

# Q4

2020-2021



## NDIS Quarterly Report to disability ministers

30 June 2021

ndis

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## 1. Improved engagement with stakeholders will be a key feature of the NDIA's future approach.

### 1.1 The NDIA is committed to improved engagement with people with lived disability experience to develop a new person-centred model for assessments, which are required under the NDIS Act.

On 9 July 2021, the Minister for the NDIA, Linda Reynolds CSC, met with state and territory disability ministers. The Ministers agreed Independent Assessments would not proceed, and that they would work in partnership with those with lived experience of disability through the Independent Advisory Council (IAC) and disability representatives, on the co-design of a new person-centred model that delivers consistency and equity in access and planning outcomes, consistent with the legislative requirements for assessments as set out under the National Disability Insurance Scheme 2013 Act.

The Agency supports this decision, and is determined to undertake improved engagement with people with disability, the sector and state and territory governments, to develop a new person-centred model for assessments. We remain committed to delivering an NDIS that delivers true choice and control of reasonable and necessary supports in a way that is fair, consistent and equitable for all participants, regardless of their geography or socio-demographic circumstances.

### 1.2 In addition, the NDIA will engage broadly with stakeholders to build a better understanding of the financial challenges facing the Scheme.

Understanding and tackling Scheme affordability, in partnership with the disability community, will continue to be at the forefront of our collective work. We all have a responsibility to make sure that the Scheme remains affordable over the long-term so that the NDIS is available for current and new participants well into the future.

### 1.3 The NDIA will build on the valuable work undertaken recently by the IAC and disability representatives on strengthening Scheme reforms to access and planning.

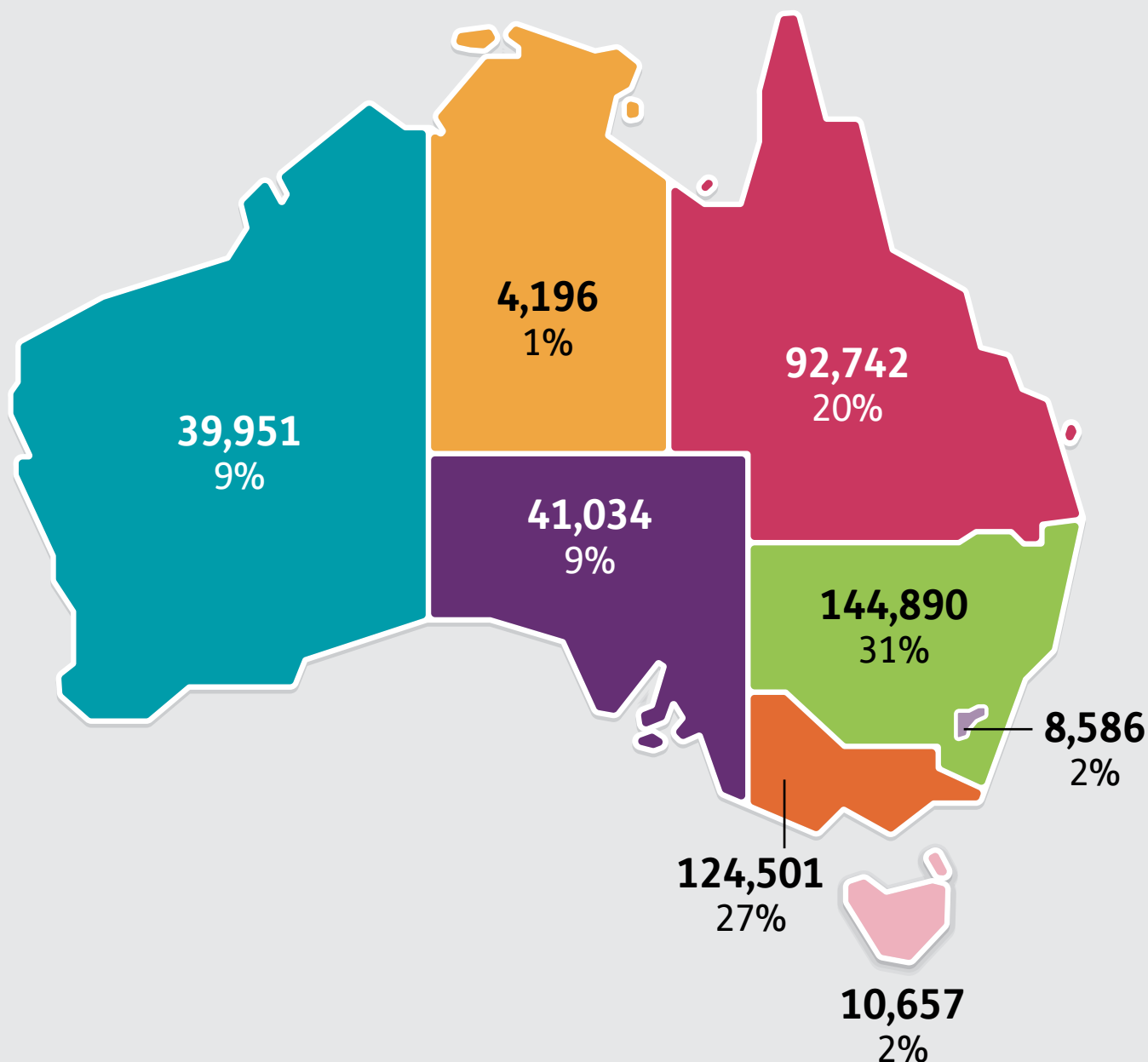
This includes continuing to improve the consistency and equity of decision-making within the Scheme to ensure the NDIS is delivering better and fairer outcomes for all participants. The NDIA Board would like to thank the IAC for their advice and valued contribution to improving the Scheme.

### 1.4 In addition, the NDIA will continue to implement the Participant Service Guarantee (PSG), and further strengthen fraud and integrity measures.

A communique detailing the outcomes of the 9 July 2021 Disability Reform Ministers Meeting (DRMM) has been published on the [Disability Reform Council webpage](#). See sections 3.1 and 3.2 for further information on the PSG.

## 2. The improved engagement will build on the positive outcomes so far achieved for participants since the Scheme was launched eight years ago

2.1 As at 30 June 2021, there are 466,619 participants across Australia in the Scheme, including 245,274 receiving supports for the first time:

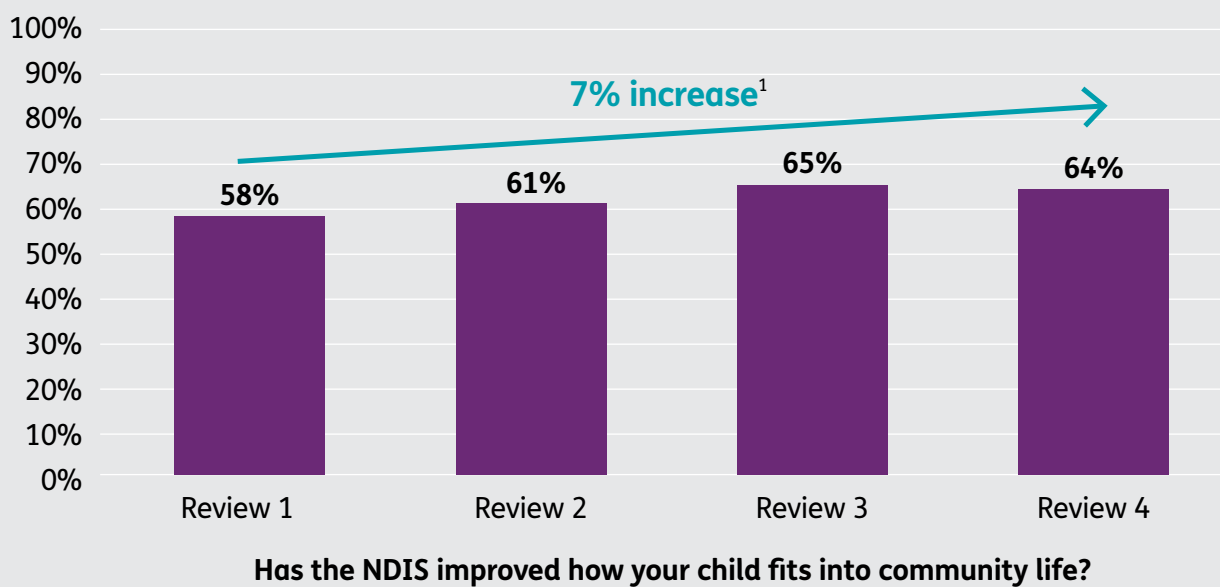


The NDIS has been in operation for eight years, with the first three years being the trial period, followed by a transition phase, with the Scheme being operational in all areas of Australia on 1 July 2020. At 30 June 2016, the Scheme included 30,000 participants. The Scheme then grew significantly, with the number of participants increasing by more than ten-fold to 390,000 participants at 30 June 2020 (four years later), and now includes 467,000 participants at 30 June 2021.

## 2.2 The NDIS is making a real difference in the lives of participants and their families/ carers in many aspects of daily life:

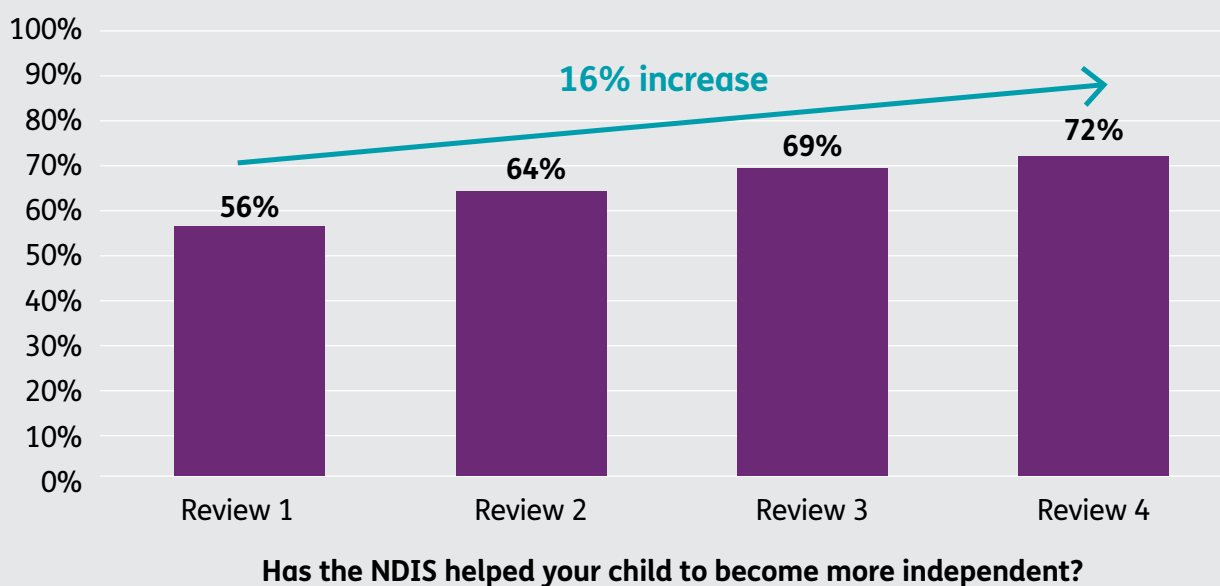
- a. For children aged 0 to starting school, the percentage of parents and caregivers reporting that the NDIS has improved their child's ability to fit into community life has increased by seven percentage points from 58% to 64%.

Figure 1: For children aged 0 to before starting school



- b. For children starting school to 14 years, the percentage of parents and caregivers reporting that the NDIS has helped their child become more independent has increased by 16 percentage points from 56% to 72%.

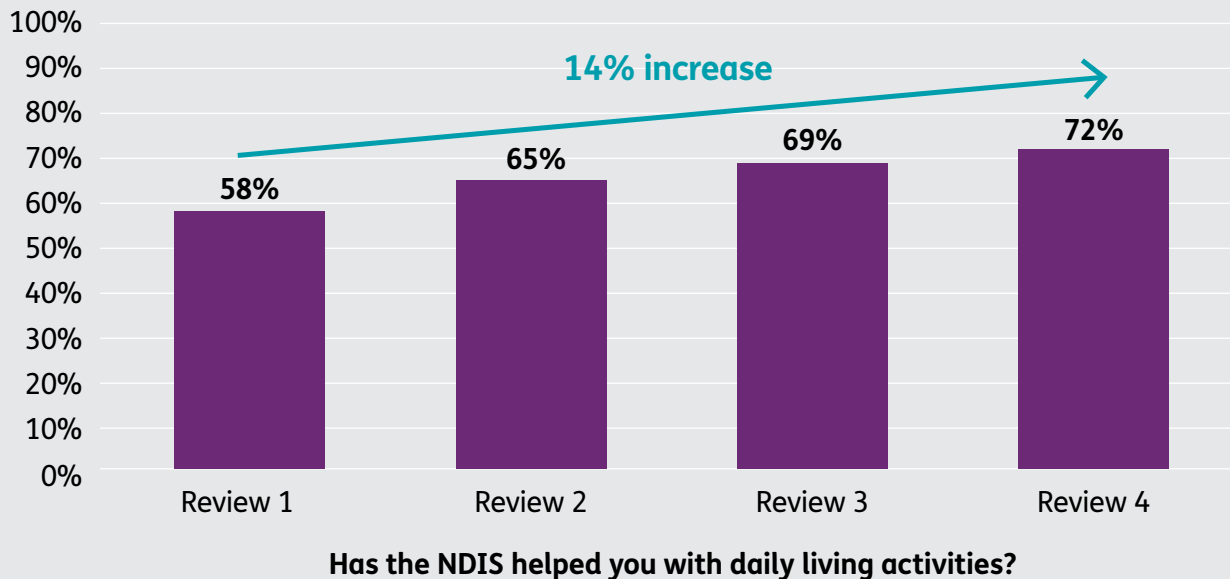
Figure 2: For children starting school to 14 years



<sup>1</sup> The Review 1 result was 57.6% and the Review 4 result was 64.4%, an increase of 6.8%.

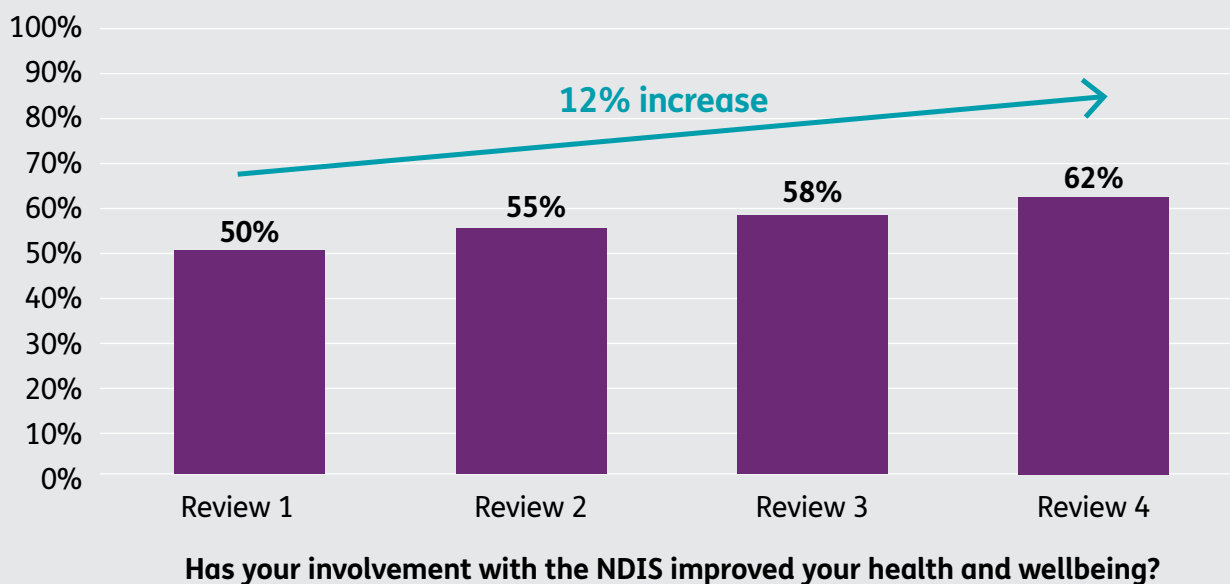
- c. For young adults aged 15 to 24, the percentage of participants reporting that the NDIS has helped with their daily living activities has increased by 14 percentage points from 58% to 72%.

**Figure 3: For young adults aged 15 to 24**



- d. For adults aged 25 and over, the percentage of participants reporting that the NDIS has helped improve their health and wellbeing has increased by 12 percentage points from 50% to 62%.

**Figure 4: For adults 25 and over**





## 2.3 The NDIS has helped to increase social participation:

a. For those who have been in the Scheme for at least two years the rate of social participation for participants aged over 15 years has increased by nine percentage points (from 36% to 45%).

– **nine** percentage increase from **34%** to **43%** for participants aged 15–24 years

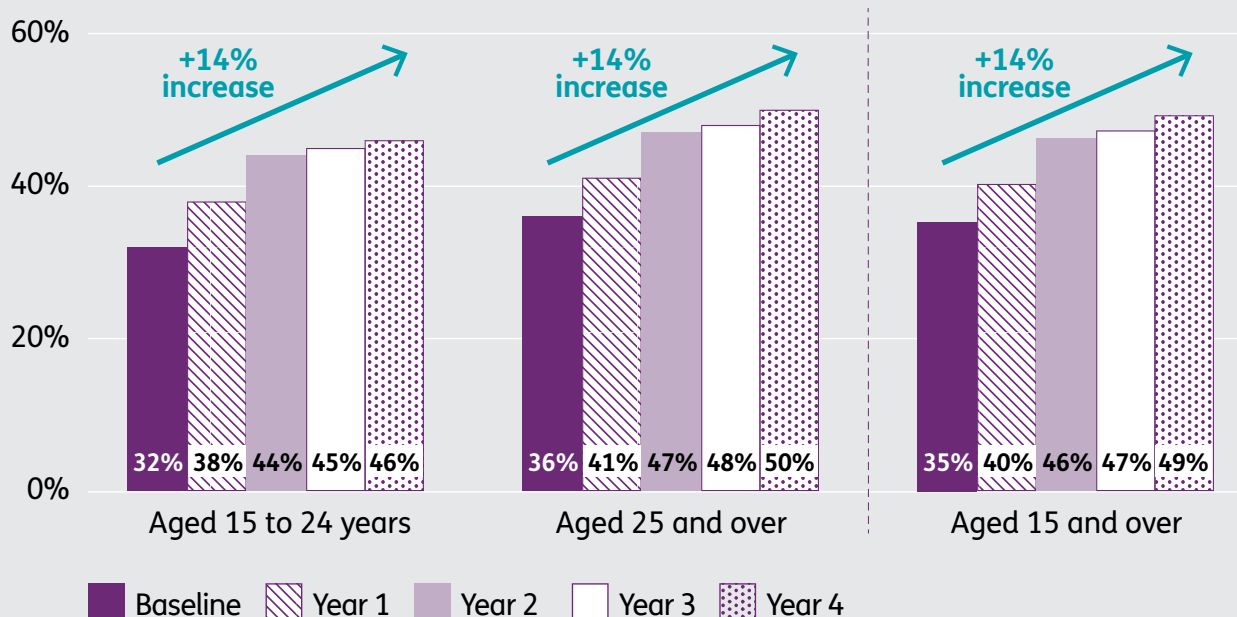
– **eight** percentage increase from **37%** to **45%** for participants aged 25+ years

– **nine** percentage increase from **36%** to **45%** for participants aged 15+ years

b. Further, for those who have been in the Scheme for four years, the rates have increased from 32% to 46% for participants aged 15-24 years (an increase of 14 percentage points) and from 36 to 50 per cent for participant aged 25+ years (an increase of 14 per cent). For all participants aged 15 and over, the rate has increased by 14%, from 35% to 49% overall.

Figure 5: Participants involved in Community and Social Activities

Participants in the Scheme 4+ years<sup>2</sup>

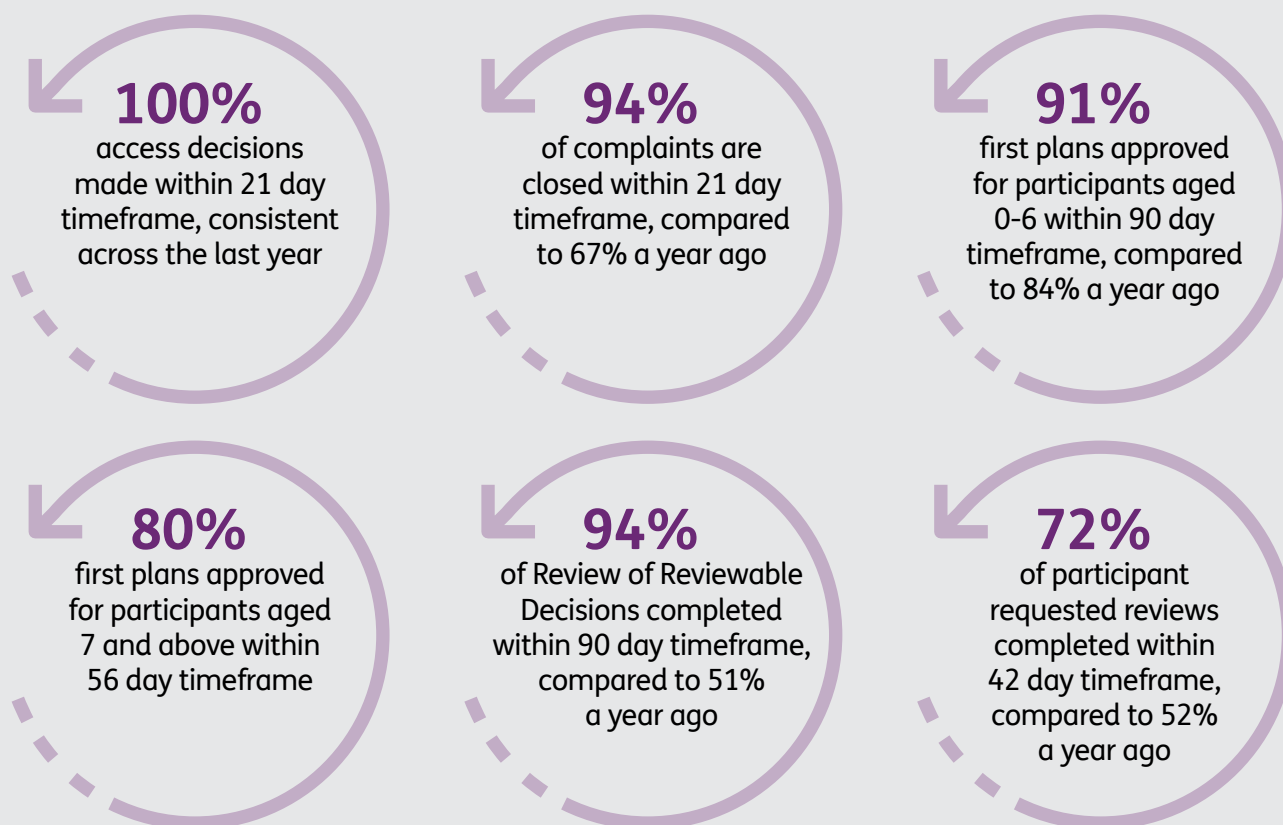


<sup>2</sup> Participants entering between 1 July 2016 to 30 June 2017

## 2.4 The Agency has implemented the Participant Service Guarantee early, resulting in reduced time to make decisions. Specifically:

- **100%** of access decisions have been made within the 21 days
- **91%** of first plans were approved within 90 days for 0-6 year olds, and **79%** of first plans were approved within 90 days for 7+ year olds
- **94%** of complaints were closed within the 21 day timeframe, compared to 67% a year ago
- **94%** of Review of Reviewable Decisions were completed within the 90 day timeframe, compared to 51% a year ago

It is acknowledged that there is more work to do on the first plan approval timeframes for those aged 7 and above, and participant requested review timeframes.

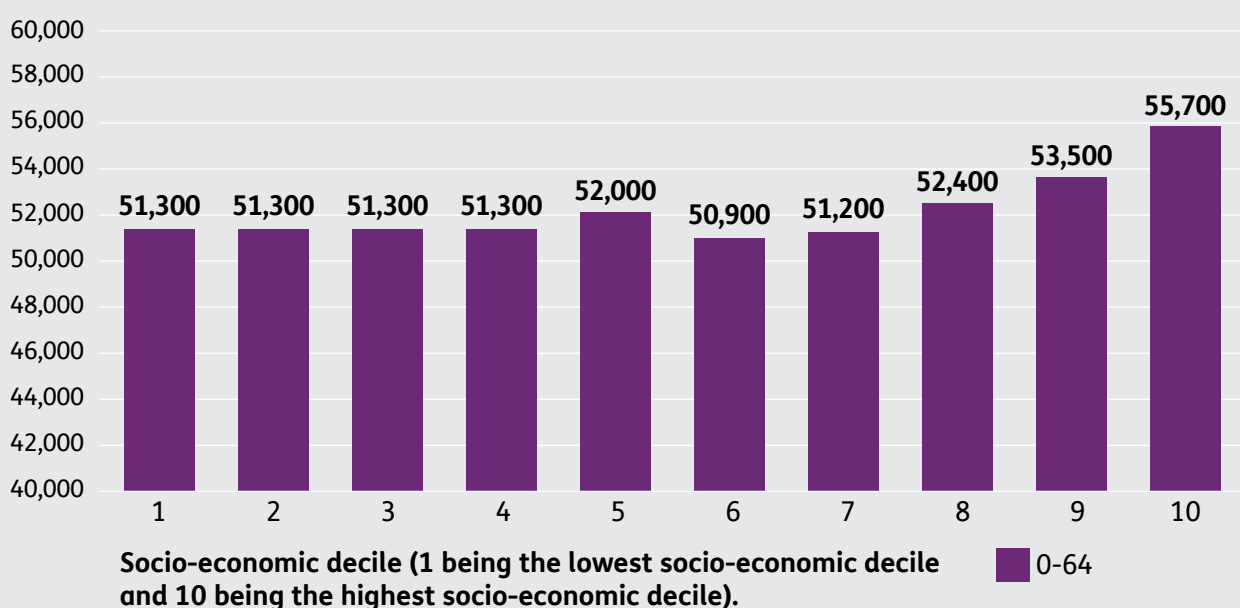


### 3. The NDIA will work with the sector to address significant challenges facing the Scheme

#### 3.1 Access and planning decisions are inconsistent, reflecting the quality of information collected from participants. Plan budgets are higher for participants in high socio-economic areas compared to participants in lower socio-economic areas.

The average annualised plan budgets for participants in the lowest socio-economic decile is \$51,300, compared to \$55,700 for participants in the highest socio-economic decile, a difference of 9 per cent.

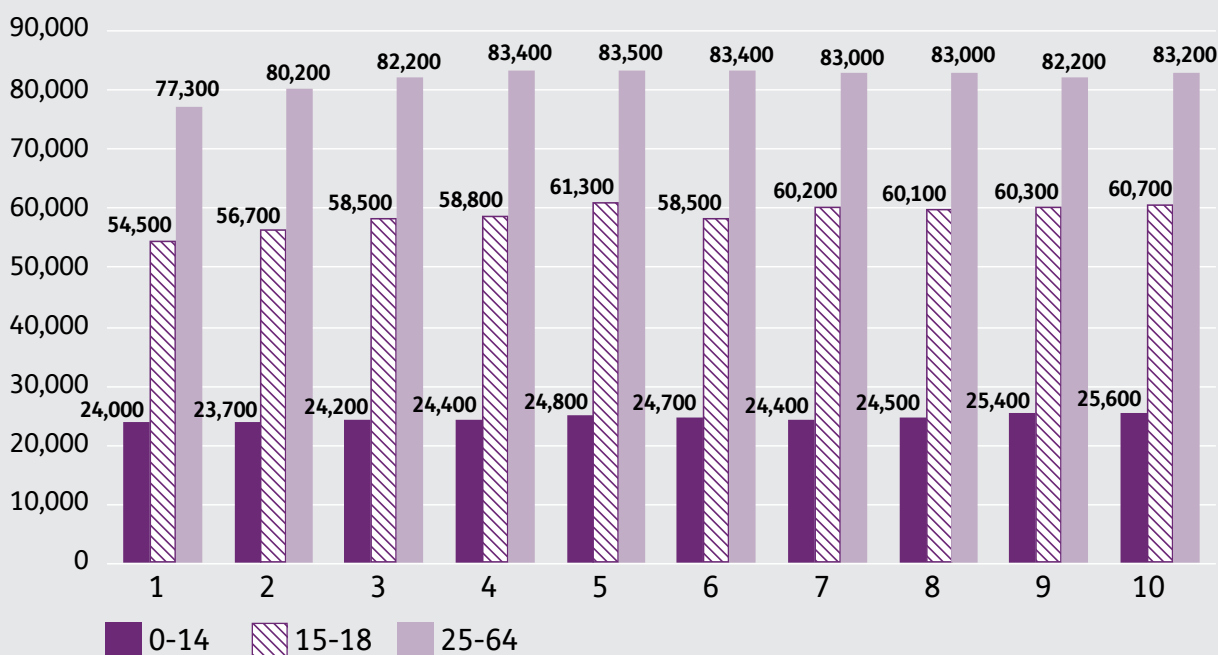
**Figure 6: Average annualised committed supports by the Australian Bureau of Statistics (ABS) Index of Education and Occupation (IEO) deciles – non SIL, age 0-64 – as at 30 June 2021 (\$)**



As shown in Figure 7, the trend is consistent across age groups (for non-SIL participants):

- For participants aged 0-14, the average annualised plan budget for participants in the lowest socio-economic decile is \$24,000 compared to \$25,600 for participants in the highest socio-economic decile, a difference of 10%.
- For participants aged 15-18, the average annualised plan budget for participants in the lowest socio-economic decile is \$54,500, compared to \$60,700 compared to participants in the highest socio-economic decile, a difference of 11%.
- For participants aged 25-64, the average annualised plan budget for participants in the lowest socio-economic decile is \$77,300, compared to \$83,200 compared to participants in the highest socio-economic decile, a difference of 8%.

**Figure 7: Average annualised plan budgets by the ABS Index of Education and Occupation (IEO) deciles, non-SIL participants by age groups (\$)**

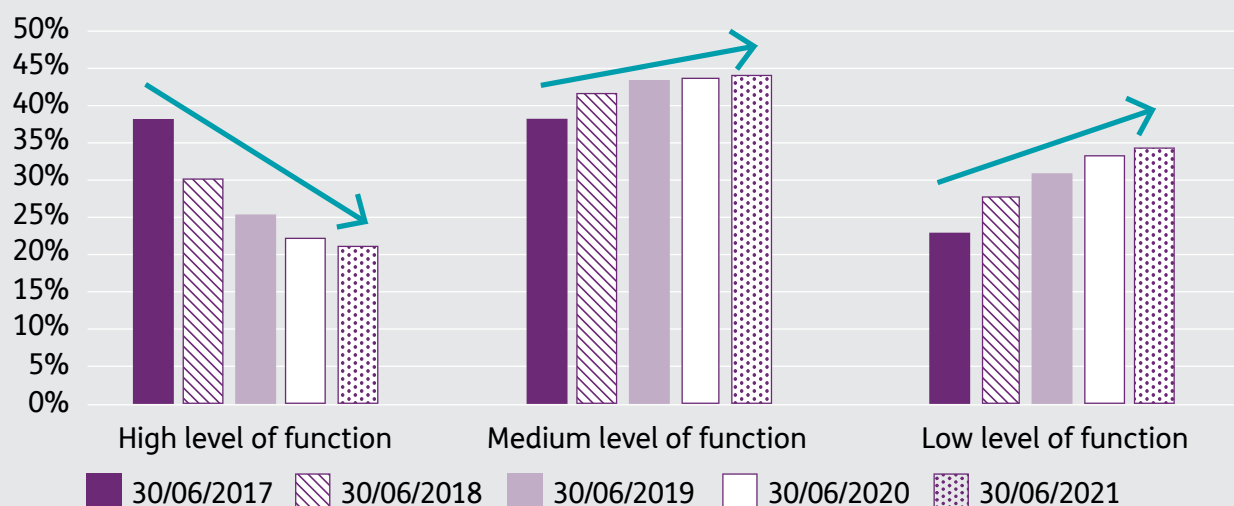


### 3.2 The change in the level of reported functional impairment over a relatively short period of time is unexpected, reflecting inconsistent information

For participants who were in the scheme on 30 June 2017, there has been a reported decline in functional capacity. 38 per cent of these participants had a high level of function on 30 June 2017, compared to 21 per cent on 30 June 2021. Conversely, participants with a low level of function have increased over the same period, from 23 per cent to 35 per cent. While not ascribing a causal relationship, such a change results in a higher level of supports. This appears to be inconsistent with the intent of the Scheme, where investment should lead to increased independence, and functional capacity improving.

More detail on the changing level of function by different participant groups, different entry years, and by State/Territory is included in Addendum 1 to this report.

**Figure 8: Change in reported functional distribution from 30 June 2017 to 30 June 2021<sup>3,4</sup>**



<sup>3</sup> This chart is based on active participants at 30 June 2017 only. Those who entered after 30 June 2017 are excluded.

<sup>4</sup> The distributions are calculated excluding participants with a missing level of function.



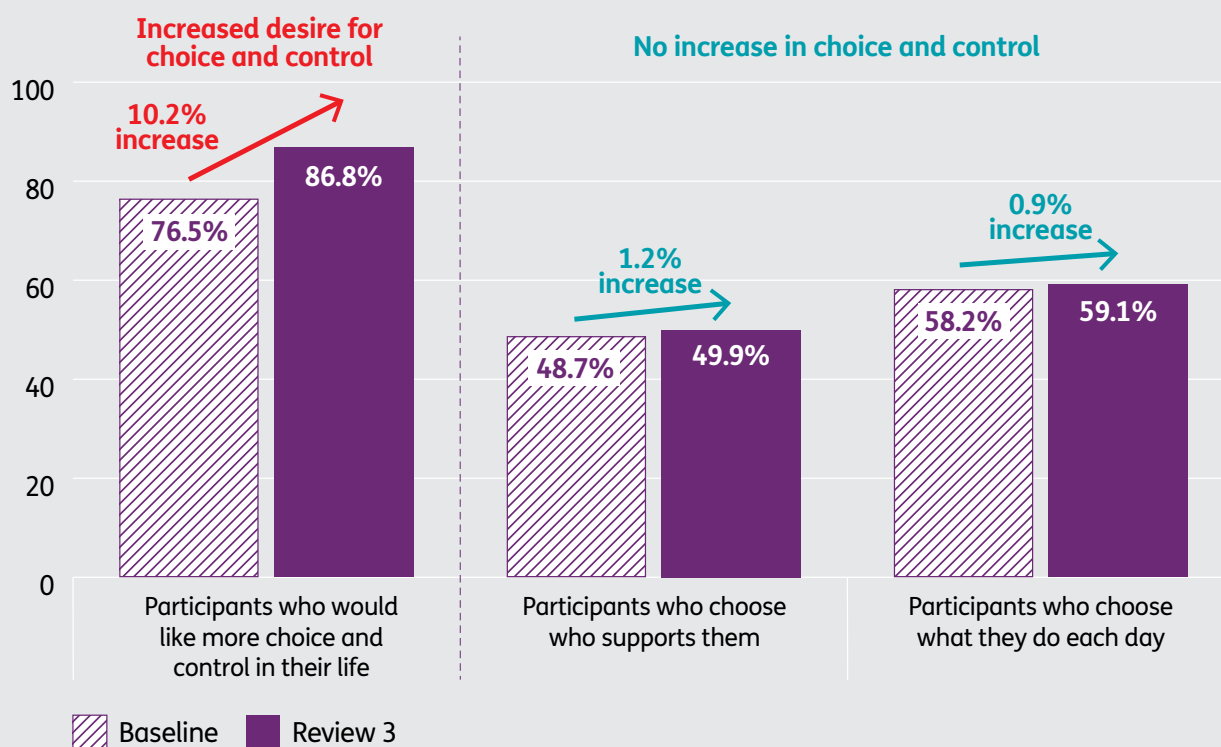
### 3.3 The current planning process limits a participants' ability to exercise choice and control over how to use their support package

Participants who would like more choice and control have increased from 77 per cent to 87 per cent, a 10 per cent increase.

Participants who decide who supports them and participants who choose what they do each day have remained relatively stable.

This inconsistency between a participants' dream for greater choice and control, and their inability to obtain it is imbedded in the design of the Scheme, and should be addressed.

**Figure 9: Choice and Control indicators for participants over 15 years old, and over three reviews**

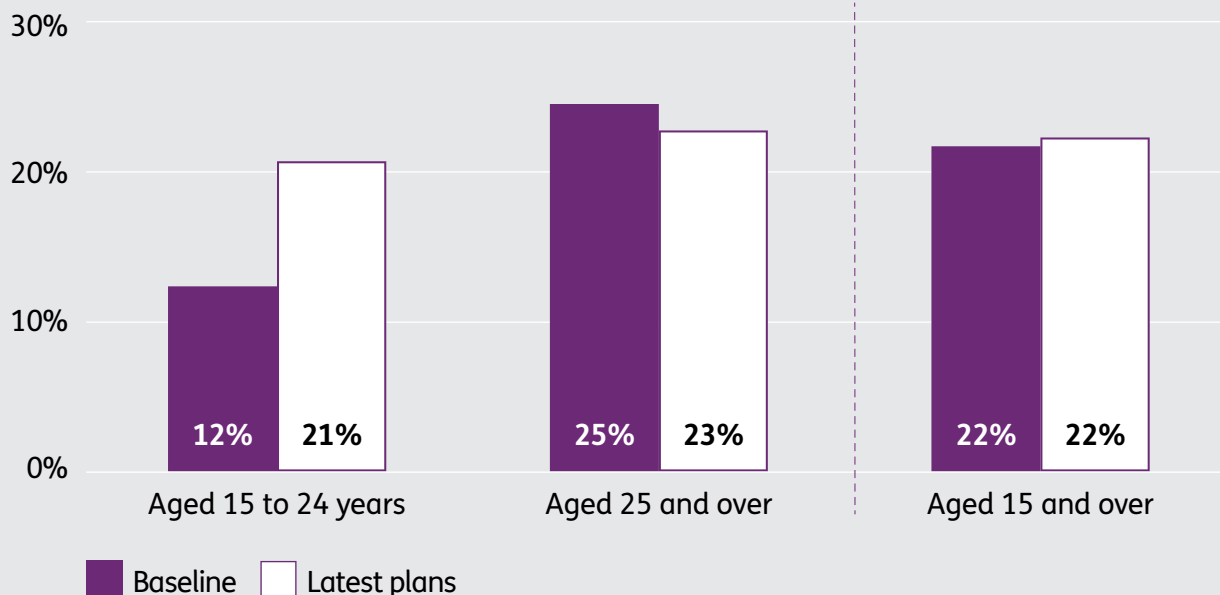


### 3.4 Rates of employment have not increased significantly for participants.

a. Rates of employment for those who have been in the Scheme for at least two years have not increased significantly, except for those aged 15 to 24 years.

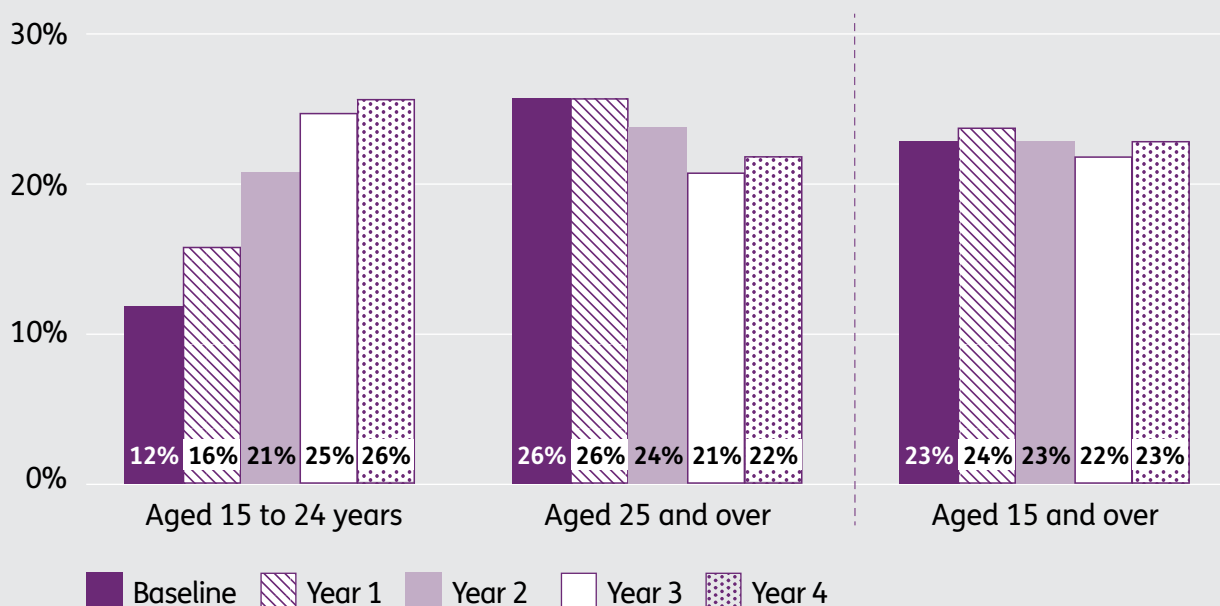
**Figure 10: Participants with a paid job**

#### Participants in the Scheme 2+ years<sup>5</sup>



b. Further, for participants who have been in the Scheme for four years, rates have remained the same for participants aged 15+ years at 23 per cent, despite significant increases for participants aged 15 to 24..

#### Participants in the Scheme 4+ years<sup>6</sup>



<sup>5</sup> Participants entering between 1 July 2016 to 30 June 2019.

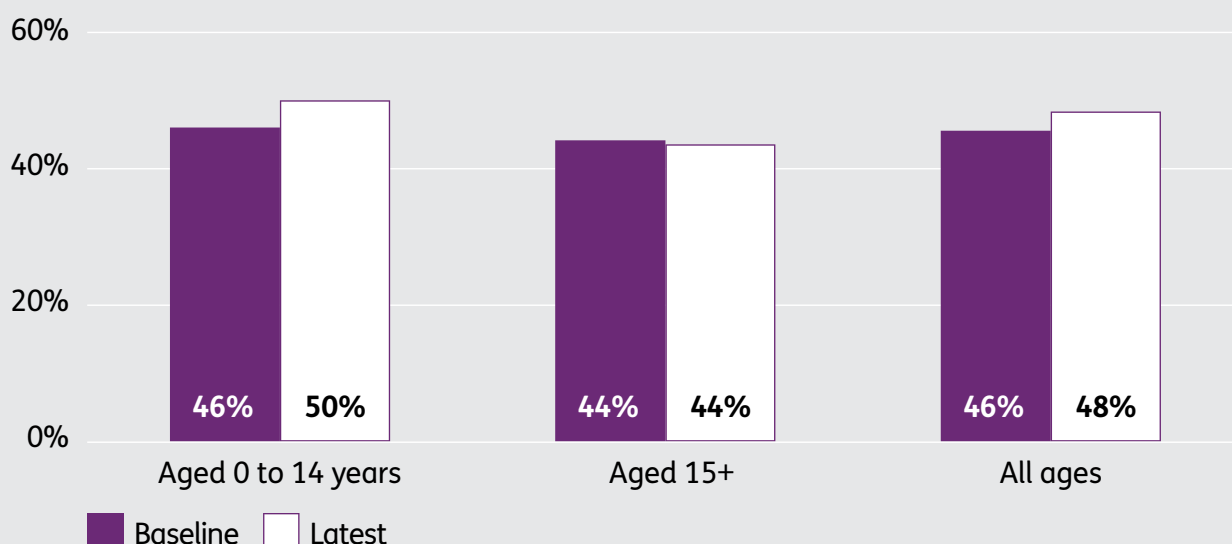
<sup>6</sup> Participants entering between 1 July 2016 to 30 June 2017.

### 3.5 Improvements in rates of employment for families/carers are patchy.

- a. For families/carers of participants aged 0-14 years, the employment rate has increased from 46% to 50%, but for families/carers of participants aged 15+ years, employment rates have remained at 44%.

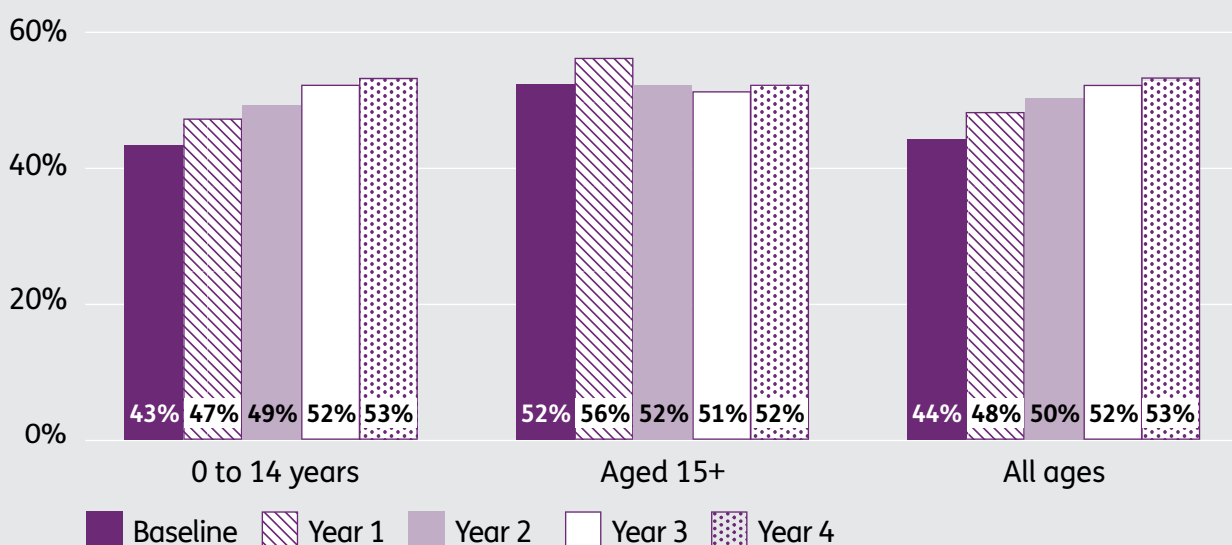
**Figure 11: Families and carers with a paid job**

#### Participants in the Scheme 2+ years<sup>7</sup>



- b. For participants aged 0-14 years who have been in the Scheme for at least four years, the percentage of families/carers in employment has increased from 43% to 53%. However for participants aged 15+ years, the percentage of families/carers in employment has remained the same at 52%.

#### Participants in the Scheme 4+ years<sup>8</sup>



<sup>7</sup> Participants entering between 1 July 2016 to 30 June 2019.

<sup>8</sup> Participants entering between 1 July 2016 to 30 June 2017.

### 3.6 The cost of the Scheme is growing more rapidly than anticipated

The Agency released a comprehensive report on the financial sustainability of the Scheme on 3 July 2021.<sup>9</sup> This report uses data as at 31 December 2020 to project the cost of the Scheme (and this projection is referred to as the 31 December 2020 update). The projection is higher than both the 2021-22 Portfolio Budget Statements (PBS) and the 2017 Productivity Commission (PC) projection.

**Figure 12: Comparison of 31 December 2020 update, 2021-22 PBS and the 2017 PC projection**

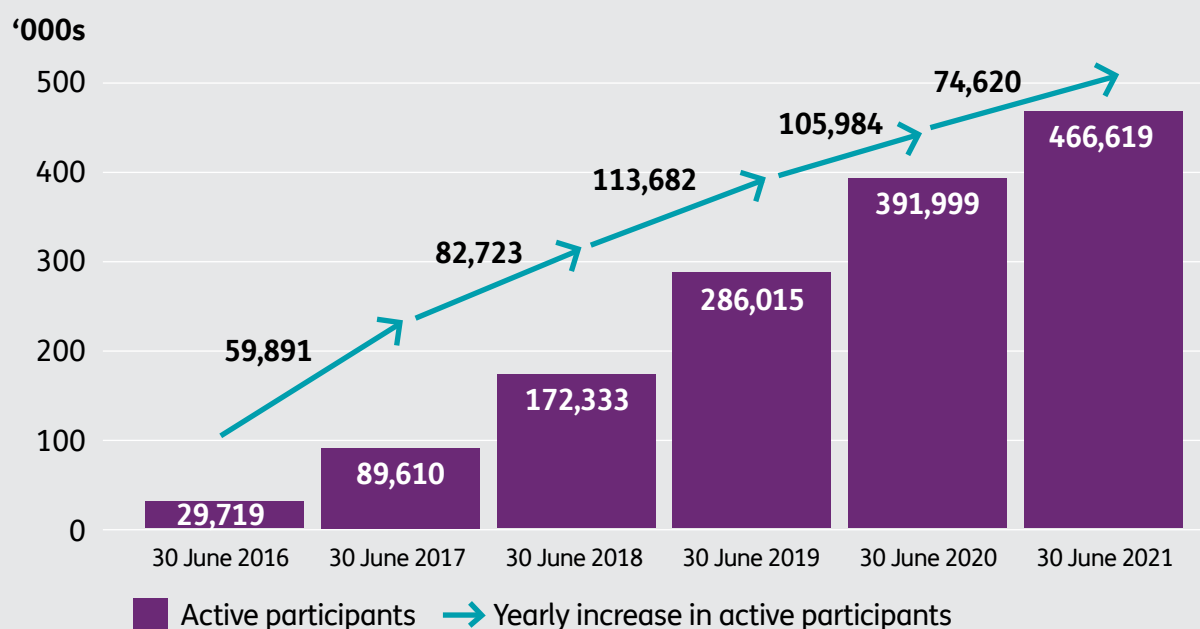
Total participant costs (\$m)	2021-22	2022-23	2023-24	2024-25	Total
2017 Productivity Commission Estimates (a)	23,708	25,238	26,839	28,500	<b>104,286</b>
Portfolio Budget Statements 2021-22 (b)	26,487	28,257	29,425	31,884	<b>116,053</b>
31 December 2020 update (c) <sup>10</sup>	28,139	32,900	36,905	40,659	<b>138,603</b>
<b>Difference (b-a)</b>	<b>2,779</b>	<b>3,019</b>	<b>2,586</b>	<b>3,384</b>	<b>11,767</b>
<b>Difference (c-a)</b>	<b>4,430</b>	<b>7,662</b>	<b>10,067</b>	<b>12,158</b>	<b>34,317</b>

Both the estimated number of future participants and the average payment per participant are driving total higher costs.

#### Participant numbers

The number of participants in the Scheme is close to 467,000, with nearly 75,000 entering in 2020-21.

**Figure 13: Growth in participant numbers**



<sup>9</sup> <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

<sup>10</sup> The 31 December 2020 projection is documented in the interim update to the AFSR summary released in July 2021.

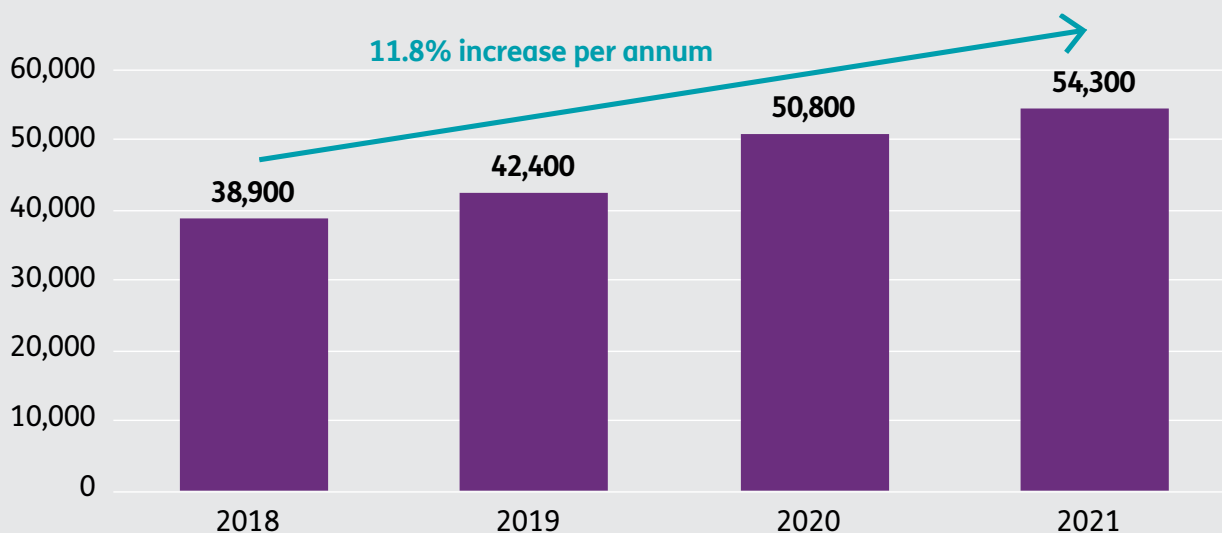


### Average payment per participant

The average payment per participant has continued to increase at 11.8 per cent in the three years to 30 June 2021. Further, the average payment has increased in the six months to 30 June 2021 to \$55,900 (or 6.8 per cent higher).<sup>11</sup>

More detail on average payments per participant, by participant groups, and by State/Territory is included in Addendum 2 to this report.

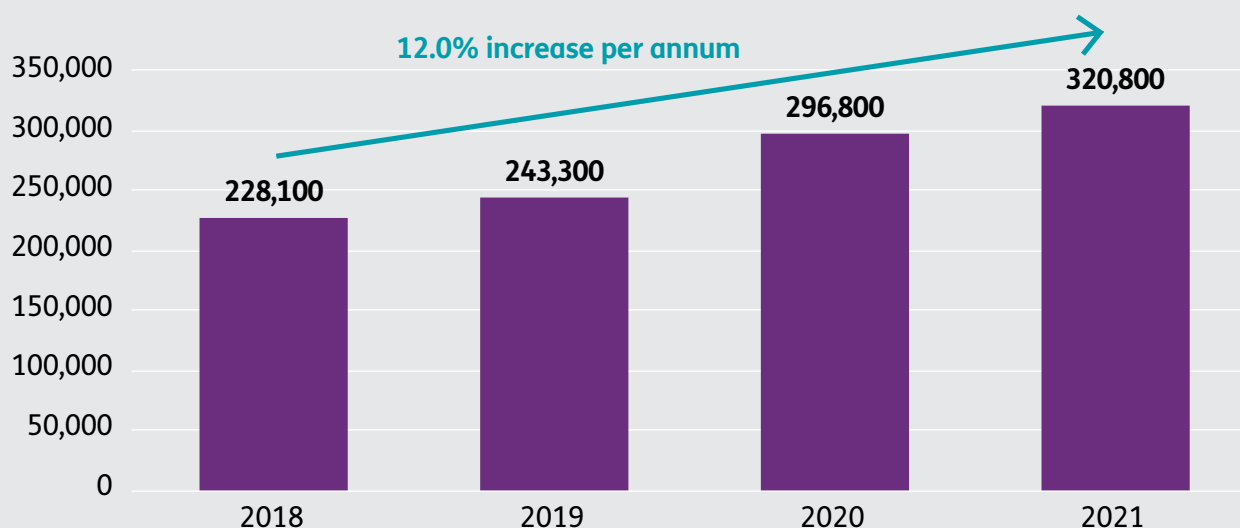
**Figure 14: Average payments per year (\$)**



Over the past four years, the mix of participants in the Scheme has changed. That is, as the Scheme has rolled out across the country, the proportion of participants by different characteristics has changed. As examples, the proportion of children in the Scheme is higher in 2020-21 compared with 2017-18, and the proportion of SIL participants in the Scheme is lower in 2020-21 compared with 2017-18.

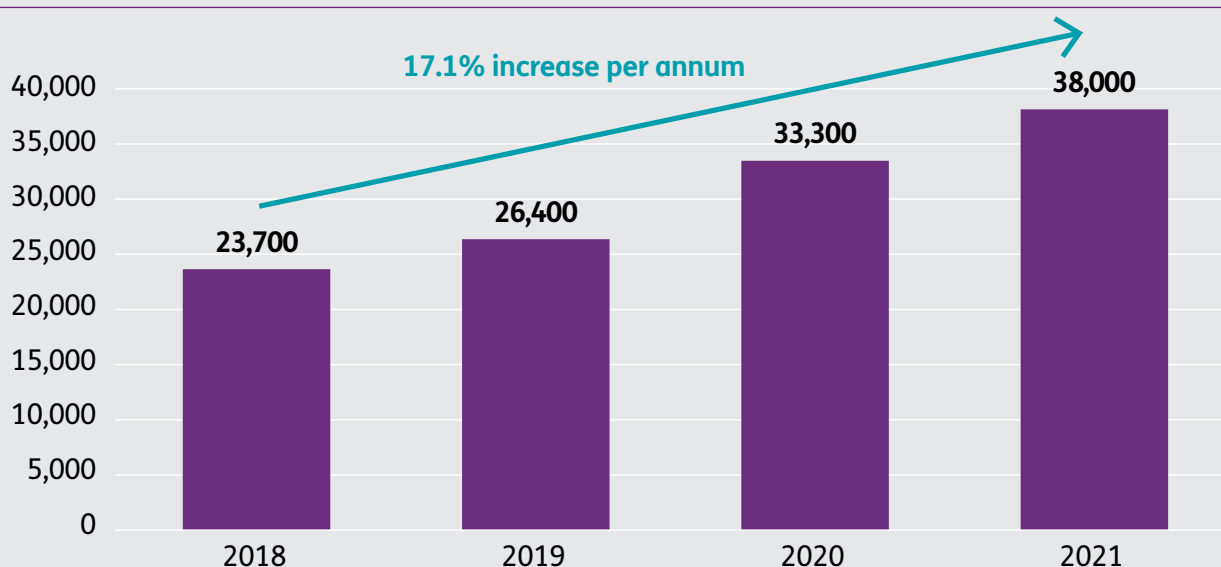
Analysing the change in average payment over time by whether or not participants are in SIL or not indicates that the average annual increase in average payment has been consistently high across both participant groups. Specifically, the average annual payment has increased for SIL participants by 12.0 per cent, and the average annual payment has increased for non-SIL participants by 17.1 per cent per year. These averages are higher than the overall average (of 11.8 per cent), as the proportion of participants in SIL has decreased over the period.

**Figure 15: Average payments per year – SIL (\$)**



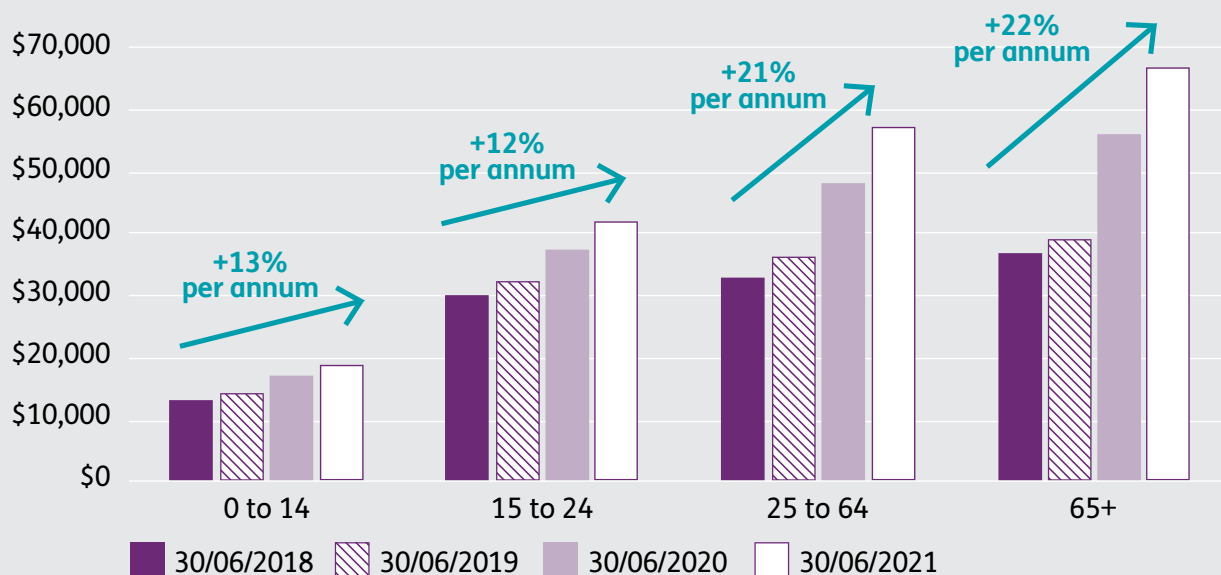
<sup>11</sup> The \$55,900 differs from the \$54,300 in Fig 14, as the \$55,900 is only related to the second half of 2020-21, and not the full year.

**Figure 16: Average payments per year – Non-SIL (\$)**



The figure below analyses the change in average payment over time by age band for participants not in SIL. The average increase for 0 to 14 year olds is 13 per cent, for 15 to 24 year olds it is 12 per cent, for 25 to 64 year olds it is 21 per cent, and for participants aged over 65 it is 22 per cent. For participants not in SIL, average payments have increased at a faster rate for adults (those aged over 25) and reflects a material increase in the hours of attendant care support these participants are receiving over time.

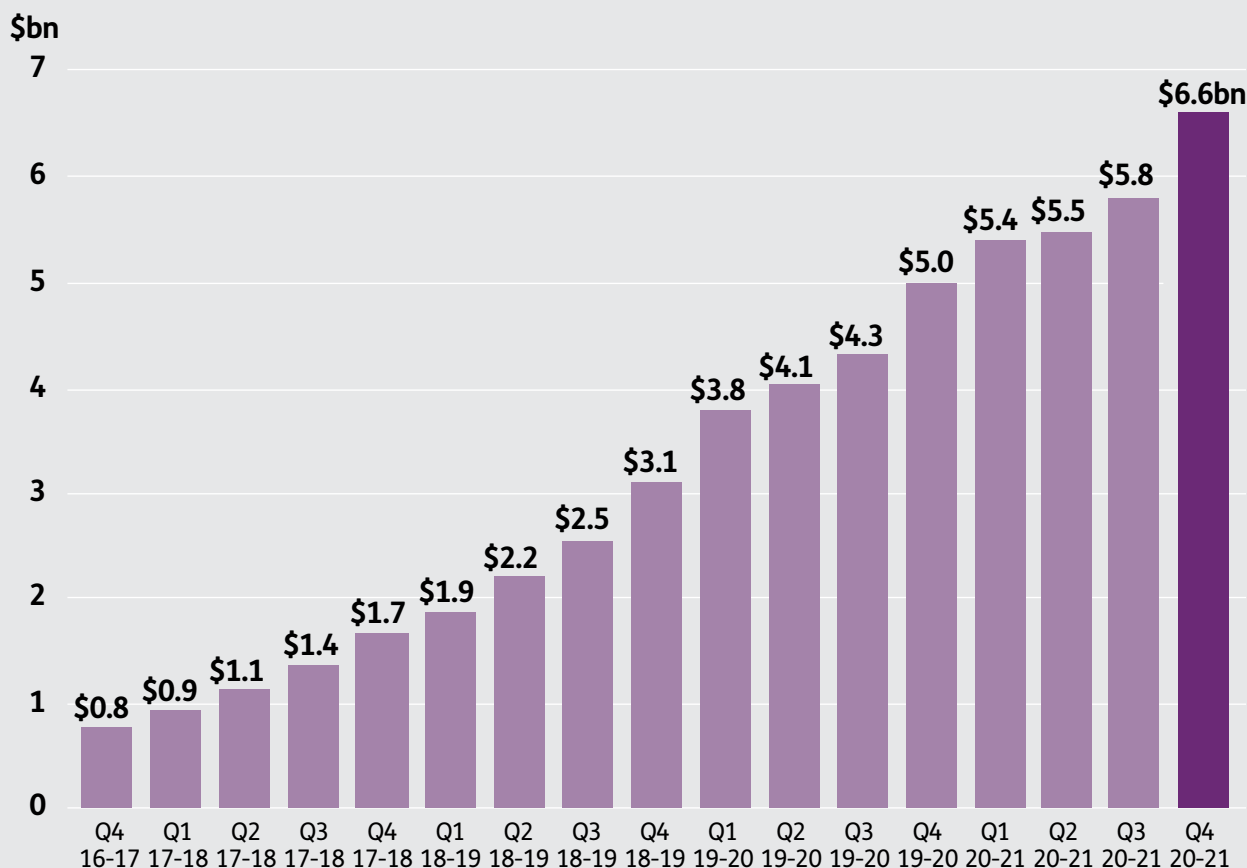
**Figure 17: Average payments per year - by age bands (non-SIL) (\$)**



## Total participant costs

The increasing trend in average payments per participant, has resulted in total participant costs increasing to \$6.6 billion in the last quarter of 2020-21, which is a 33 per cent increase in total participant costs from the last quarter of 2019-20.

**Figure 18: Total payments by quarter<sup>12</sup>**



Section 5 of this report includes more detail on the projections of the Scheme and comparisons with both the 2021-22 PBS and 2017 PC projection, along with discussion of past projections.

<sup>12</sup> The chart represents the amount paid each quarter, regardless of when the support was provided.

## 4. Other actions are also required

The NDIA will continue to deliver on the work that is needed to improve participant outcomes and experience outlined in the Participant Service Guarantee (PSG) and the NDIS Service Improvement Plan. These efforts have already delivered improvements for participants but there is more to do.

### 4.1 Implement a new model of engagement with the disability sector to rebuild trust

Consistent with advice provided by the Independent Advisory Council (IAC), the NDIA will work to rebuild trust with the disability community through a more transparent, collaborative and forward-looking approach to ensuring the NDIS meets its objectives in relation to participants and the longer term sustainability of the Scheme. The NDIA will work with IAC and key representatives of the Disabled Persons' organisations to:

- Develop a compact or partnership agreement to outline expectations for working together that recognises the statutory decision-making responsibilities of the NDIA, utilises co-design to ensure that these accountabilities are achieved and moves towards best practice co-design in a statutory environment.
- Define co-design and identify practical opportunities for its application.
- Deliver an engagement roadmap which includes details on all Scheme Reform consultation, engagement and co-design opportunities.

### 4.2 Continue to support improved participant outcomes and experience through the Participant Service Guarantee and the Participant Service Improvement Plan

The PSG proposed by the Tune Review is designed to improve the fairness, consistency, and transparency delivered by the NDIA. The PSG sets timeframes for key NDIS processes such as access, plan approvals, plan reviews and nominee changes. Since mid-2020, the Agency has been reporting against these standards in our quarterly reports. Details of the PSG are outlined further in Section 3 of this report.

The Participant Service Improvement Plan is key to making real on our promises in the Participant Service Charter and Participant Service Guarantee. It reflects the feedback participants have given the Agency and sets out specific and tangible commitments that will build a better NDIS.

The Agency is also focusing on making its digital services easier and more efficient for participants, staff and service providers. This will include tracking an access request online and making payments easily through a new mobile app.

### 4.3 Undertake initiatives to continue to tackle fraud

At the 9 July Disability Ministers' Meeting, Ministers agreed to further strengthen fraud and integrity measures.

The NDIA maintains a zero-tolerance approach to fraud and the misuse of funds. The NDIA is committed to preventing and detecting fraud and non-compliance, and most importantly to protecting all participants.

The NDIS Fraud Taskforce, a joint activity between the Agency, Australian Federal Police (AFP) and Services Australia, has enabled the NDIA to develop effective detection of, and response to, serious and organised fraud against the Scheme.



As at 30 June 2021, there were 29 fraud investigations in progress and a further six matters being evaluated for possible investigation. Of these, nine matters are currently before the courts.

The NDIS Fraud Taskforce commenced Operation Pegasus in May 2020. On 20 April 2021, the AFP executed 10 search warrants across Western Sydney in partnership with the NDIA and Services Australia. Five people were arrested and charged with a range of Commonwealth fraud offences and ongoing enquiries are expected to result in the charging of a sixth potential offender.

The Agency also conducts a range of compliance activities. In 2020-21, the Agency undertook more than 2,800 compliance activities. These included targeted and proactive engagement to treat payment risks through opportunistic and non-compliant behaviour from providers, plan management agencies, and participants identified through tip-offs.

The NDIA is continuously strengthening its end-to-end processes, including access, planning, claims and payments to further protect the integrity of the NDIS. In addition, we continue to invest in building our capability and systems to identify, respond to, and prevent fraud and non-compliance.

#### 4.4 Implement the outcomes of various consultation processes

##### Reviewing Early Childhood Approach

In November 2020, the NDIA commenced a review of the Early Childhood Early Intervention (ECEI) approach and consulted with families of young children with developmental delay or disability, providers, Early Childhood partners, staff, peak bodies and stakeholders across the early childhood sector. Two papers were released seeking feedback on 23 draft recommendations. The consultation period closed on 23 February 2021 and the NDIA has reviewed the 192 submissions received to inform an ECEI Reset planning and implementation phase over the next two years. As part of the review, the NDIA has already delivered three recommendations, including:

- Renaming the approach to supporting children younger than 7 and their families (now ‘Early Childhood Approach’);
- Publishing new, simple to understand operational guidelines and strengthened information about best practice in early childhood intervention; and
- Clarifying the interpretation and application of the developmental delay criteria

The NDIA will continue engaging with stakeholders on a range of improvements to the Early Childhood Approach. This process will help inform the design of the ECEI Reset, with changes expected to be implemented from late 2021 and over the following two years.

##### Guidance and information on interventions for children on the autism spectrum

The NDIA is developing new guidance and information about what is considered reasonable and necessary support for children on the autism spectrum. In March 2021, the NDIA released the ‘Interventions for children on the autism spectrum’ paper. The Agency has received more than 450 submissions in response to the paper. In addition, the Agency has consulted on this paper with the Independent Advisory Council and the Autism Advisory Group. The NDIA will now closely consider this feedback and engage with the sector in efforts to deliver better outcomes for children on the autism spectrum and their families.

##### Supporting NDIS participants to pursue their home and living goals

The NDIA is developing a new Home and Living policy that will inform the way the Agency supports participants to pursue their home and living goals. The NDIA wants to give participants more choice and control over where they live, who they live with and the supports they use. We also want to support participants to build the skills they need to live independently.

In June 2021, the NDIA released 'An Ordinary Life at Home' paper to seek feedback from participants and the wider sector. The consultation paper was developed with support from the NDIA's Independent Advisory Council. The Agency will use feedback gathered during the Home and Living consultation period to further engage with the sector to develop the policy and determine the next steps for implementation.

### **Empowering NDIS participants' decisions**

In June 2021, the NDIA released a consultation paper on improving decision-making support for participants. The paper and accompanying survey was developed with input from participants, nominees, families and carers through the NDIS Participant Reference Group, as well as a range of stakeholders. The NDIA is now seeking feedback from participants and the wider sector on how to ensure participants play a bigger role in determining how they are supported.

## **5. Support for participants and disability workers continues through the COVID-19 pandemic**

The NDIA continues to work across Government, including with the Department of Social Services (DSS), the NDIS Quality and Safeguards Commission (NDIS Commission), Services Australia, and state and territory governments to ensure continuity of essential supports for NDIS participants. This includes a specific focus on supporting participants during COVID-19 outbreaks (especially relevant in the current lockdowns in NSW, Victoria and South Australia).

Initiatives introduced during the COVID-19 pandemic to support participants (such as regular check-ins, and low cost assistive technology to support continuing services) continue where appropriate. NDIS services have been refined during COVID-19 to keep participants safe.

- Significant support has been delivered to participants during COVID-19. This has resulted in the participant infection rate being lower than the general population
- Significant support is being provided to the Department of Health to facilitate their roll-out of vaccines<sup>13</sup>

NDIA management continues to work with participants, their families and carers, providers and the disability community to develop initiatives to support contact with family and friends, increase social and economic participation, and reduce social isolation during the pandemic.

The NDIS website should be consulted for the latest information of COVID-19  
- <https://www.ndis.gov.au/coronavirus/latest-advice-ndis>.

<sup>13</sup> <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-service-providers-workers-and-people-with-disability-about-covid-19-vaccines/information-for-people-with-disability-about-covid-19-vaccines>

# Introduction

This report is a summary of the performance and operations of the NDIA for the three months from 1 April 2021 to 30 June 2021, as required by Section 174 of the NDIS Act 2013.

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

- A list of key definitions of the terms used in this report (Appendix A)
- A comparison of key metrics across each State and Territory (Appendix N)
- The number of active participants in each service district, including the number of active participants in each region receiving core, capacity building and capital supports (Appendix O)
- The number of active participants in each service district receiving Special Disability Accommodation and Supported Independent Living, along with data on the number and types of dwellings in each statistical area region. Data on the demand for SDA within the NDIS is also included (Appendix P)
- A comparison of utilisation by service district (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)





## Blind Para-cyclist champion says NDIS has changed his life

World champion blind Para-cyclist **Kieran**, is training to compete at the Tokyo Olympics, and next year's Birmingham Commonwealth Games. Kieran, 27, lives with a rare genetic degenerative eye condition, which means he has been slowly losing his eyesight since he was born, and will eventually lose all his vision.

"I now have less than 5 degrees of vision and am legally blind," he said.

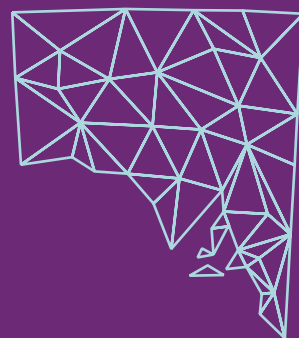
"When I read a book I can see one to two letters at a time, so I need help with a lot of things. I've lost quite a bit of sight in the past six months."

Kieran is currently training about 500 kilometres a week with the help of a NDIS-funded support worker who pilots his tandem bicycle.

"I wouldn't be able to do this without the NDIS," he said. "You need someone to ride on the front of your bike to be able to train. To find someone to commit to go for a bike ride with me for four hours every day, was impossible before the NDIS, so I did most of my training indoors, which just isn't the same."

The NDIS supports Kieran to live an independent life and to achieve his goals, not just on the elite cycling track, but in every aspect of his daily life, including supporting him to work fulltime, to learn new skills, go on holidays, socialise with friends, and keep fit at the gym.

"What the NDIS has enabled me to do are things I couldn't do before or I struggled with before. Life has got a whole lot easier with the NDIS."



## Part One:

# Participants and their plans



# Participants and their plans

Approximately 467,000 participants are receiving supports from the NDIS, with approximately 13,400 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

## 1.1 Number of participants in the Scheme

**At 30 June 2021, approximately 467,000 participants had an NDIS plan. Approximately 18,400 entered the Scheme during the quarter.**

At 30 June 2021, 466,619 participants had approved plans.<sup>14</sup> This represents a four per cent increase from last quarter (an additional 18,352 participants).

Further, the NDIA undertook 91,010 reviews in the quarter.

**Figure 19: Active participants with approved plans and percentage increase over time**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	<b>466,619</b>
Yearly increase <sup>15</sup>		9,870	12,564	59,891	82,723	113,682	105,984	<b>74,620</b>
% increase in active participants		135%	73%	202%	92%	66%	37%	<b>19%</b>

<sup>14</sup> 17,268 participants with approved plans had exited the Scheme as at 31 March 2021.

<sup>15</sup> This is the net increase in the number of participants entering the Scheme each period noting some participants have exited the Scheme.

## 1.2 Children in the NDIS (aged 0 to 6 years)

**At 30 June 2021, there were approximately 72,000 children aged 0 to 6 years with an NDIS plan, and a further 13,400 receiving initial supports in the gateway.**

Of the 466,619 participants with an approved plan at 30 June 2021, 72,258 were children aged 0-6 (16 per cent), and of the 18,352 new participants with an approved plan this quarter, 6,386 were children aged 0-6 years (35 per cent).

In addition to the 72,258 children aged 0-6 with an approved plan:

- **4,119** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **2,890** were awaiting an access decision from the NDIA (of which **1,990** (67%) were receiving initial supports in the ECEI gateway).
- **11,831** children were in the ECEI gateway (of which **11,410** (95%) had already commenced receiving initial supports). Not all children in the gateway will need to make an access request to the NDIA because some will receive support in the gateway, along with support from mainstream and community services.

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

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

The papers explained the work undertaken, what the NDIA plans to do as part of the review of the Early Childhood Approach, and why feedback is being sought from the community and sector. The consultation period closed on 23 February 2021 and the NDIA has reviewed the 192 submissions received to inform an ECEI Reset planning and implementation phase over the next two years. The NDIA will be engaging with the early childhood sector on how to implement the 23 Reset recommendations.

During the June 2021 quarter the below priority recommendations were completed and are currently being implemented:

- The development and publication of early childhood-specific Operating Guidelines to deliver improved and consistent information on how children and their families can access early childhood intervention supports from the NDIS, that are underpinned by best practice principles and implemented consistently by partners and NDIS planners.
- Clarification of the interpretation of the developmental delay criteria under Section 25 of the NDIS Act (2013) to improve the consistency and equity of Agency decision making and provide enhanced guidance for children, families, carers, and the sector.

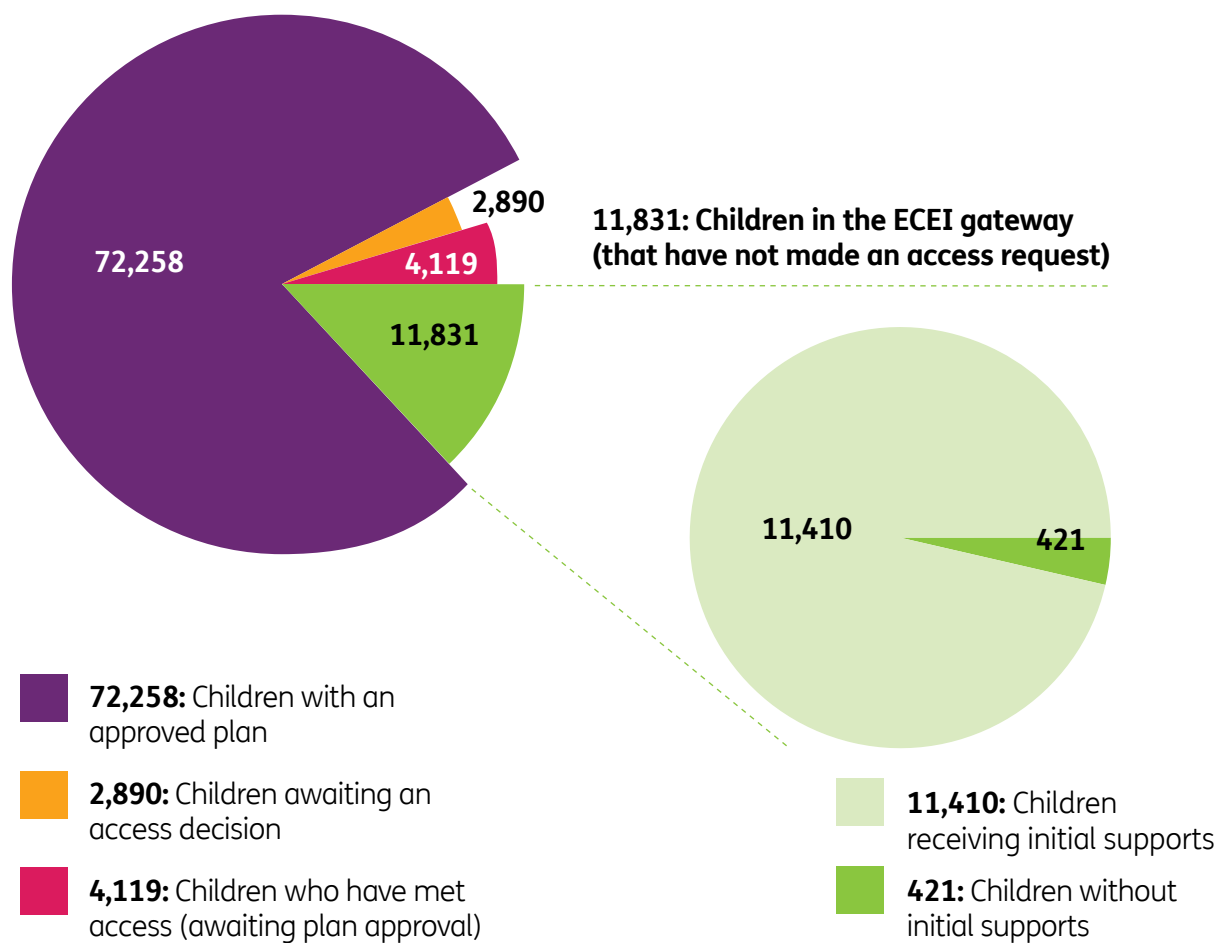


## Part One: Participants and their plans

A number of other priority recommendations continue to progress. These include:

- Continuing to work with Early Childhood Partners to improve the program design for Short Term Early Intervention (STEI) for eligible young children and families.
- Improving the existing review process for young children, to support families to celebrate the achievement of reaching their goals and outcomes, and transition from NDIS supports to the next stage of their lives

**Figure 20: Children in the NDIS**



## 1.3 Participant characteristics

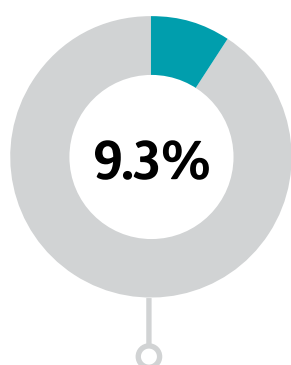
The NDIA continues to monitor and focus on the number of participants entering the Scheme who are Aboriginal and Torres Strait Islander and who are Culturally and Linguistically Diverse (CALD).

Of the 18,352 participants entering and receiving a plan in the quarter:

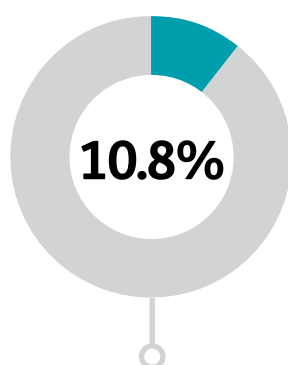
– **9.3%** were **Aboriginal and Torres Strait Islanders**.

– **10.8%** were **CALD**.

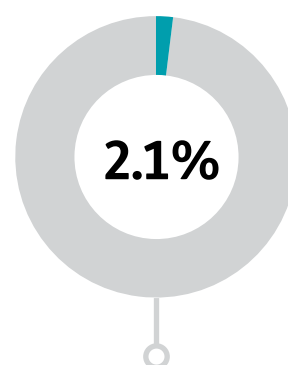
– **2.1%** were from **remote and very remote areas**.



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



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

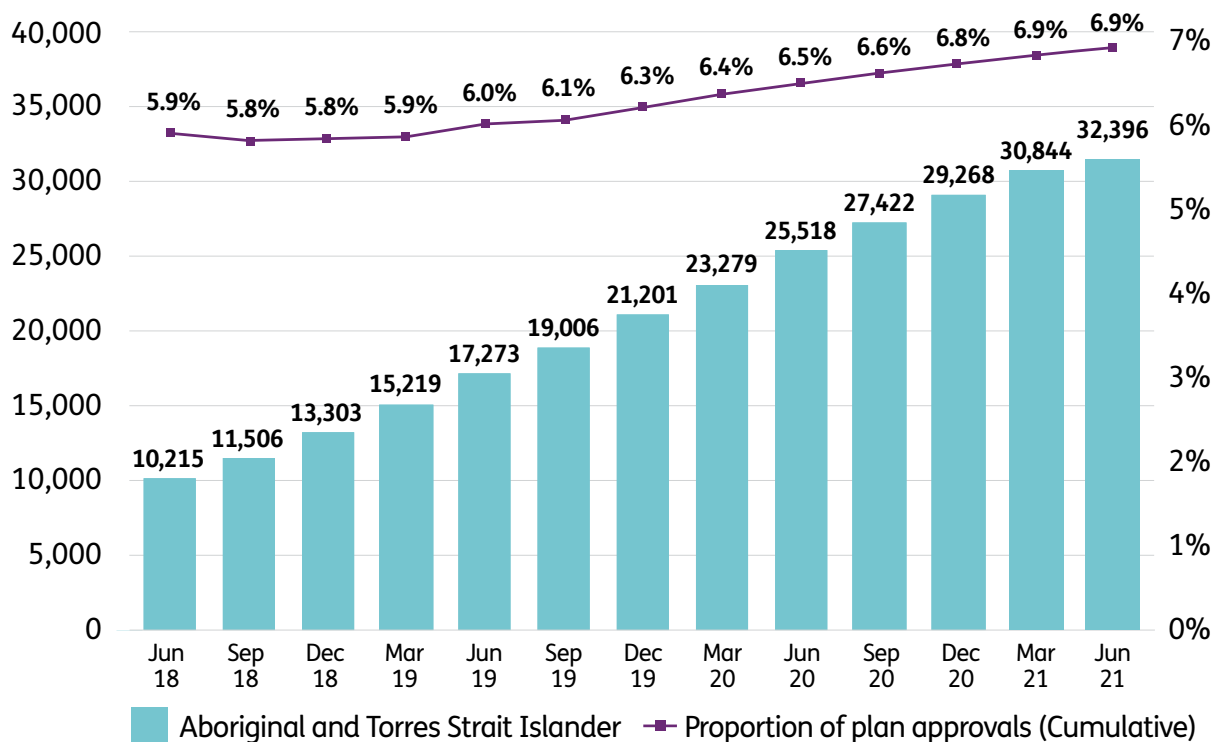
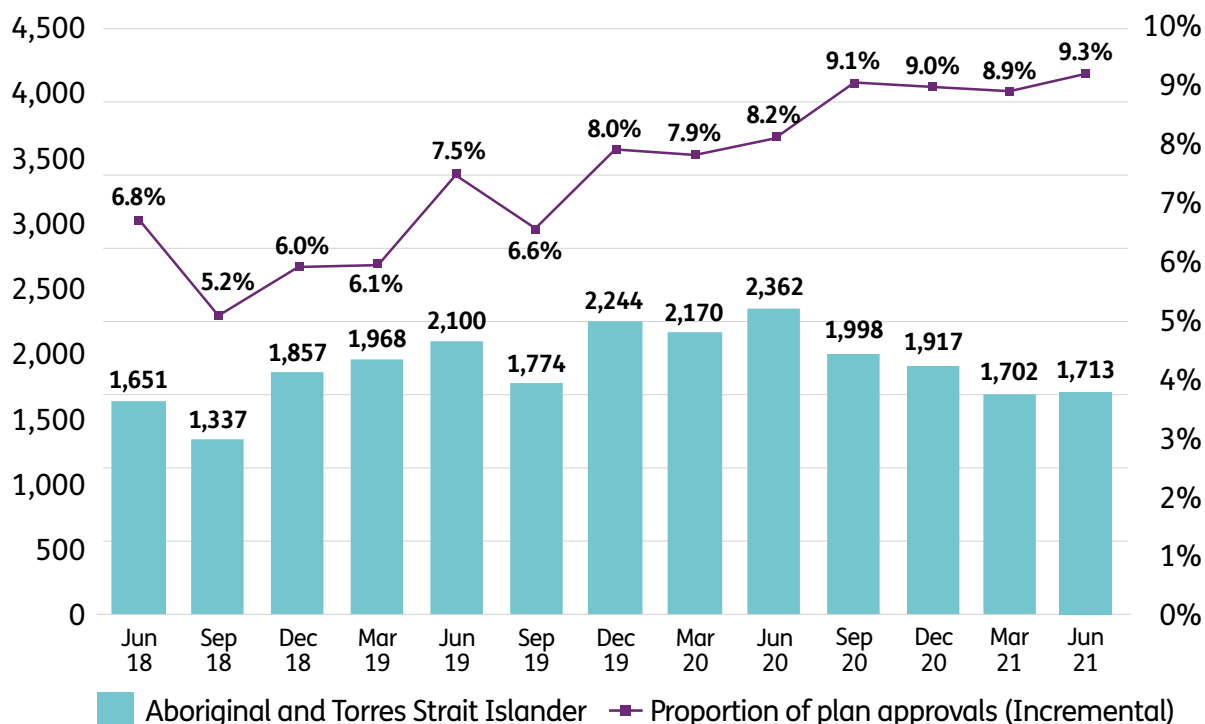


participants who received a plan this quarter were from remote/very remote regions

The NDIA has released progress updates on the Aboriginal and Torres Strait Islander Engagement Strategy and the Cultural and Linguistic Diversity Strategy, detailing the Agency's key activities against the priorities listed in the strategies. The progress updates also identify additional actions to further drive the implementation of the strategies over the next 18 months, while the NDIA completes a full refresh of the strategies. The NDIA will commence engagement in late 2021 with stakeholders from Aboriginal and Torres Strait Islander and CALD backgrounds, including participants, families, carers and the sector to develop the refreshed strategies, which will be completed in 2022.

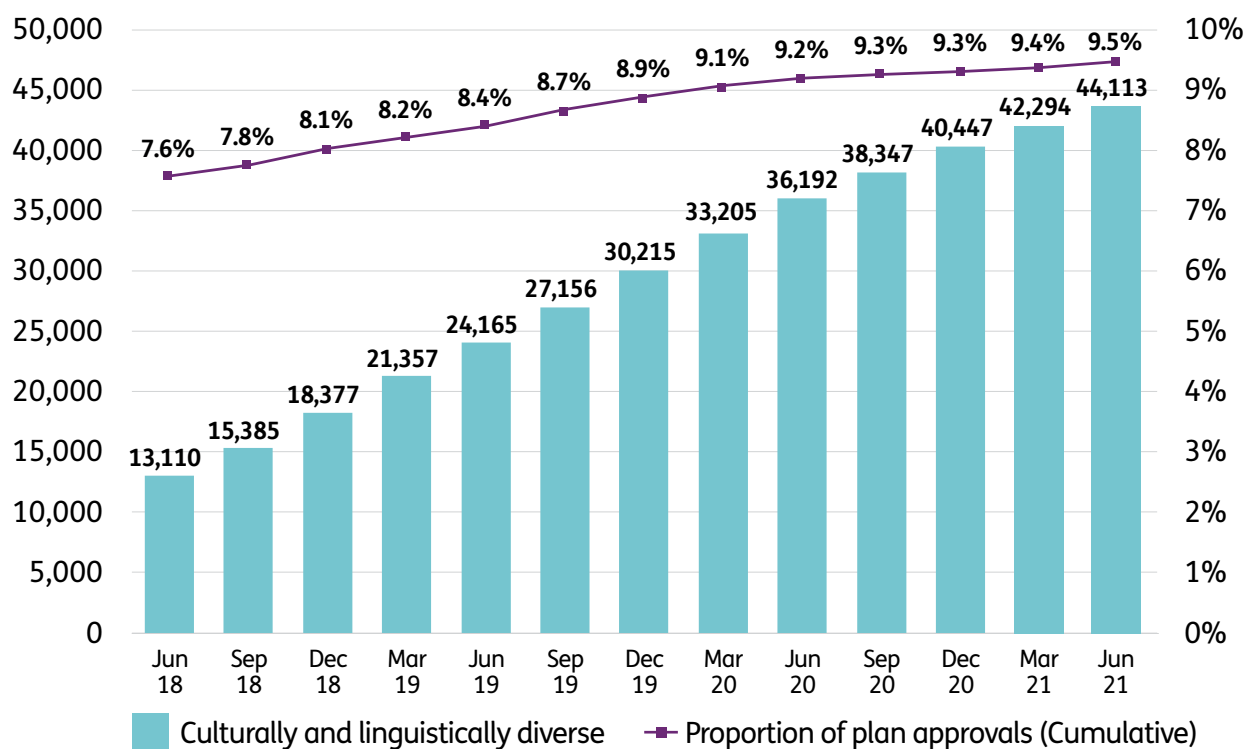
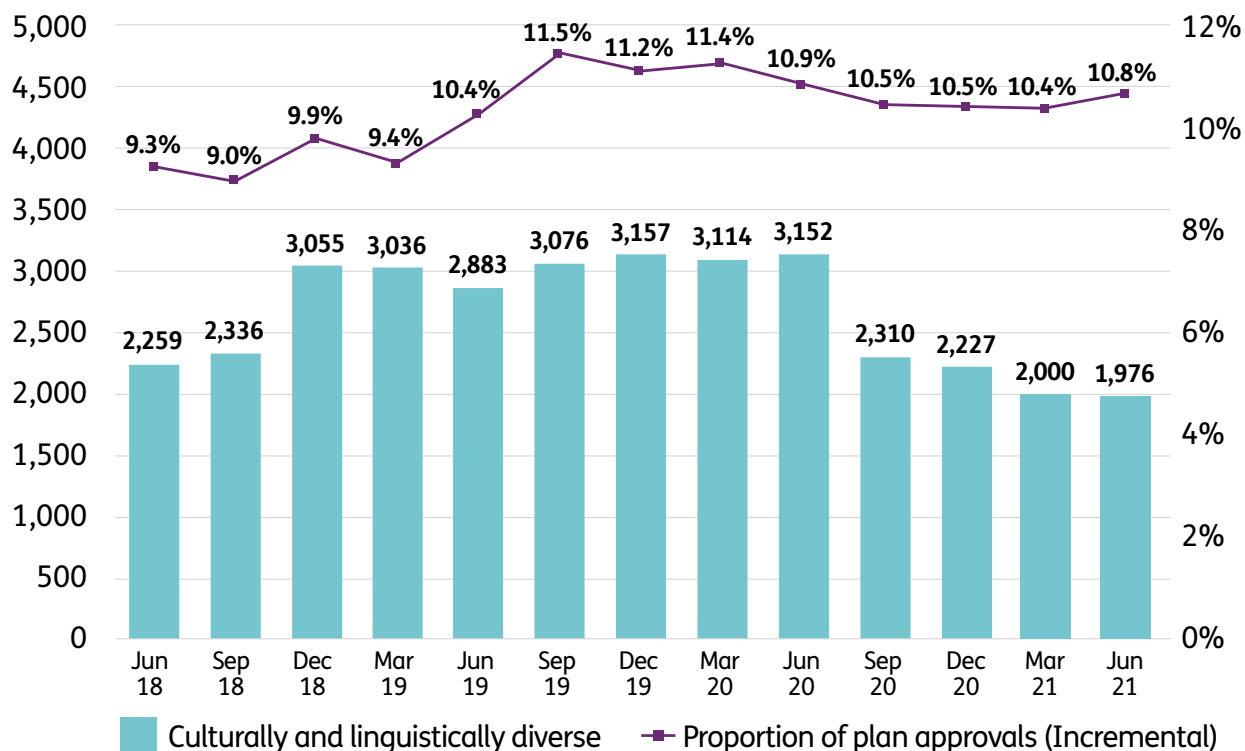
In addition, the NDIA will develop a position statement on remote service delivery in 2021-22 to further enhance the NDIS experience and outcomes for people with disability living in remote Australia. Recognising that the NDIS is part of a broader government service delivery ecosystem in remote communities, the statement will also articulate the NDIA's approach to improved coordination across all levels of government to maximise participant outcomes.

**Figure 21: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)<sup>16</sup>**



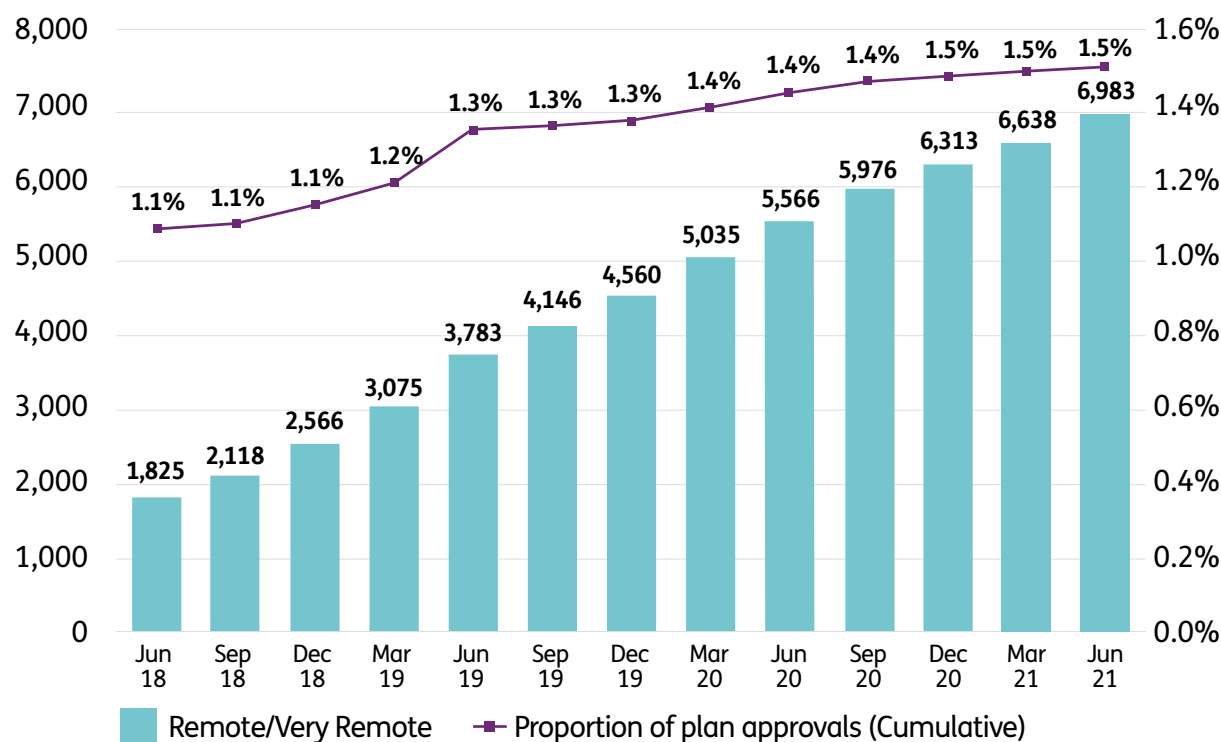
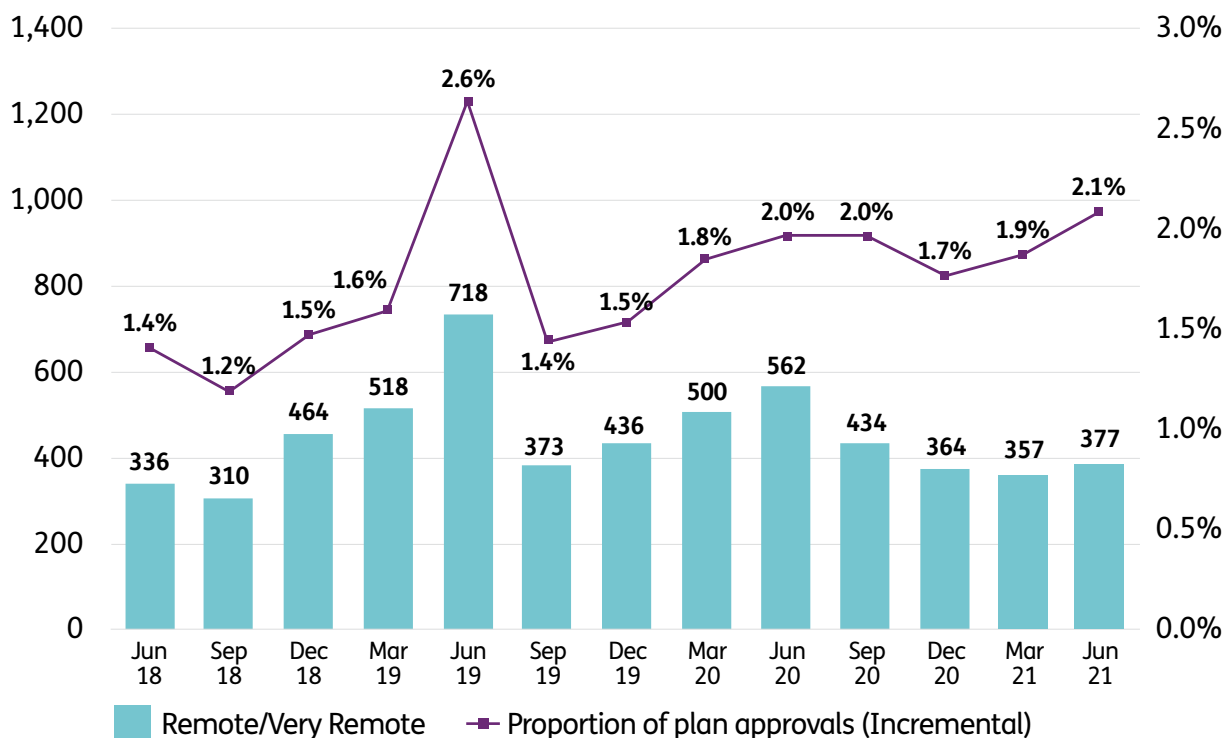
<sup>16</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure 22: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)<sup>17</sup>



<sup>17</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Figure 23: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)<sup>18</sup>**



<sup>18</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

### Age and disability

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

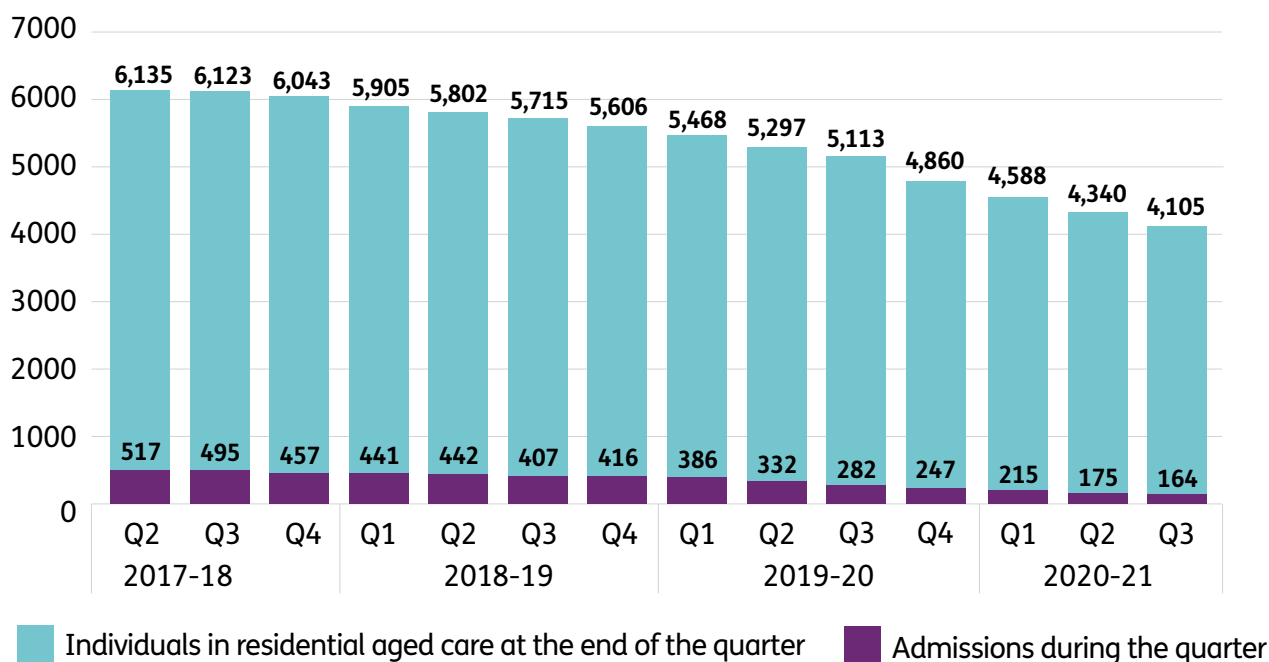
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**34.8%** this quarter and **35.0%** in the March 2021 quarter).
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**21.7%** this quarter and **21.8%** in the March 2021 quarter.)
- **Psychosocial Disability: 13.5%** of participants who received a plan in the quarter, compared to **10.2%** in the previous quarters combined.

### Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has decreased in recent quarters from 6,135 at 31 December 2017 to 4,105 at 31 March 2021 (a 33 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 517 people under the age of 65 years entered in the December 2017 quarter, compared with 164 in the March 2021 quarter (a 68 per cent decrease).

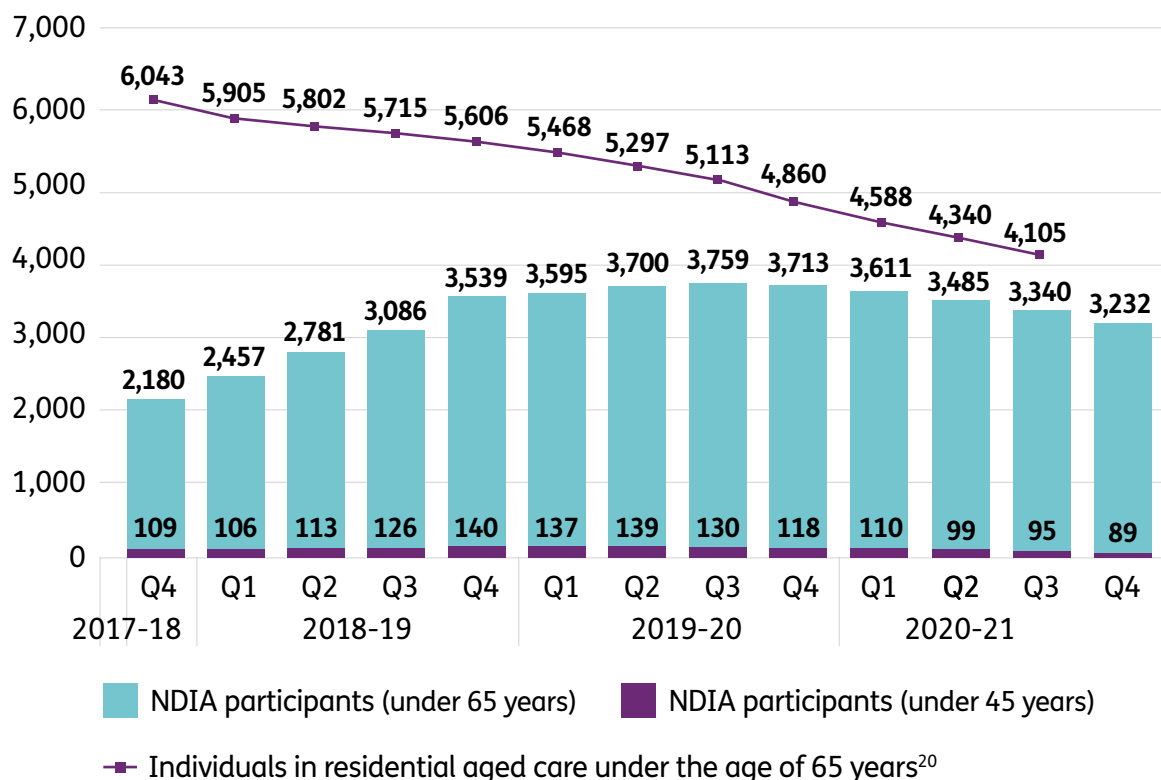
**Figure 24: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter**



## Part One: Participants and their plans

There were 3,232 participants in residential aged care with an approved plan at 30 June 2021 aged under 65 years. In addition to this, 680 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.<sup>19</sup> Of the 3,232 participants in residential aged care under 65 years, 89 are aged under 45 years (2.8 per cent).

**Figure 25: Number of NDIA participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care**



<sup>19</sup> There were a further 1,804 participants with an approved plan aged 65 years or over who are currently in residential aged care.

<sup>20</sup> Data provided by the Department of Health is at 31 December 2020. 31 March 2021 data will be reported next quarter.



### Government response to final report from the Royal Commission into Aged Care Quality and Safety

The [Australian Government response to the final report of the Royal Commission into Aged Care Quality and Safety](#) was released on 11 May 2021. Recommendation 74 in the response reconfirmed the commitments announced by the Australian Prime Minister on 25 November 2019 to ensure that:

- a) no person under the age of 65 years enters residential aged care from 1 January 2022
- b) no person under the age of 45 years lives in residential aged care from 1 January 2022
- c) no person under the age of 65 years lives in residential aged care from 1 January 2025

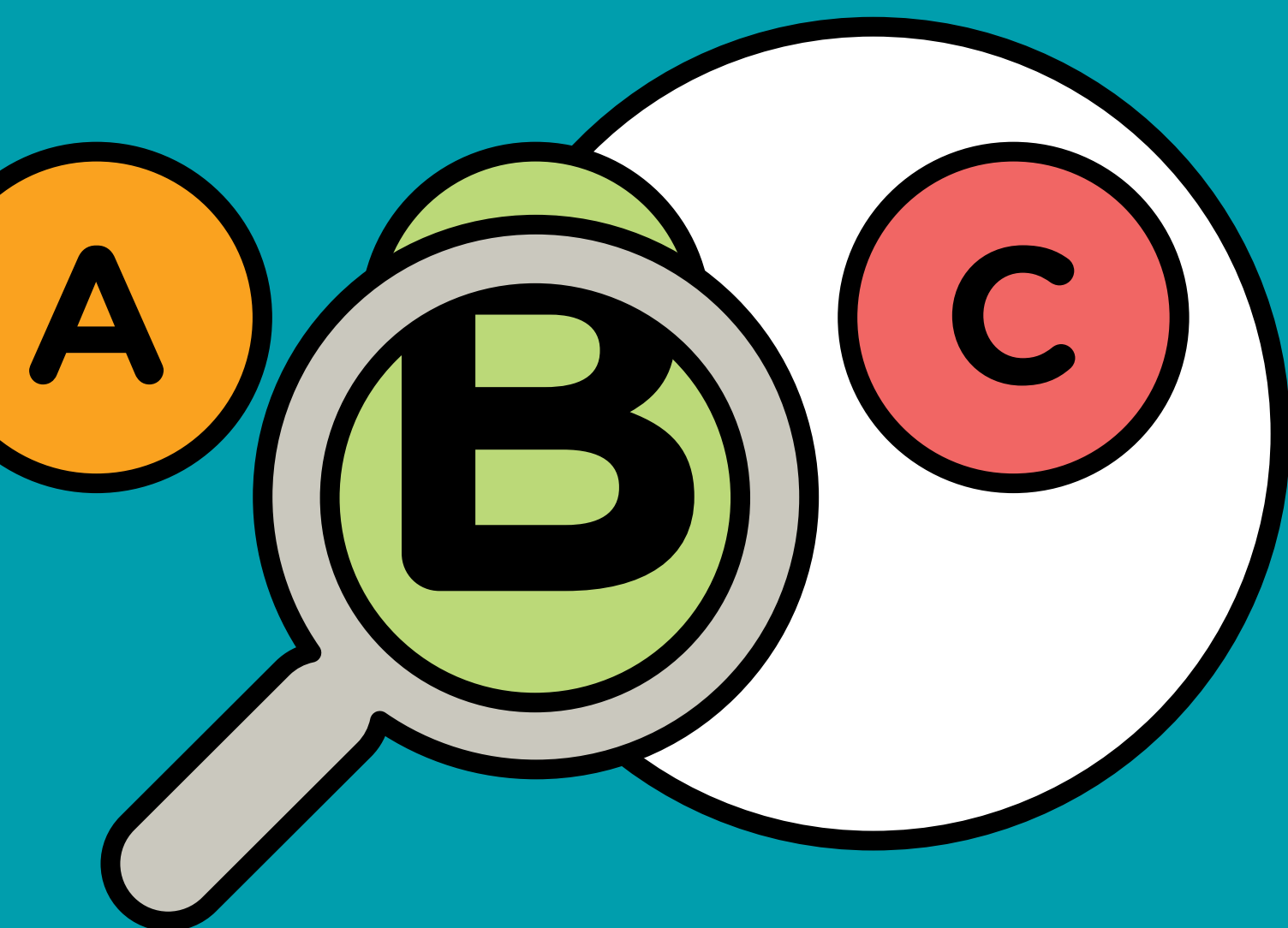
The NDIA continues to work with the Joint Agency Taskforce between DSS and the Department of Health on the [YPIRAC Strategy 2020-25 \(the Strategy\)](#) to meet the targets. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years of age who are eligible for the aged care system.

The NDIA continues to work on reducing the number of participants entering residential aged care and to support participants already living in residential aged care to move into more age-appropriate accommodation, unless the person has exercised informed choice and decided to remain in residential aged care.



## Part Two:

# Participant experience and outcomes



# Participant experience and outcomes

Some outcomes continue to improve the longer participants are in the Scheme, but there is still more to do.

## 2.1 Participant safety and contact

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

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

## 2.2 Participation in work and community and social activities

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

### Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered<sup>21</sup>. There was a:

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

### Participation in work

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

- **nine** percentage increase from **12%** to **21%** for participants aged 15–24 years.<sup>22</sup>
- **two** percentage decrease from **25%** to **23%** for participants aged 25+ years, which is concerning
- **no** change of **22%** for participants aged 15+ years.

<sup>21</sup> This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

<sup>22</sup> Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

### NDIS Participant Employment Strategy

The NDIA recognises the critical role of employment in boosting the well-being, economic security and social inclusion of people with disability. The NDIA has a target of 30 per cent of working-age participants in paid employment by June 2023 (up from 23 per cent currently). The NDIS Participant Employment Strategy 2019-22 (the Strategy) sets out how this target will be reached.

In May 2021, the NDIA published a summary report on the progress of implementing the Strategy. It also published a revised Action Plan that takes into account the impact of the COVID pandemic and other key developments. The new Action Plan identifies six priority areas and 12 actions, which collectively will give the Strategy a sharper focus.

### Revised Action Plan 2021-2022

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

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

The Action Plan supports the transition of all Australian Disability Enterprises (ADEs) to the new NDIS pricing model by the end of 2021. The new pricing model allows providers to claim for the actual hours and ratios of support they deliver. Further, it expands the range of employment settings in which NDIS participants can receive on-the-job training and support, which will stimulate the evolution of the market and promote the provision of effective, innovative and evidence-based employment supports.

Another key aim of the Action Plan is to strengthen the pathways from school to work, including through improved access to work experience. With this aim, the NDIA has commenced an analysis of School Leaver Employment Supports to ensure they are effective.

Some NDIS participants find the complexity of the disability employment system frustrating. The NDIA has commenced work revising guidance resources to assist participants in their job-seeking journey.

Local Area Co-ordinators (LACs) and planning staff perform a critical role supporting participants to develop plans that help them achieve their employment goals. As part of the Action Plan, the NDIA is revising and updating materials to assist LACs and planners with this important work.

The NDIA is acutely aware that successfully implementing the NDIS Participant Employment Strategy requires a partnership approach that extends to other key government agencies and to stakeholders outside government, including employers. A key partner within government is the Department of Social Services (DSS) which administers the Disability Employment Services program and is developing the National Disability Employment Strategy. The NDIA is working closely with DSS to ensure that the respective roles and responsibilities of the two agencies are complementary and work to benefit the employment of people with disability.

## 2.3 Analysis of participant outcomes

### Participants continue to report positive outcomes.

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

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

From 1 July 2016 to 30 June 2021, for participants who have been in the Scheme for at least two years<sup>23</sup>, the following outcomes have been recorded:

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

- **95%** of parents and carers thought the NDIS improved their child’s development at their most recent plan review, compared to **92%** at their first review.
- **95%** felt the NDIS improved their child’s access to specialist services at their latest plan review, compared to **91%** at their first review.

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

- **70%** of parents and carers felt their child had become more independent as a result of the NDIS at their most recent plan review, compared to **60%** at their first review.
- **57%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan review, compared with **48%** at their first review.

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

- **48%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan review, compared to **64%** at their first review.
- **69%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **61%** at their first review.

##### **For adults aged 25 and over:**

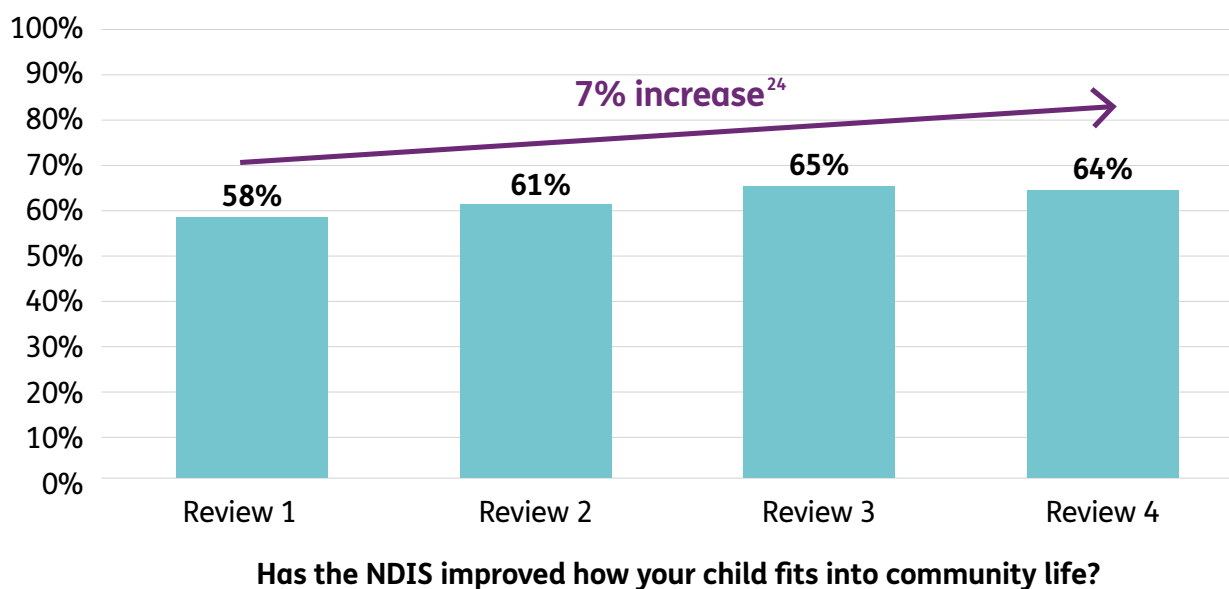
- **58%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan review, compared to **51%** at their first review.
- **82%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **71%** at their first review.

<sup>23</sup> This section is based on responses provided at the first participant plan review, compared with those from the most recent plan review for participants who have been in the Scheme for at least two years. Trial participants are excluded.

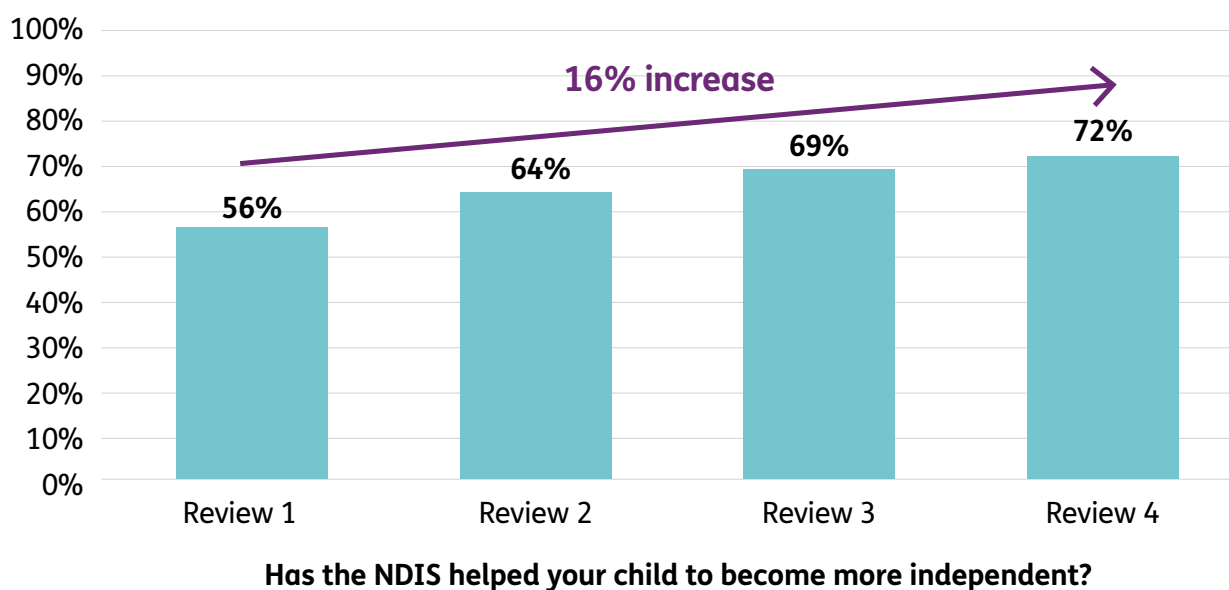
## Part Two: Participant experience and outcomes

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

**Figure 26: For children aged 0 to before starting school**



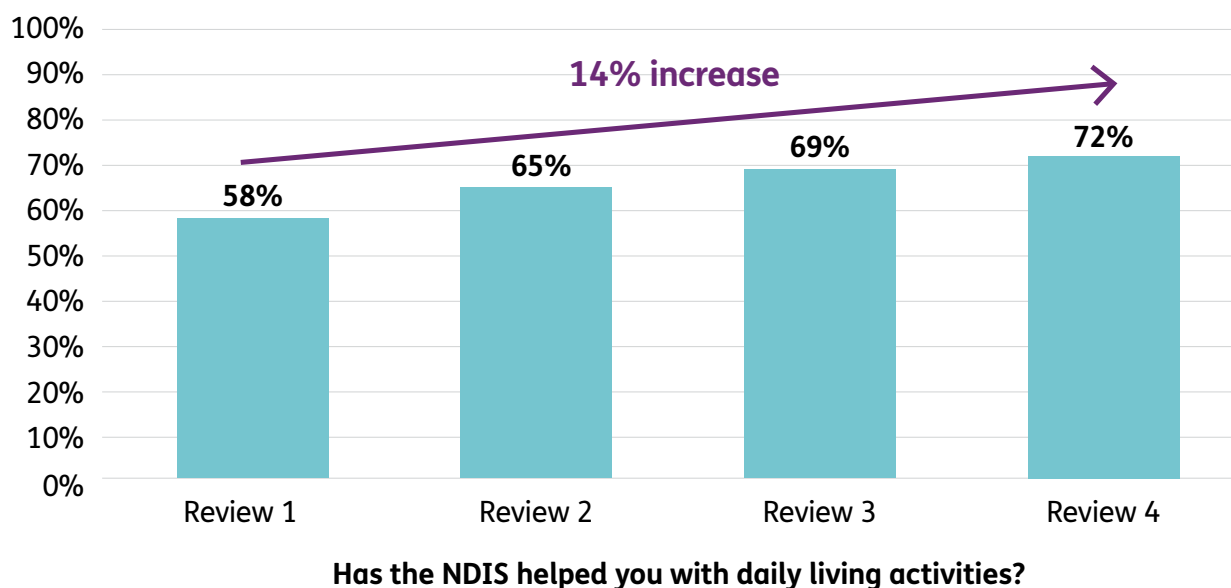
**Figure 27: For children starting school to 14 years**



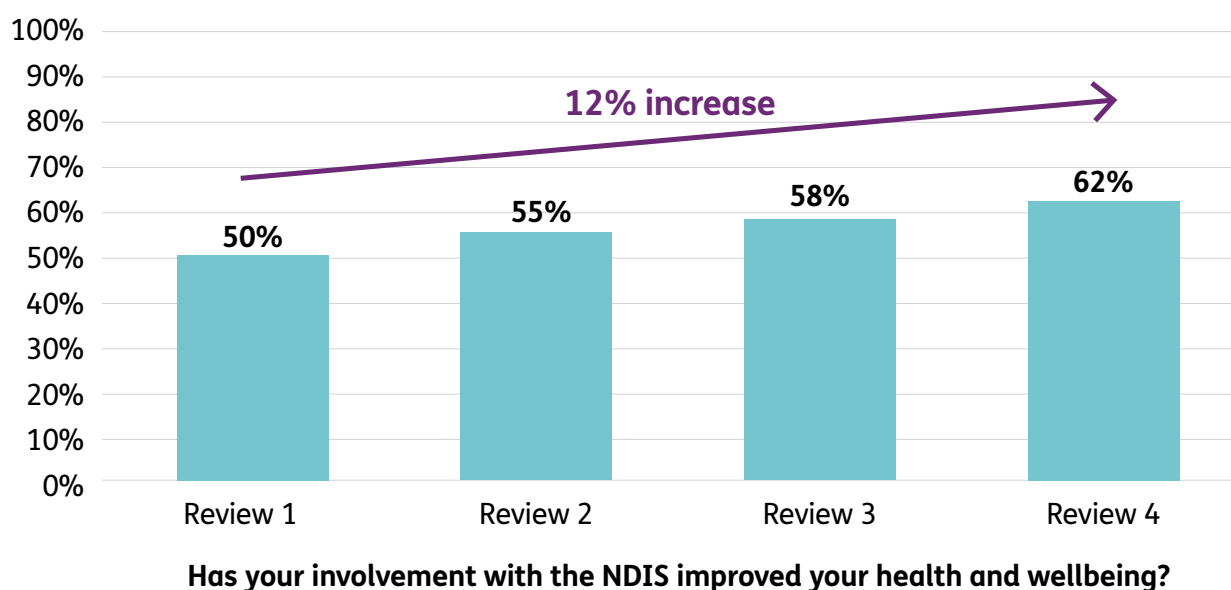
<sup>24</sup> The Review 1 result was 57.6% and the Review 4 result was 64.4%, and increase of 6.8%.



**Figure 28: For young adults aged 15 to 24**



**Figure 29: For adults aged 25 and over**



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

## **2.4 Participant satisfaction**

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

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

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

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

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

In the June 2021 quarter, 83 per cent of participants rated the Planning process as either good or very good, with a further 10 per cent rating the experience as neutral. Seventy-seven (77) per cent of the participants in the quarter rated the Access process as either good or very good, 77 per cent rated the Pre-Planning process as either good or very good, and 71 per cent of participants rated the plan Review process as either good or very good. These results are based on 1,156 surveys at Access, 852 at Pre-Planning, 4,913 at Planning and 12,088 at Review, which is 19,009 in total. The sample size for this quarter and the last two quarters has been at least twice the sample size of previous quarters. These improvements will allow a finer disaggregation of results so that the experience of different cohorts of participants can be analysed, and more targeted improvements to the Scheme can be made.

The NDIA has acknowledged that satisfaction with the Review process has declined in recent quarters, from 76 per cent in the December quarter, to 71 per cent in the current quarter. Work is underway to understand the reasons for the decline with a focus on improving the Review process to enhance participant satisfaction.

