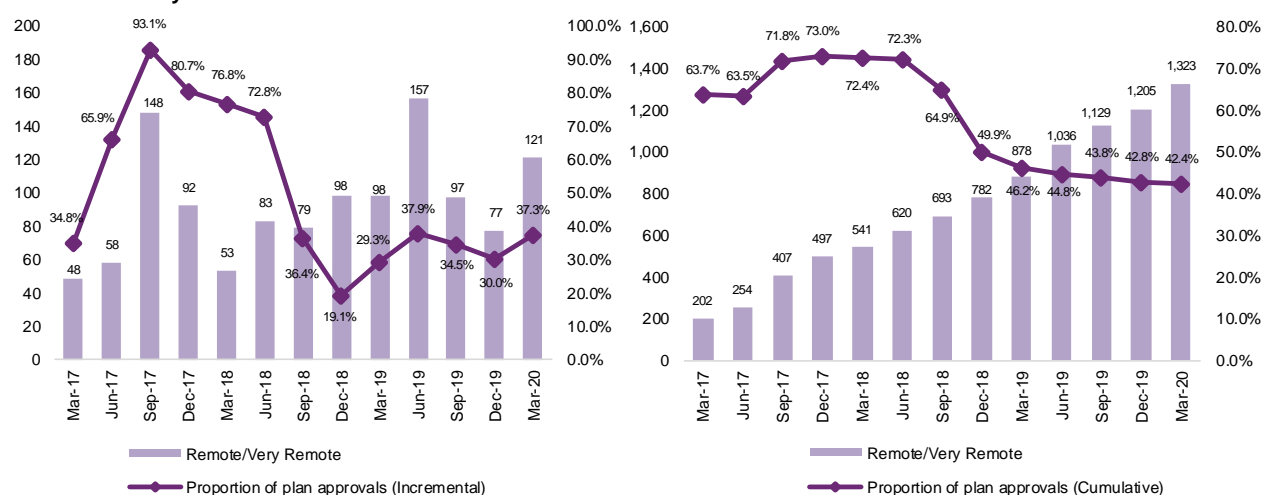
<sup>554</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>555</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in NT over time. There are insufficient numbers to show the cumulative count of YPIRAC participants prior to the June 2018 quarter.

<sup>556</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>557</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>558</sup>



**Table M.12 Participant profile per quarter by disability group – Northern Territory** <sup>559 560 561</sup>

Disability	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Autism	648	23%	65	20%	713	23%
Intellectual Disability	625	22%	30	9%	655	21%
Psychosocial disability	221	8%	48	15%	269	9%
Developmental Delay	225	8%	69	21%	294	9%
Hearing Impairment	120	4%	24	7%	144	5%
Other Neurological	152	5%	13	4%	165	5%
Other Physical	136	5%	20	6%	156	5%
Cerebral Palsy	182	7%	<11		188	6%
ABI	188	7%	16	5%	204	7%
Visual Impairment	43	2%	<11		48	2%
Multiple Sclerosis	14	1%	<11		15	0%
Global Developmental Delay	61	2%	<11		69	2%
Stroke	83	3%	14	4%	97	3%
Spinal Cord Injury	65	2%	<11		70	2%
Other Sensory/Speech	29	1%	<11		31	1%
Other	<11		<11		<11	
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

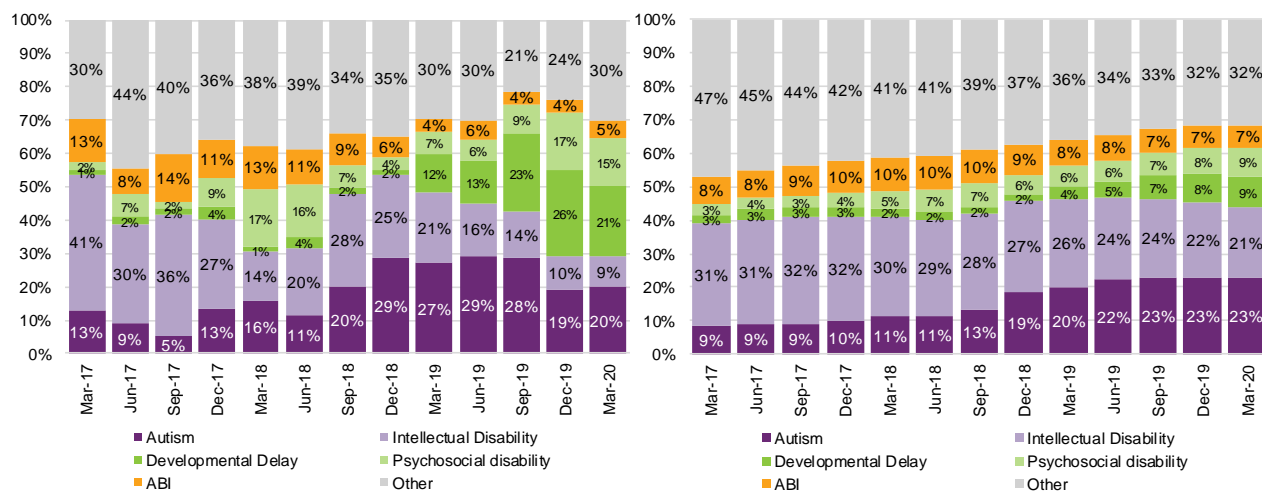
<sup>558</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>559</sup> Table order based on national proportions (highest to lowest).

<sup>560</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>561</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NT (101).

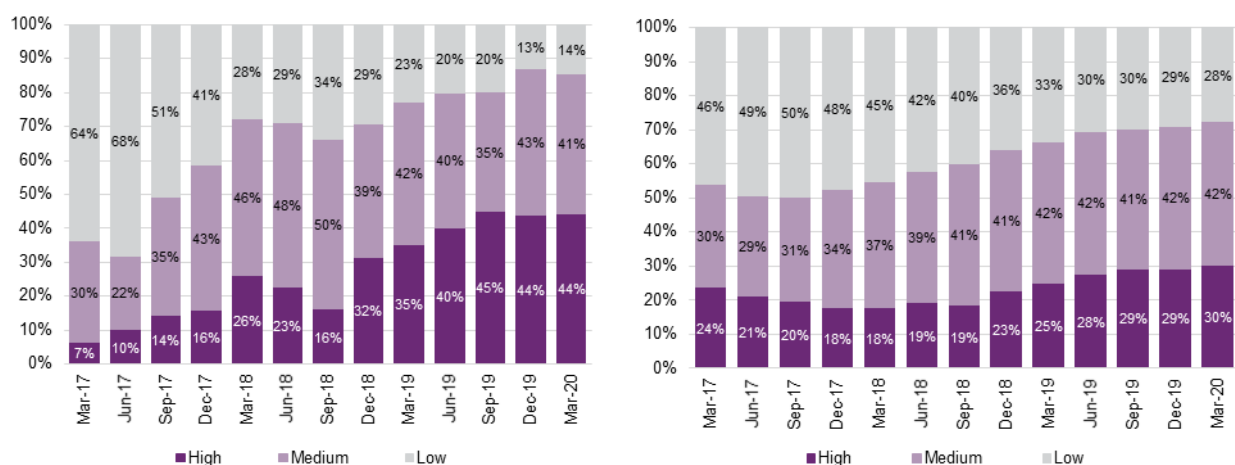
**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>562</sup>



**Table M.13 Participant profile per quarter by level of functions – Northern Territory**

Level of Function	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	335	12%	72	22%	407	13%
2 (High Function)	<11		<11		<11	
3 (High Function)	166	6%	21	6%	187	6%
4 (High Function)	101	4%	29	9%	130	4%
5 (High Function)	201	7%	23	7%	224	7%
6 (Moderate Function)	418	15%	51	16%	469	15%
7 (Moderate Function)	175	6%	19	6%	194	6%
8 (Moderate Function)	208	7%	25	8%	233	7%
9 (Moderate Function)	11	0%	<11		11	0%
10 (Moderate Function)	363	13%	40	12%	403	13%
11 (Low Function)	90	3%	<11		90	3%
12 (Low Function)	414	15%	33	10%	447	14%
13 (Low Function)	198	7%	14	4%	212	7%
14 (Low Function)	112	4%	<11		112	4%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>563</sup>



<sup>562</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

<sup>563</sup> Ibid.

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
0 to 6	531	19%	104	32%	635	20%
7 to 14	637	23%	59	18%	696	22%
15 to 18	200	7%	16	5%	216	7%
19 to 24	199	7%	14	4%	213	7%
25 to 34	273	10%	24	7%	297	10%
35 to 44	307	11%	32	10%	339	11%
45 to 54	306	11%	30	9%	336	11%
55 to 64	296	11%	46	14%	342	11%
65+	48	2%	<11		50	2%
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>564</sup>

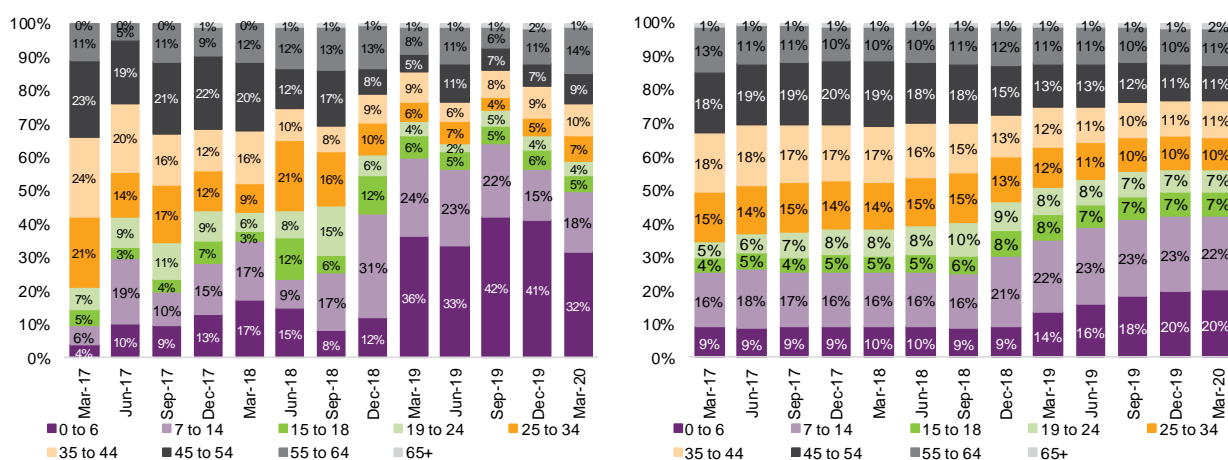
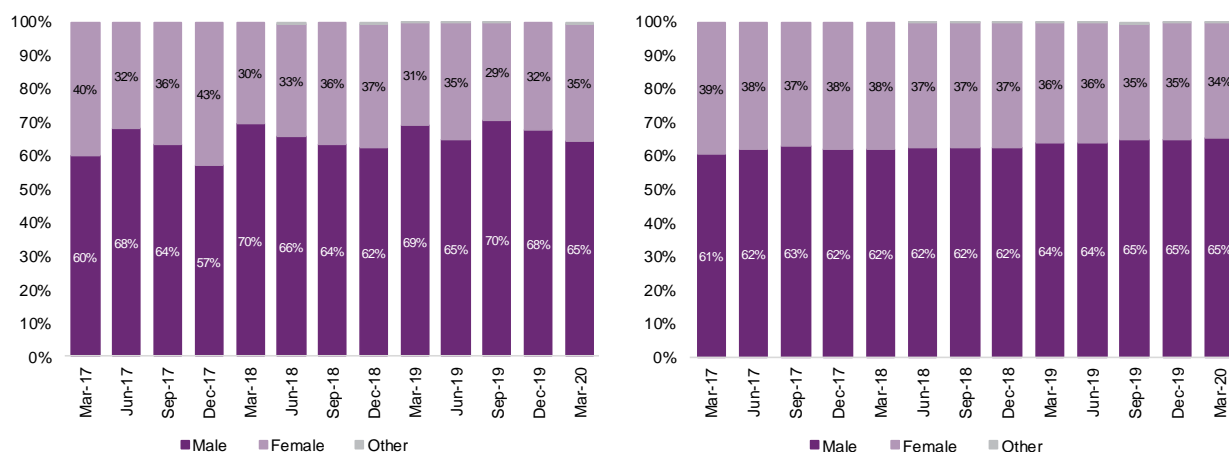


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Male	1,827	65%	211	65%	2,038	65%
Female	961	34%	114	35%	1,075	34%
Other	<11		<11		11	0%
<b>Total</b>	<b>2,797</b>	<b>100%</b>	<b>327</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

<sup>564</sup> Ibid.

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory <sup>565</sup>



## Part Two: Participant experience and outcomes

Table M.16 Number of baseline questionnaires completed by SFQF version – Northern Territory <sup>566</sup>

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	24	38	189	230	481
Participant school to 14	30	79	514	254	877
Participant 15 to 24	26	67	192	78	363
Participant 25 and over	156	255	530	289	1,230
<b>Total Participant</b>	<b>236</b>	<b>439</b>	<b>1,425</b>	<b>851</b>	<b>2,951</b>
Family 0 to 14	51	103	667	467	1,288
Family 15 to 24	3	33	132	61	229
Family 25 and over	15	56	253	147	471
<b>Total Family</b>	<b>69</b>	<b>192</b>	<b>1,052</b>	<b>675</b>	<b>1,988</b>
<b>Total</b>	<b>305</b>	<b>631</b>	<b>2,477</b>	<b>1,526</b>	<b>4,939</b>

<sup>565</sup> Ibid.

<sup>566</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% 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 M.17 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Northern Territory**

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	61%			
CC	% who say their child is able to tell them what he/she wants	64%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		23%		
DL	% who say their child is becoming more independent		29%		
CC	% of children who have a genuine say in decisions about themselves		68%		
CC	% who are happy with the level of independence/control they have now			23%	
CC	% who choose who supports them			30%	43%
CC	% who choose what they do each day			36%	54%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			14%	18%
CC	% who want more choice and control in their life			85%	83%

**Table M.18 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Northern Territory**

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	51%	65%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	67%			
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	64%	76%		
REL	% of children who spend time with friends without an adult present		17%		
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			42%	41%



**Table M.19 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Northern Territory**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		53%		
HM	% who are happy with their home			74%	58%
HM	% who feel safe or very safe in their home			80%	63%
HW	% who rate their health as good, very good or excellent			73%	41%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			13%	15%
WK	% who volunteer			12%	8%

**Table M.20 Selected key baseline indicators for families/carers of participants – Northern Territory**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	16%	13%
% receiving Carer Allowance	30%	18%	16%
% working in a paid job	46%	59%	36%
Of those in a paid job, % in permanent employment	81%	80%	82%
Of those in a paid job, % working 15 hours or more	88%	95%	87%
% who say they (and their partner) are able to work as much as they want	57%	61%	47%
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	85%	87%	78%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	33%	37%
% able to advocate for their child/family member	61%	53%	39%
% who have friends and family they see as often as they like	55%	49%	52%
% 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		31%	
% who feel in control selecting services		33%	22%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			25%
% who rate their health as good, very good or excellent	88%	77%	66%

**Table M.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=71) - participants who entered from 1 April 2018 to 31 March 2019 – Northern Territory** <sup>567</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	89%
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?	69%
S/CP	Has the NDIS improved how your child fits into community life?	56%

**Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=309) - participants who entered from 1 April 2018 to 31 March 2019 – Northern Territory**

	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?	37%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

**Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=161) and ‘Participant 25 and over’ (n=352) - participants who entered from 1 April 2018 to 31 March 2019 – Northern Territory**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	67%
DL	Has the NDIS helped you with daily living activities?	60%	68%
REL	Has the NDIS helped you to meet more people?	50%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	43%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%
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%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	21%
S/CP	Has the NDIS helped you be more involved?	55%	62%

<sup>567</sup> Results in Tables M.21 to M.24 exclude participants who entered prior to 1 April 2018, as these participants have been included in Tables M.25 to M.27.

**Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=354); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=234) - participants who entered from 1 April 2018 to 31 March 2019 – Northern Territory**

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?	56%	61%
Has the NDIS improved the level of support for your family?	57%	66%
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%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	
Has the NDIS improved your health and wellbeing?	35%	39%

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.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=46) - participants who entered from 1 April 2017 to 31 March 2018 – Northern Territory**<sup>568</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	32%	41%	+9%
LL	Has the NDIS improved your child's access to education?	15%	13%	-3%
REL	Has the NDIS improved your child's relationships with family and friends?	30%	29%	-1%
S/CP	Has the NDIS improved your child's social and recreational life?	25%	25%	0%

<sup>568</sup> Results in Tables M.25 to M.27 include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a 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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=34) and ‘Participant 25 and over’ (n=154) - participants who entered from 1 April 2017 to 31 March 2018 – Northern Territory**

		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?	31%	47%	+16%	49%	65%	+17%
DL	Has the NDIS helped you with daily living activities?	36%	53%	+17%	57%	75%	+18%
REL	Has the NDIS helped you to meet more people?	30%	45%	+15%	40%	49%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	28%	+6%	33%	42%	+9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	48%	+15%	47%	53%	+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?	19%	25%	6%	20%	24%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	3%	20%	+17%	6%	8%	+2%
S/CP	Has the NDIS helped you be more involved?	28%	41%	+13%	42%	59%	+18%

**Table M.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=37); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=22) - participants who entered from 1 April 2017 to 31 March 2018 – Northern Territory**

		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?	48%	50%	+2%	29%	36%	+8%
	Has the NDIS improved the level of support for your family?	47%	39%	-8%	24%	56%	+32%
	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%	+5%	29%	63%	+34%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	60%	63%	+3%			
	Has the NDIS improved your health and wellbeing?	45%	40%	-5%	24%	28%	+4%

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

**Table M.28 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=183), 'participants in community and social activities' (n=187) and 'participants who choose who supports them' (n=193) at entry, first and second plan review - participants who entered from 1 April 2017 to 31 March 2018 – Northern Territory** <sup>569</sup>

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	14%	24%	33%	24%
Aged 25+	7%	5%	7%	
Aged 15+ (Average)	8%	7%	10%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	76%	71%	86%	47%
Aged 25+	43%	46%	46%	
Aged 15+ (Average)	47%	49%	51%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	18%	23%	27%	45%
Aged 25+	23%	26%	27%	
Aged 15+ (Average)	22%	25%	27%	

There is insufficient data to show results for 'Participants in work', 'Participants in community and social activities' and 'Participants who choose who supports them' answered at participants' first, second and third plan review.

**Table M.29 Number of active plans by goal type and primary disability – Northern Territory** <sup>570</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	55	158	126	35	113	164	81	47	204
Autism	173	603	185	173	381	353	44	80	713
Cerebral Palsy	60	142	105	39	86	116	39	30	188
Developmental Delay	22	284	25	38	57	21	1	1	294
Down Syndrome	30	80	42	24	33	64	14	29	101
Global Developmental Delay	5	64	12	8	22	10	0	0	69
Hearing Impairment	38	109	35	39	43	61	18	25	144
Intellectual Disability	173	396	209	171	305	363	144	158	554
Multiple Sclerosis	5	10	13	1	2	14	8	2	15
Psychosocial disability	87	176	145	57	133	215	84	82	269
Spinal Cord Injury	33	48	42	8	16	51	34	17	70
Stroke	38	67	57	20	32	73	31	14	97
Visual Impairment	10	32	17	15	10	30	17	10	48
Other Neurological	59	113	101	23	56	118	68	25	165
Other Physical	60	113	83	19	44	99	47	29	156
Other Sensory/Speech	4	25	9	10	14	15	0	1	31
Other	1	6	4	2	3	3	0	1	6
<b>Total</b>	<b>853</b>	<b>2,426</b>	<b>1,210</b>	<b>682</b>	<b>1,350</b>	<b>1,770</b>	<b>630</b>	<b>551</b>	<b>3,124</b>

<sup>569</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

<sup>570</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.30 Number of goals in active plans by goal type and primary disability – Northern Territory** <sup>571</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	68	222	144	38	142	197	87	47	<b>945</b>
Autism	208	1,643	211	200	515	406	46	84	<b>3,313</b>
Cerebral Palsy	72	302	134	44	103	142	44	30	<b>871</b>
Developmental Delay	35	1,356	27	56	75	28	1	1	<b>1,579</b>
Down Syndrome	37	180	47	28	41	74	14	29	<b>450</b>
Global Developmental Delay	7	256	12	12	30	11	0	0	<b>328</b>
Hearing Impairment	48	185	37	44	48	70	18	26	<b>476</b>
Intellectual Disability	207	665	238	202	388	444	151	164	<b>2,459</b>
Multiple Sclerosis	5	14	18	1	2	16	8	2	<b>66</b>
Psychosocial disability	109	234	163	60	151	271	87	84	<b>1,159</b>
Spinal Cord Injury	40	70	51	8	17	63	38	19	<b>306</b>
Stroke	49	123	66	21	36	84	34	14	<b>427</b>
Visual Impairment	11	51	23	18	12	33	17	10	<b>175</b>
Other Neurological	82	168	118	24	66	139	73	26	<b>696</b>
Other Physical	70	157	103	22	52	114	52	29	<b>599</b>
Other Sensory/Speech	4	59	11	12	17	17	0	1	<b>121</b>
Other	1	11	5	2	5	5	0	1	<b>30</b>
<b>Total</b>	<b>1,053</b>	<b>5,696</b>	<b>1,408</b>	<b>792</b>	<b>1,700</b>	<b>2,114</b>	<b>670</b>	<b>567</b>	<b>14,000</b>

**Table M.31 Number of active plans by goal type and age group – Northern Territory** <sup>572</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	48	608	82	100	148	70	3	0	<b>635</b>
7 to 14	165	554	199	222	407	353	23	9	<b>696</b>
15 to 18	78	162	64	64	110	142	33	84	<b>216</b>
19 to 24	71	139	76	58	85	150	73	110	<b>213</b>
25 to 34	122	213	152	73	150	232	99	117	<b>297</b>
35 to 44	117	232	186	75	154	279	123	101	<b>339</b>
45 to 54	112	242	205	45	151	259	137	74	<b>336</b>
55 to 64	119	240	216	43	131	253	120	51	<b>342</b>
65+	21	36	30	2	14	32	19	5	<b>50</b>
<b>Total</b>	<b>853</b>	<b>2,426</b>	<b>1,210</b>	<b>682</b>	<b>1,350</b>	<b>1,770</b>	<b>630</b>	<b>551</b>	<b>3,124</b>

<sup>571</sup> Participants have set over two million goals in total across Australia since July 2016. The 14,000 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

<sup>572</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.32 Number of goals in active plans by goal type and age group – Northern Territory** <sup>573</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	70	2,715	100	136	194	80	3	0	<b>3,298</b>
7 to 14	193	1,164	233	258	559	422	23	9	<b>2,861</b>
15 to 18	91	277	69	74	139	166	39	88	<b>943</b>
19 to 24	84	200	91	66	103	181	78	112	<b>915</b>
25 to 34	152	300	168	81	182	284	103	120	<b>1,390</b>
35 to 44	152	311	216	80	181	337	128	104	<b>1,509</b>
45 to 54	143	344	234	48	175	304	149	75	<b>1,472</b>
55 to 64	145	334	261	47	152	300	127	54	<b>1,420</b>
65+	23	51	36	2	15	40	20	5	<b>192</b>
<b>Total</b>	<b>1,053</b>	<b>5,696</b>	<b>1,408</b>	<b>792</b>	<b>1,700</b>	<b>2,114</b>	<b>670</b>	<b>567</b>	<b>14,000</b>

<sup>573</sup> Participants have set over two million goals in total across Australia since July 2016. The 14,000 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

**Table M.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q3 compared to prior quarters – New survey administered by the Contact Centre – Northern Territory**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q3
<b>Access</b>	<b>n = 55</b>	<b>n = 3</b>
Are you happy with how coming into the NDIS has gone?	84%	N/A
Was the person from the NDIS respectful?	93%	N/A
Do you understand what will happen next with your plan?	71%	N/A
% of participants rating their overall experience as Very Good or Good.	85%	N/A
<b>Pre-planning</b>	<b>n = 53</b>	<b>n = 5</b>
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?	92%	N/A
Were decisions about your plan clearly explained?	77%	N/A
Are you clear on what happens next with your plan?	74%	N/A
Do you know where to go for more help with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	77%	N/A
<b>Planning</b>	<b>n = 48</b>	<b>n = 7</b>
Did the person from the NDIS understand how your disability affects your life?	90%	N/A
Did you understand why you needed to give the information you did?	98%	N/A
Were decisions about your plan clearly explained?	90%	N/A
Are you clear on what happens next with your plan?	81%	N/A
Do you know where to go for more help with your plan?	81%	N/A
% of participants rating their overall experience as Very Good or Good.	85%	N/A
<b>Plan review</b>	<b>n = 31</b>	<b>n = 2</b>
Did the person from the NDIS understand how your disability affects your life?	84%	N/A
Did you feel prepared for your plan review?	81%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A
% of participants rating their overall experience as Very Good or Good.	77%	N/A

There is insufficient data to show participant satisfaction results across the pathway.

