



Q3

2020-2021

NDIS Quarterly Report to disability ministers

31 March 2021

ndis

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Summary

The National Disability Insurance Scheme (NDIS) has delivered significant benefits to participants

1) The Scheme now has 450,000 diverse participants in all locations throughout Australia:

- Since 1 July 2020, the Scheme has been available in all locations
- 450,000 participants are receiving support
- More than 50% of participants are receiving support for the first time
- Participants from diverse backgrounds are in the Scheme at increasing rates:
 - Aboriginal and Torres Strait Islanders: 6.8% (up from 5.9% two years ago)
 - Culturally and Linguistically Diverse: 9.4% (up from 8.2% two years ago)
 - Australians living in remote and very remote areas: 1.5% (up from 1.2% two years ago)

2) The Scheme is benefitting participants formerly in residential aged care:

- Residents under 65 have reduced by 30% (6,200 to 4,300) in just over 3 years
- Admission to aged care for those aged under 65 has reduced by 68% in 3 years

3) Participants are receiving significantly higher levels of funded support:

- Participants entering from State/Territory systems are receiving 50% more funded supports (on average) than before they transferred to the NDIS
- Average payments to participants have increased by 42% over the past three years and now stand at \$53,200
- 450 participants receive support packages over \$1 million per annum and 5,100 participants receive over \$500,000 (and less than \$1 million).

4) Participant outcomes, which in many cases are life-changing, are significantly improving:

For children from birth to starting school

we have seen significant improvements in **eight** indicators within **five** domains:

- Daily living
- Choice and control
- Relationships
- Social, community and civic participation
- Specialist services



E.g. Children feel more welcome taking part in community and social activities
11% increase over three years

For children from school age to 14 years old

we have seen significant improvements in **five** indicators within **four** domains:

- Daily living
- Lifelong learning
- Relationships
- Social, community and civic participation



E.g. Children are becoming more independent
9% increase over three years

For participants aged 15 to 24

we have seen significant improvements in **29** indicators within **eight** domains:

- Choice and control
- Daily living
- Relationships
- Home
- Health and wellbeing
- Lifelong learning
- Work
- Social, community and civic participation



E.g. More participants are working in a paid job
12% increase over three years

For participants aged 25 and over

we have seen significant improvements in **23** indicators within **eight** domains:

- Choice and control
- Daily living
- Relationships
- Home
- Health and wellbeing
- Lifelong learning
- Work
- Social, community and civic participation



E.g. Participants are going to hospital less
6% reduction over three years

5) The lives of families and carers are significantly improving:

For families and carers of participants from birth to age 14

we have seen significant improvements in **15** indicators within **five** domains:

- Rights and advocacy
- Support for families and carers
- Access to services
- Helping their child develop and learn
- Health and wellbeing (including employment)



E.g. More families and carers think that the services and supports they receive have helped them to better care for their child

24% increase over three years

For families and carers of participants aged 15-24

we have seen significant improvements in **14** indicators within **five** domains:

- Rights and advocacy
- Support for families and carers
- Access to services
- Helping their family member become more independent
- Health and wellbeing (including employment)



E.g. More families and carers have a paid job, and those in a paid job are working longer hours

5% increase over three years

For families and carers of participants aged 25 and over

we have seen significant improvements in **12** indicators within **five** domains:

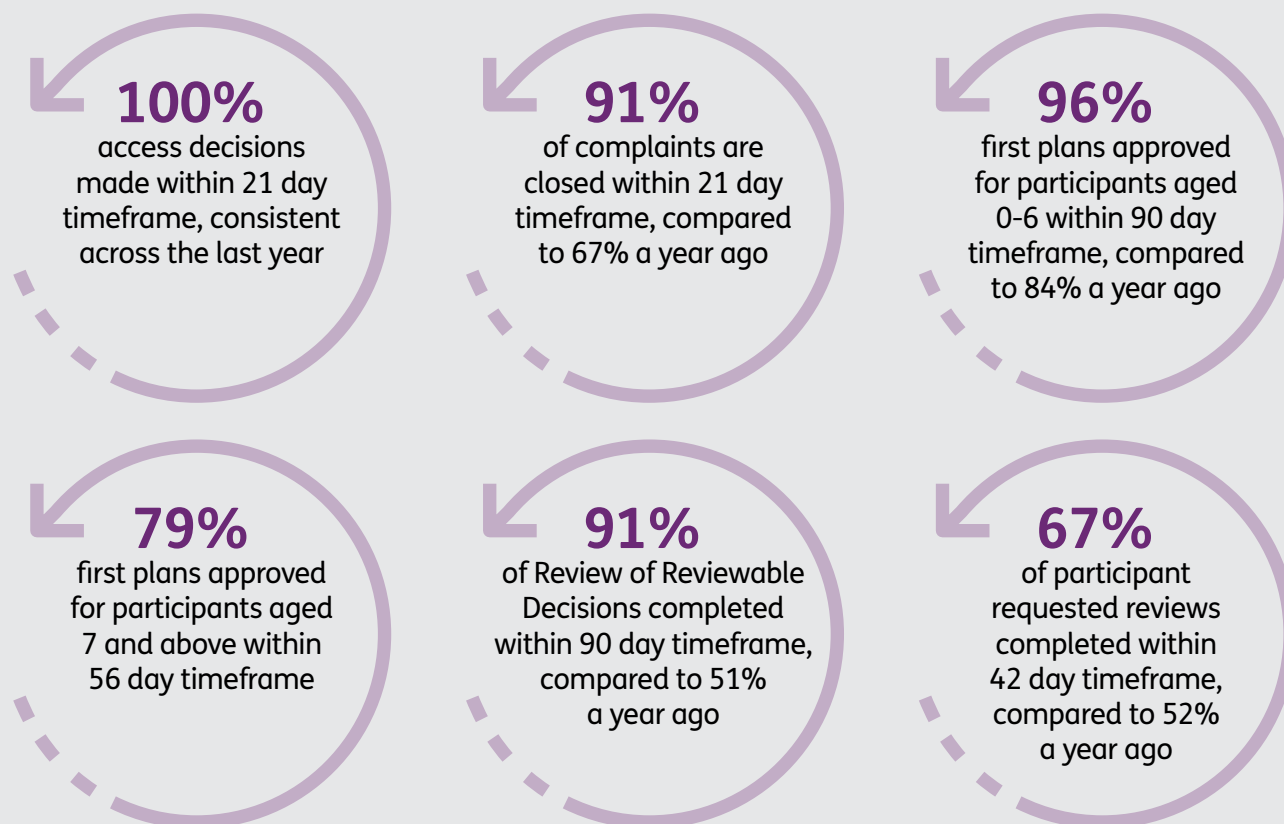
- Rights and advocacy
- Support for families and carers
- Access to services
- Succession planning
- Health and wellbeing (including employment)



E.g. More families and carers think that the services and supports they receive have helped them to better care for their family member with disability

41% increase over three years

6) Services are being delivered to participants in a shorter time through early implementation of the Participant Service Guarantee:



7) Participant satisfaction with the access and planning process is high:

- 76% of participants rate the **Access** process as good or very good
- 85% of participants rate the **Planning** process as good or very good
- 74% of participants rate the plan **Review** process as good or very good

8) NDIS services have been refined during COVID-19 to keep participants safe:

- Significant support has been delivered to participants during COVID-19
- This has resulted in the participant infection rate being lower than the general population
- Significant support is being provided to the Department of Health to facilitate their roll-out of vaccines¹

¹ Refer to the Department of Health website for information on the vaccine roll-out - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>.

However, the fairness, consistency and flexibility of participant funded supports could be improved, and their rate of increase threatens Scheme affordability

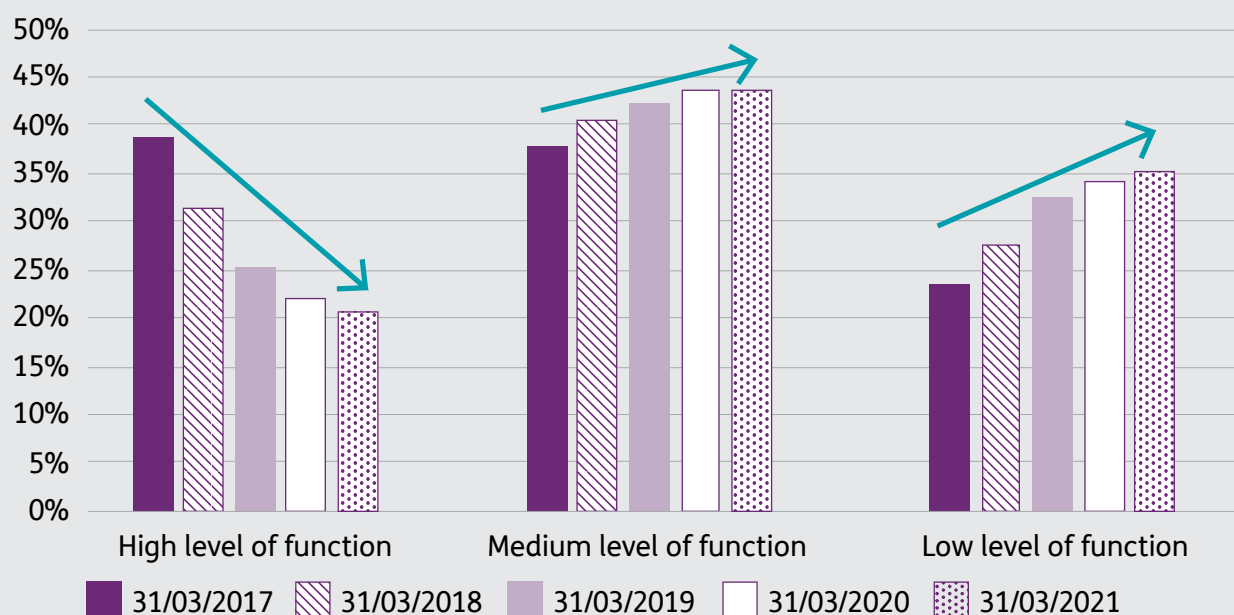
From the outset, it was envisaged that the NDIS would support participants to exercise choice and control over their life with a fair, flexible and consistent package of reasonable and necessary supports. The need for the Scheme to remain affordable was also integral to that initial vision.

However, fairness, consistency and flexibility have fallen victim to the rapid roll out of the Scheme. More specifically:

1) Historically, there has been no consistency in the way participants entered the Scheme and were assessed for reasonable and necessary supports:

- Participants entering from State/Territory systems were transferred at speed without assessments
- Reflecting the speed of the roll-out, decisions for new participants were based on evidence sourced from their own practitioners without clarity on:
 - The skills needed in a practitioner to make an assessment
 - The methodology that should be used
 - The evidence that was required
 - The timeframe required for relevant evidence
- Further, the change in the level of functional impairment over a relatively short period of time is unexpected reflecting inconsistent information

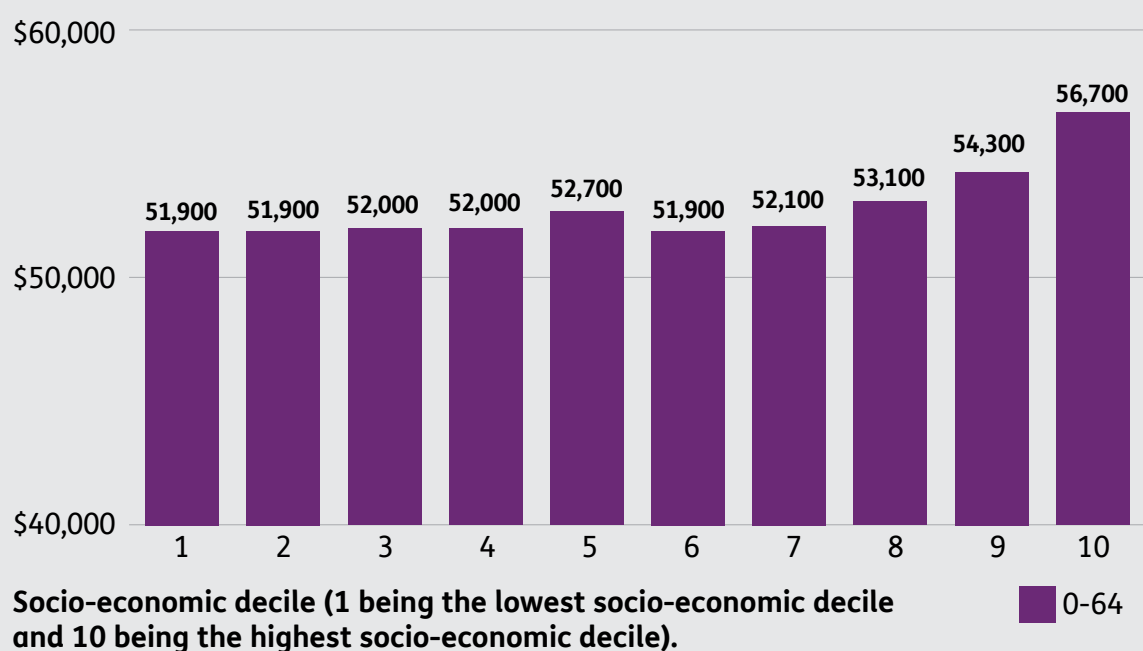
Figure 1: Change in functional distribution from 31 March 2017 to 31 March 2021^{2,3}



2) This has resulted in inconsistent outcomes that are not always fair and equitable:

- Plan sizes vary for participants, reflecting in part participants' ability to afford to gather evidence

Figure 2: Average annualised plan budgets by the Australian Bureau of Statistics (ABS) Index of Education and Occupation (IEO) deciles, for non-SIL participants aged 0-64 – 31 March 2021



² This chart is based on active participants at 31 March 2017 only. Those who entered after 31 March 2017 are excluded.

³ The distributions are calculated excluding participants with a missing level of function.

- Average payments to participants have significantly increased over time, well above wage increases

Figure 3: Average annualised payments per participant by year – Supported Independent Living (SIL) participants⁴

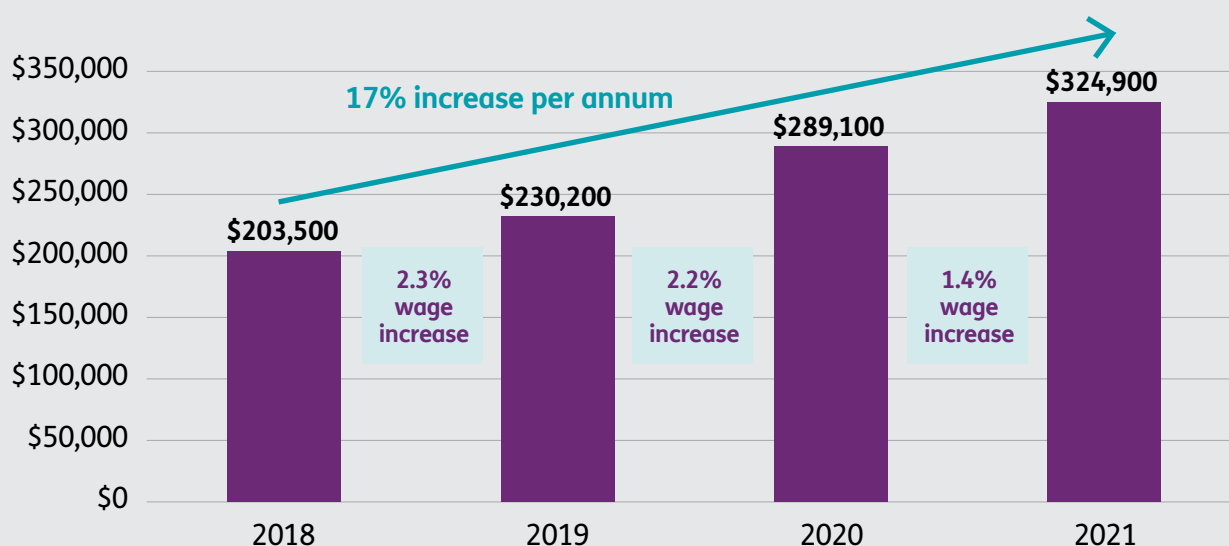
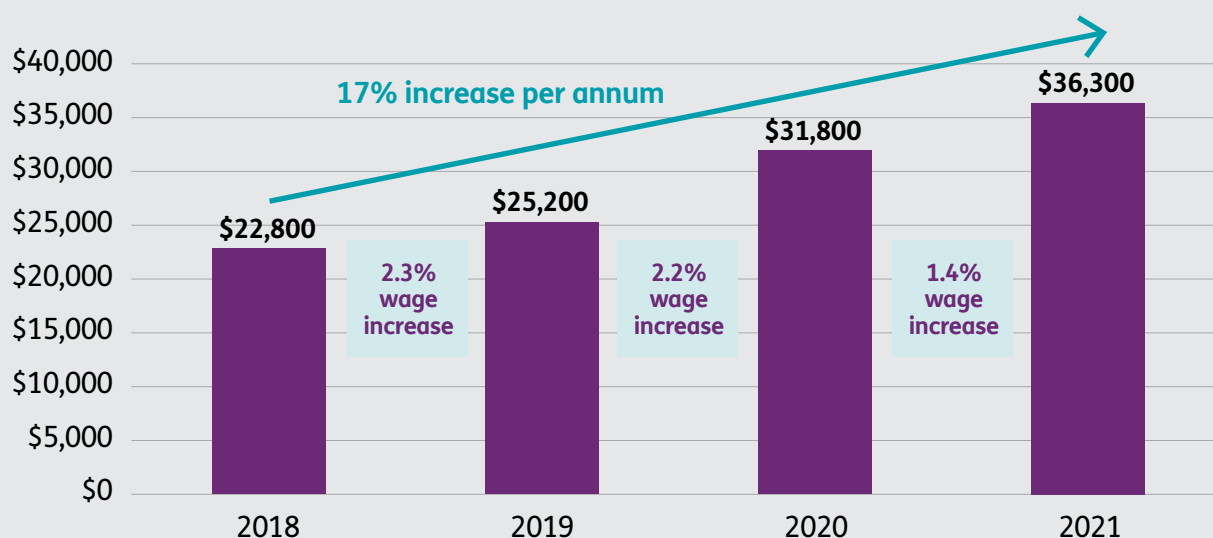


Figure 4: Average annualised payments per participant by year – Non-SIL participants



3) The need to gather evidence imposes an unfair financial burden on many participants:

- It can cost a new participant around \$1,000 to gather evidence
- This imposes a heavy financial burden on many participants
- This is a barrier to entry for disadvantaged groups

⁴ The payments are for all supports provided to participants in SIL (and not just the SIL daily activity payments). Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

4) Current legislation has driven a complex, bottom-up, rules based decision-making process that inhibits participants flexibly using their plan:

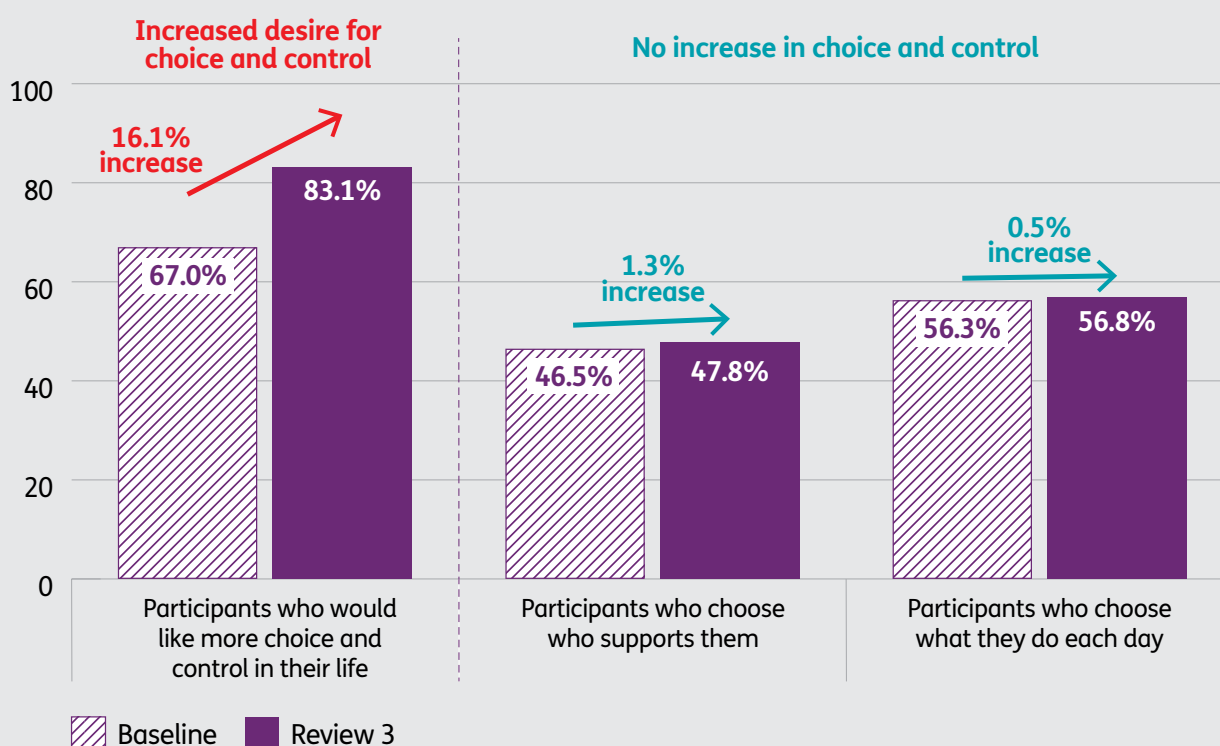
- The current legislation has led to an ever-increasing rule-book of what the NDIS will and won't fund, with this rule-book approach not being consistent with the original 2011 Productivity Commission vision.

Recommendation 8.1 from 2011 Productivity Commission report:

- *Governments should give people with disabilities eligible for benefits under the NDIS, and/or people who act on their behalf, various options for exercising choice, including the power to: 'choose service provider/s to meet their needs specified in their individual packages.'*
- *'the specific arrangements for self-directed funding should be underpinned by the principle that, subject to the assessed individual budget and appropriate accountability requirements, the arrangements should maximise the capacity for a person to choose the supports that meet their needs best and that promote their participation in the community and in employment.'*

- The highly intrusive process, reduces participant ability to exercise choice and control over how to use their support package, as reflected in participant indicators in the NDIS outcomes framework.

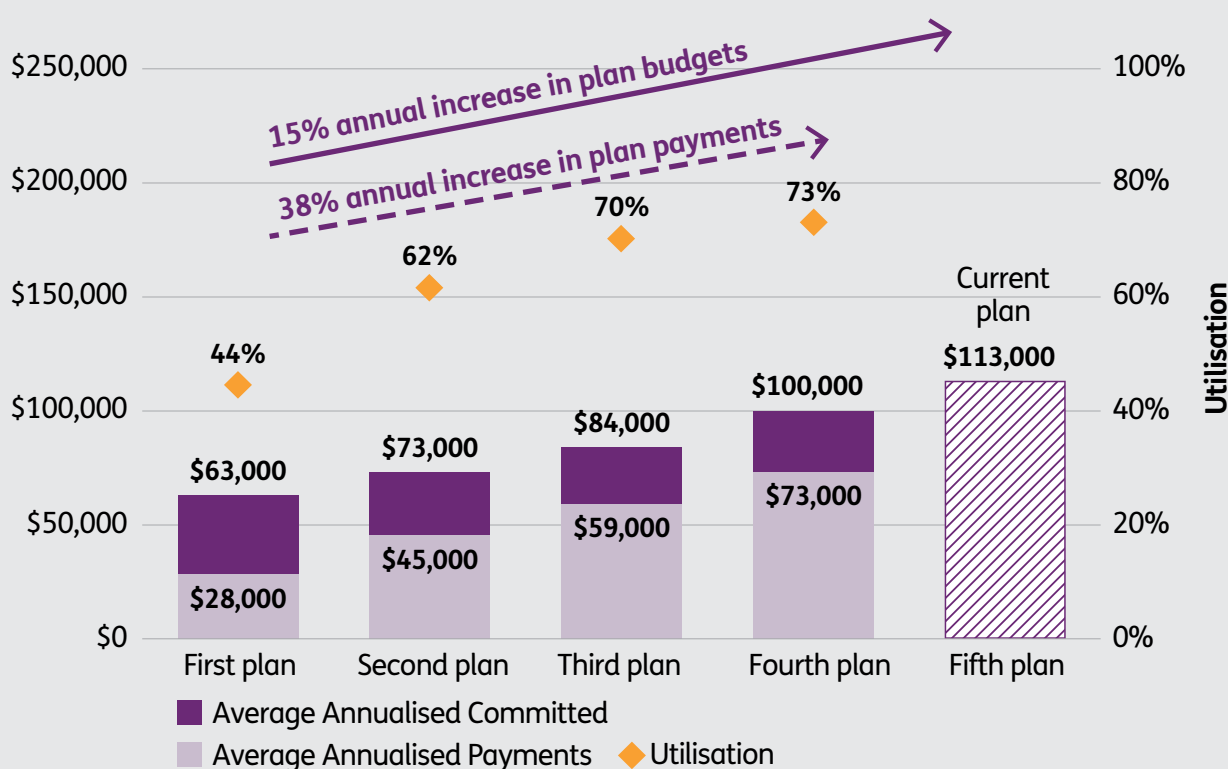
Figure 5: Choice and Control indicators for participants over 15 years old.



5) The rate of growth in participant payments poses a challenge to Scheme affordability:

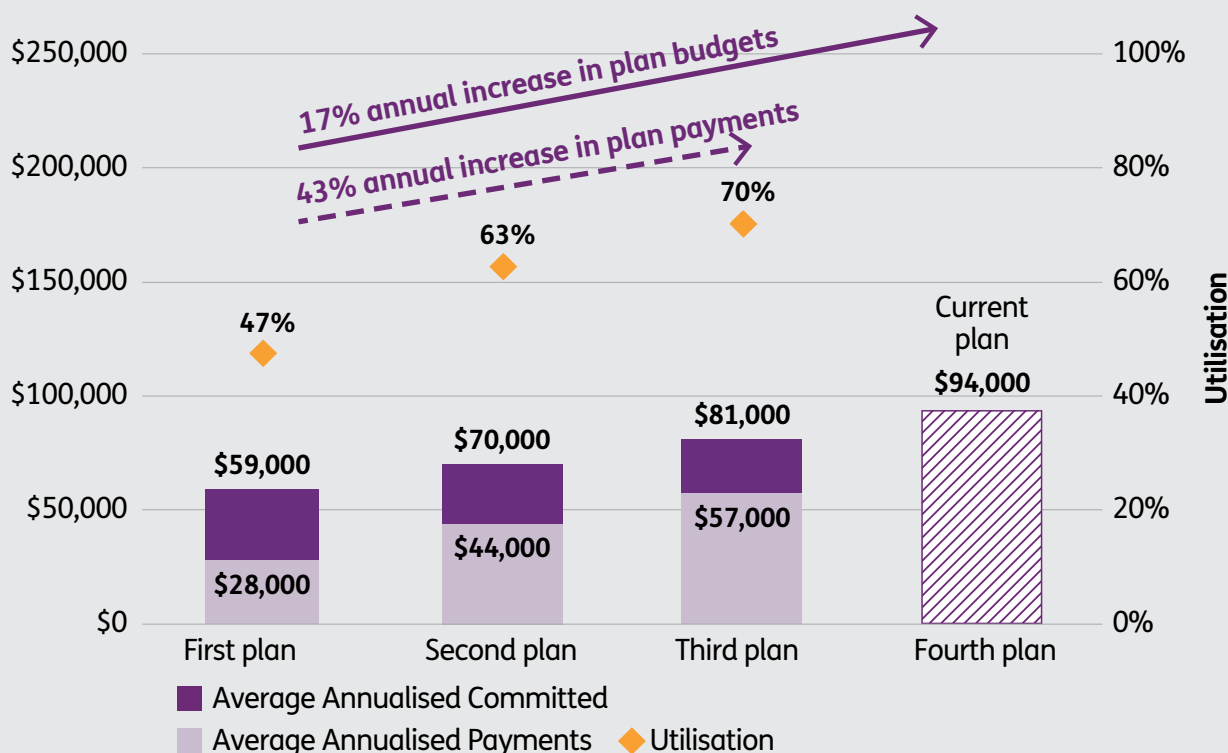
- In 2019-20, the NDIS cost \$17.2 billion. The spend for the nine months to the end of March 2021 is already \$16.7 billion, with one quarter remaining.
- The average payment per participant has increased by 12.5% per annum for the past three years, which is significantly greater than:
 - Wage inflation: 1.5% to 2.5% per annum.
 - The assumptions in the 2017 Productivity Commission Report: around 4% per annum.
 - Future portfolio budget estimates: around 2% per annum.
- Plan budgets have increased for participants the longer they are in the Scheme and the utilisation of these plan budgets has also increased.
- For those in the Scheme for **five** years payments have increased by 38% per annum.

Figure 6: Plan budgets, utilisation and payments for participants who have received five plans at 31 March 2021



– For those in the Scheme for **four** years payments have increased by 43% per annum.

Figure 7: Plan budgets, utilisation and payments for participants who have received four plans at 31 March 2021



– Payments have significantly increased in almost all payment categories.

Figure 8: Average annualised payments per participant by support category by year

Support Category	Apr-17 to Mar-18	Apr-18 to Mar-19	Apr-19 to Mar-20	Apr-20 to Mar-21	Average annual increase (%)
Core - Daily Activities	\$21,800	\$22,900	\$27,400	\$30,100	11%
Core - Community Participation	\$6,200	\$7,400	\$8,900	\$8,600	12%
Core - Consumables and Transport	\$2,300	\$2,300	\$2,500	\$2,600	4%
Capacity Building - Daily Activities ⁵	\$3,200	\$3,700	\$4,900	\$6,300	25%
Capacity Building - Other	\$2,500	\$2,800	\$3,100	\$3,400	11%
Capital	\$1,400	\$1,400	\$2,100	\$2,100	14%
Total	\$37,400	\$40,600	\$49,200	\$53,200	12%

⁵ Includes therapy services.

– The significant increase in average payments is evident across all disability groups.

Figure 9: Average payments per year ending 31 March – by disability group

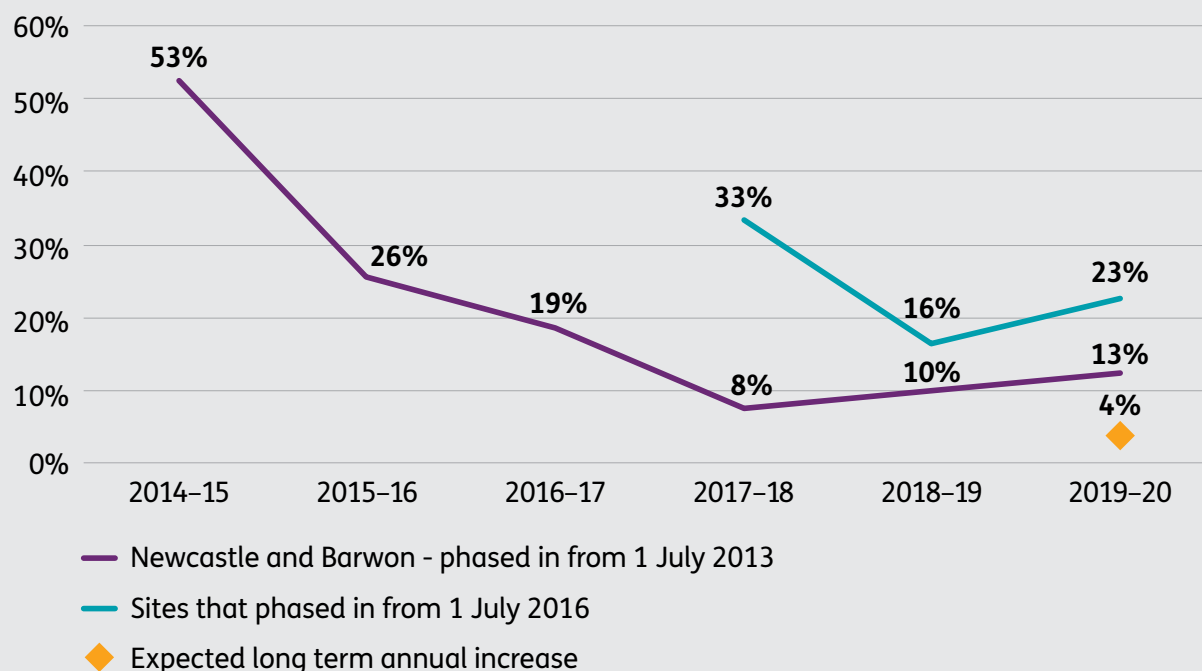
Disability	2018	2019	2020	2021
ABI	\$56,700	\$64,800	\$90,900	\$111,800
Autism	\$19,100	\$23,800	\$28,500	\$31,000
Cerebral Palsy	\$64,600	\$81,400	\$105,300	\$117,300
Developmental Delay	\$3,400	\$6,700	\$9,200	\$11,100
Intellectual Disability	\$44,300	\$61,300	\$79,400	\$84,000
Multiple Sclerosis	\$36,400	\$45,100	\$63,500	\$75,200
Psychosocial disability	\$26,300	\$29,300	\$38,200	\$51,300
Sensory disability	\$6,900	\$9,700	\$12,600	\$13,100
Spinal Cord Injury	\$74,200	\$77,000	\$102,200	\$123,700
Stroke	\$35,500	\$43,200	\$64,200	\$88,300
Other	\$28,000	\$38,100	\$55,900	\$70,100
Total	\$37,400	\$40,600	\$49,200	\$53,200

Figure 10: Average annual percentage increase – by disability group

Disability	2018–2019	2019–2020	2020–2021	Average per annum percentage
ABI	14%	40%	23%	25%
Autism	25%	20%	9%	18%
Cerebral Palsy	26%	29%	11%	22%
Developmental Delay	97%	37%	21%	48%
Intellectual Disability	38%	30%	6%	24%
Multiple Sclerosis	24%	41%	18%	27%
Psychosocial disability	11%	30%	34%	25%
Sensory disability	41%	30%	4%	24%
Spinal Cord Injury	4%	33%	21%	19%
Stroke	22%	49%	38%	35%
Other	36%	47%	25%	36%
Total	9%	21%	8%	12%

- The number of participants continuing to approach the Scheme is well above prior projections as can be seen with early phase in sites.

Figure 11: Year-on-year increases in active participants (financial year)



- The rates of growth outlined above pose a significant challenge to overall Scheme affordability:
 - The current estimated cost for the 2020-21 FY is projected to be around \$23 billion.
 - If recent rates of growth in average payments and new entrants are extrapolated, without mitigating actions (see next section), total overall Scheme costs could potentially be in excess of \$40 billion within three years.
 - Such a rate of overall growth would not be consistent with the NDIA's obligations under the NDIS Act 2013 to manage Scheme financial sustainability (Section 118 (1)(b)).

A comprehensive set of initiatives are being progressed to improve for participants the Scheme's fairness, consistency, flexibility and affordability

The National Disability Insurance Agency (NDIA) is committed to improving the Scheme in line with the participant-focussed vision embodied in the 2011 Productivity Commission Report. The comprehensive suite of initiatives underway are at various stages of development and consultation. They each play a role in improving fairness, consistency, flexibility and affordability.

Government is examining changes to the NDIS Act

The Government is looking at legislative changes to implement the recommendations of the Tune Review. While recognising that this is a matter for Government, not the NDIA, the changes proposed by Tune include looking at embedding in legislation the following:

The Participant Service Guarantee

The Participant Service Guarantee (PSG) proposed by Tune is designed to improve the fairness, consistency, as well as the transparency of service delivered by the NDIA. Details of the PSG are outlined further in Section 3. The NDIA is implementing the PSG early, even though legislation has not yet been enacted.

The ability to use Independent Assessments for planning purposes

Independent Assessments for access and planning purposes were part of the original vision of the NDIS as outlined in the 2011 Productivity Commission Report. The Tune Review also recommended their use in response to feedback from participants that Scheme decision-making was not fair or consistent.

The Government has recently paused consideration of this aspect of legislation until the current pilot is completed. The potential role of Independent Assessments is described in more detail in the next section.

Determining an overall package of supports rather than a support line item approach

Current legislation requires a highly intrusive support line item approach to building a participant's plan budget. At each planning meeting, participants should justify each support in their plan again, along with how much of this support is required. It also reduces a participant's ability to flexibly use their supports among support categories, and contributes to inconsistencies in planning decisions, and a perceived lack of fairness among participants.

Legislative change is under consideration by Government to allow the reasonable and necessary supports provided to a participant to be linked to their functional capacity, along with their individual life circumstances. Participants would then have greater choice and control to use their reasonable and necessary support flexibly to pursue their personal goals.

The NDIA has been piloting and consulting on Independent Assessments

Functional capacity has always been core to the NDIS. This is embedded in current legislation, which allows access, planning and review decisions to be based on functional capacity. Specifically, the legislation states that "participants do either or both of the following:

- i) Undergo an assessment and provide to the CEO the report, in the approved form, of the person who conducts the assessment;
- ii) Undergo, whether or not at a particular place, a medical, psychiatric, psychological or other examination, conducted by an appropriately qualified person, and provide to the CEO the report, in the approved form, of the person who conducts the examination."

That information is also the basis for determining reasonable and necessary supports.

Further, this approach was grounded in the 2011 Productivity Commission Report. Recommendation 7.4 of that report stated that “Assessment should be undertaken by trained assessors engaged by the NDIA. To promote independent outcomes, assessors should not have a longstanding connection to the person.” The 2019 Tune Review considered that standardised functional capacity assessments would improve the quality and consistency of NDIA decisions.

Piloting Independent Assessments

Almost from the outset of the implementation of the Scheme, the NDIA has been examining the most appropriate tools to use for Assessments. However, as outlined earlier in this report, the NDIA was previously focused on transferring participants from the current State and Territory systems into the NDIS. So it is only more recently that activities on Independent Assessments have accelerated, with the NDIA piloting Independent Assessments. The pilots aimed to demonstrate the potential benefits of independently sourced and internationally recognised standardised functional assessments as a way of making decisions on access and planning more consistent, accurate and reliable.

The independent assessment framework is based on the World Health Organisation’s (WHO) International Classification of Functioning, Disability and Health (ICF)⁶. They assess an individual’s functional capacity as well as the environmental and personal factors that affect an individual’s functional capacity. The tools under consideration are internationally recognised.

There have been two pilots. The first ran from November 2018 to April 2019. The second ran for four months from November 2019 before being suspended because of COVID-19. It resumed in October 2020 with a key milestone of 4,000 assessments completed in June 2021. The second pilot has focused on testing the performance of the full suite of assessment tools, including participants’ experience of using the tools.

Consulting on Independent Assessments and other proposals

In September 2020, the NDIA published the “independent assessment pilot learnings and ongoing evaluation plan”, which summarised the findings from the first pilot and the first part of the second pilot.

In addition, in November 2020, the NDIA released three related consultation papers as part of a three month period of engagement. Those papers covered:

- Access and eligibility policy for Independent Assessments
- Planning policy for personalised budgets and plan flexibility
- Supporting young children and their families early, to reach their full potential.

⁶ The NDIS (*Becoming a Participant*) Rules 2016 were made by the Minister to assist the Chief Executive Officer (CEO) with determining who becomes a participant. The NDIS (*Supports for Participants*) Rules 2013, were made by the Minister to assist with the determination of the reasonable and necessary and general supports that would be funded for participants under the Scheme. Both these documents refer to the use of assessment tools (Part 7 and Part 4 respectively), and acknowledge that the assessment tools may be the same for decisions across both Access and approval of the statement of participant supports. The assessments may be different for children and adults and/or tailored specifically to particular impairments. Both legislative instruments state that a tool must be designed to ensure fair and transparent assessment and have reference to areas of Activity and social and economic participation identified in the WHO ICF.

Consultation occurred in the following way:

- Across Australia, with over 50 public events held online, in person and via other channels, with more than 1000 people attending
- Direct submissions, including audio and video files, with more than 760 submissions being received
- More than 150 conversations with sector representatives and peak bodies.

High level feedback has already been published, with the NDIA currently actively considering the implications of that feedback.

In considering feedback, the NDIA maintains its commitment to ensuring consistency and fairness in decision-making as a basis for determining a participant's reasonable and necessary level of supports. By providing Independent Assessments at no cost to the participant, the NDIA also seeks to make the Scheme fairer to all participants, regardless of their economic circumstances. In addition, by linking Independent Assessments (which takes into account a person's individual circumstances) to a top-down personal budgeting approach, the NDIA aims to end the intrusive inflexible rules-based approach to plan development that currently exists, replacing it with a fairer approach that enables participants to exercise true choice and control over how they utilise their funded supports. In so doing, the NDIA will also aim to slow down the overall rate of the increase in payments to participants to levels that are within Portfolio Budget Statement parameters, recognising that the current rate of increase is not affordable.

Reviewing Early Childhood Early Intervention (ECEI)

As outlined above, in 2020, the NDIA conducted a review of the ECEI approach and consulted with families of young children with developmental delay or disability, providers, Early Childhood partners, staff, peak bodies and other stakeholders across the early childhood sector.

Two papers were released seeking feedback on 23 draft recommendations.

To date, a number of priority recommendations have been identified to be progressed in 2021. These are discussed in Section 1 of this Quarterly Report.

Reviewing Supported Independent Living (SIL)

In 2020, the NDIA implemented a number of actions to improve participant choice and control, strengthen fairness and equity and manage cost escalations with SIL. This included:

- Publishing a SIL participant information pack, and encouraging participants and their families to use a service agreement that clearly explains agreed SIL supports
- Defining SIL price limits in the 2020-21 Price Guide (utilising Assistance with Daily Life rates)
- Publishing a SIL Operational Guideline to clarify (in plain English) how the NDIA makes decisions regarding SIL funding.

While these changes were designed to address immediate concerns, two further consultation papers were released to the public in late 2020 to seek feedback and input on how to ensure SIL delivers positive outcomes for participants into the future. The focus of these papers included proposed improvements to address operational, sustainability and participant experience challenges, as well as a review of the SIL cost model to better understand cost structures in the market. The NDIA is currently considering recommendations from the SIL price review and the result will be released in coming weeks.

The NDIA recently held a workshop with large SIL providers to discuss longer-term alternatives to SIL, with the aim of improving outcomes, incentivising innovation in supports and improving sustainability. More consultation with participants and the sector is planned.

The NDIA is also looking at innovative living solutions which include more contemporary options for people who require a high level of support. Individual Living Options (ILO) have the potential to create a more tailored solution to care and support needs for Scheme participants, helping to increase choice and control for participants and improve outcomes. The NDIA recently published for consideration the ILO Guideline, explaining what ILO is, how ILO benefits participants and how the NDIA makes decisions about funding ILO supports. Further development and support for the implementation of ILO type models will occur in 2021.

Reviewing reasonable and necessary levels of support and improving operational guidelines

As outlined earlier, the rate of increase in Scheme payments is not affordable. At over 12 per cent per annum, it is higher than wage growth, higher than the 2017 Productivity Commission projections, and higher than assumptions built into the Portfolio Budget Statements.

For that reason, the NDIA is undertaking near term work to determine the levels of reasonable and necessary supports appropriate to different support needs. This work also responds to the Tune Review's Recommendation 4 calling for improved guidance and clarity on the application of the 'Reasonable and Necessary' test.

In that context, in April 2020, the NDIA released refreshed operational guidelines on Reasonable and Necessary supports which aim to explain how reasonable and necessary decisions are made, providing examples of supports provided (and not provided) by the NDIA. Examples of where the NDIS wouldn't fund supports are those related to day-to-day living costs that everyone has to pay, and are not caused by or result from disability support needs. Examples include things like groceries, electricity, water, gas and internet bills.

Further, the NDIA is developing new guidance and information about what is considered reasonable and necessary support for children on the autism spectrum. The "Interventions for Children on the Autism Spectrum" consultation paper, outlines the proposed guidance to be included in policies, procedures and operating guidelines. This paper takes into account the finding of the Autism CRC report which details evidence, research, and best practice interventions. In making these changes, the NDIA aims to ensure the level of supports genuinely make a difference to the lives of children on the autism spectrum, along with their families. Consultation opened on 30 March 2021 and the consultation paper is available on the NDIS website.

Clarifying mainstream interfaces

The Scheme is facing pressures arising from mainstream interfaces, including the intersections with chronic health conditions, which are currently estimated to cost the NDIS approximately \$600 million a year. Pressures also exist in relation to affordable housing and social housing, neither of which are the responsibility of the NDIS except for an estimated 28,000 very high needs participants.

Work is underway to better understand these pressures so that the Scheme does not become a "funder of first and last resort", especially when other systems, under the NDIS Act, are intended or better suited to provide the required supports.

In summary

Notwithstanding the significant achievements of the past eight years, the Scheme faces key challenges to ensure decisions result in outcomes that are consistent, fair and affordable, while maximising participant flexibility to utilise their funded supports to better exercise choice and control. A comprehensive suite of initiatives are underway to enhance the outcomes for participants and to ensure that this world-leading approach remains in place for future generations of Australians with a disability.

Introduction

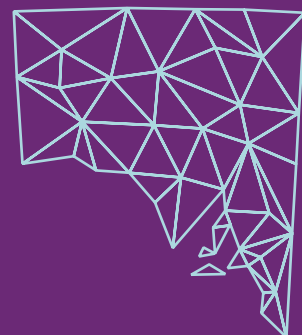
This report is a summary of the performance and operations of the NDIA for the three months from 1 January 2021 to 31 March 2021, as required by Section 174 of the NDIS Act 2013.

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 service district, 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 service district receiving Special Disability Accommodation and Supported Independent Living, along with data on the number and types of dwellings in each statistical area region. Data on the demand for SDA within the NDIS is also included (Appendix P)
- A comparison of utilisation by service district (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)



Mikkel is on his way to Adelaide Oval with help from NDIS



Mikkel loves the cricket and he'll be heading to see the Strikers play this week but not so long ago, that would have been unthinkable.

About 9 years ago, Mikkel emerged from high-risk brain surgery unable to talk or move his arms or legs, or even swallow food. At the same time, doctors also confirmed Mikkel had Huntington's disease – a genetic disorder, which would progressively impact his mobility, his memory and his moods.

Mikkel would have to learn to move and talk again while managing the often debilitating symptoms of a progressive neurodegenerative disorder.

Today, Mikkel is a changed man. He likes to go out most days, sometimes for a coffee, sometimes to the beach. He enjoys playing cards and lawn bowls with friends. He likes to experiment in the kitchen and sometimes cooks up a lasagne for himself and his mates.

He also attends weekly Immersion Therapy sessions with NDIS provider, Determined2 and the service helps him to keep physically active and boost his confidence and self-esteem.

Mikkel says his quality of life has improved dramatically – all thanks to the NDIS and the support he receives living in his disability accessible new home, funded through his NDIS plan.

Part One:

Participants and their plans



Part One:

Participants and their plans

Just under 450,000 participants are receiving supports from the NDIS, with approximately 10,800 children receiving initial supports in the ECEI gateway.

1.1 Number of participants in the Scheme

At 31 March 2021, almost 450,000 participants had NDIS plans, of which approximately 19,000 entered the Scheme during the quarter.

At 31 March 2021, 449,998 participants had approved plans.⁷ This represents a four per cent increase from last quarter (an additional 19,144 participants).

Further, the NDIA undertook 94,104 reviews in the quarter.

Figure 12: Active participants with approved plans and percentage increase over time

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 YTD
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	449,998
Yearly increase ⁸		9,870	12,564	59,891	82,723	113,682	105,984	57,999
% increase in active participants		135%	73%	202%	92%	66%	37%	15%

⁷ 17,268 participants with approved plans had exited the Scheme as at 31 March 2021.

⁸ 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 NDIS (aged 0 to 6 years)

At 31 March 2021, there were approximately 71,000 children aged 0 to 6 years with an NDIS plan, and a further 10,800 receiving initial supports in the gateway.

Of the 449,998 participants with approved plans at 31 March 2021, 70,745 were children aged 0-6 (16 per cent), and of the 19,144 new participants with an approved plan this quarter, 6,697 were children aged 0-6 years (35 per cent).

In addition to the 70,745 children aged 0-6 with an approved plan:

- **3,491** children had met the access criteria and were waiting for an approved plan.
- **2,540** were awaiting an access decision from the NDIA (of which **1,696** (67%) were receiving initial supports in the ECEI gateway).
- **9,631** children were in the ECEI gateway (of which **9,144** (95%) 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.

The ECEI approach is based on the principles of best practice in early childhood intervention and allows for access to timely, targeted and individualised early childhood intervention supports for children with developmental delay or disability and their families.

In 2020, the NDIA conducted a review of the ECEI approach through consultation with families of young children with developmental delay or disability, providers, Early Childhood partners, staff, peak bodies and other stakeholders across the early childhood sector. Two papers were released seeking feedback on 23 draft recommendations. The papers released were the [ECEI Implementation Reset Project consultation report](#) and [Supporting young children and their families early, to reach their full potential](#).

The papers explained the work undertaken, what the NDIA plans to do as part of the review to the ECEI approach, and why feedback is being sought from the community and sector. The consultation period closed on 23 February 2021 and the NDIA is now reviewing the 192 submissions received to inform an ECEI Reset planning and implementation phase over the next two years.

To date, a number of priority recommendations have been identified for a detailed review in 2021. These include:

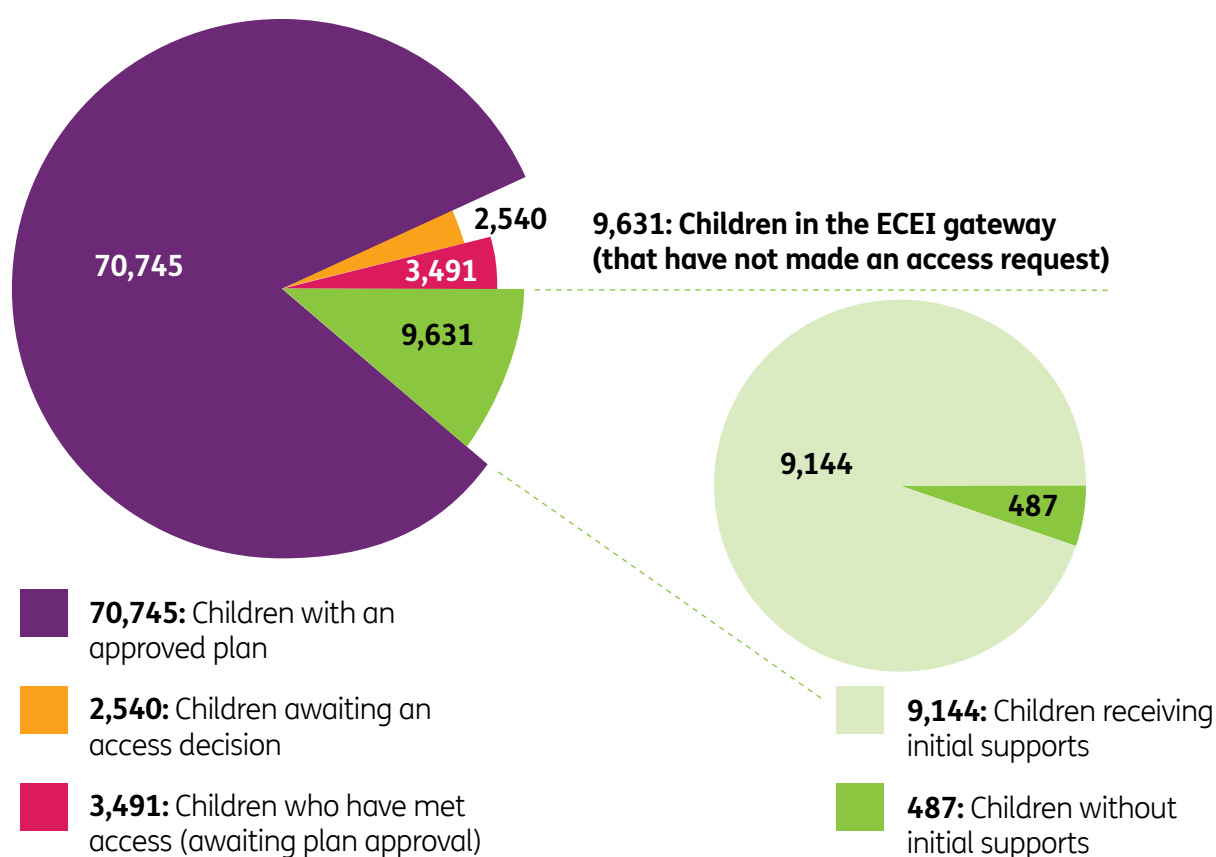
- Develop and publish new Early Childhood-specific Operating Guidelines – so our decision-making processes and best practice evidence are transparent and implemented consistently by partners and NDIS planners and are publicly available to children/families/carers, and the sector.
- Consider a tailored Independent Assessments approach for young children to support consistent access and planning decisions.
- Increase Early Childhood partner capacity to provide Short Term Early Intervention (STEI) support to eligible young children and families for longer.

Part One: Participants and their plans

- Clarify the interpretation of the developmental delay criteria under Section 25 of the NDIS Act (2013) to improve the consistency and equity of Agency decision making and provide enhanced guidance for children/families/carers, and the sector.
- Improve the existing review process for young children, to support families to celebrate the achievement of reaching their goals and outcomes, and transition out of NDIS supports to the next stage of their lives.

The NDIA aims to continue to build on the existing national approach to ensure the delivery of a world leading model that is evidence-based, high quality and provides timely supports to young children and families that are embedded in an integrated and collaborative early childhood ecosystem. The intention is to implement components of the new Early Childhood approach from late 2021 through to 2022.

Figure 13: Children in the NDIS



1.3 Participant characteristics

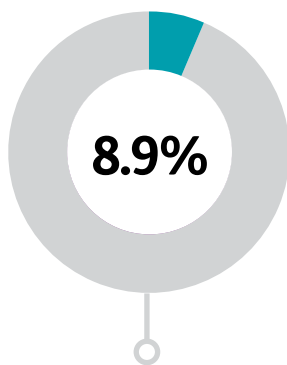
The NDIA continues to monitor and address the number of participants entering the Scheme who are Aboriginal and Torres Strait Islander and who are Culturally and Linguistically Diverse (CALD).

Of the 19,144 participants entering and receiving a plan in the quarter:

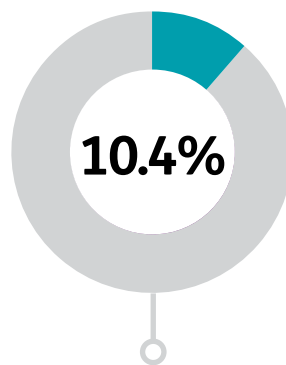
– **8.9%** were **Aboriginal and Torres Strait Islanders**.

– **10.4%** were **CALD**.

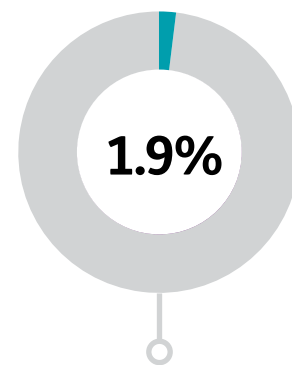
– **1.9%** were from **remote and very remote areas**.



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

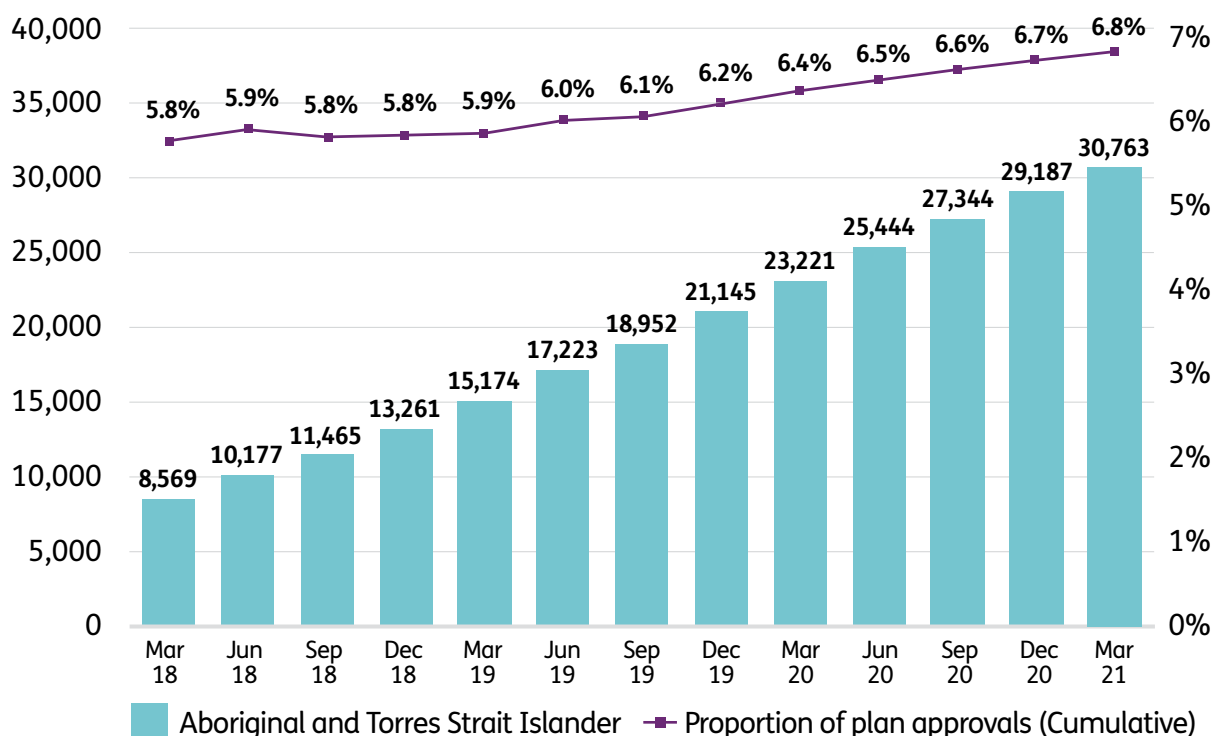
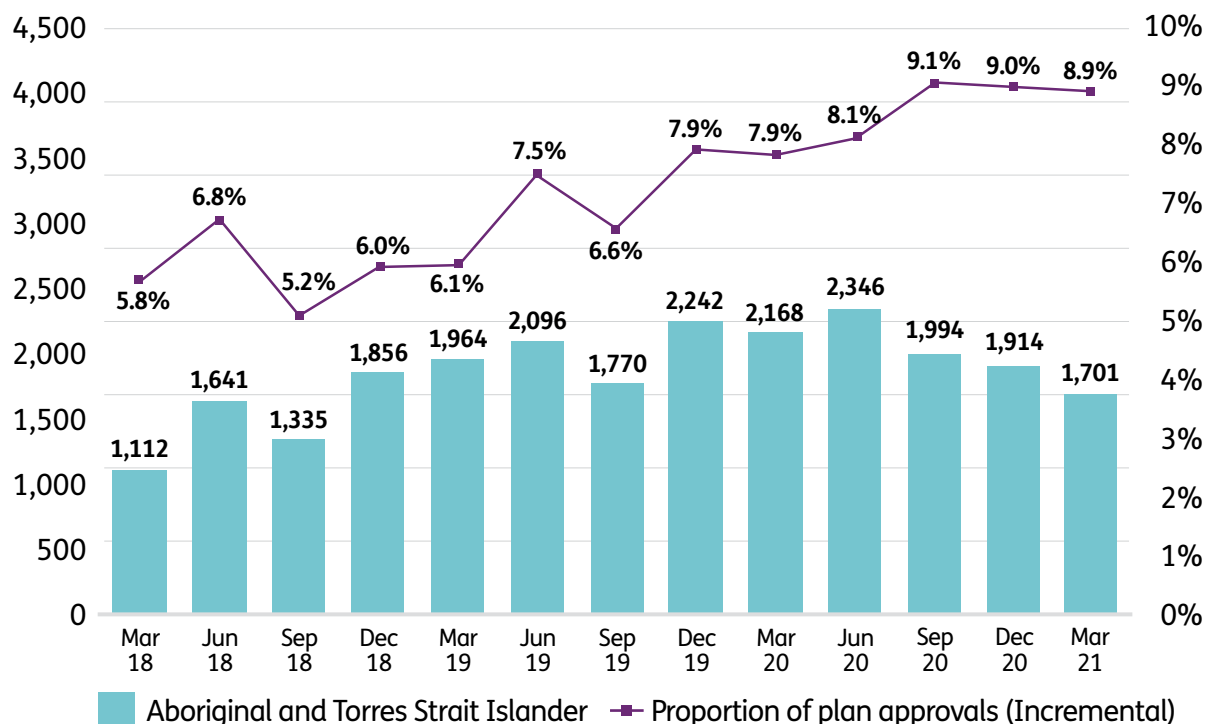


participants who received a plan this quarter identify as Culturally and Linguistically Diverse



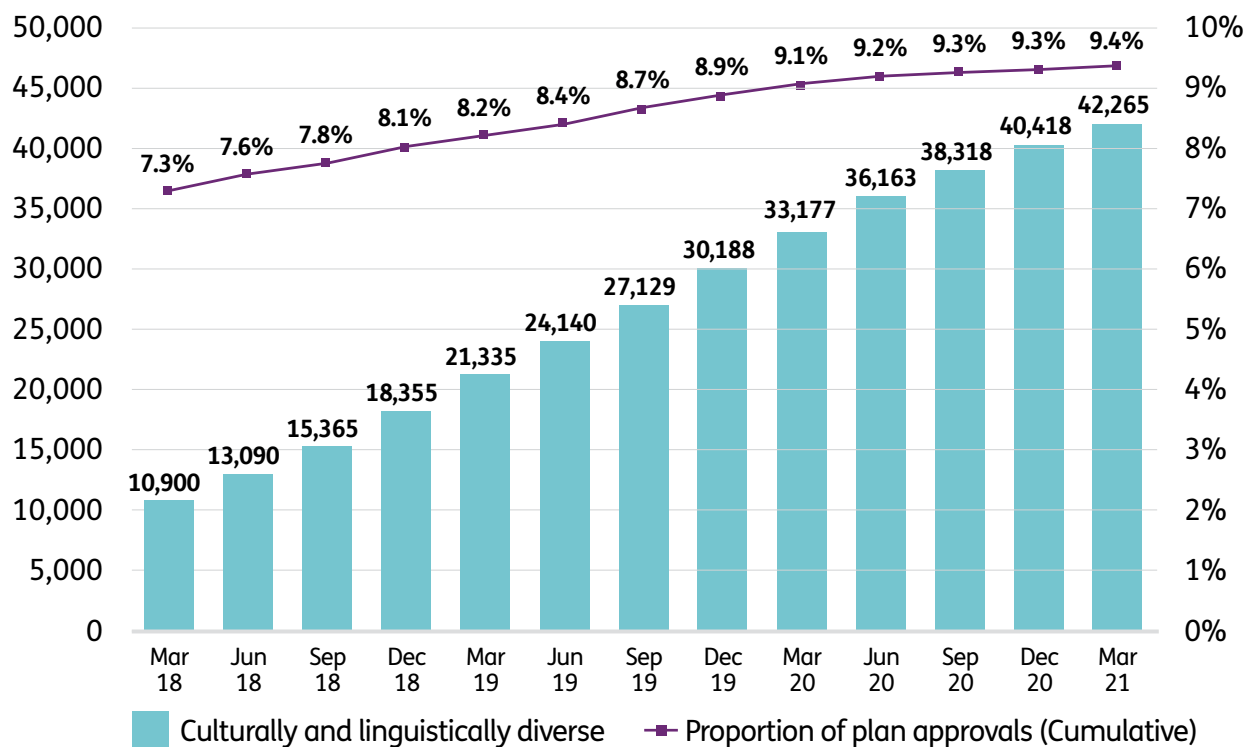
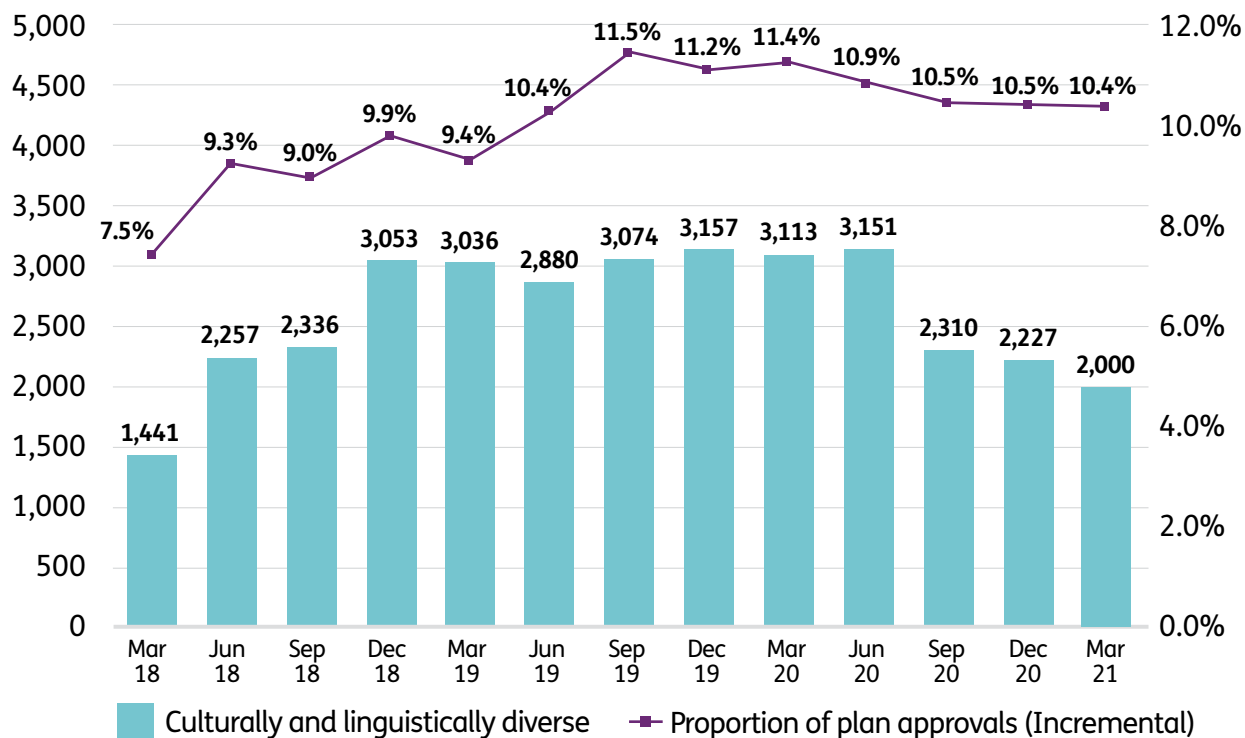
participants who received a plan this quarter were from remote/very remote regions

Figure 14: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)⁹



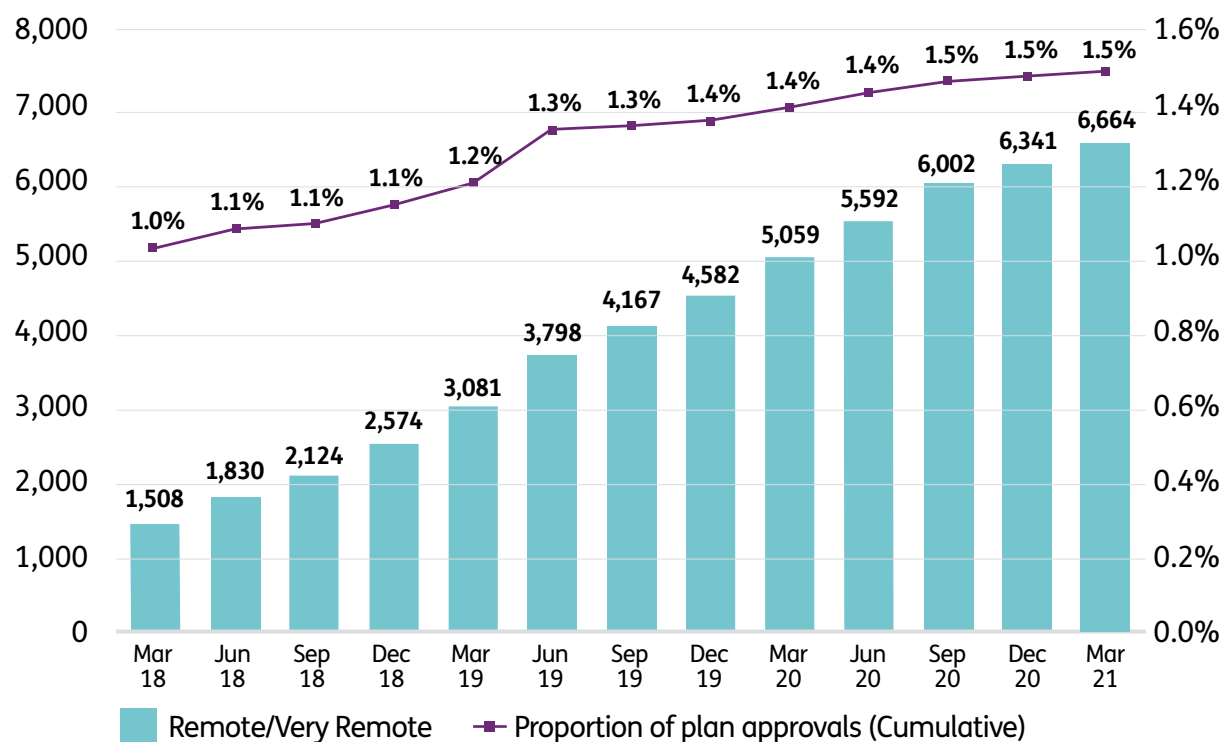
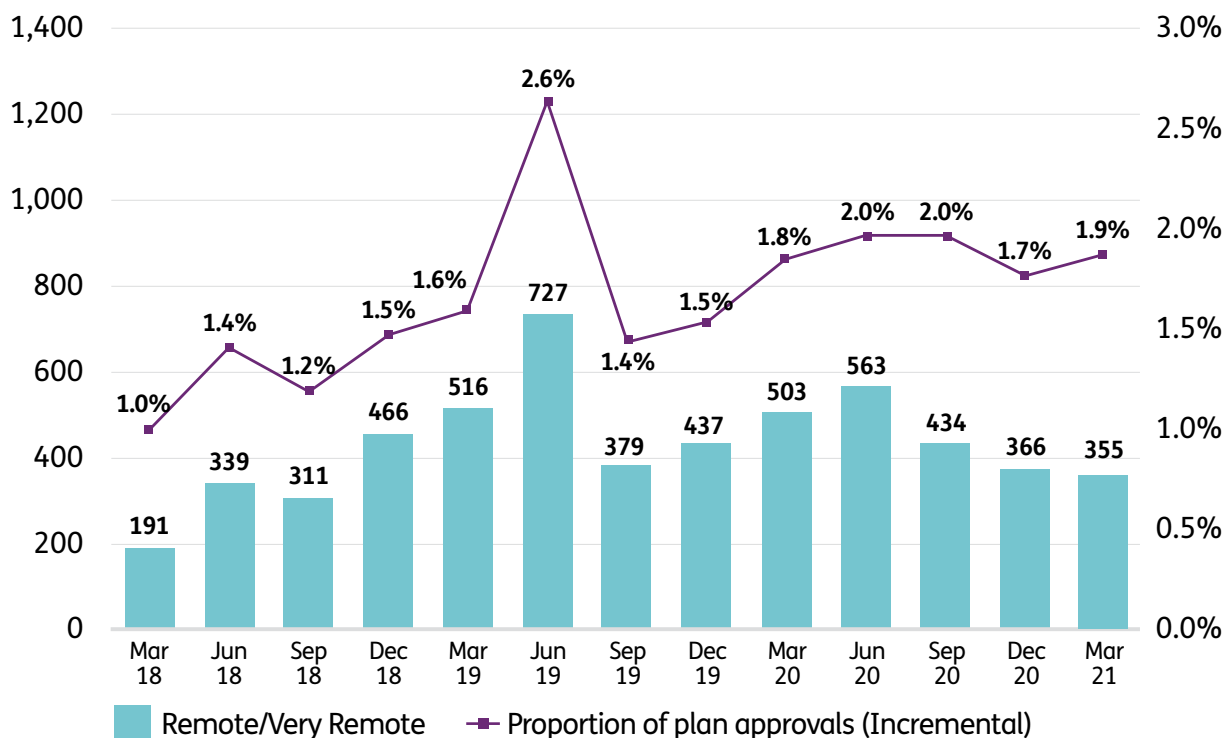
⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure 15: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)¹⁰



¹⁰ 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. Quarterly results are reported based on a rolling 3 year period.

Figure 16: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹¹



¹¹ 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. Quarterly results are reported based on a rolling 3 year period.

Age and disability

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

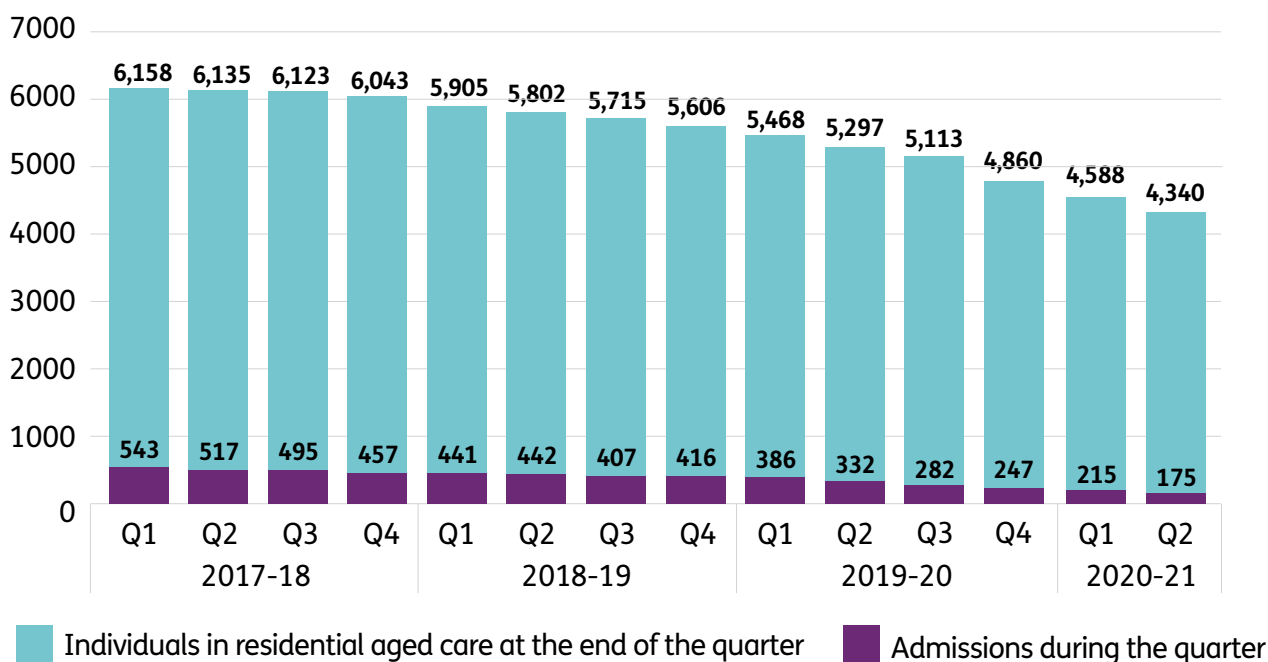
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**35.0%** this quarter and **34.9%** in the December 2020 quarter).
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**21.8%** this quarter and **21.6%** in the December 2020 quarter).
- **Psychosocial Disability: 14.2%** of participants who received a plan in the quarter, compared to **10.0%** in the previous quarters combined.

Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,158 at 30 September 2017 to 4,340 at 31 December 2020 (a 30 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 543 people under the age of 65 years entered in the September 2017 quarter, compared with 175 in the December 2020 quarter (a 68 per cent decrease).

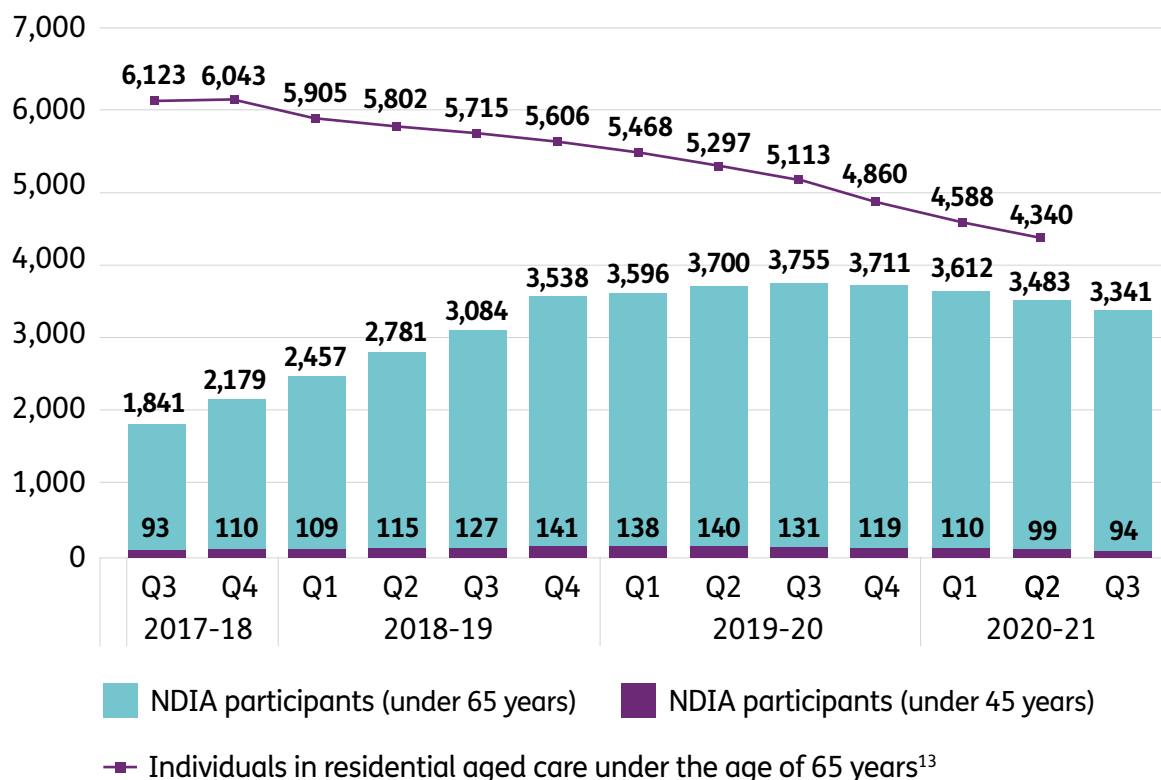
Figure 17: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter



Part One: Participants and their plans

There were 3,341 participants in residential aged care with an approved plan at 31 March 2021 aged under 65 years. In addition to this, 663 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.¹² Of the 3,341 participants in residential aged care aged under 65 years, 94 are aged under 45 years (2.8 per cent).

Figure 18: Number of NDIA participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care



¹² There were a further 1,751 participants with an approved plan aged 65 years or over who are currently in residential aged care.

¹³ Data provided by the Department of Health is at 31 December 2020. 31 March 2021 data will be reported next quarter.

Final report from the Royal Commission into Aged Care Quality and Safety

The Royal Commission into Aged Care Quality and Safety Final Report was released publicly on 1 March 2021. The Report contained 148 recommendations to implement comprehensive reform and major transformation of the aged care system in Australia. The Government response is due by 31 May 2021, and is currently under development, with the NDIS contributing to recommendations on YPIRAC.

The government response to the interim report released by the Royal Commission on 31 October 2019 included the formation of a Joint Agency Taskforce (JATF) between the DSS, Department of Health, and the 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 the revised YPIRAC targets below:

- 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 NDIA has worked with the JATF on the new strategy to meet the revised targets. The YPIRAC Strategy 2020-25 (the Strategy) was released on 30 September 2020. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years of age who are eligible for the aged care system.



Carol's inclusive fashion a creative canvas for disability art

During the past 20 years, Gold Coast NDIS participant and lawyer, artist and fashion designer **Carol** has steadfastly refused to let stumbling blocks stand in her way.

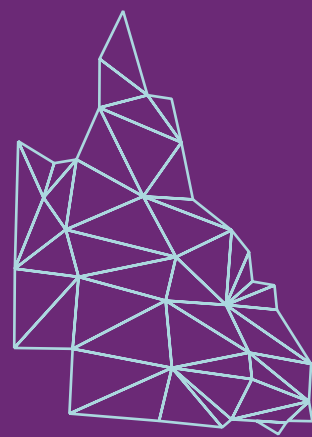
After a car accident, which left her instantly paralysed and a quadriplegic at the age of 34, Carol persevered with IVF for 8 years only to conceive naturally and give birth to a healthy son, though doctors had told her she would never have a child.

When she found herself frustrated every time she shopped for clothes because there was nothing in the shops that fit the altered body shape of a permanent wheelchair user, Carol took matters into her own hands and started designing clothes.

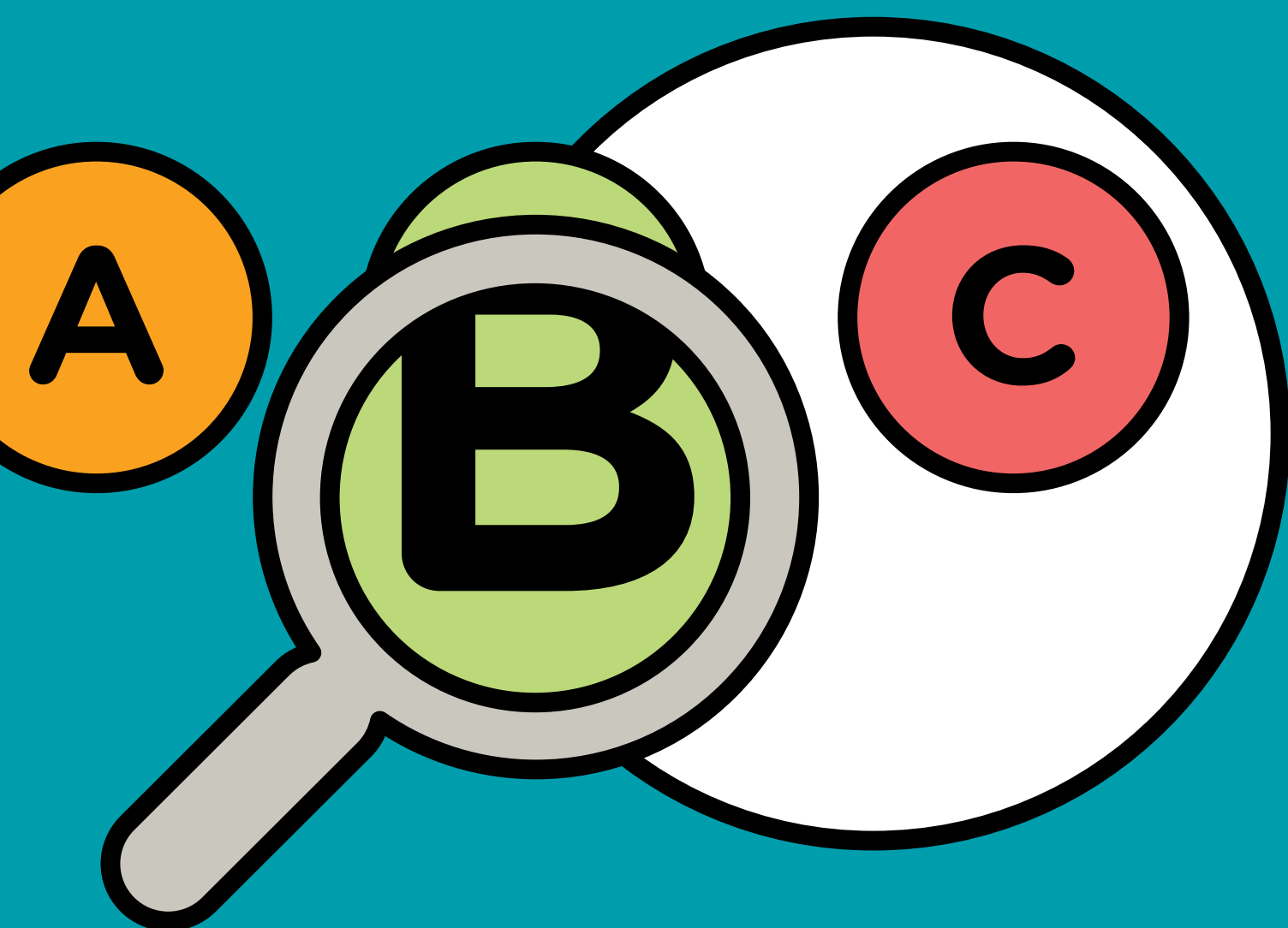
"I couldn't go to the shops and buy what I wanted because there are all these terrible things that happen to your body when you become a quadriplegic; your shape changes, your muscles atrophy. So I thought, I'll design my own clothes."

Carol has found success, and in 2019 she was invited to design an inclusive collection for the Mercedes Benz Fashion Festival in Brisbane.

Carol has NDIS funding for transport assistance and assistive technologies, including a powered wheelchair and accessible car modifications. Support workers help her with all her personal care and daily activities six days a week. "The NDIS has been completely life-changing for me," says Carol.



Part Two: Participant experience and outcomes



Outcomes continue to improve the longer participants are in the Scheme.

2.1 Participant safety and contact

The NDIA is cooperating with all relevant inquiries in response to the tragic cases of participant deaths reported in the media in 2020.

The NDIA continues to review and improve its business operating processes to ensure participants get the support they need. The recently implemented Participant Check-in process will continue to be embedded and enhanced in 2021 to support all participants, including vulnerable participants.

2.2 Participation in work and community and social activities

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work has remained stable.

Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered¹⁴. There was a:

- **nine** percentage increase from **34%** to **43%** for participants aged 15–24 years.
- **nine** percentage increase from **37%** to **46%** for participants aged 25+ years.
- **nine** percentage increase from **36%** to **45%** for participants aged 15+ years.

Participation in work

The overall rate of participation in work for those in the Scheme continues to be relatively stable. However, for those who have been in the Scheme for at least two years there have only been marginal increases in employment. There was a:

- **nine** percentage increase from **12%** to **21%** for participants aged 15–24 years.¹⁵
- **two** percentage decrease from **25%** to **23%** for participants aged 25+ years.
- **one** percentage increase from **22%** to **23%** for participants aged 15+ years.

¹⁴ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

¹⁵ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

NDIS Participant Employment Strategy

During 2020, the first year of the Participant Employment Strategy (the Strategy), the NDIS made significant progress against commitments. Despite an interrupted and changing employment environment due to COVID-19, the employment rate has remained stable at around 22 percent for NDIS participants of working age, currently at 22.8 per cent.

While the first year of the Strategy laid the foundations for participants to reach their employment goals, a focussed effort is required if the 30 per cent target of participants in paid employment by June 2023 is to be reached.

The NDIA continues to work closely with NDIS providers of employment supports to help participants remain connected and supported, and has encouraged providers to explore innovative ways to deliver their supports. Some providers and participants adopted new technologies and alternative working arrangements.

Revised Action Plan 2021-2022

In light of COVID-19, the strategy has been updated to target six priority areas over the next 18 months including:

- Stimulating innovative, evidence-based participant centric employment supports;
- Strengthening the link between education and employment outcomes for young people;
- Building new partnerships that lead to jobs;
- Promoting disability employment through use of the Agency's purchasing power;
- Equipping participants to navigate a complex disability employment system; and
- Ensuring the right employment goals and supports are in participants' plans

Finalising transition of Australian Disability Enterprises (ADEs) to the NDIS

The transition of supported employees working in ADEs into the NDIS was finalised on 31 March 2021 after Department of Social Services ceased funding the Disability Employment Assistance Grant Agreements. The majority of eligible employees have accessed the Scheme and have NDIS plans in place which include funding for their ongoing support needs at work.

Work continues on implementing the new pricing arrangements for supports in employment. ADE providers have until 31 December 2021 to start utilising the new pricing. To date over half have commenced claiming the hours of support delivered to their employees. This has led to positive changes being reported by ADEs, such as employees being offered new skill development opportunities and more hours of work because the new approach means funding better reflects the individual participants' needs.

To further support implementation, a survey of all ADEs is being conducted to capture responses to the changes and organisational plans for future business development. The information will also be used to shape the agenda for regional forums to include ADEs and other employment service providers to promote service delivery approaches that reflect best practice for preparing and supporting employment for people with disabilities.

2.3 Analysis of participant outcomes

Participants continue to report positive outcomes.

Participants who entered the Scheme since 1 July 2016 were asked ‘Has the NDIS helped?’ at each participant plan review, allowing the NDIA to gain valuable longitudinal insights.

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

From 1 July 2016 to 31 March 2021, for participants who have been in the Scheme for at least two years¹⁶, 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 at their most recent plan review, compared to **92%** at their first review.
- **94%** felt the NDIS improved their child’s access to specialist services at their latest plan review, compared to **90%** at their first review.

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 at their most recent plan review, compared to **59%** at their first review.
- **56%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan review, compared with **48%** at their first review.

For young adults aged 15 to 24 years:

- **68%** of participants felt the NDIS had helped them have choice and control over their life at their most recent plan review, compared to **60%** at their first review.
- **70%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **59%** at their first review.

For adults aged 25 and over:

- **77%** of participants believed the NDIS helped them have more choice and control over their lives at their most recent plan review, compared to **67%** at their first review.
- **82%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **71%** at their first review.

¹⁶ This section is based on responses provided at the first participant plan review, compared with those from the most recent plan review for participants who have been in the Scheme for at least two years. Trial participants are excluded.

Part Two: Participant experience and outcomes

Significant improvements in outcomes are evident the longer a participant has been in the Scheme. Highlights, for participants who have been in the scheme for at least four years, include:

Figure 19: For children aged 0 to before starting school

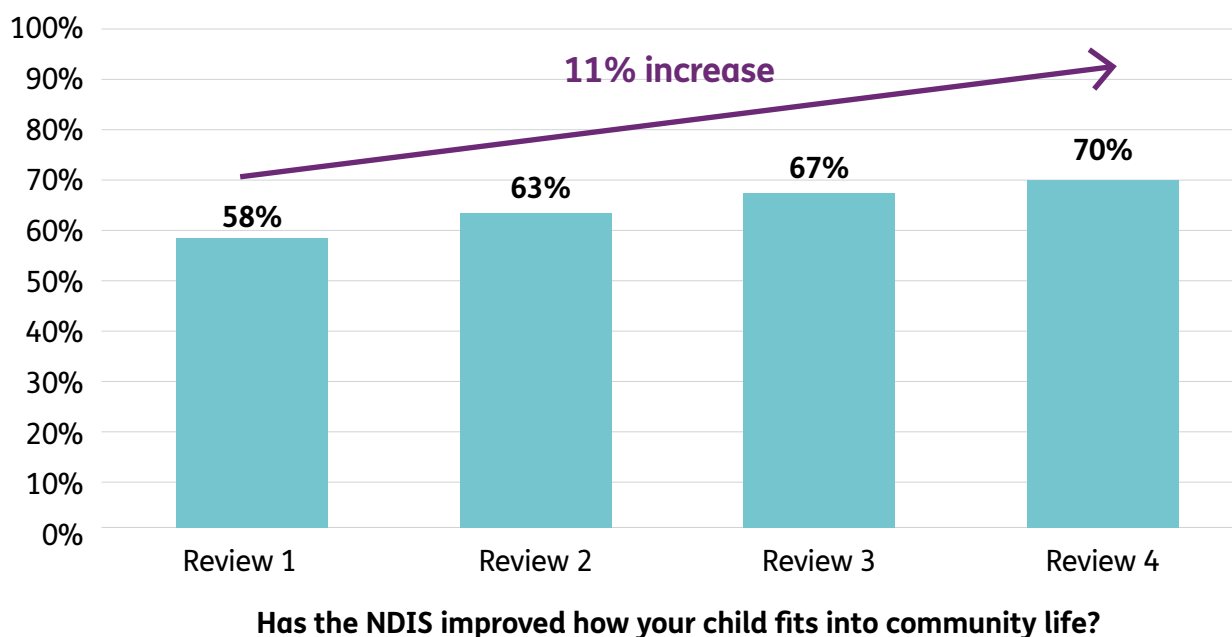


Figure 20: For children starting school to 14 years

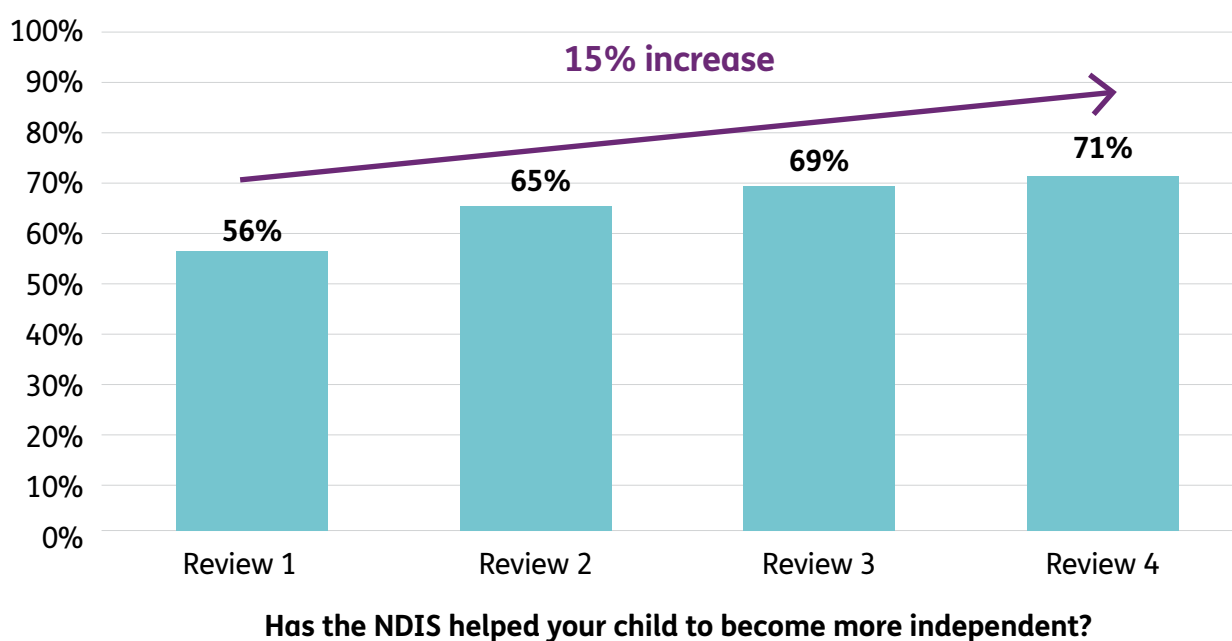


Figure 21: For young adults aged 15 to 24

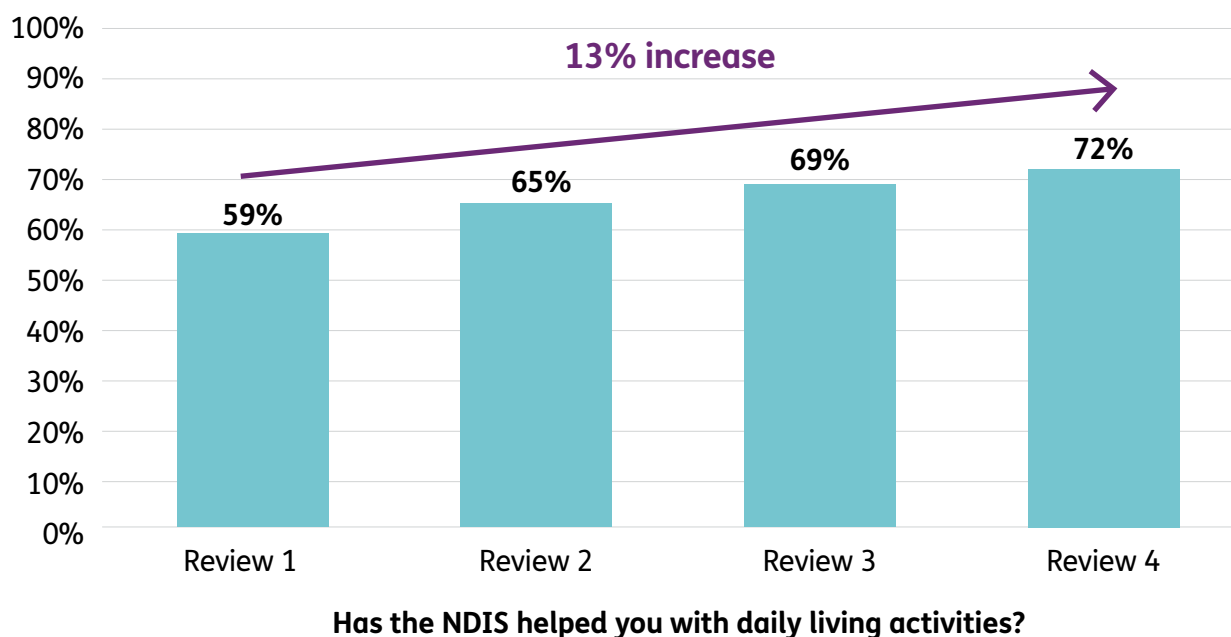
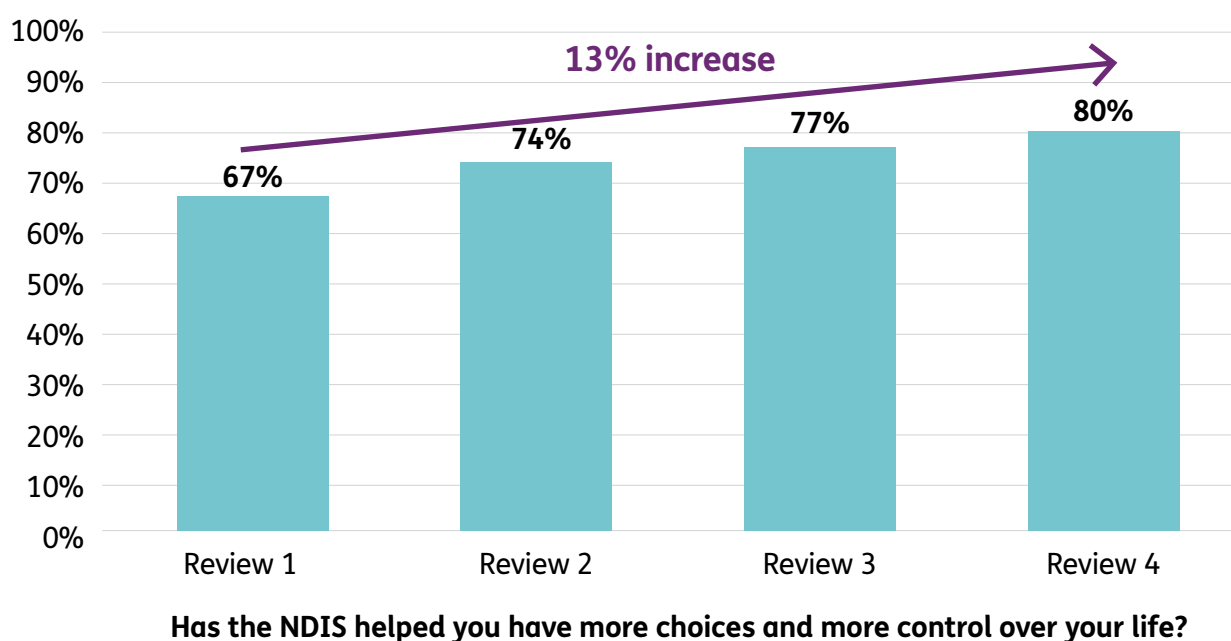


Figure 22: For adults aged 25 and over



While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least four years in the Scheme, only 15 per cent of participants aged 15 to 24 at their most recent plan review agreed that being in the NDIS had helped them find a suitable job, compared to 17 per cent at their first plan review. Similarly for participants aged 25 and over, after at least four years in the Scheme, only 19 per cent agreed that being in the NDIS had helped them find a suitable job, compared to 21 per cent at their first plan review. The NDIA is actively working to improve participation in work, as discussed earlier in this section.

2.4 Participant satisfaction

The NDIA has undertaken improvements in the way satisfaction is measured.

In September 2018, the NDIA expanded on the original participant satisfaction survey (conducted since the start of trial) to allow for a comprehensive understanding of the participant experience at each stage in the pathway. The NDIA gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review.

In the December 2020 quarter, the NDIA transferred the administration of the survey away from the National Contact Centre to another third party supplier, Australian Healthcare Associates. This was in response to the Tune review, which recommended the survey be undertaken as independently as possible from the NDIA. This change in administrator has resulted in a “break” in the time series, meaning quarterly results up to and including the September 2020 quarter, do not compare with quarterly results post this quarter (that is, the December 2020 and the March 2021 quarters). The March 2021 quarter results are comparable with the December 2020 quarter results, and assist in understanding change over time.

Also, in line with the Tune review, the NDIA is working with the Independent Advisory Council (IAC) to build on this survey to develop a more comprehensive picture of participant satisfaction. This includes input regarding the current approach, suggested improvements to current questions, and the inclusion of extra modules.

The NDIA engaged the Council for Intellectual Disability to undertake consultation on making the surveys more accessible, including for people with complex communication needs. The NDIA has reviewed the existing questions and is in the process of making the recommended changes to make the surveys more accessible.

In the March 2021 quarter, 85 per cent of participants rated the Planning process as either good or very good, with a further 9 per cent rating the experience as neutral. Seventy-six (76) 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, and 74 per cent of participants rated the plan Review process as either good or very good. These results are based on 1,031 surveys at Access, 887 at Pre-Planning, 3,940 at Planning and 11,407 at Review, which is 17,265 in total. The sample size for this quarter and the last quarter has been at least twice the sample size of previous quarters. These improvements will allow a finer disaggregation of results so that the experience of different cohorts of participants can be analysed, and more targeted improvements to the Scheme can be made.

Figure 23: Rating of experience with the NDIS (1 January 2021 to 31 March 2021)

Overall, how was your experience with:

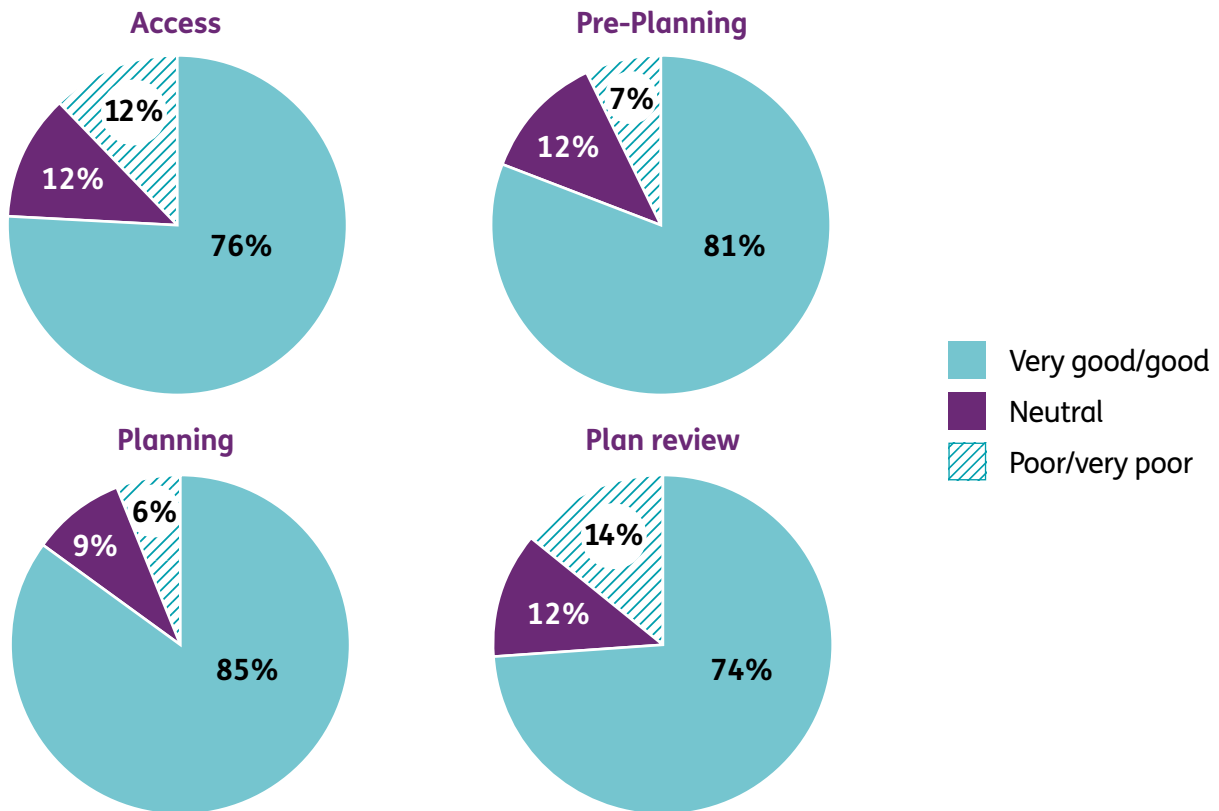
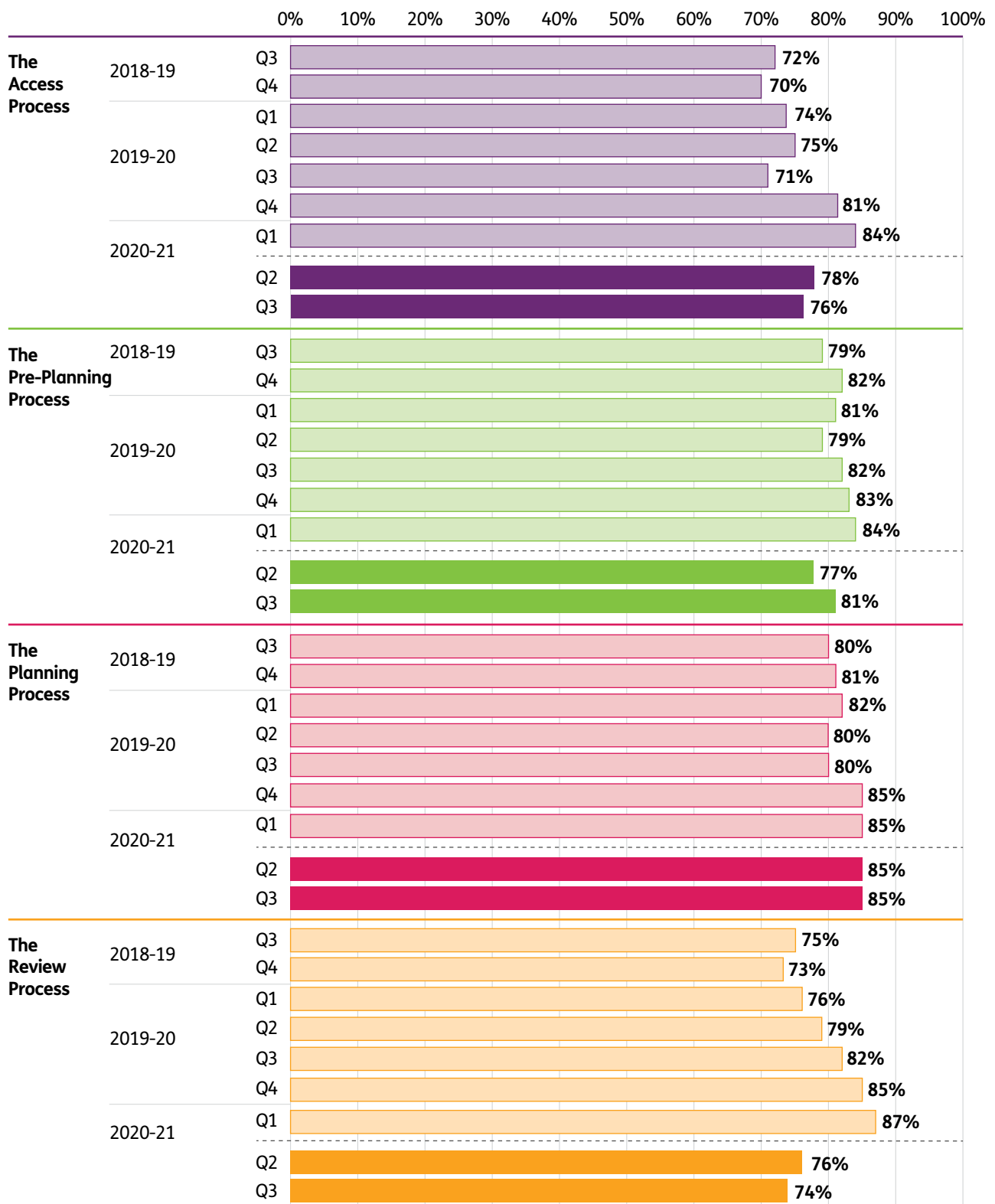


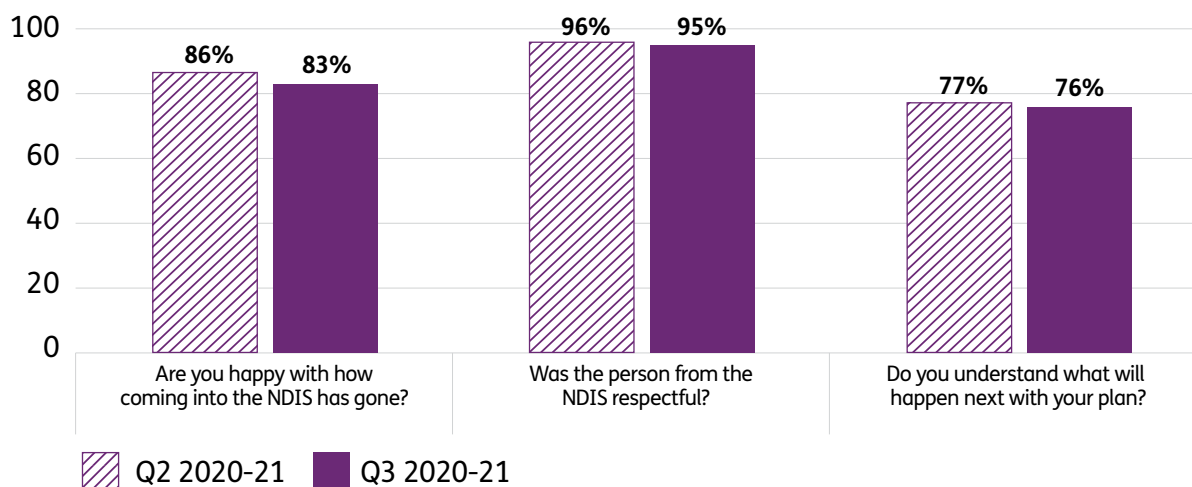
Figure 24: Trend of satisfaction across the pathway (% Very good/good)¹⁷



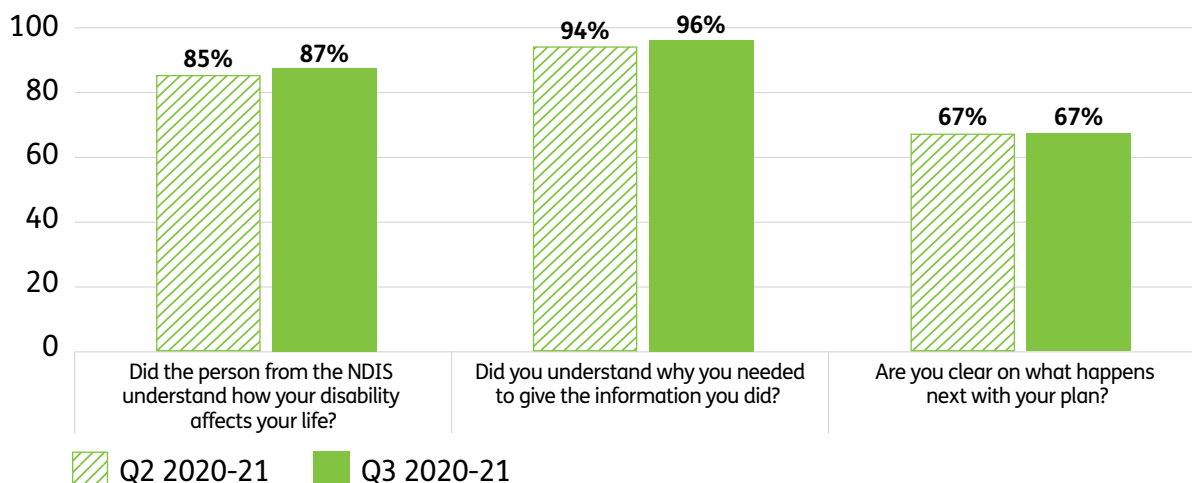
¹⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 25: Satisfaction across the four stages of the pathway

Stage One: Access



Stage Two: Pre-Planning



Stage Three: Planning

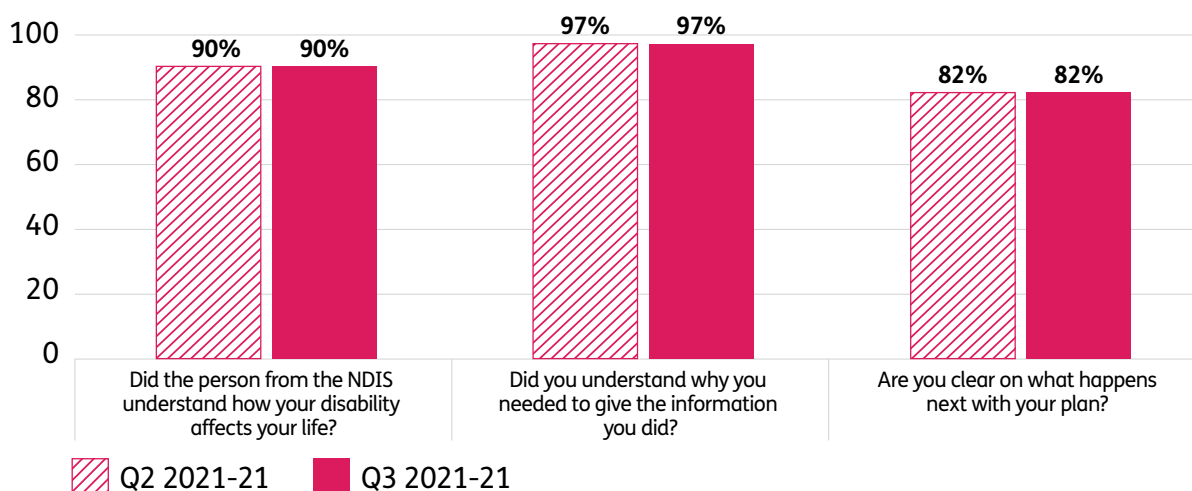
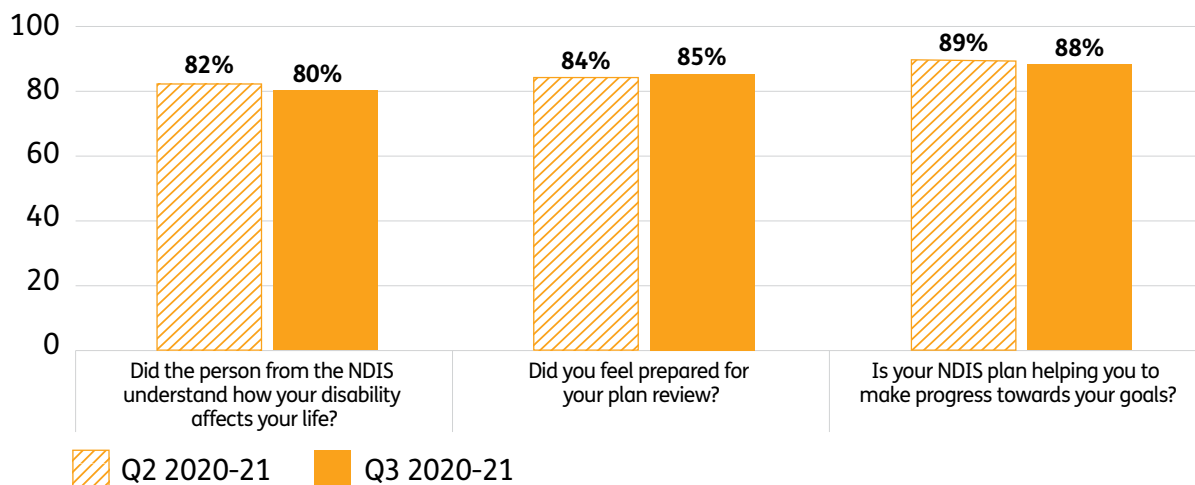


Figure 25: Satisfaction across the four stages of the pathway cont.

Stage Four: Plan Review



The surveys also include questions that provide further insights at each stage of the pathway.

The results indicate that satisfaction for Q3 2020-21, as measured by these questions, is comparable to the prior quarter.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 82 per cent were clear on what happens next with their plan (the same percentage as for prior quarter), lower than the 87-97 per cent responding positively to other questions about planning.

Participants surveyed responded very positively to questions on whether the person from the NDIS was respectful and to understanding why they needed to provide the information they did.

2.5 The NDIS Contact Centre

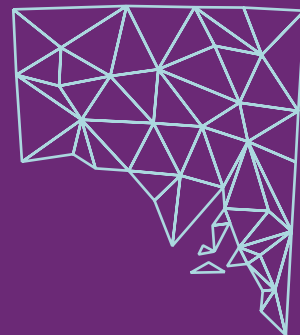
The NDIS contact centre call volumes increased significantly this quarter

The NDIS National Contact Centre (NCC) experienced some service level challenges across the March 2021 quarter, with respect to both call and email response times. Additional NCC staff were recruited across March and April 2021, allowing greater flexibility in responding to increased enquiries.

- For the quarter ending March 2021 the NCC answered **283,630** phone calls.
- The NCC is contracted to reach a weekly service level of **80%** of calls answered within **60 seconds**. During March 2021 the NCC achieved a service level of **59.1%**. This result was impacted by increased demand, with an additional **14,130** calls received above forecast for the month of March (**14.3%** above forecast). A review of enquiry types has determined planning appointments and plan reviews to be key enquiry types driving the volume increase.
- Although the grade of service was below expectations for March 2021, the NCC is maintaining an average service level of **79.6%** for the 2020/21 Financial Year and an average speed of answer of **52 seconds** was achieved for the March 2021 quarter.
- Average abandonment rates are consistently low at **2.1%**.
- **15,140** Webchat enquiries were responded to across the quarter, which is an increase in volume of **34%** from the previous quarter. **96.6%** were answered within **10 seconds**.
- Throughout the quarter **201,955** emails were responded to, with **35.3%** progressed within **2 business** days of them being received. Response times were impacted by a surge in email inflow across the quarter, with **22,010** emails (or **14%**) received above forecast. Approximately **70%** of emails were progressed within **7 business days** across the quarter. NCC staffing capacity was focused on servicing increased inbound call volumes and completing a large scale outbound call campaign supporting the Independent Assessments Research Project. The project saw NCC providing detailed information regarding the assessment process and assisting participants to register interest to participate.
- The rate of enquiries being resolved within the first response to the contact was **71%** in the March 2021 quarter. Notable category improvements for the quarter include:
 - Consent/Guardianship/Court Order Enquiry – **75%** to **80%**,
 - Payment Requests – **88%** to **91%**, and
 - Provider related interactions – **91%** to **100%**.



One Culture celebrates diversity and inclusion on the football field



About 70 kids and adults who live with disabilities, celebrated diversity and friendship on the football field at an end-of-year event. Run by NDIS provider, **One Culture Football**, providers of inclusive football programs for people aged 6 to 65, that brings inclusive football teams together from all around Adelaide.

“I’m so excited, I can’t wait,” said 10-year-old Jayden Wright, who lives with autism spectrum disorder (ASD) and has been attending One Culture programs for four years.

“We do a little tournament but it isn’t too competitive, I love doing it because it’s so much fun. Everyone is super nice and everyone is included. I’m pretty good at it, so I like to help other people, younger and older, it doesn’t matter who it is.

Players like Jayden use their NDIS core funding to pay for coaching and mentoring programs, which focus not only on building football skills, but also on health and wellbeing, gross motor skills, self-confidence and self-esteem.

“We aim to empower people of all cultures, abilities and diverse backgrounds to forge community connections through inclusive football,” said One Culture co-founder Josh Smith. “Our vision is to be an innovative leader in social change through inclusive football programs and to provide pathways for young people to expand and deepen their social and support networks.”

Part Three:

Participant Service Guarantee and Participant Service Improvement Plan



Part Three:

Participant Service Guarantee and Participant Service Improvement Plan

The NDIA is committed to improving service for NDIS participants. That is why the NDIA introduced a Participant Service Charter to explain what participants can expect when they deal with the NDIA, and the Participant Service Improvement Plan that outlines all the improvements the NDIA will make.

The NDIA **Participant Service Charter** sets out what participants can expect from the NDIA and Partners in the Community (PiTC) organisations. It provides overall principles for interactions with participants, and clear service standards and timeframes. These are included in the proposed **Participant Service Guarantee**, which has been implemented early.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the **Participant Service Improvement Plan 2020-21**.

This section provides an update on progress against the Participant Service Guarantee and the Participant Service Improvement Plan.

3.1 Participant Service Charter and Guarantee

The latest quarter shows consistent service standard experience across the measurable PSG metrics.

Performance against the proposed service standards – March 2021

Legislation to implement the Participant Service Charter and Guarantee has been delayed due to the COVID-19 pandemic. However, the NDIA has commenced measuring performance against the PSG metrics early where possible, and will expand this reporting in future quarters.¹⁸

Service type	Description of the service being guaranteed	Service Guarantee	Performance	Comparison to target of 95%
General	Explanation of a previous decision, after a request for explanation is received	28 days	87% in the March 2021 Quarter	▲
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100% in the March 2021 Quarter	●
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	Reporting will commence in the 30 June 2021 report	
Access	Make an access decision, after the final information has been provided	14 days	98% in the March 2021 Quarter	●
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	79% in the March 2021 Quarter	■
Planning	Approve a participant's plan, after an access decision has been made	56 days	79% in the March 2021 Quarter	■
Planning	Approve a plan for ECEI participants, after an access decision has been made.	90 days	96% in the March 2021 Quarter	●
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical	Reporting will commence in the 30 June 2021 report	
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	Reporting will commence in the 30 June 2021 report	

● 95% and over ▲ 85%-95% ■ Less than 85%

¹⁸ Reporting of results for 'Commencing facilitating a plan review' will now commence in the June 2021 report. The metric to produce the results previously reported in December 2020 have changed.

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Service type	Description of the service being guaranteed	Service Guarantee	Performance	Comparison to target of 95%
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the 30 June 2021 report	
Plan review	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	Reporting will commence in the 30 June 2021 report	
Plan review	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100% in the March 2021 Quarter	●
Plan review	Complete a participant requested review, after the decision to accept the request is made	42 days	67% in the March 2021 Quarter	■
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	Reporting will commence in the 30 June 2021 report	
Plan variations	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	Reporting will commence in the 30 June 2021 report	
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the 30 June 2021 report	
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	90 days	91% in the March 2021 Quarter	▲
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	Reporting will commence in the 30 June 2021 report	
Nominee	Cancel participant requested nominee	14 days	84% in the March 2021 Quarter	■
Nominee	Cancel CEO initiated nominee	14 days	92% in the March 2021 Quarter	▲

● 95% and over ▲ 85%-95% ■ Less than 85%

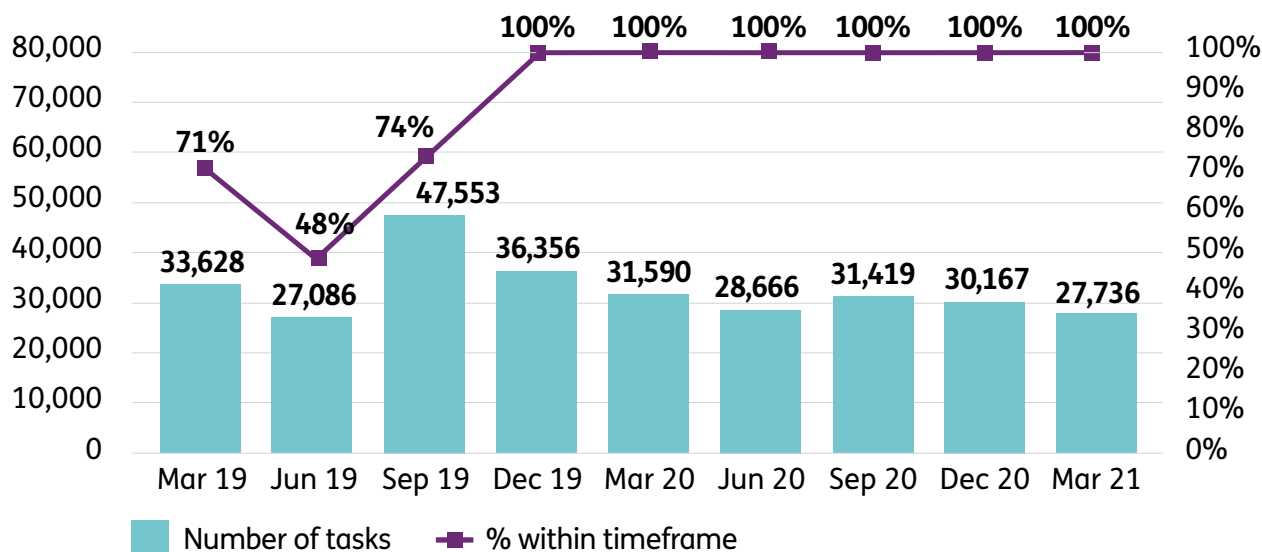
Key trends in PSG metrics

The NDIA has consistently been meeting PSG timeframes for access decisions and first plans approvals (for those aged 0-6) over the last few quarters, and there has been marked improvement compared to 2019.

Access Decisions

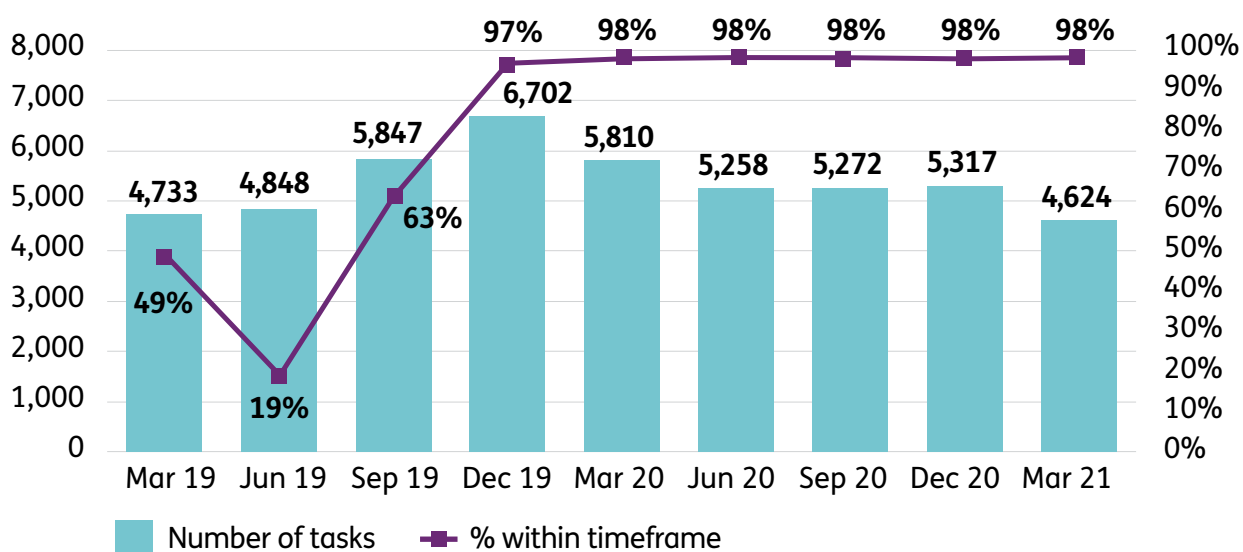
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last six quarters, which is a big improvement compared to performance in the first three quarters of calendar 2019.

Figure 26: Access decision made, or further information requested, after receiving access request



The NDIA has also consistently met the 14 day timeframe in respect to making an access decision after the final information has been provided. Once again this is a big improvement from the September 2019 quarter, where only 63 per cent of decisions were made within the timeframe.

Figure 27: Make an access decision, after the final information has been provided¹⁹



¹⁹ The results for prior quarters have been restated using data as at 31 March 2021 due to a change in the way this metric is measured.

Planning

Plan approval timeframes for participants aged 0-6 have improved over the last few quarters, with 96 per cent approved within the timeframe of 90 days in the March 2021 quarter. The timeframe for the approval of plans for those aged 7 and above has reduced from 70 days to 56 days from the March 2021 quarter and there has been a consequent reduction in service level met (79 per cent).

Figure 28: Commence facilitating the preparation of a plan, after an access decision has been made²⁰

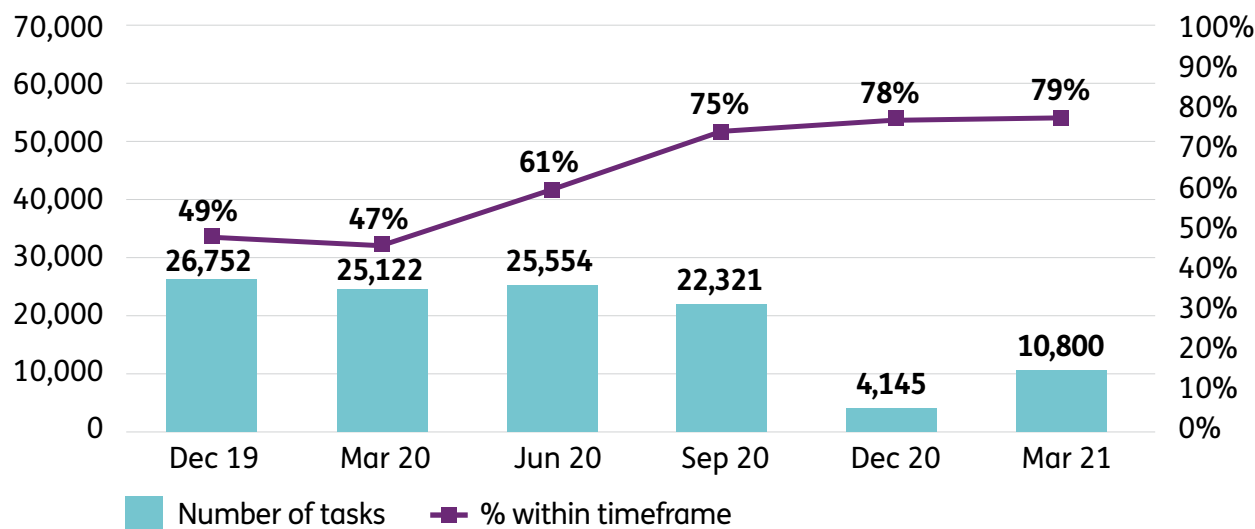
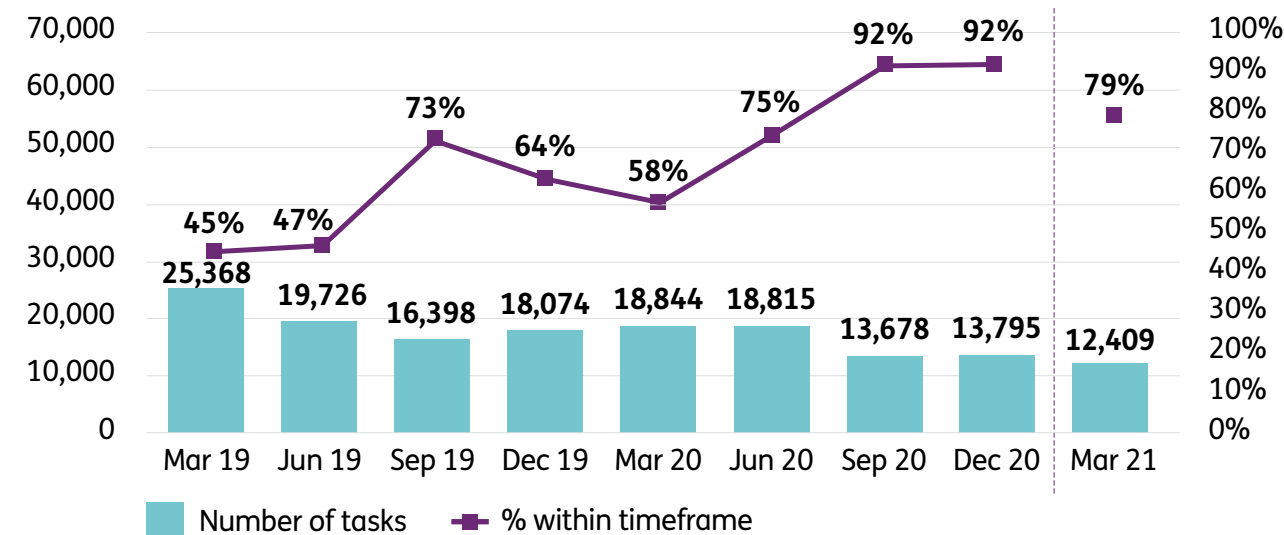


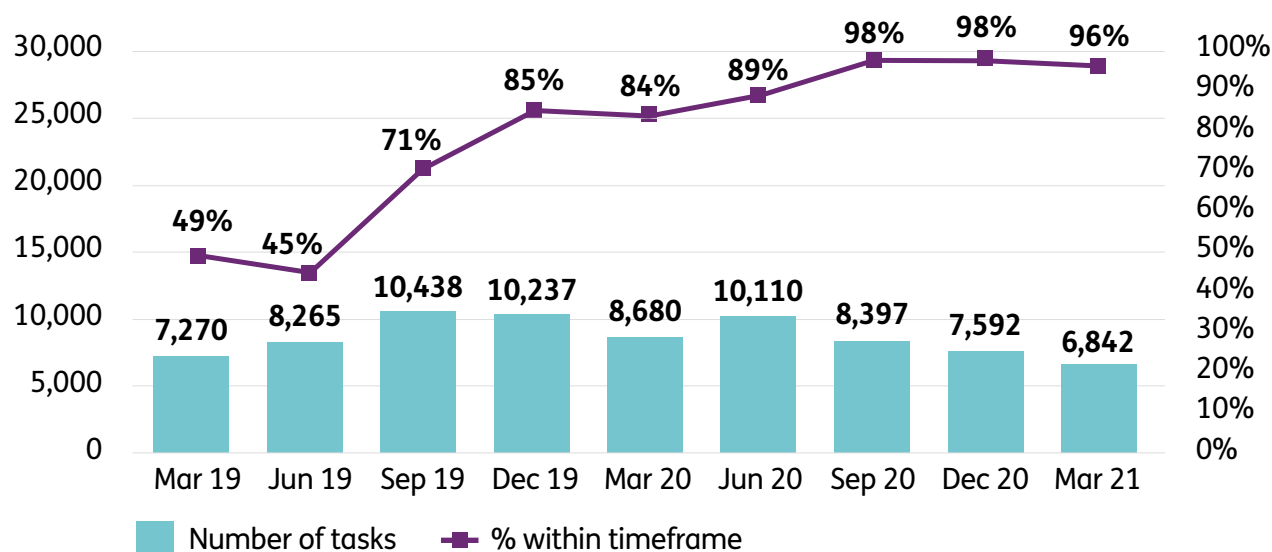
Figure 29: First plan approved after access decision has been made, 7+ years²¹



²⁰ A new business process has been used to measure this metric since December 2020. The results subsequent to September 2020 are based on this new process.

²¹ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

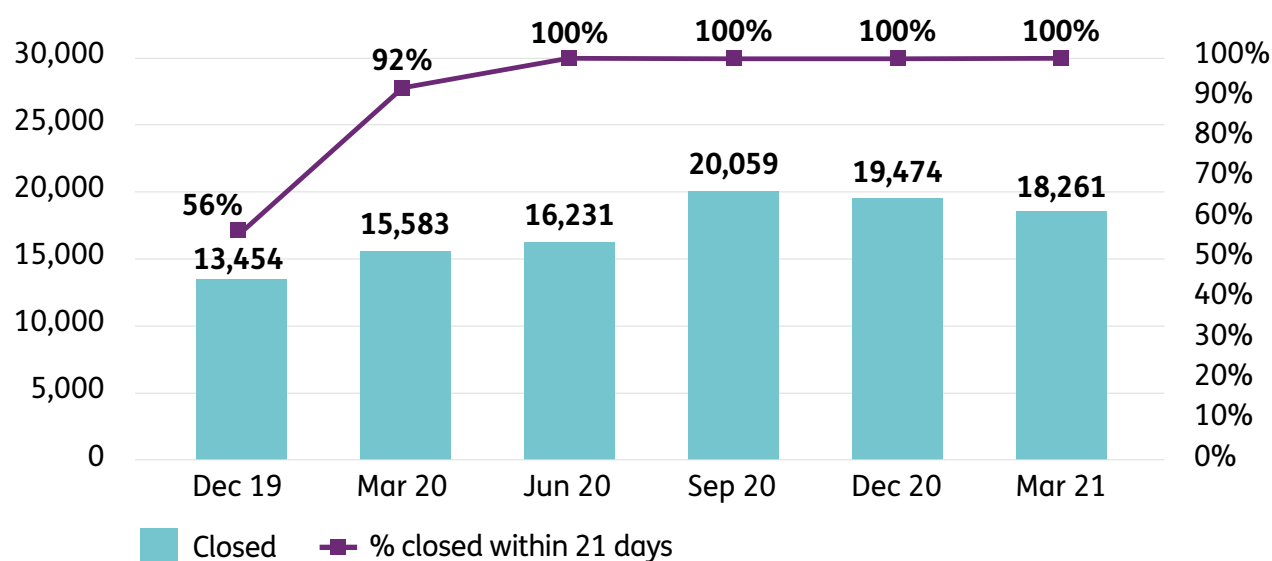
Figure 30: First plan approved after access decision has been made, 0-6 years



Plan Review

Decisions about whether or not to conduct a Participant Requested Review (PRR) are now made within 21 days 100 per cent of the time.

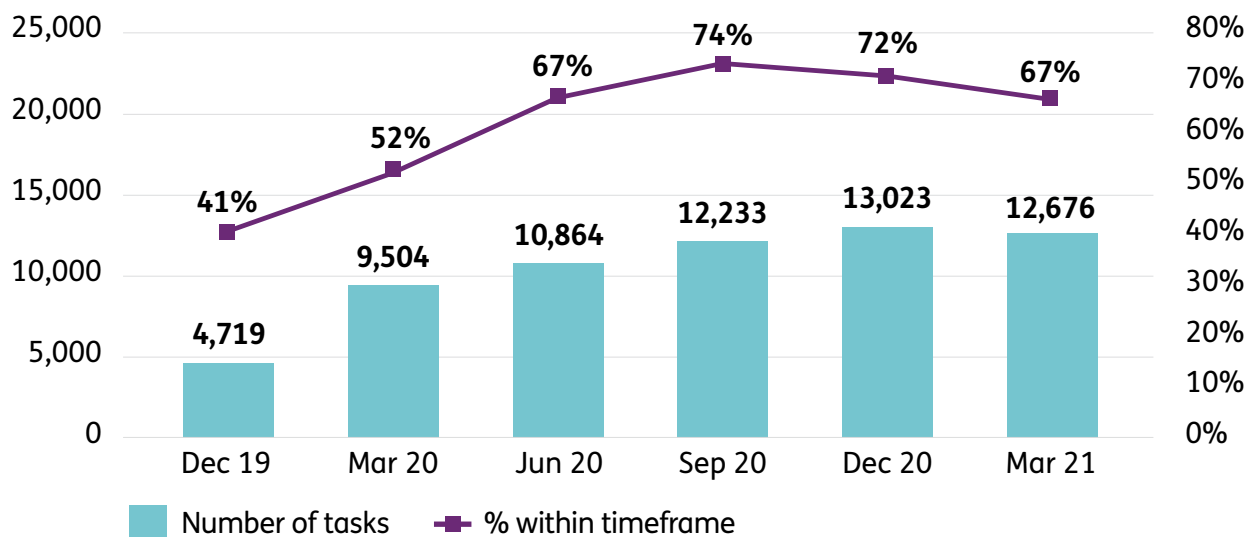
Figure 31: Decision made to undertake PRR after request is received



Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Participant Requested Review (PRR) timeframes have steadily improved over the last few quarters, improving from 41 per cent in the December 2019 quarter. A reduction to 67 per cent was experienced in the March 2021 quarter.

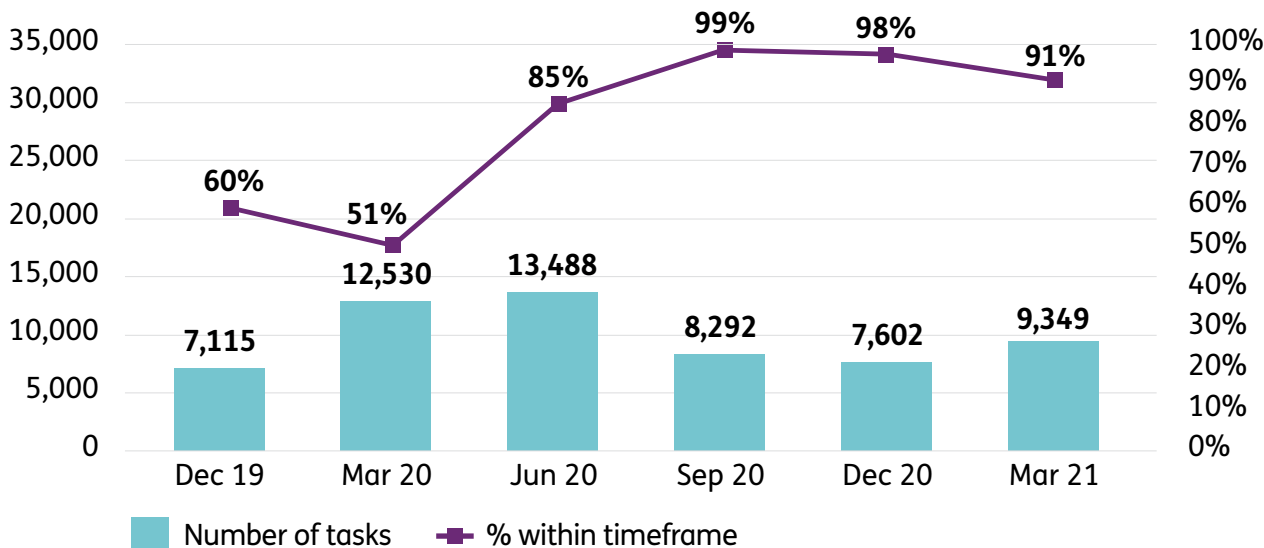
Figure 32: PRR completed after decision made to undertake review



Reviewable Decisions

In the March 2021 quarter, the NDIA was completing Reviews of Reviewable Decisions within the 90 day timeframe 91 per cent of the time.

Figure 33: Complete Review of a Reviewable Decision after request is received



Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our National Contact Centre will answer 80% of calls within 60 seconds.	59% in March 2021 (Section 2 in this report discusses further)

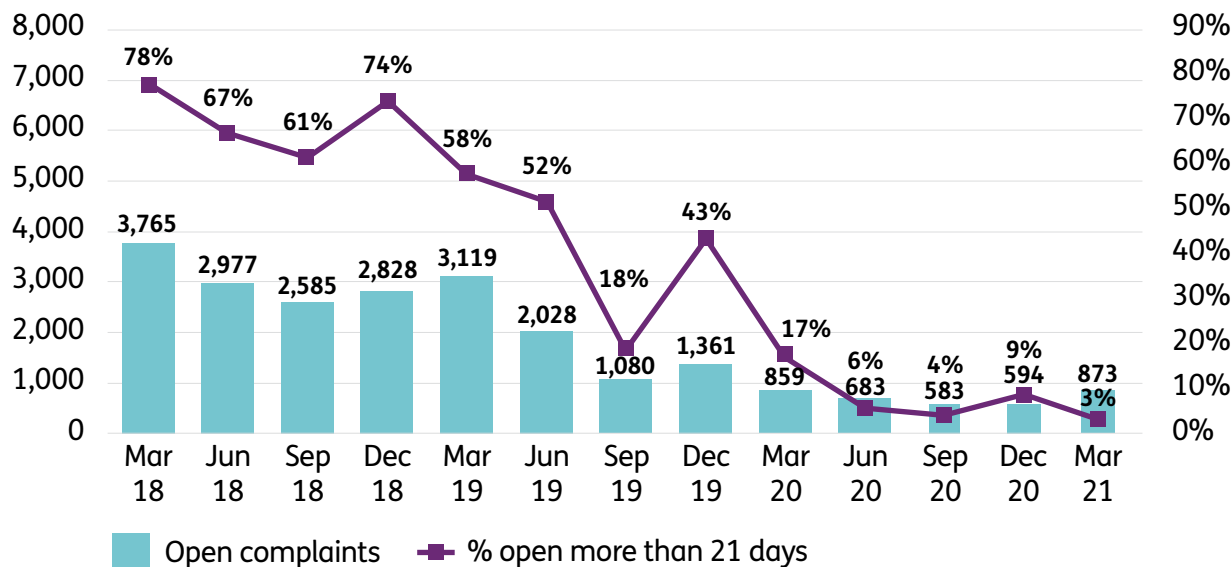
Service standards for complaints

Service type	Description of the service being guaranteed	Service Guarantee	Performance
Complaints	Acknowledge a complaint after we receive it	1 day	Reporting commences in the June 2021 quarter
	Make contact after we receive a complaint	2 days	Reporting commences in the June 2021 quarter
	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	NA	91% in the March 2021 quarter

Key trends in complaints

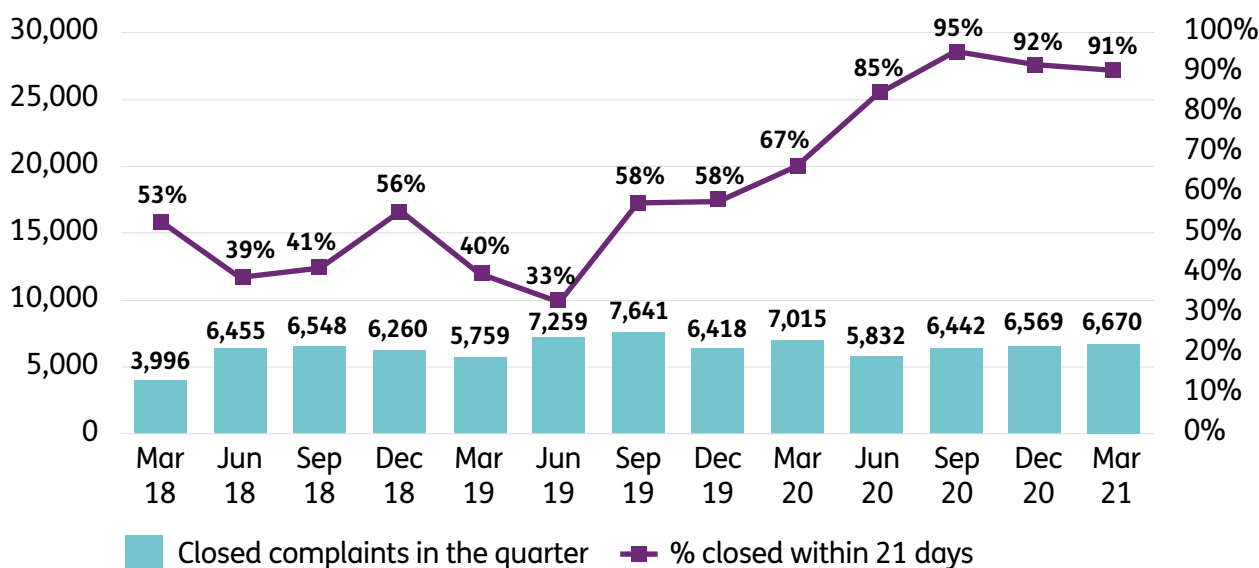
The number of open complaints has increased in the March 2021 quarter although the number is significantly lower than experience prior to 2020. Over recent quarters the per cent of total complaints that have been open for more than 21 days has significantly reduced.

Figure 34: Open complaints and per cent that have been open for more than 21 days²²



The number of completed complaints has been consistent over recent quarters despite the significant increase in participant numbers. Additionally, the per cent of complaints that have been closed within 21 days was 91 per cent in the most recent quarter, a significant improvement compared to 2019.

Figure 35: Closed complaints and per cent completed within 21 day timeframe²³



²² The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

²³ *ibid.*

3.2 Participant Service Improvement Plan (SIP)

Progress is being made against the Participant SIP deliverables.

This Service Improvement Plan 2020-21 (SIP) is the key to making real the promises in the Service Charter and Participant Service Guarantee. It sets out what the NDIA and partners are going to do through to 30 June 2023 to deliver an NDIS that meets expectations.

Highlights for this quarter include:

SIP Commitment	What have we delivered?
You will have a contact name for all of your interactions with us.	The NDIA systems have been updated to record the staff member actioning key interactions, e.g. plan approval.
We will check-in with you on how the plan is going, and whether an update or review is needed.	We have implemented Participant Check-ins, beginning with those considered vulnerable or at risk. This is outside a participant's regular plan review cycle and will continue as business as usual. Participant plans are now enabled for up to 3 years. In addition, our new 'Light touch plan review' has now been implemented nationally - enabling you to make minor changes to your plan.
You will be able to quickly access assistive technology and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard assistive technology or home modifications.	Our Operational Guidelines for Assistive Technology and Home Modifications have been refreshed with information on the latest fast track process we use to assess low, medium and high-risk assistive technology or requests for home modifications.
We will process applications for all supports associated with housing and accommodation issues together and more quickly.	The NDIA business system has been updated to allow this faster processing.

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

This builds on the work undertaken over the last two quarters, which included:

- Changes have been made to **our letters** to include the name of someone at the NDIA who you can contact.
- The NDIS website now includes a **Participant Information Access** site to make it easier for participants to get information – no need to submit a Freedom of Information request.
- A new '**Light touch plan review**' has now been implemented nationally and delivered earlier than expected – a simple and quick process when you need to make minor changes to your plan.
- A home and living supports form is now available on the NDIA website. This form allows NDIS participants who have independent living goals to easily and quickly initiate a request to see how the NDIS may be able to help in supporting them live more independently.
- Provider matching platforms and SDA vacancies are now being promoted via the NDIS website. The national SDA-matching website was released on 27 October 2020.
- The NDIA has established a NDIS carer connect network for ageing parents of people with a disability.
- Improvements to the NDIS Contact Centre to provide more consistent and helpful information.
- Rule changes to increase the flexibility in living options for participants with SDA.
- The engagement of specialist community connectors who have commenced delivering services.
- The placement of Health and Justice Liaison Officers across all States and Territories.

Service Improvement Plan (SIP) – Commitments and Progress¹⁸

Communicating with us

The NDIA systems have been updated so you have a current contact name recorded for all your interactions with us.

We have committed to an increased digital experience and commenced work on online forms, and enhancing the website and portal.

SIP Commitment	Progress to date ²⁴	Expected Completion
The NDIS Contact Centre will give you more helpful and consistent information	●	✓
We will put the name of an NDIS contact person on our letters to you	●	✓
You will have a current contact name for all your interactions with us	●	✓
You will be able to use online forms and services where you want to	◐	Dec 21
You will be able to track where your application or inquiry is up to online	◐	Dec 21
The website and portal will be clearer and easier to use	◐	Dec 21

Getting information from us

The Participant Information Access (PIA) was launched on 1 July 2020, making it easier for participants to access their information, and feedback from participants has been overwhelmingly positive.

Work continues to make our guidelines clearer to ensure that there is consistency in how we make decisions.




SIP Commitment	Progress to date ²⁵	Expected Completion
You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request	●	✓
Our decision letters will have reasons for why we have decided something in plain English	◐	Jun 21
We will be clearer on what reasonable and necessary supports means, with case studies and examples	◐	Dec 21
We will have clearer guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	◐	Dec 21
Our guidelines will come with plain English descriptions and more examples	◐	Dec 21
Our documents will use consistent terms and definitions with less jargon	◐	Jun 22

²⁴ Represents a qualitative assessment of work undertaken to date, for all of the tables below.

²⁵ *ibid.*







Gaining Access to the NDIS

Work to review the planning process including the use of Independent Assessments to ensure support funding is more certain, fair and consistent is well progressed. This is part of a broader program of works due for completion in 2022.

SIP Commitment	Progress to date ²⁶	Expected Completion
You will be able to apply to the NDIS in the way you want, including using an online access request form		Dec 21
We will increasingly use Independent Assessments , that we pay for, as a fair and consistent way to determine access to the NDIS		Jun 22
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS		Jun 22

Making your plan

We are working towards supporting participants in the way that they choose to interact with us, including continuing face-to-face meetings where that is a participant's preference. Video conferencing is currently being offered to participants that wish to have their planning meetings through this approach. Further work will continue to embed the process into the agreed ongoing solution.

SIP Commitment	Progress to date ²⁷	Expected Completion
We will support more video-conference planning meetings		Jun 21
If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding		Jun 21
You will get plan summary statements and draft plans before your plan is approved so you can check your information is right and there are no surprises		Jun 21
We will use an independent assessment to ensure support funding in total is more certain, fair, consistent and quicker		Jun 22
We will support you, if you want, to build goals in your plan that are clearly defined, realistic and attainable		Jun 22
We're working to build more do-it-yourself online plan tools		Jun 22

²⁶ Represents a qualitative assessment of work undertaken to date, for all of the tables below.










²⁷ *ibid.*

Using your plan

Participant plans are now enabled for up to three years. We will check-in with you on how the plan is going and whether an update or review is needed. Our new 'Light touch plan review' has now been implemented nationally and delivered earlier than expected – enabling you to make minor changes to your plan. We have implemented Participant Check-ins, beginning with those considered vulnerable or at risk. This is outside a participant's regular plan review cycle and will continue as business as usual.

Initial work has been completed to make plan budgets more flexible so participants can use their funding as they wish. Further work is underway to enhance plan flexibility further.



We will give you more support in using your plan, for finding both disability services and mainstream supports. Partners are currently providing connections for participants to community and mainstream supports.

SIP Commitment	Progress to date ²⁸	Expected Completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life		✓
There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review"		✓
We will give you more support for using your plan , for finding both disability services and mainstream supports		✓
We will be clearer about support coordination services , and what you should expect		Jun 21
We will check-in with you on how the plan is going, and whether an update or review is needed		Jun 21
We will work with communities in remote and very remote areas , and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding		Jun 22
You will be able to manage your plan more easily, using a new NDIS mobile app		Jun 21
We will make plan budgets more flexible so you can use your funding as you wish		Jun 22
We will make it easier to self-manage your plan, with the right support and controls in place; and to change easily between plan and self-managed		Jun 22

²⁸ Represents a qualitative assessment of work undertaken to date, for all of the tables below.

Payments from your plan

The NDIA has finalised its payments strategy and a request for tender will issue in the June 2021 quarter. Enhancements to our current systems have made a significant improvement in timeliness of payments. Further work is in progress to deliver real time payments capability.









SIP Commitment	Progress to date ²⁹	Expected Completion
Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back		Jun 22
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted		Jun 22

Parts of your plan

Our Operational Guidelines for Assistive Technology and Home Modifications have been refreshed with information on the latest fast track process we use to assess low, medium and high-risk assistive technology or requests for home modifications.

Rule changes have been completed to increase the flexibility in living options for participants who are eligible for SDA. A standard form (for all housing including SDA) has been developed and is now available.

Work has commenced to ensure that the right goals and supports are included in participant plans. A tool has been published to assist participants who work in ADEs prepare for plan discussions.

SIP Commitment	Progress to date ³⁰	Expected Completion
We will increase the flexibility in living options if you are eligible for SDA		✓
There will be a national SDA-matching website showing all available properties		✓
We will issue new easy-to-understand guidelines for complex home modifications		✓
There will be a standard form and application process for SDA		✓
We will process applications for all supports associated with housing and accommodation issues together and more quickly		✓
You will be able to quickly access assistive technology and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard assistive technology or home modifications		✓
We will focus on your plan and goals supporting you to gain employment if that is what you want		Jun 22
We will encourage Individualised Living Options as an alternative to traditional group homes		Jun 22

²⁹ Represents a qualitative assessment of work undertaken to date, for all of the tables below.











³⁰ *ibid.*

Support for engaging with us

The NDIA has engaged specialist community connectors in remote, CALD, and Aboriginal and Torres Strait Islander communities to better engage with participants.

Work continues to develop training packages and tools to support work across a range of disability cohorts, CALD and Aboriginal and Torres Strait Islander communities. Training programmes are being released to staff throughout 2020-21 to improve cultural and disability awareness of front-line staff.

The NDIA has also established a NDIS carer connect network for ageing parents of people with a disability.

SIP Commitment	Progress to date ³¹	Expected Completion
We will fund specialist community connectors (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us		✓
Liaison Officers , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory		✓
We will have a NDIS carer connect network for aging parents of people with a disability		✓
We will pro-actively check-in with you, especially if you may be in a vulnerable situation		Jun 21
Our front-line teams will have improved cultural and disability awareness		Jun 21
We want to support and promote children and young people's voice in their own plans; while also working closely with parents and carers		Jun 22
We will improve the way we provide you support for independent decision-making		Jun 22
We will improve our direct support for you if you have complex needs and require critical supports , or are otherwise potentially vulnerable		Jun 22
We will support you if you are a Young Person in Residential Aged Care to live elsewhere		Jun 22
We will fund early intervention supports for children more flexibly		Jun 22

³¹ Represents a qualitative assessment of work undertaken to date, for all of the tables below.



Indigenous women connect families in the Kimberley to NDIS

In the vast, remote lands that occupy the northern most part of Western Australia, a group of Indigenous women are helping other local women to support their children through a unique NDIS program.

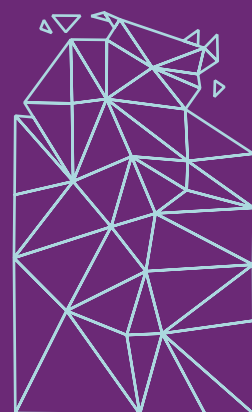
The program launched early last year, helping to connect families to NDIS and community supports for young children who live with disability or developmental delay and Kimberley Aboriginal Medical Services estimates the program has helped more than 150 families across the Kimberley.

Mirella Bin Swani is one of 12 Aboriginal women employed by Derby Aboriginal Health Service (DAHS), funded through a \$25 million NDIS program to deliver frontline ECEI services across the Kimberley.

“We have seen really positive changes in children’s speech development, where they are going to school and getting the support they need, where mothers are spending more time reading with their children,” said Mirella, an NDIS-funded Family Support Worker.

Mirella can also share her own experiences with the families she helps. Her 8-year-old son lives with autism and has been an NDIS participant for two years, so she knows firsthand what it’s like to have a child with special needs and feel a little lost.

“To be able to relate that to families and parents, I feel like it’s crucial. They start to realise how important it is and that there’s so much help out there for them.”



Part Four:

Providers and the growing market



Part Four:

Providers and the growing market

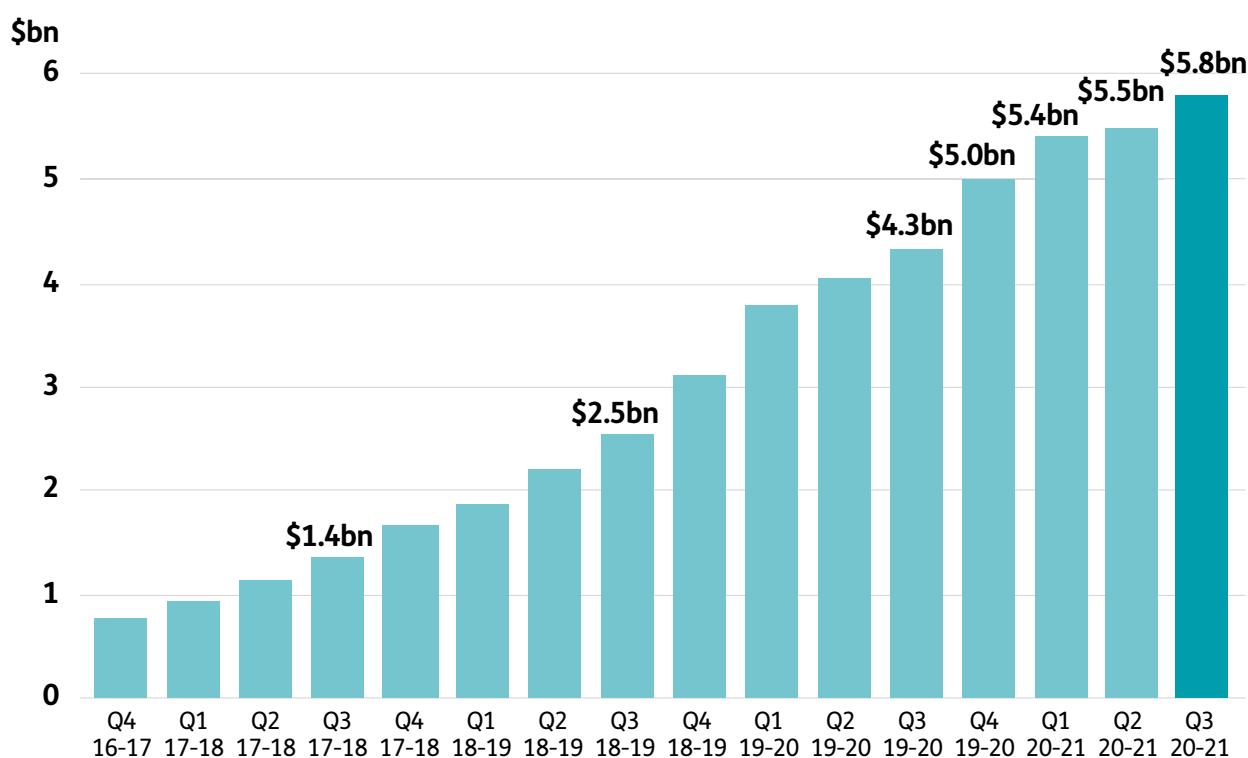
\$5.8 billion was paid to providers for participant supports in the March 2021 quarter, a 34 per cent increase from the March 2020 quarter.

4.1 Growth in the NDIS market

Payments for NDIS supports have continued to grow.

The amount paid each quarter for NDIS supports continues to increase. \$5.8 billion was paid in the March 2021 quarter, compared with \$4.3 billion in the March 2020 quarter (a 34 per cent increase).

Figure 36: Total payments by quarter³²

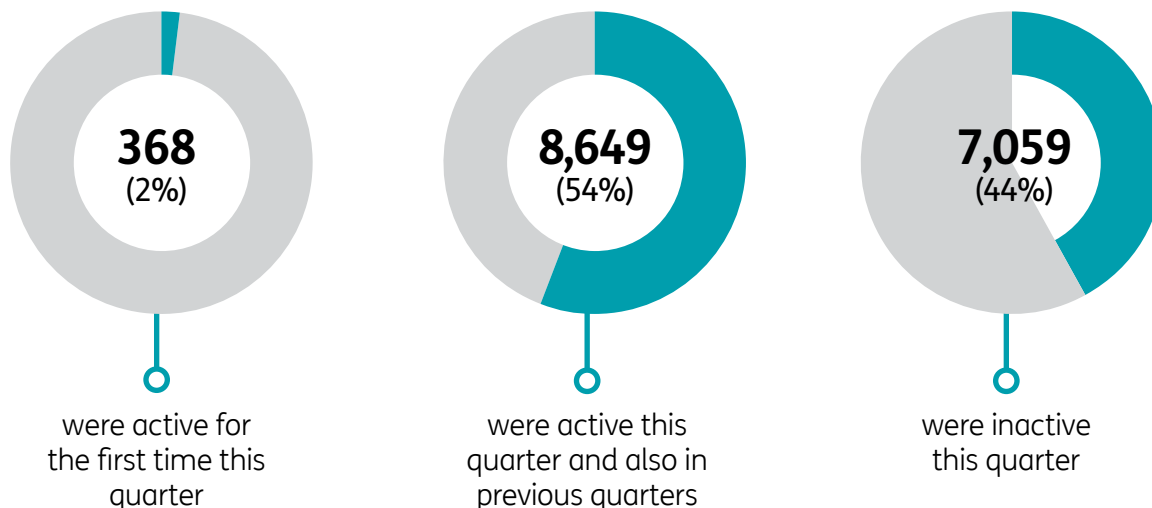


³² The chart represents the amount paid each quarter, regardless of when the support was provided.

4.2 Active providers

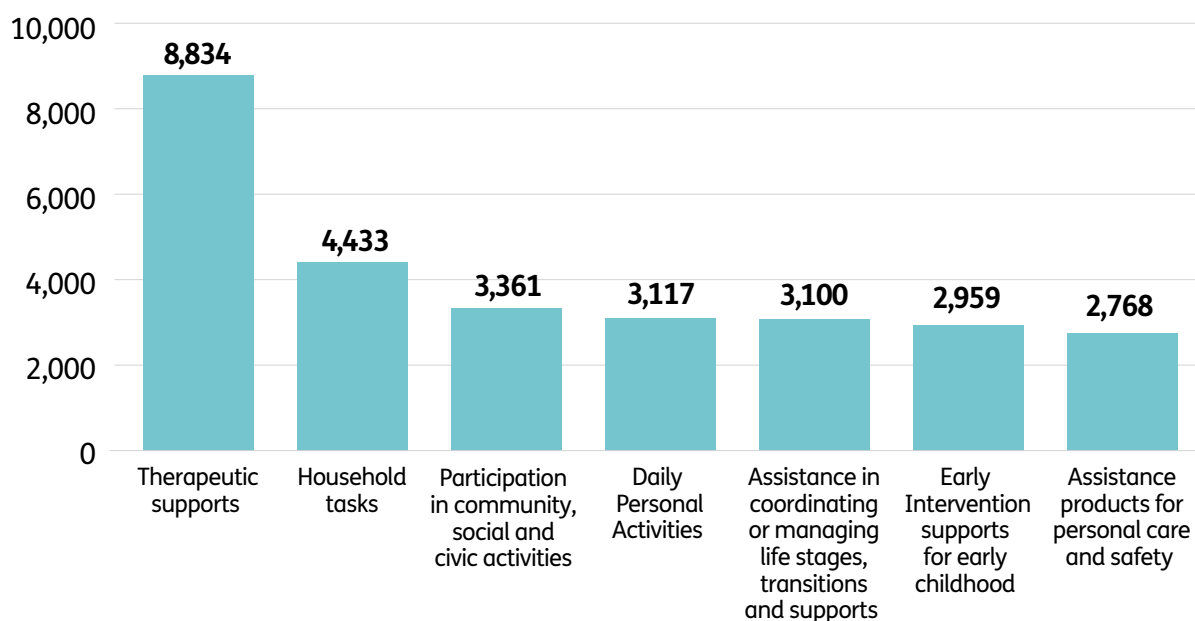
Therapeutic supports continue to be the largest registration group for active providers.

Since the start of the Scheme, 16,076 providers have supported participants.³³ Of these:



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

Figure 37: The largest registration groups for active providers



³³ 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 16,076. Further, some of the 7,059 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

4.3 Average plan budgets and average payments

Average plan budgets and average payments to participants continue to increase.

The average payment per participant has increased by 40 per cent over the three years from 31 March 2018 to 31 March 2021, and the average plan budget has increased by almost 23 per cent over the same three year period.

While some of the increase is driven by increasing participant numbers due to the maturing of the Scheme, most of the increase is driven by higher average payments per participant. In the last three years the average payment per participant has grown by 12.5 per cent per annum, which is well above wage inflation. The implication of this rate of increase is discussed in the introduction to this report.

Figure 38: Average Payments per year as at 31 March by year³⁴

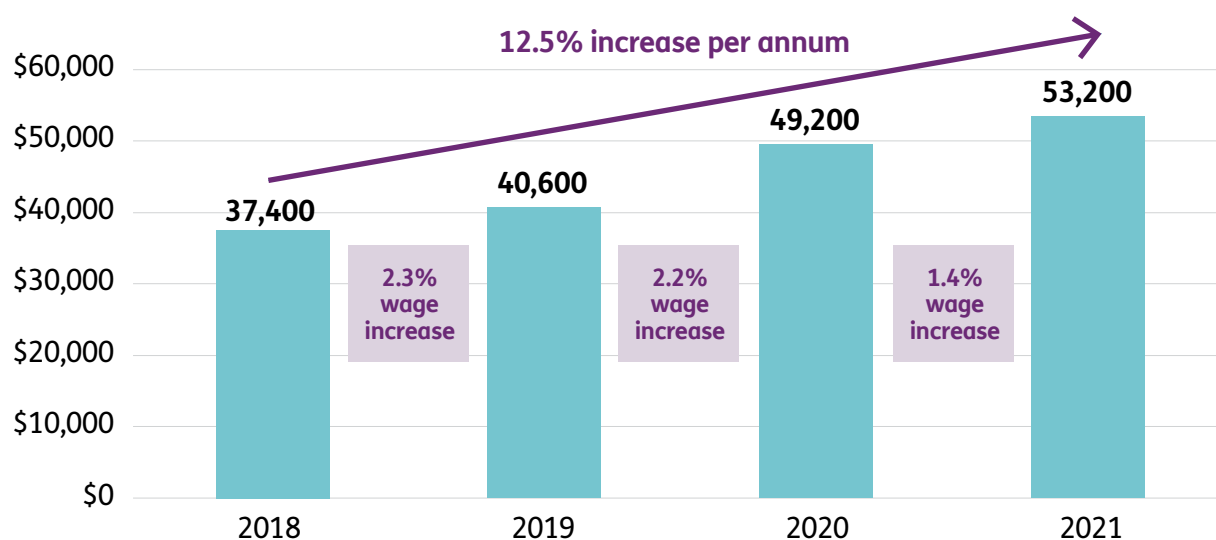
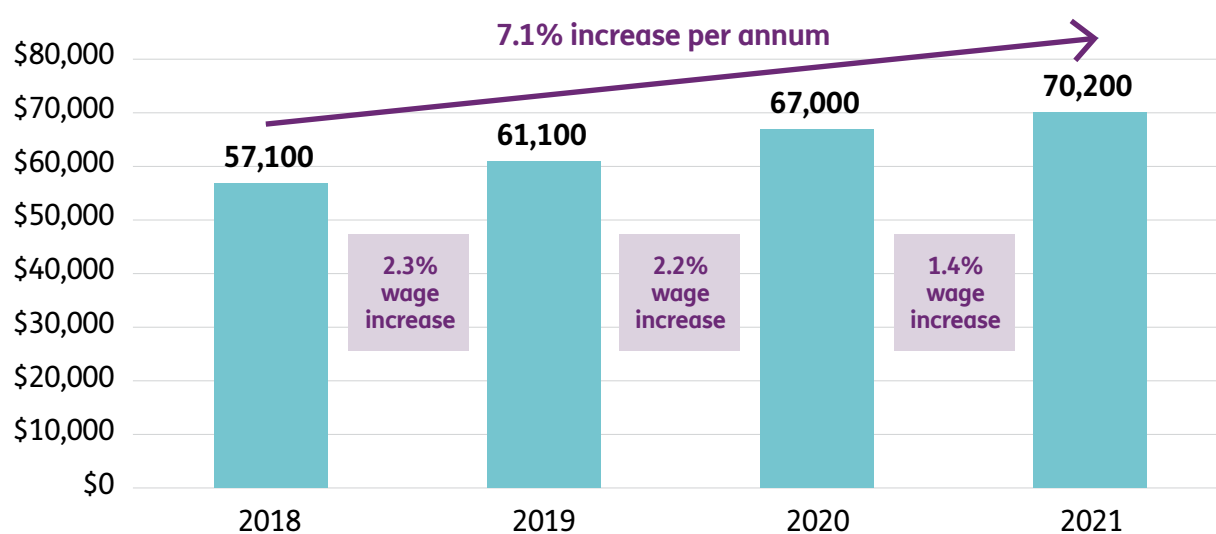


Figure 39: Average annualised committed supports as at 31 March by year³⁵



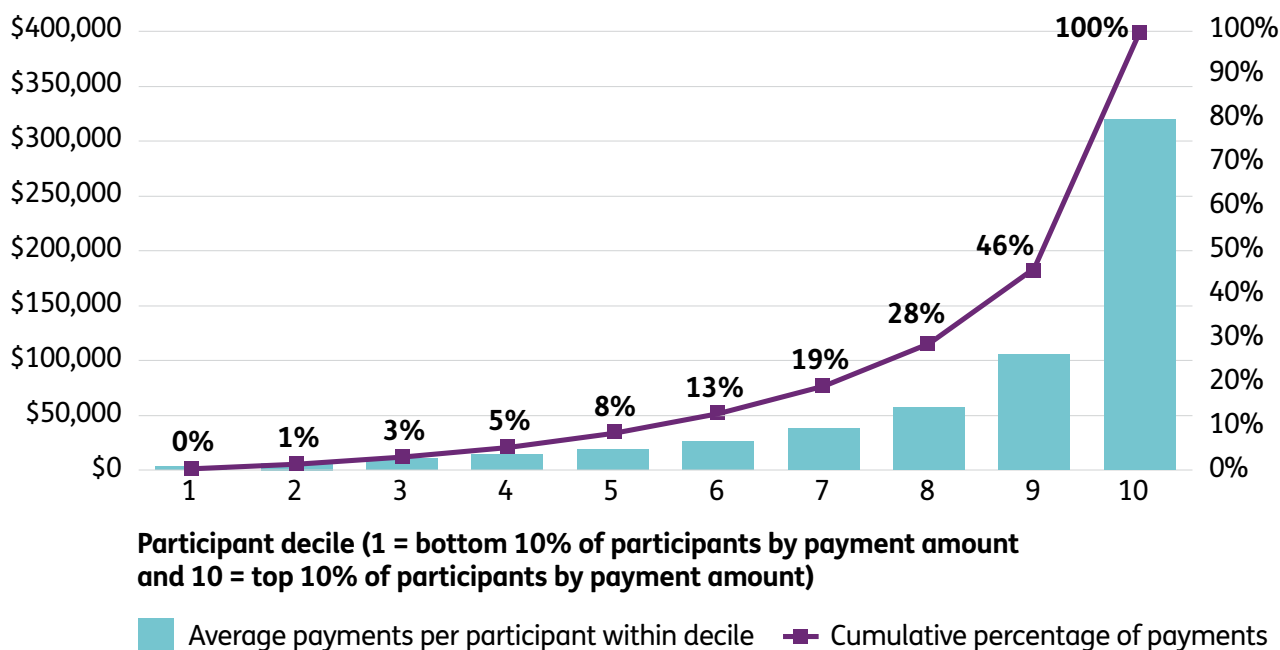
³⁴ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

³⁵ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average annualised committed supports are driven by both price increases and increases in the volume of supports provided.

Part Four: Providers and the growing market

In addition to increasing payments, average payments differ significantly amongst participants, with the top 10 per cent of participants receiving 54 per cent of payments, and the bottom 50 per cent of participants receiving 8 per cent of payments.

Figure 40: Average payments per participant and cumulative percentage of total payments by decile (10% band) for the year ending 31 March 2021



The largest support categories are core support for daily activities, followed by core support for social and community participation, followed by capacity building for daily activities.

The largest support categories are core daily activities (57 per cent of total payments) and social and community participation (16 per cent of total payments). On the whole, participants with large plans have high amounts of these supports.

Figure 41: Total payments from 1 April 2020 to 31 March 2021

Support Category	Total payments (in \$m) Apr-20 to Mar-21	% total payments
Core - Daily Activities	12,261	56.6%
Core - Community	3,516	16.2%
Core - Consumables & Transport	1,073	5.0%
Capacity Building - Daily Activities ³⁶	2,577	11.9%
Capacity Building - Other	1,393	6.4%
Capital	853	3.9%
Total	21,672	100.0%

³⁶ Includes therapy services.

4.4 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.

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

– **choice and control**

– **utilisation**

– **market concentration**

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated 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 service district and the length of time participants had been in the Scheme.

Overall, 47 of the 80 service districts (59 per cent) in the analysis were within five percentage points of the national average, three service districts (4 per cent) were more than 10 percentage points above the national average, and three service districts (4 per cent) were more than 10 percentage points below the national average.

The three service districts more than 10 percentage points above the national average were ACT, Barkly in Northern Territory and Barwon in Victoria. The service districts more than 10 percentage points below the national average were Darwin Remote, Katherine and East Arnhem in the Northern Territory.