Figure 30: Rating of experience with the NDIS (1 April 2021 to 30 June 2021)

Overall, how was your experience with:

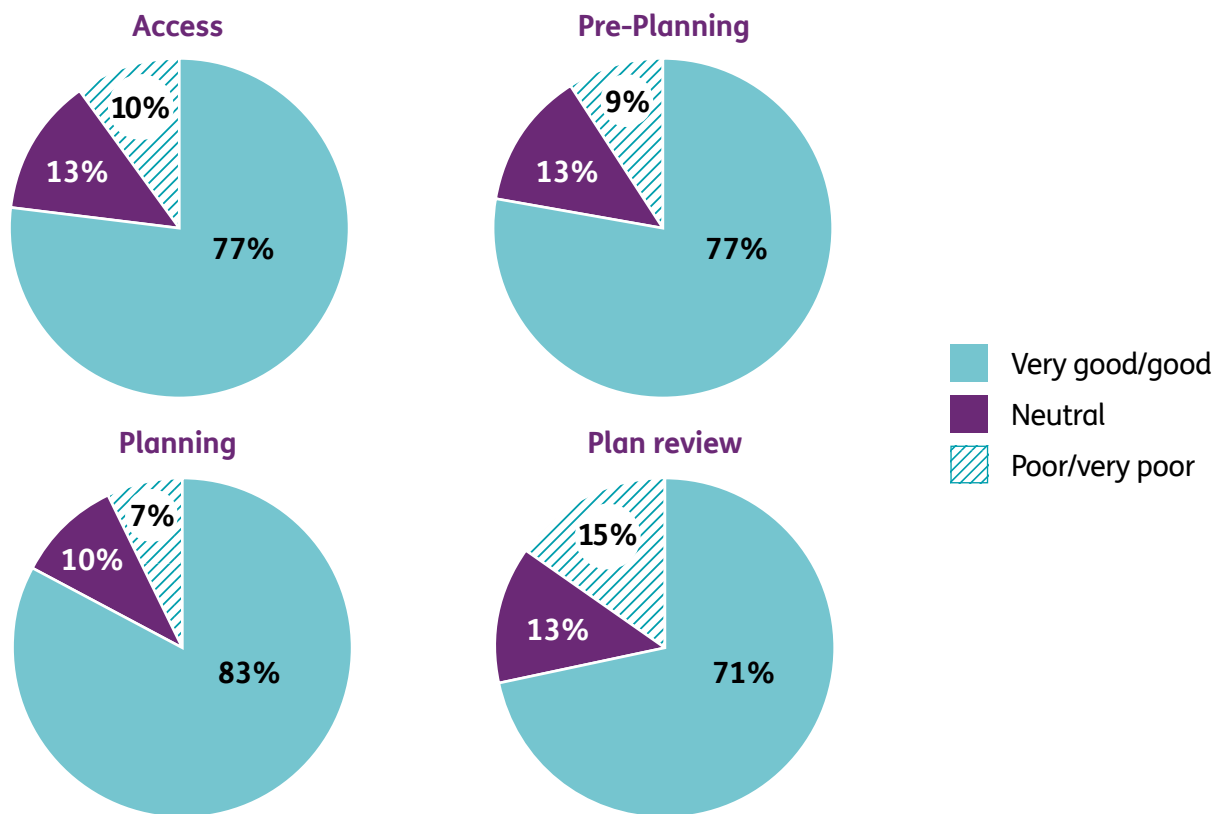
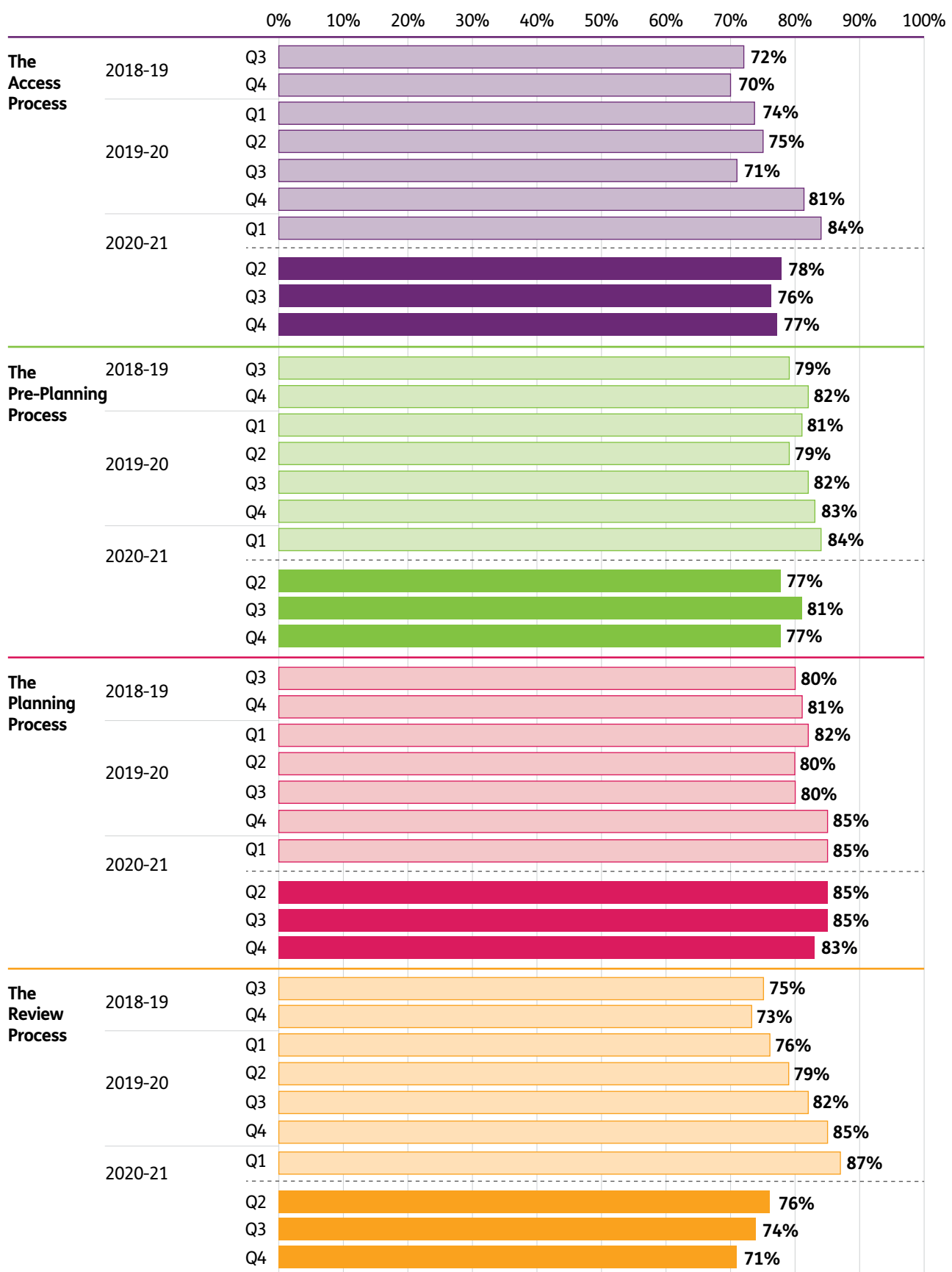


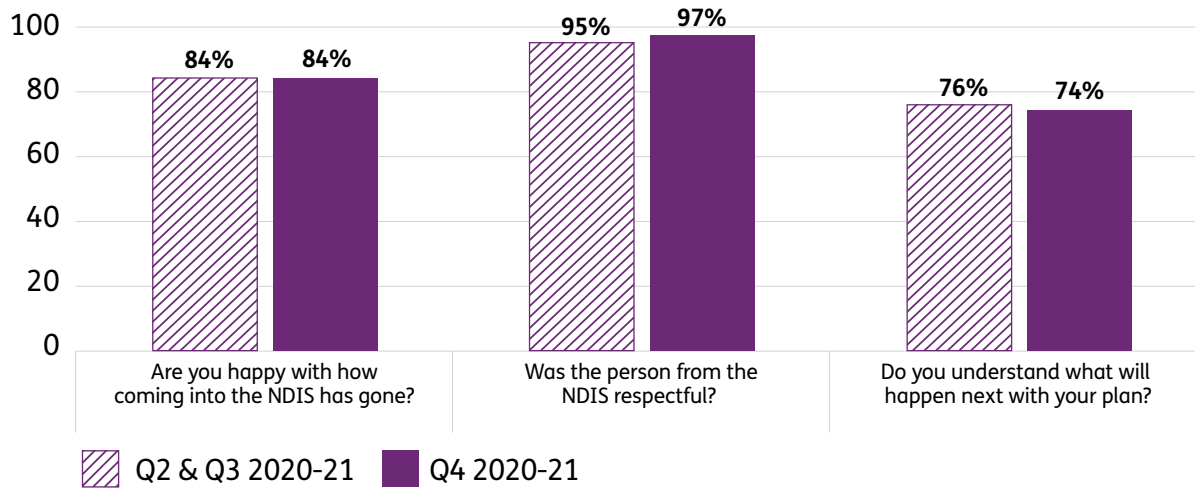
Figure 31: Trend of satisfaction across the pathway (% Very good/good)<sup>25</sup>



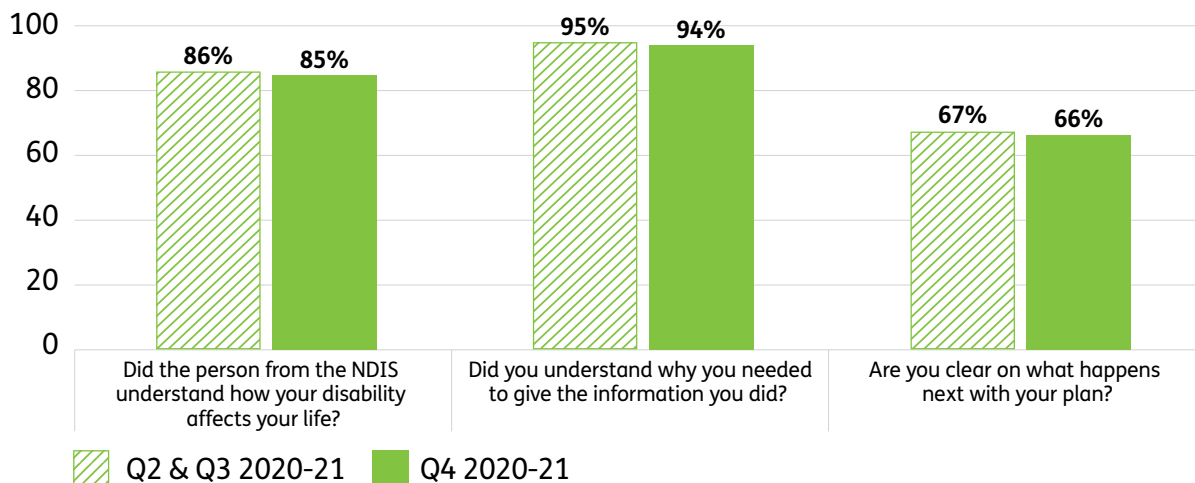
<sup>25</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 32: Satisfaction across the four stages of the pathway

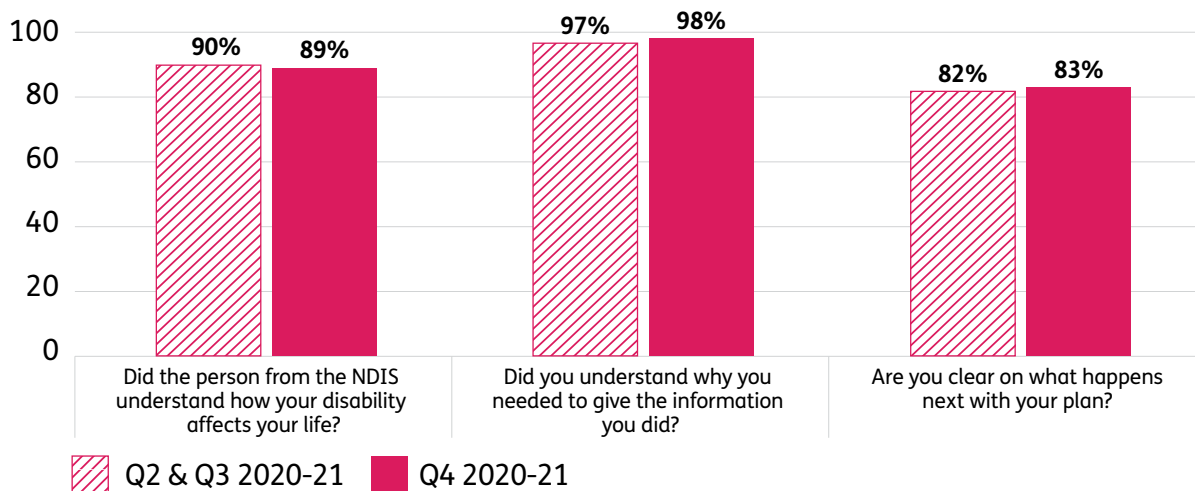
Stage One: Access



Stage Two: Pre-Planning

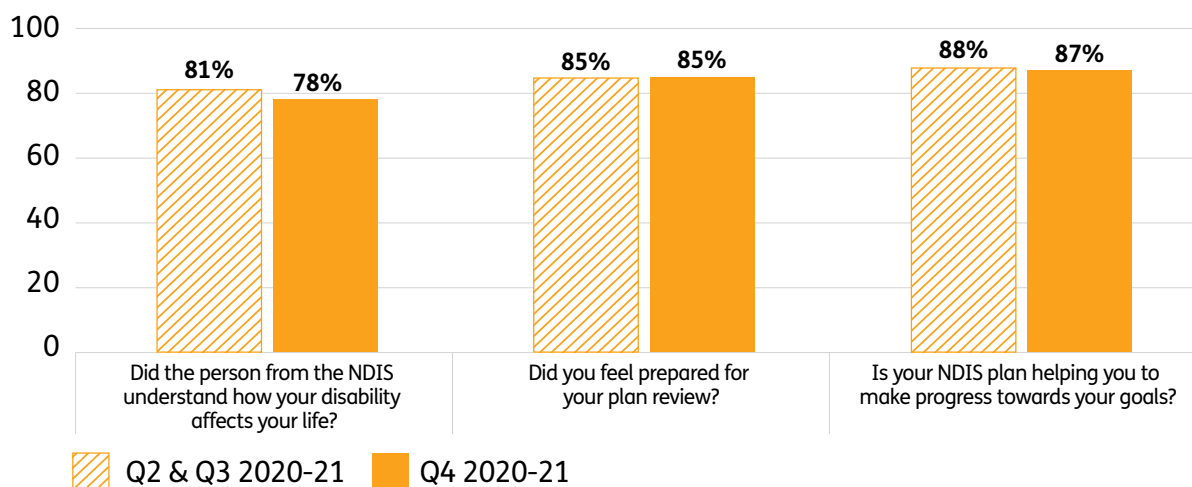


Stage Three: Planning



**Figure 32: Satisfaction across the four stages of the pathway cont.**

**Stage Four: Plan Review**



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

The results indicate that satisfaction for Q4 2020-21, as measured by these questions, is comparable to the prior quarter.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 83 per cent were clear on what happens next with their plan (1 percentage higher than for prior quarter), lower than the 87-98 per cent responding positively to other questions about planning.

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

## 2.5 The NDIS Contact Centre

### Performance remained high in the NDIS contact centre through the year.

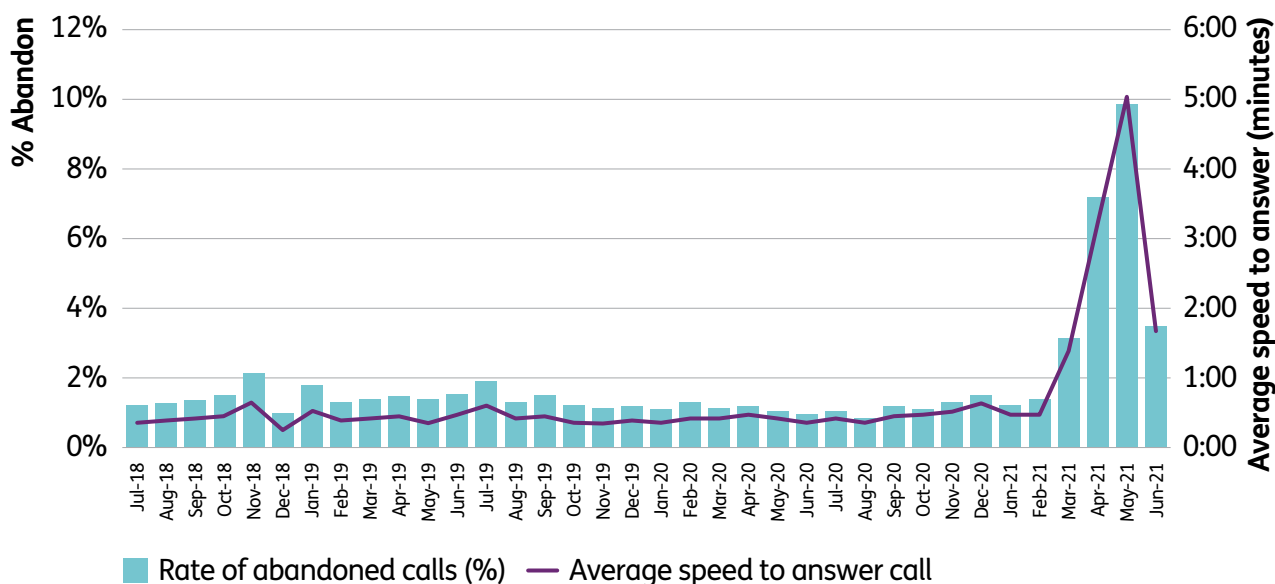
The NDIA National Contact Centre (NCC) provides personal and high quality services about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018.

Telephony performance was consistent over the majority of the past 12 months, with increased call volumes and reduced staffing levels as the job market rebounded after COVID-19 impacting results from March to June 2021. Although there was a decrease in speed to answer, customer satisfaction results were maintained above 84 per cent across the March to June 2021 period. In response, significant recruitment and on boarding of new staff has been completed during May and June, leading to improved results in the last month of the quarter.

During the year, NCC staff were successfully deployed to remote working in response to COVID-19 impacts. There were minimal impacts to services during these periods. Under the contract with Serco, services are delivered for the NDIA according to an agreed performance framework. The performance framework includes a grade of service of 80 per cent of calls answered within 60 seconds and email enquiries progressed within two business days. Across the 12 month period NCC answered approximately 1.07 million calls, with 70 per cent answered within 60 seconds. An average speed of answer of 1 minute and 18 seconds was achieved across the 2020-21 financial year.

Customer experience ratings were consistently strong, with approximately 85 per cent of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High' throughout the 12 months.

**Figure 33: Telephony performance since transition to Serco as the Contact Centre service provider**







## Artificial vision device gives Daniel greater independence

Magnetic Island resident **Daniel** says he is living a more independent life after he secured NDIS funding to purchase an Orcam – a wearable assistive technology device, which reads text, recognises faces and identifies products.

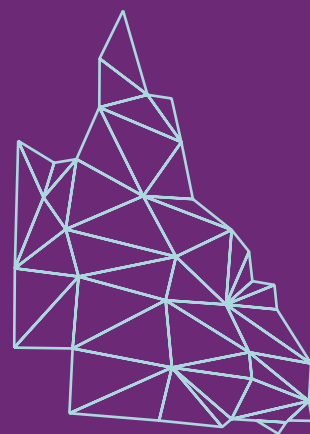
The 28-year-old, who has low vision, epilepsy, diabetes, and who is in remission after a brain tumour, said the Orcam device has built-in facial recognition, which he loves.

“The Orcam looks like an ordinary pair of glasses,” Daniel said. “They are just clear lenses but in the arm there’s a built in camera so when someone stands in front of me, and they say who they are, I can take a photo. Then when they stand in front of me again, it tells me who they are.”

Daniel said he also uses the Orcam to take images of any text he directs the device to and it will read it out to him.

Daniel’s mum Cheryl said state-of-the-art assistive technology has certainly been “life-changing” for her son. “Now he is much more confident and independent,” she said proudly. “I’ve noticed a huge difference in him.”

An NDIS participant since the scheme rolled out in Townsville, in 2016, Cheryl said Daniel has become a confident advocate for people with disability, and now he has the Orcam, he is looking forward to achieving more NDIS goals, in particular, becoming a clown doctor and writing a book.





## Part Three:

# Participant Service Guarantee and Participant Service Improvement Plan



### Part Three:

## Participant Service Guarantee and Participant Service Improvement Plan

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

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

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

The Participant Service Improvement Plan is being updated to reflect the decision of disability ministers not to go ahead with independent assessments.

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

### 3.1 Participant Service Charter

Our engagement principles guide our service delivery.

The **Participant Service Charter** is based on five principles for engagement with participants.

Engagement Principle	What you can expect
<b>Transparent</b>	We will make it easy to access and understand our information and decisions.
<b>Responsive</b>	We will respond to individual needs and circumstances.
<b>Respectful</b>	We will recognise your individual experience and acknowledge you are an expert in your own life.
<b>Empowering</b>	We will make it easy to access information and be supported by the NDIS to lead your life.
<b>Connected</b>	We will support you to access the services and supports you need.

The following table outlines some of the activities underway, aligned to each of the ‘what you can expect’ statements in the Participant Service Charter. A number of the activities form part of the **Participant Service Improvement Plan (SIP)**. Whilst the list is not exhaustive, the NDIA is constantly looking for opportunities to improve our participant service in line with the Engagement Principles.

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Transparent</b> We will make it easy to access and understand our information and decisions.	Keep you informed	<ul style="list-style-type: none"> <li>• Publishing refreshed Operational Guidelines (OGs) on the NDIS website. A new <a href="#">webpage</a> has been set up that contains the new guidelines.</li> <li>• Released the Conversation Style Guide - a resource for service delivery staff to support them with dynamic conversations with participants and their representatives.</li> <li>• Released the CEO direction on 1 February 2021 to staff which includes the provision of an ‘explanation of a decision’ letter.</li> <li>• <b>SIP</b> - The NDIS Contact Centre will give you more helpful and consistent information (<b>Complete</b>)</li> <li>• <b>SIP</b> - You will be able to track where your application or inquiry is up to online (<b>December 2021</b>)</li> <li>• <b>SIP</b> - We will be clearer on what reasonable and necessary supports means, with case studies and examples (<b>December 2021</b>)</li> <li>• <b>SIP</b> - We will have clearer guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public (<b>December 2021</b>)</li> <li>• <b>SIP</b> - We will put the name of an NDIS contact person on our letters to you (<b>Complete</b>)</li> </ul>

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Transparent</b> We will make it easy to access and understand our information and decisions.	Communicate in your preferred format	<ul style="list-style-type: none"> <li>The NDIS Application form / New Access Request form (ARF) was re-designed to include links to the Charter and PSG. This also includes a 'Contact method' section and provides a list of contact options for the participant to choose from.</li> <li>The NDIA has a Standard Operating Procedure to 'assist the participant with their preferred method of communication'. This is available to all National delivery staff.</li> <li>Within the MyPlace Portal (Participant Portal) a participant is able to update their preferred contact methods within the 'How Can NDIA contact me?' section.</li> </ul>
	Explain the decisions we make and your appeal rights	<ul style="list-style-type: none"> <li>The Participant Service Charter provides options for your appeal rights.</li> <li>Updated letters to ensure there is an explanation of a decision which is communicated in a participants preferred format and written in plain English. Letters provide information about a participants appeal rights.</li> <li>Released the CEO direction on 1 February 2021 which strengthens NDIA decisions, including how we document and explain decisions.</li> <li>'Review of Decisions' Operational Guideline is available on the NDIS website.</li> <li><b>SIP</b> – Our decision letters will have reasons for why we have decided something in plain English (<b>Complete</b>)</li> <li><b>SIP</b> – You will get plan summary statements and draft plans before your plan is approved so you can check your information is right and there are no surprises (<b>December 2021</b>)</li> </ul>
	Make sure we have answers to your questions	<ul style="list-style-type: none"> <li>Via the MyPlace Portal, a participant can do the following:               <ul style="list-style-type: none"> <li>View and update your contact details;</li> <li>View your NDIS Plan, including information about your funded supports;</li> <li>View and manage your current plan budget;</li> <li>Request payment for self-managed supports;</li> <li>Search and locate registered service providers;</li> <li>Create and manage service bookings with registered service providers;</li> <li>Manage your consent to share all or part of your plan with service providers;</li> <li>Upload and view documents; Print your plan;</li> <li>View the Planning Support Booklets; and</li> <li>myGov Inbox</li> </ul> </li> <li>The National Contact Centre (NCC) is available for all prospective participant and participants to contact and enquire. All NCC staff have access to the NCC Knowledge Management Portal.</li> </ul>

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Responsive</b> We will respond to individual needs and circumstances	Make quality decisions in line with the Participant Service Guarantee	<ul style="list-style-type: none"> <li>Participant Experience Delivery (PED) KPIs</li> <li>Pathway to Green Project outlines the approach to meet all of the PSG timeframes</li> <li>The New Starter Induction Program</li> <li>Internal Standard Operating Procedures (SOPs) include a link to the PSG and a reminder to check the PSG timelines relevant to the process, and reinforce to staff the importance of our timeframes</li> <li>Continuous Improvement (CI-Connect).               <ul style="list-style-type: none"> <li>Inclusion of the Charter in the CI-Connect approach to support staff uplift 'customer/participant' service delivery capabilities and micro-skills relevant to the Charter engagement principles and accountability to deliver on commitments. The Quality assurance process is used to identify gaps in service delivery and decisions making, which informs the targeted approach for the ongoing CI Connect training.</li> </ul> </li> <li>As the Agency has developed and reviewed methodologies for each PSG timeframe, PiTC have received refresher training and had input into continuous improvements for ongoing monitoring and improvement. PiTC have received regular communications and resources relating to the Charter and PSG to embed these within their practices.</li> </ul>
	Provide you with a staff member to contact so you only need to tell us information once	<ul style="list-style-type: none"> <li>There is a 'Guide to interactions in the NDIS Business System' which instructs staff on how to record interactions so the participant only has to explain their story once.</li> <li>Within the MyPlace Portal the contact details of your NDIS contact are listed.</li> <li>The NDIS Application form / New Access Request form (ARF) was re-designed to include links to the Charter and PSG. This also includes a 'Contact method' section and provides a list of contact options for the participant to choose from.</li> <li><b>SIP</b> - We will put the name of an NDIS contact person on our letters to you (<b>Complete</b>)</li> <li><b>SIP</b> - You will have a current contact name for all your interactions with us (<b>Complete</b>)</li> </ul>
	Provide you with options so that when your circumstances change, we can work together to find an appropriate solution.	<ul style="list-style-type: none"> <li>Within the generic letter template, there is a section called 'Have your circumstances changed?' with several options to contact the NDIA including both email addresses and contact phone numbers.</li> <li>The Participant Check in process is available to connect with participants, check on their wellbeing and make sure their NDIS supports meet their needs.</li> <li>Via the Myplace Portal, a participant can update:               <ul style="list-style-type: none"> <li>Contact details</li> <li>About me</li> <li>Address details</li> <li>Bank details</li> </ul> </li> </ul>

## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Responsive</b> We will respond to individual needs and circumstances	Provide you with options so that when your circumstances change, we can work together to find an appropriate solution (cont.)	<ul style="list-style-type: none"> <li>• <b>SIP</b> - Your plan will be longer and ongoing. It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life (<b>Complete</b>)</li> <li>• <b>SIP</b> - We will process applications for all supports associated with housing and accommodation issues together and more quickly (<b>Complete</b>)</li> <li>• <b>SIP</b> - We will improve our direct support for you if you have complex needs and require critical supports, or are otherwise potentially vulnerable (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will fund early intervention supports for children more flexibly (<b>June 2022</b>)</li> </ul>
<b>Respectful</b> We will recognise your individual experience and acknowledge you are an expert in your own life.	Listen to you so we can understand your experience	<ul style="list-style-type: none"> <li>• Conversation Style Guide provides instruction to staff on how to engage with participant so we understand the participant experience.</li> <li>• <b>SIP</b> - If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding (<b>December 2021</b>)</li> </ul>
	Work together so the NDIS can support you within the requirements of the Act	<ul style="list-style-type: none"> <li>• Reasonable and necessary justification training is delivered to staff</li> <li>• Staff are provided training through the New Starter Program and Corporate Induction training program.</li> <li>• Publishing refreshed Operational Guidelines on the NDIS website. A new <a href="#">webpage</a> has been set up that contains the new guidelines.</li> <li>• CEO Direction specifies requirements for staff must:               <ul style="list-style-type: none"> <li>– Follow relevant OGS, include regard to KPIs</li> <li>– Follow SOPs</li> <li>– Determine R&amp;N supports in line with s34 of the Act</li> <li>– Record and document reason for decisions</li> <li>– Provide an 'Explanation of decision' letter</li> </ul> </li> <li>• <b>SIP</b> - We will check-in with you on how the plan is going, and whether an update or review is needed (<b>Complete</b>)</li> <li>• <b>SIP</b> - We will support you, if you want, to build goals in your plan that are clearly designed, realistic and attainable (<b>June 2022</b>)</li> </ul>
	Make sure our staff are trained to understand the impact of different disabilities on people's lives	<ul style="list-style-type: none"> <li>• Staff are provided training through the New Starter Program and Corporate Induction training program.</li> <li>• All front-line staff access Disability Awareness, Celebrating Diversity and Multicultural Awareness training, Aboriginal and Torres Strait Islander Cultural Awareness and LGBTIQ + inclusion training. They also have access to online resources including the Disability Navigator which provide greater insight into the impact of different disabilities on people's lives.</li> <li>• Where staff may need additional advice they can access support through the NDIA's Technical Advisory Branch. The Technical Advisory Branch provides specialist advice within their areas of expertise. This includes managing a hotline for staff to contact.</li> <li>• <b>SIP</b> - Our front-line teams will have improved cultural and disability awareness (<b>Complete</b>)</li> </ul>

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Respectful</b> We will recognise your individual experience and acknowledge you are an expert in your own life.	Listen to your feedback and use this to find better ways of doing things	<ul style="list-style-type: none"> <li>The NDIA has several different channels to capture participant feedback and incorporate this into improved service to our participants. <ul style="list-style-type: none"> <li>Use complaints data to inform continuous improvement. Further detail is available in the original response under Question 21.</li> <li>Undertake a <b>Participant First</b> initiative. This engagement initiative will get direct feedback from participants, their families and carers on the best ways to improve our approach. It's all part of the Participant First Engagement Initiative, which sees us listening to participants about the best ways to improve our approach.</li> <li><b>Participant Reference Group</b> (PRG). The PRG provides strategic insights from a participants' perspective into policy, process and system development and review, supporting continuous service improvement of the NDIS. The PRG consists of 20 participants and carers from across Australia, representing the disability experiences of our broader participant cohort.</li> <li>The NDIA is conducting an <b>open consultation process</b> and encourages participants and the public to have their say. Open submissions/consultation papers are published on the <b>'Have your say'</b> section of the website. As mentioned earlier in this report, the NDIA is committed to continued engagement with the sector on issues facing the Scheme.</li> </ul> </li> </ul>
<b>Empowering</b> We will make it easy to access information and be supported by the NDIS to lead your life.	Make our processes simple and easy to use	<ul style="list-style-type: none"> <li>The NDIS website has been updated for ease of use and is fully accessible.</li> <li>The NDIA is working on replacing the MyPlace Portal to make it easier to use for participants, in addition we are introducing an 'NDIS' mobile app. The NDIS mobile app will make it convenient for participants to use their NDIS plan and connect with the NDIS.</li> <li>The NDIS Application form / New Access Request form (ARF) was re-designed to include links to the Charter and PSG. It was tested by participants through the Participant First initiative to review options for the form format available, ensuring accessibility.</li> <li><b>SIP</b> - The website and portal will be clearer and easier to use (<b>December 2021</b>)</li> <li><b>SIP</b> - We're working to build more do-it-yourself online plan tools (<b>June 2022</b>)</li> <li><b>SIP</b> - You will be able to manage your plan more easily, using a new NDIS mobile app (<b>December 2021</b>)</li> <li><b>SIP</b> - We will have clearer guidelines and procedures so there is consistency in how we make decision and we will make more of these public (<b>December 2021</b>)</li> <li><b>SIP</b> - There will be a standard form and application process for SDA (<b>Complete</b>)</li> <li><b>SIP</b> - You will be able to quickly access assistive technology and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard assistive technology or home modifications (<b>Complete</b>).</li> </ul>



Engagement Principle	What you can expect We will:	What activities are happening?
<b>Empowering</b> We will make it easy to access information and be supported by the NDIS to lead your life.	Update our information so it's easier to understand and useful when making decisions	<ul style="list-style-type: none"> <li>• All Operational Guidelines are made public so that staff (including PiTC) and participants have access to the same, single point of truth about how decisions are made about NDIS eligibility and NDIS plans. This incorporates information about PSG timelines. When OGs are published there is an internal and external communications strategy, with key messages for participants and staff about the 'why' and 'what' we are publishing.</li> <li>• The NDIA has overhauled the language in guidance material to make OGs more personal and human with less jargon, which reinforces the respectful and empowering principles as it's more appropriate to the intended audience.</li> <li>• To support the internal and external communications, the NDIA is communicating the PSG timeframes in refreshed OGs and staff SOPs including providing links to the PSG on the NDIS website.</li> <li>• <b>SIP</b> - Our guidelines will come with plain English descriptions and more examples (<b>December 2021</b>)</li> <li>• <b>SIP</b> - We will be clearer on what reasonable and necessary supports means, with case studies and examples (<b>December 2021</b>)</li> <li>• <b>SIP</b> - Our documents will use consistent terms and definitions with less jargon (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will issue new easy-to-understand guidelines for complex home modifications (<b>Complete</b>).</li> </ul>
	Inform you of your rights with the NDIS or providers	<ul style="list-style-type: none"> <li>• The Participant Service Charter provides further information 'If you do not agree with a decision we have made' or 'If you are unhappy with the outcome of a decision review'</li> <li>• 'Review of Decisions' OG which is available on the NDIS website.</li> <li>• Letters provide information about a participants appeal rights.</li> <li>• <b>SIP</b> - You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request (<b>Complete</b>)</li> </ul>



Engagement Principle	What you can expect We will:	What activities are happening?
<b>Empowering</b> We will make it easy to access information and be supported by the NDIS to lead your life.	Support and promote your voice so you have control of your plan	<ul style="list-style-type: none"> <li>• The NDIA support participants during planning conversation to ensure that their voice is heard and understood.</li> <li>• <b>SIP</b> - There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review" (Complete)</li> <li>• <b>SIP</b> - We will make it easier to self-manage your plan, with the right support and controls in place; and to change easily between plan and self-managed (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will check in with you on how the plan is going, and whether an update or review is needed – (<b>December 2021</b>)</li> <li>• <b>SIP</b> - We will focus on your plan and goals supporting you to gain employment if that is what you want (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will encourage Individualised Living Options as an alternative to traditional group homes (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We want to support and promote children and young people's voice in their own plans; while also working closely with parents and carers (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will improve the way we provide you support for independent decision-making (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will support you if you are a Young Person in Residential Aged Care to live elsewhere (<b>June 2022</b>)</li> </ul>
	Include people with disability and the community to help us develop and test our processes	<ul style="list-style-type: none"> <li>• The NDIA has several key avenues to include people with a disability in the development and testing of our processes, these include:               <ul style="list-style-type: none"> <li>– Participant First initiative</li> <li>– Participant Reference Group</li> <li>– 'Have your say' section in the NDIS website</li> </ul> </li> <li>• The NDIA is conducting an <b>open consultation process</b> and encourages participants and the public to have their say. Open submissions/consultation papers are published on the '<b>Have your say</b>' section of the website. As mentioned earlier in this report, the NDIA is committed to continued engagement with the sector on issues facing the Scheme.</li> <li>• The NDIA will be engaging with the sector on the design of a person-centred model. A model that will deliver consistency and equity of both access and planning outcomes. A model consistent with the assessment requirements under the NDIS Act.</li> <li>• The Independent Advisory Council brings the views of people with a disability, carers and sector experts to the heart of the NDIS providing independent advice to the NDIA Board on the delivery of the Scheme.</li> <li>• The CEO Forum is a key component of the NDIA's stakeholder engagement approach, where CEO's and senior representatives from key disability sector organisations engage, discuss and collaborate directly with the Agency on important areas of work relating to the operation and implementation of the NDIS.</li> </ul>

Engagement Principle	What you can expect We will:	What activities are happening?
<b>Connected</b> We will support you to access the services and supports you need.	Provide options so you can choose how you connect with us	<ul style="list-style-type: none"> <li>The NDIA have provided a number of methods to allow participants to choose how they connect with the NDIS. This includes:               <ul style="list-style-type: none"> <li>National Access request form</li> <li>SOP 'Assist the participant with the preferred method of communication'</li> <li>MyPlace Portal</li> </ul> </li> <li><b>SIP</b> - You will be able to use online forms and services where you want to (<b>December 2021</b>)</li> <li><b>SIP</b> - You will be able to apply to the NDIS in the way you want, including using an online access request form (<b>December 2021</b>)</li> <li><b>SIP</b> - We will support more video-conference planning meetings (<b>December 2021</b>).</li> </ul>
	Help you to use your plan and locate supports and services	<ul style="list-style-type: none"> <li>Your ECEI coordinator, LAC or Support coordinator can assist participants to find supports and services. In addition, the MyPlace Portal has a Provider finder which allows participants to find Providers within their local area.</li> <li>Specialist Disability Accommodation (SDA) Vacancy matching platform is available through the NDIS website.</li> <li>The NDIS mobile app will make it convenient for participant to use their NDIS plan and connect with the NDIS.</li> <li><b>SIP</b> - We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS (<b>June 2022</b>)</li> <li><b>SIP</b> - We will give you more support for using your plan, for finding both disability services and mainstream supports (<b>Complete</b>)</li> <li><b>SIP</b> - We will be clearer about support coordination services, and what you should expect (<b>September 2021</b>)</li> <li><b>SIP</b> - Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back (<b>June 2022</b>)</li> <li><b>SIP</b> - We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted (<b>June 2022</b>)</li> <li><b>SIP</b> - There will be a national SDA-matching website showing all available properties (<b>Complete</b>)</li> <li><b>SIP</b> - We will have a NDIS carer connect network for aging parents of people with a disability (<b>Complete</b>)</li> <li><b>SIP</b> - We will pro-actively check-in with you, especially if you may be in a vulnerable situation (<b>Complete</b>)</li> </ul>

Engagement Principle	What you can expect We will:	What activities are happening?
<p><b>Connected</b></p> <p>We will support you to access the services and supports you need.</p>	<p>Build community awareness and understanding of the NDIS</p>	<ul style="list-style-type: none"> <li>• The NDIA undertakes regular Engagement activities through the Community Engagement and Events branch. The NDIA will build community capacity by being in local communities to provide targeted engagement with participants and the community. The NDIA will keep those concerned informed about the Scheme, help them to connect to mainstream services and other community supports as well as troubleshoot.</li> <li>• <b>SIP</b> - We will work with communities in remote and very remote areas, and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding (<b>June 2022</b>)</li> <li>• <b>SIP</b> - We will fund specialist community connectors (CC) (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us (<b>Complete</b>)</li> <li>• <b>SIP</b> - Liaison Officers, for Health and Justice especially, will help participants interact with the NDIS in each State and Territory (<b>Complete</b>)</li> </ul>

## 3.2 Participant Service Guarantee

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

### Performance against the proposed service standards – June 2021

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

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2021 quarter	Comparison to target of 95%
<b>General</b>	Explanation of a previous decision, after a request for explanation is received	28 days	70%	■
<b>Access</b>	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●
<b>Access</b>	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	99%	●
<b>Access</b>	Make an access decision, after the final information has been provided	14 days	99%	●
<b>Planning</b>	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	80%	■
<b>Planning</b>	Approve a participant's plan, after an access decision has been made	56 days	80%	■
<b>Planning</b>	Approve a plan for ECEI participants, after an access decision has been made.	90 days	91%	▲
<b>Implementation</b>	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical	Reporting will commence in the December 2021 quarter	
<b>Implementation</b>	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●

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

### Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2021 quarter	Comparison to target of 95%
<b>Implementation</b>	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the December 2021 quarter	
<b>Plan review</b>	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	28%*	■
<b>Plan review</b>	Decide whether to undertake a participant requested plan review, after the request is received	21 days	91%	▲
<b>Plan review</b>	Complete a participant requested review, after the decision to accept the request is made	42 days	72%	■
<b>Plan variations</b>	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	95%	●
<b>Plan variations</b>	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	94%	▲
<b>Plan variations</b>	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the December 2021 quarter	
<b>Reviewable decisions</b>	Complete an internal review of a reviewable decision, after a request is received	90 days	94%	▲
<b>Reviewable decisions</b>	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	96%	●
<b>Nominee</b>	Cancel participant requested nominee	14 days	86%	▲
<b>Nominee</b>	Cancel CEO initiated nominee	14 days	100%	●

\* Note: Plans are extended automatically so participants receive continuity of support. That is, participants do not stop receiving supports.

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

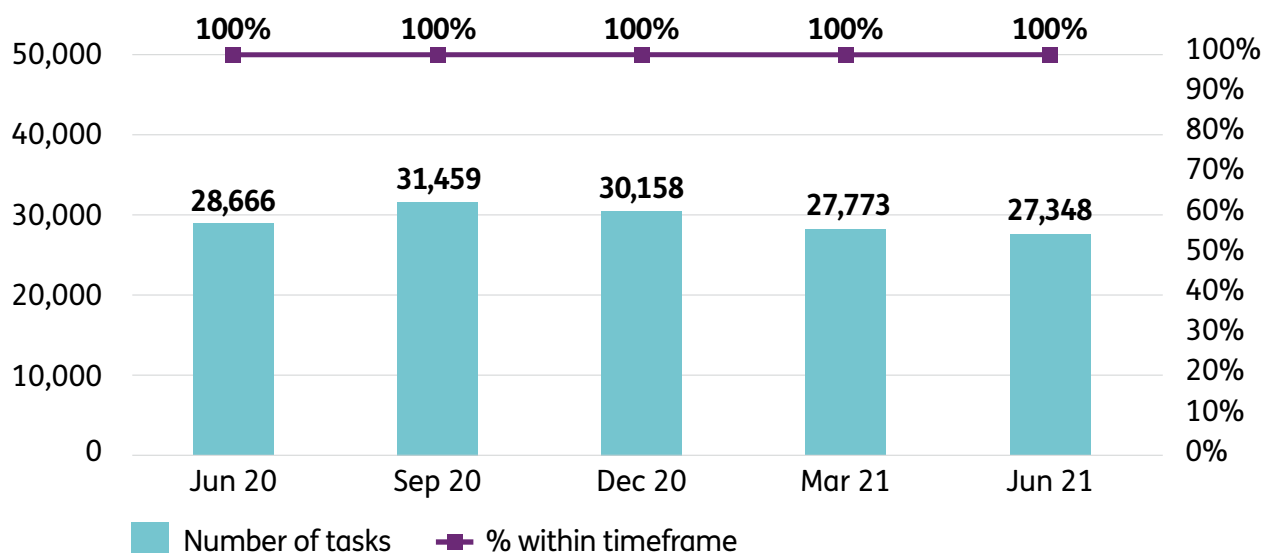
### Key trends in PSG metrics

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

#### Access Decisions

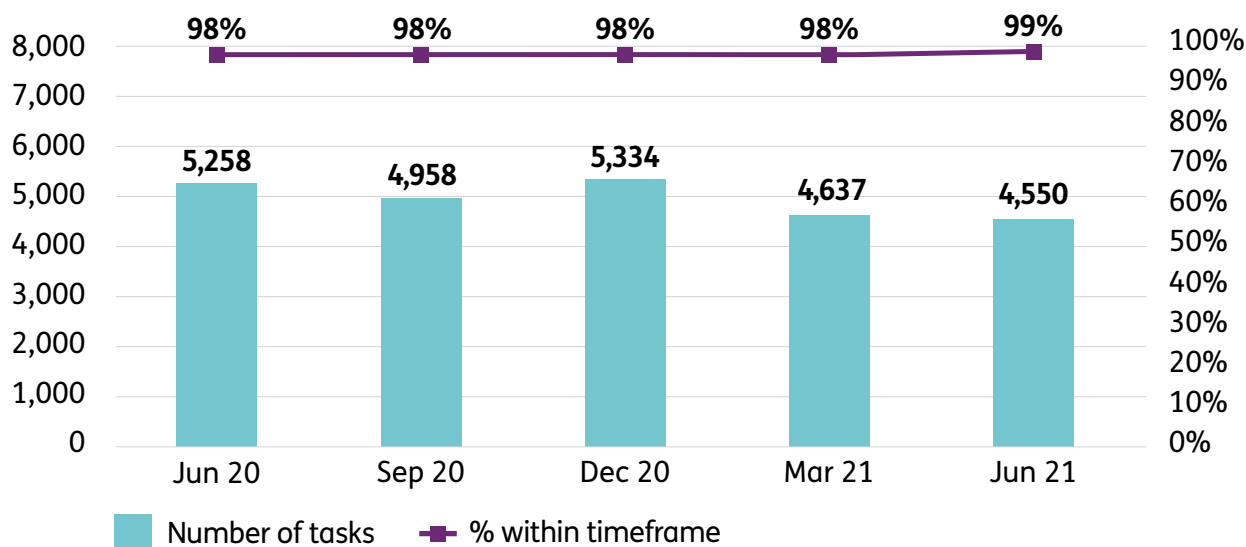
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last six quarters, which is a big improvement compared to 2019.

**Figure 34: Access decision made, or further information requested, after receiving access request**



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

**Figure 35: Make an access decision, after the final information has been provided<sup>26</sup>**

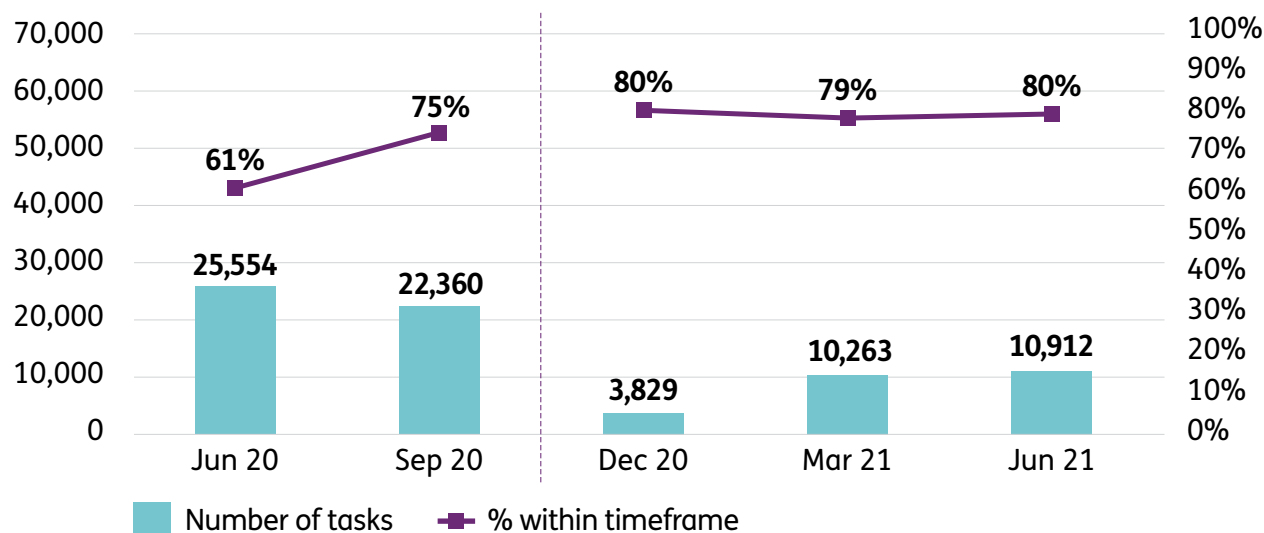


<sup>26</sup> The results for prior quarters have been restated using data as at 30 June 2021 due to a change in the way this metric is measured.

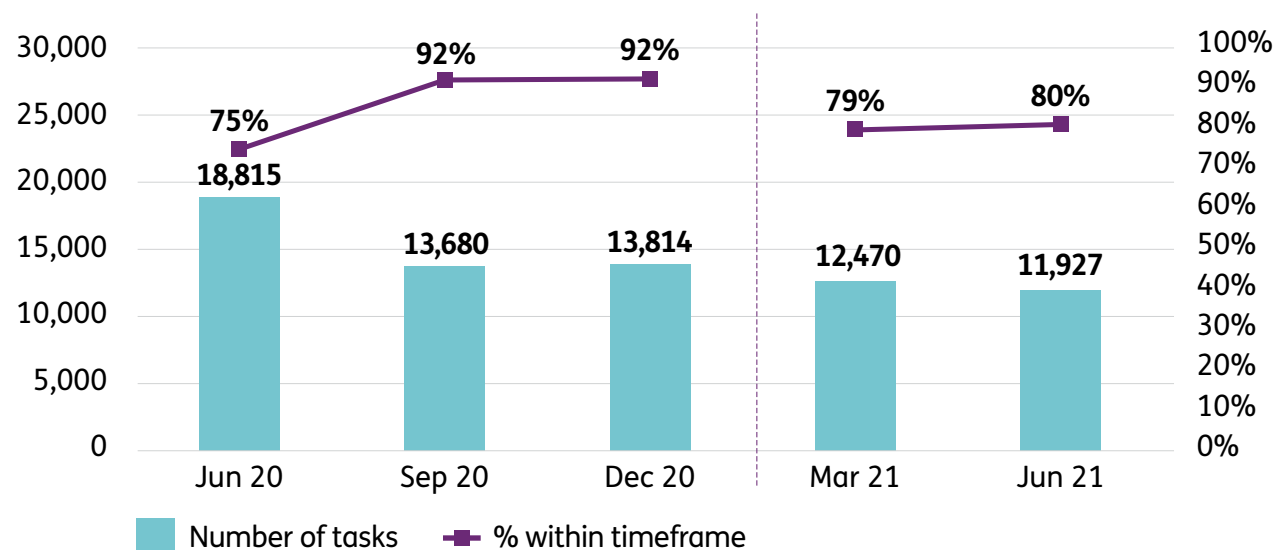
### Planning

Plan approval timeframes for participants aged 0-6 have improved over the last few quarters, with 91 per cent approved within the timeframe of 90 days in the June 2021 quarter. The target timeframe for the approval of plans for those aged 7 and above has reduced from 70 days to 56 days from the March 2021 quarter and there has been a consequent reduction in service level met (80 per cent).

**Figure 36: Commence facilitating the preparation of a plan, after an access decision has been made<sup>27</sup>**



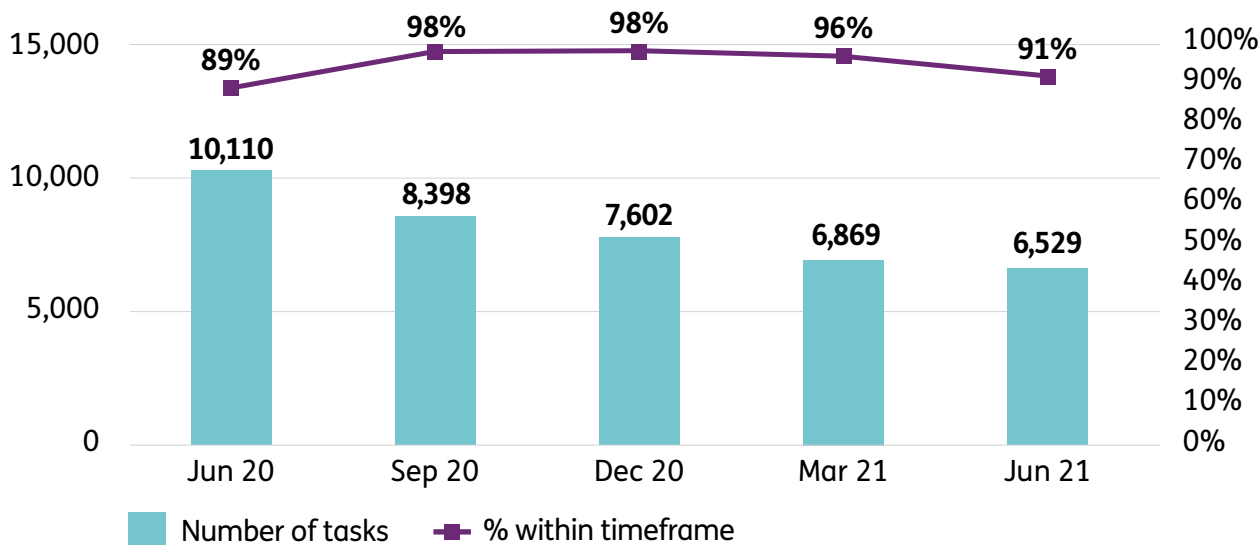
**Figure 37: First plan approved after access decision has been made, 7+ years<sup>28</sup>**



<sup>27</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>28</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 and June 2021 quarters is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

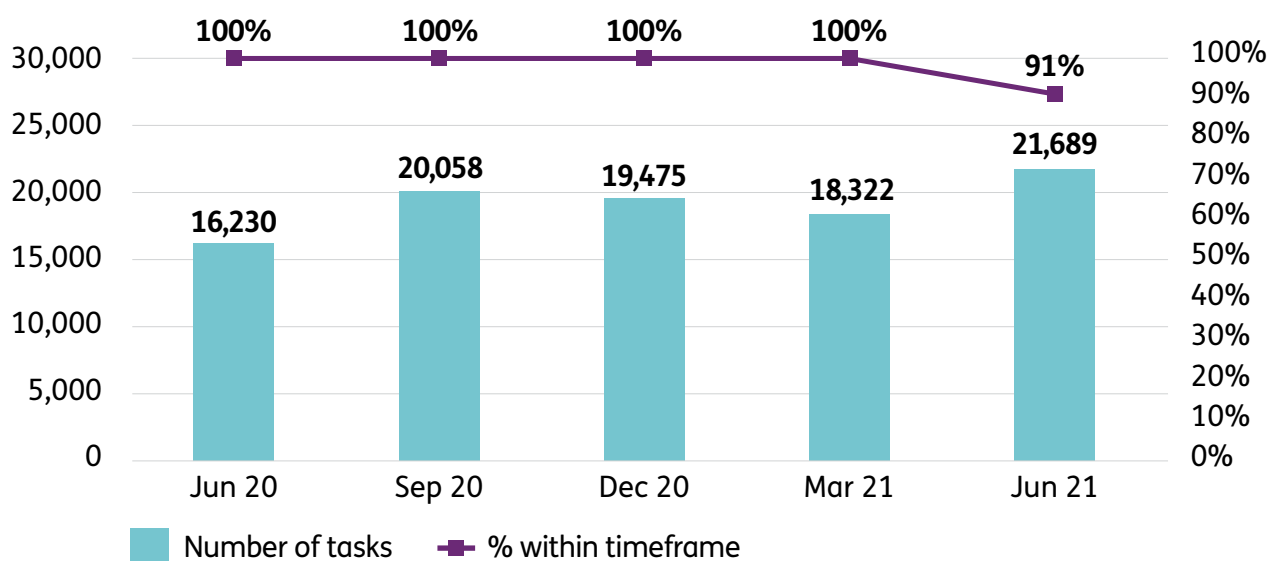
**Figure 38: First plan approved after access decision has been made, 0-6 years**



### Plan Review

Decisions about whether or not to conduct a Participant Requested Review (PRR) were made within 21 days 91 per cent of the time in the June 2021 quarter.

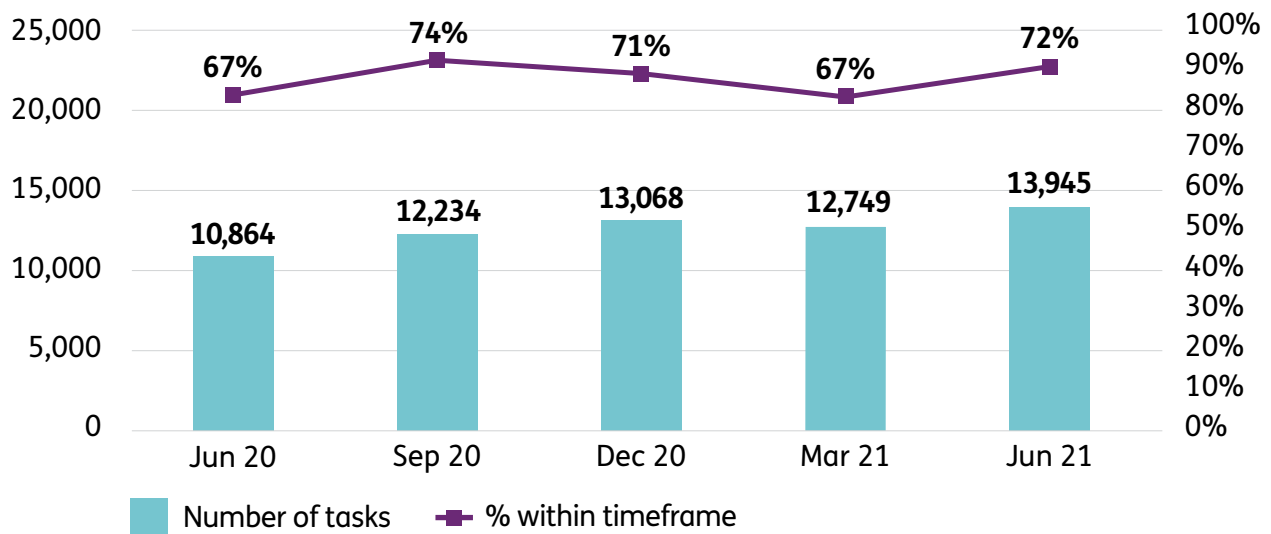
**Figure 39: Decision made to undertake PRR after request is received**





PRR timeframes have remained consistent over the last few quarters, improving from 67 per cent in the June 2020 quarter to 72 per cent in the June 2021 quarter.

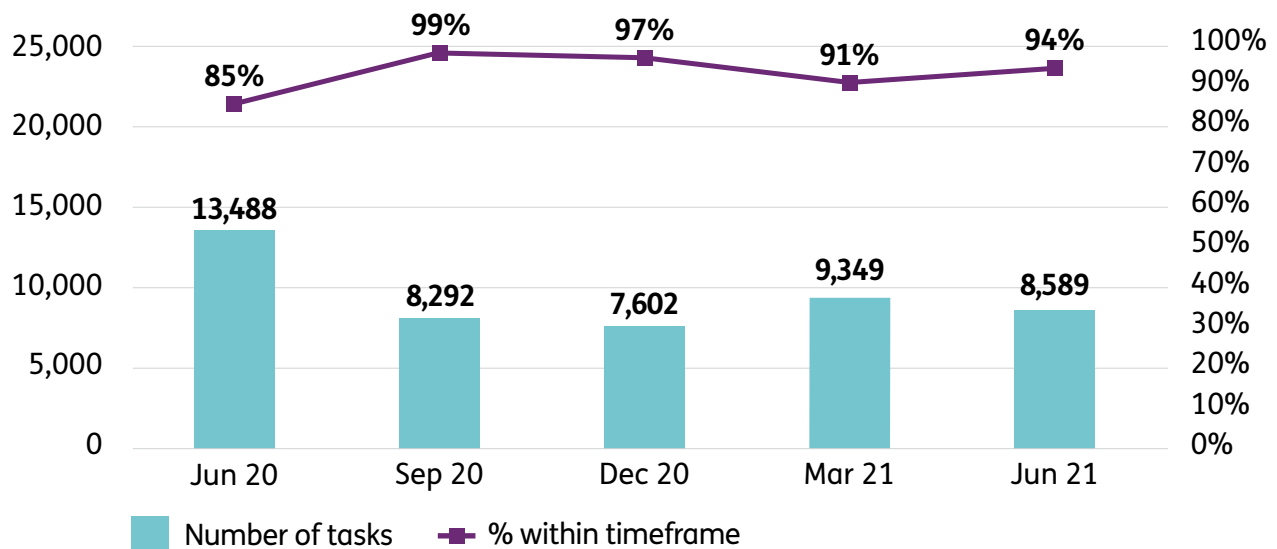
**Figure 40: PRR completed after decision made to undertake review**



### Reviewable Decisions

In the June 2021 quarter, the NDIA was completing Reviews of Reviewable Decisions within the 90 day timeframe 94 per cent of the time.

**Figure 41: Complete Review of a Reviewable Decision after request is received**



### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
<b>General</b>	Our National Contact Centre will answer 80% of calls within 60 seconds.	70% on average throughout 2020-21 (Section 2 in this report discusses further).

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### Service standards for complaints

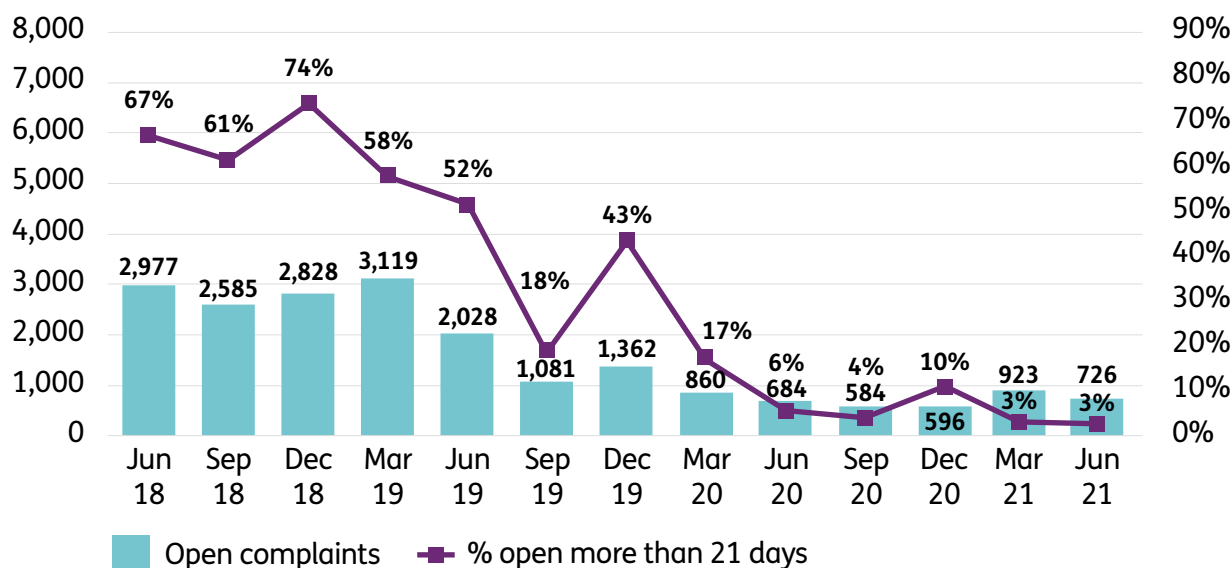
Service type	Description of the service being guaranteed	Performance
<b>Complaints</b>	Resolve 90% of complaints within 21 days after we receive it.  More complex complaints may take longer to address.	94% in the June 2021 quarter

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### Key trends in complaints

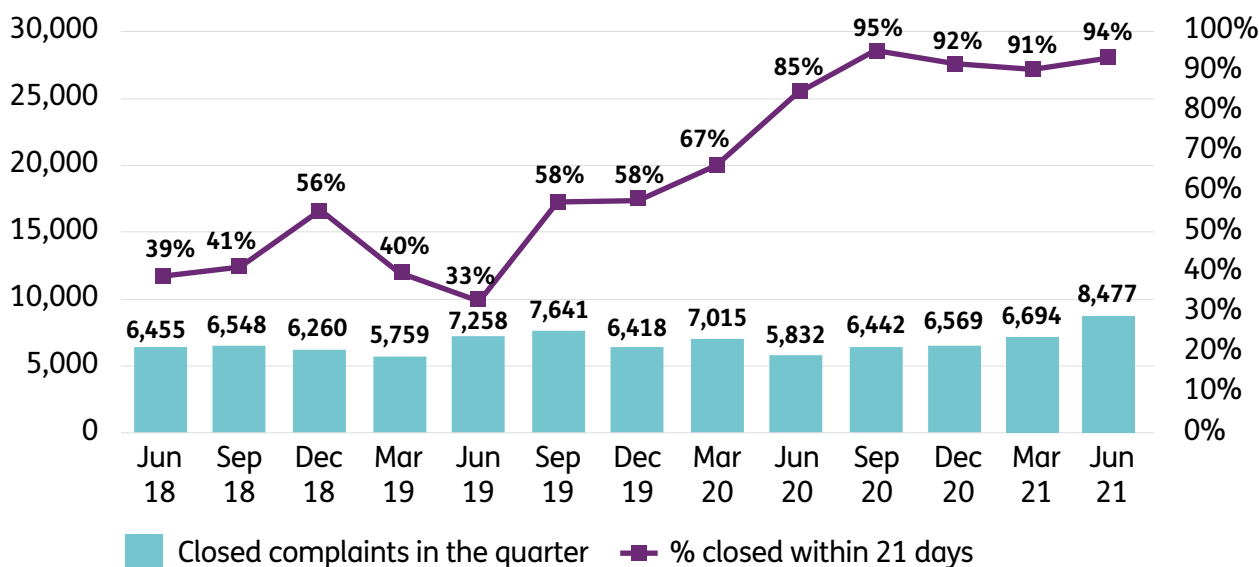
The number of open complaints decreased marginally in the June 2021 quarter and remains significantly lower than experience prior to 2020. Over recent quarters the percentage of total complaints that have been open for more than 21 days has significantly reduced – three per cent in the June 2021 quarter.

**Figure 42: Open complaints and percentage that have been open for more than 21 days<sup>29</sup>**



Although the number of closed complaints increased in the most recent quarter, the number has been consistent over quarters despite the significant increase in participant numbers. Additionally, the percentage of complaints that have been closed within 21 days was 94 per cent in the most recent quarter, a significant improvement compared to 2019.

**Figure 43: Closed complaints and per cent completed within 21 day timeframe<sup>30</sup>**



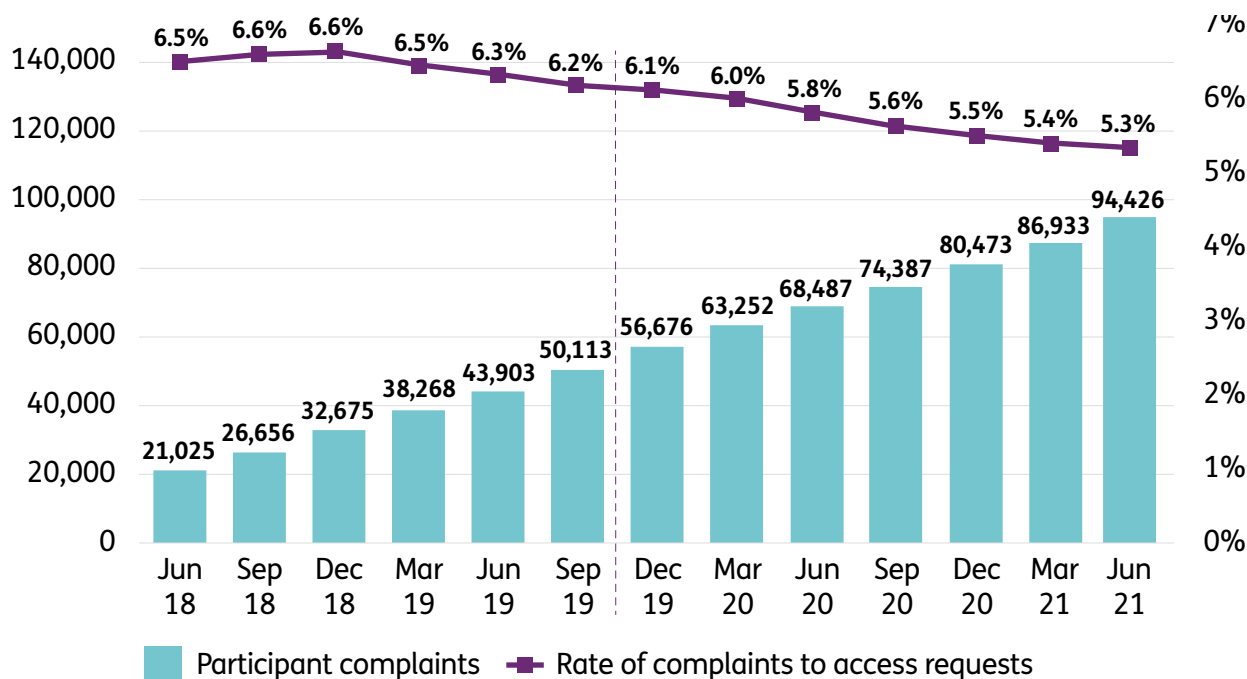
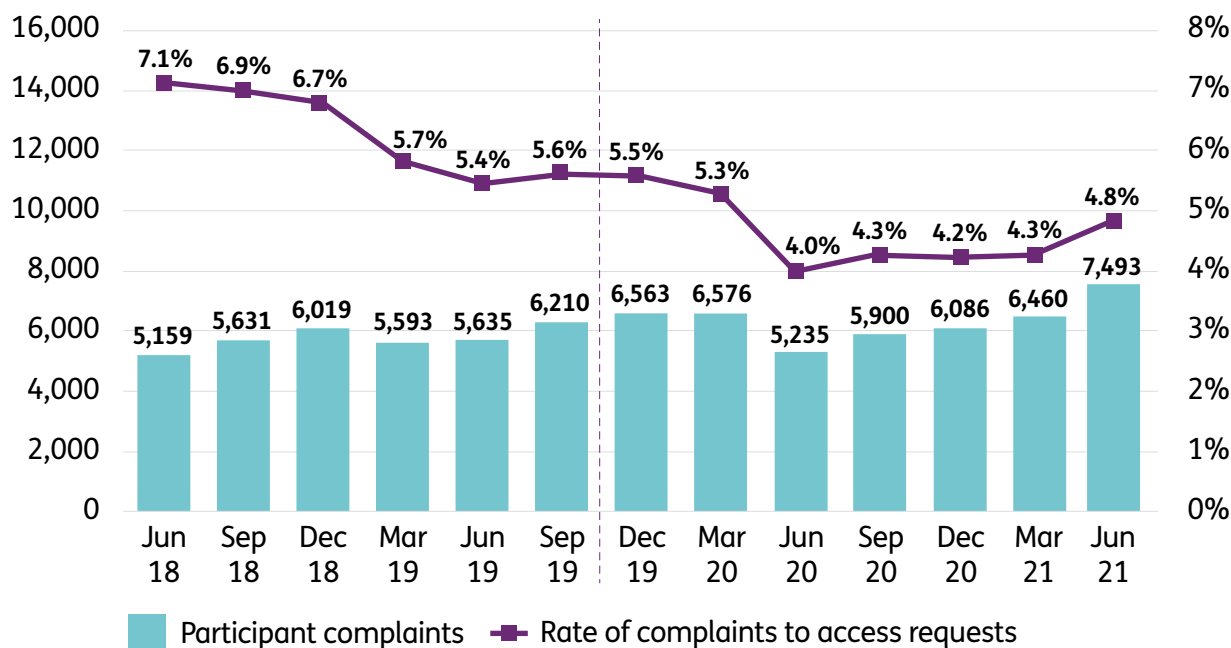
<sup>29</sup> The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

<sup>30</sup> *ibid.*

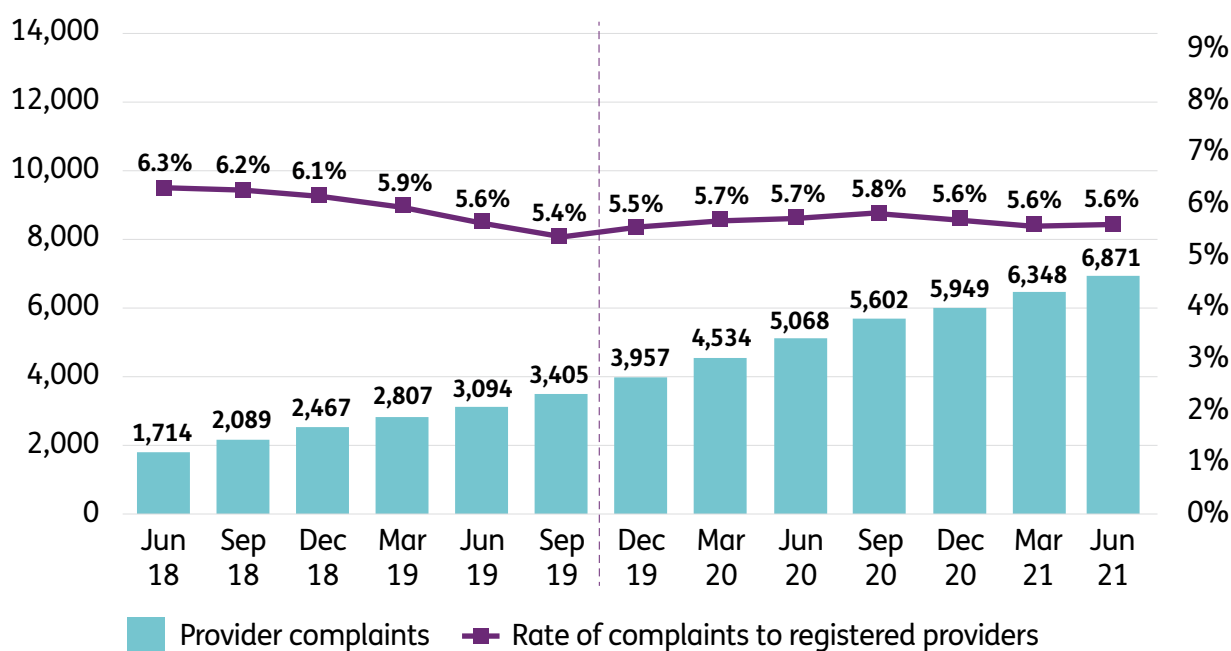
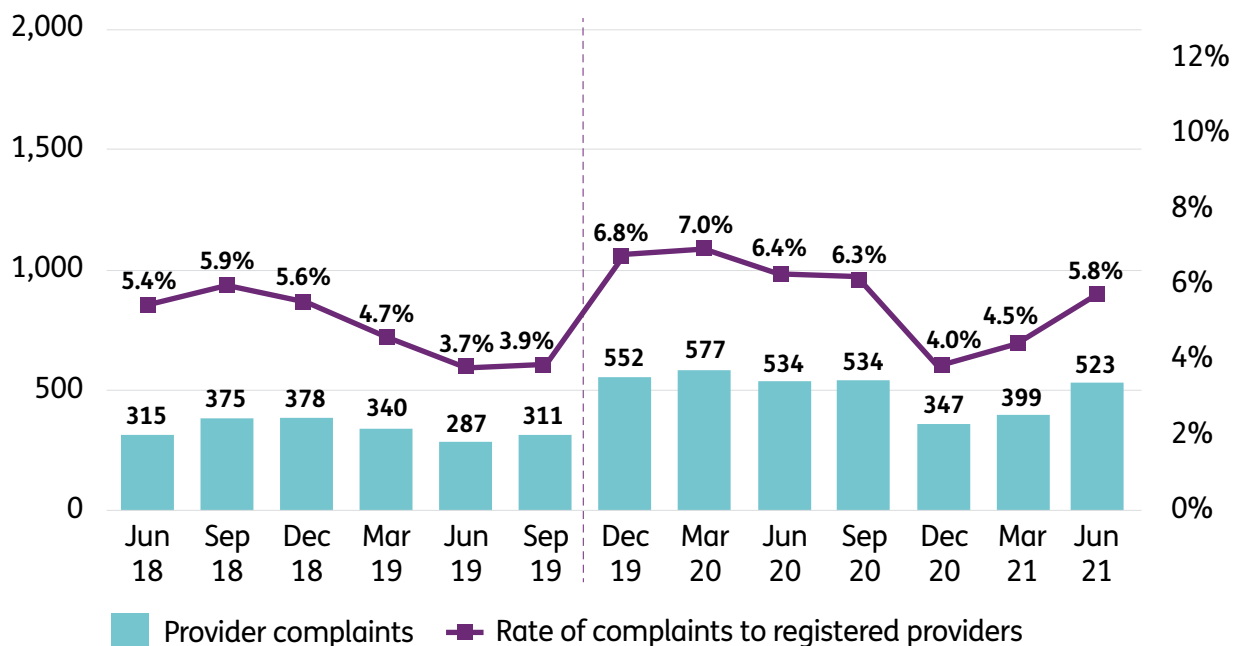
### Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Figure 44 shows a generally consistent decline in the number of complaints received over recent quarters, as a proportion of access requests. In the most recent quarter though there was an increase with 7,493 complaints received, which is equivalent to 4.6 per cent of access requests. Additionally, the number of complaints received from providers increased during the quarter (Figure 45) with 523 complaints received which is equivalent to 5.8 per cent of registered providers making a complaint.

**Figure 44: Number and proportion of participant complaints over time incrementally (top) and cumulatively (bottom) – National**



**Figure 45: Number and proportion of provider complaints over time incrementally (top) and cumulatively (bottom) – National<sup>31</sup>**



<sup>31</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.





## Emma achieves record-breaking milestones and life goals

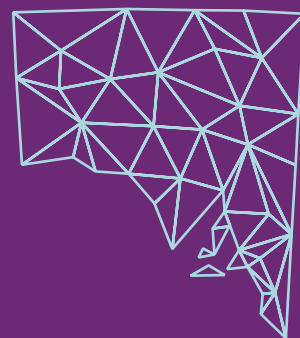
After five determined years, Adelaide runner and NDIS participant **Emma** is about to clock up her 100th parkrun. It's a huge milestone for any amateur athlete, but for Emma, it's also hot on the heels of achieving one of her most significant life goals – completing a gruelling, full-length marathon (42.195km), while also managing debilitating symptoms of multiple sclerosis (MS).

“For me, running a marathon is about saying to myself I’m actually bigger than this disease, that it’s not going to stop me, that this is something I always wanted to do, and I can still do this,” said Emma, 41, of Woodville, South Australia.

“When I was diagnosed with MS in 2017, it felt like it was the death of many parts of my life, and who I was as a person. In the short term, I lost my career as a midwife, and my independence. It was hard to get around or look after my kids properly. It was devastating and confronting, and very challenging for the whole family.”

But Emma doesn't give up easily. With support from NDIS providers, her loving family and friends, and medication, she has built a new life, which allows her to manage her MS symptoms, while continuing to do the things she values, including having a career, enjoying her family, and running.

“The NDIS allows me to live my best life,” she said. “It means I have the energy to do things that are important to me, and it means my life is not just about my disease.”



## Part Four:

# Providers and the growing market



# Providers and the growing market

The provider market continues to grow with a focus on therapeutic supports and daily activities.

## 4.1 Support categories

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

**\$23.3bn** in support was provided in 2020-21. The largest support categories are core daily activities (56 per cent of total payments), social and community participation (17 per cent of total payments), and capacity-building daily activities (therapy services) (12 per cent of total payments).

**Figure 46: Total payments from 1 July 2020 to 30 June 2021**

Support Category	Total payments (in \$m) Jul-20 to Jun-21	% total payments
Core - Daily Activities	13,083	56.1%
Core - Community	3,970	17.0%
Core - Consumables & Transport	1,119	4.8%
Capacity Building - Daily Activities <sup>32</sup>	2,844	12.2%
Capacity Building - Other	1,495	6.4%
Capital	807	3.5%
<b>Total</b>	<b>23,319</b>	<b>100.0%</b>

<sup>32</sup> Includes therapy services.

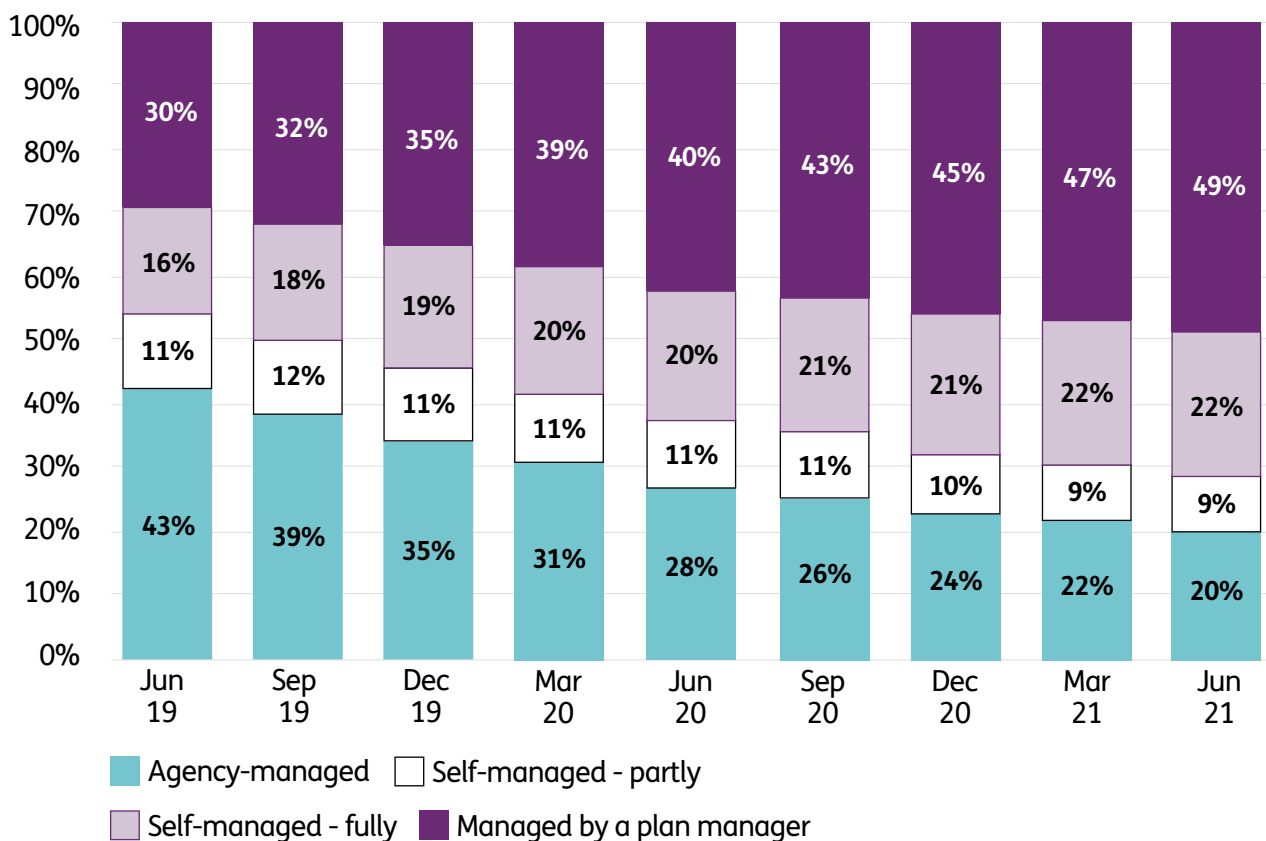


## 4.2 Plan management types

Over the past two years, the proportion of participants who:

- **self-manage** their plan has increased from 27% to 31%
- use a **plan manager** has increased from 30% to 49%
- have an **agency-managed** plan has decreased from 43% to 20%.

**Figure 47: Distribution of active participants by method of financial plan management over time cumulatively – National**

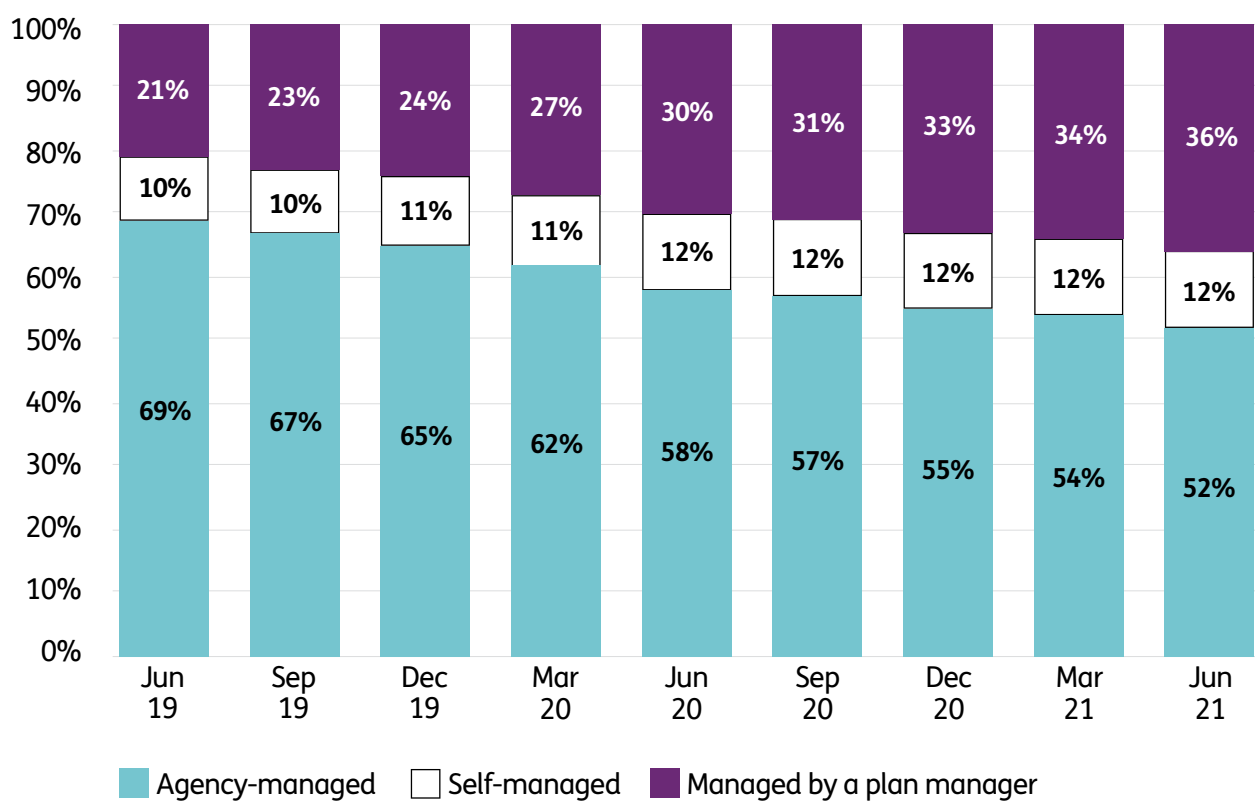


## Part Four: Providers and the growing market

There have also been changes in plan budgets across these three plan management types:

- **self-management** has increased from 10% to 12%
- payments managed by a **plan manager** has increased from 21% to 36%
- **agency-managed** payments decreased from 69% to 52%.

**Figure 48: Distribution of plan budgets by method of financial plan management over time cumulatively – National**



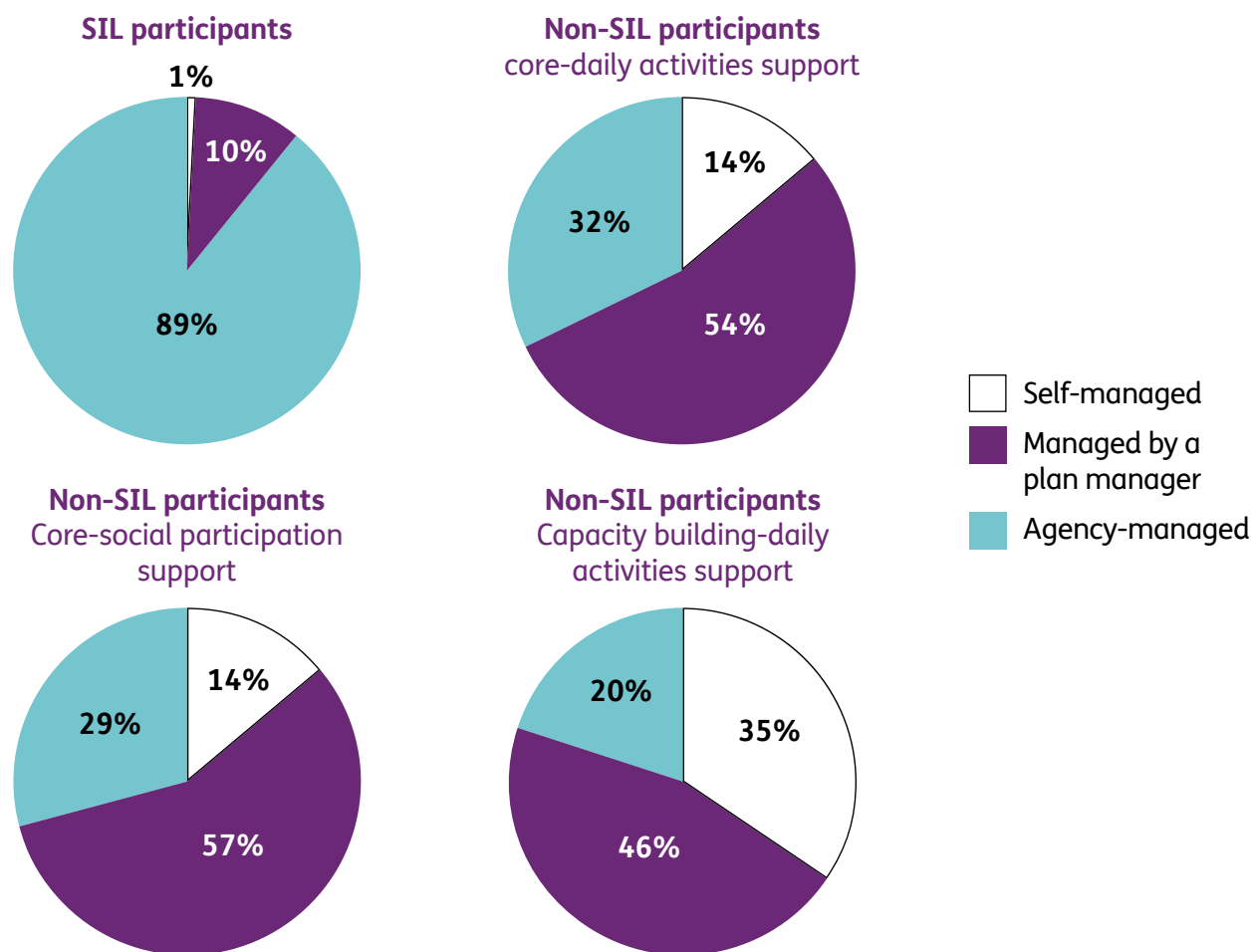
## Part Four: Providers and the growing market

In 2020-21, of the \$23.3bn, \$3.0bn was self-managed (13%), \$8.3bn was managed by a plan manager (36%), and \$12.0bn was agency-managed (51%).<sup>33</sup>

The proportion of payments self-managed, managed by a plan manager, and agency-managed differs by support category. In 2020-21:

- payments for **SIL participants** was \$7.8bn. Of this, \$84m was self-managed (1%), \$774m was managed by a plan manager (10%), and \$7.0bn was agency-managed (89%).
- payments for **non-SIL participants receiving core-daily activities support** was \$6.8bn. Of this, \$936m was self-managed (14%), \$3.7bn was managed by a plan manager (54%), and \$2.2bn was agency-managed (32%).
- payments for **non-SIL participants receiving core-social participation support** was \$3.1bn. Of this, \$432m was self-managed (14%), \$1.8bn was managed by a plan manager (57%), and \$876m was agency-managed (29%).
- payments for **non-SIL participants receiving capacity building-daily activities support (therapy supports)** was \$2.7bn. Of this, \$928 was self-managed (35%), \$1.2bn was managed by a plan manager (46%), and \$530m was agency-managed (20%).

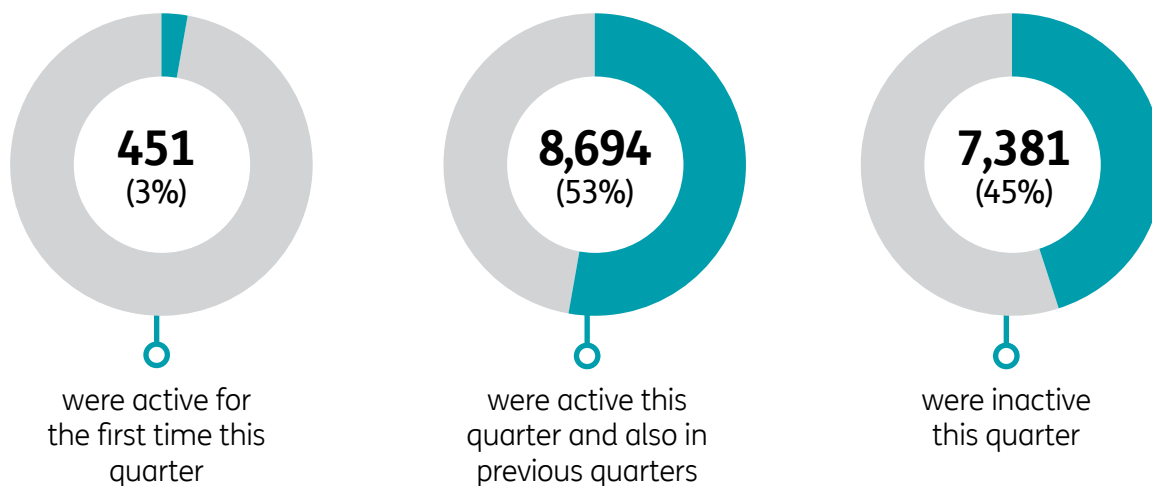
**Figure 49: Plan management types by largest support categories**



<sup>33</sup> Includes in-kind services.

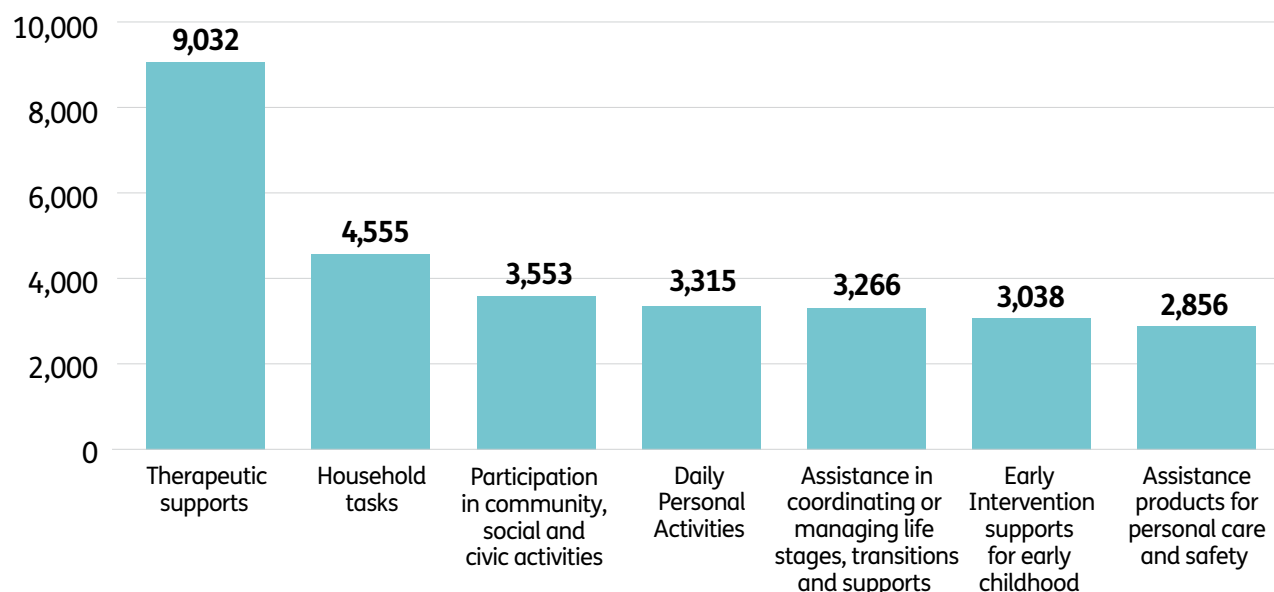
### 4.3 Agency-managed providers

Since the start of the Scheme, 16,526 providers have supported agency-managed participants<sup>34</sup>  
Of these:



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

**Figure 50: The largest registration groups for active providers**



<sup>34</sup> Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 16,526. Further, some of the 7,381 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

## Part Four: Providers and the growing market

The largest ten providers by payments in 2020-21 were:

**Figure 51: Largest ten providers by payments in 2020-21 (Agency-managed)**

ABN	Provider name	Total payment amount
15101252171	Life Without Barriers	\$291m
15101252171	Aruma Services	\$226m
87302064152	The Northcott Society	\$141m
45000062288	Cerebral Palsy Alliance	\$140m
80009670704	Endeavour Foundation	\$132m
85097999347	Lifestyle Solutions Australia	\$95m
27009942269	CPL – Choice, Passion, Life	\$93m
29001260153	The Disability Trust	\$88m
37020000711	Minda Incorporated	\$86m
99000112729	Australian Foundation for Disability	\$86m

### 4.4 Plan managers

Payments to plan managers was \$8.3bn, noting that plan managers use the money to pay service providers to provide supports on behalf of their participants. The largest 10 plan managers by payments in 2020-21 were:

**Figure 52: Largest ten plan managers by payments in 2020-21**

ABN	Provider name	Total payment amount
52617963676	My Plan Manager.Com.Au Pty Ltd	\$907m
54609868993	Plan Management Partners Pty Ltd	\$593m
24619787692	National Disability Support Partners Pty	\$344m
22729829472	Moirs Ltd	\$231m
92622499898	Leap In! Australia Ltd	\$230m
62149233634	Integrated Care Pty Ltd	\$227m
69624874219	Maple Plan Pty Ltd	\$209m
16621969337	Peak Plan Management Pty Ltd	\$182m
18620281209	Instacare Pty Ltd	\$175m
73624994565	Connect Plan Management Pty Ltd	\$128m

## 4.5 Choice and control, utilisation and market concentration

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

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

– **choice and control**

– **utilisation**

– **market concentration**

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

### Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others.

The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each service district and the length of time participants have been in the Scheme.

Overall, 52 of the 80 service districts (65 per cent) in the analysis were within five percentage points of the national average, one service district (1 per cent) was more than 10 percentage points above the national average, and three service districts (4 per cent) were more than 10 percentage points below the national average.

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

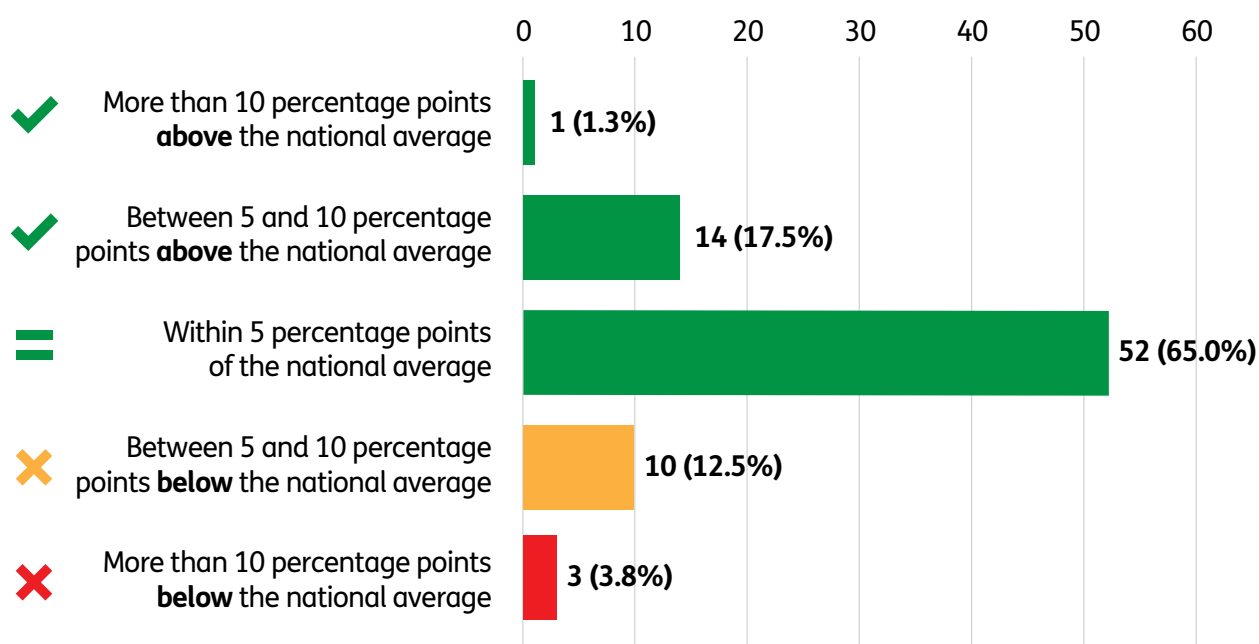
At 30 June 2021:

– Darwin Remote has 390 active participants and plan budgets totalling \$33 million

– Katherine has 195 active participants and plan budgets totalling \$33 million

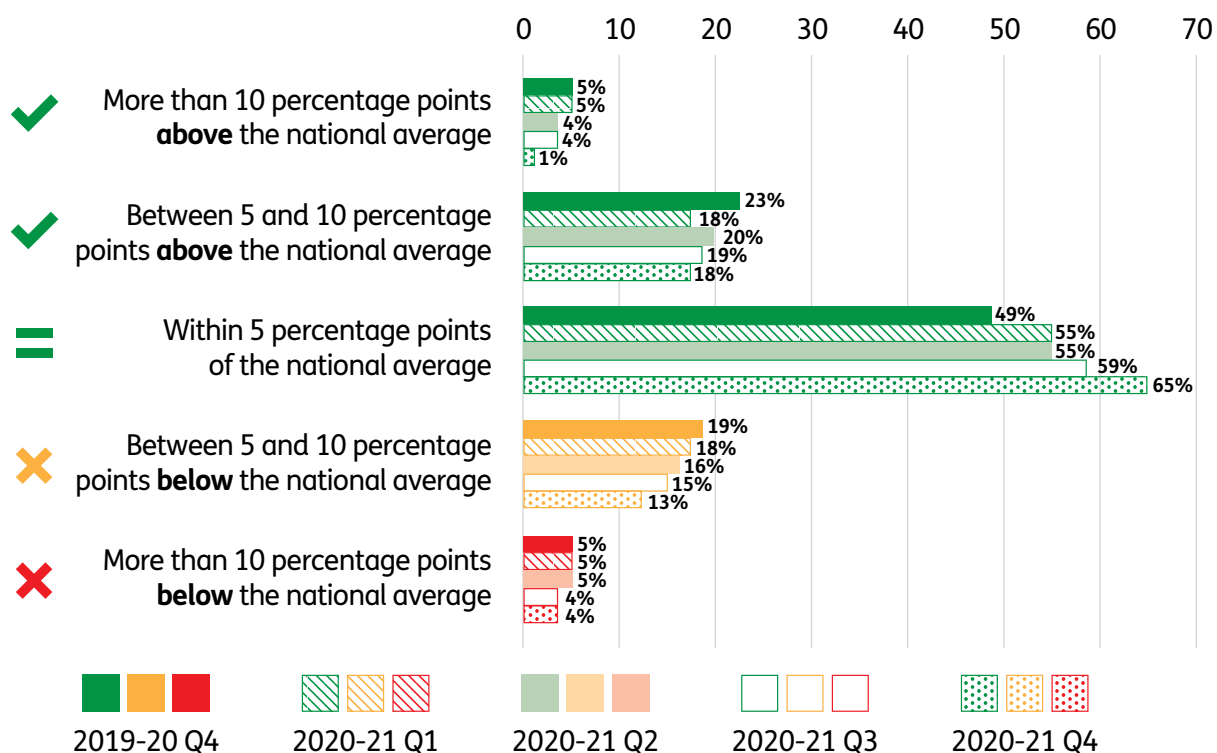
– East Arnhem has 194 active participants and plan budgets totalling \$22 million

Figure 53: Choice and control – number of service districts – gap to benchmark



Over the last year there has been an improvement in the percentage of service districts more than 10 percentage points below the national average and an increase in the percentage of service districts more than 10 percentage points above the national average. Significantly, the number of regions within 5 per cent of the national average has improved from 44 (55 per cent) to 52 (65 per cent).

Figure 54: Choice and control – number of service districts – gap to benchmark – trend



The tables on the next page list, by service district, the results for the most recent quarter.



Figure 55: Choice and control service districts breakdown – 30 June 2021

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>More than 10 percentage points above the national average</b>			
Barkly	Northern Territory	157	\$14
<b>Between 5 and 10 percentage points above the national average</b>			
ACT	Australian Capital Territory	8,584	\$536
Hunter New England	New South Wales	24,849	\$1,759
Barwon	Victoria	9,122	\$590
Inner Gippsland	Victoria	4,782	\$282
Outer Gippsland	Victoria	2,171	\$136
Toowoomba	Queensland	6,071	\$463
Eastern Adelaide	South Australia	3,522	\$271
Eyre and Western	South Australia	1,276	\$90
Fleurieu and Kangaroo Island	South Australia	1,119	\$82
Limestone Coast	South Australia	1,356	\$85
Murray and Mallee	South Australia	1,726	\$110
Yorke and Mid North	South Australia	1,645	\$93
TAS North West	Tasmania	2,504	\$198
TAS South West	Tasmania	2,782	\$250
<b>Within 5 percentage points of the national average</b>			
Central Coast	New South Wales	8,307	\$529
Far West	New South Wales	637	\$48
Illawarra Shoalhaven	New South Wales	8,558	\$612
Mid North Coast	New South Wales	5,949	\$408
Murrumbidgee	New South Wales	6,421	\$422
Nepean Blue Mountains	New South Wales	8,566	\$582
North Sydney	New South Wales	10,132	\$834
Northern NSW	New South Wales	6,903	\$492
Southern NSW	New South Wales	4,144	\$254
Western NSW	New South Wales	6,066	\$457
Western Sydney	New South Wales	16,774	\$1,162
Bayside Peninsula	Victoria	14,972	\$1,107
Central Highlands	Victoria	5,017	\$301
Goulburn	Victoria	3,727	\$200
Hume Moreland	Victoria	8,449	\$483
Inner East Melbourne	Victoria	9,193	\$729
Loddon	Victoria	6,663	\$373
Mallee	Victoria	2,064	\$135
North East Melbourne	Victoria	12,061	\$817
Outer East Melbourne	Victoria	9,108	\$616
Ovens Murray	Victoria	3,232	\$186
Western District	Victoria	3,693	\$237
Western Melbourne	Victoria	11,115	\$658
Beenleigh	Queensland	9,390	\$675
Brisbane	Queensland	17,266	\$1,345

**Figure 55: Choice and control service districts breakdown – 30 June 2021 cont.**

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Bundaberg	Queensland	2,762	\$187
Caboolture/Strathpine	Queensland	9,697	\$710
Cairns	Queensland	4,517	\$383
Ipswich	Queensland	7,589	\$504
Mackay	Queensland	3,108	\$200
Maroochydore	Queensland	8,071	\$618
Maryborough	Queensland	3,834	\$290
Robina	Queensland	9,480	\$654
Rockhampton	Queensland	5,168	\$333
Townsville	Queensland	5,761	\$417
Adelaide Hills	South Australia	1,548	\$94
Barossa, Light and Lower North	South Australia	1,952	\$99
Northern Adelaide	South Australia	13,749	\$850
Southern Adelaide	South Australia	8,996	\$654
Western Adelaide	South Australia	3,643	\$256
TAS North	Tasmania	3,049	\$238
TAS South East	Tasmania	2,322	\$159
Darwin Urban	Northern Territory	2,458	\$258
Great Southern	Western Australia	974	\$66
South Metro	Western Australia	6,232	\$384
Kimberley-Pilbara	Western Australia	1,253	\$97
South West	Western Australia	3,382	\$206
North East Metro	Western Australia	6,403	\$481
South East Metro	Western Australia	4,457	\$354
Midwest-Gascoyne	Western Australia	879	\$48
Central South Metro	Western Australia	5,034	\$347
North Metro	Western Australia	5,200	\$340
<b>Between 5 and 10 percentage points below the national average</b>			
South Eastern Sydney	New South Wales	9,712	\$708
South Western Sydney	New South Wales	19,823	\$1,271
Sydney	New South Wales	8,028	\$568
Brimbank Melton	Victoria	7,716	\$446
Southern Melbourne	Victoria	11,404	\$684
Far North (SA)	South Australia	502	\$42
Central Australia	Northern Territory	672	\$131
Wheat Belt	Western Australia	966	\$54
Central North Metro	Western Australia	4,526	\$397
Goldfields-Esperance	Western Australia	642	\$48
<b>More than 10 percentage points below the national average</b>			
Darwin Remote	Northern Territory	390	\$33
East Arnhem	Northern Territory	194	\$22
Katherine	Northern Territory	195	\$33

### Utilisation

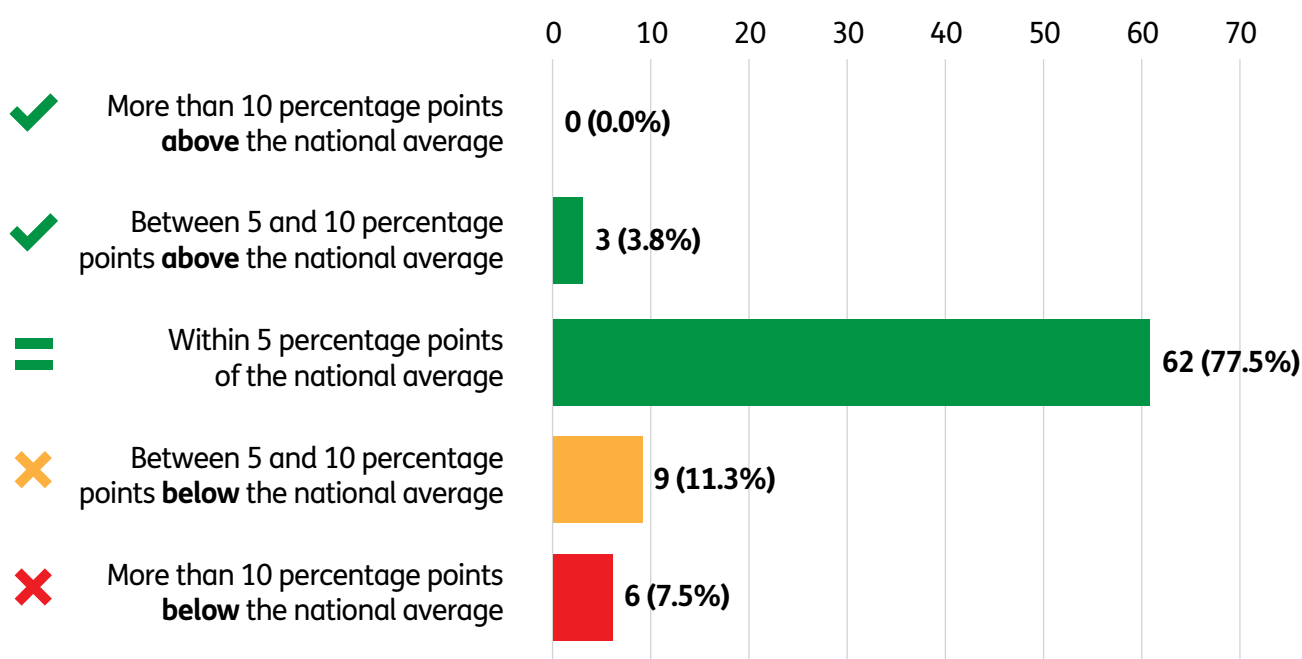
As seen in Figure 14, the average payment per participant has increased by 12 per cent over the three years from 30 June 2018 to 30 June 2021, and the average plan budget has increased by almost 21 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 62 of the 80 service districts (78 per cent) in the analysis are within five percentage points of the national average<sup>35</sup>, no service districts were more than 10 percentage points above the national average, and six service districts (8 per cent) were more than 10 percentage points below the national average.

The six service districts more than 10 percentage points below the national average were smaller regional and remote service districts in South Australia, Western Australia and the Northern Territory. These six service districts have remained consistent over recent quarters. The Thin Market trials underway, as detailed in section 4.6 of this report, are targeting some of these service districts.

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

**Figure 56: Utilisation – number of service districts – gap to benchmark**

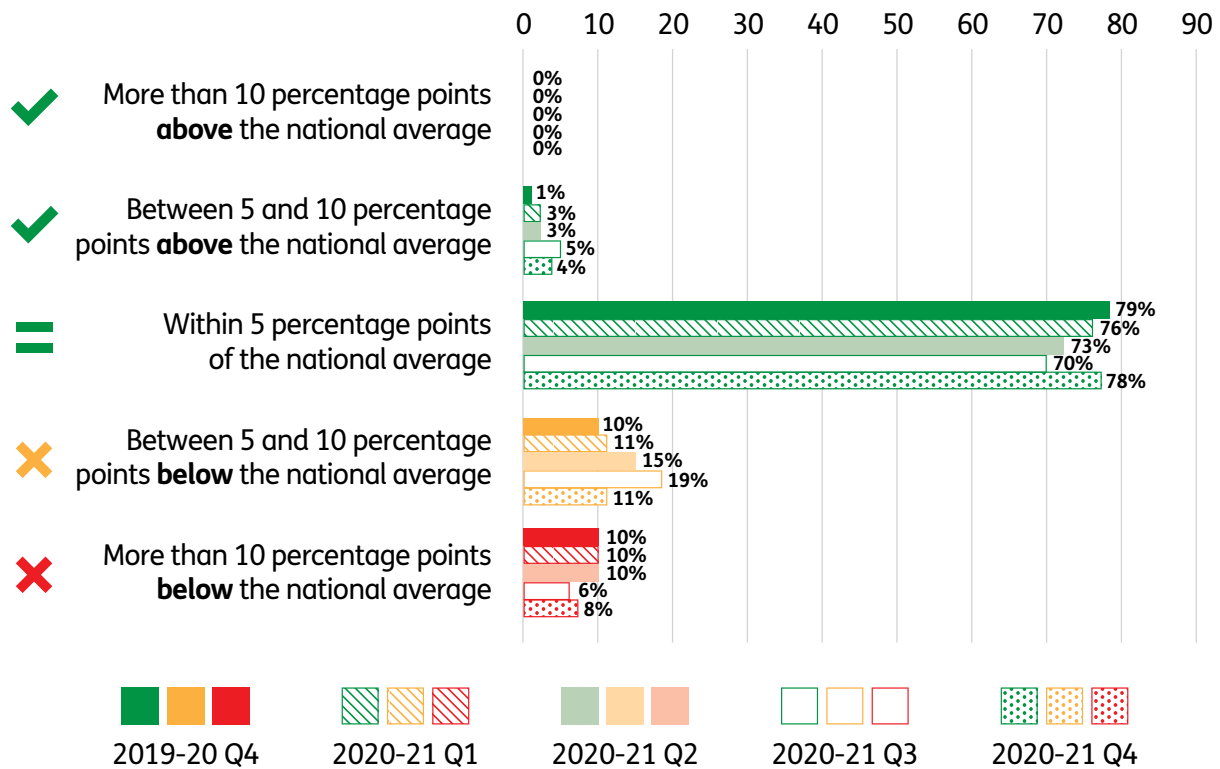


<sup>35</sup> Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

## Part Four: Providers and the growing market

Over the last year there has been a slight improvement in the number of service districts more than 10 percentage points below the national average, from 8 to 6 regions. The number of service districts within 5 percentage points of the national average has remained consistent.

**Figure 57: Utilisation – number of service districts – gap to benchmark – trend**



The tables on the next page list, by service district, the results for the most recent quarter.

**Figure 58: Utilisation service districts breakdown – 30 June 2021**

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Between 5 and 10 percentage points above the national average</b>			
South Western Sydney	New South Wales	19,823	\$1,271
Brisbane	Queensland	17,266	\$1,345
Robina	Queensland	9,480	\$654
<b>Within 5 percentage points of the national average</b>			
ACT	Australian Capital Territory	8,584	\$536
Central Coast	New South Wales	8,307	\$529
Hunter New England	New South Wales	24,849	\$1,759
Illawarra Shoalhaven	New South Wales	8,558	\$612
Mid North Coast	New South Wales	5,949	\$408
Murrumbidgee	New South Wales	6,421	\$422
Nepean Blue Mountains	New South Wales	8,566	\$582
North Sydney	New South Wales	10,132	\$834
Northern NSW	New South Wales	6,903	\$492
South Eastern Sydney	New South Wales	9,712	\$708
Southern NSW	New South Wales	4,144	\$254
Sydney	New South Wales	8,028	\$568
Western Sydney	New South Wales	16,774	\$1,162
Bayside Peninsula	Victoria	14,972	\$1,107
Brimbank Melton	Victoria	7,716	\$446
Goulburn	Victoria	3,727	\$200
Hume Moreland	Victoria	8,449	\$483
Inner East Melbourne	Victoria	9,193	\$729
Inner Gippsland	Victoria	4,782	\$282
Loddon	Victoria	6,663	\$373
Mallee	Victoria	2,064	\$135
North East Melbourne	Victoria	12,061	\$817
Outer East Melbourne	Victoria	9,108	\$616
Outer Gippsland	Victoria	2,171	\$136
Ovens Murray	Victoria	3,232	\$186
Southern Melbourne	Victoria	11,404	\$684
Western Melbourne	Victoria	11,115	\$658
Beenleigh	Queensland	9,390	\$675
Bundaberg	Queensland	2,762	\$187
Caboolture/Strathpine	Queensland	9,697	\$710
Cairns	Queensland	4,517	\$383
Ipswich	Queensland	7,589	\$504
Mackay	Queensland	3,108	\$200
Maroochydore	Queensland	8,071	\$618
Maryborough	Queensland	3,834	\$290
Rockhampton	Queensland	5,168	\$333
Toowoomba	Queensland	6,071	\$463
Townsville	Queensland	5,761	\$417
Adelaide Hills	South Australia	1,548	\$94

**Figure 58: Utilisation service districts breakdown – 30 June 2021 cont.**

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Barossa, Light and Lower North	South Australia	1,952	\$99
Eastern Adelaide	South Australia	3,522	\$271
Fleurieu and Kangaroo Island	South Australia	1,119	\$82
Northern Adelaide	South Australia	13,749	\$850
Southern Adelaide	South Australia	8,996	\$654
Western Adelaide	South Australia	3,643	\$256
TAS North	Tasmania	3,049	\$238
TAS North West	Tasmania	2,504	\$198
TAS South East	Tasmania	2,322	\$159
TAS South West	Tasmania	2,782	\$250
Central Australia	Northern Territory	672	\$131
Darwin Urban	Northern Territory	2,458	\$258
Katherine	Northern Territory	195	\$33
Great Southern	Western Australia	974	\$66
South Metro	Western Australia	6,232	\$384
South West	Western Australia	3,382	\$206
North East Metro	Western Australia	6,403	\$481
South East Metro	Western Australia	4,457	\$354
Central North Metro	Western Australia	4,526	\$397
Midwest-Gascoyne	Western Australia	879	\$48
Central South Metro	Western Australia	5,034	\$347
Goldfields-Esperance	Western Australia	642	\$48
North Metro	Western Australia	5,200	\$340
<b>Between 5 and 10 percentage points below the national average</b>			
Far West	New South Wales	637	\$48
Western NSW	New South Wales	6,066	\$457
Barwon	Victoria	9,122	\$590
Central Highlands	Victoria	5,017	\$301
Western District	Victoria	3,693	\$237
Limestone Coast	South Australia	1,356	\$85
Murray and Mallee	South Australia	1,726	\$110
Yorke and Mid North	South Australia	1,645	\$93
Wheat Belt	Western Australia	966	\$54
<b>More than 10 percentage points below the national average</b>			
Eyre and Western	South Australia	1,276	\$90
Far North (SA)	South Australia	502	\$42
Barkly	Northern Territory	157	\$14
Darwin Remote	Northern Territory	390	\$33
East Arnhem	Northern Territory	194	\$22
Kimberley-Pilbara	Western Australia	1,253	\$97

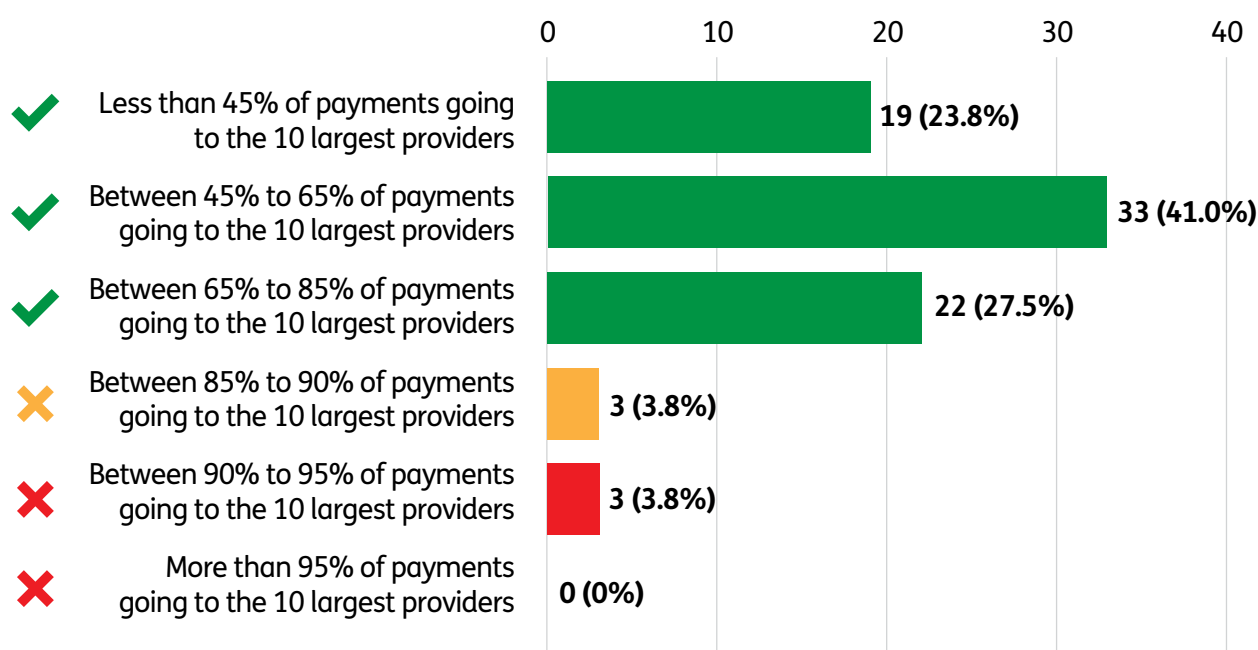
### Market concentration

Understanding the distribution of payments to service providers in a service district can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and could mean that there is less competition in the area. On average across service districts, 59 per cent of payments go to the largest 10 providers.

There are six service districts where 85 per cent or more of payments go to the largest 10 providers (8 per cent) and 19 service districts where less than 45 per cent of payments went to the 10 largest providers (24 per cent).

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

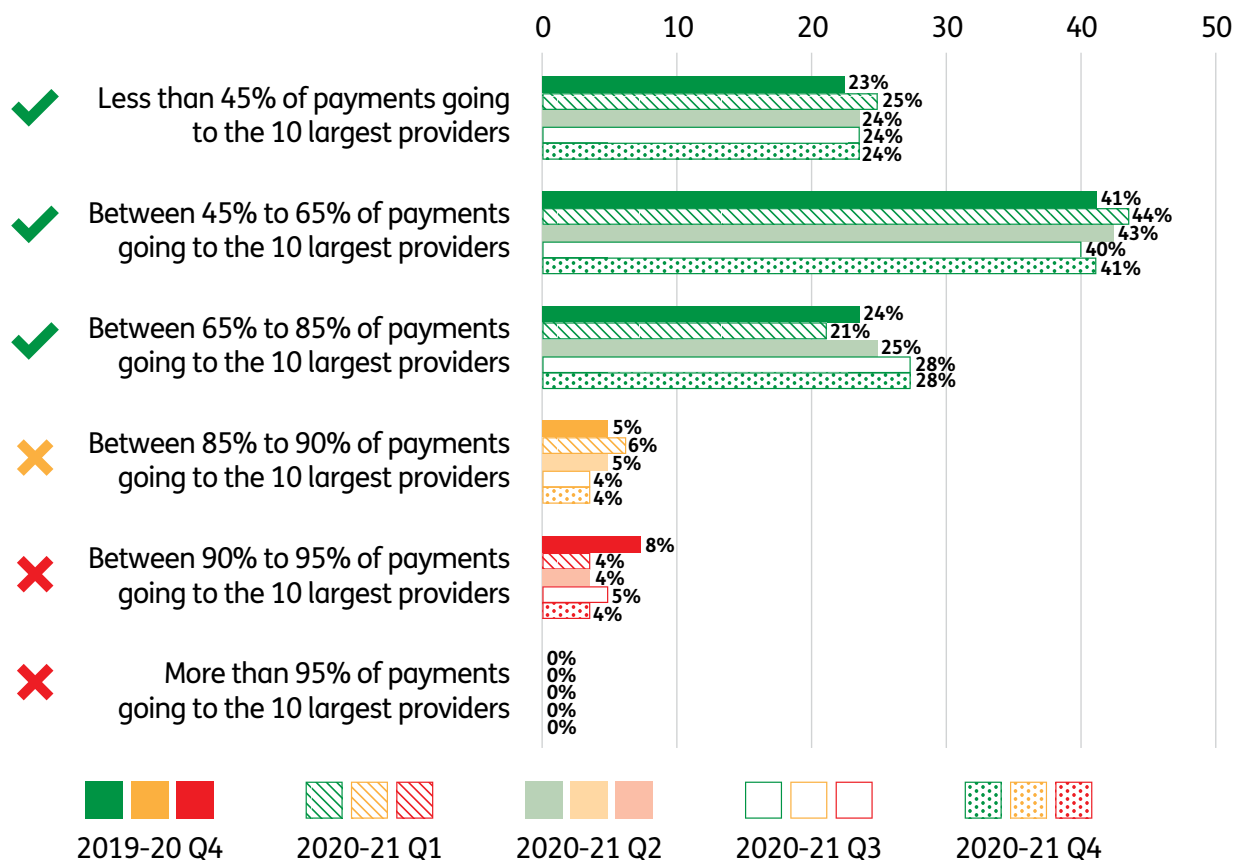
**Figure 59: Market concentration – number of service districts – gap to benchmark**



## Part Four: Providers and the growing market

The number of service districts where 85 per cent or more of payments go to the largest 10 providers has fallen from 5 (6 per cent) to 3 (4 per cent). The number of service districts where less than 45 per cent of payments went to the 10 largest providers has remained consistent. The number of service districts where between 65 per cent to 85 per cent of payments go to the 10 largest providers has increased from 17 (21 per cent) to 22 (28 per cent).

**Figure 60: Market concentration – number of service districts – gap to benchmark – trend**



The tables on the next page list, by service district, the results for the most recent quarter.



Figure 61: Market concentration service districts breakdown – 30 June 2021

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Less than 45% of payments going to the 10 largest providers</b>			
Central Coast	New South Wales	8,307	\$529
Hunter New England	New South Wales	24,849	\$1,759
Nepean Blue Mountains	New South Wales	8,566	\$582
South Western Sydney	New South Wales	19,823	\$1,271
Sydney	New South Wales	8,028	\$568
Western Sydney	New South Wales	16,774	\$1,162
Hume Moreland	Victoria	8,449	\$483
North East Melbourne	Victoria	12,061	\$817
Beenleigh	Queensland	9,390	\$675
Brisbane	Queensland	17,266	\$1,345
Caboolture/Strathpine	Queensland	9,697	\$710
Ipswich	Queensland	7,589	\$504
Robina	Queensland	9,480	\$654
Toowoomba	Queensland	6,071	\$463
South Metro	Western Australia	6,232	\$384
North East Metro	Western Australia	6,403	\$481
South East Metro	Western Australia	4,457	\$354
Central South Metro	Western Australia	5,034	\$347
North Metro	Western Australia	5,200	\$340
<b>Between 45% to 65% of payments going to the 10 largest providers</b>			
ACT	Australian Capital Territory	8,584	\$536
Illawarra Shoalhaven	New South Wales	8,558	\$612
Mid North Coast	New South Wales	5,949	\$408
Murrumbidgee	New South Wales	6,421	\$422
North Sydney	New South Wales	10,132	\$834
Northern NSW	New South Wales	6,903	\$492
South Eastern Sydney	New South Wales	9,712	\$708
Southern NSW	New South Wales	4,144	\$254
Western NSW	New South Wales	6,066	\$457
Bayside Peninsula	Victoria	14,972	\$1,107
Brimbank Melton	Victoria	7,716	\$446
Central Highlands	Victoria	5,017	\$301
Goulburn	Victoria	3,727	\$200
Inner East Melbourne	Victoria	9,193	\$729
Loddon	Victoria	6,663	\$373
Outer East Melbourne	Victoria	9,108	\$616
Ovens Murray	Victoria	3,232	\$186
Southern Melbourne	Victoria	11,404	\$684
Western Melbourne	Victoria	11,115	\$658
Cairns	Queensland	4,517	\$383
Mackay	Queensland	3,108	\$200
Maroochydore	Queensland	8,071	\$618
Rockhampton	Queensland	5,168	\$333

**Figure 61: Market concentration service districts breakdown – 30 June 2021 cont.**

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Between 45% to 65% of payments going to the 10 largest providers cont.</b>			
Townsville	Queensland	5,761	\$417
Barossa, Light and Lower North	South Australia	1,952	\$99
Eastern Adelaide	South Australia	3,522	\$271
Northern Adelaide	South Australia	13,749	\$850
Southern Adelaide	South Australia	8,996	\$654
Western Adelaide	South Australia	3,643	\$256
TAS South East	Tasmania	2,322	\$159
TAS South West	Tasmania	2,782	\$250
Darwin Urban	Northern Territory	2,458	\$258
Central North Metro	Western Australia	4,526	\$397
<b>Between 65% to 85% of payments going to the 10 largest providers</b>			
Far West	New South Wales	637	\$48
Barwon	Victoria	9,122	\$590
Inner Gippsland	Victoria	4,782	\$282
Mallee	Victoria	2,064	\$135
Outer Gippsland	Victoria	2,171	\$136
Western District	Victoria	3,693	\$237
Bundaberg	Queensland	2,762	\$187
Maryborough	Queensland	3,834	\$290
Adelaide Hills	South Australia	1,548	\$94
Eyre and Western	South Australia	1,276	\$90
Fleurieu and Kangaroo Island	South Australia	1,119	\$82
Limestone Coast	South Australia	1,356	\$85
Murray and Mallee	South Australia	1,726	\$110
Yorke and Mid North	South Australia	1,645	\$93
TAS North	Tasmania	3,049	\$238
TAS North West	Tasmania	2,504	\$198
Barkly	Northern Territory	157	\$14
Central Australia	Northern Territory	672	\$131
Darwin Remote	Northern Territory	390	\$33
Kimberley-Pilbara	Western Australia	1,253	\$97
South West	Western Australia	3,382	\$206
Wheat Belt	Western Australia	966	\$54
<b>Between 85% to 90% of payments going to the 10 largest providers</b>			
East Arnhem	Northern Territory	194	\$22
Katherine	Northern Territory	195	\$33
Great Southern	Western Australia	974	\$66
<b>Between 90% to 95% of payments going to the 10 largest providers</b>			
Far North (SA)	South Australia	502	\$42
Midwest-Gascoyne	Western Australia	879	\$48
Goldfields-Esperance	Western Australia	642	\$48

## 4.6 Thin markets

### Thin market intervention projects are underway in all States and Territories.

The NDIA has reviewed the temporary measures in place for COVID-19 to ensure that participants continue to have access to supports. This market intervention is happening in markets all over Australia.

There are currently 24 market intervention projects underway. Five have recently been completed:

- In LaTrobe and Ararat in Victoria, the NDIA undertook a market intervention over 12 months to address unmet need for specialist behaviour support services. The intervention resulted in five new registered specialist behaviour support providers entering the market in Latrobe, and four in Ararat, and a further five providers applying for registration to commence delivering specialist behaviour support services in these areas.
- In Walgett, NSW, the market intervention over 12 months focused on improving the market across all supports for a target cohort of NDIS participants with low plan utilisation, half of whom are Aboriginal or Torres Strait Islander. The intervention resulted in 13 new providers entering the Walgett market. Ongoing activities are underway to improve community awareness and understanding of the Scheme and to continue to support the local provider market, including through workforce initiatives.
- In Cloncurry, Queensland, the market intervention over 12 months focused on improving the market across all supports for all NDIS participants in this LGA, close to half of whom are Aboriginal or Torres Strait Islander. The intervention resulted in three new registered providers entering the Cloncurry market, including a locally based core supports provider, two occupational therapists and a mental health social worker. In addition, three new unregistered NDIS providers commenced service in this market over the period of the intervention.
- In Katherine, Northern Territory, a market intervention over 12 months tested a collaborative purchasing model (a ‘coordinated funding proposal’). Through this approach, a provider has now delivered assistive technology assessments to a group of Aboriginal and Torres Strait Islander and culturally and linguistically diverse participants. Support coordinators are now working with assistive technology distributors and home modification providers to complete the delivery of the supports identified in the participants’ assessments.
- In Wakefield, South Australia, a short plan deep dive identified a number of plan implementation issues which are now being resolved and will help remove barriers to participants using their NDIS plans.

## 4.7 NDIS Pricing

**The NDIA has reviewed the temporary measures in place for COVID-19 to ensure that participants continue to have access to supports.**

### COVID-19 response

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

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

#### **PPE (Workers)**

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

#### **National COVID supports**

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

#### **Low cost Assistive Technology (AT)**

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

#### **PPE (Participants)**

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

### SIL pricing and policy reform

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

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

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

## Part Four: Providers and the growing market

The Report of the Review of Pricing Arrangements for Supported Independent Living (the report) recommended that the price limits for SIL supports should continue to be aligned with the price limits for other Assistance with Daily Life supports. [The Report is now available on the NDIS website.](#)

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

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

### Increase in prices

The NDIA has published changes to pricing arrangements and price limits, announced on 2 June 2021.

- The base price limits for supports delivered by disability support workers have increased by 2.95% from 1 July 2021 to take account of the Fair Work Commission's decision to increase minimum wages by 2.5% and the increase in the super guarantee percentage, from 9.5% to 10%.
- The price limits for specialist disability accommodation have increased by 1.1% based on the change in the consumer price index.
- The Temporary Transformation Payment loading has reduced from 6% to 4.5% as previously announced.
- Providers will be able to use the transitional pricing arrangements for group-based supports for a further 12 months.





## The friendly face of Parliament House

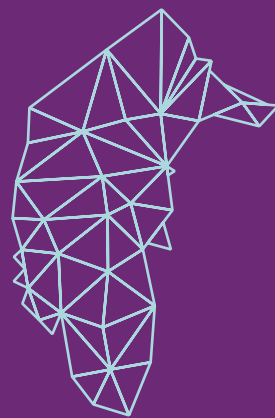
Canberra local **Daniel** admits when he finished high school in 2016, he had “no idea” what he would do for a job. Fast forward to 2020 and he’s now front-of-house at Australian Parliament House, working as part of the concierge team ensuring the public has smooth access to one of the nation’s greatest public buildings.

He’s also living independently and supporting himself for the first time, having recently moved out of the family home into shared rental accommodation. Not a bad outcome for any young adult, but for Daniel, 22, it’s a huge achievement given he lives with Aspergers syndrome and severe anxiety.

“I work with six or seven others on the concierge team and feel very well understood and supported,” he says.

