

# Appendix A:

## Key definitions

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**Aboriginal and/or Torres Strait Islander:**

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

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

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

**Active participant:** Those who have been determined eligible and have 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.

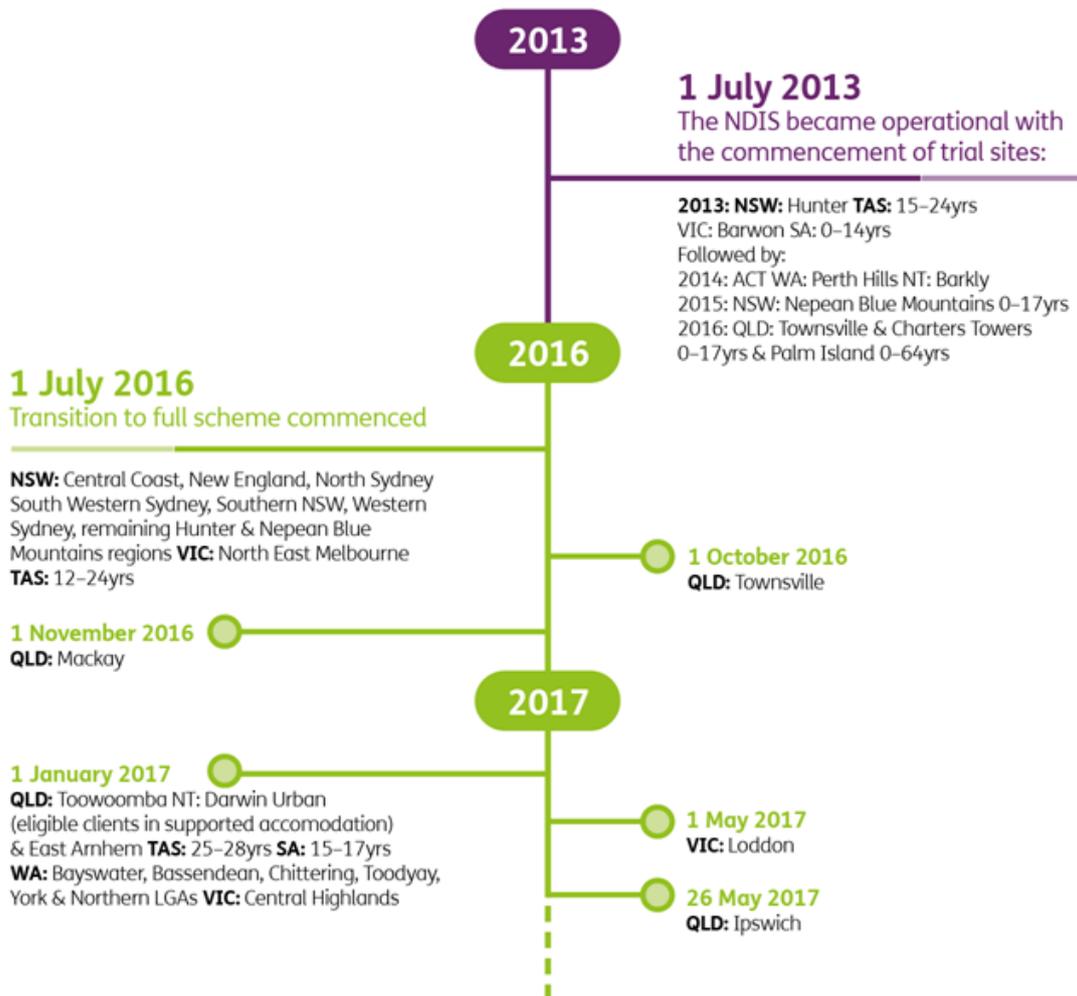
**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

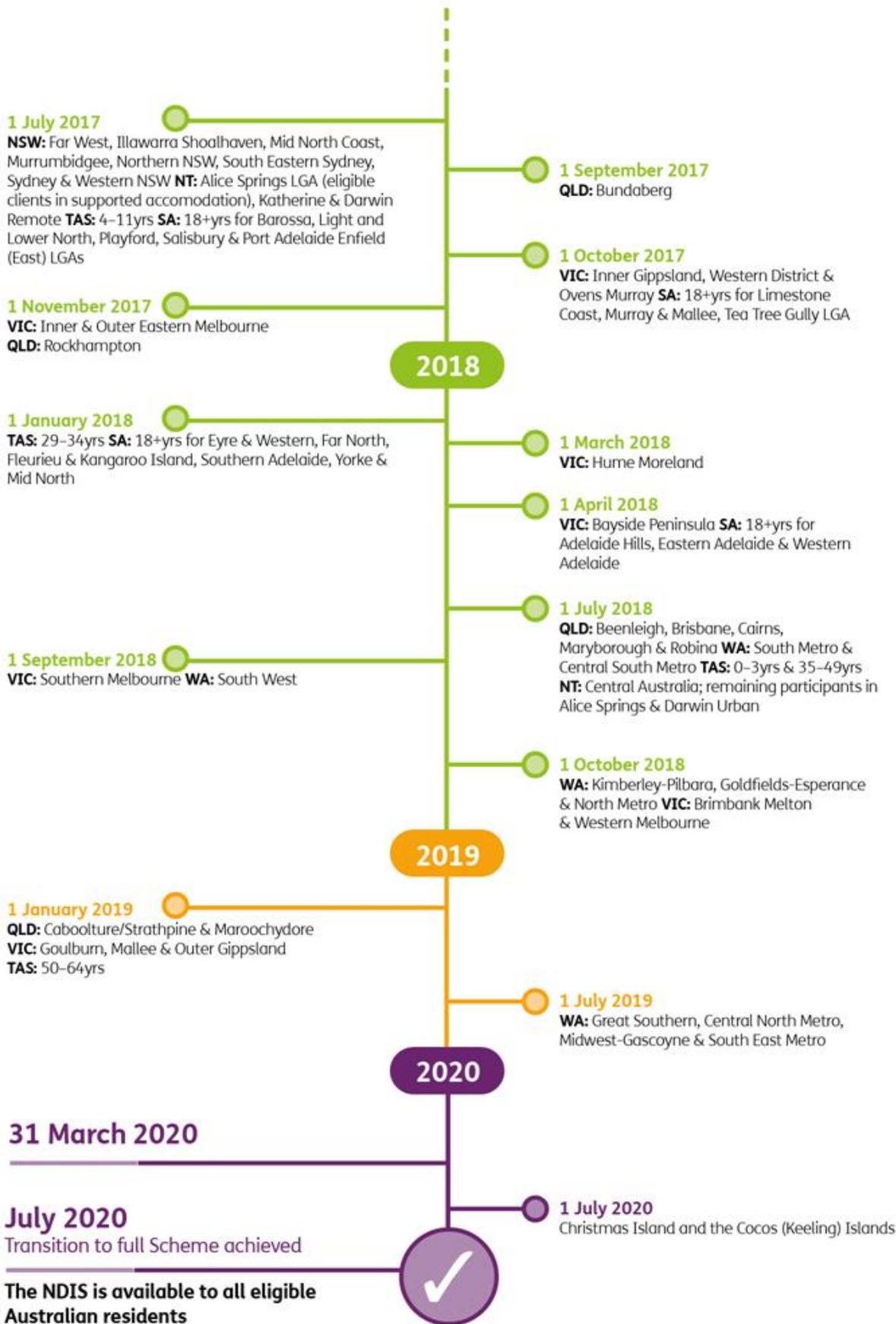
# Appendix B:

## 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**<sup>1 2 3 4 5</sup>

State/Territory	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	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%
<b>Total</b>	<b>467,266</b>	<b>10,840</b>	<b>478,106</b>	<b>433,051</b>	<b>110%</b>

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

<sup>2</sup> State/Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

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

<sup>4</sup> 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.

<sup>5</sup> 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** <sup>6 7</sup>

	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
<b>Total</b>	<b>70,745</b>	<b>3,491</b>	<b>1,696</b>	<b>43</b>	<b>801</b>	<b>9,144</b>	<b>487</b>	<b>86,407</b>

<sup>6</sup> 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.

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

# Appendix D:

## Outcomes Framework Questionnaires

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### About the outcomes framework questionnaires

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

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

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

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>547,719</b>	<b>26,297</b>	<b>574,016</b>
<b>Active Eligible</b>	<b>443,221</b>	<b>19,383</b>	<b>462,604</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>430,854</b>	<b>19,144</b>	<b>449,998</b>
<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
<b>Active Participant Plans</b>	<b>440,414</b>	<b>29,984</b>	<b>460,838</b>
<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
<b>Total participant exits</b>	<b>17,268</b>
<i>Early Intervention participants</i>	3,619
<i>Permanent disability participants</i>	13,649

<sup>8</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>9</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table E.4 Cumulative numbers of active participants by services previously received – National** <sup>10 11</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19	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** <sup>12 13 14 15</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19	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** <sup>16</sup>

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	
<b>Total</b>	<b>469,345</b>	<b>86%</b>	<b>19,468</b>	<b>74%</b>	<b>488,813</b>	<b>85%</b>

<sup>10</sup> This table shows the total numbers of active participants at the end of each period.

<sup>11</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>12</sup> This table shows the total numbers of active participants at the end of each period.

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

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

<sup>15</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>16</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table E.7 Assessment of access by disability – National** <sup>17</sup>

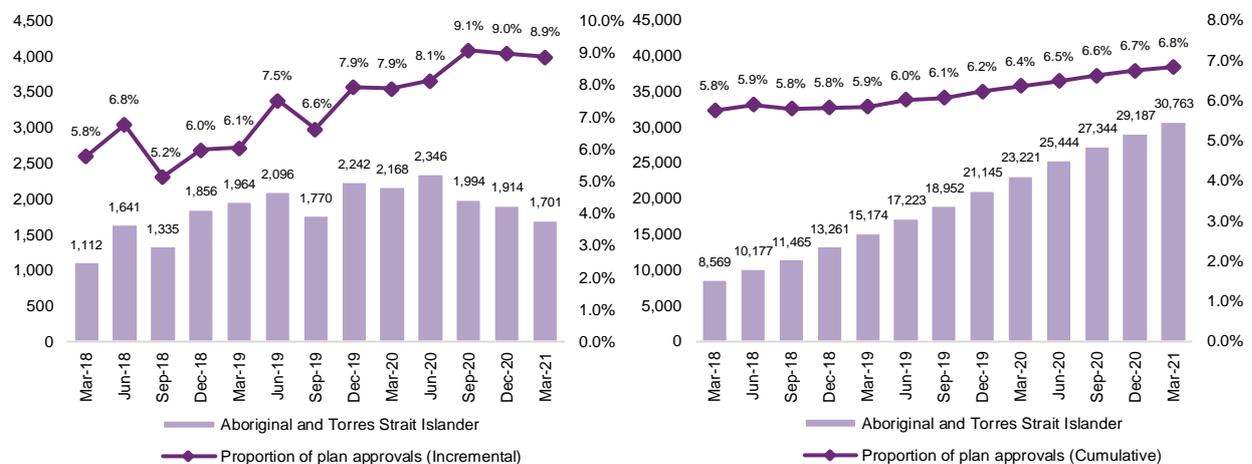
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	15,551	93%	529	85%	16,080	93%
Autism	143,140	96%	5,509	96%	148,649	96%
Cerebral 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%
<b>Total</b>	<b>469,345</b>	<b>86%</b>	<b>19,468</b>	<b>74%</b>	<b>488,813</b>	<b>85%</b>

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

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

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

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



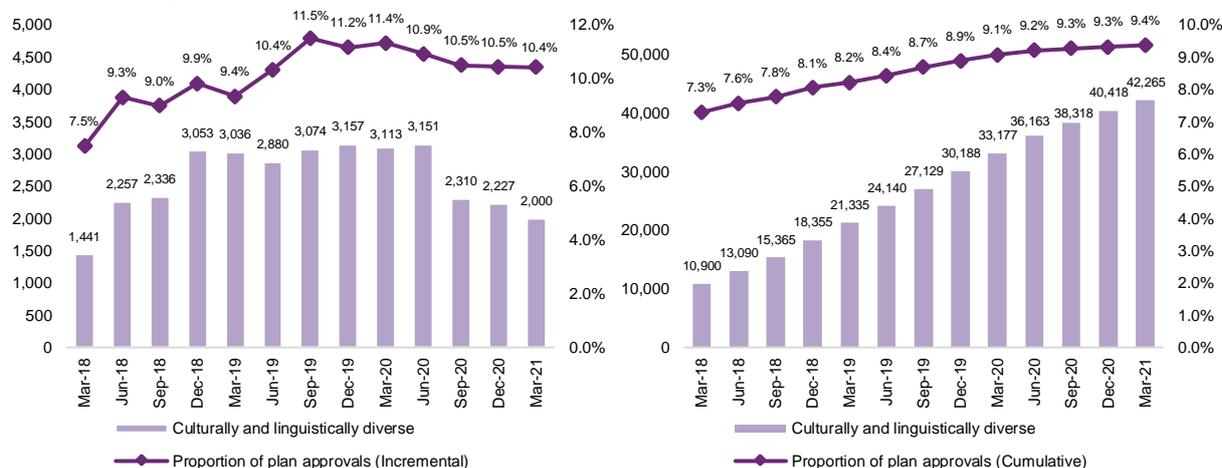
<sup>17</sup> Ibid.

<sup>18</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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%	<b>42,265</b>	<b>9.4%</b>
Not culturally and linguistically diverse	384,950	89.3%	17,143	89.5%	<b>402,093</b>	<b>89.4%</b>
Not stated	5,639	1.3%	<11		<b>5,640</b>	<b>1.3%</b>
<b>Total</b>	<b>430,854</b>	<b>100%</b>	<b>19,144</b>	<b>100%</b>	<b>449,998</b>	<b>100%</b>

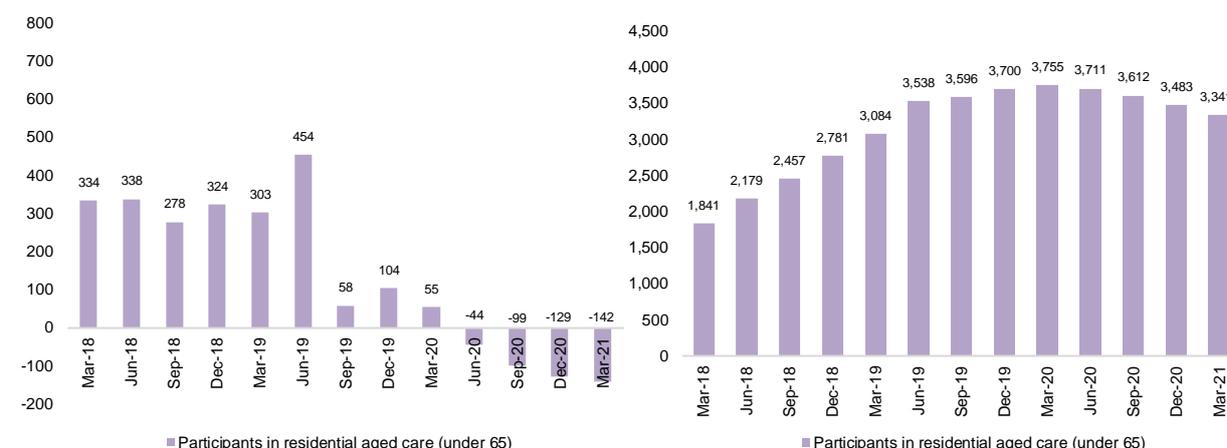
**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National**<sup>19</sup>



**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 – National**<sup>20</sup>

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

**Figure E.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National**<sup>21</sup>



<sup>19</sup> Ibid.

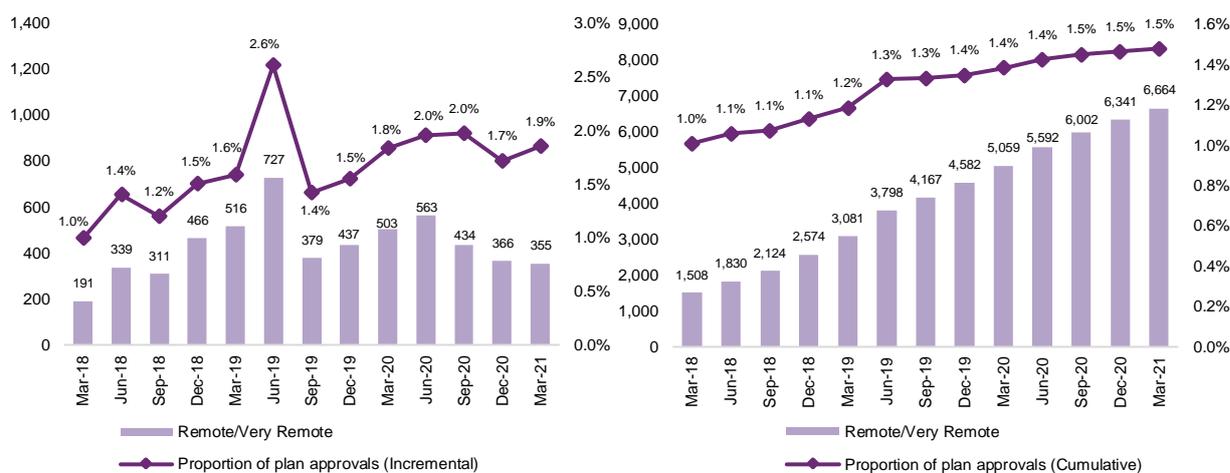
<sup>20</sup> There are a further 1,751 active participants aged 65 years or over who are currently in residential aged care.

<sup>21</sup> 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<sup>22 23</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>430,854</b>	<b>100%</b>	<b>19,144</b>	<b>100%</b>	<b>449,998</b>	<b>100%</b>

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



<sup>22</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

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

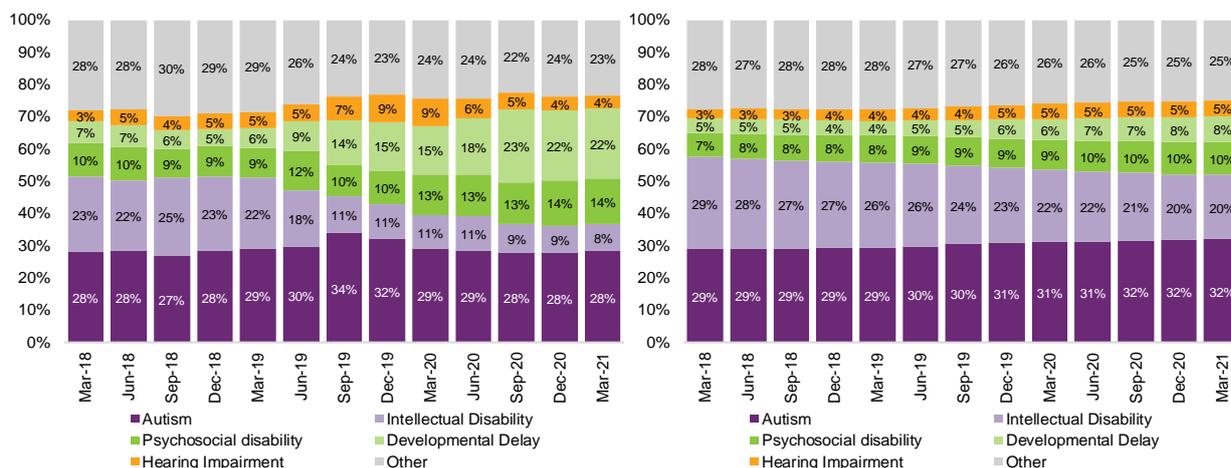
<sup>24</sup> Ibid.

<sup>25</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table E.12 Participant profile per quarter by primary disability group – National <sup>26 27</sup>

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%
<b>Total</b>	<b>430,854</b>	<b>100%</b>	<b>19,144</b>	<b>100%</b>	<b>449,998</b>	<b>100%</b>

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



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

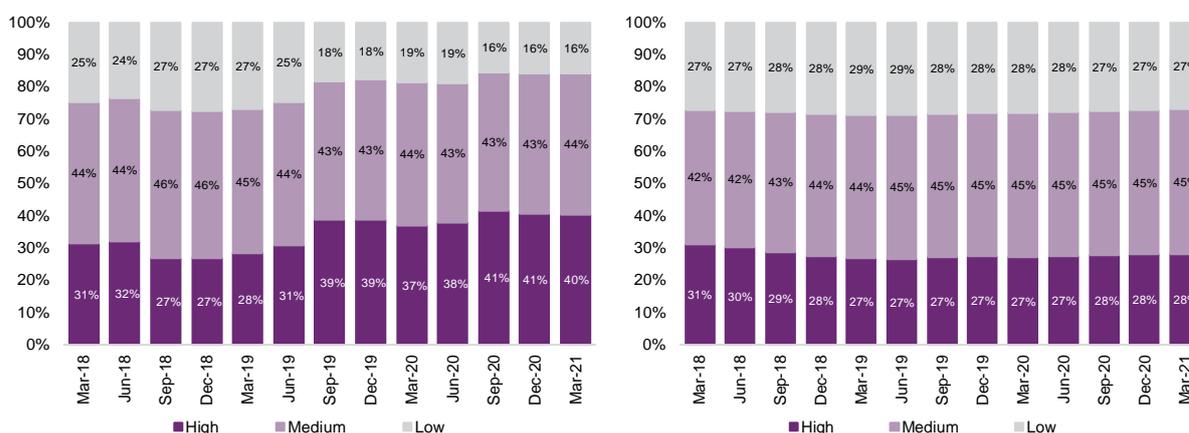
<sup>27</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (11,361).

<sup>28</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table E.13 Participant profile per quarter by level of function – National** <sup>29</sup>

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

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



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

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

<sup>29</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>30</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>31</sup>

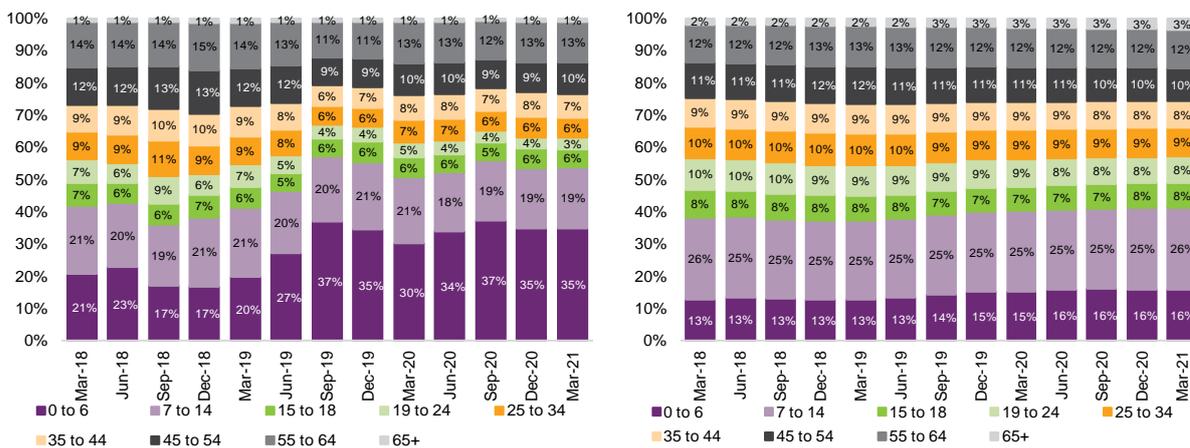


Table E.15 Participant profile per quarter by gender – National

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%
<b>Total</b>	<b>430,854</b>	<b>100%</b>	<b>19,144</b>	<b>100%</b>	<b>449,998</b>	<b>100%</b>

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

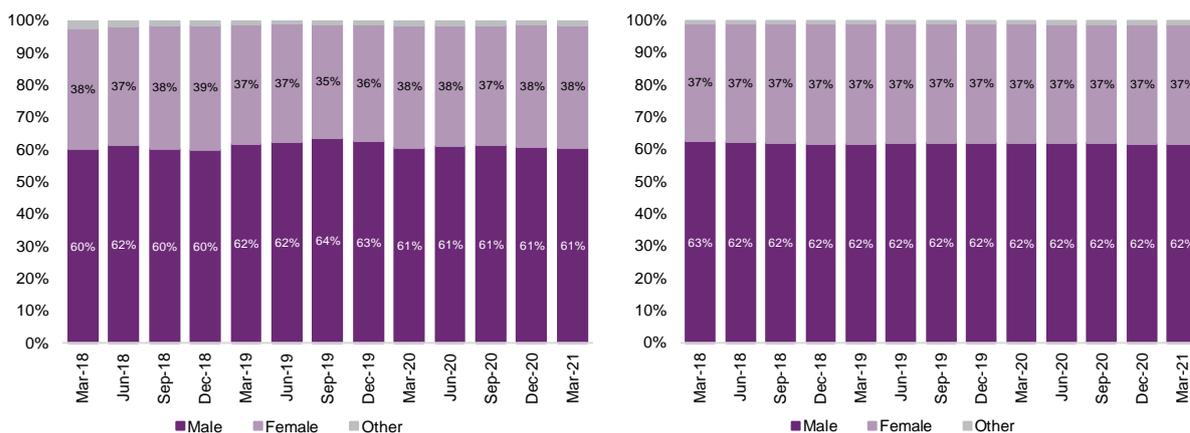


Table E.16 Number and proportion of active participants by gender and age group – National

Age Group	Gender						Total		Male to Female ratio
	Male		Female		Other		N	% of Total	
	N	% of Total	N	% of Total	N	% of Total			
0 to 6	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
<b>Total</b>	<b>277,950</b>	<b>62%</b>	<b>167,205</b>	<b>37%</b>	<b>4,843</b>	<b>1%</b>	<b>449,998</b>	<b>100%</b>	<b>1.7</b>

<sup>31</sup> Ibid.

<sup>32</sup> Ibid.

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

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other		N	% of Total	
	N	% of Total	N	% of Total	N	% of Total			
Autism	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
<b>Total</b>	<b>277,950</b>	<b>62%</b>	<b>167,205</b>	<b>37%</b>	<b>4,843</b>	<b>1%</b>	<b>449,998</b>	<b>100%</b>	<b>1.7</b>

**Table E.18 Participation rates by age group – National <sup>33</sup>**

	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%
<b>Total (aged 0-64)</b>	<b>2.07%</b>

<sup>33</sup> 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 <sup>34</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>54,323</b>	<b>80,370</b>	<b>112,959</b>	<b>107,548</b>	<b>61,723</b>	<b>416,923</b>
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
<b>Total Family</b>	<b>23,323</b>	<b>50,554</b>	<b>70,634</b>	<b>74,995</b>	<b>42,337</b>	<b>261,843</b>
<b>Total</b>	<b>77,646</b>	<b>130,924</b>	<b>183,593</b>	<b>182,543</b>	<b>104,060</b>	<b>678,766</b>

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%

<sup>34</sup> 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 <sup>35</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	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%

<sup>35</sup> 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 <sup>36</sup>**

	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%

<sup>36</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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**

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?	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**<sup>37</sup>

	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%

<sup>37</sup> 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 SF0F 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 SF0F 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 SF0F 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 – National <sup>38</sup>**

	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%

<sup>38</sup> 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 <sup>39</sup>**

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 <sup>40</sup>**

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%	

<sup>39</sup> 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.

<sup>40</sup> 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 <sup>41</sup>**

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 <sup>42</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,560	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
<b>Total</b>	<b>81,586</b>	<b>367,116</b>	<b>172,909</b>	<b>112,280</b>	<b>131,053</b>	<b>271,450</b>	<b>79,614</b>	<b>87,563</b>	<b>449,998</b>

<sup>41</sup> 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.

<sup>42</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table E.48 Number of goals in active plans by goal type and primary disability – National** <sup>43</sup>

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

**Table E.49 Number of active plans by goal type and age group – National** <sup>44</sup>

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

<sup>43</sup> 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.

<sup>44</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table E.50 Number of goals in active plans by goal type and age group – National** <sup>45</sup>

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

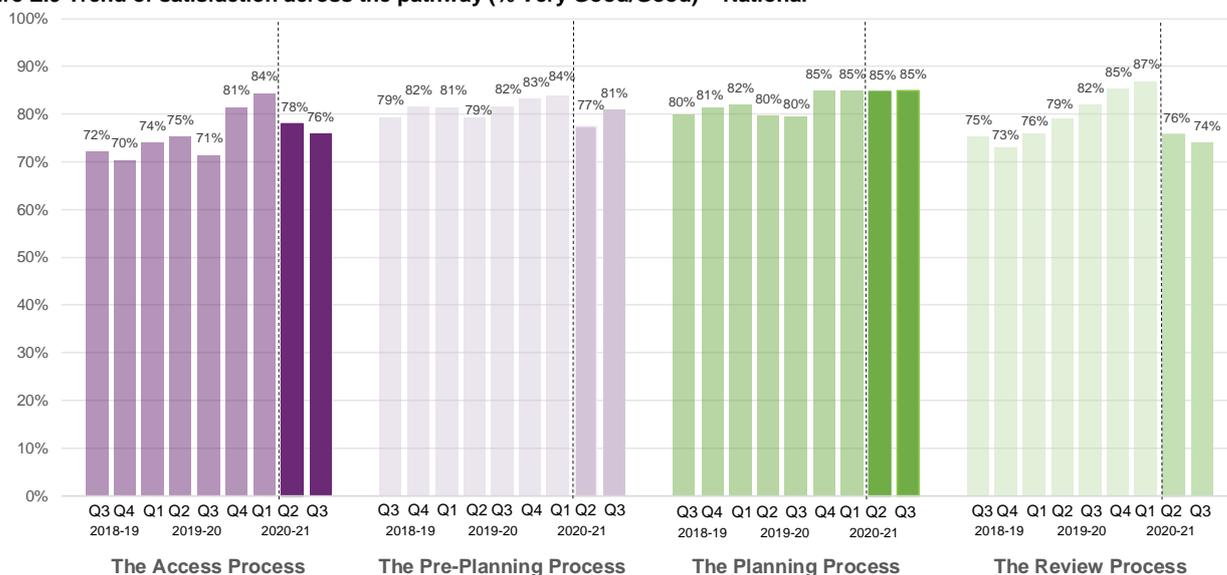
<sup>45</sup> Participants have set over six million goals in total since July 2016. The 1,932,625 goals in these results relate to those in the current plans of active participants.

**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** <sup>46</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 877</b>	<b>n = 1,031</b>
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%
<b>Pre-planning</b>	<b>n = 1,213</b>	<b>n = 887</b>
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%
<b>Planning</b>	<b>n = 4,656</b>	<b>n = 3,940</b>
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%
<b>Plan review</b>	<b>n = 11,713</b>	<b>n = 11,407</b>
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%

<sup>46</sup> 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.

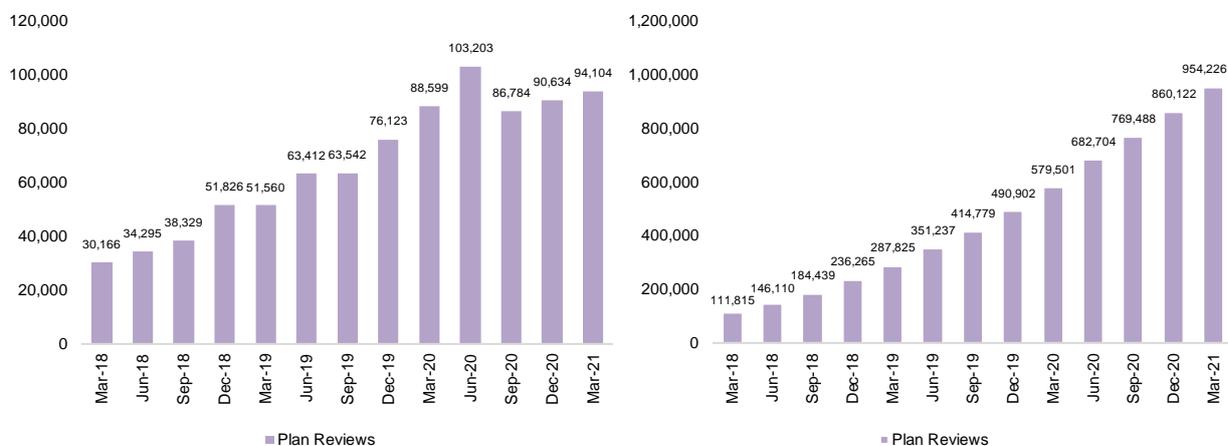
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>47 48</sup>



**Table E.52 Plan reviews conducted per quarter – excluding plans less than 31 days – National** <sup>49</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>860,122</b>	<b>94,104</b>	<b>954,226</b>
<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**



<sup>47</sup> 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.

<sup>48</sup> 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.

<sup>49</sup> 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 <sup>50 51 52</sup>

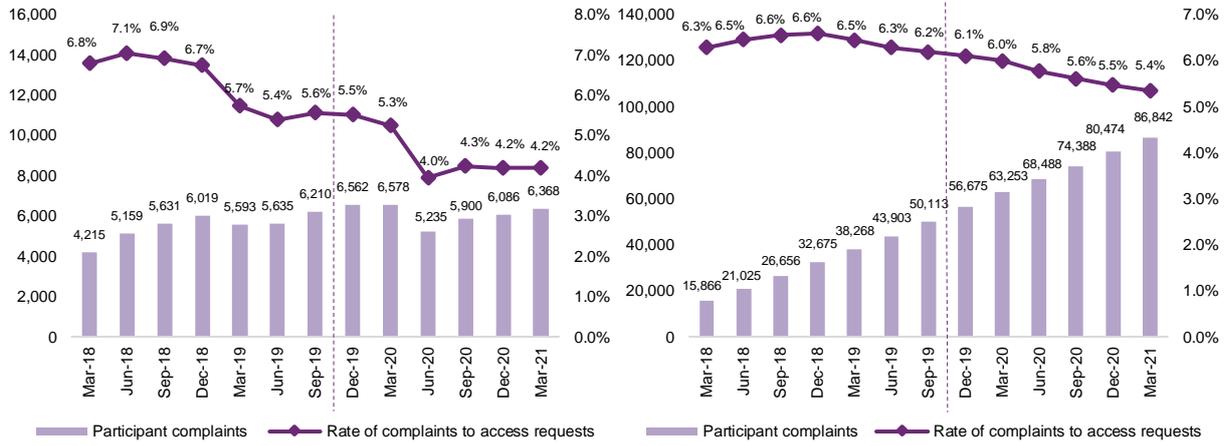
Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	196	28	224	211
Complaint about LAC Partner	964	234	1,198	1,134
Complaints about service providers	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
<b>Total</b>	<b>80,474</b>	<b>6,368</b>	<b>86,842</b>	<b>51,431</b>
% of all access requests	5.5%	4.2%	5.4%	
<b>Providers who have submitted a registration request</b>				
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
<b>Total</b>	<b>5,947</b>	<b>412</b>	<b>6,359</b>	<b>4,725</b>
% of all registration requests	5.6%	4.6%	5.6%	
<b>Other</b>				
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
<b>Total</b>	<b>3,157</b>	<b>267</b>	<b>3,424</b>	<b>3,409</b>
<b>Total</b>	<b>87,213</b>	<b>6,949</b>	<b>94,162</b>	<b>59,565</b>

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

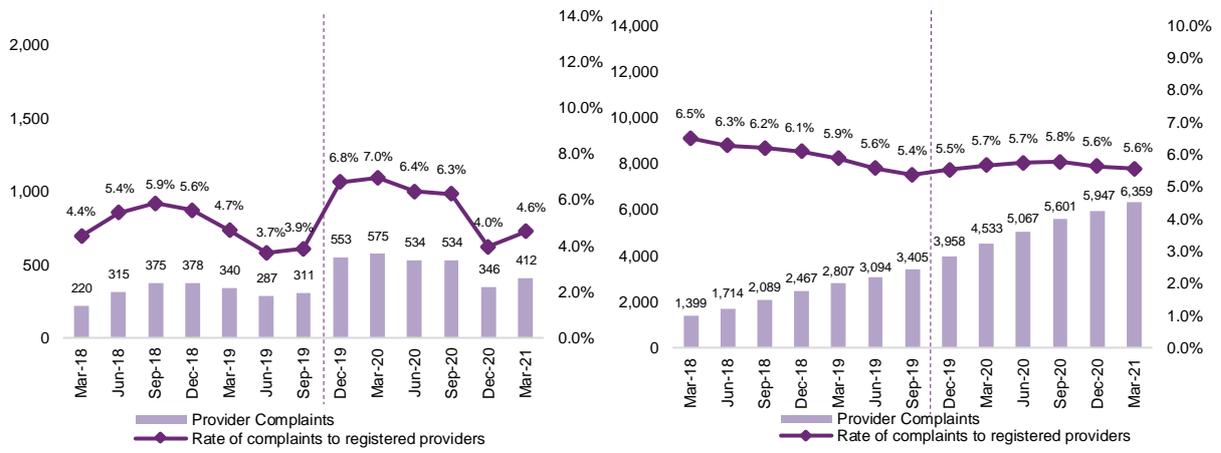
<sup>51</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>52</sup> % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

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



**Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National** <sup>53</sup>



<sup>53</sup> 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	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>3,248</b>	
<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%)
<b>Total</b>	<b>47,448</b>	
<i>Unclassified</i>	<b>3,250</b>	
<b>Participants total</b>	<b>53,946</b>	
<b>Providers</b>		
<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%)
<b>Total</b>	<b>242</b>	
<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%)
<b>Total</b>	<b>3,200</b>	
<i>Unclassified</i>	199	
<b>Providers total</b>	<b>3,641</b>	
<b>Other</b>		
<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%)
<b>Total</b>	<b>184</b>	
<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%)
<b>Total</b>	<b>1,693</b>	
<i>Unclassified</i>	120	
<b>Other total</b>	<b>1,997</b>	

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

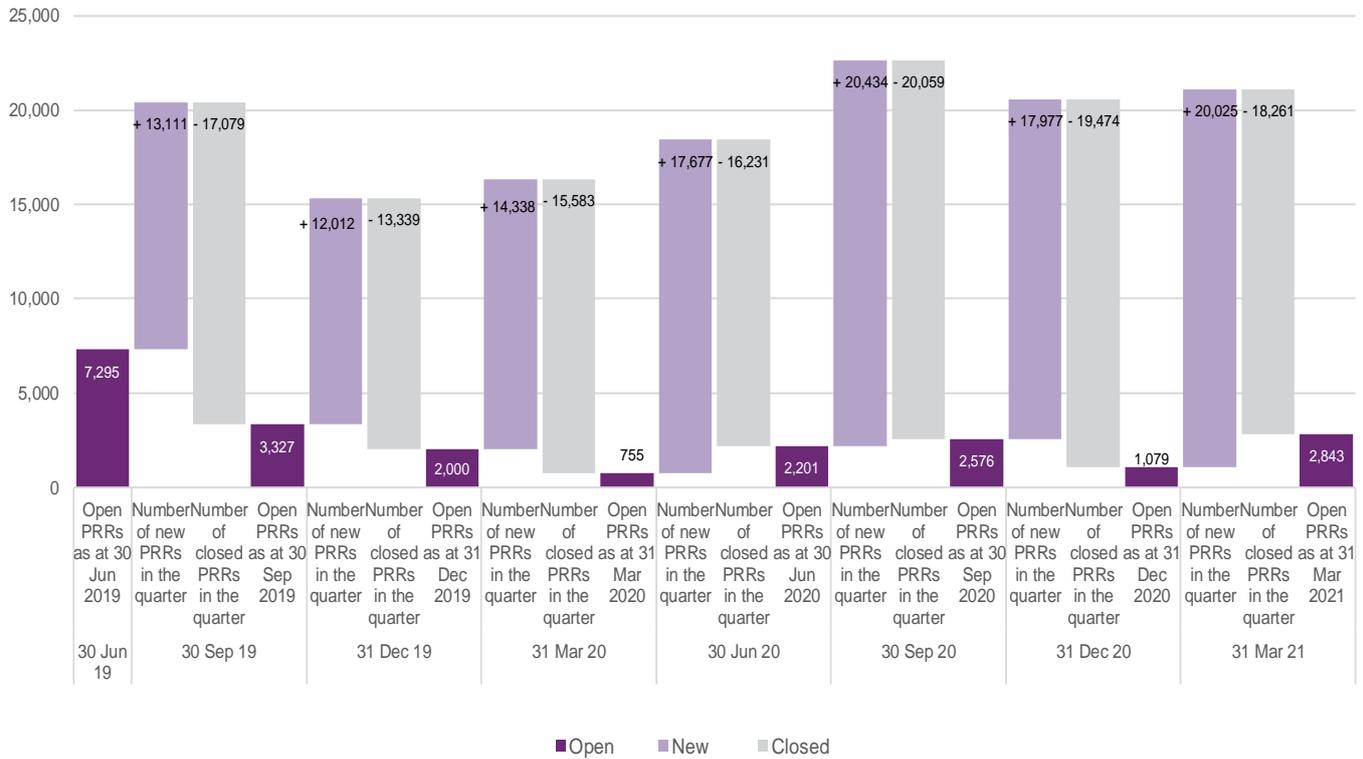
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaint about ECEI Partner</i>						
ECEI Plan	20	(10%)	5	(18%)	25	(11%)
ECEI Process	20	(10%)	7	(25%)	27	(12%)
ECEI Staff	57	(29%)	11	(39%)	68	(30%)
ECEI Timeliness	97	(49%)	5	(18%)	102	(46%)
Other	2	(1%)	0	(0%)	2	(1%)
<b>Total</b>	<b>196</b>		<b>28</b>		<b>224</b>	
<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%)
<b>Total</b>	<b>964</b>		<b>234</b>		<b>1,198</b>	
<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%)
<b>Total</b>	<b>1,803</b>		<b>371</b>		<b>2,174</b>	
<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%)
<b>Total</b>	<b>19,343</b>		<b>4,313</b>		<b>23,656</b>	
<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%)
<b>Total</b>	<b>4,411</b>		<b>1,218</b>		<b>5,629</b>	
<i>Unclassified</i>	<b>13</b>		<b>2</b>		<b>15</b>	

<sup>54</sup> On the 'My Customer Requests' tile, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories in the table.

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q3		Transition Total	
<b>Participants total</b>	<b>26,730</b>		<b>6,166</b>		<b>32,896</b>	
<b>Complaints with a related party who has submitted a provider registration request</b>						
<i>Complaint about ECEI Partner</i>						
ECEI Process	1	(100%)	0		1	(100%)
<b>Total</b>	<b>1</b>		<b>0</b>		<b>1</b>	
<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%)
<b>Total</b>	<b>43</b>		<b>3</b>		<b>46</b>	
<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%)
<b>Total</b>	<b>268</b>		<b>38</b>		<b>306</b>	
<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%)
<b>Total</b>	<b>1,949</b>		<b>357</b>		<b>2,306</b>	
<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%)
<b>Total</b>	<b>29</b>		<b>2</b>		<b>31</b>	
<i>Unclassified</i>	<b>27</b>		<b>1</b>		<b>28</b>	
<b>Providers total</b>	<b>2,317</b>		<b>401</b>		<b>2,718</b>	
<b>Complaints with a related party who is not a potential participant or provider</b>						
<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%)
<b>Total</b>	<b>6</b>		<b>2</b>		<b>8</b>	
<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%)
<b>Total</b>	<b>35</b>		<b>3</b>		<b>38</b>	
<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%)
<b>Total</b>	<b>232</b>		<b>60</b>		<b>292</b>	
<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%)
<b>Total</b>	<b>794</b>		<b>180</b>		<b>974</b>	
<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%)
<b>Total</b>	<b>96</b>		<b>19</b>		<b>115</b>	
<i>Unclassified</i>	0		0		0	
<b>Other total</b>	<b>1,163</b>		<b>264</b>		<b>1,427</b>	

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



**Table E.56 Summary of Open Participant Requested Reviews (PRRs) (s48) – National** <sup>56</sup>

	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** <sup>57</sup>

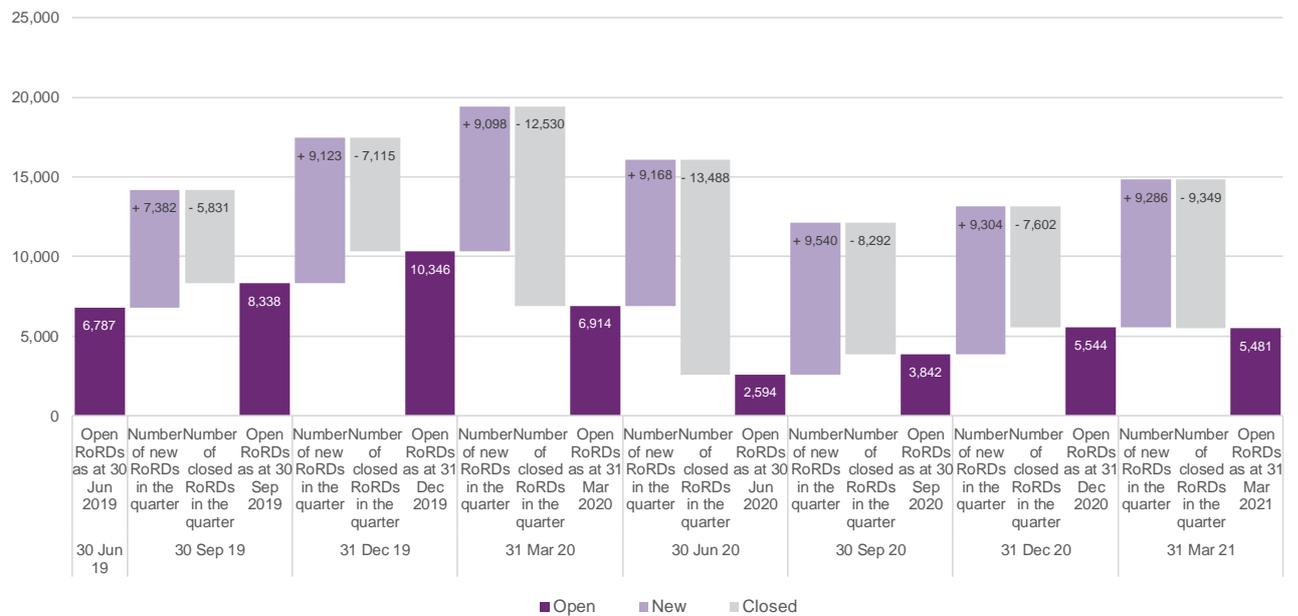


<sup>55</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>56</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>57</sup> 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** <sup>58 59</sup>

	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

<sup>58</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>59</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure E.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – National <sup>60</sup>



Figure E.17 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – National <sup>61</sup>



Table E.58 AAT Cases by category – National <sup>62</sup>

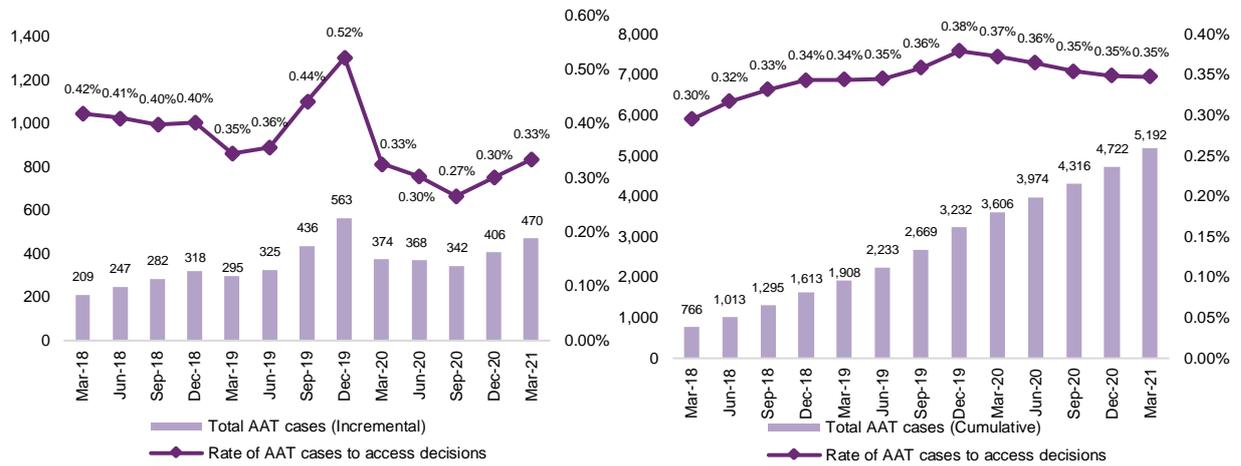
Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Access	1,648	35%	78	17%	1,726	33%
Plan	2,420	51%	363	77%	2,783	54%
Plan Review	373	8%	<11		378	7%
Other	281	6%	24	5%	305	6%
<b>Total</b>	<b>4,722</b>	<b>100%</b>	<b>470</b>	<b>100%</b>	<b>5,192</b>	<b>100%</b>
<b>% of all access decisions</b>	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

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

<sup>61</sup> Ibid.

<sup>62</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure E.18 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National**



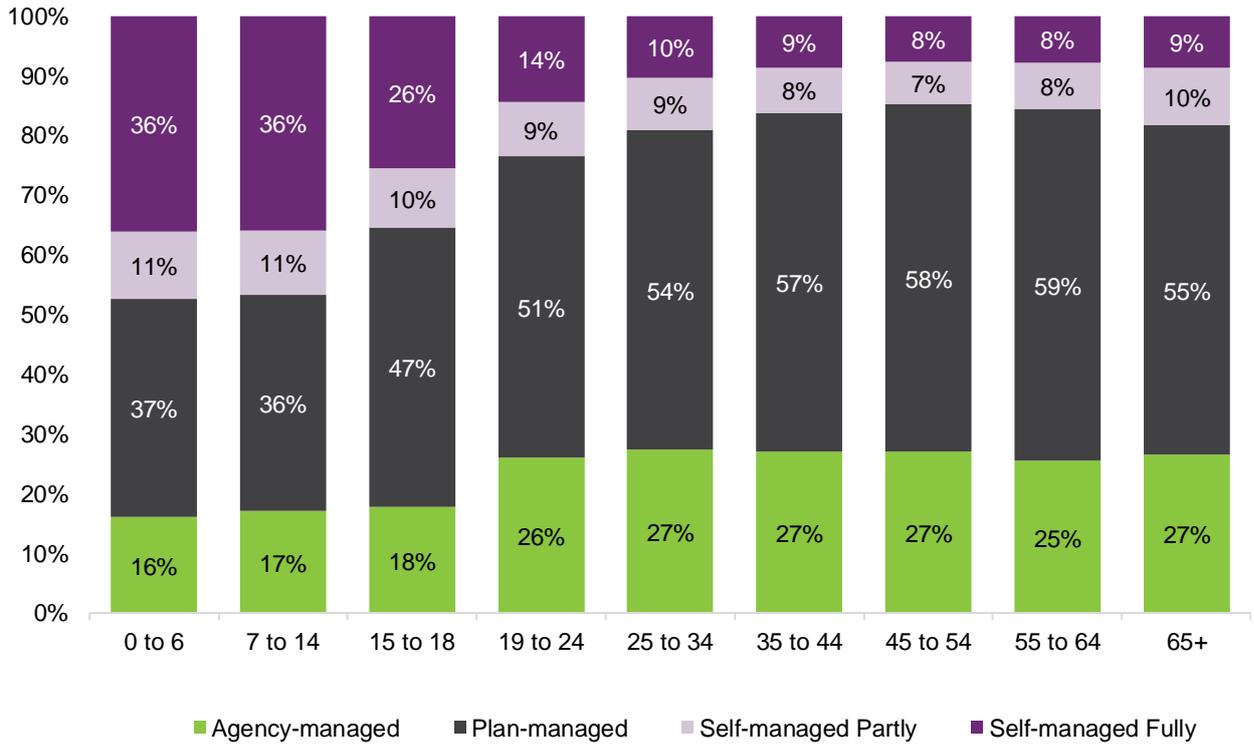
**Table E.59 AAT cases by open/closed and decision – National** <sup>63 64</sup>

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

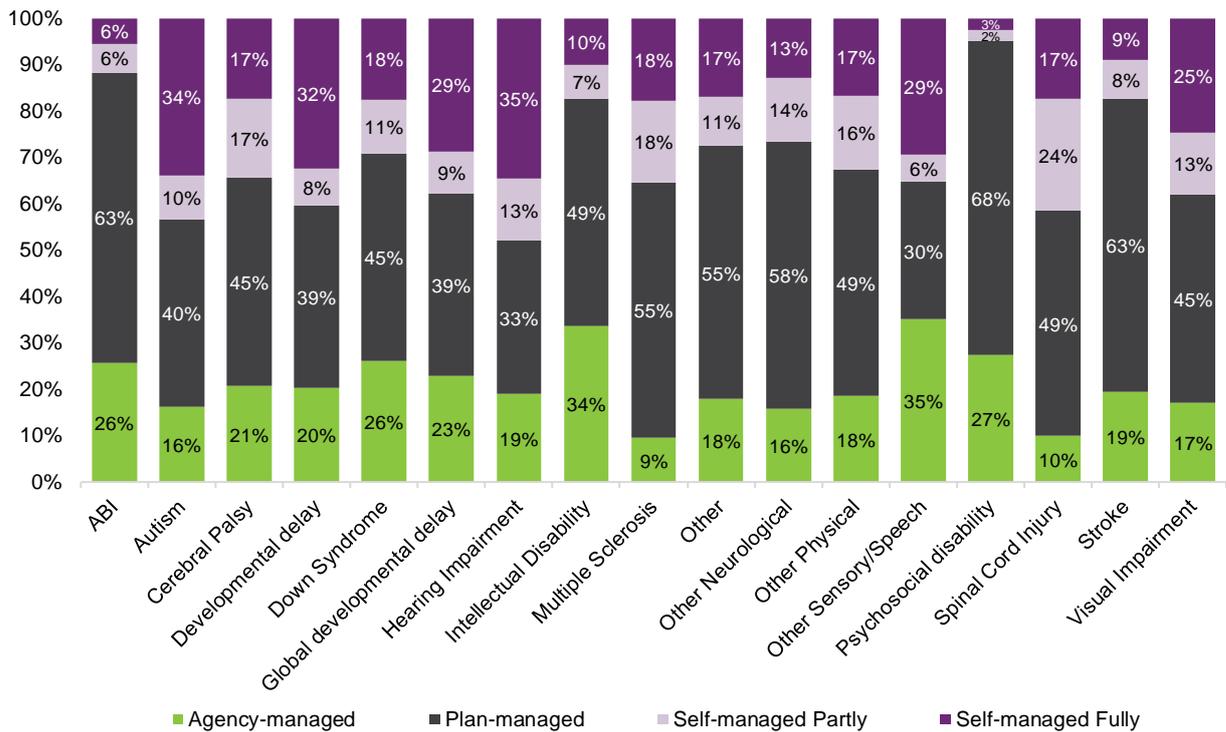
<sup>63</sup> Of the 83 cases which went to hearing and received a substantive decision: 39 affirmed the Agency’s decision, 15 varied the Agency’s decision and 29 set aside the Agency’s decision.

<sup>64</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

**Figure E.19 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – National** <sup>65 66</sup>



**Figure E.20 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – National** <sup>67 68</sup>



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

<sup>66</sup> 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.

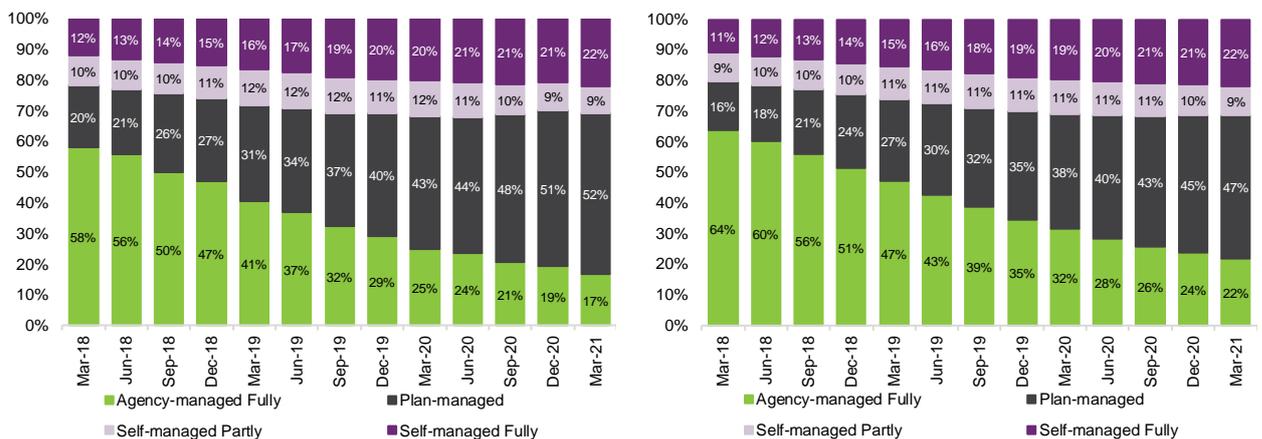
<sup>67</sup> For the total number of active participants in each primary disability group, see Table E.12.

<sup>68</sup> 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%	<b>22%</b>
Self-managed partly	10%	9%	<b>9%</b>
Plan-managed	45%	52%	<b>47%</b>
Agency-managed	23%	17%	<b>22%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

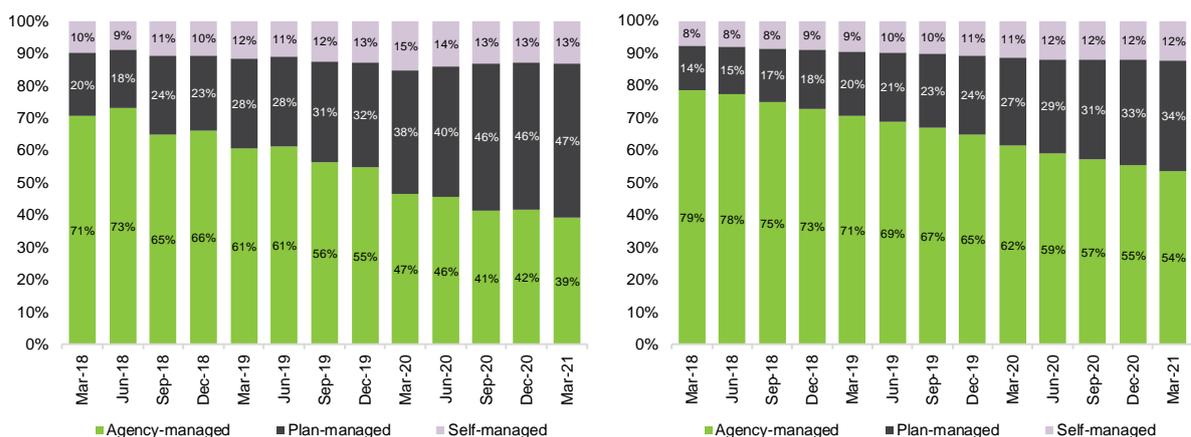
**Figure E.21 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National**<sup>70</sup>



**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%	<b>12%</b>
Plan-managed	33%	47%	<b>34%</b>
Agency-managed	55%	39%	<b>54%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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%	<b>42%</b>

<sup>69</sup> Ibid.

<sup>70</sup> 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 <sup>71</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>309,583</b>	<b>86%</b>	<b>18,505</b>	<b>85%</b>	<b>328,088</b>	<b>86%</b>
90 to 119 days	11,402	3%	566	3%	11,968	3%
120 days and over	30,560	8%	983	4%	31,543	8%
<b>Activated after 90 days</b>	<b>41,962</b>	<b>12%</b>	<b>1,549</b>	<b>7%</b>	<b>43,511</b>	<b>11%</b>
No payments	9,220	3%	1,804	8%	11,024	3%
<b>Total plans approved</b>	<b>360,765</b>	<b>100%</b>	<b>21,858</b>	<b>100%</b>	<b>382,623</b>	<b>100%</b>

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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>347,499</b>	<b>359,622</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	31,646	32,677	97%
Not CALD	310,444	321,312	97%
Not Stated	5,409	5,633	96%
<b>Total</b>	<b>347,499</b>	<b>359,622</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	235,645	243,409	97%
Regional	107,112	111,205	96%
Remote	4,705	4,969	95%
Missing	37	39	95%
<b>Total</b>	<b>347,499</b>	<b>359,622</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>347,499</b>	<b>359,622</b>	<b>97%</b>

<sup>71</sup> 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** <sup>72 73</sup>

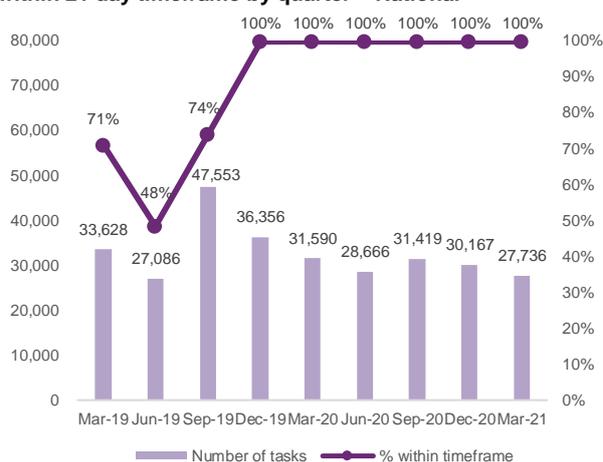
Plan utilisation	Total
0 to 50%	35%
50% to 75%	24%
> 75%	41%
<b>Total</b>	<b>100%</b>

**Table E.66 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>74</sup>

	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**

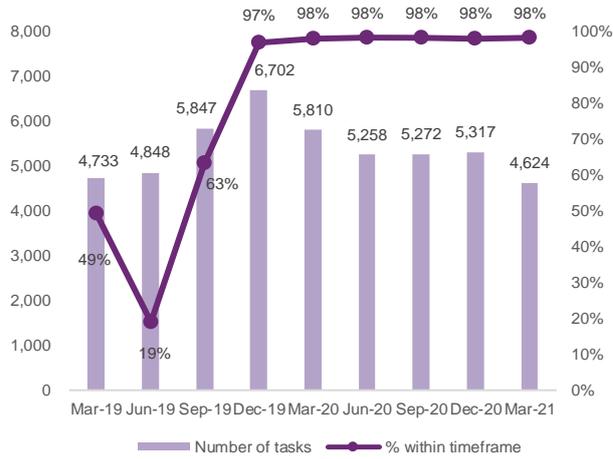


<sup>72</sup> This table only considers participants with initial plans approved up to 30 September 2020, and includes committed supports and payments for supports provided up to 31 December 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

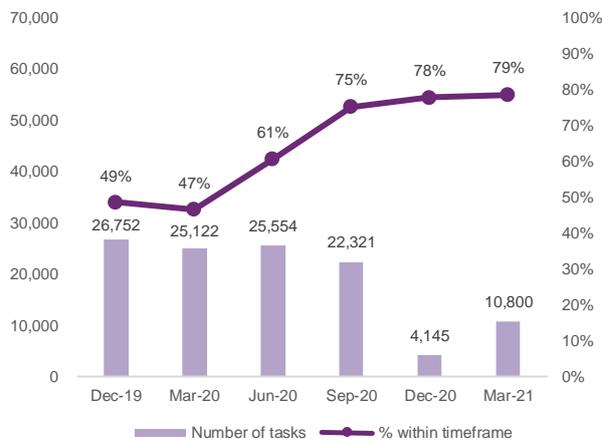
<sup>73</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>74</sup> 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 <sup>75</sup>**



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

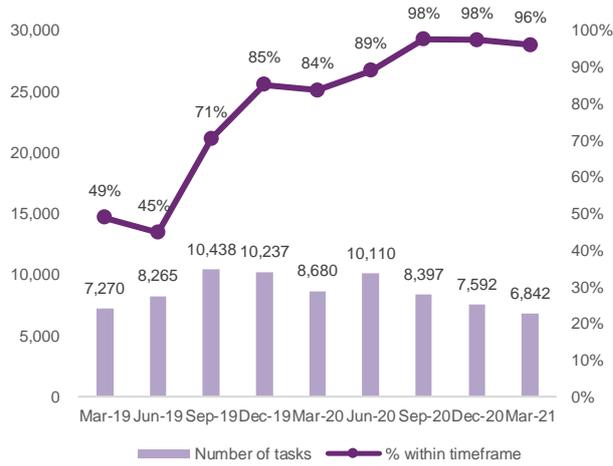


**Figure E.26 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National <sup>77</sup>**

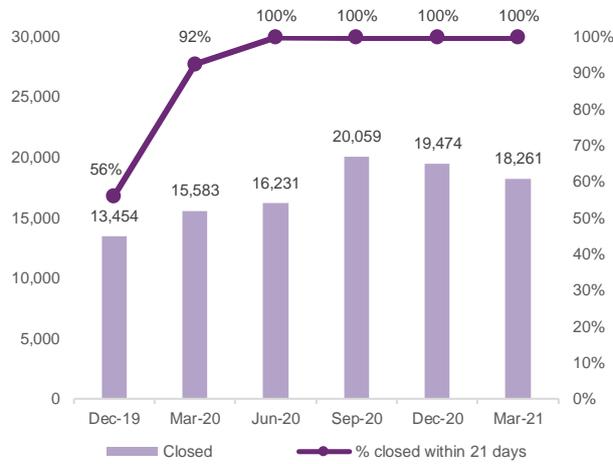


<sup>75</sup> The results for prior quarters have been restated using data as at 31 March 2021 due to a change in the way this metric is measured.  
<sup>76</sup> A new business process has been used to measure this metric since December 2020. The results subsequent to September 2020 are based on this new process.  
<sup>77</sup> 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.

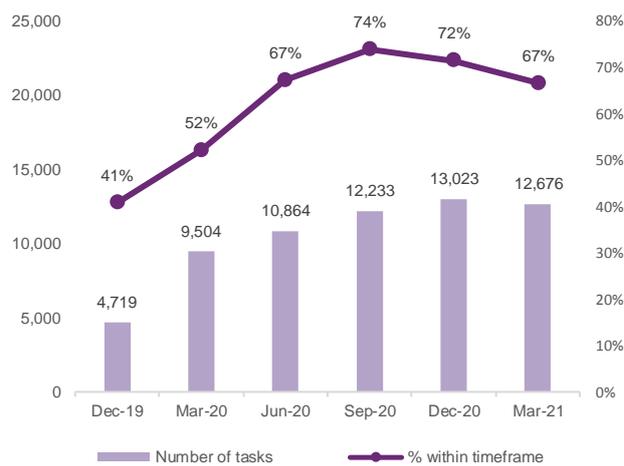
**Figure E.27 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National**



**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 <sup>78</sup>**

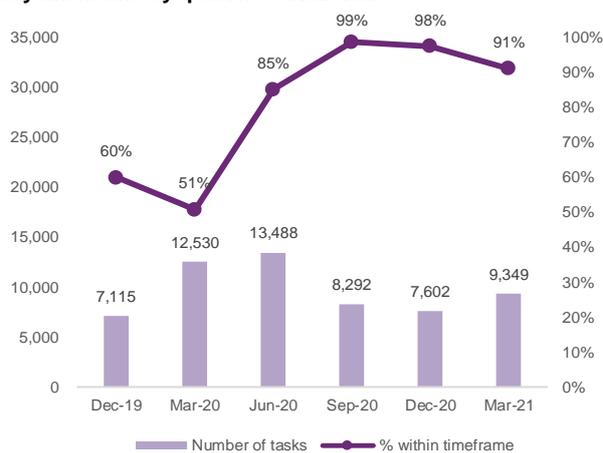


**Figure E.29 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National**

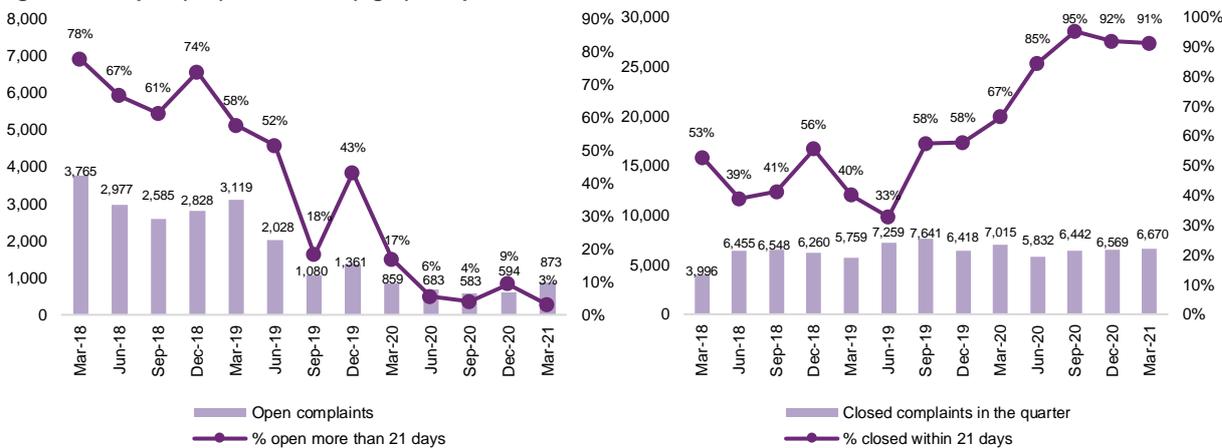


<sup>78</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

**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** <sup>79 80</sup>

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%		
<i>Daily Tasks/Shared Living (%)</i>	87%	89%
<i>Therapeutic Supports (%)</i>	94%	91%
<i>Participate Community (%)</i>	87%	86%
<i>Early Childhood Supports (%)</i>	89%	87%
<i>Assist Personal Activities (%)</i>	90%	87%

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

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
<b>Active in 2020-21 Q3</b>	<b>9,017</b>
Inactive in 2020-21 Q3	7,059
<b>Active ever</b>	<b>16,076</b>

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

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

<sup>81</sup> 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<sup>82</sup>**

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	1,160	68	1,228	6%
Specialist Disability Accommodation	298	26	324	9%
Vehicle Modifications	480	32	512	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,361	64	1,425	5%
Support Coordination	1,116	63	1,179	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	822	57	879	7%
Specialised Supported Employment	716	51	767	7%
<b>Total active providers</b>	<b>15,708</b>	<b>368</b>	<b>16,076</b>	<b>2%</b>

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

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	422	68	490	14%
Specialist Disability Accommodation	224	26	250	10%
Vehicle Modifications	152	32	184	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	939	64	1,003	6%
Support Coordination	546	63	609	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	464	57	521	11%
Specialised Supported Employment	540	51	591	9%
<b>Total</b>	<b>8,649</b>	<b>368</b>	<b>9,017</b>	<b>4%</b>

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	212	791	1,003	21%	79%	100%
Support Coordination	99	510	609	16%	84%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>2,816</b>	<b>6,201</b>	<b>9,017</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

**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** <sup>83</sup>



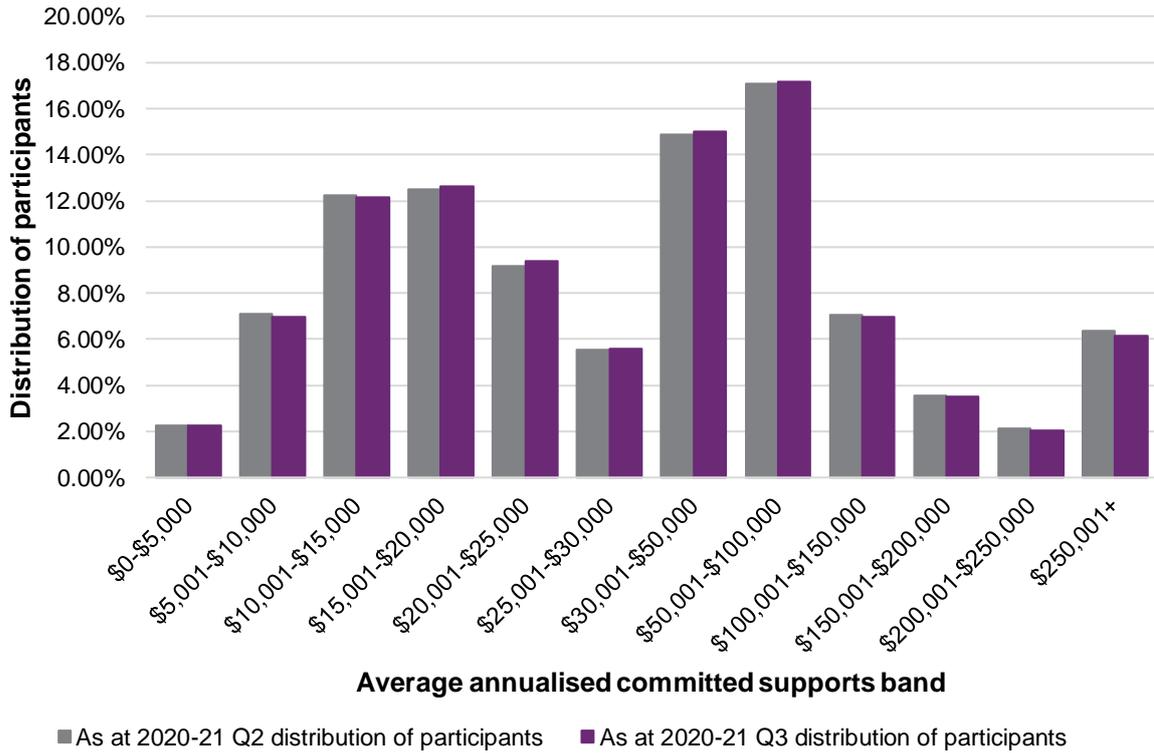
## Part Five: Financial sustainability

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

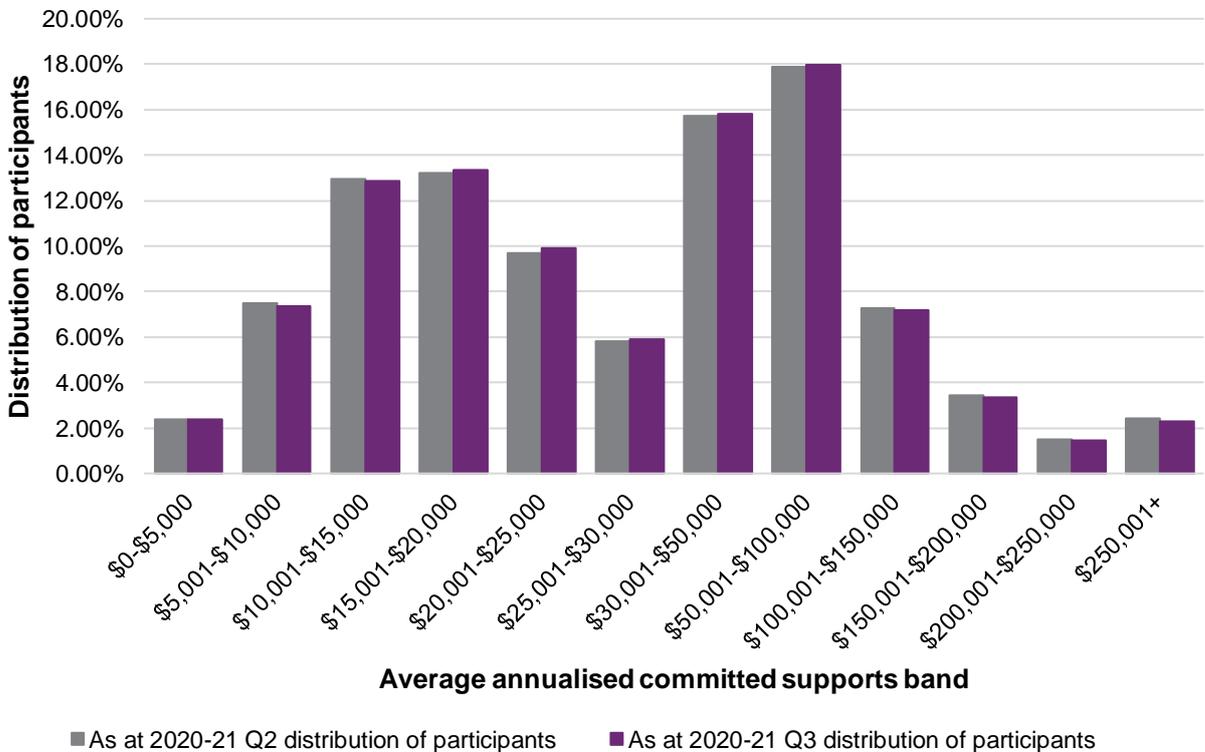
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	132.7	496.7	939.4	3,233.5	7,740.7	14,560.9	24,571.9	23,615.5

<sup>83</sup> 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.

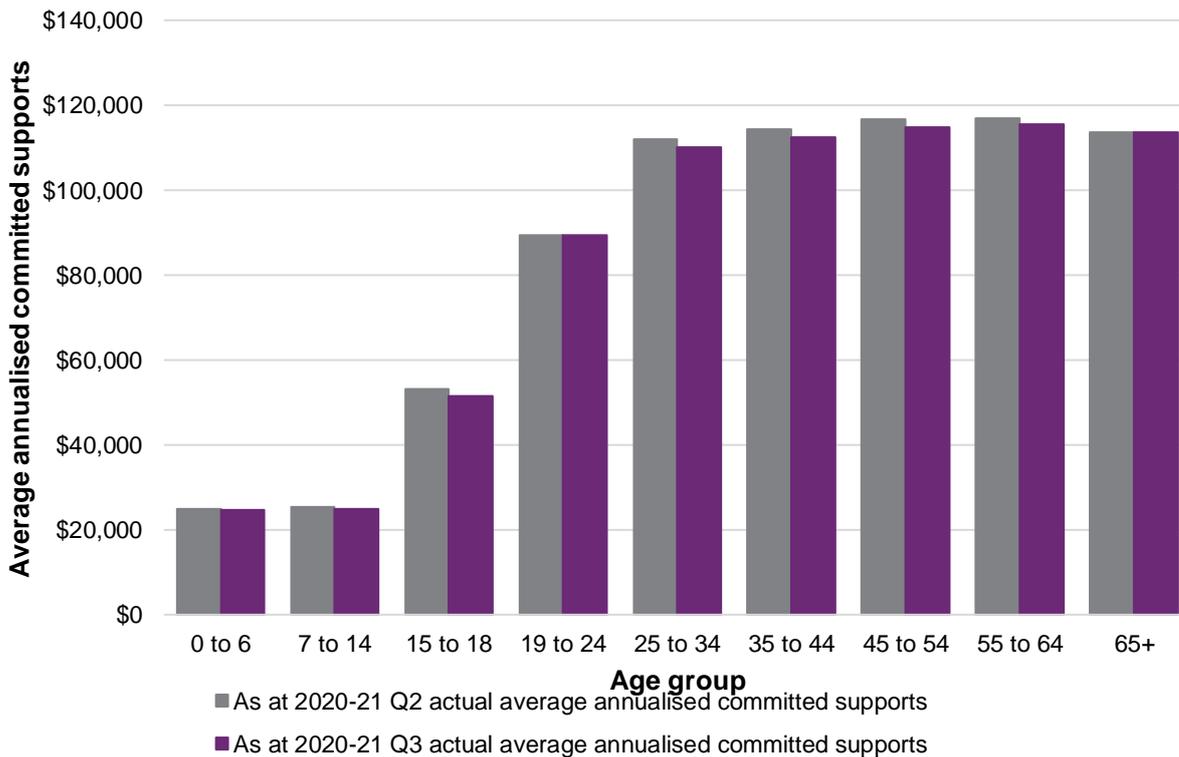
**Figure E.33 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National**



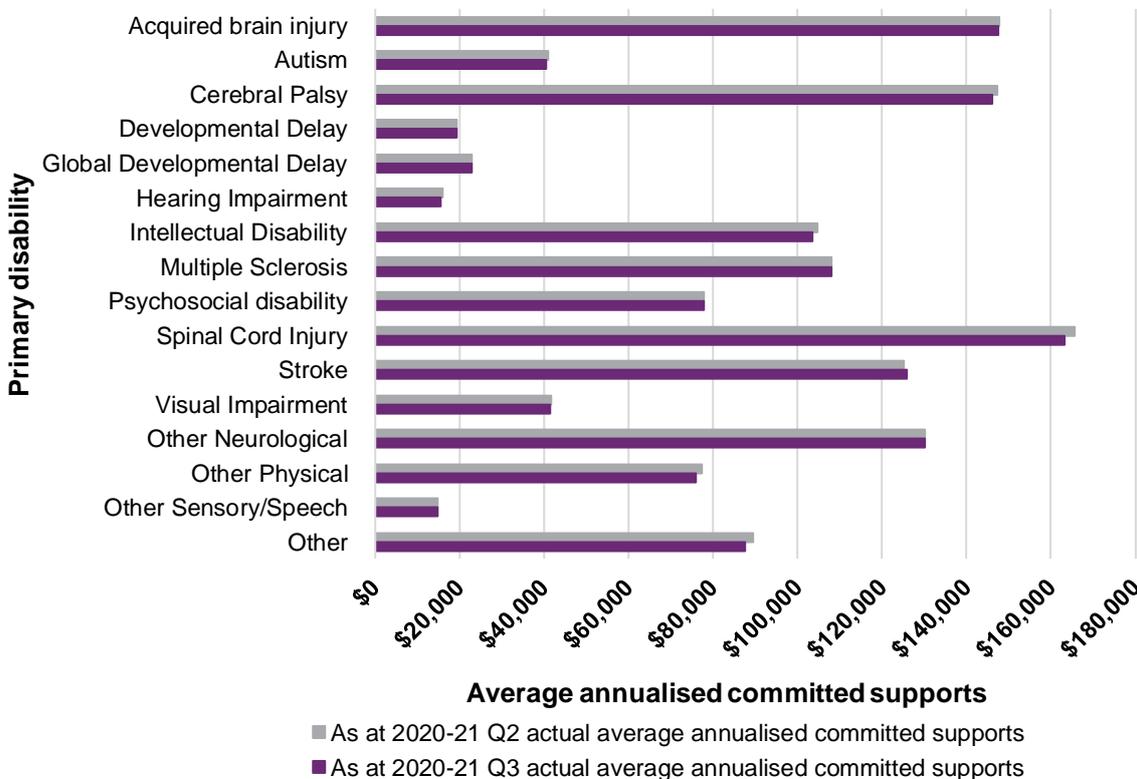
**Figure E.34 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National**



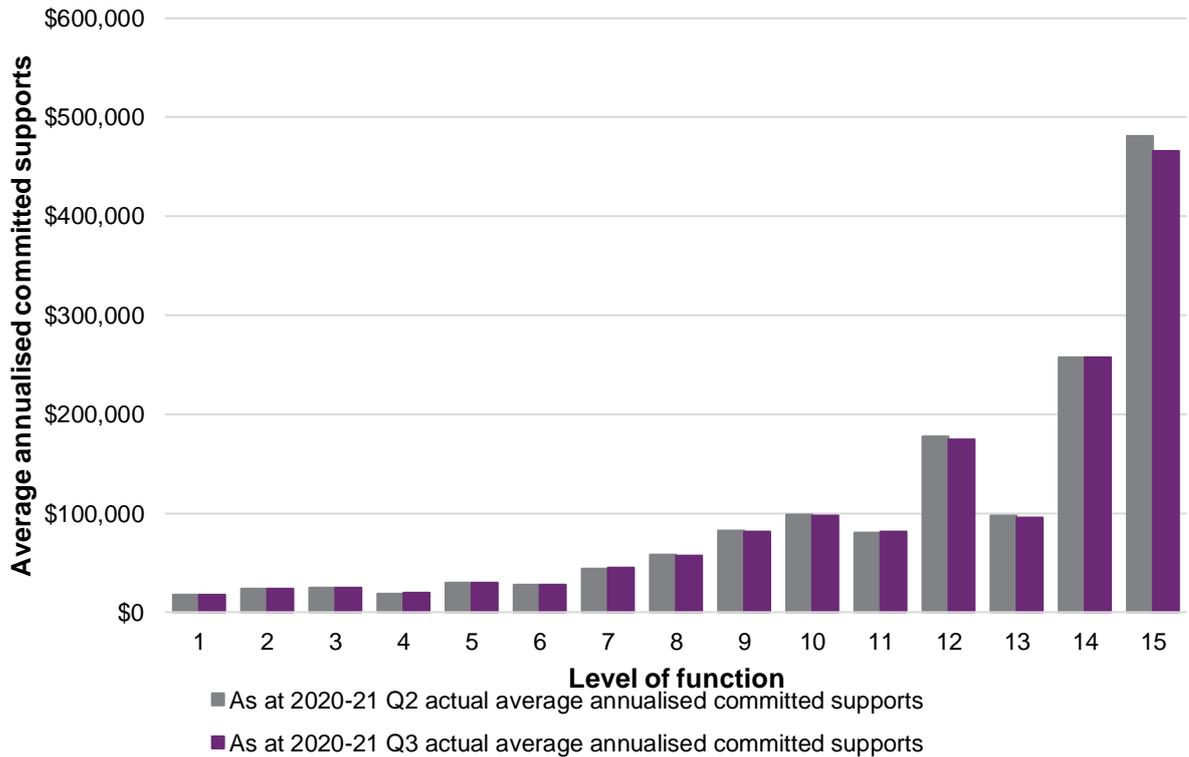
**Figure E.35 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National**



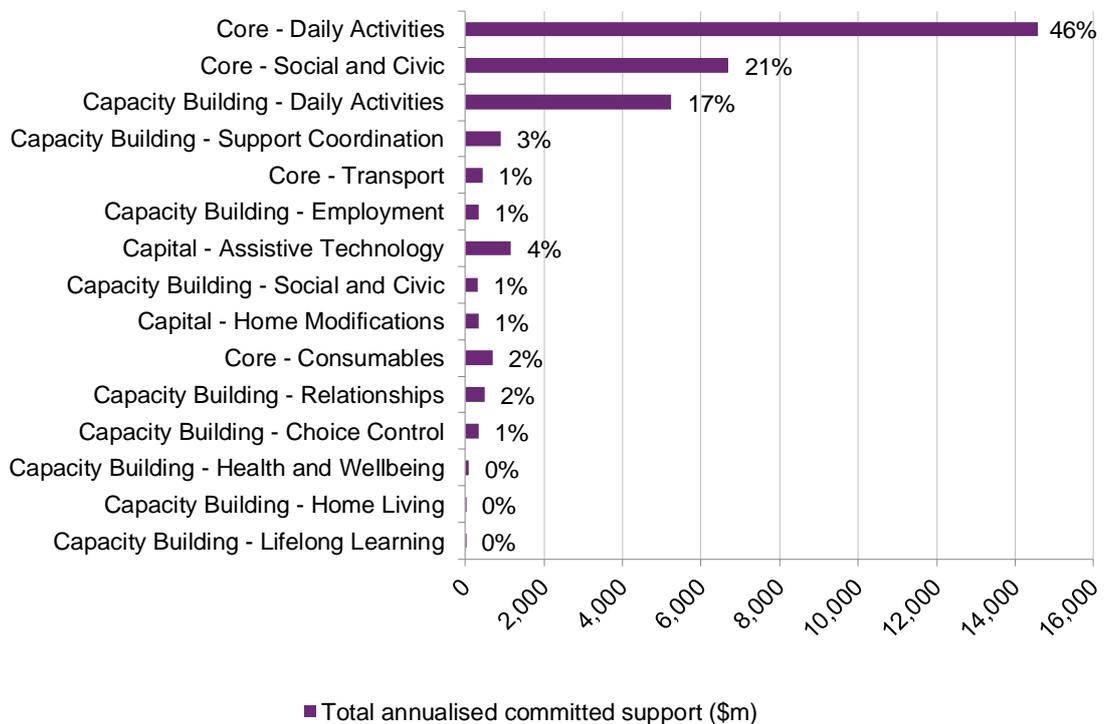
**Figure E.36 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – National**



**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**



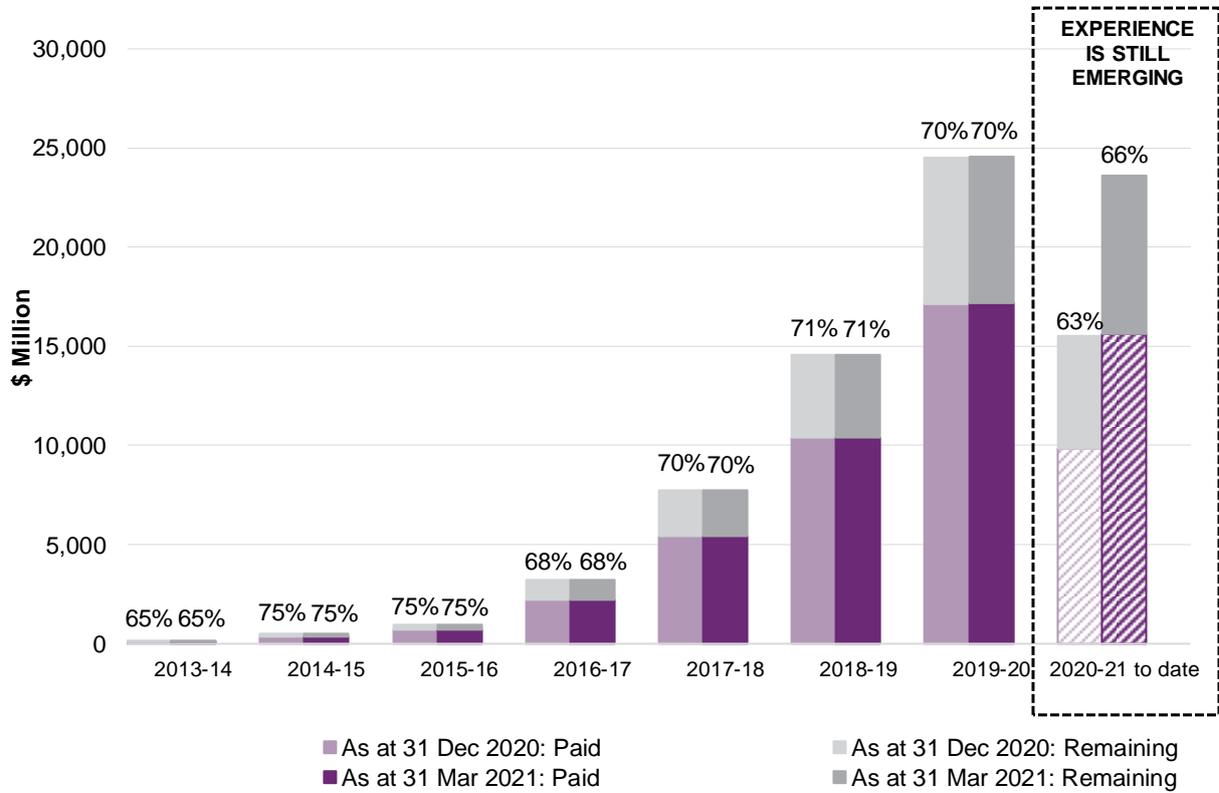
**Figure E.38 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National**



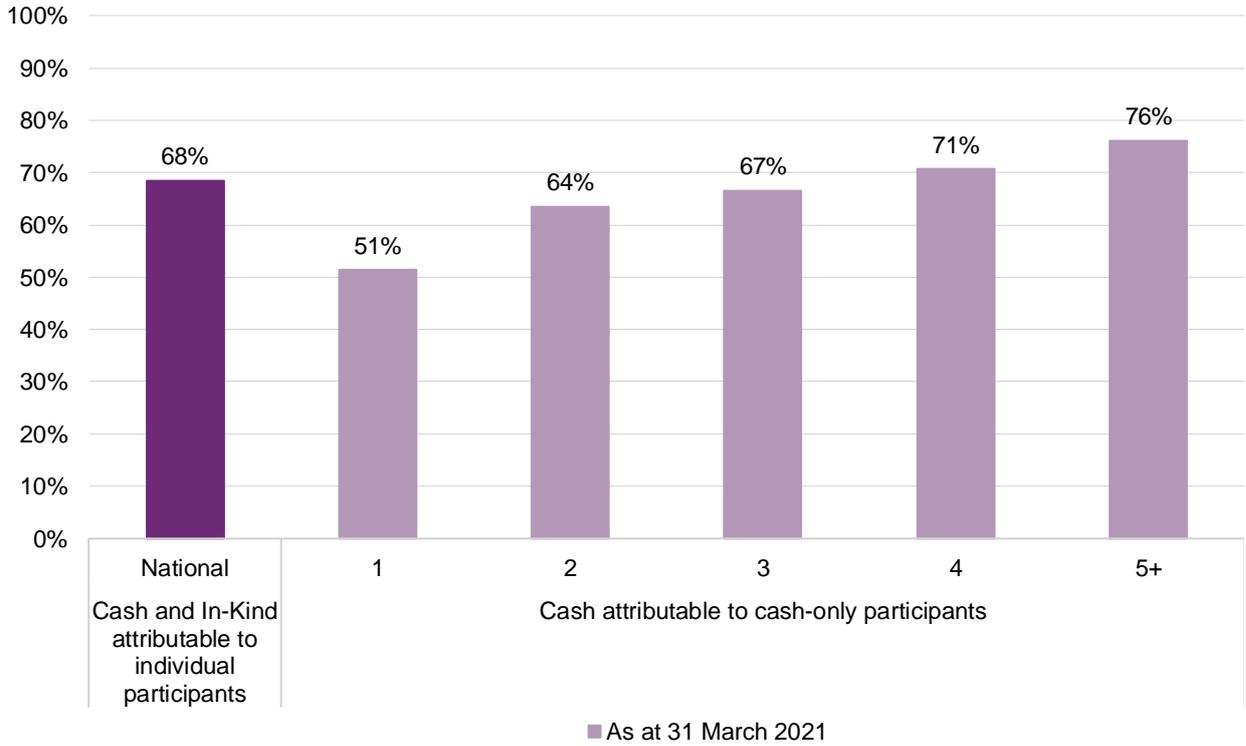
**Table E.74 Payments by financial year in which support was provided, compared to committed supports (\$m) – National**

	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%

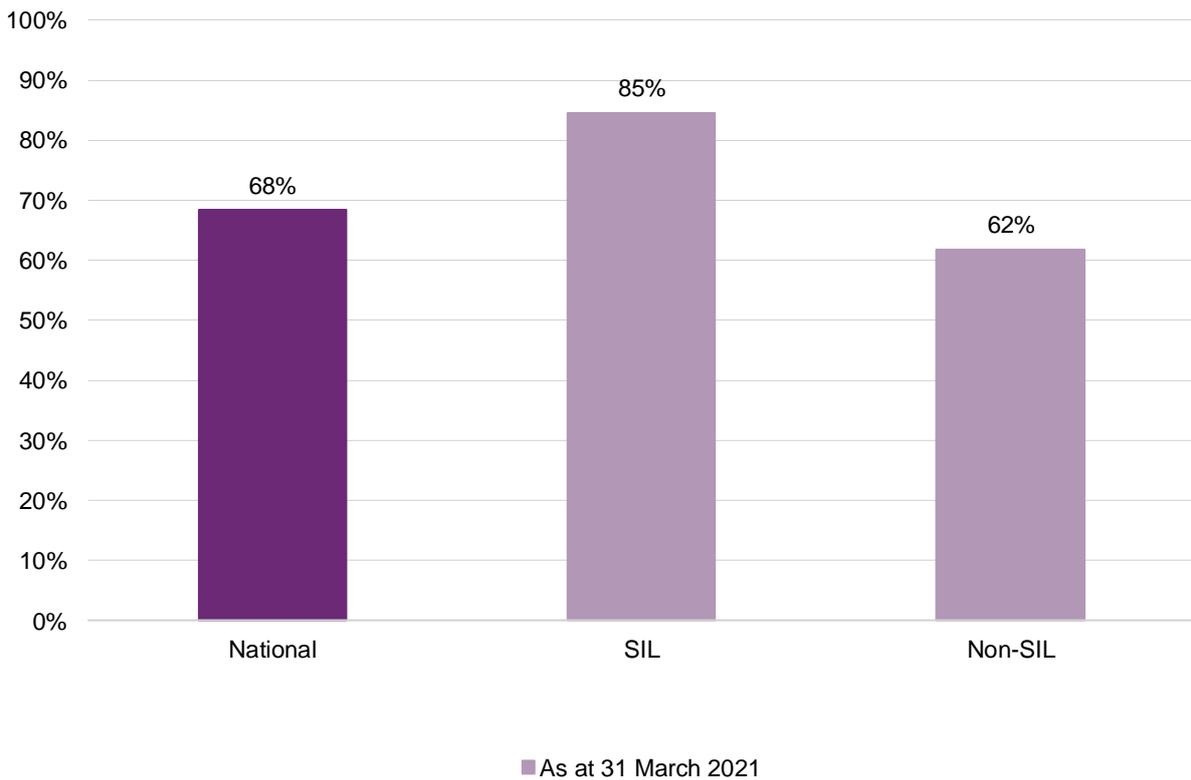
**Figure E.39 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – National**



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



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



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

<sup>85</sup> 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 <sup>86</sup>

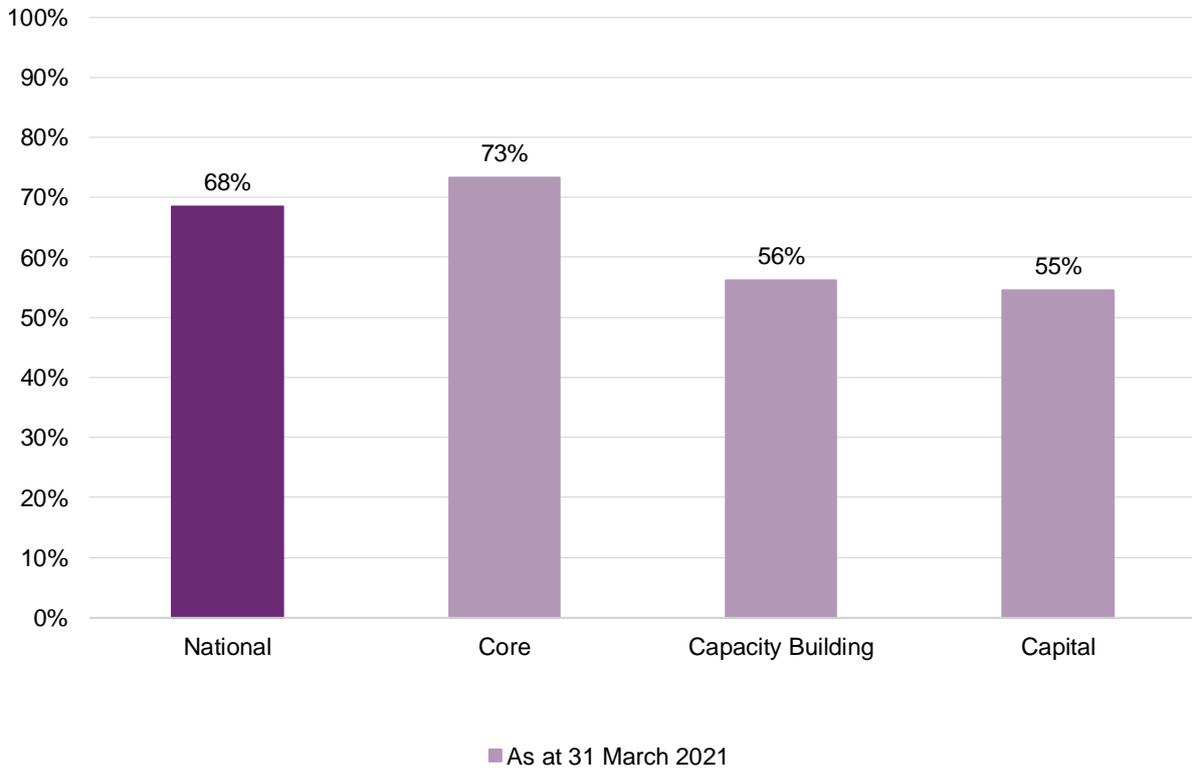
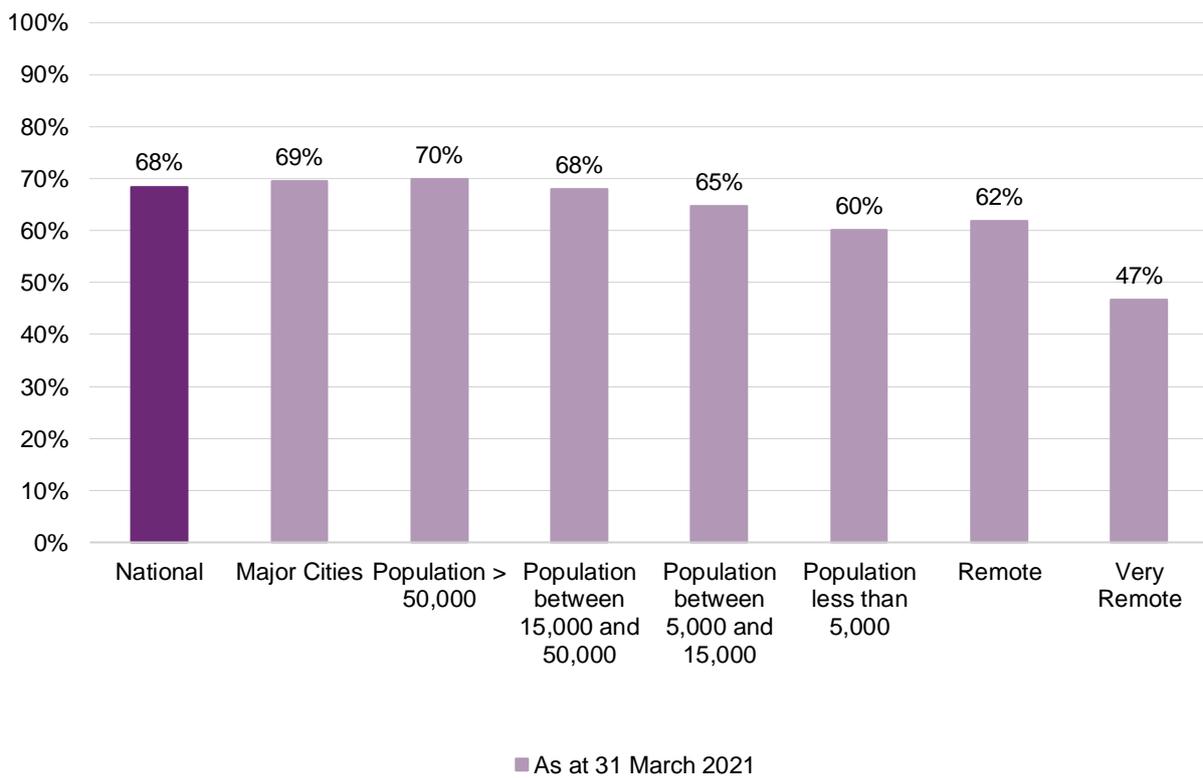


Figure E.43 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – National <sup>87</sup>



<sup>86</sup> Ibid.

<sup>87</sup> Ibid.

# Appendix F: New South Wales

## Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>88</sup>

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

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

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>174,400</b>	<b>7,449</b>	<b>181,849</b>
<b>Active Eligible</b>	<b>137,739</b>	<b>5,327</b>	<b>143,066</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>134,699</b>	<b>5,522</b>	<b>140,221</b>
<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
<b>Active Participant Plans</b>	<b>137,877</b>	<b>9,505</b>	<b>144,204</b>
<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
<b>Total participant exits</b>	<b>6,256</b>
<i>Early Intervention participants</i>	837
<i>Permanent disability participants</i>	5,419

<sup>88</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>89</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table F.4 Cumulative numbers of active participants by services previously received – New South Wales** <sup>90 91</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	51,308	9,372	23,614	3,578	87,872
End of 2018-19	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** <sup>92 93 94 95</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	12,414	71,880	3,578	87,872
End of 2018-19	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** <sup>96</sup>

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	
<b>Total</b>	<b>146,954</b>	<b>84%</b>	<b>5,358</b>	<b>72%</b>	<b>152,312</b>	<b>84%</b>

<sup>90</sup> This table shows the total numbers of active participants at the end of each period.

<sup>91</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>92</sup> This table shows the total numbers of active participants at the end of each period.

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

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

<sup>95</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>96</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher 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 <sup>97</sup>

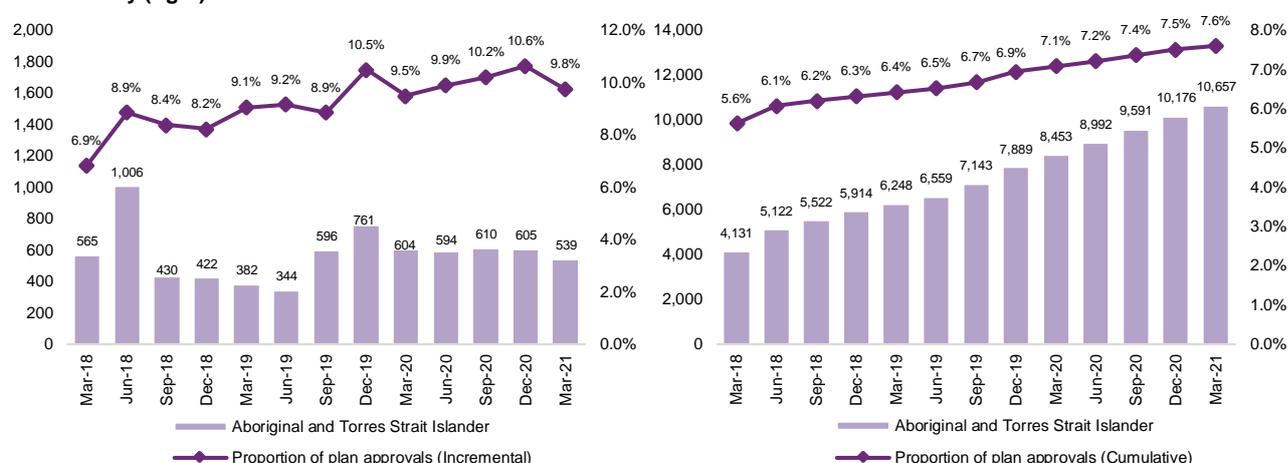
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	4,472	92%	141	88%	4,613	92%
Autism	43,998	96%	1,383	96%	45,381	96%
Cerebral 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%
<b>Total</b>	<b>146,954</b>	<b>84%</b>	<b>5,358</b>	<b>72%</b>	<b>152,312</b>	<b>84%</b>

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

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

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

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



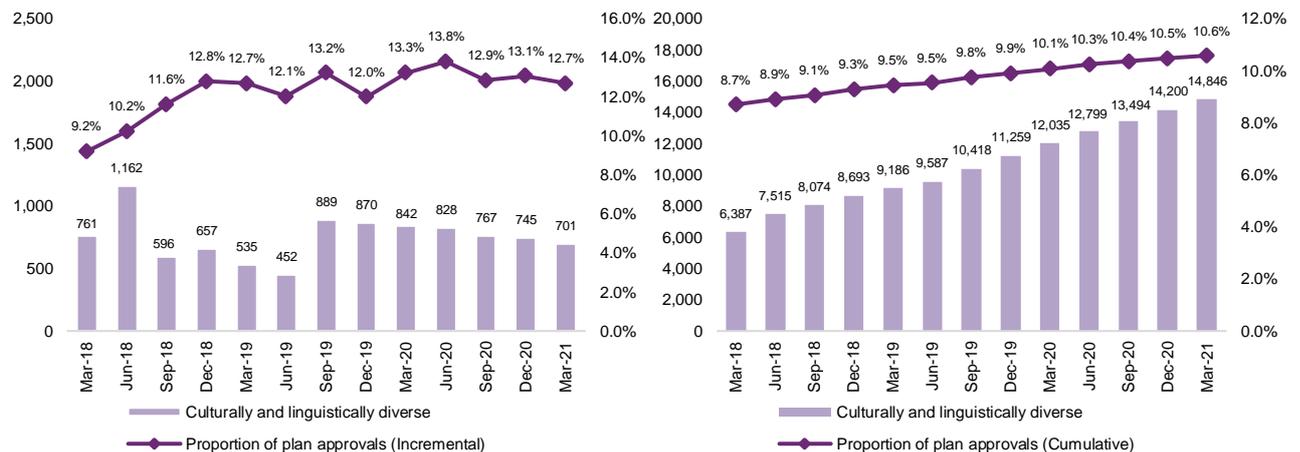
<sup>97</sup> Ibid.

<sup>98</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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**

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

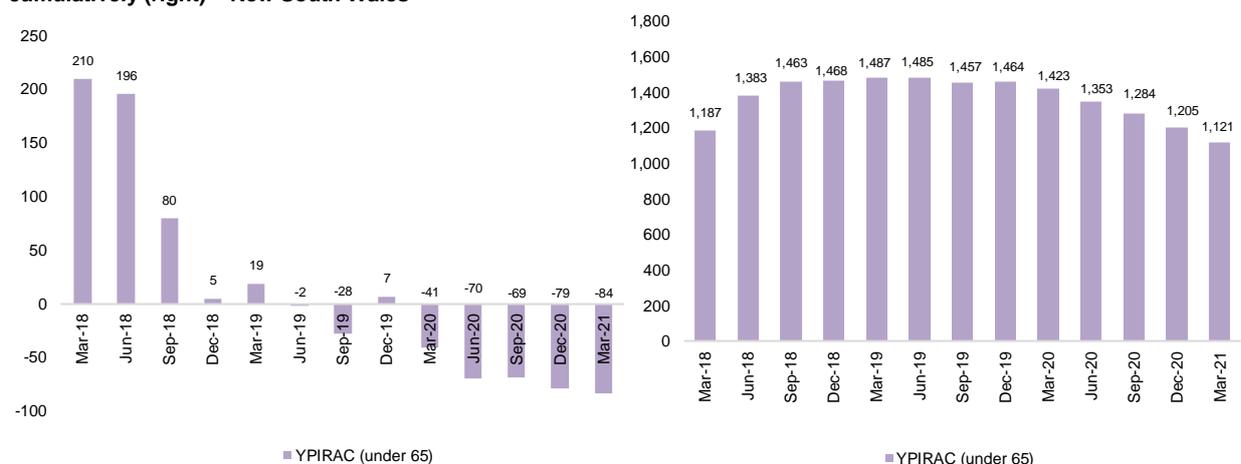
**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales<sup>99</sup>**



**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 Wales<sup>100</sup>**

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

**Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales<sup>101</sup>**



<sup>99</sup> Ibid.

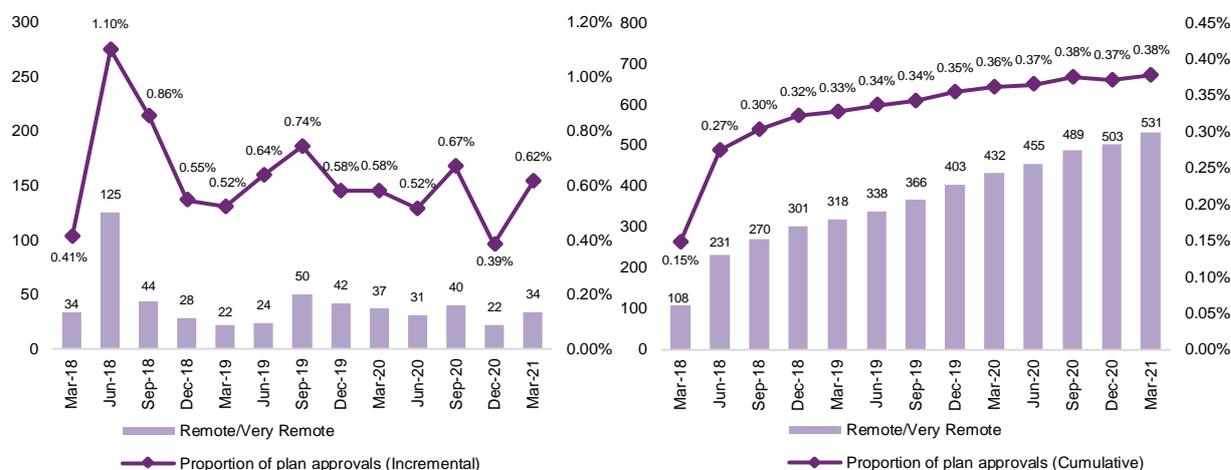
<sup>100</sup> There are a further 681 active participants aged 65 years or over who are currently in residential aged care.

<sup>101</sup> 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 <sup>102 103</sup>

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	
<b>Total</b>	<b>134,699</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>	<b>140,221</b>	<b>100%</b>

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



<sup>102</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

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

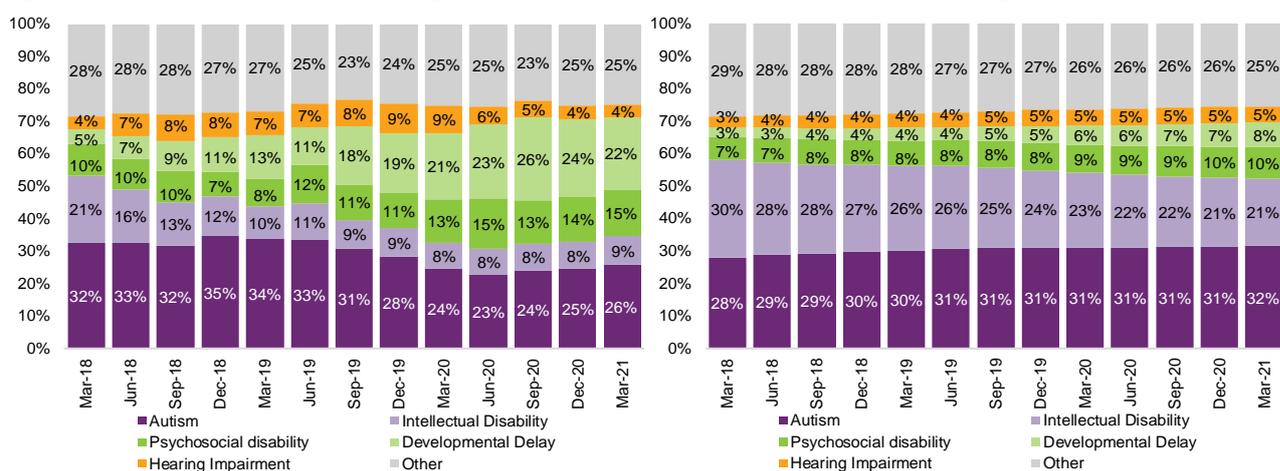
<sup>104</sup> Ibid.

<sup>105</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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 <sup>106 107 108</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>134,699</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>	<b>140,221</b>	<b>100%</b>

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



<sup>106</sup> Table order based on national proportions (highest to lowest).