At 31 March 2021:

– Darwin Remote has 366 active participants and plan budgets totalling \$33 million

– Katherine has 193 active participants and plan budgets totalling \$33 million

– East Arnhem has 189 active participants and plan budgets totalling \$22 million

Figure 42: Choice and control – number of service districts – gap to benchmark

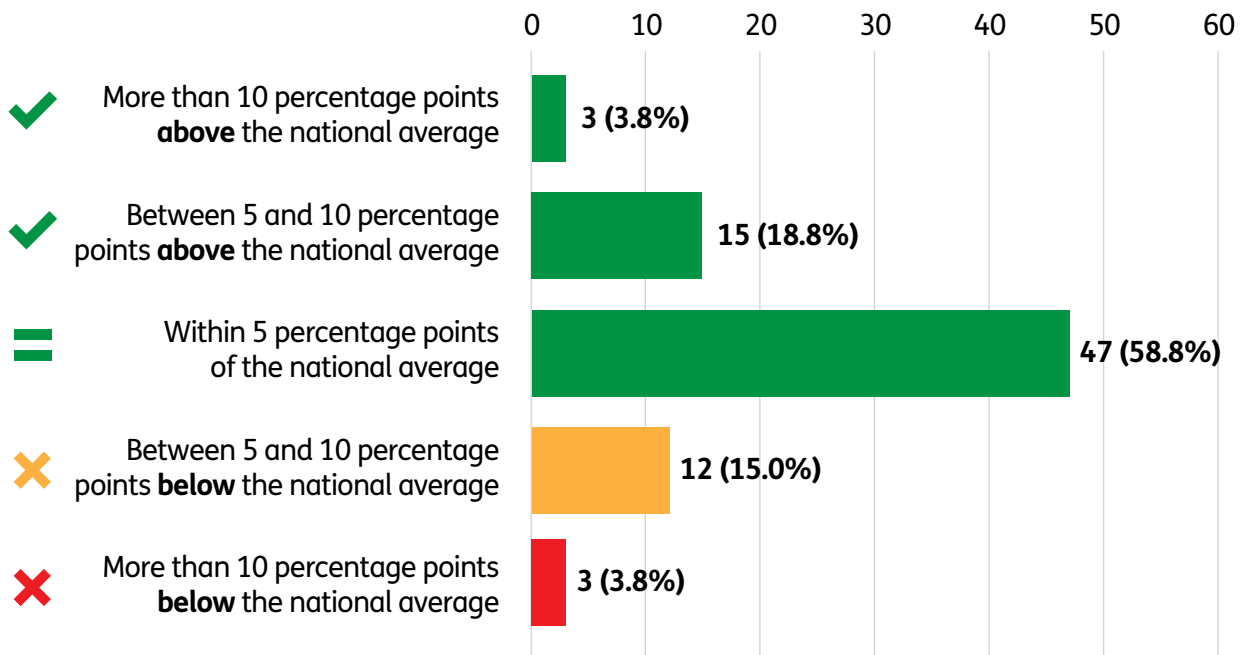


Figure 43: Choice and control service districts breakdown – 31 March 2021

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points above the national average			
ACT	Australian Capital Territory	8,383	\$531
Barwon	Victoria	8,914	\$568
Barkly	Northern Territory	159	\$14
Between 5 and 10 percentage points above the national average			
Hunter New England	New South Wales	24,157	\$1,744
Inner Gippsland	Victoria	4,643	\$273
Outer Gippsland	Victoria	2,097	\$133
Mackay	Queensland	2,995	\$194
Toowoomba	Queensland	5,827	\$451
Eastern Adelaide	South Australia	3,390	\$267
Eyre and Western	South Australia	1,228	\$88
Fleurieu and Kangaroo Island	South Australia	1,063	\$78
Limestone Coast	South Australia	1,318	\$85
Murray and Mallee	South Australia	1,650	\$109
Western Adelaide	South Australia	3,515	\$253
Yorke and Mid North	South Australia	1,587	\$90
TAS North West	Tasmania	2,414	\$193
TAS South West	Tasmania	2,721	\$251
South Metro	Western Australia	5,984	\$375
Within 5 percentage points of the national average			
Central Coast	New South Wales	8,096	\$517
Far West	New South Wales	612	\$47
Illawarra Shoalhaven	New South Wales	8,314	\$607
Mid North Coast	New South Wales	5,747	\$403
Murrumbidgee	New South Wales	6,236	\$418
Nepean Blue Mountains	New South Wales	8,342	\$574
North Sydney	New South Wales	9,853	\$828
Northern NSW	New South Wales	6,665	\$487
Southern NSW	New South Wales	4,060	\$250
Western NSW	New South Wales	5,844	\$449
Bayside Peninsula	Victoria	14,429	\$1,075
Central Highlands	Victoria	4,873	\$290
Goulburn	Victoria	3,596	\$197
Hume Moreland	Victoria	8,159	\$463
Loddon	Victoria	6,442	\$361
Mallee	Victoria	1,981	\$129
North East Melbourne	Victoria	11,700	\$790
Outer East Melbourne	Victoria	8,945	\$607
Ovens Murray	Victoria	3,157	\$176
Western District	Victoria	3,595	\$227
Western Melbourne	Victoria	10,567	\$632
Beenleigh	Queensland	8,898	\$654

Figure 43: Choice and control service districts breakdown – 31 March 2021 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Brisbane	Queensland	16,558	\$1,320
Bundaberg	Queensland	2,677	\$186
Caboolture/Strathpine	Queensland	9,175	\$693
Cairns	Queensland	4,295	\$372
Ipswich	Queensland	7,302	\$499
Maroochydore	Queensland	7,707	\$594
Maryborough	Queensland	3,682	\$285
Robina	Queensland	9,009	\$625
Rockhampton	Queensland	4,916	\$331
Townsville	Queensland	5,567	\$406
Adelaide Hills	South Australia	1,498	\$92
Barossa, Light and Lower North	South Australia	1,891	\$98
Northern Adelaide	South Australia	13,293	\$832
Southern Adelaide	South Australia	8,673	\$630
TAS North	Tasmania	2,920	\$233
TAS South East	Tasmania	2,215	\$152
Darwin Urban	Northern Territory	2,339	\$262
Great Southern	Western Australia	923	\$65
Kimberley-Pilbara	Western Australia	1,198	\$95
South West	Western Australia	3,269	\$201
North East Metro	Western Australia	6,236	\$469
South East Metro	Western Australia	4,245	\$347
Midwest-Gascoyne	Western Australia	822	\$46
Central South Metro	Western Australia	4,889	\$337
North Metro	Western Australia	5,008	\$330
Between 5 and 10 percentage points below the national average			
South Eastern Sydney	New South Wales	9,370	\$688
South Western Sydney	New South Wales	19,041	\$1,231
Sydney	New South Wales	7,741	\$554
Western Sydney	New South Wales	16,124	\$1,142
Brimbank Melton	Victoria	7,372	\$433
Inner East Melbourne	Victoria	8,911	\$711
Southern Melbourne	Victoria	10,983	\$660
Far North (SA)	South Australia	501	\$43
Central Australia	Northern Territory	636	\$131
Wheat Belt	Western Australia	942	\$53
Central North Metro	Western Australia	4,343	\$396
Goldfields-Esperance	Western Australia	604	\$47
More than 10 percentage points below the national average			
Darwin Remote	Northern Territory	366	\$33
East Arnhem	Northern Territory	189	\$22
Katherine	Northern Territory	193	\$33

Utilisation

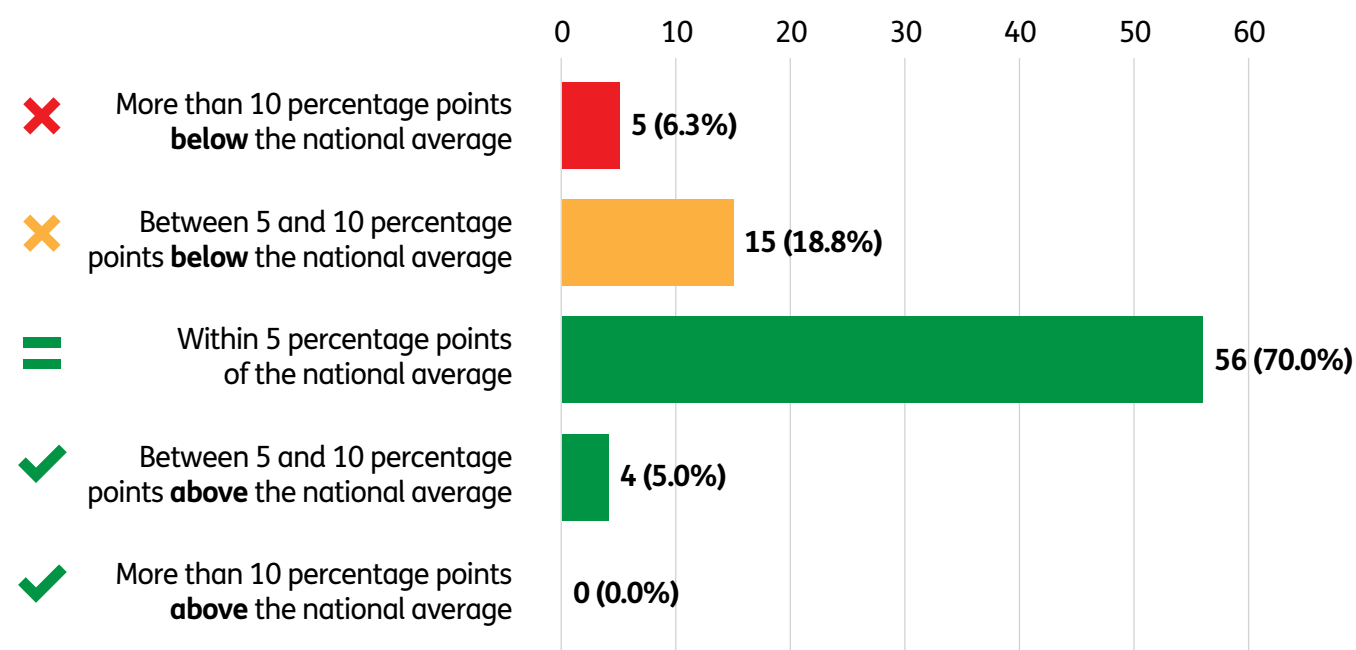
As seen in Figures 32 and 33, the average payment per participant has increased by 40 per cent over the three years from 31 March 2018 to 31 March 2021, and the average plan budget has increased by almost 23 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 56 of the 80 service districts (70 per cent) in the analysis are within five percentage points of the national average³⁷, no service districts were more than 10 percentage points above the national average, and five service districts (6 per cent) were more than 10 percentage points below the national average.

The five service districts more than 10 percentage points below the national average were smaller regional and remote service districts in South Australia, Western Australia and the Northern Territory. This is an improvement compared to December 2020 quarter when there were eight service districts in this category. These five service districts have remained consistent over recent quarters. The Thin Market trials underway, as detailed in section 4.5 of this report, are targeting some of these service districts.

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

Figure 44: Utilisation – number of service districts – gap to benchmark



³⁷ Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

Figure 45: Utilisation service districts breakdown – 31 March 2021

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points below the national average			
Eyre and Western	South Australia	1,228	\$88
Barkly	Northern Territory	159	\$14
Darwin Remote	Northern Territory	366	\$33
East Arnhem	Northern Territory	189	\$22
Kimberley-Pilbara	Western Australia	1,198	\$95
Between 5 and 10 percentage points below the national average			
Far West	New South Wales	612	\$47
Western NSW	New South Wales	5,844	\$449
Barwon	Victoria	8,914	\$568
Central Highlands	Victoria	4,873	\$290
Goulburn	Victoria	3,596	\$197
Inner East Melbourne	Victoria	8,911	\$711
Inner Gippsland	Victoria	4,643	\$273
Outer East Melbourne	Victoria	8,945	\$607
Outer Gippsland	Victoria	2,097	\$133
Western District	Victoria	3,595	\$227
Far North (SA)	South Australia	501	\$43
Limestone Coast	South Australia	1,318	\$85
Murray and Mallee	South Australia	1,650	\$109
Yorke and Mid North	South Australia	1,587	\$90
Wheat Belt	Western Australia	942	\$53
Within 5 percentage points of the national average			
ACT	Australian Capital Territory	8,383	\$531
Central Coast	New South Wales	8,096	\$517
Hunter New England	New South Wales	24,157	\$1,744
Illawarra Shoalhaven	New South Wales	8,314	\$607
Mid North Coast	New South Wales	5,747	\$403
Murrumbidgee	New South Wales	6,236	\$418
Nepean Blue Mountains	New South Wales	8,342	\$574
North Sydney	New South Wales	9,853	\$828
Northern NSW	New South Wales	6,665	\$487
South Eastern Sydney	New South Wales	9,370	\$688
Southern NSW	New South Wales	4,060	\$250
Sydney	New South Wales	7,741	\$554
Western Sydney	New South Wales	16,124	\$1,142
Bayside Peninsula	Victoria	14,429	\$1,075
Brimbank Melton	Victoria	7,372	\$433
Hume Moreland	Victoria	8,159	\$463
Loddon	Victoria	6,442	\$361
Mallee	Victoria	1,981	\$129
North East Melbourne	Victoria	11,700	\$790

Figure 45: Utilisation service districts breakdown – 31 March 2021 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Ovens Murray	Victoria	3,157	\$176
Southern Melbourne	Victoria	10,983	\$660
Western Melbourne	Victoria	10,567	\$632
Bundaberg	Queensland	2,677	\$186
Caboolture/Strathpine	Queensland	9,175	\$693
Cairns	Queensland	4,295	\$372
Ipswich	Queensland	7,302	\$499
Mackay	Queensland	2,995	\$194
Maroochydore	Queensland	7,707	\$594
Maryborough	Queensland	3,682	\$285
Rockhampton	Queensland	4,916	\$331
Toowoomba	Queensland	5,827	\$451
Townsville	Queensland	5,567	\$406
Adelaide Hills	South Australia	1,498	\$92
Barossa, Light and Lower North	South Australia	1,891	\$98
Eastern Adelaide	South Australia	3,390	\$267
Fleurieu and Kangaroo Island	South Australia	1,063	\$78
Northern Adelaide	South Australia	13,293	\$832
Southern Adelaide	South Australia	8,673	\$630
Western Adelaide	South Australia	3,515	\$253
TAS North	Tasmania	2,920	\$233
TAS North West	Tasmania	2,414	\$193
TAS South East	Tasmania	2,215	\$152
TAS South West	Tasmania	2,721	\$251
Central Australia	Northern Territory	636	\$131
Darwin Urban	Northern Territory	2,339	\$262
Katherine	Northern Territory	193	\$33
Great Southern	Western Australia	923	\$65
South Metro	Western Australia	5,984	\$375
South West	Western Australia	3,269	\$201
North East Metro	Western Australia	6,236	\$469
South East Metro	Western Australia	4,245	\$347
Central North Metro	Western Australia	4,343	\$396
Midwest-Gascoyne	Western Australia	822	\$46
Central South Metro	Western Australia	4,889	\$337
Goldfields-Esperance	Western Australia	604	\$47
North Metro	Western Australia	5,008	\$330
Between 5 and 10 percentage points above the national average			
South Western Sydney	New South Wales	19,041	\$1,231
Beenleigh	Queensland	8,898	\$654
Brisbane	Queensland	16,558	\$1,320
Robina	Queensland	9,009	\$625

Market concentration

Understanding the distribution of payments to service providers in a service district 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 area. On average across service districts, 60 per cent of payments go to the largest 10 providers.

There are seven service districts where 85 per cent or more of payments go to the largest 10 providers (9 per cent) and 19 service districts where less than 45 per cent of payments went to the 10 largest providers (24 per cent).

All of the seven service districts 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 46: Market concentration – number of service districts – gap to benchmark

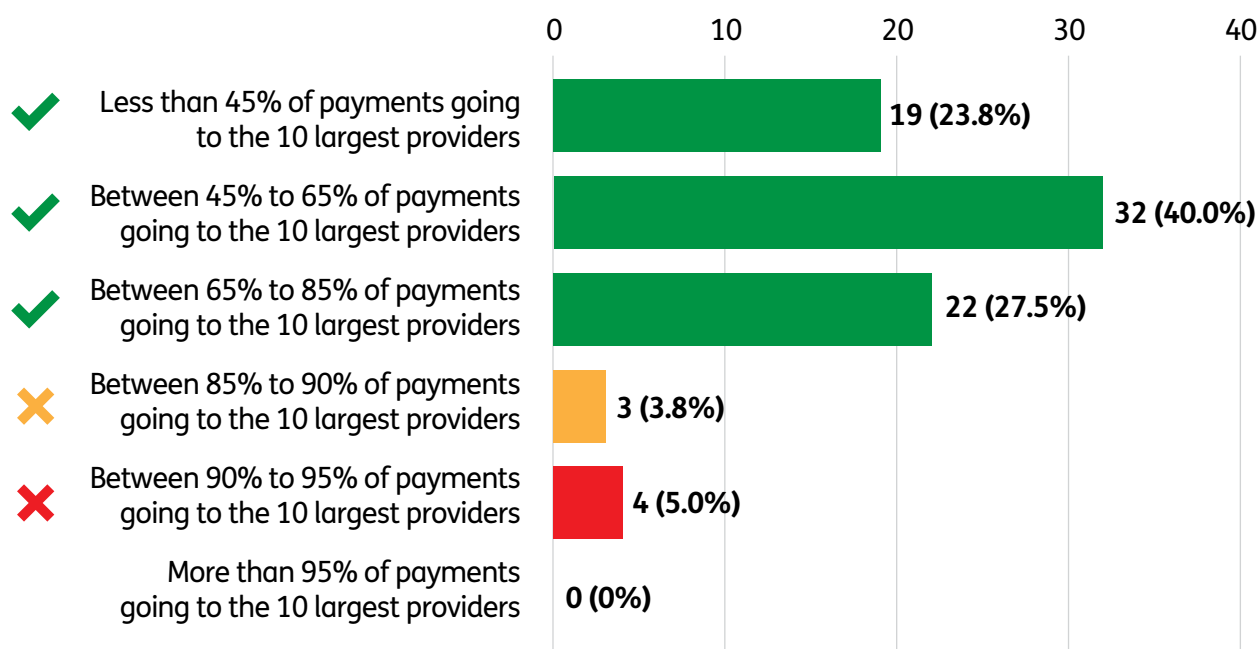


Figure 47: Market concentration service districts breakdown – 31 March 2021

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Less than 45% of payments going to the 10 largest providers			
Central Coast	New South Wales	8,096	\$517
Hunter New England	New South Wales	24,157	\$1,744
Nepean Blue Mountains	New South Wales	8,342	\$574
South Western Sydney	New South Wales	19,041	\$1,231
Sydney	New South Wales	7,741	\$554
Western Sydney	New South Wales	16,124	\$1,142
Hume Moreland	Victoria	8,159	\$463
North East Melbourne	Victoria	11,700	\$790
Beenleigh	Queensland	8,898	\$654
Brisbane	Queensland	16,558	\$1,320
Caboolture/Strathpine	Queensland	9,175	\$693
Ipswich	Queensland	7,302	\$499
Robina	Queensland	9,009	\$625
Toowoomba	Queensland	5,827	\$451
South Metro	Western Australia	5,984	\$375
North East Metro	Western Australia	6,236	\$469
South East Metro	Western Australia	4,245	\$347
Central South Metro	Western Australia	4,889	\$337
North Metro	Western Australia	5,008	\$330
Between 45% to 65% of payments going to the 10 largest providers			
ACT	Australian Capital Territory	8,383	\$531
Illawarra Shoalhaven	New South Wales	8,314	\$607
Mid North Coast	New South Wales	5,747	\$403
Murrumbidgee	New South Wales	6,236	\$418
North Sydney	New South Wales	9,853	\$828
Northern NSW	New South Wales	6,665	\$487
South Eastern Sydney	New South Wales	9,370	\$688
Southern NSW	New South Wales	4,060	\$250
Western NSW	New South Wales	5,844	\$449
Bayside Peninsula	Victoria	14,429	\$1,075
Brimbank Melton	Victoria	7,372	\$433
Central Highlands	Victoria	4,873	\$290
Goulburn	Victoria	3,596	\$197
Inner East Melbourne	Victoria	8,911	\$711
Loddon	Victoria	6,442	\$361
Outer East Melbourne	Victoria	8,945	\$607
Southern Melbourne	Victoria	10,983	\$660
Western Melbourne	Victoria	10,567	\$632
Cairns	Queensland	4,295	\$372
Mackay	Queensland	2,995	\$194
Maroochydore	Queensland	7,707	\$594
Rockhampton	Queensland	4,916	\$331
Townsville	Queensland	5,567	\$406

Figure 47: Market concentration service districts breakdown – 31 March 2021 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Between 45% to 65% of payments going to the 10 largest providers cont.			
Barossa, Light and Lower North	South Australia	1,891	\$98
Eastern Adelaide	South Australia	3,390	\$267
Northern Adelaide	South Australia	13,293	\$832
Southern Adelaide	South Australia	8,673	\$630
Western Adelaide	South Australia	3,515	\$253
TAS South East	Tasmania	2,215	\$152
TAS South West	Tasmania	2,721	\$251
Darwin Urban	Northern Territory	2,339	\$262
Central North Metro	Western Australia	4,343	\$396
Between 65% to 85% of payments going to the 10 largest providers			
Far West	New South Wales	612	\$47
Barwon	Victoria	8,914	\$568
Inner Gippsland	Victoria	4,643	\$273
Mallee	Victoria	1,981	\$129
Outer Gippsland	Victoria	2,097	\$133
Ovens Murray	Victoria	3,157	\$176
Western District	Victoria	3,595	\$227
Bundaberg	Queensland	2,677	\$186
Maryborough	Queensland	3,682	\$285
Adelaide Hills	South Australia	1,498	\$92
Eyre and Western	South Australia	1,228	\$88
Fleurieu and Kangaroo Island	South Australia	1,063	\$78
Limestone Coast	South Australia	1,318	\$85
Murray and Mallee	South Australia	1,650	\$109
Yorke and Mid North	South Australia	1,587	\$90
TAS North	Tasmania	2,920	\$233
TAS North West	Tasmania	2,414	\$193
Central Australia	Northern Territory	636	\$131
Darwin Remote	Northern Territory	366	\$33
Kimberley-Pilbara	Western Australia	1,198	\$95
South West	Western Australia	3,269	\$201
Wheat Belt	Western Australia	942	\$53
Between 85% to 90% of payments going to the 10 largest providers			
Barkly	Northern Territory	159	\$14
East Arnhem	Northern Territory	189	\$22
Katherine	Northern Territory	193	\$33
Between 90% to 95% of payments going to the 10 largest providers			
Far North (SA)	South Australia	501	\$43
Great Southern	Western Australia	923	\$65
Midwest-Gascoyne	Western Australia	822	\$46
Goldfields-Esperance	Western Australia	604	\$47

4.5 Thin markets

Thin market trials are underway in all States and Territories.

The NDIA is progressing trials to address market gaps, in liaison with state and territory governments and other key stakeholders. Intervention types are based on the local market context and developed in liaison with key local stakeholders. Current trials are applying a mix of market facilitation, coordinated funding proposals and direct commissioning.

Some trials which have achieved good results using market facilitation are now almost complete. Good results include improved plan utilisation among participants, but also include other market quality improvements such as:

- collaboration between governments to respond to market issues
- activities to build the capacity of providers in local areas
- Local Area Coordinators and support coordinators improving their connections with a range of providers including better understanding providers' capacity to take on new participants
- introduction of new providers in day programs, psychotherapy and occupational therapy
- pooling opportunities to attract providers into remote regions

Key results for market interventions currently underway include:

Western Australia

Through market facilitation, use of therapy has increased in Wyndham East Kimberly, with average payments per trial participant per quarter increasing from approximately \$1,500 in March 2020 to just over \$2,000 in September 2020.

Northern Territory

In MacDonnell, the average payment across all supports per trial participant per quarter has increased from approximately \$11,872 in March 2020 to almost triple that amount in September 2020, approximately \$34,000. During the same period, Alice Springs has also seen increased average payments across all supports per trial participant, from \$7,644 in March 2020 to \$11,913 in September 2020. These results were achieved through the use of market facilitation, and included collaboration with support coordinators and NPY Women's Council, Waltja, and Purple House, which attracted behavioural supports providers.

Queensland

A direct commissioning approach is underway in Palm Island, focusing on community-based supports for people with psychosocial disability and early childhood supports.

New South Wales

Market facilitation is underway in Walgett and Wentworth, targeting the usage of all supports. Utilisation of all supports in Walgett has improved, with average payments per trial participant per quarter increasing from \$6,883 in March 2020 to \$7,532 in September 2020. The supply and capacity of the Walgett market has grown to enable the increased availability of services. Wentworth has also experienced an increase in average payments per participant in the trial between March and September 2020 of approximately \$300.

Australian Capital Territory

A combination of market facilitation and direct commissioning is being used to improve the behaviour support market in the ACT. This approach has led to an increase in average payments per trial participant on behaviour supports from \$639 in the March 2020 quarter to \$920 in the September 2020 quarter. Approximately 30 targeted participants have been included in the direct commissioning arrangements for this market while others have benefited from new providers entering the market in response to market signals.

Victoria

In Latrobe, market facilitation focusing on positive behaviour supports has increased the average payment per trial participant per quarter from \$719 in March 2020 to \$1,739 in September 2020. Participants in the Ararat trial are also spending on average approximately \$350 more over the same period. Ararat participants that were ready to engage with specialist behaviour supports have now all booked services, although further progress has been constrained by the Ararat market being affected by COVID-19 restrictions in 2020.

Tasmania

Market facilitation has been used to grow the market for capacity building daily activities (i.e. Occupational Therapy and Speech Pathology) in Waratah-Wynyard. There has been a large increase in average payments per trial participant per quarter from \$298 in March 2020 to \$633 in September 2020. A direct commissioning arrangement will also commence soon, and is expected to lead to further improvement.

South Australia

Average payments for core supports and support coordination per participant in the trial has increased in the Anangu Pitjantjatjara Yankunytjatjara (APY) lands through market facilitation. This has grown from \$2,135 in the March 2020 quarter to \$8,552 in the September 2020 quarter. Direct commissioning arrangements will commence from mid-2021 and are expected to lead to further improvement. Other positive progress includes a number of local Arts Centres expanding their services into delivery of NDIS supports.

4.6 NDIS Pricing

Measures to support participants and providers during COVID-19 continue.

COVID-19 response

In February 2021 the NDIA reviewed the temporary measures put in place during COVID-19 to ensure participants continued to have access to supports. The focus of the review was on determining what was needed to safely deliver supports and services in a COVID normal situation. This means adjusting to our current circumstances, where few restrictions are in place but there is an ongoing focus on safety.

A number of temporary measures remain in place to support participants, providers, staff and partners:

PPE (Workers)

Providers operating in an area subject to public health orders during a 'lockdown' period areas can claim for the cost of PPE for their workers against a participant's plan for up to \$27 per worker per participant per day.

National COVID supports

Providers of services to participants who are COVID positive or who are required to self-isolate can continue to claim for Cleaning services and Additional Supports.

Low cost Assistive Technology (AT)

All participants can spend up to \$1,500 on low cost AT items from their existing capacity building budgets to facilitate the delivery of supports through telehealth. Expenditure on these items will be closely monitored on an ongoing basis.

PPE (Participants)

All participants in restricted areas with a reasonable and necessary need for PPE when receiving disability supports can continue to claim up to \$50 per week from their low cost disability-related health consumables budget. Participants may not claim for the cost of PPE used for ordinary daily living. Expenditure on these items will be closely monitored on an ongoing basis.

Advance Recovery Payment

On 1 October 2020 the advance payment recovery process started, as announced 12 June 2020, for the \$668m advance payment initiative. For six months, from October 2020 to March 2021, the NDIA has been applying offsets against a providers monthly payment requests until 16.67 per cent (one-sixth of the advanced payment) of the provider's total advance payment has been recovered each month. Any payment requests above 16.67 per cent are then processed as per normal. The advance payment recovery has been automatically applied through the provider portal system. As at 15 March 2021, \$655 million (98.1 per cent) has been recovered through a combination of auto system offset recoveries and provider initiated lump sum returned payments.

The NDIA is actively engaging with providers who have not met agreed recovery levels through the offsetting arrangements. This includes negotiating alternate repayment terms for providers who are experiencing significantly reduced NDIS revenue and standard debt recovery activities for providers who received the advance in March 2020 and have subsequently de-registered from the NDIA. NDIS Registered providers assessed as at risk of not repaying their advance in full by the end of March 2021 are also being actively monitored and engaged to maximise the prospects of repayment.

SIL pricing reform

The SIL quoting and negotiation process used previously has been replaced with set price limits for SIL supports. Providers are now required to develop a roster of care using the NDIA's current price limits for activities of daily living and submit this to the NDIA for consideration. There is increased rigour around determining the suitability of rosters of care for participants at first plan and for subsequent plan reviews. Importantly, the new process will ensure input from participants, so participants have more control over their plan budget.

The results of the SIL price review will be released in the coming weeks.



NAIDOC award just one of Peter's many achievements

Only a year ago, **Peter** barely had the confidence to speak. The 42-year-old Aboriginal man from Normanton, lives with an intellectual disability, which impacts his communication and social skills and he spent most of his time alone fishing, afraid to talk to others, especially anyone he didn't know.

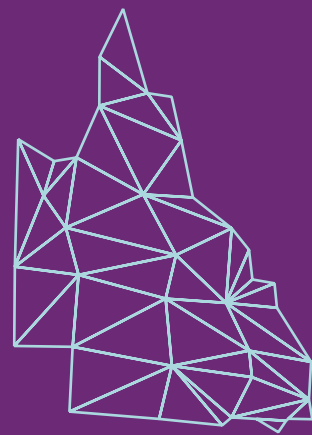
But these days, Peter is a changed man. Since the NDIS began supporting Peter four years ago, Peter has gained confidence, increased his independence and become an active and important member of his community.

"Peter had a lot of trouble communicating, he would just freeze, even with people he knew, he didn't speak at all about a year ago," said Anthea Amos, Peter's NDIS-funded support worker with provider, Cootharinga North Queensland.

"He's made great progress in the last 12 months. He's such an awesome man and he just loves working with children and helping out in his community every way he can."

He enjoys volunteering at the Carpentaria Shire Council Local Sports Centre where he often helps supervise children's activities, and as a testimony to his contribution, Peter was honoured for his volunteering work, receiving a NAIDOC award for his 'outstanding contribution to the Normanton community'.

These days, when Peter is fishing in the afternoons, he's just as likely to say hello to other anglers nearby and might be the first to break the ice.



Part Five: Financial sustainability



A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

5.1 Participants, committed support and payments across the Scheme

The number of NDIS participants and the average payment per participant continues to increase.

The drivers of Scheme costs 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 identify and monitor pressures, and manage them appropriately, using an insurance-based approach to evaluate emerging experience against expectations.

The insurance approach also means taking a lifetime view to supporting participants. This includes investing in participants in the short-term to provide better outcomes over their lifetime. Specifically, building participant capacity to increase independence can result in reduced need for support. This means, in some instances, lower plan budgets and participants exiting the Scheme. Moreover, achieving participant outcomes through value-for-money innovative supports, is vital to the financial sustainability of the Scheme.

As discussed in the introduction to this report, participant numbers and the average payment per participant continues to increase. The amount paid in 2019-20 was \$17.2 billion, and expenditure for the nine months to the end of March 2021 is already \$16.7 billion, with one quarter remaining.

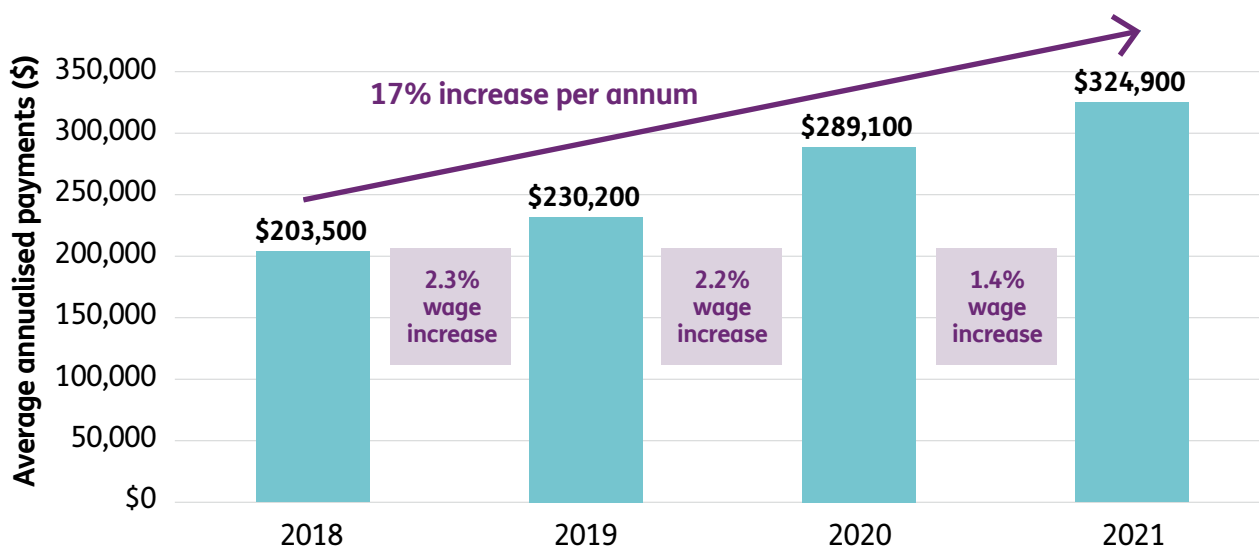
Figure 48: Active participants and payments (\$m)

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 YTD
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	449,998
Total paid (\$m)	61.3	356.4	674.3	1,935.5	5,091.7	9,711.3	17,226.5	16,685.4 ³⁸

³⁸ The chart represents the amount paid each quarter, regardless of when the support was provided.

There have been high levels of inflation (well above wage increases) within the Scheme since its inception. This is evident for participants in SIL, noting that the support costs for participants in SIL are a material component of Scheme cost. Since April 2018, the average payments per SIL participant have increased by 17 per cent annually whilst wages have increased by approximately two per cent annually on average over the same period.

Figure 49: Average annualised payments per participant by year – SIL participants^{39,40}

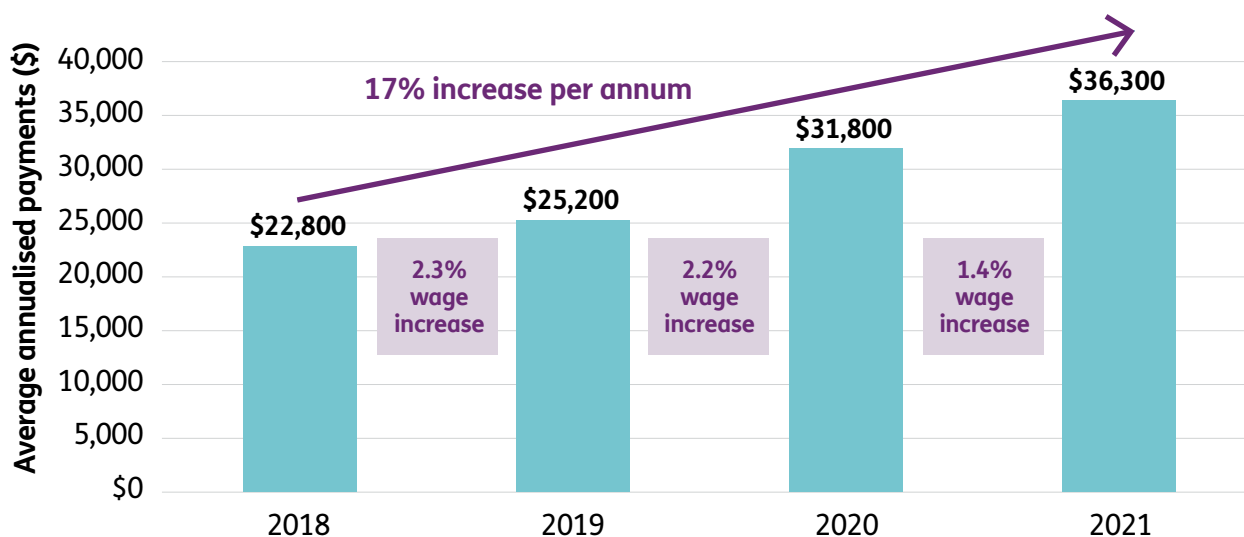


The growth in average annualised payments for non-SIL participants has also been high, increasing by 17 per cent annually per non-SIL participant which is well above wage inflation. The management of these cost pressures, while ensuring participant outcomes, is important for continued Scheme sustainability.

³⁹ The payments are for all supports provided to participants in SIL (and not just the SIL daily activity payments). Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

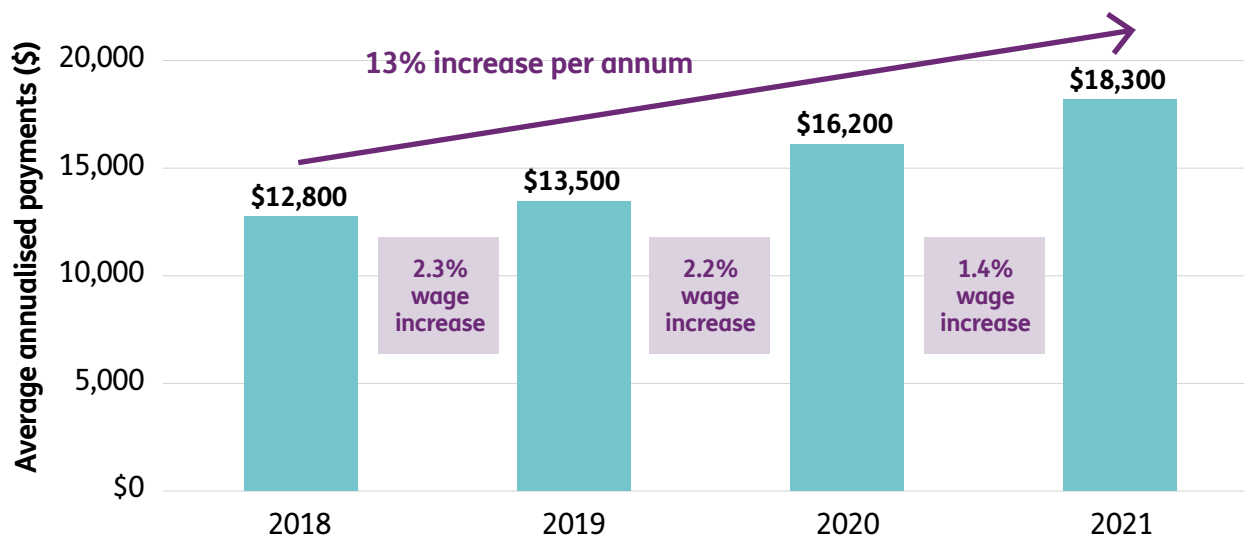
⁴⁰ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

Figure 50: Average annualised payments per participant by year – Non-SIL participants^{41,42}



The growth in average payments for non-SIL participants is more apparent for participants aged over 15 years than those aged 0-14. For participants aged 15 and over, payments have increased from \$30,300 to \$50,100 over the last three years, an increase of 18 per cent annually. For participants aged 0-14 the annual increase is 13 per cent.

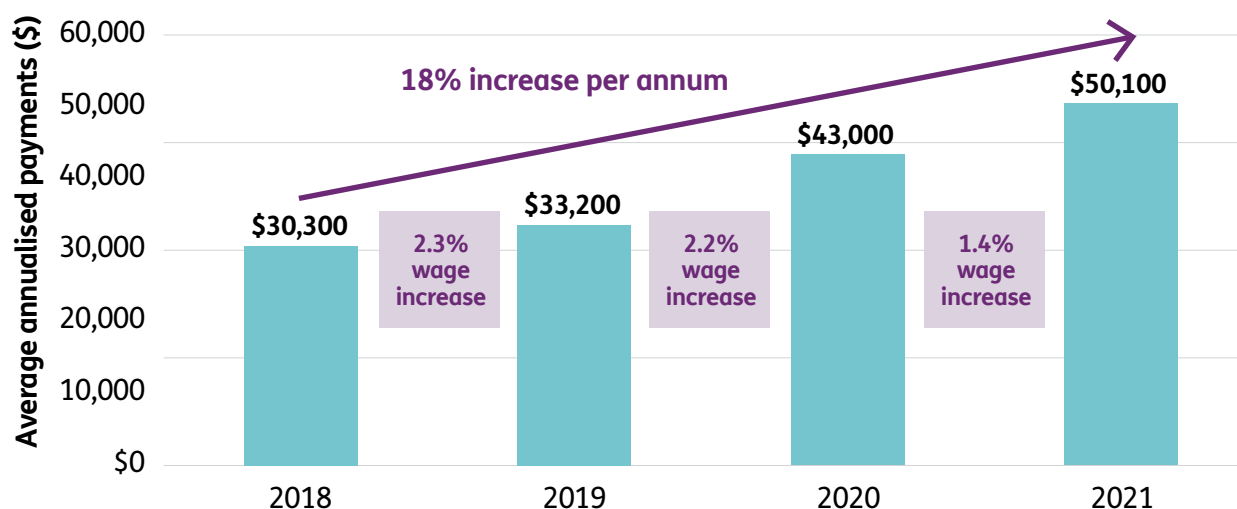
Figure 51: Average annualised payments per participant aged 0-14, by year – Non-SIL participants⁴³



⁴¹ The payments are for all supports provided to non-SIL participants.

⁴² Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

⁴³ Ibid.

Figure 52: Average annualised payments per participant aged 15 and over, by year – Non-SIL⁴⁴


On average, core support for both daily activities and social and community participation increased by just over 11 per cent per annum over the last three years, and capacity building daily activities (therapy services) increased by just over 25 per cent per annum. As these are the three largest support categories, the increases in these supports has contributed most to the overall increase in payments to participants.

Figure 53: Average annualised payments per participant by support category by year

Support Category	Apr-17 to Mar-18	Apr-18 to Mar-19	Apr-19 to Mar-20	Apr-20 to Mar-21	Average annual increase (%)
Core - Daily Activities	\$21,800	\$22,900	\$27,400	\$30,100	11%
Core - Community Participation	\$6,200	\$7,400	\$8,900	\$8,600	12%
Core - Consumables and Transport	\$2,300	\$2,300	\$2,500	\$2,600	4%
Capacity Building - Daily Activities ⁴⁵	\$3,200	\$3,700	\$4,900	\$6,300	25%
Capacity Building - Other	\$2,500	\$2,800	\$3,100	\$3,400	11%
Capital	\$1,400	\$1,400	\$2,100	\$2,100	14%
Total	\$37,400	\$40,600	\$49,200	\$53,200	12%

⁴⁴ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

⁴⁵ Includes therapy services.

5.2 Management responses to address scheme sustainability

Proactive management responses to the pressures identified above include:

- **Consistency of decision making:** The NDIA is working on improving the consistency and equity in decision making of both access and planning decisions across all participants. There is a focus on better aligning a participant's support package to their circumstances through Independent Assessments. This will mean the right assessment questions and tools are being used to inform objective access and planning decisions that are more consistent and fairer. This is consistent with the 2011 Productivity Commission Report, as well as the 2019 Tune Review of the NDIS Act, which recommends amendments to the NDIS Act to achieve these outcomes. Other initiatives being undertaken to improve consistency of decision-making include:
 - There is significant frontline training underway to improve the capability of the NDIA planners and partners to develop plans and make review decisions that balance the Agency's aspiration for a positive participant experience with responsibility for long term Scheme sustainability.
 - More disciplined approaches to frontline management will ensure that 'reasonable and necessary' decisions and participant outcomes are nationally consistent, to a higher standard of quality, which promote participant equity, eliminate avoidable plan reviews and prevent unnecessary plan budget inflation.
 - Participant 'Check In' service delivery options will ensure that participants have access to the depth of review and medium of interaction approach that most suits them. This will enable more 'light touch' plan amendments and plan renewals and extensions to meet participants' needs.
- The NDIA is working to make the NDIS easier to understand and provide clearer information about how we make decisions. One of the first examples of this is a **new format for our Operational Guidelines (OGs)**. Through the refresh of our OGs we will publish all our internal and external guidance about how we make decisions so there is consistent information internally and externally for NDIA staff, participants and stakeholders. All NDIS OGs will be refreshed by June 2021 and published on the website. The OGs which have been refreshed already include:
 - Specialist Disability Accommodation (SDA)
 - Short term accommodation or respite
 - Medium term accommodation
 - Supported independent living
 - Younger people in residential aged care
 - Assistive technology
 - Social and recreation supports
 - Work and study supports
 - Principles we follow to create your plan
 - Reasonable and necessary supports
 - Creating your plan
 - Your plan

– SIL policy reform

In order to address administrative delays, lack of transparency and Scheme sustainability, the SIL quoting and negotiation process used previously was replaced with price limits for SIL supports in 2020. Providers are now required to develop a roster of care using the NDIA's set price limits for activities of daily living and submit this to the NDIA for consideration. There is a focus around assessing the suitability of rosters of care for participants at first plan and for subsequent plan reviews.

In addition, in 2020 the NDIA published a SIL participant information pack and a SIL Operational Guideline to improve participant choice and control.

While these changes were designed to address immediate concerns, two further consultation papers were released to the public in late 2020 to seek feedback and input on how to ensure SIL delivers positive outcomes for participants into the future. The focus of these papers included proposed improvements to address operational, sustainability and participant experience challenges, as well as a review of the SIL cost model to better understand cost structures in the market. The NDIA is currently considering recommendations from the SIL price review and the result will be released in coming weeks.

The NDIA recently held a workshop with large SIL providers to discuss longer-term alternatives to SIL, with the aim of improving outcomes, incentivising innovation in supports and improving sustainability. More consultation with participants and the sector is planned.

The NDIA is also looking at innovative living solutions which include more contemporary options for people who require a high level of support. Individual Living Options (ILO) have the potential to create a more tailored solution to care and support needs for Scheme participants, helping to increase choice and control for participants and improve outcomes. The NDIA recently published the ILO Guideline, explaining what ILO is, how ILO benefits participants and how the NDIA makes decisions about funding ILO supports. Further development and support for the implementation of ILO type models will occur in 2021.

– Reviewing reasonable and necessary levels of support for each support category

As noted above, there has been high rate of growth in payments in different support categories within the Scheme, including in the largest support categories. The Agency is undertaking work to determine the levels of reasonable and necessary support appropriate for different support needs in order to update operational guidelines.

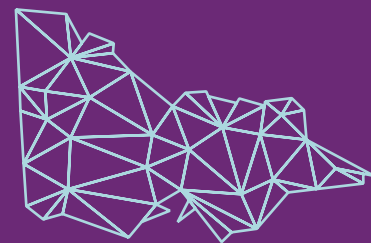
– Working to clarify mainstream interfaces

The Scheme is facing a number of pressures to mainstream interfaces, including intersection between chronic health conditions and developmental delay with the health system, and affordable housing with the social housing systems. These pressures require continued management responses so that the Scheme does not become a “funder of first or last resort”, especially where other systems are intended or better suited to provide the required supports.

The immediate and effective implementation of these management responses is required to both improve participant outcomes and ensure the Scheme is affordable into the future, for the benefit of current and future participants.



Augmentative communication helps improve William's speech



Through his NDIS plan, eight-year-old, **William** is using augmentative and alternative communication (AAC) to enhance his speech and parents, Sharon and Rob, couldn't be happier with the results.

William, who has Down syndrome, experienced delayed speech, which made it hard for him to communicate so AAC, a method of communication to supplement his speech, has supported him to communicate more effectively and participate more in daily activities.

Sharon said through William's NDIS plan she was able to allocate some funding to a communications tablet.

"It's purely a speech device, and it goes with him every day to school. William uses it on words he can't clearly say so people can understand him," she said. "It has pictures with words underneath, and on it we can upload photos of people and activities he likes.

Sharon credits his improvements to Gateways Support Services speech therapist, Jenna, and William's school, Spotswood Primary, where Jenna has been able to work with integration aids, Nena and Harry, to support William to use his words.

"We couldn't be happier William is in a mainstream school, and now he is equipped with all the right supports we can see he's really beginning to blossom," she said.

Part Six:

Staff, advisory groups and the NDIS community



The NDIA is undergoing a series of reforms to make the NDIS affordable now and into the future.

6.1 A high performing NDIA

Staff and partners continue to support participants remotely, or face-to-face if they choose.

At 31st March 2021, the total NDIS workforce was 10,979, including 4,134 Australian Public Service (APS) employees, 1,508 labour-hire workers and contractors and 5,337 people employed by the NDIA's PiTC and Contact Centre Partners.

Large-scale recruitment activities commenced during the quarter with increased planner vacancies to be filled across all States and Territories and further vacancies to be filled in the National Access and Review Branch. The successful candidates included a mix of external applicants and existing internal staff.

The results for the 2020 APS Employee Census were received in the March 2021 quarter. The NDIA had an 87 per cent response rate with 4,830 of its workforce (APS employee and labour-hire workers) participating in the Census. Of the total number of APS employee respondents, 17.2 per cent identified as having an ongoing disability. Also, 14 per cent of all respondents indicated they have caring responsibilities for a person with disability. The NDIA engagement index remained steady, shifting from 76 per cent in 2019 to 77 per cent in 2020, while the wellbeing index also increased favourably from 65 per cent in 2019 to 70 per cent in 2020. The NDIA engagement score is three per cent higher than the average APS score of 74 per cent, while the NDIA wellbeing score is consistent with the APS score of 70 per cent.

The NDIA has continued to focus on developing its frontline employees' capability this quarter with ongoing deployment of making reasonable and necessary decisions on funded supports and services for participants.

The Alternative Cloud Environment (ACE) is a replacement for the Customer Relationship Management system. ACE Case Release 1 incorporates scheduled and unscheduled plan reviews (s48), review of reviewable plan and access decisions (s100) and Participant 360, which provides staff with an easy to view participant profile. This release contributes to more efficient work processes. The learning architecture has been endorsed and, following further consultation, learning development work will progress to produce the required modules for different employee cohorts to support a launch date of 10 June 2021.

The Continuous Improvement Connect (CI Connect) program is designed to provide opportunities for teams to build capability and lift organisational performance. This will be achieved by utilising quality audit data, hotspot reports and key focus areas to make informed decisions on priorities for the next quarter. This targeted approach to topic/theme prioritisation will ensure content produced for the program is timely in addressing the needs of the NDIA and participants. CI Connect was piloted in

NSW/ACT with 28 attendees undertaking the topic of severity indicator over a four week period. All survey respondents found the learning material relevant to their role and provided excellent information on the topic. CI Connect was launched across the NDIA from April 2021, starting with R&N Justification.

Collectively, these initiatives provide the foundation for continued building of capability and further progress towards a high performing NDIA.

6.2 Valued input from the Independent Advisory Council

The IAC is working closely with the NDIA management and NDIA Board. The IAC have delivered the following formal advice to the NDIA Board during the 2020-21 Financial year for which the NDIA is actively progressing programs of work to address:

- Promoting best practice in early childhood intervention
- Supporting Local Area Coordinators (LACs) to be LACs
- NDIS support for participants who are parents

The IAC continues to work actively with the NDIA on a variety of Corporate Plan priorities and the IAC's own plan of work, including:

- Scheme reforms to access and planning
- Autism early intervention
- Home and living
- The participant satisfaction survey
- The Agency's research and evaluation work plan

6.3 Engagement initiatives

Participant, provider and sector engagement continues.

In addition to the three consultation papers already released on Independent Assessments, the NDIA will undertake further targeted consultation on specific topics related to Independent Assessments, such as how to best deliver assessments in rural and remote, culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities.

Over the coming months, the NDIA is expecting to undertake public consultation and targeted information sessions about home and living supports including Individualised Living Options and Supported Independent Living, ways to enhance support for decision making, the NDIS Psychosocial Recovery Framework and our Employment Strategy Action Plan. Consultation on Independent Assessments is ongoing.

6.4 Public data sharing and the latest release of information

This quarter the NDIA released the latest long-term study into outcomes for participants, their families and carers, showing how lives have been changed since joining the Scheme.

As part of the NDIA's commitment to publicly share its data, the NDIA released the latest set of data on 24 March 2021.

This release included **outcomes framework reports** which offer a unique view into how participants, families and carers lives have changed, from when they first joined the Scheme, to 30 June 2020. Some of the findings were also included in the introduction to this report.

The reports show that the NDIA continues to drive better outcomes for participants, their families and carers:

- There now are more children becoming independent by taking part in daily social and community activities. Children also feel more welcome in the community and social activities.
- Participants aged 15 to 24 are becoming more involved in social and community groups, while more participants aged 25 and over are spending their time doing activities that interest them.
- There have been improved job outcomes for some families and carers, as well as an increase in the number of families and carers of participants aged 15-24 who believe their family member with disability is getting the support they need.

The 24 March 2021 data release also included a deep dive report into '**Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS**'. The report shows positive results, such as increases in social and community participation and increases in choice and control, for all three groups. The report also shows areas where improvements can be made, such as creating opportunities for employment. The NDIA will keep working to achieve better outcomes and experiences for these participants and their families and carers.

The 24 March 2021 data release also included the **31 December 2020 Market Monitoring** reports and updated market tables as at 31 December 2020. This market monitoring includes data by service districts and Local Government Areas (LGAs). An update to all downloadable data and tables to include 31 December 2020 data was also released. These are available at <https://data.ndis.gov.au> and include data on a range of topics, including:

- participant goals
- participant and family/carers outcomes
- Aboriginal and Torres Strait Islander participants
- plan management types

In addition, the NDIA continues to publish quarterly updates to the SDA demand and supply data on the NDIS Data and Insights website. This data release is part of the NDIA's commitment to publish additional SDA data for participants and the sector. It supports participants and providers to understand not only the current SDA supply but where the demand for SDA is greatest, and where there are opportunities to increase SDA supply. This data was updated with 31 December 2020 data on 29 January 2021.

Several “deep dive” reports and analyses have also been released in previous quarters, and include:

Participant groups:

- participants with autism spectrum disorder (ASD)
- people with a psychosocial disability in the NDIS
- people with an intellectual disability in the NDIS
- Aboriginal and Torres Strait Islander participants
- CALD participants
- analysis of participants by gender
- young people in the NDIS
- participants by remoteness classification

Outcomes and goals:

- outcomes report for participants, and an outcomes report for families/carers (30 June 2018 and 30 June 2019)
- employment in the NDIS
- people with disability and their NDIS goals

The NDIS market:

- the NDIS Market (30 June 2019, 31 December 2019 and 30 June 2020)
- the NDIS Market by Local Government Area (LGA) (31 December 2019 and 30 June 2020)



University life can only get better for Jack

While many people were glad to put 2020 behind them, for **Jack**, 19, it was the best year of his life so far after completing the first year of his four-year degree in December after moving to Wollongong from the family farm at Ungarie, NSW.

Jack lives with Duchenne muscular dystrophy (DMD), a condition that causes progressive muscular weakness, and has been a participant in the NDIS for three years. He can no longer walk and has lost the majority of his upper body strength but says his condition has stabilised for the time being.

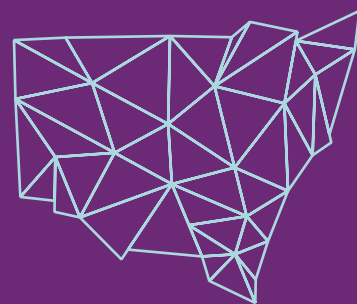
A self-described tech-head, Jack says he's been fascinated by computers and video gaming "for as long as I can remember", and after finishing his HSC in 2019 he was determined to pursue his passion for technology at university.

With support from his family and the NDIS, Jack moved into his own unit at the University of Wollongong's on-campus Kooloobong Village in February last year.

Jack's NDIS plan has funded appropriate assistive technology supports.

"I've really enjoyed living independently for the first time and pursuing my computer science degree at Wollongong Uni, it's been great," he says.

One day Jack would like to run his own business developing apps to assist people live their best lives, whether they have disabilities or not.





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Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

Active participant: Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants.)

Active provider: An approved person or provider of supports who have received payment for supporting Agency-managed participants. They may or may not be registered at the reporting date.

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.

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 to 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 requested review (PRR): A review of a participant's plan requested by the participant under the NDIS Act (s.48).

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.

Review of a Reviewable Decision (RoRD): An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

Registered provider: An approved person or provider of supports that has met the National Quality and Safeguards.

Specialist Disability Accommodation (SDA): 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.

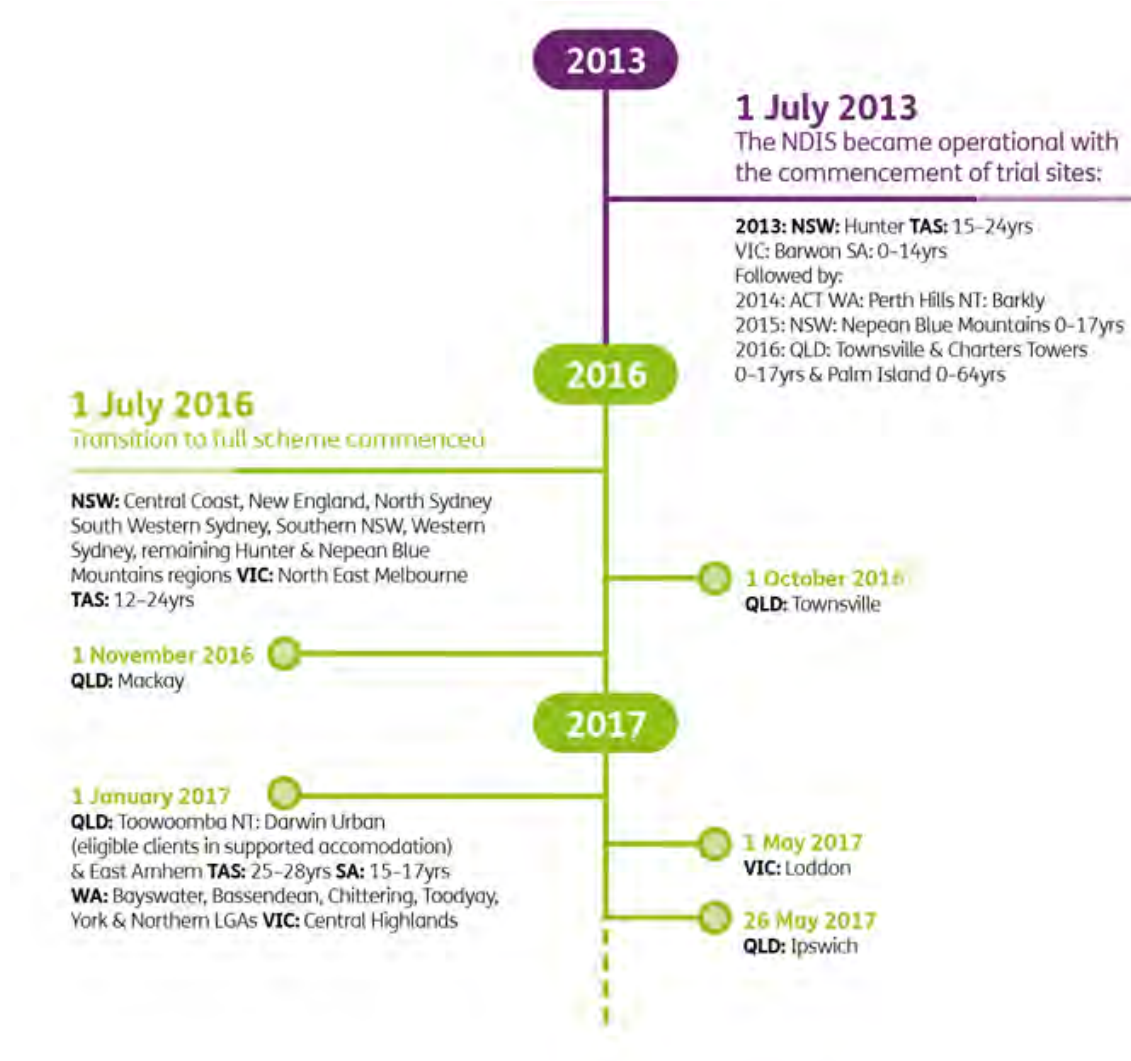
Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

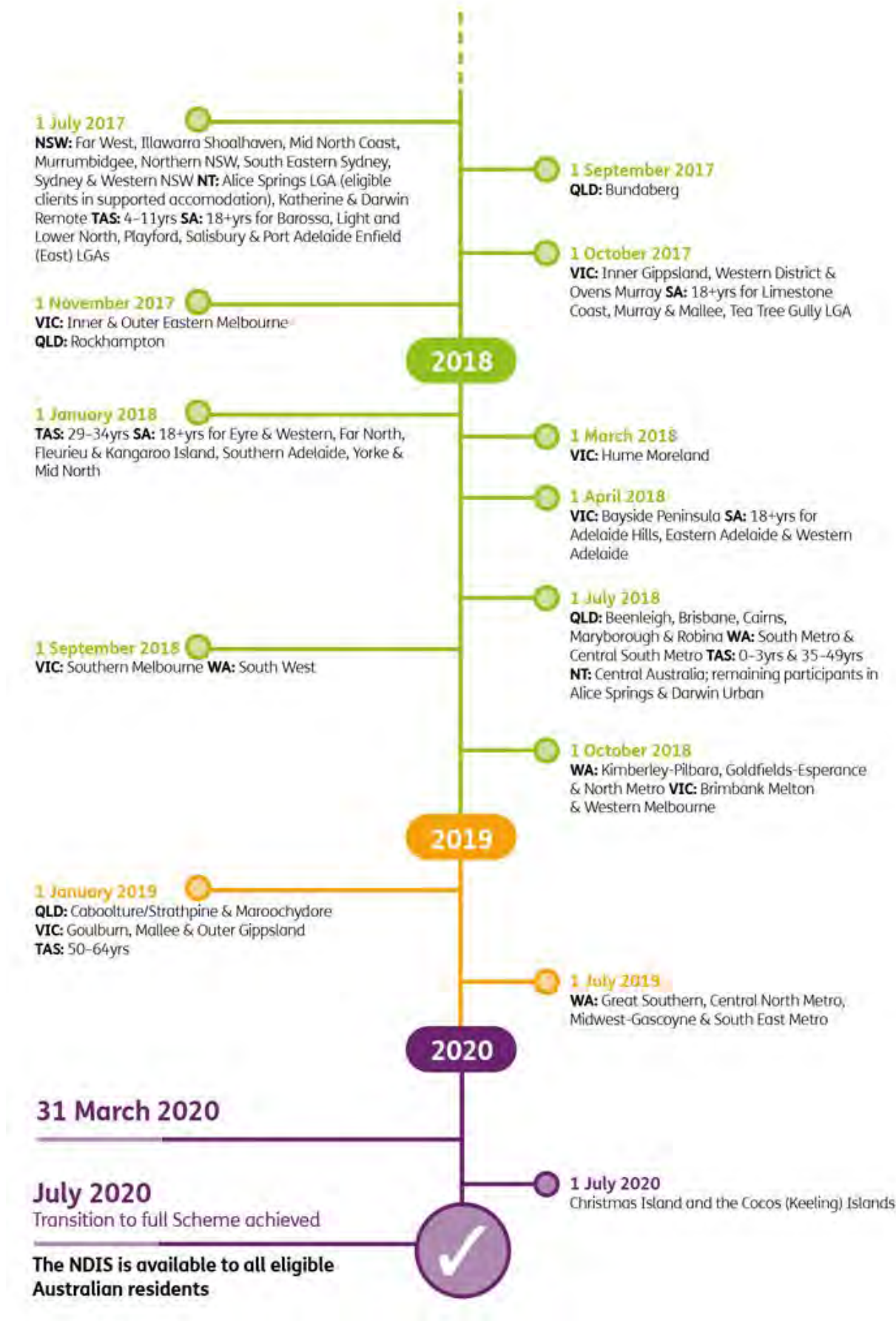
Appendix B:

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





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, there are no bilateral estimates for 2020-21. The scheme to date bilateral estimates for WA are as at 31 March 2021, for NT are as at 30 June 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 ^{1 2 3 4 5}

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	147,823	3,983	151,806	141,957	107%
VIC	124,688	2,397	127,085	105,324	121%
QLD	89,448	3,053	92,501	91,217	101%
WA	39,012	426	39,438	40,062	98%
SA	41,852	499	42,351	32,284	131%
TAS	10,485	208	10,693	10,587	101%
ACT	9,802	118	9,920	5,075	195%
NT	4,156	155	4,311	6,545	66%
Total	467,266	10,840	478,106	433,051	110%

¹ 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.

² 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.

³ 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.

⁴ These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

⁵ There is one child receiving initial supports in the ECEI gateway at 31 March 2021 with Missing jurisdiction information. This individual is not shown separately in the State/Territory results, but is included in the National totals.

Table C.2 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status ^{6 7}

	Active approved plans (ages 0-6 as at 31 March 2021)	Access met but yet to have an approved plan (ages 0-6 as at 31 March 2021)	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	22,311	686	556	<11	200	3,427	125	27,311
VIC	20,538	1,320	459	26	129	1,938	229	24,639
QLD	14,627	743	391	<11	211	2,662	84	18,726
SA	5,489	257	114	<11	59	385	<11	6,307
WA	4,382	354	97	<11	48	329	29	5,241
TAS	1,409	50	33	<11	123	175	14	1,805
ACT	1,202	26	22	<11	<11	96	<11	1,352
NT	783	55	24	<11	25	131	<11	1,021
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
Total	70,745	3,491	1,696	43	801	9,144	487	86,407

⁶ This table includes 180 children aged over 6 receiving initial supports in the gateway as at 31 March 2021, and a further 33 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

⁷ Initial supports include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 99% 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 ⁸

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
National	430,854	19,144	449,998	10,840	460,838

Table E.2 Active participants by quarter of entry, plan and entry type – National ⁹

	Prior Quarters	2020-21 Q3	Total
Access decisions	547,719	26,297	574,016
Active Eligible	443,221	19,383	462,604
<i>New</i>	220,719	18,031	238,750
<i>State</i>	182,339	725	183,064
<i>Commonwealth</i>	40,163	627	40,790
Active Participant Plans (excl ECEI)	430,854	19,144	449,998
<i>New</i>	211,599	17,552	229,151
<i>State</i>	179,821	824	180,645
<i>Commonwealth</i>	39,434	768	40,202
Active Participant Plans	440,414	29,984	460,838
<i>Early Intervention (s25)</i>	101,078	7,982	109,060
<i>Permanent Disability (s24)</i>	329,776	11,162	340,938
<i>ECEI</i>	9,560	10,840	10,840

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – National

Exits	Total
Total participant exits	17,268
<i>Early Intervention participants</i>	3,619
<i>Permanent disability participants</i>	13,649

⁸ 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.

⁹ 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 ^{10 11}

	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	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
End of 2019-20 Q4	178,999	37,432	175,568	8,197	400,196
End of 2020-21 Q1	179,990	38,576	193,977	8,639	421,182
End of 2020-21 Q2	180,611	39,534	212,504	9,560	442,209
End of 2020-21 Q3	180,645	40,202	229,151	10,840	460,838

Table E.5 Cumulative numbers of active participants by entry into the Scheme – National ^{12 13 14 15}

	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	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
End of 2019-20 Q4	85,518	306,481	8,197	400,196
End of 2020-21 Q1	93,833	318,710	8,639	421,182
End of 2020-21 Q2	102,048	330,601	9,560	442,209
End of 2020-21 Q3	109,060	340,938	10,840	460,838

Table E.6 Assessment of access by age group – National ¹⁶

Age Group	Prior Quarters		2020-21 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	121,818	97%	7,149	96%	128,967	97%
7 to 14	91,447	88%	3,596	80%	95,043	88%
15 to 18	31,693	90%	1,065	81%	32,758	90%
19 to 24	28,987	90%	690	70%	29,677	89%
25 to 34	37,996	87%	1,190	67%	39,186	86%
35 to 44	39,979	83%	1,377	63%	41,356	82%
45 to 54	51,810	78%	1,808	57%	53,618	77%
55 to 64	62,108	71%	2,511	54%	64,619	71%
65+	3,504	61%	82	37%	3,586	60%
Missing	<11		<11		<11	
Total	469,345	86%	19,468	74%	488,813	85%

¹⁰ This table shows the total numbers of active participants at the end of each period.

¹¹ 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.

¹² This table shows the total numbers of active participants at the end of each period.

¹³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁵ 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.

¹⁶ 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 support needs than people who approach the Scheme who have not previously received supports.

Table E.7 Assessment of access by disability – National ¹⁷

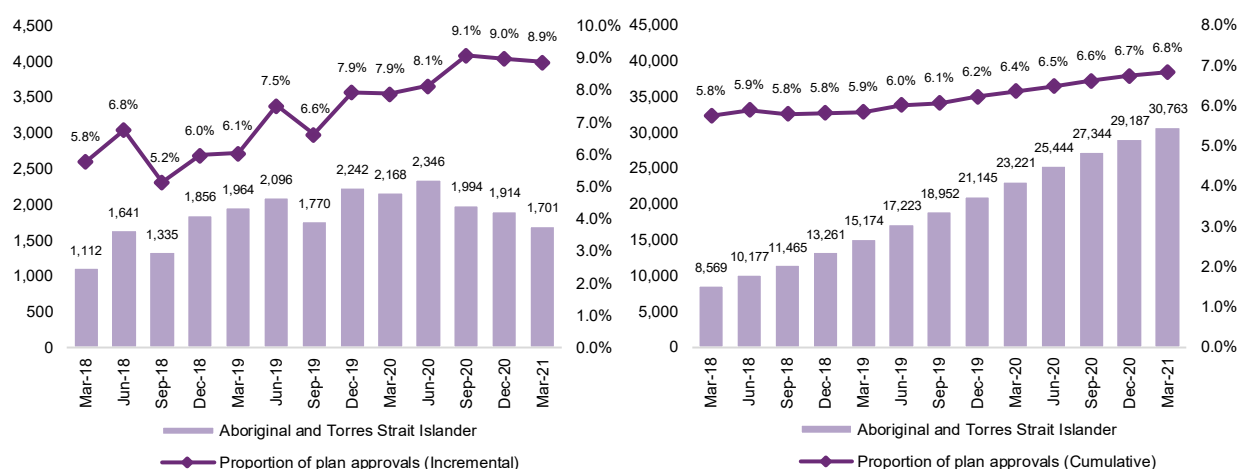
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	15,551	93%	529	85%	16,080	93%
Autism	143,140	96%	5,509	96%	148,649	96%
Cerebral Palsy	16,798	97%	170	81%	16,968	96%
Developmental Delay	36,725	97%	4,506	97%	41,231	97%
Global Developmental Delay	9,271	99%	828	98%	10,099	99%
Hearing Impairment	22,073	88%	800	85%	22,873	88%
Intellectual Disability	93,243	95%	1,537	85%	94,780	95%
Multiple Sclerosis	8,483	88%	248	69%	8,731	87%
Psychosocial disability	47,758	72%	2,593	60%	50,351	71%
Spinal Cord Injury	5,339	95%	130	88%	5,469	94%
Stroke	7,094	84%	336	73%	7,430	84%
Visual Impairment	9,414	90%	222	66%	9,636	89%
Other Neurological	21,921	78%	751	67%	22,672	78%
Other Physical	20,930	46%	640	27%	21,570	45%
Other Sensory/Speech	3,996	51%	32	15%	4,028	50%
Other	2,976	40%	637	29%	3,613	38%
Missing	4,633	94%	<11		4,633	94%
Total	469,345	86%	19,468	74%	488,813	85%

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

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	29,062	6.7%	1,701	8.9%	30,763	6.8%
Not Aboriginal and Torres Strait Islander	322,656	74.9%	15,091	78.8%	337,747	75.1%
Not Stated	79,136	18.4%	2,352	12.3%	81,488	18.1%
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National ¹⁸



¹⁷ Ibid.

¹⁸ 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. Quarterly results are reported based on a rolling 3 year period.

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

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	40,265	9.3%	2,000	10.4%	42,265	9.4%
Not culturally and linguistically diverse	384,950	89.3%	17,143	89.5%	402,093	89.4%
Not stated	5,639	1.3%	<11		5,640	1.3%
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National¹⁹

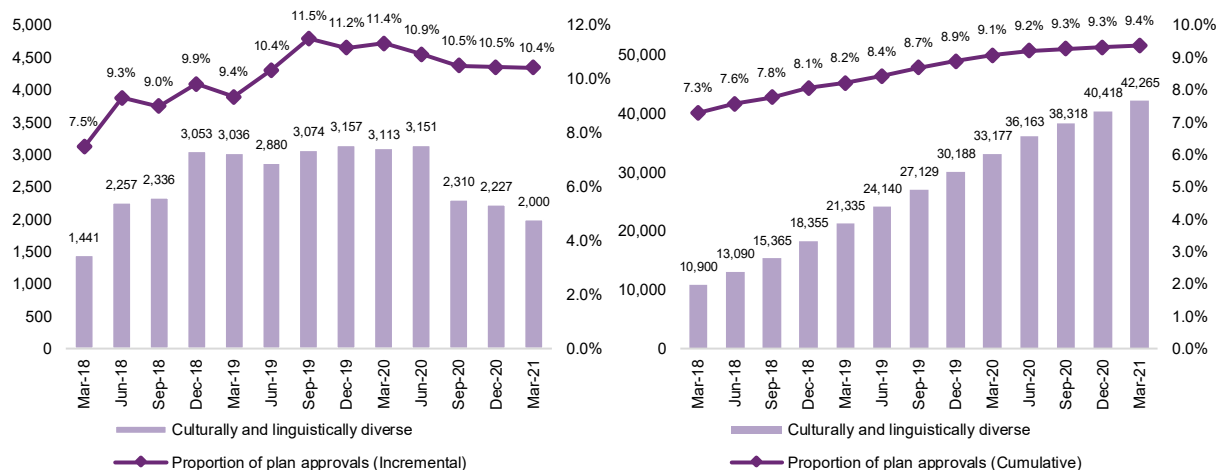
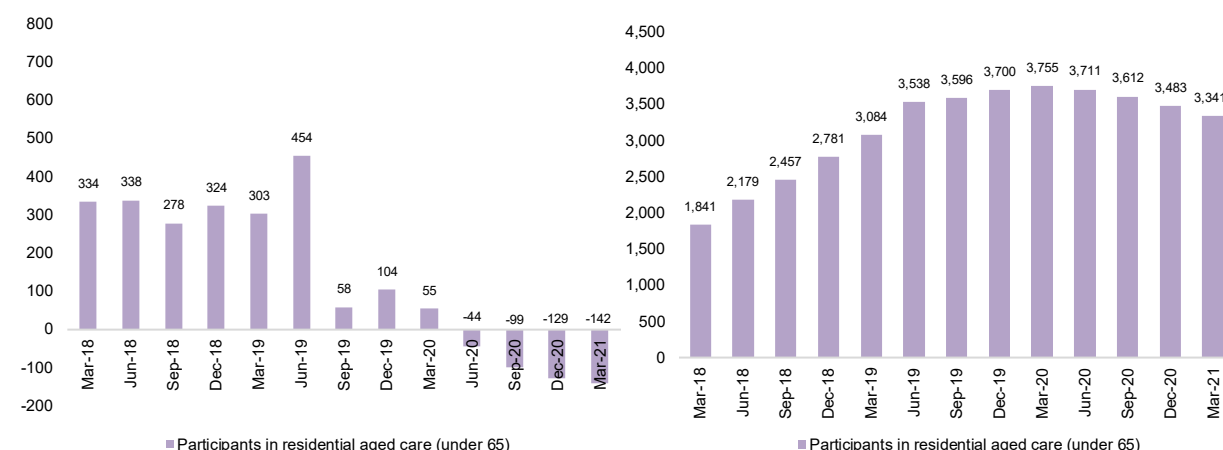


Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – National²⁰

Total	
Age group	N
Under 45	94
45 to 54	568
55 to 64	2,679
Total YPIRAC (under 65)	3,341

Figure E.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National²¹



¹⁹ Ibid.

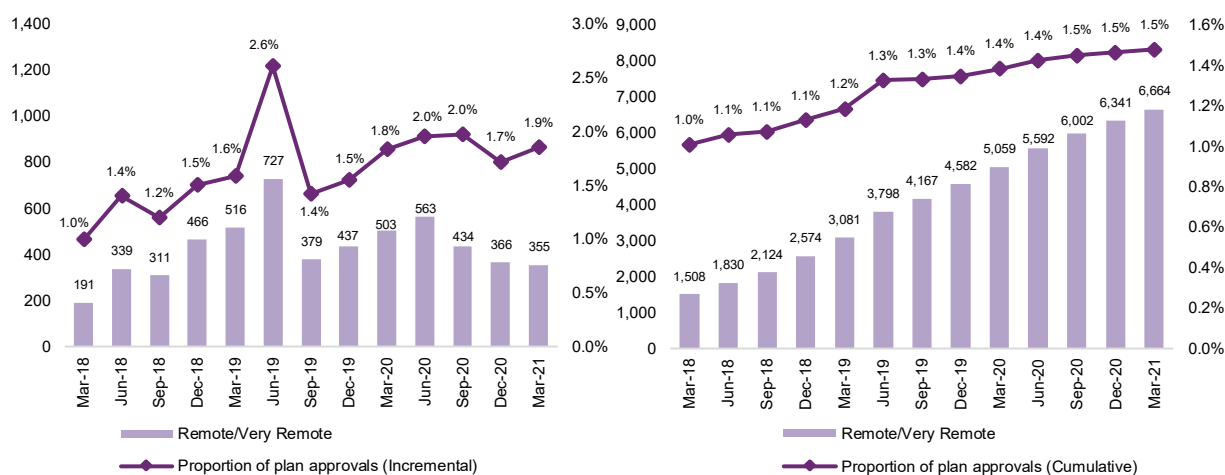
²⁰ There are a further 1,751 active participants aged 65 years or over who are currently in residential aged care.

²¹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.11 Participant profile per quarter by remoteness – National ^{22 23}

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Major cities	292,901	68.0%	13,240	69.2%	306,141	68.0%
Population > 50,000	45,939	10.7%	2,091	10.9%	48,030	10.7%
Population between 15,000 and 50,000	37,170	8.6%	1,515	7.9%	38,685	8.6%
Population between 5,000 and 15,000	20,425	4.7%	772	4.0%	21,197	4.7%
Population less than 5,000	28,066	6.5%	1,169	6.1%	29,235	6.5%
Remote	3,814	0.9%	202	1.1%	4,016	0.9%
Very Remote	2,495	0.6%	153	0.8%	2,648	0.6%
Missing	44		<11		46	
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National ^{24 25}



²² The distributions are calculated excluding active participants with a missing remoteness classification.

²³ This table is based on the Modified Monash Model (MMM) measure of remoteness.

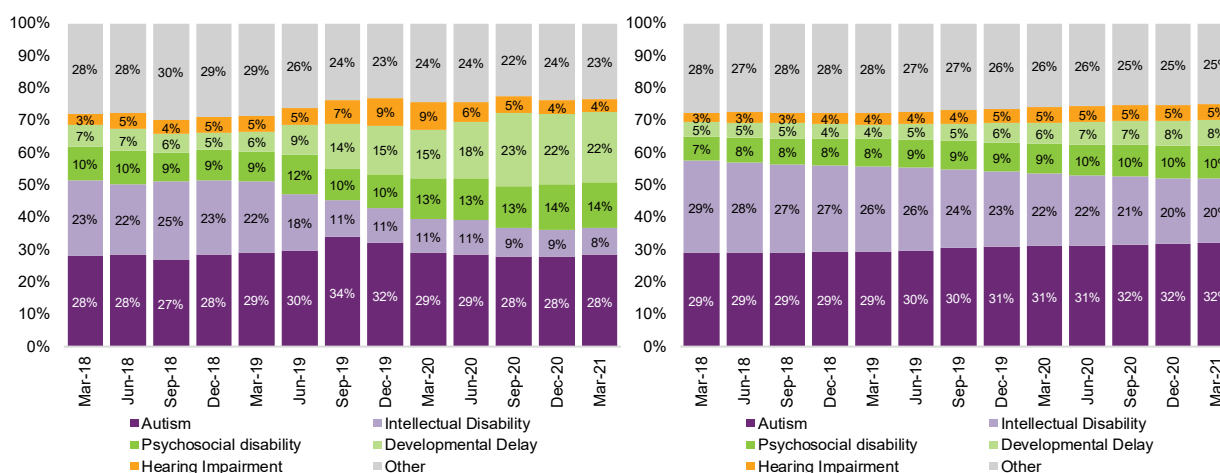
²⁴ Ibid.

²⁵ 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. Quarterly results are reported based on a rolling 3 year period.

Table E.12 Participant profile per quarter by primary disability group – National ^{26 27}

Disability	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Autism	138,719	32%	5,435	28%	144,154	32%
Intellectual Disability	88,329	21%	1,594	8%	89,923	20%
Psychosocial disability	43,363	10%	2,719	14%	46,082	10%
Developmental Delay	31,795	7%	4,171	22%	35,966	8%
Hearing Impairment	20,945	5%	755	4%	21,700	5%
Other Neurological	18,281	4%	757	4%	19,038	4%
Other Physical	17,752	4%	612	3%	18,364	4%
Cerebral Palsy	16,203	4%	189	1%	16,392	4%
ABI	13,931	3%	509	3%	14,440	3%
Global Developmental Delay	8,420	2%	802	4%	9,222	2%
Visual Impairment	8,671	2%	226	1%	8,897	2%
Multiple Sclerosis	8,014	2%	249	1%	8,263	2%
Stroke	6,319	1%	327	2%	6,646	1%
Spinal Cord Injury	4,899	1%	146	1%	5,045	1%
Other	2,346	1%	617	3%	2,963	1%
Other Sensory/Speech	2,867	1%	36	0%	2,903	1%
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National ²⁸



²⁶ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁷ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (11,361).

²⁸ 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. Quarterly results are reported based on a rolling 3 year period.

Table E.13 Participant profile per quarter by level of function – National ²⁹

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	37,167	9%	3,790	20%	40,957	9%
2 (High Function)	755	0%	42	0%	797	0%
3 (High Function)	22,647	5%	1,295	7%	23,942	5%
4 (High Function)	27,544	6%	1,149	6%	28,693	6%
5 (High Function)	30,062	7%	1,456	8%	31,518	7%
6 (Moderate Function)	89,189	21%	4,411	23%	93,600	21%
7 (Moderate Function)	25,334	6%	797	4%	26,131	6%
8 (Moderate Function)	29,247	7%	1,237	6%	30,484	7%
9 (Moderate Function)	2,132	0%	83	0%	2,215	0%
10 (Moderate Function)	48,284	11%	1,849	10%	50,133	11%
11 (Low Function)	16,268	4%	271	1%	16,539	4%
12 (Low Function)	64,958	15%	2,159	11%	67,117	15%
13 (Low Function)	28,322	7%	542	3%	28,864	6%
14 (Low Function)	8,464	2%	55	0%	8,519	2%
15 (Low Function)	155	0%	<11		163	0%
Missing	326		<11		326	
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National ³⁰

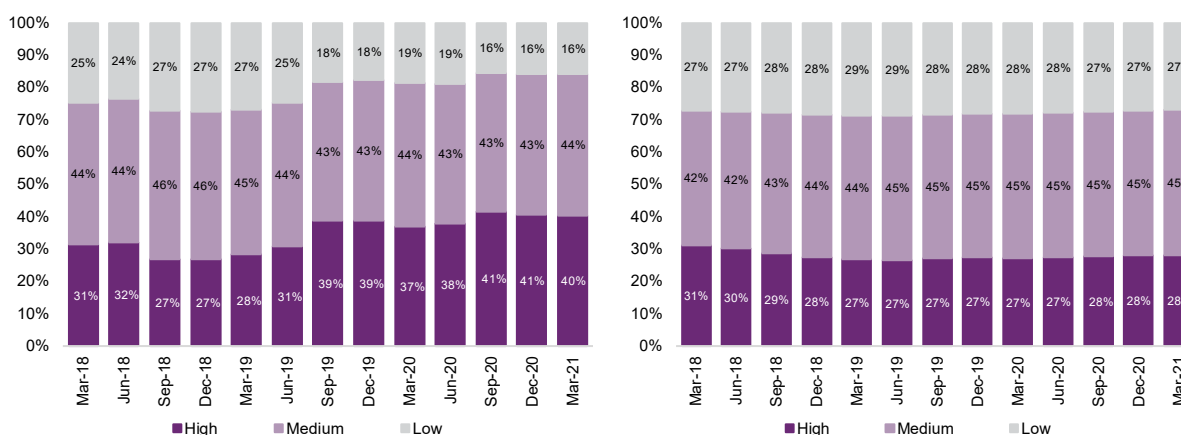


Table E.14 Participant profile per quarter by age group – National

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	64,048	15%	6,697	35%	70,745	16%
7 to 14	111,834	26%	3,632	19%	115,466	26%
15 to 18	32,996	8%	1,065	6%	34,061	8%
19 to 24	36,336	8%	670	3%	37,006	8%
25 to 34	38,984	9%	1,182	6%	40,166	9%
35 to 44	35,996	8%	1,432	7%	37,428	8%
45 to 54	44,154	10%	1,845	10%	45,999	10%
55 to 64	51,363	12%	2,425	13%	53,788	12%
65+	15,143	4%	196	1%	15,339	3%
Total	430,854	100%	19,144	100%	449,998	100%

²⁹ The distributions are calculated excluding participants with a missing level of function.

³⁰ 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. Quarterly results are reported based on a rolling 3 year period.

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National ³¹

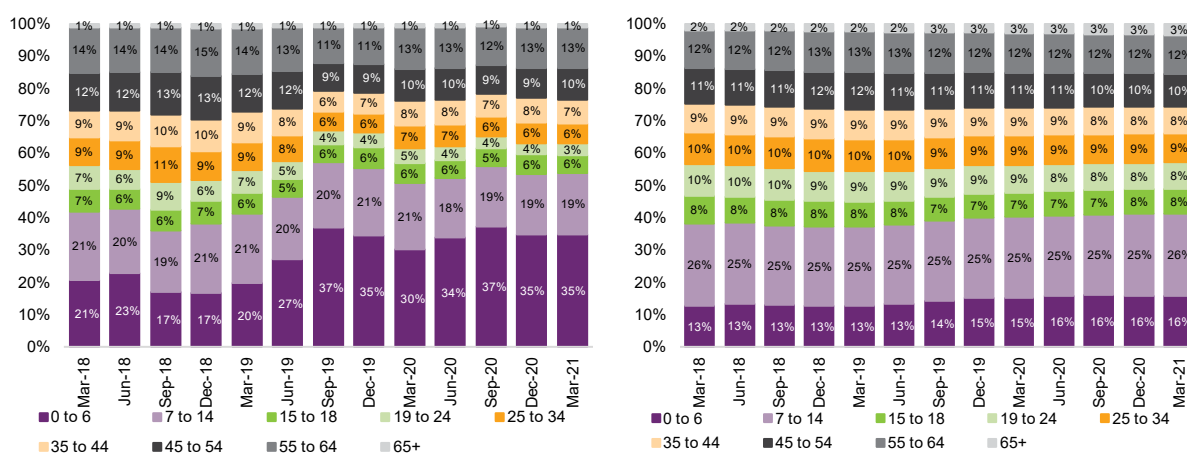


Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	266,335	62%	11,615	61%	277,950	62%
Female	159,927	37%	7,278	38%	167,205	37%
Other	4,592	1%	251	1%	4,843	1%
Total	430,854	100%	19,144	100%	449,998	100%

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National ³²

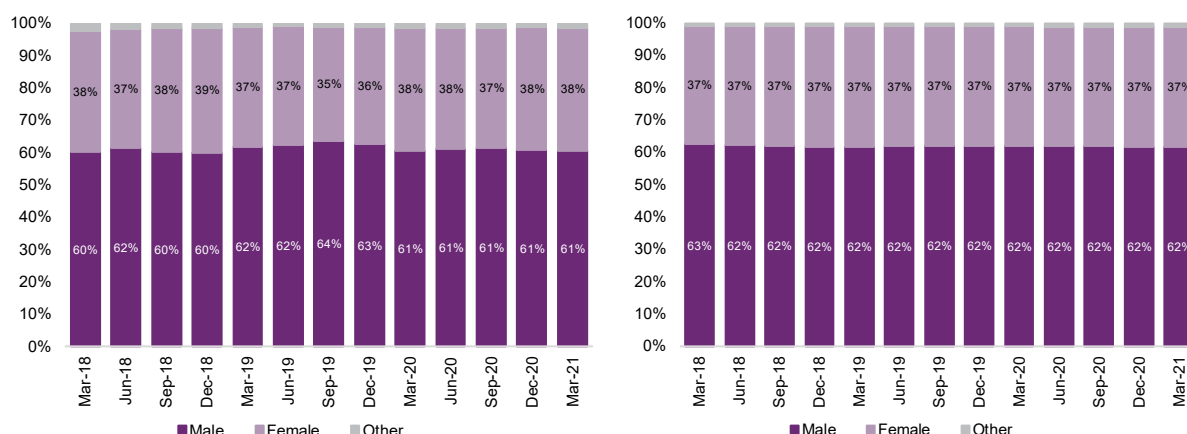


Table E.16 Number and proportion of active participants by gender and age group – National

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	49,015	11%	21,184	5%	546	0%	70,745	16%	2.3
7 to 14	80,066	18%	33,722	7%	1,678	0%	115,466	26%	2.4
15 to 18	22,636	5%	11,070	2%	355	0%	34,061	8%	2.0
19 to 24	23,586	5%	13,046	3%	374	0%	37,006	8%	1.8
25 to 34	23,452	5%	16,330	4%	384	0%	40,166	9%	1.4
35 to 44	20,146	4%	16,917	4%	365	0%	37,428	8%	1.2
45 to 54	23,645	5%	21,881	5%	473	0%	45,999	10%	1.1
55 to 64	27,563	6%	25,703	6%	522	0%	53,788	12%	1.1
65+	7,841	2%	7,352	2%	146	0%	15,339	3%	1.1
Total	277,950	62%	167,205	37%	4,843	1%	449,998	100%	1.7

³¹ Ibid.

³² 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	105,925	24%	36,197	8%	2,032	0%	144,154	32%	2.9
Intellectual Disability	50,775	11%	38,481	9%	667	0%	89,923	20%	1.3
Psychosocial Disability	23,337	5%	22,225	5%	520	0%	46,082	10%	1.1
Developmental Delay	25,420	6%	10,283	2%	263	0%	35,966	8%	2.5
Other Neurological	10,238	2%	8,636	2%	164	0%	19,038	4%	1.2
Cerebral Palsy	8,992	2%	7,265	2%	135	0%	16,392	4%	1.2
Other Physical	9,296	2%	8,847	2%	221	0%	18,364	4%	1.1
Hearing Impairment	10,426	2%	10,963	2%	311	0%	21,700	5%	1.0
Acquired Brain Injury	9,507	2%	4,827	1%	106	0%	14,440	3%	2.0
Visual Impairment	4,506	1%	4,311	1%	80	0%	8,897	2%	1.0
Multiple Sclerosis	2,052	0%	6,130	1%	81	0%	8,263	2%	0.3
Global Developmental Delay	6,406	1%	2,746	1%	70	0%	9,222	2%	2.3
Stroke	3,726	1%	2,857	1%	63	0%	6,646	1%	1.3
Spinal Cord Injury	3,554	1%	1,425	0%	66	0%	5,045	1%	2.5
Other Sensory/Speech	2,106	0%	768	0%	29	0%	2,903	1%	2.7
Other	1,684	0%	1,244	0%	35	0%	2,963	1%	1.4
Total	277,950	62%	167,205	37%	4,843	1%	449,998	100%	1.7

Table E.18 Participation rates by age group – National ³³

	National
0-6	3.32%
7-14	4.59%
15-18	2.91%
19-24	1.82%
25-34	1.07%
35-44	1.12%
45-54	1.46%
55-64	1.87%
Total (aged 0-64)	2.07%

³³ Participation rate refers to the proportion of general population that are NDIS participants.
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Part Two: Participant experience and outcomes

Table E.19 Number of baseline questionnaires completed by SFOF version – National ³⁴

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	7,352	11,632	16,086	27,245	17,983	80,298
Participant school to 14	13,947	20,945	31,604	31,339	16,122	113,957
Participant 15 to 24	9,370	12,098	14,848	11,049	5,560	52,925
Participant 25 and over	23,654	35,695	50,421	37,915	22,058	169,743
Total Participant	54,323	80,370	112,959	107,548	61,723	416,923
Family 0 to 14	19,884	31,486	45,258	56,749	33,219	186,596
Family 15 to 24	2,682	8,313	10,149	7,446	3,736	32,326
Family 25 and over	757	10,755	15,227	10,800	5,382	42,921
Total Family	23,323	50,554	70,634	74,995	42,337	261,843
Total	77,646	130,924	183,593	182,543	104,060	678,766

Table E.20 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	67%			
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		26%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		70%		
CC	% who are happy with the level of independence/control they have now			33%	
CC	% who choose who supports them			37%	60%
CC	% who choose what they do each day			47%	68%
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%

³⁴ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table E.21 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	59%	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		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%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	34%

Table E.22 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		70%		
HM	% who are happy with their home			79%	70%
HM	% who feel safe or very safe in their home			83%	69%
HW	% who rate their health as good, very good or excellent			68%	42%
HW	% who did not have any difficulties accessing health services			69%	63%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				10%
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			18%	22%
WK	% who volunteer			11%	11%

Table E.23 Selected key baseline indicators for families/carers of participants – National

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	25%	22%
% receiving Carer Allowance	40%	45%	33%
% working in a paid job	47%	51%	37%
Of those in a paid job, % in permanent employment	78%	76%	78%
Of those in a paid job, % working 15 hours or more	80%	85%	85%
% who say they (and their partner) are able to work as much as they want	44%	47%	56%
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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	28%	19%
% able to advocate for their child/family member	77%	69%	65%
% who have friends and family they see as often as they like	47%	45%	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		39%	
% who feel in control selecting services		40%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	75%	62%	60%

Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=16,522) - participants who between 1 July 2016 and 31 March 2020 – National ³⁵

Question	% Yes
DL Has the NDIS improved your child's development?	90%
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?	79%
S/CP Has the NDIS improved how your child fits into community life?	65%

Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=40,740) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	45%
REL Has the NDIS improved your child's relationships with family and friends?	54%
S/CP Has the NDIS improved your child's social and recreational life?	48%

³⁵ Results in Tables E.24 to E.27 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=17,117) and ‘Participant 25 and over’ (n=56,098) - participants who entered between 1 July 2016 and 31 March 2020 – National

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	63%	73%
DL	Has the NDIS helped you with daily living activities?	63%	76%
REL	Has the NDIS helped you to meet more people?	50%	54%
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?	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?	37%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%
S/CP	Has the NDIS helped you be more involved?	56%	62%

Table E.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=60,968); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,742) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	67%	56%
Has the NDIS improved the level of support for your family?	72%	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?	74%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	48%	40%

Table E.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=7,171) - participants who entered between 1 July 2016 and 31 March 2019 – National ³⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	+5%

Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=24,635) - participants who entered between 1 July 2016 and 31 March 2019 – National

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	69%	+8%
LL	Has the NDIS improved your child's access to education?	40%	46%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	56%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	50%	+5%

³⁶ Results in Tables E.28 to E.31 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table E.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=12,087) and ‘Participant 25 and over’ (n=32,093) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	61%	68%	+7%	67%	76%	+9%
DL	Has the NDIS helped you with daily living activities?	61%	69%	+8%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	50%	54%	+4%	52%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	-1%	30%	32%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	48%	+4%	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?	36%	38%	+1%	29%	31%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-2%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	61%	+5%	58%	66%	+8%

Table E.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=25,879); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,012) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	66%	+6%	49%	60%	+11%
	Has the NDIS improved the level of support for your family?	66%	73%	+7%	61%	73%	+12%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	75%	+6%	59%	69%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	79%	+5%			
	Has the NDIS improved your health and wellbeing?	41%	45%	+3%	35%	40%	+5%

Table E.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,183) - participants who entered between 1 July 2016 and 31 March 2018 – National ³⁷

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	79%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	60%	65%	66%	+6%

Table E.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=13,096) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	65%	69%	+13%
LL	Has the NDIS improved your child's access to education?	35%	39%	43%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	51%	55%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	49%	+8%

Table E.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=7,699) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	59%	64%	68%	+10%
Has the NDIS helped you with daily living activities?	57%	65%	70%	+13%
Has the NDIS helped you to meet more people?	49%	52%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	18%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	47%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	35%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	16%	-2%
Has the NDIS helped you be more involved?	53%	58%	61%	+8%

³⁷ Results in Tables E.32 to E.37 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table E.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=16,785) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	67%	74%	78%	+12%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	52%	58%	62%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	31%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	58%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	32%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	19%	-1%
Has the NDIS helped you be more involved?	58%	65%	70%	+12%

Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=10,949) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	55%	59%	64%	+9%
Has the NDIS improved the level of support for your family?	61%	67%	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?	64%	71%	74%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	77%	+8%
Has the NDIS improved your health and wellbeing?	36%	39%	41%	+5%

Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,658) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	44%	49%	56%	+12%
Has the NDIS improved the level of support for your family?	58%	64%	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?	56%	62%	69%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	36%	+4%

Table E.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=923) - participants who entered between 1 July 2016 and 31 March 2017 – National³⁸

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	91%	95%	96%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	96%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	85%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	73%	75%	78%	80%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	67%	70%	+11%

Table E.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=4,303) - participants who entered between 1 July 2016 and 31 March 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	65%	69%	71%	+15%
LL	Has the NDIS improved your child's access to education?	36%	38%	41%	43%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	49%	54%	56%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	50%	50%	+6%

Table E.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,715) - participants who entered between 1 July 2016 and 31 March 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	59%	64%	66%	68%	+9%
DL	Has the NDIS helped you with daily living activities?	59%	65%	69%	72%	+13%
REL	Has the NDIS helped you to meet more people?	51%	55%	53%	55%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	19%	18%	18%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	44%	45%	48%	+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?	37%	36%	36%	36%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	14%	15%	-3%
S/CP	Has the NDIS helped you be more involved?	56%	59%	59%	61%	+5%

³⁸ Results in Tables E.38 to E.43 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table E.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=4,600) - participants who entered between 1 July 2016 and 31 March 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	67%	74%	77%	80%	+13%
DL	Has the NDIS helped you with daily living activities?	70%	79%	83%	86%	+16%
REL	Has the NDIS helped you to meet more people?	52%	59%	63%	66%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	31%	33%	36%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	59%	63%	+12%
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%	32%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	18%	19%	-2%
S/CP	Has the NDIS helped you be more involved?	60%	65%	70%	73%	+14%

Table E.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,586) - participants who entered between 1 July 2016 and 31 March 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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?	51%	56%	60%	64%	+12%
	Has the NDIS improved the level of support for your family?	61%	66%	69%	72%	+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?	65%	69%	71%	74%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	76%	77%	+9%
	Has the NDIS improved your health and wellbeing?	38%	39%	39%	40%	+2%

Table E.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=425) - participants who entered between 1 July 2016 and 31 March 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	52%	53%	59%	+12%
	Has the NDIS improved the level of support for your family?	55%	66%	66%	71%	+16%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	64%	64%	67%	+8%
	Has the NDIS improved your health and wellbeing?	31%	31%	34%	36%	+6%

Table E.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=47,027), 'participant social and community engagement rate' (n=47,280) and 'parent and carer employment rate' (n=33,968) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – National ³⁹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	17%	19%	24%
Aged 25+	24%	23%	23%	
Aged 15+	21%	22%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	40%	42%	50%
Aged 25+	37%	42%	44%	
Aged 15+	37%	41%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	47%	49%	49%	50%
Aged 15+	43%	45%	43%	
All ages	46%	48%	48%	

Table E.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=25,018), 'participant social and community engagement rate' (n=25,333) and 'parent and carer employment rate' (n=12,369) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – National ⁴⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	16%	19%	23%	24%
Aged 25+	27%	27%	23%	24%	
Aged 15+	24%	25%	22%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	32%	39%	43%	44%	50%
Aged 25+	36%	42%	45%	48%	
Aged 15+	35%	41%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	46%	49%	51%	51%	50%
Aged 15+	47%	49%	48%	46%	
All ages	46%	49%	50%	50%	

³⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table E.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,324), 'participant social and community engagement rate' (n=7,536) and 'parent and carer employment rate' (n=2,272) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – National ⁴¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	11%	15%	20%	25%	27%	24%
Aged 25+	24%	24%	23%	20%	21%	
Aged 15+	22%	22%	22%	21%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	32%	39%	44%	45%	47%	50%
Aged 25+	36%	40%	47%	48%	51%	
Aged 15+	35%	39%	46%	48%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	42%	47%	50%	55%	53%	50%
Aged 15+	53%	58%	55%	55%	54%	
All ages	44%	49%	51%	55%	53%	

Table E.47 Number of active plans by goal type and primary disability – National ⁴²

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	3,560	10,535	7,610	2,237	3,477	11,227	5,503	3,464	14,440
Autism	21,593	124,264	43,677	43,452	58,159	81,819	9,164	20,561	144,154
Cerebral Palsy	3,653	13,455	8,334	3,094	3,671	10,605	3,950	2,661	16,392
Developmental Delay	1,636	33,885	7,590	14,759	11,359	9,394	47	15	35,966
Down Syndrome	2,215	9,174	5,031	2,421	3,056	8,320	2,823	2,938	11,361
Global Developmental Delay	558	8,671	2,195	3,945	3,176	2,501	18	5	9,222
Hearing Impairment	3,936	17,412	4,165	5,162	3,302	8,740	2,083	4,355	21,700
Intellectual Disability	17,314	59,679	30,407	18,425	23,884	56,344	20,516	25,738	78,562
Multiple Sclerosis	2,104	6,488	5,561	593	1,145	5,472	2,748	1,638	8,263
Psychosocial disability	9,982	31,853	26,826	9,326	10,065	35,736	15,584	14,301	46,082
Spinal Cord Injury	1,465	4,106	2,935	531	602	3,387	1,608	1,358	5,045
Stroke	1,707	5,321	3,587	665	1,057	4,905	2,300	1,157	6,646
Visual Impairment	2,268	7,515	3,053	1,958	1,014	5,910	1,730	2,472	8,897
Other Neurological	4,424	14,737	10,340	2,373	3,622	13,484	6,309	2,690	19,038
Other Physical	4,204	15,135	9,547	1,932	1,970	10,650	4,379	3,563	18,364
Other Sensory/Speech	329	2,475	625	988	974	1,079	53	146	2,903
Other	638	2,411	1,426	419	520	1,877	799	501	2,963
Total	81,586	367,116	172,909	112,280	131,053	271,450	79,614	87,563	449,998

⁴¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

⁴² 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.48 Number of goals in active plans by goal type and primary disability – National ⁴³

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	4,171	17,313	9,034	2,588	3,837	13,445	5,878	3,617	59,883
Autism	25,506	311,539	53,438	58,111	69,850	97,017	9,549	21,602	646,612
Cerebral Palsy	4,353	29,909	10,260	3,792	4,055	13,133	4,213	2,790	72,505
Developmental Delay	1,853	125,354	9,474	21,135	13,249	10,447	47	15	181,574
Down Syndrome	2,572	19,274	5,831	3,057	3,462	10,502	2,959	3,043	50,700
Global Developmental Delay	632	31,952	2,751	5,630	3,689	2,775	18	5	47,452
Hearing Impairment	4,598	33,634	4,791	6,267	3,668	9,972	2,156	4,548	69,634
Intellectual Disability	20,236	109,411	35,410	22,603	27,422	69,104	21,546	26,910	332,642
Multiple Sclerosis	2,441	10,856	7,107	642	1,218	6,268	3,006	1,689	33,227
Psychosocial disability	11,535	46,989	32,318	10,462	10,926	41,583	16,396	14,860	185,069
Spinal Cord Injury	1,787	7,060	3,562	574	634	4,036	1,759	1,406	20,818
Stroke	2,040	9,576	4,342	743	1,115	5,684	2,485	1,207	27,192
Visual Impairment	2,728	14,319	3,445	2,317	1,090	7,031	1,856	2,613	35,399
Other Neurological	5,232	26,996	12,733	2,814	3,974	15,729	6,805	2,803	77,086
Other Physical	5,013	27,737	11,837	2,211	2,114	12,215	4,775	3,690	69,592
Other Sensory/Speech	374	6,419	753	1,391	1,145	1,237	56	151	11,526
Other	735	4,618	1,761	508	573	2,152	850	517	11,714
Total	95,806	832,956	208,847	144,845	152,021	322,330	84,354	91,466	1,932,625

Table E.49 Number of active plans by goal type and age group – National ⁴⁴

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	3,381	66,824	15,769	29,311	23,112	18,516	89	4	70,745
7 to 14	14,582	102,032	33,239	34,196	47,170	60,474	1,744	1,366	115,466
15 to 18	7,408	27,920	11,590	10,101	12,507	23,642	2,680	10,131	34,061
19 to 24	9,506	28,119	13,173	9,684	9,088	25,745	8,897	20,105	37,006
25 to 34	10,346	29,780	18,168	8,344	9,398	28,980	13,136	17,662	40,166
35 to 44	9,166	27,562	19,460	6,595	8,474	27,659	12,479	13,960	37,428
45 to 54	10,896	33,818	24,606	6,833	9,515	34,422	15,648	13,334	45,999
55 to 64	12,660	39,915	28,584	5,919	9,366	40,511	19,171	9,571	53,788
65+	3,641	11,146	8,320	1,297	2,423	11,501	5,770	1,430	15,339
Total	81,586	367,116	172,909	112,280	131,053	271,450	79,614	87,563	449,998

⁴³ Participants have set over six million goals in total since July 2016. The 1,932,625 goals in these results relate to those in the current plans of active participants.

⁴⁴ 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.50 Number of goals in active plans by goal type and age group – National ⁴⁵

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	3,818	251,802	19,992	42,572	27,033	20,645	92	4	365,958
7 to 14	17,163	256,698	41,338	45,848	57,214	71,541	1,793	1,377	492,972
15 to 18	8,808	51,385	13,755	12,372	14,728	28,100	2,790	10,500	142,438
19 to 24	11,246	46,359	15,064	11,463	10,102	30,387	9,248	21,263	155,132
25 to 34	12,283	47,349	21,136	9,576	10,467	34,620	13,860	18,539	167,830
35 to 44	10,876	43,388	23,313	7,478	9,335	33,227	13,200	14,541	155,358
45 to 54	12,656	53,404	29,750	7,601	10,401	41,482	16,717	13,845	185,856
55 to 64	14,752	64,537	34,489	6,522	10,154	48,443	20,491	9,929	209,317
65+	4,204	18,034	10,010	1,413	2,587	13,885	6,163	1,468	57,764
Total	95,806	832,956	208,847	144,845	152,021	322,330	84,354	91,466	1,932,625

⁴⁵ Participants have set over six million goals in total since July 2016. The 1,932,625 goals in these results relate to those in the current plans of active participants.

Table E.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁴⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 877	n = 1,031
Are you happy with how coming into the NDIS has gone?	86%	83%
Was the person from the NDIS respectful?	96%	95%
Do you understand what will happen next with your plan?	77%	76%
% of participants rating their overall experience as Very Good or Good.	78%	76%
Pre-planning	n = 1,213	n = 887
Did the person from the NDIS understand how your disability affects your life?	85%	87%
Did you understand why you needed to give the information you did?	94%	96%
Were decisions about your plan clearly explained?	75%	77%
Are you clear on what happens next with your plan?	67%	67%
Do you know where to go for more help with your plan?	73%	73%
% of participants rating their overall experience as Very Good or Good.	77%	81%
Planning	n = 4,656	n = 3,940
Did the person from the NDIS understand how your disability affects your life?	90%	90%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	87%	87%
Are you clear on what happens next with your plan?	82%	82%
Do you know where to go for more help with your plan?	88%	88%
% of participants rating their overall experience as Very Good or Good.	85%	85%
Plan review	n = 11,713	n = 11,407
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you feel prepared for your plan review?	84%	85%
Is your NDIS plan helping you to make progress towards your goals?	89%	88%
% of participants rating their overall experience as Very Good or Good.	76%	74%

⁴⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National ^{47 48}

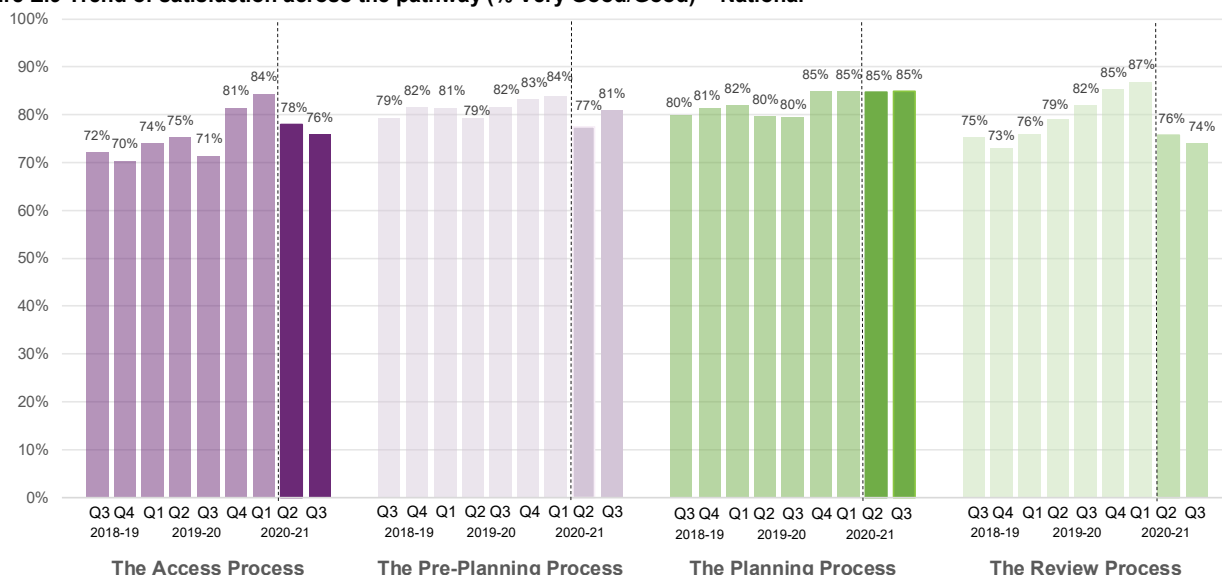
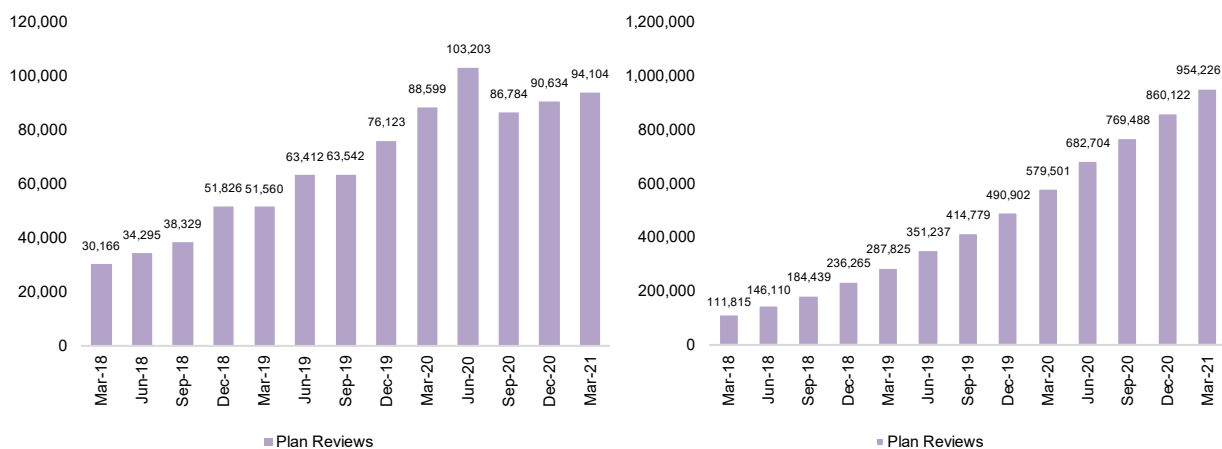


Table E.52 Plan reviews conducted per quarter – excluding plans less than 31 days – National ⁴⁹

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	860,122	94,104	954,226
<i>Early intervention plans</i>	163,856	20,949	184,805
<i>Permanent disability plans</i>	696,266	73,155	769,421

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



⁴⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

⁴⁸ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁹ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.53 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles. Also, 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table E.54 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 all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table E.55.

Table E.55 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table E.54. The list of complaint types is different to that which appears in Table E.54, as it is based on the options available on the 'My Customer Requests' tile.

Table E.53 Complaints by quarter – National ^{50 51 52}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	196	28	224	211
Complaint about LAC Partner	964	234	1,198	1,134
Complaints about service providers	5,020	402	5,422	4,568
Complaints about the Agency	66,620	4,484	71,104	42,879
Critical/ Reportable Incident	4,411	1,218	5,629	4,624
Unclassified	3,263	2	3,265	2,935
Total	80,474	6,368	86,842	51,431
% of all access requests	5.5%	4.2%	5.4%	
Providers who have submitted a registration request				
Complaint about ECEI Partner	1	0	1	1
Complaint about LAC Partner	43	3	46	43
Complaints about service providers	507	41	548	486
Complaints about the Agency	5,141	365	5,506	4,209
Critical/ Reportable Incident	29	2	31	30
Unclassified	226	1	227	209
Total	5,947	412	6,359	4,725
% of all registration requests	5.6%	4.6%	5.6%	
Other				
Complaint about ECEI Partner	6	2	8	8
Complaint about LAC Partner	35	3	38	38
Complaints about service providers	415	61	476	476
Complaints about the Agency	2,485	182	2,667	2,656
Critical/ Reportable Incident	96	19	115	115
Unclassified	120	0	120	120
Total	3,157	267	3,424	3,409
Total	87,213	6,949	94,162	59,565

⁵⁰ Note that 71% of all complainants made only one complaint, 16% made two complaints and 13% made three or more complaints.

⁵¹ % 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.

⁵² % 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

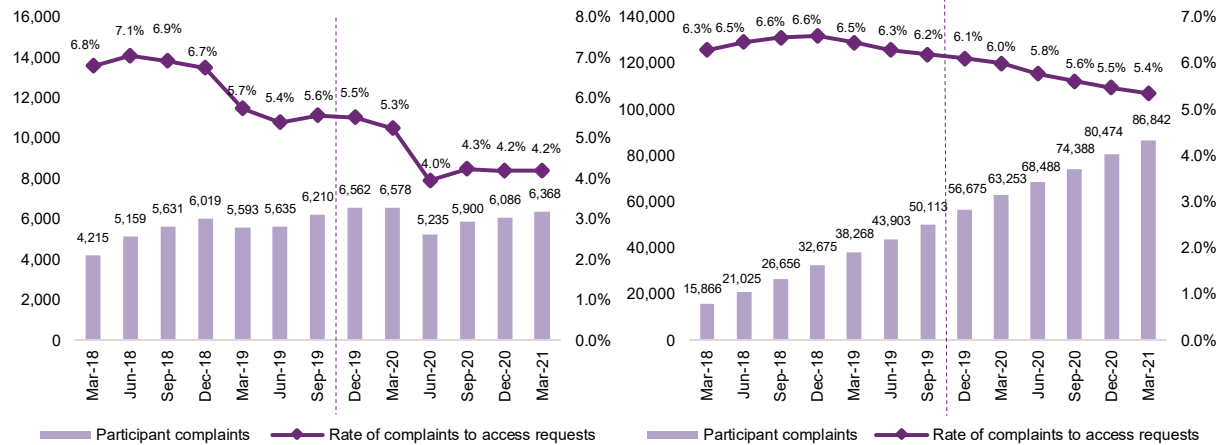
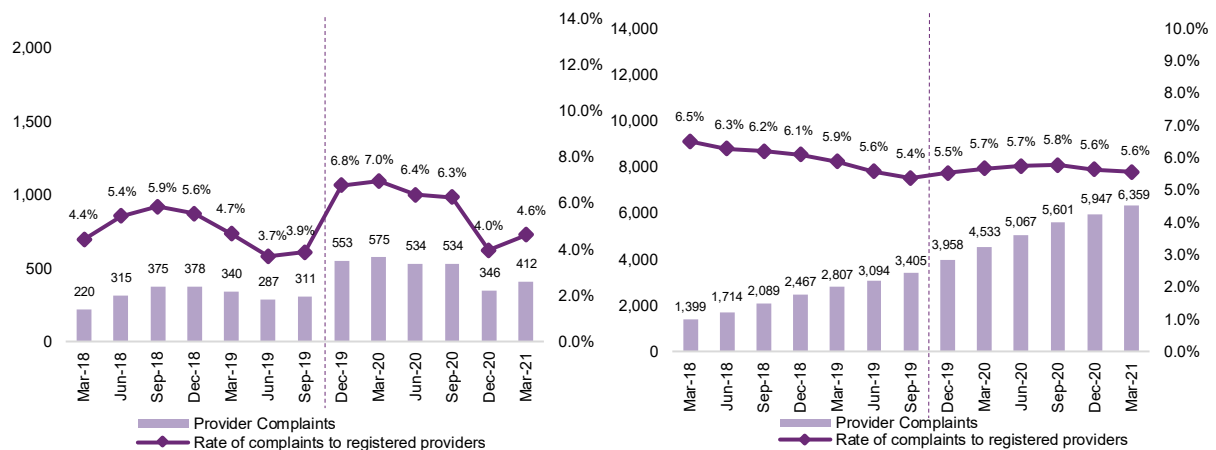


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National⁵³



⁵³ In the '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 increased in 2019-20 Q2.

Table E.54 Complaints by type ('My Feedback' tile) – National

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	593	(18%)
Service Delivery	548	(17%)
Staff conduct	523	(16%)
Provider process	366	(11%)
Provider costs.	321	(10%)
Other	897	(28%)
Total	3,248	
<i>Complaints about the Agency</i>		
Timeliness	16,537	(35%)
Individual needs	5,339	(11%)
Reasonable and necessary supports	6,240	(13%)
Information unclear	1,995	(4%)
The way the NDIA carried out its decision making	2,944	(6%)
Other	14,393	(30%)
Total	47,448	
<i>Unclassified</i>	3,250	
Participants total	53,946	
Providers		
<i>Complaints about service providers</i>		
Supports being provided	32	(13%)
Service Delivery	34	(14%)
Staff conduct	26	(11%)
Provider process	30	(12%)
Provider costs.	13	(5%)
Other	107	(44%)
Total	242	
<i>Complaints about the Agency</i>		
Timeliness	829	(26%)
Individual needs	354	(11%)
Provider Portal	431	(13%)
Information unclear	233	(7%)
Participation, engagement and inclusion	48	(2%)
Other	1,305	(41%)
Total	3,200	
<i>Unclassified</i>	199	
Providers total	3,641	
Other		
<i>Complaints about service providers</i>		
Supports being provided	24	(13%)
Service Delivery	29	(16%)

Complaints made by or on behalf of	Transition Total	
Staff conduct	40	(22%)
Provider process	10	(5%)
Provider costs.	9	(5%)
Other	72	(39%)
Total	184	
<i>Complaints about the Agency</i>		
Individual needs	380	(22%)
Timeliness	328	(19%)
Information unclear	170	(10%)
Participation, engagement and inclusion	77	(5%)
Staff conduct - Agency	68	(4%)
Other	670	(40%)
Total	1,693	
<i>Unclassified</i>	120	
Other total	1,997	

Table E.55 Complaints by type ('My Customer Requests' tile) – National ⁵⁴

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaint about ECEI Partner</i>						
ECEI Plan	20	(10%)	5	(18%)	25	(11%)
ECEI Process	20	(10%)	7	(25%)	27	(12%)
ECEI Staff	57	(29%)	11	(39%)	68	(30%)
ECEI Timeliness	97	(49%)	5	(18%)	102	(46%)
Other	2	(1%)	0	(0%)	2	(1%)
Total	196		28		224	
<i>Complaint about LAC Partner</i>						
LAC Engagement	5	(1%)	1	(0%)	6	(1%)
LAC Fraud and Compliance	13	(1%)	2	(1%)	15	(1%)
LAC Plan	165	(17%)	43	(18%)	208	(17%)
LAC Process	110	(11%)	16	(7%)	126	(11%)
LAC Resources	5	(1%)	0	(0%)	5	(0%)
LAC Staff	550	(57%)	156	(67%)	706	(59%)
LAC Timeliness	116	(12%)	16	(7%)	132	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	964		234		1,198	
<i>Complaints about service providers</i>						
Provider Finance	138	(8%)	33	(9%)	171	(8%)
Provider Fraud and Compliance	220	(12%)	41	(11%)	261	(12%)
Provider Service	965	(54%)	176	(47%)	1,141	(52%)
Provider Staff	480	(27%)	121	(33%)	601	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,803		371		2,174	
<i>Complaints about the Agency</i>						
NDIA Access	1,046	(5%)	175	(4%)	1,221	(5%)
NDIA Engagement	17	(0%)	2	(0%)	19	(0%)
NDIA Finance	2,122	(11%)	352	(8%)	2,474	(10%)
NDIA Fraud and Compliance	107	(1%)	15	(0%)	122	(1%)
NDIA Plan	5,641	(29%)	1,540	(36%)	7,181	(30%)
NDIA Process	2,633	(14%)	517	(12%)	3,150	(13%)
NDIA Resources	201	(1%)	66	(2%)	267	(1%)
NDIA Staff	1,893	(10%)	478	(11%)	2,371	(10%)
NDIA Timeliness	5,669	(29%)	1,167	(27%)	6,836	(29%)
Quality & Safeguards Commission	14	(0%)	1	(0%)	15	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	19,343		4,313		23,656	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	1,324	(30%)	232	(19%)	1,556	(28%)
Allegations against NDIA Staff/Partners	14	(0%)	1	(0%)	15	(0%)
Allegations against a provider	1,133	(26%)	345	(28%)	1,478	(26%)
Participant threat	851	(19%)	182	(15%)	1,033	(18%)
Provider reporting	1,089	(25%)	458	(38%)	1,547	(27%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	4,411		1,218		5,629	
<i>Unclassified</i>	13		2		15	

⁵⁴ 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	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
Participants total	26,730		6,166		32,896	
Complaints with a related party who has submitted a provider registration request						
<i>Complaint about ECEI Partner</i>						
ECEI Process	1	(100%)	0		1	(100%)
Total	1		0		1	
<i>Complaint about LAC Partner</i>						
LAC Fraud and Compliance	2	(5%)	0	(0%)	2	(4%)
LAC Plan	10	(23%)	0	(0%)	10	(22%)
LAC Process	10	(23%)	0	(0%)	10	(22%)
LAC Staff	17	(40%)	3	(100%)	20	(43%)
Other	4	(9%)	0	(0%)	4	(9%)
Total	43		3		46	
<i>Complaints about service providers</i>						
Provider Finance	33	(12%)	6	(16%)	39	(13%)
Provider Fraud and Compliance	55	(21%)	6	(16%)	61	(20%)
Provider Service	101	(38%)	11	(29%)	112	(37%)
Provider Staff	79	(29%)	15	(39%)	94	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	268		38		306	
<i>Complaints about the Agency</i>						
NDIA Access	2	(0%)	1	(0%)	3	(0%)
NDIA Engagement	4	(0%)	2	(1%)	6	(0%)
NDIA Finance	815	(42%)	147	(41%)	962	(42%)
NDIA Fraud and Compliance	15	(1%)	4	(1%)	19	(1%)
NDIA Plan	247	(13%)	66	(18%)	313	(14%)
NDIA Process	194	(10%)	43	(12%)	237	(10%)
NDIA Resources	204	(10%)	47	(13%)	251	(11%)
NDIA Staff	129	(7%)	18	(5%)	147	(6%)
NDIA Timeliness	318	(16%)	28	(8%)	346	(15%)
Quality & Safeguards Commission	21	(1%)	1	(0%)	22	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,949		357		2,306	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	8	(28%)	0	(0%)	8	(26%)
Allegations against NDIA Staff/Partners	1	(3%)	0	(0%)	1	(3%)
Participant threat	6	(21%)	1	(50%)	7	(23%)
Provider reporting	6	(21%)	0	(0%)	6	(19%)
Other	8	(28%)	1	(50%)	9	(29%)
Total	29		2		31	
<i>Unclassified</i>	27		1		28	
Providers total	2,317		401		2,718	
Complaints with a related party who is not a potential participant or provider						
<i>Complaint about ECEI Partner</i>						
ECEI Fraud and Compliance	1	(17%)	0	(0%)	1	(13%)
ECEI Plan	1	(17%)	0	(0%)	1	(13%)
ECEI Process	2	(33%)	0	(0%)	2	(25%)
ECEI Timeliness	1	(17%)	2	(100%)	3	(38%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
Other	1	(17%)	0	(0%)	1	(13%)
Total	6		2		8	
<i>Complaint about LAC Partner</i>						
LAC Plan	5	(14%)	1	(33%)	6	(16%)
LAC Process	4	(11%)	0	(0%)	4	(11%)
LAC Resources	1	(3%)	0	(0%)	1	(3%)
LAC Staff	24	(69%)	2	(67%)	26	(68%)
Other	1	(3%)	0	(0%)	1	(3%)
Total	35		3		38	
<i>Complaints about service providers</i>						
Provider Finance	13	(6%)	4	(7%)	17	(6%)
Provider Fraud and Compliance	44	(19%)	9	(15%)	53	(18%)
Provider Service	107	(46%)	24	(40%)	131	(45%)
Provider Staff	68	(29%)	23	(38%)	91	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	232		60		292	
<i>Complaints about the Agency</i>						
NDIA Access	72	(9%)	9	(5%)	81	(8%)
NDIA Engagement	11	(1%)	0	(0%)	11	(1%)
NDIA Finance	83	(10%)	16	(9%)	99	(10%)
NDIA Fraud and Compliance	33	(4%)	5	(3%)	38	(4%)
NDIA Plan	111	(14%)	60	(33%)	171	(18%)
NDIA Process	205	(26%)	42	(23%)	247	(25%)
NDIA Resources	46	(6%)	5	(3%)	51	(5%)
NDIA Staff	118	(15%)	24	(13%)	142	(15%)
NDIA Timeliness	108	(14%)	19	(11%)	127	(13%)
Quality & Safeguards Commission	7	(1%)	0	(0%)	7	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	794		180		974	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	40	(42%)	6	(32%)	46	(40%)
Allegations against NDIA Staff/Partners	4	(4%)	1	(5%)	5	(4%)
Allegations against a provider	33	(34%)	7	(37%)	40	(35%)
Participant threat	9	(9%)	1	(5%)	10	(9%)
Provider reporting	10	(10%)	4	(21%)	14	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	96		19		115	
<i>Unclassified</i>	0		0		0	
Other total	1,163		264		1,427	

Figure E.13 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – National ⁵⁵

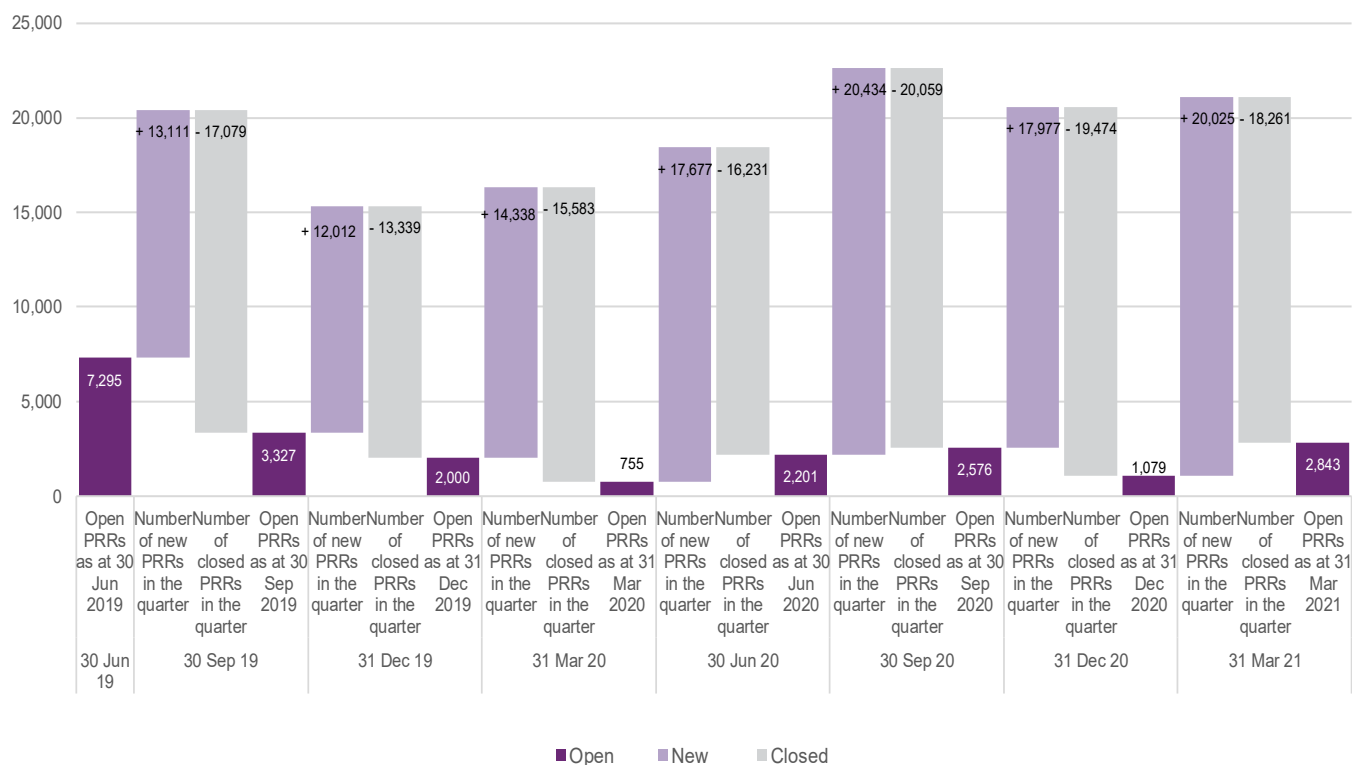
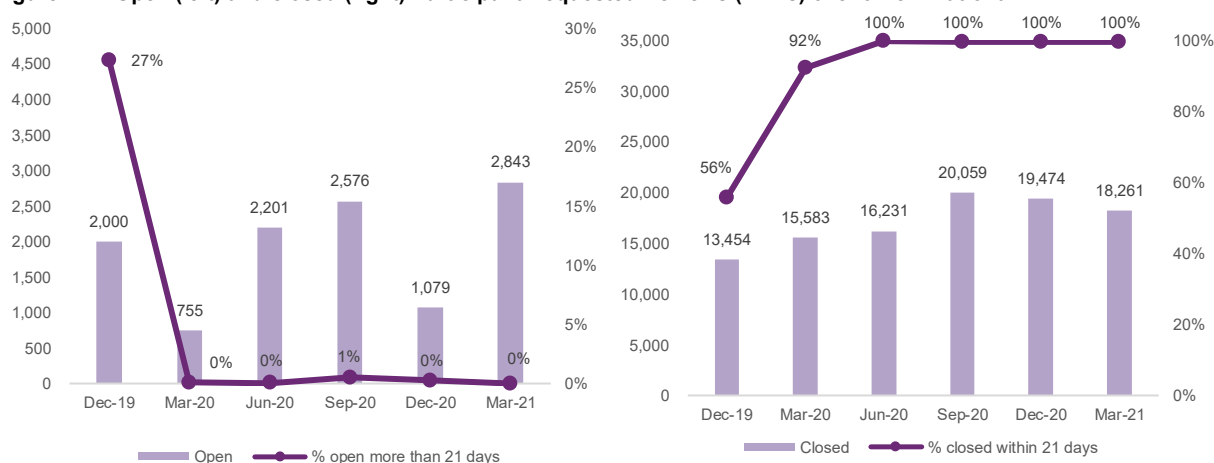


Table E.56 Summary of Open Participant Requested Reviews (PRRs) (s48) – National ⁵⁶

	As at 31 March 2021
Open PRRs	2,843
Number of PRRs open less than 21 days	2,843
Number of PRRs open more than 21 days	0
New PRRs in the quarter	20,025
Number of PRRs closed in the quarter	18,261
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure E.14 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – National ⁵⁷



⁵⁵ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

⁵⁶ 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.

⁵⁷ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure E.15 RoRDs received and closed by quarter and open at the end of each quarter – National

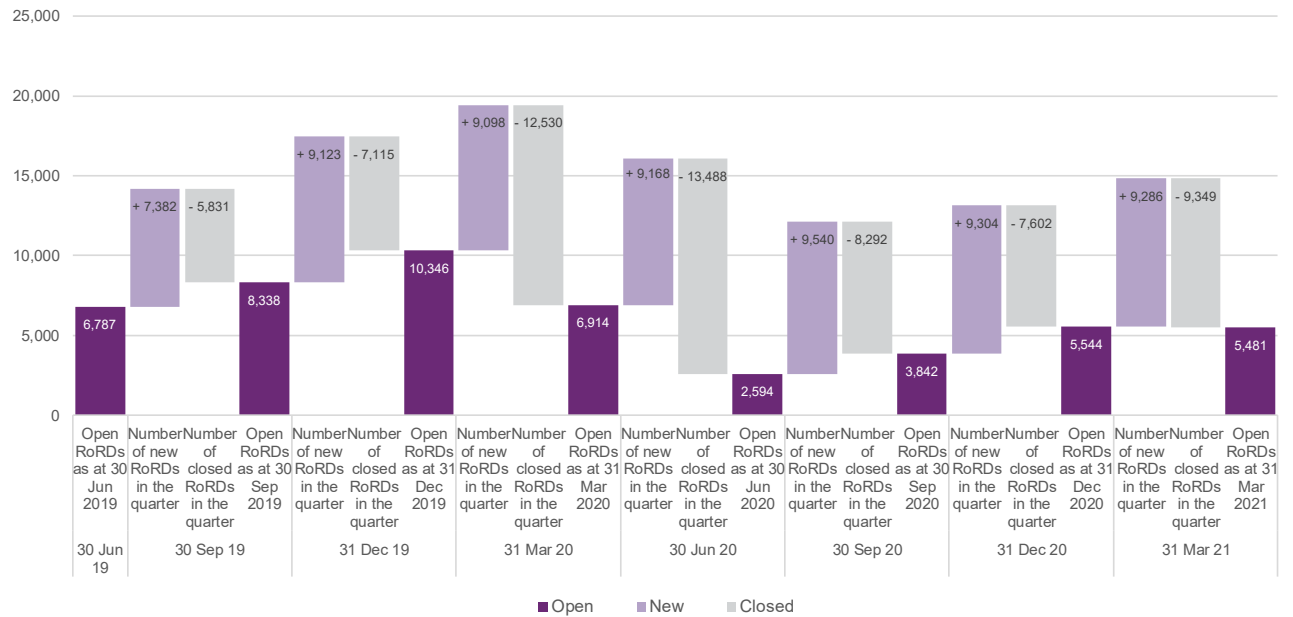


Table E.57 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – National ^{58 59}

	Access	Planning
Open RoRDs	467	5,014
Number of RoRDs open less than 90 days	462	4,773
Number of RoRDs open more than 90 days	5	241
New RoRDs in the quarter	1,160	8,126
Number of RoRDs closed in the quarter	998	8,351
Proportion closed within 90 days	97%	91%
Average days RoRDs took to close in the quarter	35	63

⁵⁸ 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.

⁵⁹ 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.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – National⁶⁰

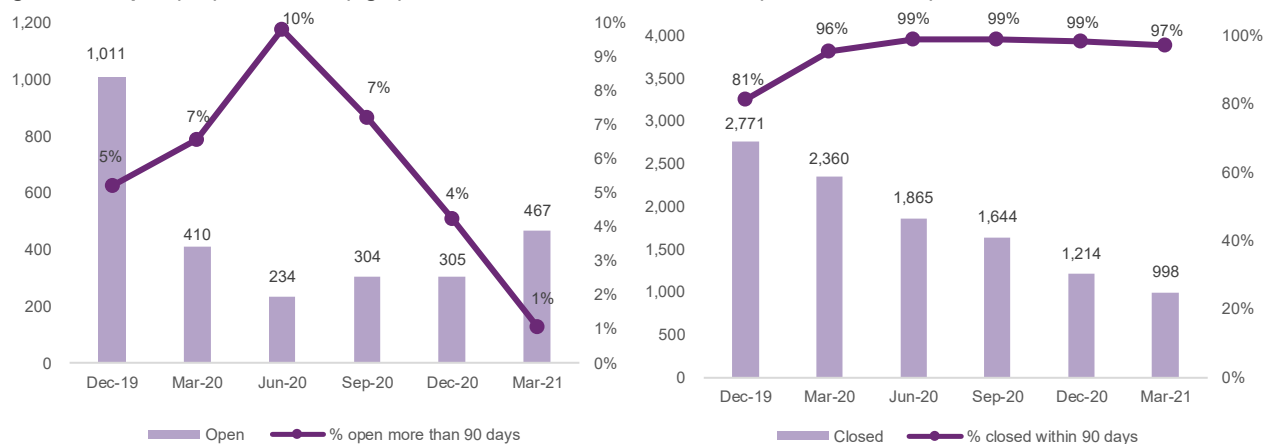


Figure E.17 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – National⁶¹

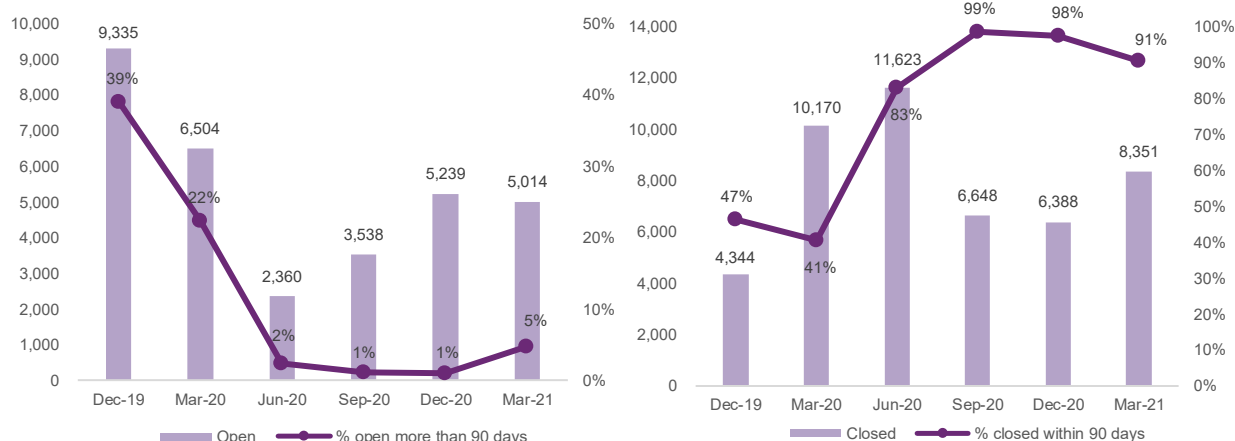


Table E.58 AAT Cases by category – National⁶²

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	1,648	35%	78	17%	1,726	33%
Plan	2,420	51%	363	77%	2,783	54%
Plan Review	373	8%	<11		378	7%
Other	281	6%	24	5%	305	6%
Total	4,722	100%	470	100%	5,192	100%
% of all access decisions	0.35%		0.33%		0.35%	

⁶⁰ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

⁶¹ Ibid.

⁶² % 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.18 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

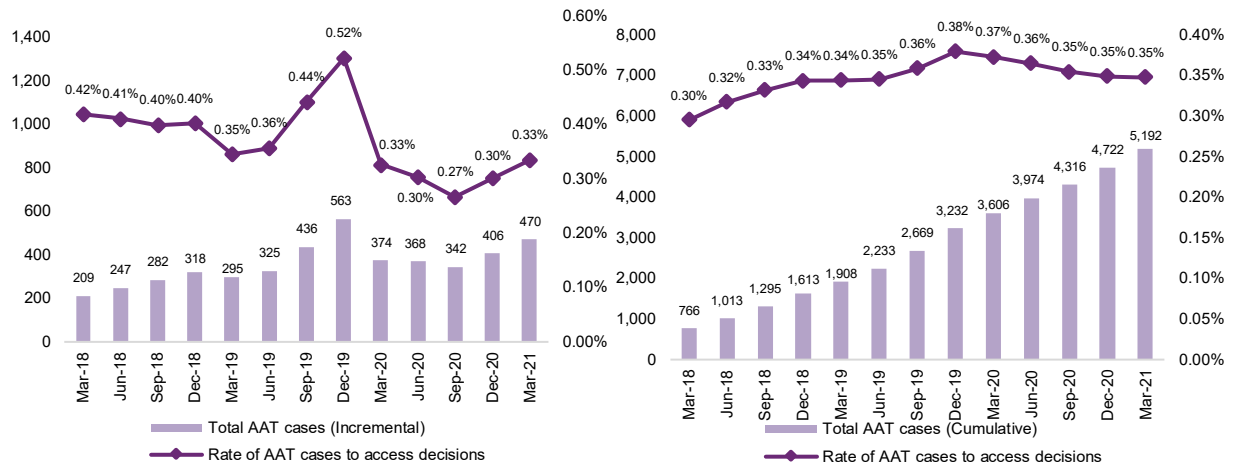


Table E.59 AAT cases by open/closed and decision – National ^{63 64}

	N
AAT Cases	5,192
Open AAT Cases	1,160
Closed AAT Cases	4,032
<i>Resolved before hearing</i>	<i>3,949</i>
<i>Gone to hearing and received a substantive decision</i>	<i>83</i>

⁶³ Of the 83 cases which went to hearing and received a substantive decision: 39 affirmed the Agency's decision, 15 varied the Agency's decision and 29 set aside the Agency's decision.

⁶⁴ 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.

Figure E.19 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – National ^{65 66}

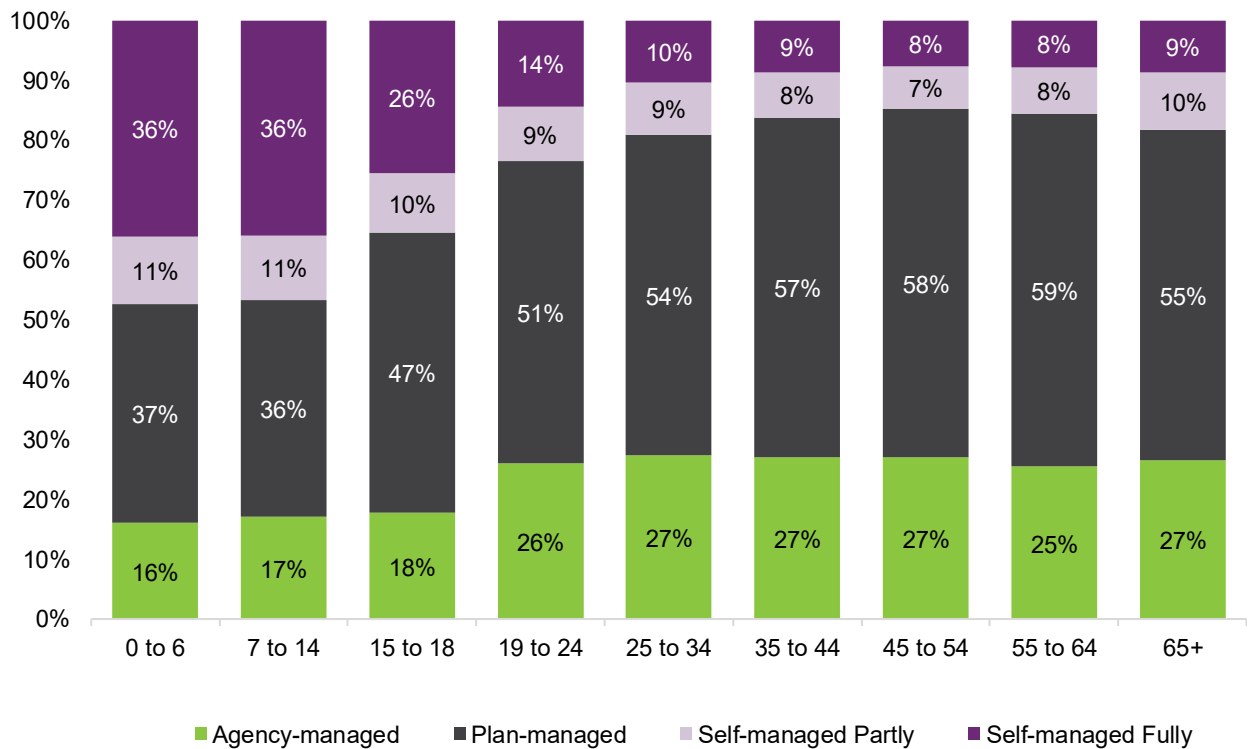
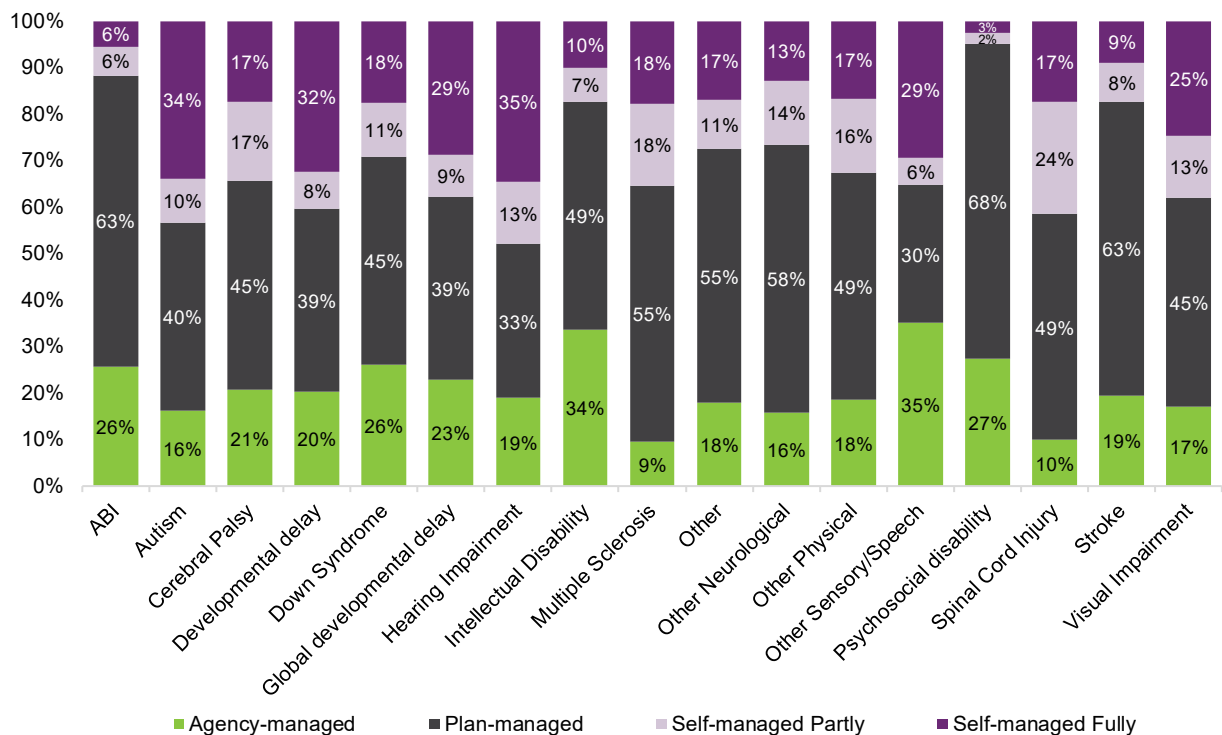


Figure E.20 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – National ^{67 68}



⁶⁵ For the total number of active participants in each age group, see Table E.14.

⁶⁶ Participants can use more than one method to manage their funding. These results are based on 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.

⁶⁷ For the total number of active participants in each primary disability group, see Table E.12.

⁶⁸ Participants can use more than one method to manage their funding. These results are based on 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.

Table E.60 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	22%	22%	22%
Self-managed partly	10%	9%	9%
Plan-managed	45%	52%	47%
Agency-managed	23%	17%	22%
Total	100%	100%	100%

Figure E.21 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National⁷⁰

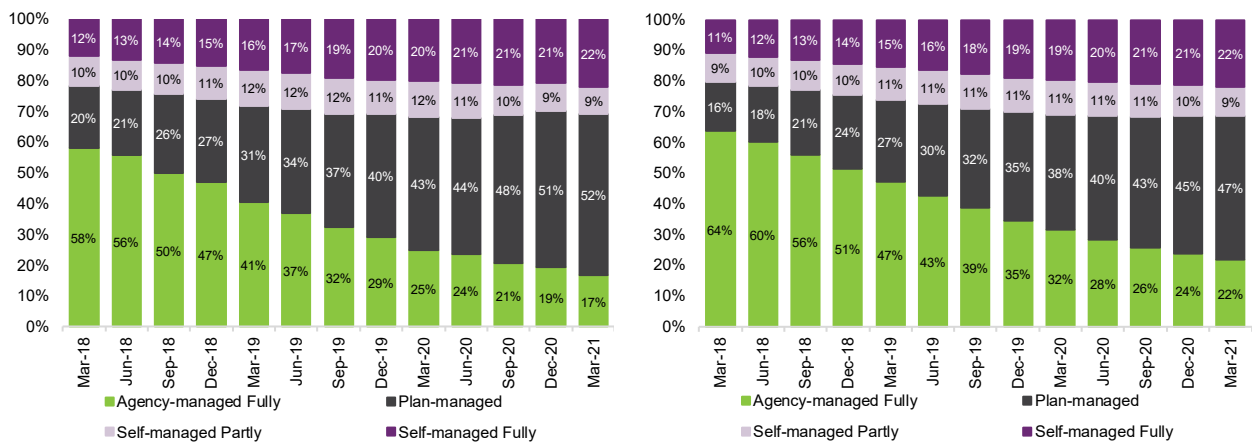


Table E.61 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2020-21 Q3	Total
Self-managed	12%	13%	12%
Plan-managed	33%	47%	34%
Agency-managed	55%	39%	54%
Total	100%	100%	100%

Figure E.22 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National

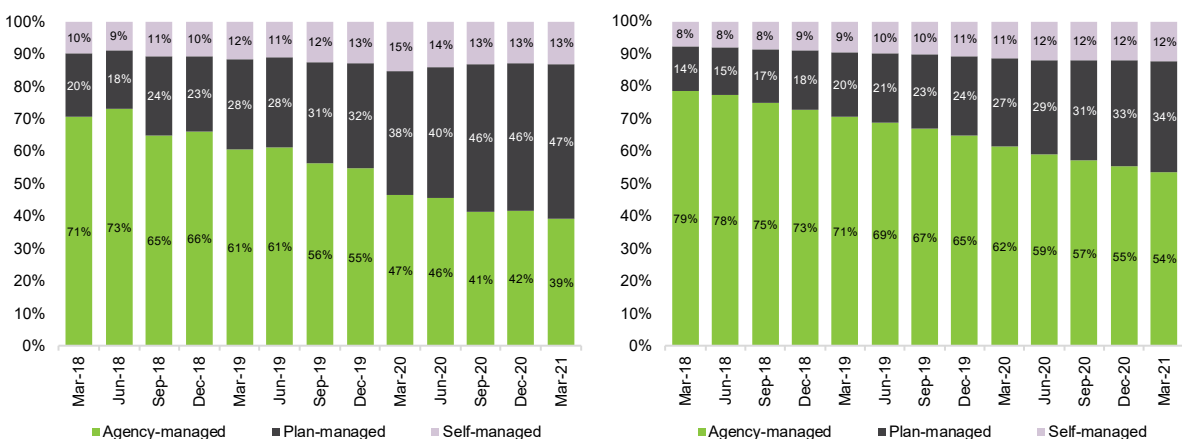


Table E.62 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2020-21 Q3	Total
Support coordination	41%	45%	42%

⁶⁹ Ibid.

⁷⁰ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.63 Duration to plan activation by quarter of initial plan approval for active participants – National ⁷¹

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	247,348	69%	14,419	66%	261,767	68%
30 to 59 days	42,456	12%	2,872	13%	45,328	12%
60 to 89 days	19,779	5%	1,214	6%	20,993	5%
Activated within 90 days	309,583	86%	18,505	85%	328,088	86%
90 to 119 days	11,402	3%	566	3%	11,968	3%
120 days and over	30,560	8%	983	4%	31,543	8%
Activated after 90 days	41,962	12%	1,549	7%	43,511	11%
No payments	9,220	3%	1,804	8%	11,024	3%
Total plans approved	360,765	100%	21,858	100%	382,623	100%

Table E.64 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
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	21,634	22,862	95%
Not Aboriginal and Torres Strait Islander	258,464	267,175	97%
Not Stated	67,401	69,585	97%
Total	347,499	359,622	97%
by Culturally and Linguistically Diverse status			
CALD	31,646	32,677	97%
Not CALD	310,444	321,312	97%
Not Stated	5,409	5,633	96%
Total	347,499	359,622	97%
by Remoteness			
Major Cities	235,645	243,409	97%
Regional	107,112	111,205	96%
Remote	4,705	4,969	95%
Missing	37	39	95%
Total	347,499	359,622	97%
by Primary Disability type			
Autism	114,663	118,085	97%
Intellectual Disability (including Down Syndrome)	79,355	81,572	97%
Psychosocial Disability	32,914	34,008	97%
Developmental Delay (including Global Developmental Delay)	21,721	23,075	94%
Other	98,846	102,882	96%
Total	347,499	359,622	97%

⁷¹ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.65 Distribution of plans by utilisation – National ^{72 73}

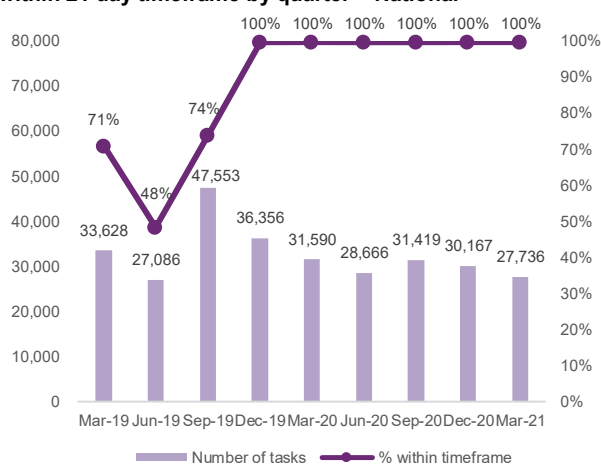
Plan utilisation	Total
0 to 50%	35%
50% to 75%	24%
> 75%	41%
Total	100%

Table E.66 Proportion of active participants with approved plans accessing mainstream supports – National ⁷⁴

	Prior Quarters	2020-21 Q3	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	53%	59%	55%
Lifelong Learning	16%	21%	17%
Other	13%	15%	14%
Non-categorised	28%	23%	27%
Any mainstream service	95%	95%	95%

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Figure E.23 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National



⁷² This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷³ Plans less than 31 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.