Daniel has been a NDIS participant since 2016 and is supported by JCAL, which started training him in key workplace skills after he left school using the SLES funding in Daniel’s NDIS plan. JCAL CEO Deborah Lambourne says SLES programs give participants an array of key ‘soft’ skills fundamental to employment, including handling social interactions, preparing CVs and perfecting interview techniques, as well as opportunities to pick up work experience.

“Young people like Daniel come out of that program with increased confidence in a social setting and positive about what they can achieve, and from there we aim to get them into meaningful employment using our networks,” Ms Lambourne says.



# Part Five: Financial sustainability





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

### 5.1 Participant and cost projections

The Agency released a comprehensive report on the financial sustainability of the Scheme on 3 July 2021. This report uses data as at 31 December 2020 to project the cost of the Scheme (and this projection is referred to as the 31 December 2020 update). The projection is higher than both the 2021-22 Portfolio Budget Statements (PBS) and the 2017 Productivity Commission (PC) projection.

**Figure 62: Comparison of 31 December 2020 projection, 2021-22 PBS and the 2017 PC projection**

Total participant costs (\$m)	2021-22	2022-23	2023-24	2024-25	Total
2017 Productivity Commission Estimates (a)	23,708	25,238	26,839	28,500	104,286
Portfolio Budget Statements 2021-22 (b)	26,487	28,257	29,425	31,884	116,053
31 December 2020 update <sup>36</sup> (c)	28,139	32,900	36,905	40,659	138,603
Difference (b-a)	2,779	3,019	2,586	3,384	11,767
Difference (c-a)	4,430	7,662	10,067	12,158	34,317

### 2017 Productivity Commission projection

The 2017 PC projection was higher than actual costs between 2017-18 and 2019-20. However, in 2020-21 actual costs were approximately \$1 billion higher than the 2017 PC projection (Figure 63).

**Figure 63: Comparisons of actual participant costs with the 2017 PC projection**

Total participant costs (\$m)	2017-18	2018-19	2019-20	2020-21
2017 Productivity Commission Estimates <sup>37</sup>	7,745	14,702	20,762	22,240
Actual participant costs (accrual)	5,418	10,460	17,589	23,234
Actual participant costs compared with 2017 PC estimates (without unanticipated costs)	-2,327	-4,242	-3,173	994

<sup>36</sup> The 31 December 2020 projection is documented in the interim update to the AFSR summary released in July 2021.

<sup>37</sup> The 2017 PC estimate did not include costs for children with developmental delay, school transport, personal care in schools, disability related health supports, or a National Injury Insurance Scheme (NIIS) offset for motor/workplace injuries only – these are referred to as “unanticipated costs”, and result in the 2017 PC estimate after allowing for unanticipated costs to be approximately \$500 million higher than actual costs in 2020-21.

Considering the key drivers of costs, that is, participant numbers and average payments per participant, the key driver in the difference between the 2017 PC projection and actual costs was higher participant numbers in the 2017 PC projection. Participant numbers in the 2017 PC projection remain slightly higher than actual numbers at 30 June 2021 (Figure 64). However, the average payment per participant has been higher than projected in each year since 2017-18, and the gap has widened over time (Figure 65). Hence, as projected participant numbers from the PC estimates align with the actual number of participants in the Scheme, the higher average payment per participant is driving total participant costs above projected levels.

More specifically, the quality of information provided in relation to participants transferred to the Scheme, along with fewer new participants than anticipated approaching the Scheme, resulted in lower than expected participant numbers from 2017-18 to 2019-20. This was exacerbated by under-developed processes and systems, inherited from the trial period, constraining the intake of participants by the NDIA (noting, immediately thereafter this required major redevelopment work by the NDIA as occurred through the participant pathway review, which was undertaken with deep engagement with participants). Further, line by line planning, as occurs with the current legislation has contributed to budgets (and consequently payments) increasing year on year.

**Figure 64: Comparisons of actual participant numbers with the 2017 PC projection of participant numbers**

Participant numbers	2017-18	2018-19	2019-20	2020-21
2017 Productivity Commission Estimates	264,100	447,300	473,700	485,900
Actual participant numbers	172,300	286,000	392,000	466,600
<b>Actual participant numbers compared with 2017 PC estimates</b>	-91,800	-161,300	-81,700	-19,300

**Figure 65: Comparisons of actual average payments per participant with the 2017 PC projection of payments per participant**

Average payment per participant (\$)	2017-18	2018-19	2019-20	2020-21
2017 Productivity Commission Estimates	40,000	41,000	45,000	46,000
Actual average payment per participant (accrual)	41,000	45,000	52,000	54,000
<b>Actual average payment per participant compared with 2017 PC estimates</b>	1,000	4,000	7,000	8,000

### Portfolio Budget Estimates

Between 2016-17 and 2018-19, total Scheme costs trended well below the estimates in the PBS. This was primarily due to participants entering the Scheme more slowly than initially anticipated in the bilateral agreements between the Commonwealth and State/Territory governments. However, in 2019-20, Scheme costs exceeded the 2019-20 PBS for the first time (costs were \$17.6 billion compared with \$16.3 billion in the PBS). Costs in 2020-21 also exceeded the 2020-21 PBS (estimated to be \$23.2 billion compared with \$21.7 billion).

The 2021-22 PBS included an increase in future expenditure for 2021-22 onwards compared with the 2020-21 PBS (of \$12.0 billion).

**Figure 66: Portfolio Budget Statements (PBS) and actual participant costs**

Total participant costs (\$m)	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
PBS 2021-22						26,487	28,257	29,425	31,884
PBS 2020-21					21,720	23,807	24,022	24,315	
PBS 2019-20				16,262	20,903	22,116	23,361		
PBS 2018-19			15,139	19,537	21,064	22,300			
PBS 2017-18		8,045	14,267	17,856	19,165				
PBS 2016-17	3,487	8,813	15,905	20,077					
Actual participant costs (accrual)	2,238	5,418	10,460	17,589	23,234 <sup>38</sup>				
Actual participant costs compared with latest PBS	-1,249	-2,627	-4,679	1,327	1,514				

The estimates in the 2021-22 Portfolio Budget Statements now also exceed the estimates in the 2017 Productivity Commission study report by \$11.8 billion over the four years to 2024-25.

**Figure 67: 2017 PC estimates compared with the 2021-22 PBS**

Total participant costs (\$m)	2021-22	2022-23	2023-24	2024-25	Total
2017 Productivity Commission Estimates	23,708	25,238	26,839	28,500	104,286
PBS 2021-22	26,487	28,257	29,425	31,884	116,053
Difference	2,779	3,019	2,586	3,384	11,767

The estimate for participant costs in 2021-22 in the 2021-22 PBS is \$26.5 billion. As at 30 June 2021, there are approximately 466,619 participants with an average actual annualised cost of \$54,300.<sup>39</sup> Assuming **no new participants** enter the Scheme and **average payment per participant does not grow**, the Scheme will spend \$25.3 billion over 2021-22. This already represents 96% of the Scheme's allocated budget from the 2021-22 PBS.

<sup>38</sup> Estimated actual participant costs as per the Portfolio Budget Statements 2021-22.

<sup>39</sup> Average payment for 2021-22.

### Annual Financial Sustainability Reports

The Scheme Actuary of the NDIS is required to produce an annual financial sustainability report (AFSR) under section 180B of the NDIS Act. This report provides an assessment of the financial sustainability of the National Disability Insurance Scheme (“the Scheme”, or NDIS). The AFSR is produced using data at 30 June each year, and a summary of each year’s AFSR has been included in the NDIA annual report, as required under the NDIS Act. The rules for the Scheme Actuary outline the content required in the AFSR and stipulate that the report must have regard to the professional standards of the Institute of Actuaries of Australia.

Each year the report is peer-reviewed by the Peer Review Actuary. The Australian Government Actuary is the Peer Review Actuary. The interim report released in July 2021, using 31 December 2020 data, was also peer-reviewed by the Australian Government Actuary.

The NDIS has been in operation for eight years, with the first three years being the trial period, followed by a transition phase, with the Scheme being operational in all areas of Australia on 1 July 2020. At 30 June 2016, the Scheme included 30,000 participants. The Scheme then grew significantly, with the number of participants increasing by more than ten-fold to 390,000 participants at 30 June 2020 (four years later), and now includes 467,000 participants at 30 June 2021.

The projections in the AFSR will always contain uncertainty. With each update of the AFSR, projection assumptions balance both the emerging experience (considering the significance and duration of the trends), and future expectations. That is, the projections are not just extrapolations of past Scheme trends, rather a forward-looking approach is taken, which assumes operational initiatives undertaken by the NDIA will mean that past trends will not continue. Updates to assumptions are made accordingly, and consider both the significant growth in the Scheme over the past five years and the relative immaturity of the Scheme. As more data becomes available and as the Scheme continues to evolve, the projection of Scheme costs does as well.

With the Scheme starting slowly with 30,000 participants by the end of the third year (30 June 2016), and only increasing to 90,000 by 30 June 2017, the experience in the first four years did not provide enough evidence to re-forecast the Scheme (from the Productivity Commission estimate). However, the experience in the first four years of the Scheme indicated a number of emerging risks to sustainability. The 2015-16 AFSR summary<sup>40</sup> stated risks to the Scheme of:

- Higher than expected numbers of children entering the Scheme
- Increasing package costs over and above the impacts of inflation and ageing (“super-imposed” inflation)
- Potential participants continuing to approach the Scheme
- Lower than expected participants exiting the Scheme
- A mismatch between benchmark package costs and actual package costs.

These risks have persisted and have resulted in higher actual costs in recent years, as well as higher projected costs.

<sup>40</sup> <https://www.ndis.gov.au/about-us/publications/annual-report/annual-report-2015-16>

The 2017-18 AFSR (using data at 30 June 2018) included an experience-based projection to forecast Scheme costs, as have subsequent AFSR projections. Consequently, the projection has changed over time reflecting the emerging experience. Projections have been \$1bn (or less) lower than actual experience, resulting in projections being revised upwards in each subsequent projection. The changes in both estimates of participant numbers, average payments per participants, and total participants costs is outlined below.

**Figure 68: Total participant costs – AFSR projections, 2017 PC estimates, 2021-22 PBS estimates, and actual costs**

Total participant costs (\$bn)	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>Actual participant costs</b>								
Actual participant costs (accrual)	5.4	10.5	17.6	23.2				
<b>PC estimates</b>								
2017 Productivity Commission Estimates	7.7	14.7	20.8	22.2	23.7	25.2	26.8	28.5
2017 Productivity Commission Estimates (including unanticipated costs)			21.9	23.8	25.5	27.2	29.0	30.8
<b>PBS</b>								
PBS 2021-22					26.5	28.3	29.4	31.9
<b>AFSR</b>								
31 December 2020 update <sup>41</sup>					28.1	32.9	36.9	40.7
30 June 2020 AFSR projection				22.3	26.1	28.9	31.4	34.3
31 December 2019 update <sup>42</sup>				21.8	25.4	28.5	31.4	34.2
30 June 2019 AFSR projection			16.7	21.1	24.2	26.9	28.9	30.8
30 June 2018 AFSR projection <sup>43</sup>		9.5	16.0	20.3	23.6	26.6	29.5	31.7
<b>Comparison to actual participant costs</b>								
Actual participant costs compared with AFSR		0.9	0.8	1.0				

<sup>41</sup> The December 2019 and December 2020 updates use more up-to-date information to project Scheme costs in line with the AFSR projection model and methodology. These updates were undertaken post 30 June 2019 and post 30 June 2020, to reflect emerging experience at the time.

<sup>42</sup> Ibid.

<sup>43</sup> Projections have been adjusted from a cash basis to an accrual basis using accrual factors from the 30 June 2019 AFSR.

While a component of the increases in the AFSR projection over time is from a greater intake of participants than previously expected, particularly in regions that phased in during the trial period, the main driver is the average payment per participant which has continued to significantly increase.

Participant projections for each successive AFSR projection have been revised to reflect the pace at which participants have entered the Scheme. In the 31 December 2020 update, participant intake assumptions were revised upwards to reflect the emerging experience of elevated participant intake that has persisted in regions that phased into the Scheme during the trial period.

**Figure 69: Participant numbers - AFSR projections, 2017 PC estimates, 2021-22 PBS estimates, and actual participant numbers**

Participant numbers	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>Actual number of participants</b>								
Actual participant numbers	172,300	286,000	392,000	466,600				
<b>PC estimates</b>								
2017 Productivity Commission Estimates	264,100	447,300	473,700	485,900	497,700	509,300	520,800	532,000
<b>PBS</b>								
PBS 2021-22				468,700	531,000	565,300	583,100	590,700
<b>AFSR</b>								
31 December 2020 update <sup>44</sup>				468,700	537,900	596,600	643,200	682,800
30 June 2020 AFSR projection			392,000	456,300	500,200	532,300	558,100	583,500
31 December 2019 update <sup>45</sup>			387,600	443,200	485,200	518,400	544,000	568,500
30 June 2019 AFSR projection		286,000	369,100	423,900	470,600	501,500	523,700	544,600
30 June 2018 AFSR projection	172,300	306,200	380,500	426,600	465,100	499,300	521,000	541,700
<b>Comparison to actual participant numbers</b>								
Actual participant numbers compared with AFSR		-20,200	22,900	10,300				

<sup>44</sup> The December 2019 and December 2020 updates use more up-to-date information to project Scheme costs in line with the AFSR projection model and methodology. These updates were undertaken post 30 June 2019 and post 30 June 2020, to reflect emerging experience at the time.

<sup>45</sup> *ibid.*

Assumptions for average participant payments have been revised upwards for each successive AFSR projection. This reflects the emerging experience of sustained significant growth in actual average participant costs over an extended period of time. Despite these substantial increases, the AFSR projections have under-projected average payments in the following year. Projections have assumed operational initiatives would lead to reduced inflation in average payments over time – however, inflation has not subsided. Actual inflation and inflation assumptions are included in Figure 71. It is still assumed inflation in the future will not be as high as previous years.

**Figure 70: Average payments - AFSR projections, 2017 PC estimates, 2021-22 PBS estimates, and actual average payments per participant**

Average payment per participant (\$)	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>Actual average payment per participant</b>								
Actual average participant payments (accrual)	41,000	46,000	52,000	54,000				
<b>PC estimates</b>								
2017 Productivity Commission Estimates	40,000	41,000	45,000	46,000	48,000	50,000	52,000	54,000
2017 Productivity Commission Estimates (including unanticipated costs)			48,000	50,000	52,000	54,000	56,000	59,000
<b>PBS</b>								
PBS 2021-22					53,000	52,000	51,000	54,000
<b>AFSR<sup>46</sup></b>								
31 December 2020 update <sup>47</sup>					56,000	58,000	60,000	61,000
30 June 2020 AFSR projection				53,000	55,000	56,000	58,000	60,000
31 December 2019 update <sup>48</sup>				53,000	55,000	57,000	59,000	61,000
30 June 2019 AFSR projection			51,000	53,000	54,000	55,000	56,000	58,000
30 June 2018 AFSR projection <sup>49</sup>		40,000	47,000	50,000	53,000	55,000	58,000	60,000
<b>Comparison with actual average payment per participant</b>								
Actual average participant payments compared with AFSR		6,000	1,000	1,000				

<sup>46</sup> The average payment per participant is effected by the mix of participants. As an example, more children relative to adults results in a lower overall average payment per participant. The mix of participants is different in each AFSR projection.

<sup>47</sup> The December 2019 and December 2020 updates use more up-to-date information to project Scheme costs in line with the AFSR projection model and methodology. These updates were undertaken post 30 June 2019 and post 30 June 2020, to reflect emerging experience at the time.

<sup>48</sup> *ibid.*

<sup>49</sup> Projections have been adjusted from a cash basis to an accrual basis using accrual factors from the 30 June 2019 AFSR



Figure 71: Actual and assumed rates of inflation in average payments per participant

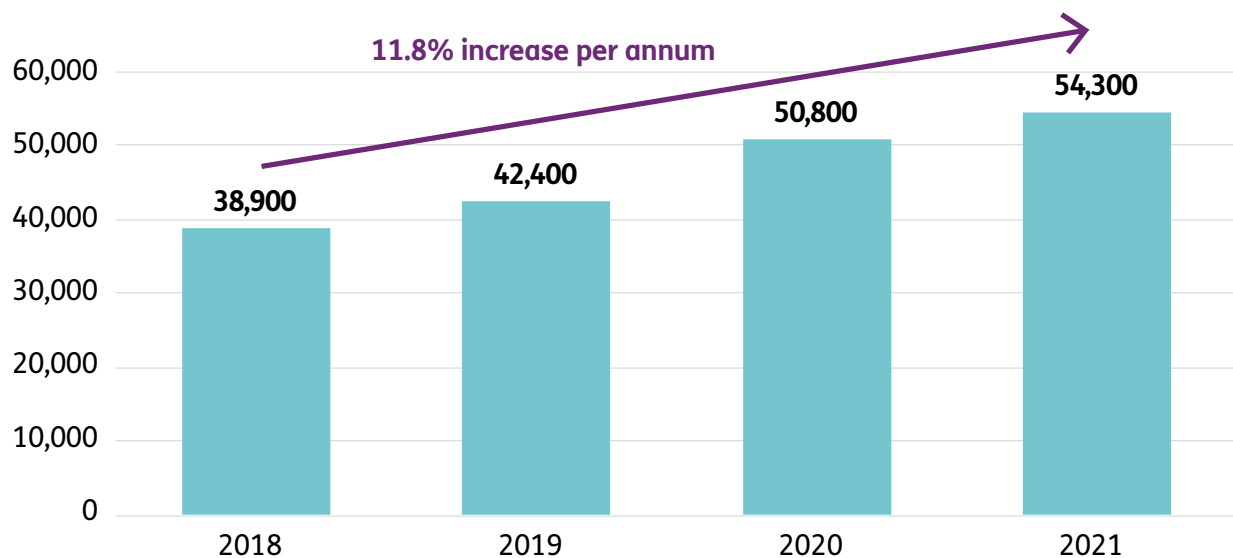
Inflation rate assumptions	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
31 December 2020 update <sup>50</sup>				5.6%	6.8%	5.3%	4.7%
30 June 2020 AFSR projection			6.1%	4.6%	4.2%	4.8%	5.0%
31 December 2019 update <sup>51</sup>			5.5%	5.8%	4.9%	4.6%	4.5%
30 June 2019 AFSR projection		12.2%	3.6%	4.1%	3.8%	3.6%	3.4%
30 June 2018 AFSR projection	8.8%	6.8%	5.0%	4.0%	4.0%	4.0%	4.0%
Actual inflation experience as at 31 March	8.5%	21.1%	8.2%				

### Experience to 30 June 2021

As noted above, the AFSR projection is not an extrapolation of past trends. Instead, assumptions have been set using a forward-looking approach. Specifically, payment trends over the past four years have been higher than projections. The average payment per participant has continued to increase at 11.8 per cent in the three years to 30 June 2021.

Further, the average payment per participant has increased from \$52,300 in the six months to 30 June 2021 to \$55,900 (or 6.8 per cent higher<sup>52</sup>). The high growth in average payment per participant has persisted in the most recent six months.

Figure 72: Average payments per year (\$)



<sup>50</sup> The December 2019 and December 2020 updates use more up-to-date information to project Scheme costs in line with the AFSR projection model and methodology. These updates were undertaken post 30 June 2019 and post 30 June 2020, to reflect emerging experience at the time.

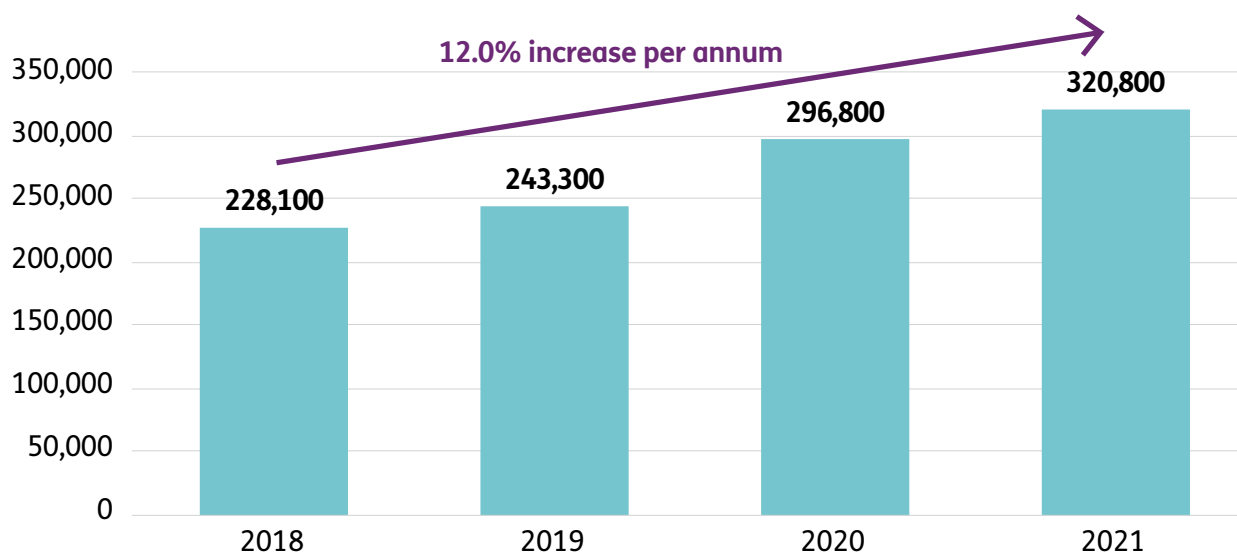
<sup>51</sup> *ibid.*

<sup>52</sup> The \$55,900 differs from the \$54,300 in Fig 72, as the \$55,900 is only related to the second half of 2020-21, and not the full year.

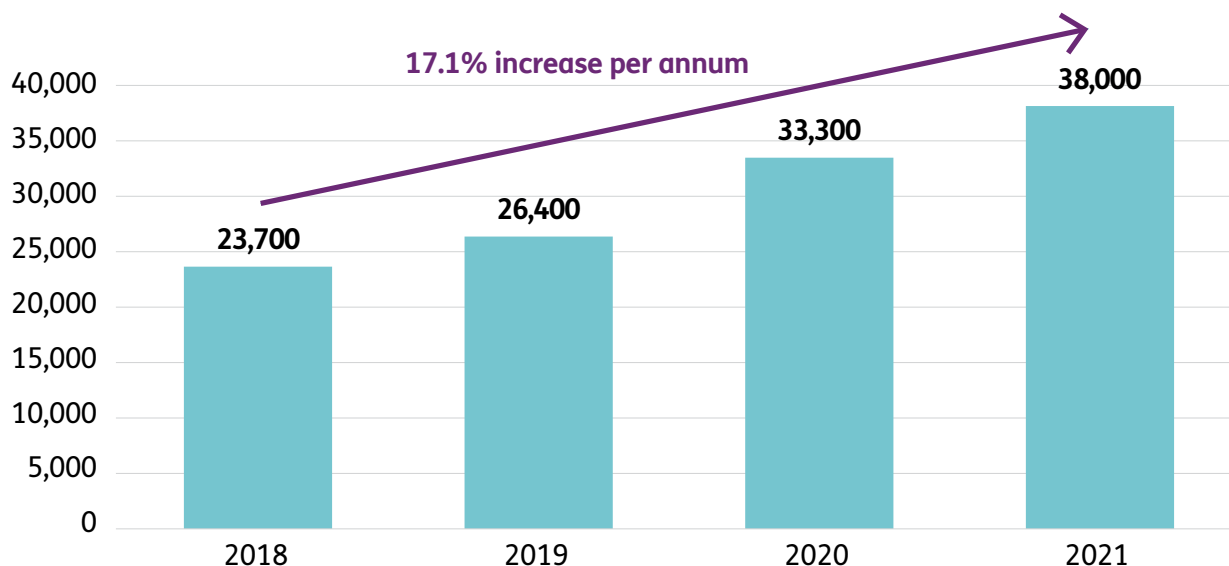
Over the past four years, the mix of participants in the Scheme has changed. That is, as the Scheme has rolled out across the country, the proportion of participants by different characteristics has changed. As examples, the proportion of children in the Scheme is higher in 2020-21 compared with 2017-18, and the proportion of SIL participants in the Scheme is lower in 2020-21 compared with 2017-18.

Analysing the change in average payment over time by whether or not participants are in SIL, indicates that the average annual increase in average payment has been consistently high across both participant groups. Specifically, the average payment has increased for SIL participants by 12.0 per cent, and the average annual payment has increased for non-SIL participants by 17.1 per cent per year. These averages are higher than the overall average (of 11.8 per cent), as the proportion of participants in SIL has decreased over the period.

**Figure 73: Average payments per year – SIL (\$)**

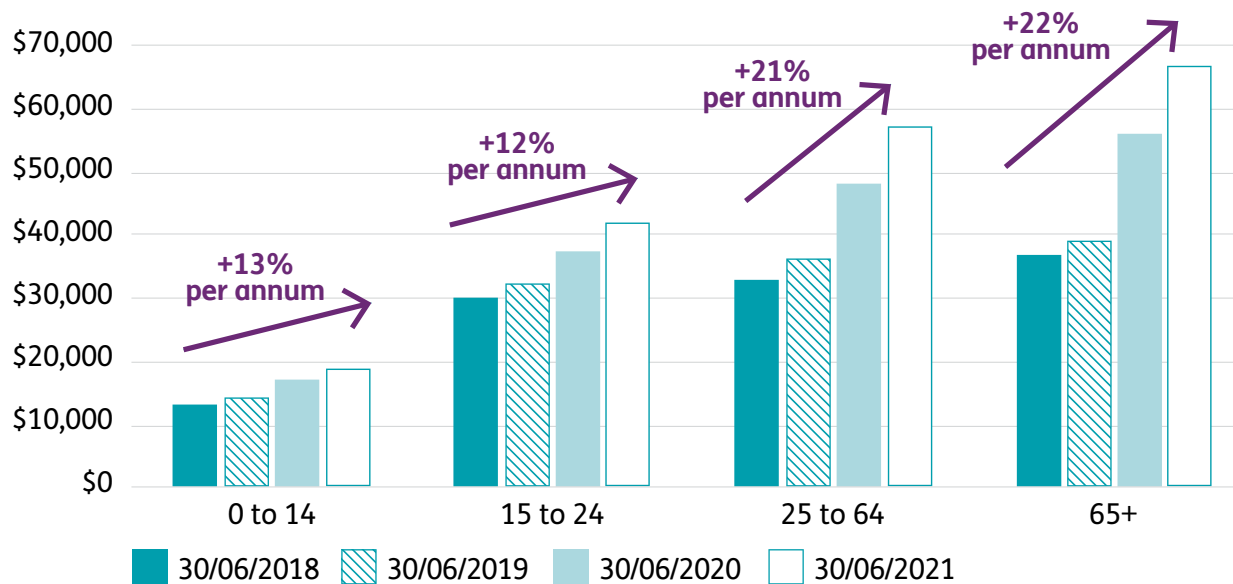


**Figure 74: Average payments per year – Non-SIL (\$)**



The figure below analyses the change in average payment over time by age band for participants not in SIL. The average increase for 0 to 14 year olds is 13 per cent, for 15 to 24 year olds it is 12 per cent, for 25 to 64 year olds it is 21 per cent, and for participants aged over 65 it is 22 per cent. For participants not in SIL, average payments have increased at a faster rate for adults (those aged over 25) and reflects a material increase in the hours of attendant care support these participants are receiving over time.

**Figure 75: Average payments per year - by age bands (non-SIL) (\$)**



Sustained significant growth in average participant costs will continue to place significant pressure on Scheme sustainability and long-term affordability. As mentioned elsewhere in this report, the NDIA is committed to working with the disability sector, and governments on this issue of affordability, so the Scheme remains affordable now and into the future.



## Rosie's sporting life leading onto the green and gold

For as long as she can remember, **Rosie**, 19, from Shellharbour, south of Wollongong, has loved sport. Now she's making her mark on the rugby field and the national athletics stage, and hopes to be wearing the green and gold before too much longer.

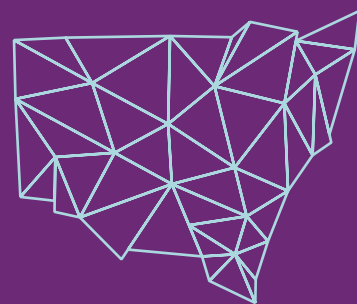
Rosie is already the New South Wales women's Under 20 champion in Paralympic shotput and has her sights firmly set on competing at the Virtus Global Games happening in Vichy, France, in 2023, the pinnacle sporting event for athletes with an intellectual disability which takes place every four years.

Rosie has both a moderate intellectual disability and autism and has been supported by the NDIS since 2018, her final year at school.

Rosie puts her sporting achievements down to the encouragement and coaching she received from her father John at an early age. "Even before I started primary school I was already playing soccer, then soon after I started school I joined the Nippers program at my local surf club and started doing athletics," she says.

Rosie has trained with the Illawarra Academy of Sport (IAS) for several years and in October she was chosen for the IAS's Athletes with a Disability program, which offers 12-month scholarships for high-performing athletes.

When not training, Rosie is using her SLES funding from the NDIS to build her work skills. She does work experience from Monday to Thursday each week and recently obtained her L's with support from an NDIS-funded occupational therapist.





## Part Six:

# Staff, advisory groups and the NDIS community



# Staff, advisory groups and the NDIS community

The NDIA is committed to working to improve engagement with participants and the sector.

## 6.1 A high performing NDIA

### **Staff and partners continue strengthen and develop their capability.**

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As at 30th June 2021, the total NDIS workforce was 11,360, including 4,313 Australian Public Service (APS) employees, 1,555 labour-hire workers and contractors and 5,492 people employed by the NDIA's Partners in the Community (PiTC) and Contact Centre Partners.

To meet participant demand and become a better NDIA, large-scale recruitment activities were completed during the quarter with many planner vacancies filled across all States and Territories. There were 519 engagements made with 15 per cent of these being people with disability. Further vacancies were filled in the National Access and Review Branch (103 engagements) with 11 per cent of these being people with disability. The successful candidates included a mix of both external applicants and existing internal staff.

The 2021 APS Census was open from 10 May 2021 to 11 June 2021. The Agency response rate was 83 per cent with 4,237 of the workforce (APS employee and labour hire workers) participating. This is around 6 per cent higher than the APS average response rate. The engagement from staff in completing the survey shows a positive desire to improve the Agency. The results will be available next quarter.

This quarter, the Agency was recognised as the top performer in the 2020 Australian Network on Disability (AND) Access and Inclusion Index (Index) with a score of 87 out of 100. AND is a national, membership based, for-purpose organisation and the Index is Australia's foremost benchmarking tool for inclusion of people with disability. The Agency participates in the Index to understand, benchmark and improve our disability confidence to better meet the needs of our Participants and staff with disability. The Index result reflects the significant work undertaken across the Agency to meet the needs of our Participants and staff with disability.

The NDIA has continued to develop its frontline employees' capability. The emphasis is shifting from improving frontline skills in making reasonable and necessary decisions to continuing to build the interpersonal and communication skills of Agency staff.

To further support improving participant experience, an interpersonal skills uplift program is being developed. It will include three core communication skills eLearning modules. The modules will be supported by a participant-focused, scenario-based Team Leader pack. An emotional Intelligence eLearning module will support the overall learning.

The Alternative Cloud Environment (ACE) is a replacement for the Customer Relationship Management system (CRM). Significant development work is underway to finalise ACE Case Release 1. Further training will be developed once processes, systems and user testing has been finalised.

The Continuous Improvement Connect (CI Connect) program is designed to provide opportunities for teams to build capability and lift organisational performance. This will be achieved by utilising quality audit reporting, hotspot reports and key focus areas to make informed decisions on priorities for the next quarter. This targeted approach to topic/theme prioritisation will ensure content produced for the program is timely in addressing the needs of the NDIA and participants. Specifically, content produced for the program aims to improve consistency of practice across the Participant Experience Delivery group to ultimately improve participant experience. CI Connect was launched across the NDIA from May 2021, starting with R&N Justification. All survey respondents found the learning material relevant to their role and provided excellent information on the topic.

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

### 6.2 Valued input from the Independent Advisory Council

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

- Promoting best practice in early childhood intervention
- Supporting Local Area Coordinators (LACs) to be LACs
- NDIS support for participants who are parents
- Supports for families and carers
- Choice and control to safely live a good life of belonging and citizenship
- Strengthening Scheme reforms to access and planning

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

- Scheme reforms to access and planning
- Autism early intervention
- Home and living
- The participant satisfaction survey
- The Agency's research and evaluation work plan
- Support for Decision making
- Psychosocial Disability Recovery Framework
- Scheme Work of the Future

## 6.3 Engagement initiatives

### Participant, provider and sector engagement continues.

The Agency has released a number of papers for engagement and additional consultation throughout the year. These include:

- Access and eligibility policy with independent assessments<sup>53</sup>
- Planning policy for personalised budgets and plan flexibility
- Supporting young children and their families early, to reach their full potential
- Interventions for children on the autism spectrum
- Home and Living – An ordinary life at home
- Support for Decision Making – Supporting you to make your own decisions

The NDIA will continue to work in partnership with those with lived disability experience on the design of a person-centred model for the assessments required under the National Disability Insurance Scheme 2013 Act. A revised approach to assessments aims to deliver consistency and equity to access and planning decisions for NDIS participants.

## 6.4 Public data sharing and the latest release of information

### This quarter the NDIA released two new deep dive reports about participants with sensory disability and neurodegenerative conditions.

As part of the NDIA's commitment to publicly share data, the NDIA released the latest set of data on 23 June 2021.

On 1 July 2021, the NDIA released two new deep dive reports about **participants with a sensory disability in the NDIS** and **participants with neurodegenerative conditions**.

Both reports are divided into four sections and cover participant characteristics, participant experience of the NDIS, plan supports and payments for supports, as well as participant goals, outcomes and satisfaction. The purpose of these reports is to provide detailed information about the experiences of these groups of participants, to help the NDIA, sector, providers and other interested parties understand how to work best to assist in improving outcomes.

In addition, the NDIA continues to publish quarterly updates to the SDA demand and supply data on the NDIS Data and Insights website. This data release is part of the NDIA's commitment to publish additional SDA data for participants and the sector. It supports participants and providers to understand not only the current SDA supply but where the demand for SDA is greatest, and where there are opportunities to increase SDA supply. The SDA data is current as at 30 June 2021.

<sup>53</sup> Independent assessments are no longer going ahead, and the NDIA supports this decision.



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

### **Participant groups:**

- participants with autism spectrum disorder (ASD)
- people with a psychosocial disability in the NDIS
- people with an intellectual disability in the NDIS
- participants with acquired brain injury, cerebral palsy or spinal cord injury
- Aboriginal and Torres Strait Islander participants
- CALD participants
- analysis of participants by gender
- young people in the NDIS
- participants by remoteness classification

### **Outcomes and goals:**

- outcomes report for participants, and an outcomes report for families/carers (30 June 2018, 30 June 2019, and 30 June 2020)
- employment in the NDIS
- people with disability and their NDIS goals
- COVID-19 impact on participants and family/carers outcomes

### **The NDIS market:**

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

## **6.5 Cyber Security and Fraud**

**NDIA Cyber Security is working proactively to identify the most likely and most significant threats and risks and implement control measures to manage risk.**

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The COVID-19 Pandemic has resulted in a significant increase in online traffic. This has the potential to open areas of vulnerability to cyber events, or incidents that can impact the Agency. The most likely sources of risk remain organised crime gangs who possess or procure the means with which to conduct cyber incidents/events, utilising ransomware to extort funds. The Agency continues to collaborate across Government to leverage existing capabilities, to ensure those risks are addressed.

As published in the previous quarterly report, the Australian Secret Intelligence Organisation (ASIO) notification that health services and allied organisations are targets for cybercrime groups, remains in force. This is likely to continue for the foreseeable future as Foreign Intelligence Services seek to obtain Australian health intellectual property.

The Agency's most significant external risk remains from State/s backed entities seeking Participant information. A rising trend has been attempts to use compromised/stolen Participant information to commit payment fraud. Continual communication with Providers is essential to raise and maintain cyber awareness, and promote sound cyber hygiene practices.

The NDIA Protective & Cyber Security area conducts regular communications with staff and Partners to maintain awareness of phishing emails. NDIA Cyber Security are conducting an assurance exercise (anti-phishing email campaign) to determine the effectiveness of these communications and make continual improvements.

### **The NDIA continues to invest in Fraud and Compliance**

As mentioned previously in this report, the NDIS Fraud Taskforce (established 2018) has enabled the Agency to develop effective detection of, and response to, fraud against the Scheme. The investigation function has matured, with successful investigations completed or currently before the courts.

Incidence of fraud has the potential to erode public confidence in the Scheme. As at 30 June 2021, there were 29 fraud investigations in progress and a further six matters being evaluated for possible investigation. Of these nine matters are currently before the courts.

The NDIS Fraud Taskforce has been extended indefinitely, allowing the joint activity of the Agency, Australian Federal Police and Services Australia to continue focusing on serious and organised fraud against the Scheme.

The NDIS Fraud Taskforce commenced Operation Pegasus in May 2020. On 20 April 2021, the AFP executed 10 search warrants across Western Sydney in partnership with the NDIA and Services Australia. Five people were arrested and charged with a range of Commonwealth fraud offences and ongoing enquiries are expected to result in the charging of a potential sixth key offender.

The nature of this fraud was complex and involved activities which involved exploitation of existing participants, collusion with existing participants or their families/ nominees, and falsified identities and medical evidence. The Agency is undertaking a range of initiatives to mitigate any ongoing risks identified in Operation Pegasus.

The Agency also conducts a range of compliance activities. In 2020-21 the Agency undertook more than 2,800 compliance activities. These included targeted and proactive engagement to treat payment risks through opportunistic and non-compliant behaviour from providers, plan management agencies, and participants identified through tip-offs.

The Agency continues to increase its fraud and compliance detection maturity, through ongoing refinement in data analytics, data matching and advanced analytics to proactively detect potential fraud and non-compliance behaviour from providers, participants and plan management agents.



## Matt's on top of the world and 'free' again, thanks to NDIS

After a dirt bike accident left him a complete quadriplegic 14 years ago, **Matt** never dreamed he'd be back doing what he loves most, riding bumpy mountain trails or trekking long distances through the wilderness. But that's exactly what he's been doing lately, and he says, it's all thanks to the NDIS.

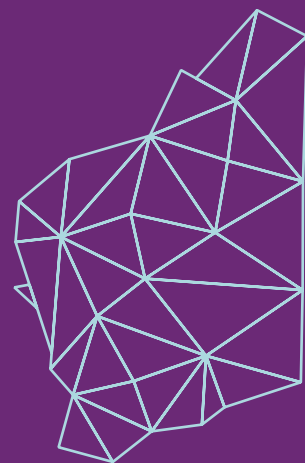
"I thought that part of my life was over," said Matt, 41, of Tom Price, Western Australia. "I thought that everything was going to be via wheelchair with someone helping me. And for many years, that's what it was."

Since joining the NDIS, Matt says he has a new lease on life. "The NDIS has given me back my control and independence," he said. "It's made a huge impact on my life and my family. It has been a massive turnaround."

Matt grew up loving the outdoors and riding and touring around the countryside. His desire to do that didn't change after his accident, but, he says, access did. Now with an NDIS-funded Batec, a power-assisted handbike, Matt recently traversed about 30 kilometres of rocky terrain through the John Forest National Park.

"It's the first time in nearly 14 years I've felt that I've got hold of the world, I was free to feel the breeze through such a nice forest. We travelled through the tunnel, then along the dirt, sand, and muddy tracks over hills, bumps and humps.

"Freedom, that's what it feels like being able to do something on your own again, just freedom."





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# Appendix A:

## Key definitions

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

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

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

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

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

**Average annualised committed supports:**

Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

**Average payments:** Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the period.

**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.

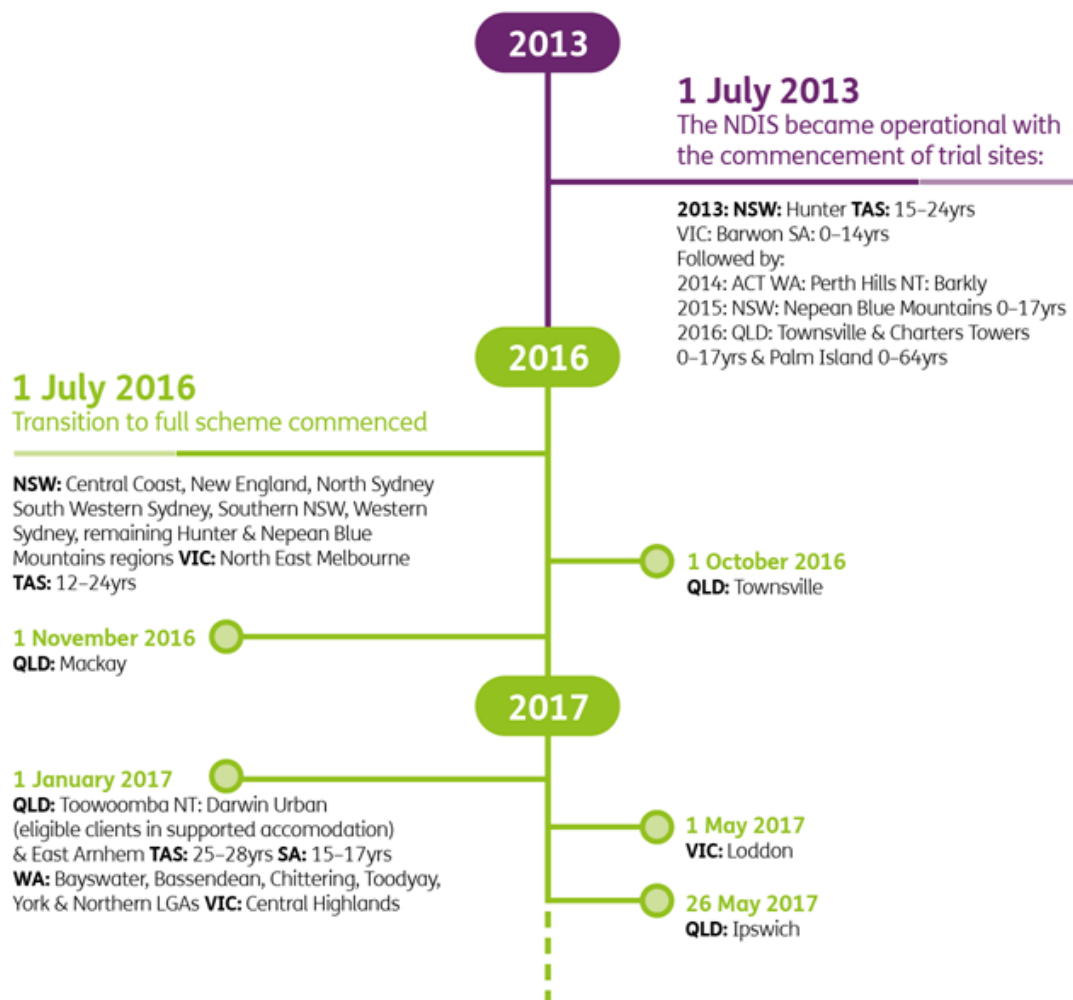
**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

## Appendix B:

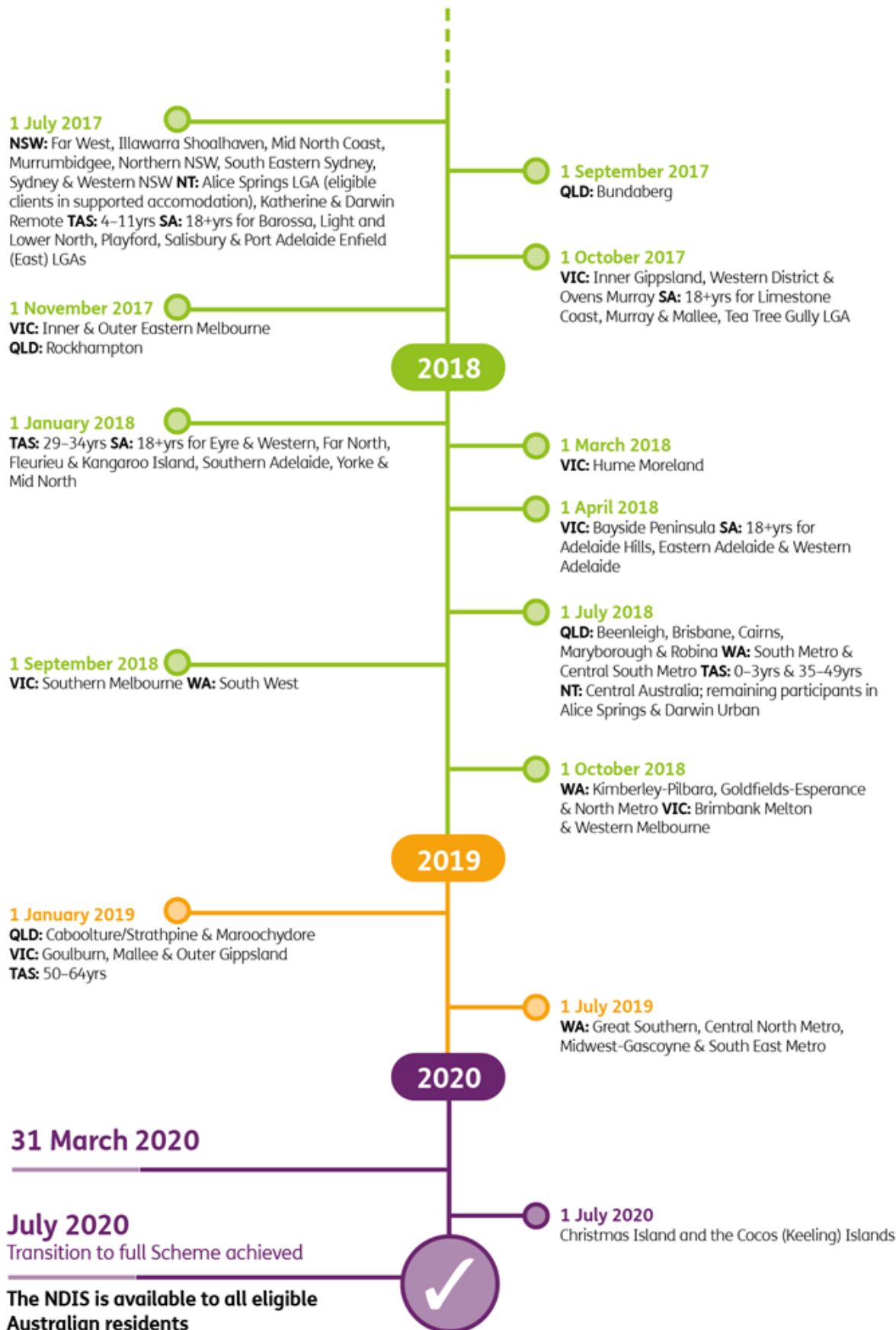
### Scheme roll-out: Timing and locations

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	153,145	4,945	158,090	141,957	111%
VIC	129,493	3,172	132,665	105,324	126%
QLD	93,769	3,494	97,263	91,217	107%
WA	40,570	545	41,115	40,800	101%
SA	43,409	673	44,082	32,284	137%
TAS	10,899	272	11,171	10,587	106%
ACT	10,056	135	10,191	5,075	201%
NT	4,400	160	4,560	6,545	70%
<b>Total</b>	<b>485,741</b>	<b>13,400</b>	<b>499,141</b>	<b>433,789</b>	<b>115%</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 are four children receiving initial supports in the ECEI gateway at 30 June 2021 with Missing jurisdiction information. These individuals are not shown separately in the State/Territory results, but are 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 30 June 2021)	Access met but yet to have an approved plan (ages 0-6 as at 30 June 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	22,978	676	598	12	202	4,347	86	28,899
VIC	20,883	1,396	607	18	150	2,565	211	25,830
QLD	14,906	1,081	459	<11	247	3,035	79	19,813
SA	5,651	287	123	<11	64	550	<11	6,682
WA	4,393	525	131	<11	40	414	21	5,527
TAS	1,449	57	32	<11	120	240	17	1,915
ACT	1,227	27	16	<11	<11	119	<11	1,398
NT	763	70	24	<11	28	136	<11	1,022
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>72,258</b>	<b>4,119</b>	<b>1,990</b>	<b>40</b>	<b>860</b>	<b>11,410</b>	<b>421</b>	<b>91,098</b>

<sup>6</sup> This table includes 239 children aged over 6 receiving initial supports in the gateway as at 30 June 2021, and a further 26 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

### 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 Q4	Total excluding ECEI	ECEI	Total including ECEI
<b>National</b>	<b>448,267</b>	<b>18,352</b>	<b>466,619</b>	<b>13,400</b>	<b>480,019</b>

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

	Prior Quarters	2020-21 Q4	Total
<b>Access decisions</b>	<b>570,762</b>	<b>25,935</b>	<b>596,697</b>
<b>Active Eligible</b>	<b>460,723</b>	<b>19,022</b>	<b>479,745</b>
<i>New</i>	237,770	17,805	255,575
<i>State</i>	182,309	672	182,981
<i>Commonwealth</i>	40,644	545	41,189
<b>Active Participant Plans (excl ECEI)</b>	<b>448,267</b>	<b>18,352</b>	<b>466,619</b>
<i>New</i>	228,257	17,017	245,274
<i>State</i>	179,943	728	180,671
<i>Commonwealth</i>	40,067	607	40,674
<b>Active Participant Plans</b>	<b>459,107</b>	<b>31,752</b>	<b>480,019</b>
<i>Early Intervention (s25)</i>	108,198	7,770	115,968
<i>Permanent Disability (s24)</i>	340,069	10,582	350,651
<i>ECEI</i>	10,840	13,400	13,400

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – National

Exits	Total
<b>Total participant exits</b>	<b>19,122</b>
<i>Early Intervention participants</i>	4,097
<i>Permanent disability participants</i>	15,025

<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
End of 2020-21 Q4	180,671	40,674	245,274	13,400	480,019

**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
End of 2020-21 Q4	115,968	350,651	13,400	480,019

<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.

**Table E.6 Assessment of access by age group – National** <sup>16</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	128,936	97%	7,205	96%	136,141	97%
7 to 14	95,045	88%	3,431	80%	98,476	88%
15 to 18	32,768	90%	1,058	80%	33,826	90%
19 to 24	29,678	90%	693	70%	30,371	89%
25 to 34	39,181	87%	1,151	66%	40,332	86%
35 to 44	41,348	82%	1,407	61%	42,755	81%
45 to 54	53,597	78%	1,732	57%	55,329	77%
55 to 64	64,608	71%	2,338	51%	66,946	70%
65+	3,655	60%	78	39%	3,733	60%
Missing	<11		<11		<11	
<b>Total</b>	<b>488,819</b>	<b>86%</b>	<b>19,093</b>	<b>74%</b>	<b>507,912</b>	<b>85%</b>

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

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	16,137	93%	515	79%	16,652	93%
Autism	150,667	96%	5,559	96%	156,226	96%
Cerebral Palsy	17,030	97%	164	78%	17,194	96%
Developmental Delay	39,323	97%	4,398	98%	43,721	97%
Global Developmental Delay	9,693	99%	898	99%	10,591	99%
Hearing Impairment	22,786	88%	807	85%	23,593	88%
Intellectual Disability	94,874	95%	1,415	85%	96,289	95%
Multiple Sclerosis	8,741	88%	304	77%	9,045	87%
Psychosocial disability	50,440	72%	2,473	57%	52,913	71%
Spinal Cord Injury	5,478	95%	119	88%	5,597	94%
Stroke	7,459	85%	333	75%	7,792	84%
Visual Impairment	9,612	89%	197	66%	9,809	88%
Other Neurological	22,648	79%	716	66%	23,364	78%
Other Physical	21,443	46%	540	24%	21,983	45%
Other Sensory/Speech	3,961	51%	29	15%	3,990	50%
Other	3,859	40%	626	29%	4,485	38%
Missing	4,668	94%	<11		4,668	94%
<b>Total</b>	<b>488,819</b>	<b>86%</b>	<b>19,093</b>	<b>74%</b>	<b>507,912</b>	<b>85%</b>

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

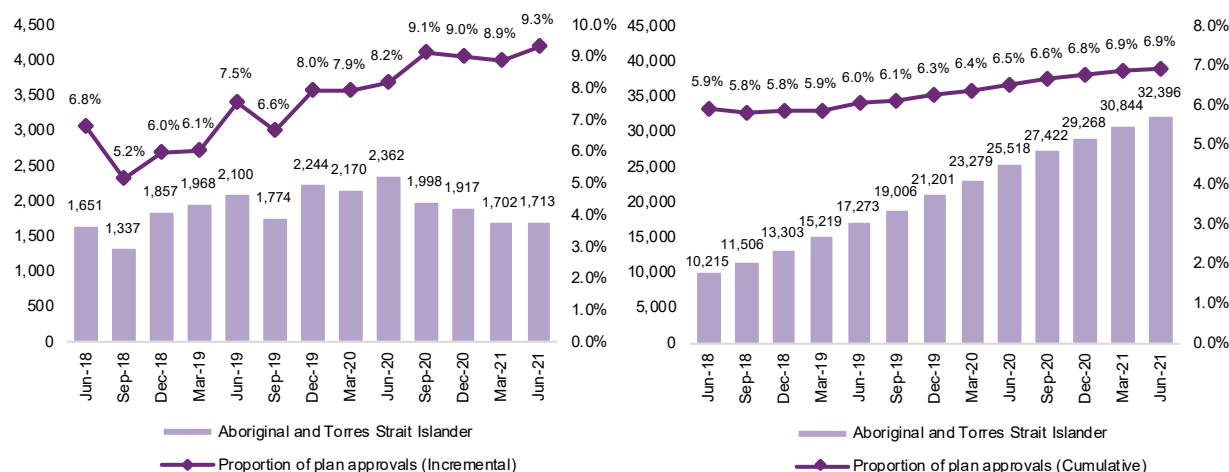
<sup>16</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people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

<sup>17</sup> Ibid.

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

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	30,683	6.8%	1,713	9.3%	<b>32,396</b>	<b>6.9%</b>
Not Aboriginal and Torres Strait Islander	336,665	75.1%	14,485	78.9%	<b>351,150</b>	<b>75.3%</b>
Not Stated	80,919	18.1%	2,154	11.7%	<b>83,073</b>	<b>17.8%</b>
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

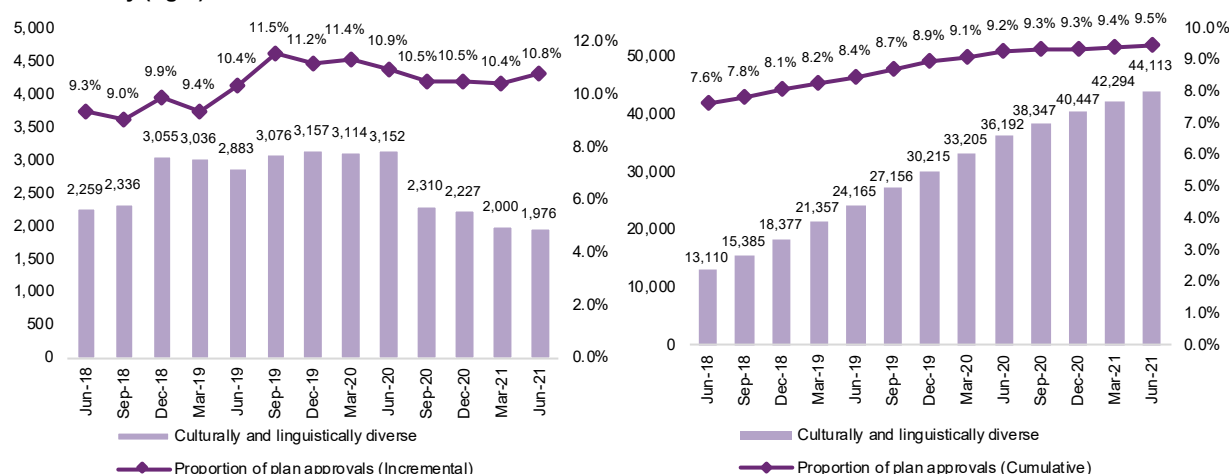
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National**<sup>18</sup>



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

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	42,137	9.4%	1,976	10.8%	<b>44,113</b>	<b>9.5%</b>
Not culturally and linguistically diverse	400,665	89.4%	16,375	89.2%	<b>417,040</b>	<b>89.4%</b>
Not stated	5,465	1.2%	<11		<b>5,466</b>	<b>1.2%</b>
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</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>



<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.

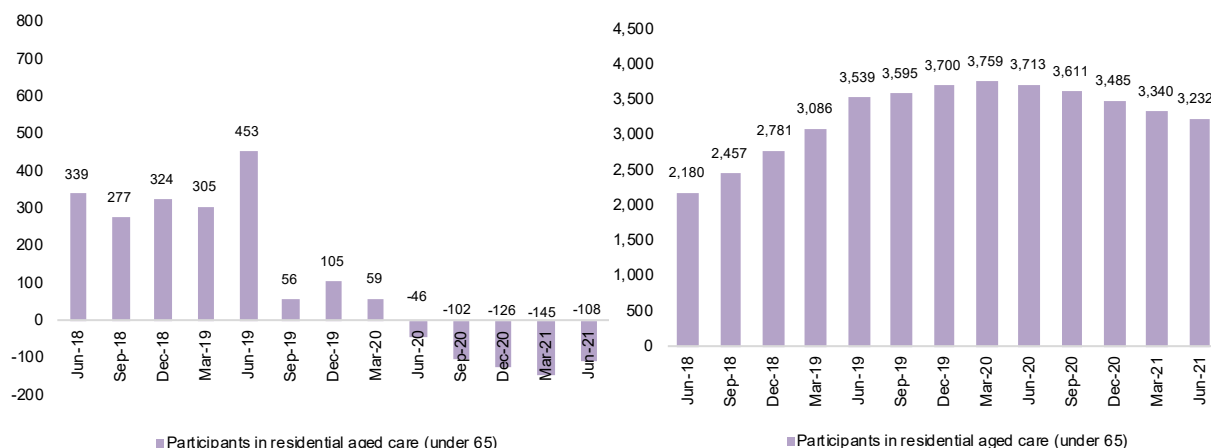
<sup>19</sup> Ibid.



**Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – National** <sup>20</sup>

	Total
Age group	N
Under 45	89
45 to 54	538
55 to 64	2,605
<b>Total YPIRAC (under 65)</b>	<b>3,232</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>



**Table E.11 Participant profile per quarter by remoteness – National** <sup>22 23</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	305,104	68.1%	12,449	67.8%	317,553	68.1%
Population > 50,000	47,815	10.7%	2,041	11.1%	49,856	10.7%
Population between 15,000 and 50,000	38,498	8.6%	1,517	8.3%	40,015	8.6%
Population between 5,000 and 15,000	21,138	4.7%	783	4.3%	21,921	4.7%
Population less than 5,000	29,064	6.5%	1,185	6.5%	30,249	6.5%
Remote	3,979	0.9%	200	1.1%	4,179	0.9%
Very Remote	2,627	0.6%	177	1.0%	2,804	0.6%
Missing	42		<11		42	
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

<sup>20</sup> There are a further 1,804 active participants aged 65 years or over who are currently in residential aged care.

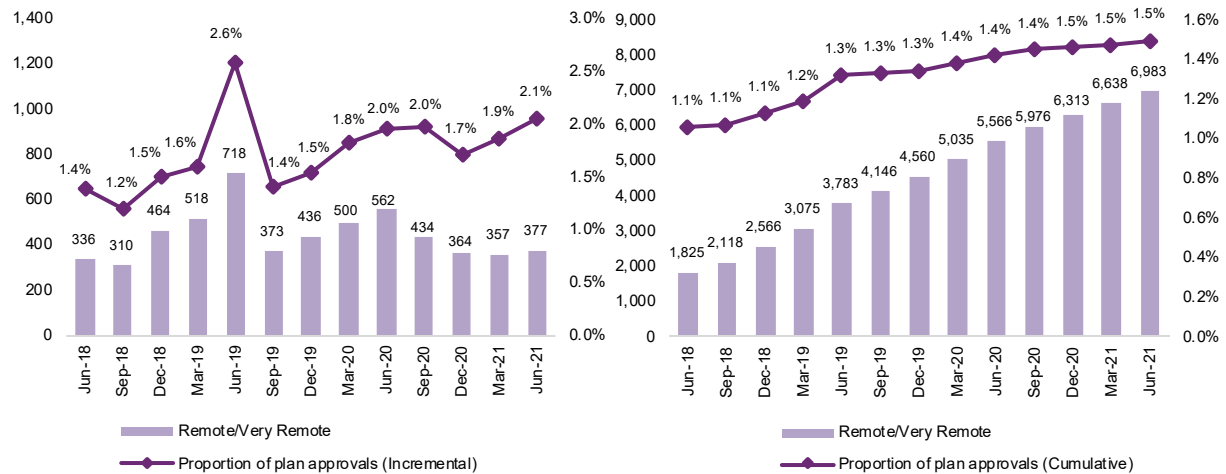
<sup>21</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on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

<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.

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



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

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	146,059	33%	5,374	29%	151,433	32%
Intellectual Disability	89,856	20%	1,455	8%	91,311	20%
Psychosocial disability	45,991	10%	2,469	13%	48,460	10%
Developmental Delay	33,692	8%	3,985	22%	37,677	8%
Hearing Impairment	21,583	5%	780	4%	22,363	5%
Other Neurological	18,772	4%	726	4%	19,498	4%
Other Physical	18,079	4%	538	3%	18,617	4%
Cerebral Palsy	16,423	4%	149	1%	16,572	4%
ABI	14,396	3%	524	3%	14,920	3%
Global Developmental Delay	8,764	2%	792	4%	9,556	2%
Visual Impairment	8,846	2%	211	1%	9,057	2%
Multiple Sclerosis	8,251	2%	277	2%	8,528	2%
Stroke	6,616	1%	339	2%	6,955	1%
Spinal Cord Injury	5,021	1%	113	1%	5,134	1%
Other	3,158	1%	602	3%	3,760	1%
Other Sensory/Speech	2,760	1%	18	0%	2,778	1%
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

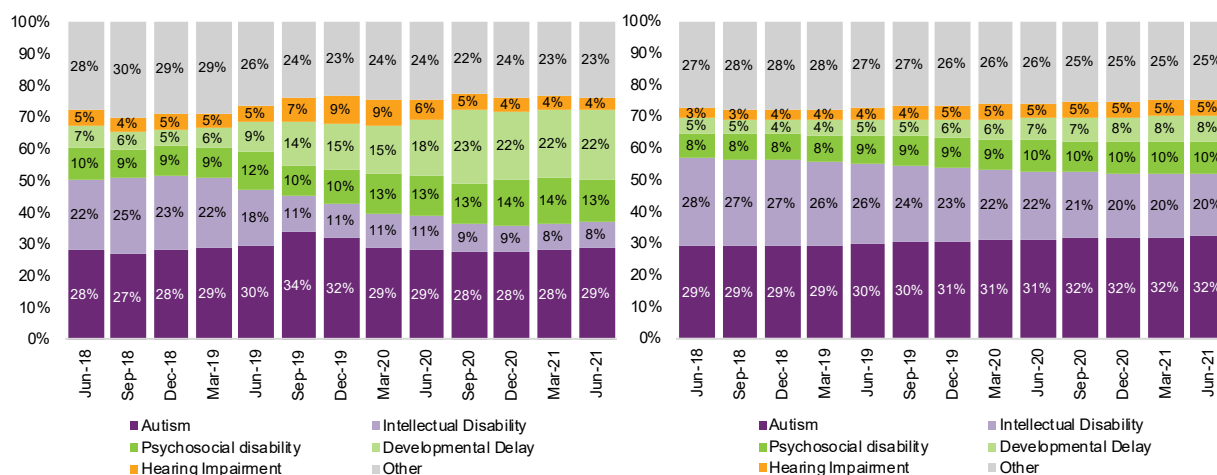
<sup>24</sup> Ibid.

<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.

<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 2% of all Scheme participants (11,414).

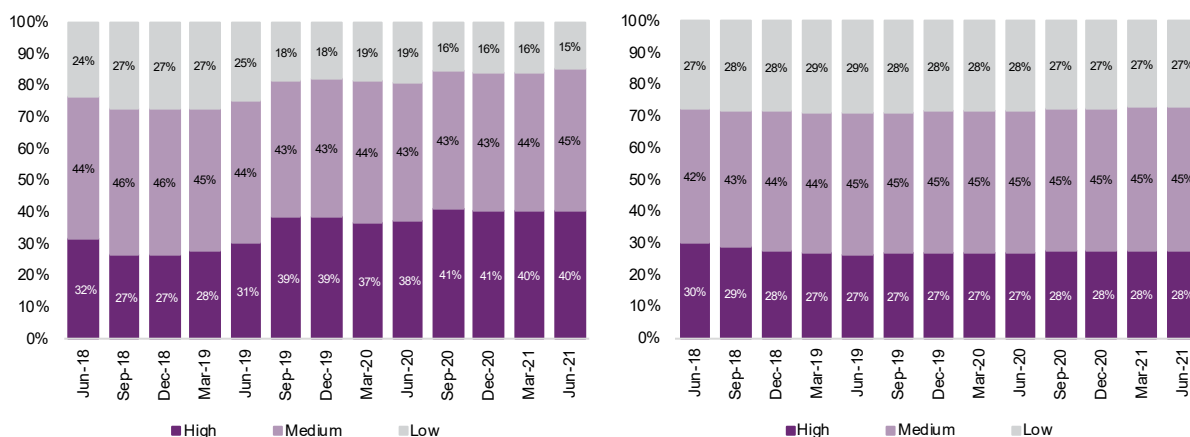
**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>28</sup>



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

Level of Function	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	39,396	9%	3,639	20%	43,035	9%
2 (High Function)	791	0%	45	0%	836	0%
3 (High Function)	23,138	5%	1,181	6%	24,319	5%
4 (High Function)	28,645	6%	1,112	6%	29,757	6%
5 (High Function)	30,863	7%	1,436	8%	32,299	7%
6 (Moderate Function)	94,887	21%	4,371	24%	99,258	21%
7 (Moderate Function)	25,933	6%	768	4%	26,701	6%
8 (Moderate Function)	30,058	7%	1,160	6%	31,218	7%
9 (Moderate Function)	2,238	0%	87	0%	2,325	0%
10 (Moderate Function)	49,908	11%	1,829	10%	51,737	11%
11 (Low Function)	16,432	4%	245	1%	16,677	4%
12 (Low Function)	67,166	15%	1,912	10%	69,078	15%
13 (Low Function)	29,720	7%	520	3%	30,240	6%
14 (Low Function)	8,602	2%	42	0%	8,644	2%
15 (Low Function)	169	0%	<11		174	0%
Missing	321		<11		321	
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

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



<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.

<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.

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

Age Group	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
0 to 6	65,872	15%	6,386	35%	72,258	15%
7 to 14	117,161	26%	3,451	19%	120,612	26%
15 to 18	34,711	8%	1,110	6%	35,821	8%
19 to 24	37,631	8%	761	4%	38,392	8%
25 to 34	40,384	9%	1,181	6%	41,565	9%
35 to 44	37,247	8%	1,311	7%	38,558	8%
45 to 54	45,573	10%	1,690	9%	47,263	10%
55 to 64	53,262	12%	2,307	13%	55,569	12%
65+	16,426	4%	155	1%	16,581	4%
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

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

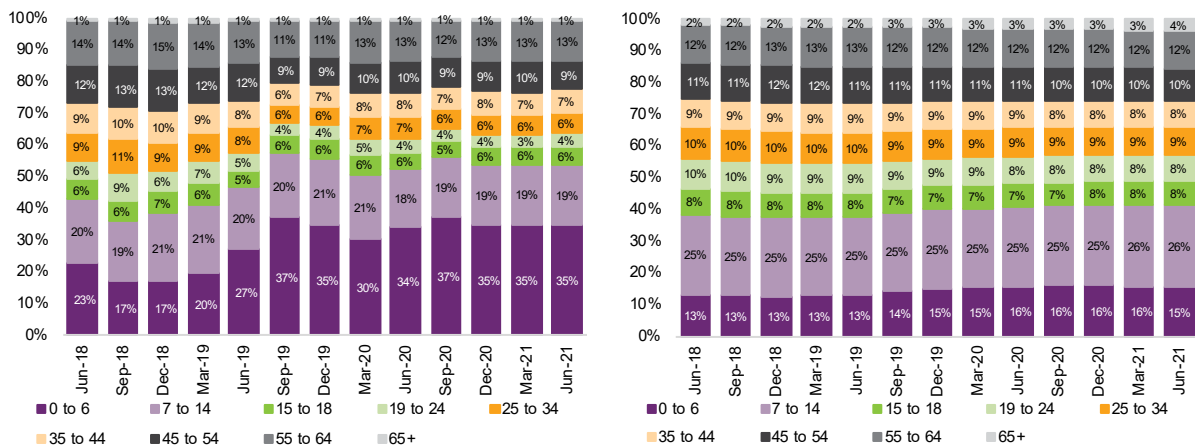
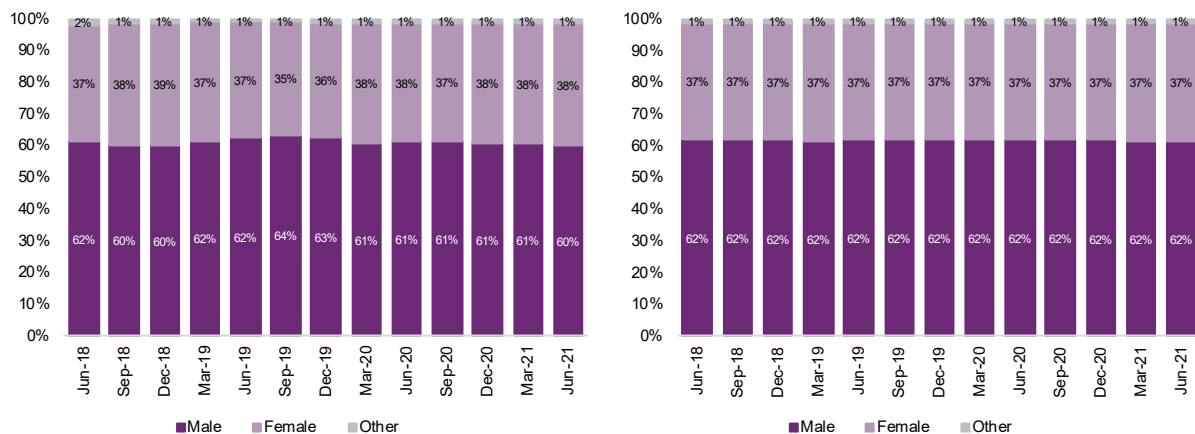


Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	276,866	62%	11,016	60%	287,882	62%
Female	166,588	37%	7,065	38%	173,653	37%
Other	4,813	1%	271	1%	5,084	1%
<b>Total</b>	<b>448,267</b>	<b>100%</b>	<b>18,352</b>	<b>100%</b>	<b>466,619</b>	<b>100%</b>

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



<sup>31</sup> Ibid.

<sup>32</sup> Ibid.

**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	50,146	11%	21,589	5%	523	0%	72,258	15%	2.3
7 to 14	83,420	18%	35,442	8%	1,750	0%	120,612	26%	2.4
15 to 18	23,723	5%	11,705	3%	393	0%	35,821	8%	2.0
19 to 24	24,450	5%	13,533	3%	409	0%	38,392	8%	1.8
25 to 34	24,285	5%	16,863	4%	417	0%	41,565	9%	1.4
35 to 44	20,685	4%	17,478	4%	395	0%	38,558	8%	1.2
45 to 54	24,304	5%	22,469	5%	490	0%	47,263	10%	1.1
55 to 64	28,396	6%	26,623	6%	550	0%	55,569	12%	1.1
65+	8,473	2%	7,951	2%	157	0%	16,581	4%	1.1
Total	287,882	62%	173,653	37%	5,084	1%	466,619	100%	1.7

**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	110,695	24%	38,584	8%	2,154	0%	151,433	32%	2.9
Intellectual Disability	51,527	11%	39,100	8%	684	0%	91,311	20%	1.3
Psychosocial Disability	24,477	5%	23,412	5%	571	0%	48,460	10%	1.0
Developmental Delay	26,649	6%	10,759	2%	269	0%	37,677	8%	2.5
Other Neurological	10,485	2%	8,841	2%	172	0%	19,498	4%	1.2
Cerebral Palsy	9,106	2%	7,333	2%	133	0%	16,572	4%	1.2
Other Physical	9,349	2%	9,042	2%	226	0%	18,617	4%	1.0
Hearing Impairment	10,736	2%	11,311	2%	316	0%	22,363	5%	0.9
Acquired Brain Injury	9,835	2%	4,972	1%	113	0%	14,920	3%	2.0
Visual Impairment	4,580	1%	4,392	1%	85	0%	9,057	2%	1.0
Multiple Sclerosis	2,116	0%	6,328	1%	84	0%	8,528	2%	0.3
Global Developmental Delay	6,653	1%	2,835	1%	68	0%	9,556	2%	2.3
Stroke	3,887	1%	3,003	1%	65	0%	6,955	1%	1.3
Spinal Cord Injury	3,609	1%	1,458	0%	67	0%	5,134	1%	2.5
Other Sensory/Speech	2,012	0%	738	0%	28	0%	2,778	1%	2.7
Other	2,166	0%	1,545	0%	49	0%	3,760	1%	1.4
Total	287,882	62%	173,653	37%	5,084	1%	466,619	100%	1.7

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

	National
0-6	3.35%
7-14	4.71%
15-18	2.96%
19-24	1.87%
25-34	1.08%
35-44	1.12%
45-54	1.49%
55-64	1.91%
<b>Total (aged 0-64)</b>	<b>2.11%</b>

<sup>33</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## 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	Number of questionnaires
Participant 0 to school	7,316	11,543	15,963	27,128	22,964	84,914
Participant school to 14	13,922	20,899	31,510	31,220	21,086	118,637
Participant 15 to 24	9,351	12,069	14,831	11,030	7,361	54,642
Participant 25 and over	23,546	35,521	50,130	37,694	28,497	175,388
<b>Total Participant</b>	<b>54,135</b>	<b>80,032</b>	<b>112,434</b>	<b>107,072</b>	<b>79,908</b>	<b>433,581</b>
Family 0 to 14	19,827	31,357	45,051	56,516	42,924	195,675
Family 15 to 24	2,678	8,287	10,137	7,434	5,001	33,537
Family 25 and over	751	10,701	15,136	10,743	7,019	44,350
<b>Total Family</b>	<b>23,256</b>	<b>50,345</b>	<b>70,324</b>	<b>74,693</b>	<b>54,944</b>	<b>273,562</b>
<b>Total</b>	<b>77,391</b>	<b>130,377</b>	<b>182,758</b>	<b>181,765</b>	<b>134,852</b>	<b>707,143</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	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
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			33%	
CC	% who choose who supports them			38%	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%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

**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			67%	42%
HW	% who did not have any difficulties accessing health services			69%	62%
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	17%	24%	22%
% receiving Carer Allowance	39%	44%	33%
% working in a paid job	47%	51%	38%
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%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	27%	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		38%	
% 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			35%
% 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=18,065) - participants who between 1 July 2016 and 30 June 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?	92%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL Has the NDIS improved how your child fits into family life?	79%
S/CP Has the NDIS improved how your child fits into community life?	65%

**Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=41,214) - participants who entered between 1 July 2016 and 30 June 2020 – National**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	65%
LL Has the NDIS improved your child's access to education?	45%
REL Has the NDIS improved your child's relationships with family and friends?	55%
S/CP Has the NDIS improved your child's social and recreational life?	49%

<sup>35</sup> Results in Tables E.24 to E.27 include participants who entered between 1 July 2016 and 30 June 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=17,025) and ‘Participant 25 and over’ (n=56,202) - participants who entered between 1 July 2016 and 30 June 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%	74%
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?	25%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	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=63,017); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=28,099) - participants who entered between 1 July 2016 and 30 June 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?	68%	56%
Has the NDIS improved the level of support for your family?	73%	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?	75%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
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=7,472) - participants who entered between 1 July 2016 and 30 June 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%	95%	+3%
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?	77%	82%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	68%	+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 30 June 2019 and have had a second plan review to date.

**Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=25,146) - participants who entered between 1 July 2016 and 30 June 2019 – National**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	62%	70%	+8%
LL	Has the NDIS improved your child's access to education?	42%	47%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	+4%

**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=12,115) and ‘Participant 25 and over’ (n=32,690) - participants who entered between 1 July 2016 and 30 June 2019 – National**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	61%	68%	+7%	68%	76%	+8%
DL	Has the NDIS helped you with daily living activities?	61%	69%	+8%	72%	81%	+9%
REL	Has the NDIS helped you to meet more people?	51%	54%	+3%	52%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	-1%	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%	+4%	51%	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?	37%	38%	+2%	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%	59%	66%	+7%

**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=26,900); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,196) - participants who entered between 1 July 2016 and 30 June 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?	61%	67%	+6%	49%	60%	+11%
Has the NDIS improved the level of support for your family?	67%	74%	+6%	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?	70%	75%	+6%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	79%	+5%			
Has the NDIS improved your health and wellbeing?	42%	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=4,145) - participants who entered between 1 July 2016 and 30 June 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%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	73%	78%	80%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	68%	+7%

**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=15,372) - participants who entered between 1 July 2016 and 30 June 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?	57%	66%	70%	+13%
LL	Has the NDIS improved your child's access to education?	36%	41%	45%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	52%	57%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	50%	+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 30 June 2018 and have had a third plan review to date.

**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=8,310) - participants who entered between 1 July 2016 and 30 June 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%	69%	+10%
Has the NDIS helped you with daily living activities?	58%	65%	71%	+13%
Has the NDIS helped you to meet more people?	48%	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%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	15%	-2%
Has the NDIS helped you be more involved?	53%	58%	61%	+8%

**Table E.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=18,850) - participants who entered between 1 July 2016 and 30 June 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?	66%	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?	51%	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%	59%	+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%	31%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	19%	-1%
Has the NDIS helped you be more involved?	58%	65%	70%	+12%

**Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=13,033) - participants who entered between 1 July 2016 and 30 June 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?	56%	60%	65%	+9%
Has the NDIS improved the level of support for your family?	62%	68%	72%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	75%	78%	+8%
Has the NDIS improved your health and wellbeing?	38%	40%	43%	+5%

**Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,200) - participants who entered between 1 July 2016 and 30 June 2018 – National**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	45%	50%	57%	+13%
Has the NDIS improved the level of support for your family?	59%	65%	72%	+13%
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%	33%	37%	+5%

**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=1,312) - participants who entered between 1 July 2016 and 30 June 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?	89%	92%	96%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	85%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	74%	78%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	61%	65%	64%	+7%

<sup>38</sup> Results in Tables E.38 to E.43 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**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=6,300) - participants who entered between 1 July 2016 and 30 June 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%	64%	69%	72%	+16%
LL	Has the NDIS improved your child's access to education?	35%	37%	40%	43%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	49%	54%	56%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	49%	50%	+8%

**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=3,513) - participants who entered between 1 July 2016 and 30 June 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?	58%	64%	66%	68%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	65%	69%	72%	+14%
REL	Has the NDIS helped you to meet more people?	50%	53%	53%	54%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	44%	45%	48%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	35%	35%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	13%	14%	-3%
S/CP	Has the NDIS helped you be more involved?	54%	57%	59%	61%	+6%

**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=6,311) - participants who entered between 1 July 2016 and 30 June 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?	66%	73%	76%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	70%	78%	82%	85%	+16%
REL	Has the NDIS helped you to meet more people?	51%	58%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	29%	32%	34%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	58%	62%	+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?	30%	31%	31%	33%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	18%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	72%	+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=3,561) - participants who entered between 1 July 2016 and 30 June 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?	52%	56%	60%	64%	+12%
Has the NDIS improved the level of support for your family?	59%	66%	69%	73%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	64%	69%	71%	75%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	75%	78%	+9%
Has the NDIS improved your health and wellbeing?	37%	38%	39%	40%	+3%

**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=532) - participants who entered between 1 July 2016 and 30 June 2017 – National**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	46%	51%	53%	59%	+13%
Has the NDIS improved the level of support for your family?	54%	66%	67%	71%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	57%	63%	65%	66%	+9%
Has the NDIS improved your health and wellbeing?	31%	30%	34%	36%	+5%



**Table E.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,056), 'participant social and community engagement rate' (n=49,348) and 'parent and carer employment rate' (n=36,137) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – National <sup>39</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	16%	19%	24%
Aged 25+	23%	22%	22%	
Aged 15+	21%	21%	21%	

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%	41%	44%	
Aged 15+	36%	41%	43%	

Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	46%	49%	49%	50%
Aged 15+	43%	44%	42%	
All ages	45%	48%	47%	

**Table E.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=28,083), 'participant social and community engagement rate' (n=28,372) and 'parent and carer employment rate' (n=14,783) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – National <sup>40</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+	26%	26%	22%	24%	
Aged 15+	23%	24%	21%	24%	

Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	39%	43%	44%	50%
Aged 25+	36%	42%	45%	47%	
Aged 15+	35%	41%	44%	46%	

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%	49%	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 30 June 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 30 June 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=9,695), 'participant social and community engagement rate' (n=9,953) and 'parent and carer employment rate' (n=3,127) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 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	12%	16%	21%	25%	26%	24%
Aged 25+	26%	26%	24%	21%	22%	
Aged 15+	23%	24%	23%	22%	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%	38%	44%	45%	46%	50%
Aged 25+	36%	41%	47%	48%	50%	
Aged 15+	35%	40%	46%	47%	49%	

Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	43%	47%	49%	52%	53%	50%
Aged 15+	52%	56%	52%	51%	52%	
All ages	44%	48%	50%	52%	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	3,638	10,921	7,959	2,413	3,640	11,737	5,739	3,702	14,920
Autism	22,618	130,810	47,107	47,797	62,169	90,397	9,725	22,381	151,433
Cerebral Palsy	3,712	13,626	8,534	3,294	3,789	11,048	4,059	2,776	16,572
Developmental Delay	1,835	35,487	9,099	17,325	12,690	13,378	50	14	37,677
Down Syndrome	2,245	9,239	5,138	2,554	3,135	8,578	2,861	3,027	11,414
Global Developmental Delay	617	9,012	2,549	4,613	3,515	3,492	15	5	9,556
Hearing Impairment	4,038	17,960	4,409	5,446	3,475	9,587	2,177	4,685	22,363
Intellectual Disability	17,399	60,927	31,254	19,349	24,620	58,203	21,106	26,604	79,897
Multiple Sclerosis	2,175	6,721	5,774	638	1,193	5,753	2,852	1,777	8,528
Psychosocial disability	10,433	33,733	28,542	9,963	10,706	38,164	16,716	15,444	48,460
Spinal Cord Injury	1,486	4,189	2,990	555	613	3,510	1,676	1,423	5,134
Stroke	1,785	5,587	3,765	729	1,123	5,211	2,454	1,269	6,955
Visual Impairment	2,323	7,669	3,159	2,017	1,045	6,141	1,799	2,590	9,057
Other Neurological	4,495	15,183	10,730	2,514	3,817	14,108	6,599	2,862	19,498
Other Physical	4,273	15,410	9,771	2,044	2,026	11,108	4,475	3,714	18,617
Other Sensory/Speech	326	2,377	600	960	936	1,103	55	152	2,778
Other	815	3,037	1,821	552	681	2,487	1,035	659	3,760
<b>Total</b>	<b>84,213</b>	<b>381,888</b>	<b>183,201</b>	<b>122,763</b>	<b>139,173</b>	<b>294,005</b>	<b>83,393</b>	<b>93,084</b>	<b>466,619</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 30 June 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	6,209	26,677	14,146	4,124	6,029	20,907	9,230	5,596	<b>92,918</b>
Autism	40,303	496,243	88,603	98,046	115,270	166,519	15,805	35,251	<b>1,056,040</b>
Cerebral Palsy	6,948	46,954	16,403	6,470	6,655	21,671	6,896	4,492	<b>116,489</b>
Developmental Delay	2,991	179,453	16,995	36,059	21,942	23,784	69	20	<b>281,313</b>
Down Syndrome	3,926	28,815	9,033	5,006	5,477	16,164	4,483	4,646	<b>77,550</b>
Global Developmental Delay	1,072	46,884	4,903	9,792	6,113	6,396	22	7	<b>75,189</b>
Hearing Impairment	7,172	50,924	7,659	10,011	5,957	16,873	3,412	7,241	<b>109,249</b>
Intellectual Disability	29,876	167,641	55,236	35,912	43,218	107,684	33,671	40,649	<b>513,887</b>
Multiple Sclerosis	3,741	16,967	11,009	1,031	1,867	10,107	4,697	2,853	<b>52,272</b>
Psychosocial disability	16,960	70,782	49,152	15,772	16,735	63,482	25,028	22,696	<b>280,607</b>
Spinal Cord Injury	2,767	11,273	5,702	937	1,046	6,653	3,020	2,313	<b>33,711</b>
Stroke	3,298	15,209	6,890	1,242	1,751	9,319	4,035	1,993	<b>43,737</b>
Visual Impairment	4,207	21,862	5,491	3,708	1,681	11,087	2,936	4,151	<b>55,123</b>
Other Neurological	8,075	42,618	20,407	4,642	6,530	25,579	11,116	4,522	<b>123,489</b>
Other Physical	7,708	42,785	18,397	3,470	3,389	19,746	7,418	5,900	<b>108,813</b>
Other Sensory/Speech	515	8,637	1,024	1,975	1,570	1,868	78	227	<b>15,894</b>
Other	1,555	9,095	3,591	1,062	1,195	4,734	1,780	1,129	<b>24,141</b>
<b>Total</b>	<b>147,323</b>	<b>1,282,819</b>	<b>334,641</b>	<b>239,259</b>	<b>246,425</b>	<b>532,573</b>	<b>133,696</b>	<b>143,686</b>	<b>3,060,422</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	3,720	68,336	18,583	33,890	25,280	26,323	97	5	<b>72,258</b>
7 to 14	14,977	107,023	34,881	37,081	49,850	65,187	1,780	1,445	<b>120,612</b>
15 to 18	7,666	29,491	12,260	10,731	13,402	25,309	2,800	10,882	<b>35,821</b>
19 to 24	9,777	29,270	13,854	10,227	9,574	27,127	9,255	21,346	<b>38,392</b>
25 to 34	10,635	30,820	18,867	8,787	9,824	30,315	13,737	18,764	<b>41,565</b>
35 to 44	9,389	28,463	20,235	6,994	8,843	28,846	13,034	14,731	<b>38,558</b>
45 to 54	11,154	34,876	25,575	7,238	9,873	35,792	16,291	14,094	<b>47,263</b>
55 to 64	12,967	41,478	29,903	6,353	9,856	42,545	20,106	10,188	<b>55,569</b>
65+	3,928	12,131	9,043	1,462	2,671	12,561	6,293	1,629	<b>16,581</b>
<b>Total</b>	<b>84,213</b>	<b>381,888</b>	<b>183,201</b>	<b>122,763</b>	<b>139,173</b>	<b>294,005</b>	<b>83,393</b>	<b>93,084</b>	<b>466,619</b>

<sup>43</sup> Participants have set over six million goals in total since July 2016. The 3,060,422 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	6,350	363,567	37,021	74,002	45,191	49,254	169	6	<b>575,560</b>
7 to 14	27,075	417,757	66,970	77,079	93,677	120,974	2,941	2,319	<b>808,792</b>
15 to 18	13,883	82,708	22,019	19,851	24,047	45,999	4,733	17,632	<b>230,872</b>
19 to 24	16,899	70,317	23,465	17,377	15,790	47,223	14,489	32,787	<b>238,347</b>
25 to 34	18,516	72,137	32,516	14,684	16,425	53,775	21,893	28,842	<b>258,788</b>
35 to 44	16,354	65,974	36,092	11,744	14,683	51,839	20,844	22,457	<b>239,987</b>
45 to 54	19,033	81,160	46,188	11,795	16,220	64,270	26,195	21,493	<b>286,354</b>
55 to 64	22,520	99,953	54,478	10,338	16,168	76,876	32,546	15,694	<b>328,573</b>
65+	6,693	29,246	15,892	2,389	4,224	22,363	9,886	2,456	<b>93,149</b>
<b>Total</b>	<b>147,323</b>	<b>1,282,819</b>	<b>334,641</b>	<b>239,259</b>	<b>246,425</b>	<b>532,573</b>	<b>133,696</b>	<b>143,686</b>	<b>3,060,422</b>

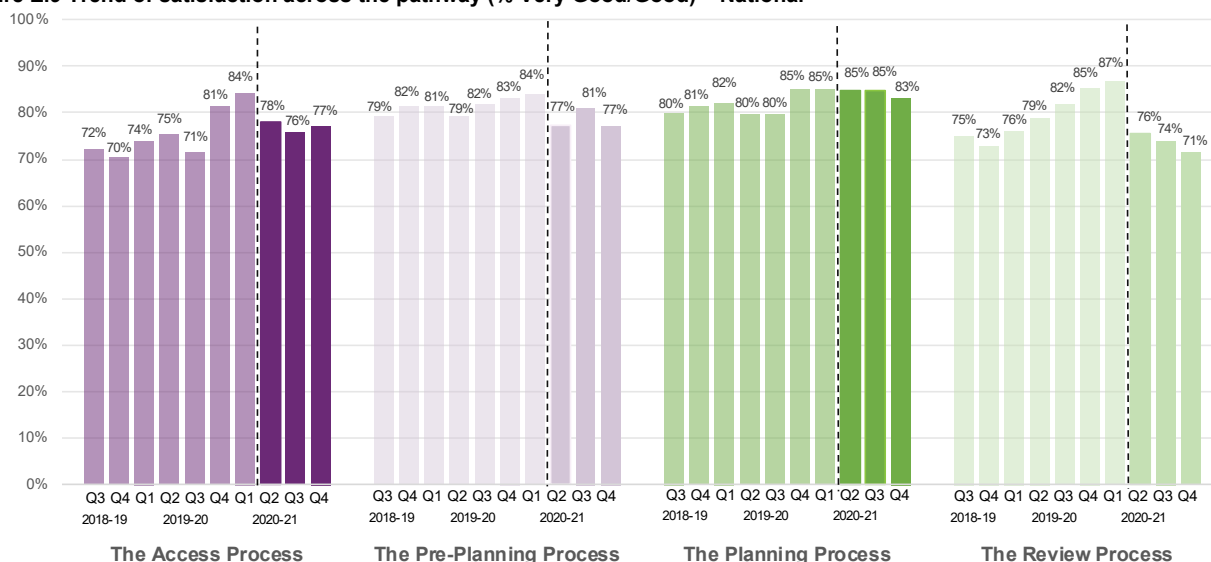
<sup>45</sup> Participants have set over six million goals in total since July 2016. The 3,060,422 goals in these results relate to those in the current plans of active participants.

**Table E.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – 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 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 1,908</b>	<b>n = 1,156</b>
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	76%	74%
% of participants rating their overall experience as Very Good or Good.	77%	77%
<b>Pre-planning</b>	<b>n = 2,100</b>	<b>n = 852</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?	95%	94%
Were decisions about your plan clearly explained?	76%	78%
Are you clear on what happens next with your plan?	67%	66%
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.	79%	77%
<b>Planning</b>	<b>n = 8,595</b>	<b>n = 4,913</b>
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	87%	87%
Are you clear on what happens next with your plan?	82%	83%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	85%	83%
<b>Plan review</b>	<b>n = 23,120</b>	<b>n = 12,088</b>
Did the person from the NDIS understand how your disability affects your life?	81%	78%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	75%	71%

<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 "AHA". 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.

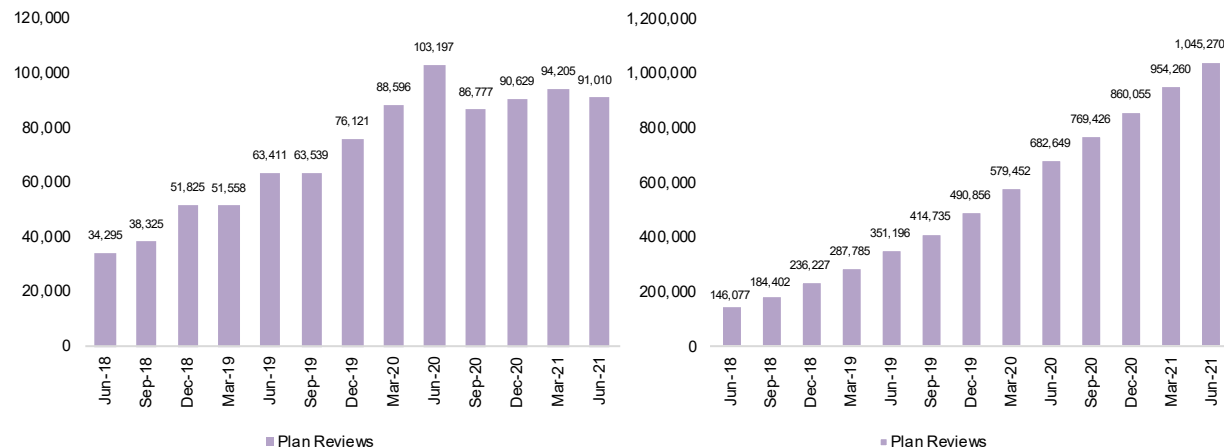
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>47 48</sup>



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

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>954,260</b>	<b>91,010</b>	<b>1,045,270</b>
<i>Early intervention plans</i>	184,000	21,649	205,649
<i>Permanent disability plans</i>	770,260	69,361	839,621

**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 "AHA". 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 30 June 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 Q4. The charts show trends in complaints based on experience over 3 years. 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 Q4 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 to Table E.58 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.



**Table E.53 Complaints by quarter – National** <sup>50 51 52</sup>

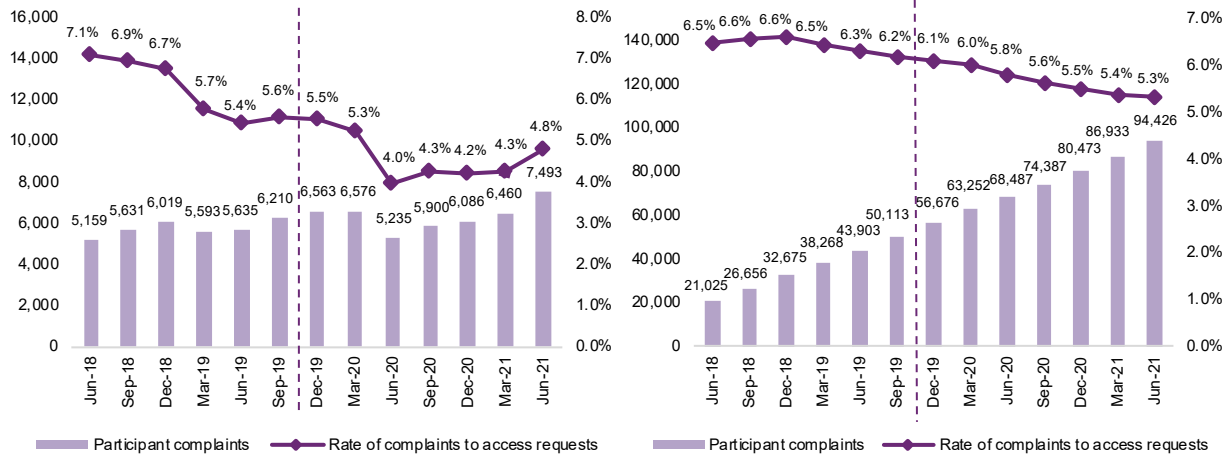
Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	224	34	258	244
Complaint about LAC Partner	1,199	246	1,445	1,366
Complaints about service providers	5,431	409	5,840	4,927
Complaints about the Agency	71,186	5,307	76,493	45,801
Critical/ Reportable Incident	5,629	1,497	7,126	5,760
Unclassified	3,264	1	3,265	2,935
<b>Total</b>	<b>86,933</b>	<b>7,494</b>	<b>94,427</b>	<b>55,497</b>
% of all access requests	5.4%	4.8%	5.3%	
<b>Providers who have submitted a registration request</b>				
Complaint about ECEI Partner	1	0	1	1
Complaint about LAC Partner	46	8	54	51
Complaints about service providers	548	43	591	523
Complaints about the Agency	5,495	469	5,964	4,546
Critical/ Reportable Incident	31	3	34	33
Unclassified	227	0	227	209
<b>Total</b>	<b>6,348</b>	<b>523</b>	<b>6,871</b>	<b>5,092</b>
% of all registration requests	5.6%	5.8%	5.6%	
<b>Other</b>				
Complaint about ECEI Partner	8	2	10	10
Complaint about LAC Partner	38	6	44	44
Complaints about service providers	477	51	528	528
Complaints about the Agency	2,665	315	2,980	2,969
Critical/ Reportable Incident	115	5	120	120
Unclassified	120	0	120	120
<b>Total</b>	<b>3,423</b>	<b>379</b>	<b>3,802</b>	<b>3,787</b>
<b>Total</b>	<b>94,235</b>	<b>8,281</b>	<b>102,516</b>	<b>64,376</b>

<sup>50</sup> Note that 71% of all complainants made only one complaint, 15% made two complaints and 13% made three or more complaints.

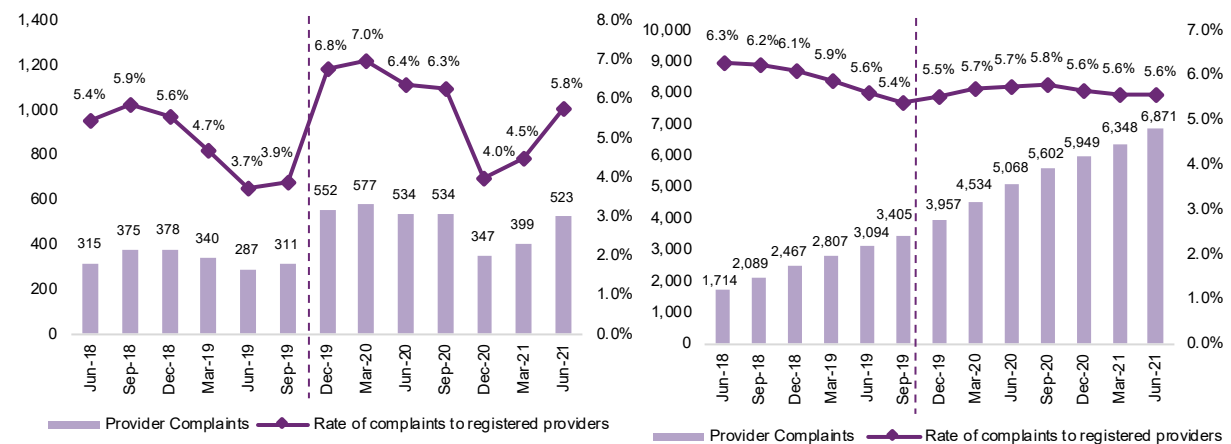
<sup>51</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<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 Participant complaints by type – National** <sup>54</sup>

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	5,340	(8%)	5	(0%)	5,345	(7%)
Information unclear	1,995	(3%)	3	(0%)	1,998	(3%)
NDIA Access	1,226	(2%)	187	(4%)	1,413	(2%)
NDIA Engagement	19	(0%)	3	(0%)	22	(0%)
NDIA Finance	2,485	(3%)	306	(6%)	2,791	(4%)
NDIA Fraud and Compliance	123	(0%)	25	(0%)	148	(0%)
NDIA Plan	7,210	(10%)	1,861	(35%)	9,071	(12%)
NDIA Process	3,155	(4%)	571	(11%)	3,726	(5%)
NDIA Resources	267	(0%)	44	(1%)	311	(0%)
NDIA Staff	2,378	(3%)	527	(10%)	2,905	(4%)
NDIA Timeliness	6,855	(10%)	1,586	(30%)	8,441	(11%)
Participation, engagement and inclusion	456	(1%)	2	(0%)	458	(1%)
Provider Portal	138	(0%)	0	(0%)	138	(0%)
Quality & Safeguards Commission	16	(0%)	4	(0%)	20	(0%)
Reasonable and necessary supports	6,240	(9%)	3	(0%)	6,243	(8%)
Staff conduct - Agency	1,703	(2%)	2	(0%)	1,705	(2%)
The way the NDIA carried out its decision making	2,944	(4%)	28	(1%)	2,972	(4%)
Timeliness	16,539	(23%)	13	(0%)	16,552	(22%)
Other	12,097	(17%)	137	(3%)	12,234	(16%)
Total	71,186		5,307		76,493	
Complaint about ECEI Partner						
ECEI Engagement	1	(0%)	0	(0%)	1	(0%)
ECEI Fraud and Compliance	1	(0%)	1	(3%)	2	(1%)
ECEI Plan	25	(11%)	5	(15%)	30	(12%)
ECEI Process	27	(12%)	3	(9%)	30	(12%)
ECEI Staff	68	(30%)	16	(47%)	84	(33%)
ECEI Timeliness	102	(46%)	9	(26%)	111	(43%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	224		34		258	
Complaint about LAC Partner						
LAC Engagement	6	(1%)	1	(0%)	7	(0%)
LAC Fraud and Compliance	15	(1%)	0	(0%)	15	(1%)
LAC Plan	208	(17%)	32	(13%)	240	(17%)
LAC Process	126	(11%)	27	(11%)	153	(11%)
LAC Resources	5	(0%)	1	(0%)	6	(0%)
LAC Staff	707	(59%)	153	(62%)	860	(60%)
LAC Timeliness	132	(11%)	32	(13%)	164	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,199		246		1,445	
Complaints about service providers						
Provider costs.	321	(6%)	6	(1%)	327	(6%)
Provider Finance	172	(3%)	34	(8%)	206	(4%)
Provider Fraud and Compliance	261	(5%)	47	(11%)	308	(5%)
Provider process	366	(7%)	1	(0%)	367	(6%)
Provider Service	1,145	(21%)	199	(49%)	1,344	(23%)
Provider Staff	604	(11%)	107	(26%)	711	(12%)
Service Delivery	548	(10%)	1	(0%)	549	(9%)

<sup>54</sup> 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.

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Staff conduct	523	(10%)	1	(0%)	524	(9%)
Supports being provided	593	(11%)	2	(0%)	595	(10%)
Other	898	(17%)	11	(3%)	909	(16%)
<b>Total</b>	<b>5,431</b>		<b>409</b>	<b>0</b>	<b>5,840</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	1,480	(26%)	472	(32%)	1,952	(27%)
Allegations against Informal Supports	1,556	(28%)	57	(4%)	1,613	(23%)
Allegations against NDIA Staff/Partners	15	(0%)	0	(0%)	15	(0%)
Participant threat	1,033	(18%)	252	(17%)	1,285	(18%)
Provider reporting	1,545	(27%)	716	(48%)	2,261	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>5,629</b>		<b>1,497</b>		<b>7,126</b>	
<i>Unclassified</i>	<b>3,264</b>		<b>1</b>		<b>3,265</b>	
<b>Participants total</b>	<b>86,933</b>		<b>7,494</b>		<b>94,427</b>	

Table E.55 Provider complaints by type – National

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted a provider registration request						
Complaints about the Agency						
Individual needs	354	(6%)	0	(0%)	354	(6%)
Information unclear	233	(4%)	0	(0%)	233	(4%)
NDIA Access	3	(0%)	2	(0%)	5	(0%)
NDIA Engagement	6	(0%)	0	(0%)	6	(0%)
NDIA Finance	956	(17%)	157	(33%)	1,113	(19%)
NDIA Fraud and Compliance	19	(0%)	5	(1%)	24	(0%)
NDIA Plan	309	(6%)	98	(21%)	407	(7%)
NDIA Process	238	(4%)	49	(10%)	287	(5%)
NDIA Resources	251	(5%)	58	(12%)	309	(5%)
NDIA Staff	146	(3%)	47	(10%)	193	(3%)
NDIA Timeliness	344	(6%)	46	(10%)	390	(7%)
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)
Provider Portal	431	(8%)	0	(0%)	431	(7%)
Quality & Safeguards Commission	22	(0%)	3	(1%)	25	(0%)
Reasonable and necessary supports	122	(2%)	0	(0%)	122	(2%)
Staff conduct - Agency	134	(2%)	0	(0%)	134	(2%)
The way the NDIA carried out its decision making	66	(1%)	2	(0%)	68	(1%)
Timeliness	829	(15%)	0	(0%)	829	(14%)
Other	984	(18%)	2	(0%)	986	(17%)
Total	5,495		469		5,964	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	0	(0%)	0		0	(0%)
ECEI Plan	0	(0%)	0		0	(0%)
ECEI Process	1	(100%)	0		1	(100%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	1		0		1	
Complaint about LAC Partner						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	2	(4%)	0	(0%)	2	(4%)
LAC Plan	10	(22%)	0	(0%)	10	(19%)
LAC Process	10	(22%)	2	(25%)	12	(22%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	20	(43%)	6	(75%)	26	(48%)
LAC Timeliness	3	(7%)	0	(0%)	3	(6%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	46		8		54	
Complaints about service providers						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	39	(7%)	3	(7%)	42	(7%)
Provider Fraud and Compliance	61	(11%)	11	(26%)	72	(12%)
Provider process	30	(5%)	0	(0%)	30	(5%)
Provider Service	112	(20%)	14	(33%)	126	(21%)
Provider Staff	94	(17%)	10	(23%)	104	(18%)
Service Delivery	34	(6%)	1	(2%)	35	(6%)
Staff conduct	26	(5%)	0	(0%)	26	(4%)
Supports being provided	32	(6%)	0	(0%)	32	(5%)
Other	107	(20%)	4	(9%)	111	(19%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>548</b>	<b>43</b>	<b>591</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9 (29%)	1 (33%)	10 (29%)
Allegations against Informal Supports	8 (26%)	1 (33%)	9 (26%)
Allegations against NDIA Staff/Partners	1 (3%)	0 (0%)	1 (3%)
Participant threat	7 (23%)	0 (0%)	7 (21%)
Provider reporting	6 (19%)	1 (33%)	7 (21%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>31</b>	<b>3</b>	<b>34</b>
<i>Unclassified</i>	<b>227</b>	<b>0</b>	<b>227</b>
<b>Providers total</b>	<b>6,348</b>	<b>523</b>	<b>6,871</b>

Table E.56 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who is not a potential participant or provider						
Complaints about the Agency						
Individual needs	380	(14%)	0	(0%)	380	(13%)
Information unclear	170	(6%)	0	(0%)	170	(6%)
NDIA Access	81	(3%)	11	(3%)	92	(3%)
NDIA Engagement	11	(0%)	0	(0%)	11	(0%)
NDIA Finance	100	(4%)	22	(7%)	122	(4%)
NDIA Fraud and Compliance	38	(1%)	3	(1%)	41	(1%)
NDIA Plan	171	(6%)	113	(36%)	284	(10%)
NDIA Process	247	(9%)	63	(20%)	310	(10%)
NDIA Resources	51	(2%)	14	(4%)	65	(2%)
NDIA Staff	141	(5%)	32	(10%)	173	(6%)
NDIA Timeliness	125	(5%)	49	(16%)	174	(6%)
Participation, engagement and inclusion	77	(3%)	0	(0%)	77	(3%)
Provider Portal	14	(1%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	7	(0%)	7	(2%)	14	(0%)
Reasonable and necessary supports	88	(3%)	0	(0%)	88	(3%)
Staff conduct - Agency	68	(3%)	0	(0%)	68	(2%)
The way the NDIA carried out its decision making	44	(2%)	0	(0%)	44	(1%)
Timeliness	328	(12%)	0	(0%)	328	(11%)
Other	524	(20%)	1	(0%)	525	(18%)
Total	2,665		315		2,980	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	1	(13%)	0	(0%)	1	(10%)
ECEI Plan	1	(13%)	0	(0%)	1	(10%)
ECEI Process	2	(25%)	0	(0%)	2	(20%)
ECEI Staff	1	(13%)	1	(50%)	2	(20%)
ECEI Timeliness	3	(38%)	0	(0%)	3	(30%)
Other	0	(0%)	1	(50%)	1	(10%)
Total	8		2		10	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	1	(17%)	1	(2%)
LAC Plan	6	(16%)	0	(0%)	6	(14%)
LAC Process	4	(11%)	1	(17%)	5	(11%)
LAC Resources	1	(3%)	1	(17%)	2	(5%)
LAC Staff	26	(68%)	3	(50%)	29	(66%)
LAC Timeliness	1	(3%)	0	(0%)	1	(2%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	38		6		44	
Complaints about service providers						
Provider costs.	9	(2%)	0	(0%)	9	(2%)
Provider Finance	17	(4%)	4	(8%)	21	(4%)
Provider Fraud and Compliance	53	(11%)	6	(12%)	59	(11%)
Provider process	10	(2%)	0	(0%)	10	(2%)
Provider Service	131	(27%)	24	(47%)	155	(29%)
Provider Staff	92	(19%)	15	(29%)	107	(20%)
Service Delivery	29	(6%)	0	(0%)	29	(5%)
Staff conduct	40	(8%)	0	(0%)	40	(8%)
Supports being provided	24	(5%)	0	(0%)	24	(5%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	72 (15%)	2 (4%)	74 (14%)
<b>Total</b>	<b>477</b>	<b>51</b>	<b>528</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	40 (35%)	0 (0%)	40 (33%)
Allegations against Informal Supports	46 (40%)	0 (0%)	46 (38%)
Allegations against NDIA Staff/Partners	5 (4%)	0 (0%)	5 (4%)
Participant threat	10 (9%)	3 (60%)	13 (11%)
Provider reporting	14 (12%)	2 (40%)	16 (13%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>115</b>	<b>5</b>	<b>120</b>
<i>Unclassified</i>	<b>120</b>	<b>0</b>	<b>120</b>
<b>Other total</b>	<b>3,423</b>	<b>379</b>	<b>3,802</b>



Table E.57 Unique complainants by type – National <sup>55</sup>

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	5,299	(8%)	5	(0%)	5,304	(7%)
Information unclear	2,270	(3%)	3	(0%)	2,273	(3%)
NDIA Access	1,170	(2%)	185	(3%)	1,355	(2%)
NDIA Engagement	36	(0%)	3	(0%)	39	(0%)
NDIA Finance	2,938	(4%)	440	(8%)	3,378	(5%)
NDIA Fraud and Compliance	176	(0%)	33	(1%)	209	(0%)
NDIA Plan	6,143	(9%)	1,781	(32%)	7,924	(11%)
NDIA Process	3,327	(5%)	660	(12%)	3,987	(5%)
NDIA Resources	554	(1%)	113	(2%)	667	(1%)
NDIA Staff	2,414	(4%)	554	(10%)	2,968	(4%)
NDIA Timeliness	6,233	(9%)	1,511	(28%)	7,744	(10%)
Participation, engagement and inclusion	566	(1%)	2	(0%)	568	(1%)
Provider Portal	531	(1%)	0	(0%)	531	(1%)
Quality & Safeguards Commission	44	(0%)	14	(0%)	58	(0%)
Reasonable and necessary supports	5,343	(8%)	3	(0%)	5,346	(7%)
Staff conduct - Agency	1,772	(3%)	2	(0%)	1,774	(2%)
The way the NDIA carried out its decision making	2,840	(4%)	28	(1%)	2,868	(4%)
Timeliness	13,894	(20%)	13	(0%)	13,907	(19%)
Other	12,908	(19%)	136	(2%)	13,044	(18%)
<b>Total</b>	<b>68,458</b>		<b>5,486</b>		<b>73,944</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(0%)	0	(0%)	1	(0%)
ECEI Fraud and Compliance	2	(1%)	1	(3%)	3	(1%)
ECEI Plan	26	(12%)	5	(14%)	31	(12%)
ECEI Process	29	(13%)	3	(8%)	32	(12%)
ECEI Staff	65	(29%)	17	(47%)	82	(31%)
ECEI Timeliness	102	(45%)	9	(25%)	111	(43%)
Other	0	(0%)	1	(3%)	1	(0%)
<b>Total</b>	<b>225</b>		<b>36</b>		<b>261</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	7	(1%)	1	(0%)	8	(1%)
LAC Fraud and Compliance	16	(1%)	1	(0%)	17	(1%)
LAC Plan	216	(17%)	32	(12%)	248	(17%)
LAC Process	134	(11%)	29	(11%)	163	(11%)
LAC Resources	6	(0%)	2	(1%)	8	(1%)
LAC Staff	727	(59%)	160	(62%)	887	(59%)
LAC Timeliness	133	(11%)	32	(12%)	165	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,239</b>		<b>257</b>		<b>1,496</b>	
<i>Complaints about service providers</i>						
Provider costs.	332	(5%)	6	(1%)	338	(5%)
Provider Finance	221	(4%)	41	(8%)	262	(4%)
Provider Fraud and Compliance	358	(6%)	63	(13%)	421	(6%)
Provider process	398	(6%)	1	(0%)	399	(6%)
Provider Service	1,272	(21%)	235	(47%)	1,507	(23%)
Provider Staff	766	(12%)	132	(26%)	898	(14%)
Service Delivery	594	(10%)	2	(0%)	596	(9%)

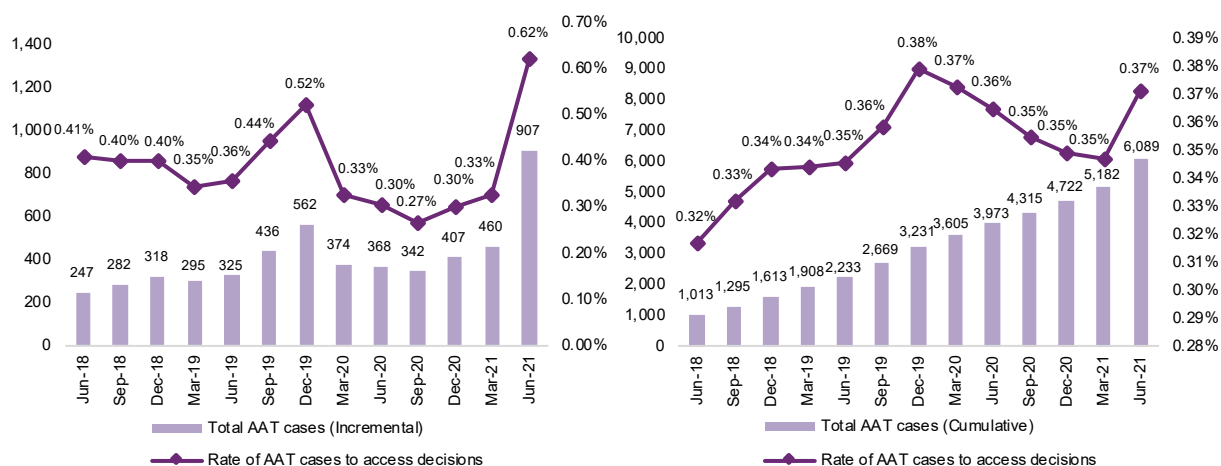
<sup>55</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Staff conduct	548 (9%)	1 (0%)	549 (8%)
Supports being provided	607 (10%)	2 (0%)	609 (9%)
Other	1,044 (17%)	17 (3%)	1,061 (16%)
<b>Total</b>	<b>6,140</b>	<b>500</b>	<b>6,640</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	1,367 (27%)	430 (31%)	1,797 (27%)
Allegations against Informal Supports	1,418 (28%)	58 (4%)	1,476 (23%)
Allegations against NDIA Staff/Partners	19 (0%)	0 (0%)	19 (0%)
Participant threat	896 (17%)	242 (17%)	1,138 (17%)
Provider reporting	1,440 (28%)	670 (48%)	2,110 (32%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>5,140</b>	<b>1,400</b>	<b>6,540</b>
<i>Unclassified</i>	<b>3,264</b>	<b>1</b>	<b>3,265</b>
<b>Unique complaints total</b>	<b>84,466</b>	<b>7,680</b>	<b>92,146</b>

Table E.58 AAT Cases by category – National <sup>56</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	1,724	33%	103	11%	1,827	30%
Plan	2,776	54%	754	83%	3,530	58%
Plan Review	378	7%	<11		385	6%
Other	304	6%	43	5%	347	6%
<b>Total</b>	<b>5,182</b>	<b>100%</b>	<b>907</b>	<b>100%</b>	<b>6,089</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.35%</b>		<b>0.62%</b>		<b>0.37%</b>	

Figure E.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

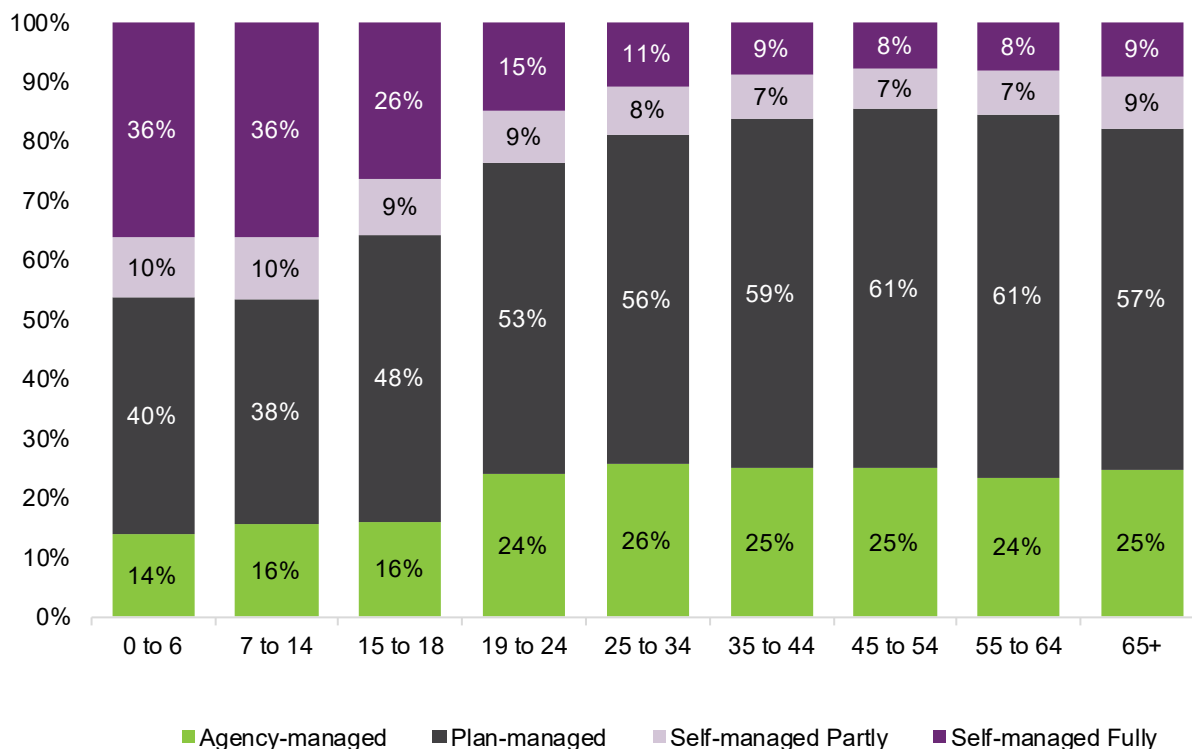


<sup>56</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table E.59 AAT cases by open/closed and decision – National** <sup>57 58</sup>

	N
<b>AAT Cases</b>	<b>6,089</b>
<b>Open AAT Cases</b>	<b>1,645</b>
<b>Closed AAT Cases</b>	<b>4,444</b>
<i>Resolved before hearing</i>	4,345
<i>Gone to hearing and received a substantive decision</i>	99

**Figure E.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – National** <sup>59 60</sup>



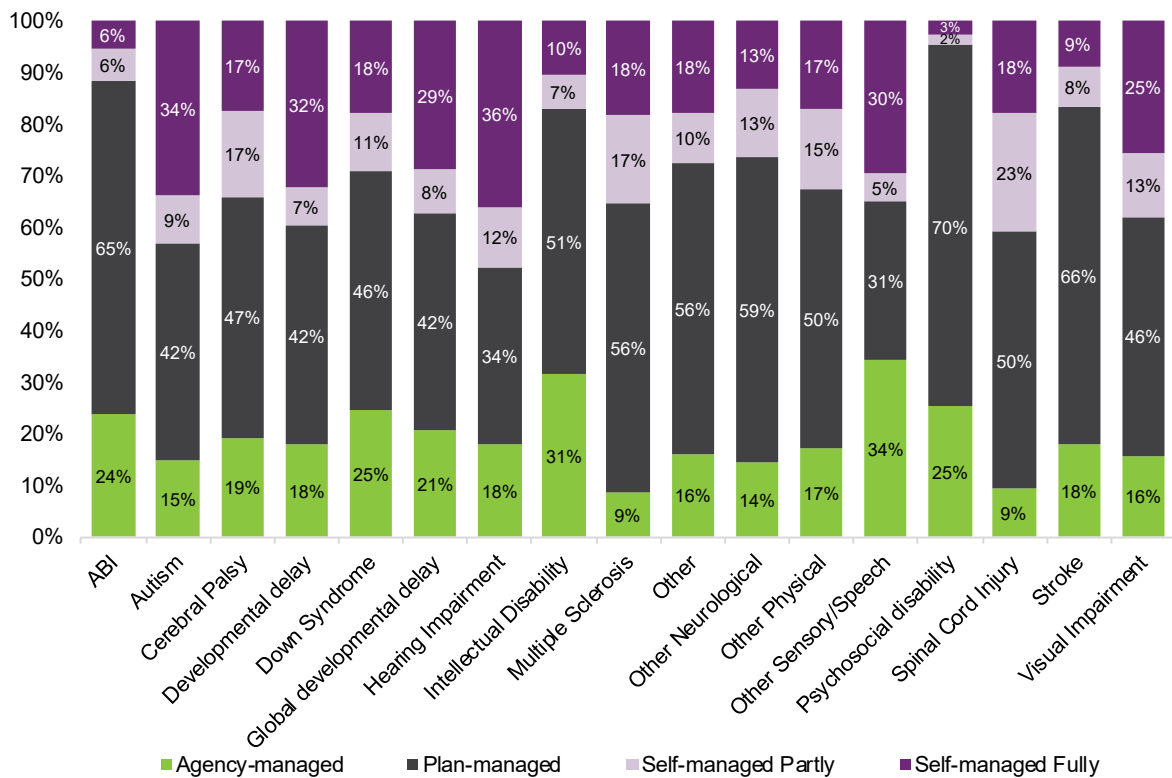
<sup>57</sup> Of the 99 cases which went to hearing and received a substantive decision: 48 affirmed the Agency's decision, 15 varied the Agency's decision and 36 set aside the Agency's decision.

<sup>58</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

<sup>59</sup> For the total number of active participants in each age group, see Table E.14.

<sup>60</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.

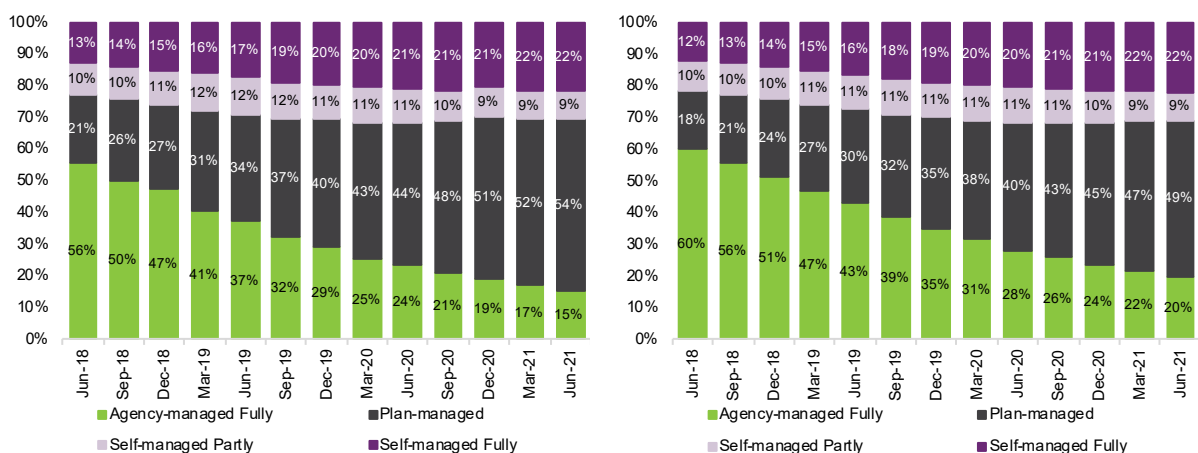
**Figure E.15 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – National** <sup>61 62</sup>



**Table E.60 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National** <sup>63</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	22%	22%	<b>22%</b>
Self-managed partly	9%	9%	<b>9%</b>
Plan-managed	48%	54%	<b>49%</b>
Agency-managed	21%	15%	<b>20%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National** <sup>64</sup>



<sup>61</sup> For the total number of active participants in each primary disability group, see Table E.12.

<sup>62</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.

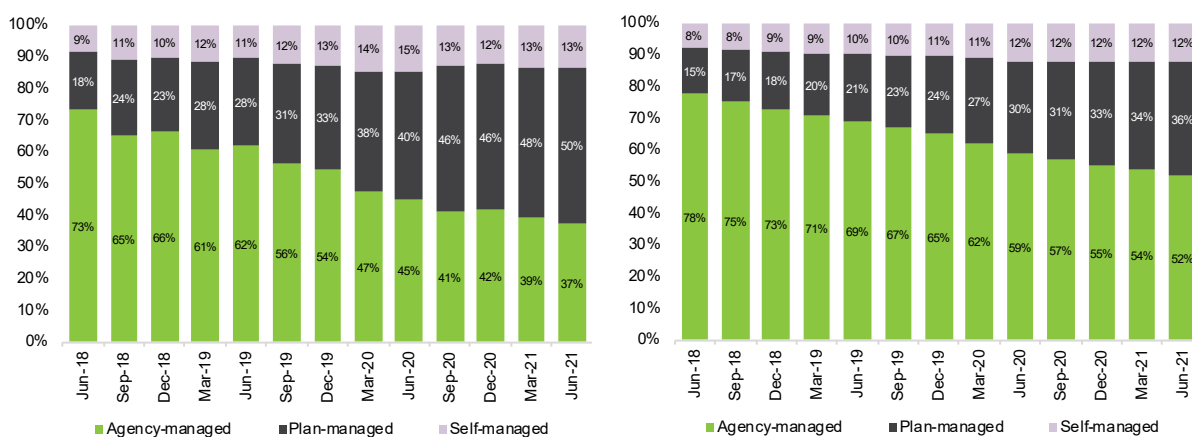
<sup>63</sup> Ibid.

<sup>64</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.61 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

	Prior Quarters	2020-21 Q4	Total
Self-managed	12%	13%	<b>12%</b>
Plan-managed	34%	50%	<b>36%</b>
Agency-managed	54%	37%	<b>52%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.17 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 Q4	Total
Support coordination	42%	46%	<b>43%</b>

**Table E.63 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>65</sup>**

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	261,211	69%	13,051	62%	274,262	68%
30 to 59 days	45,067	12%	2,981	14%	48,048	12%
60 to 89 days	20,834	5%	1,467	7%	22,301	6%
<b>Activated within 90 days</b>	<b>327,112</b>	<b>86%</b>	<b>17,499</b>	<b>83%</b>	<b>344,611</b>	<b>86%</b>
90 to 119 days	11,881	3%	881	4%	12,762	3%
120 days and over	32,804	9%	1,033	5%	33,837	8%
<b>Activated after 90 days</b>	<b>44,685</b>	<b>12%</b>	<b>1,914</b>	<b>9%</b>	<b>46,599</b>	<b>12%</b>
No payments	9,205	2%	1,728	8%	10,933	3%
<b>Total plans approved</b>	<b>381,002</b>	<b>100%</b>	<b>21,141</b>	<b>100%</b>	<b>402,143</b>	<b>100%</b>

<sup>65</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**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	23,766	25,105	95%
Not Aboriginal and Torres Strait Islander	278,731	288,125	97%
Not Stated	70,826	73,143	97%
<b>Total</b>	<b>373,323</b>	<b>386,373</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	34,537	35,664	97%
Not CALD	333,542	345,248	97%
Not Stated	5,244	5,461	96%
<b>Total</b>	<b>373,323</b>	<b>386,373</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	254,185	262,615	97%
Regional	113,929	118,254	96%
Remote	5,174	5,466	95%
Missing	35	38	92%
<b>Total</b>	<b>373,323</b>	<b>386,373</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	124,453	128,126	97%
Intellectual Disability (including Down Syndrome)	82,258	84,551	97%
Psychosocial Disability	36,353	37,496	97%
Developmental Delay (including Global Developmental Delay)	25,093	26,637	94%
Other	105,166	109,563	96%
<b>Total</b>	<b>373,323</b>	<b>386,373</b>	<b>97%</b>

**Table E.65 Distribution of plans by utilisation – National** <sup>66 67</sup>

Plan utilisation	Total
0 to 50%	34%
50% to 75%	25%
> 75%	41%
<b>Total</b>	<b>100%</b>

**Table E.66 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>68</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	56%	61%	57%
Lifelong Learning	18%	23%	19%
Other	14%	17%	15%
Non-categorised	26%	21%	25%
Any mainstream service	95%	95%	95%

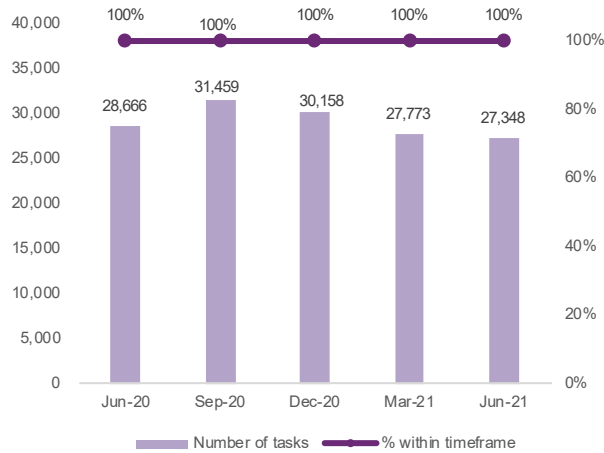
<sup>66</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>67</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.