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

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

<sup>109</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>110</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>134,699</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>	<b>140,221</b>	<b>100%</b>

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



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

Age Group	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>134,699</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>	<b>140,221</b>	<b>100%</b>

<sup>110</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>111</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>112</sup>

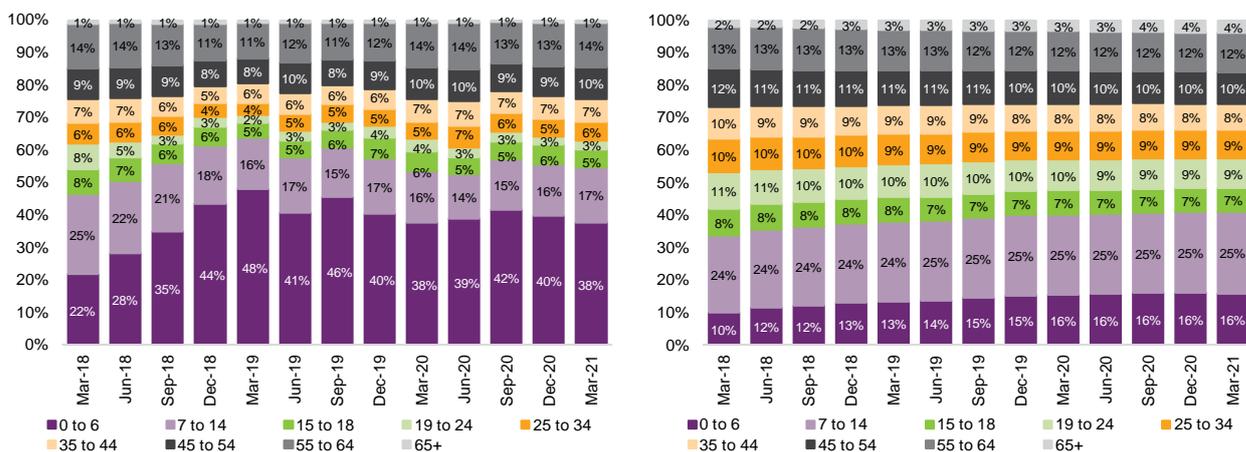


Table F.15 Participant profile per quarter by gender – New South Wales

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%
<b>Total</b>	<b>134,699</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>	<b>140,221</b>	<b>100%</b>

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

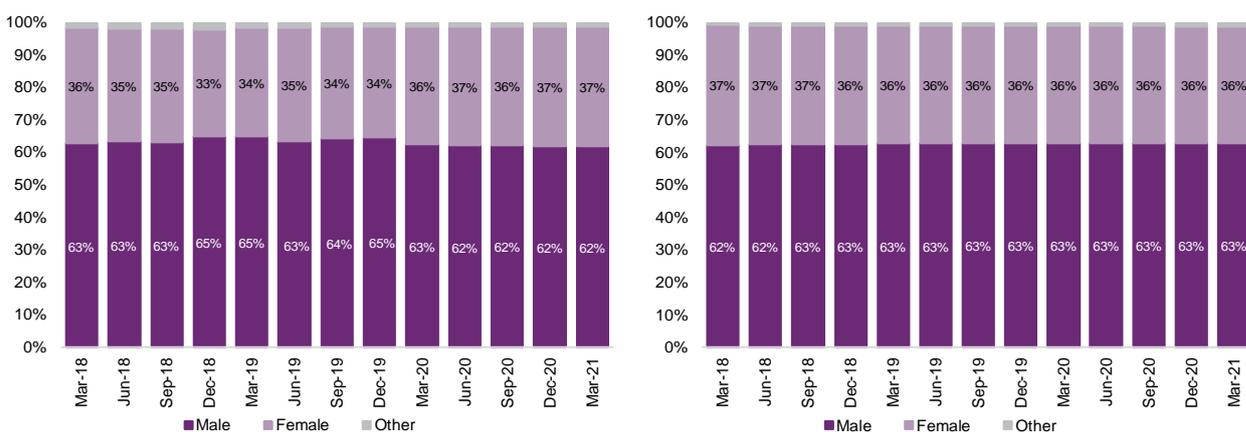


Table F.16 Participation rates by age group – New South Wales <sup>114</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.01%</b>

<sup>112</sup> Ibid.

<sup>113</sup> Ibid.

<sup>114</sup> 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 <sup>115</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>30,644</b>	<b>38,842</b>	<b>17,470</b>	<b>25,679</b>	<b>16,940</b>	<b>129,575</b>
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
<b>Total Family</b>	<b>11,416</b>	<b>24,264</b>	<b>13,298</b>	<b>18,622</b>	<b>11,898</b>	<b>79,498</b>
<b>Total</b>	<b>42,060</b>	<b>63,106</b>	<b>30,768</b>	<b>44,301</b>	<b>28,838</b>	<b>209,073</b>

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%

<sup>115</sup> 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 Wales<sup>116</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	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%

<sup>116</sup> 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 Wales<sup>117</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	95%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	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%

<sup>117</sup> 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**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	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**

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?	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 <sup>118</sup>**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	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%

<sup>118</sup> 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 Wales**<sup>119</sup>

	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%

<sup>119</sup> 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 <sup>120</sup>**

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 <sup>121</sup>**

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%	

<sup>120</sup> 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.

<sup>121</sup> 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 <sup>122</sup>**

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 <sup>123</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,006	3,090	2,131	686	1,077	3,183	1,561	985	<b>4,109</b>
Autism	5,843	38,027	12,076	14,258	18,291	24,628	2,498	6,481	<b>44,223</b>
Cerebral Palsy	1,100	4,513	2,815	1,054	1,286	3,457	1,180	902	<b>5,360</b>
Developmental Delay	653	9,860	2,535	5,277	3,738	3,214	10	7	<b>10,606</b>
Down Syndrome	703	3,052	1,611	871	1,083	2,735	771	951	<b>3,722</b>
Global Developmental Delay	194	2,874	829	1,585	1,152	930	5	1	<b>3,092</b>
Hearing Impairment	1,197	5,824	1,310	1,701	1,053	2,591	572	1,381	<b>7,028</b>
Intellectual Disability	5,371	19,672	9,524	6,137	8,444	17,946	5,859	8,287	<b>25,371</b>
Multiple Sclerosis	552	2,018	1,627	177	346	1,547	800	378	<b>2,381</b>
Psychosocial disability	2,809	9,801	7,599	2,876	3,466	10,654	4,785	4,137	<b>13,673</b>
Spinal Cord Injury	451	1,442	1,019	174	217	1,155	553	433	<b>1,680</b>
Stroke	569	1,951	1,267	290	383	1,741	858	365	<b>2,376</b>
Visual Impairment	681	2,524	924	666	363	1,853	614	681	<b>2,885</b>
Other Neurological	1,294	4,891	3,393	804	1,240	4,401	2,150	825	<b>6,153</b>
Other Physical	1,162	4,739	2,937	611	627	3,125	1,450	1,005	<b>5,547</b>
Other Sensory/Speech	117	920	207	374	369	390	16	53	<b>1,083</b>
Other	174	784	430	155	177	576	240	158	<b>932</b>
<b>Total</b>	<b>23,876</b>	<b>115,982</b>	<b>52,234</b>	<b>37,696</b>	<b>43,312</b>	<b>84,126</b>	<b>23,922</b>	<b>27,030</b>	<b>140,221</b>

<sup>122</sup> 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.

<sup>123</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.45 Number of goals in active plans by goal type and primary disability – New South Wales** <sup>124</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,172	5,535	2,581	825	1,185	3,876	1,681	1,040	<b>17,895</b>
Autism	6,920	99,726	15,183	20,187	21,813	29,729	2,616	6,890	<b>203,064</b>
Cerebral Palsy	1,331	10,518	3,597	1,361	1,422	4,311	1,265	953	<b>24,758</b>
Developmental Delay	739	34,368	3,211	7,852	4,382	3,619	10	7	<b>54,188</b>
Down Syndrome	837	6,833	1,906	1,159	1,256	3,521	817	989	<b>17,318</b>
Global Developmental Delay	219	10,109	1,060	2,391	1,369	1,044	5	1	<b>16,198</b>
Hearing Impairment	1,421	11,637	1,544	2,169	1,179	2,979	597	1,446	<b>22,972</b>
Intellectual Disability	6,329	38,671	11,474	7,888	9,759	22,399	6,190	8,718	<b>111,428</b>
Multiple Sclerosis	634	3,837	2,149	202	370	1,760	890	391	<b>10,233</b>
Psychosocial disability	3,233	15,994	9,365	3,349	3,792	12,587	5,085	4,301	<b>57,706</b>
Spinal Cord Injury	561	2,852	1,276	194	225	1,385	609	451	<b>7,553</b>
Stroke	677	3,972	1,590	324	408	2,023	939	387	<b>10,320</b>
Visual Impairment	856	5,453	1,083	829	390	2,228	662	720	<b>12,221</b>
Other Neurological	1,527	9,829	4,312	984	1,359	5,162	2,343	861	<b>26,377</b>
Other Physical	1,396	9,865	3,745	742	674	3,641	1,626	1,057	<b>22,746</b>
Other Sensory/Speech	136	2,262	249	520	428	440	18	56	<b>4,109</b>
Other	199	1,685	556	192	197	681	260	166	<b>3,936</b>
<b>Total</b>	<b>28,187</b>	<b>273,146</b>	<b>64,881</b>	<b>51,168</b>	<b>50,208</b>	<b>101,385</b>	<b>25,613</b>	<b>28,434</b>	<b>623,022</b>

**Table F.46 Number of active plans by goal type and age group – New South Wales** <sup>125</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,319	20,675	5,841	11,483	8,267	6,820	14	1	<b>22,311</b>
7 to 14	3,925	31,215	8,713	10,614	14,267	17,288	510	304	<b>35,259</b>
15 to 18	1,987	8,435	3,341	2,920	3,990	7,171	740	3,069	<b>10,311</b>
19 to 24	2,966	9,826	4,375	3,362	3,406	8,861	2,708	7,128	<b>12,739</b>
25 to 34	2,966	9,521	5,377	2,625	3,186	8,927	3,543	5,126	<b>12,277</b>
35 to 44	2,619	8,657	5,677	2,038	2,791	8,339	3,573	4,100	<b>11,303</b>
45 to 54	3,165	10,497	7,158	2,169	3,237	10,119	4,641	3,902	<b>13,735</b>
55 to 64	3,752	13,097	8,833	1,998	3,208	12,540	6,002	2,898	<b>16,823</b>
65+	1,177	4,059	2,919	487	960	4,061	2,191	502	<b>5,463</b>
<b>Total</b>	<b>23,876</b>	<b>115,982</b>	<b>52,234</b>	<b>37,696</b>	<b>43,312</b>	<b>84,126</b>	<b>23,922</b>	<b>27,030</b>	<b>140,221</b>

<sup>124</sup> 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.

<sup>125</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.47 Number of goals in active plans by goal type and age group – New South Wales** <sup>126</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,507	72,922	7,571	17,474	9,818	7,652	15	1	<b>116,960</b>
7 to 14	4,629	83,708	11,107	15,029	17,098	20,855	528	308	<b>153,262</b>
15 to 18	2,416	16,861	4,131	3,762	4,661	8,758	783	3,214	<b>44,586</b>
19 to 24	3,494	17,855	5,113	4,100	3,799	10,681	2,831	7,611	<b>55,484</b>
25 to 34	3,582	17,058	6,399	3,110	3,604	10,981	3,778	5,416	<b>53,928</b>
35 to 44	3,101	15,323	7,026	2,407	3,118	10,220	3,807	4,303	<b>49,305</b>
45 to 54	3,688	18,415	9,000	2,480	3,582	12,342	5,022	4,053	<b>58,582</b>
55 to 64	4,411	23,766	10,941	2,267	3,501	14,994	6,478	3,009	<b>69,367</b>
65+	1,359	7,238	3,593	539	1,027	4,902	2,371	519	<b>21,548</b>
<b>Total</b>	<b>28,187</b>	<b>273,146</b>	<b>64,881</b>	<b>51,168</b>	<b>50,208</b>	<b>101,385</b>	<b>25,613</b>	<b>28,434</b>	<b>623,022</b>

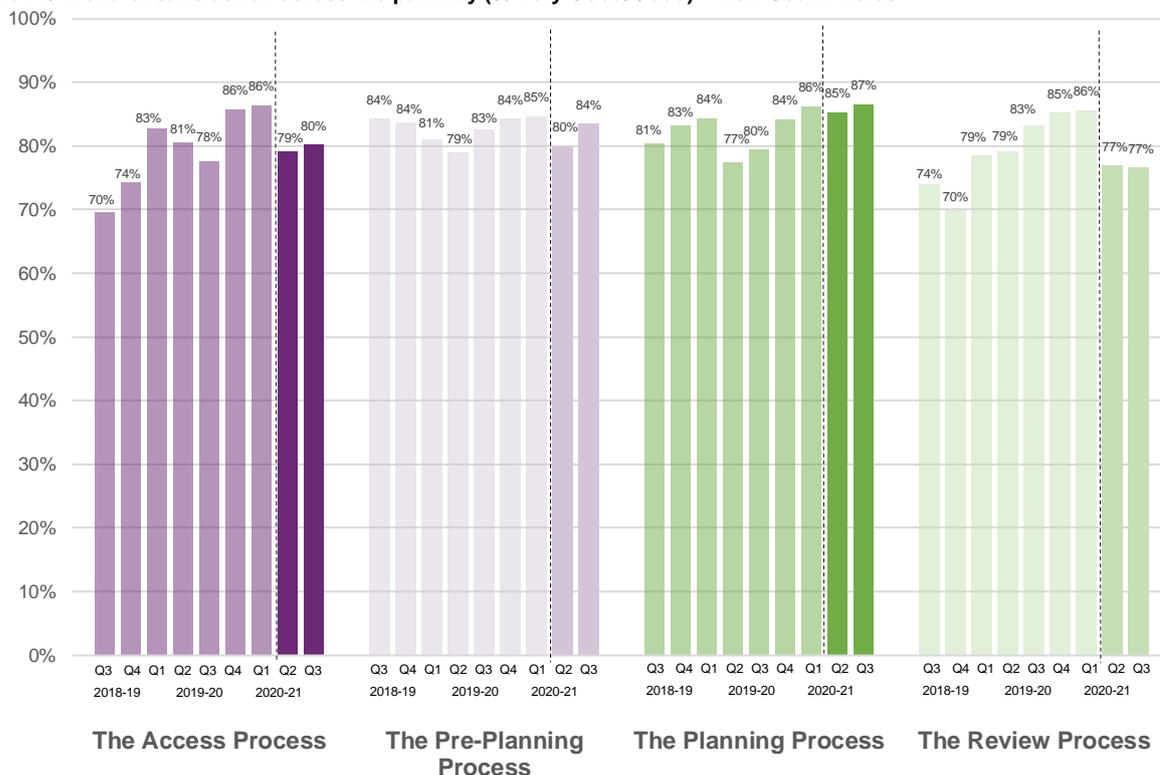
<sup>126</sup> Participants have set over six million goals in total across Australia since July 2016. The 623,022 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

**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 Wales** <sup>127</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 241</b>	<b>n = 259</b>
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%
<b>Pre-planning</b>	<b>n = 286</b>	<b>n = 219</b>
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%
<b>Planning</b>	<b>n = 1,319</b>	<b>n = 1,148</b>
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%
<b>Plan review</b>	<b>n = 4,043</b>	<b>n = 3,777</b>
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%

<sup>127</sup> 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.

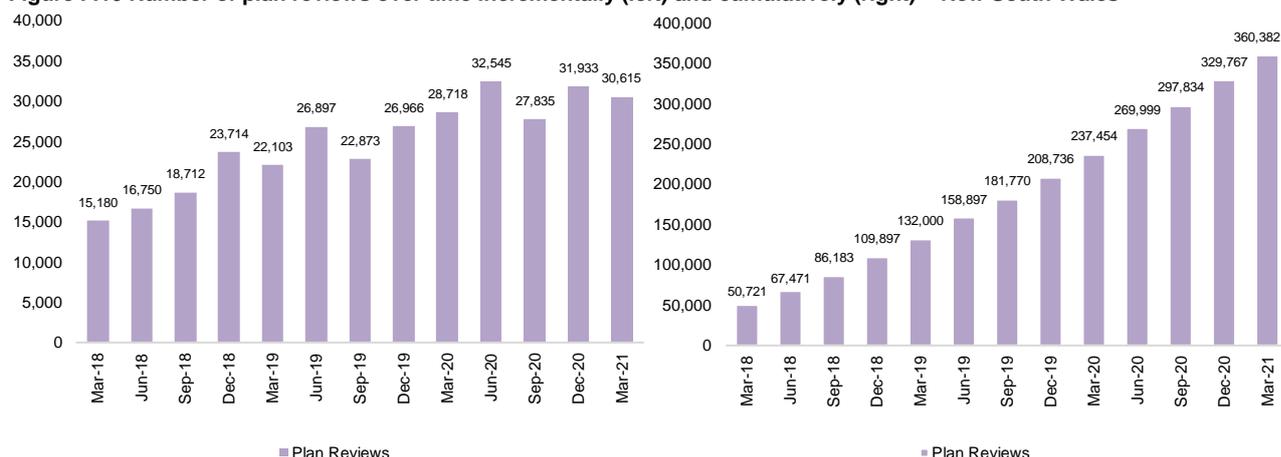
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>128 129</sup>



**Table F.49 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales** <sup>130</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>329,767</b>	<b>30,615</b>	<b>360,382</b>
<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**



<sup>128</sup> 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.

<sup>129</sup> 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.

<sup>130</sup> 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.

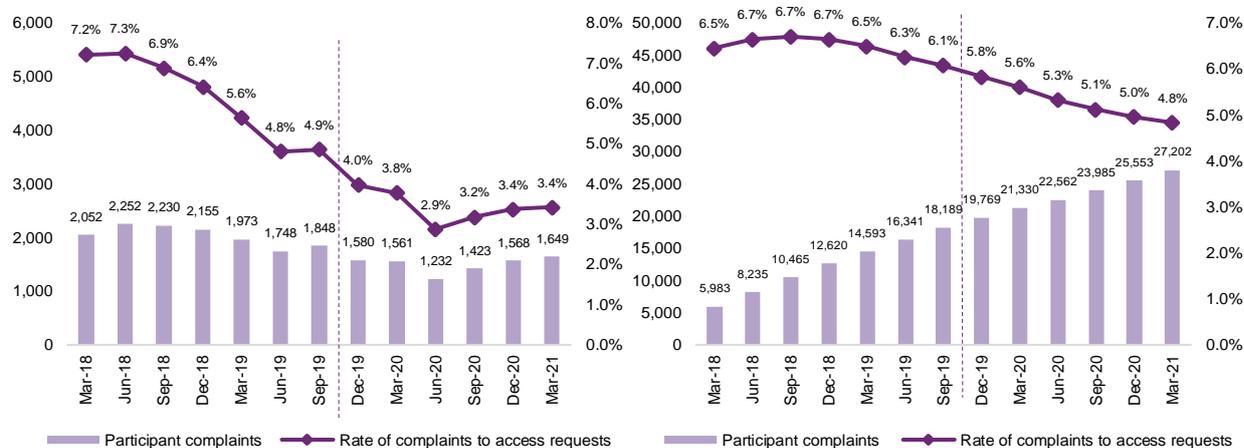
Table F.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>131 132 133</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>27,110</b>	<b>1,649</b>	<b>28,759</b>	<b>15,857</b>
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



<sup>131</sup> Note that 63% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.  
<sup>132</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>133</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

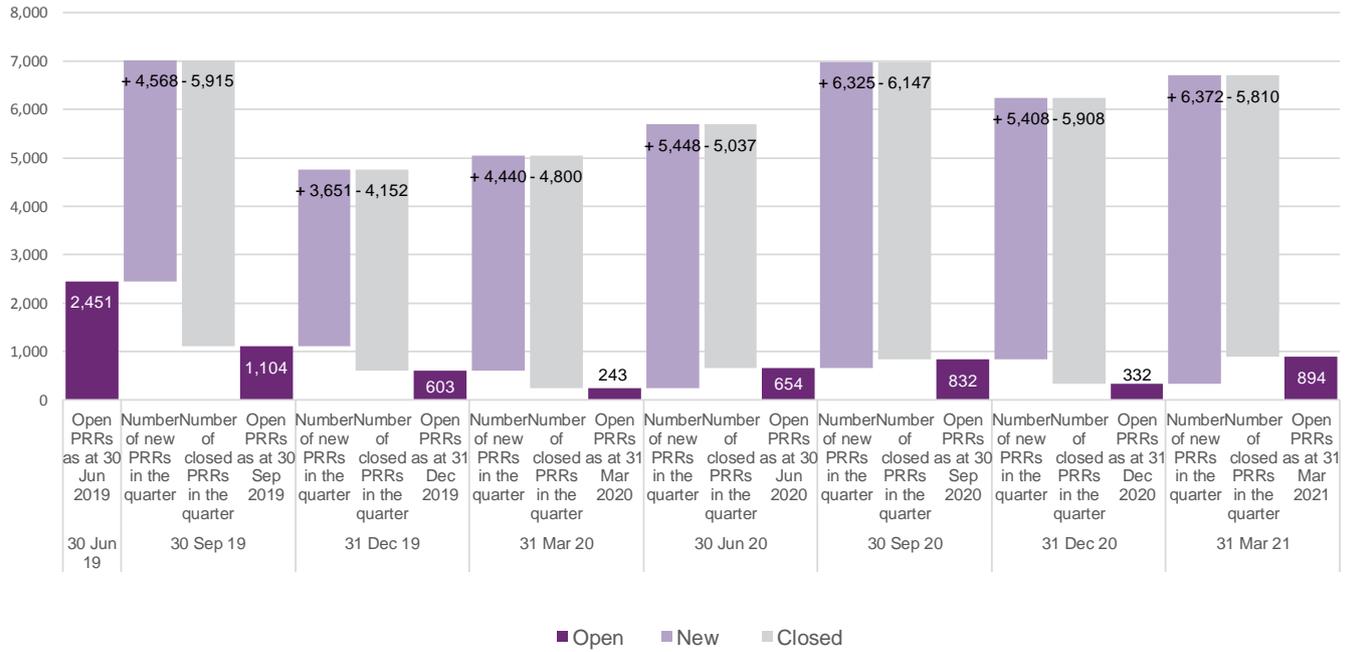
**Table F.51 Complaints by type ('My Feedback' tile) – New South Wales**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>1,307</b>	
<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%)
<b>Total</b>	<b>18,002</b>	
<i>Unclassified</i>	<b>1,515</b>	
<b>Participants total</b>	<b>20,824</b>	

**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%)
<b>Total</b>	<b>11</b>		<b>4</b>		<b>15</b>	
<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%)
<b>Total</b>	<b>192</b>		<b>56</b>		<b>248</b>	
<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%)
<b>Total</b>	<b>396</b>		<b>89</b>		<b>485</b>	
<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%)
<b>Total</b>	<b>4,615</b>		<b>1,153</b>		<b>5,768</b>	
<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%)
<b>Total</b>	<b>1,128</b>		<b>285</b>		<b>1,413</b>	
<i>Unclassified</i>	<b>6</b>		<b>0</b>		<b>6</b>	
<b>Participants total</b>	<b>6,348</b>		<b>1,587</b>		<b>7,935</b>	

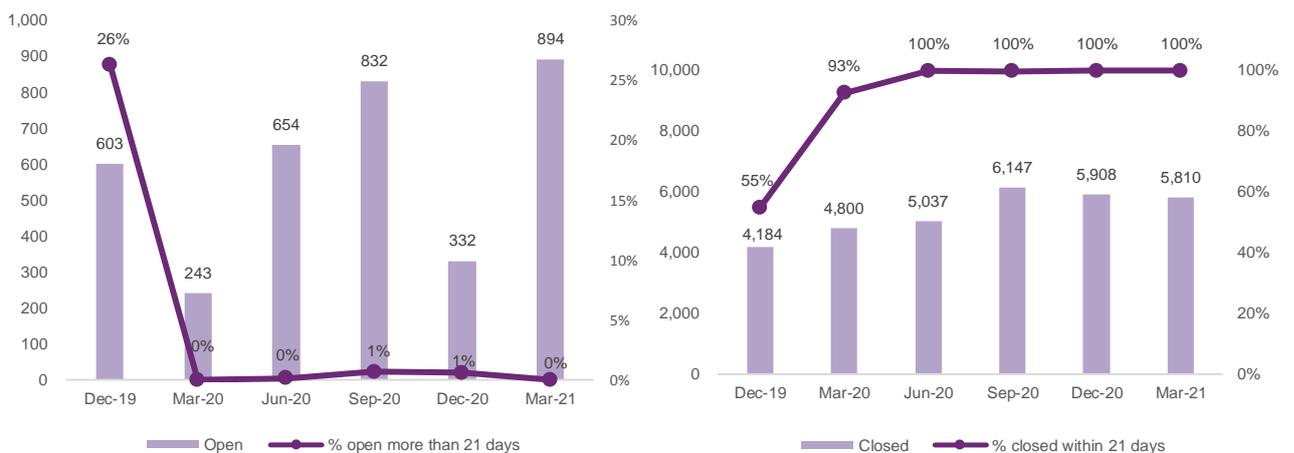
**Figure F.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – New South Wales** <sup>134</sup>



**Table F.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales** <sup>135</sup>

	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** <sup>136</sup>

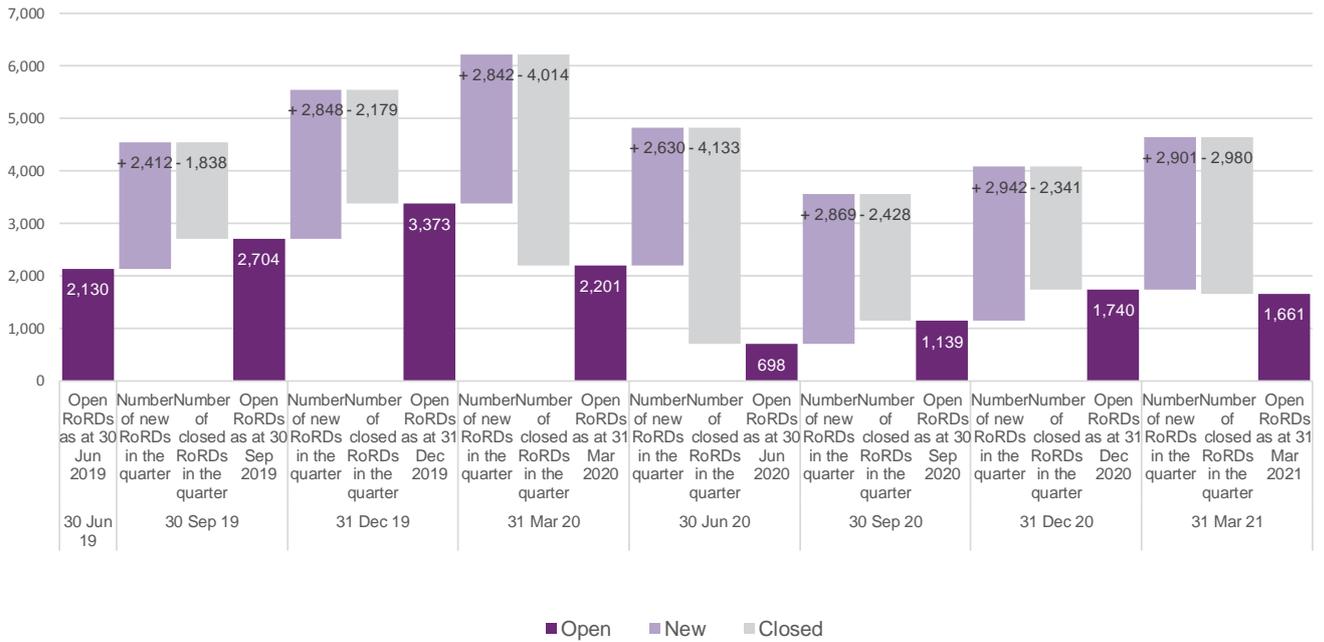


<sup>134</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>135</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>136</sup> 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.

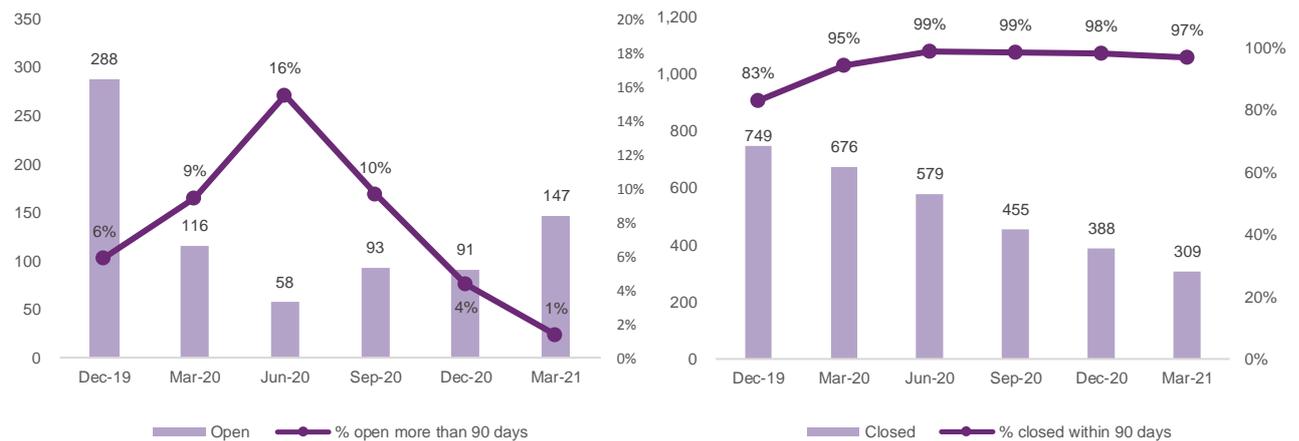
**Figure F.14 RoRDs received and closed by quarter and open at the end of each quarter – New South Wales**



**Table F.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales** <sup>137 138</sup>

	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** <sup>139</sup>

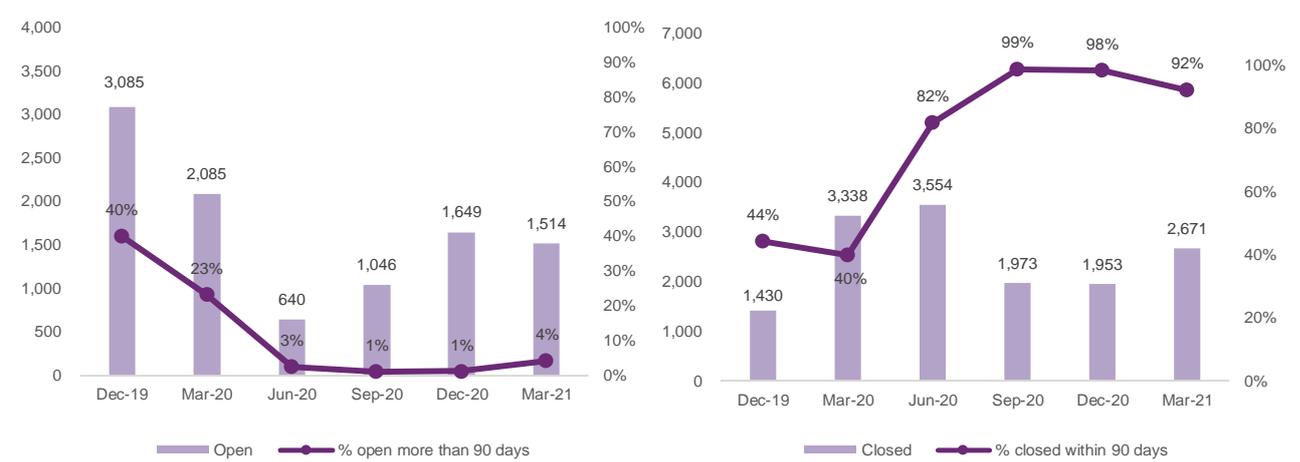


<sup>137</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>138</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>139</sup> Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

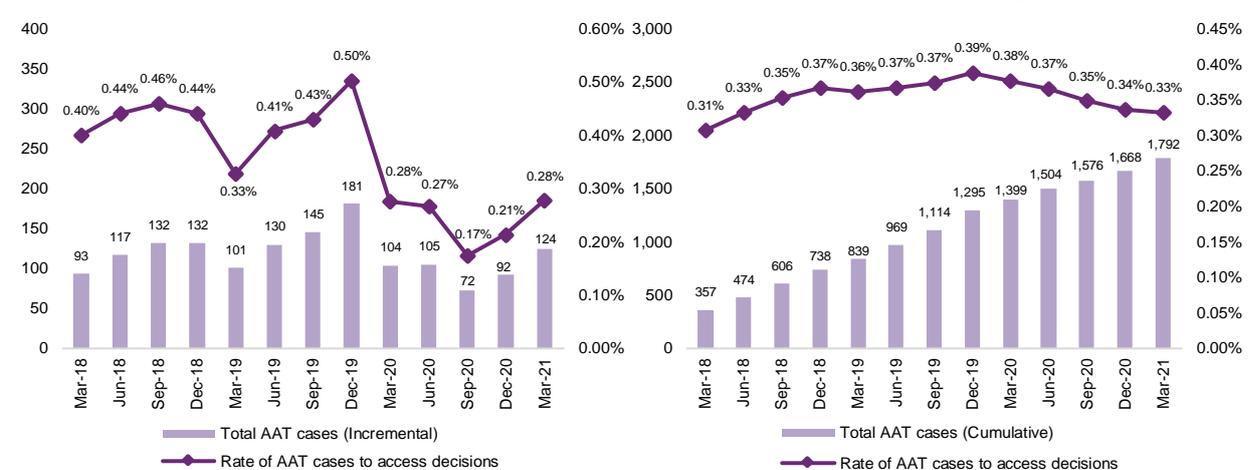
**Figure F.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales**



**Table F.55 AAT Cases by category – New South Wales** <sup>141</sup>

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%
<b>Total</b>	<b>1,668</b>	<b>100%</b>	<b>124</b>	<b>100%</b>	<b>1,792</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.34%</b>		<b>0.28%</b>		<b>0.33%</b>	

**Figure F.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales**



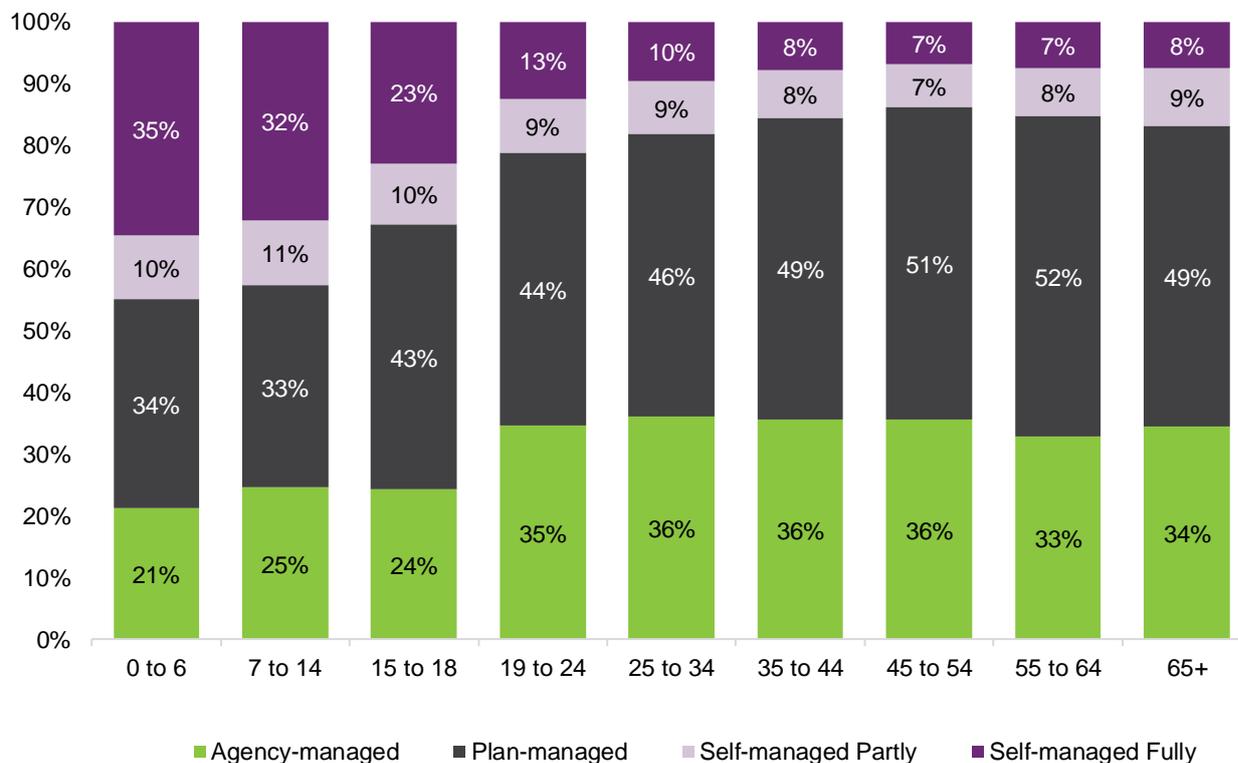
<sup>140</sup> Ibid.

<sup>141</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.56 AAT cases by open/closed and decision – New South Wales <sup>142</sup>

	N
AAT Cases	1,792
Open AAT Cases	309
Closed AAT Cases	1,483
Resolved before hearing	1,443
Gone to hearing and received a substantive decision	40

Figure F.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – New South Wales <sup>143 144</sup>

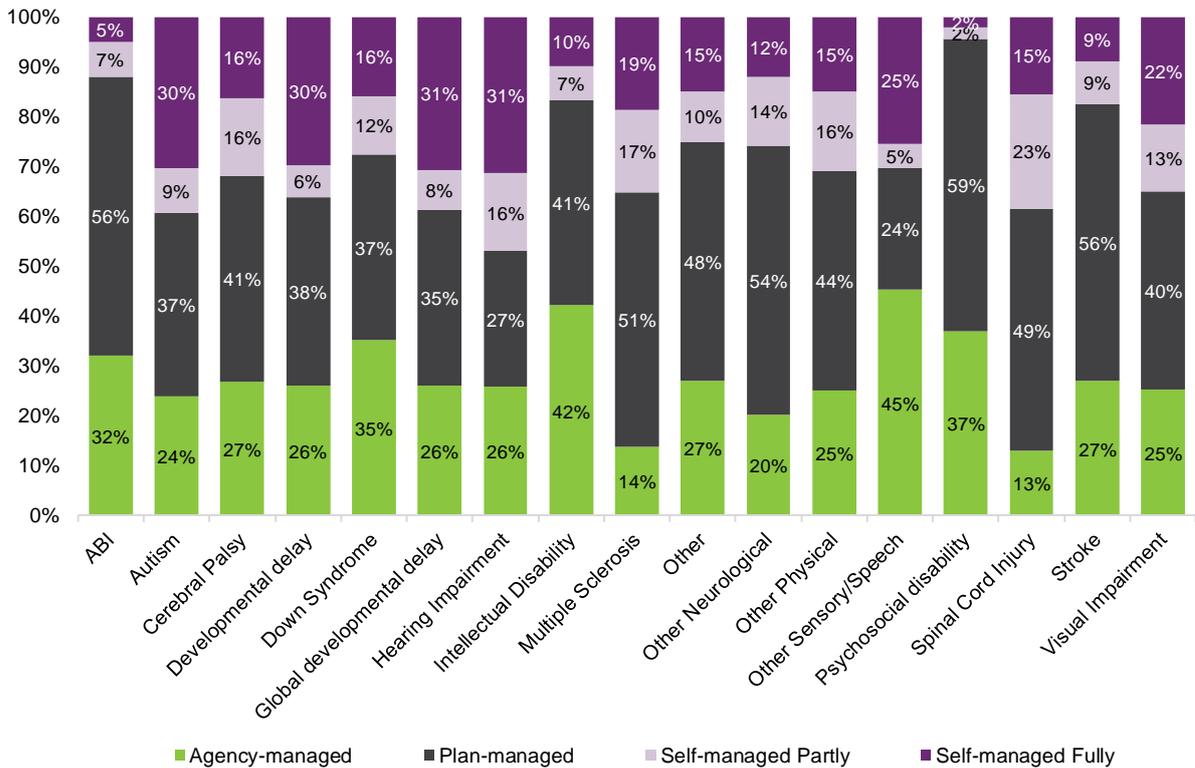


<sup>142</sup> Of the 40 cases which went to hearing and received a substantive decision: 21 affirmed the Agency's decision, 6 varied the Agency's decision and 13 set aside the Agency's decision.

<sup>143</sup> For the total number of active participants in each age group, see Table F.14.

<sup>144</sup> 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.

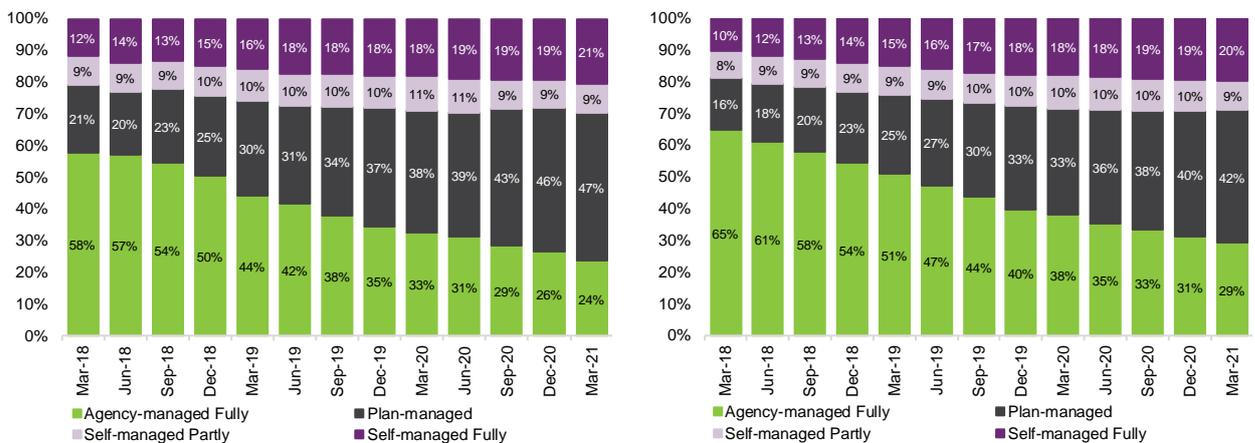
**Figure F.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – New South Wales** <sup>145 146</sup>



**Table F.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>147</sup>

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	19%	21%	<b>20%</b>
Self-managed partly	9%	9%	<b>9%</b>
Plan-managed	40%	47%	<b>42%</b>
Agency-managed	31%	24%	<b>29%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>148</sup>



<sup>145</sup> For the total number of active participants in each primary disability group, see Table F.12.

<sup>146</sup> 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.

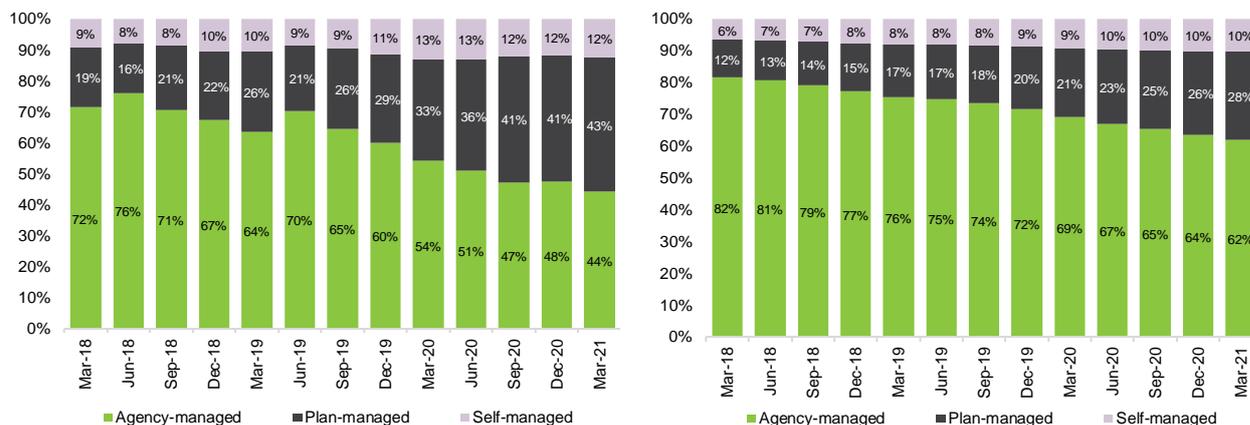
<sup>147</sup> Ibid.

<sup>148</sup> 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%	<b>10%</b>
Plan-managed	26%	43%	<b>28%</b>
Agency-managed	64%	44%	<b>62%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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%	<b>40%</b>

**Table F.60 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales** <sup>149</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	N	%	N	%	N	%
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%
<b>Activated within 90 days</b>	<b>98,842</b>	<b>86%</b>	<b>5,224</b>	<b>88%</b>	<b>104,066</b>	<b>86%</b>
90 to 119 days	3,591	3%	115	2%	3,706	3%
120 days and over	9,824	9%	220	4%	10,044	8%
<b>Activated after 90 days</b>	<b>13,415</b>	<b>12%</b>	<b>335</b>	<b>6%</b>	<b>13,750</b>	<b>11%</b>
No payments	2,210	2%	362	6%	2,572	2%
<b>Total plans approved</b>	<b>114,467</b>	<b>100%</b>	<b>5,921</b>	<b>100%</b>	<b>120,388</b>	<b>100%</b>

<sup>149</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>113,920</b>	<b>117,291</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	11,540	11,838	97%
Not CALD	102,177	105,242	97%
Not Stated	203	211	96%
<b>Total</b>	<b>113,920</b>	<b>117,291</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	79,787	82,020	97%
Regional	33,742	34,860	97%
Remote	389	408	95%
Missing	<11	<11	
<b>Total</b>	<b>113,920</b>	<b>117,291</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>113,920</b>	<b>117,291</b>	<b>97%</b>

**Table F.62 Distribution of plans by utilisation – New South Wales** <sup>150 151</sup>

Plan utilisation	Total
0 to 50%	29%
50% to 75%	23%
> 75%	48%
<b>Total</b>	<b>100%</b>

**Table F.63 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>152</sup>

	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%

<sup>150</sup> 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.

<sup>151</sup> 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.

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

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** <sup>155</sup>

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
<b>Active in 2020-21 Q3</b>	<b>3,944</b>
Inactive in 2020-21 Q3	4,063
<b>Active ever</b>	<b>8,007</b>

<sup>153</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>154</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>155</sup> 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** <sup>156</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	525	28	553	5%
Specialist Disability Accommodation	145	5	150	3%
Vehicle Modifications	218	10	228	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	800	45	845	6%
Support Coordination	380	29	409	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	416	33	449	8%
Specialised Supported Employment	338	22	360	7%
<b>Total approved active providers</b>	<b>7,825</b>	<b>182</b>	<b>8,007</b>	<b>2%</b>

<sup>156</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	53	240	<b>293</b>	18%	82%	<b>100%</b>
Assistance Animals	19	103	<b>122</b>	16%	84%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	123	805	<b>928</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	184	667	<b>851</b>	22%	78%	<b>100%</b>
Daily Personal Activities	220	1,325	<b>1,545</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	129	956	<b>1,085</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	153	970	<b>1,123</b>	14%	86%	<b>100%</b>
Household tasks	683	1,410	<b>2,093</b>	33%	67%	<b>100%</b>
Interpreting and translation	52	162	<b>214</b>	24%	76%	<b>100%</b>
Participation in community, social and civic activities	244	1,440	<b>1,684</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	50	265	<b>315</b>	16%	84%	<b>100%</b>
Assistive products for household tasks	59	267	<b>326</b>	18%	82%	<b>100%</b>
Assistance products for personal care and safety	263	1,250	<b>1,513</b>	17%	83%	<b>100%</b>
Communication and information equipment	135	474	<b>609</b>	22%	78%	<b>100%</b>
Customised Prosthetics	159	551	<b>710</b>	22%	78%	<b>100%</b>
Hearing Equipment	44	228	<b>272</b>	16%	84%	<b>100%</b>
Hearing Services	9	58	<b>67</b>	13%	87%	<b>100%</b>
Personal Mobility Equipment	151	746	<b>897</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	16	84	<b>100</b>	16%	84%	<b>100%</b>
Vision Equipment	42	219	<b>261</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	287	1,270	<b>1,557</b>	18%	82%	<b>100%</b>
Behaviour Support	175	531	<b>706</b>	25%	75%	<b>100%</b>
Community nursing care for high needs	90	439	<b>529</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	163	988	<b>1,151</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	493	901	<b>1,394</b>	35%	65%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	245	694	<b>939</b>	26%	74%	<b>100%</b>
Innovative Community Participation	115	311	<b>426</b>	27%	73%	<b>100%</b>
Specialised Driving Training	80	187	<b>267</b>	30%	70%	<b>100%</b>
Therapeutic Supports	1,882	2,413	<b>4,295</b>	44%	56%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	109	444	<b>553</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	7	143	<b>150</b>	5%	95%	<b>100%</b>
Vehicle Modifications	41	187	<b>228</b>	18%	82%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	161	684	<b>845</b>	19%	81%	<b>100%</b>
Support Coordination	58	351	<b>409</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	65	384	<b>449</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	42	318	<b>360</b>	12%	88%	<b>100%</b>
<b>Total</b>	<b>3,044</b>	<b>4,963</b>	<b>8,007</b>	<b>38%</b>	<b>62%</b>	<b>100%</b>

**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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	175	28	203	14%
Specialist Disability Accommodation	111	5	116	4%
Vehicle Modifications	52	10	62	16%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	526	45	571	8%
Support Coordination	140	29	169	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	211	33	244	14%
Specialised Supported Employment	242	22	264	8%
<b>Total</b>	<b>3,762</b>	<b>182</b>	<b>3,944</b>	<b>5%</b>

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	6	41	<b>47</b>	13%	87%	<b>100%</b>
Assistance Animals	11	53	<b>64</b>	17%	83%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	72	555	<b>627</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	42	209	<b>251</b>	17%	83%	<b>100%</b>
Daily Personal Activities	138	882	<b>1,020</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	80	592	<b>672</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	75	563	<b>638</b>	12%	88%	<b>100%</b>
Household tasks	278	809	<b>1,087</b>	26%	74%	<b>100%</b>
Interpreting and translation	17	67	<b>84</b>	20%	80%	<b>100%</b>
Participation in community, social and civic activities	146	982	<b>1,128</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	7	43	<b>50</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	12	69	<b>81</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	121	683	<b>804</b>	15%	85%	<b>100%</b>
Communication and information equipment	57	241	<b>298</b>	19%	81%	<b>100%</b>
Customised Prosthetics	65	253	<b>318</b>	20%	80%	<b>100%</b>
Hearing Equipment	15	80	<b>95</b>	16%	84%	<b>100%</b>
Hearing Services	3	14	<b>17</b>	18%	82%	<b>100%</b>
Personal Mobility Equipment	74	358	<b>432</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	4	15	<b>19</b>	21%	79%	<b>100%</b>
Vision Equipment	16	85	<b>101</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	181	866	<b>1,047</b>	17%	83%	<b>100%</b>
Behaviour Support	65	293	<b>358</b>	18%	82%	<b>100%</b>
Community nursing care for high needs	41	222	<b>263</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	75	501	<b>576</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	111	442	<b>553</b>	20%	80%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	98	377	<b>475</b>	21%	79%	<b>100%</b>
Innovative Community Participation	27	91	<b>118</b>	23%	77%	<b>100%</b>
Specialised Driving Training	33	77	<b>110</b>	30%	70%	<b>100%</b>
Therapeutic Supports	697	1,282	<b>1,979</b>	35%	65%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	27	176	<b>203</b>	13%	87%	<b>100%</b>
Specialist Disability Accommodation	3	113	<b>116</b>	3%	97%	<b>100%</b>
Vehicle Modifications	9	53	<b>62</b>	15%	85%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	116	455	<b>571</b>	20%	80%	<b>100%</b>
Support Coordination	17	152	<b>169</b>	10%	90%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	32	212	<b>244</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	30	234	<b>264</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>1,144</b>	<b>2,800</b>	<b>3,944</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

**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** <sup>157</sup>



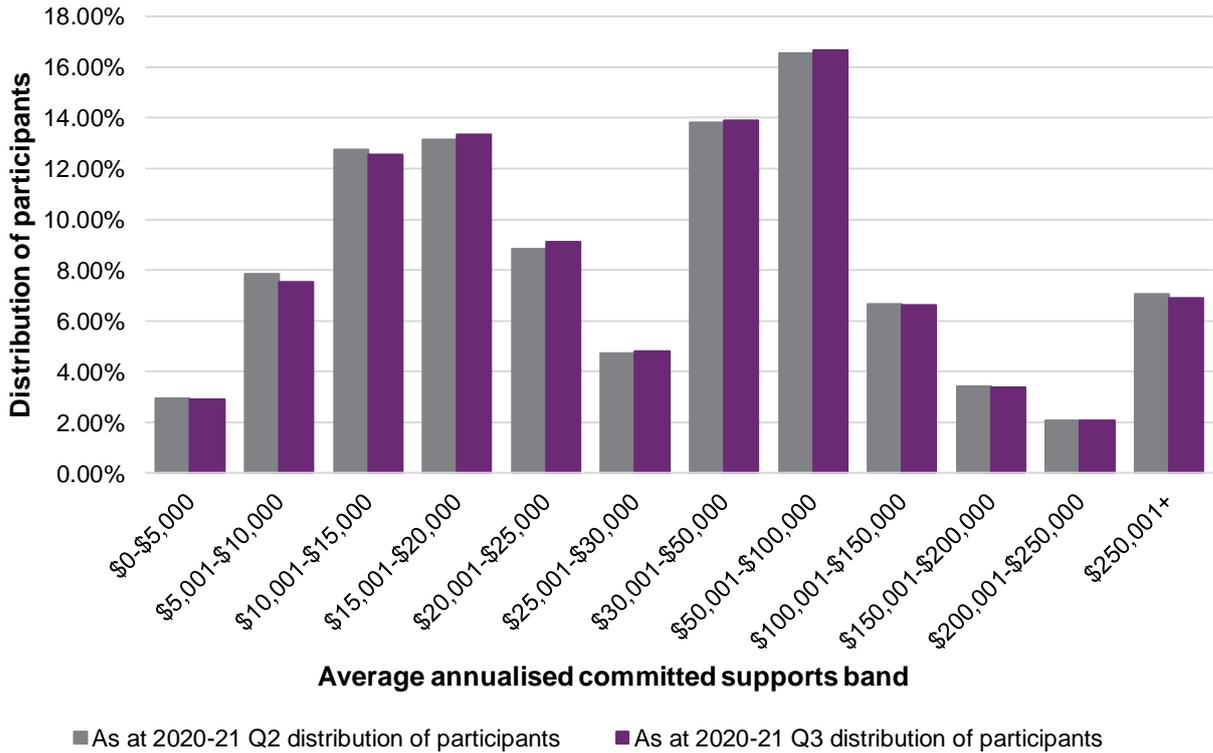
## Part Five: Financial sustainability

**Table F.70 Committed supports by financial year (\$m) – New South Wales**

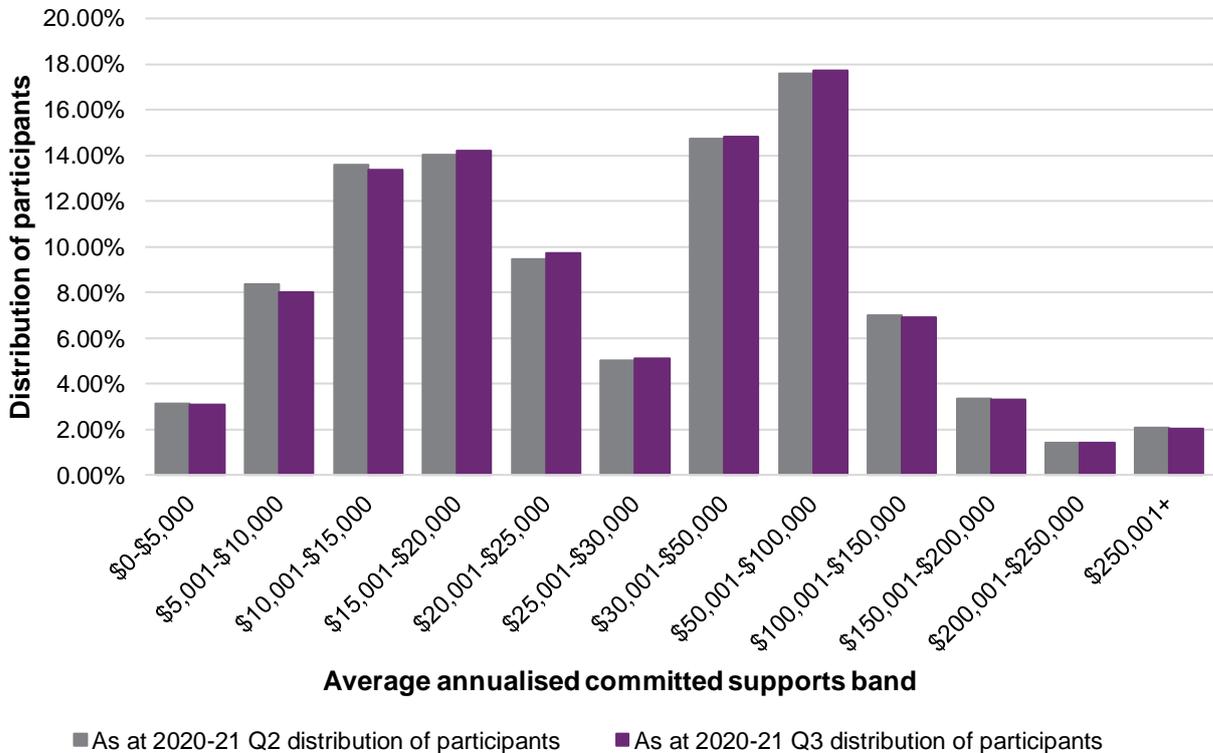
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.6	185.1	352.7	1,772.0	4,280.0	5,942.6	8,132.0	7,456.8

<sup>157</sup> 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.

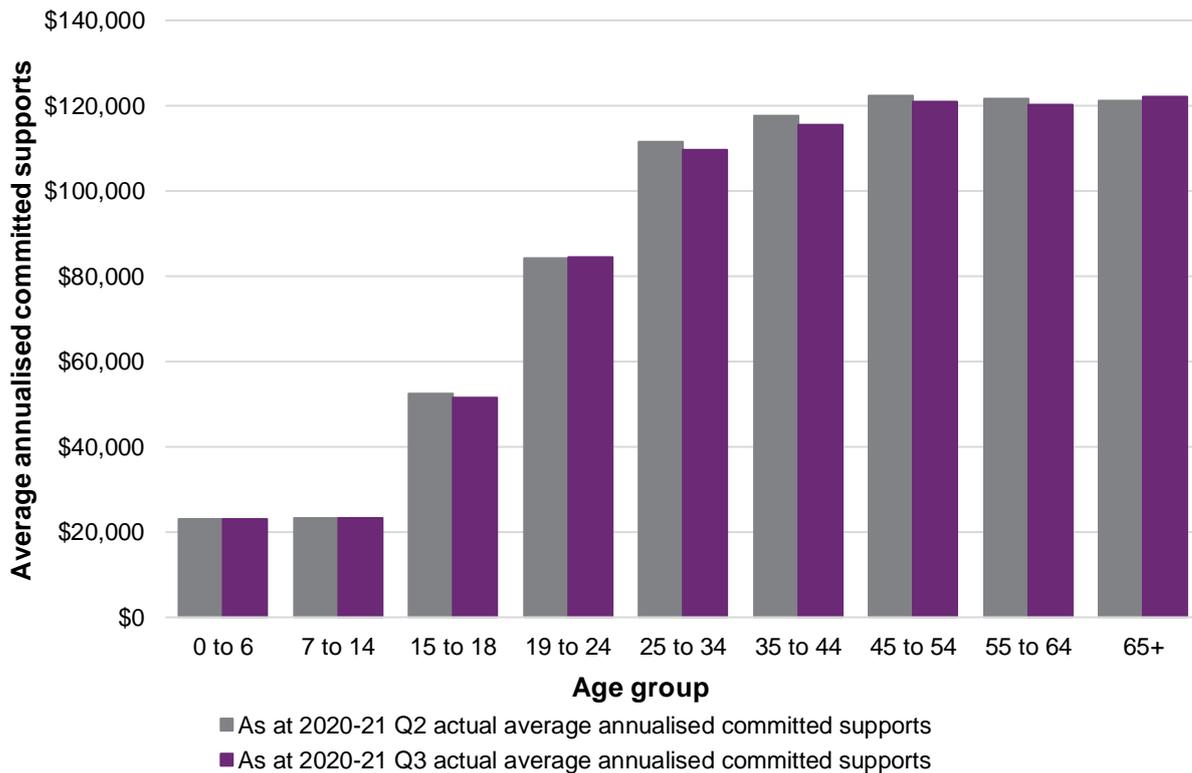
**Figure F.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales**



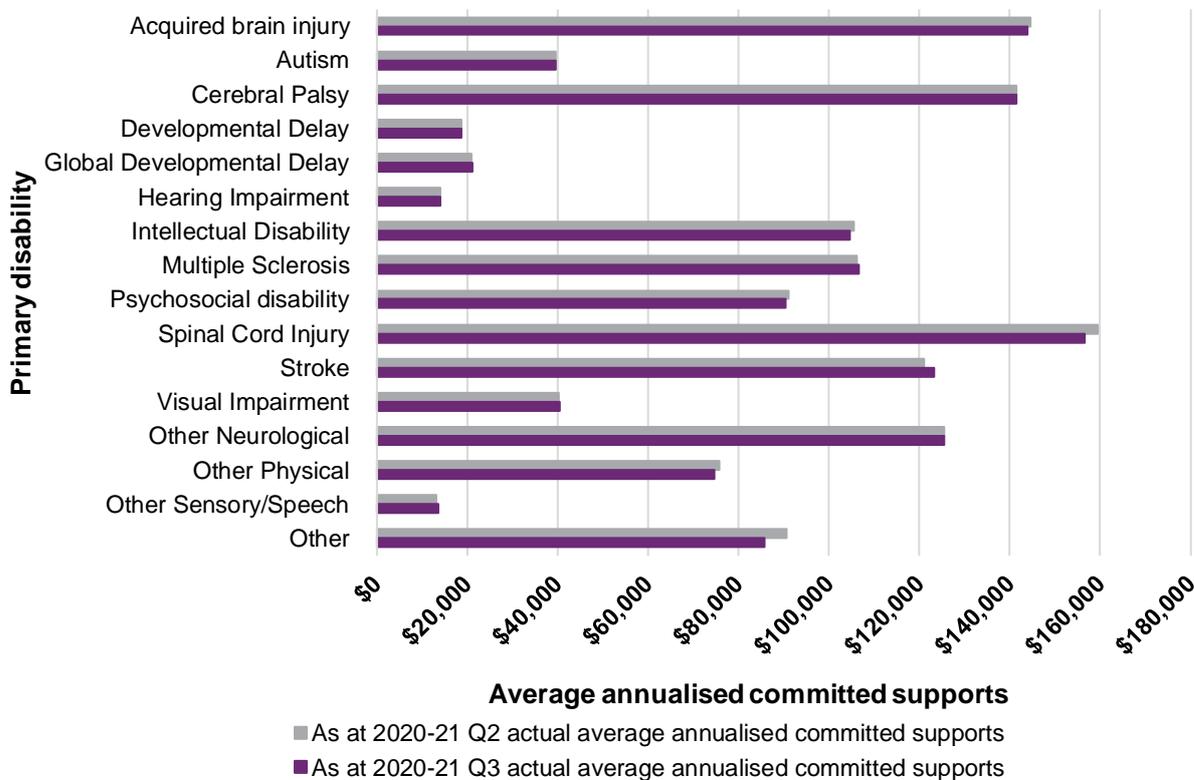
**Figure F.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales**



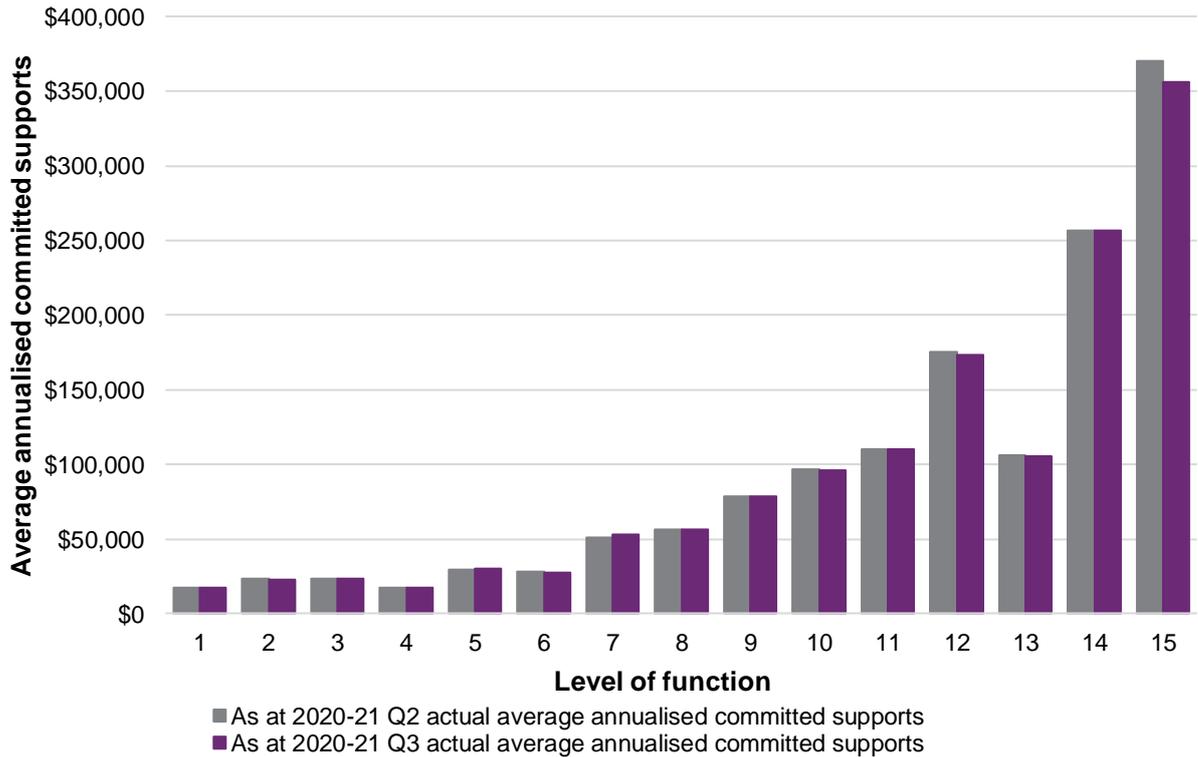
**Figure F.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales**



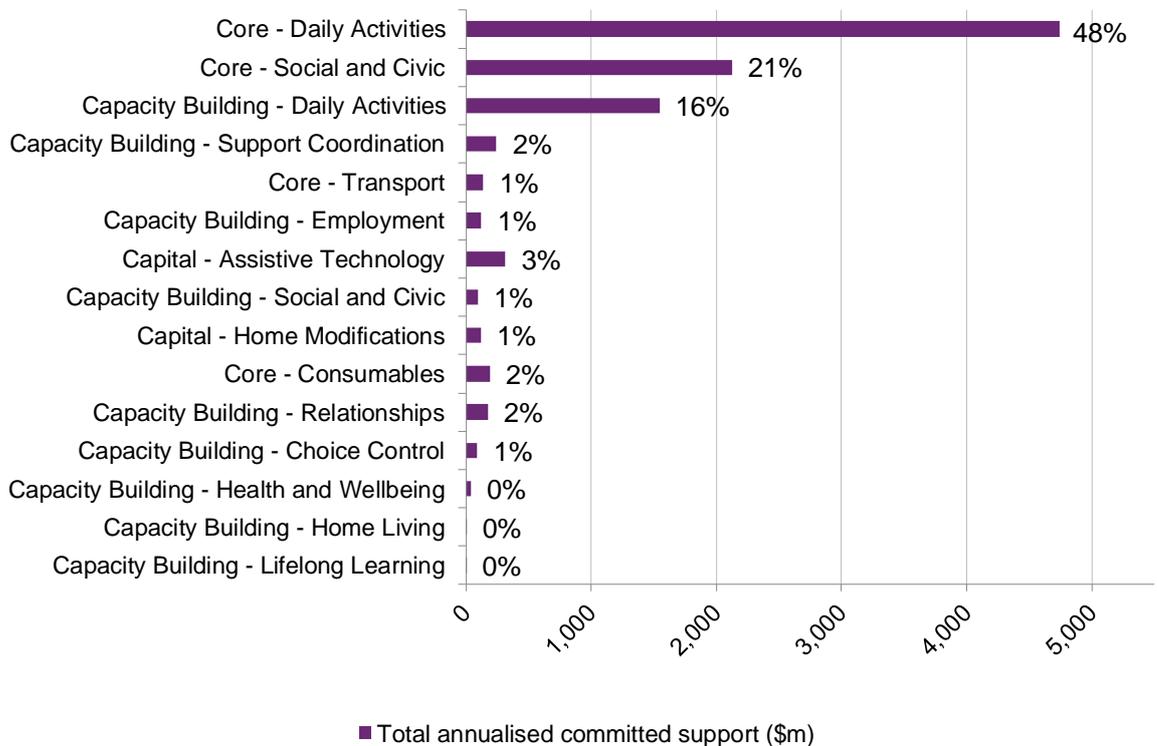
**Figure F.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – New South Wales**



**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**



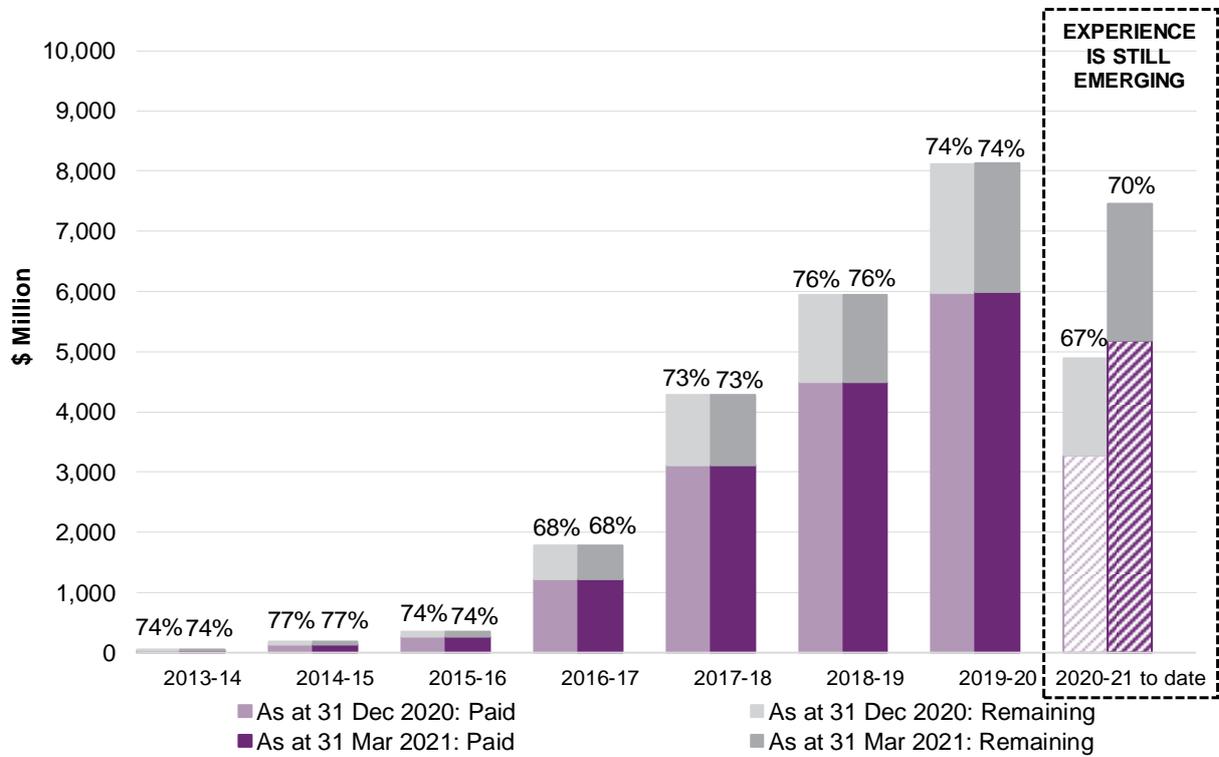
**Figure F.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales**



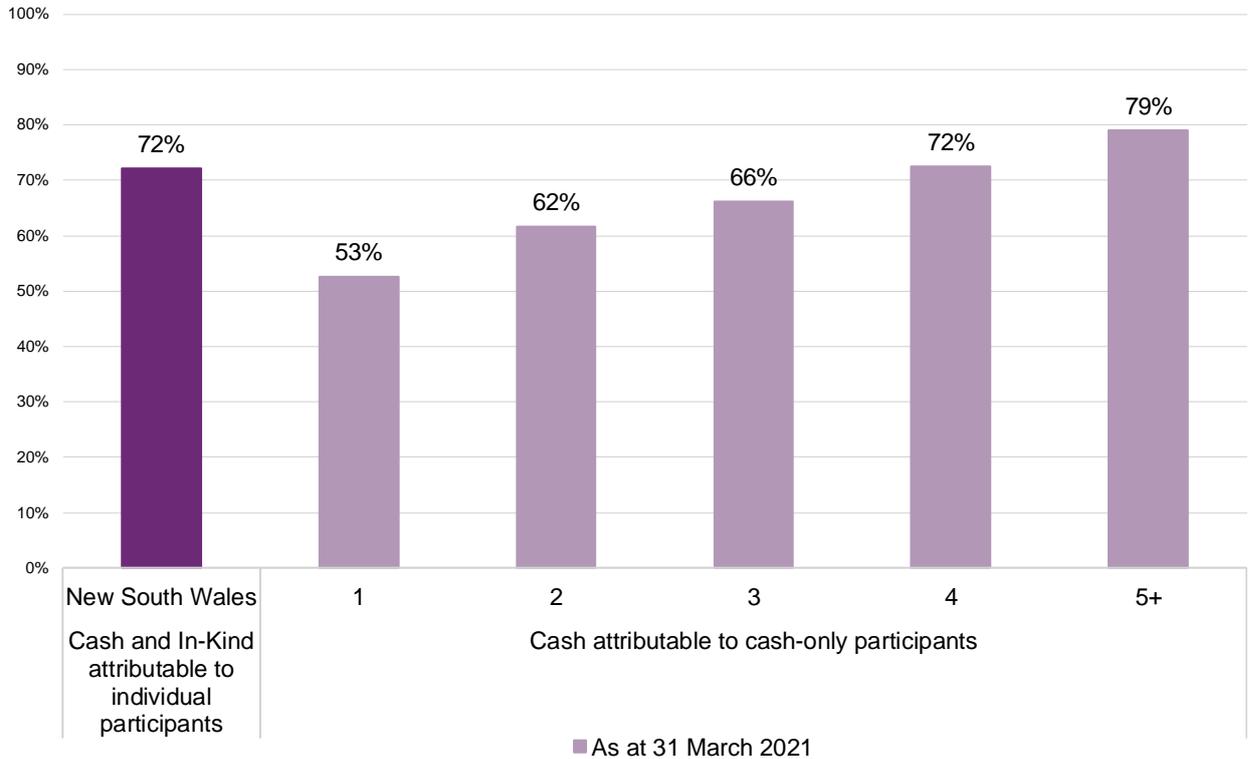
**Table F.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales**

	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%

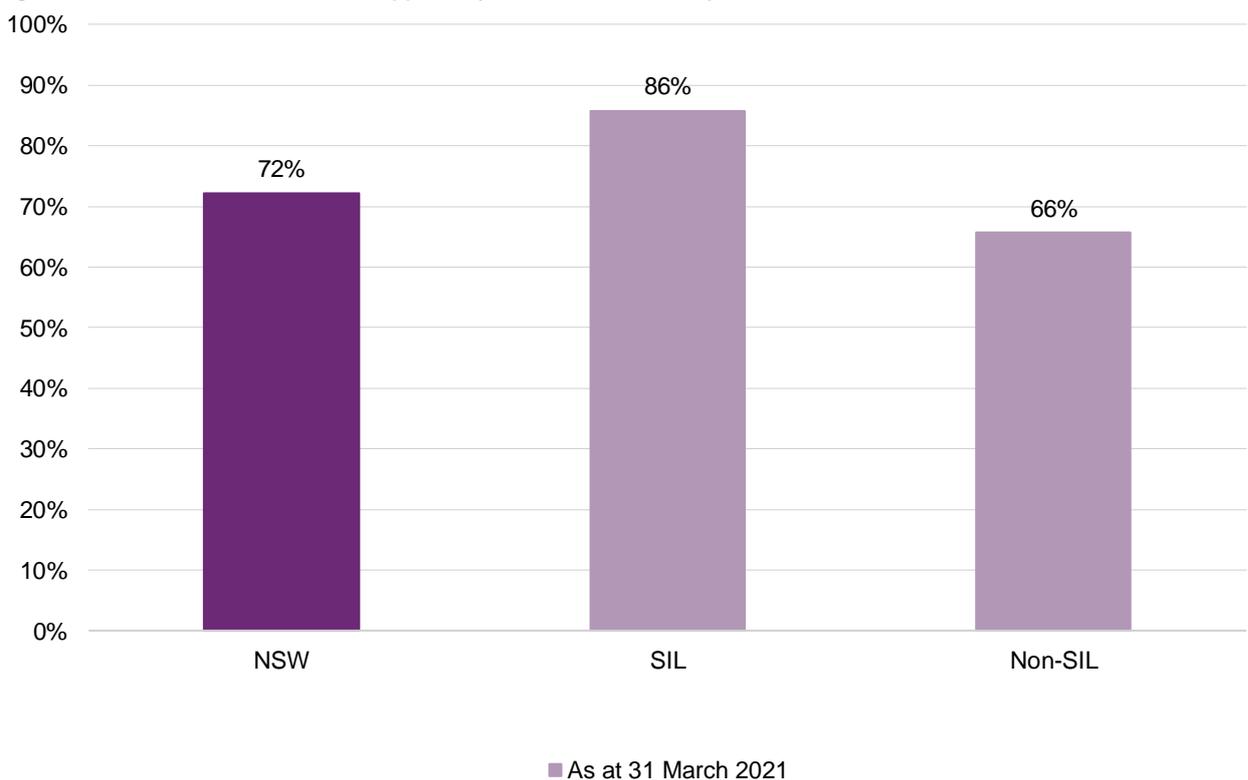
**Figure F.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – New South Wales**



**Figure F.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – New South Wales** <sup>158</sup>



**Figure F.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – New South Wales** <sup>159</sup>



<sup>158</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>159</sup> 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 <sup>160</sup>

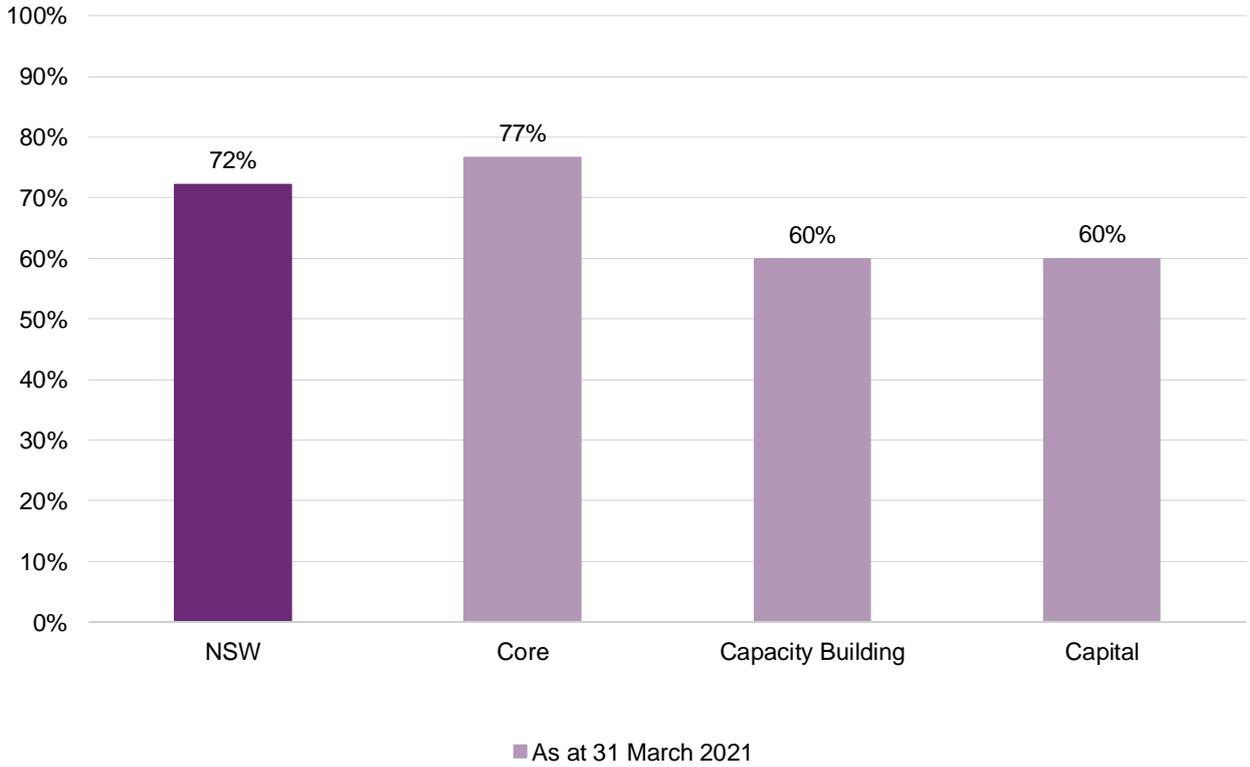
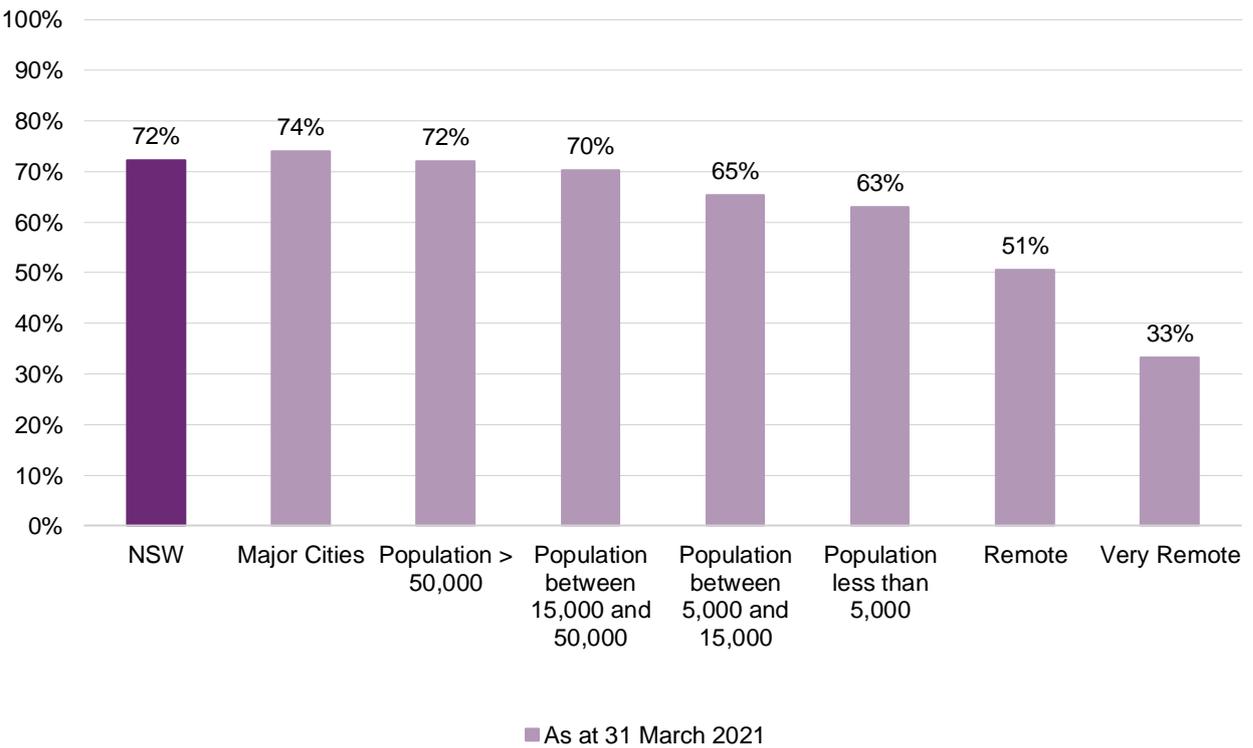


Figure F.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – New South Wales <sup>161</sup>



<sup>160</sup> Ibid.

<sup>161</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria <sup>162</sup>

	Prior Quarters	2020-21 Q3	Total excluding ECEI	ECEI	Total including ECEI
<b>Victoria</b>	<b>115,717</b>	<b>4,658</b>	<b>120,375</b>	<b>2,397</b>	<b>122,772</b>

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria <sup>163</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>144,306</b>	<b>6,866</b>	<b>151,172</b>
<b>Active Eligible</b>	<b>119,307</b>	<b>5,077</b>	<b>124,384</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>115,717</b>	<b>4,658</b>	<b>120,375</b>
<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
<b>Active Participant Plans</b>	<b>118,256</b>	<b>7,055</b>	<b>122,772</b>
<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
<b>Total participant exits</b>	<b>3,940</b>
<i>Early Intervention participants</i>	440
<i>Permanent disability participants</i>	3,500

<sup>162</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>163</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table G.4 Cumulative numbers of active participants by services previously received – Victoria** <sup>164 165</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19	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** <sup>166 167 168 169</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19	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** <sup>170</sup>

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	
<b>Total</b>	<b>125,703</b>	<b>87%</b>	<b>5,093</b>	<b>74%</b>	<b>130,796</b>	<b>87%</b>

<sup>164</sup> This table shows the total numbers of active participants at the end of each period.

<sup>165</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>166</sup> This table shows the total numbers of active participants at the end of each period.

<sup>167</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>168</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>169</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>170</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table G.7 Assessment of access by disability – Victoria** <sup>171</sup>

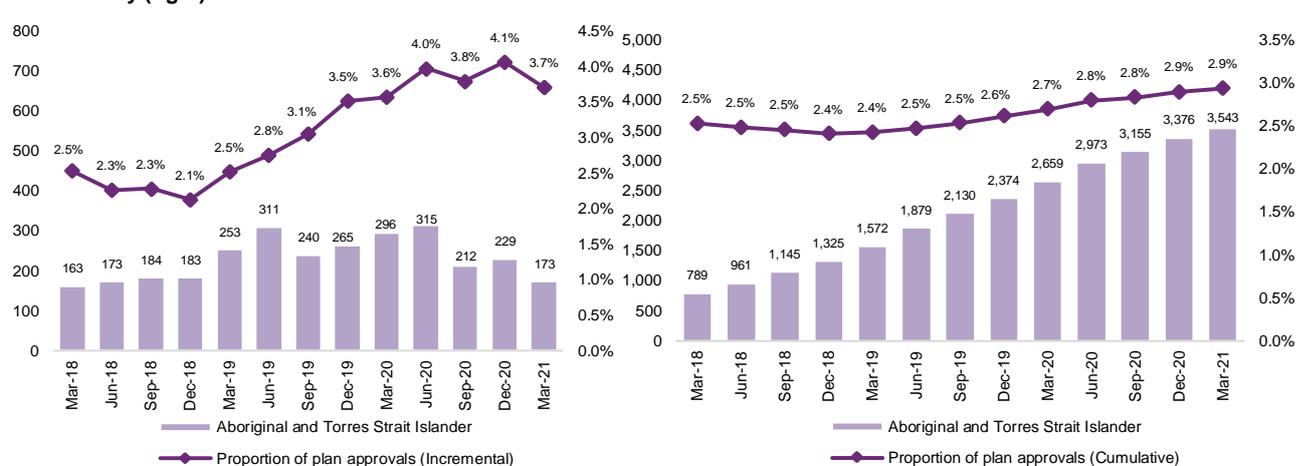
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,926	93%	139	84%	4,065	93%
Autism	35,281	96%	1,198	95%	36,479	96%
Cerebral 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%
<b>Total</b>	<b>125,703</b>	<b>87%</b>	<b>5,093</b>	<b>74%</b>	<b>130,796</b>	<b>87%</b>

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

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

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,370	2.9%	173	3.7%	<b>3,543</b>	<b>2.9%</b>
Not Aboriginal and Torres Strait Islander	91,017	78.7%	3,889	83.5%	<b>94,906</b>	<b>78.8%</b>
Not Stated	21,330	18.4%	596	12.8%	<b>21,926</b>	<b>18.2%</b>
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>172</sup>



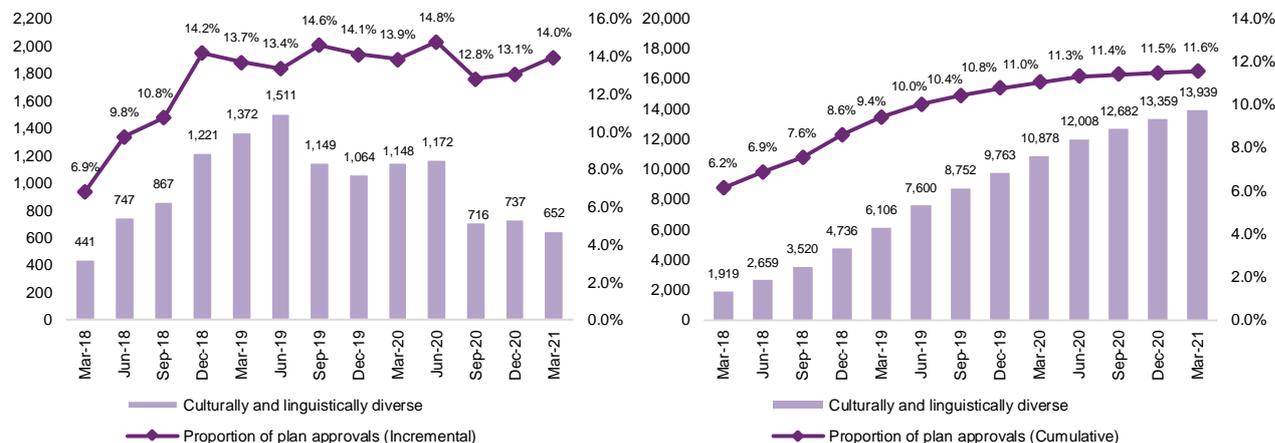
<sup>171</sup> Ibid.

<sup>172</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	13,287	11.5%	652	14.0%	<b>13,939</b>	<b>11.6%</b>
Not culturally and linguistically diverse	102,354	88.5%	4,006	86.0%	<b>106,360</b>	<b>88.4%</b>
Not stated	76	0.1%	<11		<b>76</b>	<b>0.1%</b>
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

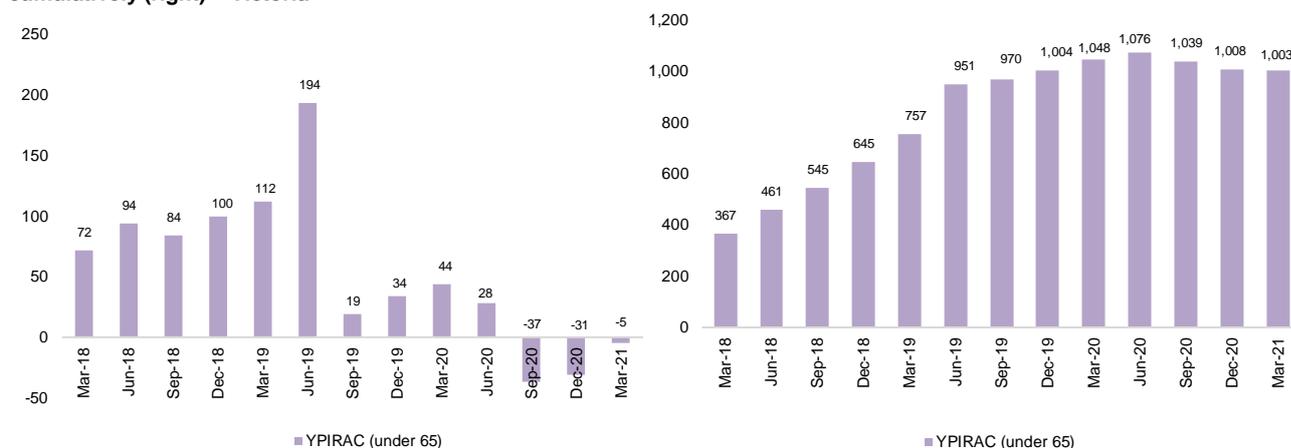
**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria**<sup>173</sup>



**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 – Victoria**<sup>174</sup>

Age group	Total N
Under 45	37
45 to 54	199
55 to 64	767
<b>Total YPIRAC (under 65)</b>	<b>1,003</b>

**Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria**<sup>175</sup>



<sup>173</sup> Ibid.

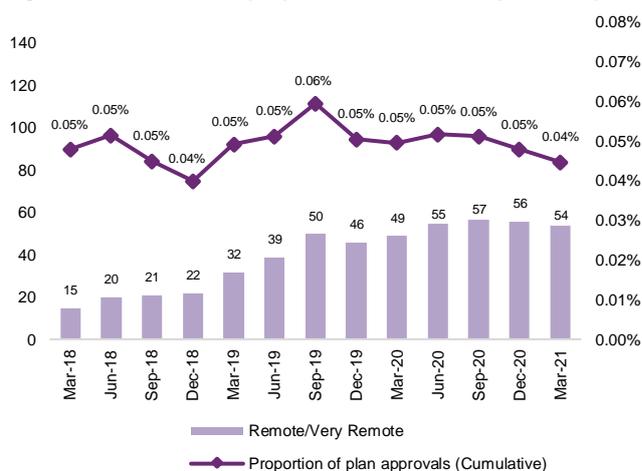
<sup>174</sup> There are a further 432 active participants aged 65 years or over who are currently in residential aged care.

<sup>175</sup> 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** <sup>176 177</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	83,290	72.0%	3,439	73.8%	<b>86,729</b>	<b>72.1%</b>
Population > 50,000	10,849	9.4%	421	9.0%	<b>11,270</b>	<b>9.4%</b>
Population between 15,000 and 50,000	7,817	6.8%	321	6.9%	<b>8,138</b>	<b>6.8%</b>
Population between 5,000 and 15,000	6,639	5.7%	224	4.8%	<b>6,863</b>	<b>5.7%</b>
Population less than 5,000	7,063	6.1%	252	5.4%	<b>7,315</b>	<b>6.1%</b>
Remote	53	0.0%	<11		<b>54</b>	<b>0.0%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>178 179 180</sup>



<sup>176</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>177</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>178</sup> Ibid.

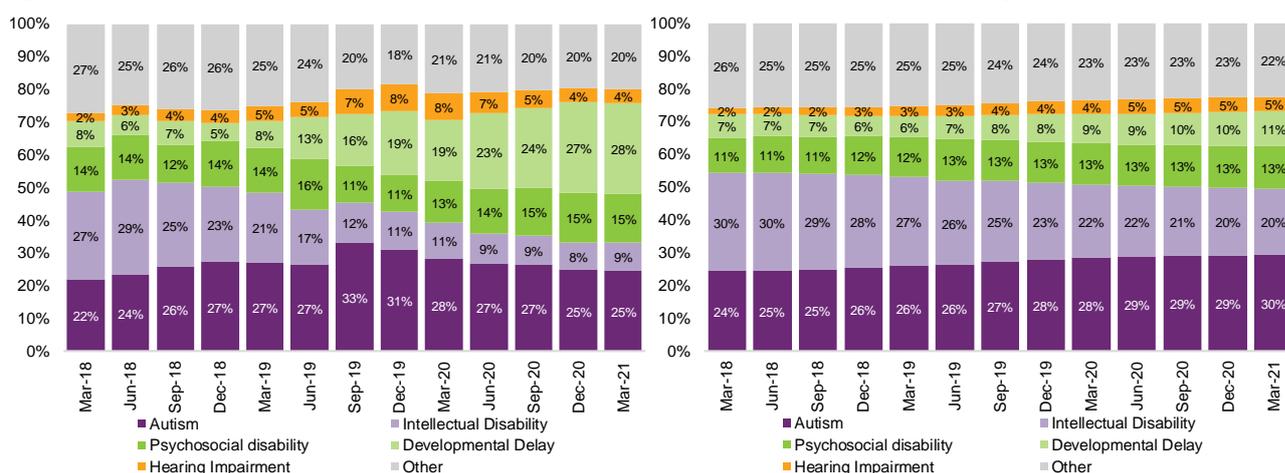
<sup>179</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>180</sup> 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** <sup>181 182 183</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>184</sup>



<sup>181</sup> Table order based on national proportions (highest to lowest).

<sup>182</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

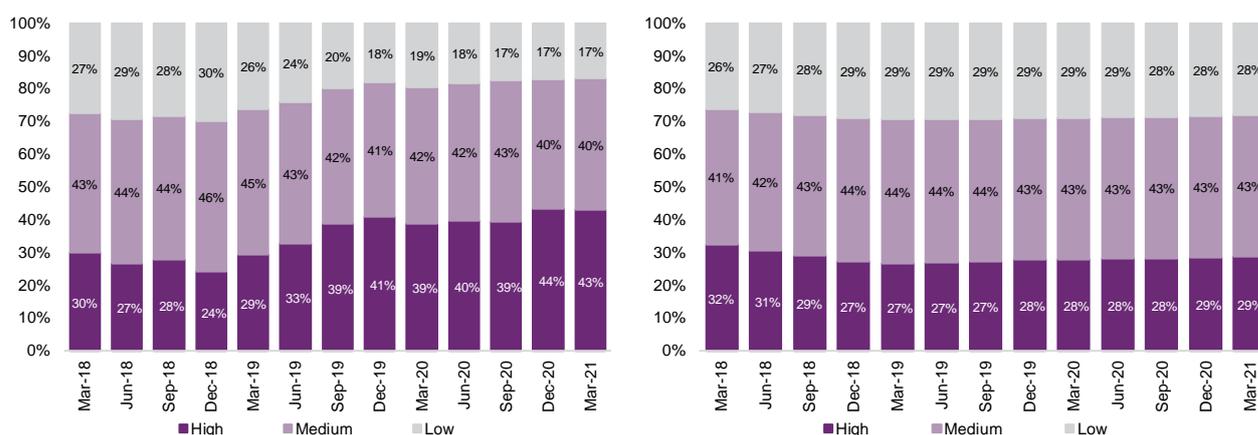
<sup>183</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,812).

<sup>184</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table G.13 Participant profile per quarter by level of function – Victoria** <sup>185</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	10,538	9%	968	21%	<b>11,506</b>	<b>10%</b>
2 (High Function)	286	0%	<11		<b>295</b>	<b>0%</b>
3 (High Function)	6,244	5%	361	8%	<b>6,605</b>	<b>5%</b>
4 (High Function)	6,314	5%	248	5%	<b>6,562</b>	<b>5%</b>
5 (High Function)	9,183	8%	414	9%	<b>9,597</b>	<b>8%</b>
6 (Moderate Function)	21,623	19%	925	20%	<b>22,548</b>	<b>19%</b>
7 (Moderate Function)	7,029	6%	248	5%	<b>7,277</b>	<b>6%</b>
8 (Moderate Function)	7,665	7%	258	6%	<b>7,923</b>	<b>7%</b>
9 (Moderate Function)	506	0%	24	1%	<b>530</b>	<b>0%</b>
10 (Moderate Function)	13,403	12%	422	9%	<b>13,825</b>	<b>11%</b>
11 (Low Function)	4,354	4%	76	2%	<b>4,430</b>	<b>4%</b>
12 (Low Function)	19,409	17%	597	13%	<b>20,006</b>	<b>17%</b>
s13 (Low Function)	7,024	6%	97	2%	<b>7,121</b>	<b>6%</b>
14 (Low Function)	2,002	2%	<11		<b>2,010</b>	<b>2%</b>
15 (Low Function)	57	0%	<11		<b>60</b>	<b>0%</b>
Missing	80		<11		<b>80</b>	
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>186</sup>



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

Age Group	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
0 to 6	18,751	16%	1,787	38%	<b>20,538</b>	<b>17%</b>
7 to 14	29,732	26%	787	17%	<b>30,519</b>	<b>25%</b>
15 to 18	8,008	7%	242	5%	<b>8,250</b>	<b>7%</b>
19 to 24	8,450	7%	179	4%	<b>8,629</b>	<b>7%</b>
25 to 34	10,453	9%	303	7%	<b>10,756</b>	<b>9%</b>
35 to 44	10,259	9%	345	7%	<b>10,604</b>	<b>9%</b>
45 to 54	12,583	11%	435	9%	<b>13,018</b>	<b>11%</b>
55 to 64	13,702	12%	523	11%	<b>14,225</b>	<b>12%</b>
65+	3,779	3%	57	1%	<b>3,836</b>	<b>3%</b>
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

<sup>185</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>186</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>187</sup>

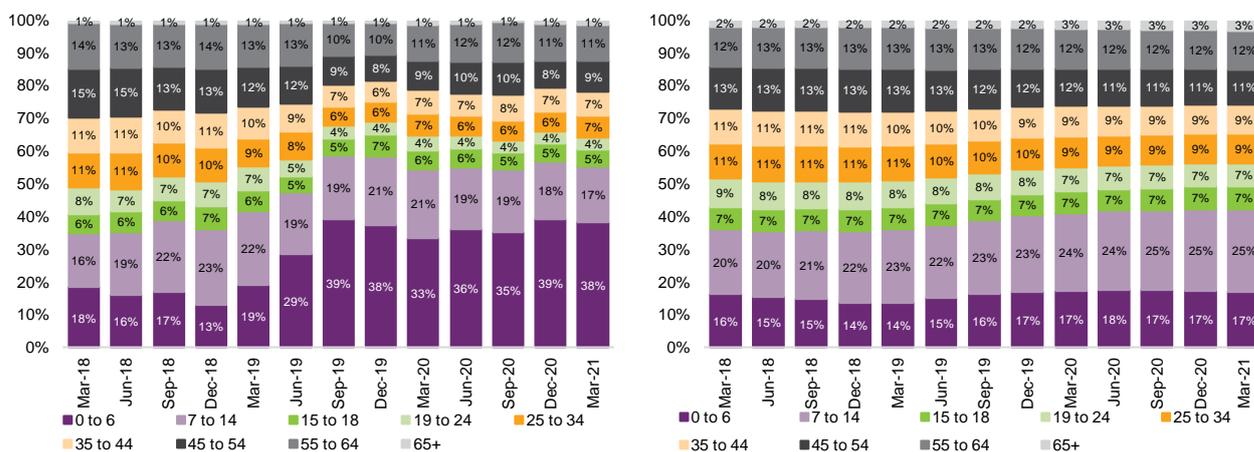


Table G.15 Participant profile per quarter by gender – Victoria

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%
<b>Total</b>	<b>115,717</b>	<b>100%</b>	<b>4,658</b>	<b>100%</b>	<b>120,375</b>	<b>100%</b>

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria <sup>188</sup>

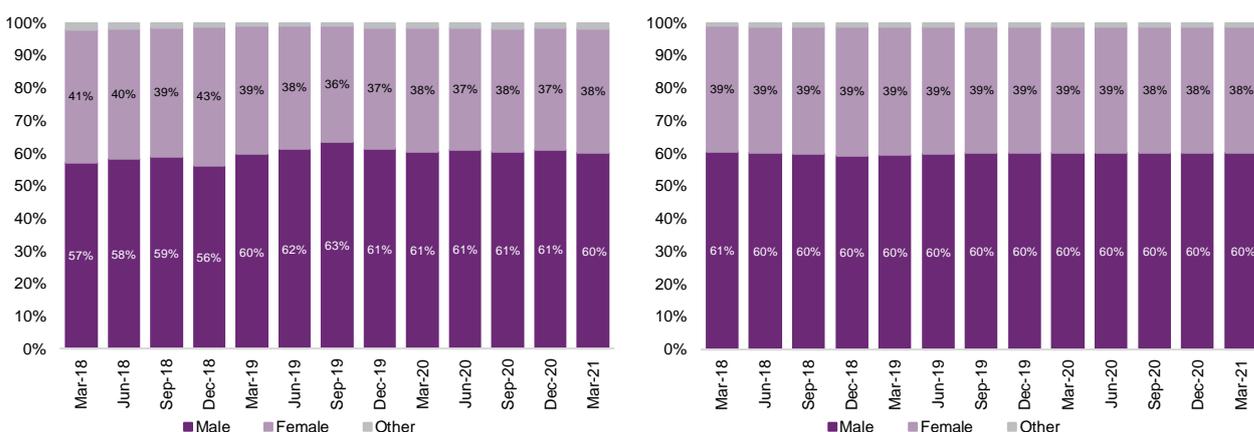


Table G.16 Participation rates by age group – Victoria <sup>189</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.13%</b>

<sup>187</sup> Ibid.

<sup>188</sup> Ibid.

<sup>189</sup> 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**<sup>190</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>9,354</b>	<b>22,239</b>	<b>36,324</b>	<b>30,577</b>	<b>15,709</b>	<b>114,203</b>
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
<b>Total Family</b>	<b>4,017</b>	<b>14,208</b>	<b>23,286</b>	<b>21,793</b>	<b>10,793</b>	<b>74,097</b>
<b>Total</b>	<b>13,371</b>	<b>36,447</b>	<b>59,610</b>	<b>52,370</b>	<b>26,502</b>	<b>188,300</b>

**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%

<sup>190</sup> 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 – Victoria<sup>191</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	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%

<sup>191</sup> 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 – Victoria <sup>192</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	90%	95%	+5%
DL Has the NDIS improved your child's access to specialist services?	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**

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%

<sup>192</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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**

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?	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 <sup>193</sup>**

	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%

<sup>193</sup> 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 <sup>194</sup>**

	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%

<sup>194</sup> 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 <sup>195</sup>**

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 <sup>196</sup>**

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%	

<sup>195</sup> 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.

<sup>196</sup> 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 <sup>197</sup>**

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 <sup>198</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	942	2,393	1,982	649	900	2,842	1,531	881	<b>3,616</b>
Autism	5,875	30,229	11,749	12,116	16,315	20,052	2,396	4,003	<b>35,540</b>
Cerebral Palsy	959	3,021	2,150	818	997	2,656	1,183	607	<b>3,903</b>
Developmental Delay	365	11,969	2,877	5,201	4,220	2,514	23	5	<b>12,756</b>
Down Syndrome	608	2,120	1,328	699	838	2,122	857	574	<b>2,812</b>
Global Developmental Delay	68	1,660	440	759	610	385	3	2	<b>1,763</b>
Hearing Impairment	1,048	4,176	1,171	1,438	949	2,320	679	1,123	<b>5,418</b>
Intellectual Disability	5,042	15,416	8,547	5,660	6,830	15,562	6,235	6,423	<b>21,369</b>
Multiple Sclerosis	717	1,883	1,816	211	400	1,740	952	651	<b>2,581</b>
Psychosocial disability	3,628	10,232	9,932	3,525	3,353	11,991	5,244	5,156	<b>15,638</b>
Spinal Cord Injury	292	607	530	103	115	586	309	242	<b>830</b>
Stroke	458	1,129	865	159	280	1,107	538	304	<b>1,488</b>
Visual Impairment	730	2,127	993	620	315	1,786	556	820	<b>2,659</b>
Other Neurological	1,162	3,456	2,608	667	974	3,251	1,638	695	<b>4,663</b>
Other Physical	1,077	3,182	2,238	482	484	2,429	1,023	825	<b>4,033</b>
Other Sensory/Speech	69	565	167	276	227	221	13	32	<b>688</b>
Other	158	481	313	101	120	379	185	101	<b>618</b>
<b>Total</b>	<b>23,198</b>	<b>94,646</b>	<b>49,706</b>	<b>33,484</b>	<b>37,927</b>	<b>71,943</b>	<b>23,365</b>	<b>22,444</b>	<b>120,375</b>

<sup>197</sup> 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.

<sup>198</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.46 Number of goals in active plans by goal type and primary disability – Victoria** <sup>199</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,091	3,531	2,341	767	991	3,392	1,642	923	<b>14,678</b>
Autism	7,043	75,163	14,199	16,994	20,057	24,078	2,516	4,212	<b>164,262</b>
Cerebral Palsy	1,168	6,340	2,629	1,026	1,121	3,394	1,280	644	<b>17,602</b>
Developmental Delay	418	45,880	3,586	8,017	5,061	2,825	23	5	<b>65,815</b>
Down Syndrome	708	4,223	1,535	889	953	2,788	906	598	<b>12,600</b>
Global Developmental Delay	80	6,311	558	1,216	729	435	3	2	<b>9,334</b>
Hearing Impairment	1,207	7,872	1,317	1,759	1,055	2,666	701	1,182	<b>17,759</b>
Intellectual Disability	5,923	26,590	9,772	6,992	7,889	19,313	6,568	6,729	<b>89,776</b>
Multiple Sclerosis	853	2,816	2,349	230	421	2,018	1,042	671	<b>10,400</b>
Psychosocial disability	4,209	14,175	12,031	3,928	3,643	13,932	5,512	5,371	<b>62,801</b>
Spinal Cord Injury	349	895	646	110	122	709	341	248	<b>3,420</b>
Stroke	548	1,832	1,032	186	289	1,272	588	318	<b>6,065</b>
Visual Impairment	853	3,614	1,098	739	338	2,120	601	875	<b>10,238</b>
Other Neurological	1,376	6,018	3,175	830	1,090	3,819	1,780	733	<b>18,821</b>
Other Physical	1,285	5,473	2,747	555	522	2,788	1,106	846	<b>15,322</b>
Other Sensory/Speech	80	1,644	197	437	262	249	13	32	<b>2,914</b>
Other	185	930	378	129	137	428	199	102	<b>2,488</b>
<b>Total</b>	<b>27,376</b>	<b>213,307</b>	<b>59,590</b>	<b>44,804</b>	<b>44,680</b>	<b>86,226</b>	<b>24,821</b>	<b>23,491</b>	<b>524,295</b>

**Table G.47 Number of active plans by goal type and age group – Victoria** <sup>200</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	554	19,446	4,808	8,540	6,886	4,146	38	2	<b>20,538</b>
7 to 14	4,318	26,513	9,686	10,342	14,283	16,207	653	244	<b>30,519</b>
15 to 18	2,071	6,564	3,062	2,842	3,376	5,930	765	2,093	<b>8,250</b>
19 to 24	2,502	6,273	3,254	2,672	2,219	6,156	2,299	4,371	<b>8,629</b>
25 to 34	2,994	7,462	5,189	2,543	2,574	7,744	3,895	4,701	<b>10,756</b>
35 to 44	2,779	7,297	5,876	2,110	2,521	7,907	3,885	4,097	<b>10,604</b>
45 to 54	3,267	8,937	7,436	2,200	2,756	9,902	4,756	3,916	<b>13,018</b>
55 to 64	3,680	9,634	8,157	1,828	2,671	10,968	5,534	2,626	<b>14,225</b>
65+	1,033	2,520	2,238	407	641	2,983	1,540	394	<b>3,836</b>
<b>Total</b>	<b>23,198</b>	<b>94,646</b>	<b>49,706</b>	<b>33,484</b>	<b>37,927</b>	<b>71,943</b>	<b>23,365</b>	<b>22,444</b>	<b>120,375</b>

<sup>199</sup> 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.

<sup>200</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.48 Number of goals in active plans by goal type and age group – Victoria** <sup>201</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	623	75,882	6,089	13,452	8,263	4,724	39	2	<b>109,074</b>
7 to 14	5,216	65,685	11,796	14,572	17,715	19,320	670	246	<b>135,220</b>
15 to 18	2,471	10,872	3,545	3,470	4,013	7,095	797	2,161	<b>34,424</b>
19 to 24	2,988	9,306	3,672	3,149	2,475	7,307	2,411	4,616	<b>35,924</b>
25 to 34	3,561	10,747	6,102	2,886	2,879	9,288	4,128	4,955	<b>44,546</b>
35 to 44	3,289	10,436	6,999	2,372	2,760	9,512	4,144	4,284	<b>43,796</b>
45 to 54	3,780	12,935	8,952	2,454	3,009	11,998	5,104	4,097	<b>52,329</b>
55 to 64	4,263	13,823	9,792	2,001	2,881	13,334	5,901	2,722	<b>54,717</b>
65+	1,185	3,621	2,643	448	685	3,648	1,627	408	<b>14,265</b>
<b>Total</b>	<b>27,376</b>	<b>213,307</b>	<b>59,590</b>	<b>44,804</b>	<b>44,680</b>	<b>86,226</b>	<b>24,821</b>	<b>23,491</b>	<b>524,295</b>

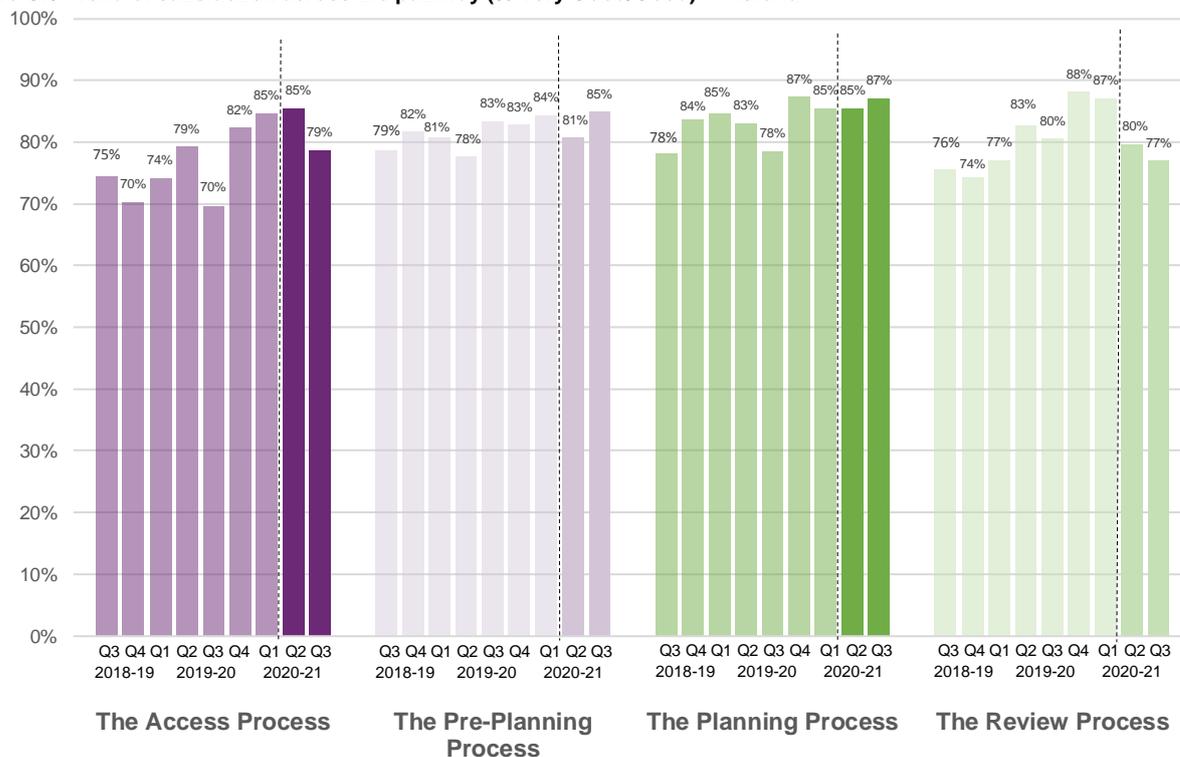
<sup>201</sup> Participants have set over six million goals in total across Australia since July 2016. The 524,295 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**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 – Victoria** <sup>202</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 192</b>	<b>n = 229</b>
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%
<b>Pre-planning</b>	<b>n = 279</b>	<b>n = 218</b>
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%
<b>Planning</b>	<b>n = 1,080</b>	<b>n = 928</b>
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%
<b>Plan review</b>	<b>n = 2,617</b>	<b>n = 2,258</b>
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%

<sup>202</sup> 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.