⁷⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Figure E.24 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National ⁷⁵

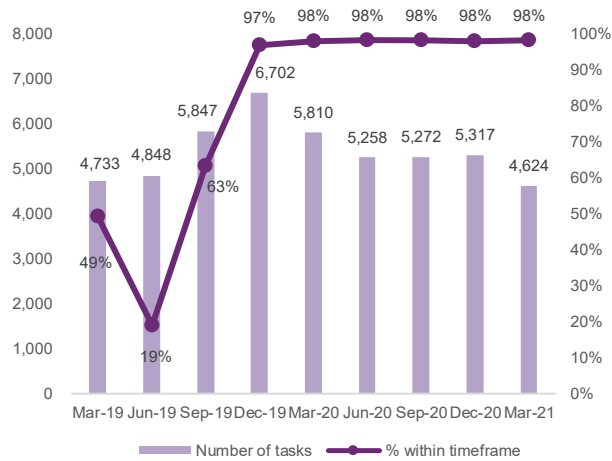


Figure E.25 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ⁷⁶

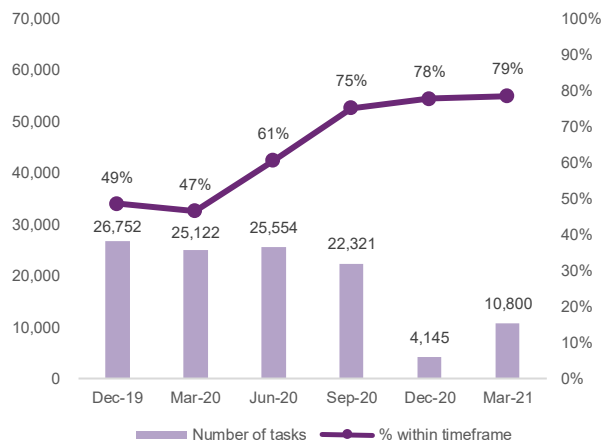
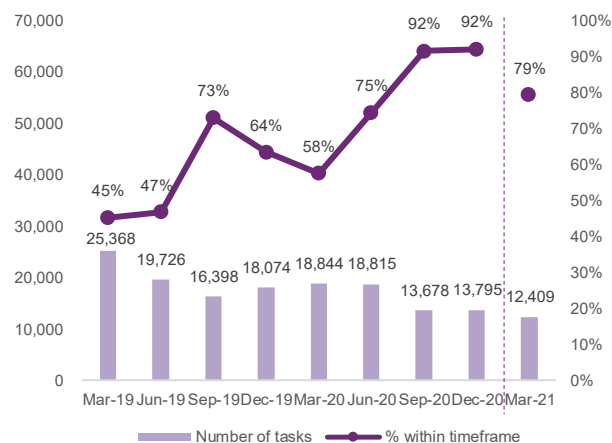


Figure E.26 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National ⁷⁷



⁷⁵ The results for prior quarters have been restated using data as at 31 March 2021 due to a change in the way this metric is measured.
⁷⁶ A new business process has been used to measure this metric since December 2020. The results subsequent to September 2020 are based on this new process.
⁷⁷ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

Figure E.27 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National

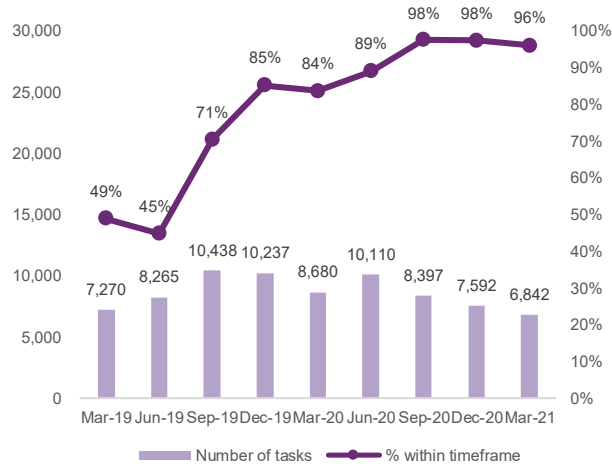


Figure E.28 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁷⁸

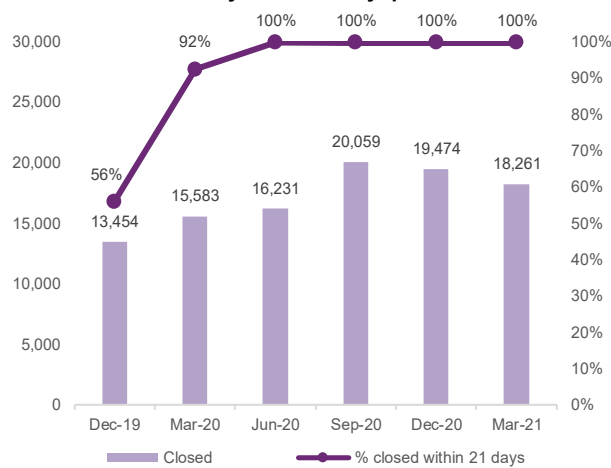
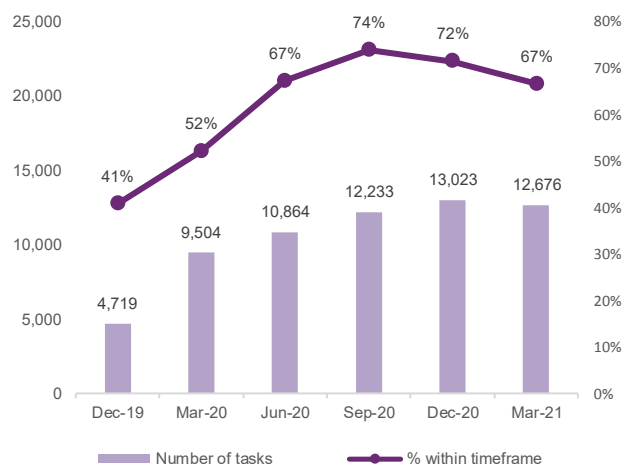


Figure E.29 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National



⁷⁸ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Figure E.30 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved within 90 day timeframe by quarter – National

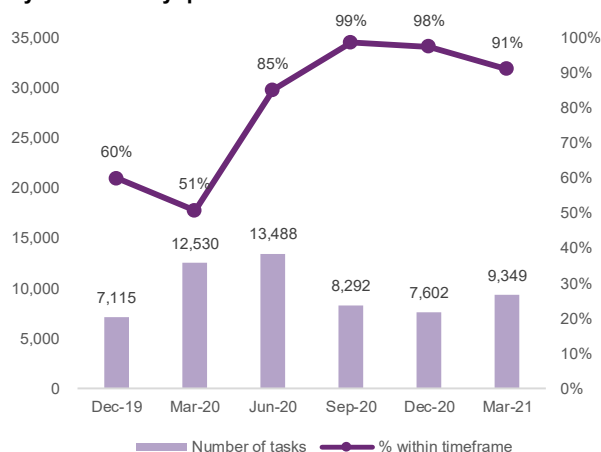
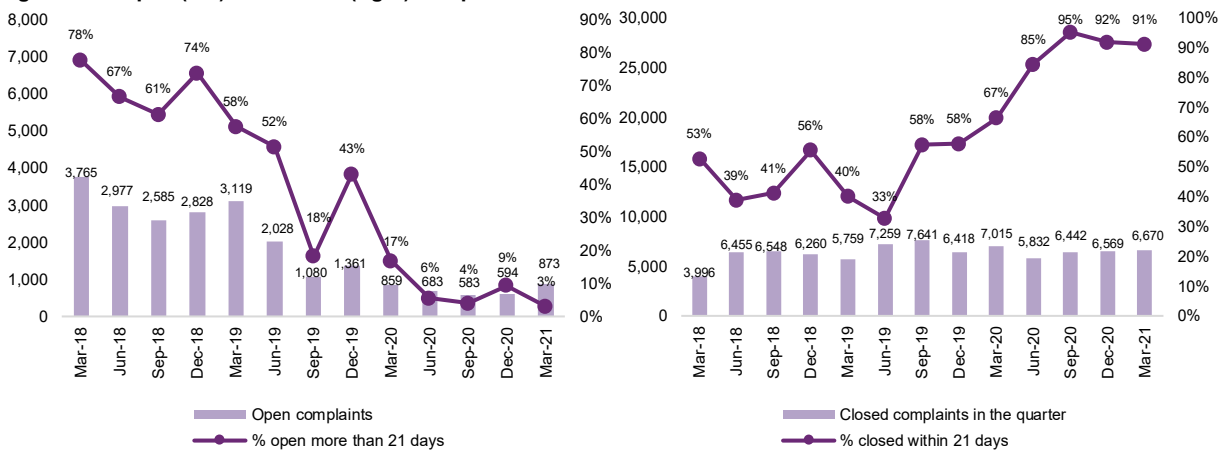


Figure E.31 Open (left) and closed (right) complaints over time – National



Part Four: Providers and the growing market

Table E.67 Key markets indicators by quarter – National ^{79 80}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.27	1.24
b) Number of providers delivering new types of supports	1,446	1,371
c) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	87%	89%
Therapeutic Supports (%)	94%	91%
Participate Community (%)	87%	86%
Early Childhood Supports (%)	89%	87%
Assist Personal Activities (%)	90%	87%

Table E.68 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – National ⁸¹

Activity	Number of providers
Active for the first time in 2020-21 Q3	368
Active in 2020-21 Q3 and also in previous quarters	8,649
Active in 2020-21 Q3	9,017
Inactive in 2020-21 Q3	7,059
Active ever	16,076

⁷⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁸¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.69 Cumulative number of providers that have been ever active by registration group – National ⁸²

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	618	29	647	5%
Assistance Animals	283	5	288	2%
Assistance with daily life tasks in a group or shared living arrangement	1,895	97	1,992	5%
Assistance with travel/transport arrangements	2,173	75	2,248	3%
Daily Personal Activities	2,995	122	3,117	4%
Group and Centre Based Activities	2,186	93	2,279	4%
High Intensity Daily Personal Activities	2,288	78	2,366	3%
Household tasks	4,292	141	4,433	3%
Interpreting and translation	472	26	498	6%
Participation in community, social and civic activities	3,233	128	3,361	4%
Assistive Technology				
Assistive equipment for recreation	624	34	658	5%
Assistive products for household tasks	641	43	684	7%
Assistance products for personal care and safety	2,679	89	2,768	3%
Communication and information equipment	1,190	65	1,255	5%
Customised Prosthetics	1,411	57	1,468	4%
Hearing Equipment	600	38	638	6%
Hearing Services	133	23	156	17%
Personal Mobility Equipment	1,722	81	1,803	5%
Specialised Hearing Services	205	24	229	12%
Vision Equipment	551	29	580	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,945	155	3,100	5%
Behaviour Support	1,607	62	1,669	4%
Community nursing care for high needs	1,168	68	1,236	6%
Development of daily living and life skills	2,350	91	2,441	4%
Early Intervention supports for early childhood	2,876	83	2,959	3%
Exercise Physiology and Physical Wellbeing activities	1,824	72	1,896	4%
Innovative Community Participation	915	36	951	4%
Specialised Driving Training	535	28	563	5%
Therapeutic Supports	8,634	200	8,834	2%
Capital services				
Home modification design and construction	1,160	68	1,228	6%
Specialist Disability Accommodation	298	26	324	9%
Vehicle Modifications	480	32	512	7%
Choice and control support services				
Management of funding for supports in participants plan	1,361	64	1,425	5%
Support Coordination	1,116	63	1,179	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	822	57	879	7%
Specialised Supported Employment	716	51	767	7%
Total active providers	15,708	368	16,076	2%

⁸² Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table E.70 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	134	513	647	21%	79%	100%
Assistance Animals	41	247	288	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	265	1,727	1,992	13%	87%	100%
Assistance with travel/transport arrangements	442	1,806	2,248	20%	80%	100%
Daily Personal Activities	451	2,666	3,117	14%	86%	100%
Group and Centre Based Activities	294	1,985	2,279	13%	87%	100%
High Intensity Daily Personal Activities	315	2,051	2,366	13%	87%	100%
Household tasks	1,474	2,959	4,433	33%	67%	100%
Interpreting and translation	103	395	498	21%	79%	100%
Participation in community, social and civic activities	513	2,848	3,361	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	93	565	658	14%	86%	100%
Assistive products for household tasks	102	582	684	15%	85%	100%
Assistance products for personal care and safety	508	2,260	2,768	18%	82%	100%
Communication and information equipment	285	970	1,255	23%	77%	100%
Customised Prosthetics	292	1,176	1,468	20%	80%	100%
Hearing Equipment	103	535	638	16%	84%	100%
Hearing Services	19	137	156	12%	88%	100%
Personal Mobility Equipment	323	1,480	1,803	18%	82%	100%
Specialised Hearing Services	34	195	229	15%	85%	100%
Vision Equipment	99	481	580	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	630	2,470	3,100	20%	80%	100%
Behaviour Support	484	1,185	1,669	29%	71%	100%
Community nursing care for high needs	197	1,039	1,236	16%	84%	100%
Development of daily living and life skills	355	2,086	2,441	15%	85%	100%
Early Intervention supports for early childhood	1,200	1,759	2,959	41%	59%	100%
Exercise Physiology and Physical Wellbeing activities	494	1,402	1,896	26%	74%	100%
Innovative Community Participation	262	689	951	28%	72%	100%
Specialised Driving Training	148	415	563	26%	74%	100%
Therapeutic Supports	4,190	4,644	8,834	47%	53%	100%
Capital services						
Home modification design and construction	232	996	1,228	19%	81%	100%
Specialist Disability Accommodation	17	307	324	5%	95%	100%
Vehicle Modifications	74	438	512	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	280	1,145	1,425	20%	80%	100%
Support Coordination	225	954	1,179	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	117	762	879	13%	87%	100%
Specialised Supported Employment	98	669	767	13%	87%	100%
Total	6,691	9,385	16,076	42%	58%	100%

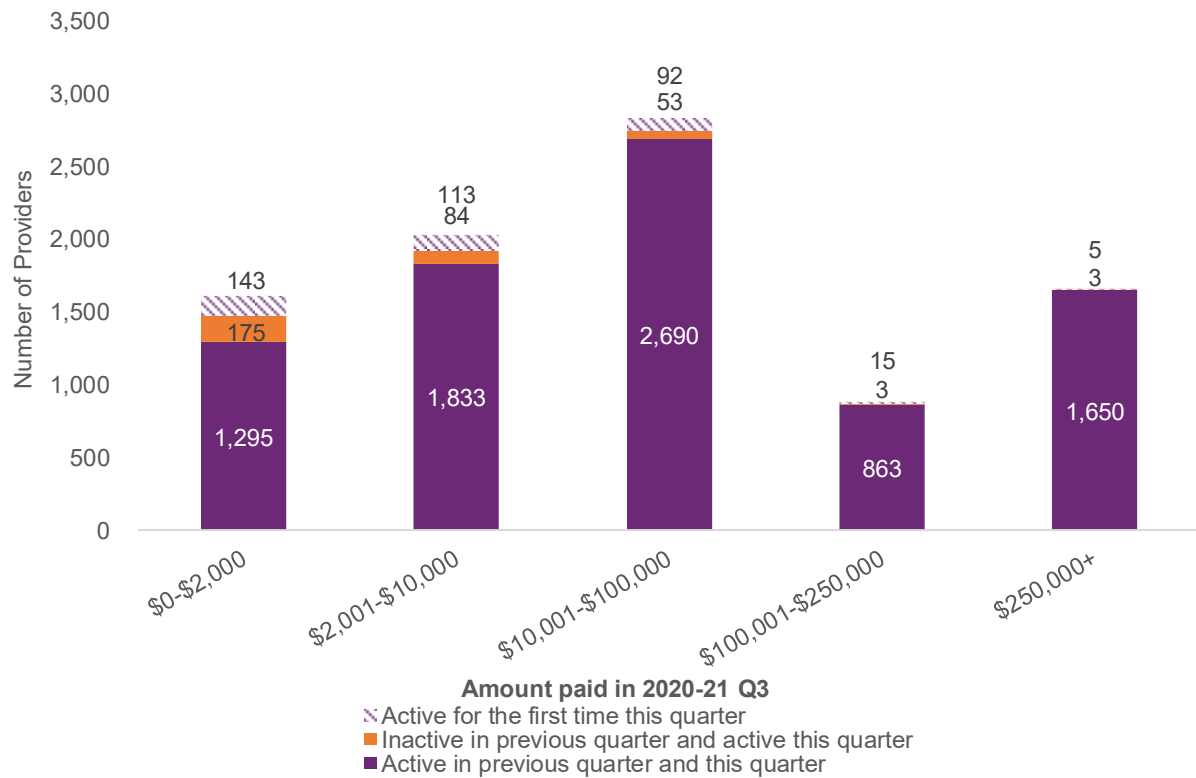
Table E.71 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – National

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	98	29	127	23%
Assistance Animals	156	5	161	3%
Assistance with daily life tasks in a group or shared living arrangement	1,418	97	1,515	6%
Assistance with travel/transport arrangements	946	75	1,021	7%
Daily Personal Activities	2,170	122	2,292	5%
Group and Centre Based Activities	1,442	93	1,535	6%
High Intensity Daily Personal Activities	1,402	78	1,480	5%
Household tasks	2,286	141	2,427	6%
Interpreting and translation	199	26	225	12%
Participation in community, social and civic activities	2,390	128	2,518	5%
Assistive Technology				
Assistive equipment for recreation	115	34	149	23%
Assistive products for household tasks	132	43	175	25%
Assistance products for personal care and safety	1,500	89	1,589	6%
Communication and information equipment	601	65	666	10%
Customised Prosthetics	663	57	720	8%
Hearing Equipment	229	38	267	14%
Hearing Services	26	23	49	47%
Personal Mobility Equipment	961	81	1,042	8%
Specialised Hearing Services	43	24	67	36%
Vision Equipment	227	29	256	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,196	155	2,351	7%
Behaviour Support	836	62	898	7%
Community nursing care for high needs	641	68	709	10%
Development of daily living and life skills	1,219	91	1,310	7%
Early Intervention supports for early childhood	1,245	83	1,328	6%
Exercise Physiology and Physical Wellbeing activities	967	72	1,039	7%
Innovative Community Participation	247	36	283	13%
Specialised Driving Training	215	28	243	12%
Therapeutic Supports	4,284	200	4,484	4%
Capital services				
Home modification design and construction	422	68	490	14%
Specialist Disability Accommodation	224	26	250	10%
Vehicle Modifications	152	32	184	17%
Choice and control support services				
Management of funding for supports in participants plan	939	64	1,003	6%
Support Coordination	546	63	609	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	464	57	521	11%
Specialised Supported Employment	540	51	591	9%
Total	8,649	368	9,017	4%

Table E.72 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	24	103	127	19%	81%	100%
Assistance Animals	22	139	161	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	177	1,338	1,515	12%	88%	100%
Assistance with travel/transport arrangements	146	875	1,021	14%	86%	100%
Daily Personal Activities	294	1,998	2,292	13%	87%	100%
Group and Centre Based Activities	194	1,341	1,535	13%	87%	100%
High Intensity Daily Personal Activities	193	1,287	1,480	13%	87%	100%
Household tasks	650	1,777	2,427	27%	73%	100%
Interpreting and translation	39	186	225	17%	83%	100%
Participation in community, social and civic activities	335	2,183	2,518	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	13	136	149	9%	91%	100%
Assistive products for household tasks	19	156	175	11%	89%	100%
Assistance products for personal care and safety	248	1,341	1,589	16%	84%	100%
Communication and information equipment	136	530	666	20%	80%	100%
Customised Prosthetics	136	584	720	19%	81%	100%
Hearing Equipment	47	220	267	18%	82%	100%
Hearing Services	7	42	49	14%	86%	100%
Personal Mobility Equipment	167	875	1,042	16%	84%	100%
Specialised Hearing Services	7	60	67	10%	90%	100%
Vision Equipment	46	210	256	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	450	1,901	2,351	19%	81%	100%
Behaviour Support	196	702	898	22%	78%	100%
Community nursing care for high needs	108	601	709	15%	85%	100%
Development of daily living and life skills	171	1,139	1,310	13%	87%	100%
Early Intervention supports for early childhood	324	1,004	1,328	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	226	813	1,039	22%	78%	100%
Innovative Community Participation	62	221	283	22%	78%	100%
Specialised Driving Training	61	182	243	25%	75%	100%
Therapeutic Supports	1,682	2,802	4,484	38%	62%	100%
Capital services						
Home modification design and construction	72	418	490	15%	85%	100%
Specialist Disability Accommodation	9	241	250	4%	96%	100%
Vehicle Modifications	22	162	184	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	212	791	1,003	21%	79%	100%
Support Coordination	99	510	609	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	66	455	521	13%	87%	100%
Specialised Supported Employment	71	520	591	12%	88%	100%
Total	2,816	6,201	9,017	31%	69%	100%

Figure E.32 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – National ⁸³



Part Five: Financial sustainability

Table E.73 Committed supports by financial year (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	132.7	496.7	939.4	3,233.5	7,740.7	14,560.9	24,571.9	23,615.5

⁸³ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure E.33 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National

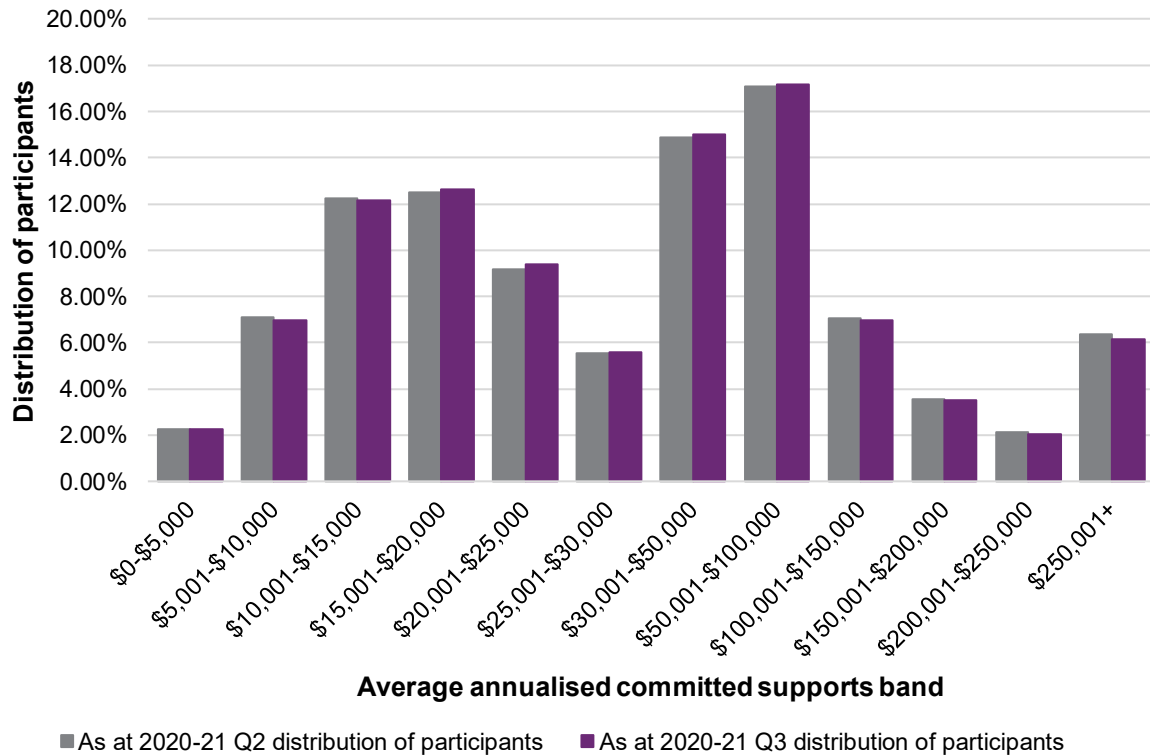


Figure E.34 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National

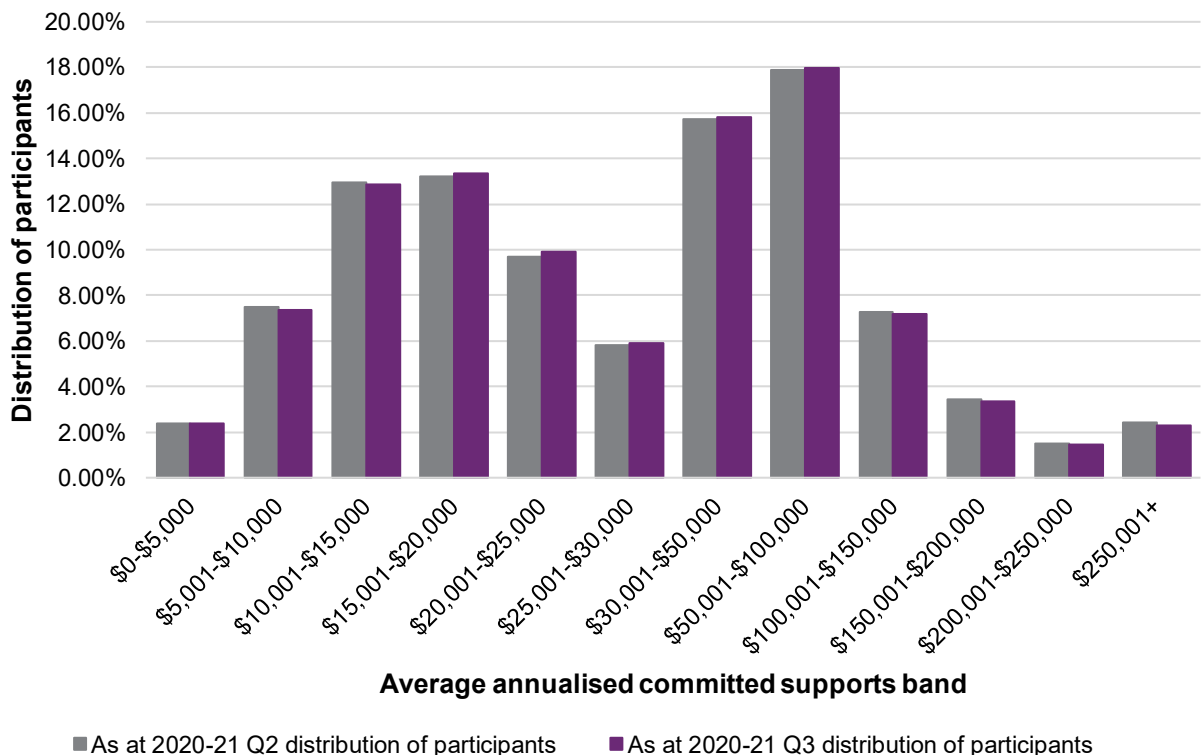


Figure E.35 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National

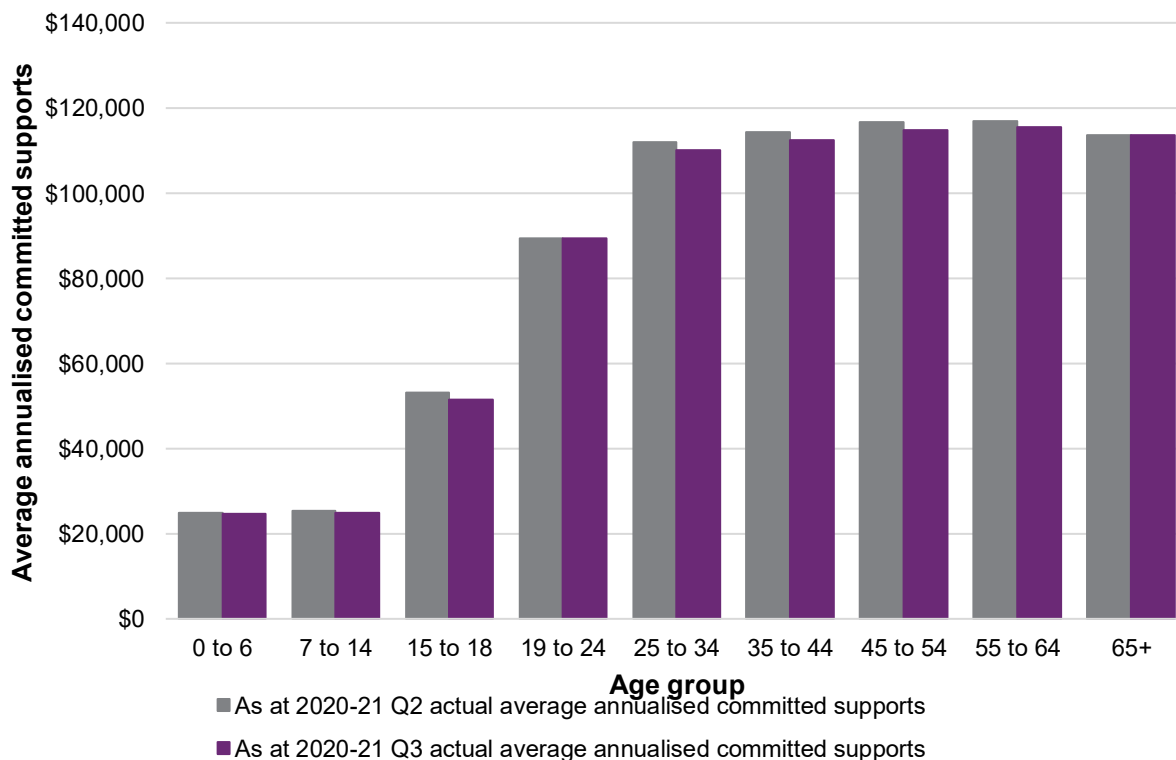


Figure E.36 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National

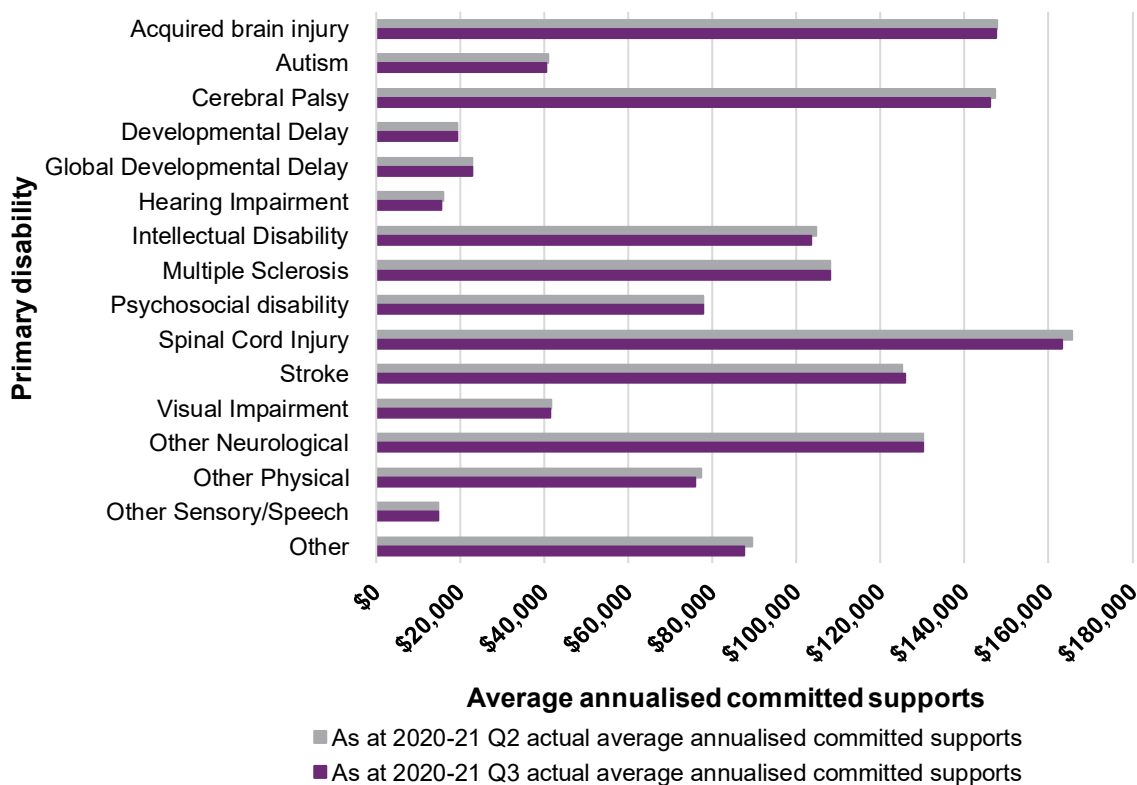


Figure E.37 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National

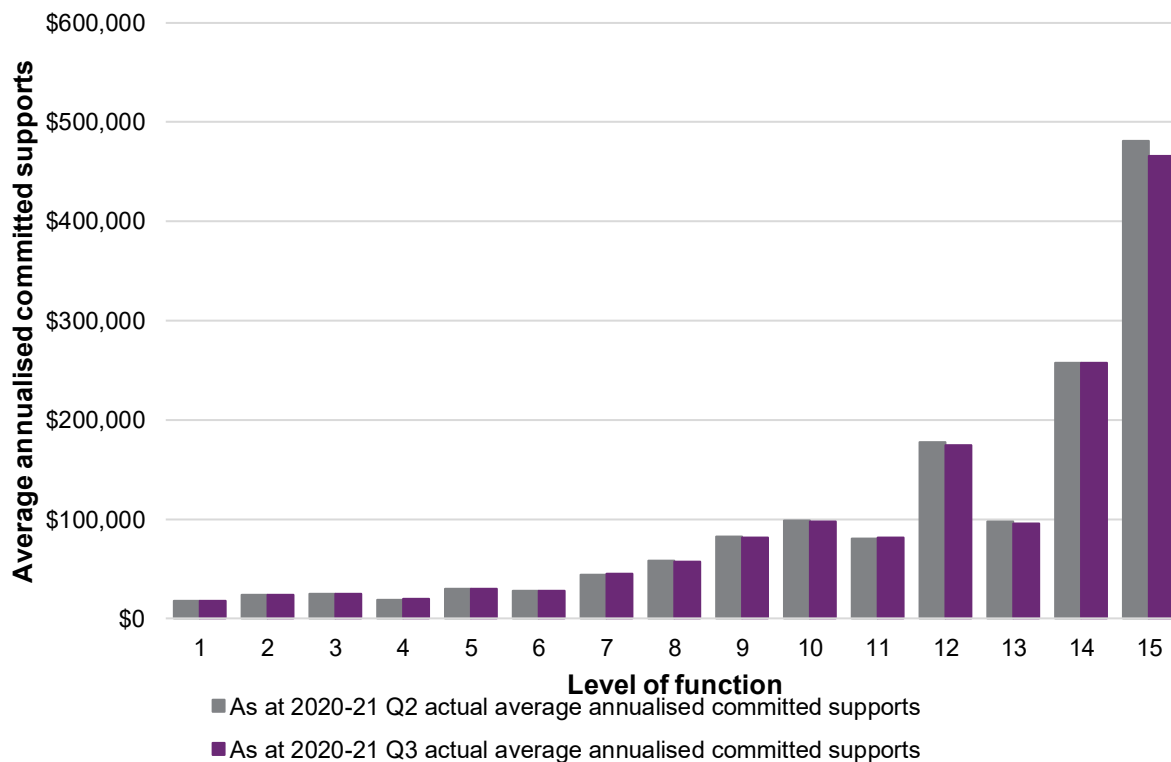


Figure E.38 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National

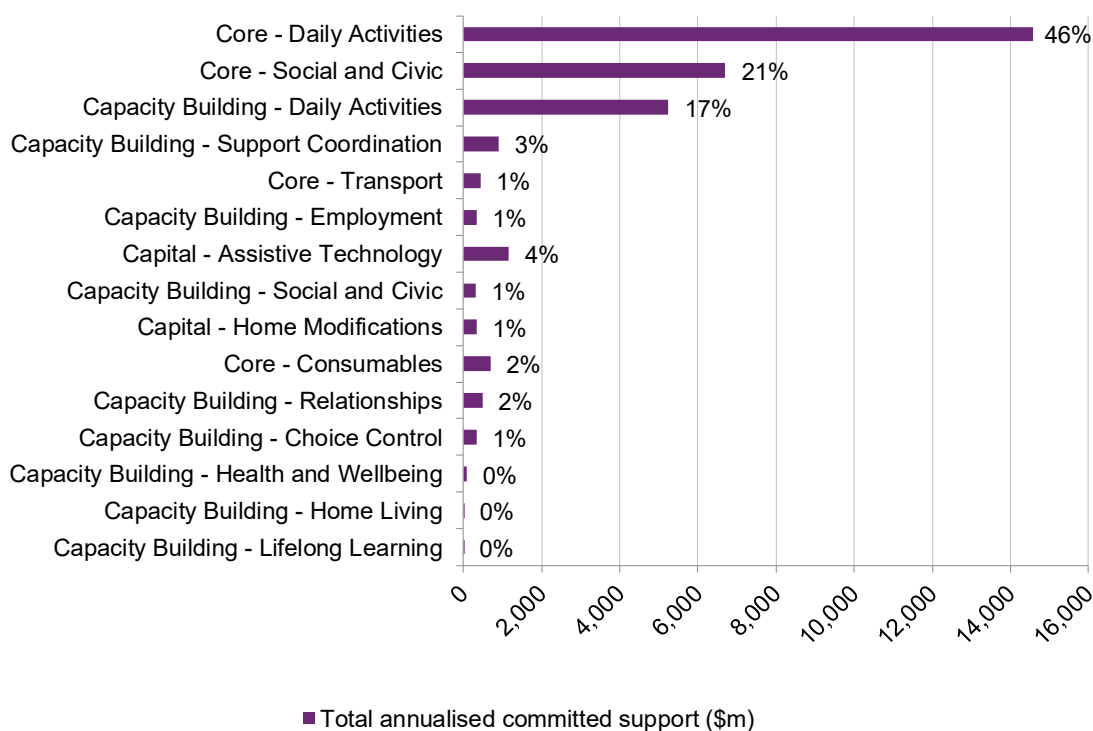


Table E.74 Payments by financial year in which support was provided, compared to committed supports (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	132.7	496.7	939.4	3,233.5	7,740.7	14,560.9	24,571.9	23,615.5
Total Paid	85.8	370.9	704.2	2,185.5	5,431.6	10,387.9	17,183.9	15,612.9
% utilised to date	65%	75%	75%	68%	70%	71%	70%	66%

Figure E.39 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – National

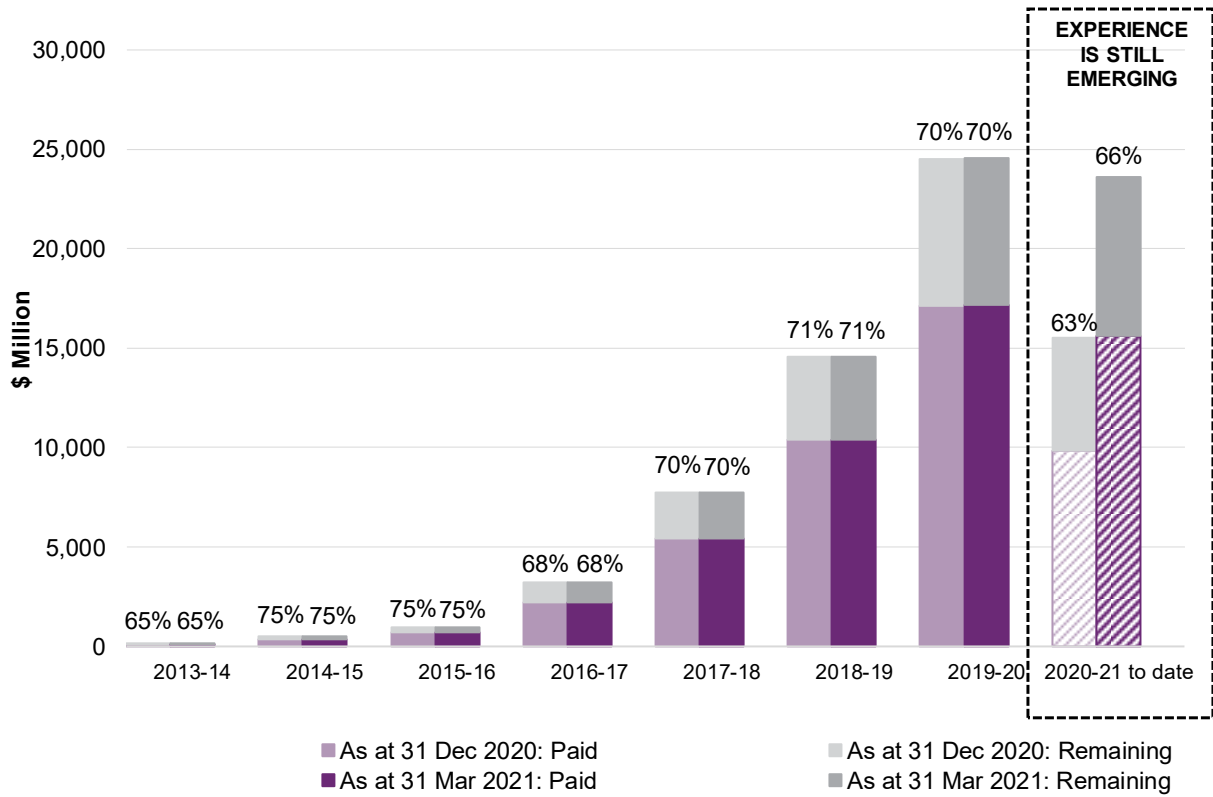


Figure E.40 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – National ⁸⁴

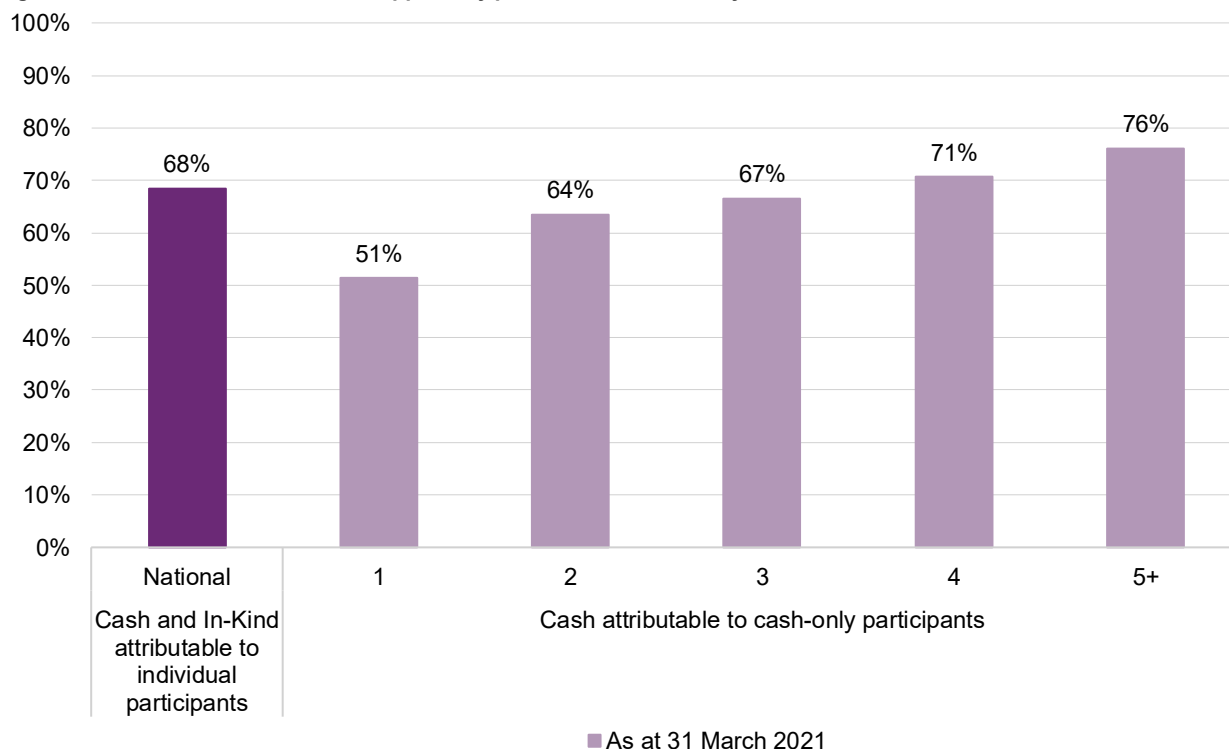
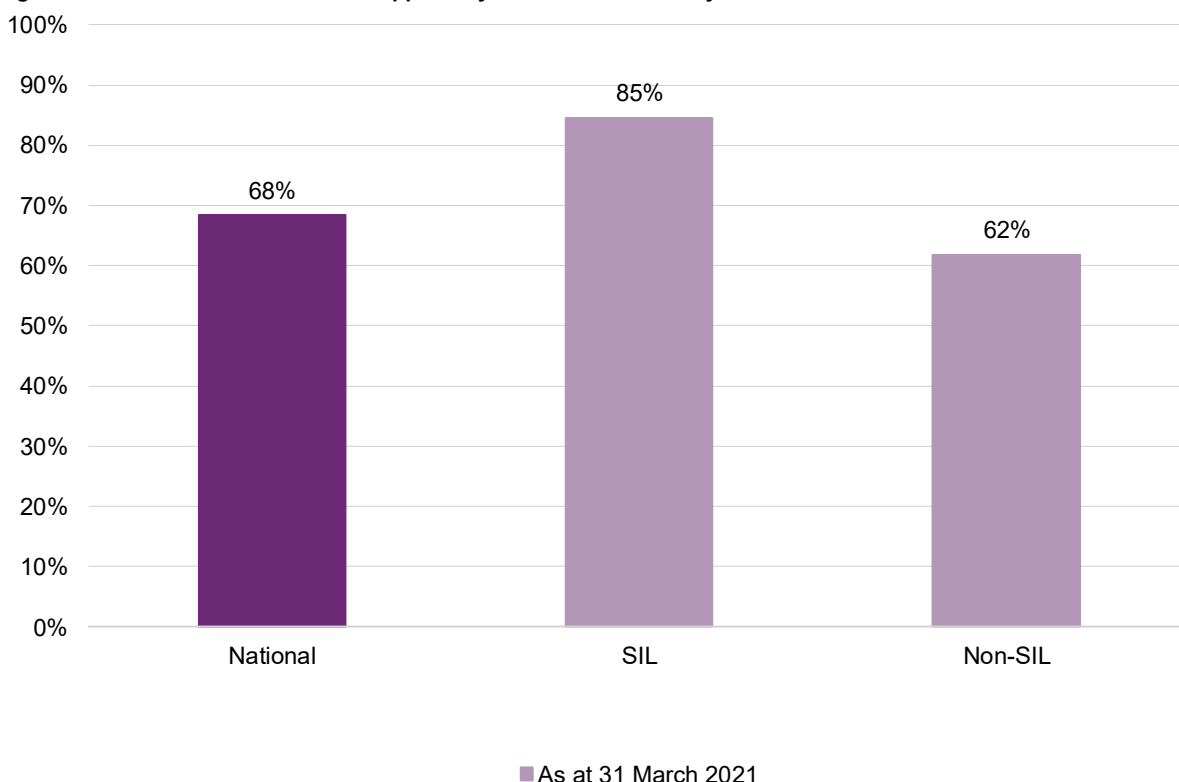


Figure E.41 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – National ⁸⁵



⁸⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

⁸⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure E.42 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – National ⁸⁶

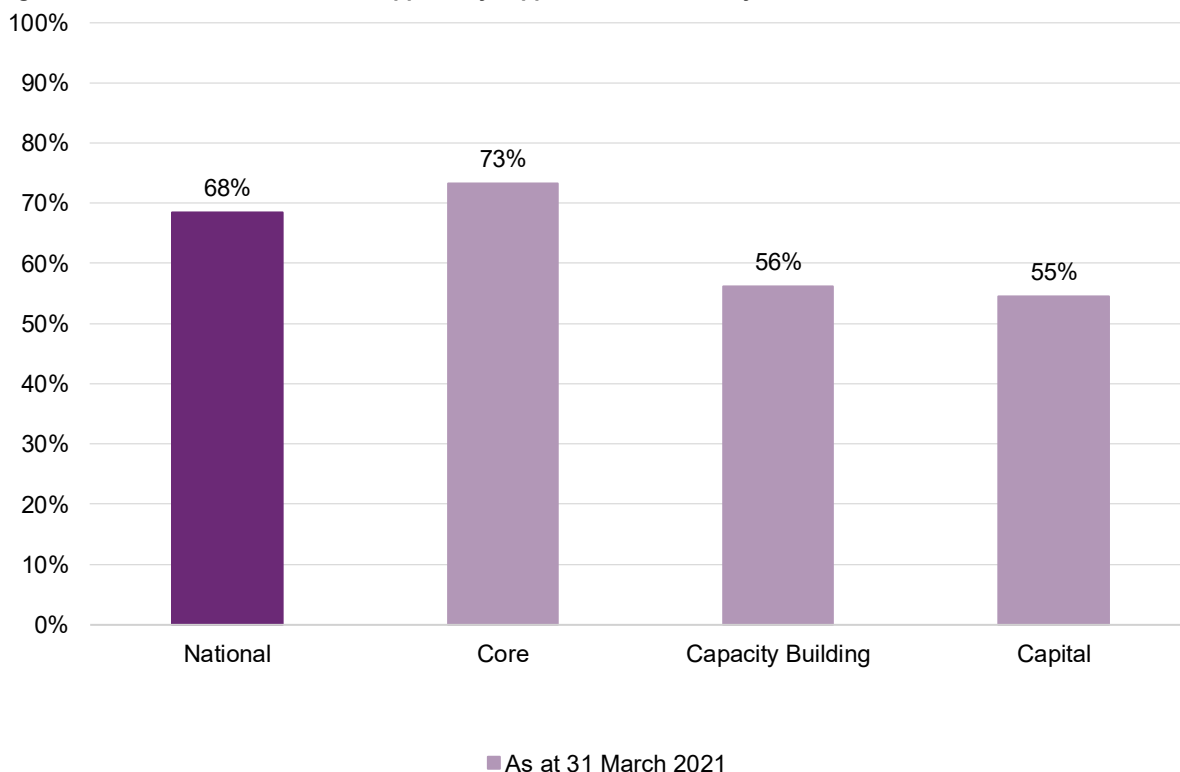
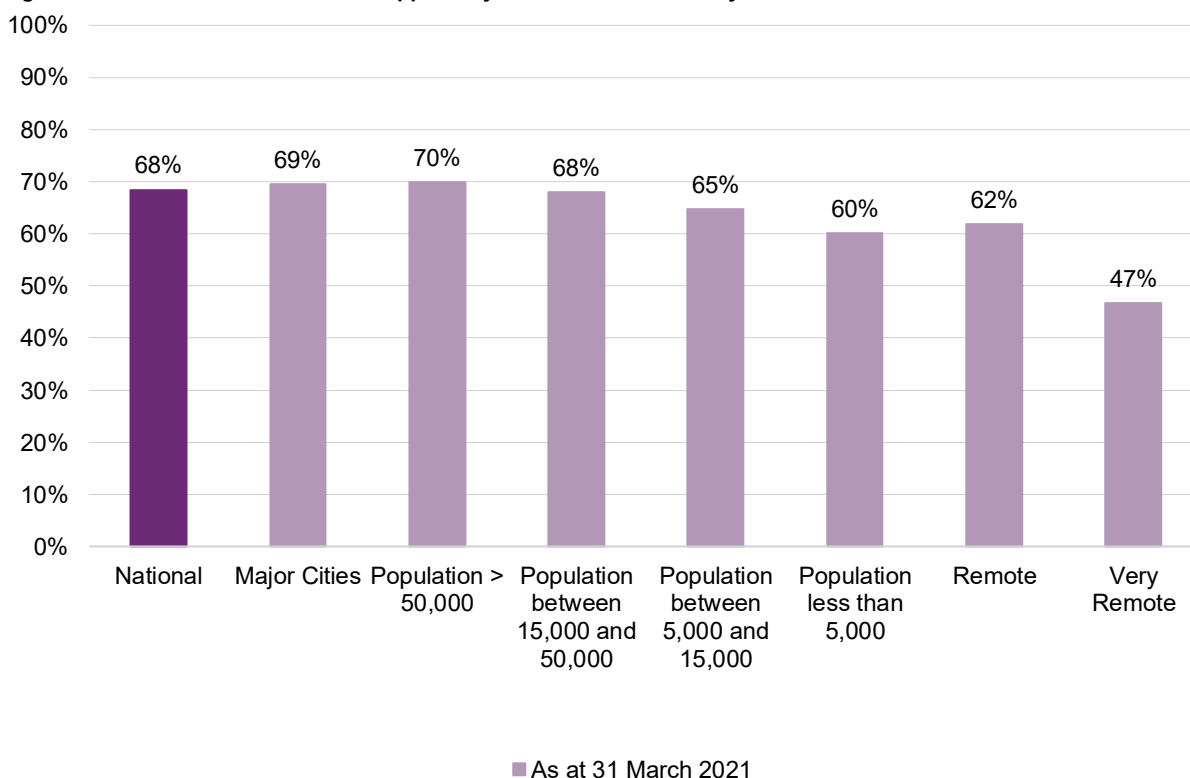


Figure E.43 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – National ⁸⁷



⁸⁶ Ibid.

⁸⁷ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ⁸⁸

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	134,699	5,522	140,221	3,983	144,204

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales ⁸⁹

	Prior Quarters	2020-21 Q3	Total
Access decisions	174,400	7,449	181,849
Active Eligible	137,739	5,327	143,066
<i>New</i>	71,303	5,078	76,381
<i>State</i>	52,869	108	52,977
<i>Commonwealth</i>	13,567	141	13,708
Active Participant Plans (excl ECEI)	134,699	5,522	140,221
<i>New</i>	69,048	5,233	74,281
<i>State</i>	52,258	127	52,385
<i>Commonwealth</i>	13,393	162	13,555
Active Participant Plans	137,877	9,505	144,204
<i>Early Intervention (s25)</i>	33,366	2,480	35,846
<i>Permanent Disability (s24)</i>	101,333	3,042	104,375
<i>ECEI</i>	3,178	3,983	3,983

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – New South Wales

Exits	Total
Total participant exits	6,256
<i>Early Intervention participants</i>	837
<i>Permanent disability participants</i>	5,419

⁸⁸ 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.

⁸⁹ 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 ^{90 91}

	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	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
End of 2019-20 Q4	52,602	13,079	58,944	2,514	127,139
End of 2020-21 Q1	52,575	13,260	64,283	2,900	133,018
End of 2020-21 Q2	52,547	13,428	69,427	3,178	138,580
End of 2020-21 Q3	52,385	13,555	74,281	3,983	144,204

Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales ^{92 93 94 95}

	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	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
End of 2019-20 Q4	28,698	95,927	2,514	127,139
End of 2020-21 Q1	31,301	98,817	2,900	133,018
End of 2020-21 Q2	33,752	101,650	3,178	138,580
End of 2020-21 Q3	35,846	104,375	3,983	144,204

Table F.6 Assessment of access by age group – New South Wales ⁹⁶

Age Group	Prior Quarters		2020-21 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	39,777	97%	2,111	96%	41,888	97%
7 to 14	26,503	85%	853	73%	27,356	84%
15 to 18	10,835	89%	262	74%	11,097	89%
19 to 24	9,259	90%	159	65%	9,418	89%
25 to 34	11,345	85%	319	66%	11,664	85%
35 to 44	12,241	81%	388	64%	12,629	81%
45 to 54	15,834	76%	512	57%	16,346	76%
55 to 64	20,072	70%	734	52%	20,806	69%
65+	1,087	55%	20	29%	1,107	54%
Missing	<11		<11		<11	
Total	146,954	84%	5,358	72%	152,312	84%

⁹⁰ This table shows the total numbers of active participants at the end of each period.

⁹¹ 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.

⁹² This table shows the total numbers of active participants at the end of each period.

⁹³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁹⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁹⁵ 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.

⁹⁶ 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 support needs than people who approach the Scheme who have not previously received supports.

Table F.7 Assessment of access by disability – New South Wales ⁹⁷

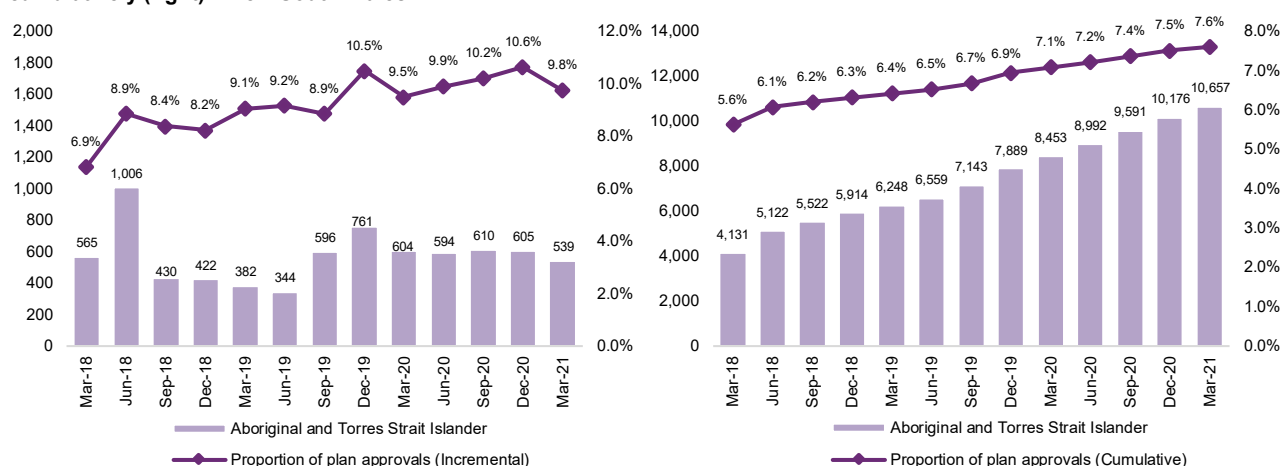
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	4,472	92%	141	88%	4,613	92%
Autism	43,998	96%	1,383	96%	45,381	96%
Cerebral Palsy	5,517	97%	38	86%	5,555	97%
Developmental Delay	10,645	96%	1,217	97%	11,862	96%
Global Developmental Delay	3,021	99%	274	98%	3,295	99%
Hearing Impairment	7,152	86%	214	85%	7,366	86%
Intellectual Disability	30,383	95%	443	85%	30,826	95%
Multiple Sclerosis	2,461	87%	62	68%	2,523	86%
Psychosocial disability	14,162	68%	745	57%	14,907	67%
Spinal Cord Injury	1,798	94%	36	88%	1,834	94%
Stroke	2,569	85%	109	77%	2,678	85%
Visual Impairment	3,069	89%	58	59%	3,127	88%
Other Neurological	7,278	76%	215	66%	7,493	76%
Other Physical	6,531	43%	211	28%	6,742	43%
Other Sensory/Speech	1,437	52%	<11		1,445	51%
Other	957	38%	204	30%	1,161	36%
Missing	1,504	91%	<11		1,504	91%
Total	146,954	84%	5,358	72%	152,312	84%

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		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	10,118	7.5%	539	9.8%	10,657	7.6%
Not Aboriginal and Torres Strait Islander	88,799	65.9%	4,354	78.8%	93,153	66.4%
Not Stated	35,782	26.6%	629	11.4%	36,411	26.0%
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales ⁹⁸



⁹⁷ Ibid.

⁹⁸ 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. Quarterly results are reported based on a rolling 3 year period.

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	14,145	10.5%	701	12.7%	14,846	10.6%
Not culturally and linguistically diverse	120,343	89.3%	4,821	87.3%	125,164	89.3%
Not stated	211	0.2%	<11		211	0.2%
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales⁹⁹

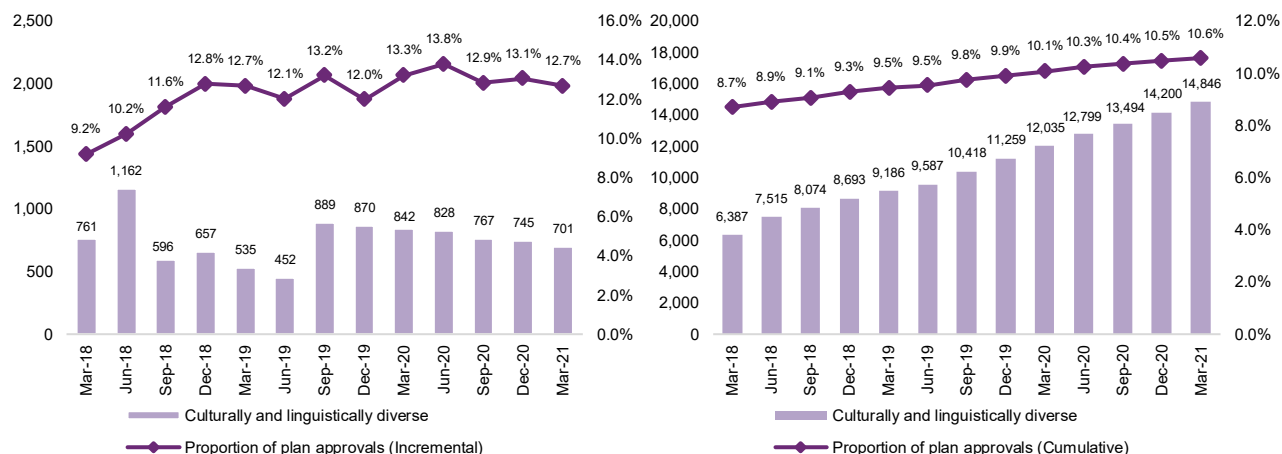
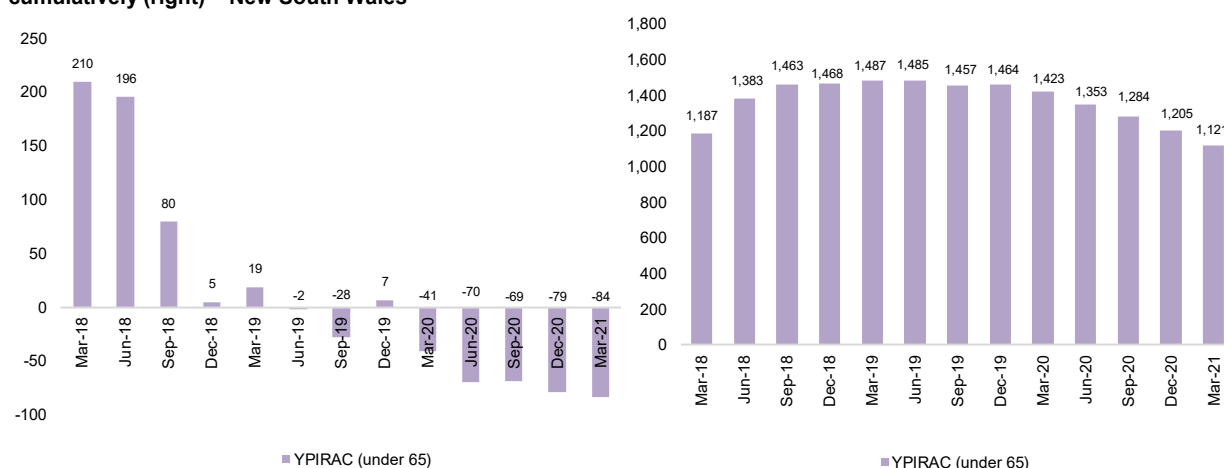


Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – New South Wales¹⁰⁰

	Total
Age group	N
Under 45	27
45 to 54	182
55 to 64	912
Total YPIRAC (under 65)	1,121

Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales¹⁰¹



⁹⁹ Ibid.

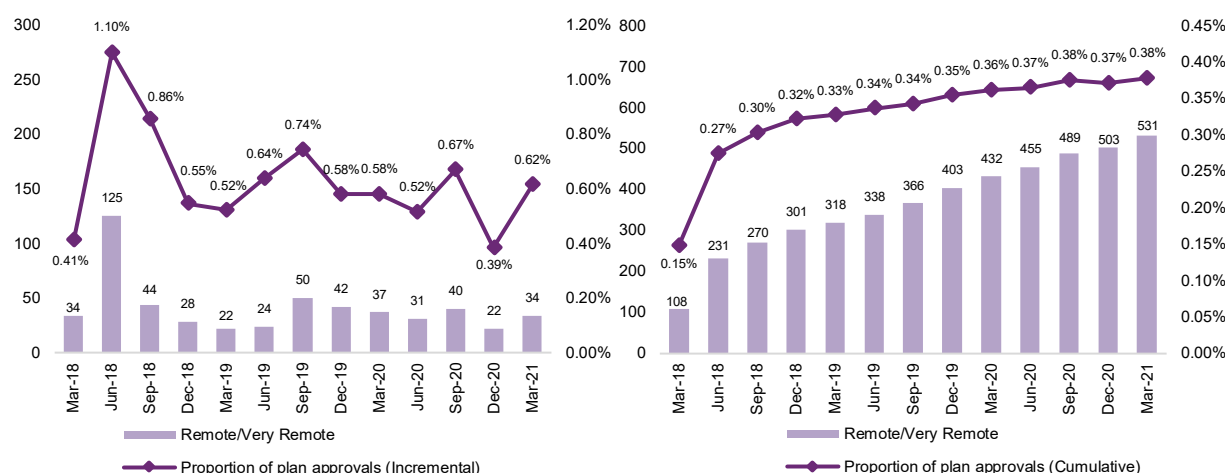
¹⁰⁰ There are a further 681 active participants aged 65 years or over who are currently in residential aged care.

¹⁰¹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.11 Participant profile per quarter by remoteness – New South Wales ^{102 103}

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	94,239	70.0%	3,873	70.1%	98,112	70.0%
Population > 50,000	3,844	2.9%	170	3.1%	4,014	2.9%
Population between 15,000 and 50,000	18,509	13.7%	738	13.4%	19,247	13.7%
Population between 5,000 and 15,000	8,270	6.1%	317	5.7%	8,587	6.1%
Population less than 5,000	9,337	6.9%	390	7.1%	9,727	6.9%
Remote	432	0.3%	26	0.5%	458	0.3%
Very Remote	65	0.0%	<11		73	0.1%
Missing	<11		<11		<11	
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{104 105}



¹⁰² The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁰³ This table is based on the Modified Monash Model (MMM) measure of remoteness.

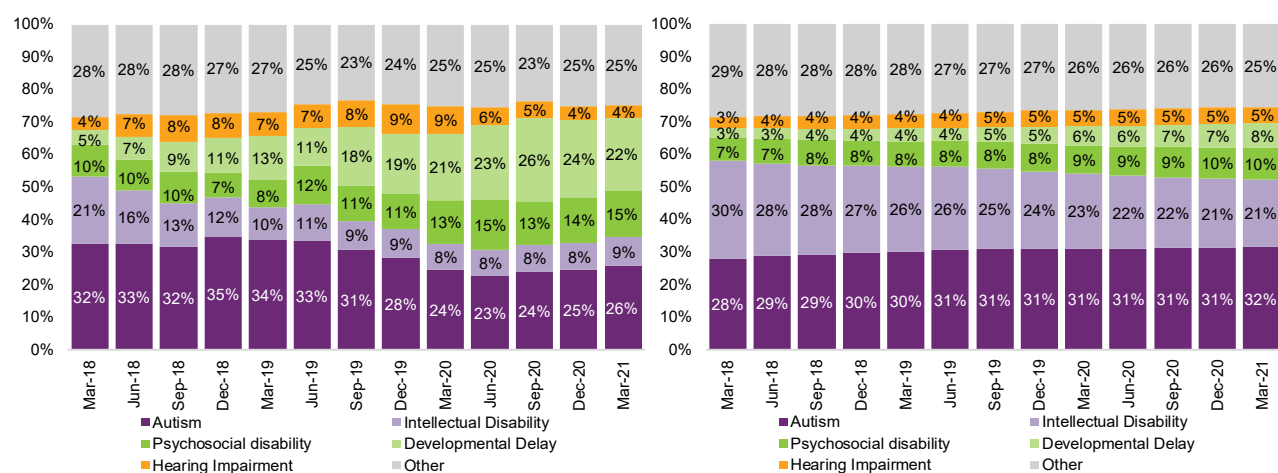
¹⁰⁴ Ibid.

¹⁰⁵ 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. Quarterly results are reported based on a rolling 3 year period.

Table F.12 Participant profile per quarter by primary disability group – New South Wales ^{106 107 108}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	42,793	32%	1,430	26%	44,223	32%
Intellectual Disability	28,617	21%	476	9%	29,093	21%
Psychosocial disability	12,870	10%	803	15%	13,673	10%
Developmental Delay	9,380	7%	1,226	22%	10,606	8%
Hearing Impairment	6,809	5%	219	4%	7,028	5%
Other Neurological	5,918	4%	235	4%	6,153	4%
Other Physical	5,344	4%	203	4%	5,547	4%
Cerebral Palsy	5,319	4%	41	1%	5,360	4%
ABI	3,982	3%	127	2%	4,109	3%
Global Developmental Delay	2,816	2%	276	5%	3,092	2%
Visual Impairment	2,822	2%	63	1%	2,885	2%
Multiple Sclerosis	2,317	2%	64	1%	2,381	2%
Stroke	2,266	2%	110	2%	2,376	2%
Spinal Cord Injury	1,635	1%	45	1%	1,680	1%
Other	740	1%	192	3%	932	1%
Other Sensory/Speech	1,071	1%	12	0%	1,083	1%
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁹



¹⁰⁶ Table order based on national proportions (highest to lowest).

¹⁰⁷ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁰⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in New South Wales (3,722).

¹⁰⁹ 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. Quarterly results are reported based on a rolling 3 year period.

Table F.13 Participant profile per quarter by level of function – New South Wales ¹¹⁰

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	11,604	9%	1,212	22%	12,816	9%
2 (High Function)	217	0%	<11		226	0%
3 (High Function)	6,936	5%	400	7%	7,336	5%
4 (High Function)	10,709	8%	385	7%	11,094	8%
5 (High Function)	9,937	7%	456	8%	10,393	7%
6 (Moderate Function)	26,844	20%	1,075	19%	27,919	20%
7 (Moderate Function)	8,923	7%	203	4%	9,126	7%
8 (Moderate Function)	8,028	6%	344	6%	8,372	6%
9 (Moderate Function)	693	1%	23	0%	716	1%
10 (Moderate Function)	13,823	10%	527	10%	14,350	10%
11 (Low Function)	5,142	4%	76	1%	5,218	4%
12 (Low Function)	20,196	15%	667	12%	20,863	15%
13 (Low Function)	8,715	6%	132	2%	8,847	6%
14 (Low Function)	2,808	2%	12	0%	2,820	2%
15 (Low Function)	50	0%	<11		51	0%
Missing	74		<11		74	
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹¹¹

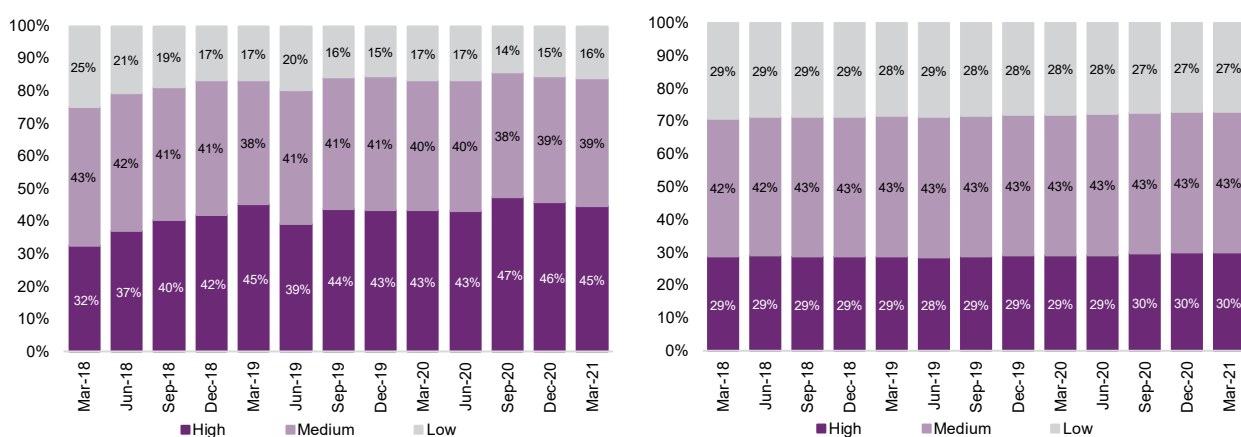


Table F.14 Participant profile per quarter by age group – New South Wales

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	20,227	15%	2,084	38%	22,311	16%
7 to 14	34,319	25%	940	17%	35,259	25%
15 to 18	10,018	7%	293	5%	10,311	7%
19 to 24	12,574	9%	165	3%	12,739	9%
25 to 34	11,968	9%	309	6%	12,277	9%
35 to 44	10,905	8%	398	7%	11,303	8%
45 to 54	13,205	10%	530	10%	13,735	10%
55 to 64	16,072	12%	751	14%	16,823	12%
65+	5,411	4%	52	1%	5,463	4%
Total	134,699	100%	5,522	100%	140,221	100%

¹¹⁰ The distributions are calculated excluding participants with a missing level of function.

¹¹¹ 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. Quarterly results are reported based on a rolling 3 year period.

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹¹²

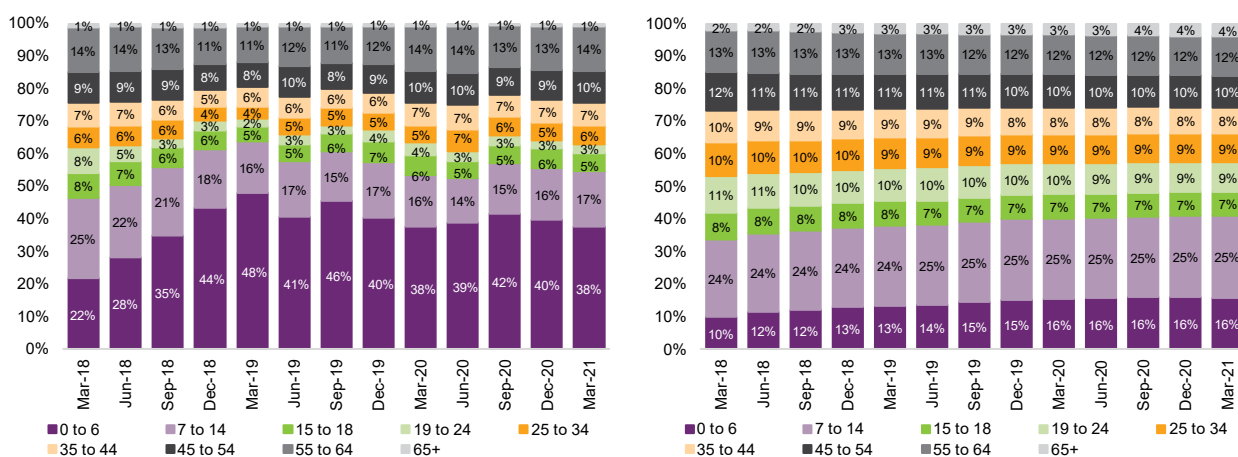


Table F.15 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	84,679	63%	3,419	62%	88,098	63%
Female	48,586	36%	2,033	37%	50,619	36%
Other	1,434	1%	70	1%	1,504	1%
Total	134,699	100%	5,522	100%	140,221	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹¹³

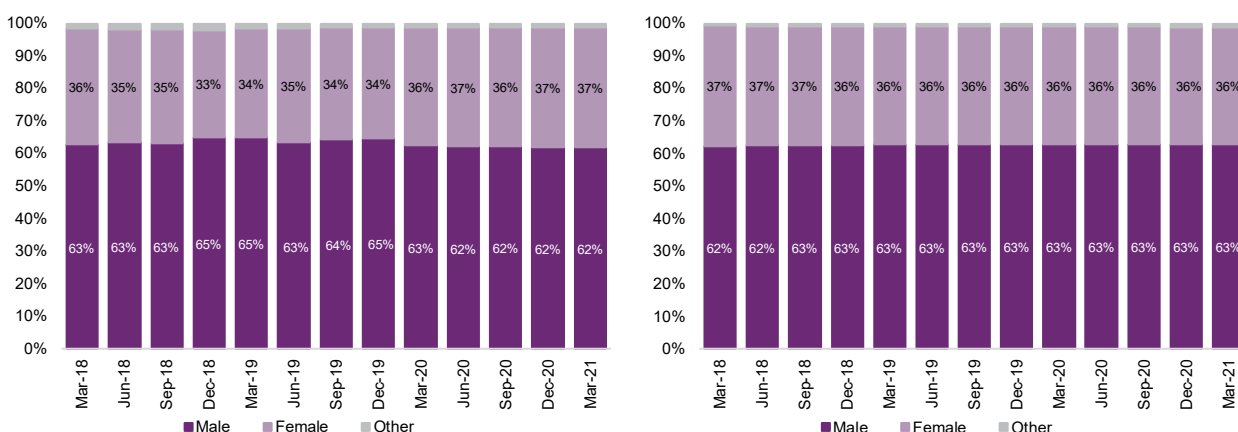


Table F.16 Participation rates by age group – New South Wales ¹¹⁴

	NSW
0-6	3.24%
7-14	4.44%
15-18	2.76%
19-24	1.96%
25-34	1.01%
35-44	1.06%
45-54	1.39%
55-64	1.81%
Total (aged 0-64)	2.01%

¹¹² Ibid.

¹¹³ Ibid.

¹¹⁴ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table F.17 Number of baseline questionnaires completed by SFOF version – New South Wales ¹¹⁵

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	2,888	5,646	5,656	8,832	5,737	28,759
Participant school to 14	7,541	10,765	4,969	5,894	3,830	32,999
Participant 15 to 24	5,936	5,952	1,461	2,336	1,412	17,097
Participant 25 and over	14,279	16,479	5,384	8,617	5,961	50,720
Total Participant	30,644	38,842	17,470	25,679	16,940	129,575
Family 0 to 14	9,646	15,947	10,461	14,513	9,391	59,958
Family 15 to 24	1,391	3,876	1,085	1,636	994	8,982
Family 25 and over	379	4,441	1,752	2,473	1,513	10,558
Total Family	11,416	24,264	13,298	18,622	11,898	79,498
Total	42,060	63,106	30,768	44,301	28,838	209,073

Table F.18 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	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		67%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			36%	59%
CC	% who choose what they do each day			46%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	26%
CC	% who want more choice and control in their life			79%	76%

¹¹⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table F.19 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	61%	63%		
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		37%		
REL	Of these, % who are welcomed or actively included	63%	74%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			31%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			30%	32%

Table F.20 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		63%		
HM	% who are happy with their home			81%	70%
HM	% who feel safe or very safe in their home			85%	70%
HW	% who rate their health as good, very good or excellent			68%	42%
HW	% who did not have any difficulties accessing health services			67%	62%
LL	% who currently attend or previously attended school in a mainstream class			35%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				62%
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%	24%
WK	% who volunteer			11%	11%

Table F.21 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	18%	23%	21%
% receiving Carer Allowance	40%	43%	29%
% working in a paid job	48%	52%	38%
Of those in a paid job, % in permanent employment	77%	76%	79%
Of those in a paid job, % working 15 hours or more	80%	86%	86%
% who say they (and their partner) are able to work as much as they want	44%	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	84%	89%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	31%	21%
% able to advocate for their child/family member	79%	68%	62%
% who have friends and family they see as often as they like	51%	47%	47%
% 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		36%	
% 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	77%	63%	60%

Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=6,292) - participants who entered from 1 July 2016 and 31 March 2020 – New South Wales¹¹⁶

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	93%
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?	82%
S/CP Has the NDIS improved how your child fits into community life?	68%

Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,660) - participants who entered between 1 July 2016 and 31 March 2020 – New South Wales

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?	45%
REL Has the NDIS improved your child's relationships with family and friends?	54%
S/CP Has the NDIS improved your child's social and recreational life?	47%

¹¹⁶ Results in Tables F.22 to F.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,796) and ‘Participant 25 and over’ (n=12,158) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	58%	72%
DL	Has the NDIS helped you with daily living activities?	55%	73%
REL	Has the NDIS helped you to meet more people?	44%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	53%
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%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	19%
S/CP	Has the NDIS helped you be more involved?	50%	58%

Table F.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,736); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,728) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	68%	50%
Has the NDIS improved the level of support for your family?	73%	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?	75%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	50%	36%

Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,459) - participants who entered between 1 July 2016 and 31 March 2019 – New South Wales¹¹⁷

	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%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	+4%
REL	Has the NDIS improved how your child fits into family life?	78%	82%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	65%	68%	+4%

Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=9,485) - participants who entered between 1 July 2016 and 31 March 2019 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	67%	+8%
LL	Has the NDIS improved your child's access to education?	40%	45%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	55%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	+5%

¹¹⁷ Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table F.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,164) and ‘Participant 25 and over’ (n=10,657) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	66%	+7%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+7%	70%	78%	+9%
REL	Has the NDIS helped you to meet more people?	49%	52%	+2%	51%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+3%	49%	55%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	0%	28%	29%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	57%	+4%	57%	64%	+7%

Table F.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=11,806); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,764) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	64%	+4%	45%	54%	+9%
	Has the NDIS improved the level of support for your family?	65%	71%	+6%	60%	69%	+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?	68%	73%	+6%	56%	66%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	+4%			
	Has the NDIS improved your health and wellbeing?	42%	44%	+2%	31%	35%	+4%

Table F.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,271) - participants who entered between 1 July 2016 and 31 March 2018 – New South Wales ¹¹⁸

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	97%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	97%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	89%	+4%
REL	Has the NDIS improved how your child fits into family life?	74%	78%	82%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	62%	67%	70%	+8%

Table F.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=7,083) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	54%	62%	66%	+12%
LL	Has the NDIS improved your child's access to education?	34%	38%	41%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	52%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	44%	46%	+7%

Table F.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,497) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	65%	69%	+9%
Has the NDIS helped you with daily living activities?	57%	65%	70%	+13%
Has the NDIS helped you to meet more people?	51%	54%	57%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	18%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	47%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	37%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	17%	-2%
Has the NDIS helped you be more involved?	54%	58%	62%	+8%

¹¹⁸ Results in Tables F.30 to F.35 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table F.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=9,196) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	66%	74%	78%	+12%
Has the NDIS helped you with daily living activities?	69%	79%	82%	+13%
Has the NDIS helped you to meet more people?	52%	60%	64%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	49%	56%	59%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	32%	32%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	21%	-2%
Has the NDIS helped you be more involved?	59%	66%	70%	+12%

Table F.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=5,546) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	53%	57%	61%	+8%
Has the NDIS improved the level of support for your family?	56%	65%	67%	+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?	61%	69%	72%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	73%	76%	+9%
Has the NDIS improved your health and wellbeing?	35%	38%	39%	+4%

Table F.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,393) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	55%	+12%
Has the NDIS improved the level of support for your family?	59%	64%	70%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	56%	62%	68%	+12%
Has the NDIS improved your health and wellbeing?	32%	32%	35%	+3%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

Table F.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=2,457) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales¹¹⁹

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	53%	62%	66%	67%	+13%
LL	Has the NDIS improved your child's access to education?	36%	37%	39%	40%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	48%	52%	52%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	48%	47%	+5%

Table F.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,762) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	59%	64%	66%	68%	+8%
DL	Has the NDIS helped you with daily living activities?	58%	66%	69%	72%	+13%
REL	Has the NDIS helped you to meet more people?	54%	57%	56%	57%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	21%	19%	19%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	46%	48%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	39%	37%	37%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	15%	16%	-4%
S/CP	Has the NDIS helped you be more involved?	57%	60%	60%	61%	+5%

¹¹⁹ Results in Tables F.36 to F.40 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table F.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,941) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	73%	76%	79%	+13%
DL	Has the NDIS helped you with daily living activities?	69%	78%	82%	85%	+16%
REL	Has the NDIS helped you to meet more people?	51%	60%	62%	66%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	33%	36%	37%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	59%	63%	+12%
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%	30%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	20%	-2%
S/CP	Has the NDIS helped you be more involved?	60%	65%	70%	73%	+13%

Table F.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,295) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	54%	55%	59%	+11%
	Has the NDIS improved the level of support for your family?	53%	61%	63%	66%	+13%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	63%	66%	69%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	70%	71%	73%	+11%
	Has the NDIS improved your health and wellbeing?	33%	36%	36%	35%	+2%

Table F.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=255) - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	51%	56%	58%	+10%
	Has the NDIS improved the level of support for your family?	55%	67%	68%	70%	+15%
	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%	67%	+9%
	Has the NDIS improved your health and wellbeing?	29%	29%	33%	35%	+6%

Table F.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,838), 'participant social and community engagement rate' (n=16,013) and 'parent and carer employment rate' (n=14,019) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – New South Wales ¹²⁰

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	11%	15%	19%	24%
Aged 25+	27%	26%	26%	
Aged 15+	23%	23%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	39%	43%	50%
Aged 25+	35%	41%	45%	
Aged 15+	34%	40%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	49%	52%	52%	50%
Aged 15+	45%	46%	45%	
All ages	48%	51%	50%	

Table F.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,088), 'participant social and community engagement rate' (n=14,283) and 'parent and carer employment rate' (n=6,203) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – New South Wales ¹²¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	16%	19%	23%	24%
Aged 25+	29%	30%	25%	27%	
Aged 15+	25%	26%	23%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	40%	46%	47%	50%
Aged 25+	36%	42%	46%	50%	
Aged 15+	35%	42%	46%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	47%	50%	52%	52%	50%
Aged 15+	48%	52%	52%	48%	
All ages	47%	50%	52%	51%	

¹²⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

¹²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table F.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,801), 'participant social and community engagement rate' (n=4,950) and 'parent and carer employment rate' (n=1,056) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – New South Wales ¹²²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	11%	15%	20%	25%	30%	24%
Aged 25+	25%	25%	23%	20%	21%	
Aged 15+	22%	23%	23%	21%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	32%	39%	46%	49%	50%	50%
Aged 25+	35%	38%	47%	49%	52%	
Aged 15+	34%	39%	47%	49%	52%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	44%	49%	52%	57%	56%	50%
Aged 15+	51%	55%	53%	54%	54%	
All ages	45%	49%	52%	57%	56%	

Table F.44 Number of active plans by goal type and primary disability – New South Wales ¹²³

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	1,006	3,090	2,131	686	1,077	3,183	1,561	985	4,109
Autism	5,843	38,027	12,076	14,258	18,291	24,628	2,498	6,481	44,223
Cerebral Palsy	1,100	4,513	2,815	1,054	1,286	3,457	1,180	902	5,360
Developmental Delay	653	9,860	2,535	5,277	3,738	3,214	10	7	10,606
Down Syndrome	703	3,052	1,611	871	1,083	2,735	771	951	3,722
Global Developmental Delay	194	2,874	829	1,585	1,152	930	5	1	3,092
Hearing Impairment	1,197	5,824	1,310	1,701	1,053	2,591	572	1,381	7,028
Intellectual Disability	5,371	19,672	9,524	6,137	8,444	17,946	5,859	8,287	25,371
Multiple Sclerosis	552	2,018	1,627	177	346	1,547	800	378	2,381
Psychosocial disability	2,809	9,801	7,599	2,876	3,466	10,654	4,785	4,137	13,673
Spinal Cord Injury	451	1,442	1,019	174	217	1,155	553	433	1,680
Stroke	569	1,951	1,267	290	383	1,741	858	365	2,376
Visual Impairment	681	2,524	924	666	363	1,853	614	681	2,885
Other Neurological	1,294	4,891	3,393	804	1,240	4,401	2,150	825	6,153
Other Physical	1,162	4,739	2,937	611	627	3,125	1,450	1,005	5,547
Other Sensory/Speech	117	920	207	374	369	390	16	53	1,083
Other	174	784	430	155	177	576	240	158	932
Total	23,876	115,982	52,234	37,696	43,312	84,126	23,922	27,030	140,221

¹²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

¹²³ 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.45 Number of goals in active plans by goal type and primary disability – New South Wales ¹²⁴

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	1,172	5,535	2,581	825	1,185	3,876	1,681	1,040	17,895
Autism	6,920	99,726	15,183	20,187	21,813	29,729	2,616	6,890	203,064
Cerebral Palsy	1,331	10,518	3,597	1,361	1,422	4,311	1,265	953	24,758
Developmental Delay	739	34,368	3,211	7,852	4,382	3,619	10	7	54,188
Down Syndrome	837	6,833	1,906	1,159	1,256	3,521	817	989	17,318
Global Developmental Delay	219	10,109	1,060	2,391	1,369	1,044	5	1	16,198
Hearing Impairment	1,421	11,637	1,544	2,169	1,179	2,979	597	1,446	22,972
Intellectual Disability	6,329	38,671	11,474	7,888	9,759	22,399	6,190	8,718	111,428
Multiple Sclerosis	634	3,837	2,149	202	370	1,760	890	391	10,233
Psychosocial disability	3,233	15,994	9,365	3,349	3,792	12,587	5,085	4,301	57,706
Spinal Cord Injury	561	2,852	1,276	194	225	1,385	609	451	7,553
Stroke	677	3,972	1,590	324	408	2,023	939	387	10,320
Visual Impairment	856	5,453	1,083	829	390	2,228	662	720	12,221
Other Neurological	1,527	9,829	4,312	984	1,359	5,162	2,343	861	26,377
Other Physical	1,396	9,865	3,745	742	674	3,641	1,626	1,057	22,746
Other Sensory/Speech	136	2,262	249	520	428	440	18	56	4,109
Other	199	1,685	556	192	197	681	260	166	3,936
Total	28,187	273,146	64,881	51,168	50,208	101,385	25,613	28,434	623,022

Table F.46 Number of active plans by goal type and age group – New South Wales ¹²⁵

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	1,319	20,675	5,841	11,483	8,267	6,820	14	1	22,311
7 to 14	3,925	31,215	8,713	10,614	14,267	17,288	510	304	35,259
15 to 18	1,987	8,435	3,341	2,920	3,990	7,171	740	3,069	10,311
19 to 24	2,966	9,826	4,375	3,362	3,406	8,861	2,708	7,128	12,739
25 to 34	2,966	9,521	5,377	2,625	3,186	8,927	3,543	5,126	12,277
35 to 44	2,619	8,657	5,677	2,038	2,791	8,339	3,573	4,100	11,303
45 to 54	3,165	10,497	7,158	2,169	3,237	10,119	4,641	3,902	13,735
55 to 64	3,752	13,097	8,833	1,998	3,208	12,540	6,002	2,898	16,823
65+	1,177	4,059	2,919	487	960	4,061	2,191	502	5,463
Total	23,876	115,982	52,234	37,696	43,312	84,126	23,922	27,030	140,221

¹²⁴ Participants have set over six million goals in total across Australia since July 2016. The 623,022 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹²⁵ 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.47 Number of goals in active plans by goal type and age group – New South Wales ¹²⁶

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	1,507	72,922	7,571	17,474	9,818	7,652	15	1	116,960
7 to 14	4,629	83,708	11,107	15,029	17,098	20,855	528	308	153,262
15 to 18	2,416	16,861	4,131	3,762	4,661	8,758	783	3,214	44,586
19 to 24	3,494	17,855	5,113	4,100	3,799	10,681	2,831	7,611	55,484
25 to 34	3,582	17,058	6,399	3,110	3,604	10,981	3,778	5,416	53,928
35 to 44	3,101	15,323	7,026	2,407	3,118	10,220	3,807	4,303	49,305
45 to 54	3,688	18,415	9,000	2,480	3,582	12,342	5,022	4,053	58,582
55 to 64	4,411	23,766	10,941	2,267	3,501	14,994	6,478	3,009	69,367
65+	1,359	7,238	3,593	539	1,027	4,902	2,371	519	21,548
Total	28,187	273,146	64,881	51,168	50,208	101,385	25,613	28,434	623,022

¹²⁶ Participants have set over six million goals in total across Australia since July 2016. The 623,022 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.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales¹²⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 241	n = 259
Are you happy with how coming into the NDIS has gone?	88%	85%
Was the person from the NDIS respectful?	97%	96%
Do you understand what will happen next with your plan?	81%	83%
% of participants rating their overall experience as Very Good or Good.	79%	80%
Pre-planning	n = 286	n = 219
Did the person from the NDIS understand how your disability affects your life?	85%	88%
Did you understand why you needed to give the information you did?	98%	96%
Were decisions about your plan clearly explained?	80%	81%
Are you clear on what happens next with your plan?	68%	67%
Do you know where to go for more help with your plan?	73%	78%
% of participants rating their overall experience as Very Good or Good.	80%	84%
Planning	n = 1,319	n = 1,148
Did the person from the NDIS understand how your disability affects your life?	91%	91%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	88%	88%
Are you clear on what happens next with your plan?	84%	84%
Do you know where to go for more help with your plan?	89%	89%
% of participants rating their overall experience as Very Good or Good.	85%	87%
Plan review	n = 4,043	n = 3,777
Did the person from the NDIS understand how your disability affects your life?	82%	82%
Did you feel prepared for your plan review?	86%	87%
Is your NDIS plan helping you to make progress towards your goals?	90%	89%
% of participants rating their overall experience as Very Good or Good.	77%	77%

¹²⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ^{128 129}

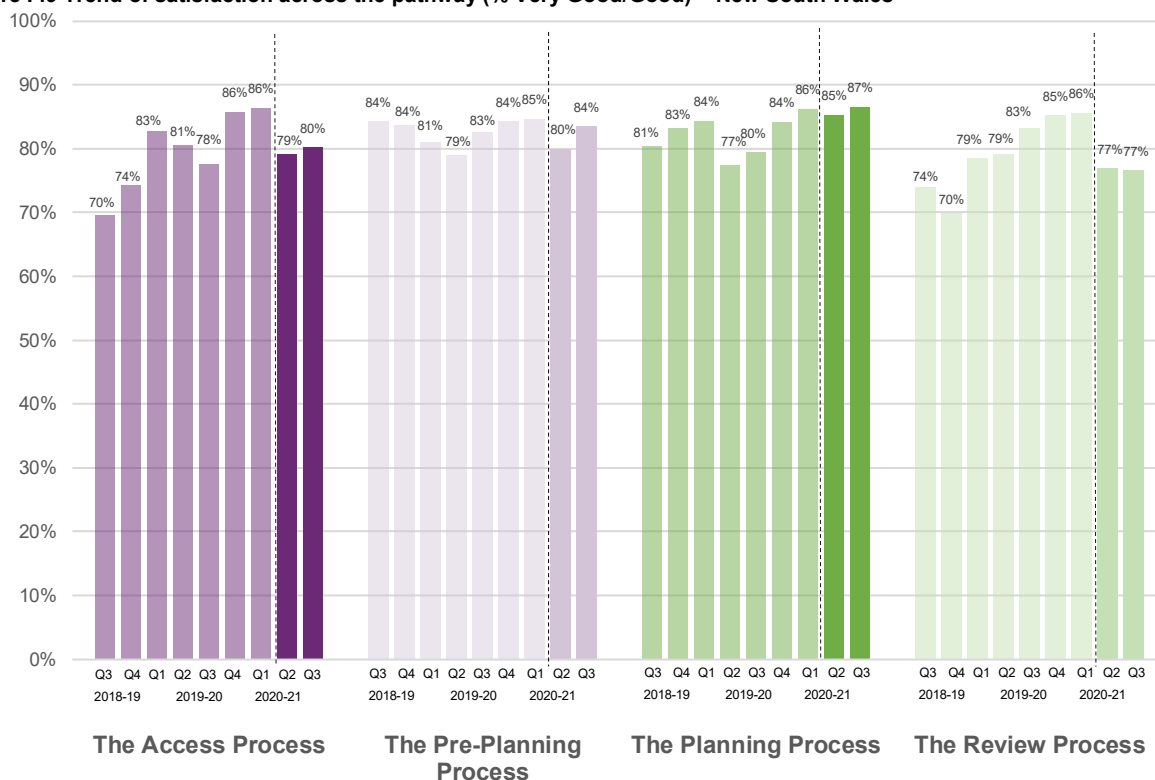
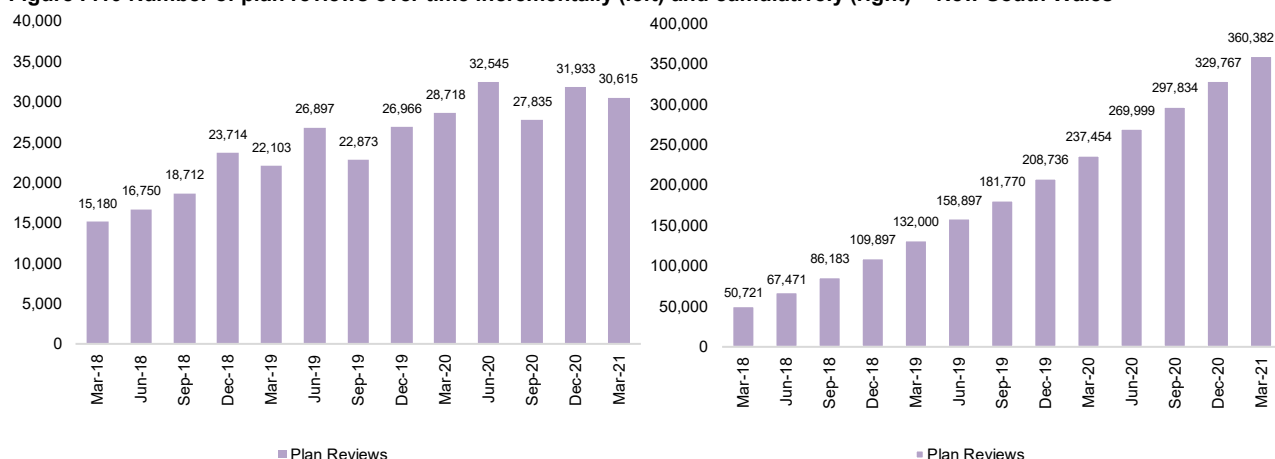


Table F.49 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales ¹³⁰

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	329,767	30,615	360,382
<i>Early intervention plans</i>	56,512	7,496	64,008
<i>Permanent disability plans</i>	273,255	23,119	296,374

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



¹²⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

¹²⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹³⁰ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.50 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

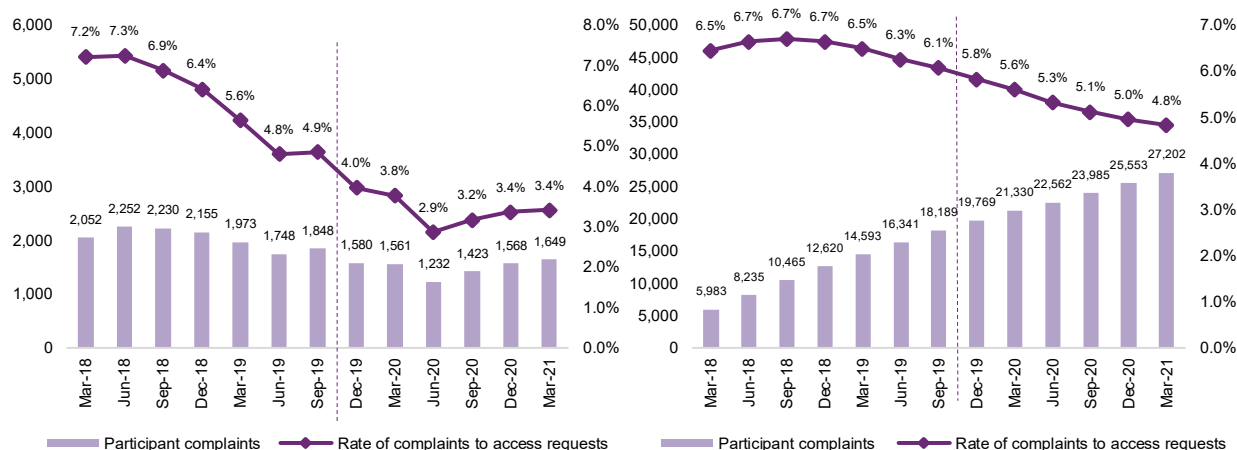
Table F.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table F.52.

Table F.52 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table F.51. The list of complaint types is different to that which appears in Table F.51, as it is based on the options available on the 'My Customer Requests' tile.

Table F.50 Complaints by quarter – New South Wales ^{131 132 133}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	11	4	15	13
Complaint about LAC Partner	192	56	248	231
Complaints about service providers	1,691	101	1,792	1,458
Complaints about the Agency	22,567	1,203	23,770	13,577
Critical/ Reportable Incident	1,128	285	1,413	1,136
Unclassified	1,521	0	1,521	1,330
Total	27,110	1,649	28,759	15,857
Total complaints made since 1 April 2017	25,553	1,649	27,202	
Complaints since 1 April 2017 as % of all access requests	5.0%	3.4%	4.8%	

Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales



¹³¹ Note that 63% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

¹³² % 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.

¹³³ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table F.51 Complaints by type ('My Feedback' tile) – New South Wales

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	249	(19%)
Service Delivery	228	(17%)
Staff conduct	206	(16%)
Provider process	131	(10%)
Provider costs.	138	(11%)
Other	355	(27%)
Total	1,307	
<i>Complaints about the Agency</i>		
Timeliness	5,966	(33%)
Individual needs	2,399	(13%)
Reasonable and necessary supports	2,286	(13%)
Information unclear	735	(4%)
The way the NDIA carried out its decision making	1,219	(7%)
Other	5,397	(30%)
Total	18,002	
<i>Unclassified</i>	1,515	
Participants total	20,824	

Table F.52 Complaints by type ('My Customer Requests' tile) – New South Wales

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(18%)	1	(25%)	3	(20%)
ECEI Process	3	(27%)	1	(25%)	4	(27%)
ECEI Staff	5	(45%)	1	(25%)	6	(40%)
ECEI Timeliness	1	(9%)	1	(25%)	2	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	11		4		15	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	35	(18%)	11	(20%)	46	(19%)
LAC Process	24	(13%)	1	(2%)	25	(10%)
LAC Resources	1	(1%)	0	(0%)	1	(0%)
LAC Staff	112	(58%)	42	(75%)	154	(62%)
LAC Timeliness	17	(9%)	2	(4%)	19	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	192		56		248	
<i>Complaints about service providers</i>						
Provider Finance	44	(11%)	12	(13%)	56	(12%)
Provider Fraud and Compliance	47	(12%)	11	(12%)	58	(12%)
Provider Service	216	(55%)	37	(42%)	253	(52%)
Provider Staff	89	(22%)	29	(33%)	118	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	396		89		485	
<i>Complaints about the Agency</i>						
NDIA Access	239	(5%)	41	(4%)	280	(5%)
NDIA Engagement	4	(0%)	2	(0%)	6	(0%)
NDIA Finance	559	(12%)	105	(9%)	664	(12%)
NDIA Fraud and Compliance	32	(1%)	3	(0%)	35	(1%)
NDIA Plan	1,536	(33%)	426	(37%)	1,962	(34%)
NDIA Process	538	(12%)	126	(11%)	664	(12%)
NDIA Resources	48	(1%)	23	(2%)	71	(1%)
NDIA Staff	379	(8%)	114	(10%)	493	(9%)
NDIA Timeliness	1,276	(28%)	313	(27%)	1,589	(28%)
Quality & Safeguards Commission	4	(0%)	0	(0%)	4	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	4,615		1,153		5,768	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	395	(35%)	42	(15%)	437	(31%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Allegations against a provider	318	(28%)	100	(35%)	418	(30%)
Participant threat	171	(15%)	41	(14%)	212	(15%)
Provider reporting	241	(21%)	102	(36%)	343	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,128		285		1,413	
<i>Unclassified</i>	6		0		6	
Participants total	6,348		1,587		7,935	

Figure F.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – New South Wales ¹³⁴

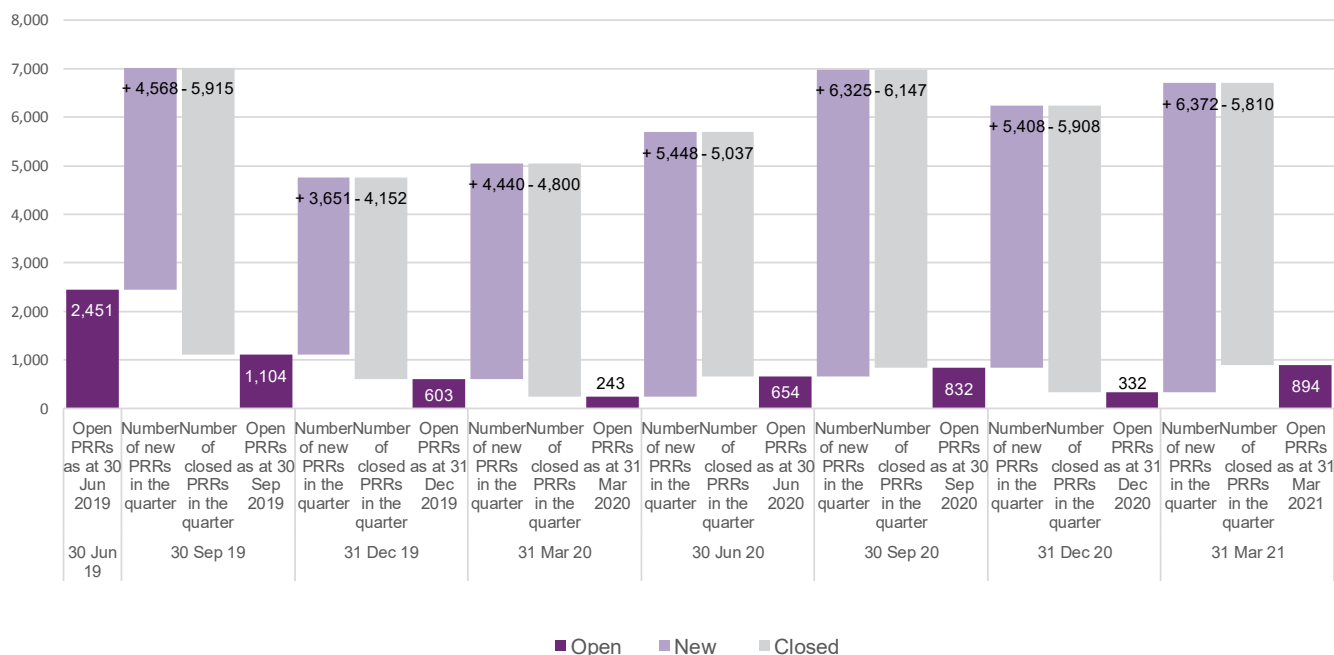
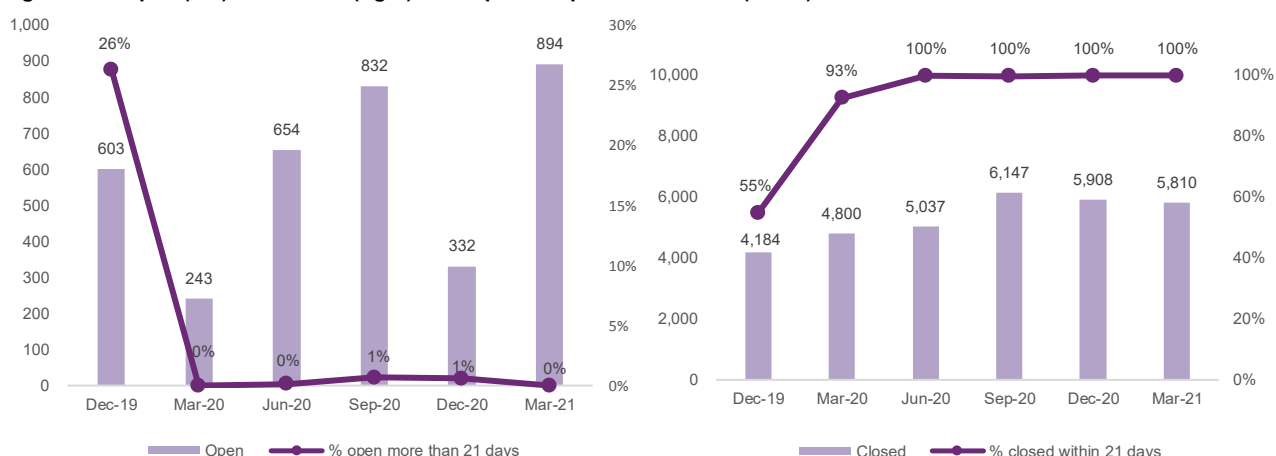


Table F.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales ¹³⁵

	As at 31 March 2021
Open PRRs	894
Number of PRRs open less than 21 days	894
Number of PRRs open more than 21 days	0
New PRRs in the quarter	6,372
Number of PRRs closed in the quarter	5,810
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure F.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – New South Wales ¹³⁶



¹³⁴ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

¹³⁵ 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.

¹³⁶ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

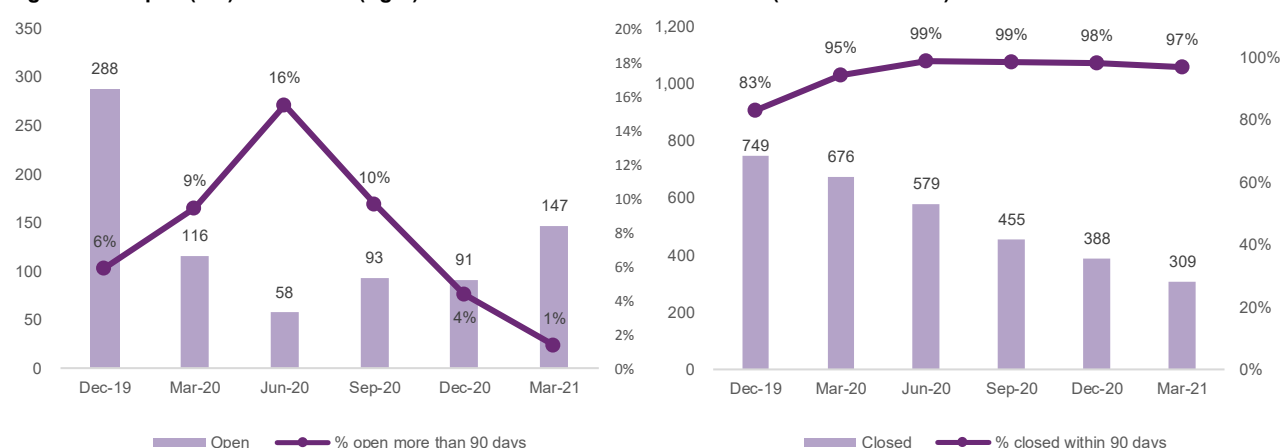
Figure F.14 RoRDs received and closed by quarter and open at the end of each quarter – New South Wales



Table F.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales ^{137 138}

	Access	Planning
Open RoRDs	147	1,514
Number of RoRDs open less than 90 days	145	1,452
Number of RoRDs open more than 90 days	2	62
New RoRDs in the quarter	365	2,536
Number of RoRDs closed in the quarter	309	2,671
Proportion closed within 90 days	97%	92%
Average days RoRDs took to close in the quarter	36	62

Figure F.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – New South Wales ¹³⁹



¹³⁷ 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.

¹³⁸ 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.

¹³⁹ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure F.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales

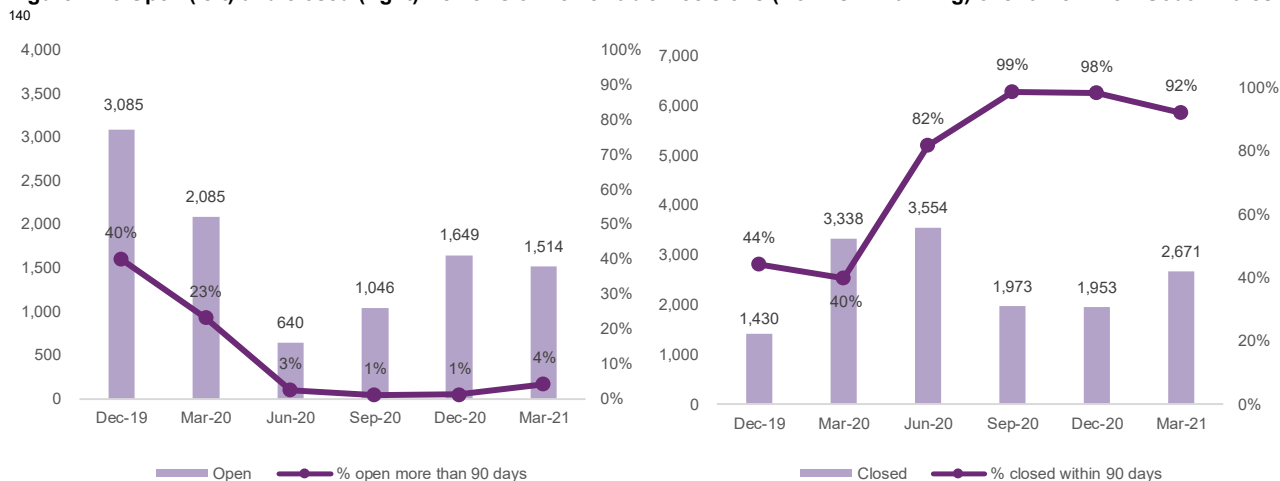
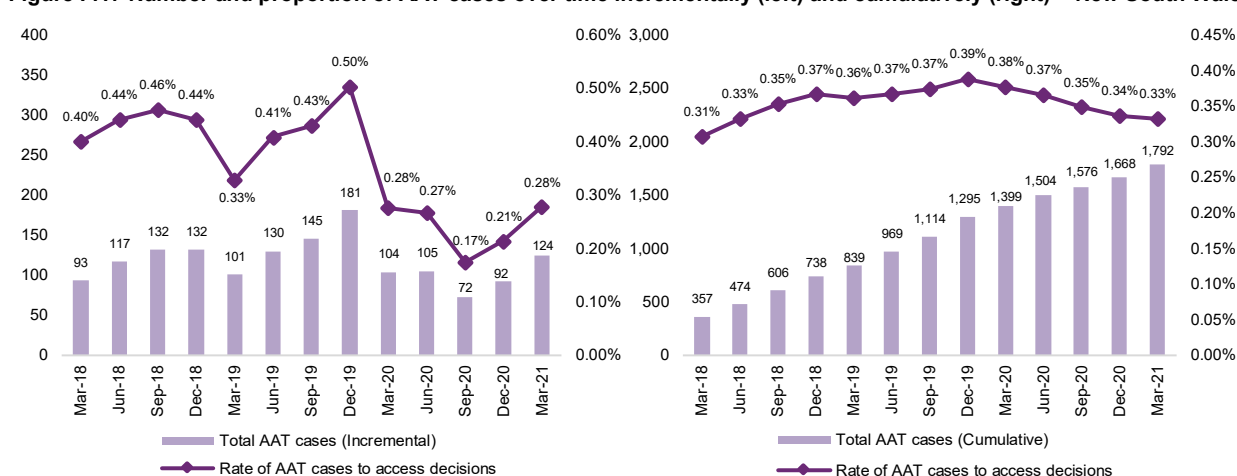


Table F.55 AAT Cases by category – New South Wales ¹⁴¹

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	601	36%	25	20%	626	35%
Plan	807	48%	93	75%	900	50%
Plan Review	164	10%	<11		165	9%
Other	96	6%	<11		101	6%
Total	1,668	100%	124	100%	1,792	100%
% of all access decisions	0.34%		0.28%		0.33%	

Figure F.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales



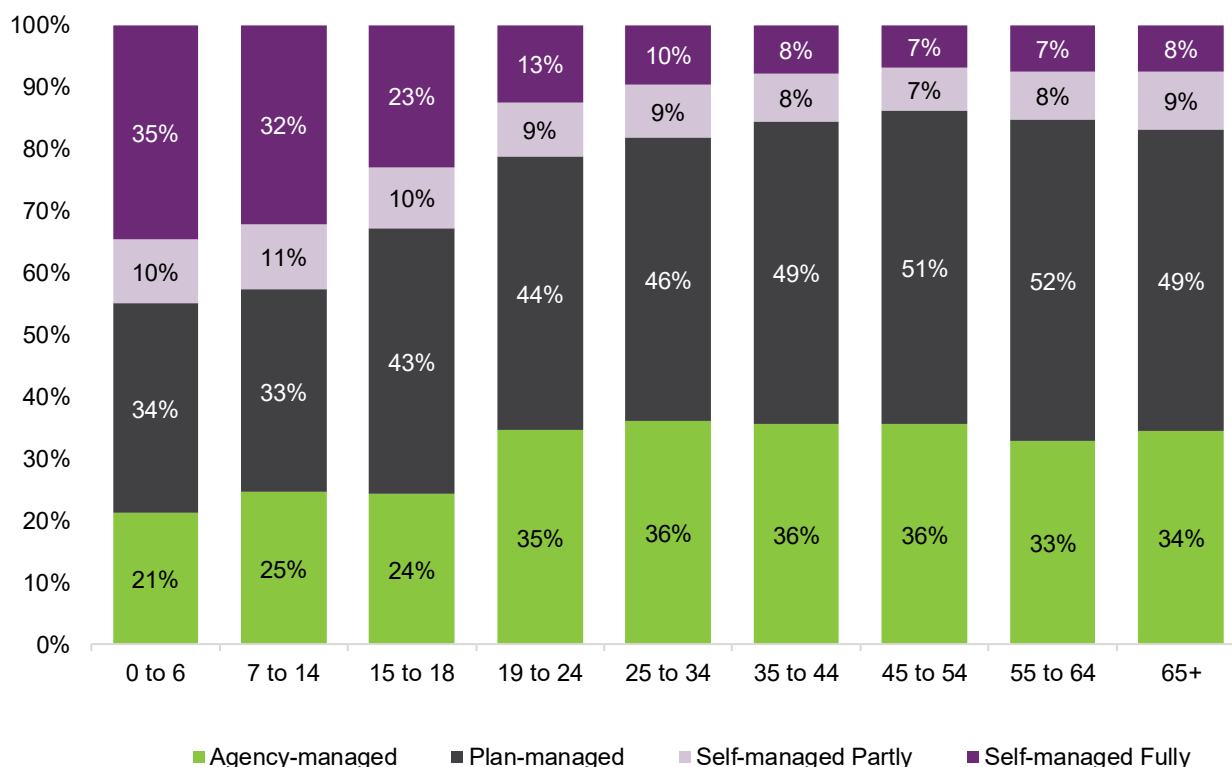
¹⁴⁰ Ibid.

¹⁴¹ % 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 F.56 AAT cases by open/closed and decision – New South Wales ¹⁴²

	N
AAT Cases	1,792
Open AAT Cases	309
Closed AAT Cases	1,483
<i>Resolved before hearing</i>	<i>1,443</i>
<i>Gone to hearing and received a substantive decision</i>	<i>40</i>

Figure F.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – New South Wales ^{143 144}



¹⁴² Of the 40 cases which went to hearing and received a substantive decision: 21 affirmed the Agency's decision, 6 varied the Agency's decision and 13 set aside the Agency's decision.

¹⁴³ For the total number of active participants in each age group, see Table F.14.

¹⁴⁴ Participants can use more than one method to manage their funding. These results are based on 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.

Figure F.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – New South Wales ^{145 146}

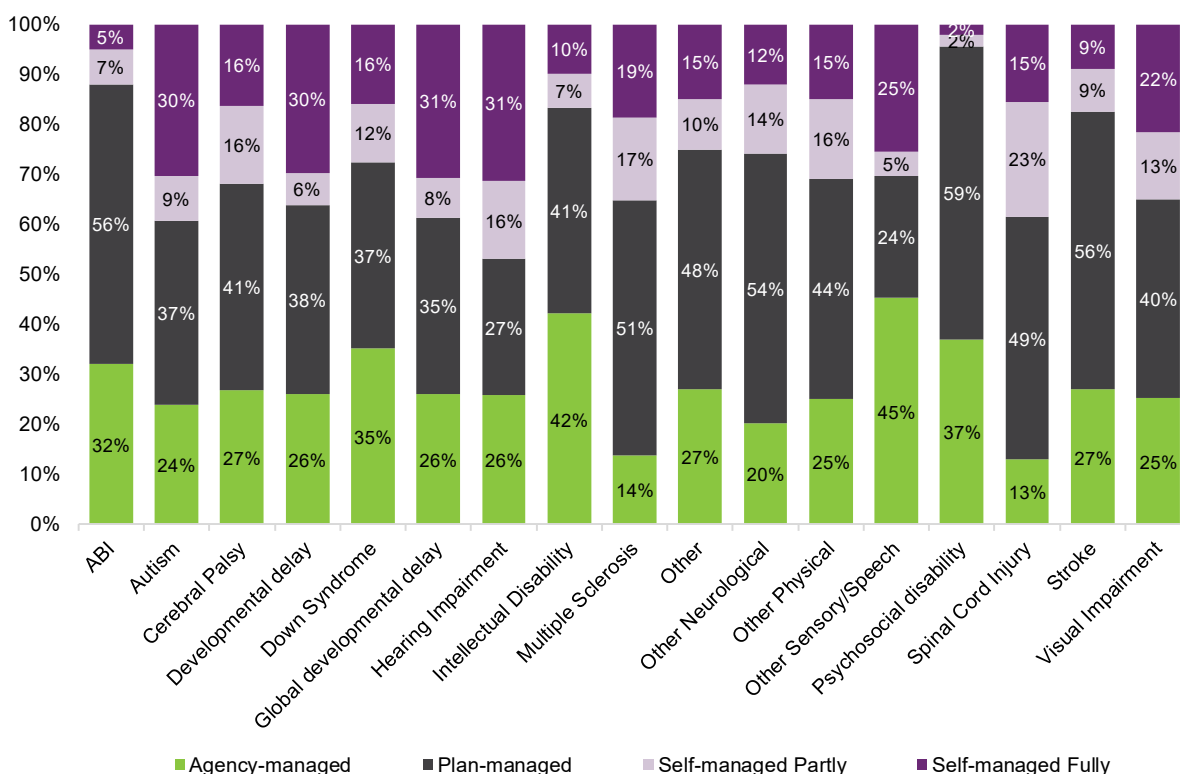
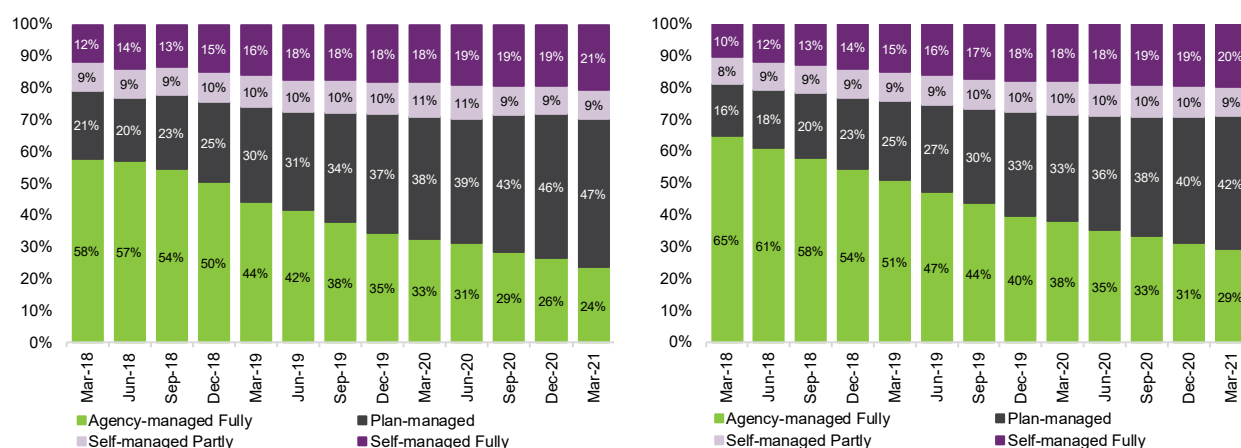


Table F.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁴⁷

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	19%	21%	20%
Self-managed partly	9%	9%	9%
Plan-managed	40%	47%	42%
Agency-managed	31%	24%	29%
Total	100%	100%	100%

Figure F.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁸



¹⁴⁵ For the total number of active participants in each primary disability group, see Table F.12.

¹⁴⁶ Participants can use more than one method to manage their funding. These results are based on 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.

¹⁴⁷ Ibid.

¹⁴⁸ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2020-21 Q3	Total
Self-managed	10%	12%	10%
Plan-managed	26%	43%	28%
Agency-managed	64%	44%	62%
Total	100%	100%	100%

Figure F.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales

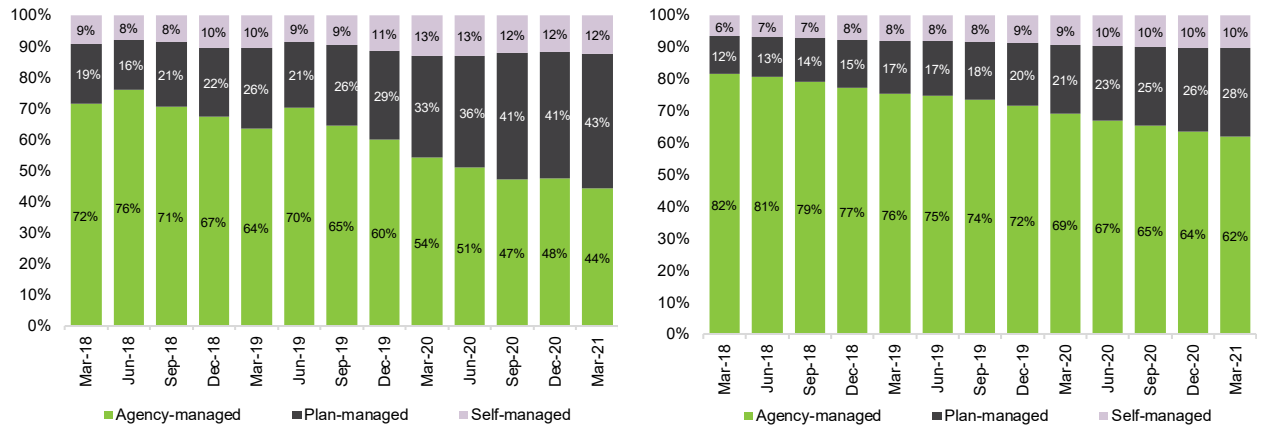


Table F.59 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2020-21 Q3	Total
Support coordination	39%	42%	40%

Table F.60 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁴⁹

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	N	%	N	%	N	%
Plan activation						
Less than 30 days	78,443	69%	4,194	71%	82,637	69%
30 to 59 days	14,113	12%	744	13%	14,857	12%
60 to 89 days	6,286	5%	286	5%	6,572	5%
Activated within 90 days	98,842	86%	5,224	88%	104,066	86%
90 to 119 days	3,591	3%	115	2%	3,706	3%
120 days and over	9,824	9%	220	4%	10,044	8%
Activated after 90 days	13,415	12%	335	6%	13,750	11%
No payments	2,210	2%	362	6%	2,572	2%
Total plans approved	114,467	100%	5,921	100%	120,388	100%

¹⁴⁹ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table F.61 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	7,922	8,325	95%
Not Aboriginal and Torres Strait Islander	73,272	75,348	97%
Not Stated	32,726	33,618	97%
Total	113,920	117,291	97%
by Culturally and Linguistically Diverse status			
CALD	11,540	11,838	97%
Not CALD	102,177	105,242	97%
Not Stated	203	211	96%
Total	113,920	117,291	97%
by Remoteness			
Major Cities	79,787	82,020	97%
Regional	33,742	34,860	97%
Remote	389	408	95%
Missing	<11	<11	
Total	113,920	117,291	97%
by Primary Disability type			
Autism	37,604	38,453	98%
Intellectual Disability (including Down Syndrome)	26,501	27,187	97%
Psychosocial Disability	10,144	10,411	97%
Developmental Delay (including Global Developmental Delay)	6,967	7,262	96%
Other	32,704	33,978	96%
Total	113,920	117,291	97%

Table F.62 Distribution of plans by utilisation – New South Wales ^{150 151}

Plan utilisation	Total
0 to 50%	29%
50% to 75%	23%
> 75%	48%
Total	100%

Table F.63 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁵²

	Prior Quarters	2020-21 Q3	Total
Daily Activities	10%	12%	11%
Health & Wellbeing	59%	67%	61%
Lifelong Learning	17%	23%	19%
Other	12%	15%	13%
Non-categorised	25%	18%	23%
Any mainstream service	96%	96%	96%

¹⁵⁰ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁵¹ Plans less than 31 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.

¹⁵² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table F.64 Key markets indicators by quarter – New South Wales ^{153 154}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.41	1.39
b) Number of providers delivering new types of supports	651	672
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	90%	90%
<i>Therapeutic Supports (%)</i>	91%	96%
<i>Participation in community, social and civic activities (%)</i>	86%	92%
<i>Early Intervention supports for early childhood (%)</i>	86%	90%
<i>Daily Personal Activities (%)</i>	87%	94%

Table F.65 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – New South Wales ¹⁵⁵

Activity	Number of providers
Active for the first time in 2020-21 Q3	182
Active in 2020-21 Q3 and also in previous quarters	3,762
Active in 2020-21 Q3	3,944
Inactive in 2020-21 Q3	4,063
Active ever	8,007

¹⁵³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁵⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁵⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.66 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁵⁶

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	284	9	293	3%
Assistance Animals	118	4	122	3%
Assistance with daily life tasks in a group or shared living arrangement	887	41	928	5%
Assistance with travel/transport arrangements	831	20	851	2%
Daily Personal Activities	1,493	52	1,545	3%
Group and Centre Based Activities	1,038	47	1,085	5%
High Intensity Daily Personal Activities	1,080	43	1,123	4%
Household tasks	2,031	62	2,093	3%
Interpreting and translation	202	12	214	6%
Participation in community, social and civic activities	1,632	52	1,684	3%
Assistive Technology				
Assistive equipment for recreation	296	19	315	6%
Assistive products for household tasks	303	23	326	8%
Assistance products for personal care and safety	1,463	50	1,513	3%
Communication and information equipment	574	35	609	6%
Customised Prosthetics	678	32	710	5%
Hearing Equipment	256	16	272	6%
Hearing Services	60	7	67	12%
Personal Mobility Equipment	845	52	897	6%
Specialised Hearing Services	96	4	100	4%
Vision Equipment	253	8	261	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,472	85	1,557	6%
Behaviour Support	684	22	706	3%
Community nursing care for high needs	489	40	529	8%
Development of daily living and life skills	1,101	50	1,151	5%
Early Intervention supports for early childhood	1,350	44	1,394	3%
Exercise Physiology and Physical Wellbeing activities	898	41	939	5%
Innovative Community Participation	412	14	426	3%
Specialised Driving Training	254	13	267	5%
Therapeutic Supports	4,198	97	4,295	2%
Capital services				
Home modification design and construction	525	28	553	5%
Specialist Disability Accommodation	145	5	150	3%
Vehicle Modifications	218	10	228	5%
Choice and control support services				
Management of funding for supports in participants plan	800	45	845	6%
Support Coordination	380	29	409	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	416	33	449	8%
Specialised Supported Employment	338	22	360	7%
Total approved active providers	7,825	182	8,007	2%

¹⁵⁶ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table F.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	53	240	293	18%	82%	100%
Assistance Animals	19	103	122	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	123	805	928	13%	87%	100%
Assistance with travel/transport arrangements	184	667	851	22%	78%	100%
Daily Personal Activities	220	1,325	1,545	14%	86%	100%
Group and Centre Based Activities	129	956	1,085	12%	88%	100%
High Intensity Daily Personal Activities	153	970	1,123	14%	86%	100%
Household tasks	683	1,410	2,093	33%	67%	100%
Interpreting and translation	52	162	214	24%	76%	100%
Participation in community, social and civic activities	244	1,440	1,684	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	50	265	315	16%	84%	100%
Assistive products for household tasks	59	267	326	18%	82%	100%
Assistance products for personal care and safety	263	1,250	1,513	17%	83%	100%
Communication and information equipment	135	474	609	22%	78%	100%
Customised Prosthetics	159	551	710	22%	78%	100%
Hearing Equipment	44	228	272	16%	84%	100%
Hearing Services	9	58	67	13%	87%	100%
Personal Mobility Equipment	151	746	897	17%	83%	100%
Specialised Hearing Services	16	84	100	16%	84%	100%
Vision Equipment	42	219	261	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	287	1,270	1,557	18%	82%	100%
Behaviour Support	175	531	706	25%	75%	100%
Community nursing care for high needs	90	439	529	17%	83%	100%
Development of daily living and life skills	163	988	1,151	14%	86%	100%
Early Intervention supports for early childhood	493	901	1,394	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	245	694	939	26%	74%	100%
Innovative Community Participation	115	311	426	27%	73%	100%
Specialised Driving Training	80	187	267	30%	70%	100%
Therapeutic Supports	1,882	2,413	4,295	44%	56%	100%
Capital services						
Home modification design and construction	109	444	553	20%	80%	100%
Specialist Disability Accommodation	7	143	150	5%	95%	100%
Vehicle Modifications	41	187	228	18%	82%	100%
Choice and control support services						
Management of funding for supports in participants plan	161	684	845	19%	81%	100%
Support Coordination	58	351	409	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	65	384	449	14%	86%	100%
Specialised Supported Employment	42	318	360	12%	88%	100%
Total	3,044	4,963	8,007	38%	62%	100%

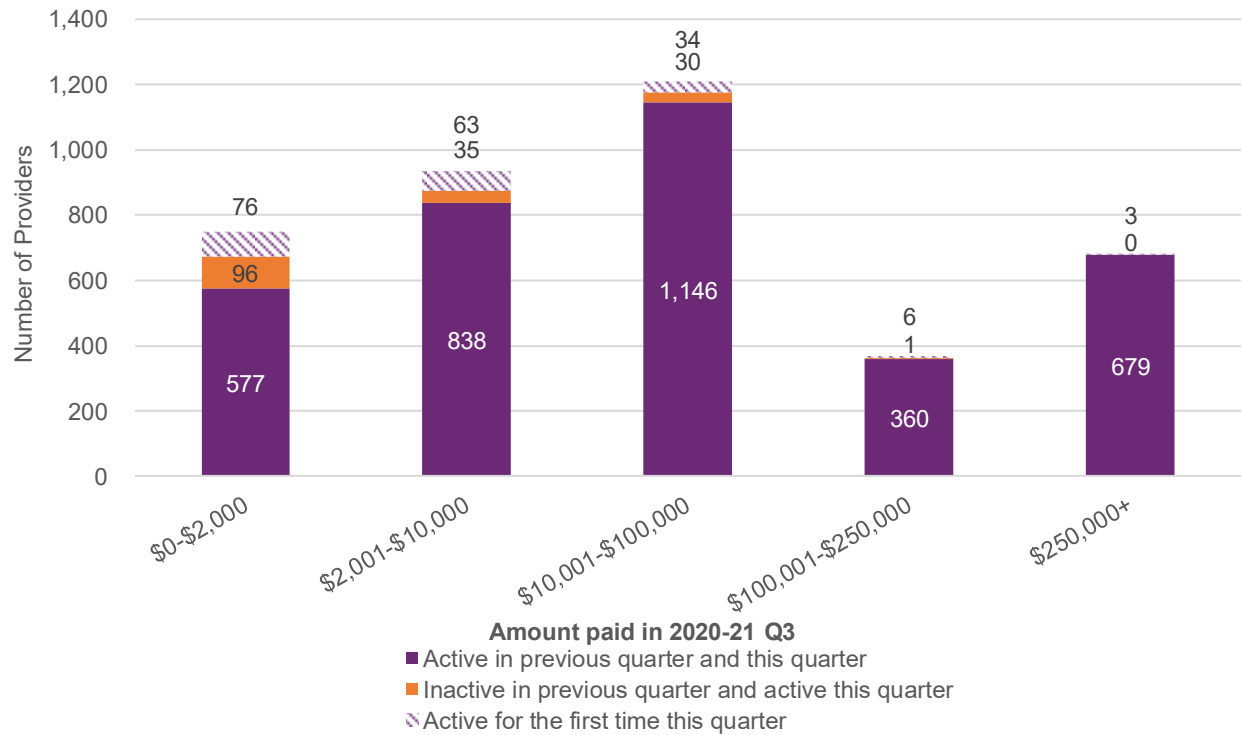
Table F.68 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – New South Wales

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	38	9	47	19%
Assistance Animals	60	4	64	6%
Assistance with daily life tasks in a group or shared living arrangement	586	41	627	7%
Assistance with travel/transport arrangements	231	20	251	8%
Daily Personal Activities	968	52	1,020	5%
Group and Centre Based Activities	625	47	672	7%
High Intensity Daily Personal Activities	595	43	638	7%
Household tasks	1,025	62	1,087	6%
Interpreting and translation	72	12	84	14%
Participation in community, social and civic activities	1,076	52	1,128	5%
Assistive Technology				
Assistive equipment for recreation	31	19	50	38%
Assistive products for household tasks	58	23	81	28%
Assistance products for personal care and safety	754	50	804	6%
Communication and information equipment	263	35	298	12%
Customised Prosthetics	286	32	318	10%
Hearing Equipment	79	16	95	17%
Hearing Services	10	7	17	41%
Personal Mobility Equipment	380	52	432	12%
Specialised Hearing Services	15	4	19	21%
Vision Equipment	93	8	101	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	962	85	1,047	8%
Behaviour Support	336	22	358	6%
Community nursing care for high needs	223	40	263	15%
Development of daily living and life skills	526	50	576	9%
Early Intervention supports for early childhood	509	44	553	8%
Exercise Physiology and Physical Wellbeing activities	434	41	475	9%
Innovative Community Participation	104	14	118	12%
Specialised Driving Training	97	13	110	12%
Therapeutic Supports	1,882	97	1,979	5%
Capital services				
Home modification design and construction	175	28	203	14%
Specialist Disability Accommodation	111	5	116	4%
Vehicle Modifications	52	10	62	16%
Choice and control support services				
Management of funding for supports in participants plan	526	45	571	8%
Support Coordination	140	29	169	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	211	33	244	14%
Specialised Supported Employment	242	22	264	8%
Total	3,762	182	3,944	5%

Table F.69 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	6	41	47	13%	87%	100%
Assistance Animals	11	53	64	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	72	555	627	11%	89%	100%
Assistance with travel/transport arrangements	42	209	251	17%	83%	100%
Daily Personal Activities	138	882	1,020	14%	86%	100%
Group and Centre Based Activities	80	592	672	12%	88%	100%
High Intensity Daily Personal Activities	75	563	638	12%	88%	100%
Household tasks	278	809	1,087	26%	74%	100%
Interpreting and translation	17	67	84	20%	80%	100%
Participation in community, social and civic activities	146	982	1,128	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	7	43	50	14%	86%	100%
Assistive products for household tasks	12	69	81	15%	85%	100%
Assistance products for personal care and safety	121	683	804	15%	85%	100%
Communication and information equipment	57	241	298	19%	81%	100%
Customised Prosthetics	65	253	318	20%	80%	100%
Hearing Equipment	15	80	95	16%	84%	100%
Hearing Services	3	14	17	18%	82%	100%
Personal Mobility Equipment	74	358	432	17%	83%	100%
Specialised Hearing Services	4	15	19	21%	79%	100%
Vision Equipment	16	85	101	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	181	866	1,047	17%	83%	100%
Behaviour Support	65	293	358	18%	82%	100%
Community nursing care for high needs	41	222	263	16%	84%	100%
Development of daily living and life skills	75	501	576	13%	87%	100%
Early Intervention supports for early childhood	111	442	553	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	98	377	475	21%	79%	100%
Innovative Community Participation	27	91	118	23%	77%	100%
Specialised Driving Training	33	77	110	30%	70%	100%
Therapeutic Supports	697	1,282	1,979	35%	65%	100%
Capital services						
Home modification design and construction	27	176	203	13%	87%	100%
Specialist Disability Accommodation	3	113	116	3%	97%	100%
Vehicle Modifications	9	53	62	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	116	455	571	20%	80%	100%
Support Coordination	17	152	169	10%	90%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	32	212	244	13%	87%	100%
Specialised Supported Employment	30	234	264	11%	89%	100%
Total	1,144	2,800	3,944	29%	71%	100%

Figure F.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – New South Wales ¹⁵⁷



Part Five: Financial sustainability

Table F.70 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.6	185.1	352.7	1,772.0	4,280.0	5,942.6	8,132.0	7,456.8

¹⁵⁷ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure F.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales

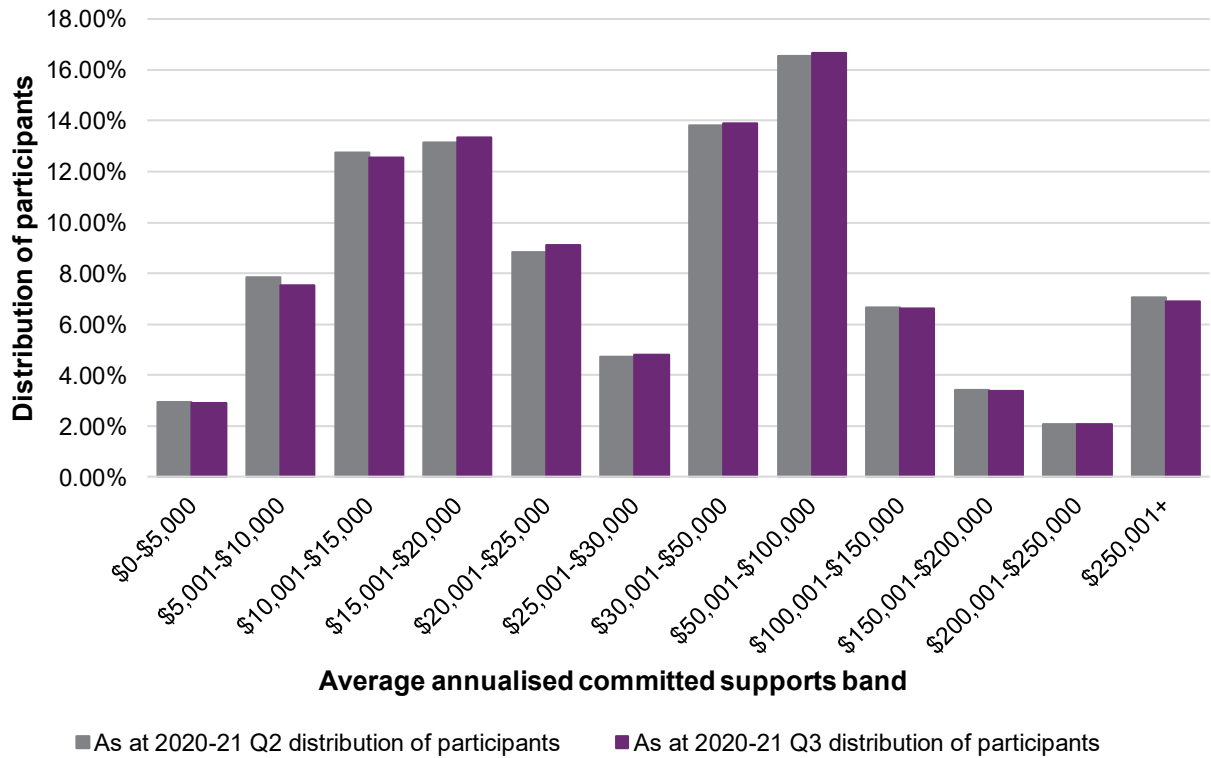


Figure F.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales

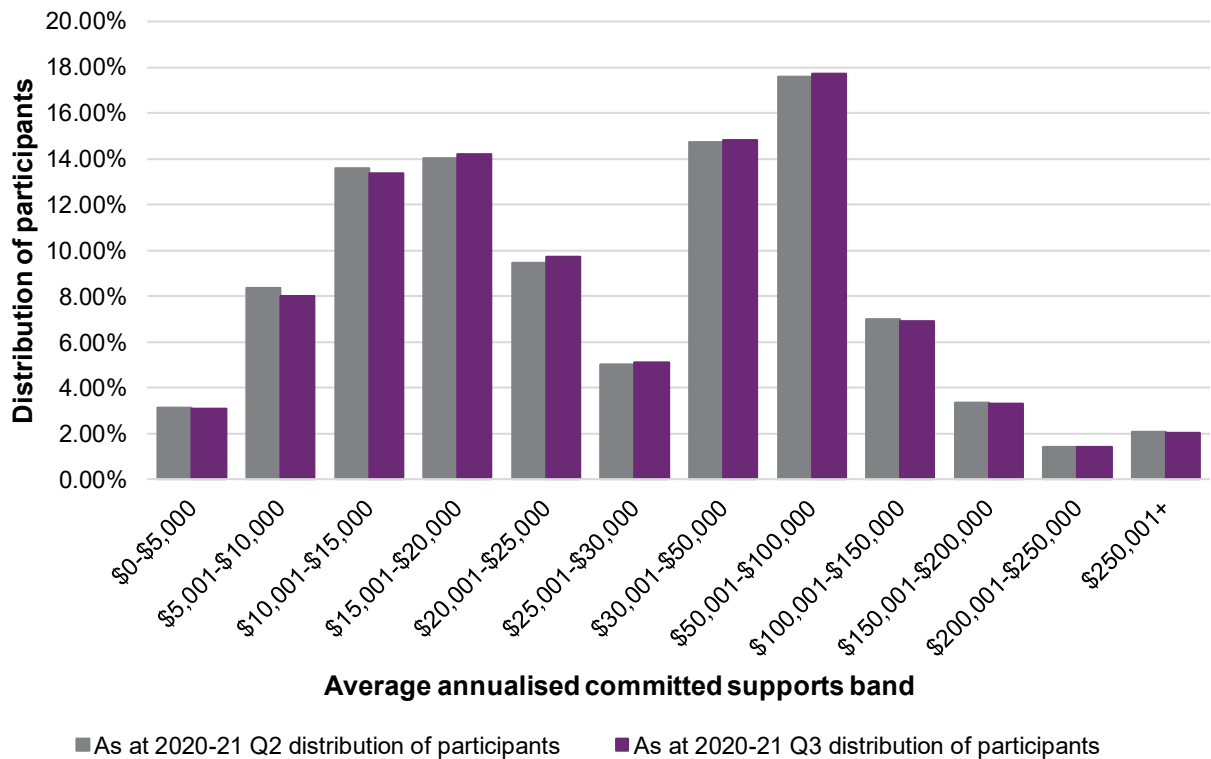


Figure F.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales

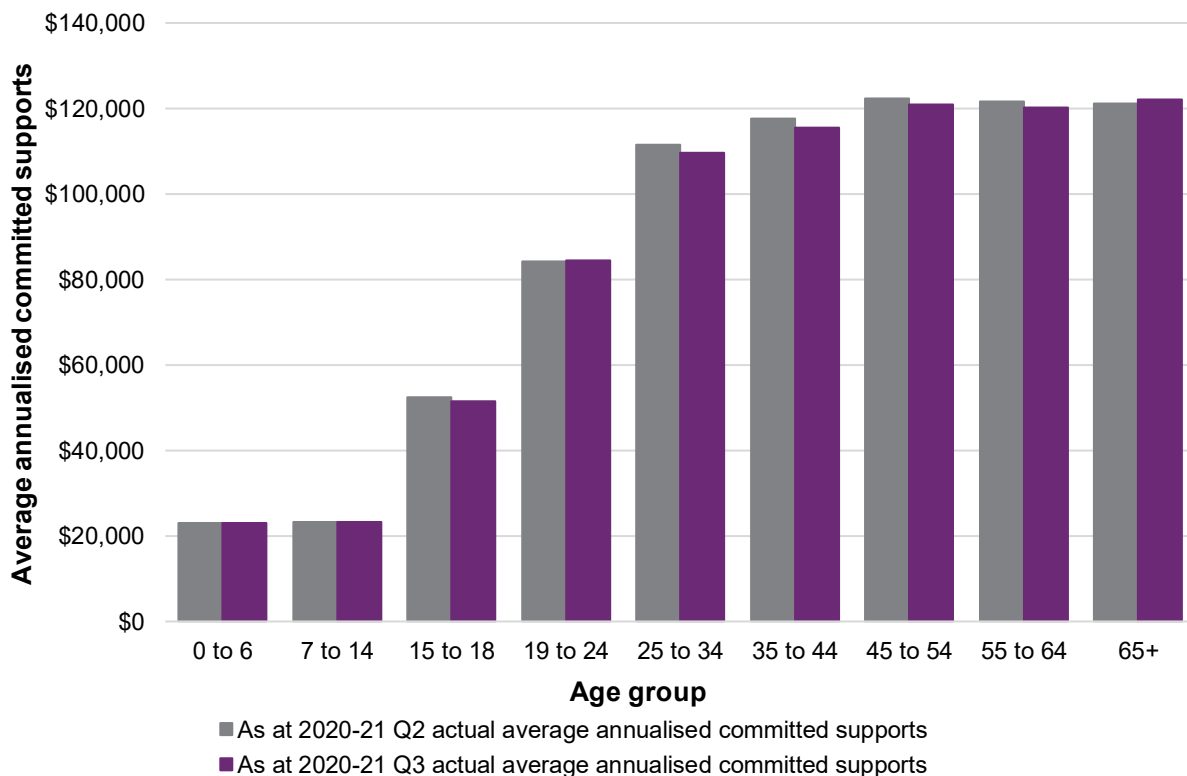


Figure F.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales

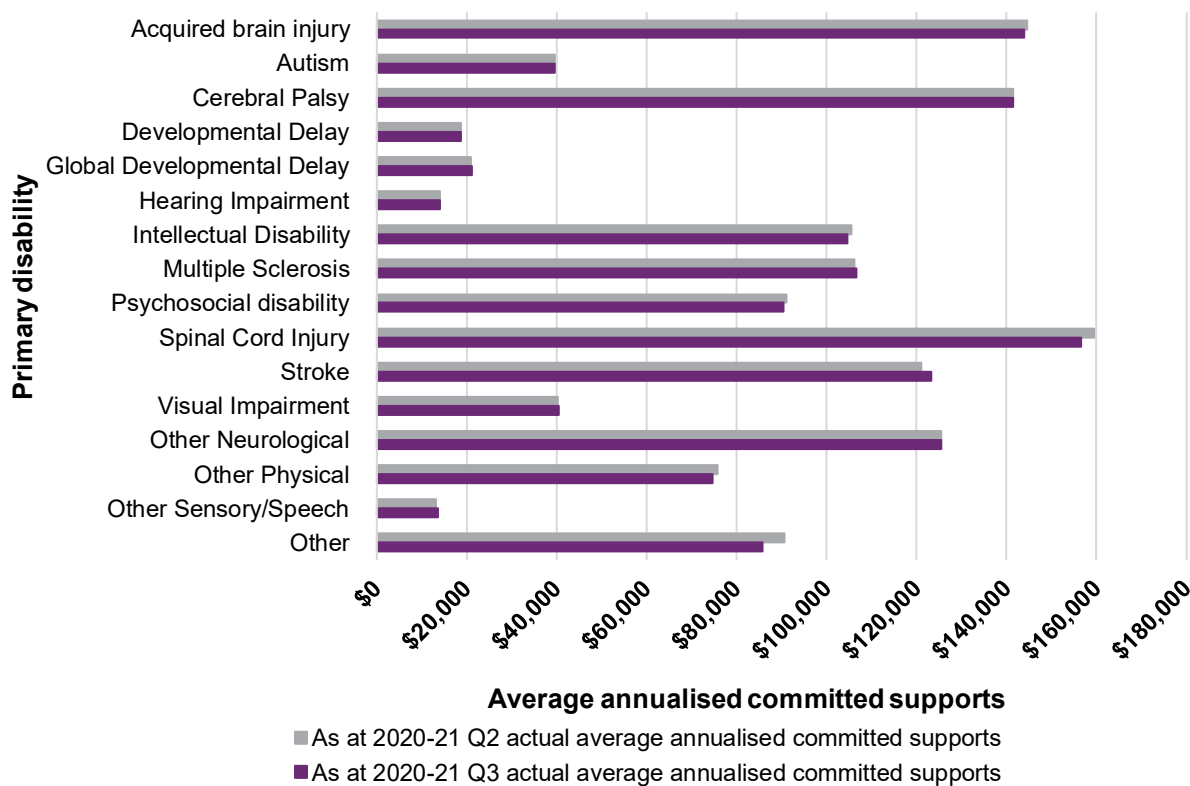


Figure F.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales

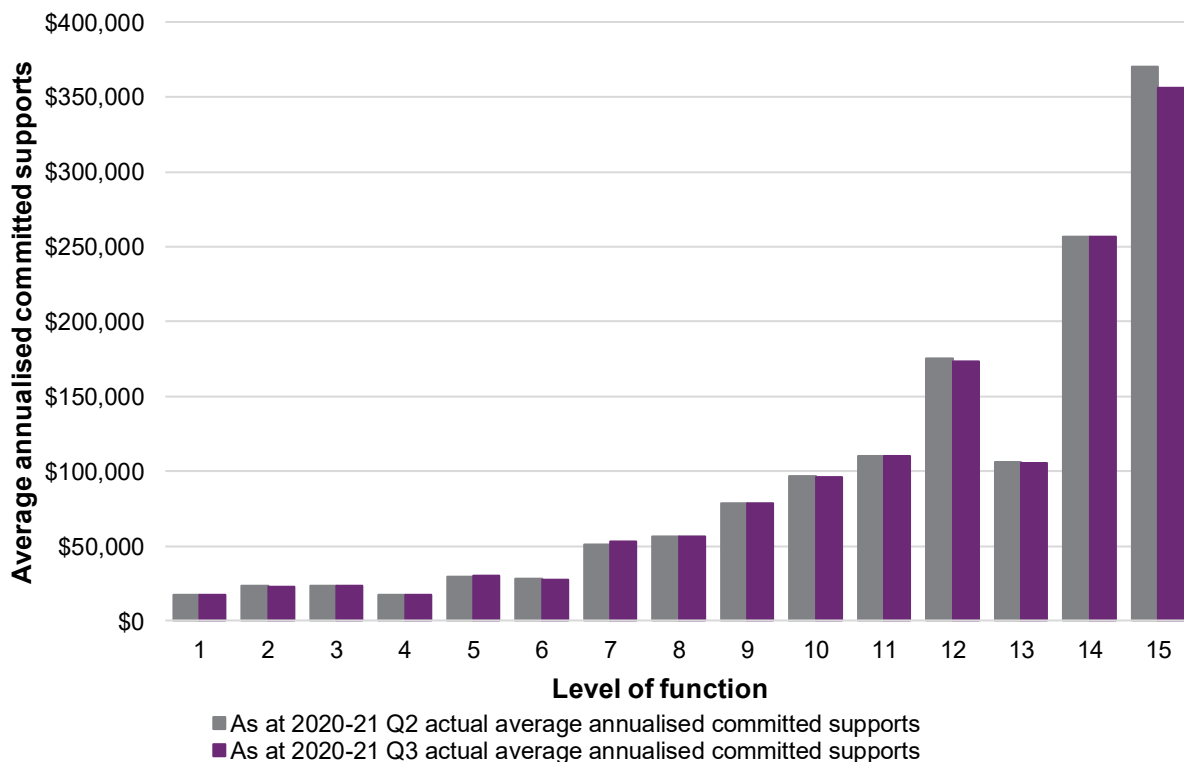


Figure F.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales

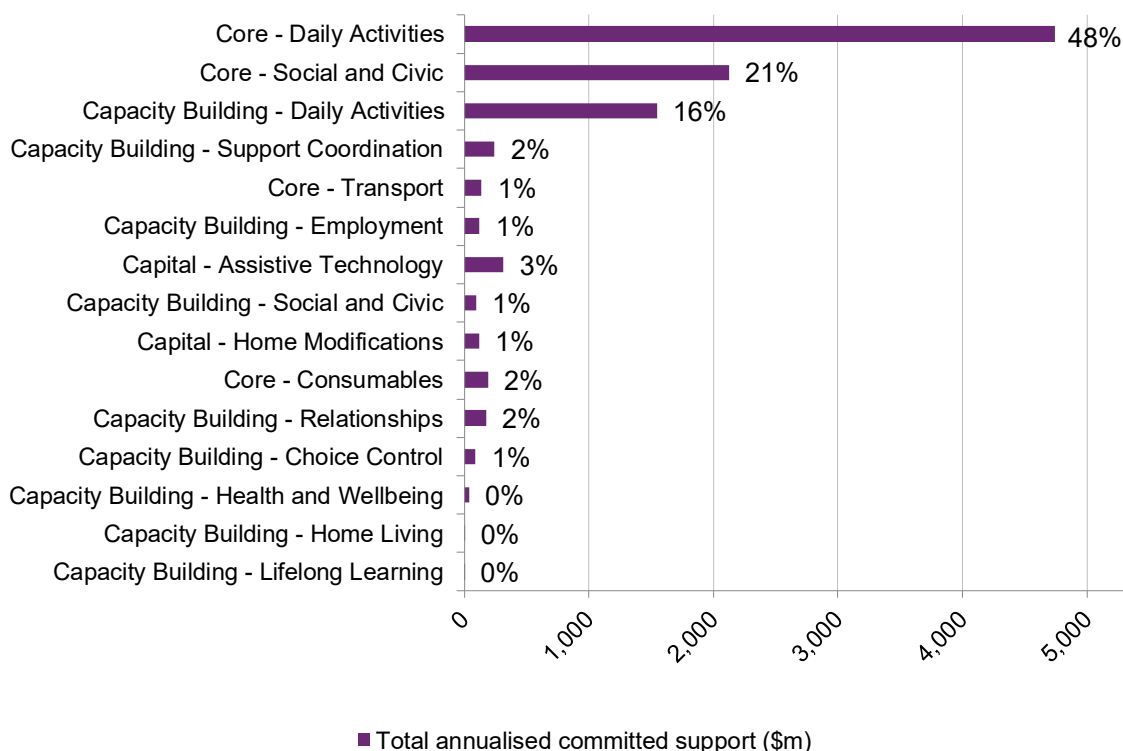


Table F.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.6	185.1	352.7	1,772.0	4,280.0	5,942.6	8,132.0	7,456.8
Total Paid	37.4	141.8	259.8	1,212.9	3,113.8	4,499.4	5,985.6	5,187.4
% utilised to date	74%	77%	74%	68%	73%	76%	74%	70%

Figure F.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – New South Wales

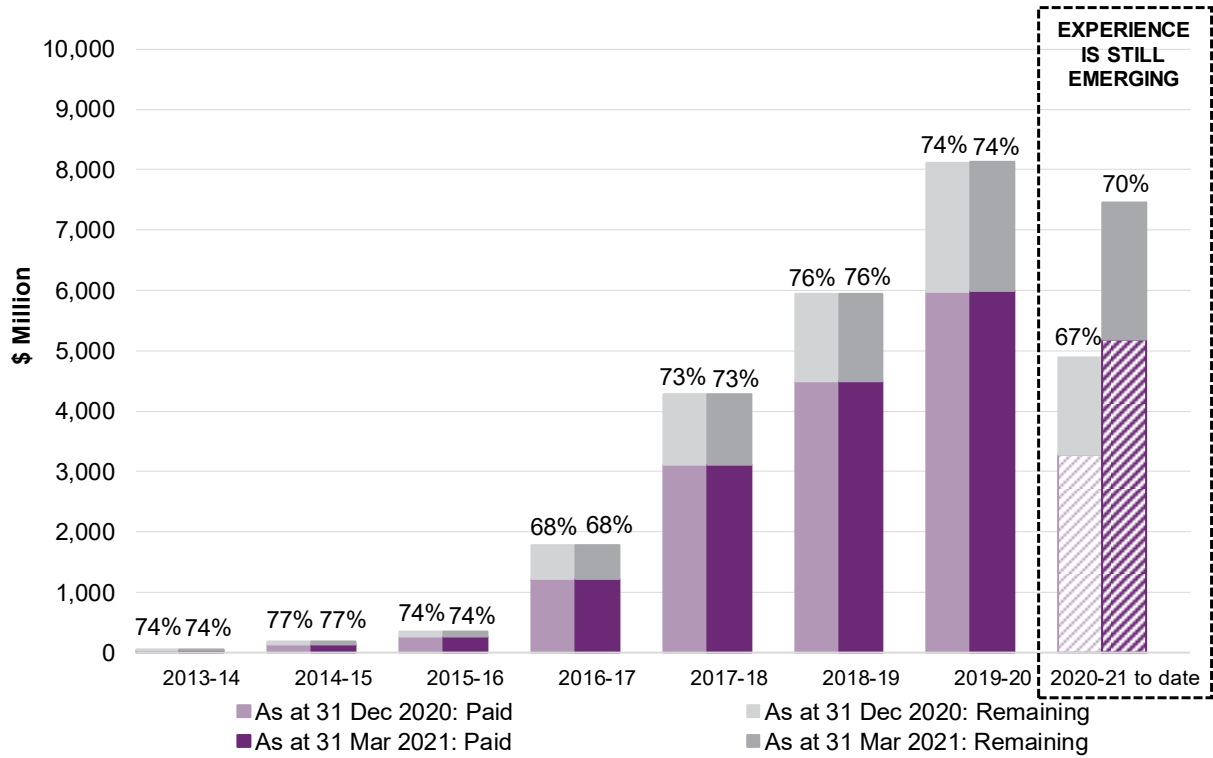


Figure F.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – New South Wales ¹⁵⁸

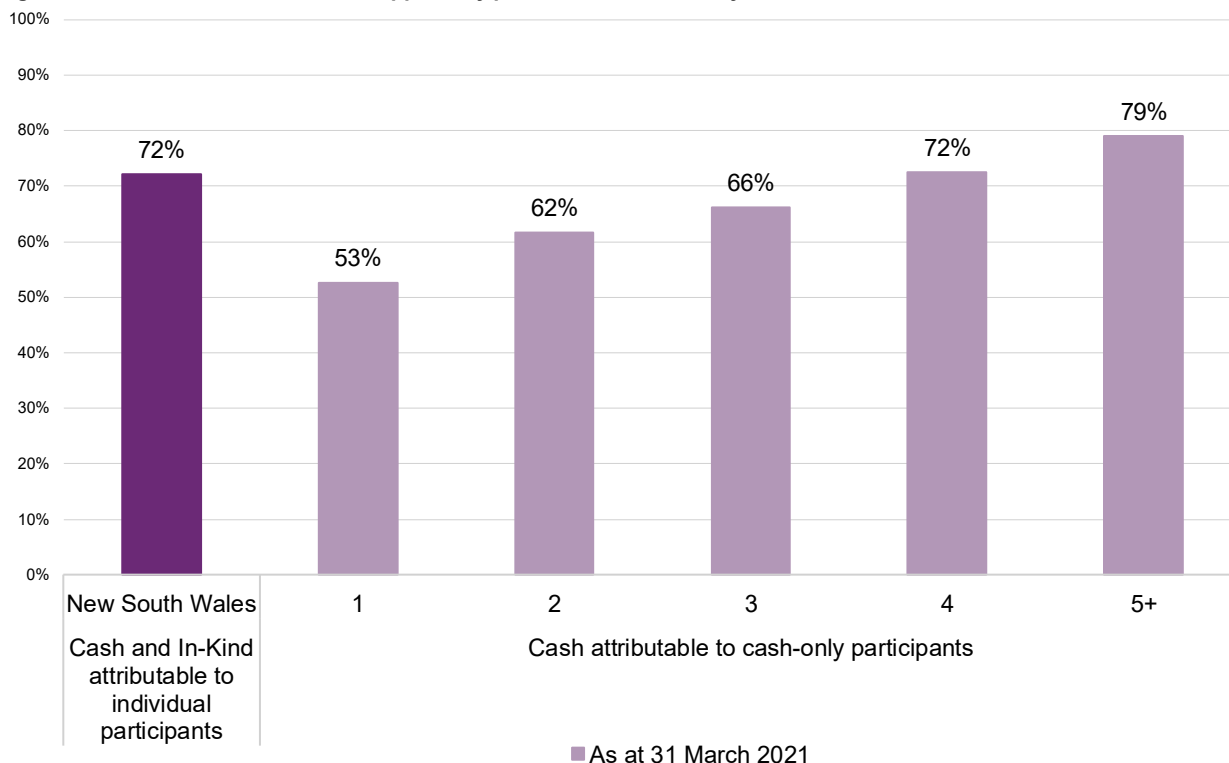
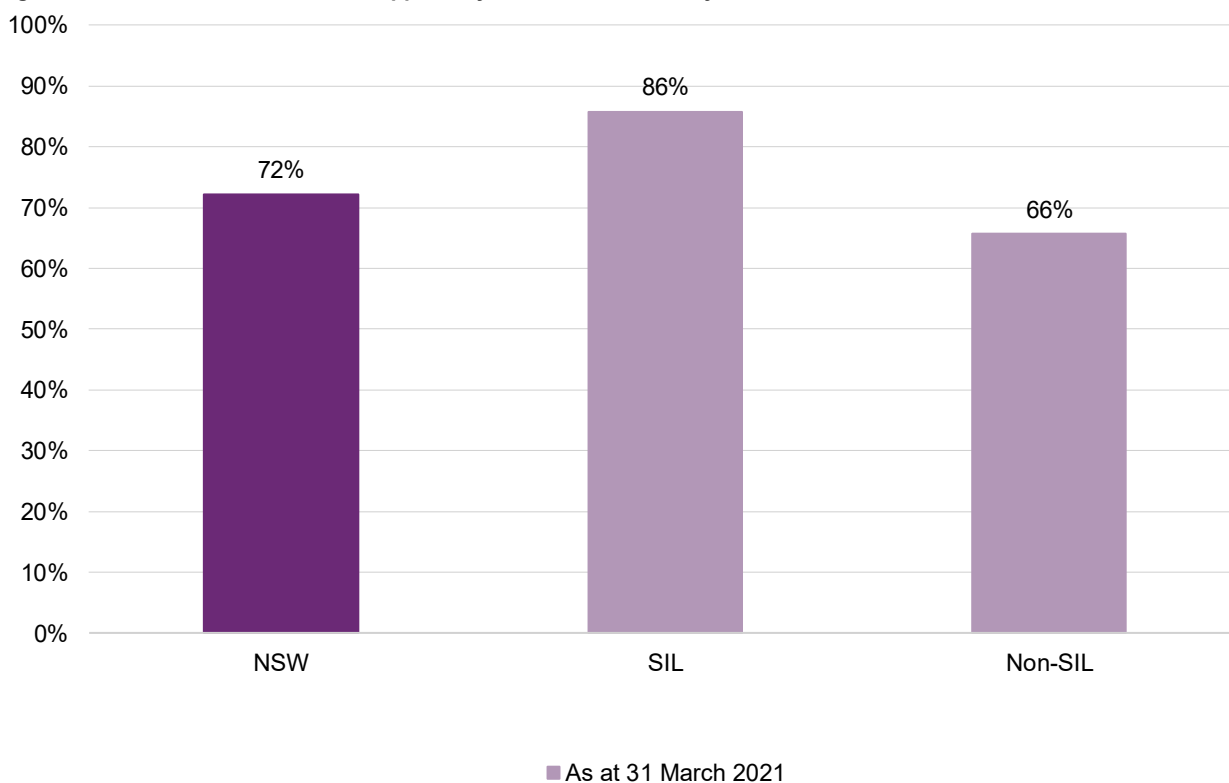


Figure F.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – New South Wales ¹⁵⁹



¹⁵⁸ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

¹⁵⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure F.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – New South Wales ¹⁶⁰

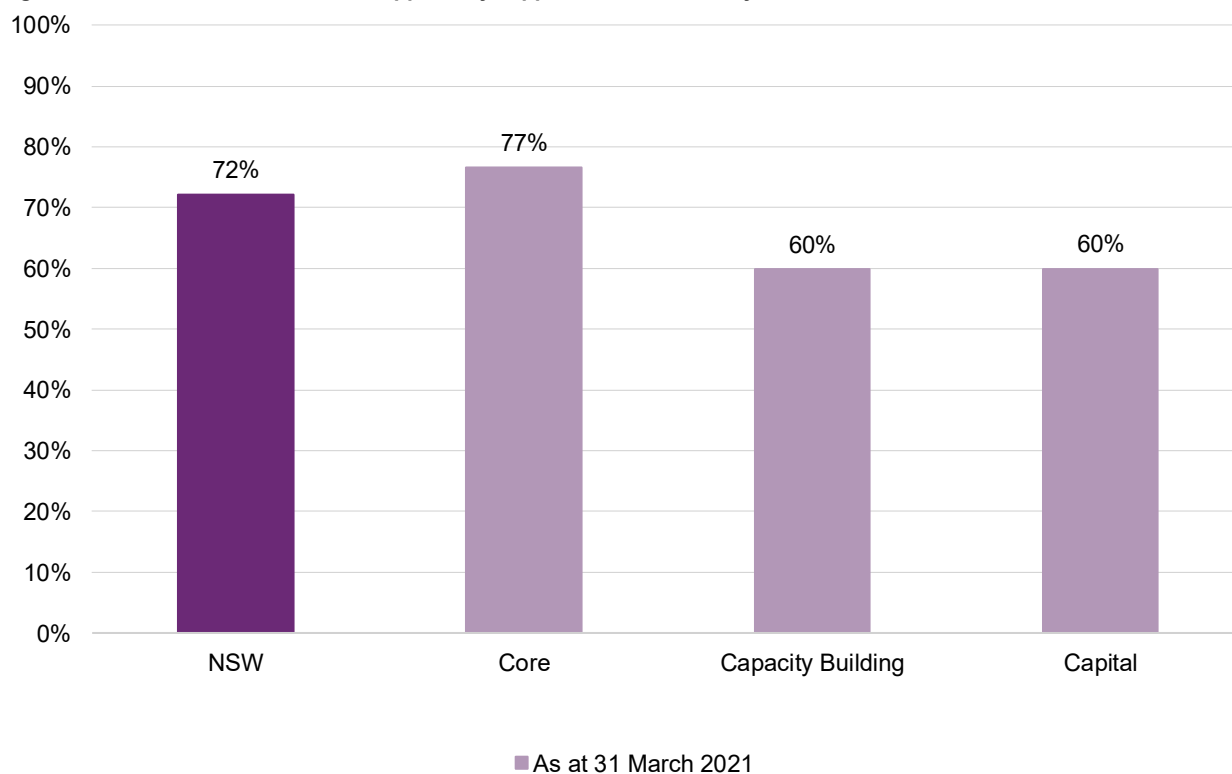
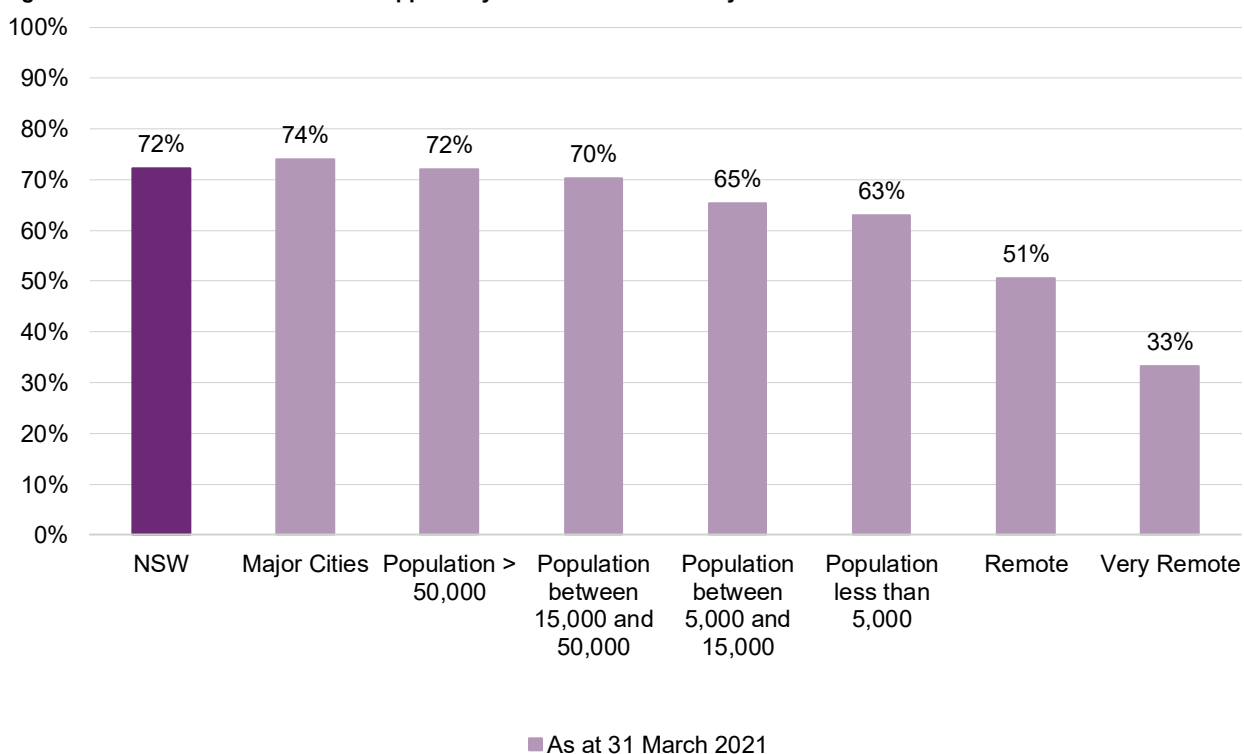


Figure F.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – New South Wales ¹⁶¹



¹⁶⁰ Ibid.

¹⁶¹ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹⁶²

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Victoria	115,717	4,658	120,375	2,397	122,772

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria ¹⁶³

	Prior Quarters	2020-21 Q3	Total
Access decisions	144,306	6,866	151,172
Active Eligible	119,307	5,077	124,384
<i>New</i>	49,255	4,645	53,900
<i>State</i>	60,370	289	60,659
<i>Commonwealth</i>	9,682	143	9,825
Active Participant Plans (excl ECEI)	115,717	4,658	120,375
<i>New</i>	47,061	4,175	51,236
<i>State</i>	59,139	300	59,439
<i>Commonwealth</i>	9,517	183	9,700
Active Participant Plans	118,256	7,055	122,772
<i>Early Intervention (s25)</i>	24,786	2,188	26,974
<i>Permanent Disability (s24)</i>	90,931	2,470	93,401
<i>ECEI</i>	2,539	2,397	2,397

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Victoria

Exits	Total
Total participant exits	3,940
<i>Early Intervention participants</i>	440
<i>Permanent disability participants</i>	3,500

¹⁶² 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.

¹⁶³ 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 ^{164 165}

	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	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
End of 2019-20 Q4	59,107	9,093	37,878	2,552	108,630
End of 2020-21 Q1	59,376	9,320	42,514	2,319	113,529
End of 2020-21 Q2	59,532	9,561	47,287	2,539	118,919
End of 2020-21 Q3	59,439	9,700	51,236	2,397	122,772

Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria ^{166 167 168 169}

	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	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
End of 2019-20 Q4	20,393	85,685	2,552	108,630
End of 2020-21 Q1	22,517	88,693	2,319	113,529
End of 2020-21 Q2	24,982	91,398	2,539	118,919
End of 2020-21 Q3	26,974	93,401	2,397	122,772

Table G.6 Assessment of access by age group – Victoria ¹⁷⁰

Age Group	Prior Quarters		2020-21 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	34,176	98%	2,118	96%	36,294	98%
7 to 14	22,884	89%	861	80%	23,745	89%
15 to 18	7,451	91%	237	82%	7,688	91%
19 to 24	7,476	90%	182	67%	7,658	89%
25 to 34	10,673	88%	314	68%	10,987	87%
35 to 44	11,529	84%	329	58%	11,858	83%
45 to 54	14,590	80%	437	54%	15,027	79%
55 to 64	16,021	73%	589	52%	16,610	72%
65+	903	62%	26	47%	929	62%
Missing	<11		<11		<11	
Total	125,703	87%	5,093	74%	130,796	87%

¹⁶⁴ This table shows the total numbers of active participants at the end of each period.¹⁶⁵ 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.¹⁶⁶ This table shows the total numbers of active participants at the end of each period.¹⁶⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.¹⁶⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.¹⁶⁹ 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.¹⁷⁰ 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 support needs than people who approach the Scheme who have not previously received supports.

Table G.7 Assessment of access by disability – Victoria ¹⁷¹

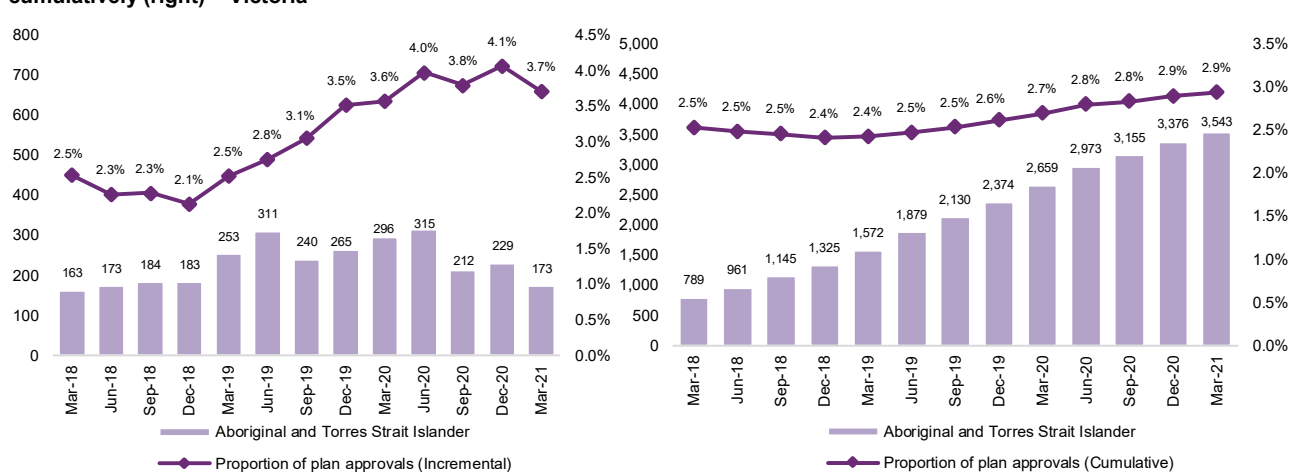
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,926	93%	139	84%	4,065	93%
Autism	35,281	96%	1,198	95%	36,479	96%
Cerebral Palsy	4,003	97%	38	72%	4,041	96%
Developmental Delay	12,946	98%	1,628	98%	14,574	98%
Global Developmental Delay	1,804	99%	160	98%	1,964	99%
Hearing Impairment	5,481	89%	228	90%	5,709	89%
Intellectual Disability	25,091	96%	377	83%	25,468	95%
Multiple Sclerosis	2,658	89%	72	68%	2,730	89%
Psychosocial disability	16,497	78%	687	59%	17,184	77%
Spinal Cord Injury	894	95%	17	81%	911	94%
Stroke	1,602	85%	65	68%	1,667	84%
Visual Impairment	2,874	93%	51	66%	2,925	92%
Other Neurological	5,407	80%	158	65%	5,565	80%
Other Physical	4,619	44%	143	25%	4,762	43%
Other Sensory/Speech	792	58%	<11		797	57%
Other	630	40%	127	25%	757	36%
Missing	1,198	98%	<11		1,198	98%
Total	125,703	87%	5,093	74%	130,796	87%

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

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,370	2.9%	173	3.7%	3,543	2.9%
Not Aboriginal and Torres Strait Islander	91,017	78.7%	3,889	83.5%	94,906	78.8%
Not Stated	21,330	18.4%	596	12.8%	21,926	18.2%
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁷²



¹⁷¹ Ibid.

¹⁷² 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. Quarterly results are reported based on a rolling 3 year period.

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	13,287	11.5%	652	14.0%	13,939	11.6%
Not culturally and linguistically diverse	102,354	88.5%	4,006	86.0%	106,360	88.4%
Not stated	76	0.1%	<11		76	0.1%
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria¹⁷³

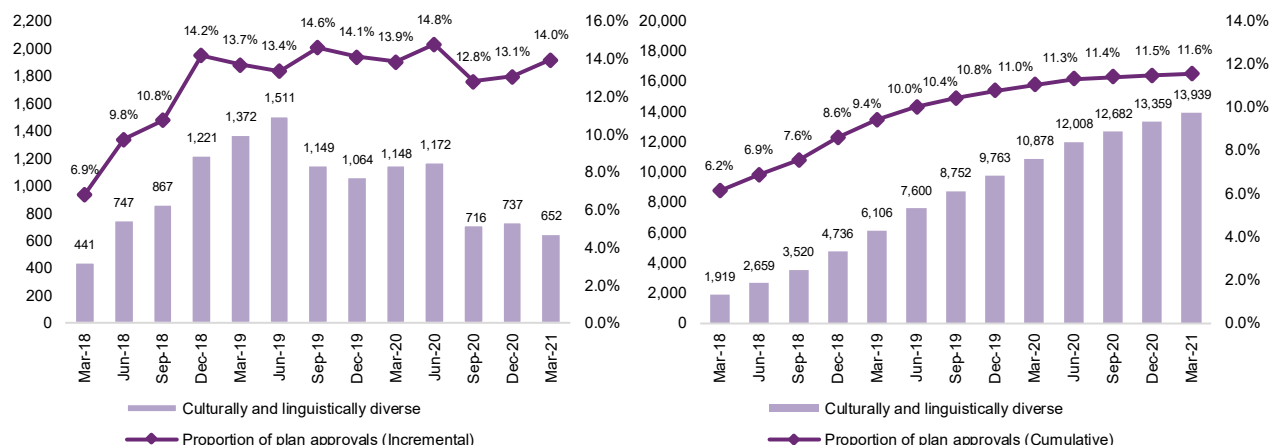
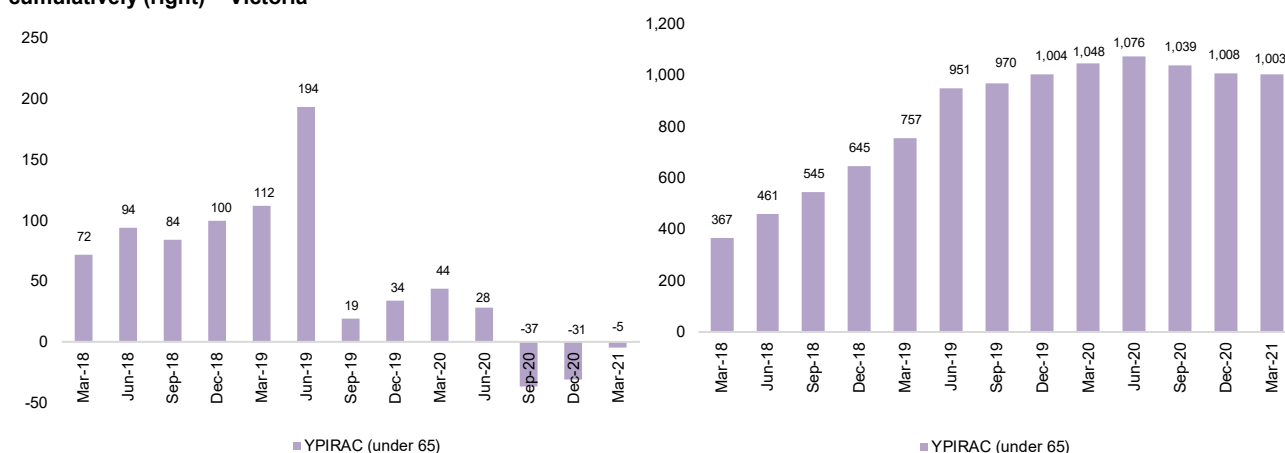


Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Victoria¹⁷⁴

	Total
Age group	N
Under 45	37
45 to 54	199
55 to 64	767
Total YPIRAC (under 65)	1,003

Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria¹⁷⁵



¹⁷³ Ibid.

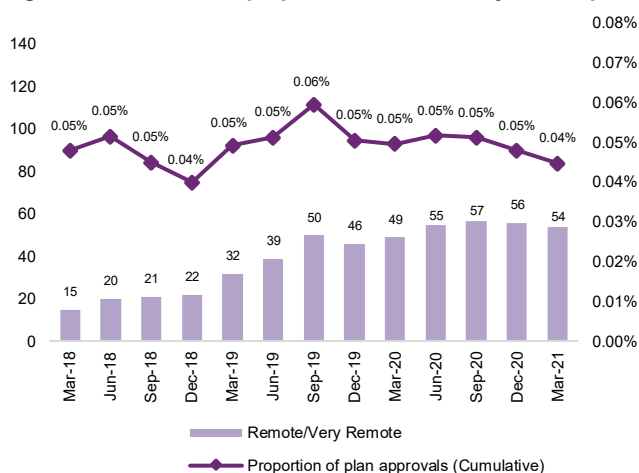
¹⁷⁴ There are a further 432 active participants aged 65 years or over who are currently in residential aged care.

¹⁷⁵ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.11 Participant profile per quarter by remoteness – Victoria ^{176 177}

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	83,290	72.0%	3,439	73.8%	86,729	72.1%
Population > 50,000	10,849	9.4%	421	9.0%	11,270	9.4%
Population between 15,000 and 50,000	7,817	6.8%	321	6.9%	8,138	6.8%
Population between 5,000 and 15,000	6,639	5.7%	224	4.8%	6,863	5.7%
Population less than 5,000	7,063	6.1%	252	5.4%	7,315	6.1%
Remote	53	0.0%	<11		54	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{178 179 180}



¹⁷⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁷⁷ This table is based on the Modified Monash Model (MMM) measure of remoteness.

¹⁷⁸ Ibid.

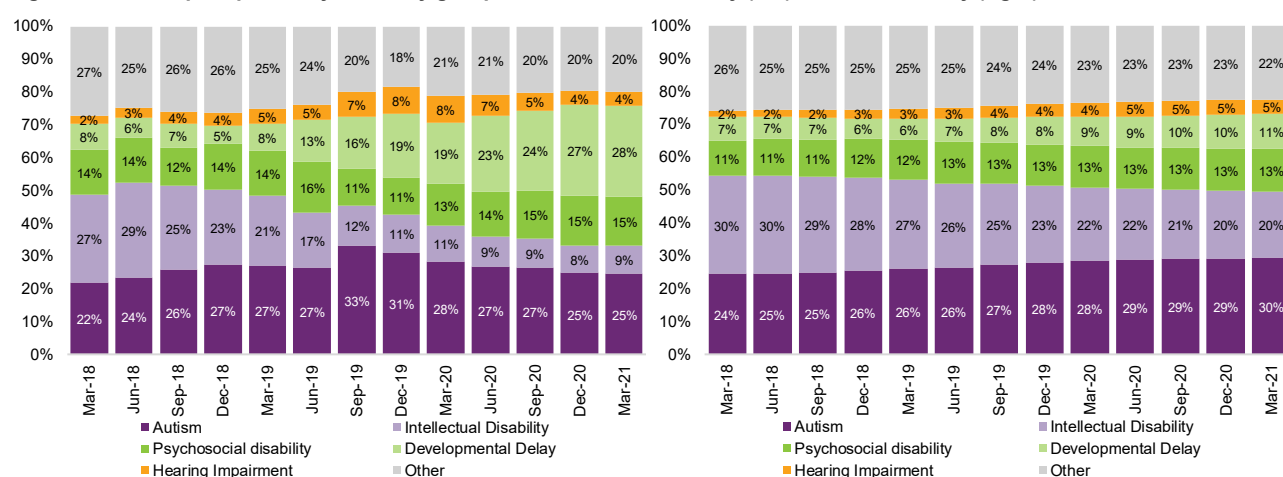
¹⁷⁹ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

¹⁸⁰ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

Table G.12 Participant profile per quarter by primary disability group – Victoria ^{181 182 183}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	34,386	30%	1,154	25%	35,540	30%
Intellectual Disability	23,785	21%	396	9%	24,181	20%
Psychosocial disability	14,946	13%	692	15%	15,638	13%
Developmental Delay	11,464	10%	1,292	28%	12,756	11%
Hearing Impairment	5,213	5%	205	4%	5,418	5%
Other Neurological	4,503	4%	160	3%	4,663	4%
Other Physical	3,919	3%	114	2%	4,033	3%
Cerebral Palsy	3,860	3%	43	1%	3,903	3%
ABI	3,493	3%	123	3%	3,616	3%
Global Developmental Delay	1,627	1%	136	3%	1,763	1%
Visual Impairment	2,607	2%	52	1%	2,659	2%
Multiple Sclerosis	2,510	2%	71	2%	2,581	2%
Stroke	1,424	1%	64	1%	1,488	1%
Spinal Cord Injury	803	1%	27	1%	830	1%
Other	494	0%	124	3%	618	1%
Other Sensory/Speech	683	1%	<11		688	1%
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁴



¹⁸¹ Table order based on national proportions (highest to lowest).

¹⁸² Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁸³ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,812).

¹⁸⁴ 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. Quarterly results are reported based on a rolling 3 year period.

Table G.13 Participant profile per quarter by level of function – Victoria ¹⁸⁵

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	10,538	9%	968	21%	11,506	10%
2 (High Function)	286	0%	<11		295	0%
3 (High Function)	6,244	5%	361	8%	6,605	5%
4 (High Function)	6,314	5%	248	5%	6,562	5%
5 (High Function)	9,183	8%	414	9%	9,597	8%
6 (Moderate Function)	21,623	19%	925	20%	22,548	19%
7 (Moderate Function)	7,029	6%	248	5%	7,277	6%
8 (Moderate Function)	7,665	7%	258	6%	7,923	7%
9 (Moderate Function)	506	0%	24	1%	530	0%
10 (Moderate Function)	13,403	12%	422	9%	13,825	11%
11 (Low Function)	4,354	4%	76	2%	4,430	4%
12 (Low Function)	19,409	17%	597	13%	20,006	17%
13 (Low Function)	7,024	6%	97	2%	7,121	6%
14 (Low Function)	2,002	2%	<11		2,010	2%
15 (Low Function)	57	0%	<11		60	0%
Missing	80		<11		80	
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁶

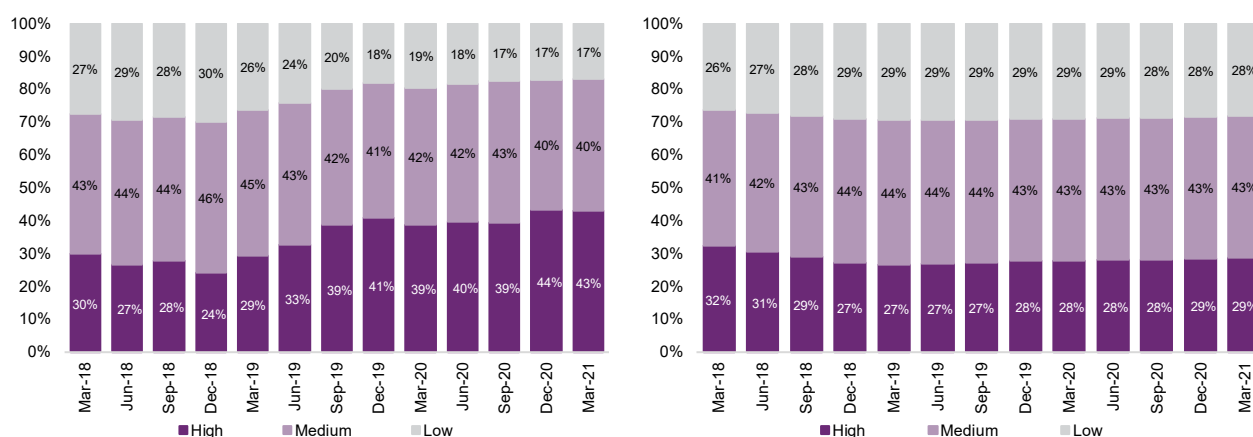


Table G.14 Participant profile per quarter by age group – Victoria

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	18,751	16%	1,787	38%	20,538	17%
7 to 14	29,732	26%	787	17%	30,519	25%
15 to 18	8,008	7%	242	5%	8,250	7%
19 to 24	8,450	7%	179	4%	8,629	7%
25 to 34	10,453	9%	303	7%	10,756	9%
35 to 44	10,259	9%	345	7%	10,604	9%
45 to 54	12,583	11%	435	9%	13,018	11%
55 to 64	13,702	12%	523	11%	14,225	12%
65+	3,779	3%	57	1%	3,836	3%
Total	115,717	100%	4,658	100%	120,375	100%

¹⁸⁵ The distributions are calculated excluding participants with a missing level of function.

¹⁸⁶ 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. Quarterly results are reported based on a rolling 3 year period.

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁷

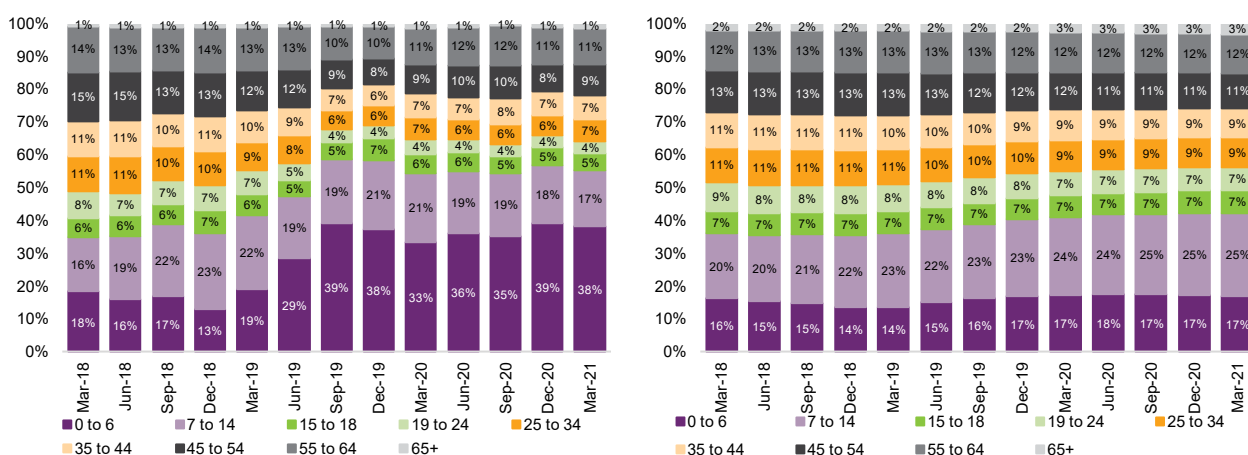


Table G.15 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	69,928	60%	2,800	60%	72,728	60%
Female	44,511	38%	1,778	38%	46,289	38%
Other	1,278	1%	80	2%	1,358	1%
Total	115,717	100%	4,658	100%	120,375	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁸

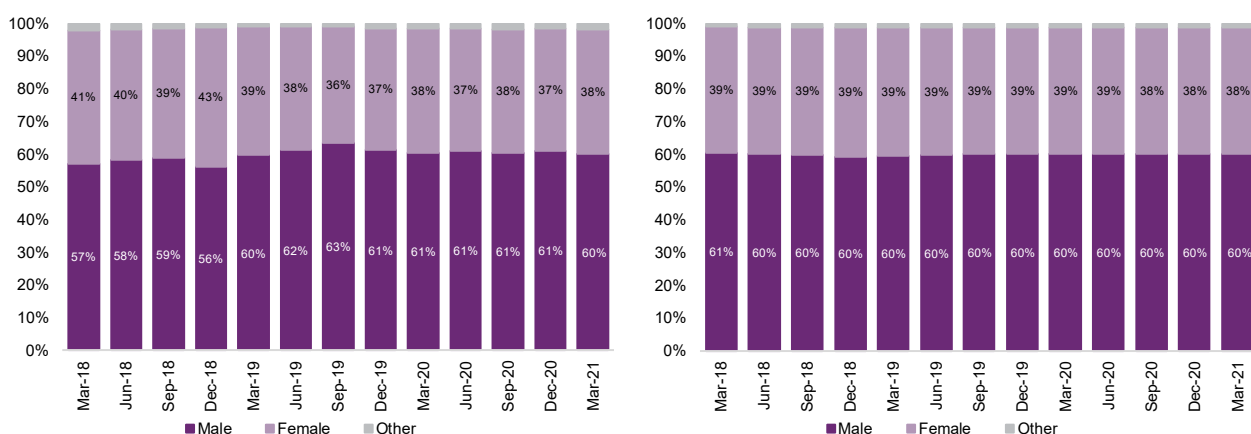


Table G.16 Participation rates by age group – Victoria ¹⁸⁹

	VIC
0-6	3.78%
7-14	4.82%
15-18	2.78%
19-24	1.55%
25-34	1.03%
35-44	1.19%
45-54	1.61%
55-64	1.98%
Total (aged 0-64)	2.13%

¹⁸⁷ Ibid.

¹⁸⁸ Ibid.