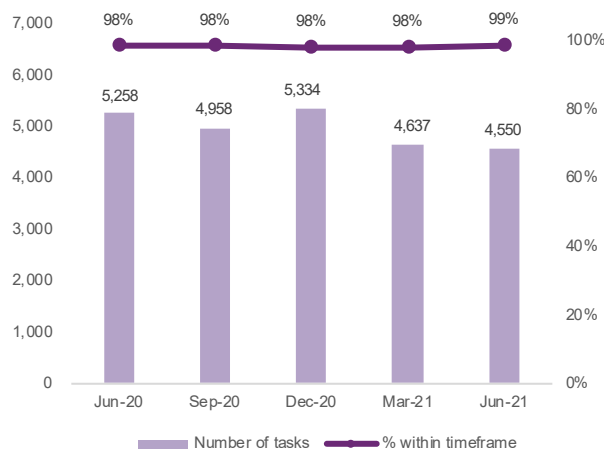
<sup>68</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

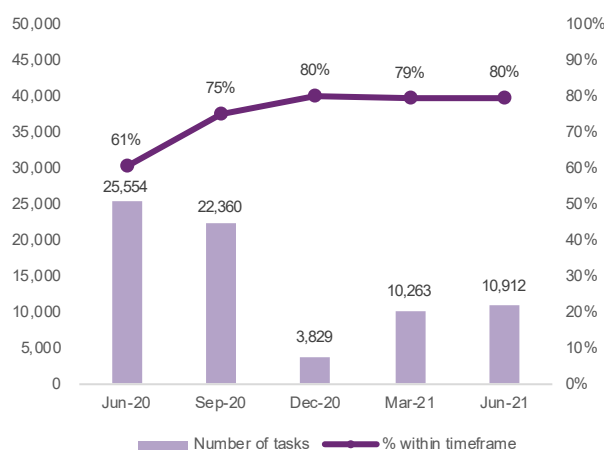
**Figure E.18 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**



**Figure E.19 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National <sup>69</sup>**



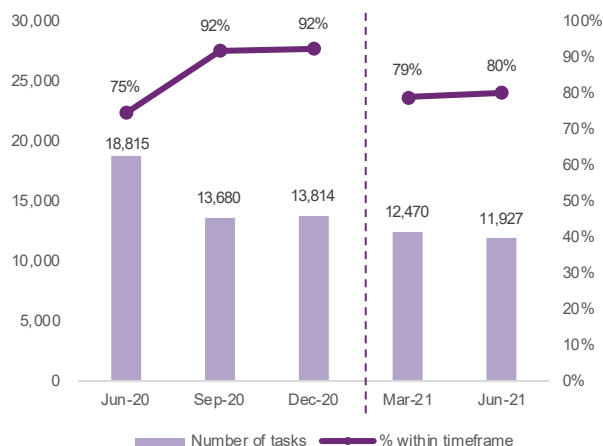
**Figure E.20 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National <sup>70</sup>**



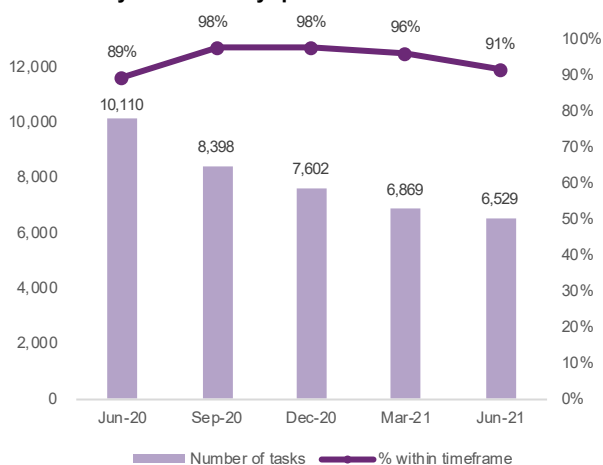
<sup>69</sup> The results for prior quarters have been restated using data as at 30 June 2021 due to a change in the way this metric is measured.

<sup>70</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.

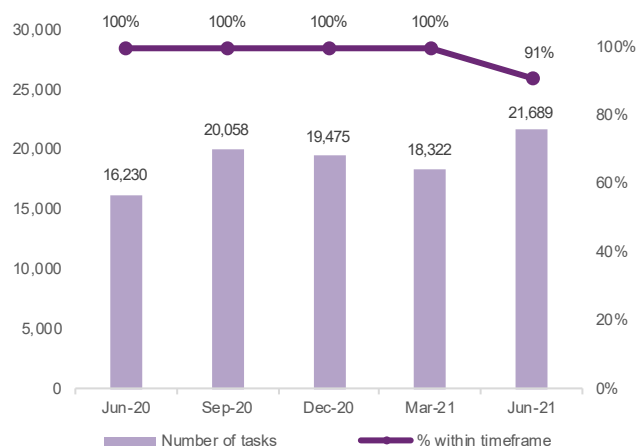
**Figure E.21 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National <sup>71</sup>**



**Figure E.22 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.23 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>72</sup>**

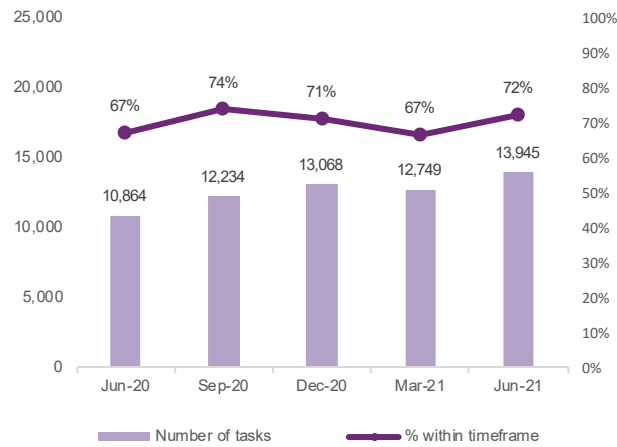


<sup>71</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

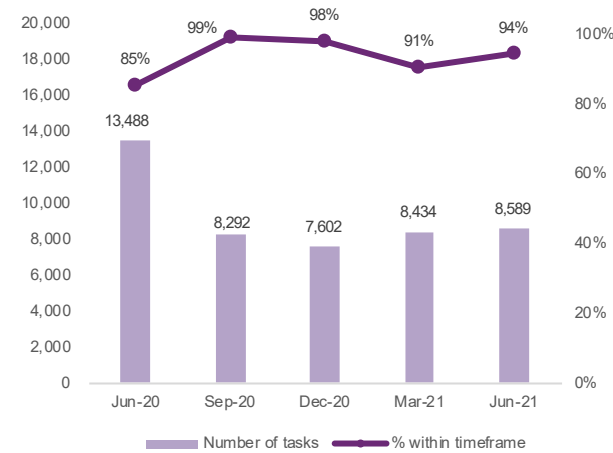
<sup>72</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.



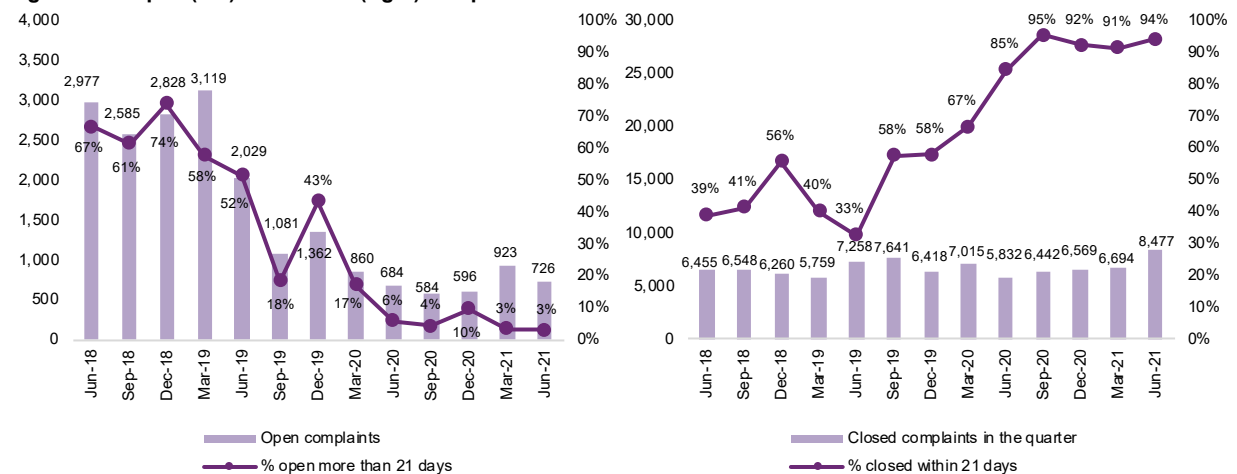
**Figure E.24 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National**



**Figure E.25 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved within 90 day timeframe by quarter – National**



**Figure E.26 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>73 74</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.24	1.26
b) Number of providers delivering new types of supports	1,371	1,479
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	90%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participate Community (%)</i>	88%	89%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	90%	91%

**Table E.68 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – National** <sup>75</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	451
Active in 2020-21 Q4 and also in previous quarters	8,694
<b>Active in 2020-21 Q4</b>	<b>9,145</b>
Inactive in 2020-21 Q4	7,381
<b>Active ever</b>	<b>16,526</b>

<sup>73</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>74</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>75</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>76</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	647	24	671	4%
Assistance Animals	288	7	295	2%
Assistance with daily life tasks in a group or shared living arrangement	1,992	137	2,129	7%
Assistance with travel/transport arrangements	2,248	76	2,324	3%
Daily Personal Activities	3,117	149	3,266	5%
Group and Centre Based Activities	2,279	89	2,368	4%
High Intensity Daily Personal Activities	2,366	71	2,437	3%
Household tasks	4,432	123	4,555	3%
Interpreting and translation	498	26	524	5%
Participation in community, social and civic activities	3,361	192	3,553	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	658	24	682	4%
Assistive products for household tasks	684	43	727	6%
Assistance products for personal care and safety	2,768	88	2,856	3%
Communication and information equipment	1,255	54	1,309	4%
Customised Prosthetics	1,468	58	1,526	4%
Hearing Equipment	638	31	669	5%
Hearing Services	156	18	174	12%
Personal Mobility Equipment	1,803	72	1,875	4%
Specialised Hearing Services	229	33	262	14%
Vision Equipment	580	23	603	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	3,100	215	3,315	7%
Behaviour Support	1,669	68	1,737	4%
Community nursing care for high needs	1,236	90	1,326	7%
Development of daily living and life skills	2,441	102	2,543	4%
Early Intervention supports for early childhood	2,959	79	3,038	3%
Exercise Physiology and Physical Wellbeing activities	1,896	75	1,971	4%
Innovative Community Participation	951	43	994	5%
Specialised Driving Training	563	35	598	6%
Therapeutic Supports	8,834	198	9,032	2%
<b>Capital services</b>				
Home modification design and construction	1,228	52	1,280	4%
Specialist Disability Accommodation	324	22	346	7%
Vehicle Modifications	512	28	540	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,425	52	1,477	4%
Support Coordination	1,179	71	1,250	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	879	47	926	5%
Specialised Supported Employment	767	59	826	8%
<b>Total</b>	<b>16,075</b>	<b>451</b>	<b>16,526</b>	<b>3%</b>

<sup>76</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 30 June 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	141	530	<b>671</b>	21%	79%	<b>100%</b>
Assistance Animals	41	254	<b>295</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	289	1,840	<b>2,129</b>	14%	86%	<b>100%</b>
Assistance with travel/transport arrangements	456	1,868	<b>2,324</b>	20%	80%	<b>100%</b>
Daily Personal Activities	474	2,792	<b>3,266</b>	15%	85%	<b>100%</b>
Group and Centre Based Activities	311	2,057	<b>2,368</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	332	2,105	<b>2,437</b>	14%	86%	<b>100%</b>
Household tasks	1,501	3,054	<b>4,555</b>	33%	67%	<b>100%</b>
Interpreting and translation	111	413	<b>524</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	546	3,007	<b>3,553</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	97	585	<b>682</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	112	615	<b>727</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	530	2,326	<b>2,856</b>	19%	81%	<b>100%</b>
Communication and information equipment	296	1,013	<b>1,309</b>	23%	77%	<b>100%</b>
Customised Prosthetics	308	1,218	<b>1,526</b>	20%	80%	<b>100%</b>
Hearing Equipment	107	562	<b>669</b>	16%	84%	<b>100%</b>
Hearing Services	21	153	<b>174</b>	12%	88%	<b>100%</b>
Personal Mobility Equipment	344	1,531	<b>1,875</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	43	219	<b>262</b>	16%	84%	<b>100%</b>
Vision Equipment	102	501	<b>603</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	685	2,630	<b>3,315</b>	21%	79%	<b>100%</b>
Behaviour Support	503	1,234	<b>1,737</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	213	1,113	<b>1,326</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	376	2,167	<b>2,543</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	1,215	1,823	<b>3,038</b>	40%	60%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	513	1,458	<b>1,971</b>	26%	74%	<b>100%</b>
Innovative Community Participation	270	724	<b>994</b>	27%	73%	<b>100%</b>
Specialised Driving Training	154	444	<b>598</b>	26%	74%	<b>100%</b>
Therapeutic Supports	4,241	4,791	<b>9,032</b>	47%	53%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	248	1,032	<b>1,280</b>	19%	81%	<b>100%</b>
Specialist Disability Accommodation	19	327	<b>346</b>	5%	95%	<b>100%</b>
Vehicle Modifications	81	459	<b>540</b>	15%	85%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	293	1,184	<b>1,477</b>	20%	80%	<b>100%</b>
Support Coordination	243	1,007	<b>1,250</b>	19%	81%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	127	799	<b>926</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	114	712	<b>826</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>6,805</b>	<b>9,721</b>	<b>16,526</b>	<b>41%</b>	<b>59%</b>	<b>100%</b>

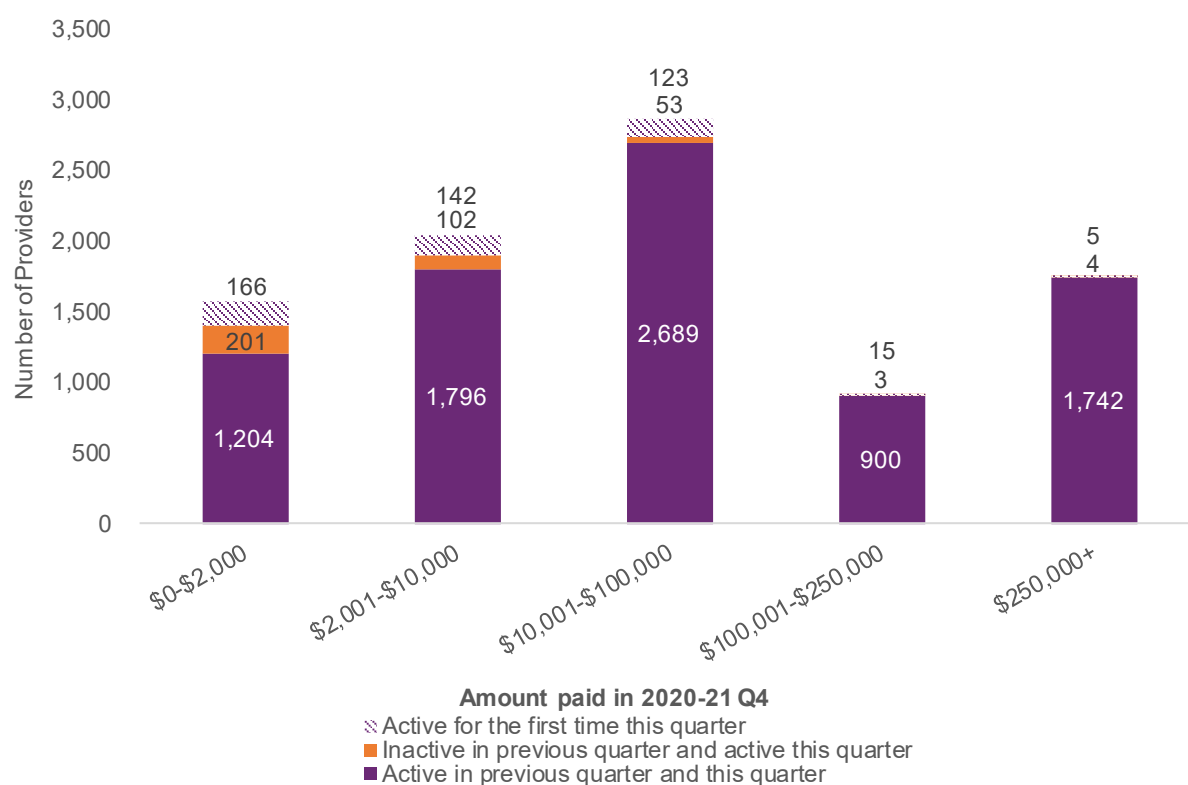
**Table E.71 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – National**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	86	24	110	22%
Assistance Animals	151	7	158	4%
Assistance with daily life tasks in a group or shared living arrangement	1,471	137	1,608	9%
Assistance with travel/transport arrangements	888	76	964	8%
Daily Personal Activities	2,237	149	2,386	6%
Group and Centre Based Activities	1,509	89	1,598	6%
High Intensity Daily Personal Activities	1,378	71	1,449	5%
Household tasks	2,293	123	2,416	5%
Interpreting and translation	207	26	233	11%
Participation in community, social and civic activities	2,473	192	2,665	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	142	24	166	14%
Assistive products for household tasks	142	43	185	23%
Assistance products for personal care and safety	1,530	88	1,618	5%
Communication and information equipment	598	54	652	8%
Customised Prosthetics	651	58	709	8%
Hearing Equipment	239	31	270	11%
Hearing Services	33	18	51	35%
Personal Mobility Equipment	963	72	1,035	7%
Specialised Hearing Services	48	33	81	41%
Vision Equipment	221	23	244	9%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,271	215	2,486	9%
Behaviour Support	879	68	947	7%
Community nursing care for high needs	659	90	749	12%
Development of daily living and life skills	1,240	102	1,342	8%
Early Intervention supports for early childhood	1,257	79	1,336	6%
Exercise Physiology and Physical Wellbeing activities	992	75	1,067	7%
Innovative Community Participation	259	43	302	14%
Specialised Driving Training	227	35	262	13%
Therapeutic Supports	4,283	198	4,481	4%
<b>Capital services</b>				
Home modification design and construction	443	52	495	11%
Specialist Disability Accommodation	242	22	264	8%
Vehicle Modifications	173	28	201	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	967	52	1,019	5%
Support Coordination	531	71	602	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	478	47	525	9%
Specialised Supported Employment	580	59	639	9%
<b>Total</b>	<b>8,694</b>	<b>451</b>	<b>9,145</b>	<b>5%</b>

Table E.72 Number and proportion of providers active in 2020-21 Q4 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	21	89	110	19%	81%	100%
Assistance Animals	21	137	158	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	182	1,426	1,608	11%	89%	100%
Assistance with travel/transport arrangements	137	827	964	14%	86%	100%
Daily Personal Activities	309	2,077	2,386	13%	87%	100%
Group and Centre Based Activities	203	1,395	1,598	13%	87%	100%
High Intensity Daily Personal Activities	199	1,250	1,449	14%	86%	100%
Household tasks	641	1,775	2,416	27%	73%	100%
Interpreting and translation	39	194	233	17%	83%	100%
Participation in community, social and civic activities	358	2,307	2,665	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	16	150	166	10%	90%	100%
Assistive products for household tasks	24	161	185	13%	87%	100%
Assistance products for personal care and safety	256	1,362	1,618	16%	84%	100%
Communication and information equipment	129	523	652	20%	80%	100%
Customised Prosthetics	135	574	709	19%	81%	100%
Hearing Equipment	37	233	270	14%	86%	100%
Hearing Services	6	45	51	12%	88%	100%
Personal Mobility Equipment	177	858	1,035	17%	83%	100%
Specialised Hearing Services	12	69	81	15%	85%	100%
Vision Equipment	40	204	244	16%	84%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	480	2,006	2,486	19%	81%	100%
Behaviour Support	207	740	947	22%	78%	100%
Community nursing care for high needs	110	639	749	15%	85%	100%
Development of daily living and life skills	182	1,160	1,342	14%	86%	100%
Early Intervention supports for early childhood	319	1,017	1,336	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	242	825	1,067	23%	77%	100%
Innovative Community Participation	60	242	302	20%	80%	100%
Specialised Driving Training	55	207	262	21%	79%	100%
Therapeutic Supports	1,650	2,831	4,481	37%	63%	100%
<b>Capital services</b>						
Home modification design and construction	76	419	495	15%	85%	100%
Specialist Disability Accommodation	10	254	264	4%	96%	100%
Vehicle Modifications	24	177	201	12%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	224	795	1,019	22%	78%	100%
Support Coordination	105	497	602	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	65	460	525	12%	88%	100%
Specialised Supported Employment	90	549	639	14%	86%	100%
<b>Total</b>	<b>2,785</b>	<b>6,360</b>	<b>9,145</b>	<b>30%</b>	<b>70%</b>	<b>100%</b>

**Figure E.27 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – National <sup>77</sup>**



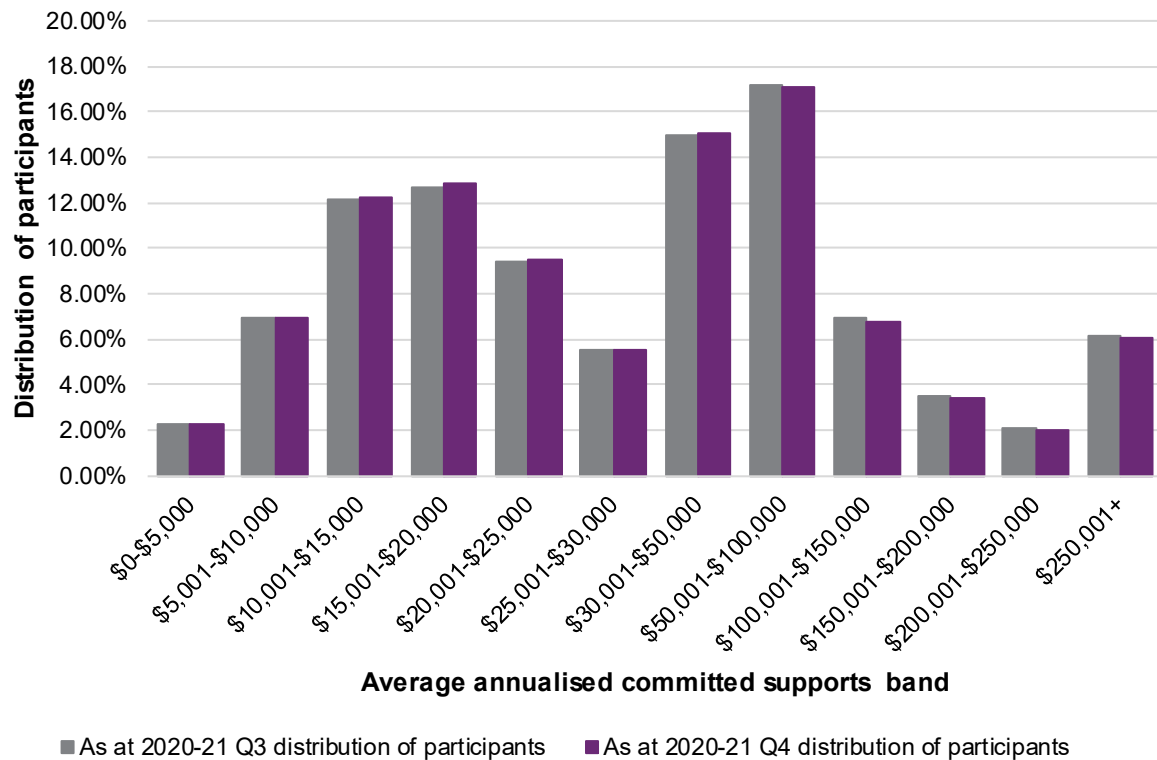
## Part Five: Financial sustainability

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

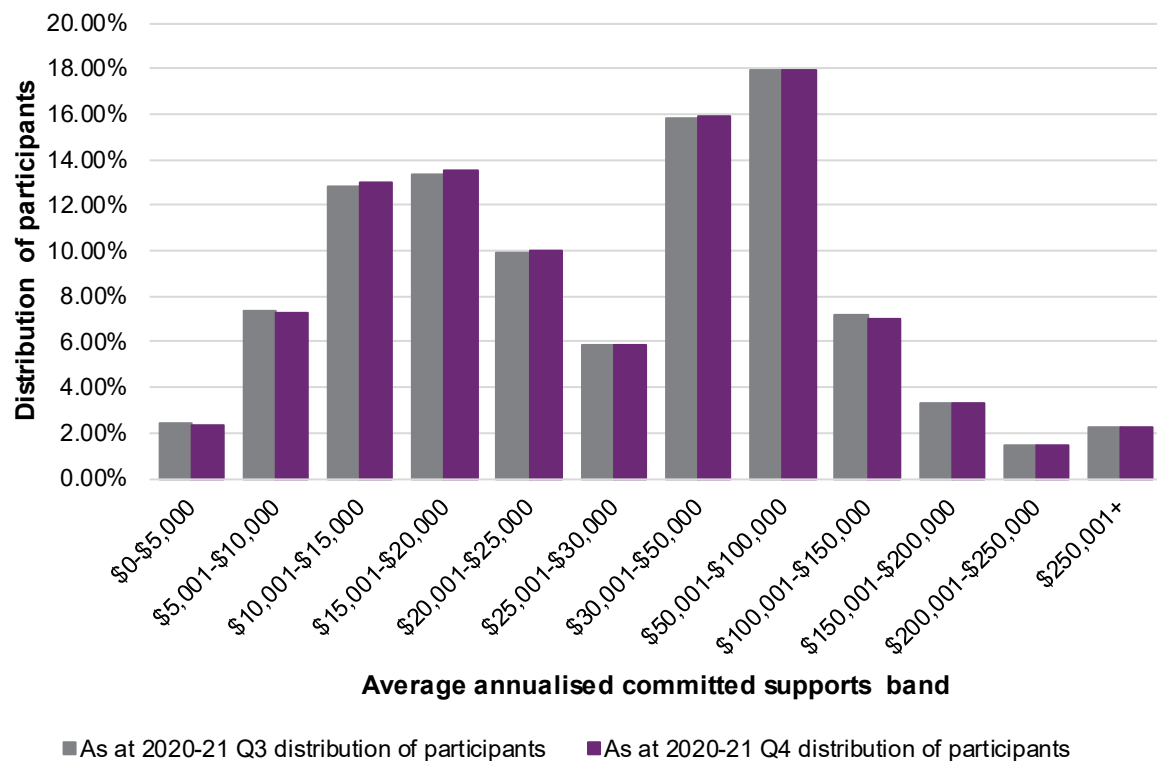
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	133.9	497.2	940.4	3,244.1	7,775.3	14,582.4	24,648.3	32,096.0

<sup>77</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.28 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 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – National**

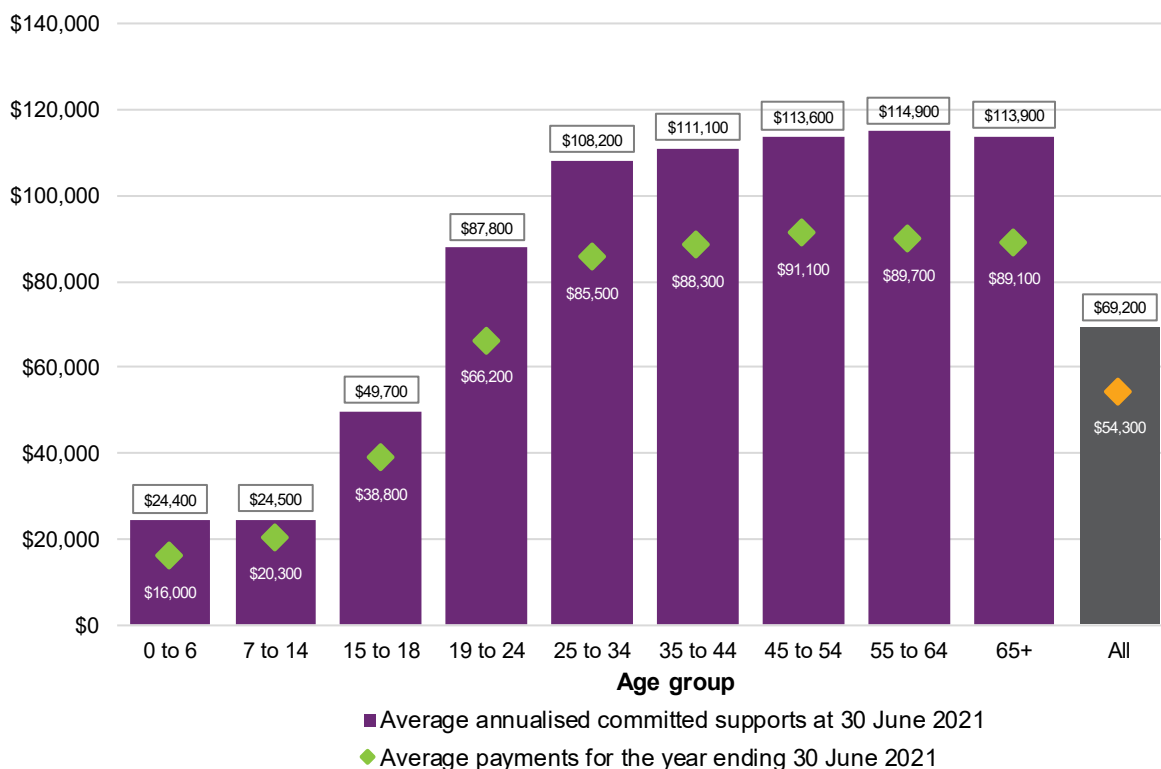


**Figure E.29 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – National**

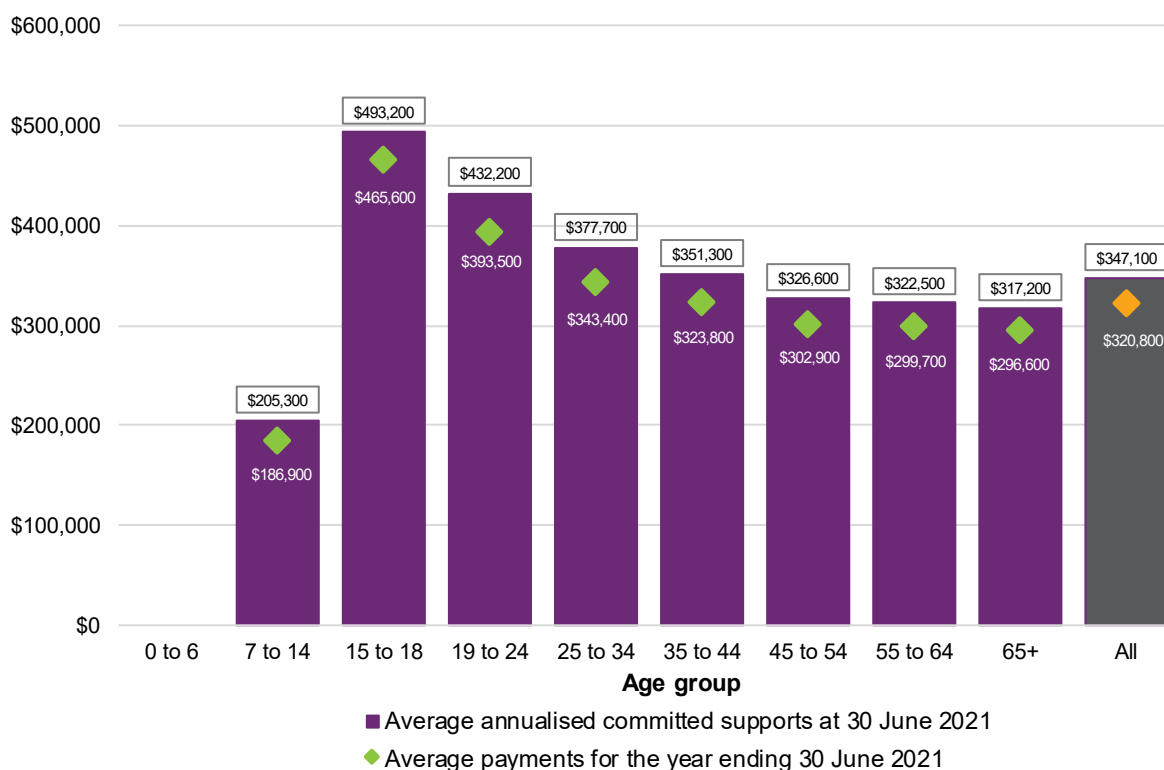




**Figure E.30 Average annualised committed supports and average payments by age group as at 30 June 2021 – National** <sup>78</sup>



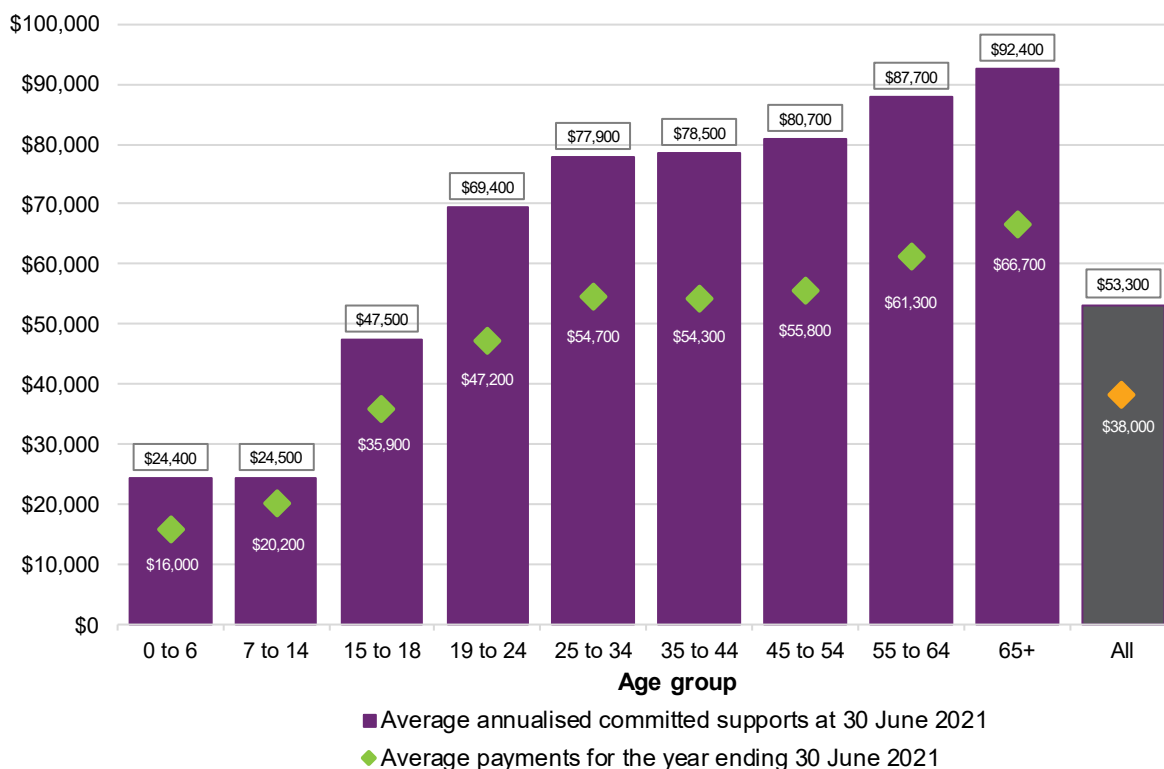
**Figure E.31 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – National** <sup>79</sup>



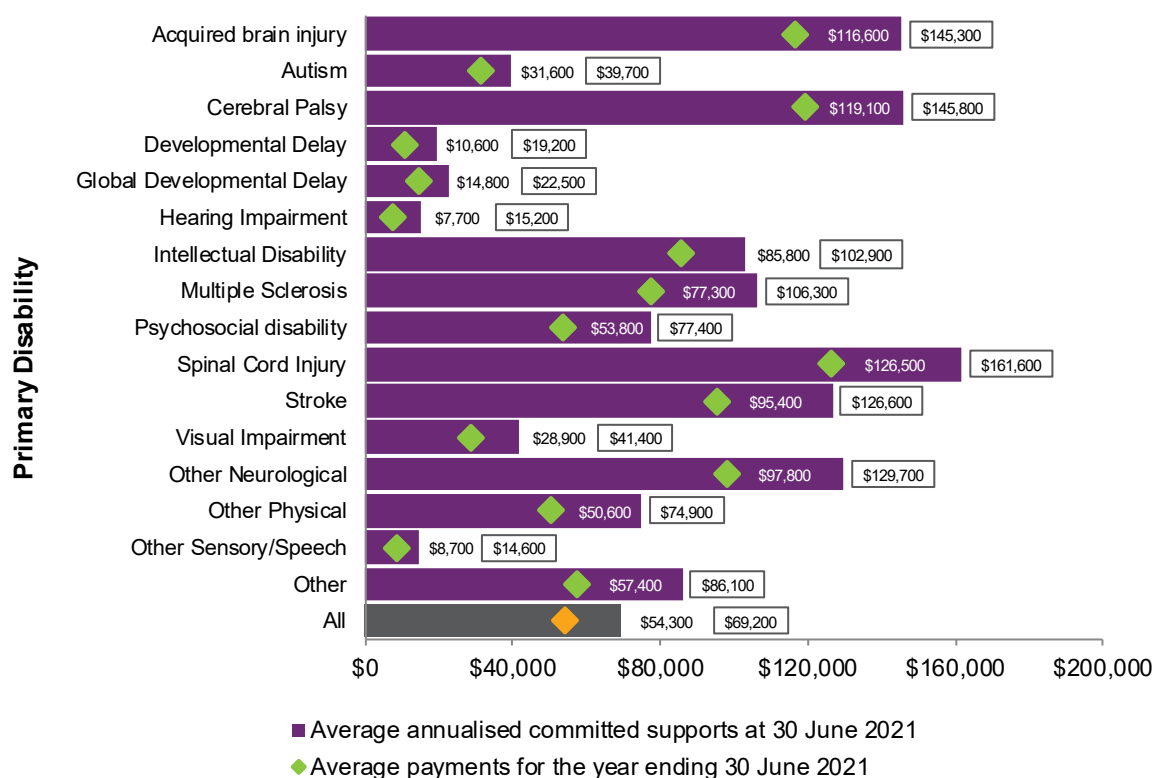
<sup>78</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>79</sup> Ibid.

**Figure E.32 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – National** <sup>80</sup>



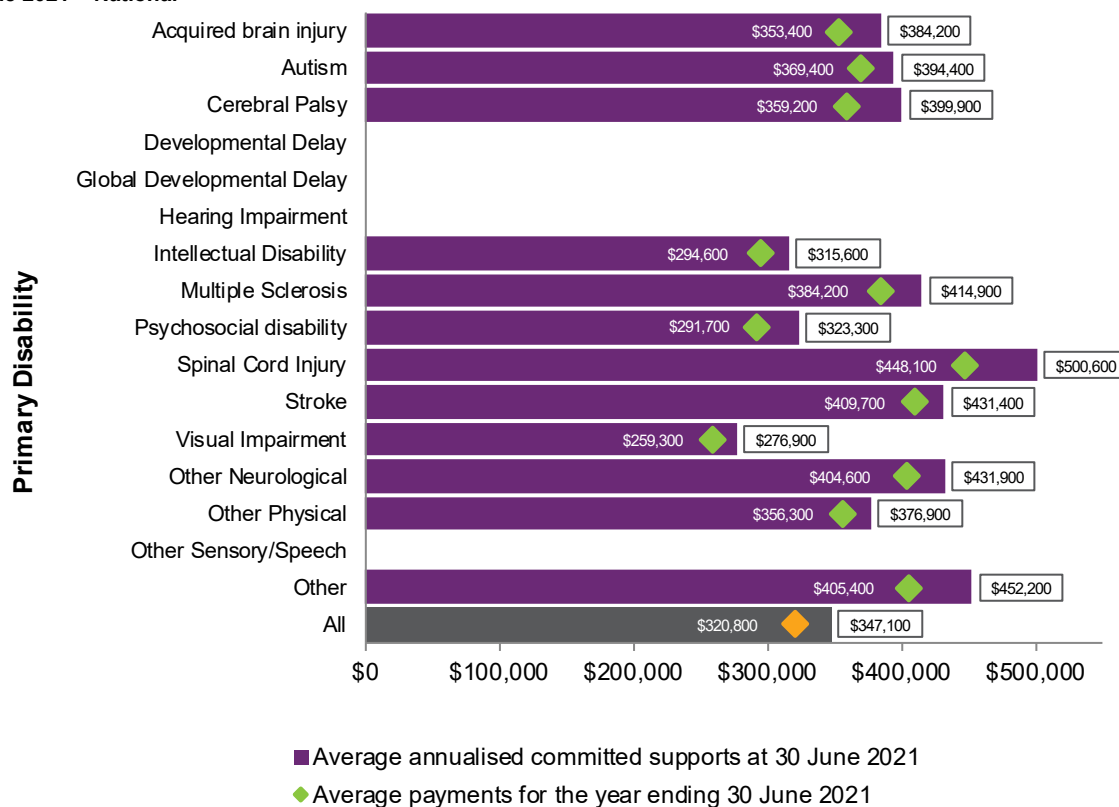
**Figure E.33 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – National** <sup>81</sup>



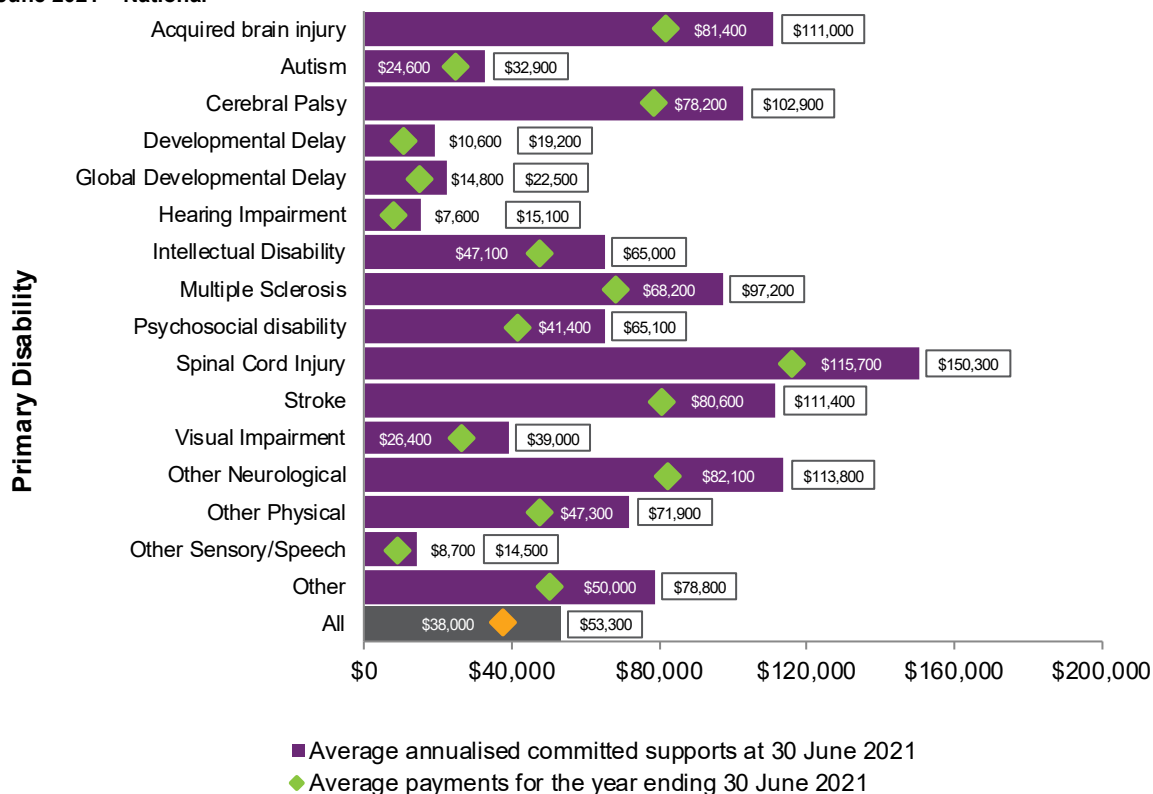
<sup>80</sup> Ibid.

<sup>81</sup> Ibid.

**Figure E.34 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – National** <sup>82</sup>



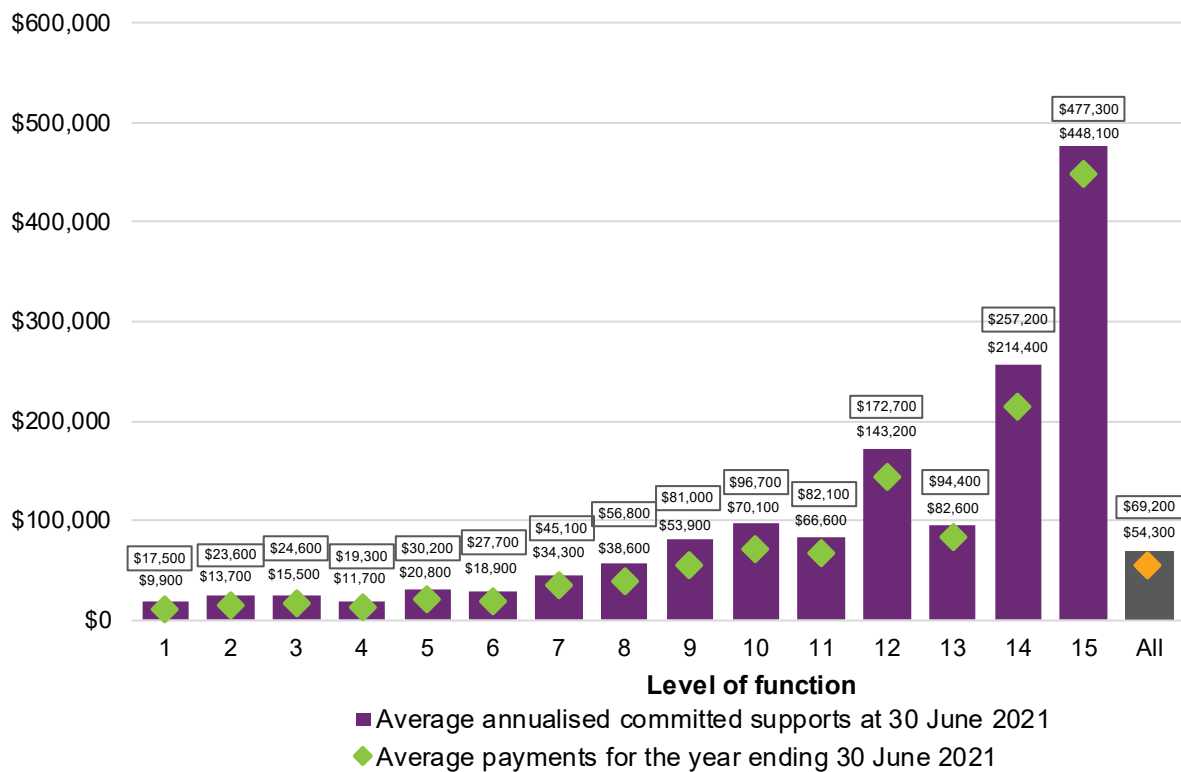
**Figure E.35 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – National** <sup>83</sup>



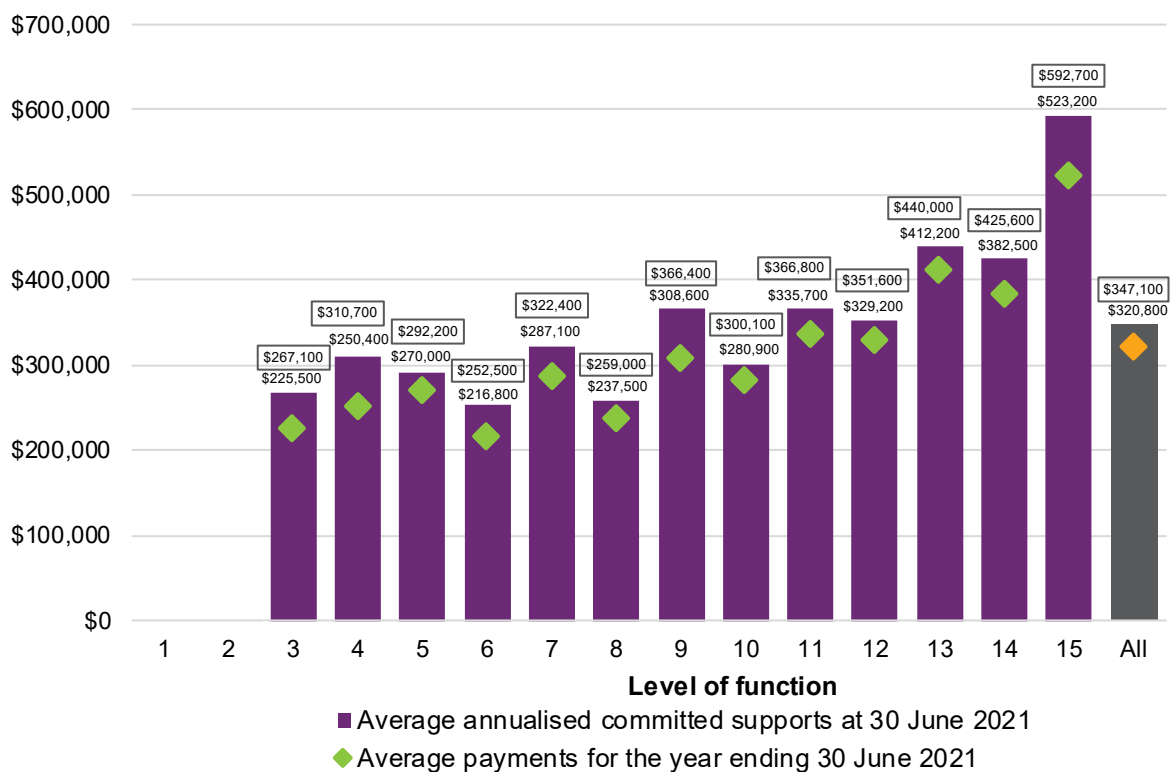
<sup>82</sup> Ibid.

<sup>83</sup> Ibid.

**Figure E.36 Average annualised committed supports and average payments by level of function as at 30 June 2021 – National**  
84



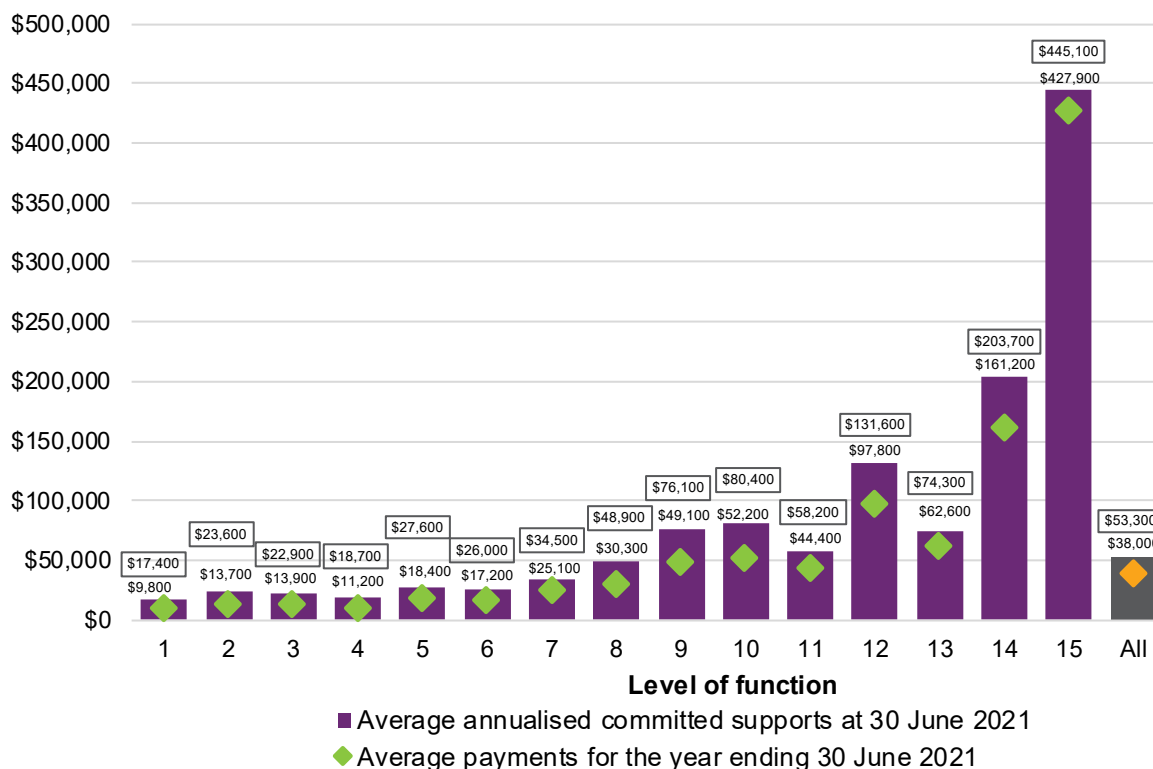
**Figure E.37 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – National**  
85



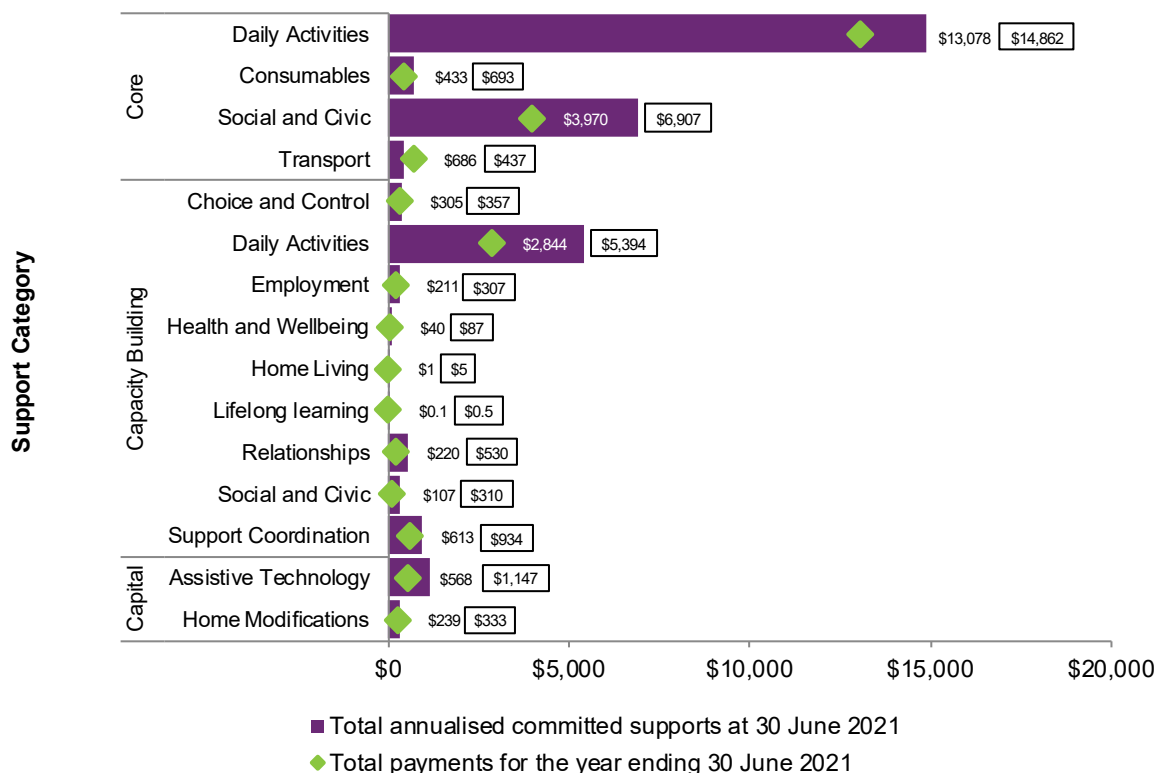
<sup>84</sup> Ibid.

<sup>85</sup> Ibid.

**Figure E.38 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – National** <sup>86</sup>



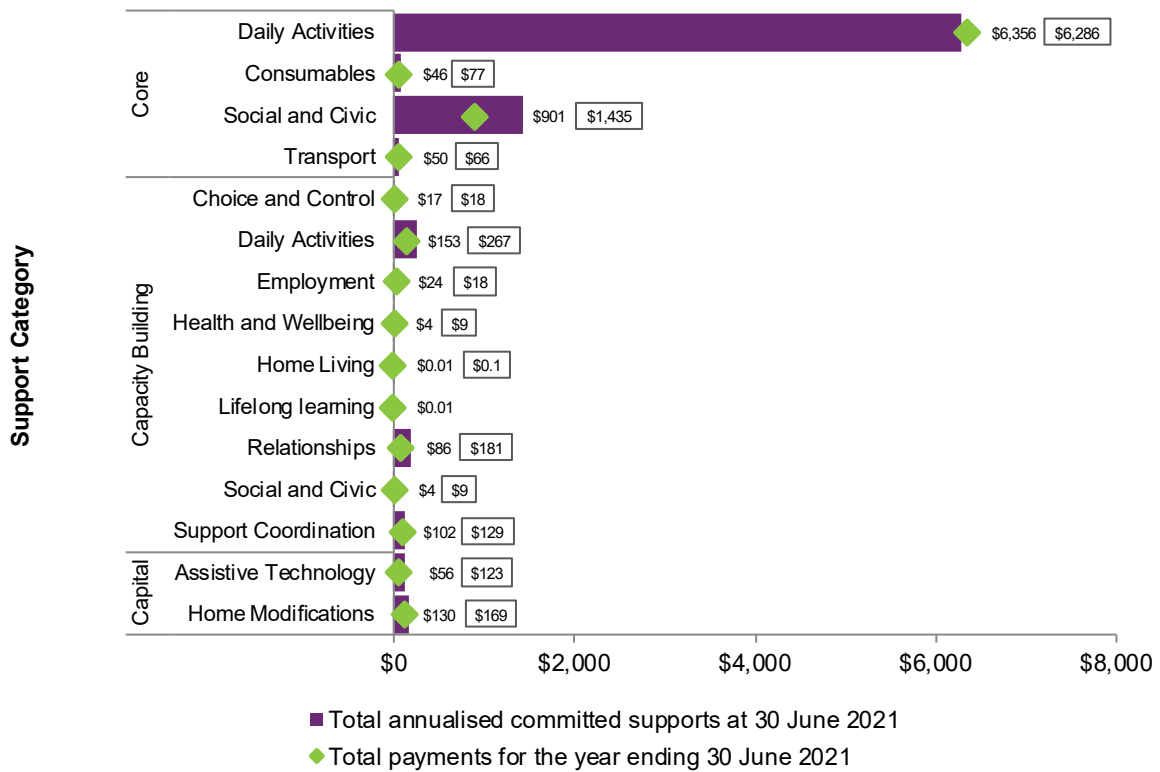
**Figure E.39 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – National** <sup>87</sup>



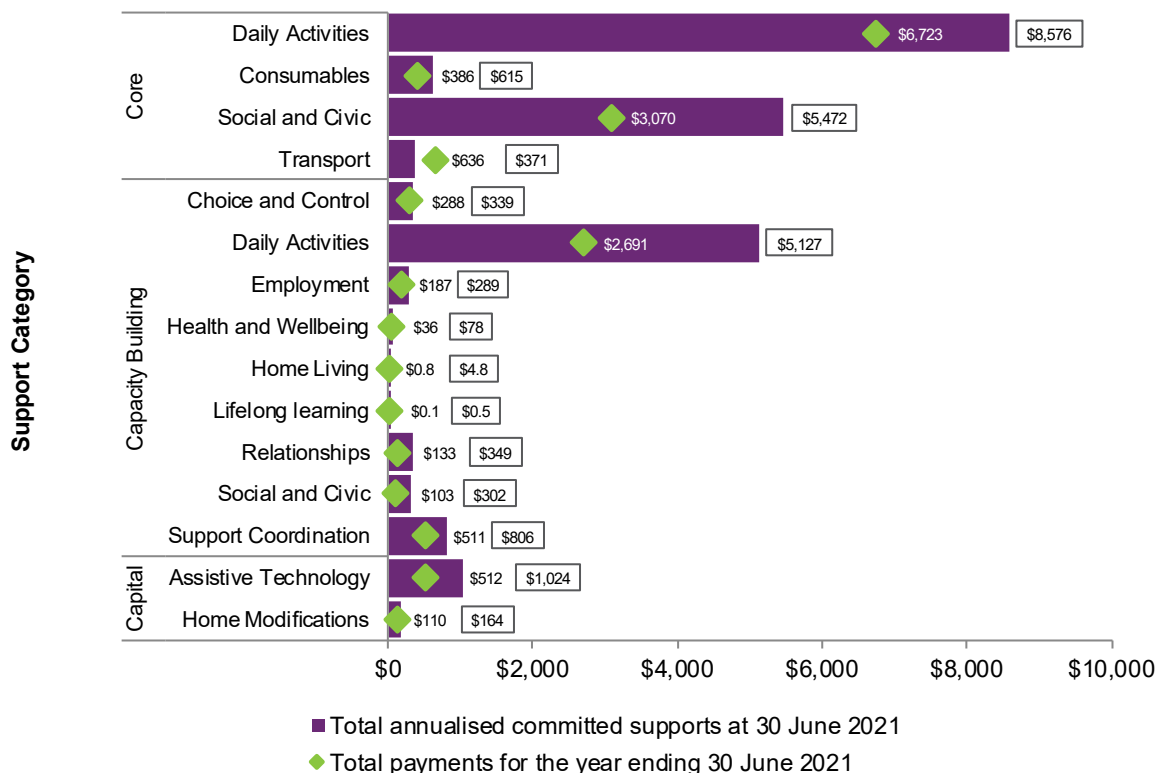
<sup>86</sup> Ibid.

<sup>87</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure E.40 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – National** <sup>88</sup>



**Figure E.41 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – National** <sup>89</sup>



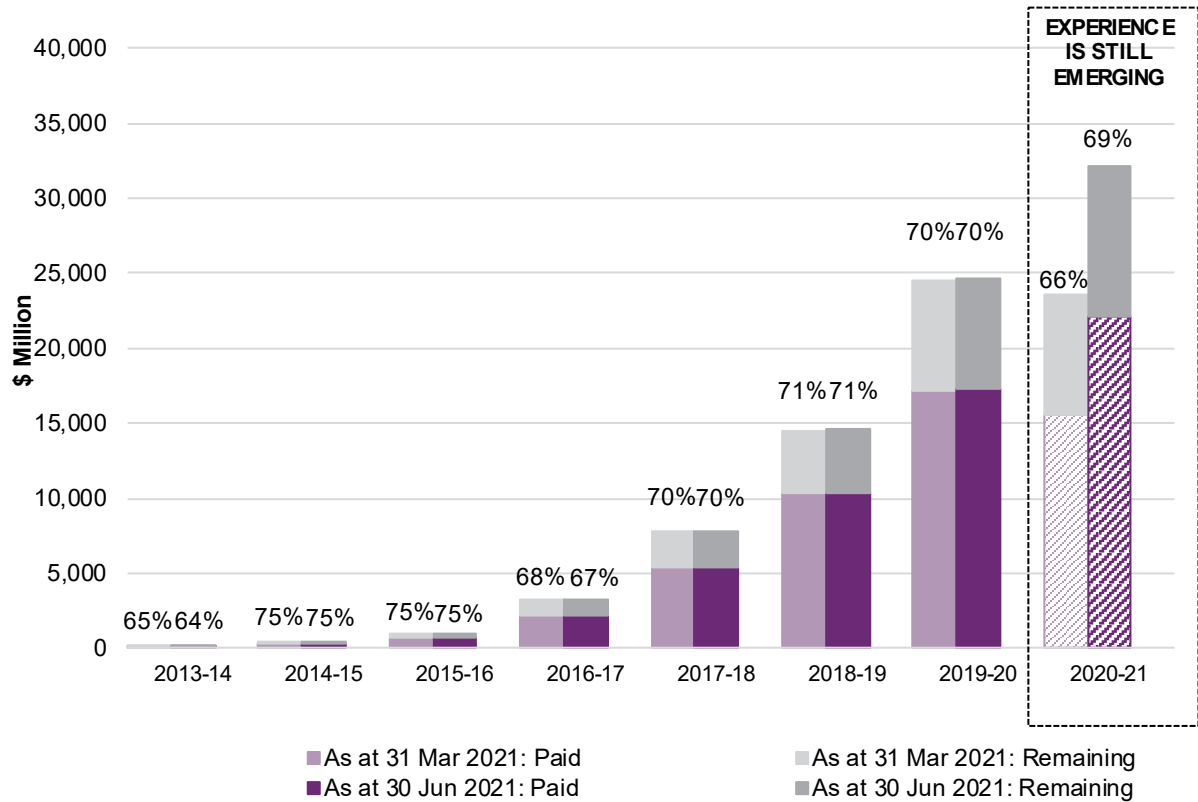
<sup>88</sup> Ibid.

<sup>89</sup> Ibid.

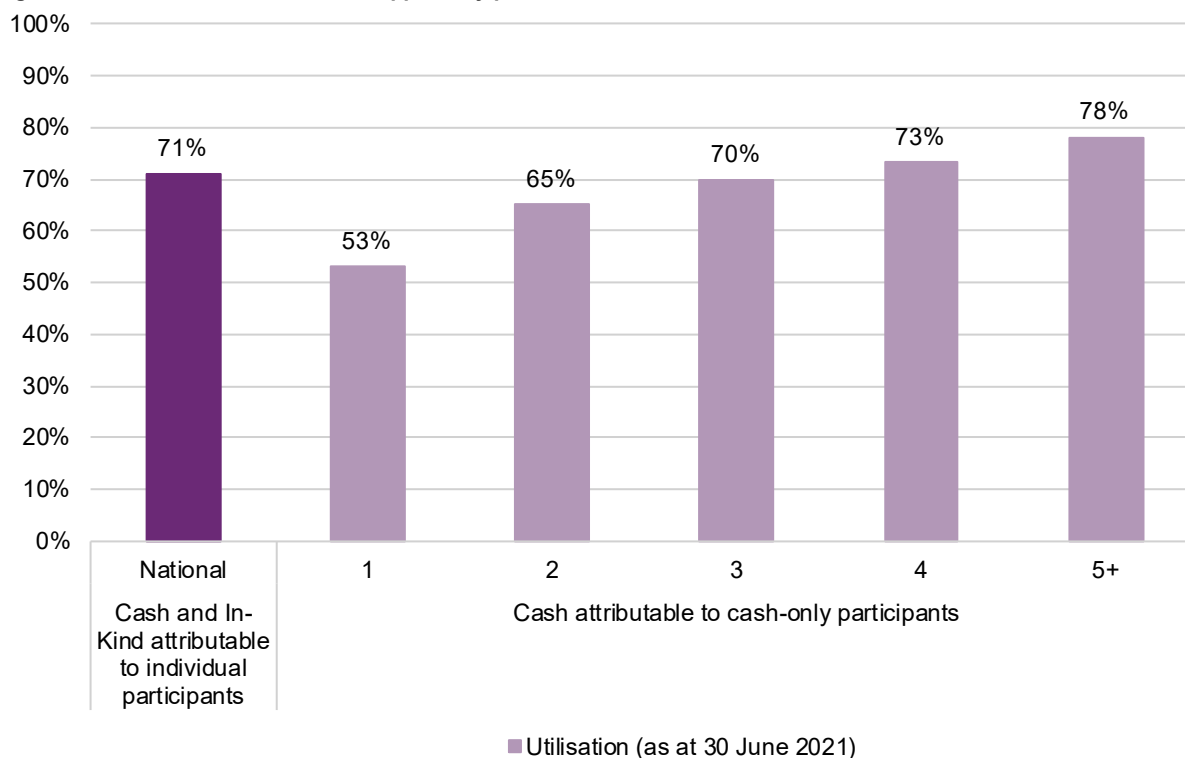
**Table E.74 Payments by financial year in which support was provided, compared to committed supports (\$m) – National**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	133.9	497.2	940.4	3,244.1	7,775.3	14,582.4	24,648.3	32,096.0
Total Paid	85.8	370.9	704.2	2,186.9	5,435.8	10,396.5	17,286.7	22,139.5
% utilised to date	64%	75%	75%	67%	70%	71%	70%	69%

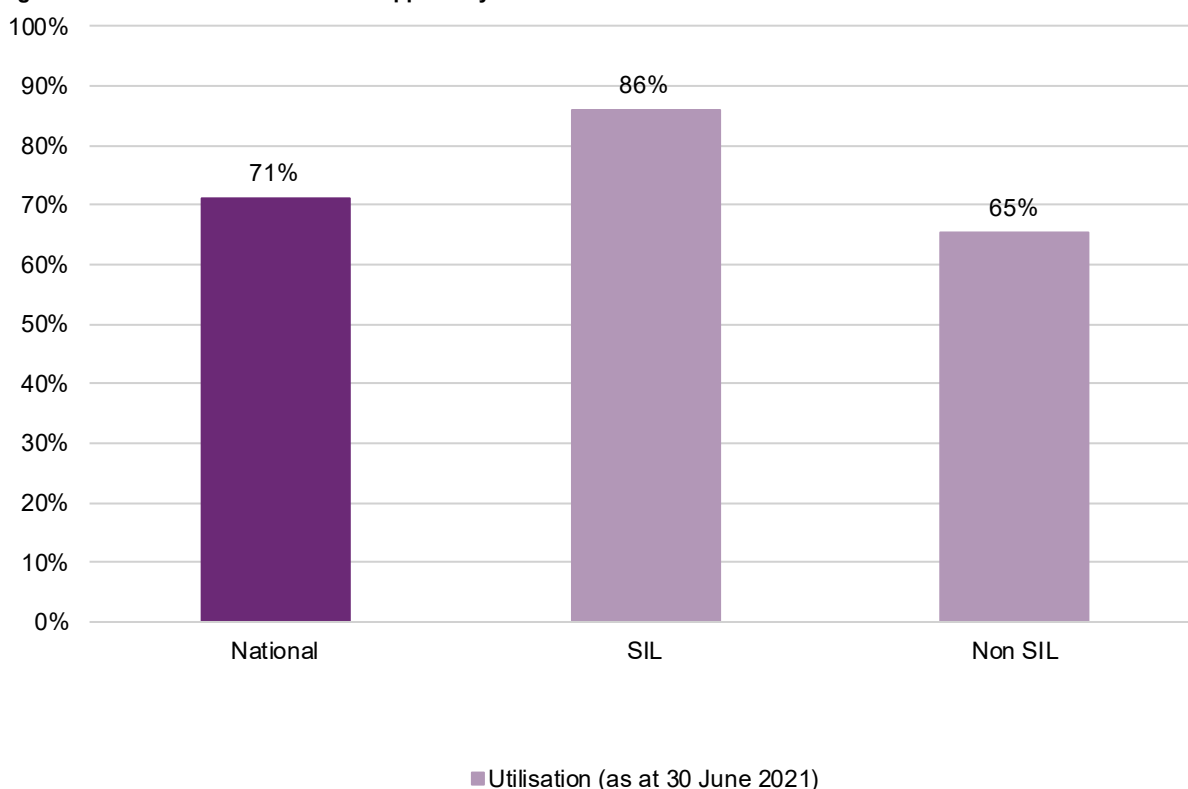
**Figure E.42 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – National**



**Figure E.43 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – National <sup>90</sup>**



**Figure E.44 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – National <sup>91</sup>**

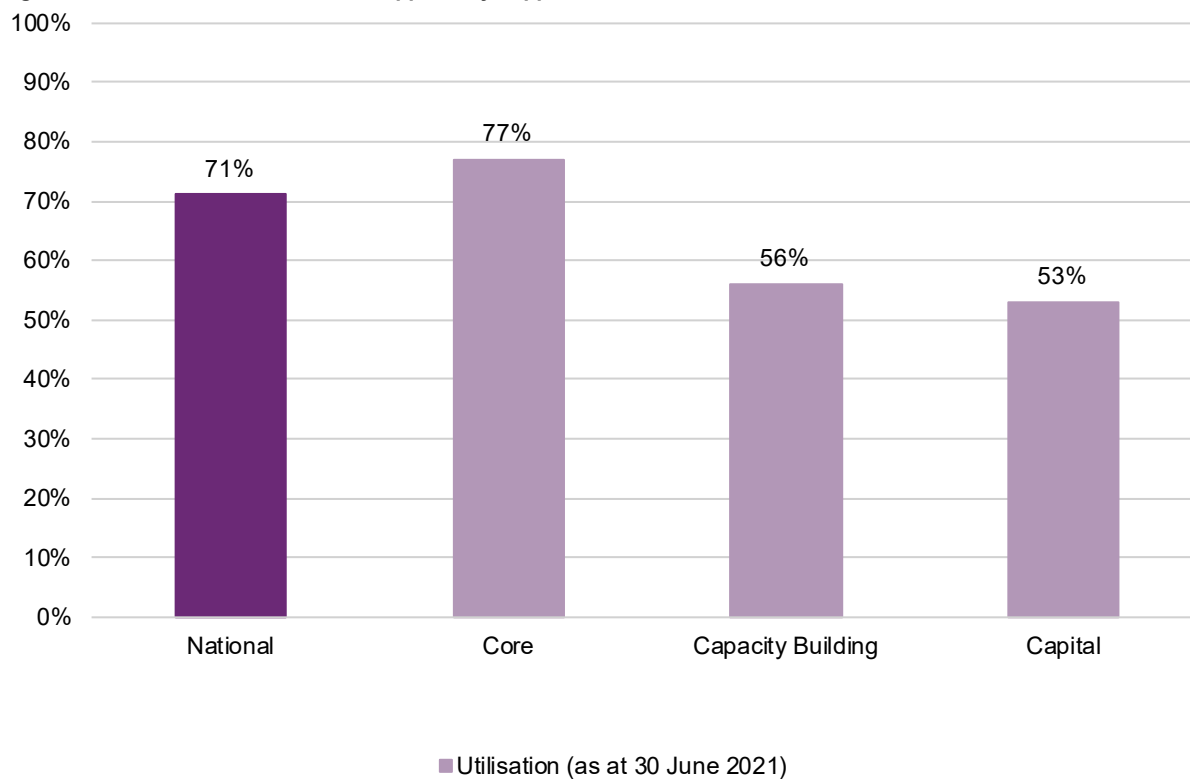


<sup>90</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

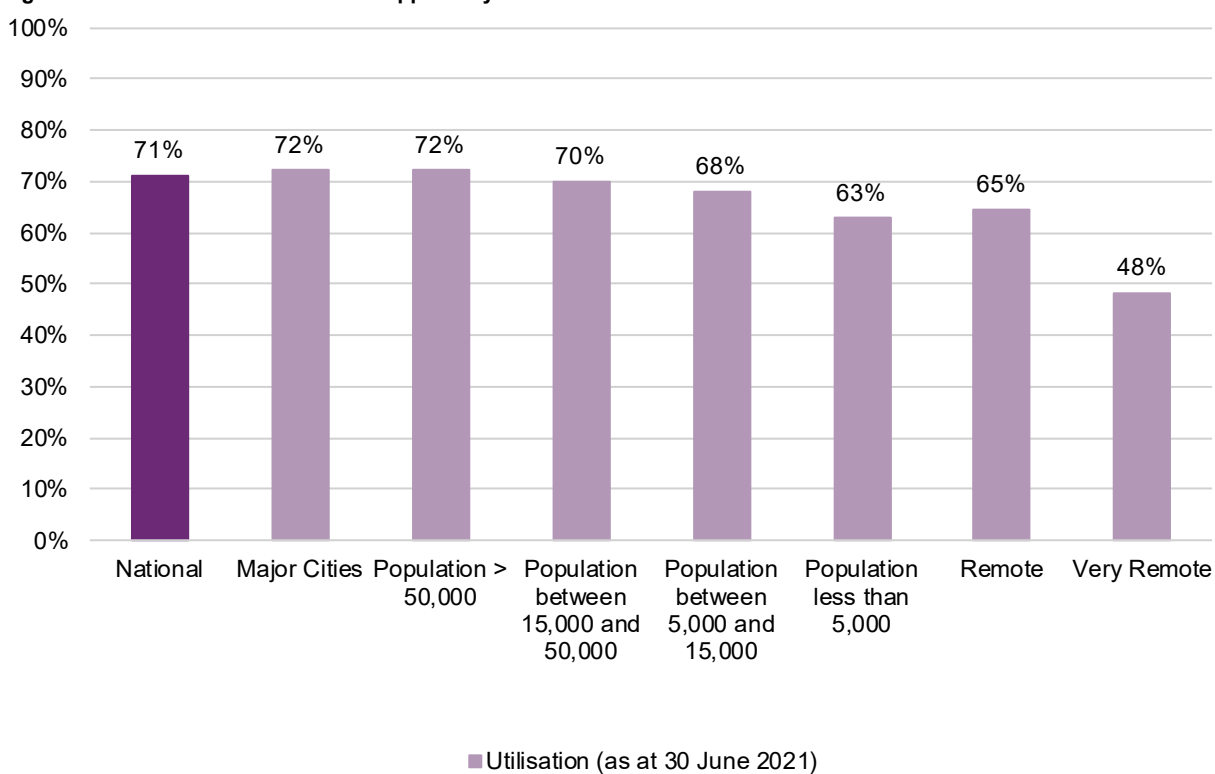
<sup>91</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.



**Figure E.45 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – National** <sup>92</sup>



**Figure E.46 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – National** <sup>93</sup>



<sup>92</sup> Ibid.

<sup>93</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>94</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	139,596	5,294	144,890	4,945	149,835

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales <sup>95</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	180,705	7,555	188,260
Active Eligible	142,412	5,361	147,773
New	76,037	5,113	81,150
State	52,733	117	52,850
Commonwealth	13,642	131	13,773
Active Participant Plans (excl ECEI)	139,596	5,294	144,890
New	73,951	5,047	78,998
State	52,154	108	52,262
Commonwealth	13,491	139	13,630
Active Participant Plans	143,579	10,239	149,835
Early Intervention (s25)	35,542	2,479	38,021
Permanent Disability (s24)	104,054	2,815	106,869
ECEI	3,983	4,945	4,945

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – New South Wales

Exits	Total
Total participant exits	6,811
Early Intervention participants	980
Permanent disability participants	5,831

<sup>94</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>95</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>96 97</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
End of 2020-21 Q4	52,262	13,630	78,998	4,945	149,835

**Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales** <sup>98 99 100 101</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
End of 2020-21 Q4	38,021	106,869	4,945	149,835

<sup>96</sup> This table shows the total numbers of active participants at the end of each period.

<sup>97</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>98</sup> This table shows the total numbers of active participants at the end of each period.

<sup>99</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>100</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>101</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table F.6 Assessment of access by age group – New South Wales** <sup>102</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	41,862	97%	2,200	96%	44,062	97%
7 to 14	27,341	85%	843	73%	28,184	85%
15 to 18	11,093	89%	313	76%	11,406	89%
19 to 24	9,417	90%	174	68%	9,591	89%
25 to 34	11,654	85%	271	63%	11,925	84%
35 to 44	12,614	81%	385	61%	12,999	81%
45 to 54	16,317	76%	472	54%	16,789	76%
55 to 64	20,790	70%	710	49%	21,500	69%
65+	1,130	54%	19	31%	1,149	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>152,219</b>	<b>84%</b>	<b>5,387</b>	<b>71%</b>	<b>157,606</b>	<b>84%</b>

**Table F.7 Assessment of access by disability – New South Wales** <sup>103</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	4,628	93%	131	78%	4,759	92%
Autism	46,004	96%	1,434	97%	47,438	96%
Cerebral Palsy	5,557	97%	33	83%	5,590	97%
Developmental Delay	11,279	96%	1,257	98%	12,536	96%
Global Developmental Delay	3,160	99%	332	99%	3,492	99%
Hearing Impairment	7,327	87%	233	88%	7,560	87%
Intellectual Disability	30,802	95%	412	85%	31,214	95%
Multiple Sclerosis	2,521	87%	64	75%	2,585	87%
Psychosocial disability	14,961	68%	713	56%	15,674	68%
Spinal Cord Injury	1,832	94%	36	86%	1,868	94%
Stroke	2,692	85%	102	73%	2,794	85%
Visual Impairment	3,116	88%	62	58%	3,178	87%
Other Neurological	7,474	76%	213	62%	7,687	76%
Other Physical	6,678	43%	158	22%	6,836	42%
Other Sensory/Speech	1,422	51%	<11		1,431	50%
Other	1,251	39%	198	27%	1,449	37%
Missing	1,515	91%	<11		1,515	91%
<b>Total</b>	<b>152,219</b>	<b>84%</b>	<b>5,387</b>	<b>71%</b>	<b>157,606</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.

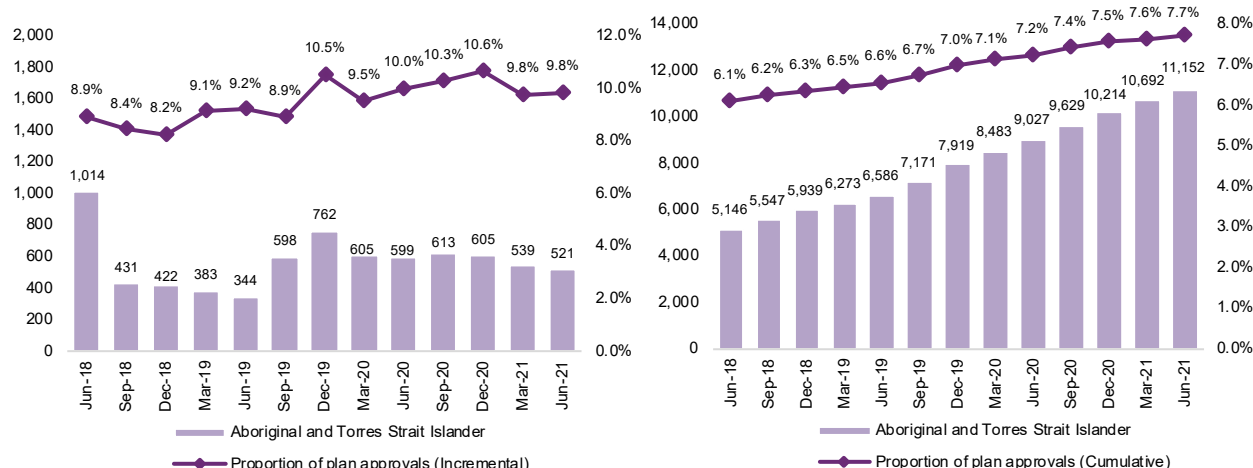
**Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	10,631	7.6%	521	9.8%	<b>11,152</b>	<b>7.7%</b>
Not Aboriginal and Torres Strait Islander	92,775	66.5%	4,202	79.4%	<b>96,977</b>	<b>66.9%</b>
Not Stated	36,190	25.9%	571	10.8%	<b>36,761</b>	<b>25.4%</b>
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</b>	<b>100%</b>

<sup>102</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.

<sup>103</sup> Ibid.

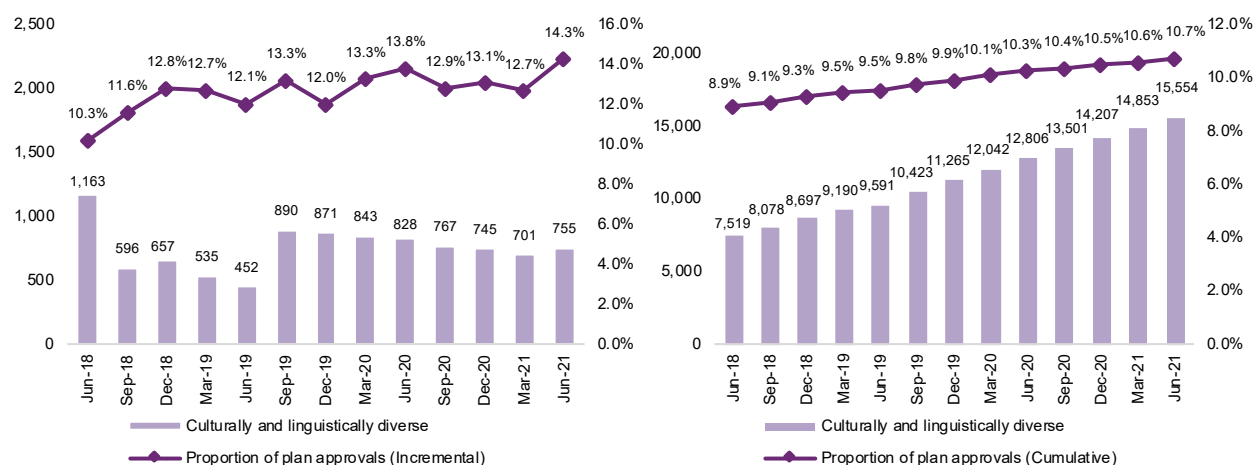
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>104</sup>



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

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	14,799	10.6%	755	14.3%	15,554	10.7%
Not culturally and linguistically diverse	124,590	89.3%	4,539	85.7%	129,129	89.1%
Not stated	207	0.1%	<11		207	0.1%
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</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>105</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 30 June 2021 – New South Wales** <sup>106</sup>

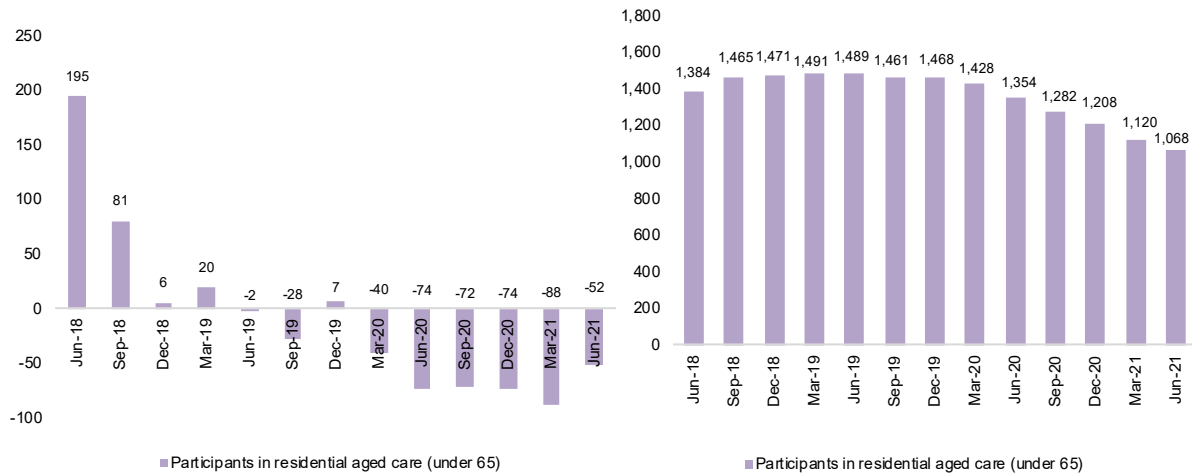
	Total
<b>Age group</b>	<b>N</b>
Under 45	27
45 to 54	178
55 to 64	863
<b>Total YPIRAC (under 65)</b>	<b>1,068</b>

<sup>104</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>105</sup> Ibid.

<sup>106</sup> There are a further 699 active participants aged 65 years or over who are currently in residential aged care.

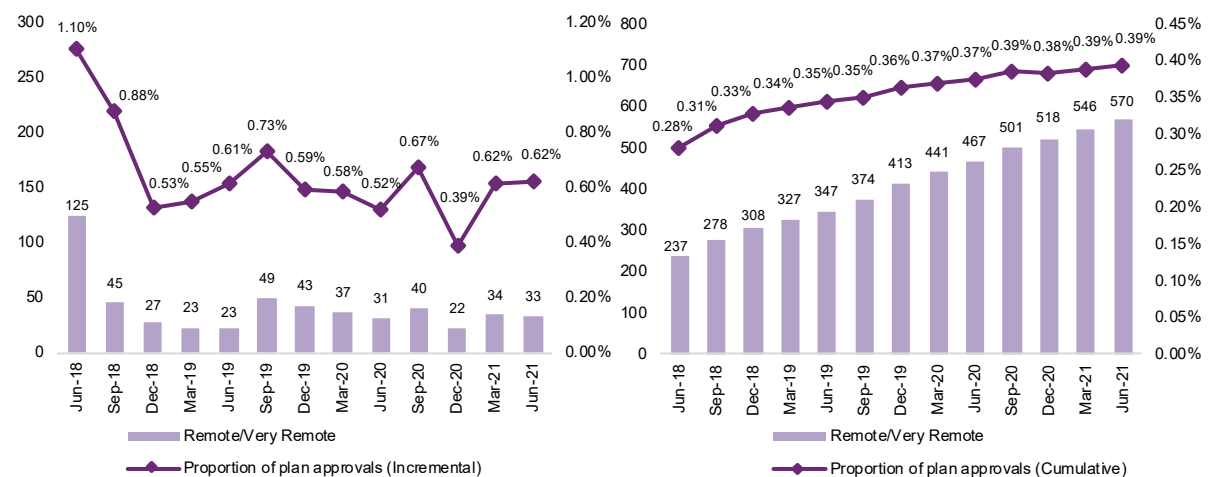
**Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales** <sup>107</sup>



**Table F.11 Participant profile per quarter by remoteness – New South Wales** <sup>108 109</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	97,703	70.0%	3,744	70.7%	101,447	70.0%
Population > 50,000	3,996	2.9%	155	2.9%	4,151	2.9%
Population between 15,000 and 50,000	19,156	13.7%	672	12.7%	19,828	13.7%
Population between 5,000 and 15,000	8,532	6.1%	306	5.8%	8,838	6.1%
Population less than 5,000	9,668	6.9%	384	7.3%	10,052	6.9%
Remote	464	0.3%	29	0.5%	493	0.3%
Very Remote	73	0.1%	<11		77	0.1%
Missing	<11		<11		<11	
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</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>110 111</sup>



<sup>107</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>108</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>109</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

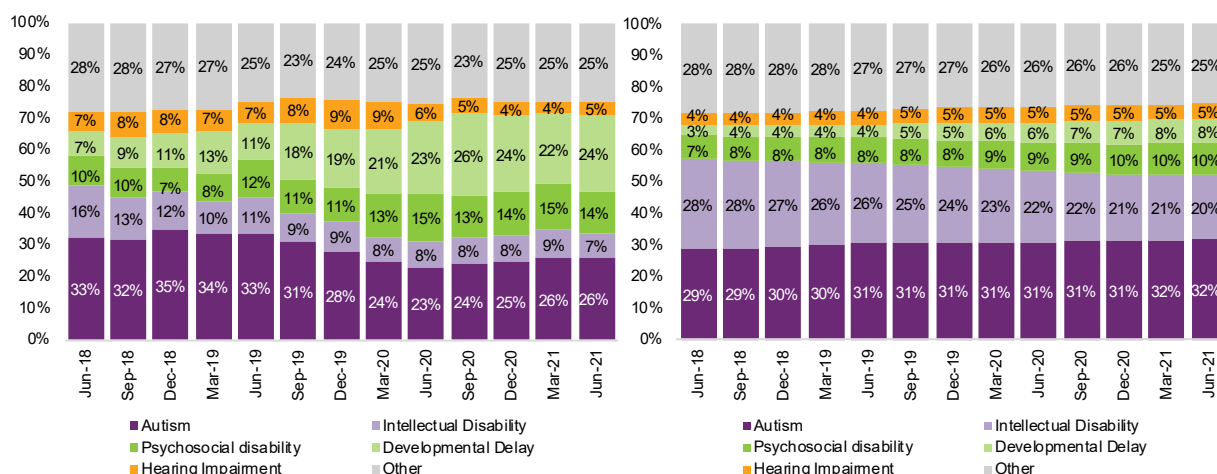
<sup>110</sup> Ibid.

<sup>111</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>112 113 114</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	44,823	32%	1,375	26%	46,198	32%
Intellectual Disability	29,021	21%	397	7%	29,418	20%
Psychosocial disability	13,681	10%	715	14%	14,396	10%
Developmental Delay	9,899	7%	1,259	24%	11,158	8%
Hearing Impairment	6,980	5%	244	5%	7,224	5%
Other Neurological	6,055	4%	197	4%	6,252	4%
Other Physical	5,424	4%	166	3%	5,590	4%
Cerebral Palsy	5,349	4%	36	1%	5,385	4%
ABI	4,104	3%	122	2%	4,226	3%
Global Developmental Delay	2,943	2%	321	6%	3,264	2%
Visual Impairment	2,867	2%	63	1%	2,930	2%
Multiple Sclerosis	2,371	2%	73	1%	2,444	2%
Stroke	2,366	2%	105	2%	2,471	2%
Spinal Cord Injury	1,670	1%	22	0%	1,692	1%
Other	1,010	1%	197	4%	1,207	1%
Other Sensory/Speech	1,033	1%	<11		1,035	1%
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</b>	<b>100%</b>

**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>115</sup>



<sup>112</sup> Table order based on national proportions (highest to lowest).

<sup>113</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

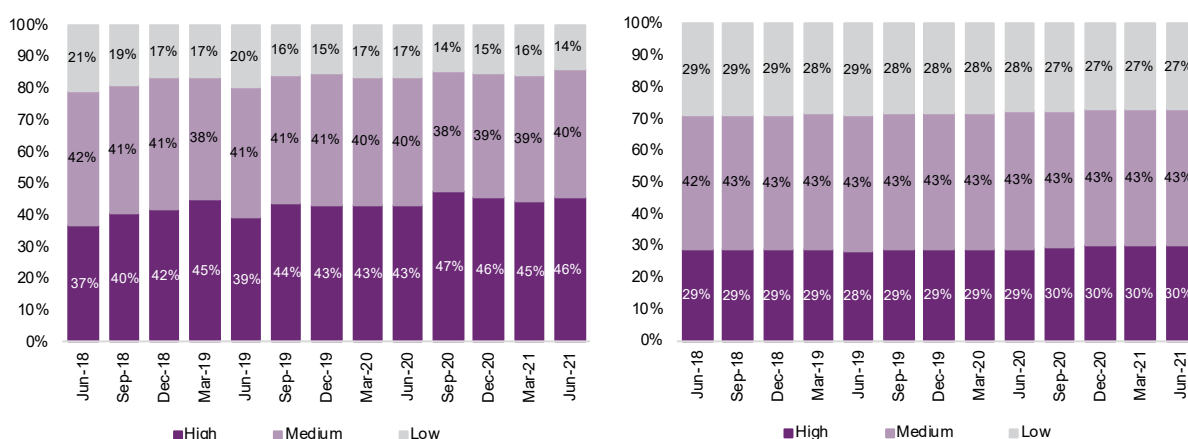
<sup>114</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in New South Wales (3,725).

<sup>115</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>116</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	12,327	9%	1,220	23%	13,547	9%
2 (High Function)	225	0%	<11		235	0%
3 (High Function)	7,079	5%	406	8%	7,485	5%
4 (High Function)	11,052	8%	348	7%	11,400	8%
5 (High Function)	10,138	7%	442	8%	10,580	7%
6 (Moderate Function)	28,261	20%	1,106	21%	29,367	20%
7 (Moderate Function)	9,112	7%	228	4%	9,340	6%
8 (Moderate Function)	8,245	6%	290	5%	8,535	6%
9 (Moderate Function)	727	1%	22	0%	749	1%
10 (Moderate Function)	14,349	10%	493	9%	14,842	10%
11 (Low Function)	5,217	4%	56	1%	5,273	4%
12 (Low Function)	20,807	15%	540	10%	21,347	15%
13 (Low Function)	9,091	7%	124	2%	9,215	6%
14 (Low Function)	2,846	2%	<11		2,855	2%
15 (Low Function)	46	0%	<11		46	0%
Missing	74		<11		74	
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</b>	<b>100%</b>

**Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales** <sup>117</sup>



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

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	20,816	15%	2,162	41%	22,978	16%
7 to 14	35,781	26%	826	16%	36,607	25%
15 to 18	10,445	7%	281	5%	10,726	7%
19 to 24	12,890	9%	186	4%	13,076	9%
25 to 34	12,418	9%	310	6%	12,728	9%
35 to 44	11,218	8%	371	7%	11,589	8%
45 to 54	13,594	10%	456	9%	14,050	10%
55 to 64	16,634	12%	653	12%	17,287	12%
65+	5,800	4%	49	1%	5,849	4%
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</b>	<b>100%</b>

<sup>116</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>117</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>118</sup>

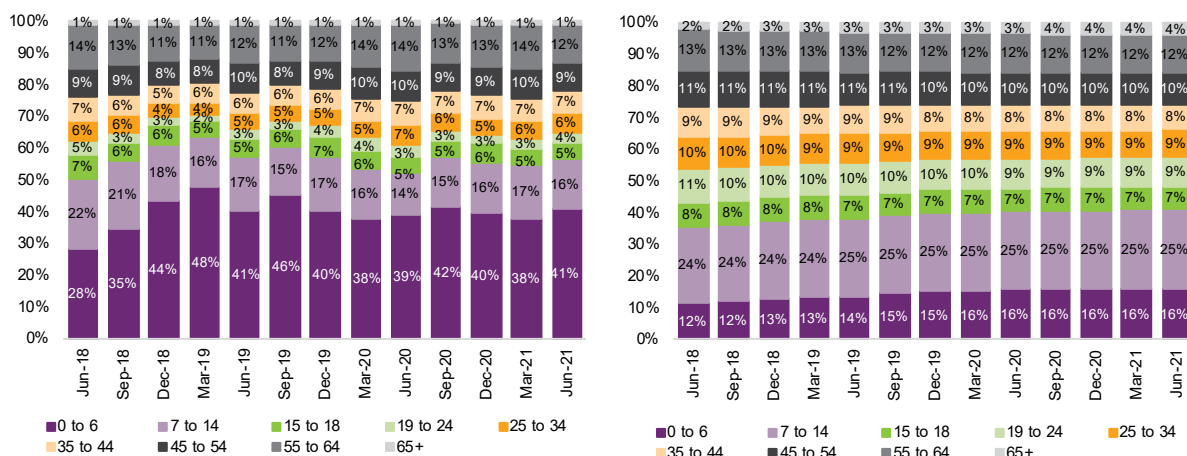


Table F.15 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	87,726	63%	3,289	62%	91,015	63%
Female	50,378	36%	1,948	37%	52,326	36%
Other	1,492	1%	57	1%	1,549	1%
<b>Total</b>	<b>139,596</b>	<b>100%</b>	<b>5,294</b>	<b>100%</b>	<b>144,890</b>	<b>100%</b>

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales <sup>119</sup>

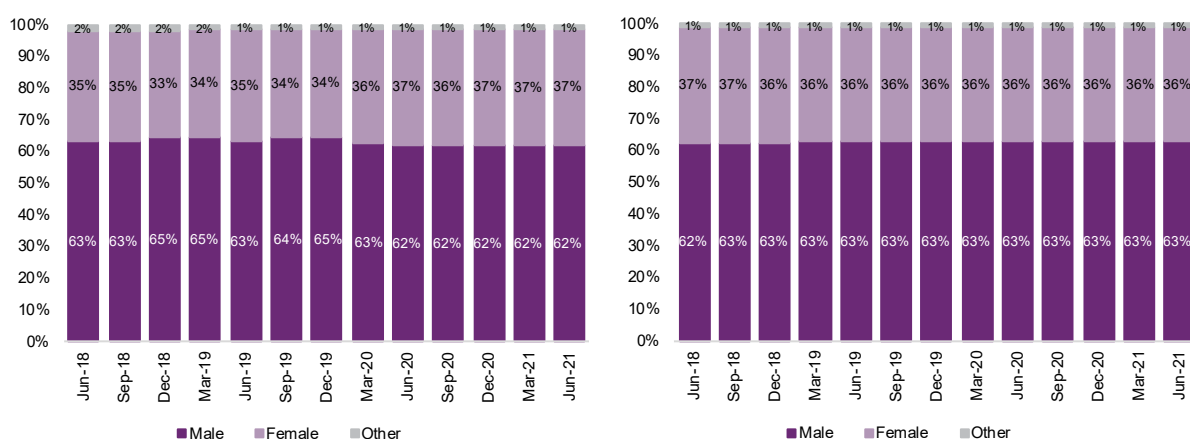


Table F.16 Participation rates by age group – New South Wales <sup>120</sup>

	NSW
0-6	3.26%
7-14	4.53%
15-18	2.81%
19-24	1.99%
25-34	1.02%
35-44	1.05%
45-54	1.41%
55-64	1.85%
<b>Total (aged 0-64)</b>	<b>2.04%</b>

<sup>118</sup> Ibid.

<sup>119</sup> Ibid.

<sup>120</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>121</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	Number of questionnaires
Participant 0 to school	2,875	5,617	5,618	8,775	7,544	30,429
Participant school to 14	7,525	10,739	4,945	5,860	5,046	34,115
Participant 15 to 24	5,916	5,935	1,459	2,335	1,866	17,511
Participant 25 and over	14,200	16,368	5,351	8,566	7,727	52,212
<b>Total Participant</b>	<b>30,516</b>	<b>38,659</b>	<b>17,373</b>	<b>25,536</b>	<b>22,183</b>	<b>134,267</b>
Family 0 to 14	9,623	15,894	10,397	14,423	12,375	62,712
Family 15 to 24	1,387	3,860	1,081	1,632	1,308	9,268
Family 25 and over	376	4,410	1,744	2,455	2,003	10,988
<b>Total Family</b>	<b>11,386</b>	<b>24,164</b>	<b>13,222</b>	<b>18,510</b>	<b>15,686</b>	<b>82,968</b>
<b>Total</b>	<b>41,902</b>	<b>62,823</b>	<b>30,595</b>	<b>44,046</b>	<b>37,869</b>	<b>217,235</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	69%			
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%	68%
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>121</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	60%	63%		
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		38%		
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		64%		
HM	% who are happy with their home			81%	70%
HM	% who feel safe or very safe in their home			85%	69%
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			36%	
LL	% who participate in education, training or skill development				10%
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	39%	42%	28%
% 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	81%	86%	86%
% who say they (and their partner) are able to work as much as they want	45%	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%	20%
% able to advocate for their child/family member	79%	68%	62%
% who have friends and family they see as often as they like	51%	48%	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			31%
% 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=6,738) - participants who entered from 1 July 2016 and 30 June 2020 – New South Wales**<sup>122</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?	86%
REL Has the NDIS improved how your child fits into family life?	83%
S/CP Has the NDIS improved how your child fits into community life?	69%

**Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,590) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	65%
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?	56%
S/CP Has the NDIS improved your child's social and recreational life?	49%

<sup>122</sup> Results in Tables F.22 to F.25 include participants who entered between 1 July 2016 and 30 June 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=3,787) and ‘Participant 25 and over’ (n=12,315) - participants who entered between 1 July 2016 and 30 June 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%	73%
DL	Has the NDIS helped you with daily living activities?	55%	74%
REL	Has the NDIS helped you to meet more people?	45%	52%
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?	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%	59%

**Table F.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=19,039); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,763) - participants who entered between 1 July 2016 and 30 June 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?	69%	50%
Has the NDIS improved the level of support for your family?	74%	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?	76%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	52%	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=3,294) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales<sup>123</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	96%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	79%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	65%	70%	+4%

<sup>123</sup> Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

**Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,293) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	68%	+8%
LL	Has the NDIS improved your child's access to education?	41%	47%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	55%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	+5%

**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=3,791) and ‘Participant 25 and over’ (n=9,948) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	67%	+7%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+7%	70%	79%	+9%
REL	Has the NDIS helped you to meet more people?	50%	52%	+2%	52%	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%	+4%	49%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	+1%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	58%	65%	+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=11,450); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,709) - participants who entered between 1 July 2016 and 30 June 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?	61%	65%	+4%	46%	54%	+9%
Has the NDIS improved the level of support for your family?	66%	72%	+5%	60%	70%	+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%	74%	+5%	57%	66%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	79%	+4%			
Has the NDIS improved your health and wellbeing?	43%	45%	+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=1,834) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales<sup>124</sup>**

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	96%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	75%	79%	82%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	71%	+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=8,278) - participants who entered between 1 July 2016 and 30 June 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?	55%	64%	68%	+13%
LL	Has the NDIS improved your child's access to education?	36%	40%	44%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	54%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	45%	47%	+7%

<sup>124</sup> Results in Tables F.30 to F.36 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

**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=4,754) - participants who entered between 1 July 2016 and 30 June 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?	58%	64%	69%	+12%
Has the NDIS helped you to meet more people?	51%	54%	56%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	18%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	46%	+6%
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%	36%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	17%	-2%
Has the NDIS helped you be more involved?	54%	58%	61%	+7%

**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=9,913) - participants who entered between 1 July 2016 and 30 June 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?	67%	75%	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%	60%	64%	+11%
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%	31%	32%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	20%	-1%
Has the NDIS helped you be more involved?	58%	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=6,721) - participants who entered between 1 July 2016 and 30 June 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?	55%	59%	63%	+8%
Has the NDIS improved the level of support for your family?	58%	66%	69%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	63%	70%	73%	+11%
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?	37%	40%	41%	+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=1,644) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	44%	48%	55%	+12%
Has the NDIS improved the level of support for your family?	59%	64%	70%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	56%	62%	68%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	35%	+4%

**Table F.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=414) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales**

	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%	94%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	88%	88%	95%	93%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	84%	85%	90%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	75%	73%	73%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	59%	60%	60%	53%	-6%

**Table F.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=3,630) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales** <sup>125</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?	54%	62%	66%	68%	+14%
LL	Has the NDIS improved your child's access to education?	35%	37%	39%	41%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	52%	53%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	43%	46%	47%	+7%

**Table F.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=2,175) - participants who entered between 1 July 2016 and 30 June 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?	58%	65%	66%	68%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	66%	70%	73%	+15%
REL	Has the NDIS helped you to meet more people?	52%	57%	56%	56%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	19%	19%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	47%	49%	+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%	38%	36%	37%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	14%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	55%	59%	60%	61%	+6%

<sup>125</sup> Results in Tables F.37 to F.41 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**Table F.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=3,840) - participants who entered between 1 July 2016 and 30 June 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?	65%	73%	76%	79%	+14%
DL	Has the NDIS helped you with daily living activities?	68%	77%	81%	84%	+16%
REL	Has the NDIS helped you to meet more people?	50%	59%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	31%	34%	35%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	58%	62%	+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?	29%	31%	30%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	71%	+14%

**Table F.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=1,832) - participants who entered between 1 July 2016 and 30 June 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?	49%	55%	55%	60%	+11%
Has the NDIS improved the level of support for your family?	54%	61%	63%	68%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	59%	64%	66%	71%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	71%	72%	75%	+11%
Has the NDIS improved your health and wellbeing?	33%	36%	35%	37%	+4%

**Table F.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=313) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	45%	50%	55%	58%	+13%
Has the NDIS improved the level of support for your family?	53%	67%	69%	69%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	55%	63%	68%	66%	+11%
Has the NDIS improved your health and wellbeing?	29%	28%	33%	34%	+5%

**Table F.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,016), 'participant social and community engagement rate' (n=15,193) and 'parent and carer employment rate' (n=13,772) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales <sup>126</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	11%	15%	18%	24%
Aged 25+	27%	26%	25%	
Aged 15+	22%	23%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	40%	43%	50%
Aged 25+	35%	41%	45%	
Aged 15+	34%	41%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	49%	51%	52%	50%
Aged 15+	45%	46%	45%	
All ages	48%	50%	50%	

**Table F.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,183), 'participant social and community engagement rate' (n=15,373) and 'parent and carer employment rate' (n=7,449) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales <sup>127</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	15%	18%	23%	24%
Aged 25+	29%	29%	24%	26%	
Aged 15+	25%	26%	22%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	34%	40%	45%	47%	50%
Aged 25+	35%	42%	46%	49%	
Aged 15+	35%	41%	46%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	50%	52%	52%	50%
Aged 15+	48%	52%	52%	48%	
All ages	48%	51%	52%	51%	

<sup>126</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 30 June 2019 and have had a second plan review to date.

<sup>127</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 30 June 2018 and have had a third plan review to date.

**Table F.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,053), 'participant social and community engagement rate' (n=6,224) and 'parent and carer employment rate' (n=1,532) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales** <sup>128</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	16%	22%	25%	29%	24%
Aged 25+	27%	28%	25%	22%	23%	
Aged 15+	24%	25%	25%	22%	25%	
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%	48%	50%	50%
Aged 25+	35%	39%	47%	49%	51%	
Aged 15+	34%	39%	46%	49%	51%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	45%	50%	53%	55%	56%	50%
Aged 15+	51%	54%	50%	51%	51%	
All ages	46%	50%	52%	55%	55%	

**Table F.45 Number of active plans by goal type and primary disability – New South Wales** <sup>129</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	1,027	3,176	2,227	739	1,142	3,321	1,618	1,034	4,226
Autism	6,098	39,722	13,136	15,903	19,711	27,481	2,660	7,106	46,198
Cerebral Palsy	1,115	4,521	2,869	1,127	1,322	3,576	1,206	961	5,385
Developmental Delay	704	10,362	3,068	6,265	4,251	4,495	11	7	11,158
Down Syndrome	706	3,062	1,664	927	1,120	2,828	773	1,005	3,725
Global Developmental Delay	216	3,036	1,002	1,914	1,317	1,337	2	2	3,264
Hearing Impairment	1,216	5,984	1,387	1,774	1,109	2,891	605	1,528	7,224
Intellectual Disability	5,364	19,937	9,756	6,496	8,675	18,597	6,007	8,585	25,693
Multiple Sclerosis	574	2,071	1,676	191	356	1,638	818	424	2,444
Psychosocial disability	2,934	10,352	8,111	3,073	3,715	11,418	5,177	4,527	14,396
Spinal Cord Injury	451	1,449	1,030	179	223	1,183	558	453	1,692
Stroke	593	2,035	1,318	320	403	1,851	919	405	2,471
Visual Impairment	700	2,562	956	691	369	1,956	633	743	2,930
Other Neurological	1,318	4,995	3,468	857	1,307	4,585	2,202	879	6,252
Other Physical	1,178	4,784	2,984	644	651	3,276	1,472	1,080	5,590
Other Sensory/Speech	119	883	200	353	356	401	15	58	1,035
Other	245	1,009	564	208	237	791	312	215	1,207
<b>Total</b>	<b>24,558</b>	<b>119,940</b>	<b>55,416</b>	<b>41,661</b>	<b>46,264</b>	<b>91,625</b>	<b>24,988</b>	<b>29,012</b>	<b>144,890</b>

<sup>128</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 30 June 2017 and have had a fourth plan review to date.

<sup>129</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.46 Number of goals in active plans by goal type and primary disability – New South Wales** <sup>130</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	1,756	8,251	3,991	1,308	1,821	5,889	2,559	1,554	<b>27,129</b>
Autism	10,933	158,811	25,614	34,558	36,571	53,075	4,321	11,400	<b>335,283</b>
Cerebral Palsy	2,092	16,363	5,669	2,341	2,269	7,022	2,010	1,569	<b>39,335</b>
Developmental Delay	1,137	49,022	5,595	13,277	7,348	7,900	16	11	<b>84,306</b>
Down Syndrome	1,252	10,244	3,033	1,862	1,978	5,417	1,213	1,542	<b>26,541</b>
Global Developmental Delay	364	15,047	1,951	4,273	2,336	2,488	2	4	<b>26,465</b>
Hearing Impairment	2,292	18,344	2,520	3,614	2,016	5,434	1,010	2,486	<b>37,716</b>
Intellectual Disability	9,108	58,616	17,646	12,461	15,204	34,941	9,523	13,054	<b>170,553</b>
Multiple Sclerosis	944	5,766	3,187	318	514	2,755	1,320	683	<b>15,487</b>
Psychosocial disability	4,663	23,481	13,957	4,863	5,759	18,972	7,650	6,537	<b>85,882</b>
Spinal Cord Injury	881	4,571	2,061	324	373	2,286	1,019	739	<b>12,254</b>
Stroke	1,105	6,178	2,446	544	624	3,295	1,492	651	<b>16,335</b>
Visual Impairment	1,329	8,370	1,749	1,359	595	3,709	1,030	1,242	<b>19,383</b>
Other Neurological	2,237	14,979	6,706	1,550	2,188	8,205	3,667	1,395	<b>40,927</b>
Other Physical	2,149	15,181	5,863	1,183	1,092	5,989	2,509	1,806	<b>35,772</b>
Other Sensory/Speech	200	3,109	328	726	609	677	28	91	<b>5,768</b>
Other	475	3,383	1,172	413	429	1,644	550	380	<b>8,446</b>
<b>Total</b>	<b>42,917</b>	<b>419,716</b>	<b>103,488</b>	<b>84,974</b>	<b>81,726</b>	<b>169,698</b>	<b>39,919</b>	<b>45,144</b>	<b>987,582</b>

**Table F.47 Number of active plans by goal type and age group – New South Wales** <sup>131</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	1,445	21,291	7,017	13,454	9,231	9,461	14	2	<b>22,978</b>
7 to 14	4,042	32,476	9,196	11,719	15,205	19,088	510	369	<b>36,607</b>
15 to 18	2,020	8,782	3,487	3,069	4,268	7,631	780	3,405	<b>10,726</b>
19 to 24	2,989	10,114	4,517	3,499	3,527	9,251	2,798	7,537	<b>13,076</b>
25 to 34	3,065	9,799	5,609	2,777	3,330	9,376	3,764	5,531	<b>12,728</b>
35 to 44	2,669	8,883	5,871	2,158	2,932	8,716	3,740	4,346	<b>11,589</b>
45 to 54	3,210	10,727	7,411	2,308	3,337	10,529	4,794	4,142	<b>14,050</b>
55 to 64	3,834	13,492	9,174	2,131	3,389	13,155	6,258	3,108	<b>17,287</b>
65+	1,284	4,376	3,134	546	1,045	4,418	2,330	572	<b>5,849</b>
<b>Total</b>	<b>24,558</b>	<b>119,940</b>	<b>55,416</b>	<b>41,661</b>	<b>46,264</b>	<b>91,625</b>	<b>24,988</b>	<b>29,012</b>	<b>144,890</b>

<sup>130</sup> Participants have set over six million goals in total across Australia since July 2016. The 987,582 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>131</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.48 Number of goals in active plans by goal type and age group – New South Wales** <sup>132</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	2,359	104,566	13,826	30,199	16,416	17,517	27	2	<b>184,912</b>
7 to 14	7,455	136,850	18,441	26,128	28,685	37,680	853	627	<b>256,719</b>
15 to 18	3,749	27,362	6,557	5,985	7,728	14,551	1,299	5,717	<b>72,948</b>
19 to 24	5,097	26,723	7,789	6,076	5,750	16,418	4,327	11,706	<b>83,886</b>
25 to 34	5,370	25,716	9,894	4,672	5,566	17,043	5,984	8,466	<b>82,711</b>
35 to 44	4,650	23,053	10,727	3,752	4,991	16,021	5,980	6,725	<b>75,899</b>
45 to 54	5,424	27,540	13,818	3,774	5,446	19,072	7,738	6,258	<b>89,070</b>
55 to 64	6,687	36,209	16,891	3,481	5,515	23,586	10,073	4,756	<b>107,198</b>
65+	2,126	11,697	5,545	907	1,629	7,810	3,638	887	<b>34,239</b>
<b>Total</b>	<b>42,917</b>	<b>419,716</b>	<b>103,488</b>	<b>84,974</b>	<b>81,726</b>	<b>169,698</b>	<b>39,919</b>	<b>45,144</b>	<b>987,582</b>

<sup>132</sup> Participants have set over six million goals in total across Australia since July 2016. The 987,582 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

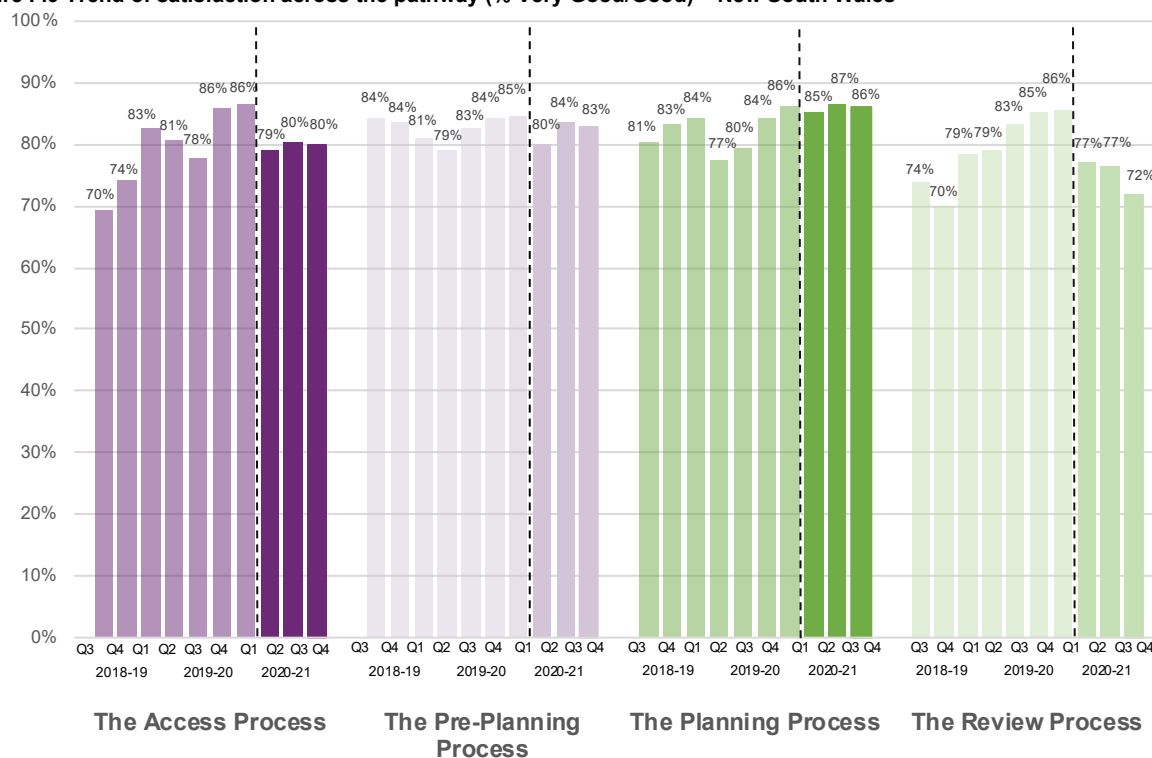
**Table F.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales** <sup>133</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 500</b>	<b>n = 326</b>
Are you happy with how coming into the NDIS has gone?	86%	88%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	82%	79%
% of participants rating their overall experience as Very Good or Good.	80%	80%
<b>Pre-planning</b>	<b>n = 505</b>	<b>n = 222</b>
Did the person from the NDIS understand how your disability affects your life?	86%	86%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	68%	72%
Do you know where to go for more help with your plan?	75%	80%
% of participants rating their overall experience as Very Good or Good.	82%	83%
<b>Planning</b>	<b>n = 2,467</b>	<b>n = 1,526</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%	89%
Are you clear on what happens next with your plan?	84%	85%
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.	86%	86%
<b>Plan review</b>	<b>n = 7,820</b>	<b>n = 3,567</b>
Did the person from the NDIS understand how your disability affects your life?	82%	78%
Did you feel prepared for your plan review?	86%	85%
Is your NDIS plan helping you to make progress towards your goals?	90%	87%
% of participants rating their overall experience as Very Good or Good.	77%	72%

<sup>133</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 "AHA". 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.



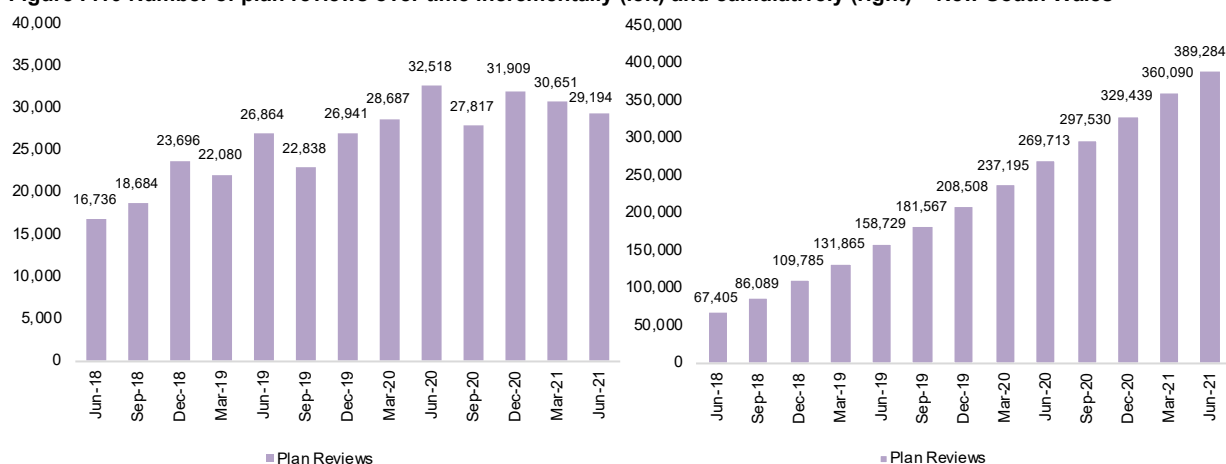
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>134 135</sup>



**Table F.50 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales** <sup>136</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>360,090</b>	<b>29,194</b>	<b>389,284</b>
<i>Early intervention plans</i>	63,662	7,544	71,206
<i>Permanent disability plans</i>	296,428	21,650	318,078

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



<sup>134</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>135</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>136</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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.51 shows the number of complaints in 2020-21 Q4 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.52 and Table F.53 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table F.51 Complaints by quarter – New South Wales** <sup>137 138 139</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	15	8	23	21
Complaint about LAC Partner	249	39	288	268
Complaints about service providers	1,791	88	1,879	1,525
Complaints about the Agency	23,786	1,430	25,216	14,259
Critical/ Reportable Incident	1,406	383	1,789	1,414
Unclassified	1,518	0	1,518	1,327
<b>Total</b>	<b>28,765</b>	<b>1,948</b>	<b>30,713</b>	<b>16,754</b>
Total complaints made since 1 April 2017	27,208	1,948	29,156	
Complaints since 1 April 2017 as % of all access requests	4.8%	3.9%	4.8%	

<sup>137</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

<sup>138</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>139</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

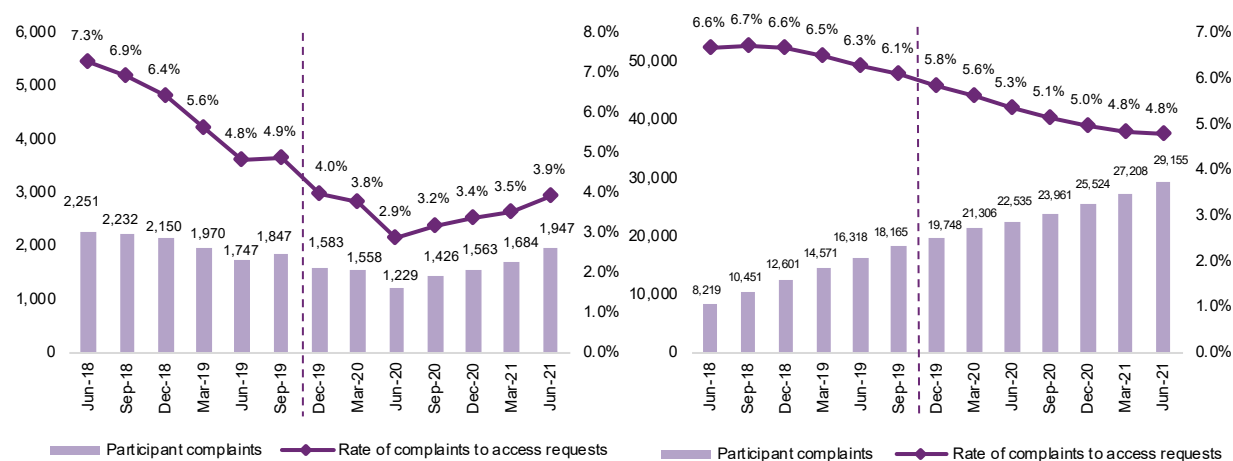


Table F.52 Participant complaints by type – New South Wales

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	2,393	(10%)	1	(0%)	2,394	(9%)
Information unclear	734	(3%)	1	(0%)	735	(3%)
NDIA Access	284	(1%)	47	(3%)	331	(1%)
NDIA Engagement	6	(0%)	2	(0%)	8	(0%)
NDIA Finance	668	(3%)	90	(6%)	758	(3%)
NDIA Fraud and Compliance	36	(0%)	7	(0%)	43	(0%)
NDIA Plan	1,977	(8%)	524	(37%)	2,501	(10%)
NDIA Process	662	(3%)	145	(10%)	807	(3%)
NDIA Resources	71	(0%)	11	(1%)	82	(0%)
NDIA Staff	495	(2%)	121	(8%)	616	(2%)
NDIA Timeliness	1,600	(7%)	427	(30%)	2,027	(8%)
Participation, engagement and inclusion	178	(1%)	0	(0%)	178	(1%)
Provider Portal	43	(0%)	0	(0%)	43	(0%)
Quality & Safeguards Commission	4	(0%)	2	(0%)	6	(0%)
Reasonable and necessary supports	2,286	(10%)	0	(0%)	2,286	(9%)
Staff conduct - Agency	681	(3%)	0	(0%)	681	(3%)
The way the NDIA carried out its decision making	1,220	(5%)	8	(1%)	1,228	(5%)
Timeliness	5,963	(25%)	2	(0%)	5,965	(24%)
Other	4,485	(19%)	42	(3%)	4,527	(18%)
<b>Total</b>	<b>23,786</b>		<b>1,430</b>		<b>25,216</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(25%)	5	(22%)
ECEI Process	4	(27%)	0	(0%)	4	(17%)
ECEI Staff	6	(40%)	5	(63%)	11	(48%)
ECEI Timeliness	2	(13%)	1	(13%)	3	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>15</b>		<b>8</b>		<b>23</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(0%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	46	(18%)	10	(26%)	56	(19%)
LAC Process	25	(10%)	3	(8%)	28	(10%)
LAC Resources	1	(0%)	0	(0%)	1	(0%)
LAC Staff	154	(62%)	24	(62%)	178	(62%)
LAC Timeliness	20	(8%)	2	(5%)	22	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>249</b>		<b>39</b>		<b>288</b>	
<i>Complaints about service providers</i>						
Provider costs.	138	(8%)	3	(3%)	141	(8%)
Provider Finance	57	(3%)	9	(10%)	66	(4%)
Provider Fraud and Compliance	58	(3%)	10	(11%)	68	(4%)
Provider process	131	(7%)	1	(1%)	132	(7%)
Provider Service	253	(14%)	44	(50%)	297	(16%)
Provider Staff	117	(7%)	16	(18%)	133	(7%)
Service Delivery	227	(13%)	1	(1%)	228	(12%)
Staff conduct	206	(12%)	0	(0%)	206	(11%)
Supports being provided	249	(14%)	1	(1%)	250	(13%)
Other	355	(20%)	3	(3%)	358	(19%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total</b>	<b>1,791</b>		<b>88</b>	<b>0</b>	<b>1,879</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	420	(30%)	165	(43%)	585	(33%)
Allegations against Informal Supports	436	(31%)	12	(3%)	448	(25%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	205	(15%)	47	(12%)	252	(14%)
Provider reporting	342	(24%)	159	(42%)	501	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,406</b>		<b>383</b>		<b>1,789</b>	
<i>Unclassified</i>	<b>1,518</b>		<b>0</b>		<b>1,518</b>	
<b>Participants total</b>	<b>28,765</b>		<b>1,948</b>		<b>30,713</b>	

Table F.53 Unique complainants by type – New South Wales

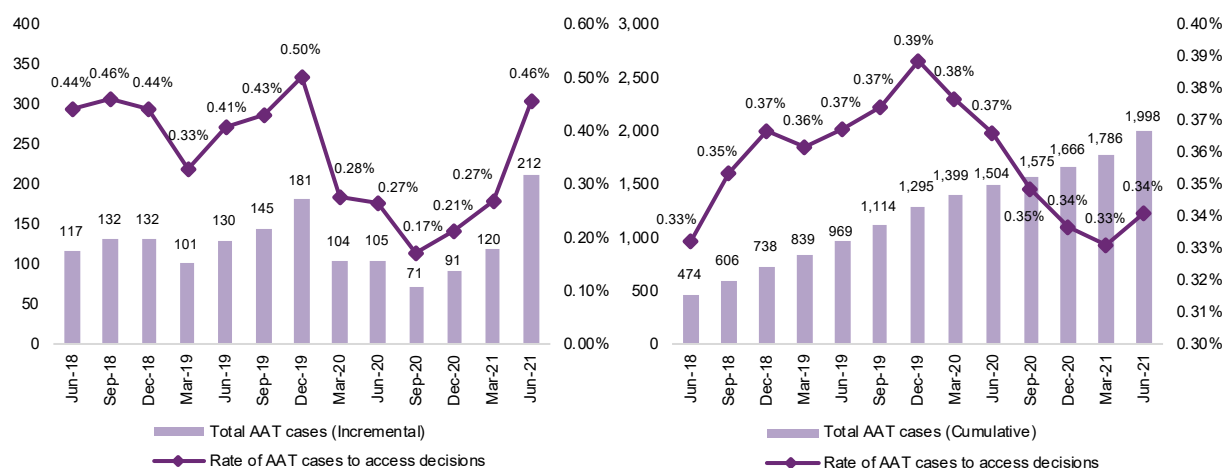
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	2,009	(10%)	1	(0%)	2,010	(9%)
Information unclear	684	(3%)	1	(0%)	685	(3%)
NDIA Access	252	(1%)	43	(3%)	295	(1%)
NDIA Engagement	6	(0%)	2	(0%)	8	(0%)
NDIA Finance	529	(3%)	78	(6%)	607	(3%)
NDIA Fraud and Compliance	34	(0%)	7	(1%)	41	(0%)
NDIA Plan	1,549	(8%)	448	(36%)	1,997	(9%)
NDIA Process	586	(3%)	138	(11%)	724	(3%)
NDIA Resources	67	(0%)	9	(1%)	76	(0%)
NDIA Staff	414	(2%)	108	(9%)	522	(2%)
NDIA Timeliness	1,338	(7%)	373	(30%)	1,711	(8%)
Participation, engagement and inclusion	172	(1%)	0	(0%)	172	(1%)
Provider Portal	42	(0%)	0	(0%)	42	(0%)
Quality & Safeguards Commission	4	(0%)	2	(0%)	6	(0%)
Reasonable and necessary supports	1,900	(9%)	0	(0%)	1,900	(9%)
Staff conduct - Agency	616	(3%)	0	(0%)	616	(3%)
The way the NDIA carried out its decision making	1,119	(6%)	8	(1%)	1,127	(5%)
Timeliness	4,640	(23%)	2	(0%)	4,642	(22%)
Other	4,214	(21%)	40	(3%)	4,254	(20%)
<b>Total</b>	<b>20,175</b>		<b>1,260</b>		<b>21,435</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(21%)	2	(25%)	5	(23%)
ECEI Process	3	(21%)	0	(0%)	3	(14%)
ECEI Staff	6	(43%)	5	(63%)	11	(50%)
ECEI Timeliness	2	(14%)	1	(13%)	3	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>14</b>		<b>8</b>		<b>22</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(0%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	41	(17%)	10	(26%)	51	(18%)
LAC Process	24	(10%)	3	(8%)	27	(10%)
LAC Resources	1	(0%)	0	(0%)	1	(0%)
LAC Staff	150	(63%)	24	(62%)	174	(63%)
LAC Timeliness	20	(8%)	2	(5%)	22	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>239</b>		<b>39</b>		<b>278</b>	
<i>Complaints about service providers</i>						
Provider costs.	133	(8%)	3	(3%)	136	(8%)
Provider Finance	55	(3%)	9	(10%)	64	(4%)
Provider Fraud and Compliance	53	(3%)	10	(11%)	63	(4%)
Provider process	129	(8%)	1	(1%)	130	(7%)
Provider Service	217	(13%)	44	(50%)	261	(15%)
Provider Staff	112	(7%)	16	(18%)	128	(7%)
Service Delivery	218	(13%)	1	(1%)	219	(12%)
Staff conduct	187	(11%)	0	(0%)	187	(11%)
Supports being provided	228	(14%)	1	(1%)	229	(13%)
Other	347	(21%)	3	(3%)	350	(20%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>1,679</b>	<b>88</b>	<b>1,767</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	370 (30%)	143 (42%)	513 (32%)
Allegations against Informal Supports	369 (30%)	12 (4%)	381 (24%)
Allegations against NDIA Staff/Partners	3 (0%)	0 (0%)	3 (0%)
Participant threat	181 (15%)	44 (13%)	225 (14%)
Provider reporting	318 (26%)	140 (41%)	458 (29%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>1,241</b>	<b>339</b>	<b>1,580</b>
<i>Unclassified</i>	<b>1,328</b>	<b>0</b>	<b>1,328</b>
<b>Unique complaints total</b>	<b>24,676</b>	<b>1,734</b>	<b>26,410</b>

Table F.54 AAT Cases by category – New South Wales <sup>140</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	624	35%	29	14%	653	33%
Plan	896	50%	172	81%	1,068	53%
Plan Review	165	9%	<11		168	8%
Other	101	6%	<11		109	5%
<b>Total</b>	<b>1,786</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>1,998</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.33%</b>		<b>0.46%</b>		<b>0.34%</b>	

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

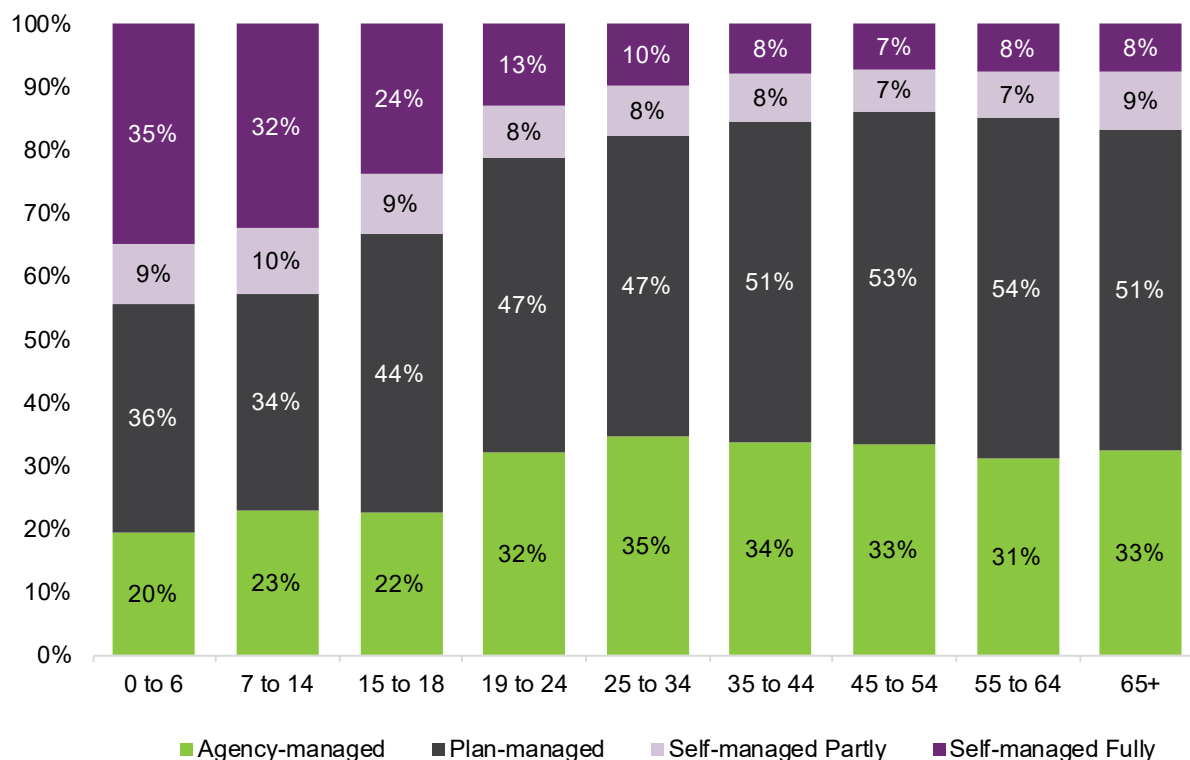


<sup>140</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table F.55 AAT cases by open/closed and decision – New South Wales** <sup>141</sup>

	N
<b>AAT Cases</b>	<b>1,998</b>
<b>Open AAT Cases</b>	<b>412</b>
<b>Closed AAT Cases</b>	<b>1,586</b>
<i>Resolved before hearing</i>	<i>1,540</i>
<i>Gone to hearing and received a substantive decision</i>	<i>46</i>

**Figure F.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – New South Wales** <sup>142 143</sup>



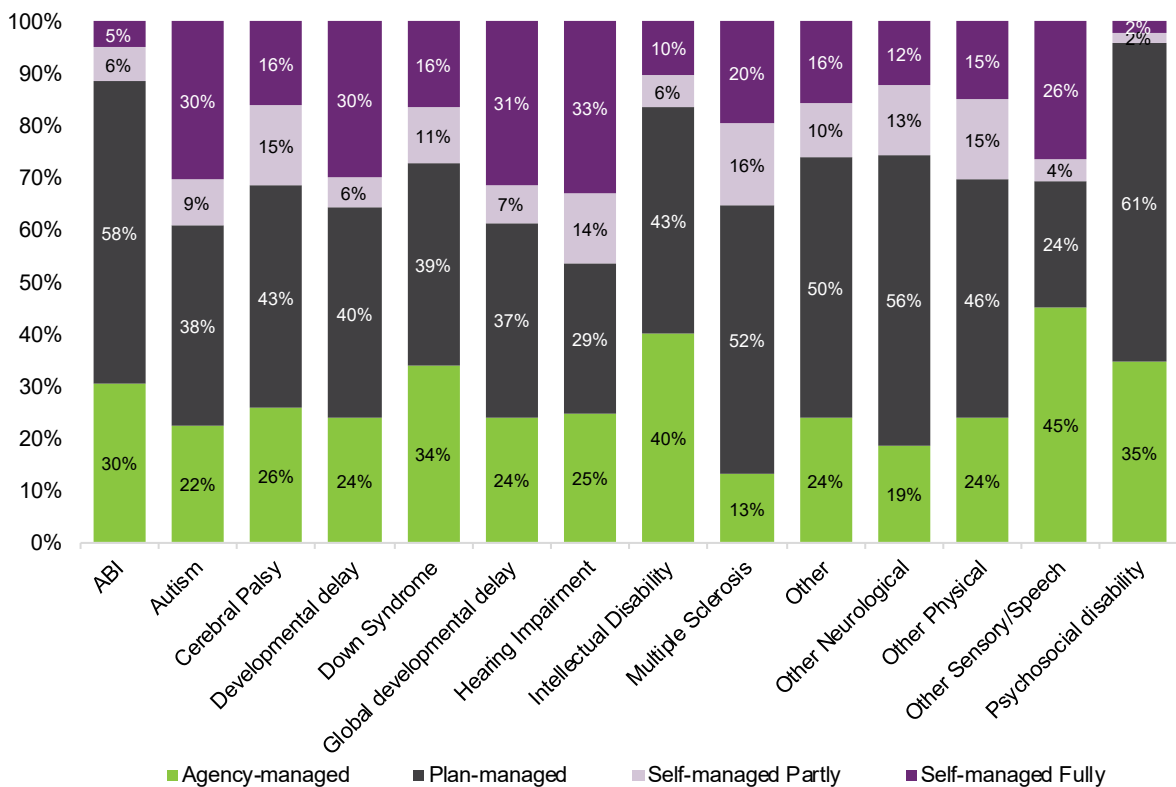
<sup>141</sup> Of the 46 cases which went to hearing and received a substantive decision: 25 affirmed the Agency's decision, 6 varied the Agency's decision and 15 set aside the Agency's decision.