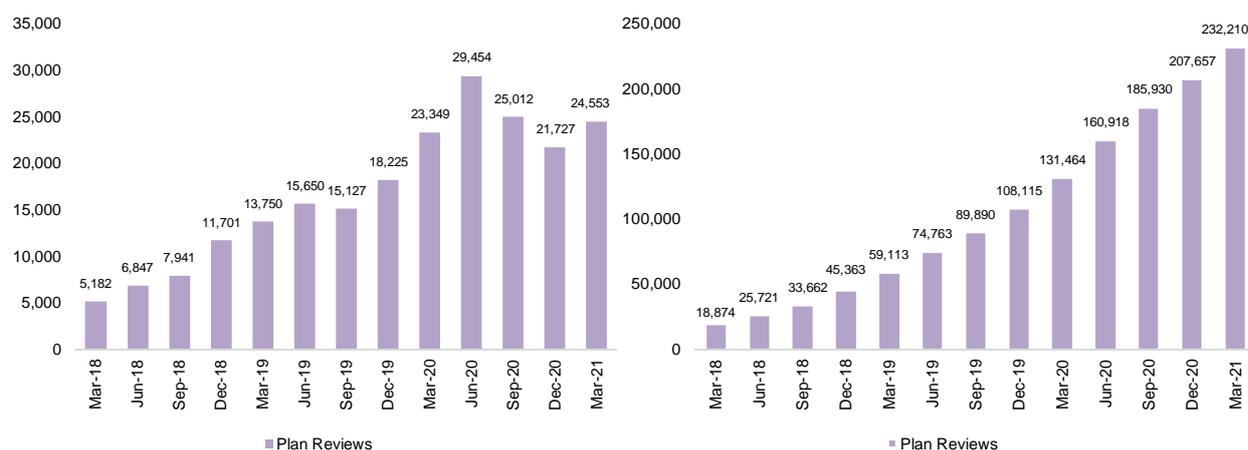
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>203 204</sup>



**Table G.50 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria** <sup>205</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>207,657</b>	<b>24,553</b>	<b>232,210</b>
<i>Early intervention plans</i>	31,711	4,757	36,468
<i>Permanent disability plans</i>	175,946	19,796	195,742

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



<sup>203</sup> 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.

<sup>204</sup> 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.

<sup>205</sup> 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.

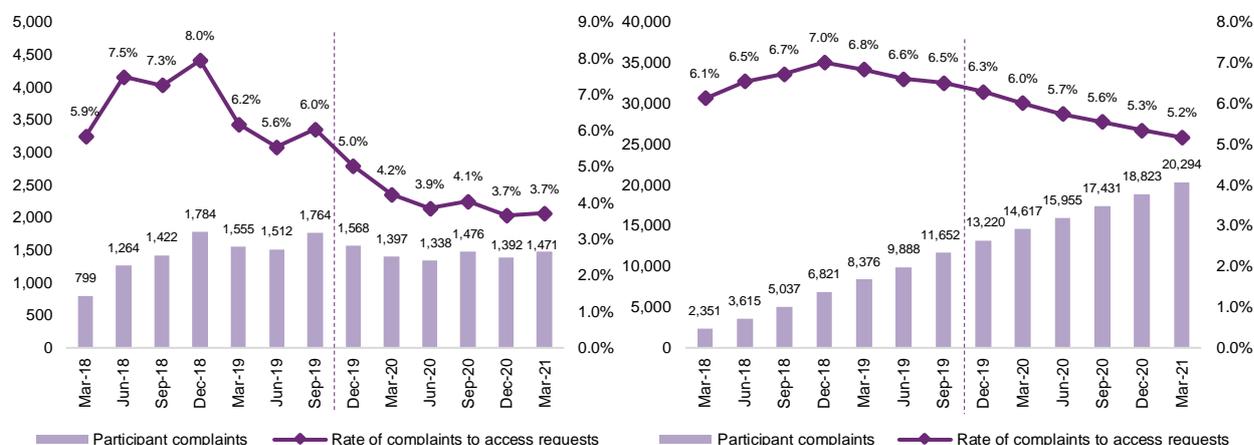
Table G.52 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>206 207 208</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>19,323</b>	<b>1,471</b>	<b>20,794</b>	<b>11,844</b>
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



<sup>206</sup> Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.  
<sup>207</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.  
<sup>208</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

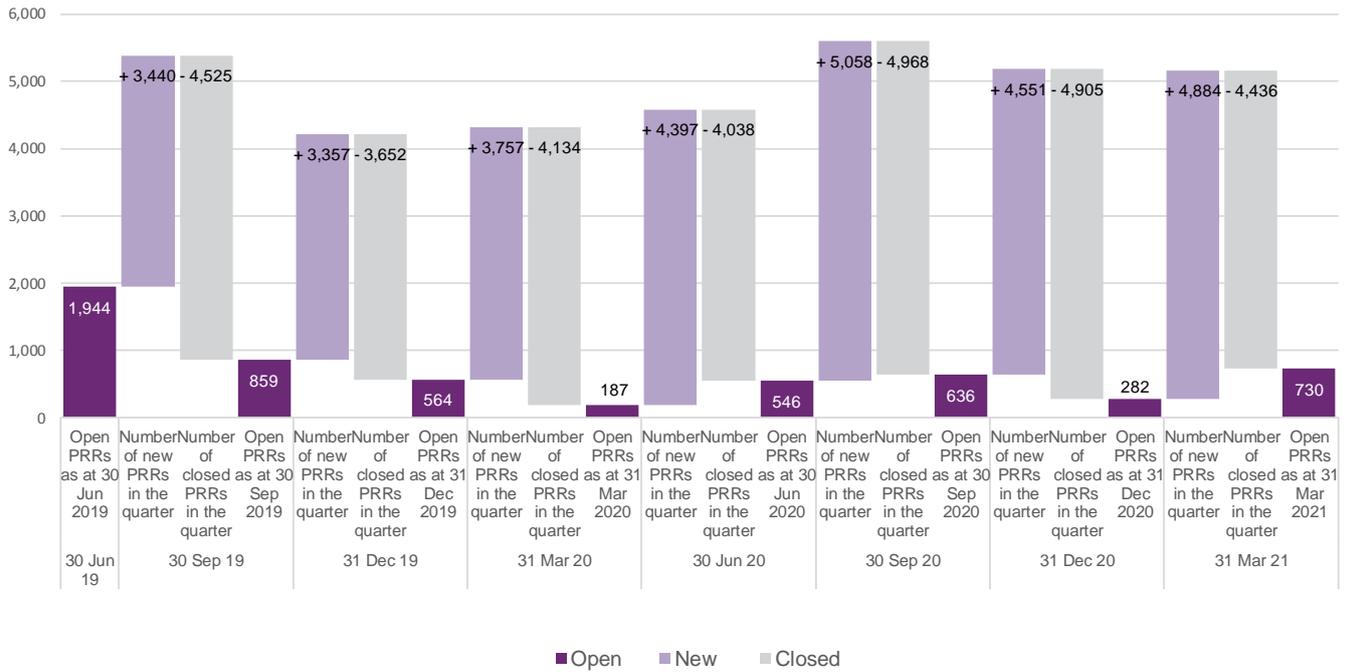
**Table G.52 Complaints by type ('My Feedback' tile) – Victoria**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>670</b>	
<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%)
<b>Total</b>	<b>11,933</b>	
<i>Unclassified</i>	<b>634</b>	
<b>Participants total</b>	<b>13,237</b>	

**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%)
<b>Total</b>	<b>75</b>		<b>5</b>		<b>80</b>	
<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%)
<b>Total</b>	<b>173</b>		<b>35</b>		<b>208</b>	
<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%)
<b>Total</b>	<b>356</b>		<b>70</b>		<b>426</b>	
<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%)
<b>Total</b>	<b>4,642</b>		<b>969</b>		<b>5,611</b>	
<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%)
<b>Total</b>	<b>889</b>		<b>339</b>		<b>1,228</b>	
<i>Unclassified</i>	<b>4</b>		<b>0</b>		<b>4</b>	
<b>Participants total</b>	<b>6,139</b>		<b>1,418</b>		<b>7,557</b>	

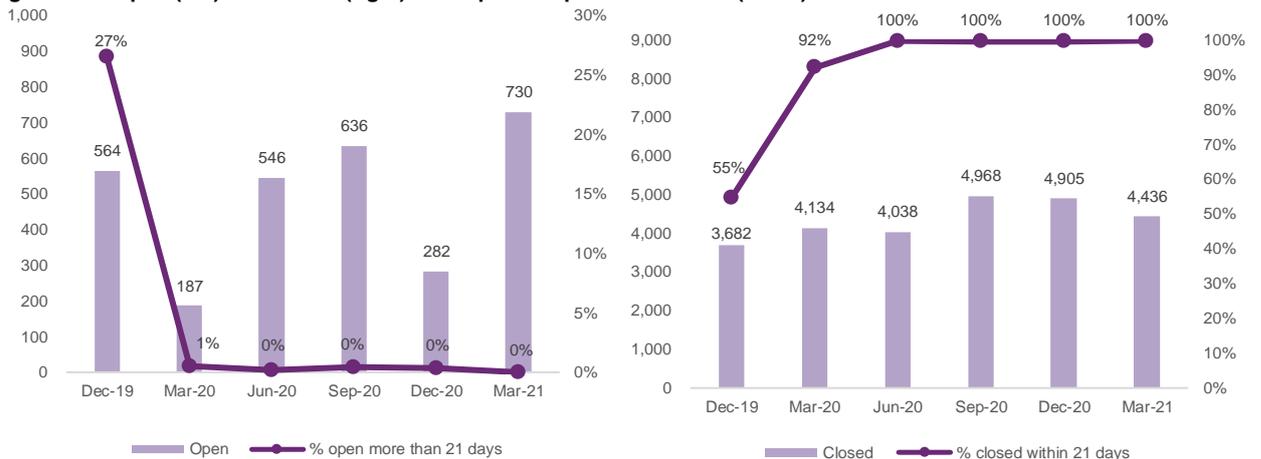
**Figure G.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Victoria** <sup>209</sup>



**Table G.54 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria** <sup>210</sup>

	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** <sup>211</sup>

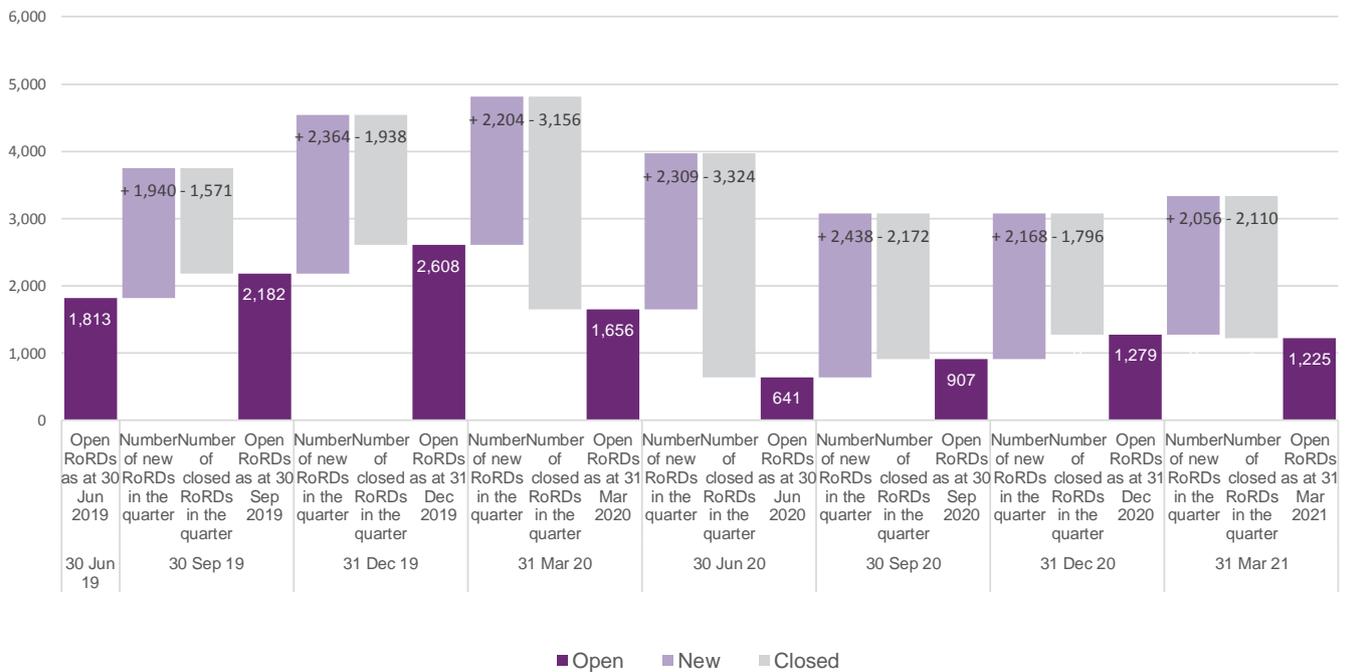


<sup>209</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>210</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>211</sup> 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.

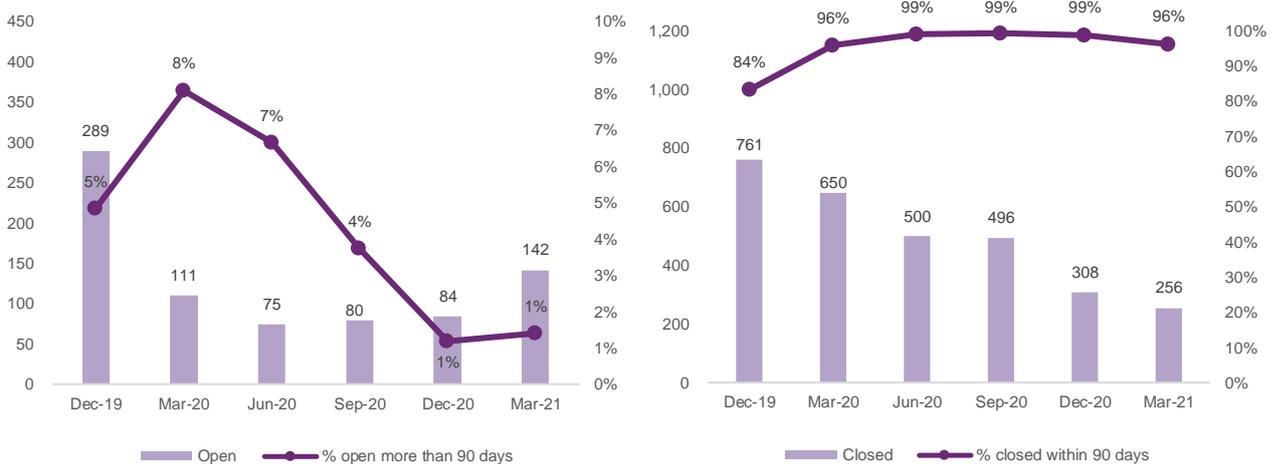
**Figure G.14 RoRDs received and closed by quarter and open at the end of each quarter – Victoria**



**Table G.55 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria <sup>212 213</sup>**

	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 <sup>214</sup>**



<sup>212</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>213</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>214</sup> 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 <sup>215</sup>



Table G.56 AAT Cases by category – Victoria <sup>216</sup>

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%
<b>Total</b>	<b>1,107</b>	<b>100%</b>	<b>111</b>	<b>100%</b>	<b>1,218</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.33%</b>		<b>0.30%</b>		<b>0.33%</b>	

Figure G.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

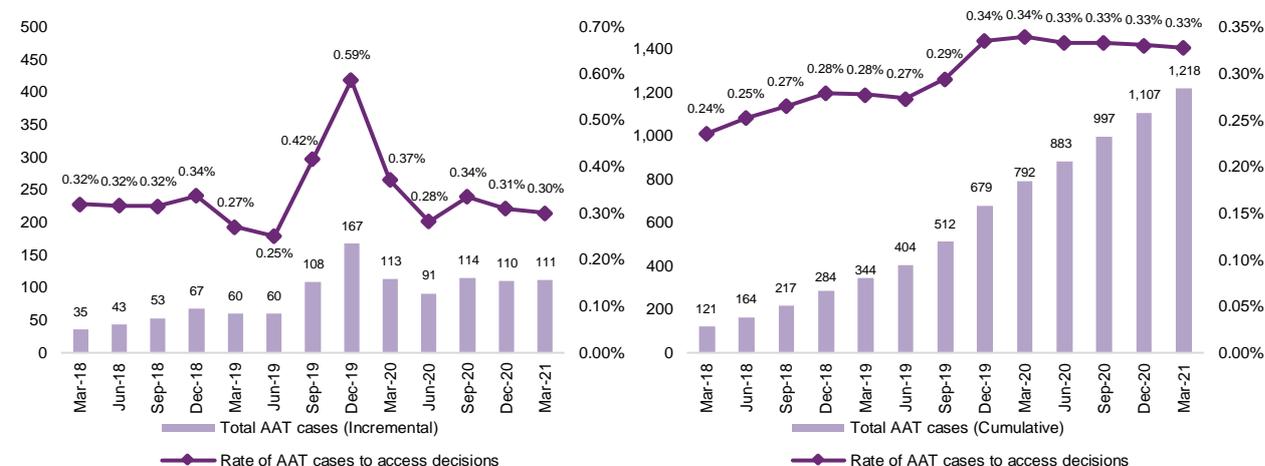


Table G.57 AAT cases by open/closed and decision – Victoria <sup>217</sup>

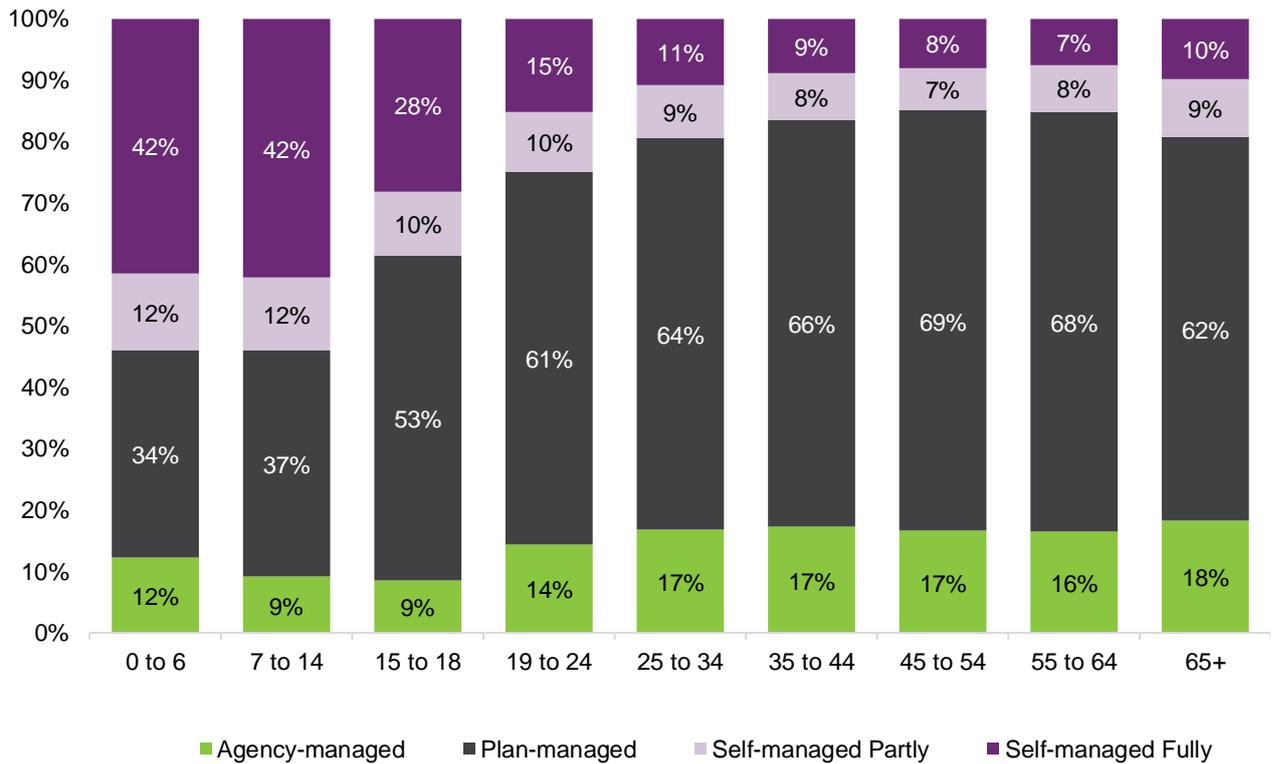
	N
<b>AAT Cases</b>	<b>1,218</b>
<b>Open AAT Cases</b>	<b>317</b>
<b>Closed AAT Cases</b>	<b>901</b>
Resolved before hearing	875
Gone to hearing and received a substantive decision	26

<sup>215</sup> Ibid.

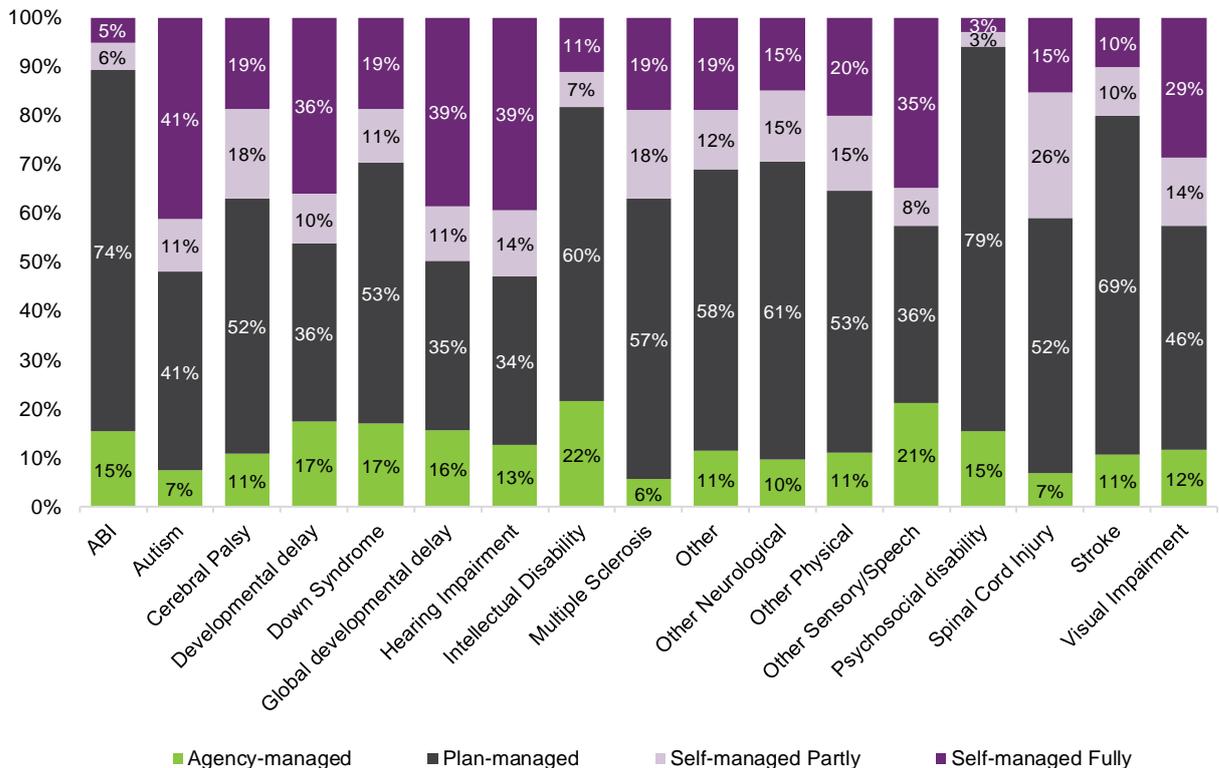
<sup>216</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>217</sup> 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** <sup>218 219</sup>



**Figure G.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Victoria** <sup>220 221</sup>



<sup>218</sup> For the total number of active participants in each age group, see Table G.14.

<sup>219</sup> 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.

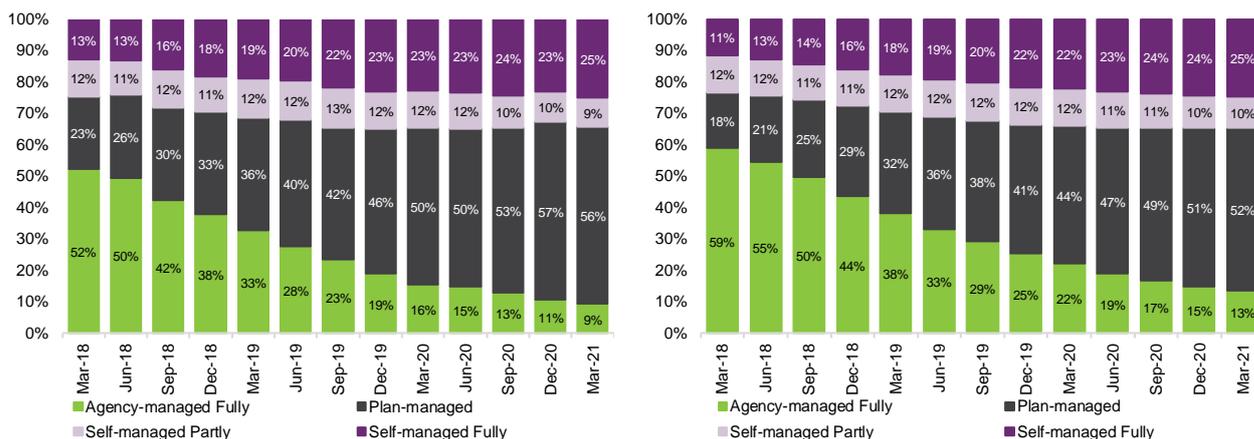
<sup>220</sup> For the total number of active participants in each primary disability group, see Table G.12.

<sup>221</sup> 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%	<b>25%</b>
Self-managed partly	10%	9%	<b>10%</b>
Plan-managed	51%	56%	<b>52%</b>
Agency-managed	15%	9%	<b>13%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

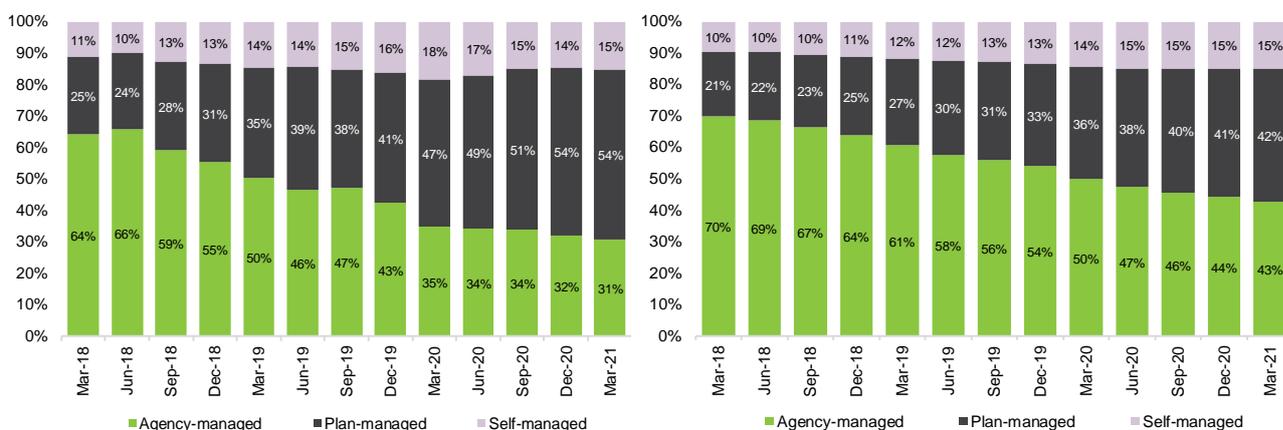
**Figure G.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**<sup>223</sup>



**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%	<b>15%</b>
Plan-managed	41%	54%	<b>42%</b>
Agency-managed	44%	31%	<b>43%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**



<sup>222</sup> Ibid.

<sup>223</sup> 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** <sup>224</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>84,869</b>	<b>85%</b>	<b>4,631</b>	<b>83%</b>	<b>89,500</b>	<b>85%</b>
90 to 119 days	3,185	3%	157	3%	3,342	3%
120 days and over	8,669	9%	251	5%	8,920	8%
<b>Activated after 90 days</b>	<b>11,854</b>	<b>12%</b>	<b>408</b>	<b>7%</b>	<b>12,262</b>	<b>12%</b>
No payments	3,057	3%	513	9%	3,570	3%
<b>Total plans approved</b>	<b>99,780</b>	<b>100%</b>	<b>5,552</b>	<b>100%</b>	<b>105,332</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>93,074</b>	<b>96,847</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	10,268	10,700	96%
Not CALD	82,731	86,071	96%
Not Stated	75	76	99%
<b>Total</b>	<b>93,074</b>	<b>96,847</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	66,606	69,233	96%
Regional	26,426	27,569	96%
Remote	38	41	93%
Missing	<11	<11	
<b>Total</b>	<b>93,074</b>	<b>96,847</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>93,074</b>	<b>96,847</b>	<b>96%</b>

<sup>224</sup> 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** <sup>225 226</sup>

Plan utilisation	Total
0 to 50%	39%
50% to 75%	25%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table G.64 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>227</sup>

	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** <sup>228 229</sup>

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** <sup>230</sup>

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
<b>Active in 2020-21 Q3</b>	<b>2,549</b>
Inactive in 2020-21 Q3	3,022
<b>Active ever</b>	<b>5,571</b>

<sup>225</sup> 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.

<sup>226</sup> 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.

<sup>227</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>228</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>229</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>230</sup> 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** <sup>231</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	293	16	309	5%
Specialist Disability Accommodation	78	7	85	9%
Vehicle Modifications	113	11	124	10%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	506	29	535	6%
Support Coordination	268	15	283	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	197	12	209	6%
Specialised Supported Employment	192	14	206	7%
<b>Total approved active providers</b>	<b>5,445</b>	<b>126</b>	<b>5,571</b>	<b>2%</b>

<sup>231</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	32	133	<b>165</b>	19%	81%	<b>100%</b>
Assistance Animals	8	54	<b>62</b>	13%	87%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	52	422	<b>474</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	108	549	<b>657</b>	16%	84%	<b>100%</b>
Daily Personal Activities	110	878	<b>988</b>	11%	89%	<b>100%</b>
Group and Centre Based Activities	65	589	<b>654</b>	10%	90%	<b>100%</b>
High Intensity Daily Personal Activities	77	617	<b>694</b>	11%	89%	<b>100%</b>
Household tasks	427	950	<b>1,377</b>	31%	69%	<b>100%</b>
Interpreting and translation	22	127	<b>149</b>	15%	85%	<b>100%</b>
Participation in community, social and civic activities	133	938	<b>1,071</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	16	144	<b>160</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	20	132	<b>152</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	136	860	<b>996</b>	14%	86%	<b>100%</b>
Communication and information equipment	74	276	<b>350</b>	21%	79%	<b>100%</b>
Customised Prosthetics	55	334	<b>389</b>	14%	86%	<b>100%</b>
Hearing Equipment	26	149	<b>175</b>	15%	85%	<b>100%</b>
Hearing Services	4	36	<b>40</b>	10%	90%	<b>100%</b>
Personal Mobility Equipment	73	456	<b>529</b>	14%	86%	<b>100%</b>
Specialised Hearing Services	5	45	<b>50</b>	10%	90%	<b>100%</b>
Vision Equipment	20	113	<b>133</b>	15%	85%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	182	883	<b>1,065</b>	17%	83%	<b>100%</b>
Behaviour Support	84	314	<b>398</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	51	314	<b>365</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	80	600	<b>680</b>	12%	88%	<b>100%</b>
Early Intervention supports for early childhood	271	525	<b>796</b>	34%	66%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	83	309	<b>392</b>	21%	79%	<b>100%</b>
Innovative Community Participation	60	181	<b>241</b>	25%	75%	<b>100%</b>
Specialised Driving Training	40	99	<b>139</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,257	1,629	<b>2,886</b>	44%	56%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	61	248	<b>309</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	3	82	<b>85</b>	4%	96%	<b>100%</b>
Vehicle Modifications	12	112	<b>124</b>	10%	90%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	102	433	<b>535</b>	19%	81%	<b>100%</b>
Support Coordination	44	239	<b>283</b>	16%	84%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	19	190	<b>209</b>	9%	91%	<b>100%</b>
Specialised Supported Employment	22	184	<b>206</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>2,009</b>	<b>3,562</b>	<b>5,571</b>	<b>36%</b>	<b>64%</b>	<b>100%</b>

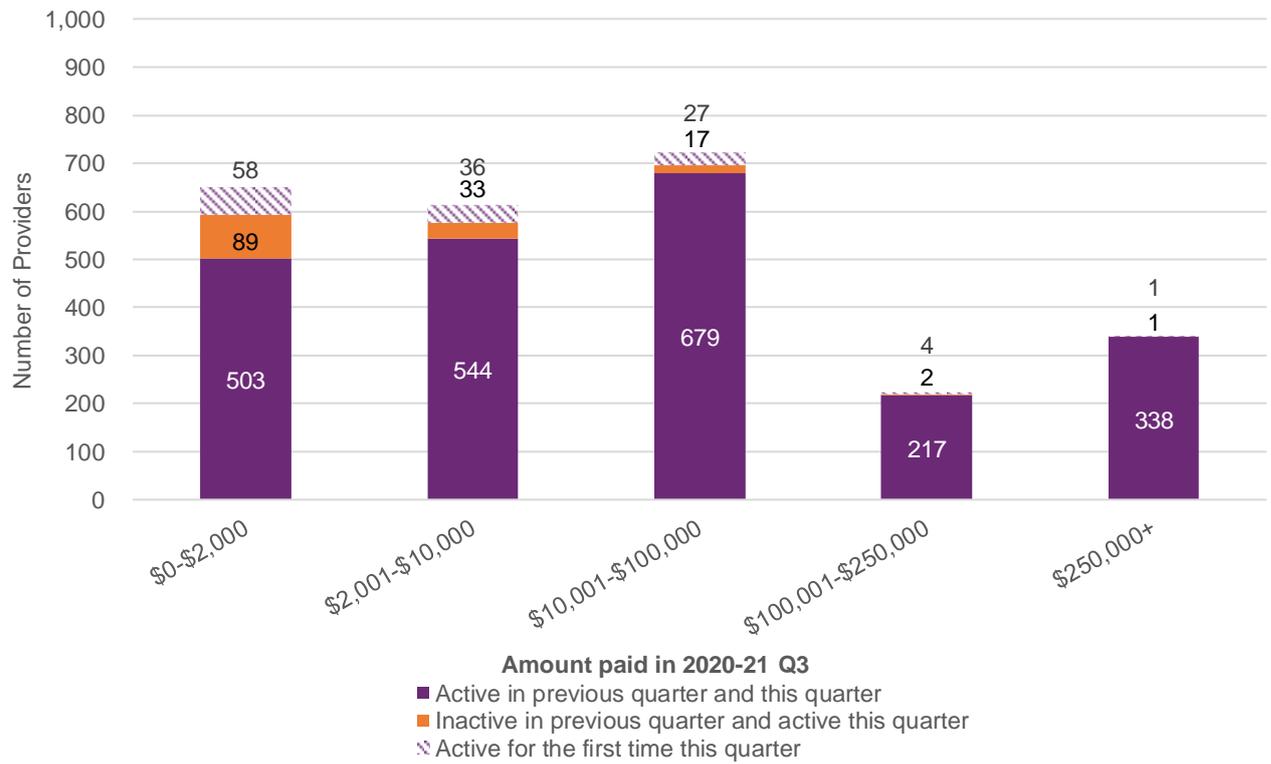
**Table G.69 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Victoria**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	104	16	120	13%
Specialist Disability Accommodation	46	7	53	13%
Vehicle Modifications	42	11	53	21%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	342	29	371	8%
Support Coordination	139	15	154	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	109	12	121	10%
Specialised Supported Employment	132	14	146	10%
<b>Total</b>	<b>2,423</b>	<b>126</b>	<b>2,549</b>	<b>5%</b>

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	9	30	<b>39</b>	23%	77%	<b>100%</b>
Assistance Animals	6	31	<b>37</b>	16%	84%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	32	270	<b>302</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	37	222	<b>259</b>	14%	86%	<b>100%</b>
Daily Personal Activities	69	510	<b>579</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	52	323	<b>375</b>	14%	86%	<b>100%</b>
High Intensity Daily Personal Activities	56	338	<b>394</b>	14%	86%	<b>100%</b>
Household tasks	180	520	<b>700</b>	26%	74%	<b>100%</b>
Interpreting and translation	6	57	<b>63</b>	10%	90%	<b>100%</b>
Participation in community, social and civic activities	92	571	<b>663</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	3	52	<b>55</b>	5%	95%	<b>100%</b>
Assistive products for household tasks	3	38	<b>41</b>	7%	93%	<b>100%</b>
Assistance products for personal care and safety	75	436	<b>511</b>	15%	85%	<b>100%</b>
Communication and information equipment	38	157	<b>195</b>	19%	81%	<b>100%</b>
Customised Prosthetics	30	166	<b>196</b>	15%	85%	<b>100%</b>
Hearing Equipment	13	61	<b>74</b>	18%	82%	<b>100%</b>
Hearing Services	2	11	<b>13</b>	15%	85%	<b>100%</b>
Personal Mobility Equipment	31	231	<b>262</b>	12%	88%	<b>100%</b>
Specialised Hearing Services	1	17	<b>18</b>	6%	94%	<b>100%</b>
Vision Equipment	7	47	<b>54</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	126	553	<b>679</b>	19%	81%	<b>100%</b>
Behaviour Support	32	191	<b>223</b>	14%	86%	<b>100%</b>
Community nursing care for high needs	28	167	<b>195</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	46	288	<b>334</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	83	255	<b>338</b>	25%	75%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	40	173	<b>213</b>	19%	81%	<b>100%</b>
Innovative Community Participation	20	62	<b>82</b>	24%	76%	<b>100%</b>
Specialised Driving Training	18	42	<b>60</b>	30%	70%	<b>100%</b>
Therapeutic Supports	397	756	<b>1,153</b>	34%	66%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	19	101	<b>120</b>	16%	84%	<b>100%</b>
Specialist Disability Accommodation	3	50	<b>53</b>	6%	94%	<b>100%</b>
Vehicle Modifications	5	48	<b>53</b>	9%	91%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	82	289	<b>371</b>	22%	78%	<b>100%</b>
Support Coordination	22	132	<b>154</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	14	107	<b>121</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	19	127	<b>146</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>684</b>	<b>1,865</b>	<b>2,549</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>

**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** <sup>232</sup>



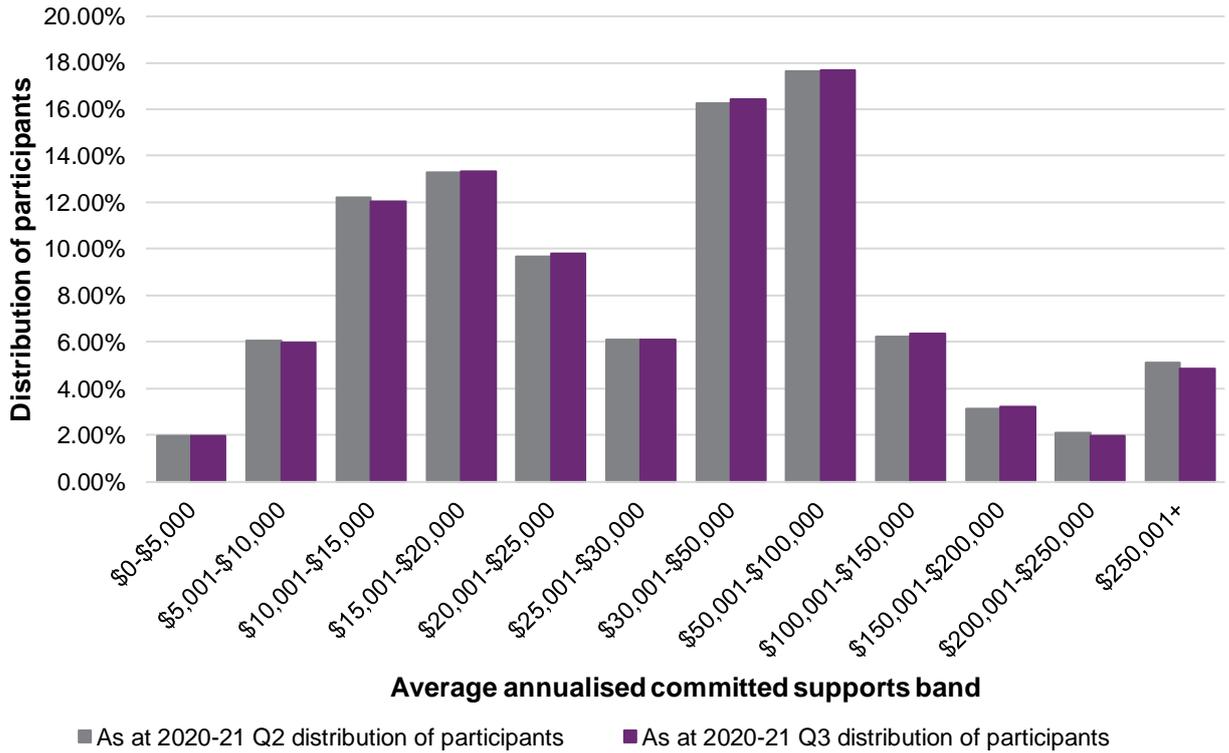
## Part Five: Financial sustainability

**Table G.71 Committed supports by financial year (\$m) – Victoria**

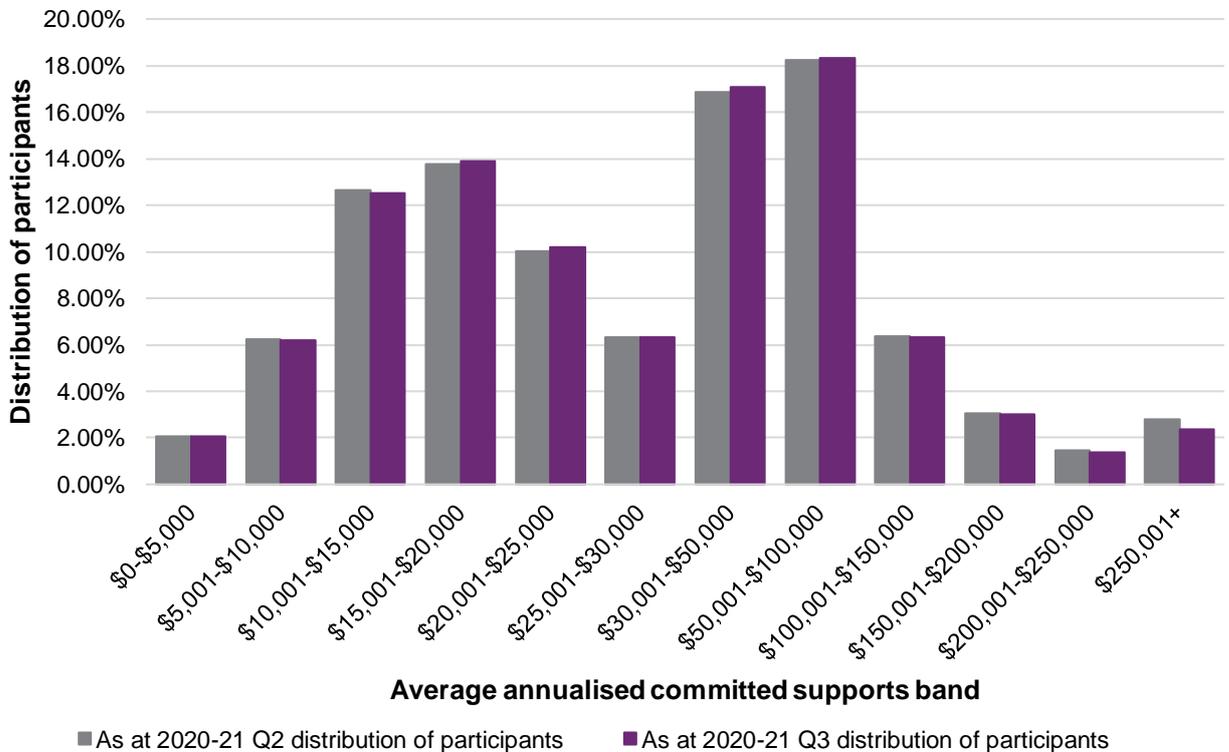
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	52.8	162.5	204.4	497.9	1,431.7	3,462.2	6,075.5	5,795.6

<sup>232</sup> 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.

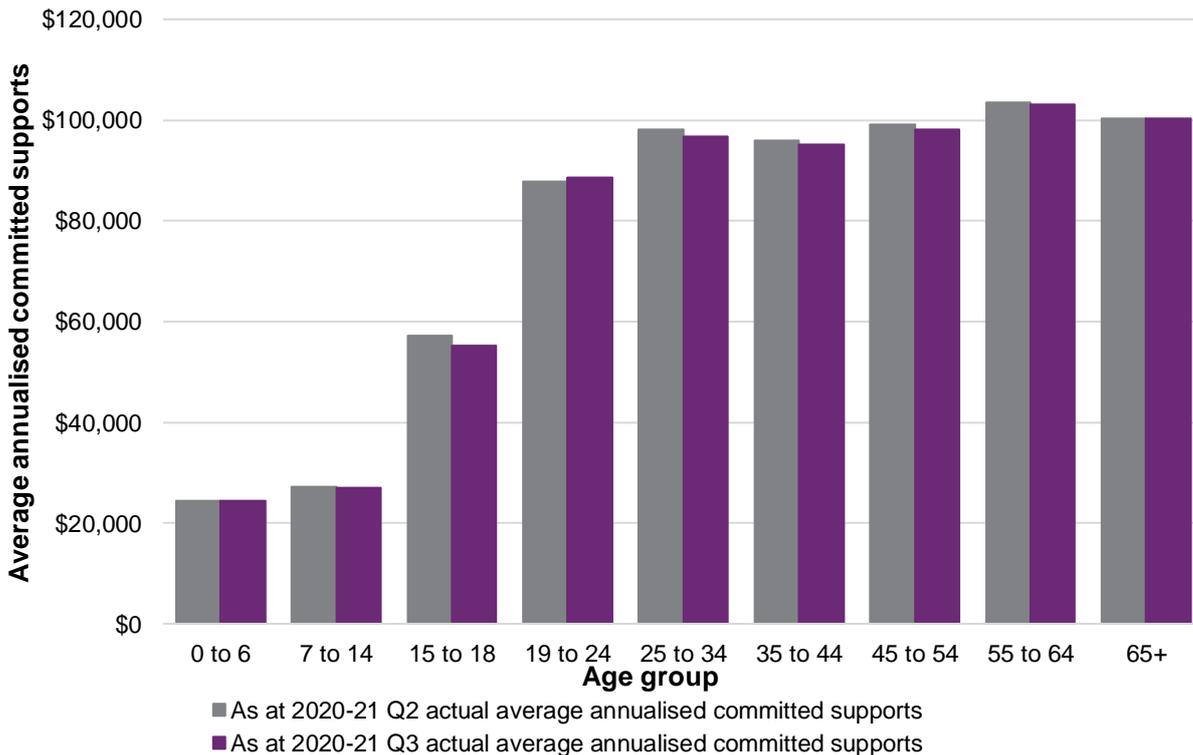
**Figure G.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria**



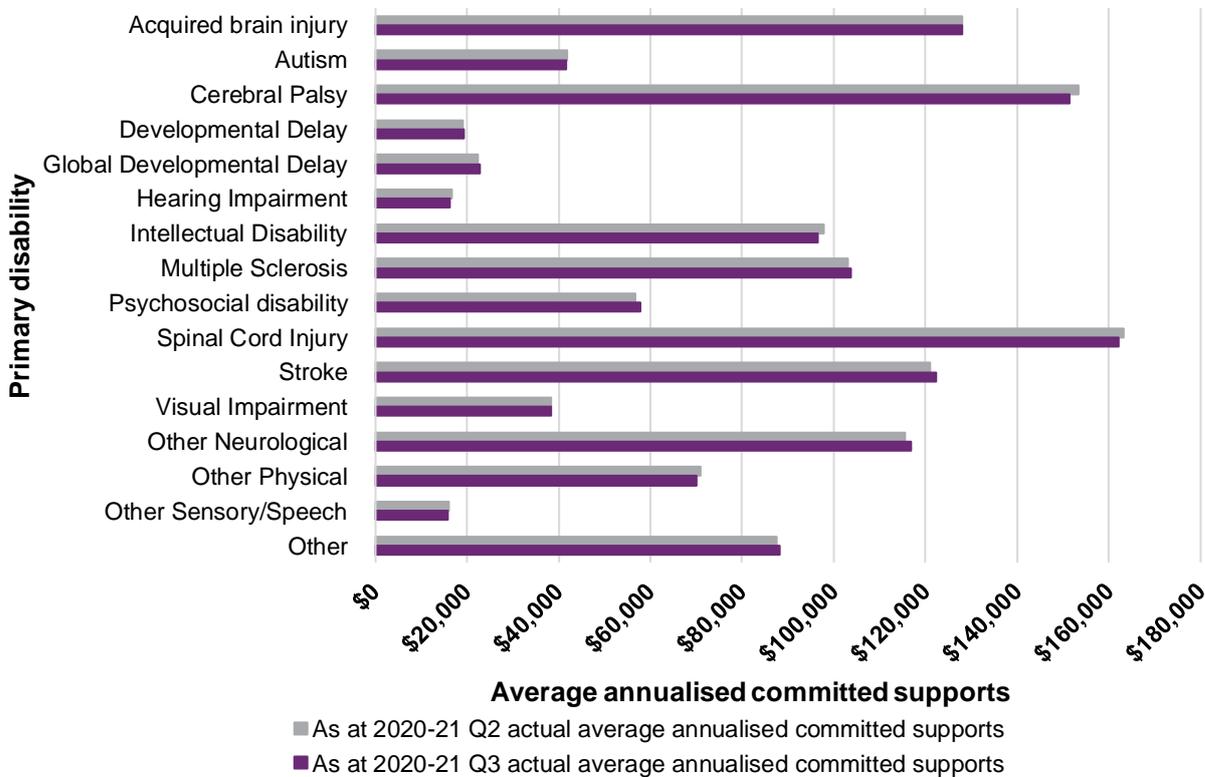
**Figure G.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria**



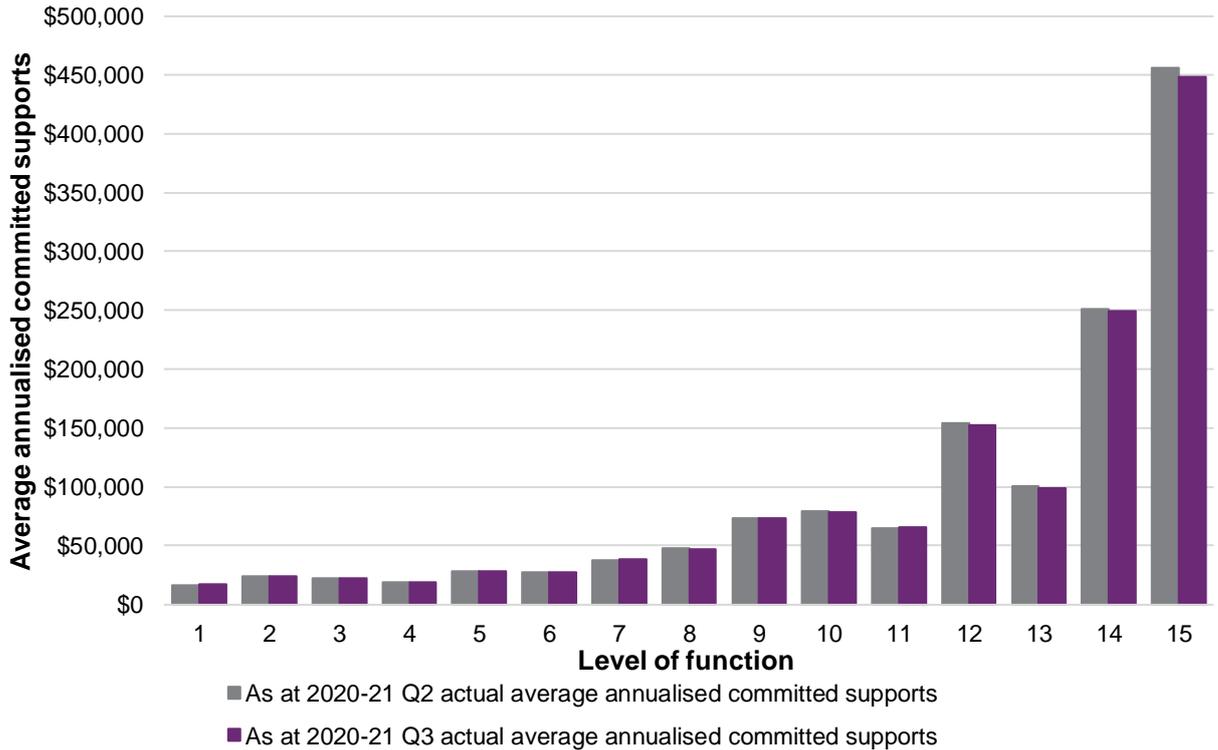
**Figure G.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria**



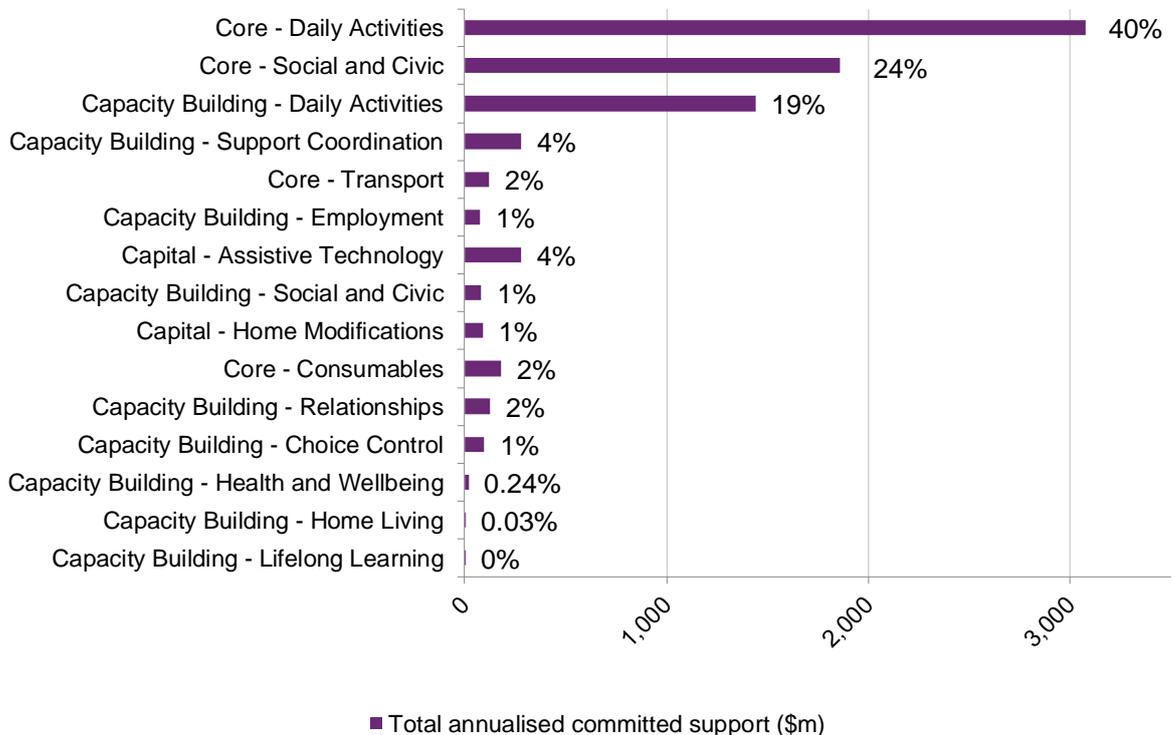
**Figure G.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Victoria**



**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**

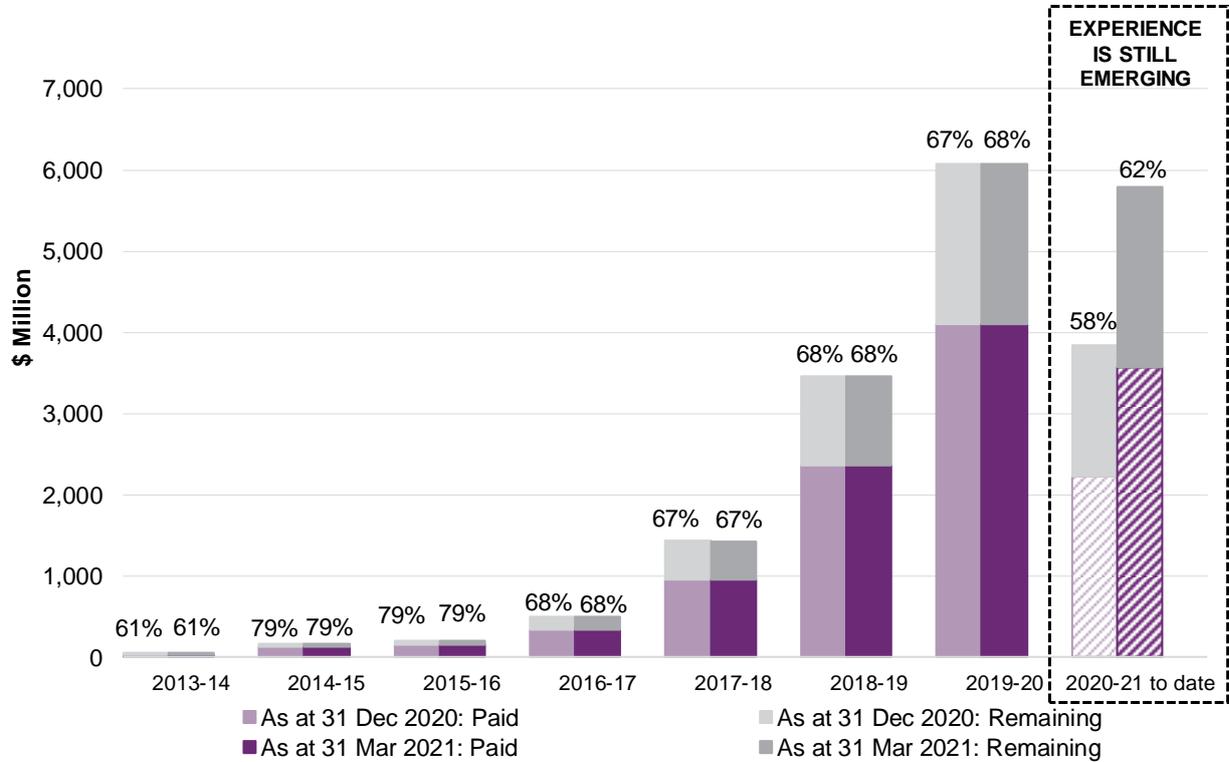


Figure G.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Victoria <sup>233</sup>

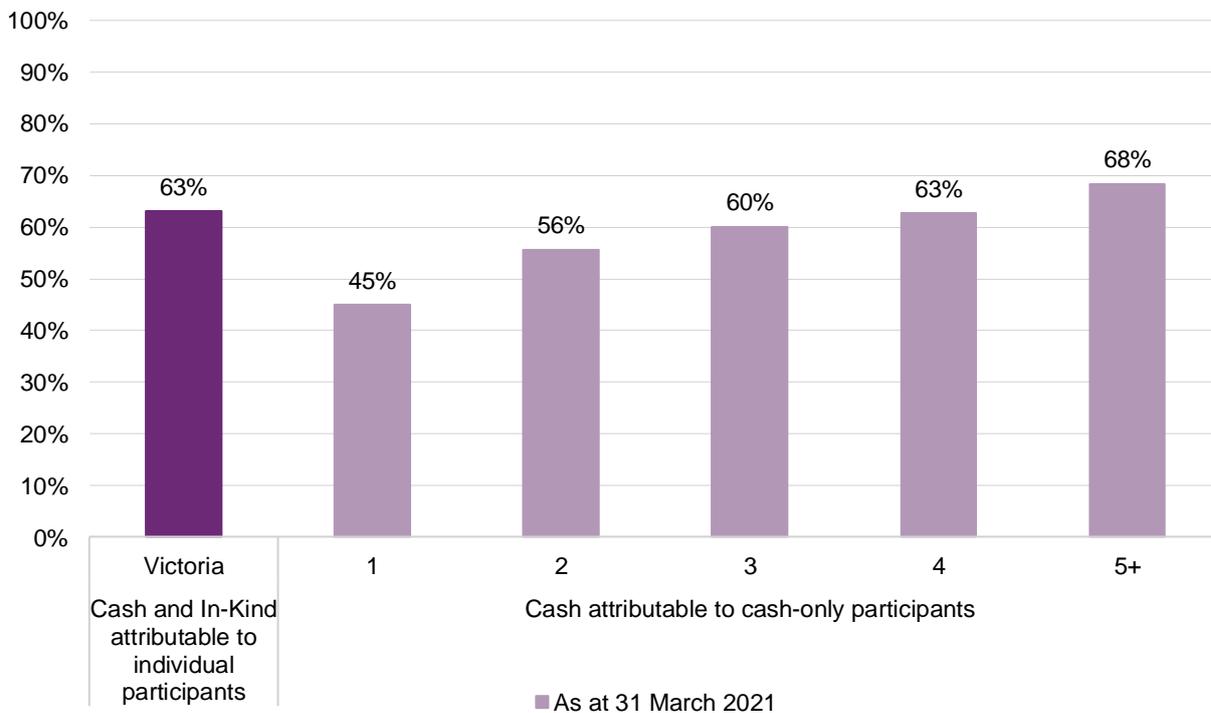
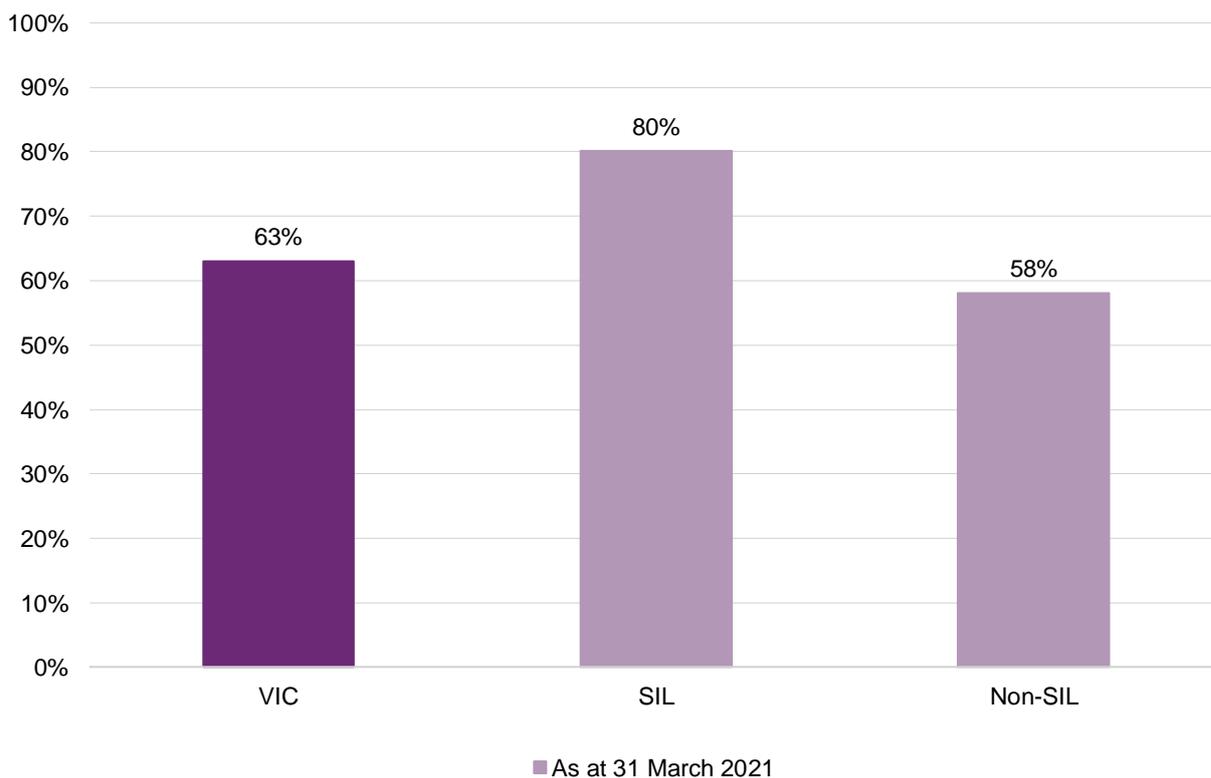


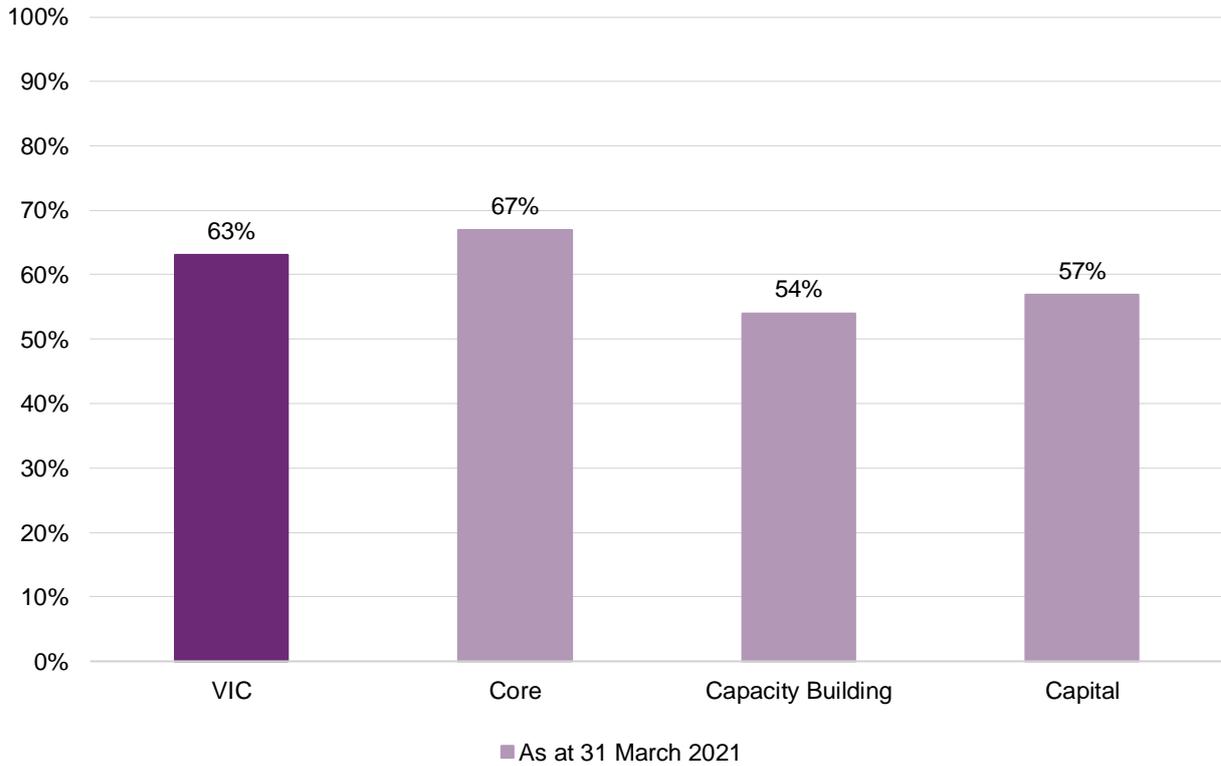
Figure G.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Victoria <sup>234</sup>



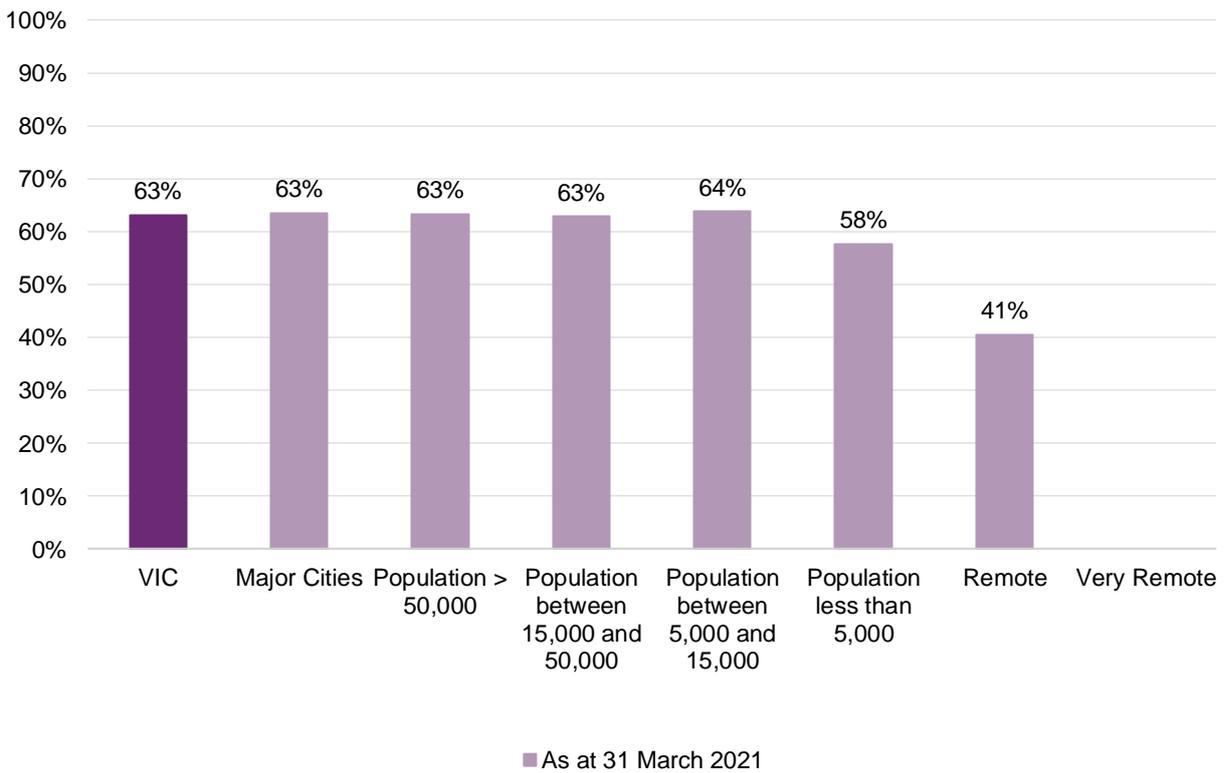
<sup>233</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>234</sup> 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** <sup>235</sup>



**Figure G.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Victoria** <sup>236 237</sup>



<sup>235</sup> Ibid.

<sup>236</sup> Ibid.

<sup>237</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H: Queensland

## Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland <sup>238</sup>

	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 <sup>239</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>107,554</b>	<b>6,311</b>	<b>113,865</b>
<b>Active Eligible</b>	<b>86,579</b>	<b>4,789</b>	<b>91,368</b>
<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
<b>Active Participant Plans (excl ECEI)</b>	<b>83,864</b>	<b>4,770</b>	<b>88,634</b>
<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
<b>Active Participant Plans</b>	<b>86,437</b>	<b>7,823</b>	<b>91,687</b>
<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
<b>Total participant exits</b>	<b>2,745</b>
<i>Early Intervention participants</i>	541
<i>Permanent disability participants</i>	2,204

<sup>238</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>239</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table H.4 Cumulative numbers of active participants by services previously received – Queensland** <sup>240 241</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19	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** <sup>242 243 244 245</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19	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** <sup>246</sup>

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	
<b>Total</b>	<b>91,014</b>	<b>85%</b>	<b>4,806</b>	<b>76%</b>	<b>95,820</b>	<b>84%</b>

<sup>240</sup> This table shows the total numbers of active participants at the end of each period.

<sup>241</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>242</sup> This table shows the total numbers of active participants at the end of each period.

<sup>243</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>244</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>245</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>246</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table H.7 Assessment of access by disability – Queensland** <sup>247</sup>

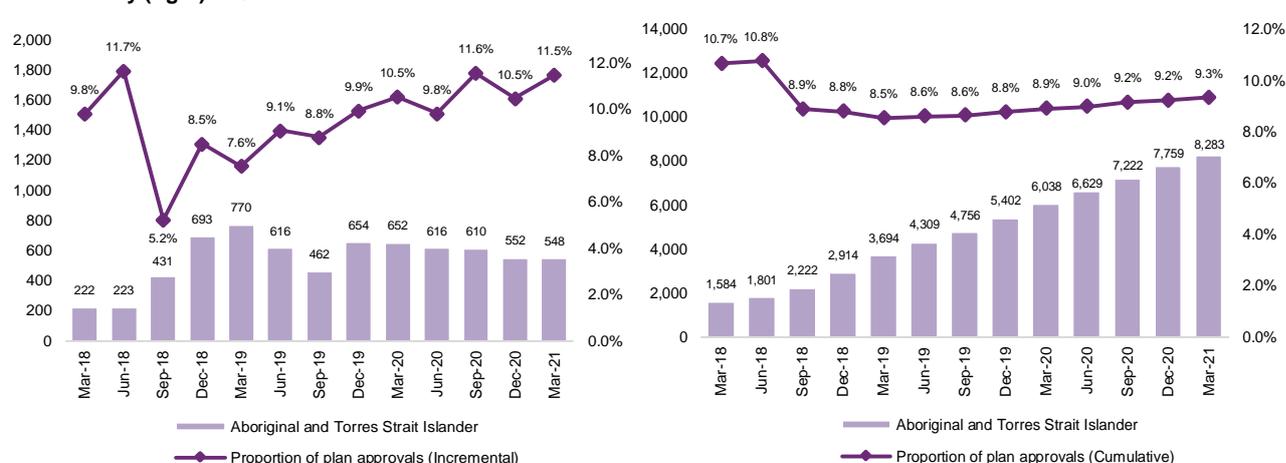
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,313	92%	122	85%	3,435	92%
Autism	28,994	95%	1,710	96%	30,704	95%
Cerebral 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%
<b>Total</b>	<b>91,014</b>	<b>85%</b>	<b>4,806</b>	<b>76%</b>	<b>95,820</b>	<b>84%</b>

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

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

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	7,735	9.2%	548	11.5%	<b>8,283</b>	<b>9.3%</b>
Not Aboriginal and Torres Strait Islander	66,028	78.7%	3,744	78.5%	<b>69,772</b>	<b>78.7%</b>
Not Stated	10,101	12.0%	478	10.0%	<b>10,579</b>	<b>11.9%</b>
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>248</sup>



<sup>247</sup> Ibid.

<sup>248</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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%	<b>4,931</b>	<b>5.6%</b>
Not culturally and linguistically diverse	79,167	94.4%	4,505	94.4%	<b>83,672</b>	<b>94.4%</b>
Not stated	31	0.0%	<11		<b>31</b>	<b>0.0%</b>
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

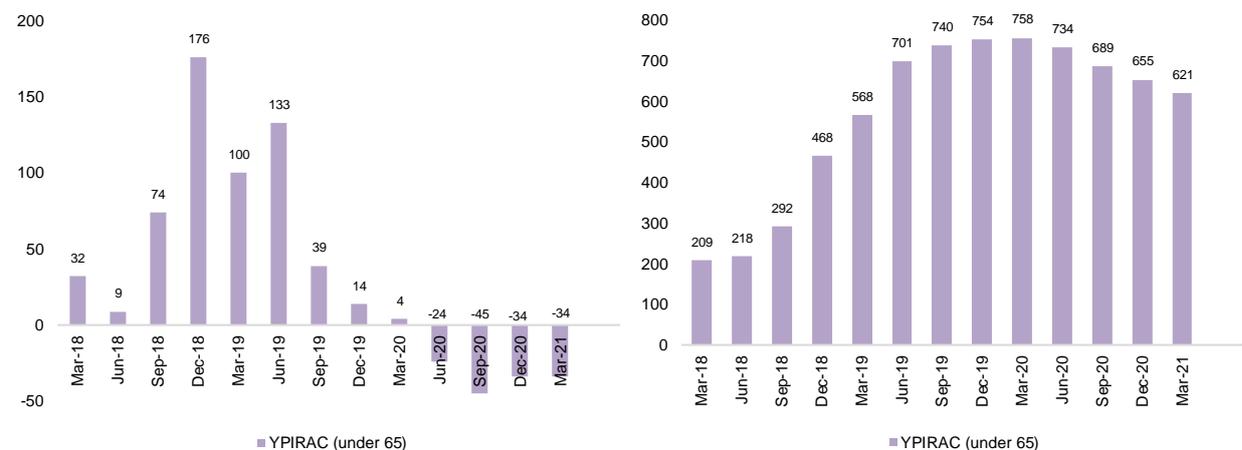
**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>249</sup>



**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** <sup>250</sup>

Age group	Total N
Under 45	16
45 to 54	88
55 to 64	517
<b>Total YPIRAC (under 65)</b>	<b>621</b>

**Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>251</sup>



<sup>249</sup> Ibid.

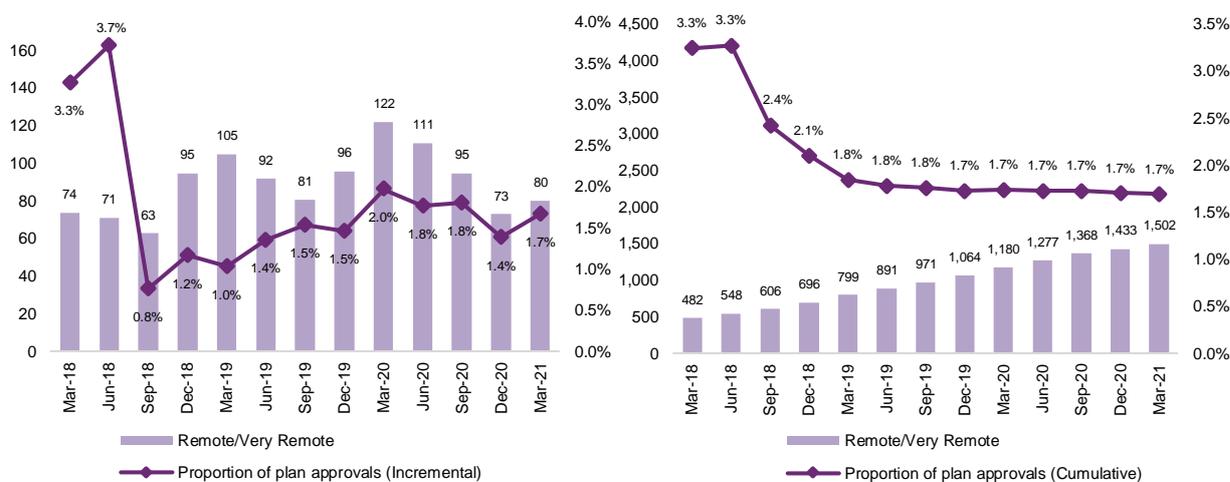
<sup>250</sup> There are a further 351 active participants aged 65 years or over who are currently in residential aged care.

<sup>251</sup> 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 <sup>252 253</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	49,573	59.1%	3,106	65.1%	<b>52,679</b>	<b>59.4%</b>
Population > 50,000	20,238	24.1%	971	20.4%	<b>21,209</b>	<b>23.9%</b>
Population between 15,000 and 50,000	3,337	4.0%	159	3.3%	<b>3,496</b>	<b>3.9%</b>
Population between 5,000 and 15,000	3,662	4.4%	165	3.5%	<b>3,827</b>	<b>4.3%</b>
Population less than 5,000	5,611	6.7%	289	6.1%	<b>5,900</b>	<b>6.7%</b>
Remote	760	0.9%	38	0.8%	<b>798</b>	<b>0.9%</b>
Very Remote	662	0.8%	42	0.9%	<b>704</b>	<b>0.8%</b>
Missing	21		<11		<b>21</b>	
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland <sup>254 255</sup>



<sup>252</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>253</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

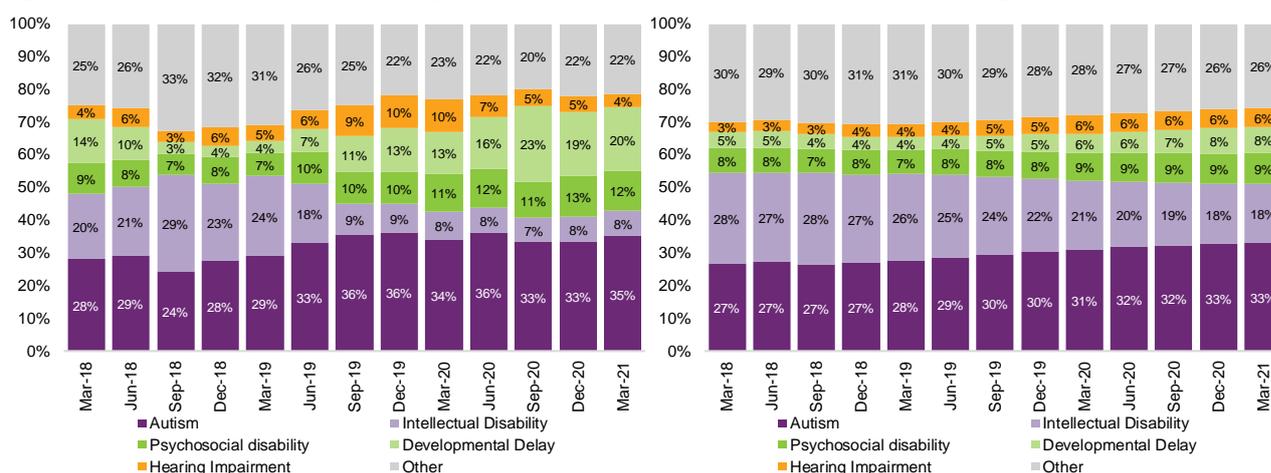
<sup>254</sup> Ibid.

<sup>255</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.12 Participant profile per quarter by primary disability group – Queensland <sup>256 257 258</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland <sup>259</sup>



<sup>256</sup> Table order based on national proportions (highest to lowest).

<sup>257</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

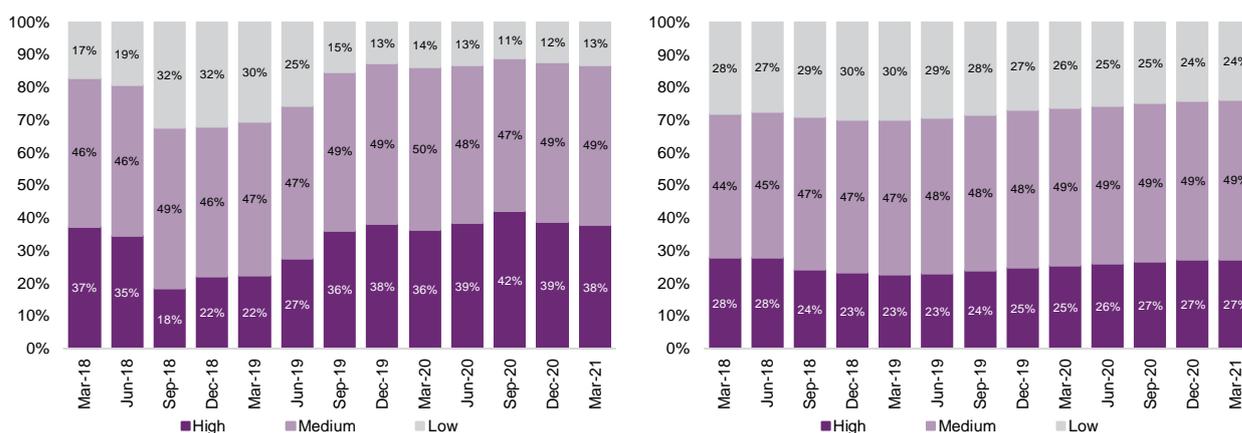
<sup>258</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Queensland (2,361).

<sup>259</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table H.13 Participant profile per quarter by level of function – Queensland** <sup>260</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	7,833	9%	934	20%	<b>8,767</b>	<b>10%</b>
2 (High Function)	64	0%	<11		<b>71</b>	<b>0%</b>
3 (High Function)	4,287	5%	258	5%	<b>4,545</b>	<b>5%</b>
4 (High Function)	5,439	6%	306	6%	<b>5,745</b>	<b>6%</b>
5 (High Function)	4,695	6%	300	6%	<b>4,995</b>	<b>6%</b>
6 (Moderate Function)	19,927	24%	1,381	29%	<b>21,308</b>	<b>24%</b>
7 (Moderate Function)	3,905	5%	178	4%	<b>4,083</b>	<b>5%</b>
8 (Moderate Function)	6,541	8%	324	7%	<b>6,865</b>	<b>8%</b>
9 (Moderate Function)	474	1%	19	0%	<b>493</b>	<b>1%</b>
10 (Moderate Function)	10,260	12%	444	9%	<b>10,704</b>	<b>12%</b>
11 (Low Function)	2,773	3%	69	1%	<b>2,842</b>	<b>3%</b>
12 (Low Function)	10,533	13%	414	9%	<b>10,947</b>	<b>12%</b>
13 (Low Function)	5,146	6%	122	3%	<b>5,268</b>	<b>6%</b>
14 (Low Function)	1,946	2%	14	0%	<b>1,960</b>	<b>2%</b>
15 (Low Function)	33	0%	<11		<b>33</b>	<b>0%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

**Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland** <sup>261</sup>



**Table H.14 Participant profile per quarter by age group – Queensland**

Age Group	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
0 to 6	13,150	16%	1,477	31%	<b>14,627</b>	<b>17%</b>
7 to 14	21,652	26%	1,162	24%	<b>22,814</b>	<b>26%</b>
15 to 18	6,204	7%	336	7%	<b>6,540</b>	<b>7%</b>
19 to 24	6,664	8%	173	4%	<b>6,837</b>	<b>8%</b>
25 to 34	7,544	9%	278	6%	<b>7,822</b>	<b>9%</b>
35 to 44	7,055	8%	324	7%	<b>7,379</b>	<b>8%</b>
45 to 54	8,691	10%	431	9%	<b>9,122</b>	<b>10%</b>
55 to 64	10,188	12%	555	12%	<b>10,743</b>	<b>12%</b>
65+	2,716	3%	34	1%	<b>2,750</b>	<b>3%</b>
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

<sup>260</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>261</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>262</sup>

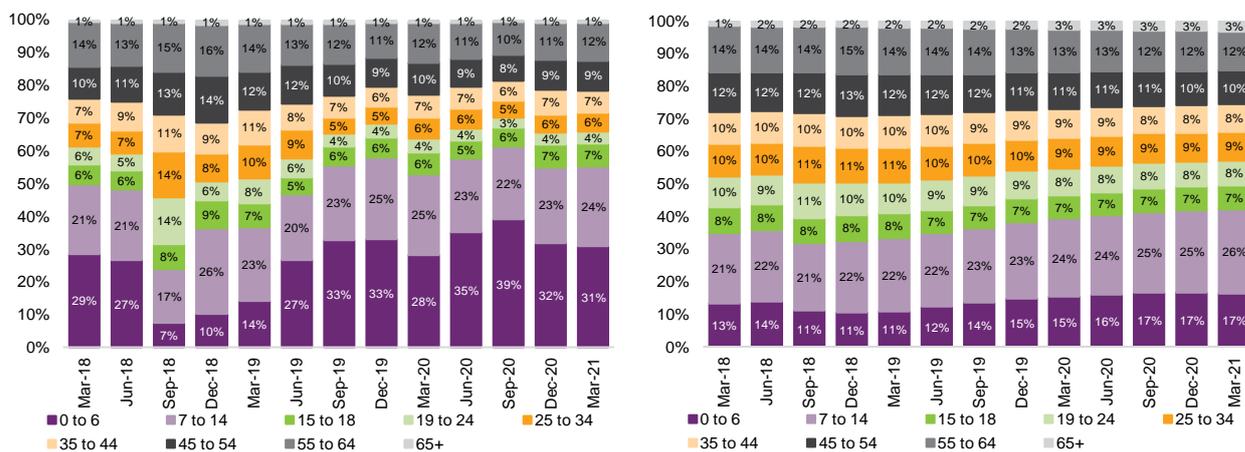


Table H.15 Participant profile per quarter by gender – Queensland

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%
<b>Total</b>	<b>83,864</b>	<b>100%</b>	<b>4,770</b>	<b>100%</b>	<b>88,634</b>	<b>100%</b>

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>263</sup>

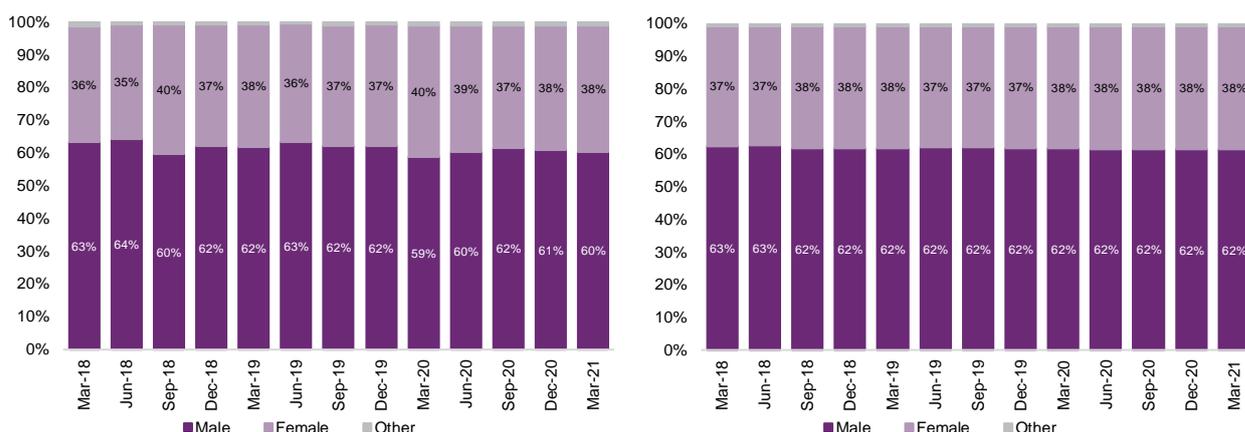


Table H.16 Participation rates by age group – Queensland <sup>264</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.04%</b>

<sup>262</sup> Ibid.

<sup>263</sup> Ibid.

<sup>264</sup> 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 <sup>265</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>6,548</b>	<b>9,348</b>	<b>32,370</b>	<b>23,977</b>	<b>15,219</b>	<b>87,462</b>
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
<b>Total Family</b>	<b>2,478</b>	<b>5,983</b>	<b>18,826</b>	<b>16,894</b>	<b>10,800</b>	<b>54,981</b>
<b>Total</b>	<b>9,026</b>	<b>15,331</b>	<b>51,196</b>	<b>40,871</b>	<b>26,019</b>	<b>142,443</b>

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%

<sup>265</sup> 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 – Queensland**<sup>266</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	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%

<sup>266</sup> 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 <sup>267</sup>**

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%

<sup>267</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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**

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?	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 SF0F version ‘Participant 0 to school’ (n=424) - participants who entered prior to 1 July 2016 and 31 March 2018 – Queensland <sup>268</sup>**

	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 SF0F 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 SF0F 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%

<sup>268</sup> 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 SF0F 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 SF0F 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 SF0F 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 <sup>269</sup>**

	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%

<sup>269</sup> 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 <sup>270</sup>**

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 <sup>271</sup>**

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%	

<sup>270</sup> 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.

<sup>271</sup> 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 <sup>272</sup>**

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 <sup>273</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	588	2,473	1,503	385	523	2,431	985	786	<b>3,149</b>
Autism	3,196	26,081	7,199	5,624	7,669	16,625	1,721	4,500	<b>29,505</b>
Cerebral Palsy	600	2,969	1,366	441	434	2,154	672	490	<b>3,427</b>
Developmental Delay	95	6,895	713	1,816	1,199	1,816	0	2	<b>7,097</b>
Down Syndrome	323	2,043	926	342	379	1,667	490	601	<b>2,361</b>
Global Developmental Delay	29	1,501	194	440	321	338	0	0	<b>1,550</b>
Hearing Impairment	697	4,096	712	842	496	1,973	332	961	<b>4,975</b>
Intellectual Disability	2,266	11,045	4,750	2,136	2,852	9,841	3,049	4,250	<b>13,533</b>
Multiple Sclerosis	244	1,073	749	69	114	874	353	249	<b>1,309</b>
Psychosocial disability	1,332	6,359	4,145	1,303	1,303	6,498	2,310	2,541	<b>8,288</b>
Spinal Cord Injury	308	1,154	638	109	96	855	331	382	<b>1,341</b>
Stroke	272	1,194	696	89	158	1,078	438	240	<b>1,443</b>
Visual Impairment	280	1,368	415	240	99	1,045	168	414	<b>1,532</b>
Other Neurological	702	3,166	1,847	365	513	2,804	1,092	490	<b>3,892</b>
Other Physical	736	3,713	1,857	337	304	2,492	761	835	<b>4,298</b>
Other Sensory/Speech	32	270	46	55	56	128	6	29	<b>301</b>
Other	103	537	286	78	86	416	130	117	<b>633</b>
<b>Total</b>	<b>11,803</b>	<b>75,937</b>	<b>28,042</b>	<b>14,671</b>	<b>16,602</b>	<b>53,035</b>	<b>12,838</b>	<b>16,887</b>	<b>88,634</b>

<sup>272</sup> 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.

<sup>273</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.45 Number of goals in active plans by goal type and primary disability – Queensland** <sup>274</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	662	3,897	1,709	420	565	2,856	1,034	810	<b>11,953</b>
Autism	3,619	63,758	8,548	7,004	8,659	19,120	1,777	4,693	<b>117,178</b>
Cerebral Palsy	689	6,677	1,573	515	466	2,569	704	505	<b>13,698</b>
Developmental Delay	111	28,219	916	2,218	1,331	2,009	0	2	<b>34,806</b>
Down Syndrome	361	4,297	1,028	410	410	1,968	501	618	<b>9,593</b>
Global Developmental Delay	33	6,474	247	586	359	371	0	0	<b>8,070</b>
Hearing Impairment	794	7,768	824	969	542	2,196	341	996	<b>14,430</b>
Intellectual Disability	2,545	19,517	5,265	2,441	3,141	11,610	3,173	4,413	<b>52,105</b>
Multiple Sclerosis	272	1,714	873	70	123	1,006	373	256	<b>4,687</b>
Psychosocial disability	1,502	8,968	4,720	1,413	1,392	7,472	2,379	2,631	<b>30,477</b>
Spinal Cord Injury	370	1,844	715	113	103	992	353	394	<b>4,884</b>
Stroke	320	1,971	794	94	165	1,250	459	248	<b>5,301</b>
Visual Impairment	328	2,460	454	263	107	1,223	175	431	<b>5,441</b>
Other Neurological	830	5,429	2,166	396	559	3,276	1,158	506	<b>14,320</b>
Other Physical	837	6,313	2,183	374	323	2,818	806	848	<b>14,502</b>
Other Sensory/Speech	35	659	52	66	61	149	6	30	<b>1,058</b>
Other	117	943	332	89	91	471	134	119	<b>2,296</b>
<b>Total</b>	<b>13,425</b>	<b>170,908</b>	<b>32,399</b>	<b>17,441</b>	<b>18,397</b>	<b>61,356</b>	<b>13,373</b>	<b>17,500</b>	<b>344,799</b>

**Table H.46 Number of active plans by goal type and age group – Queensland** <sup>275</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	220	14,091	1,554	3,719	2,568	3,412	3	1	<b>14,627</b>
7 to 14	2,113	20,509	5,332	4,104	6,082	12,269	210	558	<b>22,814</b>
15 to 18	1,140	5,516	1,904	1,279	1,538	4,545	513	2,389	<b>6,540</b>
19 to 24	1,361	5,579	2,192	1,257	1,166	4,831	1,667	3,557	<b>6,837</b>
25 to 34	1,557	6,235	3,238	1,261	1,289	5,617	2,282	3,273	<b>7,822</b>
35 to 44	1,394	5,880	3,443	997	1,147	5,429	1,978	2,641	<b>7,379</b>
45 to 54	1,678	7,297	4,248	1,009	1,303	6,861	2,369	2,486	<b>9,122</b>
55 to 64	1,863	8,644	4,829	879	1,209	8,052	2,973	1,772	<b>10,743</b>
65+	477	2,186	1,302	166	300	2,019	843	210	<b>2,750</b>
<b>Total</b>	<b>11,803</b>	<b>75,937</b>	<b>28,042</b>	<b>14,671</b>	<b>16,602</b>	<b>53,035</b>	<b>12,838</b>	<b>16,887</b>	<b>88,634</b>

<sup>274</sup> 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.

<sup>275</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.47 Number of goals in active plans by goal type and age group – Queensland** <sup>276</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	258	59,250	2,041	4,736	2,893	3,752	4	1	<b>72,935</b>
7 to 14	2,345	48,082	6,495	5,101	6,905	14,165	214	561	<b>83,868</b>
15 to 18	1,306	9,179	2,142	1,469	1,710	5,205	519	2,475	<b>24,005</b>
19 to 24	1,541	8,582	2,410	1,414	1,247	5,503	1,709	3,734	<b>26,140</b>
25 to 34	1,797	9,491	3,580	1,397	1,389	6,420	2,367	3,381	<b>29,822</b>
35 to 44	1,622	8,822	3,904	1,098	1,245	6,302	2,051	2,723	<b>27,767</b>
45 to 54	1,911	10,947	4,822	1,099	1,397	8,081	2,481	2,570	<b>33,308</b>
55 to 64	2,117	13,249	5,512	953	1,294	9,499	3,142	1,844	<b>37,610</b>
65+	528	3,306	1,493	174	317	2,429	886	211	<b>9,344</b>
<b>Total</b>	<b>13,425</b>	<b>170,908</b>	<b>32,399</b>	<b>17,441</b>	<b>18,397</b>	<b>61,356</b>	<b>13,373</b>	<b>17,500</b>	<b>344,799</b>

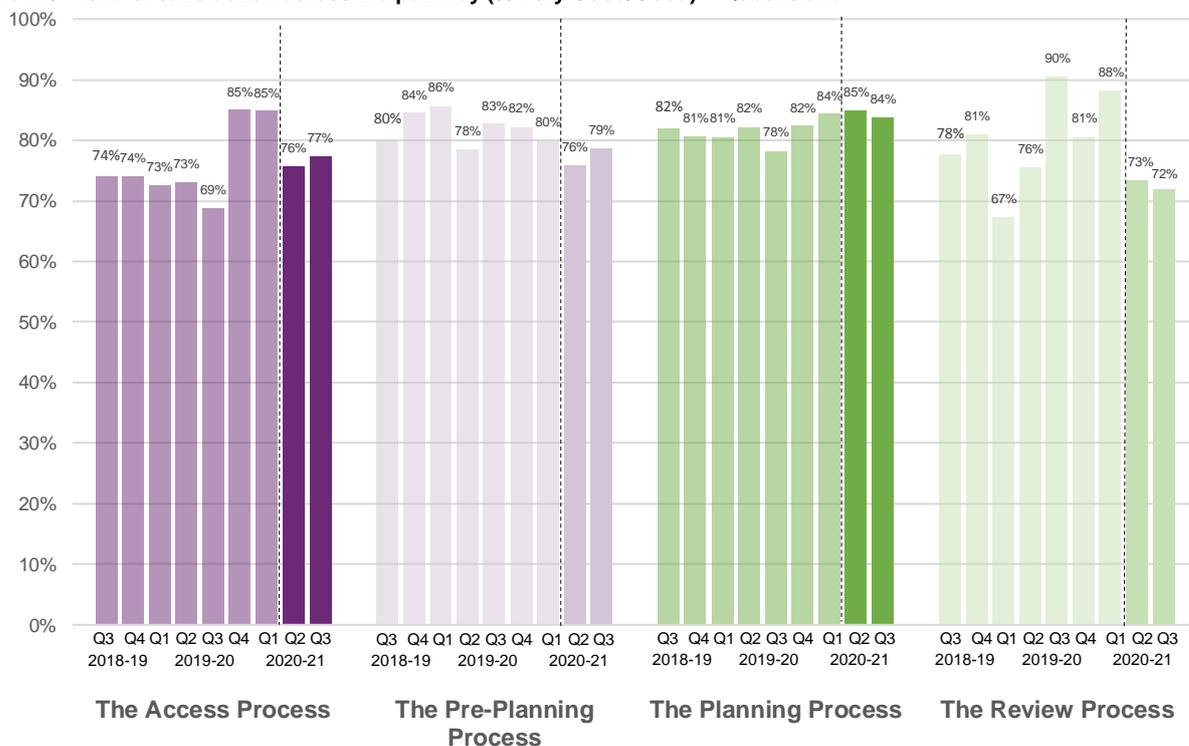
<sup>276</sup> Participants have set over six million goals in total across Australia since July 2016. The 344,799 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**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** <sup>277</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 214</b>	<b>n = 261</b>
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%
<b>Pre-planning</b>	<b>n = 303</b>	<b>n = 202</b>
Did the person from the NDIS understand how your disability affects your life?	84%	85%
Did you understand why you needed to give the information you did?	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%
<b>Planning</b>	<b>n = 1,047</b>	<b>n = 816</b>
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%
<b>Plan review</b>	<b>n = 2,284</b>	<b>n = 2,402</b>
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%

<sup>277</sup> 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.

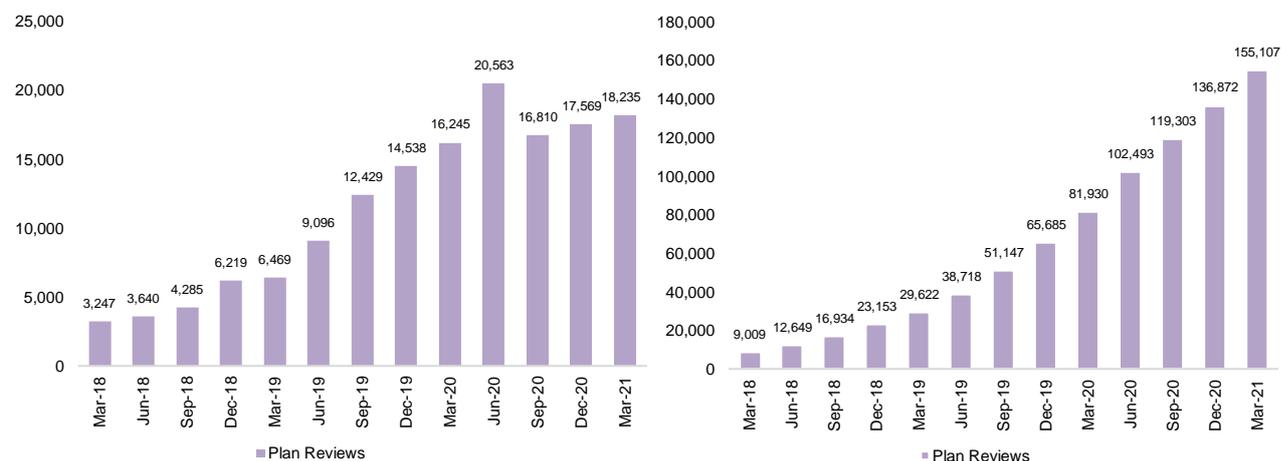
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>278 279</sup>



**Table H.49 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland** <sup>280</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>136,872</b>	<b>18,235</b>	<b>155,107</b>
<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**



<sup>278</sup> 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.

<sup>279</sup> 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.

<sup>280</sup> 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.

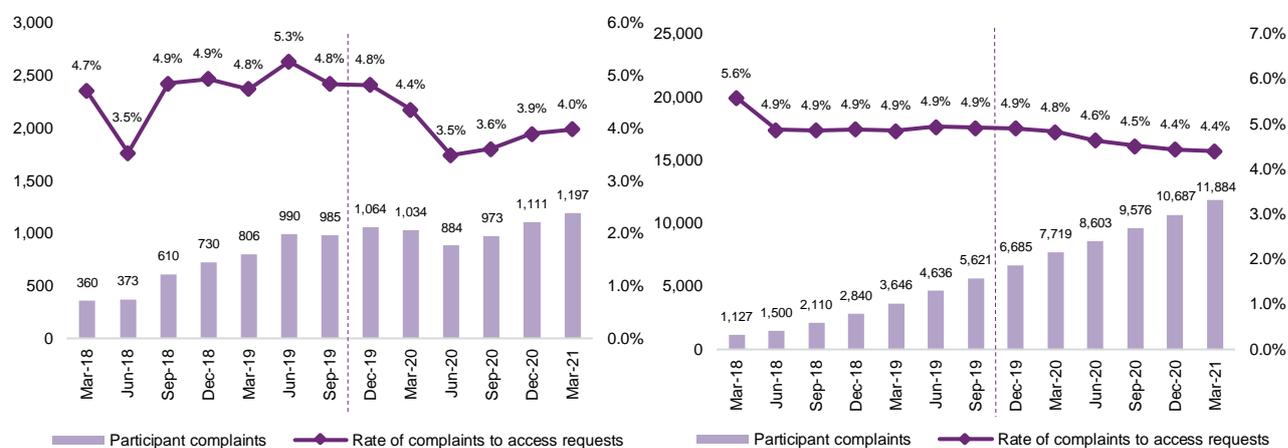
Table H.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>281 282 283</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>10,903</b>	<b>1,197</b>	<b>12,100</b>	<b>7,085</b>
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



<sup>281</sup> Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

<sup>282</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>283</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

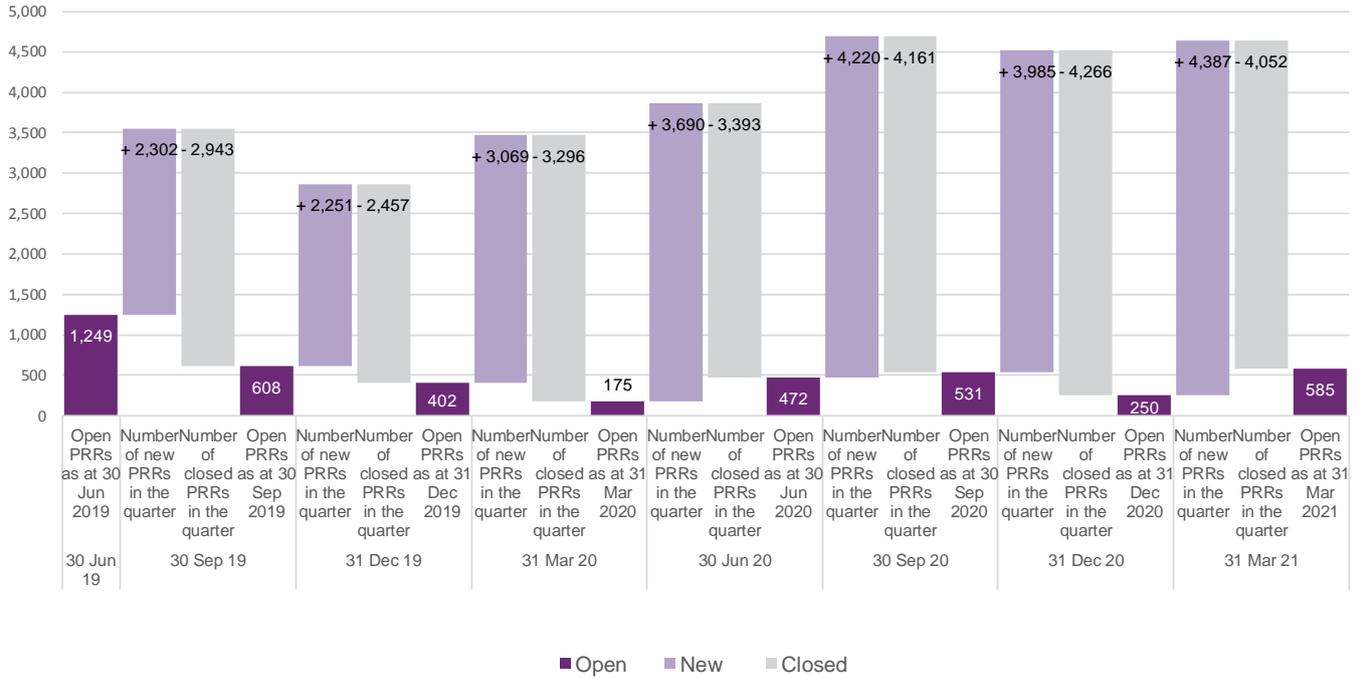
**Table H.51 Complaints by type ('My Feedback' tile) – Queensland**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>601</b>	
 <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%)
<b>Total</b>	<b>5,663</b>	
 <i>Unclassified</i>	<b>213</b>	
<b>Participants total</b>	<b>6,477</b>	

**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%)
<b>Total</b>	<b>33</b>		<b>9</b>		<b>42</b>	
<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%)
<b>Total</b>	<b>157</b>		<b>33</b>		<b>190</b>	
<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%)
<b>Total</b>	<b>272</b>		<b>68</b>		<b>340</b>	
<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%)
<b>Total</b>	<b>3,280</b>		<b>827</b>		<b>4,107</b>	
<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%)
<b>Total</b>	<b>709</b>		<b>234</b>		<b>943</b>	
<i>Unclassified</i>	<b>0</b>		<b>1</b>		<b>1</b>	
<b>Participants total</b>	<b>4,451</b>		<b>1,172</b>		<b>5,623</b>	

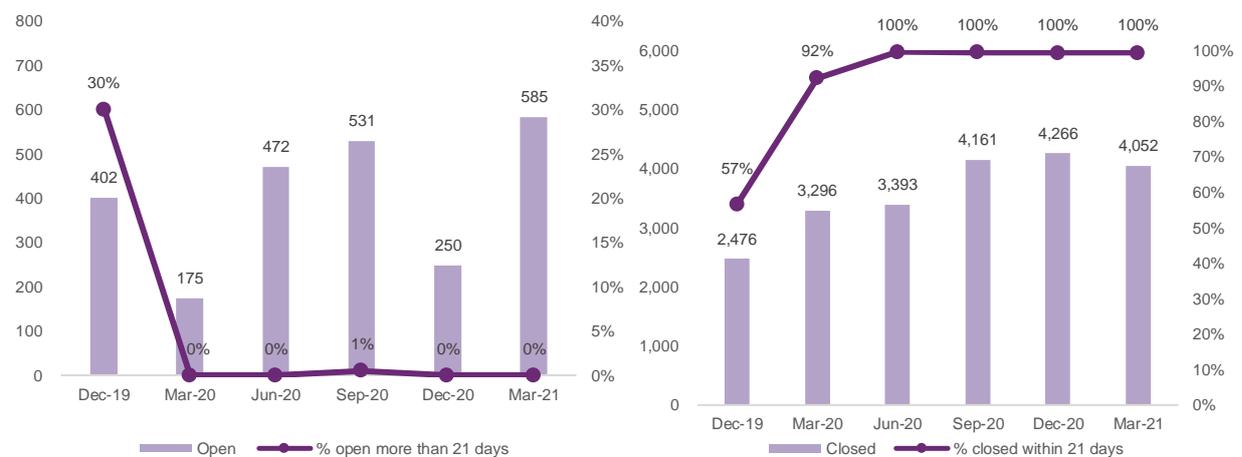
**Figure H.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Queensland**  
284



**Table H.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland** <sup>285</sup>

	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 – Queensland** <sup>286</sup>

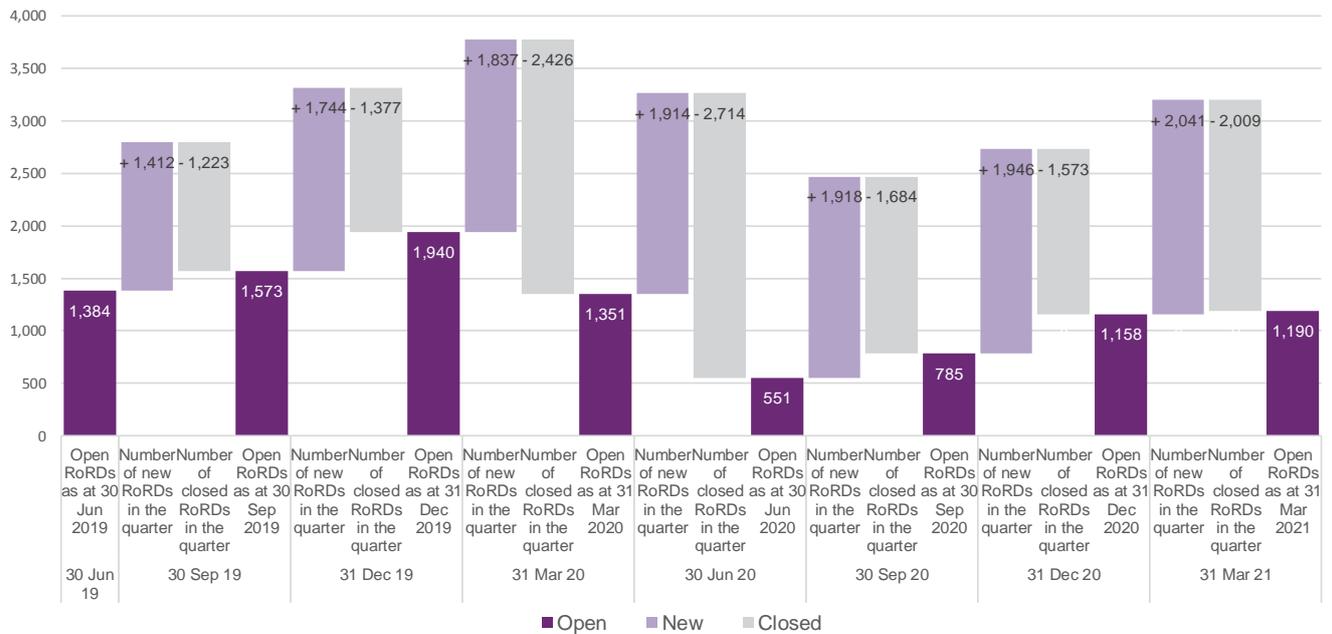


<sup>284</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>285</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>286</sup> 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.