¹⁸⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table G.17 Number of baseline questionnaires completed by SFOF version – Victoria ¹⁹⁰

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	1,837	3,314	5,180	8,736	5,146	24,213
Participant school to 14	1,918	5,143	10,462	8,856	3,713	30,092
Participant 15 to 24	1,224	3,244	4,598	2,984	1,367	13,417
Participant 25 and over	4,375	10,538	16,084	10,001	5,483	46,481
Total Participant	9,354	22,239	36,324	30,577	15,709	114,203
Family 0 to 14	3,570	8,163	15,086	17,165	8,690	52,674
Family 15 to 24	317	2,449	3,342	1,997	891	8,996
Family 25 and over	130	3,596	4,858	2,631	1,212	12,427
Total Family	4,017	14,208	23,286	21,793	10,793	74,097
Total	13,371	36,447	59,610	52,370	26,502	188,300

Table G.18 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	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		36%		
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			29%	
CC	% who choose who supports them			37%	59%
CC	% who choose what they do each day			46%	68%
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			81%	79%

¹⁹⁰ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table G.19 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	57%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	64%	72%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			34%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			30%	32%

Table G.20 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		72%		
HM	% who are happy with their home			78%	68%
HM	% who feel safe or very safe in their home			82%	69%
HW	% who rate their health as good, very good or excellent			66%	40%
HW	% who did not have any difficulties accessing health services			66%	59%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				46%
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%	20%
WK	% who volunteer			10%	11%

Table G.21 Selected key baseline indicators for families/carers of participants – Victoria

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	26%	23%
% receiving Carer Allowance	38%	46%	34%
% working in a paid job	46%	51%	38%
Of those in a paid job, % in permanent employment	81%	77%	79%
Of those in a paid job, % working 15 hours or more	78%	83%	84%
% who say they (and their partner) are able to work as much as they want	42%	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	86%	91%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	27%	19%
% able to advocate for their child/family member	74%	63%	60%
% who have friends and family they see as often as they like	44%	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		32%	
% who feel in control selecting services		35%	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	75%	61%	58%

Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,017) - participants who entered between 1 July 2016 and 31 March 2020 – Victoria¹⁹¹

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?	82%
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?	63%

Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=12,630) - participants who entered between 1 July 2016 and 31 March 2020 – Victoria

Question	% Yes
DL Has the NDIS helped your child to become more independent?	61%
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?	50%
S/CP Has the NDIS improved your child's social and recreational life?	45%

¹⁹¹ Results in Tables G.22 to G.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,730) and ‘Participant 25 and over’ (n=17,114) - participants who entered between 1 July 2016 and 31 March 2020 – Victoria

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	70%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	45%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	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?	36%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	18%
S/CP	Has the NDIS helped you be more involved?	51%	57%

Table G.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,646); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,517) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	66%	56%
Has the NDIS improved the level of support for your family?	72%	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?	72%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	46%	39%

Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,924) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria¹⁹²

Participant 6 to School (n = 12) – participants who entered between 1 July 2016 and 31 March 2016 – Notion				
	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?	90%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	73%	79%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	66%	+5%

Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=6,626) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria

Participant Subgroup 1 (N = 32) – participants who entered between 1 July 2016 and 31 March 2017 (Review 1)				
	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	58%	68%	+9%
LL	Has the NDIS improved your child's access to education?	38%	44%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	55%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	+5%

¹⁹² Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table G.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,377) and ‘Participant 25 and over’ (n=9,978) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria

		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?	56%	66%	+10%	62%	73%	+11%
DL	Has the NDIS helped you with daily living activities?	58%	68%	+11%	67%	78%	+11%
REL	Has the NDIS helped you to meet more people?	47%	53%	+6%	46%	54%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	-1%	27%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	47%	+6%	45%	53%	+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?	37%	40%	+4%	28%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	-2%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+6%	54%	63%	+9%

Table G.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=6,494); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,436) - participants who entered between 1 July 2016 and 31 March 2019 – Victoria

		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%	67%	+7%	49%	61%	+12%
	Has the NDIS improved the level of support for your family?	66%	74%	+8%	59%	74%	+16%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	75%	+7%	57%	69%	+12%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	78%	+6%			
	Has the NDIS improved your health and wellbeing?	39%	44%	+5%	33%	41%	+8%

Table G.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,031) - participants who entered between 1 July 2016 and 31 March 2018 – Victoria ¹⁹³

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	95%	93%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	94%	90%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	84%	+2%
REL	Has the NDIS improved how your child fits into family life?	68%	77%	78%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	56%	63%	64%	+8%

Table G.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=2,715) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	57%	66%	71%	+14%
LL	Has the NDIS improved your child's access to education?	33%	38%	43%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	51%	56%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	49%	51%	+9%

Table G.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,475) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	55%	64%	69%	+14%
Has the NDIS helped you with daily living activities?	57%	66%	73%	+17%
Has the NDIS helped you to meet more people?	44%	49%	55%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	19%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	39%	46%	50%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	39%	40%	+3%
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%	59%	64%	+13%

¹⁹³ Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table G.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,923) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	71%	77%	+13%
Has the NDIS helped you with daily living activities?	67%	77%	82%	+15%
Has the NDIS helped you to meet more people?	47%	54%	58%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	28%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	55%	+10%
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%	35%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	17%	0%
Has the NDIS helped you be more involved?	54%	62%	67%	+12%

Table G.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,464) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	58%	64%	67%	+9%
Has the NDIS improved the level of support for your family?	65%	70%	75%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	72%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	75%	79%	+6%
Has the NDIS improved your health and wellbeing?	35%	38%	42%	+6%

Table G.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=596) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	44%	53%	61%	+17%
Has the NDIS improved the level of support for your family?	58%	67%	76%	+18%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	56%	66%	72%	+16%
Has the NDIS improved your health and wellbeing?	28%	32%	39%	+11%

Table G.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=336) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria ¹⁹⁴

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	92%	95%	93%	86%	-5%
DL	Has the NDIS improved your child's access to specialist services?	92%	93%	95%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	87%	87%	77%	-3%
REL	Has the NDIS improved how your child fits into family life?	75%	76%	80%	77%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	56%	63%	63%	59%	+3%

Table G.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=593) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	58%	67%	70%	76%	+19%
LL	Has the NDIS improved your child's access to education?	33%	37%	38%	41%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	49%	53%	57%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	50%	51%	52%	+5%

Table G.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=297) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	56%	61%	60%	66%	+10%
DL	Has the NDIS helped you with daily living activities?	59%	64%	66%	72%	+13%
REL	Has the NDIS helped you to meet more people?	44%	47%	47%	52%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	16%	13%	15%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	37%	37%	43%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	35%	36%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	10%	7%	10%	-5%
S/CP	Has the NDIS helped you be more involved?	50%	53%	54%	61%	+11%

¹⁹⁴ Results in Tables G.36 to G.41 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table G.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=709) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	61%	72%	74%	79%	+18%
DL	Has the NDIS helped you with daily living activities?	67%	78%	83%	86%	+19%
REL	Has the NDIS helped you to meet more people?	51%	56%	60%	64%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	29%	28%	32%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	57%	56%	61%	+11%
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%	35%	37%	39%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	15%	11%	13%	-2%
S/CP	Has the NDIS helped you be more involved?	56%	63%	68%	72%	+16%

Table G.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=509) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	60%	65%	70%	+12%
	Has the NDIS improved the level of support for your family?	70%	71%	72%	79%	+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?	70%	73%	75%	76%	+6%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	79%	82%	82%	+4%
	Has the NDIS improved your health and wellbeing?	40%	40%	42%	43%	+3%

Table G.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=42) - participants who entered between 1 July 2016 and 31 March 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	63%	56%	66%	+11%
	Has the NDIS improved the level of support for your family?	55%	69%	63%	76%	+22%
	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%	71%	69%	75%	+5%
	Has the NDIS improved your health and wellbeing?	26%	21%	42%	42%	+16%

Table G.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,861), 'participant social and community engagement rate' (n=13,900) and 'parent and carer employment rate' (n=9,138) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Victoria ¹⁹⁵

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	11%	15%	17%	24%
Aged 25+	21%	20%	20%	
Aged 15+	19%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	39%	41%	50%
Aged 25+	37%	40%	42%	
Aged 15+	37%	40%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	48%	48%	50%
Aged 15+	43%	44%	43%	
All ages	44%	47%	46%	

Table G.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,455), 'participant social and community engagement rate' (n=5,497) and 'parent and carer employment rate' (n=2,927) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Victoria ¹⁹⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	17%	19%	21%	24%
Aged 25+	24%	24%	21%	22%	
Aged 15+	22%	22%	21%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	30%	36%	40%	41%	50%
Aged 25+	36%	42%	44%	46%	
Aged 15+	35%	41%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	45%	49%	50%	50%	50%
Aged 15+	46%	48%	43%	44%	
All ages	45%	49%	49%	49%	

¹⁹⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

¹⁹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table G.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,017), 'participant social and community engagement rate' (n=1,063) and 'parent and carer employment rate' (n=475) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Victoria ¹⁹⁷

Early plan review – participants who entered between 1 July 2016 and 31 March 2017 – Victoria						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	11%	18%	30%	20%	24%
Aged 25+	20%	19%	20%	18%	19%	
Aged 15+	19%	18%	20%	20%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	29%	36%	39%	38%	50%
Aged 25+	37%	39%	44%	43%	45%	
Aged 15+	36%	37%	43%	42%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	42%	48%	47%	55%	50%	50%
Aged 15+	Numbers are too small					
All ages	43%	49%	48%	56%	51%	

Table G.45 Number of active plans by goal type and primary disability – Victoria ¹⁹⁸

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	942	2,393	1,982	649	900	2,842	1,531	881	3,616
Autism	5,875	30,229	11,749	12,116	16,315	20,052	2,396	4,003	35,540
Cerebral Palsy	959	3,021	2,150	818	997	2,656	1,183	607	3,903
Developmental Delay	365	11,969	2,877	5,201	4,220	2,514	23	5	12,756
Down Syndrome	608	2,120	1,328	699	838	2,122	857	574	2,812
Global Developmental Delay	68	1,660	440	759	610	385	3	2	1,763
Hearing Impairment	1,048	4,176	1,171	1,438	949	2,320	679	1,123	5,418
Intellectual Disability	5,042	15,416	8,547	5,660	6,830	15,562	6,235	6,423	21,369
Multiple Sclerosis	717	1,883	1,816	211	400	1,740	952	651	2,581
Psychosocial disability	3,628	10,232	9,932	3,525	3,353	11,991	5,244	5,156	15,638
Spinal Cord Injury	292	607	530	103	115	586	309	242	830
Stroke	458	1,129	865	159	280	1,107	538	304	1,488
Visual Impairment	730	2,127	993	620	315	1,786	556	820	2,659
Other Neurological	1,162	3,456	2,608	667	974	3,251	1,638	695	4,663
Other Physical	1,077	3,182	2,238	482	484	2,429	1,023	825	4,033
Other Sensory/Speech	69	565	167	276	227	221	13	32	688
Other	158	481	313	101	120	379	185	101	618
Total	23,198	94,646	49,706	33,484	37,927	71,943	23,365	22,444	120,375

¹⁹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

¹⁹⁸ 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.46 Number of goals in active plans by goal type and primary disability – Victoria ¹⁹⁹

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	1,091	3,531	2,341	767	991	3,392	1,642	923	14,678
Autism	7,043	75,163	14,199	16,994	20,057	24,078	2,516	4,212	164,262
Cerebral Palsy	1,168	6,340	2,629	1,026	1,121	3,394	1,280	644	17,602
Developmental Delay	418	45,880	3,586	8,017	5,061	2,825	23	5	65,815
Down Syndrome	708	4,223	1,535	889	953	2,788	906	598	12,600
Global Developmental Delay	80	6,311	558	1,216	729	435	3	2	9,334
Hearing Impairment	1,207	7,872	1,317	1,759	1,055	2,666	701	1,182	17,759
Intellectual Disability	5,923	26,590	9,772	6,992	7,889	19,313	6,568	6,729	89,776
Multiple Sclerosis	853	2,816	2,349	230	421	2,018	1,042	671	10,400
Psychosocial disability	4,209	14,175	12,031	3,928	3,643	13,932	5,512	5,371	62,801
Spinal Cord Injury	349	895	646	110	122	709	341	248	3,420
Stroke	548	1,832	1,032	186	289	1,272	588	318	6,065
Visual Impairment	853	3,614	1,098	739	338	2,120	601	875	10,238
Other Neurological	1,376	6,018	3,175	830	1,090	3,819	1,780	733	18,821
Other Physical	1,285	5,473	2,747	555	522	2,788	1,106	846	15,322
Other Sensory/Speech	80	1,644	197	437	262	249	13	32	2,914
Other	185	930	378	129	137	428	199	102	2,488
Total	27,376	213,307	59,590	44,804	44,680	86,226	24,821	23,491	524,295

Table G.47 Number of active plans by goal type and age group – Victoria ²⁰⁰

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	554	19,446	4,808	8,540	6,886	4,146	38	2	20,538
7 to 14	4,318	26,513	9,686	10,342	14,283	16,207	653	244	30,519
15 to 18	2,071	6,564	3,062	2,842	3,376	5,930	765	2,093	8,250
19 to 24	2,502	6,273	3,254	2,672	2,219	6,156	2,299	4,371	8,629
25 to 34	2,994	7,462	5,189	2,543	2,574	7,744	3,895	4,701	10,756
35 to 44	2,779	7,297	5,876	2,110	2,521	7,907	3,885	4,097	10,604
45 to 54	3,267	8,937	7,436	2,200	2,756	9,902	4,756	3,916	13,018
55 to 64	3,680	9,634	8,157	1,828	2,671	10,968	5,534	2,626	14,225
65+	1,033	2,520	2,238	407	641	2,983	1,540	394	3,836
Total	23,198	94,646	49,706	33,484	37,927	71,943	23,365	22,444	120,375

¹⁹⁹ Participants have set over six million goals in total across Australia since July 2016. The 524,295 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

²⁰⁰ 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.48 Number of goals in active plans by goal type and age group – Victoria ²⁰¹

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	623	75,882	6,089	13,452	8,263	4,724	39	2	109,074
7 to 14	5,216	65,685	11,796	14,572	17,715	19,320	670	246	135,220
15 to 18	2,471	10,872	3,545	3,470	4,013	7,095	797	2,161	34,424
19 to 24	2,988	9,306	3,672	3,149	2,475	7,307	2,411	4,616	35,924
25 to 34	3,561	10,747	6,102	2,886	2,879	9,288	4,128	4,955	44,546
35 to 44	3,289	10,436	6,999	2,372	2,760	9,512	4,144	4,284	43,796
45 to 54	3,780	12,935	8,952	2,454	3,009	11,998	5,104	4,097	52,329
55 to 64	4,263	13,823	9,792	2,001	2,881	13,334	5,901	2,722	54,717
65+	1,185	3,621	2,643	448	685	3,648	1,627	408	14,265
Total	27,376	213,307	59,590	44,804	44,680	86,226	24,821	23,491	524,295

²⁰¹ Participants have set over six million goals in total across Australia since July 2016. The 524,295 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria²⁰²

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 192	n = 229
Are you happy with how coming into the NDIS has gone?	88%	86%
Was the person from the NDIS respectful?	98%	96%
Do you understand what will happen next with your plan?	82%	77%
% of participants rating their overall experience as Very Good or Good.	85%	79%
Pre-planning	n = 279	n = 218
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	94%	97%
Were decisions about your plan clearly explained?	77%	81%
Are you clear on what happens next with your plan?	70%	71%
Do you know where to go for more help with your plan?	75%	76%
% of participants rating their overall experience as Very Good or Good.	81%	85%
Planning	n = 1,080	n = 928
Did the person from the NDIS understand how your disability affects your life?	93%	92%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	89%	88%
Are you clear on what happens next with your plan?	83%	84%
Do you know where to go for more help with your plan?	88%	88%
% of participants rating their overall experience as Very Good or Good.	85%	87%
Plan review	n = 2,617	n = 2,258
Did the person from the NDIS understand how your disability affects your life?	86%	82%
Did you feel prepared for your plan review?	86%	85%
Is your NDIS plan helping you to make progress towards your goals?	90%	88%
% of participants rating their overall experience as Very Good or Good.	80%	77%

²⁰² Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ^{203 204}

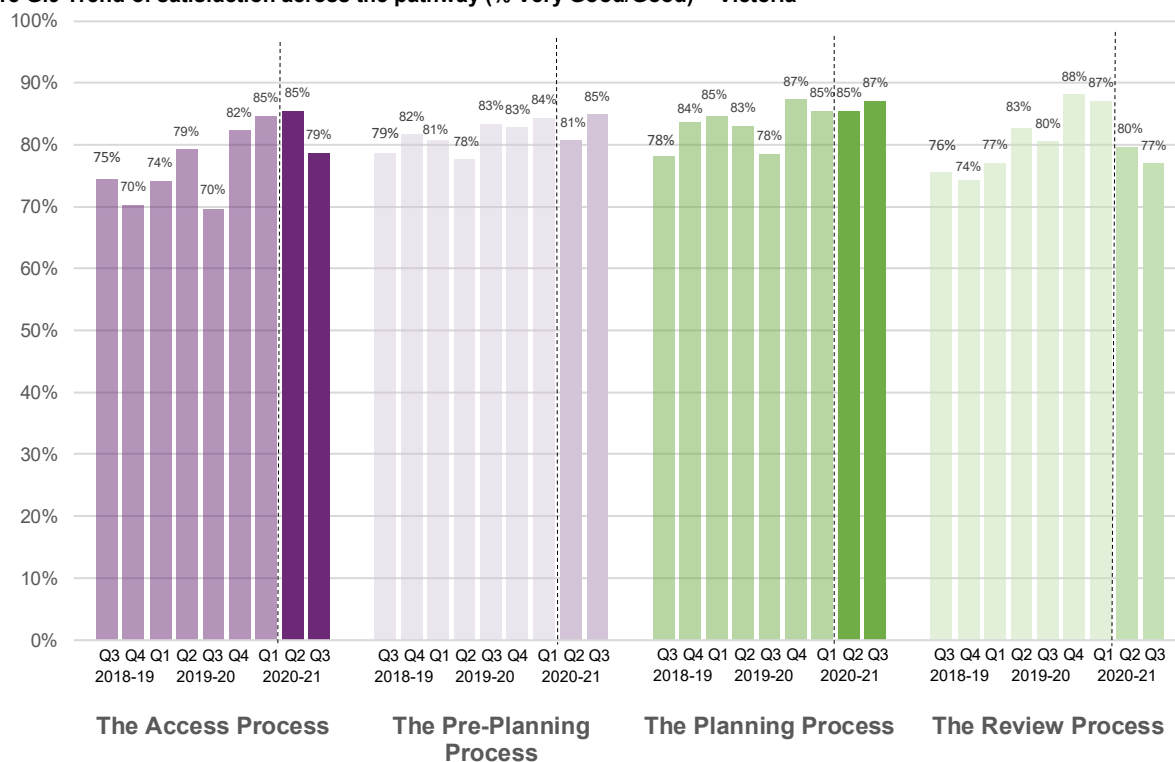
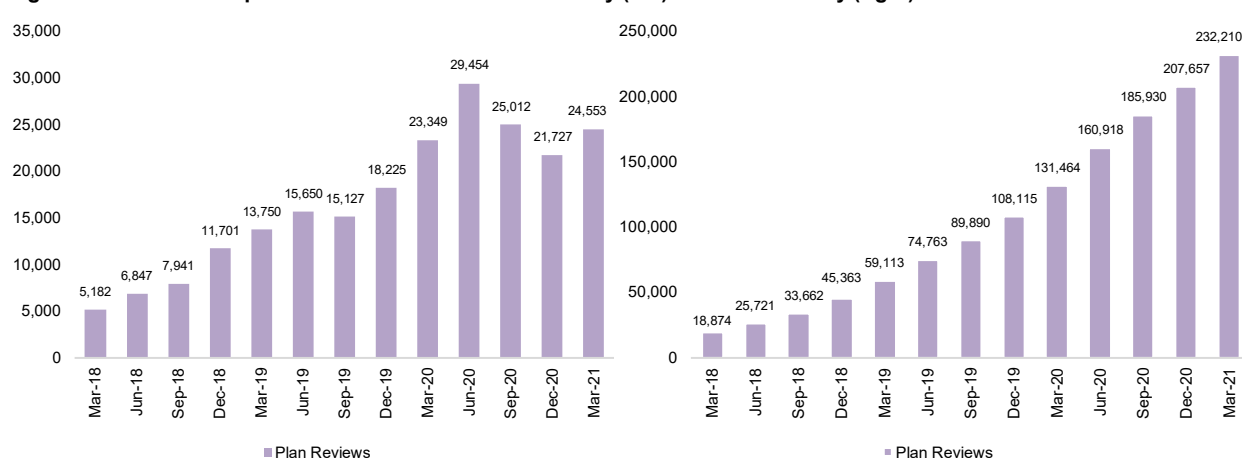


Table G.50 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria ²⁰⁵

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	207,657	24,553	232,210
Early intervention plans	31,711	4,757	36,468
Permanent disability plans	175,946	19,796	195,742

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



²⁰³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

²⁰⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁰⁵ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.51 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

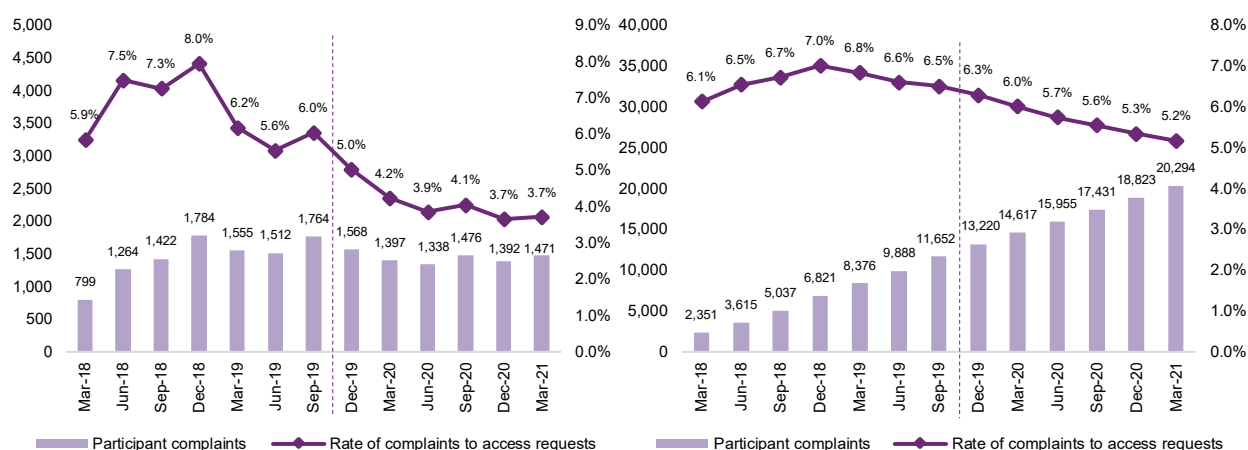
Table G.52 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table G.53.

Table G.53 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table G.52. The list of complaint types is different to that which appears in Table G.52, as it is based on the options available on the 'My Customer Requests' tile.

Table G.51 Complaints by quarter – Victoria ^{206 207 208}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	75	5	80	76
Complaint about LAC Partner	173	35	208	194
Complaints about service providers	1,017	79	1,096	927
Complaints about the Agency	16,531	1,013	17,544	10,171
Critical/ Reportable Incident	889	339	1,228	1,019
Unclassified	638	0	638	590
Total	19,323	1,471	20,794	11,844
Total complaints made since 1 April 2017	18,823	1,471	20,294	
Complaints since 1 April 2017 as % of all access requests	5.3%	3.7%	5.2%	

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



²⁰⁶ Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.

²⁰⁷ % 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.

²⁰⁸ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table G.52 Complaints by type ('My Feedback' tile) – Victoria

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	123	(18%)
Service Delivery	116	(17%)
Staff conduct	111	(17%)
Provider process	84	(13%)
Provider costs.	49	(7%)
Other	187	(28%)
Total	670	
<i>Complaints about the Agency</i>		
Timeliness	4,494	(38%)
Individual needs	1,130	(9%)
Reasonable and necessary supports	1,558	(13%)
Information unclear	479	(4%)
The way the NDIA carried out its decision making	705	(6%)
Other	3,567	(30%)
Total	11,933	
<i>Unclassified</i>	634	
Participants total	13,237	

Table G.53 Complaints by type ('My Customer Requests' tile) – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	4	(5%)	1	(20%)	5	(6%)
ECEI Process	4	(5%)	0	(0%)	4	(5%)
ECEI Staff	14	(19%)	1	(20%)	15	(19%)
ECEI Timeliness	52	(69%)	3	(60%)	55	(69%)
Other	1	(1%)	0	(0%)	1	(1%)
Total	75		5		80	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	1	(3%)	2	(1%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	28	(16%)	9	(26%)	37	(18%)
LAC Process	18	(10%)	1	(3%)	19	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	107	(62%)	20	(57%)	127	(61%)
LAC Timeliness	18	(10%)	4	(11%)	22	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	173		35		208	
<i>Complaints about service providers</i>						
Provider Finance	25	(7%)	7	(10%)	32	(8%)
Provider Fraud and Compliance	39	(11%)	8	(11%)	47	(11%)
Provider Service	209	(59%)	35	(50%)	244	(57%)
Provider Staff	83	(23%)	20	(29%)	103	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	356		70		426	
<i>Complaints about the Agency</i>						
NDIA Access	214	(5%)	40	(4%)	254	(5%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	590	(13%)	93	(10%)	683	(12%)
NDIA Fraud and Compliance	21	(0%)	3	(0%)	24	(0%)
NDIA Plan	1,394	(30%)	359	(37%)	1,753	(31%)
NDIA Process	501	(11%)	105	(11%)	606	(11%)
NDIA Resources	44	(1%)	11	(1%)	55	(1%)
NDIA Staff	418	(9%)	98	(10%)	516	(9%)
NDIA Timeliness	1,454	(31%)	260	(27%)	1,714	(31%)
Quality & Safeguards Commission	2	(0%)	0	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	4,642		969		5,611	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	257	(29%)	63	(19%)	320	(26%)
Allegations against NDIA Staff/Partners	3	(0%)	1	(0%)	4	(0%)
Allegations against a provider	205	(23%)	86	(25%)	291	(24%)
Participant threat	192	(22%)	48	(14%)	240	(20%)
Provider reporting	232	(26%)	141	(42%)	373	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	889		339		1,228	
<i>Unclassified</i>	4		0		4	
Participants total	6,139		1,418		7,557	

Figure G.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Victoria ²⁰⁹

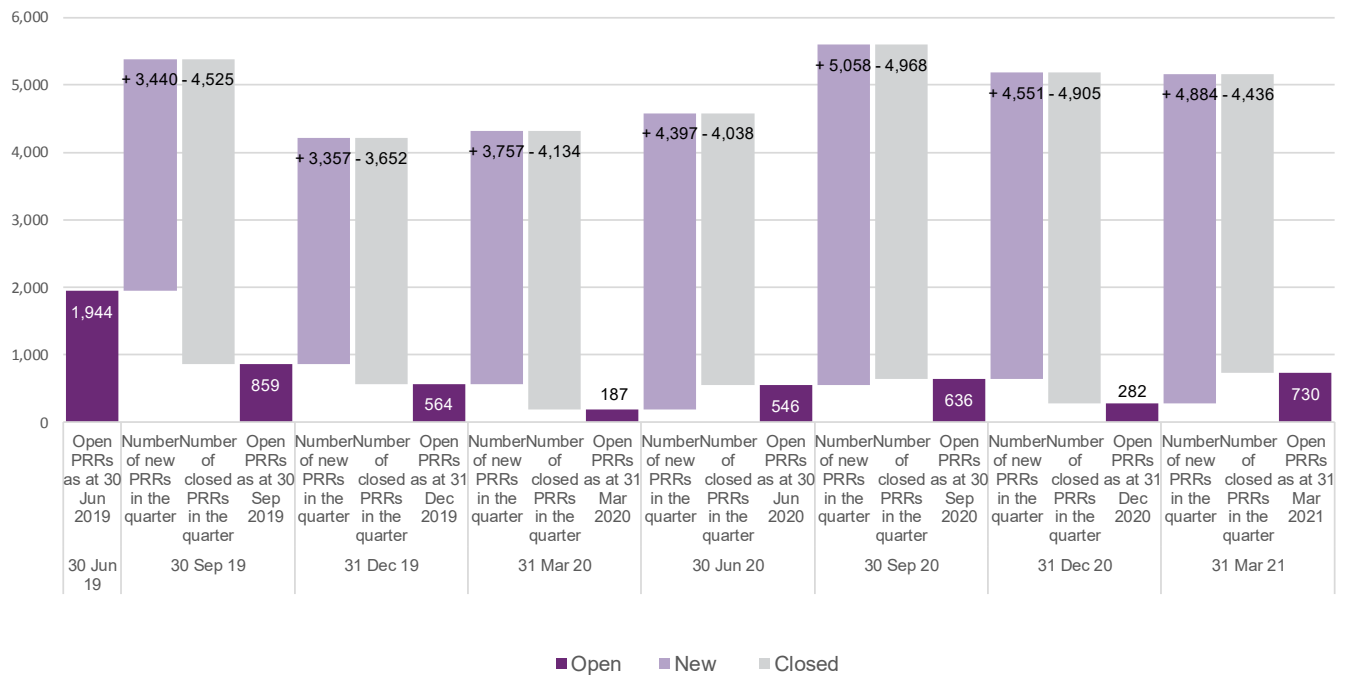
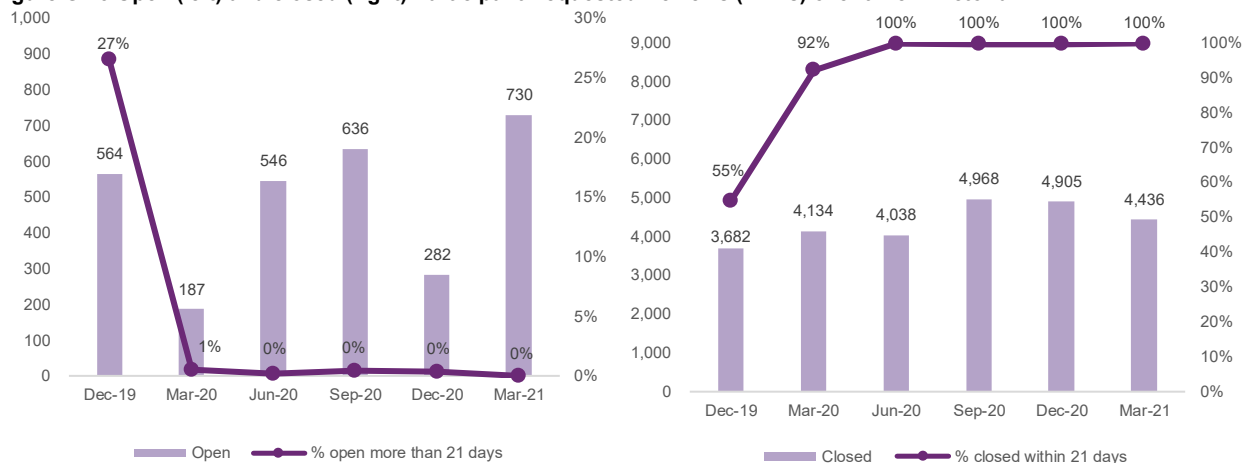


Table G.54 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria ²¹⁰

	As at 31 March 2021
Open PRRs	730
Number of PRRs open less than 21 days	730
Number of PRRs open more than 21 days	0
New PRRs in the quarter	4,884
Number of PRRs closed in the quarter	4,436
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure G.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Victoria ²¹¹



²⁰⁹ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

²¹⁰ 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.

²¹¹ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure G.14 RoRDs received and closed by quarter and open at the end of each quarter – Victoria

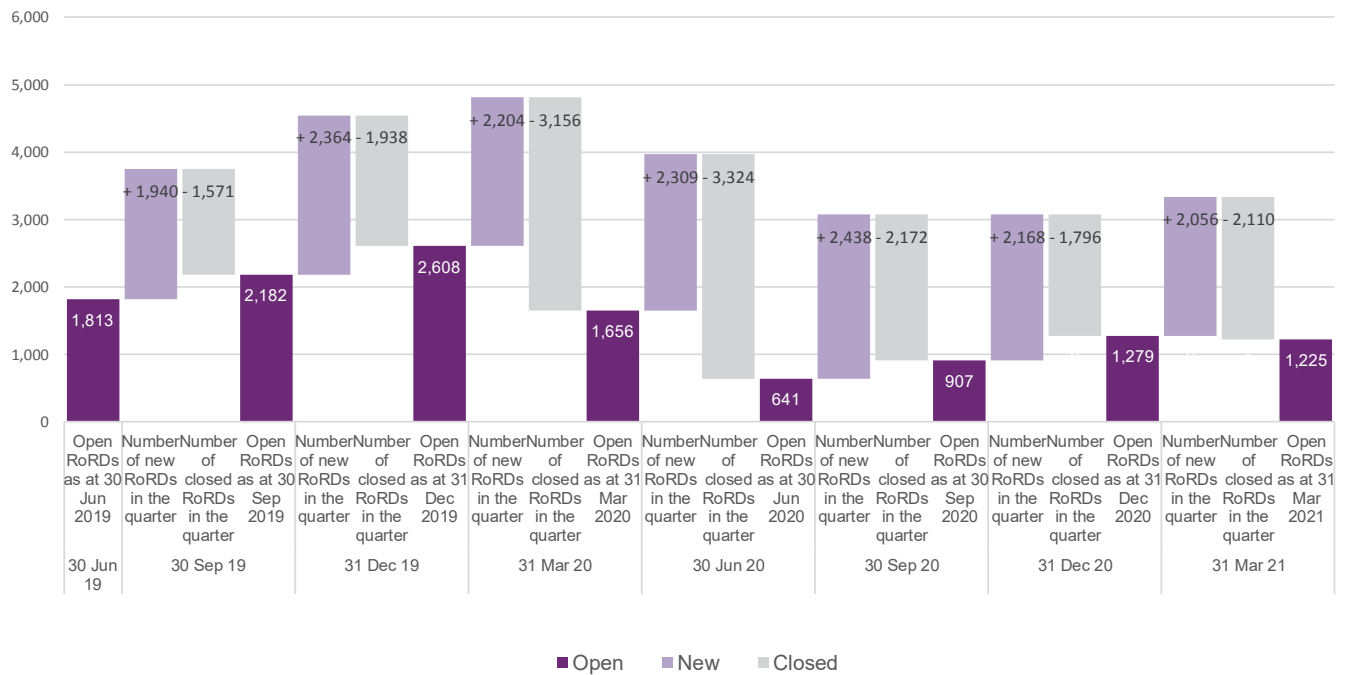
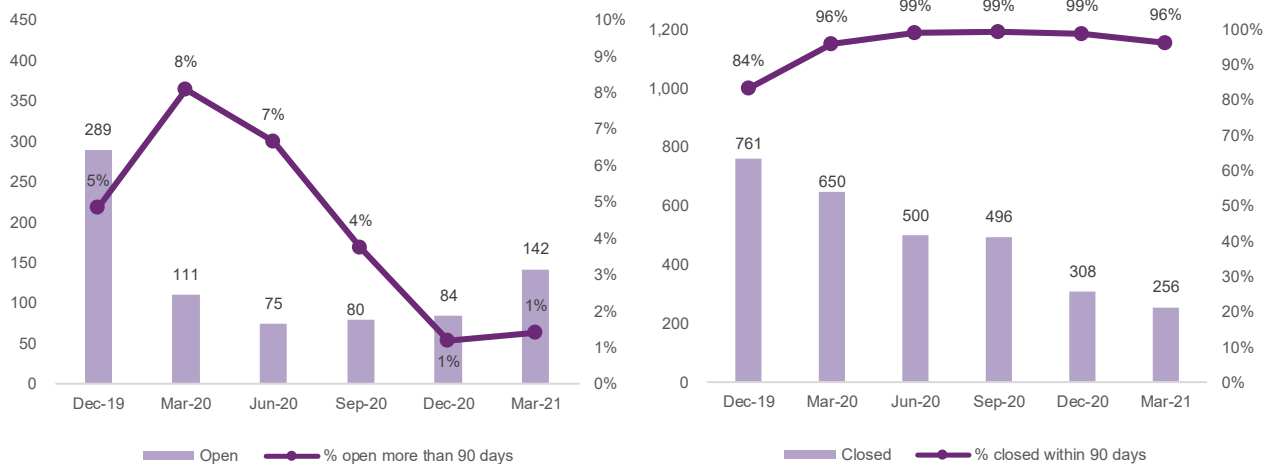


Table G.55 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria ^{212 213}

	Access	Planning
Open RoRDs	142	1,083
Number of RoRDs open less than 90 days	140	1,019
Number of RoRDs open more than 90 days	2	64
New RoRDs in the quarter	314	1,742
Number of RoRDs closed in the quarter	256	1,854
Proportion closed within 90 days	96%	89%
Average days RoRDs took to close in the quarter	35	64

Figure G.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Victoria ²¹⁴



²¹² 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.

²¹³ 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.

²¹⁴ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure G.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Victoria ²¹⁵

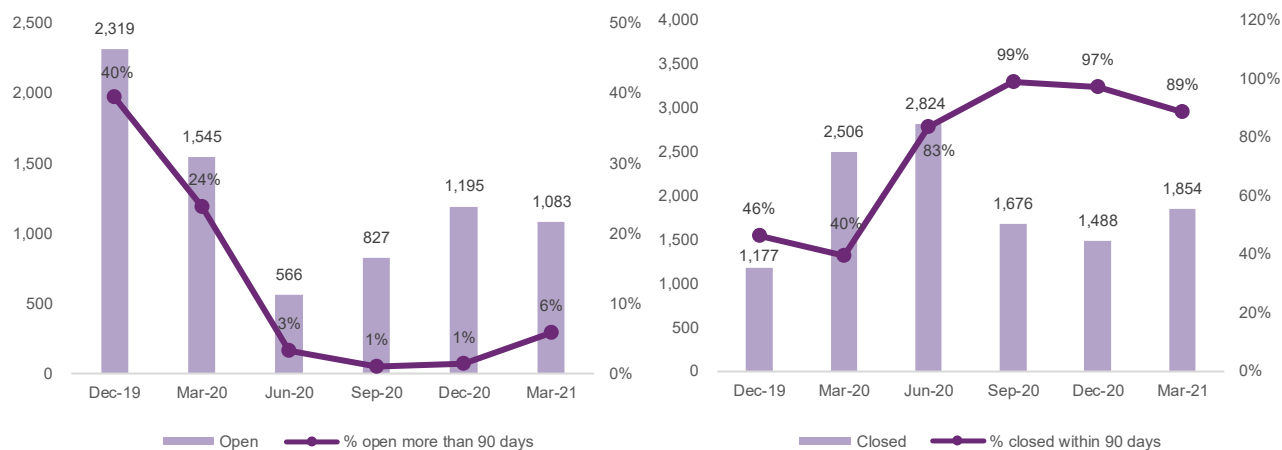


Table G.56 AAT Cases by category – Victoria ²¹⁶

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	372	34%	17	15%	389	32%
Plan	579	52%	84	76%	663	54%
Plan Review	67	6%	<11		68	6%
Other	89	8%	<11		98	8%
Total	1,107	100%	111	100%	1,218	100%
% of all access decisions	0.33%		0.30%		0.33%	

Figure G.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

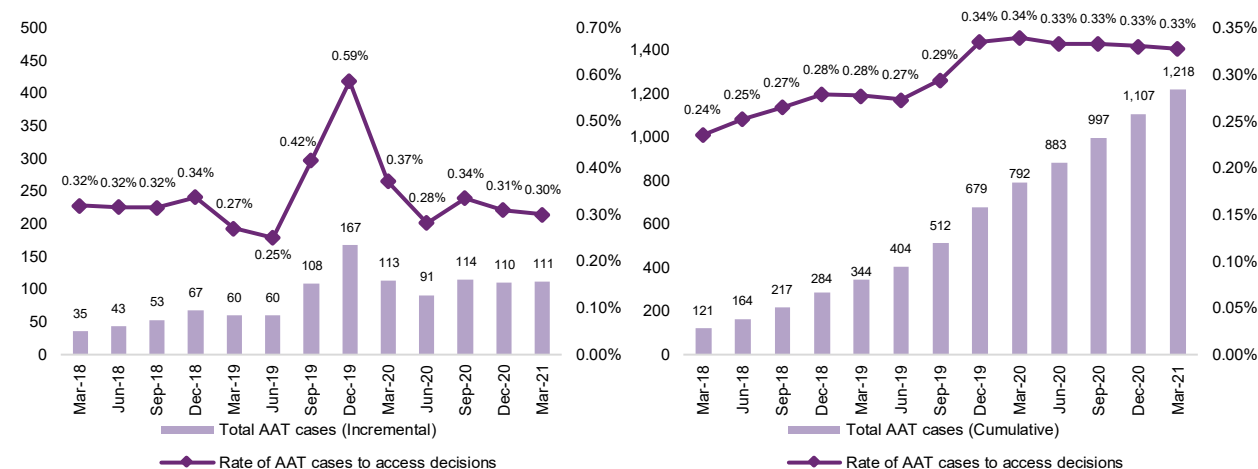


Table G.57 AAT cases by open/closed and decision – Victoria ²¹⁷

	N
AAT Cases	1,218
Open AAT Cases	317
Closed AAT Cases	901
Resolved before hearing	875
Gone to hearing and received a substantive decision	26

²¹⁵ Ibid.

²¹⁶ % 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.

²¹⁷ Of the 26 cases which went to hearing and received a substantive decision: 9 affirmed the Agency's decision, 5 varied the Agency's decision and 12 set aside the Agency's decision.

Figure G.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Victoria ^{218 219}

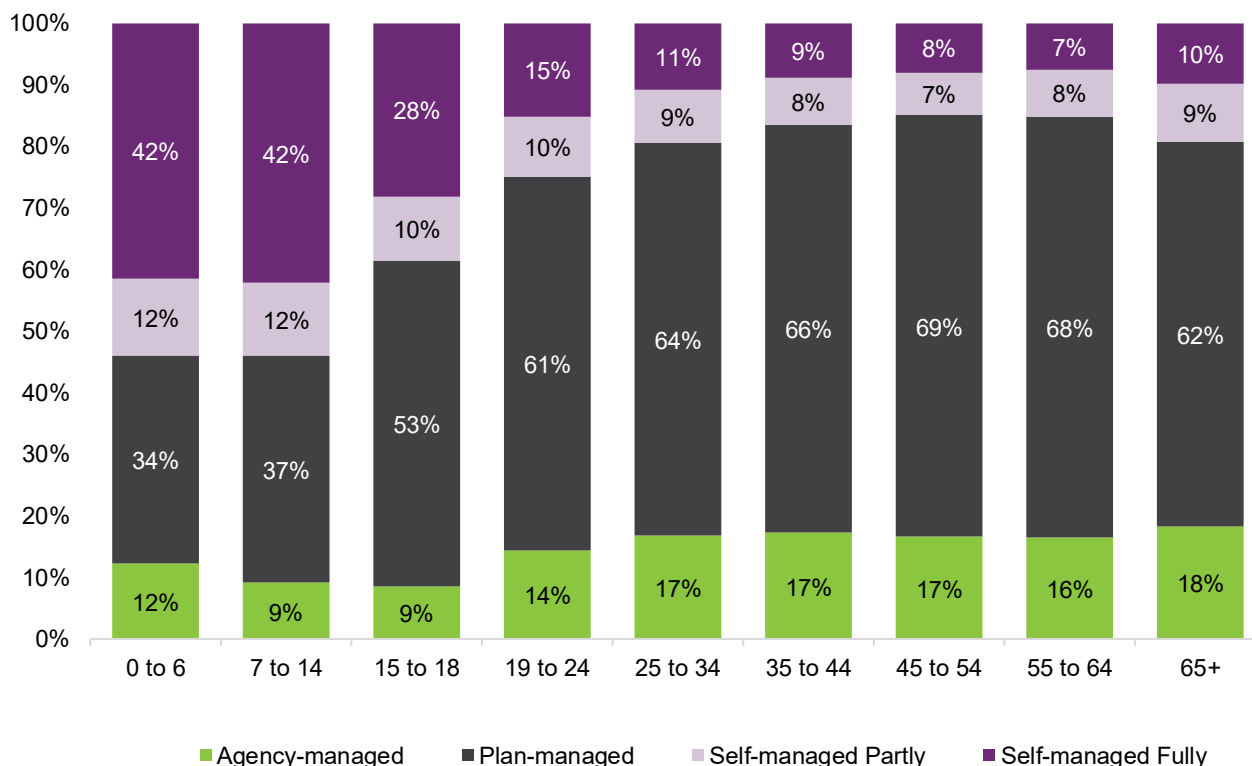
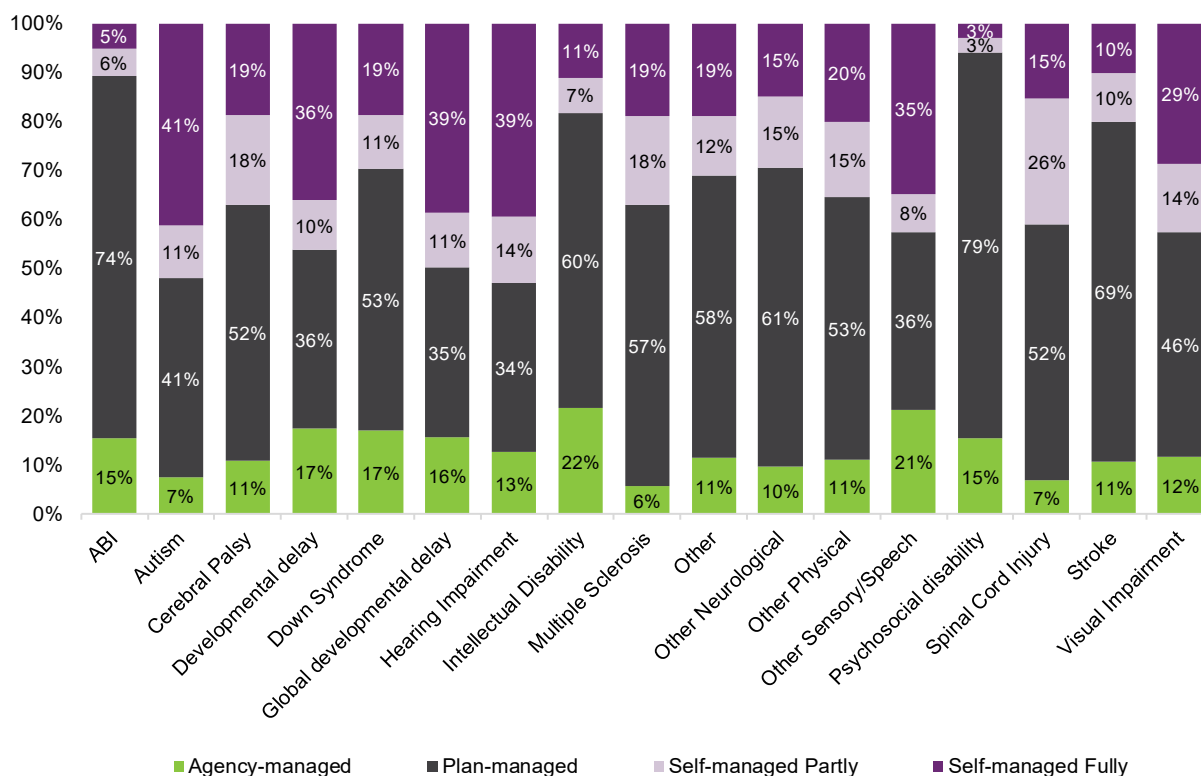


Figure G.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Victoria ^{220 221}



²¹⁸ For the total number of active participants in each age group, see Table G.14.

²¹⁹ Participants can use more than one method to manage their funding. These results are based on 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.

²²⁰ For the total number of active participants in each primary disability group, see Table G.12.

²²¹ Participants can use more than one method to manage their funding. These results are based on 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.

Table G.58 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria
222

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	25%	25%	25%
Self-managed partly	10%	9%	10%
Plan-managed	51%	56%	52%
Agency-managed	15%	9%	13%
Total	100%	100%	100%

Figure G.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria²²³

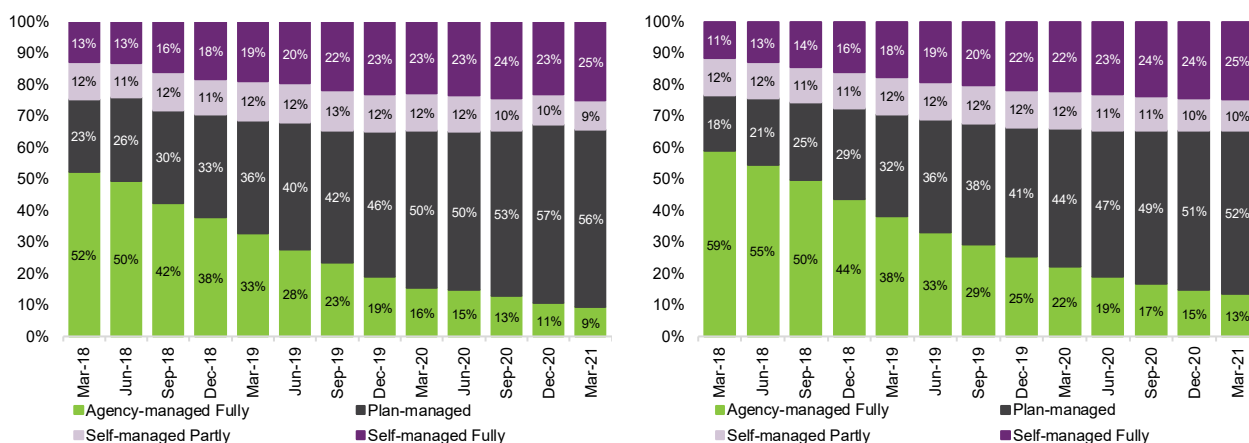
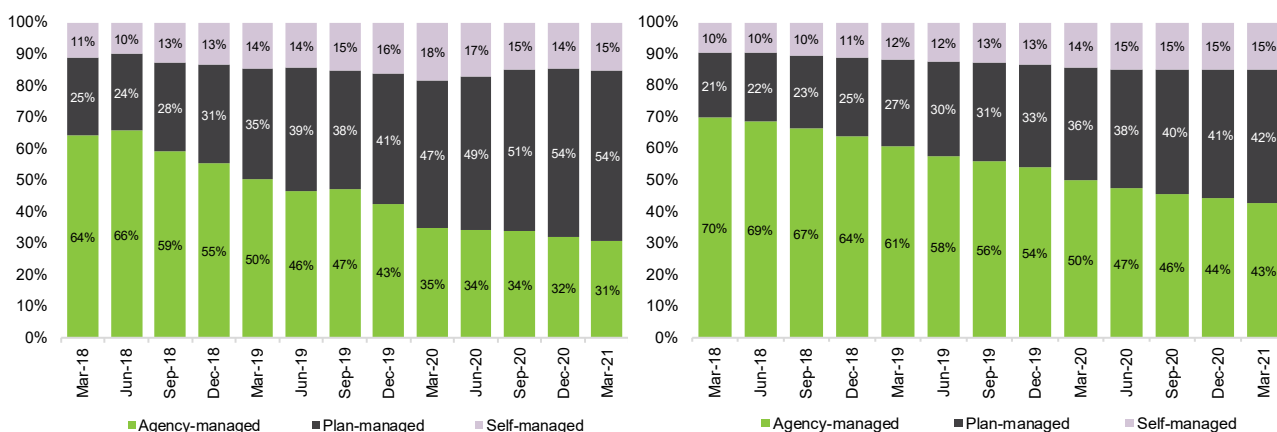


Table G.59 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q3	Total
Self-managed	15%	15%	15%
Plan-managed	41%	54%	42%
Agency-managed	44%	31%	43%
Total	100%	100%	100%

Figure G.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria



²²² Ibid.

²²³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.60 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q3	Total
Support coordination	45%	48%	45%

Table G.61 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ²²⁴

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	67,440	68%	3,589	65%	71,029	67%
30 to 59 days	11,847	12%	748	13%	12,595	12%
60 to 89 days	5,582	6%	294	5%	5,876	6%
Activated within 90 days	84,869	85%	4,631	83%	89,500	85%
90 to 119 days	3,185	3%	157	3%	3,342	3%
120 days and over	8,669	9%	251	5%	8,920	8%
Activated after 90 days	11,854	12%	408	7%	12,262	12%
No payments	3,057	3%	513	9%	3,570	3%
Total plans approved	99,780	100%	5,552	100%	105,332	100%

Table G.62 Proportion of participants who have activated within 12 months – Victoria

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,433	2,621	93%
Not Aboriginal and Torres Strait Islander	72,608	75,558	96%
Not Stated	18,033	18,668	97%
Total	93,074	96,847	96%
by Culturally and Linguistically Diverse status			
CALD	10,268	10,700	96%
Not CALD	82,731	86,071	96%
Not Stated	75	76	99%
Total	93,074	96,847	96%
by Remoteness			
Major Cities	66,606	69,233	96%
Regional	26,426	27,569	96%
Remote	38	41	93%
Missing	<11	<11	
Total	93,074	96,847	96%
by Primary Disability type			
Autism	28,492	29,319	97%
Intellectual Disability (including Down Syndrome)	21,511	22,130	97%
Psychosocial Disability	11,654	12,221	95%
Developmental Delay (including Global Developmental Delay)	7,301	7,908	92%
Other	24,116	25,269	95%
Total	93,074	96,847	96%

²²⁴ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.63 Distribution of plans by utilisation – Victoria ^{225 226}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	25%
> 75%	37%
Total	100%

Table G.64 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²²⁷

	Prior Quarters	2020-21 Q3	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	45%	53%	47%
Lifelong Learning	12%	17%	13%
Other	12%	14%	13%
Non-categorised	33%	27%	31%
Any mainstream service	94%	95%	94%

Part Four: Providers and the growing market

Table G.65 Key markets indicators by quarter – Victoria ^{228 229}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.15	1.14
b) Number of providers delivering new types of supports	412	412
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	90%	82%
<i>Therapeutic Supports (%)</i>	96%	94%
<i>Participation in community, social and civic activities (%)</i>	91%	87%
<i>Early Intervention supports for early childhood (%)</i>	89%	88%
<i>Daily Personal Activities (%)</i>	94%	88%

Table G.66 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Victoria ²³⁰

Activity	Number of providers
Active for the first time in 2020-21 Q3	126
Active in 2020-21 Q3 and also in previous quarters	2,423
Active in 2020-21 Q3	2,549
Inactive in 2020-21 Q3	3,022
Active ever	5,571

²²⁵ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²²⁶ Plans less than 31 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.

²²⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²²⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²²⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²³⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.67 Cumulative number of providers that have been ever active by registration group – Victoria ²³¹

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	160	5	165	3%
Assistance Animals	62	0	62	0%
Assistance with daily life tasks in a group or shared living arrangement	444	30	474	7%
Assistance with travel/transport arrangements	640	17	657	3%
Daily Personal Activities	952	36	988	4%
Group and Centre Based Activities	628	26	654	4%
High Intensity Daily Personal Activities	660	34	694	5%
Household tasks	1,339	38	1,377	3%
Interpreting and translation	141	8	149	6%
Participation in community, social and civic activities	1,025	46	1,071	4%
Assistive Technology				
Assistive equipment for recreation	147	13	160	9%
Assistive products for household tasks	146	6	152	4%
Assistance products for personal care and safety	955	41	996	4%
Communication and information equipment	330	20	350	6%
Customised Prosthetics	363	26	389	7%
Hearing Equipment	166	9	175	5%
Hearing Services	36	4	40	11%
Personal Mobility Equipment	504	25	529	5%
Specialised Hearing Services	44	6	50	14%
Vision Equipment	127	6	133	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,002	63	1,065	6%
Behaviour Support	378	20	398	5%
Community nursing care for high needs	350	15	365	4%
Development of daily living and life skills	655	25	680	4%
Early Intervention supports for early childhood	775	21	796	3%
Exercise Physiology and Physical Wellbeing activities	368	24	392	7%
Innovative Community Participation	230	11	241	5%
Specialised Driving Training	130	9	139	7%
Therapeutic Supports	2,820	66	2,886	2%
Capital services				
Home modification design and construction	293	16	309	5%
Specialist Disability Accommodation	78	7	85	9%
Vehicle Modifications	113	11	124	10%
Choice and control support services				
Management of funding for supports in participants plan	506	29	535	6%
Support Coordination	268	15	283	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	197	12	209	6%
Specialised Supported Employment	192	14	206	7%
Total approved active providers	5,445	126	5,571	2%

²³¹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table G.68 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	32	133	165	19%	81%	100%
Assistance Animals	8	54	62	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	52	422	474	11%	89%	100%
Assistance with travel/transport arrangements	108	549	657	16%	84%	100%
Daily Personal Activities	110	878	988	11%	89%	100%
Group and Centre Based Activities	65	589	654	10%	90%	100%
High Intensity Daily Personal Activities	77	617	694	11%	89%	100%
Household tasks	427	950	1,377	31%	69%	100%
Interpreting and translation	22	127	149	15%	85%	100%
Participation in community, social and civic activities	133	938	1,071	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	16	144	160	10%	90%	100%
Assistive products for household tasks	20	132	152	13%	87%	100%
Assistance products for personal care and safety	136	860	996	14%	86%	100%
Communication and information equipment	74	276	350	21%	79%	100%
Customised Prosthetics	55	334	389	14%	86%	100%
Hearing Equipment	26	149	175	15%	85%	100%
Hearing Services	4	36	40	10%	90%	100%
Personal Mobility Equipment	73	456	529	14%	86%	100%
Specialised Hearing Services	5	45	50	10%	90%	100%
Vision Equipment	20	113	133	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	182	883	1,065	17%	83%	100%
Behaviour Support	84	314	398	21%	79%	100%
Community nursing care for high needs	51	314	365	14%	86%	100%
Development of daily living and life skills	80	600	680	12%	88%	100%
Early Intervention supports for early childhood	271	525	796	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	83	309	392	21%	79%	100%
Innovative Community Participation	60	181	241	25%	75%	100%
Specialised Driving Training	40	99	139	29%	71%	100%
Therapeutic Supports	1,257	1,629	2,886	44%	56%	100%
Capital services						
Home modification design and construction	61	248	309	20%	80%	100%
Specialist Disability Accommodation	3	82	85	4%	96%	100%
Vehicle Modifications	12	112	124	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	102	433	535	19%	81%	100%
Support Coordination	44	239	283	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	19	190	209	9%	91%	100%
Specialised Supported Employment	22	184	206	11%	89%	100%
Total	2,009	3,562	5,571	36%	64%	100%

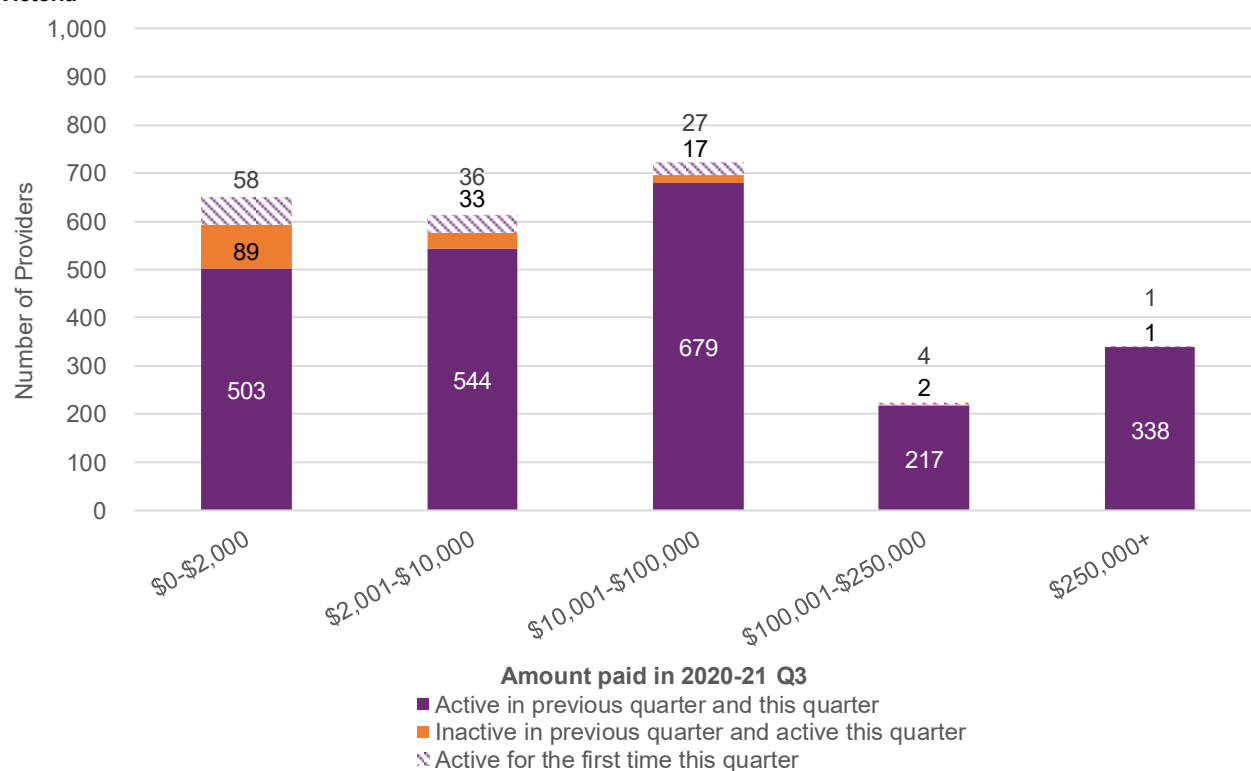
Table G.69 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Victoria

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	34	5	39	13%
Assistance Animals	37	0	37	0%
Assistance with daily life tasks in a group or shared living arrangement	272	30	302	10%
Assistance with travel/transport arrangements	242	17	259	7%
Daily Personal Activities	543	36	579	6%
Group and Centre Based Activities	349	26	375	7%
High Intensity Daily Personal Activities	360	34	394	9%
Household tasks	662	38	700	5%
Interpreting and translation	55	8	63	13%
Participation in community, social and civic activities	617	46	663	7%
Assistive Technology				
Assistive equipment for recreation	42	13	55	24%
Assistive products for household tasks	35	6	41	15%
Assistance products for personal care and safety	470	41	511	8%
Communication and information equipment	175	20	195	10%
Customised Prosthetics	170	26	196	13%
Hearing Equipment	65	9	74	12%
Hearing Services	9	4	13	31%
Personal Mobility Equipment	237	25	262	10%
Specialised Hearing Services	12	6	18	33%
Vision Equipment	48	6	54	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	616	63	679	9%
Behaviour Support	203	20	223	9%
Community nursing care for high needs	180	15	195	8%
Development of daily living and life skills	309	25	334	7%
Early Intervention supports for early childhood	317	21	338	6%
Exercise Physiology and Physical Wellbeing activities	189	24	213	11%
Innovative Community Participation	71	11	82	13%
Specialised Driving Training	51	9	60	15%
Therapeutic Supports	1,087	66	1,153	6%
Capital services				
Home modification design and construction	104	16	120	13%
Specialist Disability Accommodation	46	7	53	13%
Vehicle Modifications	42	11	53	21%
Choice and control support services				
Management of funding for supports in participants plan	342	29	371	8%
Support Coordination	139	15	154	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	109	12	121	10%
Specialised Supported Employment	132	14	146	10%
Total	2,423	126	2,549	5%

Table G.70 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	9	30	39	23%	77%	100%
Assistance Animals	6	31	37	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	32	270	302	11%	89%	100%
Assistance with travel/transport arrangements	37	222	259	14%	86%	100%
Daily Personal Activities	69	510	579	12%	88%	100%
Group and Centre Based Activities	52	323	375	14%	86%	100%
High Intensity Daily Personal Activities	56	338	394	14%	86%	100%
Household tasks	180	520	700	26%	74%	100%
Interpreting and translation	6	57	63	10%	90%	100%
Participation in community, social and civic activities	92	571	663	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	3	52	55	5%	95%	100%
Assistive products for household tasks	3	38	41	7%	93%	100%
Assistance products for personal care and safety	75	436	511	15%	85%	100%
Communication and information equipment	38	157	195	19%	81%	100%
Customised Prosthetics	30	166	196	15%	85%	100%
Hearing Equipment	13	61	74	18%	82%	100%
Hearing Services	2	11	13	15%	85%	100%
Personal Mobility Equipment	31	231	262	12%	88%	100%
Specialised Hearing Services	1	17	18	6%	94%	100%
Vision Equipment	7	47	54	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	126	553	679	19%	81%	100%
Behaviour Support	32	191	223	14%	86%	100%
Community nursing care for high needs	28	167	195	14%	86%	100%
Development of daily living and life skills	46	288	334	14%	86%	100%
Early Intervention supports for early childhood	83	255	338	25%	75%	100%
Exercise Physiology and Physical Wellbeing activities	40	173	213	19%	81%	100%
Innovative Community Participation	20	62	82	24%	76%	100%
Specialised Driving Training	18	42	60	30%	70%	100%
Therapeutic Supports	397	756	1,153	34%	66%	100%
Capital services						
Home modification design and construction	19	101	120	16%	84%	100%
Specialist Disability Accommodation	3	50	53	6%	94%	100%
Vehicle Modifications	5	48	53	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	82	289	371	22%	78%	100%
Support Coordination	22	132	154	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	14	107	121	12%	88%	100%
Specialised Supported Employment	19	127	146	13%	87%	100%
Total	684	1,865	2,549	27%	73%	100%

Figure G.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Victoria ²³²



Part Five: Financial sustainability

Table G.71 Committed supports by financial year (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	52.8	162.5	204.4	497.9	1,431.7	3,462.2	6,075.5	5,795.6

²³² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure G.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria

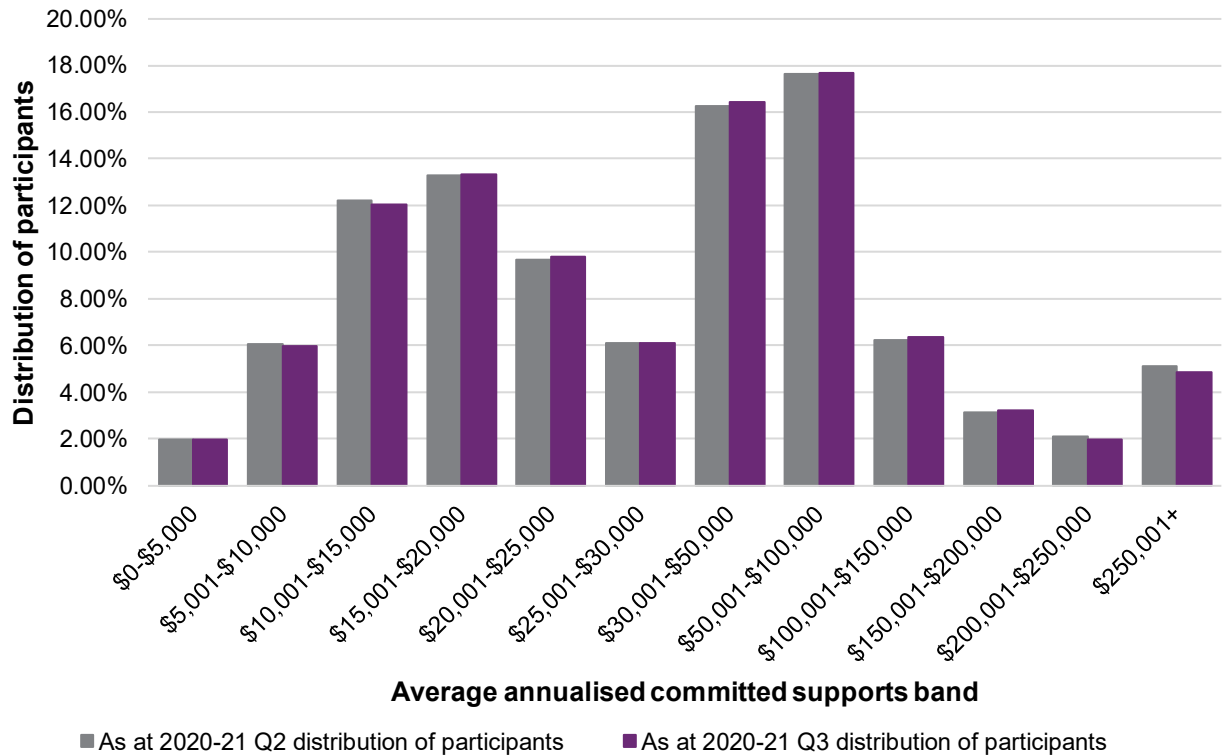


Figure G.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria

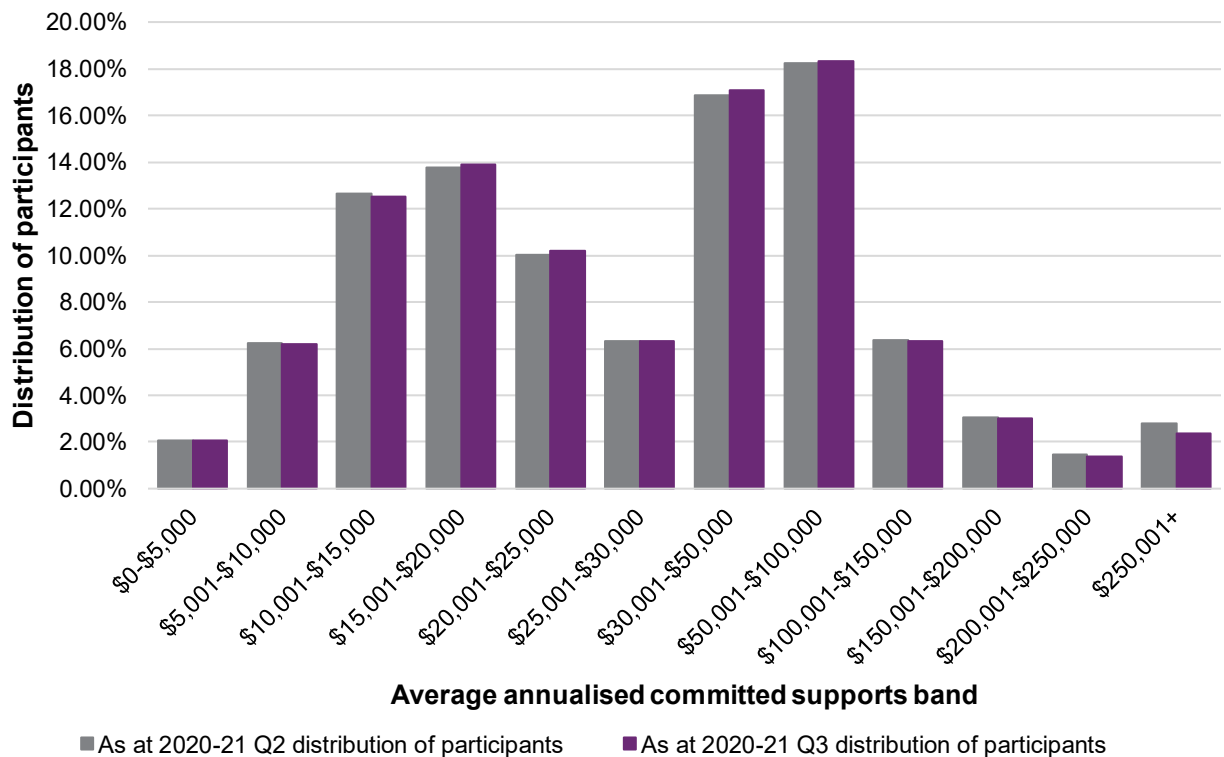


Figure G.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria

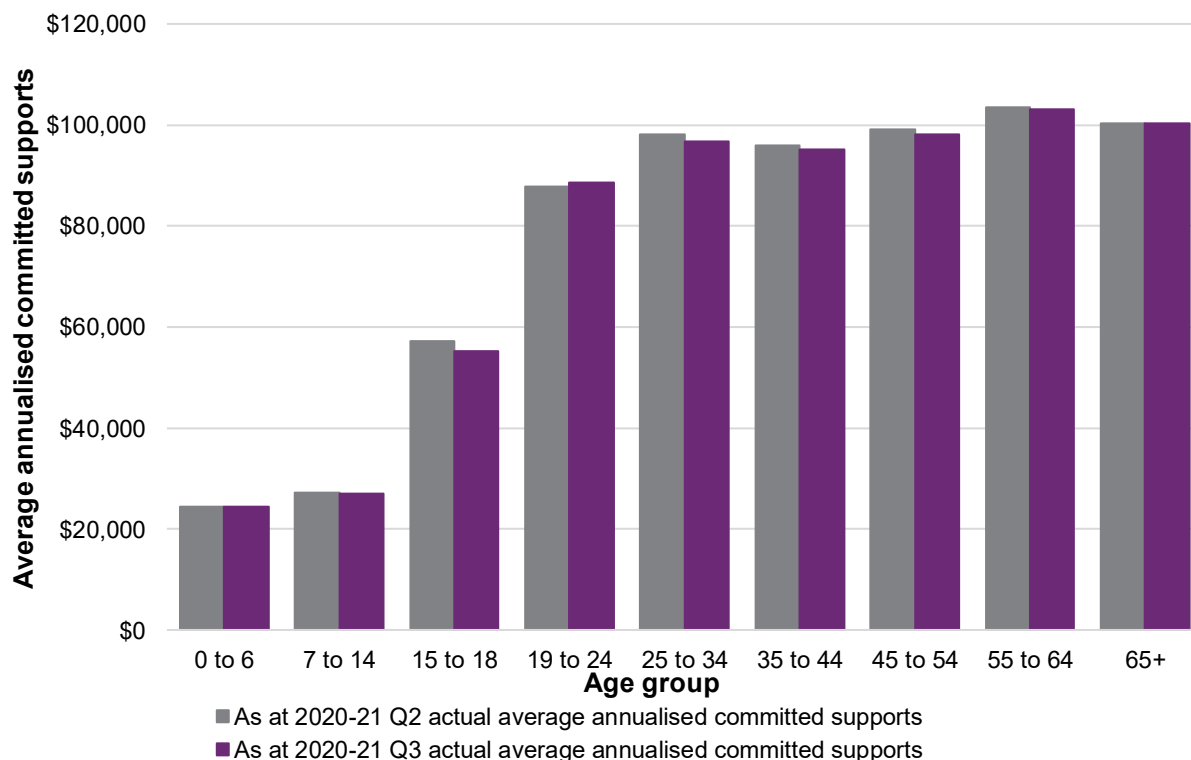


Figure G.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria

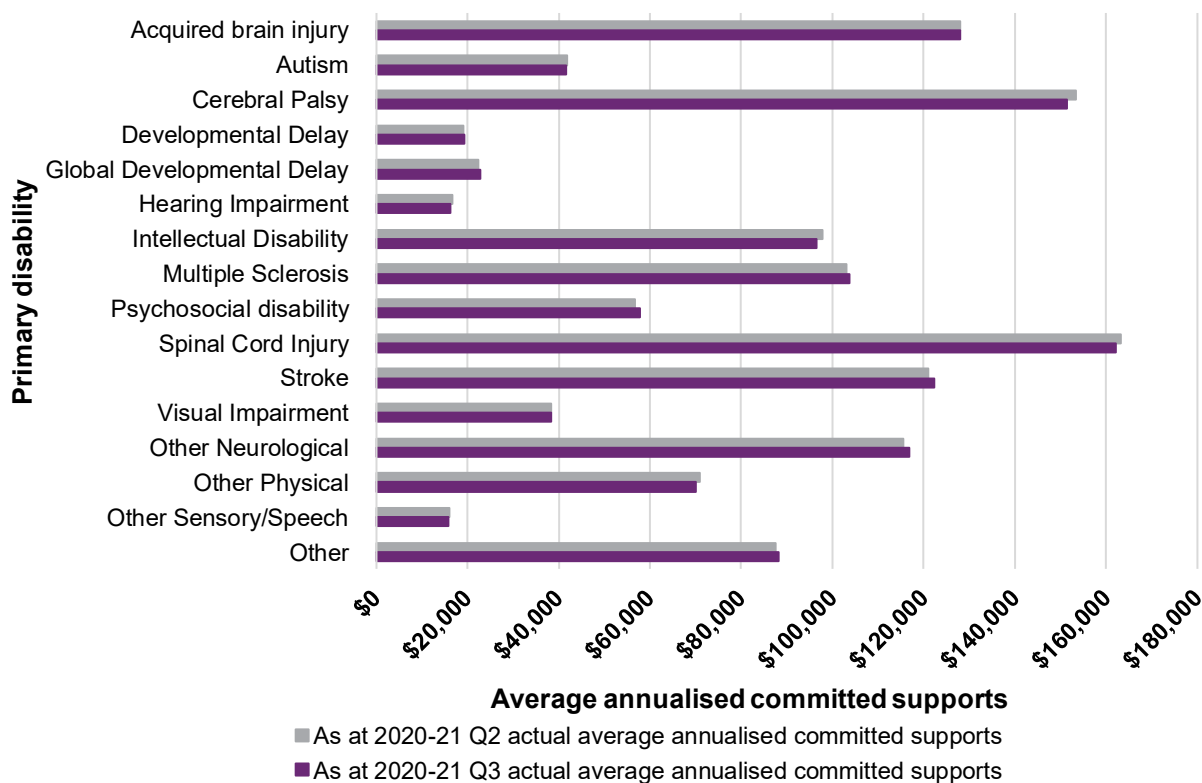


Figure G.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria

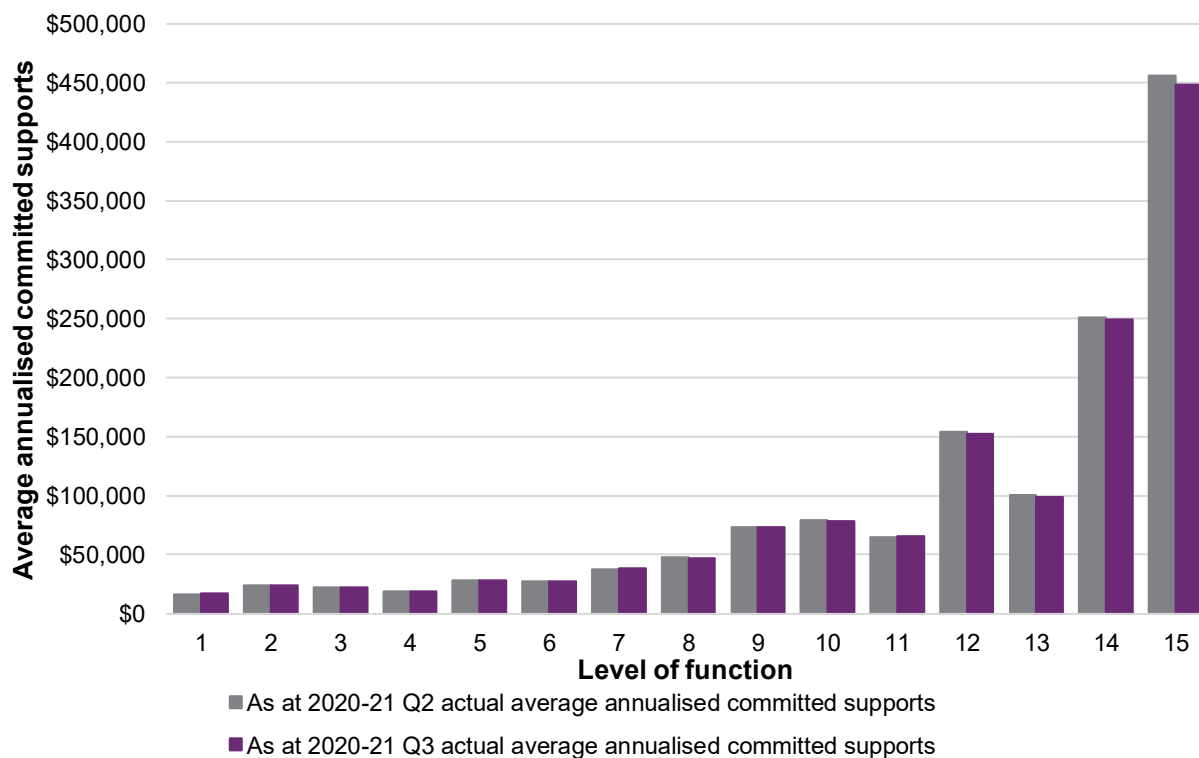


Figure G.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria

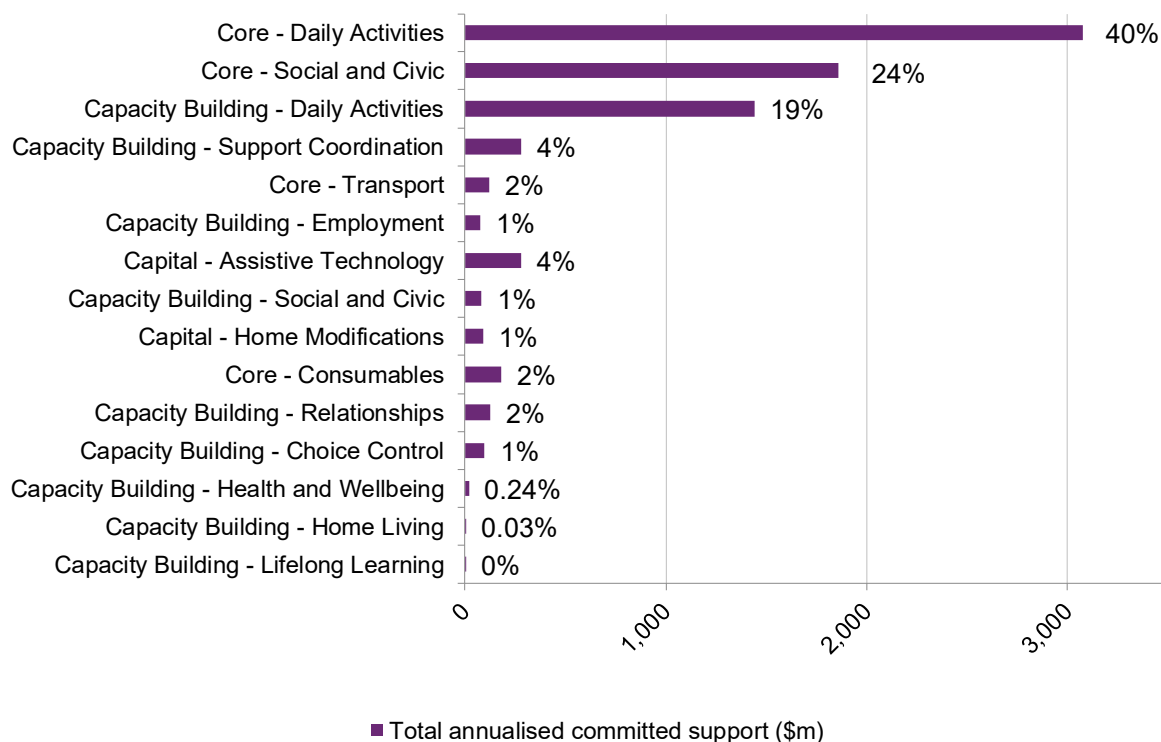


Table G.72 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	52.8	162.5	204.4	497.9	1,431.7	3,462.2	6,075.5	5,795.6
Total Paid	32.4	127.9	160.9	338.1	956.5	2,368.2	4,105.0	3,570.1
% utilised to date	61%	79%	79%	68%	67%	68%	68%	62%

Figure G.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Victoria

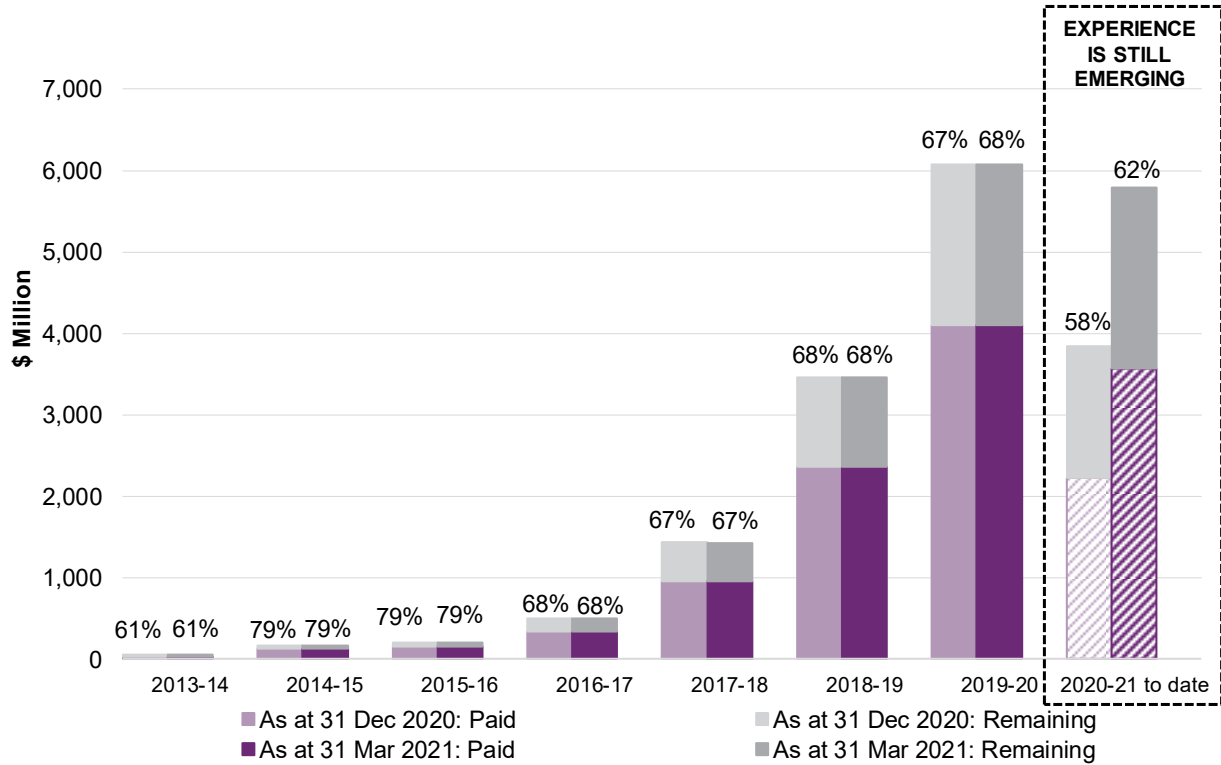


Figure G.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Victoria ²³³

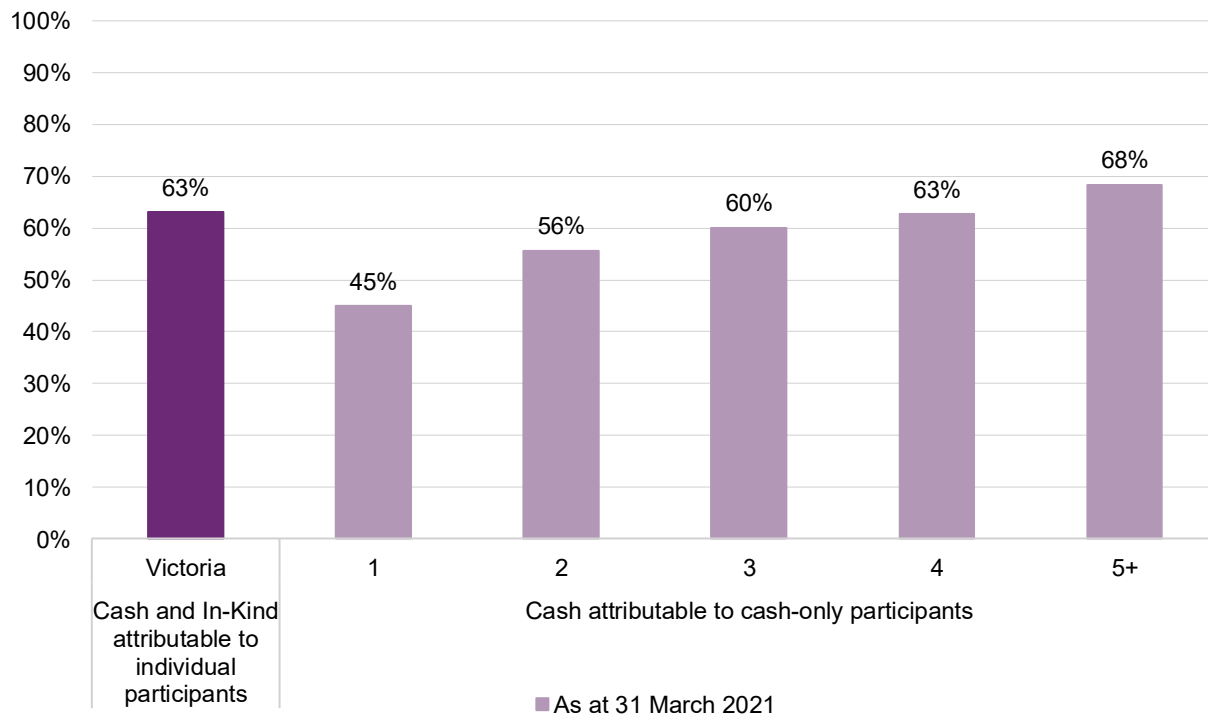
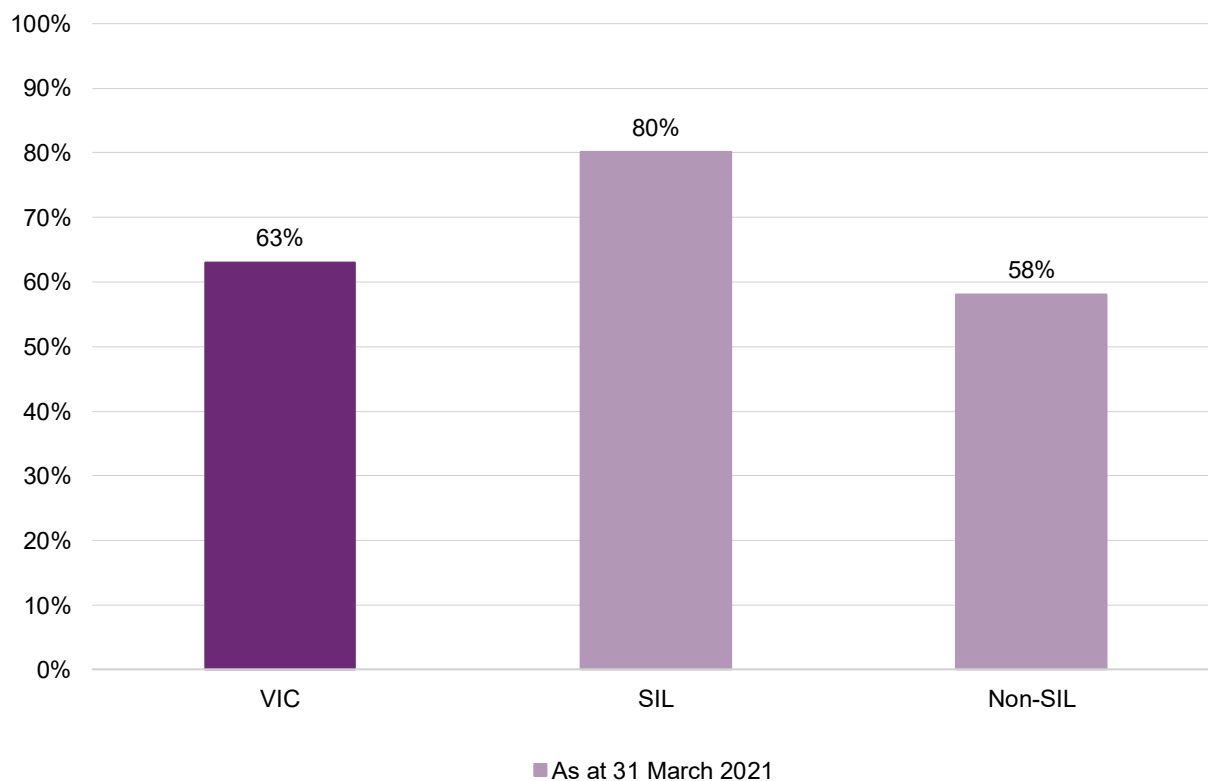


Figure G.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Victoria ²³⁴



²³³ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

²³⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure G.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Victoria ²³⁵

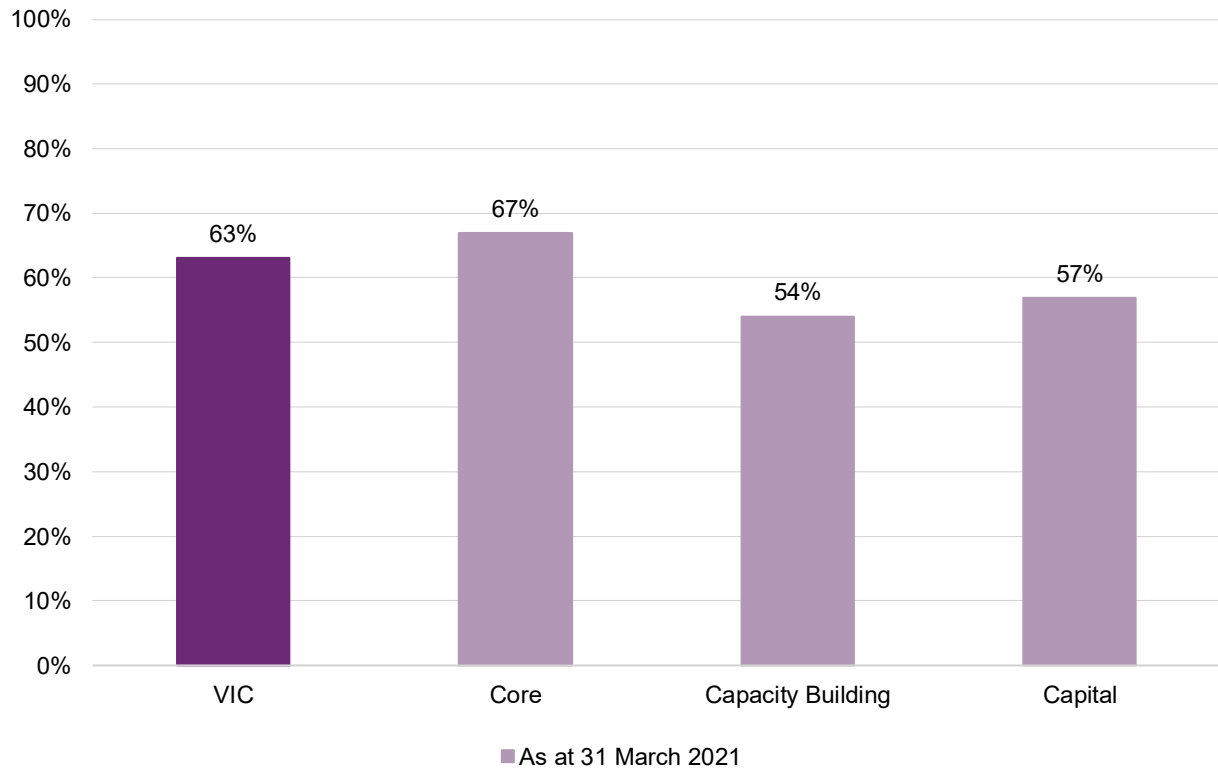
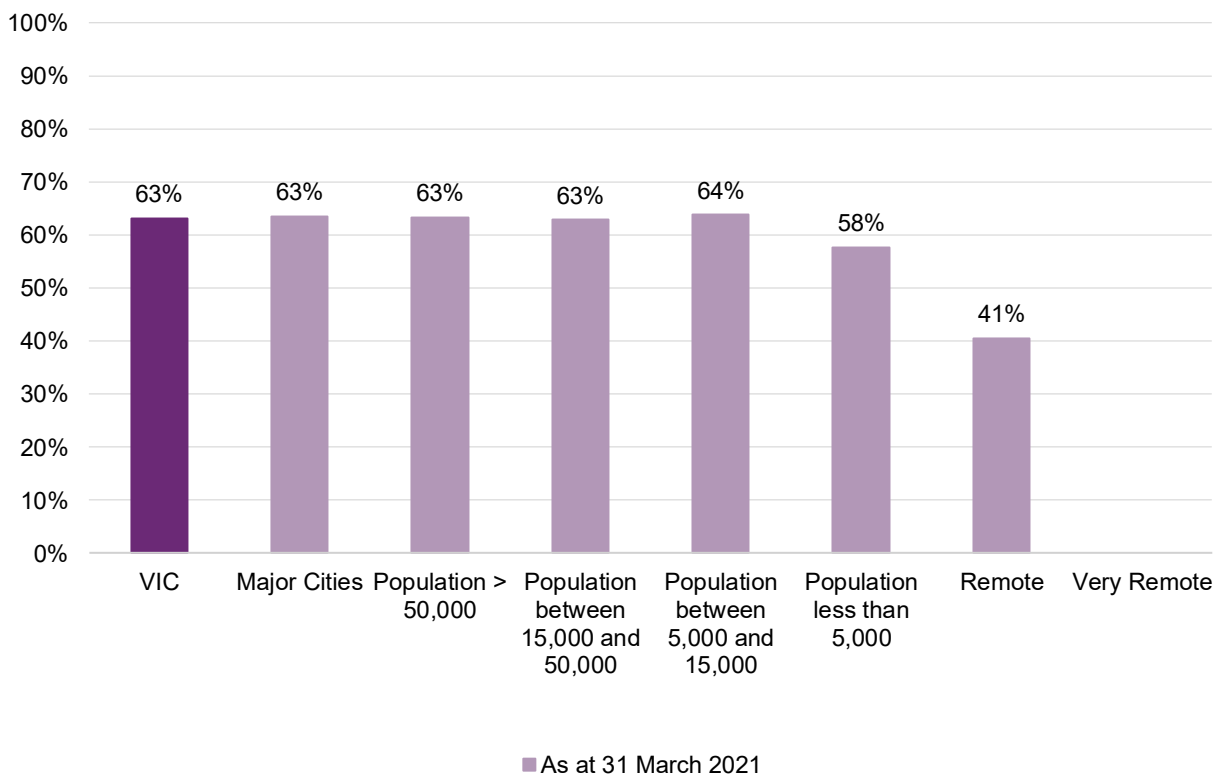


Figure G.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Victoria ^{236 237}



²³⁵ Ibid.

²³⁶ Ibid.

²³⁷ 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 ²³⁸

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Queensland	83,864	4,770	88,634	3,053	91,687

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland ²³⁹

	Prior Quarters	2020-21 Q3	Total
Access decisions	107,554	6,311	113,865
Active Eligible	86,579	4,789	91,368
<i>New</i>	44,291	4,382	48,673
<i>State</i>	32,968	214	33,182
<i>Commonwealth</i>	9,320	193	9,513
Active Participant Plans (excl ECEI)	83,864	4,770	88,634
<i>New</i>	42,052	4,292	46,344
<i>State</i>	32,687	243	32,930
<i>Commonwealth</i>	9,125	235	9,360
Active Participant Plans	86,437	7,823	91,687
<i>Early Intervention (s25)</i>	19,903	1,803	21,706
<i>Permanent Disability (s24)</i>	63,961	2,967	66,928
<i>ECEI</i>	2,573	3,053	3,053

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Queensland

Exits	Total
Total participant exits	2,745
<i>Early Intervention participants</i>	541
<i>Permanent disability participants</i>	2,204

²³⁸ 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.

²³⁹ 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 ^{240 241}

	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	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
End of 2019-20 Q4	32,222	8,493	33,011	2,199	75,925
End of 2020-21 Q1	32,473	8,843	37,495	2,327	81,138
End of 2020-21 Q2	32,713	9,137	42,112	2,573	86,535
End of 2020-21 Q3	32,930	9,360	46,344	3,053	91,687

Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland ^{242 243 244 245}

	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	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
End of 2019-20 Q4	16,138	57,588	2,199	75,925
End of 2020-21 Q1	18,145	60,666	2,327	81,138
End of 2020-21 Q2	20,018	63,944	2,573	86,535
End of 2020-21 Q3	21,706	66,928	3,053	91,687

Table H.6 Assessment of access by age group – Queensland ²⁴⁶

Age Group	Prior Quarters		2020-21 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	21,832	98%	1,558	97%	23,390	98%
7 to 14	19,010	89%	1,103	85%	20,113	89%
15 to 18	6,132	90%	344	85%	6,476	90%
19 to 24	5,739	90%	174	71%	5,913	89%
25 to 34	7,379	87%	278	67%	7,657	86%
35 to 44	7,709	81%	313	62%	8,022	80%
45 to 54	10,135	76%	443	60%	10,578	75%
55 to 64	12,380	68%	580	55%	12,960	67%
65+	698	62%	13	28%	711	61%
Missing	<11		<11		<11	
Total	91,014	85%	4,806	76%	95,820	84%

²⁴⁰ This table shows the total numbers of active participants at the end of each period.

²⁴¹ 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.

²⁴² This table shows the total numbers of active participants at the end of each period.

²⁴³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

²⁴⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

²⁴⁵ 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.

²⁴⁶ 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 support needs than people who approach the Scheme who have not previously received supports.

Table H.7 Assessment of access by disability – Queensland ²⁴⁷

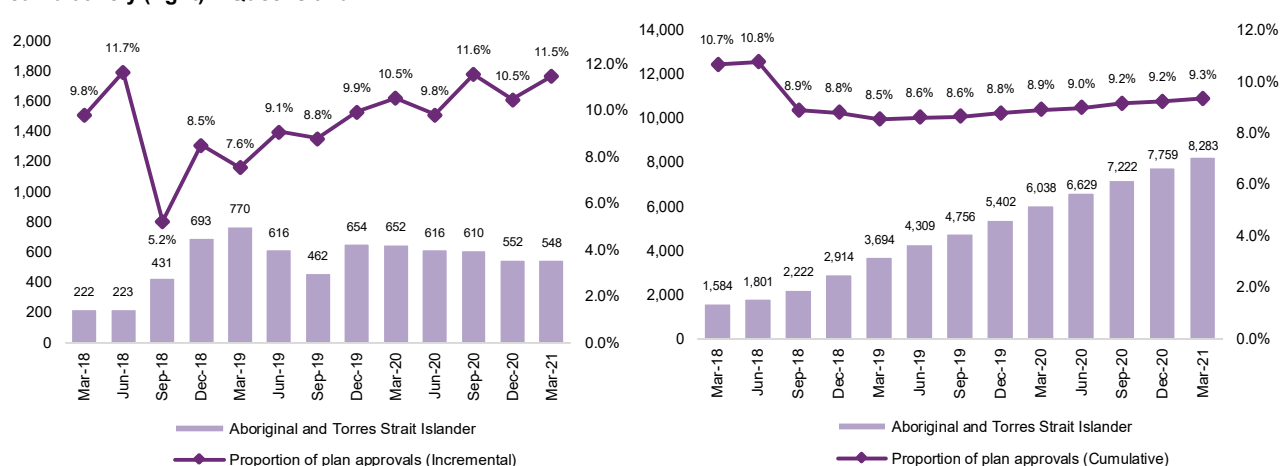
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,313	92%	122	85%	3,435	92%
Autism	28,994	95%	1,710	96%	30,704	95%
Cerebral Palsy	3,481	96%	49	83%	3,530	95%
Developmental Delay	6,947	98%	921	98%	7,868	98%
Global Developmental Delay	1,515	98%	159	98%	1,674	98%
Hearing Impairment	5,056	89%	191	80%	5,247	89%
Intellectual Disability	16,275	95%	364	87%	16,639	95%
Multiple Sclerosis	1,337	85%	42	66%	1,379	84%
Psychosocial disability	8,433	71%	574	65%	9,007	71%
Spinal Cord Injury	1,385	94%	44	90%	1,429	94%
Stroke	1,505	84%	80	75%	1,585	83%
Visual Impairment	1,578	86%	54	69%	1,632	86%
Other Neurological	4,372	77%	188	68%	4,560	76%
Other Physical	4,733	45%	145	26%	4,878	44%
Other Sensory/Speech	379	39%	<11		387	38%
Other	601	38%	155	31%	756	36%
Missing	1,110	99%	<11		1,110	99%
Total	91,014	85%	4,806	76%	95,820	84%

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	7,735	9.2%	548	11.5%	8,283	9.3%
Not Aboriginal and Torres Strait Islander	66,028	78.7%	3,744	78.5%	69,772	78.7%
Not Stated	10,101	12.0%	478	10.0%	10,579	11.9%
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁸



²⁴⁷ Ibid.

²⁴⁸ 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. Quarterly results are reported based on a rolling 3 year period.

Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,666	5.6%	265	5.6%	4,931	5.6%
Not culturally and linguistically diverse	79,167	94.4%	4,505	94.4%	83,672	94.4%
Not stated	31	0.0%	<11		31	0.0%
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁹

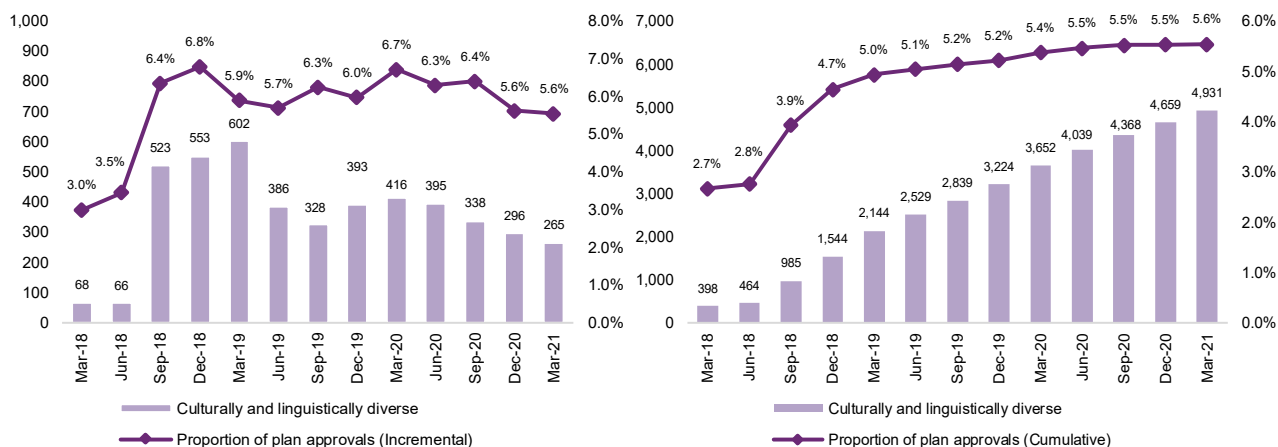
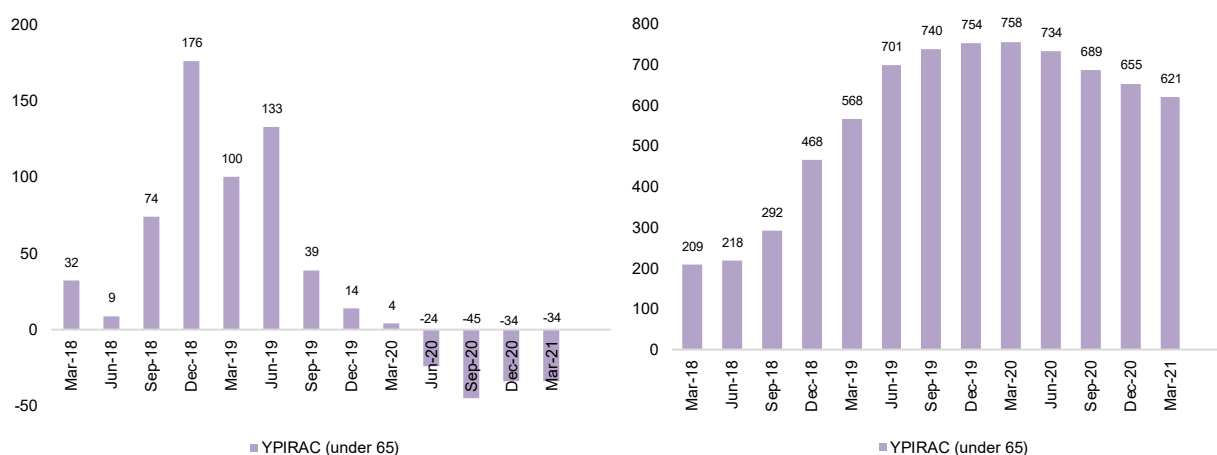


Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Queensland ²⁵⁰

Total	
Age group	N
Under 45	16
45 to 54	88
55 to 64	517
Total YPIRAC (under 65)	621

Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland ²⁵¹



²⁴⁹ Ibid.

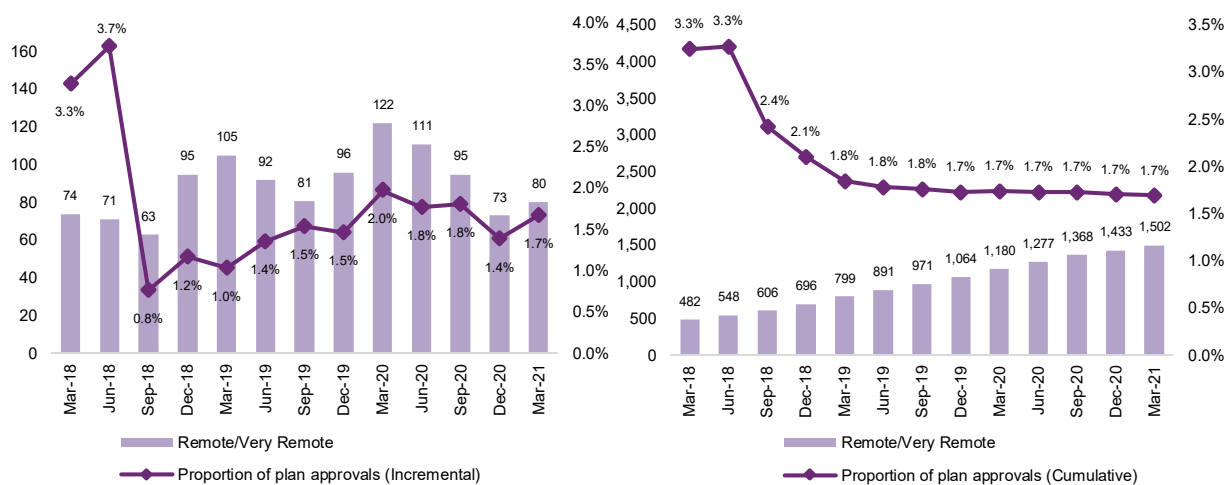
²⁵⁰ There are a further 351 active participants aged 65 years or over who are currently in residential aged care.

²⁵¹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.11 Participant profile per quarter by remoteness – Queensland ^{252 253}

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Major cities	49,573	59.1%	3,106	65.1%	52,679	59.4%
Population > 50,000	20,238	24.1%	971	20.4%	21,209	23.9%
Population between 15,000 and 50,000	3,337	4.0%	159	3.3%	3,496	3.9%
Population between 5,000 and 15,000	3,662	4.4%	165	3.5%	3,827	4.3%
Population less than 5,000	5,611	6.7%	289	6.1%	5,900	6.7%
Remote	760	0.9%	38	0.8%	798	0.9%
Very Remote	662	0.8%	42	0.9%	704	0.8%
Missing	21		<11		21	
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{254 255}



²⁵² The distributions are calculated excluding active participants with a missing remoteness classification.

²⁵³ This table is based on the Modified Monash Model (MMM) measure of remoteness.

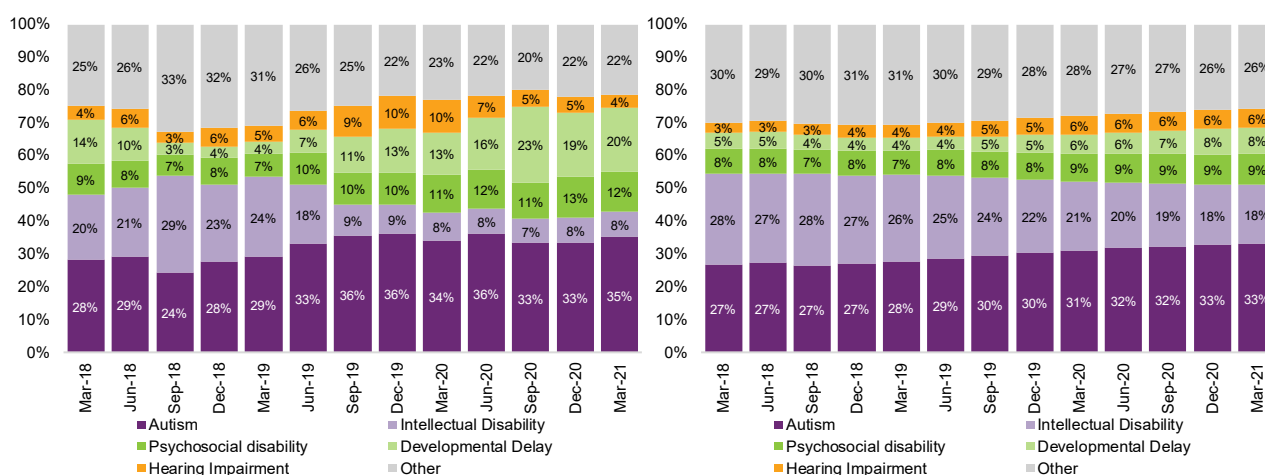
²⁵⁴ Ibid.

²⁵⁵ 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. Quarterly results are reported based on a rolling 3 year period.

Table H.12 Participant profile per quarter by primary disability group – Queensland ^{256 257 258}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	27,827	33%	1,678	35%	29,505	33%
Intellectual Disability	15,521	19%	373	8%	15,894	18%
Psychosocial disability	7,717	9%	571	12%	8,288	9%
Developmental Delay	6,163	7%	934	20%	7,097	8%
Hearing Impairment	4,788	6%	187	4%	4,975	6%
Other Neurological	3,719	4%	173	4%	3,892	4%
Other Physical	4,135	5%	163	3%	4,298	5%
Cerebral Palsy	3,383	4%	44	1%	3,427	4%
ABI	3,018	4%	131	3%	3,149	4%
Global Developmental Delay	1,414	2%	136	3%	1,550	2%
Visual Impairment	1,478	2%	54	1%	1,532	2%
Multiple Sclerosis	1,260	2%	49	1%	1,309	1%
Stroke	1,366	2%	77	2%	1,443	2%
Spinal Cord Injury	1,301	2%	40	1%	1,341	2%
Other	484	1%	149	3%	633	1%
Other Sensory/Speech	290	0%	11	0%	301	0%
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ²⁵⁹



²⁵⁶ Table order based on national proportions (highest to lowest).

²⁵⁷ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁵⁸ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Queensland (2,361).

²⁵⁹ 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. Quarterly results are reported based on a rolling 3 year period.

Table H.13 Participant profile per quarter by level of function – Queensland ²⁶⁰

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	7,833	9%	934	20%	8,767	10%
2 (High Function)	64	0%	<11		71	0%
3 (High Function)	4,287	5%	258	5%	4,545	5%
4 (High Function)	5,439	6%	306	6%	5,745	6%
5 (High Function)	4,695	6%	300	6%	4,995	6%
6 (Moderate Function)	19,927	24%	1,381	29%	21,308	24%
7 (Moderate Function)	3,905	5%	178	4%	4,083	5%
8 (Moderate Function)	6,541	8%	324	7%	6,865	8%
9 (Moderate Function)	474	1%	19	0%	493	1%
10 (Moderate Function)	10,260	12%	444	9%	10,704	12%
11 (Low Function)	2,773	3%	69	1%	2,842	3%
12 (Low Function)	10,533	13%	414	9%	10,947	12%
13 (Low Function)	5,146	6%	122	3%	5,268	6%
14 (Low Function)	1,946	2%	14	0%	1,960	2%
15 (Low Function)	33	0%	<11		33	0%
Missing	<11		<11		<11	
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland ²⁶¹

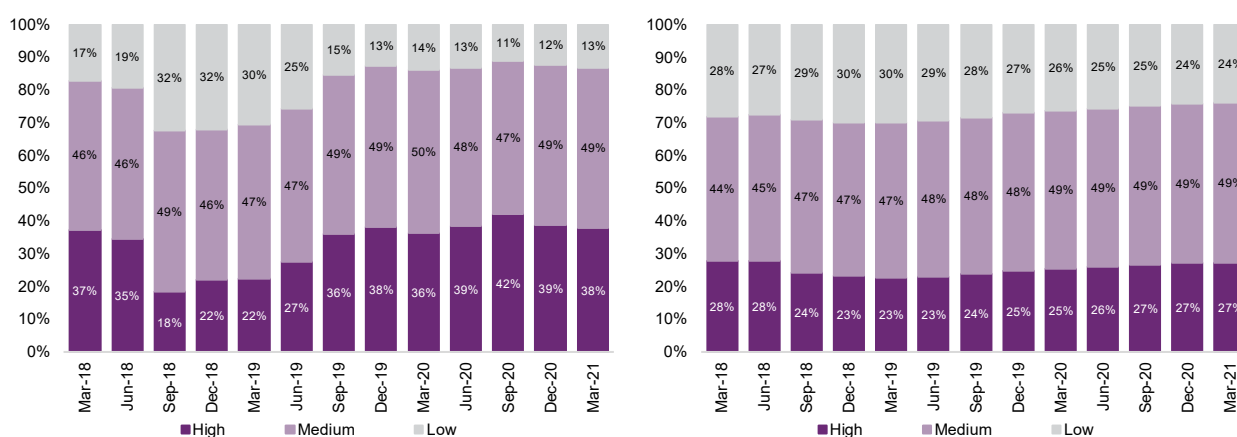


Table H.14 Participant profile per quarter by age group – Queensland

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	13,150	16%	1,477	31%	14,627	17%
7 to 14	21,652	26%	1,162	24%	22,814	26%
15 to 18	6,204	7%	336	7%	6,540	7%
19 to 24	6,664	8%	173	4%	6,837	8%
25 to 34	7,544	9%	278	6%	7,822	9%
35 to 44	7,055	8%	324	7%	7,379	8%
45 to 54	8,691	10%	431	9%	9,122	10%
55 to 64	10,188	12%	555	12%	10,743	12%
65+	2,716	3%	34	1%	2,750	3%
Total	83,864	100%	4,770	100%	88,634	100%

²⁶⁰ The distributions are calculated excluding participants with a missing level of function.

²⁶¹ 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. Quarterly results are reported based on a rolling 3 year period.

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ²⁶²

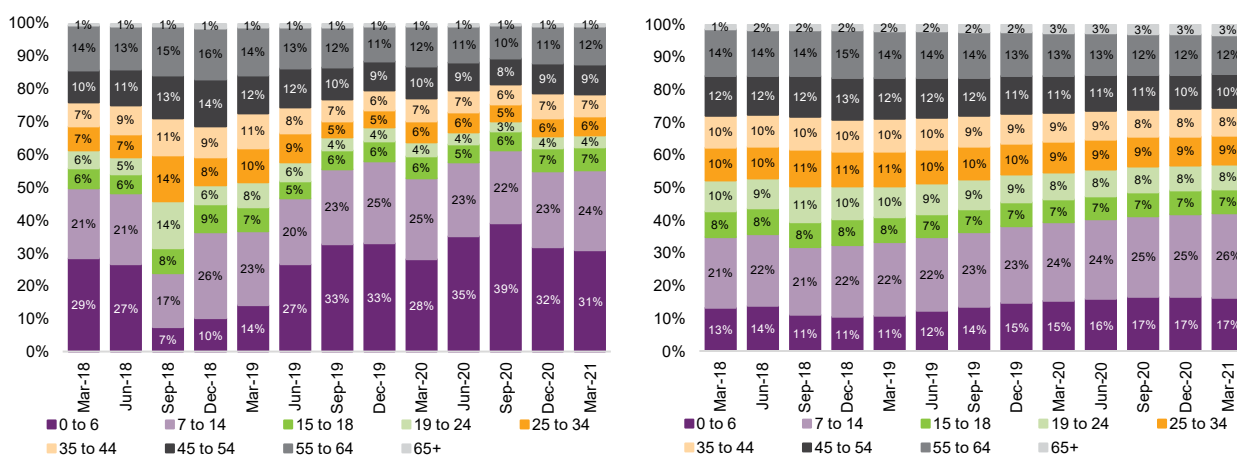


Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	51,629	62%	2,883	60%	54,512	62%
Female	31,628	38%	1,835	38%	33,463	38%
Other	607	1%	52	1%	659	1%
Total	83,864	100%	4,770	100%	88,634	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ²⁶³

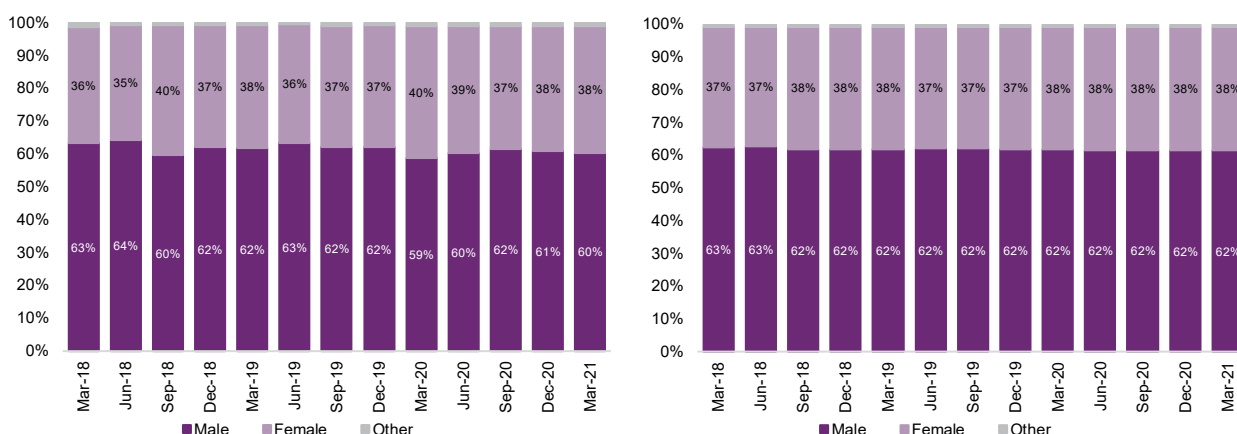


Table H.16 Participation rates by age group – Queensland ²⁶⁴

	QLD
0-6	3.39%
7-14	4.27%
15-18	2.65%
19-24	1.71%
25-34	1.09%
35-44	1.12%
45-54	1.41%
55-64	1.84%
Total (aged 0-64)	2.04%

²⁶² Ibid.

²⁶³ Ibid.

²⁶⁴ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table H.17 Number of baseline questionnaires completed by SFOF version – Queensland ²⁶⁵

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	767	1,377	3,117	5,534	3,965	14,760
Participant school to 14	1,412	2,626	9,021	8,241	4,872	26,172
Participant 15 to 24	1,068	1,440	5,053	2,297	1,453	11,311
Participant 25 and over	3,301	3,905	15,179	7,905	4,929	35,219
Total Participant	6,548	9,348	32,370	23,977	15,219	87,462
Family 0 to 14	2,025	3,846	11,223	13,235	8,517	38,846
Family 15 to 24	272	968	3,300	1,529	1,022	7,091
Family 25 and over	181	1,169	4,303	2,130	1,261	9,044
Total Family	2,478	5,983	18,826	16,894	10,800	54,981
Total	9,026	15,331	51,196	40,871	26,019	142,443

Table H.18 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	67%			
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		25%		
DL	% who say their child is becoming more independent		38%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			32%	
CC	% who choose who supports them			36%	59%
CC	% who choose what they do each day			45%	68%
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%

²⁶⁵ Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table H.19 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%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%			
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	63%	73%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			33%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	36%

Table H.20 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		69%		
HM	% who are happy with their home			78%	68%
HM	% who feel safe or very safe in their home			81%	67%
HW	% who rate their health as good, very good or excellent			66%	42%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			18%	18%
WK	% who volunteer			12%	11%

Table H.21 Selected key baseline indicators for families/carers of participants – Queensland

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	20%	28%	26%
% receiving Carer Allowance	44%	51%	38%
% working in a paid job	45%	50%	36%
Of those in a paid job, % in permanent employment	77%	74%	76%
Of those in a paid job, % working 15 hours or more	81%	85%	84%
% who say they (and their partner) are able to work as much as they want	44%	47%	56%
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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	27%	19%
% able to advocate for their child/family member	81%	75%	72%
% who have friends and family they see as often as they like	44%	42%	44%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		44%	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			40%
% who rate their health as good, very good or excellent	72%	60%	58%

Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,202) - participants who entered between 1 July 2016 and 31 March 2020 – Queensland²⁶⁶

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	92%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	65%

Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,036) - participants who entered between 1 July 2016 and 31 March 2020 – Queensland

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	46%
REL Has the NDIS improved your child's relationships with family and friends?	58%
S/CP Has the NDIS improved your child's social and recreational life?	51%

²⁶⁶ Results in Tables H.22 to H.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,505) and ‘Participant 25 and over’ (n=13,650) - participants who entered between 1 July 2016 and 31 March 2020 – Queensland

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	79%
DL	Has the NDIS helped you with daily living activities?	71%	81%
REL	Has the NDIS helped you to meet more people?	60%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	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?	40%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%
S/CP	Has the NDIS helped you be more involved?	66%	69%

Table H.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=13,451); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,230) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	71%	62%
Has the NDIS improved the level of support for your family?	76%	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?	78%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	49%	47%

Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,020) - participants who entered between 1 July 2016 and 31 March 2019 – Queensland ²⁶⁷

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	59%	66%	+7%

Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=4,879) - participants who entered between 1 July 2016 and 31 March 2019 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	72%	+8%
LL	Has the NDIS improved your child's access to education?	42%	48%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	60%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	54%	+5%

²⁶⁷ Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table H.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,582) and ‘Participant 25 and over’ (n=6,363) - participants who entered between 1 July 2016 and 31 March 2019 – Queensland

		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?	69%	75%	+7%	74%	82%	+8%
DL	Has the NDIS helped you with daily living activities?	70%	76%	+7%	78%	85%	+7%
REL	Has the NDIS helped you to meet more people?	58%	62%	+5%	60%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	25%	0%	34%	37%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	+4%	57%	65%	+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?	39%	41%	+2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-2%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	63%	69%	+6%	67%	74%	+7%

Table H.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,138); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,401) - participants who entered between 1 July 2016 and 31 March 2019 – Queensland

		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%	68%	+7%	54%	67%	+13%
	Has the NDIS improved the level of support for your family?	67%	76%	+9%	67%	79%	+12%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	80%	+7%	65%	76%	+11%
	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?	41%	46%	+5%	38%	44%	+6%

Table H.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=424) - participants who entered prior to 1 July 2016 and 31 March 2018 – Queensland ²⁶⁸

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	84%	0%
REL	Has the NDIS improved how your child fits into family life?	74%	78%	77%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	60%	66%	73%	+14%

Table H.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,604) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	58%	69%	74%	+16%
LL	Has the NDIS improved your child's access to education?	34%	41%	46%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	54%	59%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	50%	+8%

Table H.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=847) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	64%	64%	70%	+6%
Has the NDIS helped you with daily living activities?	61%	67%	73%	+12%
Has the NDIS helped you to meet more people?	50%	52%	55%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	16%	18%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	42%	43%	48%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	28%	30%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	14%	13%	-4%
Has the NDIS helped you be more involved?	59%	61%	65%	+6%

²⁶⁸ Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table H.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,251) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	71%	76%	82%	+12%
Has the NDIS helped you with daily living activities?	75%	83%	87%	+11%
Has the NDIS helped you to meet more people?	58%	61%	66%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	29%	32%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	55%	62%	+11%
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%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	15%	0%
Has the NDIS helped you be more involved?	64%	68%	74%	+10%

Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,343) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	55%	59%	66%	+11%
Has the NDIS improved the level of support for your family?	63%	69%	75%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	74%	79%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	76%	80%	+11%
Has the NDIS improved your health and wellbeing?	37%	38%	42%	+5%

Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=300) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	48%	52%	58%	+10%
Has the NDIS improved the level of support for your family?	58%	63%	73%	+15%
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%	61%	70%	+15%
Has the NDIS improved your health and wellbeing?	31%	31%	38%	+7%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

Table H.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=432) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland ²⁶⁹

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	55%	65%	72%	74%	+19%
LL	Has the NDIS improved your child's access to education?	35%	35%	41%	45%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	51%	56%	58%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	46%	52%	51%	+7%

Table H.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=278) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	67%	68%	70%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	75%	72%	75%	78%	+3%
REL	Has the NDIS helped you to meet more people?	55%	56%	52%	56%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	17%	20%	21%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	46%	46%	54%	+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?	38%	32%	36%	36%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	12%	16%	16%	-3%
S/CP	Has the NDIS helped you be more involved?	65%	61%	65%	68%	+3%

²⁶⁹ Results in Tables H.36 to H.40 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table H.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=578) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	71%	78%	80%	85%	+14%
DL	Has the NDIS helped you with daily living activities?	77%	84%	87%	91%	+14%
REL	Has the NDIS helped you to meet more people?	59%	65%	71%	73%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	30%	33%	37%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	57%	61%	68%	+13%
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%	32%	35%	38%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	15%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	79%	80%	+16%

Table H.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=232) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	52%	63%	62%	+10%
	Has the NDIS improved the level of support for your family?	59%	63%	76%	74%	+15%
	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%	76%	84%	84%	+17%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	78%	78%	+9%
	Has the NDIS improved your health and wellbeing?	36%	34%	38%	36%	0%

Table H.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=32) - participants who entered between 1 July 2016 and 31 March 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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?	40%	57%	52%	63%	+23%
	Has the NDIS improved the level of support for your family?	68%	76%	64%	76%	+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?	67%	63%	52%	72%	+6%
	Has the NDIS improved your health and wellbeing?	34%	43%	29%	39%	+4%

Table H.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=9,314), 'participant social and community engagement rate' (n=9,357) and 'parent and carer employment rate' (n=5,703) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Queensland ²⁷⁰

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	18%	19%	24%
Aged 25+	20%	19%	18%	
Aged 15+	18%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	37%	43%	46%	50%
Aged 25+	39%	46%	48%	
Aged 15+	39%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	43%	47%	46%	50%
Aged 15+	42%	43%	40%	
All ages	43%	46%	44%	

Table H.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,153), 'participant social and community engagement rate' (n=3,206) and 'parent and carer employment rate' (n=1,426) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Queensland ²⁷¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	18%	21%	21%	26%	24%
Aged 25+	19%	19%	16%	17%	
Aged 15+	19%	19%	17%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	35%	42%	44%	44%	50%
Aged 25+	37%	42%	45%	45%	
Aged 15+	36%	42%	45%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	39%	42%	45%	47%	50%
Aged 15+	42%	42%	41%	43%	
All ages	39%	42%	44%	46%	

²⁷⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

²⁷¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table H.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=869), 'participant social and community engagement rate' (n=891) and 'parent and carer employment rate' (n=199) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Queensland ²⁷²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 15 to 24 years	18%	20%	20%	15%	18%
Aged 25+	20%	21%	21%	19%	18%
Aged 15+	20%	20%	21%	18%	18%
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 15 to 24 years	31%	39%	44%	38%	43%
Aged 25+	42%	47%	54%	54%	53%
Aged 15+	40%	46%	52%	51%	51%
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 0 to 14 years	38%	44%	48%	46%	50%
Aged 15+	Numbers are too small				
All ages	37%	45%	47%	46%	48%

Table H.44 Number of active plans by goal type and primary disability – Queensland ²⁷³

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	588	2,473	1,503	385	523	2,431	985	786	3,149
Autism	3,196	26,081	7,199	5,624	7,669	16,625	1,721	4,500	29,505
Cerebral Palsy	600	2,969	1,366	441	434	2,154	672	490	3,427
Developmental Delay	95	6,895	713	1,816	1,199	1,816	0	2	7,097
Down Syndrome	323	2,043	926	342	379	1,667	490	601	2,361
Global Developmental Delay	29	1,501	194	440	321	338	0	0	1,550
Hearing Impairment	697	4,096	712	842	496	1,973	332	961	4,975
Intellectual Disability	2,266	11,045	4,750	2,136	2,852	9,841	3,049	4,250	13,533
Multiple Sclerosis	244	1,073	749	69	114	874	353	249	1,309
Psychosocial disability	1,332	6,359	4,145	1,303	1,303	6,498	2,310	2,541	8,288
Spinal Cord Injury	308	1,154	638	109	96	855	331	382	1,341
Stroke	272	1,194	696	89	158	1,078	438	240	1,443
Visual Impairment	280	1,368	415	240	99	1,045	168	414	1,532
Other Neurological	702	3,166	1,847	365	513	2,804	1,092	490	3,892
Other Physical	736	3,713	1,857	337	304	2,492	761	835	4,298
Other Sensory/Speech	32	270	46	55	56	128	6	29	301
Other	103	537	286	78	86	416	130	117	633
Total	11,803	75,937	28,042	14,671	16,602	53,035	12,838	16,887	88,634

²⁷² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

²⁷³ 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.45 Number of goals in active plans by goal type and primary disability – Queensland ²⁷⁴

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	662	3,897	1,709	420	565	2,856	1,034	810	11,953
Autism	3,619	63,758	8,548	7,004	8,659	19,120	1,777	4,693	117,178
Cerebral Palsy	689	6,677	1,573	515	466	2,569	704	505	13,698
Developmental Delay	111	28,219	916	2,218	1,331	2,009	0	2	34,806
Down Syndrome	361	4,297	1,028	410	410	1,968	501	618	9,593
Global Developmental Delay	33	6,474	247	586	359	371	0	0	8,070
Hearing Impairment	794	7,768	824	969	542	2,196	341	996	14,430
Intellectual Disability	2,545	19,517	5,265	2,441	3,141	11,610	3,173	4,413	52,105
Multiple Sclerosis	272	1,714	873	70	123	1,006	373	256	4,687
Psychosocial disability	1,502	8,968	4,720	1,413	1,392	7,472	2,379	2,631	30,477
Spinal Cord Injury	370	1,844	715	113	103	992	353	394	4,884
Stroke	320	1,971	794	94	165	1,250	459	248	5,301
Visual Impairment	328	2,460	454	263	107	1,223	175	431	5,441
Other Neurological	830	5,429	2,166	396	559	3,276	1,158	506	14,320
Other Physical	837	6,313	2,183	374	323	2,818	806	848	14,502
Other Sensory/Speech	35	659	52	66	61	149	6	30	1,058
Other	117	943	332	89	91	471	134	119	2,296
Total	13,425	170,908	32,399	17,441	18,397	61,356	13,373	17,500	344,799

Table H.46 Number of active plans by goal type and age group – Queensland ²⁷⁵

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	220	14,091	1,554	3,719	2,568	3,412	3	1	14,627
7 to 14	2,113	20,509	5,332	4,104	6,082	12,269	210	558	22,814
15 to 18	1,140	5,516	1,904	1,279	1,538	4,545	513	2,389	6,540
19 to 24	1,361	5,579	2,192	1,257	1,166	4,831	1,667	3,557	6,837
25 to 34	1,557	6,235	3,238	1,261	1,289	5,617	2,282	3,273	7,822
35 to 44	1,394	5,880	3,443	997	1,147	5,429	1,978	2,641	7,379
45 to 54	1,678	7,297	4,248	1,009	1,303	6,861	2,369	2,486	9,122
55 to 64	1,863	8,644	4,829	879	1,209	8,052	2,973	1,772	10,743
65+	477	2,186	1,302	166	300	2,019	843	210	2,750
Total	11,803	75,937	28,042	14,671	16,602	53,035	12,838	16,887	88,634

²⁷⁴ Participants have set over six million goals in total across Australia since July 2016. The 344,799 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

²⁷⁵ 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.47 Number of goals in active plans by goal type and age group – Queensland ²⁷⁶

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	258	59,250	2,041	4,736	2,893	3,752	4	1	72,935
7 to 14	2,345	48,082	6,495	5,101	6,905	14,165	214	561	83,868
15 to 18	1,306	9,179	2,142	1,469	1,710	5,205	519	2,475	24,005
19 to 24	1,541	8,582	2,410	1,414	1,247	5,503	1,709	3,734	26,140
25 to 34	1,797	9,491	3,580	1,397	1,389	6,420	2,367	3,381	29,822
35 to 44	1,622	8,822	3,904	1,098	1,245	6,302	2,051	2,723	27,767
45 to 54	1,911	10,947	4,822	1,099	1,397	8,081	2,481	2,570	33,308
55 to 64	2,117	13,249	5,512	953	1,294	9,499	3,142	1,844	37,610
65+	528	3,306	1,493	174	317	2,429	886	211	9,344
Total	13,425	170,908	32,399	17,441	18,397	61,356	13,373	17,500	344,799

²⁷⁶ Participants have set over six million goals in total across Australia since July 2016. The 344,799 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ²⁷⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 214	n = 261
Are you happy with how coming into the NDIS has gone?	80%	81%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	75%	72%
% of participants rating their overall experience as Very Good or Good.	76%	77%
Pre-planning	n = 303	n = 202
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?	95%	98%
Were decisions about your plan clearly explained?	73%	77%
Are you clear on what happens next with your plan?	69%	68%
Do you know where to go for more help with your plan?	72%	70%
% of participants rating their overall experience as Very Good or Good.	76%	79%
Planning	n = 1,047	n = 816
Did the person from the NDIS understand how your disability affects your life?	90%	90%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	86%	88%
Are you clear on what happens next with your plan?	81%	80%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	85%	84%
Plan review	n = 2,284	n = 2,402
Did the person from the NDIS understand how your disability affects your life?	79%	78%
Did you feel prepared for your plan review?	82%	83%
Is your NDIS plan helping you to make progress towards your goals?	87%	87%
% of participants rating their overall experience as Very Good or Good.	73%	72%

²⁷⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ^{278 279}

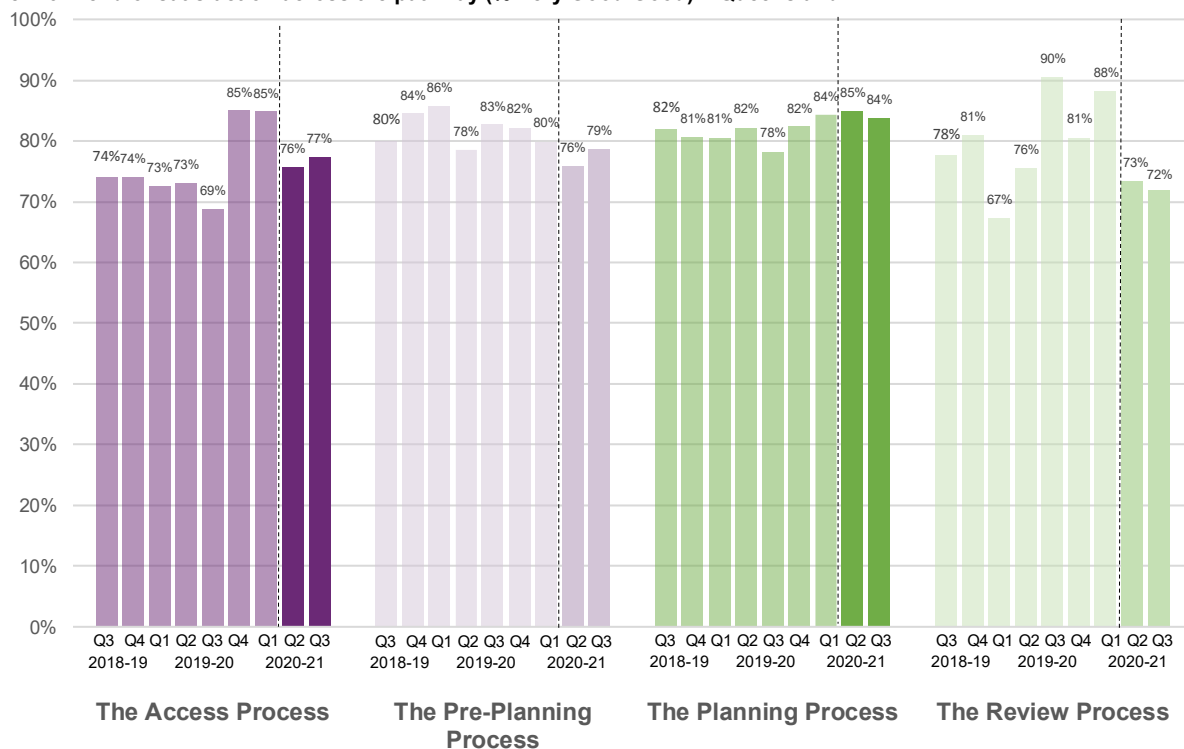
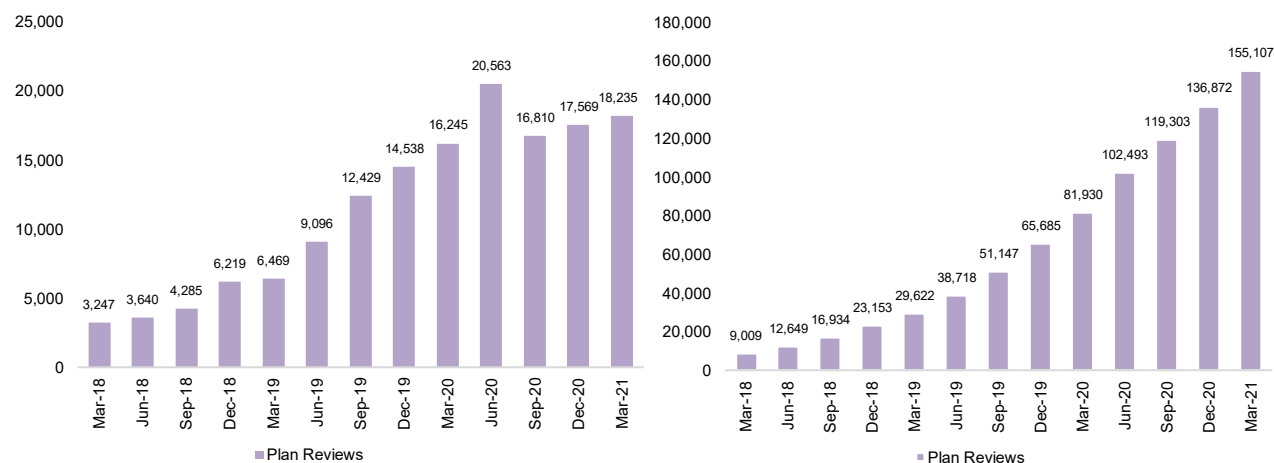


Table H.49 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland ²⁸⁰

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	136,872	18,235	155,107
<i>Early intervention plans</i>	23,918	4,044	27,962
<i>Permanent disability plans</i>	112,954	14,191	127,145

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



²⁷⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

²⁷⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁸⁰ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table H.50 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

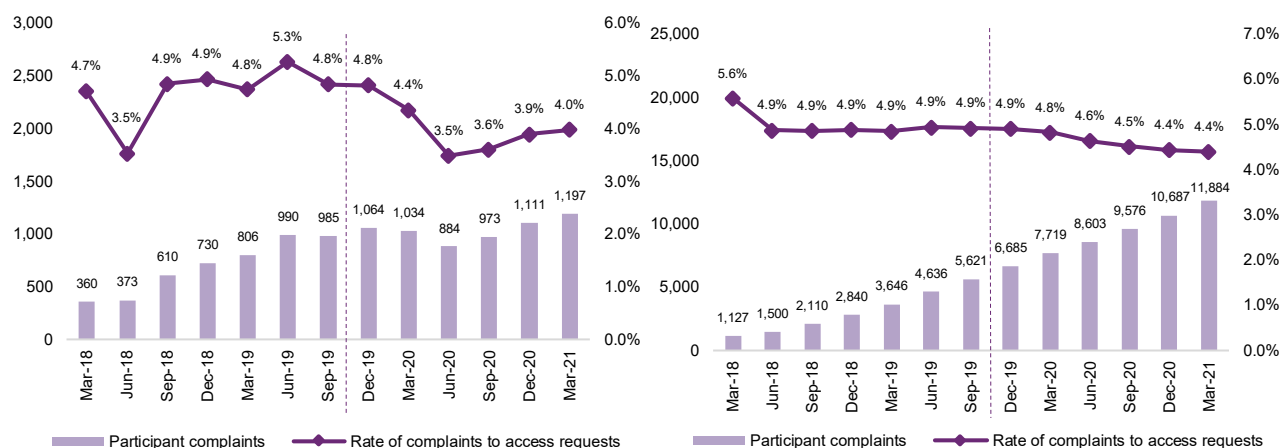
Table H.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table H.52.

Table H.52 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table H.51. The list of complaint types is different to that which appears in Table H.51, as it is based on the options available on the 'My Customer Requests' tile.

Table H.50 Complaints by quarter – Queensland ^{281 282 283}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	33	9	42	38
Complaint about LAC Partner	157	33	190	173
Complaints about service providers	869	72	941	728
Complaints about the Agency	8,922	848	9,770	5,864
Critical/ Reportable Incident	709	234	943	776
Unclassified	213	1	214	196
Total	10,903	1,197	12,100	7,085
Total complaints made since 1 April 2017	10,687	1,197	11,884	
Complaints since 1 April 2017 as % of all access requests	4.4%	4.0%	4.4%	

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland



²⁸¹ Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

²⁸² % 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.

²⁸³ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table H.51 Complaints by type ('My Feedback' tile) – Queensland

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	110	(18%)
Service Delivery	95	(16%)
Staff conduct	110	(18%)
Provider process	62	(10%)
Provider costs.	67	(11%)
Other	157	(26%)
Total	601	
<i>Complaints about the Agency</i>		
Timeliness	1,580	(28%)
Individual needs	720	(13%)
Reasonable and necessary supports	738	(13%)
Information unclear	262	(5%)
The way the NDIA carried out its decision making	444	(8%)
Other	1,919	(34%)
Total	5,663	
<i>Unclassified</i>	213	
Participants total	6,477	

Table H.52 Complaints by type ('My Customer Requests' tile) – Queensland

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	3	(9%)	0	(0%)	3	(7%)
ECEI Process	3	(9%)	5	(56%)	8	(19%)
ECEI Staff	15	(45%)	3	(33%)	18	(43%)
ECEI Timeliness	12	(36%)	1	(11%)	13	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	33		9		42	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(1%)
LAC Plan	28	(18%)	5	(15%)	33	(17%)
LAC Process	13	(8%)	5	(15%)	18	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	90	(57%)	21	(64%)	111	(58%)
LAC Timeliness	25	(16%)	2	(6%)	27	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	157		33		190	
<i>Complaints about service providers</i>						
Provider Finance	16	(6%)	5	(7%)	21	(6%)
Provider Fraud and Compliance	29	(11%)	10	(15%)	39	(11%)
Provider Service	168	(62%)	32	(47%)	200	(59%)
Provider Staff	59	(22%)	21	(31%)	80	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	272		68		340	
<i>Complaints about the Agency</i>						
NDIA Access	220	(7%)	44	(5%)	264	(6%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	343	(10%)	60	(7%)	403	(10%)
NDIA Fraud and Compliance	13	(0%)	5	(1%)	18	(0%)
NDIA Plan	1,009	(31%)	322	(39%)	1,331	(32%)
NDIA Process	523	(16%)	98	(12%)	621	(15%)
NDIA Resources	27	(1%)	12	(1%)	39	(1%)
NDIA Staff	279	(9%)	79	(10%)	358	(9%)
NDIA Timeliness	861	(26%)	206	(25%)	1,067	(26%)
Quality & Safeguards Commission	5	(0%)	1	(0%)	6	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3,280		827		4,107	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	209	(29%)	38	(16%)	247	(26%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Allegations against a provider	191	(27%)	74	(32%)	265	(28%)
Participant threat	106	(15%)	37	(16%)	143	(15%)
Provider reporting	200	(28%)	85	(36%)	285	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	709		234		943	
<i>Unclassified</i>	0		1		1	
Participants total	4,451		1,172		5,623	

Figure H.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Queensland
284

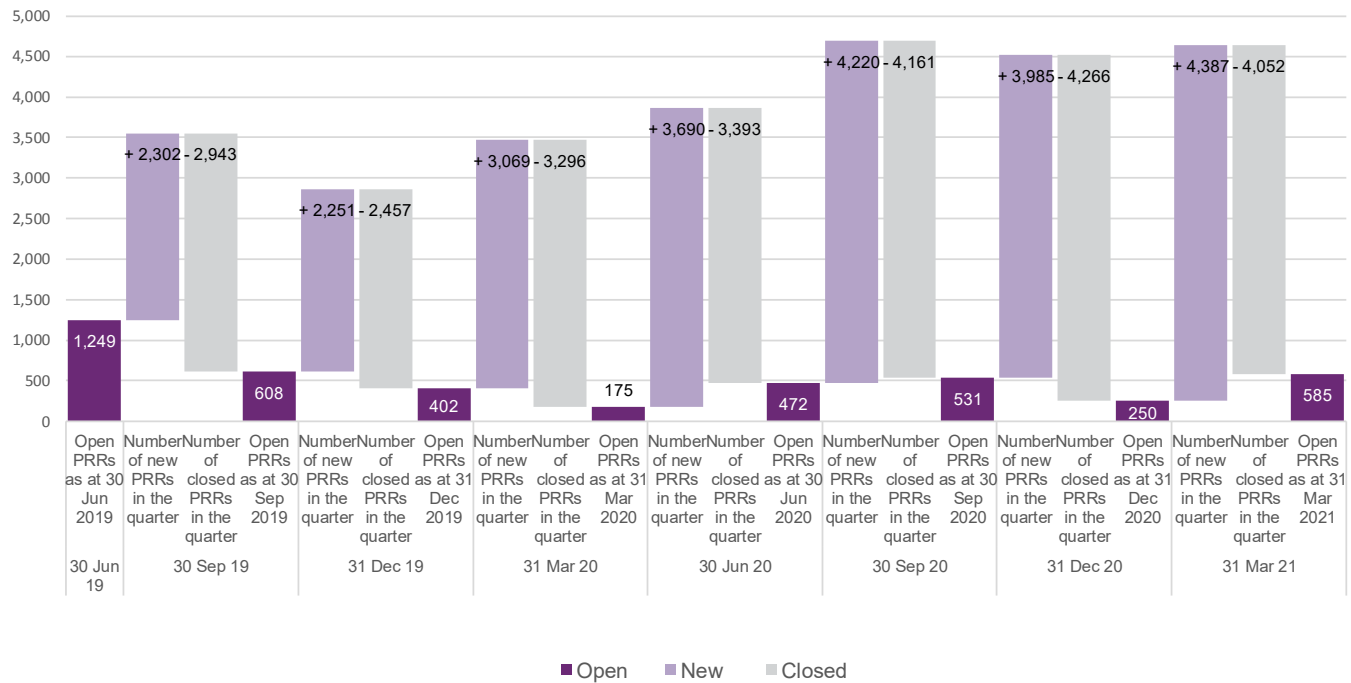
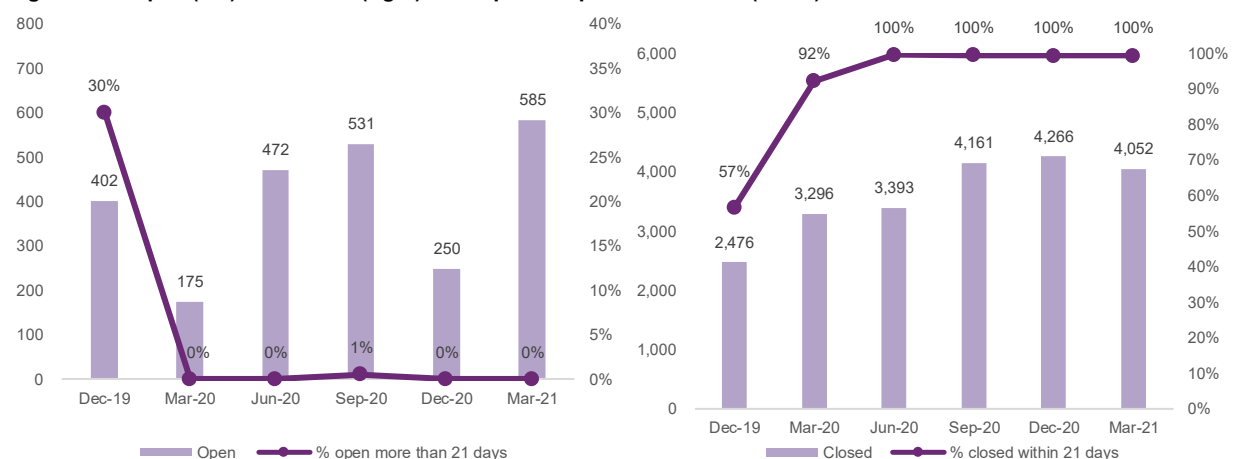


Table H.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland²⁸⁵

	As at 31 March 2021
Open PRRs	585
Number of PRRs open less than 21 days	585
Number of PRRs open more than 21 days	0
New PRRs in the quarter	4,387
Number of PRRs closed in the quarter	4,052
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure H.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Queensland²⁸⁶



²⁸⁴ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

²⁸⁵ 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.

²⁸⁶ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure H.14 RoRDs received and closed by quarter and open at the end of each quarter – Queensland

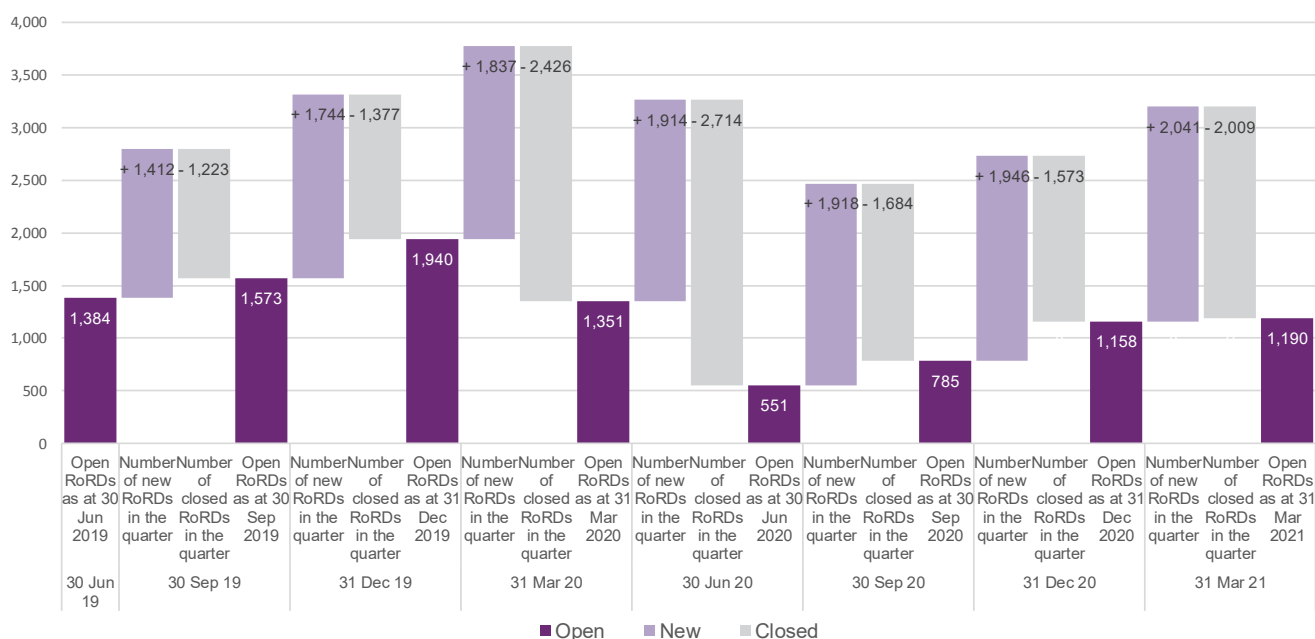
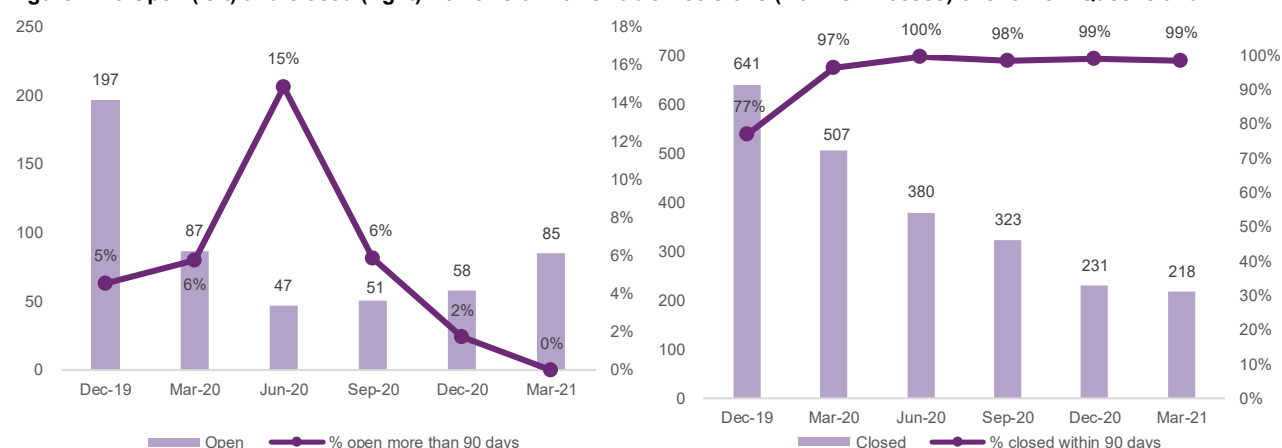


Table H.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland ^{287 288}

	Access	Planning
Open RoRDs	85	1,105
Number of RoRDs open less than 90 days	85	1,054
Number of RoRDs open more than 90 days	0	51
New RoRDs in the quarter	245	1,796
Number of RoRDs closed in the quarter	218	1,791
Proportion closed within 90 days	99%	91%
Average days RoRDs took to close in the quarter	35	62

Figure H.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Queensland ²⁸⁹



²⁸⁷ 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.

²⁸⁸ 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.

²⁸⁹ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure H.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland²⁹⁰

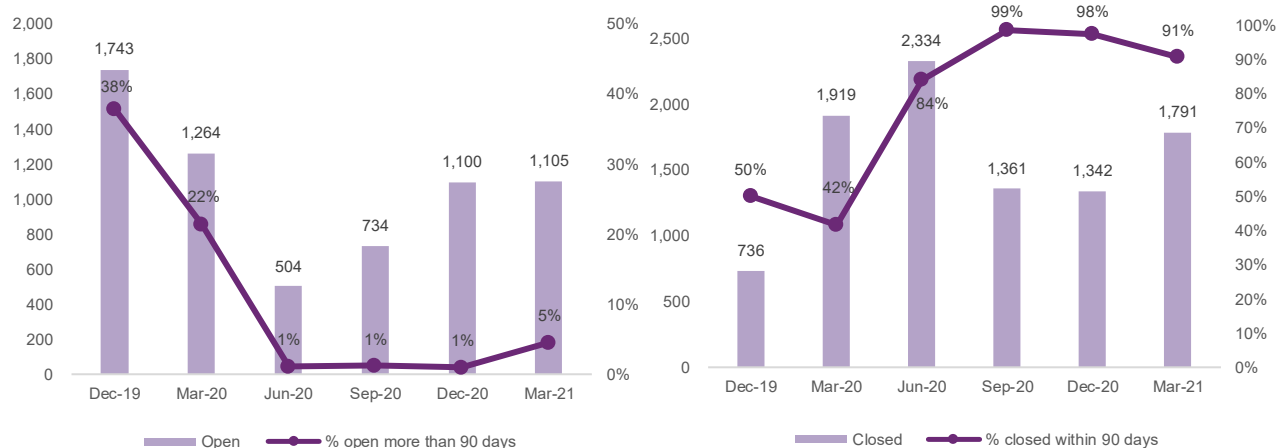
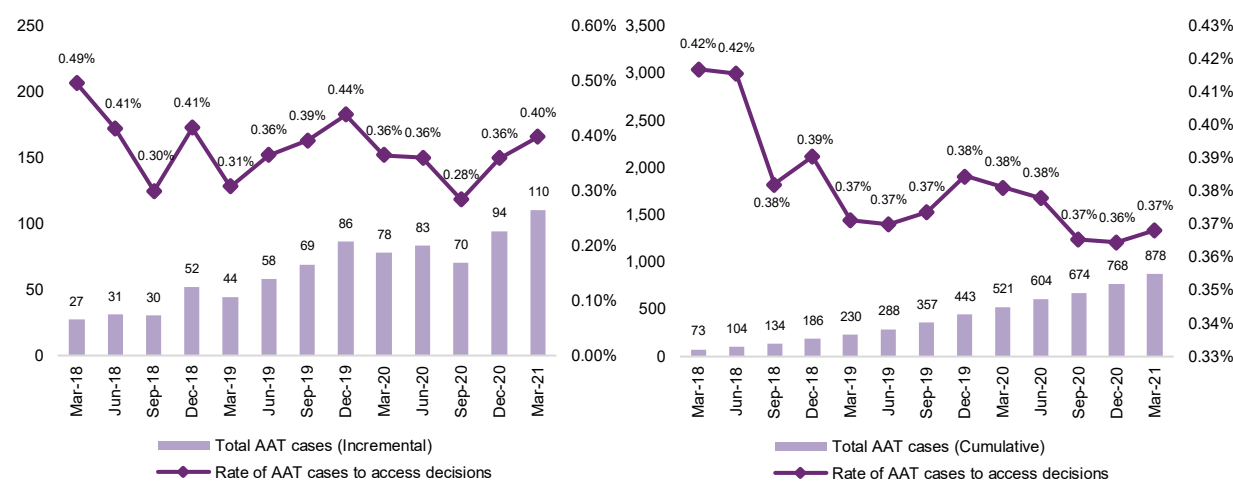


Table H.55 AAT Cases by category – Queensland²⁹¹

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	280	36%	14	13%	294	33%
Plan	396	52%	88	80%	484	55%
Plan Review	51	7%	<11		54	6%
Other	41	5%	<11		46	5%
Total	768	100%	110	100%	878	100%
% of all access decisions	0.36%		0.40%		0.37%	

Figure H.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland



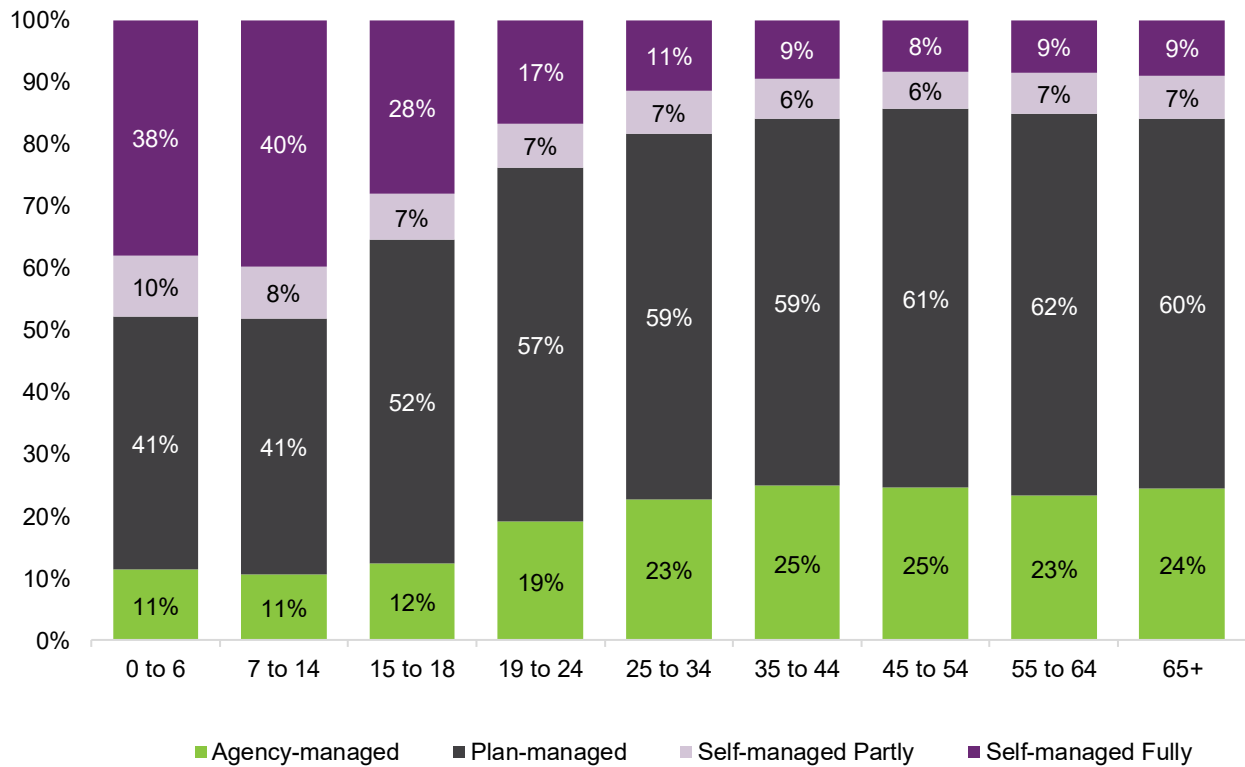
²⁹⁰ Ibid.

²⁹¹ % 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 H.56 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	878
Open AAT Cases	230
Closed AAT Cases	648
<i>Resolved before hearing</i>	<i>643</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

Figure H.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Queensland ^{292 293}



²⁹² For the total number of active participants in each age group, see Table H.14.

²⁹³ Participants can use more than one method to manage their funding. These results are based on 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.

Figure H.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Queensland ^{294 295}

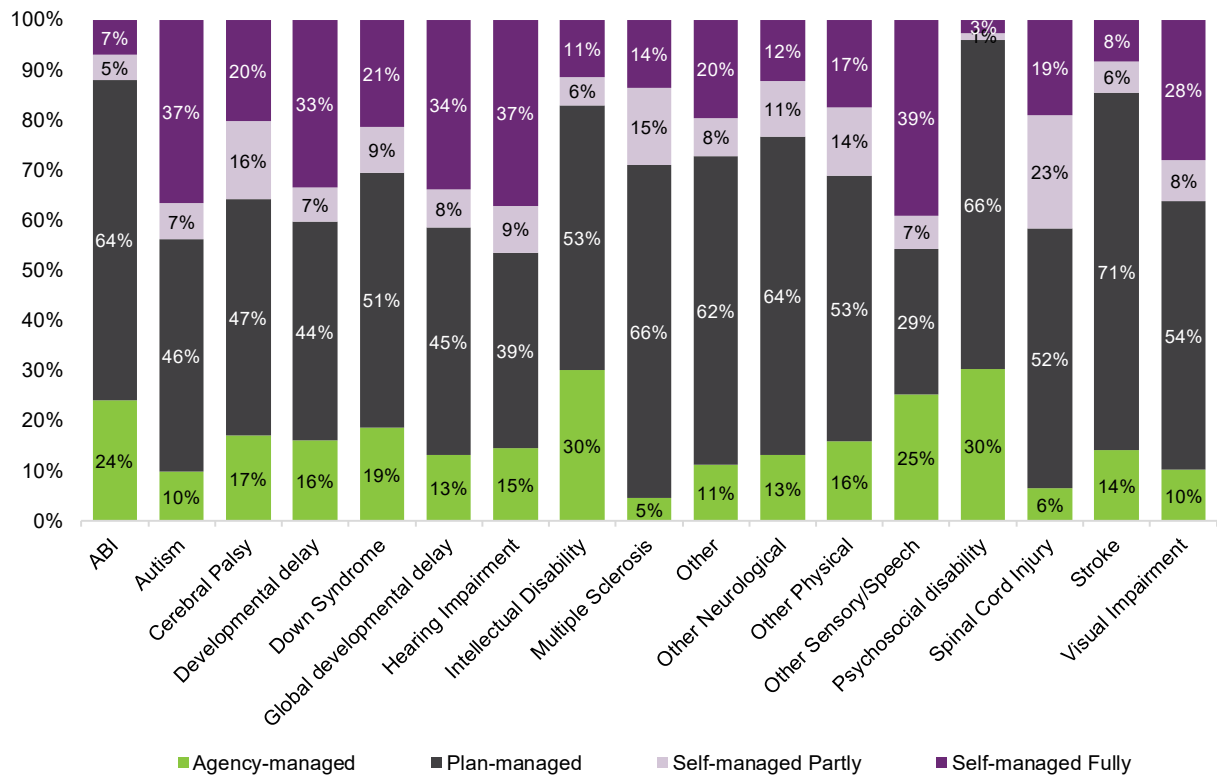
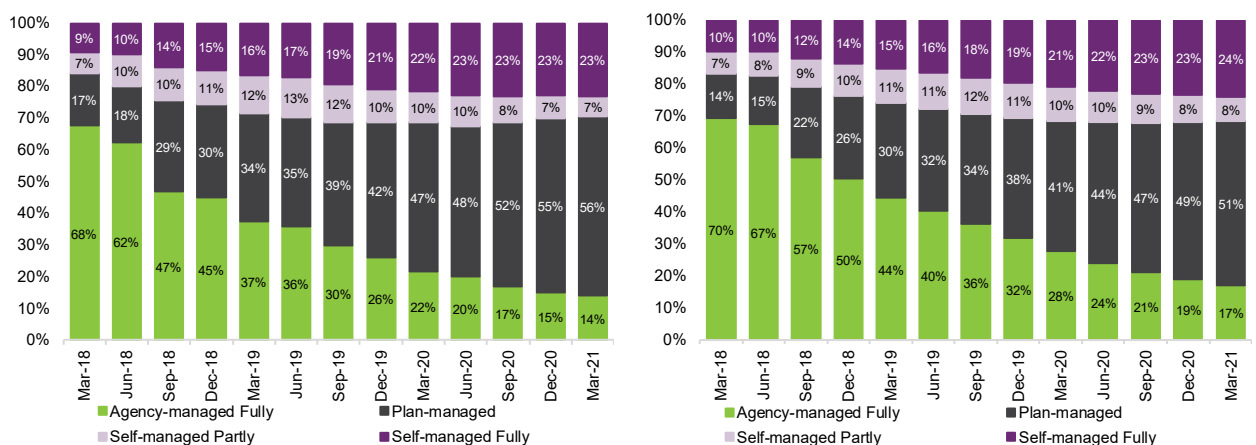


Table H.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ²⁹⁶

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	24%	23%	24%
Self-managed partly	8%	7%	8%
Plan-managed	50%	56%	51%
Agency-managed	18%	14%	17%
Total	100%	100%	100%

Figure H.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ²⁹⁷



²⁹⁴ For the total number of active participants in each primary disability group, see Table H.12.

²⁹⁵ Participants can use more than one method to manage their funding. These results are based on 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.

²⁹⁶ Ibid.

²⁹⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q3	Total
Self-managed	13%	13%	13%
Plan-managed	37%	49%	39%
Agency-managed	50%	39%	48%
Total	100%	100%	100%

Figure H.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland

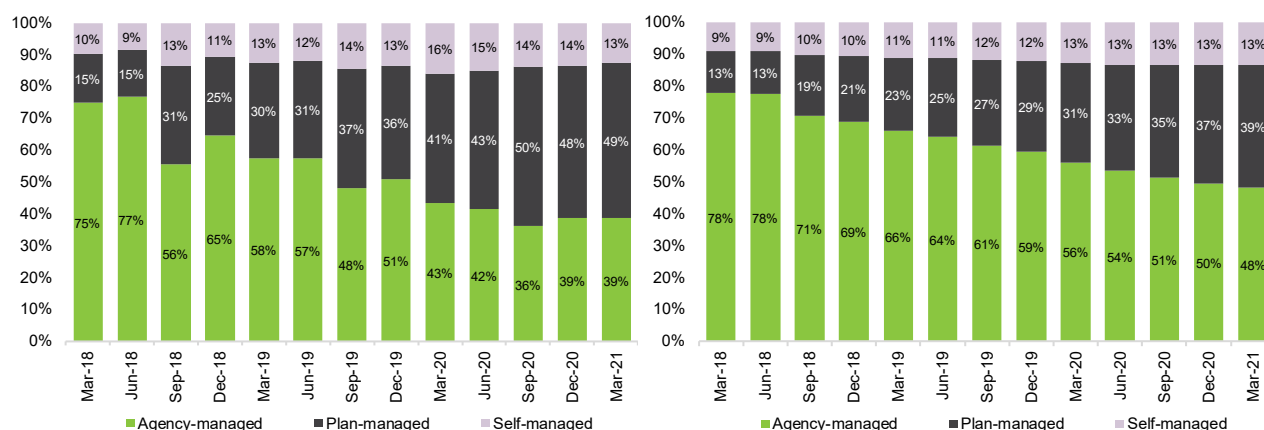


Table H.59 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q3	Total
Support coordination	37%	45%	39%

Table H.60 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ²⁹⁸

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	50,548	70%	3,470	66%	54,018	69%
30 to 59 days	8,478	12%	683	13%	9,161	12%
60 to 89 days	3,937	5%	300	6%	4,237	5%
Activated within 90 days	62,963	87%	4,453	85%	67,416	87%
90 to 119 days	2,321	3%	138	3%	2,459	3%
120 days and over	5,705	8%	237	5%	5,942	8%
Activated after 90 days	8,026	11%	375	7%	8,401	11%
No payments	1,633	2%	425	8%	2,058	3%
Total plans approved	72,622	100%	5,253	100%	77,875	100%

²⁹⁸ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.61 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	5,680	5,972	95%
Not Aboriginal and Torres Strait Islander	51,786	53,186	97%
Not Stated	7,757	8,027	97%
Total	65,223	67,185	97%
by Culturally and Linguistically Diverse status			
CALD	3,553	3,640	98%
Not CALD	61,643	63,515	97%
Not Stated	27	30	90%
Total	65,223	67,185	97%
by Remoteness			
Major Cities	37,934	38,927	97%
Regional	26,185	27,085	97%
Remote	1,085	1,153	94%
Missing	19	20	95%
Total	65,223	67,185	97%
by Primary Disability type			
Autism	21,363	21,953	97%
Intellectual Disability (including Down Syndrome)	13,990	14,254	98%
Psychosocial Disability	5,625	5,743	98%
Developmental Delay (including Global Developmental Delay)	3,648	3,878	94%
Other	20,597	21,357	96%
Total	65,223	67,185	97%

Table H.62 Distribution of plans by utilisation – Queensland ^{299 300}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	26%
> 75%	35%
Total	100%

Table H.63 Proportion of active participants with approved plans accessing mainstream supports – Queensland ³⁰¹

	Prior Quarters	2020-21 Q3	Total
Daily Activities	15%	16%	15%
Health & Wellbeing	54%	57%	54%
Lifelong Learning	16%	19%	17%
Other	12%	13%	12%
Non-categorised	29%	28%	29%
Any mainstream service	94%	95%	94%

²⁹⁹ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁰⁰ Plans less than 31 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.

³⁰¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table H.64 Key markets indicators by quarter – Queensland ^{302 303}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.21	1.17
b) Number of providers delivering new types of supports	448	446
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	82%	89%
<i>Therapeutic Supports (%)</i>	93%	94%
<i>Participation in community, social and civic activities (%)</i>	85%	89%
<i>Early Intervention supports for early childhood (%)</i>	89%	92%
<i>Daily Personal Activities (%)</i>	88%	90%

Table H.65 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Queensland

³⁰⁴

Activity	Number of providers
Active for the first time in 2020-21 Q3	133
Active in 2020-21 Q3 and also in previous quarters	2,417
Active in 2020-21 Q3	2,550
Inactive in 2020-21 Q3	3,222
Active ever	5,772

³⁰² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁰³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁰⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.66 Cumulative number of providers that have been ever active by registration group – Queensland ³⁰⁵

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	151	9	160	6%
Assistance Animals	98	3	101	3%
Assistance with daily life tasks in a group or shared living arrangement	637	22	659	3%
Assistance with travel/transport arrangements	643	26	669	4%
Daily Personal Activities	1,029	39	1,068	4%
Group and Centre Based Activities	707	28	735	4%
High Intensity Daily Personal Activities	696	26	722	4%
Household tasks	1,196	48	1,244	4%
Interpreting and translation	130	6	136	5%
Participation in community, social and civic activities	1,117	43	1,160	4%
Assistive Technology				
Assistive equipment for recreation	201	4	205	2%
Assistive products for household tasks	164	12	176	7%
Assistance products for personal care and safety	1,137	34	1,171	3%
Communication and information equipment	388	29	417	7%
Customised Prosthetics	464	14	478	3%
Hearing Equipment	176	16	192	9%
Hearing Services	34	7	41	21%
Personal Mobility Equipment	666	24	690	4%
Specialised Hearing Services	67	11	78	16%
Vision Equipment	185	7	192	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,126	56	1,182	5%
Behaviour Support	492	15	507	3%
Community nursing care for high needs	328	13	341	4%
Development of daily living and life skills	663	14	677	2%
Early Intervention supports for early childhood	1,057	31	1,088	3%
Exercise Physiology and Physical Wellbeing activities	579	26	605	4%
Innovative Community Participation	205	10	215	5%
Specialised Driving Training	148	11	159	7%
Therapeutic Supports	2,676	57	2,733	2%
Capital services				
Home modification design and construction	343	21	364	6%
Specialist Disability Accommodation	68	4	72	6%
Vehicle Modifications	173	11	184	6%
Choice and control support services				
Management of funding for supports in participants plan	562	22	584	4%
Support Coordination	270	18	288	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	182	18	200	10%
Specialised Supported Employment	200	19	219	10%
Total approved active providers	5,639	133	5,772	2%

³⁰⁵ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table H.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	39	121	160	24%	76%	100%
Assistance Animals	12	89	101	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	82	577	659	12%	88%	100%
Assistance with travel/transport arrangements	109	560	669	16%	84%	100%
Daily Personal Activities	124	944	1,068	12%	88%	100%
Group and Centre Based Activities	86	649	735	12%	88%	100%
High Intensity Daily Personal Activities	89	633	722	12%	88%	100%
Household tasks	378	866	1,244	30%	70%	100%
Interpreting and translation	29	107	136	21%	79%	100%
Participation in community, social and civic activities	147	1,013	1,160	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	26	179	205	13%	87%	100%
Assistive products for household tasks	18	158	176	10%	90%	100%
Assistance products for personal care and safety	176	995	1,171	15%	85%	100%
Communication and information equipment	82	335	417	20%	80%	100%
Customised Prosthetics	74	404	478	15%	85%	100%
Hearing Equipment	28	164	192	15%	85%	100%
Hearing Services	6	35	41	15%	85%	100%
Personal Mobility Equipment	90	600	690	13%	87%	100%
Specialised Hearing Services	9	69	78	12%	88%	100%
Vision Equipment	29	163	192	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	212	970	1,182	18%	82%	100%
Behaviour Support	155	352	507	31%	69%	100%
Community nursing care for high needs	47	294	341	14%	86%	100%
Development of daily living and life skills	94	583	677	14%	86%	100%
Early Intervention supports for early childhood	380	708	1,088	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	147	458	605	24%	76%	100%
Innovative Community Participation	60	155	215	28%	72%	100%
Specialised Driving Training	28	131	159	18%	82%	100%
Therapeutic Supports	1,100	1,633	2,733	40%	60%	100%
Capital services						
Home modification design and construction	59	305	364	16%	84%	100%
Specialist Disability Accommodation	3	69	72	4%	96%	100%
Vehicle Modifications	17	167	184	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	99	485	584	17%	83%	100%
Support Coordination	57	231	288	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	26	174	200	13%	87%	100%
Specialised Supported Employment	25	194	219	11%	89%	100%
Total	1,899	3,873	5,772	33%	67%	100%

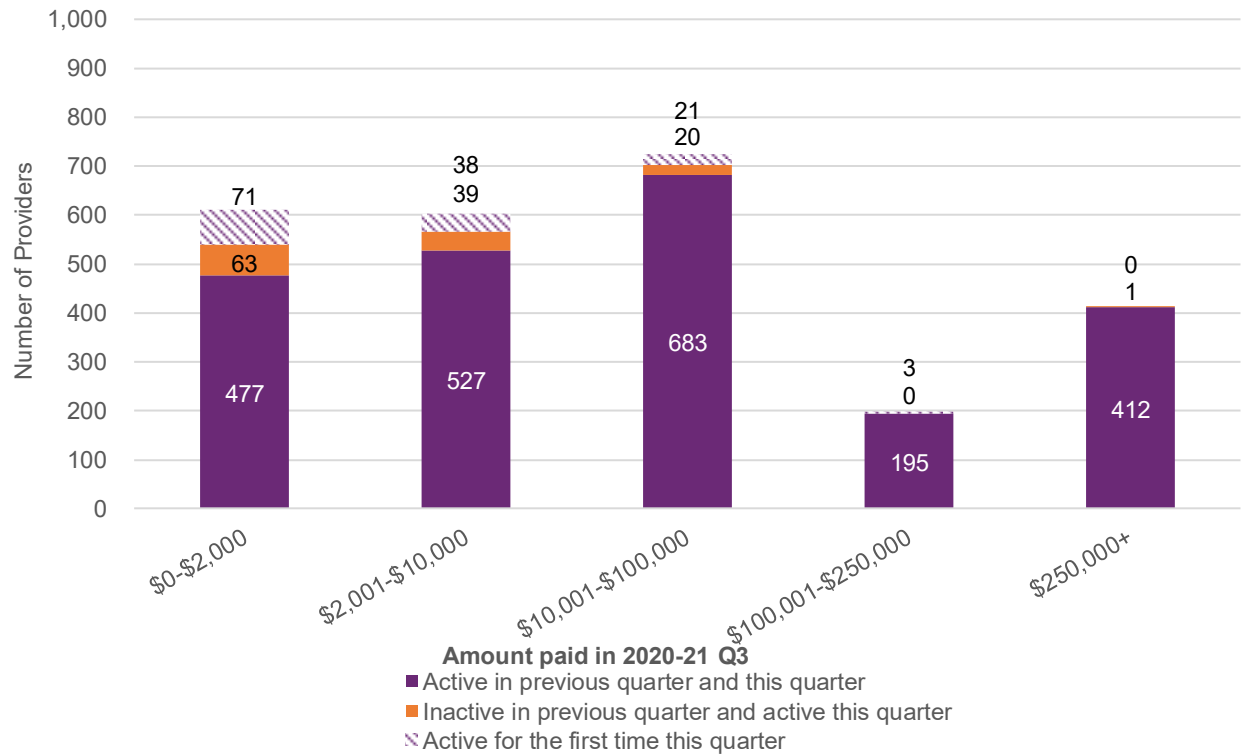
Table H.68 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Queensland

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	22	9	31	29%
Assistance Animals	46	3	49	6%
Assistance with daily life tasks in a group or shared living arrangement	421	22	443	5%
Assistance with travel/transport arrangements	324	26	350	7%
Daily Personal Activities	585	39	624	6%
Group and Centre Based Activities	401	28	429	7%
High Intensity Daily Personal Activities	352	26	378	7%
Household tasks	543	48	591	8%
Interpreting and translation	67	6	73	8%
Participation in community, social and civic activities	631	43	674	6%
Assistive Technology				
Assistive equipment for recreation	28	4	32	13%
Assistive products for household tasks	32	12	44	27%
Assistance products for personal care and safety	534	34	568	6%
Communication and information equipment	183	29	212	14%
Customised Prosthetics	207	14	221	6%
Hearing Equipment	80	16	96	17%
Hearing Services	10	7	17	41%
Personal Mobility Equipment	312	24	336	7%
Specialised Hearing Services	23	11	34	32%
Vision Equipment	76	7	83	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	653	56	709	8%
Behaviour Support	209	15	224	7%
Community nursing care for high needs	190	13	203	6%
Development of daily living and life skills	297	14	311	5%
Early Intervention supports for early childhood	374	31	405	8%
Exercise Physiology and Physical Wellbeing activities	333	26	359	7%
Innovative Community Participation	60	10	70	14%
Specialised Driving Training	52	11	63	17%
Therapeutic Supports	1,095	57	1,152	5%
Capital services				
Home modification design and construction	125	21	146	14%
Specialist Disability Accommodation	46	4	50	8%
Vehicle Modifications	54	11	65	17%
Choice and control support services				
Management of funding for supports in participants plan	389	22	411	5%
Support Coordination	116	18	134	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	96	18	114	16%
Specialised Supported Employment	122	19	141	13%
Total	2,417	133	2,550	5%

Table H.69 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	8	23	31	26%	74%	100%
Assistance Animals	5	44	49	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	49	394	443	11%	89%	100%
Assistance with travel/transport arrangements	41	309	350	12%	88%	100%
Daily Personal Activities	76	548	624	12%	88%	100%
Group and Centre Based Activities	56	373	429	13%	87%	100%
High Intensity Daily Personal Activities	58	320	378	15%	85%	100%
Household tasks	156	435	591	26%	74%	100%
Interpreting and translation	14	59	73	19%	81%	100%
Participation in community, social and civic activities	86	588	674	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	2	30	32	6%	94%	100%
Assistive products for household tasks	3	41	44	7%	93%	100%
Assistance products for personal care and safety	75	493	568	13%	87%	100%
Communication and information equipment	38	174	212	18%	82%	100%
Customised Prosthetics	34	187	221	15%	85%	100%
Hearing Equipment	19	77	96	20%	80%	100%
Hearing Services	1	16	17	6%	94%	100%
Personal Mobility Equipment	48	288	336	14%	86%	100%
Specialised Hearing Services	2	32	34	6%	94%	100%
Vision Equipment	12	71	83	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	129	580	709	18%	82%	100%
Behaviour Support	55	169	224	25%	75%	100%
Community nursing care for high needs	26	177	203	13%	87%	100%
Development of daily living and life skills	41	270	311	13%	87%	100%
Early Intervention supports for early childhood	93	312	405	23%	77%	100%
Exercise Physiology and Physical Wellbeing activities	76	283	359	21%	79%	100%
Innovative Community Participation	13	57	70	19%	81%	100%
Specialised Driving Training	11	52	63	17%	83%	100%
Therapeutic Supports	387	765	1,152	34%	66%	100%
Capital services						
Home modification design and construction	19	127	146	13%	87%	100%
Specialist Disability Accommodation	0	50	50	0%	100%	100%
Vehicle Modifications	5	60	65	8%	92%	100%
Choice and control support services						
Management of funding for supports in participants plan	82	329	411	20%	80%	100%
Support Coordination	24	110	134	18%	82%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	17	97	114	15%	85%	100%
Specialised Supported Employment	15	126	141	11%	89%	100%
Total	689	1,861	2,550	27%	73%	100%

Figure H.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Queensland ³⁰⁶



Part Five: Financial sustainability

Table H.70 Committed supports by financial year (\$m) – Queensland ³⁰⁷

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.5	9.1	219.7	838.4	2,487.4	5,111.0	4,883.9

³⁰⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁰⁷ 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 Queensland.