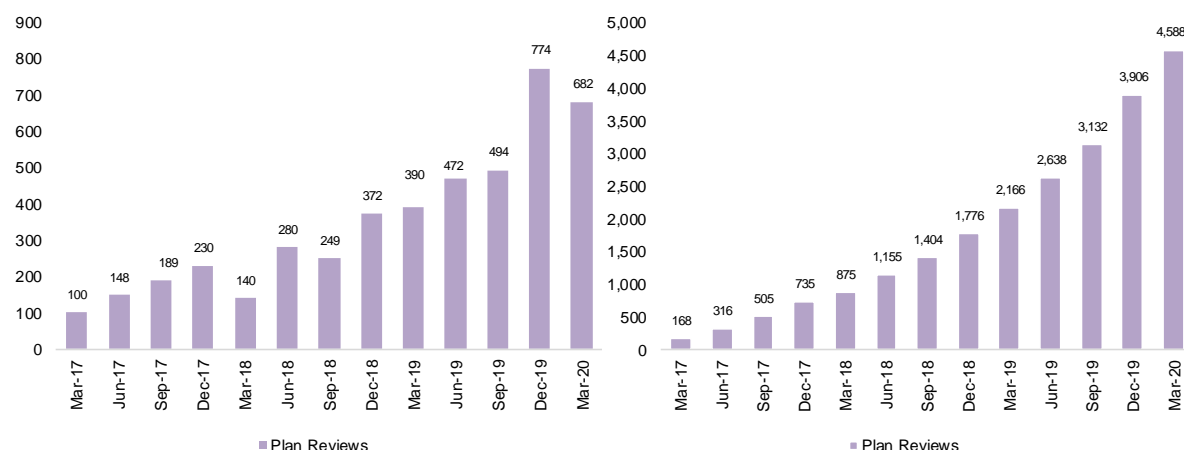
**Table M.34 Plan reviews conducted per quarter – excluding plans less than 30 days – Northern Territory** <sup>574</sup>

	Prior Quarters (Transition only)	2019-20 Q3	Transition Total
<b>Total plan reviews</b>	<b>3,906</b>	<b>682</b>	<b>4,588</b>
<i>Early intervention plans</i>	506	119	625
<i>Permanent disability plans</i>	3,400	563	3,963

<sup>574</sup> 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.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q2. Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the new tile.

Table M.35 shows the numbers of complaints in 2019-20 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects is expanded compared with previous reports to reflect new options which can be selected on the 'My Customer Requests' tile.

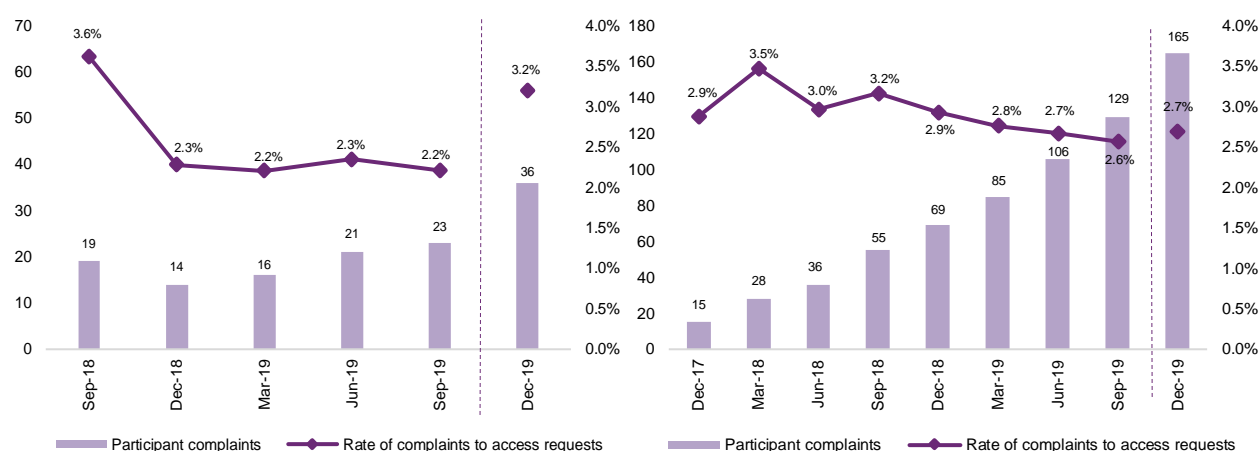
Table M.36 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table M.37.

Table M.37 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results include only a portion of all complaints submitted in 2019-20 Q2 and should be considered in conjunction with Table M.36. (There are no complaints submitted prior to 2019-20 Q2 and recorded on the 'My Customer Requests' tile.) The list of complaint types is different to that which appears in Table M.36 and in previous reports, as it is based on the options available on the 'My Customer Requests' tile.

Table M.35 Complaints by quarter – Northern Territory <sup>575 576</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q2	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	0	0	0	0
Complaints about service providers	24	6	30	22
Complaints about the Agency	104	16	120	82
Critical/ Reportable Incident	0	14	14	9
Unclassified	11	0	11	7
<b>Total</b>	<b>139</b>	<b>36</b>	<b>175</b>	<b>111</b>
% of all access requests	2.7%	3.2%	2.8%	

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory <sup>577</sup>



<sup>575</sup> Note that 72% of all complainants made only one complaint, 23% made two complaints and 5% made three or more complaints.

<sup>576</sup> % of all access requests 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.

<sup>577</sup> Complaint rates are not available at state/ territory level prior to June 2017. There are insufficient numbers to show the incremental count of participant complaints prior to the September 2018 quarter. There are also insufficient numbers to show the cumulative count of complaints prior to the December 2017 quarter.

**Table M.36 Complaints by type ('My Feedback' tile) – Northern Territory**

Complaints made by or on behalf of	Prior Quarters (Transition only)		2019-20 Q2		Transition Total	
<b>Participants</b>						
<i>Complaints about service providers</i>						
Supports being provided	8	(33%)	0	(0%)	8	(29%)
Service Delivery	1	(4%)	0	(0%)	1	(4%)
Staff conduct	3	(13%)	0	(0%)	3	(11%)
Provider process	2	(8%)	0	(0%)	2	(7%)
Provider costs.	1	(4%)	0	(0%)	1	(4%)
Other	9	(38%)	4	(100%)	13	(46%)
<b>Total</b>	<b>24</b>		<b>4</b>		<b>28</b>	
<i>Complaints about the Agency</i>						
Timeliness	28	(27%)	3	(43%)	31	(28%)
Individual needs	11	(11%)	0	(0%)	11	(10%)
Reasonable and necessary supports	9	(9%)	0	(0%)	9	(8%)
Information unclear	3	(3%)	1	(14%)	4	(4%)
The way the NDIA carried out its decision making	8	(8%)	2	(29%)	10	(9%)
Other	45	(43%)	1	(14%)	46	(41%)
<b>Total</b>	<b>104</b>		<b>7</b>		<b>111</b>	
<i>Unclassified</i>	<b>11</b>		<b>0</b>		<b>11</b>	

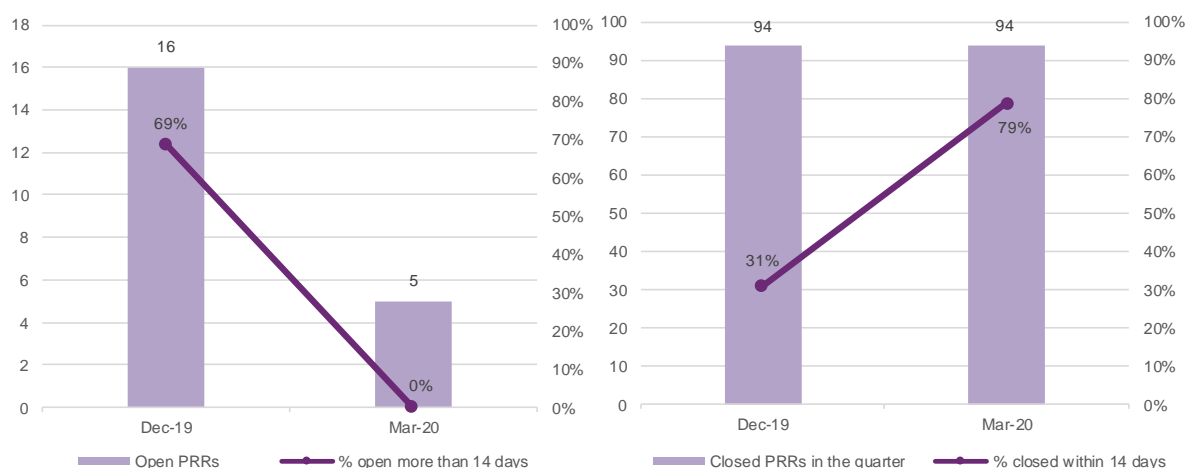
Table M.37 Complaints by type in 2019-20 Q2 ('My Customer Requests' tile) – Northern Territory

Complaints by source, subject and type	2019-20 Q2	
<b>Complaints with a related party who has submitted an access request</b>		
Complaint about ECEI Partner		
ECEI Plan	0	
ECEI Process	0	
ECEI Staff	0	
ECEI Timeliness	0	
Other	0	
<b>Total</b>	<b>0</b>	
Complaint about LAC Partner		
LAC Engagement	0	
LAC Fraud and Compliance	0	
LAC Plan	0	
LAC Process	0	
LAC Resources	0	
LAC Staff	0	
LAC Timeliness	0	
Other	0	
<b>Total</b>	<b>0</b>	
Complaints about service providers		
Provider Finance	0	(0%)
Provider Fraud and Compliance	1	(50%)
Provider Service	1	(50%)
Provider Staff	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>2</b>	
Complaints about the Agency		
NDIA Access	1	(11%)
NDIA Engagement	0	(0%)
NDIA Finance	2	(22%)
NDIA Fraud and Compliance	0	(0%)
NDIA Plan	4	(44%)
NDIA Process	0	(0%)
NDIA Resources	0	(0%)
NDIA Staff	1	(11%)
NDIA Timeliness	1	(11%)
Quality & Safeguards Commission	0	(0%)
Other	0	(0%)
<b>Total</b>	<b>9</b>	
Critical/ Reportable Incident		
Allegations against Informal Supports	1	(7%)
Allegations against NDIA Staff/Partners	0	(0%)
Allegations against a provider	9	(64%)
Participant threat	1	(7%)
Provider reporting	3	(21%)
Other	0	(0%)
<b>Total</b>	<b>14</b>	
Unclassified	<b>0</b>	

**Table M.38 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory** <sup>578</sup>

	As at 31 March 2020
Open PRRs	5
Number of PRRs open less than 14 days	5
Number of PRRs open more than 14 days	0
New PRRs in the quarter	83
Number of PRRs closed in the quarter	94
Proportion closed within 14 days	79%
Average days PRRs took to close in the quarter	24

**Figure M.11 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Northern Territory** <sup>579</sup>



**Table M.39 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory** <sup>580 581</sup>

	Access	Planning
Open RoRDs	2	20
Number of RoRDs open less than 90 days	2	14
Number of RoRDs open more than 90 days	0	6
New RoRDs in the quarter	6	27
Number of RoRDs closed in the quarter	7	45
Proportion closed within 90 days	100%	40%
Average days RoRDs took to close in the quarter	32	114

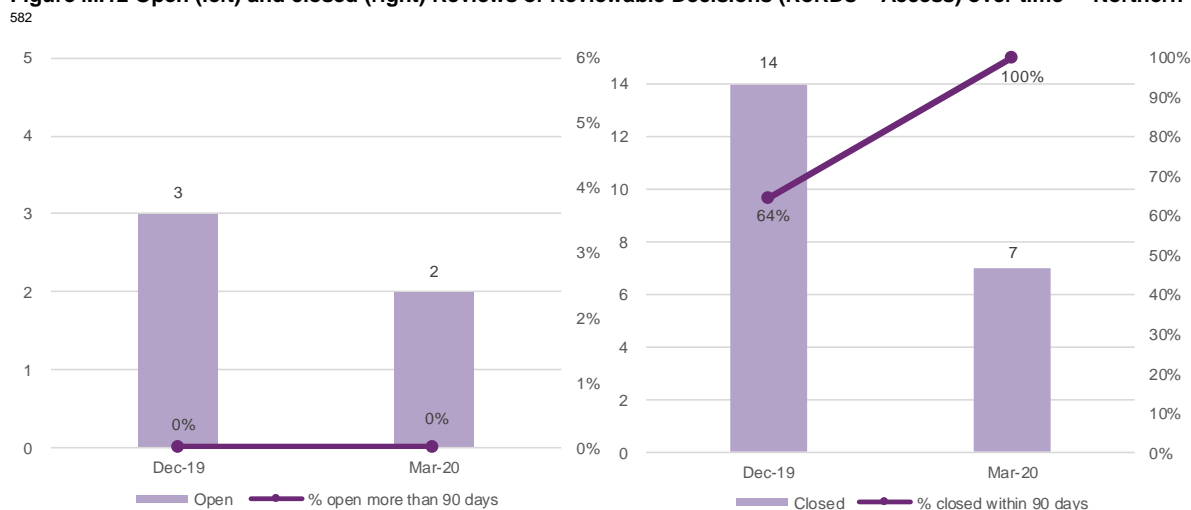
<sup>578</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>579</sup> Numbers of open PRRs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

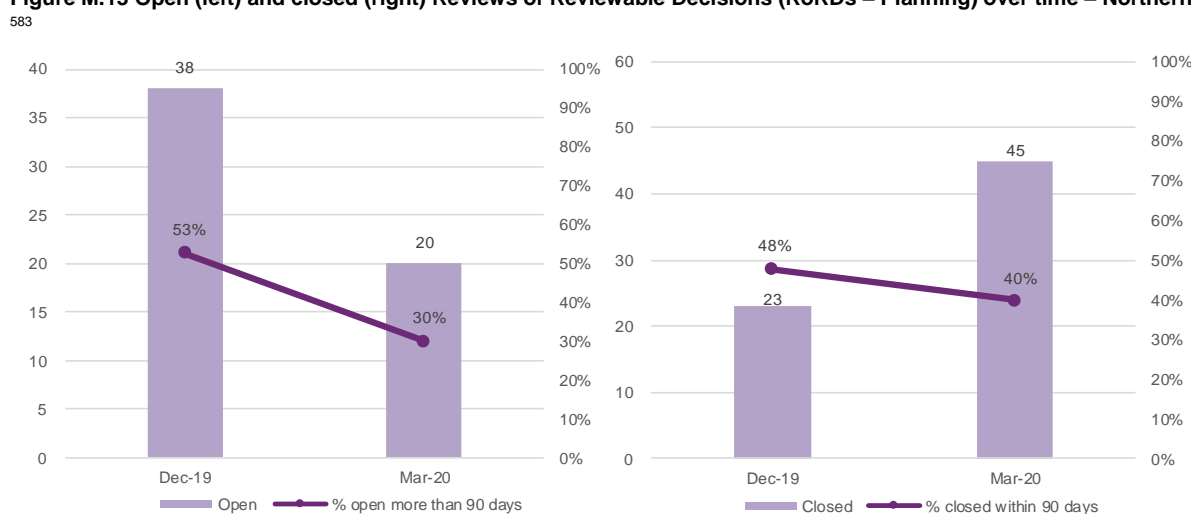
<sup>580</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>581</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

**Figure M.12 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Access) over time – Northern Territory**



**Figure M.13 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Northern Territory**



**Table M.40 AAT Cases by category – Northern Territory** <sup>584 585</sup>

Category	Prior Quarters		2019-20 Q3		Total	
	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.09%		0.00%		0.08%	

<sup>582</sup> Numbers of open RoRDs have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

<sup>583</sup> Ibid.

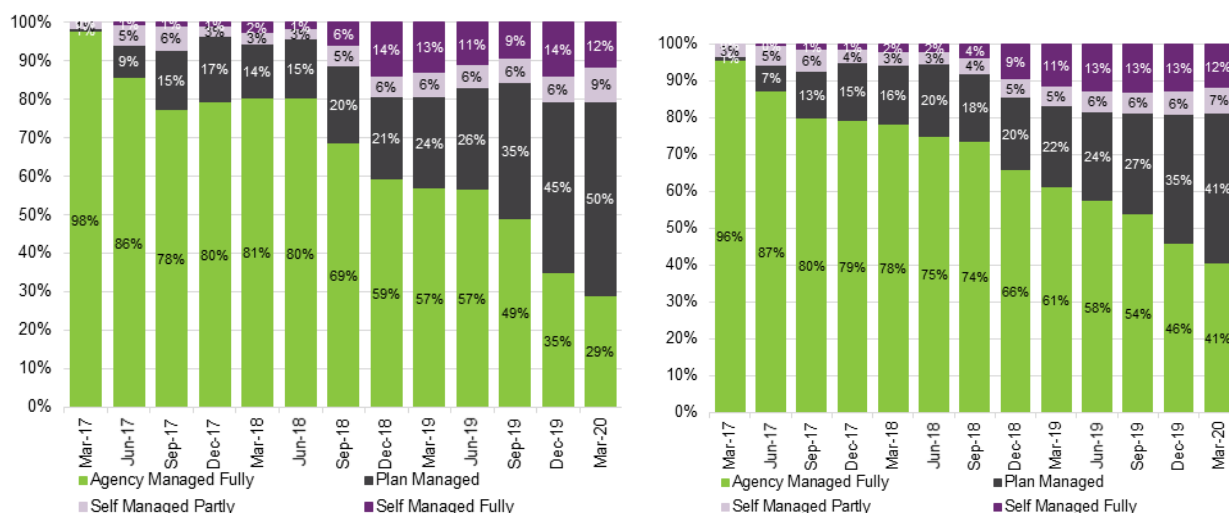
<sup>584</sup> The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

<sup>585</sup> % of all access decisions 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 M.41 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>586 587</sup>

	Prior Quarters	2019-20 Q3	Total
Self-managed fully	12%	12%	<b>12%</b>
Self-managed partly	6%	9%	<b>7%</b>
Plan managed	36%	50%	<b>41%</b>
Agency managed	46%	29%	<b>41%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>588 589</sup>



**Table M.42 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

	Prior Quarters	2019-20 Q3	Total
Self-managed	4%	6%	<b>4%</b>
Plan managed	14%	34%	<b>17%</b>
Agency managed	82%	60%	<b>79%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

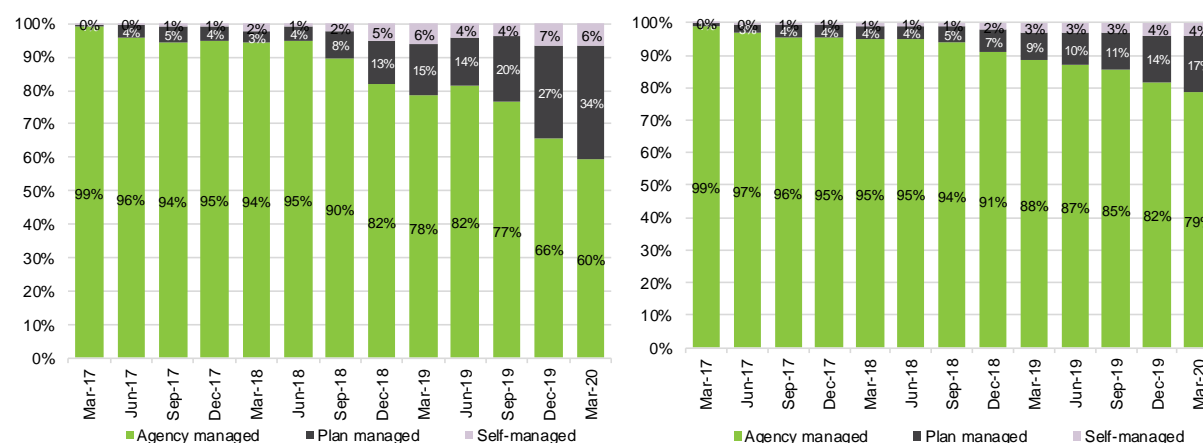
<sup>586</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>587</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

<sup>588</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants at the end of current quarter. Data is not available prior to March 2017.

<sup>589</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.