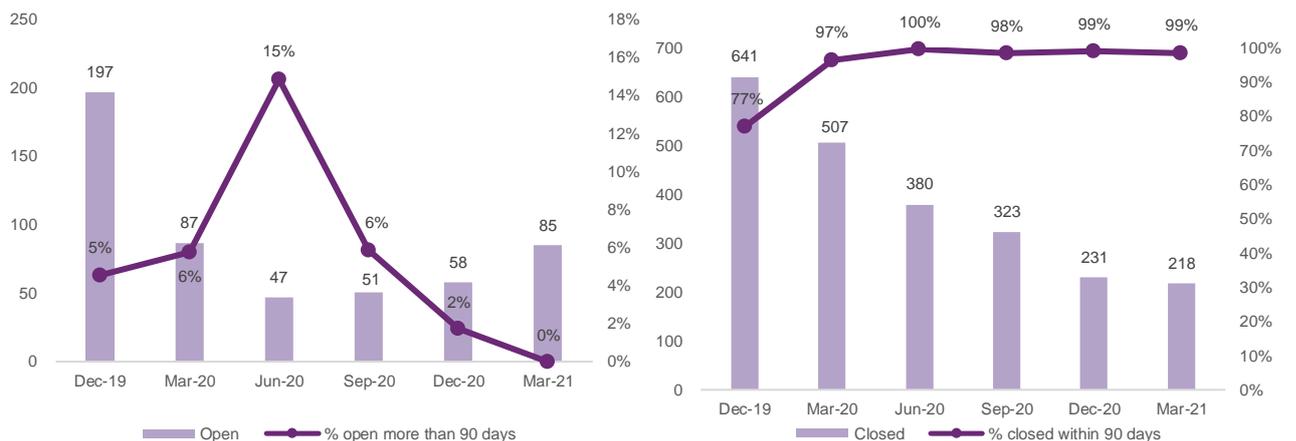
**Figure H.14 RoRDs received and closed by quarter and open at the end of each quarter – Queensland**



**Table H.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland <sup>287 288</sup>**

	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 <sup>289</sup>**



<sup>287</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>288</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>289</sup> Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

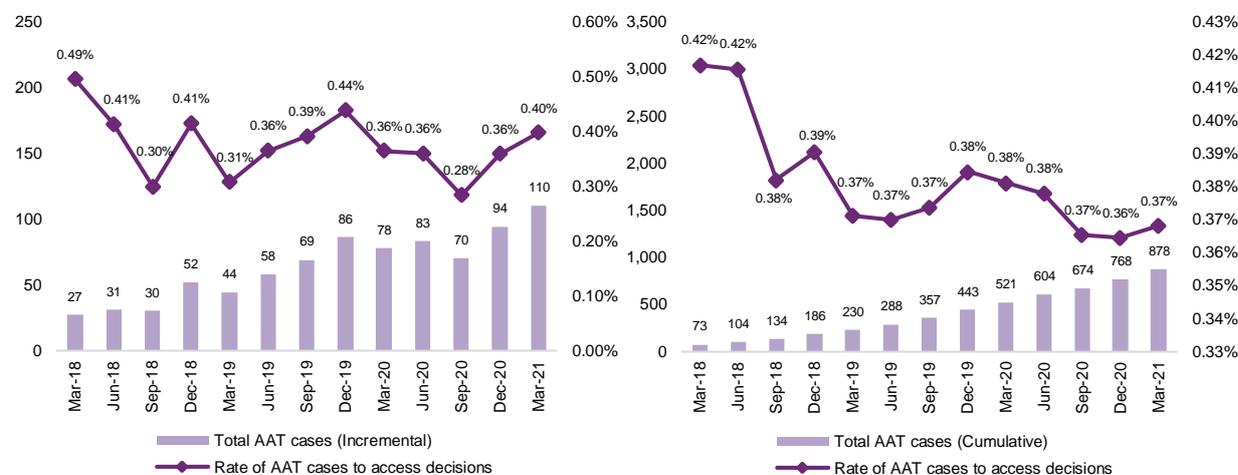
Figure H.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland<sup>290</sup>



Table H.55 AAT Cases by category – Queensland<sup>291</sup>

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%
<b>Total</b>	<b>768</b>	<b>100%</b>	<b>110</b>	<b>100%</b>	<b>878</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.36%</b>		<b>0.40%</b>		<b>0.37%</b>	

Figure H.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland



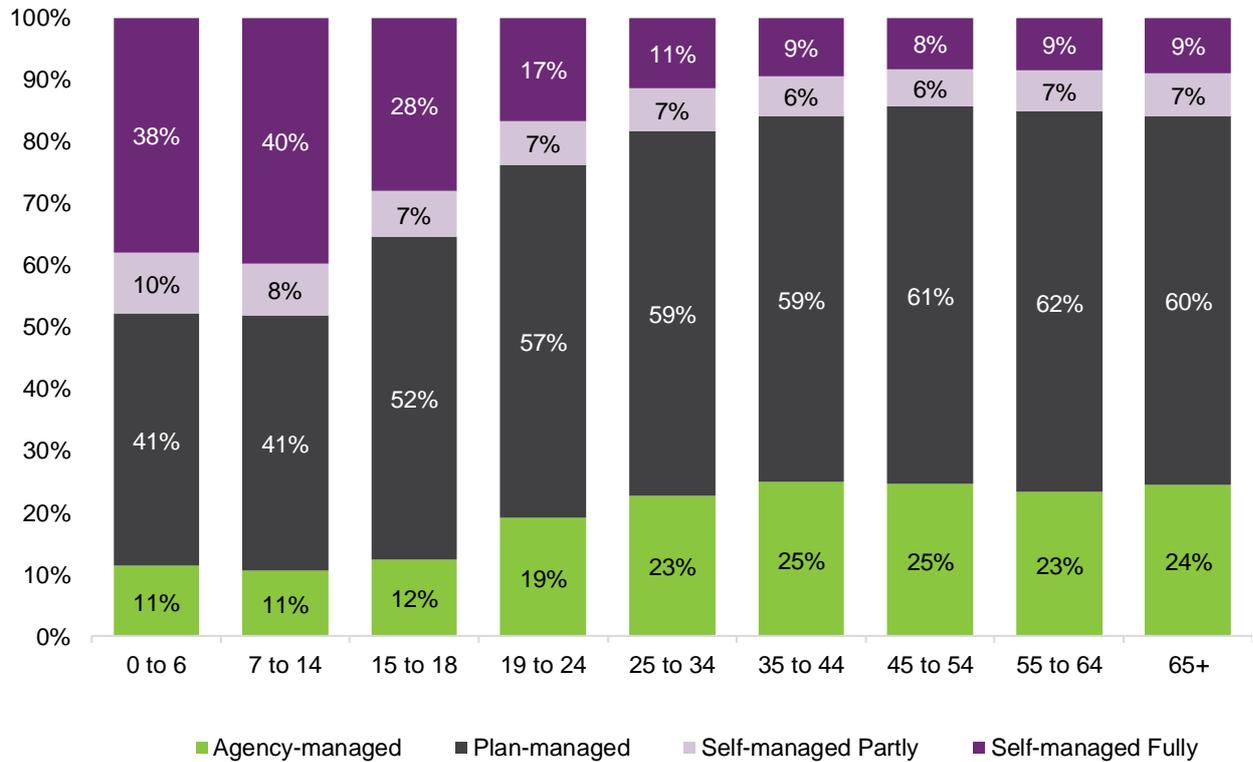
<sup>290</sup> Ibid.

<sup>291</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table H.56 AAT cases by open/closed and decision – Queensland**

	N
<b>AAT Cases</b>	<b>878</b>
<b>Open AAT Cases</b>	<b>230</b>
<b>Closed AAT Cases</b>	<b>648</b>
<i>Resolved before hearing</i>	643
<i>Gone to hearing and received a substantive decision</i>	<11

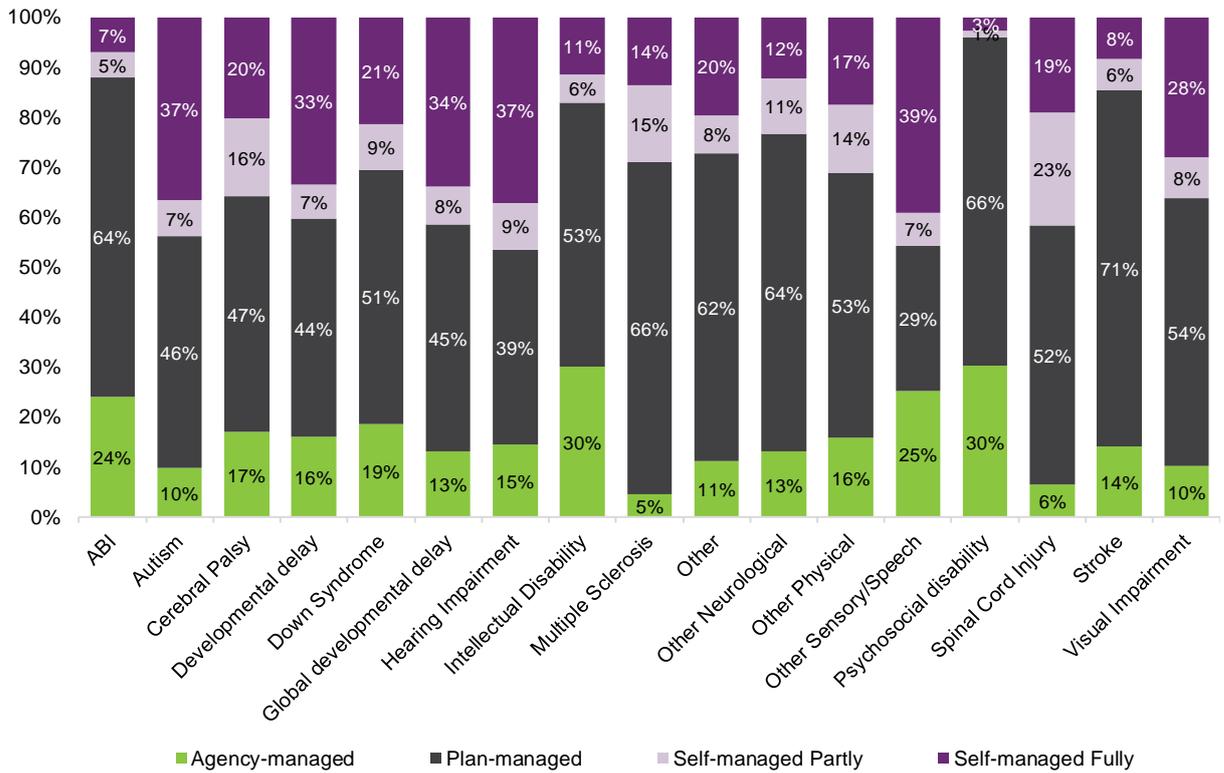
**Figure H.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Queensland** <sup>292 293</sup>



<sup>292</sup> For the total number of active participants in each age group, see Table H.14.

<sup>293</sup> 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.

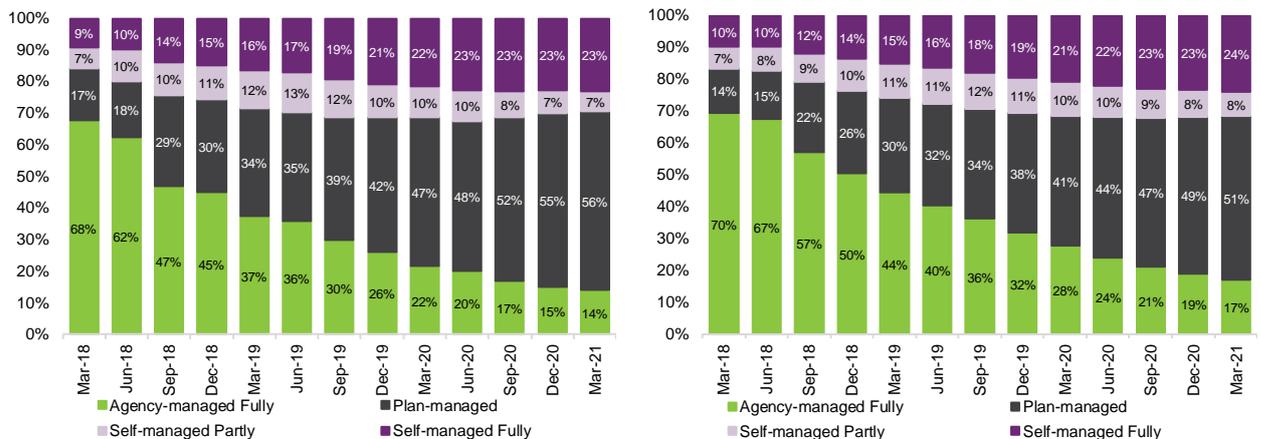
**Figure H.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Queensland** <sup>294 295</sup>



**Table H.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>296</sup>

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	24%	23%	<b>24%</b>
Self-managed partly	8%	7%	<b>8%</b>
Plan-managed	50%	56%	<b>51%</b>
Agency-managed	18%	14%	<b>17%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland** <sup>297</sup>



<sup>294</sup> For the total number of active participants in each primary disability group, see Table H.12.

<sup>295</sup> 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.

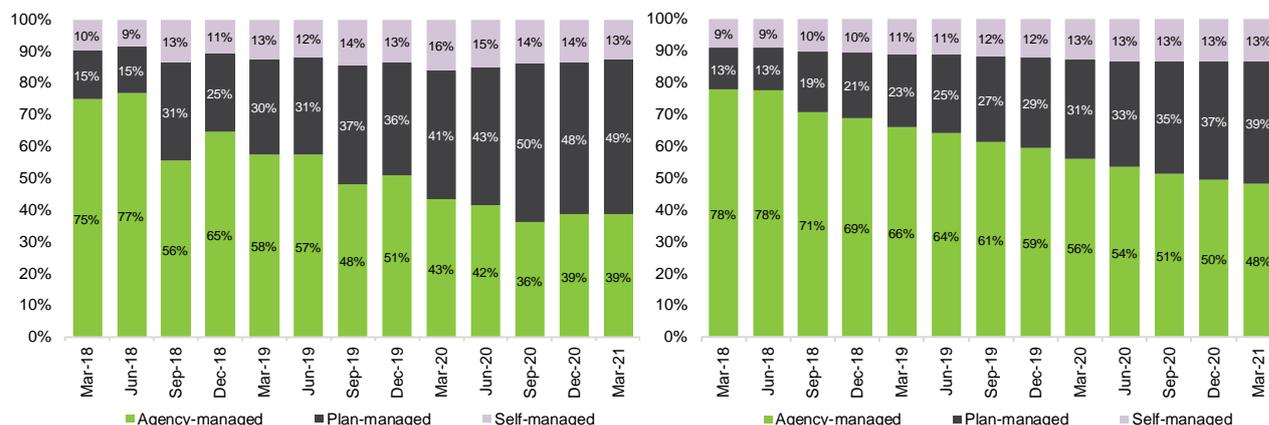
<sup>296</sup> Ibid.

<sup>297</sup> 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%	<b>13%</b>
Plan-managed	37%	49%	<b>39%</b>
Agency-managed	50%	39%	<b>48%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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%	<b>39%</b>

**Table H.60 Duration to plan activation by quarter of initial plan approval for active participants – Queensland**<sup>298</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>62,963</b>	<b>87%</b>	<b>4,453</b>	<b>85%</b>	<b>67,416</b>	<b>87%</b>
90 to 119 days	2,321	3%	138	3%	2,459	3%
120 days and over	5,705	8%	237	5%	5,942	8%
<b>Activated after 90 days</b>	<b>8,026</b>	<b>11%</b>	<b>375</b>	<b>7%</b>	<b>8,401</b>	<b>11%</b>
No payments	1,633	2%	425	8%	2,058	3%
<b>Total plans approved</b>	<b>72,622</b>	<b>100%</b>	<b>5,253</b>	<b>100%</b>	<b>77,875</b>	<b>100%</b>

<sup>298</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>65,223</b>	<b>67,185</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	3,553	3,640	98%
Not CALD	61,643	63,515	97%
Not Stated	27	30	90%
<b>Total</b>	<b>65,223</b>	<b>67,185</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	37,934	38,927	97%
Regional	26,185	27,085	97%
Remote	1,085	1,153	94%
Missing	19	20	95%
<b>Total</b>	<b>65,223</b>	<b>67,185</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>65,223</b>	<b>67,185</b>	<b>97%</b>

**Table H.62 Distribution of plans by utilisation – Queensland** <sup>299 300</sup>

Plan utilisation	Total
0 to 50%	39%
50% to 75%	26%
> 75%	35%
<b>Total</b>	<b>100%</b>

**Table H.63 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>301</sup>

	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%

<sup>299</sup> 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.

<sup>300</sup> 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.

<sup>301</sup> 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** <sup>302 303</sup>

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**

<sup>304</sup>

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
<b>Active in 2020-21 Q3</b>	<b>2,550</b>
Inactive in 2020-21 Q3	3,222
<b>Active ever</b>	<b>5,772</b>

<sup>302</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>303</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>304</sup> 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<sup>305</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	343	21	364	6%
Specialist Disability Accommodation	68	4	72	6%
Vehicle Modifications	173	11	184	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	562	22	584	4%
Support Coordination	270	18	288	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	182	18	200	10%
Specialised Supported Employment	200	19	219	10%
<b>Total approved active providers</b>	<b>5,639</b>	<b>133</b>	<b>5,772</b>	<b>2%</b>

<sup>305</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	39	121	<b>160</b>	24%	76%	<b>100%</b>
Assistance Animals	12	89	<b>101</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	82	577	<b>659</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	109	560	<b>669</b>	16%	84%	<b>100%</b>
Daily Personal Activities	124	944	<b>1,068</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	86	649	<b>735</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	89	633	<b>722</b>	12%	88%	<b>100%</b>
Household tasks	378	866	<b>1,244</b>	30%	70%	<b>100%</b>
Interpreting and translation	29	107	<b>136</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	147	1,013	<b>1,160</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	26	179	<b>205</b>	13%	87%	<b>100%</b>
Assistive products for household tasks	18	158	<b>176</b>	10%	90%	<b>100%</b>
Assistance products for personal care and safety	176	995	<b>1,171</b>	15%	85%	<b>100%</b>
Communication and information equipment	82	335	<b>417</b>	20%	80%	<b>100%</b>
Customised Prosthetics	74	404	<b>478</b>	15%	85%	<b>100%</b>
Hearing Equipment	28	164	<b>192</b>	15%	85%	<b>100%</b>
Hearing Services	6	35	<b>41</b>	15%	85%	<b>100%</b>
Personal Mobility Equipment	90	600	<b>690</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	9	69	<b>78</b>	12%	88%	<b>100%</b>
Vision Equipment	29	163	<b>192</b>	15%	85%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	212	970	<b>1,182</b>	18%	82%	<b>100%</b>
Behaviour Support	155	352	<b>507</b>	31%	69%	<b>100%</b>
Community nursing care for high needs	47	294	<b>341</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	94	583	<b>677</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	380	708	<b>1,088</b>	35%	65%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	147	458	<b>605</b>	24%	76%	<b>100%</b>
Innovative Community Participation	60	155	<b>215</b>	28%	72%	<b>100%</b>
Specialised Driving Training	28	131	<b>159</b>	18%	82%	<b>100%</b>
Therapeutic Supports	1,100	1,633	<b>2,733</b>	40%	60%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	59	305	<b>364</b>	16%	84%	<b>100%</b>
Specialist Disability Accommodation	3	69	<b>72</b>	4%	96%	<b>100%</b>
Vehicle Modifications	17	167	<b>184</b>	9%	91%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	99	485	<b>584</b>	17%	83%	<b>100%</b>
Support Coordination	57	231	<b>288</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	26	174	<b>200</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	25	194	<b>219</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>1,899</b>	<b>3,873</b>	<b>5,772</b>	<b>33%</b>	<b>67%</b>	<b>100%</b>

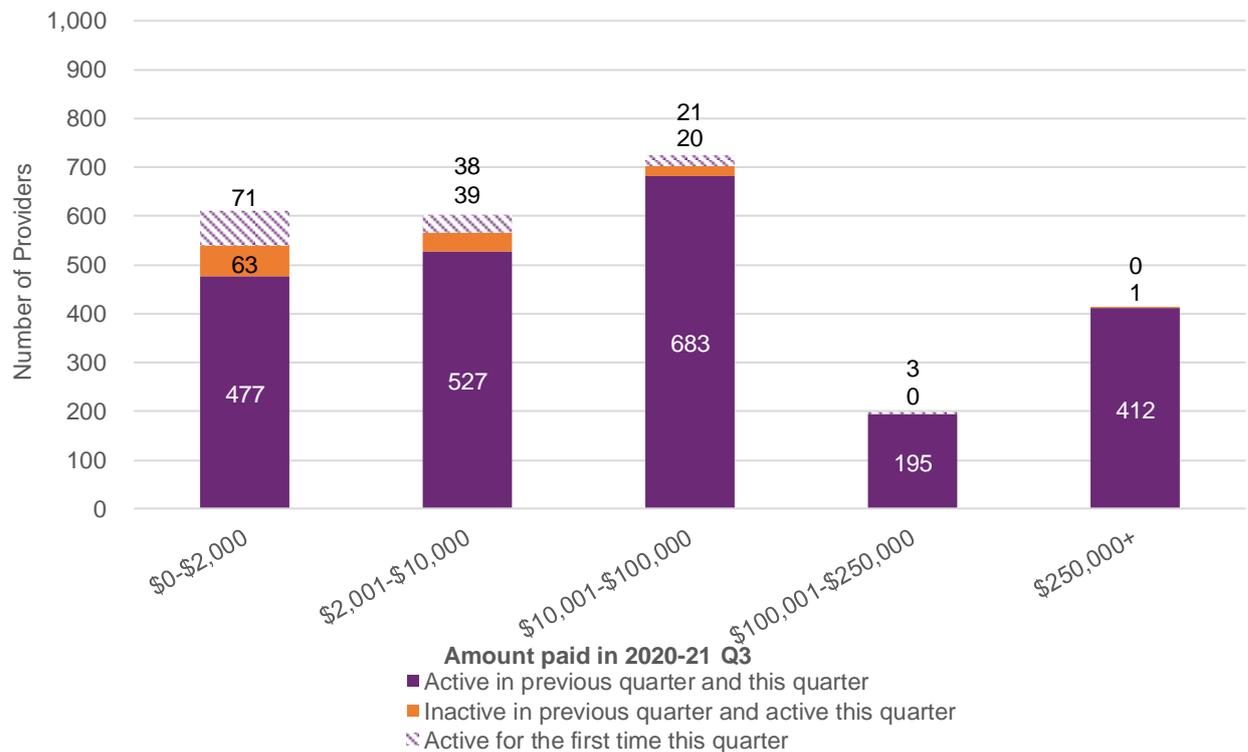
**Table H.68 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Queensland**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	125	21	146	14%
Specialist Disability Accommodation	46	4	50	8%
Vehicle Modifications	54	11	65	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	389	22	411	5%
Support Coordination	116	18	134	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	96	18	114	16%
Specialised Supported Employment	122	19	141	13%
<b>Total</b>	<b>2,417</b>	<b>133</b>	<b>2,550</b>	<b>5%</b>

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	82	329	411	20%	80%	100%
Support Coordination	24	110	134	18%	82%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>689</b>	<b>1,861</b>	<b>2,550</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>

**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** <sup>306</sup>



## Part Five: Financial sustainability

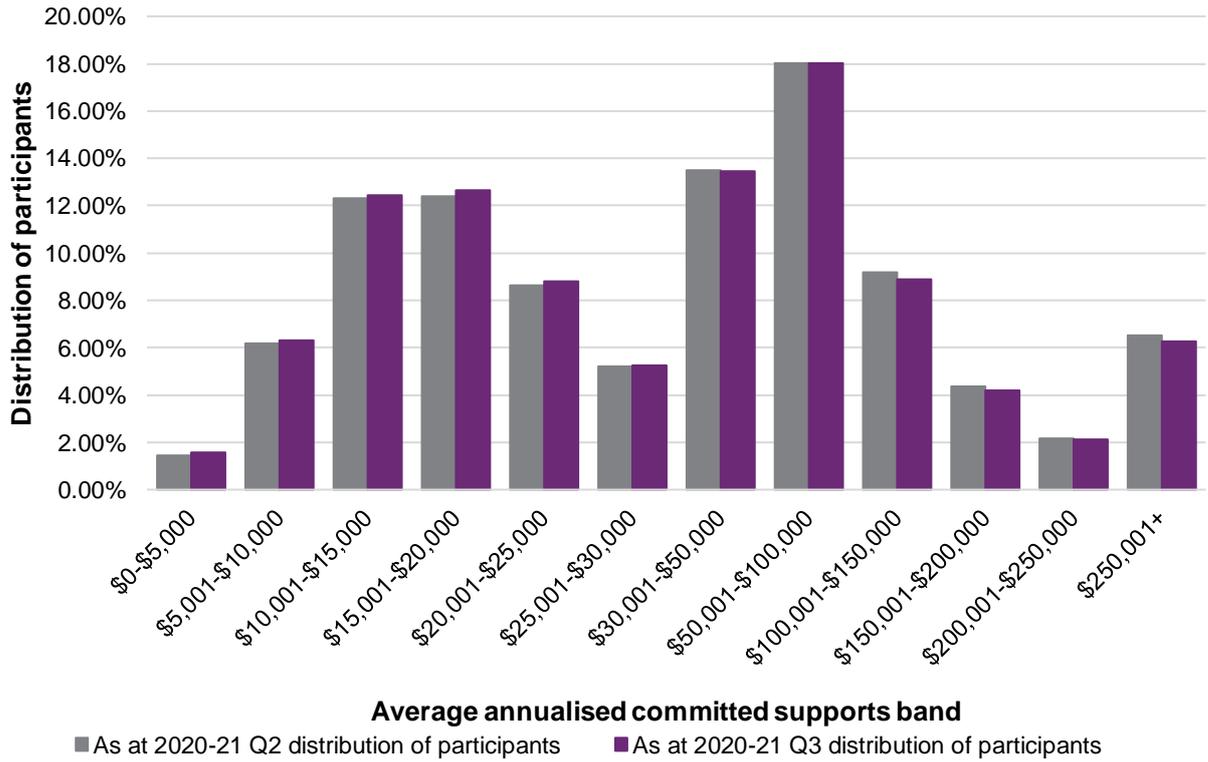
**Table H.70 Committed supports by financial year (\$m) – Queensland** <sup>307</sup>

	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

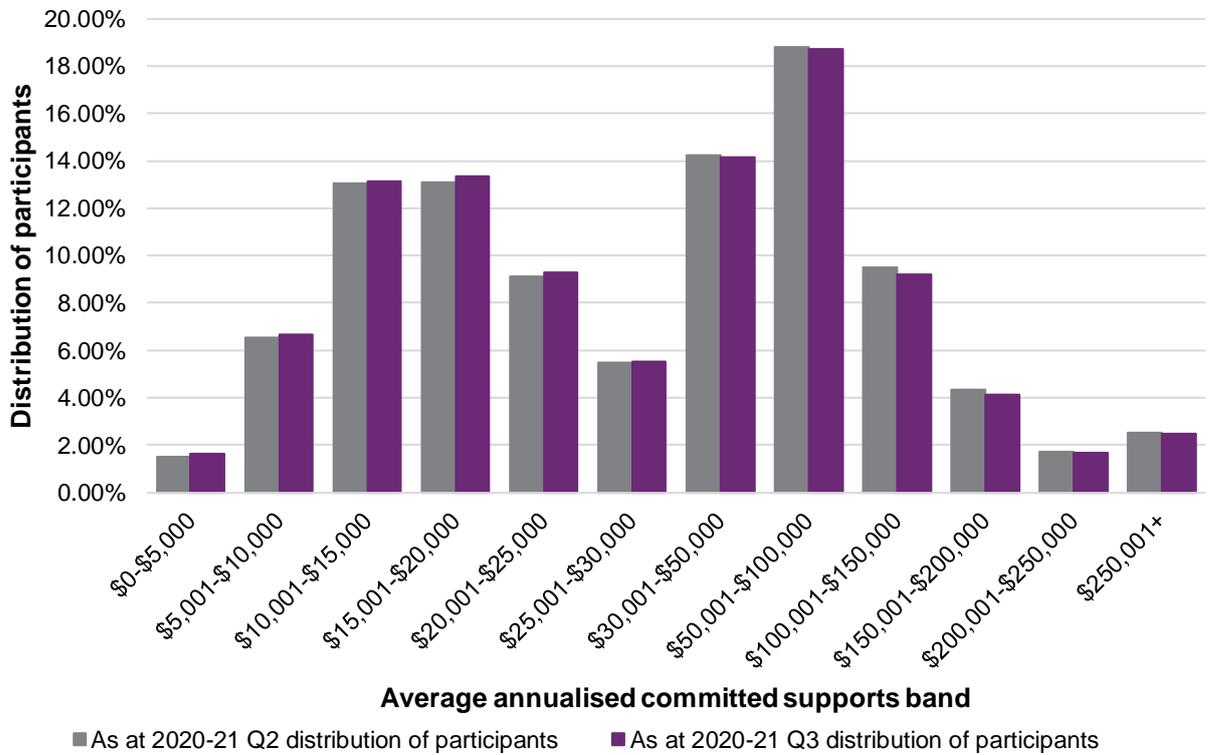
<sup>306</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>307</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Queensland.

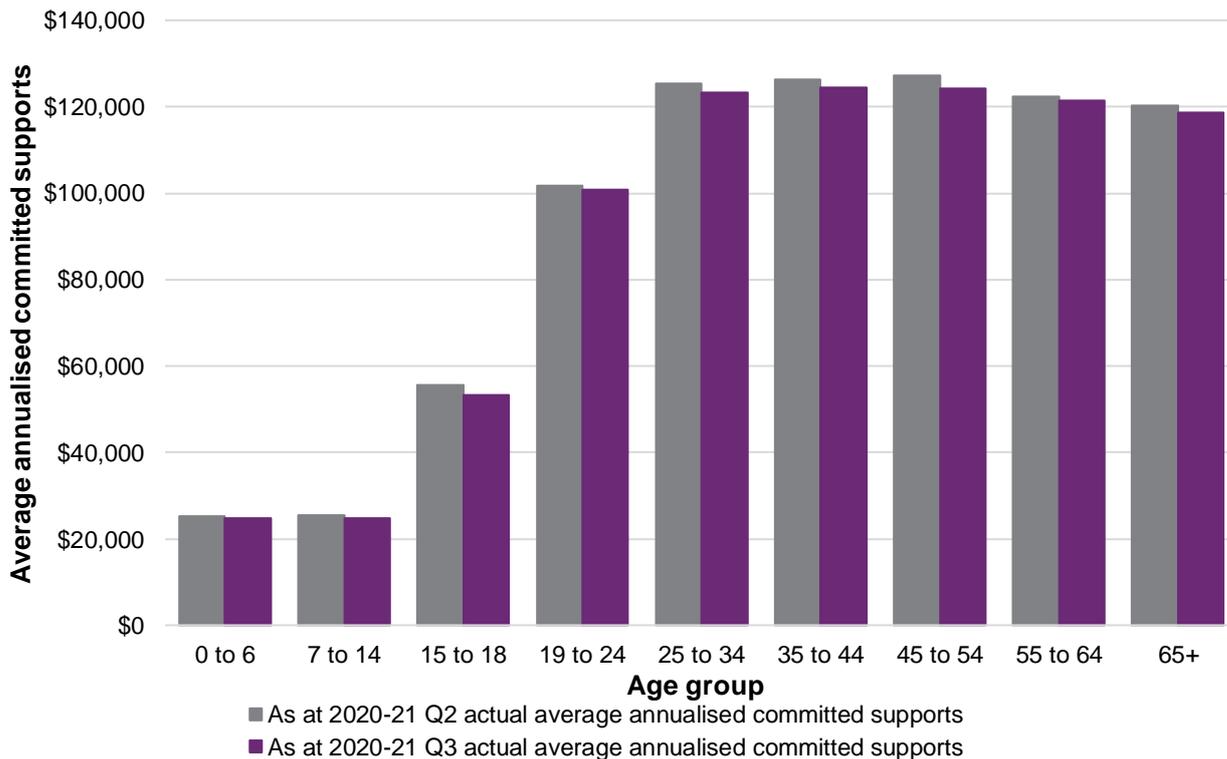
**Figure H.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland**



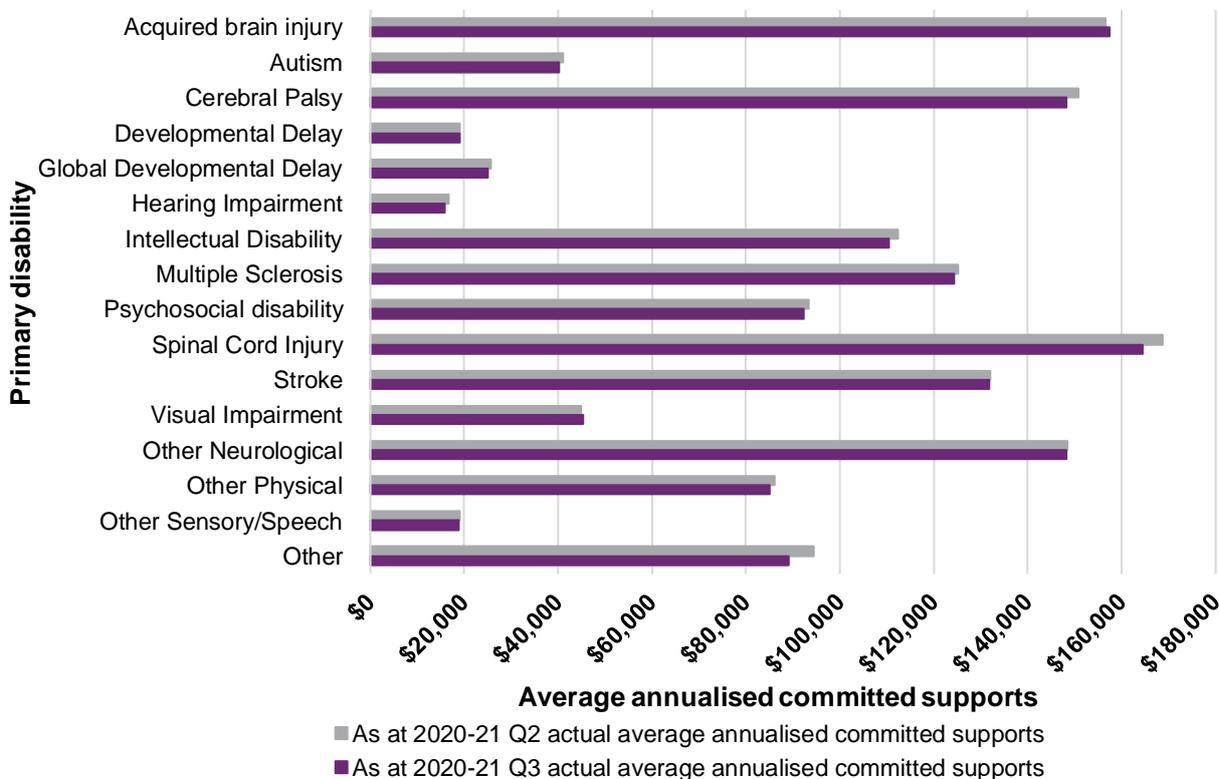
**Figure H.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland**



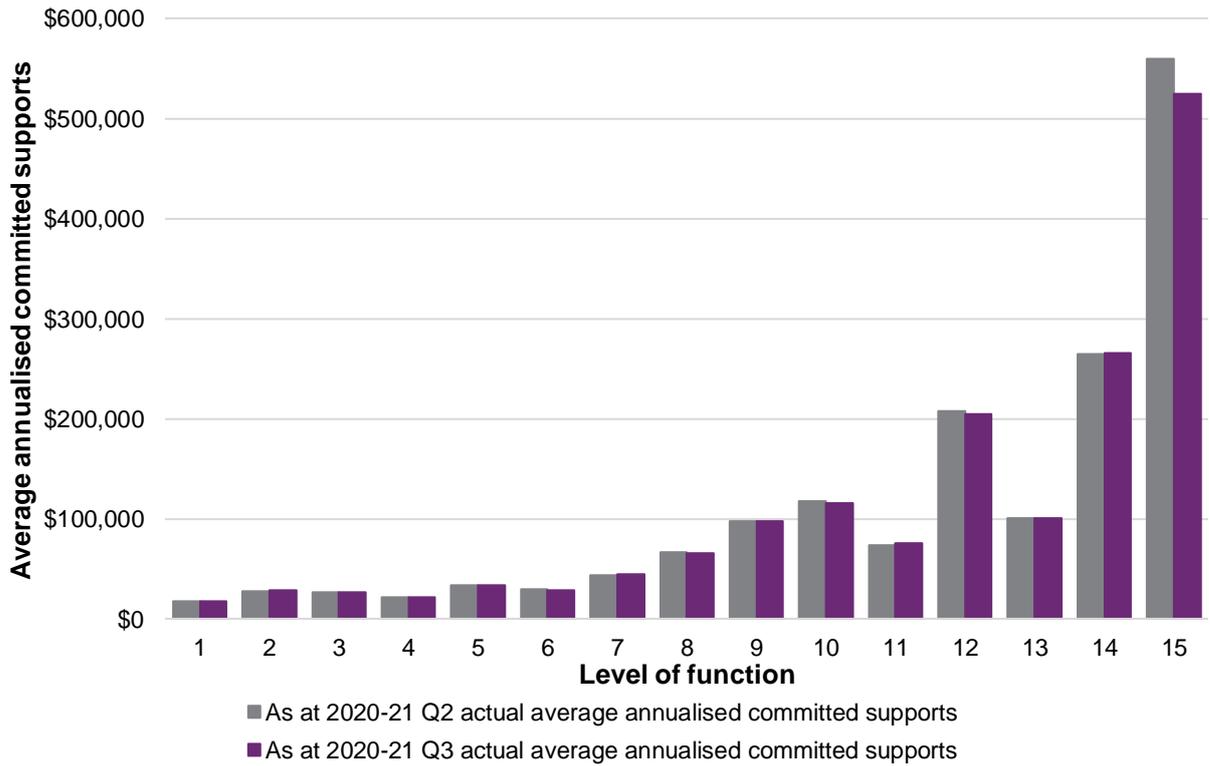
**Figure H.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Queensland**



**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**

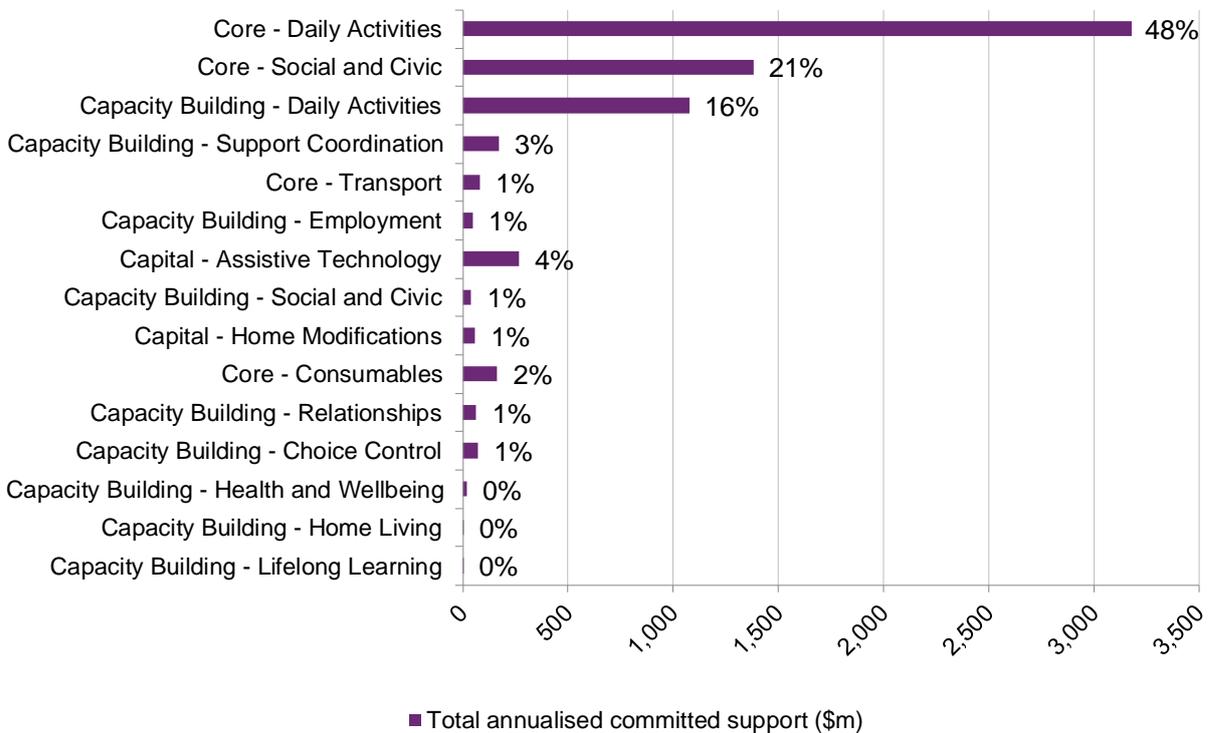
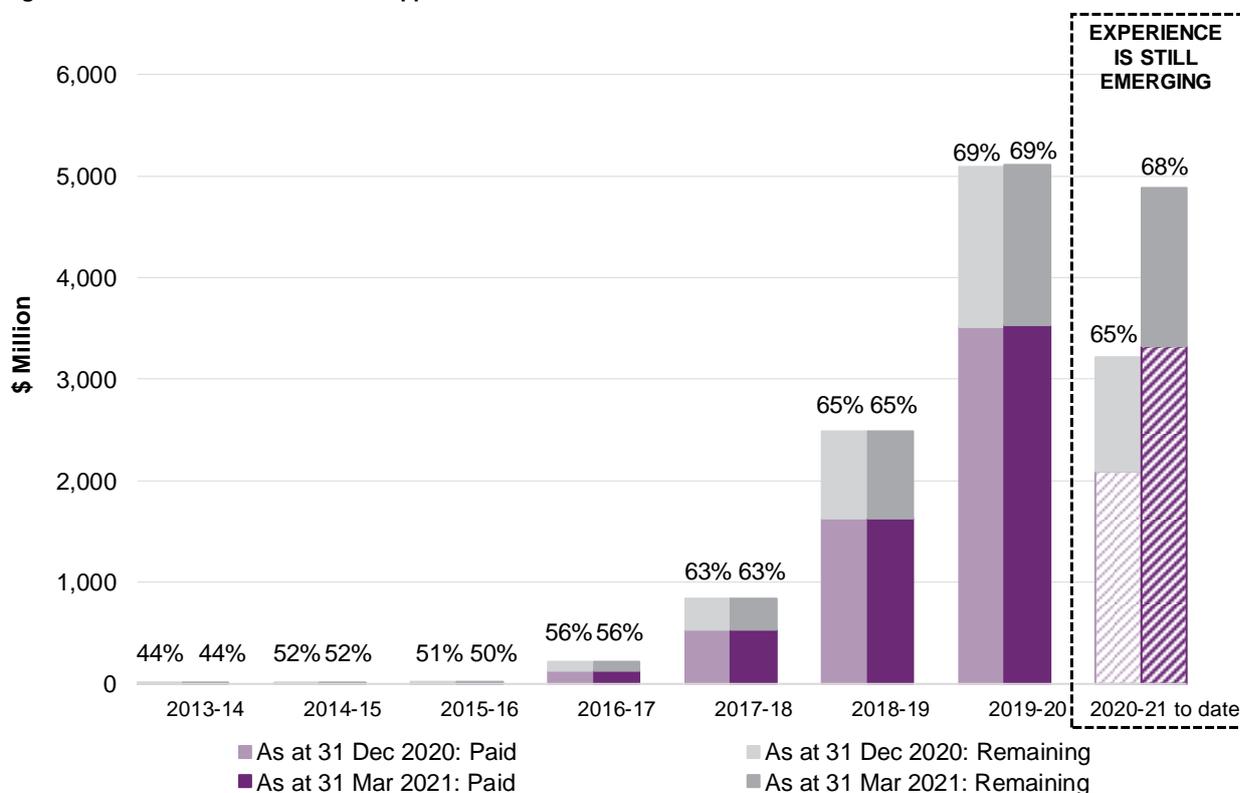


Table H.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland <sup>308</sup>

	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



<sup>308</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Queensland <sup>309</sup>

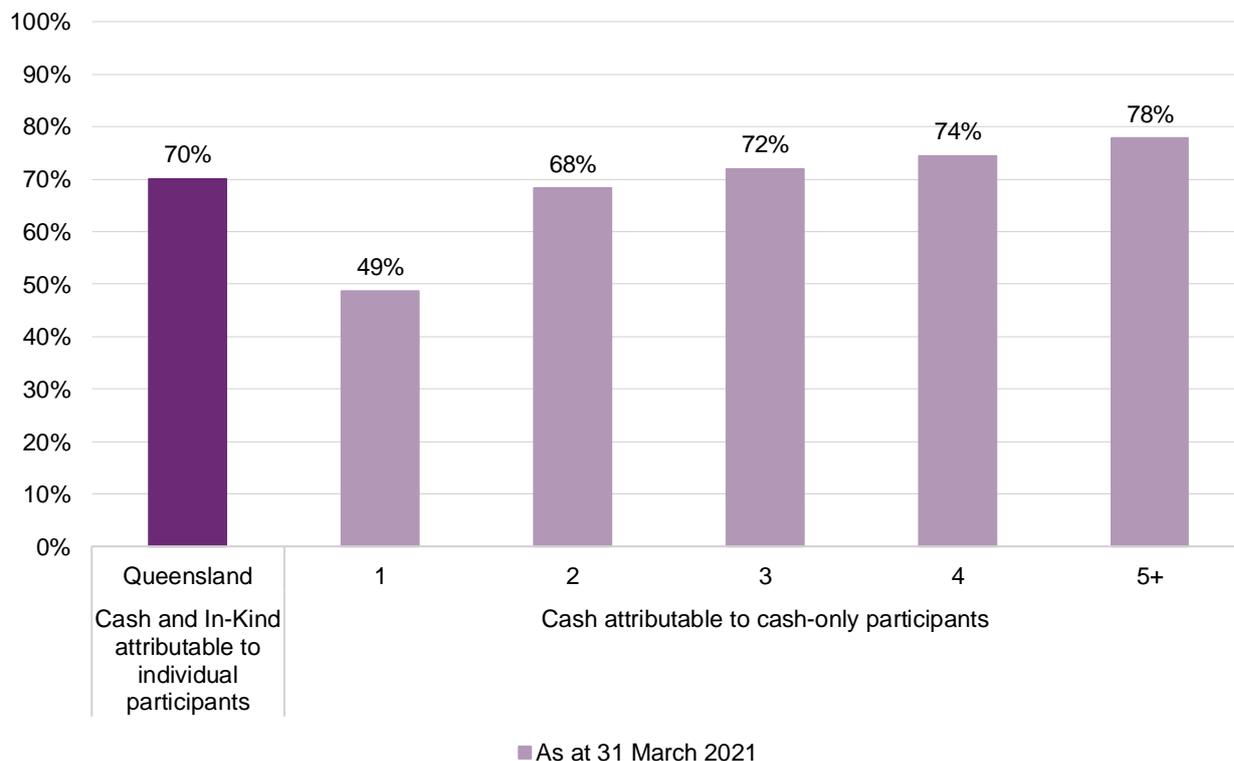
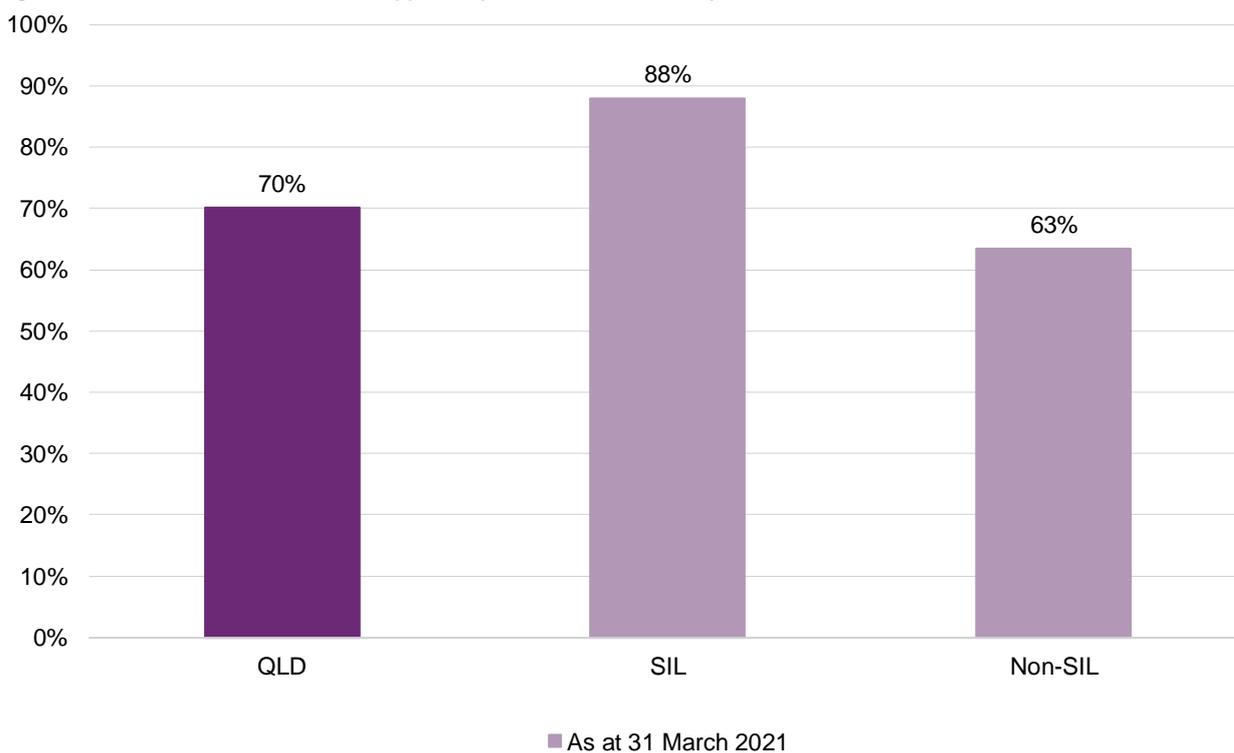


Figure H.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Queensland <sup>310</sup>



<sup>309</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>310</sup> 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 <sup>311</sup>

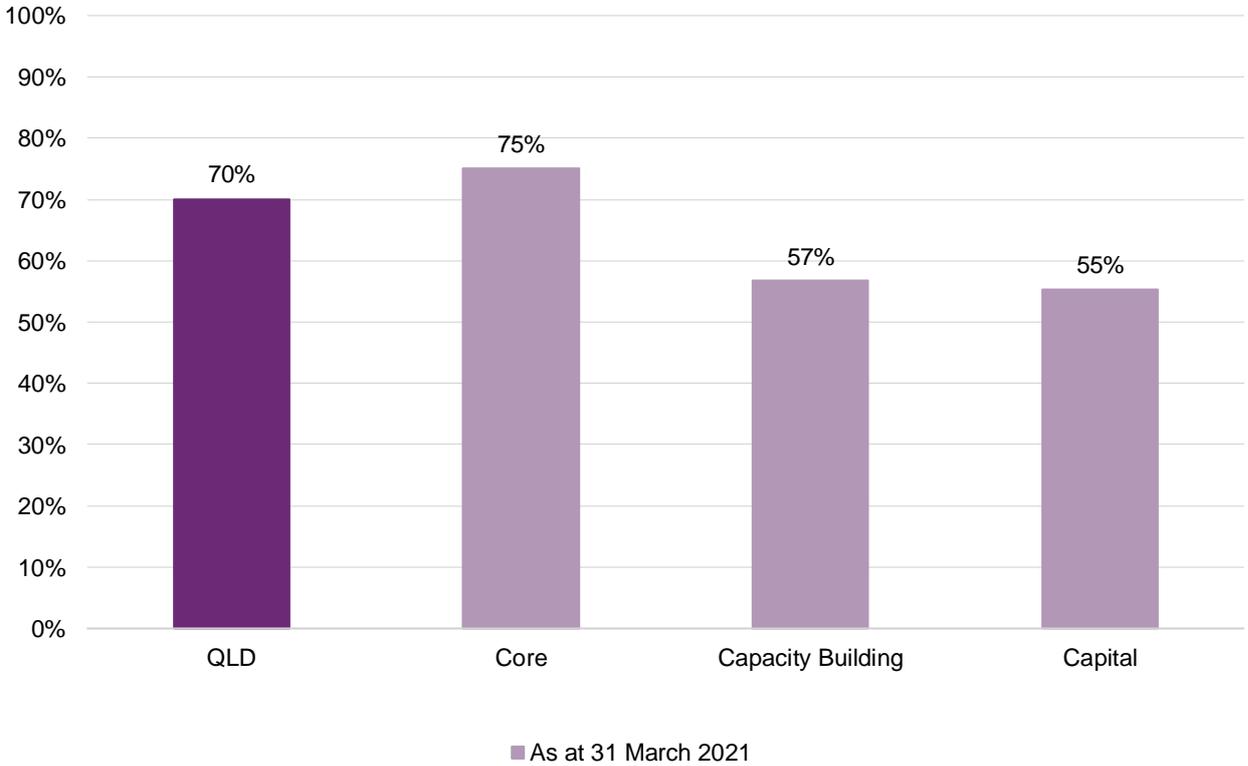
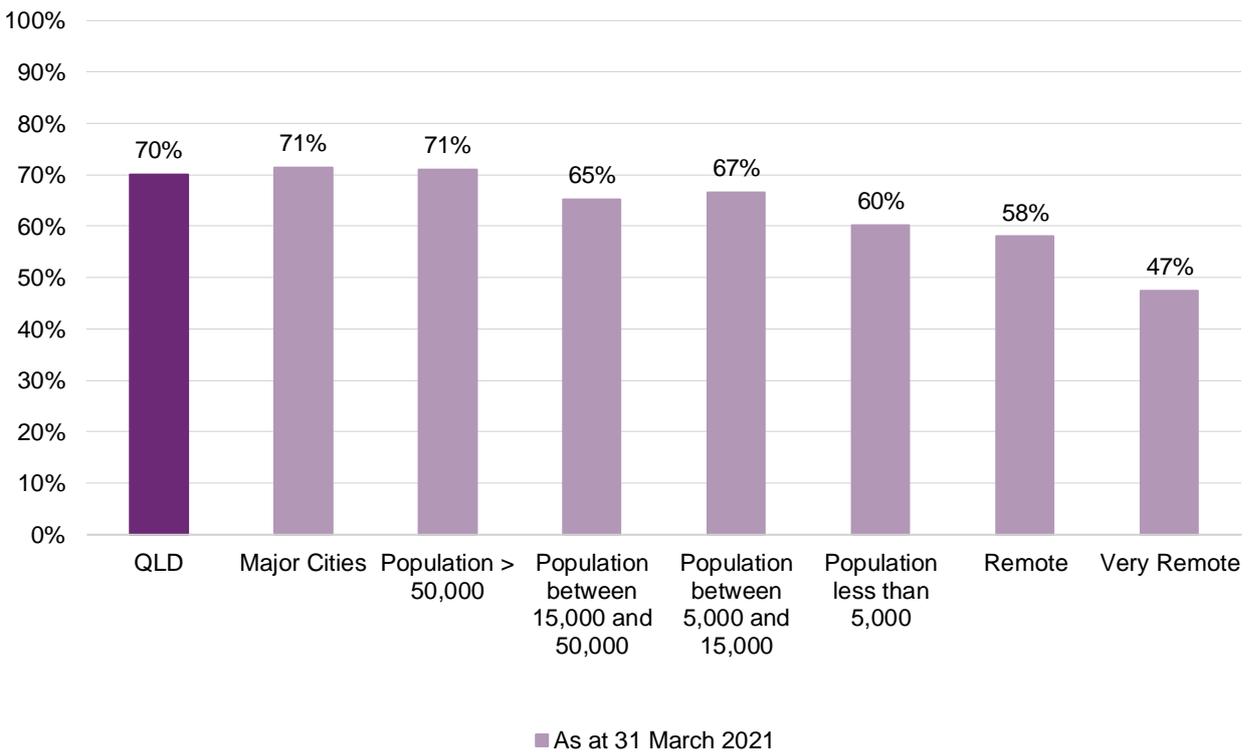


Figure H.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Queensland <sup>312</sup>



<sup>311</sup> Ibid.

<sup>312</sup> Ibid.

# Appendix I: Western Australia

## Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>313</sup>

	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 <sup>314</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>44,529</b>	<b>2,279</b>	<b>46,808</b>
<b>Active Eligible</b>	<b>38,060</b>	<b>1,650</b>	<b>39,710</b>
<i>New</i>	19,315	1,522	20,837
<i>State</i>	16,090	58	16,148
<i>Commonwealth</i>	2,655	70	2,725
<b>Active Participant Plans (excl ECEI)</b>	<b>36,736</b>	<b>1,731</b>	<b>38,467</b>
<i>New</i>	18,310	1,529	19,839
<i>State</i>	15,873	102	15,975
<i>Commonwealth</i>	2,553	100	2,653
<b>Active Participant Plans</b>	<b>37,142</b>	<b>2,157</b>	<b>38,893</b>
<i>Early Intervention (s25)</i>	4,898	478	5,376
<i>Permanent Disability (s24)</i>	31,838	1,253	33,091
<i>ECEI</i>	406	426	426

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Western Australia

Exits	Total
<b>Total participant exits</b>	<b>819</b>
<i>Early Intervention participants</i>	92
<i>Permanent disability participants</i>	727

<sup>313</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>314</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table I.4 Cumulative numbers of active participants by services previously received – Western Australia** <sup>315 316</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,759	59	1,914	0	3,732
End of 2017-18	1,743	41	2,677	0	4,461
End of 2018-19	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** <sup>317 318 319 320</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19	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** <sup>321</sup>

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	
<b>Total</b>	<b>39,511</b>	<b>89%</b>	<b>1,658</b>	<b>73%</b>	<b>41,169</b>	<b>88%</b>

<sup>315</sup> This table shows the total numbers of active participants at the end of each period.

<sup>316</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>317</sup> This table shows the total numbers of active participants at the end of each period.

<sup>318</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>319</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>320</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>321</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table I.7 Assessment of access by disability – Western Australia** <sup>322</sup>

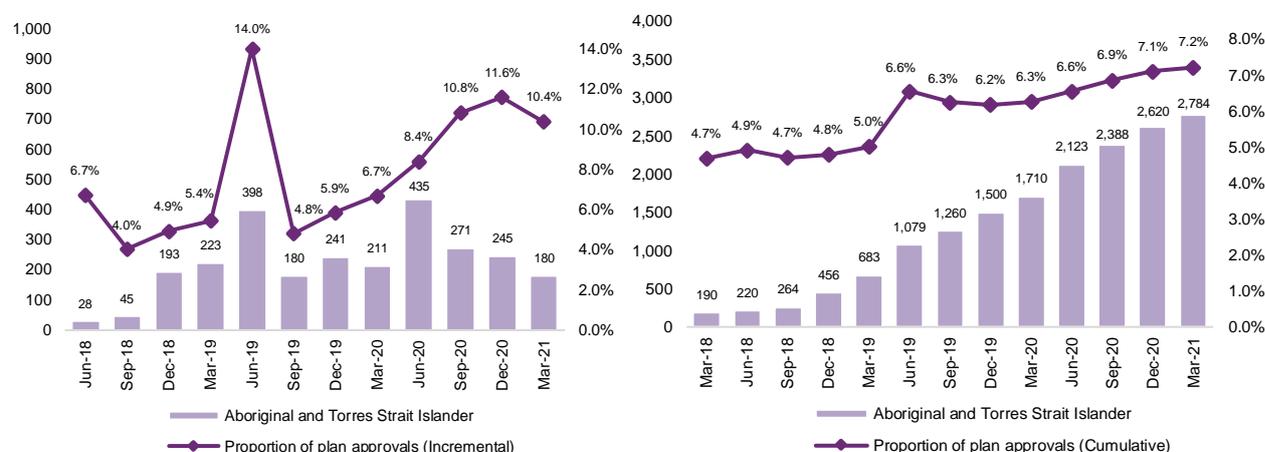
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,269	95%	56	86%	1,325	94%
Autism	13,238	99%	451	96%	13,689	98%
Cerebral Palsy	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%
<b>Total</b>	<b>39,511</b>	<b>89%</b>	<b>1,658</b>	<b>73%</b>	<b>41,169</b>	<b>88%</b>

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

**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,604	7.1%	180	10.4%	<b>2,784</b>	<b>7.2%</b>
Not Aboriginal and Torres Strait Islander	30,392	82.7%	1,308	75.6%	<b>31,700</b>	<b>82.4%</b>
Not Stated	3,740	10.2%	243	14.0%	<b>3,983</b>	<b>10.4%</b>
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>323 324</sup>



<sup>322</sup> Ibid.

<sup>323</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>324</sup> 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%	<b>3,298</b>	<b>8.6%</b>
Not culturally and linguistically diverse	28,427	77.4%	1,572	90.8%	<b>29,999</b>	<b>78.0%</b>
Not stated	5,169	14.1%	<11		<b>5,170</b>	<b>13.4%</b>
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>325 326</sup>



**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** <sup>327</sup>

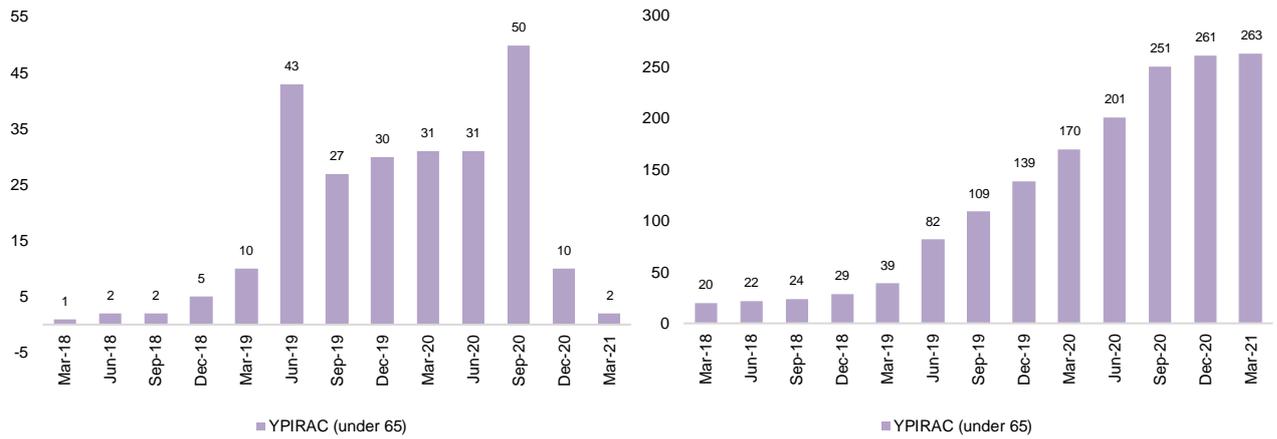
Age group	Total N
Under 45	<11
45 to 54	38
55 to 64	222
<b>Total YPIRAC (under 65)</b>	<b>263</b>

<sup>325</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>326</sup> There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

<sup>327</sup> 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** <sup>328</sup>



**Table I.11 Participant profile per quarter by remoteness – Western Australia** <sup>329 330</sup>

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	
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

**Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>331 332 333</sup>



<sup>328</sup> 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.

<sup>329</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>330</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>331</sup> Ibid.

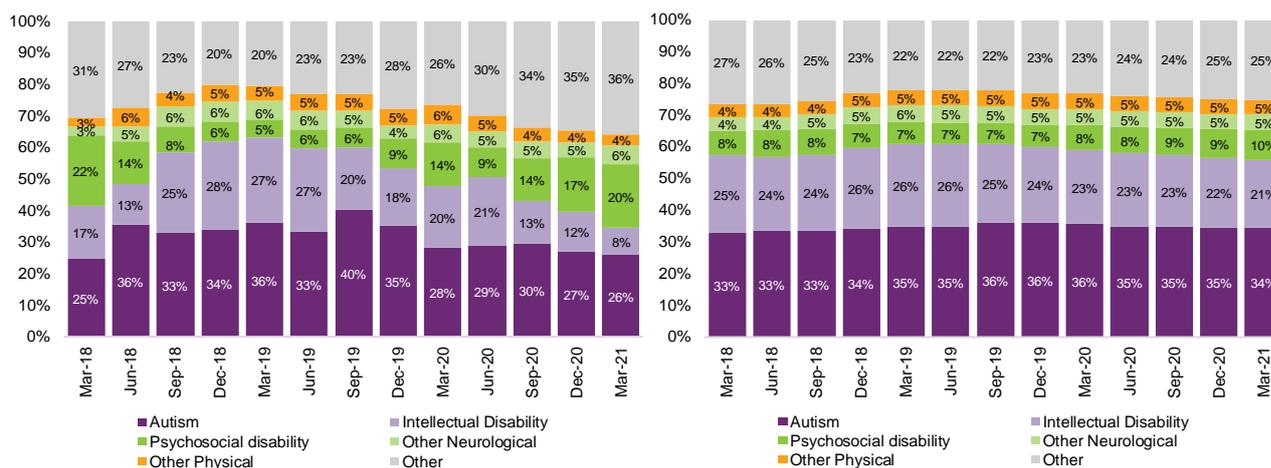
<sup>332</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>333</sup> 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 <sup>334 335 336</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia <sup>337</sup>



<sup>334</sup> Table order based on national proportions (highest to lowest).

<sup>335</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>336</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,048).

<sup>337</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table I.13 Participant profile per quarter by level of function – Western Australia <sup>338</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia <sup>339</sup>

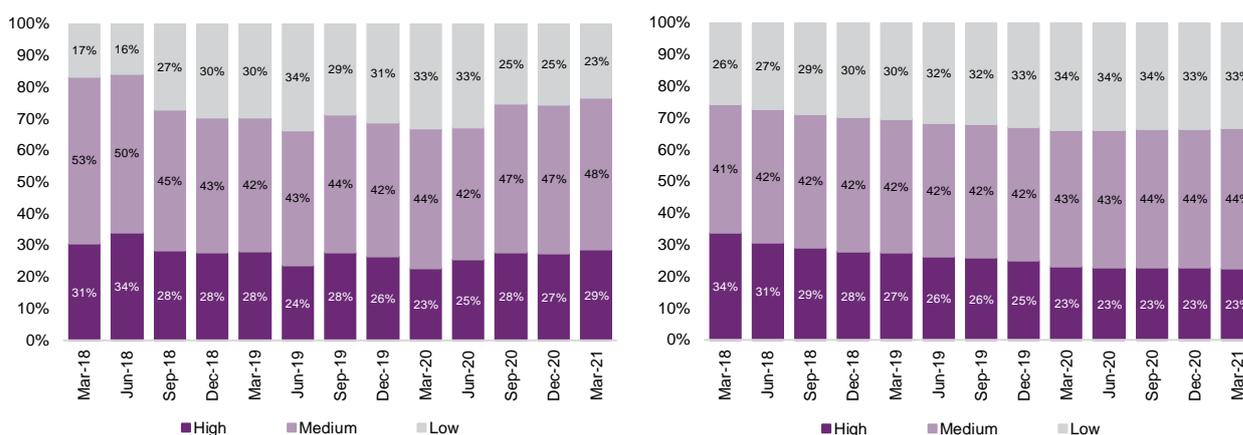


Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

<sup>338</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>339</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>340</sup>

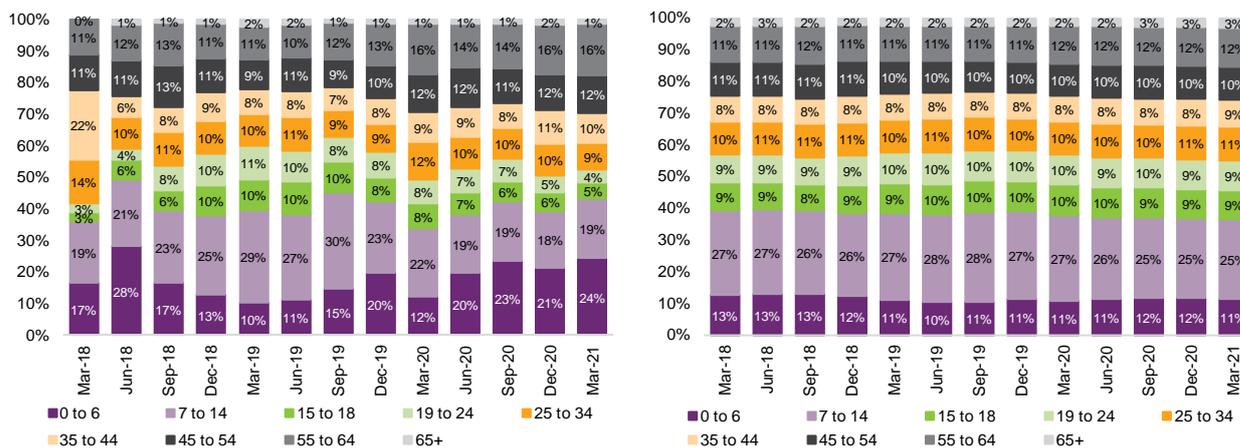


Table I.15 Participant profile per quarter by gender – Western Australia

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%
<b>Total</b>	<b>36,736</b>	<b>100%</b>	<b>1,731</b>	<b>100%</b>	<b>38,467</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>341</sup>

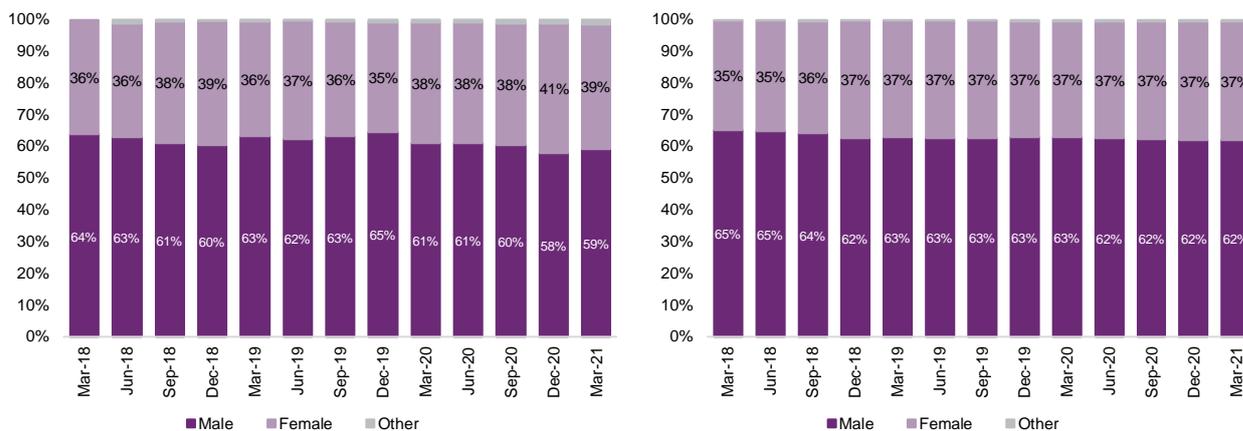


Table I.16 Participation rates by age group – Western Australia <sup>342</sup>

	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%
<b>Total (aged 0-64)</b>	<b>1.72%</b>

<sup>340</sup> Ibid.

<sup>341</sup> Ibid.

<sup>342</sup> 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 <sup>343</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>1,234</b>	<b>801</b>	<b>11,645</b>	<b>15,583</b>	<b>6,281</b>	<b>35,544</b>
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
<b>Total Family</b>	<b>625</b>	<b>539</b>	<b>7,095</b>	<b>9,680</b>	<b>3,658</b>	<b>21,597</b>
<b>Total</b>	<b>1,859</b>	<b>1,340</b>	<b>18,740</b>	<b>25,263</b>	<b>9,939</b>	<b>57,141</b>

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%

<sup>343</sup> 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 <sup>344</sup>**

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%

<sup>344</sup> 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 <sup>345</sup>**

	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%

<sup>345</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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 <sup>346</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS helped your child to become more independent?	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%

<sup>346</sup> 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 SF0F 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 SF0F 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 Australia <sup>347</sup>**

	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%

<sup>347</sup> 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 <sup>348</sup>**

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%	

<sup>348</sup> 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 <sup>349</sup>**

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 <sup>350</sup>**

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+	20%	24%	20%	19%	18%	
Aged 15+	21%	23%	20%	22%	20%	
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+	39%	45%	42%	47%	49%	
Aged 15+	39%	45%	44%	46%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	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%	

<sup>349</sup> 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.

<sup>350</sup> 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** <sup>351</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	379	765	671	148	307	916	476	288	<b>1,206</b>
Autism	2,863	10,739	4,368	4,066	5,365	7,230	1,072	2,723	<b>13,260</b>
Cerebral Palsy	434	1,214	836	340	405	948	393	305	<b>1,624</b>
Developmental Delay	122	1,072	221	322	383	239	2	0	<b>1,128</b>
Down Syndrome	268	795	424	195	285	733	291	356	<b>1,048</b>
Global Developmental Delay	140	1,014	239	281	334	195	5	0	<b>1,087</b>
Hearing Impairment	383	1,196	323	455	284	615	198	375	<b>1,648</b>
Intellectual Disability	1,992	4,879	2,800	1,507	2,012	4,866	2,056	2,826	<b>7,155</b>
Multiple Sclerosis	212	562	522	55	126	477	212	157	<b>782</b>
Psychosocial disability	946	2,167	2,208	614	786	2,750	1,233	1,091	<b>3,656</b>
Spinal Cord Injury	200	396	342	72	97	362	178	149	<b>567</b>
Stroke	163	365	277	39	83	357	167	98	<b>512</b>
Visual Impairment	224	528	242	143	95	448	130	209	<b>696</b>
Other Neurological	581	1,312	1,077	191	377	1,272	545	300	<b>1,889</b>
Other Physical	513	1,236	945	176	212	969	373	375	<b>1,733</b>
Other Sensory/Speech	14	102	33	50	41	47	4	6	<b>124</b>
Other	96	257	184	34	55	222	93	61	<b>352</b>
<b>Total</b>	<b>9,530</b>	<b>28,599</b>	<b>15,712</b>	<b>8,688</b>	<b>11,247</b>	<b>22,646</b>	<b>7,428</b>	<b>9,319</b>	<b>38,467</b>

**Table I.42 Number of goals in active plans by goal type and primary disability – Western Australia** <sup>352</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	470	1,067	754	163	335	1,035	497	293	<b>4,614</b>
Autism	3,359	23,356	5,091	4,988	6,282	8,192	1,097	2,825	<b>55,190</b>
Cerebral Palsy	500	2,457	968	382	432	1,069	410	318	<b>6,536</b>
Developmental Delay	128	4,036	271	372	436	272	2	0	<b>5,517</b>
Down Syndrome	306	1,554	470	215	314	827	300	368	<b>4,354</b>
Global Developmental Delay	151	3,794	296	316	382	232	5	0	<b>5,176</b>
Hearing Impairment	445	2,185	361	541	308	688	200	390	<b>5,118</b>
Intellectual Disability	2,318	7,749	3,068	1,761	2,234	5,510	2,133	2,914	<b>27,687</b>
Multiple Sclerosis	245	771	595	56	136	530	222	160	<b>2,715</b>
Psychosocial disability	1,090	2,749	2,510	669	837	3,043	1,285	1,125	<b>13,308</b>
Spinal Cord Injury	238	539	398	78	105	412	193	152	<b>2,115</b>
Stroke	195	514	325	41	87	403	173	100	<b>1,838</b>
Visual Impairment	260	834	265	156	99	525	136	218	<b>2,493</b>
Other Neurological	675	1,946	1,245	213	405	1,394	570	307	<b>6,755</b>
Other Physical	611	1,808	1,109	190	224	1,060	387	393	<b>5,782</b>
Other Sensory/Speech	17	221	42	79	54	57	4	6	<b>480</b>
Other	112	395	221	38	60	243	94	63	<b>1,226</b>
<b>Total</b>	<b>11,120</b>	<b>55,975</b>	<b>17,989</b>	<b>10,258</b>	<b>12,730</b>	<b>25,492</b>	<b>7,708</b>	<b>9,632</b>	<b>150,904</b>

<sup>351</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>352</sup> 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** <sup>353</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	498	4,208	915	1,039	1,406	744	12	0	<b>4,382</b>
7 to 14	1,761	8,114	3,334	3,289	4,114	5,043	135	176	<b>9,649</b>
15 to 18	1,010	2,769	1,175	1,282	1,232	2,312	301	1,378	<b>3,569</b>
19 to 24	1,157	2,459	1,268	916	826	2,336	915	2,164	<b>3,608</b>
25 to 34	1,280	2,669	1,740	701	976	2,817	1,430	2,026	<b>4,066</b>
35 to 44	966	2,078	1,745	495	756	2,273	1,150	1,290	<b>3,274</b>
45 to 54	1,131	2,496	2,234	479	843	2,843	1,404	1,222	<b>3,995</b>
55 to 64	1,370	3,039	2,645	422	896	3,424	1,693	921	<b>4,739</b>
65+	357	767	656	65	198	854	388	142	<b>1,185</b>
<b>Total</b>	<b>9,530</b>	<b>28,599</b>	<b>15,712</b>	<b>8,688</b>	<b>11,247</b>	<b>22,646</b>	<b>7,428</b>	<b>9,319</b>	<b>38,467</b>

**Table I.44 Number of goals in active plans by goal type and age group – Western Australia** <sup>354</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	534	16,638	1,136	1,191	1,616	878	12	0	<b>22,005</b>
7 to 14	2,073	16,973	3,982	4,083	4,898	5,750	137	178	<b>38,074</b>
15 to 18	1,201	4,355	1,350	1,573	1,408	2,606	309	1,412	<b>14,214</b>
19 to 24	1,373	3,402	1,395	1,075	893	2,596	937	2,260	<b>13,931</b>
25 to 34	1,491	3,576	1,926	771	1,048	3,113	1,481	2,116	<b>15,522</b>
35 to 44	1,143	2,695	1,947	534	809	2,562	1,184	1,327	<b>12,201</b>
45 to 54	1,305	3,255	2,508	507	894	3,199	1,474	1,249	<b>14,391</b>
55 to 64	1,572	4,037	2,991	454	952	3,814	1,767	947	<b>16,534</b>
65+	428	1,044	754	70	212	974	407	143	<b>4,032</b>
<b>Total</b>	<b>11,120</b>	<b>55,975</b>	<b>17,989</b>	<b>10,258</b>	<b>12,730</b>	<b>25,492</b>	<b>7,708</b>	<b>9,632</b>	<b>150,904</b>

<sup>353</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

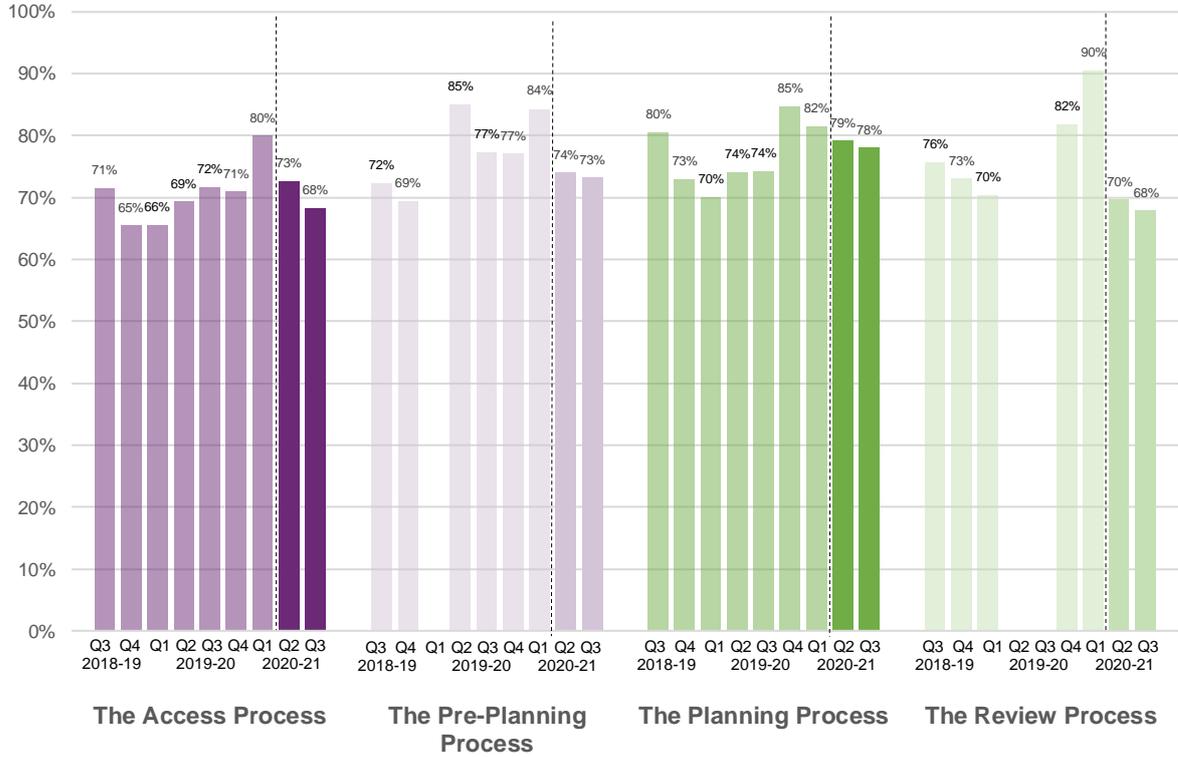
<sup>354</sup> Participants have set over six million goals in total across Australia since July 2016. The 150,904 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**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** <sup>355</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 95</b>	<b>n = 126</b>
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%
<b>Pre-planning</b>	<b>n = 146</b>	<b>n = 82</b>
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%
<b>Planning</b>	<b>n = 526</b>	<b>n = 418</b>
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%
<b>Plan review</b>	<b>n = 921</b>	<b>n = 990</b>
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%

<sup>355</sup> 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.

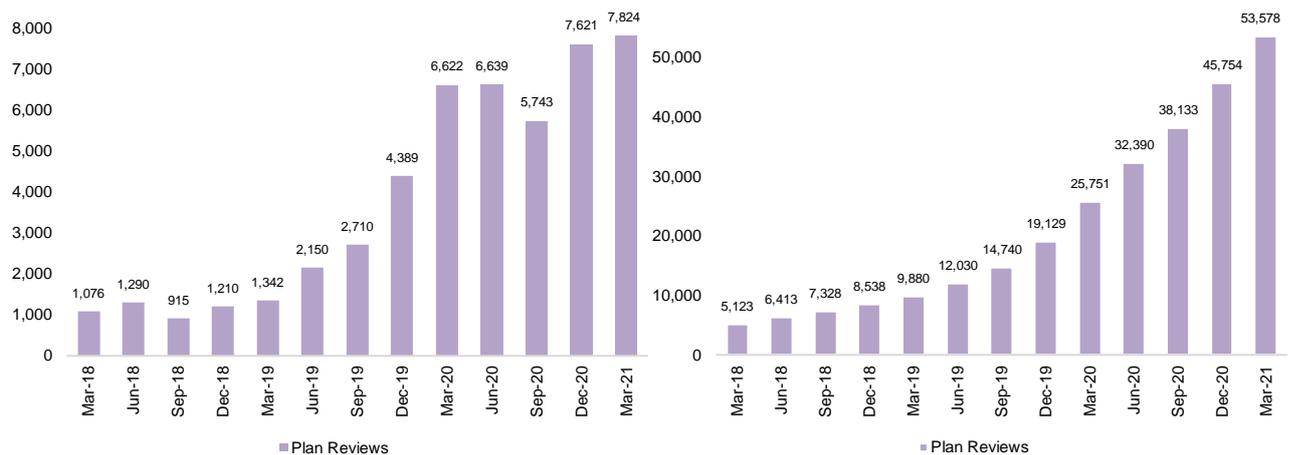
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>356 357 358</sup>



**Table I.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia** <sup>359</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>45,754</b>	<b>7,824</b>	<b>53,578</b>
<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**



<sup>356</sup> 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.

<sup>357</sup> 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.

<sup>358</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>359</sup> 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.

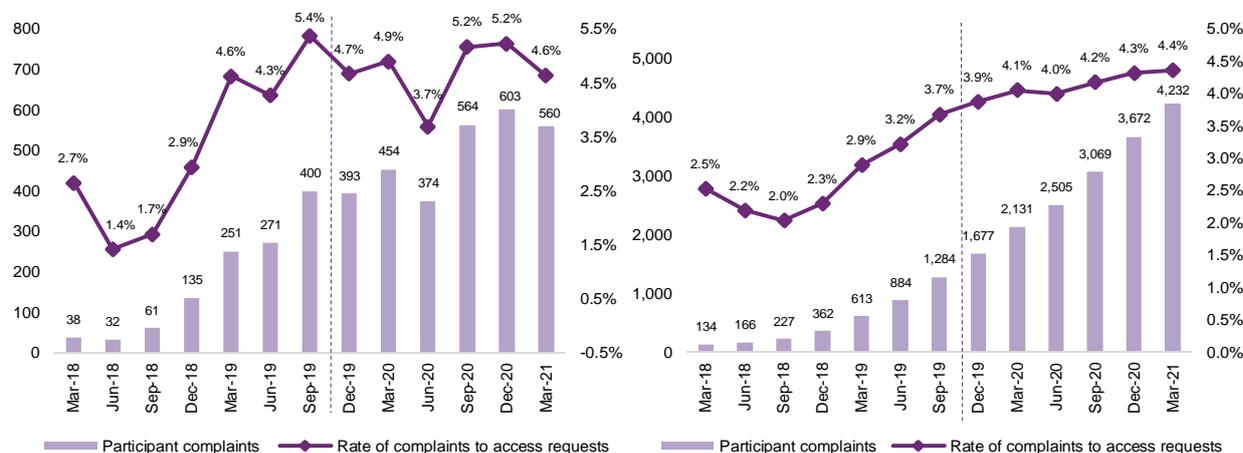
Table I.48 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>360 361 362</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>3,740</b>	<b>560</b>	<b>4,300</b>	<b>2,770</b>
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



<sup>360</sup> Note that 70% of all complainants made only one complaint, 18% made two complaints and 12% made three or more complaints.

<sup>361</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>362</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

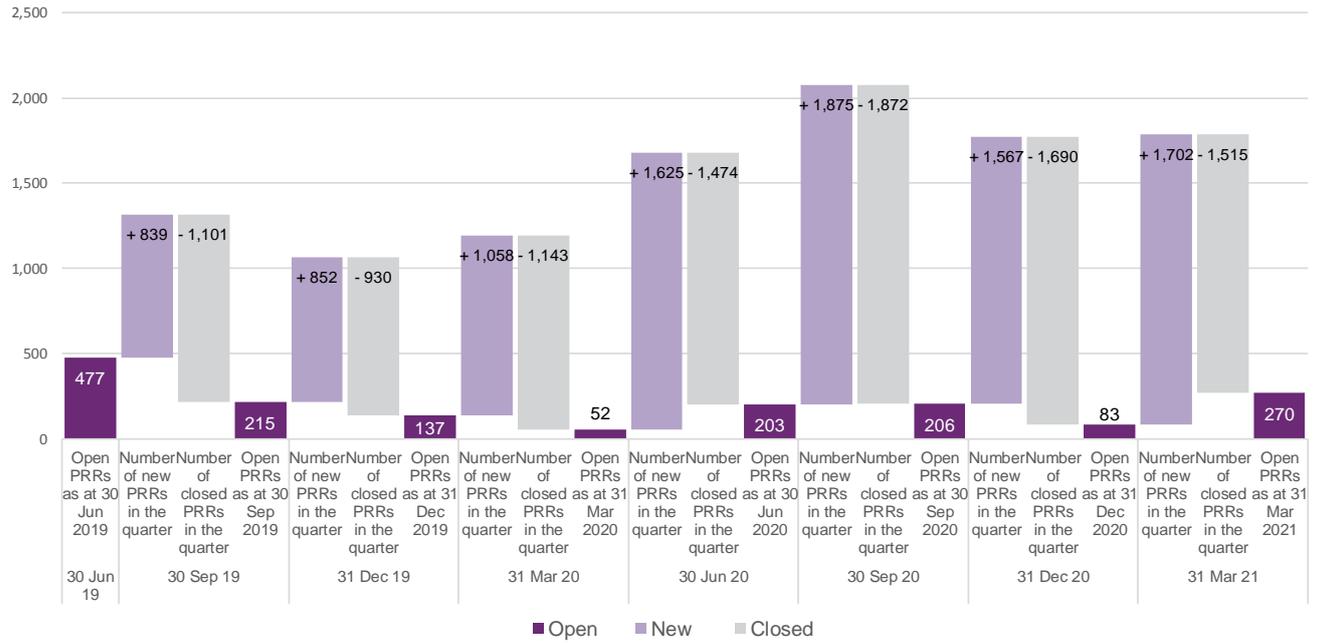
**Table I.48 Complaints by type ('My Feedback' tile) – Western Australia**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>115</b>	
<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%)
<b>Total</b>	<b>1,450</b>	
<i>Unclassified</i>	<b>71</b>	
<b>Participants total</b>	<b>1,636</b>	

**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%)
<b>Total</b>	<b>9</b>		<b>0</b>		<b>9</b>	
<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%)
<b>Total</b>	<b>72</b>		<b>19</b>		<b>91</b>	
<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%)
<b>Total</b>	<b>99</b>		<b>29</b>		<b>128</b>	
<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%)
<b>Total</b>	<b>1,316</b>		<b>365</b>		<b>1,681</b>	
<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%)
<b>Total</b>	<b>631</b>		<b>123</b>		<b>754</b>	
<i>Unclassified</i>	1		0		1	
<b>Participants total</b>	<b>2,128</b>		<b>536</b>		<b>2,664</b>	

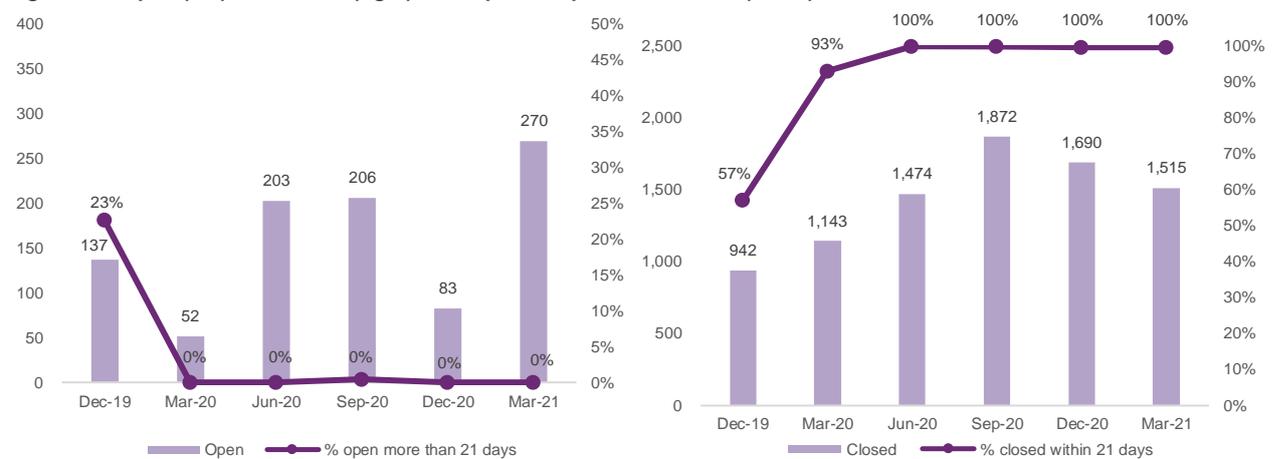
**Figure I.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Western Australia** <sup>363</sup>



**Table I.50 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia** <sup>364</sup>

	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** <sup>365</sup>

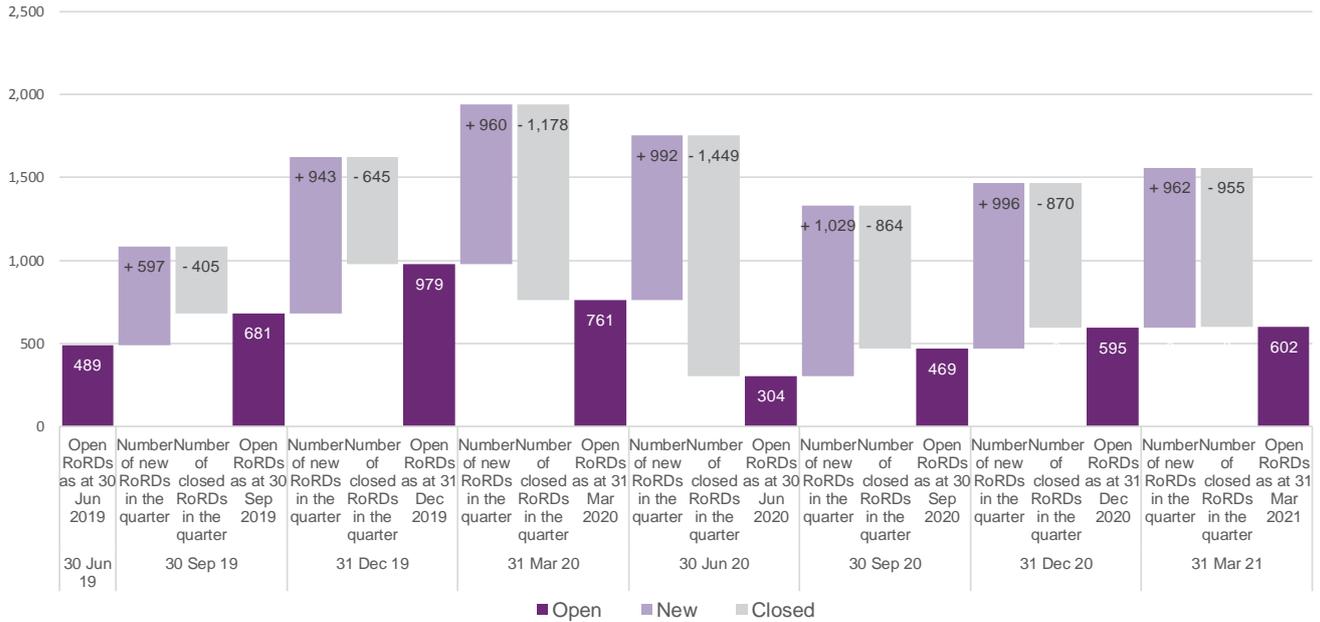


<sup>363</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>364</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>365</sup> 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.

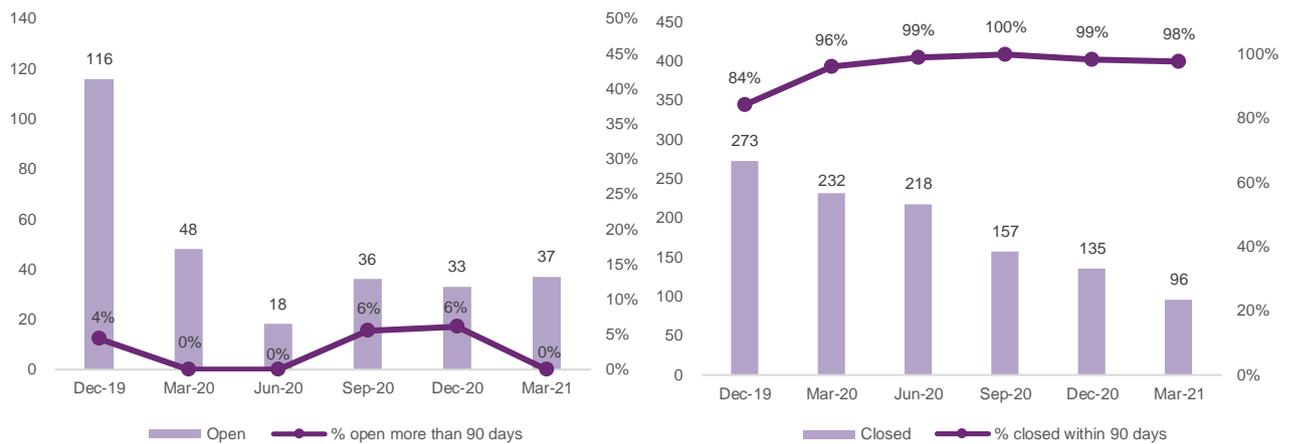
**Figure I.14 RoRDs received and closed by quarter and open at the end of each quarter – Western Australia**



**Table I.51 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia <sup>366 367</sup>**

	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 <sup>368</sup>**



<sup>366</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIS.

<sup>367</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>368</sup> 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 <sup>369</sup>

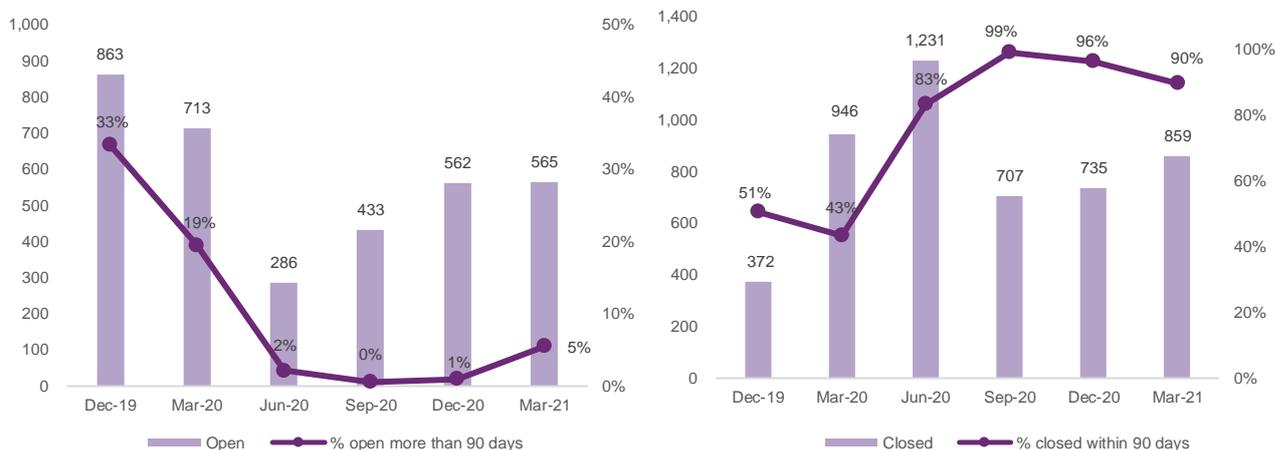


Table I.52 AAT Cases by category – Western Australia <sup>370</sup>

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	
<b>Total</b>	<b>219</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>253</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.26%</b>		<b>0.30%</b>		<b>0.27%</b>	

Figure I.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia <sup>371</sup>

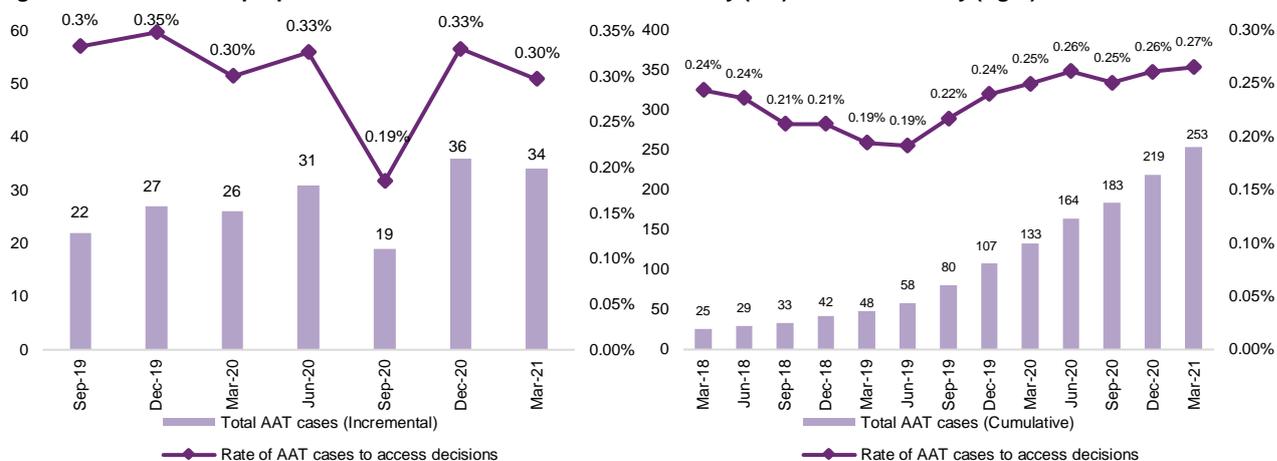


Table I.53 AAT cases by open/closed and decision – Western Australia

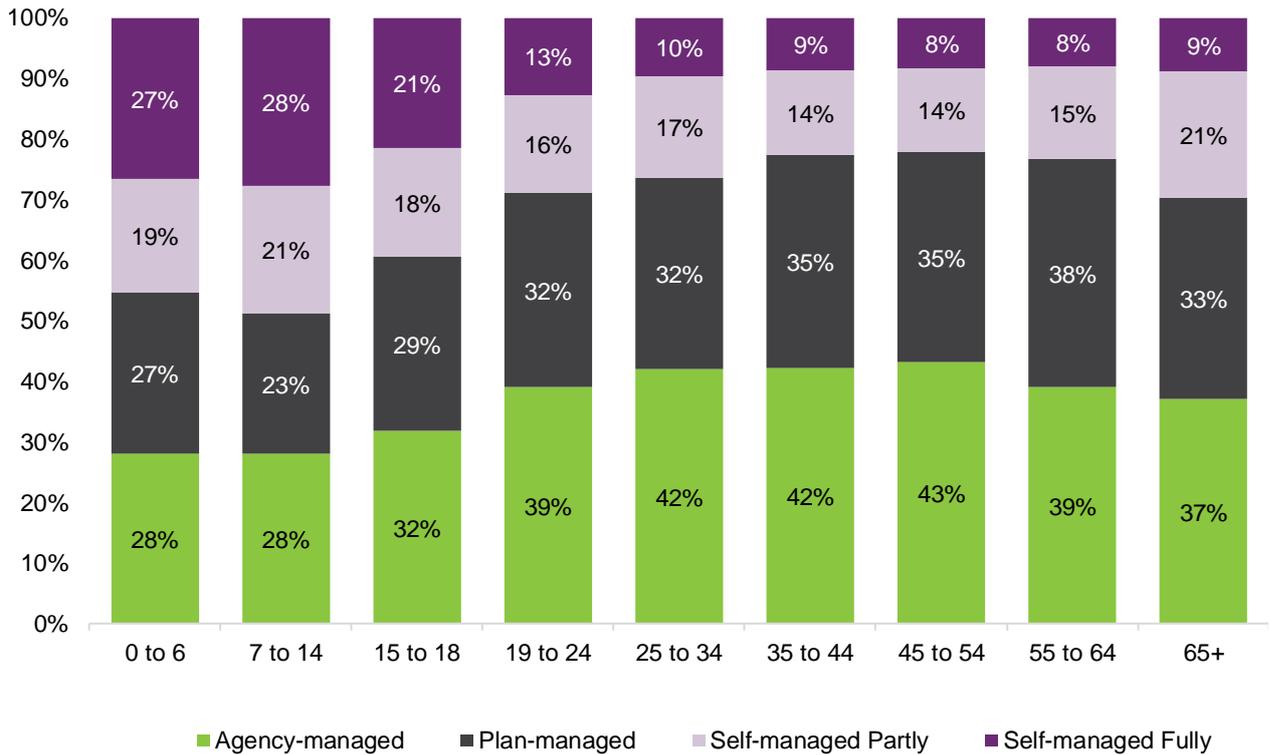
	N
<b>AAT Cases</b>	<b>253</b>
<b>Open AAT Cases</b>	<b>75</b>
<b>Closed AAT Cases</b>	<b>178</b>
Resolved before hearing	178
Gone to hearing and received a substantive decision	<11

<sup>369</sup> Ibid.

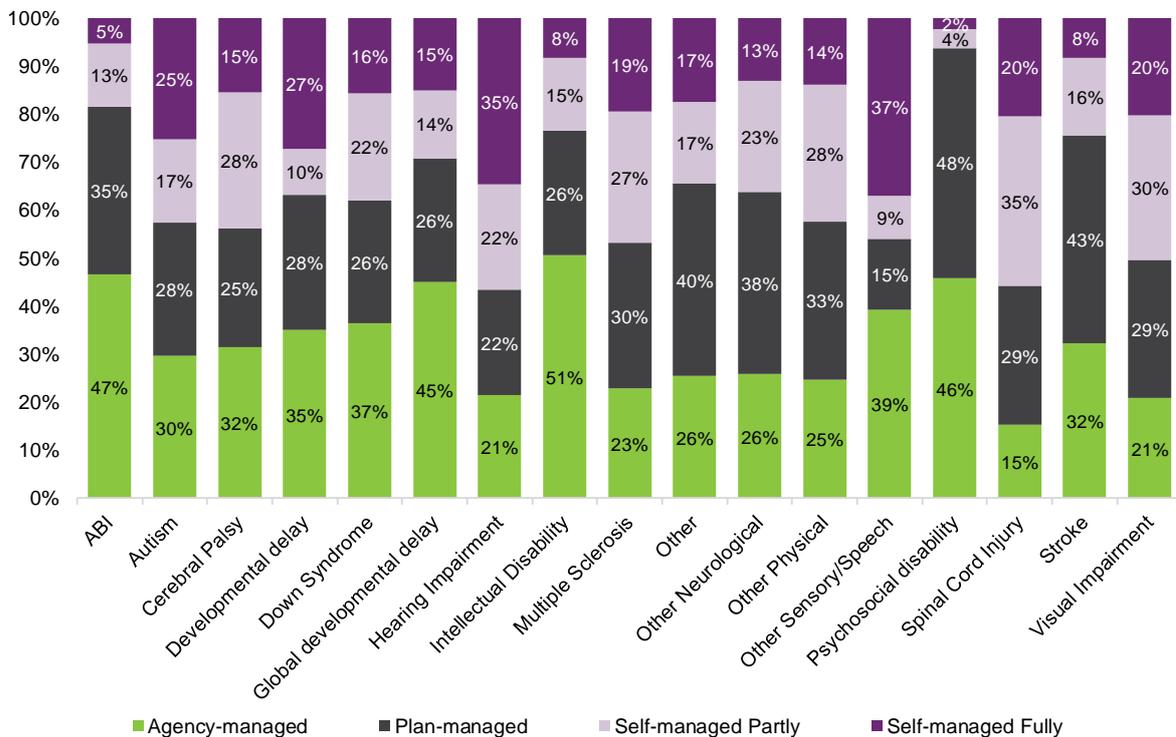
<sup>370</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>371</sup> 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** <sup>372 373</sup>



**Figure I.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Western Australia** <sup>374 375</sup>



<sup>372</sup> For the total number of active participants in each age group, see Table I.14.

<sup>373</sup> 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.

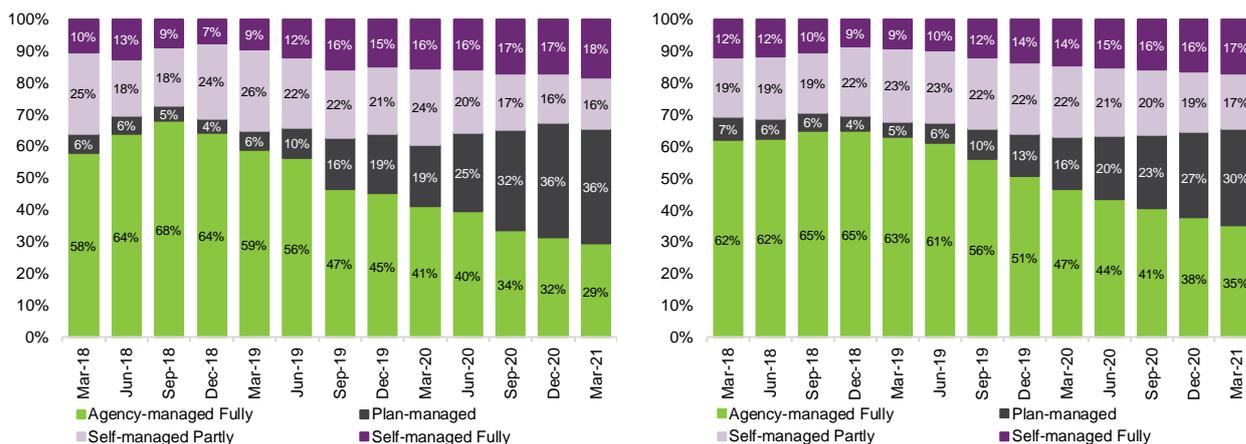
<sup>374</sup> For the total number of active participants in each primary disability group, see Table I.12.

<sup>375</sup> 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** <sup>376</sup>

	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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>377</sup>



**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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia**



<sup>376</sup> Ibid.

<sup>377</sup> 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 <sup>378</sup>**

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>25,827</b>	<b>87%</b>	<b>2,028</b>	<b>82%</b>	<b>27,855</b>	<b>86%</b>
90 to 119 days	843	3%	79	3%	922	3%
120 days and over	2,058	7%	127	5%	2,185	7%
<b>Activated after 90 days</b>	<b>2,901</b>	<b>10%</b>	<b>206</b>	<b>8%</b>	<b>3,107</b>	<b>10%</b>
No payments	1,091	4%	242	10%	1,333	4%
<b>Total plans approved</b>	<b>29,819</b>	<b>100%</b>	<b>2,476</b>	<b>100%</b>	<b>32,295</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>25,985</b>	<b>27,098</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,194	2,264	97%
Not CALD	18,836	19,670	96%
Not Stated	4,955	5,164	96%
<b>Total</b>	<b>25,985</b>	<b>27,098</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	20,584	21,351	96%
Regional	4,313	4,574	94%
Remote	1,087	1,172	93%
Missing	<11	<11	
<b>Total</b>	<b>25,985</b>	<b>27,098</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>25,985</b>	<b>27,098</b>	<b>96%</b>

<sup>378</sup> 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** <sup>379 380</sup>

Plan utilisation	Total
0 to 50%	39%
50% to 75%	28%
> 75%	33%
<b>Total</b>	<b>100%</b>

**Table I.60 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>381</sup>

	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** <sup>382 383</sup>

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** <sup>384</sup>

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
<b>Active in 2020-21 Q3</b>	<b>1,016</b>
Inactive in 2020-21 Q3	884
<b>Active ever</b>	<b>1,900</b>

<sup>379</sup> 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.

<sup>380</sup> 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.