Figure H.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland

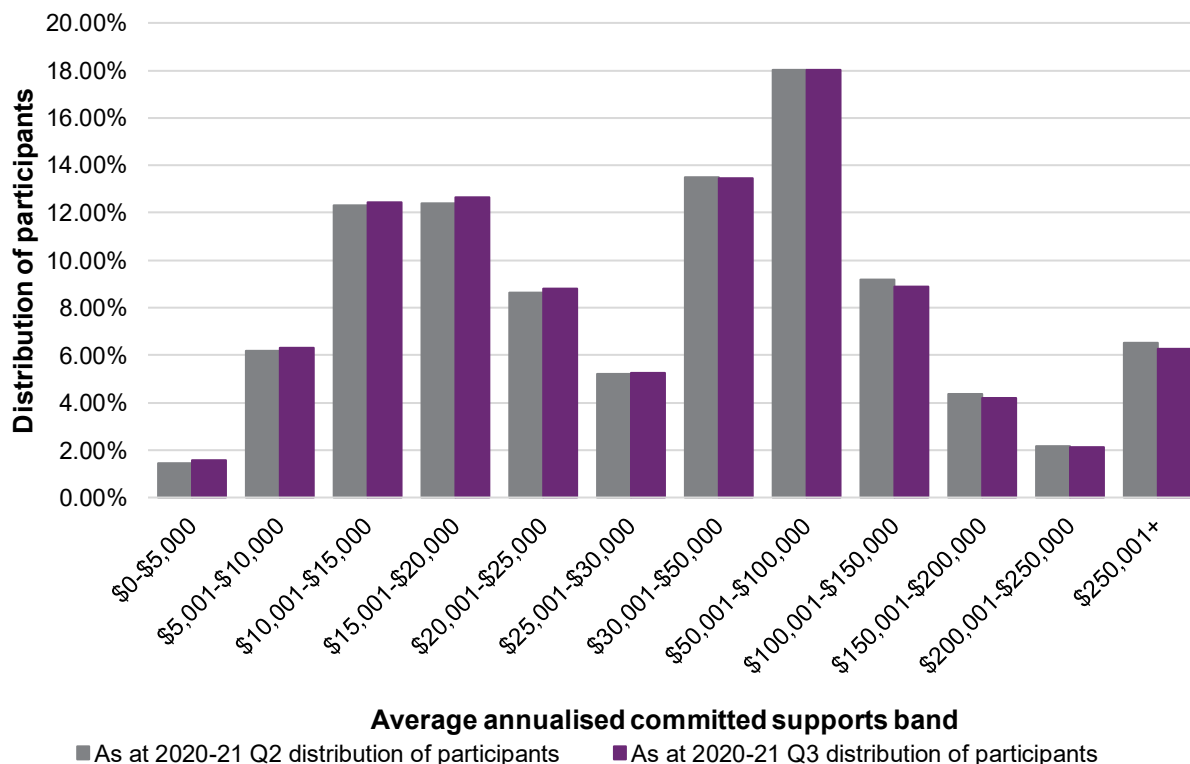


Figure H.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland

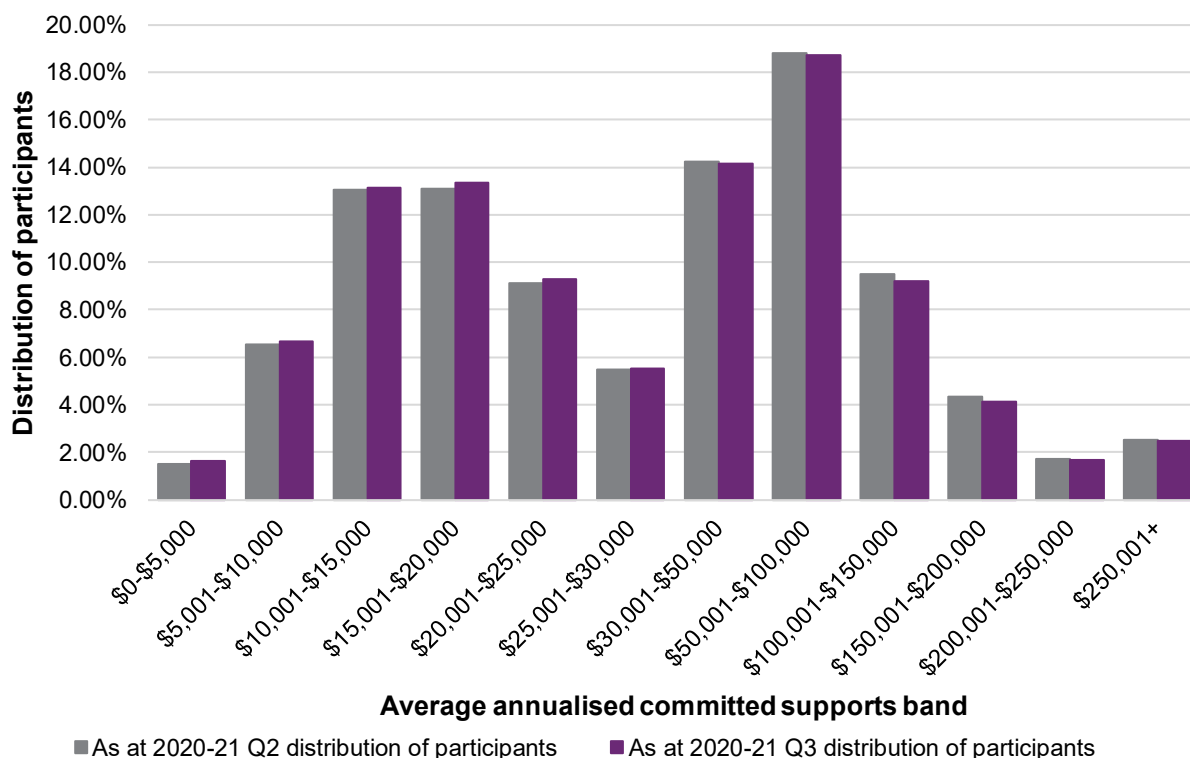


Figure H.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland

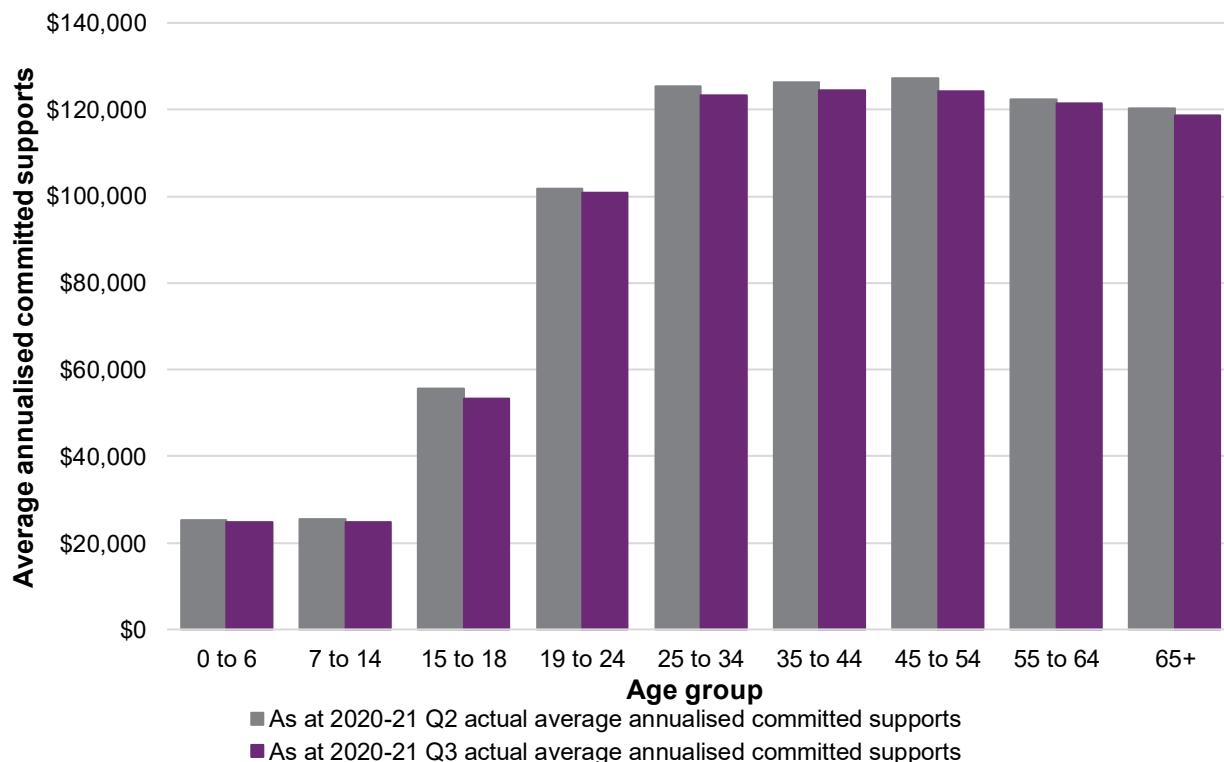


Figure H.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland

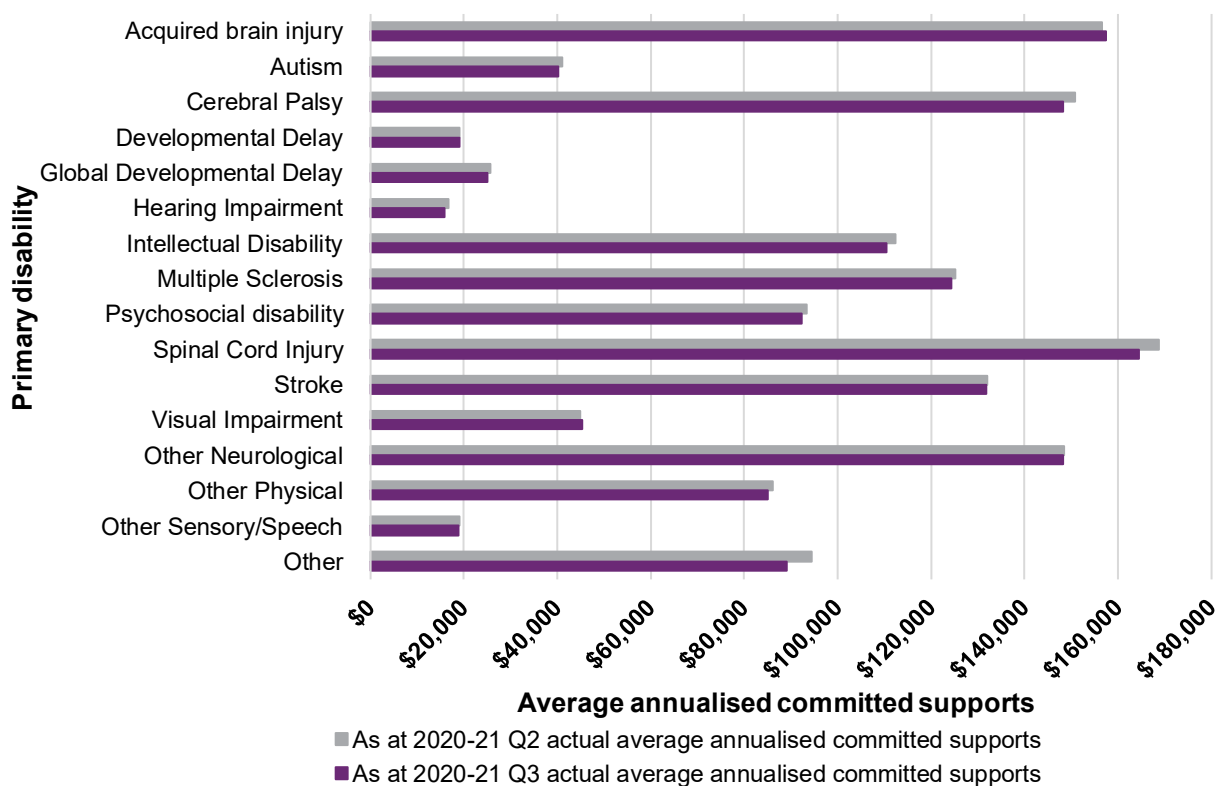


Figure H.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland

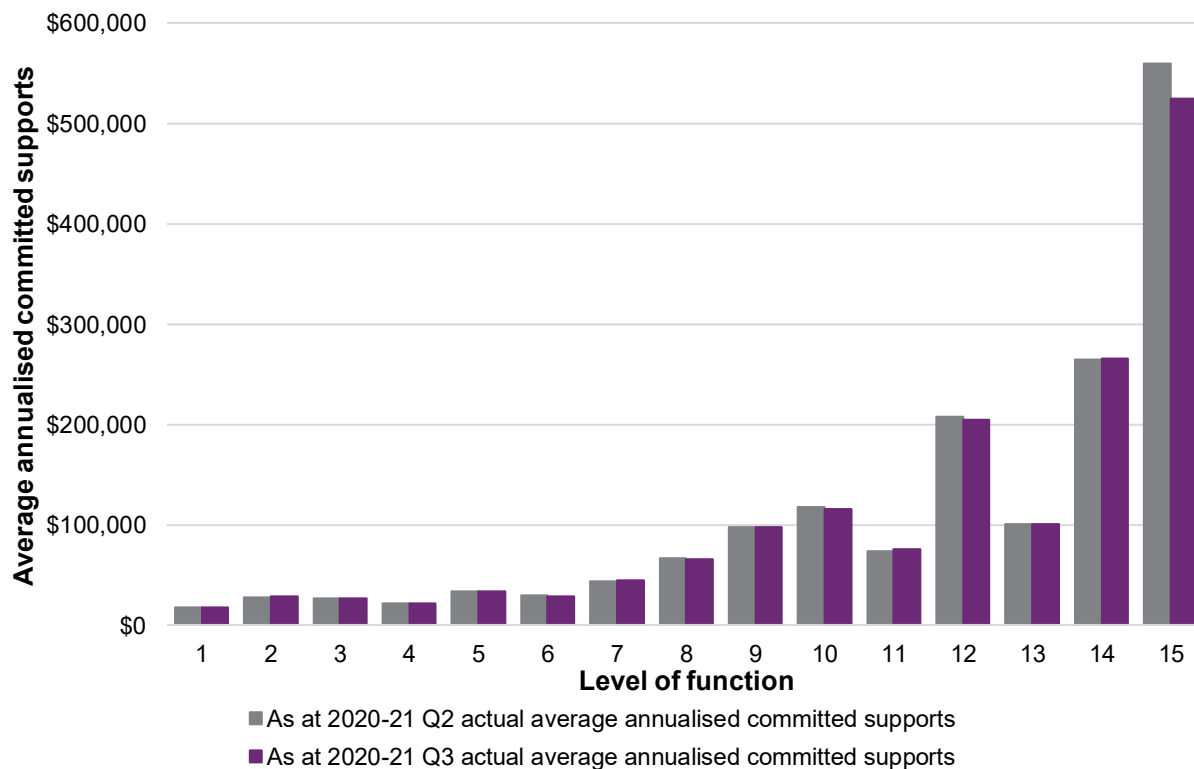


Figure H.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland

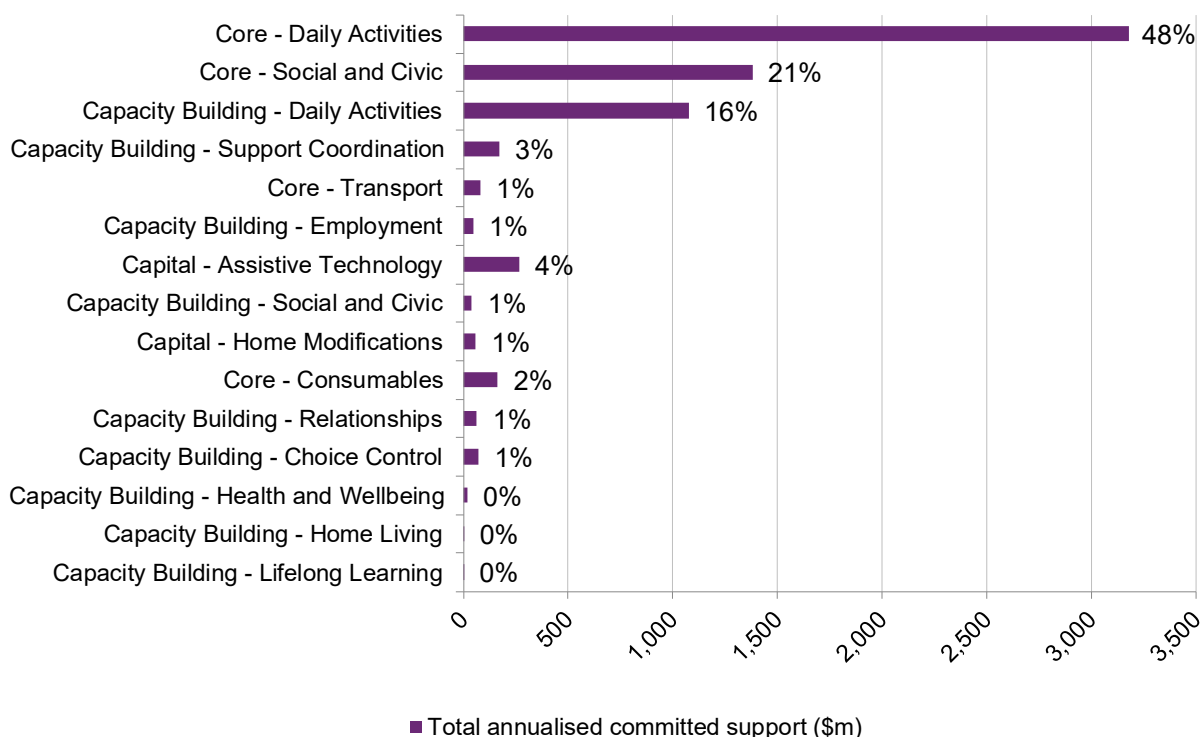
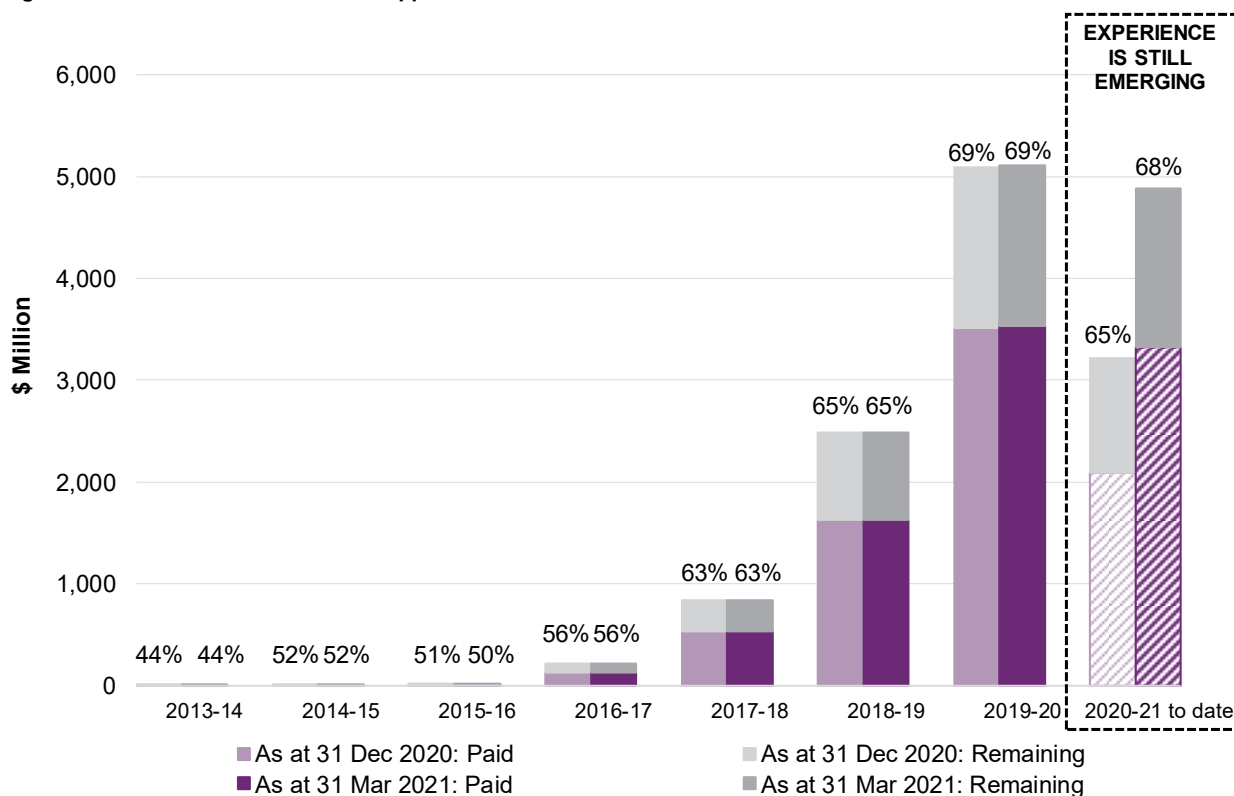


Table H.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ³⁰⁸

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.5	9.1	219.7	838.4	2,487.4	5,111.0	4,883.9
Total Paid	0.4	1.8	4.6	123.8	531.0	1,628.0	3,531.1	3,323.6
% utilised to date	44%	52%	50%	56%	63%	65%	69%	68%

Figure H.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Queensland



³⁰⁸ 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 Queensland.

Figure H.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Queensland ³⁰⁹

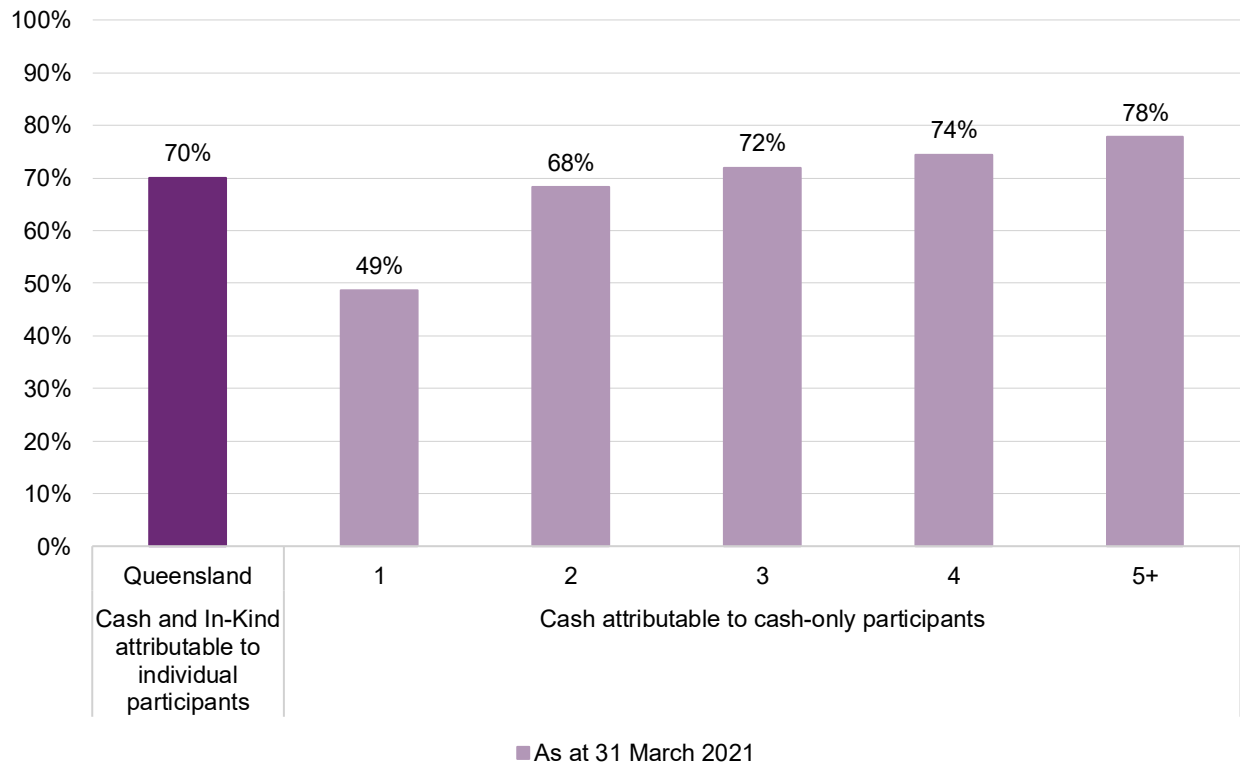
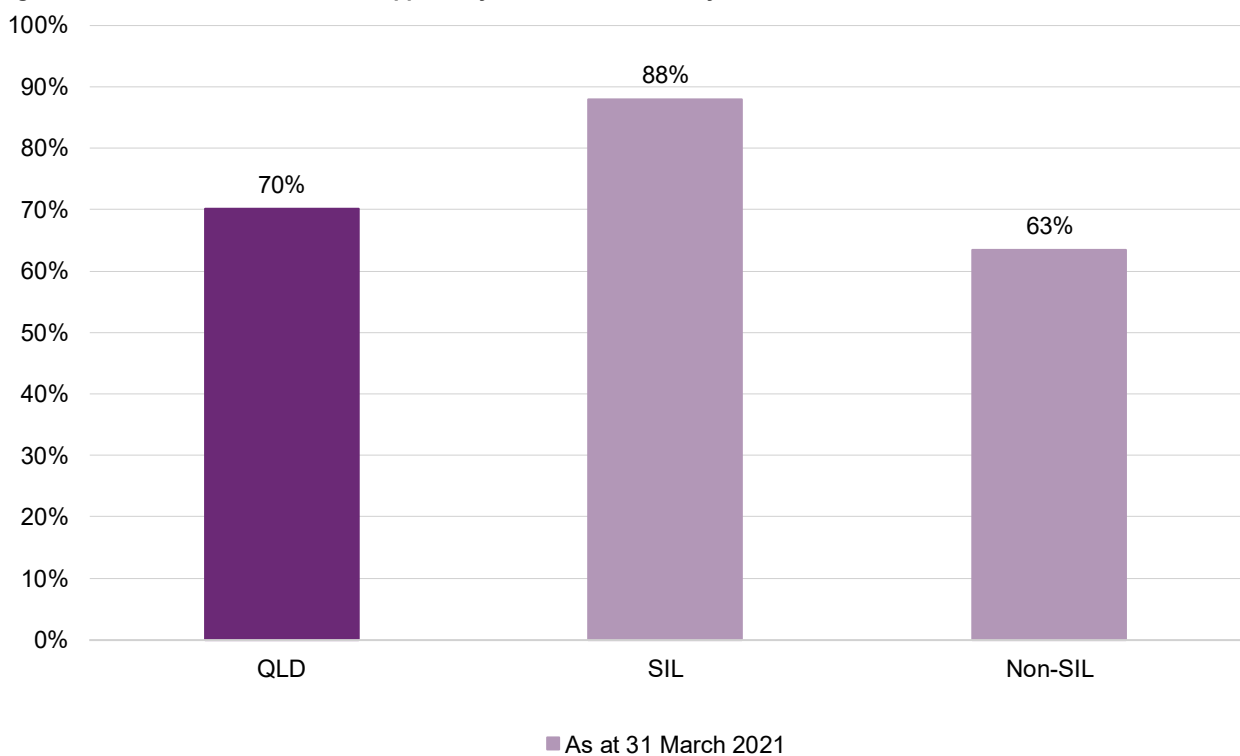


Figure H.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Queensland ³¹⁰



³⁰⁹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

³¹⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure H.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Queensland ³¹¹

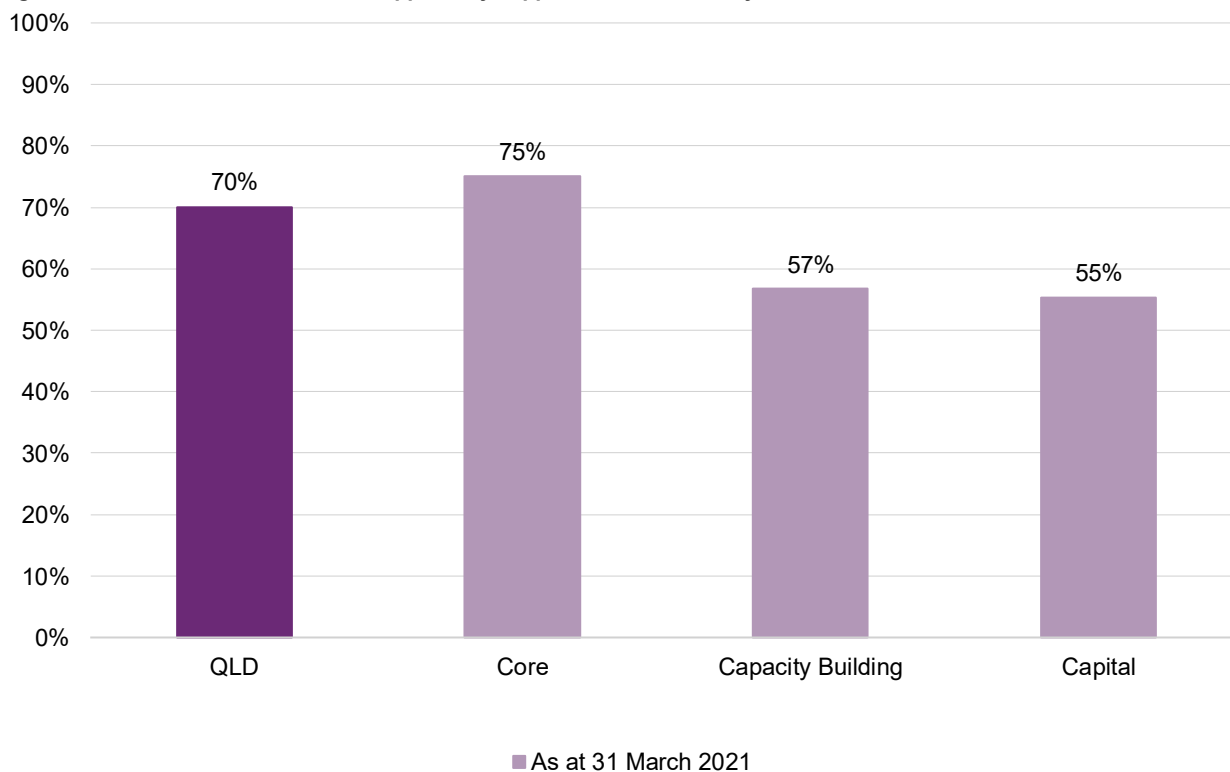
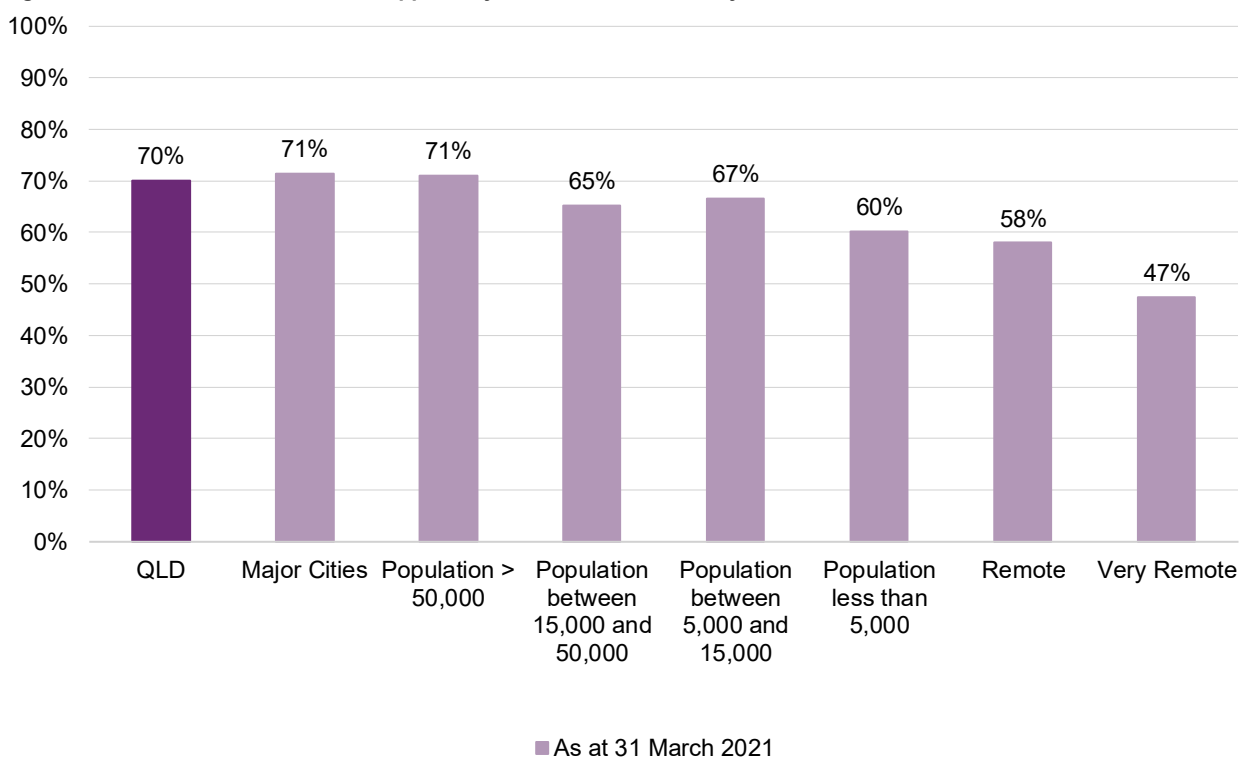


Figure H.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Queensland ³¹²



³¹¹ Ibid.

³¹² Ibid.

Appendix I: Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ³¹³

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	36,736	1,731	38,467	426	38,893

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia ³¹⁴

	Prior Quarters	2020-21 Q3	Total
Access decisions	44,529	2,279	46,808
Active Eligible	38,060	1,650	39,710
New	19,315	1,522	20,837
State	16,090	58	16,148
Commonwealth	2,655	70	2,725
Active Participant Plans (excl ECEI)	36,736	1,731	38,467
New	18,310	1,529	19,839
State	15,873	102	15,975
Commonwealth	2,553	100	2,653
Active Participant Plans	37,142	2,157	38,893
Early Intervention (s25)	4,898	478	5,376
Permanent Disability (s24)	31,838	1,253	33,091
ECEI	406	426	426

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Western Australia

Exits	Total
Total participant exits	819
Early Intervention participants	92
Permanent disability participants	727

³¹³ 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.

³¹⁴ 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 ^{315 316}

	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	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
End of 2019-20 Q4	15,153	2,165	15,017	212	32,547
End of 2020-21 Q1	15,638	2,428	16,685	260	35,011
End of 2020-21 Q2	15,897	2,558	18,355	406	37,216
End of 2020-21 Q3	15,975	2,653	19,839	426	38,893

Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia ^{317 318 319 320}

	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	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
End of 2019-20 Q4	3,814	28,521	212	32,547
End of 2020-21 Q1	4,390	30,361	260	35,011
End of 2020-21 Q2	4,927	31,883	406	37,216
End of 2020-21 Q3	5,376	33,091	426	38,893

Table I.6 Assessment of access by age group – Western Australia ³²¹

Age Group	Prior Quarters		2020-21 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	7,170	97%	476	95%	7,646	97%
7 to 14	9,072	94%	288	78%	9,360	94%
15 to 18	3,120	95%	89	82%	3,209	95%
19 to 24	3,014	94%	64	74%	3,078	93%
25 to 34	3,848	90%	128	69%	3,976	90%
35 to 44	3,349	85%	153	67%	3,502	84%
45 to 54	4,328	81%	171	55%	4,499	80%
55 to 64	5,257	74%	279	59%	5,536	74%
65+	352	76%	<11		362	75%
Missing	<11		<11		<11	
Total	39,511	89%	1,658	73%	41,169	88%

³¹⁵ This table shows the total numbers of active participants at the end of each period.

³¹⁶ 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.

³¹⁷ This table shows the total numbers of active participants at the end of each period.

³¹⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³¹⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³²⁰ 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.

³²¹ 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 support needs than people who approach the Scheme who have not previously received supports.

Table I.7 Assessment of access by disability – Western Australia ³²²

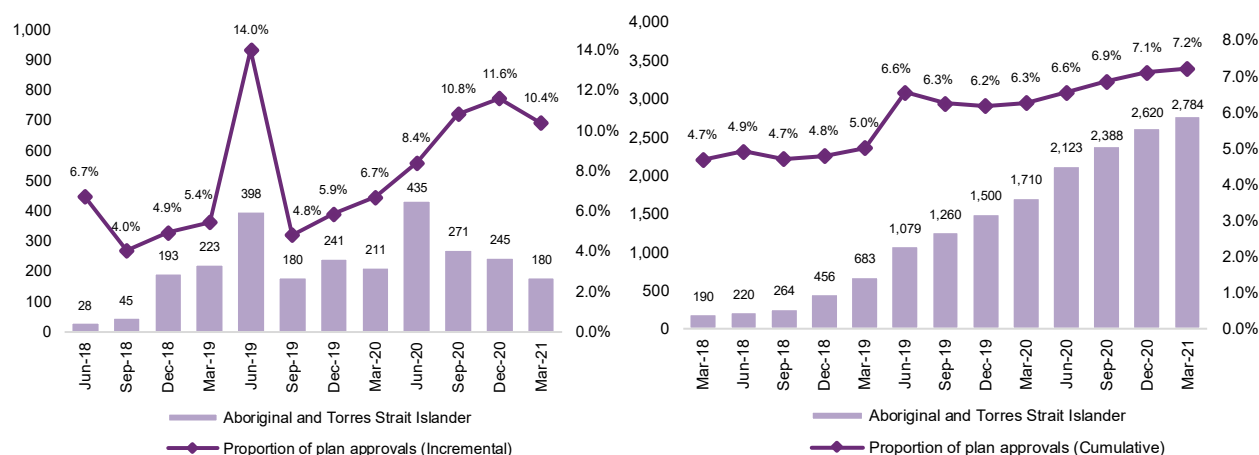
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,269	95%	56	86%	1,325	94%
Autism	13,238	99%	451	96%	13,689	98%
Cerebral Palsy	1,637	98%	25	89%	1,662	97%
Developmental Delay	1,131	96%	230	95%	1,361	96%
Global Developmental Delay	1,111	99%	78	99%	1,189	99%
Hearing Impairment	1,662	90%	81	85%	1,743	90%
Intellectual Disability	8,424	98%	131	83%	8,555	97%
Multiple Sclerosis	795	90%	22	69%	817	89%
Psychosocial disability	3,671	74%	277	63%	3,948	74%
Spinal Cord Injury	580	96%	17	100%	597	96%
Stroke	529	84%	38	70%	567	83%
Visual Impairment	720	91%	24	65%	744	90%
Other Neurological	2,048	84%	101	74%	2,149	83%
Other Physical	1,881	53%	62	30%	1,943	51%
Other Sensory/Speech	140	42%	<11		141	40%
Other	346	47%	64	32%	410	44%
Missing	329	89%	<11		329	89%
Total	39,511	89%	1,658	73%	41,169	88%

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		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,604	7.1%	180	10.4%	2,784	7.2%
Not Aboriginal and Torres Strait Islander	30,392	82.7%	1,308	75.6%	31,700	82.4%
Not Stated	3,740	10.2%	243	14.0%	3,983	10.4%
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ^{323 324}



³²² Ibid.

³²³ 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. Quarterly results are reported based on a rolling 3 year period.

³²⁴ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in Western Australia prior to the June 2018 quarter.

Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,140	8.5%	158	9.1%	3,298	8.6%
Not culturally and linguistically diverse	28,427	77.4%	1,572	90.8%	29,999	78.0%
Not stated	5,169	14.1%	<11		5,170	13.4%
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{325 326}

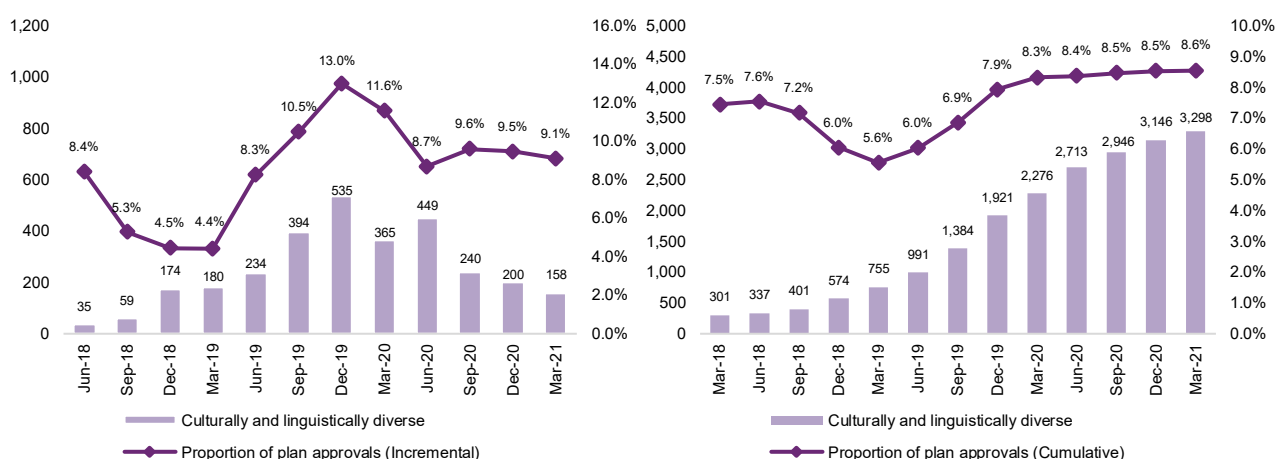


Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Western Australia ³²⁷

Total	
Age group	N
Under 45	<11
45 to 54	38
55 to 64	222
Total YPIRAC (under 65)	263

³²⁵ 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. Quarterly results are reported based on a rolling 3 year period.

³²⁶ There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

³²⁷ There are a further 102 active participants aged 65 years or over who are currently in residential aged care.

Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia ³²⁸

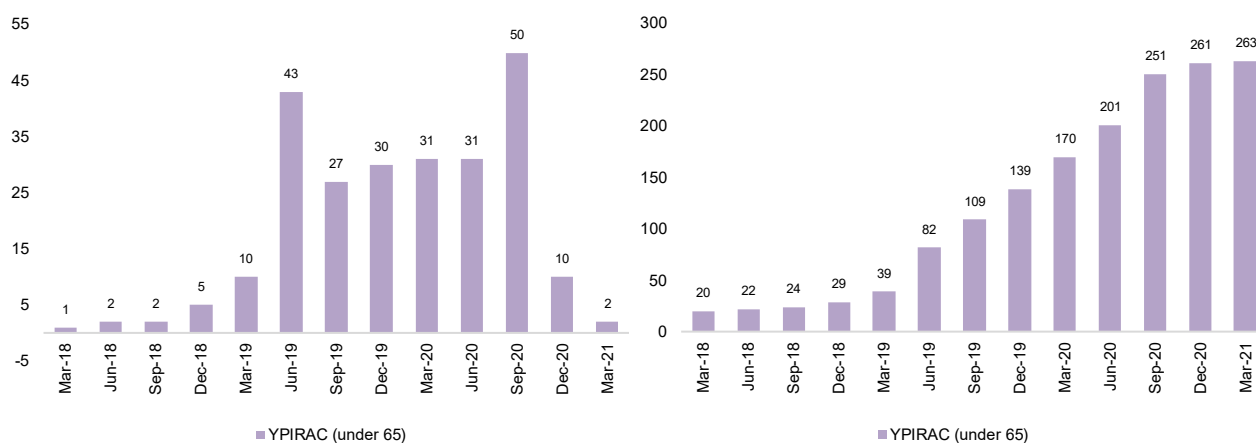
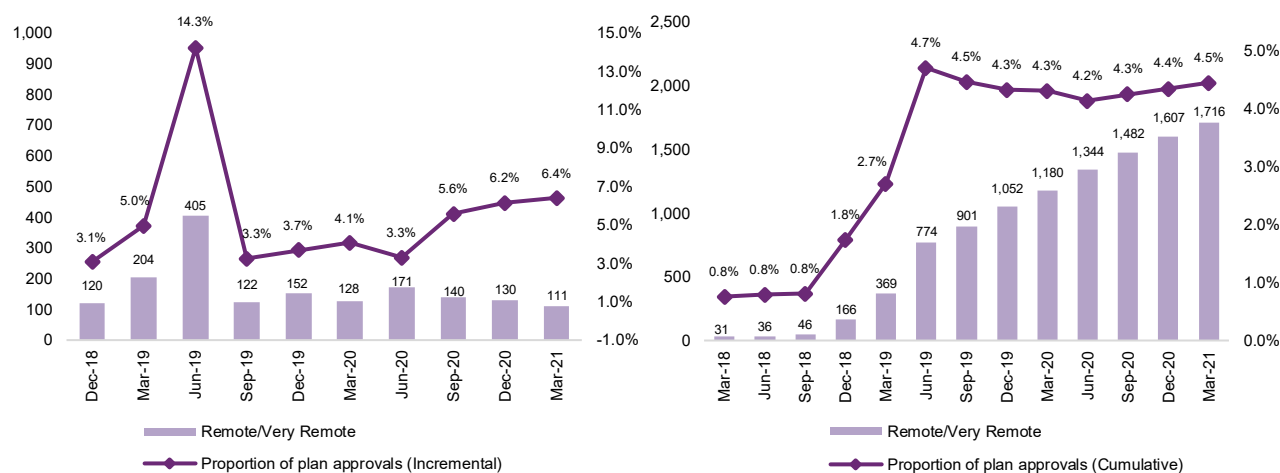


Table I.11 Participant profile per quarter by remoteness – Western Australia ^{329 330}

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	28,985	78.9%	1,321	76.3%	30,306	78.8%
Population > 50,000	1,810	4.9%	102	5.9%	1,912	5.0%
Population between 15,000 and 50,000	2,251	6.1%	114	6.6%	2,365	6.1%
Population between 5,000 and 15,000	455	1.2%	18	1.0%	473	1.2%
Population less than 5,000	1,628	4.4%	65	3.8%	1,693	4.4%
Remote	1,049	2.9%	51	2.9%	1,100	2.9%
Very Remote	556	1.5%	60	3.5%	616	1.6%
Missing	<11		<11		<11	
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{331 332 333}



³²⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

³²⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

³³⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

³³¹ Ibid.

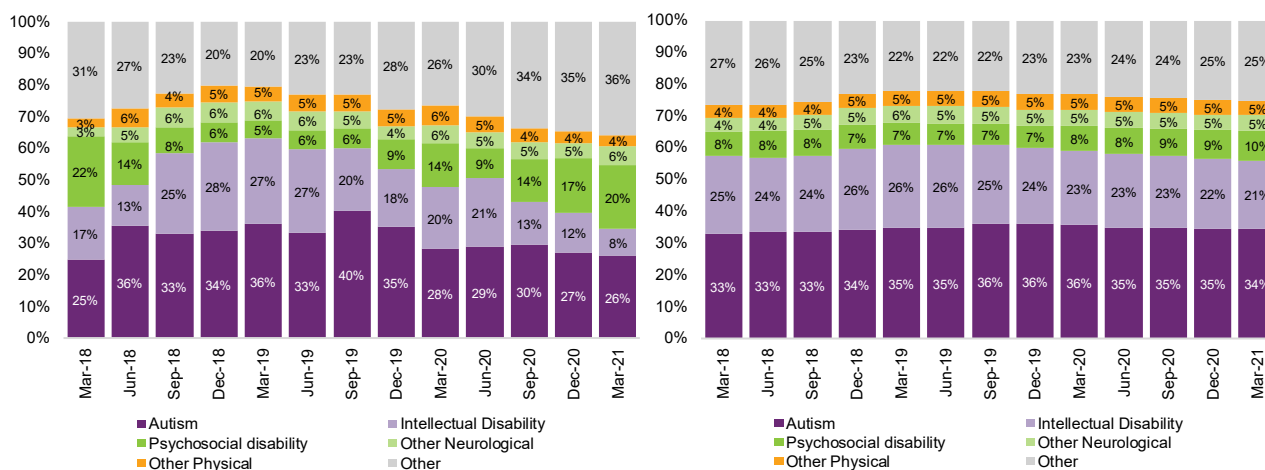
³³² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³³³ There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

Table I.12 Participant profile per quarter by primary disability group – Western Australia ^{334 335 336}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	12,807	35%	453	26%	13,260	34%
Intellectual Disability	8,059	22%	144	8%	8,203	21%
Psychosocial disability	3,305	9%	351	20%	3,656	10%
Developmental Delay	936	3%	192	11%	1,128	3%
Hearing Impairment	1,576	4%	72	4%	1,648	4%
Other Neurological	1,788	5%	101	6%	1,889	5%
Other Physical	1,669	5%	64	4%	1,733	5%
Cerebral Palsy	1,590	4%	34	2%	1,624	4%
ABI	1,147	3%	59	3%	1,206	3%
Global Developmental Delay	999	3%	88	5%	1,087	3%
Visual Impairment	663	2%	33	2%	696	2%
Multiple Sclerosis	758	2%	24	1%	782	2%
Stroke	481	1%	31	2%	512	1%
Spinal Cord Injury	547	1%	20	1%	567	1%
Other	292	1%	60	3%	352	1%
Other Sensory/Speech	119	0%	<11		124	0%
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ³³⁷



³³⁴ Table order based on national proportions (highest to lowest).

³³⁵ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³³⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,048).

³³⁷ 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. Quarterly results are reported based on a rolling 3 year period.

Table I.13 Participant profile per quarter by level of function – Western Australia ³³⁸

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	2,286	6%	189	11%	2,475	6%
2 (High Function)	116	0%	<11		122	0%
3 (High Function)	1,952	5%	93	5%	2,045	5%
4 (High Function)	1,642	4%	102	6%	1,744	5%
5 (High Function)	2,158	6%	104	6%	2,262	6%
6 (Moderate Function)	6,872	19%	412	24%	7,284	19%
7 (Moderate Function)	1,982	5%	65	4%	2,047	5%
8 (Moderate Function)	2,752	7%	145	8%	2,897	8%
9 (Moderate Function)	155	0%	<11		160	0%
10 (Moderate Function)	4,432	12%	205	12%	4,637	12%
11 (Low Function)	1,755	5%	32	2%	1,787	5%
12 (Low Function)	7,067	19%	256	15%	7,323	19%
13 (Low Function)	2,804	8%	98	6%	2,902	8%
14 (Low Function)	717	2%	17	1%	734	2%
15 (Low Function)	<11		<11		12	0%
Missing	36		<11		36	
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia ³³⁹

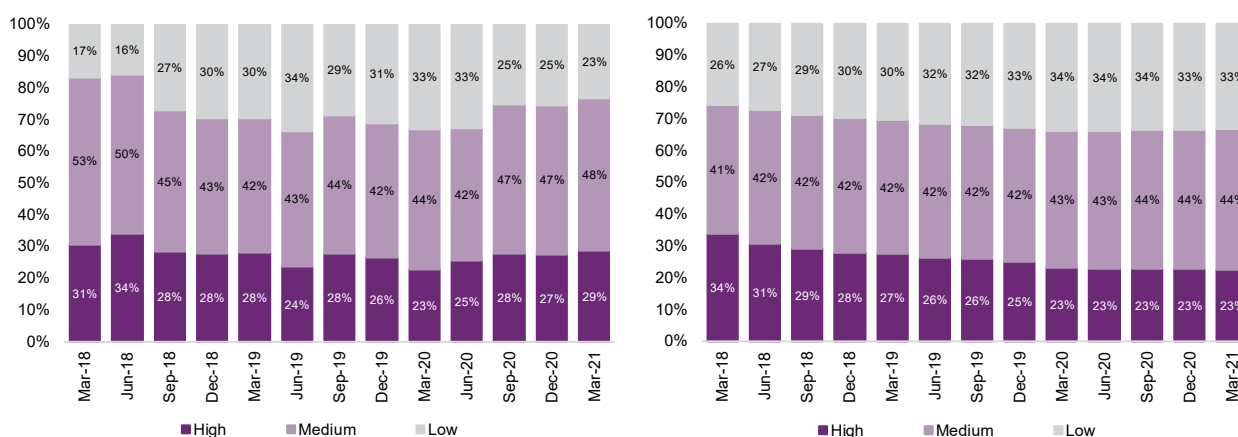


Table I.14 Participant profile per quarter by age group – Western Australia

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	3,958	11%	424	24%	4,382	11%
7 to 14	9,321	25%	328	19%	9,649	25%
15 to 18	3,483	9%	86	5%	3,569	9%
19 to 24	3,540	10%	68	4%	3,608	9%
25 to 34	3,918	11%	148	9%	4,066	11%
35 to 44	3,107	8%	167	10%	3,274	9%
45 to 54	3,788	10%	207	12%	3,995	10%
55 to 64	4,458	12%	281	16%	4,739	12%
65+	1,163	3%	22	1%	1,185	3%
Total	36,736	100%	1,731	100%	38,467	100%

³³⁸ The distributions are calculated excluding participants with a missing level of function.

³³⁹ 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. Quarterly results are reported based on a rolling 3 year period.

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ³⁴⁰

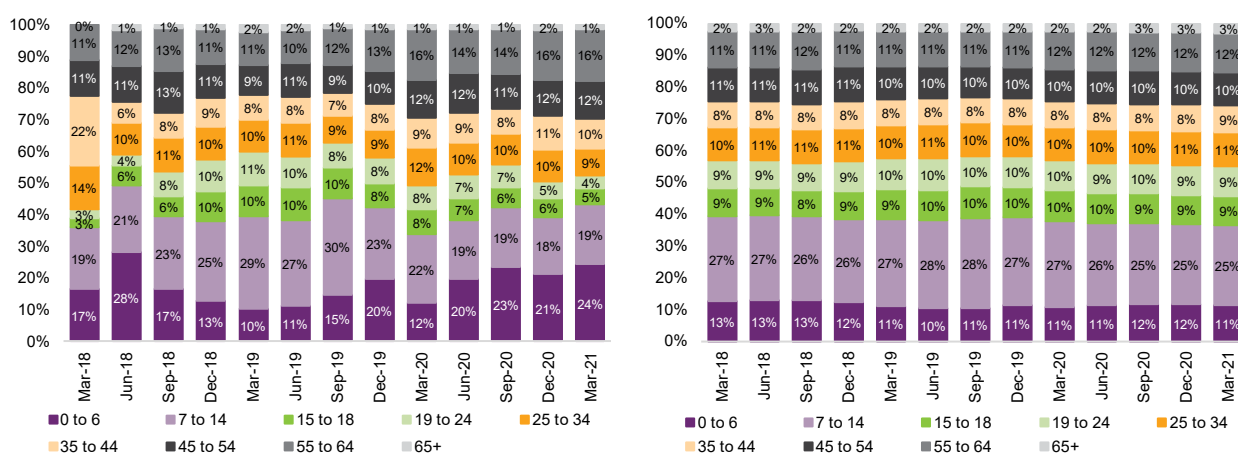


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	22,815	62%	1,025	59%	23,840	62%
Female	13,672	37%	680	39%	14,352	37%
Other	249	1%	26	2%	275	1%
Total	36,736	100%	1,731	100%	38,467	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ³⁴¹



Table I.16 Participation rates by age group – Western Australia ³⁴²

	WA
0-6	1.95%
7-14	3.60%
15-18	2.95%
19-24	1.86%
25-34	1.08%
35-44	0.92%
45-54	1.20%
55-64	1.61%
Total (aged 0-64)	1.72%

³⁴⁰ Ibid.

³⁴¹ Ibid.

³⁴² Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia ³⁴³

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	287	166	603	1,311	975	3,342
Participant school to 14	298	252	4,183	4,992	1,679	11,404
Participant 15 to 24	149	79	2,182	2,426	729	5,565
Participant 25 and over	500	304	4,677	6,854	2,898	15,233
Total Participant	1,234	801	11,645	15,583	6,281	35,544
Family 0 to 14	568	406	4,142	5,838	2,531	13,485
Family 15 to 24	36	53	1,463	1,640	443	3,635
Family 25 and over	21	80	1,490	2,202	684	4,477
Total Family	625	539	7,095	9,680	3,658	21,597
Total	1,859	1,340	18,740	25,263	9,939	57,141

Table I.18 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	68%			
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		40%		
CC	% of children who have a genuine say in decisions about themselves		70%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			38%	60%
CC	% who choose what they do each day			49%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			17%	22%
CC	% who want more choice and control in their life			72%	65%

³⁴³ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table I.19 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	49%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	60%	76%		
REL	% of children who spend time with friends without an adult present		15%		
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			35%	36%

Table I.20 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		70%		
HM	% who are happy with their home			81%	75%
HM	% who feel safe or very safe in their home			81%	68%
HW	% who rate their health as good, very good or excellent			71%	44%
HW	% who did not have any difficulties accessing health services			79%	72%
LL	% who currently attend or previously attended school in a mainstream class			43%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				74%
LL	% unable to do a course or training they wanted to do in the last 12 months				32%
WK	% who have a paid job			22%	25%
WK	% who volunteer			15%	12%

Table I.21 Selected key baseline indicators for families/carers of participants – Western Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	19%	19%
% receiving Carer Allowance	40%	38%	30%
% working in a paid job	47%	54%	39%
Of those in a paid job, % in permanent employment	78%	78%	82%
Of those in a paid job, % working 15 hours or more	78%	85%	85%
% who say they (and their partner) are able to work as much as they want	43%	52%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	21%	17%
% able to advocate for their child/family member	75%	71%	70%
% who have friends and family they see as often as they like	41%	49%	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		47%	
% who feel in control selecting services		51%	51%
% 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	75%	67%	63%

Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=464) - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia ³⁴⁴

Question	% Yes
DL Has the NDIS improved your child's development?	86%
DL Has the NDIS improved your child's access to specialist services?	85%
CC Has the NDIS helped increase your child's ability to communicate what they want?	71%
REL Has the NDIS improved how your child fits into family life?	60%
S/CP Has the NDIS improved how your child fits into community life?	46%

Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,200) - participants who entered between 1 July 2016 and 31 March 2020 – Western Australia

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	48%
REL Has the NDIS improved your child's relationships with family and friends?	54%
S/CP Has the NDIS improved your child's social and recreational life?	53%

³⁴⁴ Results in Tables I.22 to I.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,492) and ‘Participant 25 and over’ (n=5,291) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	76%
DL	Has the NDIS helped you with daily living activities?	69%	81%
REL	Has the NDIS helped you to meet more people?	55%	60%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	61%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	26%
S/CP	Has the NDIS helped you be more involved?	61%	68%

Table I.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,200); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,937) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	62%	61%
Has the NDIS improved the level of support for your family?	67%	71%
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%	67%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	44%	45%

Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=159) - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia ³⁴⁵

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	95%	98%	+2%
DL	Has the NDIS improved your child's access to specialist services?	95%	99%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	93%	+8%
REL	Has the NDIS improved how your child fits into family life?	77%	85%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	61%	64%	+3%

³⁴⁵ Results in Tables I.26 to I.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table I.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,448) - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	73%	76%	+4%
LL	Has the NDIS improved your child's access to education?	53%	58%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	59%	64%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	56%	56%	+1%

Table I.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=720) and ‘Participant 25 and over’ (n=1,371) - participants who entered between 1 July 2016 and 31 March 2019 – 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%	75%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	73%	+5%	83%	87%	+4%
REL	Has the NDIS helped you to meet more people?	52%	53%	+1%	64%	67%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	28%	-2%	42%	41%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%	63%	67%	+3%
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%	38%	-1%	39%	36%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	23%	-5%	26%	24%	-2%
S/CP	Has the NDIS helped you be more involved?	65%	66%	+1%	70%	73%	+3%

Table I.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=984); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=390) - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia

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?	65%	73%	+7%	55%	66%	+10%
Has the NDIS improved the level of support for your family?	70%	76%	+6%	67%	76%	+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?	73%	77%	+4%	66%	72%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	82%	+5%			
Has the NDIS improved your health and wellbeing?	47%	49%	+2%	45%	47%	+3%

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

Table I.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=247) - participants who entered between 1 July 2016 and 31 March 2018 – Western Australia ³⁴⁶

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?	67%	72%	72%	+5%
LL	Has the NDIS improved your child's access to education?	46%	48%	53%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	59%	59%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	52%	52%	+7%

³⁴⁶ Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table I.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=95) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	68%	68%	+5%
Has the NDIS helped you with daily living activities?	71%	73%	76%	+5%
Has the NDIS helped you to meet more people?	54%	52%	53%	-1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	22%	20%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	56%	54%	55%	-1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	45%	46%	39%	-6%
Has your involvement with the NDIS helped you find a job that's right for you?	26%	29%	23%	-4%
Has the NDIS helped you be more involved?	64%	65%	65%	+1%

Table I.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=283) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	79%	82%	83%	+3%
Has the NDIS helped you with daily living activities?	82%	85%	88%	+6%
Has the NDIS helped you to meet more people?	59%	64%	64%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	32%	36%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	54%	59%	59%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	31%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	18%	-4%
Has the NDIS helped you be more involved?	70%	75%	77%	+7%

Table I.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=257) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	64%	65%	71%	+6%
Has the NDIS improved the level of support for your family?	72%	71%	77%	+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?	77%	79%	81%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	79%	84%	+4%
Has the NDIS improved your health and wellbeing?	48%	44%	49%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for ‘Family 15 and over’.

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

Table I.34 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=121) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia³⁴⁷

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	75%	77%	83%	80%	+4%
LL	Has the NDIS improved your child's access to education?	35%	41%	49%	50%	+15%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	53%	62%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	58%	55%	61%	60%	+1%

³⁴⁷ Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table I.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=32) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	63%	65%	79%	67%	+5%
DL	Has the NDIS helped you with daily living activities?	56%	68%	81%	72%	+15%
REL	Has the NDIS helped you to meet more people?	39%	45%	48%	47%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	7%	6%	17%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	30%	34%	41%	+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?	27%	23%	36%	35%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%	9%	20%	+1%
S/CP	Has the NDIS helped you be more involved?	59%	66%	70%	61%	+2%

Table I.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=94) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	70%	76%	83%	+17%
DL	Has the NDIS helped you with daily living activities?	75%	79%	90%	90%	+15%
REL	Has the NDIS helped you to meet more people?	53%	51%	67%	68%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	24%	35%	32%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	48%	65%	65%	+16%
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%	32%	36%	28%	-7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	20%	20%	15%	-11%
S/CP	Has the NDIS helped you be more involved?	66%	70%	78%	78%	+12%

Table I.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=81) - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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?	51%	55%	64%	68%	+18%
Has the NDIS improved the level of support for your family?	71%	74%	78%	76%	+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?	80%	85%	80%	76%	-4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	78%	79%	82%	+1%
Has the NDIS improved your health and wellbeing?	54%	64%	55%	54%	0%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review in the Scheme, for ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

Table I.38 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,151), ‘participant social and community engagement rate’ (n=2,136) and ‘parent and carer employment rate’ (n=1,473) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Western Australia ³⁴⁸

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	18%	23%	28%	24%
Aged 25+	27%	27%	26%	
Aged 15+	25%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	39%	42%	41%	50%
Aged 25+	45%	48%	48%	
Aged 15+	43%	46%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	43%	45%	47%	50%
Aged 15+	44%	48%	45%	
All ages	43%	45%	46%	

³⁴⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table I.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=347), 'participant social and community engagement rate' (n=350) and 'parent and carer employment rate' (n=224) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Western Australia ³⁴⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	11%	12%	18%	21%	24%
Aged 25+	30%	28%	30%	29%	
Aged 15+	27%	25%	28%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	34%	41%	47%	50%
Aged 25+	37%	41%	43%	46%	
Aged 15+	35%	40%	43%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	51%	51%	50%	50%	50%
Aged 15+	Numbers are too small				
All ages	50%	51%	51%	50%	

Table I.40 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=126), 'participant social and community engagement rate' (n=123) and 'parent and carer employment rate' (n=69) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Western Australia ³⁵⁰

Participant employment rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%	
Aged 25+	20%	24%	20%	19%	18%		
Aged 15+	21%	23%	20%	22%	20%		
Participant social and community engagement rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%	
Aged 25+	39%	45%	42%	47%	49%		
Aged 15+	39%	45%	44%	46%	46%		
Parent and carer employment rate							2020-21 Target
Aged 0 to 14 years	41%	44%	49%	56%	55%	50%	
Aged 15+	Numbers are too small						
All ages	41%	44%	49%	56%	55%		

³⁴⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

³⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table I.41 Number of active plans by goal type and primary disability – Western Australia ³⁵¹

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	379	765	671	148	307	916	476	288	1,206
Autism	2,863	10,739	4,368	4,066	5,365	7,230	1,072	2,723	13,260
Cerebral Palsy	434	1,214	836	340	405	948	393	305	1,624
Developmental Delay	122	1,072	221	322	383	239	2	0	1,128
Down Syndrome	268	795	424	195	285	733	291	356	1,048
Global Developmental Delay	140	1,014	239	281	334	195	5	0	1,087
Hearing Impairment	383	1,196	323	455	284	615	198	375	1,648
Intellectual Disability	1,992	4,879	2,800	1,507	2,012	4,866	2,056	2,826	7,155
Multiple Sclerosis	212	562	522	55	126	477	212	157	782
Psychosocial disability	946	2,167	2,208	614	786	2,750	1,233	1,091	3,656
Spinal Cord Injury	200	396	342	72	97	362	178	149	567
Stroke	163	365	277	39	83	357	167	98	512
Visual Impairment	224	528	242	143	95	448	130	209	696
Other Neurological	581	1,312	1,077	191	377	1,272	545	300	1,889
Other Physical	513	1,236	945	176	212	969	373	375	1,733
Other Sensory/Speech	14	102	33	50	41	47	4	6	124
Other	96	257	184	34	55	222	93	61	352
Total	9,530	28,599	15,712	8,688	11,247	22,646	7,428	9,319	38,467

Table I.42 Number of goals in active plans by goal type and primary disability – Western Australia ³⁵²

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	470	1,067	754	163	335	1,035	497	293	4,614
Autism	3,359	23,356	5,091	4,988	6,282	8,192	1,097	2,825	55,190
Cerebral Palsy	500	2,457	968	382	432	1,069	410	318	6,536
Developmental Delay	128	4,036	271	372	436	272	2	0	5,517
Down Syndrome	306	1,554	470	215	314	827	300	368	4,354
Global Developmental Delay	151	3,794	296	316	382	232	5	0	5,176
Hearing Impairment	445	2,185	361	541	308	688	200	390	5,118
Intellectual Disability	2,318	7,749	3,068	1,761	2,234	5,510	2,133	2,914	27,687
Multiple Sclerosis	245	771	595	56	136	530	222	160	2,715
Psychosocial disability	1,090	2,749	2,510	669	837	3,043	1,285	1,125	13,308
Spinal Cord Injury	238	539	398	78	105	412	193	152	2,115
Stroke	195	514	325	41	87	403	173	100	1,838
Visual Impairment	260	834	265	156	99	525	136	218	2,493
Other Neurological	675	1,946	1,245	213	405	1,394	570	307	6,755
Other Physical	611	1,808	1,109	190	224	1,060	387	393	5,782
Other Sensory/Speech	17	221	42	79	54	57	4	6	480
Other	112	395	221	38	60	243	94	63	1,226
Total	11,120	55,975	17,989	10,258	12,730	25,492	7,708	9,632	150,904

³⁵¹ 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.

³⁵² Participants have set over six million goals in total across Australia since July 2016. The 150,904 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.43 Number of active plans by goal type and age group – Western Australia ³⁵³

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	498	4,208	915	1,039	1,406	744	12	0	4,382
7 to 14	1,761	8,114	3,334	3,289	4,114	5,043	135	176	9,649
15 to 18	1,010	2,769	1,175	1,282	1,232	2,312	301	1,378	3,569
19 to 24	1,157	2,459	1,268	916	826	2,336	915	2,164	3,608
25 to 34	1,280	2,669	1,740	701	976	2,817	1,430	2,026	4,066
35 to 44	966	2,078	1,745	495	756	2,273	1,150	1,290	3,274
45 to 54	1,131	2,496	2,234	479	843	2,843	1,404	1,222	3,995
55 to 64	1,370	3,039	2,645	422	896	3,424	1,693	921	4,739
65+	357	767	656	65	198	854	388	142	1,185
Total	9,530	28,599	15,712	8,688	11,247	22,646	7,428	9,319	38,467

Table I.44 Number of goals in active plans by goal type and age group – Western Australia ³⁵⁴

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	534	16,638	1,136	1,191	1,616	878	12	0	22,005
7 to 14	2,073	16,973	3,982	4,083	4,898	5,750	137	178	38,074
15 to 18	1,201	4,355	1,350	1,573	1,408	2,606	309	1,412	14,214
19 to 24	1,373	3,402	1,395	1,075	893	2,596	937	2,260	13,931
25 to 34	1,491	3,576	1,926	771	1,048	3,113	1,481	2,116	15,522
35 to 44	1,143	2,695	1,947	534	809	2,562	1,184	1,327	12,201
45 to 54	1,305	3,255	2,508	507	894	3,199	1,474	1,249	14,391
55 to 64	1,572	4,037	2,991	454	952	3,814	1,767	947	16,534
65+	428	1,044	754	70	212	974	407	143	4,032
Total	11,120	55,975	17,989	10,258	12,730	25,492	7,708	9,632	150,904

³⁵³ 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.

³⁵⁴ Participants have set over six million goals in total across Australia since July 2016. The 150,904 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.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ³⁵⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 95	n = 126
Are you happy with how coming into the NDIS has gone?	87%	82%
Was the person from the NDIS respectful?	92%	94%
Do you understand what will happen next with your plan?	60%	74%
% of participants rating their overall experience as Very Good or Good.	73%	68%
Pre-planning	n = 146	n = 82
Did the person from the NDIS understand how your disability affects your life?	81%	87%
Did you understand why you needed to give the information you did?	90%	94%
Were decisions about your plan clearly explained?	66%	66%
Are you clear on what happens next with your plan?	62%	52%
Do you know where to go for more help with your plan?	75%	63%
% of participants rating their overall experience as Very Good or Good.	74%	73%
Planning	n = 526	n = 418
Did the person from the NDIS understand how your disability affects your life?	86%	85%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	85%	81%
Are you clear on what happens next with your plan?	77%	77%
Do you know where to go for more help with your plan?	86%	84%
% of participants rating their overall experience as Very Good or Good.	79%	78%
Plan review	n = 921	n = 990
Did the person from the NDIS understand how your disability affects your life?	77%	78%
Did you feel prepared for your plan review?	83%	84%
Is your NDIS plan helping you to make progress towards your goals?	83%	84%
% of participants rating their overall experience as Very Good or Good.	70%	68%

³⁵⁵ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ^{356 357 358}

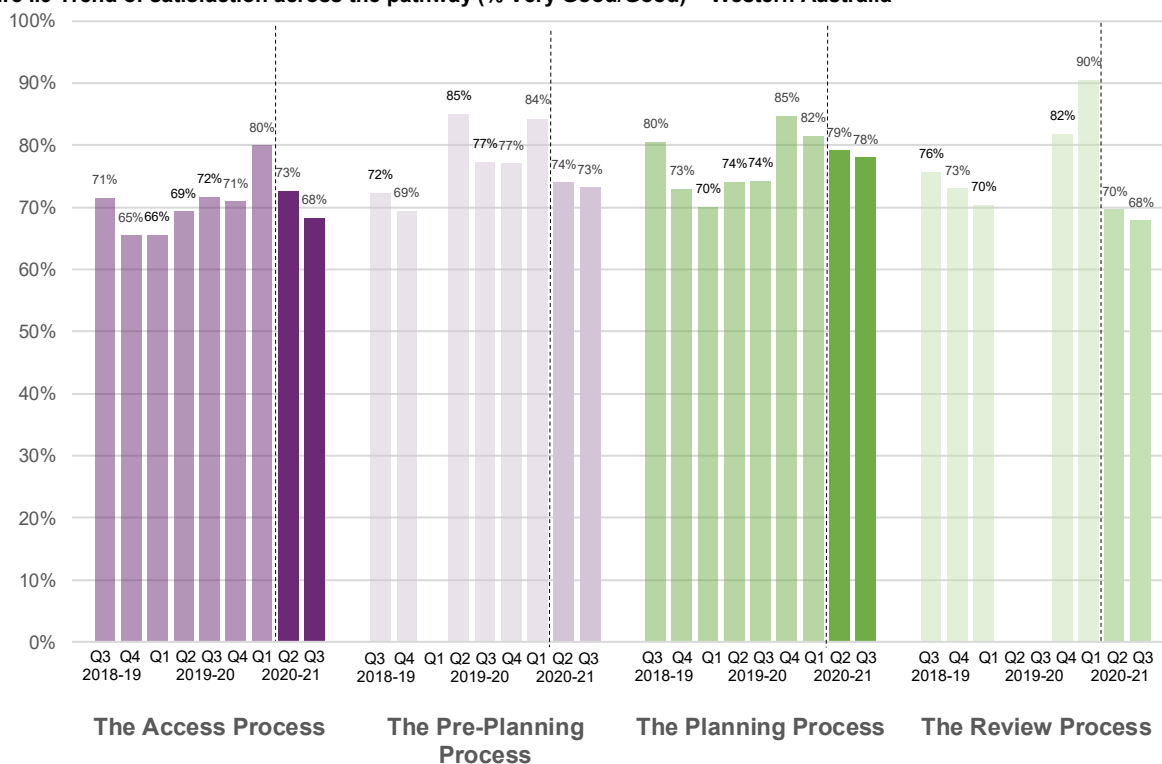
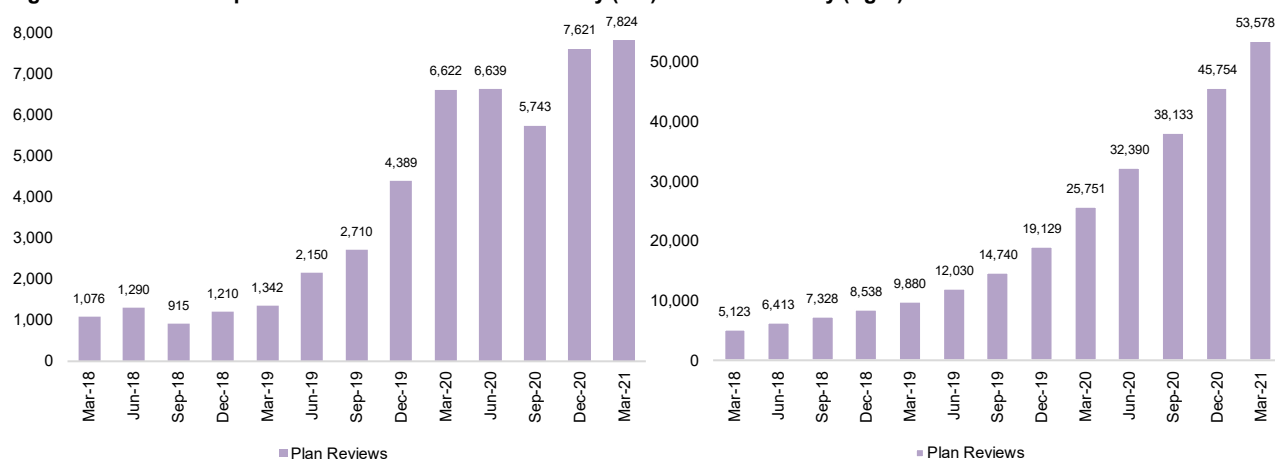


Table I.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia ³⁵⁹

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	45,754	7,824	53,578
<i>Early intervention plans</i>	5,447	870	6,317
<i>Permanent disability plans</i>	40,307	6,954	47,261

Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia



³⁵⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

³⁵⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

³⁵⁹ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.47 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

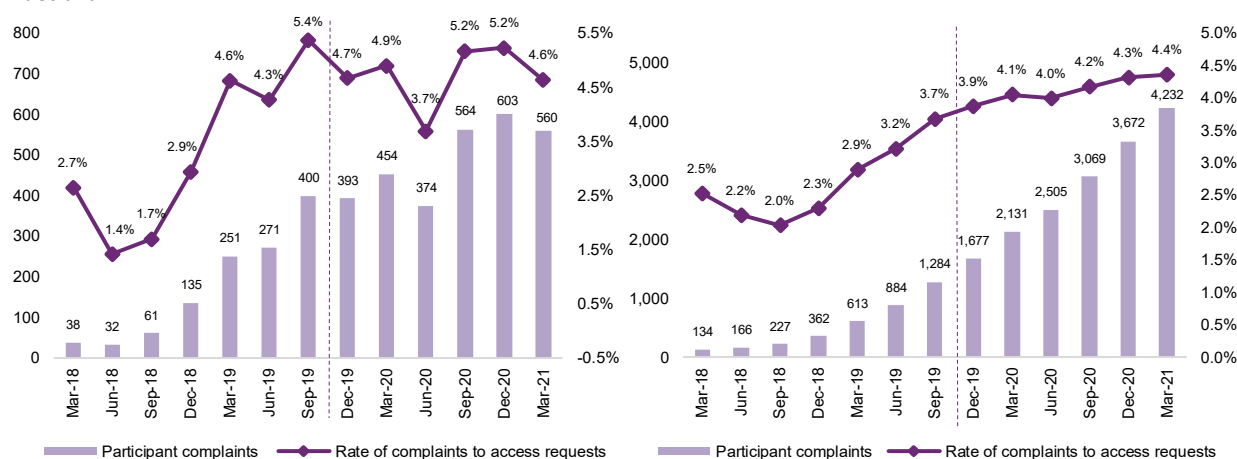
Table I.48 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table I.49.

Table I.49 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table I.48. The list of complaint types is different to that which appears in Table I.48, as it is based on the options available on the 'My Customer Requests' tile.

Table I.47 Complaints by quarter – Western Australia ^{360 361 362}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	9	0	9	8
Complaint about LAC Partner	72	19	91	86
Complaints about service providers	213	30	243	200
Complaints about the Agency	2,743	388	3,131	2,045
Critical/ Reportable Incident	631	123	754	590
Unclassified	72	0	72	70
Total	3,740	560	4,300	2,770
Total complaints made since 1 April 2017	3,672	560	4,232	
Complaints since 1 April 2017 as % of all access requests	4.3%	4.6%	4.4%	

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia



³⁶⁰ Note that 70% of all complainants made only one complaint, 18% made two complaints and 12% made three or more complaints.

³⁶¹ % 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.

³⁶² Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table I.48 Complaints by type ('My Feedback' tile) – Western Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	21	(18%)
Service Delivery	21	(18%)
Staff conduct	14	(12%)
Provider process	10	(9%)
Provider costs.	14	(12%)
Other	35	(30%)
Total	115	
<i>Complaints about the Agency</i>		
Timeliness	495	(34%)
Individual needs	138	(10%)
Reasonable and necessary supports	162	(11%)
Information unclear	70	(5%)
The way the NDIA carried out its decision making	111	(8%)
Other	474	(33%)
Total	1,450	
<i>Unclassified</i>	71	
Participants total	1,636	

Table I.49 Complaints by type ('My Customer Requests' tile) – Western Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0	(0%)	0		0	(0%)
ECEI Process	0	(0%)	0		0	(0%)
ECEI Staff	3	(33%)	0		3	(33%)
ECEI Timeliness	6	(67%)	0		6	(67%)
Other	0	(0%)	0		0	(0%)
Total	9		0		9	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	14	(19%)	2	(11%)	16	(18%)
LAC Process	5	(7%)	1	(5%)	6	(7%)
LAC Resources	1	(1%)	0	(0%)	1	(1%)
LAC Staff	45	(63%)	15	(79%)	60	(66%)
LAC Timeliness	6	(8%)	1	(5%)	7	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	72		19		91	
<i>Complaints about service providers</i>						
Provider Finance	11	(11%)	1	(3%)	12	(9%)
Provider Fraud and Compliance	16	(16%)	2	(7%)	18	(14%)
Provider Service	41	(41%)	16	(55%)	57	(45%)
Provider Staff	31	(31%)	10	(34%)	41	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	99		29		128	
<i>Complaints about the Agency</i>						
NDIA Access	81	(6%)	12	(3%)	93	(6%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	126	(10%)	22	(6%)	148	(9%)
NDIA Fraud and Compliance	2	(0%)	1	(0%)	3	(0%)
NDIA Plan	347	(26%)	119	(33%)	466	(28%)
NDIA Process	218	(17%)	46	(13%)	264	(16%)
NDIA Resources	12	(1%)	5	(1%)	17	(1%)
NDIA Staff	109	(8%)	31	(8%)	140	(8%)
NDIA Timeliness	420	(32%)	129	(35%)	549	(33%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,316		365		1,681	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	135	(21%)	29	(24%)	164	(22%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	126	(20%)	33	(27%)	159	(21%)
Participant threat	181	(29%)	21	(17%)	202	(27%)
Provider reporting	189	(30%)	40	(33%)	229	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	631		123		754	
<i>Unclassified</i>	1		0		1	
Participants total	2,128		536		2,664	

Figure I.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Western Australia ³⁶³

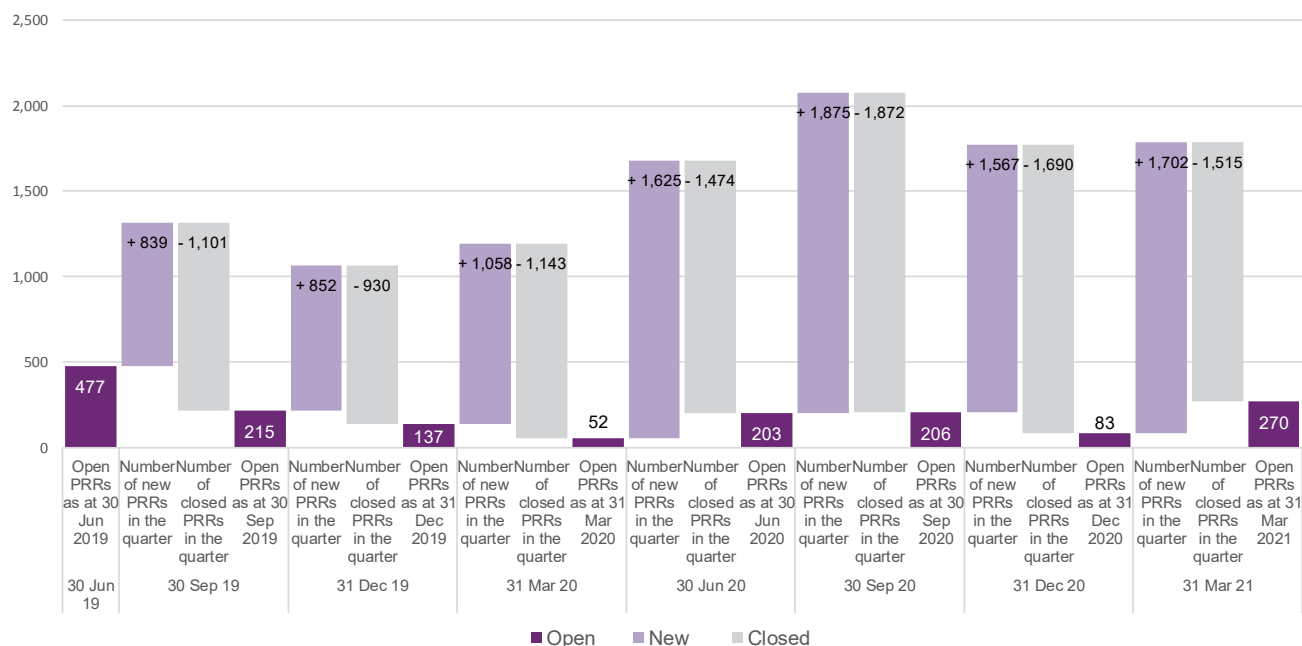
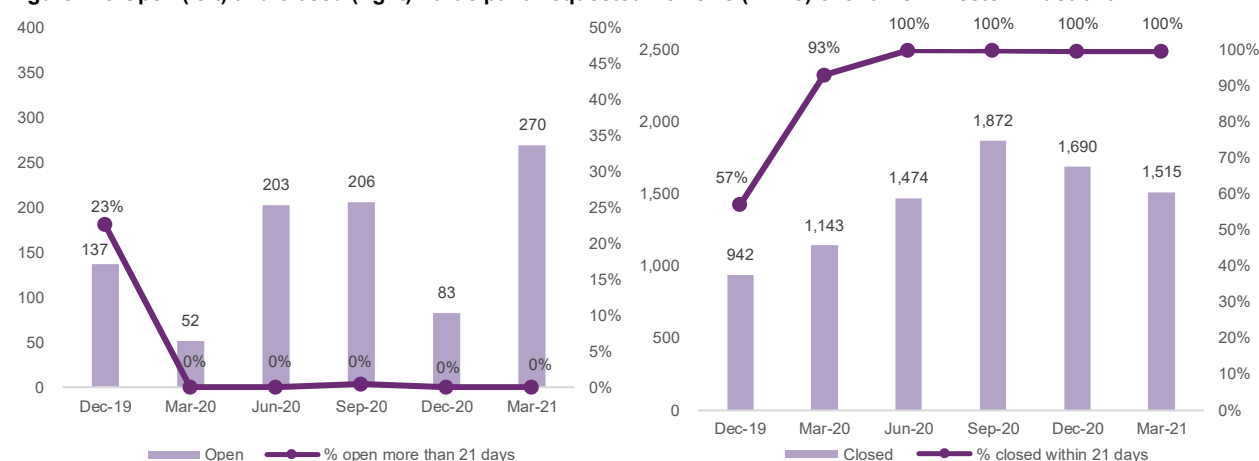


Table I.50 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia ³⁶⁴

	As at 31 March 2021
Open PRRs	270
Number of PRRs open less than 21 days	270
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,702
Number of PRRs closed in the quarter	1,515
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	12

Figure I.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Western Australia ³⁶⁵



³⁶³ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

³⁶⁴ 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.

³⁶⁵ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure I.14 RoRDs received and closed by quarter and open at the end of each quarter – Western Australia

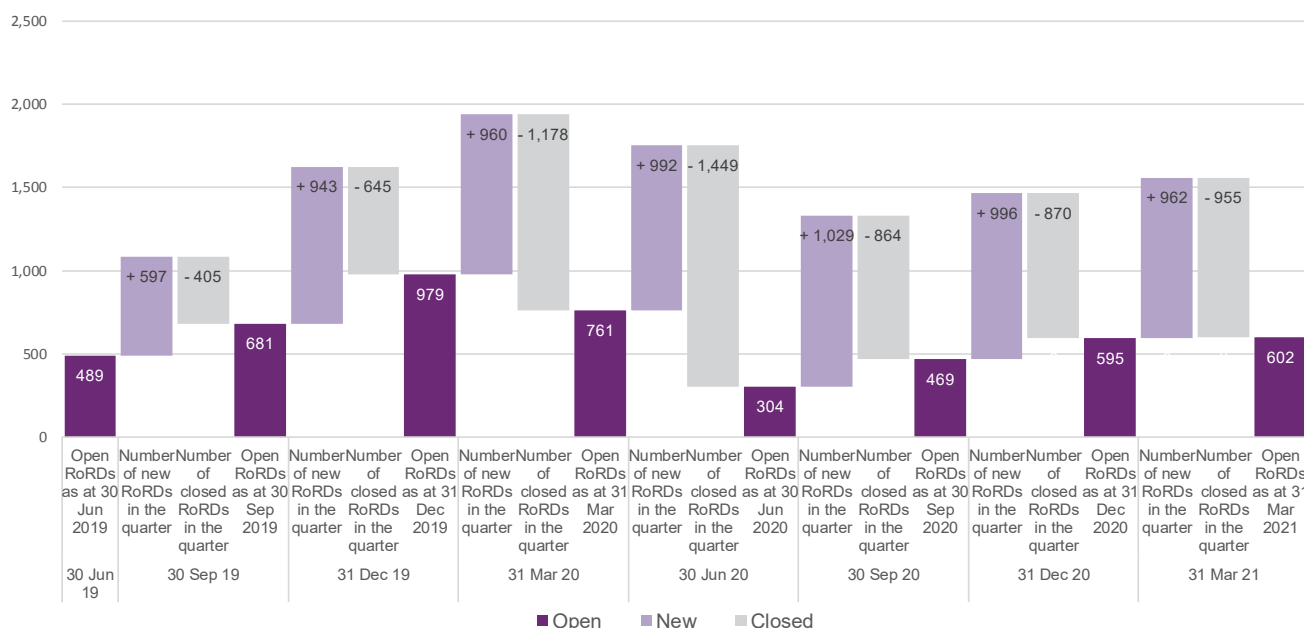
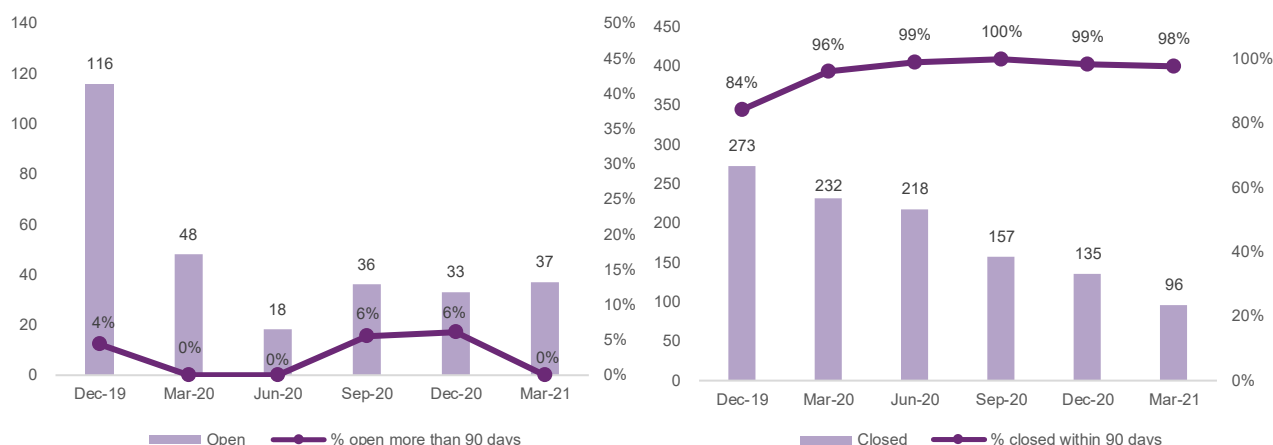


Table I.51 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia ^{366 367}

	Access	Planning
Open RoRDs	37	565
Number of RoRDs open less than 90 days	37	534
Number of RoRDs open more than 90 days	0	31
New RoRDs in the quarter	100	862
Number of RoRDs closed in the quarter	96	859
Proportion closed within 90 days	98%	90%
Average days RoRDs took to close in the quarter	36	66

Figure I.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Western Australia ³⁶⁸



³⁶⁶ 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.

³⁶⁷ 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.

³⁶⁸ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure I.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Western Australia ³⁶⁹

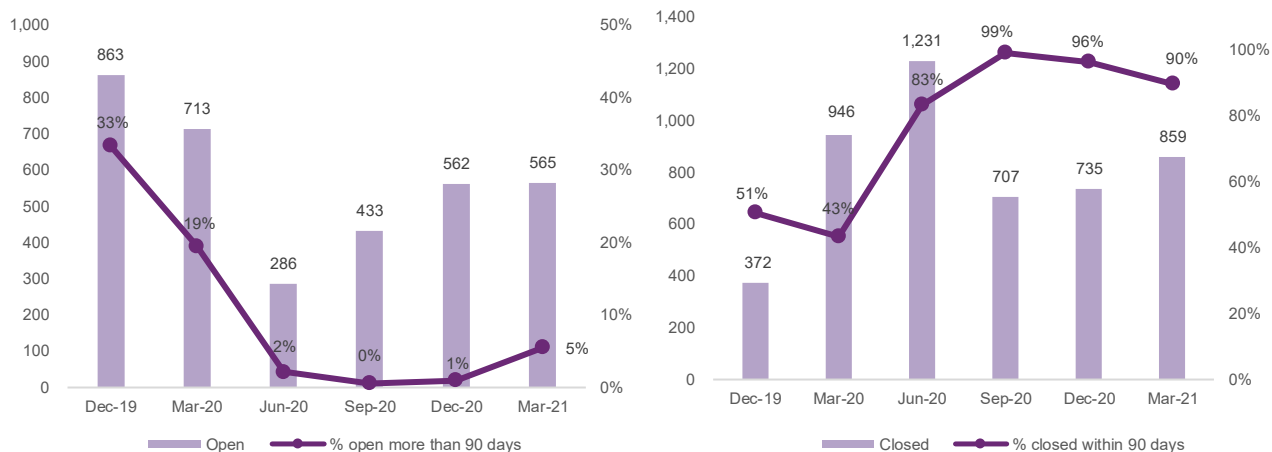


Table I.52 AAT Cases by category – Western Australia ³⁷⁰

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	72	33%	<11		77	30%
Plan	120	55%	29	85%	149	59%
Plan Review	18	8%	<11		18	7%
Other	<11		<11		<11	
Total	219	100%	34	100%	253	100%
% of all access decisions	0.26%		0.30%		0.27%	

Figure I.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ³⁷¹

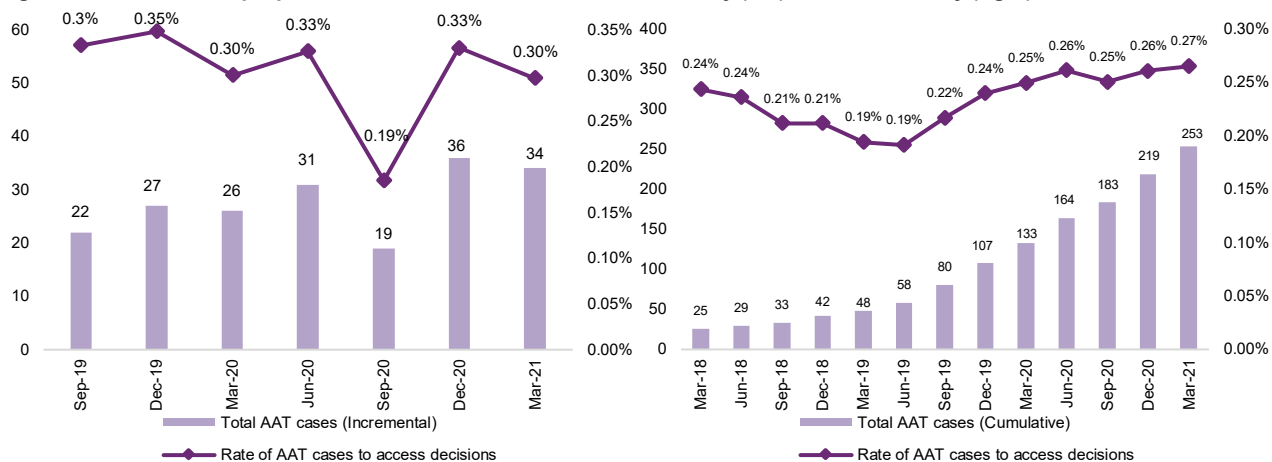


Table I.53 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	253
Open AAT Cases	75
Closed AAT Cases	178
Resolved before hearing	178
Gone to hearing and received a substantive decision	<11

³⁶⁹ Ibid.

³⁷⁰ % 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.

³⁷¹ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

Figure I.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Western Australia ^{372 373}

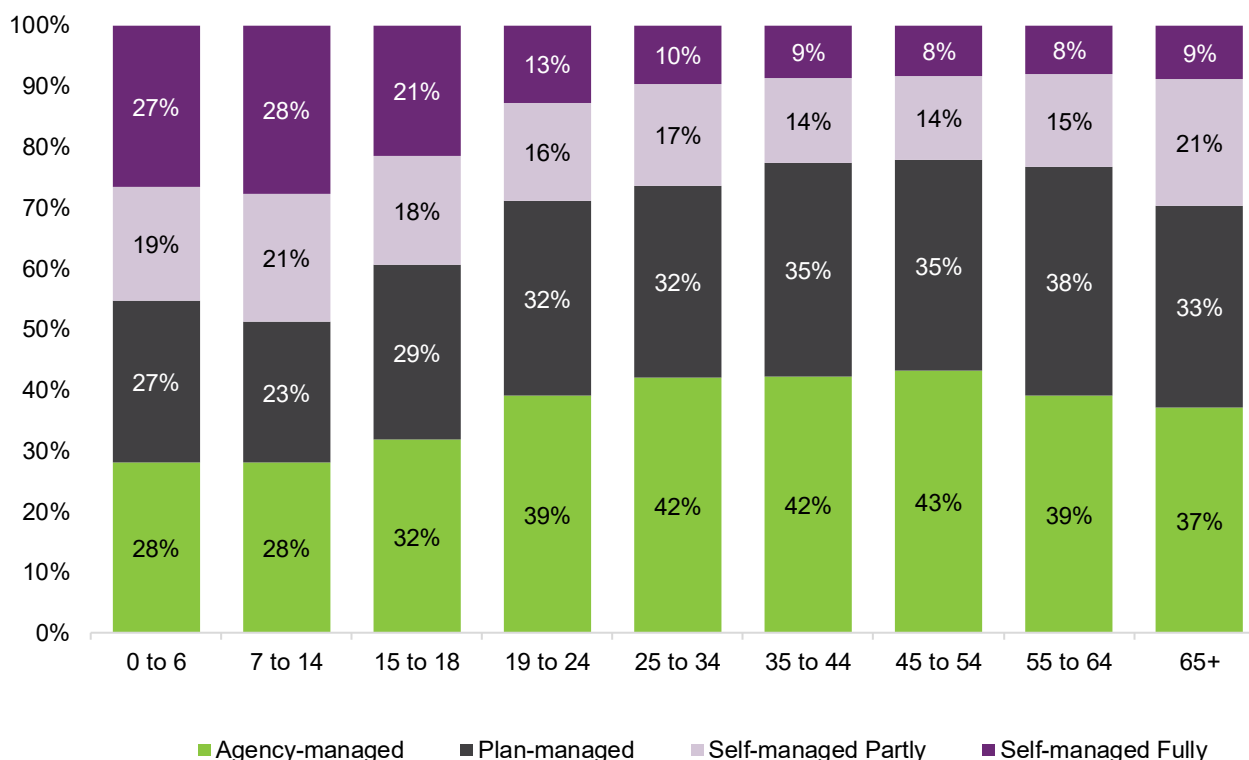
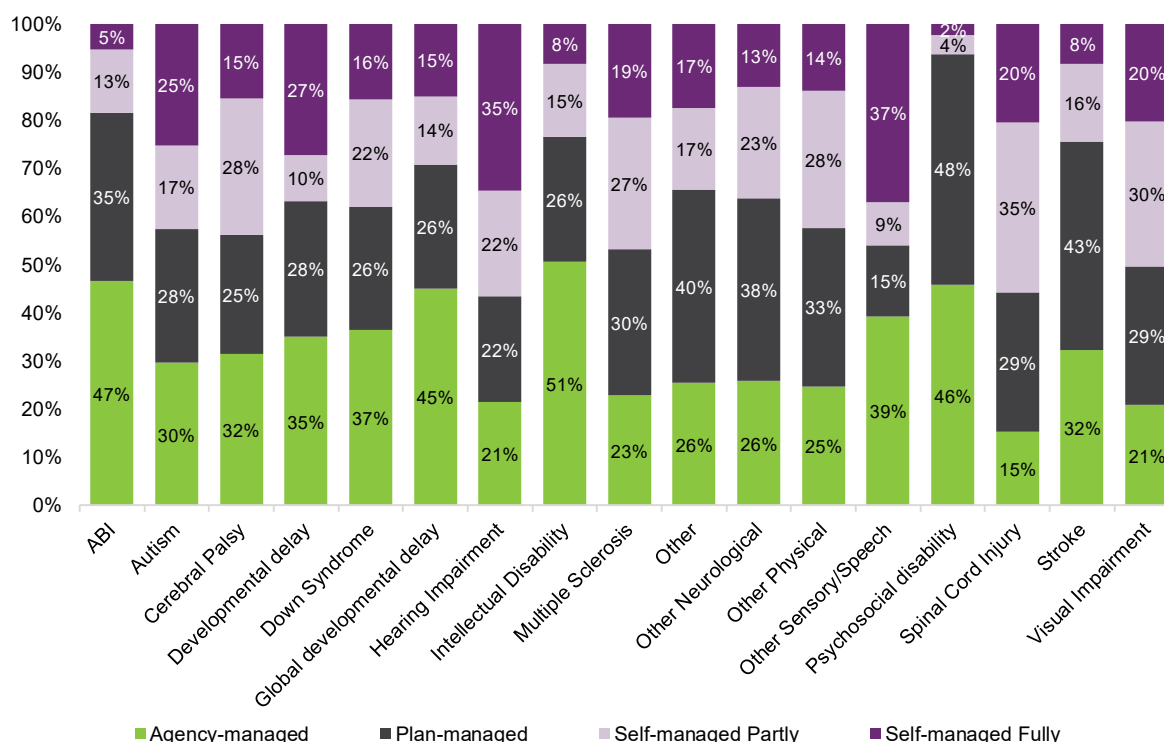


Figure I.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Western Australia ^{374 375}



³⁷² For the total number of active participants in each age group, see Table I.14.

³⁷³ Participants can use more than one method to manage their funding. These results are based on 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.

³⁷⁴ For the total number of active participants in each primary disability group, see Table I.12.

³⁷⁵ Participants can use more than one method to manage their funding. These results are based on 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.

Table I.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ³⁷⁶

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	17%	18%	17%
Self-managed partly	18%	16%	17%
Plan-managed	28%	36%	30%
Agency-managed	37%	29%	35%
Total	100%	100%	100%

Figure I.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ³⁷⁷

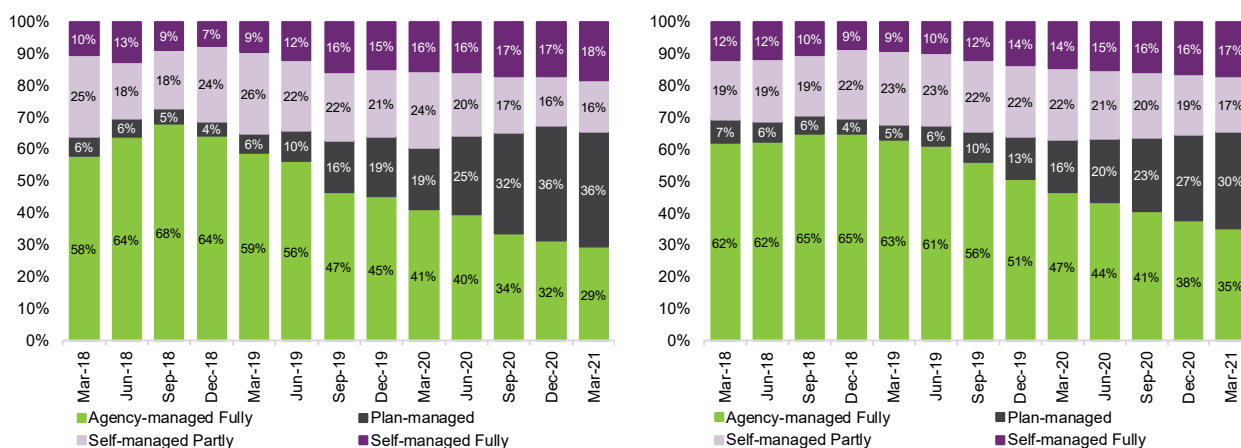
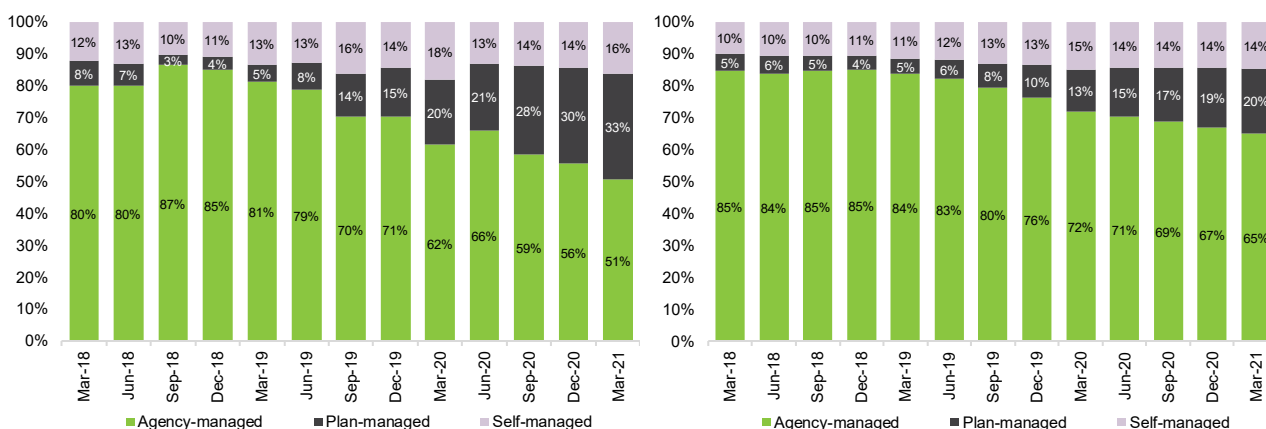


Table I.55 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q3	Total
Self-managed	14%	16%	14%
Plan-managed	19%	33%	20%
Agency-managed	67%	51%	65%
Total	100%	100%	100%

Figure I.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia



³⁷⁶ Ibid.

³⁷⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.56 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q3	Total
Support coordination	48%	46%	47%

Table I.57 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ³⁷⁸

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	21,369	72%	1,547	62%	22,916	71%
30 to 59 days	3,007	10%	306	12%	3,313	10%
60 to 89 days	1,451	5%	175	7%	1,626	5%
Activated within 90 days	25,827	87%	2,028	82%	27,855	86%
90 to 119 days	843	3%	79	3%	922	3%
120 days and over	2,058	7%	127	5%	2,185	7%
Activated after 90 days	2,901	10%	206	8%	3,107	10%
No payments	1,091	4%	242	10%	1,333	4%
Total plans approved	29,819	100%	2,476	100%	32,295	100%

Table I.58 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,550	1,663	93%
Not Aboriginal and Torres Strait Islander	22,002	22,897	96%
Not Stated	2,433	2,538	96%
Total	25,985	27,098	96%
by Culturally and Linguistically Diverse status			
CALD	2,194	2,264	97%
Not CALD	18,836	19,670	96%
Not Stated	4,955	5,164	96%
Total	25,985	27,098	96%
by Remoteness			
Major Cities	20,584	21,351	96%
Regional	4,313	4,574	94%
Remote	1,087	1,172	93%
Missing	<11	<11	
Total	25,985	27,098	96%
by Primary Disability type			
Autism	9,492	9,955	95%
Intellectual Disability (including Down Syndrome)	6,120	6,385	96%
Psychosocial Disability	2,073	2,123	98%
Developmental Delay (including Global Developmental Delay)	897	939	96%
Other	7,403	7,696	96%
Total	25,985	27,098	96%

³⁷⁸ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.59 Distribution of plans by utilisation – Western Australia ^{379 380}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	28%
> 75%	33%
Total	100%

Table I.60 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ³⁸¹

	Prior Quarters	2020-21 Q3	Total
Daily Activities	10%	12%	11%
Health & Wellbeing	60%	65%	61%
Lifelong Learning	24%	27%	25%
Other	21%	23%	21%
Non-categorised	21%	16%	20%
Any mainstream service	95%	96%	95%

Part Four: Providers and the growing market

Table I.61 Key markets indicators by quarter – Western Australia ^{382 383}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.38	1.35
b) Number of providers delivering new types of supports	305	273
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	85%
<i>Therapeutic Supports (%)</i>	94%	96%
<i>Participation in community, social and civic activities (%)</i>	88%	91%
<i>Early Intervention supports for early childhood (%)</i>	91%	90%
<i>Daily Personal Activities (%)</i>	88%	93%

Table I.62 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Western Australia ³⁸⁴

Activity	Number of providers
Active for the first time in 2020-21 Q3	101
Active in 2020-21 Q3 and also in previous quarters	915
Active in 2020-21 Q3	1,016
Inactive in 2020-21 Q3	884
Active ever	1,900

³⁷⁹ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁸⁰ Plans less than 31 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.

³⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁸² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁸³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁸⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.63 Cumulative number of providers that have been ever active by registration group – Western Australia ³⁸⁵

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	36	4	40	11%
Assistance Animals	16	2	18	13%
Assistance with daily life tasks in a group or shared living arrangement	177	17	194	10%
Assistance with travel/transport arrangements	197	20	217	10%
Daily Personal Activities	343	31	374	9%
Group and Centre Based Activities	198	16	214	8%
High Intensity Daily Personal Activities	243	24	267	10%
Household tasks	320	29	349	9%
Interpreting and translation	42	2	44	5%
Participation in community, social and civic activities	387	22	409	6%
Assistive Technology				
Assistive equipment for recreation	64	6	70	9%
Assistive products for household tasks	61	8	69	13%
Assistance products for personal care and safety	443	33	476	7%
Communication and information equipment	137	15	152	11%
Customised Prosthetics	139	11	150	8%
Hearing Equipment	46	5	51	11%
Hearing Services	10	3	13	30%
Personal Mobility Equipment	245	11	256	4%
Specialised Hearing Services	11	0	11	0%
Vision Equipment	36	9	45	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	406	37	443	9%
Behaviour Support	157	16	173	10%
Community nursing care for high needs	81	15	96	19%
Development of daily living and life skills	220	15	235	7%
Early Intervention supports for early childhood	309	21	330	7%
Exercise Physiology and Physical Wellbeing activities	84	11	95	13%
Innovative Community Participation	50	3	53	6%
Specialised Driving Training	35	4	39	11%
Therapeutic Supports	734	45	779	6%
Capital services				
Home modification design and construction	62	9	71	15%
Specialist Disability Accommodation	11	9	20	82%
Vehicle Modifications	32	4	36	13%
Choice and control support services				
Management of funding for supports in participants plan	202	11	213	5%
Support Coordination	138	17	155	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	77	6	83	8%
Specialised Supported Employment	57	7	64	12%
Total approved active providers	1,799	101	1,900	6%

³⁸⁵ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table I.64 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	35	40	13%	88%	100%
Assistance Animals	1	17	18	6%	94%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	176	194	9%	91%	100%
Assistance with travel/transport arrangements	23	194	217	11%	89%	100%
Daily Personal Activities	39	335	374	10%	90%	100%
Group and Centre Based Activities	14	200	214	7%	93%	100%
High Intensity Daily Personal Activities	20	247	267	7%	93%	100%
Household tasks	64	285	349	18%	82%	100%
Interpreting and translation	5	39	44	11%	89%	100%
Participation in community, social and civic activities	38	371	409	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	7	63	70	10%	90%	100%
Assistive products for household tasks	5	64	69	7%	93%	100%
Assistance products for personal care and safety	62	414	476	13%	87%	100%
Communication and information equipment	23	129	152	15%	85%	100%
Customised Prosthetics	23	127	150	15%	85%	100%
Hearing Equipment	7	44	51	14%	86%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	32	224	256	13%	88%	100%
Specialised Hearing Services	0	11	11	0%	100%	100%
Vision Equipment	6	39	45	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	66	377	443	15%	85%	100%
Behaviour Support	37	136	173	21%	79%	100%
Community nursing care for high needs	8	88	96	8%	92%	100%
Development of daily living and life skills	19	216	235	8%	92%	100%
Early Intervention supports for early childhood	95	235	330	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	15	80	95	16%	84%	100%
Innovative Community Participation	7	46	53	13%	87%	100%
Specialised Driving Training	8	31	39	21%	79%	100%
Therapeutic Supports	240	539	779	31%	69%	100%
Capital services						
Home modification design and construction	7	64	71	10%	90%	100%
Specialist Disability Accommodation	1	19	20	5%	95%	100%
Vehicle Modifications	1	35	36	3%	97%	100%
Choice and control support services						
Management of funding for supports in participants plan	42	171	213	20%	80%	100%
Support Coordination	21	134	155	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	79	83	5%	95%	100%
Specialised Supported Employment	5	59	64	8%	92%	100%
Total	417	1,483	1,900	22%	78%	100%

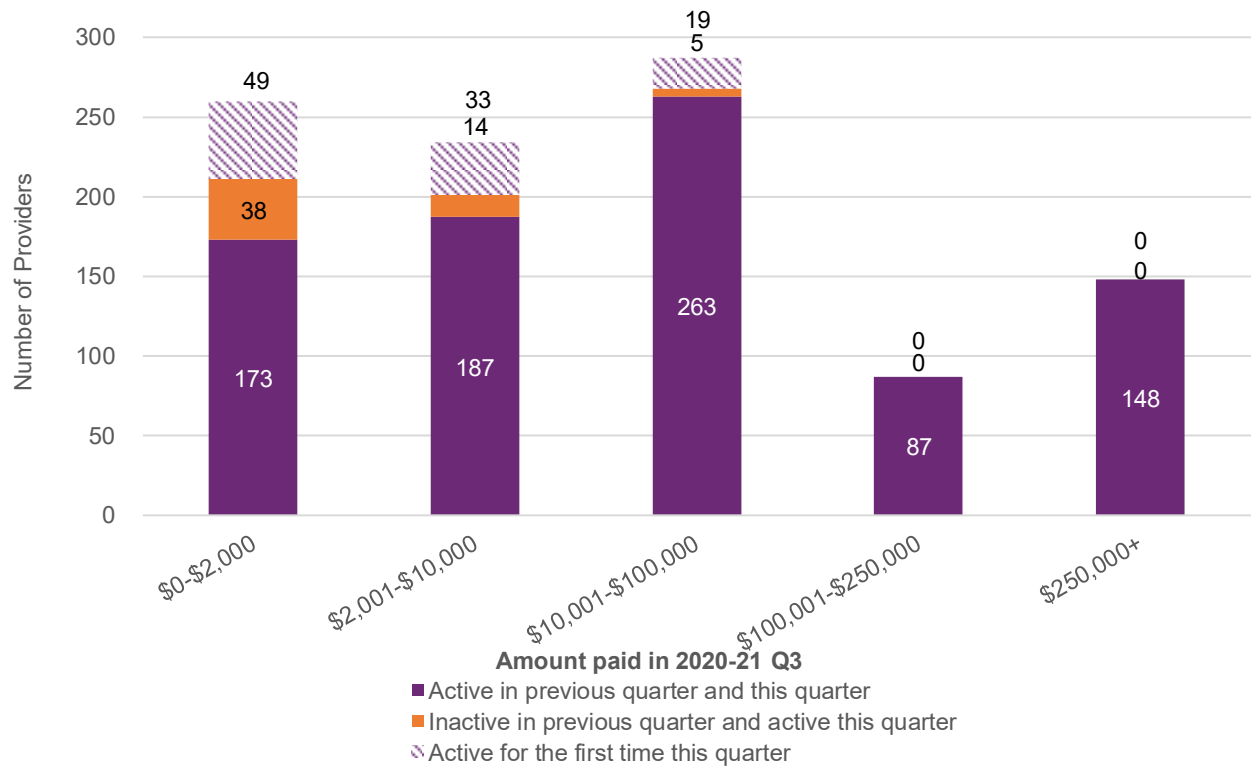
Table I.65 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Western Australia

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	6	4	10	40%
Assistance Animals	13	2	15	13%
Assistance with daily life tasks in a group or shared living arrangement	127	17	144	12%
Assistance with travel/transport arrangements	110	20	130	15%
Daily Personal Activities	203	31	234	13%
Group and Centre Based Activities	115	16	131	12%
High Intensity Daily Personal Activities	143	24	167	14%
Household tasks	174	29	203	14%
Interpreting and translation	24	2	26	8%
Participation in community, social and civic activities	229	22	251	9%
Assistive Technology				
Assistive equipment for recreation	18	6	24	25%
Assistive products for household tasks	12	8	20	40%
Assistance products for personal care and safety	237	33	270	12%
Communication and information equipment	68	15	83	18%
Customised Prosthetics	54	11	65	17%
Hearing Equipment	21	5	26	19%
Hearing Services	3	3	6	50%
Personal Mobility Equipment	133	11	144	8%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	17	9	26	35%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	242	37	279	13%
Behaviour Support	105	16	121	13%
Community nursing care for high needs	58	15	73	21%
Development of daily living and life skills	114	15	129	12%
Early Intervention supports for early childhood	128	21	149	14%
Exercise Physiology and Physical Wellbeing activities	53	11	64	17%
Innovative Community Participation	19	3	22	14%
Specialised Driving Training	20	4	24	17%
Therapeutic Supports	361	45	406	11%
Capital services				
Home modification design and construction	28	9	37	24%
Specialist Disability Accommodation	9	9	18	50%
Vehicle Modifications	10	4	14	29%
Choice and control support services				
Management of funding for supports in participants plan	143	11	154	7%
Support Coordination	95	17	112	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	51	6	57	11%
Specialised Supported Employment	39	7	46	15%
Total	915	101	1,016	10%

Table I.66 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	1	9	10	10%	90%	100%
Assistance Animals	1	14	15	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	13	131	144	9%	91%	100%
Assistance with travel/transport arrangements	17	113	130	13%	87%	100%
Daily Personal Activities	26	208	234	11%	89%	100%
Group and Centre Based Activities	12	119	131	9%	91%	100%
High Intensity Daily Personal Activities	15	152	167	9%	91%	100%
Household tasks	42	161	203	21%	79%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	29	222	251	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	0	24	24	0%	100%	100%
Assistive products for household tasks	0	20	20	0%	100%	100%
Assistance products for personal care and safety	35	235	270	13%	87%	100%
Communication and information equipment	13	70	83	16%	84%	100%
Customised Prosthetics	8	57	65	12%	88%	100%
Hearing Equipment	2	24	26	8%	92%	100%
Hearing Services	1	5	6	17%	83%	100%
Personal Mobility Equipment	19	125	144	13%	87%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	3	23	26	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	38	241	279	14%	86%	100%
Behaviour Support	24	97	121	20%	80%	100%
Community nursing care for high needs	7	66	73	10%	90%	100%
Development of daily living and life skills	6	123	129	5%	95%	100%
Early Intervention supports for early childhood	39	110	149	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	10	54	64	16%	84%	100%
Innovative Community Participation	0	22	22	0%	100%	100%
Specialised Driving Training	4	20	24	17%	83%	100%
Therapeutic Supports	120	286	406	30%	70%	100%
Capital services						
Home modification design and construction	5	32	37	14%	86%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	0	14	14	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	34	120	154	22%	78%	100%
Support Coordination	17	95	112	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	53	57	7%	93%	100%
Specialised Supported Employment	5	41	46	11%	89%	100%
Total	215	801	1,016	21%	79%	100%

Figure I.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Western Australia ³⁸⁶



Part Five: Financial sustainability

Table I.67 Committed supports by financial year (\$m) – Western Australia ³⁸⁷

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.1	19.1	69.9	168.3	222.5	540.8	1,555.4	2,013.9

³⁸⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁸⁷ 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 Western Australia.

Figure I.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia

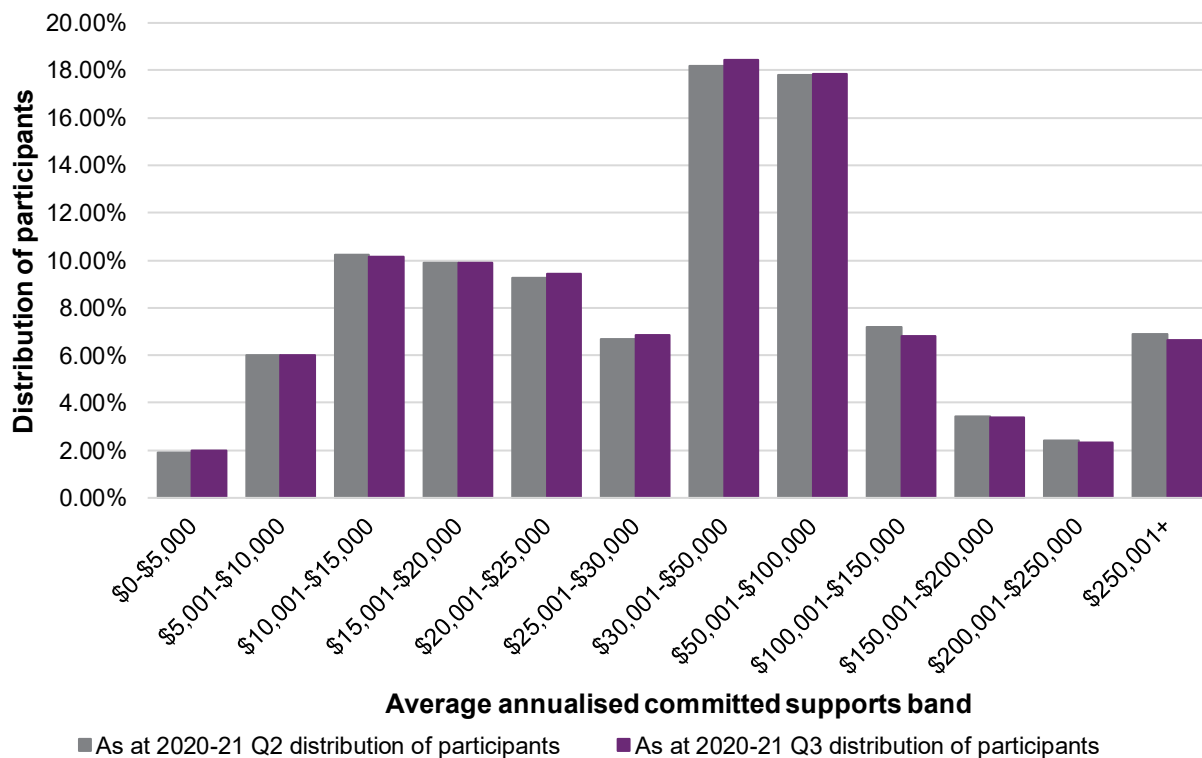


Figure I.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia

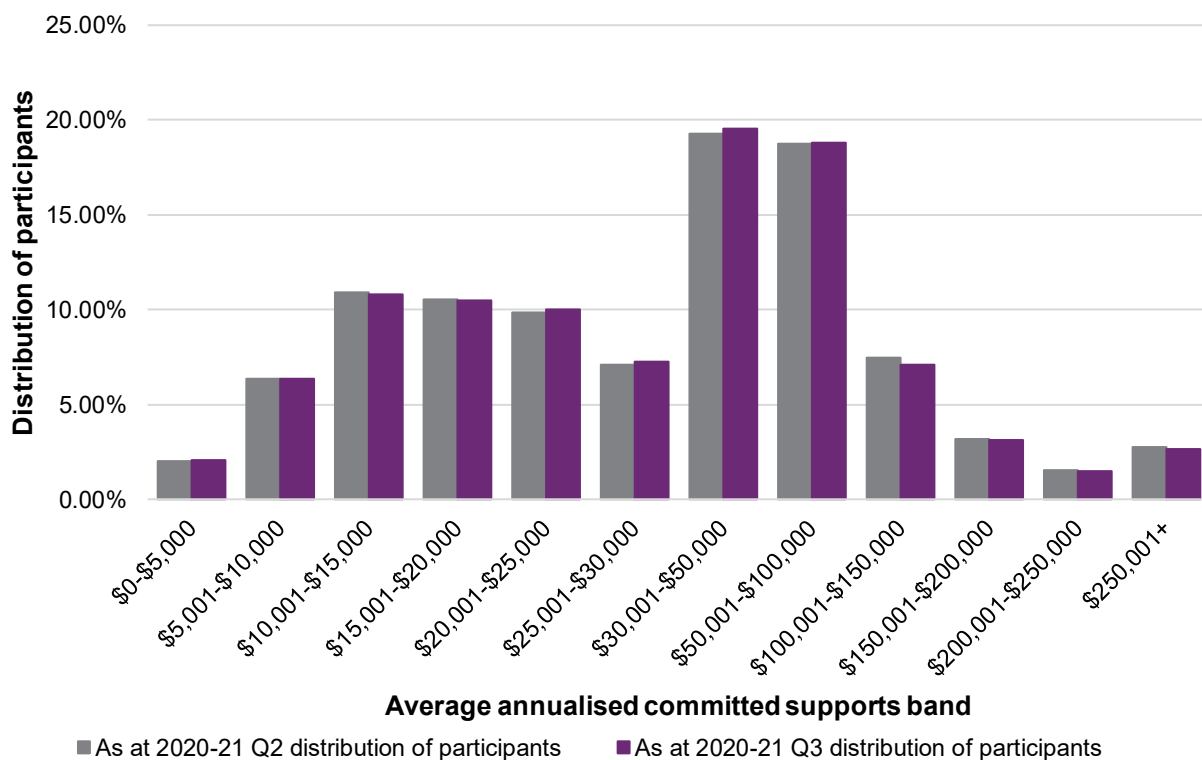


Figure I.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia

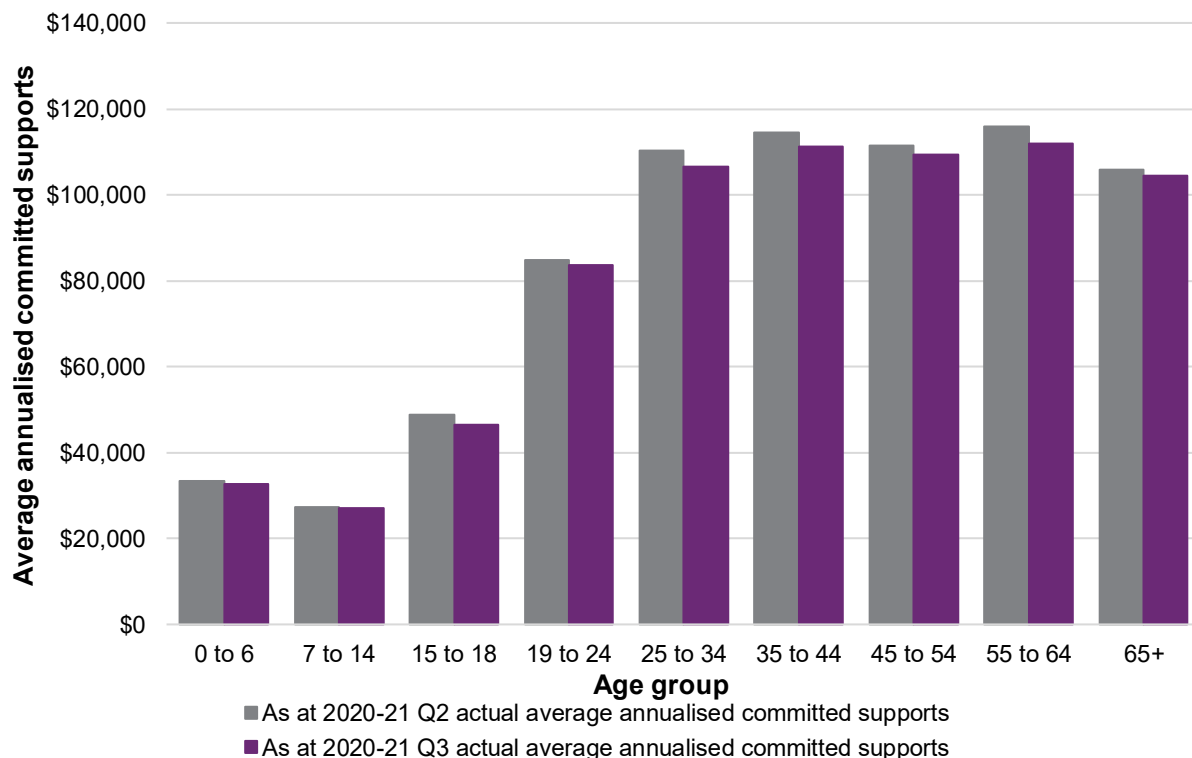


Figure I.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia

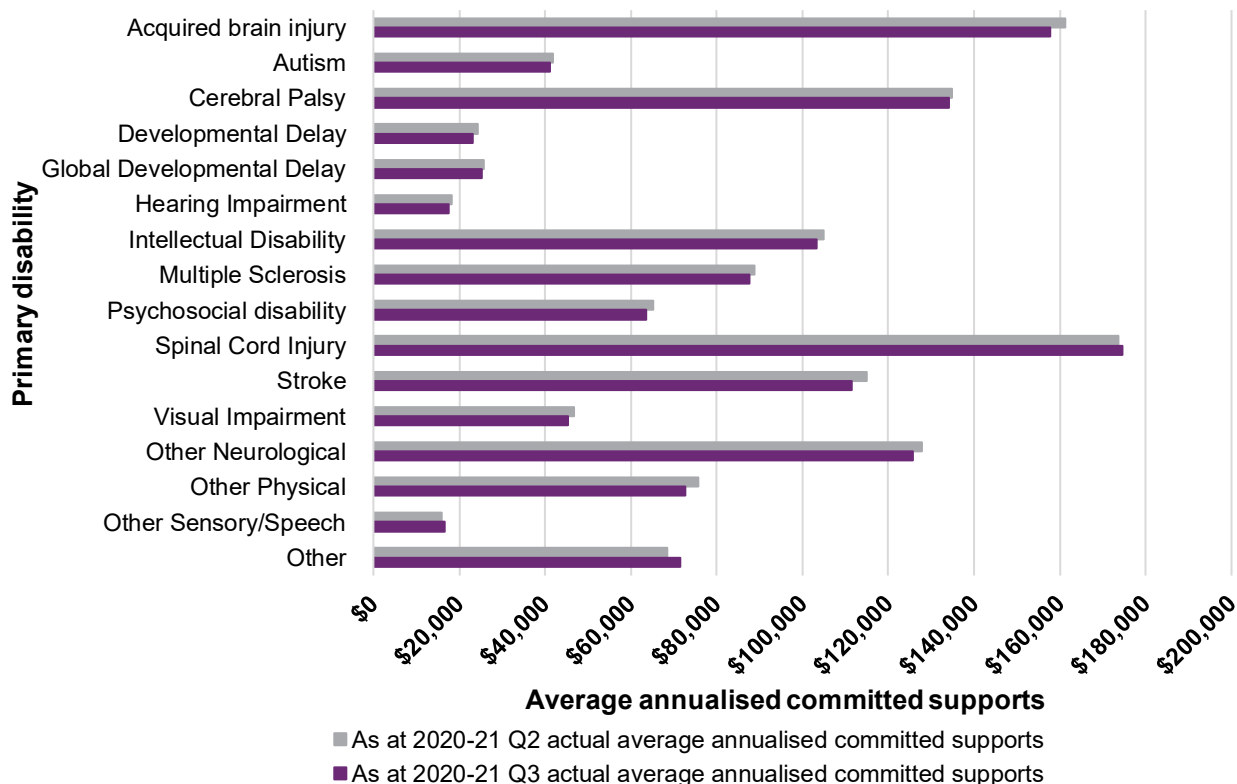


Figure I.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia ³⁸⁸

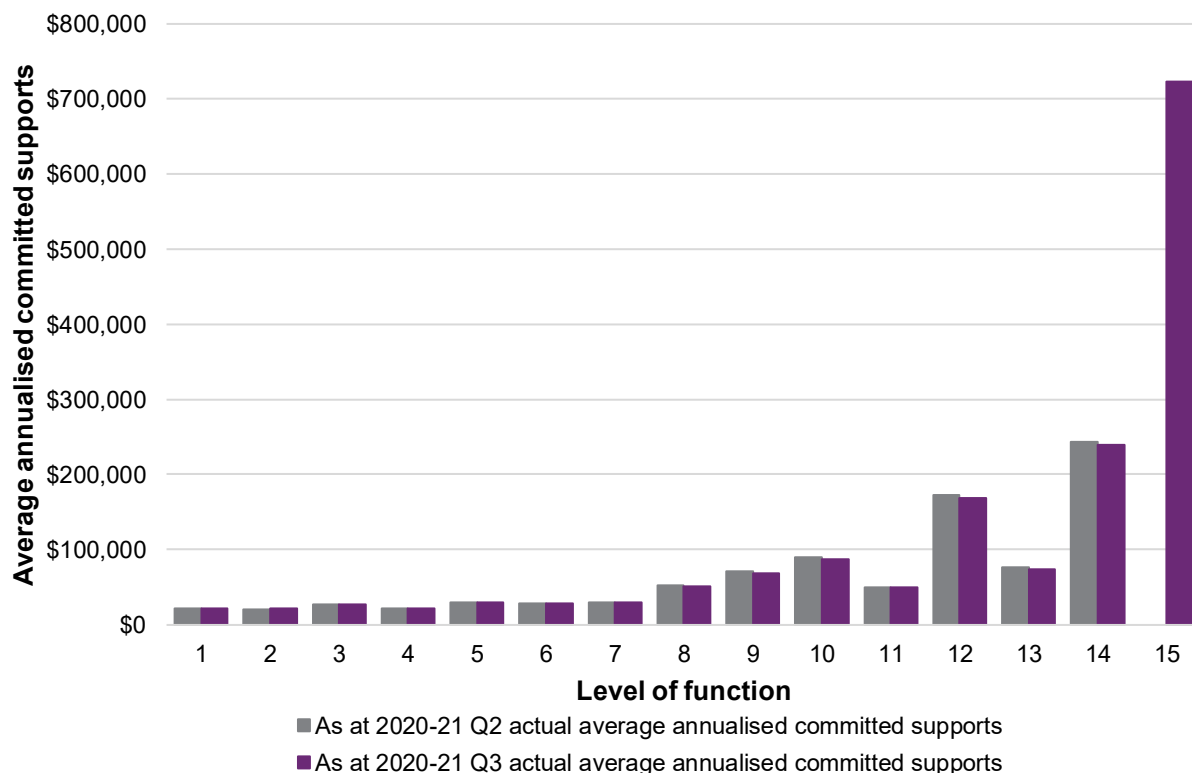
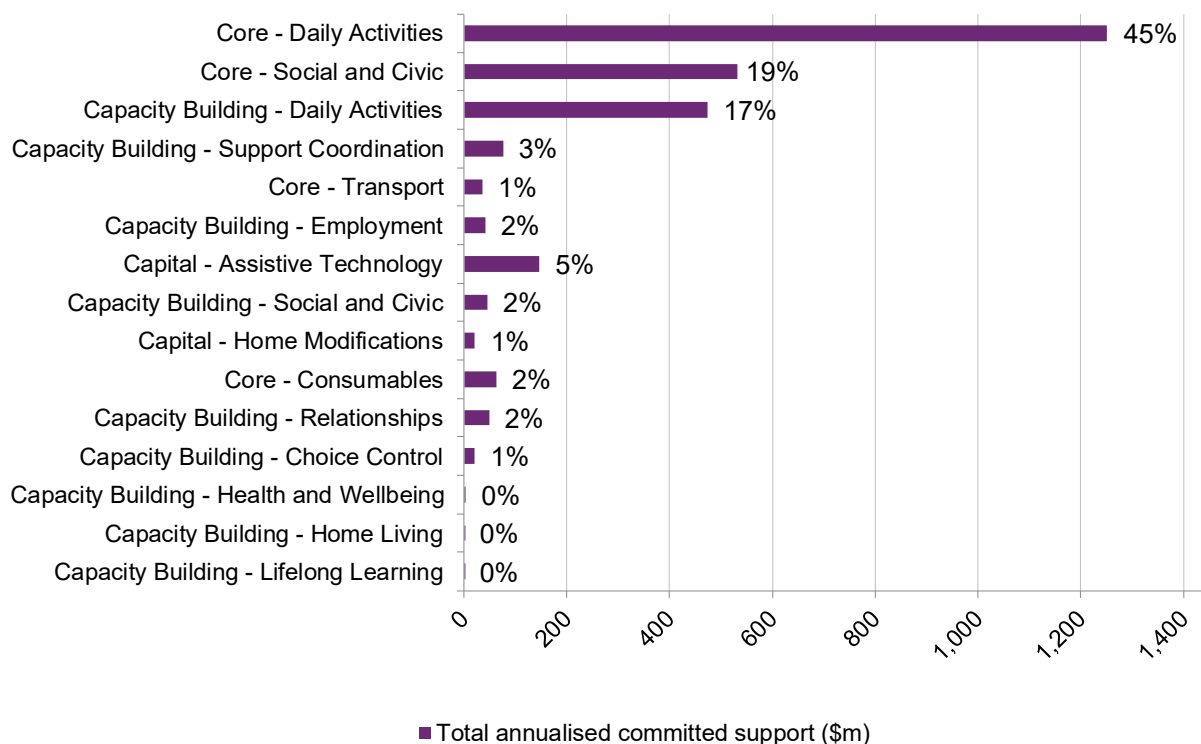


Figure I.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

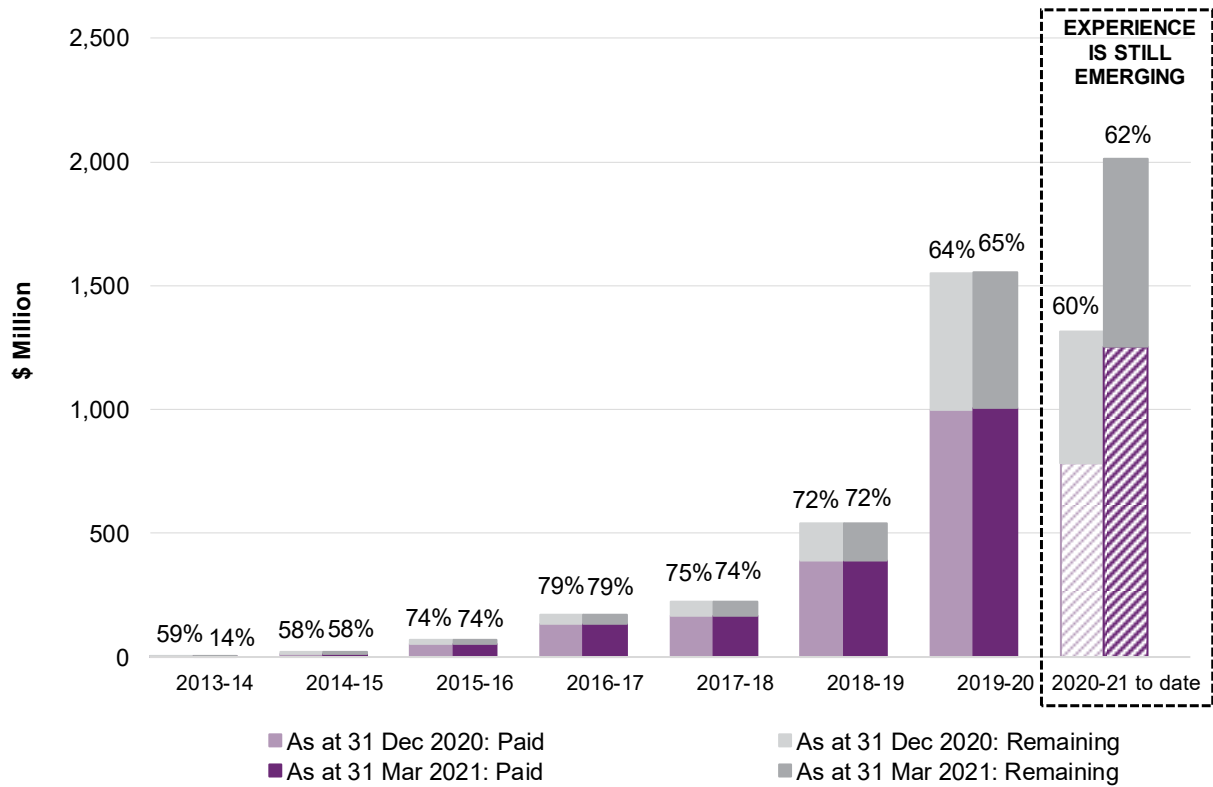


³⁸⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table I.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ³⁸⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.1	19.1	69.9	168.3	222.5	540.8	1,555.4	2,013.9
Total Paid	0.0	11.1	51.5	133.1	165.7	389.5	1,004.1	1,253.0
% utilised to date	14%	58%	74%	79%	74%	72%	65%	62%

Figure I.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Western Australia



³⁸⁹ 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 Western Australia.

Figure I.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Western Australia ³⁹⁰

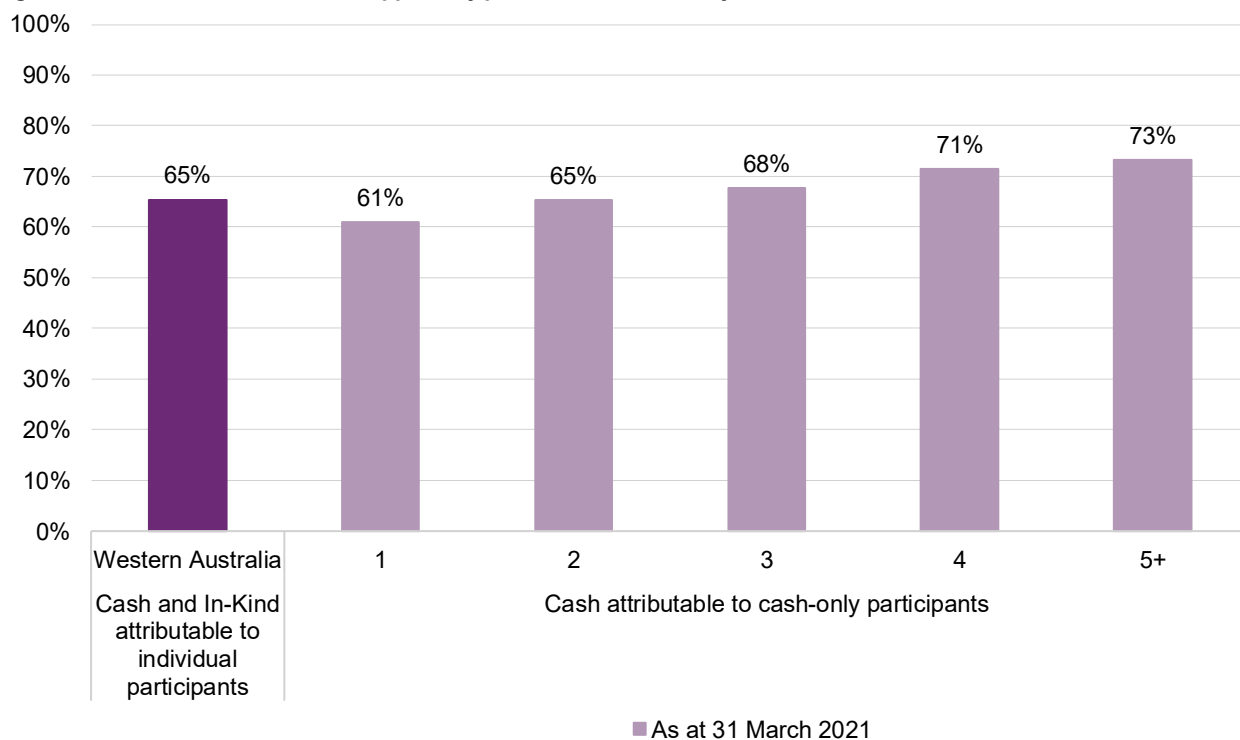
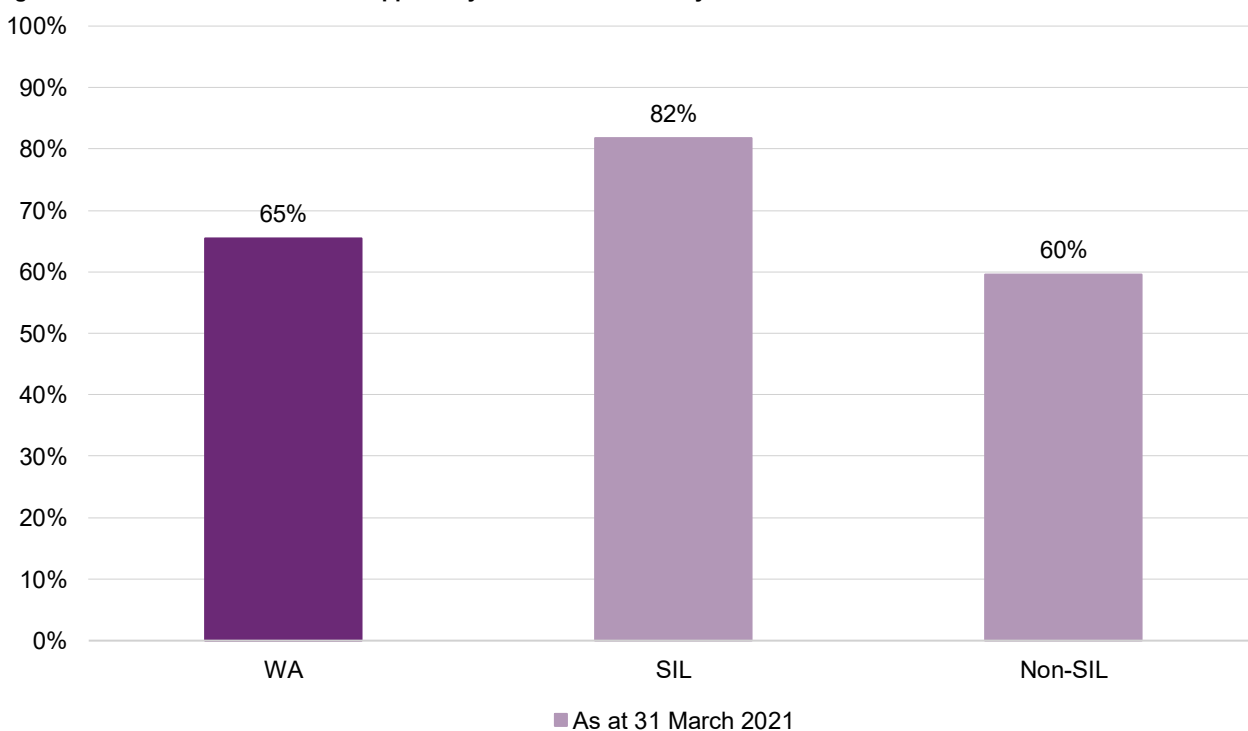


Figure I.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Western Australia ³⁹¹



³⁹⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

³⁹¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure I.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Western Australia ³⁹²

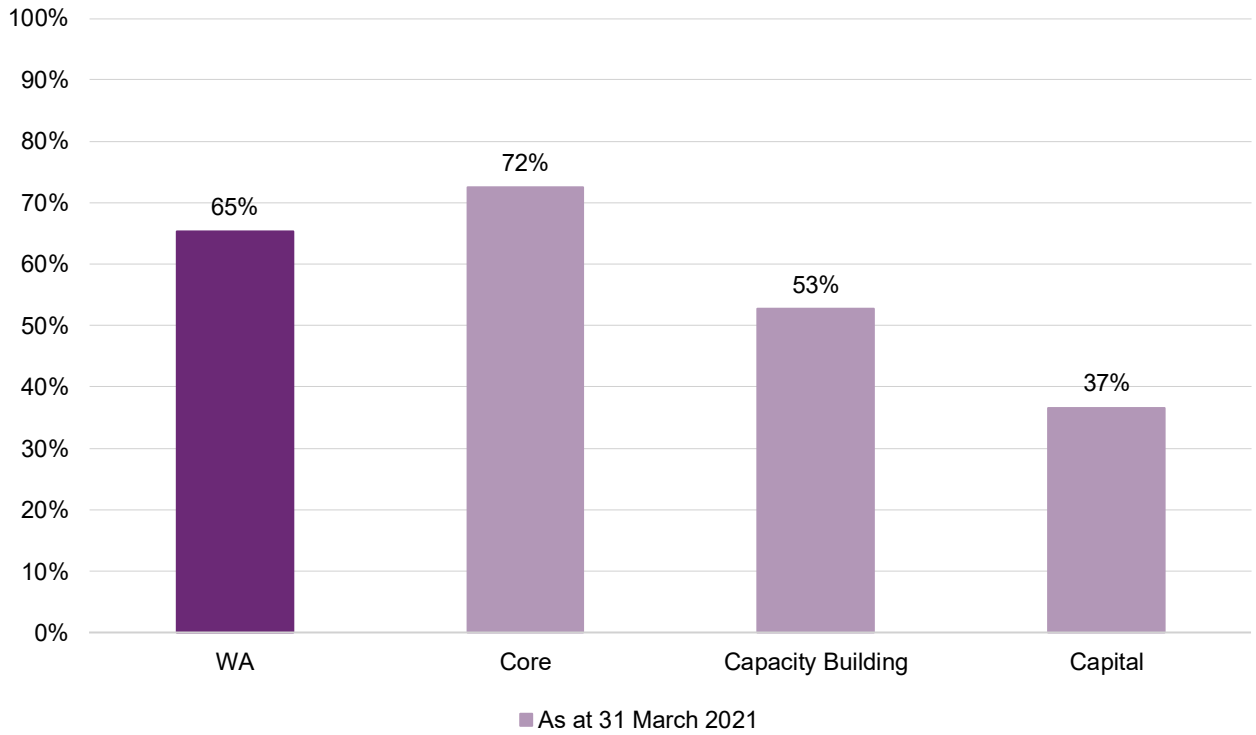
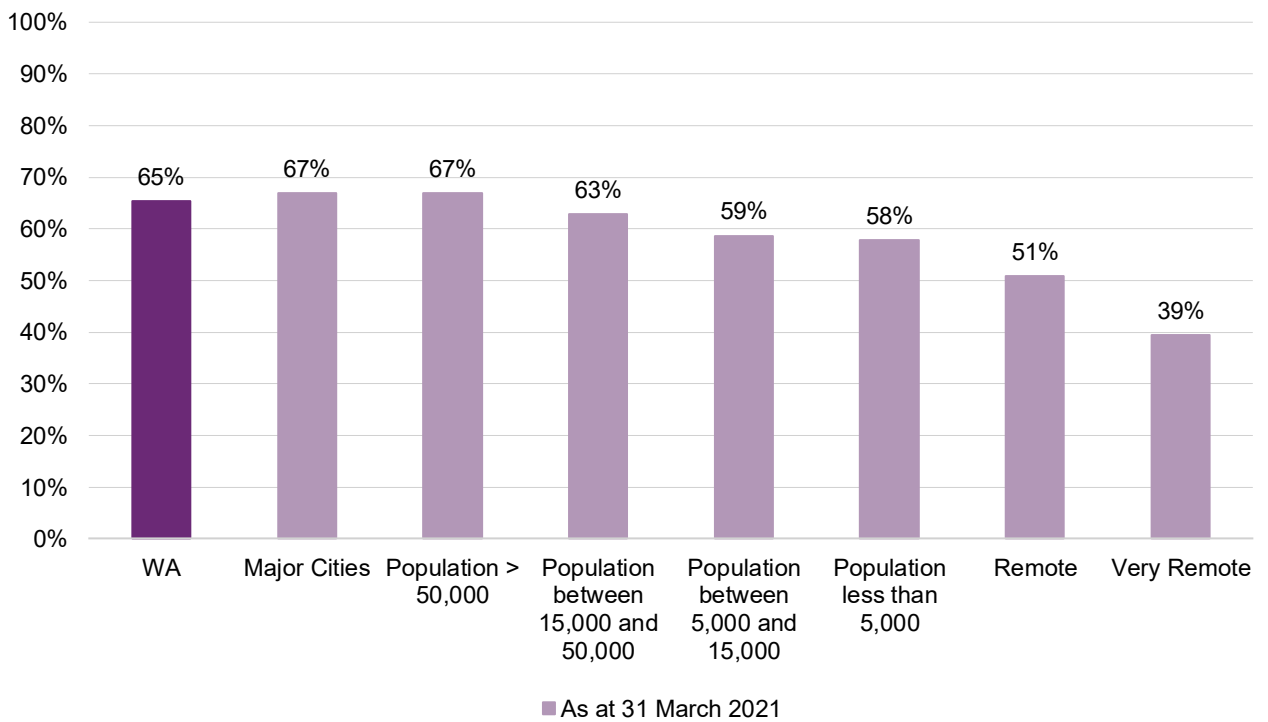


Figure I.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Western Australia ³⁹³



³⁹² Ibid.

³⁹³ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ³⁹⁴

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
South Australia	38,063	1,545	39,608	499	40,107

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia ³⁹⁵

	Prior Quarters	2020-21 Q3	Total
Access decisions	48,487	2,090	50,577
Active Eligible	39,120	1,569	40,689
New	23,417	1,493	24,910
State	12,890	31	12,921
Commonwealth	2,813	45	2,858
Active Participant Plans (excl ECEI)	38,063	1,545	39,608
New	22,531	1,469	24,000
State	12,770	28	12,798
Commonwealth	2,762	48	2,810
Active Participant Plans	38,415	2,044	40,107
Early Intervention (s25)	12,089	621	12,710
Permanent Disability (s24)	25,974	924	26,898
ECEI	352	499	499

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – South Australia

Exits	Total
Total participant exits	2,024
Early Intervention participants	1,062
Permanent disability participants	962

³⁹⁴ 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.

³⁹⁵ 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 ^{396 397}

	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	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
End of 2019-20 Q4	12,826	2,626	19,754	338	35,544
End of 2020-21 Q1	12,811	2,690	21,211	337	37,049
End of 2020-21 Q2	12,808	2,762	22,626	352	38,548
End of 2020-21 Q3	12,798	2,810	24,000	499	40,107

Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia ^{398 399 400 401}

	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	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
End of 2019-20 Q4	11,134	24,072	338	35,544
End of 2020-21 Q1	11,757	24,955	337	37,049
End of 2020-21 Q2	12,247	25,949	352	38,548
End of 2020-21 Q3	12,710	26,898	499	40,107

Table J.6 Assessment of access by age group – South Australia ⁴⁰²

Age Group	Prior Quarters		2020-21 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	12,772	96%	563	97%	13,335	96%
7 to 14	9,099	89%	313	85%	9,412	89%
15 to 18	1,978	88%	65	80%	2,043	88%
19 to 24	2,084	88%	71	77%	2,155	88%
25 to 34	3,017	87%	94	67%	3,111	86%
35 to 44	3,010	82%	107	65%	3,117	81%
45 to 54	4,284	78%	154	61%	4,438	77%
55 to 64	5,337	74%	200	52%	5,537	73%
65+	324	65%	11	46%	335	64%
Missing	<11		<11		<11	
Total	41,905	86%	1,578	76%	43,483	86%

³⁹⁶ This table shows the total numbers of active participants at the end of each period.

³⁹⁷ 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.

³⁹⁸ This table shows the total numbers of active participants at the end of each period.

³⁹⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁰⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴⁰¹ 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.

⁴⁰² 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 support needs than people who approach the Scheme who have not previously received supports.

Table J.7 Assessment of access by disability – South Australia ⁴⁰³

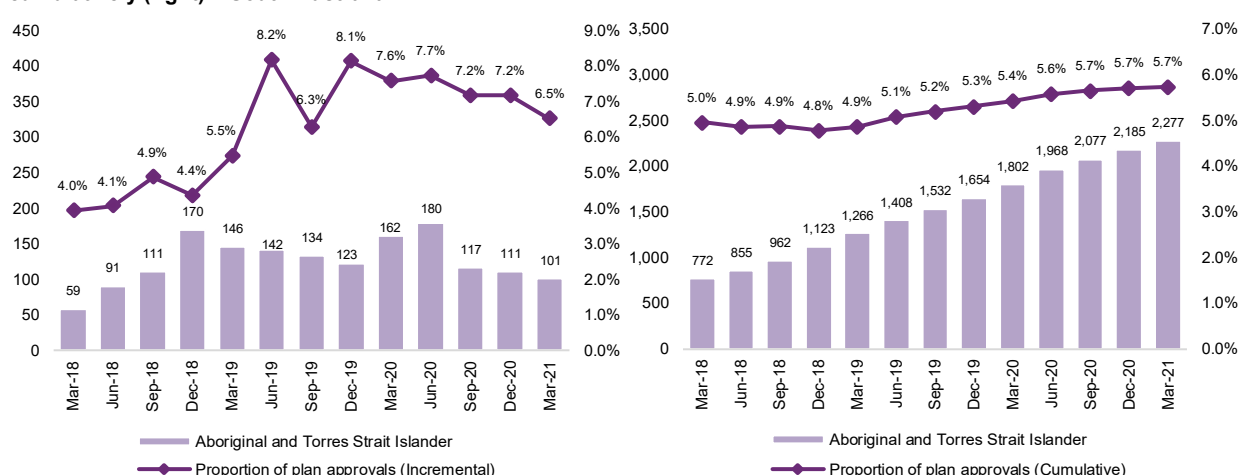
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,653	94%	45	83%	1,698	94%
Autism	15,048	98%	528	97%	15,576	98%
Cerebral Palsy	1,229	97%	12	86%	1,241	97%
Developmental Delay	2,856	95%	277	98%	3,133	95%
Global Developmental Delay	1,327	99%	127	99%	1,454	99%
Hearing Impairment	1,682	90%	55	82%	1,737	90%
Intellectual Disability	8,022	95%	112	86%	8,134	95%
Multiple Sclerosis	735	86%	37	74%	772	86%
Psychosocial disability	2,629	62%	177	61%	2,806	62%
Spinal Cord Injury	419	96%	<11		428	96%
Stroke	481	81%	28	70%	509	80%
Visual Impairment	736	86%	22	76%	758	86%
Other Neurological	1,700	79%	55	60%	1,755	78%
Other Physical	1,922	51%	43	24%	1,965	50%
Other Sensory/Speech	903	53%	<11		910	53%
Other	222	41%	44	28%	266	38%
Missing	341	93%	<11		341	93%
Total	41,905	86%	1,578	76%	43,483	86%

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,176	5.7%	101	6.5%	2,277	5.7%
Not Aboriginal and Torres Strait Islander	30,896	81.2%	1,169	75.7%	32,065	81.0%
Not Stated	4,991	13.1%	275	17.8%	5,266	13.3%
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ⁴⁰⁴



⁴⁰³ Ibid.

⁴⁰⁴ 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. Quarterly results are reported based on a rolling 3 year period.

Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	2,857	7.5%	139	9.0%	2,996	7.6%
Not culturally and linguistically diverse	35,148	92.3%	1,406	91.0%	36,554	92.3%
Not stated	58	0.2%	<11		58	0.1%
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia⁴⁰⁵

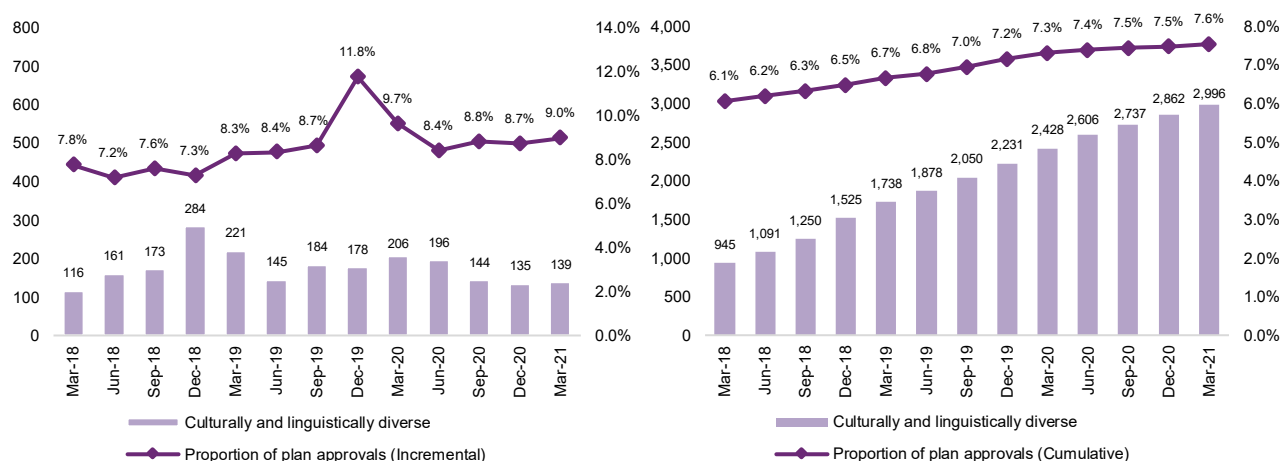
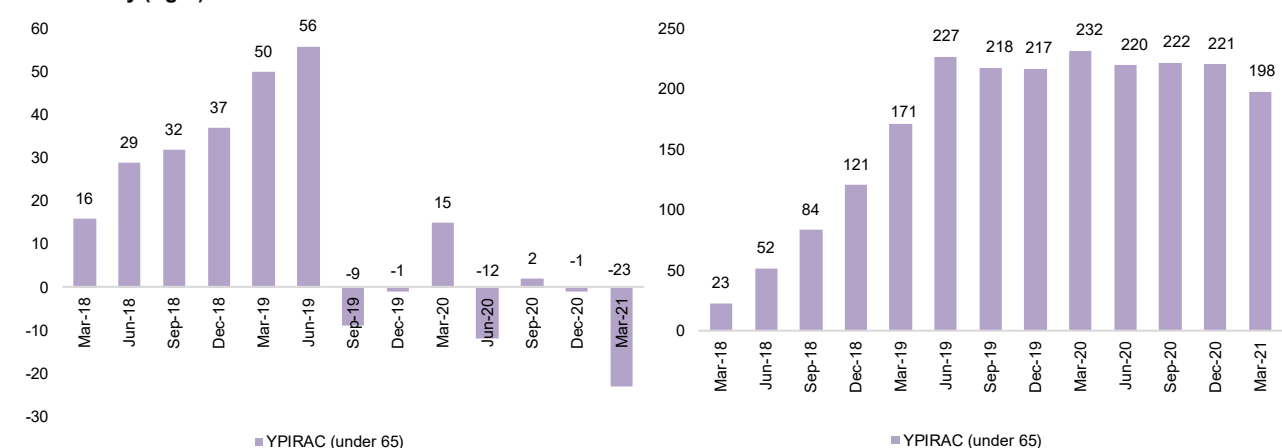


Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – South Australia⁴⁰⁶

	Total
Age group	N
Under 45	<11
45 to 54	34
55 to 64	157
Total YPIRAC (under 65)	198

Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia⁴⁰⁷



⁴⁰⁵ Ibid.

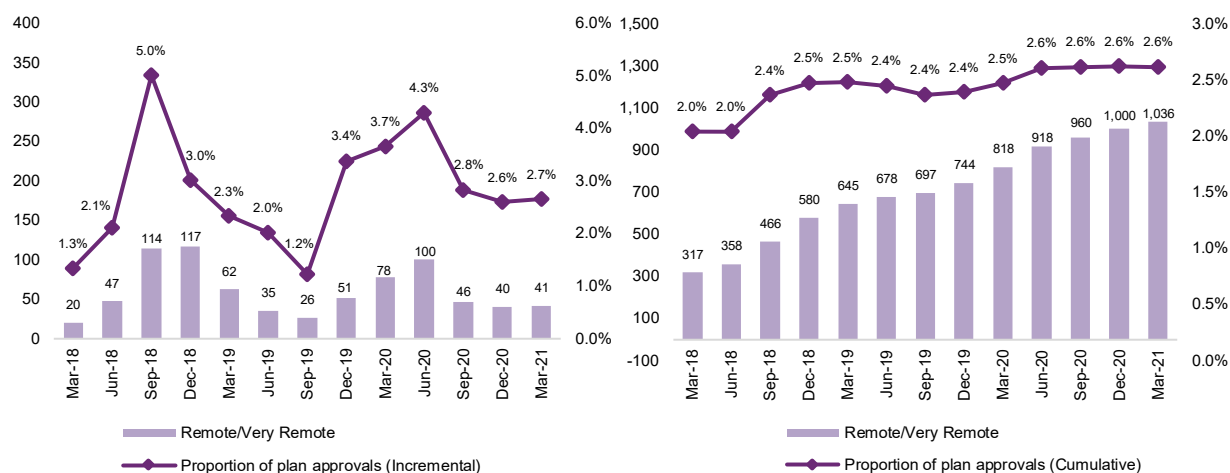
⁴⁰⁶ There are a further 119 active participants aged 65 years or over who are currently in residential aged care.

⁴⁰⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to March 2018.

Table J.11 Participant profile per quarter by remoteness – South Australia ^{408 409}

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Major cities	28,731	75.5%	1,211	78.4%	29,942	75.6%
Population > 50,000	631	1.7%	26	1.7%	657	1.7%
Population between 15,000 and 50,000	3,347	8.8%	116	7.5%	3,463	8.7%
Population between 5,000 and 15,000	1,349	3.5%	45	2.9%	1,394	3.5%
Population less than 5,000	3,009	7.9%	106	6.9%	3,115	7.9%
Remote	677	1.8%	26	1.7%	703	1.8%
Very Remote	318	0.8%	15	1.0%	333	0.8%
Missing	<11		<11		<11	
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{410 411}



⁴⁰⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁰⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

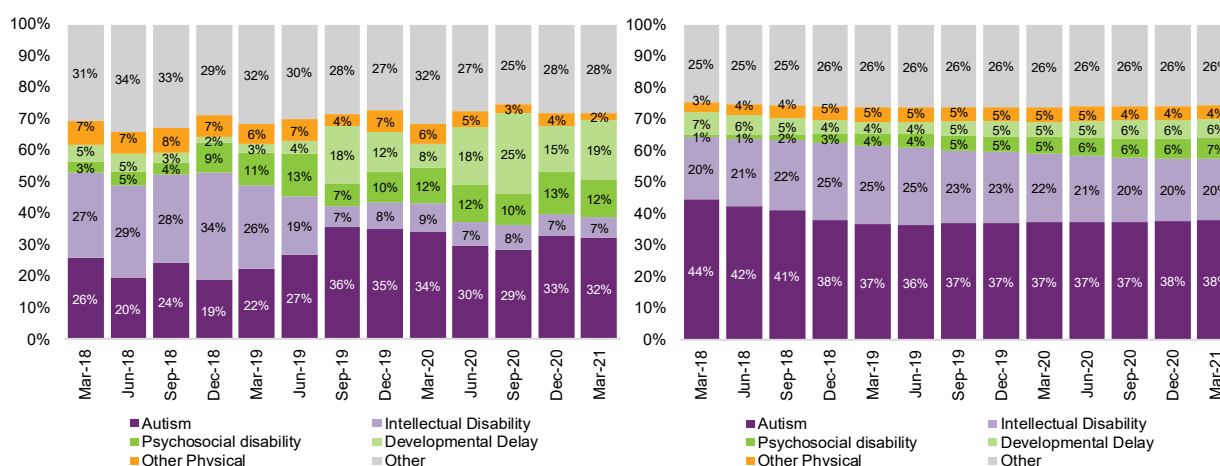
⁴¹⁰ Ibid.

⁴¹¹ 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. Quarterly results are reported based on a rolling 3 year period.

Table J.12 Participant profile per quarter by primary disability group – South Australia ^{412 413 414}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	14,540	38%	498	32%	15,038	38%
Intellectual Disability	7,622	20%	102	7%	7,724	20%
Psychosocial disability	2,393	6%	187	12%	2,580	7%
Developmental Delay	2,163	6%	289	19%	2,452	6%
Hearing Impairment	1,587	4%	43	3%	1,630	4%
Other Neurological	1,429	4%	51	3%	1,480	4%
Other Physical	1,670	4%	36	2%	1,706	4%
Cerebral Palsy	1,163	3%	21	1%	1,184	3%
ABI	1,469	4%	37	2%	1,506	4%
Global Developmental Delay	1,123	3%	137	9%	1,260	3%
Visual Impairment	696	2%	18	1%	714	2%
Multiple Sclerosis	692	2%	33	2%	725	2%
Stroke	421	1%	28	2%	449	1%
Spinal Cord Injury	376	1%	<11		384	1%
Other	170	0%	54	3%	224	1%
Other Sensory/Speech	549	1%	<11		552	1%
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁴¹⁵



⁴¹² Table order based on national proportions (highest to lowest).

⁴¹³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴¹⁴ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (794).

⁴¹⁵ 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. Quarterly results are reported based on a rolling 3 year period.

Table J.13 Participant profile per quarter by level of function – South Australia ⁴¹⁶

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	2,654	7%	280	18%	2,934	7%
2 (High Function)	37	0%	<11		46	0%
3 (High Function)	2,038	5%	120	8%	2,158	5%
4 (High Function)	1,916	5%	56	4%	1,972	5%
5 (High Function)	2,646	7%	118	8%	2,764	7%
6 (Moderate Function)	9,729	26%	412	27%	10,141	26%
7 (Moderate Function)	2,100	6%	66	4%	2,166	5%
8 (Moderate Function)	2,748	7%	112	7%	2,860	7%
9 (Moderate Function)	170	0%	<11		180	0%
10 (Moderate Function)	4,021	11%	160	10%	4,181	11%
11 (Low Function)	1,496	4%	11	1%	1,507	4%
12 (Low Function)	4,687	12%	114	7%	4,801	12%
13 (Low Function)	3,215	8%	75	5%	3,290	8%
14 (Low Function)	513	1%	<11		515	1%
15 (Low Function)	<11		<11		<11	
Missing	92		<11		92	
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia ⁴¹⁷

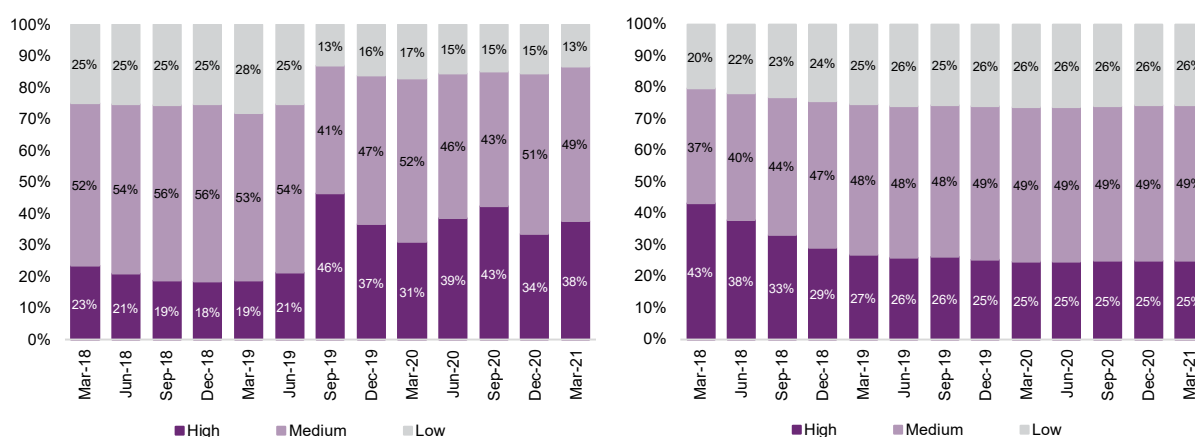


Table J.14 Participant profile per quarter by age group – South Australia

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	4,888	13%	601	39%	5,489	14%
7 to 14	11,602	30%	265	17%	11,867	30%
15 to 18	3,529	9%	52	3%	3,581	9%
19 to 24	2,961	8%	53	3%	3,014	8%
25 to 34	2,951	8%	92	6%	3,043	8%
35 to 44	2,780	7%	109	7%	2,889	7%
45 to 54	3,608	9%	148	10%	3,756	9%
55 to 64	4,445	12%	207	13%	4,652	12%
65+	1,299	3%	18	1%	1,317	3%
Total	38,063	100%	1,545	100%	39,608	100%

⁴¹⁶ The distributions are calculated excluding participants with a missing level of function.

⁴¹⁷ 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. Quarterly results are reported based on a rolling 3 year period.

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁴¹⁸

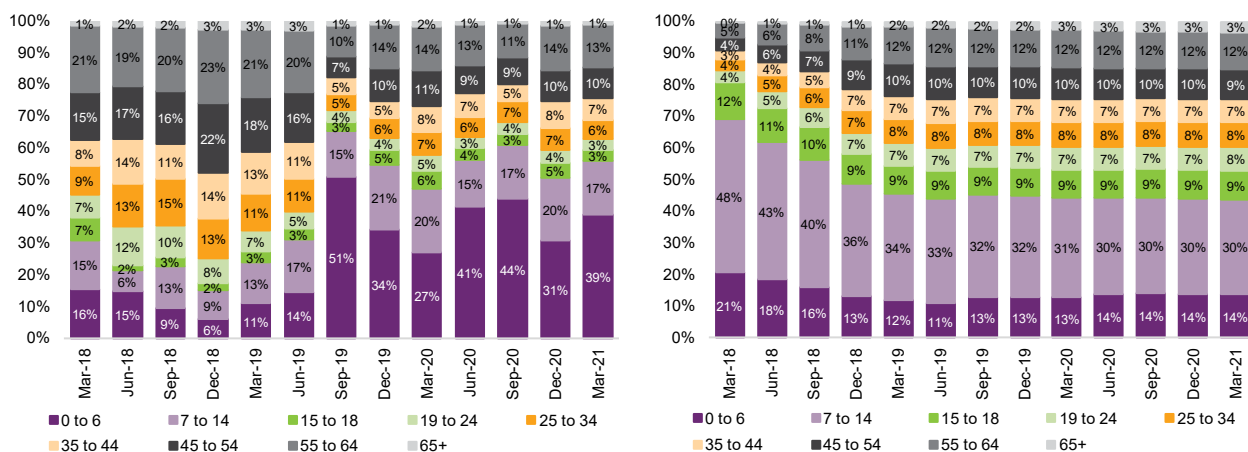


Table J.15 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	23,967	63%	922	60%	24,889	63%
Female	13,390	35%	606	39%	13,996	35%
Other	706	2%	17	1%	723	2%
Total	38,063	100%	1,545	100%	39,608	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ⁴¹⁹



Table J.16 Participation rates by age group – South Australia ⁴²⁰

	SA
0-6	4.06%
7-14	7.18%
15-18	4.47%
19-24	2.28%
25-34	1.34%
35-44	1.36%
45-54	1.73%
55-64	2.16%
Total (aged 0-64)	2.76%

⁴¹⁸ Ibid.

⁴¹⁹ Ibid.