<sup>142</sup> For the total number of active participants in each age group, see Table F.14.

<sup>143</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.



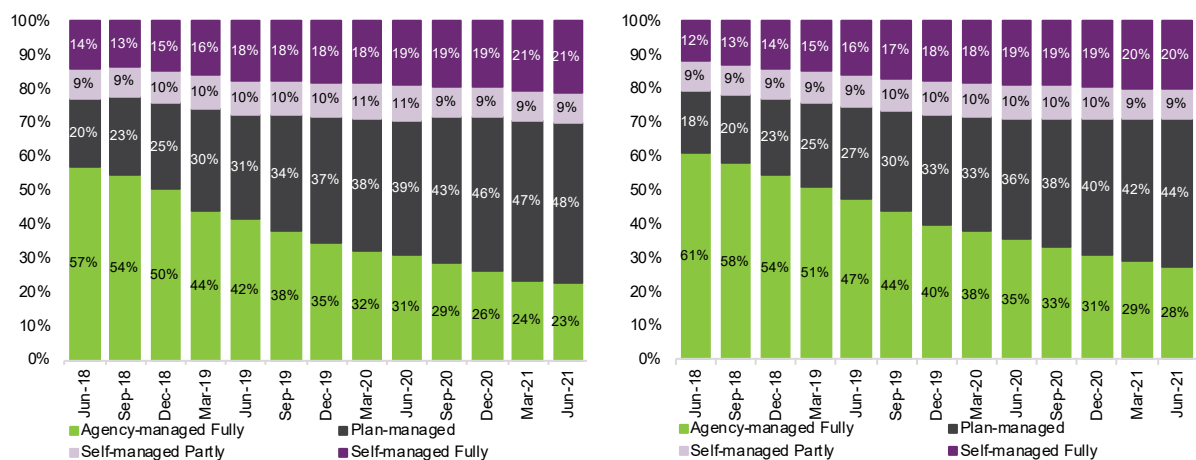
**Figure F.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – New South Wales** <sup>144 145</sup>



**Table F.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>146</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	20%	21%	20%
Self-managed partly	9%	9%	9%
Plan-managed	43%	48%	44%
Agency-managed	29%	23%	28%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>147</sup>



<sup>144</sup> For the total number of active participants in each primary disability group, see Table F.12.

<sup>145</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.

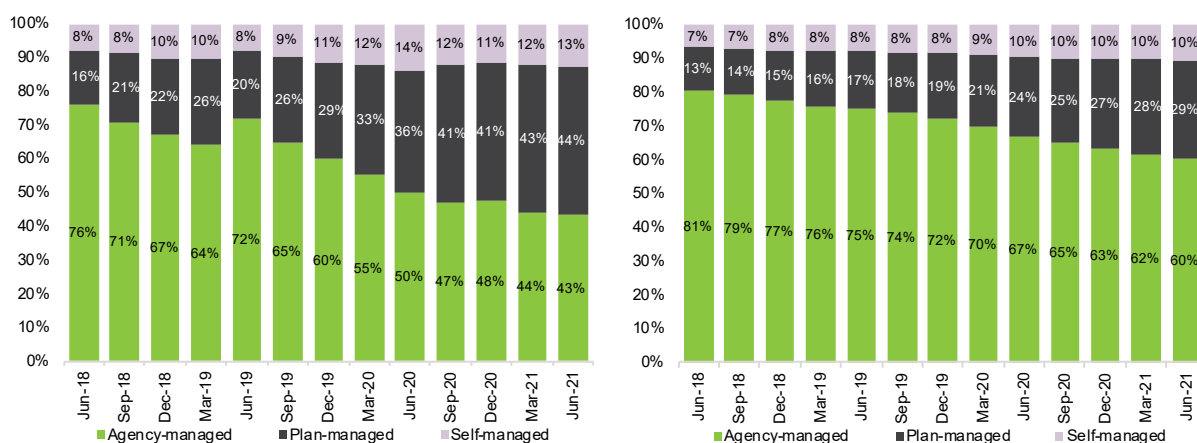
<sup>146</sup> Ibid.

<sup>147</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.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

	Prior Quarters	2020-21 Q4	Total
Self-managed	10%	13%	<b>10%</b>
Plan-managed	28%	44%	<b>29%</b>
Agency-managed	62%	43%	<b>60%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.58 Distribution of active participants by support coordination and quarter of plan approval – New South Wales**

	Prior Quarters	2020-21 Q4	Total
Support coordination	39%	42%	<b>40%</b>

**Table F.59 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales** <sup>148</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	82,365	69%	3,697	66%	86,062	69%
30 to 59 days	14,770	12%	750	13%	15,520	12%
60 to 89 days	6,540	5%	380	7%	6,920	6%
<b>Activated within 90 days</b>	<b>103,675</b>	<b>87%</b>	<b>4,827</b>	<b>86%</b>	<b>108,502</b>	<b>86%</b>
90 to 119 days	3,679	3%	226	4%	3,905	3%
120 days and over	10,283	9%	222	4%	10,505	8%
<b>Activated after 90 days</b>	<b>13,962</b>	<b>12%</b>	<b>448</b>	<b>8%</b>	<b>14,410</b>	<b>11%</b>
No payments	2,183	2%	347	6%	2,530	2%
<b>Total plans approved</b>	<b>119,820</b>	<b>100%</b>	<b>5,622</b>	<b>100%</b>	<b>125,442</b>	<b>100%</b>

<sup>148</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table F.60 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	8,471	8,888	95%
Not Aboriginal and Torres Strait Islander	77,407	79,536	97%
Not Stated	33,315	34,206	97%
<b>Total</b>	<b>119,193</b>	<b>122,630</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	12,307	12,613	98%
Not CALD	106,687	109,810	97%
Not Stated	199	207	96%
<b>Total</b>	<b>119,193</b>	<b>122,630</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	83,560	85,843	97%
Regional	35,208	36,342	97%
Remote	423	442	96%
Missing	<11	<11	
<b>Total</b>	<b>119,193</b>	<b>122,630</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	39,548	40,410	98%
Intellectual Disability (including Down Syndrome)	26,919	27,596	98%
Psychosocial Disability	11,036	11,318	98%
Developmental Delay (including Global Developmental Delay)	7,749	8,047	96%
Other	33,941	35,259	96%
<b>Total</b>	<b>119,193</b>	<b>122,630</b>	<b>97%</b>

**Table F.61 Distribution of plans by utilisation – New South Wales** <sup>149 150</sup>

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

**Table F.62 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>151</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	63%	69%	64%
Lifelong Learning	19%	26%	21%
Other	13%	17%	14%
Non-categorised	22%	16%	20%
Any mainstream service	96%	96%	96%

<sup>149</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>150</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>151</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.63 Key markets indicators by quarter – New South Wales** <sup>152 153</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.39	1.40
b) Number of providers delivering new types of supports	672	760
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	91%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participate Community (%)</i>	86%	87%
<i>Early Childhood Supports (%)</i>	87%	88%
<i>Assist Personal Activities (%)</i>	87%	88%

**Table F.64 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – New South Wales** <sup>154</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	239
Active in 2020-21 Q4 and also in previous quarters	3,822
<b>Active in 2020-21 Q4</b>	<b>4,061</b>
Inactive in 2020-21 Q4	4,230
<b>Active ever</b>	<b>8,291</b>

<sup>152</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>153</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>154</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table F.65 Cumulative number of providers that have been ever active by registration group – New South Wales** <sup>155</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	295	13	308	4%
Assistance Animals	120	4	124	3%
Assistance with daily life tasks in a group or shared living arrangement	934	65	999	7%
Assistance with travel/transport arrangements	856	28	884	3%
Daily Personal Activities	1,557	67	1,624	4%
Group and Centre Based Activities	1,098	45	1,143	4%
High Intensity Daily Personal Activities	1,125	37	1,162	3%
Household tasks	2,099	58	2,157	3%
Interpreting and translation	214	7	221	3%
Participation in community, social and civic activities	1,706	87	1,793	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	315	8	323	3%
Assistive products for household tasks	327	12	339	4%
Assistance products for personal care and safety	1,516	51	1,567	3%
Communication and information equipment	609	27	636	4%
Customised Prosthetics	710	29	739	4%
Hearing Equipment	273	13	286	5%
Hearing Services	66	7	73	11%
Personal Mobility Equipment	900	54	954	6%
Specialised Hearing Services	100	9	109	9%
Vision Equipment	261	8	269	3%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,578	120	1,698	8%
Behaviour Support	709	38	747	5%
Community nursing care for high needs	530	45	575	8%
Development of daily living and life skills	1,158	48	1,206	4%
Early Intervention supports for early childhood	1,406	37	1,443	3%
Exercise Physiology and Physical Wellbeing activities	944	41	985	4%
Innovative Community Participation	425	18	443	4%
Specialised Driving Training	266	12	278	5%
Therapeutic Supports	4,314	100	4,414	2%
<b>Capital services</b>				
Home modification design and construction	553	25	578	5%
Specialist Disability Accommodation	149	8	157	5%
Vehicle Modifications	229	15	244	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	856	29	885	3%
Support Coordination	413	15	428	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	455	16	471	4%
Specialised Supported Employment	362	27	389	7%
<b>Total</b>	<b>8,052</b>	<b>239</b>	<b>8,291</b>	<b>3%</b>

<sup>155</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.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	56	252	<b>308</b>	18%	82%	<b>100%</b>
Assistance Animals	18	106	<b>124</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	133	866	<b>999</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	192	692	<b>884</b>	22%	78%	<b>100%</b>
Daily Personal Activities	229	1,395	<b>1,624</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	141	1,002	<b>1,143</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	159	1,003	<b>1,162</b>	14%	86%	<b>100%</b>
Household tasks	691	1,466	<b>2,157</b>	32%	68%	<b>100%</b>
Interpreting and translation	54	167	<b>221</b>	24%	76%	<b>100%</b>
Participation in community, social and civic activities	262	1,531	<b>1,793</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	52	271	<b>323</b>	16%	84%	<b>100%</b>
Assistive products for household tasks	60	279	<b>339</b>	18%	82%	<b>100%</b>
Assistance products for personal care and safety	273	1,294	<b>1,567</b>	17%	83%	<b>100%</b>
Communication and information equipment	139	497	<b>636</b>	22%	78%	<b>100%</b>
Customised Prosthetics	165	574	<b>739</b>	22%	78%	<b>100%</b>
Hearing Equipment	45	241	<b>286</b>	16%	84%	<b>100%</b>
Hearing Services	10	63	<b>73</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	162	792	<b>954</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	19	90	<b>109</b>	17%	83%	<b>100%</b>
Vision Equipment	43	226	<b>269</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	323	1,375	<b>1,698</b>	19%	81%	<b>100%</b>
Behaviour Support	188	559	<b>747</b>	25%	75%	<b>100%</b>
Community nursing care for high needs	97	478	<b>575</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	170	1,036	<b>1,206</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	501	942	<b>1,443</b>	35%	65%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	253	732	<b>985</b>	26%	74%	<b>100%</b>
Innovative Community Participation	120	323	<b>443</b>	27%	73%	<b>100%</b>
Specialised Driving Training	81	197	<b>278</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,904	2,510	<b>4,414</b>	43%	57%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	117	461	<b>578</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	7	150	<b>157</b>	4%	96%	<b>100%</b>
Vehicle Modifications	41	203	<b>244</b>	17%	83%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	164	721	<b>885</b>	19%	81%	<b>100%</b>
Support Coordination	61	367	<b>428</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	70	401	<b>471</b>	15%	85%	<b>100%</b>
Specialised Supported Employment	48	341	<b>389</b>	12%	88%	<b>100%</b>
<b>Total</b>	<b>3,108</b>	<b>5,183</b>	<b>8,291</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>

**Table F.67 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – New South Wales**

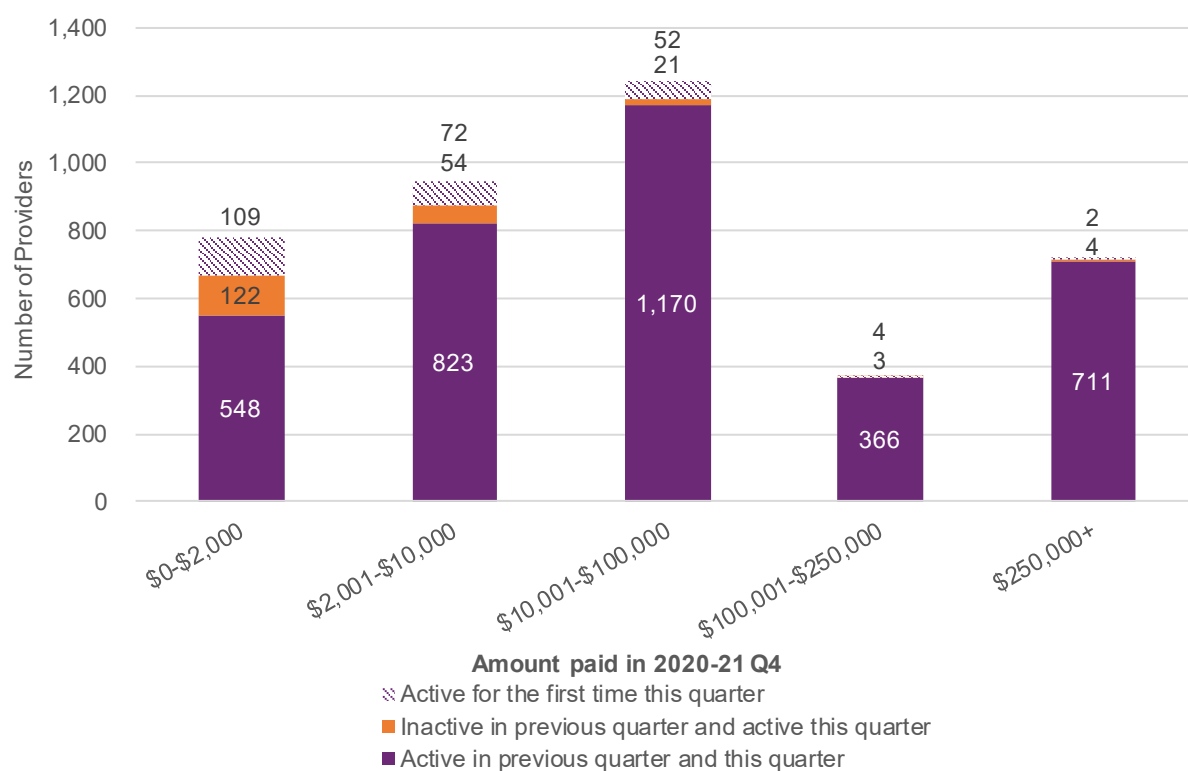
Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	24	13	37	35%
Assistance Animals	60	4	64	6%
Assistance with daily life tasks in a group or shared living arrangement	608	65	673	10%
Assistance with travel/transport arrangements	172	28	200	14%
Daily Personal Activities	990	67	1,057	6%
Group and Centre Based Activities	654	45	699	6%
High Intensity Daily Personal Activities	604	37	641	6%
Household tasks	1,048	58	1,106	5%
Interpreting and translation	82	7	89	8%
Participation in community, social and civic activities	1,127	87	1,214	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	46	8	54	15%
Assistive products for household tasks	65	12	77	16%
Assistance products for personal care and safety	763	51	814	6%
Communication and information equipment	256	27	283	10%
Customised Prosthetics	267	29	296	10%
Hearing Equipment	90	13	103	13%
Hearing Services	8	7	15	47%
Personal Mobility Equipment	387	54	441	12%
Specialised Hearing Services	15	9	24	38%
Vision Equipment	83	8	91	9%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	991	120	1,111	11%
Behaviour Support	345	38	383	10%
Community nursing care for high needs	238	45	283	16%
Development of daily living and life skills	537	48	585	8%
Early Intervention supports for early childhood	544	37	581	6%
Exercise Physiology and Physical Wellbeing activities	462	41	503	8%
Innovative Community Participation	112	18	130	14%
Specialised Driving Training	97	12	109	11%
Therapeutic Supports	1,913	100	2,013	5%
<b>Capital services</b>				
Home modification design and construction	185	25	210	12%
Specialist Disability Accommodation	116	8	124	6%
Vehicle Modifications	58	15	73	21%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	552	29	581	5%
Support Coordination	137	15	152	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	228	16	244	7%
Specialised Supported Employment	260	27	287	9%
<b>Total</b>	<b>3,822</b>	<b>239</b>	<b>4,061</b>	<b>6%</b>

**Table F.68 Number and proportion of providers active in 2020-21 Q4 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	4	33	<b>37</b>	11%	89%	<b>100%</b>
Assistance Animals	8	56	<b>64</b>	13%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	68	605	<b>673</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	33	167	<b>200</b>	17%	84%	<b>100%</b>
Daily Personal Activities	141	916	<b>1,057</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	86	613	<b>699</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	78	563	<b>641</b>	12%	88%	<b>100%</b>
Household tasks	273	833	<b>1,106</b>	25%	75%	<b>100%</b>
Interpreting and translation	17	72	<b>89</b>	19%	81%	<b>100%</b>
Participation in community, social and civic activities	159	1,055	<b>1,214</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	8	46	<b>54</b>	15%	85%	<b>100%</b>
Assistive products for household tasks	10	67	<b>77</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	120	694	<b>814</b>	15%	85%	<b>100%</b>
Communication and information equipment	51	232	<b>283</b>	18%	82%	<b>100%</b>
Customised Prosthetics	57	239	<b>296</b>	19%	81%	<b>100%</b>
Hearing Equipment	15	88	<b>103</b>	15%	85%	<b>100%</b>
Hearing Services	2	13	<b>15</b>	13%	87%	<b>100%</b>
Personal Mobility Equipment	72	369	<b>441</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	4	20	<b>24</b>	17%	83%	<b>100%</b>
Vision Equipment	16	75	<b>91</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	196	915	<b>1,111</b>	18%	82%	<b>100%</b>
Behaviour Support	70	313	<b>383</b>	18%	82%	<b>100%</b>
Community nursing care for high needs	43	240	<b>283</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	77	508	<b>585</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	120	461	<b>581</b>	21%	79%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	105	398	<b>503</b>	21%	79%	<b>100%</b>
Innovative Community Participation	27	103	<b>130</b>	21%	79%	<b>100%</b>
Specialised Driving Training	27	82	<b>109</b>	25%	75%	<b>100%</b>
Therapeutic Supports	687	1,326	<b>2,013</b>	34%	66%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	32	178	<b>210</b>	15%	85%	<b>100%</b>
Specialist Disability Accommodation	3	121	<b>124</b>	2%	98%	<b>100%</b>
Vehicle Modifications	7	66	<b>73</b>	10%	90%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	115	466	<b>581</b>	20%	80%	<b>100%</b>
Support Coordination	16	136	<b>152</b>	11%	89%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	31	213	<b>244</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	36	251	<b>287</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>1,149</b>	<b>2,912</b>	<b>4,061</b>	<b>28%</b>	<b>72%</b>	<b>100%</b>



**Figure F.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – New South Wales** <sup>156</sup>



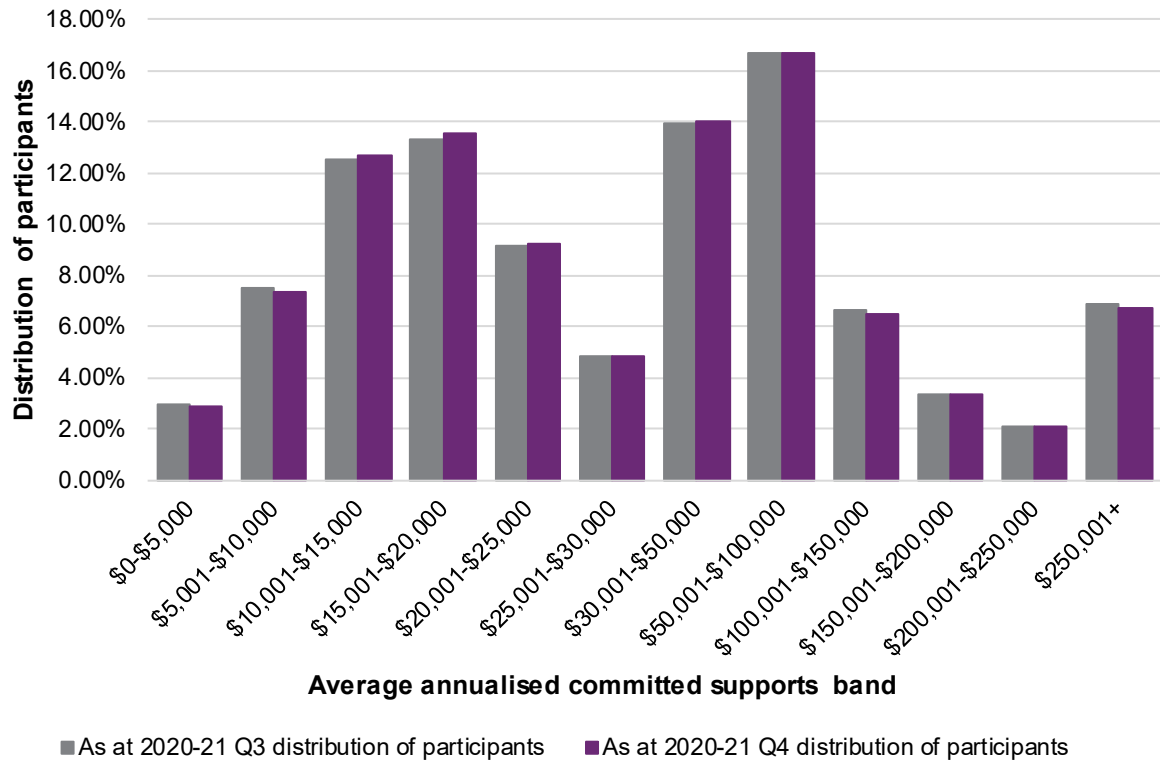
## Part Five: Financial sustainability

**Table F.69 Committed supports by financial year (\$m) – New South Wales**

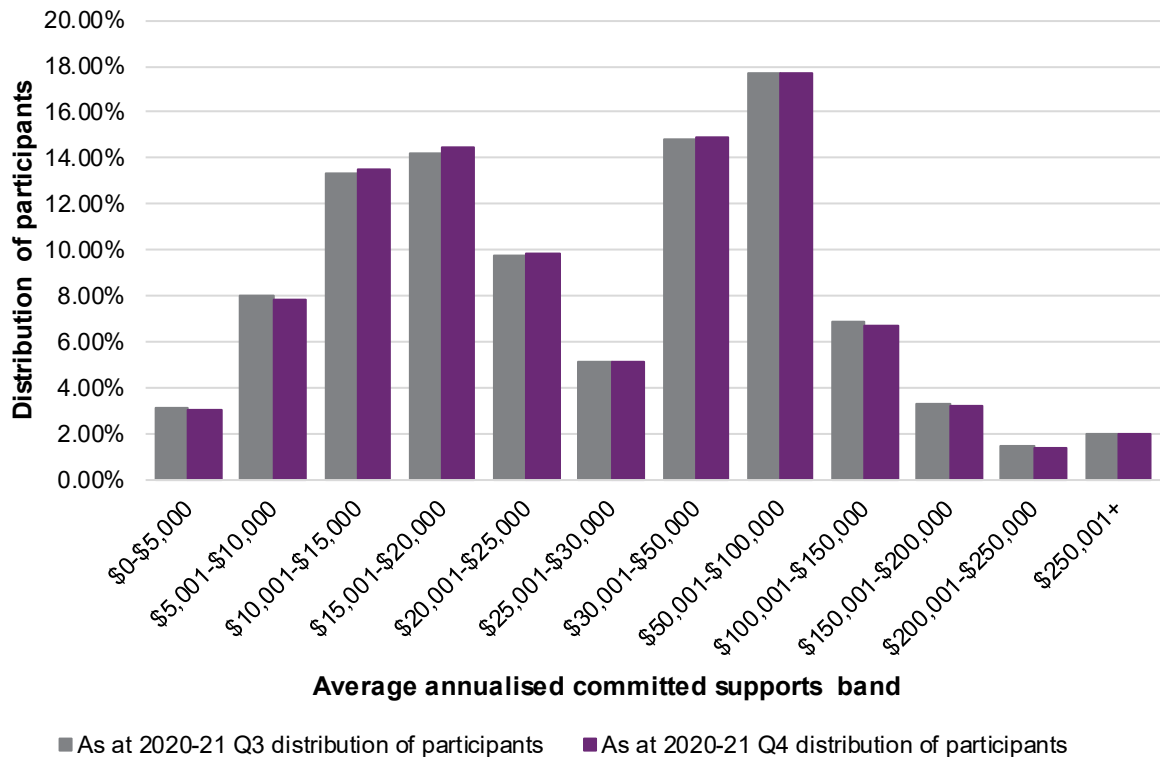
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	50.6	185.3	353.1	1,777.2	4,301.0	5,944.7	8,153.0	10,131.1

<sup>156</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.

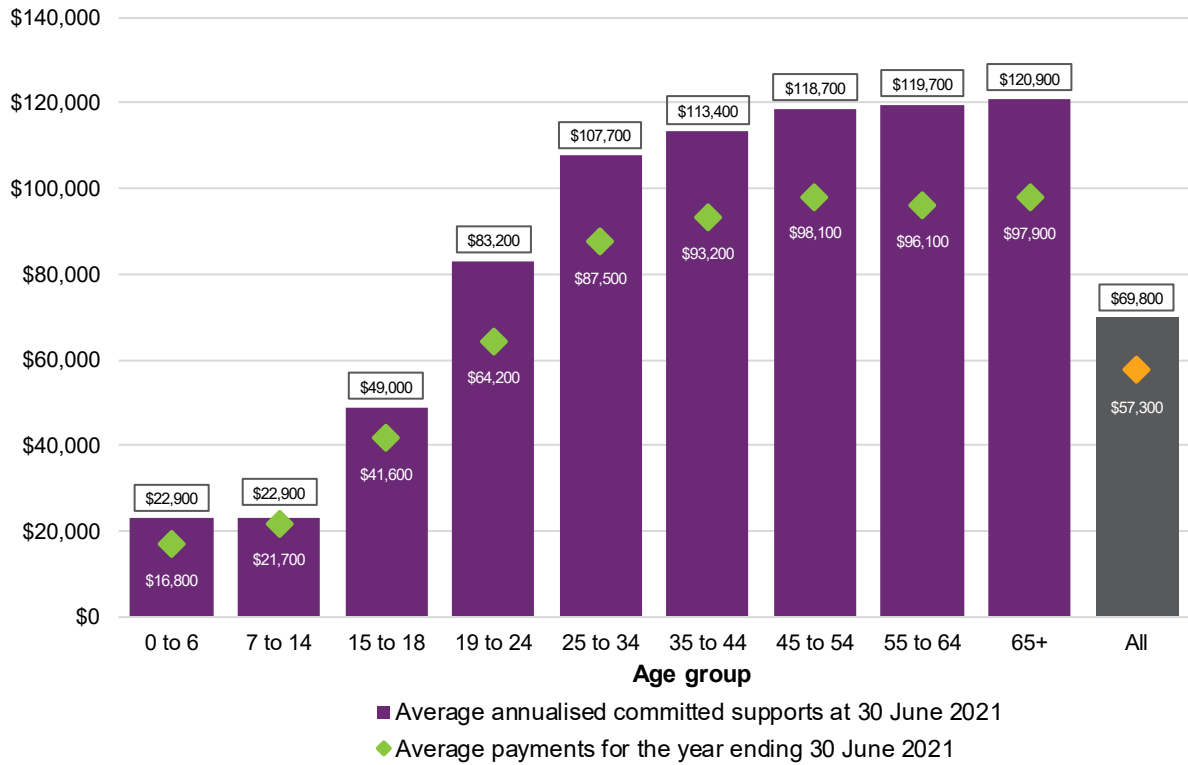
**Figure F.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – New South Wales**



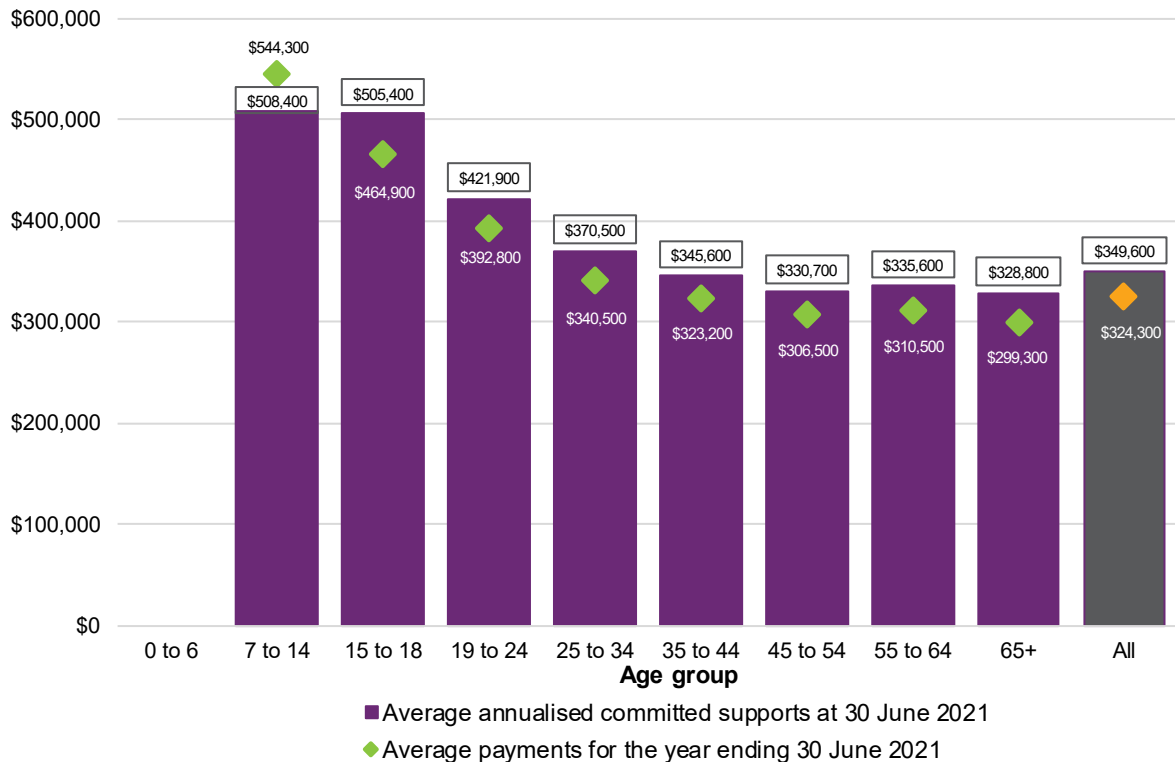
**Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – New South Wales**



**Figure F.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – New South Wales** <sup>157</sup>



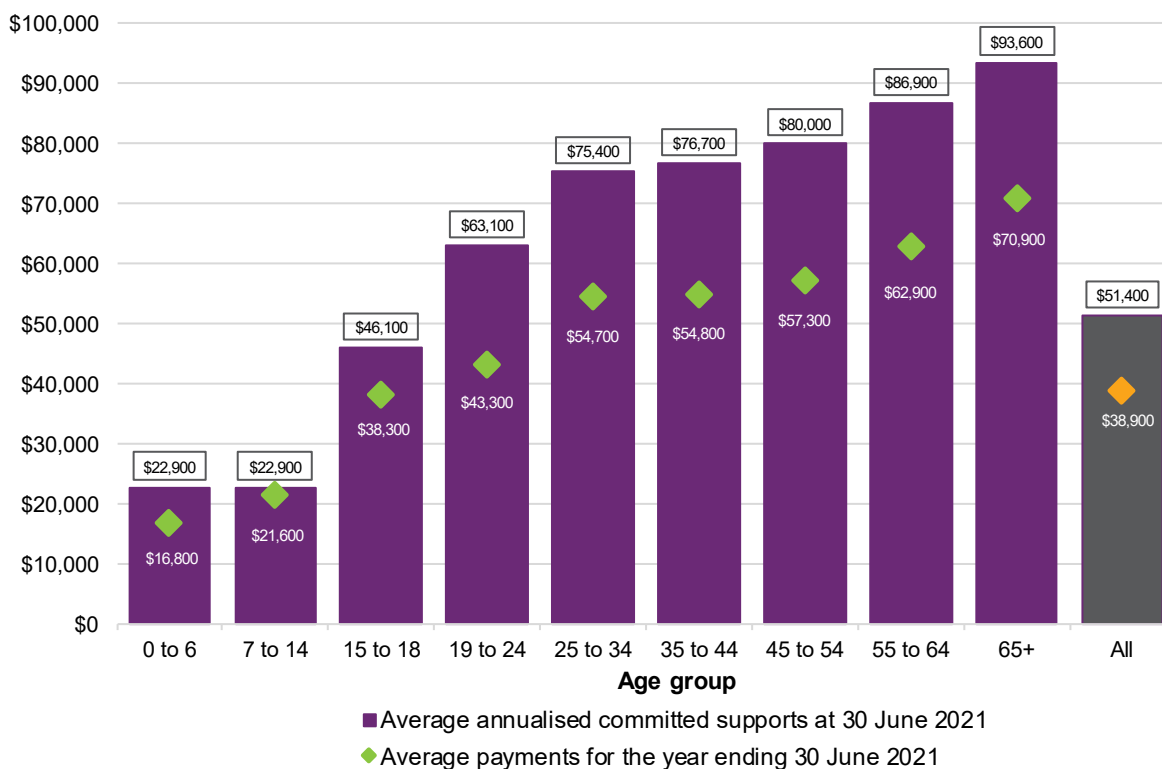
**Figure F.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – New South Wales** <sup>158</sup>



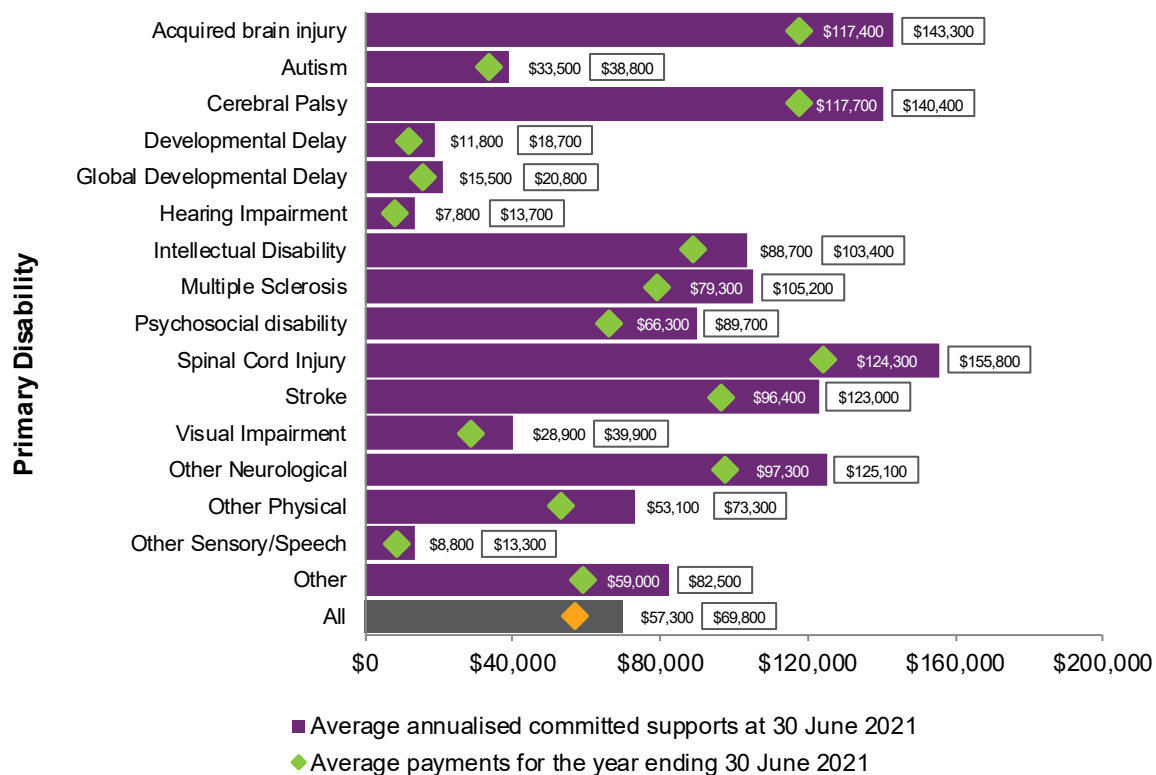
<sup>157</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>158</sup> Ibid.

**Figure F.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – New South Wales** <sup>159</sup>



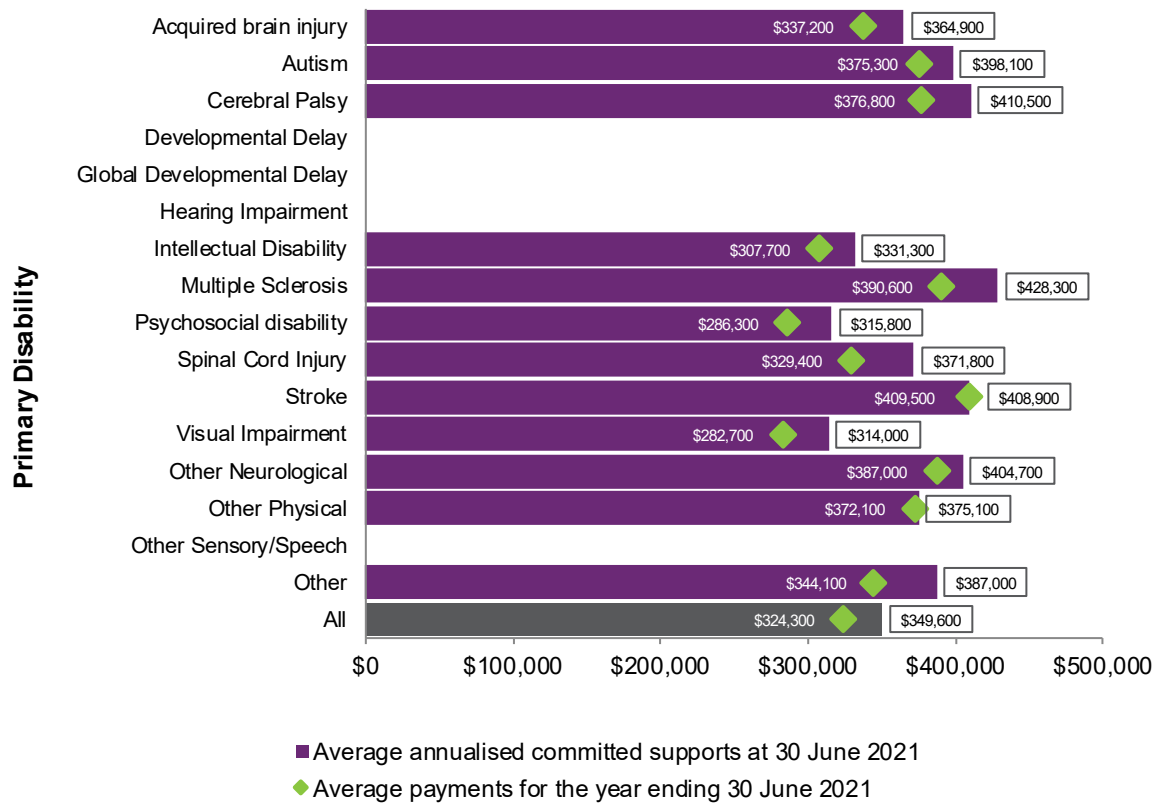
**Figure F.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – New South Wales** <sup>160</sup>



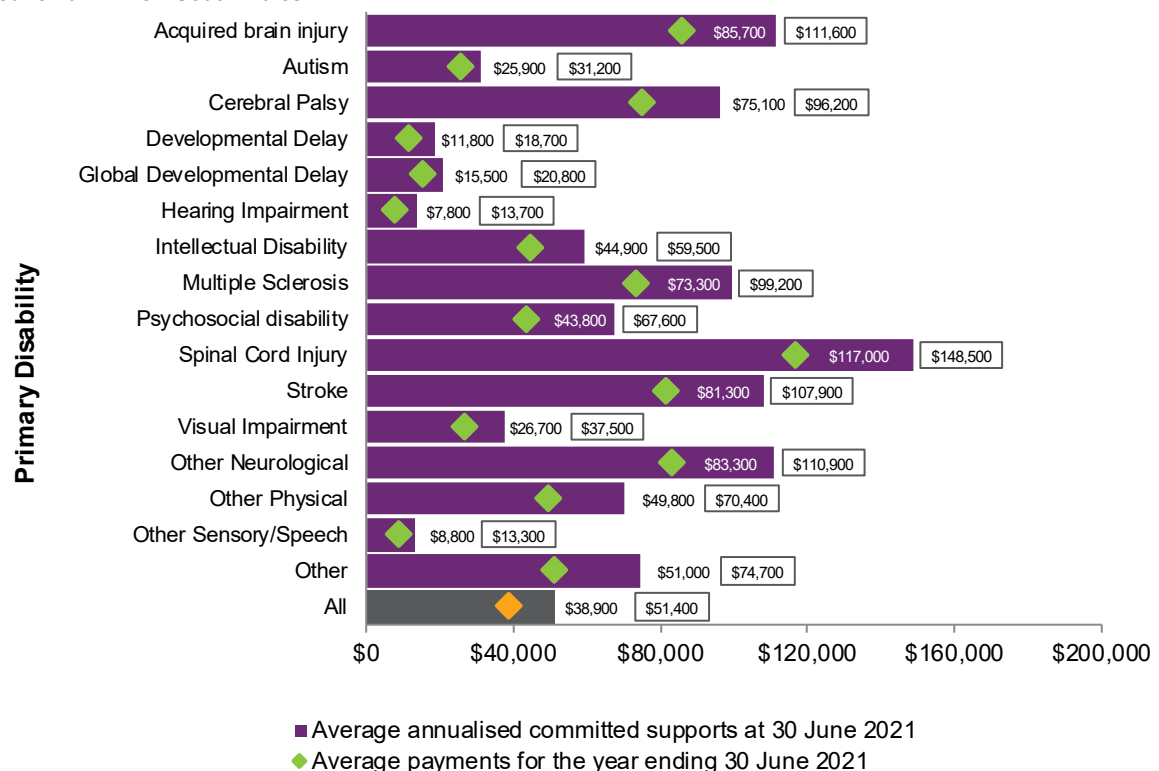
<sup>159</sup> Ibid.

<sup>160</sup> Ibid.

**Figure F.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – New South Wales** <sup>161</sup>



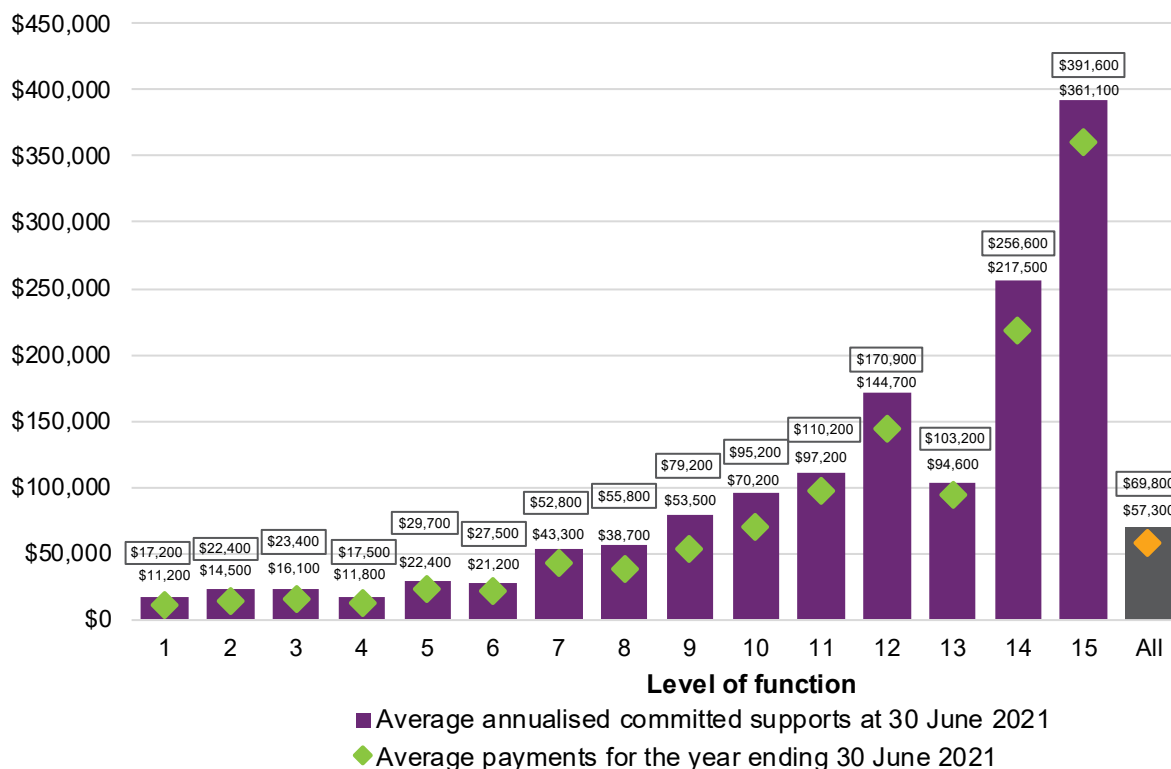
**Figure F.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – New South Wales** <sup>162</sup>



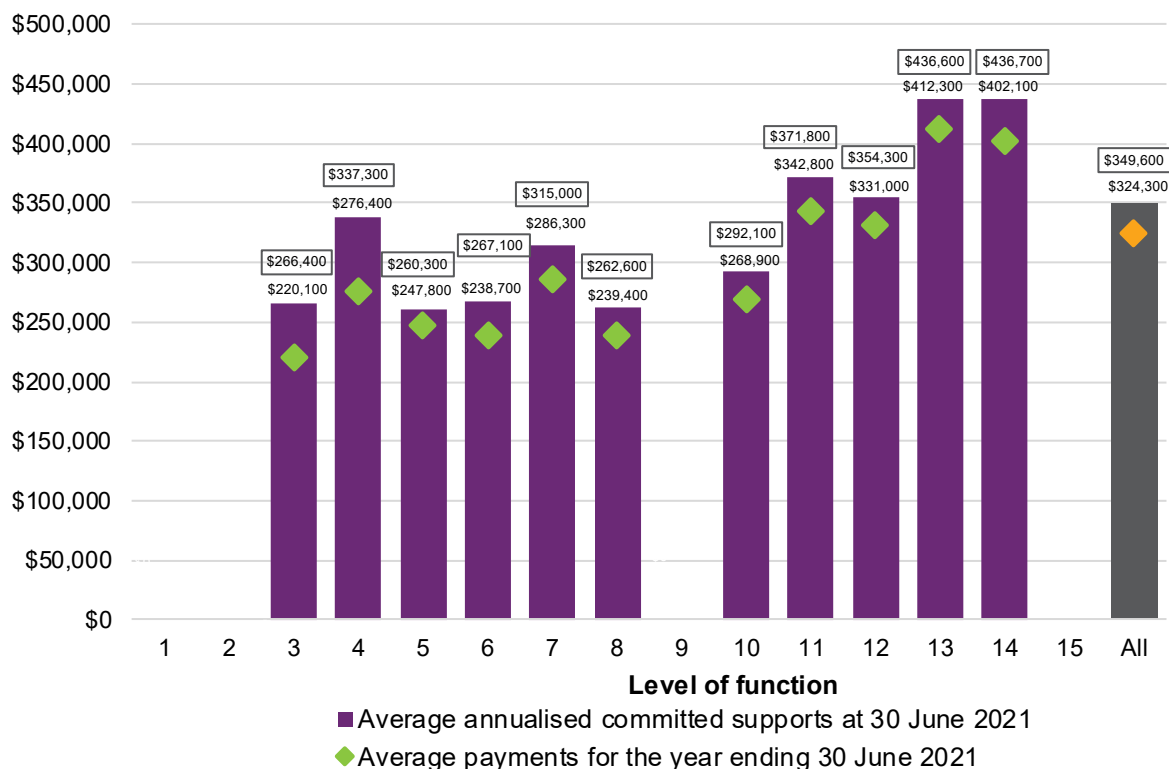
<sup>161</sup> Ibid.

<sup>162</sup> Ibid.

**Figure F.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – New South Wales** <sup>163</sup>



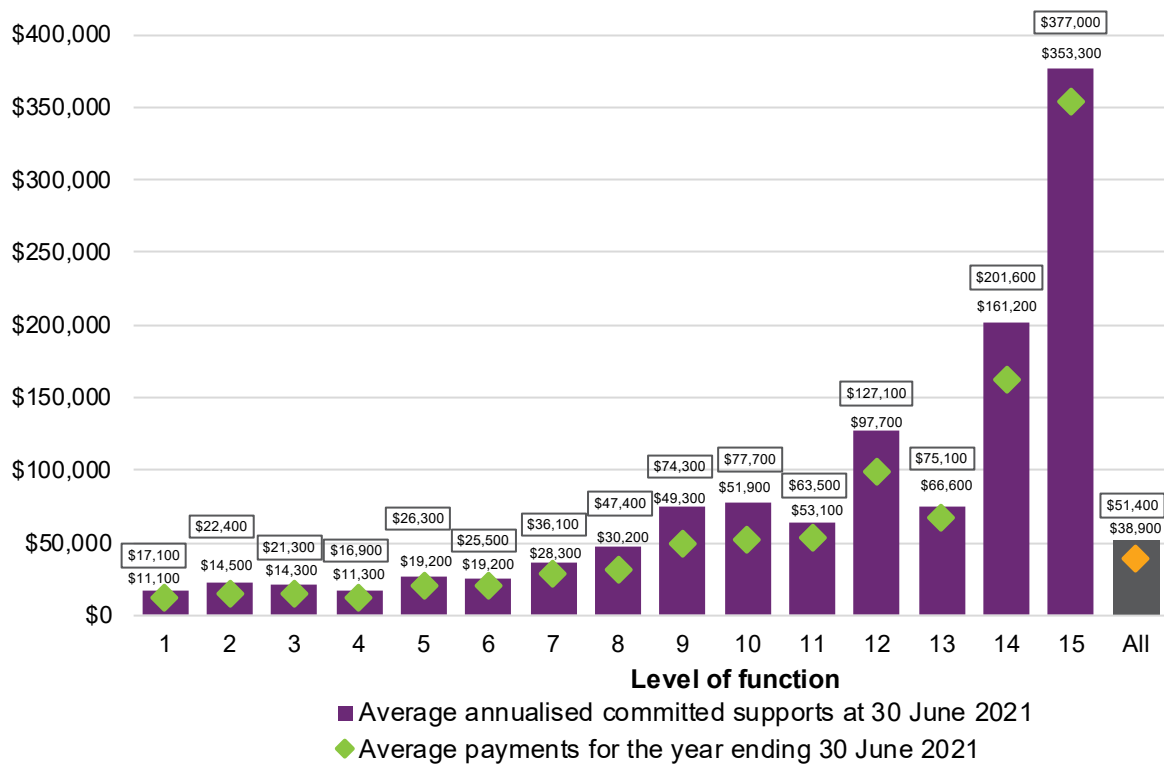
**Figure F.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – New South Wales** <sup>164</sup>



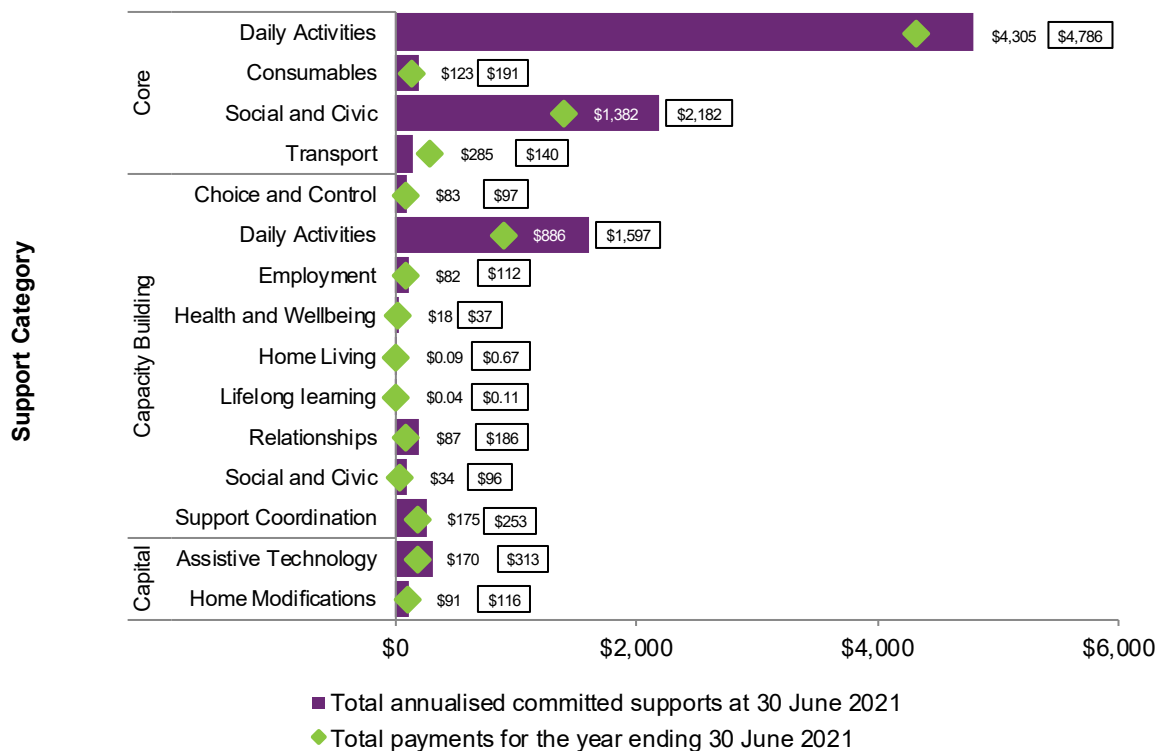
<sup>163</sup> Ibid.

<sup>164</sup> Ibid.

**Figure F.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – New South Wales** <sup>165</sup>



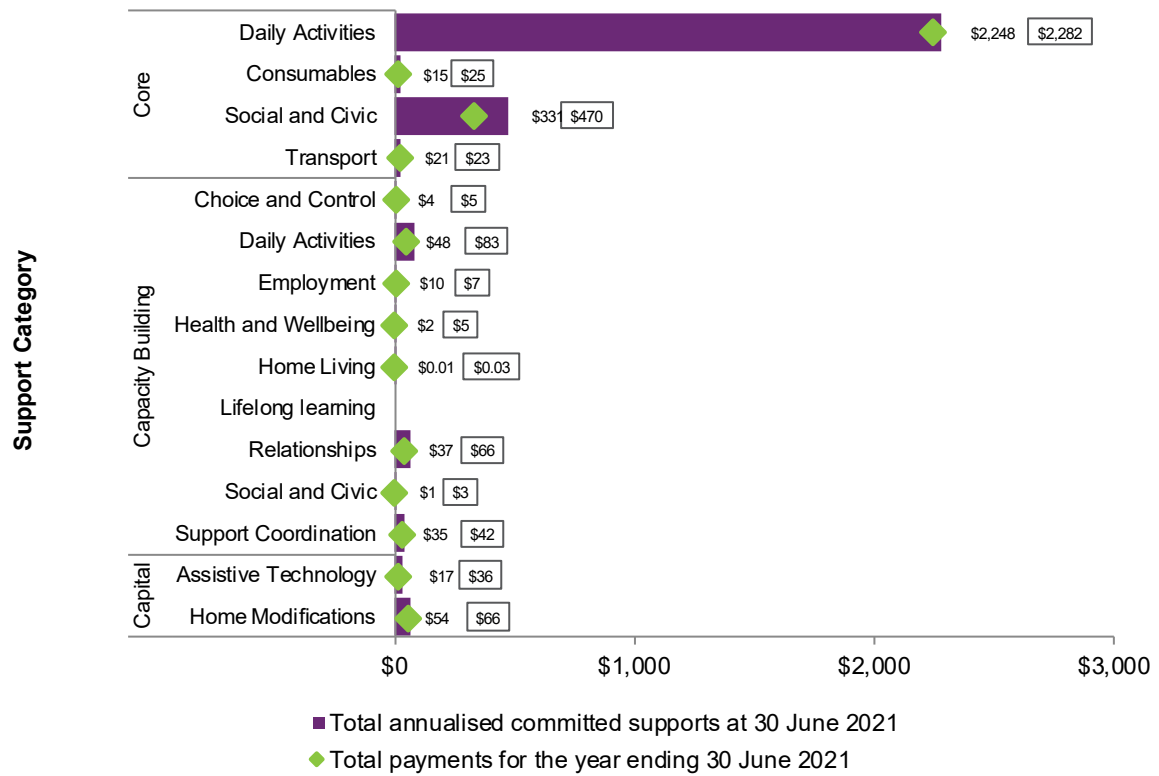
**Figure F.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – New South Wales** <sup>166</sup>



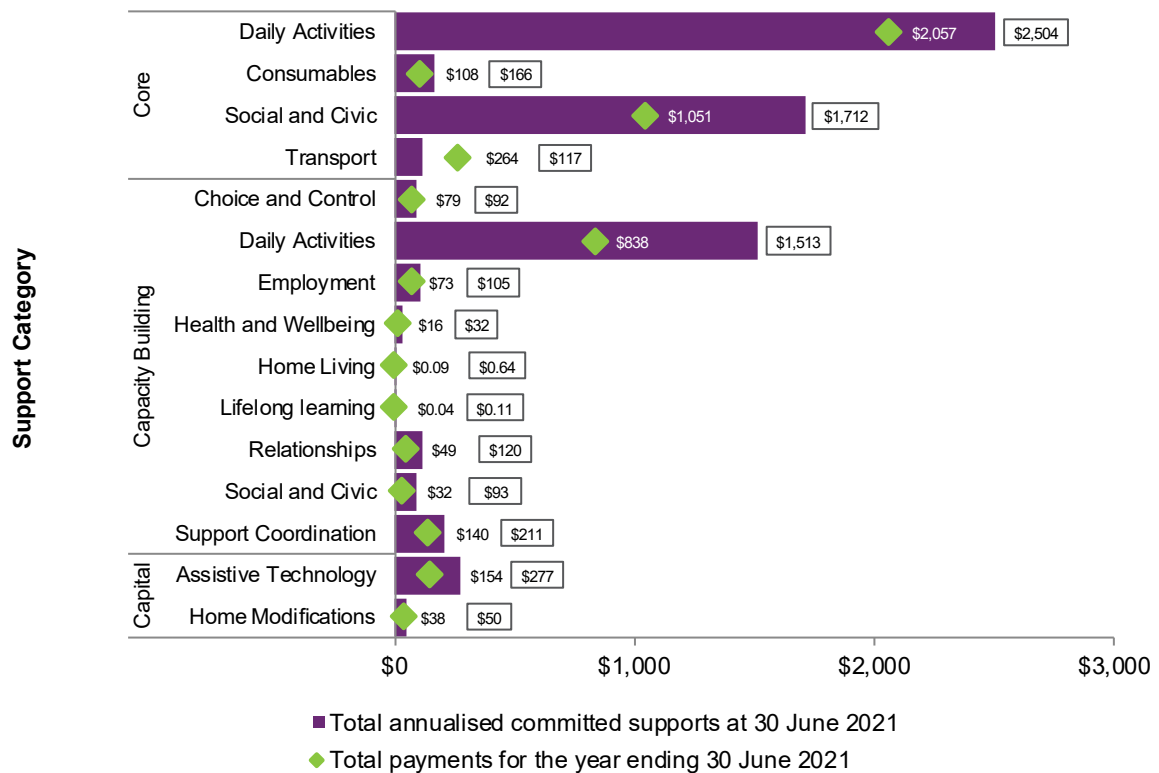
<sup>165</sup> Ibid.

<sup>166</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure F.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – New South Wales** <sup>167</sup>



**Figure F.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – New South Wales** <sup>168</sup>



<sup>167</sup> Ibid.

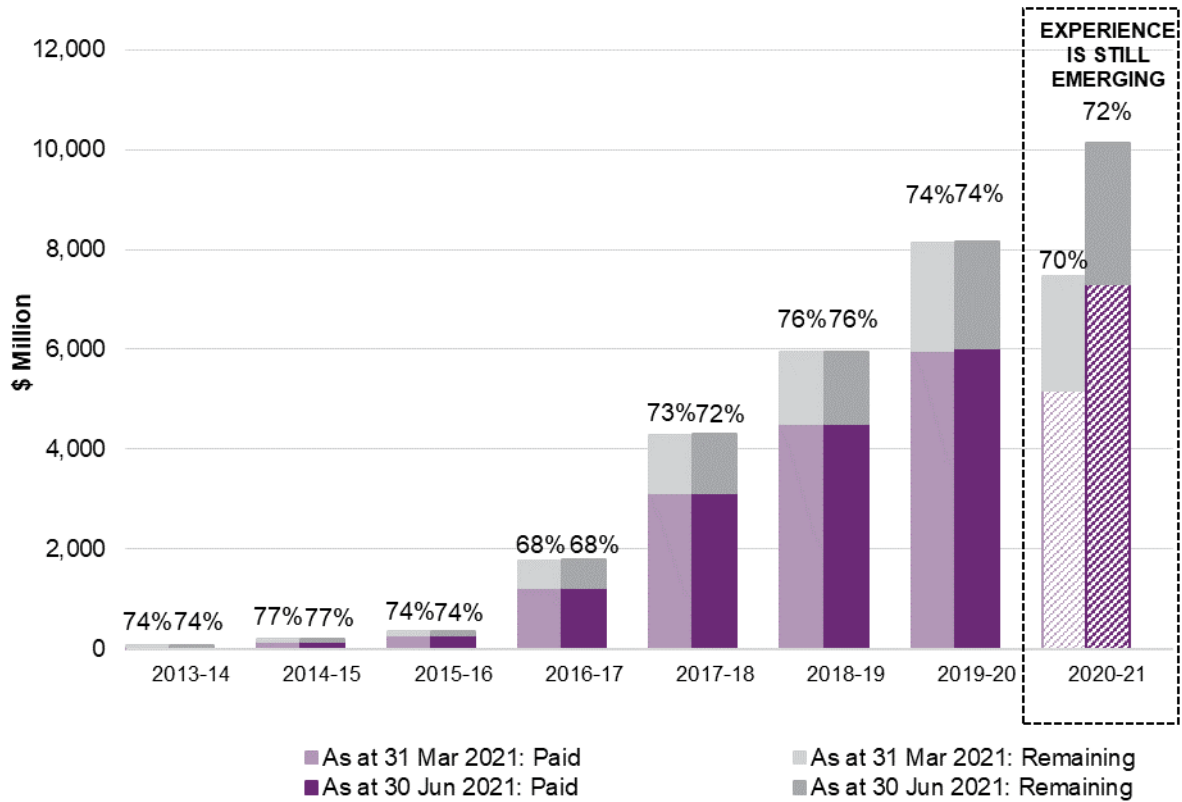
<sup>168</sup> Ibid.



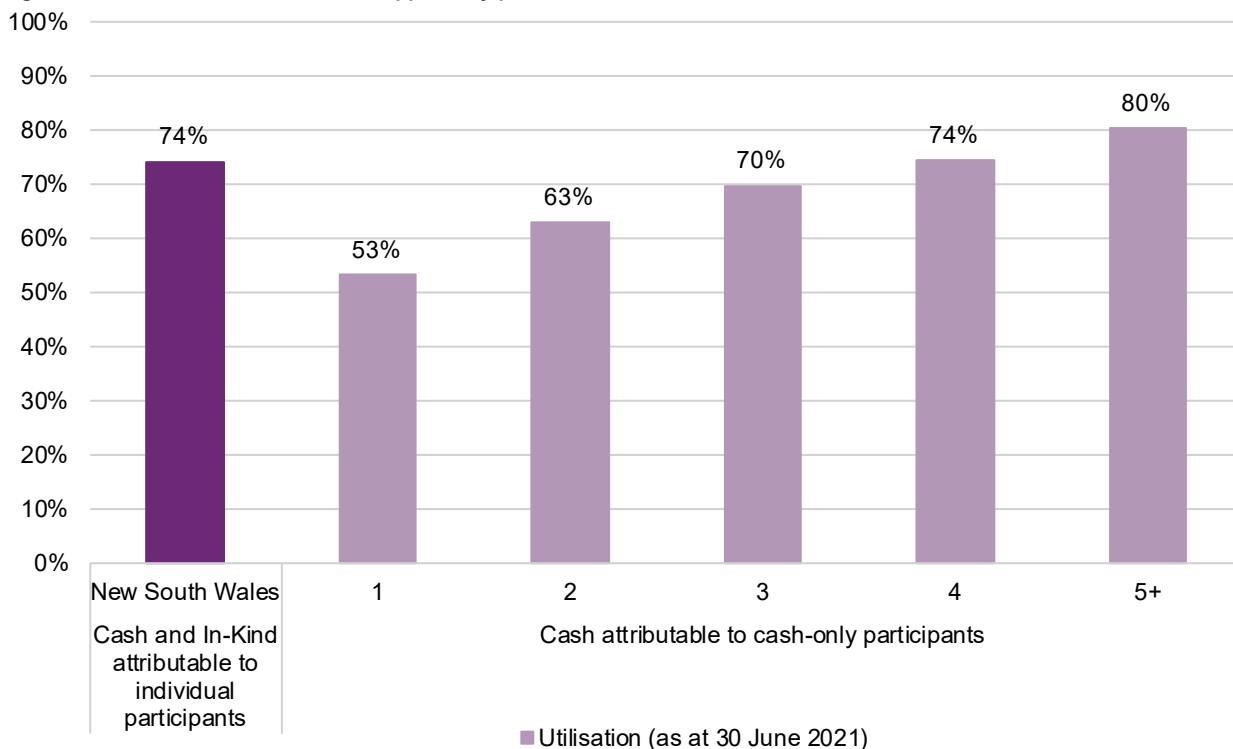
**Table F.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	50.6	185.3	353.1	1,777.2	4,301.0	5,944.7	8,153.0	10,131.1
Total Paid	37.4	141.9	260.2	1,214.4	3,114.7	4,498.7	6,017.2	7,318.6
% utilised to date	74%	77%	74%	68%	72%	76%	74%	72%

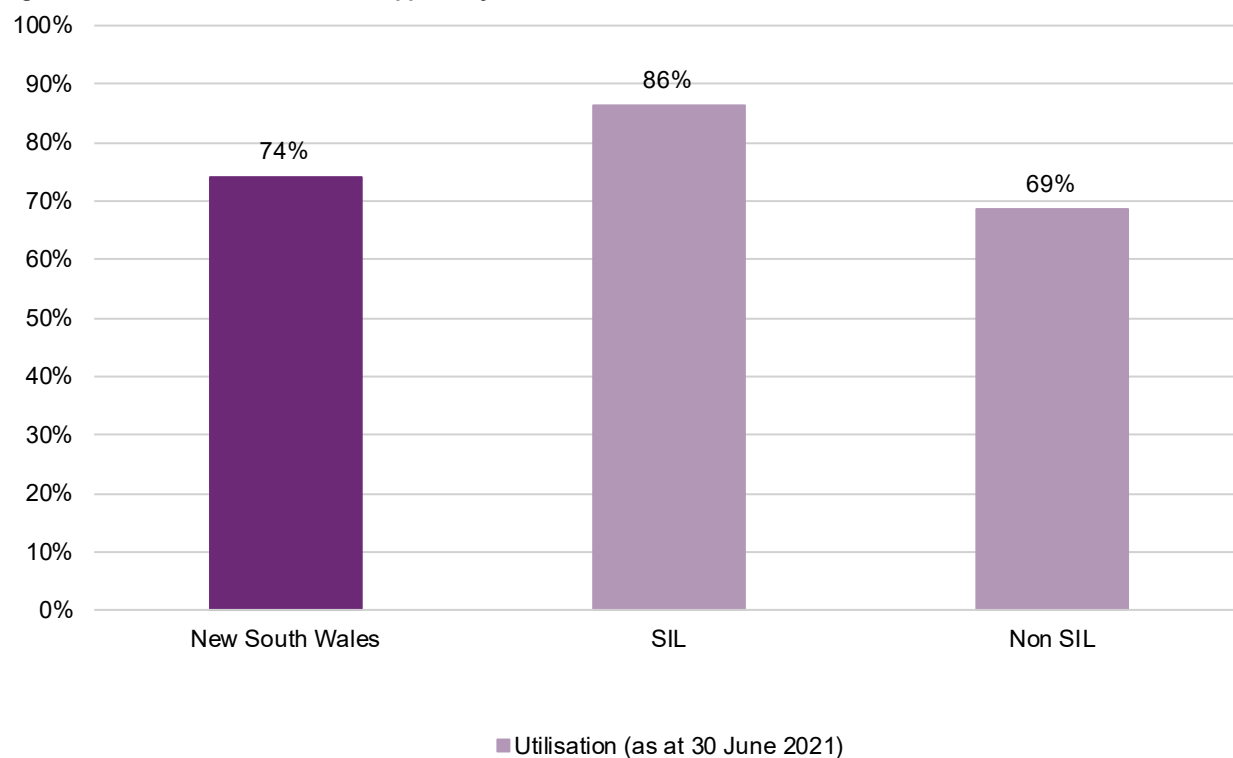
**Figure F.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – New South Wales**



**Figure F.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – New South Wales** <sup>169</sup>



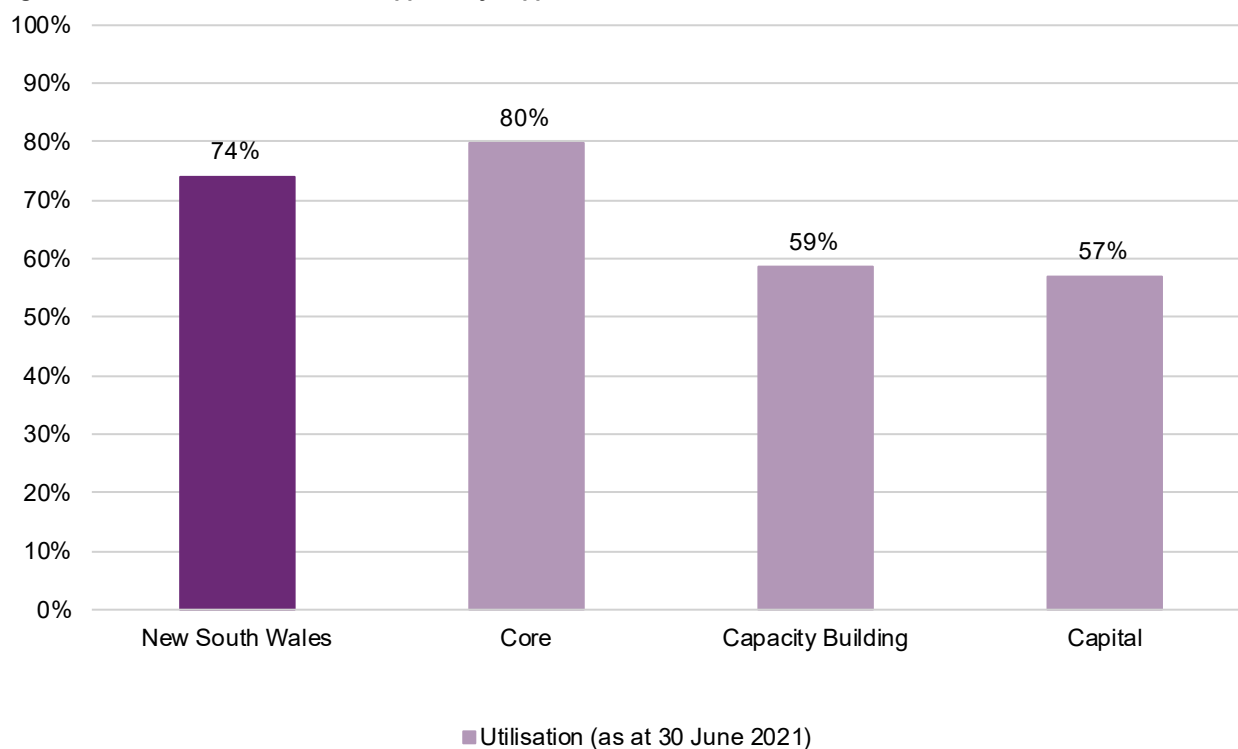
**Figure F.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – New South Wales** <sup>170</sup>



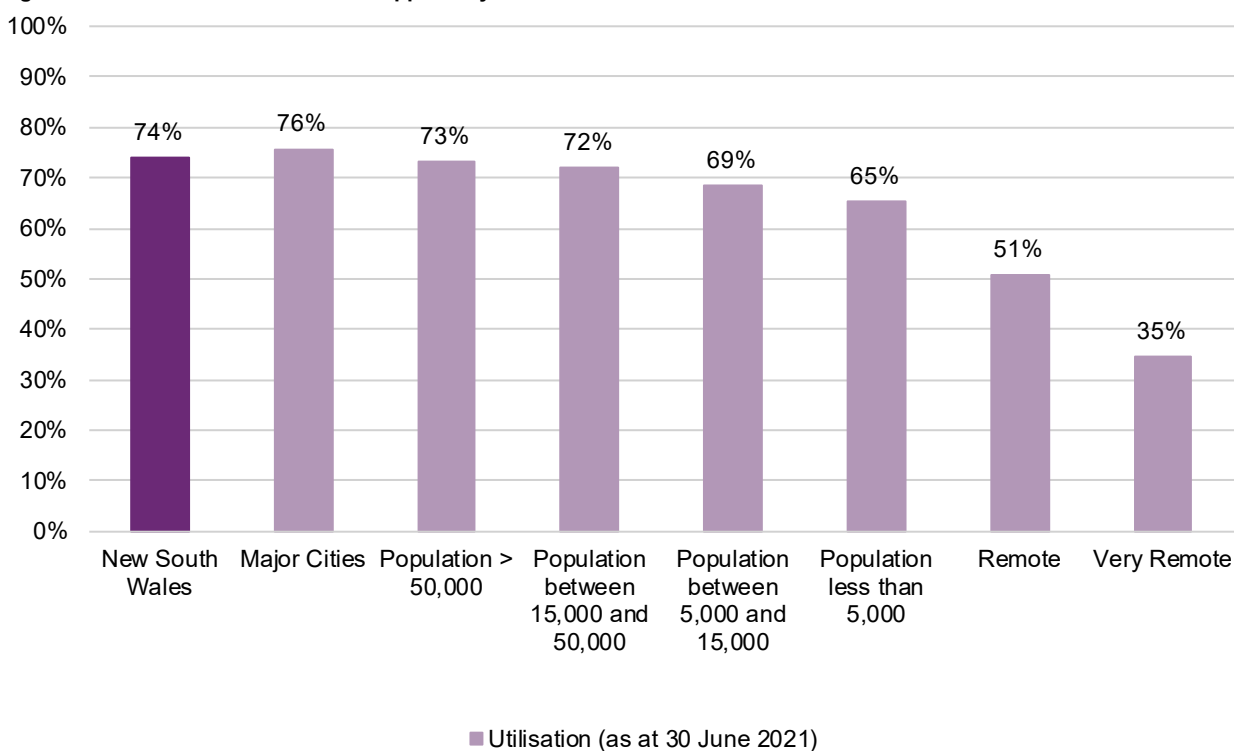
<sup>169</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>170</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure F.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – New South Wales** <sup>171</sup>



**Figure F.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – New South Wales** <sup>172</sup>



<sup>171</sup> Ibid.

<sup>172</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

**Table G.1 Active participants by quarter of entry – Victoria** <sup>173</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
<b>Victoria</b>	<b>119,739</b>	<b>4,762</b>	<b>124,501</b>	<b>3,172</b>	<b>127,673</b>

**Table G.2 Active participants by quarter of entry, plan and entry type – Victoria** <sup>174</sup>

	Prior Quarters	2020-21 Q4	Total
<b>Access decisions</b>	<b>150,218</b>	<b>6,710</b>	<b>156,928</b>
<b>Active Eligible</b>	<b>123,714</b>	<b>4,885</b>	<b>128,599</b>
<i>New</i>	53,640	4,485	58,125
<i>State</i>	60,287	274	60,561
<i>Commonwealth</i>	9,787	126	9,913
<b>Active Participant Plans (excl ECEI)</b>	<b>119,739</b>	<b>4,762</b>	<b>124,501</b>
<i>New</i>	50,993	4,322	55,315
<i>State</i>	59,084	307	59,391
<i>Commonwealth</i>	9,662	133	9,795
<b>Active Participant Plans</b>	<b>122,136</b>	<b>7,934</b>	<b>127,673</b>
<i>Early Intervention (s25)</i>	26,779	2,215	28,994
<i>Permanent Disability (s24)</i>	92,960	2,547	95,507
<i>ECEI</i>	2,397	3,172	3,172

**Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Victoria**

<b>Exits</b>	<b>Total</b>
<b>Total participant exits</b>	<b>4,486</b>
<i>Early Intervention participants</i>	547
<i>Permanent disability participants</i>	3,939

<sup>173</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>174</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>175 176</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
End of 2020-21 Q4	59,391	9,795	55,315	3,172	127,673

**Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria** <sup>177 178 179 180</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
End of 2020-21 Q4	28,994	95,507	3,172	127,673

<sup>175</sup> This table shows the total numbers of active participants at the end of each period.<sup>176</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>177</sup> This table shows the total numbers of active participants at the end of each period.<sup>178</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.<sup>179</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.<sup>180</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table G.6 Assessment of access by age group – Victoria** <sup>181</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	36,232	98%	1,859	97%	38,091	98%
7 to 14	23,734	89%	894	81%	24,628	89%
15 to 18	7,684	91%	240	80%	7,924	91%
19 to 24	7,661	90%	191	70%	7,852	89%
25 to 34	10,969	88%	312	63%	11,281	87%
35 to 44	11,853	84%	369	58%	12,222	83%
45 to 54	15,017	79%	472	57%	15,489	78%
55 to 64	16,597	73%	547	50%	17,144	72%
65+	943	62%	16	31%	959	61%
Missing	<11		<11		<11	
<b>Total</b>	<b>130,690</b>	<b>87%</b>	<b>4,900</b>	<b>73%</b>	<b>135,590</b>	<b>86%</b>

**Table G.7 Assessment of access by disability – Victoria** <sup>182</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	4,081	93%	132	76%	4,213	92%
Autism	37,081	96%	1,332	96%	38,413	96%
Cerebral Palsy	4,068	97%	34	64%	4,102	96%
Developmental Delay	13,881	98%	1,262	99%	15,143	98%
Global Developmental Delay	1,883	99%	179	99%	2,062	99%
Hearing Impairment	5,685	89%	220	83%	5,905	89%
Intellectual Disability	25,504	96%	372	84%	25,876	95%
Multiple Sclerosis	2,729	90%	99	77%	2,828	89%
Psychosocial disability	17,184	78%	680	55%	17,864	76%
Spinal Cord Injury	908	94%	28	90%	936	94%
Stroke	1,672	85%	74	76%	1,746	85%
Visual Impairment	2,918	92%	42	67%	2,960	92%
Other Neurological	5,569	81%	177	68%	5,746	80%
Other Physical	4,732	43%	137	24%	4,869	42%
Other Sensory/Speech	775	57%	<11		781	55%
Other	816	39%	126	26%	942	36%
Missing	1,204	98%	<11		1,204	98%
<b>Total</b>	<b>130,690</b>	<b>87%</b>	<b>4,900</b>	<b>73%</b>	<b>135,590</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.

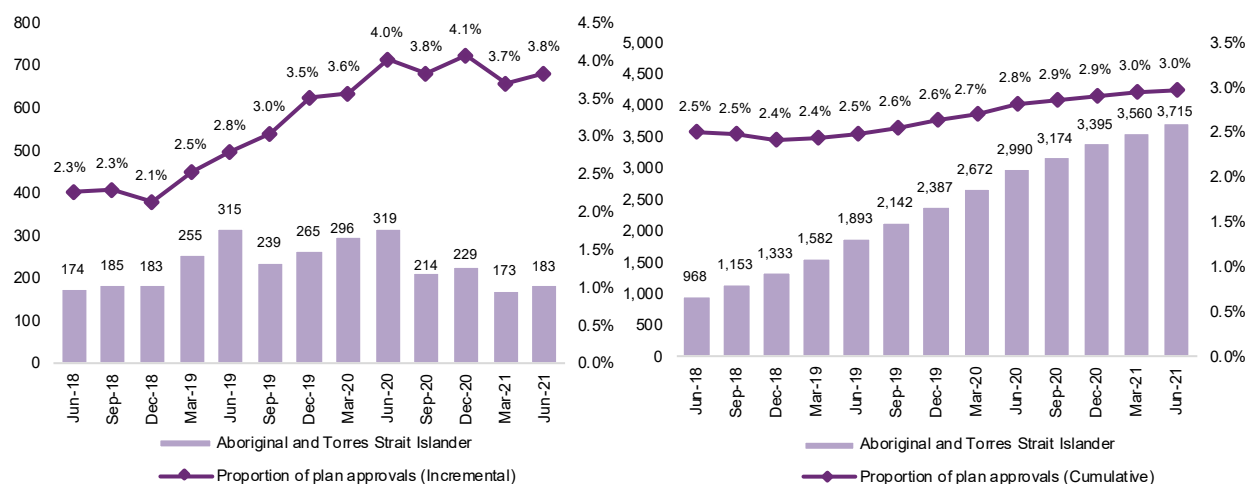
**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,532	2.9%	183	3.8%	<b>3,715</b>	<b>3.0%</b>
Not Aboriginal and Torres Strait Islander	94,458	78.9%	3,967	83.3%	<b>98,425</b>	<b>79.1%</b>
Not Stated	21,749	18.2%	612	12.9%	<b>22,361</b>	<b>18.0%</b>
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

<sup>181</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.

<sup>182</sup> Ibid.

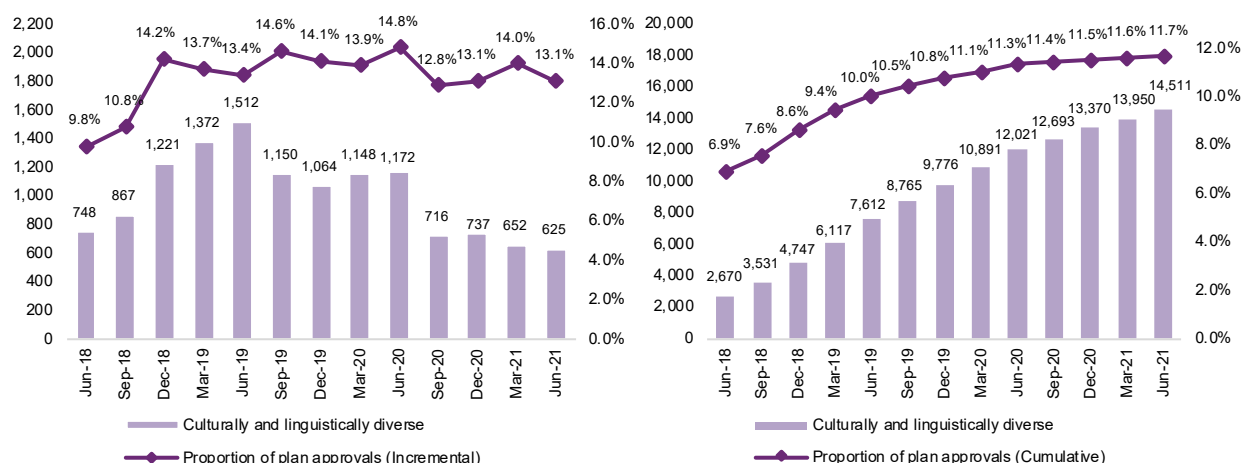
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>183</sup>



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

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	13,886	11.6%	625	13.1%	14,511	11.7%
Not culturally and linguistically diverse	105,809	88.4%	4,137	86.9%	109,946	88.3%
Not stated	44	0.04%	<11		44	0.04%
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</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>184</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 30 June 2021 – Victoria** <sup>185</sup>

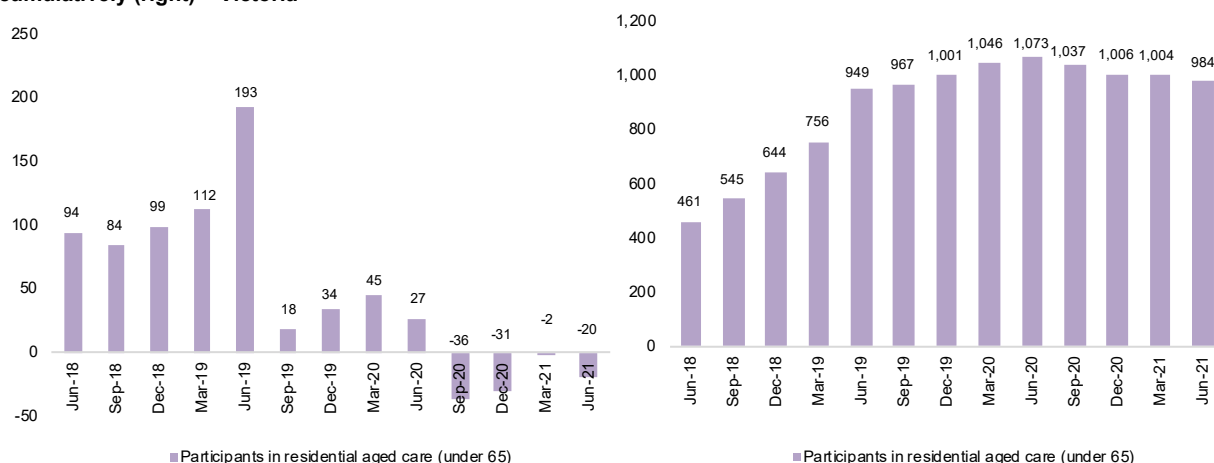
	Total
<b>Age group</b>	<b>N</b>
Under 45	37
45 to 54	186
55 to 64	761
<b>Total YPIRAC (under 65)</b>	<b>984</b>

<sup>183</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>184</sup> Ibid.

<sup>185</sup> There are a further 440 active participants aged 65 years or over who are currently in residential aged care.

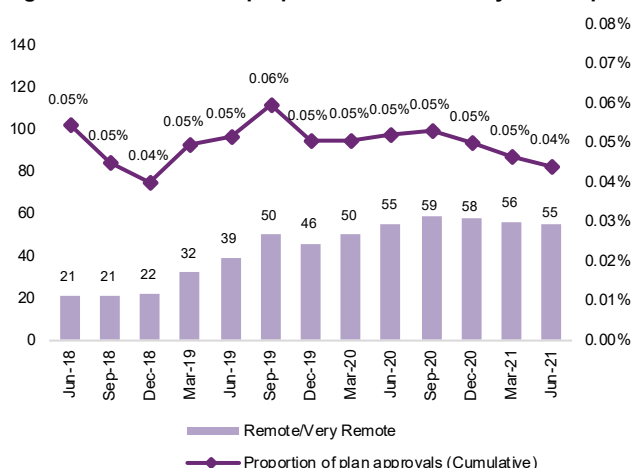
**Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria** <sup>186</sup>



**Table G.11 Participant profile per quarter by remoteness – Victoria** <sup>187 188</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	86,282	72.1%	3,512	73.8%	89,794	72.1%
Population > 50,000	11,230	9.4%	423	8.9%	11,653	9.4%
Population between 15,000 and 50,000	8,080	6.7%	319	6.7%	8,399	6.7%
Population between 5,000 and 15,000	6,885	5.8%	228	4.8%	7,113	5.7%
Population less than 5,000	7,202	6.0%	278	5.8%	7,480	6.0%
Remote	53	0.0%	<11		55	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>189 190 191</sup>



<sup>186</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>187</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>188</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>189</sup> Ibid.

<sup>190</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.

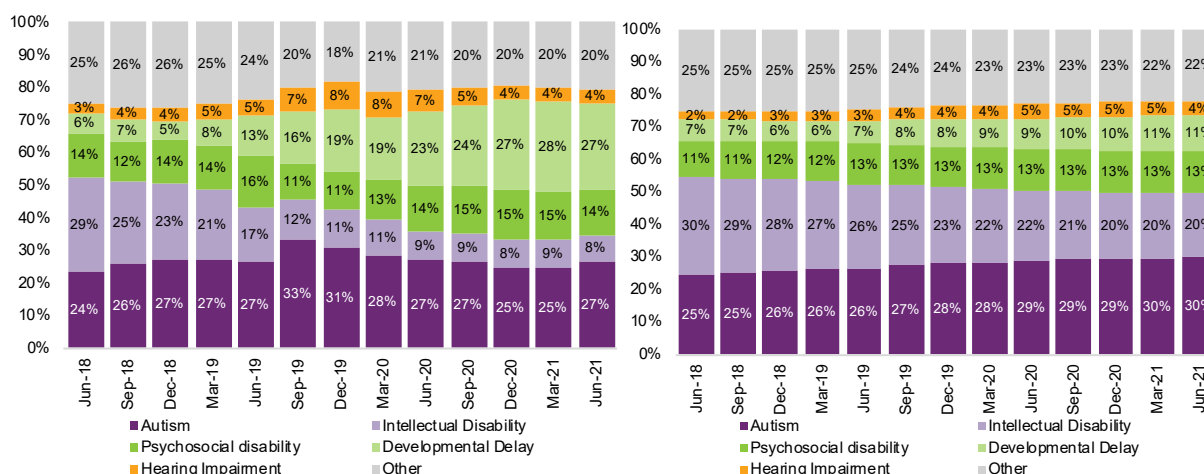
<sup>191</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.



**Table G.12 Participant profile per quarter by primary disability group – Victoria** <sup>192 193 194</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	36,089	30%	1,280	27%	37,369	30%
Intellectual Disability	24,159	20%	382	8%	24,541	20%
Psychosocial disability	15,560	13%	662	14%	16,222	13%
Developmental Delay	11,950	10%	1,267	27%	13,217	11%
Hearing Impairment	5,380	4%	195	4%	5,575	4%
Other Neurological	4,594	4%	179	4%	4,773	4%
Other Physical	3,973	3%	147	3%	4,120	3%
Cerebral Palsy	3,922	3%	37	1%	3,959	3%
ABI	3,612	3%	126	3%	3,738	3%
Global Developmental Delay	1,668	1%	145	3%	1,813	1%
Visual Impairment	2,644	2%	47	1%	2,691	2%
Multiple Sclerosis	2,576	2%	80	2%	2,656	2%
Stroke	1,482	1%	71	1%	1,553	1%
Spinal Cord Injury	820	1%	24	1%	844	1%
Other	668	1%	117	2%	785	1%
Other Sensory/Speech	642	1%	<11		645	1%
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>195</sup>



<sup>192</sup> Table order based on national proportions (highest to lowest).

<sup>193</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

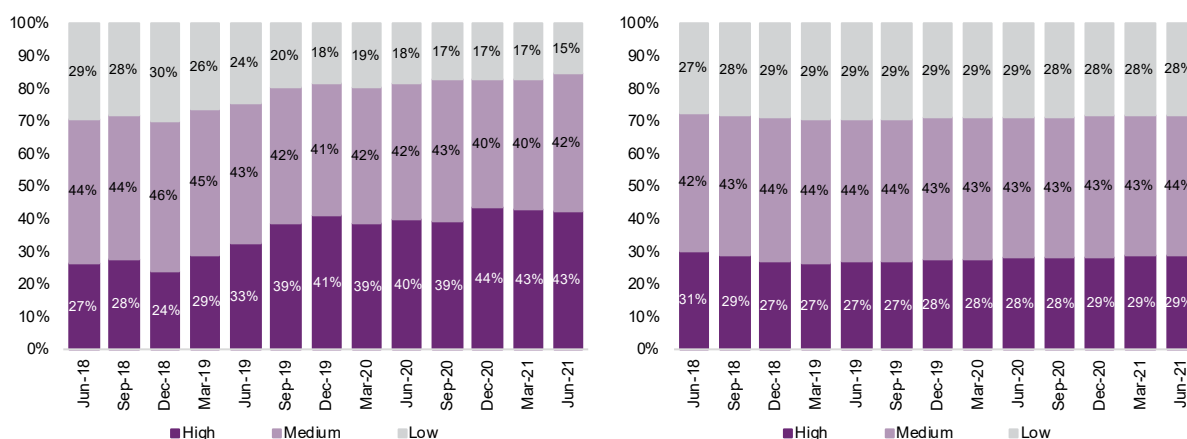
<sup>194</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,826).

<sup>195</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>196</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	11,089	9%	968	20%	12,057	10%
2 (High Function)	299	0%	11	0%	310	0%
3 (High Function)	6,303	5%	334	7%	6,637	5%
4 (High Function)	6,566	5%	254	5%	6,820	5%
5 (High Function)	9,397	8%	467	10%	9,864	8%
6 (Moderate Function)	22,995	19%	1,007	21%	24,002	19%
7 (Moderate Function)	7,179	6%	227	5%	7,406	6%
8 (Moderate Function)	7,752	6%	262	6%	8,014	6%
9 (Moderate Function)	538	0%	23	0%	561	0%
10 (Moderate Function)	13,720	11%	473	10%	14,193	11%
11 (Low Function)	4,351	4%	68	1%	4,419	4%
12 (Low Function)	20,062	17%	552	12%	20,614	17%
13 (Low Function)	7,324	6%	104	2%	7,428	6%
14 (Low Function)	2,017	2%	<11		2,025	2%
15 (Low Function)	69	0%	<11		73	0%
Missing	78		<11		78	
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>197</sup>



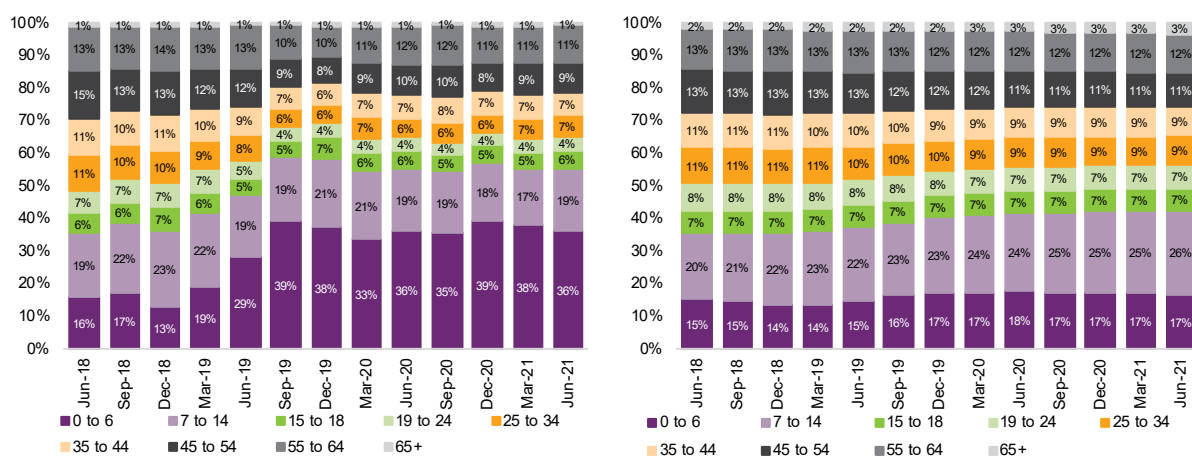
**Table G.14 Participant profile per quarter by age group – Victoria**

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	19,158	16%	1,725	36%	20,883	17%
7 to 14	31,059	26%	919	19%	31,978	26%
15 to 18	8,330	7%	262	6%	8,592	7%
19 to 24	8,798	7%	199	4%	8,997	7%
25 to 34	10,741	9%	311	7%	11,052	9%
35 to 44	10,560	9%	335	7%	10,895	9%
45 to 54	12,889	11%	438	9%	13,327	11%
55 to 64	14,106	12%	539	11%	14,645	12%
65+	4,098	3%	34	1%	4,132	3%
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

<sup>196</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>197</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.

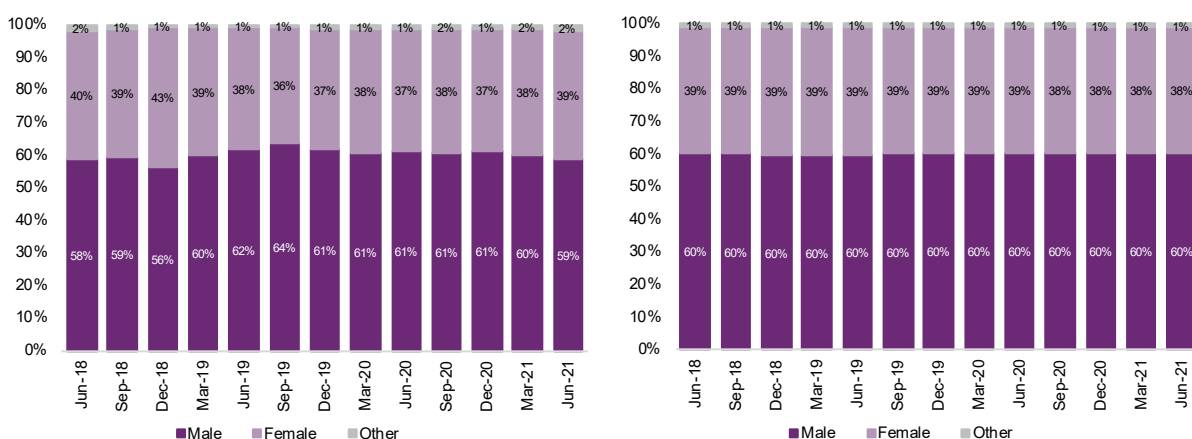
**Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria** <sup>198</sup>



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

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	72,330	60%	2,806	59%	75,136	60%
Female	46,058	38%	1,868	39%	47,926	38%
Other	1,351	1%	88	2%	1,439	1%
<b>Total</b>	<b>119,739</b>	<b>100%</b>	<b>4,762</b>	<b>100%</b>	<b>124,501</b>	<b>100%</b>

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria** <sup>199</sup>



**Table G.16 Participation rates by age group – Victoria** <sup>200</sup>

	VIC
0-6	3.75%
7-14	4.91%
15-18	2.79%
19-24	1.60%
25-34	1.03%
35-44	1.18%
45-54	1.63%
55-64	2.01%
<b>Total (aged 0-64)</b>	<b>2.14%</b>

<sup>198</sup> Ibid.

<sup>199</sup> Ibid.

<sup>200</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>201</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	Number of questionnaires
Participant 0 to school	1,828	3,275	5,128	8,683	6,587	25,501
Participant school to 14	1,914	5,117	10,402	8,810	4,938	31,181
Participant 15 to 24	1,223	3,236	4,592	2,971	1,807	13,829
Participant 25 and over	4,351	10,498	15,969	9,923	7,089	47,830
<b>Total Participant</b>	<b>9,316</b>	<b>22,126</b>	<b>36,091</b>	<b>30,387</b>	<b>20,421</b>	<b>118,341</b>
Family 0 to 14	3,558	8,098	14,981	17,067	11,320	55,024
Family 15 to 24	316	2,445	3,338	1,988	1,208	9,295
Family 25 and over	129	3,583	4,830	2,608	1,598	12,748
<b>Total Family</b>	<b>4,003</b>	<b>14,126</b>	<b>23,149</b>	<b>21,663</b>	<b>14,126</b>	<b>77,067</b>
<b>Total</b>	<b>13,319</b>	<b>36,252</b>	<b>59,240</b>	<b>52,050</b>	<b>34,547</b>	<b>195,408</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		70%		
CC	% who are happy with the level of independence/control they have now			28%	
CC	% who choose who supports them			37%	60%
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>201</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		73%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			82%	68%
HW	% who rate their health as good, very good or excellent			66%	40%
HW	% who did not have any difficulties accessing health services			66%	58%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				47%
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			9%	10%

**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%	22%
% receiving Carer Allowance	37%	45%	34%
% working in a paid job	46%	51%	39%
Of those in a paid job, % in permanent employment	81%	77%	79%
Of those in a paid job, % working 15 hours or more	79%	83%	84%
% who say they (and their partner) are able to work as much as they want	42%	43%	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%	18%
% able to advocate for their child/family member	74%	63%	60%
% who have friends and family they see as often as they like	44%	40%	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%	62%	58%

**Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,381) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria**<sup>202</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	88%
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?	81%
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=12,191) - participants who entered between 1 July 2016 and 30 June 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?	51%
S/CP Has the NDIS improved your child's social and recreational life?	45%

<sup>202</sup> Results in Tables G.22 to G.25 include participants who entered between 1 July 2016 and 30 June 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=4,621) and ‘Participant 25 and over’ (n=16,647) - participants who entered between 1 July 2016 and 30 June 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%	71%
DL	Has the NDIS helped you with daily living activities?	60%	73%
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%	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?	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?	50%	57%

**Table G.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,946); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,552) - participants who entered between 1 July 2016 and 30 June 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?	67%	56%
Has the NDIS improved the level of support for your family?	72%	67%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	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=2,080) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria <sup>203</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	90%	94%	+4%
DL Has the NDIS improved your child's access to specialist services?	91%	94%	+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?	74%	80%	+6%
S/CP Has the NDIS improved how your child fits into community life?	64%	68%	+4%

<sup>203</sup> Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

**Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,575) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	69%	+9%
LL	Has the NDIS improved your child's access to education?	40%	45%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	56%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+4%

**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=3,512) and ‘Participant 25 and over’ (n=10,375) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	67%	+10%	64%	74%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	69%	+11%	68%	78%	+10%
REL	Has the NDIS helped you to meet more people?	46%	52%	+6%	47%	55%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	-1%	28%	30%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	48%	+6%	46%	54%	+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?	37%	40%	+4%	28%	30%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	-2%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	53%	60%	+6%	55%	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=7,175); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,546) - participants who entered between 1 July 2016 and 30 June 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?	62%	69%	+7%	49%	62%	+13%
Has the NDIS improved the level of support for your family?	67%	75%	+7%	58%	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?	69%	76%	+7%	56%	69%	+12%
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%	+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=1,280) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria <sup>204</sup>**

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	96%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	95%	91%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	71%	77%	78%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	59%	65%	66%	+7%

**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=3,437) - participants who entered between 1 July 2016 and 30 June 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?	58%	67%	72%	+14%
LL	Has the NDIS improved your child's access to education?	35%	40%	46%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	53%	58%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	51%	53%	+10%

<sup>204</sup> Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

**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=1,757) - participants who entered between 1 July 2016 and 30 June 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?	56%	64%	70%	+14%
Has the NDIS helped you with daily living activities?	58%	68%	74%	+16%
Has the NDIS helped you to meet more people?	44%	50%	54%	+10%
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?	41%	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?	14%	14%	14%	-1%
Has the NDIS helped you be more involved?	51%	59%	63%	+11%

**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=4,880) - participants who entered between 1 July 2016 and 30 June 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?	62%	71%	76%	+14%
Has the NDIS helped you with daily living activities?	67%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	54%	58%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	26%	28%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	44%	50%	55%	+12%
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%	34%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	17%	0%
Has the NDIS helped you be more involved?	54%	62%	67%	+13%

**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=3,036) - participants who entered between 1 July 2016 and 30 June 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?	59%	64%	68%	+9%
Has the NDIS improved the level of support for your family?	67%	72%	76%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	67%	72%	75%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	76%	80%	+6%
Has the NDIS improved your health and wellbeing?	37%	39%	44%	+7%

**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=808) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	46%	54%	63%	+17%
Has the NDIS improved the level of support for your family?	60%	70%	77%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	72%	+16%
Has the NDIS improved your health and wellbeing?	30%	33%	41%	+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=426) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria <sup>205</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?	90%	96%	94%	88%	-2%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	96%	96%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	86%	77%	-2%
REL	Has the NDIS improved how your child fits into family life?	72%	74%	81%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	54%	61%	61%	62%	+7%

<sup>205</sup> Results in Tables G.36 to G.41 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**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=986) - participants who entered between 1 July 2016 and 30 June 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?	56%	66%	70%	75%	+19%
LL	Has the NDIS improved your child's access to education?	31%	35%	37%	40%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	52%	55%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	49%	51%	+7%

**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=459) - participants who entered between 1 July 2016 and 30 June 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?	53%	58%	60%	64%	+11%
DL	Has the NDIS helped you with daily living activities?	55%	61%	65%	69%	+15%
REL	Has the NDIS helped you to meet more people?	45%	46%	49%	51%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	15%	13%	15%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	38%	38%	44%	+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?	31%	31%	35%	34%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	12%	8%	10%	-4%
S/CP	Has the NDIS helped you be more involved?	49%	52%	59%	61%	+12%

**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=1,180) - participants who entered between 1 July 2016 and 30 June 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%	71%	75%	80%	+18%
DL	Has the NDIS helped you with daily living activities?	67%	76%	83%	86%	+19%
REL	Has the NDIS helped you to meet more people?	48%	54%	59%	62%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	27%	27%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	55%	57%	60%	+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?	32%	34%	36%	38%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	13%	15%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	60%	67%	70%	+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=708) - participants who entered between 1 July 2016 and 30 June 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?	58%	59%	63%	69%	+11%
Has the NDIS improved the level of support for your family?	65%	69%	71%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	68%	72%	76%	76%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	78%	79%	81%	+7%
Has the NDIS improved your health and wellbeing?	39%	38%	40%	41%	+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=61) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	53%	56%	57%	65%	+13%
Has the NDIS improved the level of support for your family?	54%	64%	66%	74%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	69%	71%	72%	73%	+4%
Has the NDIS improved your health and wellbeing?	27%	22%	40%	38%	+11%

**Table G.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,946), 'participant social and community engagement rate' (n=15,015) and 'parent and carer employment rate' (n=10,394) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Victoria** <sup>206</sup>

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	15%	17%	24%
Aged 25+	20%	20%	20%	
Aged 15+	18%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	39%	40%	50%
Aged 25+	36%	39%	41%	
Aged 15+	36%	39%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	47%	48%	50%
Aged 15+	43%	44%	43%	
All ages	44%	46%	46%	

**Table G.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,788), 'participant social and community engagement rate' (n=6,819) and 'parent and carer employment rate' (n=3,687) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Victoria** <sup>207</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	11%	15%	18%	20%	24%
Aged 25+	24%	24%	21%	22%	
Aged 15+	21%	22%	20%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	36%	39%	41%	50%
Aged 25+	36%	42%	45%	46%	
Aged 15+	35%	41%	44%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	46%	49%	50%	51%	50%
Aged 15+	47%	48%	45%	44%	
All ages	46%	49%	50%	49%	

<sup>206</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 30 June 2019 and have had a second plan review to date.

<sup>207</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 30 June 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=1,614), 'participant social and community engagement rate' (n=1,673) and 'parent and carer employment rate' (n=643) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Victoria** <sup>208</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	14%	17%	28%	19%	24%
Aged 25+	22%	21%	22%	18%	21%	
Aged 15+	21%	20%	21%	20%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	33%	39%	39%	39%	50%
Aged 25+	36%	40%	43%	43%	45%	
Aged 15+	35%	39%	42%	42%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	40%	46%	44%	51%	49%	50%
Aged 15+	54%	59%	57%	57%	51%	
All ages	41%	47%	45%	51%	49%	

**Table G.45 Number of active plans by goal type and primary disability – Victoria** <sup>209</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	967	2,498	2,081	687	937	2,968	1,605	947	3,738
Autism	6,159	31,942	12,673	13,182	17,439	21,969	2,526	4,403	37,369
Cerebral Palsy	971	3,100	2,206	857	1,041	2,783	1,218	622	3,959
Developmental Delay	434	12,429	3,380	6,014	4,698	3,640	23	4	13,217
Down Syndrome	618	2,134	1,347	726	856	2,171	873	585	2,826
Global Developmental Delay	77	1,724	502	862	675	562	4	1	1,813
Hearing Impairment	1,063	4,325	1,234	1,536	1,005	2,512	707	1,180	5,575
Intellectual Disability	5,056	15,816	8,803	5,866	7,063	16,034	6,385	6,688	21,715
Multiple Sclerosis	733	1,951	1,886	222	422	1,811	989	691	2,656
Psychosocial disability	3,757	10,770	10,432	3,690	3,512	12,647	5,543	5,486	16,222
Spinal Cord Injury	296	627	542	106	119	610	318	252	844
Stroke	473	1,190	902	165	296	1,169	559	331	1,553
Visual Impairment	742	2,167	1,019	638	328	1,828	563	845	2,691
Other Neurological	1,177	3,568	2,723	701	1,016	3,397	1,705	746	4,773
Other Physical	1,106	3,285	2,312	507	492	2,548	1,057	860	4,120
Other Sensory/Speech	66	535	154	261	218	218	14	31	645
Other	196	609	394	139	166	505	239	133	785
<b>Total</b>	<b>23,891</b>	<b>98,670</b>	<b>52,590</b>	<b>36,159</b>	<b>40,283</b>	<b>77,372</b>	<b>24,328</b>	<b>23,805</b>	<b>124,501</b>

<sup>208</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 30 June 2017 and have had a fourth plan review to date.

<sup>209</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>210</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	1,650	5,651	3,730	1,225	1,574	5,412	2,673	1,473	<b>23,388</b>
Autism	11,902	126,880	24,987	30,022	35,072	43,157	4,289	7,361	<b>283,670</b>
Cerebral Palsy	2,018	10,540	4,426	1,754	1,963	5,828	2,195	1,100	<b>29,824</b>
Developmental Delay	713	65,406	6,645	13,763	8,568	6,686	32	5	<b>101,818</b>
Down Syndrome	1,151	6,507	2,490	1,518	1,578	4,486	1,442	966	<b>20,138</b>
Global Developmental Delay	123	9,415	1,008	2,058	1,203	1,074	6	1	<b>14,888</b>
Hearing Impairment	1,975	12,397	2,187	2,966	1,818	4,687	1,159	1,933	<b>29,122</b>
Intellectual Disability	9,207	43,388	16,096	11,521	13,055	31,239	10,696	10,742	<b>145,944</b>
Multiple Sclerosis	1,286	4,711	3,761	337	689	3,344	1,682	1,128	<b>16,938</b>
Psychosocial disability	6,373	22,105	18,675	5,993	5,583	21,577	8,459	8,332	<b>97,097</b>
Spinal Cord Injury	568	1,524	1,052	172	216	1,210	575	445	<b>5,762</b>
Stroke	902	3,131	1,715	281	487	2,201	967	516	<b>10,200</b>
Visual Impairment	1,349	5,720	1,773	1,202	523	3,328	957	1,385	<b>16,237</b>
Other Neurological	2,210	9,981	5,290	1,405	1,800	6,415	3,007	1,236	<b>31,344</b>
Other Physical	2,131	9,182	4,473	876	872	4,727	1,821	1,388	<b>25,470</b>
Other Sensory/Speech	112	2,363	279	650	394	418	19	44	<b>4,279</b>
Other	355	1,844	756	282	290	911	409	208	<b>5,055</b>
<b>Total</b>	<b>44,025</b>	<b>340,745</b>	<b>99,343</b>	<b>76,025</b>	<b>75,685</b>	<b>146,700</b>	<b>40,388</b>	<b>38,263</b>	<b>861,174</b>

**Table G.47 Number of active plans by goal type and age group – Victoria** <sup>211</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	631	19,837	5,580	9,718	7,524	6,035	39	2	<b>20,883</b>
7 to 14	4,434	28,018	10,219	11,133	15,109	17,331	665	276	<b>31,978</b>
15 to 18	2,115	6,899	3,195	2,980	3,597	6,268	787	2,201	<b>8,592</b>
19 to 24	2,604	6,587	3,453	2,805	2,404	6,506	2,396	4,679	<b>8,997</b>
25 to 34	3,065	7,732	5,349	2,651	2,684	8,086	4,020	4,989	<b>11,052</b>
35 to 44	2,831	7,560	6,116	2,201	2,616	8,198	4,034	4,325	<b>10,895</b>
45 to 54	3,335	9,263	7,725	2,287	2,856	10,253	4,936	4,125	<b>13,327</b>
55 to 64	3,760	10,041	8,508	1,931	2,793	11,472	5,777	2,759	<b>14,645</b>
65+	1,116	2,733	2,445	453	700	3,223	1,674	449	<b>4,132</b>
<b>Total</b>	<b>23,891</b>	<b>98,670</b>	<b>52,590</b>	<b>36,159</b>	<b>40,283</b>	<b>77,372</b>	<b>24,328</b>	<b>23,805</b>	<b>124,501</b>

<sup>210</sup> Participants have set over six million goals in total across Australia since July 2016. The 861,174 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

<sup>211</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>212</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	1,067	108,495	11,571	23,414	14,155	11,632	70	3	<b>170,407</b>
7 to 14	8,701	115,505	20,470	25,825	30,953	34,398	1,090	487	<b>237,429</b>
15 to 18	4,139	18,445	5,855	5,817	6,852	11,920	1,346	3,727	<b>58,101</b>
19 to 24	4,837	14,844	5,961	4,957	4,058	11,772	3,875	7,499	<b>57,803</b>
25 to 34	5,629	17,329	9,655	4,544	4,633	14,926	6,756	8,179	<b>71,651</b>
35 to 44	5,074	16,705	11,336	3,762	4,409	15,247	6,697	6,775	<b>70,005</b>
45 to 54	5,859	20,690	14,222	3,770	4,793	19,004	8,154	6,481	<b>82,973</b>
55 to 64	6,690	22,481	15,895	3,171	4,696	21,731	9,653	4,412	<b>88,729</b>
65+	2,029	6,251	4,378	765	1,136	6,070	2,747	700	<b>24,076</b>
<b>Total</b>	<b>44,025</b>	<b>340,745</b>	<b>99,343</b>	<b>76,025</b>	<b>75,685</b>	<b>146,700</b>	<b>40,388</b>	<b>38,263</b>	<b>861,174</b>

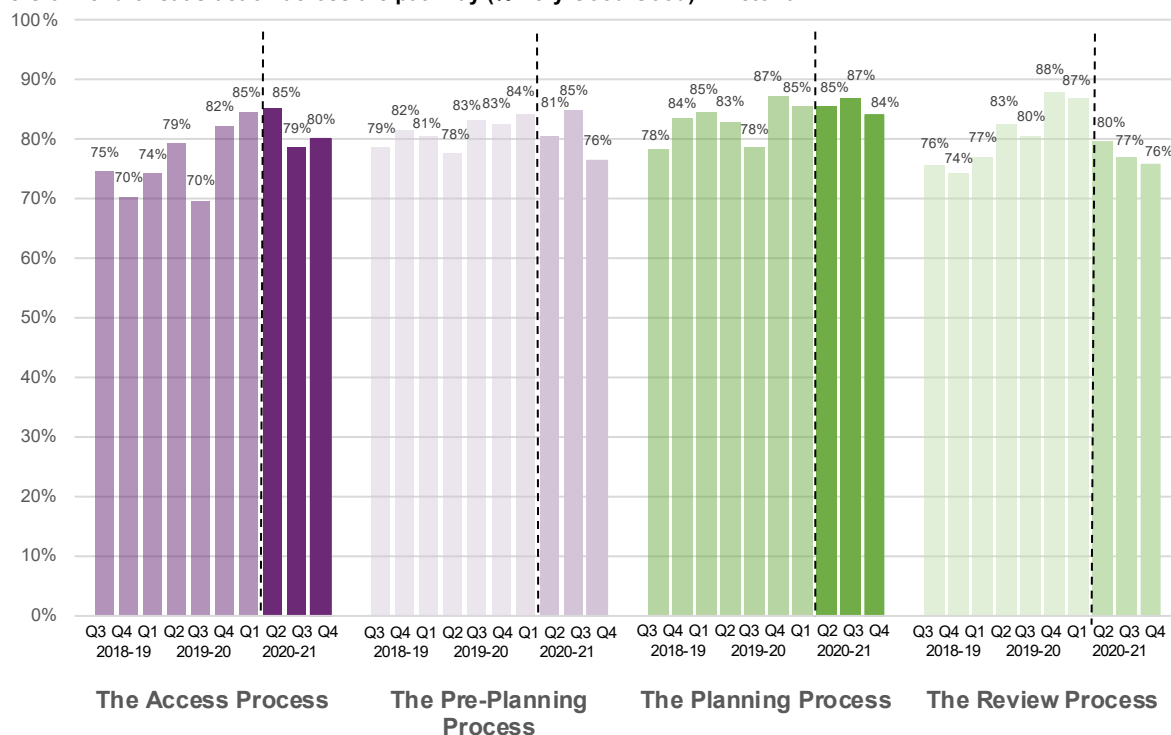
<sup>212</sup> Participants have set over six million goals in total across Australia since July 2016. The 861,174 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**Table G.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria** <sup>213</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 421</b>	<b>n = 230</b>
Are you happy with how coming into the NDIS has gone?	87%	85%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	80%	78%
% of participants rating their overall experience as Very Good or Good.	82%	80%
<b>Pre-planning</b>	<b>n = 497</b>	<b>n = 204</b>
Did the person from the NDIS understand how your disability affects your life?	87%	86%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	79%	77%
Are you clear on what happens next with your plan?	70%	69%
Do you know where to go for more help with your plan?	75%	75%
% of participants rating their overall experience as Very Good or Good.	82%	76%
<b>Planning</b>	<b>n = 2,008</b>	<b>n = 1,214</b>
Did the person from the NDIS understand how your disability affects your life?	92%	89%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	89%	88%
Are you clear on what happens next with your plan?	83%	82%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	86%	84%
<b>Plan review</b>	<b>n = 4,875</b>	<b>n = 2,599</b>
Did the person from the NDIS understand how your disability affects your life?	84%	82%
Did you feel prepared for your plan review?	86%	86%
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.	78%	76%

<sup>213</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 "AHA". 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.

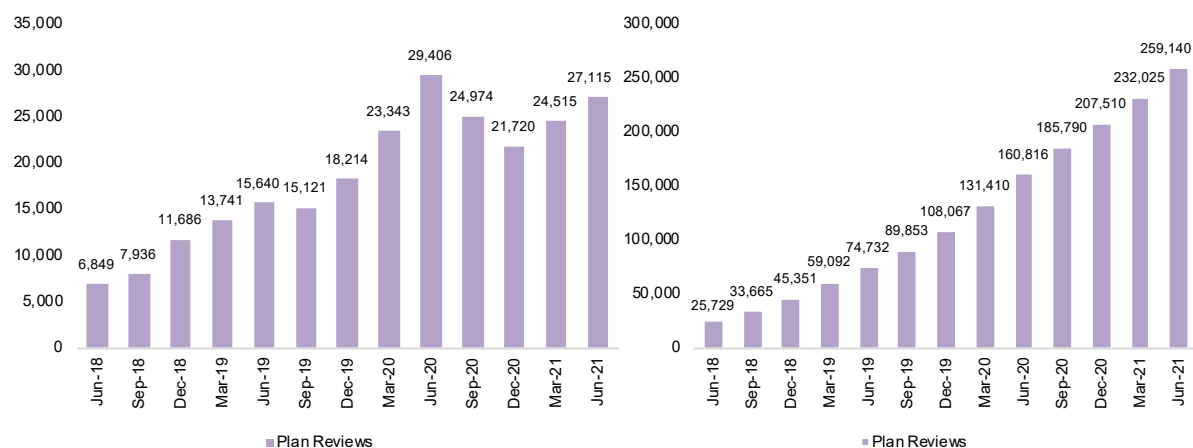
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>214 215</sup>



**Table G.50 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria** <sup>216</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>232,025</b>	<b>27,115</b>	<b>259,140</b>
<i>Early intervention plans</i>	36,341	5,617	41,958
<i>Permanent disability plans</i>	195,684	21,498	217,182

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



<sup>214</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>215</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>216</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 Q4 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 and Table G.53 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table G.51 Complaints by quarter – Victoria** <sup>217 218 219</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	80	10	90	86
Complaint about LAC Partner	207	42	249	232
Complaints about service providers	1,101	89	1,190	1,003
Complaints about the Agency	17,524	1,267	18,791	10,788
Critical/ Reportable Incident	1,225	418	1,643	1,345
Unclassified	637	0	637	589
<b>Total</b>	<b>20,774</b>	<b>1,826</b>	<b>22,600</b>	<b>12,745</b>
Total complaints made since 1 April 2017	20,274	1,826	22,100	
Complaints since 1 April 2017 as % of all access requests	5.2%	4.4%	5.1%	

<sup>217</sup> Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.