**Figure M.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory**



**Table M.43 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory** <sup>590</sup>

	Prior Quarters	2019-20 Q3	Total
Support coordination	76%	74%	75%

**Table M.44 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory** <sup>591</sup>

	Prior Quarters (Transition Only)		2019-20 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,372	65%	159	58%
30 to 59 days	240	11%	41	15%
60 to 89 days	139	7%	13	5%
<b>Activated within 90 days</b>	<b>1,751</b>	<b>83%</b>	<b>213</b>	<b>77%</b>
90 to 119 days	118	6%	11	4%
120 days and over	195	9%	21	8%
<b>Activated after 90 days</b>	<b>313</b>	<b>15%</b>	<b>32</b>	<b>12%</b>
No payments	47	2%	31	11%
<b>Total plans approved</b>	<b>2,111</b>	<b>100%</b>	<b>276</b>	<b>100%</b>

<sup>590</sup> Ibid.

<sup>591</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.



**Table M.45 Proportion of participants who have activated within 12 months – Northern Territory**

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	943	988	95%
Not Aboriginal and Torres Strait Islander	766	783	98%
Not Stated	93	95	98%
<b>Total</b>	<b>1,802</b>	<b>1,866</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	496	521	95%
Not CALD	1,298	1,337	97%
Not Stated	<11	<11	
<b>Total</b>	<b>1,802</b>	<b>1,866</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	965	992	97%
Remote	836	873	96%
Missing	<11	<11	
<b>Total</b>	<b>1,802</b>	<b>1,866</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	384	398	96%
Intellectual Disability (including Down Syndrome)	481	499	96%
Psychosocial Disability	122	126	97%
Developmental Delay (including Global Developmental Delay)	70	73	96%
Other	745	770	97%
<b>Total</b>	<b>1,802</b>	<b>1,866</b>	<b>97%</b>

**Table M.46 Distribution of plans by utilisation – Northern Territory** <sup>592 593</sup>

Plan utilisation	Total
0 to 50%	53%
50% to 75%	20%
> 75%	27%
<b>Total</b>	<b>100%</b>

<sup>592</sup> This table only considers participants with initial plans approved up to 30 September 2019, and includes committed supports and payments for supports provided up to 31 December 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>593</sup> 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.47 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>594</sup>

	Prior Quarters	2019-20 Q3	Total
Daily Activities	16%	12%	15%
Health & Wellbeing	38%	40%	38%
Lifelong Learning	7%	9%	8%
Other	16%	17%	17%
Non-categorised	28%	25%	27%
Any mainstream service	96%	95%	96%

## Part Three: Providers and the growing market

**Table M.48 Key markets indicators by quarter – Northern Territory** <sup>595 596</sup>

Market indicators	Prior Quarters	2019-20 Q3
a) Average number of active providers per active participant	1.70	1.71
b) Number of providers delivering new types of supports	84	92
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	84%	81%
<i>Therapeutic Supports (%)</i>	82%	83%
<i>Participation in community, social and civic activities (%)</i>	80%	79%
<i>Early Intervention supports for early childhood (%)</i>	81%	82%
<i>Daily Personal Activities (%)</i>	86%	84%

<sup>594</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>595</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>596</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table M.49 Cumulative number of providers that have been ever active by registration group – Northern Territory** <sup>597</sup>

Registration Group	Prior Quarters	2019-20 Q3	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	9	1	10	11%
Assistance Animals	0	1	1	-
Assistance with daily life tasks in a group or shared living arrangement	55	4	59	7%
Assistance with travel/transport arrangements	47	4	51	9%
Daily Personal Activities	80	9	89	11%
Group and Centre Based Activities	47	5	52	11%
High Intensity Daily Personal Activities	54	4	58	7%
Household tasks	67	4	71	6%
Interpreting and translation	7	1	8	14%
Participation in community, social and civic activities	103	9	112	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	9	2	11	22%
Assistive products for household tasks	7	0	7	0%
Assistance products for personal care and safety	122	15	137	12%
Communication and information equipment	15	11	26	73%
Customised Prosthetics	28	8	36	29%
Hearing Equipment	5	2	7	40%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	37	13	50	35%
Specialised Hearing Services	2	2	4	100%
Vision Equipment	5	2	7	40%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	105	12	117	11%
Behaviour Support	40	0	40	0%
Community nursing care for high needs	10	2	12	20%
Development of daily living and life skills	49	6	55	12%
Early Intervention supports for early childhood	82	7	89	9%
Exercise Physiology and Physical Wellbeing activities	16	4	20	25%
Innovative Community Participation	8	6	14	75%
Specialised Driving Training	6	1	7	17%
Therapeutic Supports	177	17	194	10%
<b>Capital services</b>				
Home modification design and construction	11	1	12	9%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	5	3	8	60%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	39	11	50	28%
Support Coordination	23	4	27	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	9	2	11	22%
Specialised Supported Employment	15	2	17	13%
<b>Total approved active providers</b>	<b>460</b>	<b>44</b>	<b>504</b>	<b>10%</b>

<sup>597</sup> 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 M.50 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2020 – Northern Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	9	10	10%	90%	100%
Assistance Animals	0	1	1	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	4	55	59	7%	93%	100%
Assistance with travel/transport arrangements	4	47	51	8%	92%	100%
Daily Personal Activities	5	84	89	6%	94%	100%
Group and Centre Based Activities	1	51	52	2%	98%	100%
High Intensity Daily Personal Activities	3	55	58	5%	95%	100%
Household tasks	12	59	71	17%	83%	100%
Interpreting and translation	1	7	8	13%	88%	100%
Participation in community, social and civic activities	9	103	112	8%	92%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	10	11	9%	91%	100%
Assistive products for household tasks	0	7	7	0%	100%	100%
Assistance products for personal care and safety	11	126	137	8%	92%	100%
Communication and information equipment	5	21	26	19%	81%	100%
Customised Prosthetics	5	31	36	14%	86%	100%
Hearing Equipment	0	7	7	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	3	47	50	6%	94%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	1	6	7	14%	86%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	13	104	117	11%	89%	100%
Behaviour Support	10	30	40	25%	75%	100%
Community nursing care for high needs	1	11	12	8%	92%	100%
Development of daily living and life skills	2	53	55	4%	96%	100%
Early Intervention supports for early childhood	16	73	89	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	1	19	20	5%	95%	100%
Innovative Community Participation	2	12	14	14%	86%	100%
Specialised Driving Training	1	6	7	14%	86%	100%
Therapeutic Supports	52	142	194	27%	73%	100%
<b>Capital services</b>						
Home modification design and construction	1	11	12	8%	92%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	7	8	13%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6	44	50	12%	88%	100%
Support Coordination	4	23	27	15%	85%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	11	11	0%	100%	100%
Specialised Supported Employment	0	17	17	0%	100%	100%
<b>Total</b>	<b>94</b>	<b>410</b>	<b>504</b>	<b>19%</b>	<b>81%</b>	<b>100%</b>

**Table M.51 Number and proportion of providers active in 2019-20 Q3 by registration group and first quarter of activity – Northern Territory**

Registration Group	Active not for the first time in 2019-20 Q3	Active for the first time in 2019-20 Q3	Total	% active for the first time in 2019-20 Q3
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	1	1	2	50%
Assistance Animals	0	1	1	100%
Assistance with daily life tasks in a group or shared living arrangement	36	4	40	10%
Assistance with travel/transport arrangements	26	4	30	13%
Daily Personal Activities	42	9	51	18%
Group and Centre Based Activities	30	5	35	14%
High Intensity Daily Personal Activities	36	4	40	10%
Household tasks	42	4	46	9%
Interpreting and translation	3	1	4	25%
Participation in community, social and civic activities	54	9	63	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	3	2	5	40%
Assistive products for household tasks	0	0	0	
Assistance products for personal care and safety	48	15	63	24%
Communication and information equipment	8	11	19	58%
Customised Prosthetics	8	8	16	50%
Hearing Equipment	1	2	3	67%
Hearing Services	0	0	0	
Personal Mobility Equipment	14	13	27	48%
Specialised Hearing Services	0	2	2	100%
Vision Equipment	0	2	2	100%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	69	12	81	15%
Behaviour Support	21	0	21	0%
Community nursing care for high needs	4	2	6	33%
Development of daily living and life skills	27	6	33	18%
Early Intervention supports for early childhood	23	7	30	23%
Exercise Physiology and Physical Wellbeing activities	12	4	16	25%
Innovative Community Participation	5	6	11	55%
Specialised Driving Training	1	1	2	50%
Therapeutic Supports	71	17	88	19%
<b>Capital services</b>				
Home modification design and construction	3	1	4	25%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	0	3	3	100%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	31	11	42	26%
Support Coordination	15	4	19	21%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	3	2	5	40%
Specialised Supported Employment	10	2	12	17%
<b>Total</b>	<b>212</b>	<b>44</b>	<b>256</b>	<b>17%</b>

**Table M.52 Number and proportion of providers active in 2019-20 Q3 in each registration group by legal entity type – Northern Territory**

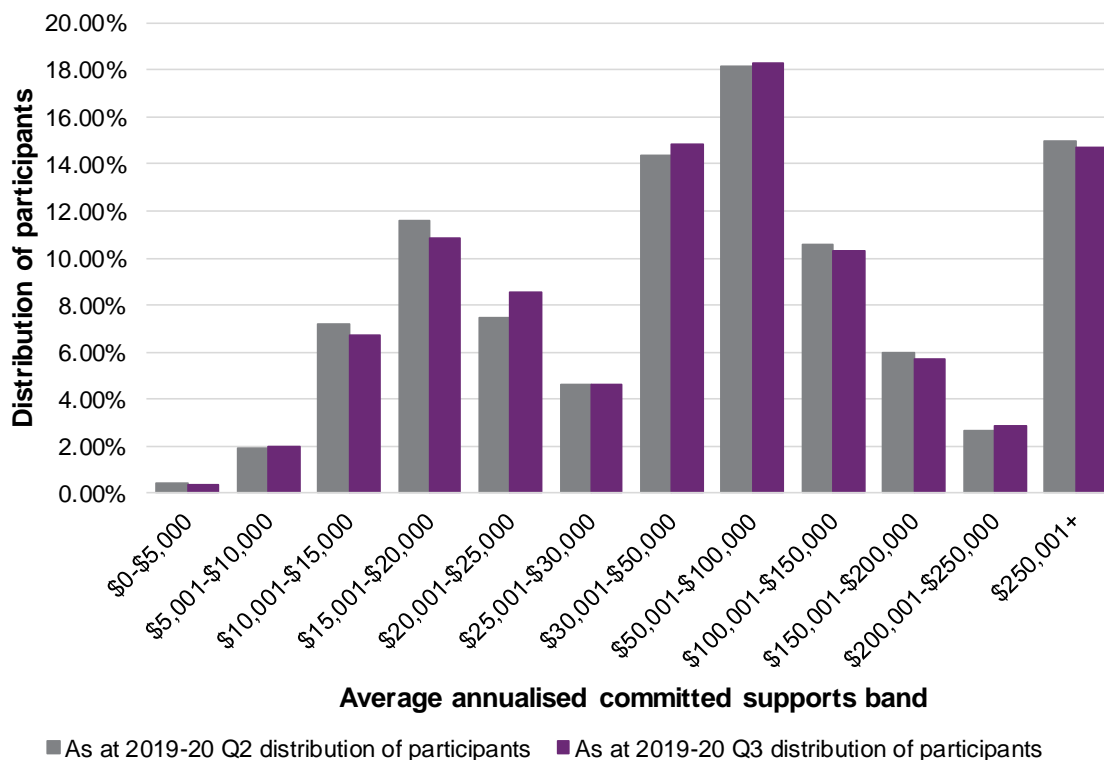
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	2	2	0%	100%	100%
Assistance Animals	0	1	1	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	3	37	40	8%	93%	100%
Assistance with travel/transport arrangements	2	28	30	7%	93%	100%
Daily Personal Activities	5	46	51	10%	90%	100%
Group and Centre Based Activities	1	34	35	3%	97%	100%
High Intensity Daily Personal Activities	3	37	40	8%	93%	100%
Household tasks	8	38	46	17%	83%	100%
Interpreting and translation	1	3	4	25%	75%	100%
Participation in community, social and civic activities	6	57	63	10%	90%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	5	5	0%	100%	100%
Assistive products for household tasks	0	0	0			0%
Assistance products for personal care and safety	5	58	63	8%	92%	100%
Communication and information equipment	3	16	19	16%	84%	100%
Customised Prosthetics	2	14	16	13%	88%	100%
Hearing Equipment	0	3	3	0%	100%	100%
Hearing Services	0	0	0			0%
Personal Mobility Equipment	3	24	27	11%	89%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	2	2	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	12	69	81	15%	85%	100%
Behaviour Support	8	13	21	38%	62%	100%
Community nursing care for high needs	1	5	6	17%	83%	100%
Development of daily living and life skills	0	33	33	0%	100%	100%
Early Intervention supports for early childhood	1	29	30	3%	97%	100%
Exercise Physiology and Physical Wellbeing activities	1	15	16	6%	94%	100%
Innovative Community Participation	2	9	11	18%	82%	100%
Specialised Driving Training	0	2	2	0%	100%	100%
Therapeutic Supports	23	65	88	26%	74%	100%
<b>Capital services</b>						
Home modification design and construction	0	4	4	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	1	2	3	33%	67%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	4	38	42	10%	90%	100%
Support Coordination	3	16	19	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	5	5	0%	100%	100%
Specialised Supported Employment	0	12	12	0%	100%	100%
<b>Total</b>	<b>49</b>	<b>207</b>	<b>256</b>	<b>19%</b>	<b>81%</b>	<b>100%</b>

## Part Four: Financial sustainability

**Table M.53 Committed supports by financial year (\$m) – Northern Territory** <sup>598</sup>

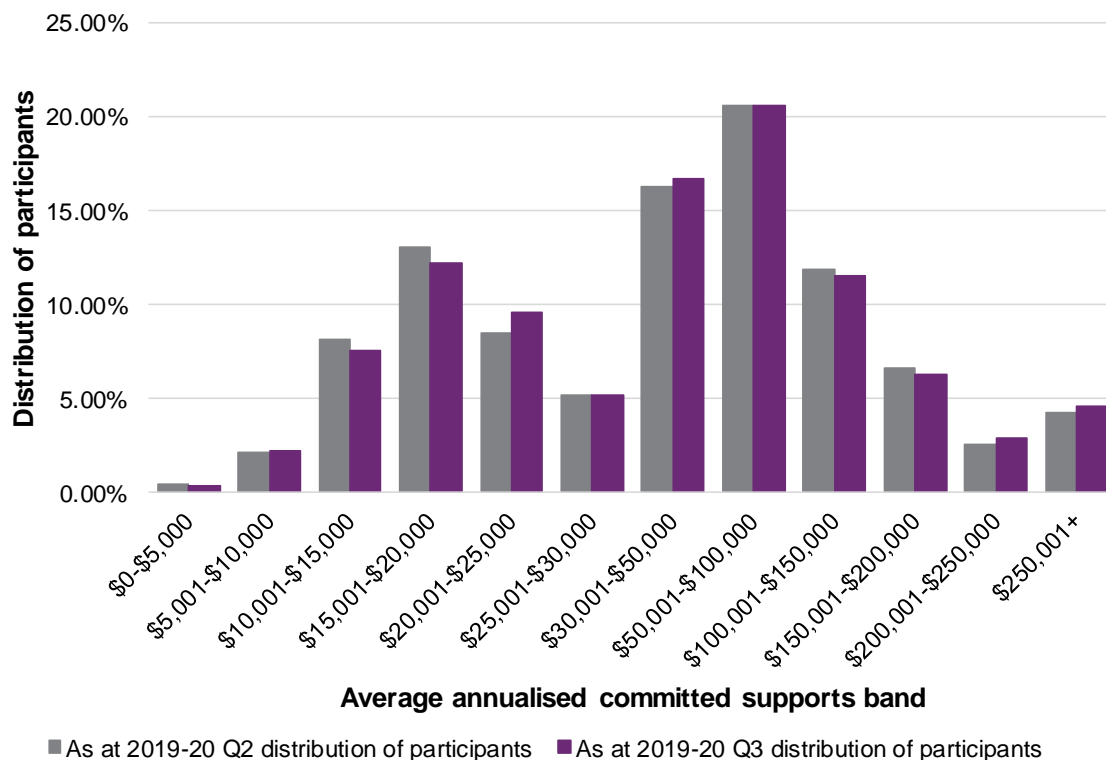
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.9	20.4	101.4	206.2	280.4

**Figure M.16 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Northern Territory**

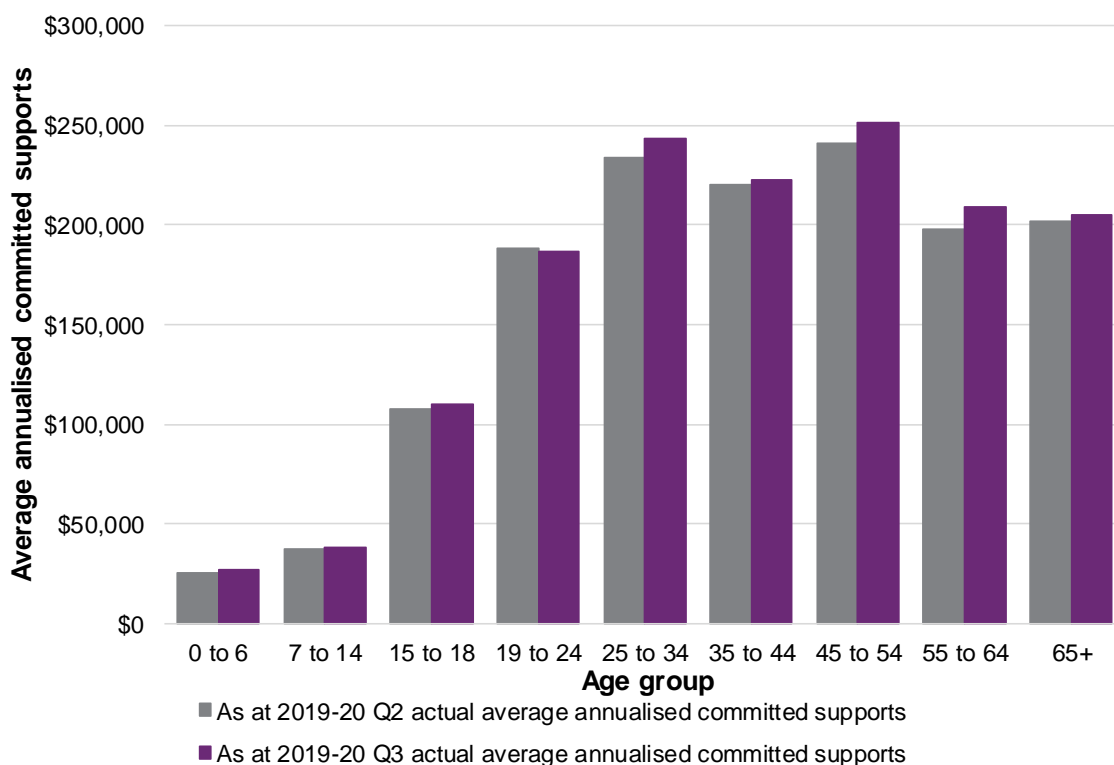


<sup>598</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for NT.

**Figure M.17 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 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Northern Territory**