⁴²⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table J.17 Number of baseline questionnaires completed by SFOF version – South Australia ⁴²¹

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	1,348	814	693	1,608	1,332	5,795
Participant school to 14	1,988	1,050	1,644	2,049	1,243	7,974
Participant 15 to 24	518	1,086	1,172	639	346	3,761
Participant 25 and over	48	3,479	6,652	2,808	1,692	14,679
Total Participant	3,902	6,429	10,161	7,104	4,613	32,209
Family 0 to 14	3,186	1,751	2,267	3,537	2,518	13,259
Family 15 to 24	465	757	690	395	209	2,516
Family 25 and over	1	1,199	1,889	735	386	4,210
Total Family	3,652	3,707	4,846	4,667	3,113	19,985
Total	7,554	10,136	15,007	11,771	7,726	52,194

Table J.18 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	66%			
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		27%		
DL	% who say their child is becoming more independent		45%		
CC	% of children who have a genuine say in decisions about themselves		81%		
CC	% who are happy with the level of independence/control they have now			41%	
CC	% who choose who supports them			44%	62%
CC	% who choose what they do each day			55%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	24%
CC	% who want more choice and control in their life			79%	75%

⁴²¹ Baseline outcomes for participants and/or their families and carers were collected for 96% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table J.19 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	58%	66%		
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		43%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			29%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table J.20 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		83%		
HM	% who are happy with their home			81%	77%
HM	% who feel safe or very safe in their home			86%	74%
HW	% who rate their health as good, very good or excellent			70%	47%
HW	% who did not have any difficulties accessing health services			75%	71%
LL	% who currently attend or previously attended school in a mainstream class			42%	
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				30%
WK	% who have a paid job			22%	26%
WK	% who volunteer			11%	10%

Table J.21 Selected key baseline indicators for families/carers of participants – South Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	26%	23%
% receiving Carer Allowance	41%	47%	35%
% working in a paid job	47%	48%	36%
Of those in a paid job, % in permanent employment	77%	74%	73%
Of those in a paid job, % working 15 hours or more	80%	86%	84%
% who say they (and their partner) are able to work as much as they want	47%	55%	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	85%	87%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	24%	19%
% able to advocate for their child/family member	78%	76%	72%
% who have friends and family they see as often as they like	52%	52%	57%
% 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		46%	
% who feel in control selecting services		43%	45%
% 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%	63%

Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=812) - participants who entered between 1 July 2016 and 31 March 2020 – South Australia ⁴²²

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	66%

Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,289) - participants who entered between 1 July 2016 and 31 March 2020 – South Australia

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	47%
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?	48%

⁴²² Results in Tables J.22 to J.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,087) and ‘Participant 25 and over’ (n=5,501) - participants who entered between 1 July 2016 and 31 March 2020 – South Australia

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	69%
DL	Has the NDIS helped you with daily living activities?	58%	74%
REL	Has the NDIS helped you to meet more people?	43%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%
S/CP	Has the NDIS helped you be more involved?	51%	56%

Table J.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,051); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,205) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	66%	50%
	Has the NDIS improved the level of support for your family?	73%	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?	74%	57%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
	Has the NDIS improved your health and wellbeing?	47%	36%

Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=356) - participants who entered between 1 July 2016 and 31 March 2019 – South Australia ⁴²³

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	93%	+1%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	75%	79%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	55%	59%	+4%

⁴²³ Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table J.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,196) - participants who entered between 1 July 2016 and 31 March 2019 – South Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	66%	72%	+7%
LL	Has the NDIS improved your child's access to education?	42%	48%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	+5%

Table J.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=872) and ‘Participant 25 and over’ (n=2,660) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	58%	65%	+7%	66%	73%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	64%	+6%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	47%	49%	+2%	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	-1%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	+5%	47%	54%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	33%	0%	25%	27%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	0%	21%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	51%	54%	+2%	54%	61%	+7%

Table J.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,411); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=729) - participants who entered between 1 July 2016 and 31 March 2019 – South Australia

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?	62%	66%	+5%	50%	56%	+6%
Has the NDIS improved the level of support for your family?	70%	74%	+3%	60%	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?	72%	74%	+2%	58%	67%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	80%	+4%			
Has the NDIS improved your health and wellbeing?	42%	44%	+2%	41%	41%	0%

Table J.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=297) - participants who entered between 1 July 2016 and 31 March 2018 – South Australia ⁴²⁴

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	93%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	94%	93%	94%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	85%	85%	0%
REL	Has the NDIS improved how your child fits into family life?	78%	76%	78%	+1%
S/CP	Has the NDIS improved how your child fits into community life?	64%	58%	53%	-11%

Table J.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=806) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	64%	74%	76%	+12%
LL	Has the NDIS improved your child's access to education?	48%	52%	54%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	61%	64%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	55%	+8%

⁴²⁴ Results in Tables J.30 to J.35 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table J.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=476) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	55%	61%	65%	+10%
Has the NDIS helped you with daily living activities?	56%	61%	66%	+10%
Has the NDIS helped you to meet more people?	42%	48%	47%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	18%	19%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	36%	39%	42%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	29%	30%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	18%	16%	0%
Has the NDIS helped you be more involved?	45%	49%	53%	+8%

Table J.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=510) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	65%	72%	75%	+10%
Has the NDIS helped you with daily living activities?	71%	80%	84%	+13%
Has the NDIS helped you to meet more people?	44%	52%	55%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	23%	26%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	42%	51%	53%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	28%	27%	+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?	51%	55%	63%	+12%

Table J.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=843) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	63%	63%	67%	+4%
Has the NDIS improved the level of support for your family?	72%	74%	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%	75%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	81%	82%	+4%
Has the NDIS improved your health and wellbeing?	48%	46%	49%	+1%

Table J.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=243) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	41%	49%	54%	+13%
Has the NDIS improved the level of support for your family?	58%	63%	69%	+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?	54%	56%	65%	+10%
Has the NDIS improved your health and wellbeing?	37%	38%	37%	+1%

Table J.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=169) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia ⁴²⁵

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	93%	97%	97%	100%	+7%
DL	Has the NDIS improved your child's access to specialist services?	95%	92%	97%	95%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	82%	74%	86%	-1%
REL	Has the NDIS improved how your child fits into family life?	82%	77%	84%	86%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	64%	71%	70%	73%	+8%

Table J.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=527) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	66%	68%	75%	76%	+10%
LL	Has the NDIS improved your child's access to education?	48%	46%	52%	53%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	55%	62%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	48%	56%	56%	+7%

⁴²⁵ Results in Tables J.36 to J.40 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table J.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=162) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	56%	64%	71%	70%	+13%
DL	Has the NDIS helped you with daily living activities?	56%	62%	68%	71%	+15%
REL	Has the NDIS helped you to meet more people?	39%	47%	49%	50%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	19%	21%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	43%	50%	50%	+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?	35%	35%	36%	33%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	12%	13%	15%	+4%
S/CP	Has the NDIS helped you be more involved?	50%	54%	56%	56%	+5%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third and fourth review in the Scheme, for ‘Participant 25 and over’.

Table J.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=363) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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%	62%	66%	67%	+10%
	Has the NDIS improved the level of support for your family?	74%	76%	77%	76%	+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?	74%	73%	74%	77%	+3%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	82%	80%	+3%
	Has the NDIS improved your health and wellbeing?	51%	45%	44%	45%	-7%

Table J.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=56) - participants who entered between 1 July 2016 and 31 March 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	46%	46%	49%	58%	+12%
	Has the NDIS improved the level of support for your family?	63%	67%	67%	73%	+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?	65%	62%	60%	63%	-3%
	Has the NDIS improved your health and wellbeing?	40%	38%	39%	40%	0%

Table J.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,203), 'participant social and community engagement rate' (n=4,211) and 'parent and carer employment rate' (n=2,315) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – South Australia ⁴²⁶

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	17%	20%	25%	24%
Aged 25+	31%	30%	28%	
Aged 15+	28%	28%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	38%	38%	50%
Aged 25+	39%	42%	43%	
Aged 15+	38%	41%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	46%	48%	48%	50%
Aged 15+	39%	40%	39%	
All ages	43%	45%	44%	

Table J.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,049), 'participant social and community engagement rate' (n=1,062) and 'parent and carer employment rate' (n=1,105) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – South Australia ⁴²⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	14%	15%	20%	26%	24%
Aged 25+	35%	32%	31%	27%	
Aged 15+	27%	26%	26%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	36%	34%	36%	50%
Aged 25+	38%	41%	40%	43%	
Aged 15+	36%	39%	38%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	53%	52%	53%	50%
Aged 15+	48%	47%	51%	47%	
All ages	48%	52%	52%	52%	

⁴²⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

⁴²⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table J.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=101), 'participant social and community engagement rate' (n=103) and 'parent and carer employment rate' (n=400) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – South Australia ⁴²⁸

Participant employment rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 15 to 24 years	5%	10%	19%	27%	23%	24%
Aged 25+	Numbers are too small					
Aged 15+	7%	10%	19%	27%	22%	
Participant social and community engagement rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 15 to 24 years	39%	45%	46%	48%	50%	50%
Aged 25+	Numbers are too small					
Aged 15+	42%	49%	46%	47%	48%	
Parent and carer employment rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 0 to 14 years	42%	45%	50%	50%	49%	50%
Aged 15+	Numbers are too small					
All ages	44%	46%	51%	50%	50%	

Table J.44 Number of active plans by goal type and primary disability – South Australia ⁴²⁹

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	401	1,256	815	232	391	1,193	587	329	1,506
Autism	2,441	13,883	5,615	5,317	7,594	9,570	885	1,721	15,038
Cerebral Palsy	289	1,063	624	261	309	845	297	207	1,184
Developmental Delay	130	2,293	598	1,297	1,105	1,046	0	0	2,452
Down Syndrome	160	680	388	178	297	630	265	264	794
Global Developmental Delay	52	1,190	308	659	568	512	2	1	1,260
Hearing Impairment	360	1,403	378	497	334	823	158	305	1,630
Intellectual Disability	1,540	5,806	2,988	1,905	2,407	5,318	2,146	2,536	6,930
Multiple Sclerosis	228	627	492	52	95	537	244	111	725
Psychosocial disability	688	1,969	1,510	523	550	2,160	1,101	691	2,580
Spinal Cord Injury	125	339	254	36	47	277	147	92	384
Stroke	132	405	253	50	68	358	168	86	449
Visual Impairment	223	650	306	187	83	512	146	233	714
Other Neurological	416	1,260	841	217	307	1,114	523	222	1,480
Other Physical	453	1,502	930	201	185	1,024	471	331	1,706
Other Sensory/Speech	59	492	124	175	228	226	7	16	552
Other	55	190	111	29	43	157	76	29	224
Total	7,752	35,008	16,535	11,816	14,611	26,302	7,223	7,174	39,608

⁴²⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

⁴²⁹ 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.45 Number of goals in active plans by goal type and primary disability – South Australia ⁴³⁰

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	483	2,476	1,053	259	437	1,508	634	352	7,202
Autism	2,962	38,514	7,067	6,425	9,494	11,532	933	1,794	78,721
Cerebral Palsy	341	2,627	797	297	335	1,131	316	216	6,060
Developmental Delay	152	7,476	671	1,635	1,218	1,126	0	0	12,278
Down Syndrome	181	1,507	480	216	339	881	284	271	4,159
Global Developmental Delay	59	3,988	352	821	626	537	2	1	6,386
Hearing Impairment	440	3,044	424	577	376	958	168	315	6,302
Intellectual Disability	1,818	12,274	3,673	2,241	2,823	6,869	2,254	2,645	34,597
Multiple Sclerosis	266	1,244	681	54	100	622	271	115	3,353
Psychosocial disability	826	3,351	1,953	558	607	2,606	1,174	721	11,796
Spinal Cord Injury	156	692	340	39	48	349	166	98	1,888
Stroke	161	840	330	56	70	429	185	89	2,160
Visual Impairment	279	1,466	352	213	90	621	158	251	3,430
Other Neurological	500	2,738	1,121	237	332	1,337	558	230	7,053
Other Physical	570	3,100	1,267	215	197	1,215	523	343	7,430
Other Sensory/Speech	66	1,398	154	223	275	266	8	16	2,406
Other	64	399	145	32	47	185	81	30	983
Total	9,324	87,134	20,860	14,098	17,414	32,172	7,715	7,487	196,204

Table J.46 Number of active plans by goal type and age group – South Australia ⁴³¹

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	270	5,215	1,417	3,049	2,662	2,387	5	0	5,489
7 to 14	1,558	11,177	4,120	4,057	5,894	6,913	119	37	11,867
15 to 18	744	3,253	1,352	1,179	1,676	2,494	205	670	3,581
19 to 24	852	2,553	1,235	901	952	2,200	702	1,628	3,014
25 to 34	877	2,458	1,493	738	834	2,360	1,178	1,491	3,043
35 to 44	798	2,358	1,571	574	736	2,293	1,141	1,158	2,889
45 to 54	996	3,062	2,072	648	820	2,966	1,501	1,155	3,756
55 to 64	1,293	3,824	2,576	556	839	3,638	1,871	911	4,652
65+	364	1,108	699	114	198	1,051	501	124	1,317
Total	7,752	35,008	16,535	11,816	14,611	26,302	7,223	7,174	39,608

⁴³⁰ Participants have set over six million goals in total since July 2016. The 196,204 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

⁴³¹ 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.47 Number of goals in active plans by goal type and age group – South Australia ⁴³²

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	309	17,484	1,597	3,880	2,923	2,554	5	0	28,752
7 to 14	1,859	32,626	5,254	4,858	7,481	8,217	125	37	60,457
15 to 18	889	7,919	1,693	1,389	2,097	3,038	215	685	17,925
19 to 24	1,041	5,180	1,492	1,042	1,105	2,714	727	1,703	15,004
25 to 34	1,066	4,478	1,808	863	937	3,014	1,258	1,574	14,998
35 to 44	986	4,318	2,064	645	827	2,925	1,222	1,209	14,196
45 to 54	1,187	5,717	2,677	707	911	3,815	1,599	1,204	17,817
55 to 64	1,551	7,288	3,365	593	919	4,592	2,020	947	21,275
65+	436	2,124	910	121	214	1,303	544	128	5,780
Total	9,324	87,134	20,860	14,098	17,414	32,172	7,715	7,487	196,204

⁴³² Participants have set over six million goals in total since July 2016. The 196,204 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.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁴³³

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 87	n = 113
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	94%	94%
Do you understand what will happen next with your plan?	75%	72%
% of participants rating their overall experience as Very Good or Good.	71%	72%
Pre-planning	n = 128	n = 117
Did the person from the NDIS understand how your disability affects your life?	88%	89%
Did you understand why you needed to give the information you did?	97%	94%
Were decisions about your plan clearly explained?	77%	82%
Are you clear on what happens next with your plan?	64%	72%
Do you know where to go for more help with your plan?	70%	69%
% of participants rating their overall experience as Very Good or Good.	73%	81%
Planning	n = 420	n = 387
Did the person from the NDIS understand how your disability affects your life?	88%	86%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	88%	86%
Are you clear on what happens next with your plan?	83%	80%
Do you know where to go for more help with your plan?	90%	86%
% of participants rating their overall experience as Very Good or Good.	84%	83%
Plan review	n = 1,055	n = 1,145
Did the person from the NDIS understand how your disability affects your life?	79%	78%
Did you feel prepared for your plan review?	82%	83%
Is your NDIS plan helping you to make progress towards your goals?	87%	86%
% of participants rating their overall experience as Very Good or Good.	72%	70%

⁴³³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ^{434 435 436}

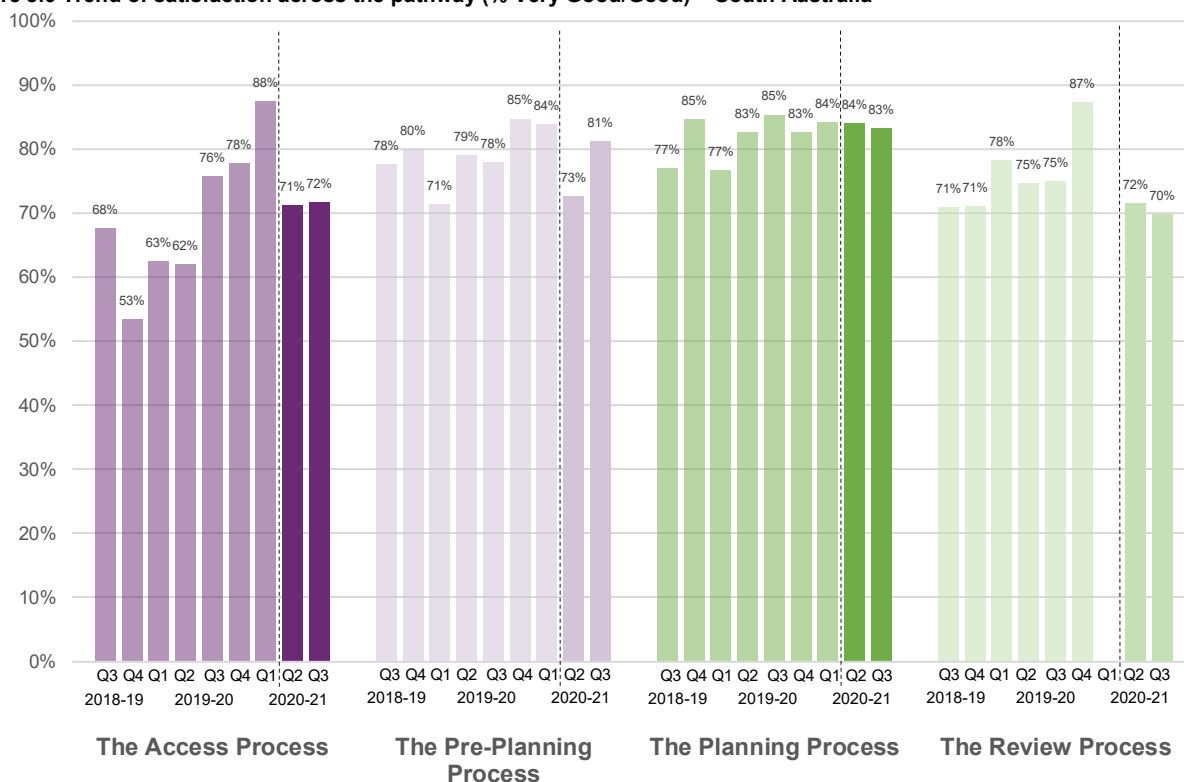
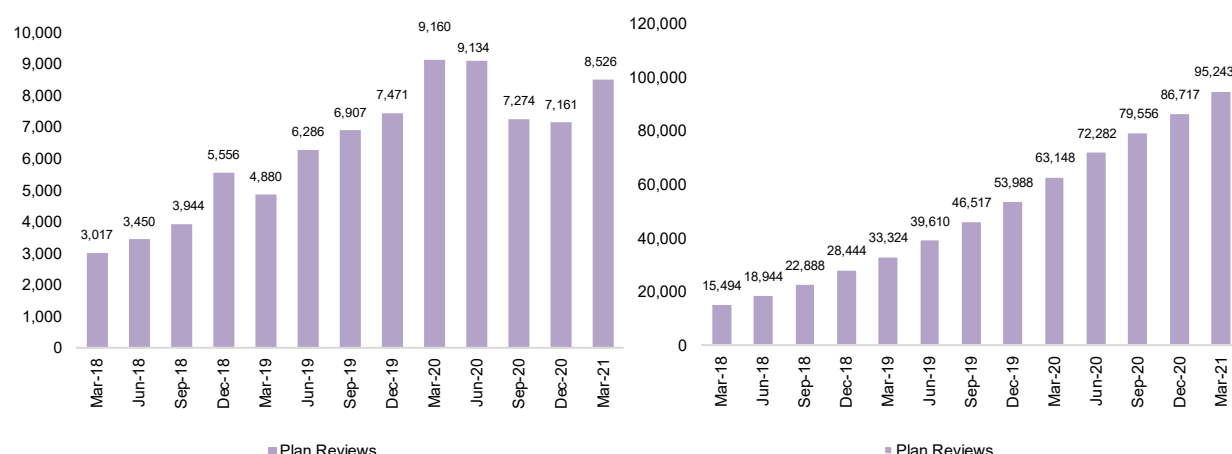


Table J.49 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia ⁴³⁷

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	86,717	8,526	95,243
<i>Early intervention plans</i>	34,430	2,626	37,056
<i>Permanent disability plans</i>	52,287	5,900	58,187

Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia



⁴³⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

⁴³⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴³⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

⁴³⁷ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table J.50 shows the number of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

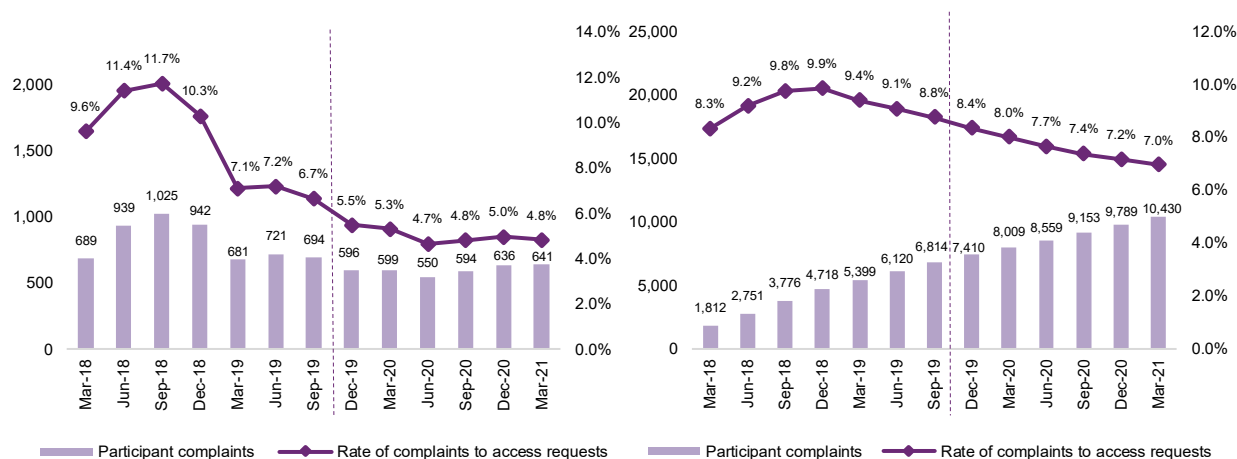
Table J.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table J.52.

Table J.52 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table J.51. The list of complaint types is different to that which appears in Table J.51, as it is based on the options available on the 'My Customer Requests' tile.

Table J.50 Complaints by quarter – South Australia ^{438 439 440}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	12	3	15	14
Complaint about LAC Partner	87	25	112	103
Complaints about service providers	360	27	387	334
Complaints about the Agency	8,555	428	8,983	4,753
Critical/ Reportable Incident	686	157	843	711
Unclassified	506	1	507	470
Total	10,206	641	10,847	5,678
Total complaints made since 1 April 2017	9,789	641	10,430	
Complaints since 1 April 2017 as % of all access requests	7.2%	4.8%	7.0%	

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia



⁴³⁸ Note that 61% of all complainants made only one complaint, 19% made two complaints and 20% made three or more complaints.

⁴³⁹ % 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.

⁴⁴⁰ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table J.51 Complaints by type ('My Feedback' tile) – South Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	44	(18%)
Service Delivery	33	(13%)
Staff conduct	39	(16%)
Provider process	34	(14%)
Provider costs.	27	(11%)
Other	74	(29%)
Total	251	
<i>Complaints about the Agency</i>		
Timeliness	2,952	(43%)
Individual needs	557	(8%)
Reasonable and necessary supports	1,171	(17%)
Information unclear	289	(4%)
The way the NDIA carried out its decision making	271	(4%)
Other	1,596	(23%)
Total	6,836	
<i>Unclassified</i>	505	
Participants total	7,592	

Table J.52 Complaints by type ('My Customer Requests' tile) – South Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	3	(25%)	0	(0%)	3	(20%)
ECEI Process	3	(25%)	0	(0%)	3	(20%)
ECEI Staff	1	(8%)	3	(100%)	4	(27%)
ECEI Timeliness	5	(42%)	0	(0%)	5	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	12		3		15	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	21	(24%)	6	(24%)	27	(24%)
LAC Process	19	(22%)	1	(4%)	20	(18%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	34	(39%)	15	(60%)	49	(44%)
LAC Timeliness	13	(15%)	3	(12%)	16	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	87		25		112	
<i>Complaints about service providers</i>						
Provider Finance	12	(11%)	3	(13%)	15	(11%)
Provider Fraud and Compliance	10	(9%)	4	(17%)	14	(10%)
Provider Service	61	(54%)	12	(50%)	73	(54%)
Provider Staff	29	(26%)	5	(21%)	34	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	112		24		136	
<i>Complaints about the Agency</i>						
NDIA Access	72	(4%)	14	(3%)	86	(4%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	170	(10%)	34	(8%)	204	(10%)
NDIA Fraud and Compliance	8	(0%)	2	(0%)	10	(0%)
NDIA Plan	485	(28%)	174	(42%)	659	(31%)
NDIA Process	283	(16%)	44	(11%)	327	(15%)
NDIA Resources	12	(1%)	4	(1%)	16	(1%)
NDIA Staff	111	(6%)	40	(10%)	151	(7%)
NDIA Timeliness	591	(34%)	100	(24%)	691	(32%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,735		412		2,147	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	194	(28%)	41	(26%)	235	(28%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Allegations against a provider	210	(31%)	32	(20%)	242	(29%)
Participant threat	132	(19%)	23	(15%)	155	(18%)
Provider reporting	148	(22%)	61	(39%)	209	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	686		157		843	
<i>Unclassified</i>	1		1		2	
Participants total	2,633		622		3,255	

Figure J.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – South Australia ⁴⁴¹

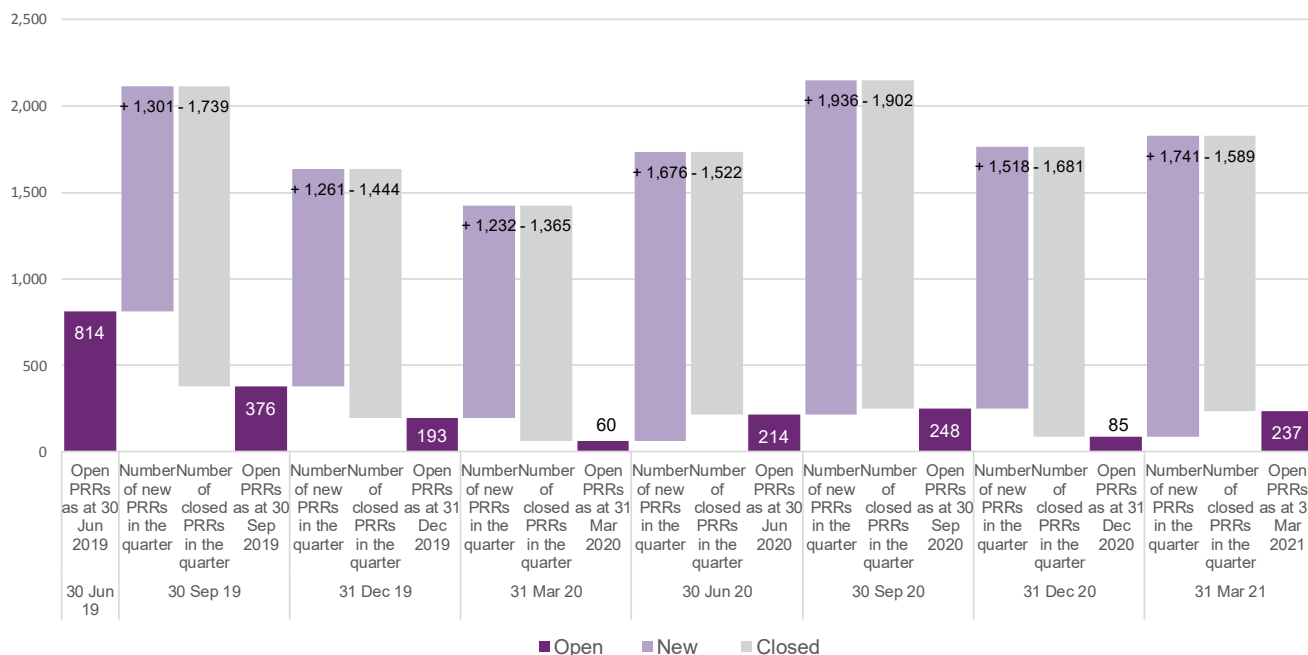
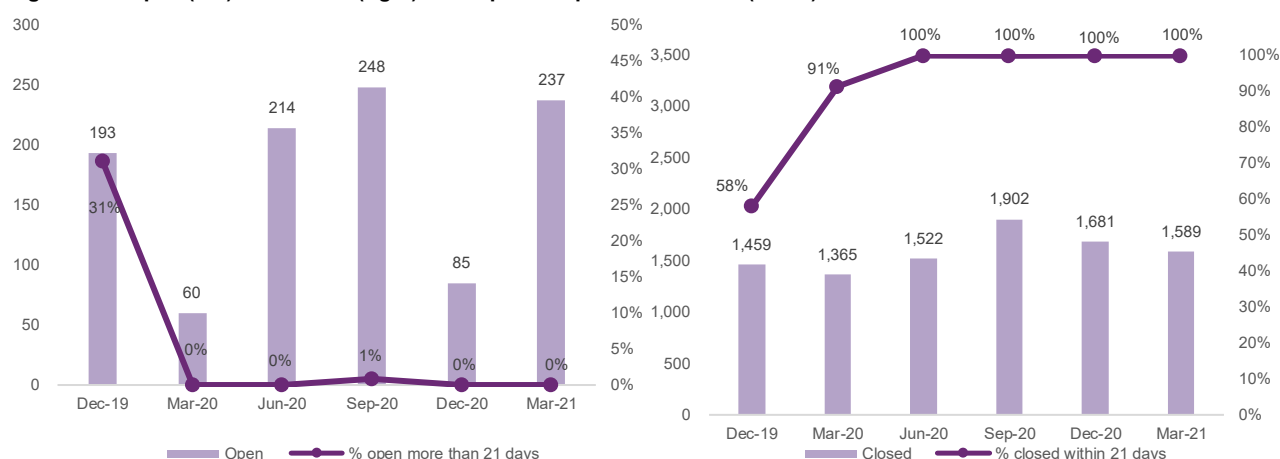


Table J.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia ⁴⁴²

	As at 31 March 2021
Open PRRs	237
Number of PRRs open less than 21 days	237
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,741
Number of PRRs closed in the quarter	1,589
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure J.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – South Australia ⁴⁴³



⁴⁴¹ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

⁴⁴² 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.

⁴⁴³ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure J.14 RoRDs received and closed by quarter and open at the end of each quarter – South Australia

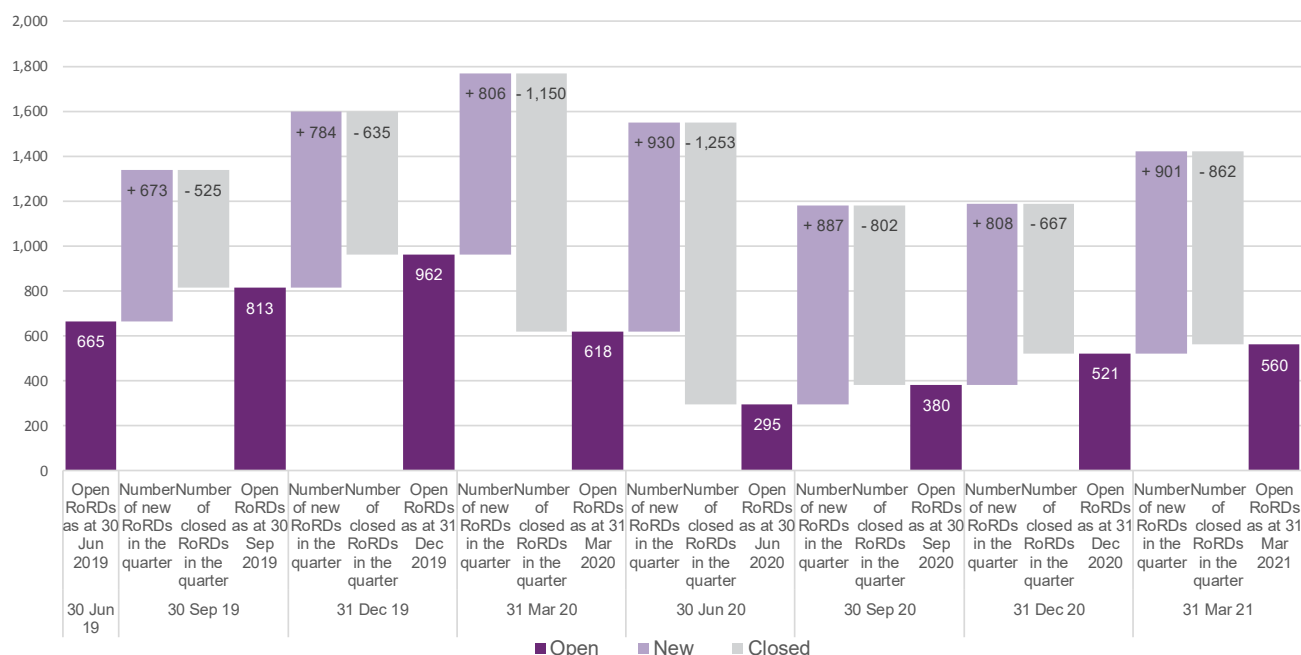
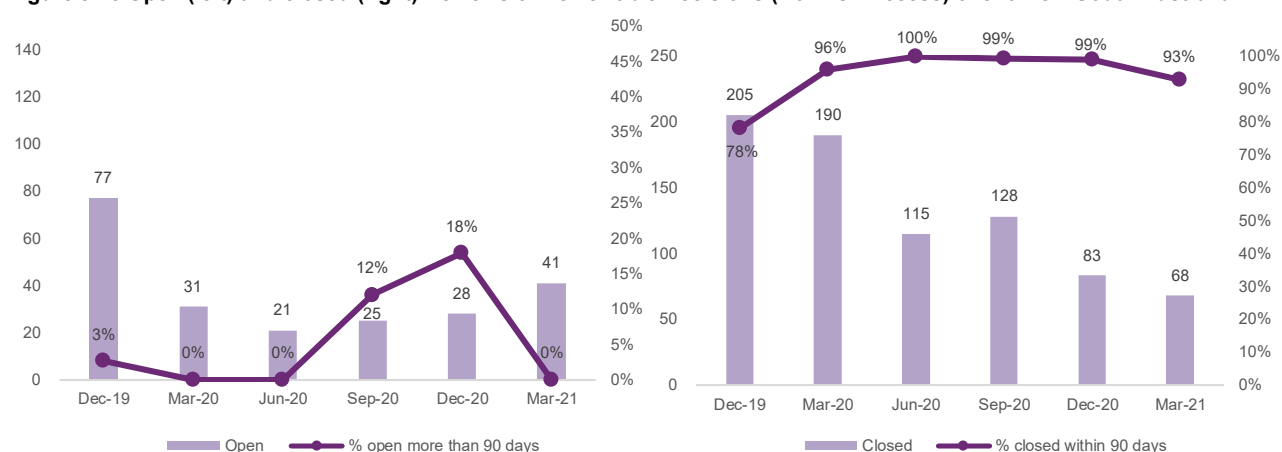


Table J.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia ^{444 445}

	Access	Planning
Open RoRDs	41	519
Number of RoRDs open less than 90 days	41	496
Number of RoRDs open more than 90 days	0	23
New RoRDs in the quarter	81	820
Number of RoRDs closed in the quarter	68	794
Proportion closed within 90 days	93%	91%
Average days RoRDs took to close in the quarter	43	63

Figure J.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – South Australia ⁴⁴⁶



⁴⁴⁴ 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.

⁴⁴⁵ 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.

⁴⁴⁶ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure J.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – South Australia ⁴⁴⁷

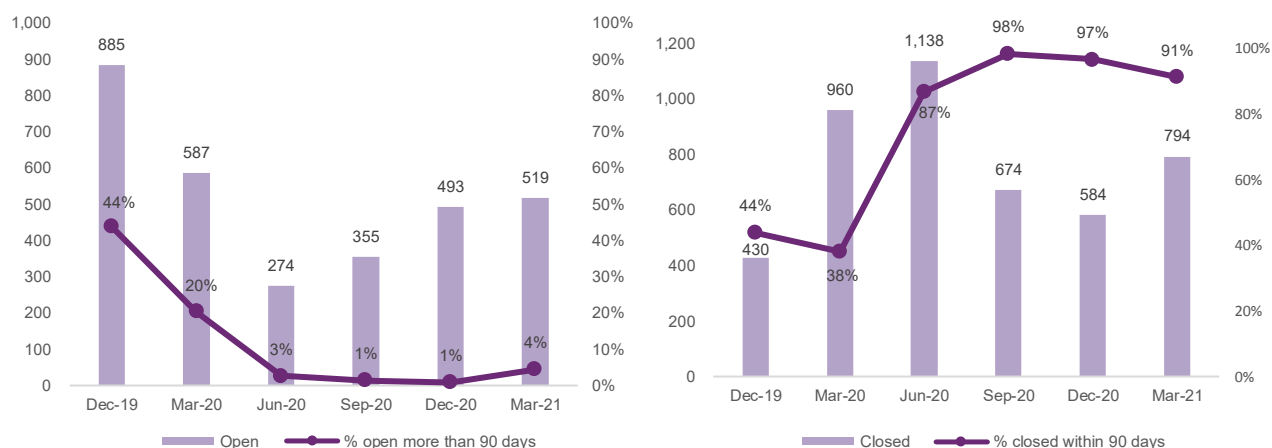


Table J.55 AAT Cases by category – South Australia ⁴⁴⁸

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	147	27%	<11		156	26%
Plan	331	61%	37	74%	368	62%
Plan Review	39	7%	<11		39	7%
Other	26	5%	<11		30	5%
Total	543	100%	50	100%	593	100%
% of all access decisions	0.38%		0.40%		0.38%	

Figure J.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

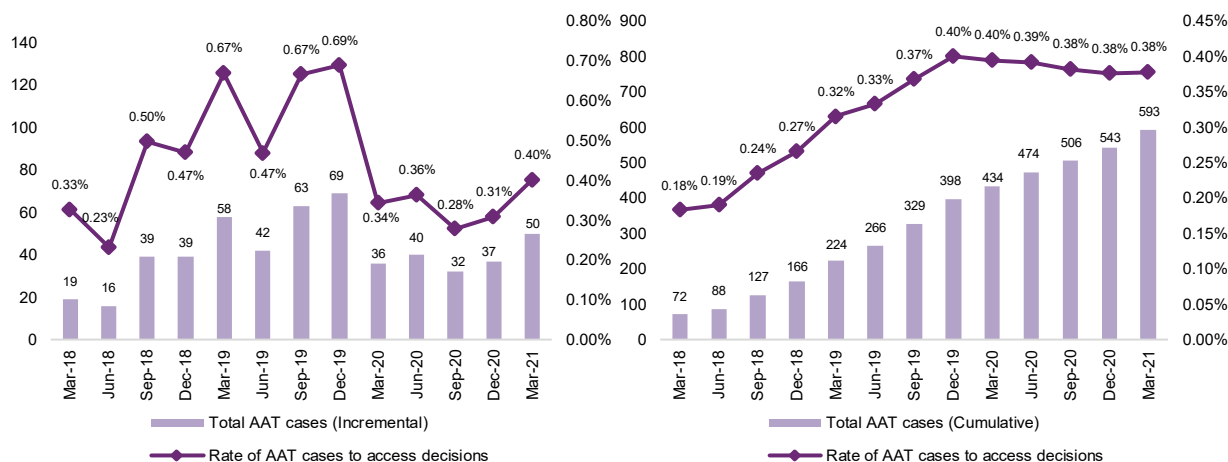


Table J.56 AAT cases by open/closed and decision – South Australia

	N
AAT Cases	593
Open AAT Cases	107
Closed AAT Cases	486
Resolved before hearing	482
Gone to hearing and received a substantive decision	<11

⁴⁴⁷ Ibid.

⁴⁴⁸ % 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.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – South Australia ^{449 450}

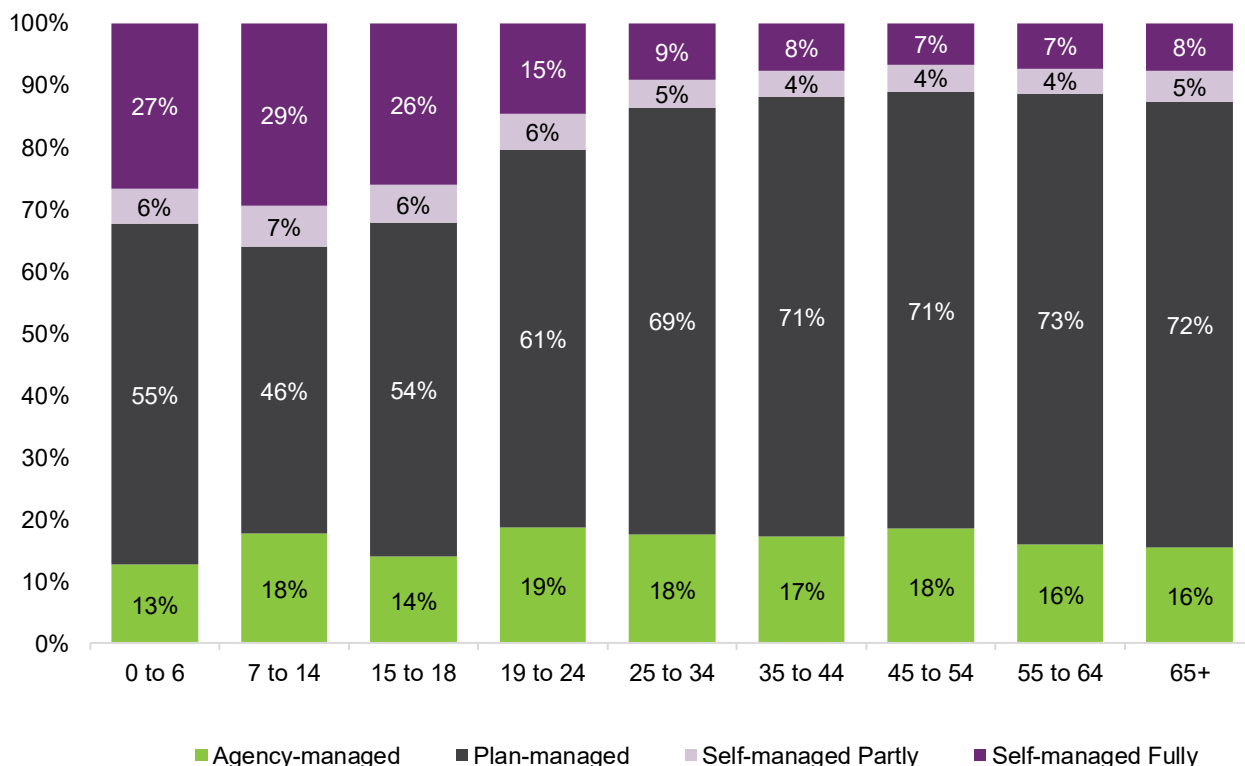
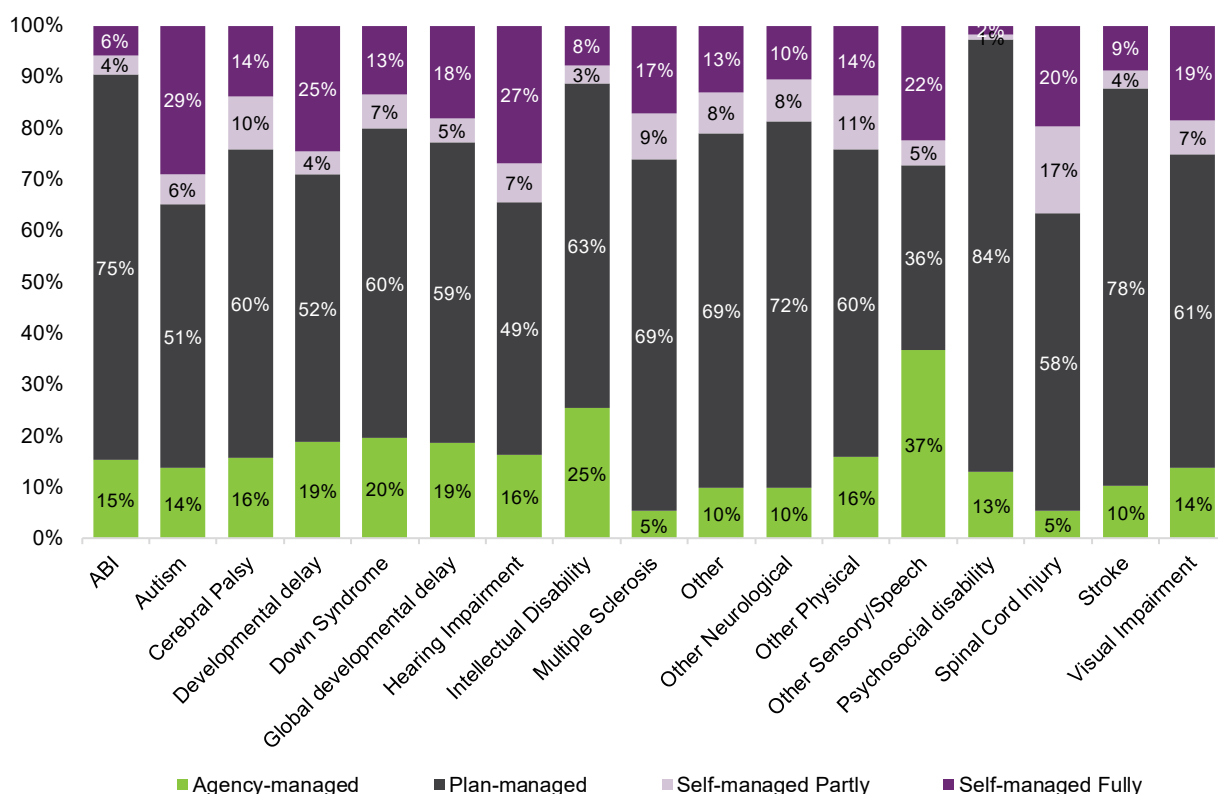


Figure J.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – South Australia ^{451 452}



⁴⁴⁹ For the total number of active participants in each age group, see Table J.14.

⁴⁵⁰ Participants can use more than one method to manage their funding. These results are based on 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.

⁴⁵¹ For the total number of active participants in each primary disability group, see Table J.12.

⁴⁵² Participants can use more than one method to manage their funding. These results are based on 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.

Table J.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁴⁵³

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	19%	19%	19%
Self-managed partly	6%	5%	6%
Plan-managed	57%	65%	59%
Agency-managed	18%	11%	17%
Total	100%	100%	100%

Figure J.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁴⁵⁴

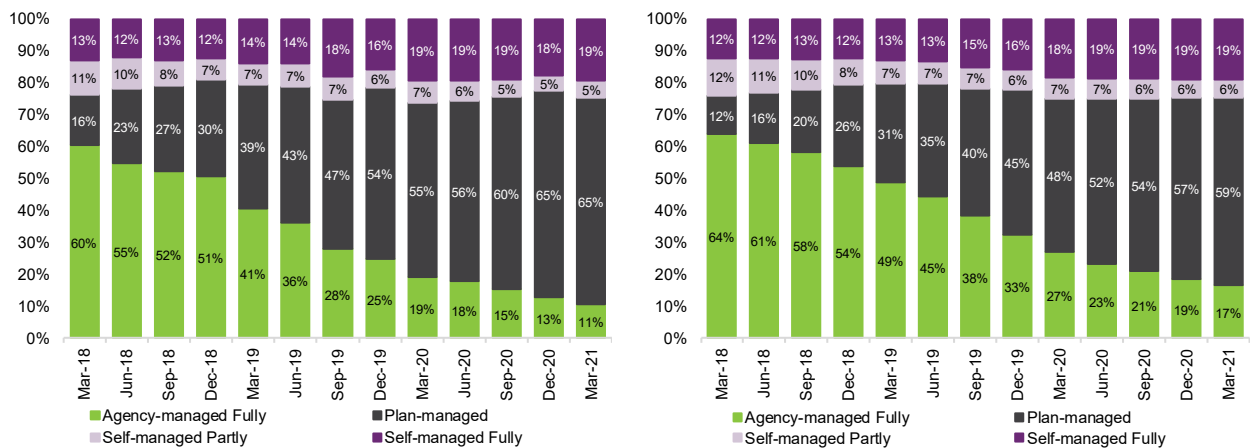
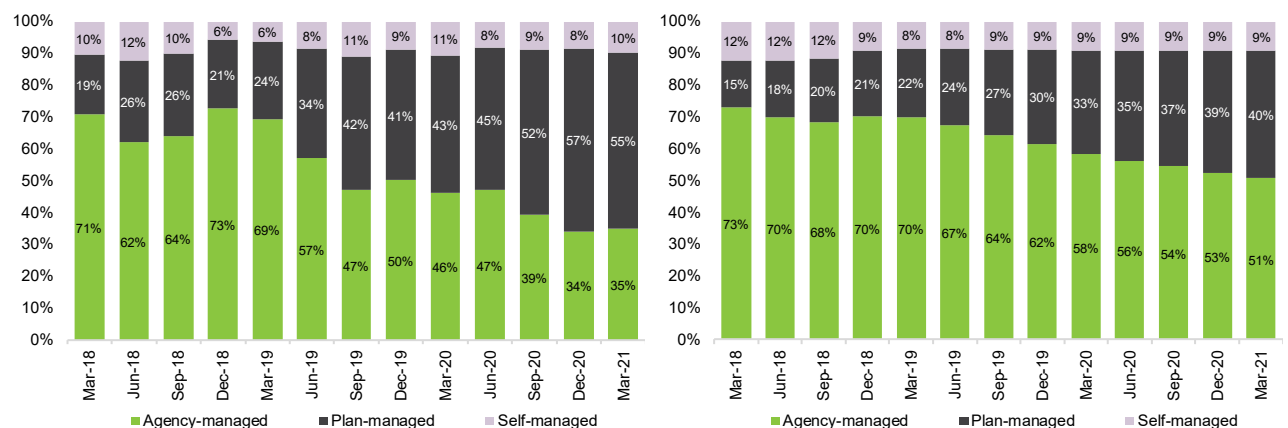


Table J.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q3	Total
Self-managed	9%	10%	9%
Plan-managed	39%	55%	40%
Agency-managed	53%	35%	51%
Total	100%	100%	100%

Figure J.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia



⁴⁵³ Ibid.

⁴⁵⁴ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table J.59 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q3	Total
Support coordination	41%	42%	41%

Table J.60 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁴⁵⁵

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	19,617	68%	967	59%	20,584	68%
30 to 59 days	3,148	11%	260	16%	3,408	11%
60 to 89 days	1,610	6%	101	6%	1,711	6%
Activated within 90 days	24,375	85%	1,328	81%	25,703	85%
90 to 119 days	893	3%	48	3%	941	3%
120 days and over	2,640	9%	92	6%	2,732	9%
Activated after 90 days	3,533	12%	140	9%	3,673	12%
No payments	785	3%	165	10%	950	3%
Total plans approved	28,693	100%	1,633	100%	30,326	100%

Table J.61 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,656	1,771	94%
Not Aboriginal and Torres Strait Islander	25,945	26,797	97%
Not Stated	3,895	4,042	96%
Total	31,496	32,610	97%
by Culturally and Linguistically Diverse status			
CALD	2,313	2,387	97%
Not CALD	29,126	30,165	97%
Not Stated	57	58	98%
Total	31,496	32,610	97%
by Remoteness			
Major Cities	23,777	24,597	97%
Regional	6,950	7,206	96%
Remote	768	806	95%
Missing	<11	<11	
Total	31,496	32,610	97%
by Primary Disability type			
Autism	12,412	12,858	97%
Intellectual Disability (including Down Syndrome)	7,004	7,211	97%
Psychosocial Disability	1,707	1,746	98%
Developmental Delay (including Global Developmental Delay)	1,720	1,816	95%
Other	8,653	8,979	96%
Total	31,496	32,610	97%

⁴⁵⁵ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.62 Distribution of plans by utilisation – South Australia ^{456 457}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	26%
> 75%	37%
Total	100%

Table J.63 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁴⁵⁸

	Prior Quarters	2020-21 Q3	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	48%	52%	49%
Lifelong Learning	19%	22%	20%
Other	13%	13%	13%
Non-categorised	32%	29%	31%
Any mainstream service	94%	94%	94%

Part Four: Providers and the growing market

Table J.64 Key markets indicators by quarter – South Australia ^{459 460}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.08	1.04
b) Number of providers delivering new types of supports	164	167
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	85%	84%
<i>Therapeutic Supports (%)</i>	96%	88%
<i>Participation in community, social and civic activities (%)</i>	91%	86%
<i>Early Intervention supports for early childhood (%)</i>	89%	90%
<i>Daily Personal Activities (%)</i>	92%	84%

Table J.65 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – South Australia ⁴⁶¹

Activity	Number of providers
Active for the first time in 2020-21 Q3	42
Active in 2020-21 Q3 and also in previous quarters	814
Active in 2020-21 Q3	856
Inactive in 2020-21 Q3	1,313
Active ever	2,169

⁴⁵⁶ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁵⁷ Plans less than 31 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.

⁴⁵⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁵⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁶⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁶¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table J.66 Cumulative number of providers that have been ever active by registration group – South Australia ⁴⁶²

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	46	3	49	7%
Assistance Animals	33	2	35	6%
Assistance with daily life tasks in a group or shared living arrangement	201	11	212	5%
Assistance with travel/transport arrangements	217	6	223	3%
Daily Personal Activities	377	17	394	5%
Group and Centre Based Activities	273	6	279	2%
High Intensity Daily Personal Activities	250	14	264	6%
Household tasks	344	13	357	4%
Interpreting and translation	54	4	58	7%
Participation in community, social and civic activities	438	18	456	4%
Assistive Technology				
Assistive equipment for recreation	71	2	73	3%
Assistive products for household tasks	56	7	63	13%
Assistance products for personal care and safety	461	24	485	5%
Communication and information equipment	152	10	162	7%
Customised Prosthetics	161	8	169	5%
Hearing Equipment	79	4	83	5%
Hearing Services	16	5	21	31%
Personal Mobility Equipment	229	14	243	6%
Specialised Hearing Services	27	2	29	7%
Vision Equipment	62	5	67	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	437	14	451	3%
Behaviour Support	191	13	204	7%
Community nursing care for high needs	109	2	111	2%
Development of daily living and life skills	248	10	258	4%
Early Intervention supports for early childhood	570	12	582	2%
Exercise Physiology and Physical Wellbeing activities	119	7	126	6%
Innovative Community Participation	54	3	57	6%
Specialised Driving Training	40	1	41	3%
Therapeutic Supports	1,047	22	1,069	2%
Capital services				
Home modification design and construction	76	5	81	7%
Specialist Disability Accommodation	23	2	25	9%
Vehicle Modifications	51	3	54	6%
Choice and control support services				
Management of funding for supports in participants plan	204	11	215	5%
Support Coordination	175	10	185	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	82	6	88	7%
Specialised Supported Employment	77	5	82	6%
Total approved active providers	2,127	42	2,169	2%

⁴⁶² Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table J.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	10	39	49	20%	80%	100%
Assistance Animals	6	29	35	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	32	180	212	15%	85%	100%
Assistance with travel/transport arrangements	36	187	223	16%	84%	100%
Daily Personal Activities	54	340	394	14%	86%	100%
Group and Centre Based Activities	37	242	279	13%	87%	100%
High Intensity Daily Personal Activities	43	221	264	16%	84%	100%
Household tasks	84	273	357	24%	76%	100%
Interpreting and translation	12	46	58	21%	79%	100%
Participation in community, social and civic activities	59	397	456	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	5	68	73	7%	93%	100%
Assistive products for household tasks	8	55	63	13%	87%	100%
Assistance products for personal care and safety	72	413	485	15%	85%	100%
Communication and information equipment	36	126	162	22%	78%	100%
Customised Prosthetics	28	141	169	17%	83%	100%
Hearing Equipment	15	68	83	18%	82%	100%
Hearing Services	2	19	21	10%	90%	100%
Personal Mobility Equipment	44	199	243	18%	82%	100%
Specialised Hearing Services	6	23	29	21%	79%	100%
Vision Equipment	12	55	67	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	71	380	451	16%	84%	100%
Behaviour Support	60	144	204	29%	71%	100%
Community nursing care for high needs	17	94	111	15%	85%	100%
Development of daily living and life skills	43	215	258	17%	83%	100%
Early Intervention supports for early childhood	261	321	582	45%	55%	100%
Exercise Physiology and Physical Wellbeing activities	32	94	126	25%	75%	100%
Innovative Community Participation	15	42	57	26%	74%	100%
Specialised Driving Training	5	36	41	12%	88%	100%
Therapeutic Supports	417	652	1,069	39%	61%	100%
Capital services						
Home modification design and construction	11	70	81	14%	86%	100%
Specialist Disability Accommodation	1	24	25	4%	96%	100%
Vehicle Modifications	6	48	54	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	44	171	215	20%	80%	100%
Support Coordination	44	141	185	24%	76%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	11	77	88	13%	88%	100%
Specialised Supported Employment	14	68	82	17%	83%	100%
Total	635	1,534	2,169	29%	71%	100%

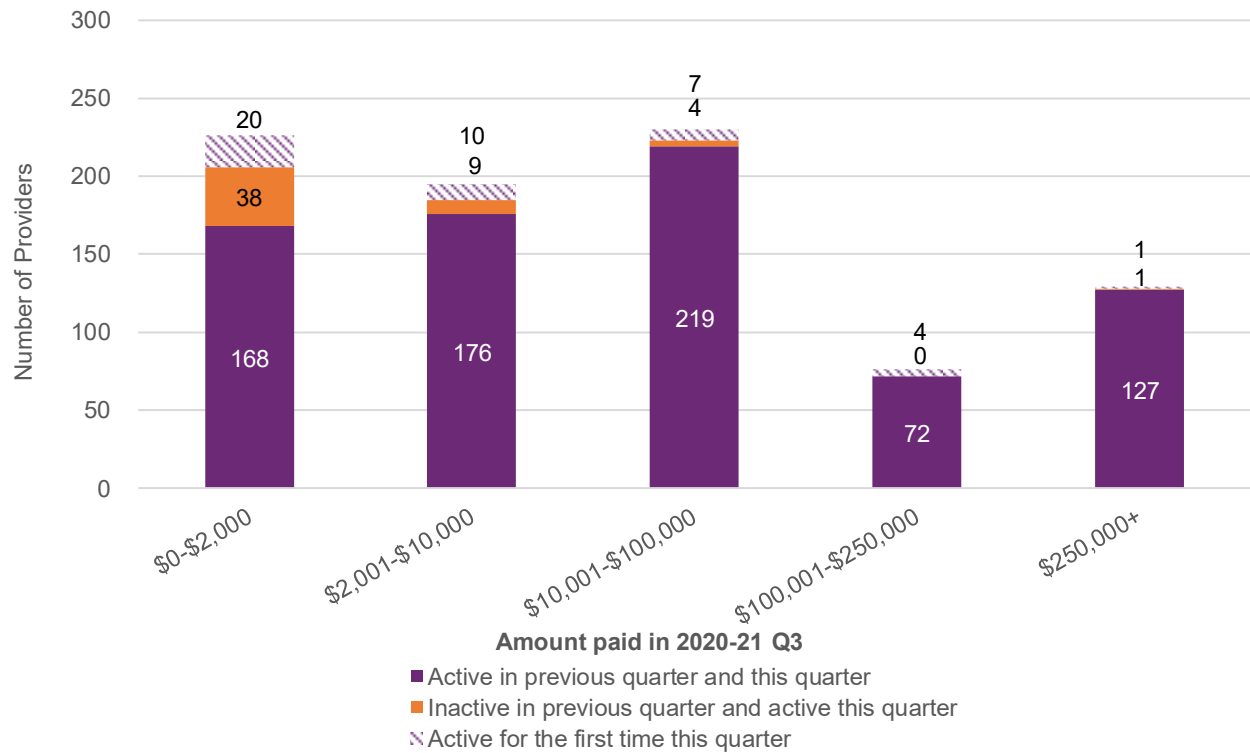
Table J.68 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – South Australia

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	8	3	11	27%
Assistance Animals	19	2	21	10%
Assistance with daily life tasks in a group or shared living arrangement	123	11	134	8%
Assistance with travel/transport arrangements	82	6	88	7%
Daily Personal Activities	204	17	221	8%
Group and Centre Based Activities	126	6	132	5%
High Intensity Daily Personal Activities	124	14	138	10%
Household tasks	169	13	182	7%
Interpreting and translation	32	4	36	11%
Participation in community, social and civic activities	220	18	238	8%
Assistive Technology				
Assistive equipment for recreation	9	2	11	18%
Assistive products for household tasks	12	7	19	37%
Assistance products for personal care and safety	195	24	219	11%
Communication and information equipment	68	10	78	13%
Customised Prosthetics	62	8	70	11%
Hearing Equipment	31	4	35	11%
Hearing Services	3	5	8	63%
Personal Mobility Equipment	99	14	113	12%
Specialised Hearing Services	7	2	9	22%
Vision Equipment	25	5	30	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	216	14	230	6%
Behaviour Support	79	13	92	14%
Community nursing care for high needs	65	2	67	3%
Development of daily living and life skills	87	10	97	10%
Early Intervention supports for early childhood	146	12	158	8%
Exercise Physiology and Physical Wellbeing activities	77	7	84	8%
Innovative Community Participation	18	3	21	14%
Specialised Driving Training	21	1	22	5%
Therapeutic Supports	385	22	407	5%
Capital services				
Home modification design and construction	28	5	33	15%
Specialist Disability Accommodation	16	2	18	11%
Vehicle Modifications	15	3	18	17%
Choice and control support services				
Management of funding for supports in participants plan	143	11	154	7%
Support Coordination	105	10	115	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	48	6	54	11%
Specialised Supported Employment	57	5	62	8%
Total	814	42	856	5%

Table J.69 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	1	10	11	9%	91%	100%
Assistance Animals	3	18	21	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	116	134	13%	87%	100%
Assistance with travel/transport arrangements	10	78	88	11%	89%	100%
Daily Personal Activities	28	193	221	13%	87%	100%
Group and Centre Based Activities	17	115	132	13%	87%	100%
High Intensity Daily Personal Activities	22	116	138	16%	84%	100%
Household tasks	43	139	182	24%	76%	100%
Interpreting and translation	7	29	36	19%	81%	100%
Participation in community, social and civic activities	34	204	238	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	1	10	11	9%	91%	100%
Assistive products for household tasks	3	16	19	16%	84%	100%
Assistance products for personal care and safety	36	183	219	16%	84%	100%
Communication and information equipment	17	61	78	22%	78%	100%
Customised Prosthetics	11	59	70	16%	84%	100%
Hearing Equipment	6	29	35	17%	83%	100%
Hearing Services	0	8	8	0%	100%	100%
Personal Mobility Equipment	20	93	113	18%	82%	100%
Specialised Hearing Services	1	8	9	11%	89%	100%
Vision Equipment	4	26	30	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	36	194	230	16%	84%	100%
Behaviour Support	15	77	92	16%	84%	100%
Community nursing care for high needs	11	56	67	16%	84%	100%
Development of daily living and life skills	13	84	97	13%	87%	100%
Early Intervention supports for early childhood	37	121	158	23%	77%	100%
Exercise Physiology and Physical Wellbeing activities	19	65	84	23%	77%	100%
Innovative Community Participation	2	19	21	10%	90%	100%
Specialised Driving Training	2	20	22	9%	91%	100%
Therapeutic Supports	123	284	407	30%	70%	100%
Capital services						
Home modification design and construction	5	28	33	15%	85%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	2	16	18	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	35	119	154	23%	77%	100%
Support Coordination	18	97	115	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	7	47	54	13%	87%	100%
Specialised Supported Employment	12	50	62	19%	81%	100%
Total	194	662	856	23%	77%	100%

Figure J.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – South Australia ⁴⁶³



Part Five: Financial sustainability

Table J.70 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	10.5	48.4	102.3	186.6	368.5	1,159.2	2,169.1	2,052.5

⁴⁶³ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure J.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia

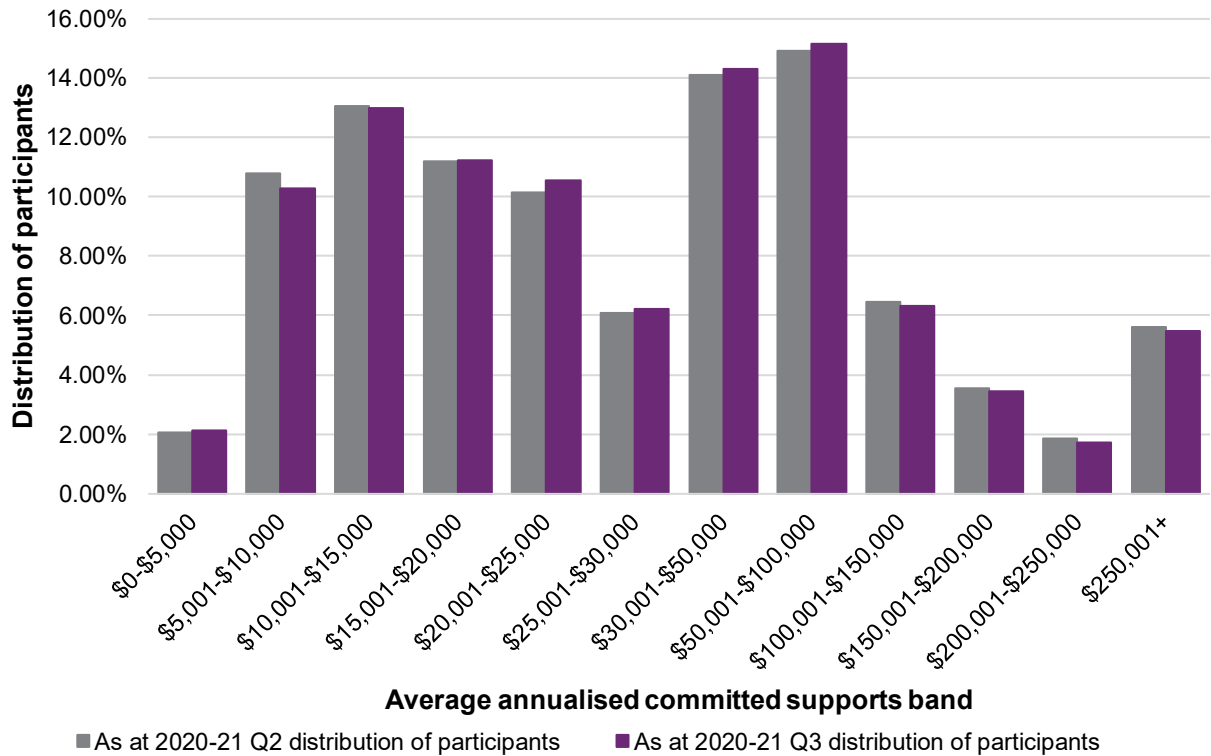


Figure J.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia

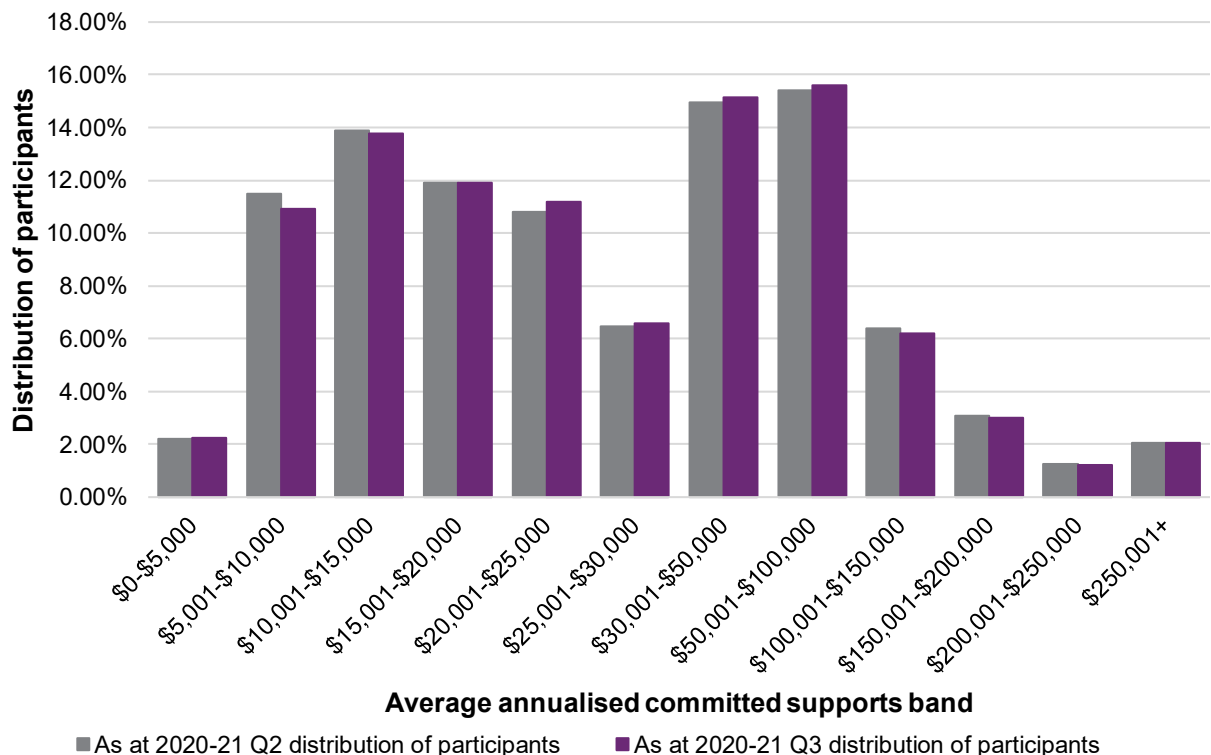


Figure J.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia

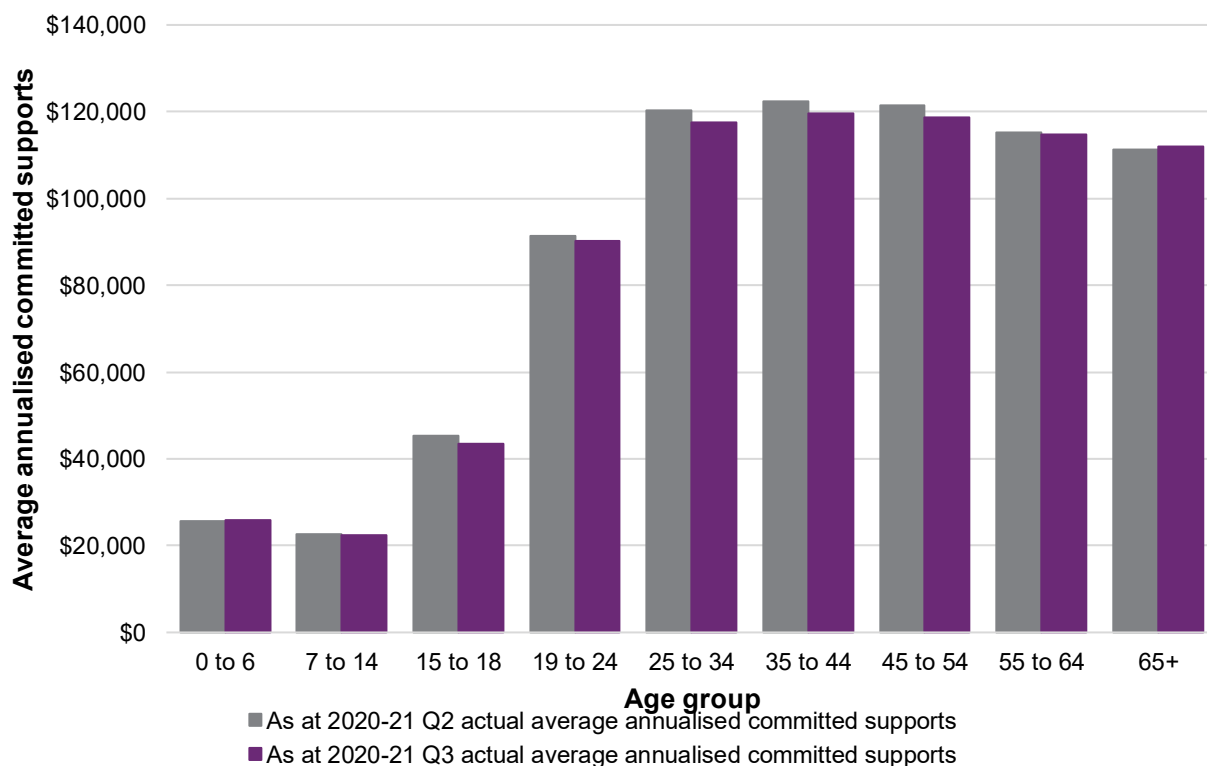


Figure J.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia

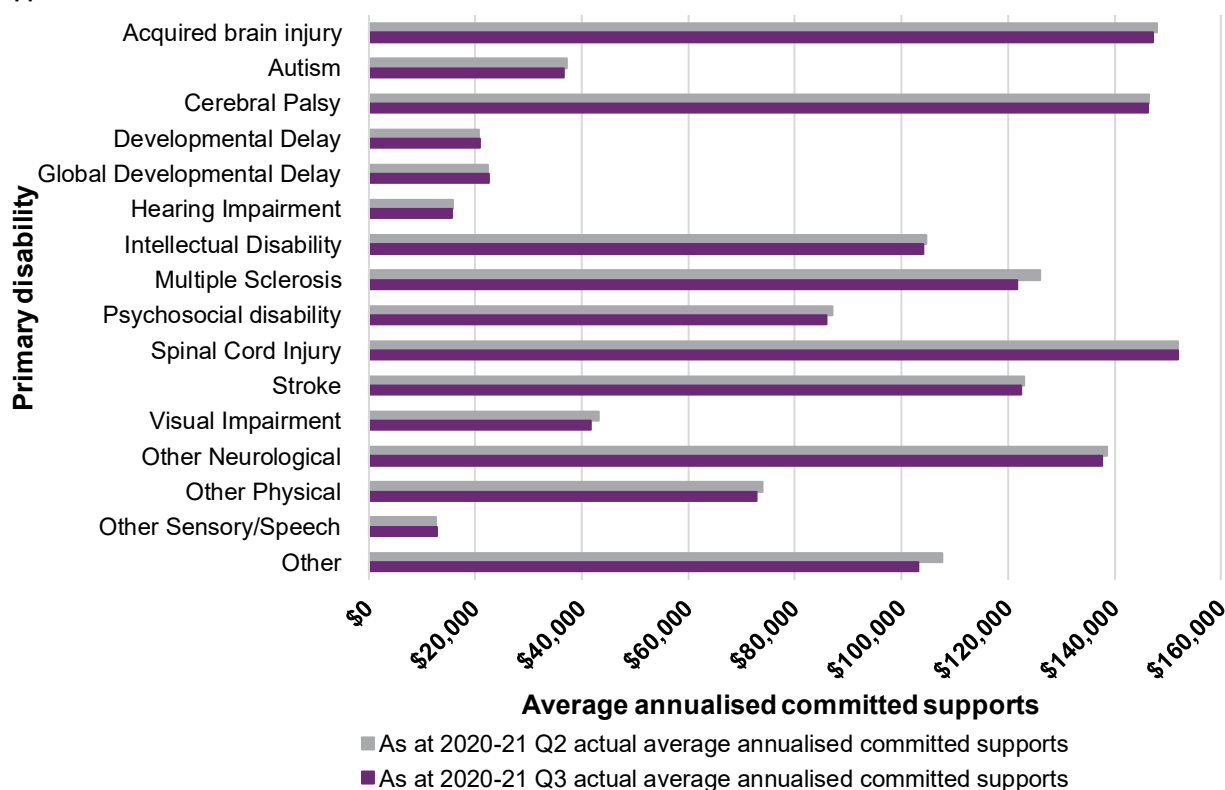


Figure J.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia ⁴⁶⁴

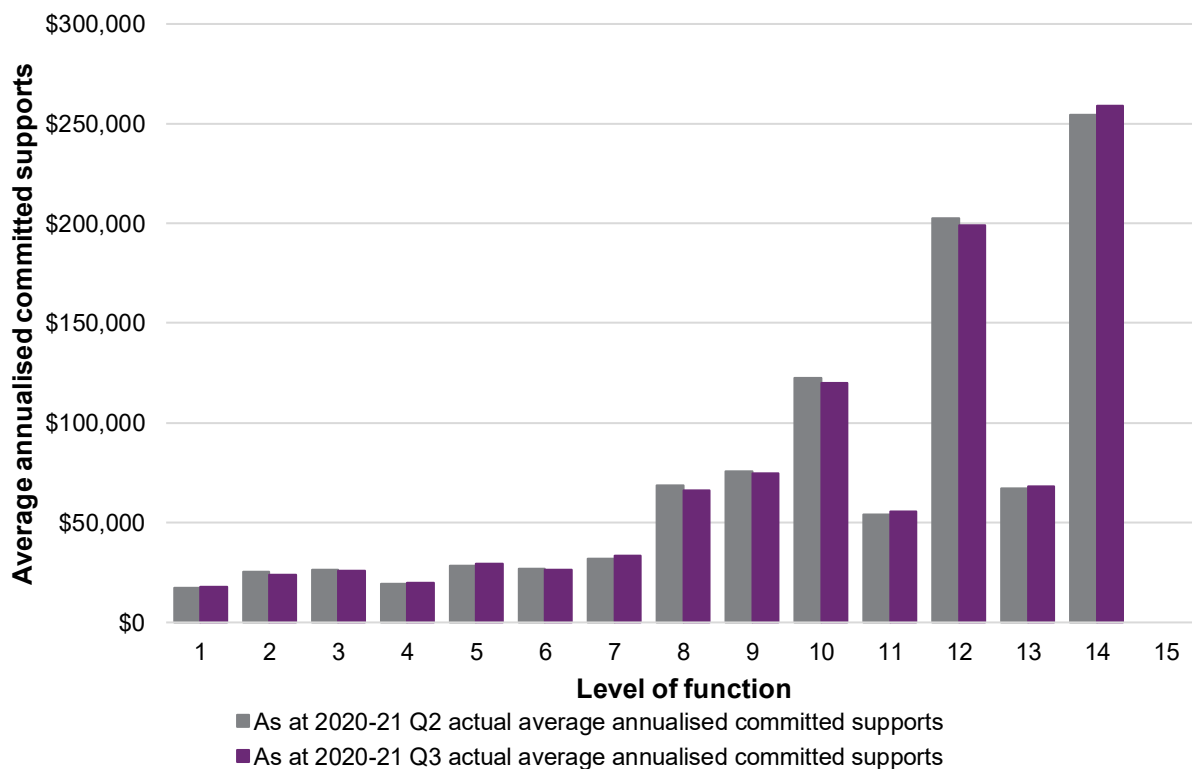
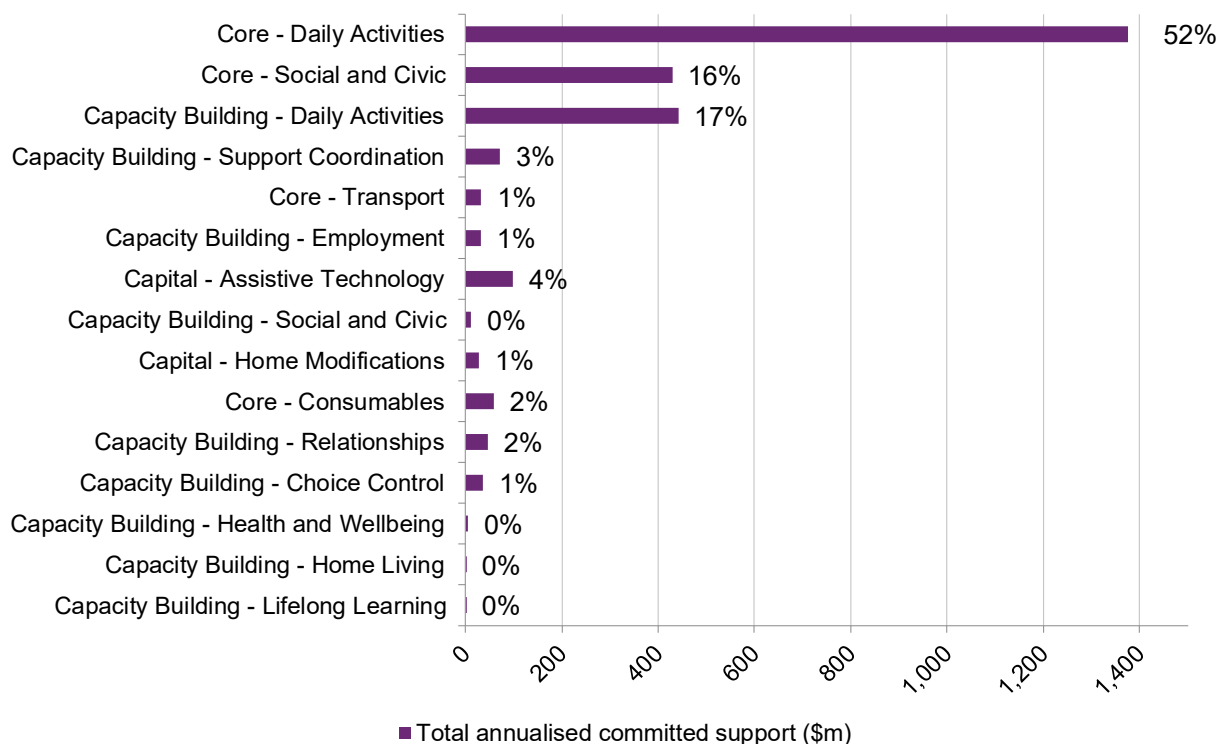


Figure J.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia



⁴⁶⁴ 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.

Table J.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	10.5	48.4	102.3	186.6	368.5	1,159.2	2,169.1	2,052.5
Total Paid	5.7	29.7	63.0	104.5	219.6	789.2	1,475.9	1,324.7
% utilised to date	54%	61%	62%	56%	60%	68%	68%	65%

Figure J.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – South Australia

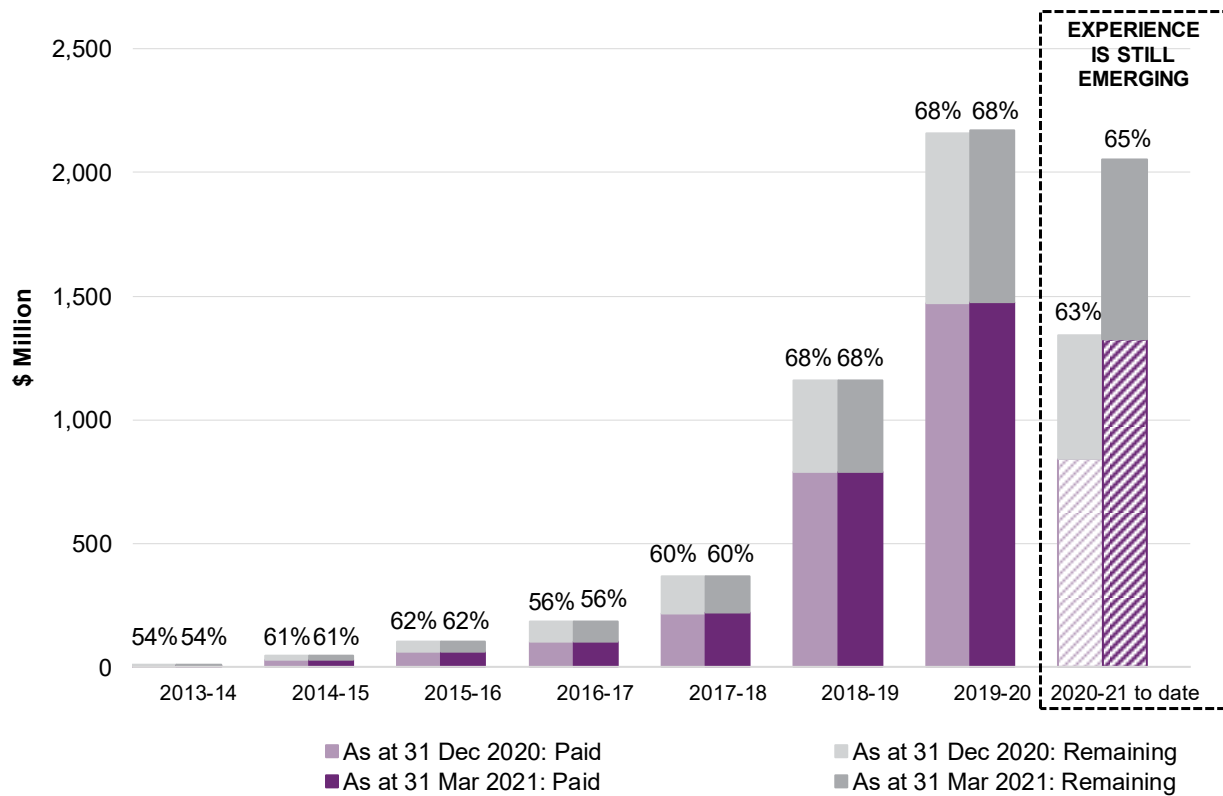


Figure J.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – South Australia ⁴⁶⁵

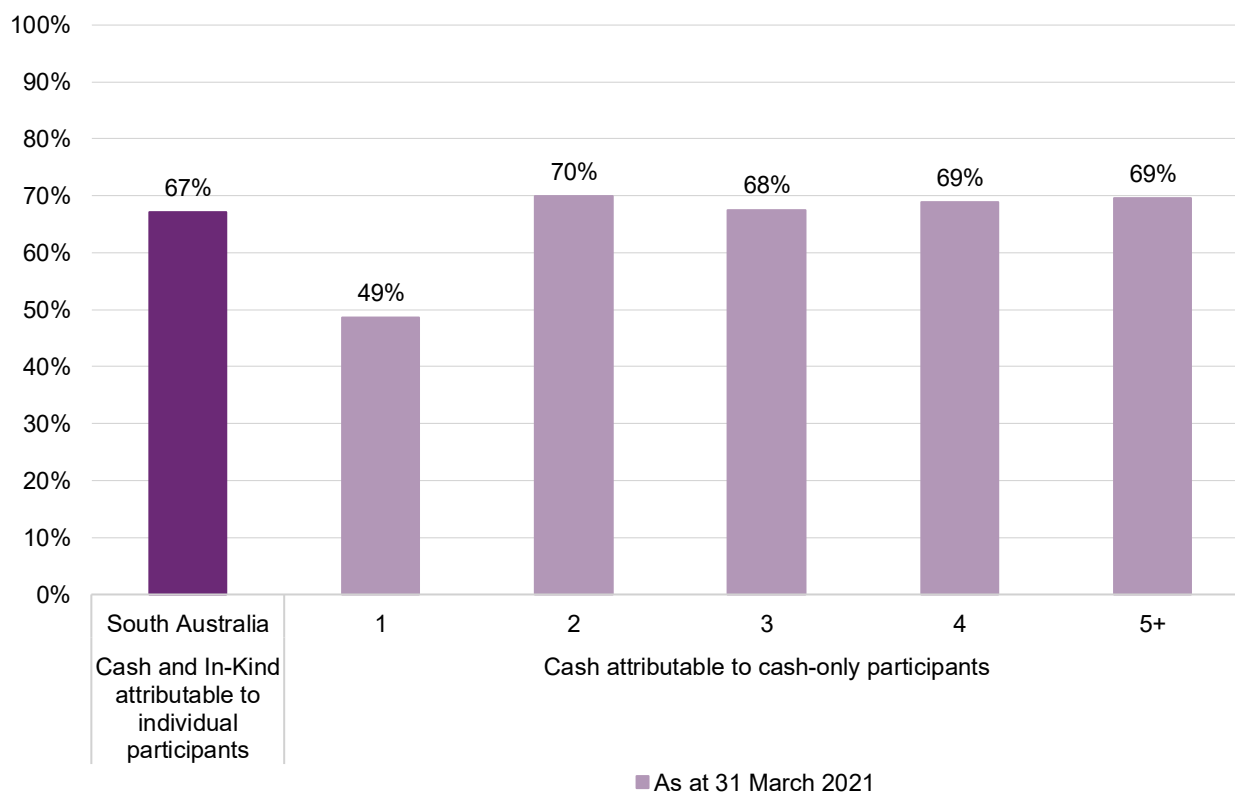
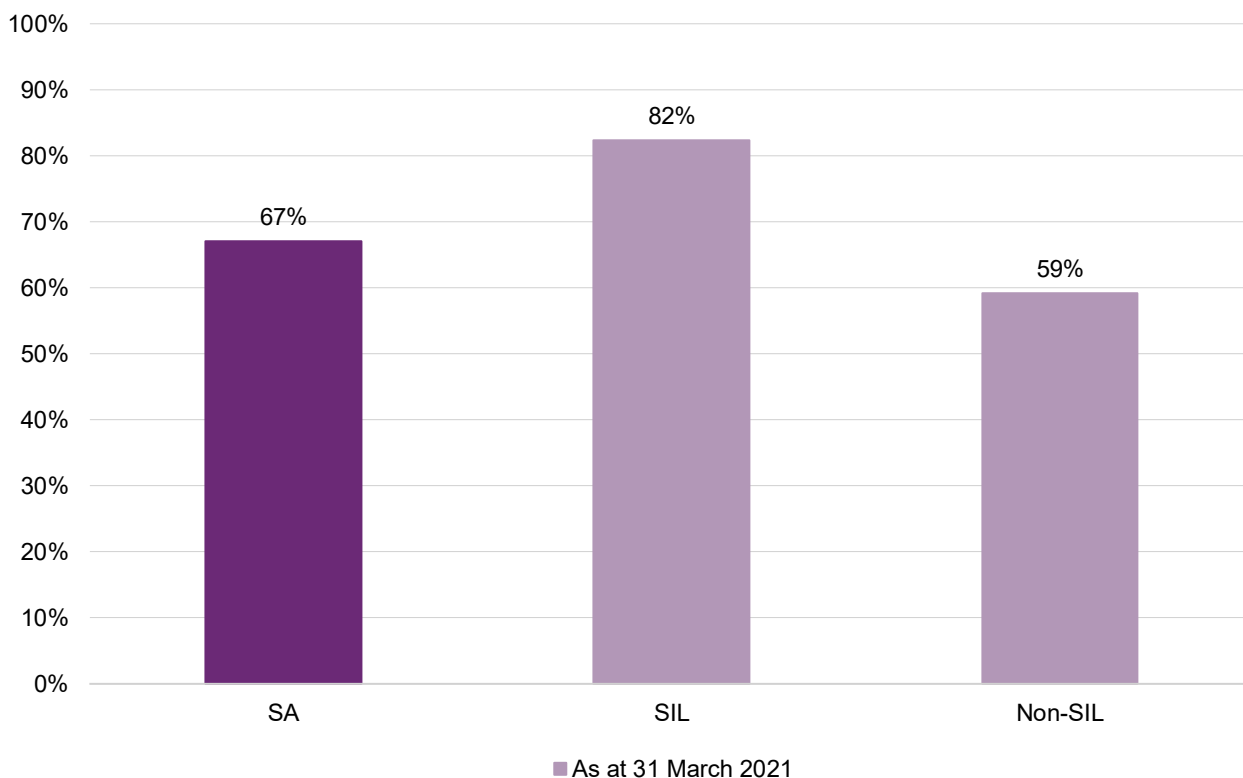


Figure J.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – South Australia ⁴⁶⁶



⁴⁶⁵ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

⁴⁶⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure J.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – South Australia ⁴⁶⁷

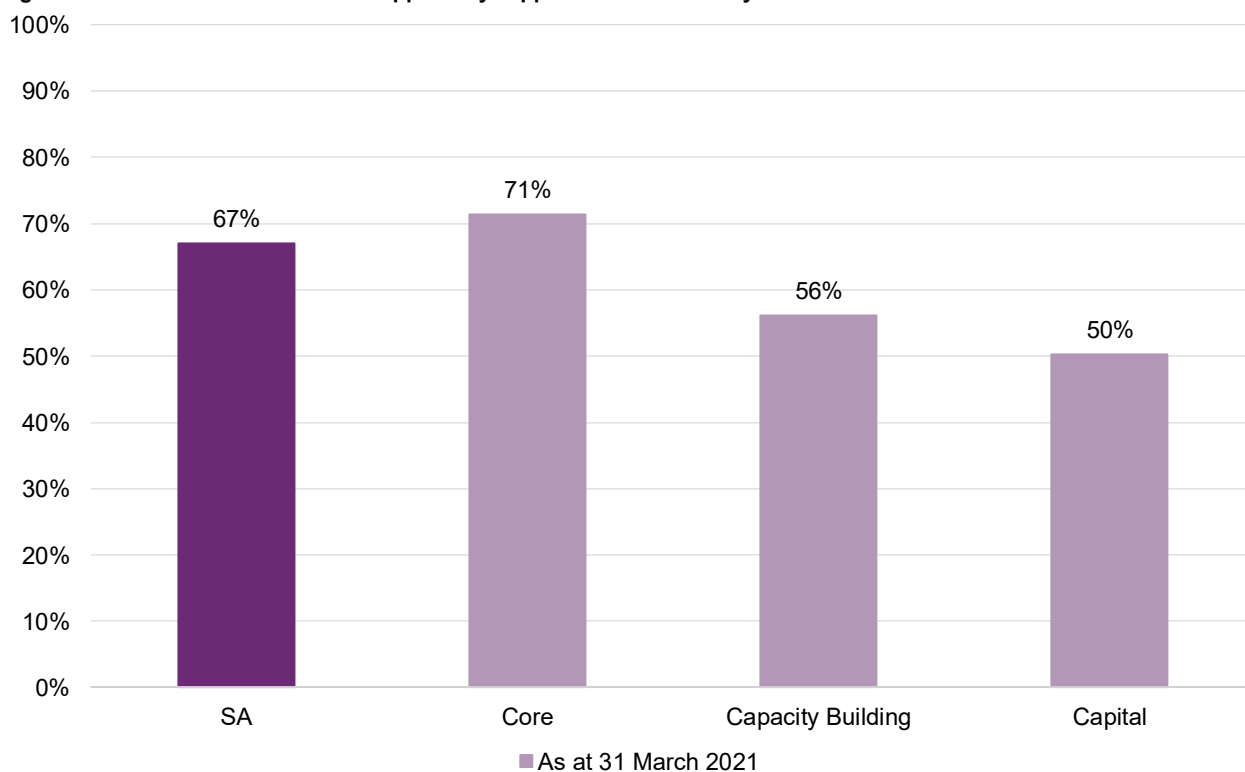
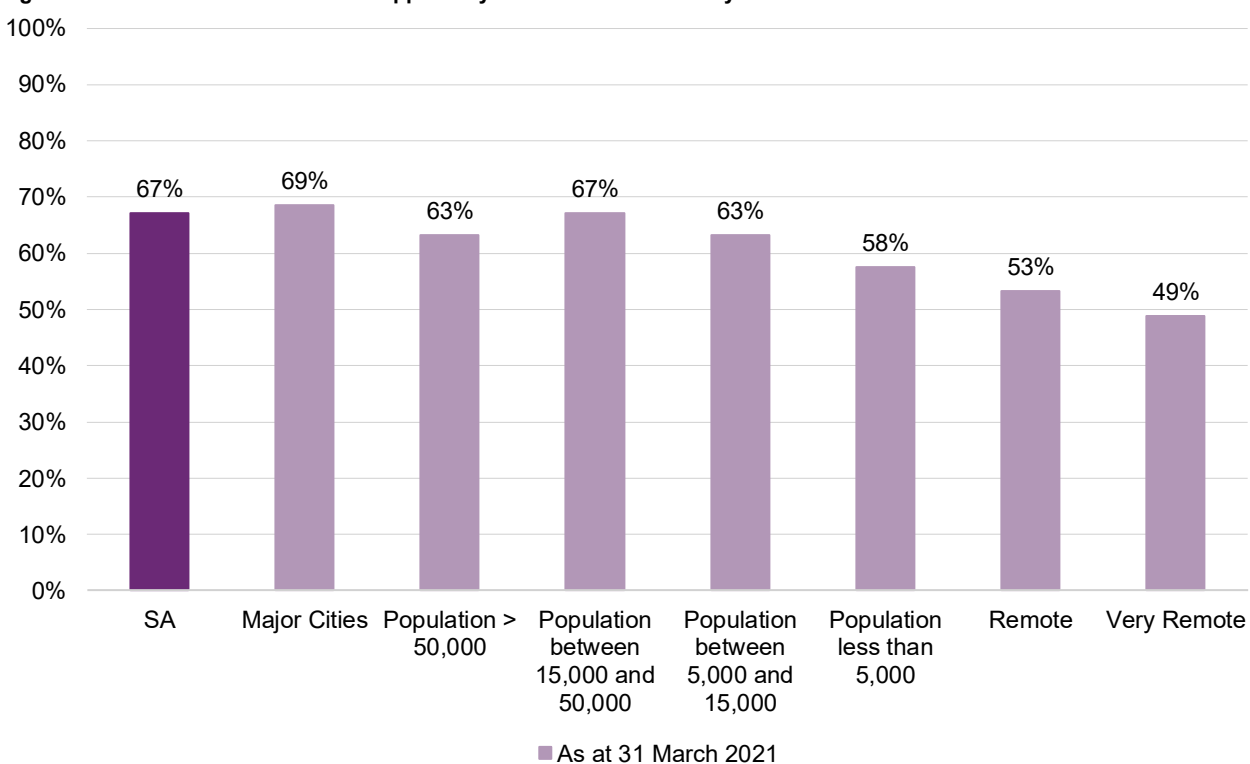


Figure J.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – South Australia ⁴⁶⁸



⁴⁶⁷ Ibid.

⁴⁶⁸ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁴⁶⁹

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	9,837	433	10,270	208	10,478

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania ⁴⁷⁰

	Prior Quarters	2020-21 Q3	Total
Access decisions	12,039	615	12,654
Active Eligible	10,048	444	10,492
New	5,689	416	6,105
State	2,959	<11	2,967
Commonwealth	1,400	20	1,420
Active Participant Plans (excl ECEI)	9,837	433	10,270
New	5,514	397	5,911
State	2,943	<11	2,951
Commonwealth	1,380	28	1,408
Active Participant Plans	10,078	641	10,478
Early Intervention (s25)	2,143	197	2,340
Permanent Disability (s24)	7,694	236	7,930
ECEI	241	208	208

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Tasmania

Exits	Total
Total participant exits	274
Early Intervention participants	25
Permanent disability participants	249

⁴⁶⁹ 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.

⁴⁷⁰ 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 ^{471 472}

	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	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
End of 2019-20 Q4	2,941	1,315	4,602	252	9,110
End of 2020-21 Q1	2,947	1,352	5,059	244	9,602
End of 2020-21 Q2	2,946	1,383	5,539	241	10,109
End of 2020-21 Q3	2,951	1,408	5,911	208	10,478

Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania ^{473 474 475 476}

	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	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
End of 2019-20 Q4	1,743	7,115	252	9,110
End of 2020-21 Q1	1,961	7,397	244	9,602
End of 2020-21 Q2	2,155	7,713	241	10,109
End of 2020-21 Q3	2,340	7,930	208	10,478

Table K.6 Assessment of access by age group – Tasmania ⁴⁷⁷

Age Group	Prior Quarters		2020-21 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	2,122	96%	138	95%	2,260	96%
7 to 14	2,225	89%	71	70%	2,296	88%
15 to 18	1,312	90%	31	86%	1,343	90%
19 to 24	740	85%	24	86%	764	85%
25 to 34	634	80%	16	50%	650	78%
35 to 44	814	83%	42	67%	856	82%
45 to 54	1,187	83%	49	61%	1,236	82%
55 to 64	1,375	80%	71	57%	1,446	79%
65+	53	65%	<11		55	64%
Missing	<11		<11		<11	
Total	10,462	87%	444	72%	10,906	86%

⁴⁷¹ This table shows the total numbers of active participants at the end of each period.

⁴⁷² 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.

⁴⁷³ This table shows the total numbers of active participants at the end of each period.

⁴⁷⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁷⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴⁷⁶ 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.

⁴⁷⁷ 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 support needs than people who approach the Scheme who have not previously received supports.

Table K.7 Assessment of access by disability – Tasmania ⁴⁷⁸

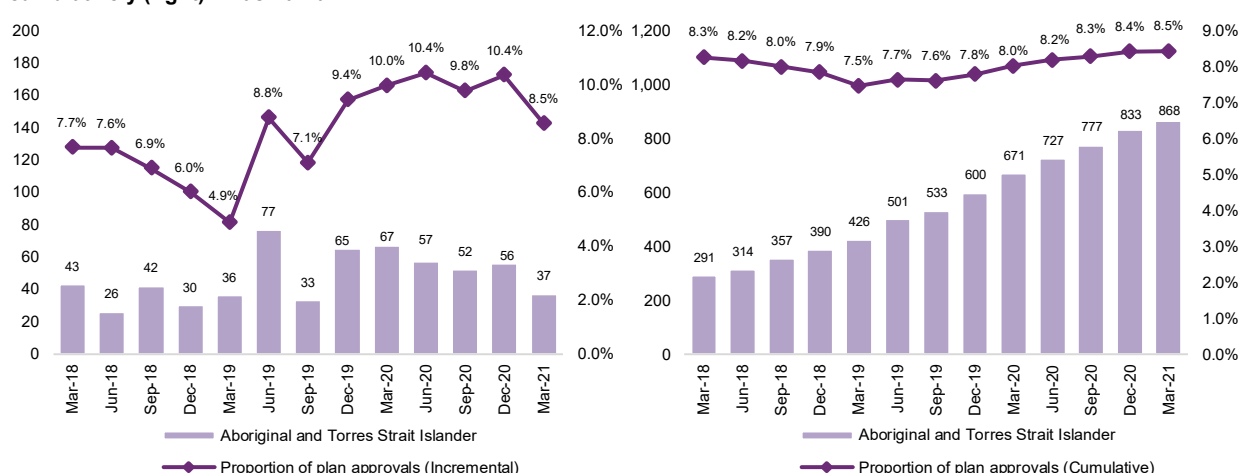
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	426	94%	13	72%	439	94%
Autism	3,143	94%	107	94%	3,250	94%
Cerebral Palsy	423	96%	<11		428	96%
Developmental Delay	629	94%	94	98%	723	95%
Global Developmental Delay	198	99%	11	100%	209	99%
Hearing Impairment	397	88%	13	81%	410	88%
Intellectual Disability	2,707	94%	62	89%	2,769	94%
Multiple Sclerosis	275	87%	<11		283	87%
Psychosocial disability	803	66%	60	55%	863	65%
Spinal Cord Injury	101	94%	<11		104	95%
Stroke	128	83%	<11		134	82%
Visual Impairment	183	91%	<11		191	90%
Other Neurological	462	81%	20	67%	482	81%
Other Physical	387	54%	11	22%	398	52%
Other Sensory/Speech	38	40%	<11		39	39%
Other	86	53%	22	39%	108	50%
Missing	76	93%	<11		76	93%
Total	10,462	87%	444	72%	10,906	86%

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		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	831	8.4%	37	8.5%	868	8.5%
Not Aboriginal and Torres Strait Islander	7,163	72.8%	335	77.4%	7,498	73.0%
Not Stated	1,843	18.7%	61	14.1%	1,904	18.5%
Total	9,837	100%	433	100%	10,270	100%

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁷⁹



⁴⁷⁸ Ibid.

⁴⁷⁹ 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. Quarterly results are reported based on a rolling 3 year period.

Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	298	3.0%	13	3.0%	311	3.0%
Not culturally and linguistically diverse	9,528	96.9%	420	97.0%	9,948	96.9%
Not stated	11	0.1%	<11		11	0.1%
Total	9,837	100%	433	100%	10,270	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{480 481}

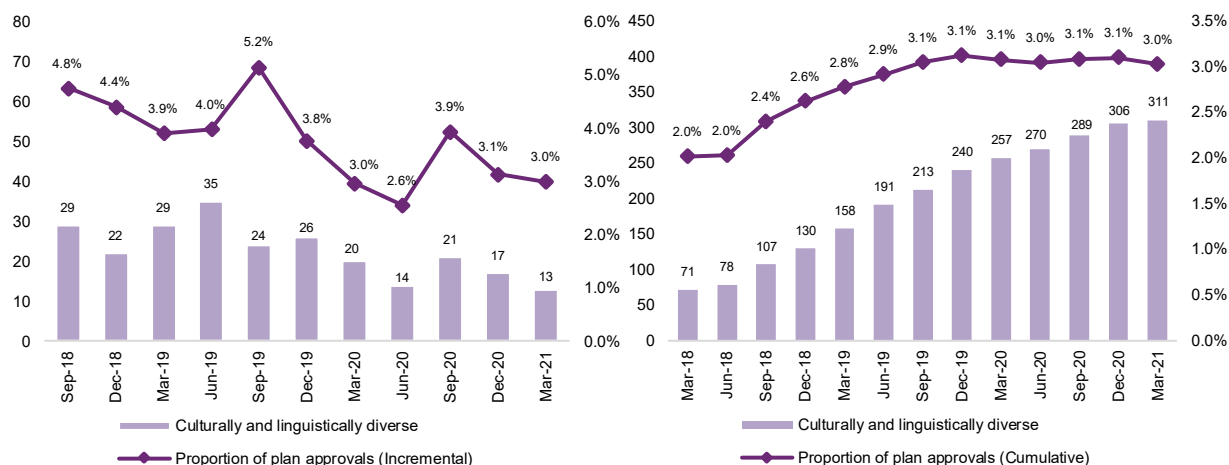
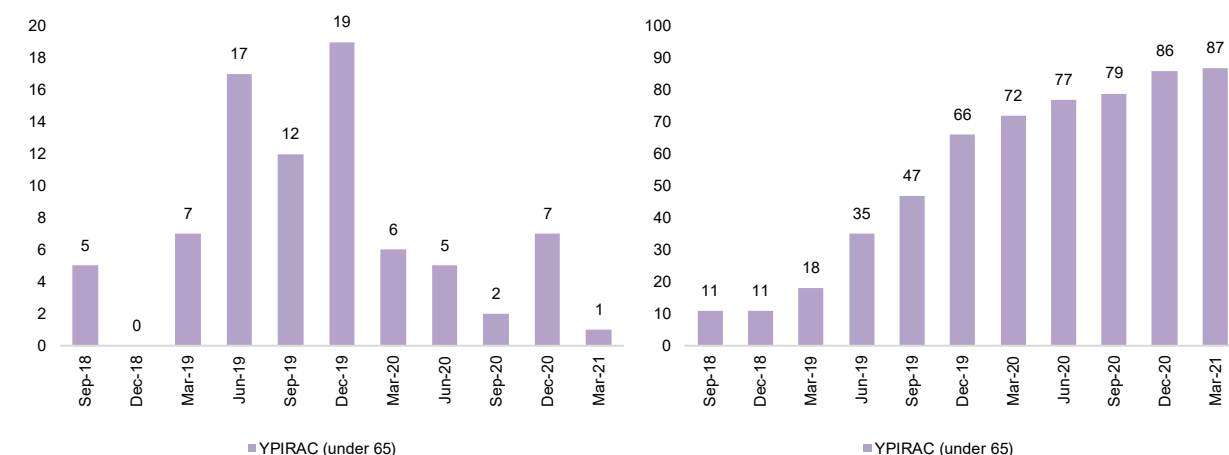


Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Tasmania ⁴⁸²

	Total
Age group	N
Under 45	<11
45 to 54	21
55 to 64	62
Total YPIRAC (under 65)	87

Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁸³



⁴⁸⁰ Ibid.

⁴⁸¹ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

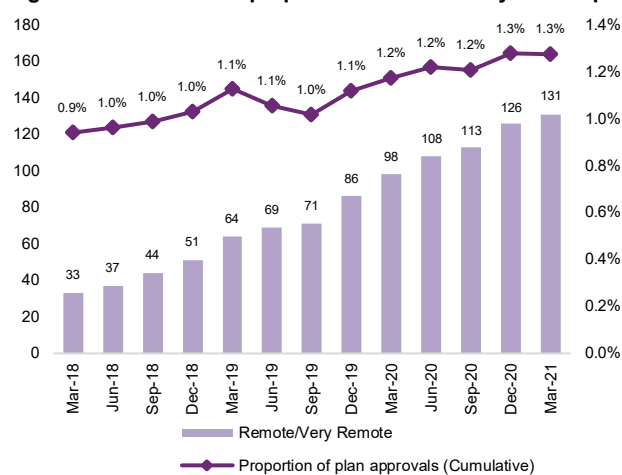
⁴⁸² There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

⁴⁸³ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

Table K.11 Participant profile per quarter by remoteness – Tasmania ^{484 485}

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	6,381	64.9%	291	67.2%	6,672	65.0%
Population between 15,000 and 50,000	1,909	19.4%	67	15.5%	1,976	19.2%
Population between 5,000 and 15,000	50	0.5%	<11		53	0.5%
Population less than 5,000	1,373	14.0%	65	15.0%	1,438	14.0%
Remote	102	1.0%	<11		108	1.1%
Very Remote	22	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
Total	9,837	100%	433	100%	10,270	100%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{486 487 488}



⁴⁸⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁸⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁴⁸⁶ Ibid.

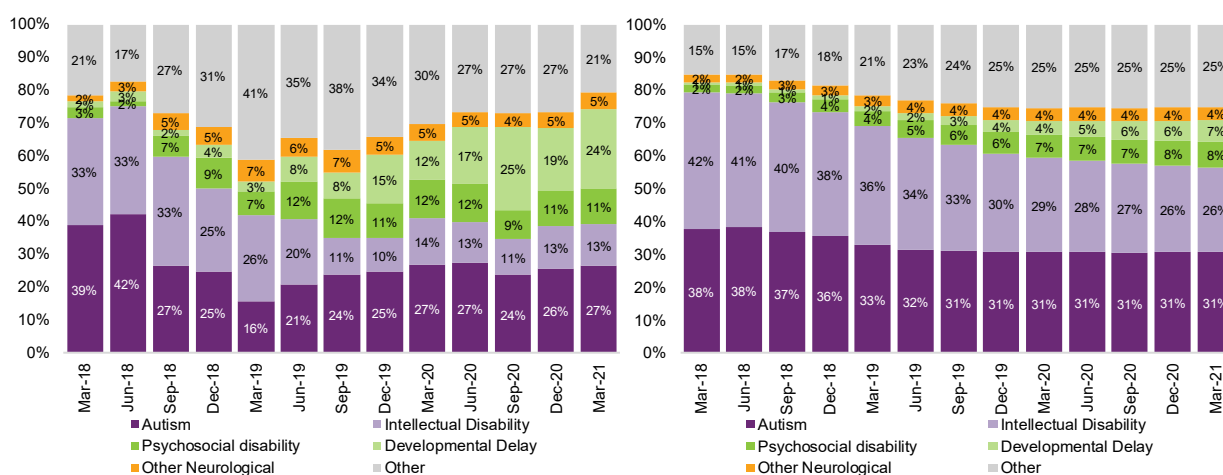
⁴⁸⁷ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁴⁸⁸ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.12 Participant profile per quarter by primary disability group – Tasmania ^{489 490 491}

Disability	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Autism	3,060	31%	115	27%	3,175	31%
Intellectual Disability	2,572	26%	55	13%	2,627	26%
Psychosocial disability	763	8%	47	11%	810	8%
Developmental Delay	582	6%	104	24%	686	7%
Hearing Impairment	389	4%	11	3%	400	4%
Other Neurological	390	4%	23	5%	413	4%
Other Physical	331	3%	12	3%	343	3%
Cerebral Palsy	405	4%	<11		410	4%
ABI	394	4%	15	3%	409	4%
Global Developmental Delay	187	2%	<11		197	2%
Visual Impairment	176	2%	<11		177	2%
Multiple Sclerosis	269	3%	<11		276	3%
Stroke	116	1%	<11		121	1%
Spinal Cord Injury	96	1%	<11		99	1%
Other	71	1%	20	5%	91	1%
Other Sensory/Speech	36	0%	<11		36	0%
Total	9,837	100%	433	100%	10,270	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁹²



⁴⁸⁹ Table order based on national proportions (highest to lowest).

⁴⁹⁰ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁹¹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (292).

⁴⁹² 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. Quarterly results are reported based on a rolling 3 year period.

Table K.13 Participant profile per quarter by level of function – Tasmania ⁴⁹³

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	808	8%	91	21%	899	9%
2 (High Function)	16	0%	<11		18	0%
3 (High Function)	490	5%	31	7%	521	5%
4 (High Function)	544	6%	15	3%	559	5%
5 (High Function)	636	6%	35	8%	671	7%
6 (Moderate Function)	2,004	20%	91	21%	2,095	20%
7 (Moderate Function)	760	8%	18	4%	778	8%
8 (Moderate Function)	616	6%	23	5%	639	6%
9 (Moderate Function)	66	1%	<11		68	1%
10 (Moderate Function)	1,007	10%	47	11%	1,054	10%
11 (Low Function)	372	4%	<11		375	4%
12 (Low Function)	1,641	17%	63	15%	1,704	17%
13 (Low Function)	647	7%	<11		657	6%
14 (Low Function)	215	2%	<11		216	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
Total	9,837	100%	433	100%	10,270	100%

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁹⁴

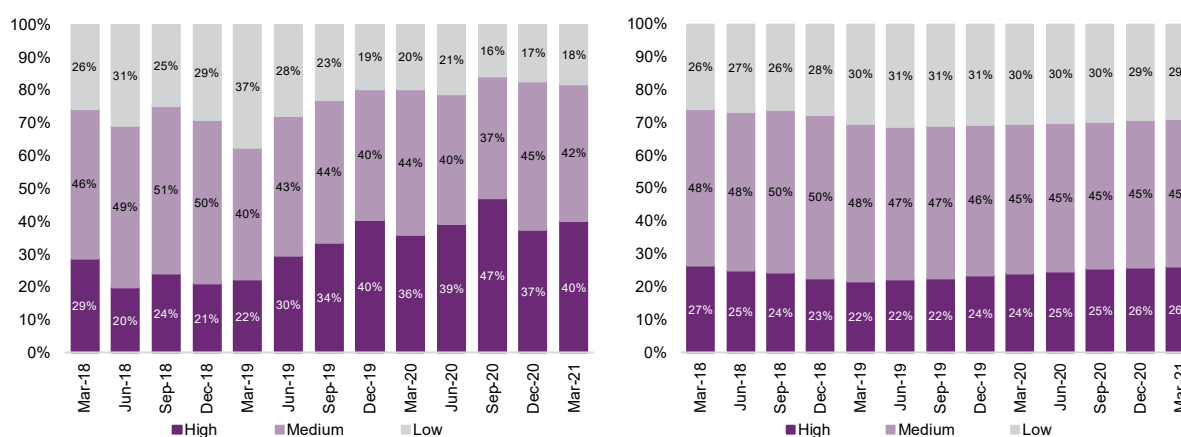


Table K.14 Participant profile per quarter by age group – Tasmania

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,264	13%	145	33%	1,409	14%
7 to 14	2,217	23%	77	18%	2,294	22%
15 to 18	830	8%	32	7%	862	8%
19 to 24	1,130	11%	17	4%	1,147	11%
25 to 34	1,109	11%	14	3%	1,123	11%
35 to 44	759	8%	40	9%	799	8%
45 to 54	1,058	11%	46	11%	1,104	11%
55 to 64	1,223	12%	56	13%	1,279	12%
65+	247	3%	<11		253	2%
Total	9,837	100%	433	100%	10,270	100%

⁴⁹³ The distributions are calculated excluding participants with a missing level of function.

⁴⁹⁴ 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. Quarterly results are reported based on a rolling 3 year period.

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁹⁵

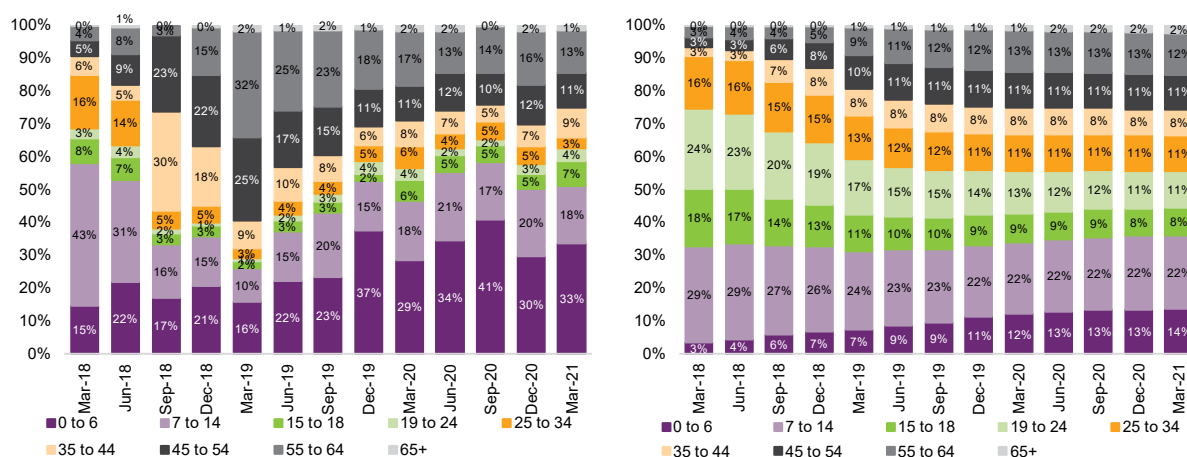


Table K.15 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	5,953	61%	259	60%	6,212	60%
Female	3,655	37%	171	39%	3,826	37%
Other	229	2%	<11		232	2%
Total	9,837	100%	433	100%	10,270	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁹⁶

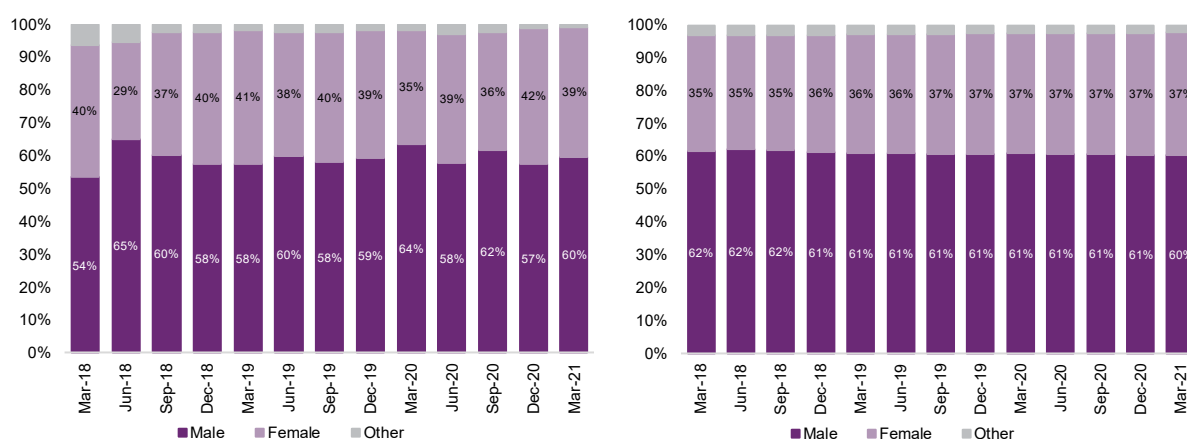


Table K.16 Participation rates by age group – Tasmania ⁴⁹⁷

	TAS
0-6	3.48%
7-14	4.43%
15-18	3.50%
19-24	3.06%
25-34	1.73%
35-44	1.33%
45-54	1.65%
55-64	1.76%
Total (aged 0-64)	2.39%

⁴⁹⁵ Ibid.

⁴⁹⁶ Ibid.

⁴⁹⁷ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table K.17 Number of baseline questionnaires completed by SFOF version – Tasmania ⁴⁹⁸

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	14	113	344	540	413	1,424
Participant school to 14	558	858	550	651	401	3,018
Participant 15 to 24	293	157	107	175	122	854
Participant 25 and over	165	495	1,623	967	555	3,805
Total Participant	1,030	1,623	2,624	2,333	1,491	9,101
Family 0 to 14	513	953	869	1,166	805	4,306
Family 15 to 24	158	134	75	122	90	579
Family 25 and over	6	170	602	308	161	1,247
Total Family	677	1,257	1,546	1,596	1,056	6,132
Total	1,707	2,880	4,170	3,929	2,547	15,233

Table K.18 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	58%			
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		31%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		76%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			46%	59%
CC	% who choose what they do each day			56%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	34%
CC	% who want more choice and control in their life			80%	78%

⁴⁹⁸ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table K.19 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	48%			
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	67%	76%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			32%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			22%	29%

Table K.20 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		86%		
HM	% who are happy with their home			75%	75%
HM	% who feel safe or very safe in their home			82%	75%
HW	% who rate their health as good, very good or excellent			68%	43%
HW	% who did not have any difficulties accessing health services			72%	67%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				67%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			11%	19%
WK	% who volunteer			10%	10%

Table K.21 Selected key baseline indicators for families/carers of participants – Tasmania

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	29%	26%	28%
% receiving Carer Allowance	48%	37%	37%
% working in a paid job	39%	44%	31%
Of those in a paid job, % in permanent employment	76%	72%	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	44%	45%	62%
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%	86%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	29%	18%
% able to advocate for their child/family member	80%	73%	68%
% who have friends and family they see as often as they like	48%	47%	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		40%	
% who feel in control selecting services		38%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	74%	65%	65%

Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=308) - participants who entered between 1 July 2016 and 31 March 2020 – Tasmania⁴⁹⁹

Question	% Yes
DL Has the NDIS improved your child's development?	82%
DL Has the NDIS improved your child's access to specialist services?	86%
CC Has the NDIS helped increase your child's ability to communicate what they want?	71%
REL Has the NDIS improved how your child fits into family life?	66%
S/CP Has the NDIS improved how your child fits into community life?	53%

Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=988) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	30%
REL Has the NDIS improved your child's relationships with family and friends?	46%
S/CP Has the NDIS improved your child's social and recreational life?	37%

⁴⁹⁹ Results in Tables K.22 to K.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=224) and ‘Participant 25 and over’ (n=1,467) - participants who entered between 1 July 2016 and 31 March 2020 – Tasmania

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	50%	77%
DL	Has the NDIS helped you with daily living activities?	53%	79%
REL	Has the NDIS helped you to meet more people?	38%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	16%
S/CP	Has the NDIS helped you be more involved?	43%	65%

Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,420); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=621) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	54%	53%
Has the NDIS improved the level of support for your family?	65%	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?	67%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	35%	32%

Table K.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=48) - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania⁵⁰⁰

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	79%	92%	+14%
DL	Has the NDIS improved your child's access to specialist services?	83%	92%	+9%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	72%	85%	+12%
REL	Has the NDIS improved how your child fits into family life?	65%	81%	+16%
S/CP	Has the NDIS improved how your child fits into community life?	50%	69%	+19%

Table K.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=622) - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	50%	59%	+9%
LL	Has the NDIS improved your child's access to education?	24%	27%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	38%	46%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	43%	+6%

⁵⁰⁰ Results in Tables K.26 to K.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table K.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=192) and ‘Participant 25 and over’ (n=488) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	52%	56%	+4%	75%	80%	+6%
DL	Has the NDIS helped you with daily living activities?	52%	60%	+8%	79%	85%	+6%
REL	Has the NDIS helped you to meet more people?	47%	51%	+4%	58%	61%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	10%	-1%	33%	40%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	35%	+4%	49%	53%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	23%	23%	0%	27%	29%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	19%	17%	-2%
S/CP	Has the NDIS helped you be more involved?	46%	50%	+4%	66%	71%	+5%

Table K.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=590); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=165) - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania

		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?	42%	49%	+7%	53%	61%	+8%
	Has the NDIS improved the level of support for your family?	53%	65%	+12%	62%	73%	+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?	54%	65%	+11%	61%	69%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	58%	67%	+9%			
	Has the NDIS improved your health and wellbeing?	30%	34%	+5%	32%	33%	+2%

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

Table K.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=462) - participants who entered between 1 July 2016 and 31 March 2018 – Tasmania ⁵⁰¹

	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?	48%	56%	64%	+15%
LL	Has the NDIS improved your child's access to education?	22%	24%	25%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	33%	38%	48%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	41%	45%	+8%

Table K.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=211) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	47%	55%	57%	+10%
	Has the NDIS helped you with daily living activities?	45%	57%	61%	+15%
	Has the NDIS helped you to meet more people?	43%	47%	48%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	9%	9%	-1%
	Has your involvement with the NDIS improved your health and wellbeing?	30%	33%	38%	+8%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	23%	24%	23%	0%
	Has your involvement with the NDIS helped you find a job that's right for you?	7%	9%	8%	+1%
	Has the NDIS helped you be more involved?	43%	49%	53%	+10%

Table K.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=135) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	69%	72%	81%	12%
	Has the NDIS helped you with daily living activities?	70%	79%	80%	+10%
	Has the NDIS helped you to meet more people?	61%	59%	65%	+4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	41%	44%	+11%
	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	58%	+6%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	27%	27%	+3%
	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	14%	-2%
	Has the NDIS helped you be more involved?	64%	65%	70%	+6%

⁵⁰¹ Results in Tables K.30 to K.34 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table K.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=297) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	38%	41%	51%	+12%
Has the NDIS improved the level of support for your family?	48%	52%	65%	+17%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	52%	59%	67%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	47%	52%	56%	+10%
Has the NDIS improved your health and wellbeing?	25%	24%	35%	+10%

Table K.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=82) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	49%	40%	45%	-5%
Has the NDIS improved the level of support for your family?	53%	62%	68%	+15%
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%	60%	66%	+9%
Has the NDIS improved your health and wellbeing?	25%	22%	25%	0%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Participant 0 to school' and 'Participant school to 14'.

Table K.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=116) - participants who entered between 1 July 2016 and 31 March 2017 – Tasmania ⁵⁰²

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	51%	59%	64%	69%	+18%
DL	Has the NDIS helped you with daily living activities?	48%	55%	65%	66%	+18%
REL	Has the NDIS helped you to meet more people?	46%	50%	48%	52%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	11%	12%	12%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	35%	39%	42%	+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?	27%	25%	23%	26%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	8%	10%	11%	+5%
S/CP	Has the NDIS helped you be more involved?	45%	55%	56%	61%	+16%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Participant 25 and over'.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Family 0 to 14'.

Table K.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27) - participants who entered between 1 July 2016 and 31 March 2017 – Tasmania

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
	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?	33%	45%	34%	49%	+15%
	Has the NDIS improved the level of support for your family?	37%	48%	69%	69%	+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?	41%	52%	59%	63%	+23%
	Has the NDIS improved your health and wellbeing?	30%	26%	24%	23%	-7%

⁵⁰² Results in Tables K.35 to K.36 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table K.37 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=852), 'participant social and community engagement rate' (n=858) and 'parent and carer employment rate' (n=763) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Tasmania ⁵⁰³

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	5%	12%	13%	24%
Aged 25+	21%	22%	18%	
Aged 15+	17%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	22%	26%	25%	50%
Aged 25+	30%	32%	34%	
Aged 15+	28%	31%	32%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	41%	44%	43%	50%
Aged 15+	35%	38%	35%	
All ages	40%	43%	41%	

Table K.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=350), 'participant social and community engagement rate' (n=353) and 'parent and carer employment rate' (n=291) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Tasmania ⁵⁰⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	7%	9%	12%	15%	24%
Aged 25+	26%	29%	22%	24%	
Aged 15+	16%	19%	16%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	27%	26%	33%	29%	50%
Aged 25+	37%	35%	39%	43%	
Aged 15+	32%	31%	35%	36%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	40%	47%	48%	46%	50%
Aged 15+	45%	47%	47%	45%	
All ages	41%	47%	48%	46%	

⁵⁰³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

⁵⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table K.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=89), 'participant social and community engagement rate' (n=89) and 'parent and carer employment rate' (n=10) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Tasmania ⁵⁰⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	5%	4%	9%	28%	20%	24%
Aged 25+	12%	7%	13%	10%	12%	
Aged 15+	8%	5%	11%	22%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	37%	32%	30%	35%	50%
Aged 25+	35%	39%	40%	35%	38%	
Aged 15+	31%	38%	35%	32%	36%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	Numbers are too small					50%
Aged 15+						
All ages						

Table K.40 Number of active plans by goal type and primary disability – Tasmania ⁵⁰⁶

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	123	224	221	54	103	309	191	79	409
Autism	713	2,420	1,425	949	1,279	1,713	348	512	3,175
Cerebral Palsy	132	294	256	72	96	239	112	53	410
Developmental Delay	110	635	245	274	285	160	0	0	686
Down Syndrome	75	208	166	67	76	204	74	69	292
Global Developmental Delay	47	183	85	86	84	50	1	1	197
Hearing Impairment	109	279	127	90	67	134	52	92	400
Intellectual Disability	643	1,441	996	547	595	1,569	735	815	2,335
Multiple Sclerosis	81	173	202	15	37	172	106	44	276
Psychosocial disability	201	438	503	173	168	602	372	206	810
Spinal Cord Injury	31	65	66	12	4	57	32	19	99
Stroke	39	82	74	11	19	83	46	16	121
Visual Impairment	62	122	79	41	23	111	47	50	177
Other Neurological	114	251	242	38	73	277	180	55	413
Other Physical	83	231	200	32	40	186	104	67	343
Other Sensory/Speech	7	30	10	11	5	14	1	4	36
Other	16	70	43	6	12	56	33	13	91
Total	2,586	7,146	4,940	2,478	2,966	5,936	2,434	2,095	10,270

⁵⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

⁵⁰⁶ 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.41 Number of goals in active plans by goal type and primary disability – Tasmania ⁵⁰⁷

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	150	310	266	61	107	365	202	81	1,542
Autism	836	4,655	1,879	1,142	1,506	2,011	359	538	12,926
Cerebral Palsy	156	544	345	87	109	291	117	55	1,704
Developmental Delay	121	1,807	333	321	318	167	0	0	3,067
Down Syndrome	93	344	203	85	82	251	75	74	1,207
Global Developmental Delay	57	526	120	117	98	53	1	1	973
Hearing Impairment	128	426	158	96	72	153	54	97	1,184
Intellectual Disability	777	2,160	1,233	644	688	1,921	776	853	9,052
Multiple Sclerosis	94	251	261	15	40	192	123	46	1,022
Psychosocial disability	227	578	633	202	176	687	389	213	3,105
Spinal Cord Injury	43	91	85	13	4	70	35	19	360
Stroke	47	112	91	14	20	96	50	16	446
Visual Impairment	75	183	87	47	25	130	53	53	653
Other Neurological	136	412	306	40	78	323	196	56	1,547
Other Physical	96	371	250	35	44	212	116	69	1,193
Other Sensory/Speech	7	61	12	14	5	14	1	4	118
Other	17	109	57	7	12	64	38	14	318
Total	3,060	12,940	6,319	2,940	3,384	7,000	2,585	2,189	40,417

Table K.42 Number of active plans by goal type and age group – Tasmania ⁵⁰⁸

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	272	1,324	551	574	608	331	0	0	1,409
7 to 14	379	1,831	1,097	697	1,024	1,155	48	25	2,294
15 to 18	221	621	399	282	279	562	77	229	862
19 to 24	387	685	414	293	221	708	358	626	1,147
25 to 34	350	676	538	236	219	739	458	507	1,123
35 to 44	241	485	439	146	166	557	328	247	799
45 to 54	310	650	636	140	196	796	478	263	1,104
55 to 64	341	746	714	95	218	913	562	180	1,279
65+	85	128	152	15	35	175	125	18	253
Total	2,586	7,146	4,940	2,478	2,966	5,936	2,434	2,095	10,270

⁵⁰⁷ Participants have set over six million goals in total across Australia since July 2016. The 40,417 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

⁵⁰⁸ 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.43 Number of goals in active plans by goal type and age group – Tasmania ⁵⁰⁹

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	309	3,768	729	680	676	350	0	0	6,512
7 to 14	439	3,591	1,551	859	1,241	1,343	48	25	9,097
15 to 18	255	934	490	335	319	667	83	240	3,323
19 to 24	478	943	480	347	245	824	375	667	4,359
25 to 34	410	905	658	277	241	878	483	534	4,386
35 to 44	294	671	530	167	177	696	345	250	3,130
45 to 54	364	894	811	154	205	950	506	270	4,154
55 to 64	409	1,056	887	105	242	1,087	612	185	4,583
65+	102	178	183	16	38	205	133	18	873
Total	3,060	12,940	6,319	2,940	3,384	7,000	2,585	2,189	40,417

⁵⁰⁹ Participants have set over six million goals in total across Australia since July 2016. The 40,417 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.44 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁵¹⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 15	n = 19
Are you happy with how coming into the NDIS has gone?	N/A	N/A
Was the person from the NDIS respectful?	N/A	N/A
Do you understand what will happen next with your plan?	N/A	N/A
% of participants rating their overall experience as Very Good or Good.	N/A	N/A
Pre-planning	n = 26	n = 23
Did the person from the NDIS understand how your disability affects your life?	85%	91%
Did you understand why you needed to give the information you did?	96%	91%
Were decisions about your plan clearly explained?	88%	70%
Are you clear on what happens next with your plan?	62%	65%
Do you know where to go for more help with your plan?	85%	70%
% of participants rating their overall experience as Very Good or Good.	88%	78%
Planning	n = 153	n = 123
Did the person from the NDIS understand how your disability affects your life?	90%	94%
Did you understand why you needed to give the information you did?	99%	98%
Were decisions about your plan clearly explained?	88%	89%
Are you clear on what happens next with your plan?	83%	77%
Do you know where to go for more help with your plan?	89%	91%
% of participants rating their overall experience as Very Good or Good.	91%	90%
Plan review	n = 356	n = 358
Did the person from the NDIS understand how your disability affects your life?	90%	85%
Did you feel prepared for your plan review?	85%	84%
Is your NDIS plan helping you to make progress towards your goals?	92%	87%
% of participants rating their overall experience as Very Good or Good.	80%	77%

⁵¹⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{511 512 513}

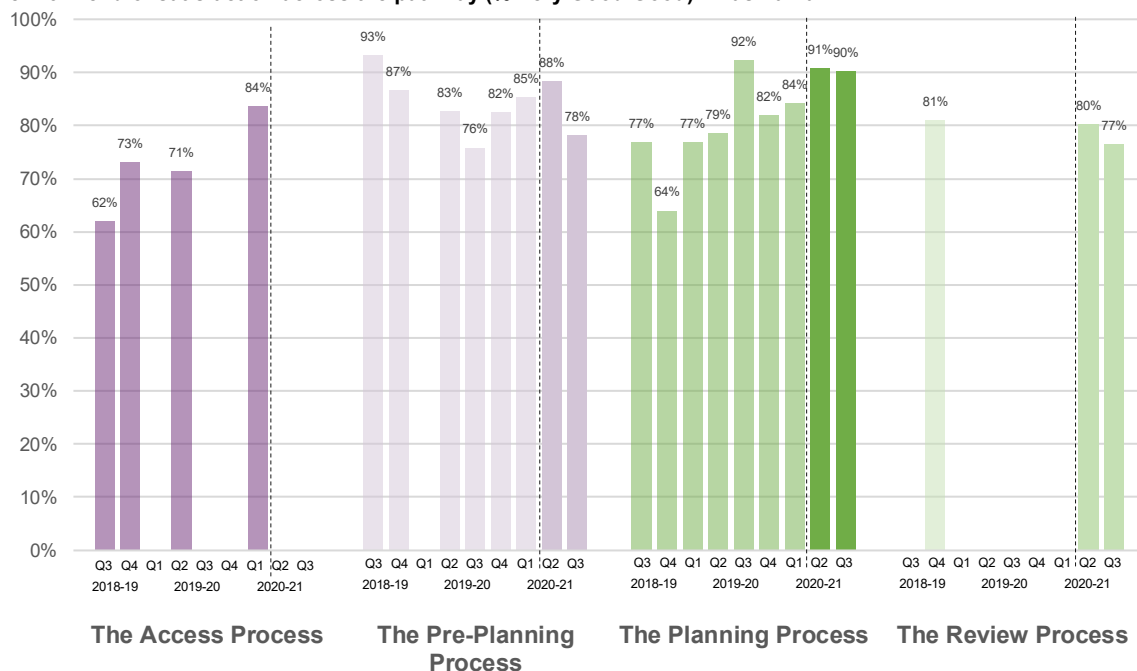
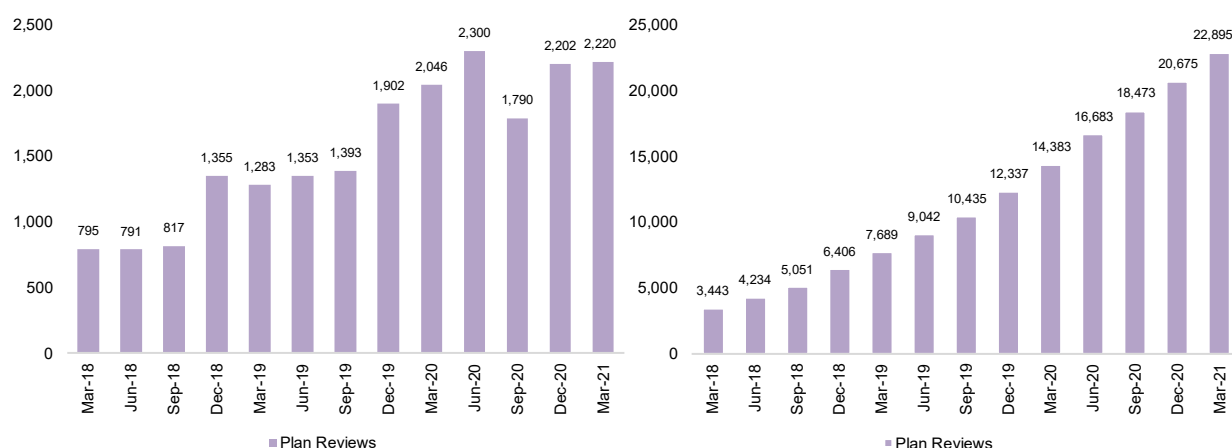


Table K.45 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania ⁵¹⁴

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	20,675	2,220	22,895
<i>Early intervention plans</i>	2,833	443	3,276
<i>Permanent disability plans</i>	17,842	1,777	19,619

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



⁵¹¹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

⁵¹² Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵¹³ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵¹⁴ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.46 shows the numbers of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

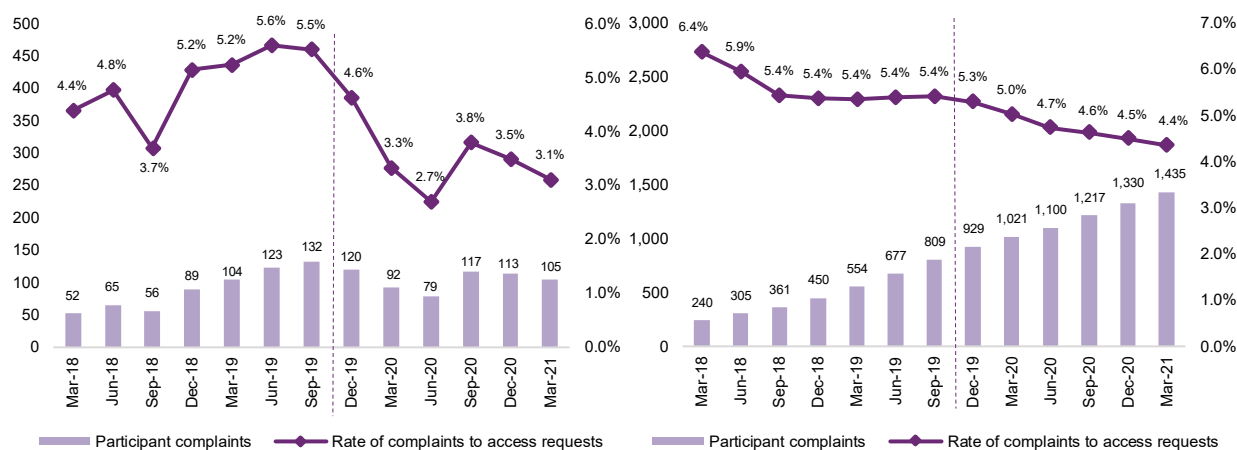
Table K.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table K.48.

Table K.48 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table K.47. The list of complaint types is different to that which appears in Table K.47, as it is based on the options available on the 'My Customer Requests' tile.

Table K.46 Complaints by quarter – Tasmania ^{515 516 517}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	8	0	8	7
Complaint about LAC Partner	6	5	11	10
Complaints about service providers	105	8	113	97
Complaints about the Agency	1,200	72	1,272	812
Critical/ Reportable Incident	66	20	86	75
Unclassified	36	0	36	32
Total	1,421	105	1,526	949
Total complaints made since 1 April 2017	1,330	105	1,435	
Complaints since 1 April 2017 as % of all access requests	4.5%	3.1%	4.4%	

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania



⁵¹⁵ Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

⁵¹⁶ % 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.

⁵¹⁷ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table K.47 Complaints by type ('My Feedback' tile) – Tasmania

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	13	(15%)
Service Delivery	20	(23%)
Staff conduct	14	(16%)
Provider process	13	(15%)
Provider costs.	7	(8%)
Other	19	(22%)
Total	86	
<i>Complaints about the Agency</i>		
Timeliness	292	(33%)
Individual needs	79	(9%)
Reasonable and necessary supports	72	(8%)
Information unclear	40	(4%)
The way the NDIA carried out its decision making	66	(7%)
Other	347	(39%)
Total	896	
<i>Unclassified</i>	35	
Participants total	1,017	

Table K.48 Complaints by type ('My Customer Requests' tile) – Tasmania

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(25%)	0		2	(25%)
ECEI Process	0	(0%)	0		0	(0%)
ECEI Staff	5	(63%)	0		5	(63%)
ECEI Timeliness	1	(13%)	0		1	(13%)
Other	0	(0%)	0		0	(0%)
Total	8		0		8	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(33%)	0	(0%)	2	(18%)
LAC Plan	0	(0%)	1	(20%)	1	(9%)
LAC Process	1	(17%)	1	(20%)	2	(18%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	3	(50%)	3	(60%)	6	(55%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	6		5		11	
<i>Complaints about service providers</i>						
Provider Finance	1	(5%)	0	(0%)	1	(4%)
Provider Fraud and Compliance	3	(14%)	0	(0%)	3	(11%)
Provider Service	13	(62%)	6	(100%)	19	(70%)
Provider Staff	4	(19%)	0	(0%)	4	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	21		6		27	
<i>Complaints about the Agency</i>						
NDIA Access	24	(8%)	5	(7%)	29	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	33	(11%)	3	(4%)	36	(10%)
NDIA Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
NDIA Plan	95	(31%)	23	(34%)	118	(31%)
NDIA Process	36	(12%)	12	(18%)	48	(13%)
NDIA Resources	6	(2%)	0	(0%)	6	(2%)
NDIA Staff	24	(8%)	6	(9%)	30	(8%)
NDIA Timeliness	89	(29%)	18	(27%)	107	(28%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	309		67		376	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	24	(36%)	4	(20%)	28	(33%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	15	(23%)	3	(15%)	18	(21%)
Participant threat	12	(18%)	4	(20%)	16	(19%)
Provider reporting	15	(23%)	9	(45%)	24	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	66		20		86	
<i>Unclassified</i>	1		0		1	
Participants total	411		98		509	

Figure K.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Tasmania ⁵¹⁸

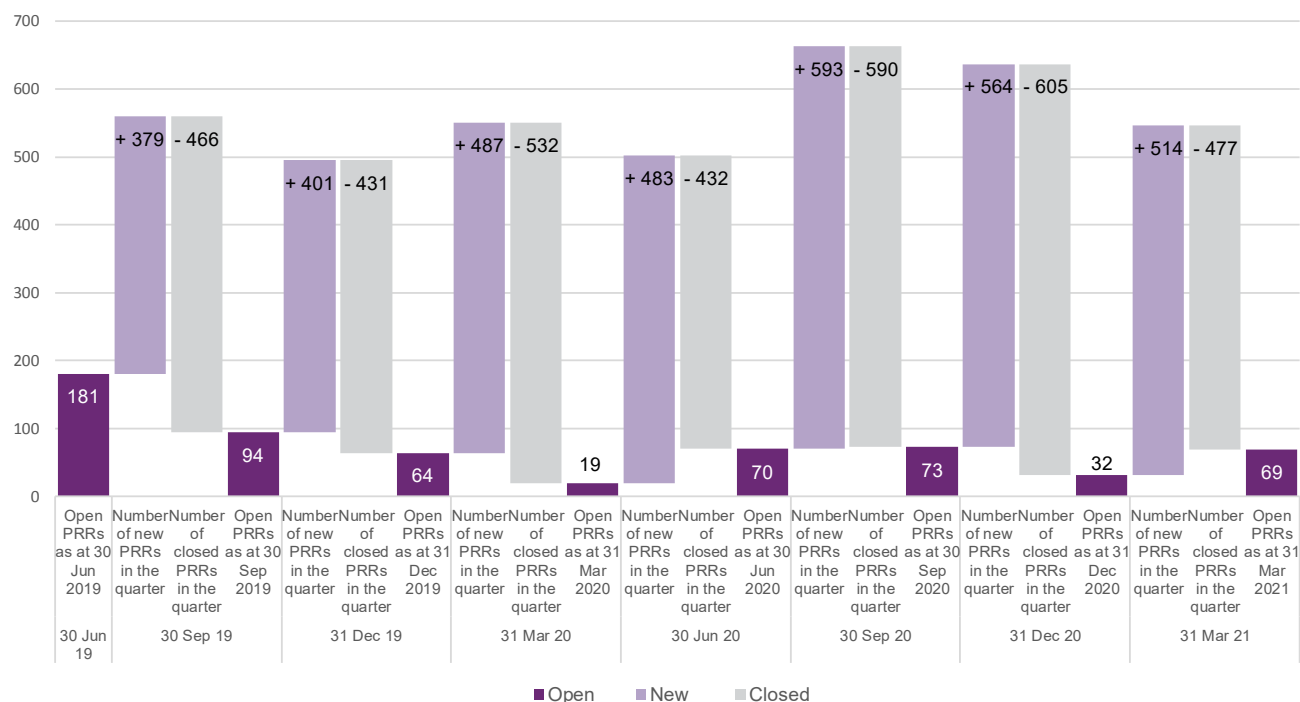
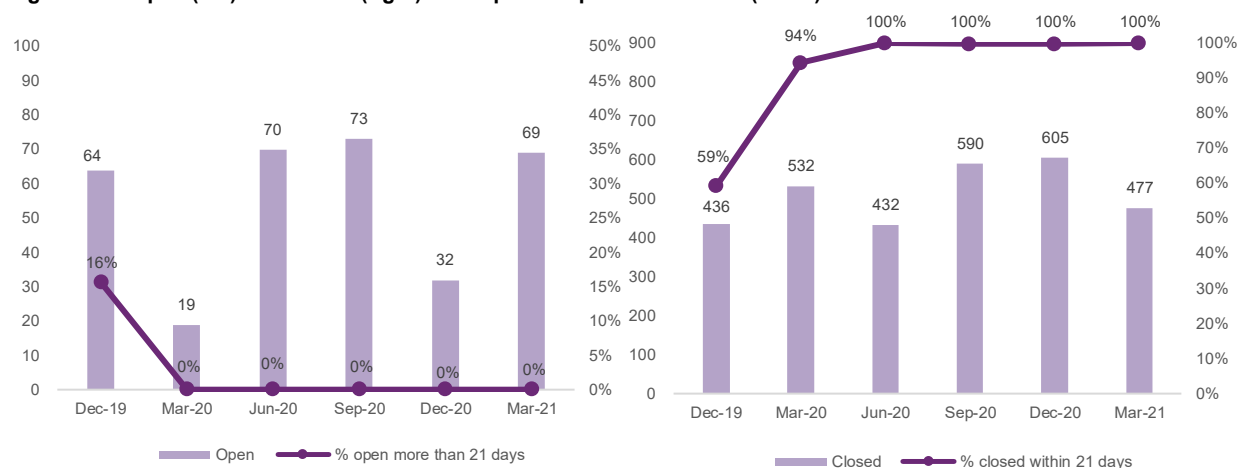


Table K.49 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania ⁵¹⁹

	As at 31 March 2021
Open PRRs	69
Number of PRRs open less than 21 days	69
Number of PRRs open more than 21 days	0
New PRRs in the quarter	514
Number of PRRs closed in the quarter	477
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure K.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Tasmania ⁵²⁰



⁵¹⁸ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

⁵¹⁹ 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.

⁵²⁰ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure K.14 RoRDs received and closed by quarter and open at the end of each quarter – Tasmania

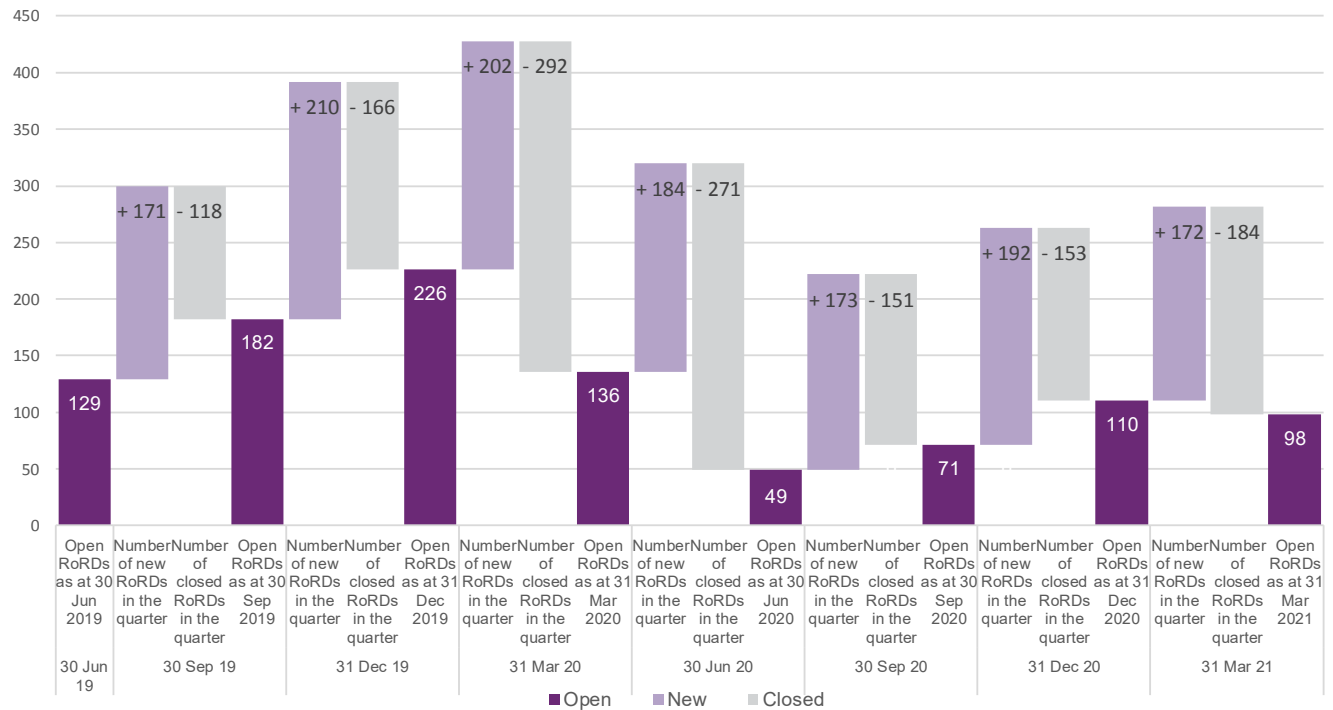
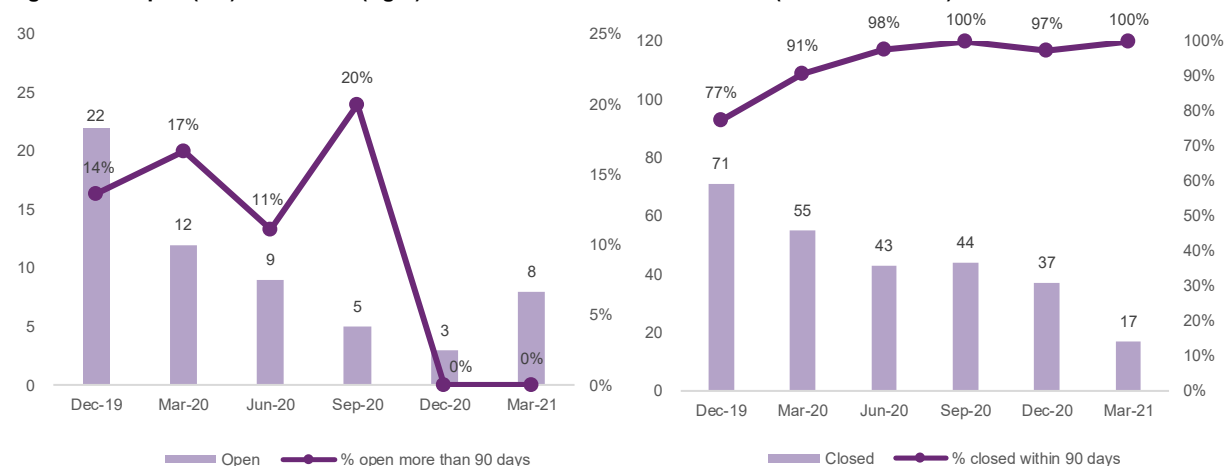


Table K.50 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania ^{521 522}

	Access	Planning
Open RoRDs	8	90
Number of RoRDs open less than 90 days	8	87
Number of RoRDs open more than 90 days	0	3
New RoRDs in the quarter	22	150
Number of RoRDs closed in the quarter	17	167
Proportion closed within 90 days	100%	92%
Average days RoRDs took to close in the quarter	29	64

Figure K.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Tasmania ⁵²³



⁵²¹ 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.

⁵²² 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.

⁵²³ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure K.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Tasmania ⁵²⁴

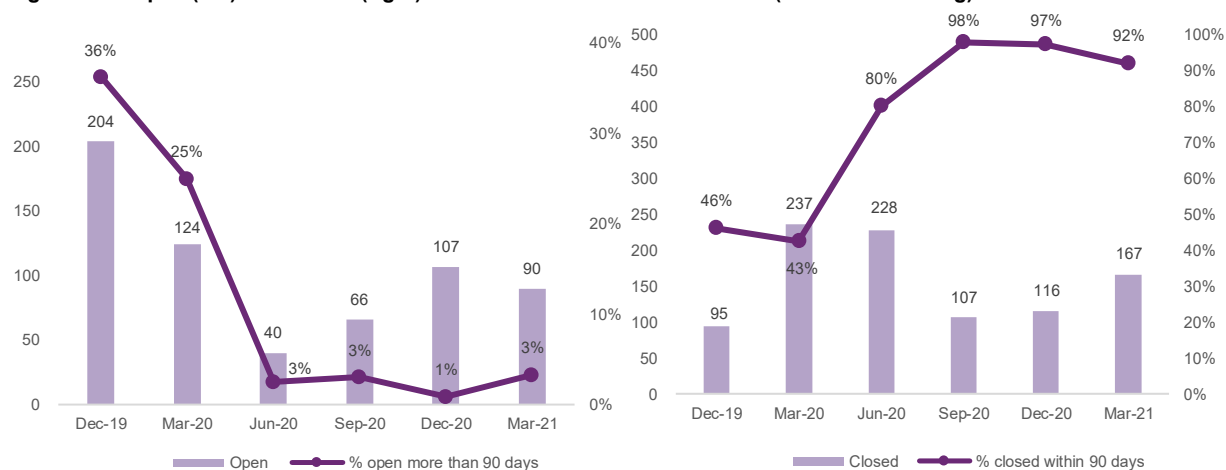


Table K.51 AAT Cases by category – Tasmania ^{525 526}

	Prior Quarters		2020-21 Q3		Total	
Category	N	%	N	%	N	%
Total	80	100%	<11		88	100%
% of all access decisions	0.26%		0.26%		0.26%	

Figure K.17 Number and proportion of AAT cases over time cumulatively – Tasmania ⁵²⁷

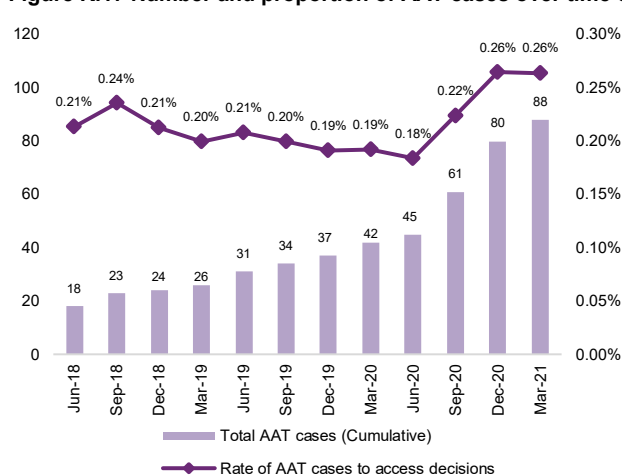


Table K.52 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	88
Open AAT Cases	35
Closed AAT Cases	53
Resolved before hearing	53
Gone to hearing and received a substantive decision	<11

⁵²⁴ Ibid.

⁵²⁵ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

⁵²⁶ % 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.

⁵²⁷ 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.

Figure K.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Tasmania ^{528 529}

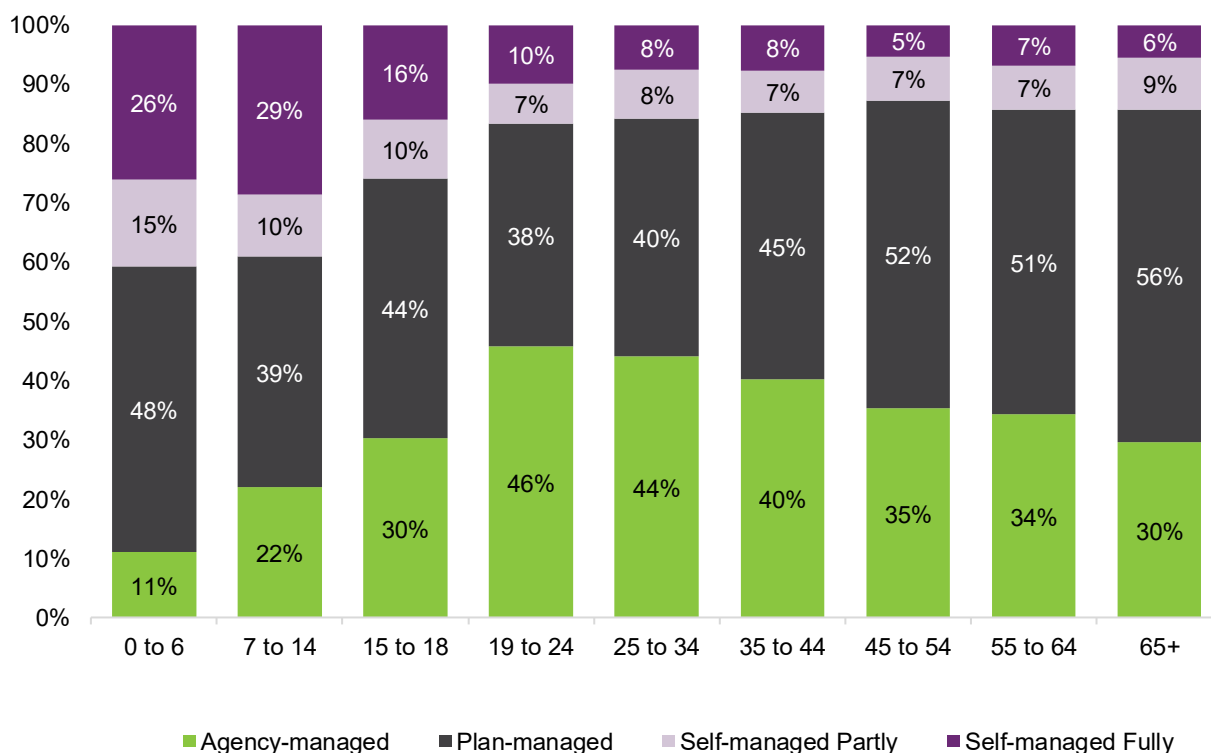
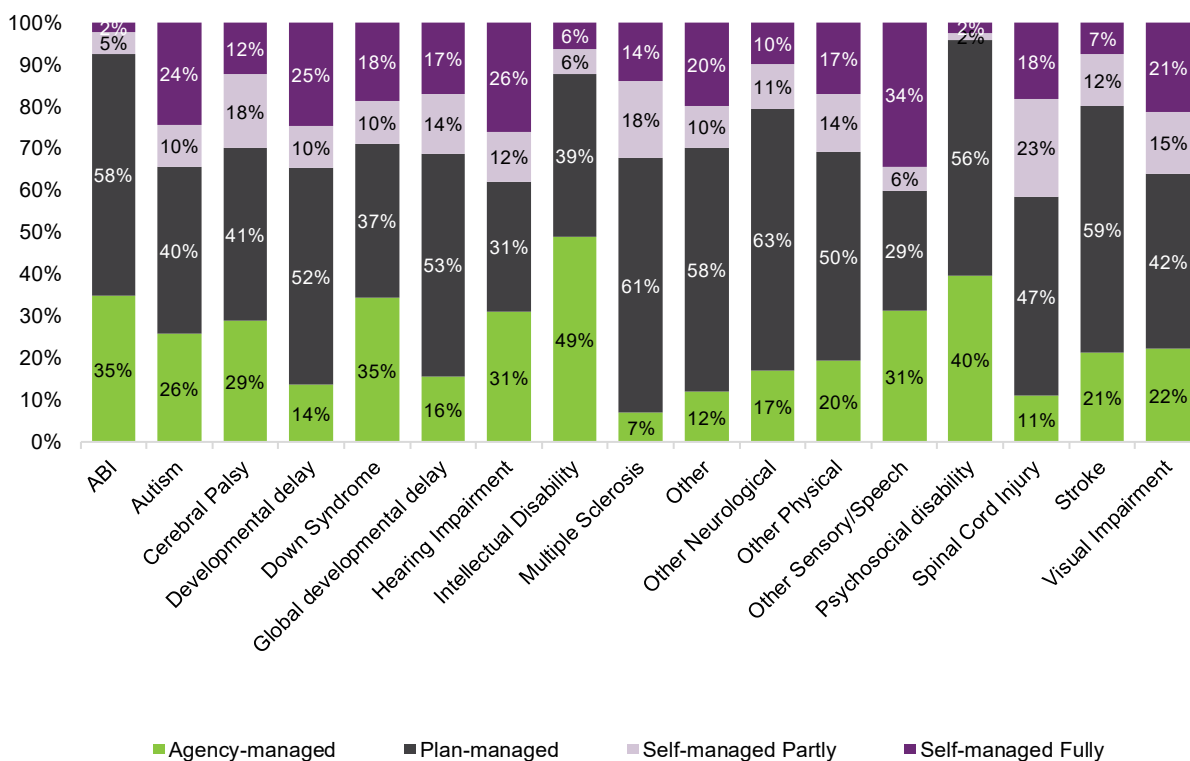


Figure K.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Tasmania ^{530 531}



⁵²⁸ For the total number of active participants in each age group, see Table K.14.

⁵²⁹ Participants can use more than one method to manage their funding. These results are based on 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.

⁵³⁰ For the total number of active participants in each primary disability group, see Table K.12.

⁵³¹ Participants can use more than one method to manage their funding. These results are based on 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.

Table K.53 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁵³²

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	15%	15%	15%
Self-managed partly	10%	8%	9%
Plan-managed	40%	57%	44%
Agency-managed	34%	20%	31%
Total	100%	100%	100%

Figure K.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁵³³

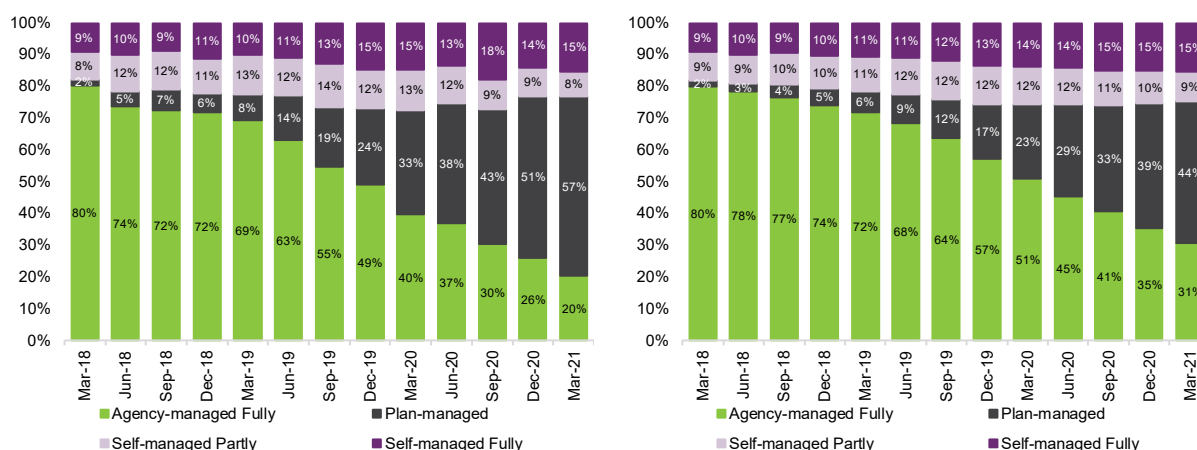
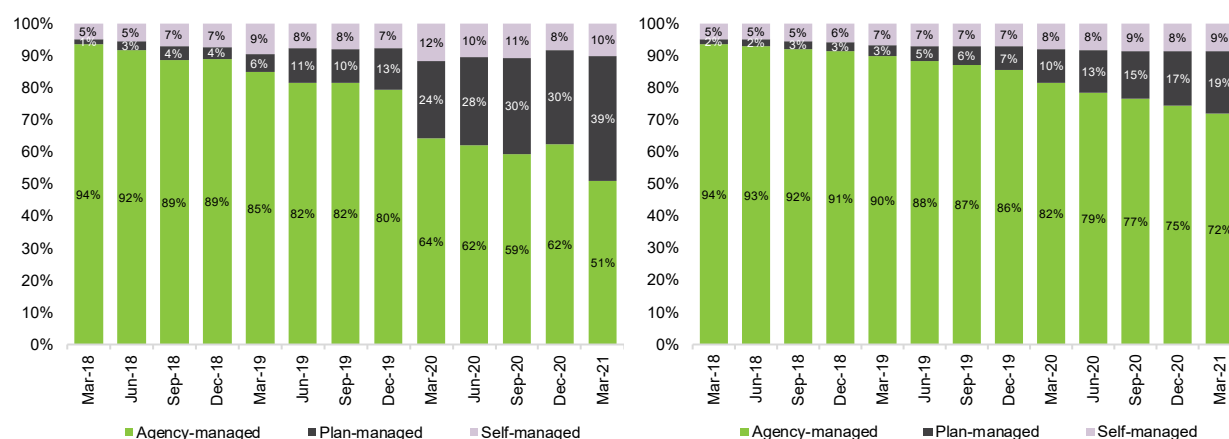


Table K.54 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q3	Total
Self-managed	8%	10%	9%
Plan-managed	17%	39%	19%
Agency-managed	75%	51%	72%
Total	100%	100%	100%

Figure K.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania



⁵³² Ibid.

⁵³³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table K.55 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q3	Total
Support coordination	43%	49%	44%

Table K.56 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁵³⁴

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	5,201	68%	336	63%	5,537	68%
30 to 59 days	825	11%	55	10%	880	11%
60 to 89 days	409	5%	32	6%	441	5%
Activated within 90 days	6,435	84%	423	80%	6,858	84%
90 to 119 days	259	3%	18	3%	277	3%
120 days and over	754	10%	32	6%	786	10%
Activated after 90 days	1,013	13%	50	9%	1,063	13%
No payments	218	3%	59	11%	277	3%
Total plans approved	7,666	100%	532	100%	8,198	100%

Table K.57 Proportion of participants who have activated within 12 months – Tasmania

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	633	666	95%
Not Aboriginal and Torres Strait Islander	5,738	5,992	96%
Not Stated	1,492	1,566	95%
Total	7,863	8,224	96%
by Culturally and Linguistically Diverse status			
CALD	240	247	97%
Not CALD	7,614	7,966	96%
Not Stated	<11	11	
Total	7,863	8,224	96%
by Remoteness			
Major Cities	<11	<11	
Regional	7,774	8,126	96%
Remote	89	98	91%
Missing	<11	<11	
Total	7,863	8,224	96%
by Primary Disability type			
Autism	2,495	2,626	95%
Intellectual Disability (including Down Syndrome)	2,273	2,375	96%
Psychosocial Disability	583	596	98%
Developmental Delay (including Global Developmental Delay)	348	384	91%
Other	2,164	2,243	96%
Total	7,863	8,224	96%

⁵³⁴ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.58 Distribution of plans by utilisation – Tasmania ^{535 536}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	20%
> 75%	43%
Total	100%

Table K.59 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁵³⁷

	Prior Quarters	2020-21 Q3	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	56%	59%	56%
Lifelong Learning	18%	20%	18%
Other	17%	18%	18%
Non-categorised	30%	25%	28%
Any mainstream service	95%	94%	95%

Part Four: Providers and the growing market

Table K.60 Key markets indicators by quarter – Tasmania ^{538 539}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.57	1.53
b) Number of providers delivering new types of supports	96	88
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	81%	78%
<i>Therapeutic Supports (%)</i>	86%	92%
<i>Participation in community, social and civic activities (%)</i>	83%	92%
<i>Early Intervention supports for early childhood (%)</i>	88%	80%
<i>Daily Personal Activities (%)</i>	83%	94%

Table K.61 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Tasmania ⁵⁴⁰

Activity	Number of providers
Active for the first time in 2020-21 Q3	28
Active in 2020-21 Q3 and also in previous quarters	447
Active in 2020-21 Q3	475
Inactive in 2020-21 Q3	723
Active ever	1,198

⁵³⁵ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵³⁶ Plans less than 31 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.