<sup>381</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>382</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>383</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>384</sup> 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** <sup>385</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	62	9	71	15%
Specialist Disability Accommodation	11	9	20	82%
Vehicle Modifications	32	4	36	13%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	202	11	213	5%
Support Coordination	138	17	155	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	77	6	83	8%
Specialised Supported Employment	57	7	64	12%
<b>Total approved active providers</b>	<b>1,799</b>	<b>101</b>	<b>1,900</b>	<b>6%</b>

<sup>385</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	35	<b>40</b>	13%	88%	<b>100%</b>
Assistance Animals	1	17	<b>18</b>	6%	94%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	18	176	<b>194</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	23	194	<b>217</b>	11%	89%	<b>100%</b>
Daily Personal Activities	39	335	<b>374</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	14	200	<b>214</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	20	247	<b>267</b>	7%	93%	<b>100%</b>
Household tasks	64	285	<b>349</b>	18%	82%	<b>100%</b>
Interpreting and translation	5	39	<b>44</b>	11%	89%	<b>100%</b>
Participation in community, social and civic activities	38	371	<b>409</b>	9%	91%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	7	63	<b>70</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	5	64	<b>69</b>	7%	93%	<b>100%</b>
Assistance products for personal care and safety	62	414	<b>476</b>	13%	87%	<b>100%</b>
Communication and information equipment	23	129	<b>152</b>	15%	85%	<b>100%</b>
Customised Prosthetics	23	127	<b>150</b>	15%	85%	<b>100%</b>
Hearing Equipment	7	44	<b>51</b>	14%	86%	<b>100%</b>
Hearing Services	1	12	<b>13</b>	8%	92%	<b>100%</b>
Personal Mobility Equipment	32	224	<b>256</b>	13%	88%	<b>100%</b>
Specialised Hearing Services	0	11	<b>11</b>	0%	100%	<b>100%</b>
Vision Equipment	6	39	<b>45</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	66	377	<b>443</b>	15%	85%	<b>100%</b>
Behaviour Support	37	136	<b>173</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	8	88	<b>96</b>	8%	92%	<b>100%</b>
Development of daily living and life skills	19	216	<b>235</b>	8%	92%	<b>100%</b>
Early Intervention supports for early childhood	95	235	<b>330</b>	29%	71%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	15	80	<b>95</b>	16%	84%	<b>100%</b>
Innovative Community Participation	7	46	<b>53</b>	13%	87%	<b>100%</b>
Specialised Driving Training	8	31	<b>39</b>	21%	79%	<b>100%</b>
Therapeutic Supports	240	539	<b>779</b>	31%	69%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	7	64	<b>71</b>	10%	90%	<b>100%</b>
Specialist Disability Accommodation	1	19	<b>20</b>	5%	95%	<b>100%</b>
Vehicle Modifications	1	35	<b>36</b>	3%	97%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	42	171	<b>213</b>	20%	80%	<b>100%</b>
Support Coordination	21	134	<b>155</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	79	<b>83</b>	5%	95%	<b>100%</b>
Specialised Supported Employment	5	59	<b>64</b>	8%	92%	<b>100%</b>
<b>Total</b>	<b>417</b>	<b>1,483</b>	<b>1,900</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

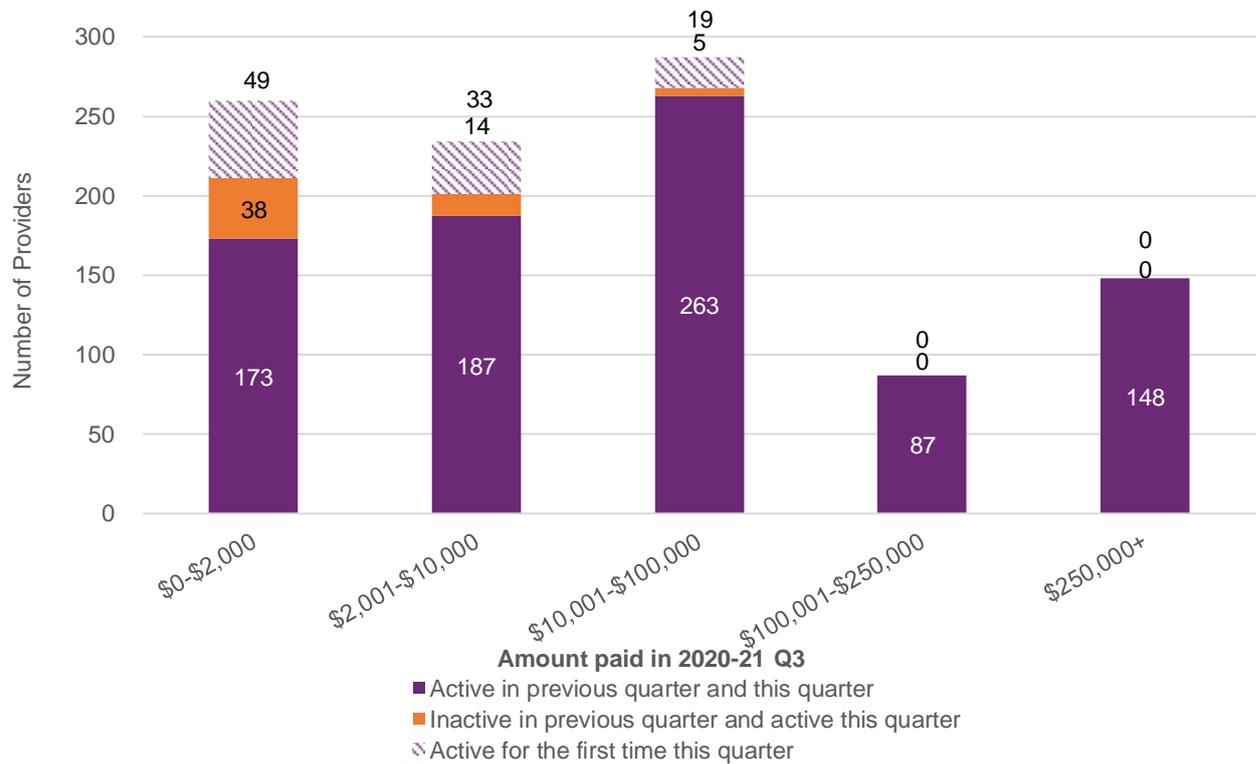
**Table I.65 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Western Australia**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	28	9	37	24%
Specialist Disability Accommodation	9	9	18	50%
Vehicle Modifications	10	4	14	29%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	143	11	154	7%
Support Coordination	95	17	112	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	51	6	57	11%
Specialised Supported Employment	39	7	46	15%
<b>Total</b>	<b>915</b>	<b>101</b>	<b>1,016</b>	<b>10%</b>

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	9	<b>10</b>	10%	90%	<b>100%</b>
Assistance Animals	1	14	<b>15</b>	7%	93%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	13	131	<b>144</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	17	113	<b>130</b>	13%	87%	<b>100%</b>
Daily Personal Activities	26	208	<b>234</b>	11%	89%	<b>100%</b>
Group and Centre Based Activities	12	119	<b>131</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	15	152	<b>167</b>	9%	91%	<b>100%</b>
Household tasks	42	161	<b>203</b>	21%	79%	<b>100%</b>
Interpreting and translation	3	23	<b>26</b>	12%	88%	<b>100%</b>
Participation in community, social and civic activities	29	222	<b>251</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	24	<b>24</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	0	20	<b>20</b>	0%	100%	<b>100%</b>
Assistance products for personal care and safety	35	235	<b>270</b>	13%	87%	<b>100%</b>
Communication and information equipment	13	70	<b>83</b>	16%	84%	<b>100%</b>
Customised Prosthetics	8	57	<b>65</b>	12%	88%	<b>100%</b>
Hearing Equipment	2	24	<b>26</b>	8%	92%	<b>100%</b>
Hearing Services	1	5	<b>6</b>	17%	83%	<b>100%</b>
Personal Mobility Equipment	19	125	<b>144</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	0	3	<b>3</b>	0%	100%	<b>100%</b>
Vision Equipment	3	23	<b>26</b>	12%	88%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	38	241	<b>279</b>	14%	86%	<b>100%</b>
Behaviour Support	24	97	<b>121</b>	20%	80%	<b>100%</b>
Community nursing care for high needs	7	66	<b>73</b>	10%	90%	<b>100%</b>
Development of daily living and life skills	6	123	<b>129</b>	5%	95%	<b>100%</b>
Early Intervention supports for early childhood	39	110	<b>149</b>	26%	74%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	10	54	<b>64</b>	16%	84%	<b>100%</b>
Innovative Community Participation	0	22	<b>22</b>	0%	100%	<b>100%</b>
Specialised Driving Training	4	20	<b>24</b>	17%	83%	<b>100%</b>
Therapeutic Supports	120	286	<b>406</b>	30%	70%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	5	32	<b>37</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	1	17	<b>18</b>	6%	94%	<b>100%</b>
Vehicle Modifications	0	14	<b>14</b>	0%	100%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	34	120	<b>154</b>	22%	78%	<b>100%</b>
Support Coordination	17	95	<b>112</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	53	<b>57</b>	7%	93%	<b>100%</b>
Specialised Supported Employment	5	41	<b>46</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>215</b>	<b>801</b>	<b>1,016</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**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** <sup>386</sup>



## Part Five: Financial sustainability

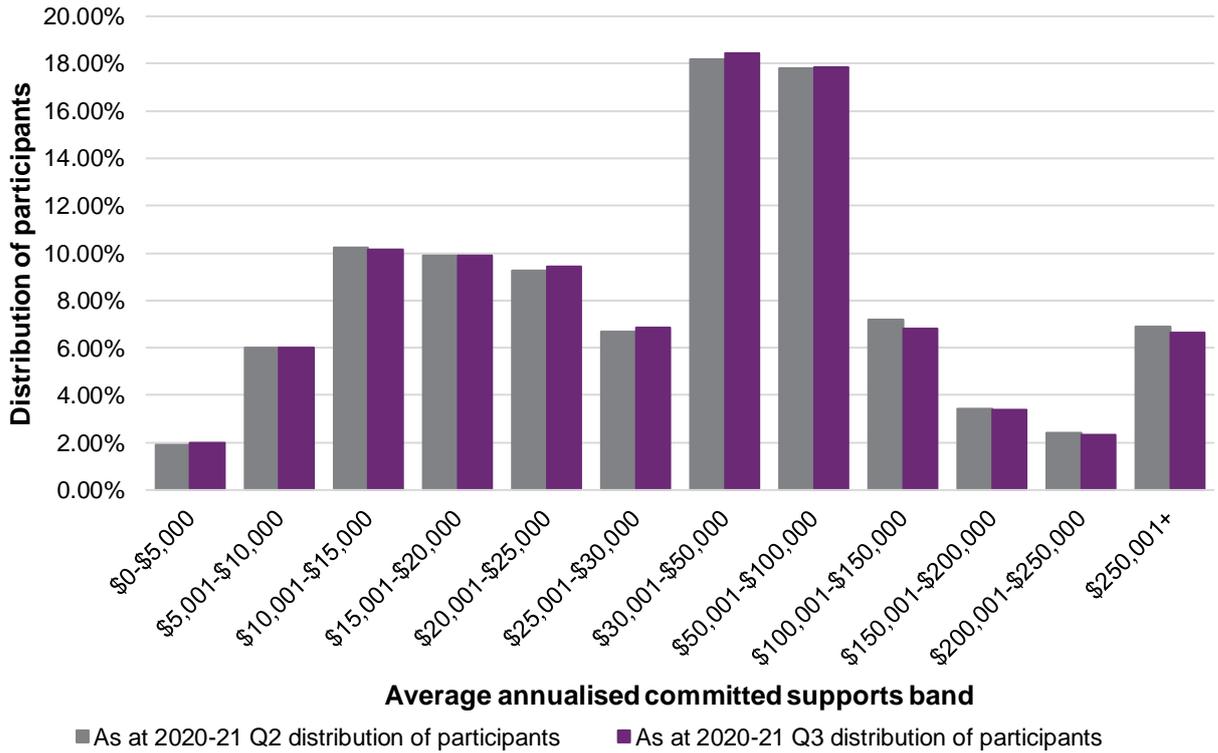
**Table I.67 Committed supports by financial year (\$m) – Western Australia** <sup>387</sup>

	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

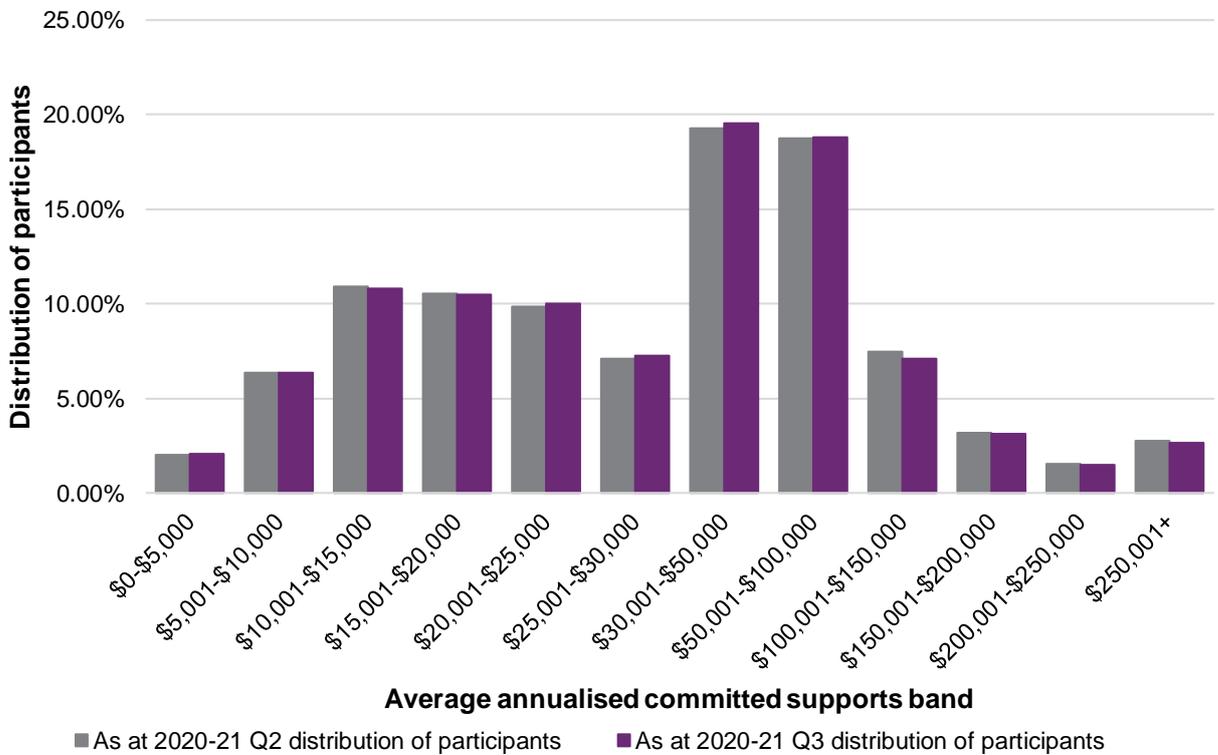
<sup>386</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>387</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Western Australia.

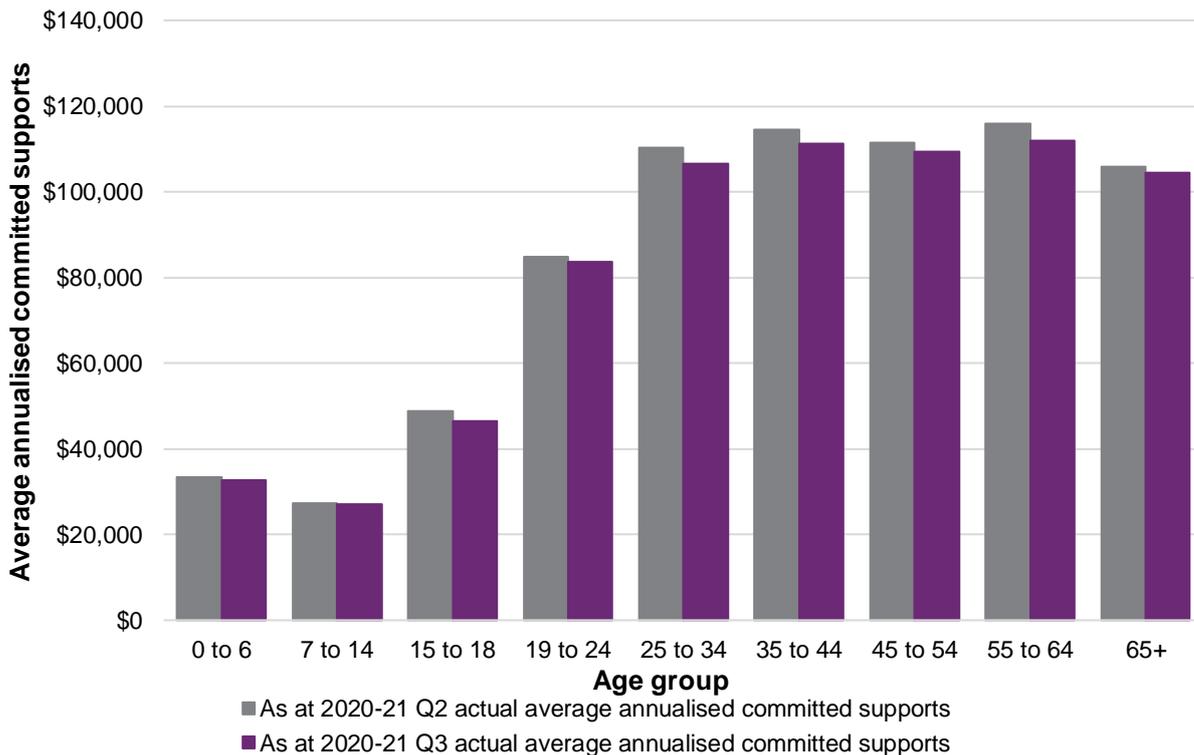
**Figure I.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western 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**

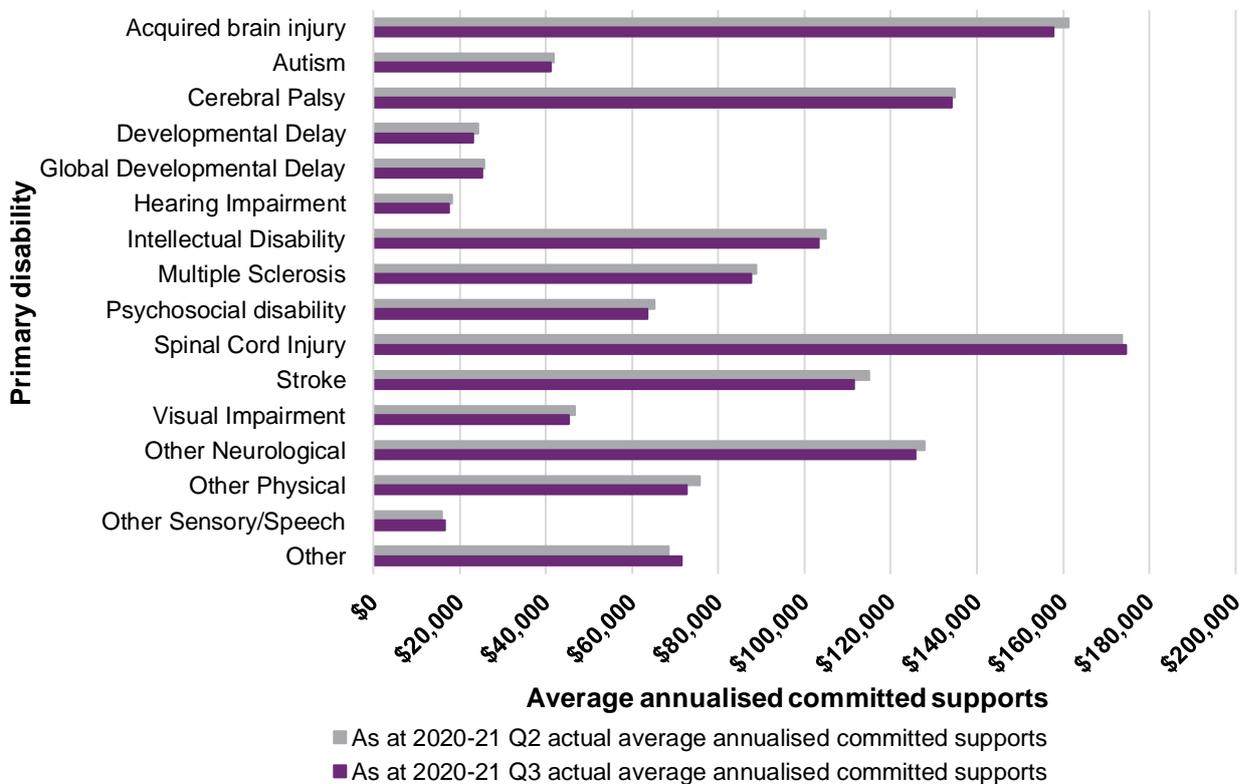


Figure I.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Western Australia <sup>388</sup>

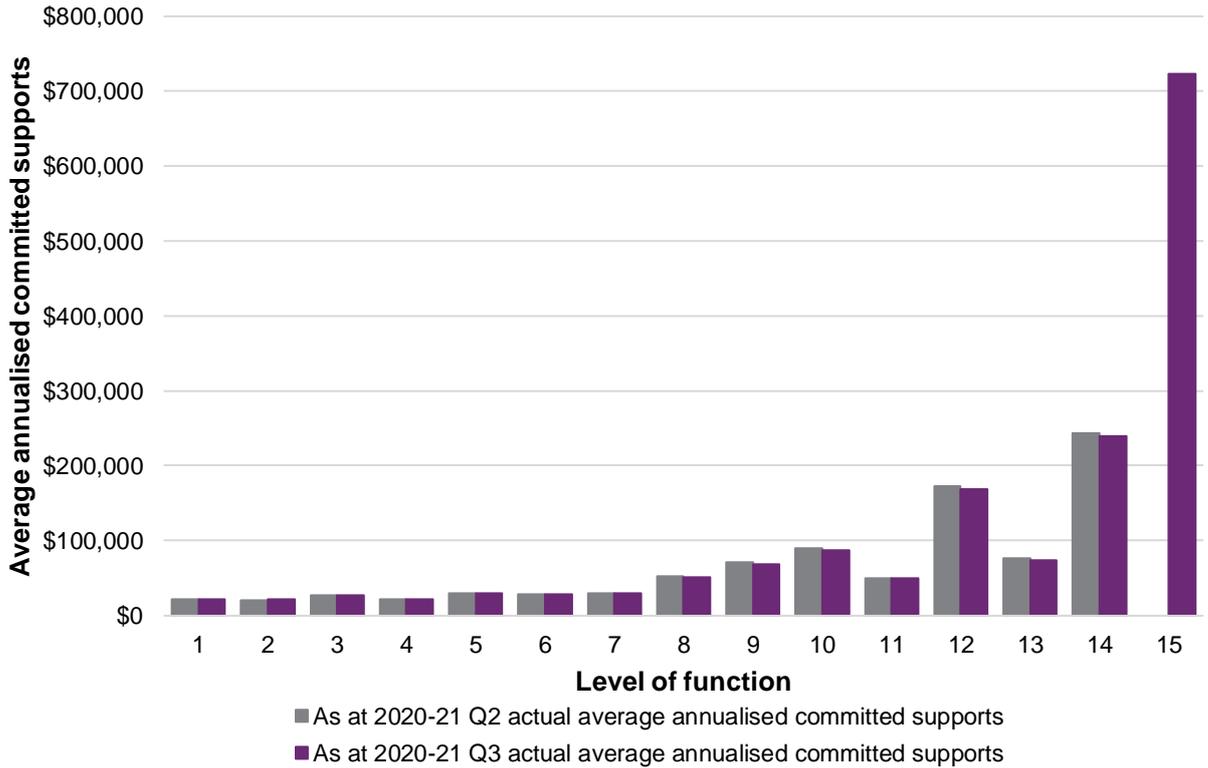
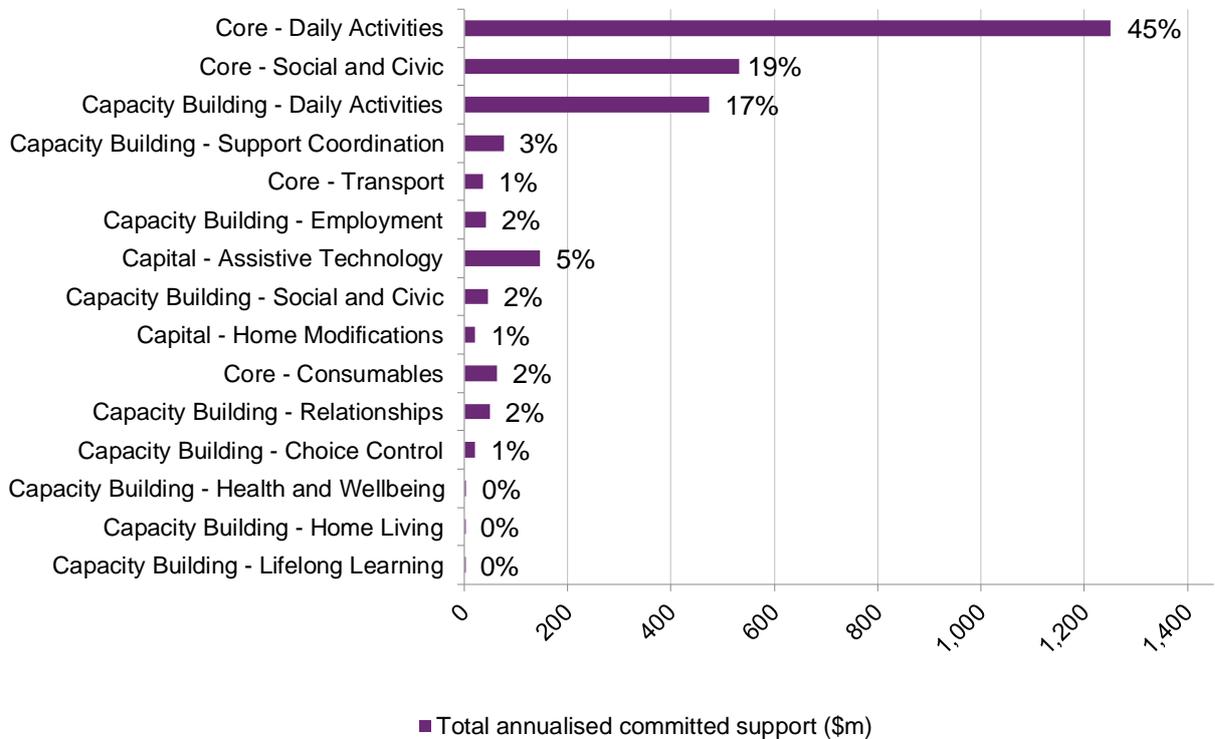


Figure I.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

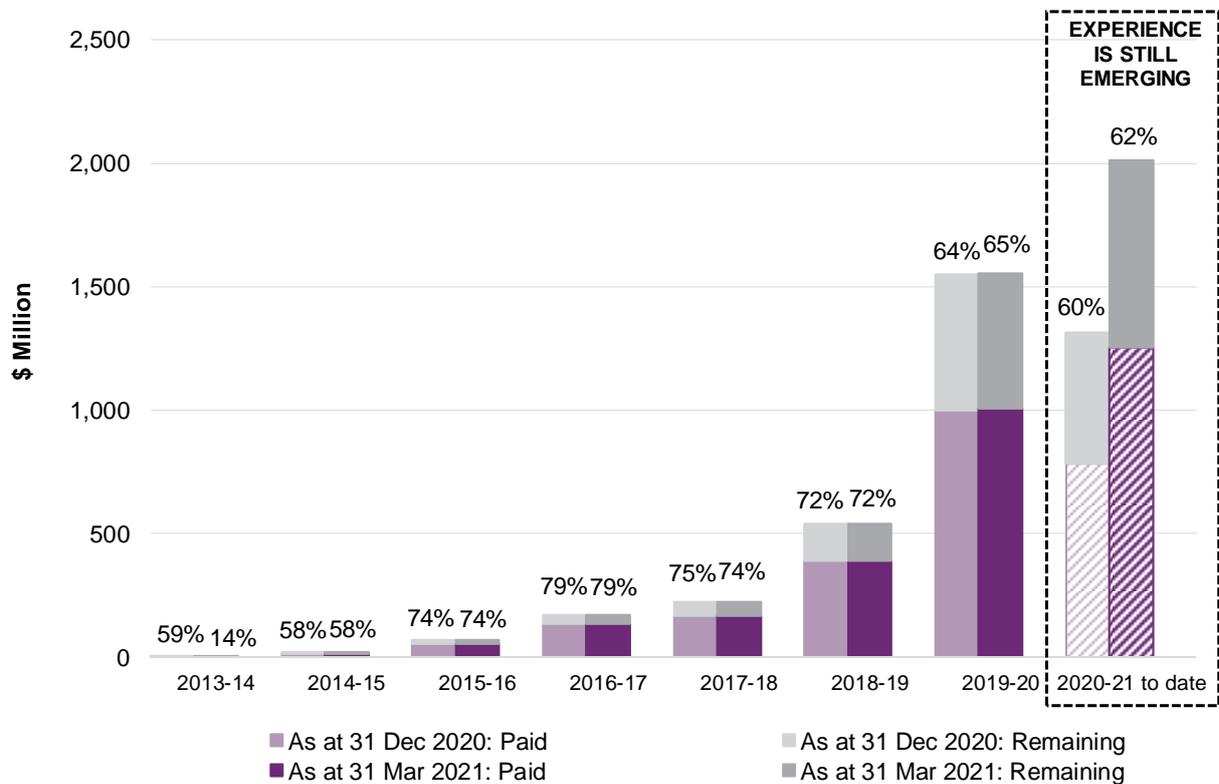


<sup>388</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table I.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>389</sup>

	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**



<sup>389</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

Figure I.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Western Australia <sup>390</sup>

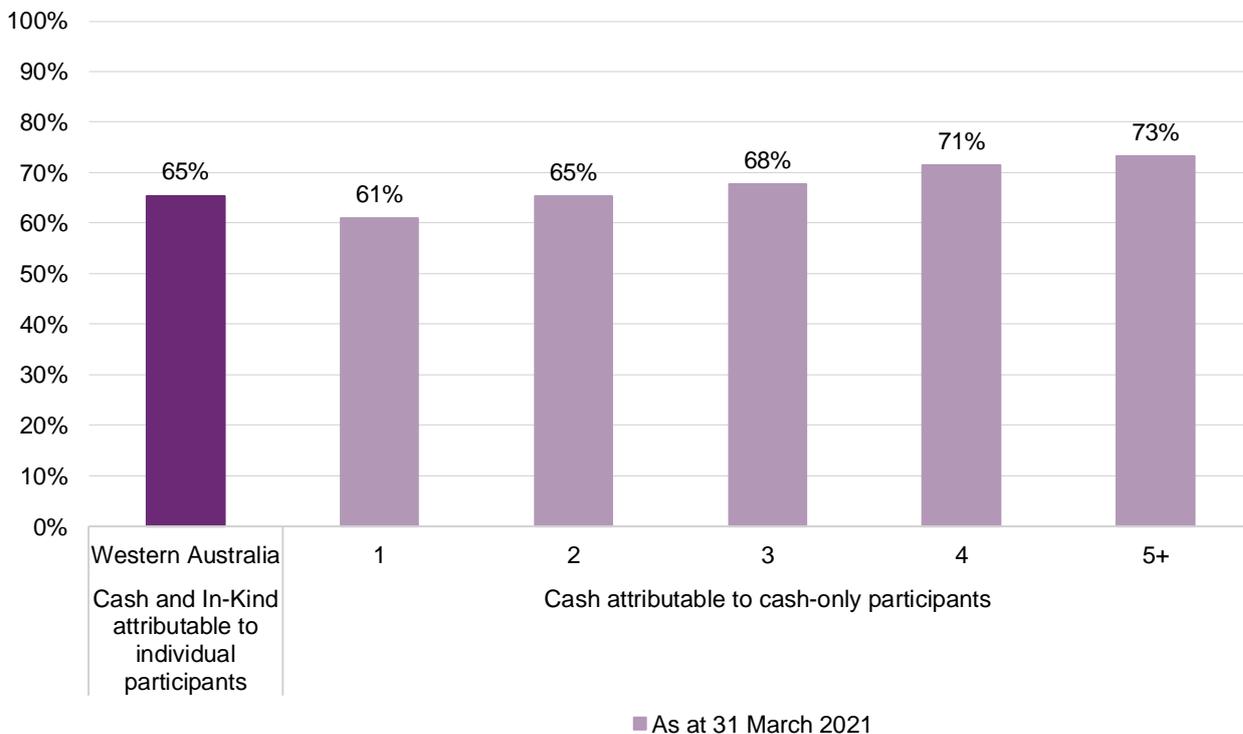
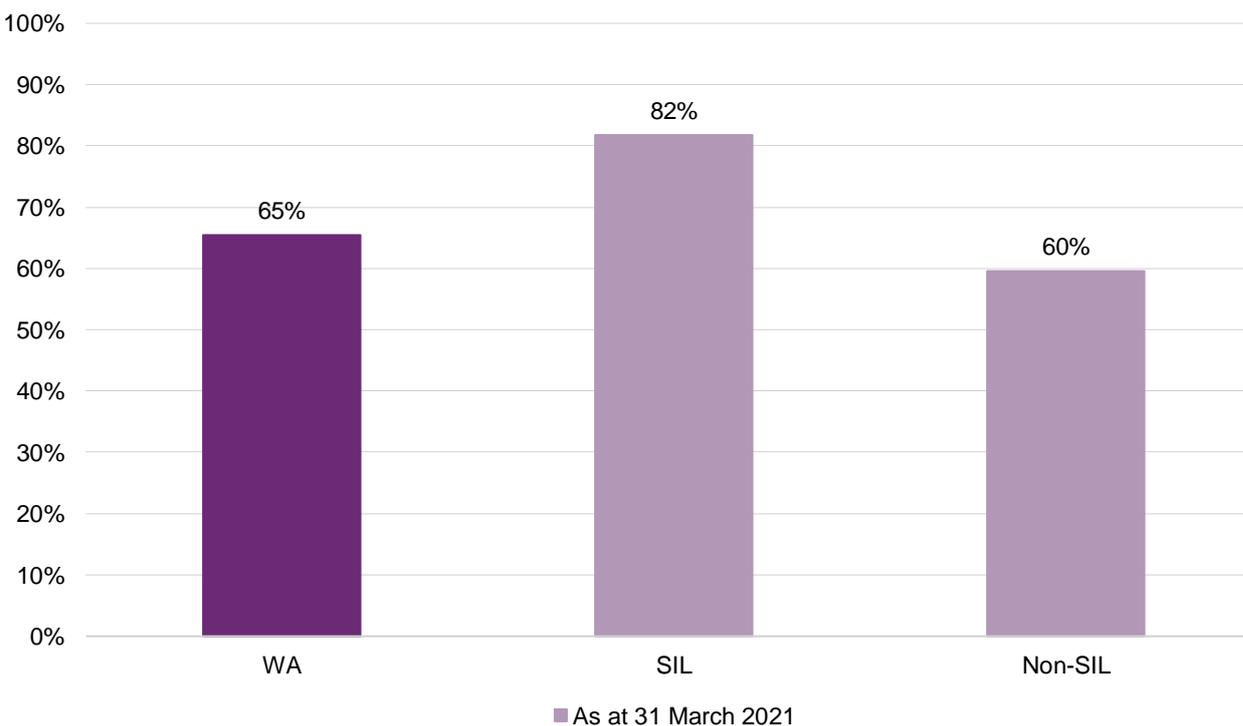


Figure I.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Western Australia <sup>391</sup>



<sup>390</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>391</sup> 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 <sup>392</sup>

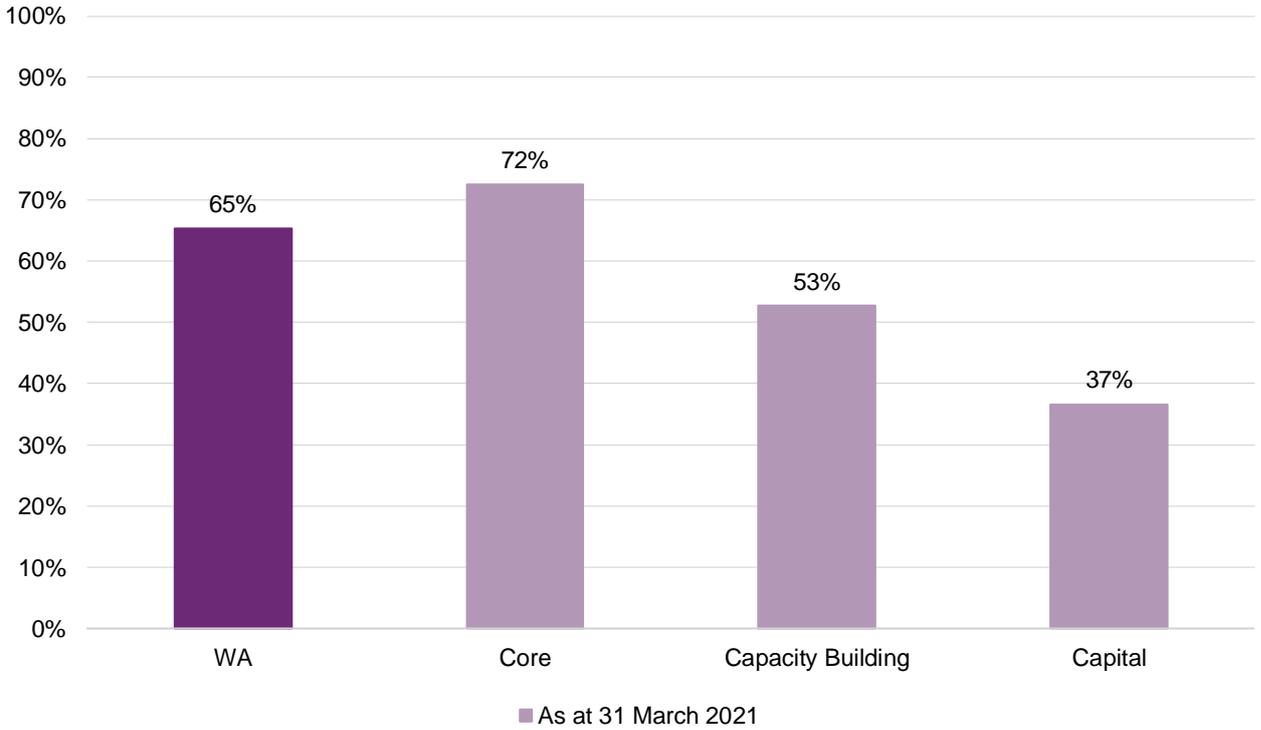
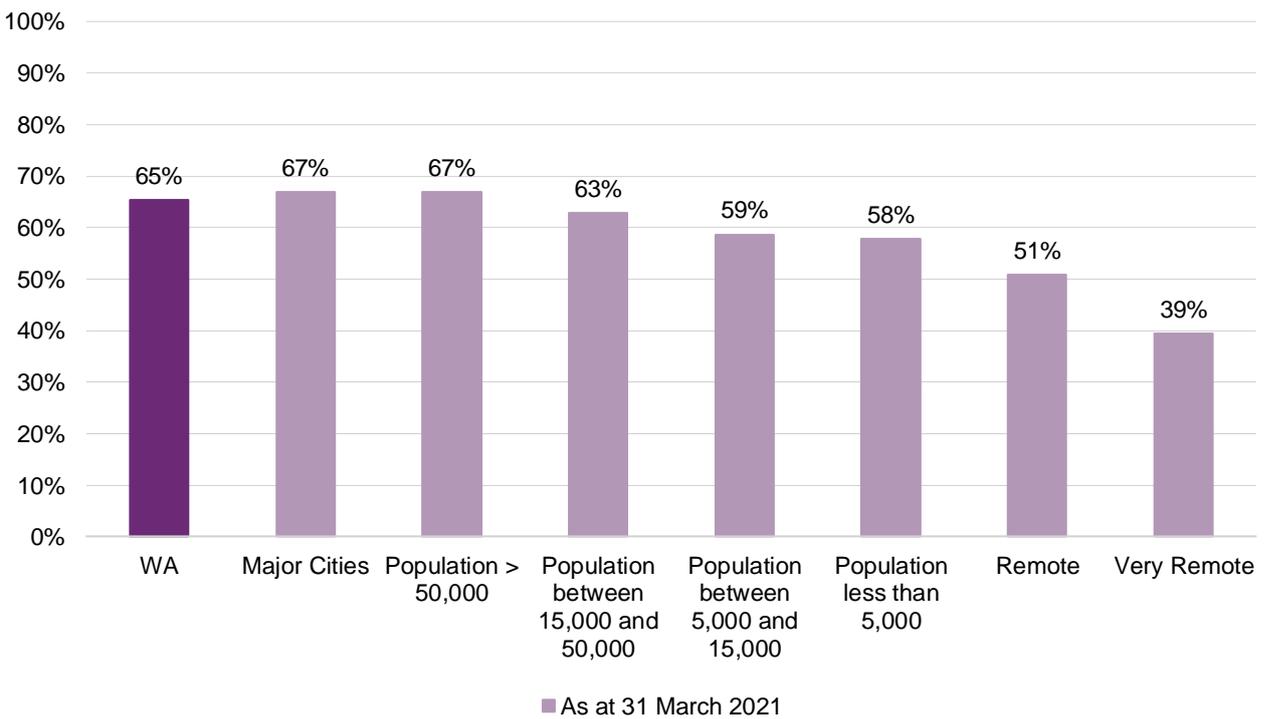


Figure I.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Western Australia <sup>393</sup>



<sup>392</sup> Ibid.

<sup>393</sup> Ibid.

# Appendix J: South Australia

## Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>394</sup>

	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 <sup>395</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>48,487</b>	<b>2,090</b>	<b>50,577</b>
<b>Active Eligible</b>	<b>39,120</b>	<b>1,569</b>	<b>40,689</b>
<i>New</i>	23,417	1,493	24,910
<i>State</i>	12,890	31	12,921
<i>Commonwealth</i>	2,813	45	2,858
<b>Active Participant Plans (excl ECEI)</b>	<b>38,063</b>	<b>1,545</b>	<b>39,608</b>
<i>New</i>	22,531	1,469	24,000
<i>State</i>	12,770	28	12,798
<i>Commonwealth</i>	2,762	48	2,810
<b>Active Participant Plans</b>	<b>38,415</b>	<b>2,044</b>	<b>40,107</b>
<i>Early Intervention (s25)</i>	12,089	621	12,710
<i>Permanent Disability (s24)</i>	25,974	924	26,898
<i>ECEI</i>	352	499	499

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – South Australia

Exits	Total
<b>Total participant exits</b>	<b>2,024</b>
<i>Early Intervention participants</i>	1,062
<i>Permanent disability participants</i>	962

<sup>394</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>395</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table J.4 Cumulative numbers of active participants by services previously received – South Australia** <sup>396 397</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19	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** <sup>398 399 400 401</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19	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** <sup>402</sup>

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	
<b>Total</b>	<b>41,905</b>	<b>86%</b>	<b>1,578</b>	<b>76%</b>	<b>43,483</b>	<b>86%</b>

<sup>396</sup> This table shows the total numbers of active participants at the end of each period.

<sup>397</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>398</sup> This table shows the total numbers of active participants at the end of each period.

<sup>399</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>400</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>401</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>402</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table J.7 Assessment of access by disability – South Australia** <sup>403</sup>

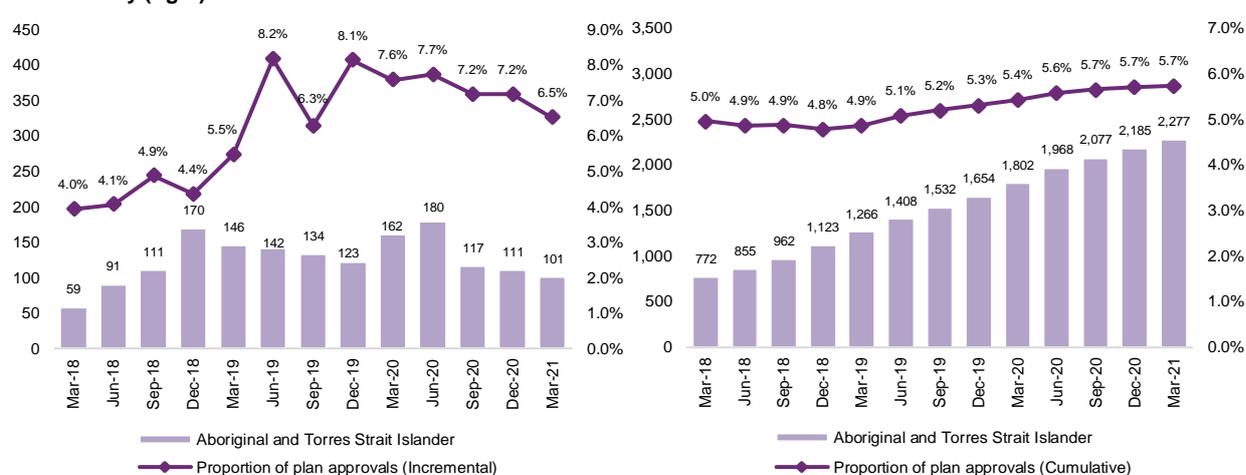
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,653	94%	45	83%	1,698	94%
Autism	15,048	98%	528	97%	15,576	98%
Cerebral Palsy	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%
<b>Total</b>	<b>41,905</b>	<b>86%</b>	<b>1,578</b>	<b>76%</b>	<b>43,483</b>	<b>86%</b>

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

**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,176	5.7%	101	6.5%	<b>2,277</b>	<b>5.7%</b>
Not Aboriginal and Torres Strait Islander	30,896	81.2%	1,169	75.7%	<b>32,065</b>	<b>81.0%</b>
Not Stated	4,991	13.1%	275	17.8%	<b>5,266</b>	<b>13.3%</b>
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>404</sup>



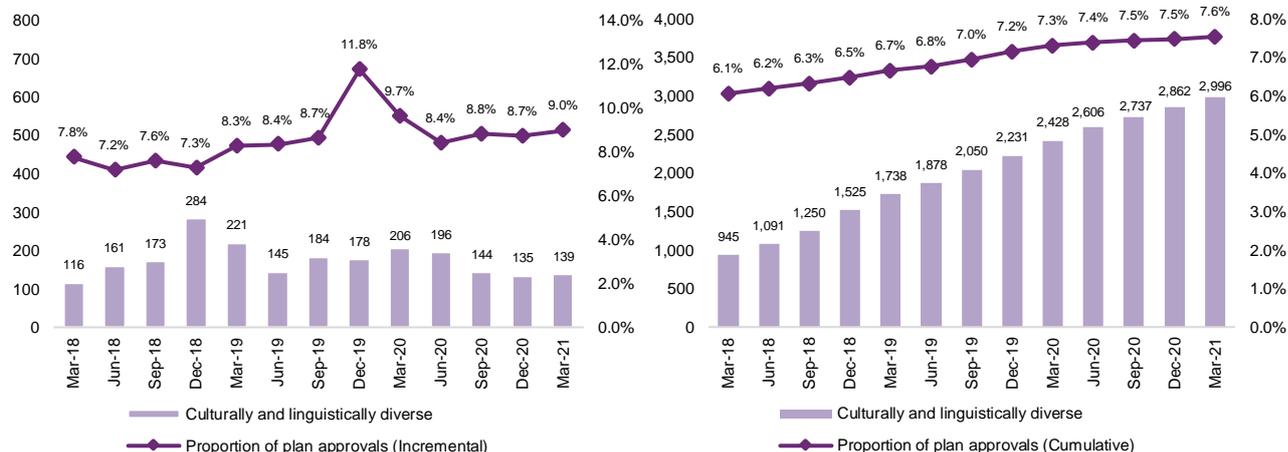
<sup>403</sup> Ibid.

<sup>404</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,857	7.5%	139	9.0%	<b>2,996</b>	<b>7.6%</b>
Not culturally and linguistically diverse	35,148	92.3%	1,406	91.0%	<b>36,554</b>	<b>92.3%</b>
Not stated	58	0.2%	<11		<b>58</b>	<b>0.1%</b>
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

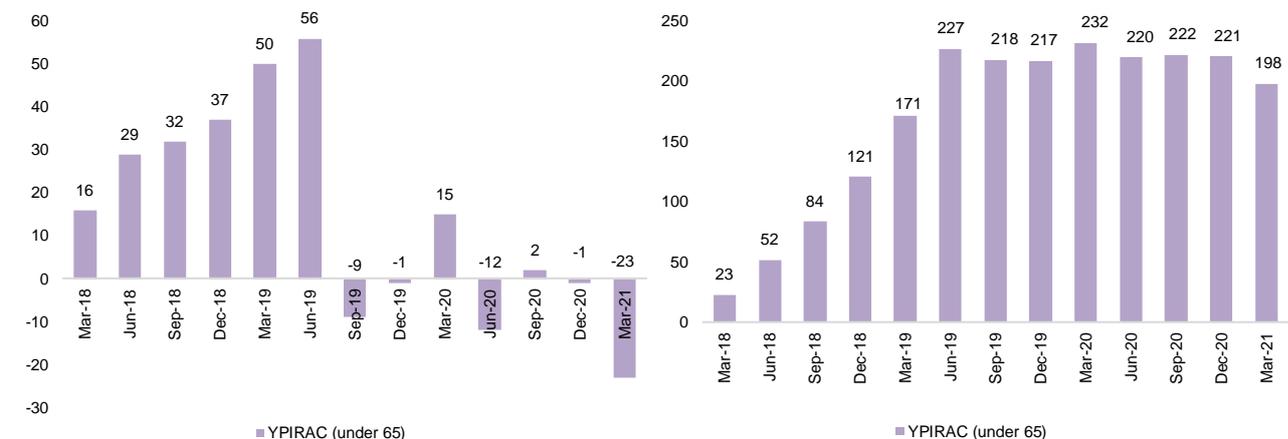
**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>405</sup>



**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 Australia** <sup>406</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	34
55 to 64	157
<b>Total YPIRAC (under 65)</b>	<b>198</b>

**Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>407</sup>



<sup>405</sup> Ibid.

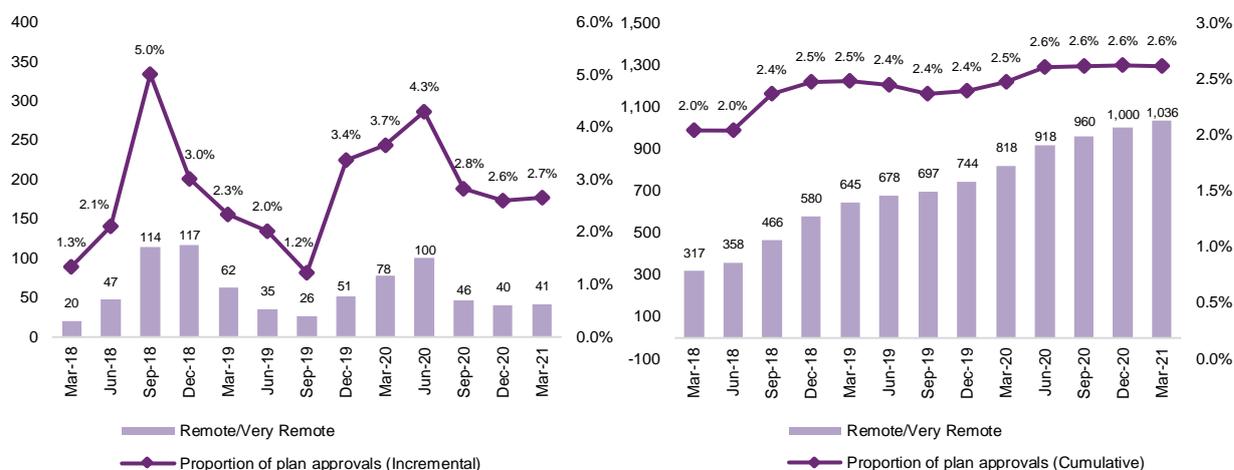
<sup>406</sup> There are a further 119 active participants aged 65 years or over who are currently in residential aged care.

<sup>407</sup> 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 <sup>408 409</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia <sup>410 411</sup>



<sup>408</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>409</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

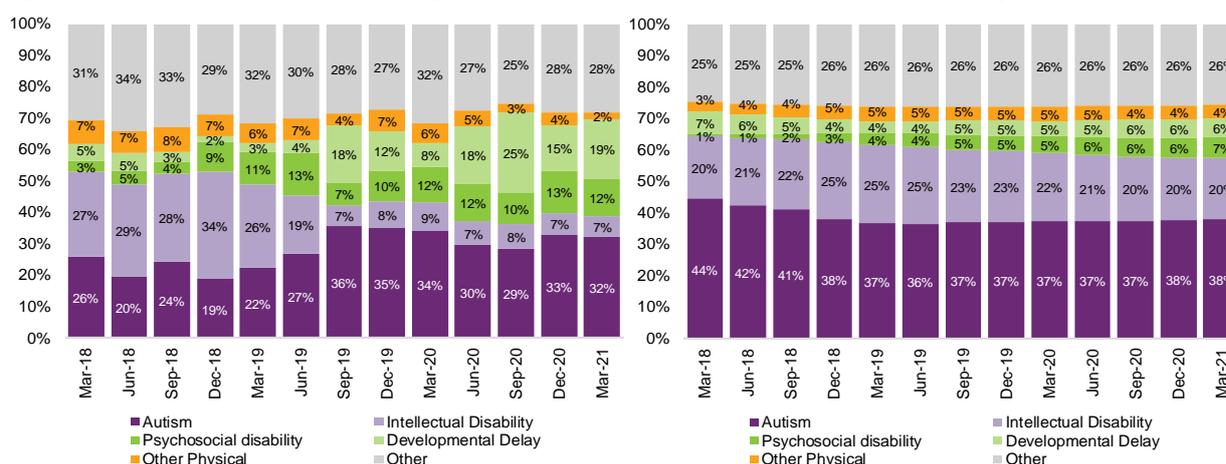
<sup>410</sup> Ibid.

<sup>411</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.12 Participant profile per quarter by primary disability group – South Australia <sup>412 413 414</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia <sup>415</sup>



<sup>412</sup> Table order based on national proportions (highest to lowest).

<sup>413</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>414</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (794).

<sup>415</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.13 Participant profile per quarter by level of function – South Australia <sup>416</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia <sup>417</sup>

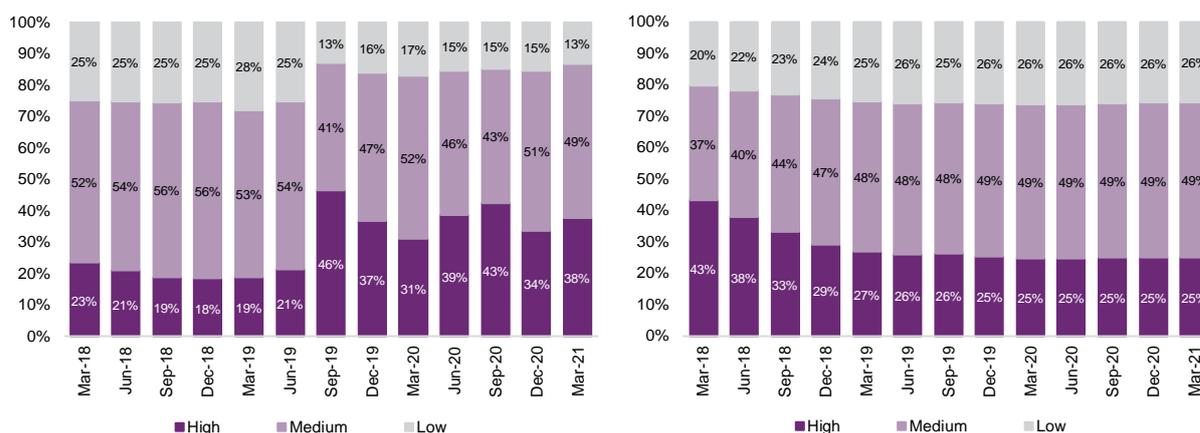


Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

<sup>416</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>417</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>418</sup>

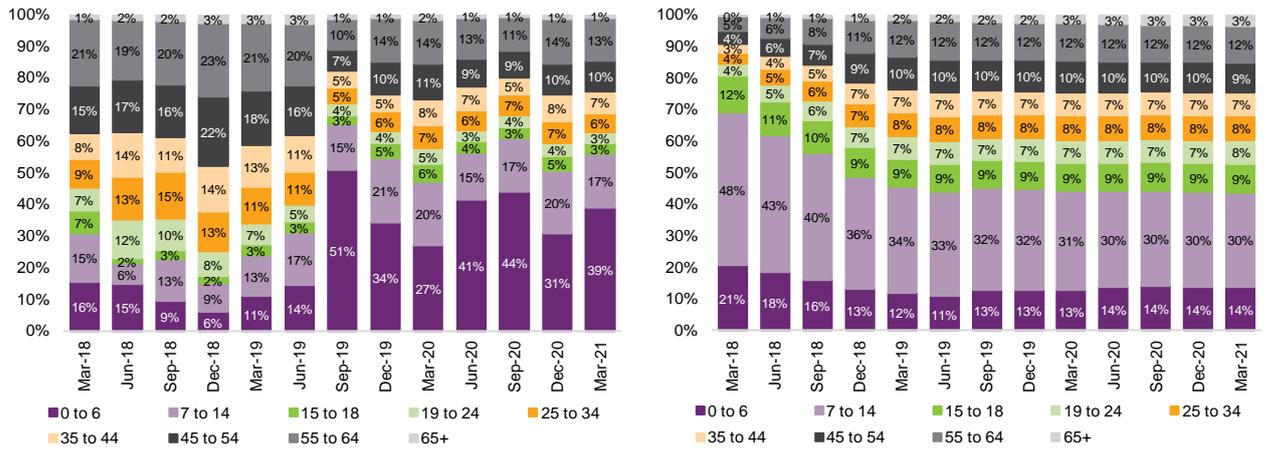


Table J.15 Participant profile per quarter by gender – South Australia

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%
<b>Total</b>	<b>38,063</b>	<b>100%</b>	<b>1,545</b>	<b>100%</b>	<b>39,608</b>	<b>100%</b>

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia <sup>419</sup>

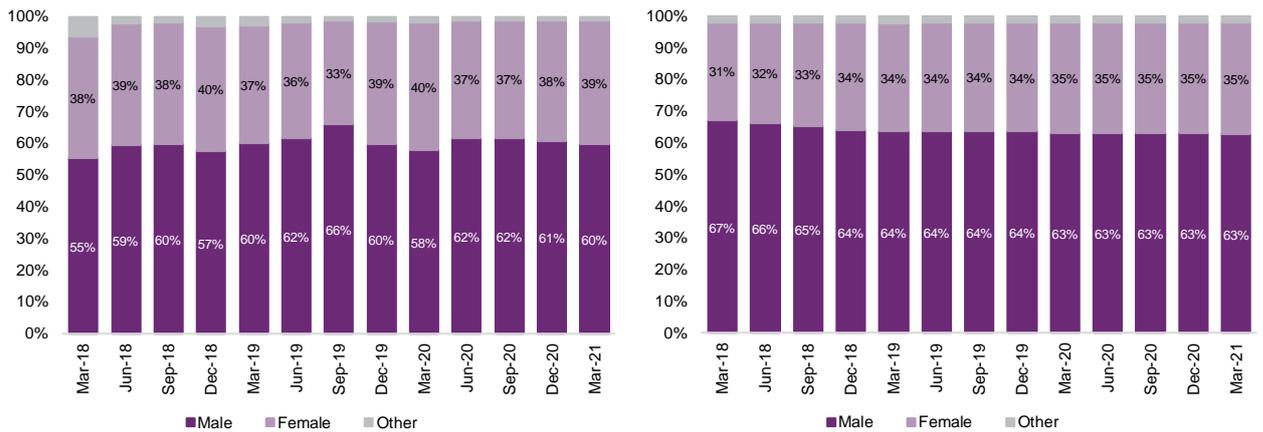


Table J.16 Participation rates by age group – South Australia <sup>420</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.76%</b>

<sup>418</sup> Ibid.

<sup>419</sup> Ibid.

<sup>420</sup> 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 <sup>421</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>3,902</b>	<b>6,429</b>	<b>10,161</b>	<b>7,104</b>	<b>4,613</b>	<b>32,209</b>
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
<b>Total Family</b>	<b>3,652</b>	<b>3,707</b>	<b>4,846</b>	<b>4,667</b>	<b>3,113</b>	<b>19,985</b>
<b>Total</b>	<b>7,554</b>	<b>10,136</b>	<b>15,007</b>	<b>11,771</b>	<b>7,726</b>	<b>52,194</b>

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%

<sup>421</sup> 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 <sup>422</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	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%

<sup>422</sup> 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 <sup>423</sup>**

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%

<sup>423</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	58%	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 <sup>424</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	93%	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%

<sup>424</sup> 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** <sup>425</sup>

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%

<sup>425</sup> 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 <sup>426</sup>**

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 <sup>427</sup>**

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%	

<sup>426</sup> 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.

<sup>427</sup> 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 <sup>428</sup>**

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 <sup>429</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	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
<b>Total</b>	<b>7,752</b>	<b>35,008</b>	<b>16,535</b>	<b>11,816</b>	<b>14,611</b>	<b>26,302</b>	<b>7,223</b>	<b>7,174</b>	<b>39,608</b>

<sup>428</sup> 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.

<sup>429</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table J.45 Number of goals in active plans by goal type and primary disability – South Australia** <sup>430</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	483	2,476	1,053	259	437	1,508	634	352	<b>7,202</b>
Autism	2,962	38,514	7,067	6,425	9,494	11,532	933	1,794	<b>78,721</b>
Cerebral Palsy	341	2,627	797	297	335	1,131	316	216	<b>6,060</b>
Developmental Delay	152	7,476	671	1,635	1,218	1,126	0	0	<b>12,278</b>
Down Syndrome	181	1,507	480	216	339	881	284	271	<b>4,159</b>
Global Developmental Delay	59	3,988	352	821	626	537	2	1	<b>6,386</b>
Hearing Impairment	440	3,044	424	577	376	958	168	315	<b>6,302</b>
Intellectual Disability	1,818	12,274	3,673	2,241	2,823	6,869	2,254	2,645	<b>34,597</b>
Multiple Sclerosis	266	1,244	681	54	100	622	271	115	<b>3,353</b>
Psychosocial disability	826	3,351	1,953	558	607	2,606	1,174	721	<b>11,796</b>
Spinal Cord Injury	156	692	340	39	48	349	166	98	<b>1,888</b>
Stroke	161	840	330	56	70	429	185	89	<b>2,160</b>
Visual Impairment	279	1,466	352	213	90	621	158	251	<b>3,430</b>
Other Neurological	500	2,738	1,121	237	332	1,337	558	230	<b>7,053</b>
Other Physical	570	3,100	1,267	215	197	1,215	523	343	<b>7,430</b>
Other Sensory/Speech	66	1,398	154	223	275	266	8	16	<b>2,406</b>
Other	64	399	145	32	47	185	81	30	<b>983</b>
<b>Total</b>	<b>9,324</b>	<b>87,134</b>	<b>20,860</b>	<b>14,098</b>	<b>17,414</b>	<b>32,172</b>	<b>7,715</b>	<b>7,487</b>	<b>196,204</b>

**Table J.46 Number of active plans by goal type and age group – South Australia** <sup>431</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	270	5,215	1,417	3,049	2,662	2,387	5	0	<b>5,489</b>
7 to 14	1,558	11,177	4,120	4,057	5,894	6,913	119	37	<b>11,867</b>
15 to 18	744	3,253	1,352	1,179	1,676	2,494	205	670	<b>3,581</b>
19 to 24	852	2,553	1,235	901	952	2,200	702	1,628	<b>3,014</b>
25 to 34	877	2,458	1,493	738	834	2,360	1,178	1,491	<b>3,043</b>
35 to 44	798	2,358	1,571	574	736	2,293	1,141	1,158	<b>2,889</b>
45 to 54	996	3,062	2,072	648	820	2,966	1,501	1,155	<b>3,756</b>
55 to 64	1,293	3,824	2,576	556	839	3,638	1,871	911	<b>4,652</b>
65+	364	1,108	699	114	198	1,051	501	124	<b>1,317</b>
<b>Total</b>	<b>7,752</b>	<b>35,008</b>	<b>16,535</b>	<b>11,816</b>	<b>14,611</b>	<b>26,302</b>	<b>7,223</b>	<b>7,174</b>	<b>39,608</b>

<sup>430</sup> 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.

<sup>431</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table J.47 Number of goals in active plans by goal type and age group – South Australia <sup>432</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	309	17,484	1,597	3,880	2,923	2,554	5	0	<b>28,752</b>
7 to 14	1,859	32,626	5,254	4,858	7,481	8,217	125	37	<b>60,457</b>
15 to 18	889	7,919	1,693	1,389	2,097	3,038	215	685	<b>17,925</b>
19 to 24	1,041	5,180	1,492	1,042	1,105	2,714	727	1,703	<b>15,004</b>
25 to 34	1,066	4,478	1,808	863	937	3,014	1,258	1,574	<b>14,998</b>
35 to 44	986	4,318	2,064	645	827	2,925	1,222	1,209	<b>14,196</b>
45 to 54	1,187	5,717	2,677	707	911	3,815	1,599	1,204	<b>17,817</b>
55 to 64	1,551	7,288	3,365	593	919	4,592	2,020	947	<b>21,275</b>
65+	436	2,124	910	121	214	1,303	544	128	<b>5,780</b>
<b>Total</b>	<b>9,324</b>	<b>87,134</b>	<b>20,860</b>	<b>14,098</b>	<b>17,414</b>	<b>32,172</b>	<b>7,715</b>	<b>7,487</b>	<b>196,204</b>

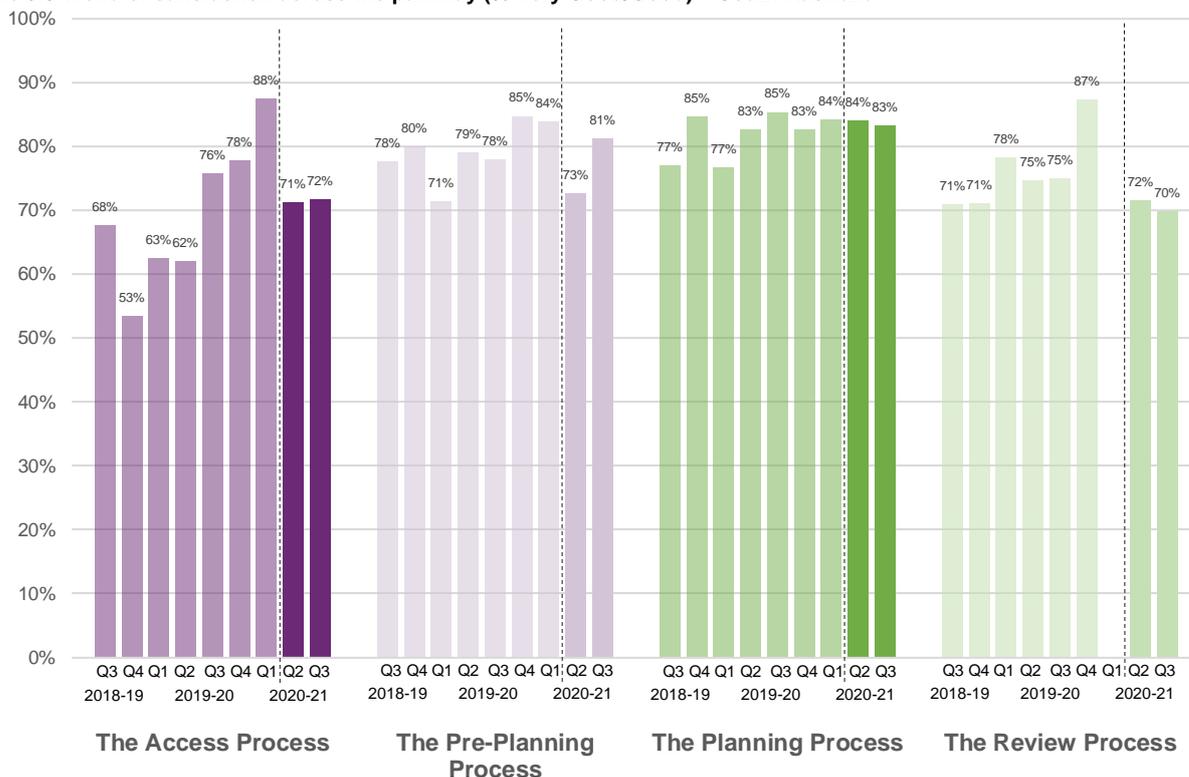
<sup>432</sup> Participants have set over six million goals in total since July 2016. The 196,204 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**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** <sup>433</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 87</b>	<b>n = 113</b>
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%
<b>Pre-planning</b>	<b>n = 128</b>	<b>n = 117</b>
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%
<b>Planning</b>	<b>n = 420</b>	<b>n = 387</b>
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%
<b>Plan review</b>	<b>n = 1,055</b>	<b>n = 1,145</b>
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%

<sup>433</sup> 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.

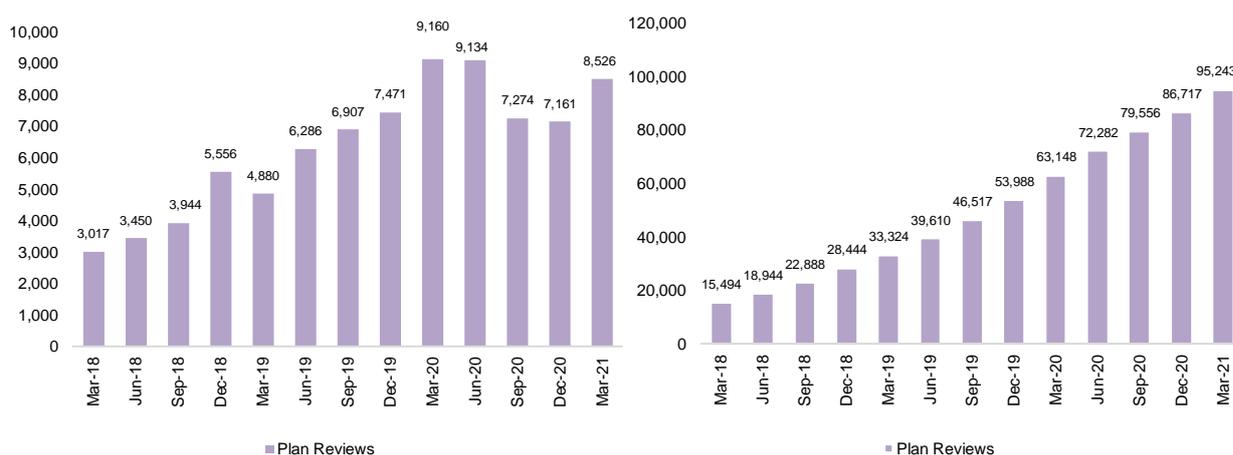
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>434 435 436</sup>



**Table J.49 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia** <sup>437</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>86,717</b>	<b>8,526</b>	<b>95,243</b>
<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**



<sup>434</sup> 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.

<sup>435</sup> 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.

<sup>436</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>437</sup> 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.

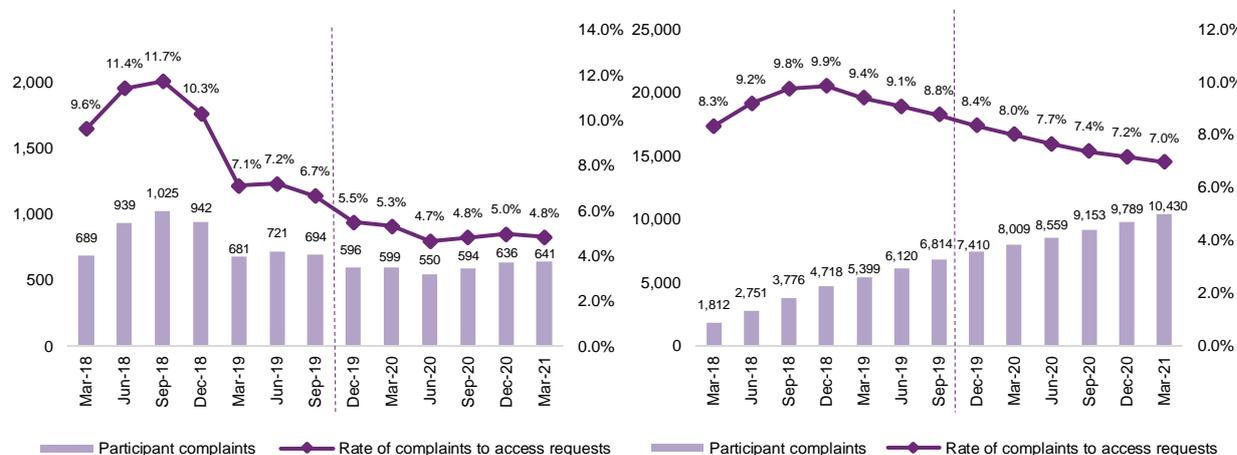
Table J.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>438 439 440</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>10,206</b>	<b>641</b>	<b>10,847</b>	<b>5,678</b>
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



<sup>438</sup> Note that 61% of all complainants made only one complaint, 19% made two complaints and 20% made three or more complaints.  
<sup>439</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>440</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

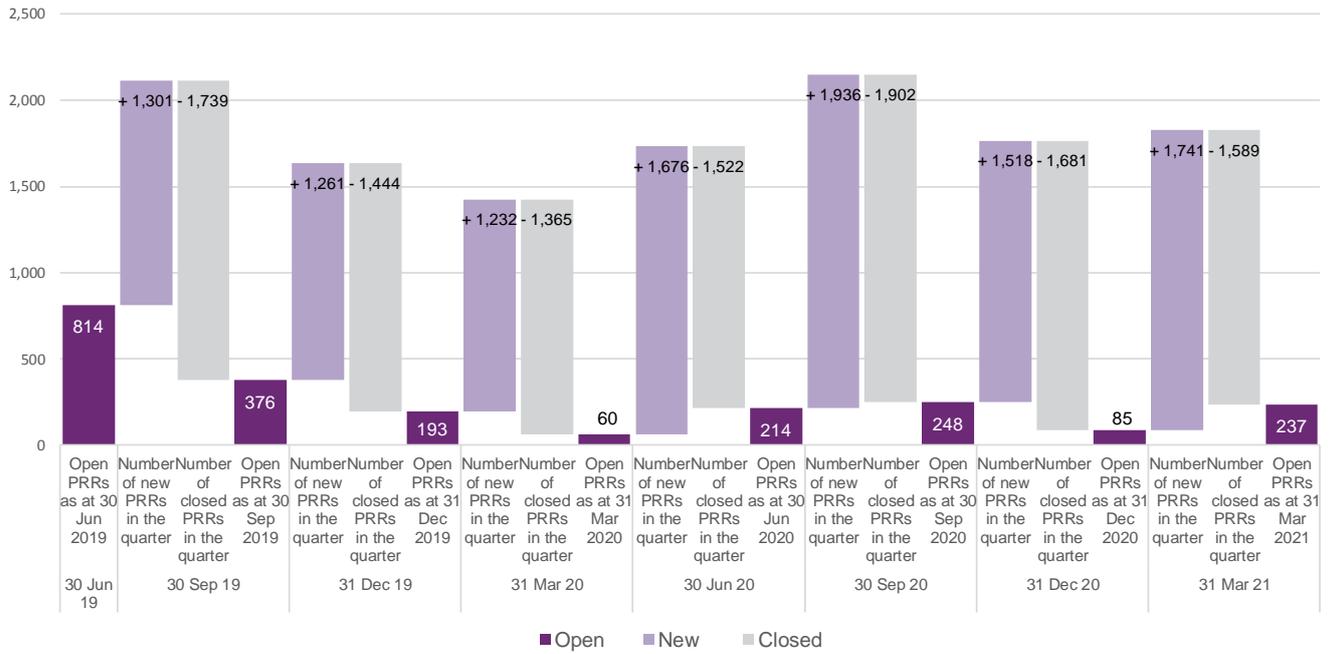
**Table J.51 Complaints by type ('My Feedback' tile) – South Australia**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>251</b>	
<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%)
<b>Total</b>	<b>6,836</b>	
<i>Unclassified</i>	<b>505</b>	
<b>Participants total</b>	<b>7,592</b>	

**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%)
<b>Total</b>	<b>12</b>		<b>3</b>		<b>15</b>	
<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%)
<b>Total</b>	<b>87</b>		<b>25</b>		<b>112</b>	
<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%)
<b>Total</b>	<b>112</b>		<b>24</b>		<b>136</b>	
<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%)
<b>Total</b>	<b>1,735</b>		<b>412</b>		<b>2,147</b>	
<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%)
<b>Total</b>	<b>686</b>		<b>157</b>		<b>843</b>	
<i>Unclassified</i>	<b>1</b>		<b>1</b>		<b>2</b>	
<b>Participants total</b>	<b>2,633</b>		<b>622</b>		<b>3,255</b>	

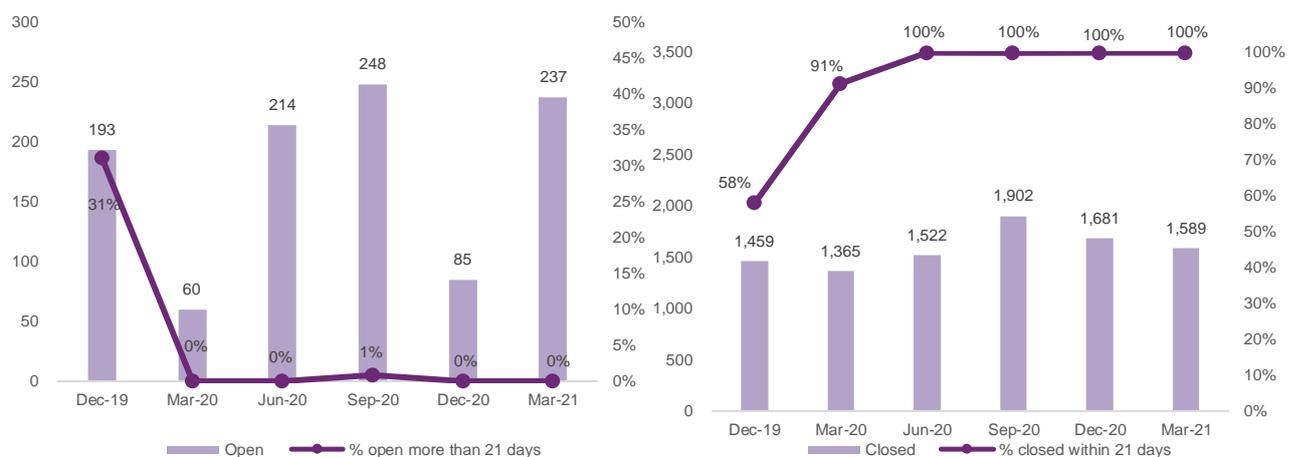
**Figure J.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – South Australia** <sup>441</sup>



**Table J.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia** <sup>442</sup>

	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** <sup>443</sup>

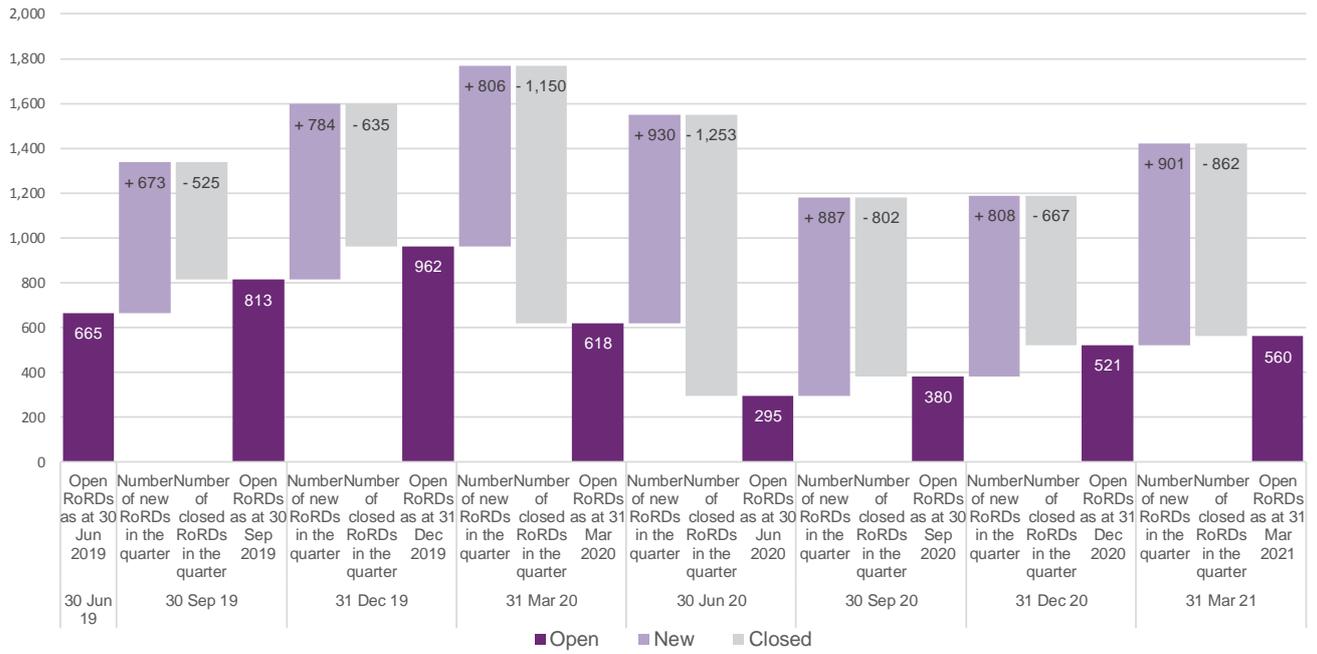


<sup>441</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>442</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>443</sup> 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.

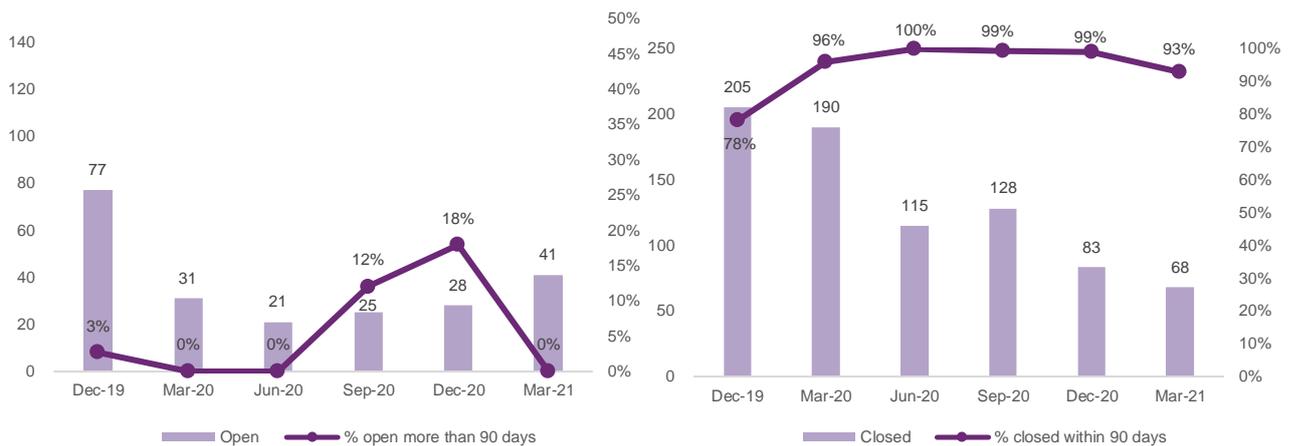
**Figure J.14 RoRDs received and closed by quarter and open at the end of each quarter – South Australia**



**Table J.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia <sup>444 445</sup>**

	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 <sup>446</sup>**



<sup>444</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>445</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>446</sup> 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 <sup>447</sup>

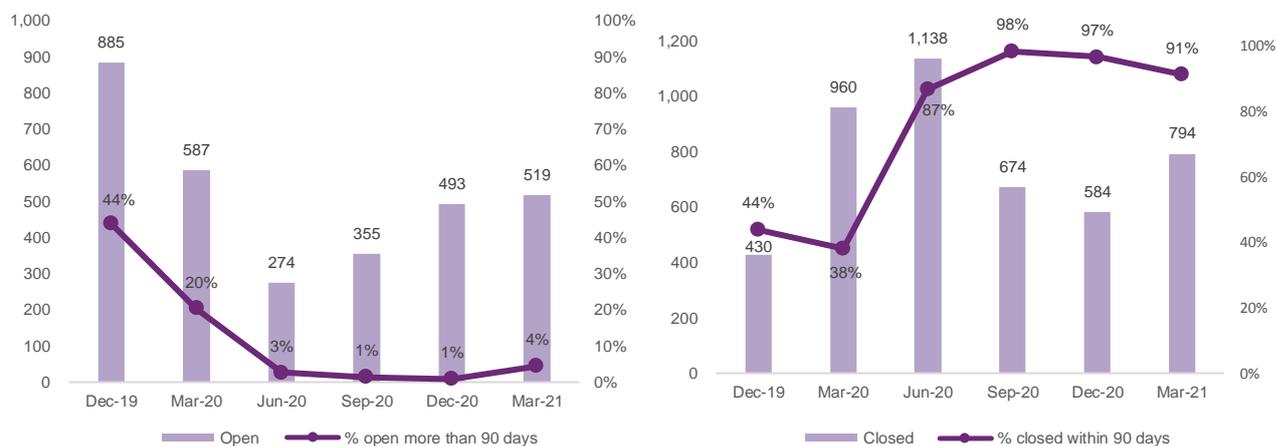


Table J.55 AAT Cases by category – South Australia <sup>448</sup>

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%
<b>Total</b>	<b>543</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>593</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.38%</b>		<b>0.40%</b>		<b>0.38%</b>	

Figure J.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia



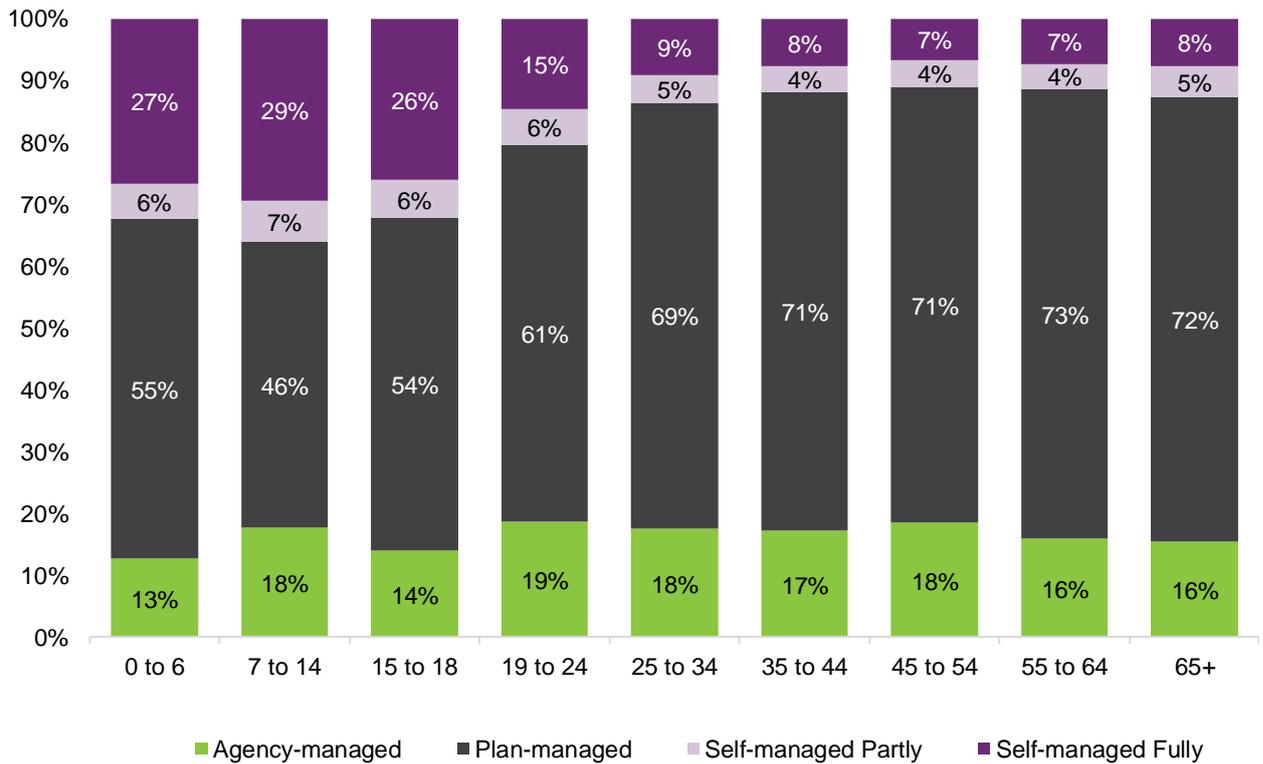
Table J.56 AAT cases by open/closed and decision – South Australia

	N
<b>AAT Cases</b>	<b>593</b>
<b>Open AAT Cases</b>	<b>107</b>
<b>Closed AAT Cases</b>	<b>486</b>
Resolved before hearing	482
Gone to hearing and received a substantive decision	<11

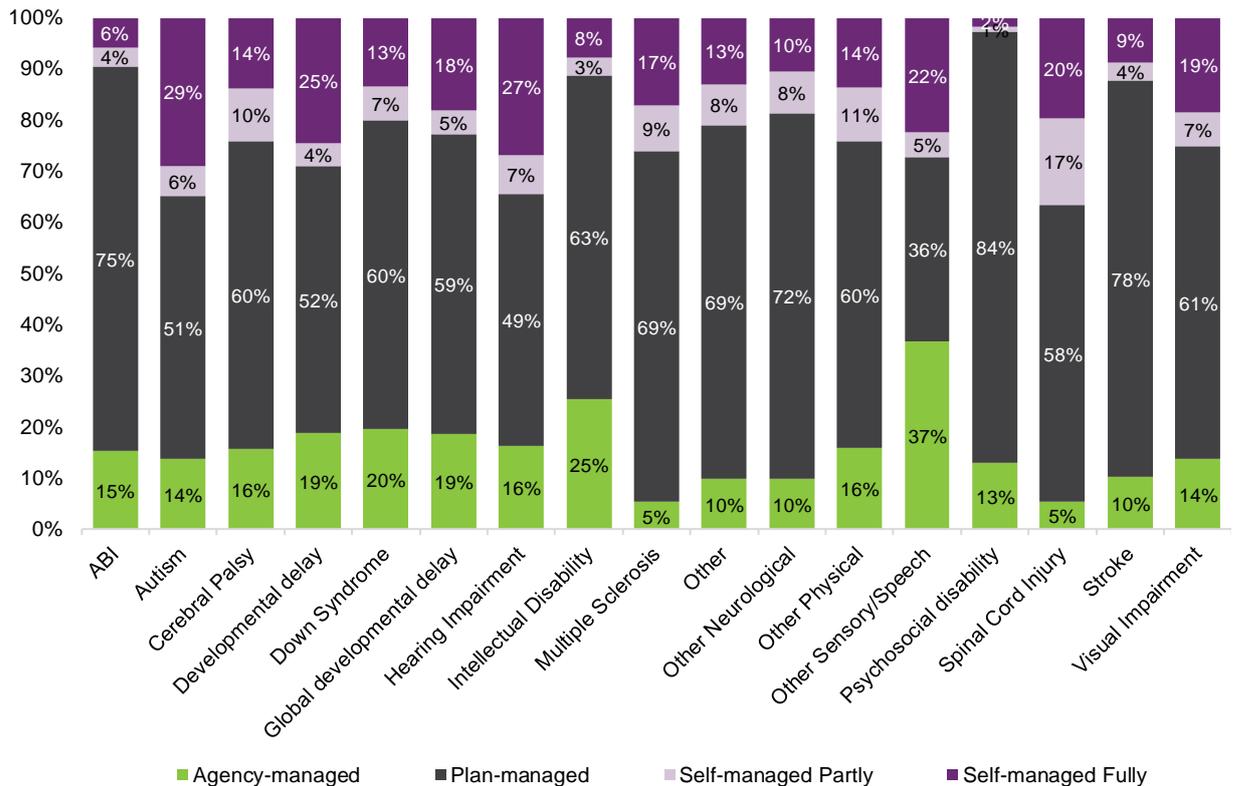
<sup>447</sup> Ibid.

<sup>448</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure J.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – South Australia** <sup>449 450</sup>



**Figure J.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – South Australia** <sup>451 452</sup>



<sup>449</sup> For the total number of active participants in each age group, see Table J.14.

<sup>450</sup> 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.

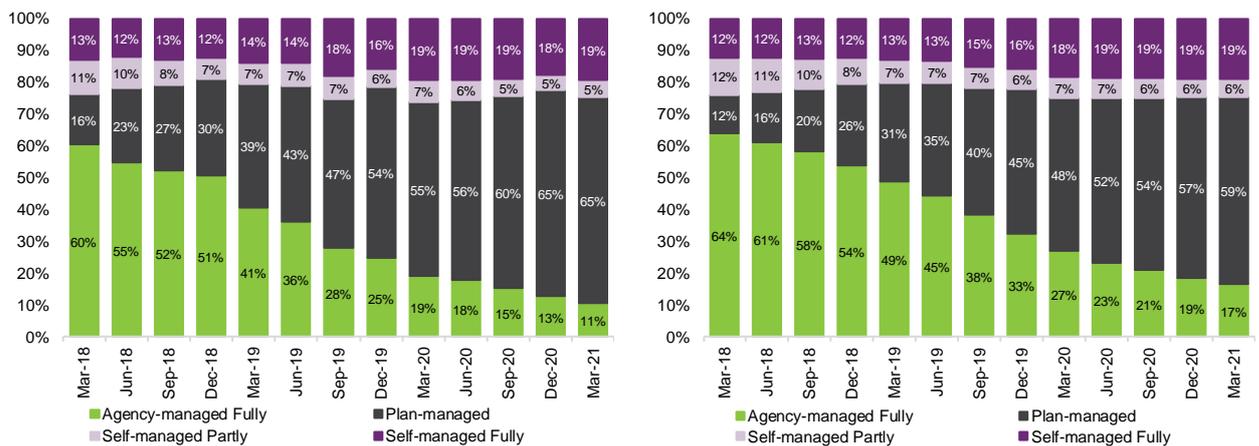
<sup>451</sup> For the total number of active participants in each primary disability group, see Table J.12.

<sup>452</sup> 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** <sup>453</sup>

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	19%	19%	<b>19%</b>
Self-managed partly	6%	5%	<b>6%</b>
Plan-managed	57%	65%	<b>59%</b>
Agency-managed	18%	11%	<b>17%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

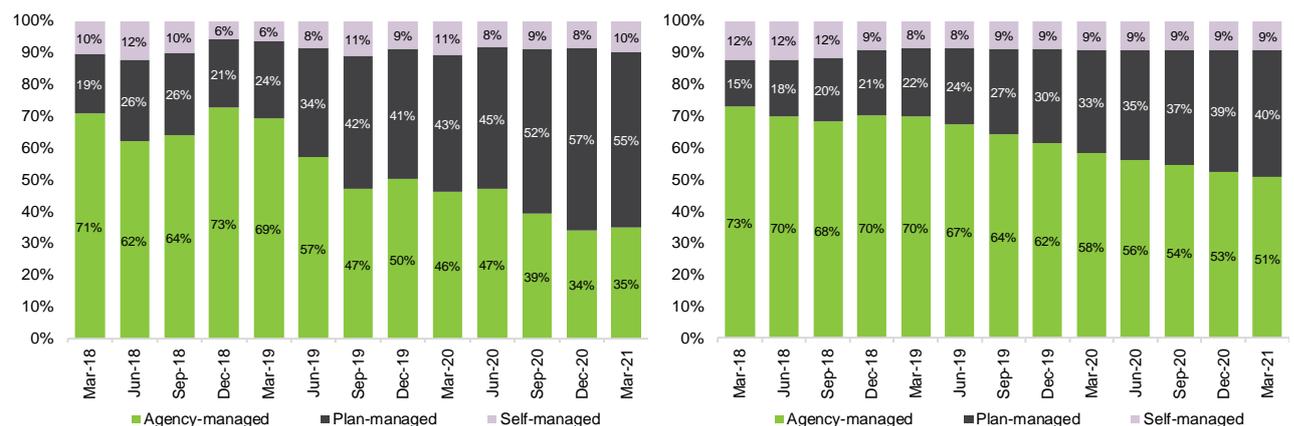
**Figure J.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia** <sup>454</sup>



**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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia**



<sup>453</sup> Ibid.

<sup>454</sup> 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** <sup>455</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>24,375</b>	<b>85%</b>	<b>1,328</b>	<b>81%</b>	<b>25,703</b>	<b>85%</b>
90 to 119 days	893	3%	48	3%	941	3%
120 days and over	2,640	9%	92	6%	2,732	9%
<b>Activated after 90 days</b>	<b>3,533</b>	<b>12%</b>	<b>140</b>	<b>9%</b>	<b>3,673</b>	<b>12%</b>
No payments	785	3%	165	10%	950	3%
<b>Total plans approved</b>	<b>28,693</b>	<b>100%</b>	<b>1,633</b>	<b>100%</b>	<b>30,326</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>31,496</b>	<b>32,610</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,313	2,387	97%
Not CALD	29,126	30,165	97%
Not Stated	57	58	98%
<b>Total</b>	<b>31,496</b>	<b>32,610</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	23,777	24,597	97%
Regional	6,950	7,206	96%
Remote	768	806	95%
Missing	<11	<11	
<b>Total</b>	<b>31,496</b>	<b>32,610</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>31,496</b>	<b>32,610</b>	<b>97%</b>

<sup>455</sup> 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** <sup>456 457</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	26%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table J.63 Proportion of active participants with approved plans accessing mainstream supports – South Australia** <sup>458</sup>

	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** <sup>459 460</sup>

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** <sup>461</sup>

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
<b>Active in 2020-21 Q3</b>	<b>856</b>
Inactive in 2020-21 Q3	1,313
<b>Active ever</b>	<b>2,169</b>

<sup>456</sup> 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.

<sup>457</sup> 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.

<sup>458</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>459</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>460</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>461</sup> 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 <sup>462</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	76	5	81	7%
Specialist Disability Accommodation	23	2	25	9%
Vehicle Modifications	51	3	54	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	204	11	215	5%
Support Coordination	175	10	185	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	82	6	88	7%
Specialised Supported Employment	77	5	82	6%
<b>Total approved active providers</b>	<b>2,127</b>	<b>42</b>	<b>2,169</b>	<b>2%</b>

<sup>462</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	10	39	<b>49</b>	20%	80%	<b>100%</b>
Assistance Animals	6	29	<b>35</b>	17%	83%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	32	180	<b>212</b>	15%	85%	<b>100%</b>
Assistance with travel/transport arrangements	36	187	<b>223</b>	16%	84%	<b>100%</b>
Daily Personal Activities	54	340	<b>394</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	37	242	<b>279</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	43	221	<b>264</b>	16%	84%	<b>100%</b>
Household tasks	84	273	<b>357</b>	24%	76%	<b>100%</b>
Interpreting and translation	12	46	<b>58</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	59	397	<b>456</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	68	<b>73</b>	7%	93%	<b>100%</b>
Assistive products for household tasks	8	55	<b>63</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	72	413	<b>485</b>	15%	85%	<b>100%</b>
Communication and information equipment	36	126	<b>162</b>	22%	78%	<b>100%</b>
Customised Prosthetics	28	141	<b>169</b>	17%	83%	<b>100%</b>
Hearing Equipment	15	68	<b>83</b>	18%	82%	<b>100%</b>
Hearing Services	2	19	<b>21</b>	10%	90%	<b>100%</b>
Personal Mobility Equipment	44	199	<b>243</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	6	23	<b>29</b>	21%	79%	<b>100%</b>
Vision Equipment	12	55	<b>67</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	71	380	<b>451</b>	16%	84%	<b>100%</b>
Behaviour Support	60	144	<b>204</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	17	94	<b>111</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	43	215	<b>258</b>	17%	83%	<b>100%</b>
Early Intervention supports for early childhood	261	321	<b>582</b>	45%	55%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	32	94	<b>126</b>	25%	75%	<b>100%</b>
Innovative Community Participation	15	42	<b>57</b>	26%	74%	<b>100%</b>
Specialised Driving Training	5	36	<b>41</b>	12%	88%	<b>100%</b>
Therapeutic Supports	417	652	<b>1,069</b>	39%	61%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	11	70	<b>81</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	1	24	<b>25</b>	4%	96%	<b>100%</b>
Vehicle Modifications	6	48	<b>54</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	44	171	<b>215</b>	20%	80%	<b>100%</b>
Support Coordination	44	141	<b>185</b>	24%	76%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	11	77	<b>88</b>	13%	88%	<b>100%</b>
Specialised Supported Employment	14	68	<b>82</b>	17%	83%	<b>100%</b>
<b>Total</b>	<b>635</b>	<b>1,534</b>	<b>2,169</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

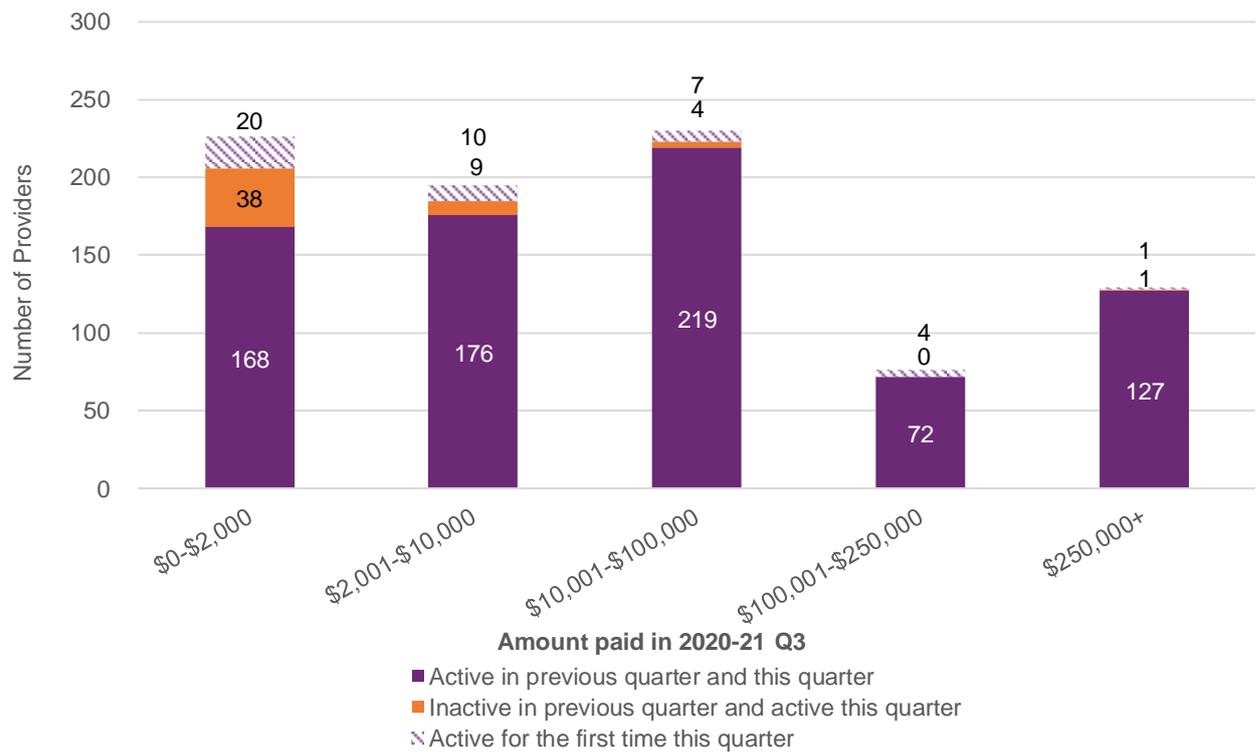
**Table J.68 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – South Australia**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	28	5	33	15%
Specialist Disability Accommodation	16	2	18	11%
Vehicle Modifications	15	3	18	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	143	11	154	7%
Support Coordination	105	10	115	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	48	6	54	11%
Specialised Supported Employment	57	5	62	8%
<b>Total</b>	<b>814</b>	<b>42</b>	<b>856</b>	<b>5%</b>

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	10	<b>11</b>	9%	91%	<b>100%</b>
Assistance Animals	3	18	<b>21</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	18	116	<b>134</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	10	78	<b>88</b>	11%	89%	<b>100%</b>
Daily Personal Activities	28	193	<b>221</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	17	115	<b>132</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	22	116	<b>138</b>	16%	84%	<b>100%</b>
Household tasks	43	139	<b>182</b>	24%	76%	<b>100%</b>
Interpreting and translation	7	29	<b>36</b>	19%	81%	<b>100%</b>
Participation in community, social and civic activities	34	204	<b>238</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	10	<b>11</b>	9%	91%	<b>100%</b>
Assistive products for household tasks	3	16	<b>19</b>	16%	84%	<b>100%</b>
Assistance products for personal care and safety	36	183	<b>219</b>	16%	84%	<b>100%</b>
Communication and information equipment	17	61	<b>78</b>	22%	78%	<b>100%</b>
Customised Prosthetics	11	59	<b>70</b>	16%	84%	<b>100%</b>
Hearing Equipment	6	29	<b>35</b>	17%	83%	<b>100%</b>
Hearing Services	0	8	<b>8</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	20	93	<b>113</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	1	8	<b>9</b>	11%	89%	<b>100%</b>
Vision Equipment	4	26	<b>30</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	36	194	<b>230</b>	16%	84%	<b>100%</b>
Behaviour Support	15	77	<b>92</b>	16%	84%	<b>100%</b>
Community nursing care for high needs	11	56	<b>67</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	13	84	<b>97</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	37	121	<b>158</b>	23%	77%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	19	65	<b>84</b>	23%	77%	<b>100%</b>
Innovative Community Participation	2	19	<b>21</b>	10%	90%	<b>100%</b>
Specialised Driving Training	2	20	<b>22</b>	9%	91%	<b>100%</b>
Therapeutic Supports	123	284	<b>407</b>	30%	70%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	5	28	<b>33</b>	15%	85%	<b>100%</b>
Specialist Disability Accommodation	1	17	<b>18</b>	6%	94%	<b>100%</b>
Vehicle Modifications	2	16	<b>18</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	35	119	<b>154</b>	23%	77%	<b>100%</b>
Support Coordination	18	97	<b>115</b>	16%	84%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	47	<b>54</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	12	50	<b>62</b>	19%	81%	<b>100%</b>
<b>Total</b>	<b>194</b>	<b>662</b>	<b>856</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

**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** <sup>463</sup>



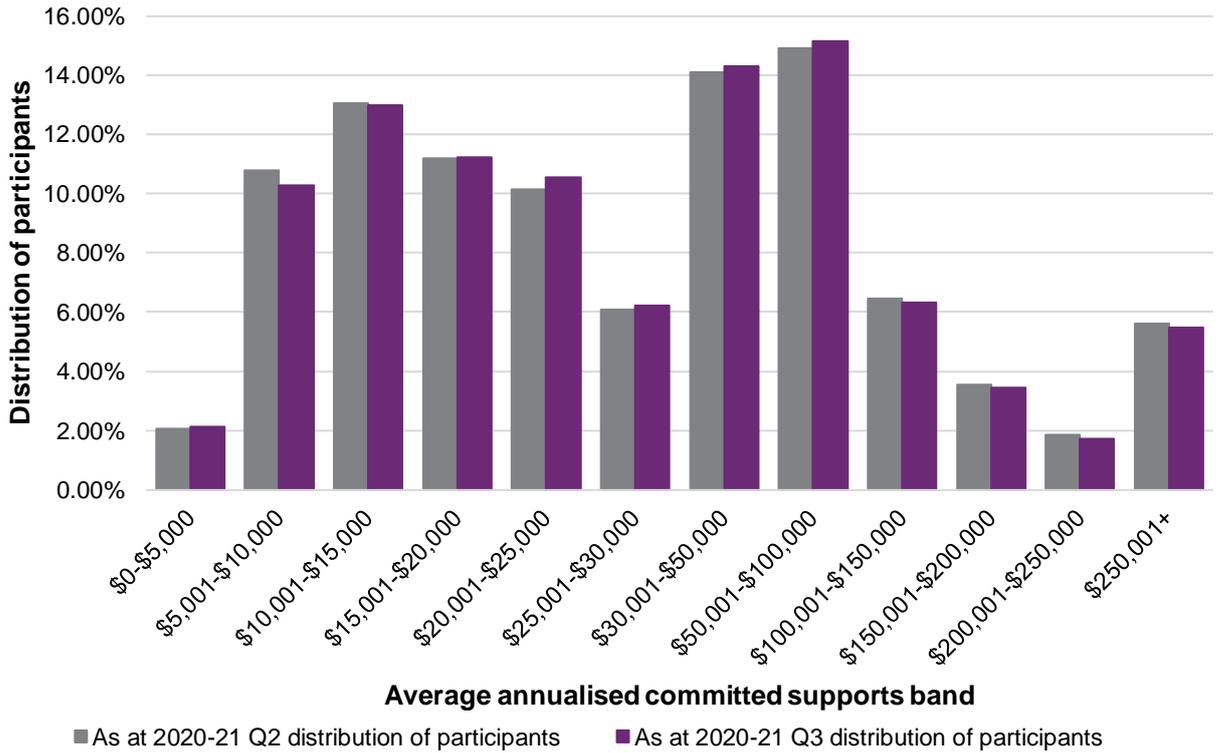
## Part Five: Financial sustainability

**Table J.70 Committed supports by financial year (\$m) – South Australia**

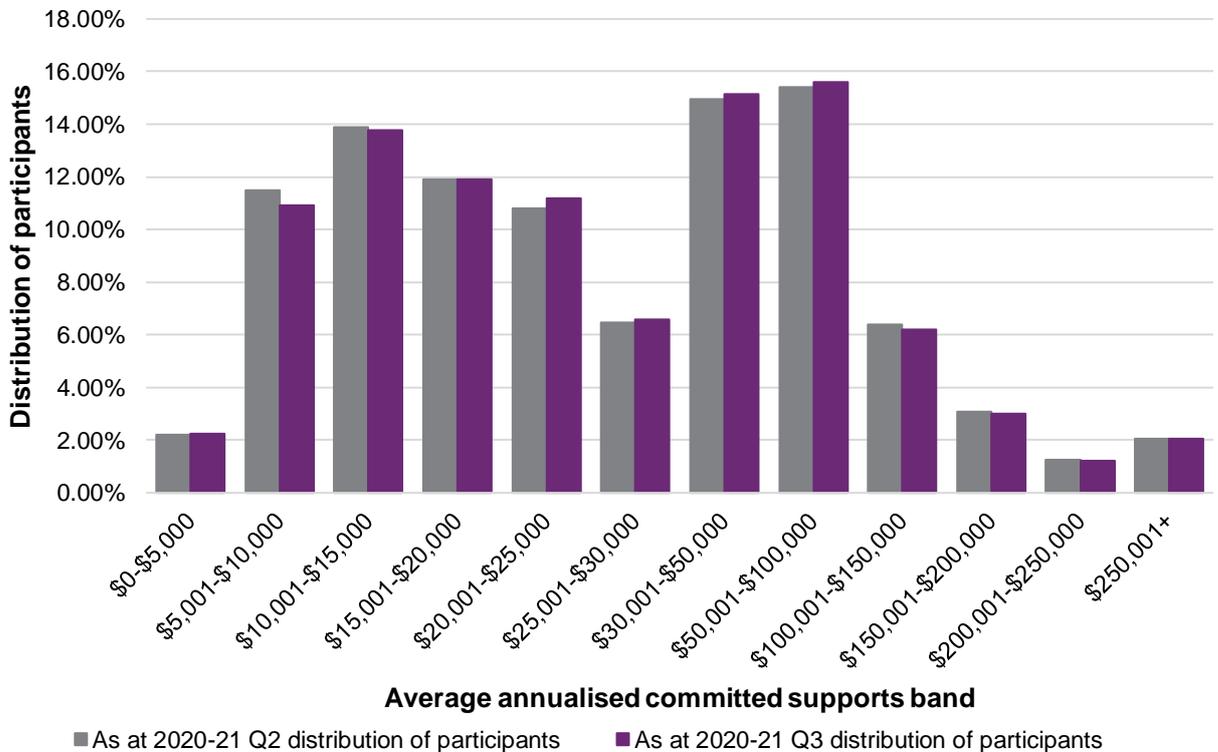
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	10.5	48.4	102.3	186.6	368.5	1,159.2	2,169.1	2,052.5

<sup>463</sup> 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.