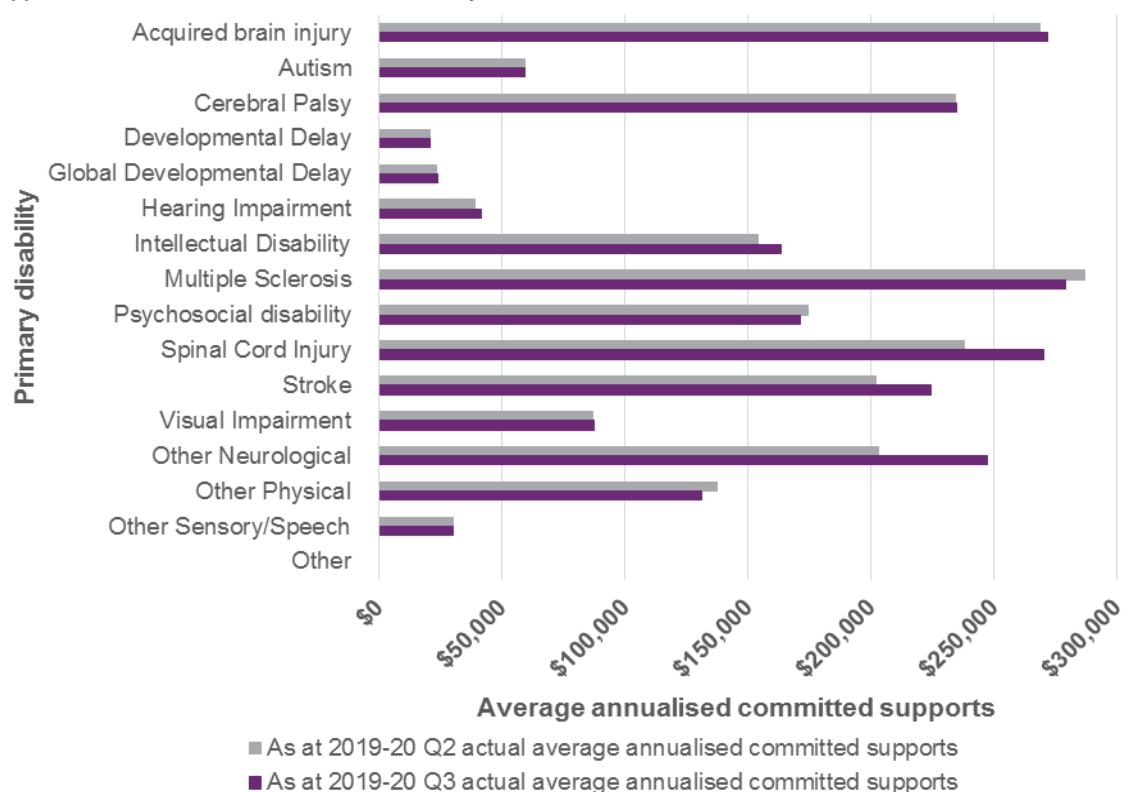


**Figure M.18 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Northern Territory**

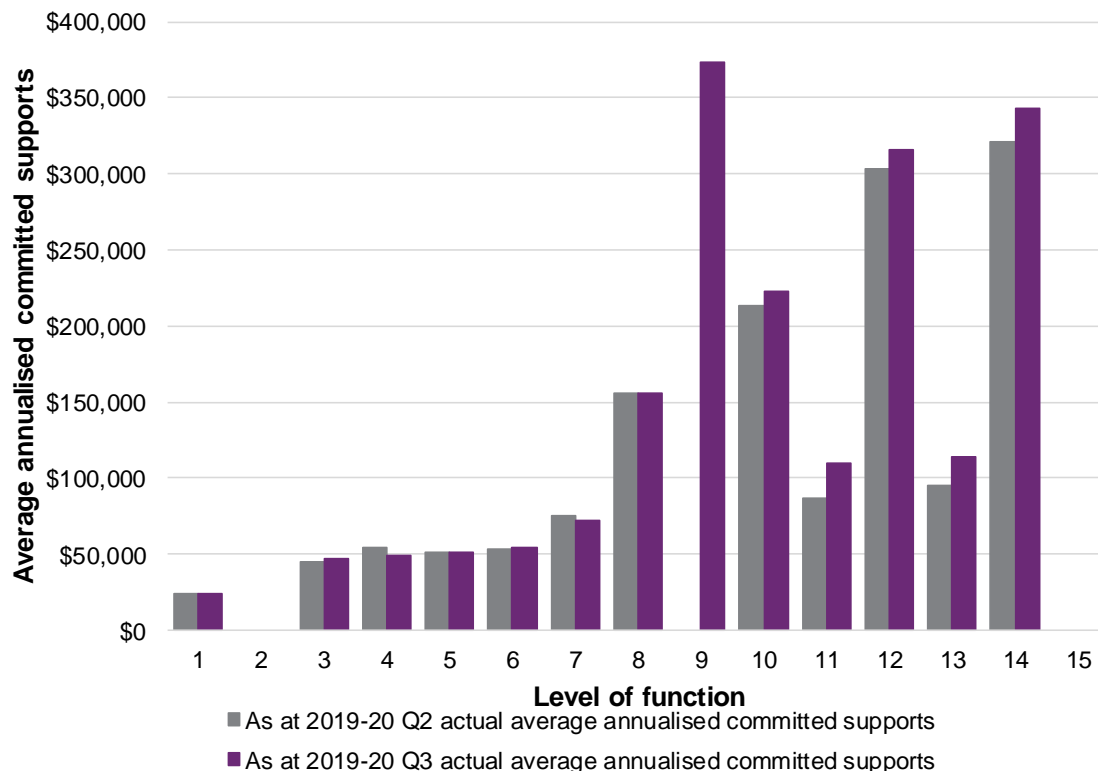




**Figure M.19 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Northern Territory**<sup>599</sup>



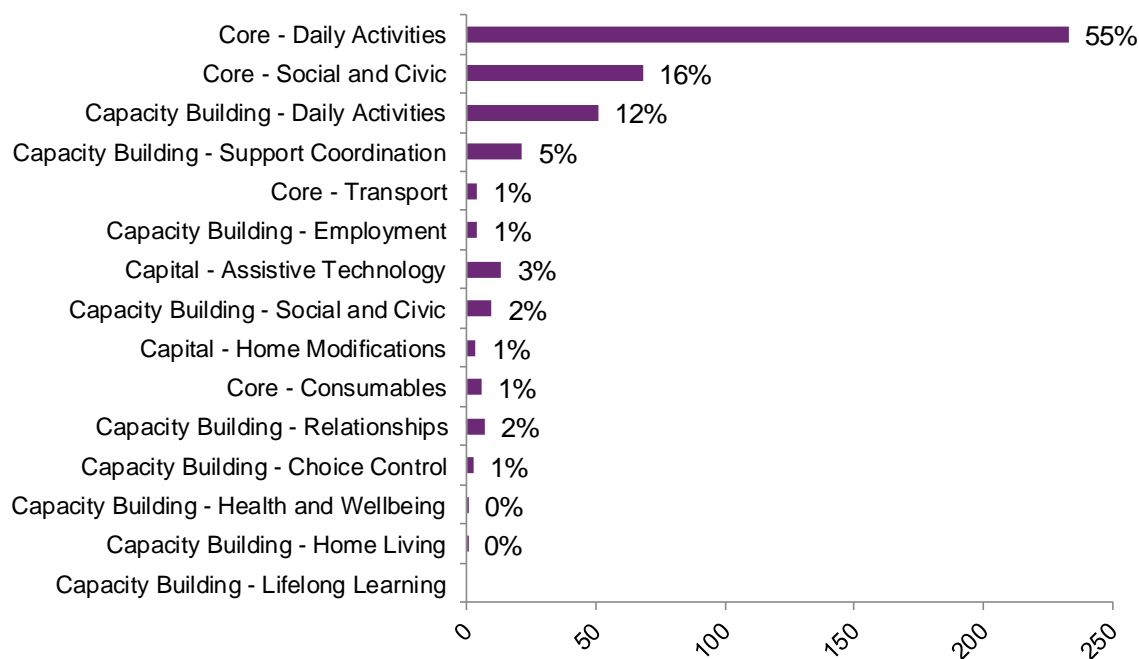
**Figure M.20 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q3 compared with active participants with initial plan approvals as at 2019-20 Q2 – Northern Territory**<sup>600</sup>



<sup>599</sup> 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'.

<sup>600</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2, 9 and 15 do not have sufficient data to show an average cost as at 2019-20 Q2. Levels of function 2 and 15 do not have sufficient data to show an average cost as at 2019-20 Q3.

**Figure M.21 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory**



■ Total annualised committed support (\$m)

**Table M.54 Payments by financial year, compared to committed supports (\$m) – Northern Territory** <sup>601</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.9	20.4	101.4	206.2	280.4
Total Paid	0.02	1.7	4.3	11.9	67.3	136.0	156.2
% utilised to date	37%	82%	73%	59%	66%	66%	56%

<sup>601</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for NT.

Figure M.22 Utilisation of committed supports as at 31 December 2019 and 31 March 2020 – Northern Territory

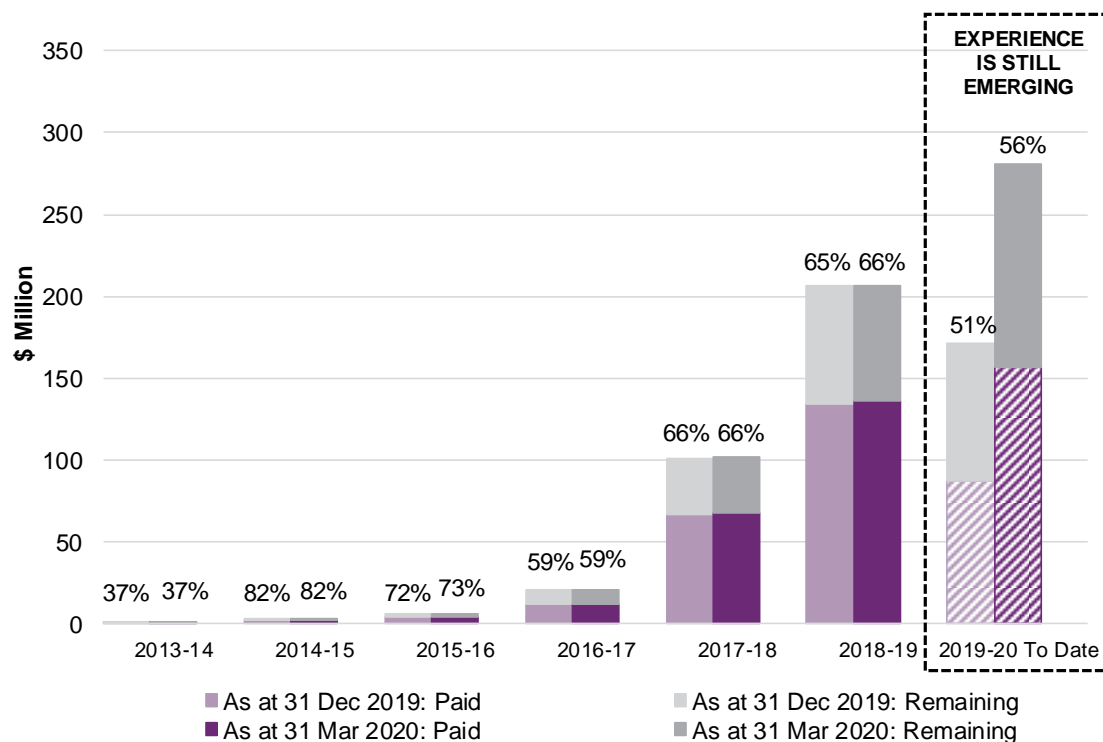
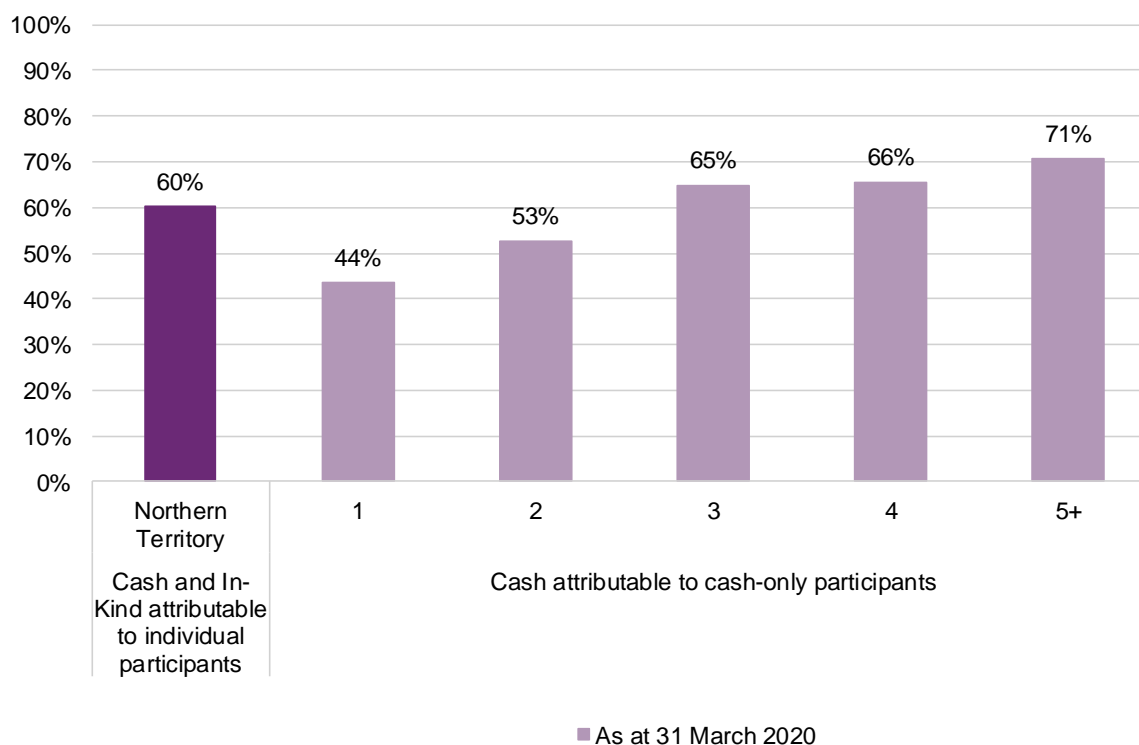
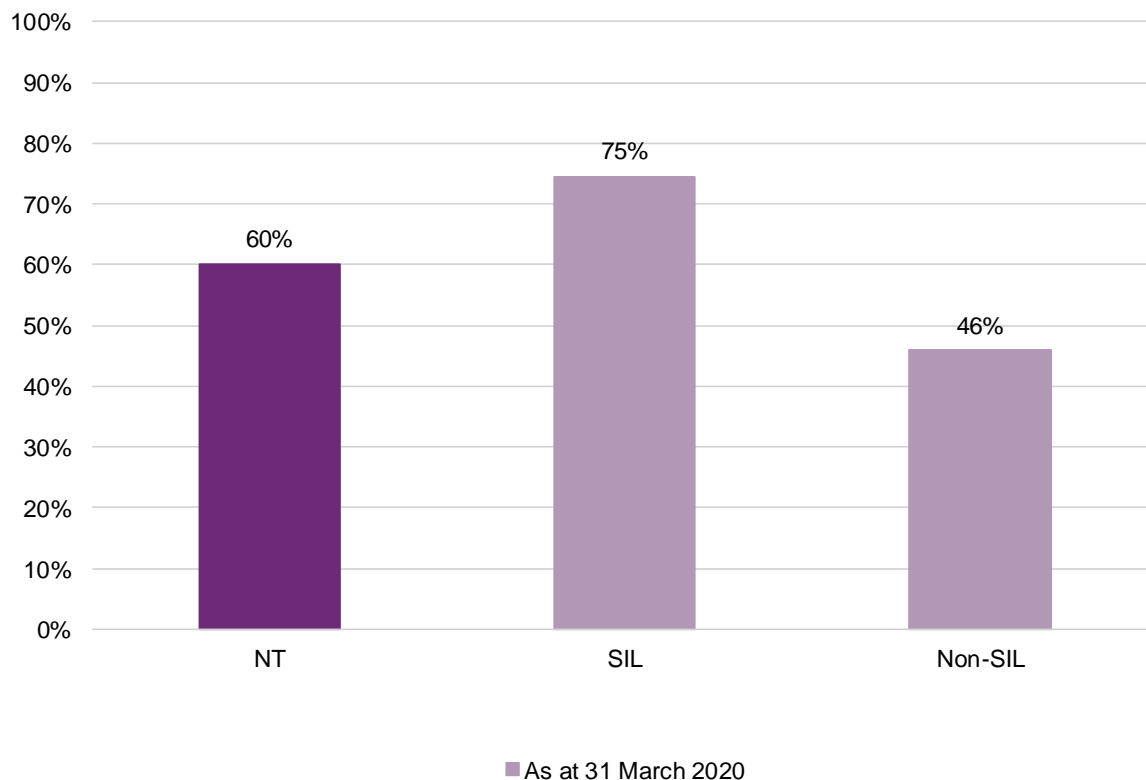


Figure M.23 Utilisation of committed supports by plan number from 1 July 2019 to 31 December 2019 – Northern Territory <sup>602</sup>

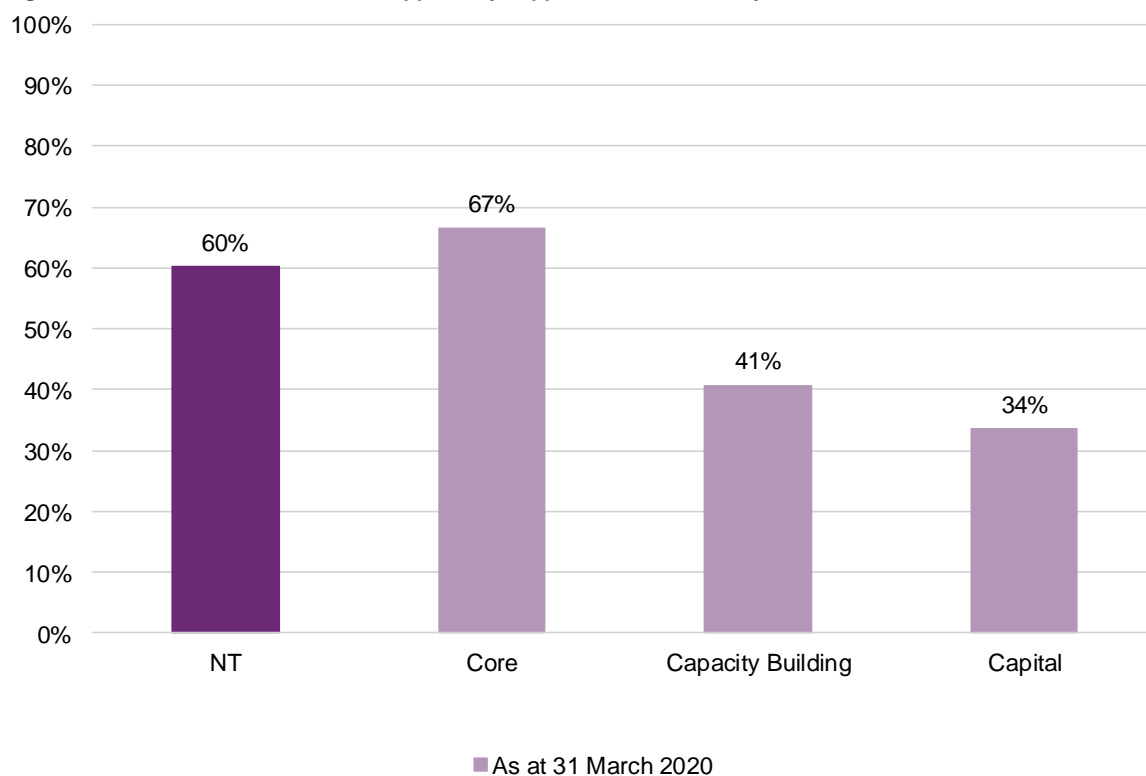


<sup>602</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure M.24 Utilisation of committed supports by SIL status from 1 July 2019 to 31 December 2019 – Northern Territory** <sup>603</sup>



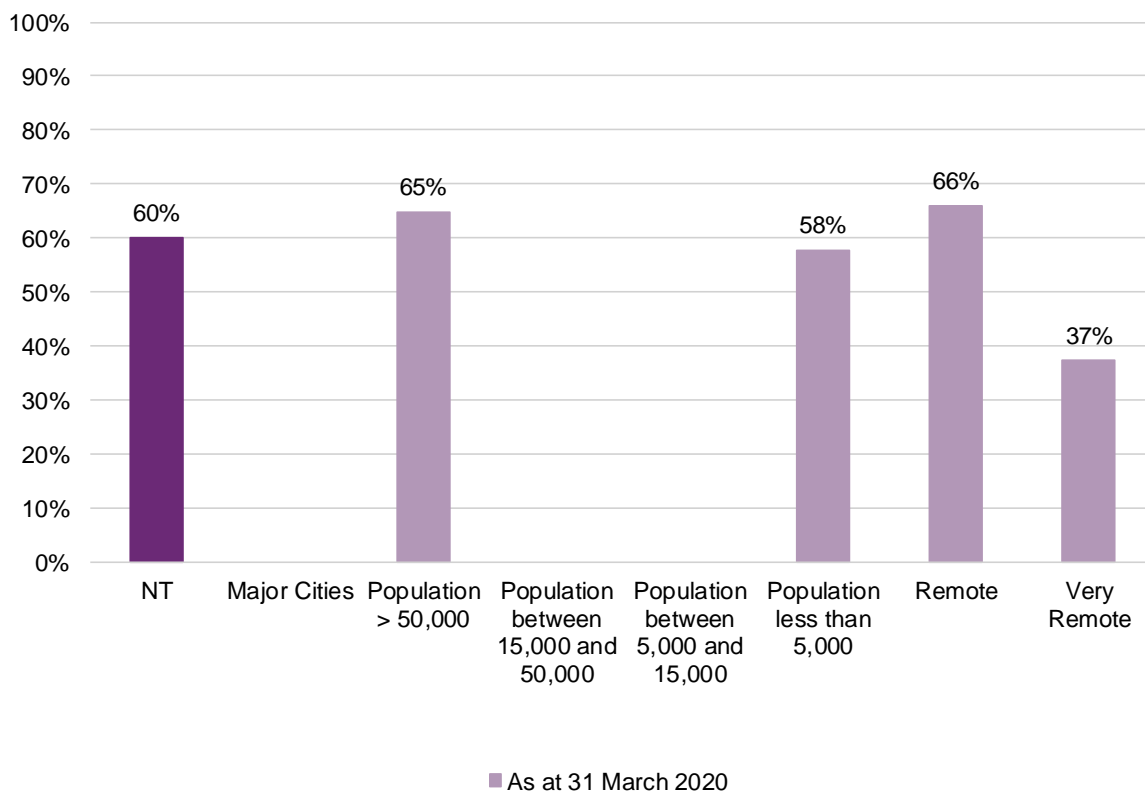
**Figure M.25 Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019 – Northern Territory** <sup>604</sup>



<sup>603</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 July 2019 to 31 December 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>604</sup> Ibid.

**Figure M.26 Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019 – Northern Territory** <sup>605 606</sup>



<sup>605</sup> Ibid.

<sup>606</sup> 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.

**Table N.1 Active participants plans including ECEI** <sup>607 608</sup>

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	119,264	33%	2,299	121,563	33%
VIC	98,541	27%	1,265	99,806	27%
QLD	67,687	19%	1,238	68,925	19%
WA	27,277	7%	102	27,379	7%
SA	33,127	9%	256	33,383	9%
TAS	8,343	2%	211	8,554	2%
ACT	7,492	2%	110	7,602	2%
NT	3,124	1%	60	3,184	1%
OT	24	0%	1	25	0%
<b>National</b>	<b>364,879</b>	<b>100%</b>	<b>5,542</b>	<b>370,421</b>	<b>100%</b>

**Table N.2 Number of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18,560	17,062	10,380	2,934	4,254	999	1,130	635	<b>55,957</b>
7 to 14	29,448	23,508	16,285	7,342	10,416	1,815	1,870	696	<b>91,385</b>
15 to 18	8,783	6,537	4,819	2,645	2,929	740	564	216	<b>27,236</b>
19 to 24	11,363	7,276	5,638	2,622	2,422	1,079	657	213	<b>31,274</b>
25 to 34	10,566	9,256	6,359	2,846	2,566	940	616	297	<b>33,447</b>
35 to 44	9,920	9,125	6,030	2,223	2,427	688	695	339	<b>31,449</b>
45 to 54	12,180	11,351	7,575	2,755	3,311	911	763	336	<b>39,182</b>
55 to 64	14,510	11,946	8,893	3,241	3,928	1,056	839	342	<b>44,759</b>
65+	3,934	2,480	1,708	669	874	115	358	50	<b>10,190</b>
<b>Total</b>	<b>119,264</b>	<b>98,541</b>	<b>67,687</b>	<b>27,277</b>	<b>33,127</b>	<b>8,343</b>	<b>7,492</b>	<b>3,124</b>	<b>364,879</b>

**Table N.3 Proportion of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	15%	11%	13%	12%	15%	20%	<b>15%</b>
7 to 14	25%	24%	24%	27%	31%	22%	25%	22%	<b>25%</b>
15 to 18	7%	7%	7%	10%	9%	9%	8%	7%	<b>7%</b>
19 to 24	10%	7%	8%	10%	7%	13%	9%	7%	<b>9%</b>
25 to 34	9%	9%	9%	10%	8%	11%	8%	10%	<b>9%</b>
35 to 44	8%	9%	9%	8%	7%	8%	9%	11%	<b>9%</b>
45 to 54	10%	12%	11%	10%	10%	11%	10%	11%	<b>11%</b>
55 to 64	12%	12%	13%	12%	12%	13%	11%	11%	<b>12%</b>
65+	3%	3%	3%	2%	3%	1%	5%	2%	<b>3%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>607</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>608</sup> OT includes participants residing in Other Territories including Norfolk Island. Results for OT are not included in the results on participant characteristics due to small numbers.