⁵³⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵³⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵³⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁴⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.62 Cumulative number of providers that have been ever active by registration group – Tasmania ⁵⁴¹

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	25	0	25	0%
Assistance Animals	11	1	12	9%
Assistance with daily life tasks in a group or shared living arrangement	116	9	125	8%
Assistance with travel/transport arrangements	120	4	124	3%
Daily Personal Activities	222	8	230	4%
Group and Centre Based Activities	146	6	152	4%
High Intensity Daily Personal Activities	142	4	146	3%
Household tasks	168	7	175	4%
Interpreting and translation	17	0	17	0%
Participation in community, social and civic activities	248	11	259	4%
Assistive Technology				
Assistive equipment for recreation	27	2	29	7%
Assistive products for household tasks	26	1	27	4%
Assistance products for personal care and safety	268	9	277	3%
Communication and information equipment	76	4	80	5%
Customised Prosthetics	66	3	69	5%
Hearing Equipment	30	4	34	13%
Hearing Services	5	2	7	40%
Personal Mobility Equipment	110	3	113	3%
Specialised Hearing Services	8	1	9	13%
Vision Equipment	24	5	29	21%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	232	10	242	4%
Behaviour Support	80	10	90	13%
Community nursing care for high needs	36	2	38	6%
Development of daily living and life skills	155	4	159	3%
Early Intervention supports for early childhood	164	2	166	1%
Exercise Physiology and Physical Wellbeing activities	75	2	77	3%
Innovative Community Participation	28	2	30	7%
Specialised Driving Training	11	0	11	0%
Therapeutic Supports	468	10	478	2%
Capital services				
Home modification design and construction	46	3	49	7%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	30	0	30	0%
Choice and control support services				
Management of funding for supports in participants plan	97	5	102	5%
Support Coordination	44	4	48	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	53	1	54	2%
Specialised Supported Employment	35	3	38	9%
Total approved active providers	1,170	28	1,198	2%

⁵⁴¹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table K.63 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	19	25	24%	76%	100%
Assistance Animals	1	11	12	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	14	111	125	11%	89%	100%
Assistance with travel/transport arrangements	17	107	124	14%	86%	100%
Daily Personal Activities	21	209	230	9%	91%	100%
Group and Centre Based Activities	13	139	152	9%	91%	100%
High Intensity Daily Personal Activities	12	134	146	8%	92%	100%
Household tasks	32	143	175	18%	82%	100%
Interpreting and translation	3	14	17	18%	82%	100%
Participation in community, social and civic activities	27	232	259	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	29	29	0%	100%	100%
Assistive products for household tasks	3	24	27	11%	89%	100%
Assistance products for personal care and safety	28	249	277	10%	90%	100%
Communication and information equipment	12	68	80	15%	85%	100%
Customised Prosthetics	8	61	69	12%	88%	100%
Hearing Equipment	4	30	34	12%	88%	100%
Hearing Services	0	7	7	0%	100%	100%
Personal Mobility Equipment	15	98	113	13%	87%	100%
Specialised Hearing Services	1	8	9	11%	89%	100%
Vision Equipment	2	27	29	7%	93%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	47	195	242	19%	81%	100%
Behaviour Support	27	63	90	30%	70%	100%
Community nursing care for high needs	3	35	38	8%	92%	100%
Development of daily living and life skills	21	138	159	13%	87%	100%
Early Intervention supports for early childhood	47	119	166	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	13	64	77	17%	83%	100%
Innovative Community Participation	9	21	30	30%	70%	100%
Specialised Driving Training	3	8	11	27%	73%	100%
Therapeutic Supports	179	299	478	37%	63%	100%
Capital services						
Home modification design and construction	10	39	49	20%	80%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	26	30	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	14	88	102	14%	86%	100%
Support Coordination	8	40	48	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	49	54	9%	91%	100%
Specialised Supported Employment	4	34	38	11%	89%	100%
Total	293	905	1,198	24%	76%	100%

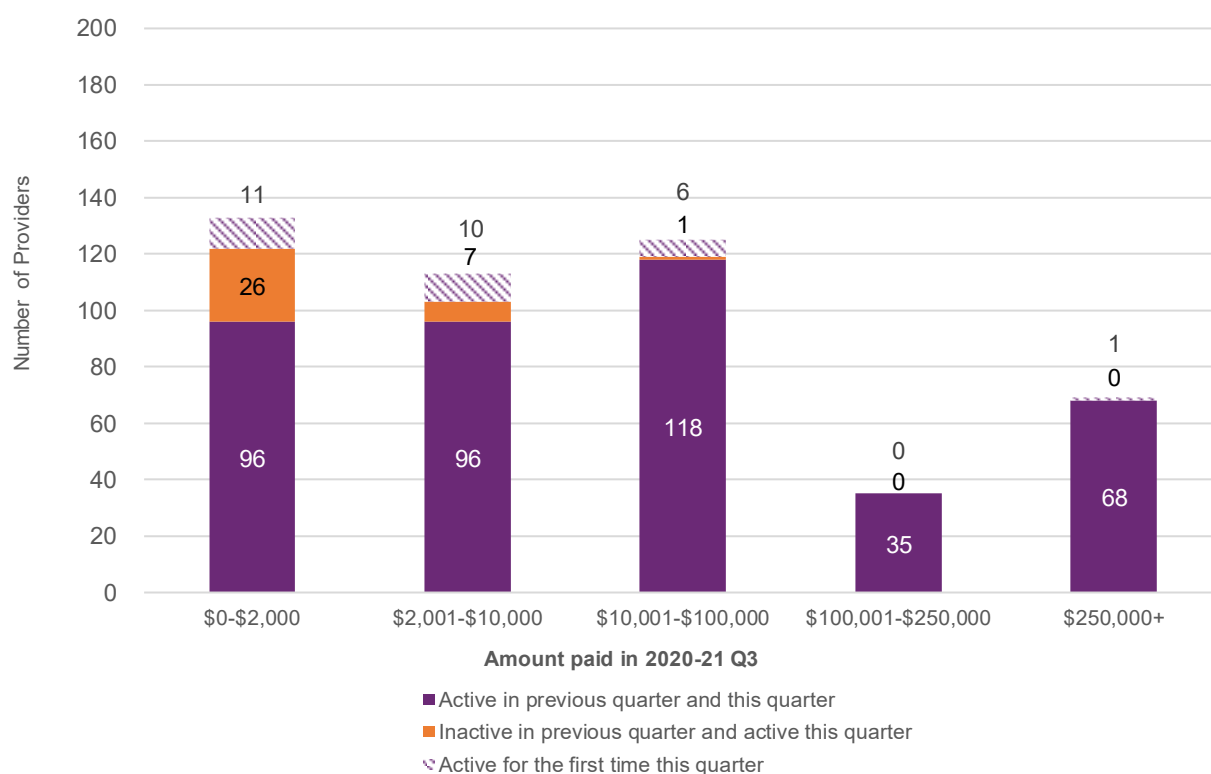
Table K.64 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Tasmania

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	4	0	4	0%
Assistance Animals	9	1	10	10%
Assistance with daily life tasks in a group or shared living arrangement	71	9	80	11%
Assistance with travel/transport arrangements	61	4	65	6%
Daily Personal Activities	100	8	108	7%
Group and Centre Based Activities	64	6	70	9%
High Intensity Daily Personal Activities	72	4	76	5%
Household tasks	77	7	84	8%
Interpreting and translation	9	0	9	0%
Participation in community, social and civic activities	117	11	128	9%
Assistive Technology				
Assistive equipment for recreation	7	2	9	22%
Assistive products for household tasks	5	1	6	17%
Assistance products for personal care and safety	105	9	114	8%
Communication and information equipment	31	4	35	11%
Customised Prosthetics	23	3	26	12%
Hearing Equipment	6	4	10	40%
Hearing Services	1	2	3	67%
Personal Mobility Equipment	39	3	42	7%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	9	5	14	36%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	109	10	119	8%
Behaviour Support	33	10	43	23%
Community nursing care for high needs	21	2	23	9%
Development of daily living and life skills	61	4	65	6%
Early Intervention supports for early childhood	44	2	46	4%
Exercise Physiology and Physical Wellbeing activities	39	2	41	5%
Innovative Community Participation	7	2	9	22%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	189	10	199	5%
Capital services				
Home modification design and construction	16	3	19	16%
Specialist Disability Accommodation	9	0	9	0%
Vehicle Modifications	7	0	7	0%
Choice and control support services				
Management of funding for supports in participants plan	66	5	71	7%
Support Coordination	18	4	22	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	17	1	18	6%
Specialised Supported Employment	20	3	23	13%
Total	447	28	475	6%

Table K.65 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	1	9	10	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	71	80	11%	89%	100%
Assistance with travel/transport arrangements	6	59	65	9%	91%	100%
Daily Personal Activities	15	93	108	14%	86%	100%
Group and Centre Based Activities	6	64	70	9%	91%	100%
High Intensity Daily Personal Activities	6	70	76	8%	92%	100%
Household tasks	13	71	84	15%	85%	100%
Interpreting and translation	3	6	9	33%	67%	100%
Participation in community, social and civic activities	17	111	128	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	9	9	0%	100%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	6	108	114	5%	95%	100%
Communication and information equipment	4	31	35	11%	89%	100%
Customised Prosthetics	2	24	26	8%	92%	100%
Hearing Equipment	0	10	10	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	4	38	42	10%	90%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	2	12	14	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	26	93	119	22%	78%	100%
Behaviour Support	13	30	43	30%	70%	100%
Community nursing care for high needs	2	21	23	9%	91%	100%
Development of daily living and life skills	9	56	65	14%	86%	100%
Early Intervention supports for early childhood	8	38	46	17%	83%	100%
Exercise Physiology and Physical Wellbeing activities	6	35	41	15%	85%	100%
Innovative Community Participation	1	8	9	11%	89%	100%
Specialised Driving Training	0	3	3	0%	100%	100%
Therapeutic Supports	68	131	199	34%	66%	100%
Capital services						
Home modification design and construction	3	16	19	16%	84%	100%
Specialist Disability Accommodation	1	8	9	11%	89%	100%
Vehicle Modifications	1	6	7	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	9	62	71	13%	87%	100%
Support Coordination	2	20	22	9%	91%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	17	18	6%	94%	100%
Specialised Supported Employment	1	22	23	4%	96%	100%
Total	123	352	475	26%	74%	100%

Figure K.22 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Tasmania ⁵⁴²



Part Five: Financial sustainability

Table K.66 Committed supports by financial year (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	17.3	50.1	65.0	99.3	189.3	392.7	662.1	615.6

⁵⁴² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure K.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania

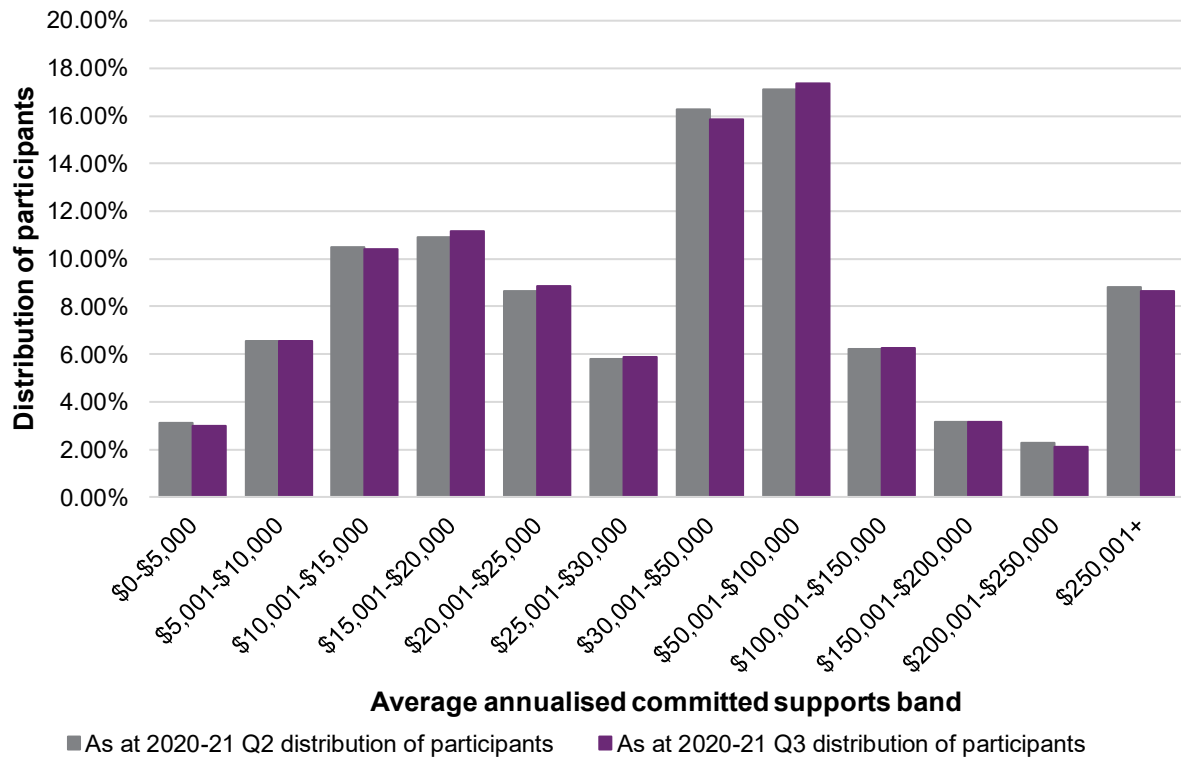


Figure K.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania

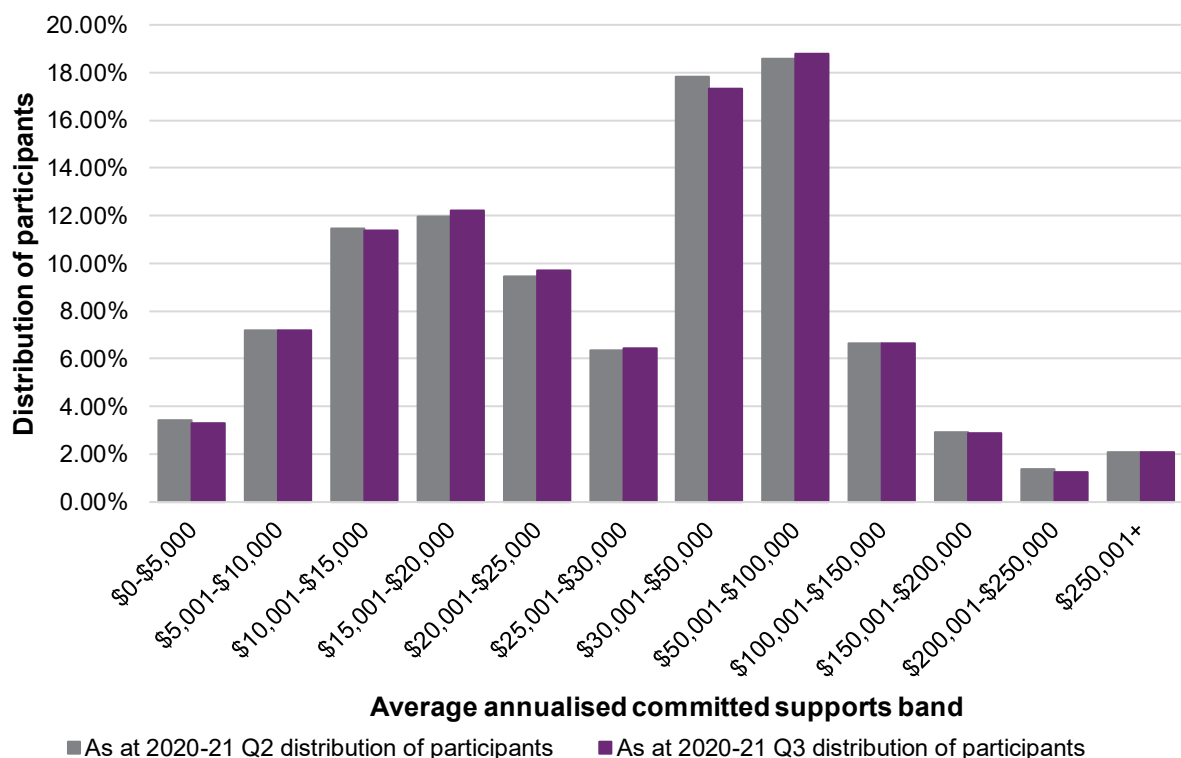


Figure K.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania

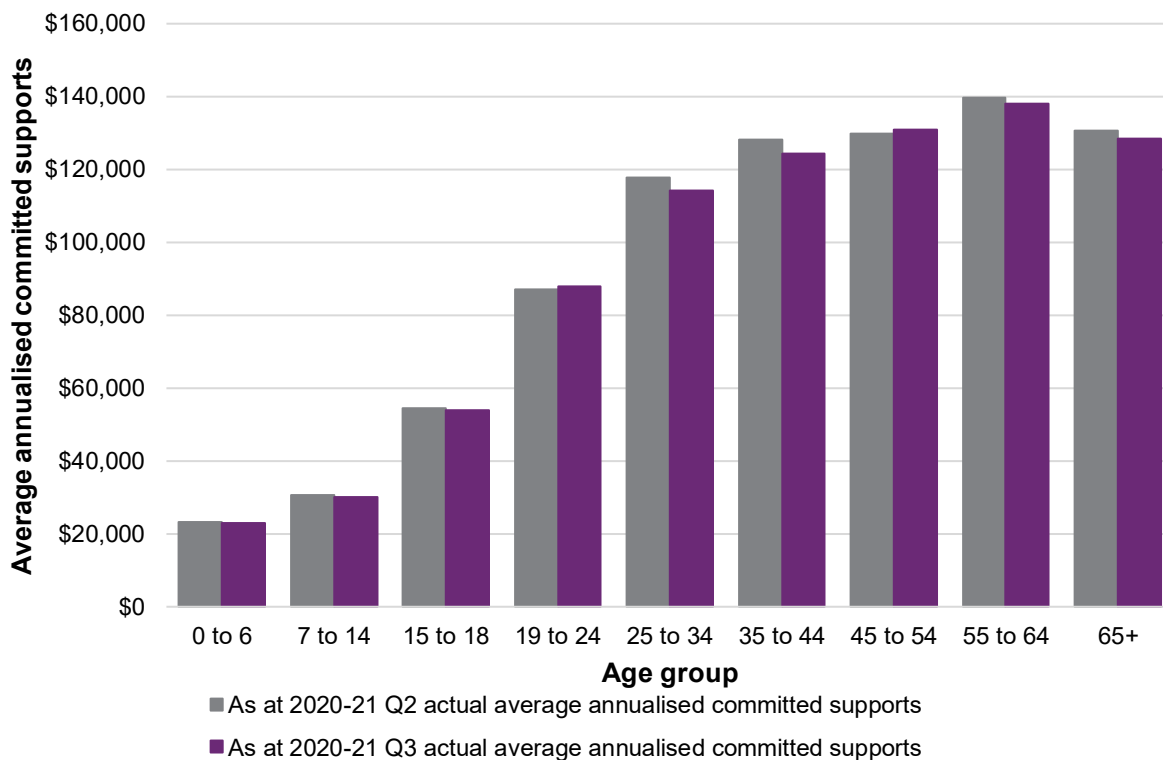


Figure K.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania

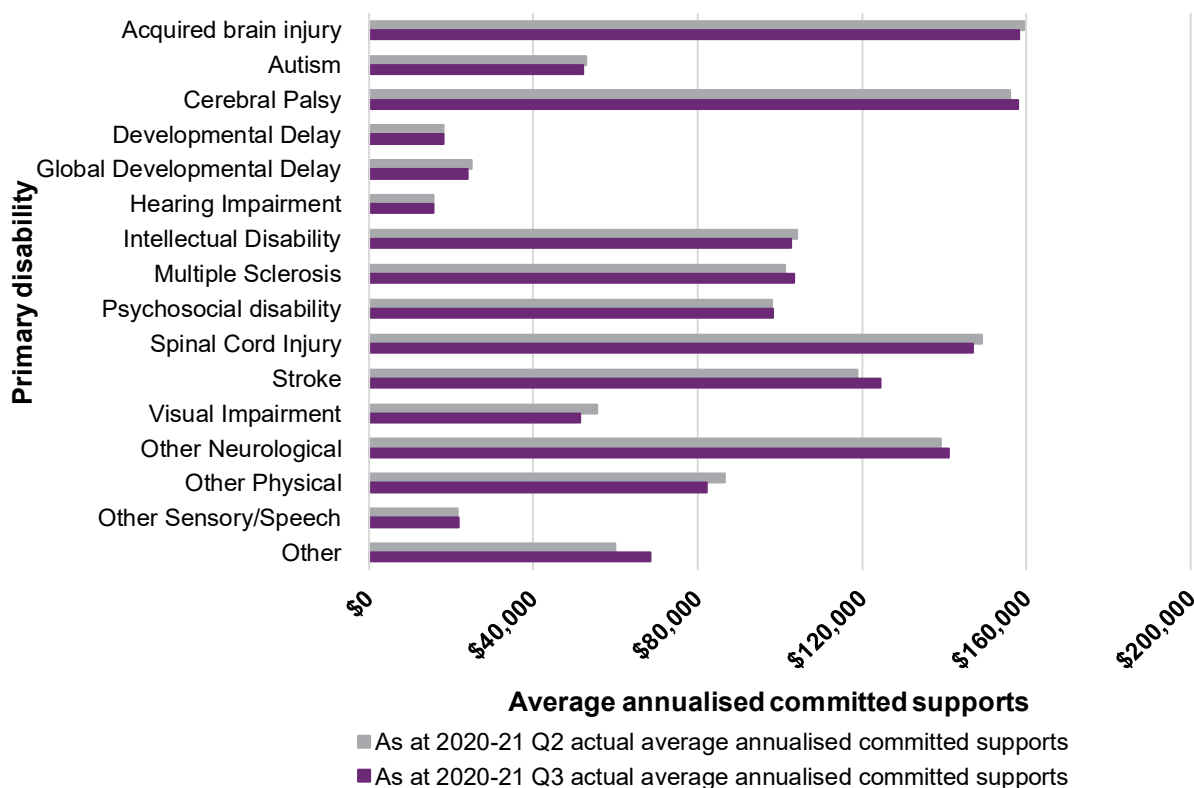


Figure K.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania ⁵⁴³

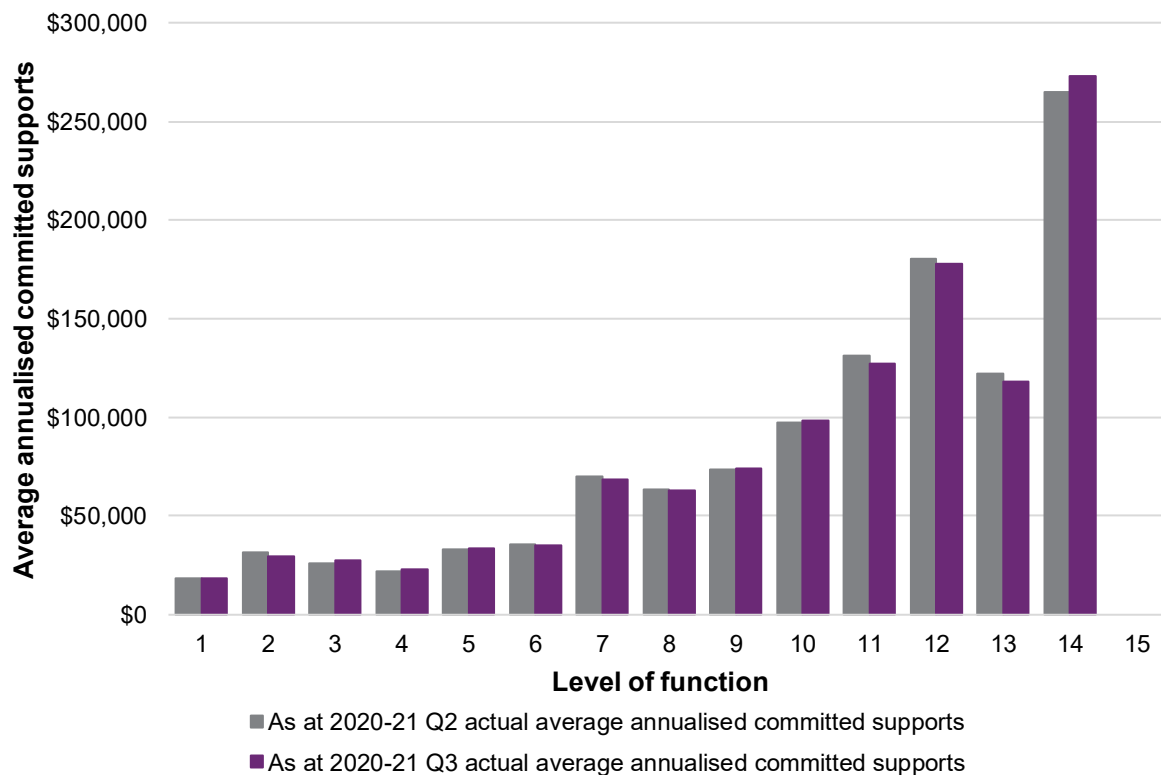
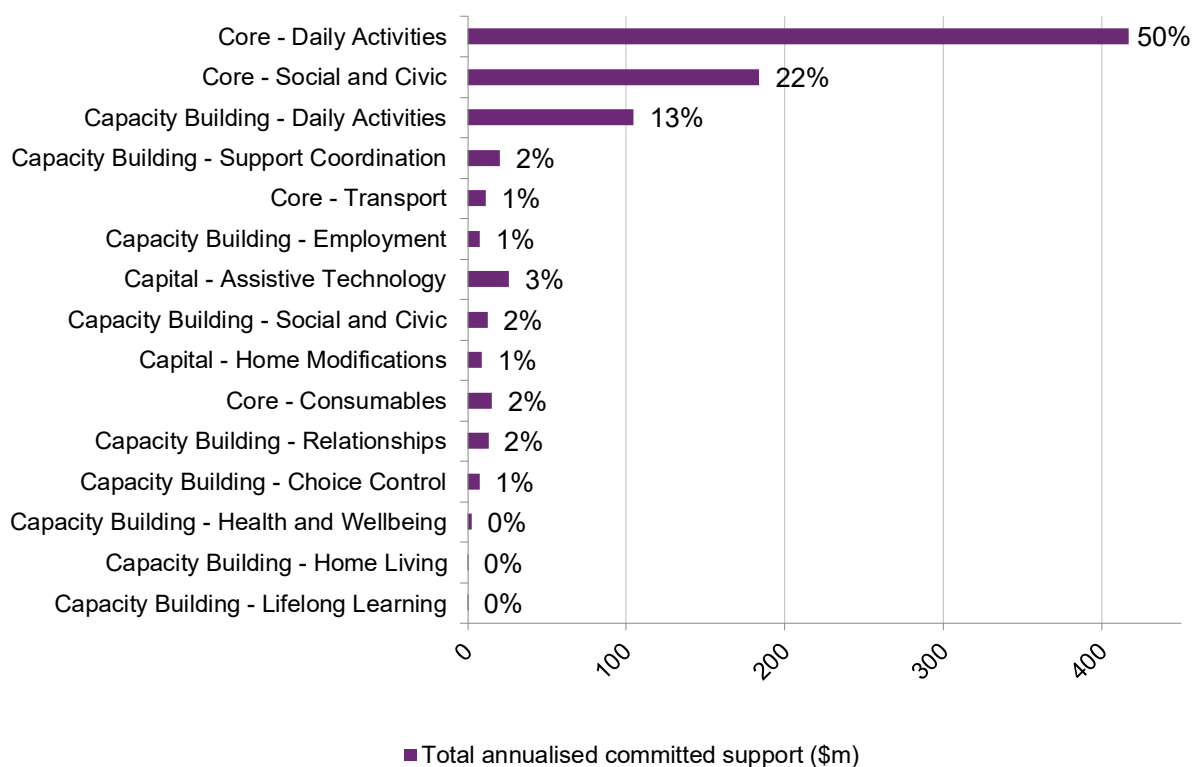


Figure K.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania



⁵⁴³ 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.

Table K.67 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	17.3	50.1	65.0	99.3	189.3	392.7	662.1	615.6
Total Paid	9.7	35.8	48.3	77.9	153.7	296.1	475.7	421.0
% utilised to date	56%	72%	74%	78%	81%	75%	72%	68%

Figure K.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Tasmania

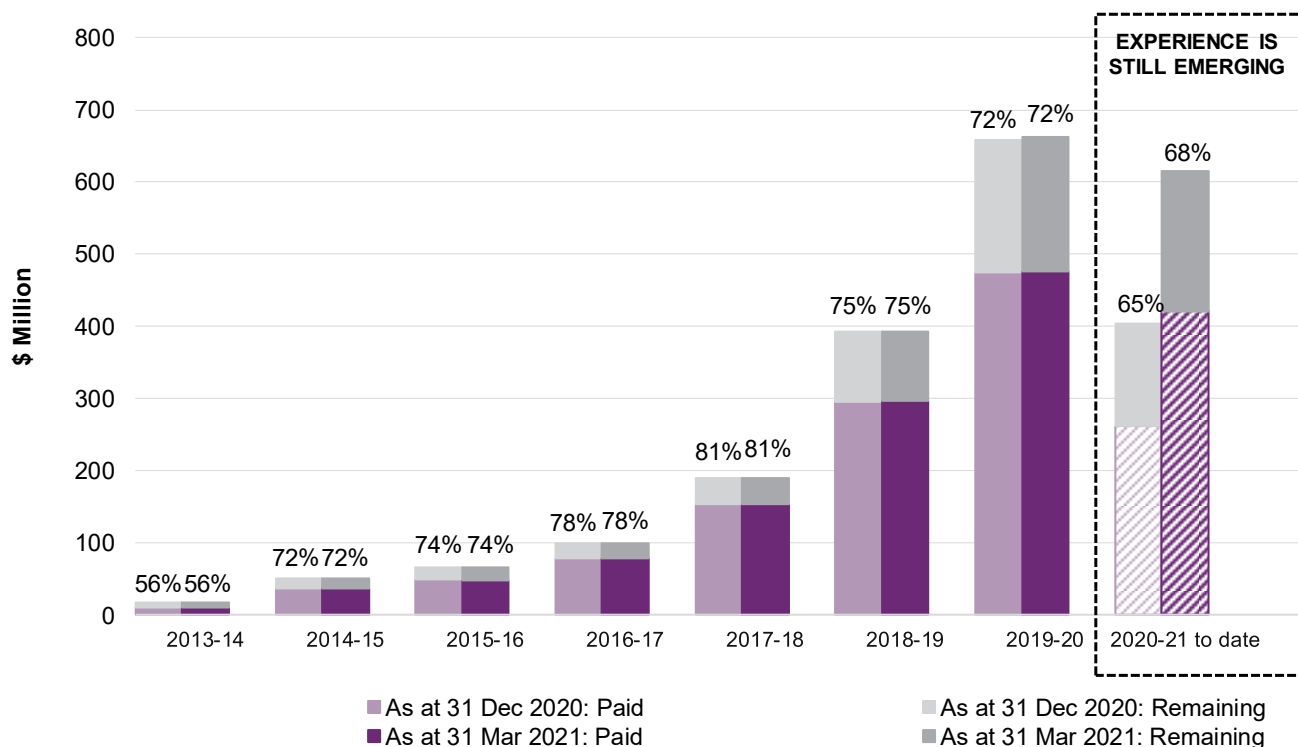


Figure K.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Tasmania ⁵⁴⁴

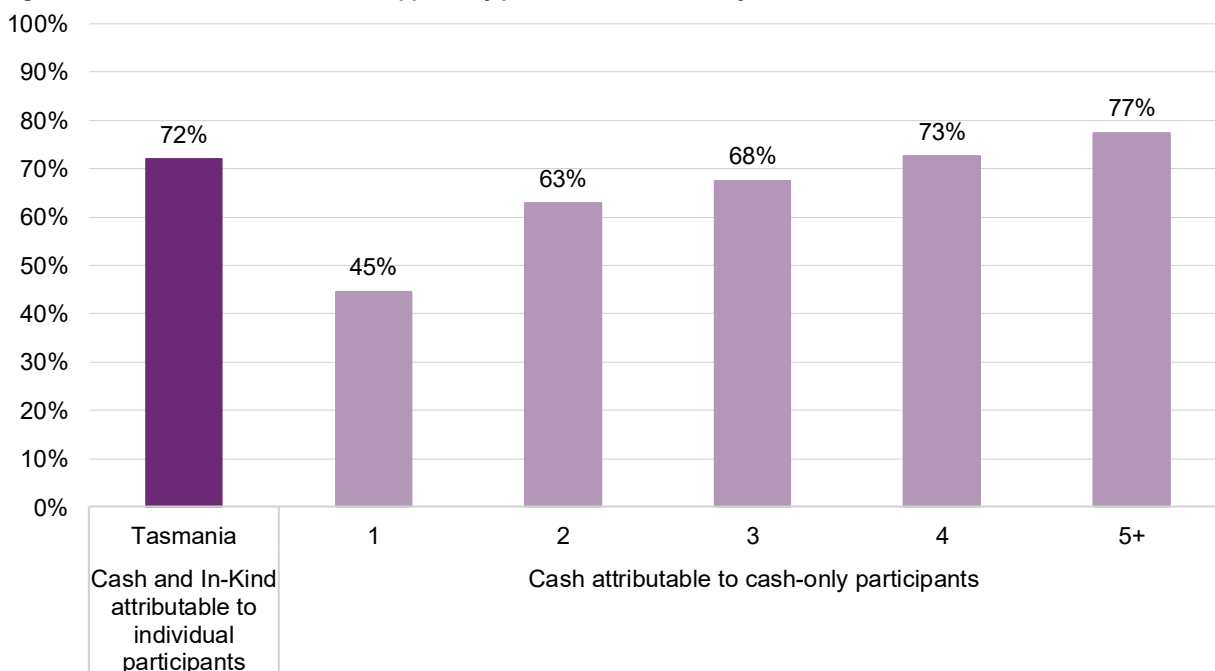
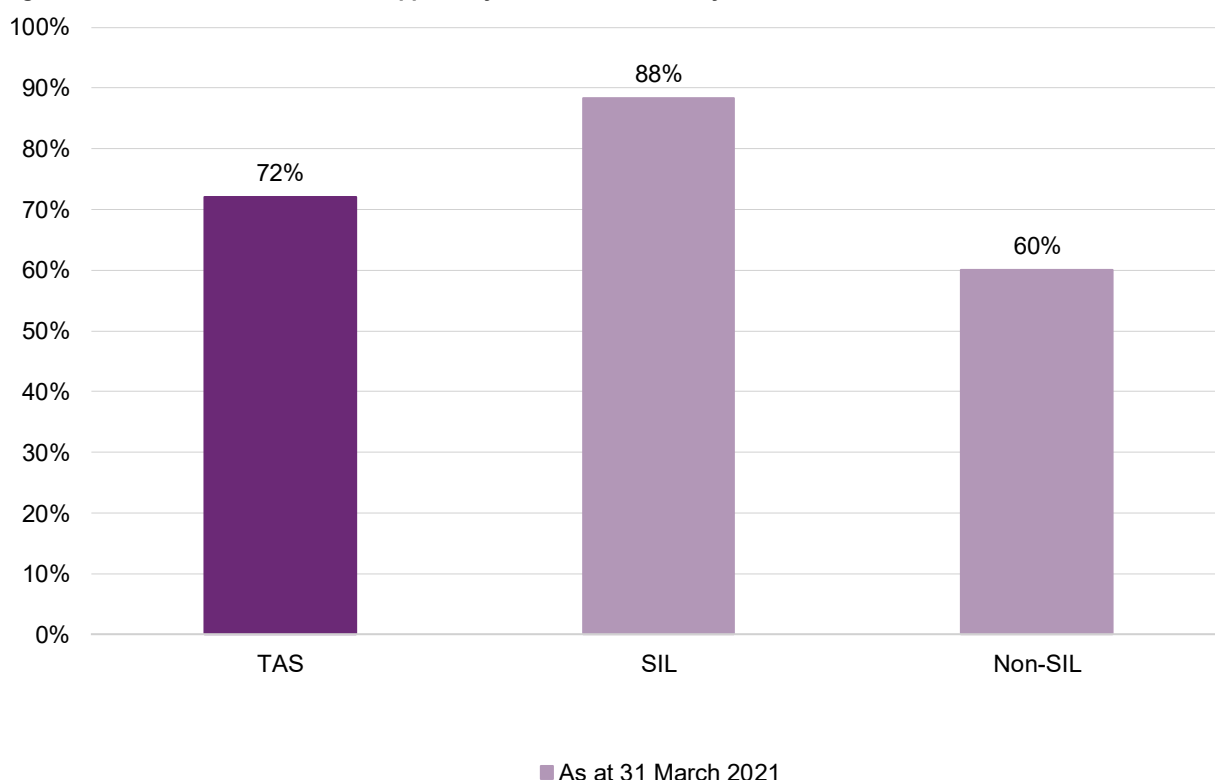


Figure K.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Tasmania ⁵⁴⁵



⁵⁴⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

⁵⁴⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure K.32 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Tasmania ⁵⁴⁶

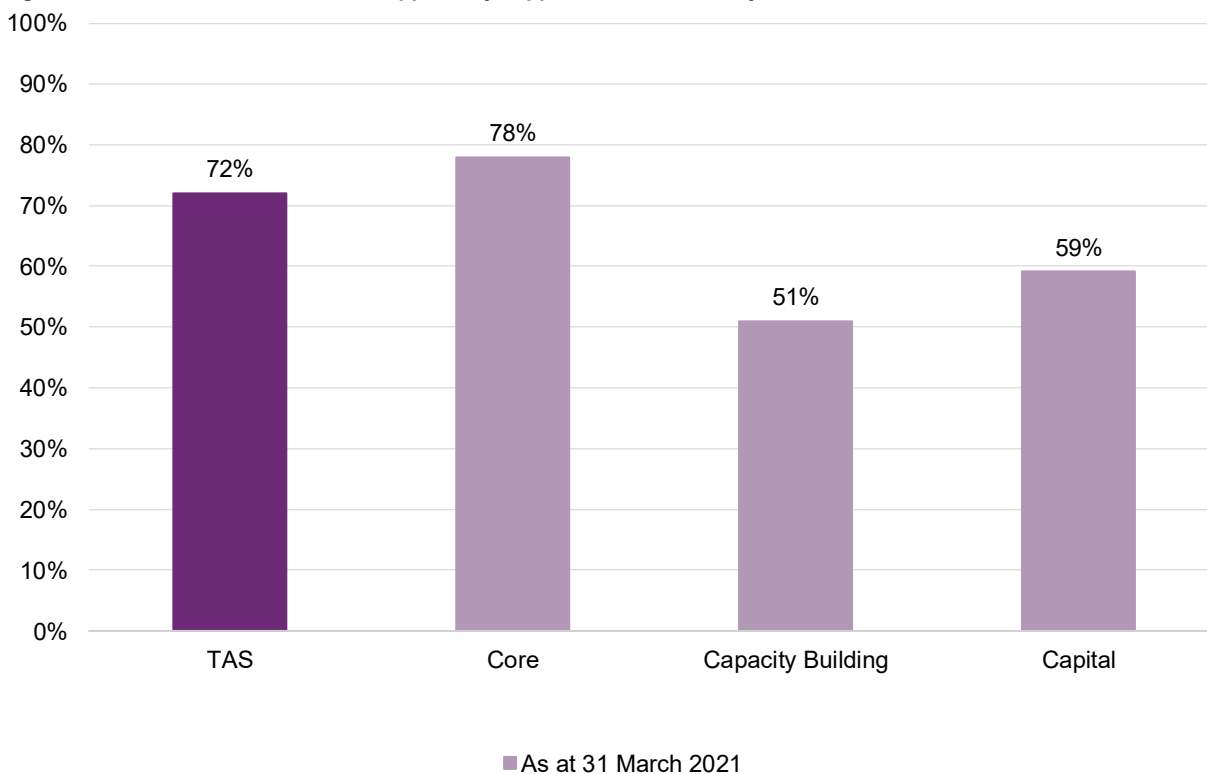
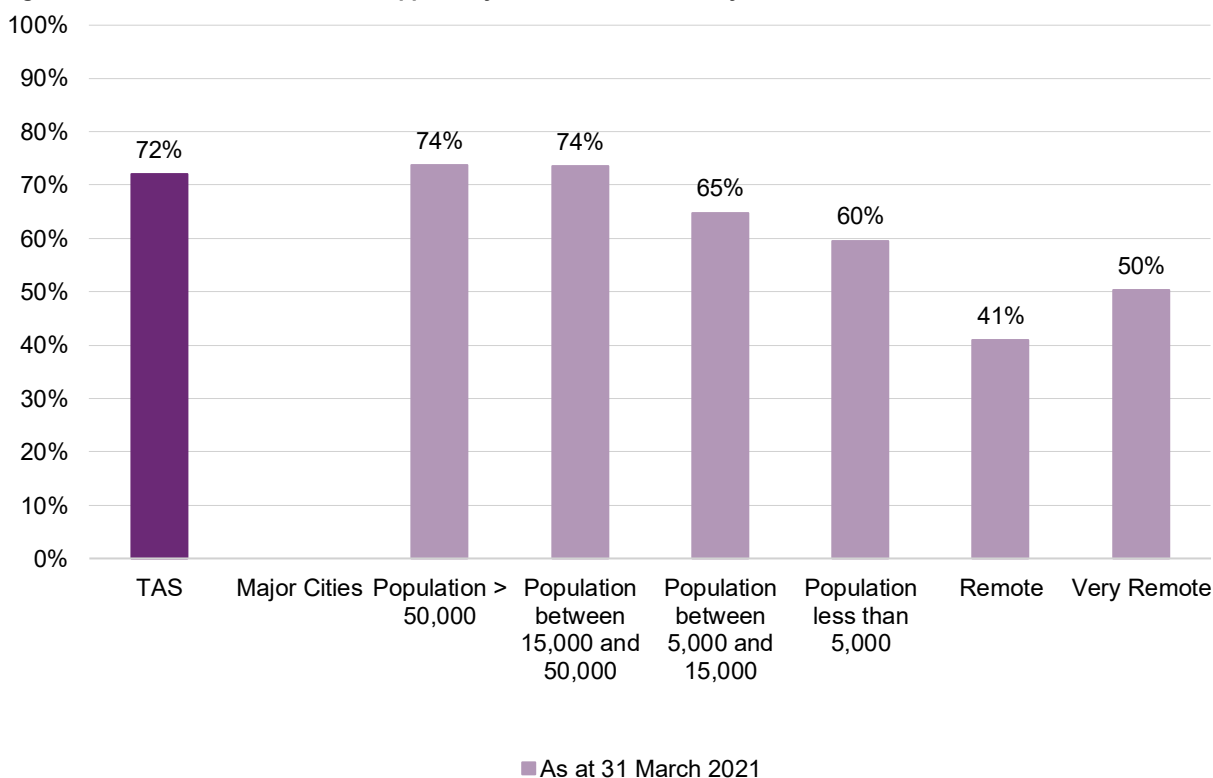


Figure K.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Tasmania ^{547 548}



⁵⁴⁶ Ibid.

⁵⁴⁷ Ibid.

⁵⁴⁸ 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 ⁵⁴⁹

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	8,095	290	8,385	118	8,503

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ⁵⁵⁰

	Prior Quarters	2020-21 Q3	Total
Access decisions	11,370	375	11,745
Active Eligible	8,227	294	8,521
<i>New</i>	5,417	287	5,704
<i>State</i>	2,502	<11	2,506
<i>Commonwealth</i>	308	<11	311
Active Participant Plans (excl ECEI)	8,095	290	8,385
<i>New</i>	5,291	286	5,577
<i>State</i>	2,499	<11	2,501
<i>Commonwealth</i>	305	<11	307
Active Participant Plans	8,219	408	8,503
<i>Early Intervention (s25)</i>	2,921	144	3,065
<i>Permanent Disability (s24)</i>	5,174	146	5,320
<i>ECEI</i>	124	118	118

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,063
<i>Early Intervention participants</i>	595
<i>Permanent disability participants</i>	468

⁵⁴⁹ 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.

⁵⁵⁰ 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 ^{551 552}

	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	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
End of 2019-20 Q4	2,507	294	4,906	46	7,753
End of 2020-21 Q1	2,513	300	5,096	90	7,999
End of 2020-21 Q2	2,507	303	5,336	124	8,270
End of 2020-21 Q3	2,501	307	5,577	118	8,503

Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory ^{553 554 555 556}

	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	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
End of 2019-20 Q4	2,791	4,916	46	7,753
End of 2020-21 Q1	2,872	5,037	90	7,999
End of 2020-21 Q2	2,971	5,175	124	8,270
End of 2020-21 Q3	3,065	5,320	118	8,503

Table L.6 Assessment of access by age group – Australian Capital Territory ⁵⁵⁷

Age Group	Prior Quarters		2020-21 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	2,830	93%	123	98%	2,953	94%
7 to 14	1,837	83%	55	89%	1,892	83%
15 to 18	597	86%	17	77%	614	85%
19 to 24	431	84%	<11		440	83%
25 to 34	700	80%	22	67%	722	79%
35 to 44	863	77%	23	66%	886	77%
45 to 54	944	76%	20	51%	964	75%
55 to 64	1,163	74%	27	63%	1,190	73%
65+	58	55%	<11		58	54%
Missing	<11		<11		<11	
Total	9,423	83%	296	79%	9,719	83%

⁵⁵¹ This table shows the total numbers of active participants at the end of each period.⁵⁵² 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.⁵⁵³ This table shows the total numbers of active participants at the end of each period.⁵⁵⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.⁵⁵⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.⁵⁵⁶ 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.⁵⁵⁷ 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 support needs than people who approach the Scheme who have not previously received supports.

Table L.7 Assessment of access by disability – Australian Capital Territory ⁵⁵⁸

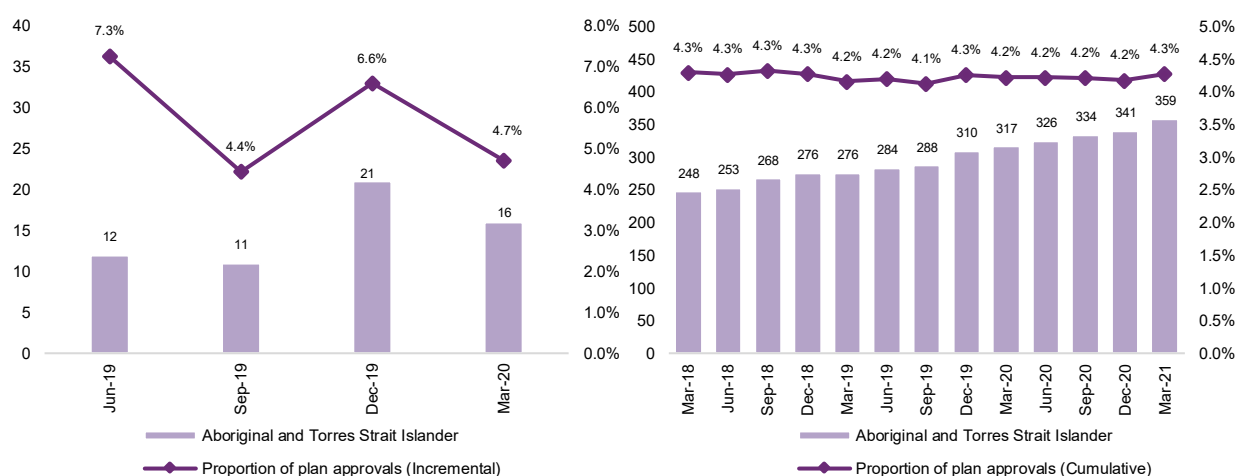
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	220	95%	<11		225	94%
Autism	2,508	96%	83	97%	2,591	96%
Cerebral Palsy	301	95%	<11		304	94%
Developmental Delay	1,116	93%	97	99%	1,213	93%
Global Developmental Delay	189	98%	12	100%	201	99%
Hearing Impairment	453	84%	11	92%	464	84%
Intellectual Disability	1,501	96%	11	92%	1,512	96%
Multiple Sclerosis	204	91%	<11		208	90%
Psychosocial disability	1,113	69%	33	55%	1,146	68%
Spinal Cord Injury	76	92%	<11		79	91%
Stroke	131	87%	<11		134	87%
Visual Impairment	185	91%	<11		188	91%
Other Neurological	435	73%	<11		443	73%
Other Physical	619	54%	13	48%	632	54%
Other Sensory/Speech	271	59%	<11		271	59%
Other	63	49%	<11		70	45%
Missing	38	37%	<11		38	37%
Total	9,423	83%	296	79%	9,719	83%

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	339	4.2%	20	6.9%	359	4.3%
Not Aboriginal and Torres Strait Islander	6,680	82.5%	220	75.9%	6,900	82.3%
Not Stated	1,076	13.3%	50	17.2%	1,126	13.4%
Total	8,095	100%	290	100%	8,385	100%

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{559 560}



⁵⁵⁸ Ibid.

⁵⁵⁹ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵⁶⁰ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019 and after the March 2020 quarter.

Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	890	11.0%	28	9.7%	918	10.9%
Not culturally and linguistically diverse	7,129	88.1%	262	90.3%	7,391	88.1%
Not stated	76	0.9%	<11		76	0.9%
Total	8,095	100%	290	100%	8,385	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶¹

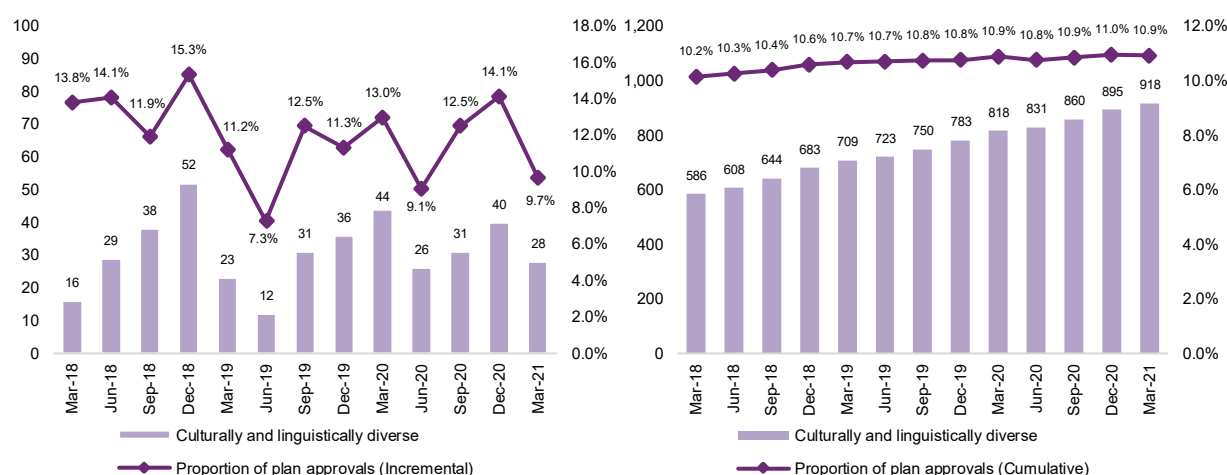
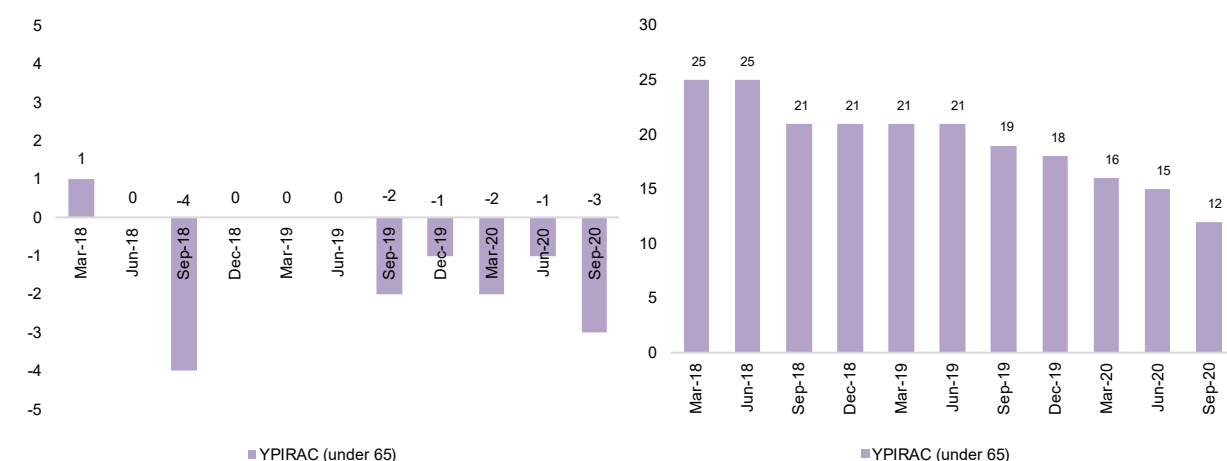


Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Australian Capital Territory ^{562 563}

Age group	Total
Total YPIRAC (under 65)	11

Figure L.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶⁴



⁵⁶¹ 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. Quarterly results are reported based on a rolling 3 year period.

⁵⁶² The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁵⁶³ There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

⁵⁶⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data after the September 2020 quarter.

Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory ^{565 566}

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	8,083	99.9%	290	100.0%	8,373	99.9%
Population > 50,000	<11		<11		<11	
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	8,095	100%	290	100%	8,385	100%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory ^{567 568 569}

Disability	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Autism	2,422	30%	79	27%	2,501	30%
Intellectual Disability	1,405	17%	17	6%	1,422	17%
Psychosocial disability	987	12%	38	13%	1,025	12%
Developmental Delay	702	9%	91	31%	793	9%
Hearing Impairment	415	5%	12	4%	427	5%
Other Neurological	344	4%	<11		353	4%
Other Physical	508	6%	<11		518	6%
Cerebral Palsy	281	3%	<11		282	3%
ABI	194	2%	<11		198	2%
Global Developmental Delay	160	2%	13	4%	173	2%
Visual Impairment	169	2%	<11		171	2%
Multiple Sclerosis	191	2%	<11		192	2%
Stroke	115	1%	<11		120	1%
Spinal Cord Injury	66	1%	<11		68	1%
Other	49	1%	<11		55	1%
Other Sensory/Speech	87	1%	<11		87	1%
Total	8,095	100%	290	100%	8,385	100%

⁵⁶⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁶⁶ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁵⁶⁷ Table order based on national proportions (highest to lowest).

⁵⁶⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵⁶⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Australian Capital Territory (227).

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷⁰

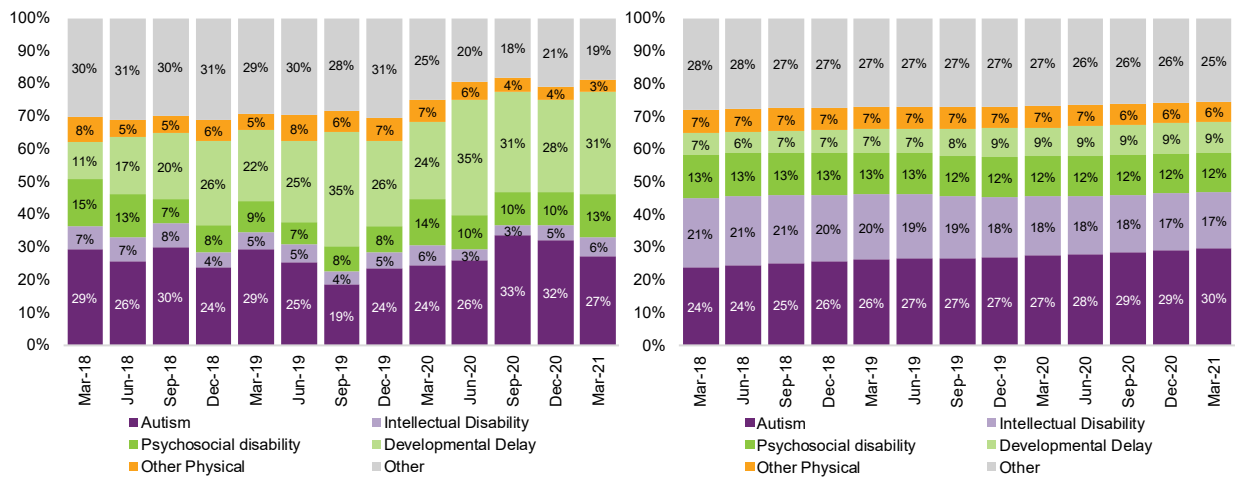


Table L.13 Participant profile per quarter by level of function – Australian Capital Territory ⁵⁷¹

Level of Function	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	874	11%	76	26%	950	11%
2 (High Function)	17	0%	<11		17	0%
3 (High Function)	476	6%	14	5%	490	6%
4 (High Function)	807	10%	22	8%	829	10%
5 (High Function)	531	7%	20	7%	551	7%
6 (Moderate Function)	1,559	19%	79	27%	1,638	20%
7 (Moderate Function)	431	5%	<11		441	5%
8 (Moderate Function)	587	7%	11	4%	598	7%
9 (Moderate Function)	52	1%	<11		52	1%
10 (Moderate Function)	842	10%	24	8%	866	10%
11 (Low Function)	278	3%	<11		280	3%
12 (Low Function)	935	12%	30	10%	965	12%
13 (Low Function)	538	7%	<11		539	6%
14 (Low Function)	148	2%	<11		149	2%
15 (Low Function)	<11		<11		<11	
Missing	20		<11		20	
Total	8,095	100%	290	100%	8,385	100%

⁵⁷⁰ 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. Quarterly results are reported based on a rolling 3 year period.

⁵⁷¹ The distributions are calculated excluding participants with a missing level of function.

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷²

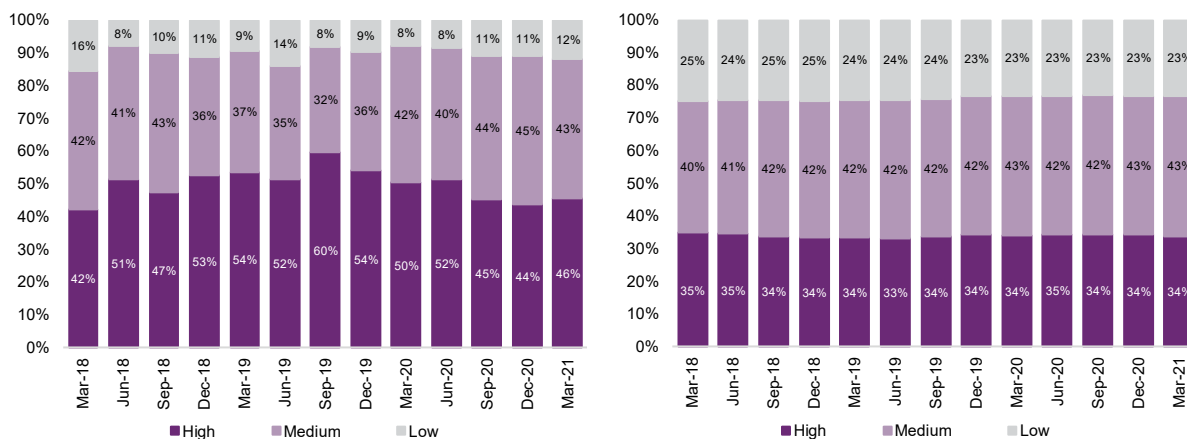
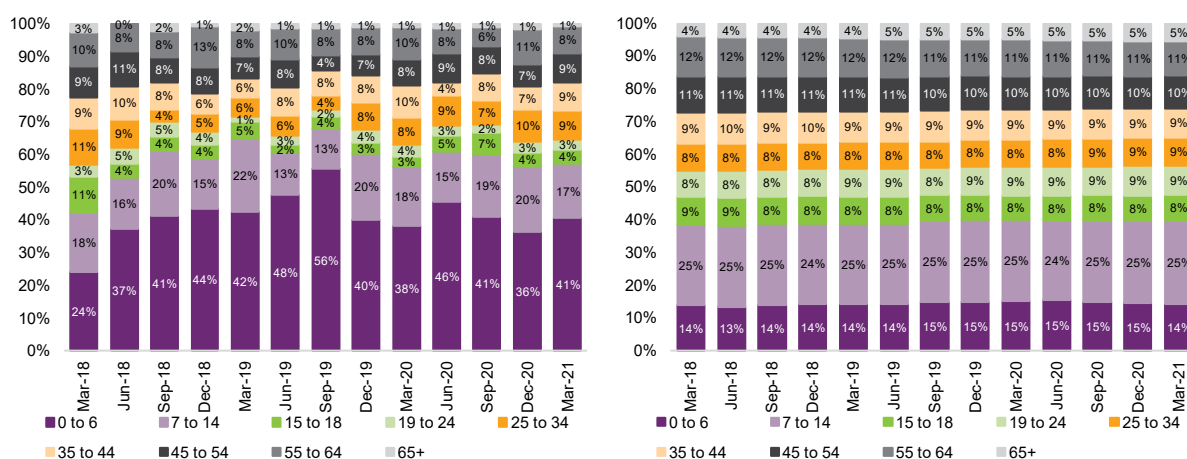


Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,084	13%	118	41%	1,202	14%
7 to 14	2,085	26%	48	17%	2,133	25%
15 to 18	652	8%	13	4%	665	8%
19 to 24	741	9%	<11		750	9%
25 to 34	697	9%	25	9%	722	9%
35 to 44	723	9%	25	9%	748	9%
45 to 54	807	10%	26	9%	833	10%
55 to 64	868	11%	24	8%	892	11%
65+	438	5%	<11		440	5%
Total	8,095	100%	290	100%	8,385	100%

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷³



⁵⁷² 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. Quarterly results are reported based on a rolling 3 year period.

⁵⁷³ Ibid.

Table L.15 Participant profile per quarter by gender – Australian Capital Territory

	Prior Quarters		2020-21 Q3		Total	
Gender	N	%	N	%	N	%
Male	4,856	60%	187	64%	5,043	60%
Female	3,165	39%	101	35%	3,266	39%
Other	74	1%	<11		76	1%
Total	8,095	100%	290	100%	8,385	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷⁴

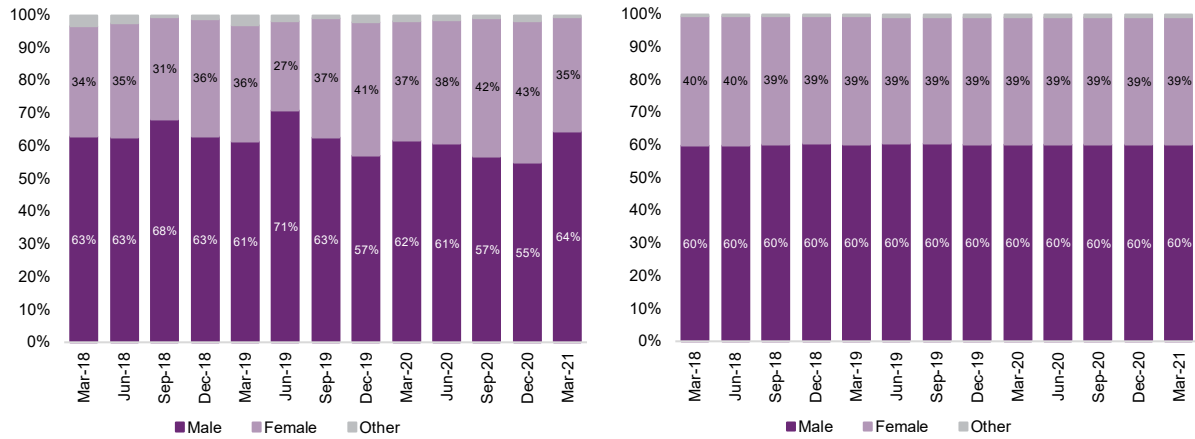


Table L.16 Participation rates by age group – Australian Capital Territory ⁵⁷⁵

	ACT
0-6	3.05%
7-14	5.07%
15-18	3.61%
19-24	1.84%
25-34	1.04%
35-44	1.18%
45-54	1.56%
55-64	2.08%
Total (aged 0-64)	2.15%

⁵⁷⁴ Ibid.

⁵⁷⁵ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table L.17 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁵⁷⁶

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	190	160	313	396	247	1,306
Participant school to 14	198	175	265	322	224	1,184
Participant 15 to 24	155	76	78	85	65	459
Participant 25 and over	830	242	298	367	277	2,014
Total Participant	1,373	653	954	1,170	813	4,963
Family 0 to 14	324	316	560	703	468	2,371
Family 15 to 24	40	43	61	49	50	243
Family 25 and over	24	42	88	130	85	369
Total Family	388	401	709	882	603	2,983
Total	1,761	1,054	1,663	2,052	1,416	7,946

Table L.18 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	58%			
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		45%		
CC	% of children who have a genuine say in decisions about themselves		83%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			51%	69%
CC	% who choose what they do each day			58%	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			75%	70%

⁵⁷⁶ Baseline outcomes for participants and/or their families and carers were collected for 94% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table L.19 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	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		44%		
REL	Of these, % who are welcomed or actively included	60%	71%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	35%

Table L.20 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		83%		
HM	% who are happy with their home			78%	66%
HM	% who feel safe or very safe in their home			83%	65%
HW	% who rate their health as good, very good or excellent			59%	40%
HW	% who did not have any difficulties accessing health services			73%	61%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				83%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			26%	30%
WK	% who volunteer			11%	14%

Table L.21 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%	12%	10%
% receiving Carer Allowance	18%	25%	15%
% working in a paid job	59%	69%	48%
Of those in a paid job, % in permanent employment	87%	87%	88%
Of those in a paid job, % working 15 hours or more	88%	94%	91%
% who say they (and their partner) are able to work as much as they want	52%	61%	59%
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	81%	95%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	23%	13%
% able to advocate for their child/family member	82%	71%	65%
% who have friends and family they see as often as they like	53%	47%	51%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		42%	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%	64%	63%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=287) - participants who entered between 1 July 2016 and 31 March 2020 – Australian Capital Territory⁵⁷⁷

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	88%
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?	76%
S/CP Has the NDIS improved how your child fits into community life?	62%

Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=447) - participants who entered between 1 July 2016 and 31 March 2020 – Australian Capital Territory

Question	% Yes
DL Has the NDIS helped your child to become more independent?	76%
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?	64%
S/CP Has the NDIS improved your child's social and recreational life?	62%

⁵⁷⁷ Results in Tables L.22 to L.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=111) and ‘Participant 25 and over’ (n=484) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	63%	77%
DL	Has the NDIS helped you with daily living activities?	62%	80%
REL	Has the NDIS helped you to meet more people?	38%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	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?	24%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	19%
S/CP	Has the NDIS helped you be more involved?	45%	60%

Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=831); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=226) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	60%
	Has the NDIS improved the level of support for your family?	77%	71%
	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%	64%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
	Has the NDIS improved your health and wellbeing?	58%	45%

Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=178) - participants who entered between 1 July 2016 and 31 March 2019 – Australian Capital Territory⁵⁷⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	98%	+6%
DL	Has the NDIS improved your child's access to specialist services?	92%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	87%	+7%
REL	Has the NDIS improved how your child fits into family life?	77%	85%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	70%	74%	+4%

⁵⁷⁸ Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table L.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=269) - participants who entered between 1 July 2016 and 31 March 2019 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	77%	83%	+6%
LL	Has the NDIS improved your child's access to education?	56%	59%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	65%	68%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	62%	63%	+1%

Table L.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=91) and ‘Participant 25 and over’ (n=308) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	67%	71%	+4%	69%	75%	+6%
DL	Has the NDIS helped you with daily living activities?	69%	68%	-1%	76%	80%	+5%
REL	Has the NDIS helped you to meet more people?	50%	45%	-5%	46%	49%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	15%	-5%	24%	23%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	52%	+7%	58%	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?	31%	31%	0%	25%	23%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	-2%	15%	12%	-3%
S/CP	Has the NDIS helped you be more involved?	56%	56%	0%	54%	55%	+1%

Table L.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=367); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=60) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	74%	77%	+2%	43%	59%	+15%
Has the NDIS improved the level of support for your family?	77%	81%	+5%	75%	72%	-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?	82%	84%	+3%	67%	66%	-1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	85%	+2%			
Has the NDIS improved your health and wellbeing?	58%	63%	+5%	53%	51%	-2%

Table L.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=84) - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	87%	93%	100%	+13%
DL	Has the NDIS improved your child's access to specialist services?	93%	90%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	86%	73%	-6%
REL	Has the NDIS improved how your child fits into family life?	67%	81%	77%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	62%	62%	55%	-7%

Table L.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=144) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	73%	78%	82%	+8%
LL	Has the NDIS improved your child's access to education?	41%	48%	55%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	57%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	57%	60%	+9%

⁵⁷⁹ Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table L.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=81) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	62%	62%	67%	+5%
Has the NDIS helped you with daily living activities?	59%	65%	68%	+9%
Has the NDIS helped you to meet more people?	48%	49%	51%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	18%	21%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	54%	55%	58%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	26%	30%	-2%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	14%	-4%
Has the NDIS helped you be more involved?	54%	60%	59%	+5%

Table L.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=396) - participants who entered between 1 July 2016 and 31 March 2018 – 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%	+8%
Has the NDIS helped you with daily living activities?	77%	82%	87%	+10%
Has the NDIS helped you to meet more people?	50%	53%	58%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	21%	23%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	58%	66%	70%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	30%	29%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	15%	+2%
Has the NDIS helped you be more involved?	58%	62%	66%	+8%

Table L.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=172) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	61%	69%	74%	+14%
Has the NDIS improved the level of support for your family?	71%	78%	82%	+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?	73%	79%	82%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	82%	84%	+4%
Has the NDIS improved your health and wellbeing?	40%	45%	49%	+9%

Table L.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=24) - participants who entered between 1 July 2016 and 31 March 2018 – 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?	45%	58%	60%	+15%
Has the NDIS improved the level of support for your family?	58%	56%	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?	50%	59%	72%	+22%
Has the NDIS improved your health and wellbeing?	58%	52%	51%	-7%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

Table L.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=105) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory ⁵⁸⁰

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	57%	66%	71%	73%	+16%
LL Has the NDIS improved your child's access to education?	35%	36%	43%	47%	+12%
REL Has the NDIS improved your child's relationships with family and friends?	52%	53%	56%	63%	+11%
S/CP Has the NDIS improved your child's social and recreational life?	39%	45%	50%	50%	+11%

⁵⁸⁰ Results in Tables L.36 to L.39 include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table L.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F version ‘Participant 15 to 24’ (n=64) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	53%	70%	60%	69%	+16%
DL	Has the NDIS helped you with daily living activities?	44%	59%	60%	66%	+21%
REL	Has the NDIS helped you to meet more people?	40%	54%	35%	50%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	7%	14%	12%	9%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	48%	44%	45%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	20%	25%	17%	18%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	18%	13%	11%	-1%
S/CP	Has the NDIS helped you be more involved?	34%	51%	45%	51%	+18%

Table L.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F versions ‘Participant 25 and over’ (n=251) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	72%	75%	80%	81%	+9%
DL	Has the NDIS helped you with daily living activities?	74%	80%	81%	85%	+11%
REL	Has the NDIS helped you to meet more people?	51%	54%	58%	60%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	19%	23%	-0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	63%	65%	70%	+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?	31%	28%	25%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	18%	20%	20%	-3%
S/CP	Has the NDIS helped you be more involved?	54%	60%	63%	65%	+10%

Table L.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=69) - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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%	51%	63%	70%	+17%
Has the NDIS improved the level of support for your family?	63%	79%	69%	78%	+16%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	80%	72%	79%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	73%	63%	76%	+15%
Has the NDIS improved your health and wellbeing?	42%	47%	44%	56%	+14%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third and fourth plan review, for 'Family 15 to 24' and 'Family 25 and over' combined.

Table L.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=418), ‘participant social and community engagement rate’ (n=417) and ‘parent and carer employment rate’ (n=402) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Australian Capital Territory ⁵⁸¹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	19%	22%	24%
Aged 25+	33%	31%	31%	
Aged 15+	29%	28%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	34%	34%	50%
Aged 25+	41%	45%	45%	
Aged 15+	39%	42%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	58%	61%	64%	50%
Aged 15+	55%	59%	59%	
All ages	57%	61%	63%	

⁵⁸¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table L.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=461), 'participant social and community engagement rate' (n=466) and 'parent and carer employment rate' (n=170) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Australian Capital Territory ⁵⁸²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	24%	28%	30%	33%	24%
Aged 25+	32%	32%	28%	32%	
Aged 15+	31%	31%	28%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	30%	27%	31%	50%
Aged 25+	40%	43%	44%	47%	
Aged 15+	39%	42%	42%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	53%	56%	58%	50%
Aged 15+	Numbers are too small				
All ages	48%	54%	55%	56%	

Table L.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=309), 'participant social and community engagement rate' (n=305) and 'parent and carer employment rate' (n=62) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 March 2017 – Australian Capital Territory ⁵⁸³

Annual Review – participants who entered between 1 July 2019 and 31 March 2021 – Australian Capital Territory						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25+	31%	31%	31%	30%	29%	
Aged 15+	29%	30%	31%	29%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%
Aged 25+	33%	37%	46%	49%	47%	
Aged 15+	33%	37%	46%	48%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	46%	51%	50%	60%	64%	50%
Aged 15+	Numbers are too small					
All ages	53%	55%	55%	64%	65%	

⁵⁸² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

⁵⁸³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

Table L.43 Number of active plans by goal type and primary disability – Australian Capital Territory ⁵⁸⁴

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	141	140	33	46	144	65	57	198
Autism	442	2,110	1,011	892	1,154	1,545	175	513	2,501
Cerebral Palsy	74	226	174	63	54	173	62	66	282
Developmental Delay	126	731	343	476	318	320	9	0	793
Down Syndrome	48	189	137	41	60	162	58	96	227
Global Developmental Delay	22	156	79	111	75	70	1	0	173
Hearing Impairment	97	304	103	94	62	204	67	84	427
Intellectual Disability	263	931	547	303	364	780	264	389	1,195
Multiple Sclerosis	65	141	138	12	25	110	72	46	192
Psychosocial disability	244	628	698	211	234	743	387	343	1,025
Spinal Cord Injury	20	47	42	14	6	39	21	21	68
Stroke	32	94	69	9	21	73	28	24	120
Visual Impairment	51	148	73	42	14	116	45	52	171
Other Neurological	89	268	211	60	66	223	101	67	353
Other Physical	117	397	340	64	69	303	128	90	518
Other Sensory/Speech	25	69	31	36	31	39	4	4	87
Other	21	44	27	7	10	37	20	13	55
Total	1,792	6,624	4,163	2,468	2,609	5,081	1,507	1,865	8,385

Table L.44 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁵⁸⁵

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	65	222	166	38	53	162	75	59	840
Autism	512	4,261	1,198	1,105	1,375	1,828	178	541	10,998
Cerebral Palsy	92	412	207	74	59	201	66	68	1,179
Developmental Delay	140	1,756	420	606	365	333	9	0	3,629
Down Syndrome	50	336	153	50	63	186	58	98	994
Global Developmental Delay	25	393	94	146	83	79	1	0	821
Hearing Impairment	109	472	116	105	69	244	70	87	1,272
Intellectual Disability	294	1,590	635	364	409	915	276	418	4,901
Multiple Sclerosis	70	207	180	12	26	124	76	48	743
Psychosocial disability	292	846	856	230	253	839	415	361	4,092
Spinal Cord Injury	24	69	52	16	6	50	24	22	263
Stroke	36	160	82	9	23	84	29	25	448
Visual Impairment	58	233	81	46	14	141	46	52	671
Other Neurological	104	428	264	78	68	250	112	72	1,376
Other Physical	137	610	418	68	73	339	138	98	1,881
Other Sensory/Speech	27	118	39	39	39	46	4	5	317
Other	25	72	35	9	11	39	22	14	227
Total	2,060	12,185	4,996	2,995	2,989	5,860	1,599	1,968	34,652

⁵⁸⁴ 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.

⁵⁸⁵ Participants have set over six million goals in total across Australia since July 2016. The 34,652 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.45 Number of active plans by goal type and age group – Australian Capital Territory ⁵⁸⁶

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	190	1,105	562	736	502	525	8	0	1,202
7 to 14	334	1,896	706	798	979	1,147	37	19	2,133
15 to 18	142	541	265	216	253	435	38	199	665
19 to 24	175	565	334	193	167	452	148	470	750
25 to 34	181	510	402	151	160	498	222	388	722
35 to 44	223	515	481	133	162	513	256	290	748
45 to 54	208	571	551	117	157	585	309	281	833
55 to 64	228	613	565	88	165	633	350	185	892
65+	111	308	297	36	64	293	139	33	440
Total	1,792	6,624	4,163	2,468	2,609	5,081	1,507	1,865	8,385

Table L.46 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁵⁸⁷

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	206	2,721	687	950	571	564	8	0	5,707
7 to 14	386	4,151	857	998	1,165	1,361	38	19	8,975
15 to 18	162	907	301	252	308	507	39	207	2,683
19 to 24	207	831	384	229	180	515	151	507	3,004
25 to 34	207	759	457	170	176	584	233	409	2,995
35 to 44	260	724	580	145	176	588	274	306	3,053
45 to 54	242	806	677	120	170	681	330	292	3,318
55 to 64	267	860	685	93	178	717	376	194	3,370
65+	123	426	368	38	65	343	150	34	1,547
Total	2,060	12,185	4,996	2,995	2,989	5,860	1,599	1,968	34,652

⁵⁸⁶ 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.

⁵⁸⁷ Participants have set over six million goals in total across Australia since July 2016. The 34,652 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.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁵⁸⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 20	n = 12
Are you happy with how coming into the NDIS has gone?	N/A	N/A
Was the person from the NDIS respectful?	N/A	N/A
Do you understand what will happen next with your plan?	N/A	N/A
% of participants rating their overall experience as Very Good or Good.	N/A	N/A
Pre-planning	n = 19	n = 14
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you understand why you needed to give the information you did?	N/A	N/A
Were decisions about your plan clearly explained?	N/A	N/A
Are you clear on what happens next with your plan?	N/A	N/A
Do you know where to go for more help with your plan?	N/A	N/A
% of participants rating their overall experience as Very Good or Good.	N/A	N/A
Planning	n = 82	n = 84
Did the person from the NDIS understand how your disability affects your life?	88%	88%
Did you understand why you needed to give the information you did?	96%	92%
Were decisions about your plan clearly explained?	85%	85%
Are you clear on what happens next with your plan?	87%	80%
Do you know where to go for more help with your plan?	89%	82%
% of participants rating their overall experience as Very Good or Good.	84%	80%
Plan review	n = 391	n = 406
Did the person from the NDIS understand how your disability affects your life?	76%	81%
Did you feel prepared for your plan review?	82%	86%
Is your NDIS plan helping you to make progress towards your goals?	86%	90%
% of participants rating their overall experience as Very Good or Good.	70%	74%

⁵⁸⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{589 590 591}

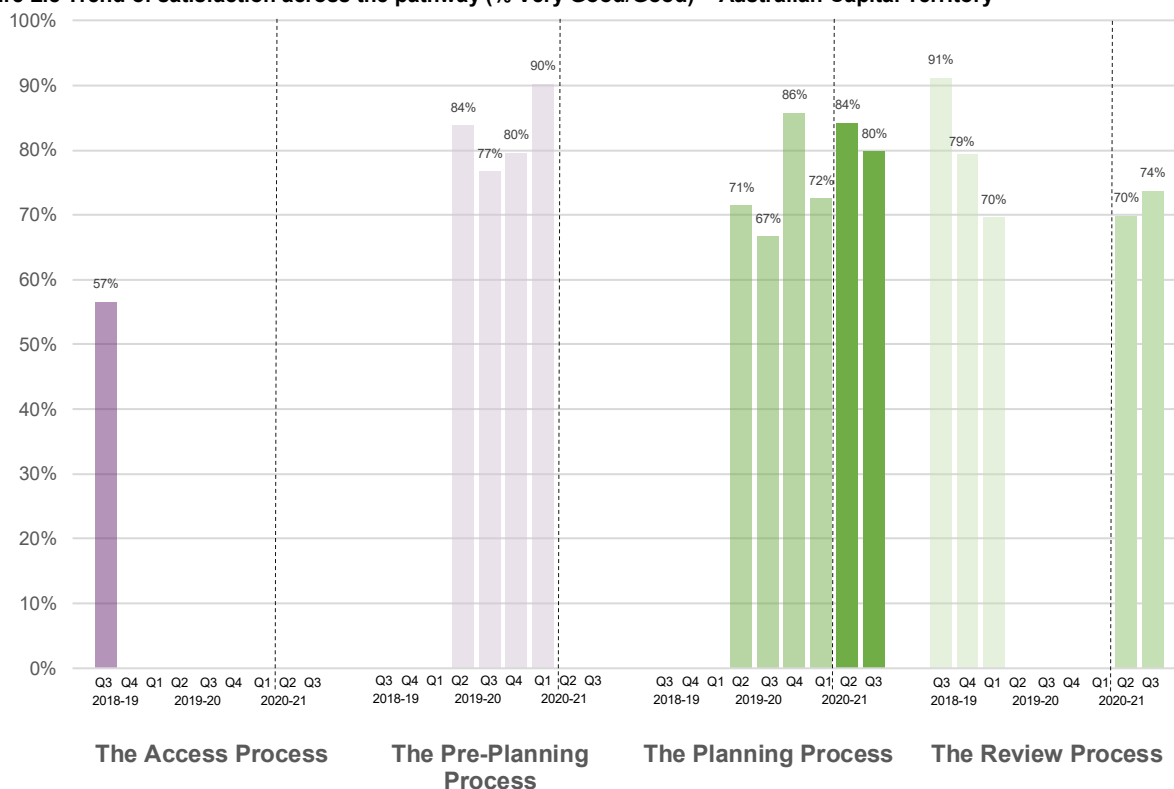
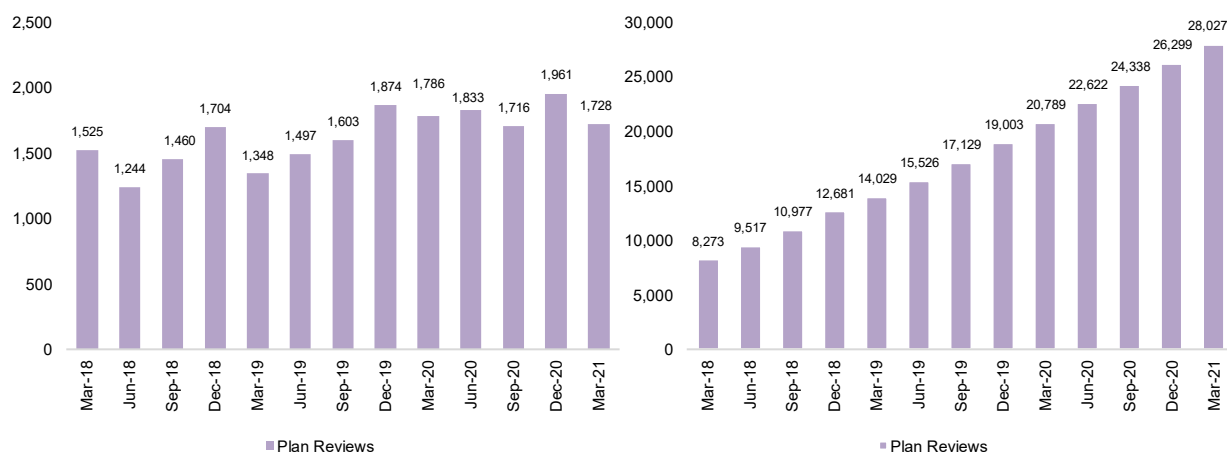


Table L.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory ⁵⁹²

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	26,299	1,728	28,027
<i>Early intervention plans</i>	8,049	642	8,691
<i>Permanent disability plans</i>	18,250	1,086	19,336

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁵⁸⁹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

⁵⁹⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁹¹ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁹² Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.49 shows the numbers of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

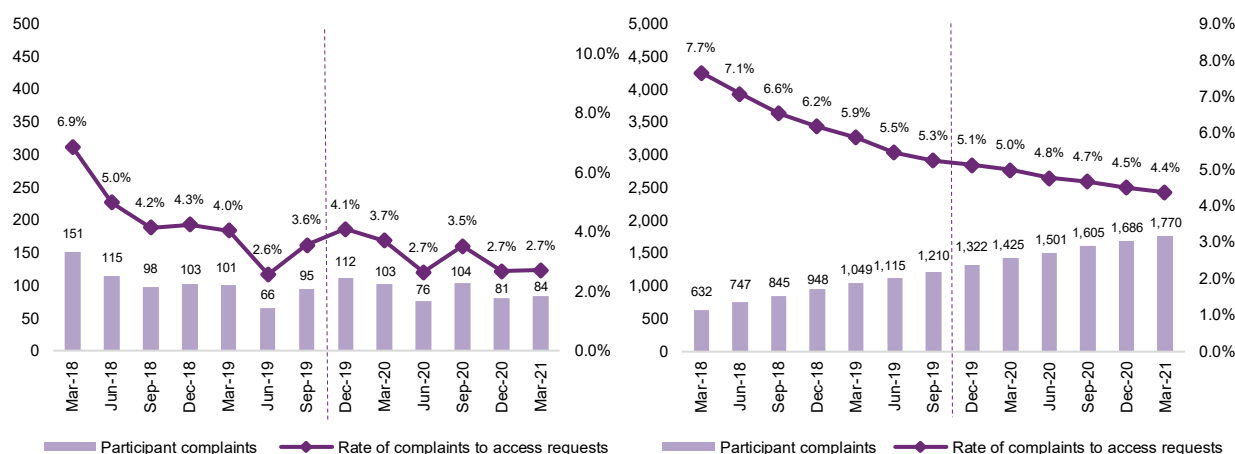
Table L.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table L.51.

Table L.51 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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table L.50. The list of complaint types is different to that which appears in Table L.50, as it is based on the options available on the 'My Customer Requests' tile.

Table L.49 Complaints by quarter – Australian Capital Territory ^{593 594 595}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	3	0	3	3
Complaint about LAC Partner	15	7	22	22
Complaints about service providers	95	4	99	87
Complaints about the Agency	1,687	59	1,746	1,036
Critical/ Reportable Incident	50	14	64	51
Unclassified	171	0	171	148
Total	2,021	84	2,105	1,210
Total complaints made since 1 April 2017	1,686	84	1,770	
Complaints since 1 April 2017 as % of all access requests	4.5%	2.7%	4.4%	

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁵⁹³ Note that 64% of all complainants made only one complaint, 21% made two complaints and 15% made three or more complaints.

⁵⁹⁴ % 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.

⁵⁹⁵ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table L.50 Complaints by type ('My Feedback' tile) – Australian Capital Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	12	(15%)
Service Delivery	21	(26%)
Staff conduct	9	(11%)
Provider process	15	(19%)
Provider costs.	7	(9%)
Other	16	(20%)
Total	80	
<i>Complaints about the Agency</i>		
Timeliness	408	(30%)
Individual needs	192	(14%)
Reasonable and necessary supports	135	(10%)
Information unclear	40	(3%)
The way the NDIA carried out its decision making	62	(5%)
Other	522	(38%)
Total	1,359	
<i>Unclassified</i>	171	
Participants total	1,610	

Table L.51 Complaints by type ('My Customer Requests' tile) – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	1	(33%)	0		1	(33%)
ECEI Process	1	(33%)	0		1	(33%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	1	(33%)	0		1	(33%)
Total	3		0		3	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(7%)	0	(0%)	1	(5%)
LAC Plan	2	(13%)	1	(14%)	3	(14%)
LAC Process	1	(7%)	2	(29%)	3	(14%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	9	(60%)	4	(57%)	13	(59%)
LAC Timeliness	2	(13%)	0	(0%)	2	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		7		22	
<i>Complaints about service providers</i>						
Provider Finance	2	(13%)	0	(0%)	2	(11%)
Provider Fraud and Compliance	4	(27%)	0	(0%)	4	(21%)
Provider Service	7	(47%)	2	(50%)	9	(47%)
Provider Staff	2	(13%)	2	(50%)	4	(21%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		4		19	
<i>Complaints about the Agency</i>						
NDIA Access	26	(8%)	1	(2%)	27	(7%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	41	(12%)	6	(11%)	47	(12%)
NDIA Fraud and Compliance	3	(1%)	1	(2%)	4	(1%)
NDIA Plan	111	(33%)	19	(36%)	130	(34%)
NDIA Process	45	(13%)	6	(11%)	51	(13%)
NDIA Resources	3	(1%)	2	(4%)	5	(1%)
NDIA Staff	29	(9%)	8	(15%)	37	(10%)
NDIA Timeliness	76	(23%)	10	(19%)	86	(22%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	334		53		387	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	15	(30%)	2	(14%)	17	(27%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	7	(14%)	2	(14%)	9	(14%)
Participant threat	13	(26%)	2	(14%)	15	(23%)
Provider reporting	15	(30%)	8	(57%)	23	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	50		14		64	
<i>Unclassified</i>	0		0		0	
Participants total	417		78		495	

Figure L.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Australian Capital Territory ⁵⁹⁶

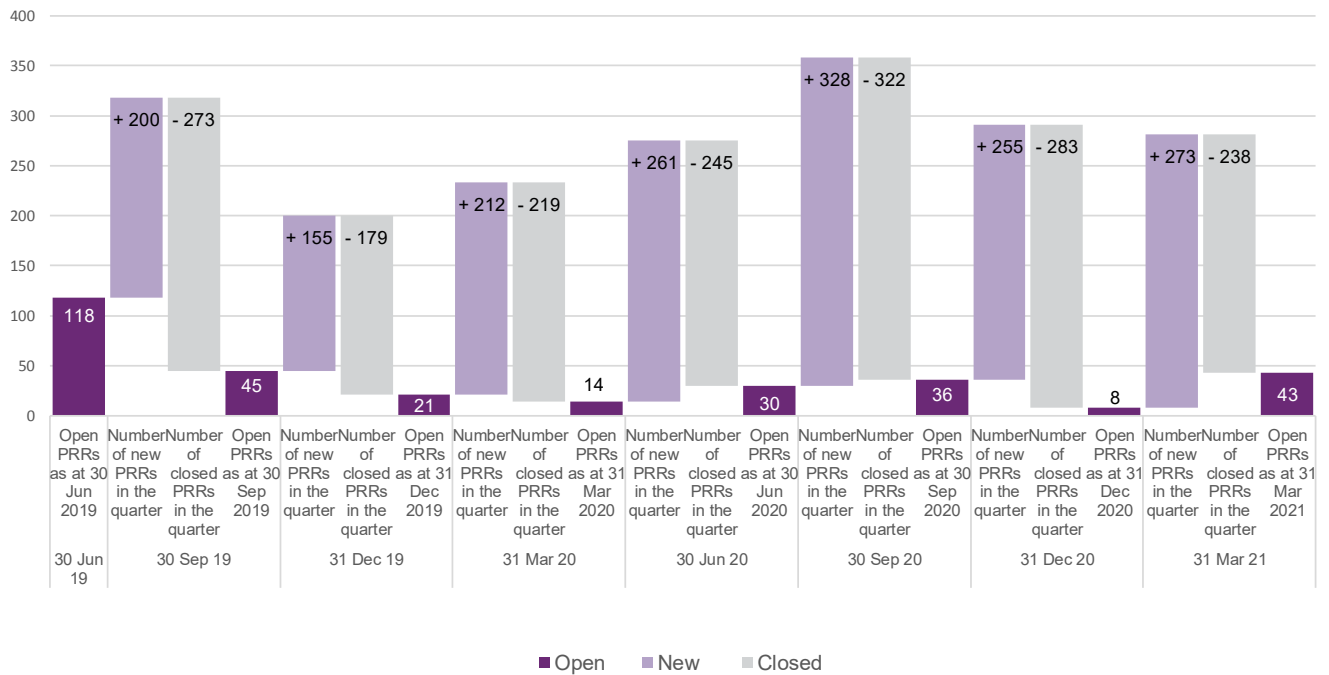
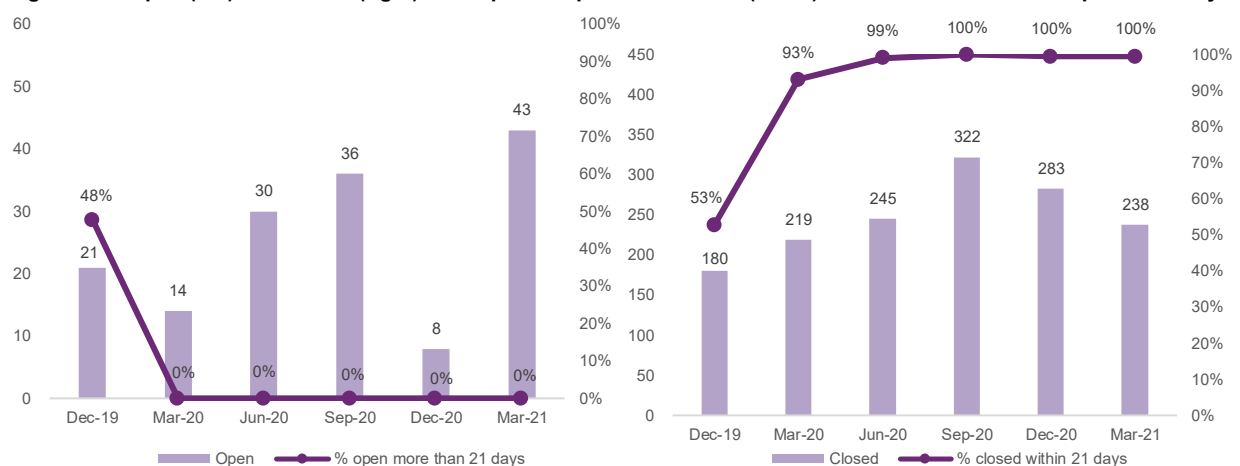


Table L.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory ⁵⁹⁷

	As at 31 March 2021
Open PRRs	43
Number of PRRs open less than 21 days	43
Number of PRRs open more than 21 days	0
New PRRs in the quarter	273
Number of PRRs closed in the quarter	238
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure L.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Australian Capital Territory ⁵⁹⁸



⁵⁹⁶ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

⁵⁹⁷ 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.

⁵⁹⁸ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure L.13 RoRDs received and closed by quarter and open at the end of each quarter – Australian Capital Territory

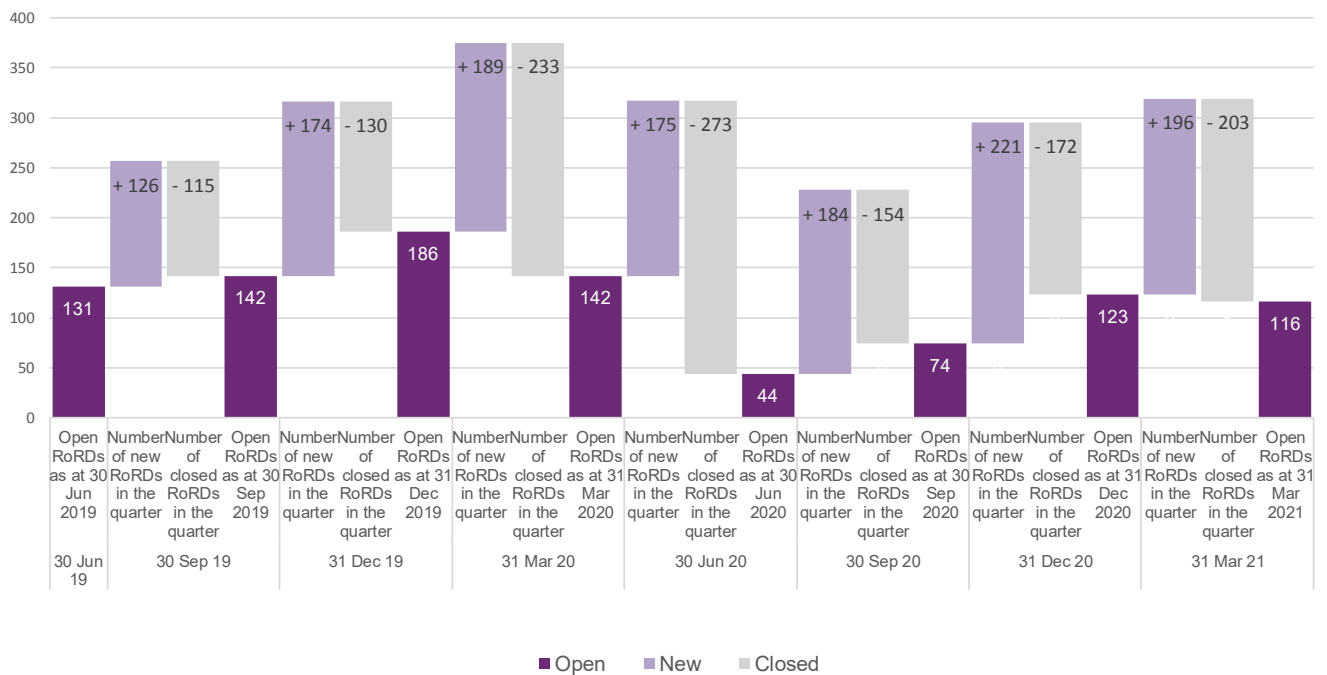
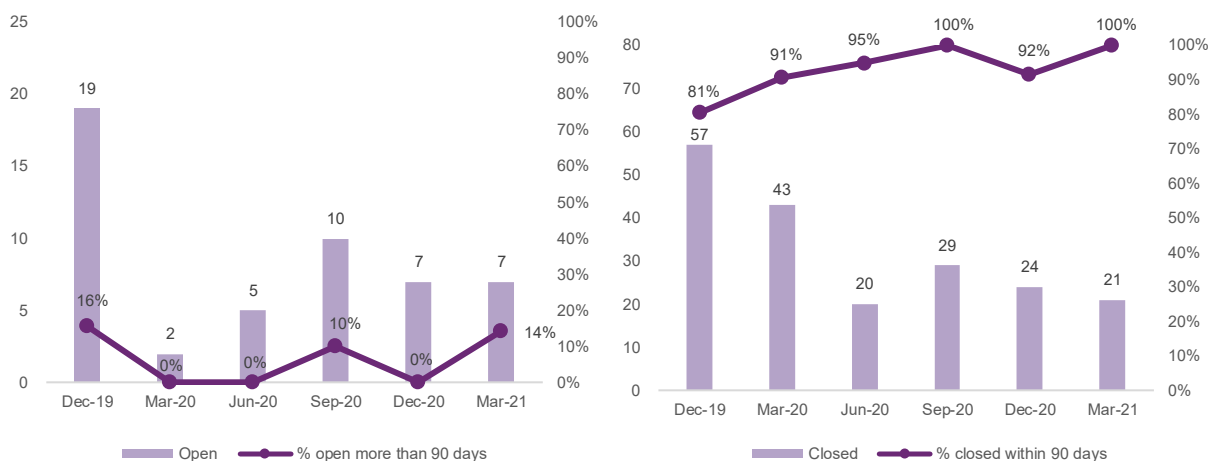


Table L.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory ^{599 600}

	Access	Planning
Open RoRDs	7	109
Number of RoRDs open less than 90 days	6	104
Number of RoRDs open more than 90 days	1	5
New RoRDs in the quarter	21	175
Number of RoRDs closed in the quarter	21	182
Proportion closed within 90 days	100%	90%
Average days RoRDs took to close in the quarter	30	62

Figure L.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Australian Capital Territory ⁶⁰¹



⁵⁹⁹ 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.

⁶⁰⁰ 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.

⁶⁰¹ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure L.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory ⁶⁰²

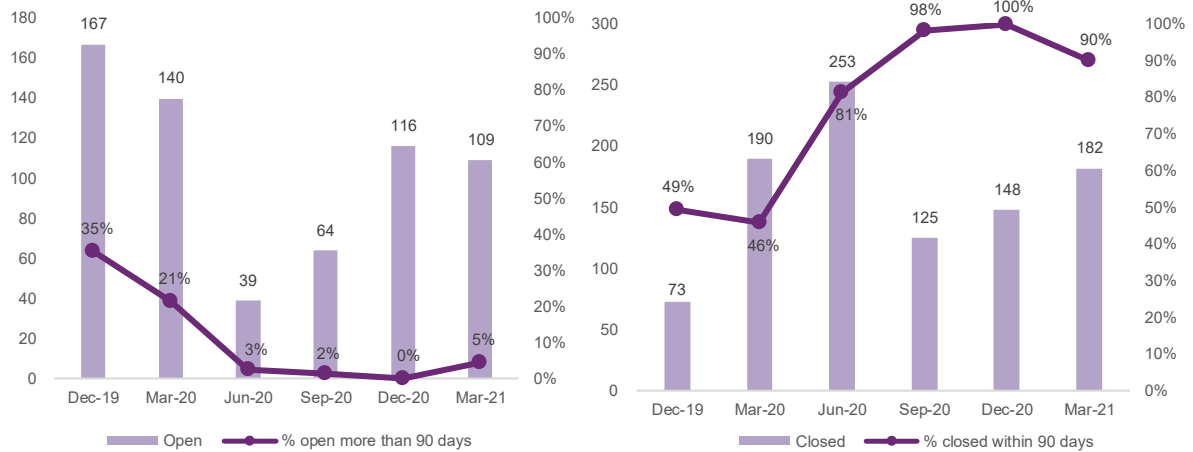


Table L.54 AAT Cases by category – Australian Capital Territory ⁶⁰³

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	155	47%	<11		162	44%
Plan	140	42%	25	76%	165	45%
Plan Review	22	7%	<11		22	6%
Other	15	5%	<11		16	4%
Total	332	100%	33	100%	365	100%
% of all access decisions	0.76%		1.14%		0.78%	

Figure L.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

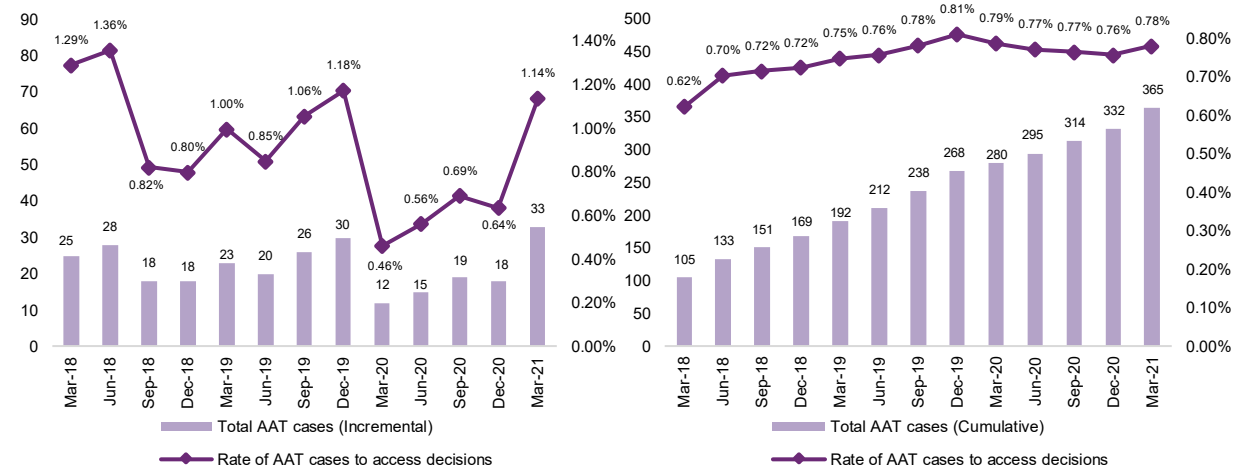


Table L.55 AAT cases by open/closed and decision – Australian Capital Territory

	N
AAT Cases	365
Open AAT Cases	87
Closed AAT Cases	278
Resolved before hearing	272
Gone to hearing and received a substantive decision	<11

⁶⁰² Ibid.

⁶⁰³ % 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.17 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Australian Capital Territory ^{604 605}

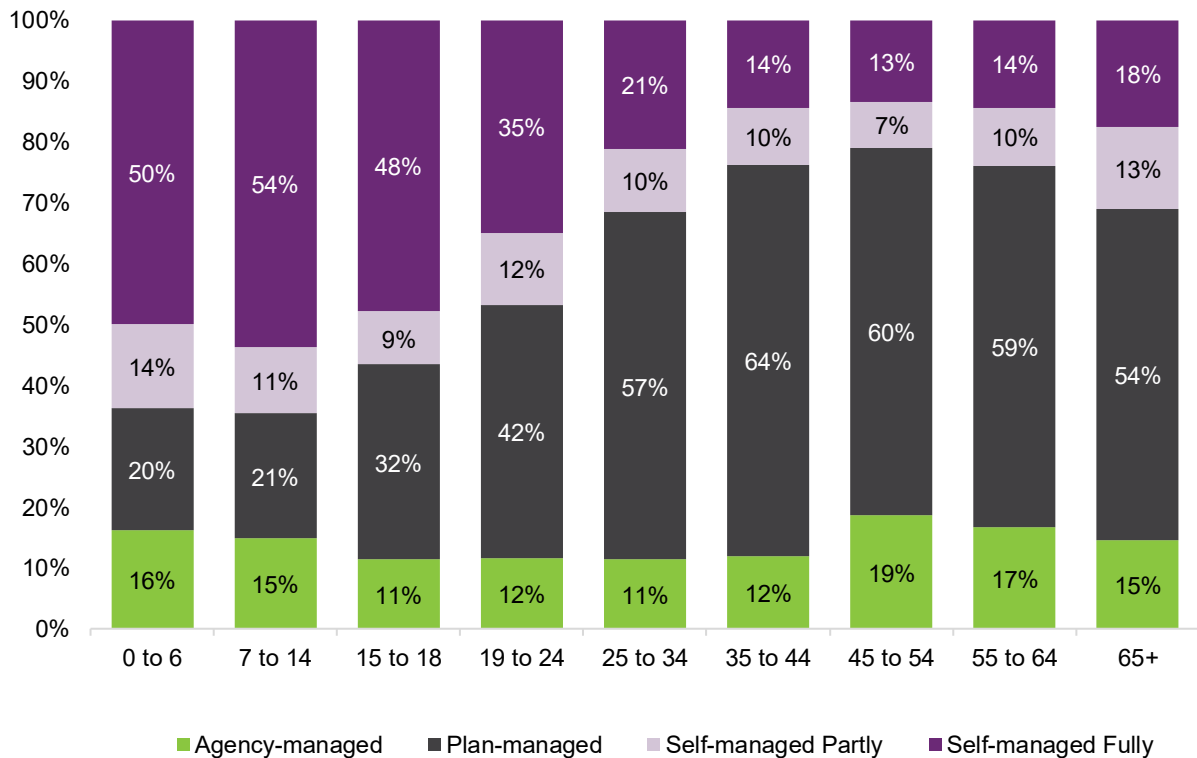
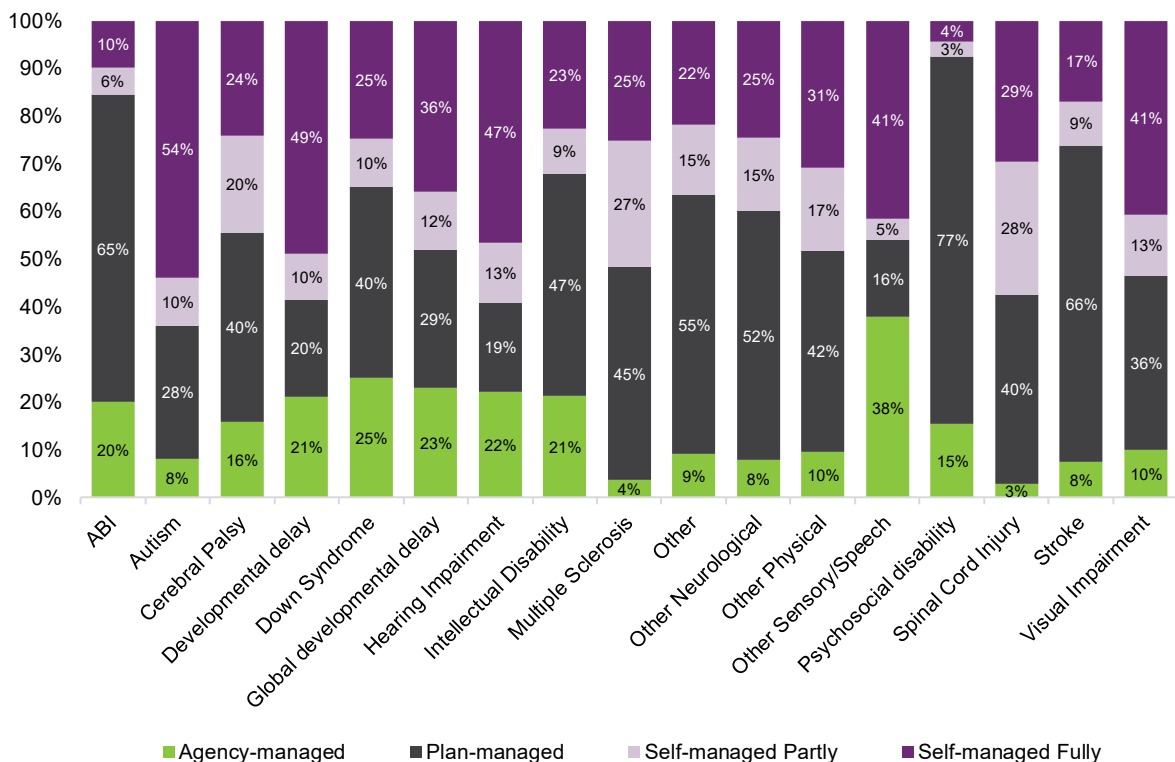


Figure L.18 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Australian Capital Territory ^{606 607}



⁶⁰⁴ For the total number of active participants in each age group, see Table L.14.

⁶⁰⁵ Participants can use more than one method to manage their funding. These results are based on 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.

⁶⁰⁶ For the total number of active participants in each primary disability group, see Table L.12.

⁶⁰⁷ Participants can use more than one method to manage their funding. These results are based on 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.

Table L.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁶⁰⁸

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	35%	34%	35%
Self-managed partly	11%	11%	11%
Plan-managed	39%	43%	40%
Agency-managed	15%	12%	14%
Total	100%	100%	100%

Figure L.19 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰⁹

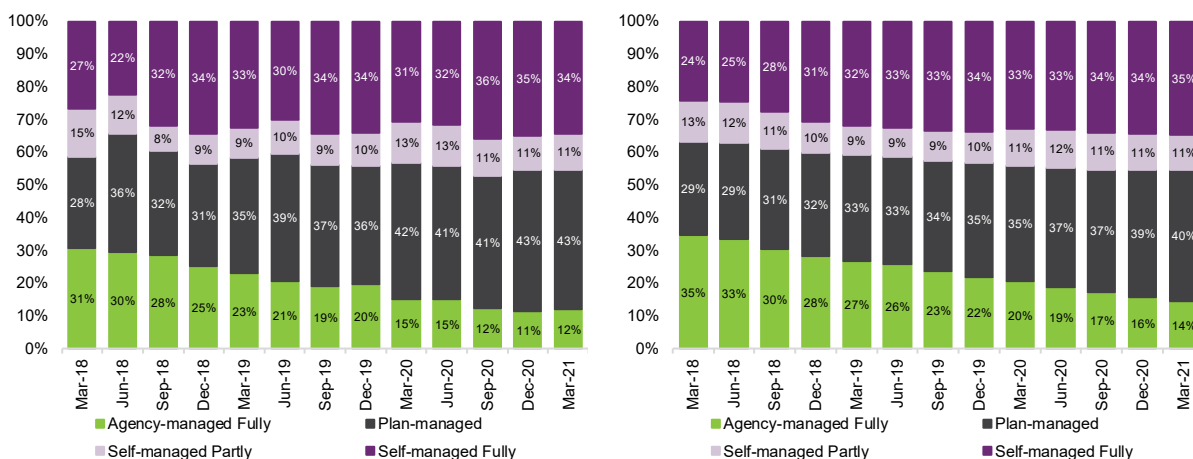
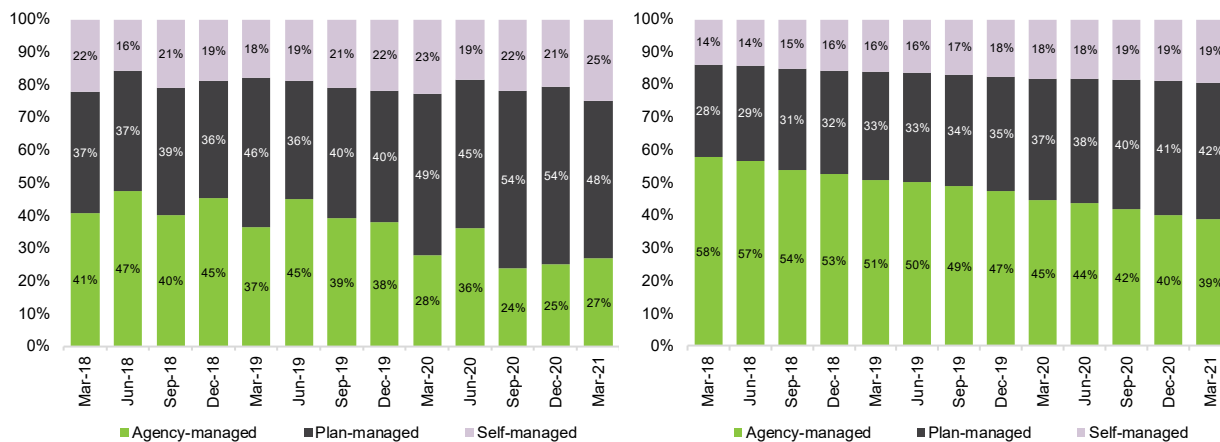


Table L.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q3	Total
Self-managed	19%	25%	19%
Plan-managed	41%	48%	42%
Agency-managed	40%	27%	39%
Total	100%	100%	100%

Figure L.20 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁶⁰⁸ Ibid.

⁶⁰⁹ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table L.58 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q3	Total
Support coordination	36%	38%	37%

Table L.59 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁶¹⁰

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,618	58%	161	66%	2,779	59%
30 to 59 days	666	15%	37	15%	703	15%
60 to 89 days	308	7%	15	6%	323	7%
Activated within 90 days	3,592	80%	213	87%	3,805	80%
90 to 119 days	158	4%	5	2%	163	3%
120 days and over	575	13%	14	6%	589	12%
Activated after 90 days	733	16%	19	8%	752	16%
No payments	163	4%	13	5%	176	4%
Total plans approved	4,488	100%	245	100%	4,733	100%

Table L.60 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	282	303	93%
Not Aboriginal and Torres Strait Islander	5,802	6,049	96%
Not Stated	884	940	94%
Total	6,968	7,292	96%
by Culturally and Linguistically Diverse status			
CALD	760	793	96%
Not CALD	6,132	6,423	95%
Not Stated	76	76	100%
Total	6,968	7,292	96%
by Remoteness			
Major Cities	6,957	7,281	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
Total	6,968	7,292	96%
by Primary Disability type			
Autism	2,079	2,170	96%
Intellectual Disability (including Down Syndrome)	1,317	1,373	96%
Psychosocial Disability	869	902	96%
Developmental Delay (including Global Developmental Delay)	564	592	95%
Other	2,139	2,255	95%
Total	6,968	7,292	96%

⁶¹⁰ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.61 Distribution of plans by utilisation – Australian Capital Territory ^{611 612}

Plan utilisation	Total
0 to 50%	35%
50% to 75%	22%
> 75%	43%
Total	100%

Table L.62 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ⁶¹³

	Prior Quarters	2020-21 Q3	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	62%	64%	63%
Lifelong Learning	26%	30%	27%
Other	19%	21%	19%
Non-categorised	18%	17%	17%
Any mainstream service	94%	94%	94%

Part Four: Providers and the growing market

Table L.63 Key markets indicators by quarter – Australian Capital Territory ^{614 615}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	0.95	0.94
b) Number of providers delivering new types of supports	69	82
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	77%	78%
<i>Therapeutic Supports (%)</i>	91%	86%
<i>Participation in community, social and civic activities (%)</i>	91%	81%
<i>Early Intervention supports for early childhood (%)</i>	82%	76%
<i>Daily Personal Activities (%)</i>	93%	84%

Table L.64 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Australian Capital Territory ⁶¹⁶

Activity	Number of providers
Active for the first time in 2020-21 Q3	27
Active in 2020-21 Q3 and also in previous quarters	372
Active in 2020-21 Q3	399
Inactive in 2020-21 Q3	781
Active ever	1,180

⁶¹¹ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶¹² Plans less than 31 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.

⁶¹³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶¹⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶¹⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶¹⁶ Active providers refer to those who have received payment for support Agency-managed participants.

Table L.65 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁶¹⁷

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	22	0	22	0%
Assistance Animals	14	1	15	7%
Assistance with daily life tasks in a group or shared living arrangement	106	3	109	3%
Assistance with travel/transport arrangements	82	4	86	5%
Daily Personal Activities	202	12	214	6%
Group and Centre Based Activities	111	3	114	3%
High Intensity Daily Personal Activities	137	5	142	4%
Household tasks	213	10	223	5%
Interpreting and translation	21	0	21	0%
Participation in community, social and civic activities	215	9	224	4%
Assistive Technology				
Assistive equipment for recreation	38	0	38	0%
Assistive products for household tasks	29	1	30	3%
Assistance products for personal care and safety	248	11	259	4%
Communication and information equipment	58	1	59	2%
Customised Prosthetics	96	4	100	4%
Hearing Equipment	29	3	32	10%
Hearing Services	13	0	13	0%
Personal Mobility Equipment	137	3	140	2%
Specialised Hearing Services	16	2	18	13%
Vision Equipment	26	1	27	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	231	15	246	6%
Behaviour Support	91	2	93	2%
Community nursing care for high needs	42	6	48	14%
Development of daily living and life skills	125	5	130	4%
Early Intervention supports for early childhood	187	3	190	2%
Exercise Physiology and Physical Wellbeing activities	92	5	97	5%
Innovative Community Participation	40	1	41	3%
Specialised Driving Training	21	0	21	0%
Therapeutic Supports	491	18	509	4%
Capital services				
Home modification design and construction	45	3	48	7%
Specialist Disability Accommodation	9	1	10	11%
Vehicle Modifications	26	1	27	4%
Choice and control support services				
Management of funding for supports in participants plan	119	10	129	8%
Support Coordination	43	0	43	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	3	50	6%
Specialised Supported Employment	26	2	28	8%
Total approved active providers	1,153	27	1,180	2%

⁶¹⁷ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table L.66 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	17	22	23%	77%	100%
Assistance Animals	3	12	15	20%	80%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	100	109	8%	92%	100%
Assistance with travel/transport arrangements	8	78	86	9%	91%	100%
Daily Personal Activities	25	189	214	12%	88%	100%
Group and Centre Based Activities	8	106	114	7%	93%	100%
High Intensity Daily Personal Activities	12	130	142	8%	92%	100%
Household tasks	51	172	223	23%	77%	100%
Interpreting and translation	4	17	21	19%	81%	100%
Participation in community, social and civic activities	26	198	224	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	34	38	11%	89%	100%
Assistive products for household tasks	4	26	30	13%	87%	100%
Assistance products for personal care and safety	23	236	259	9%	91%	100%
Communication and information equipment	7	52	59	12%	88%	100%
Customised Prosthetics	10	90	100	10%	90%	100%
Hearing Equipment	4	28	32	13%	88%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	22	118	140	16%	84%	100%
Specialised Hearing Services	2	16	18	11%	89%	100%
Vision Equipment	4	23	27	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	33	213	246	13%	87%	100%
Behaviour Support	22	71	93	24%	76%	100%
Community nursing care for high needs	4	44	48	8%	92%	100%
Development of daily living and life skills	16	114	130	12%	88%	100%
Early Intervention supports for early childhood	61	129	190	32%	68%	100%
Exercise Physiology and Physical Wellbeing activities	24	73	97	25%	75%	100%
Innovative Community Participation	10	31	41	24%	76%	100%
Specialised Driving Training	2	19	21	10%	90%	100%
Therapeutic Supports	160	349	509	31%	69%	100%
Capital services						
Home modification design and construction	2	46	48	4%	96%	100%
Specialist Disability Accommodation	0	10	10	0%	100%	100%
Vehicle Modifications	3	24	27	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	16	113	129	12%	88%	100%
Support Coordination	9	34	43	21%	79%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	46	50	8%	92%	100%
Specialised Supported Employment	2	26	28	7%	93%	100%
Total	274	906	1,180	23%	77%	100%

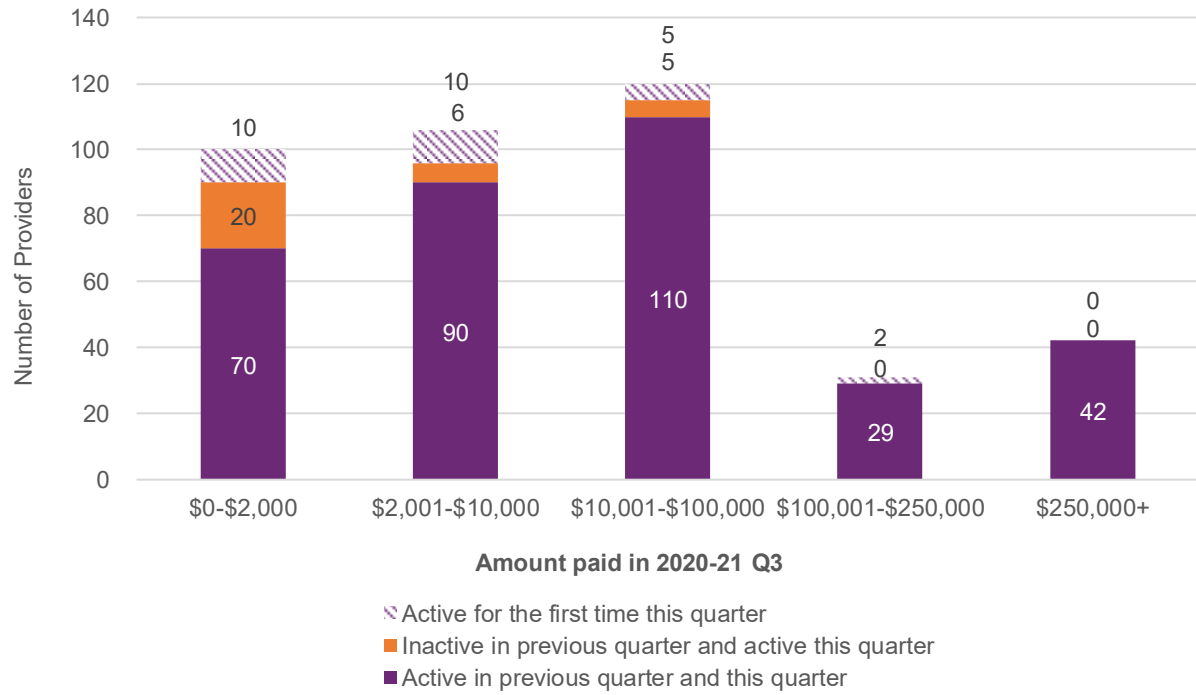
Table L.67 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	4	0	4	0%
Assistance Animals	7	1	8	13%
Assistance with daily life tasks in a group or shared living arrangement	60	3	63	5%
Assistance with travel/transport arrangements	21	4	25	16%
Daily Personal Activities	89	12	101	12%
Group and Centre Based Activities	41	3	44	7%
High Intensity Daily Personal Activities	53	5	58	9%
Household tasks	83	10	93	11%
Interpreting and translation	6	0	6	0%
Participation in community, social and civic activities	95	9	104	9%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	2	1	3	33%
Assistance products for personal care and safety	80	11	91	12%
Communication and information equipment	19	1	20	5%
Customised Prosthetics	24	4	28	14%
Hearing Equipment	6	3	9	33%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	31	3	34	9%
Specialised Hearing Services	1	2	3	67%
Vision Equipment	6	1	7	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	99	15	114	13%
Behaviour Support	32	2	34	6%
Community nursing care for high needs	19	6	25	24%
Development of daily living and life skills	36	5	41	12%
Early Intervention supports for early childhood	48	3	51	6%
Exercise Physiology and Physical Wellbeing activities	35	5	40	13%
Innovative Community Participation	8	1	9	11%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	151	18	169	11%
Capital services				
Home modification design and construction	8	3	11	27%
Specialist Disability Accommodation	3	1	4	25%
Vehicle Modifications	3	1	4	25%
Choice and control support services				
Management of funding for supports in participants plan	75	10	85	12%
Support Coordination	4	0	4	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	18	3	21	14%
Specialised Supported Employment	14	2	16	13%
Total	372	27	399	7%

Table L.68 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	3	5	8	38%	63%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	58	63	8%	92%	100%
Assistance with travel/transport arrangements	3	22	25	12%	88%	100%
Daily Personal Activities	12	89	101	12%	88%	100%
Group and Centre Based Activities	4	40	44	9%	91%	100%
High Intensity Daily Personal Activities	4	54	58	7%	93%	100%
Household tasks	17	76	93	18%	82%	100%
Interpreting and translation	2	4	6	33%	67%	100%
Participation in community, social and civic activities	10	94	104	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	2	2	0%	100%	100%
Assistive products for household tasks	1	2	3	33%	67%	100%
Assistance products for personal care and safety	9	82	91	10%	90%	100%
Communication and information equipment	2	18	20	10%	90%	100%
Customised Prosthetics	0	28	28	0%	100%	100%
Hearing Equipment	2	7	9	22%	78%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	2	32	34	6%	94%	100%
Specialised Hearing Services	1	2	3	33%	67%	100%
Vision Equipment	3	4	7	43%	57%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	16	98	114	14%	86%	100%
Behaviour Support	5	29	34	15%	85%	100%
Community nursing care for high needs	2	23	25	8%	92%	100%
Development of daily living and life skills	6	35	41	15%	85%	100%
Early Intervention supports for early childhood	11	40	51	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	7	33	40	18%	83%	100%
Innovative Community Participation	1	8	9	11%	89%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	39	130	169	23%	77%	100%
Capital services						
Home modification design and construction	0	11	11	0%	100%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	12	73	85	14%	86%	100%
Support Coordination	1	3	4	25%	75%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	18	21	14%	86%	100%
Specialised Supported Employment	1	15	16	6%	94%	100%
Total	68	331	399	17%	83%	100%

Figure L.21 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Australian Capital Territory ⁶¹⁸



Part Five: Financial sustainability

Table L.69 Committed supports by financial year (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	25.9	130.2	269.1	309.1	370.3	464.1	403.9

⁶¹⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure L.22 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory

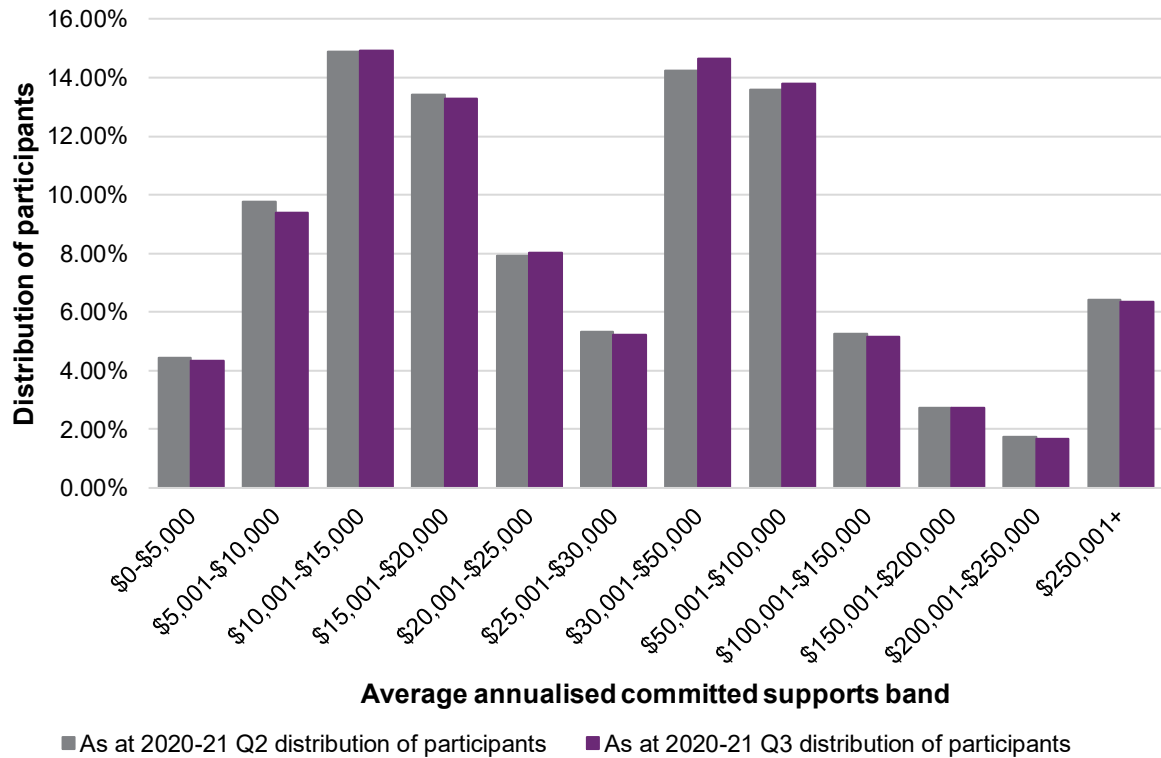


Figure L.23 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory

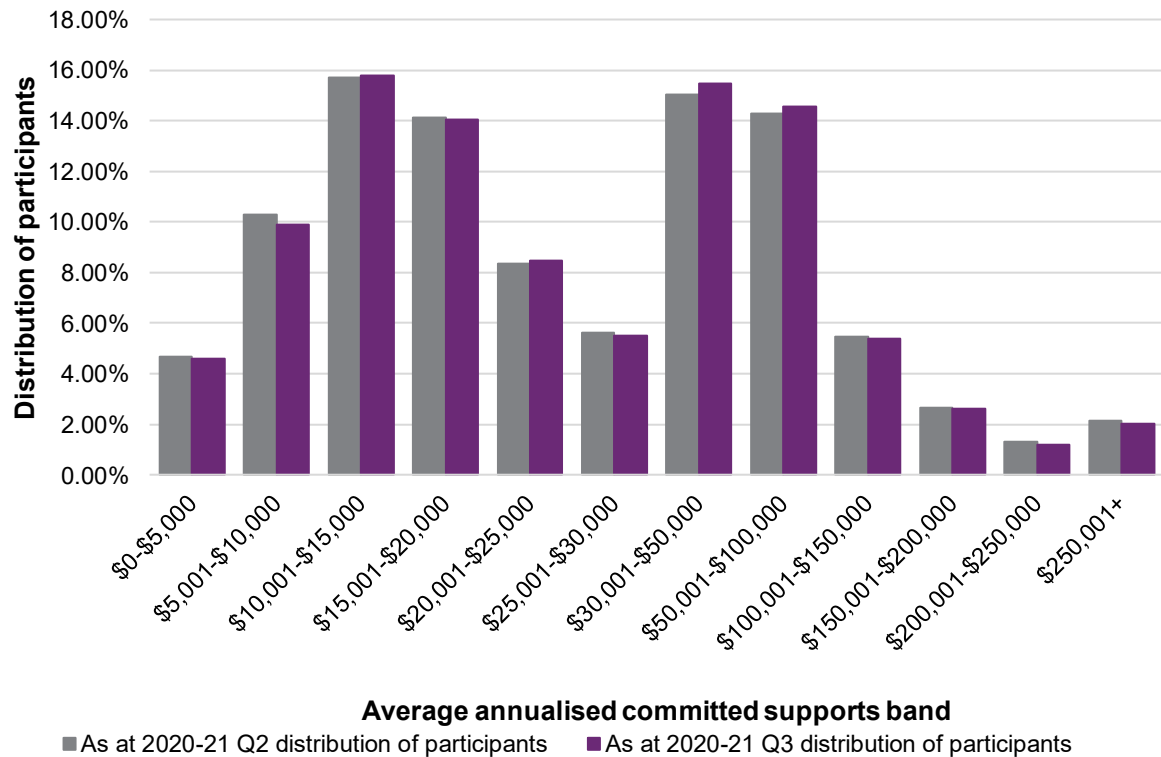


Figure L.24 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory

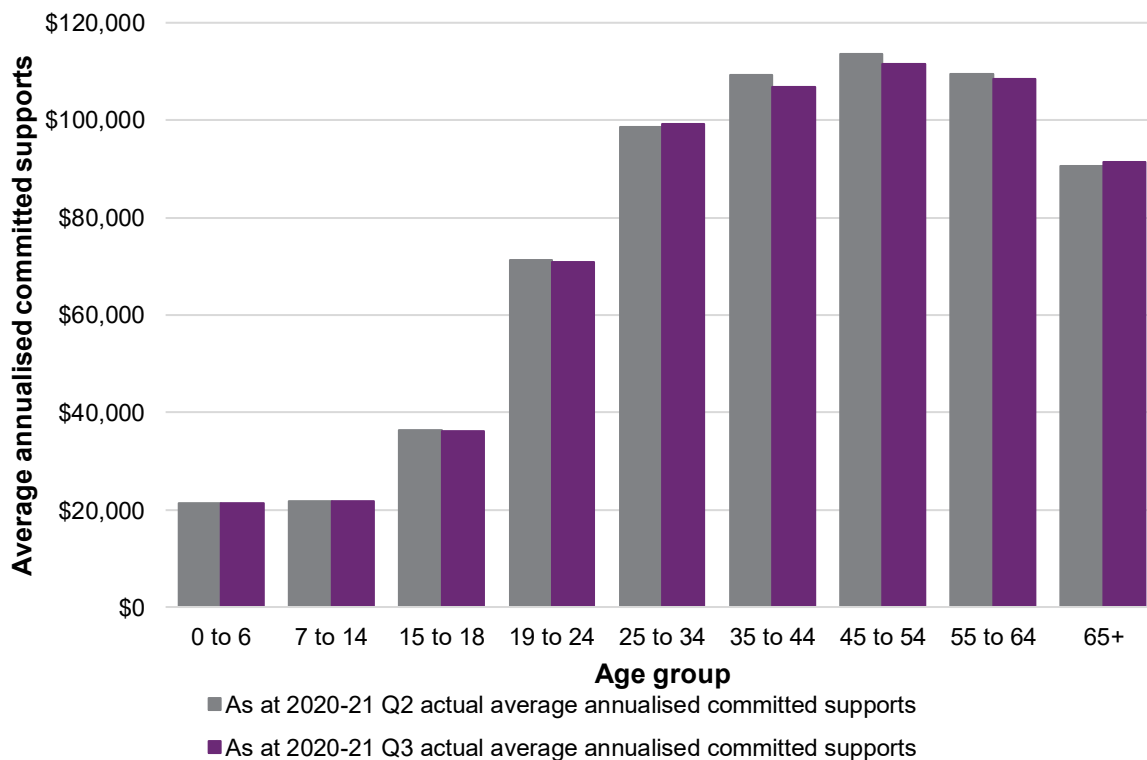


Figure L.25 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory

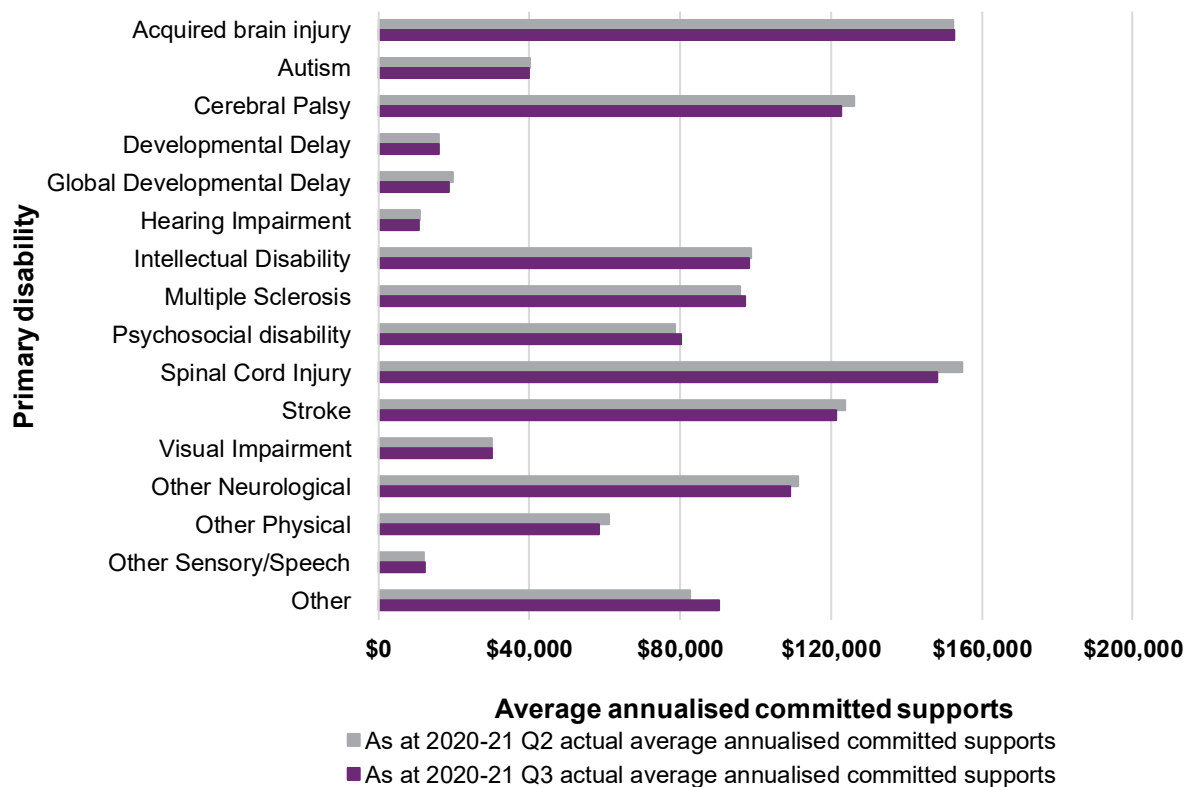


Figure L.26 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory ⁶¹⁹

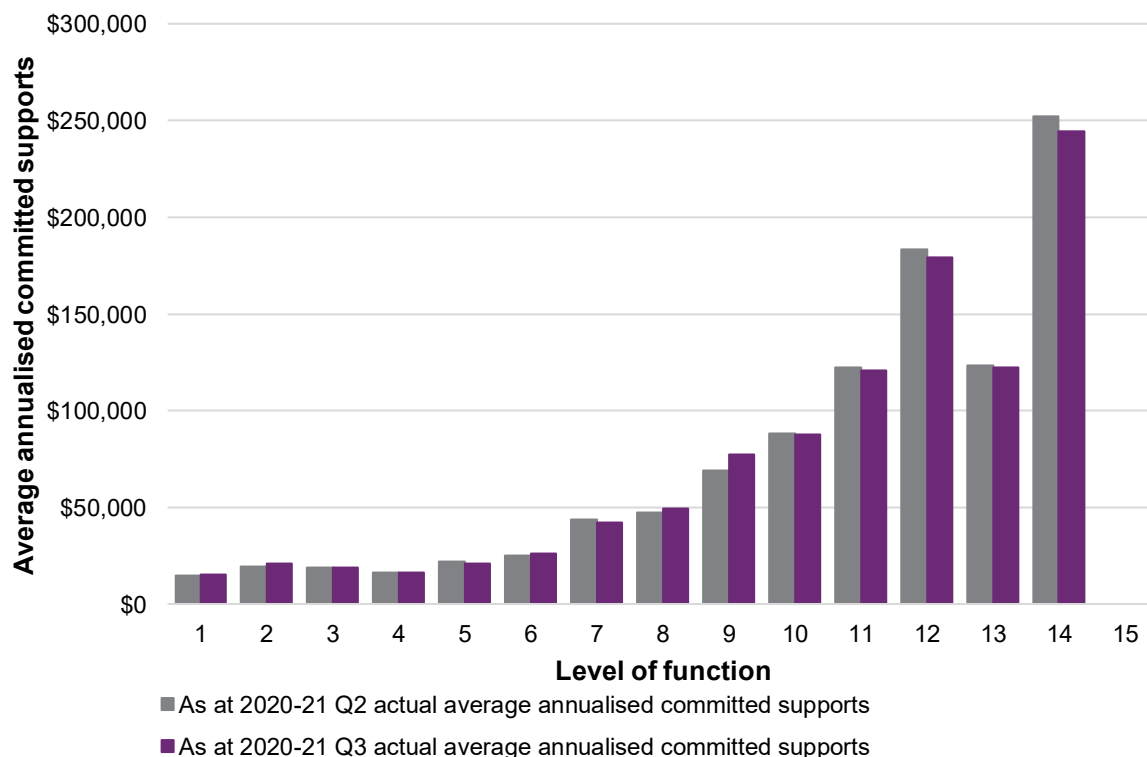
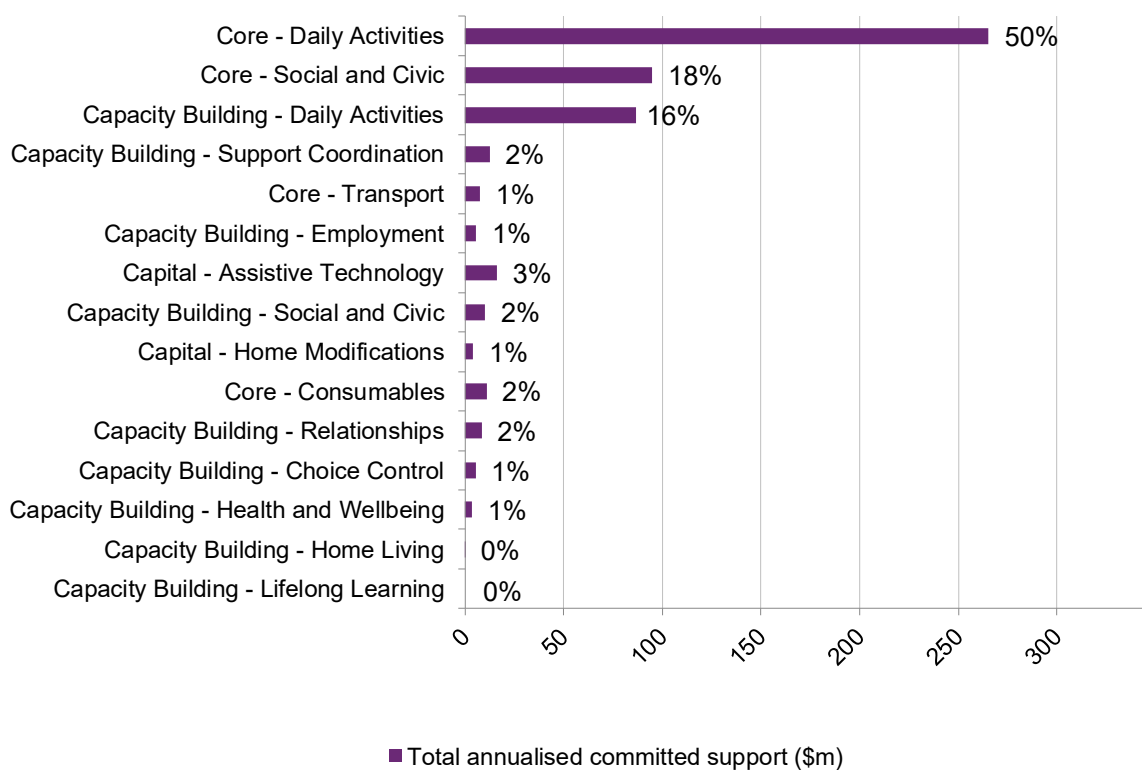


Figure L.27 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory



⁶¹⁹ 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.

Table L.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	25.9	130.2	269.1	309.1	370.3	464.1	403.9
Total Paid	0.2	21.1	112.0	183.9	223.9	278.8	338.3	282.1
% utilised to date	57%	81%	86%	68%	72%	75%	73%	70%

Figure L.28 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Australian Capital Territory

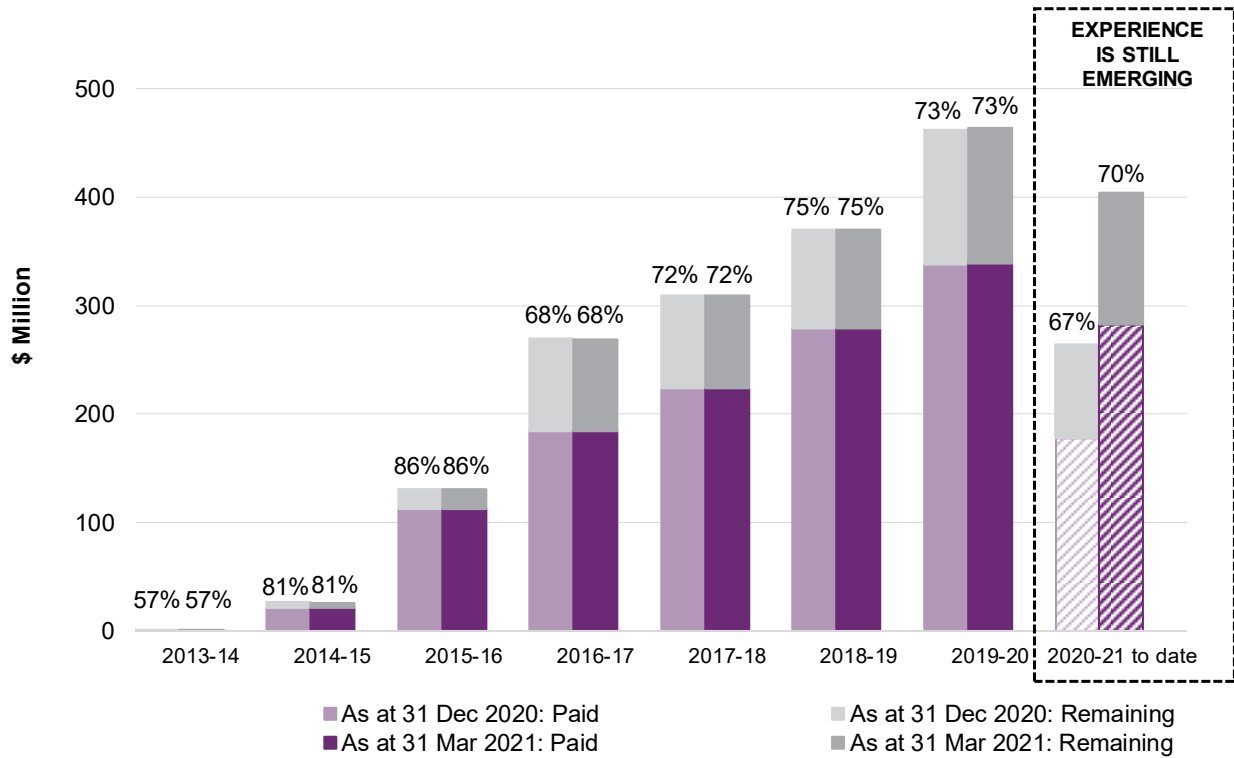


Figure L.29 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Australian Capital Territory⁶²⁰

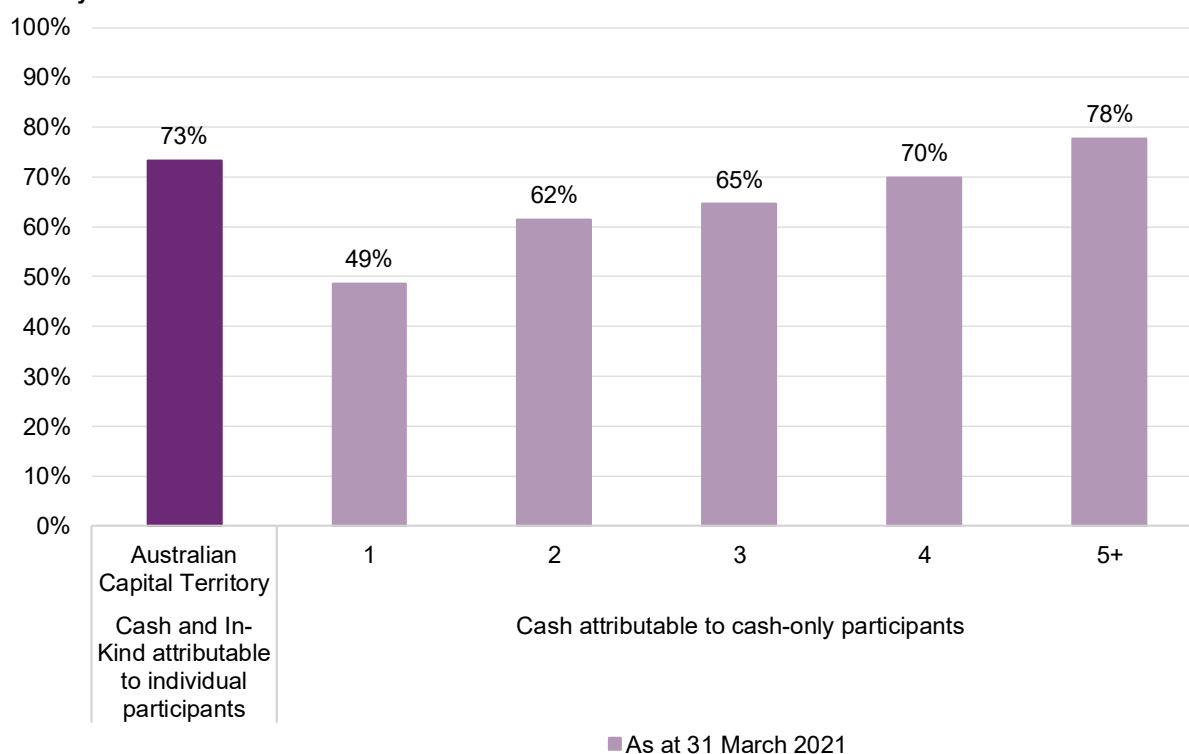
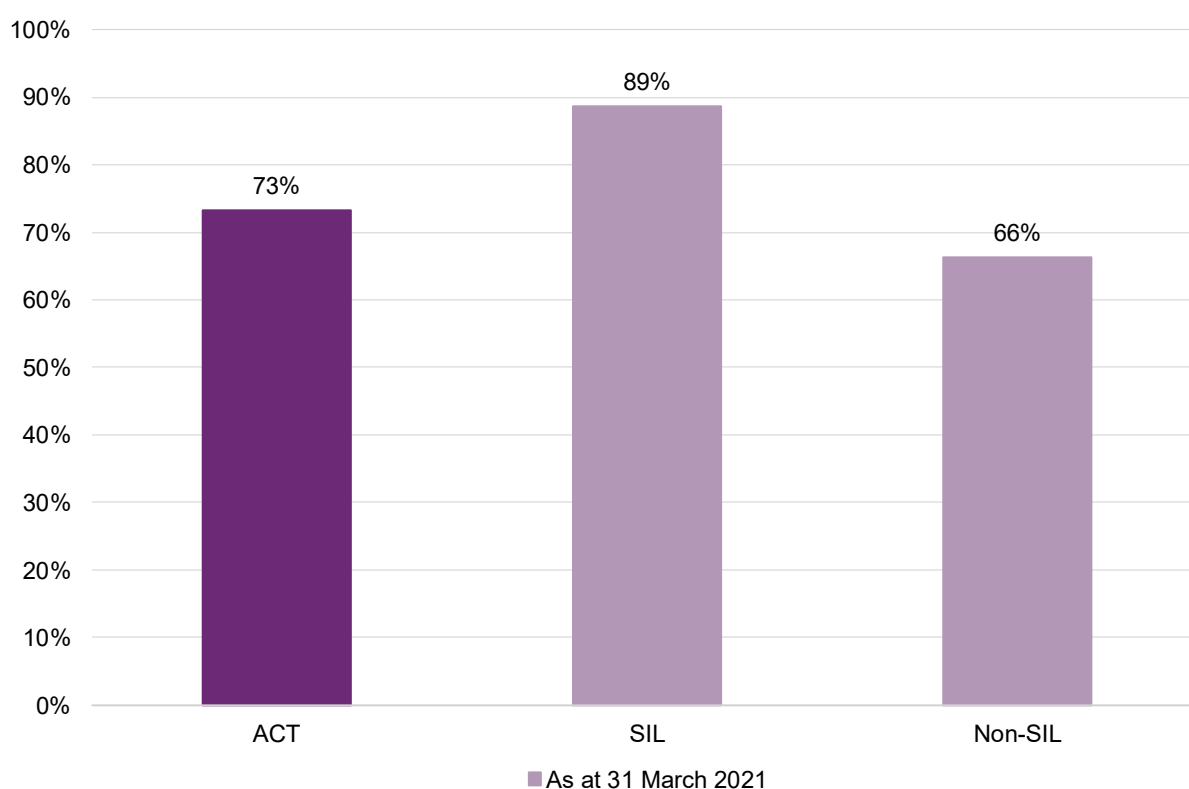


Figure L.30 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Australian Capital Territory⁶²¹



⁶²⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

⁶²¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure L.31 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Australian Capital Territory⁶²²

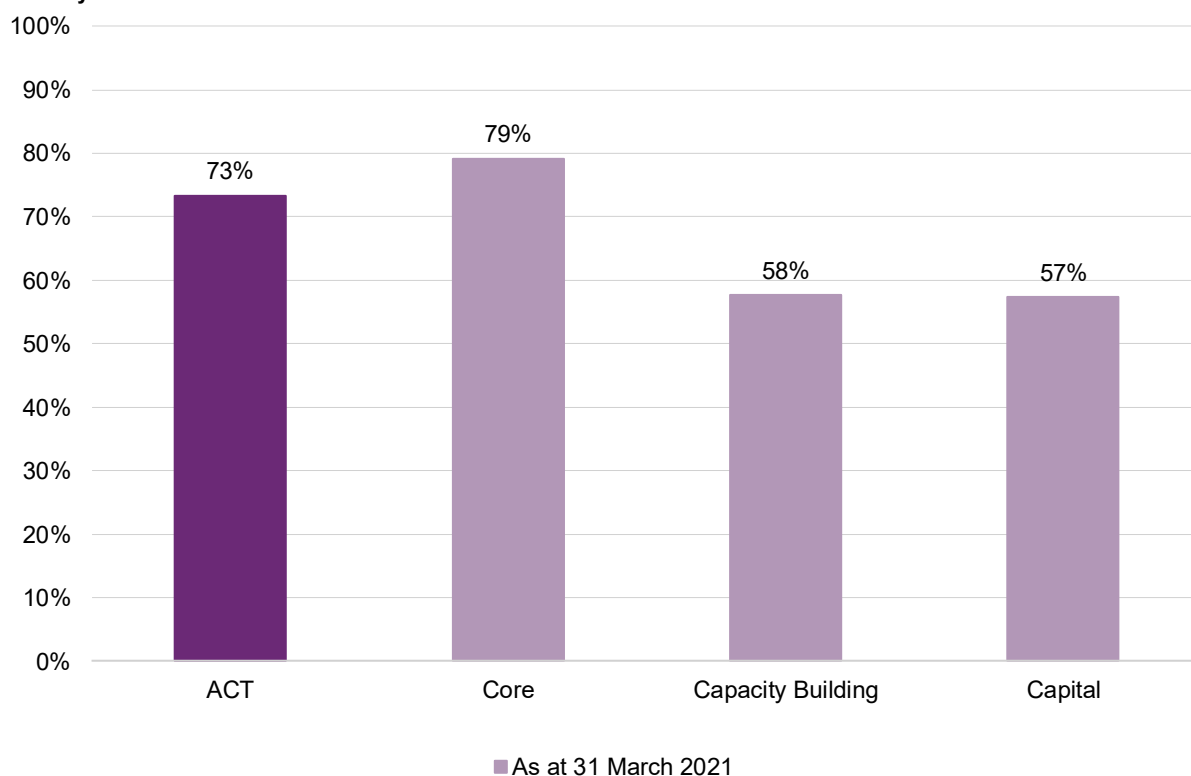
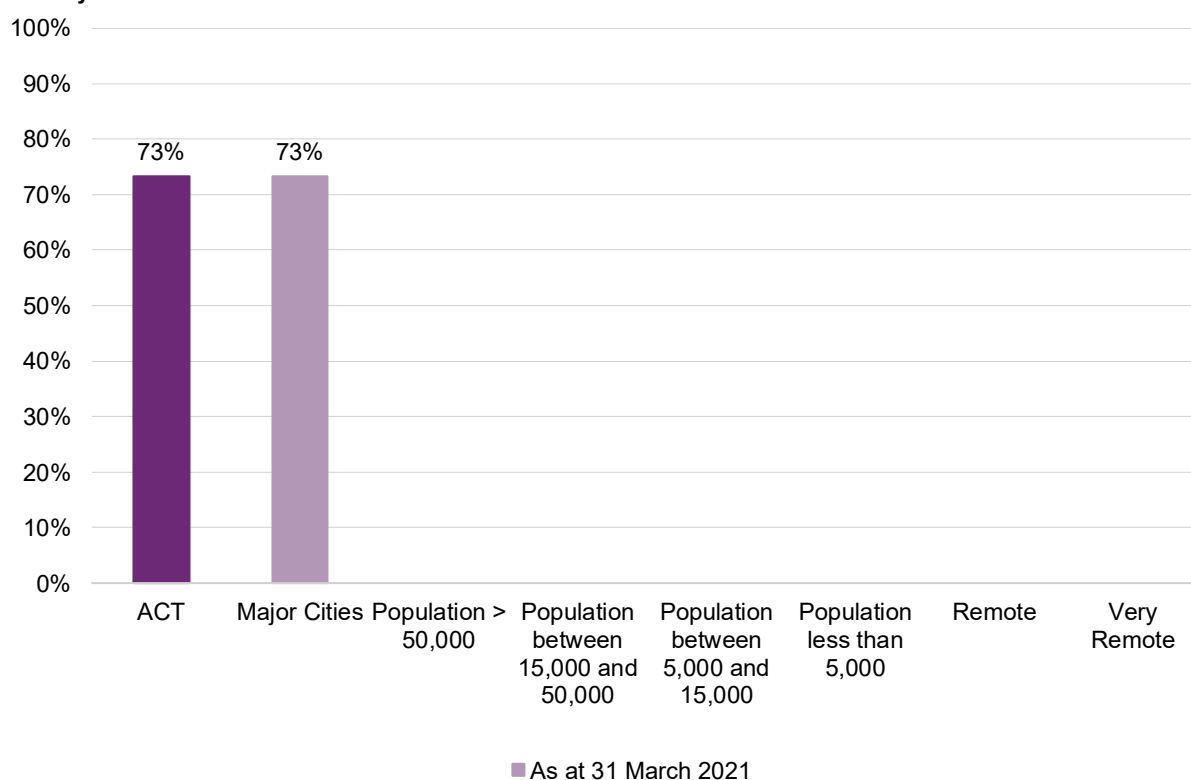


Figure L.32 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Australian Capital Territory^{623 624}



⁶²² Ibid.

⁶²³ Ibid.

⁶²⁴ Utilisation is not shown if 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 ⁶²⁵

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	3,798	193	3,991	155	4,146

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory ⁶²⁶

	Prior Quarters	2020-21 Q3	Total
Access decisions	4,962	309	5,271
Active Eligible	4,095	231	4,326
New	1,997	206	2,203
State	1,683	13	1,696
Commonwealth	415	12	427
Active Participant Plans (excl ECEI)	3,798	193	3,991
New	1,758	169	1,927
State	1,644	14	1,658
Commonwealth	396	<11	406
Active Participant Plans	3,945	348	4,146
Early Intervention (s25)	963	71	1,034
Permanent Disability (s24)	2,835	122	2,957
ECEI	147	155	155

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Northern Territory

Exits	Total
Total participant exits	147
Early Intervention participants	27
Permanent disability participants	120

⁶²⁵ 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.

⁶²⁶ 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 ^{627 628}

	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	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
End of 2019-20 Q4	1,630	367	1,431	83	3,511
End of 2020-21 Q1	1,649	380	1,607	162	3,798
End of 2020-21 Q2	1,654	400	1,793	147	3,994
End of 2020-21 Q3	1,658	406	1,927	155	4,146

Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory ^{629 630 631 632}

	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	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
End of 2019-20 Q4	797	2,631	83	3,511
End of 2020-21 Q1	882	2,754	162	3,798
End of 2020-21 Q2	988	2,859	147	3,994
End of 2020-21 Q3	1,034	2,957	155	4,146

Table M.6 Assessment of access by age group – Northern Territory ⁶³³

Age Group	Prior Quarters		2020-21 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	1,131	96%	62	89%	1,193	95%
7 to 14	807	85%	51	77%	858	84%
15 to 18	267	84%	20	87%	287	85%
19 to 24	237	88%	<11		244	88%
25 to 34	396	87%	18	75%	414	87%
35 to 44	460	87%	22	73%	482	86%
45 to 54	506	82%	22	59%	528	81%
55 to 64	489	81%	31	65%	520	80%
65+	24	60%	<11		24	57%
Missing	<11		<11		<11	
Total	4,317	87%	233	75%	4,550	86%

⁶²⁷ This table shows the total numbers of active participants at the end of each period.

⁶²⁸ 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.

⁶²⁹ This table shows the total numbers of active participants at the end of each period.

⁶³⁰ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁶³¹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁶³² 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.

⁶³³ 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 support needs than people who approach the Scheme who have not previously received supports.

Table M.7 Assessment of access by disability – Northern Territory ⁶³⁴

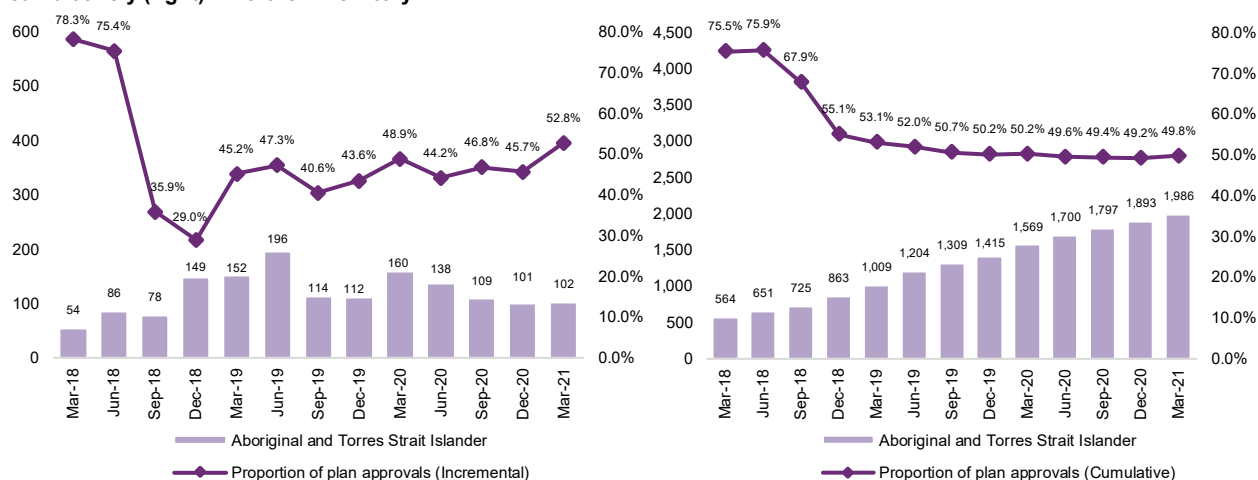
	Prior Quarters		2020-21 Q3		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	272	94%	<11		280	93%
Autism	917	98%	48	100%	965	98%
Cerebral Palsy	206	97%	<11		206	97%
Developmental Delay	453	97%	42	88%	495	96%
Global Developmental Delay	105	96%	<11		112	97%
Hearing Impairment	190	85%	<11		197	85%
Intellectual Disability	830	94%	37	93%	867	94%
Multiple Sclerosis	18	86%	<11		19	86%
Psychosocial disability	437	74%	39	67%	476	73%
Spinal Cord Injury	85	99%	<11		86	99%
Stroke	148	87%	<11		155	86%
Visual Impairment	69	82%	<11		71	83%
Other Neurological	218	79%	<11		224	78%
Other Physical	234	60%	12	41%	246	59%
Other Sensory/Speech	36	46%	<11		38	47%
Other	71	62%	14	44%	85	58%
Missing	28	97%	<11		28	97%
Total	4,317	87%	233	75%	4,550	86%

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

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,884	49.6%	102	52.8%	1,986	49.8%
Not Aboriginal and Torres Strait Islander	1,645	43.3%	71	36.8%	1,716	43.0%
Not Stated	269	7.1%	20	10.4%	289	7.2%
Total	3,798	100%	193	100%	3,991	100%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶³⁵



⁶³⁴ Ibid.

⁶³⁵ 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. Quarterly results are reported based on a rolling 3 year period.

Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	969	25.5%	44	22.8%	1,013	25.4%
Not culturally and linguistically diverse	2,822	74.3%	149	77.2%	2,971	74.4%
Not stated	<11		<11		<11	
Total	3,798	100%	193	100%	3,991	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶³⁶

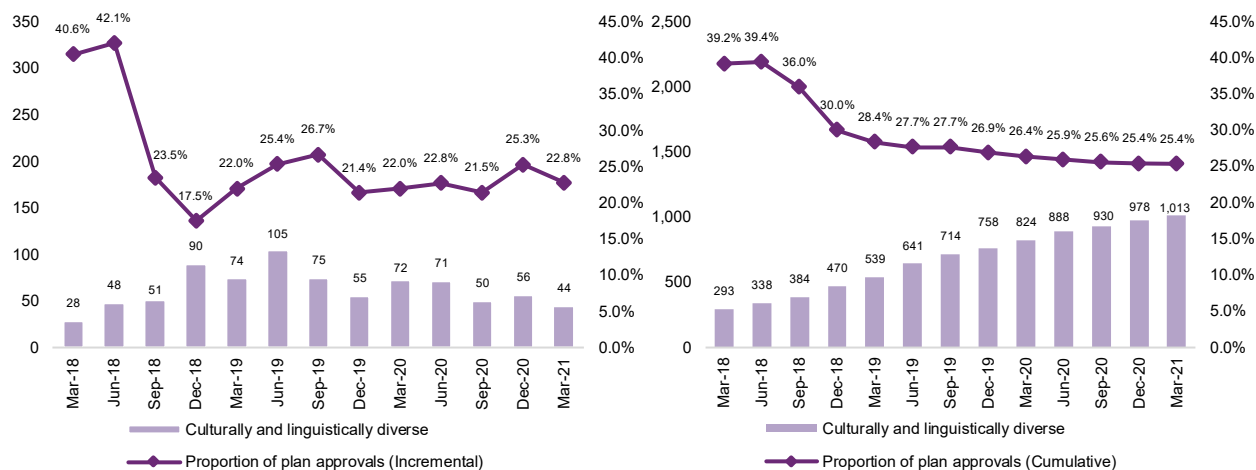


Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2021 – Northern Territory ^{637 638}

	Total
Age group	N
Total YPIRAC (under 65)	36

Figure M.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Northern Territory ⁶³⁹



⁶³⁶ Ibid.

⁶³⁷ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

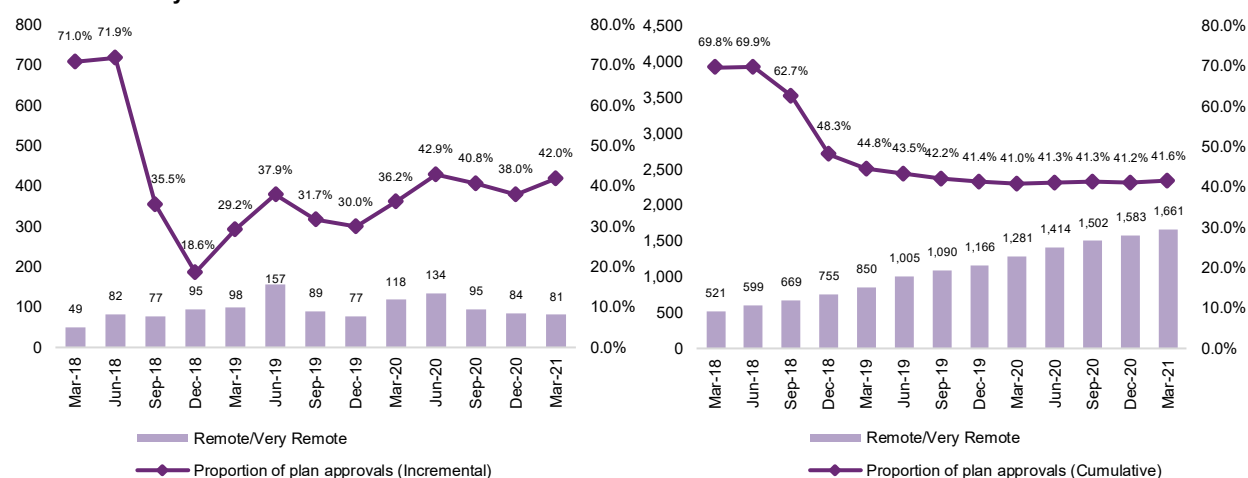
⁶³⁸ There are a further 11 active participants aged 65 years or over who are currently in residential aged care.

⁶³⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

Table M.11 Participant profile per quarter by remoteness – Northern Territory ^{640 641}

	Prior Quarters		2020-21 Q3		Total	
Participant profile	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,177	57.3%	110	57.0%	2,287	57.3%
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	39	1.0%	<11		41	1.0%
Remote	741	19.5%	54	28.0%	795	19.9%
Very Remote	839	22.1%	27	14.0%	866	21.7%
Missing	<11		<11		<11	
Total	3,798	100%	193	100%	3,991	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{642 643}



⁶⁴⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶⁴¹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

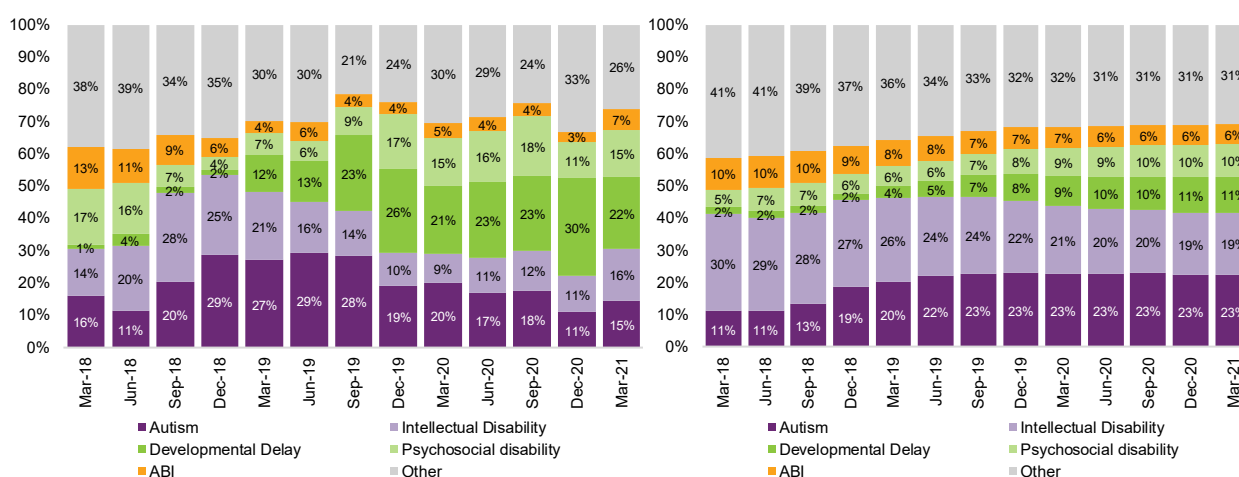
⁶⁴² Ibid.

⁶⁴³ 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. Quarterly results are reported based on a rolling 3 year period.

Table M.12 Participant profile per quarter by primary disability group – Northern Territory ^{644 645 646}

	Prior Quarters		2020-21 Q3		Total	
Disability	N	%	N	%	N	%
Autism	871	23%	28	15%	899	23%
Intellectual Disability	738	19%	31	16%	769	19%
Psychosocial disability	370	10%	28	15%	398	10%
Developmental Delay	403	11%	43	22%	446	11%
Hearing Impairment	168	4%	<11		174	4%
Other Neurological	189	5%	<11		194	5%
Other Physical	173	5%	<11		183	5%
Cerebral Palsy	201	5%	<11		201	5%
ABI	234	6%	13	7%	247	6%
Global Developmental Delay	93	2%	<11		99	2%
Visual Impairment	60	2%	<11		63	2%
Multiple Sclerosis	17	0%	<11		17	0%
Stroke	129	3%	<11		136	3%
Spinal Cord Injury	74	2%	<11		75	2%
Other	46	1%	12	6%	58	1%
Other Sensory/Speech	32	1%	<11		32	1%
Total	3,798	100%	193	100%	3,991	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴⁷



⁶⁴⁴ Table order based on national proportions (highest to lowest).

⁶⁴⁵ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁴⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Northern Territory (104).

⁶⁴⁷ 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. Quarterly results are reported based on a rolling 3 year period.

Table M.13 Participant profile per quarter by level of function – Northern Territory ⁶⁴⁸

	Prior Quarters		2020-21 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	567	15%	40	21%	607	15%
2 (High Function)	<11		<11		<11	
3 (High Function)	223	6%	18	9%	241	6%
4 (High Function)	173	5%	15	8%	188	5%
5 (High Function)	270	7%	<11		279	7%
6 (Moderate Function)	623	16%	36	19%	659	17%
7 (Moderate Function)	203	5%	<11		212	5%
8 (Moderate Function)	304	8%	19	10%	323	8%
9 (Moderate Function)	16	0%	<11		16	0%
10 (Moderate Function)	486	13%	20	10%	506	13%
11 (Low Function)	97	3%	<11		99	2%
12 (Low Function)	482	13%	17	9%	499	13%
13 (Low Function)	233	6%	<11		240	6%
14 (Low Function)	114	3%	<11		114	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	3,798	100%	193	100%	3,991	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴⁹

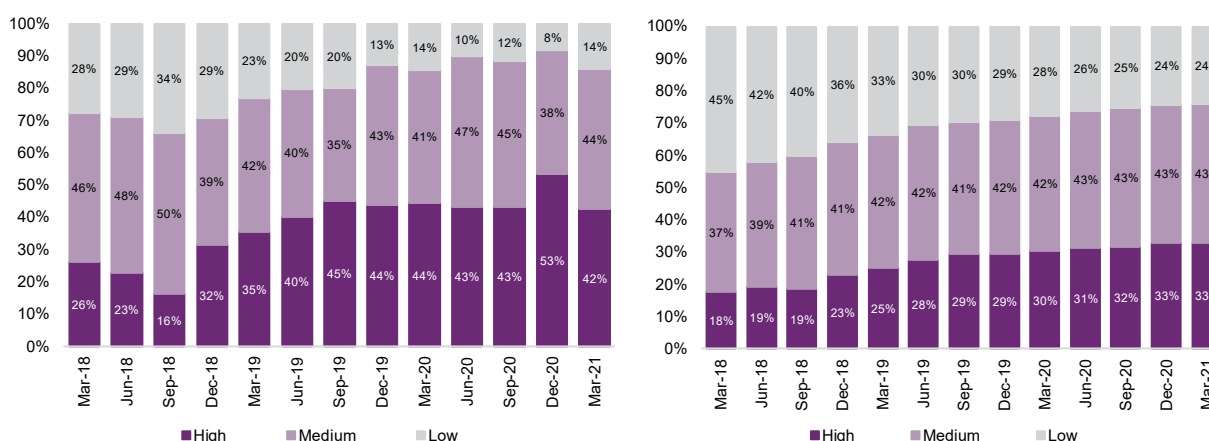


Table M.14 Participant profile per quarter by age group – Northern Territory

	Prior Quarters		2020-21 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	722	19%	61	32%	783	20%
7 to 14	895	24%	25	13%	920	23%
15 to 18	268	7%	11	6%	279	7%
19 to 24	271	7%	<11		277	7%
25 to 34	340	9%	12	6%	352	9%
35 to 44	403	11%	24	12%	427	11%
45 to 54	413	11%	21	11%	434	11%
55 to 64	398	10%	28	15%	426	11%
65+	88	2%	<11		93	2%
Total	3,798	100%	193	100%	3,991	100%

⁶⁴⁸ The distributions are calculated excluding participants with a missing level of function.

⁶⁴⁹ 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. Quarterly results are reported based on a rolling 3 year period.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁵⁰

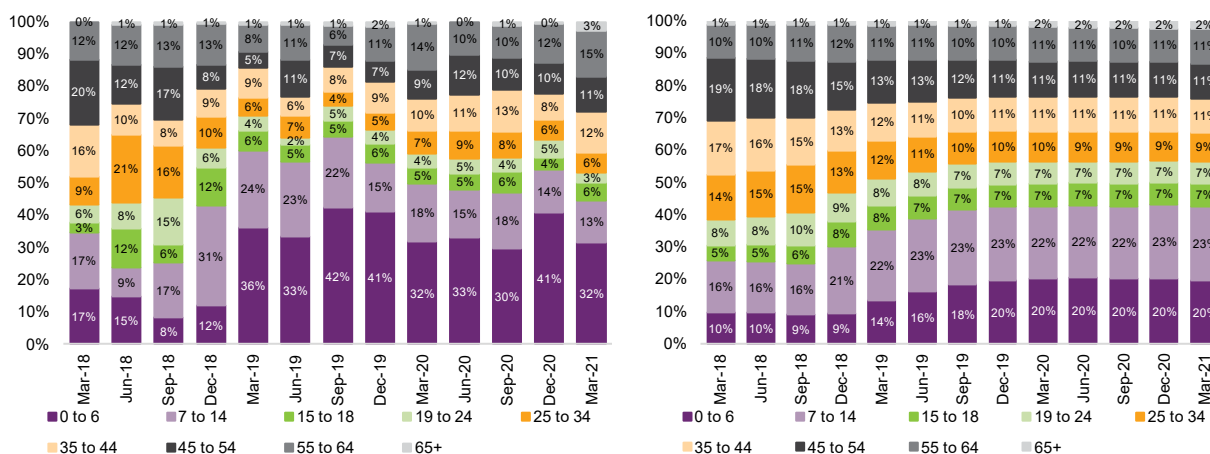


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	2,481	65%	118	61%	2,599	65%
Female	1,302	34%	74	38%	1,376	34%
Other	15	0%	<11		16	0%
Total	3,798	100%	193	100%	3,991	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁵¹

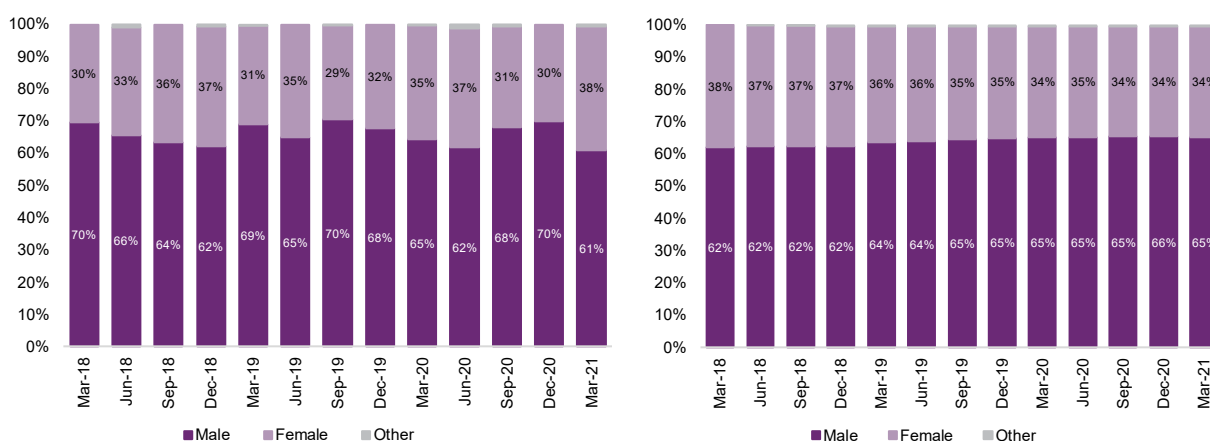


Table M.16 Participation rates by age group – Northern Territory ⁶⁵²

	NT
0-6	3.31%
7-14	3.73%
15-18	2.55%
19-24	1.53%
25-34	0.84%
35-44	1.26%
45-54	1.49%
55-64	1.91%
Total (aged 0-64)	1.90%

⁶⁵⁰ Ibid.

⁶⁵¹ Ibid.

⁶⁵² Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table M.17 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁶⁵³

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	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	21	41	180	288	167	697
Participant school to 14	34	76	505	333	153	1,101
Participant 15 to 24	27	64	191	107	64	453
Participant 25 and over	156	253	517	394	259	1,579
Total Participant	238	434	1,393	1,122	643	3,830
Family 0 to 14	52	103	649	591	291	1,686
Family 15 to 24	3	33	132	78	36	282
Family 25 and over	15	58	245	190	79	587
Total Family	70	194	1,026	859	406	2,555
Total	308	628	2,419	1,981	1,049	6,385

Table M.18 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	66%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		22%		
DL	% who say their child is becoming more independent		29%		
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			20%	
CC	% who choose who supports them			32%	48%
CC	% who choose what they do each day			38%	58%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			14%	17%
CC	% who want more choice and control in their life			85%	80%

⁶⁵³ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table M.19 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	54%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	69%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	67%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			31%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			40%	40%

Table M.20 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		58%		
HM	% who are happy with their home			72%	58%
HM	% who feel safe or very safe in their home			79%	61%
HW	% who rate their health as good, very good or excellent			72%	40%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				67%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			12%	14%
WK	% who volunteer			11%	7%

Table M.21 Selected key baseline indicators for families/carers of participants – Northern Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	12%	16%	13%
% receiving Carer Allowance	26%	20%	14%
% working in a paid job	45%	59%	35%
Of those in a paid job, % in permanent employment	82%	85%	83%
Of those in a paid job, % working 15 hours or more	88%	95%	90%
% who say they (and their partner) are able to work as much as they want	59%	59%	46%
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%	85%	78%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	34%	36%
% able to advocate for their child/family member	63%	52%	37%
% who have friends and family they see as often as they like	57%	52%	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		29%	
% who feel in control selecting services		30%	20%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			22%
% who rate their health as good, very good or excellent	88%	76%	67%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=140) - participants who entered between 1 July 2016 and 31 March 2020 – Northern Territory ⁶⁵⁴

Question	% Yes
DL Has the NDIS improved your child's development?	87%
DL Has the NDIS improved your child's access to specialist services?	89%
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?	66%
S/CP Has the NDIS improved how your child fits into community life?	57%

Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=487) - participants who entered between 1 July 2016 and 31 March 2020 – Northern Territory

Question	% Yes
DL Has the NDIS helped your child to become more independent?	52%
LL Has the NDIS improved your child's access to education?	36%
REL Has the NDIS improved your child's relationships with family and friends?	43%
S/CP Has the NDIS improved your child's social and recreational life?	40%

⁶⁵⁴ Results in Tables M.22 to M.25 include participants who entered between 1 July 2016 and 31 March 2020 and have had a first plan review to date.

Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=168) and ‘Participant 25 and over’ (n=428) - participants who entered between 1 July 2016 and 31 March 2020 – 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%	66%
DL	Has the NDIS helped you with daily living activities?	58%	68%
REL	Has the NDIS helped you to meet more people?	45%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	42%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	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%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%
S/CP	Has the NDIS helped you be more involved?	51%	61%

Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=632); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=278) - participants who entered between 1 July 2016 and 31 March 2020 – 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?	54%	57%
Has the NDIS improved the level of support for your family?	62%	64%
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%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	
Has the NDIS improved your health and wellbeing?	35%	38%

Table M.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=27) - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory ⁶⁵⁵

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	85%	95%	+11%
DL	Has the NDIS improved your child's access to specialist services?	81%	86%	+6%
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?	65%	68%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	56%	68%	+12%

⁶⁵⁵ Results in Tables M.26 to M.29 include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

Table M.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=107) - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	47%	56%	+8%
LL	Has the NDIS improved your child's access to education?	33%	35%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	43%	-1%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	47%	+1%

Table M.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=88) and ‘Participant 25 and over’ (n=266) - participants who entered between 1 July 2016 and 31 March 2019 – 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?	60%	71%	+11%	58%	69%	+12%
DL	Has the NDIS helped you with daily living activities?	64%	76%	+13%	62%	80%	+18%
REL	Has the NDIS helped you to meet more people?	58%	64%	+7%	48%	61%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	44%	46%	+2%	37%	49%	+13%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	49%	+2%	52%	58%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	35%	-3%	25%	29%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	22%	+5%	11%	12%	+1%
S/CP	Has the NDIS helped you be more involved?	51%	66%	+15%	55%	68%	+14%

Table M.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=88); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=67) - participants who entered between 1 July 2016 and 31 March 2019 – Northern 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?	53%	64%	+10%	46%	58%	+12%
Has the NDIS improved the level of support for your family?	47%	60%	+13%	58%	76%	+18%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	63%	70%	+7%	56%	75%	+18%
Has the NDIS improved your ability/capacity to help your child develop and learn?	59%	63%	+4%			
Has the NDIS improved your health and wellbeing?	35%	36%	0%	33%	44%	+11%

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

Table M.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=35) - participants who entered between 1 July 2016 and 31 March 2018 – Northern Territory⁶⁵⁶

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped your child to become more independent?	45%	53%	62%	+17%
Has the NDIS improved your child's access to education?	25%	15%	30%	+5%
Has the NDIS improved your child's relationships with family and friends?	38%	31%	43%	+6%
Has the NDIS improved your child's social and recreational life?	31%	36%	51%	+20%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants' first, second and third plan review, for 'Participant 15 to 24'.