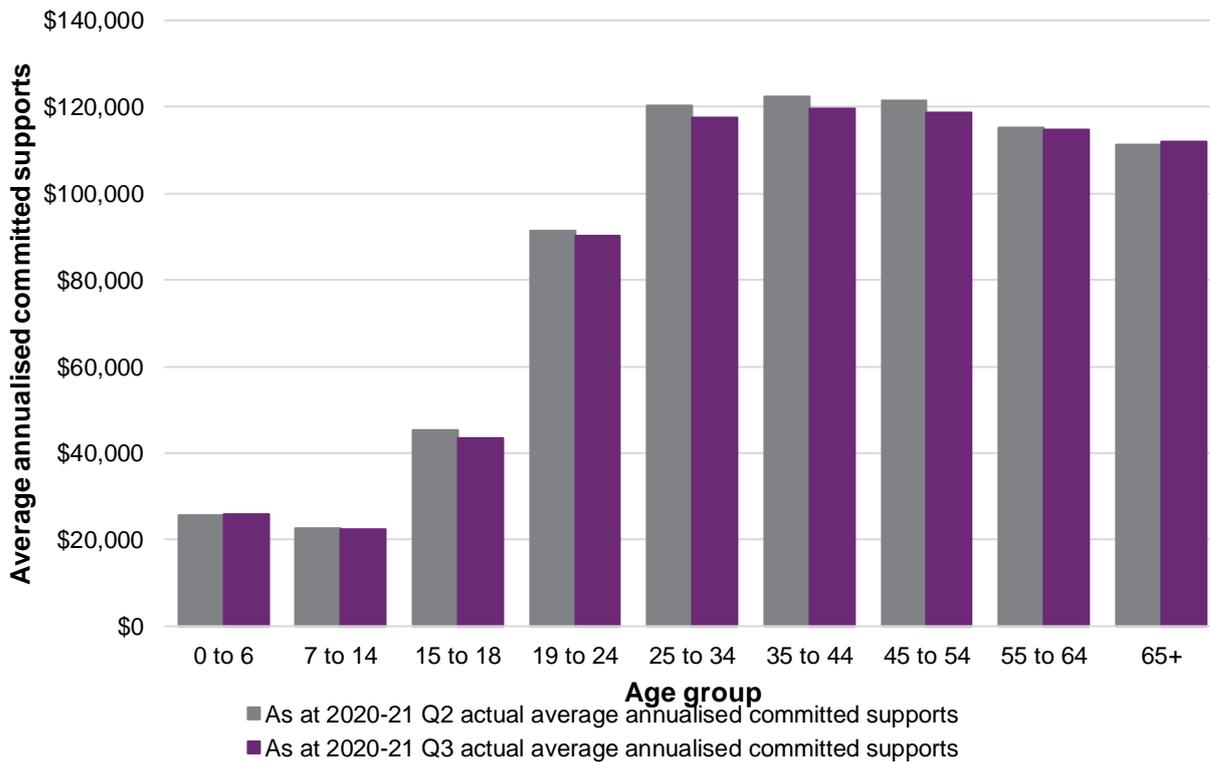
**Figure J.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia**



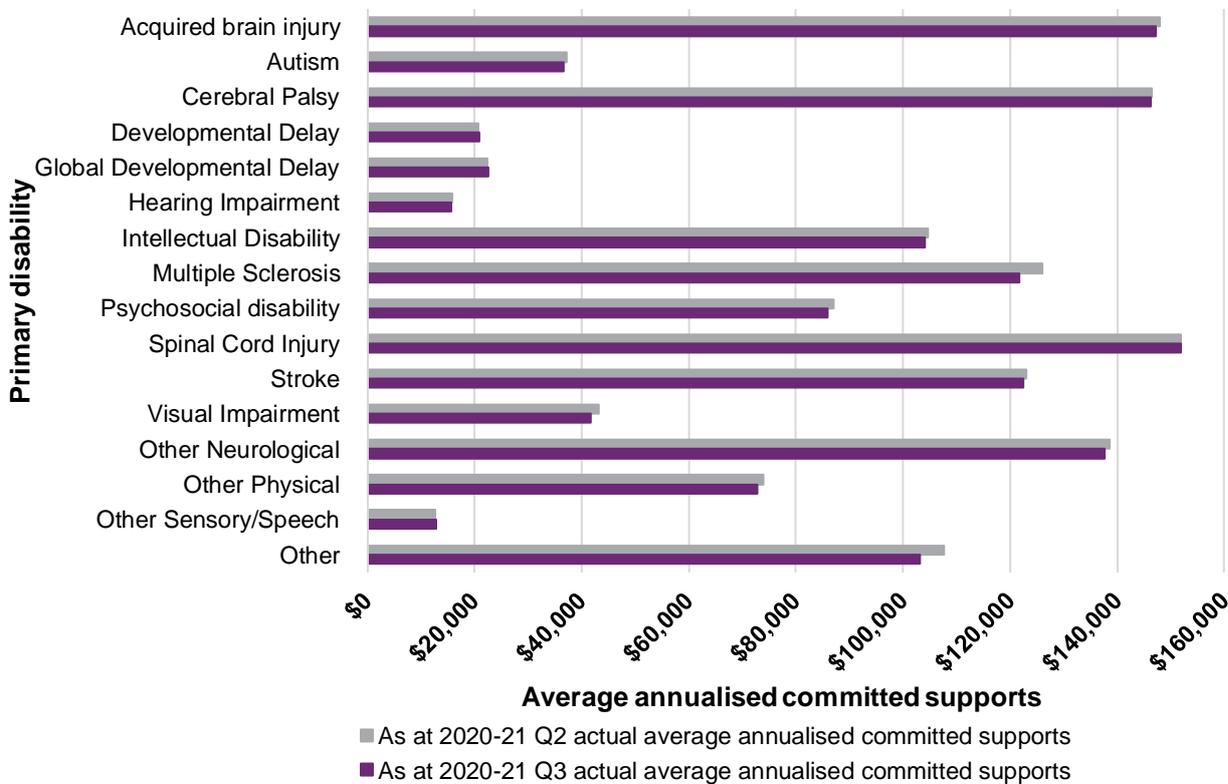
**Figure J.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia**



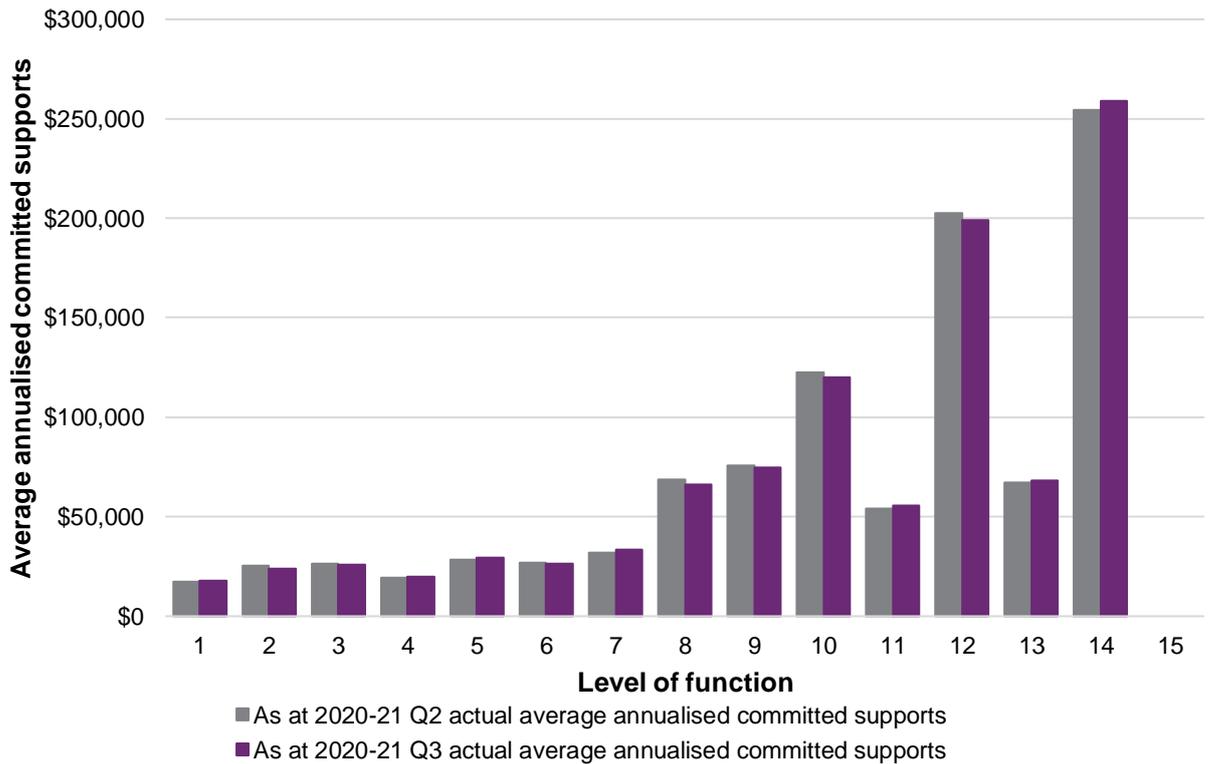
**Figure J.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia**



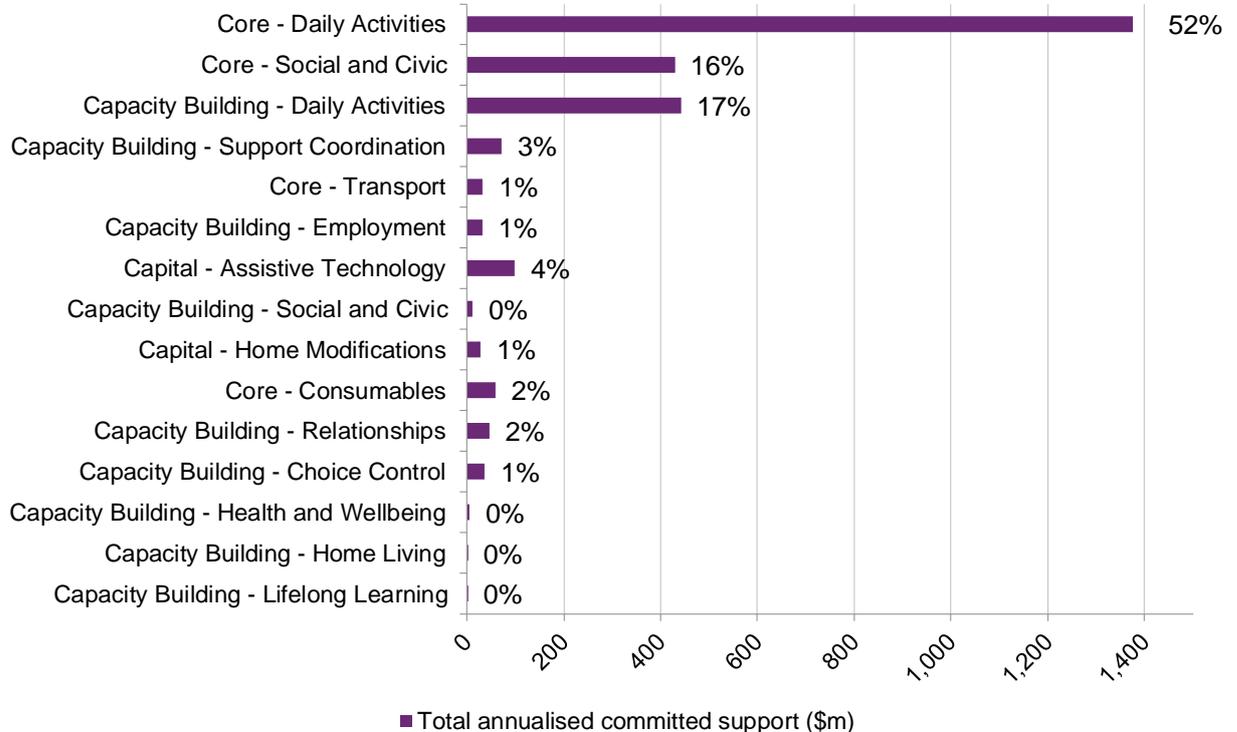
**Figure J.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – South Australia**



**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 <sup>464</sup>**



**Figure J.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia**



<sup>464</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

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

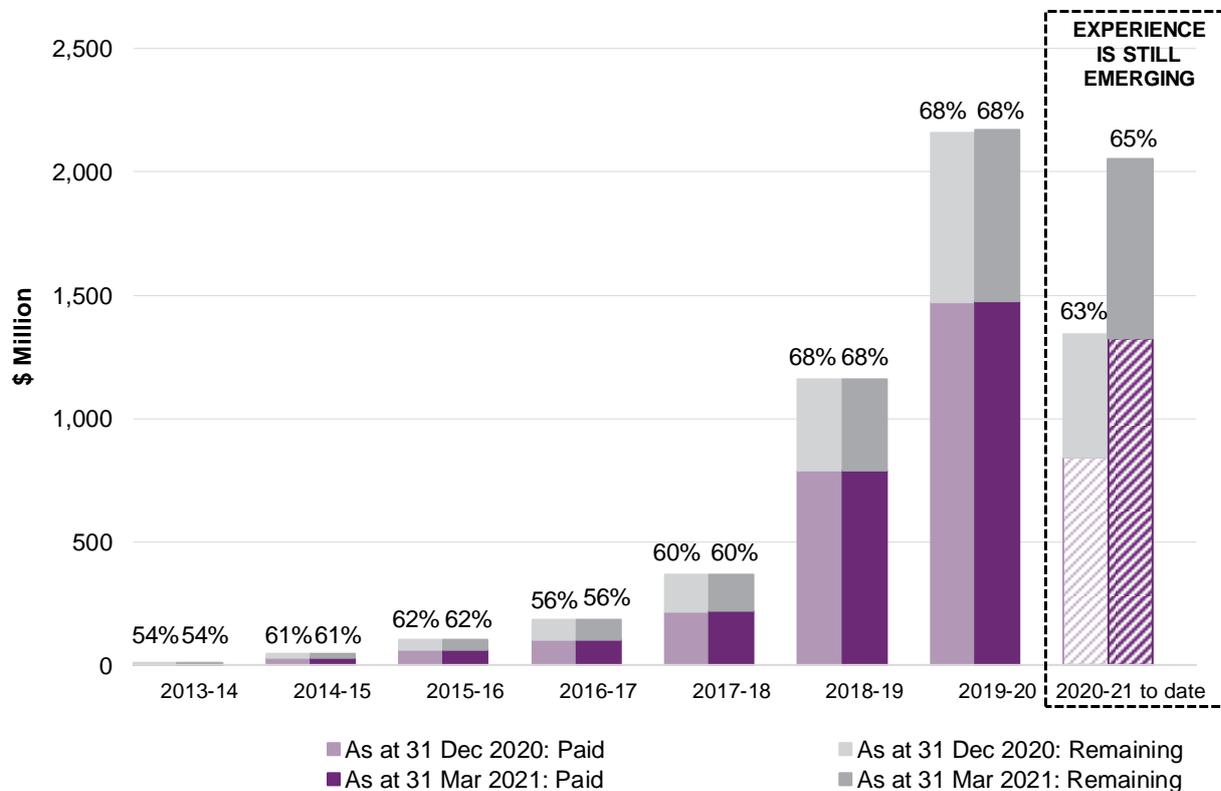


Figure J.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – South Australia <sup>465</sup>

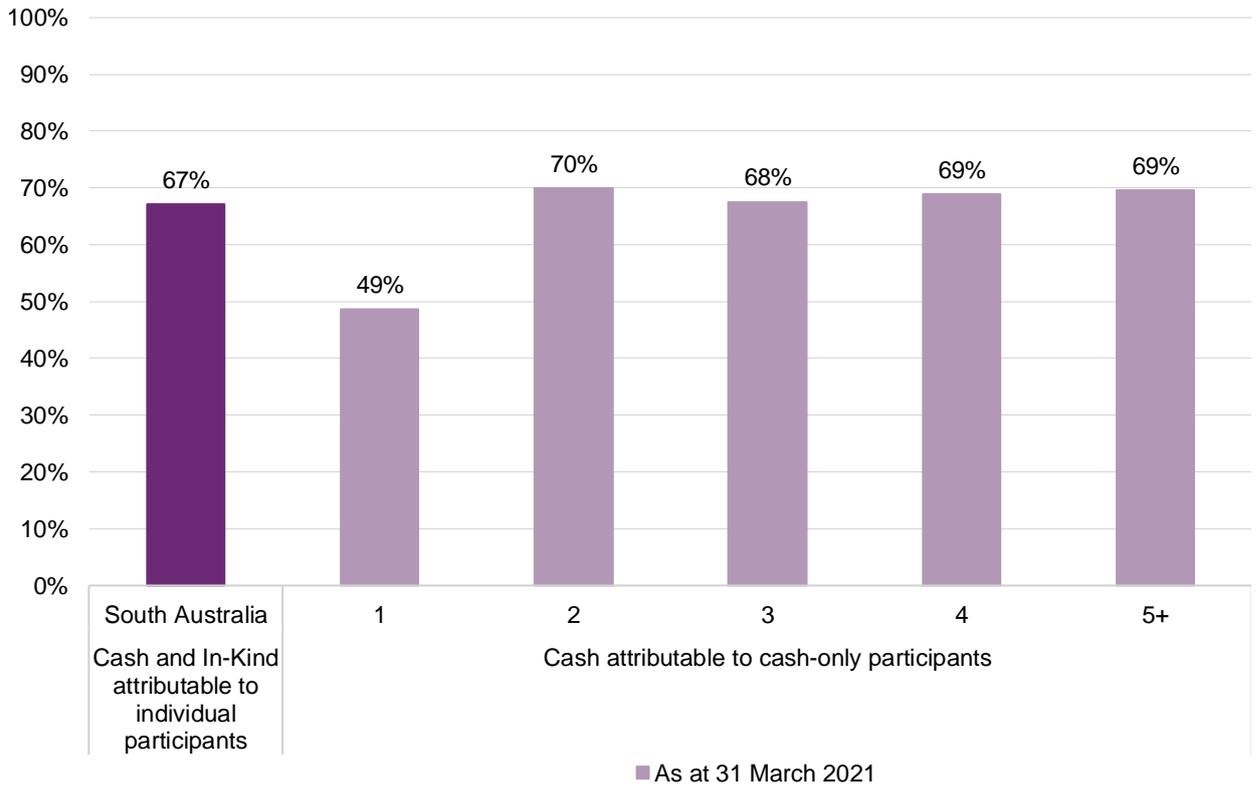
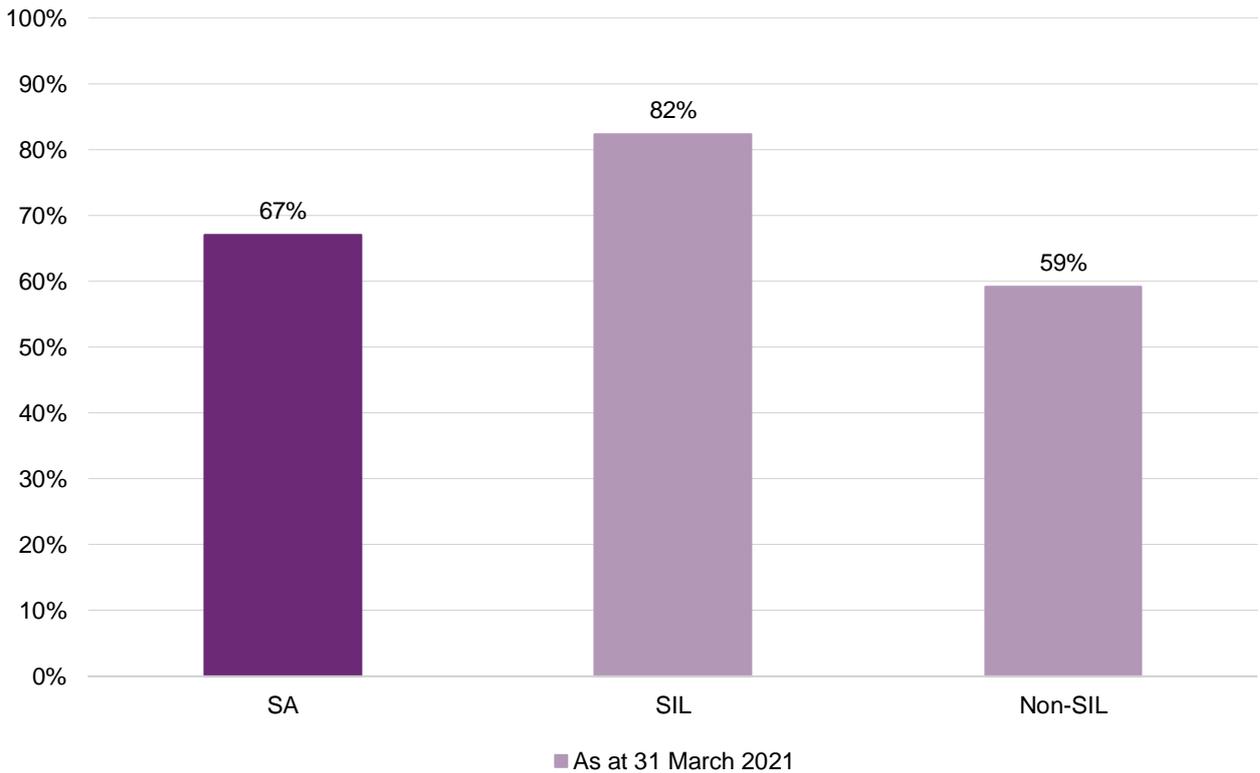


Figure J.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – South Australia <sup>466</sup>



<sup>465</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>466</sup> 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 <sup>467</sup>

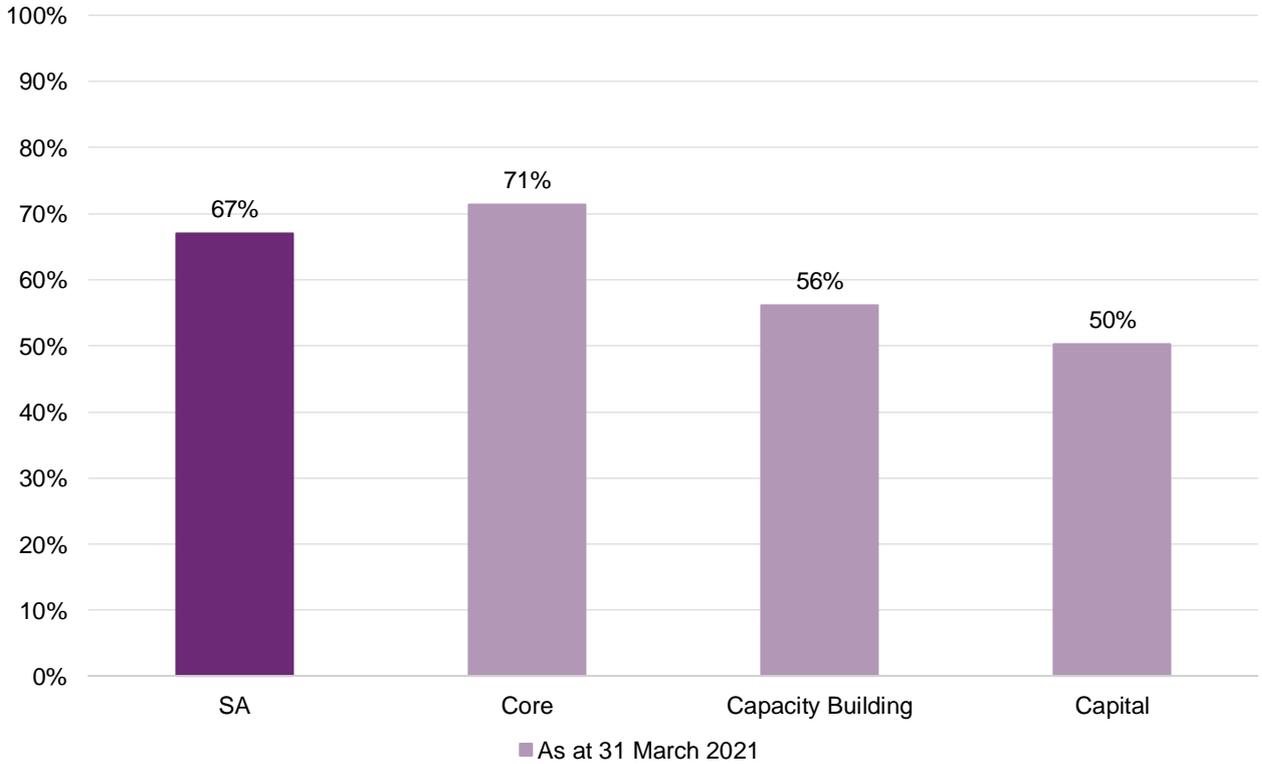
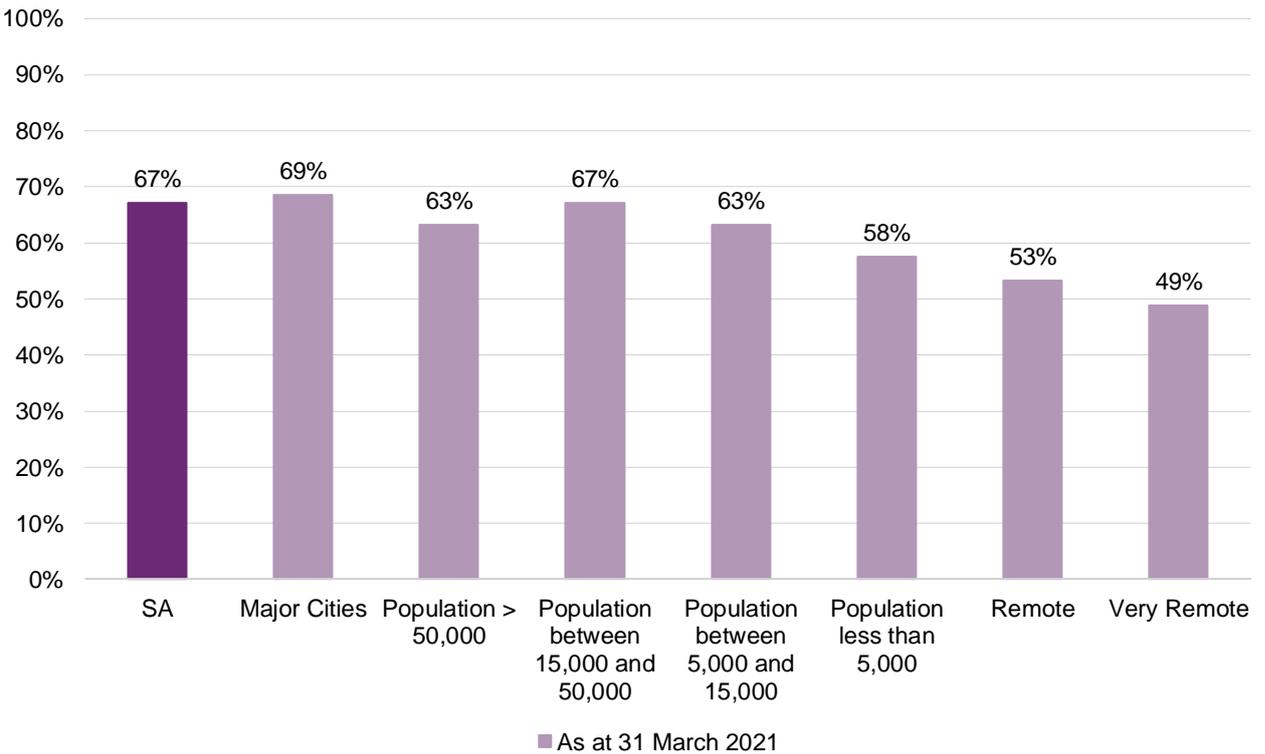


Figure J.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – South Australia <sup>468</sup>



<sup>467</sup> Ibid.

<sup>468</sup> Ibid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>469</sup>

	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 <sup>470</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>12,039</b>	<b>615</b>	<b>12,654</b>
<b>Active Eligible</b>	<b>10,048</b>	<b>444</b>	<b>10,492</b>
<i>New</i>	5,689	416	6,105
<i>State</i>	2,959	<11	2,967
<i>Commonwealth</i>	1,400	20	1,420
<b>Active Participant Plans (excl ECEI)</b>	<b>9,837</b>	<b>433</b>	<b>10,270</b>
<i>New</i>	5,514	397	5,911
<i>State</i>	2,943	<11	2,951
<i>Commonwealth</i>	1,380	28	1,408
<b>Active Participant Plans</b>	<b>10,078</b>	<b>641</b>	<b>10,478</b>
<i>Early Intervention (s25)</i>	2,143	197	2,340
<i>Permanent Disability (s24)</i>	7,694	236	7,930
<i>ECEI</i>	241	208	208

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

Exits	Total
<b>Total participant exits</b>	<b>274</b>
<i>Early Intervention participants</i>	25
<i>Permanent disability participants</i>	249

<sup>469</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>470</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table K.4 Cumulative numbers of active participants by services previously received – Tasmania** <sup>471 472</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19	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** <sup>473 474 475 476</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19	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** <sup>477</sup>

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	
<b>Total</b>	<b>10,462</b>	<b>87%</b>	<b>444</b>	<b>72%</b>	<b>10,906</b>	<b>86%</b>

<sup>471</sup> This table shows the total numbers of active participants at the end of each period.

<sup>472</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>473</sup> This table shows the total numbers of active participants at the end of each period.

<sup>474</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>475</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>476</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>477</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table K.7 Assessment of access by disability – Tasmania** <sup>478</sup>

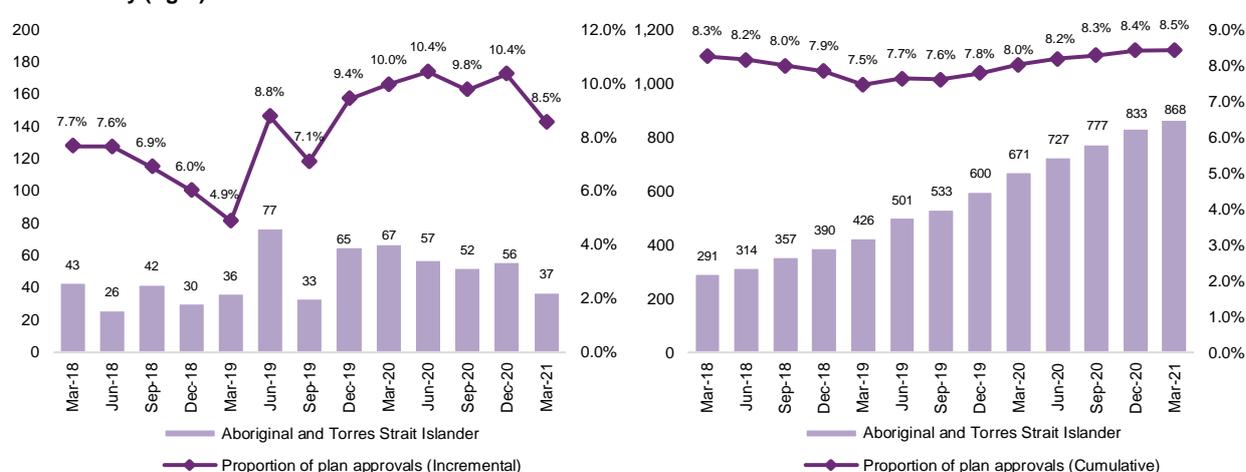
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	426	94%	13	72%	439	94%
Autism	3,143	94%	107	94%	3,250	94%
Cerebral Palsy	423	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%
<b>Total</b>	<b>10,462</b>	<b>87%</b>	<b>444</b>	<b>72%</b>	<b>10,906</b>	<b>86%</b>

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

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

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	831	8.4%	37	8.5%	<b>868</b>	<b>8.5%</b>
Not Aboriginal and Torres Strait Islander	7,163	72.8%	335	77.4%	<b>7,498</b>	<b>73.0%</b>
Not Stated	1,843	18.7%	61	14.1%	<b>1,904</b>	<b>18.5%</b>
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>479</sup>



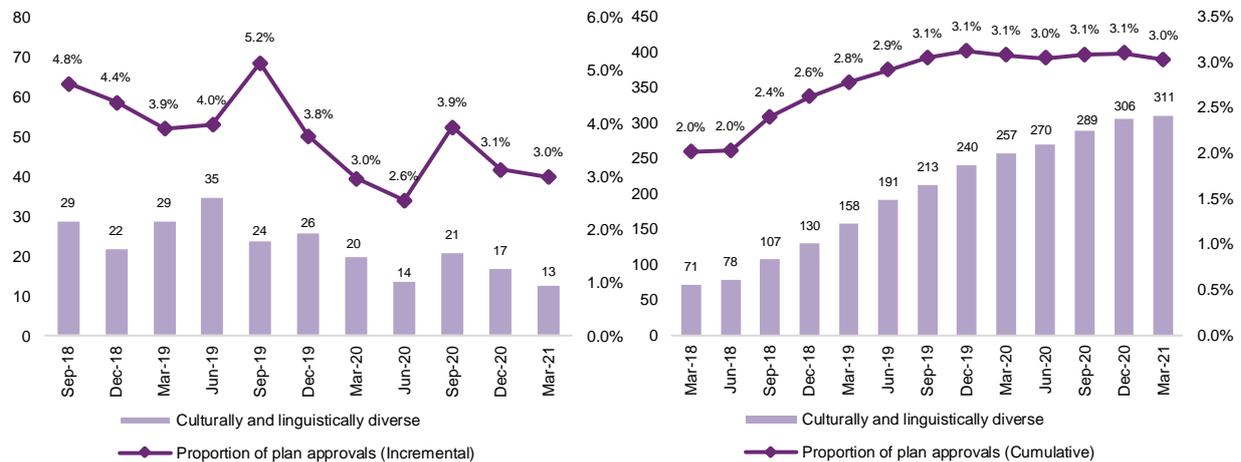
<sup>478</sup> Ibid.

<sup>479</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

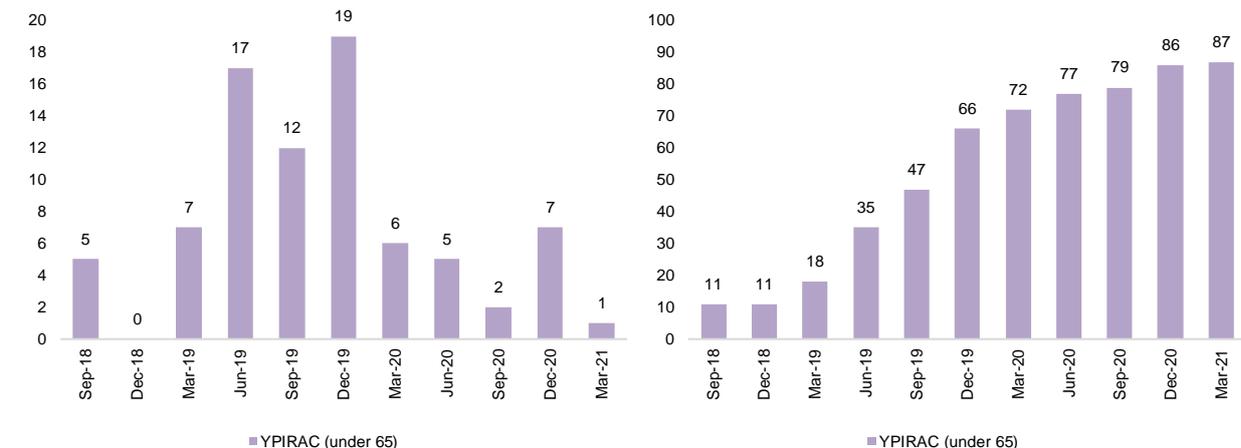
**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>480 481</sup>



**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** <sup>482</sup>

Age group	Total N
Under 45	<11
45 to 54	21
55 to 64	62
<b>Total YPIRAC (under 65)</b>	<b>87</b>

**Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania** <sup>483</sup>



<sup>480</sup> Ibid.

<sup>481</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

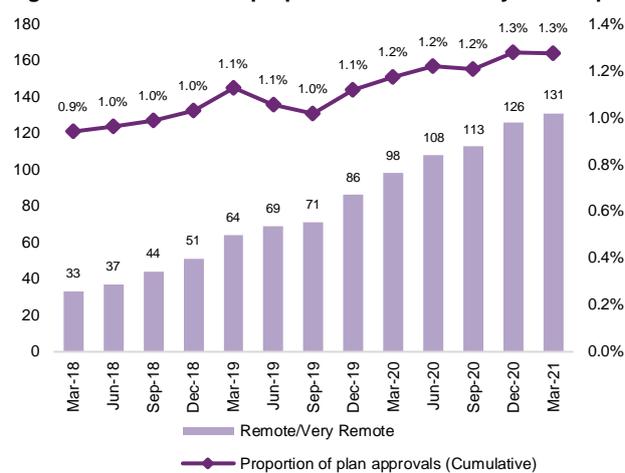
<sup>482</sup> There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

<sup>483</sup> 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 <sup>484 485</sup>

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%	<b>6,672</b>	<b>65.0%</b>
Population between 15,000 and 50,000	1,909	19.4%	67	15.5%	<b>1,976</b>	<b>19.2%</b>
Population between 5,000 and 15,000	50	0.5%	<11		<b>53</b>	<b>0.5%</b>
Population less than 5,000	1,373	14.0%	65	15.0%	<b>1,438</b>	<b>14.0%</b>
Remote	102	1.0%	<11		<b>108</b>	<b>1.1%</b>
Very Remote	22	0.2%	<11		<b>23</b>	<b>0.2%</b>
Missing	<11		<11		<11	
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania <sup>486 487 488</sup>



<sup>484</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>485</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>486</sup> Ibid.

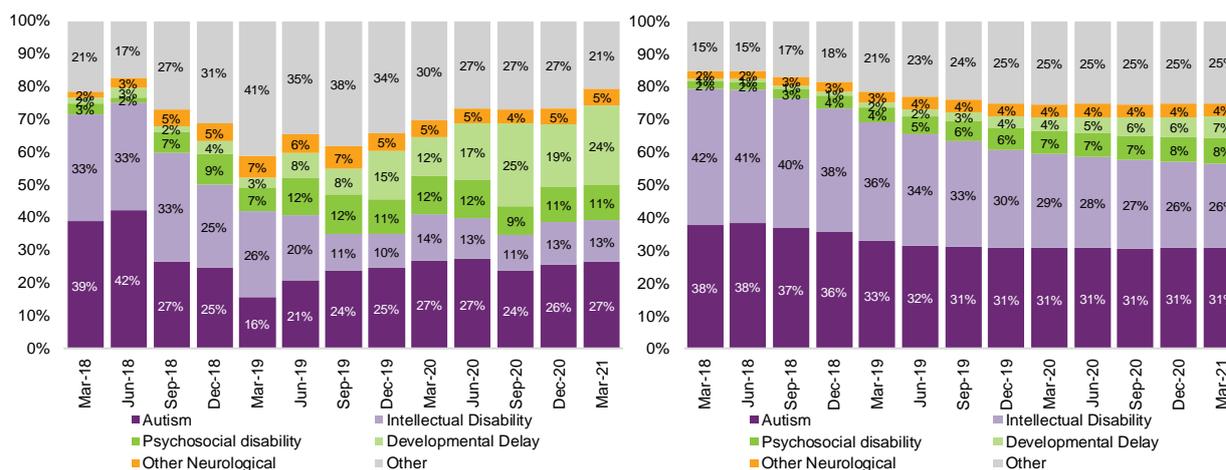
<sup>487</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>488</sup> 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** <sup>489 490 491</sup>

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%
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>492</sup>



<sup>489</sup> Table order based on national proportions (highest to lowest).

<sup>490</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>491</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (292).

<sup>492</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table K.13 Participant profile per quarter by level of function – Tasmania <sup>493</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania <sup>494</sup>

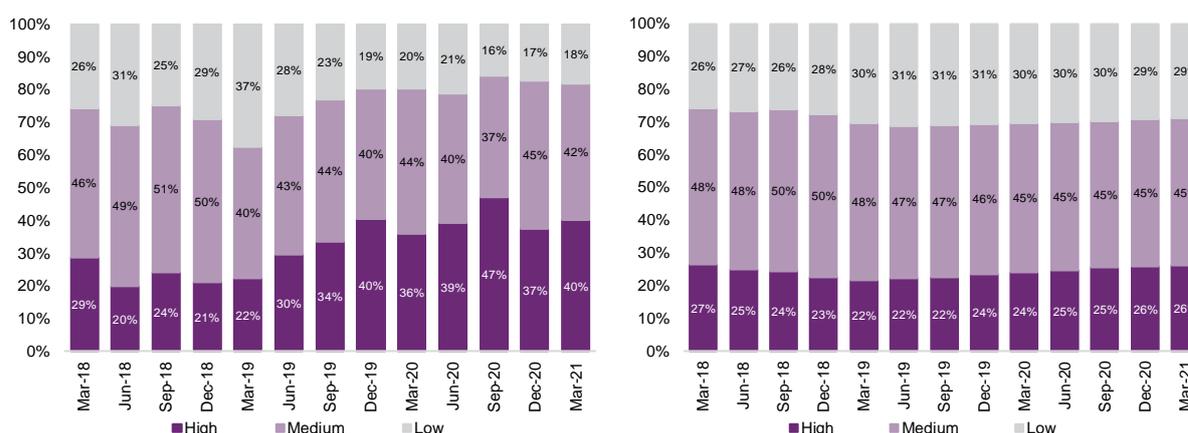


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

<sup>493</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>494</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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 <sup>495</sup>

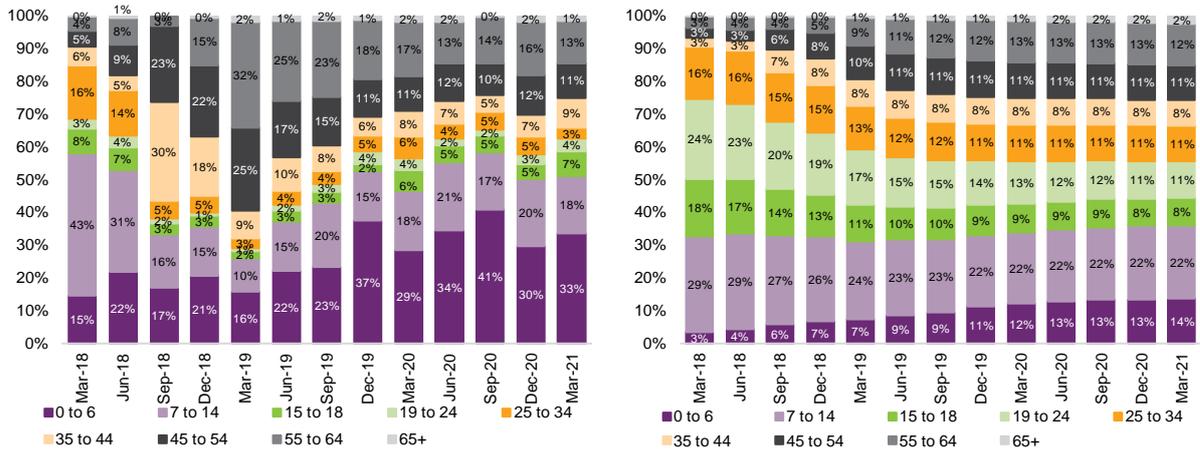


Table K.15 Participant profile per quarter by gender – Tasmania

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%
<b>Total</b>	<b>9,837</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,270</b>	<b>100%</b>

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania <sup>496</sup>

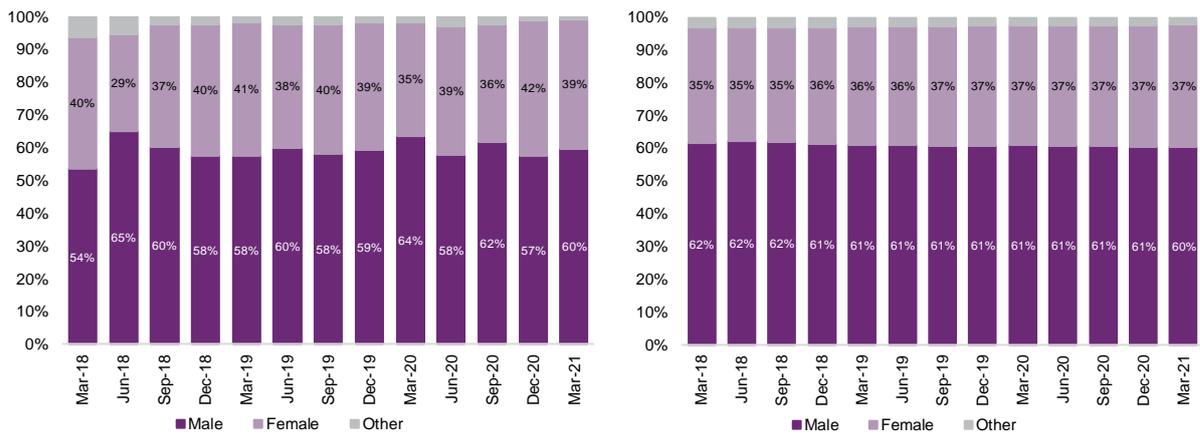


Table K.16 Participation rates by age group – Tasmania <sup>497</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.39%</b>

<sup>495</sup> Ibid.

<sup>496</sup> Ibid.

<sup>497</sup> 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 <sup>498</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>1,030</b>	<b>1,623</b>	<b>2,624</b>	<b>2,333</b>	<b>1,491</b>	<b>9,101</b>
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
<b>Total Family</b>	<b>677</b>	<b>1,257</b>	<b>1,546</b>	<b>1,596</b>	<b>1,056</b>	<b>6,132</b>
<b>Total</b>	<b>1,707</b>	<b>2,880</b>	<b>4,170</b>	<b>3,929</b>	<b>2,547</b>	<b>15,233</b>

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%

<sup>498</sup> 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 – Tasmania <sup>499</sup>**

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%

<sup>499</sup> 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 – Tasmania <sup>500</sup>**

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%

<sup>500</sup> 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**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	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**

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?	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**<sup>501</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	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%

<sup>501</sup> 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**<sup>502</sup>

	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%

<sup>502</sup> 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 <sup>503</sup>**

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 <sup>504</sup>**

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%	

<sup>503</sup> 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.

<sup>504</sup> 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 <sup>505</sup>**

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 <sup>506</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	123	224	221	54	103	309	191	79	<b>409</b>
Autism	713	2,420	1,425	949	1,279	1,713	348	512	<b>3,175</b>
Cerebral Palsy	132	294	256	72	96	239	112	53	<b>410</b>
Developmental Delay	110	635	245	274	285	160	0	0	<b>686</b>
Down Syndrome	75	208	166	67	76	204	74	69	<b>292</b>
Global Developmental Delay	47	183	85	86	84	50	1	1	<b>197</b>
Hearing Impairment	109	279	127	90	67	134	52	92	<b>400</b>
Intellectual Disability	643	1,441	996	547	595	1,569	735	815	<b>2,335</b>
Multiple Sclerosis	81	173	202	15	37	172	106	44	<b>276</b>
Psychosocial disability	201	438	503	173	168	602	372	206	<b>810</b>
Spinal Cord Injury	31	65	66	12	4	57	32	19	<b>99</b>
Stroke	39	82	74	11	19	83	46	16	<b>121</b>
Visual Impairment	62	122	79	41	23	111	47	50	<b>177</b>
Other Neurological	114	251	242	38	73	277	180	55	<b>413</b>
Other Physical	83	231	200	32	40	186	104	67	<b>343</b>
Other Sensory/Speech	7	30	10	11	5	14	1	4	<b>36</b>
Other	16	70	43	6	12	56	33	13	<b>91</b>
<b>Total</b>	<b>2,586</b>	<b>7,146</b>	<b>4,940</b>	<b>2,478</b>	<b>2,966</b>	<b>5,936</b>	<b>2,434</b>	<b>2,095</b>	<b>10,270</b>

<sup>505</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a fourth plan review to date.

<sup>506</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.41 Number of goals in active plans by goal type and primary disability – Tasmania** <sup>507</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	150	310	266	61	107	365	202	81	<b>1,542</b>
Autism	836	4,655	1,879	1,142	1,506	2,011	359	538	<b>12,926</b>
Cerebral Palsy	156	544	345	87	109	291	117	55	<b>1,704</b>
Developmental Delay	121	1,807	333	321	318	167	0	0	<b>3,067</b>
Down Syndrome	93	344	203	85	82	251	75	74	<b>1,207</b>
Global Developmental Delay	57	526	120	117	98	53	1	1	<b>973</b>
Hearing Impairment	128	426	158	96	72	153	54	97	<b>1,184</b>
Intellectual Disability	777	2,160	1,233	644	688	1,921	776	853	<b>9,052</b>
Multiple Sclerosis	94	251	261	15	40	192	123	46	<b>1,022</b>
Psychosocial disability	227	578	633	202	176	687	389	213	<b>3,105</b>
Spinal Cord Injury	43	91	85	13	4	70	35	19	<b>360</b>
Stroke	47	112	91	14	20	96	50	16	<b>446</b>
Visual Impairment	75	183	87	47	25	130	53	53	<b>653</b>
Other Neurological	136	412	306	40	78	323	196	56	<b>1,547</b>
Other Physical	96	371	250	35	44	212	116	69	<b>1,193</b>
Other Sensory/Speech	7	61	12	14	5	14	1	4	<b>118</b>
Other	17	109	57	7	12	64	38	14	<b>318</b>
<b>Total</b>	<b>3,060</b>	<b>12,940</b>	<b>6,319</b>	<b>2,940</b>	<b>3,384</b>	<b>7,000</b>	<b>2,585</b>	<b>2,189</b>	<b>40,417</b>

**Table K.42 Number of active plans by goal type and age group – Tasmania** <sup>508</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	272	1,324	551	574	608	331	0	0	<b>1,409</b>
7 to 14	379	1,831	1,097	697	1,024	1,155	48	25	<b>2,294</b>
15 to 18	221	621	399	282	279	562	77	229	<b>862</b>
19 to 24	387	685	414	293	221	708	358	626	<b>1,147</b>
25 to 34	350	676	538	236	219	739	458	507	<b>1,123</b>
35 to 44	241	485	439	146	166	557	328	247	<b>799</b>
45 to 54	310	650	636	140	196	796	478	263	<b>1,104</b>
55 to 64	341	746	714	95	218	913	562	180	<b>1,279</b>
65+	85	128	152	15	35	175	125	18	<b>253</b>
<b>Total</b>	<b>2,586</b>	<b>7,146</b>	<b>4,940</b>	<b>2,478</b>	<b>2,966</b>	<b>5,936</b>	<b>2,434</b>	<b>2,095</b>	<b>10,270</b>

<sup>507</sup> 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.

<sup>508</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.43 Number of goals in active plans by goal type and age group – Tasmania** <sup>509</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	309	3,768	729	680	676	350	0	0	<b>6,512</b>
7 to 14	439	3,591	1,551	859	1,241	1,343	48	25	<b>9,097</b>
15 to 18	255	934	490	335	319	667	83	240	<b>3,323</b>
19 to 24	478	943	480	347	245	824	375	667	<b>4,359</b>
25 to 34	410	905	658	277	241	878	483	534	<b>4,386</b>
35 to 44	294	671	530	167	177	696	345	250	<b>3,130</b>
45 to 54	364	894	811	154	205	950	506	270	<b>4,154</b>
55 to 64	409	1,056	887	105	242	1,087	612	185	<b>4,583</b>
65+	102	178	183	16	38	205	133	18	<b>873</b>
<b>Total</b>	<b>3,060</b>	<b>12,940</b>	<b>6,319</b>	<b>2,940</b>	<b>3,384</b>	<b>7,000</b>	<b>2,585</b>	<b>2,189</b>	<b>40,417</b>

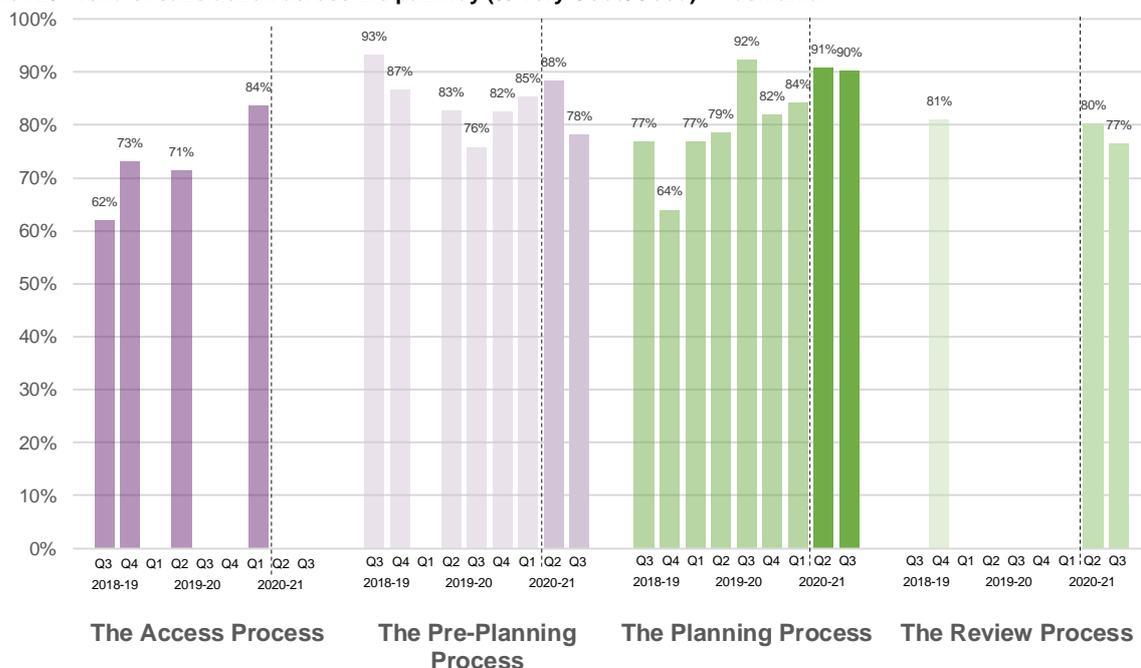
<sup>509</sup> Participants have set over six million goals in total across Australia since July 2016. The 40,417 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**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**<sup>510</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 15</b>	<b>n = 19</b>
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
<b>Pre-planning</b>	<b>n = 26</b>	<b>n = 23</b>
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%
<b>Planning</b>	<b>n = 153</b>	<b>n = 123</b>
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%
<b>Plan review</b>	<b>n = 356</b>	<b>n = 358</b>
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%

<sup>510</sup> 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.

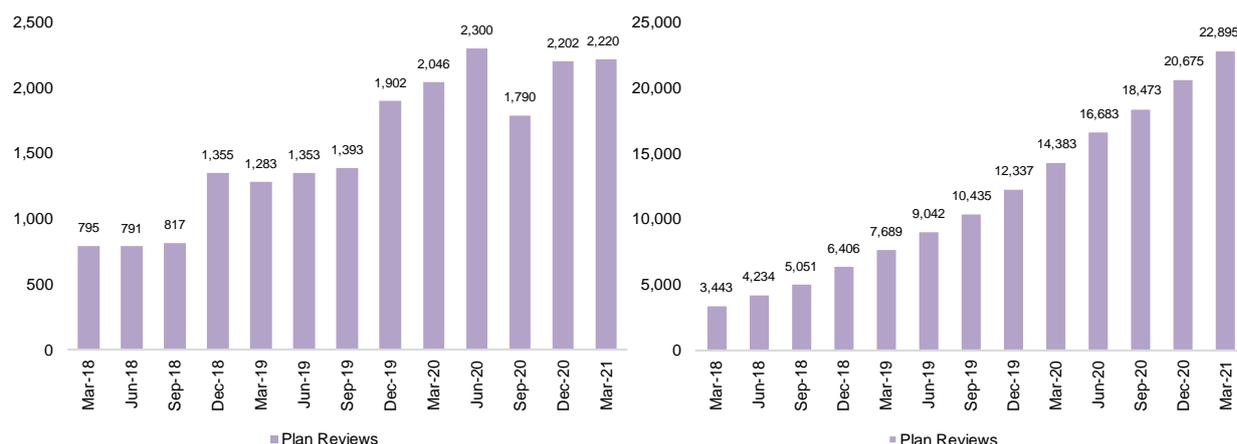
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>511 512 513</sup>



**Table K.45 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania** <sup>514</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>20,675</b>	<b>2,220</b>	<b>22,895</b>
<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**



<sup>511</sup> 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.

<sup>512</sup> 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.

<sup>513</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>514</sup> 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.

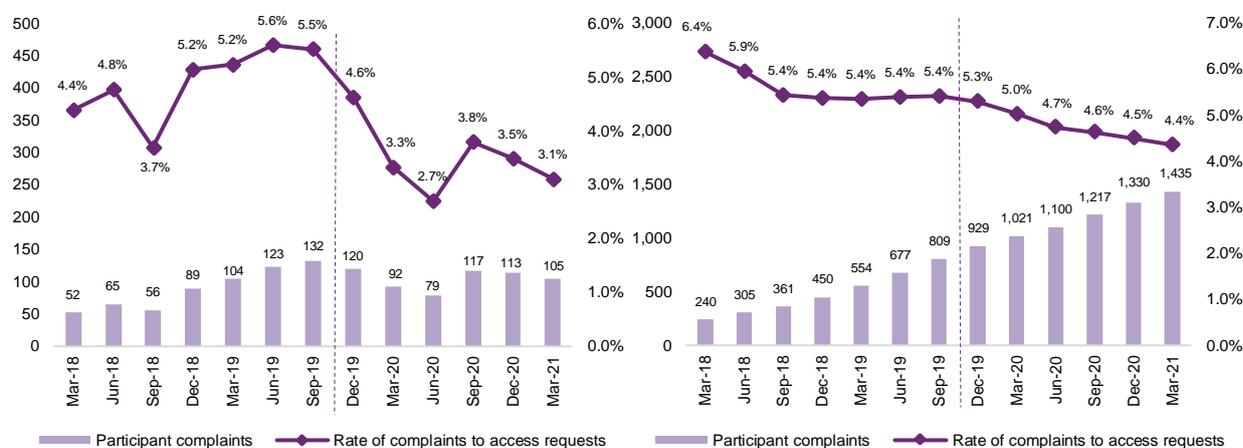
Table K.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>515 516 517</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>1,421</b>	<b>105</b>	<b>1,526</b>	<b>949</b>
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



<sup>515</sup> Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

<sup>516</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>517</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

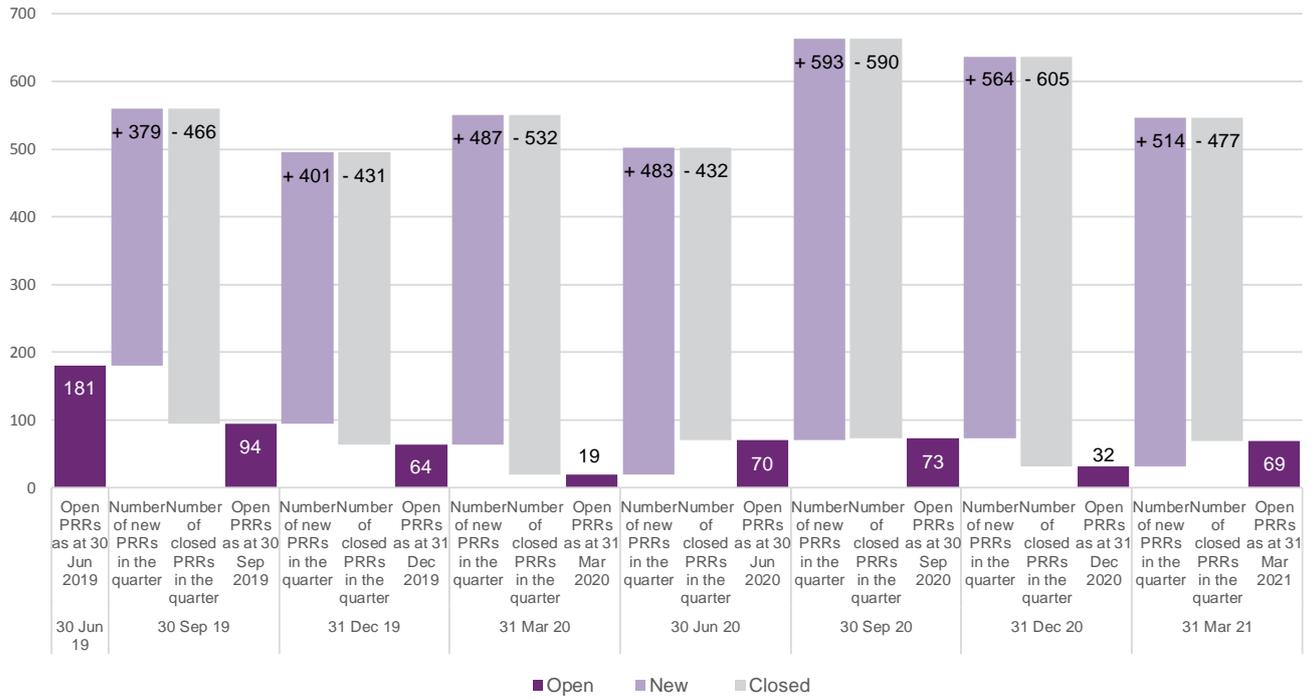
**Table K.47 Complaints by type ('My Feedback' tile) – Tasmania**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>86</b>	
<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%)
<b>Total</b>	<b>896</b>	
<i>Unclassified</i>	<b>35</b>	
<b>Participants total</b>	<b>1,017</b>	

**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%)
<b>Total</b>	<b>8</b>		<b>0</b>		<b>8</b>	
<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%)
<b>Total</b>	<b>6</b>		<b>5</b>		<b>11</b>	
<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%)
<b>Total</b>	<b>21</b>		<b>6</b>		<b>27</b>	
<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%)
<b>Total</b>	<b>309</b>		<b>67</b>		<b>376</b>	
<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%)
<b>Total</b>	<b>66</b>		<b>20</b>		<b>86</b>	
<i>Unclassified</i>	<b>1</b>		<b>0</b>		<b>1</b>	
<b>Participants total</b>	<b>411</b>		<b>98</b>		<b>509</b>	

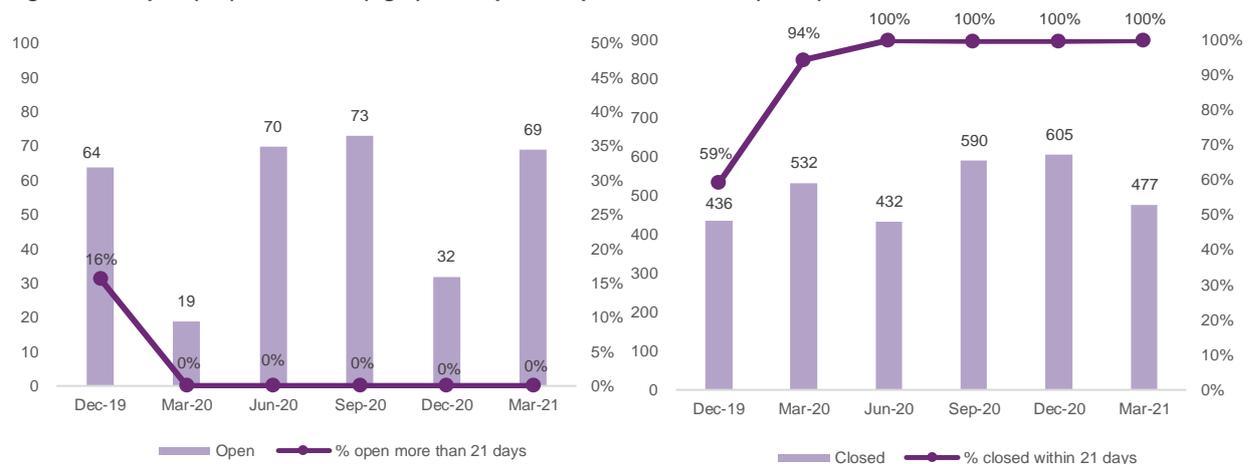
**Figure K.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Tasmania** <sup>518</sup>



**Table K.49 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania** <sup>519</sup>

	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** <sup>520</sup>

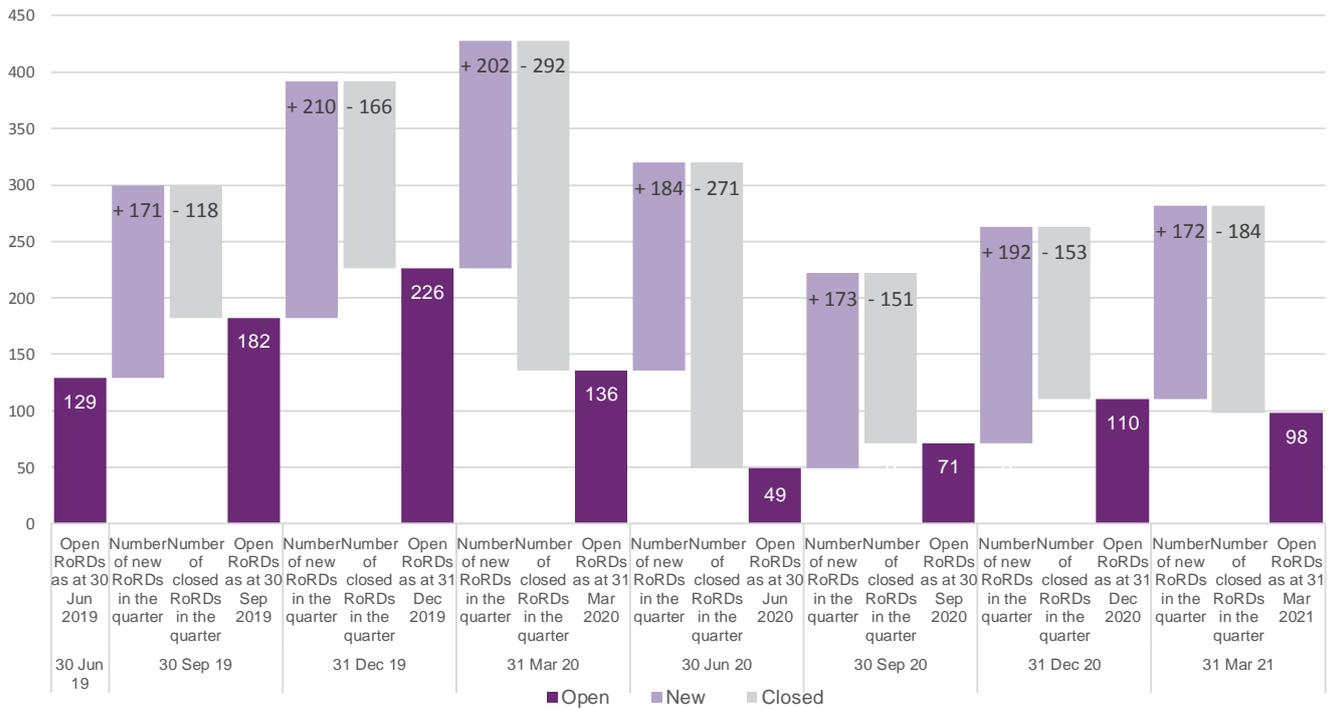


<sup>518</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>519</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>520</sup> 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.

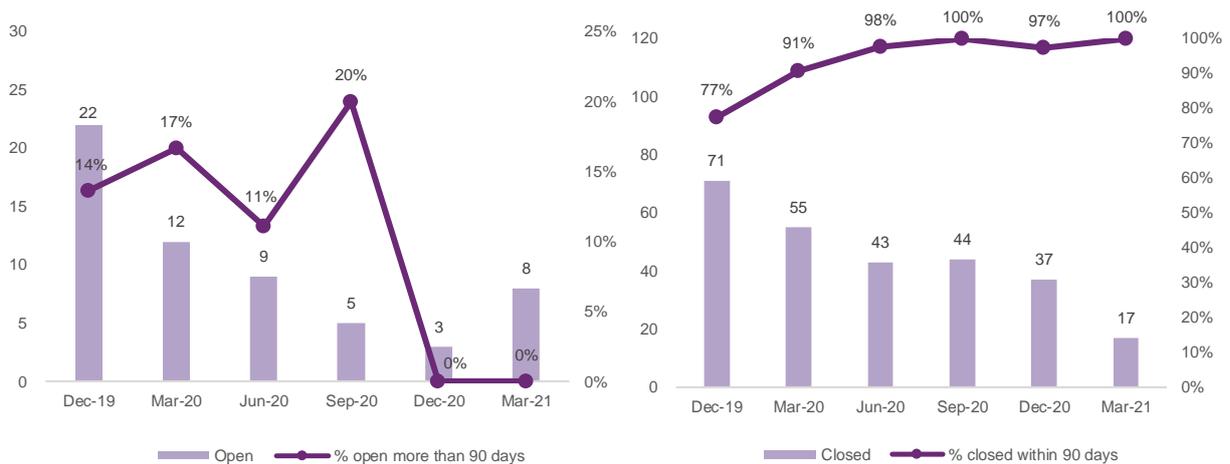
**Figure K.14 RoRDs received and closed by quarter and open at the end of each quarter – Tasmania**



**Table K.50 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania** <sup>521 522</sup>

	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** <sup>523</sup>



<sup>521</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>522</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>523</sup> 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 <sup>524</sup>

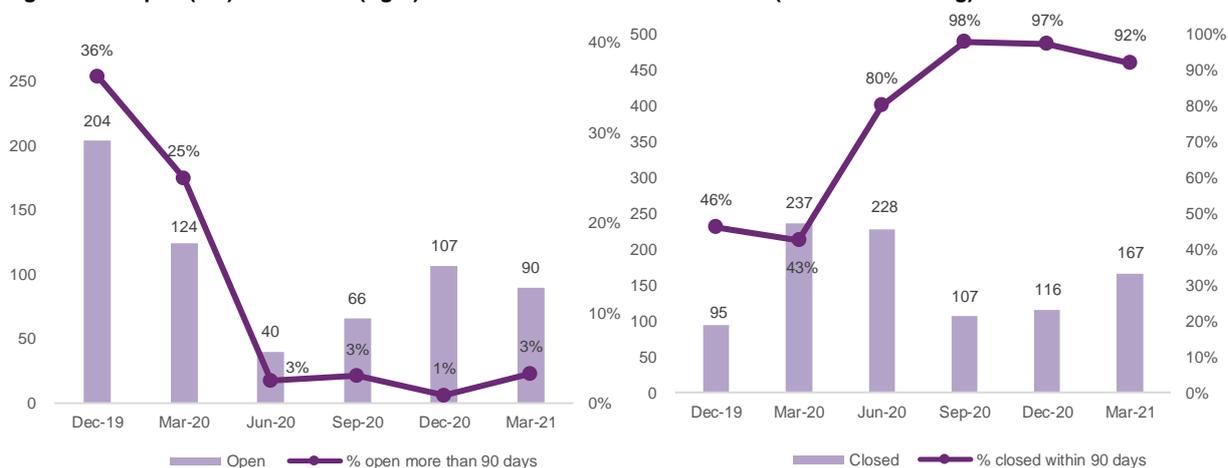


Table K.51 AAT Cases by category – Tasmania <sup>525 526</sup>

Category	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>&lt;11</b>		<b>88</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.26%</b>		<b>0.26%</b>		<b>0.26%</b>	

Figure K.17 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>527</sup>

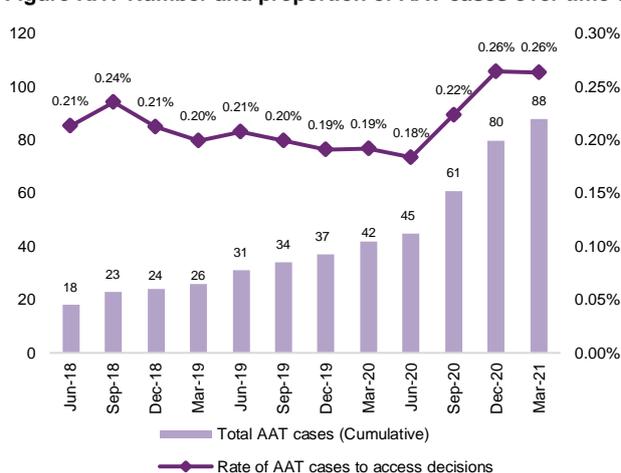


Table K.52 AAT cases by open/closed and decision – Tasmania

	N
<b>AAT Cases</b>	<b>88</b>
<b>Open AAT Cases</b>	<b>35</b>
<b>Closed AAT Cases</b>	<b>53</b>
<i>Resolved before hearing</i>	53
<i>Gone to hearing and received a substantive decision</i>	<11

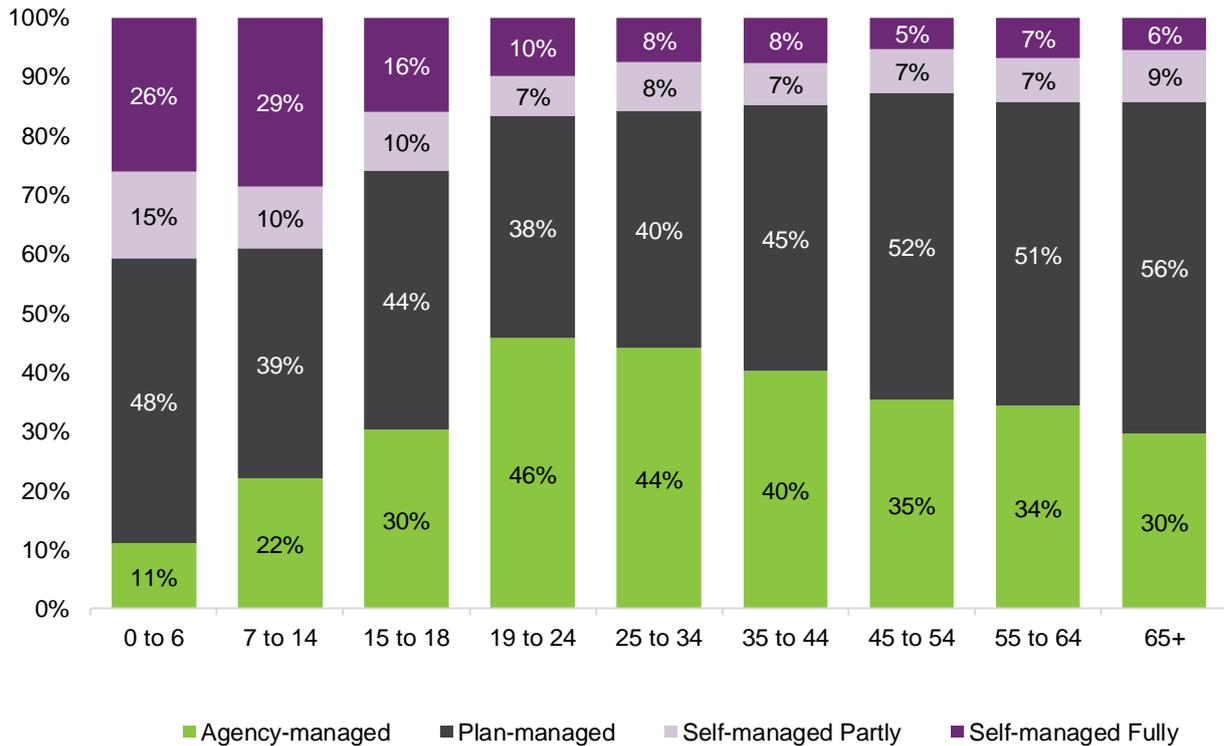
<sup>524</sup> Ibid.

<sup>525</sup> The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

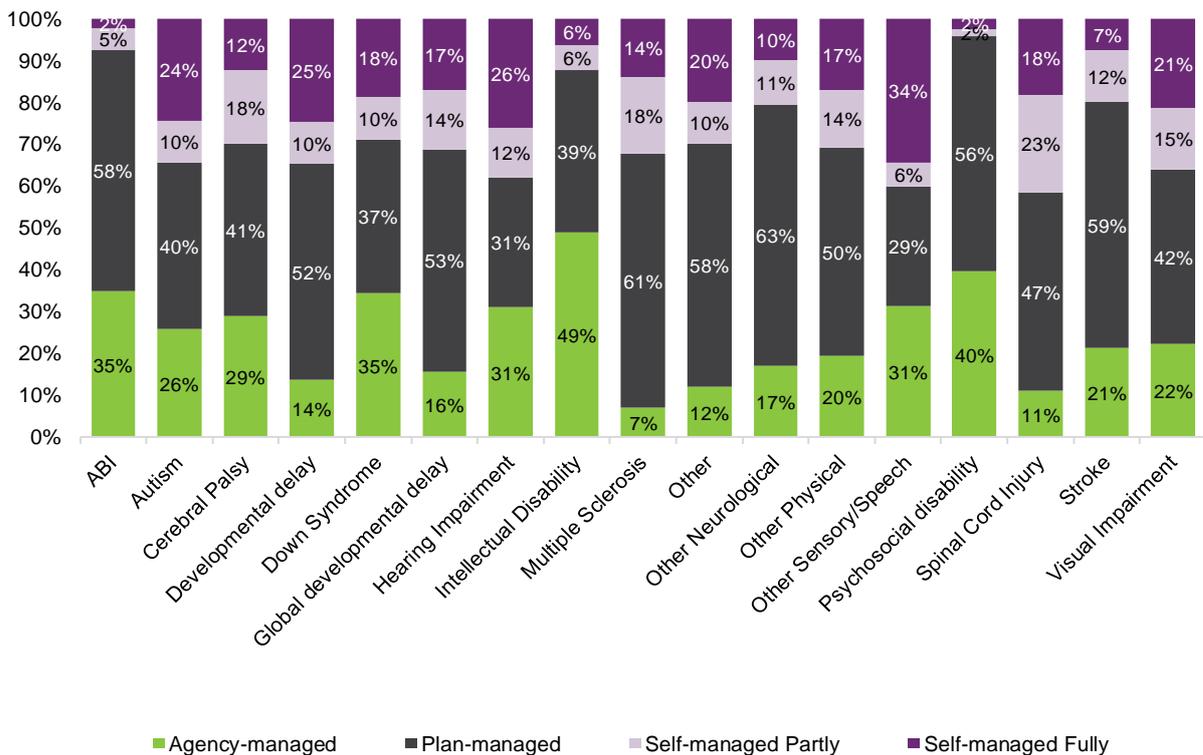
<sup>526</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>527</sup> There are insufficient numbers to show the incremental count of AAT cases, and also insufficient numbers to show the cumulative count of AAT cases prior to the June 2018 quarter.

**Figure K.18 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Tasmania** <sup>528 529</sup>



**Figure K.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Tasmania** <sup>530 531</sup>



<sup>528</sup> For the total number of active participants in each age group, see Table K.14.

<sup>529</sup> 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.

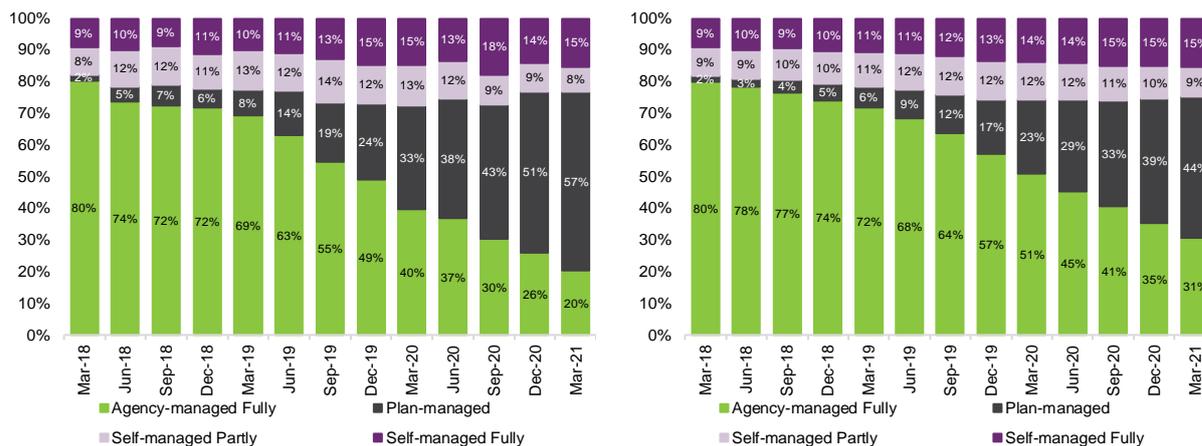
<sup>530</sup> For the total number of active participants in each primary disability group, see Table K.12.

<sup>531</sup> 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** <sup>532</sup>

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	15%	15%	<b>15%</b>
Self-managed partly	10%	8%	<b>9%</b>
Plan-managed	40%	57%	<b>44%</b>
Agency-managed	34%	20%	<b>31%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>533</sup>



**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%	<b>9%</b>
Plan-managed	17%	39%	<b>19%</b>
Agency-managed	75%	51%	<b>72%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania**



<sup>532</sup> Ibid.

<sup>533</sup> 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** <sup>534</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>6,435</b>	<b>84%</b>	<b>423</b>	<b>80%</b>	<b>6,858</b>	<b>84%</b>
90 to 119 days	259	3%	18	3%	277	3%
120 days and over	754	10%	32	6%	786	10%
<b>Activated after 90 days</b>	<b>1,013</b>	<b>13%</b>	<b>50</b>	<b>9%</b>	<b>1,063</b>	<b>13%</b>
No payments	218	3%	59	11%	277	3%
<b>Total plans approved</b>	<b>7,666</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>8,198</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>7,863</b>	<b>8,224</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	240	247	97%
Not CALD	7,614	7,966	96%
Not Stated	<11	11	
<b>Total</b>	<b>7,863</b>	<b>8,224</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	7,774	8,126	96%
Remote	89	98	91%
Missing	<11	<11	
<b>Total</b>	<b>7,863</b>	<b>8,224</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>7,863</b>	<b>8,224</b>	<b>96%</b>

<sup>534</sup> 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** <sup>535 536</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	20%
> 75%	43%
<b>Total</b>	<b>100%</b>

**Table K.59 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>537</sup>

	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** <sup>538 539</sup>

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** <sup>540</sup>

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
<b>Active in 2020-21 Q3</b>	<b>475</b>
Inactive in 2020-21 Q3	723
<b>Active ever</b>	<b>1,198</b>

<sup>535</sup> 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.

<sup>536</sup> 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.

<sup>537</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>538</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>539</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>540</sup> 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 <sup>541</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	46	3	49	7%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	30	0	30	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	97	5	102	5%
Support Coordination	44	4	48	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	53	1	54	2%
Specialised Supported Employment	35	3	38	9%
<b>Total approved active providers</b>	<b>1,170</b>	<b>28</b>	<b>1,198</b>	<b>2%</b>

<sup>541</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	6	19	<b>25</b>	24%	76%	<b>100%</b>
Assistance Animals	1	11	<b>12</b>	8%	92%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	14	111	<b>125</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	17	107	<b>124</b>	14%	86%	<b>100%</b>
Daily Personal Activities	21	209	<b>230</b>	9%	91%	<b>100%</b>
Group and Centre Based Activities	13	139	<b>152</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	12	134	<b>146</b>	8%	92%	<b>100%</b>
Household tasks	32	143	<b>175</b>	18%	82%	<b>100%</b>
Interpreting and translation	3	14	<b>17</b>	18%	82%	<b>100%</b>
Participation in community, social and civic activities	27	232	<b>259</b>	10%	90%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	29	<b>29</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	3	24	<b>27</b>	11%	89%	<b>100%</b>
Assistance products for personal care and safety	28	249	<b>277</b>	10%	90%	<b>100%</b>
Communication and information equipment	12	68	<b>80</b>	15%	85%	<b>100%</b>
Customised Prosthetics	8	61	<b>69</b>	12%	88%	<b>100%</b>
Hearing Equipment	4	30	<b>34</b>	12%	88%	<b>100%</b>
Hearing Services	0	7	<b>7</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	15	98	<b>113</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	1	8	<b>9</b>	11%	89%	<b>100%</b>
Vision Equipment	2	27	<b>29</b>	7%	93%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	47	195	<b>242</b>	19%	81%	<b>100%</b>
Behaviour Support	27	63	<b>90</b>	30%	70%	<b>100%</b>
Community nursing care for high needs	3	35	<b>38</b>	8%	92%	<b>100%</b>
Development of daily living and life skills	21	138	<b>159</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	47	119	<b>166</b>	28%	72%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	13	64	<b>77</b>	17%	83%	<b>100%</b>
Innovative Community Participation	9	21	<b>30</b>	30%	70%	<b>100%</b>
Specialised Driving Training	3	8	<b>11</b>	27%	73%	<b>100%</b>
Therapeutic Supports	179	299	<b>478</b>	37%	63%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	10	39	<b>49</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	2	13	<b>15</b>	13%	87%	<b>100%</b>
Vehicle Modifications	4	26	<b>30</b>	13%	87%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	14	88	<b>102</b>	14%	86%	<b>100%</b>
Support Coordination	8	40	<b>48</b>	17%	83%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	49	<b>54</b>	9%	91%	<b>100%</b>
Specialised Supported Employment	4	34	<b>38</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>293</b>	<b>905</b>	<b>1,198</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

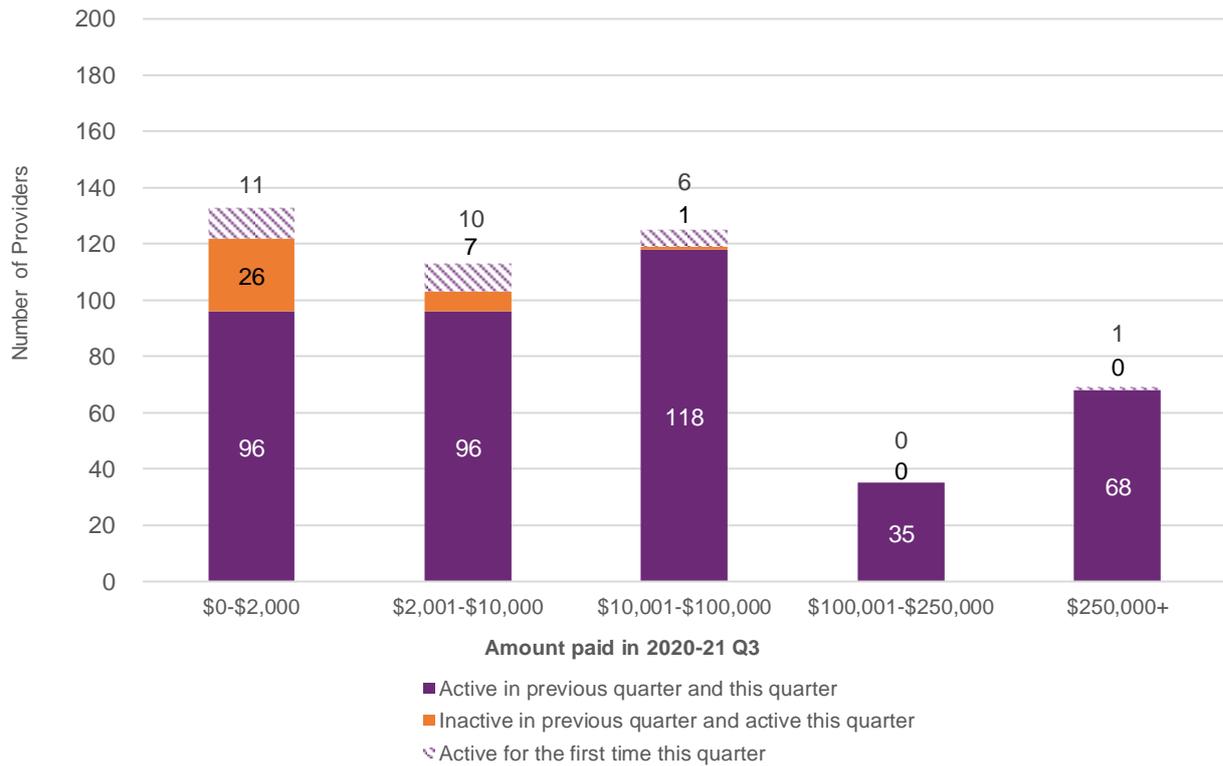
**Table K.64 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Tasmania**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	16	3	19	16%
Specialist Disability Accommodation	9	0	9	0%
Vehicle Modifications	7	0	7	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	66	5	71	7%
Support Coordination	18	4	22	18%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	17	1	18	6%
Specialised Supported Employment	20	3	23	13%
<b>Total</b>	<b>447</b>	<b>28</b>	<b>475</b>	<b>6%</b>

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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	9	62	71	13%	87%	100%
Support Coordination	2	20	22	9%	91%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>123</b>	<b>352</b>	<b>475</b>	<b>26%</b>	<b>74%</b>	<b>100%</b>

**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** <sup>542</sup>



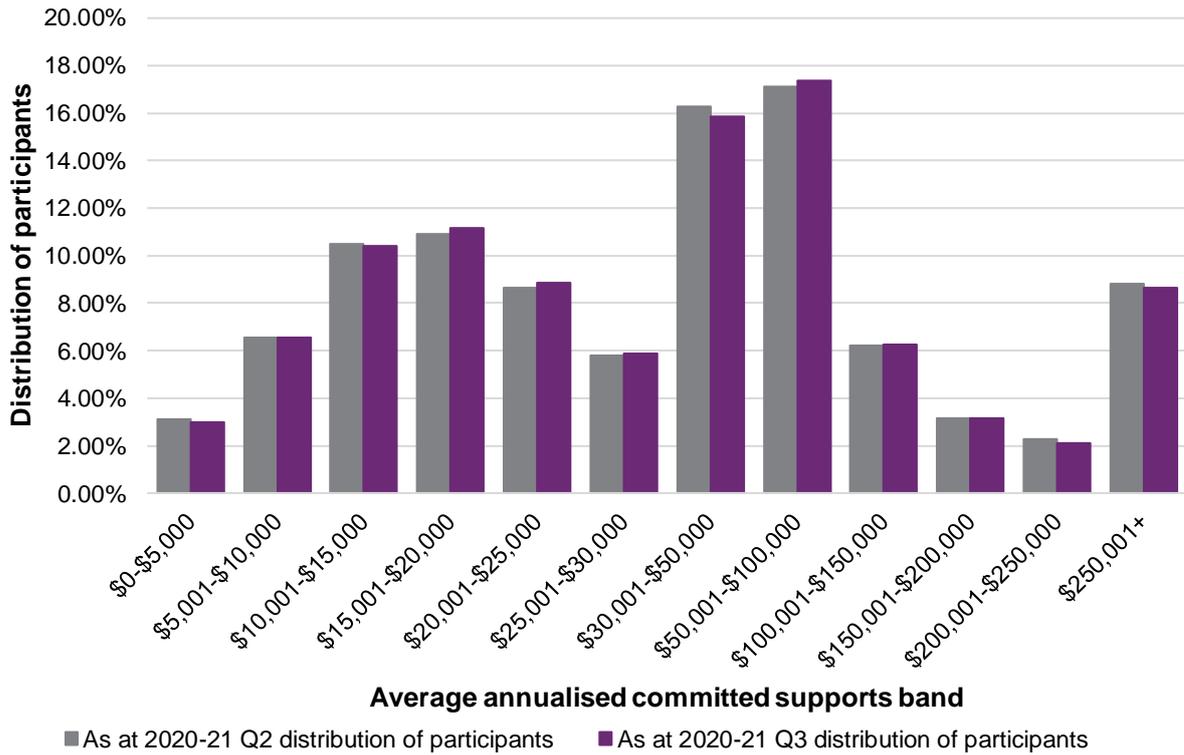
## Part Five: Financial sustainability

**Table K.66 Committed supports by financial year (\$m) – Tasmania**

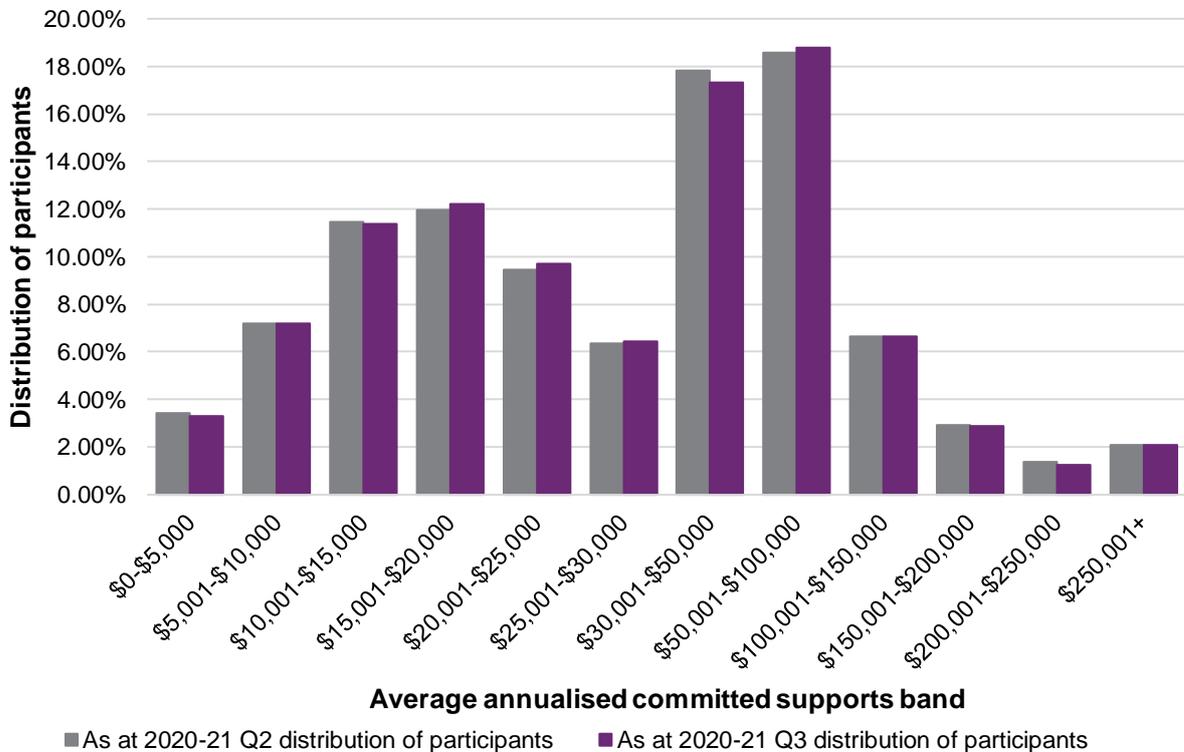
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	17.3	50.1	65.0	99.3	189.3	392.7	662.1	615.6

<sup>542</sup> 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.

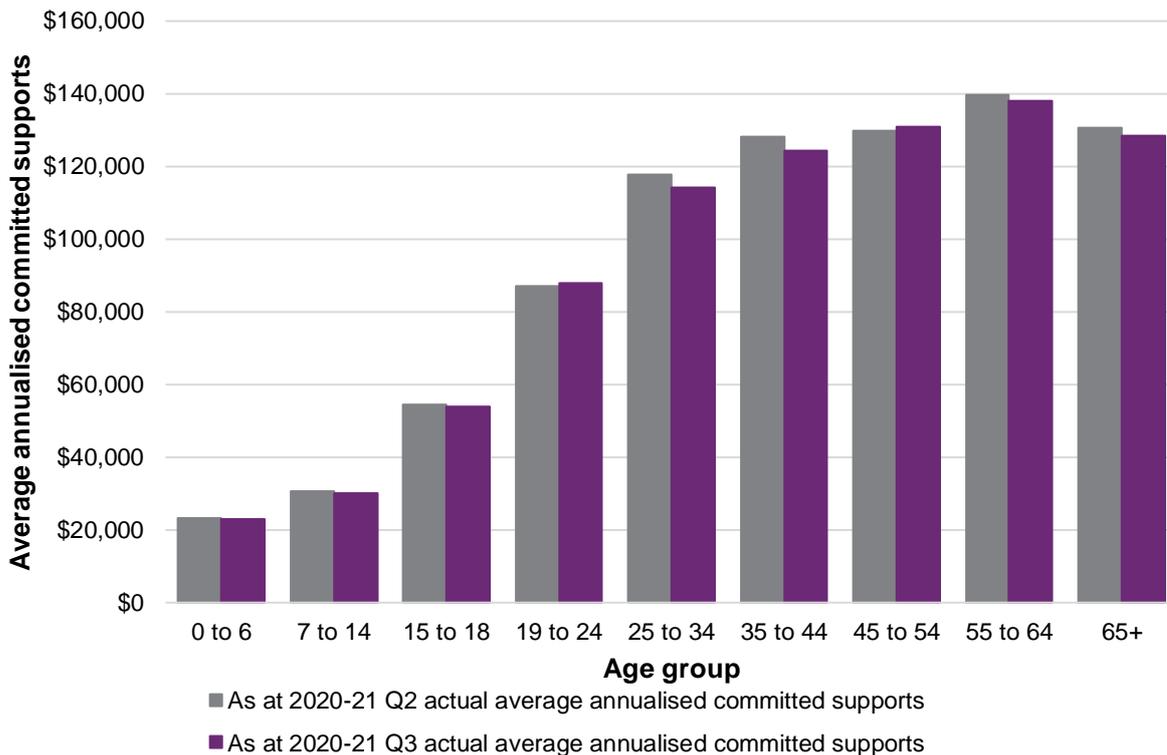
**Figure K.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania**



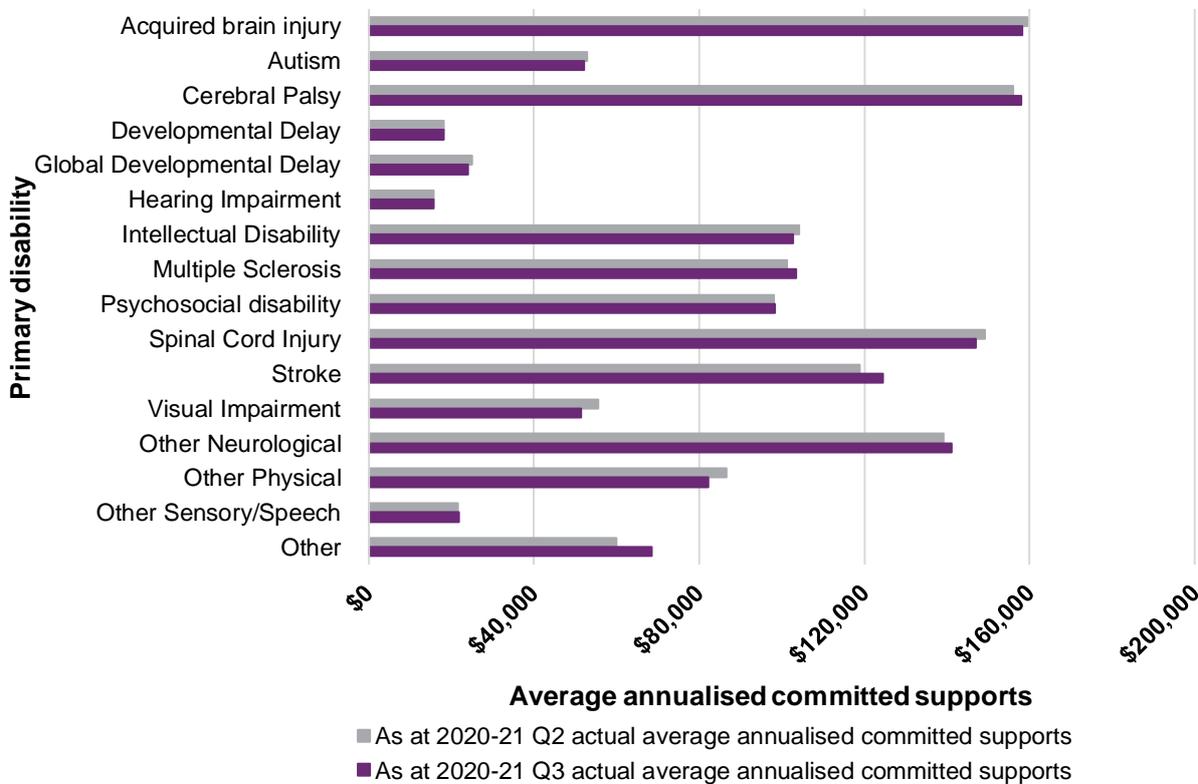
**Figure K.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania**



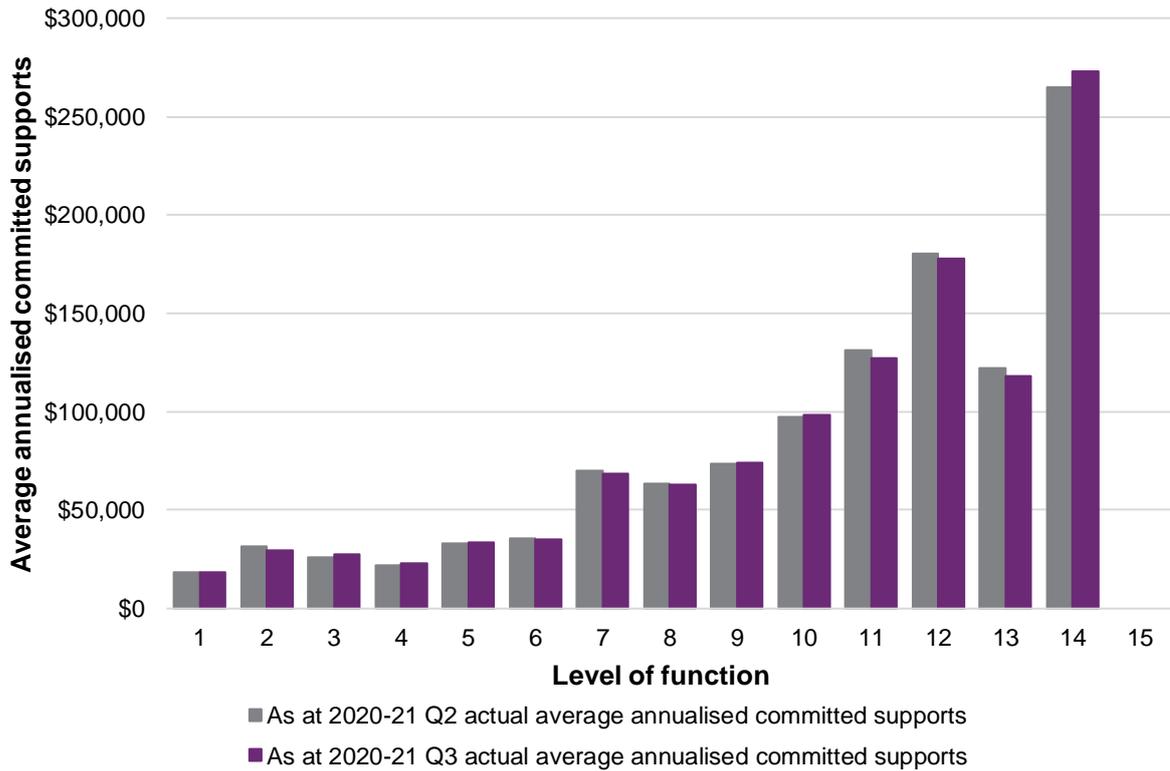
**Figure K.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania**



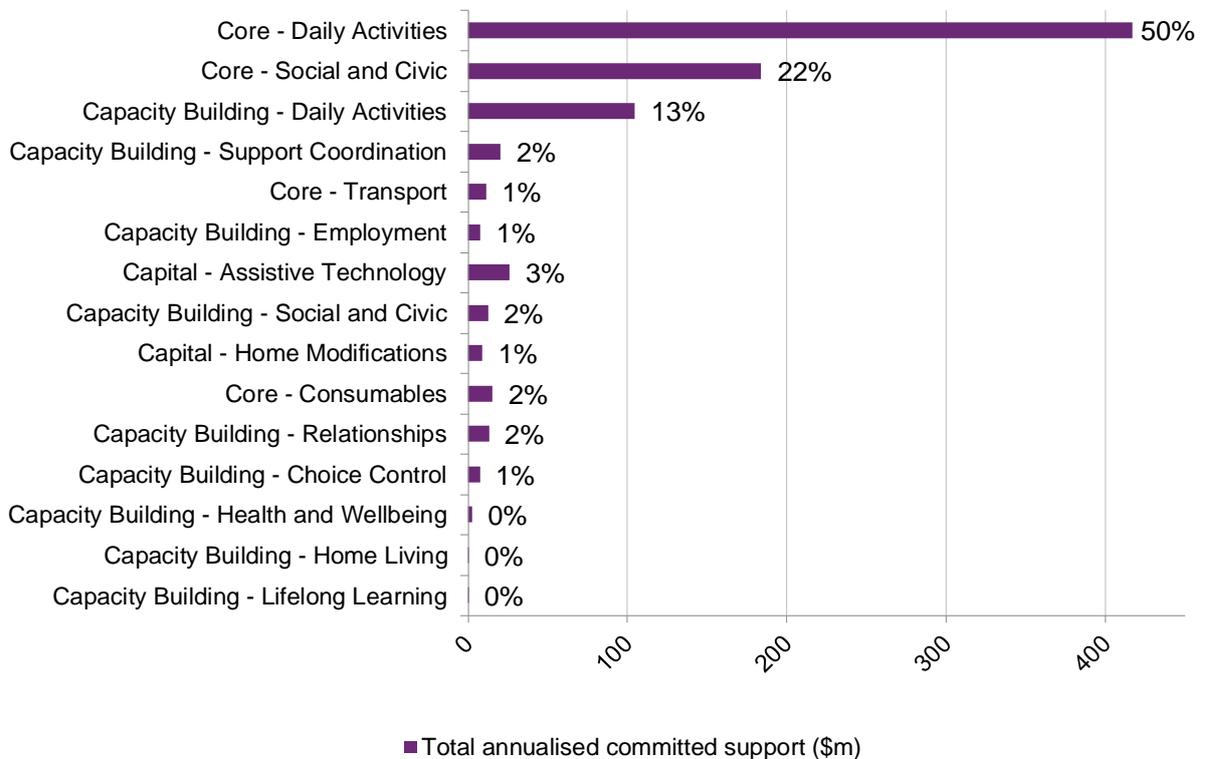
**Figure K.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Tasmania**



**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**<sup>543</sup>



**Figure K.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania**

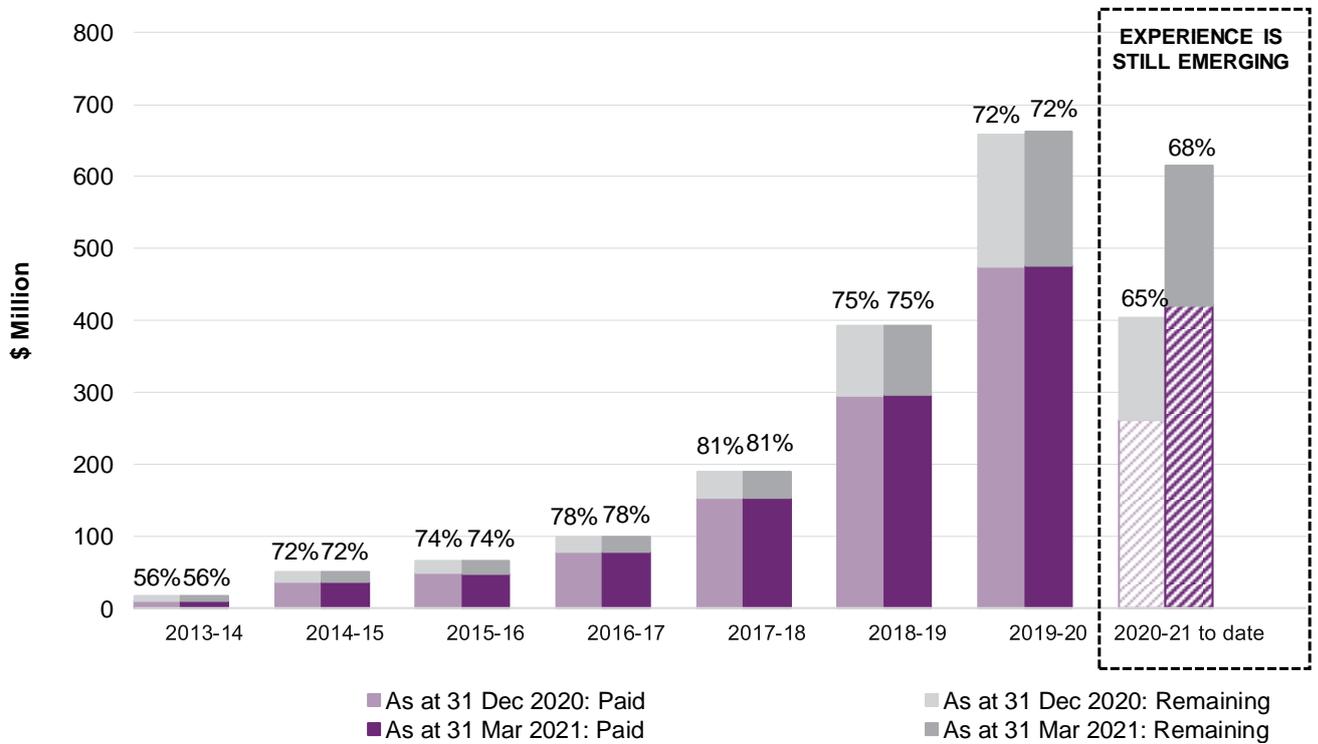


<sup>543</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

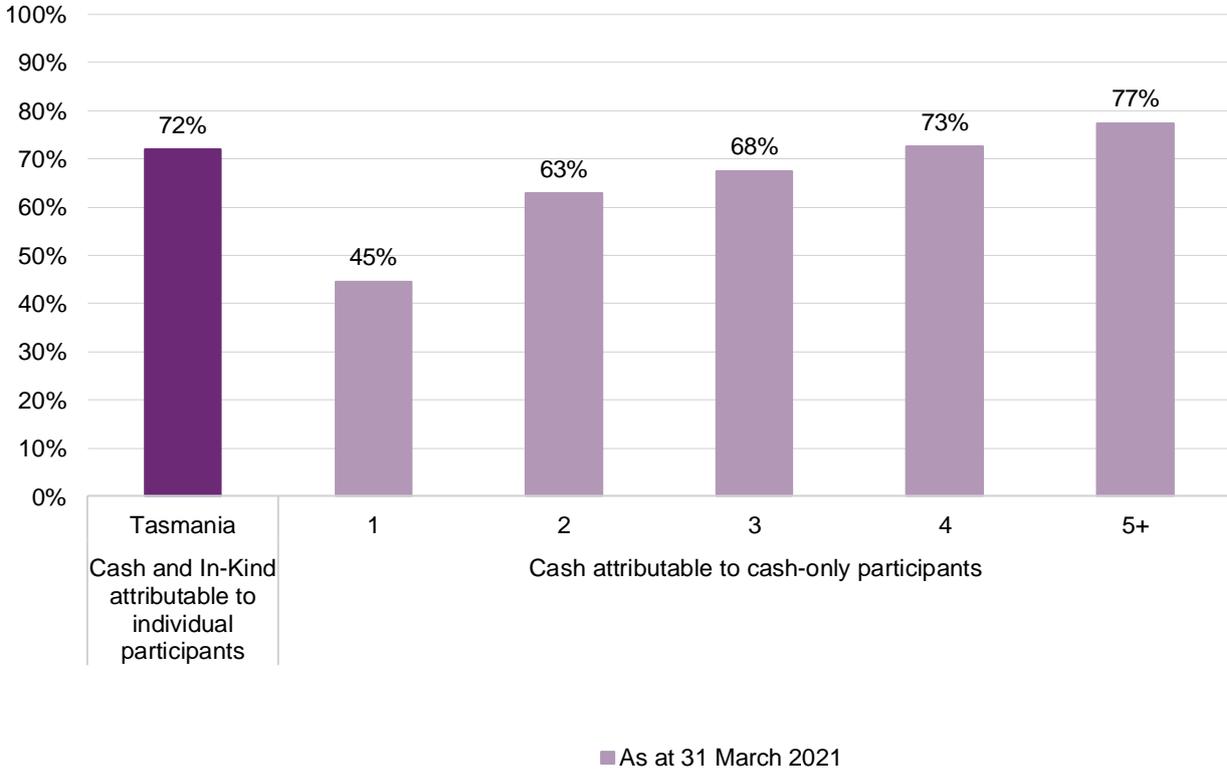
**Table K.67 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania**

	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%

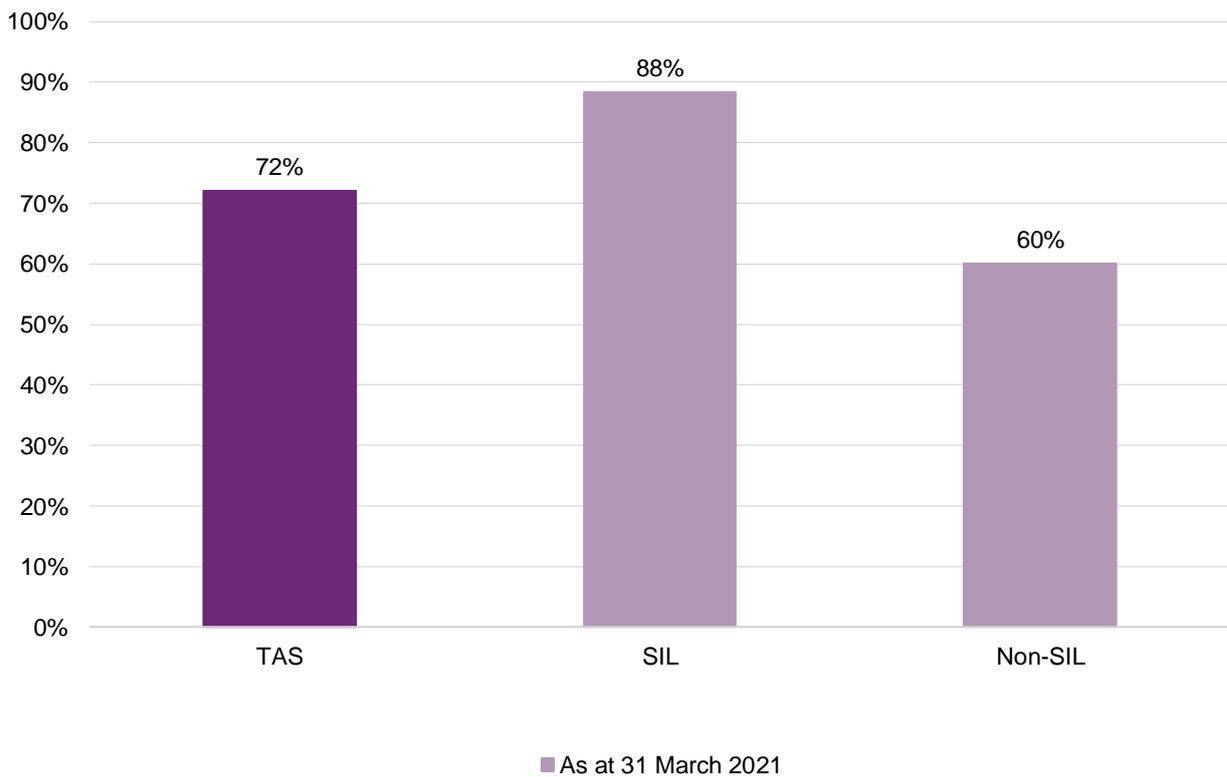
**Figure K.29 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Tasmania**



**Figure K.30 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Tasmania** <sup>544</sup>



**Figure K.31 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Tasmania** <sup>545</sup>



<sup>544</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>545</sup> 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 <sup>546</sup>

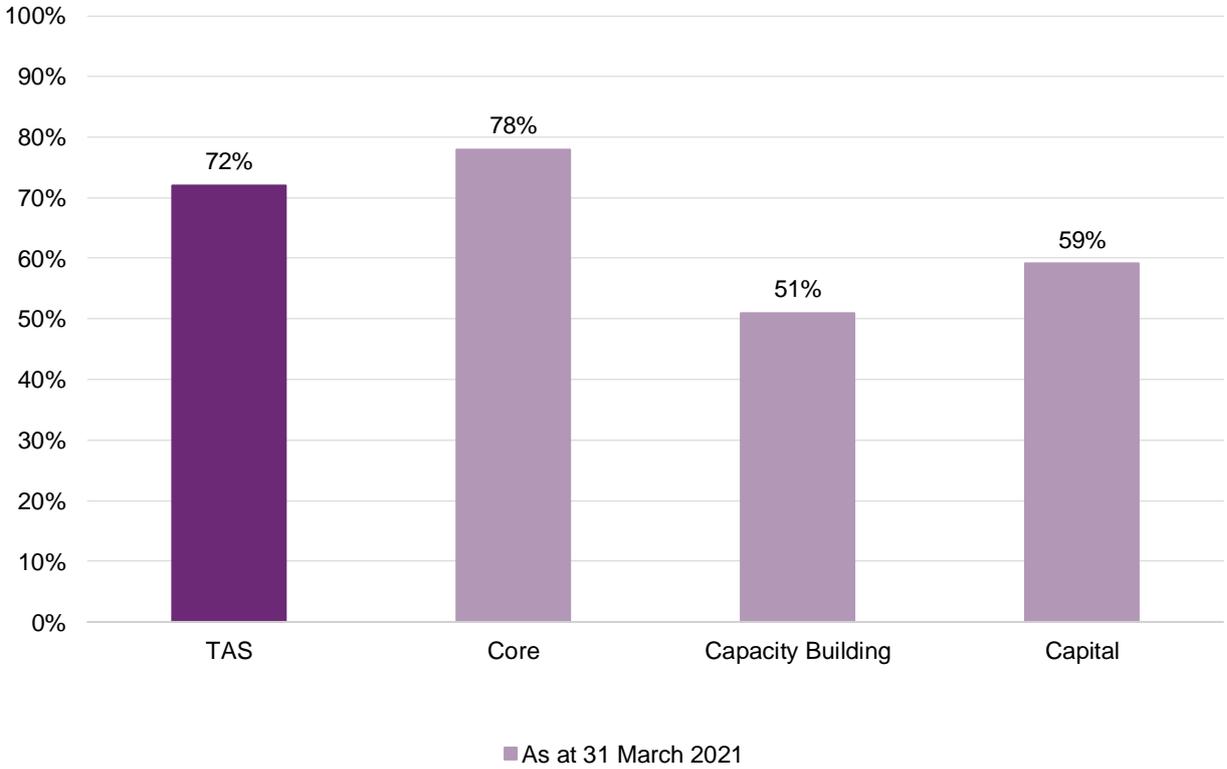
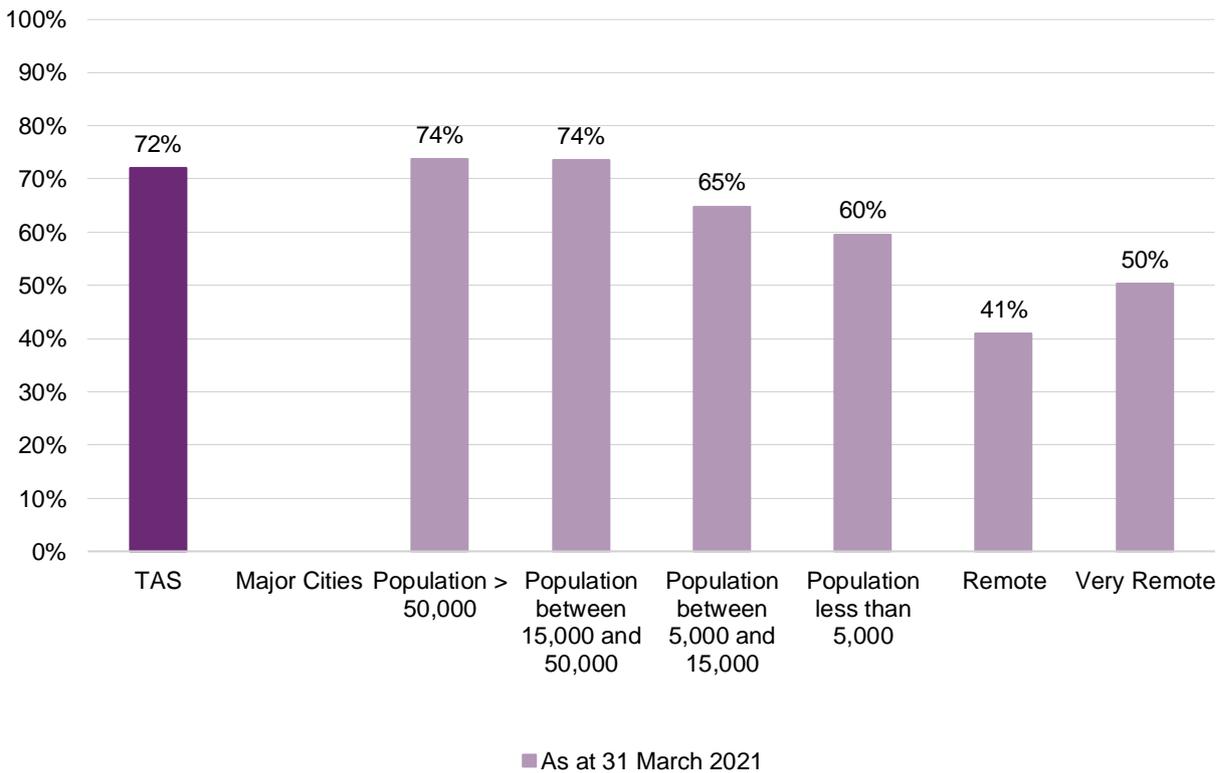


Figure K.33 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Tasmania <sup>547 548</sup>



<sup>546</sup> Ibid.