**Table N.4 Number of active participant plans by disability** <sup>609 610</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	37,006	28,013	21,040	9,700	12,375	2,563	2,055	713	113,470
Intellectual Disability	27,390	22,135	14,190	6,399	7,244	2,418	1,358	655	81,798
Psychosocial disability	10,421	12,364	5,779	2,130	1,740	573	929	269	34,210
Developmental Delay	7,069	8,783	3,959	462	1,540	348	654	294	23,110
Other Neurological	6,063	4,275	3,925	1,061	1,324	342	397	144	17,531
Cerebral Palsy	5,471	4,064	3,322	1,373	1,292	338	322	165	16,348
Other Physical	4,880	3,449	3,695	1,352	1,555	307	496	156	15,891
Hearing Impairment	5,145	3,601	3,148	1,148	1,111	384	267	188	14,992
ABI	3,649	2,991	2,566	822	1,366	332	180	204	12,110
Visual Impairment	2,695	2,535	1,312	528	658	164	165	48	8,105
Multiple Sclerosis	2,127	2,263	1,093	593	613	212	180	15	7,096
Global Developmental Delay	2,465	1,337	974	778	904	137	163	69	6,828
Stroke	1,929	1,177	1,099	310	352	88	108	97	5,161
Spinal Cord Injury	1,561	708	1,183	462	326	89	67	70	4,466
Other Sensory/Speech	1,157	695	287	110	669	34	128	31	3,111
Other	236	151	115	49	58	14	23	6	652
<b>Total</b>	<b>119,264</b>	<b>98,541</b>	<b>67,687</b>	<b>27,277</b>	<b>33,127</b>	<b>8,343</b>	<b>7,492</b>	<b>3,124</b>	<b>364,879</b>

**Table N.5 Proportion of active participant plans by disability**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	28%	31%	36%	37%	31%	27%	23%	31%
Intellectual Disability	23%	22%	21%	23%	22%	29%	18%	21%	22%
Psychosocial disability	9%	13%	9%	8%	5%	7%	12%	9%	9%
Developmental Delay	6%	9%	6%	2%	5%	4%	9%	9%	6%
Other Neurological	5%	4%	6%	4%	4%	4%	5%	5%	5%
Cerebral Palsy	5%	4%	5%	5%	4%	4%	4%	5%	4%
Other Physical	4%	4%	5%	5%	5%	4%	7%	5%	4%
Hearing Impairment	4%	4%	5%	4%	3%	5%	4%	6%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	7%	3%
Visual Impairment	2%	3%	2%	2%	2%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	2%	2%	2%	3%	2%	0%	2%
Global Developmental Delay	2%	1%	1%	3%	3%	2%	2%	2%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	2%	2%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	2%	1%	1%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.6 Number of active participant plans by other characteristics**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	8,285	2,591	5,889	1,685	1,770	661	310	1,556	22,749
Culturally and linguistically diverse	12,007	10,834	3,625	2,265	2,427	258	814	820	33,059
Residing in remote and very remote areas	414	53	1,195	1,243	825	99	0	1,323	5,152
Younger people in residential aged care (under 65)	1,568	1,083	820	165	244	75	22	41	4,018
With supported independent living	8,237	5,089	4,289	1,379	2,232	842	426	348	22,842
With specialised disability accommodation	5,061	4,738	1,378	391	1,770	421	48	137	13,944

<sup>609</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>610</sup> Down Syndrome is included in Intellectual Disability.

**Table N.7 Proportion of active participant plans by other characteristics**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	6.9%	2.6%	8.7%	6.2%	5.3%	7.9%	4.1%	49.8%	<b>6.2%</b>
Culturally and linguistically diverse	10.1%	11.0%	5.4%	8.3%	7.3%	3.1%	10.9%	26.2%	<b>9.1%</b>
Residing in remote and very remote areas	0.3%	0.1%	1.8%	4.6%	2.5%	1.2%	0.0%	42.4%	<b>1.4%</b>
With supported independent living	6.9%	5.2%	6.3%	5.1%	6.7%	10.1%	5.7%	11.1%	<b>6.3%</b>
With specialised disability accommodation	4.2%	4.8%	2.0%	1.4%	5.3%	5.0%	0.6%	4.4%	<b>3.8%</b>

**Table N.8 Proportion of participants rating their overall experience as good or very good in the latest quarter**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	76%	70%	68%	71%	72%	Numbers are too small	Numbers are too small	Numbers are too small	71%
The Pre-Planning Process	81%	83%	84%	76%	79%	81%	71%	Numbers are too small	81%
The Planning Process	79%	79%	78%	75%	85%	92%	67%	Numbers are too small	80%
The Review Process	85%	79%	86%	Numbers are too small	73%	Numbers are too small	Numbers are too small	Numbers are too small	82%

**Table N.9 Progress against the NDIA's corporate plan metrics for 'participants in work', 'participants in community and social activities' and 'participants who choose who supports them'** <sup>611</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	26%	22%	19%	26%	34%	14%	30%	8%	<b>24%</b>
Year 2	27%	23%	19%	28%	32%	17%	31%	10%	<b>25%</b>
Participants (15 and over) in community									
Baseline	35%	36%	34%	40%	37%	28%	45%	47%	<b>35%</b>
Year 2	47%	44%	45%	48%	42%	39%	44%	51%	<b>45%</b>
Participants (15 and over) who choose who supports them									
Baseline	48%	49%	52%	54%	59%	44%	64%	22%	<b>49%</b>
Year 2	48%	51%	55%	53%	60%	48%	60%	27%	<b>51%</b>

**Table N.10 Distribution of active participant by method of Financial Plan Management** <sup>612 613</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	17%	22%	20%	14%	18%	14%	32%	12%	<b>19%</b>
Self-managed partly	11%	12%	11%	23%	7%	12%	12%	7%	<b>12%</b>
Plan managed	33%	44%	41%	16%	48%	23%	35%	41%	<b>38%</b>
Agency managed	38%	22%	28%	47%	27%	51%	21%	41%	<b>32%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>611</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 April 2017 to 31 March 2018 and have had a second plan review to date.

<sup>612</sup> 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.

<sup>613</sup> Trial participants are included in these results. This is a change from previous quarterly reports where trial participants were excluded.



**Table N.11 Distribution of plan budget amount by method of Financial Plan Management**

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	9%	14%	13%	14%	9%	8%	18%	4%	11%
Plan managed	23%	36%	31%	12%	32%	11%	38%	17%	28%
Agency managed	68%	50%	56%	73%	58%	81%	43%	79%	61%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.12 Estimated number of plan reviews - excluding plans less than 30 days** <sup>614</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2019-20 Q3	28,986	23,605	16,291	6,645	9,236	2,082	1,802	682	89,329
Total number of plan reviews (transition only)	238,275	131,914	81,182	25,671	63,225	14,478	20,991	4,588	580,354

**Table N.13 Number and rates of participant complaints** <sup>615 616 617</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2019-20 Q2	1,597	1,571	1,044	394	596	123	108	36	6,562
% of access requests	4.0%	5.0%	4.7%	4.7%	5.5%	4.7%	4.0%	3.2%	5.5%
All participant complaints	21,394	13,749	6,763	1,742	7,843	1,019	1,668	175	56,673
% of access requests	6.2%	6.5%	4.9%	4.0%	8.7%	5.7%	6.2%	2.8%	6.1%

**Table N.14 Duration to plan activation by quarter of initial plan approval for active participants** <sup>618</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	66%	64%	63%	66%	61%	63%	49%	58%	64%
30 to 59 days	13%	13%	14%	14%	16%	14%	17%	15%	14%
60 to 89 days	5%	6%	6%	5%	7%	6%	10%	5%	6%
90 to 119 days	3%	3%	3%	2%	3%	2%	3%	4%	3%
120 days and over	4%	5%	5%	4%	4%	4%	6%	8%	5%
No payments	8%	10%	9%	9%	9%	11%	15%	11%	9%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table N.15 Active providers by legal entity type**

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,781	1,803	1,641	261	547	250	244	94	6,218
Company / Organisation	4,277	3,023	3,207	980	1,169	746	731	410	8,316
<b>Total active providers</b>	<b>7,058</b>	<b>4,826</b>	<b>4,848</b>	<b>1,241</b>	<b>1,716</b>	<b>996</b>	<b>975</b>	<b>504</b>	<b>14,534</b>

**Table N.16 Active providers in 2019-20 Q3 by legal entity type**

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,289	1,026	856	137	244	144	84	49	3,564
Company / Organisation	2,679	1,908	1,875	555	607	349	309	207	6,182
<b>Total active providers</b>	<b>3,968</b>	<b>2,934</b>	<b>2,731</b>	<b>692</b>	<b>851</b>	<b>493</b>	<b>393</b>	<b>256</b>	<b>9,746</b>

<sup>614</sup> The National totals include plan reviews where jurisdiction information was missing.

<sup>615</sup> Complaints submitted after the end of 2019-20 Q2 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

<sup>616</sup> % of all access requests 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.

<sup>617</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>618</sup> Plans approved after the end of 2019-20 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table N.17 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,292.2	1,432.6	827.6	221.0	367.1	189.5	309.5	101.4	7,741.0
2018-19	5,956.2	3,473.1	2,472.0	539.3	1,156.0	392.8	370.9	206.2	14,567.7
% increase	39%	142%	199%	144%	215%	107%	20%	103%	88%
2019-20 YTD	5,781.2	4,306.7	3,582.9	1,038.2	1,519.5	467.3	332.4	280.4	17,310.3

**Table N.18 Payments by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,117.4	955.0	522.4	165.3	218.4	153.9	224.2	67.3	5,423.7
2018-19	4,448.0	2,337.8	1,590.4	385.8	775.8	294.6	278.2	136.0	10,247.4
% increase	43%	145%	204%	133%	255%	91%	24%	102%	89%
2019-20 YTD	3,980.3	2,719.6	2,278.9	608.6	955.8	310.6	225.9	156.2	11,236.6

**Table N.19 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>619 620</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	78%	70%	84%	83%	82%	77%	n/a	75%	<b>82%</b>
Subsequent plans	85%	81%	82%	79%	75%	84%	86%	75%	<b>83%</b>
Total	85%	78%	83%	81%	80%	83%	86%	75%	<b>83%</b>
<b>Non SIL</b>									
First plan	46%	44%	49%	54%	46%	43%	45%	37%	<b>47%</b>
Subsequent plans	65%	61%	63%	64%	60%	62%	64%	46%	<b>63%</b>
Total	63%	55%	58%	58%	56%	55%	62%	42%	<b>59%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>47%</b>	<b>46%</b>	<b>60%</b>	<b>60%</b>	<b>65%</b>	<b>49%</b>	<b>45%</b>	<b>44%</b>	<b>56%</b>
Subsequent plans	<b>74%</b>	<b>64%</b>	<b>69%</b>	<b>70%</b>	<b>63%</b>	<b>72%</b>	<b>73%</b>	<b>64%</b>	<b>70%</b>
Total	<b>71%</b>	<b>58%</b>	<b>65%</b>	<b>64%</b>	<b>64%</b>	<b>65%</b>	<b>71%</b>	<b>60%</b>	<b>66%</b>

<sup>619</sup> Utilisation of committed supports from 1 July 2019 to 31 December 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>620</sup> 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.

## Appendix O:

### Participants by region and support type

**Table O.1 Active participants by region and support type included in plan as at 31 March 2020** <sup>621 622 623 624 625 626 627 628</sup>

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
<b>NSW</b>			<b>94,517</b>	<b>79%</b>	<b>117,307</b>	<b>98%</b>	<b>32,838</b>	<b>28%</b>	<b>119,264</b>
	Hunter New England	Jul-13	16,093	76%	20,521	97%	5,493	26%	21,204
	Central Coast	Jul-16	5,067	73%	6,815	98%	1,651	24%	6,949
	Far West	Jul-17	437	87%	503	100%	139	28%	504
	Illawarra Shoalhaven	Jul-17	6,106	88%	6,870	99%	2,056	29%	6,974
	Mid North Coast	Jul-17	3,956	84%	4,682	99%	1,180	25%	4,718
	Murrumbidgee	Jul-17	4,422	84%	5,240	100%	1,439	27%	5,265
	Nepean Blue Mountains	Jul-15	5,099	71%	7,078	99%	1,727	24%	7,182
	North Sydney	Jul-16	6,983	82%	8,399	99%	2,947	35%	8,502
	Northern NSW	Jul-17	4,914	89%	5,507	99%	1,580	29%	5,537
	South Eastern Sydney	Jul-17	6,642	84%	7,786	99%	2,441	31%	7,884
	South Western Sydney	Jul-16	11,948	75%	15,609	98%	3,963	25%	15,895
	Southern NSW	Jul-16	2,933	83%	3,492	98%	1,030	29%	3,546
	Sydney	Jul-17	5,882	88%	6,588	99%	1,937	29%	6,666
	Western NSW	Jul-17	4,022	81%	4,875	99%	1,509	31%	4,939
	Western Sydney	Jul-16	9,997	74%	13,326	99%	3,737	28%	13,482
	NSW - Other		16	94%	16	94%	<11		17
<b>VIC</b>			<b>88,774</b>	<b>90%</b>	<b>97,322</b>	<b>99%</b>	<b>23,304</b>	<b>24%</b>	<b>98,541</b>
	Barwon	Jul-13	6,984	87%	7,891	98%	1,768	22%	8,030
	Central Highlands	Jan-17	3,651	87%	4,107	98%	995	24%	4,178
	Loddon	May-17	4,595	86%	5,247	99%	1,157	22%	5,313
	North East Melbourne	Jul-16	8,176	81%	9,882	98%	2,475	25%	10,082
	Inner Gippsland	Oct-17	3,649	94%	3,806	98%	830	21%	3,890
	Ovens Murray	Oct-17	2,230	82%	2,683	99%	595	22%	2,717
	Western District	Oct-17	2,878	92%	3,091	99%	734	23%	3,125
	Inner East Melbourne	Nov-17	7,049	92%	7,544	99%	2,291	30%	7,643
	Outer East Melbourne	Nov-17	7,100	94%	7,476	99%	1,990	26%	7,546
	Hume Moreland	Mar-18	5,770	88%	6,489	99%	1,463	22%	6,563
	Bayside Peninsula	Apr-18	11,136	98%	11,273	99%	3,072	27%	11,420
	Southern Melbourne	Sep-18	7,792	90%	8,629	99%	1,952	22%	8,697
	Brimbank Melton	Oct-18	5,116	91%	5,565	100%	1,011	18%	5,592
	Western Melbourne	Oct-18	7,248	93%	7,714	99%	1,667	21%	7,769
	Goulburn	Jan-19	2,397	87%	2,725	99%	578	21%	2,746
	Mallee	Jan-19	1,363	89%	1,519	100%	347	23%	1,523
	Outer Gippsland	Jan-19	1,640	97%	1,681	99%	379	22%	1,696

<sup>621</sup> Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

<sup>622</sup> 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).

<sup>623</sup> 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.

<sup>624</sup> 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.

<sup>625</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>626</sup> Since the phasing schedule for South Australia is by age, each region in the state has the phasing date Jul-13.

<sup>627</sup> Since the phasing schedule for Tasmania is by age, each region in the state has the phasing date Jul-13.

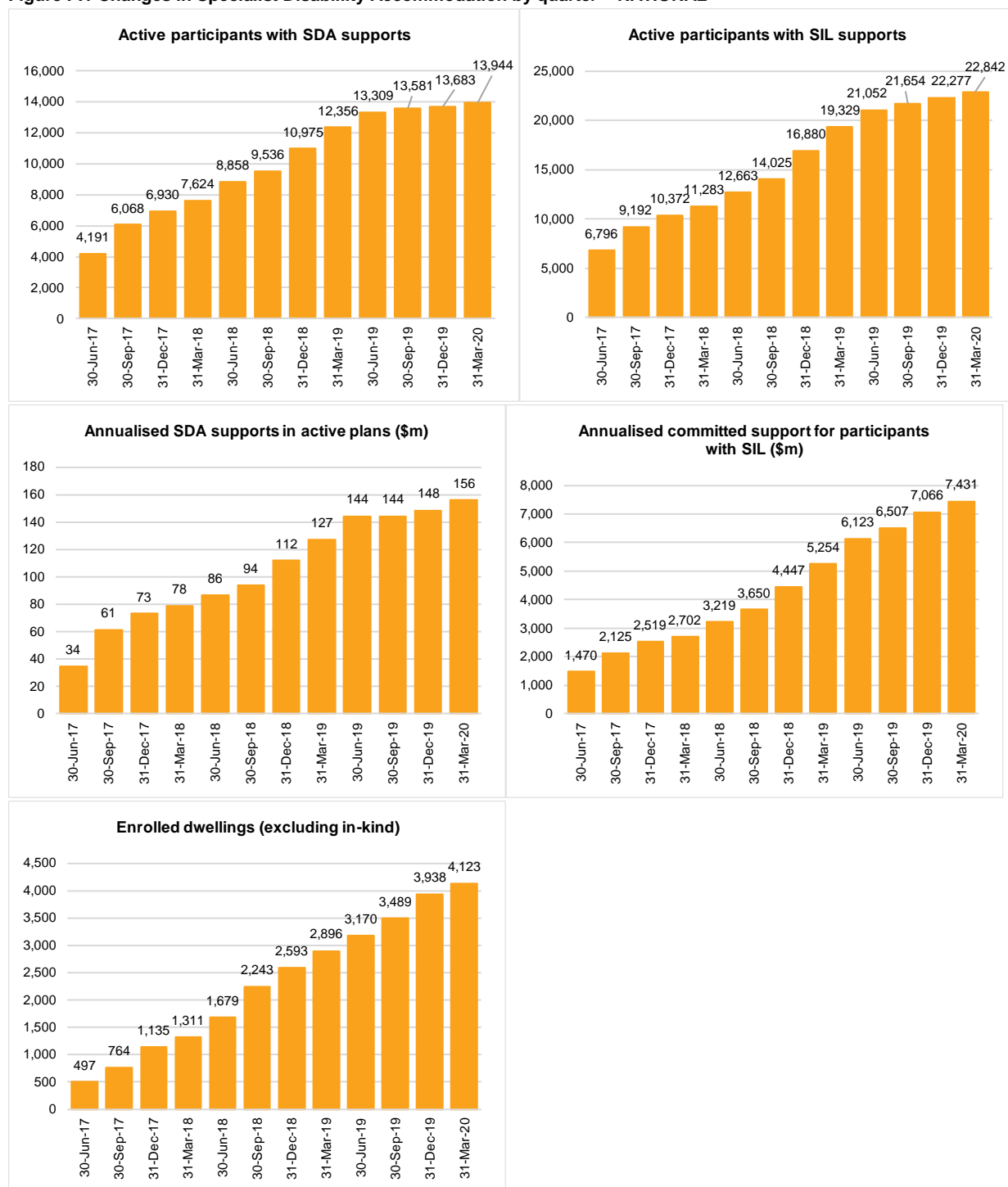
<sup>628</sup> Other Territories includes Norfolk Island.

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
VIC - Other			<11		<11		<11		11
<b>QLD</b>			<b>62,425</b>	<b>92%</b>	<b>67,408</b>	<b>100%</b>	<b>21,560</b>	<b>32%</b>	<b>67,687</b>
Bundaberg	Sep-17		1,793	80%	2,242	100%	679	30%	2,251
Ipswich	Jul-17		5,003	84%	5,952	99%	1,602	27%	5,982
Mackay	Nov-16		1,921	76%	2,504	99%	761	30%	2,524
Toowoomba	Jan-17		4,548	92%	4,909	100%	1,427	29%	4,927
Townsville	Apr-16		3,902	81%	4,768	99%	1,365	28%	4,809
Rockhampton	Nov-17		3,320	85%	3,873	99%	1,248	32%	3,895
Beenleigh	Jul-18		6,299	97%	6,492	100%	2,015	31%	6,499
Brisbane	Jul-18		12,486	98%	12,715	99%	4,467	35%	12,786
Cairns	Jul-18		3,051	94%	3,215	100%	1,080	33%	3,231
Maryborough	Jul-18		2,646	95%	2,774	100%	929	33%	2,778
Robina	Jul-18		6,248	98%	6,351	100%	1,901	30%	6,375
Caboolture/Strathpine	Jan-19		6,064	97%	6,262	100%	2,168	35%	6,272
Maroochydore	Jan-19		5,129	96%	5,329	100%	1,912	36%	5,335
QLD - Other			15	65%	22	96%	<11		23
<b>WA</b>			<b>22,962</b>	<b>84%</b>	<b>26,737</b>	<b>98%</b>	<b>9,947</b>	<b>36%</b>	<b>27,277</b>
North East Metro	Jul-14		4,162	79%	5,175	99%	2,013	38%	5,240
Wheat Belt	Jan-17		603	84%	702	98%	270	38%	719
South Metro	Jul-18		3,655	81%	4,400	97%	1,613	36%	4,529
Midwest-Gascoyne	Jul-19		386	82%	466	99%	123	26%	469
Great Southern	Jul-19		489	87%	556	98%	141	25%	565
Central South Metro	Jul-18		3,093	86%	3,515	97%	1,373	38%	3,615
Central North Metro	Jul-19		2,188	89%	2,439	99%	926	38%	2,459
South East Metro	Jul-19		2,319	89%	2,578	99%	976	38%	2,602
South West	Sep-18		2,148	87%	2,330	95%	794	32%	2,459
Goldfields-Esperance	Oct-18		380	88%	426	99%	121	28%	431
North Metro	Oct-18		2,763	84%	3,271	99%	1,274	39%	3,293
Kimberley-Pilbara	Oct-18		776	87%	879	98%	323	36%	896
WA - Other			<11		<11		<11		<11
<b>SA</b>			<b>30,135</b>	<b>91%</b>	<b>32,977</b>	<b>100%</b>	<b>8,690</b>	<b>26%</b>	<b>33,127</b>
Adelaide Hills	Jul-13		1,119	92%	1,213	100%	311	26%	1,215
Barossa, Light and Lower North	Jul-13		1,467	91%	1,609	100%	345	21%	1,617
Eastern Adelaide	Jul-13		2,648	92%	2,879	100%	779	27%	2,886
Eyre and Western	Jul-13		918	91%	1,001	100%	286	28%	1,004
Far North (SA)	Jul-13		371	94%	393	99%	123	31%	395
Fleurieu and Kangaroo Island	Jul-13		829	93%	883	99%	252	28%	888
Limestone Coast	Jul-13		1,027	92%	1,112	100%	268	24%	1,116
Murray and Mallee	Jul-13		1,231	89%	1,371	99%	357	26%	1,380
Northern Adelaide	Jul-13		10,026	90%	11,043	99%	2,830	25%	11,105
Southern Adelaide	Jul-13		6,620	92%	7,176	100%	1,987	28%	7,209
Western Adelaide	Jul-13		2,647	90%	2,932	100%	833	28%	2,940
Yorke and Mid North	Jul-13		1,232	90%	1,365	99%	319	23%	1,372
SA - Other			<11		<11		<11		<11
<b>TAS</b>			<b>7,573</b>	<b>91%</b>	<b>8,058</b>	<b>97%</b>	<b>2,051</b>	<b>25%</b>	<b>8,343</b>
TAS North	Jul-13		2,180	95%	2,242	97%	607	26%	2,303
TAS North West	Jul-13		1,739	85%	1,993	97%	446	22%	2,047
TAS South East	Jul-13		1,554	90%	1,654	95%	407	23%	1,735
TAS South West	Jul-13		2,100	93%	2,169	96%	591	26%	2,258
TAS - Other			<11		<11		<11		<11
<b>ACT</b>			<b>5,889</b>	<b>79%</b>	<b>7,382</b>	<b>99%</b>	<b>1,716</b>	<b>23%</b>	<b>7,492</b>
ACT	Jul-14		5,885	79%	7,378	99%	1,713	23%	7,488