<sup>218</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>219</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

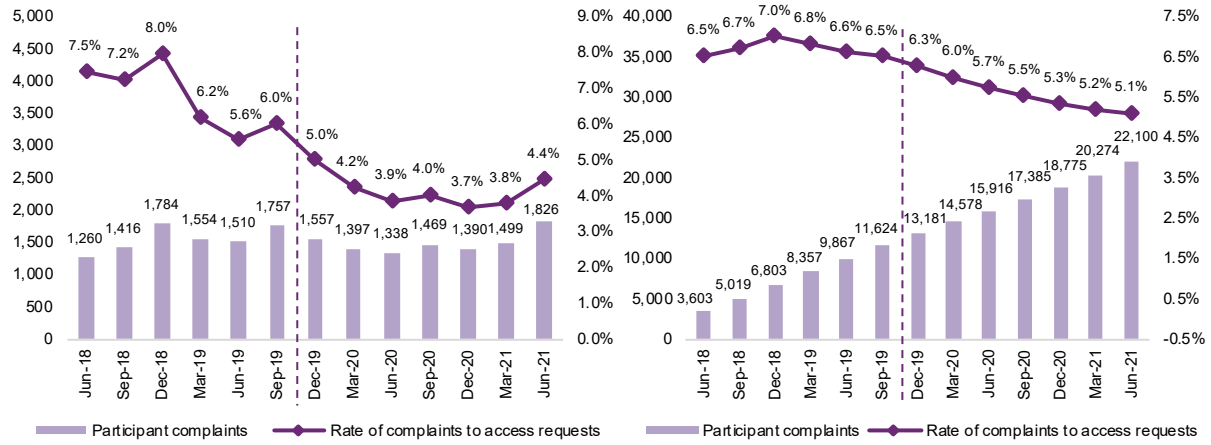


Table G.52 Participant complaints by type – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	1,126	(6%)	1	(0%)	1,127	(6%)
Information unclear	477	(3%)	0	(0%)	477	(3%)
NDIA Access	255	(1%)	43	(3%)	298	(2%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	679	(4%)	92	(7%)	771	(4%)
NDIA Fraud and Compliance	24	(0%)	5	(0%)	29	(0%)
NDIA Plan	1,754	(10%)	437	(34%)	2,191	(12%)
NDIA Process	606	(3%)	145	(11%)	751	(4%)
NDIA Resources	55	(0%)	6	(0%)	61	(0%)
NDIA Staff	517	(3%)	125	(10%)	642	(3%)
NDIA Timeliness	1,723	(10%)	364	(29%)	2,087	(11%)
Participation, engagement and inclusion	96	(1%)	2	(0%)	98	(1%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	3	(0%)	1	(0%)	4	(0%)
Reasonable and necessary supports	1,558	(9%)	1	(0%)	1,559	(8%)
Staff conduct - Agency	436	(2%)	0	(0%)	436	(2%)
The way the NDIA carried out its decision making	703	(4%)	11	(1%)	714	(4%)
Timeliness	4,484	(26%)	4	(0%)	4,488	(24%)
Other	2,996	(17%)	30	(2%)	3,026	(16%)
<b>Total</b>	<b>17,524</b>		<b>1,267</b>		<b>18,791</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(1%)	0	(0%)	1	(1%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	5	(6%)	0	(0%)	5	(6%)
ECEI Process	4	(5%)	0	(0%)	4	(4%)
ECEI Staff	15	(19%)	6	(60%)	21	(23%)
ECEI Timeliness	55	(69%)	4	(40%)	59	(66%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>80</b>		<b>10</b>		<b>90</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
LAC Plan	37	(18%)	4	(10%)	41	(16%)
LAC Process	19	(9%)	6	(14%)	25	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	127	(61%)	29	(69%)	156	(63%)
LAC Timeliness	21	(10%)	3	(7%)	24	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>207</b>		<b>42</b>		<b>249</b>	
<i>Complaints about service providers</i>						
Provider costs.	50	(5%)	0	(0%)	50	(4%)
Provider Finance	32	(3%)	7	(8%)	39	(3%)
Provider Fraud and Compliance	47	(4%)	11	(12%)	58	(5%)
Provider process	83	(8%)	0	(0%)	83	(7%)
Provider Service	247	(22%)	47	(53%)	294	(25%)
Provider Staff	104	(9%)	21	(24%)	125	(11%)
Service Delivery	116	(11%)	0	(0%)	116	(10%)
Staff conduct	111	(10%)	0	(0%)	111	(9%)
Supports being provided	123	(11%)	0	(0%)	123	(10%)
Other	188	(17%)	3	(3%)	191	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>1,101</b>	<b>89      0</b>	<b>1,190</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	291      (24%)	122      (29%)	413      (25%)
Allegations against Informal Supports	319      (26%)	11      (3%)	330      (20%)
Allegations against NDIA Staff/Partners	4      (0%)	0      (0%)	4      (0%)
Participant threat	239      (20%)	85      (20%)	324      (20%)
Provider reporting	372      (30%)	200      (48%)	572      (35%)
Other	0      (0%)	0      (0%)	0      (0%)
<b>Total</b>	<b>1,225</b>	<b>418</b>	<b>1,643</b>
<i>Unclassified</i>	<b>637</b>	<b>0</b>	<b>637</b>
<b>Participants total</b>	<b>20,774</b>	<b>1,826</b>	<b>22,600</b>

Table G.53 Unique complainants by type – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	988	(7%)	1	(0%)	989	(6%)
Information unclear	441	(3%)	0	(0%)	441	(3%)
NDIA Access	219	(1%)	38	(3%)	257	(2%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	525	(4%)	81	(7%)	606	(4%)
NDIA Fraud and Compliance	24	(0%)	5	(0%)	29	(0%)
NDIA Plan	1,335	(9%)	366	(33%)	1,701	(11%)
NDIA Process	549	(4%)	137	(12%)	686	(4%)
NDIA Resources	51	(0%)	6	(1%)	57	(0%)
NDIA Staff	454	(3%)	110	(10%)	564	(4%)
NDIA Timeliness	1,400	(9%)	327	(29%)	1,727	(11%)
Participation, engagement and inclusion	92	(1%)	2	(0%)	94	(1%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	3	(0%)	1	(0%)	4	(0%)
Reasonable and necessary supports	1,298	(9%)	1	(0%)	1,299	(8%)
Staff conduct - Agency	403	(3%)	0	(0%)	403	(3%)
The way the NDIA carried out its decision making	648	(4%)	9	(1%)	657	(4%)
Timeliness	3,496	(24%)	4	(0%)	3,500	(22%)
Other	2,847	(19%)	29	(3%)	2,876	(18%)
<b>Total</b>	<b>14,805</b>		<b>1,117</b>		<b>15,922</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(1%)	0	(0%)	1	(1%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	5	(6%)	0	(0%)	5	(6%)
ECEI Process	4	(5%)	0	(0%)	4	(5%)
ECEI Staff	14	(18%)	6	(60%)	20	(23%)
ECEI Timeliness	53	(69%)	4	(40%)	57	(66%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>77</b>		<b>10</b>		<b>87</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	36	(18%)	4	(10%)	40	(17%)
LAC Process	18	(9%)	5	(12%)	23	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	122	(61%)	29	(71%)	151	(63%)
LAC Timeliness	20	(10%)	3	(7%)	23	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>199</b>		<b>41</b>		<b>240</b>	
<i>Complaints about service providers</i>						
Provider costs.	48	(5%)	0	(0%)	48	(4%)
Provider Finance	31	(3%)	7	(8%)	38	(3%)
Provider Fraud and Compliance	45	(4%)	10	(11%)	55	(5%)
Provider process	82	(8%)	0	(0%)	82	(7%)
Provider Service	219	(21%)	46	(53%)	265	(23%)
Provider Staff	99	(9%)	21	(24%)	120	(11%)
Service Delivery	112	(11%)	0	(0%)	112	(10%)
Staff conduct	106	(10%)	0	(0%)	106	(9%)
Supports being provided	116	(11%)	0	(0%)	116	(10%)
Other	187	(18%)	3	(3%)	190	(17%)

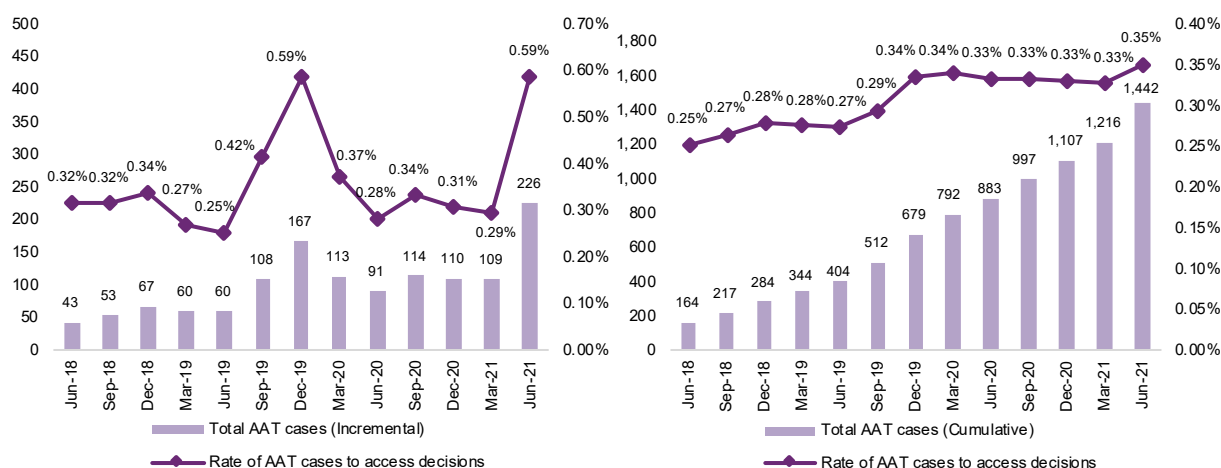


Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>1,045</b>	<b>87</b>	<b>1,132</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	258 (24%)	109 (28%)	367 (25%)
Allegations against Informal Supports	286 (26%)	11 (3%)	297 (20%)
Allegations against NDIA Staff/Partners	3 (0%)	0 (0%)	3 (0%)
Participant threat	198 (18%)	82 (21%)	280 (19%)
Provider reporting	346 (32%)	193 (49%)	539 (36%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>1,091</b>	<b>395</b>	<b>1,486</b>
<i>Unclassified</i>	<b>589</b>	<b>0</b>	<b>589</b>
<b>Unique complaints total</b>	<b>17,806</b>	<b>1,650</b>	<b>19,456</b>

Table G.54 AAT Cases by category – Victoria <sup>220</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	389	32%	33	15%	422	29%
Plan	662	54%	171	76%	833	58%
Plan Review	68	6%	<11		69	5%
Other	97	8%	21	9%	118	8%
<b>Total</b>	<b>1,216</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>1,442</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.33%</b>		<b>0.59%</b>		<b>0.35%</b>	

Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

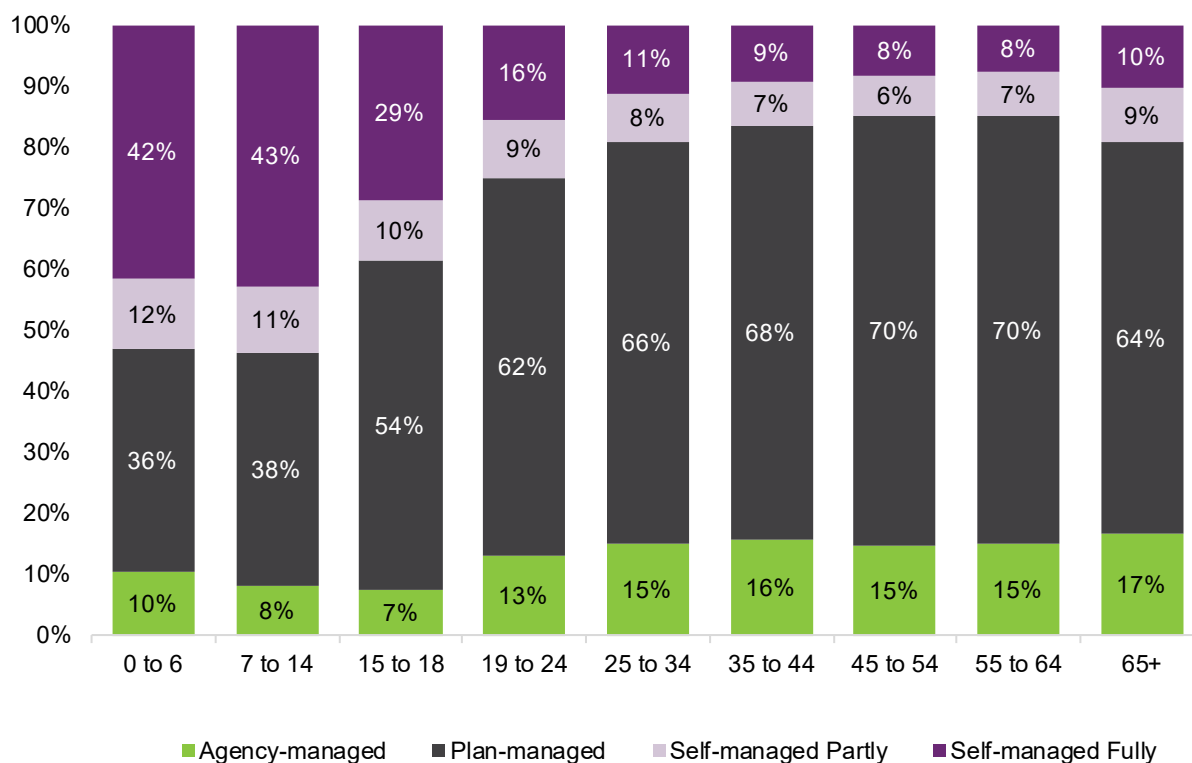


<sup>220</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table G.55 AAT cases by open/closed and decision – Victoria** <sup>221</sup>

	N
<b>AAT Cases</b>	<b>1,442</b>
<b>Open AAT Cases</b>	<b>429</b>
<b>Closed AAT Cases</b>	<b>1,013</b>
<i>Resolved before hearing</i>	986
<i>Gone to hearing and received a substantive decision</i>	27

**Figure G.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Victoria** <sup>222 223</sup>

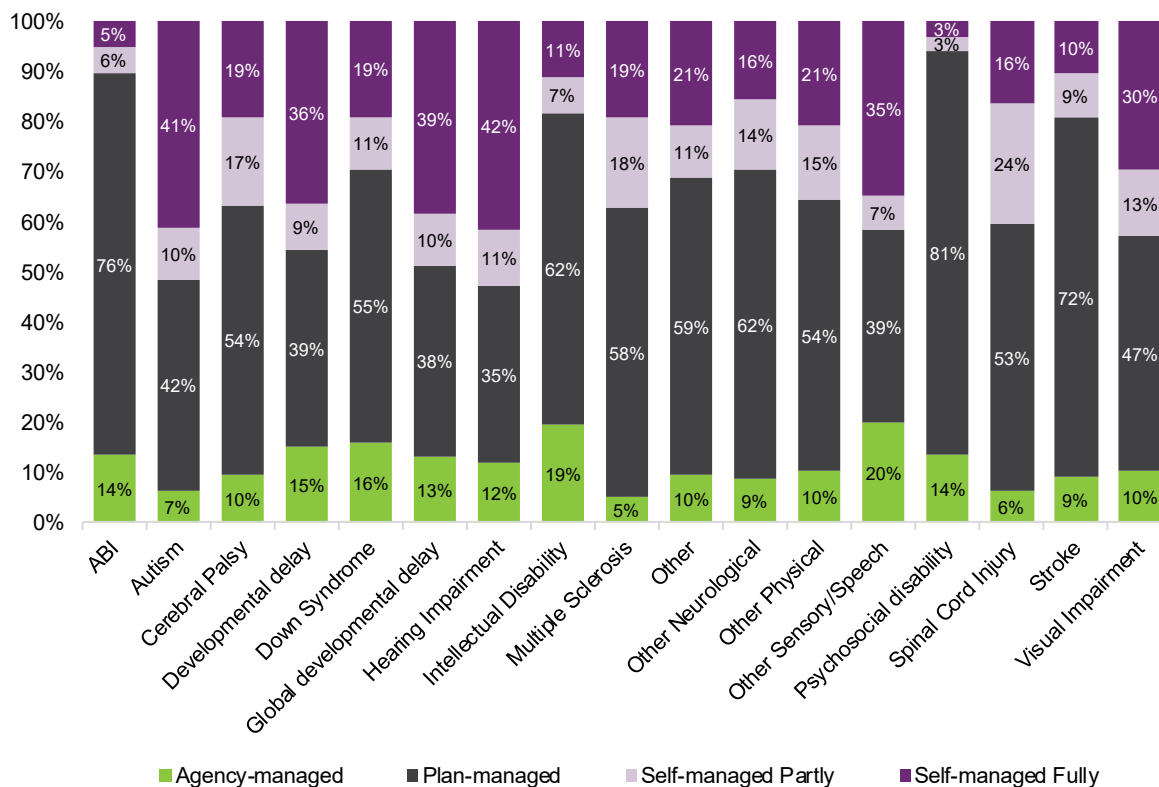


<sup>221</sup> Of the 27 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 4 varied the Agency's decision and 13 set aside the Agency's decision.

<sup>222</sup> For the total number of active participants in each age group, see Table G.14.

<sup>223</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 G.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Victoria** <sup>224 225</sup>



**Table G.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria** <sup>226</sup>

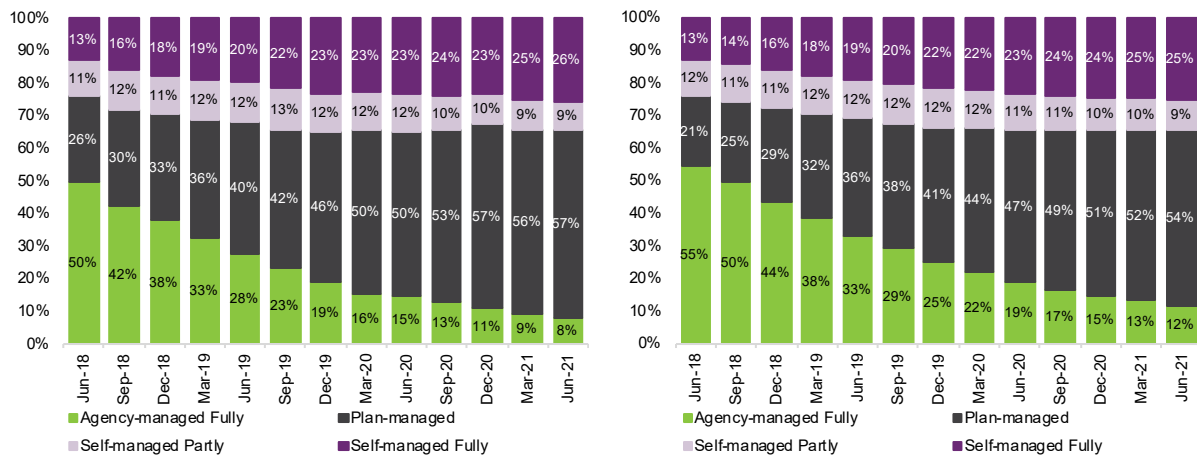
	Prior Quarters	2020-21 Q4	Total
Self-managed fully	25%	26%	<b>25%</b>
Self-managed partly	9%	9%	<b>9%</b>
Plan-managed	53%	57%	<b>54%</b>
Agency-managed	13%	8%	<b>12%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>224</sup> For the total number of active participants in each primary disability group, see Table G.12.

<sup>225</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>226</sup> Ibid.

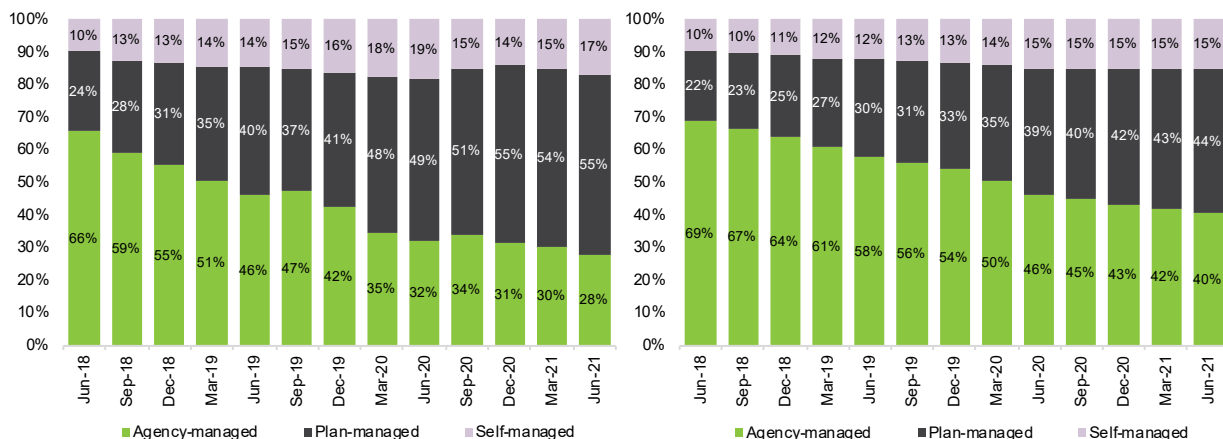
**Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>227</sup>



**Table G.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

	Prior Quarters	2020-21 Q4	Total
Self-managed	15%	17%	15%
Plan-managed	43%	55%	44%
Agency-managed	42%	28%	40%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.58 Distribution of active participants by support coordination and quarter of plan approval – Victoria**

	Prior Quarters	2020-21 Q4	Total
Support coordination	45%	46%	46%

<sup>227</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.59 Duration to plan activation by quarter of initial plan approval for active participants – Victoria** <sup>228</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	70,824	68%	3,340	60%	74,164	67%
30 to 59 days	12,505	12%	807	14%	13,312	12%
60 to 89 days	5,815	6%	393	7%	6,208	6%
<b>Activated within 90 days</b>	<b>89,144</b>	<b>85%</b>	<b>4,540</b>	<b>81%</b>	<b>93,684</b>	<b>85%</b>
90 to 119 days	3,310	3%	234	4%	3,544	3%
120 days and over	9,345	9%	311	6%	9,656	9%
<b>Activated after 90 days</b>	<b>12,655</b>	<b>12%</b>	<b>545</b>	<b>10%</b>	<b>13,200</b>	<b>12%</b>
No payments	2,922	3%	504	9%	3,426	3%
<b>Total plans approved</b>	<b>104,721</b>	<b>100%</b>	<b>5,589</b>	<b>100%</b>	<b>110,310</b>	<b>100%</b>

**Table G.60 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	2,712	2,920	93%
Not Aboriginal and Torres Strait Islander	78,208	81,405	96%
Not Stated	18,997	19,675	97%
<b>Total</b>	<b>99,917</b>	<b>104,000</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	11,324	11,798	96%
Not CALD	88,550	92,158	96%
Not Stated	43	44	98%
<b>Total</b>	<b>99,917</b>	<b>104,000</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	71,854	74,728	96%
Regional	28,013	29,219	96%
Remote	44	46	96%
Missing	<11	<11	
<b>Total</b>	<b>99,917</b>	<b>104,000</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	31,061	31,952	97%
Intellectual Disability (including Down Syndrome)	22,183	22,820	97%
Psychosocial Disability	12,618	13,199	96%
Developmental Delay (including Global Developmental Delay)	8,365	9,064	92%
Other	25,690	26,965	95%
<b>Total</b>	<b>99,917</b>	<b>104,000</b>	<b>96%</b>

<sup>228</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table G.61 Distribution of plans by utilisation – Victoria** <sup>229 230</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	25%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table G.62 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>231</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	12%	13%	13%
Health & Wellbeing	48%	55%	50%
Lifelong Learning	14%	20%	15%
Other	13%	15%	14%
Non-categorised	31%	25%	29%
Any mainstream service	95%	95%	95%

## Part Four: Providers and the growing market

**Table G.63 Key markets indicators by quarter – Victoria** <sup>232 233</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.14	1.18
b) Number of providers delivering new types of supports	412	476
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	94%
<i>Therapeutic Supports (%)</i>	96%	97%
<i>Participate Community (%)</i>	92%	93%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	94%	95%

**Table G.64 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Victoria** <sup>234</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	154
Active in 2020-21 Q4 and also in previous quarters	2,417
<b>Active in 2020-21 Q4</b>	<b>2,571</b>
Inactive in 2020-21 Q4	3,238
<b>Active ever</b>	<b>5,809</b>

<sup>229</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>230</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>231</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>232</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>233</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>234</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table G.65 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>235</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	165	3	168	2%
Assistance Animals	62	4	66	6%
Assistance with daily life tasks in a group or shared living arrangement	479	42	521	9%
Assistance with travel/transport arrangements	660	20	680	3%
Daily Personal Activities	1,003	52	1,055	5%
Group and Centre Based Activities	659	22	681	3%
High Intensity Daily Personal Activities	702	26	728	4%
Household tasks	1,388	41	1,429	3%
Interpreting and translation	149	10	159	7%
Participation in community, social and civic activities	1,088	62	1,150	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	161	10	171	6%
Assistive products for household tasks	152	13	165	9%
Assistance products for personal care and safety	1,001	36	1,037	4%
Communication and information equipment	353	20	373	6%
Customised Prosthetics	391	19	410	5%
Hearing Equipment	176	11	187	6%
Hearing Services	40	6	46	15%
Personal Mobility Equipment	530	19	549	4%
Specialised Hearing Services	50	15	65	30%
Vision Equipment	133	9	142	7%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,084	83	1,167	8%
Behaviour Support	403	19	422	5%
Community nursing care for high needs	367	18	385	5%
Development of daily living and life skills	688	31	719	5%
Early Intervention supports for early childhood	808	28	836	3%
Exercise Physiology and Physical Wellbeing activities	392	24	416	6%
Innovative Community Participation	243	7	250	3%
Specialised Driving Training	142	12	154	8%
Therapeutic Supports	2,921	61	2,982	2%
<b>Capital services</b>				
Home modification design and construction	311	14	325	5%
Specialist Disability Accommodation	85	7	92	8%
Vehicle Modifications	125	5	130	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	547	31	578	6%
Support Coordination	288	23	311	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	209	14	223	7%
Specialised Supported Employment	211	20	231	9%
<b>Total</b>	<b>5,655</b>	<b>154</b>	<b>5,809</b>	<b>3%</b>

<sup>235</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.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	34	134	<b>168</b>	20%	80%	<b>100%</b>
Assistance Animals	9	57	<b>66</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	65	456	<b>521</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	113	567	<b>680</b>	17%	83%	<b>100%</b>
Daily Personal Activities	123	932	<b>1,055</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	73	608	<b>681</b>	11%	89%	<b>100%</b>
High Intensity Daily Personal Activities	89	639	<b>728</b>	12%	88%	<b>100%</b>
Household tasks	445	984	<b>1,429</b>	31%	69%	<b>100%</b>
Interpreting and translation	26	133	<b>159</b>	16%	84%	<b>100%</b>
Participation in community, social and civic activities	146	1,004	<b>1,150</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	17	154	<b>171</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	22	143	<b>165</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	146	891	<b>1,037</b>	14%	86%	<b>100%</b>
Communication and information equipment	81	292	<b>373</b>	22%	78%	<b>100%</b>
Customised Prosthetics	63	347	<b>410</b>	15%	85%	<b>100%</b>
Hearing Equipment	28	159	<b>187</b>	15%	85%	<b>100%</b>
Hearing Services	4	42	<b>46</b>	9%	91%	<b>100%</b>
Personal Mobility Equipment	82	467	<b>549</b>	15%	85%	<b>100%</b>
Specialised Hearing Services	9	56	<b>65</b>	14%	86%	<b>100%</b>
Vision Equipment	20	122	<b>142</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	204	963	<b>1,167</b>	17%	83%	<b>100%</b>
Behaviour Support	87	335	<b>422</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	58	327	<b>385</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	86	633	<b>719</b>	12%	88%	<b>100%</b>
Early Intervention supports for early childhood	280	556	<b>836</b>	33%	67%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	91	325	<b>416</b>	22%	78%	<b>100%</b>
Innovative Community Participation	62	188	<b>250</b>	25%	75%	<b>100%</b>
Specialised Driving Training	44	110	<b>154</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,284	1,698	<b>2,982</b>	43%	57%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	66	259	<b>325</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	4	88	<b>92</b>	4%	96%	<b>100%</b>
Vehicle Modifications	14	116	<b>130</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	111	467	<b>578</b>	19%	81%	<b>100%</b>
Support Coordination	50	261	<b>311</b>	16%	84%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	22	201	<b>223</b>	10%	90%	<b>100%</b>
Specialised Supported Employment	28	203	<b>231</b>	12%	88%	<b>100%</b>
<b>Total</b>	<b>2,065</b>	<b>3,744</b>	<b>5,809</b>	<b>36%</b>	<b>64%</b>	<b>100%</b>



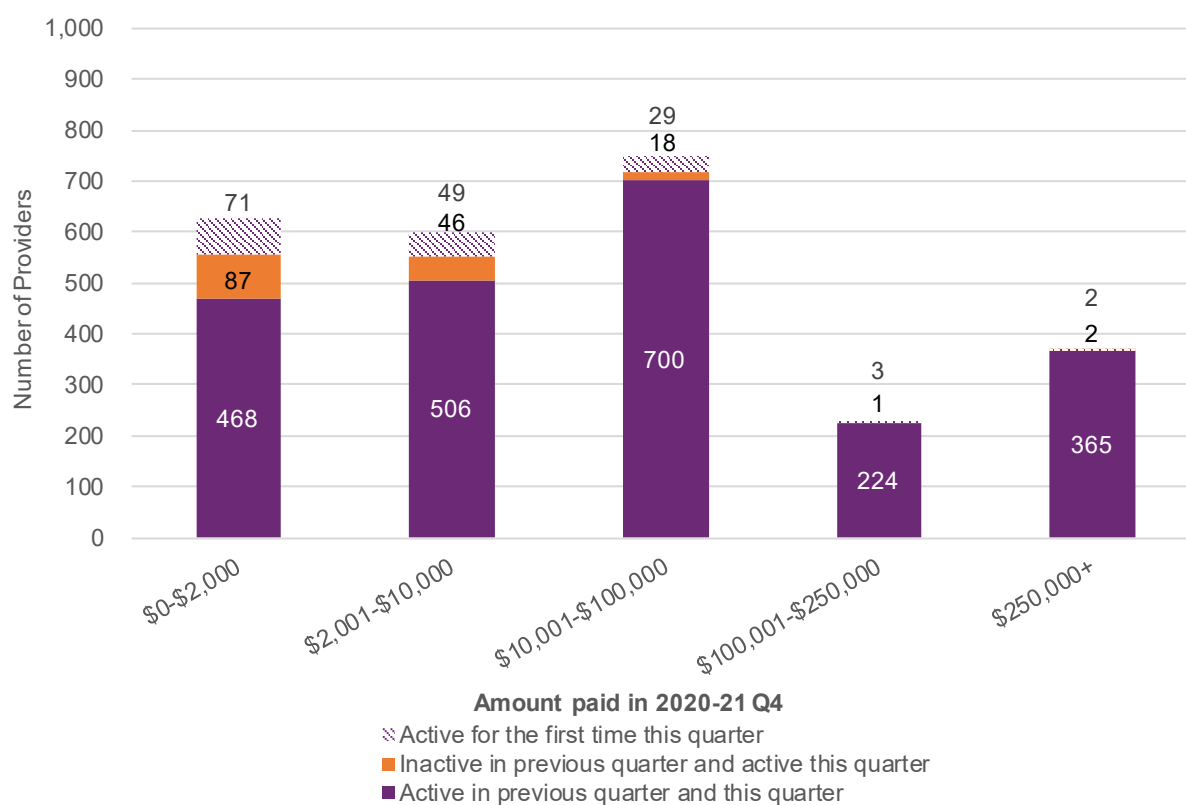
**Table G.67 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Victoria**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	26	3	29	10%
Assistance Animals	36	4	40	10%
Assistance with daily life tasks in a group or shared living arrangement	293	42	335	13%
Assistance with travel/transport arrangements	221	20	241	8%
Daily Personal Activities	555	52	607	9%
Group and Centre Based Activities	362	22	384	6%
High Intensity Daily Personal Activities	355	26	381	7%
Household tasks	638	41	679	6%
Interpreting and translation	60	10	70	14%
Participation in community, social and civic activities	633	62	695	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	43	10	53	19%
Assistive products for household tasks	33	13	46	28%
Assistance products for personal care and safety	459	36	495	7%
Communication and information equipment	168	20	188	11%
Customised Prosthetics	174	19	193	10%
Hearing Equipment	72	11	83	13%
Hearing Services	17	6	23	26%
Personal Mobility Equipment	239	19	258	7%
Specialised Hearing Services	15	15	30	50%
Vision Equipment	51	9	60	15%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	651	83	734	11%
Behaviour Support	226	19	245	8%
Community nursing care for high needs	179	18	197	9%
Development of daily living and life skills	311	31	342	9%
Early Intervention supports for early childhood	313	28	341	8%
Exercise Physiology and Physical Wellbeing activities	201	24	225	11%
Innovative Community Participation	71	7	78	9%
Specialised Driving Training	56	12	68	18%
Therapeutic Supports	1,098	61	1,159	5%
<b>Capital services</b>				
Home modification design and construction	117	14	131	11%
Specialist Disability Accommodation	53	7	60	12%
Vehicle Modifications	44	5	49	10%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	368	31	399	8%
Support Coordination	142	23	165	14%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	114	14	128	11%
Specialised Supported Employment	141	20	161	12%
<b>Total</b>	<b>2,417</b>	<b>154</b>	<b>2,571</b>	<b>6%</b>

Table G.68 Number and proportion of providers active in 2020-21 Q4 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	6	23	29	21%	79%	100%
Assistance Animals	7	33	40	18%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	40	295	335	12%	88%	100%
Assistance with travel/transport arrangements	34	207	241	14%	86%	100%
Daily Personal Activities	81	526	607	13%	87%	100%
Group and Centre Based Activities	55	329	384	14%	86%	100%
High Intensity Daily Personal Activities	62	319	381	16%	84%	100%
Household tasks	181	498	679	27%	73%	100%
Interpreting and translation	11	59	70	16%	84%	100%
Participation in community, social and civic activities	99	596	695	14%	86%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	48	53	9%	91%	100%
Assistive products for household tasks	5	41	46	11%	89%	100%
Assistance products for personal care and safety	75	420	495	15%	85%	100%
Communication and information equipment	37	151	188	20%	80%	100%
Customised Prosthetics	33	160	193	17%	83%	100%
Hearing Equipment	11	72	83	13%	87%	100%
Hearing Services	3	20	23	13%	87%	100%
Personal Mobility Equipment	41	217	258	16%	84%	100%
Specialised Hearing Services	6	24	30	20%	80%	100%
Vision Equipment	7	53	60	12%	88%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	143	591	734	19%	81%	100%
Behaviour Support	36	209	245	15%	85%	100%
Community nursing care for high needs	30	167	197	15%	85%	100%
Development of daily living and life skills	44	298	342	13%	87%	100%
Early Intervention supports for early childhood	77	264	341	23%	77%	100%
Exercise Physiology and Physical Wellbeing activities	46	179	225	20%	80%	100%
Innovative Community Participation	22	56	78	28%	72%	100%
Specialised Driving Training	16	52	68	24%	76%	100%
Therapeutic Supports	395	764	1,159	34%	66%	100%
<b>Capital services</b>						
Home modification design and construction	20	111	131	15%	85%	100%
Specialist Disability Accommodation	3	57	60	5%	95%	100%
Vehicle Modifications	5	44	49	10%	90%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	91	308	399	23%	77%	100%
Support Coordination	26	139	165	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	16	112	128	13%	88%	100%
Specialised Supported Employment	22	139	161	14%	86%	100%
<b>Total</b>	<b>685</b>	<b>1,886</b>	<b>2,571</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>

**Figure G.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Victoria** <sup>236</sup>



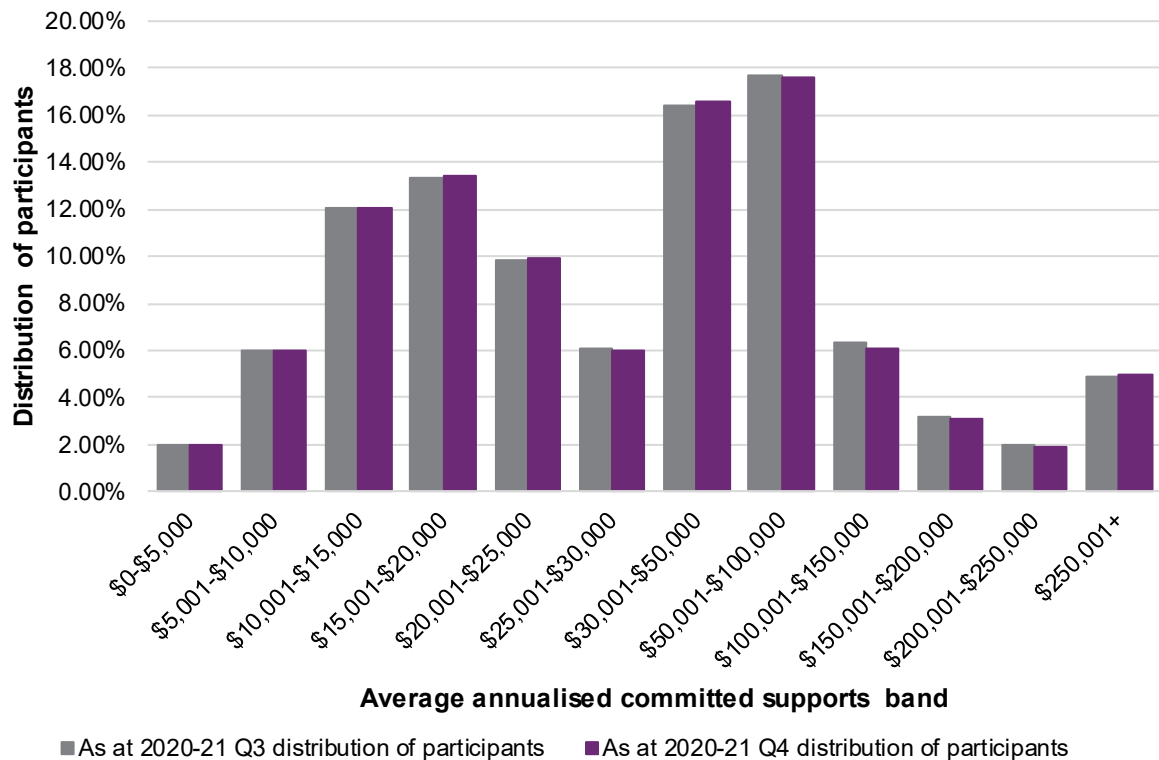
## Part Five: Financial sustainability

**Table G.69 Committed supports by financial year (\$m) – Victoria**

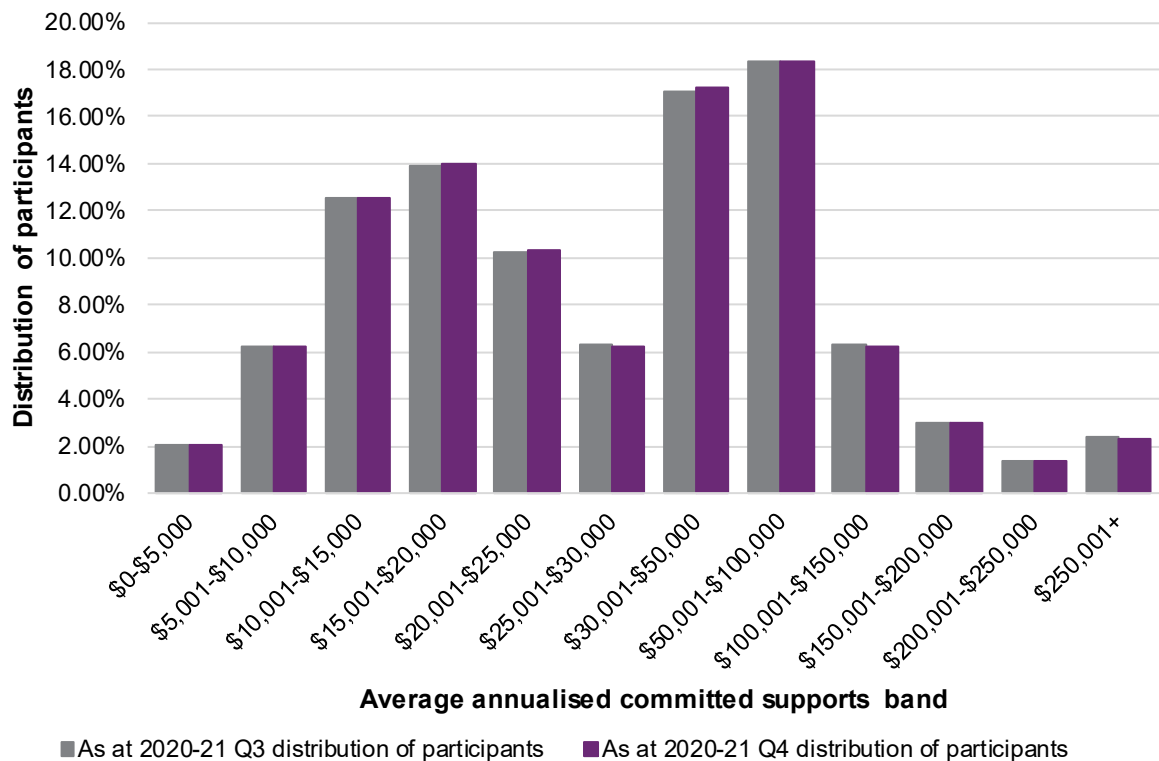
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	53.9	162.6	204.2	497.4	1,441.0	3,464.6	6,088.2	7,887.3

<sup>236</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.

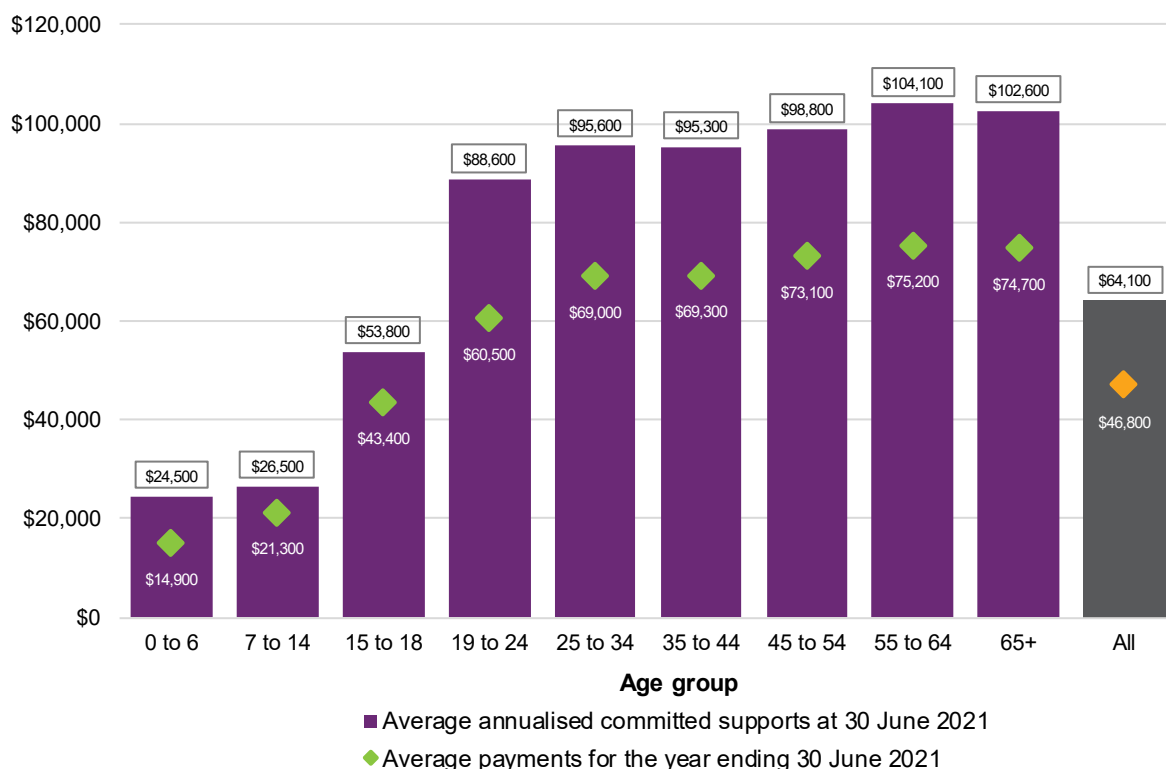
**Figure G.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Victoria**



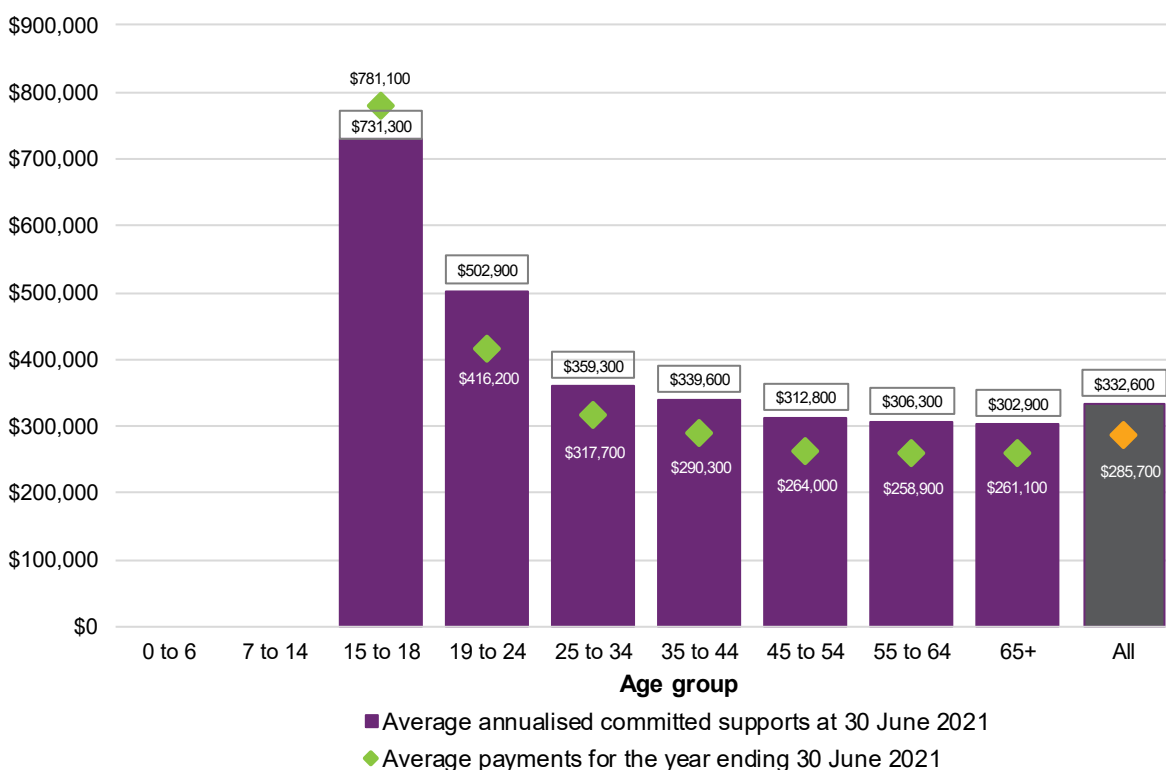
**Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Victoria**



**Figure G.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Victoria** <sup>237</sup>



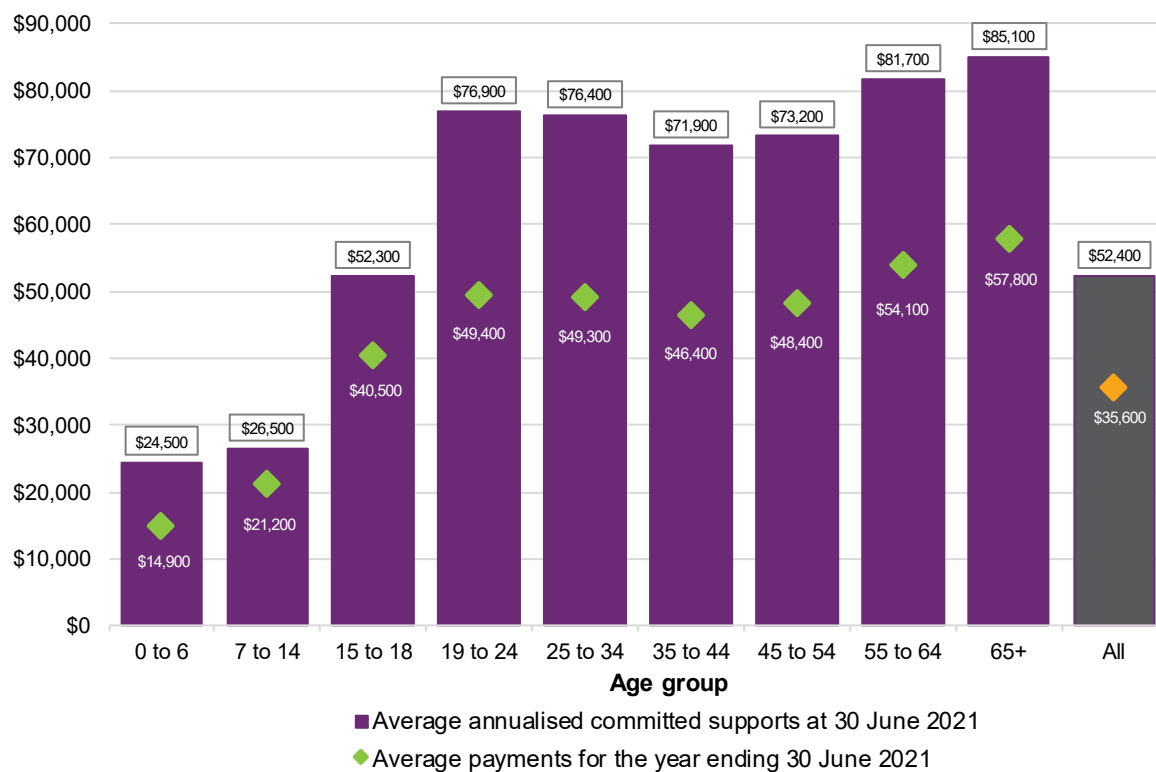
**Figure G.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Victoria** <sup>238</sup>



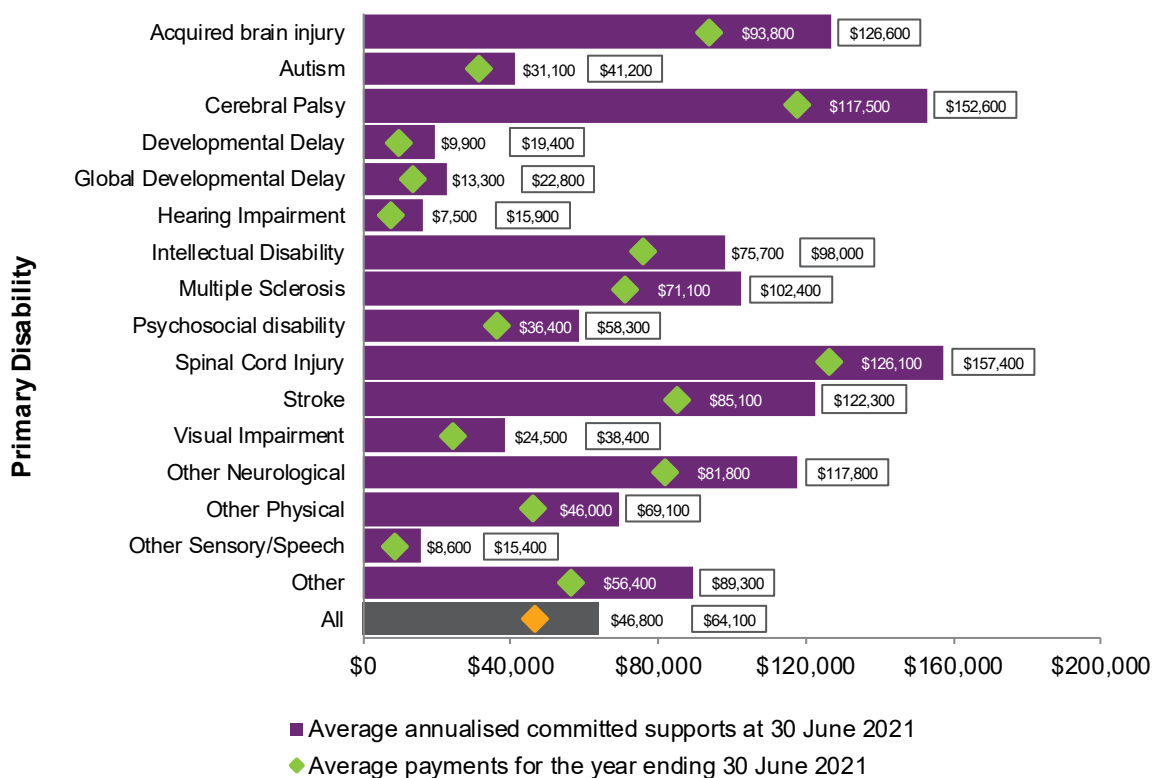
<sup>237</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>238</sup> Ibid.

**Figure G.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Victoria** <sup>239</sup>



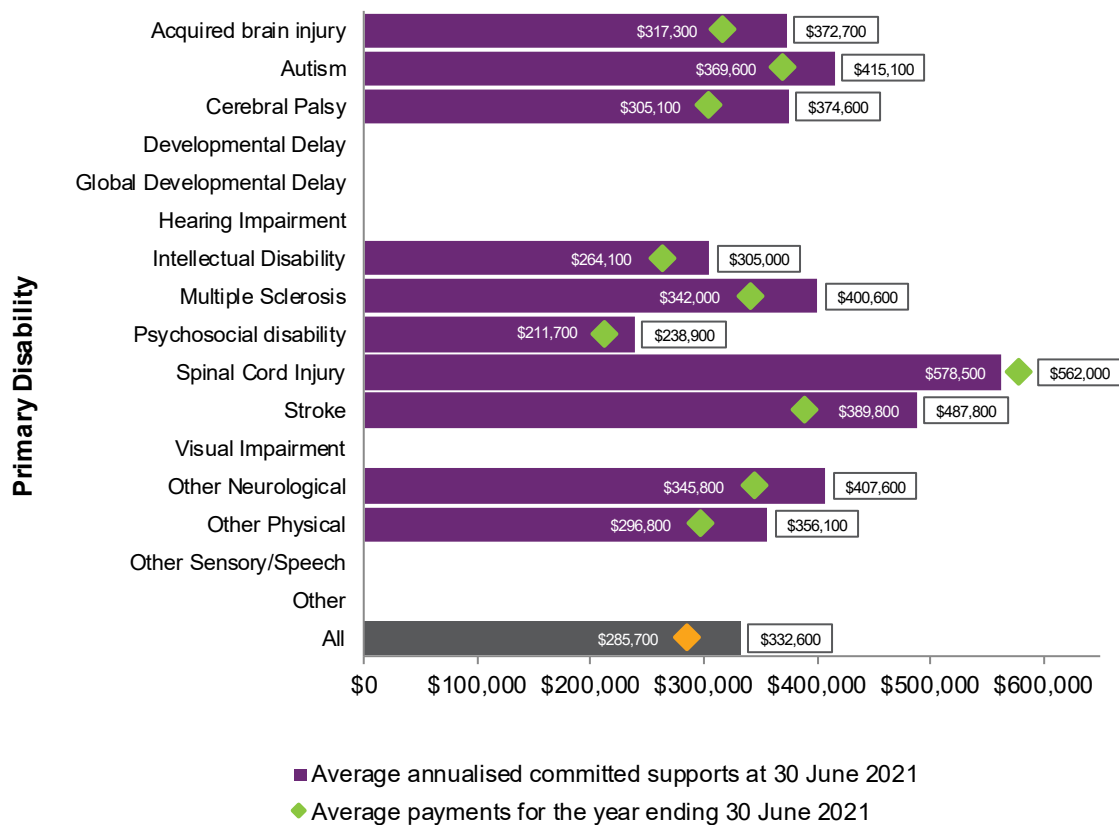
**Figure G.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Victoria** <sup>240</sup>



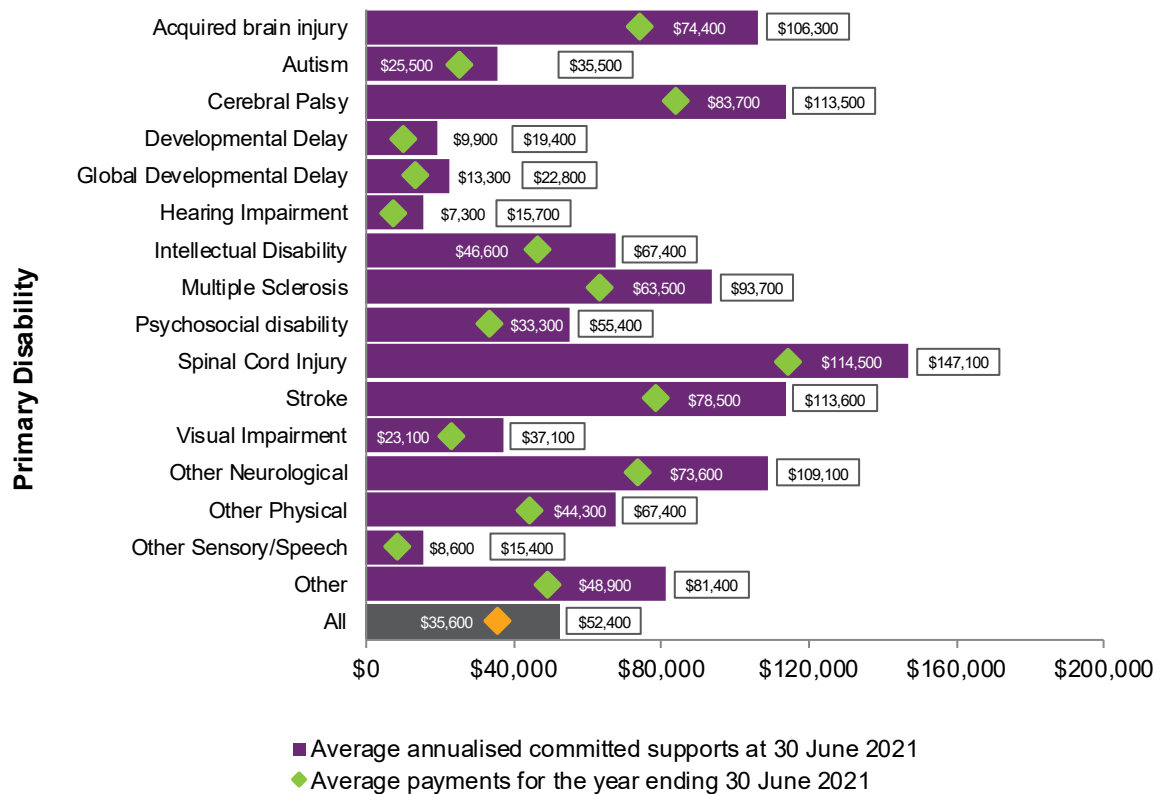
<sup>239</sup> Ibid.

<sup>240</sup> Ibid.

**Figure G.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Victoria** <sup>241</sup>



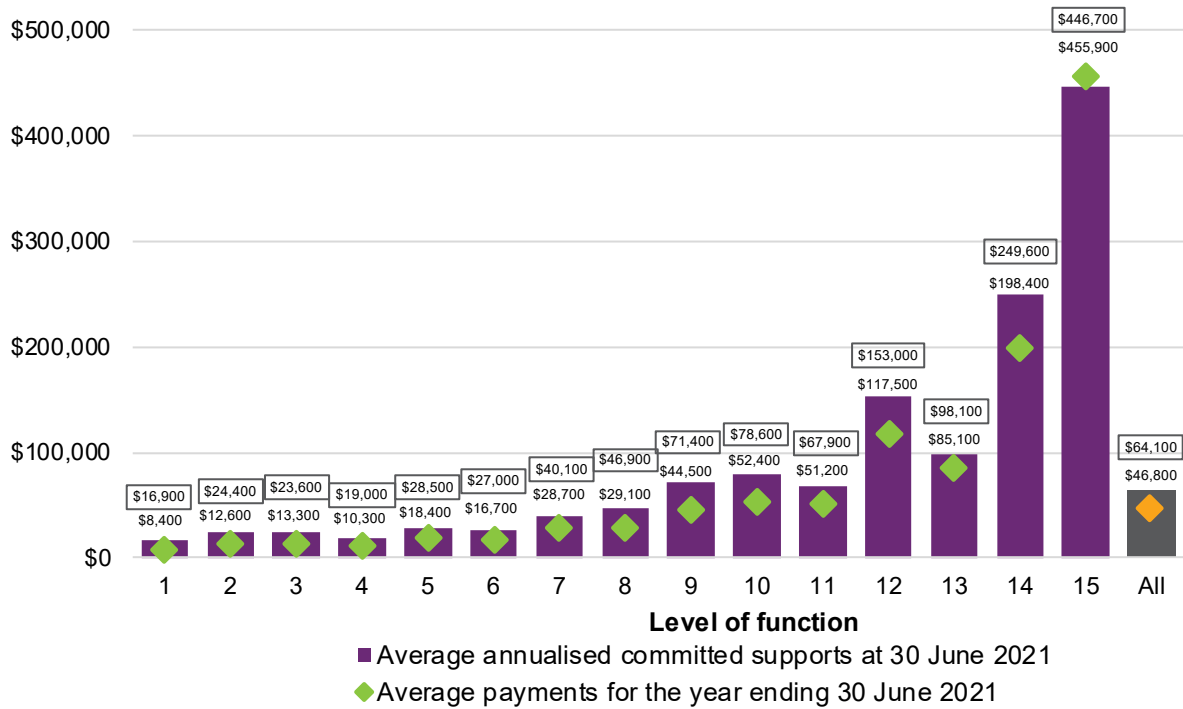
**Figure G.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Victoria** <sup>242</sup>



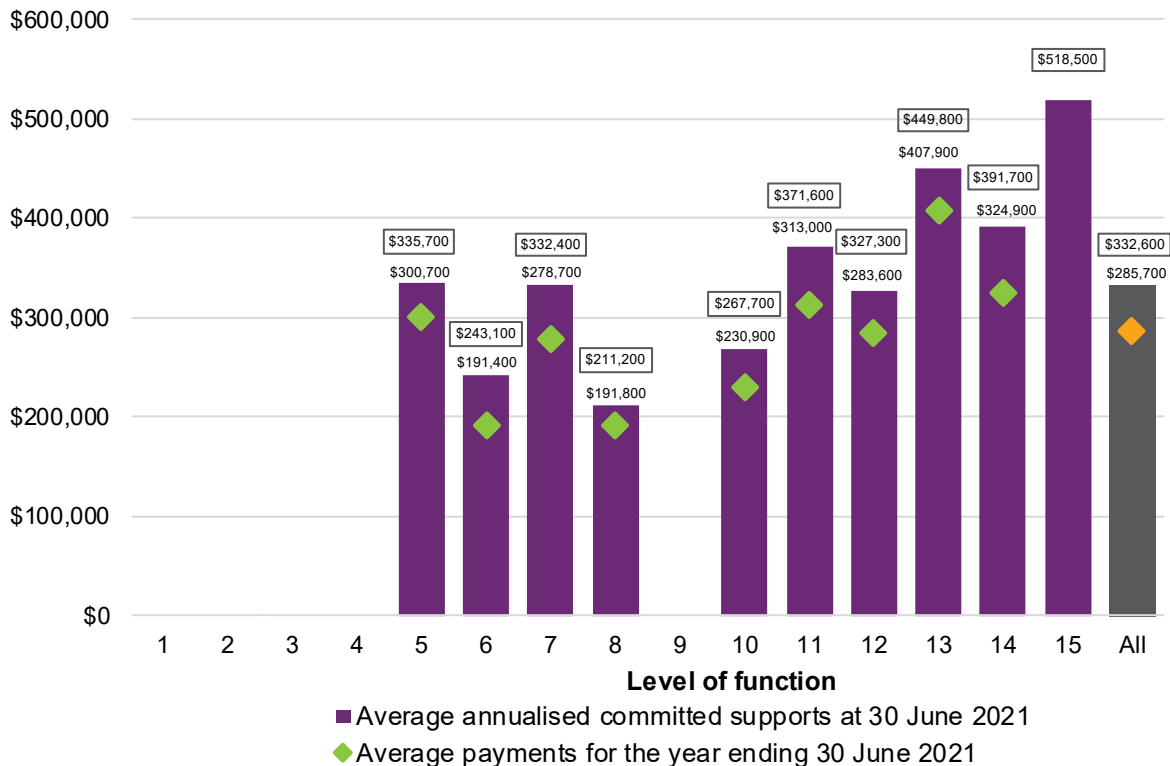
<sup>241</sup> Ibid.

<sup>242</sup> Ibid.

**Figure G.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Victoria**  
243



**Figure G.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Victoria**<sup>244</sup>

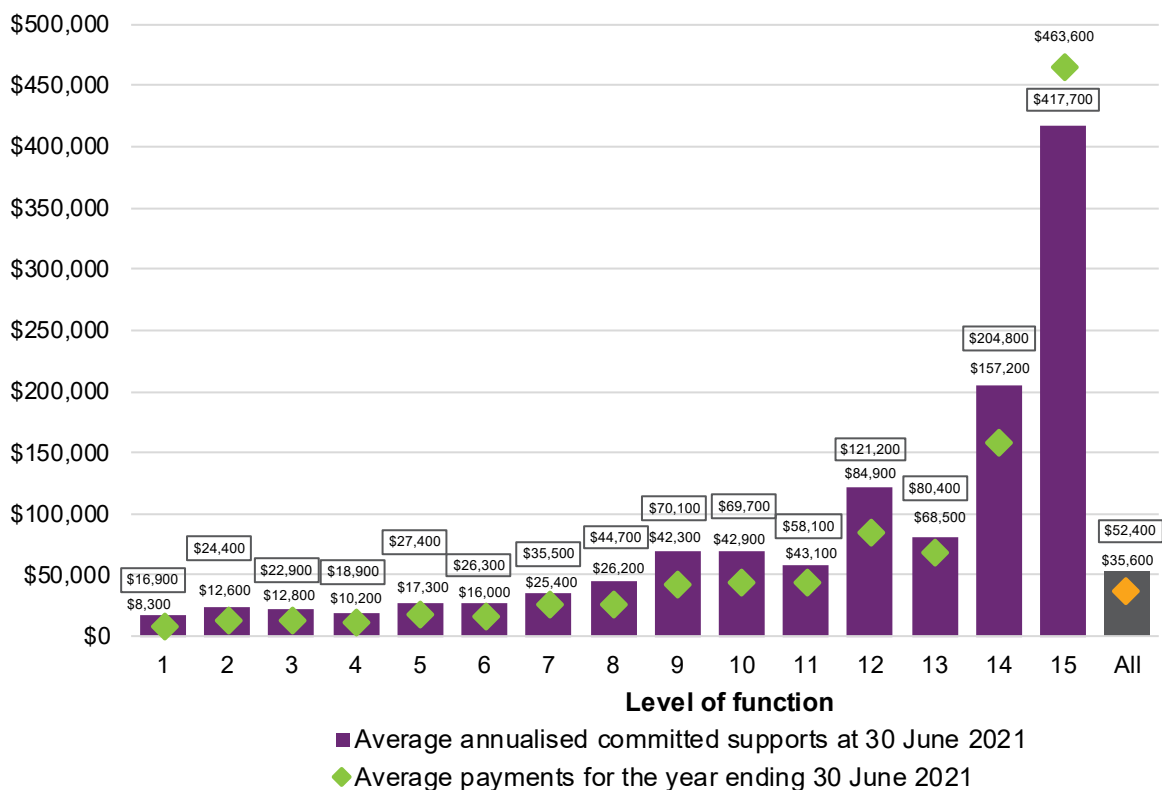


<sup>243</sup> Ibid.

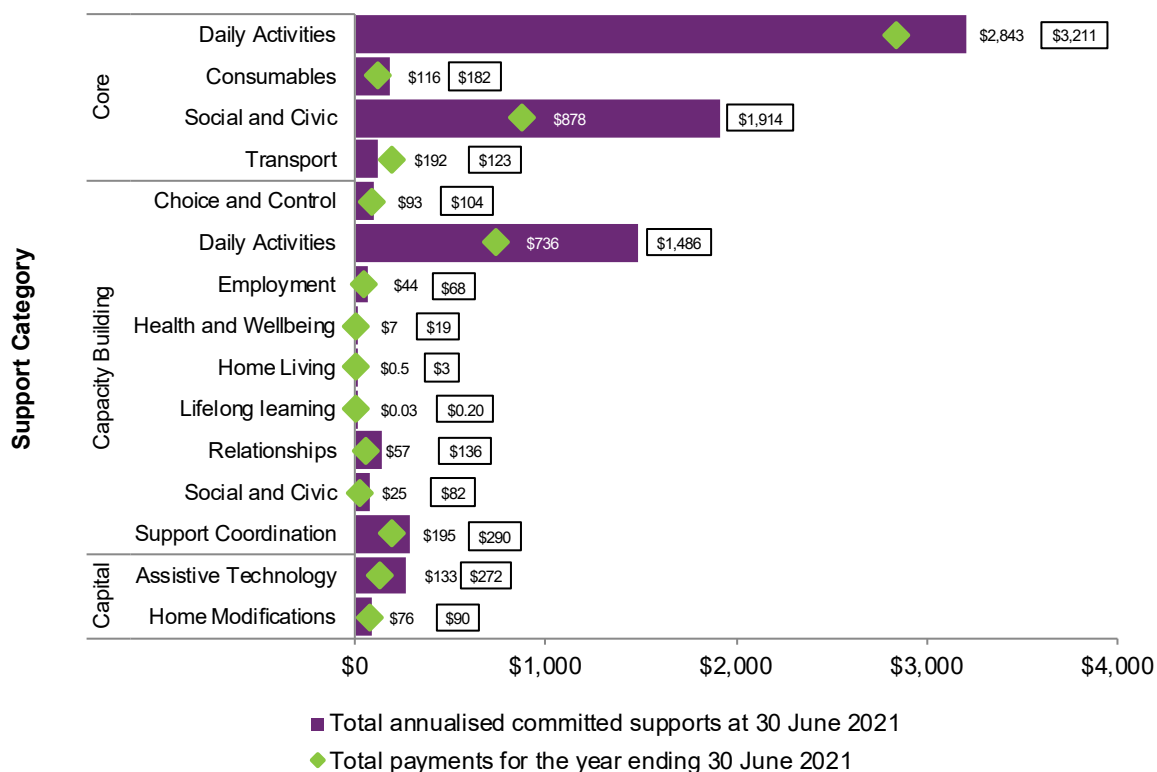
<sup>244</sup> Ibid.



**Figure G.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Victoria** <sup>245</sup>



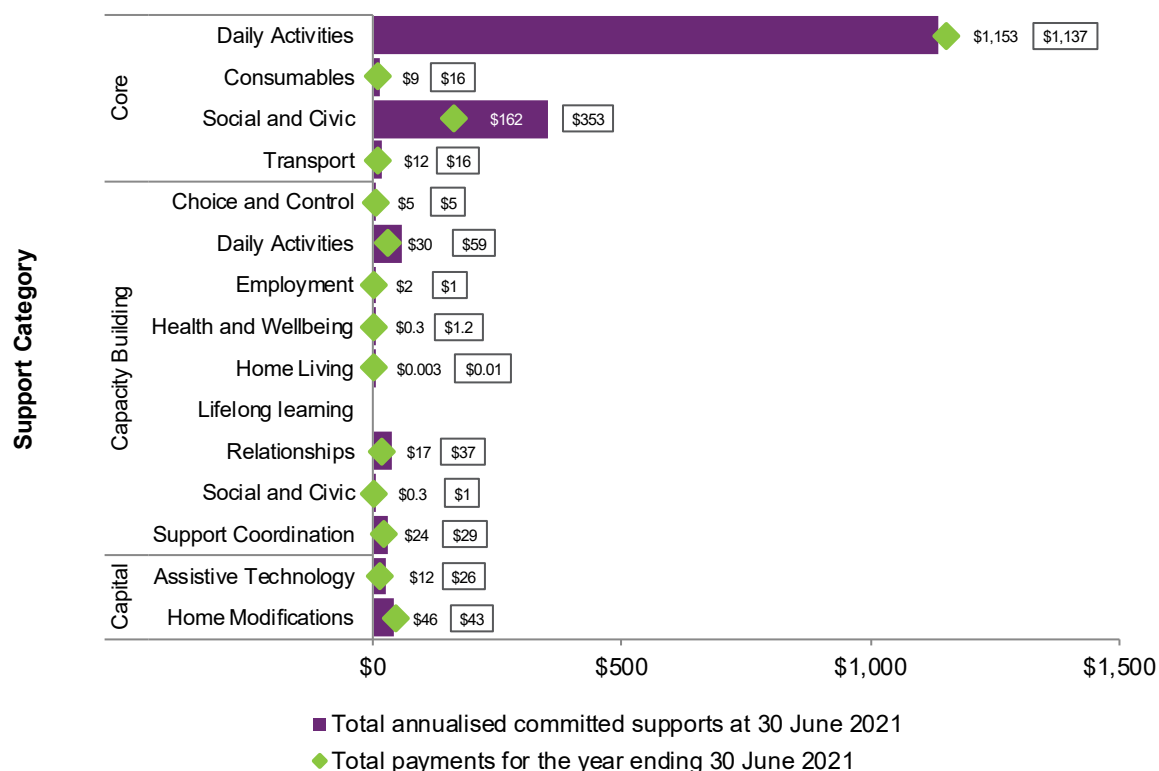
**Figure G.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Victoria** <sup>246</sup>



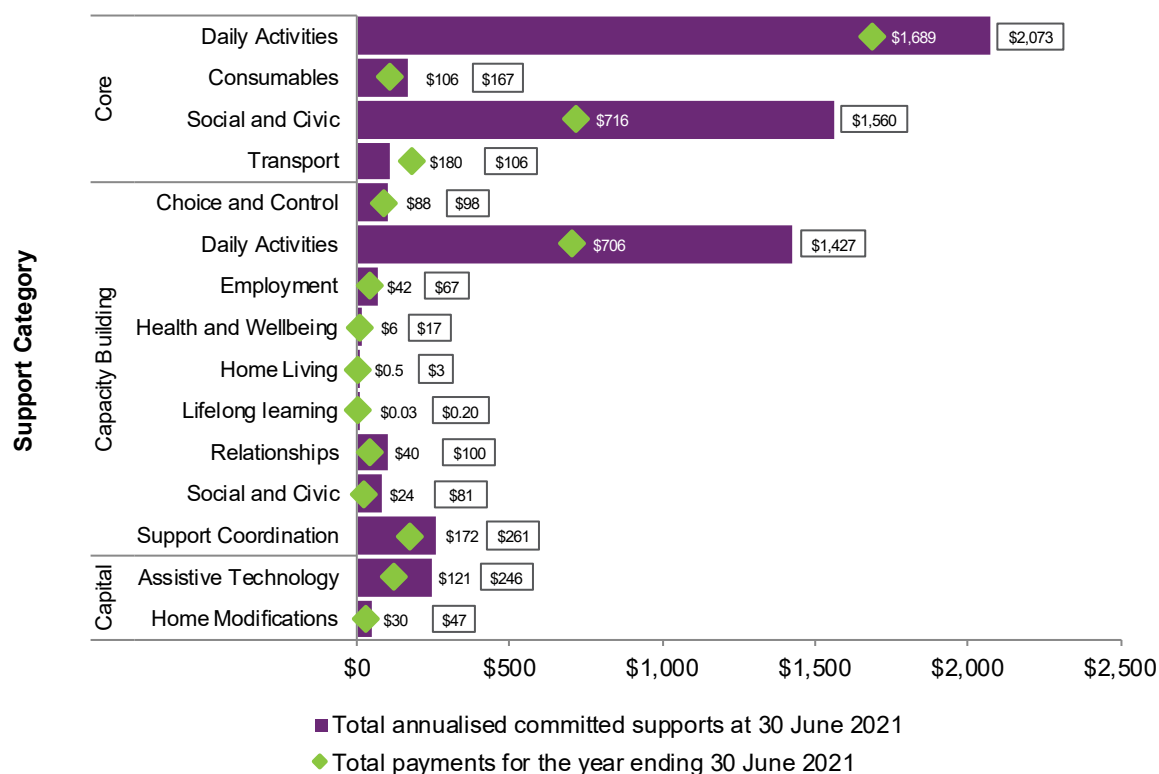
<sup>245</sup> Ibid.

<sup>246</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure G.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Victoria** <sup>247</sup>



**Figure G.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Victoria** <sup>248</sup>



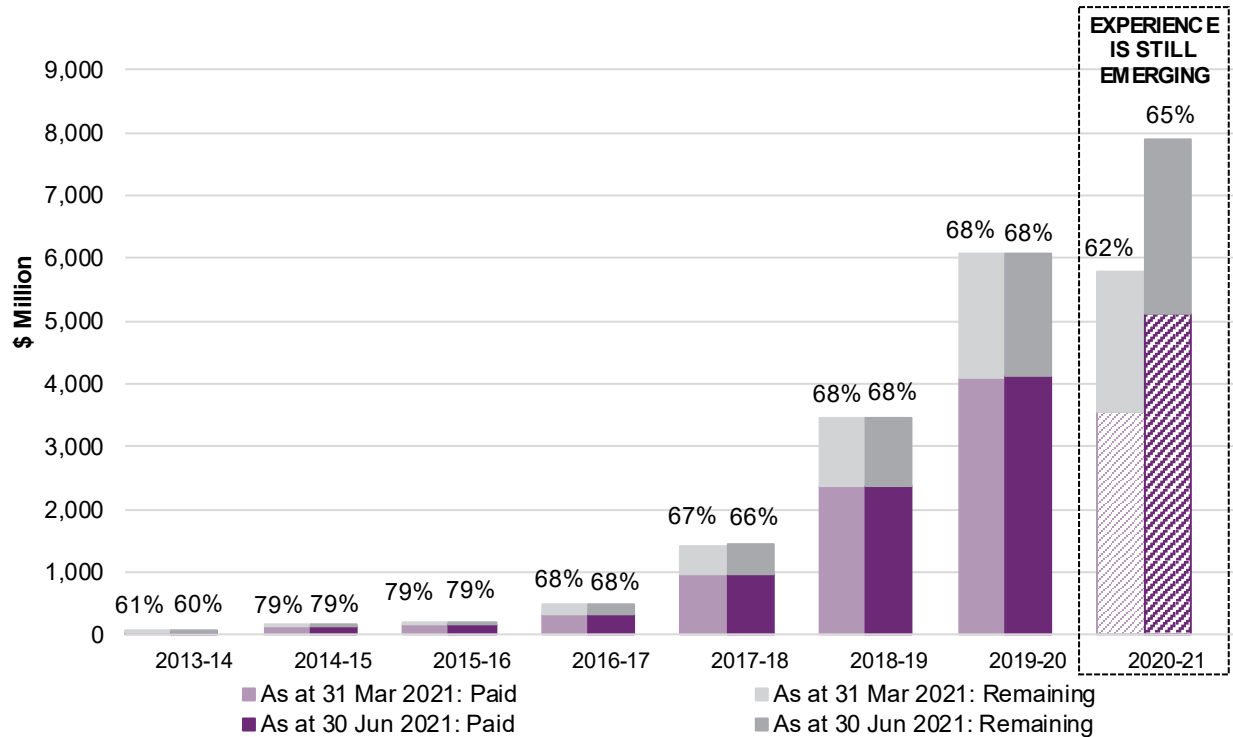
<sup>247</sup> Ibid.

<sup>248</sup> Ibid.

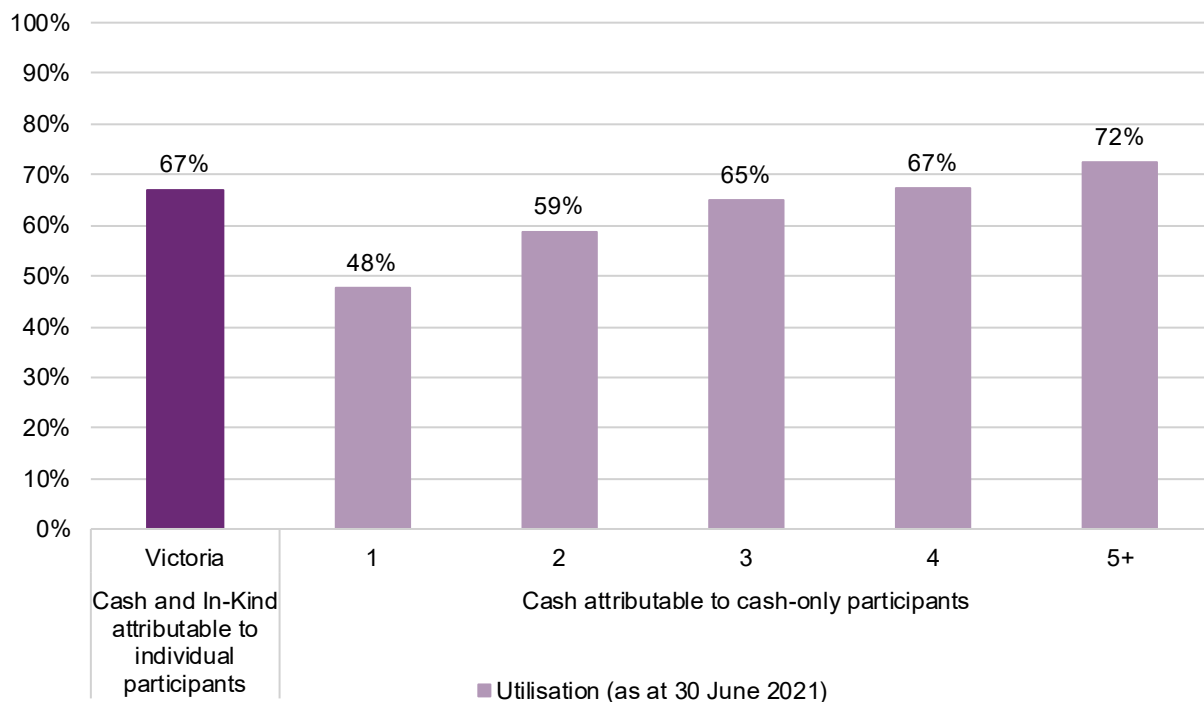
**Table G.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	53.9	162.6	204.2	497.4	1,441.0	3,464.6	6,088.2	7,887.3
Total Paid	32.4	127.9	161.0	338.2	956.6	2,369.3	4,130.0	5,111.9
% utilised to date	60%	79%	79%	68%	66%	68%	68%	65%

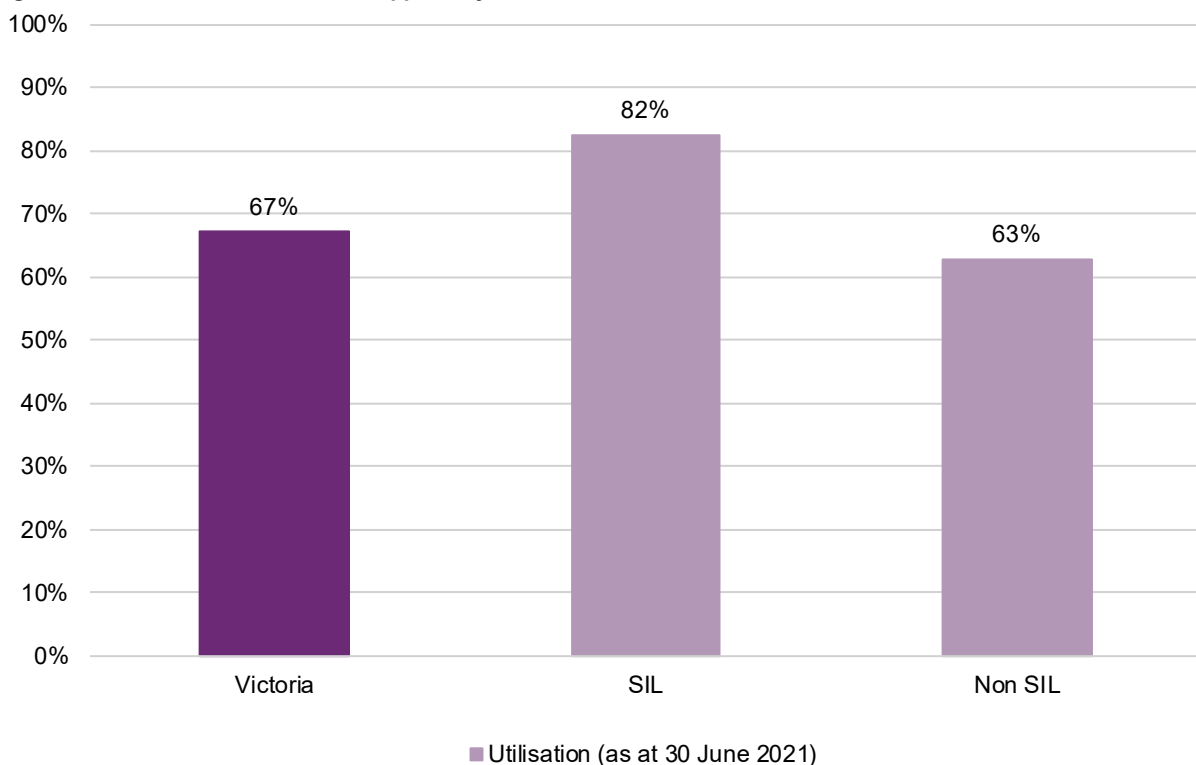
**Figure G.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Victoria**



**Figure G.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Victoria** <sup>249</sup>



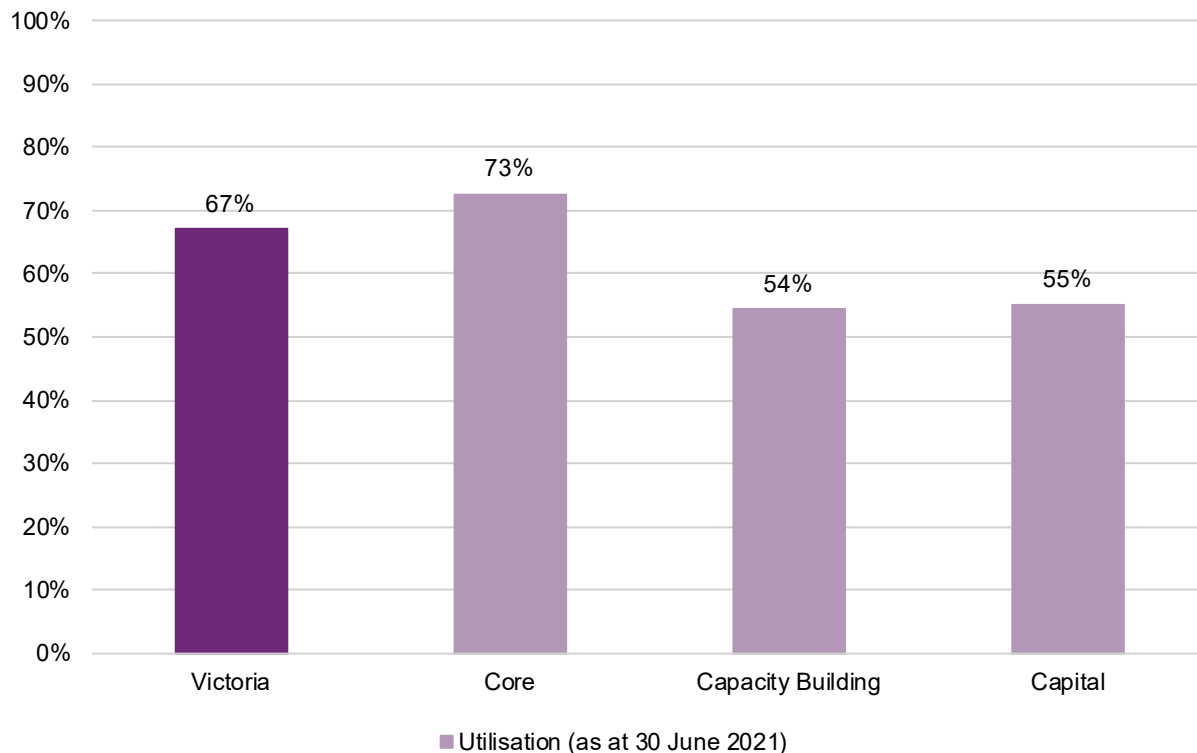
**Figure G.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Victoria** <sup>250</sup>



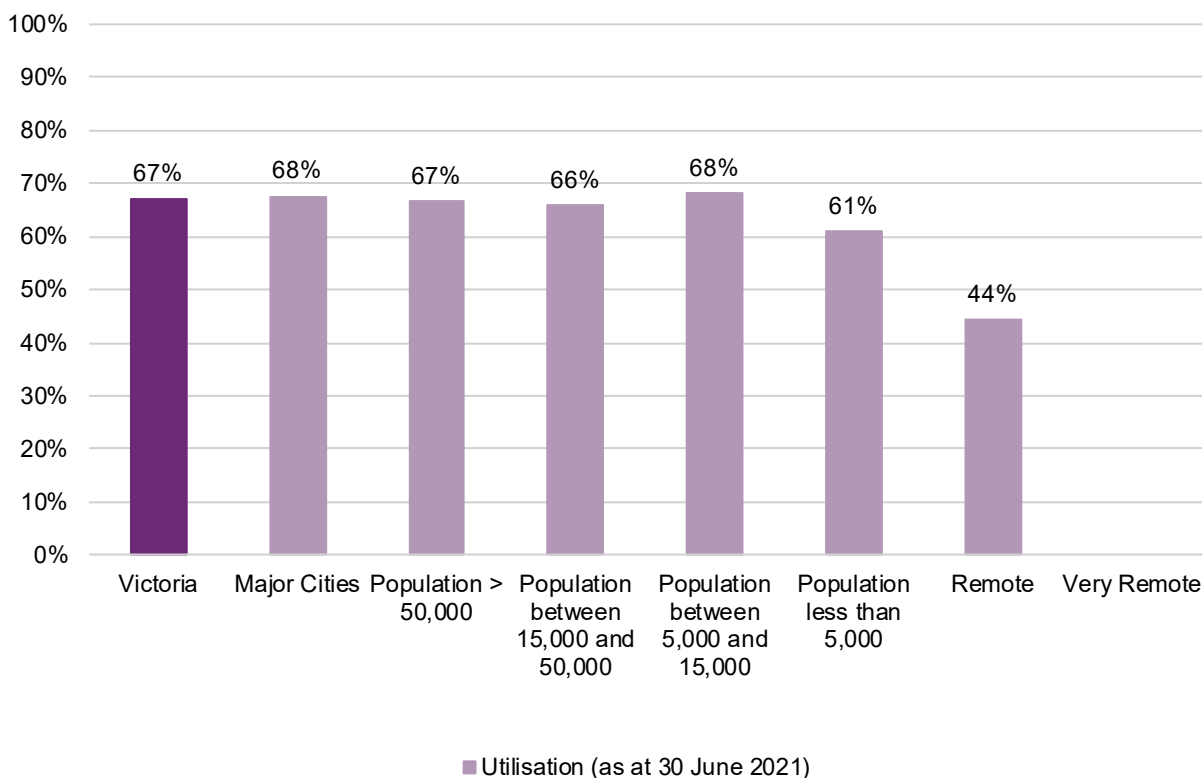
<sup>249</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>250</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure G.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Victoria** <sup>251</sup>



**Figure G.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Victoria** <sup>252 253</sup>



<sup>251</sup> Ibid.

<sup>252</sup> Ibid.

<sup>253</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>254</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Queensland	88,443	4,299	92,742	3,494	96,236

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland <sup>255</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	113,359	6,095	119,454
Active Eligible	91,146	4,683	95,829
<i>New</i>	48,520	4,330	52,850
<i>State</i>	33,126	184	33,310
<i>Commonwealth</i>	9,500	169	9,669
Active Participant Plans (excl ECEI)	88,443	4,299	92,742
<i>New</i>	46,210	3,928	50,138
<i>State</i>	32,882	193	33,075
<i>Commonwealth</i>	9,351	178	9,529
Active Participant Plans	91,496	7,793	96,236
<i>Early Intervention (s25)</i>	21,538	1,616	23,154
<i>Permanent Disability (s24)</i>	66,905	2,683	69,588
<i>ECEI</i>	3,053	3,494	3,494

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Queensland

Exits	Total
Total participant exits	3,131
<i>Early Intervention participants</i>	681
<i>Permanent disability participants</i>	2,450

<sup>254</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>255</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>256 257</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
End of 2020-21 Q4	33,075	9,529	50,138	3,494	96,236

**Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland** <sup>258 259 260 261</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
End of 2020-21 Q4	23,154	69,588	3,494	96,236

<sup>256</sup> This table shows the total numbers of active participants at the end of each period.

<sup>257</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>258</sup> This table shows the total numbers of active participants at the end of each period.

<sup>259</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>260</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>261</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table H.6 Assessment of access by age group – Queensland** <sup>262</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	23,455	98%	1,692	97%	25,147	98%
7 to 14	20,132	89%	977	85%	21,109	89%
15 to 18	6,494	90%	304	84%	6,798	90%
19 to 24	5,911	90%	159	70%	6,070	89%
25 to 34	7,672	87%	280	69%	7,952	86%
35 to 44	8,023	81%	329	63%	8,352	80%
45 to 54	10,597	76%	388	59%	10,985	75%
55 to 64	12,973	68%	547	56%	13,520	68%
65+	729	61%	21	43%	750	60%
Missing	<11		<11		<11	
<b>Total</b>	<b>95,986</b>	<b>85%</b>	<b>4,697</b>	<b>77%</b>	<b>100,683</b>	<b>84%</b>

**Table H.7 Assessment of access by disability – Queensland** <sup>263</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	3,451	92%	135	83%	3,586	92%
Autism	31,094	95%	1,589	97%	32,683	95%
Cerebral Palsy	3,551	96%	50	85%	3,601	95%
Developmental Delay	7,554	98%	1,085	99%	8,639	98%
Global Developmental Delay	1,623	98%	138	99%	1,761	98%
Hearing Impairment	5,236	89%	197	83%	5,433	89%
Intellectual Disability	16,669	95%	320	86%	16,989	95%
Multiple Sclerosis	1,386	85%	77	81%	1,463	85%
Psychosocial disability	9,039	72%	527	60%	9,566	71%
Spinal Cord Injury	1,434	94%	25	81%	1,459	93%
Stroke	1,586	84%	77	78%	1,663	84%
Visual Impairment	1,628	86%	42	69%	1,670	85%
Other Neurological	4,564	77%	151	69%	4,715	77%
Other Physical	4,872	45%	131	26%	5,003	44%
Other Sensory/Speech	382	39%	<11		387	38%
Other	803	39%	148	31%	951	37%
Missing	1,114	99%	<11		1,114	99%
<b>Total</b>	<b>95,986</b>	<b>85%</b>	<b>4,697</b>	<b>77%</b>	<b>100,683</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**

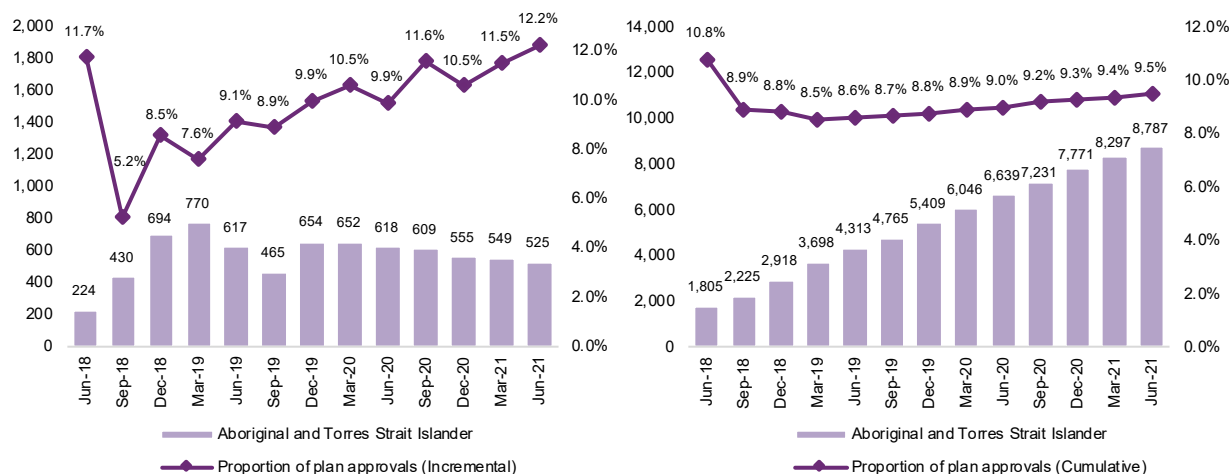
	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	8,262	9.3%	525	12.2%	<b>8,787</b>	<b>9.5%</b>
Not Aboriginal and Torres Strait Islander	69,672	78.8%	3,354	78.0%	<b>73,026</b>	<b>78.7%</b>
Not Stated	10,509	11.9%	420	9.8%	<b>10,929</b>	<b>11.8%</b>
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

<sup>262</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.

<sup>263</sup> Ibid.



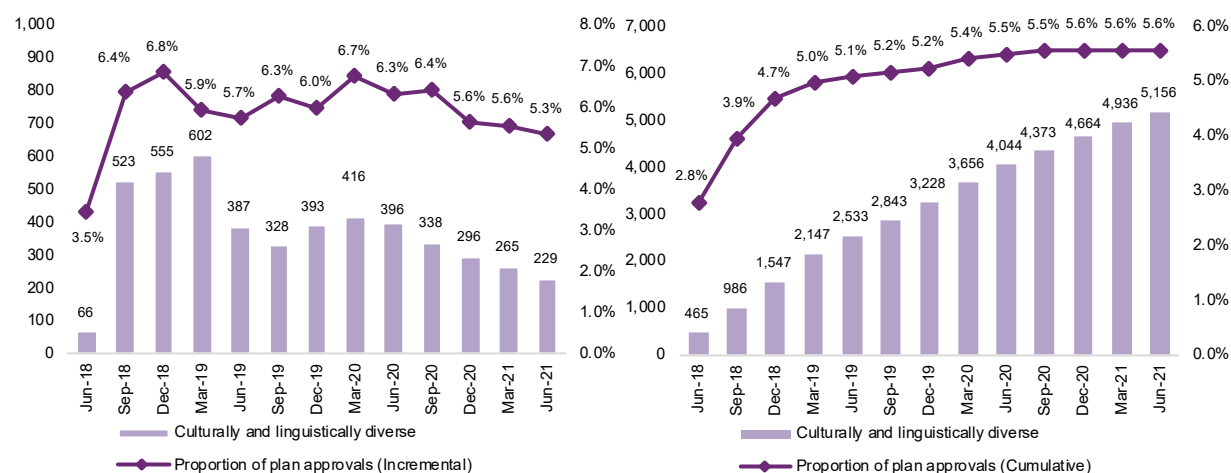
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>264</sup>



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

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,927	5.6%	229	5.3%	<b>5,156</b>	<b>5.6%</b>
Not culturally and linguistically diverse	83,483	94.4%	4,070	94.7%	<b>87,553</b>	<b>94.4%</b>
Not stated	33	0.04%	<11		<b>33</b>	<b>0.04%</b>
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</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>265</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 30 June 2021 – Queensland** <sup>266</sup>

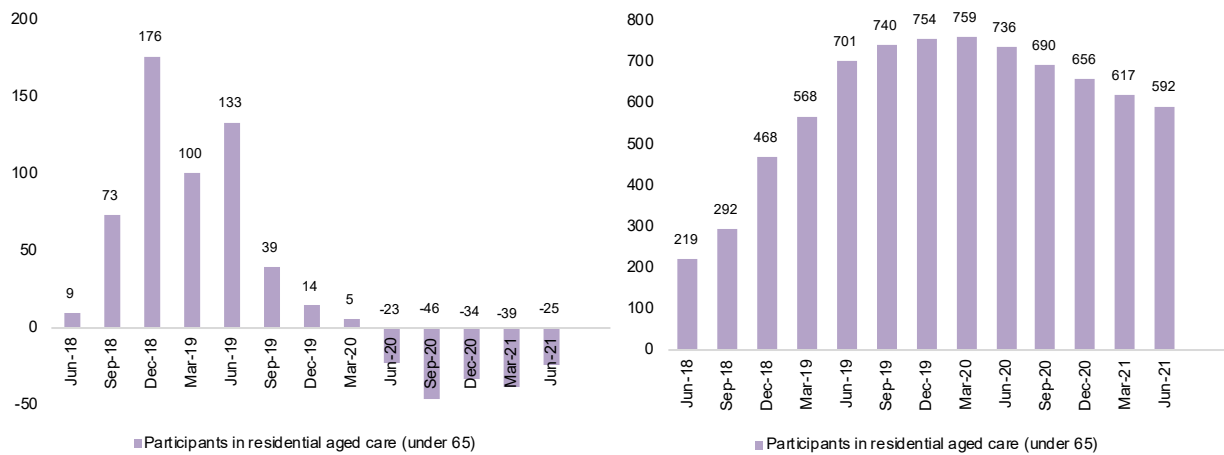
Total	
Age group	N
Under 45	13
45 to 54	81
55 to 64	498
<b>Total YPIRAC (under 65)</b>	<b>592</b>

<sup>264</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>265</sup> Ibid.

<sup>266</sup> There are a further 362 active participants aged 65 years or over who are currently in residential aged care.

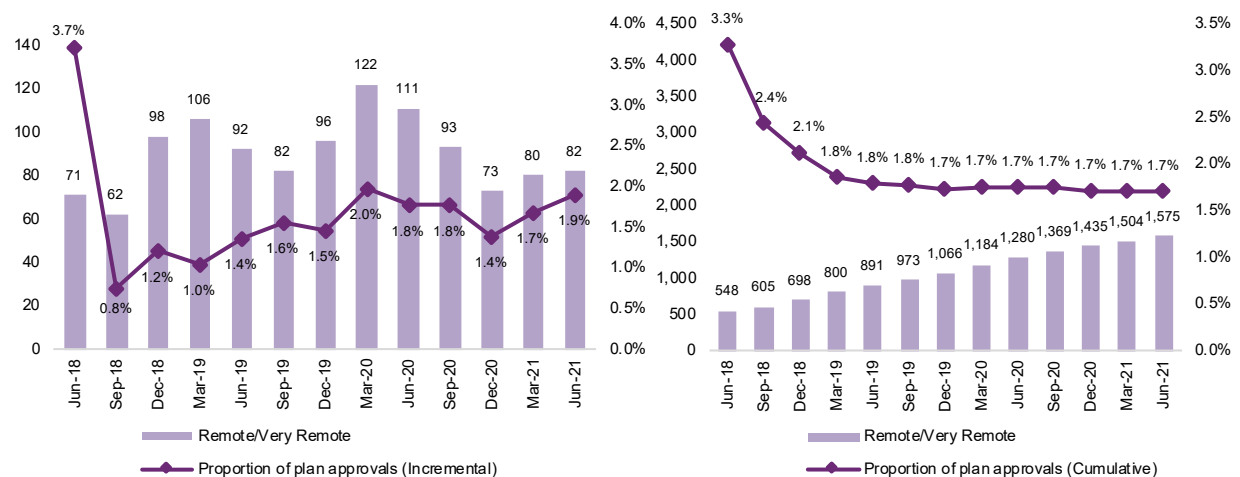
**Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>267</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland** <sup>268 269</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	52,653	59.5%	2,609	60.7%	55,262	59.6%
Population > 50,000	21,108	23.9%	973	22.6%	22,081	23.8%
Population between 15,000 and 50,000	3,466	3.9%	185	4.3%	3,651	3.9%
Population between 5,000 and 15,000	3,812	4.3%	175	4.1%	3,987	4.3%
Population less than 5,000	5,890	6.7%	275	6.4%	6,165	6.6%
Remote	794	0.9%	35	0.8%	829	0.9%
Very Remote	699	0.8%	47	1.1%	746	0.8%
Missing	21		<11		21	
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>270 271</sup>



<sup>267</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>268</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>269</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

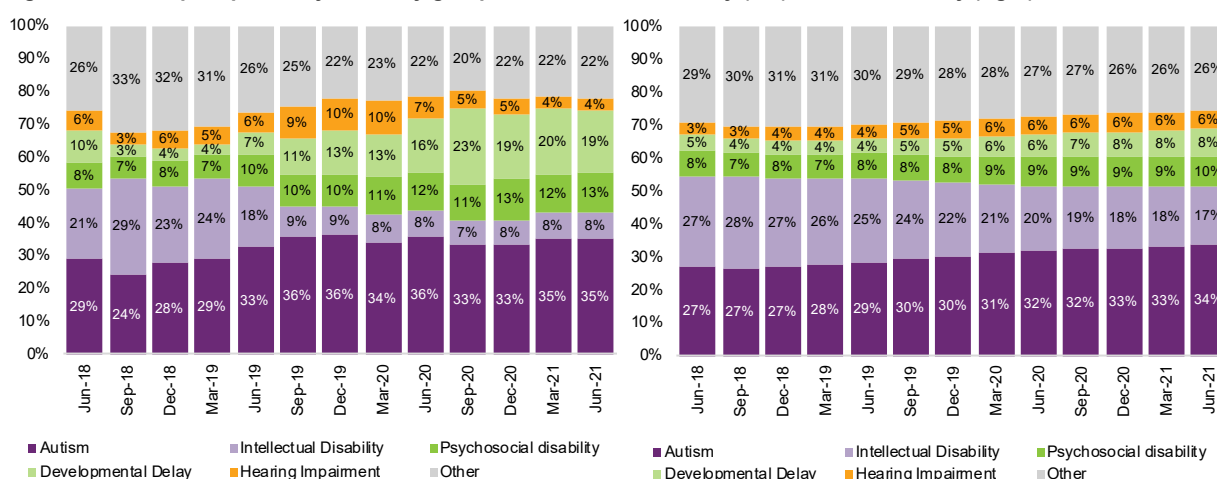
<sup>270</sup> Ibid.

<sup>271</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>272 273 274</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	29,882	34%	1,518	35%	31,400	34%
Intellectual Disability	15,900	18%	325	8%	16,225	17%
Psychosocial disability	8,284	9%	542	13%	8,826	10%
Developmental Delay	6,680	8%	798	19%	7,478	8%
Hearing Impairment	4,959	6%	174	4%	5,133	6%
Other Neurological	3,856	4%	171	4%	4,027	4%
Other Physical	4,261	5%	110	3%	4,371	5%
Cerebral Palsy	3,441	4%	34	1%	3,475	4%
ABI	3,133	4%	145	3%	3,278	4%
Global Developmental Delay	1,494	2%	122	3%	1,616	2%
Visual Impairment	1,522	2%	43	1%	1,565	2%
Multiple Sclerosis	1,313	1%	52	1%	1,365	1%
Stroke	1,432	2%	88	2%	1,520	2%
Spinal Cord Injury	1,336	2%	35	1%	1,371	1%
Other	661	1%	138	3%	799	1%
Other Sensory/Speech	289	0.3%	<11		293	0.3%
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland** <sup>275</sup>



<sup>272</sup> Table order based on national proportions (highest to lowest).

<sup>273</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

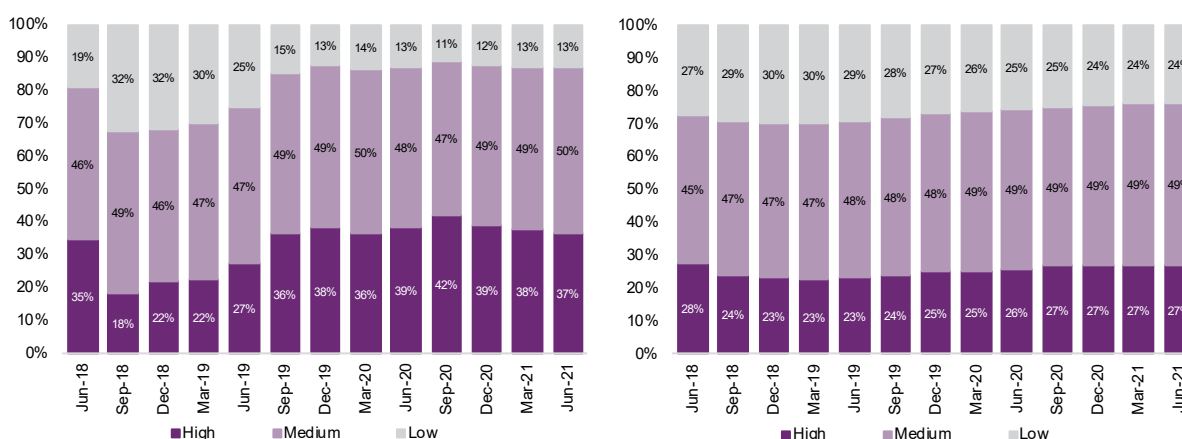
<sup>274</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Queensland (2,377).

<sup>275</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>276</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	8,406	10%	783	18%	9,189	10%
2 (High Function)	69	0%	<11		79	0%
3 (High Function)	4,448	5%	234	5%	4,682	5%
4 (High Function)	5,712	6%	298	7%	6,010	6%
5 (High Function)	4,934	6%	255	6%	5,189	6%
6 (Moderate Function)	21,603	24%	1,216	28%	22,819	25%
7 (Moderate Function)	4,050	5%	150	3%	4,200	5%
8 (Moderate Function)	6,796	8%	329	8%	7,125	8%
9 (Moderate Function)	499	1%	24	1%	523	1%
10 (Moderate Function)	10,658	12%	444	10%	11,102	12%
11 (Low Function)	2,845	3%	64	1%	2,909	3%
12 (Low Function)	10,938	12%	365	8%	11,303	12%
13 (Low Function)	5,457	6%	112	3%	5,569	6%
14 (Low Function)	1,984	2%	14	0%	1,998	2%
15 (Low Function)	35	0%	<11		36	0%
Missing	<11		<11		<11	
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

**Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland** <sup>277</sup>



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

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	13,605	15%	1,301	30%	14,906	16%
7 to 14	23,259	26%	933	22%	24,192	26%
15 to 18	6,739	8%	330	8%	7,069	8%
19 to 24	6,930	8%	197	5%	7,127	8%
25 to 34	7,865	9%	264	6%	8,129	9%
35 to 44	7,354	8%	285	7%	7,639	8%
45 to 54	9,036	10%	410	10%	9,446	10%
55 to 64	10,677	12%	539	13%	11,216	12%
65+	2,978	3%	40	1%	3,018	3%
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

<sup>276</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>277</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>278</sup>

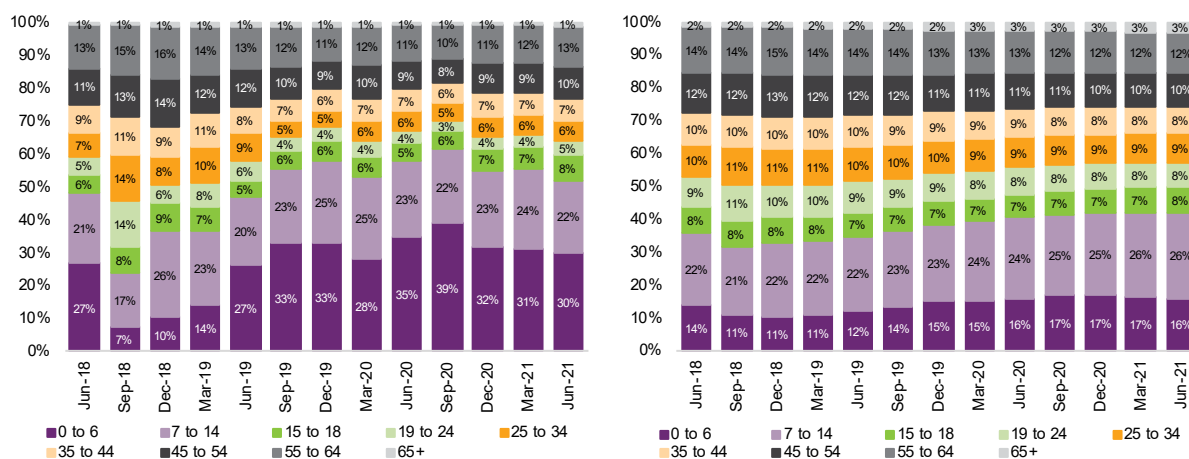


Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	54,376	61%	2,579	60%	56,955	61%
Female	33,413	38%	1,662	39%	35,075	38%
Other	654	1%	58	1%	712	1%
<b>Total</b>	<b>88,443</b>	<b>100%</b>	<b>4,299</b>	<b>100%</b>	<b>92,742</b>	<b>100%</b>

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>279</sup>

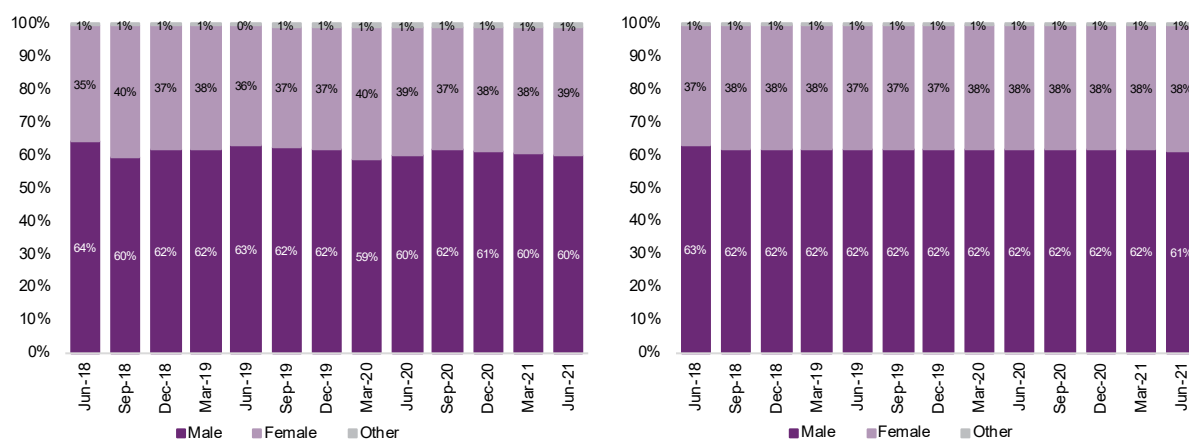


Table H.16 Participation rates by age group – Queensland <sup>280</sup>

	QLD
0-6	3.47%
7-14	4.47%
15-18	2.76%
19-24	1.75%
25-34	1.11%
35-44	1.14%
45-54	1.44%
55-64	1.90%
<b>Total (aged 0-64)</b>	<b>2.10%</b>

<sup>278</sup> Ibid.

<sup>279</sup> Ibid.

<sup>280</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>281</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	Number of questionnaires
Participant 0 to school	763	1,360	3,097	5,528	4,898	15,646
Participant school to 14	1,412	2,629	9,018	8,213	6,221	27,493
Participant 15 to 24	1,065	1,440	5,043	2,298	1,960	11,806
Participant 25 and over	3,301	3,893	15,124	7,872	6,428	36,618
<b>Total Participant</b>	<b>6,541</b>	<b>9,322</b>	<b>32,282</b>	<b>23,911</b>	<b>19,507</b>	<b>91,563</b>
Family 0 to 14	2,019	3,834	11,204	13,200	10,716	40,973
Family 15 to 24	273	970	3,297	1,533	1,402	7,475
Family 25 and over	179	1,163	4,281	2,124	1,635	9,382
<b>Total Family</b>	<b>2,471</b>	<b>5,967</b>	<b>18,782</b>	<b>16,857</b>	<b>13,753</b>	<b>57,830</b>
<b>Total</b>	<b>9,012</b>	<b>15,289</b>	<b>51,064</b>	<b>40,768</b>	<b>33,260</b>	<b>149,393</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	66%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		37%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			32%	
CC	% who choose who supports them			36%	60%
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			19%	25%
CC	% who want more choice and control in their life			83%	80%

<sup>281</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			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	35%

**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			82%	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			35%	
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			17%	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	43%	50%	38%
% working in a paid job	45%	50%	36%
Of those in a paid job, % in permanent employment	77%	74%	77%
Of those in a paid job, % working 15 hours or more	81%	85%	85%
% who say they (and their partner) are able to work as much as they want	45%	46%	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%	71%
% 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		42%	
% 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			39%
% 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=3,627) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
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?	66%

**Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,369) - participants who entered between 1 July 2016 and 30 June 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?	47%
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?	52%

<sup>282</sup> Results in Tables H.22 to H.25 include participants who entered between 1 July 2016 and 30 June 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=4,496) and ‘Participant 25 and over’ (n=13,713) - participants who entered between 1 July 2016 and 30 June 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%	82%
REL	Has the NDIS helped you to meet more people?	59%	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%	64%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	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=14,090); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,348) - participants who entered between 1 July 2016 and 30 June 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?	72%	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=1,238) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland<sup>283</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	84%	+1%
REL	Has the NDIS improved how your child fits into family life?	78%	81%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	+4%

<sup>283</sup> Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

**Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=5,331) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+7%
LL	Has the NDIS improved your child's access to education?	44%	50%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	62%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	55%	+5%

**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=2,690) and ‘Participant 25 and over’ (n=6,777) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	69%	76%	+7%	74%	82%	+8%
DL	Has the NDIS helped you with daily living activities?	70%	77%	+7%	78%	85%	+7%
REL	Has the NDIS helped you to meet more people?	58%	62%	+4%	60%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	0%	35%	38%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	+4%	58%	65%	+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?	39%	41%	+2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-1%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	70%	+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=4,595); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,469) - participants who entered between 1 July 2016 and 30 June 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?	63%	70%	+7%	55%	67%	+12%
Has the NDIS improved the level of support for your family?	69%	77%	+8%	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?	74%	80%	+6%	64%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	+6%			
Has the NDIS improved your health and wellbeing?	43%	47%	+5%	38%	44%	+6%

**Table H.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=516) - participants who entered prior to 1 July 2016 and 30 June 2018 – Queensland <sup>284</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%	98%	+6%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	89%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	73%	79%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	65%	73%	+16%

**Table H.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,799) - participants who entered between 1 July 2016 and 30 June 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?	60%	70%	75%	+15%
LL	Has the NDIS improved your child's access to education?	36%	44%	49%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	55%	61%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	48%	51%	+8%

<sup>284</sup> Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

**Table H.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=885) - participants who entered between 1 July 2016 and 30 June 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%	71%	+7%
Has the NDIS helped you with daily living activities?	60%	69%	73%	+13%
Has the NDIS helped you to meet more people?	49%	53%	56%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	16%	18%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	42%	44%	49%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	30%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	13%	13%	-3%
Has the NDIS helped you be more involved?	57%	61%	65%	+8%

**Table H.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,353) - participants who entered between 1 July 2016 and 30 June 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%	77%	83%	+11%
Has the NDIS helped you with daily living activities?	76%	83%	87%	+11%
Has the NDIS helped you to meet more people?	58%	62%	67%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	30%	34%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	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%	33%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	16%	0%
Has the NDIS helped you be more involved?	64%	69%	75%	+10%

**Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,496) - participants who entered between 1 July 2016 and 30 June 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?	56%	60%	68%	+11%
Has the NDIS improved the level of support for your family?	65%	69%	75%	+11%
Has the NDIS improved your access to 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?	71%	76%	81%	+10%
Has the NDIS improved your health and wellbeing?	38%	39%	43%	+5%

**Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=334) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	52%	59%	+11%
Has the NDIS improved the level of support for your family?	59%	64%	74%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	57%	62%	70%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	39%	+8%

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=672) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland <sup>285</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%	67%	72%	76%	+19%
LL	Has the NDIS improved your child's access to education?	35%	36%	40%	45%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	56%	60%	+16%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	52%	54%	+10%

<sup>285</sup> Results in Tables H.36 to H.40 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**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=396) - participants who entered between 1 July 2016 and 30 June 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?	64%	68%	68%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	71%	71%	74%	77%	+5%
REL	Has the NDIS helped you to meet more people?	53%	55%	51%	54%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	15%	20%	20%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	45%	45%	53%	+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?	36%	29%	33%	34%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	13%	16%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	63%	61%	65%	68%	+4%

**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=854) - participants who entered between 1 July 2016 and 30 June 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?	70%	78%	79%	84%	+13%
DL	Has the NDIS helped you with daily living activities?	78%	85%	87%	90%	+12%
REL	Has the NDIS helped you to meet more people?	57%	63%	68%	70%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	28%	32%	35%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	57%	61%	65%	+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?	30%	30%	33%	35%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	13%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	77%	79%	+15%

**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=365) - participants who entered between 1 July 2016 and 30 June 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?	53%	55%	63%	67%	+13%
Has the NDIS improved the level of support for your family?	59%	65%	78%	79%	+19%
Has the NDIS improved your access to services, programs and activities in the community?	69%	79%	84%	85%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	79%	79%	83%	+12%
Has the NDIS improved your health and wellbeing?	37%	36%	39%	38%	1%

**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=48) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	44%	57%	55%	61%	+17%
Has the NDIS improved the level of support for your family?	65%	74%	68%	77%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	60%	62%	55%	71%	+11%
Has the NDIS improved your health and wellbeing?	32%	41%	31%	39%	+8%

**Table H.41 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,084), ‘participant social and community engagement rate’ (n=10,135) and ‘parent and carer employment rate’ (n=6,375) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Queensland <sup>286</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	18%	19%	24%
Aged 25+	19%	19%	18%	
Aged 15+	18%	19%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	37%	43%	45%	50%
Aged 25+	39%	45%	47%	
Aged 15+	38%	44%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	47%	46%	50%
Aged 15+	42%	43%	40%	
All ages	43%	46%	44%	

<sup>286</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 30 June 2019 and have had a second plan review to date.

**Table H.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,353), 'participant social and community engagement rate' (n=3,395) and 'parent and carer employment rate' (n=1,609) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Queensland <sup>287</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	16%	20%	21%	25%	24%
Aged 25+	19%	19%	16%	17%	
Aged 15+	18%	19%	17%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	36%	42%	43%	43%	50%
Aged 25+	36%	41%	45%	44%	
Aged 15+	36%	41%	44%	44%	
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+	43%	43%	41%	43%	
All ages	40%	42%	44%	46%	

**Table H.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,241), 'participant social and community engagement rate' (n=1,268) and 'parent and carer employment rate' (n=304) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Queensland <sup>288</sup>**

Early start review – participants who entered between 1 July 2016 and 30 June 2017 – Queensland						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	18%	23%	20%	19%	19%	24%
Aged 25+	21%	21%	20%	19%	19%	
Aged 15+	20%	21%	20%	19%	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%	40%	43%	40%	43%	50%
Aged 25+	43%	49%	55%	53%	54%	
Aged 15+	40%	48%	53%	50%	52%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	36%	43%	45%	44%	49%	50%
Aged 15+	Numbers are too small					
All ages	36%	43%	44%	44%	48%	

<sup>287</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 30 June 2018 and have had a third plan review to date.

<sup>288</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 30 June 2017 and have had a fourth plan review to date.



**Table H.44 Number of active plans by goal type and primary disability – Queensland** <sup>289</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	600	2,583	1,592	442	555	2,562	1,032	853	<b>3,278</b>
Autism	3,404	27,749	7,906	6,513	8,346	18,804	1,836	4,918	<b>31,400</b>
Cerebral Palsy	617	3,005	1,416	499	454	2,280	696	502	<b>3,475</b>
Developmental Delay	124	7,223	1,002	2,337	1,436	2,913	0	1	<b>7,478</b>
Down Syndrome	328	2,061	950	370	391	1,734	502	610	<b>2,377</b>
Global Developmental Delay	37	1,562	247	562	370	562	0	0	<b>1,616</b>
Hearing Impairment	729	4,210	760	905	530	2,172	343	1,033	<b>5,133</b>
Intellectual Disability	2,292	11,304	4,946	2,313	2,977	10,194	3,190	4,401	<b>13,848</b>
Multiple Sclerosis	254	1,123	797	81	123	932	380	267	<b>1,365</b>
Psychosocial disability	1,423	6,779	4,482	1,448	1,416	7,021	2,489	2,750	<b>8,826</b>
Spinal Cord Injury	310	1,182	651	116	98	891	354	406	<b>1,371</b>
Stroke	288	1,259	737	103	173	1,144	460	260	<b>1,520</b>
Visual Impairment	289	1,397	442	251	108	1,081	194	426	<b>1,565</b>
Other Neurological	721	3,290	1,954	391	567	2,962	1,164	526	<b>4,027</b>
Other Physical	754	3,772	1,912	373	323	2,596	786	861	<b>4,371</b>
Other Sensory/Speech	35	262	48	55	58	137	8	31	<b>293</b>
Other	124	668	365	96	109	551	177	147	<b>799</b>
<b>Total</b>	<b>12,329</b>	<b>79,429</b>	<b>30,207</b>	<b>16,855</b>	<b>18,034</b>	<b>58,536</b>	<b>13,611</b>	<b>17,992</b>	<b>92,742</b>

**Table H.45 Number of goals in active plans by goal type and primary disability – Queensland** <sup>290</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	984	6,059	2,731	746	928	4,484	1,628	1,286	<b>18,846</b>
Autism	5,525	97,898	13,744	11,972	13,914	31,936	2,913	7,420	<b>185,322</b>
Cerebral Palsy	1,095	9,989	2,514	935	768	4,210	1,153	754	<b>21,418</b>
Developmental Delay	184	39,159	1,886	4,296	2,363	5,254	0	1	<b>53,143</b>
Down Syndrome	513	6,139	1,512	698	646	2,926	772	885	<b>14,091</b>
Global Developmental Delay	70	9,352	501	1,172	652	1,075	0	0	<b>12,822</b>
Hearing Impairment	1,156	10,966	1,260	1,413	821	3,386	462	1,449	<b>20,913</b>
Intellectual Disability	3,779	29,039	8,143	4,001	5,022	17,816	4,996	6,618	<b>79,414</b>
Multiple Sclerosis	466	2,625	1,450	143	224	1,688	644	410	<b>7,650</b>
Psychosocial disability	2,233	13,277	7,252	2,196	2,218	11,416	3,658	3,946	<b>46,196</b>
Spinal Cord Injury	552	2,787	1,140	173	179	1,666	643	644	<b>7,784</b>
Stroke	502	3,139	1,314	175	257	2,019	728	417	<b>8,551</b>
Visual Impairment	471	3,509	741	427	189	1,784	340	623	<b>8,084</b>
Other Neurological	1,305	8,540	3,542	674	975	5,337	1,960	813	<b>23,146</b>
Other Physical	1,282	9,232	3,296	610	526	4,475	1,259	1,268	<b>21,948</b>
Other Sensory/Speech	54	823	73	94	79	211	9	47	<b>1,390</b>
Other	236	1,799	721	183	182	1,012	315	242	<b>4,690</b>
<b>Total</b>	<b>20,407</b>	<b>254,332</b>	<b>51,820</b>	<b>29,908</b>	<b>29,943</b>	<b>100,695</b>	<b>21,480</b>	<b>26,823</b>	<b>535,408</b>

<sup>289</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>290</sup> Participants have set over six million goals in total across Australia since July 2016. The 535,408 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.46 Number of active plans by goal type and age group – Queensland** <sup>291</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	252	14,322	2,097	4,702	2,977	5,644	4	1	<b>14,906</b>
7 to 14	2,183	21,767	5,638	4,619	6,512	13,263	215	553	<b>24,192</b>
15 to 18	1,230	5,986	2,088	1,415	1,694	5,000	549	2,599	<b>7,069</b>
19 to 24	1,418	5,798	2,359	1,357	1,220	5,120	1,738	3,799	<b>7,127</b>
25 to 34	1,610	6,479	3,356	1,353	1,380	5,887	2,388	3,457	<b>8,129</b>
35 to 44	1,449	6,051	3,614	1,095	1,213	5,674	2,089	2,767	<b>7,639</b>
45 to 54	1,731	7,572	4,455	1,112	1,390	7,171	2,527	2,652	<b>9,446</b>
55 to 64	1,944	9,035	5,163	1,004	1,312	8,530	3,166	1,915	<b>11,216</b>
65+	512	2,419	1,437	198	336	2,247	935	249	<b>3,018</b>
<b>Total</b>	<b>12,329</b>	<b>79,429</b>	<b>30,207</b>	<b>16,855</b>	<b>18,034</b>	<b>58,536</b>	<b>13,611</b>	<b>17,992</b>	<b>92,742</b>

**Table H.47 Number of goals in active plans by goal type and age group – Queensland** <sup>292</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	421	84,022	4,381	9,339	5,251	10,887	7	1	<b>114,309</b>
7 to 14	3,514	74,559	9,938	8,305	10,632	22,022	373	795	<b>130,138</b>
15 to 18	2,070	14,569	3,449	2,318	2,768	8,454	895	4,006	<b>38,529</b>
19 to 24	2,238	12,658	3,781	2,183	1,999	8,451	2,693	5,659	<b>39,662</b>
25 to 34	2,606	14,034	5,407	2,168	2,302	9,856	3,672	5,036	<b>45,081</b>
35 to 44	2,479	12,948	6,017	1,776	1,984	9,699	3,325	4,119	<b>42,347</b>
45 to 54	2,901	16,342	7,512	1,833	2,268	12,414	3,965	4,013	<b>51,248</b>
55 to 64	3,344	19,944	8,928	1,681	2,192	15,060	5,134	2,841	<b>59,124</b>
65+	834	5,256	2,407	305	547	3,852	1,416	353	<b>14,970</b>
<b>Total</b>	<b>20,407</b>	<b>254,332</b>	<b>51,820</b>	<b>29,908</b>	<b>29,943</b>	<b>100,695</b>	<b>21,480</b>	<b>26,823</b>	<b>535,408</b>

<sup>291</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.

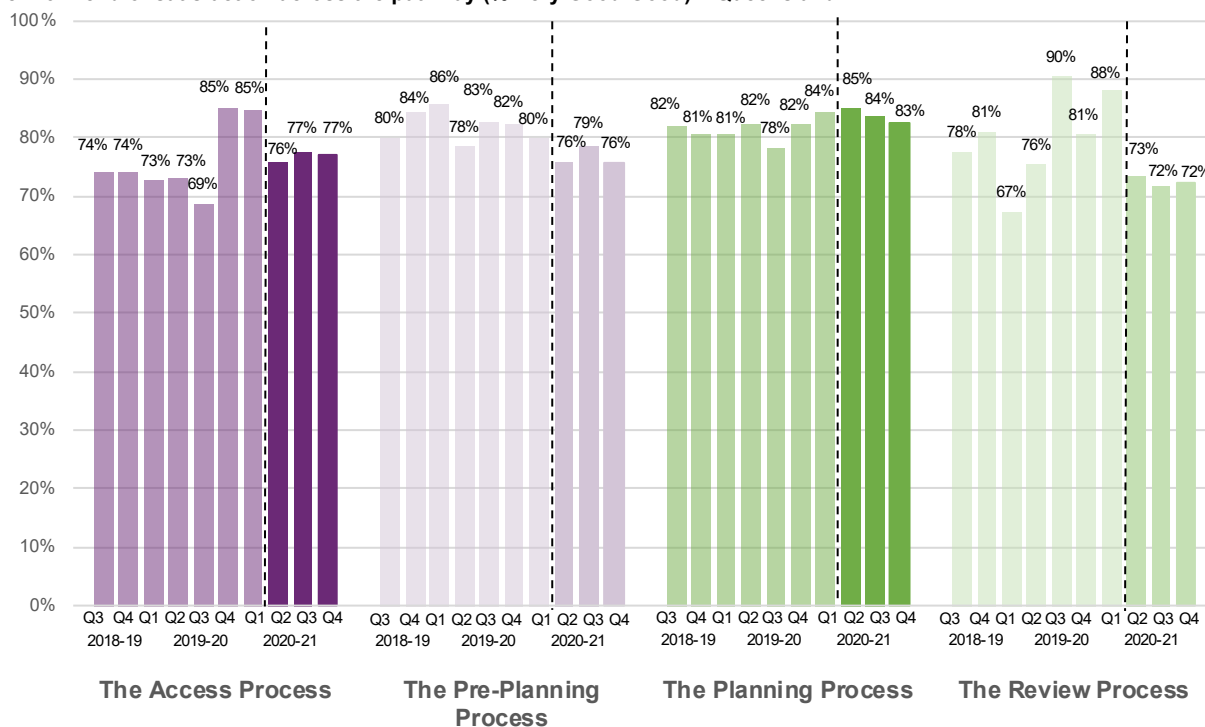
<sup>292</sup> Participants have set over six million goals in total across Australia since July 2016. The 535,408 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland** <sup>293</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 475</b>	<b>n = 260</b>
Are you happy with how coming into the NDIS has gone?	81%	83%
Was the person from the NDIS respectful?	94%	96%
Do you understand what will happen next with your plan?	73%	70%
% of participants rating their overall experience as Very Good or Good.	77%	77%
<b>Pre-planning</b>	<b>n = 505</b>	<b>n = 186</b>
Did the person from the NDIS understand how your disability affects your life?	84%	83%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	74%	72%
Are you clear on what happens next with your plan?	69%	65%
Do you know where to go for more help with your plan?	71%	70%
% of participants rating their overall experience as Very Good or Good.	77%	76%
<b>Planning</b>	<b>n = 1,863</b>	<b>n = 920</b>
Did the person from the NDIS understand how your disability affects your life?	90%	89%
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?	81%	83%
Do you know where to go for more help with your plan?	87%	87%
% of participants rating their overall experience as Very Good or Good.	84%	83%
<b>Plan review</b>	<b>n = 4,686</b>	<b>n = 2,494</b>
Did the person from the NDIS understand how your disability affects your life?	78%	78%
Did you feel prepared for your plan review?	83%	84%
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>293</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 "AHA". 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.