<sup>547</sup> Ibid.

<sup>548</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L: Australian Capital Territory

## Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory <sup>549</sup>

	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 <sup>550</sup>

	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

<sup>549</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>550</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table L.4 Cumulative numbers of active participants by services previously received – Australian Capital Territory** <sup>551 552</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	0	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19	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** <sup>553 554 555 556</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,962	3,752	0	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19	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** <sup>557</sup>

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	
<b>Total</b>	<b>9,423</b>	<b>83%</b>	<b>296</b>	<b>79%</b>	<b>9,719</b>	<b>83%</b>

<sup>551</sup> This table shows the total numbers of active participants at the end of each period.

<sup>552</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>553</sup> This table shows the total numbers of active participants at the end of each period.

<sup>554</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>555</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>556</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>557</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher 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** <sup>558</sup>

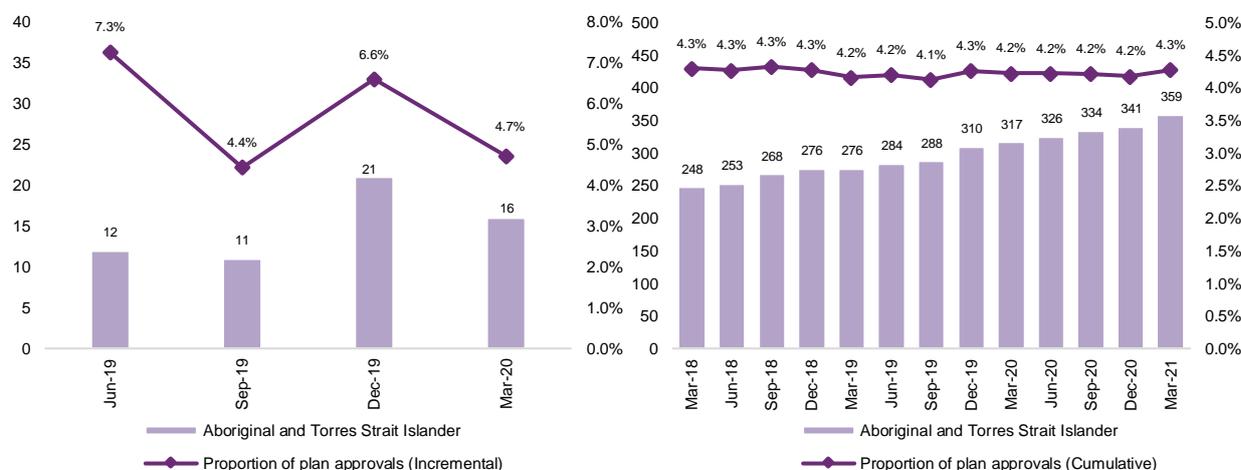
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	220	95%	<11		225	94%
Autism	2,508	96%	83	97%	2,591	96%
Cerebral Palsy	301	95%	<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%
<b>Total</b>	<b>9,423</b>	<b>83%</b>	<b>296</b>	<b>79%</b>	<b>9,719</b>	<b>83%</b>

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

**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	339	4.2%	20	6.9%	<b>359</b>	<b>4.3%</b>
Not Aboriginal and Torres Strait Islander	6,680	82.5%	220	75.9%	<b>6,900</b>	<b>82.3%</b>
Not Stated	1,076	13.3%	50	17.2%	<b>1,126</b>	<b>13.4%</b>
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>559 560</sup>



<sup>558</sup> Ibid.

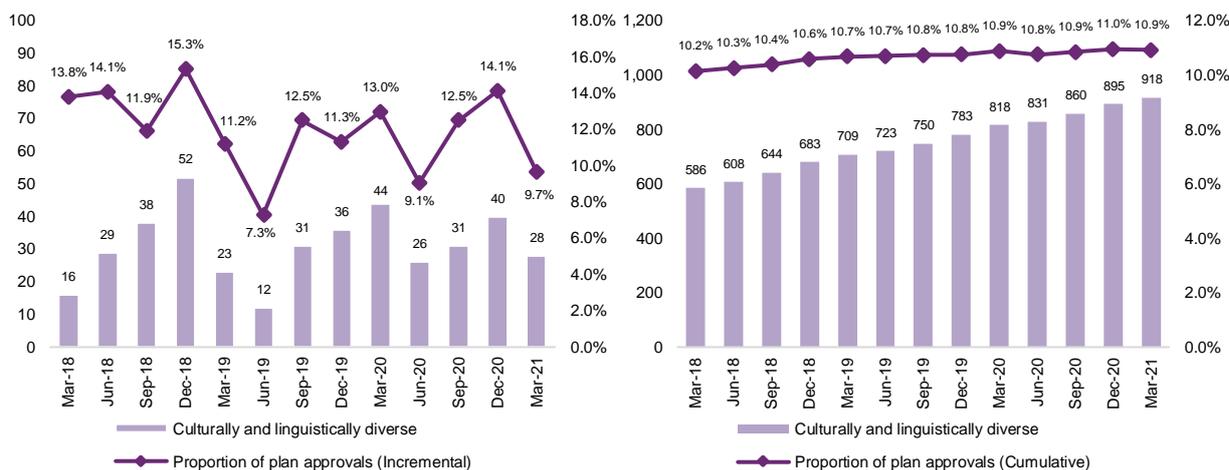
<sup>559</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>560</sup> 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%	<b>918</b>	<b>10.9%</b>
Not culturally and linguistically diverse	7,129	88.1%	262	90.3%	<b>7,391</b>	<b>88.1%</b>
Not stated	76	0.9%	<11		<b>76</b>	<b>0.9%</b>
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>561</sup>



**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**<sup>562 563</sup>

	Total
Age group	N
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**<sup>564</sup>



<sup>561</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>562</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>563</sup> There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

<sup>564</sup> 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** <sup>565 566</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Major cities	8,083	99.9%	290	100.0%	<b>8,373</b>	<b>99.9%</b>
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	
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

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** <sup>567 568 569</sup>

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%
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

<sup>565</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

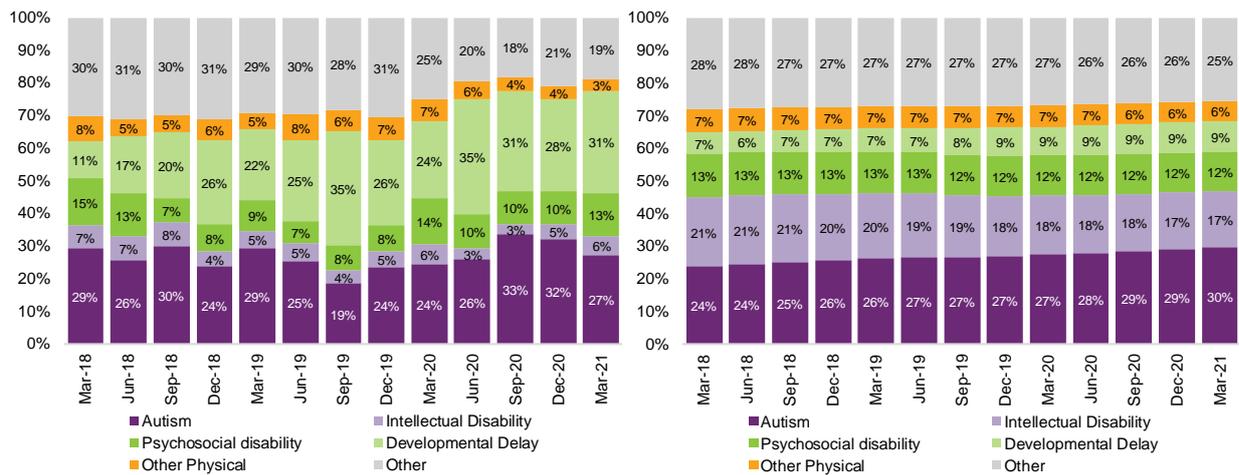
<sup>566</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>567</sup> Table order based on national proportions (highest to lowest).

<sup>568</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>569</sup> 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** <sup>570</sup>



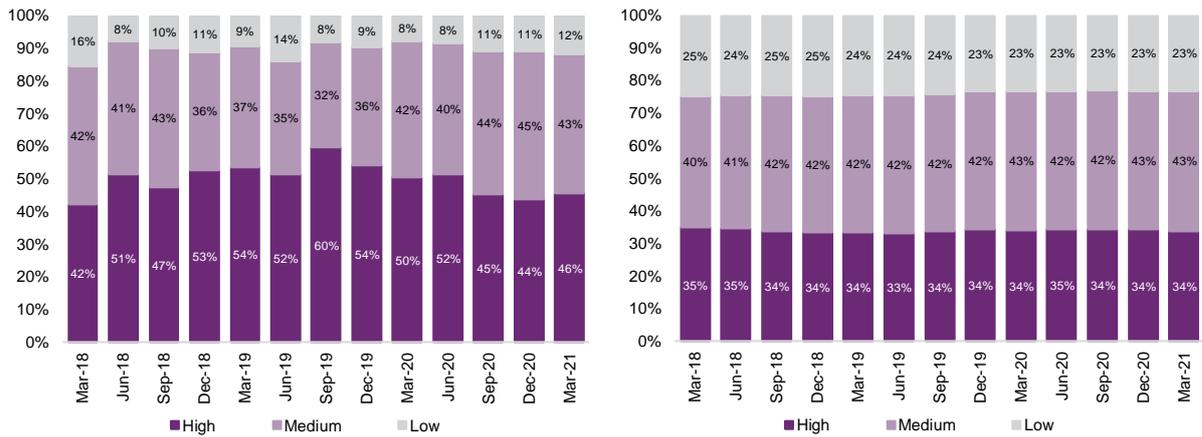
**Table L.13 Participant profile per quarter by level of function – Australian Capital Territory** <sup>571</sup>

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	
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

<sup>570</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>571</sup> The distributions are calculated excluding participants with a missing level of function.

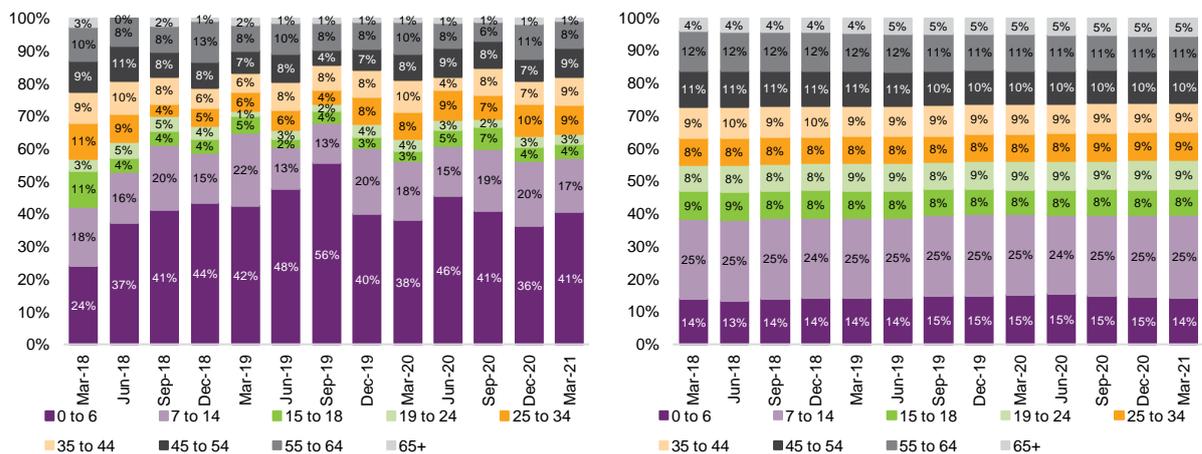
**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>572</sup>



**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%
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

**Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>573</sup>



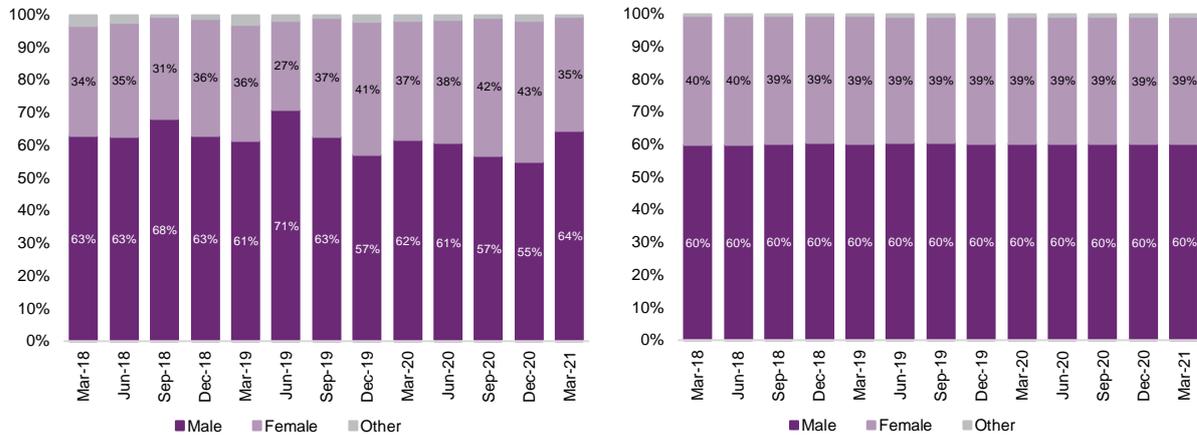
<sup>572</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>573</sup> Ibid.

**Table L.15 Participant profile per quarter by gender – Australian Capital Territory**

Gender	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Male	4,856	60%	187	64%	<b>5,043</b>	<b>60%</b>
Female	3,165	39%	101	35%	<b>3,266</b>	<b>39%</b>
Other	74	1%	<11		<b>76</b>	<b>1%</b>
<b>Total</b>	<b>8,095</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>8,385</b>	<b>100%</b>

**Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>574</sup>



**Table L.16 Participation rates by age group – Australian Capital Territory** <sup>575</sup>

	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%
<b>Total (aged 0-64)</b>	<b>2.15%</b>

<sup>574</sup> Ibid.

<sup>575</sup> 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 <sup>576</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>1,373</b>	<b>653</b>	<b>954</b>	<b>1,170</b>	<b>813</b>	<b>4,963</b>
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
<b>Total Family</b>	<b>388</b>	<b>401</b>	<b>709</b>	<b>882</b>	<b>603</b>	<b>2,983</b>
<b>Total</b>	<b>1,761</b>	<b>1,054</b>	<b>1,663</b>	<b>2,052</b>	<b>1,416</b>	<b>7,946</b>

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%

<sup>576</sup> 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 Territory<sup>577</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	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%

<sup>577</sup> 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 Territory**<sup>578</sup>

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%

<sup>578</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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**

579

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%

<sup>579</sup> 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 <sup>580</sup>**

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%

<sup>580</sup> 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 SFOF 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 SFOF 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 <sup>581</sup>**

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%	

<sup>581</sup> 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 <sup>582</sup>**

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 <sup>583</sup>**

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%	

<sup>582</sup> 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.

<sup>583</sup> 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** <sup>584</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	56	141	140	33	46	144	65	57	<b>198</b>
Autism	442	2,110	1,011	892	1,154	1,545	175	513	<b>2,501</b>
Cerebral Palsy	74	226	174	63	54	173	62	66	<b>282</b>
Developmental Delay	126	731	343	476	318	320	9	0	<b>793</b>
Down Syndrome	48	189	137	41	60	162	58	96	<b>227</b>
Global Developmental Delay	22	156	79	111	75	70	1	0	<b>173</b>
Hearing Impairment	97	304	103	94	62	204	67	84	<b>427</b>
Intellectual Disability	263	931	547	303	364	780	264	389	<b>1,195</b>
Multiple Sclerosis	65	141	138	12	25	110	72	46	<b>192</b>
Psychosocial disability	244	628	698	211	234	743	387	343	<b>1,025</b>
Spinal Cord Injury	20	47	42	14	6	39	21	21	<b>68</b>
Stroke	32	94	69	9	21	73	28	24	<b>120</b>
Visual Impairment	51	148	73	42	14	116	45	52	<b>171</b>
Other Neurological	89	268	211	60	66	223	101	67	<b>353</b>
Other Physical	117	397	340	64	69	303	128	90	<b>518</b>
Other Sensory/Speech	25	69	31	36	31	39	4	4	<b>87</b>
Other	21	44	27	7	10	37	20	13	<b>55</b>
<b>Total</b>	<b>1,792</b>	<b>6,624</b>	<b>4,163</b>	<b>2,468</b>	<b>2,609</b>	<b>5,081</b>	<b>1,507</b>	<b>1,865</b>	<b>8,385</b>

**Table L.44 Number of goals in active plans by goal type and primary disability – Australian Capital Territory** <sup>585</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	65	222	166	38	53	162	75	59	<b>840</b>
Autism	512	4,261	1,198	1,105	1,375	1,828	178	541	<b>10,998</b>
Cerebral Palsy	92	412	207	74	59	201	66	68	<b>1,179</b>
Developmental Delay	140	1,756	420	606	365	333	9	0	<b>3,629</b>
Down Syndrome	50	336	153	50	63	186	58	98	<b>994</b>
Global Developmental Delay	25	393	94	146	83	79	1	0	<b>821</b>
Hearing Impairment	109	472	116	105	69	244	70	87	<b>1,272</b>
Intellectual Disability	294	1,590	635	364	409	915	276	418	<b>4,901</b>
Multiple Sclerosis	70	207	180	12	26	124	76	48	<b>743</b>
Psychosocial disability	292	846	856	230	253	839	415	361	<b>4,092</b>
Spinal Cord Injury	24	69	52	16	6	50	24	22	<b>263</b>
Stroke	36	160	82	9	23	84	29	25	<b>448</b>
Visual Impairment	58	233	81	46	14	141	46	52	<b>671</b>
Other Neurological	104	428	264	78	68	250	112	72	<b>1,376</b>
Other Physical	137	610	418	68	73	339	138	98	<b>1,881</b>
Other Sensory/Speech	27	118	39	39	39	46	4	5	<b>317</b>
Other	25	72	35	9	11	39	22	14	<b>227</b>
<b>Total</b>	<b>2,060</b>	<b>12,185</b>	<b>4,996</b>	<b>2,995</b>	<b>2,989</b>	<b>5,860</b>	<b>1,599</b>	<b>1,968</b>	<b>34,652</b>

<sup>584</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>585</sup> 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** <sup>586</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	190	1,105	562	736	502	525	8	0	<b>1,202</b>
7 to 14	334	1,896	706	798	979	1,147	37	19	<b>2,133</b>
15 to 18	142	541	265	216	253	435	38	199	<b>665</b>
19 to 24	175	565	334	193	167	452	148	470	<b>750</b>
25 to 34	181	510	402	151	160	498	222	388	<b>722</b>
35 to 44	223	515	481	133	162	513	256	290	<b>748</b>
45 to 54	208	571	551	117	157	585	309	281	<b>833</b>
55 to 64	228	613	565	88	165	633	350	185	<b>892</b>
65+	111	308	297	36	64	293	139	33	<b>440</b>
<b>Total</b>	<b>1,792</b>	<b>6,624</b>	<b>4,163</b>	<b>2,468</b>	<b>2,609</b>	<b>5,081</b>	<b>1,507</b>	<b>1,865</b>	<b>8,385</b>

**Table L.46 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>587</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	206	2,721	687	950	571	564	8	0	<b>5,707</b>
7 to 14	386	4,151	857	998	1,165	1,361	38	19	<b>8,975</b>
15 to 18	162	907	301	252	308	507	39	207	<b>2,683</b>
19 to 24	207	831	384	229	180	515	151	507	<b>3,004</b>
25 to 34	207	759	457	170	176	584	233	409	<b>2,995</b>
35 to 44	260	724	580	145	176	588	274	306	<b>3,053</b>
45 to 54	242	806	677	120	170	681	330	292	<b>3,318</b>
55 to 64	267	860	685	93	178	717	376	194	<b>3,370</b>
65+	123	426	368	38	65	343	150	34	<b>1,547</b>
<b>Total</b>	<b>2,060</b>	<b>12,185</b>	<b>4,996</b>	<b>2,995</b>	<b>2,989</b>	<b>5,860</b>	<b>1,599</b>	<b>1,968</b>	<b>34,652</b>

<sup>586</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

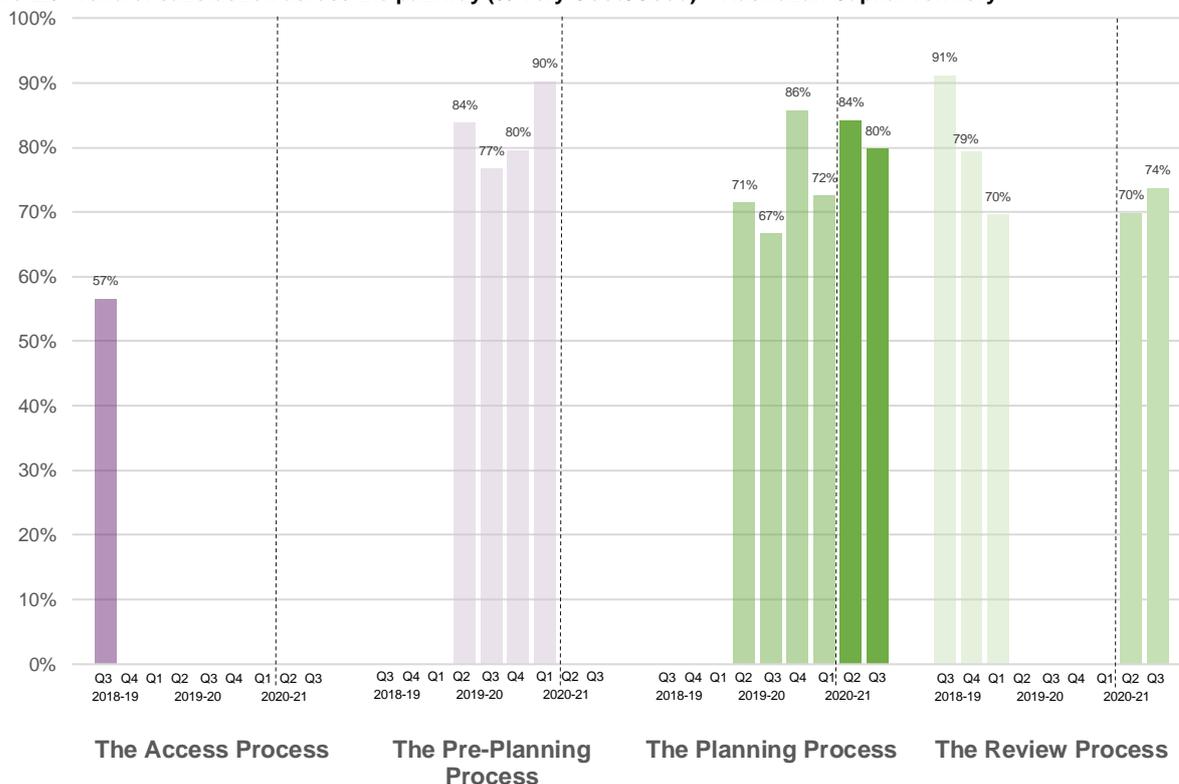
<sup>587</sup> Participants have set over six million goals in total across Australia since July 2016. The 34,652 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

**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 <sup>588</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 20</b>	<b>n = 12</b>
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
<b>Pre-planning</b>	<b>n = 19</b>	<b>n = 14</b>
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
<b>Planning</b>	<b>n = 82</b>	<b>n = 84</b>
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%
<b>Plan review</b>	<b>n = 391</b>	<b>n = 406</b>
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%

<sup>588</sup> 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.

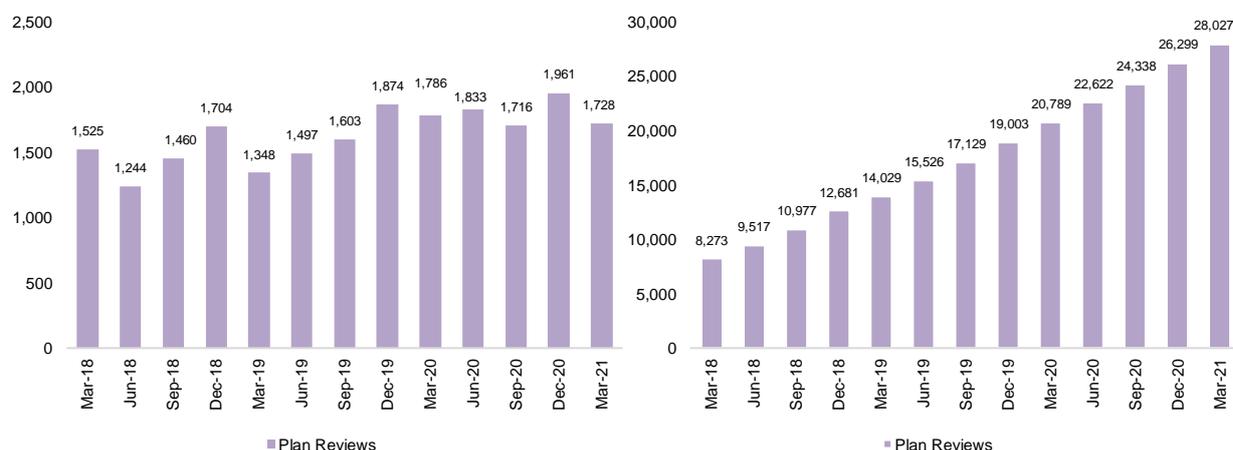
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>589 590 591</sup>



**Table L.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory** <sup>592</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>26,299</b>	<b>1,728</b>	<b>28,027</b>
<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**



<sup>589</sup> 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.

<sup>590</sup> 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.

<sup>591</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>592</sup> 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.

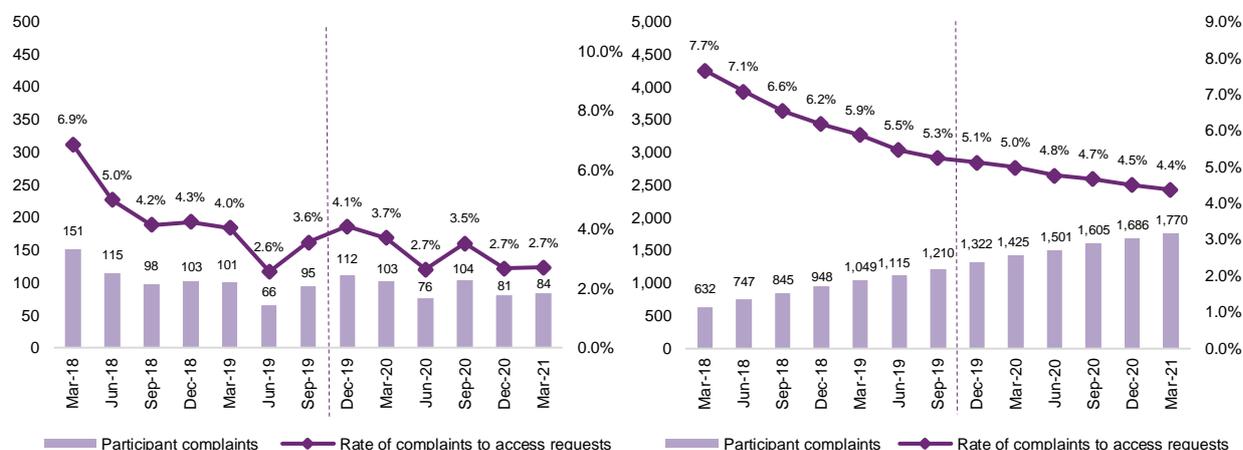
Table L.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 <sup>593 594 595</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
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
<b>Total</b>	<b>2,021</b>	<b>84</b>	<b>2,105</b>	<b>1,210</b>
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



<sup>593</sup> Note that 64% of all complainants made only one complaint, 21% made two complaints and 15% made three or more complaints.

<sup>594</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>595</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

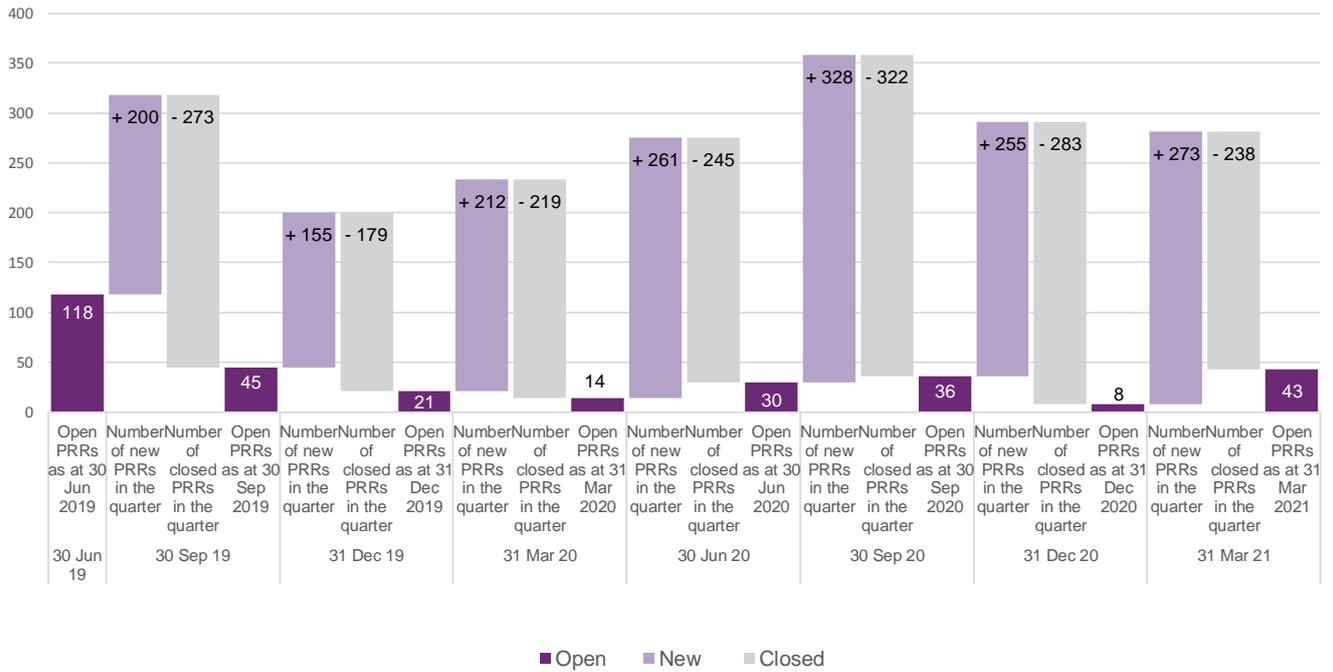
**Table L.50 Complaints by type ('My Feedback' tile) – Australian Capital Territory**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>80</b>	
<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%)
<b>Total</b>	<b>1,359</b>	
<i>Unclassified</i>	<b>171</b>	
<b>Participants total</b>	<b>1,610</b>	

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%)
<b>Total</b>	<b>3</b>		<b>0</b>		<b>3</b>	
<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%)
<b>Total</b>	<b>15</b>		<b>7</b>		<b>22</b>	
<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%)
<b>Total</b>	<b>15</b>		<b>4</b>		<b>19</b>	
<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%)
<b>Total</b>	<b>334</b>		<b>53</b>		<b>387</b>	
<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%)
<b>Total</b>	<b>50</b>		<b>14</b>		<b>64</b>	
<i>Unclassified</i>	<b>0</b>		<b>0</b>		<b>0</b>	
<b>Participants total</b>	<b>417</b>		<b>78</b>		<b>495</b>	

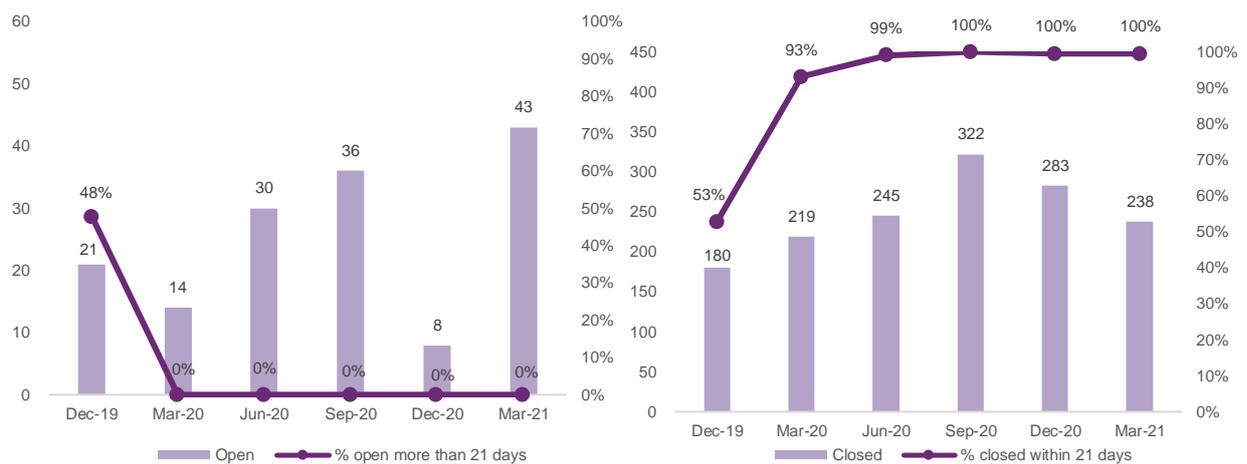
**Figure L.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Australian Capital Territory**<sup>596</sup>



**Table L.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory**<sup>597</sup>

	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**<sup>598</sup>

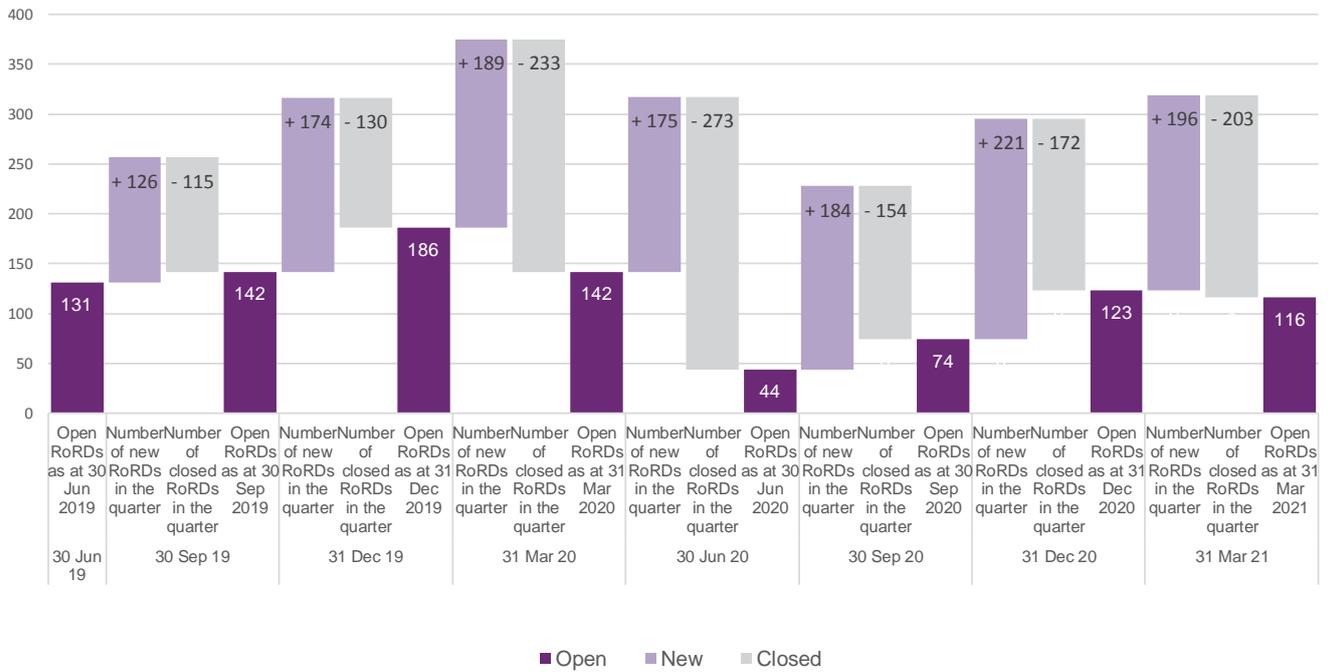


<sup>596</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>597</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>598</sup> 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.

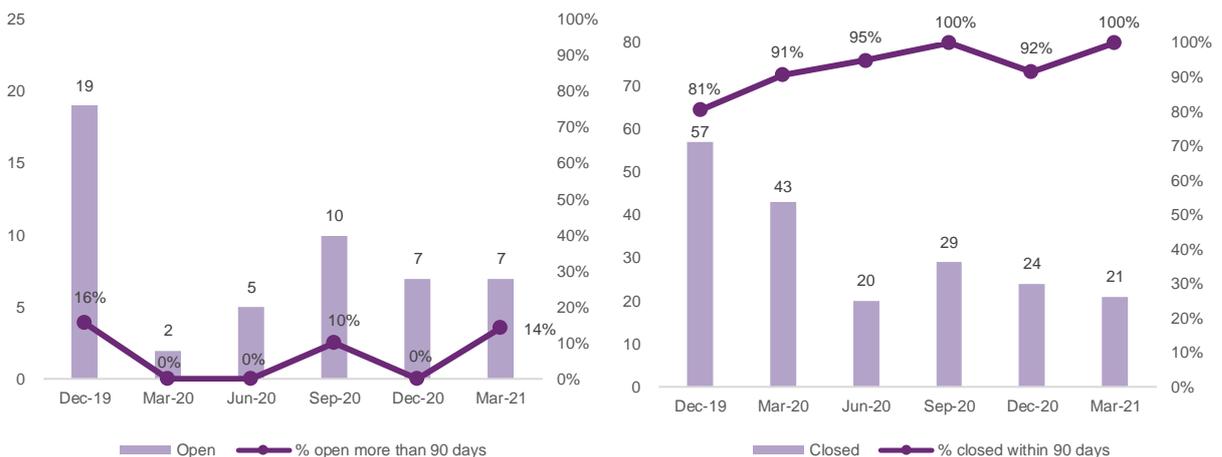
**Figure L.13 RoRDs received and closed by quarter and open at the end of each quarter – Australian Capital Territory**



**Table L.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory<sup>599 600</sup>**

	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<sup>601</sup>**

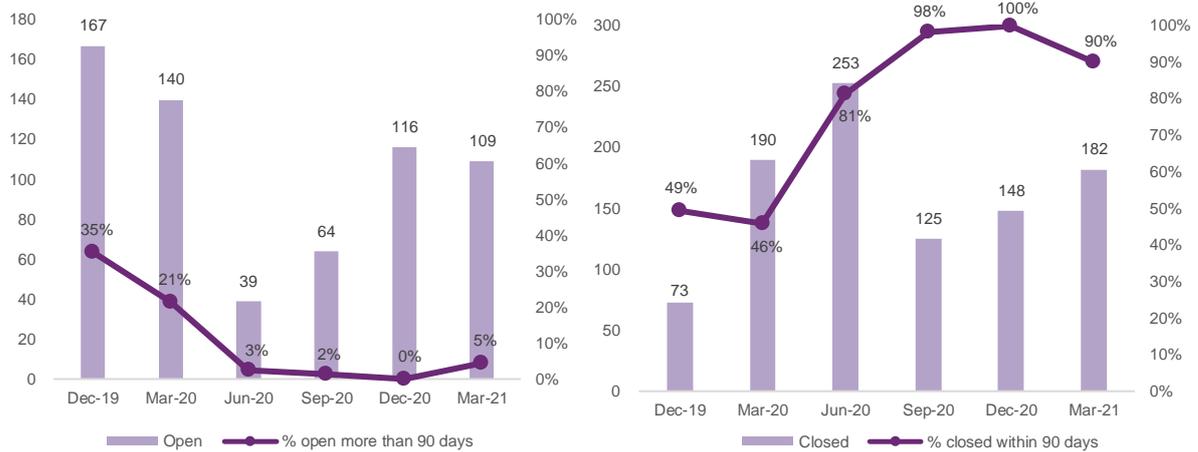


<sup>599</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>600</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>601</sup> Numbers of open and closed RoRDs have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data.

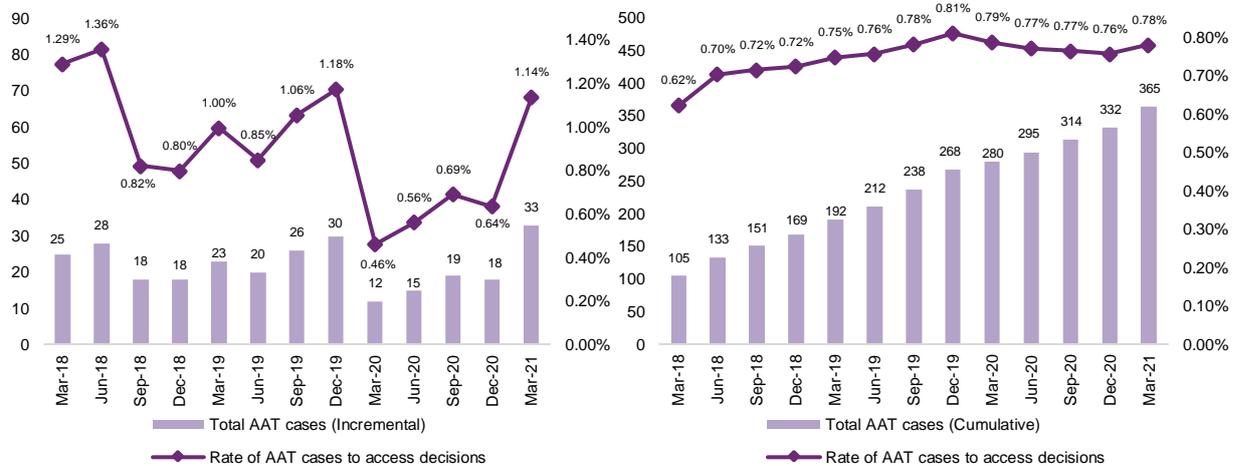
**Figure L.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory** <sup>602</sup>



**Table L.54 AAT Cases by category – Australian Capital Territory** <sup>603</sup>

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%
<b>Total</b>	<b>332</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>365</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.76%</b>		<b>1.14%</b>		<b>0.78%</b>	

**Figure L.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



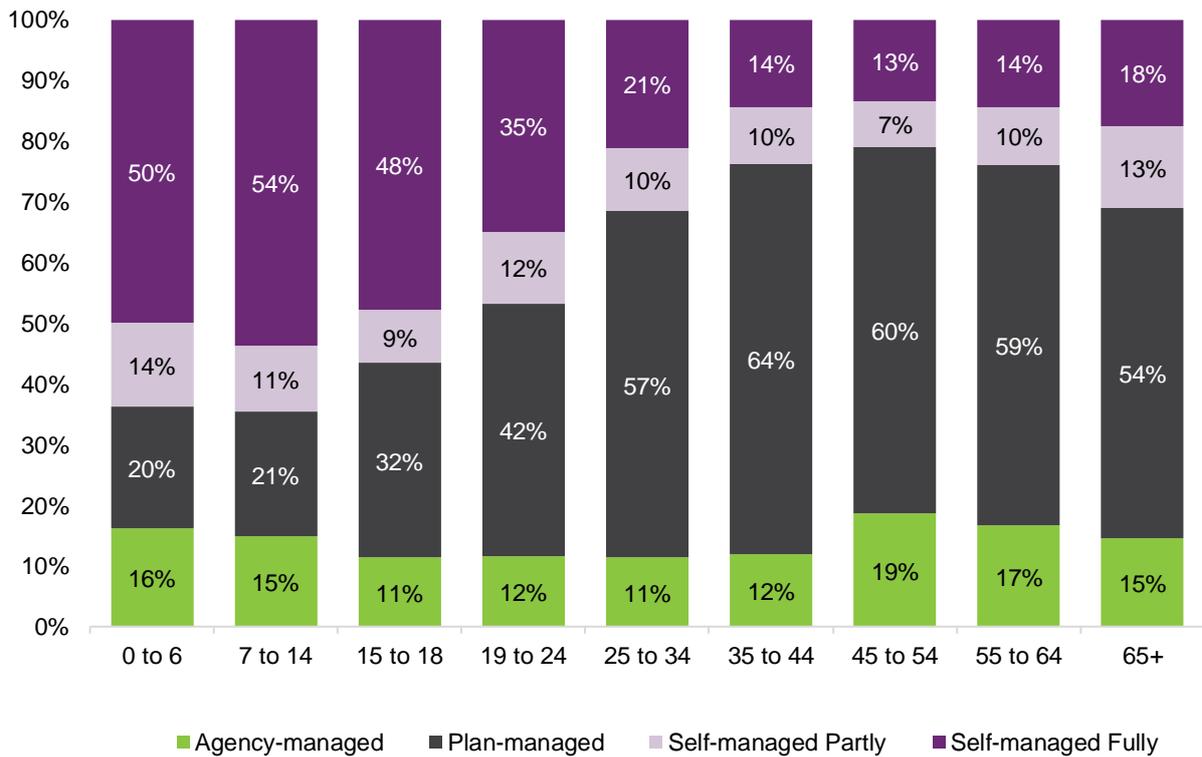
**Table L.55 AAT cases by open/closed and decision – Australian Capital Territory**

	N
<b>AAT Cases</b>	<b>365</b>
<b>Open AAT Cases</b>	<b>87</b>
<b>Closed AAT Cases</b>	<b>278</b>
<i>Resolved before hearing</i>	272
<i>Gone to hearing and received a substantive decision</i>	<11

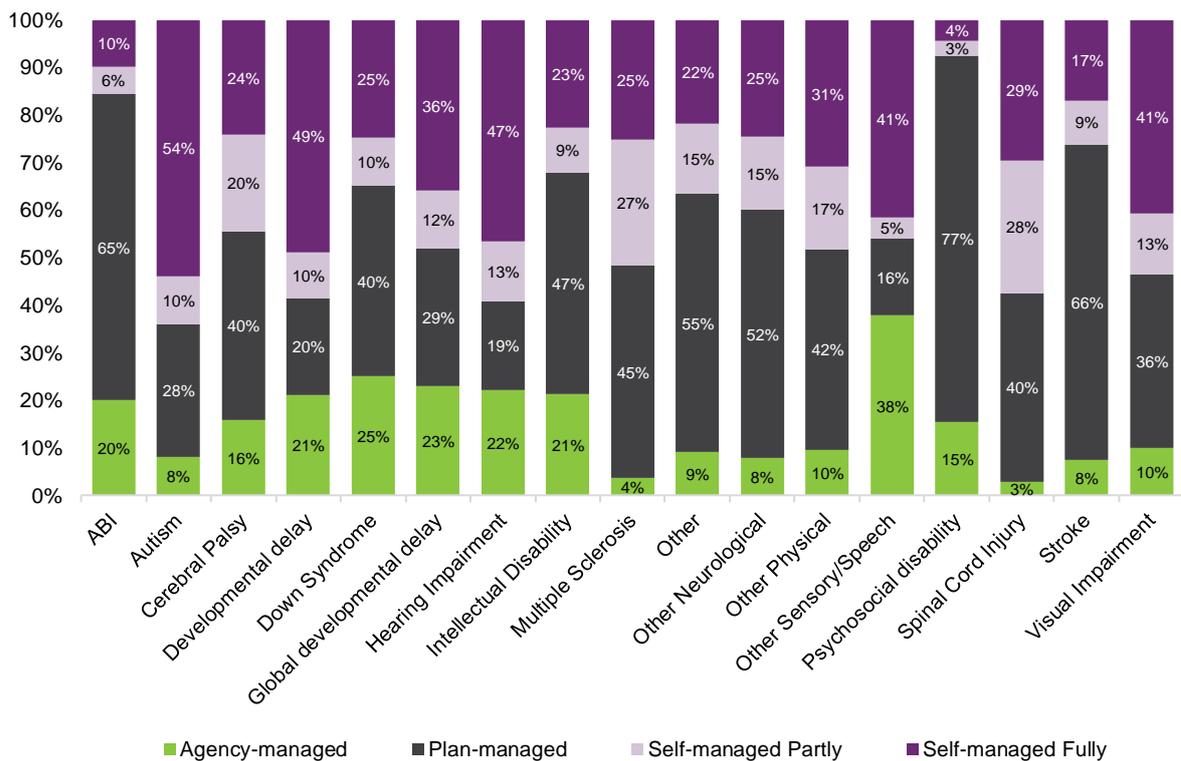
<sup>602</sup> Ibid.

<sup>603</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure L.17 Distribution of active participants by method of financial plan management and age group as at 31 March 2021 – Australian Capital Territory** <sup>604 605</sup>



**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** <sup>606 607</sup>



<sup>604</sup> For the total number of active participants in each age group, see Table L.14.

<sup>605</sup> 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.

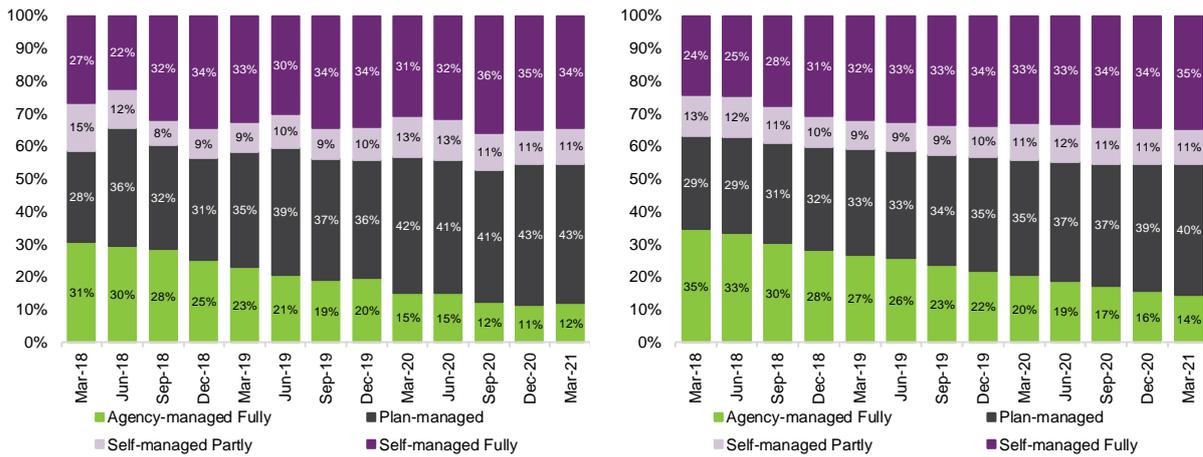
<sup>606</sup> For the total number of active participants in each primary disability group, see Table L.12.

<sup>607</sup> 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** <sup>608</sup>

	Prior Quarters	2020-21 Q3	Total
Self-managed fully	35%	34%	<b>35%</b>
Self-managed partly	11%	11%	<b>11%</b>
Plan-managed	39%	43%	<b>40%</b>
Agency-managed	15%	12%	<b>14%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.19 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>609</sup>



**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%	<b>19%</b>
Plan-managed	41%	48%	<b>42%</b>
Agency-managed	40%	27%	<b>39%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.20 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>608</sup> Ibid.

<sup>609</sup> 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 <sup>610</sup>**

	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
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%
<b>Activated within 90 days</b>	<b>3,592</b>	<b>80%</b>	<b>213</b>	<b>87%</b>	<b>3,805</b>	<b>80%</b>
90 to 119 days	158	4%	5	2%	163	3%
120 days and over	575	13%	14	6%	589	12%
<b>Activated after 90 days</b>	<b>733</b>	<b>16%</b>	<b>19</b>	<b>8%</b>	<b>752</b>	<b>16%</b>
No payments	163	4%	13	5%	176	4%
<b>Total plans approved</b>	<b>4,488</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,733</b>	<b>100%</b>

**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
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	282	303	93%
Not Aboriginal and Torres Strait Islander	5,802	6,049	96%
Not Stated	884	940	94%
<b>Total</b>	<b>6,968</b>	<b>7,292</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	760	793	96%
Not CALD	6,132	6,423	95%
Not Stated	76	76	100%
<b>Total</b>	<b>6,968</b>	<b>7,292</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	6,957	7,281	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>6,968</b>	<b>7,292</b>	<b>96%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>6,968</b>	<b>7,292</b>	<b>96%</b>

<sup>610</sup> 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** <sup>611 612</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	22%
> 75%	43%
<b>Total</b>	<b>100%</b>

**Table L.62 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory** <sup>613</sup>

	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** <sup>614 615</sup>

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** <sup>616</sup>

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
<b>Active in 2020-21 Q3</b>	<b>399</b>
Inactive in 2020-21 Q3	781
<b>Active ever</b>	<b>1,180</b>

<sup>611</sup> 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.

<sup>612</sup> 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.

<sup>613</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>614</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>615</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>616</sup> 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** <sup>617</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	45	3	48	7%
Specialist Disability Accommodation	9	1	10	11%
Vehicle Modifications	26	1	27	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	119	10	129	8%
Support Coordination	43	0	43	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	47	3	50	6%
Specialised Supported Employment	26	2	28	8%
<b>Total approved active providers</b>	<b>1,153</b>	<b>27</b>	<b>1,180</b>	<b>2%</b>

<sup>617</sup> 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	17	<b>22</b>	23%	77%	<b>100%</b>
Assistance Animals	3	12	<b>15</b>	20%	80%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	9	100	<b>109</b>	8%	92%	<b>100%</b>
Assistance with travel/transport arrangements	8	78	<b>86</b>	9%	91%	<b>100%</b>
Daily Personal Activities	25	189	<b>214</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	8	106	<b>114</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	12	130	<b>142</b>	8%	92%	<b>100%</b>
Household tasks	51	172	<b>223</b>	23%	77%	<b>100%</b>
Interpreting and translation	4	17	<b>21</b>	19%	81%	<b>100%</b>
Participation in community, social and civic activities	26	198	<b>224</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	34	<b>38</b>	11%	89%	<b>100%</b>
Assistive products for household tasks	4	26	<b>30</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	23	236	<b>259</b>	9%	91%	<b>100%</b>
Communication and information equipment	7	52	<b>59</b>	12%	88%	<b>100%</b>
Customised Prosthetics	10	90	<b>100</b>	10%	90%	<b>100%</b>
Hearing Equipment	4	28	<b>32</b>	13%	88%	<b>100%</b>
Hearing Services	1	12	<b>13</b>	8%	92%	<b>100%</b>
Personal Mobility Equipment	22	118	<b>140</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	2	16	<b>18</b>	11%	89%	<b>100%</b>
Vision Equipment	4	23	<b>27</b>	15%	85%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	33	213	<b>246</b>	13%	87%	<b>100%</b>
Behaviour Support	22	71	<b>93</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	4	44	<b>48</b>	8%	92%	<b>100%</b>
Development of daily living and life skills	16	114	<b>130</b>	12%	88%	<b>100%</b>
Early Intervention supports for early childhood	61	129	<b>190</b>	32%	68%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	24	73	<b>97</b>	25%	75%	<b>100%</b>
Innovative Community Participation	10	31	<b>41</b>	24%	76%	<b>100%</b>
Specialised Driving Training	2	19	<b>21</b>	10%	90%	<b>100%</b>
Therapeutic Supports	160	349	<b>509</b>	31%	69%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	2	46	<b>48</b>	4%	96%	<b>100%</b>
Specialist Disability Accommodation	0	10	<b>10</b>	0%	100%	<b>100%</b>
Vehicle Modifications	3	24	<b>27</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	16	113	<b>129</b>	12%	88%	<b>100%</b>
Support Coordination	9	34	<b>43</b>	21%	79%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	46	<b>50</b>	8%	92%	<b>100%</b>
Specialised Supported Employment	2	26	<b>28</b>	7%	93%	<b>100%</b>
<b>Total</b>	<b>274</b>	<b>906</b>	<b>1,180</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

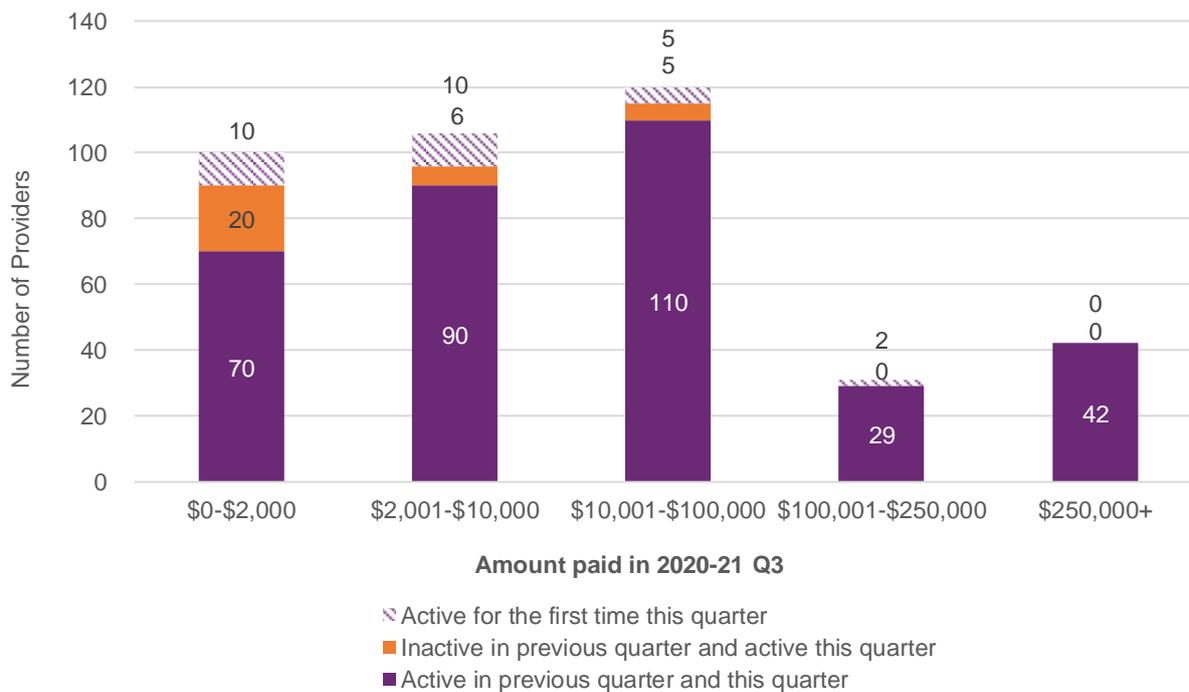
**Table L.67 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Australian Capital Territory**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	8	3	11	27%
Specialist Disability Accommodation	3	1	4	25%
Vehicle Modifications	3	1	4	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	75	10	85	12%
Support Coordination	4	0	4	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	18	3	21	14%
Specialised Supported Employment	14	2	16	13%
<b>Total</b>	<b>372</b>	<b>27</b>	<b>399</b>	<b>7%</b>

**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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	12	73	85	14%	86%	100%
Support Coordination	1	3	4	25%	75%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>68</b>	<b>331</b>	<b>399</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

**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 <sup>618</sup>**



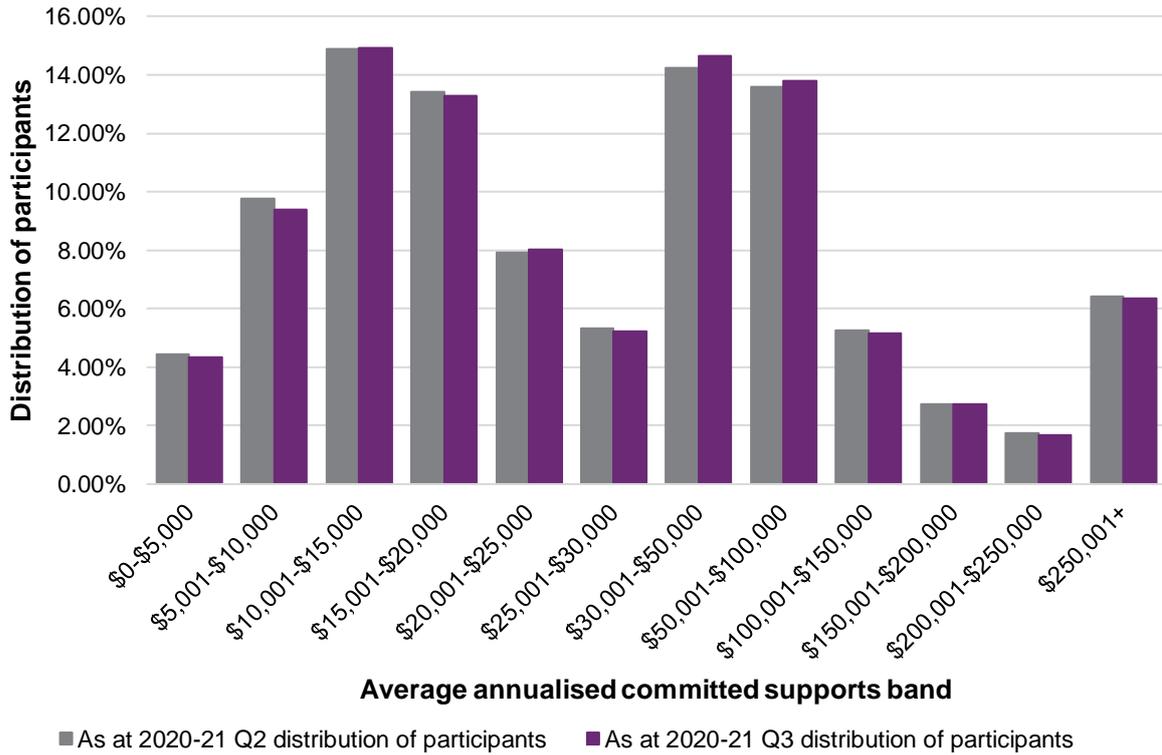
## Part Five: Financial sustainability

**Table L.69 Committed supports by financial year (\$m) – Australian Capital Territory**

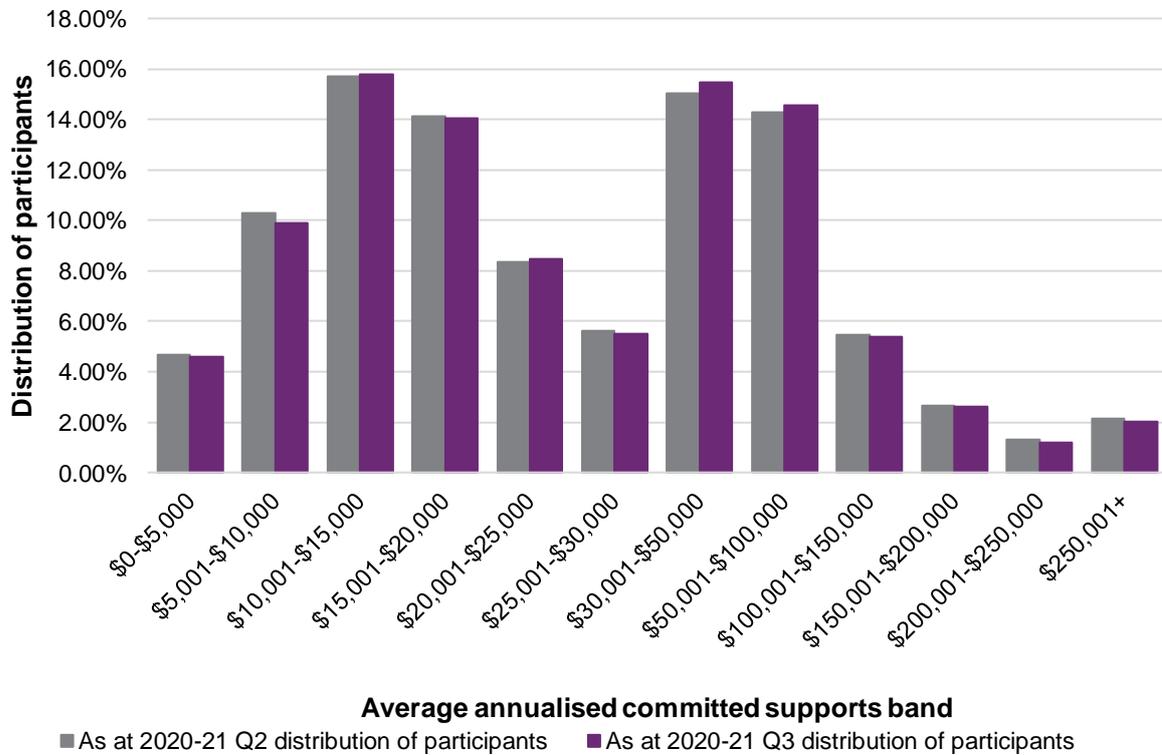
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	25.9	130.2	269.1	309.1	370.3	464.1	403.9

<sup>618</sup> 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.

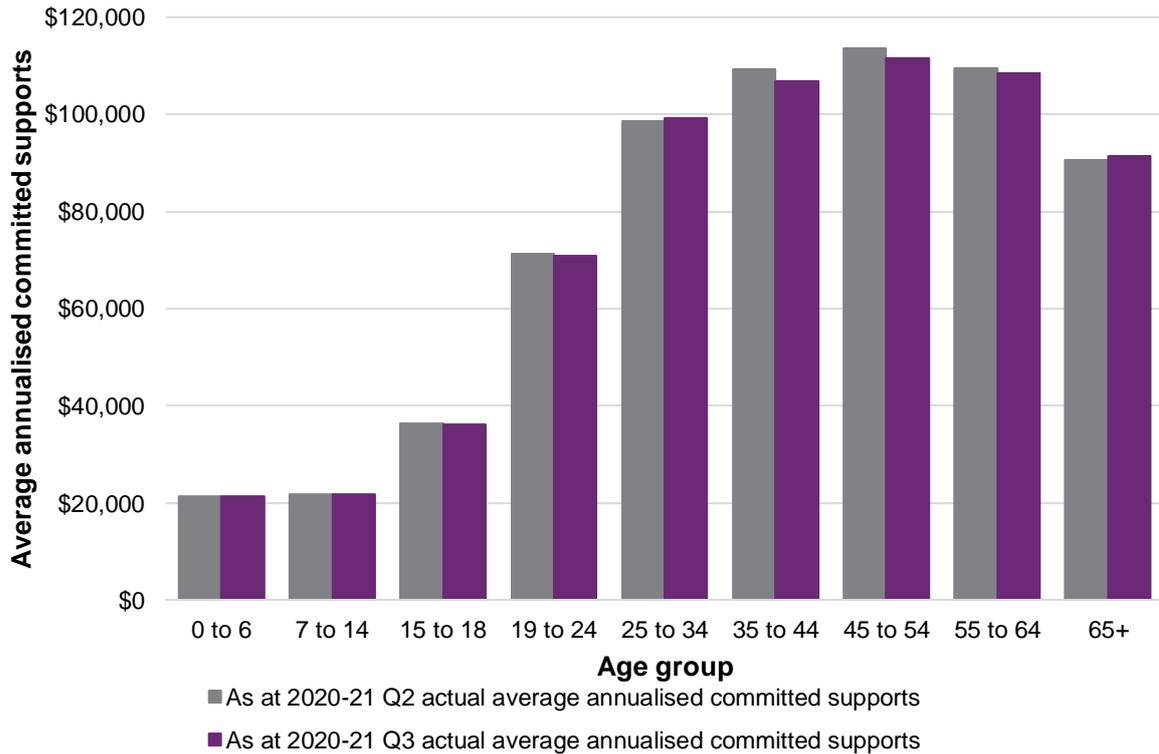
**Figure L.22 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory**



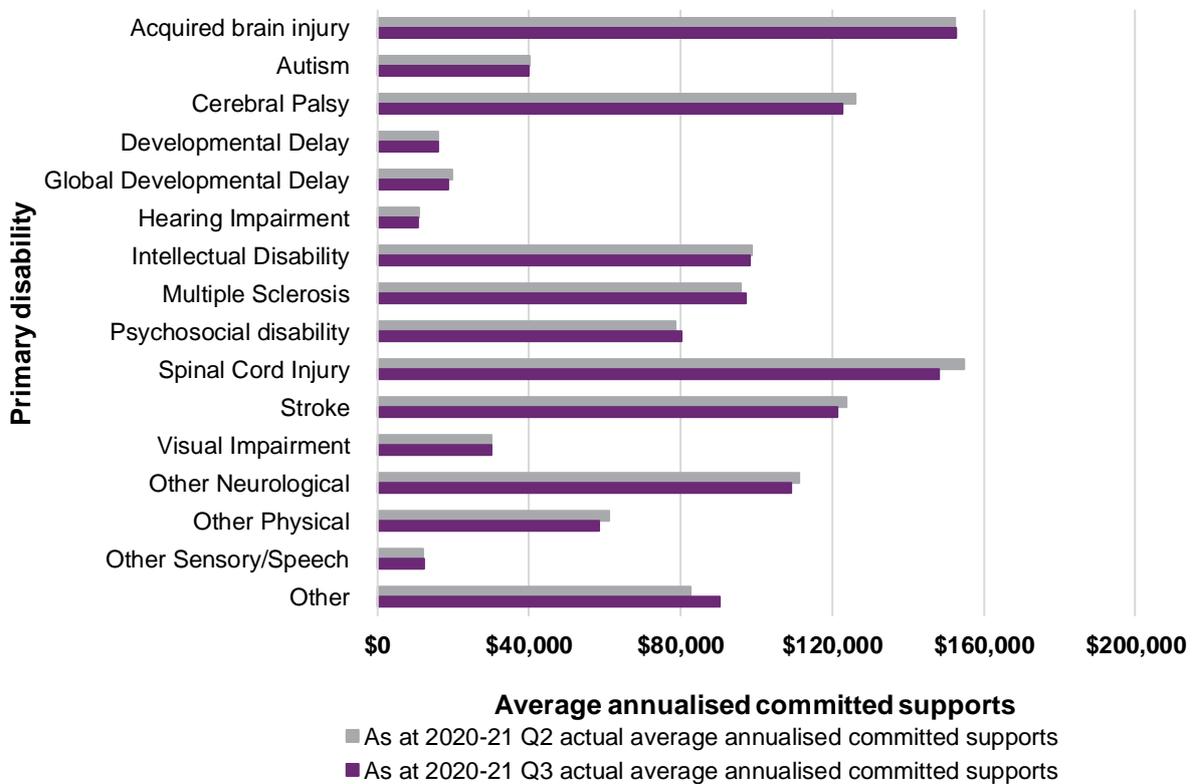
**Figure L.23 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory**



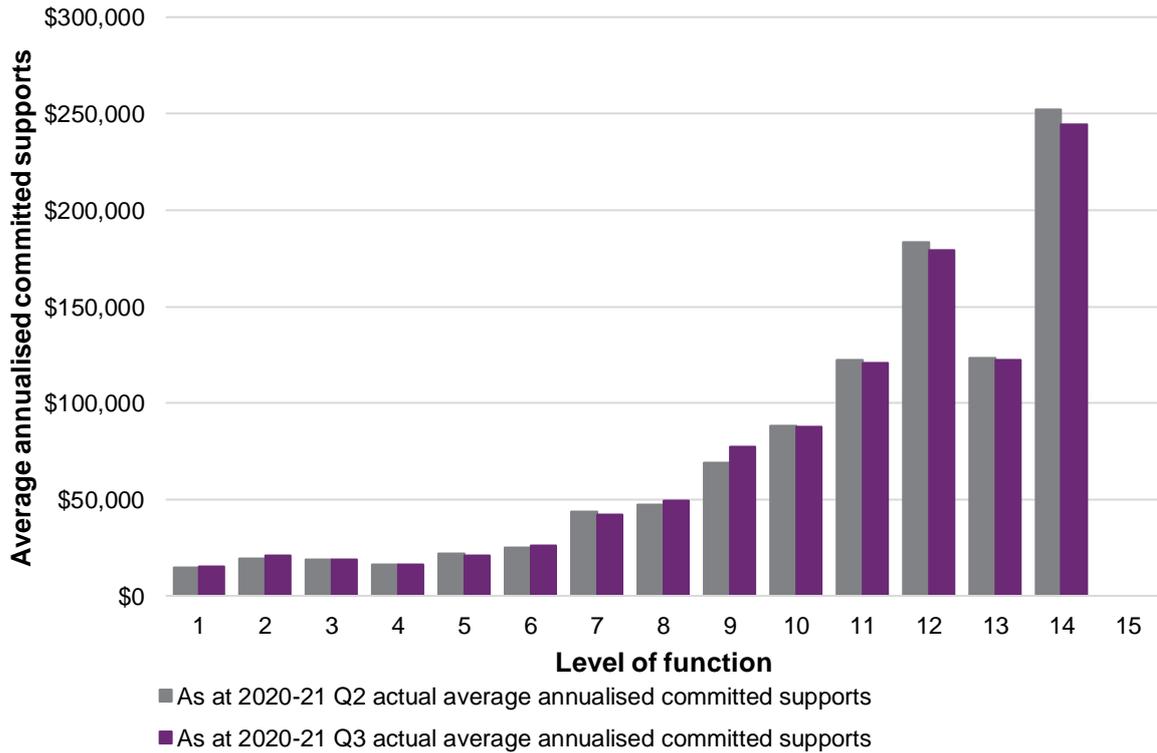
**Figure L.24 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital Territory**



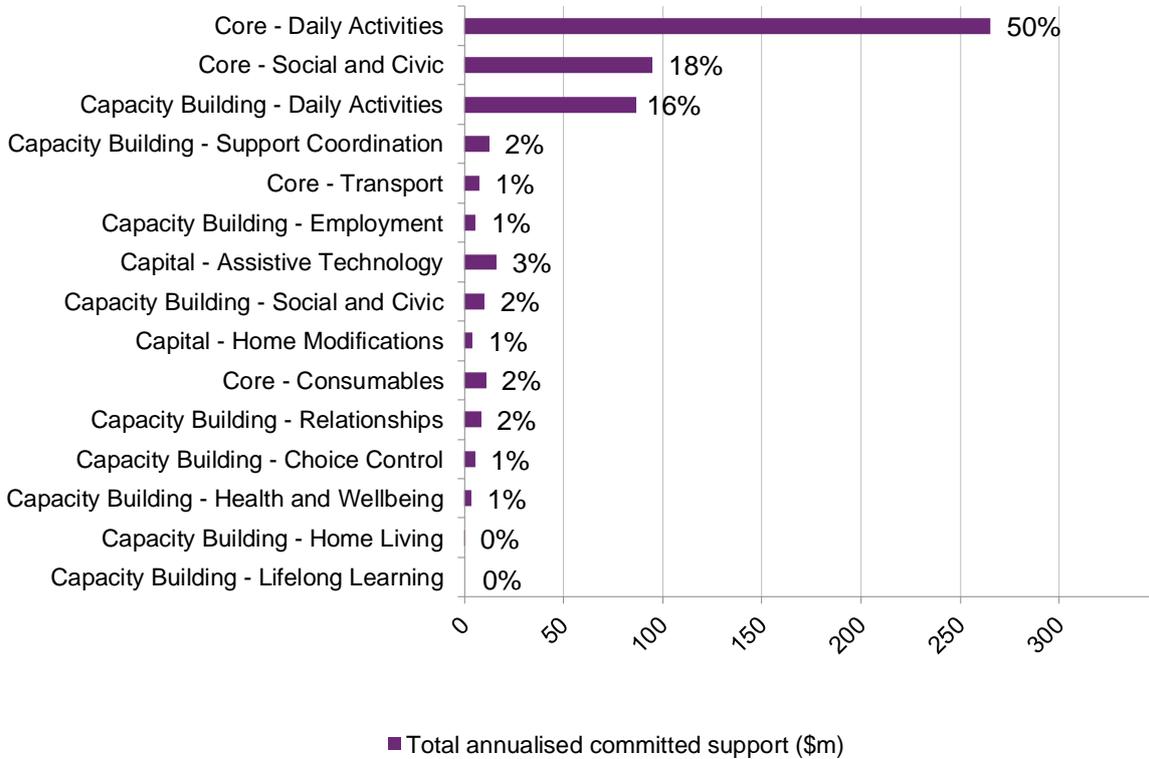
**Figure L.25 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Australian Capital 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** <sup>619</sup>



**Figure L.27 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory**

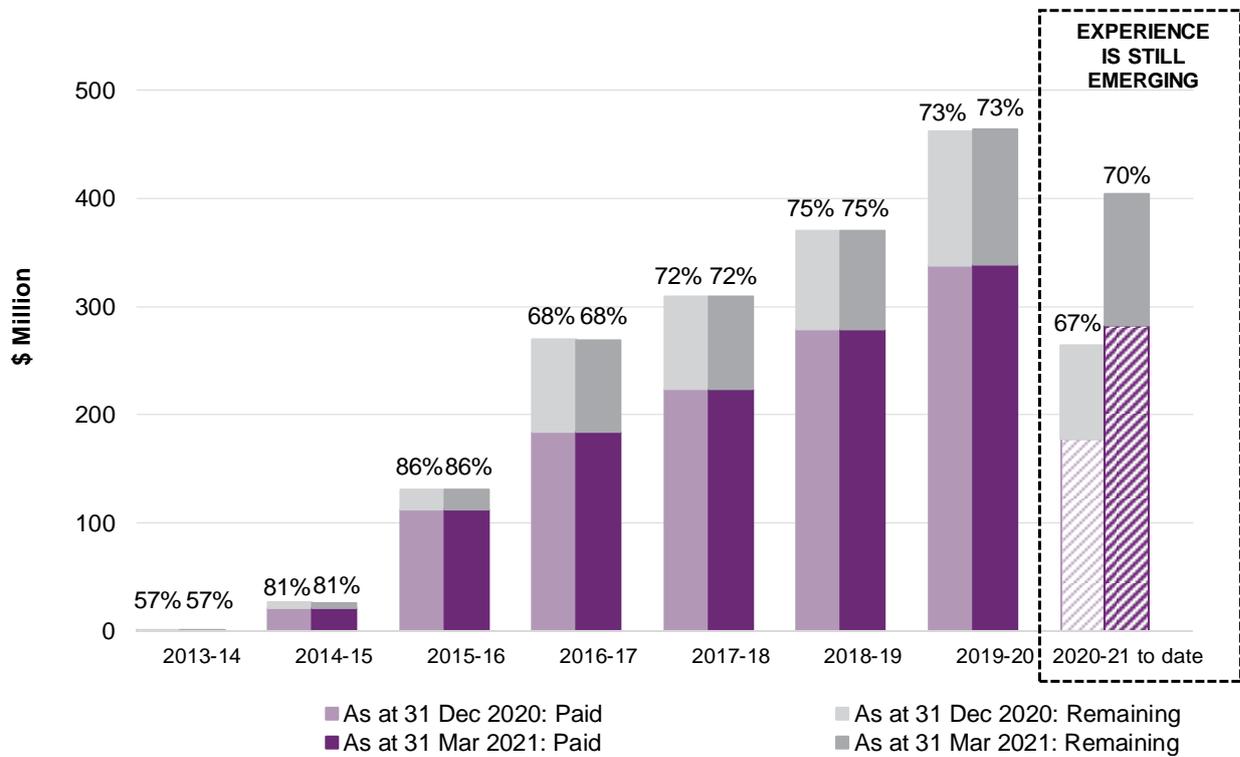


<sup>619</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

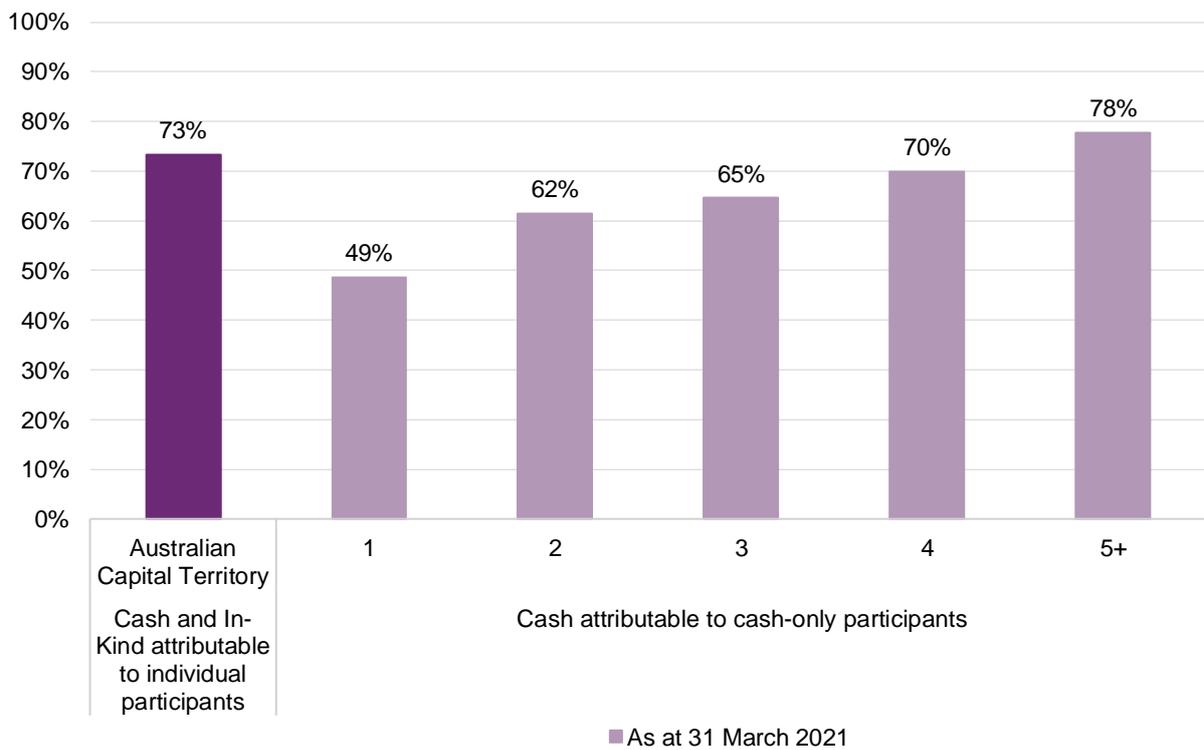
**Table L.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory**

	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%

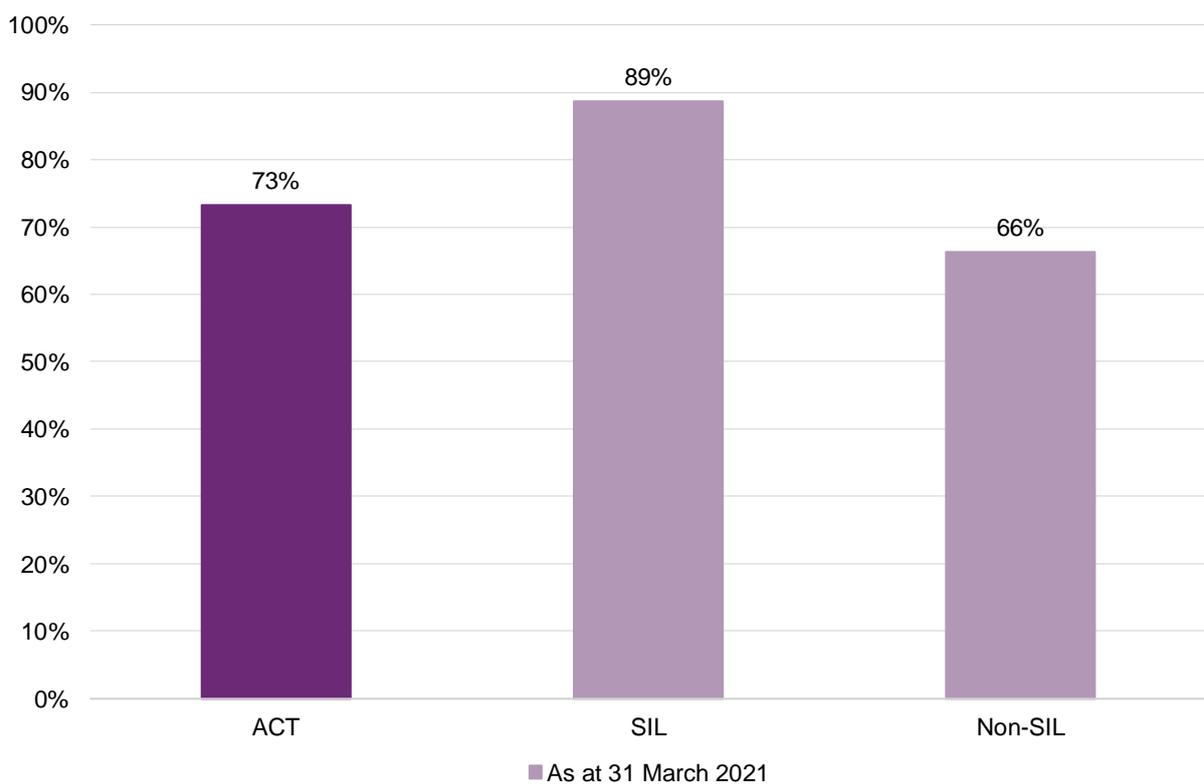
**Figure L.28 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Australian Capital Territory**



**Figure L.29 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Australian Capital Territory** <sup>620</sup>



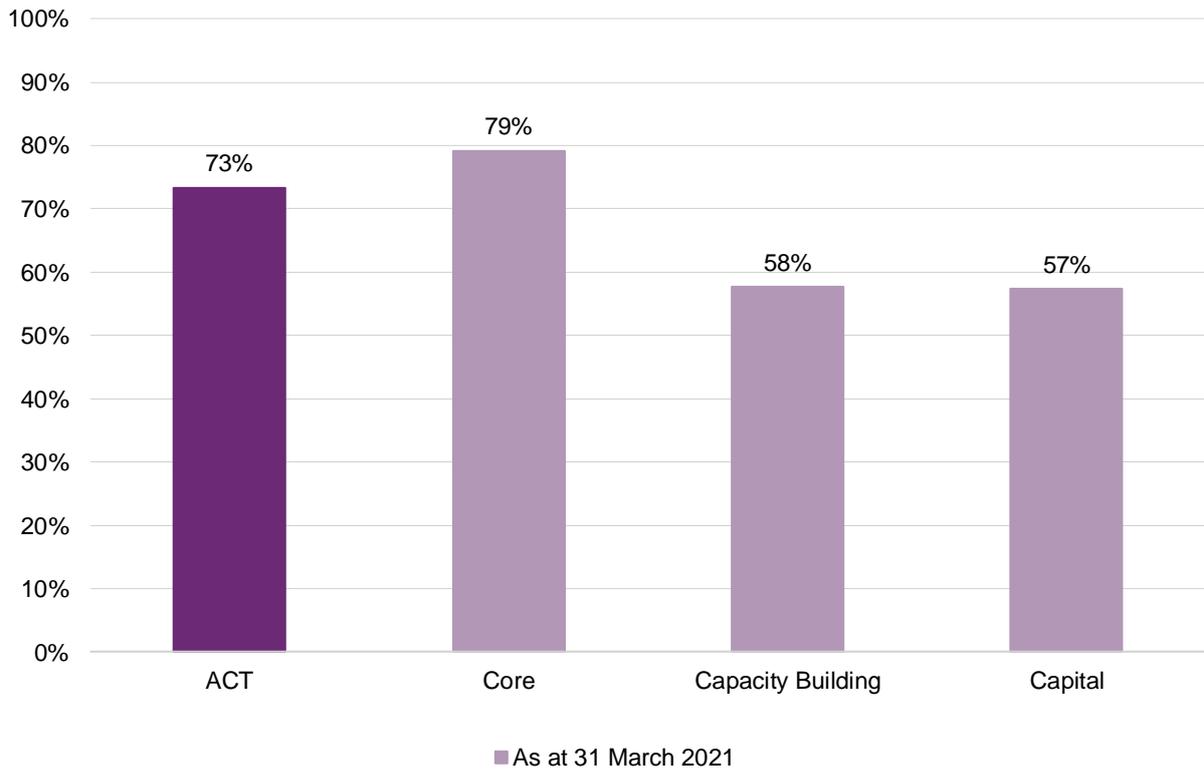
**Figure L.30 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Australian Capital Territory** <sup>621</sup>



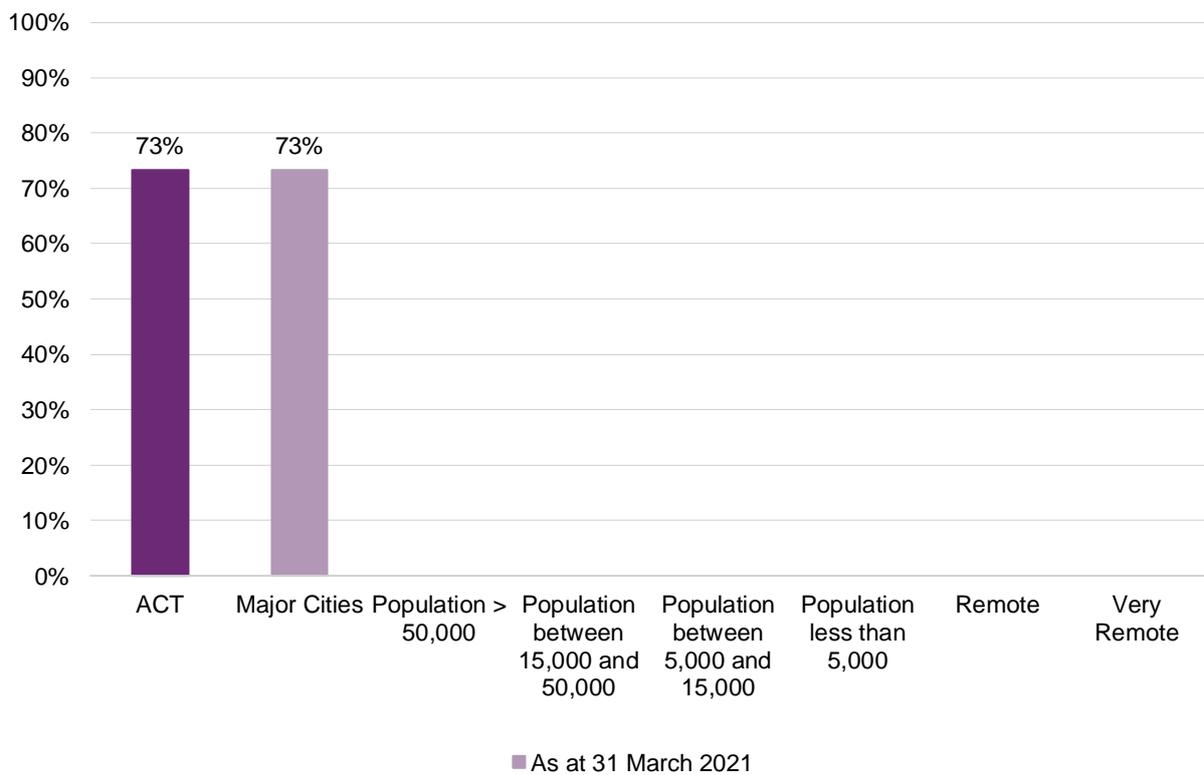
<sup>620</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>621</sup> 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 Territory** <sup>622</sup>



**Figure L.32 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Australian Capital Territory** <sup>623 624</sup>



<sup>622</sup> Ibid.

<sup>623</sup> Ibid.

<sup>624</sup> 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 <sup>625</sup>

	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 <sup>626</sup>

	Prior Quarters	2020-21 Q3	Total
<b>Access decisions</b>	<b>4,962</b>	<b>309</b>	<b>5,271</b>
<b>Active Eligible</b>	<b>4,095</b>	<b>231</b>	<b>4,326</b>
<i>New</i>	1,997	206	2,203
<i>State</i>	1,683	13	1,696
<i>Commonwealth</i>	415	12	427
<b>Active Participant Plans (excl ECEI)</b>	<b>3,798</b>	<b>193</b>	<b>3,991</b>
<i>New</i>	1,758	169	1,927
<i>State</i>	1,644	14	1,658
<i>Commonwealth</i>	396	<11	406
<b>Active Participant Plans</b>	<b>3,945</b>	<b>348</b>	<b>4,146</b>
<i>Early Intervention (s25)</i>	963	71	1,034
<i>Permanent Disability (s24)</i>	2,835	122	2,957
<i>ECEI</i>	147	155	155

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 March 2021 – Northern Territory

Exits	Total
<b>Total participant exits</b>	<b>147</b>
<i>Early Intervention participants</i>	27
<i>Permanent disability participants</i>	120

<sup>625</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>626</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table M.4 Cumulative numbers of active participants by services previously received – Northern Territory** <sup>627 628</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	239	5	156	0	400
End of 2017-18	580	42	236	0	858
End of 2018-19	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** <sup>629 630 631 632</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19	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** <sup>633</sup>

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	
<b>Total</b>	<b>4,317</b>	<b>87%</b>	<b>233</b>	<b>75%</b>	<b>4,550</b>	<b>86%</b>

<sup>627</sup> This table shows the total numbers of active participants at the end of each period.

<sup>628</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>629</sup> This table shows the total numbers of active participants at the end of each period.

<sup>630</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>631</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>632</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>633</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

**Table M.7 Assessment of access by disability – Northern Territory** <sup>634</sup>

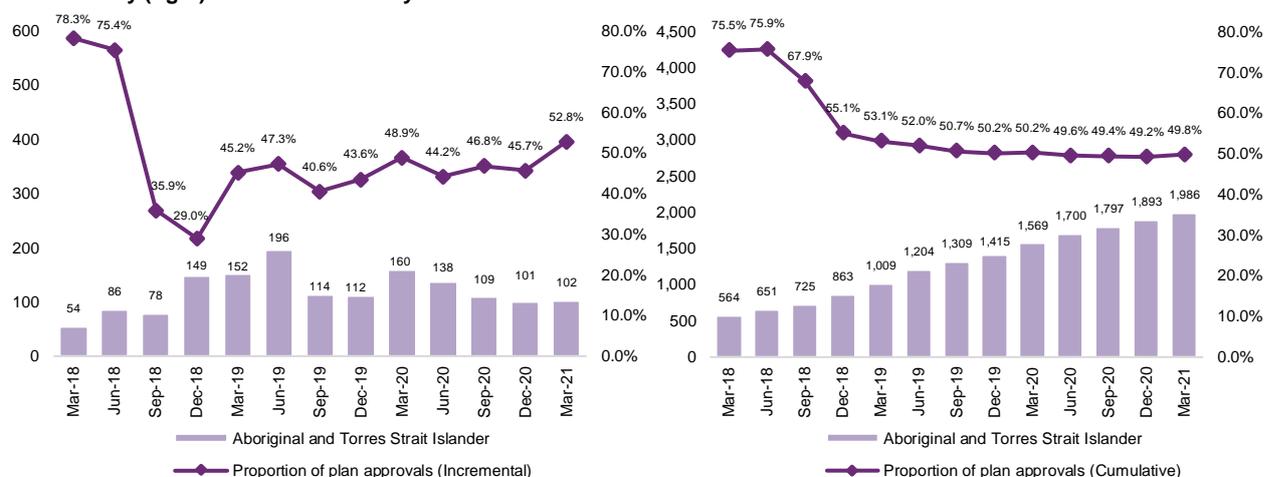
Disability	Prior Quarters		2020-21 Q3		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	272	94%	<11		280	93%
Autism	917	98%	48	100%	965	98%
Cerebral Palsy	206	97%	<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%
<b>Total</b>	<b>4,317</b>	<b>87%</b>	<b>233</b>	<b>75%</b>	<b>4,550</b>	<b>86%</b>

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

**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,884	49.6%	102	52.8%	<b>1,986</b>	<b>49.8%</b>
Not Aboriginal and Torres Strait Islander	1,645	43.3%	71	36.8%	<b>1,716</b>	<b>43.0%</b>
Not Stated	269	7.1%	20	10.4%	<b>289</b>	<b>7.2%</b>
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>635</sup>



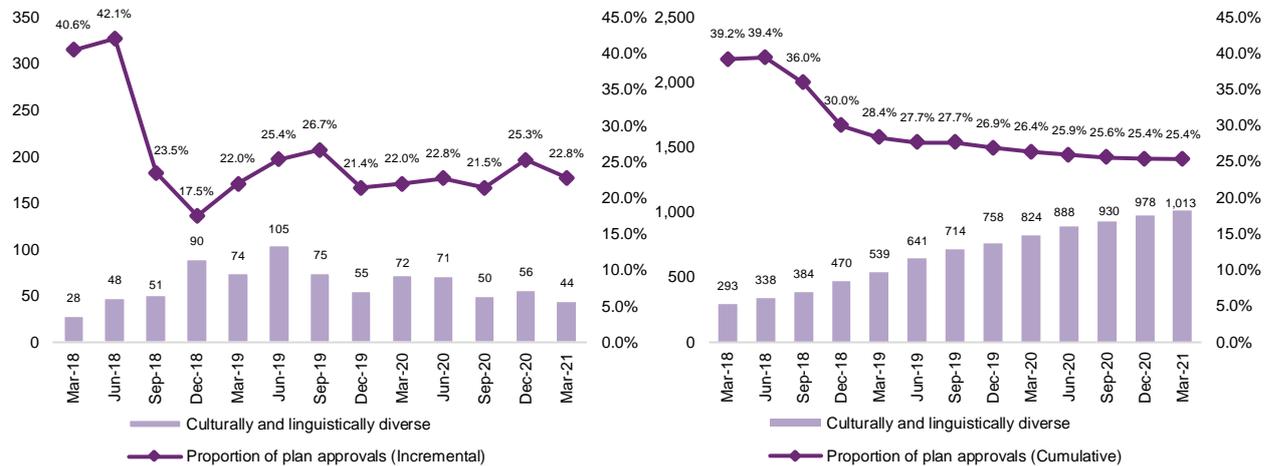
<sup>634</sup> Ibid.

<sup>635</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. 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**

Participant profile	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

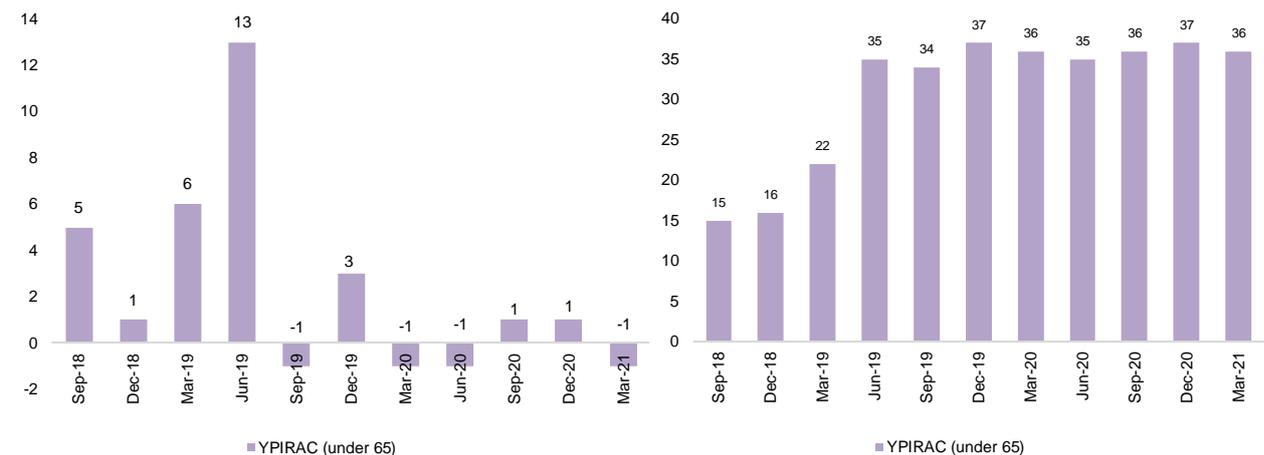
**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>636</sup>



**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** <sup>637 638</sup>

Age group	Total
<b>Total YPIRAC (under 65)</b>	<b>36</b>

**Figure M.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Northern Territory** <sup>639</sup>



<sup>636</sup> Ibid.

<sup>637</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

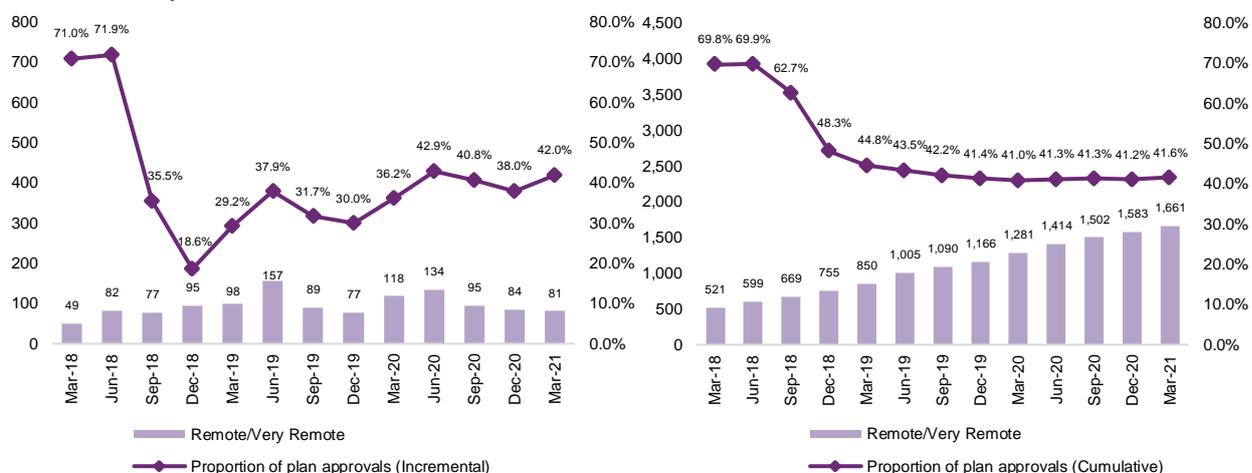
<sup>638</sup> There are a further 11 active participants aged 65 years or over who are currently in residential aged care.

<sup>639</sup> 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** <sup>640 641</sup>

Participant profile	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

**Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>642 643</sup>



<sup>640</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>641</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

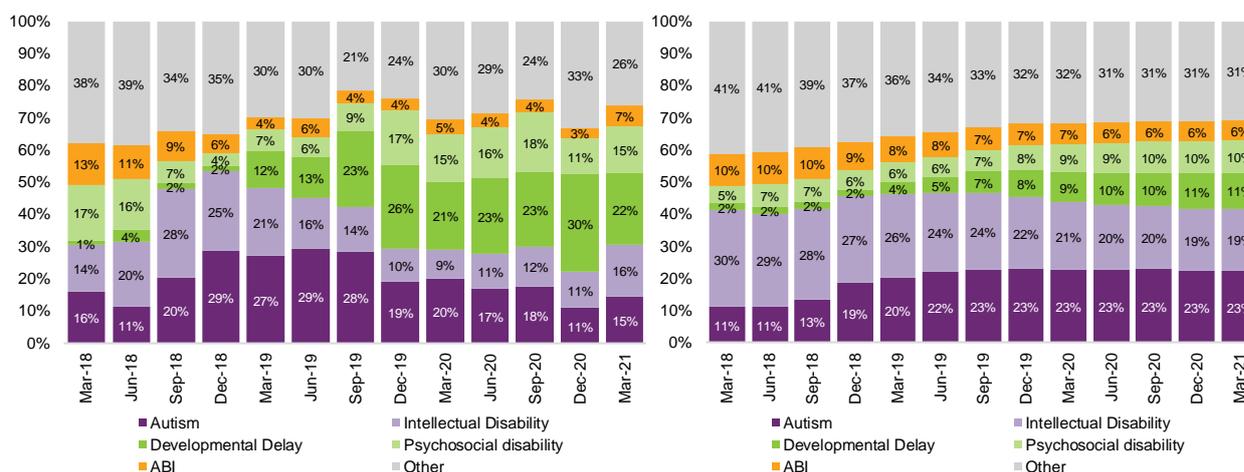
<sup>642</sup> Ibid.

<sup>643</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table M.12 Participant profile per quarter by primary disability group – Northern Territory** <sup>644 645 646</sup>

Disability	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>647</sup>



<sup>644</sup> Table order based on national proportions (highest to lowest).

<sup>645</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

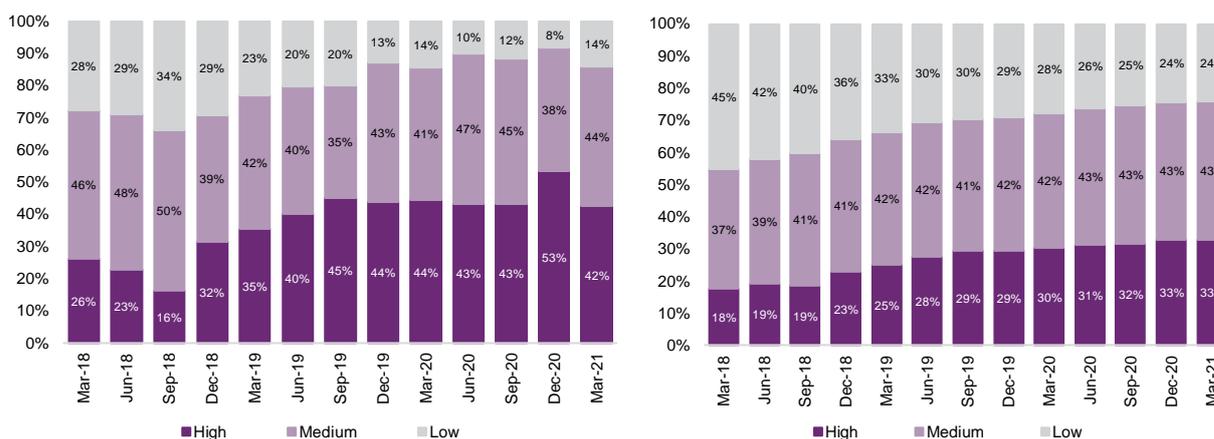
<sup>646</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Northern Territory (104).

<sup>647</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table M.13 Participant profile per quarter by level of function – Northern Territory** <sup>648</sup>

Level of Function	Prior Quarters		2020-21 Q3		Total	
	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	
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>649</sup>



**Table M.14 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters		2020-21 Q3		Total	
	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%
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

<sup>648</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>649</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. 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<sup>650</sup>

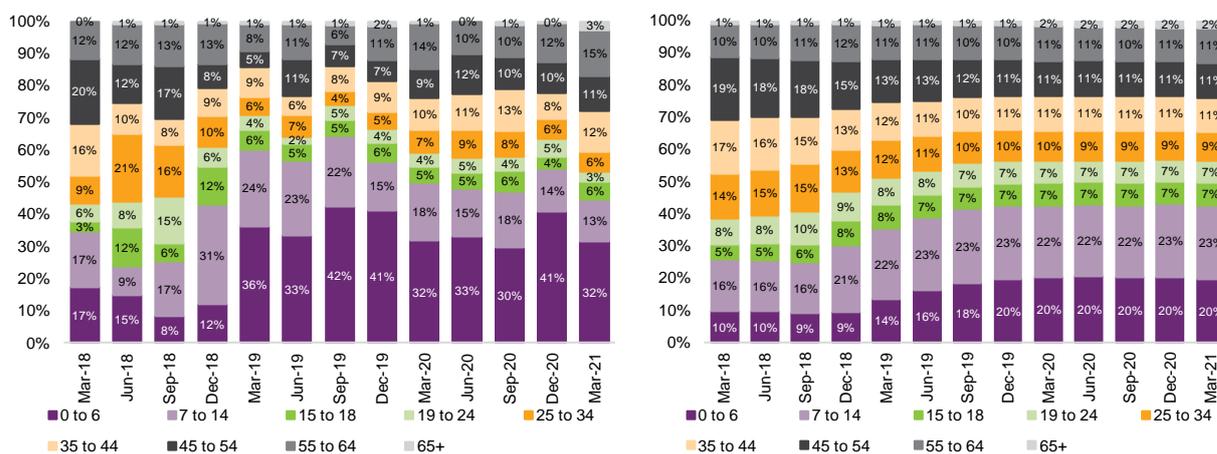


Table M.15 Participant profile per quarter by gender – Northern Territory

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%
<b>Total</b>	<b>3,798</b>	<b>100%</b>	<b>193</b>	<b>100%</b>	<b>3,991</b>	<b>100%</b>

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory<sup>651</sup>

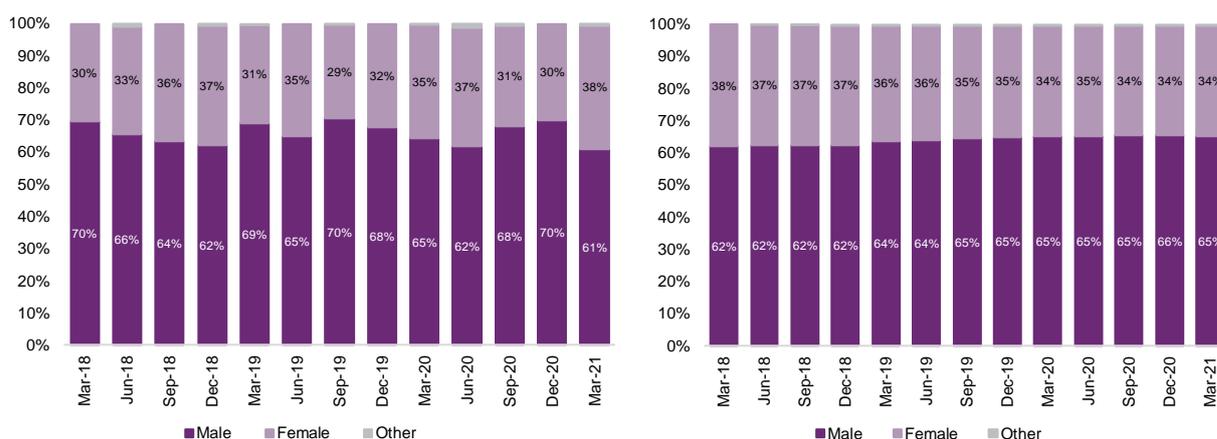


Table M.16 Participation rates by age group – Northern Territory<sup>652</sup>

	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%
<b>Total (aged 0-64)</b>	<b>1.90%</b>

<sup>650</sup> Ibid.

<sup>651</sup> Ibid.

<sup>652</sup> 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 <sup>653</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	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
<b>Total Participant</b>	<b>238</b>	<b>434</b>	<b>1,393</b>	<b>1,122</b>	<b>643</b>	<b>3,830</b>
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
<b>Total Family</b>	<b>70</b>	<b>194</b>	<b>1,026</b>	<b>859</b>	<b>406</b>	<b>2,555</b>
<b>Total</b>	<b>308</b>	<b>628</b>	<b>2,419</b>	<b>1,981</b>	<b>1,049</b>	<b>6,385</b>

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%

<sup>653</sup> 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**<sup>654</sup>

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%

<sup>654</sup> 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<sup>655</sup>**

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%

<sup>655</sup> 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**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	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 Territory <sup>656</sup>**

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'.

<sup>656</sup> 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 <sup>657</sup>**

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 <sup>658</sup>**

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.

<sup>657</sup> 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.