Region		Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
ACT - Other		<11		<11		<11		<11
<b>NT</b>		<b>2,974</b>	<b>95%</b>	<b>3,112</b>	<b>100%</b>	<b>1019</b>	<b>33%</b>	<b>3,124</b>
Barkly	Jul-14	143	93%	151	99%	61	40%	<b>153</b>
Central Australia	Jul-17	449	98%	458	100%	217	47%	<b>459</b>
Darwin Remote	Jul-17	288	95%	302	100%	96	32%	<b>302</b>
Darwin Urban	Jan-17	1,709	95%	1,800	100%	504	28%	<b>1,808</b>
East Arnhem	Jan-17	172	98%	175	100%	52	30%	<b>175</b>
Katherine	Jul-17	146	94%	155	100%	63	41%	<b>155</b>
NT - Other		67	93%	71	99%	26	36%	<b>72</b>
<b>Other Territories</b>		<b>21</b>	<b>88%</b>	<b>23</b>	<b>96%</b>	<b>&lt;11</b>		<b>24</b>
<b>Total</b>		<b>315,270</b>	<b>88%</b>	<b>360,326</b>	<b>99%</b>	<b>101,129</b>	<b>28%</b>	<b>364,879</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL



**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2020** <sup>629 630</sup>

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>5,061</b>	<b>4.2%</b>	<b>8,237</b>	<b>6.9%</b>	<b>119,264</b>
Hunter New England	794	3.7%	1,656	7.8%	21,204
Central Coast	192	2.8%	445	6.4%	6,949
Far West	<11		20	4.0%	504
Illawarra Shoalhaven	316	4.5%	450	6.5%	6,974
Mid North Coast	151	3.2%	202	4.3%	4,718
Murrumbidgee	227	4.3%	333	6.3%	5,265
Nepean Blue Mountains	351	4.9%	521	7.3%	7,182
North Sydney	696	8.2%	849	10.0%	8,502
Northern NSW	173	3.1%	278	5.0%	5,537
South Eastern Sydney	378	4.8%	554	7.0%	7,884
South Western Sydney	410	2.6%	841	5.3%	15,895
Southern NSW	146	4.1%	204	5.8%	3,546
Sydney	256	3.8%	399	6.0%	6,666
Western NSW	346	7.0%	478	9.7%	4,939
Western Sydney	623	4.6%	1,007	7.5%	13,482
NSW - Other	<11		<11		17
<b>VIC</b>	<b>4,738</b>	<b>4.8%</b>	<b>5,089</b>	<b>5.2%</b>	<b>98,541</b>
Barwon	278	3.5%	364	4.5%	8,030
Central Highlands	220	5.3%	240	5.7%	4,178
Loddon	231	4.3%	234	4.4%	5,313
North East Melbourne	649	6.4%	682	6.8%	10,082
Inner Gippsland	126	3.2%	129	3.3%	3,890
Ovens Murray	137	5.0%	144	5.3%	2,717
Western District	264	8.4%	271	8.7%	3,125
Inner East Melbourne	697	9.1%	711	9.3%	7,643
Outer East Melbourne	374	5.0%	415	5.5%	7,546
Hume Moreland	185	2.8%	199	3.0%	6,563
Bayside Peninsula	703	6.2%	783	6.9%	11,420
Southern Melbourne	221	2.5%	246	2.8%	8,697
Brimbank Melton	174	3.1%	185	3.3%	5,592
Western Melbourne	248	3.2%	246	3.2%	7,769
Goulburn	83	3.0%	83	3.0%	2,746
Mallee	85	5.6%	86	5.6%	1,523
Outer Gippsland	63	3.7%	71	4.2%	1,696
VIC - Other	<11		<11		11
<b>QLD</b>	<b>1,378</b>	<b>2.0%</b>	<b>4,289</b>	<b>6.3%</b>	<b>67,687</b>
Bundaberg	48	2.1%	145	6.4%	2,251
Ipswich	207	3.5%	336	5.6%	5,982
Mackay	17	0.7%	115	4.6%	2,524
Toowoomba	210	4.3%	413	8.4%	4,927
Townsville	58	1.2%	289	6.0%	4,809
Rockhampton	141	3.6%	223	5.7%	3,895
Beenleigh	103	1.6%	396	6.1%	6,499
Brisbane	264	2.1%	914	7.1%	12,786
Cairns	53	1.6%	243	7.5%	3,231
Maryborough	69	2.5%	175	6.3%	2,778
Robina	60	0.9%	376	5.9%	6,375
Caboolture/Strathpine	77	1.2%	360	5.7%	6,272
Maroochydore	71	1.3%	304	5.7%	5,335

<sup>629</sup> Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

<sup>630</sup> Other Territories includes Norfolk Island.

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD - Other	<11		<11		23
<b>WA</b>	<b>391</b>	<b>1.4%</b>	<b>1,379</b>	<b>5.1%</b>	<b>27,277</b>
North East Metro	184	3.5%	466	8.9%	5,240
Wheat Belt	<11		19	2.6%	719
South Metro	57	1.3%	246	5.4%	4,529
Great Southern	<11		26	4.6%	565
Midwest-Gascoyne	<11		<11		469
Central South Metro	68	1.9%	206	5.7%	3,615
Central North Metro	16	0.7%	69	2.8%	2,459
South West	<11		109	4.4%	2,459
Goldfields-Esperance	<11		<11		431
North Metro	29	0.9%	85	2.6%	3,293
South East Metro	21	0.8%	106	4.1%	2,602
Kimberley-Pilbara	<11		29	3.2%	896
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,770</b>	<b>5.3%</b>	<b>2,232</b>	<b>6.7%</b>	<b>33,127</b>
Adelaide Hills	42	3.5%	61	5.0%	1,215
Barossa, Light and Lower North	31	1.9%	48	3.0%	1,617
Eastern Adelaide	163	5.6%	229	7.9%	2,886
Eyre and Western	26	2.6%	34	3.4%	1,004
Far North (SA)	20	5.1%	24	6.1%	395
Fleurieu and Kangaroo Island	34	3.8%	47	5.3%	888
Limestone Coast	46	4.1%	74	6.6%	1,116
Murray and Mallee	85	6.2%	99	7.2%	1,380
Northern Adelaide	588	5.3%	703	6.3%	11,105
Southern Adelaide	552	7.7%	667	9.3%	7,209
Western Adelaide	146	5.0%	189	6.4%	2,940
Yorke and Mid North	37	2.7%	57	4.2%	1,372
SA - Other	<11		<11		<11
<b>TAS</b>	<b>421</b>	<b>5.0%</b>	<b>842</b>	<b>10.1%</b>	<b>8,343</b>
TAS North	121	5.3%	199	8.6%	2,303
TAS North West	107	5.2%	198	9.7%	2,047
TAS South East	60	3.5%	137	7.9%	1,735
TAS South West	133	5.9%	308	13.6%	2,258
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>48</b>	<b>0.6%</b>	<b>426</b>	<b>5.7%</b>	<b>7,492</b>
ACT	47	0.6%	425	5.7%	7,488
ACT - Other	<11		<11		<11
<b>NT</b>	<b>137</b>	<b>4.4%</b>	<b>348</b>	<b>11.1%</b>	<b>3,124</b>
Barkly	<11		16	10.5%	153
Central Australia	36	7.8%	95	20.7%	459
Darwin Remote	<11		<11		302
Darwin Urban	81	4.5%	208	11.5%	1,808
East Arnhem	<11		<11		175
Katherine	16	10.3%	28	18.1%	155
NT - Other	<11		<11		72
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>24</b>
<b>National</b>	<b>13,944</b>	<b>3.8%</b>	<b>22,842</b>	<b>6.3%</b>	<b>364,879</b>



**Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2020** <sup>631 632</sup>

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed for SIL supports	Total committed in current plans (\$)
NSW	53,843,708	0.68%	2,710,056,694	34%	7,913,350,469
VIC	54,162,396	0.90%	1,518,058,493	25%	5,988,145,142
QLD	16,527,886	0.32%	1,460,072,940	28%	5,129,595,281
WA	4,560,728	0.26%	389,757,721	22%	1,759,586,495
SA	19,139,464	0.91%	708,937,354	34%	2,104,728,737
TAS	5,240,337	0.79%	299,652,145	45%	664,926,425
ACT	572,415	0.13%	145,050,828	33%	444,949,025
NT	1,878,611	0.45%	199,370,214	47%	421,618,636
Other Territories	0	0.00%	0	0%	2,180,572
<b>Total</b>	<b>155,925,544</b>	<b>0.64%</b>	<b>7,430,956,388</b>	<b>30%</b>	<b>24,429,080,781</b>

**Table P.3 Registered and active SDA providers by jurisdiction as at 31 March 2020** <sup>633 634 635</sup>

State/Territory	SDA registered providers	SDA active providers
NSW	547	119
VIC	561	67
QLD	516	39
WA	68	2
SA	523	17
TAS	470	12
ACT	468	5
NT	471	4
OT	0	0
<b>National</b>	<b>782</b>	<b>240</b>

### 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.

<sup>631</sup> State/ Territory is defined by the current residing address of the participant.

<sup>632</sup> Other Territories includes Norfolk Island.

<sup>633</sup> 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.

<sup>634</sup> Other Territories includes Norfolk Island.

<sup>635</sup> 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.

**Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 31 March 2020 (excluding in-kind arrangements)** <sup>636</sup>

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	<b>8</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>19</b>
ACT - Australian Capital Territory	8	0	11	0	19
<b>NSW</b>	<b>1,308</b>	<b>59</b>	<b>513</b>	<b>5</b>	<b>1,885</b>
NSW - Capital Region	57	1	8	0	66
NSW - Central Coast	53	3	20	1	77
NSW - Central West	45	3	14	0	62
NSW - Coffs Harbour - Grafton	21	5	1	0	27
NSW - Far West and Orana	60	4	5	0	69
NSW - Hunter Valley exc Newcastle	33	2	7	0	42
NSW - Illawarra	41	1	11	0	53
NSW - Mid North Coast	40	2	11	0	53
NSW - Murray	53	1	7	0	61
NSW - New England and North West	30	2	7	0	39
NSW - Newcastle and Lake Macquarie	89	1	64	0	154
NSW - Richmond - Tweed	27	1	15	0	43
NSW - Riverina	25	1	8	0	34
NSW - Southern Highlands and Shoalhaven	14	1	9	0	24
NSW - Sydney - Baulkham Hills and Hawkesbury	41	4	7	0	52
NSW - Sydney - Blacktown	68	4	30	0	102
NSW - Sydney - City and Inner South	15	3	0	0	18
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	85	2	15	2	104
NSW - Sydney - Inner West	18	3	2	0	23
NSW - Sydney - North Sydney and Hornsby	40	1	5	0	46
NSW - Sydney - Northern Beaches	31	2	15	0	48
NSW - Sydney - Outer South West	56	0	0	1	57
NSW - Sydney - Outer West and Blue Mountains	92	3	56	1	152
NSW - Sydney - Parramatta	91	0	119	0	210
NSW - Sydney - Ryde	77	3	31	0	111
NSW - Sydney - South West	36	1	17	0	54
NSW - Sydney - Sutherland	59	4	28	0	91
<b>NT</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>28</b>
NT - Darwin	11	2	8	0	21
NT - Northern Territory - Outback	6	1	0	0	7
<b>QLD</b>	<b>354</b>	<b>37</b>	<b>166</b>	<b>5</b>	<b>562</b>
QLD - Brisbane - East	13	0	7	0	20
QLD - Brisbane - North	14	2	5	0	21
QLD - Brisbane - South	25	3	10	0	38
QLD - Brisbane - West	46	2	4	0	52
QLD - Brisbane Inner City	11	0	13	1	25
QLD - Cairns	12	1	11	0	24
QLD - Darling Downs - Maranoa	2	2	4	0	8
QLD - Fitzroy	24	2	4	0	30
QLD - Gold Coast	28	2	13	1	44
QLD - Ipswich	28	1	20	0	49
QLD - Logan - Beaudesert	11	1	15	0	27
QLD - Mackay	8	1	0	0	9
QLD - Moreton Bay - North	17	3	15	0	35
QLD - Moreton Bay - South	13	0	2	0	15
QLD - Queensland - Outback	0	0	0	0	0

<sup>636</sup> 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 - Sunshine Coast	15	4	0	0	19
QLD - Toowoomba	13	7	11	2	33
QLD - Townsville	21	2	7	0	30
QLD - Wide Bay	53	4	25	1	83
<b>SA</b>	<b>850</b>	<b>10</b>	<b>100</b>	<b>0</b>	<b>960</b>
SA - Adelaide - Central and Hills	69	3	12	0	84
SA - Adelaide - North	239	0	23	0	262
SA - Adelaide - South	274	5	29	0	308
SA - Adelaide - West	150	0	25	0	175
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	83	1	9	0	93
<b>TAS</b>	<b>26</b>	<b>3</b>	<b>20</b>	<b>0</b>	<b>49</b>
TAS - Hobart	14	0	0	0	14
TAS - Launceston and North East	6	2	5	0	13
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	15	0	22
<b>VIC</b>	<b>376</b>	<b>85</b>	<b>125</b>	<b>14</b>	<b>600</b>
VIC - Ballarat	18	5	14	0	37
VIC - Bendigo	12	0	10	0	22
VIC - Geelong	24	6	13	6	49
VIC - Hume	32	3	0	0	35
VIC - Latrobe - Gippsland	15	6	0	0	21
VIC - Melbourne - Inner	12	3	17	0	32
VIC - Melbourne - Inner East	17	9	2	0	28
VIC - Melbourne - Inner South	45	10	8	1	64
VIC - Melbourne - North East	29	8	10	1	48
VIC - Melbourne - North West	7	4	5	0	16
VIC - Melbourne - Outer East	28	1	10	0	39
VIC - Melbourne - South East	44	5	9	1	59
VIC - Melbourne - West	12	11	12	0	35
VIC - Mornington Peninsula	15	5	2	0	22
VIC - North West	33	4	9	5	51
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	1	0	22
<b>WA</b>	<b>7</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>20</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	7	0	7
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	0	0	3	0	3
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	2	0	0	0	2
WA - Perth - South West	0	0	3	0	3
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>2,946</b>	<b>197</b>	<b>956</b>	<b>24</b>	<b>4,123</b>

**Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 31 March 2020 (excluding in-kind arrangements)** <sup>637</sup>

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>3</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>19</b>
ACT - Australian Capital Territory	3	0	16	0	0	19
<b>NSW</b>	<b>1070</b>	<b>331</b>	<b>238</b>	<b>62</b>	<b>184</b>	<b>1,885</b>
NSW - Capital Region	51	3	7	1	4	66
NSW - Central Coast	50	9	9	4	5	77
NSW - Central West	33	10	6	4	9	62
NSW - Coffs Harbour - Grafton	14	4	4	2	3	27
NSW - Far West and Orana	52	2	4	8	3	69
NSW - Hunter Valley exc Newcastle	27	2	4	4	5	42
NSW - Illawarra	42	10	1	0	0	53
NSW - Mid North Coast	36	11	0	6	0	53
NSW - Murray	35	17	3	4	2	61
NSW - New England and North West	17	12	2	0	8	39
NSW - Newcastle and Lake Macquarie	69	8	73	1	3	154
NSW - Richmond - Tweed	17	14	6	0	6	43
NSW - Riverina	23	7	3	0	1	34
NSW - Southern Highlands and Shoalhaven	10	7	3	4	0	24
NSW - Sydney - Baulkham Hills and Hawkesbury	28	18	0	2	4	52
NSW - Sydney - Blacktown	60	24	4	1	13	102
NSW - Sydney - City and Inner South	15	1	0	2	0	18
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	79	8	13	0	4	104
NSW - Sydney - Inner West	19	0	3	1	0	23
NSW - Sydney - North Sydney and Hornsby	34	10	2	0	0	46
NSW - Sydney - Northern Beaches	31	5	3	0	9	48
NSW - Sydney - Outer South West	39	3	8	3	4	57
NSW - Sydney - Outer West and Blue Mountains	69	28	14	11	30	152
NSW - Sydney - Parramatta	67	78	34	0	31	210
NSW - Sydney - Ryde	57	6	15	2	31	111
NSW - Sydney - South West	29	13	4	1	7	54
NSW - Sydney - Sutherland	56	21	12	0	2	91
<b>NT</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>28</b>
NT - Darwin	4	3	1	0	13	21
NT - Northern Territory - Outback	4	1	0	0	2	7
<b>QLD</b>	<b>104</b>	<b>160</b>	<b>139</b>	<b>39</b>	<b>120</b>	<b>562</b>
QLD - Brisbane - East	6	4	5	2	3	20
QLD - Brisbane - North	10	2	3	0	6	21
QLD - Brisbane - South	11	5	15	6	1	38
QLD - Brisbane - West	1	23	28	0	0	52
QLD - Brisbane Inner City	5	4	14	0	2	25
QLD - Cairns	3	2	2	0	17	24
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	4	9	0	0	17	30
QLD - Gold Coast	9	8	21	0	6	44
QLD - Ipswich	6	16	15	5	7	49
QLD - Logan - Beaudesert	4	4	14	2	3	27
QLD - Mackay	2	4	0	0	3	9
QLD - Moreton Bay - North	0	10	12	8	5	35
QLD - Moreton Bay - South	0	9	0	2	4	15

<sup>637</sup> Ibid.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	6	0	5	3	19
QLD - Toowoomba	11	16	3	0	3	33
QLD - Townsville	6	9	4	0	11	30
QLD - Wide Bay	20	26	2	9	26	83
<b>SA</b>	<b>464</b>	<b>236</b>	<b>73</b>	<b>54</b>	<b>133</b>	<b>960</b>
SA - Adelaide - Central and Hills	48	10	5	6	15	84
SA - Adelaide - North	83	109	26	10	34	262
SA - Adelaide - South	165	53	25	10	55	308
SA - Adelaide - West	98	27	14	17	19	175
SA - Barossa - Yorke - Mid North	14	3	0	3	0	20
SA - South Australia - Outback	14	4	0	0	0	18
SA - South Australia - South East	42	30	3	8	10	93
<b>TAS</b>	<b>7</b>	<b>23</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>49</b>
TAS - Hobart	5	7	0	1	1	14
TAS - Launceston and North East	1	6	2	2	2	13
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	10	1	0	10	22
<b>VIC</b>	<b>248</b>	<b>137</b>	<b>96</b>	<b>46</b>	<b>73</b>	<b>600</b>
VIC - Ballarat	1	21	3	11	1	37
VIC - Bendigo	8	4	4	6	0	22
VIC - Geelong	12	11	13	5	8	49
VIC - Hume	24	7	0	0	4	35
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	8	2	20	1	1	32
VIC - Melbourne - Inner East	20	5	0	3	0	28
VIC - Melbourne - Inner South	36	5	7	4	12	64
VIC - Melbourne - North East	17	10	10	5	6	48
VIC - Melbourne - North West	6	5	4	0	1	16
VIC - Melbourne - Outer East	17	5	11	4	2	39
VIC - Melbourne - South East	26	18	7	3	5	59
VIC - Melbourne - West	9	8	12	0	6	35
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	0	0	18	51
VIC - Shepparton	6	8	4	0	2	20
VIC - Warrnambool and South West	19	2	0	0	1	22
<b>WA</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>11</b>	<b>20</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	7	7
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	0	1	1	0	1	3
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	2	0	0	0	0	2
WA - Perth - South West	0	0	0	0	3	3
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>1,906</b>	<b>892</b>	<b>572</b>	<b>204</b>	<b>549</b>	<b>4,123</b>

**Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 March 2020 (excluding in-kind arrangements)** <sup>638</sup>

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>19</b>
ACT - Australian Capital Territory	2	9	2	3	3	0	19
<b>NSW</b>	<b>436</b>	<b>334</b>	<b>154</b>	<b>304</b>	<b>598</b>	<b>59</b>	<b>1,885</b>
NSW - Capital Region	29	9	2	12	13	1	66
NSW - Central Coast	14	9	5	18	28	3	77
NSW - Central West	10	5	6	12	26	3	62
NSW - Coffs Harbour - Grafton	5	4	3	3	7	5	27
NSW - Far West and Orana	22	11	3	12	17	4	69
NSW - Hunter Valley exc Newcastle	10	0	5	9	16	2	42
NSW - Illawarra	9	3	4	8	28	1	53
NSW - Mid North Coast	18	11	5	1	16	2	53
NSW - Murray	30	6	3	4	17	1	61
NSW - New England and North West	1	11	2	3	20	2	39
NSW - Newcastle and Lake Macquarie	47	26	22	18	40	1	154
NSW - Richmond - Tweed	16	3	3	5	15	1	43
NSW - Riverina	7	3	4	10	9	1	34
NSW - Southern Highlands and Shoalhaven	2	3	1	4	13	1	24
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	3	20	21	4	52
NSW - Sydney - Blacktown	5	24	11	15	43	4	102
NSW - Sydney - City and Inner South	1	3	0	3	8	3	18
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	27	9	9	13	44	2	104
NSW - Sydney - Inner West	0	1	4	5	10	3	23
NSW - Sydney - North Sydney and Hornsby	5	6	3	10	21	1	46
NSW - Sydney - Northern Beaches	6	1	4	11	24	2	48
NSW - Sydney - Outer South West	8	9	5	15	20	0	57
NSW - Sydney - Outer West and Blue Mountains	37	30	18	33	31	3	152
NSW - Sydney - Parramatta	63	84	11	14	38	0	210
NSW - Sydney - Ryde	22	31	7	21	27	3	111
NSW - Sydney - South West	6	17	3	9	18	1	54
NSW - Sydney - Sutherland	34	12	7	12	22	4	91
<b>NT</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>28</b>
NT - Darwin	1	10	0	2	6	2	21
NT - Northern Territory - Outback	0	4	1	1	0	1	7
<b>QLD</b>	<b>237</b>	<b>99</b>	<b>86</b>	<b>71</b>	<b>32</b>	<b>37</b>	<b>562</b>
QLD - Brisbane - East	9	2	7	1	1	0	20
QLD - Brisbane - North	6	5	6	1	1	2	21
QLD - Brisbane - South	26	5	1	0	3	3	38
QLD - Brisbane - West	29	16	3	1	1	2	52
QLD - Brisbane Inner City	16	0	3	5	1	0	25
QLD - Cairns	10	2	3	8	0	1	24
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	9	8	3	7	1	2	30
QLD - Gold Coast	33	1	4	2	2	2	44
QLD - Ipswich	20	6	13	9	0	1	49
QLD - Logan - Beaudesert	14	0	3	7	2	1	27
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	13	3	5	6	5	3	35
QLD - Moreton Bay - South	4	1	5	4	1	0	15
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	1	4	3	0	4	19