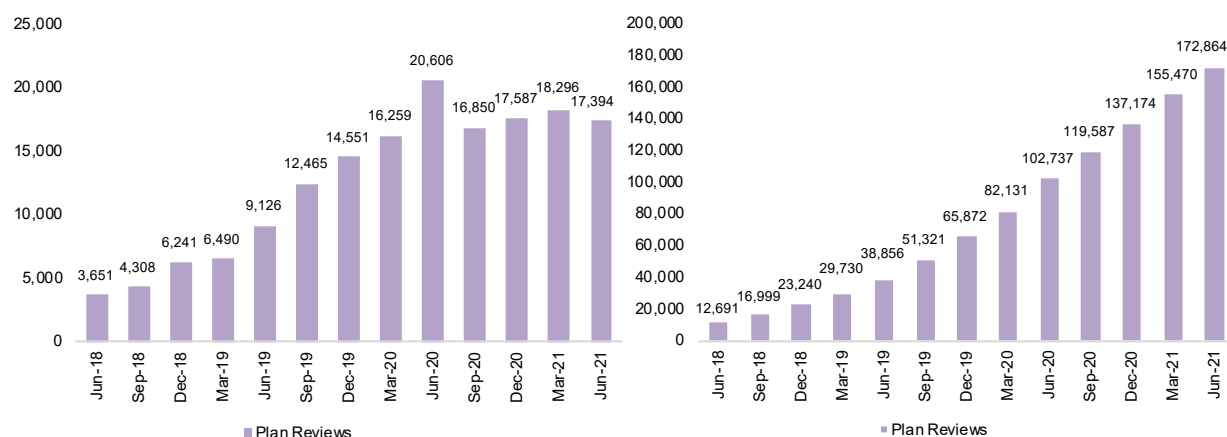
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>294 295</sup>



**Table H.49 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland** <sup>296</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>155,470</b>	<b>17,394</b>	<b>172,864</b>
<i>Early intervention plans</i>	27,835	4,265	32,100
<i>Permanent disability plans</i>	127,635	13,129	140,764

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



<sup>294</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>295</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>296</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 Q4 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 and Table H.52 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table H.50 Complaints by quarter – Queensland** <sup>297 298 299</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	42	5	47	42
Complaint about LAC Partner	191	42	233	211
Complaints about service providers	947	60	1,007	784
Complaints about the Agency	9,831	880	10,711	6,319
Critical/ Reportable Incident	954	281	1,235	992
Unclassified	217	0	217	199
<b>Total</b>	<b>12,182</b>	<b>1,268</b>	<b>13,450</b>	<b>7,743</b>
Total complaints made since 1 April 2017	11,966	1,268	13,234	
Complaints since 1 April 2017 as % of all access requests	4.4%	4.0%	4.4%	

<sup>297</sup> Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

<sup>298</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>299</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

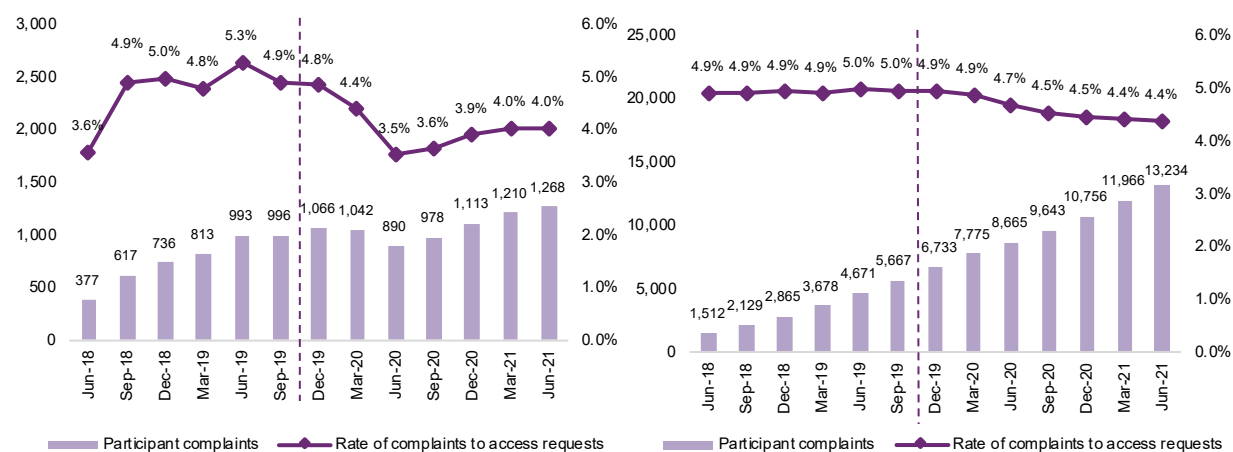


Table H.51 Participant complaints by type – Queensland

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	725	(7%)	0	(0%)	725	(7%)
Information unclear	263	(3%)	1	(0%)	264	(2%)
NDIA Access	264	(3%)	31	(4%)	295	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	406	(4%)	41	(5%)	447	(4%)
NDIA Fraud and Compliance	18	(0%)	1	(0%)	19	(0%)
NDIA Plan	1,338	(14%)	382	(43%)	1,720	(16%)
NDIA Process	623	(6%)	64	(7%)	687	(6%)
NDIA Resources	40	(0%)	11	(1%)	51	(0%)
NDIA Staff	361	(4%)	70	(8%)	431	(4%)
NDIA Timeliness	1,072	(11%)	252	(29%)	1,324	(12%)
Participation, engagement and inclusion	73	(1%)	0	(0%)	73	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	6	(0%)	0	(0%)	6	(0%)
Reasonable and necessary supports	740	(8%)	0	(0%)	740	(7%)
Staff conduct - Agency	237	(2%)	1	(0%)	238	(2%)
The way the NDIA carried out its decision making	444	(5%)	4	(0%)	448	(4%)
Timeliness	1,597	(16%)	1	(0%)	1,598	(15%)
Other	1,598	(16%)	21	(2%)	1,619	(15%)
Total	9,831		880		10,711	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(7%)	0	(0%)	3	(6%)
ECEI Process	8	(19%)	1	(20%)	9	(19%)
ECEI Staff	18	(43%)	2	(40%)	20	(43%)
ECEI Timeliness	13	(31%)	2	(40%)	15	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	42		5		47	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	33	(17%)	4	(10%)	37	(16%)
LAC Process	18	(9%)	6	(14%)	24	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	112	(59%)	20	(48%)	132	(57%)
LAC Timeliness	27	(14%)	12	(29%)	39	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	191		42		233	
Complaints about service providers						
Provider costs.	67	(7%)	0	(0%)	67	(7%)
Provider Finance	21	(2%)	4	(7%)	25	(2%)
Provider Fraud and Compliance	39	(4%)	7	(12%)	46	(5%)
Provider process	63	(7%)	0	(0%)	63	(6%)
Provider Service	200	(21%)	29	(48%)	229	(23%)
Provider Staff	82	(9%)	18	(30%)	100	(10%)
Service Delivery	96	(10%)	0	(0%)	96	(10%)
Staff conduct	110	(12%)	1	(2%)	111	(11%)
Supports being provided	111	(12%)	0	(0%)	111	(11%)
Other	158	(17%)	1	(2%)	159	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total</b>	<b>947</b>		<b>60</b>	<b>0</b>	<b>1,007</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	266	(28%)	67	(24%)	333	(27%)
Allegations against Informal Supports	248	(26%)	14	(5%)	262	(21%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	153	(16%)	45	(16%)	198	(16%)
Provider reporting	284	(30%)	155	(55%)	439	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>954</b>		<b>281</b>		<b>1,235</b>	
<i>Unclassified</i>	<b>217</b>		<b>0</b>		<b>217</b>	
<b>Participants total</b>	<b>12,182</b>		<b>1,268</b>		<b>13,450</b>	



Table H.52 Unique complainants by type – Queensland

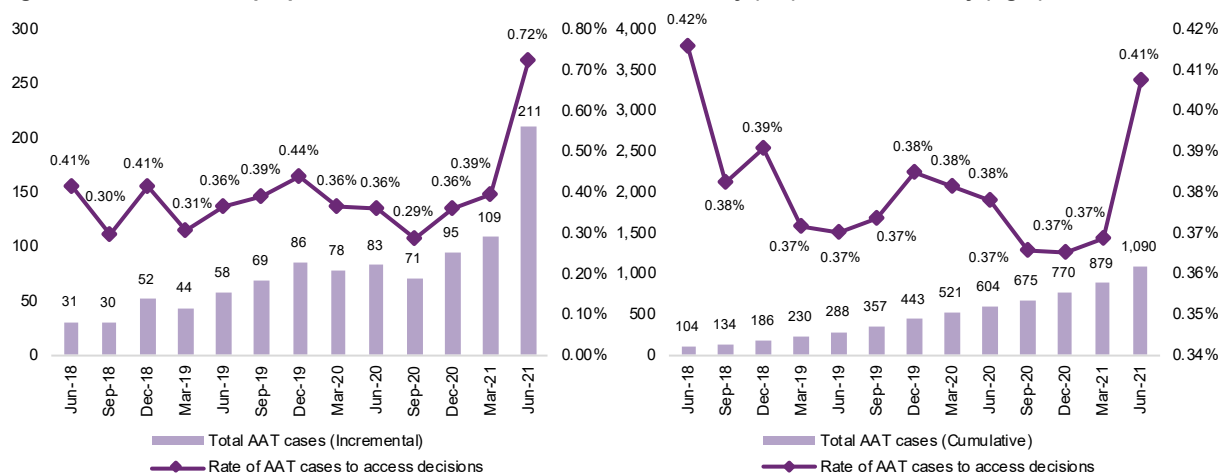
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	618	(7%)	0	(0%)	618	(7%)
Information unclear	251	(3%)	1	(0%)	252	(3%)
NDIA Access	227	(3%)	29	(4%)	256	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	327	(4%)	37	(5%)	364	(4%)
NDIA Fraud and Compliance	16	(0%)	1	(0%)	17	(0%)
NDIA Plan	1,000	(12%)	310	(41%)	1,310	(14%)
NDIA Process	548	(7%)	62	(8%)	610	(7%)
NDIA Resources	39	(0%)	11	(1%)	50	(1%)
NDIA Staff	309	(4%)	56	(7%)	365	(4%)
NDIA Timeliness	896	(11%)	216	(29%)	1,112	(12%)
Participation, engagement and inclusion	68	(1%)	0	(0%)	68	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	6	(0%)	0	(0%)	6	(0%)
Reasonable and necessary supports	616	(7%)	0	(0%)	616	(7%)
Staff conduct - Agency	222	(3%)	1	(0%)	223	(2%)
The way the NDIA carried out its decision making	419	(5%)	4	(1%)	423	(5%)
Timeliness	1,332	(16%)	1	(0%)	1,333	(15%)
Other	1,508	(18%)	21	(3%)	1,529	(17%)
<b>Total</b>	<b>8,428</b>		<b>750</b>		<b>9,178</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(8%)	0	(0%)	3	(7%)
ECEI Process	8	(20%)	1	(20%)	9	(20%)
ECEI Staff	16	(40%)	2	(40%)	18	(40%)
ECEI Timeliness	13	(33%)	2	(40%)	15	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>40</b>		<b>5</b>		<b>45</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	32	(18%)	4	(10%)	36	(16%)
LAC Process	18	(10%)	6	(15%)	24	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	103	(57%)	19	(46%)	122	(55%)
LAC Timeliness	27	(15%)	12	(29%)	39	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>181</b>		<b>41</b>		<b>222</b>	
<i>Complaints about service providers</i>						
Provider costs.	65	(8%)	0	(0%)	65	(7%)
Provider Finance	20	(2%)	4	(7%)	24	(3%)
Provider Fraud and Compliance	34	(4%)	7	(12%)	41	(4%)
Provider process	62	(7%)	0	(0%)	62	(7%)
Provider Service	168	(19%)	29	(48%)	197	(21%)
Provider Staff	75	(9%)	18	(30%)	93	(10%)
Service Delivery	95	(11%)	0	(0%)	95	(10%)
Staff conduct	96	(11%)	1	(2%)	97	(10%)
Supports being provided	105	(12%)	0	(0%)	105	(11%)
Other	146	(17%)	1	(2%)	147	(16%)
<b>Total</b>	<b>866</b>		<b>60</b>		<b>926</b>	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	235	(28%)	64	(25%)	299	(27%)
Allegations against Informal Supports	224	(27%)	14	(5%)	238	(22%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	125	(15%)	42	(16%)	167	(15%)
Provider reporting	259	(31%)	140	(54%)	399	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>845</b>		<b>260</b>		<b>1,105</b>	
<i>Unclassified</i>	<b>199</b>		<b>0</b>		<b>199</b>	
<b>Unique complaints total</b>	<b>10,559</b>		<b>1,116</b>		<b>11,675</b>	

Table H.53 AAT Cases by category – Queensland <sup>300</sup>

Category	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Access	294	33%	21	10%	315	29%
Plan	485	55%	181	86%	666	61%
Plan Review	54	6%	<11		56	5%
Other	46	5%	<11		53	5%
<b>Total</b>	<b>879</b>	<b>100%</b>	<b>211</b>	<b>100%</b>	<b>1,090</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.37%</b>		<b>0.72%</b>		<b>0.41%</b>	

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

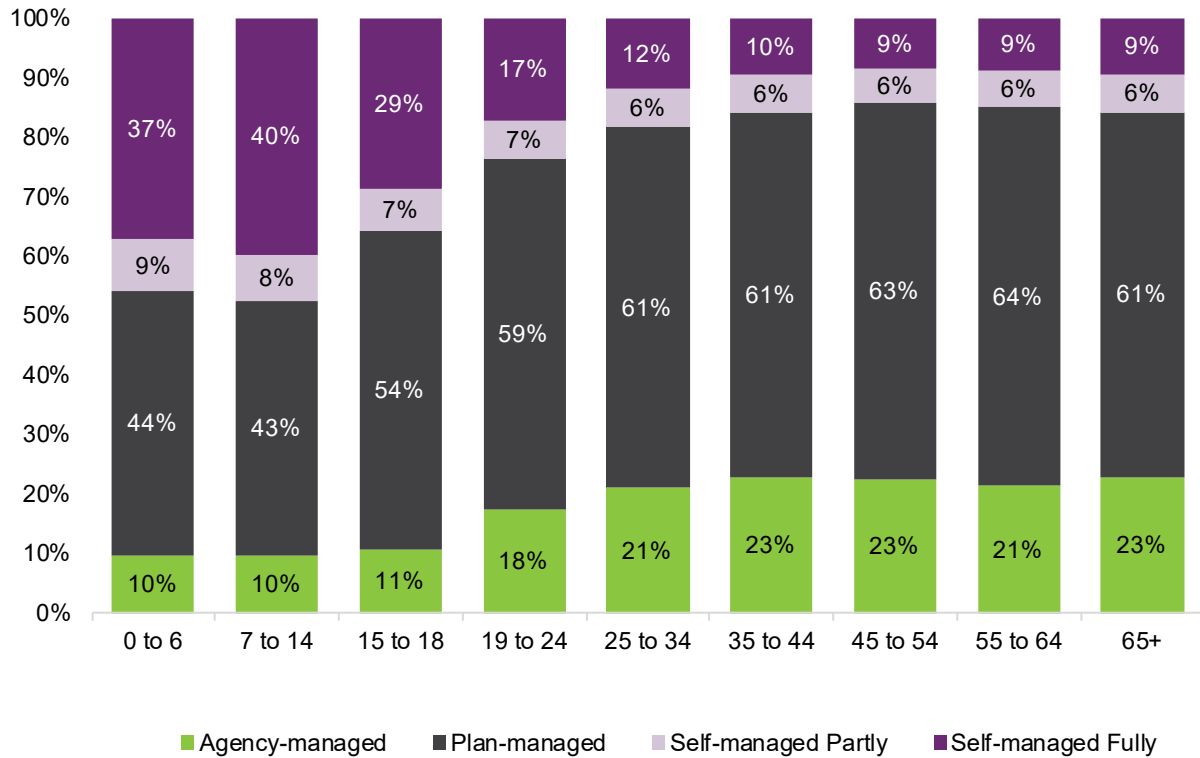


<sup>300</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table H.54 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>1,090</b>
<b>Open AAT Cases</b>	<b>361</b>
<b>Closed AAT Cases</b>	<b>729</b>
<i>Resolved before hearing</i>	724
<i>Gone to hearing and received a substantive decision</i>	<11

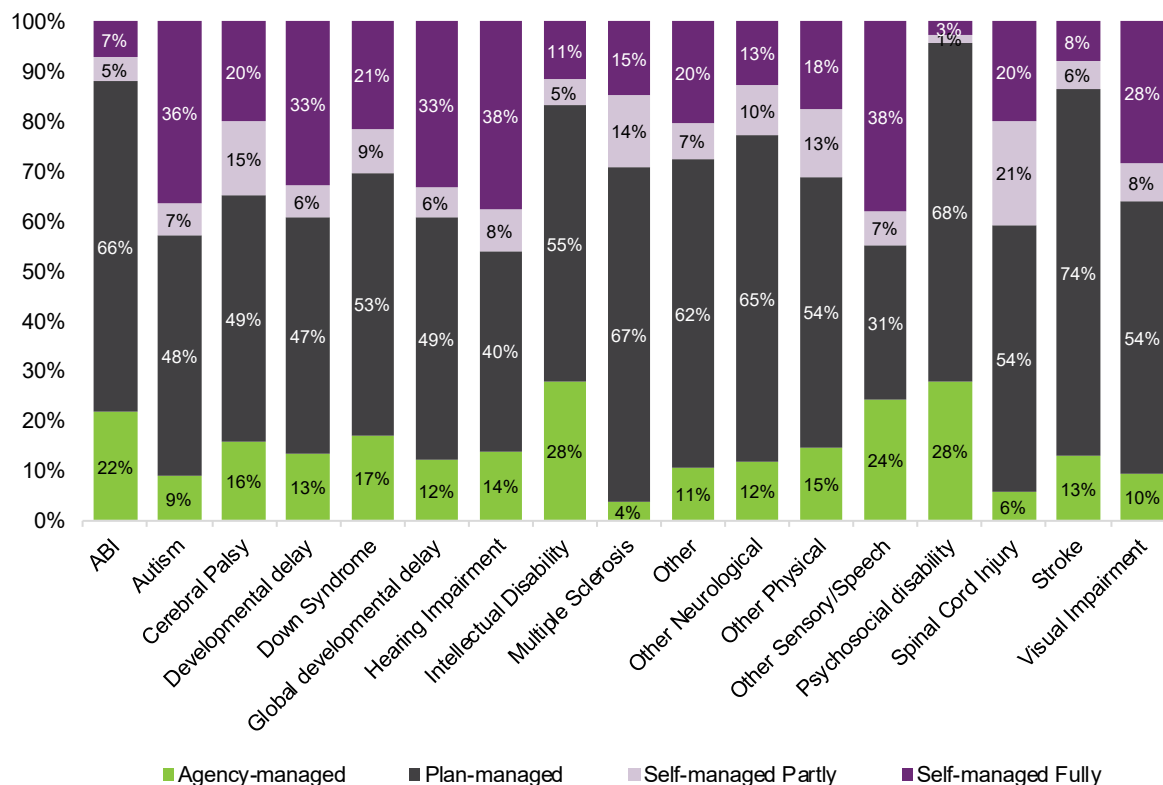
Figure H.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Queensland <sup>301 302</sup>



<sup>301</sup> For the total number of active participants in each age group, see Table H.14.

<sup>302</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.

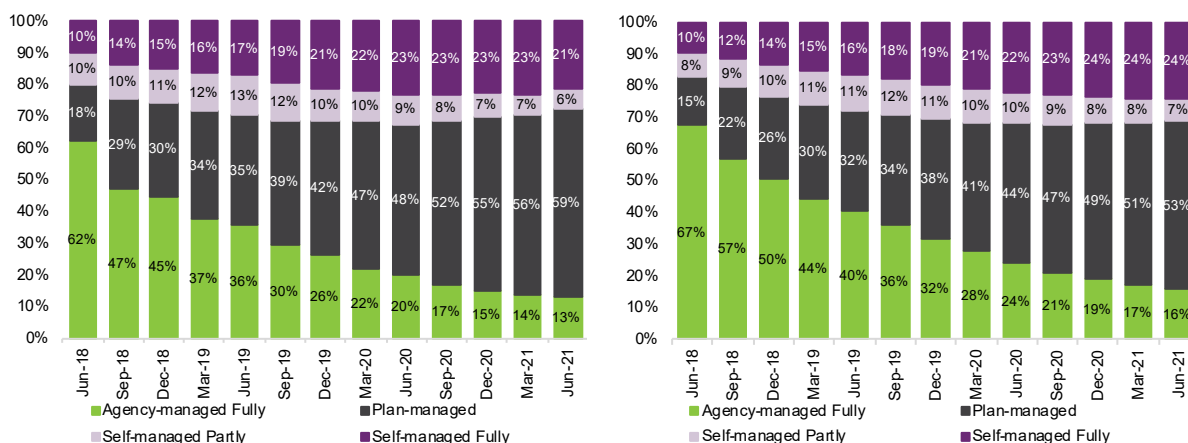
**Figure H.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Queensland** <sup>303 304</sup>



**Table H.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>305</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	25%	21%	<b>24%</b>
Self-managed partly	7%	6%	<b>7%</b>
Plan-managed	52%	59%	<b>53%</b>
Agency-managed	16%	13%	<b>16%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland** <sup>306</sup>



<sup>303</sup> For the total number of active participants in each primary disability group, see Table H.12.

<sup>304</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.

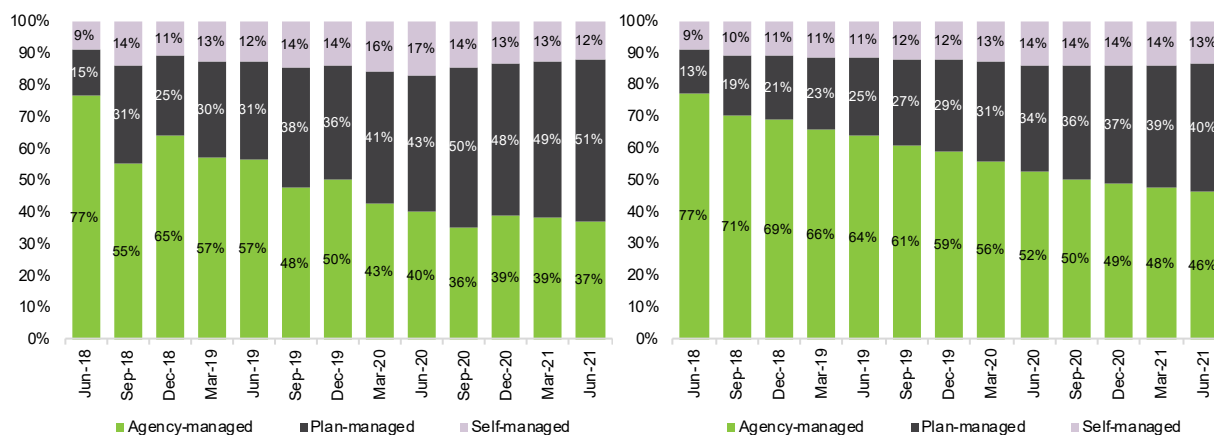
<sup>305</sup> Ibid.

<sup>306</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.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

	Prior Quarters	2020-21 Q4	Total
Self-managed	14%	12%	13%
Plan-managed	39%	51%	40%
Agency-managed	48%	37%	46%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.57 Distribution of active participants by support coordination and quarter of plan approval – Queensland**

	Prior Quarters	2020-21 Q4	Total
Support coordination	37%	49%	40%

**Table H.58 Duration to plan activation by quarter of initial plan approval for active participants – Queensland** <sup>307</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	53,966	69%	3,197	61%	57,163	69%
30 to 59 days	9,124	12%	790	15%	9,914	12%
60 to 89 days	4,208	5%	352	7%	4,560	5%
<b>Activated within 90 days</b>	<b>67,298</b>	<b>87%</b>	<b>4,339</b>	<b>82%</b>	<b>71,637</b>	<b>86%</b>
90 to 119 days	2,448	3%	215	4%	2,663	3%
120 days and over	6,203	8%	254	5%	6,457	8%
<b>Activated after 90 days</b>	<b>8,651</b>	<b>11%</b>	<b>469</b>	<b>9%</b>	<b>9,120</b>	<b>11%</b>
No payments	1,718	2%	453	9%	2,171	3%
<b>Total plans approved</b>	<b>77,667</b>	<b>100%</b>	<b>5,261</b>	<b>100%</b>	<b>82,928</b>	<b>100%</b>

<sup>307</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.59 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	6,243	6,557	95%
Not Aboriginal and Torres Strait Islander	56,289	57,827	97%
Not Stated	8,516	8,829	96%
<b>Total</b>	<b>71,048</b>	<b>73,213</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	3,925	4,031	97%
Not CALD	67,094	69,150	97%
Not Stated	29	32	91%
<b>Total</b>	<b>71,048</b>	<b>73,213</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	41,785	42,917	97%
Regional	28,065	29,024	97%
Remote	1,179	1,252	94%
Missing	19	20	95%
<b>Total</b>	<b>71,048</b>	<b>73,213</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	23,908	24,568	97%
Intellectual Disability (including Down Syndrome)	14,471	14,743	98%
Psychosocial Disability	6,346	6,473	98%
Developmental Delay (including Global Developmental Delay)	4,354	4,630	94%
Other	21,969	22,799	96%
<b>Total</b>	<b>71,048</b>	<b>73,213</b>	<b>97%</b>

Table H.60 Distribution of plans by utilisation – Queensland <sup>308 309</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	26%
> 75%	36%
<b>Total</b>	<b>100%</b>

Table H.61 Proportion of active participants with approved plans accessing mainstream supports – Queensland <sup>310</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	15%	17%	16%
Health & Wellbeing	55%	58%	56%
Lifelong Learning	18%	19%	18%
Other	13%	15%	13%
Non-categorised	28%	25%	27%
Any mainstream service	95%	95%	95%

<sup>308</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>309</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>310</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.62 Key markets indicators by quarter – Queensland** <sup>311 312</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.17	1.18
b) Number of providers delivering new types of supports	446	457
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	86%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participate Community (%)</i>	87%	88%
<i>Early Childhood Supports (%)</i>	88%	88%
<i>Assist Personal Activities (%)</i>	88%	89%

**Table H.63 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Queensland**

<sup>313</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	152
Active in 2020-21 Q4 and also in previous quarters	2,424
<b>Active in 2020-21 Q4</b>	<b>2,576</b>
Inactive in 2020-21 Q4	3,480
<b>Active ever</b>	<b>6,056</b>

<sup>311</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>312</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>313</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table H.64 Cumulative number of providers that have been ever active by registration group – Queensland** <sup>314</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	163	6	169	4%
Assistance Animals	104	3	107	3%
Assistance with daily life tasks in a group or shared living arrangement	679	41	720	6%
Assistance with travel/transport arrangements	675	27	702	4%
Daily Personal Activities	1,099	56	1,155	5%
Group and Centre Based Activities	757	34	791	4%
High Intensity Daily Personal Activities	739	22	761	3%
Household tasks	1,264	27	1,291	2%
Interpreting and translation	137	5	142	4%
Participation in community, social and civic activities	1,194	56	1,250	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	207	7	214	3%
Assistive products for household tasks	177	15	192	8%
Assistance products for personal care and safety	1,188	39	1,227	3%
Communication and information equipment	425	23	448	5%
Customised Prosthetics	482	18	500	4%
Hearing Equipment	192	12	204	6%
Hearing Services	42	7	49	17%
Personal Mobility Equipment	701	20	721	3%
Specialised Hearing Services	78	11	89	14%
Vision Equipment	191	9	200	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,239	67	1,306	5%
Behaviour Support	519	16	535	3%
Community nursing care for high needs	343	30	373	9%
Development of daily living and life skills	697	30	727	4%
Early Intervention supports for early childhood	1,100	29	1,129	3%
Exercise Physiology and Physical Wellbeing activities	602	26	628	4%
Innovative Community Participation	218	10	228	5%
Specialised Driving Training	159	6	165	4%
Therapeutic Supports	2,795	63	2,858	2%
<b>Capital services</b>				
Home modification design and construction	372	19	391	5%
Specialist Disability Accommodation	73	3	76	4%
Vehicle Modifications	187	8	195	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	595	20	615	3%
Support Coordination	295	13	308	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	201	10	211	5%
Specialised Supported Employment	226	15	241	7%
<b>Total</b>	<b>5,904</b>	<b>152</b>	<b>6,056</b>	<b>3%</b>

<sup>314</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.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	42	127	<b>169</b>	25%	75%	<b>100%</b>
Assistance Animals	13	94	<b>107</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	92	628	<b>720</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	113	589	<b>702</b>	16%	84%	<b>100%</b>
Daily Personal Activities	142	1,013	<b>1,155</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	92	699	<b>791</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	95	666	<b>761</b>	12%	88%	<b>100%</b>
Household tasks	393	898	<b>1,291</b>	30%	70%	<b>100%</b>
Interpreting and translation	29	113	<b>142</b>	20%	80%	<b>100%</b>
Participation in community, social and civic activities	164	1,086	<b>1,250</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	28	186	<b>214</b>	13%	87%	<b>100%</b>
Assistive products for household tasks	21	171	<b>192</b>	11%	89%	<b>100%</b>
Assistance products for personal care and safety	189	1,038	<b>1,227</b>	15%	85%	<b>100%</b>
Communication and information equipment	91	357	<b>448</b>	20%	80%	<b>100%</b>
Customised Prosthetics	79	421	<b>500</b>	16%	84%	<b>100%</b>
Hearing Equipment	28	176	<b>204</b>	14%	86%	<b>100%</b>
Hearing Services	7	42	<b>49</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	94	627	<b>721</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	11	78	<b>89</b>	12%	88%	<b>100%</b>
Vision Equipment	32	168	<b>200</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	244	1,062	<b>1,306</b>	19%	81%	<b>100%</b>
Behaviour Support	160	375	<b>535</b>	30%	70%	<b>100%</b>
Community nursing care for high needs	51	322	<b>373</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	103	624	<b>727</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	389	740	<b>1,129</b>	34%	66%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	154	474	<b>628</b>	25%	75%	<b>100%</b>
Innovative Community Participation	61	167	<b>228</b>	27%	73%	<b>100%</b>
Specialised Driving Training	28	137	<b>165</b>	17%	83%	<b>100%</b>
Therapeutic Supports	1,139	1,719	<b>2,858</b>	40%	60%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	63	328	<b>391</b>	16%	84%	<b>100%</b>
Specialist Disability Accommodation	3	73	<b>76</b>	4%	96%	<b>100%</b>
Vehicle Modifications	19	176	<b>195</b>	10%	90%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	108	507	<b>615</b>	18%	82%	<b>100%</b>
Support Coordination	63	245	<b>308</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	27	184	<b>211</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	30	211	<b>241</b>	12%	88%	<b>100%</b>
<b>Total</b>	<b>1,967</b>	<b>4,089</b>	<b>6,056</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

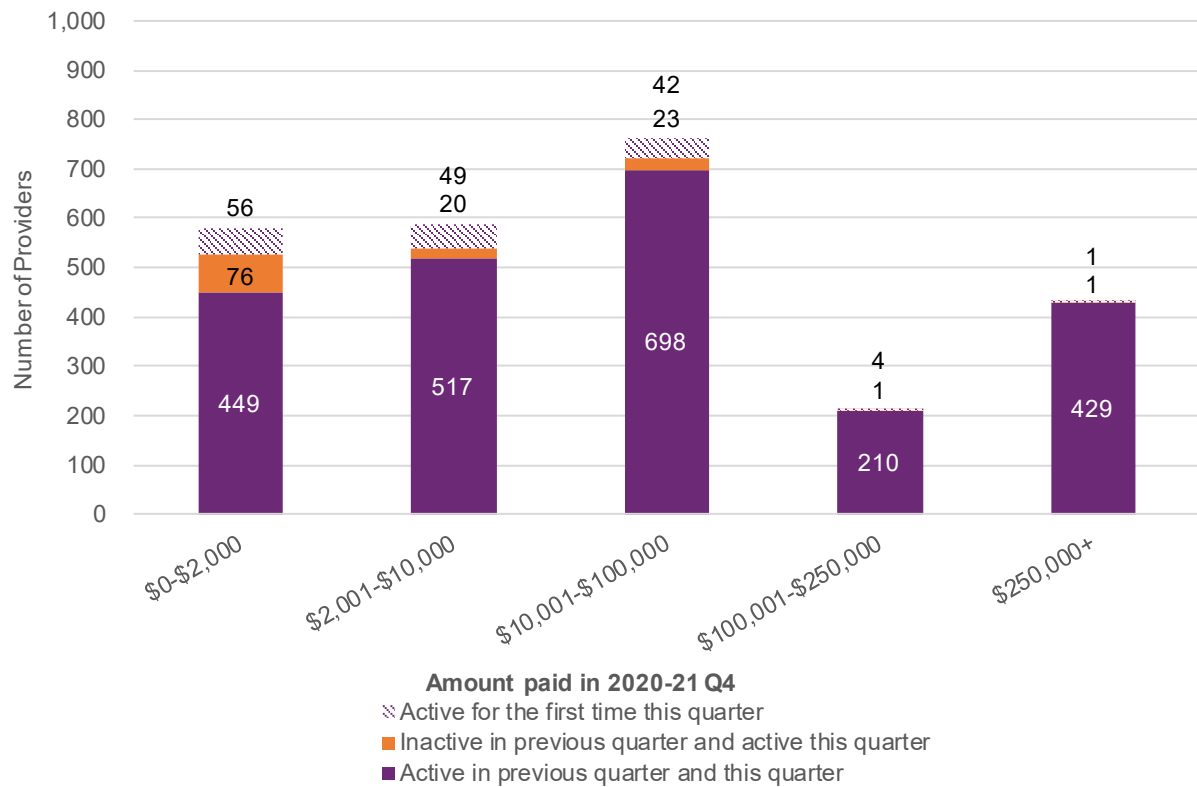
**Table H.66 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Queensland**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	25	6	31	19%
Assistance Animals	49	3	52	6%
Assistance with daily life tasks in a group or shared living arrangement	443	41	484	8%
Assistance with travel/transport arrangements	329	27	356	8%
Daily Personal Activities	602	56	658	9%
Group and Centre Based Activities	413	34	447	8%
High Intensity Daily Personal Activities	366	22	388	6%
Household tasks	551	27	578	5%
Interpreting and translation	67	5	72	7%
Participation in community, social and civic activities	666	56	722	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	43	7	50	14%
Assistive products for household tasks	34	15	49	31%
Assistance products for personal care and safety	568	39	607	6%
Communication and information equipment	201	23	224	10%
Customised Prosthetics	205	18	223	8%
Hearing Equipment	85	12	97	12%
Hearing Services	8	7	15	47%
Personal Mobility Equipment	306	20	326	6%
Specialised Hearing Services	20	11	31	35%
Vision Equipment	77	9	86	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	699	67	766	9%
Behaviour Support	214	16	230	7%
Community nursing care for high needs	193	30	223	13%
Development of daily living and life skills	308	30	338	9%
Early Intervention supports for early childhood	375	29	404	7%
Exercise Physiology and Physical Wellbeing activities	331	26	357	7%
Innovative Community Participation	62	10	72	14%
Specialised Driving Training	59	6	65	9%
Therapeutic Supports	1,077	63	1,140	6%
<b>Capital services</b>				
Home modification design and construction	118	19	137	14%
Specialist Disability Accommodation	45	3	48	6%
Vehicle Modifications	63	8	71	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	400	20	420	5%
Support Coordination	113	13	126	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	102	10	112	9%
Specialised Supported Employment	133	15	148	10%
<b>Total</b>	<b>2,424</b>	<b>152</b>	<b>2,576</b>	<b>6%</b>

**Table H.67 Number and proportion of providers active in 2020-21 Q4 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	47	52	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	55	429	484	11%	89%	100%
Assistance with travel/transport arrangements	46	310	356	13%	87%	100%
Daily Personal Activities	89	569	658	14%	86%	100%
Group and Centre Based Activities	60	387	447	13%	87%	100%
High Intensity Daily Personal Activities	57	331	388	15%	85%	100%
Household tasks	157	421	578	27%	73%	100%
Interpreting and translation	13	59	72	18%	82%	100%
Participation in community, social and civic activities	98	624	722	14%	86%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	49	50	2%	98%	100%
Assistive products for household tasks	5	44	49	10%	90%	100%
Assistance products for personal care and safety	80	527	607	13%	87%	100%
Communication and information equipment	47	177	224	21%	79%	100%
Customised Prosthetics	38	185	223	17%	83%	100%
Hearing Equipment	13	84	97	13%	87%	100%
Hearing Services	3	12	15	20%	80%	100%
Personal Mobility Equipment	45	281	326	14%	86%	100%
Specialised Hearing Services	3	28	31	10%	90%	100%
Vision Equipment	13	73	86	15%	85%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	139	627	766	18%	82%	100%
Behaviour Support	58	172	230	25%	75%	100%
Community nursing care for high needs	24	199	223	11%	89%	100%
Development of daily living and life skills	49	289	338	14%	86%	100%
Early Intervention supports for early childhood	89	315	404	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	81	276	357	23%	77%	100%
Innovative Community Participation	8	64	72	11%	89%	100%
Specialised Driving Training	10	55	65	15%	85%	100%
Therapeutic Supports	371	769	1,140	33%	67%	100%
<b>Capital services</b>						
Home modification design and construction	16	121	137	12%	88%	100%
Specialist Disability Accommodation	0	48	48	0%	100%	100%
Vehicle Modifications	5	66	71	7%	93%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	89	331	420	21%	79%	100%
Support Coordination	24	102	126	19%	81%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	16	96	112	14%	86%	100%
Specialised Supported Employment	22	126	148	15%	85%	100%
<b>Total</b>	<b>665</b>	<b>1,911</b>	<b>2,576</b>	<b>26%</b>	<b>74%</b>	<b>100%</b>

**Figure H.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Queensland** <sup>315</sup>



## Part Five: Financial sustainability

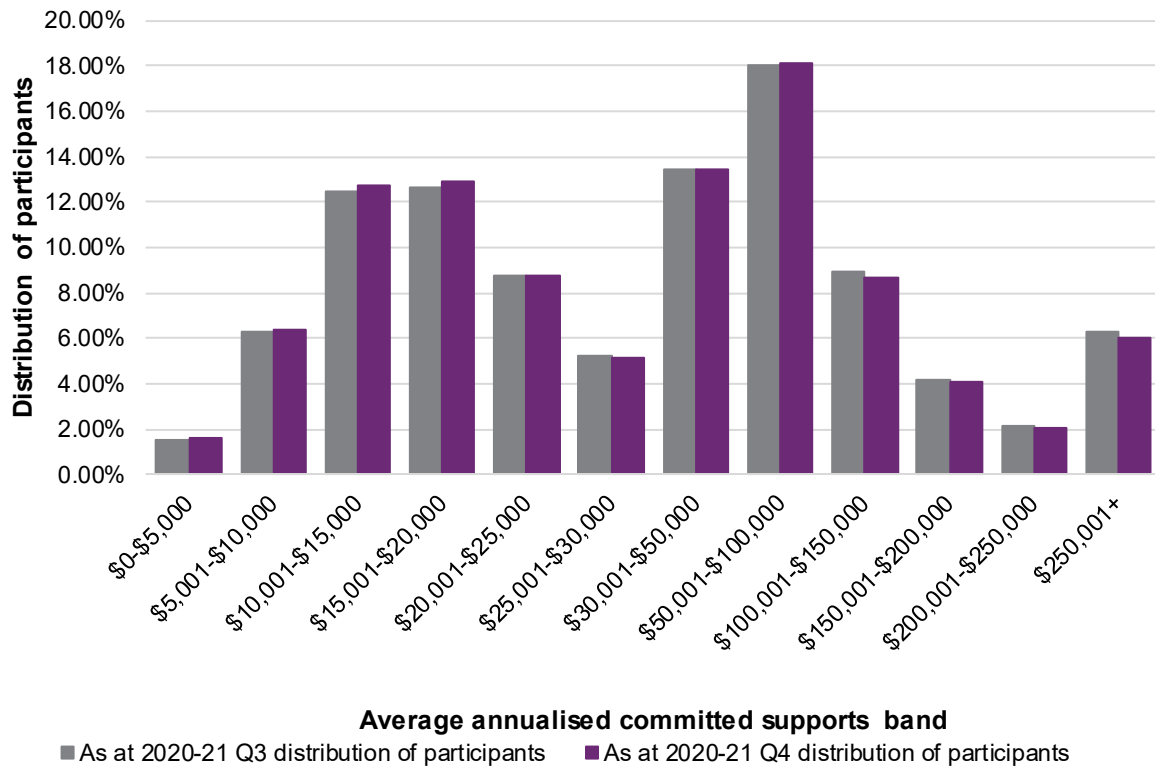
**Table H.68 Committed supports by financial year (\$m) – Queensland** <sup>316</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	1.0	3.6	10.1	220.3	842.0	2,493.2	5,126.9	6,653.8

<sup>315</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>316</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.18 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 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Queensland**



**Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Queensland**

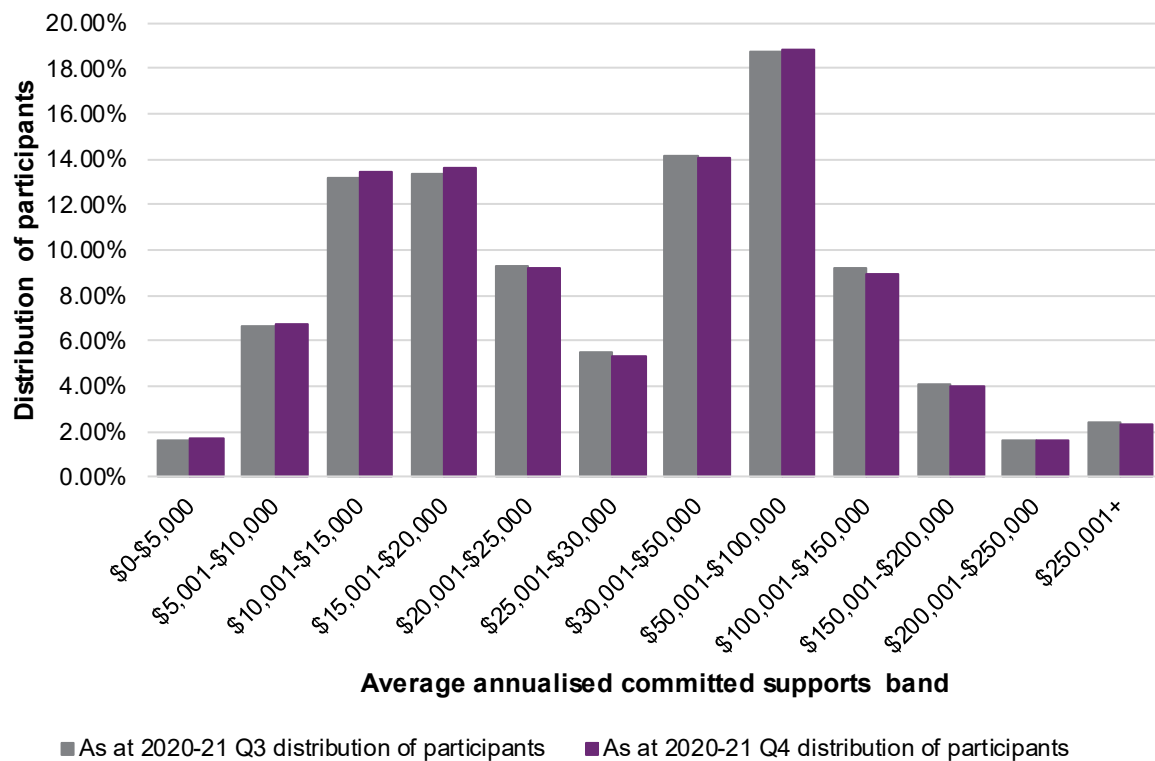
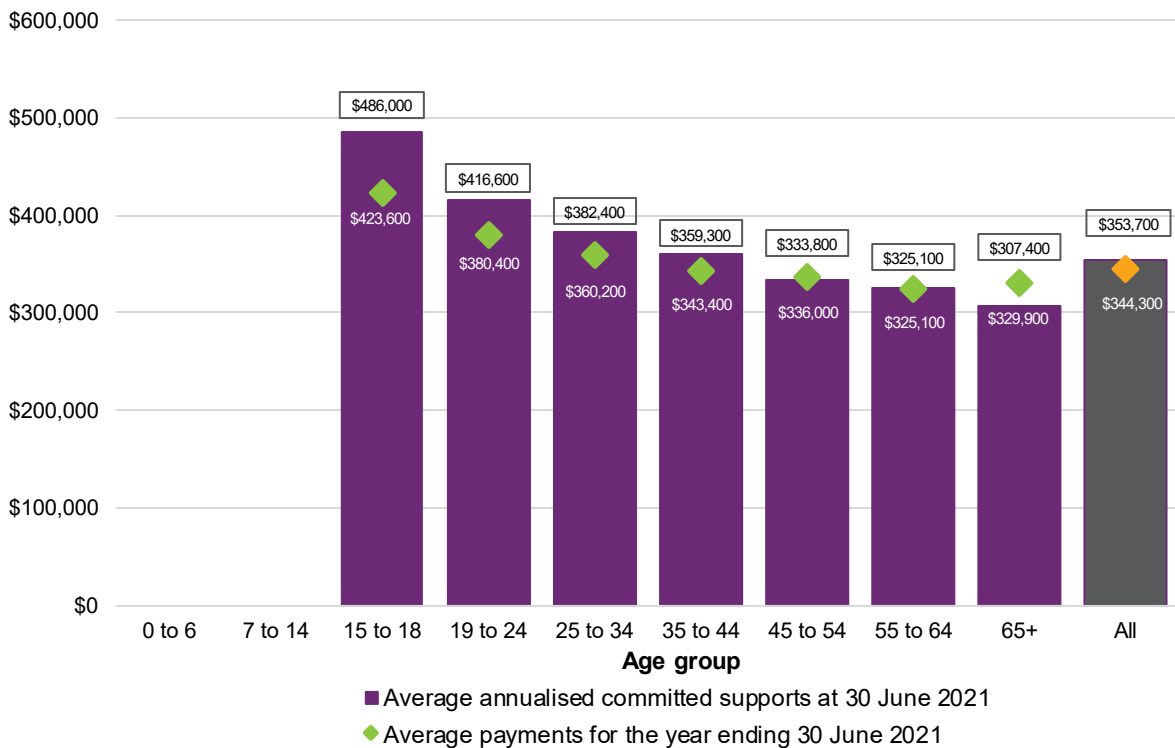


Figure H.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Queensland <sup>317</sup>



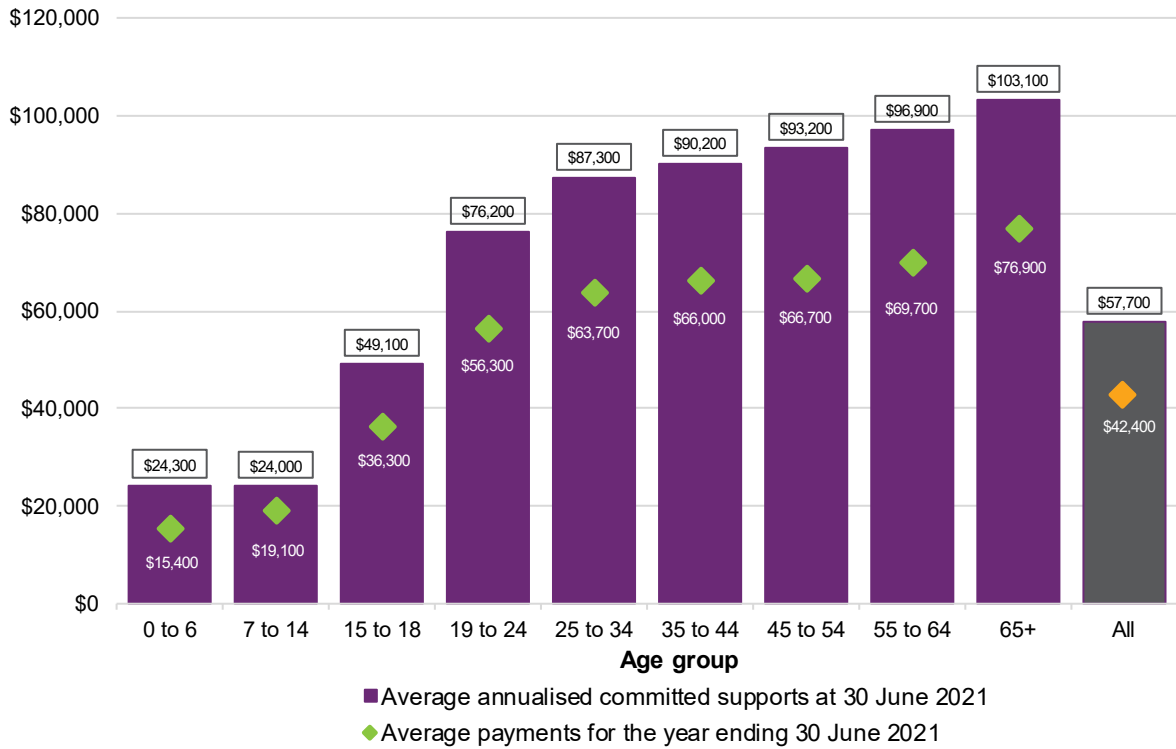
Figure H.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Queensland <sup>318</sup>



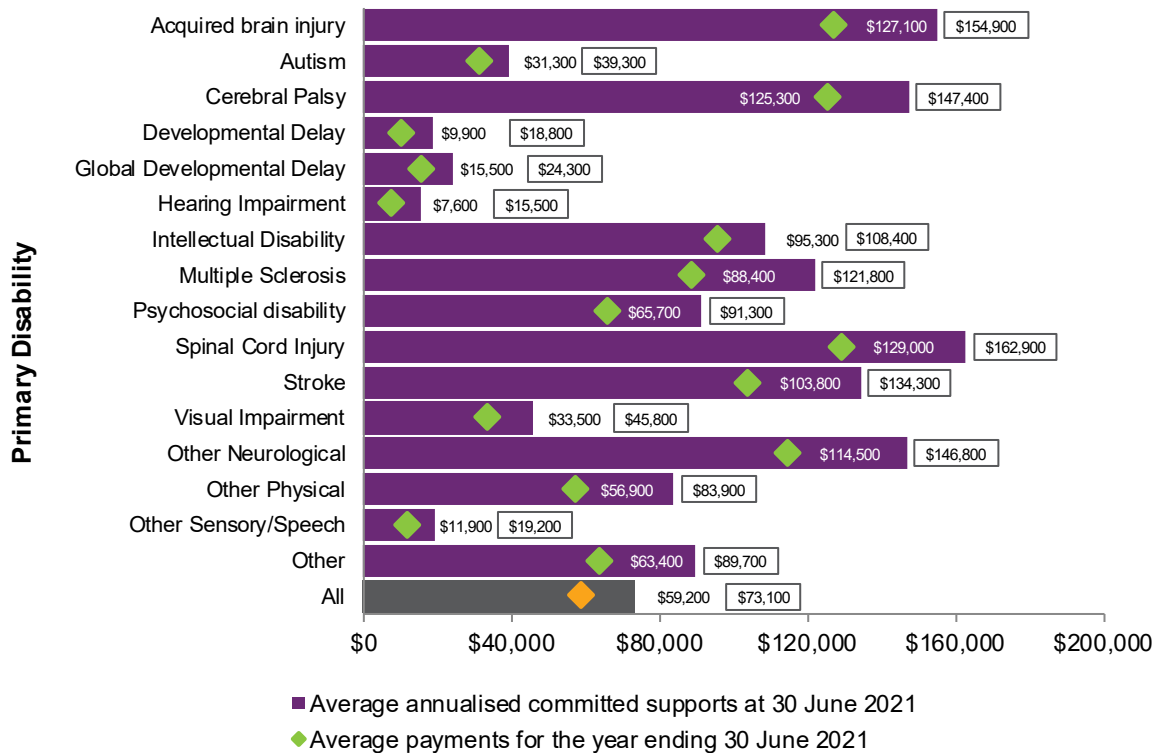
<sup>317</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>318</sup> Ibid.

**Figure H.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Queensland** <sup>319</sup>



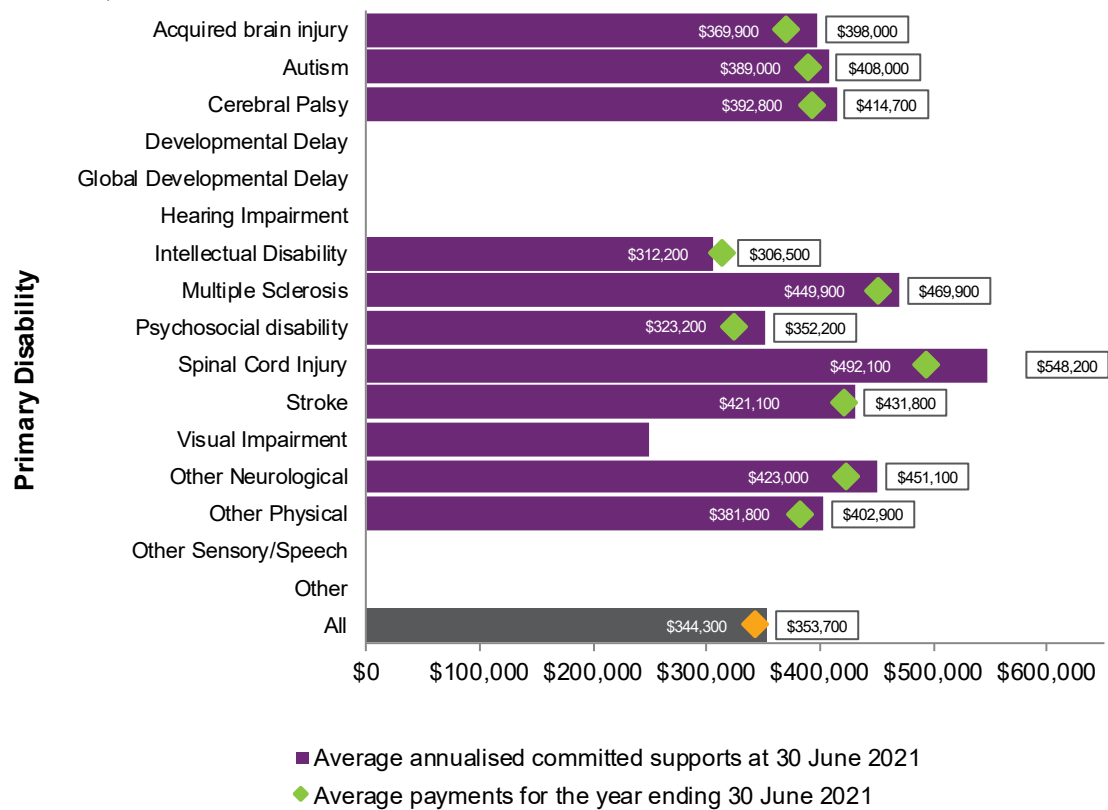
**Figure H.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Queensland** <sup>320</sup>



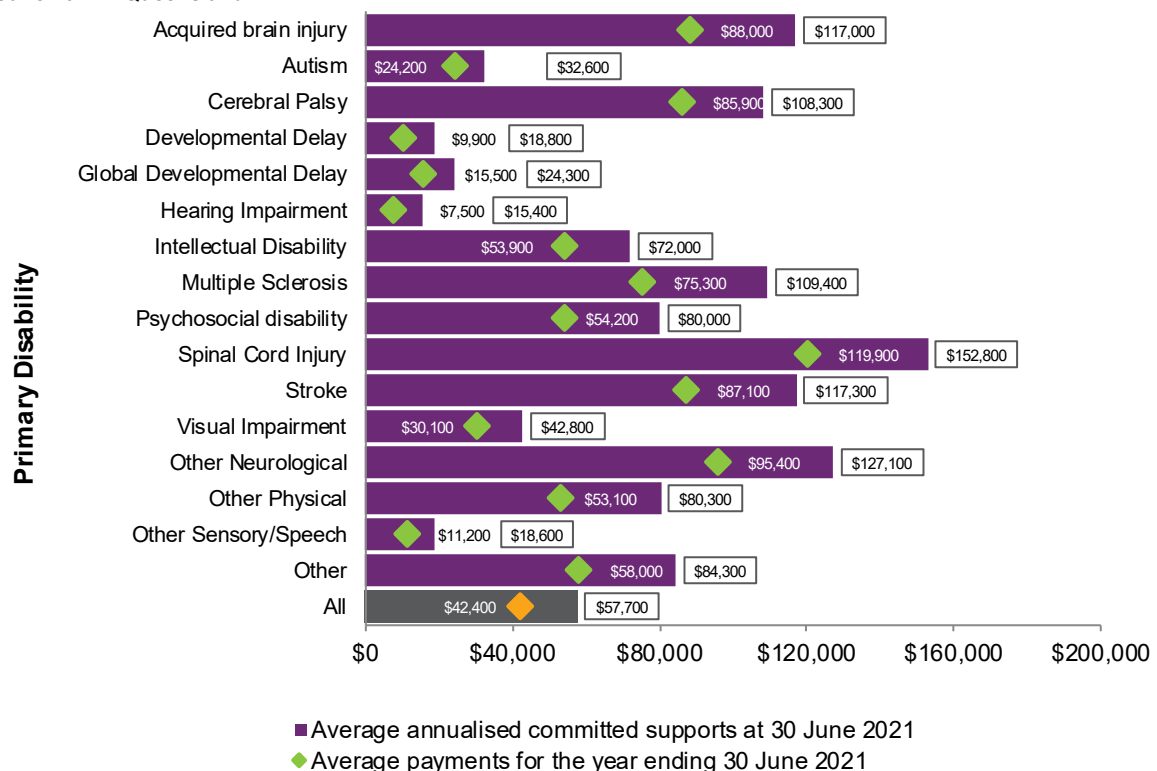
<sup>319</sup> Ibid.

<sup>320</sup> Ibid.

**Figure H.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Queensland** <sup>321</sup>



**Figure H.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Queensland** <sup>322</sup>

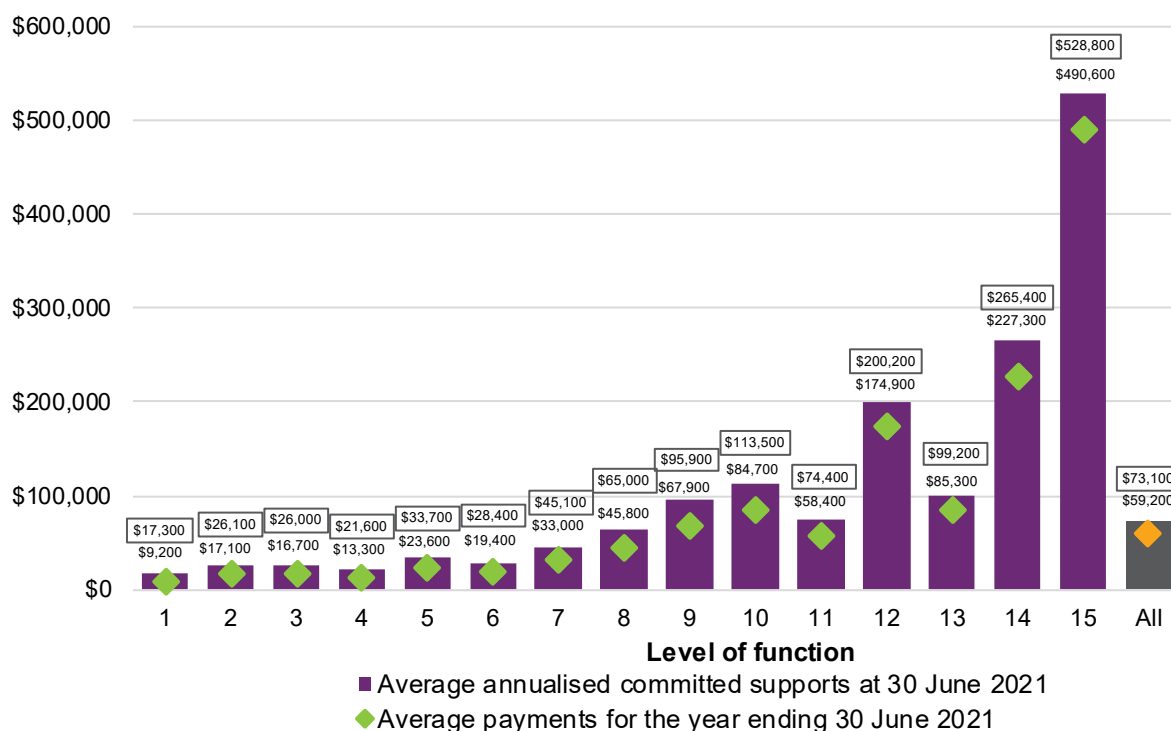


<sup>321</sup> Ibid.

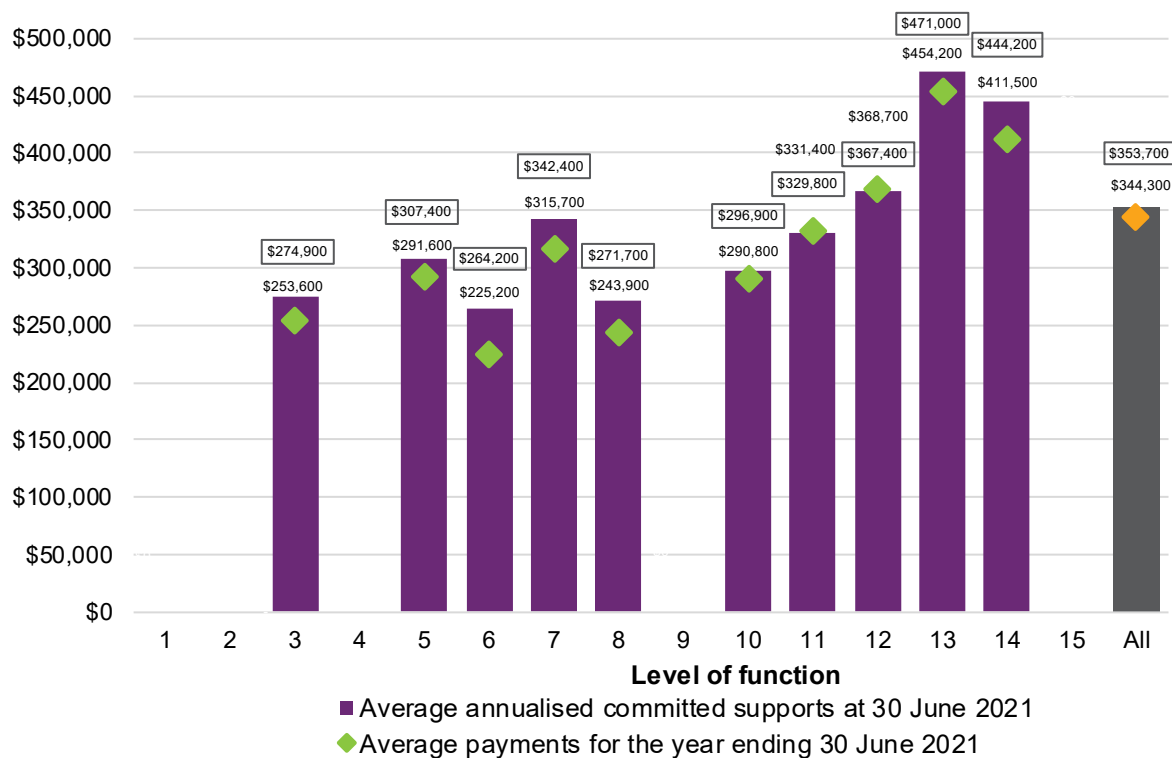
<sup>322</sup> Ibid.



**Figure H.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Queensland** <sup>323</sup>



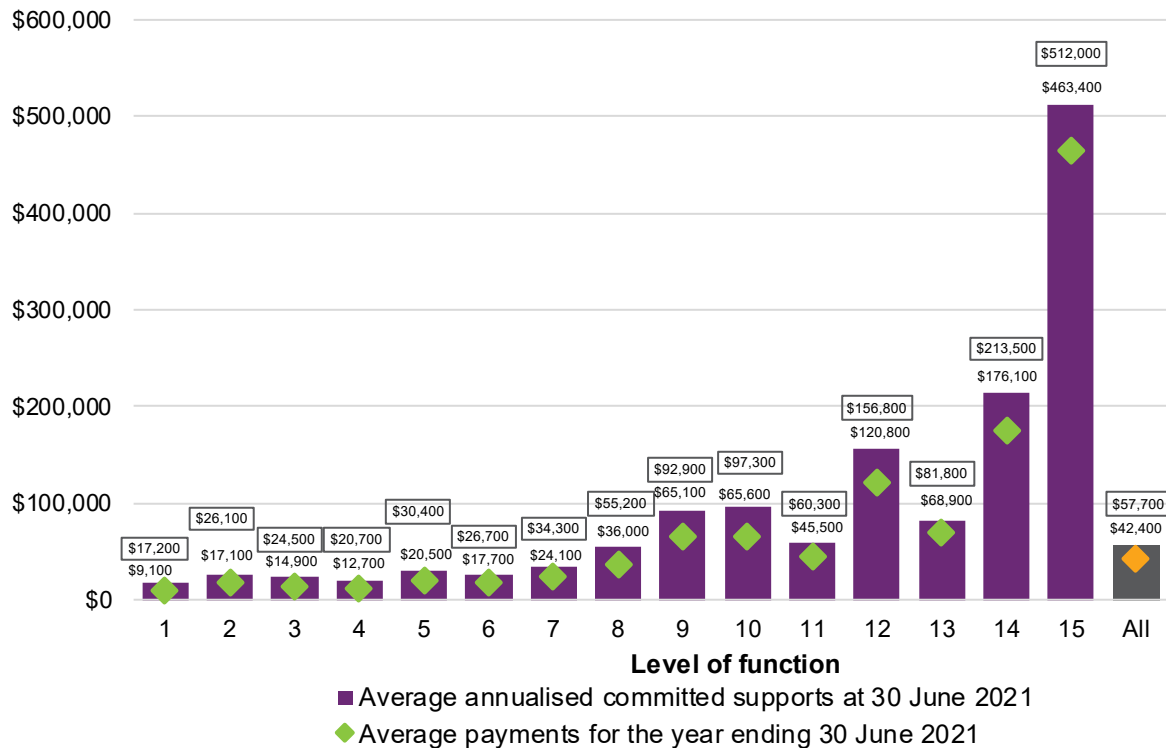
**Figure H.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Queensland** <sup>324</sup>



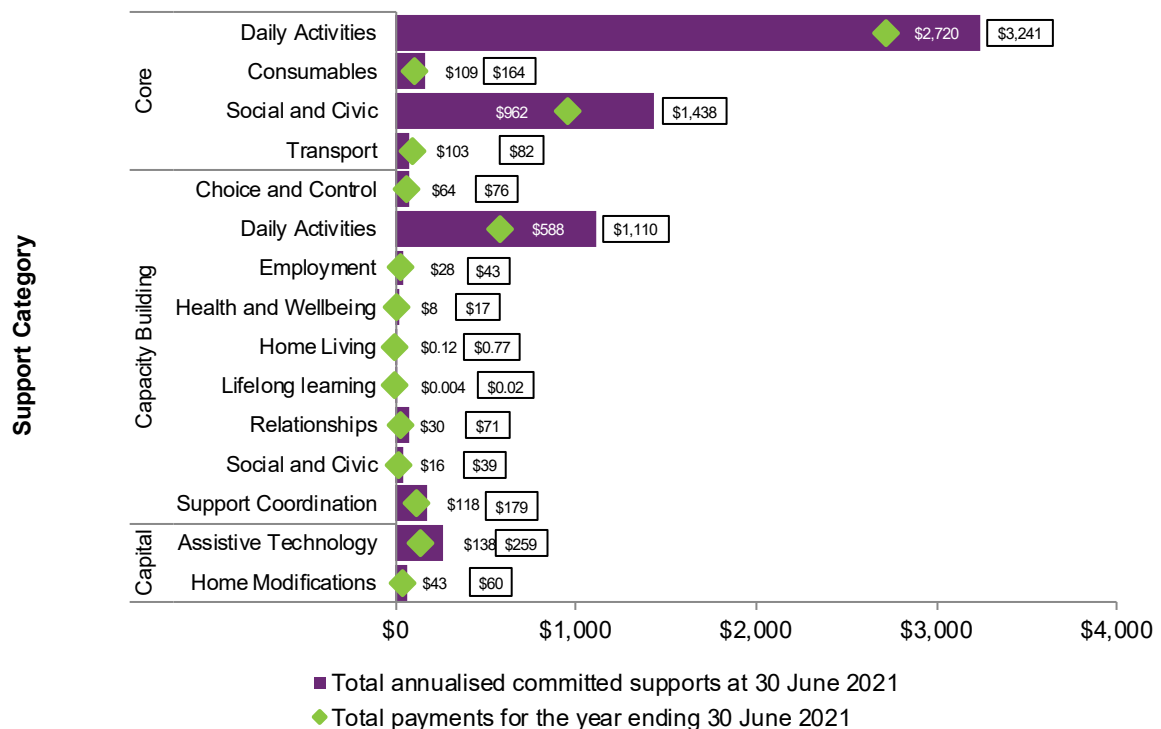
<sup>323</sup> Ibid.

<sup>324</sup> Ibid.

**Figure H.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Queensland** <sup>325</sup>



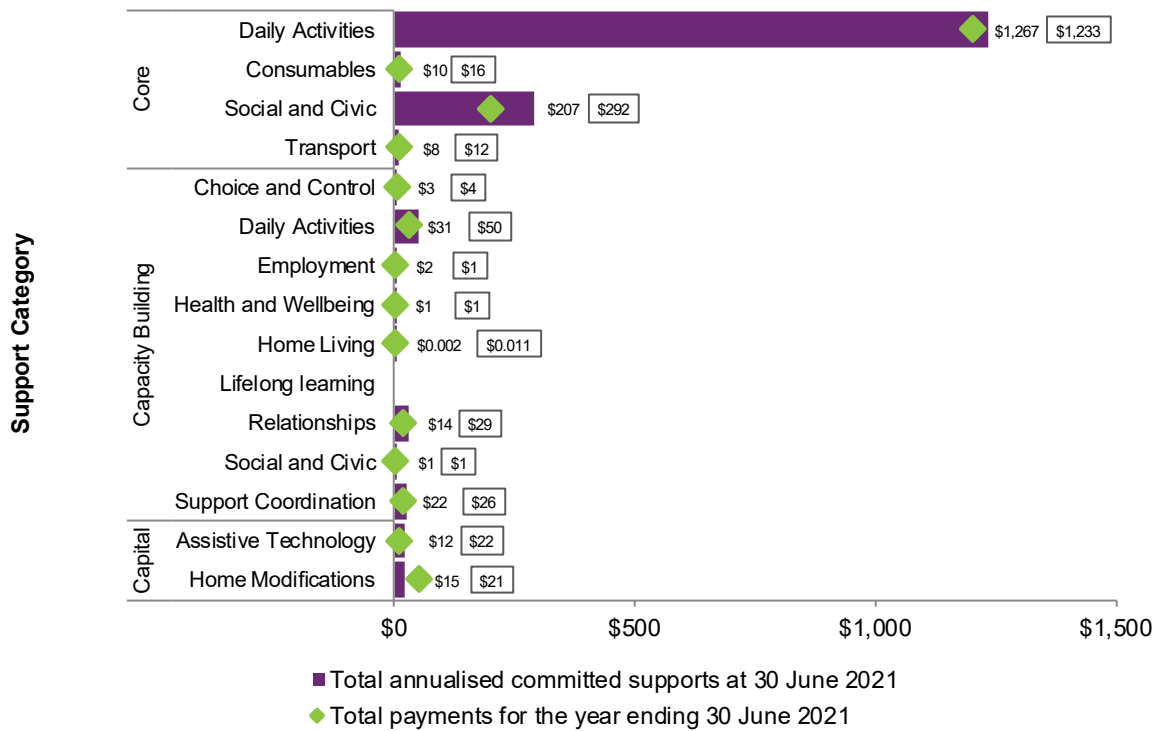
**Figure H.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Queensland** <sup>326</sup>



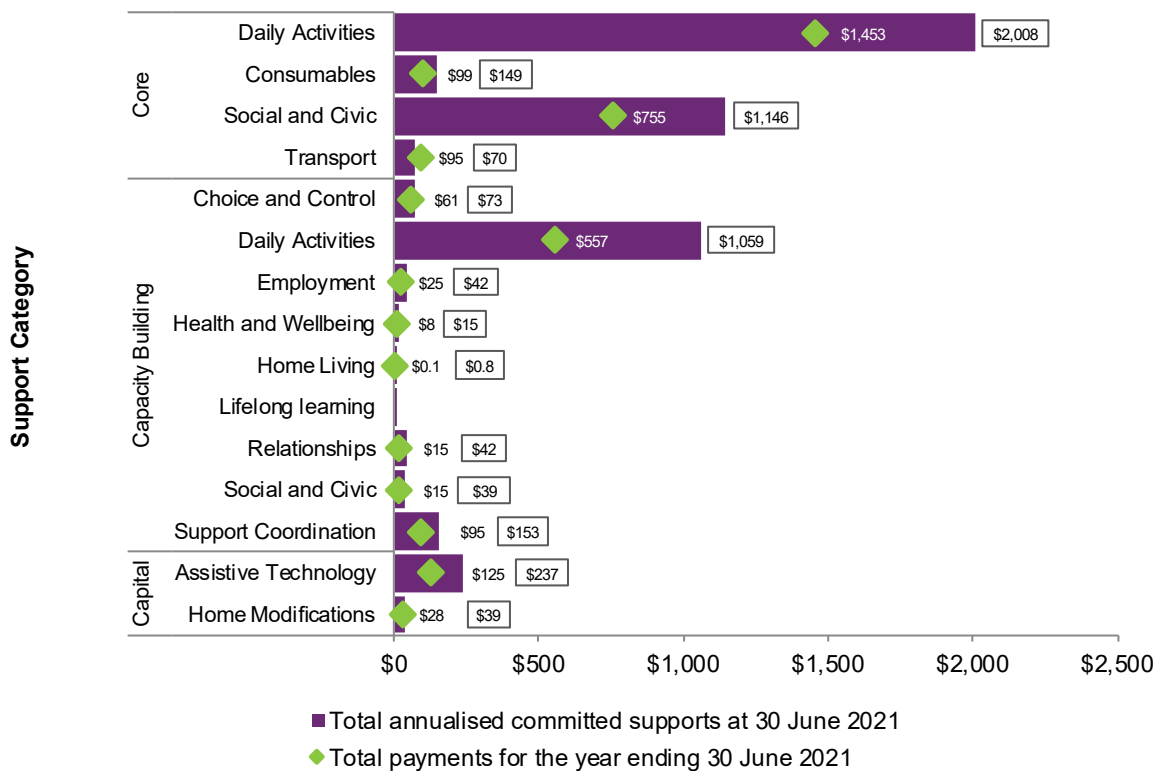
<sup>325</sup> Ibid.

<sup>326</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure H.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Queensland** <sup>327</sup>



**Figure H.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Queensland** <sup>328</sup>



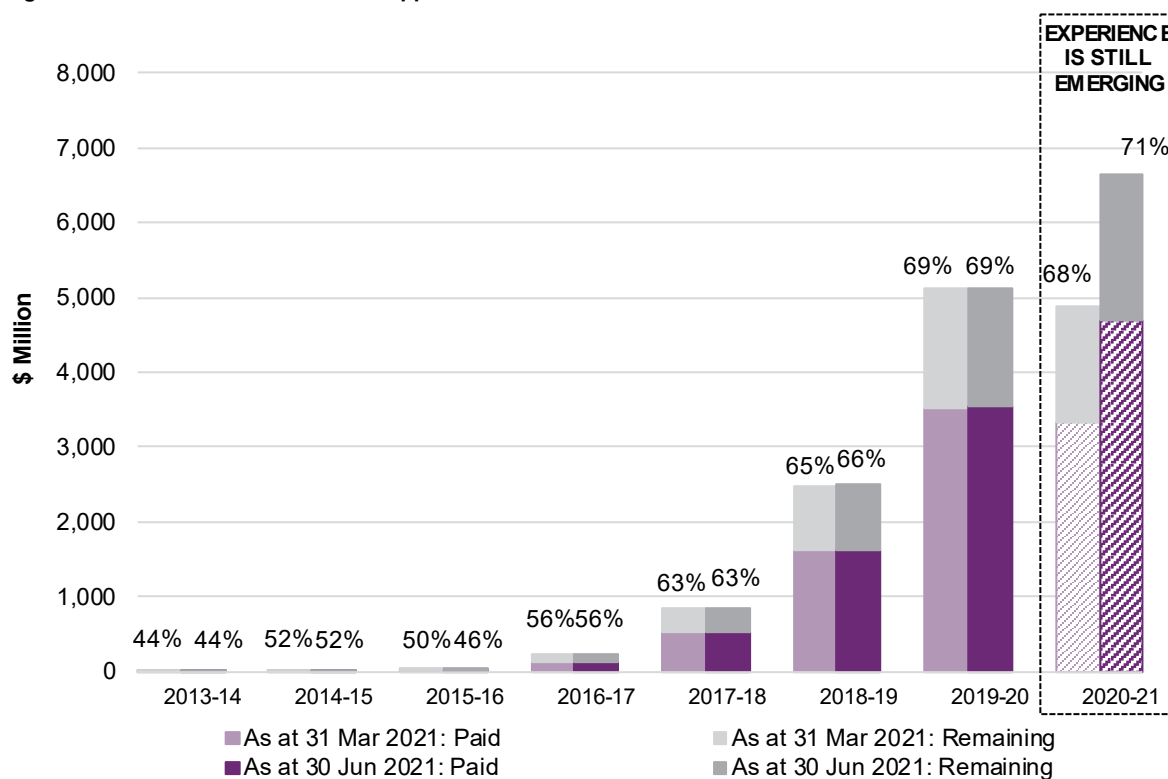
<sup>327</sup> Ibid.

<sup>328</sup> Ibid.

**Table H.69 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland** <sup>329</sup>

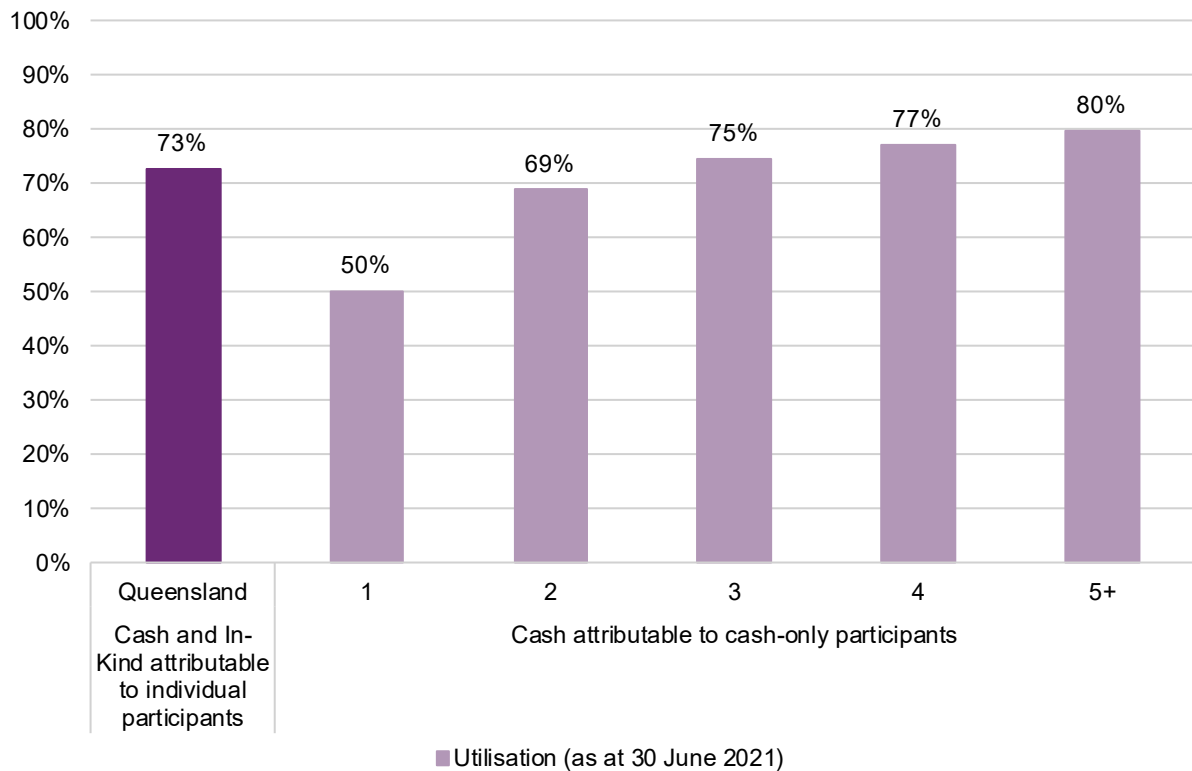
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	1.0	3.6	10.1	220.3	842.0	2,493.2	5,126.9	6,653.8
Total Paid	0.4	1.9	4.7	124.2	534.2	1,633.9	3,557.8	4,705.6
% utilised to date	44%	52%	46%	56%	63%	66%	69%	71%

**Figure H.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Queensland**

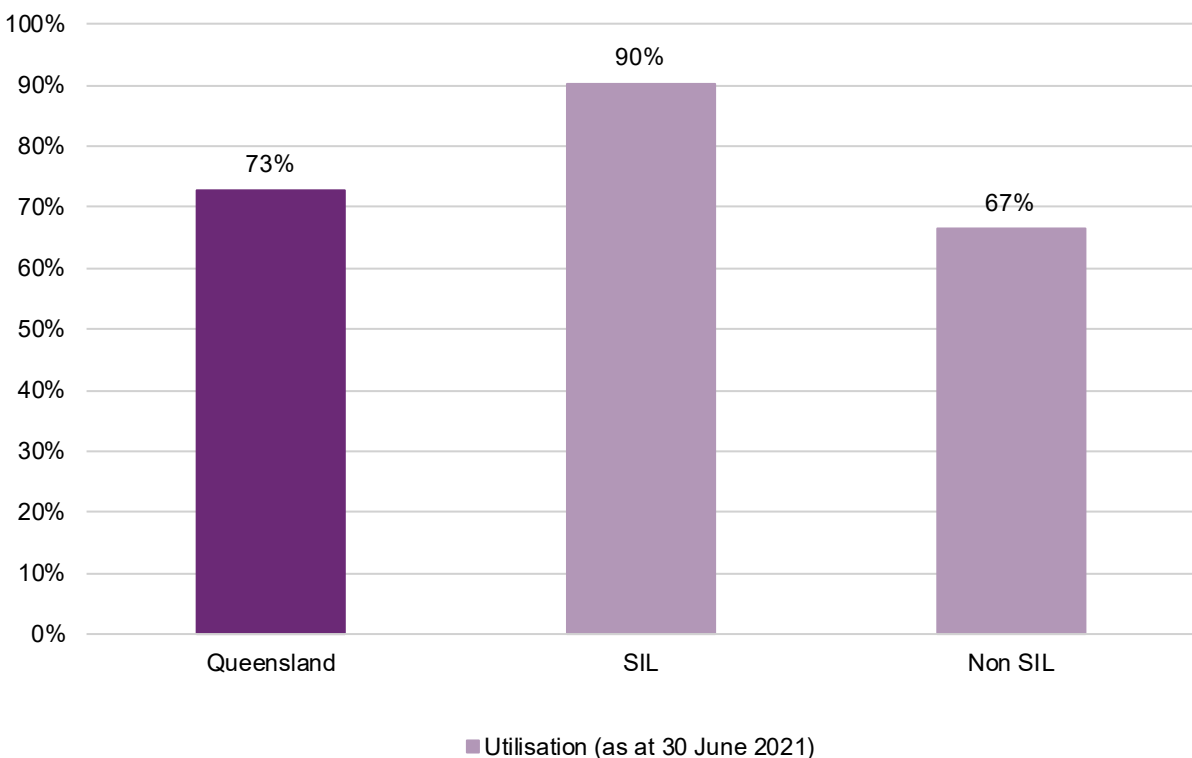


<sup>329</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

**Figure H.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Queensland** <sup>330</sup>



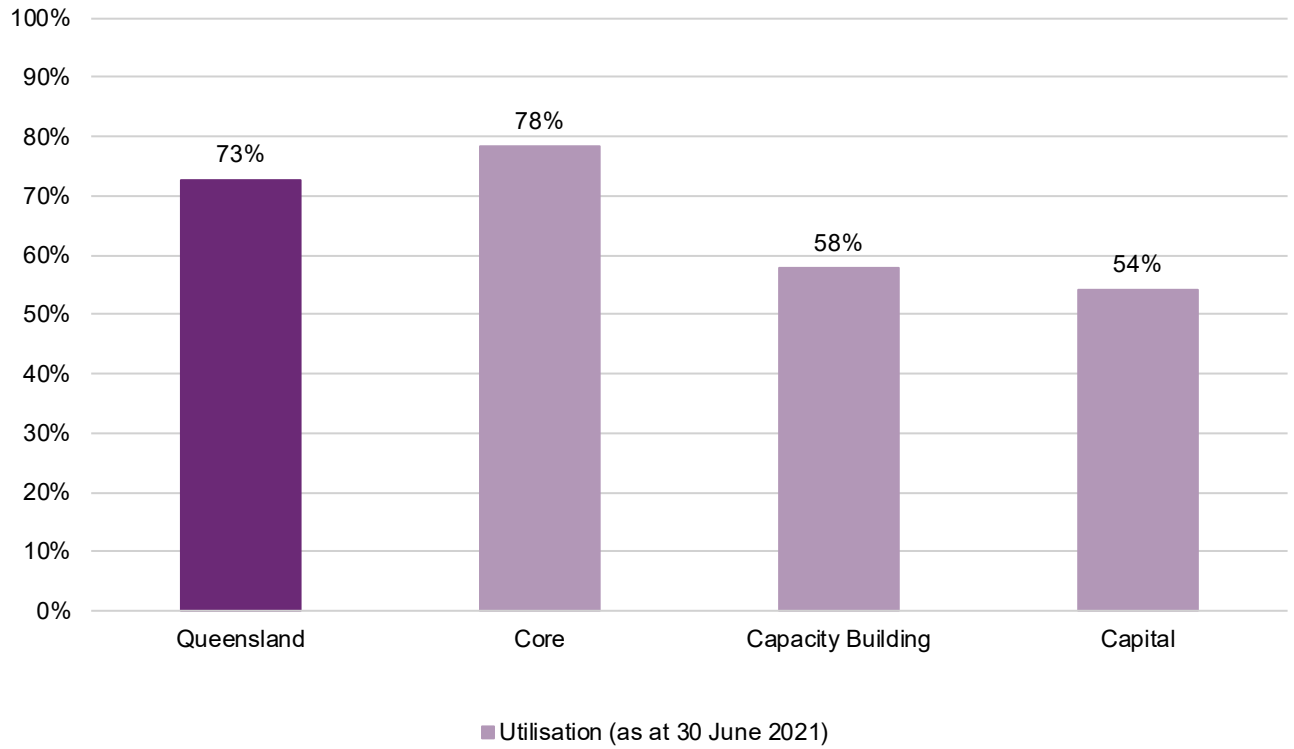
**Figure H.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Queensland** <sup>331</sup>



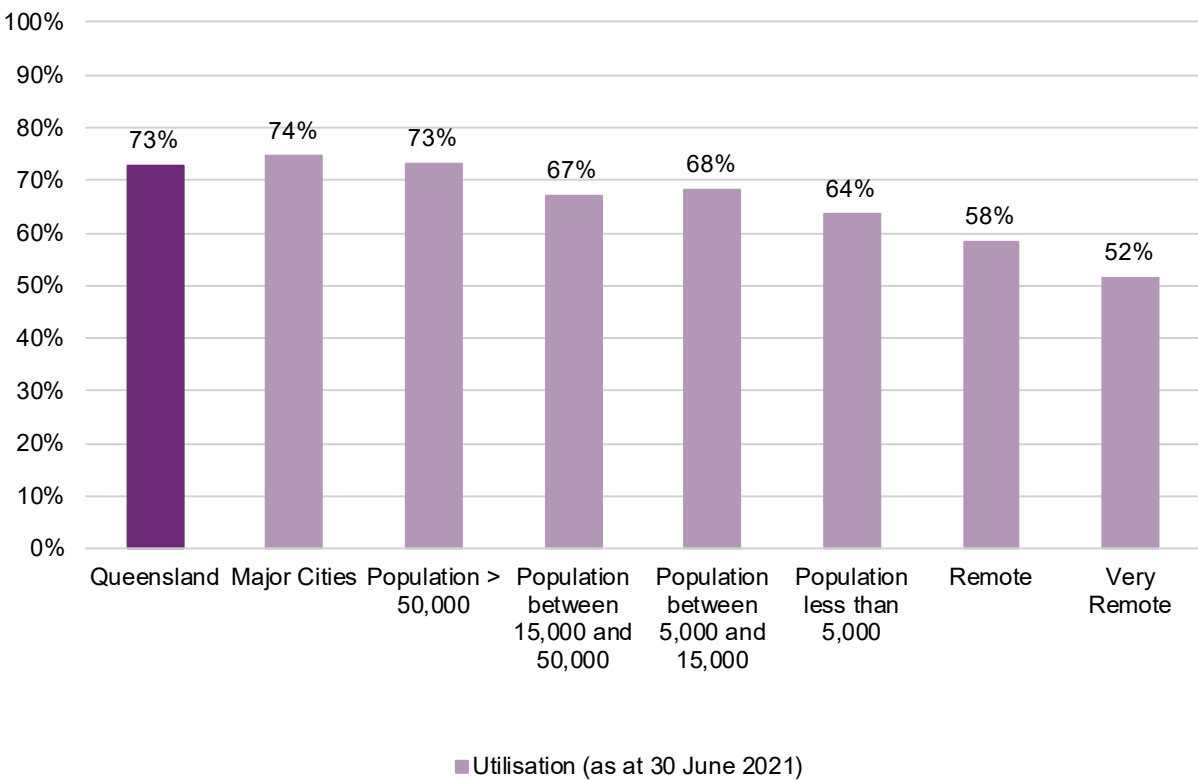
<sup>330</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>331</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure H.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Queensland** <sup>332</sup>



**Figure H.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Queensland** <sup>333</sup>



<sup>332</sup> Ibid.

<sup>333</sup> Ibid.

# Appendix I:

## Western Australia

### Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>334</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	38,419	1,532	39,951	545	40,496

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia <sup>335</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	46,578	2,288	48,866
Active Eligible	39,634	1,677	41,311
<i>New</i>	20,791	1,566	22,357
<i>State</i>	16,126	62	16,188
<i>Commonwealth</i>	2,717	49	2,766
Active Participant Plans (excl ECEI)	38,419	1,532	39,951
<i>New</i>	19,811	1,385	21,196
<i>State</i>	15,959	78	16,037
<i>Commonwealth</i>	2,649	69	2,718
Active Participant Plans	38,845	2,077	40,496
<i>Early Intervention (s25)</i>	5,361	425	5,786
<i>Permanent Disability (s24)</i>	33,058	1,107	34,165
<i>ECEI</i>	426	545	545

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Western Australia

Exits	Total
Total participant exits	940
<i>Early Intervention participants</i>	106
<i>Permanent disability participants</i>	834

<sup>334</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>335</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>336 337</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,759	59	1,914	<11	3,732
End of 2017-18	1,743	41	2,677	<11	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
End of 2020-21 Q4	16,037	2,718	21,196	545	40,496

**Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia** <sup>338 339 340 341</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
End of 2020-21 Q4	5,786	34,165	545	40,496

<sup>336</sup> This table shows the total numbers of active participants at the end of each period.

<sup>337</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>338</sup> This table shows the total numbers of active participants at the end of each period.

<sup>339</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>340</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>341</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.



**Table I.6 Assessment of access by age group – Western Australia** <sup>342</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	7,675	97%	518	95%	8,193	97%
7 to 14	9,372	94%	314	83%	9,686	93%
15 to 18	3,207	95%	100	80%	3,307	95%
19 to 24	3,081	94%	72	77%	3,153	93%
25 to 34	3,979	90%	129	73%	4,108	89%
35 to 44	3,503	85%	124	64%	3,627	84%
45 to 54	4,497	81%	172	60%	4,669	80%
55 to 64	5,540	74%	247	52%	5,787	73%
65+	369	75%	<11		376	74%
Missing	<11		<11		<11	
<b>Total</b>	<b>41,224</b>	<b>89%</b>	<b>1,683</b>	<b>74%</b>	<b>42,907</b>	<b>88%</b>

**Table I.7 Assessment of access by disability – Western Australia** <sup>343</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	1,328	95%	47	85%	1,375	94%
Autism	13,839	99%	532	95%	14,371	98%
Cerebral Palsy	1,671	98%	16	76%	1,687	97%
Developmental Delay	1,288	95%	241	98%	1,529	96%
Global Developmental Delay	1,135	99%	92	98%	1,227	99%
Hearing Impairment	1,743	90%	73	83%	1,816	90%
Intellectual Disability	8,556	97%	122	85%	8,678	97%
Multiple Sclerosis	820	90%	23	77%	843	90%
Psychosocial disability	3,946	75%	278	66%	4,224	74%
Spinal Cord Injury	601	97%	<11		611	97%
Stroke	570	84%	30	70%	600	83%
Visual Impairment	745	90%	24	89%	769	90%
Other Neurological	2,139	84%	80	63%	2,219	83%
Other Physical	1,924	52%	42	20%	1,966	50%
Other Sensory/Speech	140	41%	<11		143	40%
Other	439	47%	70	35%	509	45%
Missing	340	90%	<11		340	90%
<b>Total</b>	<b>41,224</b>	<b>89%</b>	<b>1,683</b>	<b>74%</b>	<b>42,907</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.

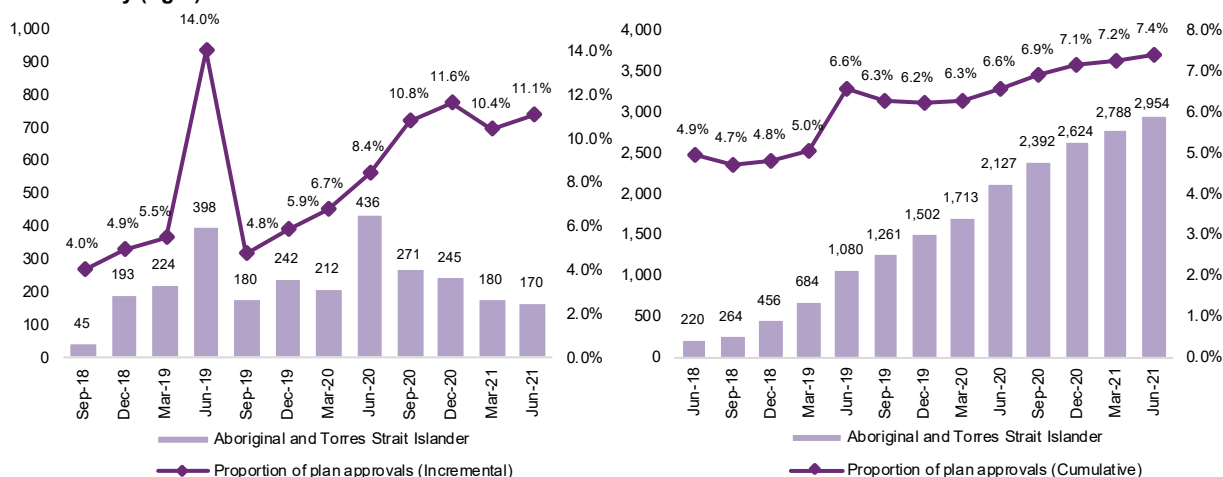
**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,784	7.2%	170	11.1%	<b>2,954</b>	<b>7.4%</b>
Not Aboriginal and Torres Strait Islander	31,664	82.4%	1,162	75.8%	<b>32,826</b>	<b>82.2%</b>
Not Stated	3,971	10.3%	200	13.1%	<b>4,171</b>	<b>10.4%</b>
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

<sup>342</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.

<sup>343</sup> Ibid.

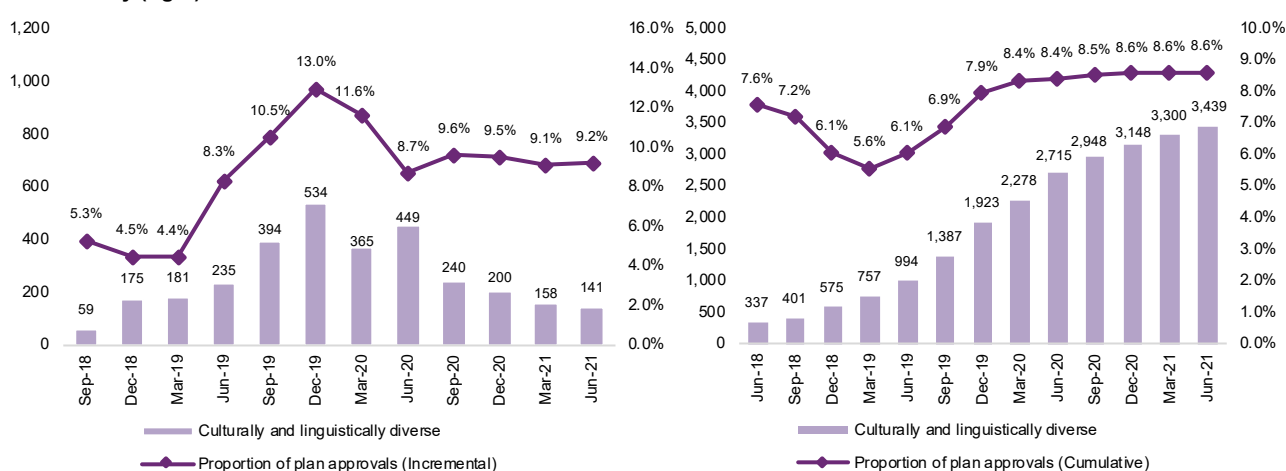
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>344 345</sup>



**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia**

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,298	8.6%	141	9.2%	<b>3,439</b>	<b>8.6%</b>
Not culturally and linguistically diverse	30,076	78.3%	1,390	90.7%	<b>31,466</b>	<b>78.8%</b>
Not stated	5,045	13.1%	<11		<b>5,046</b>	<b>12.6%</b>
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</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>346 347</sup>



<sup>344</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>345</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.

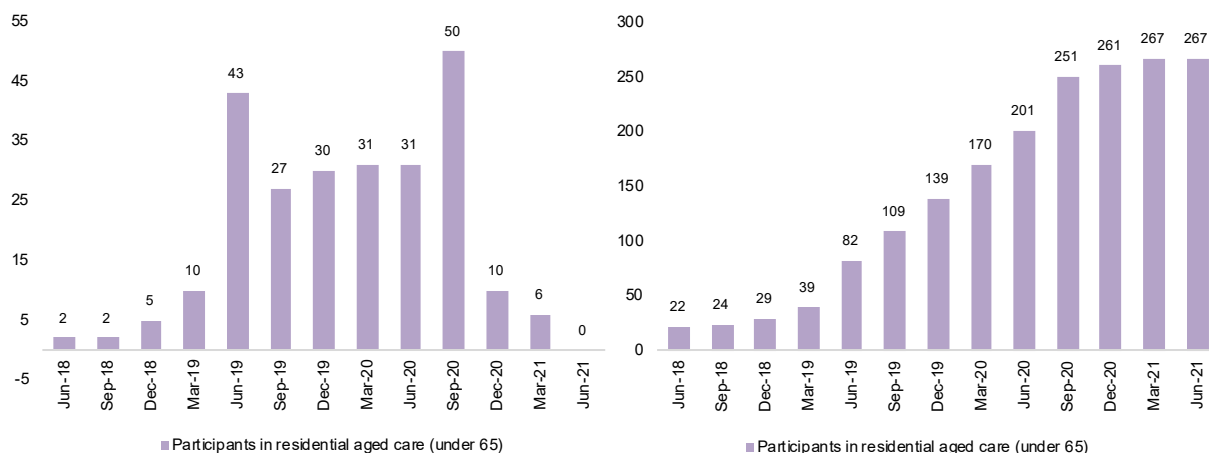
<sup>346</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>347</sup> There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

**Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Western Australia** <sup>348</sup>

	Total
Age group	N
Under 45	<11
45 to 54	35
55 to 64	230
<b>Total YPIRAC (under 65)</b>	<b>267</b>

**Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia** <sup>349</sup>



**Table I.11 Participant profile per quarter by remoteness – Western Australia** <sup>350 351</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	30,286	78.8%	1,165	76.0%	31,451	78.7%
Population > 50,000	1,908	5.0%	71	4.6%	1,979	5.0%
Population between 15,000 and 50,000	2,362	6.1%	118	7.7%	2,480	6.2%
Population between 5,000 and 15,000	472	1.2%	15	1.0%	487	1.2%
Population less than 5,000	1,694	4.4%	60	3.9%	1,754	4.4%
Remote	1,089	2.8%	49	3.2%	1,138	2.8%
Very Remote	607	1.6%	54	3.5%	661	1.7%
Missing	<11		<11		<11	
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

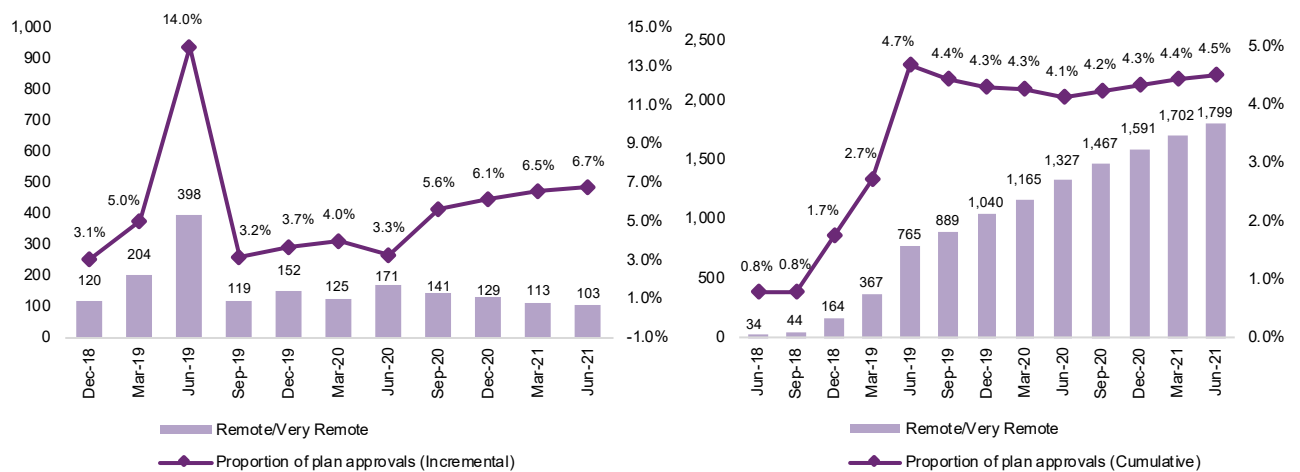
<sup>348</sup> There are a further 107 active participants aged 65 years or over who are currently in residential aged care.

<sup>349</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>350</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>351</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>352 353 354</sup>



**Table I.12 Participant profile per quarter by primary disability group – Western Australia** <sup>355 356 357</sup>

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	13,398	35%	503	33%	13,901	35%
Intellectual Disability	8,196	21%	138	9%	8,334	21%
Psychosocial disability	3,646	9%	261	17%	3,907	10%
Developmental Delay	1,061	3%	134	9%	1,195	3%
Hearing Impairment	1,649	4%	78	5%	1,727	4%
Other Neurological	1,858	5%	80	5%	1,938	5%
Other Physical	1,705	4%	43	3%	1,748	4%
Cerebral Palsy	1,631	4%	18	1%	1,649	4%
ABI	1,198	3%	53	3%	1,251	3%
Global Developmental Delay	1,022	3%	61	4%	1,083	3%
Visual Impairment	692	2%	26	2%	718	2%
Multiple Sclerosis	784	2%	27	2%	811	2%
Stroke	512	1%	35	2%	547	1%
Spinal Cord Injury	569	1%	14	1%	583	1%
Other	375	1%	59	4%	434	1%
Other Sensory/Speech	123	0%	<11		125	0%
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

<sup>352</sup> Ibid.

<sup>353</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.

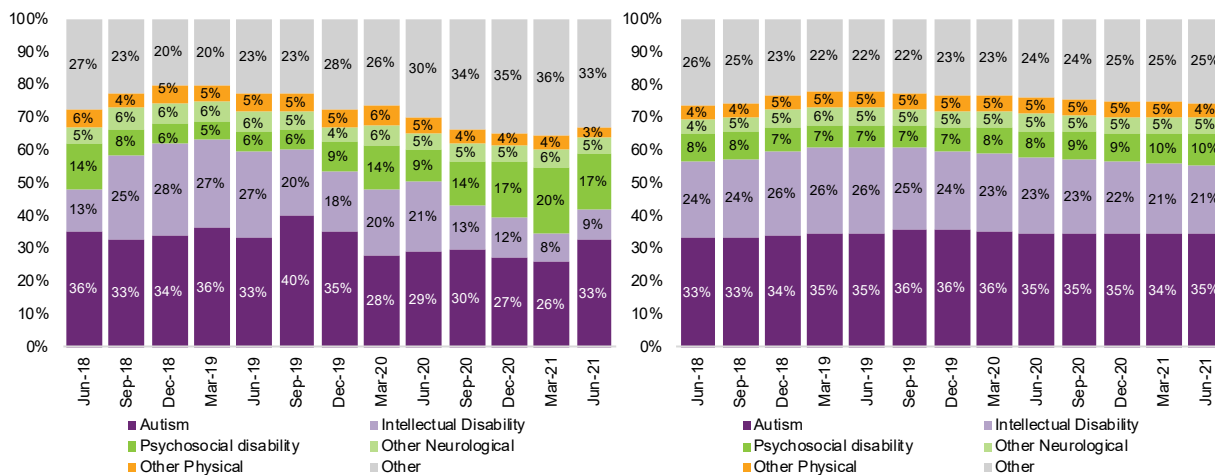
<sup>354</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

<sup>355</sup> Table order based on national proportions (highest to lowest).

<sup>356</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>357</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,056).

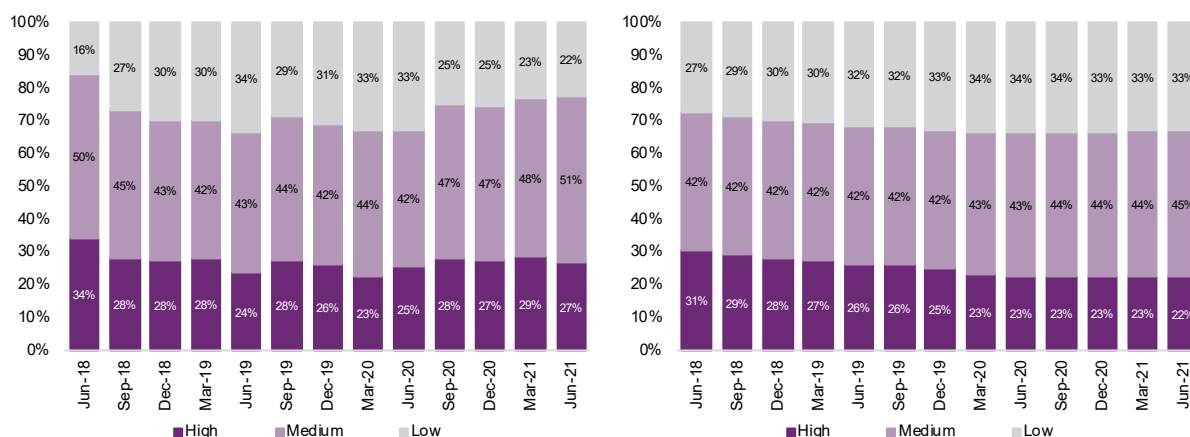
**Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>358</sup>



**Table I.13 Participant profile per quarter by level of function – Western Australia** <sup>359</sup>

Level of Function	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	2,403	6%	158	10%	2,561	6%
2 (High Function)	122	0%	<11		128	0%
3 (High Function)	2,006	5%	59	4%	2,065	5%
4 (High Function)	1,767	5%	101	7%	1,868	5%
5 (High Function)	2,223	6%	85	6%	2,308	6%
6 (Moderate Function)	7,355	19%	408	27%	7,763	19%
7 (Moderate Function)	2,005	5%	58	4%	2,063	5%
8 (Moderate Function)	2,870	7%	111	7%	2,981	7%
9 (Moderate Function)	156	0%	<11		164	0%
10 (Moderate Function)	4,618	12%	196	13%	4,814	12%
11 (Low Function)	1,759	5%	27	2%	1,786	4%
12 (Low Function)	7,349	19%	221	14%	7,570	19%
13 (Low Function)	2,991	8%	85	6%	3,076	8%
14 (Low Function)	749	2%	<11		758	2%
15 (Low Function)	12	0%	<11		12	0%
Missing	34		<11		34	
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

**Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia** <sup>360</sup>



<sup>358</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>359</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>360</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.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,060	11%	333	22%	<b>4,393</b>	<b>11%</b>
7 to 14	9,690	25%	326	21%	<b>10,016</b>	<b>25%</b>
15 to 18	3,673	10%	108	7%	<b>3,781</b>	<b>9%</b>
19 to 24	3,699	10%	65	4%	<b>3,764</b>	<b>9%</b>
25 to 34	4,084	11%	142	9%	<b>4,226</b>	<b>11%</b>
35 to 44	3,273	9%	120	8%	<b>3,393</b>	<b>8%</b>
45 to 54	3,957	10%	166	11%	<b>4,123</b>	<b>10%</b>
55 to 64	4,676	12%	256	17%	<b>4,932</b>	<b>12%</b>
65+	1,307	3%	16	1%	<b>1,323</b>	<b>3%</b>
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>361</sup>

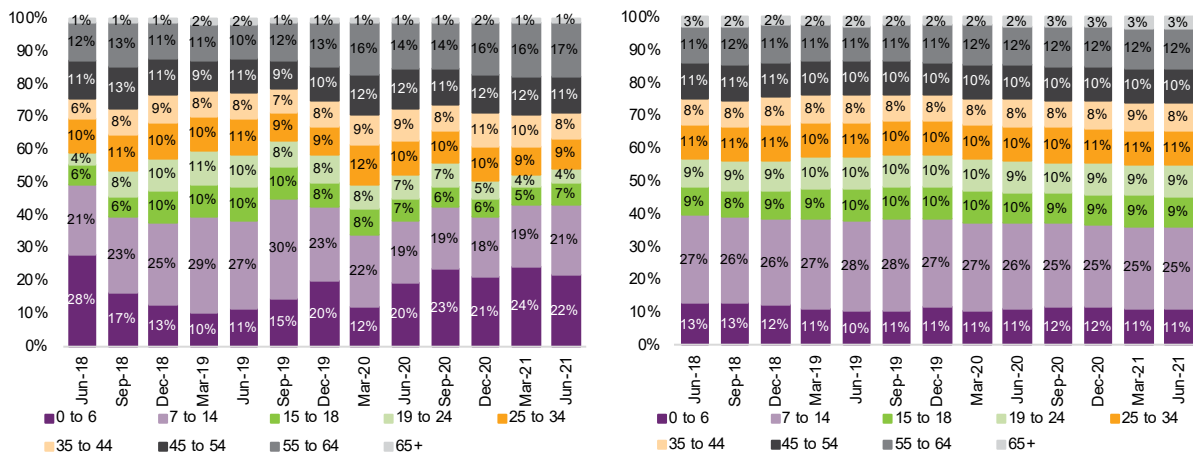
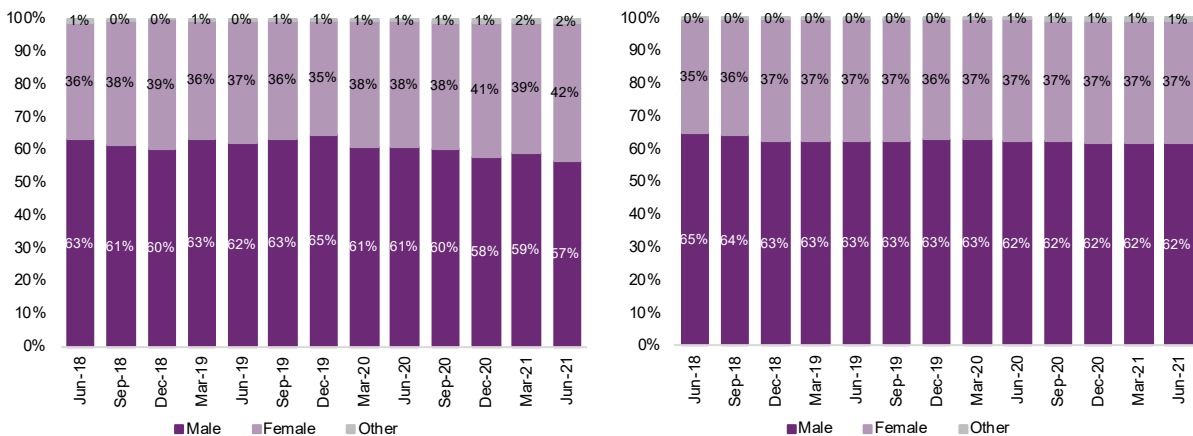


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	23,815	62%	868	57%	<b>24,683</b>	<b>62%</b>
Female	14,326	37%	639	42%	<b>14,965</b>	<b>37%</b>
Other	278	1%	25	2%	<b>303</b>	<b>1%</b>
<b>Total</b>	<b>38,419</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>39,951</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>362</sup>



<sup>361</sup> Ibid.

<sup>362</sup> Ibid.

**Table I.16 Participation rates by age group – Western Australia** <sup>363</sup>

	WA
0-6	2.00%
7-14	3.67%
15-18	3.02%
19-24	1.93%
25-34	1.12%
35-44	0.92%
45-54	1.23%
55-64	1.65%
<b>Total (aged 0-64)</b>	<b>1.76%</b>

## Part Two: Participant experience and outcomes

**Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia** <sup>364</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	285	168	604	1,325	1,173	3,555
Participant school to 14	300	258	4,181	4,989	2,152	11,880
Participant 15 to 24	152	79	2,182	2,419	896	5,728
Participant 25 and over	501	308	4,648	6,821	3,581	15,859
<b>Total Participant</b>	<b>1,238</b>	<b>813</b>	<b>11,615</b>	<b>15,554</b>	<b>7,802</b>	<b>37,022</b>
Family 0 to 14	568	414	4,141	5,850	3,156	14,129
Family 15 to 24	38	52	1,463	1,637	554	3,744
Family 25 and over	21	82	1,483	2,192	861	4,639
<b>Total Family</b>	<b>627</b>	<b>548</b>	<b>7,087</b>	<b>9,679</b>	<b>4,571</b>	<b>22,512</b>
<b>Total</b>	<b>1,865</b>	<b>1,361</b>	<b>18,702</b>	<b>25,233</b>	<b>12,373</b>	<b>59,534</b>

<sup>363</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>364</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.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	57%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
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%	61%
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%

**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	48%	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	59%	75%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			35%	33%
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			44%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				75%
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%	24%
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	15%	19%	18%
% receiving Carer Allowance	39%	38%	30%
% working in a paid job	47%	55%	40%
Of those in a paid job, % in permanent employment	78%	78%	83%
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%	89%	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	74%	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	85%		
% 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%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% 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=606) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia** <sup>365</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	88%
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?	76%
REL	Has the NDIS improved how your child fits into family life?	64%
S/CP	Has the NDIS improved how your child fits into community life?	51%

**Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,573) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	69%
LL	Has the NDIS improved your child's access to education?	50%
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?	53%

**Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,536) and ‘Participant 25 and over’ (n=5,747) - participants who entered between 1 July 2016 and 30 June 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%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	40%
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%	69%

<sup>365</sup> Results in Tables I.22 to I.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

**Table I.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,679); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,084) - participants who entered between 1 July 2016 and 30 June 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?	64%	61%
Has the NDIS improved the level of support for your family?	69%	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?	71%	66%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	46%	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=201) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia** <sup>366</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	98%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	92%	+12%
REL	Has the NDIS improved how your child fits into family life?	71%	88%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	54%	64%	+10%

**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=1,703) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL	Has the NDIS improved your child's access to education?	52%	57%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	63%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	56%	+2%

<sup>366</sup> Results in Tables I.26 to I.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

**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=876) and ‘Participant 25 and over’ (n=1,608) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	64%	68%	+4%	74%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	74%	+7%	82%	87%	+5%
REL	Has the NDIS helped you to meet more people?	53%	53%	+1%	64%	66%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	28%	-3%	42%	41%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%	63%	66%	+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%	-2%	37%	35%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	22%	-5%	25%	23%	-2%
S/CP	Has the NDIS helped you be more involved?	64%	65%	+1%	70%	73%	+4%

**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=1,138); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=445) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	72%	+8%	55%	65%	+10%
	Has the NDIS improved the level of support for your family?	68%	75%	+7%	67%	74%	+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?	70%	76%	+6%	65%	70%	+5%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	81%	+5%			
	Has the NDIS improved your health and wellbeing?	45%	47%	+2%	45%	45%	-0%

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=252) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia <sup>367</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%	74%	74%	+7%
LL	Has the NDIS improved your child's access to education?	45%	50%	54%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	61%	61%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	52%	51%	+6%

**Table I.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=90) - participants who entered between 1 July 2016 and 30 June 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%	71%	66%	+3%
	Has the NDIS helped you with daily living activities?	74%	75%	73%	0%
	Has the NDIS helped you to meet more people?	58%	58%	54%	-4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	26%	24%	-6%
	Has your involvement with the NDIS improved your health and wellbeing?	56%	53%	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%	42%	34%	-10%
	Has your involvement with the NDIS helped you find a job that's right for you?	27%	30%	22%	-5%
	Has the NDIS helped you be more involved?	63%	67%	65%	+2%

**Table I.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=295) - participants who entered between 1 July 2016 and 30 June 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?	78%	80%	83%	+5%
	Has the NDIS helped you with daily living activities?	81%	84%	86%	+5%
	Has the NDIS helped you to meet more people?	58%	62%	64%	+6%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	30%	34%	+3%
	Has your involvement with the NDIS improved your health and wellbeing?	51%	58%	58%	+7%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	32%	30%	-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%	73%	76%	+7%

<sup>367</sup> Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

**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=273) - participants who entered between 1 July 2016 and 30 June 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?	65%	66%	71%	+6%
Has the NDIS improved the level of support for your family?	73%	72%	78%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	79%	81%	80%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	81%	85%	+4%
Has the NDIS improved your health and wellbeing?	48%	48%	51%	+3%

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=157) - participants who entered between 1 July 2016 and 30 June 2017 – Western 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?	72%	75%	80%	81%	+9%
LL	Has the NDIS improved your child's access to education?	37%	42%	50%	53%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	53%	60%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	59%	56%	60%	60%	+1%

<sup>368</sup> Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 30 June 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=55) - participants who entered between 1 July 2016 and 30 June 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?	60%	64%	76%	68%	+7%
DL	Has the NDIS helped you with daily living activities?	57%	62%	78%	69%	+13%
REL	Has the NDIS helped you to meet more people?	40%	43%	51%	51%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	6%	6%	16%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	41%	42%	47%	+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?	33%	32%	42%	39%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	17%	10%	19%	-5%
S/CP	Has the NDIS helped you be more involved?	61%	66%	69%	65%	+4%

**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=123) - participants who entered between 1 July 2016 and 30 June 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?	69%	74%	78%	85%	+15%
DL	Has the NDIS helped you with daily living activities?	78%	82%	90%	92%	+14%
REL	Has the NDIS helped you to meet more people?	56%	53%	65%	69%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	25%	39%	36%	+9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	50%	63%	66%	+15%
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%	35%	29%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	18%	19%	17%	-6%
S/CP	Has the NDIS helped you be more involved?	66%	68%	75%	77%	+11%

**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=109) - participants who entered between 1 July 2016 and 30 June 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?	50%	58%	68%	72%	+22%
Has the NDIS improved the level of support for your family?	70%	75%	81%	79%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	75%	82%	78%	77%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	82%	81%	83%	+2%
Has the NDIS improved your health and wellbeing?	51%	61%	54%	52%	+1%

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=2,637), ‘participant social and community engagement rate’ (n=2,621) and ‘parent and carer employment rate’ (n=1,769) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia <sup>369</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	17%	21%	26%	24%
Aged 25+	26%	26%	25%	
Aged 15+	24%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	40%	42%	41%	50%
Aged 25+	44%	46%	47%	
Aged 15+	43%	45%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	45%	46%	48%	50%
Aged 15+	44%	46%	43%	
All ages	44%	46%	46%	

<sup>369</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=364), 'participant social and community engagement rate' (n=366) and 'parent and carer employment rate' (n=242) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia <sup>370</sup>**

Overall participants who entered between 1 July 2016 and 30 June 2018 - Western Australia					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	10%	11%	13%	20%	24%
Aged 25+	30%	28%	29%	29%	
Aged 15+	26%	25%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	31%	42%	41%	50%
Aged 25+	34%	39%	44%	45%	
Aged 15+	33%	38%	43%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	48%	46%	48%	50%
Aged 15+	Numbers are too small				
All ages	48%	48%	47%	48%	

**Table I.40 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=179), 'participant social and community engagement rate' (n=177) and 'parent and carer employment rate' (n=98) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia <sup>371</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	18%	14%	26%	38%	24%	24%
Aged 25+	19%	23%	18%	18%	18%	
Aged 15+	19%	21%	19%	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	41%	41%	50%	39%	38%	50%
Aged 25+	39%	44%	41%	47%	49%	
Aged 15+	39%	43%	42%	46%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	43%	45%	52%	56%	54%	50%
Aged 15+	Numbers are too small					
All ages	44%	45%	52%	56%	54%	

<sup>370</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 30 June 2018 and have had a third plan review to date.

<sup>371</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 30 June 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>372</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	385	785	697	160	320	959	511	303	<b>1,251</b>
Autism	3,004	11,323	4,646	4,334	5,702	7,881	1,120	2,896	<b>13,901</b>
Cerebral Palsy	445	1,239	857	361	423	994	407	321	<b>1,649</b>
Developmental Delay	146	1,138	275	384	418	387	2	0	<b>1,195</b>
Down Syndrome	273	805	426	206	300	756	294	359	<b>1,056</b>
Global Developmental Delay	141	1,013	253	305	347	272	3	0	<b>1,083</b>
Hearing Impairment	408	1,261	353	481	304	694	209	411	<b>1,727</b>
Intellectual Disability	2,012	4,993	2,861	1,583	2,064	5,011	2,119	2,886	<b>7,278</b>
Multiple Sclerosis	225	588	537	58	128	501	216	170	<b>811</b>
Psychosocial disability	1,006	2,335	2,375	668	857	2,968	1,347	1,199	<b>3,907</b>
Spinal Cord Injury	201	408	352	76	95	377	194	153	<b>583</b>
Stroke	170	390	297	42	90	390	194	105	<b>547</b>
Visual Impairment	232	544	257	148	95	466	133	218	<b>718</b>
Other Neurological	582	1,355	1,109	213	398	1,334	589	311	<b>1,938</b>
Other Physical	519	1,255	967	184	211	991	367	381	<b>1,748</b>
Other Sensory/Speech	15	103	34	55	39	53	4	7	<b>125</b>
Other	120	315	225	39	70	270	125	82	<b>434</b>
<b>Total</b>	<b>9,884</b>	<b>29,850</b>	<b>16,521</b>	<b>9,297</b>	<b>11,861</b>	<b>24,304</b>	<b>7,834</b>	<b>9,802</b>	<b>39,951</b>

**Table I.42 Number of goals in active plans by goal type and primary disability – Western Australia** <sup>373</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	654	1,557	1,153	243	518	1,528	814	408	<b>6,875</b>
Autism	5,023	36,204	7,922	7,552	9,705	12,831	1,675	4,319	<b>85,231</b>
Cerebral Palsy	757	3,980	1,467	638	688	1,726	625	470	<b>10,351</b>
Developmental Delay	237	6,125	515	681	696	799	2	0	<b>9,055</b>
Down Syndrome	442	2,327	639	332	462	1,198	405	507	<b>6,312</b>
Global Developmental Delay	226	5,633	493	522	632	529	3	0	<b>8,038</b>
Hearing Impairment	694	3,269	568	789	473	1,126	299	598	<b>7,816</b>
Intellectual Disability	3,219	11,178	4,392	2,528	3,121	7,846	2,995	4,035	<b>39,314</b>
Multiple Sclerosis	384	1,180	863	82	199	804	301	269	<b>4,082</b>
Psychosocial disability	1,525	3,922	3,637	989	1,229	4,372	1,870	1,690	<b>19,234</b>
Spinal Cord Injury	337	878	599	118	153	654	322	234	<b>3,295</b>
Stroke	293	819	512	67	123	661	306	152	<b>2,933</b>
Visual Impairment	387	1,227	408	215	145	779	181	318	<b>3,660</b>
Other Neurological	988	3,084	1,919	380	676	2,224	927	467	<b>10,665</b>
Other Physical	883	2,768	1,673	271	342	1,556	542	616	<b>8,651</b>
Other Sensory/Speech	24	313	71	123	72	98	4	7	<b>712</b>
Other	232	729	403	55	123	486	218	145	<b>2,391</b>
<b>Total</b>	<b>16,305</b>	<b>85,193</b>	<b>27,234</b>	<b>15,585</b>	<b>19,357</b>	<b>39,217</b>	<b>11,489</b>	<b>14,235</b>	<b>228,615</b>

<sup>372</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>373</sup> Participants have set over six million goals in total across Australia since July 2016. The 228,615 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>374</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	4,238	1,031	1,189	1,491	1,249	15	0	<b>4,393</b>
7 to 14	1,784	8,504	3,422	3,385	4,290	5,283	141	165	<b>10,016</b>
15 to 18	1,073	2,944	1,289	1,395	1,362	2,473	311	1,425	<b>3,781</b>
19 to 24	1,197	2,591	1,318	994	862	2,472	946	2,294	<b>3,764</b>
25 to 34	1,316	2,778	1,832	753	1,010	2,937	1,488	2,125	<b>4,226</b>
35 to 44	1,003	2,169	1,812	543	800	2,369	1,220	1,354	<b>3,393</b>
45 to 54	1,170	2,577	2,315	508	871	2,954	1,462	1,300	<b>4,123</b>
55 to 64	1,394	3,190	2,764	450	938	3,615	1,795	978	<b>4,932</b>
65+	393	859	738	80	237	952	456	161	<b>1,323</b>
<b>Total</b>	<b>9,884</b>	<b>29,850</b>	<b>16,521</b>	<b>9,297</b>	<b>11,861</b>	<b>24,304</b>	<b>7,834</b>	<b>9,802</b>	<b>39,951</b>

**Table I.44 Number of goals in active plans by goal type and age group – Western Australia** <sup>375</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	1,022	26,014	2,159	2,324	2,872	2,794	22	0	<b>37,207</b>
7 to 14	2,907	25,912	5,802	5,725	7,136	8,511	209	265	<b>56,467</b>
15 to 18	1,827	6,518	2,123	2,404	2,230	3,978	489	2,142	<b>21,711</b>
19 to 24	2,005	4,996	2,042	1,579	1,327	3,836	1,398	3,308	<b>20,491</b>
25 to 34	2,117	5,208	2,879	1,175	1,509	4,492	2,178	3,022	<b>22,580</b>
35 to 44	1,591	3,944	2,798	837	1,165	3,668	1,723	1,915	<b>17,641</b>
45 to 54	1,883	4,734	3,686	757	1,311	4,642	2,141	1,892	<b>21,046</b>
55 to 64	2,294	6,231	4,569	668	1,449	5,771	2,672	1,463	<b>25,117</b>
65+	659	1,636	1,176	116	358	1,525	657	228	<b>6,355</b>
<b>Total</b>	<b>16,305</b>	<b>85,193</b>	<b>27,234</b>	<b>15,585</b>	<b>19,357</b>	<b>39,217</b>	<b>11,489</b>	<b>14,235</b>	<b>228,615</b>

<sup>374</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.