<sup>658</sup> 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** <sup>659</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	65	193	147	50	130	209	107	59	<b>247</b>
Autism	217	766	231	227	487	448	68	106	<b>899</b>
Cerebral Palsy	65	155	112	45	90	132	50	31	<b>201</b>
Developmental Delay	35	428	57	94	110	84	3	1	<b>446</b>
Down Syndrome	30	87	50	27	38	66	17	27	<b>104</b>
Global Developmental Delay	6	92	21	24	32	20	1	0	<b>99</b>
Hearing Impairment	45	134	41	45	57	80	25	34	<b>174</b>
Intellectual Disability	194	481	253	229	376	454	170	208	<b>665</b>
Multiple Sclerosis	5	11	15	2	2	15	9	2	<b>17</b>
Psychosocial disability	130	247	224	100	202	326	150	132	<b>398</b>
Spinal Cord Injury	37	55	44	11	19	56	37	20	<b>75</b>
Stroke	42	100	86	18	45	107	57	24	<b>136</b>
Visual Impairment	17	48	21	19	22	39	24	13	<b>63</b>
Other Neurological	66	132	121	31	72	141	80	36	<b>194</b>
Other Physical	62	133	98	28	49	121	69	34	<b>183</b>
Other Sensory/Speech	6	27	7	11	17	14	2	2	<b>32</b>
Other	15	48	32	9	17	34	22	9	<b>58</b>
<b>Total</b>	<b>1,037</b>	<b>3,137</b>	<b>1,560</b>	<b>970</b>	<b>1,765</b>	<b>2,346</b>	<b>891</b>	<b>738</b>	<b>3,991</b>

<sup>659</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.36 Number of goals in active plans by goal type and primary disability – Northern Territory** <sup>660</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	78	275	164	55	164	251	113	59	<b>1,159</b>
Autism	251	2,093	269	263	659	517	72	107	<b>4,231</b>
Cerebral Palsy	76	334	143	50	111	166	54	31	<b>965</b>
Developmental Delay	44	1,808	65	110	137	94	3	1	<b>2,262</b>
Down Syndrome	36	180	55	30	45	79	18	27	<b>470</b>
Global Developmental Delay	8	356	24	37	43	23	1	0	<b>492</b>
Hearing Impairment	54	230	47	51	67	88	25	35	<b>597</b>
Intellectual Disability	229	848	288	271	475	557	174	216	<b>3,058</b>
Multiple Sclerosis	7	16	19	3	2	16	9	2	<b>74</b>
Psychosocial disability	152	313	243	112	223	400	155	133	<b>1,731</b>
Spinal Cord Injury	44	77	50	11	20	69	38	22	<b>331</b>
Stroke	56	174	98	19	53	125	62	24	<b>611</b>
Visual Impairment	19	76	25	24	27	43	25	13	<b>252</b>
Other Neurological	84	194	144	36	83	167	88	38	<b>834</b>
Other Physical	80	195	116	31	57	140	73	35	<b>727</b>
Other Sensory/Speech	6	56	8	13	21	16	2	2	<b>124</b>
Other	16	85	37	12	18	41	22	9	<b>240</b>
<b>Total</b>	<b>1,240</b>	<b>7,310</b>	<b>1,795</b>	<b>1,128</b>	<b>2,205</b>	<b>2,792</b>	<b>934</b>	<b>754</b>	<b>18,158</b>

**Table M.37 Number of active plans by goal type and age group – Northern Territory** <sup>661</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	58	756	120	169	212	148	9	0	<b>783</b>
7 to 14	191	770	248	291	521	446	31	3	<b>920</b>
15 to 18	92	219	90	100	163	190	41	101	<b>279</b>
19 to 24	105	174	100	89	130	197	99	159	<b>277</b>
25 to 34	138	244	189	89	159	274	126	149	<b>352</b>
35 to 44	144	289	227	101	194	344	168	135	<b>427</b>
45 to 54	140	306	269	71	201	348	190	108	<b>434</b>
55 to 64	132	311	262	53	158	335	184	76	<b>426</b>
65+	37	68	55	7	27	64	43	7	<b>93</b>
<b>Total</b>	<b>1,037</b>	<b>3,137</b>	<b>1,560</b>	<b>970</b>	<b>1,765</b>	<b>2,346</b>	<b>891</b>	<b>738</b>	<b>3,991</b>

<sup>660</sup> 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.

<sup>661</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.38 Number of goals in active plans by goal type and age group – Northern Territory**<sup>662</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	72	3,131	141	205	272	167	9	0	<b>3,997</b>
7 to 14	212	1,867	292	342	705	523	32	3	<b>3,976</b>
15 to 18	107	356	101	121	212	220	45	103	<b>1,265</b>
19 to 24	123	254	117	106	157	243	106	163	<b>1,269</b>
25 to 34	166	329	204	102	192	337	130	153	<b>1,613</b>
35 to 44	179	396	262	109	222	415	173	137	<b>1,893</b>
45 to 54	178	432	301	80	231	414	201	109	<b>1,946</b>
55 to 64	160	450	313	56	185	394	193	79	<b>1,830</b>
65+	43	95	64	7	29	79	45	7	<b>369</b>
<b>Total</b>	<b>1,240</b>	<b>7,310</b>	<b>1,795</b>	<b>1,128</b>	<b>2,205</b>	<b>2,792</b>	<b>934</b>	<b>754</b>	<b>18,158</b>

<sup>662</sup> 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** <sup>663</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' 2020-21 Q2	Proportion of participants responding with 'Yes' 2020-21 Q3
<b>Access</b>	<b>n = 13</b>	<b>n = 12</b>
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
<b>Pre-planning</b>	<b>n = 26</b>	<b>n = 12</b>
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
<b>Planning</b>	<b>n = 29</b>	<b>n = 35</b>
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%
<b>Plan review</b>	<b>n = 46</b>	<b>n = 71</b>
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.

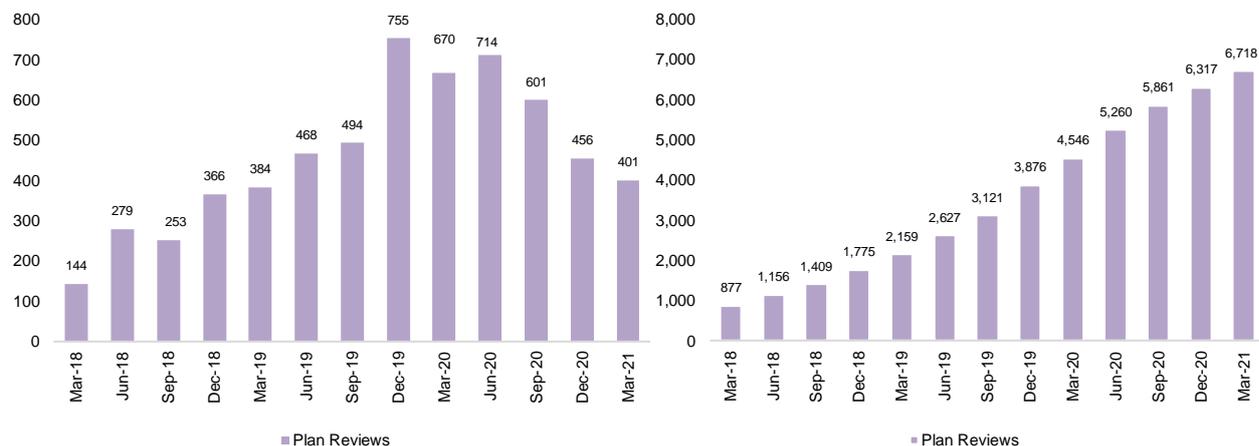
**Table M.40 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory** <sup>664</sup>

	Prior Quarters (Transition only)	2020-21 Q3	Transition Total
<b>Total plan reviews</b>	<b>6,317</b>	<b>401</b>	<b>6,718</b>
<i>Early intervention plans</i>	943	71	1,014
<i>Permanent disability plans</i>	5,374	330	5,704

<sup>663</sup> 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.

<sup>664</sup> 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.

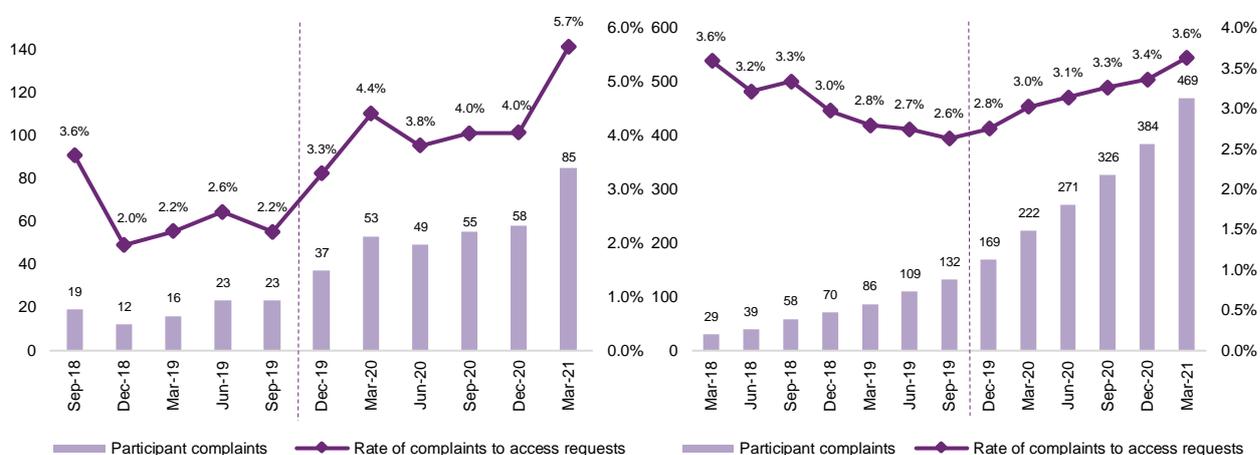
Table M.42 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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** <sup>665 666 667</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q3	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	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
<b>Total</b>	<b>393</b>	<b>85</b>	<b>478</b>	<b>324</b>
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** <sup>668</sup>



<sup>665</sup> Note that 76% of all complainants made only one complaint, 17% made two complaints and 8% made three or more complaints.

<sup>666</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>667</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>668</sup> There are insufficient numbers to show the incremental count of participant complaints in Northern Territory prior to the September 2018 quarter.

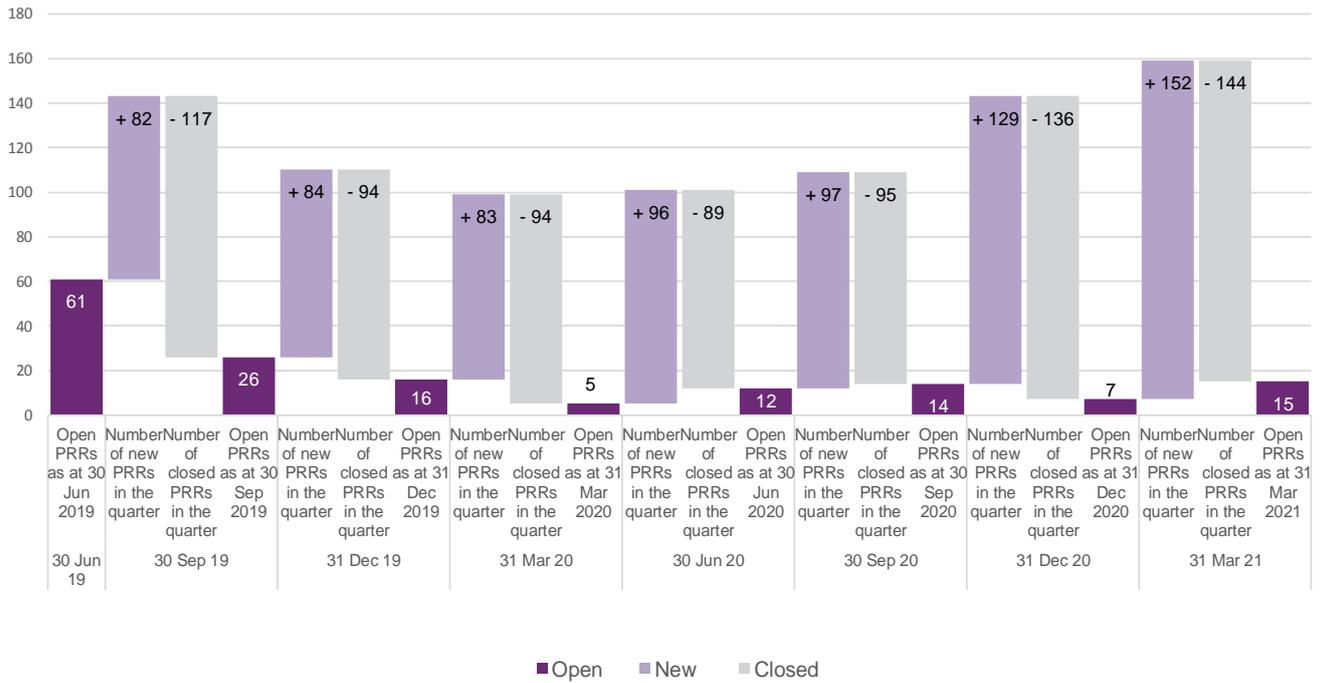
**Table M.42 Complaints by type ('My Feedback' tile) – Northern Territory**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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%)
<b>Total</b>	<b>31</b>	
<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%)
<b>Total</b>	<b>125</b>	
<i>Unclassified</i>	<b>9</b>	
<b>Participants total</b>	<b>165</b>	

**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	
<b>Total</b>	<b>0</b>		<b>0</b>		<b>0</b>	
<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%)
<b>Total</b>	<b>3</b>		<b>4</b>		<b>7</b>	
<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%)
<b>Total</b>	<b>6</b>		<b>0</b>		<b>6</b>	
<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%)
<b>Total</b>	<b>91</b>		<b>68</b>		<b>159</b>	
<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%)
<b>Total</b>	<b>128</b>		<b>13</b>		<b>141</b>	
<i>Unclassified</i>	<b>0</b>		<b>0</b>		<b>0</b>	
<b>Participants total</b>	<b>228</b>		<b>85</b>		<b>313</b>	

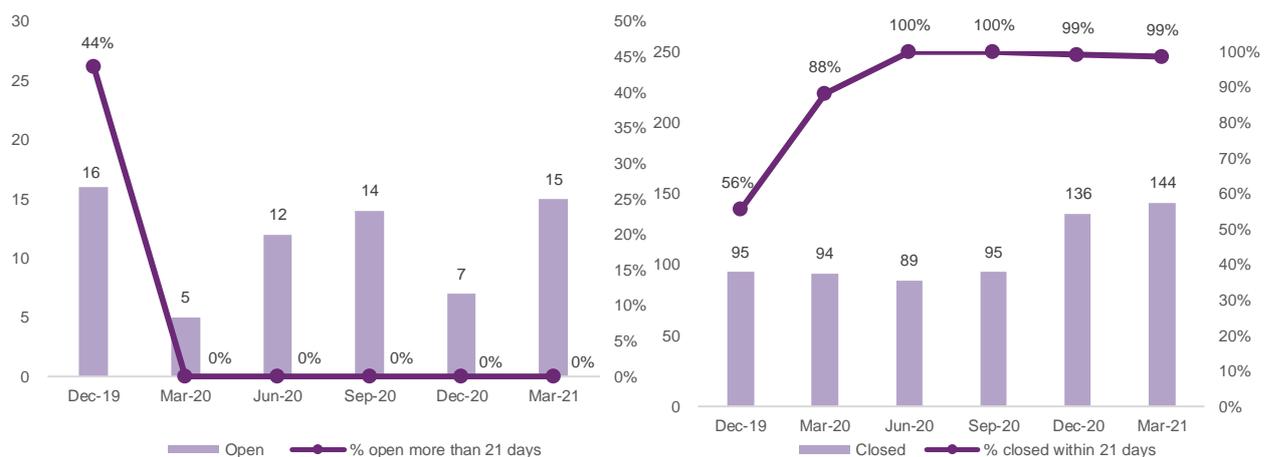
**Figure M.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Northern Territory** <sup>669</sup>



**Table M.44 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory** <sup>670</sup>

	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** <sup>671</sup>

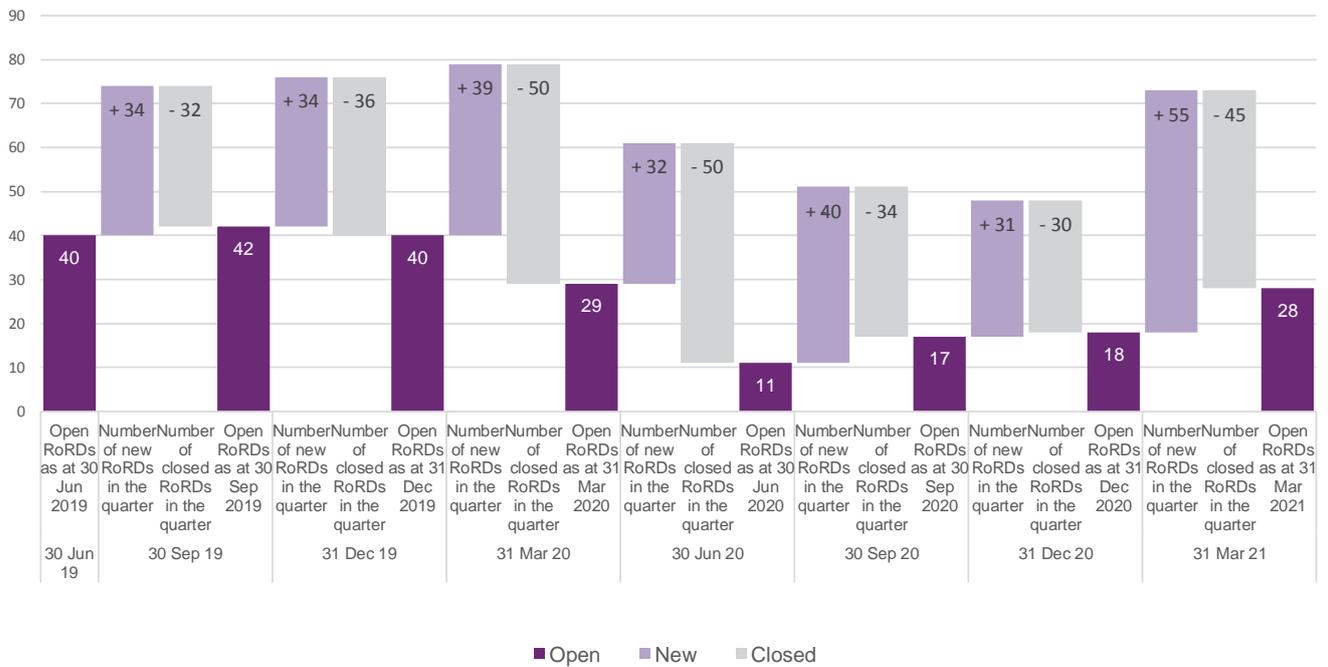


<sup>669</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>670</sup> Participant Requested Reviews (PRR) data includes s48, Lapsed s48, some complaints, some s100 requests and some AT requests, however access request reviews are excluded. Results include data which has been entered on system since 4 March 2019 including some requests which were received before that date.

<sup>671</sup> 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.

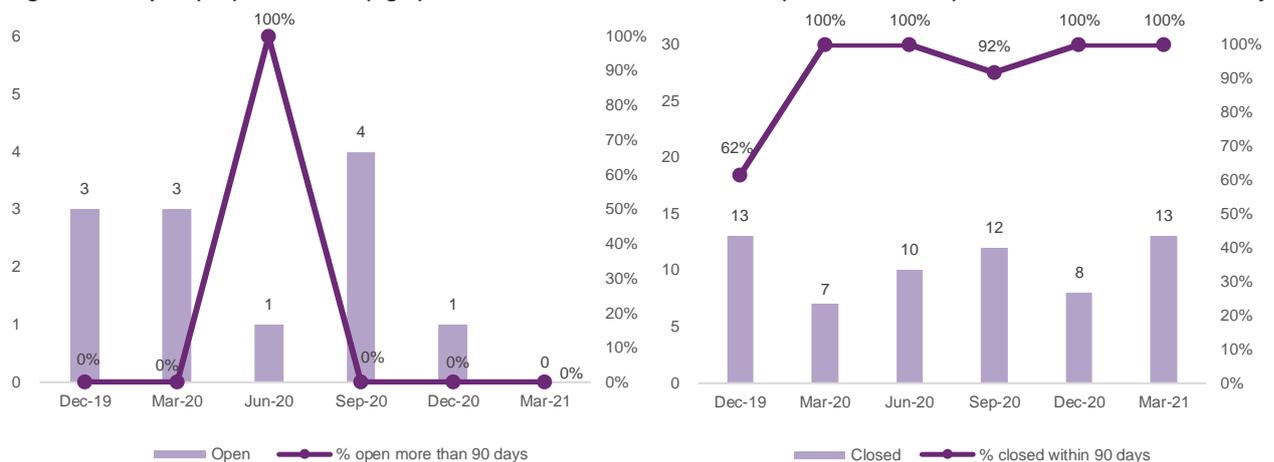
**Figure M.13 RoRDs received and closed by quarter and open at the end of each quarter – Northern Territory**



**Table M.45 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory**<sup>672 673</sup>

	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**<sup>674</sup>



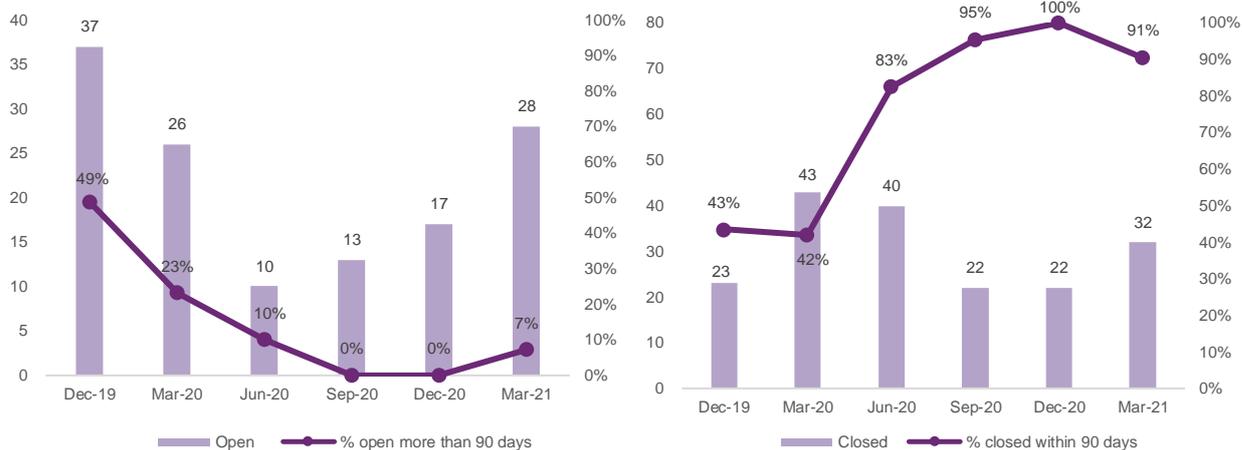
<sup>672</sup> Open Planning Decision requests relate to those made after 15 April 2019. Planning decisions prior to this date are not included. The data does not yet fully report the number of new requests received by the NDIA.

<sup>673</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

<sup>674</sup> 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**

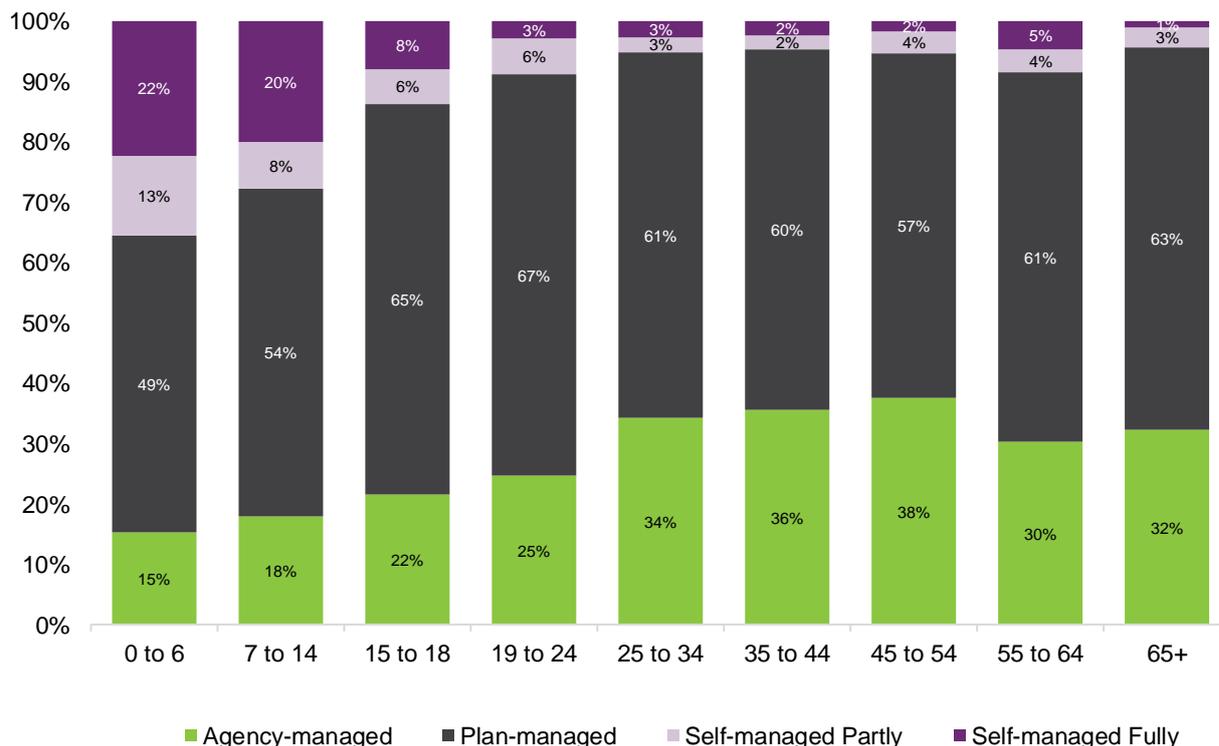
675



**Table M.46 AAT Cases by category – Northern Territory** <sup>676 677</sup>

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** <sup>678 679</sup>



<sup>675</sup> Ibid.

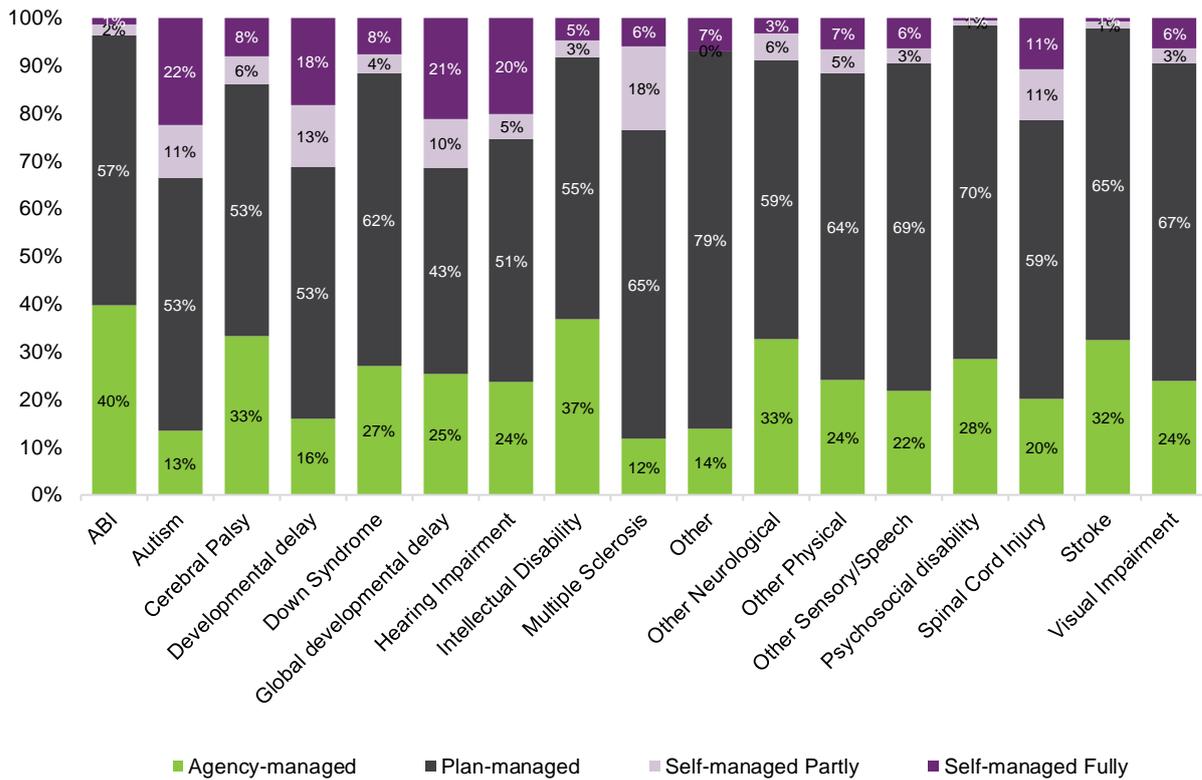
<sup>676</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>677</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>678</sup> For the total number of active participants in each age group, see Table M.14.

<sup>679</sup> 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.

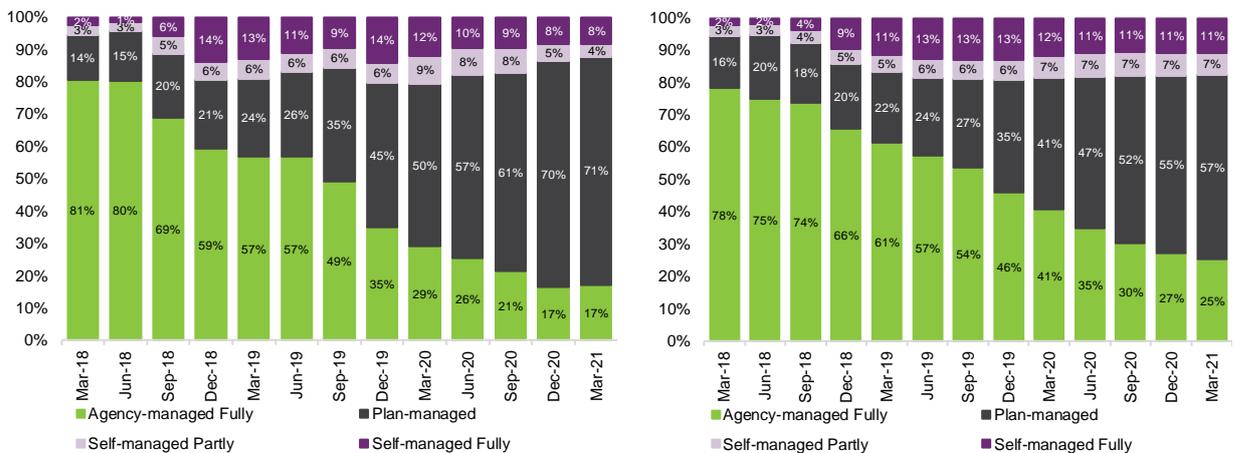
**Figure M.17 Distribution of active participants by method of financial plan management and primary disability group as at 31 March 2021 – Northern Territory** <sup>680 681</sup>



**Table M.47 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>682</sup>

	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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.18 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>683</sup>



<sup>680</sup> For the total number of active participants in each primary disability group, see Table M.12.

<sup>681</sup> 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.

<sup>682</sup> Ibid.

<sup>683</sup> 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%	<b>4%</b>
Plan-managed	24%	40%	<b>25%</b>
Agency-managed	72%	56%	<b>71%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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%	<b>76%</b>

**Table M.50 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory**<sup>684</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q1		Total	
	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%
<b>Activated within 90 days</b>	<b>2,654</b>	<b>83%</b>	<b>193</b>	<b>83%</b>	<b>2,847</b>	<b>83%</b>
90 to 119 days	151	5%	6	3%	157	5%
120 days and over	334	10%	10	4%	344	10%
<b>Activated after 90 days</b>	<b>485</b>	<b>15%</b>	<b>16</b>	<b>7%</b>	<b>501</b>	<b>15%</b>
No payments	62	2%	24	10%	86	3%
<b>Total plans approved</b>	<b>3,201</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,434</b>	<b>100%</b>

<sup>684</sup> 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
<b>by Aboriginal and Torres Strait Islander status</b>			
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%
<b>Total</b>	<b>2,944</b>	<b>3,047</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	770	799	96%
Not CALD	2,167	2,241	97%
Not Stated	<11	<11	
<b>Total</b>	<b>2,944</b>	<b>3,047</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	1,711	1,773	97%
Remote	1,231	1,272	97%
Missing	<11	<11	
<b>Total</b>	<b>2,944</b>	<b>3,047</b>	<b>97%</b>
<b>by Primary Disability type</b>			
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%
<b>Total</b>	<b>2,944</b>	<b>3,047</b>	<b>97%</b>

**Table M.52 Distribution of plans by utilisation – Northern Territory** <sup>685 686</sup>

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

**Table M.53 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>687</sup>

	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%

<sup>685</sup> 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.

<sup>686</sup> 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.

<sup>687</sup> 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** <sup>688 689</sup>

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** <sup>690</sup>

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
<b>Active in 2020-21 Q3</b>	<b>266</b>
Inactive in 2020-21 Q3	399
<b>Active ever</b>	<b>665</b>

<sup>688</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>689</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>690</sup> 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 <sup>691</sup>

Registration Group	Prior Quarters	2020-21 Q3	Total	% Change
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	21	1	22	5%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	14	2	16	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	69	3	72	4%
Support Coordination	39	3	42	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	21	2	23	10%
Specialised Supported Employment	21	1	22	5%
<b>Total approved active providers</b>	<b>636</b>	<b>29</b>	<b>665</b>	<b>5%</b>

<sup>691</sup> 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
<b>Assistance services</b>						
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%
<b>Assistive Technology</b>						
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%
<b>Capacity Building Services</b>						
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%
<b>Capital services</b>						
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%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	62	72	14%	86%	100%
Support Coordination	5	37	42	12%	88%	100%
<b>Employment and Education support services</b>						
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%
<b>Total</b>	<b>115</b>	<b>550</b>	<b>665</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

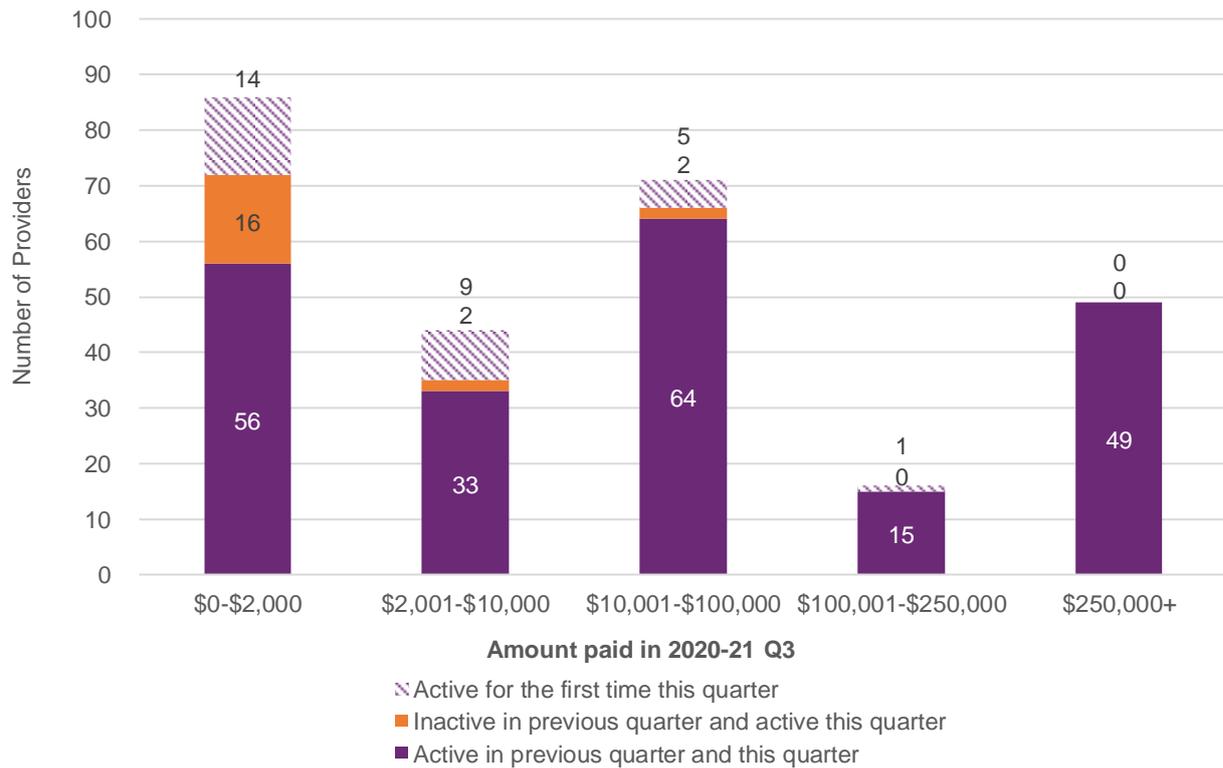
**Table M.58 Number and proportion of providers active in 2020-21 Q3 by registration group and first quarter of activity – Northern Territory**

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
<b>Assistance services</b>				
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%
<b>Assistive Technology</b>				
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%
<b>Capacity Building Services</b>				
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%
<b>Capital services</b>				
Home modification design and construction	5	1	6	17%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	1	2	3	67%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	48	3	51	6%
Support Coordination	21	3	24	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	6	2	8	25%
Specialised Supported Employment	14	1	15	7%
<b>Total</b>	<b>237</b>	<b>29</b>	<b>266</b>	<b>11%</b>

**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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	6	<b>6</b>	0%	100%	<b>100%</b>
Assistance Animals	0	3	<b>3</b>	0%	100%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	5	48	<b>53</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	2	28	<b>30</b>	7%	93%	<b>100%</b>
Daily Personal Activities	7	58	<b>65</b>	11%	89%	<b>100%</b>
Group and Centre Based Activities	3	41	<b>44</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	5	42	<b>47</b>	11%	89%	<b>100%</b>
Household tasks	9	40	<b>49</b>	18%	82%	<b>100%</b>
Interpreting and translation	1	6	<b>7</b>	14%	86%	<b>100%</b>
Participation in community, social and civic activities	9	71	<b>80</b>	11%	89%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	2	<b>2</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	1	1	<b>2</b>	50%	50%	<b>100%</b>
Assistance products for personal care and safety	7	62	<b>69</b>	10%	90%	<b>100%</b>
Communication and information equipment	1	18	<b>19</b>	5%	95%	<b>100%</b>
Customised Prosthetics	0	17	<b>17</b>	0%	100%	<b>100%</b>
Hearing Equipment	0	4	<b>4</b>	0%	100%	<b>100%</b>
Hearing Services	0	0	<b>0</b>			
Personal Mobility Equipment	3	29	<b>32</b>	9%	91%	<b>100%</b>
Specialised Hearing Services	0	2	<b>2</b>	0%	100%	<b>100%</b>
Vision Equipment	2	7	<b>9</b>	22%	78%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	11	79	<b>90</b>	12%	88%	<b>100%</b>
Behaviour Support	7	22	<b>29</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	1	15	<b>16</b>	6%	94%	<b>100%</b>
Development of daily living and life skills	5	39	<b>44</b>	11%	89%	<b>100%</b>
Early Intervention supports for early childhood	2	27	<b>29</b>	7%	93%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	1	19	<b>20</b>	5%	95%	<b>100%</b>
Innovative Community Participation	1	13	<b>14</b>	7%	93%	<b>100%</b>
Specialised Driving Training	1	3	<b>4</b>	25%	75%	<b>100%</b>
Therapeutic Supports	18	74	<b>92</b>	20%	80%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	0	6	<b>6</b>	0%	100%	<b>100%</b>
Specialist Disability Accommodation	0	3	<b>3</b>	0%	100%	<b>100%</b>
Vehicle Modifications	0	3	<b>3</b>	0%	100%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	5	46	<b>51</b>	10%	90%	<b>100%</b>
Support Coordination	4	20	<b>24</b>	17%	83%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	8	<b>8</b>	0%	100%	<b>100%</b>
Specialised Supported Employment	1	14	<b>15</b>	7%	93%	<b>100%</b>
<b>Total</b>	<b>44</b>	<b>222</b>	<b>266</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

**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**<sup>692</sup>



## Part Five: Financial sustainability

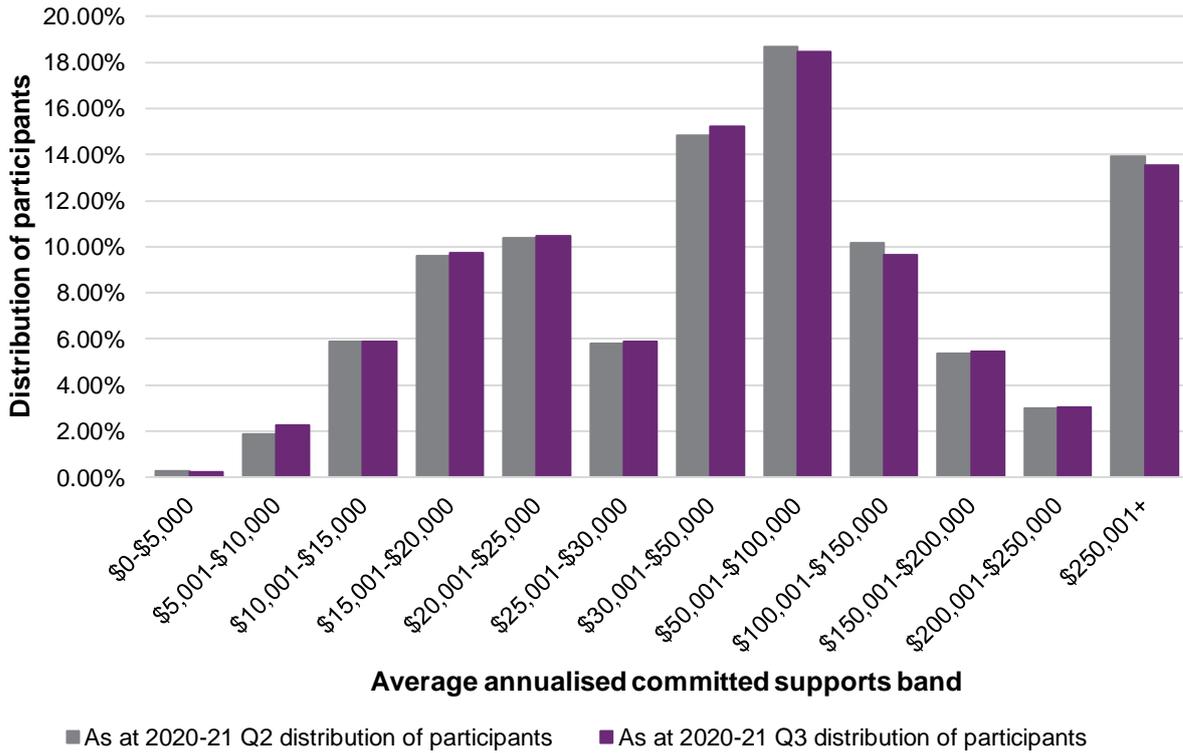
**Table M.60 Committed supports by financial year (\$m) – Northern Territory**<sup>693</sup>

	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

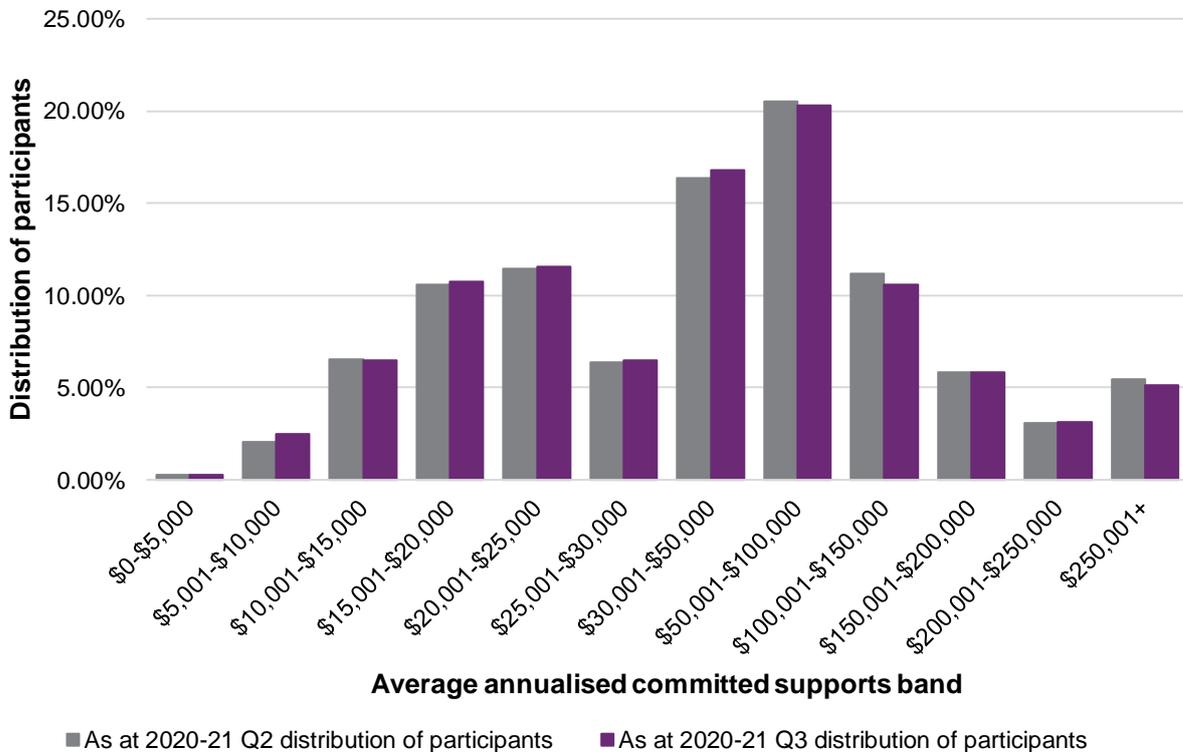
<sup>692</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>693</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

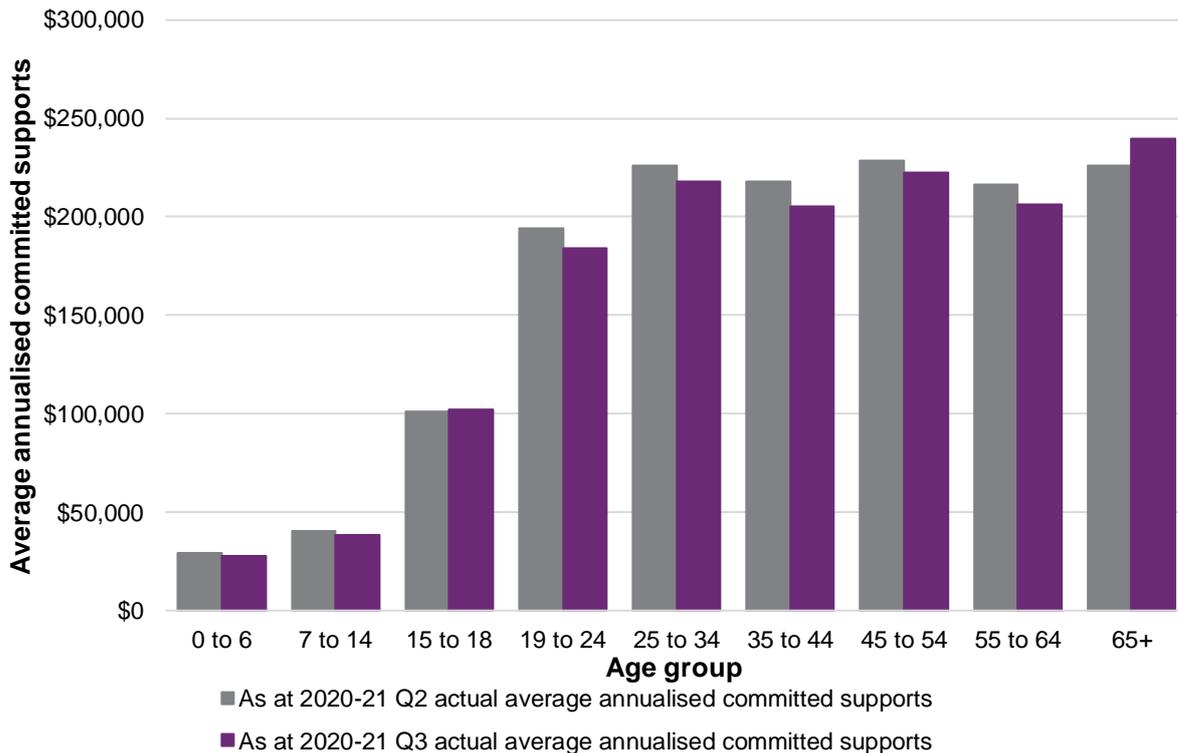
**Figure M.21 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern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



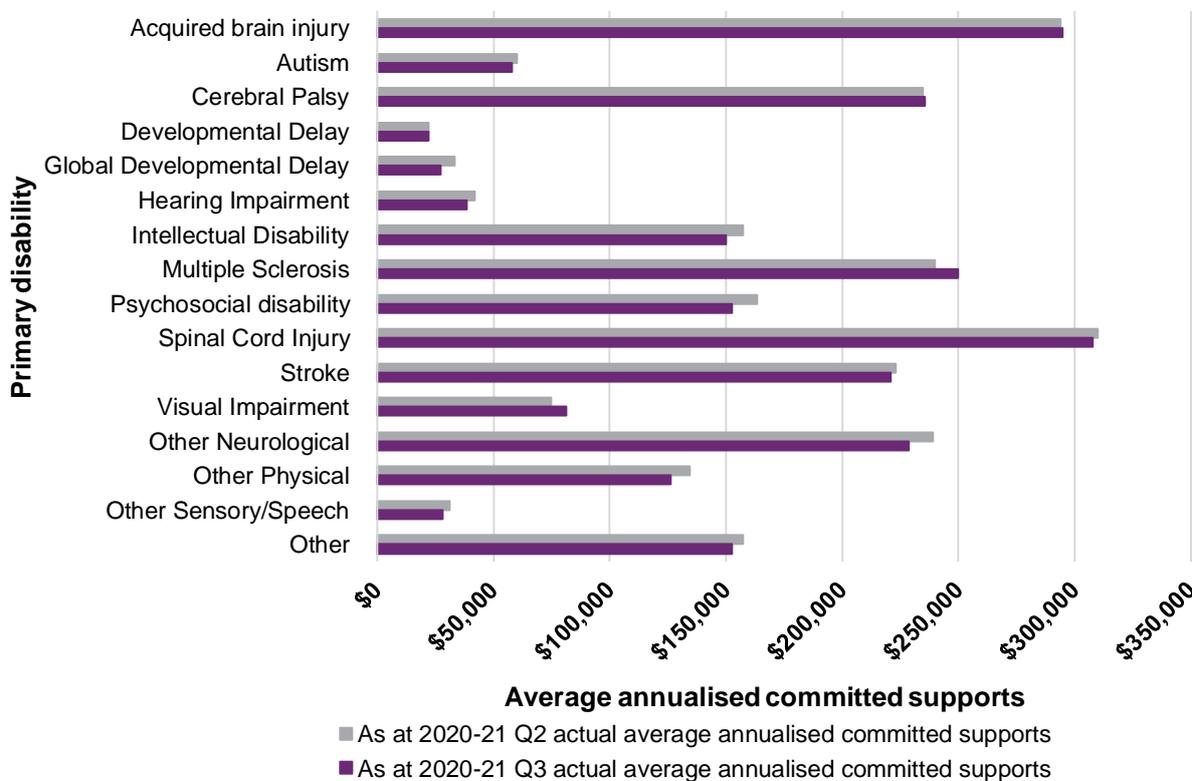
**Figure M.22 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory**



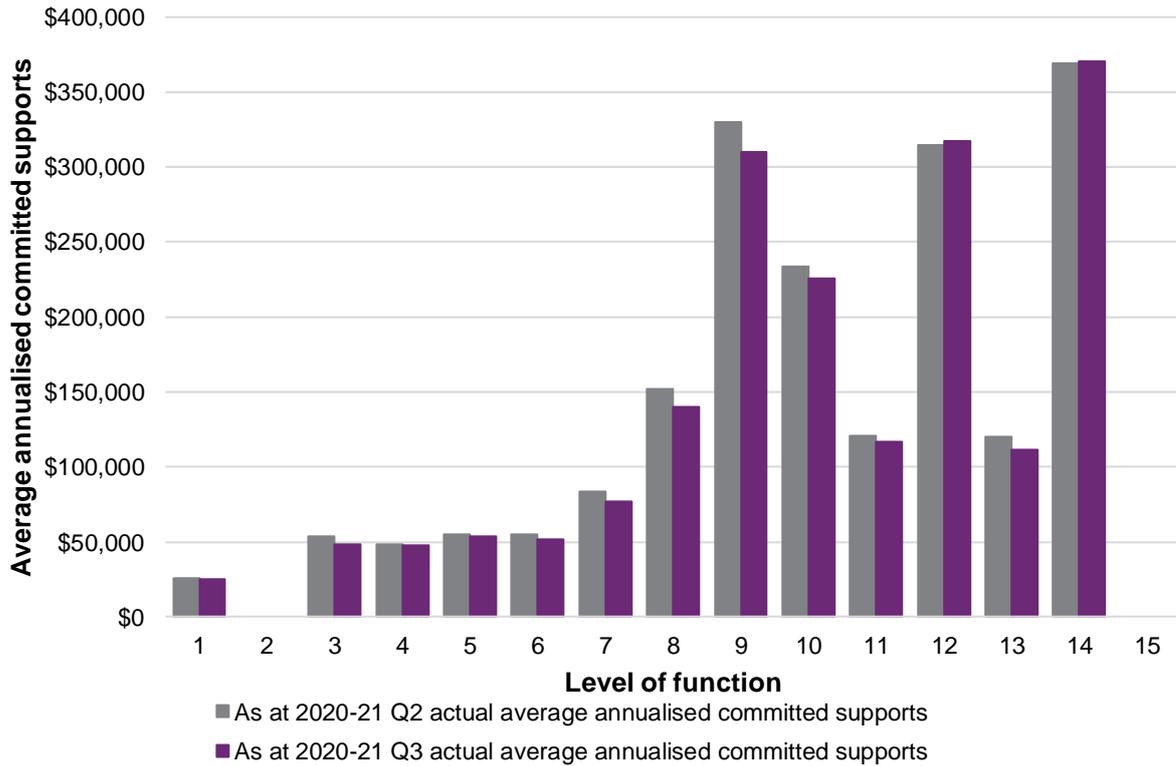
**Figure M.23 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory**



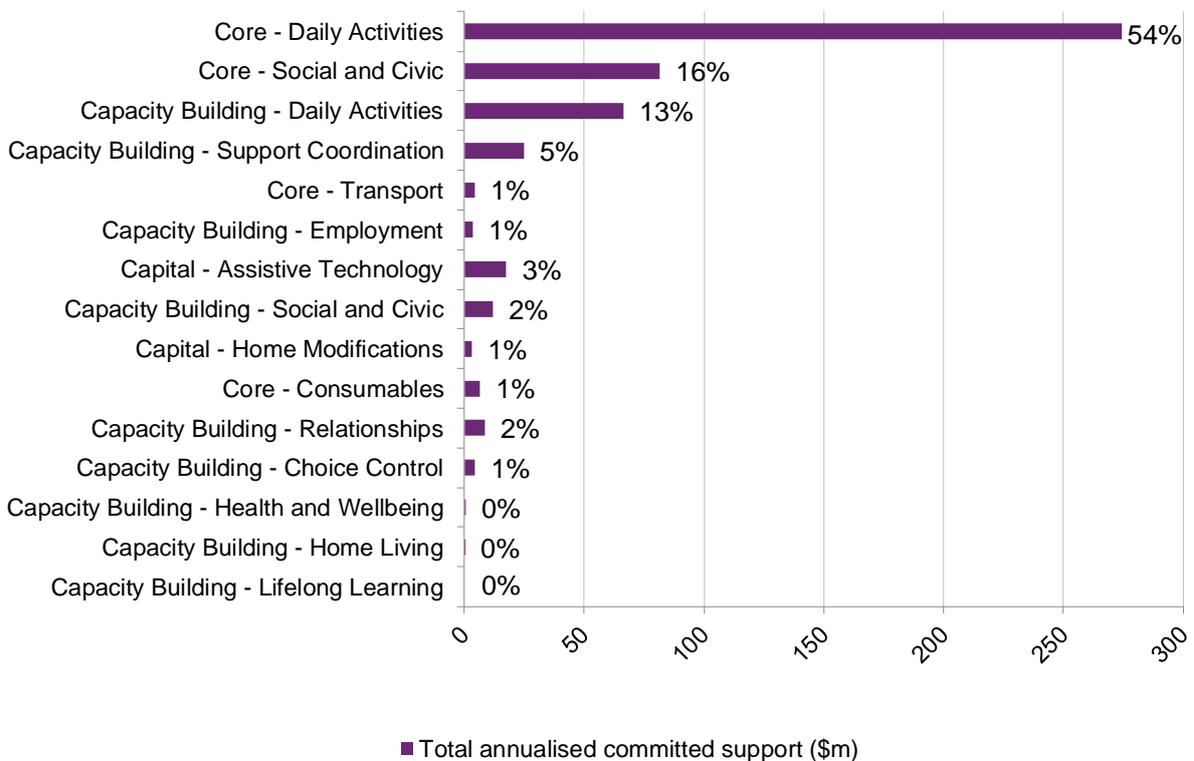
**Figure M.24 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q3 compared with active participants with initial plan approvals as at 2020-21 Q2 – Northern Territory**



**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 Territory**<sup>694</sup>



**Figure M.26 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory**

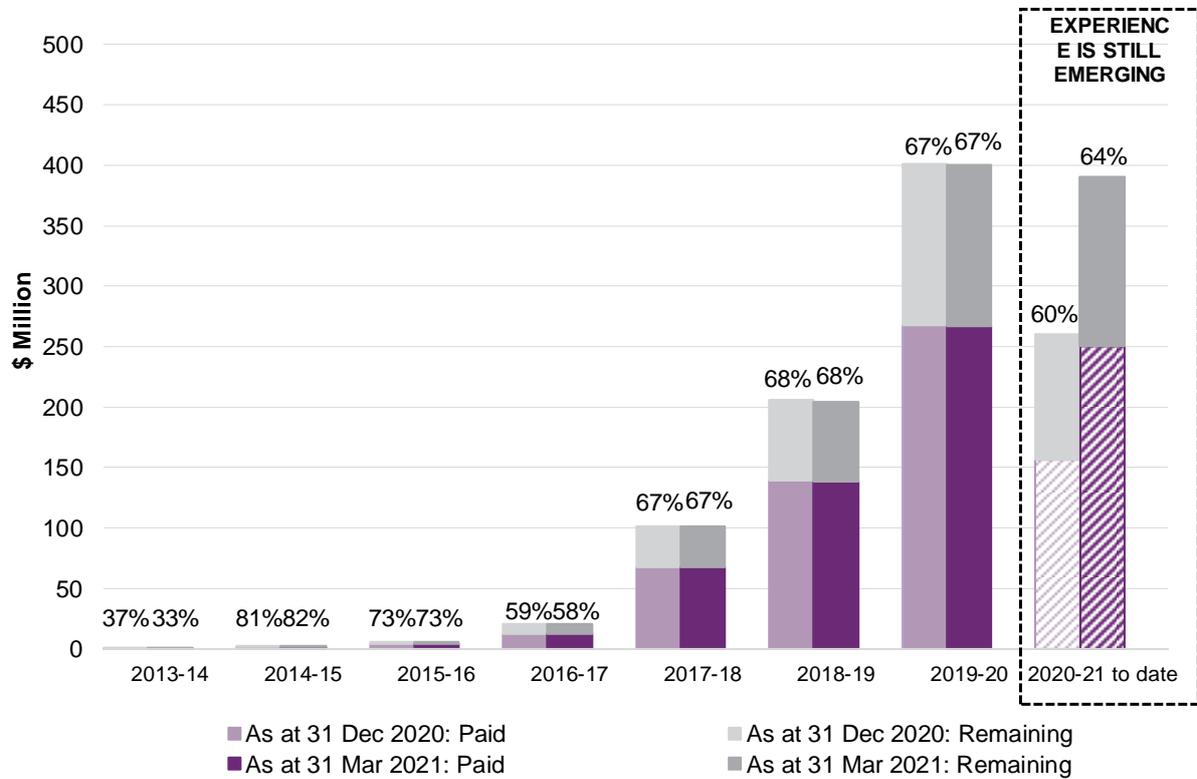


<sup>694</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

**Table M.61 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>695</sup>

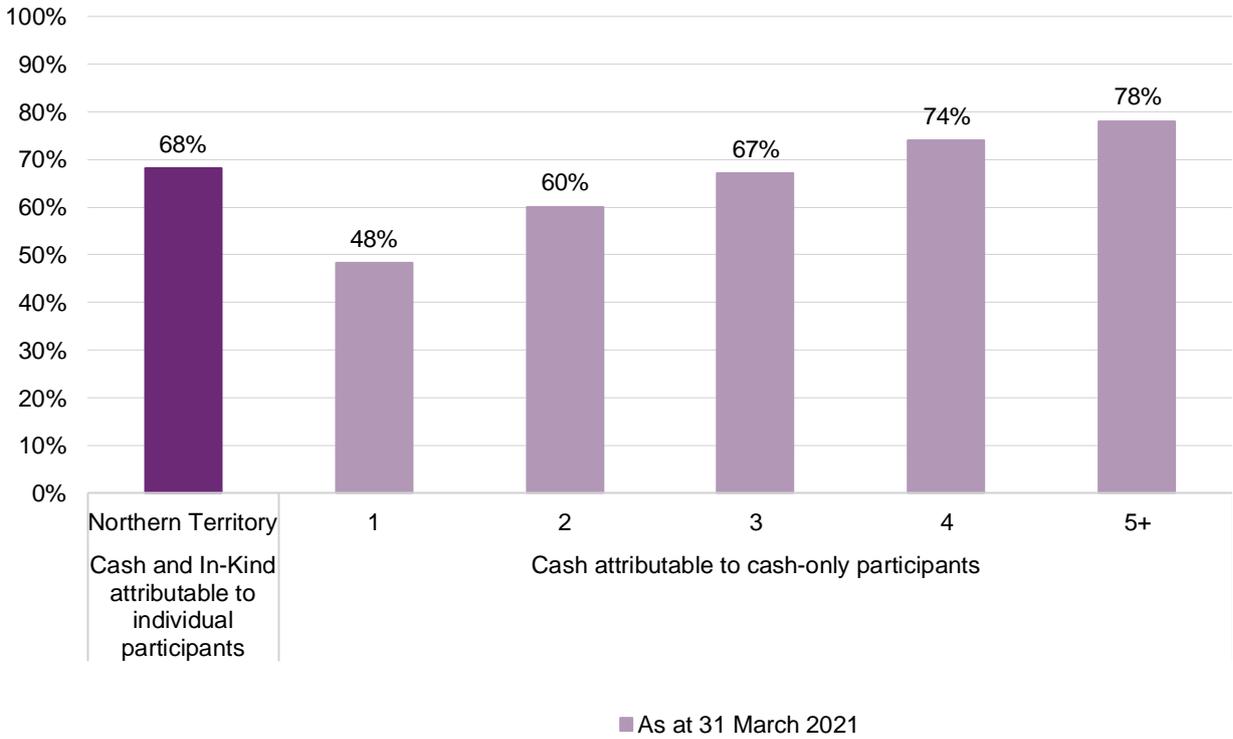
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.06	2.0	5.8	20.5	101.0	204.3	400.3	390.4
Total Paid	0.02	1.7	4.2	12.0	67.6	137.9	267.0	250.1
% utilised to date	33%	82%	73%	58%	67%	68%	67%	64%

**Figure M.27 Utilisation of committed supports as at 31 December 2020 and 31 March 2021 – Northern Territory**

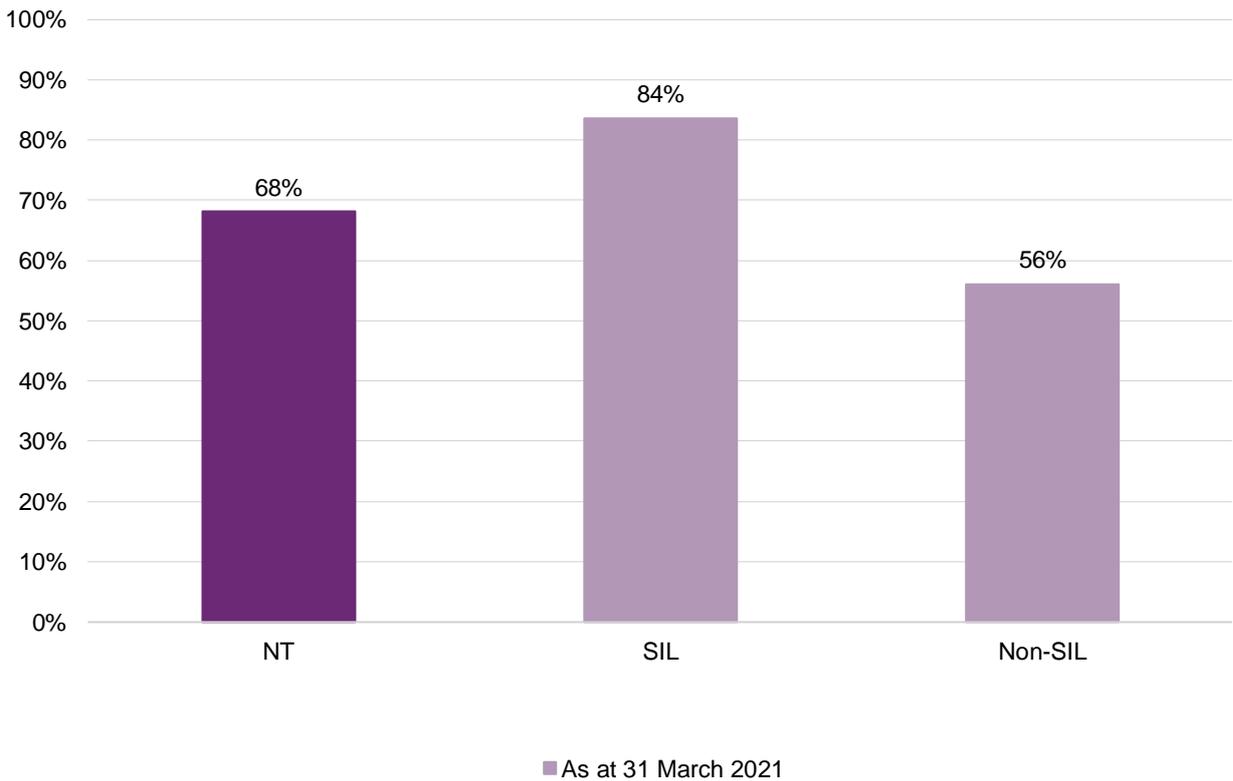


<sup>695</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

**Figure M.28 Utilisation of committed supports by plan number from 1 July 2020 to 31 December 2020 – Northern Territory** <sup>696</sup>



**Figure M.29 Utilisation of committed supports by SIL status from 1 July 2020 to 31 December 2020 – Northern Territory** <sup>697</sup>



<sup>696</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>697</sup> 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 <sup>698</sup>

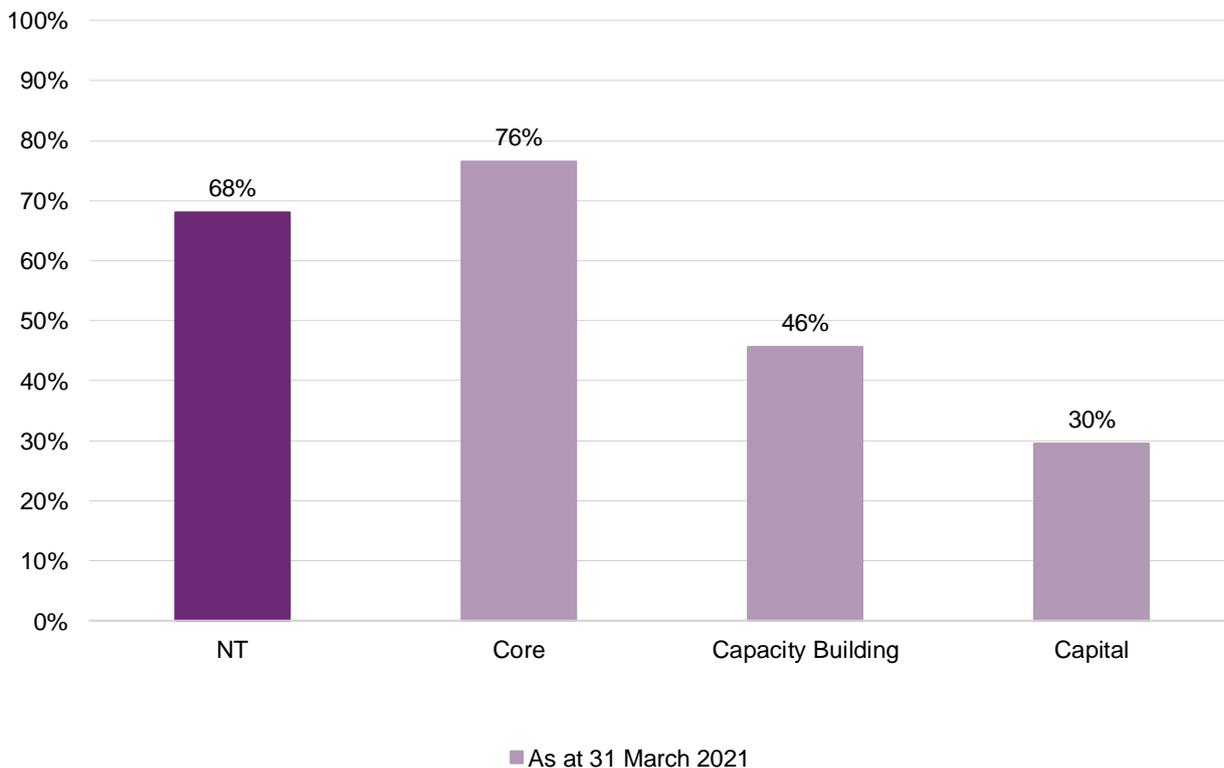
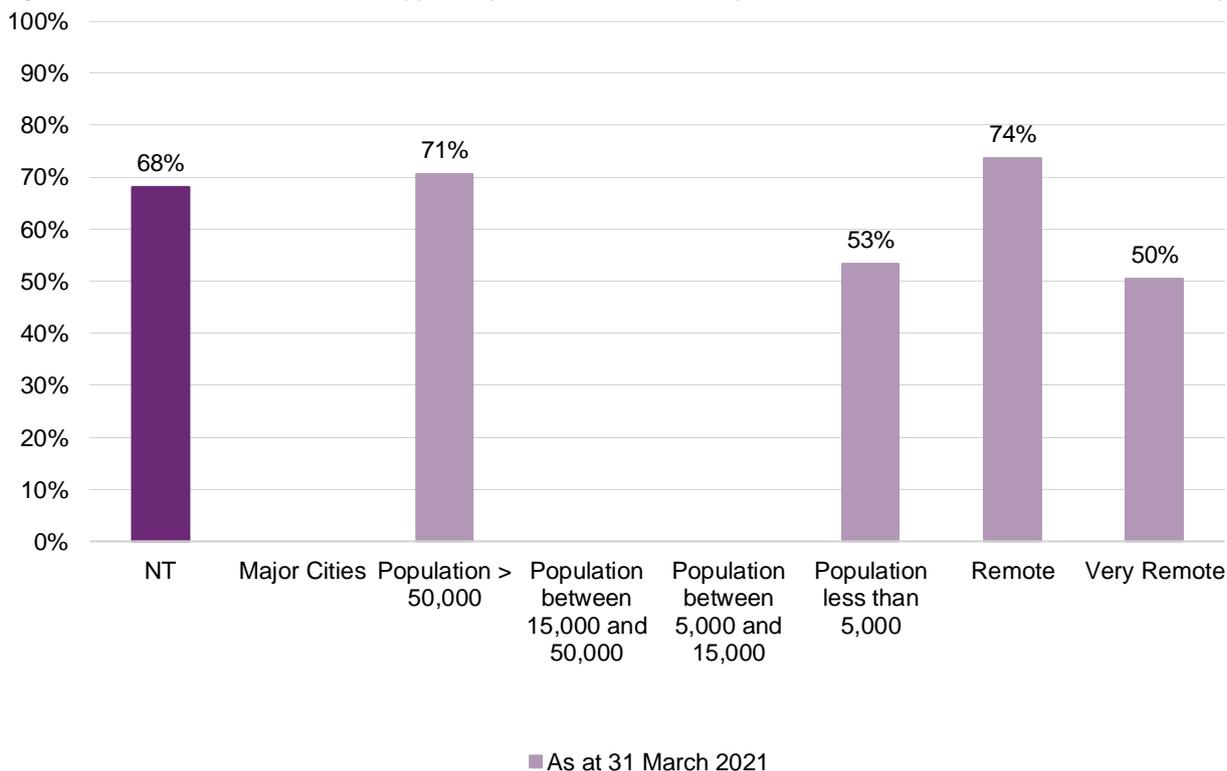


Figure M.31 Utilisation of committed supports by remoteness from 1 July 2020 to 31 December 2020 – Northern Territory <sup>699 700</sup>



<sup>698</sup> Ibid.

<sup>699</sup> Ibid.

<sup>700</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix N:

## State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

**Table N.1 Active participants including ECEI** <sup>701 702 703</sup>

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%
<b>National</b>	<b>449,998</b>	<b>100%</b>	<b>10,840</b>	<b>460,838</b>	<b>100%</b>

**Table N.2 Number of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,311	20,538	14,627	4,382	5,489	1,409	1,202	783	<b>70,745</b>
7 to 14	35,259	30,519	22,814	9,649	11,867	2,294	2,133	920	<b>115,466</b>
15 to 18	10,311	8,250	6,540	3,569	3,581	862	665	279	<b>34,061</b>
19 to 24	12,739	8,629	6,837	3,608	3,014	1,147	750	277	<b>37,006</b>
25 to 34	12,277	10,756	7,822	4,066	3,043	1,123	722	352	<b>40,166</b>
35 to 44	11,303	10,604	7,379	3,274	2,889	799	748	427	<b>37,428</b>
45 to 54	13,735	13,018	9,122	3,995	3,756	1,104	833	434	<b>45,999</b>
55 to 64	16,823	14,225	10,743	4,739	4,652	1,279	892	426	<b>53,788</b>
65+	5,463	3,836	2,750	1,185	1,317	253	440	93	<b>15,339</b>
<b>Total</b>	<b>140,221</b>	<b>120,375</b>	<b>88,634</b>	<b>38,467</b>	<b>39,608</b>	<b>10,270</b>	<b>8,385</b>	<b>3,991</b>	<b>449,998</b>

<sup>701</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>702</sup> 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.

<sup>703</sup> 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%	<b>16%</b>
7 to 14	25%	25%	26%	25%	30%	22%	25%	23%	<b>26%</b>
15 to 18	7%	7%	7%	9%	9%	8%	8%	7%	<b>8%</b>
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	<b>8%</b>
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	<b>9%</b>
35 to 44	8%	9%	8%	9%	7%	8%	9%	11%	<b>8%</b>
45 to 54	10%	11%	10%	10%	9%	11%	10%	11%	<b>10%</b>
55 to 64	12%	12%	12%	12%	12%	12%	11%	11%	<b>12%</b>
65+	4%	3%	3%	3%	3%	2%	5%	2%	<b>3%</b>
<b>Total</b>	<b>100%</b>								

**Table N.4 Number of active participant plans by disability**<sup>704 705</sup>

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	<b>144,154</b>
Intellectual Disability	29,093	24,181	15,894	8,203	7,724	2,627	1,422	769	<b>89,923</b>
Psychosocial disability	13,673	15,638	8,288	3,656	2,580	810	1,025	398	<b>46,082</b>
Developmental Delay	10,606	12,756	7,097	1,128	2,452	686	793	446	<b>35,966</b>
Hearing Impairment	7,028	5,418	4,975	1,648	1,630	400	427	174	<b>21,700</b>
Other Neurological	6,153	4,663	3,892	1,889	1,480	413	353	194	<b>19,038</b>
Other Physical	5,547	4,033	4,298	1,733	1,706	343	518	183	<b>18,364</b>
Cerebral Palsy	5,360	3,903	3,427	1,624	1,184	410	282	201	<b>16,392</b>
ABI	4,109	3,616	3,149	1,206	1,506	409	198	247	<b>14,440</b>
Global Developmental Delay	3,092	1,763	1,550	1,087	1,260	197	173	99	<b>9,222</b>
Visual Impairment	2,885	2,659	1,532	696	714	177	171	63	<b>8,897</b>
Multiple Sclerosis	2,381	2,581	1,309	782	725	276	192	17	<b>8,263</b>
Stroke	2,376	1,488	1,443	512	449	121	120	136	<b>6,646</b>
Spinal Cord Injury	1,680	830	1,341	567	384	99	68	75	<b>5,045</b>
Other	932	618	633	352	224	91	55	58	<b>2,963</b>
Other Sensory/Speech	1,083	688	301	124	552	36	87	32	<b>2,903</b>
<b>Total</b>	<b>140,221</b>	<b>120,375</b>	<b>88,634</b>	<b>38,467</b>	<b>39,608</b>	<b>10,270</b>	<b>8,385</b>	<b>3,991</b>	<b>449,998</b>

**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%	<b>32%</b>
Intellectual Disability	21%	20%	18%	21%	20%	26%	17%	19%	<b>20%</b>
Psychosocial disability	10%	13%	9%	10%	7%	8%	12%	10%	<b>10%</b>
Developmental Delay	8%	11%	8%	3%	6%	7%	9%	11%	<b>8%</b>
Hearing Impairment	5%	5%	6%	4%	4%	4%	5%	4%	<b>5%</b>
Other Neurological	4%	4%	4%	5%	4%	4%	4%	5%	<b>4%</b>
Other Physical	4%	3%	5%	5%	4%	3%	6%	5%	<b>4%</b>
Cerebral Palsy	4%	3%	4%	4%	3%	4%	3%	5%	<b>4%</b>
ABI	3%	3%	4%	3%	4%	4%	2%	6%	<b>3%</b>
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	2%	<b>2%</b>
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	<b>2%</b>
Multiple Sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal Cord Injury	1%	1%	2%	1%	1%	1%	1%	2%	<b>1%</b>
Other	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
Other Sensory/Speech	1%	1%	0%	0%	1%	0%	1%	1%	<b>1%</b>
<b>Total</b>	<b>100%</b>								

<sup>704</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>705</sup> Down Syndrome is included in Intellectual Disability.

**Table N.6 Number of active participant plans by other characteristics** <sup>706 707</sup>

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	<b>30,763</b>
Culturally and linguistically diverse	14,846	13,939	4,931	3,298	2,996	311	918	1,013	<b>42,265</b>
Residing in remote and very remote areas	531	54	1,502	1,716	1,036	131	0	1,661	<b>6,664</b>
Younger people in residential aged care (under 65)	1,121	1,003	621	263	198	87	11	36	<b>3,341</b>
With supported independent living	8,793	5,105	4,707	2,261	2,322	907	457	376	<b>24,928</b>
With specialised disability accommodation	5,533	5,195	1,595	1,160	1,670	402	158	129	<b>15,842</b>

**Table N.7 Proportion of active participant plans by other characteristics** <sup>708</sup>

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%	<b>6.8%</b>
Culturally and linguistically diverse	10.6%	11.6%	5.6%	8.6%	7.6%	3.0%	10.9%	25.4%	<b>9.4%</b>
Residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.6%	1.3%	0.0%	41.6%	<b>1.5%</b>
With supported independent living	6.2%	3.9%	5.2%	5.8%	5.8%	8.7%	5.3%	9.3%	<b>5.4%</b>
With specialised disability accommodation	3.9%	4.3%	1.8%	3.0%	4.2%	3.9%	1.9%	3.2%	<b>3.5%</b>

**Table N.8 Participation rates by age** <sup>709</sup>

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%	<b>3.32%</b>
7-14	4.44%	4.82%	4.27%	3.60%	7.18%	4.43%	5.07%	3.73%	<b>4.59%</b>
15-18	2.76%	2.78%	2.65%	2.95%	4.47%	3.50%	3.61%	2.55%	<b>2.91%</b>
19-24	1.96%	1.55%	1.71%	1.86%	2.28%	3.06%	1.84%	1.53%	<b>1.82%</b>
25-34	1.01%	1.03%	1.09%	1.08%	1.34%	1.73%	1.04%	0.84%	<b>1.07%</b>
35-44	1.06%	1.19%	1.12%	0.92%	1.36%	1.33%	1.18%	1.26%	<b>1.12%</b>
45-54	1.39%	1.61%	1.41%	1.20%	1.73%	1.65%	1.56%	1.49%	<b>1.46%</b>
55-64	1.81%	1.98%	1.84%	1.61%	2.16%	1.76%	2.08%	1.91%	<b>1.87%</b>
<b>0-64</b>	<b>2.01%</b>	<b>2.13%</b>	<b>2.04%</b>	<b>1.72%</b>	<b>2.76%</b>	<b>2.39%</b>	<b>2.15%</b>	<b>1.90%</b>	<b>2.07%</b>

**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%

<sup>706</sup> 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.

<sup>707</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>708</sup> Ibid.

<sup>709</sup> 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'** <sup>710</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	23%	19%	18%	25%	28%	17%	29%	11%	<b>21%</b>
Review 2	24%	19%	19%	26%	28%	17%	29%	14%	<b>22%</b>
Participants (15 and over) in community									
Baseline	34%	37%	39%	43%	38%	28%	39%	44%	<b>37%</b>
Review 2	44%	42%	47%	46%	42%	32%	42%	46%	<b>44%</b>
Parent and carer employment rate									
Baseline	48%	44%	43%	43%	43%	40%	57%	56%	<b>46%</b>
Review 2	50%	46%	44%	46%	44%	41%	63%	56%	<b>48%</b>

**Table N.11 Distribution of active participant by method of Financial Plan Management** <sup>711 712</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	25%	24%	17%	19%	15%	35%	11%	<b>22%</b>
Self-managed partly	9%	10%	8%	17%	6%	9%	11%	7%	<b>9%</b>
Plan-managed	42%	52%	51%	30%	59%	44%	40%	57%	<b>47%</b>
Agency-managed	29%	13%	17%	35%	17%	31%	14%	25%	<b>22%</b>
<b>Total</b>	<b>100%</b>								

**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%	<b>12%</b>
Plan-managed	28%	42%	39%	20%	40%	19%	42%	25%	<b>34%</b>
Agency-managed	62%	43%	48%	65%	51%	72%	39%	71%	<b>54%</b>
<b>Total</b>	<b>100%</b>								

**Table N.13 Estimated number of plan reviews - excluding plans less than 31 days** <sup>713</sup>

	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	<b>94,104</b>
Total number of plan reviews (transition only)	360,382	232,210	155,107	53,578	95,243	22,895	28,027	6,718	<b>954,226</b>

**Table N.14 Number and rates of participant complaints** <sup>714 715</sup>

	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	<b>6,368</b>
% of access requests	3.4%	3.7%	4.0%	4.6%	4.8%	3.1%	2.7%	5.7%	<b>4.2%</b>
All participant complaints	28,759	20,794	12,100	4,300	10,847	1,526	2,105	478	<b>86,842</b>
% of access requests since 1 April 2017	4.8%	5.2%	4.4%	4.4%	7.0%	4.4%	4.4%	3.6%	<b>5.4%</b>

<sup>710</sup> 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.

<sup>711</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>712</sup> Trial participants are included in these results.

<sup>713</sup> The National totals include plan reviews where jurisdiction information was missing.

<sup>714</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>715</sup> The National totals include participant complaints where jurisdiction information was missing.

**Table N.15 Duration to plan activation for active participants** <sup>716</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	71%	68%	68%	59%	65%	<b>68%</b>
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	12%	<b>12%</b>
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	6%	<b>5%</b>
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	5%	<b>3%</b>
120 days and over	8%	8%	8%	7%	9%	10%	12%	10%	<b>8%</b>
No payments	2%	3%	3%	4%	3%	3%	4%	3%	<b>3%</b>
<b>Total plans approved</b>	<b>100%</b>								

**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	<b>6,691</b>
Company / Organisation	4,963	3,562	3,873	1,483	1,534	905	906	550	<b>9,385</b>
<b>Total active providers</b>	<b>8,007</b>	<b>5,571</b>	<b>5,772</b>	<b>1,900</b>	<b>2,169</b>	<b>1,198</b>	<b>1,180</b>	<b>665</b>	<b>16,076</b>

**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	<b>2,816</b>
Company / Organisation	2,800	1,865	1,861	801	662	352	331	222	<b>6,201</b>
<b>Total active providers</b>	<b>3,944</b>	<b>2,549</b>	<b>2,550</b>	<b>1,016</b>	<b>856</b>	<b>475</b>	<b>399</b>	<b>266</b>	<b>9,017</b>

**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	<b>7,740.7</b>
2018-19	5,942.6	3,462.2	2,487.4	540.8	1,159.2	392.7	370.3	204.3	<b>14,560.9</b>
2019-20	8,132.0	6,075.5	5,111.0	1,555.4	2,169.1	662.1	464.1	400.3	<b>24,571.9</b>
<i>% increase from 2017-18 to 2018-19</i>	39%	142%	197%	143%	215%	107%	20%	102%	<b>88%</b>
<i>% increase from 2018-19 to 2019-20</i>	37%	75%	105%	188%	87%	69%	25%	96%	<b>69%</b>
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	<b>23,615.5</b>

**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	<b>5,431.6</b>
2018-19	4,499.4	2,368.2	1,628.0	389.5	789.2	296.1	278.8	137.9	<b>10,387.9</b>
2019-20	5,985.6	4,105.0	3,531.1	1,004.1	1,475.9	475.7	338.3	267.0	<b>17,183.9</b>
<i>% increase from 2017-18 to 2018-19</i>	44%	148%	207%	135%	259%	93%	25%	104%	<b>91%</b>
<i>% increase from 2018-19 to 2019-20</i>	33%	73%	117%	158%	87%	61%	21%	94%	<b>65%</b>
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	<b>15,612.9</b>

**Table N.20 Average annualised plan budget for SIL and non SIL participants (\$)** <sup>717</sup>

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	<b>347,138</b>
non SIL	51,979	52,892	58,643	56,599	50,286	52,090	46,403	81,385	<b>53,940</b>
<b>Total (SIL and Non SIL)</b>	<b>70,909</b>	<b>64,181</b>	<b>74,612</b>	<b>71,808</b>	<b>67,315</b>	<b>80,731</b>	<b>63,290</b>	<b>127,146</b>	<b>70,182</b>

<sup>716</sup> 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.

<sup>717</sup> 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** <sup>718 719 720</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	71%	74%	85%	80%	86%	n/a	n/a	n/a	<b>81%</b>
Subsequent plans	86%	79%	86%	83%	83%	86%	89%	83%	<b>85%</b>
<b>Total</b>	<b>86%</b>	<b>79%</b>	<b>86%</b>	<b>82%</b>	<b>83%</b>	<b>86%</b>	<b>89%</b>	<b>83%</b>	<b>85%</b>
<b>Non SIL</b>									
First plan	52%	45%	48%	52%	45%	43%	47%	43%	<b>48%</b>
Subsequent plans	65%	58%	66%	62%	61%	62%	66%	57%	<b>63%</b>
<b>Total</b>	<b>63%</b>	<b>56%</b>	<b>62%</b>	<b>59%</b>	<b>59%</b>	<b>58%</b>	<b>64%</b>	<b>53%</b>	<b>60%</b>
<b>Total (SIL and non-SIL)</b>									
<b>First plan</b>	<b>53%</b>	<b>45%</b>	<b>49%</b>	<b>61%</b>	<b>49%</b>	<b>45%</b>	<b>49%</b>	<b>48%</b>	<b>51%</b>
<b>Subsequent plans</b>	<b>73%</b>	<b>61%</b>	<b>72%</b>	<b>68%</b>	<b>68%</b>	<b>71%</b>	<b>74%</b>	<b>71%</b>	<b>69%</b>
<b>Total</b>	<b>72%</b>	<b>59%</b>	<b>69%</b>	<b>65%</b>	<b>66%</b>	<b>67%</b>	<b>73%</b>	<b>67%</b>	<b>67%</b>

<sup>718</sup> 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.

<sup>719</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

<sup>720</sup> Utilisation is not shown if there is insufficient data in the group.

**Table N.22 Participant Service Guarantee Timeframes (% guarantees met)** <sup>721 722 723 724</sup>

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	<b>87%</b>
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%	<b>100%</b>
4	Make an access decision, after the final information has been provided	14 days	98%	98%	98%	98%	99%	99%	98%	95%	<b>98%</b>
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%	<b>79%</b>
6	Approve a participant's plan, after an access decision has been made	56 days	86%	82%	75%	68%	80%	90%	91%	27%	<b>79%</b>
7	Approve a plan for ECEI participants, after an access decision has been made	90 days	98%	96%	95%	89%	97%	98%	100%	73%	<b>96%</b>
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	18%	24%	34%	50%	26%	10%	10%	28%	<b>25%</b>
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%	<b>100%</b>
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%	<b>67%</b>
17	Complete an internal Review of a Reviewable Decision, after a request is received	90 days	92%	90%	92%	90%	92%	93%	91%	98%	<b>91%</b>
19	Cancel participant requested nominee	14 days	78%	88%	87%	80%	86%	100%	80%	100%	<b>84%</b>
20	Cancel CEO initiated nominee	14 days	100%	100%	86%	100%	67%	100%	100%	n/a	<b>92%</b>

<sup>721</sup> 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.

<sup>722</sup> 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.

<sup>723</sup> 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.

<sup>724</sup> 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** <sup>725 726 727 728 729 730 731 732</sup>

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>113,910</b>	<b>81%</b>	<b>138,019</b>	<b>98%</b>	<b>34,042</b>	<b>24%</b>	<b>140,221</b>
Hunter New England	Jul-13	19,247	80%	23,513	97%	5,641	23%	<b>24,157</b>
Central Coast	Jul-16	6,151	76%	7,950	98%	1,751	22%	<b>8,096</b>
Far West	Jul-17	527	86%	610	100%	158	26%	<b>612</b>
Illawarra Shoalhaven	Jul-17	7,304	88%	8,161	98%	2,176	26%	<b>8,314</b>
Mid North Coast	Jul-17	4,992	87%	5,709	99%	1,315	23%	<b>5,747</b>
Murrumbidgee	Jul-17	5,328	85%	6,215	100%	1,612	26%	<b>6,236</b>
Nepean Blue Mountains	Jul-15	6,042	72%	8,190	98%	1,812	22%	<b>8,342</b>
North Sydney	Jul-16	8,163	83%	9,715	99%	2,857	29%	<b>9,853</b>
Northern NSW	Jul-17	6,210	93%	6,627	99%	1,668	25%	<b>6,665</b>
South Eastern Sydney	Jul-17	8,003	85%	9,244	99%	2,408	26%	<b>9,370</b>
South Western Sydney	Jul-16	14,647	77%	18,716	98%	4,227	22%	<b>19,041</b>
Southern NSW	Jul-16	3,400	84%	3,995	98%	1,041	26%	<b>4,060</b>
Sydney	Jul-17	6,880	89%	7,648	99%	1,881	24%	<b>7,741</b>
Western NSW	Jul-17	4,912	84%	5,783	99%	1,604	27%	<b>5,844</b>
Western Sydney	Jul-16	12,086	75%	15,925	99%	3,884	24%	<b>16,124</b>
NSW - Other		18	95%	18	95%	<11		<b>19</b>
<b>VIC</b>		<b>113,389</b>	<b>94%</b>	<b>119,053</b>	<b>99%</b>	<b>26,566</b>	<b>22%</b>	<b>120,375</b>
Barwon	Jul-13	8,187	92%	8,771	98%	1,906	21%	<b>8,914</b>
Central Highlands	Jan-17	4,362	90%	4,793	98%	1,087	22%	<b>4,873</b>
Loddon	May-17	5,856	91%	6,375	99%	1,328	21%	<b>6,442</b>
North East Melbourne	Jul-16	10,188	87%	11,499	98%	2,678	23%	<b>11,700</b>
Inner Gippsland	Oct-17	4,479	96%	4,566	98%	979	21%	<b>4,643</b>
Ovens Murray	Oct-17	2,880	91%	3,106	98%	686	22%	<b>3,157</b>
Western District	Oct-17	3,400	95%	3,557	99%	870	24%	<b>3,595</b>
Inner East Melbourne	Nov-17	8,479	95%	8,796	99%	2,388	27%	<b>8,911</b>
Outer East Melbourne	Nov-17	8,691	97%	8,848	99%	2,180	24%	<b>8,945</b>
Hume Moreland	Mar-18	7,651	94%	8,094	99%	1,628	20%	<b>8,159</b>
Bayside Peninsula	Apr-18	14,187	98%	14,290	99%	3,493	24%	<b>14,429</b>
Southern Melbourne	Sep-18	10,565	96%	10,875	99%	2,300	21%	<b>10,983</b>
Brimbank Melton	Oct-18	7,043	96%	7,343	100%	1,274	17%	<b>7,372</b>
Western Melbourne	Oct-18	10,236	97%	10,494	99%	2,023	19%	<b>10,567</b>
Goulburn	Jan-19	3,254	90%	3,573	99%	771	21%	<b>3,596</b>
Mallee	Jan-19	1,895	96%	1,979	100%	444	22%	<b>1,981</b>
Outer Gippsland	Jan-19	2,027	97%	2,084	99%	530	25%	<b>2,097</b>
VIC - Other		<11		<11		<11		<b>11</b>

<sup>725</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>726</sup> Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

<sup>727</sup> Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

<sup>728</sup> Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

<sup>729</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>730</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>731</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>732</sup> 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
		#	%	#	%	#	%	
<b>QLD</b>		<b>84,526</b>	<b>95%</b>	<b>88,301</b>	<b>100%</b>	<b>22,967</b>	<b>26%</b>	<b>88,634</b>
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
<b>WA</b>		<b>33,261</b>	<b>86%</b>	<b>37,826</b>	<b>98%</b>	<b>12,172</b>	<b>32%</b>	<b>38,467</b>
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
<b>SA</b>		<b>36,578</b>	<b>92%</b>	<b>39,359</b>	<b>99%</b>	<b>9,260</b>	<b>23%</b>	<b>39,608</b>
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
<b>TAS</b>		<b>9,515</b>	<b>93%</b>	<b>9,962</b>	<b>97%</b>	<b>2,465</b>	<b>24%</b>	<b>10,270</b>
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
<b>ACT</b>		<b>6,924</b>	<b>83%</b>	<b>8,236</b>	<b>98%</b>	<b>1,800</b>	<b>21%</b>	<b>8,385</b>
ACT	Jul-14	6,922	83%	8,234	98%	1,799	21%	8,383
ACT - Other		<11		<11		<11		<11
<b>NT</b>		<b>3,838</b>	<b>96%</b>	<b>3,980</b>	<b>100%</b>	<b>1,120</b>	<b>28%</b>	<b>3,991</b>

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
Barkly	Jul-14	153	96%	158	99%	56	35%	<b>159</b>
Central Australia	Jul-17	603	95%	635	100%	244	38%	<b>636</b>
Darwin Remote	Jul-17	351	96%	366	100%	105	29%	<b>366</b>
Darwin Urban	Jan-17	2,257	96%	2,331	100%	554	24%	<b>2,339</b>
East Arnhem	Jan-17	186	98%	189	100%	57	30%	<b>189</b>
Katherine	Jul-17	186	96%	193	100%	78	40%	<b>193</b>
NT - Other		102	94%	108	99%	26	24%	<b>109</b>
<b>Other Territories</b>		<b>33</b>	<b>89%</b>	<b>36</b>	<b>97%</b>	<b>&lt;11</b>		<b>37</b>
Missing		<11		<11		<11		<11
<b>Total</b>		<b>401,984</b>	<b>89%</b>	<b>444,782</b>	<b>99%</b>	<b>110,401</b>	<b>25%</b>	<b>449,998</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL <sup>733 734</sup>



<sup>733</sup> 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.

<sup>734</sup> 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** <sup>735 736 737</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>5,533</b>	<b>3.9%</b>	<b>8,793</b>	<b>6.3%</b>	<b>140,221</b>
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
<b>VIC</b>	<b>5,195</b>	<b>4.3%</b>	<b>5,105</b>	<b>4.2%</b>	<b>120,375</b>
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
<b>QLD</b>	<b>1,595</b>	<b>1.8%</b>	<b>4,707</b>	<b>5.3%</b>	<b>88,634</b>
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

<sup>735</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>736</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>737</sup> 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
<b>WA</b>	<b>1,160</b>	<b>3.0%</b>	<b>2,261</b>	<b>5.9%</b>	<b>38,467</b>
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
<b>SA</b>	<b>1,670</b>	<b>4.2%</b>	<b>2,322</b>	<b>5.9%</b>	<b>39,608</b>
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
<b>TAS</b>	<b>402</b>	<b>3.9%</b>	<b>907</b>	<b>8.8%</b>	<b>10,270</b>
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
<b>ACT</b>	<b>158</b>	<b>1.9%</b>	<b>457</b>	<b>5.5%</b>	<b>8,385</b>
ACT	158	1.9%	457	5.5%	8,383
ACT - Other	<11		<11		<11
<b>NT</b>	<b>129</b>	<b>3.2%</b>	<b>376</b>	<b>9.4%</b>	<b>3,991</b>
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
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>37</b>
<b>Missing</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>&lt;11</b>
<b>National</b>	<b>15,842</b>	<b>3.5%</b>	<b>24,928</b>	<b>5.5%</b>	<b>449,998</b>

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2021 <sup>738 739 740 741</sup>

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
<b>Total</b>	<b>197,490,443</b>	<b>0.63%</b>	<b>8,653,456,464</b>	<b>27%</b>	<b>31,581,725,117</b>

Table P.3 Active SDA providers by jurisdiction as at 31 March 2021 <sup>742 743 744</sup>

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
<b>National</b>	<b>324</b>	<b>250</b>

### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

<sup>738</sup> 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.

<sup>739</sup> State/Territory is defined by the current residing address of the participant.

<sup>740</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>741</sup> 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.

<sup>742</sup> 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.

<sup>743</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>744</sup> 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)	
<b>ACT</b>	<b>114</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>142</b>
ACT - Australian Capital Territory	114	0	28	0	142
<b>NSW</b>	<b>1,444</b>	<b>58</b>	<b>733</b>	<b>7</b>	<b>2,242</b>
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
<b>NT</b>	<b>19</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>28</b>
NT - Darwin	13	2	5	2	22
NT - Northern Territory - Outback	6	0	0	0	6
<b>QLD</b>	<b>374</b>	<b>35</b>	<b>343</b>	<b>13</b>	<b>765</b>
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)	
<b>SA</b>	<b>885</b>	<b>10</b>	<b>145</b>	<b>0</b>	<b>1,040</b>
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
<b>TAS</b>	<b>25</b>	<b>3</b>	<b>14</b>	<b>0</b>	<b>42</b>
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
<b>VIC</b>	<b>411</b>	<b>90</b>	<b>272</b>	<b>16</b>	<b>789</b>
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
<b>WA</b>	<b>10</b>	<b>1</b>	<b>50</b>	<b>0</b>	<b>61</b>
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
<b>Total</b>	<b>3,282</b>	<b>199</b>	<b>1,590</b>	<b>38</b>	<b>5,109</b>

**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	
<b>ACT</b>	<b>32</b>	<b>58</b>	<b>33</b>	<b>13</b>	<b>6</b>	<b>142</b>
ACT - Australian Capital Territory	32	58	33	13	6	142
<b>NSW</b>	<b>1,119</b>	<b>384</b>	<b>423</b>	<b>77</b>	<b>239</b>	<b>2,242</b>
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
<b>NT</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>14</b>	<b>28</b>
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	0	0	1	6
<b>QLD</b>	<b>105</b>	<b>179</b>	<b>270</b>	<b>58</b>	<b>153</b>	<b>765</b>
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
<b>SA</b>	<b>492</b>	<b>244</b>	<b>109</b>	<b>54</b>	<b>141</b>	<b>1,040</b>
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
<b>TAS</b>	<b>7</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>14</b>	<b>42</b>
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
<b>VIC</b>	<b>262</b>	<b>178</b>	<b>213</b>	<b>50</b>	<b>86</b>	<b>789</b>
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
<b>WA</b>	<b>5</b>	<b>10</b>	<b>25</b>	<b>0</b>	<b>21</b>	<b>61</b>
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
<b>Total</b>	<b>2,030</b>	<b>1,072</b>	<b>1,079</b>	<b>254</b>	<b>674</b>	<b>5,109</b>

**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+	
<b>ACT</b>	<b>25</b>	<b>54</b>	<b>30</b>	<b>24</b>	<b>9</b>	<b>0</b>	<b>142</b>
ACT - Australian Capital Territory	25	54	30	24	9	0	142
<b>NSW</b>	<b>620</b>	<b>409</b>	<b>191</b>	<b>319</b>	<b>645</b>	<b>58</b>	<b>2,242</b>
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
<b>NT</b>	<b>1</b>	<b>15</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>28</b>
NT - Darwin	1	11	1	1	6	2	22
NT - Northern Territory - Outback	0	4	1	1	0	0	6
<b>QLD</b>	<b>328</b>	<b>155</b>	<b>129</b>	<b>79</b>	<b>39</b>	<b>35</b>	<b>765</b>
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+	
<b>SA</b>	<b>214</b>	<b>438</b>	<b>185</b>	<b>111</b>	<b>82</b>	<b>10</b>	<b>1,040</b>
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
<b>TAS</b>	<b>9</b>	<b>11</b>	<b>3</b>	<b>16</b>	<b>0</b>	<b>3</b>	<b>42</b>
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
<b>VIC</b>	<b>278</b>	<b>123</b>	<b>90</b>	<b>52</b>	<b>156</b>	<b>90</b>	<b>789</b>
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
<b>WA</b>	<b>20</b>	<b>12</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>61</b>
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
<b>Total</b>	<b>1,495</b>	<b>1,217</b>	<b>649</b>	<b>609</b>	<b>940</b>	<b>199</b>	<b>5,109</b>

**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	
<b>ACT</b>	<b>17</b>	<b>36</b>	<b>4</b>	<b>0</b>	<b>57</b>
ACT - Australian Capital Territory	17	36	4	0	57
<b>NSW</b>	<b>550</b>	<b>674</b>	<b>94</b>	<b>312</b>	<b>1,630</b>
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
<b>NT</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>10</b>	<b>14</b>
NT - Darwin	0	4	0	10	14
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>68</b>	<b>340</b>	<b>58</b>	<b>144</b>	<b>610</b>
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
<b>SA</b>	<b>50</b>	<b>95</b>	<b>119</b>	<b>26</b>	<b>290</b>
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
<b>TAS</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>31</b>
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
<b>VIC</b>	<b>97</b>	<b>277</b>	<b>38</b>	<b>65</b>	<b>477</b>
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
<b>WA</b>	<b>11</b>	<b>42</b>	<b>0</b>	<b>58</b>	<b>111</b>
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	
<b>Total</b>	<b>800</b>	<b>1,469</b>	<b>314</b>	<b>637</b>	<b>3,220</b>

**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	
<b>ACT</b>	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
<b>NSW</b>	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
<b>NT</b>	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
<b>QLD</b>	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	
<b>SA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>TAS</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>
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
<b>VIC</b>	<b>91</b>	<b>230</b>	<b>155</b>	<b>108</b>	<b>277</b>	<b>861</b>
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
<b>WA</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
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
<b>Total</b>	<b>233</b>	<b>274</b>	<b>157</b>	<b>112</b>	<b>290</b>	<b>1,066</b>

**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+	
<b>ACT</b>	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
<b>NSW</b>	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
<b>NT</b>	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
<b>QLD</b>	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
<b>SA</b>	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
<b>TAS</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>
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
<b>VIC</b>	<b>97</b>	<b>68</b>	<b>96</b>	<b>90</b>	<b>397</b>	<b>113</b>	<b>861</b>
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
<b>WA</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
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
<b>Total</b>	<b>171</b>	<b>95</b>	<b>109</b>	<b>169</b>	<b>409</b>	<b>113</b>	<b>1,066</b>

**Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 March 2021**<sup>745</sup>

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	0	0	11	0	0	11
ACT - Australian Capital Territory	0	0	11	0	0	11
<b>NSW</b>	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
<b>NT</b>	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
<b>QLD</b>	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

<sup>745</sup> 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
<b>SA</b>	<b>0</b>	<b>5</b>	<b>50</b>	<b>0</b>	<b>7</b>	<b>62</b>
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
<b>TAS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>VIC</b>	<b>0</b>	<b>20</b>	<b>89</b>	<b>4</b>	<b>11</b>	<b>124</b>
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
<b>WA</b>	<b>0</b>	<b>0</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>46</b>
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
<b>Total</b>	<b>0</b>	<b>73</b>	<b>431</b>	<b>17</b>	<b>65</b>	<b>586</b>

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2021 <sup>746</sup>

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	
<b>ACT</b>	<b>140</b>	<b>18</b>	<b>17</b>	<b>175</b>
ACT - Australian Capital Territory	139	18	17	174
ACT - Missing	1	0	0	1
<b>NSW</b>	<b>4,808</b>	<b>725</b>	<b>435</b>	<b>5,968</b>
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
<b>NT</b>	<b>128</b>	<b>1</b>	<b>11</b>	<b>140</b>
NT - Darwin	78	1	5	84
NT - Northern Territory - Outback	50	0	6	56
<b>QLD</b>	<b>1,379</b>	<b>216</b>	<b>325</b>	<b>1,920</b>
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

<sup>746</sup> 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
<b>SA</b>	<b>1,607</b>	<b>63</b>	<b>187</b>	<b>1,857</b>
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
<b>TAS</b>	<b>379</b>	<b>23</b>	<b>24</b>	<b>426</b>
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
<b>VIC</b>	<b>4,855</b>	<b>340</b>	<b>472</b>	<b>5,667</b>
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
<b>WA</b>	<b>1,132</b>	<b>28</b>	<b>64</b>	<b>1,224</b>
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	
<b>Total</b>	<b>14,428</b>	<b>1,414</b>	<b>1,535</b>	<b>17,377</b>

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 March 2021 <sup>747</sup>

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		
<b>ACT</b>	<b>1</b>	<b>8</b>	<b>19</b>	<b>0</b>	<b>7</b>	<b>35</b>	<b>7%</b>
ACT - Australian Capital Territory	1	8	19	0	7	35	20%
ACT - Missing	0	0	0	0	0	0	0%
<b>NSW</b>	<b>120</b>	<b>441</b>	<b>311</b>	<b>71</b>	<b>217</b>	<b>1,160</b>	<b>19%</b>
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%
<b>NT</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>9%</b>
NT - Darwin	2	1	2	0	1	6	7%
NT - Northern Territory - Outback	0	2	3	0	1	6	11%
<b>QLD</b>	<b>49</b>	<b>75</b>	<b>236</b>	<b>39</b>	<b>142</b>	<b>541</b>	<b>28%</b>
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%

<sup>747</sup> 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%
<b>SA</b>	<b>44</b>	<b>67</b>	<b>70</b>	<b>15</b>	<b>54</b>	<b>250</b>	<b>13%</b>
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%
<b>TAS</b>	<b>6</b>	<b>16</b>	<b>13</b>	<b>1</b>	<b>11</b>	<b>47</b>	<b>11%</b>
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%
<b>VIC</b>	<b>131</b>	<b>315</b>	<b>176</b>	<b>60</b>	<b>130</b>	<b>812</b>	<b>14%</b>
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 West	5	13	3	0	1	22	10%
VIC - Missing	0	0	0	0	0	0	0%
<b>WA</b>	<b>8</b>	<b>24</b>	<b>36</b>	<b>5</b>	<b>19</b>	<b>92</b>	<b>8%</b>
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%
<b>Total</b>	<b>361</b>	<b>949</b>	<b>866</b>	<b>191</b>	<b>582</b>	<b>2,949</b>	<b>17%</b>

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

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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

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
<b>New South Wales</b>										
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										
<b>NSW total</b>		<b>71%</b>	<b>86%</b>	<b>86%</b>	<b>52%</b>	<b>65%</b>	<b>63%</b>	<b>53%</b>	<b>73%</b>	<b>72%</b>
<b>Victoria</b>										
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										
<b>Victoria total</b>		<b>74%</b>	<b>79%</b>	<b>79%</b>	<b>45%</b>	<b>58%</b>	<b>56%</b>	<b>45%</b>	<b>61%</b>	<b>59%</b>
<b>Queensland</b>										
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%
<b>Queensland total</b>		<b>85%</b>	<b>86%</b>	<b>86%</b>	<b>48%</b>	<b>66%</b>	<b>62%</b>	<b>49%</b>	<b>72%</b>	<b>69%</b>

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
<b>South Australia</b>										
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										
<b>South Australia total</b>		<b>86%</b>	<b>83%</b>	<b>83%</b>	<b>45%</b>	<b>61%</b>	<b>59%</b>	<b>49%</b>	<b>68%</b>	<b>66%</b>
<b>Tasmania</b>										
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										
<b>Tasmania total</b>			<b>86%</b>	<b>86%</b>	<b>43%</b>	<b>62%</b>	<b>58%</b>	<b>45%</b>	<b>71%</b>	<b>67%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		89%	89%	47%	66%	64%	49%	74%	73%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>89%</b>	<b>89%</b>	<b>47%</b>	<b>66%</b>	<b>64%</b>	<b>49%</b>	<b>74%</b>	<b>73%</b>
<b>Northern Territory</b>										
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%
<b>Northern Territory total</b>			<b>83%</b>	<b>83%</b>	<b>43%</b>	<b>57%</b>	<b>53%</b>	<b>48%</b>	<b>71%</b>	<b>67%</b>
<b>Western Australia</b>										
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										
<b>Western Australia total</b>		<b>80%</b>	<b>83%</b>	<b>82%</b>	<b>52%</b>	<b>62%</b>	<b>59%</b>	<b>61%</b>	<b>68%</b>	<b>65%</b>
<b>National total</b>		<b>81%</b>	<b>85%</b>	<b>85%</b>	<b>48%</b>	<b>63%</b>	<b>60%</b>	<b>51%</b>	<b>69%</b>	<b>67%</b>

# Appendix R:

## Access decisions and first plans

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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
<b>0-6</b>	<b>NAT</b>	<b>2,994</b>	<b>2,784</b>	<b>3,087</b>	<b>3,019</b>	<b>3,293</b>	<b>2,696</b>	<b>2,852</b>	<b>2,572</b>	<b>2,968</b>	<b>2,534</b>	<b>2,237</b>	<b>2,589</b>	<b>2,777</b>
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
<b>7+</b>	<b>NAT</b>	<b>8,895</b>	<b>5,580</b>	<b>6,734</b>	<b>7,462</b>	<b>8,027</b>	<b>6,751</b>	<b>7,799</b>	<b>7,014</b>	<b>7,923</b>	<b>7,156</b>	<b>5,700</b>	<b>6,393</b>	<b>8,040</b>
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
<b>All</b>	<b>NAT</b>	<b>11,889</b>	<b>8,364</b>	<b>9,821</b>	<b>10,481</b>	<b>11,320</b>	<b>9,447</b>	<b>10,651</b>	<b>9,586</b>	<b>10,891</b>	<b>9,690</b>	<b>7,937</b>	<b>8,982</b>	<b>10,817</b>

**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
<b>0-6</b>	<b>NAT</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>
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
<b>7+</b>	<b>NAT</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>
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
<b>All</b>	<b>NAT</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>

**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
<b>0-6</b>	<b>NAT</b>	<b>430</b>	<b>329</b>	<b>347</b>	<b>282</b>	<b>268</b>	<b>175</b>	<b>143</b>	<b>105</b>	<b>131</b>	<b>131</b>	<b>95</b>	<b>118</b>	<b>141</b>
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
<b>7+</b>	<b>NAT</b>	<b>1,508</b>	<b>1,394</b>	<b>1,487</b>	<b>1,419</b>	<b>1,695</b>	<b>1,475</b>	<b>1,516</b>	<b>1,454</b>	<b>1,836</b>	<b>1,660</b>	<b>1,237</b>	<b>1,368</b>	<b>1,665</b>
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
<b>All</b>	<b>NAT</b>	<b>1,938</b>	<b>1,723</b>	<b>1,834</b>	<b>1,701</b>	<b>1,963</b>	<b>1,650</b>	<b>1,659</b>	<b>1,559</b>	<b>1,967</b>	<b>1,791</b>	<b>1,332</b>	<b>1,486</b>	<b>1,806</b>

**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
<b>0-6</b>	<b>NAT</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>
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
<b>7+</b>	<b>NAT</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>
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
<b>All</b>	<b>NAT</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>

**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
<b>0-6</b>	<b>NAT</b>	<b>3,321</b>	<b>3,215</b>	<b>3,407</b>	<b>3,477</b>	<b>2,987</b>	<b>2,718</b>	<b>2,663</b>	<b>2,593</b>	<b>2,589</b>	<b>2,406</b>	<b>2,038</b>	<b>2,177</b>	<b>2,621</b>
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
<b>7+</b>	<b>NAT</b>	<b>7,314</b>	<b>6,403</b>	<b>6,162</b>	<b>6,231</b>	<b>4,427</b>	<b>4,549</b>	<b>4,645</b>	<b>4,548</b>	<b>4,643</b>	<b>4,598</b>	<b>3,740</b>	<b>4,094</b>	<b>4,570</b>
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
<b>All</b>	<b>NAT</b>	<b>10,635</b>	<b>9,618</b>	<b>9,569</b>	<b>9,708</b>	<b>7,414</b>	<b>7,267</b>	<b>7,308</b>	<b>7,141</b>	<b>7,232</b>	<b>7,004</b>	<b>5,778</b>	<b>6,271</b>	<b>7,191</b>

**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
<b>0-6</b>	<b>NAT</b>	<b>65</b>	<b>55</b>	<b>51</b>	<b>43</b>	<b>32</b>	<b>36</b>	<b>39</b>	<b>37</b>	<b>39</b>	<b>34</b>	<b>43</b>	<b>44</b>	<b>42</b>
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
<b>7+</b>	<b>NAT</b>	<b>94</b>	<b>75</b>	<b>72</b>	<b>76</b>	<b>47</b>	<b>56</b>	<b>55</b>	<b>48</b>	<b>52</b>	<b>44</b>	<b>48</b>	<b>53</b>	<b>50</b>
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
<b>All</b>	<b>NAT</b>	<b>85</b>	<b>68</b>	<b>64</b>	<b>64</b>	<b>41</b>	<b>49</b>	<b>49</b>	<b>44</b>	<b>47</b>	<b>40</b>	<b>46</b>	<b>50</b>	<b>47</b>