<sup>638</sup> Ibid.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Toowoomba	7	12	2	3	2	7	33
QLD - Townsville	3	16	0	6	3	2	30
QLD - Wide Bay	27	20	23	6	3	4	83
<b>SA</b>	<b>201</b>	<b>418</b>	<b>151</b>	<b>102</b>	<b>78</b>	<b>10</b>	<b>960</b>
SA - Adelaide - Central and Hills	18	25	18	14	6	3	84
SA - Adelaide - North	42	130	35	34	21	0	262
SA - Adelaide - South	73	126	45	24	35	5	308
SA - Adelaide - West	50	70	29	14	12	0	175
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	13	50	17	9	3	1	93
<b>TAS</b>	<b>8</b>	<b>18</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>3</b>	<b>49</b>
TAS - Hobart	4	3	3	4	0	0	14
TAS - Launceston and North East	3	2	0	6	0	2	13
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	1	13	2	5	0	1	22
<b>VIC</b>	<b>171</b>	<b>88</b>	<b>68</b>	<b>43</b>	<b>145</b>	<b>85</b>	<b>600</b>
VIC - Ballarat	16	12	3	0	1	5	37
VIC - Bendigo	12	8	2	0	0	0	22
VIC - Geelong	23	10	4	3	3	6	49
VIC - Hume	5	16	1	3	7	3	35
VIC - Latrobe - Gippsland	5	5	1	0	4	6	21
VIC - Melbourne - Inner	19	2	2	4	2	3	32
VIC - Melbourne - Inner East	2	3	1	3	10	9	28
VIC - Melbourne - Inner South	24	6	4	1	19	10	64
VIC - Melbourne - North East	10	5	8	5	12	8	48
VIC - Melbourne - North West	1	0	4	0	7	4	16
VIC - Melbourne - Outer East	7	0	7	8	16	1	39
VIC - Melbourne - South East	8	4	11	9	22	5	59
VIC - Melbourne - West	7	2	10	1	4	11	35
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	21	8	4	2	12	4	51
VIC - Shepparton	4	2	4	3	4	3	20
VIC - Warrnambool and South West	3	5	1	0	11	2	22
<b>WA</b>	<b>0</b>	<b>6</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>20</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	6	1	0	0	7
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	1	2	0	0	0	3
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	3	0	0	0	3
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Grand Total</b>	<b>1056</b>	<b>986</b>	<b>480</b>	<b>542</b>	<b>862</b>	<b>197</b>	<b>4,123</b>

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements) <sup>639</sup>

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>11</b>
ACT - Australian Capital Territory	0	11	0	0	11
<b>NSW</b>	<b>204</b>	<b>178</b>	<b>21</b>	<b>115</b>	<b>518</b>
NSW - Capital Region	0	7	1	0	8
NSW - Central Coast	7	9	0	5	21
NSW - Central West	7	5	2	0	14
NSW - Coffs Harbour - Grafton	1	0	0	0	1
NSW - Far West and Orana	1	4	0	0	5
NSW - Hunter Valley exc Newcastle	1	4	2	0	7
NSW - Illawarra	10	1	0	0	11
NSW - Mid North Coast	5	0	6	0	11
NSW - Murray	3	3	1	0	7
NSW - New England and North West	0	1	0	6	7
NSW - Newcastle and Lake Macquarie	6	58	0	0	64
NSW - Richmond - Tweed	9	1	0	5	15
NSW - Riverina	6	2	0	0	8
NSW - Southern Highlands and Shoalhaven	4	3	2	0	9
NSW - Sydney - Baulkham Hills and Hawkesbury	6	0	0	1	7
NSW - Sydney - Blacktown	21	2	0	7	30
NSW - Sydney - City and Inner South	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	4	13	0	0	17
NSW - Sydney - Inner West	0	2	0	0	2
NSW - Sydney - North Sydney and Hornsby	3	2	0	0	5
NSW - Sydney - Northern Beaches	4	3	0	8	15
NSW - Sydney - Outer South West	1	0	0	0	1
NSW - Sydney - Outer West and Blue Mountains	20	12	5	20	57
NSW - Sydney - Parramatta	64	29	0	26	119
NSW - Sydney - Ryde	1	0	1	29	31
NSW - Sydney - South West	5	4	1	7	17
NSW - Sydney - Sutherland	15	12	0	1	28
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>
NT - Darwin	0	0	0	8	8
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>33</b>	<b>82</b>	<b>7</b>	<b>49</b>	<b>171</b>
QLD - Brisbane - East	0	5	0	2	7
QLD - Brisbane - North	0	0	0	5	5
QLD - Brisbane - South	0	10	0	0	10
QLD - Brisbane - West	2	2	0	0	4
QLD - Brisbane Inner City	2	10	0	2	14
QLD - Cairns	0	2	0	9	11
QLD - Darling Downs - Maranoa	0	1	0	3	4
QLD - Fitzroy	0	0	0	4	4
QLD - Gold Coast	3	10	0	1	14
QLD - Ipswich	1	15	1	3	20
QLD - Logan - Beaudesert	4	8	0	3	15
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	4	10	1	0	15
QLD - Moreton Bay - South	0	0	2	0	2
QLD - Queensland - Outback	0	0	0	0	0

<sup>639</sup> Ibid.



SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Sunshine Coast	0	0	0	0	0
QLD - Toowoomba	8	3	0	2	13
QLD - Townsville	0	4	0	3	7
QLD - Wide Bay	9	2	3	12	26
<b>SA</b>	<b>21</b>	<b>14</b>	<b>51</b>	<b>14</b>	<b>100</b>
SA - Adelaide - Central and Hills	4	2	6	0	12
SA - Adelaide - North	9	5	8	1	23
SA - Adelaide - South	8	5	10	6	29
SA - Adelaide - West	0	1	17	7	25
SA - Barossa - Yorke - Mid North	0	0	2	0	2
SA - South Australia - Outback	0	0	0	0	0
SA - South Australia - South East	0	1	8	0	9
<b>TAS</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>20</b>
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	3	0	1	1	5
TAS - South East	0	0	0	0	0
TAS - West and North West	8	1	0	6	15
<b>VIC</b>	<b>23</b>	<b>78</b>	<b>14</b>	<b>24</b>	<b>139</b>
VIC - Ballarat	11	3	0	0	14
VIC - Bendigo	4	0	6	0	10
VIC - Geelong	2	11	0	6	19
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	16	0	0	17
VIC - Melbourne - Inner East	0	0	2	0	2
VIC - Melbourne - Inner South	0	7	1	1	9
VIC - Melbourne - North East	0	10	1	0	11
VIC - Melbourne - North West	1	4	0	0	5
VIC - Melbourne - Outer East	0	10	0	0	10
VIC - Melbourne - South East	1	6	2	1	10
VIC - Melbourne - West	0	8	0	4	12
VIC - Mornington Peninsula	0	0	2	0	2
VIC - North West	3	0	0	11	14
VIC - Shepparton	0	3	0	0	3
VIC - Warrnambool and South West	0	0	0	1	1
<b>WA</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>13</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	7	7
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	1	1	0	1	3
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0
WA - Perth - South West	0	0	0	3	3
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Grand Total</b>	<b>293</b>	<b>365</b>	<b>94</b>	<b>228</b>	<b>980</b>

**Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)** <sup>640</sup>

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>0</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>26</b>
ACT - Australian Capital Territory	0	26	0	0	26
<b>NSW</b>	<b>500</b>	<b>409</b>	<b>68</b>	<b>280</b>	<b>1257</b>
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	17	35	0	22	74
NSW - Central West	13	6	8	0	27
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	5	10	0	0	15
NSW - Hunter Valley exc Newcastle	5	19	10	0	34
NSW - Illawarra	31	3	0	0	34
NSW - Mid North Coast	16	0	7	0	23
NSW - Murray	7	5	1	0	13
NSW - New England and North West	0	2	0	15	17
NSW - Newcastle and Lake Macquarie	30	164	0	0	194
NSW - Richmond - Tweed	15	5	0	7	27
NSW - Riverina	10	8	0	0	18
NSW - Southern Highlands and Shoalhaven	9	6	10	0	25
NSW - Sydney - Baulkham Hills and Hawkesbury	30	0	0	5	35
NSW - Sydney - Blacktown	47	5	0	34	86
NSW - Sydney - City and Inner South	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	16	25	0	0	41
NSW - Sydney - Inner West	0	5	0	0	5
NSW - Sydney - North Sydney and Hornsby	5	10	0	0	15
NSW - Sydney - Northern Beaches	10	10	0	30	50
NSW - Sydney - Outer South West	5	0	0	0	5
NSW - Sydney - Outer West and Blue Mountains	36	17	19	45	117
NSW - Sydney - Parramatta	139	31	0	53	223
NSW - Sydney - Ryde	5	0	3	48	56
NSW - Sydney - South West	18	13	5	16	52
NSW - Sydney - Sutherland	26	15	0	5	46
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>16</b>
NT - Darwin	0	0	0	16	16
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>51</b>	<b>109</b>	<b>24</b>	<b>83</b>	<b>267</b>
QLD - Brisbane - East	0	5	0	6	11
QLD - Brisbane - North	0	0	0	7	7
QLD - Brisbane - South	0	10	0	0	10
QLD - Brisbane - West	2	7	0	0	9
QLD - Brisbane Inner City	4	10	0	8	22
QLD - Cairns	0	4	0	12	16
QLD - Darling Downs - Maranoa	0	3	0	4	7
QLD - Fitzroy	0	0	0	4	4
QLD - Gold Coast	3	14	0	1	18
QLD - Ipswich	1	15	4	9	29
QLD - Logan - Beaudesert	4	8	0	7	19
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	4	16	3	0	23
QLD - Moreton Bay - South	0	0	8	0	8
QLD - Queensland - Outback	0	0	0	0	0

<sup>640</sup> Ibid.

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Sunshine Coast	0	0	0	0	0
QLD - Toowoomba	16	6	0	2	24
QLD - Townsville	0	6	0	8	14
QLD - Wide Bay	17	5	9	15	46
<b>SA</b>	<b>49</b>	<b>32</b>	<b>119</b>	<b>17</b>	<b>217</b>
SA - Adelaide - Central and Hills	8	6	15	0	29
SA - Adelaide - North	24	13	18	2	57
SA - Adelaide - South	17	7	23	6	53
SA - Adelaide - West	0	2	41	9	52
SA - Barossa - Yorke - Mid North	0	0	6	0	6
SA - South Australia - Outback	0	0	0	0	0
SA - South Australia - South East	0	4	16	0	20
<b>TAS</b>	<b>21</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>45</b>
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	5	0	1	4	10
TAS - South East	0	0	0	0	0
TAS - West and North West	16	1	0	18	35
<b>VIC</b>	<b>30</b>	<b>145</b>	<b>34</b>	<b>49</b>	<b>258</b>
VIC - Ballarat	11	5	0	0	16
VIC - Bendigo	4	0	6	0	10
VIC - Geelong	5	19	0	8	32
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	16	0	0	17
VIC - Melbourne - Inner East	0	0	4	0	4
VIC - Melbourne - Inner South	0	11	5	4	20
VIC - Melbourne - North East	0	20	4	0	24
VIC - Melbourne - North West	1	12	0	0	13
VIC - Melbourne - Outer East	0	18	0	0	18
VIC - Melbourne - South East	2	14	9	4	29
VIC - Melbourne - West	0	24	0	4	28
VIC - Mornington Peninsula	0	0	6	0	6
VIC - North West	6	0	0	24	30
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	0	0	5	5
<b>WA</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>34</b>	<b>39</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	22	22
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	3	0	3	8
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0
WA - Perth - South West	0	0	0	9	9
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Grand Total</b>	<b>653</b>	<b>725</b>	<b>246</b>	<b>501</b>	<b>2,125</b>

## Appendix Q:

### Utilisation rates by regions

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The table below sets out rates of utilisation of committed supports by residing region, 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 July 2019 to 31 December 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- Regions are highlighted in purple if phasing began prior to 31 March 2018 and are highlighted in green if phasing began between 1 April 2018 and 31 March 2019.
- 'Other' includes utilisation from regions that commenced phasing on or after 1 April 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.

Table Q.1 Utilisation breakdown by region and participants SIL status – 1 July 2019 to 31 December 2019<sup>641</sup>

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		82%	82%	46%	66%	64%	46%	73%	71%	
Far West	Jul-17				29%	61%	55%	29%	66%	60%	
Hunter New England	Jul-16		85%	85%	47%	66%	64%	48%	74%	73%	
Illawarra Shoalhaven	Jul-17		84%	84%	49%	65%	63%	49%	72%	70%	
Mid North Coast	Jul-17		86%	86%	46%	66%	63%	46%	72%	70%	
Murrumbidgee	Jul-17		88%	88%	44%	63%	60%	45%	73%	70%	
Nepean Blue Mountains	Jul-16		84%	84%	42%	65%	62%	43%	74%	72%	
North Sydney	Jul-16		89%	89%	46%	65%	63%	46%	76%	75%	
Northern NSW	Jul-17		85%	85%	48%	66%	63%	48%	72%	70%	
South Eastern Sydney	Jul-17		83%	83%	50%	66%	64%	50%	73%	71%	
South Western Sydney	Jul-16	75%	85%	85%	53%	69%	67%	54%	75%	73%	
Southern NSW	Jul-16		84%	84%	44%	64%	62%	44%	70%	69%	
Sydney	Jul-17		81%	81%	42%	62%	58%	42%	68%	65%	
Western NSW	Jul-17		83%	83%	30%	55%	51%	33%	69%	65%	
Western Sydney	Jul-16		87%	87%	53%	68%	66%	54%	77%	75%	
New South Wales - Other											
NSW total			78%	85%	85%	46%	65%	63%	47%	74%	71%
Victoria											
Barwon	Jul-13		84%	84%	46%	62%	60%	45%	66%	64%	
Bayside Peninsula	Apr-18	75%	73%	74%	45%	59%	51%	51%	62%	56%	
Brimbank Melton	Oct-18				45%	59%	49%	47%	61%	51%	
Central Highlands	Jan-17		83%	83%	42%	60%	57%	43%	63%	60%	
Goulburn	Jan-19				36%	54%	39%	39%	59%	43%	
Hume Moreland	Mar-18			76%	47%	65%	58%	48%	66%	59%	
Inner East Melbourne	Nov-17	79%	79%	79%	48%	60%	58%	51%	63%	61%	
Inner Gippsland	Oct-17				37%	54%	51%	37%	55%	52%	
Loddon	May-17		86%	86%	40%	63%	60%	41%	67%	63%	
Mallee	Jan-19				39%	47%	41%	47%	55%	49%	
North East Melbourne	Jul-16		79%	78%	46%	66%	63%	47%	68%	65%	
Outer East Melbourne	Nov-17		81%	80%	45%	59%	56%	48%	61%	58%	
Outer Gippsland	Jan-19				32%	46%	34%	34%	46%	36%	
Ovens Murray	Oct-17				41%	59%	55%	45%	61%	58%	
Southern Melbourne	Sep-18				44%	62%	50%	45%	65%	52%	
Western District	Oct-17		86%	84%	37%	60%	56%	39%	65%	62%	
Western Melbourne	Oct-18	49%		56%	44%	59%	48%	44%	61%	49%	
Victoria - Other											
Victoria total			70%	81%	78%	44%	61%	55%	46%	64%	58%
Queensland			49%		56%						
Beenleigh	Jul-18	83%	79%	81%	49%	64%	57%	63%	68%	66%	
Brisbane	Jul-18	83%	79%	81%	51%	64%	58%	62%	67%	65%	
Bundaberg	Sep-17		88%	88%	49%	66%	63%	49%	75%	73%	
Caboolture/Strathpine	Jan-19	85%	80%	84%	48%	64%	52%	58%	67%	60%	
Cairns	Jul-18	82%	79%	81%	50%	64%	57%	62%	70%	66%	
Ipswich	Jun-17		79%	79%	43%	62%	59%	44%	68%	65%	
Mackay	Nov-16		81%	81%	40%	62%	60%	40%	68%	67%	
Maroochydore	Jan-19	85%	83%	85%	52%	64%	56%	62%	68%	63%	
Maryborough	Jul-18	87%	82%	84%	44%	64%	57%	56%	69%	65%	
Robina	Jul-18	86%	84%	85%	53%	69%	62%	65%	73%	70%	
Rockhampton	Nov-17		83%	82%	42%	56%	54%	42%	67%	63%	

<sup>641</sup> Region is defined by the current residing address of the participant.

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
Toowoomba	Jan-17		83%	83%	43%	59%	57%	43%	68%	66%
Townsville	Jul-16		83%	83%	45%	62%	61%	47%	69%	67%
Queensland - Other										
Queensland total		84%	82%	83%	49%	63%	58%	60%	69%	65%
South Australia										
Adelaide Hills	Jul-13			79%	52%	63%	60%	69%	65%	67%
Barossa, Light and Lower North	Jul-13				46%	60%	57%	58%	62%	61%
Eastern Adelaide	Jul-13	83%		81%	53%	67%	60%	65%	68%	67%
Eyre and Western	Jul-13				38%	45%	43%	45%	48%	47%
Far North (SA)	Jul-13				14%	32%	25%	13%	34%	25%
Fleurieu and Kangaroo Island	Jul-13			82%	52%	61%	59%	68%	64%	65%
Limestone Coast	Jul-13				42%	50%	48%	45%	50%	49%
Murray and Mallee	Jul-13				33%	49%	45%	50%	50%	50%
Northern Adelaide	Jul-13	84%	77%	82%	45%	62%	58%	67%	64%	65%
Southern Adelaide	Jul-13	81%	76%	80%	45%	61%	57%	68%	64%	66%
Western Adelaide	Jul-13	83%		79%	53%	67%	60%	65%	67%	66%
Yorke and Mid North	Jul-13				42%	52%	48%	45%	52%	49%
South Australia - Other										
South Australia total		82%	75%	80%	46%	60%	56%	65%	63%	64%
Tasmania										
TAS North	Jul-13		87%	84%	41%	64%	55%	47%	72%	64%
TAS North West	Jul-13		84%	83%	43%	64%	57%	52%	73%	67%
TAS South East	Jul-13		82%	82%	45%	58%	52%	49%	67%	61%
TAS South West	Jul-13		83%	83%	46%	62%	56%	48%	73%	67%
Tasmania - Other										
Tasmania total		77%	84%	83%	43%	62%	55%	49%	72%	65%
Australian Capital Territory										
Australian Capital Territory	Jul-14		86%	86%	45%	64%	62%	45%	73%	71%
Australian Capital Territory - Other										
Australian Capital Territory total			86%	86%	45%	64%	62%	45%	73%	71%
Northern Territory										
Barkly	Jul-16					24%	24%		47%	46%
Central Australia	Jul-17		76%	77%	34%	54%	43%	48%	72%	66%
Darwin Remote	Jul-17				23%	45%	38%	23%	45%	38%
Darwin Urban	Jan-17		74%	74%	42%	56%	50%	47%	68%	64%
East Arnhem	Jan-17					29%	29%		29%	29%
Katherine	Jul-17					48%	44%		67%	64%
Northern Territory - Other							41%			41%
Northern Territory total		75%	75%	75%	37%	46%	42%	44%	64%	60%
Western Australia										
Central South Metro	Jul-18	82%	72%	79%	59%	66%	61%	65%	67%	66%
Goldfields-Esperance	Oct-18				33%	53%	38%	33%	54%	39%
Kimberley-Pilbara	Oct-18				43%	54%	45%	50%	58%	51%
North East Metro	Jul-14	86%	80%	81%	49%	67%	64%	67%	72%	71%
North Metro	Oct-18	80%		80%	57%	64%	59%	60%	67%	62%
South Metro	Jul-18	84%	78%	82%	62%	62%	62%	67%	67%	67%
South West	Sep-18	88%		87%	60%	61%	60%	66%	66%	66%
Wheat Belt	Jan-17				35%	59%	47%	46%	60%	53%
Western Australia - Other		73%	80%	77%	38%	59%	42%	43%	70%	50%
Western Australia total		83%	79%	81%	54%	64%	58%	60%	70%	64%
National total		82%	83%	83%	47%	63%	59%	56%	70%	66%

## Appendix R:

### Access decisions and first plans

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This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 31 March 2019 to 31 March 2020 (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 31 March 2019 to 31 March 2020 (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	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	59	70	80	67	13	15	10	12	7	1	0	4	2
0 to 6	NSW	1,042	1,332	1,453	1,161	476	292	310	298	174	120	18	134	58
0 to 6	NT	27	20	18	29	20	13	14	8	10	8	1	6	1
0 to 6	QLD	445	659	465	330	263	210	269	235	137	119	17	128	49
0 to 6	SA	262	328	442	327	90	50	80	56	48	27	8	39	15
0 to 6	TAS	79	66	24	28	20	34	43	19	21	20	9	21	12
0 to 6	VIC	473	719	819	694	245	226	307	264	168	123	16	143	85
0 to 6	WA	149	198	224	189	90	76	88	80	51	45	7	37	27
<b>0 to 6</b>	<b>National</b>	<b>2,536</b>	<b>3,392</b>	<b>3,525</b>	<b>2,825</b>	<b>1,217</b>	<b>916</b>	<b>1,121</b>	<b>972</b>	<b>616</b>	<b>463</b>	<b>76</b>	<b>512</b>	<b>249</b>
7 plus	ACT	161	198	217	170	110	90	83	78	67	52	23	47	56
7 plus	NSW	3,599	4,367	4,797	4,211	2,734	2,538	2,125	1,978	1,806	1,499	547	1,252	1,277
7 plus	NT	156	128	142	115	100	83	103	107	81	70	30	56	48
7 plus	QLD	3,718	5,208	3,975	2,891	2,790	2,307	1,911	1,900	1,722	1,371	517	1,146	1,139
7 plus	SA	977	1,180	1,338	1,185	726	676	713	557	511	430	140	335	331
7 plus	TAS	438	542	286	310	315	287	325	255	229	175	81	157	134
7 plus	VIC	3,630	4,355	4,945	4,277	2,755	2,501	2,712	2,287	1,984	1,568	567	1,340	1,311
7 plus	WA	1,046	1,293	1,555	1,434	926	926	1,025	842	735	559	200	471	465
<b>7 plus</b>	<b>National</b>	<b>13,725</b>	<b>17,271</b>	<b>17,255</b>	<b>14,593</b>	<b>10,456</b>	<b>9,408</b>	<b>8,997</b>	<b>8,004</b>	<b>7,138</b>	<b>5,724</b>	<b>2,105</b>	<b>4,804</b>	<b>4,762</b>
All	ACT	220	268	297	237	123	105	93	90	74	53	23	51	58
All	NSW	4,641	5,699	6,250	5,372	3,210	2,830	2,435	2,276	1,980	1,619	565	1,386	1,335
All	NT	183	148	160	144	120	96	117	115	91	78	31	62	49
All	QLD	4,163	5,867	4,440	3,221	3,053	2,517	2,180	2,135	1,859	1,490	534	1,274	1,188
All	SA	1,239	1,508	1,780	1,512	816	726	793	613	559	457	148	374	346
All	TAS	517	608	310	338	335	321	368	274	250	195	90	178	146
All	VIC	4,103	5,074	5,764	4,971	3,000	2,727	3,019	2,551	2,152	1,691	583	1,483	1,396
All	WA	1,195	1,491	1,779	1,623	1,016	1,002	1,113	922	786	604	207	508	492
<b>All</b>	<b>National</b>	<b>16,261</b>	<b>20,663</b>	<b>20,780</b>	<b>17,418</b>	<b>11,673</b>	<b>10,324</b>	<b>10,118</b>	<b>8,976</b>	<b>7,754</b>	<b>6,187</b>	<b>2,181</b>	<b>5,316</b>	<b>5,011</b>