⁶⁵⁶ Results in Table M.30 to M.32 include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table M.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=91) - participants who entered between 1 July 2016 and 31 March 2018 – Northern 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?	41%	63%	68%	+26%
Has the NDIS helped you with daily living activities?	55%	71%	76%	+22%
Has the NDIS helped you to meet more people?	45%	47%	59%	+13%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	32%	42%	+20%
Has your involvement with the NDIS improved your health and wellbeing?	36%	48%	53%	+16%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	15%	19%	24%	+9%
Has your involvement with the NDIS helped you find a job that's right for you?	7%	9%	11%	+4%
Has the NDIS helped you be more involved?	31%	47%	63%	+32%

Table M.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=27) - participants who entered between 1 July 2016 and 31 March 2018 – Northern 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?	50%	38%	52%	+2%
Has the NDIS improved the level of support for your family?	42%	38%	59%	+17%
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?	50%	52%	78%	+28%
Has the NDIS improved your ability/capacity to help your child develop and learn?	60%	62%	74%	+14%
Has the NDIS improved your health and wellbeing?	40%	24%	26%	-14%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan review, for 'Family 0 to 14' and 'Family 15 and over'.

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

Table M.33 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=387), 'participant social and community engagement rate' (n=386) and 'parent and carer employment rate' (n=154) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 March 2019 – Northern Territory ⁶⁵⁷

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	8%	10%	18%	24%
Aged 25+	12%	8%	13%	
Aged 15+	11%	8%	14%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	48%	48%	47%	50%
Aged 25+	43%	45%	46%	
Aged 15+	44%	46%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	59%	63%	57%	50%
Aged 15+	53%	56%	54%	
All ages	56%	60%	56%	

Table M.34 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=115), 'participant social and community engagement rate' (n=116) and 'parent and carer employment rate' (n=23) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 March 2018 – Northern Territory ⁶⁵⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				24%
Aged 25+	10%	8%	6%	9%	
Aged 15+	10%	10%	7%	10%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				50%
Aged 25+	46%	44%	49%	54%	
Aged 15+	47%	45%	48%	53%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	Numbers are too small				50%
Aged 15+					
All ages					

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participants' first, second, third and fourth plan review.

⁶⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

⁶⁵⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a third plan review to date.

Table M.35 Number of active plans by goal type and primary disability – Northern Territory ⁶⁵⁹

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	65	193	147	50	130	209	107	59	247
Autism	217	766	231	227	487	448	68	106	899
Cerebral Palsy	65	155	112	45	90	132	50	31	201
Developmental Delay	35	428	57	94	110	84	3	1	446
Down Syndrome	30	87	50	27	38	66	17	27	104
Global Developmental Delay	6	92	21	24	32	20	1	0	99
Hearing Impairment	45	134	41	45	57	80	25	34	174
Intellectual Disability	194	481	253	229	376	454	170	208	665
Multiple Sclerosis	5	11	15	2	2	15	9	2	17
Psychosocial disability	130	247	224	100	202	326	150	132	398
Spinal Cord Injury	37	55	44	11	19	56	37	20	75
Stroke	42	100	86	18	45	107	57	24	136
Visual Impairment	17	48	21	19	22	39	24	13	63
Other Neurological	66	132	121	31	72	141	80	36	194
Other Physical	62	133	98	28	49	121	69	34	183
Other Sensory/Speech	6	27	7	11	17	14	2	2	32
Other	15	48	32	9	17	34	22	9	58
Total	1,037	3,137	1,560	970	1,765	2,346	891	738	3,991

⁶⁵⁹ 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.36 Number of goals in active plans by goal type and primary disability – Northern Territory ⁶⁶⁰

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	78	275	164	55	164	251	113	59	1,159
Autism	251	2,093	269	263	659	517	72	107	4,231
Cerebral Palsy	76	334	143	50	111	166	54	31	965
Developmental Delay	44	1,808	65	110	137	94	3	1	2,262
Down Syndrome	36	180	55	30	45	79	18	27	470
Global Developmental Delay	8	356	24	37	43	23	1	0	492
Hearing Impairment	54	230	47	51	67	88	25	35	597
Intellectual Disability	229	848	288	271	475	557	174	216	3,058
Multiple Sclerosis	7	16	19	3	2	16	9	2	74
Psychosocial disability	152	313	243	112	223	400	155	133	1,731
Spinal Cord Injury	44	77	50	11	20	69	38	22	331
Stroke	56	174	98	19	53	125	62	24	611
Visual Impairment	19	76	25	24	27	43	25	13	252
Other Neurological	84	194	144	36	83	167	88	38	834
Other Physical	80	195	116	31	57	140	73	35	727
Other Sensory/Speech	6	56	8	13	21	16	2	2	124
Other	16	85	37	12	18	41	22	9	240
Total	1,240	7,310	1,795	1,128	2,205	2,792	934	754	18,158

Table M.37 Number of active plans by goal type and age group – Northern Territory ⁶⁶¹

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	58	756	120	169	212	148	9	0	783
7 to 14	191	770	248	291	521	446	31	3	920
15 to 18	92	219	90	100	163	190	41	101	279
19 to 24	105	174	100	89	130	197	99	159	277
25 to 34	138	244	189	89	159	274	126	149	352
35 to 44	144	289	227	101	194	344	168	135	427
45 to 54	140	306	269	71	201	348	190	108	434
55 to 64	132	311	262	53	158	335	184	76	426
65+	37	68	55	7	27	64	43	7	93
Total	1,037	3,137	1,560	970	1,765	2,346	891	738	3,991

⁶⁶⁰ Participants have set over six million goals in total across Australia since July 2016. The 18,158 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁶⁶¹ 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.38 Number of goals in active plans by goal type and age group – Northern Territory ⁶⁶²

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	72	3,131	141	205	272	167	9	0	3,997
7 to 14	212	1,867	292	342	705	523	32	3	3,976
15 to 18	107	356	101	121	212	220	45	103	1,265
19 to 24	123	254	117	106	157	243	106	163	1,269
25 to 34	166	329	204	102	192	337	130	153	1,613
35 to 44	179	396	262	109	222	415	173	137	1,893
45 to 54	178	432	301	80	231	414	201	109	1,946
55 to 64	160	450	313	56	185	394	193	79	1,830
65+	43	95	64	7	29	79	45	7	369
Total	1,240	7,310	1,795	1,128	2,205	2,792	934	754	18,158

⁶⁶² Participants have set over six million goals in total across Australia since July 2016. The 18,158 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.39 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q3 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory ⁶⁶³

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
Access	n = 13	n = 12
Are you happy with how coming into the NDIS has gone?	N/A	N/A
Was the person from the NDIS respectful?	N/A	N/A
Do you understand what will happen next with your plan?	N/A	N/A
% of participants rating their overall experience as Very Good or Good.	N/A	N/A
Pre-planning	n = 26	n = 12
Did the person from the NDIS understand how your disability affects your life?	88%	N/A
Did you understand why you needed to give the information you did?	85%	N/A
Were decisions about your plan clearly explained?	69%	N/A
Are you clear on what happens next with your plan?	65%	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.	81%	N/A
Planning	n = 29	n = 35
Did the person from the NDIS understand how your disability affects your life?	100%	89%
Did you understand why you needed to give the information you did?	97%	100%
Were decisions about your plan clearly explained?	93%	94%
Are you clear on what happens next with your plan?	90%	77%
Do you know where to go for more help with your plan?	93%	91%
% of participants rating their overall experience as Very Good or Good.	97%	86%
Plan review	n = 46	n = 71
Did the person from the NDIS understand how your disability affects your life?	78%	85%
Did you feel prepared for your plan review?	80%	79%
Is your NDIS plan helping you to make progress towards your goals?	85%	86%
% of participants rating their overall experience as Very Good or Good.	72%	61%

There is insufficient data to show participant satisfaction results over time.

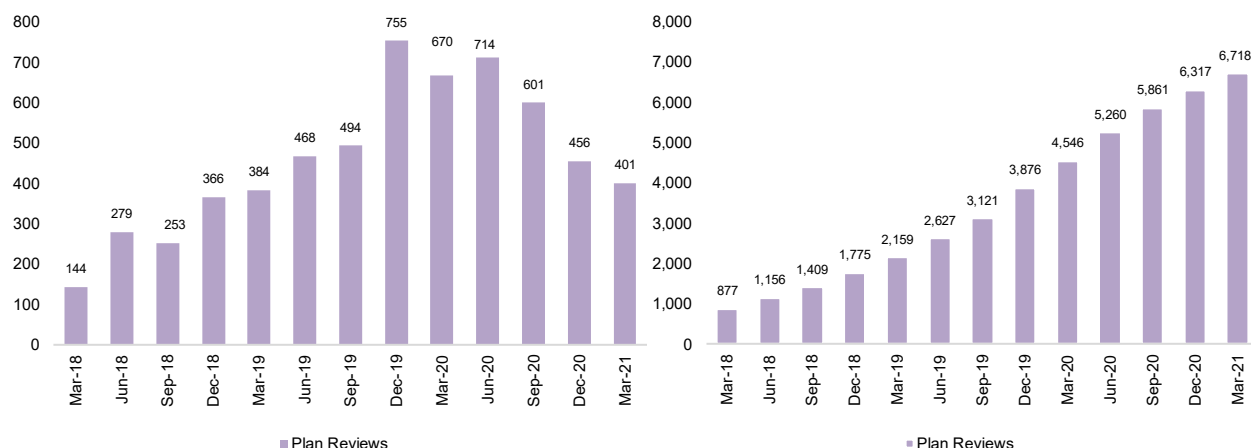
Table M.40 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory ⁶⁶⁴

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
Total plan reviews	6,317	401	6,718
<i>Early intervention plans</i>	943	71	1,014
<i>Permanent disability plans</i>	5,374	330	5,704

⁶⁶³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

⁶⁶⁴ Plans less than 31 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 below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q3. The charts show trends in complaints experience based on a rolling 3 year period. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant 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 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table M.41 shows the numbers of complaints in 2020-21 Q3 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 reflects the combination of all options which can be selected on both the old and the new tiles.

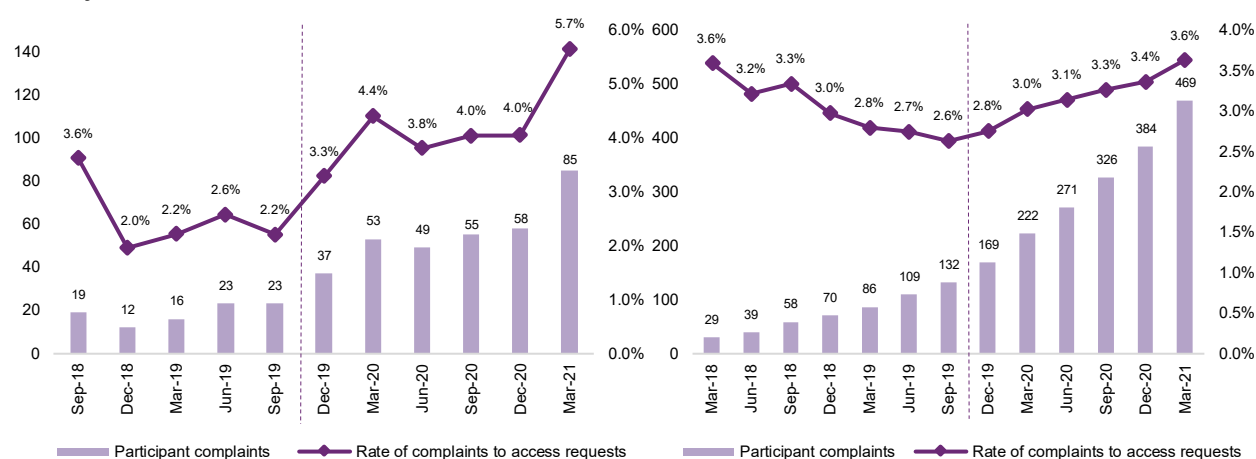
Table M.42 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table M.43.

Table M.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 mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q3. This table should be considered in conjunction with Table M.42. The list of complaint types is different to that which appears in Table M.42, as it is based on the options available on the 'My Customer Requests' tile.

Table M.41 Complaints by quarter – Northern Territory ^{665 666 667}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	3	4	7	7
Complaints about service providers	37	0	37	28
Complaints about the Agency	216	68	284	199
Critical/ Reportable Incident	128	13	141	109
Unclassified	9	0	9	6
Total	393	85	478	324
Total complaints made since 1 April 2017	384	85	469	
Complaints since 1 April 2017 as % of all access requests	3.4%	5.7%	3.6%	

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁶⁸



⁶⁶⁵ Note that 76% of all complainants made only one complaint, 17% made two complaints and 8% made three or more complaints.

⁶⁶⁶ % 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.

⁶⁶⁷ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

⁶⁶⁸ There are insufficient numbers to show the incremental count of participant complaints in Northern Territory prior to the September 2018 quarter.

Table M.42 Complaints by type ('My Feedback' tile) – Northern Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	7	(23%)
Service Delivery	1	(3%)
Staff conduct	3	(10%)
Provider process	3	(10%)
Provider costs.	3	(10%)
Other	14	(45%)
Total	31	
<i>Complaints about the Agency</i>		
Timeliness	37	(30%)
Individual needs	11	(9%)
Reasonable and necessary supports	10	(8%)
Information unclear	4	(3%)
The way the NDIA carried out its decision making	11	(9%)
Other	52	(42%)
Total	125	
<i>Unclassified</i>	9	
Participants total	165	

Table M.43 Complaints by type ('My Customer Requests' tile) – Northern Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0		0		0	
ECEI Process	0		0		0	
ECEI Staff	0		0		0	
ECEI Timeliness	0		0		0	
Other	0		0		0	
Total	0		0		0	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	0	(0%)	0	(0%)	0	(0%)
LAC Process	0	(0%)	1	(25%)	1	(14%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	3	(100%)	2	(50%)	5	(71%)
LAC Timeliness	0	(0%)	1	(25%)	1	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3		4		7	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	0		0	(0%)
Provider Fraud and Compliance	1	(17%)	0		1	(17%)
Provider Service	4	(67%)	0		4	(67%)
Provider Staff	1	(17%)	0		1	(17%)
Other	0	(0%)	0		0	(0%)
Total	6		0		6	
<i>Complaints about the Agency</i>						
NDIA Access	3	(3%)	1	(1%)	4	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	20	(22%)	3	(4%)	23	(14%)
NDIA Fraud and Compliance	1	(1%)	0	(0%)	1	(1%)
NDIA Plan	23	(25%)	21	(31%)	44	(28%)
NDIA Process	20	(22%)	5	(7%)	25	(16%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	8	(9%)	5	(7%)	13	(8%)
NDIA Timeliness	16	(18%)	33	(49%)	49	(31%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	91		68		159	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	30	(23%)	1	(8%)	31	(22%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	32	(25%)	5	(38%)	37	(26%)
Participant threat	30	(23%)	2	(15%)	32	(23%)
Provider reporting	36	(28%)	5	(38%)	41	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	128		13		141	
<i>Unclassified</i>	0		0		0	
Participants total	228		85		313	

Figure M.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Northern Territory ⁶⁶⁹

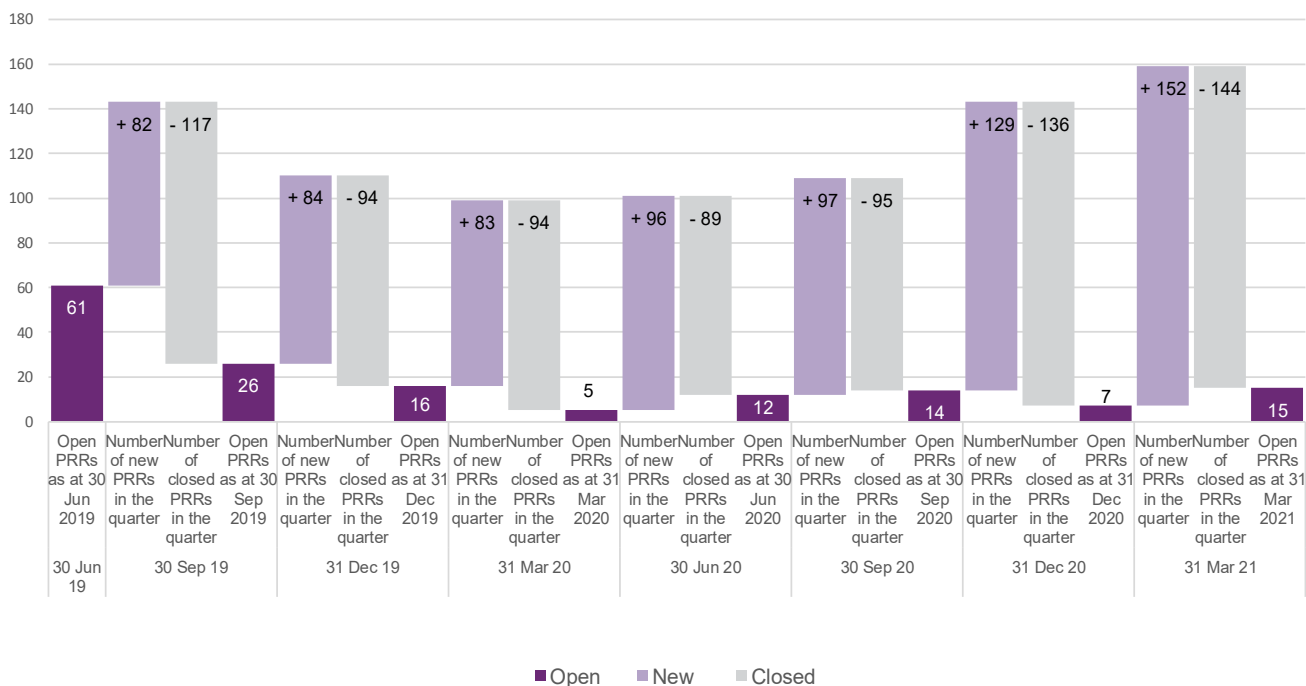
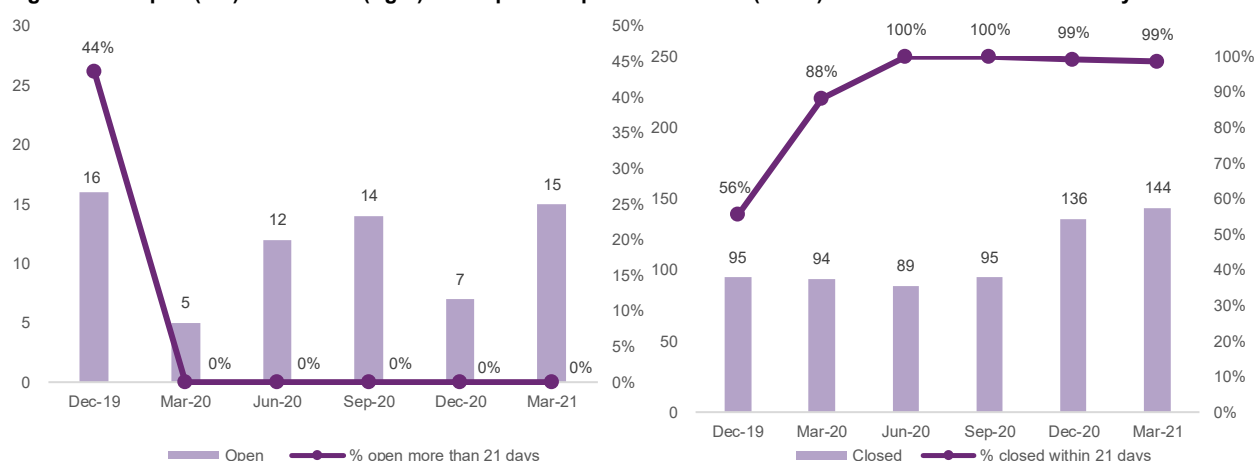


Table M.44 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory ⁶⁷⁰

	As at 31 March 2021
Open PRRs	15
Number of PRRs open less than 21 days	15
Number of PRRs open more than 21 days	0
New PRRs in the quarter	152
Number of PRRs closed in the quarter	144
Proportion closed within 21 days	99%
Average days PRRs took to close in the quarter	10

Figure M.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Northern Territory ⁶⁷¹



⁶⁶⁹ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

⁶⁷⁰ 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.

⁶⁷¹ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 31 March 2021.

Figure M.13 RoRDs received and closed by quarter and open at the end of each quarter – Northern Territory

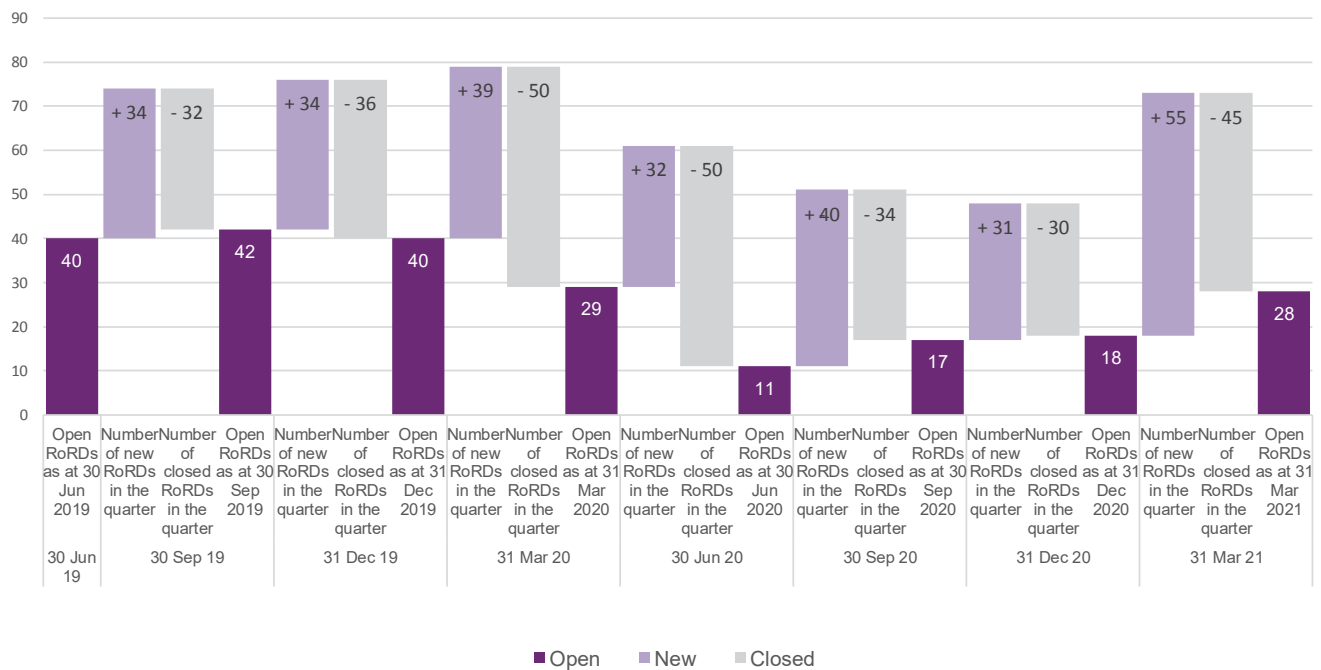
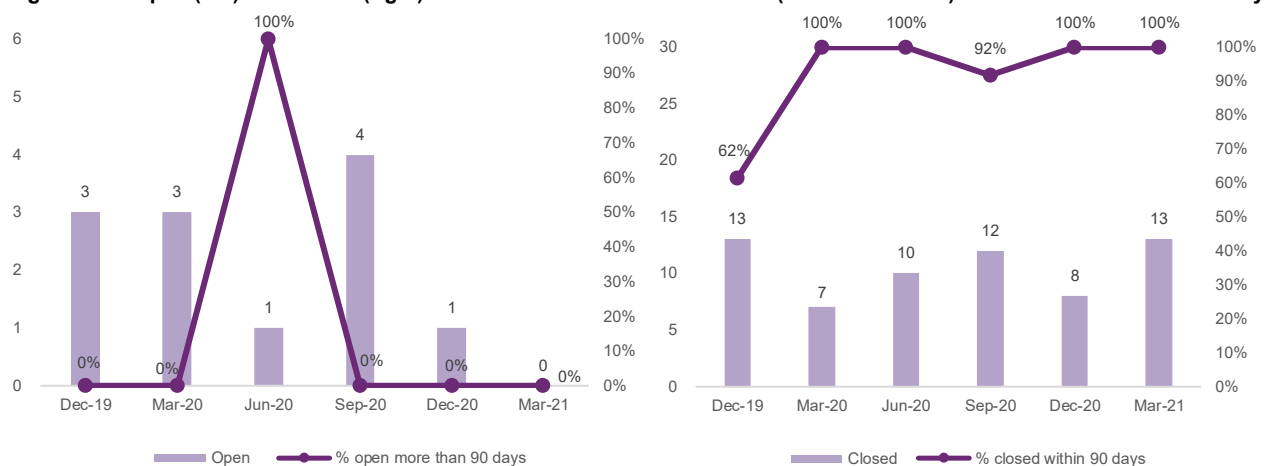


Table M.45 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory ^{672 673}

	Access	Planning
Open RoRDs	0	28
Number of RoRDs open less than 90 days	0	26
Number of RoRDs open more than 90 days	0	2
New RoRDs in the quarter	12	43
Number of RoRDs closed in the quarter	13	32
Proportion closed within 90 days	100%	91%
Average days RoRDs took to close in the quarter	16	56

Figure M.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Northern Territory ⁶⁷⁴



⁶⁷² 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.

⁶⁷³ 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.

⁶⁷⁴ Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

Figure M.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Northern Territory

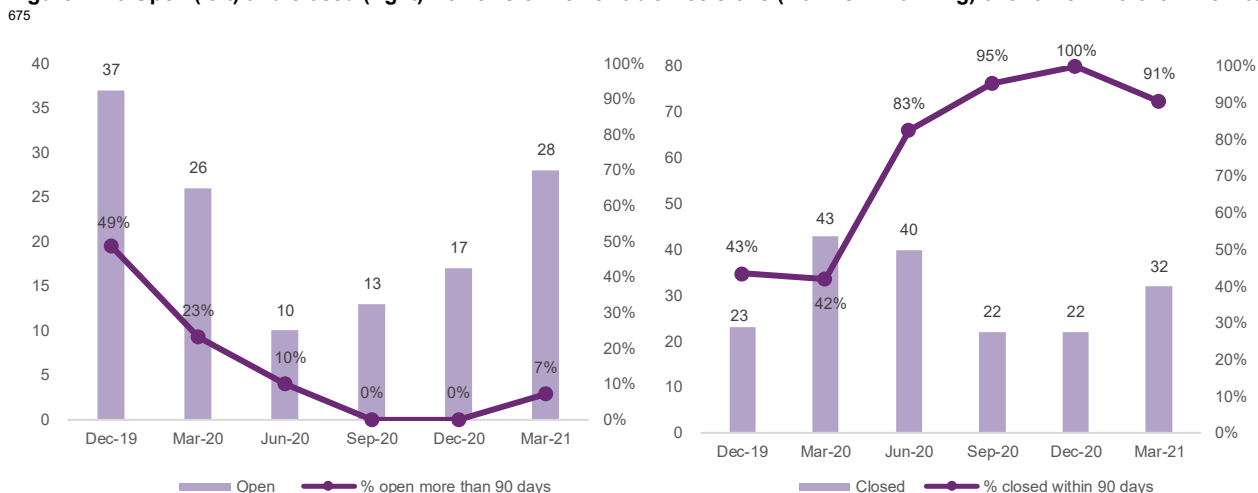
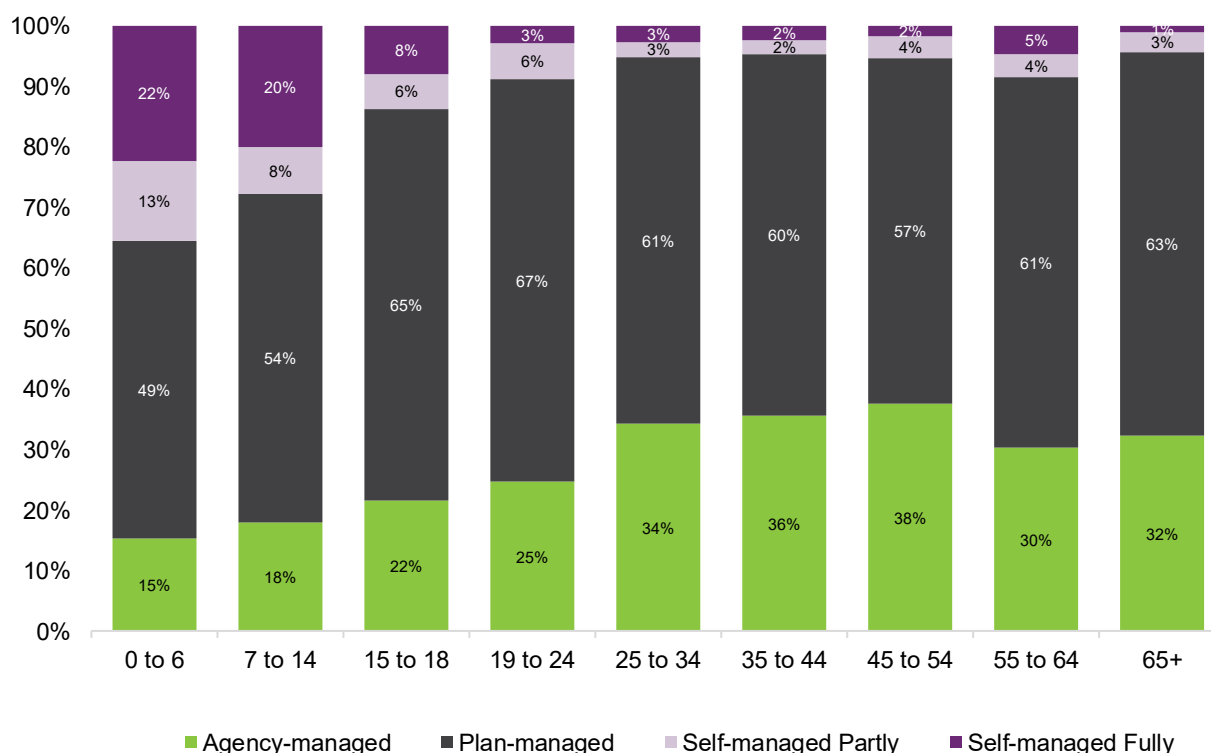


Table M.46 AAT Cases by category – Northern Territory

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.05%		0.00%		0.04%	

Figure M.16 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Northern Territory



⁶⁷⁵ Ibid.

⁶⁷⁶ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁶⁷⁷ % 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.

⁶⁷⁸ For the total number of active participants in each age group, see Table M.14.

⁶⁷⁹ Participants can use more than one method to manage their funding. These results are based on 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.

Figure M.17 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Northern Territory^{680 681}

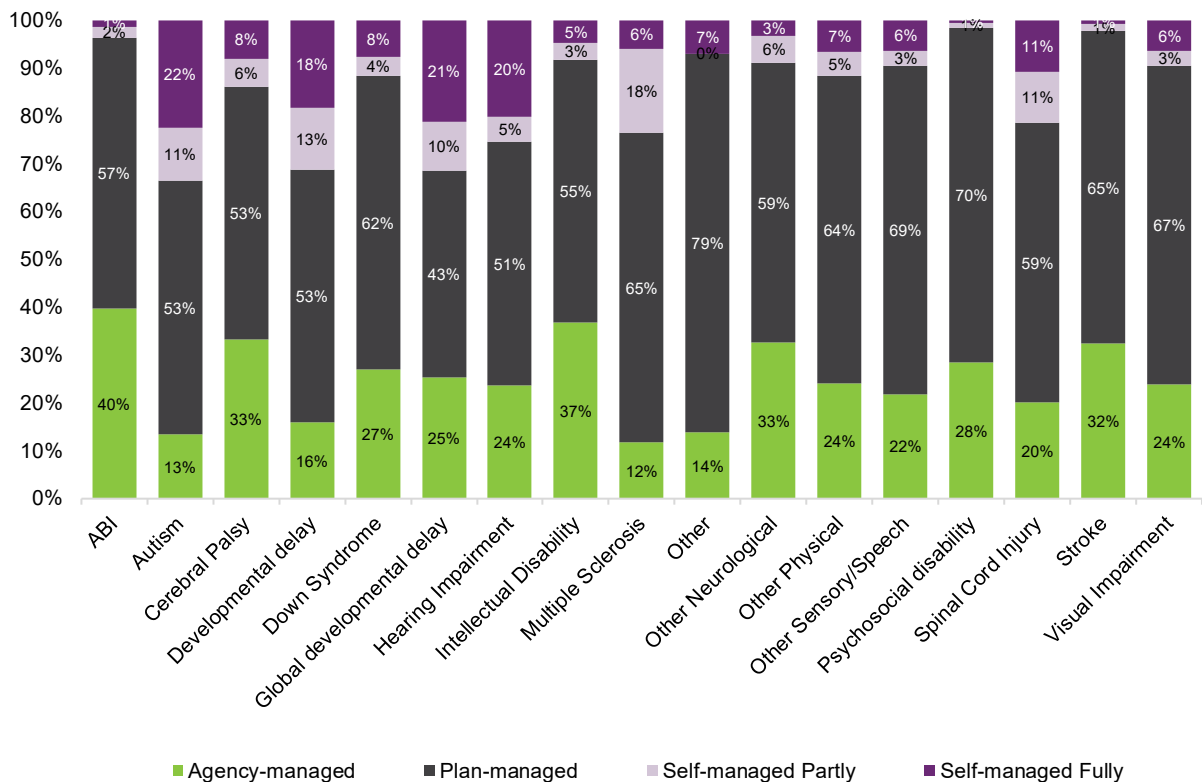
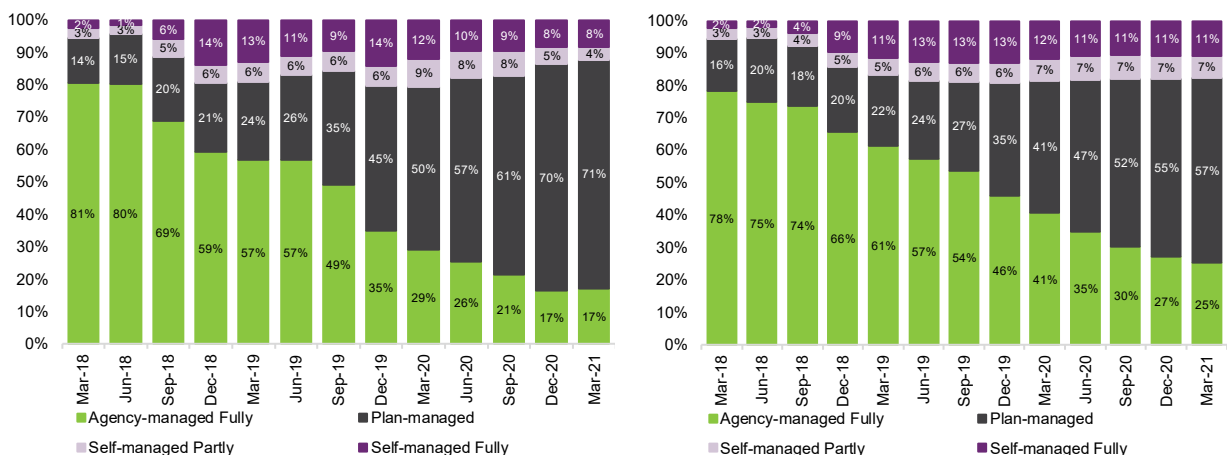


Table M.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory⁶⁸²

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	11%	8%	11%
Self-managed partly	7%	4%	7%
Plan-managed	55%	71%	57%
Agency-managed	27%	17%	25%
Total	100%	100%	100%

Figure M.18 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory⁶⁸³



⁶⁸⁰ For the total number of active participants in each primary disability group, see Table M.12.

⁶⁸¹ Participants can use more than one method to manage their funding. These results are based on 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.

⁶⁸² Ibid.

⁶⁸³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.48 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q3	Total
Self-managed	4%	4%	4%
Plan-managed	24%	40%	25%
Agency-managed	72%	56%	71%
Total	100%	100%	100%

Figure M.19 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory

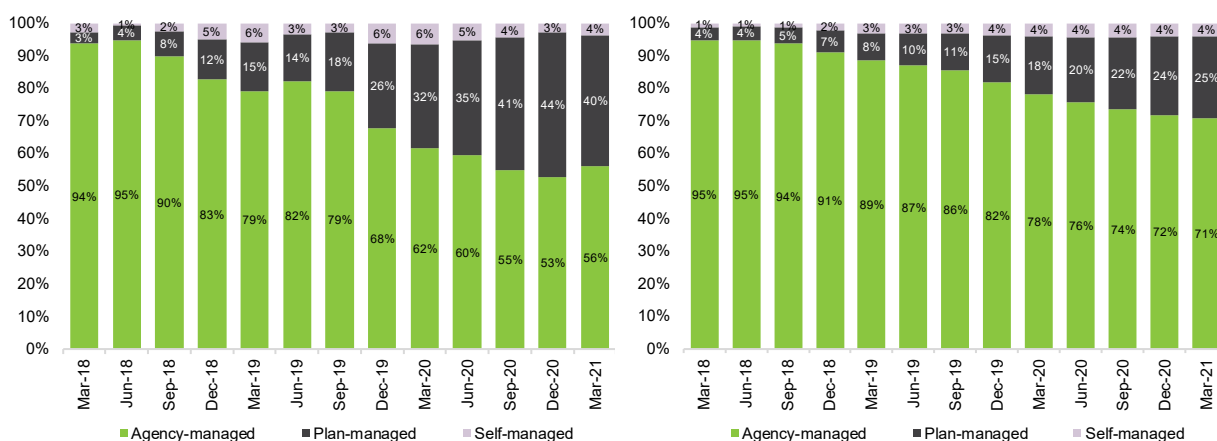


Table M.49 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q3	Total
Support coordination	75%	82%	76%

Table M.50 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁶⁸⁴

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,089	65%	150	64%	2,239	65%
30 to 59 days	371	12%	34	15%	405	12%
60 to 89 days	194	6%	9	4%	203	6%
Activated within 90 days	2,654	83%	193	83%	2,847	83%
90 to 119 days	151	5%	6	3%	157	5%
120 days and over	334	10%	10	4%	344	10%
Activated after 90 days	485	15%	16	7%	501	15%
No payments	62	2%	24	10%	86	3%
Total plans approved	3,201	100%	233	100%	3,434	100%

⁶⁸⁴ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.51 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,476	1,538	96%
Not Aboriginal and Torres Strait Islander	1,288	1,325	97%
Not Stated	180	184	98%
Total	2,944	3,047	97%
by Culturally and Linguistically Diverse status			
CALD	770	799	96%
Not CALD	2,167	2,241	97%
Not Stated	<11	<11	
Total	2,944	3,047	97%
by Remoteness			
Major Cities	<11	<11	
Regional	1,711	1,773	97%
Remote	1,231	1,272	97%
Missing	<11	<11	
Total	2,944	3,047	97%
by Primary Disability type			
Autism	720	744	97%
Intellectual Disability (including Down Syndrome)	632	650	97%
Psychosocial Disability	250	256	98%
Developmental Delay (including Global Developmental Delay)	276	296	93%
Other	1,066	1,101	97%
Total	2,944	3,047	97%

Table M.52 Distribution of plans by utilisation – Northern Territory ^{685 686}

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

Table M.53 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁶⁸⁷

	Prior Quarters	2020-21 Q3	Total
Daily Activities	14%	16%	15%
Health & Wellbeing	40%	49%	41%
Lifelong Learning	9%	11%	9%
Other	17%	18%	17%
Non-categorised	26%	23%	25%
Any mainstream service	96%	96%	96%

⁶⁸⁵ This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁸⁶ Plans less than 31 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.

⁶⁸⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table M.54 Key markets indicators by quarter – Northern Territory ^{688 689}

Market indicators	Prior Quarters	2020-21 Q3
a) Average number of active providers per active participant	1.78	1.74
b) Number of providers delivering new types of supports	77	72
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	80%	78%
<i>Therapeutic Supports (%)</i>	88%	86%
<i>Participation in community, social and civic activities (%)</i>	78%	81%
<i>Early Intervention supports for early childhood (%)</i>	82%	76%
<i>Daily Personal Activities (%)</i>	84%	84%

Table M.55 Cumulative number of providers that have been ever active as at 31 March 2021 by quarter of activity – Northern Territory ⁶⁹⁰

Activity	Number of providers
Active for the first time in 2020-21 Q3	29
Active in 2020-21 Q3 and also in previous quarters	237
Active in 2020-21 Q3	266
Inactive in 2020-21 Q3	399
Active ever	665

⁶⁸⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁸⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁹⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.56 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁶⁹¹

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	13	2	15	15%
Assistance Animals	4	1	5	25%
Assistance with daily life tasks in a group or shared living arrangement	75	2	77	3%
Assistance with travel/transport arrangements	77	0	77	0%
Daily Personal Activities	112	7	119	6%
Group and Centre Based Activities	70	4	74	6%
High Intensity Daily Personal Activities	81	3	84	4%
Household tasks	91	8	99	9%
Interpreting and translation	13	0	13	0%
Participation in community, social and civic activities	148	4	152	3%
Assistive Technology				
Assistive equipment for recreation	16	1	17	6%
Assistive products for household tasks	10	2	12	20%
Assistance products for personal care and safety	174	11	185	6%
Communication and information equipment	48	1	49	2%
Customised Prosthetics	48	1	49	2%
Hearing Equipment	14	3	17	21%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	70	6	76	9%
Specialised Hearing Services	6	1	7	17%
Vision Equipment	15	2	17	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	156	3	159	2%
Behaviour Support	43	4	47	9%
Community nursing care for high needs	26	2	28	8%
Development of daily living and life skills	78	4	82	5%
Early Intervention supports for early childhood	103	2	105	2%
Exercise Physiology and Physical Wellbeing activities	28	3	31	11%
Innovative Community Participation	23	3	26	13%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	248	9	257	4%
Capital services				
Home modification design and construction	21	1	22	5%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	14	2	16	14%
Choice and control support services				
Management of funding for supports in participants plan	69	3	72	4%
Support Coordination	39	3	42	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	21	2	23	10%
Specialised Supported Employment	21	1	22	5%
Total approved active providers	636	29	665	5%

⁶⁹¹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table M.57 Number and proportion of ever active providers in each registration group by legal entity type as at 31 March 2021 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	14	15	7%	93%	100%
Assistance Animals	0	5	5	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	71	77	8%	92%	100%
Assistance with travel/transport arrangements	7	70	77	9%	91%	100%
Daily Personal Activities	8	111	119	7%	93%	100%
Group and Centre Based Activities	3	71	74	4%	96%	100%
High Intensity Daily Personal Activities	7	77	84	8%	92%	100%
Household tasks	17	82	99	17%	83%	100%
Interpreting and translation	2	11	13	15%	85%	100%
Participation in community, social and civic activities	16	136	152	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	1	16	17	6%	94%	100%
Assistive products for household tasks	1	11	12	8%	92%	100%
Assistance products for personal care and safety	18	167	185	10%	90%	100%
Communication and information equipment	11	38	49	22%	78%	100%
Customised Prosthetics	5	44	49	10%	90%	100%
Hearing Equipment	0	17	17	0%	100%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	7	69	76	9%	91%	100%
Specialised Hearing Services	0	7	7	0%	100%	100%
Vision Equipment	2	15	17	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20	139	159	13%	87%	100%
Behaviour Support	12	35	47	26%	74%	100%
Community nursing care for high needs	1	27	28	4%	96%	100%
Development of daily living and life skills	8	74	82	10%	90%	100%
Early Intervention supports for early childhood	20	85	105	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	1	30	31	3%	97%	100%
Innovative Community Participation	4	22	26	15%	85%	100%
Specialised Driving Training	2	8	10	20%	80%	100%
Therapeutic Supports	67	190	257	26%	74%	100%
Capital services						
Home modification design and construction	1	21	22	5%	95%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	15	16	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	10	62	72	14%	86%	100%
Support Coordination	5	37	42	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	23	23	0%	100%	100%
Specialised Supported Employment	1	21	22	5%	95%	100%
Total	115	550	665	17%	83%	100%

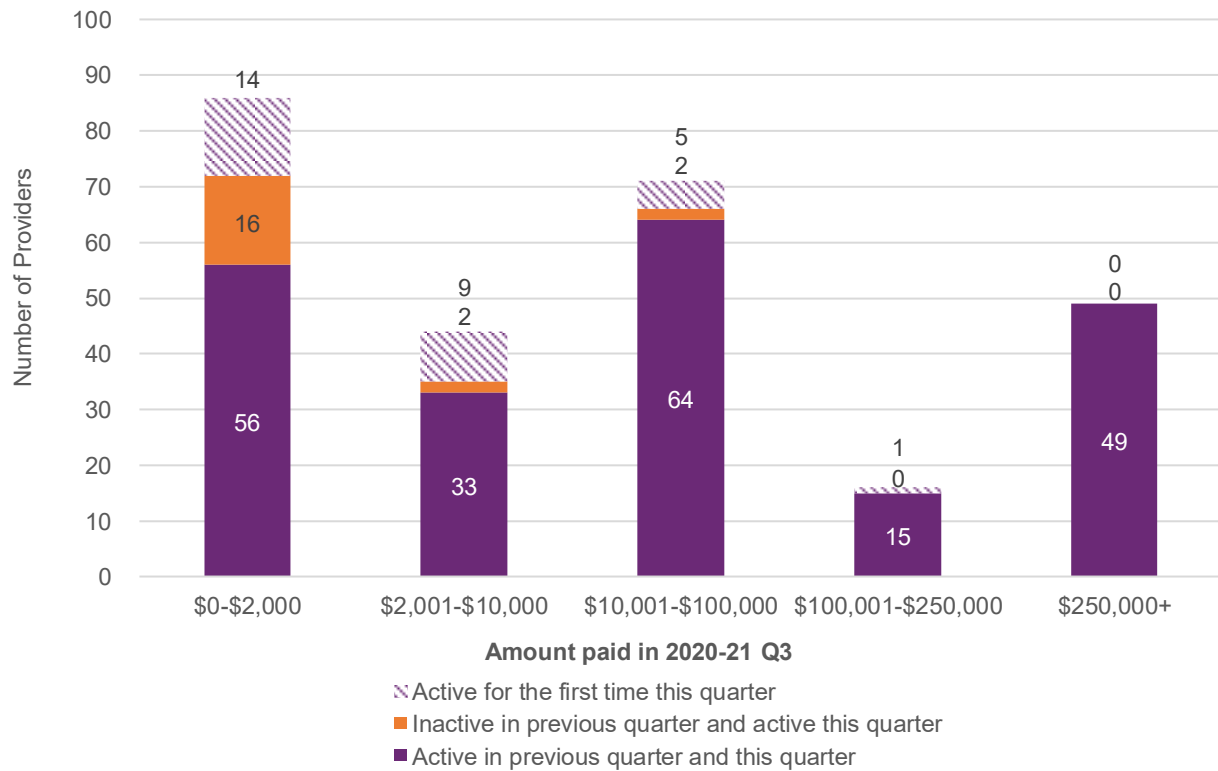
Table M.58 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Northern Territory

Registration Group	Active in previous quarters and in 2020-21 Q3	Active for the first time in 2020-21 Q3	Total	% active for the first time in 2020-21 Q3
Assistance services				
Accommodation / Tenancy Assistance	4	2	6	33%
Assistance Animals	2	1	3	33%
Assistance with daily life tasks in a group or shared living arrangement	51	2	53	4%
Assistance with travel/transport arrangements	30	0	30	0%
Daily Personal Activities	58	7	65	11%
Group and Centre Based Activities	40	4	44	9%
High Intensity Daily Personal Activities	44	3	47	6%
Household tasks	41	8	49	16%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	76	4	80	5%
Assistive Technology				
Assistive equipment for recreation	1	1	2	50%
Assistive products for household tasks	0	2	2	100%
Assistance products for personal care and safety	58	11	69	16%
Communication and information equipment	18	1	19	5%
Customised Prosthetics	16	1	17	6%
Hearing Equipment	1	3	4	75%
Hearing Services	0	0	0	
Personal Mobility Equipment	26	6	32	19%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	7	2	9	22%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	87	3	90	3%
Behaviour Support	25	4	29	14%
Community nursing care for high needs	14	2	16	13%
Development of daily living and life skills	40	4	44	9%
Early Intervention supports for early childhood	27	2	29	7%
Exercise Physiology and Physical Wellbeing activities	17	3	20	15%
Innovative Community Participation	11	3	14	21%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	83	9	92	10%
Capital services				
Home modification design and construction	5	1	6	17%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	1	2	3	67%
Choice and control support services				
Management of funding for supports in participants plan	48	3	51	6%
Support Coordination	21	3	24	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	6	2	8	25%
Specialised Supported Employment	14	1	15	7%
Total	237	29	266	11%

Table M.59 Number and proportion of providers active in 2020-21 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
Assistance services						
Accommodation / Tenancy Assistance	0	6	6	0%	100%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	48	53	9%	91%	100%
Assistance with travel/transport arrangements	2	28	30	7%	93%	100%
Daily Personal Activities	7	58	65	11%	89%	100%
Group and Centre Based Activities	3	41	44	7%	93%	100%
High Intensity Daily Personal Activities	5	42	47	11%	89%	100%
Household tasks	9	40	49	18%	82%	100%
Interpreting and translation	1	6	7	14%	86%	100%
Participation in community, social and civic activities	9	71	80	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	2	2	0%	100%	100%
Assistive products for household tasks	1	1	2	50%	50%	100%
Assistance products for personal care and safety	7	62	69	10%	90%	100%
Communication and information equipment	1	18	19	5%	95%	100%
Customised Prosthetics	0	17	17	0%	100%	100%
Hearing Equipment	0	4	4	0%	100%	100%
Hearing Services	0	0	0			
Personal Mobility Equipment	3	29	32	9%	91%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	2	7	9	22%	78%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11	79	90	12%	88%	100%
Behaviour Support	7	22	29	24%	76%	100%
Community nursing care for high needs	1	15	16	6%	94%	100%
Development of daily living and life skills	5	39	44	11%	89%	100%
Early Intervention supports for early childhood	2	27	29	7%	93%	100%
Exercise Physiology and Physical Wellbeing activities	1	19	20	5%	95%	100%
Innovative Community Participation	1	13	14	7%	93%	100%
Specialised Driving Training	1	3	4	25%	75%	100%
Therapeutic Supports	18	74	92	20%	80%	100%
Capital services						
Home modification design and construction	0	6	6	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	5	46	51	10%	90%	100%
Support Coordination	4	20	24	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	8	8	0%	100%	100%
Specialised Supported Employment	1	14	15	7%	93%	100%
Total	44	222	266	17%	83%	100%

Figure M.20 Distribution of active providers in 2020-21 Q3 by their status in 2020-21 Q2 and payment band in 2020-21 Q3 – Northern Territory ⁶⁹²



Part Five: Financial sustainability

Table M.60 Committed supports by financial year (\$m) – Northern Territory ⁶⁹³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.06	2.0	5.8	20.5	101.0	204.3	400.3	390.4

⁶⁹² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁶⁹³ 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 Northern Territory.

Figure M.21 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory

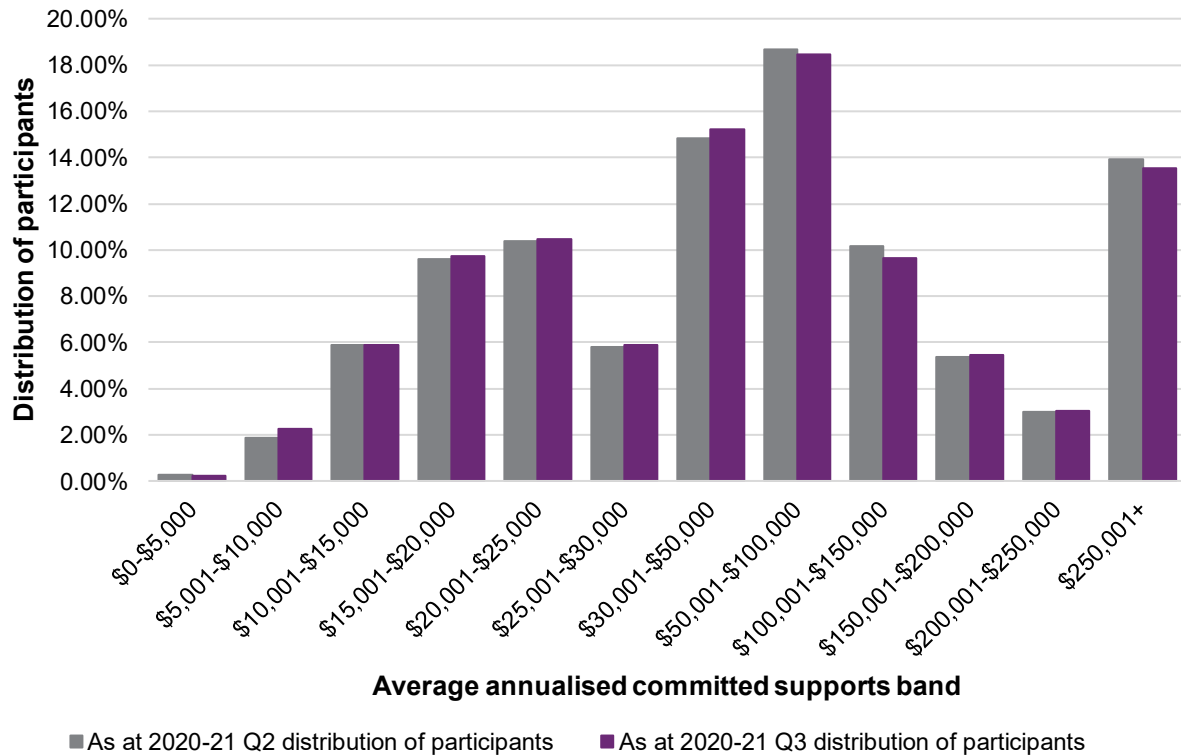


Figure M.22 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory

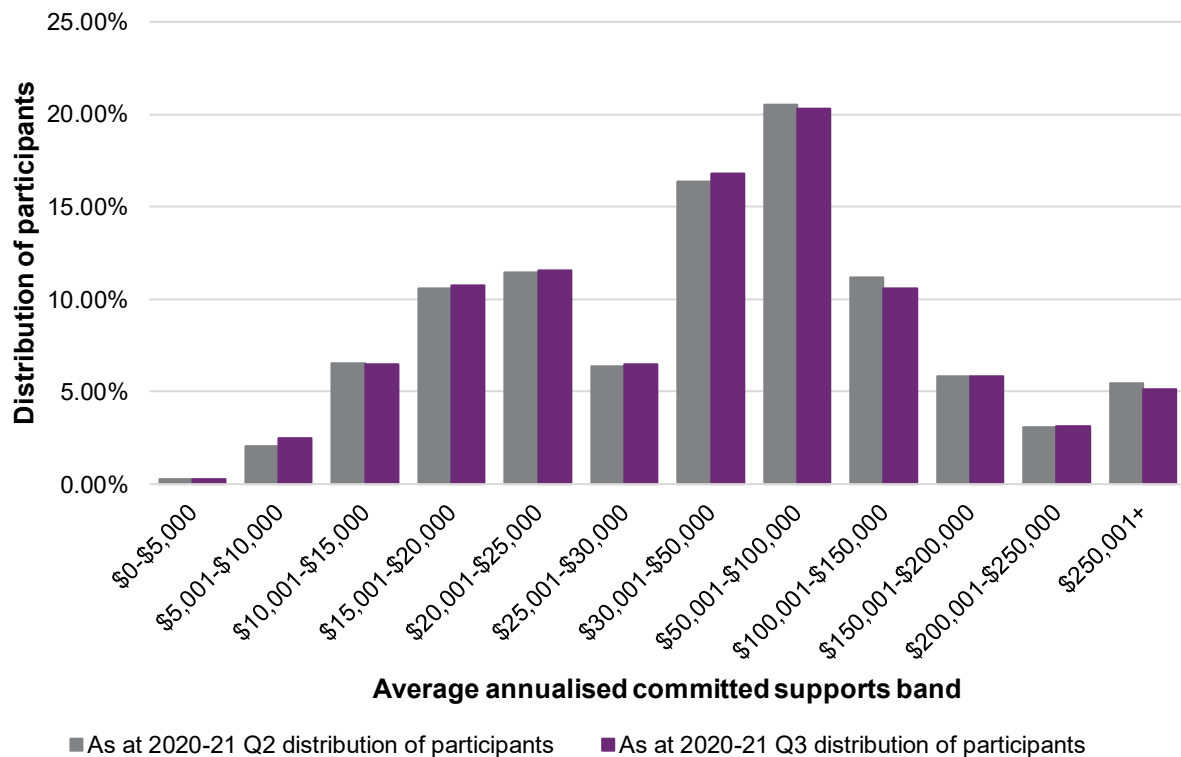


Figure M.23 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory

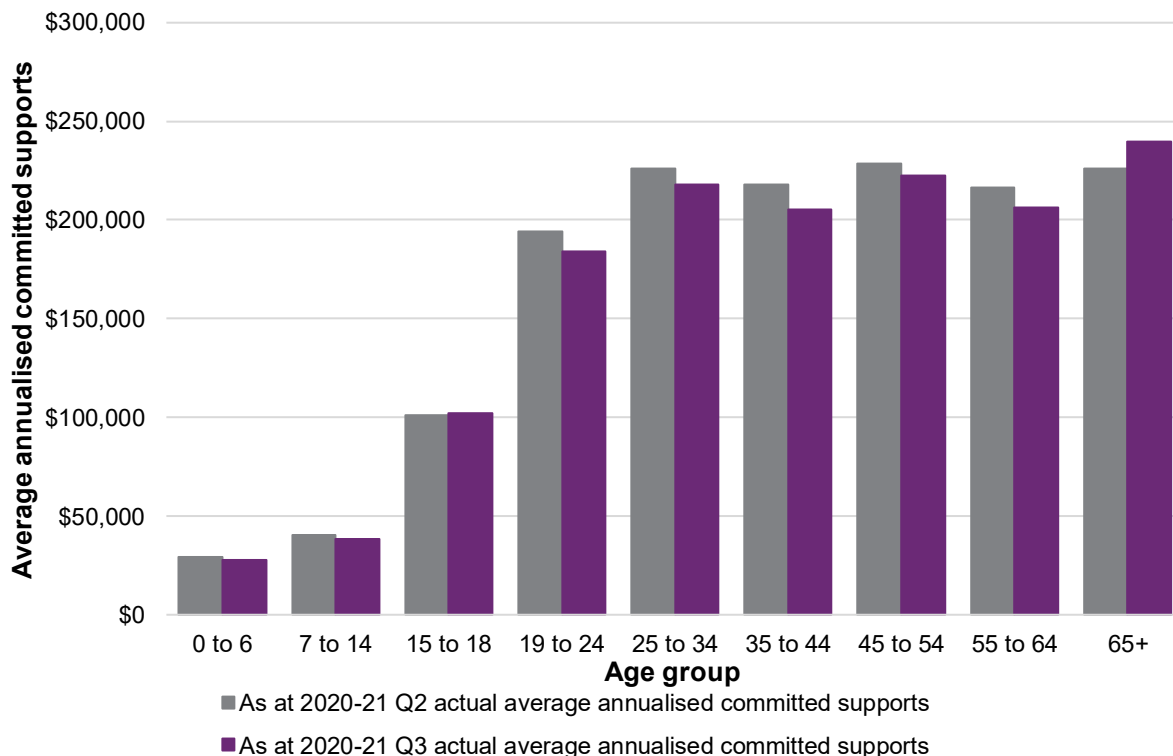


Figure M.24 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory

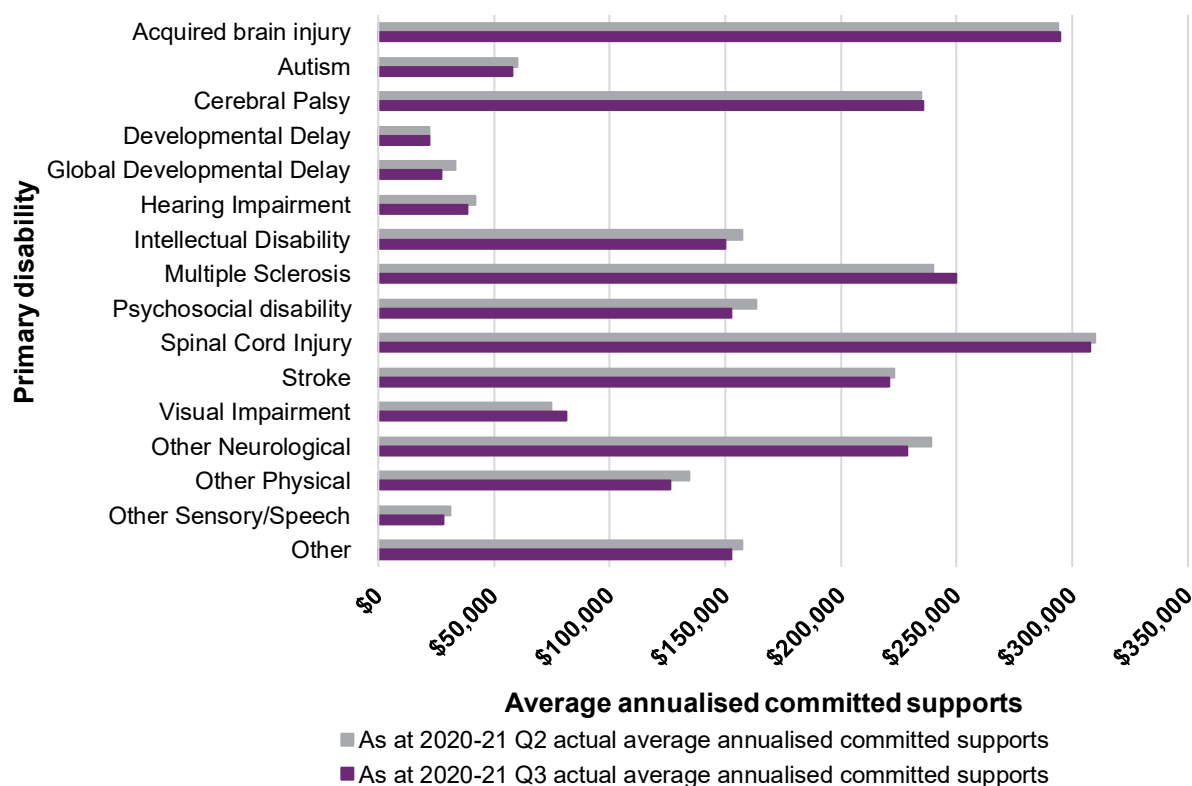


Figure M.25 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory⁶⁹⁴

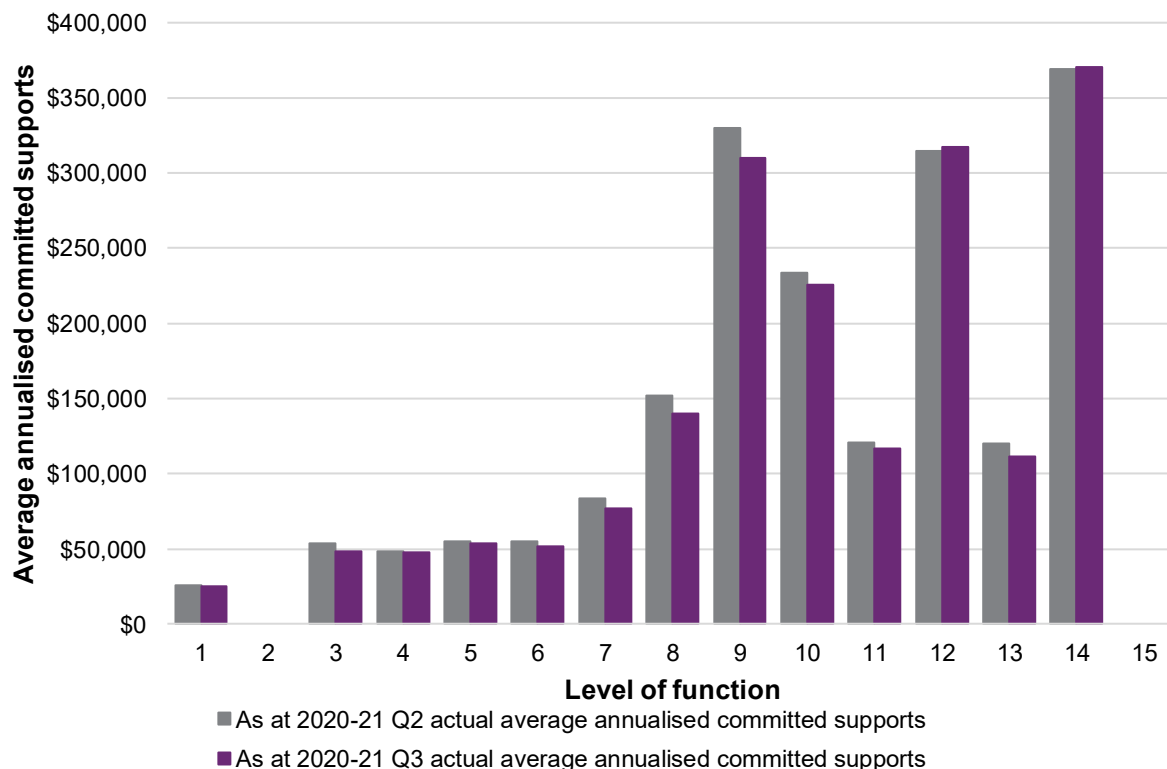
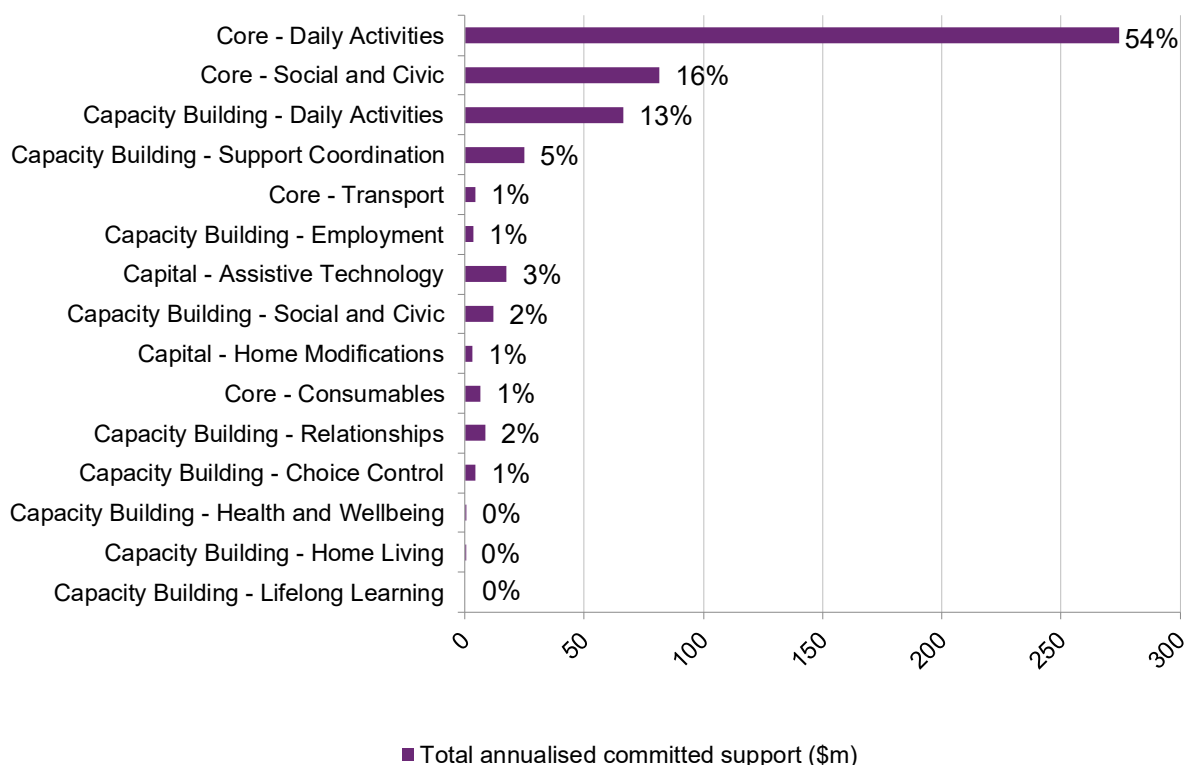


Figure M.26 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory

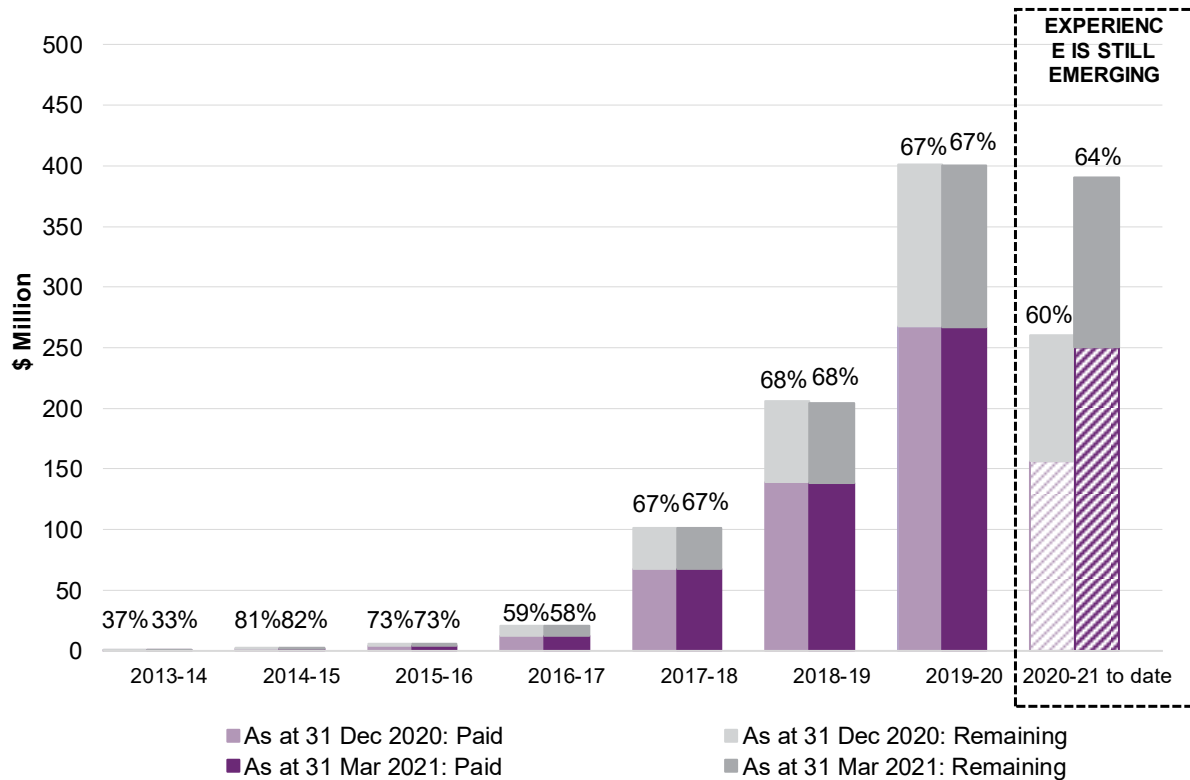


⁶⁹⁴ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Table M.61 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory⁶⁹⁵

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.06	2.0	5.8	20.5	101.0	204.3	400.3	390.4
Total Paid	0.02	1.7	4.2	12.0	67.6	137.9	267.0	250.1
% utilised to date	33%	82%	73%	58%	67%	68%	67%	64%

Figure M.27 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Northern Territory



⁶⁹⁵ 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 Northern Territory.

Figure M.28 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Northern Territory ⁶⁹⁶

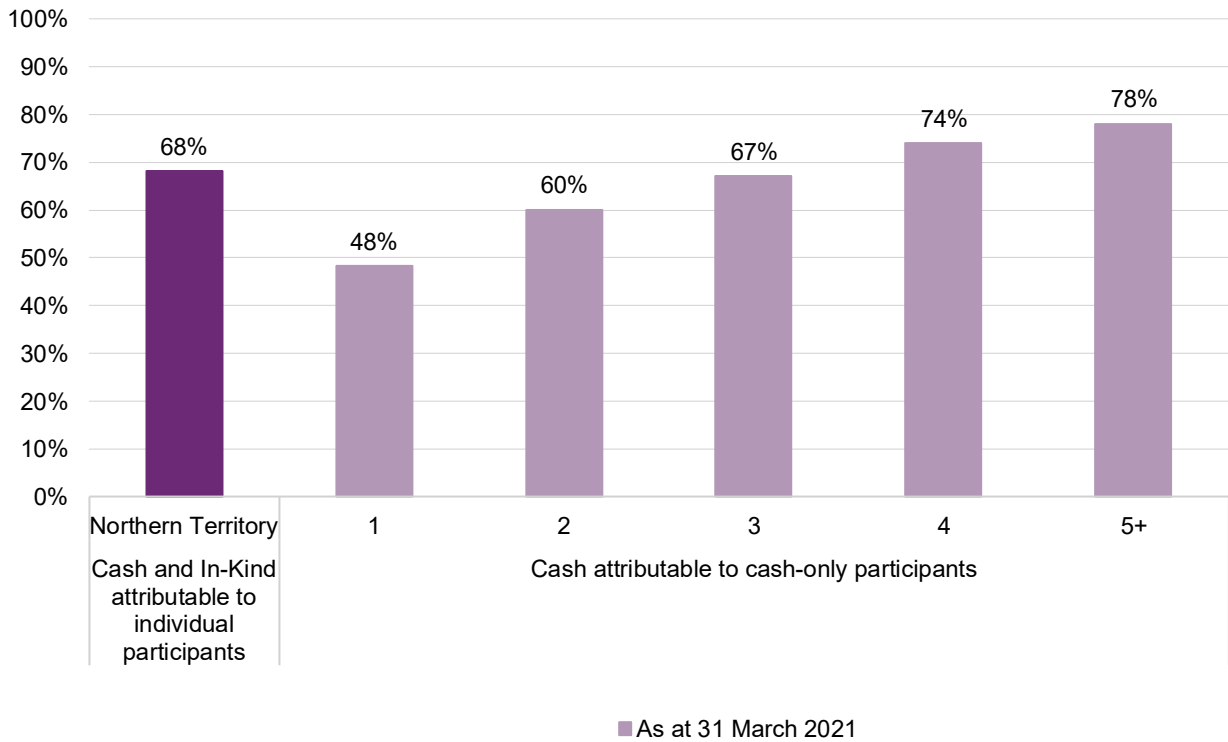
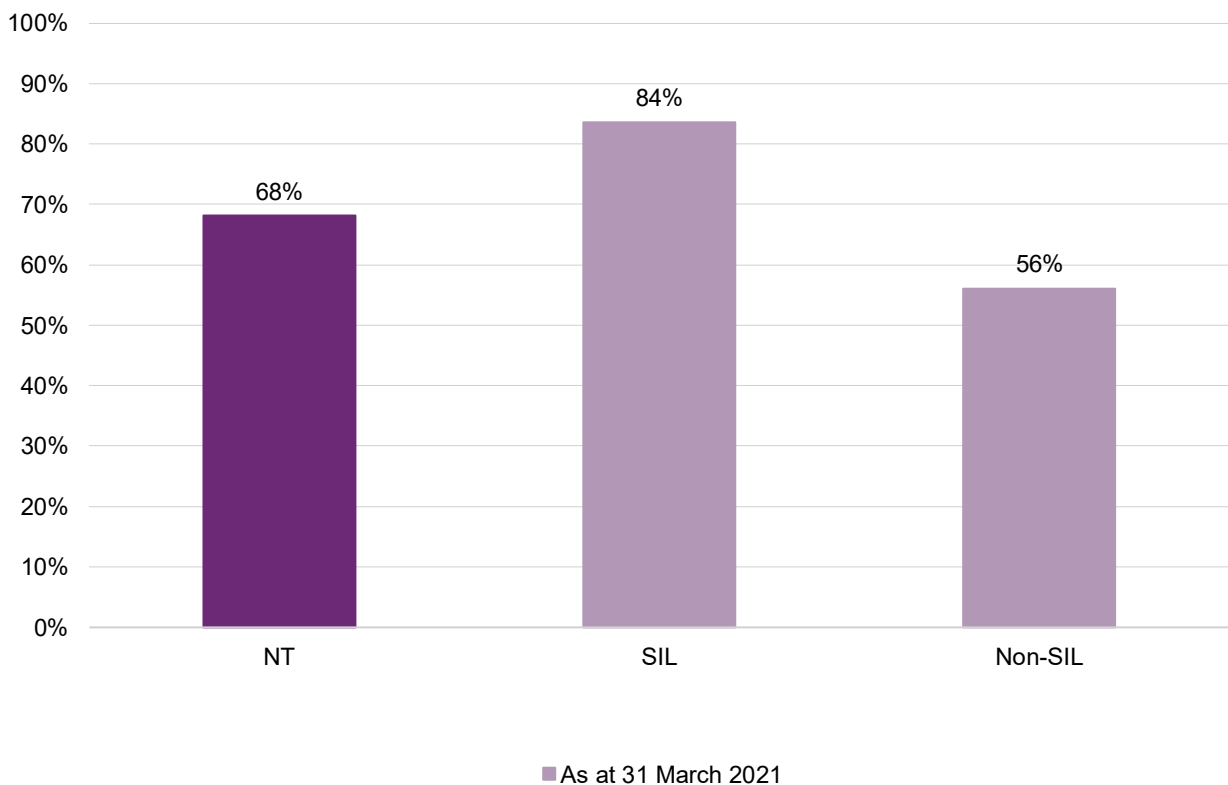


Figure M.29 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Northern Territory ⁶⁹⁷



⁶⁹⁶ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

⁶⁹⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

Figure M.30 Utilisation of committed supports by support class from 1 July 2020 to 31 December 2020 – Northern Territory ⁶⁹⁸

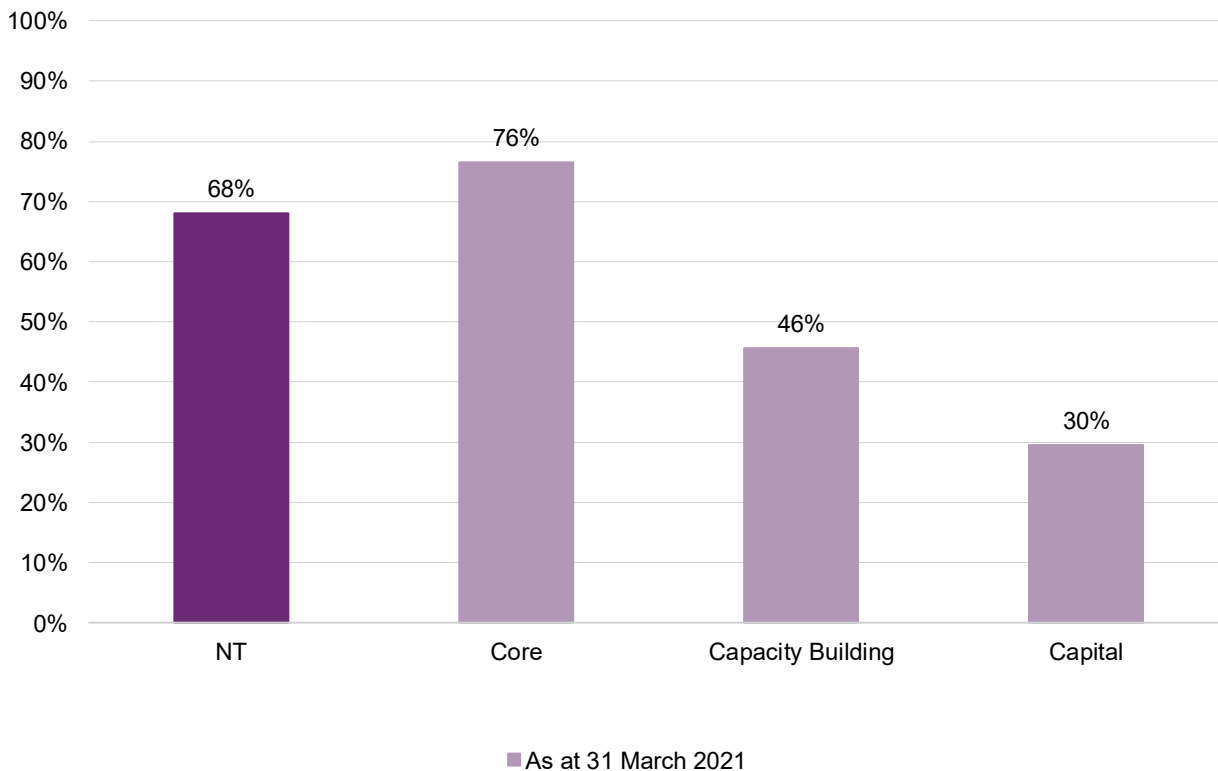
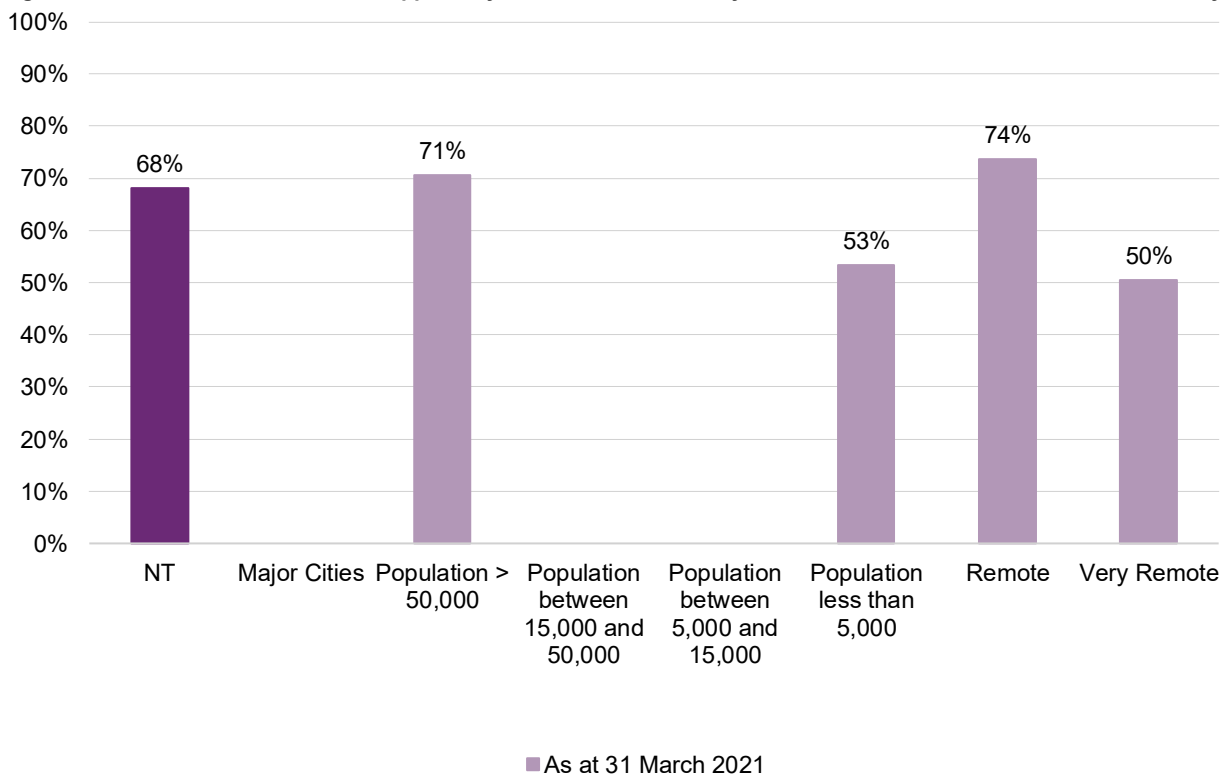


Figure M.31 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Northern Territory ^{699 700}



⁶⁹⁸ Ibid.

⁶⁹⁹ Ibid.

⁷⁰⁰ 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 including ECEI ^{701 702 703}

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	140,221	31%	3,983	144,204	31%
VIC	120,375	27%	2,397	122,772	27%
QLD	88,634	20%	3,053	91,687	20%
WA	38,467	9%	426	38,893	8%
SA	39,608	9%	499	40,107	9%
TAS	10,270	2%	208	10,478	2%
ACT	8,385	2%	118	8,503	2%
NT	3,991	1%	155	4,146	1%
OT	37	0%	0	37	0%
Missing	10	0%	1	11	0%
National	449,998	100%	10,840	460,838	100%

Table N.2 Number of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,311	20,538	14,627	4,382	5,489	1,409	1,202	783	70,745
7 to 14	35,259	30,519	22,814	9,649	11,867	2,294	2,133	920	115,466
15 to 18	10,311	8,250	6,540	3,569	3,581	862	665	279	34,061
19 to 24	12,739	8,629	6,837	3,608	3,014	1,147	750	277	37,006
25 to 34	12,277	10,756	7,822	4,066	3,043	1,123	722	352	40,166
35 to 44	11,303	10,604	7,379	3,274	2,889	799	748	427	37,428
45 to 54	13,735	13,018	9,122	3,995	3,756	1,104	833	434	45,999
55 to 64	16,823	14,225	10,743	4,739	4,652	1,279	892	426	53,788
65+	5,463	3,836	2,750	1,185	1,317	253	440	93	15,339
Total	140,221	120,375	88,634	38,467	39,608	10,270	8,385	3,991	449,998

⁷⁰¹ 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.

⁷⁰² OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands. OT participants are not shown separately in the results on participant characteristics due to small numbers. However, they are included in the National totals for each table.

⁷⁰³ There are 10 active participants at 31 March 2021 with Missing jurisdiction information. These participants are not shown separately in the results on participant characteristics. However, they are included in the National totals for each table.

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%	17%	11%	14%	14%	14%	20%	16%
7 to 14	25%	25%	26%	25%	30%	22%	25%	23%	26%
15 to 18	7%	7%	7%	9%	9%	8%	8%	7%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	9%
35 to 44	8%	9%	8%	9%	7%	8%	9%	11%	8%
45 to 54	10%	11%	10%	10%	9%	11%	10%	11%	10%
55 to 64	12%	12%	12%	12%	12%	12%	11%	11%	12%
65+	4%	3%	3%	3%	3%	2%	5%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Number of active participant plans by disability ^{704 705}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	44,223	35,540	29,505	13,260	15,038	3,175	2,501	899	144,154
Intellectual Disability	29,093	24,181	15,894	8,203	7,724	2,627	1,422	769	89,923
Psychosocial disability	13,673	15,638	8,288	3,656	2,580	810	1,025	398	46,082
Developmental Delay	10,606	12,756	7,097	1,128	2,452	686	793	446	35,966
Hearing Impairment	7,028	5,418	4,975	1,648	1,630	400	427	174	21,700
Other Neurological	6,153	4,663	3,892	1,889	1,480	413	353	194	19,038
Other Physical	5,547	4,033	4,298	1,733	1,706	343	518	183	18,364
Cerebral Palsy	5,360	3,903	3,427	1,624	1,184	410	282	201	16,392
ABI	4,109	3,616	3,149	1,206	1,506	409	198	247	14,440
Global Developmental Delay	3,092	1,763	1,550	1,087	1,260	197	173	99	9,222
Visual Impairment	2,885	2,659	1,532	696	714	177	171	63	8,897
Multiple Sclerosis	2,381	2,581	1,309	782	725	276	192	17	8,263
Stroke	2,376	1,488	1,443	512	449	121	120	136	6,646
Spinal Cord Injury	1,680	830	1,341	567	384	99	68	75	5,045
Other	932	618	633	352	224	91	55	58	2,963
Other Sensory/Speech	1,083	688	301	124	552	36	87	32	2,903
Total	140,221	120,375	88,634	38,467	39,608	10,270	8,385	3,991	449,998

Table N.5 Proportion of active participant plans by disability

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	32%	30%	33%	34%	38%	31%	30%	23%	32%
Intellectual Disability	21%	20%	18%	21%	20%	26%	17%	19%	20%
Psychosocial disability	10%	13%	9%	10%	7%	8%	12%	10%	10%
Developmental Delay	8%	11%	8%	3%	6%	7%	9%	11%	8%
Hearing Impairment	5%	5%	6%	4%	4%	4%	5%	4%	5%
Other Neurological	4%	4%	4%	5%	4%	4%	4%	5%	4%
Other Physical	4%	3%	5%	5%	4%	3%	6%	5%	4%
Cerebral Palsy	4%	3%	4%	4%	3%	4%	3%	5%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	6%	3%
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	2%	2%
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	2%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other Sensory/Speech	1%	1%	0%	0%	1%	0%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁷⁰⁴ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁷⁰⁵ Down Syndrome is included in Intellectual Disability.

Table N.6 Number of active participant plans by other characteristics ^{706 707}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	10,657	3,543	8,283	2,784	2,277	868	359	1,986	30,763
Culturally and linguistically diverse	14,846	13,939	4,931	3,298	2,996	311	918	1,013	42,265
Residing in remote and very remote areas	531	54	1,502	1,716	1,036	131	0	1,661	6,664
Younger people in residential aged care (under 65)	1,121	1,003	621	263	198	87	11	36	3,341
With supported independent living	8,793	5,105	4,707	2,261	2,322	907	457	376	24,928
With specialised disability accommodation	5,533	5,195	1,595	1,160	1,670	402	158	129	15,842

Table N.7 Proportion of active participant plans by other characteristics ⁷⁰⁸

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.6%	2.9%	9.3%	7.2%	5.7%	8.5%	4.3%	49.8%	6.8%
Culturally and linguistically diverse	10.6%	11.6%	5.6%	8.6%	7.6%	3.0%	10.9%	25.4%	9.4%
Residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.6%	1.3%	0.0%	41.6%	1.5%
With supported independent living	6.2%	3.9%	5.2%	5.8%	5.8%	8.7%	5.3%	9.3%	5.4%
With specialised disability accommodation	3.9%	4.3%	1.8%	3.0%	4.2%	3.9%	1.9%	3.2%	3.5%

Table N.8 Participation rates by age ⁷⁰⁹

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.24%	3.78%	3.39%	1.95%	4.06%	3.48%	3.05%	3.31%	3.32%
7-14	4.44%	4.82%	4.27%	3.60%	7.18%	4.43%	5.07%	3.73%	4.59%
15-18	2.76%	2.78%	2.65%	2.95%	4.47%	3.50%	3.61%	2.55%	2.91%
19-24	1.96%	1.55%	1.71%	1.86%	2.28%	3.06%	1.84%	1.53%	1.82%
25-34	1.01%	1.03%	1.09%	1.08%	1.34%	1.73%	1.04%	0.84%	1.07%
35-44	1.06%	1.19%	1.12%	0.92%	1.36%	1.33%	1.18%	1.26%	1.12%
45-54	1.39%	1.61%	1.41%	1.20%	1.73%	1.65%	1.56%	1.49%	1.46%
55-64	1.81%	1.98%	1.84%	1.61%	2.16%	1.76%	2.08%	1.91%	1.87%
0-64	2.01%	2.13%	2.04%	1.72%	2.76%	2.39%	2.15%	1.90%	2.07%

Table N.9 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	80%	79%	77%	68%	72%	Numbers are too small	Numbers are too small	Numbers are too small	76%
The Pre-Planning Process	84%	85%	79%	73%	81%	78%	Numbers are too small	Numbers are too small	81%
The Planning Process	87%	87%	84%	78%	83%	90%	80%	86%	85%
The Review Process	77%	77%	72%	68%	70%	77%	74%	61%	74%

⁷⁰⁶ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

⁷⁰⁷ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁷⁰⁸ Ibid.

⁷⁰⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Table N.10 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate' and 'parent and carer employment rate' ⁷¹⁰

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	23%	19%	18%	25%	28%	17%	29%	11%	21%
Review 2	24%	19%	19%	26%	28%	17%	29%	14%	22%
Participants (15 and over) in community									
Baseline	34%	37%	39%	43%	38%	28%	39%	44%	37%
Review 2	44%	42%	47%	46%	42%	32%	42%	46%	44%
Parent and carer employment rate									
Baseline	48%	44%	43%	43%	43%	40%	57%	56%	46%
Review 2	50%	46%	44%	46%	44%	41%	63%	56%	48%

Table N.11 Distribution of active participant by method of Financial Plan Management ^{711 712}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	25%	24%	17%	19%	15%	35%	11%	22%
Self-managed partly	9%	10%	8%	17%	6%	9%	11%	7%	9%
Plan-managed	42%	52%	51%	30%	59%	44%	40%	57%	47%
Agency-managed	29%	13%	17%	35%	17%	31%	14%	25%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.12 Distribution of plan budget amount by method of Financial Plan Management

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	10%	15%	13%	14%	9%	9%	19%	4%	12%
Plan-managed	28%	42%	39%	20%	40%	19%	42%	25%	34%
Agency-managed	62%	43%	48%	65%	51%	72%	39%	71%	54%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.13 Estimated number of plan reviews - excluding plans less than 31 days ⁷¹³

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2020-21 Q3	30,615	24,553	18,235	7,824	8,526	2,220	1,728	401	94,104
Total number of plan reviews (transition only)	360,382	232,210	155,107	53,578	95,243	22,895	28,027	6,718	954,226

Table N.14 Number and rates of participant complaints ^{714 715}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2020-21 Q3	1,649	1,471	1,197	560	641	105	84	85	6,368
% of access requests	3.4%	3.7%	4.0%	4.6%	4.8%	3.1%	2.7%	5.7%	4.2%
All participant complaints	28,759	20,794	12,100	4,300	10,847	1,526	2,105	478	86,842
% of access requests since 1 April 2017	4.8%	5.2%	4.4%	4.4%	7.0%	4.4%	4.4%	3.6%	5.4%

⁷¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a second plan review to date.

⁷¹¹ 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.

⁷¹² Trial participants are included in these results.

⁷¹³ The National totals include plan reviews where jurisdiction information was missing.

⁷¹⁴ % 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.

⁷¹⁵ The National totals include participant complaints where jurisdiction information was missing.

Table N.15 Duration to plan activation for active participants ⁷¹⁶

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	71%	68%	68%	59%	65%	68%
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	12%	12%
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	6%	5%
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	5%	3%
120 days and over	8%	8%	8%	7%	9%	10%	12%	10%	8%
No payments	2%	3%	3%	4%	3%	3%	4%	3%	3%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.16 Active providers by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,044	2,009	1,899	417	635	293	274	115	6,691
Company / Organisation	4,963	3,562	3,873	1,483	1,534	905	906	550	9,385
Total active providers	8,007	5,571	5,772	1,900	2,169	1,198	1,180	665	16,076

Table N.17 Active providers in 2020-21 Q3 by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,144	684	689	215	194	123	68	44	2,816
Company / Organisation	2,800	1,865	1,861	801	662	352	331	222	6,201
Total active providers	3,944	2,549	2,550	1,016	856	475	399	266	9,017

Table N.18 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,280.0	1,431.7	838.4	222.5	368.5	189.3	309.1	101.0	7,740.7
2018-19	5,942.6	3,462.2	2,487.4	540.8	1,159.2	392.7	370.3	204.3	14,560.9
2019-20	8,132.0	6,075.5	5,111.0	1,555.4	2,169.1	662.1	464.1	400.3	24,571.9
% increase from 2017-18 to 2018-19	39%	142%	197%	143%	215%	107%	20%	102%	88%
% increase from 2018-19 to 2019-20	37%	75%	105%	188%	87%	69%	25%	96%	69%
2020-21 to date	7,456.8	5,795.6	4,883.9	2,013.9	2,052.5	615.6	403.9	390.4	23,615.5

Table N.19 Payments by financial year in which support was provided (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,113.8	956.5	531.0	165.7	219.6	153.7	223.9	67.6	5,431.6
2018-19	4,499.4	2,368.2	1,628.0	389.5	789.2	296.1	278.8	137.9	10,387.9
2019-20	5,985.6	4,105.0	3,531.1	1,004.1	1,475.9	475.7	338.3	267.0	17,183.9
% increase from 2017-18 to 2018-19	44%	148%	207%	135%	259%	93%	25%	104%	91%
% increase from 2018-19 to 2019-20	33%	73%	117%	158%	87%	61%	21%	94%	65%
2020-21 to date	5,187.4	3,570.1	3,323.6	1,253.0	1,324.7	421.0	282.1	250.1	15,612.9

Table N.20 Average annualised plan budget for SIL and non SIL participants (\$) ⁷¹⁷

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL	353,846	319,087	359,352	315,352	340,759	376,392	356,252	567,108	347,138
non SIL	51,979	52,892	58,643	56,599	50,286	52,090	46,403	81,385	53,940
Total (SIL and Non SIL)	70,909	64,181	74,612	71,808	67,315	80,731	63,290	127,146	70,182

⁷¹⁶ Plans approved after the end of 2020-21 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁷¹⁷ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

Table N.21 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{718 719 720}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	71%	74%	85%	80%	86%	n/a	n/a	n/a	81%
Subsequent plans	86%	79%	86%	83%	83%	86%	89%	83%	85%
Total	86%	79%	86%	82%	83%	86%	89%	83%	85%
Non SIL									
First plan	52%	45%	48%	52%	45%	43%	47%	43%	48%
Subsequent plans	65%	58%	66%	62%	61%	62%	66%	57%	63%
Total	63%	56%	62%	59%	59%	58%	64%	53%	60%
Total (SIL and non-SIL)									
First plan	53%	45%	49%	61%	49%	45%	49%	48%	51%
Subsequent plans	73%	61%	72%	68%	68%	71%	74%	71%	69%
Total	72%	59%	69%	65%	66%	67%	73%	67%	67%

⁷¹⁸ Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁷¹⁹ 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.

⁷²⁰ Utilisation is not shown if there is insufficient data in the group.

Table N.22 Participant Service Guarantee Timeframes (% guarantees met) ^{721 722 723 724}

Table 122: Participant service guarantee performance (% guarantee met)											
	PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1	Explanation of a previous decision, after a request for explanation is received	28 days	90%	80%	90%	78%	95%	100%	100%	n/a	87%
2	Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	Make an access decision, after the final information has been provided	14 days	98%	98%	98%	98%	99%	99%	98%	95%	98%
5	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	80%	82%	74%	83%	76%	76%	93%	46%	79%
6	Approve a participant's plan, after an access decision has been made	56 days	86%	82%	75%	68%	80%	90%	91%	27%	79%
7	Approve a plan for ECEI participants, after an access decision has been made	90 days	98%	96%	95%	89%	97%	98%	100%	73%	96%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	18%	24%	34%	50%	26%	10%	10%	28%	25%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	100%	100%	100%	100%	100%	100%	100%	99%	100%
13	Complete a Participant Requested Review, after the decision to accept the request was made	42 days	72%	71%	71%	44%	50%	70%	62%	41%	67%
17	Complete an internal Review of a Reviewable Decision, after a request is received	90 days	92%	90%	92%	90%	92%	93%	91%	98%	91%
19	Cancel participant requested nominee	14 days	78%	88%	87%	80%	86%	100%	80%	100%	84%
20	Cancel CEO initiated nominee	14 days	100%	100%	86%	100%	67%	100%	100%	n/a	92%

⁷²¹ The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

⁷²² Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

⁷²³ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021. In this table, the PSG #6 results for the March 2021 quarter are based on the 56 day timeframe.

⁷²⁴ The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reviews, the NDIA's participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

Appendix O:

Participants by service district and support type

Table O.1 Active participants by service district and support type included in plan as at 31 March 2021 ^{725 726 727 728 729 730 731 732}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		113,910	81%	138,019	98%	34,042	24%	140,221
Hunter New England	Jul-13	19,247	80%	23,513	97%	5,641	23%	24,157
Central Coast	Jul-16	6,151	76%	7,950	98%	1,751	22%	8,096
Far West	Jul-17	527	86%	610	100%	158	26%	612
Illawarra Shoalhaven	Jul-17	7,304	88%	8,161	98%	2,176	26%	8,314
Mid North Coast	Jul-17	4,992	87%	5,709	99%	1,315	23%	5,747
Murrumbidgee	Jul-17	5,328	85%	6,215	100%	1,612	26%	6,236
Nepean Blue Mountains	Jul-15	6,042	72%	8,190	98%	1,812	22%	8,342
North Sydney	Jul-16	8,163	83%	9,715	99%	2,857	29%	9,853
Northern NSW	Jul-17	6,210	93%	6,627	99%	1,668	25%	6,665
South Eastern Sydney	Jul-17	8,003	85%	9,244	99%	2,408	26%	9,370
South Western Sydney	Jul-16	14,647	77%	18,716	98%	4,227	22%	19,041
Southern NSW	Jul-16	3,400	84%	3,995	98%	1,041	26%	4,060
Sydney	Jul-17	6,880	89%	7,648	99%	1,881	24%	7,741
Western NSW	Jul-17	4,912	84%	5,783	99%	1,604	27%	5,844
Western Sydney	Jul-16	12,086	75%	15,925	99%	3,884	24%	16,124
NSW - Other		18	95%	18	95%	<11		19
VIC		113,389	94%	119,053	99%	26,566	22%	120,375
Barwon	Jul-13	8,187	92%	8,771	98%	1,906	21%	8,914
Central Highlands	Jan-17	4,362	90%	4,793	98%	1,087	22%	4,873
Loddon	May-17	5,856	91%	6,375	99%	1,328	21%	6,442
North East Melbourne	Jul-16	10,188	87%	11,499	98%	2,678	23%	11,700
Inner Gippsland	Oct-17	4,479	96%	4,566	98%	979	21%	4,643
Ovens Murray	Oct-17	2,880	91%	3,106	98%	686	22%	3,157
Western District	Oct-17	3,400	95%	3,557	99%	870	24%	3,595
Inner East Melbourne	Nov-17	8,479	95%	8,796	99%	2,388	27%	8,911
Outer East Melbourne	Nov-17	8,691	97%	8,848	99%	2,180	24%	8,945
Hume Moreland	Mar-18	7,651	94%	8,094	99%	1,628	20%	8,159
Bayside Peninsula	Apr-18	14,187	98%	14,290	99%	3,493	24%	14,429
Southern Melbourne	Sep-18	10,565	96%	10,875	99%	2,300	21%	10,983
Brimbank Melton	Oct-18	7,043	96%	7,343	100%	1,274	17%	7,372
Western Melbourne	Oct-18	10,236	97%	10,494	99%	2,023	19%	10,567
Goulburn	Jan-19	3,254	90%	3,573	99%	771	21%	3,596
Mallee	Jan-19	1,895	96%	1,979	100%	444	22%	1,981
Outer Gippsland	Jan-19	2,027	97%	2,084	99%	530	25%	2,097
VIC - Other		<11		<11		<11		11

⁷²⁵ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷²⁶ 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).

⁷²⁷ 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.

⁷²⁸ 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.

⁷²⁹ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁷³⁰ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁷³¹ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁷³² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

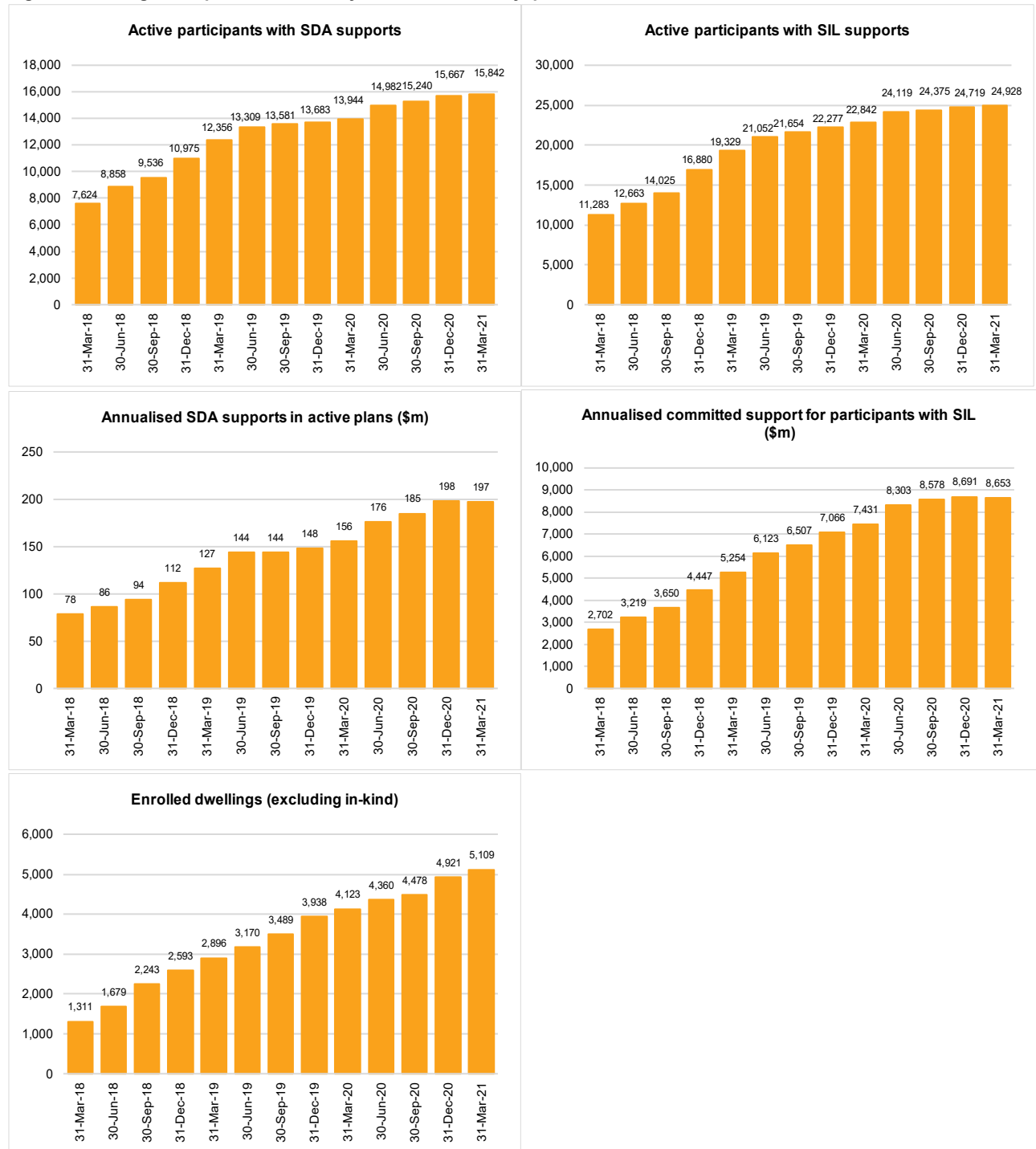
Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
QLD		84,526	95%	88,301	100%	22,967	26%	88,634
Bundaberg	Sep-17	2,331	87%	2,668	100%	721	27%	2,677
Ipswich	Jul-17	6,590	90%	7,267	100%	1,689	23%	7,302
Mackay	Nov-16	2,572	86%	2,962	99%	756	25%	2,995
Toowoomba	Jan-17	5,586	96%	5,811	100%	1,602	27%	5,827
Townsville	Apr-16	4,801	86%	5,525	99%	1,371	25%	5,567
Rockhampton	Nov-17	4,463	91%	4,892	100%	1,240	25%	4,916
Beenleigh	Jul-18	8,747	98%	8,884	100%	2,101	24%	8,898
Brisbane	Jul-18	16,318	99%	16,483	100%	4,543	27%	16,558
Cairns	Jul-18	4,156	97%	4,278	100%	1,220	28%	4,295
Maryborough	Jul-18	3,529	96%	3,679	100%	1,051	29%	3,682
Robina	Jul-18	8,878	99%	8,971	100%	2,085	23%	9,009
Caboolture/Strathpine	Jan-19	8,979	98%	9,160	100%	2,473	27%	9,175
Maroochydore	Jan-19	7,556	98%	7,696	100%	2,112	27%	7,707
QLD - Other		20	77%	25	96%	<11		26
WA		33,261	86%	37,826	98%	12,172	32%	38,467
North East Metro	Jul-14	5,225	84%	6,138	98%	2,136	34%	6,236
Wheat Belt	Jan-17	821	87%	928	99%	297	32%	942
South Metro	Jul-18	4,872	81%	5,865	98%	1,748	29%	5,984
Central South Metro	Jul-18	4,242	87%	4,764	97%	1,489	30%	4,889
South West	Sep-18	2,873	88%	3,152	96%	911	28%	3,269
Goldfields-Esperance	Oct-18	512	85%	597	99%	168	28%	604
North Metro	Oct-18	4,391	88%	4,966	99%	1,715	34%	5,008
Kimberley-Pilbara	Oct-18	1,061	89%	1,195	100%	334	28%	1,198
South East Metro	Jul-19	3,824	90%	4,194	99%	1,470	35%	4,245
Central North Metro	Jul-19	3,950	91%	4,308	99%	1,502	35%	4,343
Great Southern	Jul-19	798	86%	908	98%	224	24%	923
Midwest-Gascoyne	Jul-19	689	84%	807	98%	177	22%	822
WA - Other		<11		<11		<11		<11
SA		36,578	92%	39,359	99%	9,260	23%	39,608
Adelaide Hills	Jul-13	1,401	94%	1,485	99%	308	21%	1,498
Barossa, Light and Lower North	Jul-13	1,718	91%	1,881	99%	336	18%	1,891
Eastern Adelaide	Jul-13	3,153	93%	3,377	100%	833	25%	3,390
Eyre and Western	Jul-13	1,144	93%	1,225	100%	316	26%	1,228
Far North (SA)	Jul-13	479	96%	500	100%	143	29%	501
Fleurieu and Kangaroo Island	Jul-13	1,001	94%	1,056	99%	286	27%	1,063
Limestone Coast	Jul-13	1,214	92%	1,300	99%	294	22%	1,318
Murray and Mallee	Jul-13	1,505	91%	1,637	99%	376	23%	1,650
Northern Adelaide	Jul-13	12,149	91%	13,194	99%	2,925	22%	13,293
Southern Adelaide	Jul-13	8,072	93%	8,625	99%	2,182	25%	8,673
Western Adelaide	Jul-13	3,272	93%	3,498	100%	911	26%	3,515
Yorke and Mid North	Jul-13	1,469	93%	1,580	100%	349	22%	1,587
SA - Other		<11		<11		<11		<11
TAS		9,515	93%	9,962	97%	2,465	24%	10,270
TAS North	Jul-13	2,807	96%	2,862	98%	776	27%	2,920
TAS North West	Jul-13	2,115	88%	2,348	97%	520	22%	2,414
TAS South East	Jul-13	1,995	90%	2,119	96%	491	22%	2,215
TAS South West	Jul-13	2,598	95%	2,633	97%	678	25%	2,721
TAS - Other		<11		<11		<11		<11
ACT		6,924	83%	8,236	98%	1,800	21%	8,385
ACT	Jul-14	6,922	83%	8,234	98%	1,799	21%	8,383
ACT - Other		<11		<11		<11		<11
NT		3,838	96%	3,980	100%	1,120	28%	3,991

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
Barkly	Jul-14	153	96%	158	99%	56	35%	159
Central Australia	Jul-17	603	95%	635	100%	244	38%	636
Darwin Remote	Jul-17	351	96%	366	100%	105	29%	366
Darwin Urban	Jan-17	2,257	96%	2,331	100%	554	24%	2,339
East Arnhem	Jan-17	186	98%	189	100%	57	30%	189
Katherine	Jul-17	186	96%	193	100%	78	40%	193
NT - Other		102	94%	108	99%	26	24%	109
Other Territories		33	89%	36	97%	<11		37
Missing		<11		<11		<11		<11
Total		401,984	89%	444,782	99%	110,401	25%	449,998

Appendix P:

Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ^{733 734}



⁷³³ The cashing out of SDA in-kind arrangements in Victoria has commenced during the March 2021 quarter. This has led to a reduction in the annualised SDA supports in participant plans but does not reflect a reduction in the levels of support being provided.

⁷³⁴ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of active SIL participants at 30 September 2020 and subsequently include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. This is a change from the previous report, where no adjustment was made and the number of active SIL participants reduced after 30 June 2020.

Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2021 ^{735 736 737}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,533	3.9%	8,793	6.3%	140,221
Hunter New England	803	3.3%	1,676	6.9%	24,157
Central Coast	265	3.3%	489	6.0%	8,096
Far West	<11		20	3.3%	612
Illawarra Shoalhaven	339	4.1%	506	6.1%	8,314
Mid North Coast	160	2.8%	224	3.9%	5,747
Murrumbidgee	254	4.1%	358	5.7%	6,236
Nepean Blue Mountains	391	4.7%	576	6.9%	8,342
North Sydney	760	7.7%	886	9.0%	9,853
Northern NSW	217	3.3%	308	4.6%	6,665
South Eastern Sydney	444	4.7%	588	6.3%	9,370
South Western Sydney	466	2.4%	957	5.0%	19,041
Southern NSW	143	3.5%	203	5.0%	4,060
Sydney	256	3.3%	415	5.4%	7,741
Western NSW	340	5.8%	492	8.4%	5,844
Western Sydney	685	4.2%	1,095	6.8%	16,124
NSW - Other	<11		<11		19
VIC	5,195	4.3%	5,105	4.2%	120,375
Barwon	330	3.7%	382	4.3%	8,914
Central Highlands	253	5.2%	258	5.3%	4,873
Loddon	247	3.8%	237	3.7%	6,442
North East Melbourne	703	6.0%	686	5.9%	11,700
Inner Gippsland	136	2.9%	130	2.8%	4,643
Ovens Murray	139	4.4%	135	4.3%	3,157
Western District	268	7.5%	271	7.5%	3,595
Inner East Melbourne	771	8.7%	700	7.9%	8,911
Outer East Melbourne	443	5.0%	407	4.6%	8,945
Hume Moreland	210	2.6%	202	2.5%	8,159
Bayside Peninsula	742	5.1%	781	5.4%	14,429
Southern Melbourne	250	2.3%	267	2.4%	10,983
Brimbank Melton	195	2.6%	190	2.6%	7,372
Western Melbourne	266	2.5%	221	2.1%	10,567
Goulburn	91	2.5%	89	2.5%	3,596
Mallee	84	4.2%	80	4.0%	1,981
Outer Gippsland	67	3.2%	69	3.3%	2,097
VIC - Other	<11		<11		11
QLD	1,595	1.8%	4,707	5.3%	88,634
Bundaberg	63	2.4%	155	5.8%	2,677
Ipswich	221	3.0%	392	5.4%	7,302
Mackay	28	0.9%	121	4.0%	2,995
Toowoomba	202	3.5%	432	7.4%	5,827
Townsville	55	1.0%	323	5.8%	5,567
Rockhampton	88	1.8%	243	4.9%	4,916
Beenleigh	119	1.3%	441	5.0%	8,898
Brisbane	328	2.0%	928	5.6%	16,558
Cairns	59	1.4%	262	6.1%	4,295
Maryborough	70	1.9%	191	5.2%	3,682
Robina	123	1.4%	447	5.0%	9,009

⁷³⁵ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷³⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷³⁷ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Caboolture/Strathpine	127	1.4%	414	4.5%	9,175
Maroochydore	112	1.5%	358	4.6%	7,707
QLD - Other	<11		<11		26
WA	1,160	3.0%	2,261	5.9%	38,467
North East Metro	304	4.9%	521	8.4%	6,236
Wheat Belt	<11		24	2.5%	942
South Metro	70	1.2%	281	4.7%	5,984
Central South Metro	89	1.8%	235	4.8%	4,889
South West	33	1.0%	124	3.8%	3,269
Goldfields-Esperance	13	2.2%	28	4.6%	604
North Metro	116	2.3%	199	4.0%	5,008
Kimberley-Pilbara	<11		28	2.3%	1,198
South East Metro	238	5.6%	381	9.0%	4,245
Central North Metro	262	6.0%	353	8.1%	4,343
Great Southern	15	1.6%	55	6.0%	923
Midwest-Gascoyne	15	1.8%	32	3.9%	822
WA - Other	<11		<11		<11
SA	1,670	4.2%	2,322	5.9%	39,608
Adelaide Hills	38	2.5%	63	4.2%	1,498
Barossa, Light and Lower North	23	1.2%	43	2.3%	1,891
Eastern Adelaide	155	4.6%	236	7.0%	3,390
Eyre and Western	27	2.2%	35	2.9%	1,228
Far North (SA)	20	4.0%	27	5.4%	501
Fleurieu and Kangaroo Island	34	3.2%	48	4.5%	1,063
Limestone Coast	41	3.1%	75	5.7%	1,318
Murray and Mallee	70	4.2%	97	5.9%	1,650
Northern Adelaide	558	4.2%	753	5.7%	13,293
Southern Adelaide	531	6.1%	700	8.1%	8,673
Western Adelaide	141	4.0%	188	5.3%	3,515
Yorke and Mid North	32	2.0%	57	3.6%	1,587
SA - Other	<11		<11		<11
TAS	402	3.9%	907	8.8%	10,270
TAS North	105	3.6%	207	7.1%	2,920
TAS North West	102	4.2%	209	8.7%	2,414
TAS South East	63	2.8%	151	6.8%	2,215
TAS South West	132	4.9%	340	12.5%	2,721
TAS - Other	<11		<11		<11
ACT	158	1.9%	457	5.5%	8,385
ACT	158	1.9%	457	5.5%	8,383
ACT - Other	<11		<11		<11
NT	129	3.2%	376	9.4%	3,991
Barkly	<11		12	7.5%	159
Central Australia	32	5.0%	97	15.3%	636
Darwin Remote	<11		<11		366
Darwin Urban	79	3.4%	232	9.9%	2,339
East Arnhem	<11		<11		189
Katherine	15	7.8%	28	14.5%	193
NT - Other	<11		<11		109
Other Territories	<11		<11		37
Missing	<11		<11		<11
National	15,842	3.5%	24,928	5.5%	449,998

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2021 ^{738 739 740 741}

State/Territory	Annualised supports committed to SDA in current plans (\$)	% of supports committed to SDA	Annualised committed supports for participants with SIL (\$)	% of supports committed to participants with SIL	Total committed in supports in current plans (\$)
NSW	77,020,719	0.77%	3,111,364,806	31%	9,942,925,898
VIC	50,917,241	0.66%	1,628,938,276	21%	7,725,837,127
QLD	25,883,886	0.39%	1,691,471,891	26%	6,613,175,182
WA	14,460,375	0.52%	713,011,024	26%	2,762,219,659
SA	20,496,050	0.77%	791,242,923	30%	2,666,217,027
TAS	4,559,869	0.55%	341,387,988	41%	829,104,673
ACT	2,503,594	0.47%	162,807,109	31%	530,688,425
NT	1,648,710	0.32%	213,232,446	42%	507,440,303
Other Territories	0	0.00%	0	0%	3,376,522
Missing	0	0.00%	0	0%	740,300
Total	197,490,443	0.63%	8,653,456,464	27%	31,581,725,117

Table P.3 Active SDA providers by jurisdiction as at 31 March 2021 ^{742 743 744}

State/Territory	SDA providers that have ever been active	SDA providers active in 2020-21 Q3
NSW	150	116
VIC	85	53
QLD	72	50
WA	20	18
SA	25	18
TAS	15	9
ACT	10	4
NT	4	3
OT	0	0
National	324	250

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.

⁷³⁸ The cashing out of SDA in-kind arrangements in Victoria has commenced during the March 2021 quarter. This has led to a reduction in the annualised SDA supports in participant plans but does not reflect a reduction in the levels of support being provided.

⁷³⁹ State/Territory is defined by the current residing address of the participant.

⁷⁴⁰ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷⁴¹ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 31 March 2021.

⁷⁴² SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

⁷⁴³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷⁴⁴ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Type as at 31 March 2021 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	28	0	142
ACT - Australian Capital Territory	114	0	28	0	142
NSW	1,444	58	733	7	2,242
NSW - Capital Region	58	1	8	0	67
NSW - Central Coast	66	3	44	1	114
NSW - Central West	49	3	15	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	60	4	6	0	70
NSW - Hunter Valley exc Newcastle	37	1	14	0	52
NSW - Illawarra	41	1	16	0	58
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	54	1	8	0	63
NSW - New England and North West	35	2	7	0	44
NSW - Newcastle and Lake Macquarie	85	1	97	0	183
NSW - Richmond - Tweed	45	1	18	0	64
NSW - Riverina	27	1	11	0	39
NSW - Southern Highlands and Shoalhaven	15	1	11	0	27
NSW - Sydney - Baulkham Hills and Hawkesbury	84	6	20	0	110
NSW - Sydney - Blacktown	76	4	32	0	112
NSW - Sydney - City and Inner South	15	3	1	1	20
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	75	2	52	3	132
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	39	1	11	0	51
NSW - Sydney - Northern Beaches	31	1	22	0	54
NSW - Sydney - Outer South West	58	0	12	1	71
NSW - Sydney - Outer West and Blue Mountains	110	4	62	1	177
NSW - Sydney - Parramatta	111	0	154	0	265
NSW - Sydney - Ryde	71	1	48	0	120
NSW - Sydney - South West	46	1	21	0	68
NSW - Sydney - Sutherland	59	4	30	0	93
NT	19	2	5	2	28
NT - Darwin	13	2	5	2	22
NT - Northern Territory - Outback	6	0	0	0	6
QLD	374	35	343	13	765
QLD - Brisbane - East	13	0	10	0	23
QLD - Brisbane - North	14	2	14	0	30
QLD - Brisbane - South	18	3	15	0	36
QLD - Brisbane - West	45	2	6	0	53
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	13	0	25
QLD - Darling Downs - Maranoa	2	2	4	0	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	56	2	89
QLD - Ipswich	39	1	35	0	75
QLD - Logan - Beaudesert	17	1	23	0	41
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	19	3	16	2	40
QLD - Moreton Bay - South	17	0	22	0	39
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	19	1	39
QLD - Toowoomba	13	7	20	2	42
QLD - Townsville	23	2	10	2	37
QLD - Wide Bay	56	4	34	2	96

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
SA	885	10	145	0	1,040
SA - Adelaide - Central and Hills	74	3	40	0	117
SA - Adelaide - North	255	0	46	0	301
SA - Adelaide - South	290	5	27	0	322
SA - Adelaide - West	148	0	21	0	169
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
TAS	25	3	14	0	42
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	6	0	14
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	8	0	15
VIC	411	90	272	16	789
VIC - Ballarat	18	5	30	0	53
VIC - Bendigo	14	0	11	0	25
VIC - Geelong	27	6	20	6	59
VIC - Hume	32	3	0	0	35
VIC - Latrobe - Gippsland	15	6	0	0	21
VIC - Melbourne - Inner	9	3	57	0	69
VIC - Melbourne - Inner East	17	9	9	0	35
VIC - Melbourne - Inner South	51	11	8	1	71
VIC - Melbourne - North East	32	10	24	1	67
VIC - Melbourne - North West	12	4	6	0	22
VIC - Melbourne - Outer East	30	1	28	0	59
VIC - Melbourne - South East	45	6	25	1	77
VIC - Melbourne - West	18	11	23	0	52
VIC - Mornington Peninsula	25	6	15	1	47
VIC - North West	33	4	9	6	52
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	4	0	25
WA	10	1	50	0	61
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	8	0	8
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	4	0	6
WA - Perth - North West	1	0	14	0	15
WA - Perth - South East	2	0	13	0	15
WA - Perth - South West	0	0	11	0	11
WA - Western Australia - Outback	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,282	199	1,590	38	5,109

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 31 March 2021 (excluding in-kind arrangements)

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	32	58	33	13	6	142
ACT - Australian Capital Territory	32	58	33	13	6	142
NSW	1,119	384	423	77	239	2,242
NSW - Capital Region	52	3	7	1	4	67
NSW - Central Coast	60	8	36	4	6	114
NSW - Central West	37	10	6	5	9	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	30
NSW - Far West and Orana	52	2	5	8	3	70
NSW - Hunter Valley exc Newcastle	29	2	11	4	6	52
NSW - Illawarra	42	10	6	0	0	58
NSW - Mid North Coast	39	11	0	6	0	56
NSW - Murray	35	18	3	5	2	63
NSW - New England and North West	18	12	6	0	8	44
NSW - Newcastle and Lake Macquarie	69	12	94	1	7	183
NSW - Richmond - Tweed	35	14	9	0	6	64
NSW - Riverina	23	8	4	3	1	39
NSW - Southern Highlands and Shoalhaven	10	9	4	4	0	27
NSW - Sydney - Baulkham Hills and Hawkesbury	37	35	11	2	25	110
NSW - Sydney - Blacktown	61	30	6	1	14	112
NSW - Sydney - City and Inner South	15	2	1	2	0	20
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	70	19	40	0	3	132
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	33	7	9	2	0	51
NSW - Sydney - Northern Beaches	30	6	9	0	9	54
NSW - Sydney - Outer South West	40	3	19	4	5	71
NSW - Sydney - Outer West and Blue Mountains	70	29	30	16	32	177
NSW - Sydney - Parramatta	76	85	55	1	48	265
NSW - Sydney - Ryde	50	11	25	2	32	120
NSW - Sydney - South West	31	13	7	2	15	68
NSW - Sydney - Sutherland	56	21	14	0	2	93
NT	8	3	3	0	14	28
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	0	0	1	6
QLD	105	179	270	58	153	765
QLD - Brisbane - East	6	6	6	2	3	23
QLD - Brisbane - North	10	5	13	0	2	30
QLD - Brisbane - South	9	6	20	0	1	36
QLD - Brisbane - West	1	22	30	0	0	53
QLD - Brisbane Inner City	5	3	29	0	12	49
QLD - Cairns	2	2	4	0	17	25
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	4	9	2	0	18	33
QLD - Gold Coast	9	13	50	3	14	89
QLD - Ipswich	7	19	26	15	8	75
QLD - Logan - Beaudesert	5	6	16	7	7	41
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	7	14	12	7	40
QLD - Moreton Bay - South	2	13	17	0	7	39
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	15	5	7	39
QLD - Toowoomba	11	16	10	1	4	42

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Townsville	6	9	9	2	11	37
QLD - Wide Bay	20	28	8	11	29	96
SA	492	244	109	54	141	1,040
SA - Adelaide - Central and Hills	54	12	28	6	17	117
SA - Adelaide - North	94	114	39	14	40	301
SA - Adelaide - South	180	52	25	10	55	322
SA - Adelaide - West	94	29	14	13	19	169
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
TAS	7	16	3	2	14	42
TAS - Hobart	5	7	0	0	1	13
TAS - Launceston and North East	1	6	2	2	3	14
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	3	1	0	10	15
VIC	262	178	213	50	86	789
VIC - Ballarat	1	35	3	11	3	53
VIC - Bendigo	8	6	4	7	0	25
VIC - Geelong	12	12	23	6	6	59
VIC - Hume	24	7	0	0	4	35
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	8	3	56	1	1	69
VIC - Melbourne - Inner East	20	5	7	3	0	35
VIC - Melbourne - Inner South	38	7	10	4	12	71
VIC - Melbourne - North East	21	13	21	5	7	67
VIC - Melbourne - North West	6	4	9	1	2	22
VIC - Melbourne - Outer East	17	8	24	4	6	59
VIC - Melbourne - South East	25	21	20	3	8	77
VIC - Melbourne - West	11	13	21	1	6	52
VIC - Mornington Peninsula	8	18	9	4	8	47
VIC - North West	22	11	1	0	18	52
VIC - Shepparton	8	8	4	0	0	20
VIC - Warrnambool and South West	19	2	1	0	3	25
WA	5	10	25	0	21	61
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	8	8
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	1	1	3	0	1	6
WA - Perth - North West	1	0	13	0	1	15
WA - Perth - South East	2	9	3	0	1	15
WA - Perth - South West	0	0	1	0	10	11
WA - Western Australia - Outback	1	0	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	2,030	1,072	1,079	254	674	5,109

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2021 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	25	54	30	24	9	0	142
ACT - Australian Capital Territory	25	54	30	24	9	0	142
NSW	620	409	191	319	645	58	2,242
NSW - Capital Region	29	9	2	10	16	1	67
NSW - Central Coast	37	16	7	17	34	3	114
NSW - Central West	10	5	5	12	32	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	22	11	3	13	17	4	70
NSW - Hunter Valley exc Newcastle	13	1	6	13	18	1	52
NSW - Illawarra	12	3	6	8	28	1	58
NSW - Mid North Coast	20	12	5	1	16	2	56
NSW - Murray	24	9	6	6	17	1	63
NSW - New England and North West	5	11	3	3	20	2	44
NSW - Newcastle and Lake Macquarie	63	34	25	20	40	1	183
NSW - Richmond - Tweed	22	8	5	8	20	1	64
NSW - Riverina	6	7	5	11	9	1	39
NSW - Southern Highlands and Shoalhaven	3	4	1	5	13	1	27
NSW - Sydney - Baulkham Hills and Hawkesbury	10	38	4	22	30	6	110
NSW - Sydney - Blacktown	10	23	16	17	42	4	112
NSW - Sydney - City and Inner South	1	3	0	4	9	3	20
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	50	12	9	12	47	2	132
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	8	7	5	9	21	1	51
NSW - Sydney - Northern Beaches	5	3	5	13	27	1	54
NSW - Sydney - Outer South West	17	10	7	15	22	0	71
NSW - Sydney - Outer West and Blue Mountains	53	28	25	31	36	4	177
NSW - Sydney - Parramatta	112	87	14	14	38	0	265
NSW - Sydney - Ryde	34	32	7	20	26	1	120
NSW - Sydney - South West	13	17	4	13	20	1	68
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
NT	1	15	2	2	6	2	28
NT - Darwin	1	11	1	1	6	2	22
NT - Northern Territory - Outback	0	4	1	1	0	0	6
QLD	328	155	129	79	39	35	765
QLD - Brisbane - East	7	6	7	2	1	0	23
QLD - Brisbane - North	15	5	5	1	2	2	30
QLD - Brisbane - South	23	5	2	0	3	3	36
QLD - Brisbane - West	29	15	3	3	1	2	53
QLD - Brisbane Inner City	42	0	4	2	1	0	49
QLD - Cairns	10	4	3	7	0	1	25
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	10	7	5	7	2	2	33
QLD - Gold Coast	67	6	10	2	2	2	89
QLD - Ipswich	30	14	19	11	0	1	75
QLD - Logan - Beaudesert	19	7	5	7	2	1	41
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	1	13	11	7	5	3	40
QLD - Moreton Bay - South	15	12	6	4	2	0	39
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	16	3	11	3	3	3	39
QLD - Toowoomba	10	15	3	5	2	7	42
QLD - Townsville	3	19	2	6	5	2	37
QLD - Wide Bay	27	23	32	8	2	4	96

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA	214	438	185	111	82	10	1,040
SA - Adelaide - Central and Hills	45	32	14	16	7	3	117
SA - Adelaide - North	37	136	66	39	23	0	301
SA - Adelaide - South	78	128	49	25	37	5	322
SA - Adelaide - West	45	68	30	15	11	0	169
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	4	57	19	9	3	1	93
TAS	9	11	3	16	0	3	42
TAS - Hobart	3	3	3	4	0	0	13
TAS - Launceston and North East	3	2	0	7	0	2	14
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	5	0	1	15
VIC	278	123	90	52	156	90	789
VIC - Ballarat	29	13	3	0	3	5	53
VIC - Bendigo	14	7	2	2	0	0	25
VIC - Geelong	27	15	4	3	4	6	59
VIC - Hume	5	16	1	3	7	3	35
VIC - Latrobe - Gippsland	6	4	1	0	4	6	21
VIC - Melbourne - Inner	59	2	0	3	2	3	69
VIC - Melbourne - Inner East	9	3	1	3	10	9	35
VIC - Melbourne - Inner South	26	6	5	2	21	11	71
VIC - Melbourne - North East	20	4	12	7	14	10	67
VIC - Melbourne - North West	1	4	6	0	7	4	22
VIC - Melbourne - Outer East	22	4	8	8	16	1	59
VIC - Melbourne - South East	22	4	13	9	23	6	77
VIC - Melbourne - West	7	9	18	3	4	11	52
VIC - Mornington Peninsula	7	13	5	2	14	6	47
VIC - North West	17	11	5	3	12	4	52
VIC - Shepparton	4	2	4	3	4	3	20
VIC - Warrnambool and South West	3	6	2	1	11	2	25
WA	20	12	19	6	3	1	61
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	7	1	0	0	8
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	3	0	1	1	1	6
WA - Perth - North West	10	0	2	1	2	0	15
WA - Perth - South East	10	0	3	2	0	0	15
WA - Perth - South West	0	4	6	1	0	0	11
WA - Western Australia - Outback	0	0	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	1,495	1,217	649	609	940	199	5,109

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements).

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	17	36	4	0	57
ACT - Australian Capital Territory	17	36	4	0	57
NSW	550	674	94	312	1,630
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	13	65	0	27	105
NSW - Central West	13	6	13	0	32
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	5	14	0	0	19
NSW - Hunter Valley exc Newcastle	5	39	10	0	54
NSW - Illawarra	31	12	0	0	43
NSW - Mid North Coast	16	0	6	0	22
NSW - Murray	7	5	4	0	16
NSW - New England and North West	0	2	0	15	17
NSW - Newcastle and Lake Macquarie	34	208	0	0	242
NSW - Richmond - Tweed	15	15	0	7	37
NSW - Riverina	10	8	6	0	24
NSW - Southern Highlands and Shoalhaven	11	10	10	0	31
NSW - Sydney - Baulkham Hills and Hawkesbury	30	10	0	20	60
NSW - Sydney - Blacktown	47	10	0	34	91
NSW - Sydney - City and Inner South	4	5	0	0	9
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	33	58	0	0	91
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	21	5	0	26
NSW - Sydney - Northern Beaches	15	32	0	30	77
NSW - Sydney - Outer South West	5	15	2	0	22
NSW - Sydney - Outer West and Blue Mountains	36	22	23	48	129
NSW - Sydney - Parramatta	150	54	2	55	261
NSW - Sydney - Ryde	20	10	3	53	86
NSW - Sydney - South West	18	18	5	18	59
NSW - Sydney - Sutherland	27	20	0	5	52
NT	0	4	0	10	14
NT - Darwin	0	4	0	10	14
NT - Northern Territory - Outback	0	0	0	0	0
QLD	68	340	58	144	610
QLD - Brisbane - East	4	8	0	6	18
QLD - Brisbane - North	3	10	0	3	16
QLD - Brisbane - South	1	14	0	0	15
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	30	0	18	51
QLD - Cairns	0	8	0	12	20
QLD - Darling Downs - Maranoa	0	3	0	4	7
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	8	49	7	15	79
QLD - Ipswich	4	43	6	11	64
QLD - Logan - Beaudesert	5	8	7	13	33
QLD - Mackay	0	0	0	0	0

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Moreton Bay - North	0	28	12	6	46
QLD - Moreton Bay - South	3	28	0	4	35
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	35	0	8	44
QLD - Toowoomba	16	22	2	6	46
QLD - Townsville	0	12	10	8	30
QLD - Wide Bay	18	21	14	21	74
SA	50	95	119	26	290
SA - Adelaide - Central and Hills	12	32	15	2	61
SA - Adelaide - North	24	49	28	9	110
SA - Adelaide - South	14	8	23	6	51
SA - Adelaide - West	0	2	31	9	42
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
TAS	7	1	1	22	31
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	5	0	1	8	14
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	97	277	38	65	477
VIC - Ballarat	34	5	0	2	41
VIC - Bendigo	4	0	10	0	14
VIC - Geelong	5	35	0	4	44
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	2	55	0	0	57
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	0	11	5	4	20
VIC - Melbourne - North East	9	30	4	4	47
VIC - Melbourne - North West	0	16	0	0	16
VIC - Melbourne - Outer East	4	32	0	4	40
VIC - Melbourne - South East	7	27	9	4	47
VIC - Melbourne - West	9	41	0	4	54
VIC - Mornington Peninsula	14	8	6	5	33
VIC - North West	9	0	0	24	33
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	4	0	10	14
WA	11	42	0	58	111
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	25	25
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	8	0	0	10
WA - Perth - North West	0	22	0	3	25
WA - Perth - South East	9	9	0	3	21
WA - Perth - South West	0	3	0	27	30
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
Total	800	1,469	314	637	3,220

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 March 2021

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
NSW	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
SA	0	0	0	0	0	0
SA - Adelaide - Central and Hills	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
VIC	91	230	155	108	277	861
VIC - Ballarat	8	6	2	3	5	24
VIC - Bendigo	2	6	19	7	3	37
VIC - Geelong	2	14	16	8	2	42
VIC - Hume	2	2	7	3	7	21
VIC - Latrobe - Gippsland	3	28	1	13	4	49
VIC - Melbourne - Inner	11	14	9	0	4	38
VIC - Melbourne - Inner East	1	14	12	10	29	66
VIC - Melbourne - Inner South	13	14	9	1	24	61
VIC - Melbourne - North East	14	36	19	6	44	119
VIC - Melbourne - North West	0	8	3	6	18	35
VIC - Melbourne - Outer East	11	18	3	10	59	101
VIC - Melbourne - South East	6	25	18	14	18	81
VIC - Melbourne - West	3	14	10	6	29	62
VIC - Mornington Peninsula	5	9	6	3	13	36
VIC - North West	3	11	7	9	12	42
VIC - Shepparton	4	4	3	3	5	19
VIC - Warrnambool and South West	3	7	11	6	1	28
WA	0	0	2	0	0	2
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	0	0	2	0	0	2
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	233	274	157	112	290	1,066

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2021

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
NSW	0	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0	0
NT	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - Central and Hills	0	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0	0
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
VIC	97	68	96	90	397	113	861
VIC - Ballarat	4	1	1	2	9	7	24
VIC - Bendigo	11	3	3	5	9	6	37
VIC - Geelong	8	6	5	1	20	2	42
VIC - Hume	2	3	3	3	7	3	21
VIC - Latrobe - Gippsland	19	6	2	1	9	12	49
VIC - Melbourne - Inner	7	3	6	2	16	4	38
VIC - Melbourne - Inner East	2	1	3	8	43	9	66
VIC - Melbourne - Inner South	4	5	11	6	31	4	61
VIC - Melbourne - North East	9	16	17	9	48	20	119
VIC - Melbourne - North West	2	6	2	3	18	4	35
VIC - Melbourne - Outer East	3	7	16	13	50	12	101
VIC - Melbourne - South East	9	3	8	14	41	6	81
VIC - Melbourne - West	0	2	8	5	42	5	62
VIC - Mornington Peninsula	8	1	4	3	16	4	36
VIC - North West	2	3	3	8	15	11	42
VIC - Shepparton	4	0	0	3	10	2	19
VIC - Warrnambool and South West	3	2	4	4	13	2	28
WA	0	1	1	0	0	0	2
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	1	1	0	0	0	2
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	171	95	109	169	409	113	1,066

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 March 2021 ⁷⁴⁵

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	11	0	0	11
ACT - Australian Capital Territory	0	0	11	0	0	11
NSW	0	47	129	7	21	204
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	7	13	0	0	20
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	1	0	0	5	6
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	6	2	1	0	9
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	10	0	0	10
NSW - Sydney - Blacktown	0	11	19	0	0	30
NSW - Sydney - City and Inner South	0	0	10	0	0	10
NSW - Sydney - Eastern Suburbs	0	1	1	2	0	4
NSW - Sydney - Inner South West	0	0	10	0	0	10
NSW - Sydney - Inner West	0	0	2	4	1	7
NSW - Sydney - North Sydney and Hornsby	0	0	12	0	8	20
NSW - Sydney - Northern Beaches	0	0	0	0	1	1
NSW - Sydney - Outer South West	0	0	20	0	0	20
NSW - Sydney - Outer West and Blue Mountains	0	21	6	0	0	27
NSW - Sydney - Parramatta	0	0	10	0	0	10
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	14	0	6	20
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	1	106	6	26	139
QLD - Brisbane - East	0	0	1	0	0	1
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	12	0	5	17
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	8	0	4	12
QLD - Cairns	0	0	4	0	0	4
QLD - Darling Downs - Maranoa	0	0	0	0	0	0

⁷⁴⁵ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. From 1 July 2021 it will become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	21	0	2	23
QLD - Ipswich	0	0	5	2	2	9
QLD - Logan - Beaudesert	0	0	13	0	0	13
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	1	17	0	0	18
QLD - Moreton Bay - South	0	0	5	0	0	5
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	2	4	2	8
QLD - Toowoomba	0	0	1	0	5	6
QLD - Townsville	0	0	13	0	2	15
QLD - Wide Bay	0	0	4	0	4	8
SA	0	5	50	0	7	62
SA - Adelaide - Central and Hills	0	0	40	0	0	40
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	5	10	0	7	22
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
TAS	0	0	0	0	0	0
TAS - Hobart	0	0	0	0	0	0
TAS - Launceston and North East	0	0	0	0	0	0
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0
VIC	0	20	89	4	11	124
VIC - Ballarat	0	4	5	1	0	10
VIC - Bendigo	0	5	6	0	2	13
VIC - Geelong	0	0	1	0	1	2
VIC - Hume	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	34	0	0	34
VIC - Melbourne - Inner East	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	4	14	3	2	23
VIC - Melbourne - North East	0	0	10	0	0	10
VIC - Melbourne - North West	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	2	2
VIC - Melbourne - South East	0	5	10	0	1	16
VIC - Melbourne - West	0	2	9	0	3	14
VIC - Mornington Peninsula	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0
WA	0	0	46	0	0	46
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	14	0	0	14
WA - Perth - North East	0	0	0	0	0	0

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - North West	0	0	11	0	0	11
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	21	0	0	21
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	0	73	431	17	65	586

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2021 ⁷⁴⁶

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
ACT	140	18	17	175
ACT - Australian Capital Territory	139	18	17	174
ACT - Missing	1	0	0	1
NSW	4,808	725	435	5,968
NSW - Capital Region	134	17	6	157
NSW - Central Coast	216	49	33	298
NSW - Central West	203	25	19	247
NSW - Coffs Harbour - Grafton	91	7	9	107
NSW - Far West and Orana	122	6	10	138
NSW - Hunter Valley exc Newcastle	163	13	16	192
NSW - Illawarra	221	26	16	263
NSW - Mid North Coast	156	12	10	178
NSW - Murray	117	12	9	138
NSW - New England and North West	106	17	4	127
NSW - Newcastle and Lake Macquarie	397	37	20	454
NSW - Richmond - Tweed	160	20	17	197
NSW - Riverina	108	9	7	124
NSW - Southern Highlands and Shoalhaven	110	13	6	129
NSW - Sydney - Baulkham Hills and Hawkesbury	186	35	11	232
NSW - Sydney - Blacktown	276	14	14	304
NSW - Sydney - City and Inner South	88	2	11	101
NSW - Sydney - Eastern Suburbs	55	6	8	69
NSW - Sydney - Inner South West	293	37	24	354
NSW - Sydney - Inner West	119	3	12	134
NSW - Sydney - North Sydney and Hornsby	148	13	24	185
NSW - Sydney - Northern Beaches	153	59	10	222
NSW - Sydney - Outer South West	140	27	29	196
NSW - Sydney - Outer West and Blue Mountains	309	68	24	401
NSW - Sydney - Parramatta	215	82	31	328
NSW - Sydney - Ryde	228	72	19	319
NSW - Sydney - South West	119	20	22	161
NSW - Sydney - Sutherland	174	23	13	210
NSW - Missing	1	1	1	3
NT	128	1	11	140
NT - Darwin	78	1	5	84
NT - Northern Territory - Outback	50	0	6	56
QLD	1,379	216	325	1,920
QLD - Brisbane - East	38	7	20	65
QLD - Brisbane - North	69	13	30	112
QLD - Brisbane - South	51	10	24	85
QLD - Brisbane - West	63	19	13	95
QLD - Brisbane Inner City	29	21	14	64
QLD - Cairns	53	5	10	68
QLD - Darling Downs - Maranoa	28	0	6	34
QLD - Fitzroy	80	8	14	102
QLD - Gold Coast	87	36	51	174
QLD - Ipswich	215	25	18	258

⁷⁴⁶ For Participants with a SDA need identified in CRM, there is likely a delay between when they move into an appropriate SDA arrangement and when the Agency is informed. The outstanding need for SDA may be overstated as a result.

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
QLD - Logan - Beaudesert	92	5	26	123
QLD - Mackay	26	2	2	30
QLD - Moreton Bay - North	73	13	25	111
QLD - Moreton Bay - South	37	5	14	56
QLD - Queensland - Outback	1	0	1	2
QLD - Sunshine Coast	85	6	18	109
QLD - Toowoomba	173	11	13	197
QLD - Townsville	50	5	13	68
QLD - Wide Bay	129	25	13	167
SA	1,607	63	187	1,857
SA - Adelaide - Central and Hills	178	15	31	224
SA - Adelaide - North	495	26	49	570
SA - Adelaide - South	521	10	56	587
SA - Adelaide - West	186	7	35	228
SA - Barossa - Yorke - Mid North	40	0	4	44
SA - South Australia - Outback	46	1	7	54
SA - South Australia - South East	141	4	5	150
TAS	379	23	24	426
TAS - Hobart	191	0	12	203
TAS - Launceston and North East	99	6	4	109
TAS - South East	4	0	1	5
TAS - West and North West	85	17	7	109
VIC	4,855	340	472	5,667
VIC - Ballarat	174	23	30	227
VIC - Bendigo	153	10	14	177
VIC - Geelong	219	39	40	298
VIC - Hume	141	7	7	155
VIC - Latrobe - Gippsland	197	6	17	220
VIC - Melbourne - Inner	191	26	31	248
VIC - Melbourne - Inner East	408	26	24	458
VIC - Melbourne - Inner South	401	21	25	447
VIC - Melbourne - North East	591	23	32	646
VIC - Melbourne - North West	200	15	17	232
VIC - Melbourne - Outer East	527	38	51	616
VIC - Melbourne - South East	457	39	65	561
VIC - Melbourne - West	359	20	38	417
VIC - Mornington Peninsula	233	15	48	296
VIC - North West	264	10	7	281
VIC - Shepparton	133	14	12	159
VIC - Warrnambool and South West	202	8	14	224
VIC - Missing	5	0	0	5
WA	1,132	28	64	1,224
WA - Bunbury	33	0	3	36
WA - Mandurah	26	4	2	32
WA - Perth - Inner	50	1	5	56
WA - Perth - North East	251	4	7	262
WA - Perth - North West	319	8	9	336
WA - Perth - South East	306	6	19	331
WA - Perth - South West	99	5	12	116
WA - Western Australia - Outback	29	0	3	32
WA - Western Australia - Wheat Belt	19	0	4	23

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
Total	14,428	1,414	1,535	17,377

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 March 2021 ⁷⁴⁷

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
ACT	1	8	19	0	7	35	7%
ACT - Australian Capital Territory	1	8	19	0	7	35	20%
ACT - Missing	0	0	0	0	0	0	0%
NSW	120	441	311	71	217	1,160	19%
NSW - Capital Region	1	9	5	1	7	23	15%
NSW - Central Coast	7	23	35	4	13	82	28%
NSW - Central West	13	14	5	5	7	44	18%
NSW - Coffs Harbour - Grafton	0	12	0	2	2	16	15%
NSW - Far West and Orana	1	4	4	1	6	16	12%
NSW - Hunter Valley exc Newcastle	3	9	10	2	5	29	15%
NSW - Illawarra	5	13	14	0	10	42	16%
NSW - Mid North Coast	4	13	1	3	1	22	12%
NSW - Murray	1	12	2	2	4	21	15%
NSW - New England and North West	0	10	7	1	3	21	17%
NSW - Newcastle and Lake Macquarie	9	17	18	4	9	57	13%
NSW - Richmond - Tweed	5	12	7	3	10	37	19%
NSW - Riverina	0	9	3	0	4	16	13%
NSW - Southern Highlands and Shoalhaven	0	10	5	1	3	19	15%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	20	12	4	8	46	20%
NSW - Sydney - Blacktown	5	11	7	2	3	28	9%
NSW - Sydney - City and Inner South	4	1	6	1	1	13	13%
NSW - Sydney - Eastern Suburbs	1	5	6	2	0	14	20%
NSW - Sydney - Inner South West	4	14	25	1	17	61	17%
NSW - Sydney - Inner West	2	4	4	2	3	15	11%
NSW - Sydney - North Sydney and Hornsby	5	20	5	2	5	37	20%
NSW - Sydney - Northern Beaches	3	37	17	0	12	69	31%
NSW - Sydney - Outer South West	7	27	8	4	10	56	29%
NSW - Sydney - Outer West and Blue Mountains	9	39	18	5	21	92	23%
NSW - Sydney - Parramatta	8	25	54	9	17	113	34%
NSW - Sydney - Ryde	7	42	13	5	24	91	29%
NSW - Sydney - South West	10	11	11	2	8	42	26%
NSW - Sydney - Sutherland	4	16	9	3	4	36	17%
NSW - Missing	0	2	0	0	0	2	67%
NT	2	3	5	0	2	12	9%
NT - Darwin	2	1	2	0	1	6	7%
NT - Northern Territory - Outback	0	2	3	0	1	6	11%
QLD	49	75	236	39	142	541	28%
QLD - Brisbane - East	1	4	5	9	8	27	42%
QLD - Brisbane - North	5	7	20	1	10	43	38%
QLD - Brisbane - South	2	6	18	3	5	34	40%
QLD - Brisbane - West	1	7	19	0	5	32	34%
QLD - Brisbane Inner City	2	2	22	2	7	35	55%
QLD - Cairns	1	0	7	1	6	15	22%

⁷⁴⁷ Ibid.

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
QLD - Darling Downs - Maranoa	0	1	2	1	2	6	6%
QLD - Fitzroy	0	5	10	2	5	22	65%
QLD - Gold Coast	12	11	35	1	28	87	50%
QLD - Ipswich	5	5	22	5	6	43	17%
QLD - Logan - Beaudesert	3	5	9	3	11	31	25%
QLD - Mackay	2	0	1	0	1	4	13%
QLD - Moreton Bay - North	1	6	13	3	15	38	34%
QLD - Moreton Bay - South	5	4	3	2	5	19	34%
QLD - Queensland - Outback	0	0	0	0	1	1	50%
QLD - Sunshine Coast	3	4	7	0	10	24	22%
QLD - Toowoomba	2	5	10	3	4	24	12%
QLD - Townsville	1	1	12	2	2	18	26%
QLD - Wide Bay	3	2	21	1	11	38	23%
SA	44	67	70	15	54	250	13%
SA - Adelaide - Central and Hills	13	8	18	2	5	46	21%
SA - Adelaide - North	10	15	20	10	20	75	13%
SA - Adelaide - South	8	26	17	0	15	66	11%
SA - Adelaide - West	10	10	9	3	10	42	18%
SA - Barossa - Yorke - Mid North	0	1	3	0	0	4	9%
SA - South Australia - Outback	1	4	2	0	1	8	15%
SA - South Australia - South East	2	3	1	0	3	9	6%
TAS	6	16	13	1	11	47	11%
TAS - Hobart	4	6	1	0	1	12	6%
TAS - Launceston and North East	0	5	3	1	1	10	9%
TAS - South East	0	0	1	0	0	1	20%
TAS - West and North West	2	5	8	0	9	24	22%
VIC	131	315	176	60	130	812	14%
VIC - Ballarat	6	18	9	5	15	53	23%
VIC - Bendigo	4	6	5	5	4	24	14%
VIC - Geelong	8	30	18	8	15	79	27%
VIC - Hume	3	4	4	1	2	14	9%
VIC - Latrobe - Gippsland	5	10	2	1	5	23	10%
VIC - Melbourne - Inner	8	8	30	1	10	57	23%
VIC - Melbourne - Inner East	2	23	14	3	8	50	11%
VIC - Melbourne - Inner South	10	18	9	1	8	46	10%
VIC - Melbourne - North East	8	19	12	5	11	55	9%
VIC - Melbourne - North West	2	8	11	4	7	32	14%
VIC - Melbourne - Outer East	17	48	11	6	7	89	14%
VIC - Melbourne - South East	25	29	24	10	16	104	19%
VIC - Melbourne - West	10	21	13	4	10	58	14%
VIC - Mornington Peninsula	14	31	5	5	8	63	21%
VIC - North West	3	10	2	1	1	17	6%
VIC - Shepparton	1	19	4	0	2	26	16%
VIC - Warrnambool and South	5	13	3	0	1	22	10%
West							
VIC - Missing	0	0	0	0	0	0	0%
WA	8	24	36	5	19	92	8%
WA - Bunbury	0	0	2	0	1	3	8%
WA - Mandurah	2	3	0	0	1	6	19%
WA - Perth - Inner	1	2	2	0	1	6	11%
WA - Perth - North East	1	2	6	1	1	11	4%
WA - Perth - North West	0	0	12	2	3	17	5%
WA - Perth - South East	1	11	8	1	4	25	8%
WA - Perth - South West	1	4	6	1	5	17	15%

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
WA - Western Australia - Outback	1	2	0	0	0	3	9%
WA - Western Australia - Wheat Belt	1	0	0	0	3	4	17%
Total	361	949	866	191	582	2,949	17%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 March 2021 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

- Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2021 (excluding in-kind arrangements)
- Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2021 (excluding in-kind arrangements)
- Table P.15 In-kind New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2021
- Table P.16 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2021
- Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 March 2021 (excluding in-kind arrangements)
- Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 March 2021 (excluding in-kind arrangements)
- Table P.19 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 March 2021 (excluding in-kind arrangements)
- Table P.20 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 March 2021
- Table P.21 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 March 2021
- Table P.22 Number of Participants with identified SDA needs by status and SA3 Region as at 31 March 2021
- Table P.23 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 March 2021

Appendix Q:

Utilisation rates by service districts

The table below sets out rates of utilisation of committed supports by residing service district, 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 2020 to 31 December 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- Service districts are highlighted in purple if phasing began prior to 31 March 2019 and are highlighted in green if phasing began from 1 April 2019 to 31 March 2020.
- 'Other' includes utilisation for participants with service district information missing. (The NDIS has now been operating for at least one year in all service districts of Australia.)
- Utilisation is only shown if there are more than 25 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 service districts 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.
- Service district is defined by the current residing address of the participant.

Table Q.1 Utilisation breakdown by service district and participants SIL status – 1 July 2020 to 31 December 2020

		SIL participants			Non-SIL			Total (SIL and non-SIL)		
Service District	Phasing date began	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales										
Central Coast	Jul-16		85%	85%	50%	64%	62%	50%	73%	71%
Far West	Jul-17				35%	54%	51%	35%	62%	58%
Hunter New England	Jul-16	73%	86%	86%	48%	62%	61%	48%	73%	71%
Illawarra Shoalhaven	Jul-17		84%	83%	50%	65%	63%	49%	72%	70%
Mid North Coast	Jul-17		87%	87%	49%	65%	63%	49%	71%	69%
Murrumbidgee	Jul-17		85%	85%	48%	61%	59%	48%	70%	68%
Nepean Blue Mountains	Jul-16		86%	86%	49%	63%	61%	50%	73%	71%
North Sydney	Jul-16		88%	88%	48%	65%	63%	48%	76%	74%
Northern NSW	Jul-17		85%	86%	52%	67%	65%	53%	73%	71%
South Eastern Sydney	Jul-17		87%	87%	55%	68%	66%	55%	75%	73%
South Western Sydney	Jul-16	84%	85%	85%	60%	71%	69%	61%	76%	75%
Southern NSW	Jul-16		84%	84%	51%	60%	59%	51%	68%	66%
Sydney	Jul-17		85%	85%	55%	64%	63%	56%	71%	69%
Western NSW	Jul-17		83%	83%	40%	53%	51%	41%	66%	64%
Western Sydney	Jul-16	62%	86%	86%	61%	69%	68%	61%	76%	75%
New South Wales - Other										
NSW total		71%	86%	86%	52%	65%	63%	53%	73%	72%
Victoria										
Barwon	Jul-13		85%	85%	53%	59%	58%	53%	63%	62%
Bayside Peninsula	Apr-18	50%	78%	77%	46%	60%	57%	46%	63%	60%
Brimbank Melton	Oct-18		84%	84%	41%	59%	55%	41%	62%	58%
Central Highlands	Jan-17		83%	83%	43%	56%	54%	43%	60%	59%
Goulburn	Jan-19		77%	78%	38%	55%	51%	38%	57%	53%
Hume Moreland	Mar-18		85%	85%	49%	61%	59%	49%	62%	60%
Inner East Melbourne	Nov-17		76%	76%	47%	57%	56%	47%	60%	58%
Inner Gippsland	Oct-17		77%	77%	40%	57%	55%	40%	58%	56%
Loddon	May-17		81%	81%	40%	58%	55%	40%	62%	59%
Mallee	Jan-19		77%	77%	37%	55%	50%	38%	60%	55%
North East Melbourne	Jul-16		77%	76%	48%	59%	58%	48%	62%	60%
Outer East Melbourne	Nov-17		79%	80%	43%	58%	55%	43%	60%	57%
Outer Gippsland	Jan-19		81%	81%	38%	52%	49%	38%	54%	51%
Ovens Murray	Oct-17		81%	81%	43%	58%	56%	43%	60%	58%
Southern Melbourne	Sep-18		78%	78%	46%	60%	57%	47%	62%	59%
Western District	Oct-17		84%	84%	40%	56%	54%	40%	62%	60%
Western Melbourne	Oct-18		76%	76%	46%	57%	54%	46%	58%	56%
Victoria - Other										
Victoria total		74%	79%	79%	45%	58%	56%	45%	61%	59%
Queensland										
Beenleigh	Jul-18		88%	88%	50%	68%	65%	51%	75%	72%
Brisbane	Jul-18		86%	86%	48%	68%	64%	48%	73%	69%
Bundaberg	Sep-17		90%	90%	47%	68%	65%	47%	76%	73%
Caboolture/Strathpine	Jan-19	62%	86%	86%	46%	64%	60%	46%	71%	66%
Cairns	Jul-18		84%	85%	45%	64%	61%	45%	72%	68%
Ipswich	Jun-17		84%	84%	44%	65%	62%	45%	71%	68%
Mackay	Nov-16		82%	82%	46%	64%	62%	46%	69%	67%
Maroochydore	Jan-19	85%	83%	83%	53%	67%	64%	57%	71%	68%
Maryborough	Jul-18		86%	86%	45%	66%	62%	46%	72%	68%
Robina	Jul-18		88%	87%	53%	69%	66%	54%	75%	72%
Rockhampton	Nov-17		83%	83%	41%	57%	54%	41%	66%	63%
Toowoomba	Jan-17		85%	85%	46%	62%	60%	48%	71%	69%
Townsville	Jul-16		86%	86%	45%	63%	61%	46%	70%	68%
Queensland - Other							33%			33%
Queensland total		85%	86%	86%	48%	66%	62%	49%	72%	69%

Service District	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
South Australia										
Adelaide Hills	Jul-13		81%	81%	47%	63%	61%	50%	69%	68%
Barossa, Light and Lower North	Jul-13		85%	85%	41%	63%	60%	42%	67%	65%
Eastern Adelaide	Jul-13	83%	80%	80%	49%	63%	61%	53%	69%	67%
Eyre and Western	Jul-13		81%	80%	34%	51%	48%	36%	57%	54%
Far North (SA)	Jul-13		82%	83%	38%	46%	43%	41%	62%	56%
Fleurieu and Kangaroo Island	Jul-13		87%	87%	53%	64%	62%	58%	70%	69%
Limestone Coast	Jul-13		84%	84%	36%	54%	52%	37%	65%	63%
Murray and Mallee	Jul-13		81%	81%	38%	51%	49%	45%	63%	61%
Northern Adelaide	Jul-13	90%	84%	84%	47%	64%	61%	51%	71%	68%
Southern Adelaide	Jul-13	91%	84%	84%	45%	61%	59%	49%	69%	67%
Western Adelaide	Jul-13	88%	83%	83%	47%	63%	60%	52%	68%	66%
Yorke and Mid North	Jul-13		84%	84%	34%	56%	53%	34%	62%	59%
South Australia - Other										
South Australia total		86%	83%	83%	45%	61%	59%	49%	68%	66%
Tasmania										
TAS North	Jul-13		86%	86%	41%	61%	57%	42%	69%	65%
TAS North West	Jul-13		85%	85%	43%	60%	57%	44%	70%	67%
TAS South East	Jul-13		87%	87%	40%	63%	59%	42%	71%	66%
TAS South West	Jul-13		88%	88%	47%	63%	60%	50%	74%	70%
Tasmania - Other										
Tasmania total			86%	86%	43%	62%	58%	45%	71%	67%
Australian Capital Territory										
Australian Capital Territory	Jul-14		89%	89%	47%	66%	64%	49%	74%	73%
Australian Capital Territory - Other										
Australian Capital Territory total			89%	89%	47%	66%	64%	49%	74%	73%
Northern Territory										
Barkly	Jul-16				53%	40%	42%	53%	63%	62%
Central Australia	Jul-17		86%	86%	47%	57%	53%	59%	78%	74%
Darwin Remote	Jul-17				31%	51%	43%	31%	51%	43%
Darwin Urban	Jan-17		81%	81%	44%	61%	57%	47%	73%	70%
East Arnhem	Jan-17				49%	46%	47%	49%	46%	46%
Katherine	Jul-17		83%	83%	37%	48%	45%	40%	71%	67%
Northern Territory - Other					55%	75%	69%	57%	78%	72%
Northern Territory total			83%	83%	43%	57%	53%	48%	71%	67%
Western Australia										
North East Metro	Jul-14	84%	83%	83%	50%	64%	62%	61%	72%	70%
Wheat Belt	Jan-17			81%	41%	50%	47%	50%	53%	52%
South Metro	Jul-18	85%	88%	87%	48%	66%	62%	53%	71%	68%
Central South Metro	Jul-18	85%	83%	84%	51%	64%	60%	61%	68%	66%
South West	Sep-18	81%	83%	83%	53%	64%	61%	59%	67%	65%
Goldfields-Esperance	Oct-18				42%	55%	51%	62%	55%	58%
North Metro	Oct-18	82%	80%	81%	53%	62%	59%	62%	64%	63%
Kimberley-Pilbara	Oct-18			68%	26%	45%	40%	30%	49%	45%
South East Metro	Jul-19	80%	82%	80%	56%	63%	59%	66%	68%	67%
Central North Metro	Jul-19	75%	83%	77%	56%	61%	58%	64%	66%	64%
Great Southern	Jul-19	76%		74%	57%	53%	56%	62%	57%	60%
Midwest-Gascoyne	Jul-19	85%		84%	43%	50%	46%	54%	55%	54%
Western Australia - Other										
Western Australia total		80%	83%	82%	52%	62%	59%	61%	68%	65%
National total		81%	85%	85%	48%	63%	60%	51%	69%	67%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 31 March 2020 to 31 March 2021 (Table R.1)
- The average number of days to complete an access decision or request more information each month (Table R.2)
- The number of access decisions completed each month after final information has been provided (Table R.3)
- The average number of days to complete an access decision each month after final information has been provided (Table R.4)
- The number of first plans completed each month (Table R.5)
- The average number of days to complete first plans after the access requirements have been met (Table R.6)

All tables are split by State/Territory and age group (0-6 year olds and 7+ year olds).

Results for Other Territories (OT) are not shown separately due to small numbers. However, they are included in the National totals for each table.

In this appendix, the numbers of first plans completed are based on monthly data snapshots. There are small discrepancies between these results and the numbers of plan approvals in the quarterly PSG results in the report body and in Appendix E, which are based on quarterly snapshots.

Table R.1 Access decisions completed or more information requested – count

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	55	50	47	42	51	17	31	40	41	29	40	43	46
0-6	NSW	907	733	818	851	904	907	893	774	965	777	560	760	948
0-6	NT	40	17	20	27	37	29	28	36	46	34	19	22	30
0-6	QLD	691	612	660	774	831	585	667	602	647	512	464	551	632
0-6	SA	226	246	288	266	355	147	206	185	229	230	186	194	208
0-6	TAS	72	60	54	82	82	74	58	49	74	61	49	61	41
0-6	VIC	782	899	958	755	808	764	768	742	746	729	750	802	684
0-6	WA	221	167	241	222	224	171	200	144	220	162	169	156	188
0-6	NAT	2,994	2,784	3,087	3,019	3,293	2,696	2,852	2,572	2,968	2,534	2,237	2,589	2,777
7+	ACT	93	65	57	81	100	83	96	82	117	107	76	88	85
7+	NSW	2,315	1,441	1,720	1,852	2,128	1,798	2,129	1,913	2,190	2,059	1,505	1,810	2,300
7+	NT	99	74	78	116	88	77	83	84	97	80	68	88	117
7+	QLD	2,150	1,335	1,582	1,730	1,847	1,667	1,977	1,698	2,082	1,698	1,380	1,567	2,013
7+	SA	601	365	516	534	589	478	573	571	577	492	443	525	640
7+	TAS	218	123	126	164	201	176	212	183	185	175	160	154	179
7+	VIC	2,290	1,380	1,627	1,873	2,101	1,628	1,850	1,760	1,850	1,844	1,496	1,588	1,991
7+	WA	1,128	796	1,027	1,109	970	839	878	723	824	699	571	572	714
7+	NAT	8,895	5,580	6,734	7,462	8,027	6,751	7,799	7,014	7,923	7,156	5,700	6,393	8,040
All	ACT	148	115	104	123	151	100	127	122	158	136	116	131	131
All	NSW	3,222	2,174	2,538	2,703	3,032	2,705	3,022	2,687	3,155	2,836	2,065	2,570	3,248
All	NT	139	91	98	143	125	106	111	120	143	114	87	110	147
All	QLD	2,841	1,947	2,242	2,504	2,678	2,252	2,644	2,300	2,729	2,210	1,844	2,118	2,645
All	SA	827	611	804	800	944	625	779	756	806	722	629	719	848
All	TAS	290	183	180	246	283	250	270	232	259	236	209	215	220
All	VIC	3,072	2,279	2,585	2,628	2,909	2,392	2,618	2,502	2,596	2,573	2,246	2,390	2,675
All	WA	1,349	963	1,268	1,331	1,194	1,010	1,078	867	1,044	861	740	728	902
All	NAT	11,889	8,364	9,821	10,481	11,320	9,447	10,651	9,586	10,891	9,690	7,937	8,982	10,817

Table R.2 Access decisions completed or more information requested – average days

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	3	2	2	3	4	4	4	2	3	2	4	5	4
0-6	NSW	3	2	3	6	6	6	6	4	3	3	4	5	4
0-6	NT	3	3	5	9	10	8	12	5	4	5	3	5	4
0-6	QLD	4	3	4	8	9	8	9	5	4	4	4	5	4
0-6	SA	2	3	3	6	6	6	7	5	3	3	3	5	4
0-6	TAS	4	3	4	6	5	4	5	2	2	2	4	5	5
0-6	VIC	3	3	4	6	6	7	7	4	3	3	4	5	4
0-6	WA	3	3	3	6	7	5	6	4	3	3	3	5	4
0-6	NAT	3	3	3	7	7	7	7	4	3	3	4	5	4
7+	ACT	4	4	6	10	11	10	10	5	6	3	4	5	5
7+	NSW	4	4	5	10	10	10	10	6	6	3	3	5	4
7+	NT	4	2	4	7	7	6	6	5	5	3	2	4	4
7+	QLD	4	4	5	10	10	10	10	6	6	3	3	5	4
7+	SA	4	4	5	9	9	10	9	6	6	3	3	5	4
7+	TAS	4	4	5	10	10	9	9	6	6	3	3	5	4
7+	VIC	4	4	5	10	10	10	10	6	6	3	3	5	4
7+	WA	3	3	3	6	8	8	9	6	6	3	3	5	4
7+	NAT	4	4	5	9	10	10	10	6	6	3	3	5	4
All	ACT	4	3	4	8	8	9	9	4	5	3	4	5	5
All	NSW	4	3	4	9	9	9	9	6	5	3	3	5	4
All	NT	3	2	4	7	8	7	8	5	5	3	2	4	4
All	QLD	4	4	5	9	10	10	10	6	6	3	3	5	4
All	SA	3	3	4	8	8	9	9	6	5	3	3	5	4
All	TAS	4	4	5	8	9	8	8	5	5	3	3	5	4
All	VIC	4	4	4	9	9	9	9	6	5	3	3	5	4
All	WA	3	3	3	6	8	7	8	5	5	3	3	5	4
All	NAT	4	3	4	8	9	9	9	6	5	3	3	5	4

Table R.3 Access decisions completed after final information has been provided – count

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	6	3	14	3	4	3	2	0	3	2	0	0	1
0-6	NSW	120	89	106	67	79	58	44	33	41	46	23	34	53
0-6	NT	3	3	2	1	3	2	2	0	1	1	2	2	2
0-6	QLD	103	63	95	79	53	37	29	21	25	21	19	23	19
0-6	SA	59	18	15	28	19	10	13	7	11	8	6	11	14
0-6	TAS	12	4	7	8	11	3	5	1	2	2	1	3	4
0-6	VIC	86	116	76	72	78	55	36	36	41	42	39	36	32
0-6	WA	41	33	32	24	21	7	12	7	7	9	5	9	16
0-6	NAT	430	329	347	282	268	175	143	105	131	131	95	118	141
7+	ACT	12	17	18	14	15	15	15	17	26	23	10	21	23
7+	NSW	405	401	401	379	455	415	414	425	525	487	348	385	493
7+	NT	17	12	10	19	24	15	20	15	21	21	9	13	15
7+	QLD	385	350	399	347	377	328	381	310	437	389	287	342	397
7+	SA	103	84	97	103	131	109	109	126	127	114	81	115	133
7+	TAS	33	30	28	32	30	41	38	43	50	53	34	35	60
7+	VIC	399	365	368	381	503	397	380	380	470	424	339	336	422
7+	WA	154	135	165	144	160	155	159	138	180	149	129	121	122
7+	NAT	1,508	1,394	1,487	1,419	1,695	1,475	1,516	1,454	1,836	1,660	1,237	1,368	1,665
All	ACT	18	20	32	17	19	18	17	17	29	25	10	21	24
All	NSW	525	490	507	446	534	473	458	458	566	533	371	419	546
All	NT	20	15	12	20	27	17	22	15	22	22	11	15	17
All	QLD	488	413	494	426	430	365	410	331	462	410	306	365	416
All	SA	162	102	112	131	150	119	122	133	138	122	87	126	147
All	TAS	45	34	35	40	41	44	43	44	52	55	35	38	64
All	VIC	485	481	444	453	581	452	416	416	511	466	378	372	454
All	WA	195	168	197	168	181	162	171	145	187	158	134	130	138
All	NAT	1,938	1,723	1,834	1,701	1,963	1,650	1,659	1,559	1,967	1,791	1,332	1,486	1,806

Table R.4 Access decisions completed after final information has been provided – average days

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	3	3	1	2	0	6	7	n/a	1	1	n/a	n/a	4
0-6	NSW	3	3	2	4	4	4	4	5	6	2	2	3	7
0-6	NT	8	6	0	16	11	0	11	n/a	4	0	1	3	4
0-6	QLD	4	5	4	7	6	4	4	3	3	4	1	3	4
0-6	SA	3	2	2	7	5	5	10	4	3	0	0	2	4
0-6	TAS	6	4	2	6	6	0	6	2	3	2	2	2	1
0-6	VIC	3	4	4	5	5	4	5	3	3	1	2	3	3
0-6	WA	3	3	4	3	4	2	6	2	3	0	1	5	3
0-6	NAT	3	3	3	5	5	4	5	4	4	2	1	3	4
7+	ACT	1	4	1	5	5	4	5	6	6	1	1	5	3
7+	NSW	2	2	2	5	5	6	6	4	5	2	2	3	4
7+	NT	3	1	2	3	6	3	5	3	6	1	2	3	5
7+	QLD	2	2	2	5	5	5	7	5	5	2	2	5	4
7+	SA	3	2	2	5	5	5	7	4	5	2	1	3	6
7+	TAS	3	1	2	5	4	6	7	5	4	2	2	4	5
7+	VIC	1	2	1	5	5	5	6	5	5	3	3	5	5
7+	WA	2	2	2	5	5	4	6	3	7	6	3	4	5
7+	NAT	2	2	2	5	5	5	6	4	5	3	2	4	5
All	ACT	2	4	1	5	4	4	5	6	6	1	1	5	3
All	NSW	2	2	2	5	5	5	6	4	5	2	2	3	5
All	NT	4	2	1	4	6	2	6	3	6	1	2	3	5
All	QLD	2	2	3	5	5	4	6	5	5	2	2	4	4
All	SA	3	2	2	6	5	5	8	4	5	2	1	3	6
All	TAS	4	1	2	5	5	5	7	5	4	2	2	3	4
All	VIC	2	2	2	5	5	4	6	4	5	3	2	5	5
All	WA	2	2	2	5	5	4	6	3	6	5	2	4	5
All	NAT	2	2	2	5	5	5	6	4	5	3	2	4	5

Table R.5 First plans completed – count

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	54	46	43	42	50	29	24	31	50	28	30	46	43
0-6	NSW	921	861	754	756	865	806	842	780	760	757	612	653	846
0-6	NT	46	39	41	25	12	31	30	19	42	30	18	18	28
0-6	QLD	783	827	759	701	759	684	658	614	579	533	460	478	576
0-6	SA	289	253	331	403	273	232	231	131	163	189	175	186	260
0-6	TAS	70	75	64	57	77	67	79	46	53	66	58	39	53
0-6	VIC	980	841	989	1,121	751	650	605	798	789	673	561	614	641
0-6	WA	178	273	426	371	198	217	194	174	153	130	124	143	174
0-6	NAT	3,321	3,215	3,407	3,477	2,987	2,718	2,663	2,593	2,589	2,406	2,038	2,177	2,621
7+	ACT	54	68	56	36	47	48	56	45	55	78	68	50	58
7+	NSW	1,486	1,343	1,193	1,101	1,231	1,053	1,173	1,138	1,128	1,152	1,078	1,132	1,227
7+	NT	96	68	80	60	45	68	43	59	32	37	30	32	70
7+	QLD	1,693	1,492	1,314	1,181	1,010	1,025	1,120	1,135	1,225	1,193	941	1,092	1,236
7+	SA	628	566	425	359	278	302	330	322	382	376	298	283	360
7+	TAS	229	138	113	100	84	114	111	129	132	115	91	90	105
7+	VIC	2,078	1,717	1,765	1,511	1,206	1,189	1,180	1,125	1,117	1,151	852	980	1,032
7+	WA	1,050	1,011	1,216	1,882	525	745	629	592	572	495	382	434	481
7+	NAT	7,314	6,403	6,162	6,231	4,427	4,549	4,645	4,548	4,643	4,598	3,740	4,094	4,570
All	ACT	108	114	99	78	97	77	80	76	105	106	98	96	101
All	NSW	2,407	2,204	1,947	1,857	2,096	1,859	2,015	1,918	1,888	1,909	1,690	1,785	2,073
All	NT	142	107	121	85	57	99	73	78	74	67	48	50	98
All	QLD	2,476	2,319	2,073	1,882	1,769	1,709	1,778	1,749	1,804	1,726	1,401	1,570	1,812
All	SA	917	819	756	762	551	534	561	453	545	565	473	469	620
All	TAS	299	213	177	157	161	181	190	175	185	181	149	129	158
All	VIC	3,058	2,558	2,754	2,632	1,957	1,839	1,785	1,923	1,906	1,824	1,413	1,594	1,673
All	WA	1,228	1,284	1,642	2,253	723	962	823	766	725	625	506	577	655
All	NAT	10,635	9,618	9,569	9,708	7,414	7,267	7,308	7,141	7,232	7,004	5,778	6,271	7,191

Table R.6 First plans completed – average days

Age	Jurisdiction	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
0-6	ACT	17	17	13	18	17	17	17	41	23	17	23	17	15
0-6	NSW	36	30	25	33	24	31	34	24	29	22	37	33	29
0-6	NT	88	72	82	65	155	65	46	50	51	30	71	120	74
0-6	QLD	65	55	52	42	34	35	39	36	37	37	44	45	44
0-6	SA	85	59	48	37	26	34	51	39	53	36	57	46	41
0-6	TAS	69	54	53	29	35	23	38	38	30	36	33	25	62
0-6	VIC	73	63	50	45	37	39	39	46	46	40	42	49	49
0-6	WA	137	112	98	73	45	56	51	55	63	53	56	69	70
0-6	NAT	65	55	51	43	32	36	39	37	39	34	43	44	42
7+	ACT	65	61	43	42	31	32	32	33	35	31	33	36	38
7+	NSW	50	46	45	40	40	50	41	36	45	37	46	41	38
7+	NT	105	69	84	98	78	60	72	84	85	131	99	96	128
7+	QLD	66	55	50	41	39	53	53	45	52	39	48	52	46
7+	SA	117	88	75	76	58	60	66	54	53	48	54	51	56
7+	TAS	73	39	37	27	50	53	31	51	26	25	32	34	40
7+	VIC	126	92	78	75	44	62	64	50	55	45	46	62	59
7+	WA	129	112	116	121	75	59	67	70	65	69	59	76	64
7+	NAT	94	75	72	76	47	56	55	48	52	44	48	53	50
All	ACT	41	43	30	29	24	27	28	36	29	27	30	27	28
All	NSW	45	40	37	37	33	42	38	31	39	31	43	38	34
All	NT	100	70	83	88	94	62	61	76	65	86	89	105	113
All	QLD	66	55	51	41	37	46	47	41	47	39	46	50	45
All	SA	107	79	63	55	42	48	60	49	53	44	55	49	50
All	TAS	72	44	42	28	43	42	34	48	27	29	33	31	47
All	VIC	109	82	68	62	41	54	56	48	51	43	44	57	55
All	WA	130	112	111	113	67	58	63	67	64	65	58	74	66
All	NAT	85	68	64	64	41	49	49	44	47	40	46	50	47