**Table R.2 Access decisions in progress – average days**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	20	30	38	39	20	6	5	6	2	8	0	2	4
0 to 6	NSW	22	27	38	41	19	17	9	6	5	8	4	3	3
0 to 6	NT	17	14	21	12	6	6	4	7	3	7	6	2	0
0 to 6	QLD	18	26	22	19	15	11	7	6	6	8	5	3	3
0 to 6	SA	24	24	40	47	26	35	23	10	5	6	5	3	2
0 to 6	TAS	25	24	26	23	19	10	8	10	6	5	5	3	5
0 to 6	VIC	17	24	34	38	18	12	9	7	7	10	8	3	5
0 to 6	WA	23	27	38	42	23	22	13	7	6	5	4	2	2
<b>0 to 6</b>	<b>National</b>	<b>21</b>	<b>26</b>	<b>35</b>	<b>38</b>	<b>19</b>	<b>15</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>3</b>
7 plus	ACT	27	28	44	51	40	37	13	9	8	8	8	6	6
7 plus	NSW	24	28	40	44	30	25	13	14	14	12	8	6	5
7 plus	NT	19	11	20	20	18	14	11	10	11	7	3	3	4
7 plus	QLD	18	27	25	23	21	16	8	11	10	9	6	5	4
7 plus	SA	21	26	38	41	26	21	16	13	12	9	4	4	4
7 plus	TAS	21	25	26	22	20	14	10	10	9	7	5	5	4
7 plus	VIC	21	25	35	41	25	21	14	14	13	12	8	6	6
7 plus	WA	21	26	36	38	23	17	10	12	10	9	5	4	4
<b>7 plus</b>	<b>National</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>25</b>	<b>20</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>5</b>
All	ACT	25	29	42	47	37	32	12	9	7	8	8	5	6
All	NSW	24	28	40	43	28	24	13	13	13	12	8	5	5
All	NT	19	12	20	18	16	13	10	10	10	7	3	3	4
All	QLD	18	27	24	23	20	16	8	10	10	9	5	4	4
All	SA	22	25	38	42	26	22	16	13	11	9	4	4	4
All	TAS	21	25	26	22	20	14	10	10	9	7	5	5	4
All	VIC	21	24	35	40	24	20	13	13	13	12	8	5	6
All	WA	22	26	36	39	23	17	10	12	10	9	5	4	4
<b>All</b>	<b>National</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>24</b>	<b>20</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>5</b>

**Table R.3 Access decisions completed – count**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	37	17	23	37	78	50	39	29	32	28	27	46	51
0 to 6	NSW	565	491	468	708	1,227	1,180	900	942	993	822	573	775	888
0 to 6	NT	36	51	32	29	45	47	50	39	49	34	25	49	39
0 to 6	QLD	367	295	658	469	575	866	753	770	728	569	563	603	679
0 to 6	SA	93	150	54	194	290	185	90	221	252	149	187	222	224
0 to 6	TAS	48	73	82	16	49	80	78	89	51	60	46	61	72
0 to 6	VIC	487	400	785	492	822	1,099	940	999	983	794	700	832	750
0 to 6	WA	183	90	158	245	213	226	198	237	251	188	177	229	208
<b>0 to 6</b>	<b>National</b>	<b>1,816</b>	<b>1,567</b>	<b>2,260</b>	<b>2,190</b>	<b>3,299</b>	<b>3,733</b>	<b>3,048</b>	<b>3,326</b>	<b>3,340</b>	<b>2,644</b>	<b>2,298</b>	<b>2,817</b>	<b>2,911</b>
7 plus	ACT	45	44	22	72	114	109	85	114	103	85	44	71	68
7 plus	NSW	1,177	1,120	768	1,451	2,648	2,431	2,166	2,078	2,058	1,800	1,489	1,652	1,930
7 plus	NT	133	138	65	105	88	104	93	101	109	75	64	104	94
7 plus	QLD	1,442	973	2,715	1,996	1,908	2,789	2,162	2,115	2,014	1,615	1,435	1,631	1,822
7 plus	SA	437	349	272	434	762	672	586	615	536	498	453	465	514
7 plus	TAS	179	210	428	83	198	298	224	249	202	193	155	163	183
7 plus	VIC	1,876	1,756	1,456	1,879	3,085	2,811	2,413	2,436	2,142	1,827	1,567	1,794	1,918
7 plus	WA	520	519	1,073	1,443	1,616	1,720	1,244	1,224	1,173	978	881	1,011	1,024
<b>7 plus</b>	<b>National</b>	<b>5,809</b>	<b>5,109</b>	<b>6,799</b>	<b>7,463</b>	<b>10,419</b>	<b>10,934</b>	<b>8,973</b>	<b>8,934</b>	<b>8,343</b>	<b>7,072</b>	<b>6,088</b>	<b>6,891</b>	<b>7,553</b>
All	ACT	82	61	45	109	192	159	124	143	135	113	71	117	119
All	NSW	1,742	1,611	1,236	2,159	3,875	3,611	3,066	3,020	3,051	2,622	2,062	2,427	2,818
All	NT	169	189	97	134	133	151	143	140	158	109	89	153	133
All	QLD	1,809	1,268	3,373	2,465	2,483	3,655	2,915	2,885	2,742	2,184	1,998	2,234	2,501
All	SA	530	499	326	628	1,052	857	676	836	788	647	640	687	738
All	TAS	227	283	510	99	247	378	302	338	253	253	201	224	255
All	VIC	2,363	2,156	2,241	2,371	3,907	3,910	3,353	3,435	3,125	2,621	2,267	2,626	2,668
All	WA	703	609	1,231	1,688	1,829	1,946	1,442	1,461	1,424	1,166	1,058	1,240	1,232
<b>All</b>	<b>National</b>	<b>7,625</b>	<b>6,676</b>	<b>9,059</b>	<b>9,653</b>	<b>13,718</b>	<b>14,667</b>	<b>12,021</b>	<b>12,260</b>	<b>11,683</b>	<b>9,716</b>	<b>8,386</b>	<b>9,708</b>	<b>10,464</b>

**Table R.4 Access decisions completed – average days**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	18	40	51	65	32	9	4	7	5	3	1	1	2
0 to 6	NSW	17	36	41	59	34	9	8	9	6	3	2	2	3
0 to 6	NT	5	8	10	13	17	4	7	9	5	4	5	3	3
0 to 6	QLD	10	15	35	22	18	7	6	9	6	4	3	4	3
0 to 6	SA	20	38	36	63	41	12	7	10	6	4	2	2	2
0 to 6	TAS	8	23	33	23	17	3	7	9	6	3	2	3	3
0 to 6	VIC	10	15	12	41	29	6	5	8	5	3	2	3	3
0 to 6	WA	8	22	18	25	26	9	6	7	5	4	3	3	3
<b>0 to 6</b>	<b>National</b>	<b>12</b>	<b>24</b>	<b>27</b>	<b>43</b>	<b>29</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
7 plus	ACT	21	40	36	72	46	21	12	13	6	5	4	4	4
7 plus	NSW	19	37	44	67	43	20	16	11	7	5	4	4	4
7 plus	NT	9	17	5	20	21	12	10	9	7	4	3	3	3
7 plus	QLD	15	19	46	28	27	17	13	11	7	5	6	4	4
7 plus	SA	14	28	32	61	39	18	14	12	7	5	3	4	4
7 plus	TAS	15	26	37	34	23	16	12	12	6	5	3	4	4
7 plus	VIC	12	22	20	48	35	16	14	12	7	5	4	4	4
7 plus	WA	13	24	10	21	23	9	11	10	5	4	3	3	3
<b>7 plus</b>	<b>National</b>	<b>14</b>	<b>25</b>	<b>33</b>	<b>42</b>	<b>34</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>
All	ACT	20	40	44	70	40	18	10	12	6	5	3	3	3
All	NSW	18	36	43	64	40	16	14	10	7	4	3	3	4
All	NT	8	15	6	18	20	10	9	9	6	4	4	3	3
All	QLD	14	18	44	27	24	15	11	10	7	5	5	4	4
All	SA	15	31	33	61	40	17	13	11	7	5	3	3	3
All	TAS	14	25	36	32	22	13	11	11	6	5	3	4	4
All	VIC	11	21	17	47	34	13	12	11	6	4	3	3	4
All	WA	12	23	11	22	23	9	10	10	5	4	3	3	3
<b>All</b>	<b>National</b>	<b>14</b>	<b>25</b>	<b>31</b>	<b>42</b>	<b>33</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>

**Table R.5 First plans in progress – count**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	55	44	40	50	96	111	73	46	37	30	29	26	22
0 to 6	NSW	1,008	955	767	999	1,525	1,589	1,169	1,072	1,103	895	672	705	657
0 to 6	NT	80	77	43	41	50	51	58	48	68	65	61	73	66
0 to 6	QLD	1,564	1,298	1,195	972	991	1,268	1,174	1,171	1,210	870	959	987	894
0 to 6	SA	787	842	737	833	1,022	725	293	298	463	365	447	473	413
0 to 6	TAS	141	173	169	106	121	143	174	165	116	95	89	72	74
0 to 6	VIC	4,351	3,896	3,344	2,480	2,447	2,270	2,016	1,867	1,837	1,793	1,615	1,461	1,232
0 to 6	WA	598	544	479	508	865	1,004	732	615	570	480	592	701	746
<b>0 to 6</b>	<b>National</b>	<b>8,584</b>	<b>7,829</b>	<b>6,774</b>	<b>5,989</b>	<b>7,117</b>	<b>7,161</b>	<b>5,689</b>	<b>5,284</b>	<b>5,405</b>	<b>4,593</b>	<b>4,464</b>	<b>4,498</b>	<b>4,104</b>
7 plus	ACT	71	72	55	70	116	178	158	150	161	162	108	82	79
7 plus	NSW	1,094	1,161	882	1,248	2,019	2,208	2,332	2,288	2,043	1,926	1,799	1,671	1,494
7 plus	NT	194	185	144	134	163	177	156	205	224	215	189	203	162
7 plus	QLD	3,303	2,642	2,701	2,069	2,202	2,882	3,032	3,259	3,062	2,857	2,592	2,421	2,016
7 plus	SA	1,651	1,490	1,227	937	1,219	1,229	1,287	1,378	1,404	1,420	1,341	1,158	843
7 plus	TAS	285	312	352	117	160	285	246	218	239	253	283	240	133
7 plus	VIC	6,980	6,032	4,085	2,813	3,719	4,022	4,045	4,192	4,298	4,329	4,194	3,760	2,815
7 plus	WA	3,465	2,969	2,600	2,223	4,354	4,605	4,092	3,886	3,545	3,258	3,255	3,130	2,905
<b>7 plus</b>	<b>National</b>	<b>17,043</b>	<b>14,863</b>	<b>12,046</b>	<b>9,611</b>	<b>13,952</b>	<b>15,586</b>	<b>15,348</b>	<b>15,581</b>	<b>14,986</b>	<b>14,421</b>	<b>13,764</b>	<b>12,668</b>	<b>10,449</b>
All	ACT	126	116	95	120	212	289	231	196	198	192	137	108	101
All	NSW	2,102	2,116	1,649	2,247	3,544	3,797	3,501	3,360	3,146	2,821	2,471	2,376	2,151
All	NT	274	262	187	175	213	228	214	253	292	280	250	276	228
All	QLD	4,867	3,940	3,896	3,041	3,193	4,150	4,206	4,430	4,272	3,727	3,551	3,408	2,910
All	SA	2,438	2,332	1,964	1,770	2,241	1,954	1,580	1,676	1,867	1,785	1,788	1,631	1,256
All	TAS	426	485	521	223	281	428	420	383	355	348	372	312	207
All	VIC	11,331	9,928	7,429	5,293	6,166	6,292	6,061	6,059	6,135	6,122	5,809	5,221	4,047
All	WA	4,063	3,513	3,079	2,731	5,219	5,609	4,824	4,501	4,115	3,738	3,847	3,831	3,651
<b>All</b>	<b>National</b>	<b>25,627</b>	<b>22,692</b>	<b>18,820</b>	<b>15,600</b>	<b>21,069</b>	<b>22,747</b>	<b>21,037</b>	<b>20,865</b>	<b>20,391</b>	<b>19,014</b>	<b>18,228</b>	<b>17,166</b>	<b>14,553</b>

**Table R.6 First plans in progress – average days**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	63	76	84	38	29	47	34	30	21	26	33	10	17
0 to 6	NSW	143	122	91	57	34	32	30	25	23	24	37	21	18
0 to 6	NT	83	77	72	67	43	39	44	48	45	58	78	68	59
0 to 6	QLD	94	97	71	72	61	45	42	37	37	39	48	43	41
0 to 6	SA	154	149	158	139	115	86	72	42	42	40	56	50	37
0 to 6	TAS	95	85	72	102	92	83	76	61	60	48	60	39	32
0 to 6	VIC	127	143	135	125	107	80	60	49	44	50	57	46	44
0 to 6	WA	99	103	106	108	80	89	90	82	66	71	80	75	76
<b>0 to 6</b>	<b>National</b>	<b>122</b>	<b>128</b>	<b>117</b>	<b>104</b>	<b>81</b>	<b>64</b>	<b>54</b>	<b>45</b>	<b>40</b>	<b>44</b>	<b>55</b>	<b>47</b>	<b>44</b>
7 plus	ACT	226	171	296	217	162	148	155	98	79	66	90	86	67
7 plus	NSW	127	123	160	115	78	74	76	61	56	57	65	57	53
7 plus	NT	75	76	88	79	78	76	82	79	77	85	106	93	74
7 plus	QLD	96	107	82	76	71	61	64	61	62	67	69	63	51
7 plus	SA	189	186	181	161	126	125	129	128	121	124	127	117	96
7 plus	TAS	67	68	39	79	58	42	45	39	45	58	71	73	40
7 plus	VIC	114	123	132	124	101	96	96	102	113	115	152	149	102
7 plus	WA	146	152	154	149	87	86	93	106	109	114	124	122	121
<b>7 plus</b>	<b>National</b>	<b>125</b>	<b>131</b>	<b>130</b>	<b>121</b>	<b>91</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>96</b>	<b>113</b>	<b>108</b>	<b>88</b>
All	ACT	155	135	207	142	102	109	116	82	68	60	78	68	56
All	NSW	135	123	128	89	59	56	60	50	44	47	58	46	42
All	NT	77	76	84	76	70	68	71	73	70	79	99	86	70
All	QLD	96	104	79	75	68	56	58	55	55	60	63	57	48
All	SA	178	173	172	151	121	110	119	113	101	107	109	98	77
All	TAS	76	74	50	90	72	56	58	48	50	55	68	65	37
All	VIC	119	131	133	125	104	90	84	86	92	96	126	120	84
All	WA	139	144	147	141	86	87	93	103	103	108	117	114	112
<b>All</b>	<b>National</b>	<b>124</b>	<b>130</b>	<b>125</b>	<b>115</b>	<b>88</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>84</b>	<b>99</b>	<b>92</b>	<b>76</b>

Table R.7 First plans completed – count

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	29	26	27	25	32	33	73	52	41	37	31	48	53
0 to 6	NSW	701	495	589	456	754	1,100	1,243	1,003	922	1,004	783	711	905
0 to 6	NT	60	52	49	34	31	43	42	47	26	33	28	32	45
0 to 6	QLD	595	494	690	637	479	559	698	748	646	833	459	558	728
0 to 6	SA	95	75	125	57	136	460	491	208	83	231	110	195	278
0 to 6	TAS	45	45	66	86	23	47	35	88	99	72	53	74	66
0 to 6	VIC	864	762	1,188	1,296	817	1,208	1,075	1,095	986	804	885	964	941
0 to 6	WA	146	130	131	72	71	76	404	326	294	218	120	110	159
<b>0 to 6</b>	<b>National</b>	<b>2,535</b>	<b>2,079</b>	<b>2,865</b>	<b>2,663</b>	<b>2,343</b>	<b>3,526</b>	<b>4,061</b>	<b>3,567</b>	<b>3,099</b>	<b>3,233</b>	<b>2,469</b>	<b>2,692</b>	<b>3,175</b>
7 plus	ACT	35	23	42	21	19	6	82	68	68	54	93	63	53
7 plus	NSW	822	690	878	619	961	1,457	1,192	1,378	1,623	1,301	1,298	1,173	1,495
7 plus	NT	101	92	93	92	37	47	77	32	61	58	71	54	97
7 plus	QLD	3,192	1,407	1,590	1,892	1,141	1,162	1,185	1,318	1,648	1,372	1,410	1,284	1,744
7 plus	SA	875	400	472	594	289	426	314	301	355	333	435	482	633
7 plus	TAS	278	143	239	291	97	76	180	181	130	120	104	142	233
7 plus	VIC	3,124	2,241	2,996	2,732	1,476	1,760	1,463	1,769	1,612	1,262	1,739	1,637	2,114
7 plus	WA	1,182	869	817	798	693	1,057	1,426	1,110	1,179	992	802	891	1,068
<b>7 plus</b>	<b>National</b>	<b>9,609</b>	<b>5,865</b>	<b>7,127</b>	<b>7,039</b>	<b>4,713</b>	<b>5,991</b>	<b>5,919</b>	<b>6,157</b>	<b>6,676</b>	<b>5,492</b>	<b>5,952</b>	<b>5,726</b>	<b>7,437</b>
All	ACT	64	49	69	46	51	39	155	120	109	91	124	111	106
All	NSW	1,523	1,185	1,467	1,075	1,715	2,557	2,435	2,381	2,545	2,305	2,081	1,884	2,400
All	NT	161	144	142	126	68	90	119	79	87	91	99	86	142
All	QLD	3,787	1,901	2,280	2,529	1,620	1,721	1,883	2,066	2,294	2,205	1,869	1,842	2,472
All	SA	970	475	597	651	425	886	805	509	438	564	545	677	911
All	TAS	323	188	305	377	120	123	215	269	229	192	157	216	299
All	VIC	3,988	3,003	4,184	4,028	2,293	2,968	2,538	2,864	2,598	2,066	2,624	2,601	3,055
All	WA	1,328	999	948	870	764	1,133	1,830	1,436	1,473	1,210	922	1,001	1,227
<b>All</b>	<b>National</b>	<b>12,144</b>	<b>7,944</b>	<b>9,992</b>	<b>9,702</b>	<b>7,056</b>	<b>9,517</b>	<b>9,980</b>	<b>9,724</b>	<b>9,775</b>	<b>8,725</b>	<b>8,421</b>	<b>8,418</b>	<b>10,612</b>

**Table R.8 First plans completed – average days**

Age	Jurisdiction	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
0 to 6	ACT	61	44	60	55	40	44	74	48	48	63	33	33	17
0 to 6	NSW	133	101	93	79	66	47	47	44	42	37	43	43	31
0 to 6	NT	98	55	74	47	52	34	35	49	34	36	43	58	86
0 to 6	QLD	113	118	108	76	66	65	57	58	58	51	56	58	58
0 to 6	SA	243	240	220	202	218	180	111	83	82	70	66	77	79
0 to 6	TAS	77	76	99	86	80	80	73	84	107	80	62	67	44
0 to 6	VIC	129	142	168	173	129	122	108	85	74	67	72	74	66
0 to 6	WA	172	171	161	191	117	110	108	111	103	76	128	120	124
<b>0 to 6</b>	<b>National</b>	<b>130</b>	<b>127</b>	<b>136</b>	<b>129</b>	<b>98</b>	<b>94</b>	<b>79</b>	<b>69</b>	<b>64</b>	<b>54</b>	<b>61</b>	<b>63</b>	<b>57</b>
7 plus	ACT	63	104	82	164	138	184	115	104	97	129	84	88	78
7 plus	NSW	100	102	98	127	90	74	76	75	69	63	66	63	64
7 plus	NT	96	71	77	91	90	80	78	71	96	97	103	127	114
7 plus	QLD	94	96	113	95	83	76	74	74	79	72	85	80	75
7 plus	SA	276	217	228	199	166	115	116	115	147	127	136	147	130
7 plus	TAS	85	73	83	59	74	74	63	55	67	50	70	76	87
7 plus	VIC	120	124	128	133	111	103	103	105	104	110	120	120	136
7 plus	WA	193	193	200	220	135	117	112	110	114	120	118	127	137
<b>7 plus</b>	<b>National</b>	<b>131</b>	<b>129</b>	<b>133</b>	<b>134</b>	<b>106</b>	<b>94</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>99</b>	<b>101</b>	<b>104</b>
All	ACT	62	72	74	105	77	66	96	80	79	102	71	65	48
All	NSW	115	102	96	107	79	62	62	62	59	52	57	55	51
All	NT	97	65	76	79	72	58	62	58	77	75	86	101	105
All	QLD	97	101	111	91	78	72	68	68	73	64	78	73	70
All	SA	273	221	226	199	183	149	113	102	135	104	122	127	115
All	TAS	84	74	86	65	75	77	65	64	84	61	67	73	78
All	VIC	122	129	139	146	117	111	105	97	93	93	104	103	114
All	WA	191	191	195	218	133	117	111	110	112	112	119	126	135
<b>All</b>	<b>National</b>	<b>131</b>	<b>129</b>	<b>134</b>	<b>133</b>	<b>103</b>	<b>94</b>	<b>88</b>	<b>83</b>	<b>84</b>	<b>77</b>	<b>88</b>	<b>89</b>	<b>90</b>