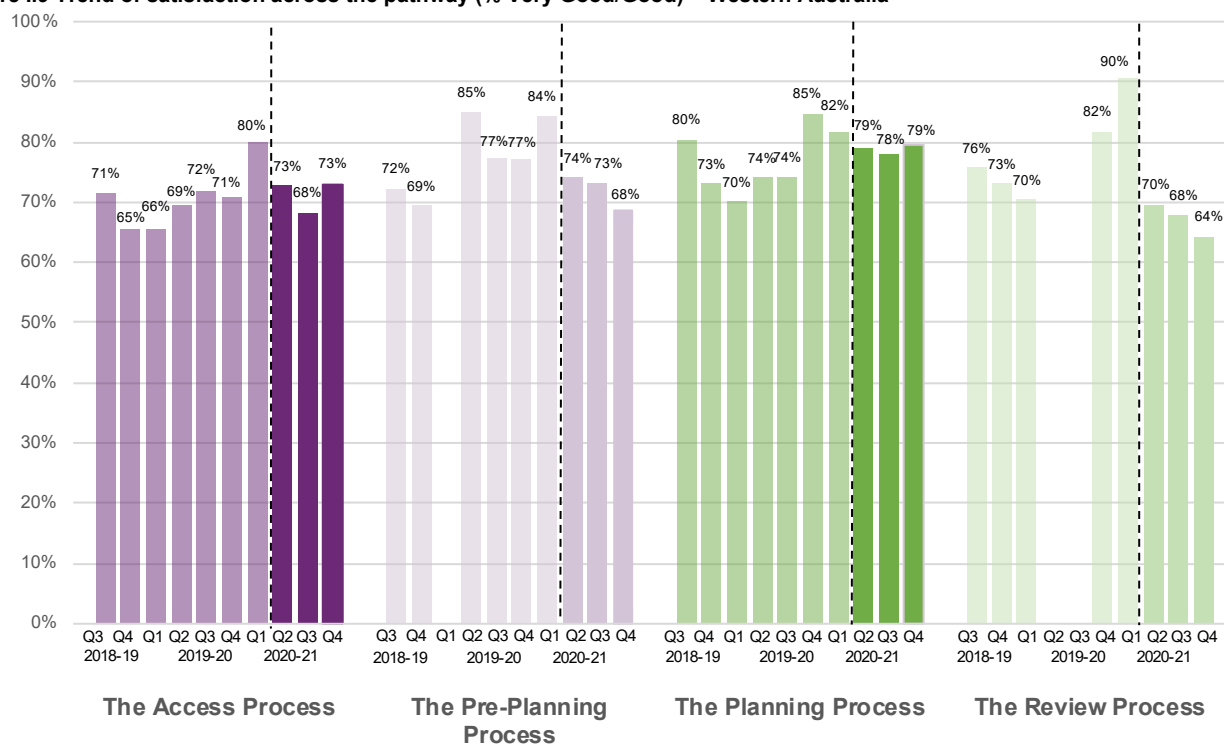
<sup>375</sup> Participants have set over six million goals in total across Australia since July 2016. The 228,615 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**Table I.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia** <sup>376</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 221</b>	<b>n = 156</b>
Are you happy with how coming into the NDIS has gone?	84%	79%
Was the person from the NDIS respectful?	93%	95%
Do you understand what will happen next with your plan?	68%	71%
% of participants rating their overall experience as Very Good or Good.	70%	73%
<b>Pre-planning</b>	<b>n = 228</b>	<b>n = 92</b>
Did the person from the NDIS understand how your disability affects your life?	83%	79%
Did you understand why you needed to give the information you did?	91%	91%
Were decisions about your plan clearly explained?	66%	71%
Are you clear on what happens next with your plan?	58%	53%
Do you know where to go for more help with your plan?	71%	58%
% of participants rating their overall experience as Very Good or Good.	74%	68%
<b>Planning</b>	<b>n = 944</b>	<b>n = 507</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?	96%	96%
Were decisions about your plan clearly explained?	83%	84%
Are you clear on what happens next with your plan?	77%	77%
Do you know where to go for more help with your plan?	85%	84%
% of participants rating their overall experience as Very Good or Good.	79%	79%
<b>Plan review</b>	<b>n = 1,911</b>	<b>n = 1,251</b>
Did the person from the NDIS understand how your disability affects your life?	78%	73%
Did you feel prepared for your plan review?	83%	82%
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.	69%	64%

<sup>376</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 "AHA". 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.

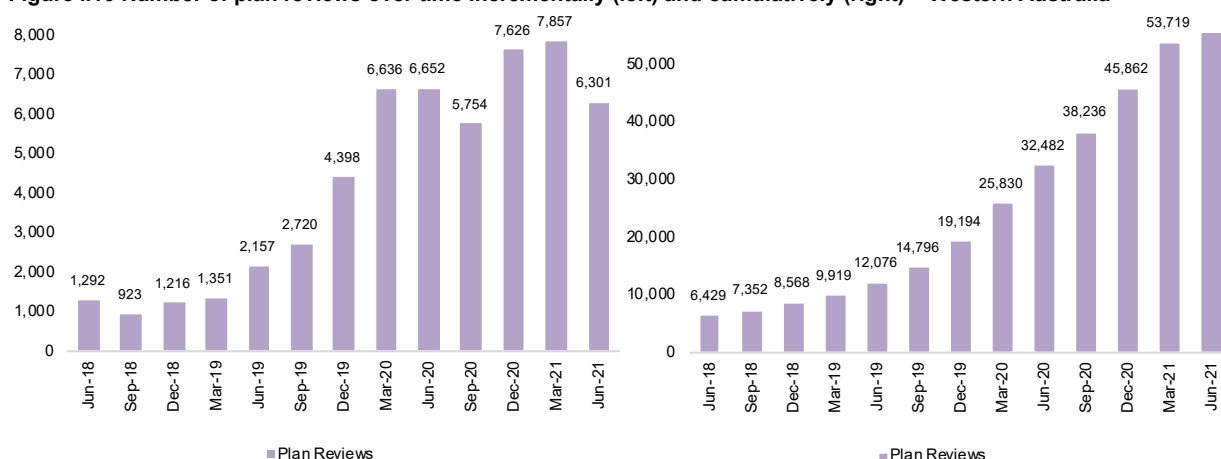
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>377 378 379</sup>



**Table I.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia** <sup>380</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>53,719</b>	<b>6,301</b>	<b>60,020</b>
<i>Early intervention plans</i>	6,302	983	7,285
<i>Permanent disability plans</i>	47,417	5,318	52,735

**Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia**



<sup>377</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>378</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>379</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>380</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 Q4 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 and Table I.49 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table I.47 Complaints by quarter – Western Australia** <sup>381 382 383</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	9	2	11	10
Complaint about LAC Partner	91	26	117	111
Complaints about service providers	244	34	278	230
Complaints about the Agency	3,139	459	3,598	2,326
Critical/ Reportable Incident	753	159	912	704
Unclassified	72	1	73	71
<b>Total</b>	<b>4,308</b>	<b>681</b>	<b>4,989</b>	<b>3,153</b>
Total complaints made since 1 April 2017	4,239	681	4,920	
Complaints since 1 April 2017 as % of all access requests	4.4%	5.4%	4.5%	

<sup>381</sup> Note that 69% of all complainants made only one complaint, 18% made two complaints and 13% made three or more complaints.

<sup>382</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>383</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

**Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia**

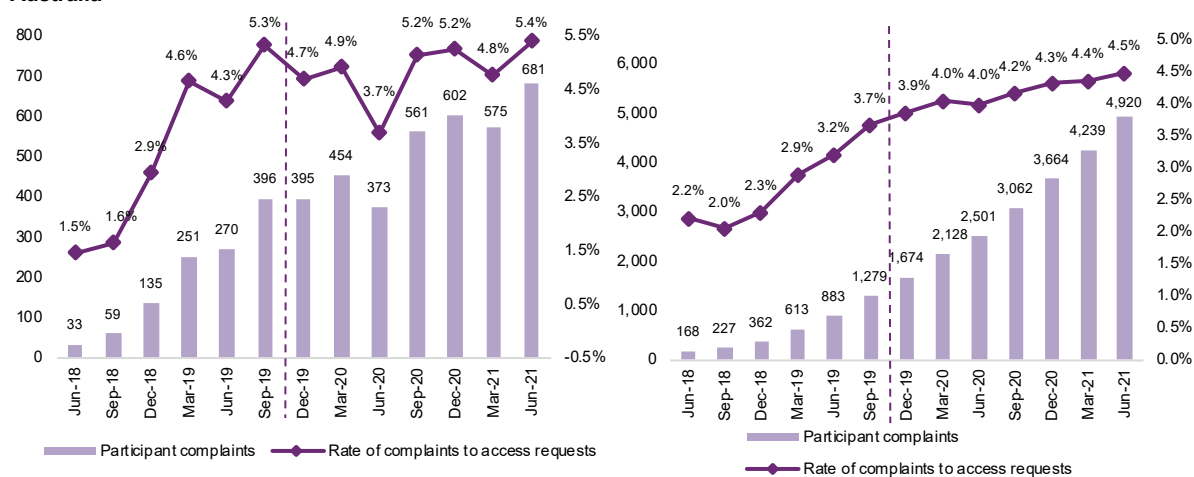


Table I.48 Participant complaints by type – Western Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	139	(4%)	3	(1%)	142	(4%)
Information unclear	69	(2%)	1	(0%)	70	(2%)
NDIA Access	92	(3%)	13	(3%)	105	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	150	(5%)	24	(5%)	174	(5%)
NDIA Fraud and Compliance	3	(0%)	2	(0%)	5	(0%)
NDIA Plan	465	(15%)	149	(32%)	614	(17%)
NDIA Process	268	(9%)	51	(11%)	319	(9%)
NDIA Resources	16	(1%)	6	(1%)	22	(1%)
NDIA Staff	140	(4%)	29	(6%)	169	(5%)
NDIA Timeliness	553	(18%)	161	(35%)	714	(20%)
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	0	(0%)	1	(0%)	1	(0%)
Reasonable and necessary supports	162	(5%)	2	(0%)	164	(5%)
Staff conduct - Agency	61	(2%)	0	(0%)	61	(2%)
The way the NDIA carried out its decision making	111	(4%)	1	(0%)	112	(3%)
Timeliness	493	(16%)	2	(0%)	495	(14%)
Other	400	(13%)	14	(3%)	414	(12%)
<b>Total</b>	<b>3,139</b>		<b>459</b>		<b>3,598</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	0	(0%)	1	(50%)	1	(9%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	3	(33%)	0	(0%)	3	(27%)
ECEI Timeliness	6	(67%)	1	(50%)	7	(64%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>9</b>		<b>2</b>		<b>11</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	16	(18%)	3	(12%)	19	(16%)
LAC Process	6	(7%)	3	(12%)	9	(8%)
LAC Resources	1	(1%)	0	(0%)	1	(1%)
LAC Staff	60	(66%)	17	(65%)	77	(66%)
LAC Timeliness	7	(8%)	3	(12%)	10	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>91</b>		<b>26</b>		<b>117</b>	
<i>Complaints about service providers</i>						
Provider costs.	14	(6%)	0	(0%)	14	(5%)
Provider Finance	12	(5%)	3	(9%)	15	(5%)
Provider Fraud and Compliance	18	(7%)	3	(9%)	21	(8%)
Provider process	10	(4%)	0	(0%)	10	(4%)
Provider Service	58	(24%)	20	(59%)	78	(28%)
Provider Staff	42	(17%)	7	(21%)	49	(18%)
Service Delivery	21	(9%)	0	(0%)	21	(8%)
Staff conduct	15	(6%)	0	(0%)	15	(5%)
Supports being provided	20	(8%)	0	(0%)	20	(7%)
Other	34	(14%)	1	(3%)	35	(13%)



Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total</b>	<b>244</b>		<b>34</b>	<b>0</b>	<b>278</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	158	(21%)	49	(31%)	207	(23%)
Allegations against Informal Supports	164	(22%)	9	(6%)	173	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	202	(27%)	28	(18%)	230	(25%)
Provider reporting	229	(30%)	73	(46%)	302	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>753</b>		<b>159</b>		<b>912</b>	
<i>Unclassified</i>	<b>72</b>		<b>1</b>		<b>73</b>	
<b>Participants total</b>	<b>4,308</b>		<b>681</b>		<b>4,989</b>	

Table I.49 Unique complainants by type – Western Australia

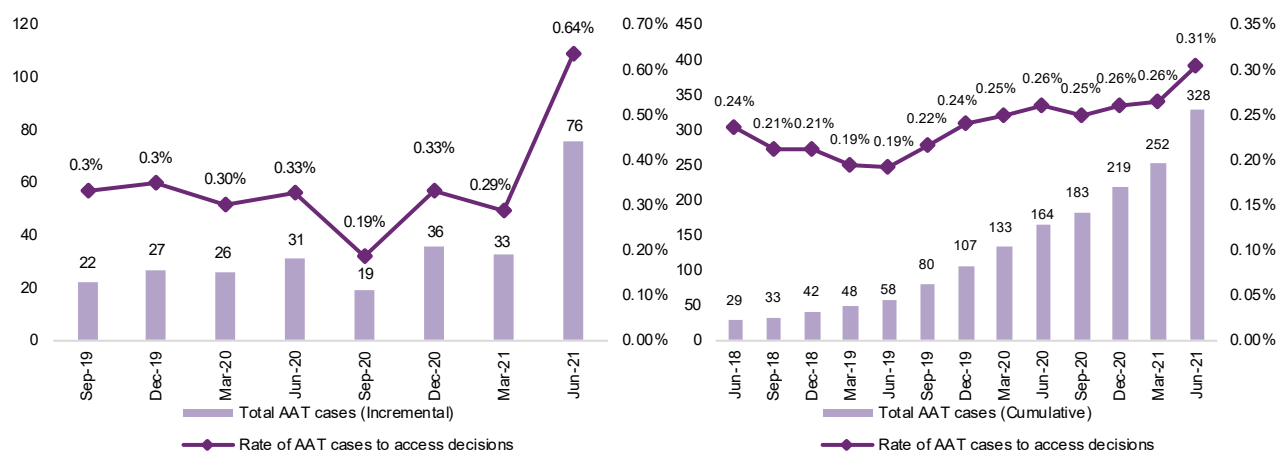
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	129	(5%)	3	(1%)	132	(4%)
Information unclear	66	(2%)	1	(0%)	67	(2%)
NDIA Access	77	(3%)	11	(3%)	88	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	125	(5%)	23	(5%)	148	(5%)
NDIA Fraud and Compliance	3	(0%)	2	(0%)	5	(0%)
NDIA Plan	391	(14%)	138	(33%)	529	(17%)
NDIA Process	244	(9%)	49	(12%)	293	(9%)
NDIA Resources	16	(1%)	6	(1%)	22	(1%)
NDIA Staff	134	(5%)	28	(7%)	162	(5%)
NDIA Timeliness	465	(17%)	143	(34%)	608	(19%)
Participation, engagement and inclusion	14	(1%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	0	(0%)	1	(0%)	1	(0%)
Reasonable and necessary supports	139	(5%)	2	(0%)	141	(4%)
Staff conduct - Agency	59	(2%)	0	(0%)	59	(2%)
The way the NDIA carried out its decision making	104	(4%)	1	(0%)	105	(3%)
Timeliness	401	(15%)	2	(0%)	403	(13%)
Other	386	(14%)	14	(3%)	400	(13%)
<b>Total</b>	<b>2,756</b>		<b>424</b>		<b>3,180</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	0	(0%)	1	(50%)	1	(10%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	3	(38%)	0	(0%)	3	(30%)
ECEI Timeliness	5	(63%)	1	(50%)	6	(60%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>8</b>		<b>2</b>		<b>10</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	16	(19%)	3	(12%)	19	(17%)
LAC Process	5	(6%)	3	(12%)	8	(7%)
LAC Resources	1	(1%)	0	(0%)	1	(1%)
LAC Staff	56	(65%)	17	(65%)	73	(65%)
LAC Timeliness	7	(8%)	3	(12%)	10	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>86</b>		<b>26</b>		<b>112</b>	
<i>Complaints about service providers</i>						
Provider costs.	13	(6%)	0	(0%)	13	(5%)
Provider Finance	12	(5%)	3	(9%)	15	(6%)
Provider Fraud and Compliance	17	(7%)	3	(9%)	20	(8%)
Provider process	9	(4%)	0	(0%)	9	(3%)
Provider Service	53	(23%)	20	(59%)	73	(28%)
Provider Staff	41	(18%)	7	(21%)	48	(18%)
Service Delivery	21	(9%)	0	(0%)	21	(8%)
Staff conduct	13	(6%)	0	(0%)	13	(5%)
Supports being provided	19	(8%)	0	(0%)	19	(7%)
Other	32	(14%)	1	(3%)	33	(13%)
<b>Total</b>	<b>230</b>		<b>34</b>		<b>264</b>	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	142	(22%)	45	(30%)	187	(24%)
Allegations against Informal Supports	139	(22%)	9	(6%)	148	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	164	(26%)	26	(17%)	190	(24%)
Provider reporting	198	(31%)	69	(46%)	267	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>643</b>		<b>149</b>		<b>792</b>	
<i>Unclassified</i>	<b>70</b>		<b>1</b>		<b>71</b>	
<b>Unique complaints total</b>	<b>3,793</b>		<b>636</b>		<b>4,429</b>	

Table I.50 AAT Cases by category – Western Australia <sup>384</sup>

Category	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Access	77	31%	<11		82	25%
Plan	148	59%	71	93%	219	67%
Plan Review	18	7%	<11		18	5%
Other	<11		<11		<11	
<b>Total</b>	<b>252</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>328</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.26%</b>		<b>0.64%</b>		<b>0.31%</b>	

Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia <sup>385</sup>



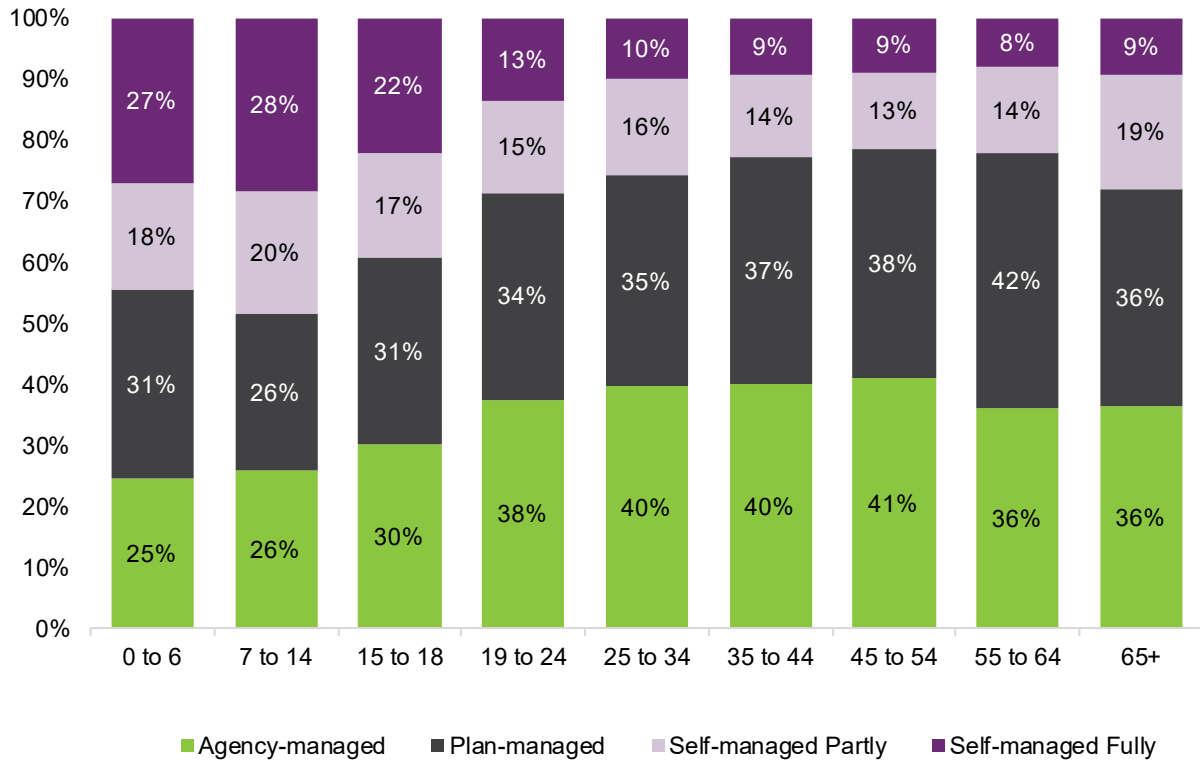
<sup>384</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>385</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

Table I.51 AAT cases by open/closed and decision – Western Australia

	N
<b>AAT Cases</b>	<b>328</b>
<b>Open AAT Cases</b>	<b>123</b>
<b>Closed AAT Cases</b>	<b>205</b>
<i>Resolved before hearing</i>	<i>205</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>

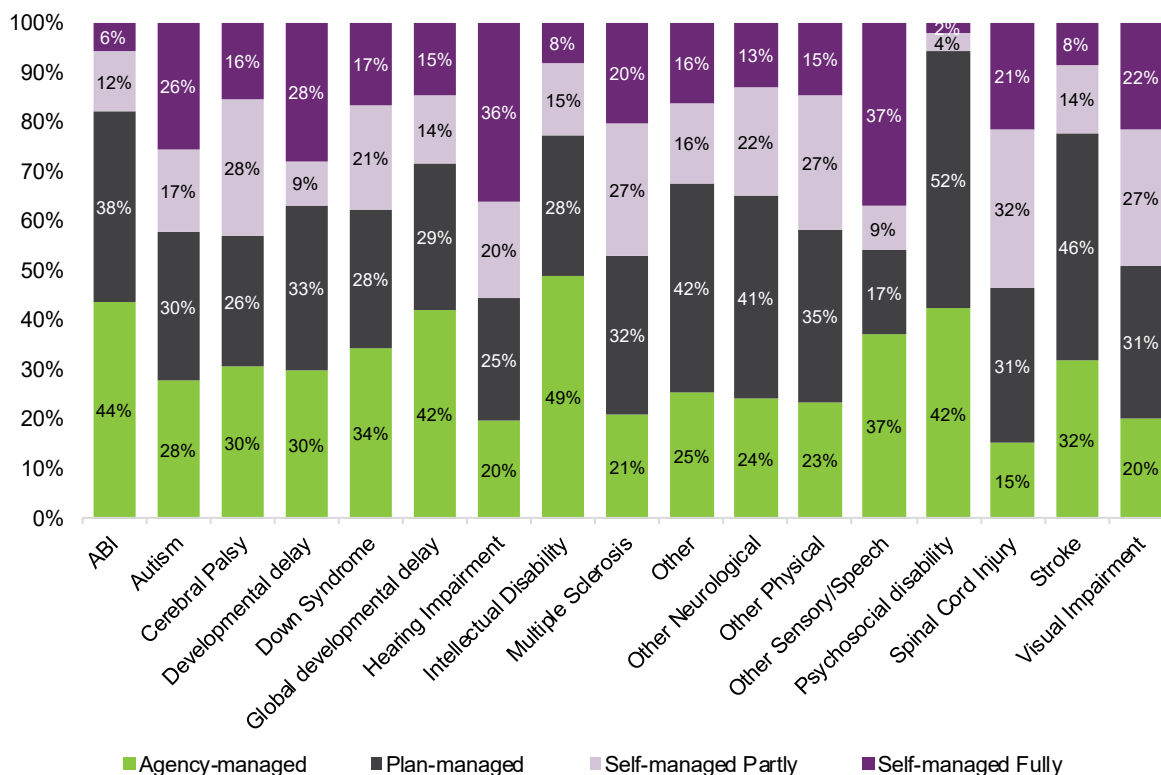
Figure I.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Western Australia <sup>386 387</sup>



<sup>386</sup> For the total number of active participants in each age group, see Table I.14.

<sup>387</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 I.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Western Australia** <sup>388 389</sup>



**Table I.52 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia** <sup>390</sup>

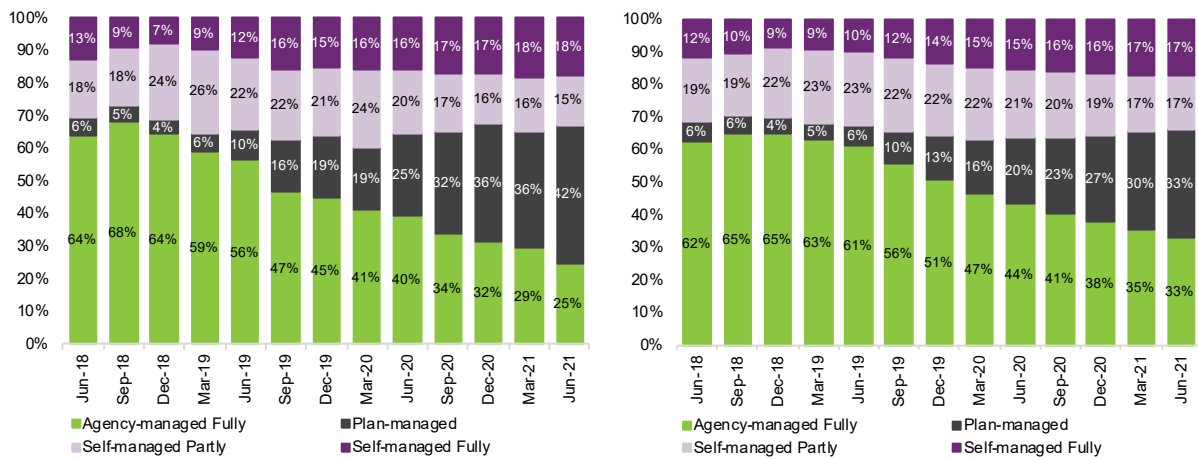
	Prior Quarters	2020-21 Q4	Total
Self-managed fully	17%	18%	17%
Self-managed partly	17%	15%	17%
Plan-managed	31%	42%	33%
Agency-managed	35%	25%	33%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>388</sup> For the total number of active participants in each primary disability group, see Table I.12.

<sup>389</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>390</sup> Ibid.

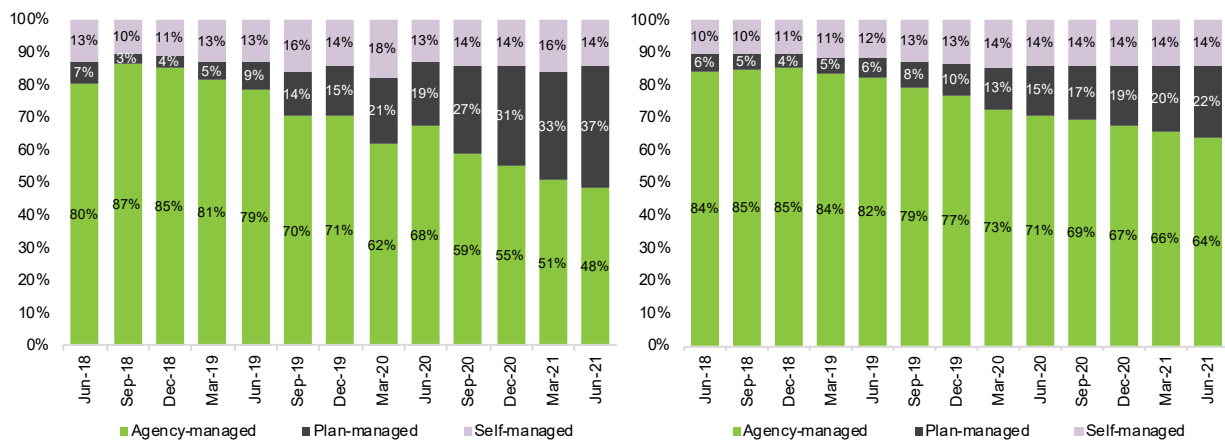
**Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>391</sup>



**Table I.53 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

	Prior Quarters	2020-21 Q4	Total
Self-managed	14%	14%	14%
Plan-managed	20%	37%	22%
Agency-managed	66%	48%	64%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.54 Distribution of active participants by support coordination and quarter of plan approval – Western Australia**

	Prior Quarters	2020-21 Q4	Total
Support coordination	46%	54%	48%

<sup>391</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.55 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia <sup>392</sup>

Plan activation	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	22,961	71%	1,227	59%	24,188	70%
30 to 59 days	3,283	10%	273	13%	3,556	10%
60 to 89 days	1,608	5%	161	8%	1,769	5%
<b>Activated within 90 days</b>	<b>27,852</b>	<b>86%</b>	<b>1,661</b>	<b>79%</b>	<b>29,513</b>	<b>86%</b>
90 to 119 days	917	3%	102	5%	1,019	3%
120 days and over	2,357	7%	120	6%	2,477	7%
<b>Activated after 90 days</b>	<b>3,274</b>	<b>10%</b>	<b>222</b>	<b>11%</b>	<b>3,496</b>	<b>10%</b>
No payments	1,119	3%	211	10%	1,330	4%
<b>Total plans approved</b>	<b>32,245</b>	<b>100%</b>	<b>2,094</b>	<b>100%</b>	<b>34,339</b>	<b>100%</b>

Table I.56 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	1,940	2,093	93%
Not Aboriginal and Torres Strait Islander	25,805	26,876	96%
Not Stated	3,016	3,152	96%
<b>Total</b>	<b>30,761</b>	<b>32,121</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,609	2,702	97%
Not CALD	23,313	24,377	96%
Not Stated	4,839	5,042	96%
<b>Total</b>	<b>30,761</b>	<b>32,121</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	24,426	25,373	96%
Regional	5,113	5,431	94%
Remote	1,222	1,317	93%
Missing	<11	<11	
<b>Total</b>	<b>30,761</b>	<b>32,121</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	11,054	11,588	95%
Intellectual Disability (including Down Syndrome)	7,150	7,466	96%
Psychosocial Disability	2,530	2,590	98%
Developmental Delay (including Global Developmental Delay)	1,176	1,235	95%
Other	8,851	9,242	96%
<b>Total</b>	<b>30,761</b>	<b>32,121</b>	<b>96%</b>

<sup>392</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table I.57 Distribution of plans by utilisation – Western Australia** <sup>393 394</sup>

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

**Table I.58 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>395</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	11%	13%	11%
Health & Wellbeing	62%	67%	63%
Lifelong Learning	25%	28%	26%
Other	22%	26%	23%
Non-categorised	19%	16%	18%
Any mainstream service	95%	95%	95%

## Part Four: Providers and the growing market

**Table I.59 Key markets indicators by quarter – Western Australia** <sup>396 397</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.35	1.38
b) Number of providers delivering new types of supports	273	236
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	92%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	89%	89%
<i>Early Childhood Supports (%)</i>	92%	90%
<i>Assist Personal Activities (%)</i>	90%	90%

**Table I.60 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Western Australia** <sup>398</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	70
Active in 2020-21 Q4 and also in previous quarters	971
<b>Active in 2020-21 Q4</b>	<b>1,041</b>
Inactive in 2020-21 Q4	1,012
<b>Active ever</b>	<b>2,053</b>

<sup>393</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>394</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>395</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>396</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>397</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>398</sup> Active providers refer to those who have received payment for support Agency-managed participants.



**Table I.61 Cumulative number of providers that have been ever active by registration group – Western Australia** <sup>399</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	41	1	42	2%
Assistance Animals	19	1	20	5%
Assistance with daily life tasks in a group or shared living arrangement	197	14	211	7%
Assistance with travel/transport arrangements	218	13	231	6%
Daily Personal Activities	382	16	398	4%
Group and Centre Based Activities	220	15	235	7%
High Intensity Daily Personal Activities	271	17	288	6%
Household tasks	351	19	370	5%
Interpreting and translation	44	4	48	9%
Participation in community, social and civic activities	427	26	453	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	70	4	74	6%
Assistive products for household tasks	68	4	72	6%
Assistance products for personal care and safety	482	17	499	4%
Communication and information equipment	152	14	166	9%
Customised Prosthetics	151	12	163	8%
Hearing Equipment	53	5	58	9%
Hearing Services	13	4	17	31%
Personal Mobility Equipment	255	16	271	6%
Specialised Hearing Services	12	4	16	33%
Vision Equipment	45	2	47	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	458	32	490	7%
Behaviour Support	181	14	195	8%
Community nursing care for high needs	97	11	108	11%
Development of daily living and life skills	243	21	264	9%
Early Intervention supports for early childhood	349	14	363	4%
Exercise Physiology and Physical Wellbeing activities	99	11	110	11%
Innovative Community Participation	53	9	62	17%
Specialised Driving Training	38	7	45	18%
Therapeutic Supports	829	35	864	4%
<b>Capital services</b>				
Home modification design and construction	72	3	75	4%
Specialist Disability Accommodation	20	6	26	30%
Vehicle Modifications	36	4	40	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	229	12	241	5%
Support Coordination	156	15	171	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	85	8	93	9%
Specialised Supported Employment	66	7	73	11%
<b>Total</b>	<b>1,983</b>	<b>70</b>	<b>2,053</b>	<b>4%</b>

<sup>399</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.62 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	6	36	<b>42</b>	14%	86%	<b>100%</b>
Assistance Animals	2	18	<b>20</b>	10%	90%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	22	189	<b>211</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	24	207	<b>231</b>	10%	90%	<b>100%</b>
Daily Personal Activities	40	358	<b>398</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	18	217	<b>235</b>	8%	92%	<b>100%</b>
High Intensity Daily Personal Activities	24	264	<b>288</b>	8%	92%	<b>100%</b>
Household tasks	70	300	<b>370</b>	19%	81%	<b>100%</b>
Interpreting and translation	7	41	<b>48</b>	15%	85%	<b>100%</b>
Participation in community, social and civic activities	45	408	<b>453</b>	10%	90%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	7	67	<b>74</b>	9%	91%	<b>100%</b>
Assistive products for household tasks	7	65	<b>72</b>	10%	90%	<b>100%</b>
Assistance products for personal care and safety	68	431	<b>499</b>	14%	86%	<b>100%</b>
Communication and information equipment	26	140	<b>166</b>	16%	84%	<b>100%</b>
Customised Prosthetics	25	138	<b>163</b>	15%	85%	<b>100%</b>
Hearing Equipment	9	49	<b>58</b>	16%	84%	<b>100%</b>
Hearing Services	2	15	<b>17</b>	12%	88%	<b>100%</b>
Personal Mobility Equipment	36	235	<b>271</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	2	14	<b>16</b>	13%	88%	<b>100%</b>
Vision Equipment	6	41	<b>47</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	75	415	<b>490</b>	15%	85%	<b>100%</b>
Behaviour Support	40	155	<b>195</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	10	98	<b>108</b>	9%	91%	<b>100%</b>
Development of daily living and life skills	26	238	<b>264</b>	10%	90%	<b>100%</b>
Early Intervention supports for early childhood	106	257	<b>363</b>	29%	71%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	21	89	<b>110</b>	19%	81%	<b>100%</b>
Innovative Community Participation	8	54	<b>62</b>	13%	87%	<b>100%</b>
Specialised Driving Training	9	36	<b>45</b>	20%	80%	<b>100%</b>
Therapeutic Supports	270	594	<b>864</b>	31%	69%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	8	67	<b>75</b>	11%	89%	<b>100%</b>
Specialist Disability Accommodation	2	24	<b>26</b>	8%	92%	<b>100%</b>
Vehicle Modifications	3	37	<b>40</b>	8%	93%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	48	193	<b>241</b>	20%	80%	<b>100%</b>
Support Coordination	24	147	<b>171</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	88	<b>93</b>	5%	95%	<b>100%</b>
Specialised Supported Employment	7	66	<b>73</b>	10%	90%	<b>100%</b>
<b>Total</b>	<b>460</b>	<b>1,593</b>	<b>2,053</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

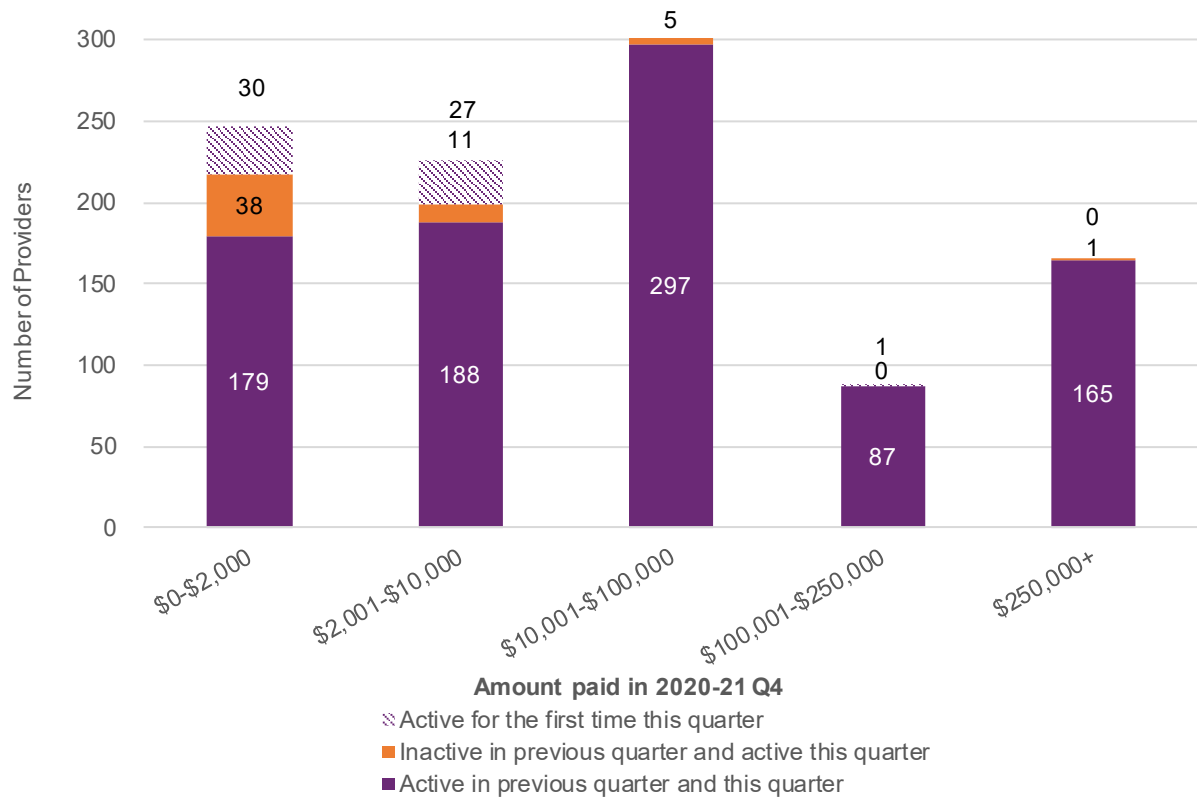
**Table I.63 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Western Australia**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	7	1	8	13%
Assistance Animals	10	1	11	9%
Assistance with daily life tasks in a group or shared living arrangement	140	14	154	9%
Assistance with travel/transport arrangements	122	13	135	10%
Daily Personal Activities	229	16	245	7%
Group and Centre Based Activities	124	15	139	11%
High Intensity Daily Personal Activities	156	17	173	10%
Household tasks	192	19	211	9%
Interpreting and translation	26	4	30	13%
Participation in community, social and civic activities	245	26	271	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	19	4	23	17%
Assistive products for household tasks	19	4	23	17%
Assistance products for personal care and safety	253	17	270	6%
Communication and information equipment	71	14	85	16%
Customised Prosthetics	54	12	66	18%
Hearing Equipment	26	5	31	16%
Hearing Services	3	4	7	57%
Personal Mobility Equipment	127	16	143	11%
Specialised Hearing Services	3	4	7	57%
Vision Equipment	19	2	21	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	259	32	291	11%
Behaviour Support	116	14	130	11%
Community nursing care for high needs	70	11	81	14%
Development of daily living and life skills	132	21	153	14%
Early Intervention supports for early childhood	142	14	156	9%
Exercise Physiology and Physical Wellbeing activities	60	11	71	15%
Innovative Community Participation	22	9	31	29%
Specialised Driving Training	21	7	28	25%
Therapeutic Supports	390	35	425	8%
<b>Capital services</b>				
Home modification design and construction	37	3	40	8%
Specialist Disability Accommodation	14	6	20	30%
Vehicle Modifications	17	4	21	19%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	150	12	162	7%
Support Coordination	104	15	119	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	49	8	57	14%
Specialised Supported Employment	46	7	53	13%
<b>Total</b>	<b>971</b>	<b>70</b>	<b>1,041</b>	<b>7%</b>

**Table I.64 Number and proportion of providers active in 2020-21 Q4 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	0	8	8	0%	100%	100%
Assistance Animals	2	9	11	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	15	139	154	10%	90%	100%
Assistance with travel/transport arrangements	16	119	135	12%	88%	100%
Daily Personal Activities	29	216	245	12%	88%	100%
Group and Centre Based Activities	13	126	139	9%	91%	100%
High Intensity Daily Personal Activities	20	153	173	12%	88%	100%
Household tasks	47	164	211	22%	78%	100%
Interpreting and translation	5	25	30	17%	83%	100%
Participation in community, social and civic activities	35	236	271	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	23	23	0%	100%	100%
Assistive products for household tasks	3	20	23	13%	87%	100%
Assistance products for personal care and safety	36	234	270	13%	87%	100%
Communication and information equipment	10	75	85	12%	88%	100%
Customised Prosthetics	6	60	66	9%	91%	100%
Hearing Equipment	4	27	31	13%	87%	100%
Hearing Services	1	6	7	14%	86%	100%
Personal Mobility Equipment	23	120	143	16%	84%	100%
Specialised Hearing Services	2	5	7	29%	71%	100%
Vision Equipment	2	19	21	10%	90%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	43	248	291	15%	85%	100%
Behaviour Support	23	107	130	18%	82%	100%
Community nursing care for high needs	9	72	81	11%	89%	100%
Development of daily living and life skills	15	138	153	10%	90%	100%
Early Intervention supports for early childhood	39	117	156	25%	75%	100%
Exercise Physiology and Physical Wellbeing activities	13	58	71	18%	82%	100%
Innovative Community Participation	1	30	31	3%	97%	100%
Specialised Driving Training	4	24	28	14%	86%	100%
Therapeutic Supports	130	295	425	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	4	36	40	10%	90%	100%
Specialist Disability Accommodation	2	18	20	10%	90%	100%
Vehicle Modifications	2	19	21	10%	90%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	37	125	162	23%	77%	100%
Support Coordination	19	100	119	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	53	57	7%	93%	100%
Specialised Supported Employment	6	47	53	11%	89%	100%
<b>Total</b>	<b>216</b>	<b>825</b>	<b>1,041</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**Figure I.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Western Australia** <sup>400</sup>



## Part Five: Financial sustainability

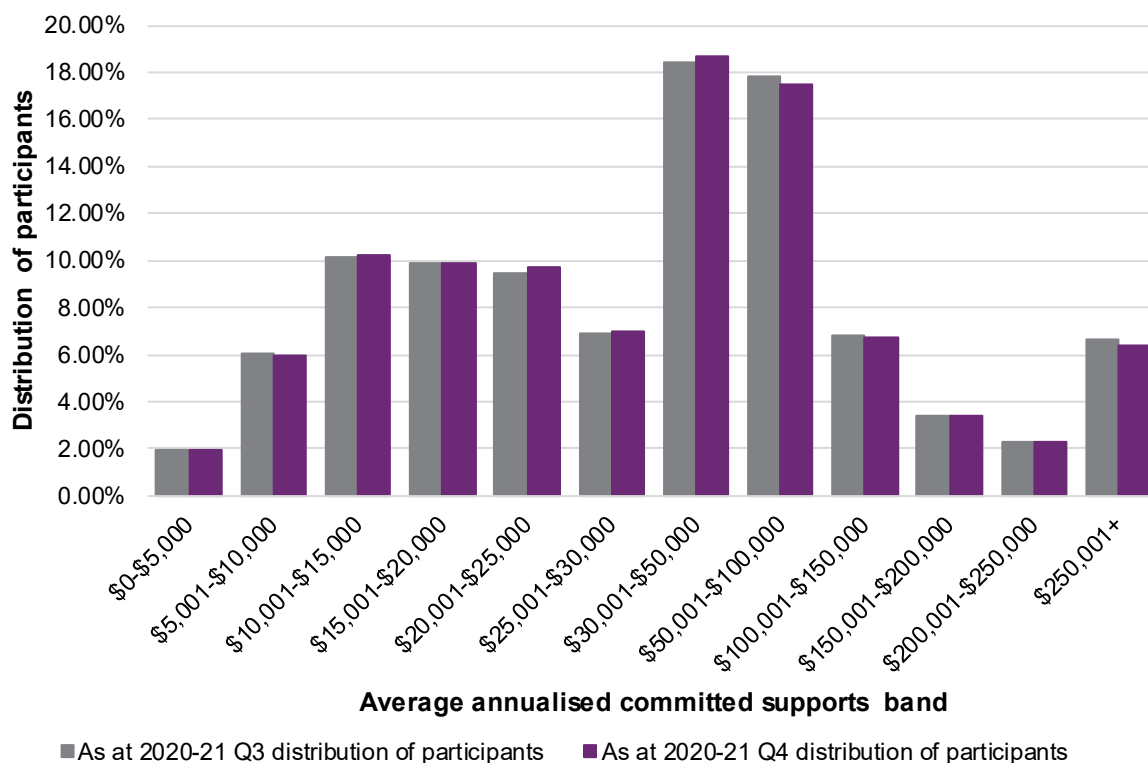
**Table I.65 Committed supports by financial year (\$m) – Western Australia** <sup>401</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.1	19.3	69.9	172.3	223.0	544.0	1,560.4	2,726.0

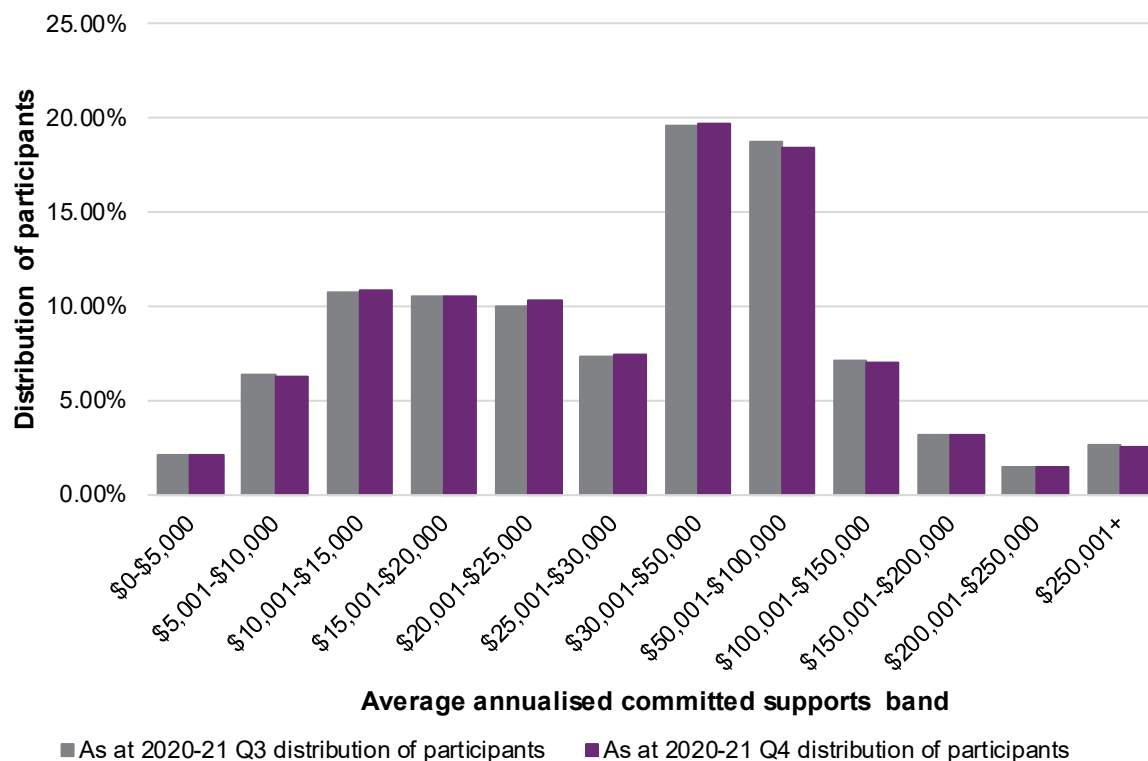
<sup>400</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>401</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.18 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 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Western Australia**



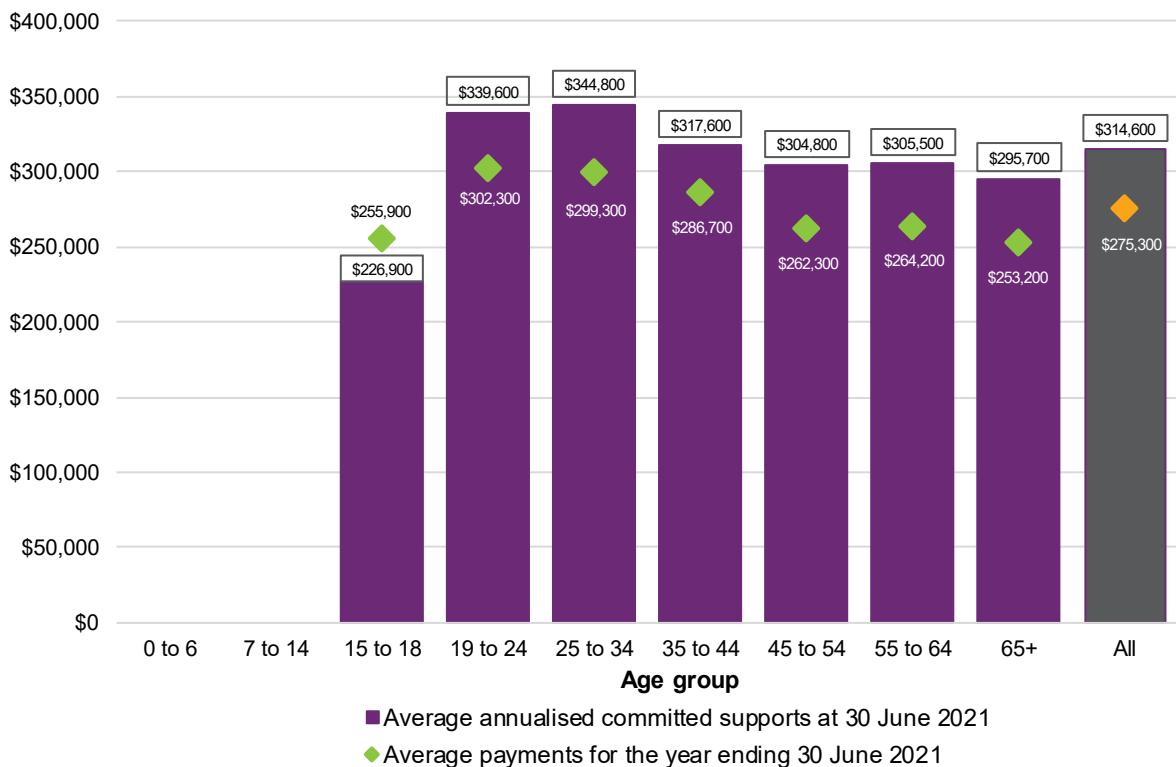
**Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Western Australia**



**Figure I.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Western Australia** <sup>402</sup>



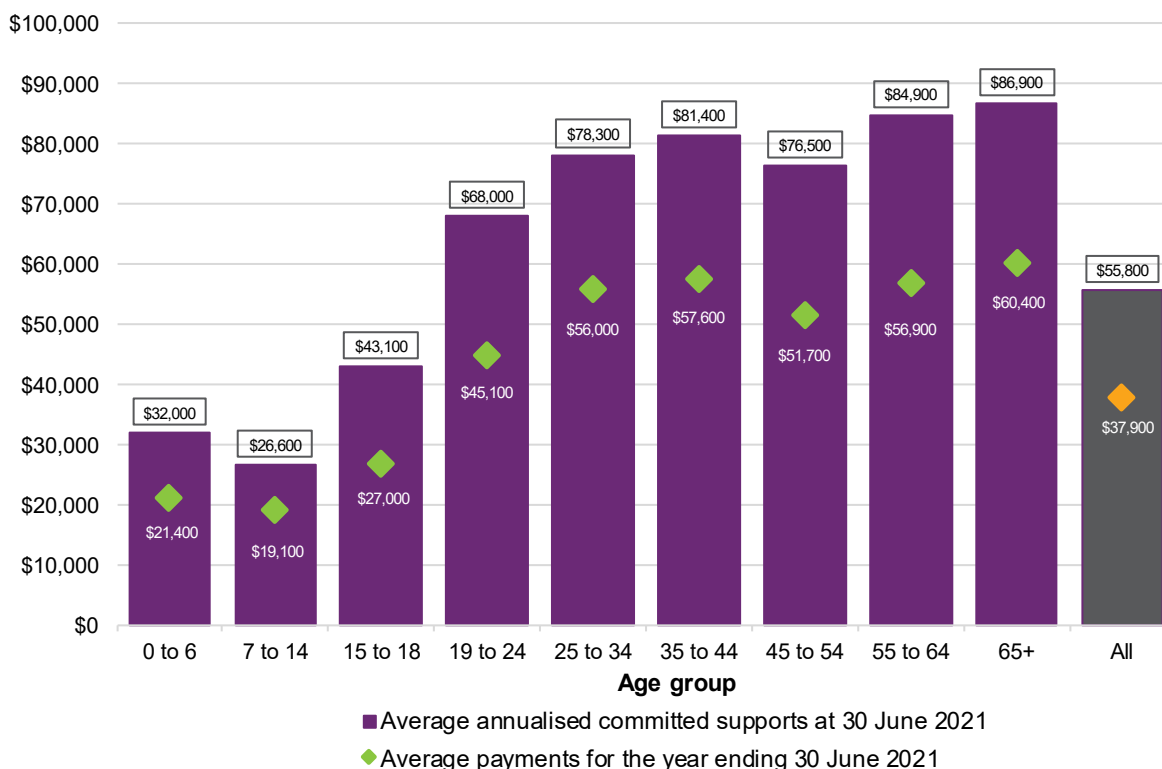
**Figure I.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Western Australia** <sup>403</sup>



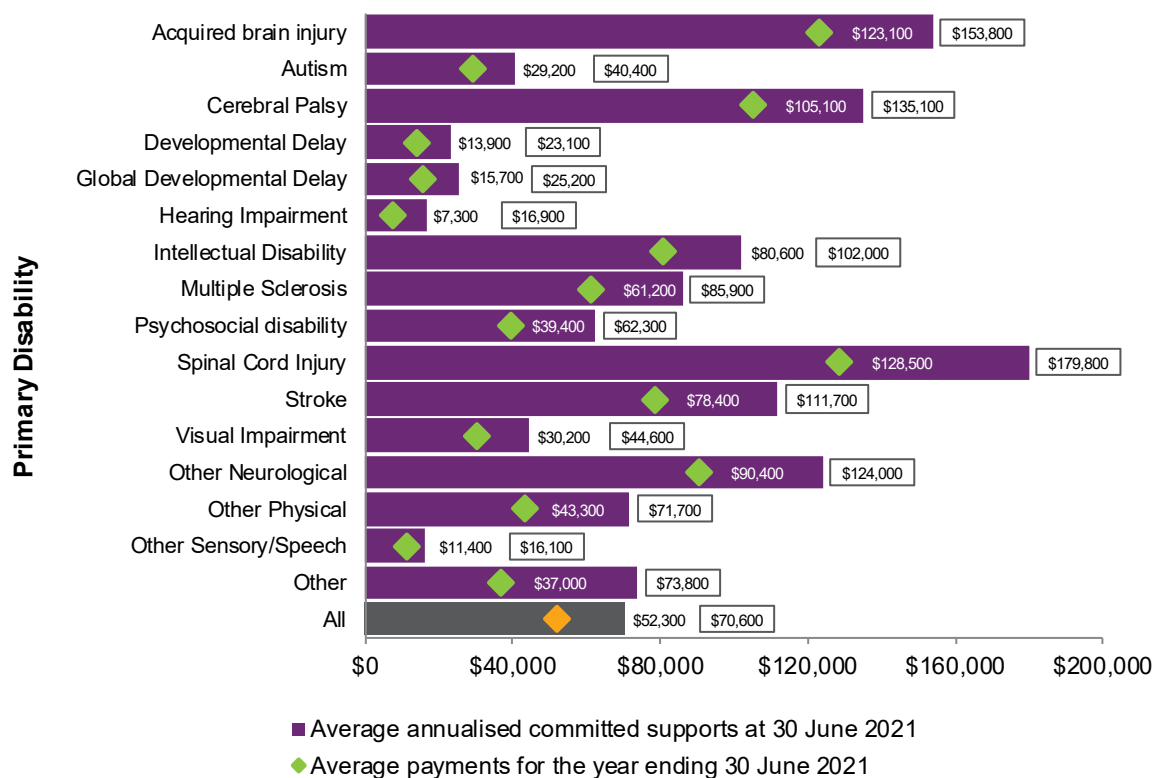
<sup>402</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>403</sup> Ibid.

**Figure I.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Western Australia** <sup>404</sup>



**Figure I.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Western Australia** <sup>405</sup>

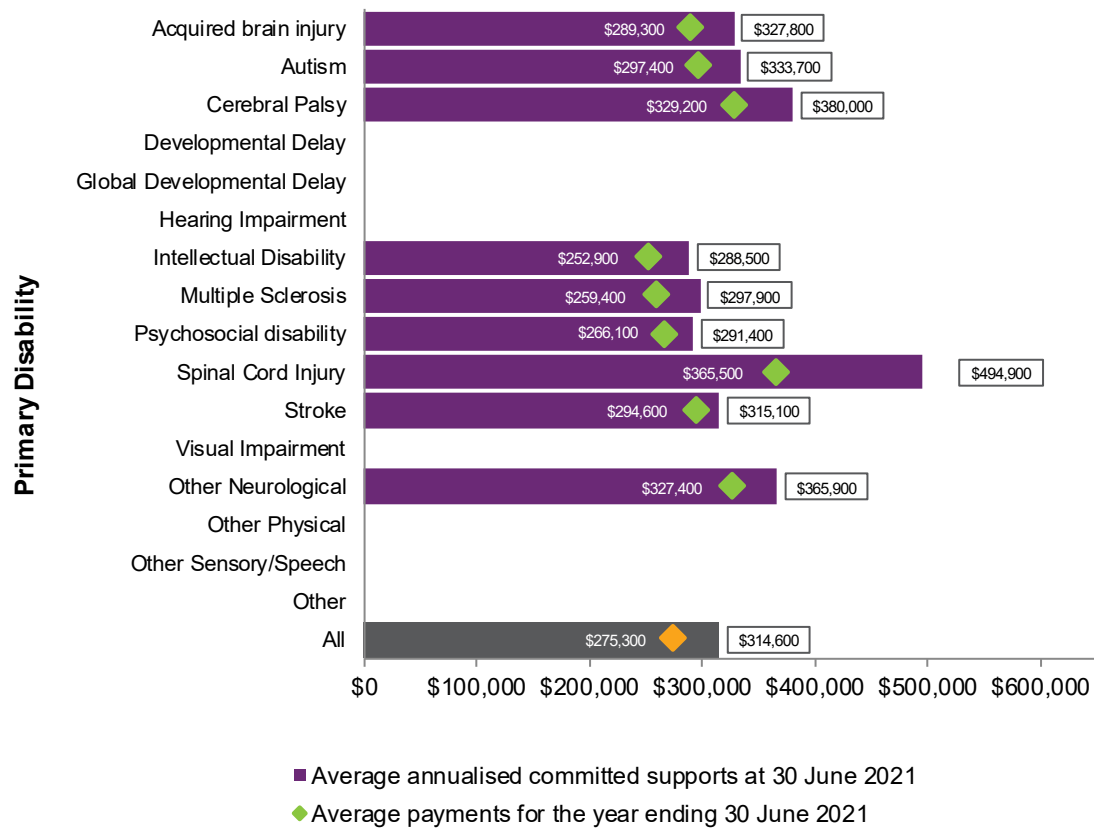


<sup>404</sup> Ibid.

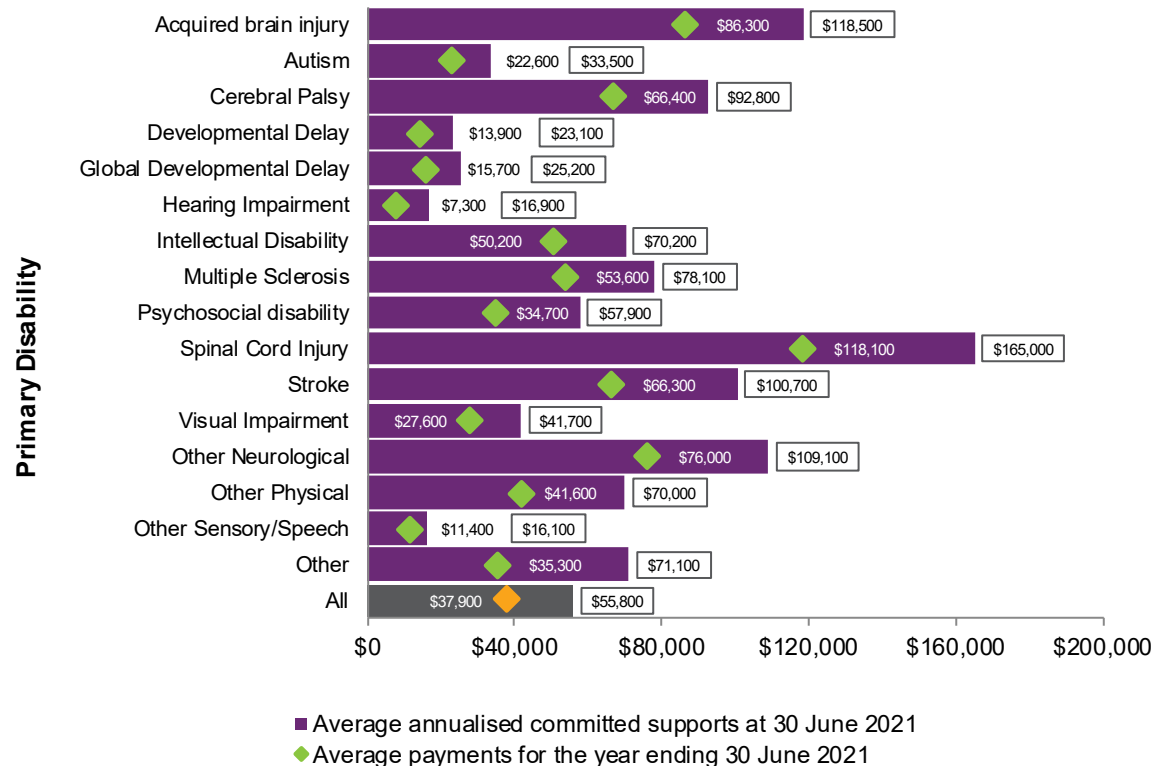
<sup>405</sup> Ibid.



**Figure I.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Western Australia** <sup>406</sup>



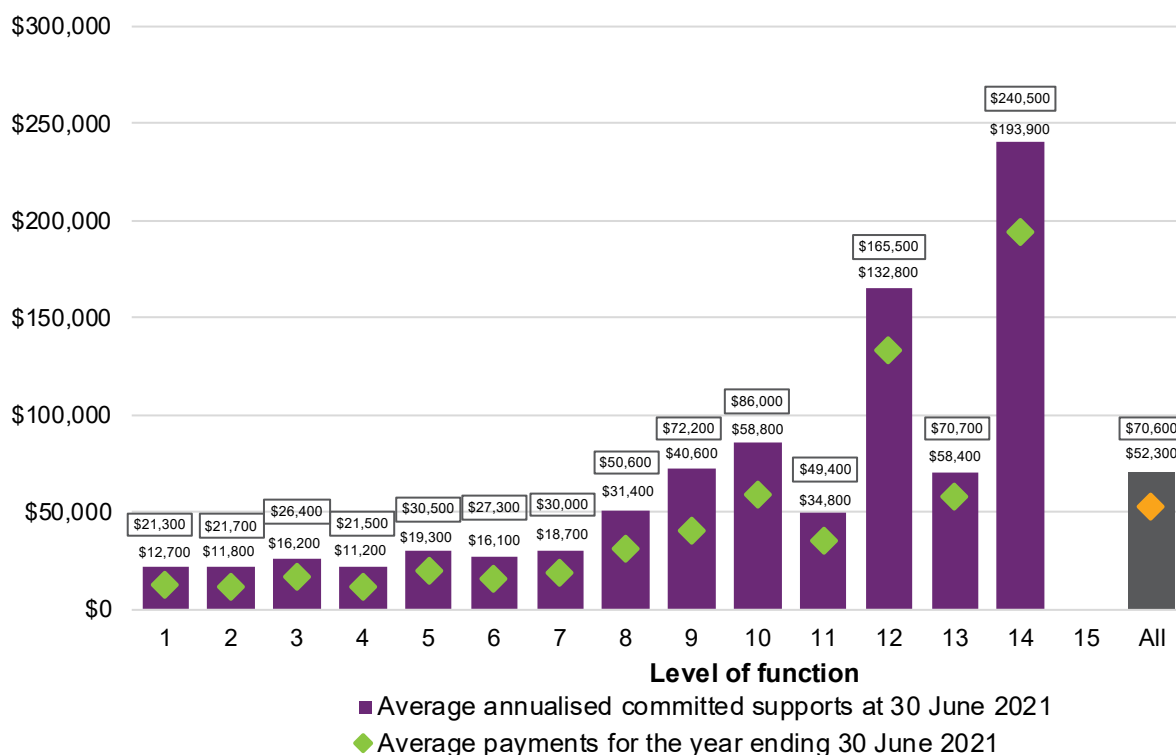
**Figure I.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Western Australia** <sup>407</sup>



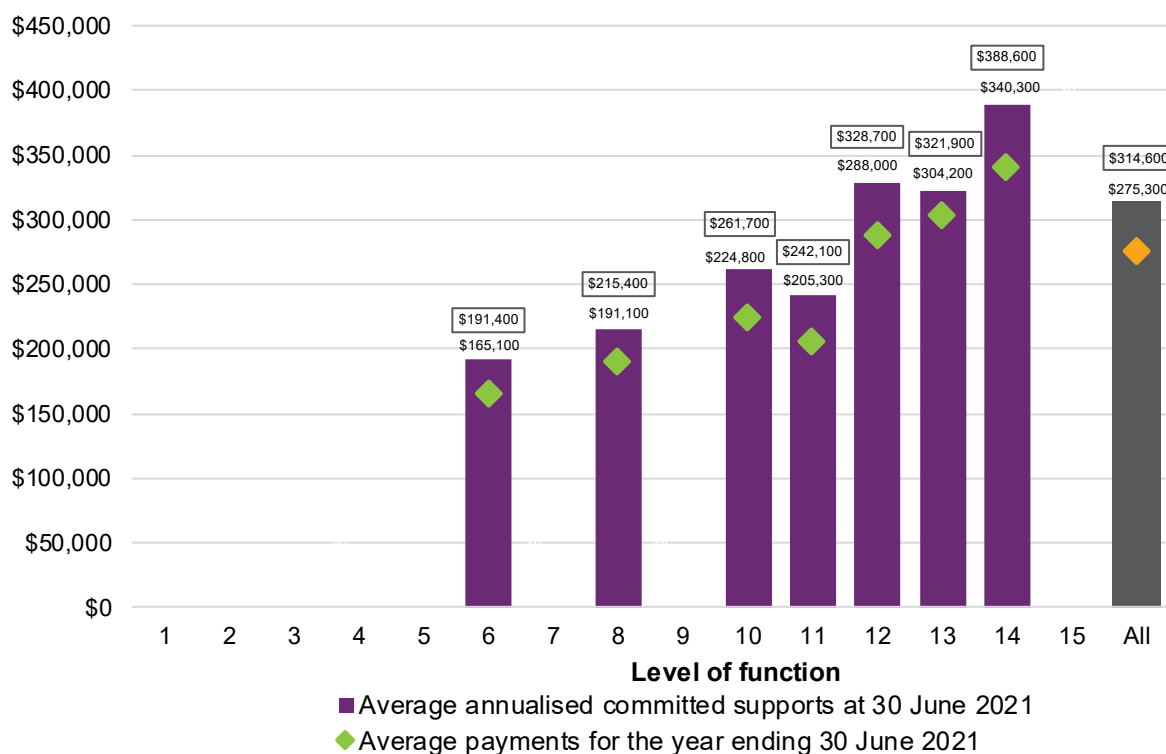
<sup>406</sup> Ibid.

<sup>407</sup> Ibid.

**Figure I.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Western Australia** <sup>408</sup>



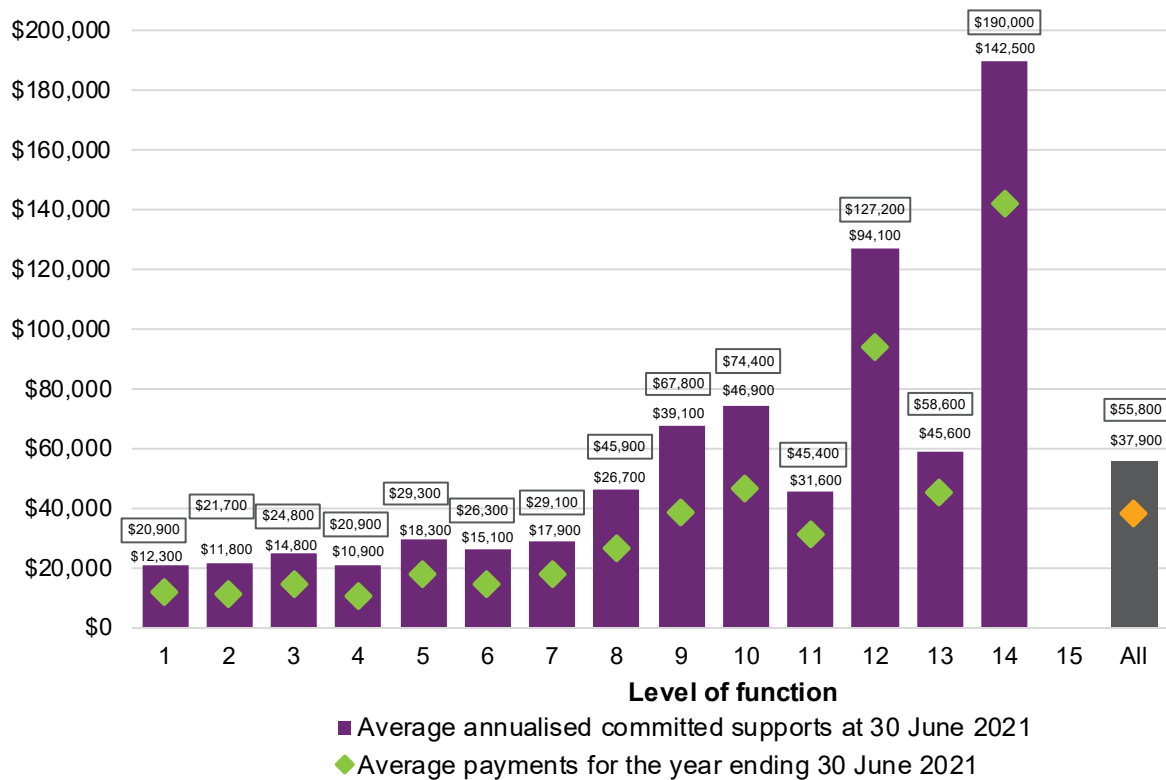
**Figure I.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Western Australia** <sup>409</sup>



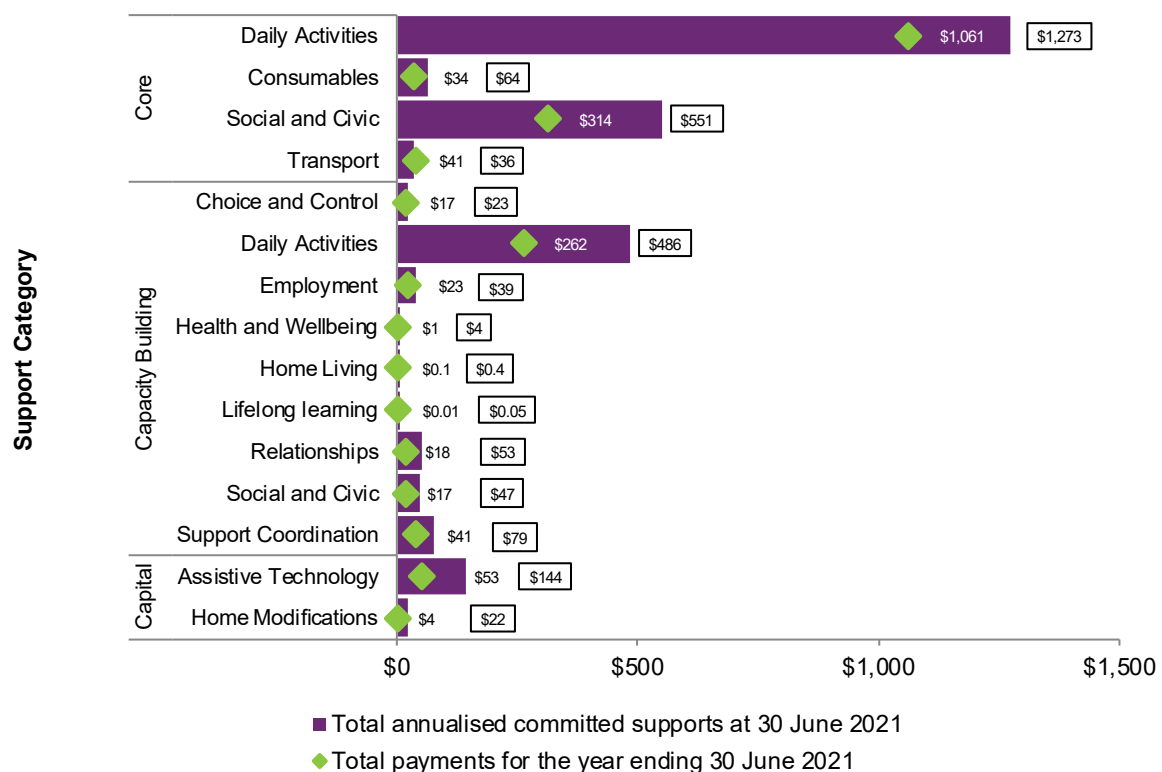
<sup>408</sup> Ibid.

<sup>409</sup> Ibid.

**Figure I.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Western Australia** <sup>410</sup>



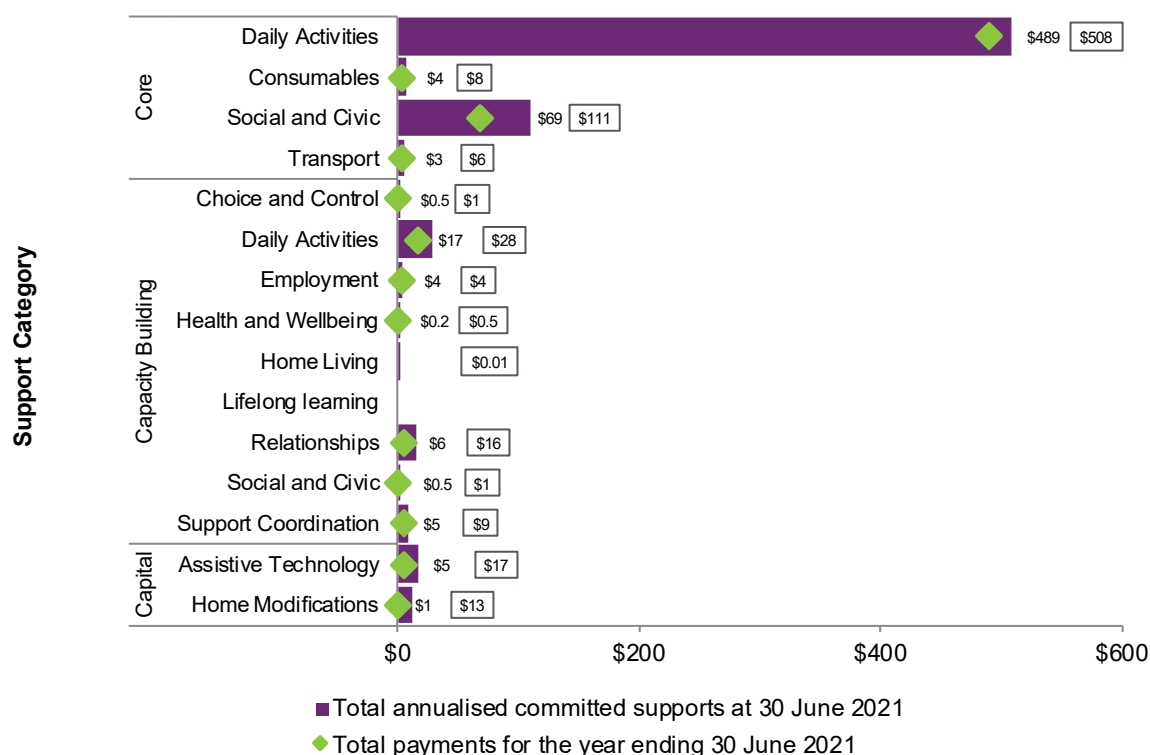
**Figure I.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Western Australia** <sup>411</sup>



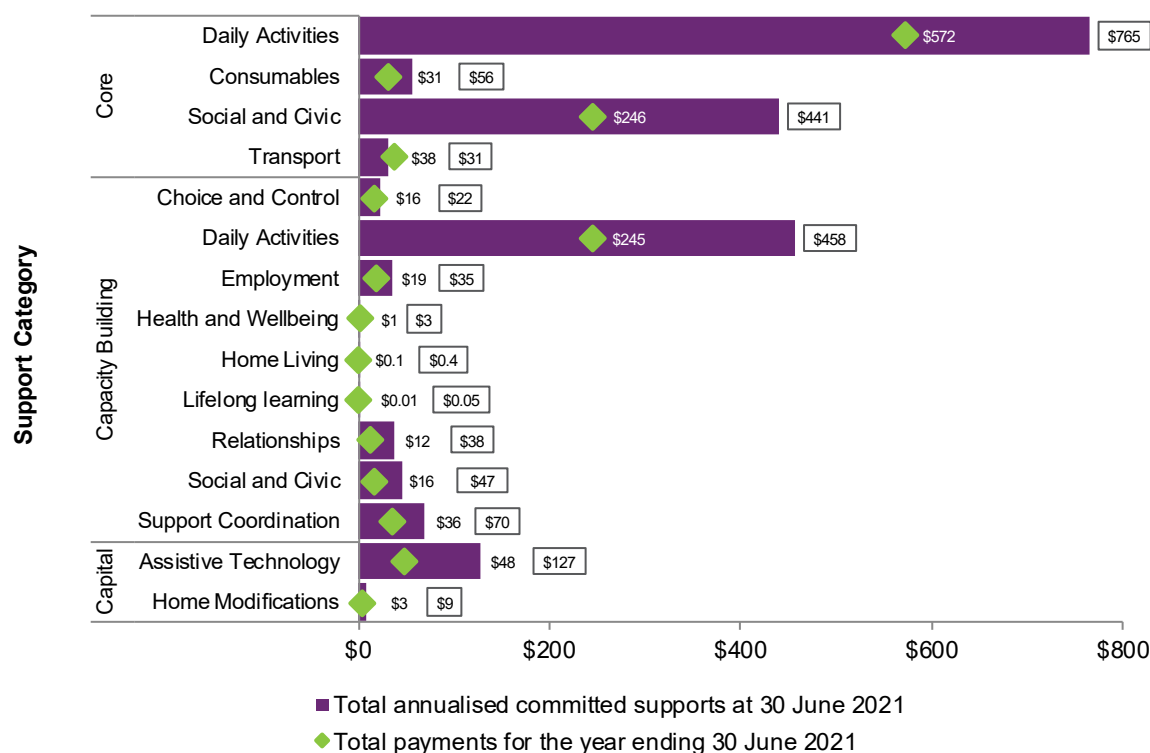
<sup>410</sup> Ibid.

<sup>411</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure I.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Western Australia** <sup>412</sup>



**Figure I.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Western Australia** <sup>413</sup>



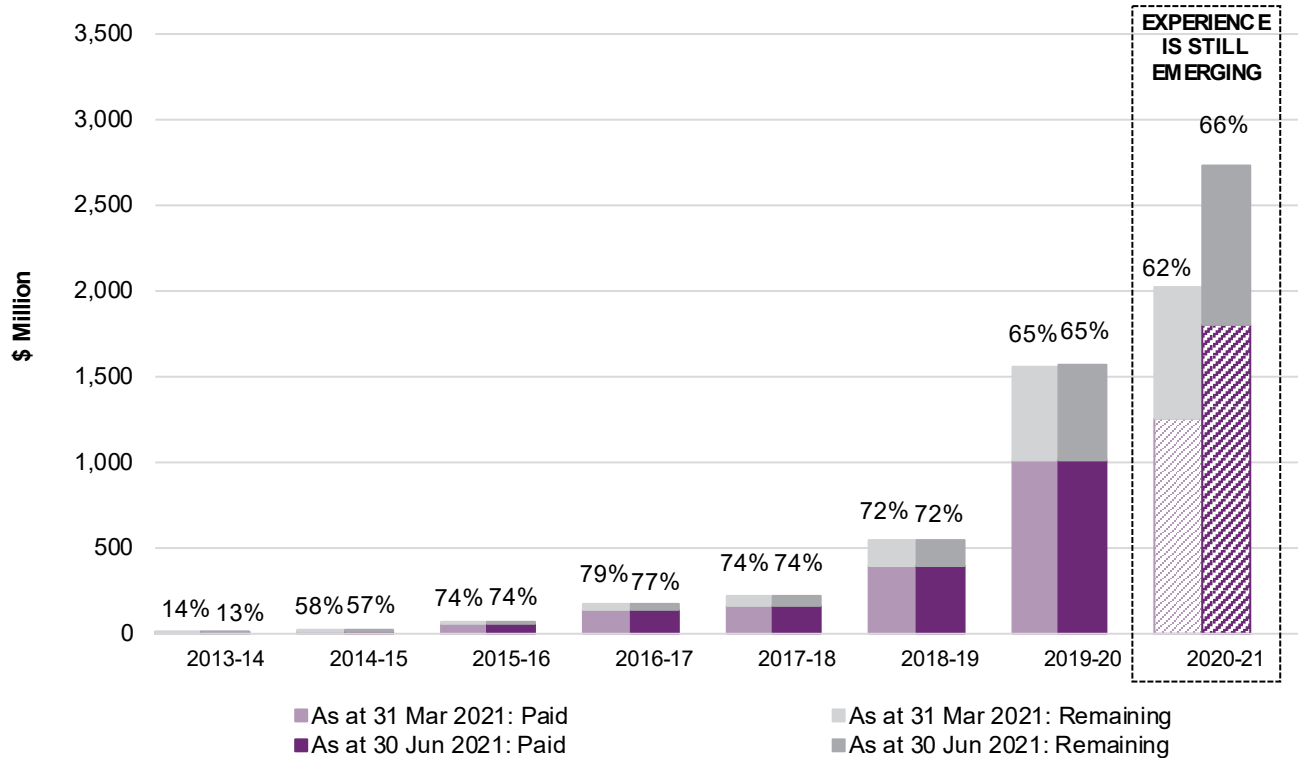
<sup>412</sup> Ibid.

<sup>413</sup> Ibid.

**Table I.66 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>414</sup>

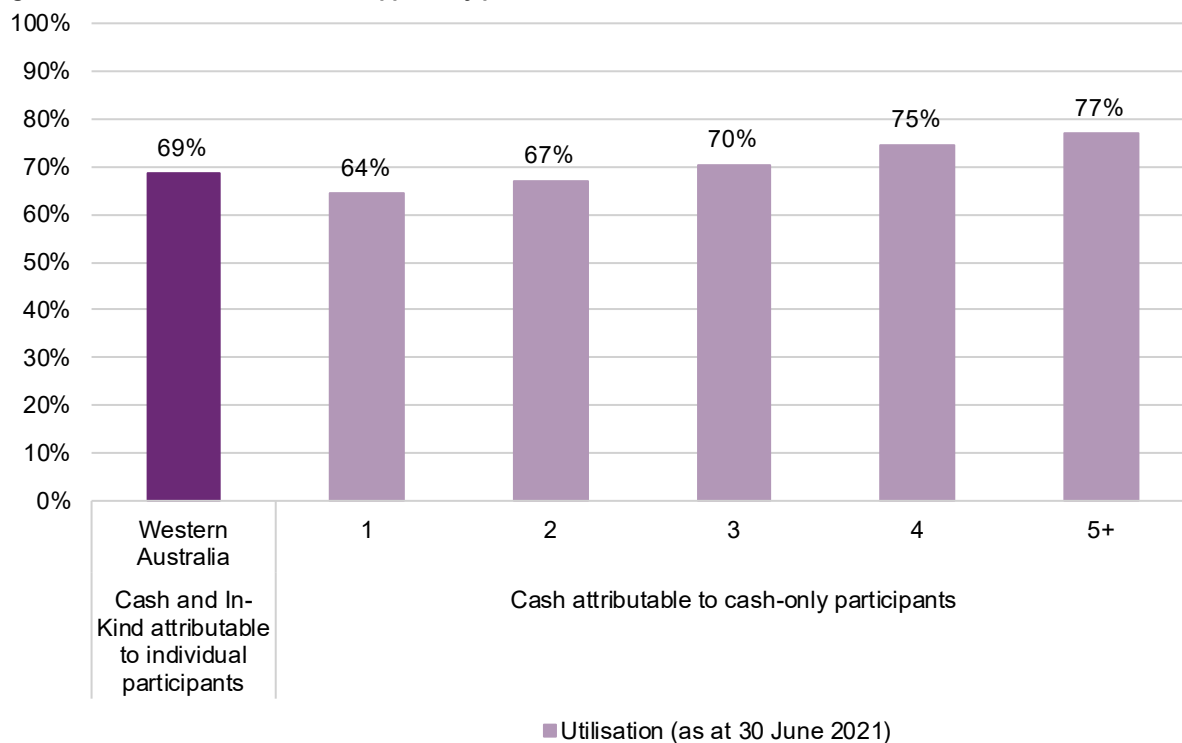
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.1	19.3	69.9	172.3	223.0	544.0	1,560.4	2,726.0
Total Paid	0.0	11.1	51.5	133.2	165.9	390.1	1,012.3	1,803.4
% utilised to date	13%	57%	74%	77%	74%	72%	65%	66%

**Figure I.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Western Australia**

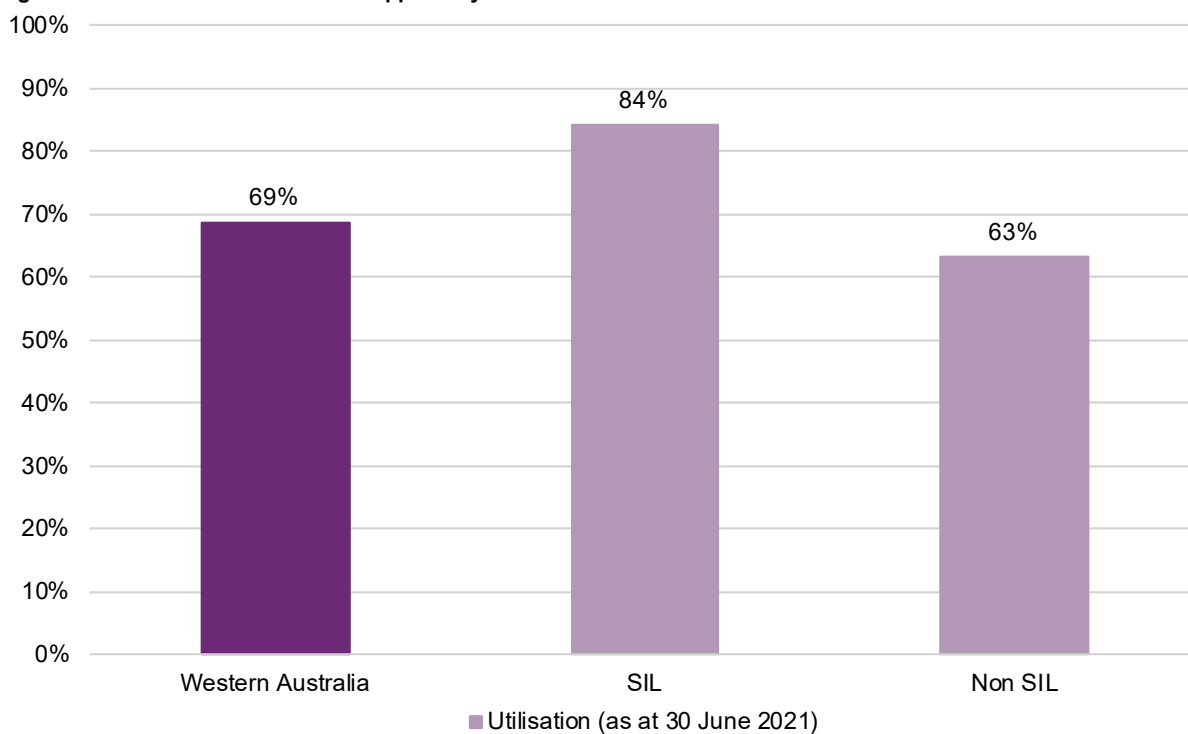


<sup>414</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

**Figure I.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Western Australia** <sup>415</sup>



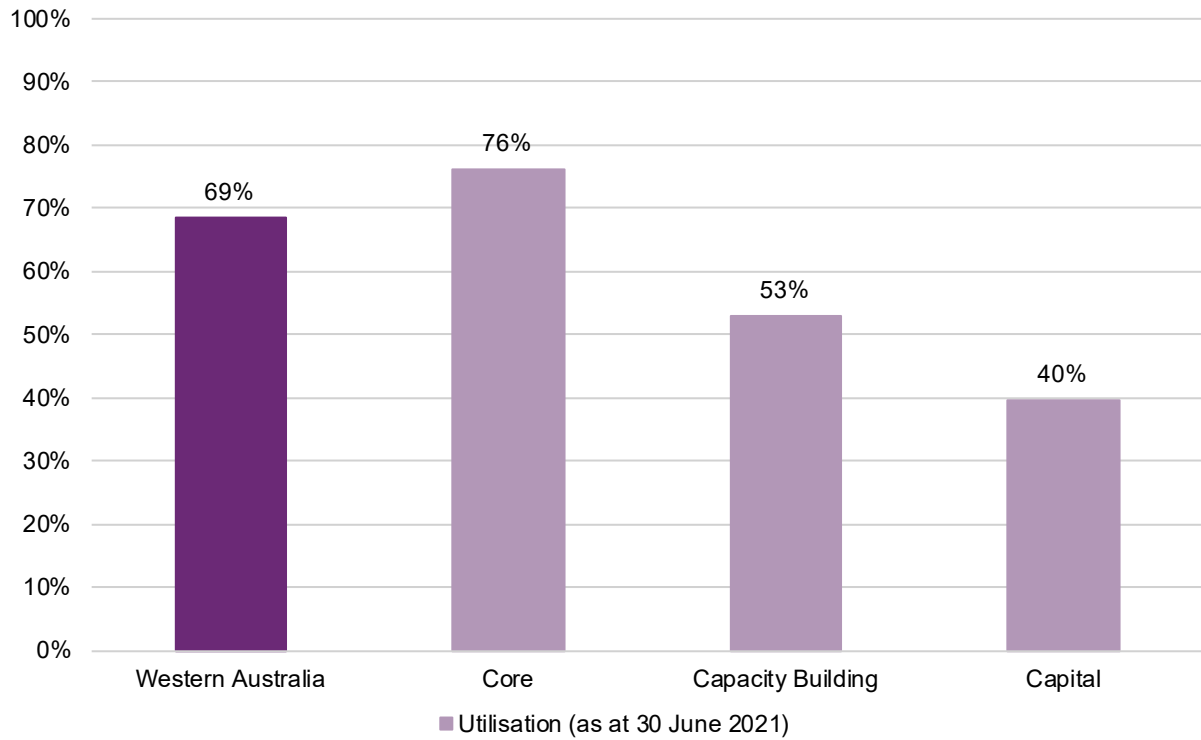
**Figure I.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Western Australia** <sup>416</sup>



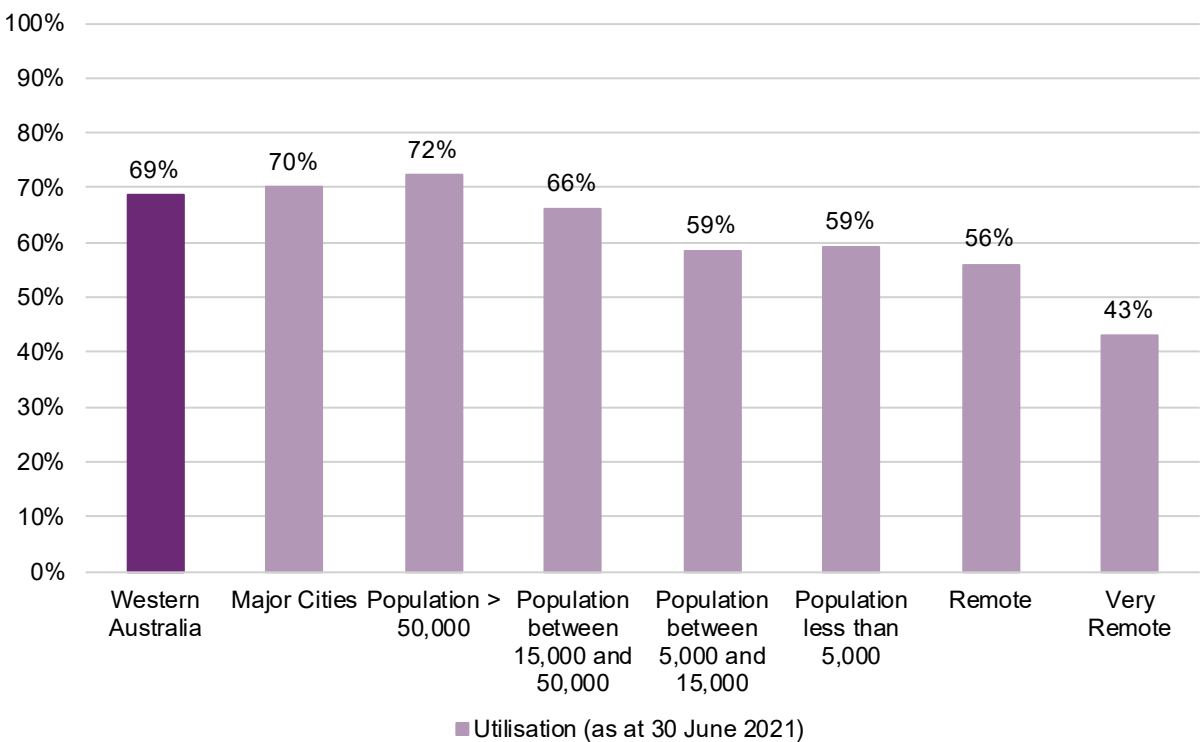
<sup>415</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>416</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure I.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Western Australia** <sup>417</sup>



**Figure I.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Western Australia** <sup>418</sup>



<sup>417</sup> Ibid.

<sup>418</sup> Ibid.

# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>419</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
South Australia	39,483	1,551	41,034	673	41,707

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia <sup>420</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	50,327	2,054	52,381
Active Eligible	40,541	1,508	42,049
New	24,805	1,452	26,257
State	12,893	21	12,914
Commonwealth	2,843	35	2,878
Active Participant Plans (excl ECEI)	39,483	1,551	41,034
New	23,912	1,484	25,396
State	12,775	23	12,798
Commonwealth	2,796	44	2,840
Active Participant Plans	39,982	2,224	41,707
Early Intervention (s25)	12,601	642	13,243
Permanent Disability (s24)	26,882	909	27,791
ECEI	499	673	673

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – South Australia

Exits	Total
Total participant exits	2,171
Early Intervention participants	1,106
Permanent disability participants	1,065

<sup>419</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>420</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>421 422</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	<11	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
End of 2020-21 Q4	12,798	2,840	25,396	673	41,707

**Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia** <sup>423 424 425 426</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
End of 2020-21 Q4	13,243	27,791	673	41,707

<sup>421</sup> This table shows the total numbers of active participants at the end of each period.

<sup>422</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>423</sup> This table shows the total numbers of active participants at the end of each period.

<sup>424</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>425</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>426</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table J.6 Assessment of access by age group – South Australia** <sup>427</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	13,326	96%	610	97%	13,936	96%
7 to 14	9,405	89%	261	84%	9,666	89%
15 to 18	2,048	89%	61	86%	2,109	89%
19 to 24	2,156	88%	60	75%	2,216	87%
25 to 34	3,118	87%	93	65%	3,211	86%
35 to 44	3,114	82%	129	63%	3,243	81%
45 to 54	4,439	78%	135	56%	4,574	77%
55 to 64	5,532	74%	160	44%	5,692	72%
65+	341	64%	<11		347	64%
Missing	<11		<11		<11	
<b>Total</b>	<b>43,479</b>	<b>86%</b>	<b>1,515</b>	<b>74%</b>	<b>44,994</b>	<b>86%</b>

**Table J.7 Assessment of access by disability – South Australia** <sup>428</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	1,698	94%	44	81%	1,742	94%
Autism	15,742	98%	467	96%	16,209	98%
Cerebral Palsy	1,241	97%	16	76%	1,257	97%
Developmental Delay	3,012	95%	330	99%	3,342	95%
Global Developmental Delay	1,384	99%	128	99%	1,512	99%
Hearing Impairment	1,730	90%	47	89%	1,777	90%
Intellectual Disability	8,163	95%	97	84%	8,260	95%
Multiple Sclerosis	773	86%	23	66%	796	85%
Psychosocial disability	2,817	63%	173	56%	2,990	63%
Spinal Cord Injury	432	96%	11	100%	443	96%
Stroke	510	81%	30	77%	540	80%
Visual Impairment	755	86%	18	67%	773	86%
Other Neurological	1,747	79%	50	66%	1,797	79%
Other Physical	1,958	50%	39	24%	1,997	49%
Other Sensory/Speech	898	53%	<11		902	53%
Other	276	40%	38	22%	314	36%
Missing	343	93%	<11		343	93%
<b>Total</b>	<b>43,479</b>	<b>86%</b>	<b>1,515</b>	<b>74%</b>	<b>44,994</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.

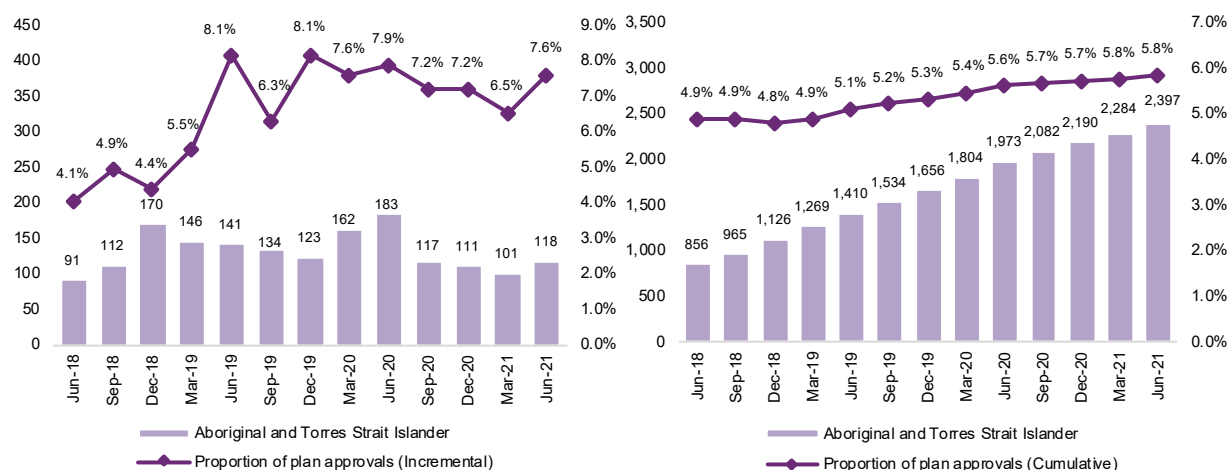
**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,279	5.8%	118	7.6%	<b>2,397</b>	<b>5.8%</b>
Not Aboriginal and Torres Strait Islander	32,004	81.1%	1,195	77.0%	<b>33,199</b>	<b>80.9%</b>
Not Stated	5,200	13.2%	238	15.3%	<b>5,438</b>	<b>13.3%</b>
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</b>	<b>100%</b>

<sup>427</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.

<sup>428</sup> Ibid.

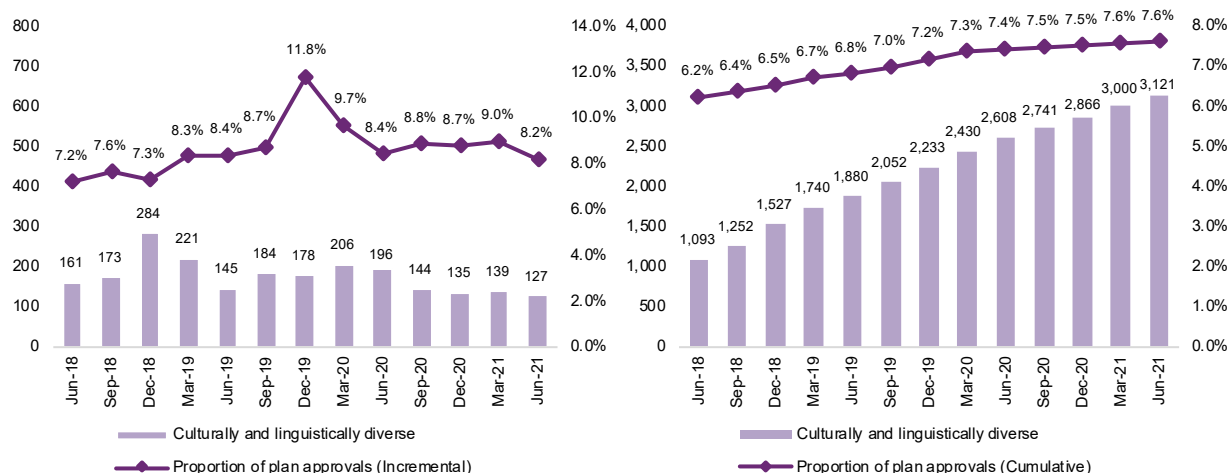
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>429</sup>



**Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia**

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,994	7.6%	127	8.2%	3,121	7.6%
Not culturally and linguistically diverse	36,440	92.3%	1,424	91.8%	37,864	92.3%
Not stated	49	0.1%	<11		49	0.1%
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</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>430</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 30 June 2021 – South Australia** <sup>431</sup>

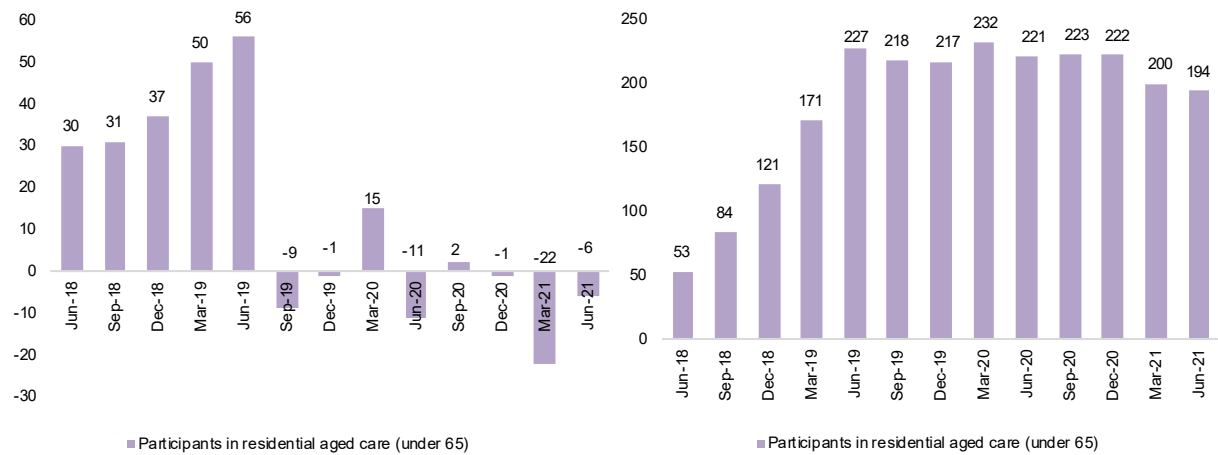
	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	34
55 to 64	154
<b>Total YPIRAC (under 65)</b>	<b>194</b>

<sup>429</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>430</sup> Ibid.

<sup>431</sup> There are a further 122 active participants aged 65 years or over who are currently in residential aged care.

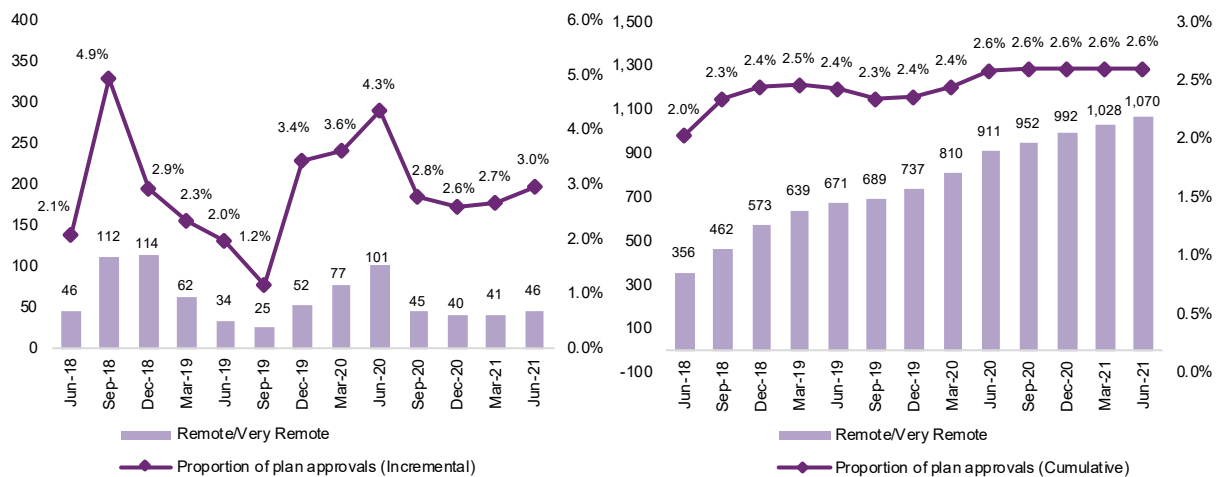
**Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>432</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>433 434</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	29,843	75.6%	1,169	75.4%	31,012	75.6%
Population > 50,000	650	1.6%	24	1.5%	674	1.6%
Population between 15,000 and 50,000	3,459	8.8%	147	9.5%	3,606	8.8%
Population between 5,000 and 15,000	1,384	3.5%	57	3.7%	1,441	3.5%
Population less than 5,000	3,123	7.9%	108	7.0%	3,231	7.9%
Remote	693	1.8%	32	2.1%	725	1.8%
Very Remote	331	0.8%	14	0.9%	345	0.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</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>435 436</sup>



<sup>432</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.

<sup>433</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>434</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

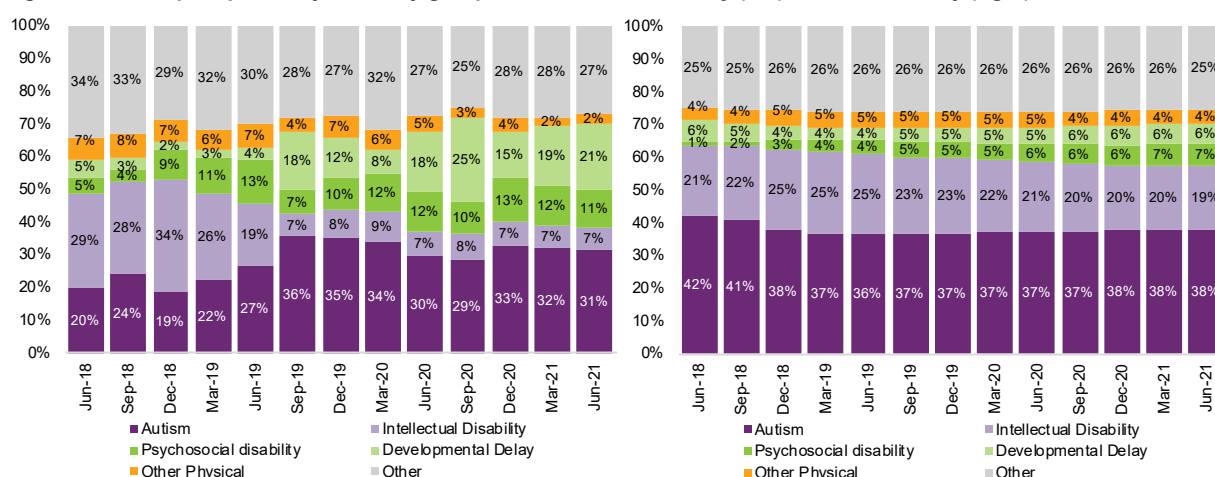
<sup>435</sup> Ibid.

<sup>436</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>437 438 439</sup>

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	15,197	38%	488	31%	15,685	38%
Intellectual Disability	7,742	20%	109	7%	7,851	19%
Psychosocial disability	2,584	7%	175	11%	2,759	7%
Developmental Delay	2,317	6%	319	21%	2,636	6%
Hearing Impairment	1,621	4%	53	3%	1,674	4%
Other Neurological	1,459	4%	58	4%	1,517	4%
Other Physical	1,685	4%	38	2%	1,723	4%
Cerebral Palsy	1,184	3%	<11		1,194	3%
ABI	1,495	4%	48	3%	1,543	4%
Global Developmental Delay	1,186	3%	116	7%	1,302	3%
Visual Impairment	710	2%	19	1%	729	2%
Multiple Sclerosis	723	2%	32	2%	755	2%
Stroke	444	1%	27	2%	471	1%
Spinal Cord Injury	386	1%	12	1%	398	1%
Other	230	1%	44	3%	274	1%
Other Sensory/Speech	520	1%	<11		523	1%
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</b>	<b>100%</b>

**Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia** <sup>440</sup>



<sup>437</sup> Table order based on national proportions (highest to lowest).

<sup>438</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

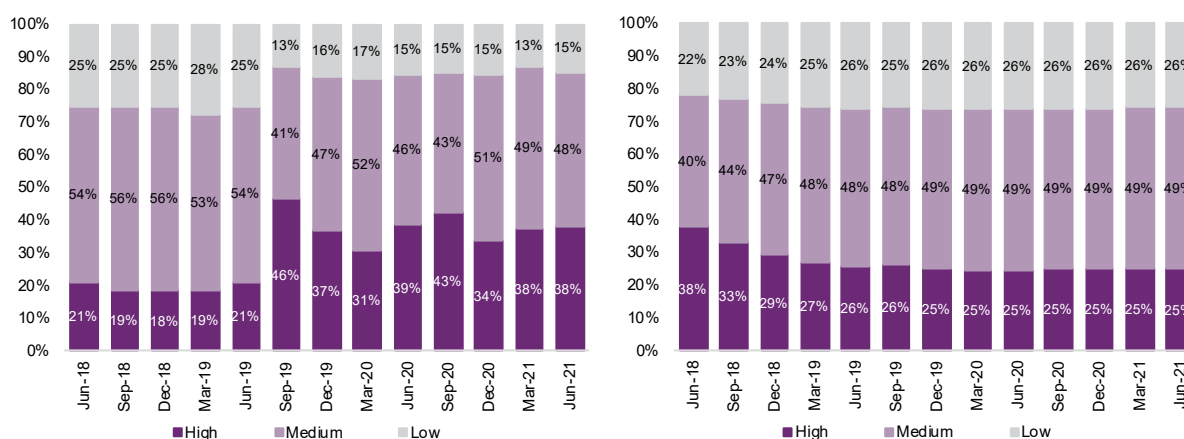
<sup>439</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (797).

<sup>440</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>441</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	2,821	7%	304	20%	3,125	8%
2 (High Function)	43	0%	<11		48	0%
3 (High Function)	2,073	5%	98	6%	2,171	5%
4 (High Function)	1,968	5%	58	4%	2,026	5%
5 (High Function)	2,698	7%	122	8%	2,820	7%
6 (Moderate Function)	10,196	26%	434	28%	10,630	26%
7 (Moderate Function)	2,149	5%	72	5%	2,221	5%
8 (Moderate Function)	2,832	7%	94	6%	2,926	7%
9 (Moderate Function)	181	0%	<11		187	0%
10 (Moderate Function)	4,160	11%	131	8%	4,291	10%
11 (Low Function)	1,515	4%	15	1%	1,530	4%
12 (Low Function)	4,827	12%	139	9%	4,966	12%
13 (Low Function)	3,399	9%	73	5%	3,472	8%
14 (Low Function)	530	1%	<11		530	1%
15 (Low Function)	<11		<11		<11	
Missing	90		<11		90	
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</b>	<b>100%</b>

**Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia** <sup>442</sup>



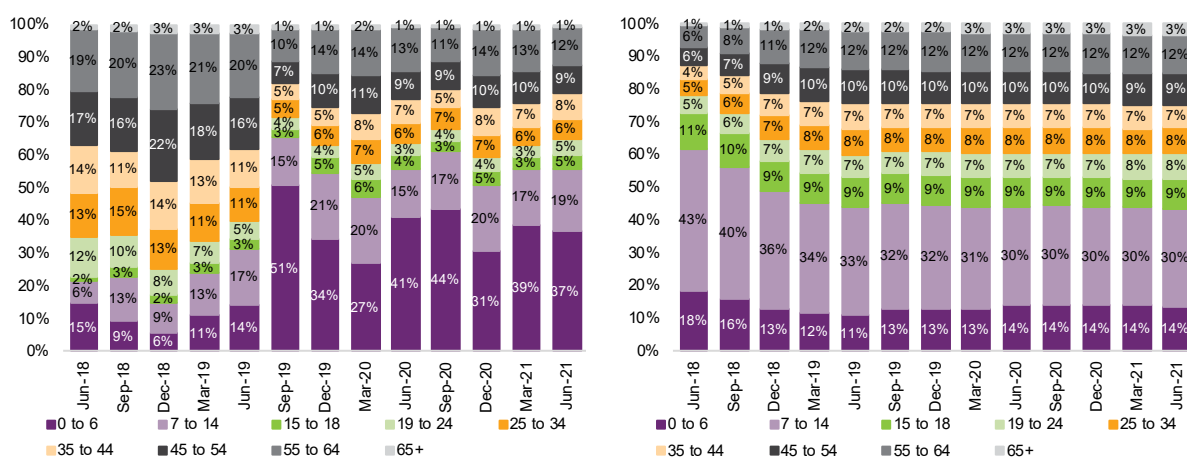
**Table J.14 Participant profile per quarter by age group – South Australia**

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	5,081	13%	570	37%	5,651	14%
7 to 14	11,924	30%	293	19%	12,217	30%
15 to 18	3,703	9%	73	5%	3,776	9%
19 to 24	3,120	8%	73	5%	3,193	8%
25 to 34	3,050	8%	95	6%	3,145	8%
35 to 44	2,870	7%	123	8%	2,993	7%
45 to 54	3,733	9%	133	9%	3,866	9%
55 to 64	4,600	12%	181	12%	4,781	12%
65+	1,402	4%	<11		1,412	3%
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</b>	<b>100%</b>

<sup>441</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>442</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.

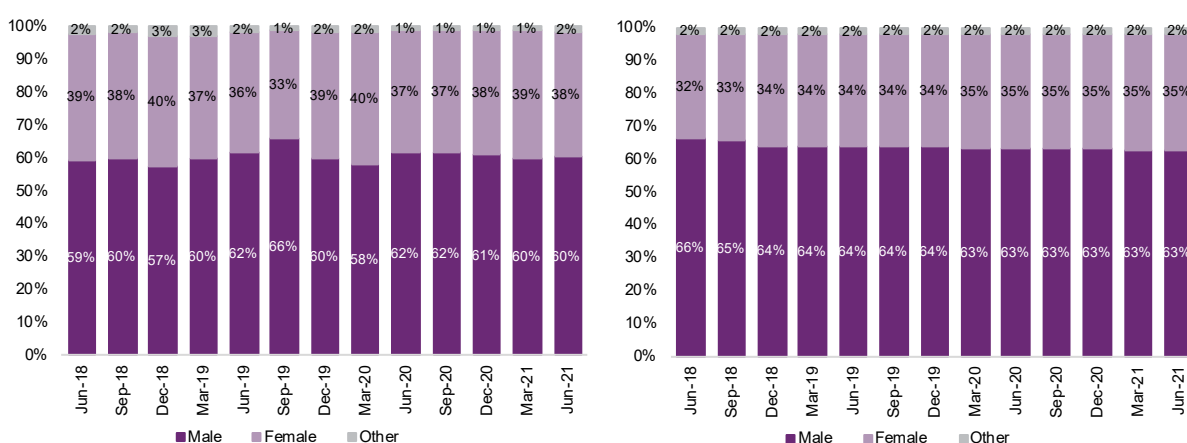
**Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia** <sup>443</sup>



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

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	24,821	63%	934	60%	25,755	63%
Female	13,947	35%	588	38%	14,535	35%
Other	715	2%	29	2%	744	2%
<b>Total</b>	<b>39,483</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>41,034</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>444</sup>



**Table J.16 Participation rates by age group – South Australia** <sup>445</sup>

	SA
0-6	4.18%
7-14	7.28%
15-18	4.63%
19-24	2.42%
25-34	1.38%
35-44	1.38%
45-54	1.79%
55-64	2.20%
<b>Total (aged 0-64)</b>	<b>2.84%</b>

<sup>443</sup> Ibid.

<sup>444</sup> Ibid.

<sup>445</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>446</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	Number of questionnaires
Participant 0 to school	1,341	810	690	1,607	1,727	6,175
Participant school to 14	1,983	1,047	1,641	2,048	1,708	8,427
Participant 15 to 24	518	1,083	1,176	637	489	3,903
Participant 25 and over	49	3,469	6,614	2,784	2,223	15,139
<b>Total Participant</b>	<b>3,891</b>	<b>6,409</b>	<b>10,121</b>	<b>7,076</b>	<b>6,147</b>	<b>33,644</b>
Family 0 to 14	3,174	1,746	2,262	3,536	3,356	14,074
Family 15 to 24	465	751	691	394	294	2,595
Family 25 and over	1	1,197	1,875	732	499	4,304
<b>Total Family</b>	<b>3,640</b>	<b>3,694</b>	<b>4,828</b>	<b>4,662</b>	<b>4,149</b>	<b>20,973</b>
<b>Total</b>	<b>7,531</b>	<b>10,103</b>	<b>14,949</b>	<b>11,738</b>	<b>10,296</b>	<b>54,617</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>446</sup> Baseline outcomes for participants and/or their families and carers were collected for 97% 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	57%	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%	74%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			29%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

**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%	76%
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			43%	
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%	25%	22%
% receiving Carer Allowance	40%	46%	34%
% working in a paid job	47%	49%	36%
Of those in a paid job, % in permanent employment	77%	74%	74%
Of those in a paid job, % working 15 hours or more	80%	86%	85%
% 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%	86%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	23%	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		45%	
% who feel in control selecting services		43%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% 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=937) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia**<sup>447</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=2,522) - participants who entered between 1 July 2016 and 30 June 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?	48%
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?	49%

<sup>447</sup> Results in Tables J.22 to J.25 include participants who entered between 1 July 2016 and 30 June 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=1,070) and ‘Participant 25 and over’ (n=5,394) - participants who entered between 1 July 2016 and 30 June 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%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	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=3,305); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,222) - participants who entered between 1 July 2016 and 30 June 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?	74%	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?	75%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
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=355) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia <sup>448</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	+3%
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?	56%	63%	+7%

<sup>448</sup> Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,208) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	72%	+5%
LL	Has the NDIS improved your child's access to education?	42%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

**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=884) and ‘Participant 25 and over’ (n=2,851) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	59%	65%	+6%	66%	73%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	65%	+5%	72%	80%	+8%
REL	Has the NDIS helped you to meet more people?	47%	48%	+1%	48%	53%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	-1%	29%	32%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	+4%	46%	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%	32%	0%	25%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	21%	20%	0%
S/CP	Has the NDIS helped you be more involved?	53%	54%	+2%	55%	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=1,430); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=729) - participants who entered between 1 July 2016 and 30 June 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?	71%	74%	+3%	61%	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%	66%	+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%	42%	41%	-1%

**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=328) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia <sup>449</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%	94%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	94%	93%	95%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	76%	75%	80%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	63%	56%	59%	-5%

**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=886) - participants who entered between 1 July 2016 and 30 June 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?	65%	73%	77%	+12%
LL	Has the NDIS improved your child's access to education?	49%	53%	54%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	60%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	55%	+7%

<sup>449</sup> Results in Tables J.30 to J.35 include participants who had their first plan approved between 1 July 2016 and 30 June 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=509) - participants who entered between 1 July 2016 and 30 June 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%	66%	+11%
Has the NDIS helped you with daily living activities?	55%	61%	68%	+12%
Has the NDIS helped you to meet more people?	44%	50%	48%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	17%	19%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	36%	39%	43%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	18%	17%	0%
Has the NDIS helped you be more involved?	45%	50%	54%	+9%

**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=753) - participants who entered between 1 July 2016 and 30 June 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%	71%	75%	+10%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	46%	52%	56%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	24%	29%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	44%	50%	53%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	27%	29%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	20%	-1%
Has the NDIS helped you be more involved?	52%	55%	63%	+11%

**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=933) - participants who entered between 1 July 2016 and 30 June 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?	64%	63%	68%	+4%
Has the NDIS improved the level of support for your family?	72%	73%	76%	+3%
Has the NDIS improved your access to services, programs and activities in the community?	74%	73%	77%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	81%	83%	+4%
Has the NDIS improved your health and wellbeing?	47%	45%	49%	+2%

**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=278) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	39%	49%	54%	+15%
Has the NDIS improved the level of support for your family?	56%	64%	70%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	51%	57%	64%	+12%
Has the NDIS improved your health and wellbeing?	36%	39%	38%	+2%

**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=204) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia <sup>450</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%	96%	97%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	95%	96%	94%	93%	-2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	89%	85%	76%	85%	-4%
REL	Has the NDIS improved how your child fits into family life?	82%	75%	85%	85%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	67%	62%	70%	67%	0%

<sup>450</sup> Results in Tables J.36 to J.40 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**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=599) - participants who entered between 1 July 2016 and 30 June 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%	69%	75%	77%	+11%
LL	Has the NDIS improved your child's access to education?	48%	46%	53%	54%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	63%	63%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	48%	56%	56%	+7%

**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=204) - participants who entered between 1 July 2016 and 30 June 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%	69%	69%	+13%
DL	Has the NDIS helped you with daily living activities?	55%	60%	66%	70%	+15%
REL	Has the NDIS helped you to meet more people?	38%	44%	47%	49%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	19%	21%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	43%	47%	49%	+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?	32%	33%	34%	32%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	14%	13%	15%	+3%
S/CP	Has the NDIS helped you be more involved?	48%	50%	55%	55%	+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 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=403) - participants who entered between 1 July 2016 and 30 June 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?	59%	62%	66%	69%	+10%
Has the NDIS improved the level of support for your family?	74%	76%	76%	76%	+2%
Has the NDIS improved your access to services, programs and activities in the community?	75%	74%	74%	77%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	81%	79%	+2%
Has the NDIS improved your health and wellbeing?	51%	46%	44%	46%	-5%



**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=64) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	45%	46%	47%	59%	+13%
Has the NDIS improved the level of support for your family?	60%	68%	66%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	63%	60%	60%	62%	-1%
Has the NDIS improved your health and wellbeing?	37%	37%	38%	40%	+2%

**Table J.41 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,560), ‘participant social and community engagement rate’ (n=4,568) and ‘parent and carer employment rate’ (n=2,393) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – South Australia <sup>451</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	16%	20%	24%	24%
Aged 25+	30%	28%	27%	
Aged 15+	27%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	33%	37%	37%	50%
Aged 25+	38%	42%	42%	
Aged 15+	37%	41%	41%	
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%	45%	

<sup>451</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 30 June 2019 and have had a second plan review to date.

**Table J.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,404), 'participant social and community engagement rate' (n=1,417) and 'parent and carer employment rate' (n=1,227) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – South Australia <sup>452</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	15%	17%	20%	26%	24%
Aged 25+	32%	30%	29%	26%	
Aged 15+	27%	26%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	36%	33%	37%	50%
Aged 25+	39%	40%	40%	42%	
Aged 15+	37%	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+	45%	46%	50%	44%	
All ages	47%	51%	52%	51%	

**Table J.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=141), 'participant social and community engagement rate' (n=147) and 'parent and carer employment rate' (n=453) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – South Australia <sup>453</sup>**

Plan review – participants who entered between 1 July 2016 and 30 June 2017 – South Australia						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	6%	9%	19%	25%	21%	24%
Aged 25+	Numbers are too small					
Aged 15+	9%	10%	20%	26%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	36%	40%	42%	41%	45%	50%
Aged 25+	Numbers are too small					
Aged 15+	37%	42%	43%	41%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	42%	44%	48%	50%	49%	50%
Aged 15+	54%	54%	52%	41%	52%	
All ages	43%	46%	49%	49%	49%	

<sup>452</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 30 June 2018 and have had a third plan review to date.

<sup>453</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 30 June 2017 and have had a fourth plan review to date.

**Table J.44 Number of active plans by goal type and primary disability – South Australia** <sup>454</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	403	1,296	837	237	398	1,237	605	353	<b>1,543</b>
Autism	2,539	14,525	5,941	5,634	7,900	10,241	956	1,875	<b>15,685</b>
Cerebral Palsy	286	1,070	635	263	308	854	301	206	<b>1,194</b>
Developmental Delay	131	2,481	663	1,408	1,149	1,185	0	1	<b>2,636</b>
Down Syndrome	165	686	387	182	292	635	266	266	<b>797</b>
Global Developmental Delay	60	1,230	347	731	602	578	1	1	<b>1,302</b>
Hearing Impairment	366	1,442	398	511	340	858	165	317	<b>1,674</b>
Intellectual Disability	1,558	5,930	3,054	1,956	2,465	5,454	2,193	2,596	<b>7,054</b>
Multiple Sclerosis	234	653	516	57	96	561	258	124	<b>755</b>
Psychosocial disability	715	2,105	1,624	554	574	2,330	1,188	743	<b>2,759</b>
Spinal Cord Injury	135	353	265	39	47	290	158	94	<b>398</b>
Stroke	147	425	272	54	73	377	176	101	<b>471</b>
Visual Impairment	227	667	312	187	84	529	154	241	<b>729</b>
Other Neurological	418	1,304	875	219	308	1,151	554	235	<b>1,517</b>
Other Physical	452	1,530	944	205	190	1,056	487	332	<b>1,723</b>
Other Sensory/Speech	55	467	118	174	214	223	7	15	<b>523</b>
Other	64	235	138	40	47	197	87	41	<b>274</b>
<b>Total</b>	<b>7,955</b>	<b>36,399</b>	<b>17,326</b>	<b>12,451</b>	<b>15,087</b>	<b>27,756</b>	<b>7,556</b>	<b>7,541</b>	<b>41,034</b>

**Table J.45 Number of goals in active plans by goal type and primary disability – South Australia** <sup>455</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	707	3,916	1,665	372	713	2,440	995	560	<b>11,368</b>
Autism	4,372	58,274	10,891	9,817	14,289	18,192	1,576	2,892	<b>120,303</b>
Cerebral Palsy	486	4,021	1,273	453	562	1,828	518	327	<b>9,468</b>
Developmental Delay	221	11,267	955	2,350	1,667	1,766	0	2	<b>18,228</b>
Down Syndrome	293	2,248	703	311	516	1,326	422	416	<b>6,235</b>
Global Developmental Delay	125	5,494	552	1,267	910	876	1	1	<b>9,226</b>
Hearing Impairment	617	4,164	635	821	514	1,430	250	443	<b>8,874</b>
Intellectual Disability	2,690	18,313	5,686	3,359	4,398	10,567	3,547	3,992	<b>52,552</b>
Multiple Sclerosis	412	1,993	1,116	109	144	1,014	441	209	<b>5,438</b>
Psychosocial disability	1,226	5,389	3,061	850	993	4,246	1,946	1,087	<b>18,798</b>
Spinal Cord Injury	268	1,122	558	76	73	543	305	143	<b>3,088</b>
Stroke	289	1,275	524	95	131	679	294	161	<b>3,448</b>
Visual Impairment	434	2,285	555	320	140	1,009	247	419	<b>5,409</b>
Other Neurological	824	4,391	1,819	371	505	2,214	947	357	<b>11,428</b>
Other Physical	811	4,651	1,916	311	303	1,912	797	502	<b>11,203</b>
Other Sensory/Speech	74	1,668	190	285	317	343	9	19	<b>2,905</b>
Other	126	831	301	64	79	372	155	83	<b>2,011</b>
<b>Total</b>	<b>13,975</b>	<b>131,302</b>	<b>32,400</b>	<b>21,231</b>	<b>26,254</b>	<b>50,757</b>	<b>12,450</b>	<b>11,613</b>	<b>299,982</b>

<sup>454</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>455</sup> Participants have set over six million goals in total since July 2016. The 299,982 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.46 Number of active plans by goal type and age group – South Australia** <sup>456</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	285	5,407	1,533	3,246	2,716	2,611	5	0	<b>5,651</b>
7 to 14	1,584	11,510	4,271	4,291	6,072	7,269	126	36	<b>12,217</b>
15 to 18	772	3,446	1,432	1,235	1,762	2,684	206	715	<b>3,776</b>
19 to 24	896	2,715	1,320	964	1,017	2,354	753	1,735	<b>3,193</b>
25 to 34	886	2,556	1,553	753	862	2,446	1,229	1,555	<b>3,145</b>
35 to 44	824	2,450	1,636	591	756	2,396	1,177	1,224	<b>2,993</b>
45 to 54	1,015	3,156	2,158	675	841	3,077	1,565	1,182	<b>3,866</b>
55 to 64	1,314	3,966	2,684	574	850	3,789	1,940	955	<b>4,781</b>
65+	379	1,193	739	122	211	1,130	555	139	<b>1,412</b>
<b>Total</b>	<b>7,955</b>	<b>36,399</b>	<b>17,326</b>	<b>12,451</b>	<b>15,087</b>	<b>27,756</b>	<b>7,556</b>	<b>7,541</b>	<b>41,034</b>

**Table J.47 Number of goals in active plans by goal type and age group – South Australia** <sup>457</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	504	25,075	2,408	5,639	4,092	3,909	11	0	<b>41,638</b>
7 to 14	2,714	49,058	8,032	7,449	11,203	12,965	213	52	<b>91,686</b>
15 to 18	1,305	12,175	2,634	2,119	3,177	4,752	367	1,120	<b>27,649</b>
19 to 24	1,557	8,091	2,363	1,584	1,747	4,342	1,239	2,644	<b>23,567</b>
25 to 34	1,611	6,862	2,745	1,300	1,499	4,687	1,992	2,417	<b>23,113</b>
35 to 44	1,513	6,658	3,137	946	1,293	4,602	1,940	1,878	<b>21,967</b>
45 to 54	1,818	8,699	4,236	1,087	1,496	6,027	2,610	1,789	<b>27,762</b>
55 to 64	2,296	11,347	5,381	910	1,391	7,339	3,145	1,513	<b>33,322</b>
65+	657	3,337	1,464	197	356	2,134	933	200	<b>9,278</b>
<b>Total</b>	<b>13,975</b>	<b>131,302</b>	<b>32,400</b>	<b>21,231</b>	<b>26,254</b>	<b>50,757</b>	<b>12,450</b>	<b>11,613</b>	<b>299,982</b>

<sup>456</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.

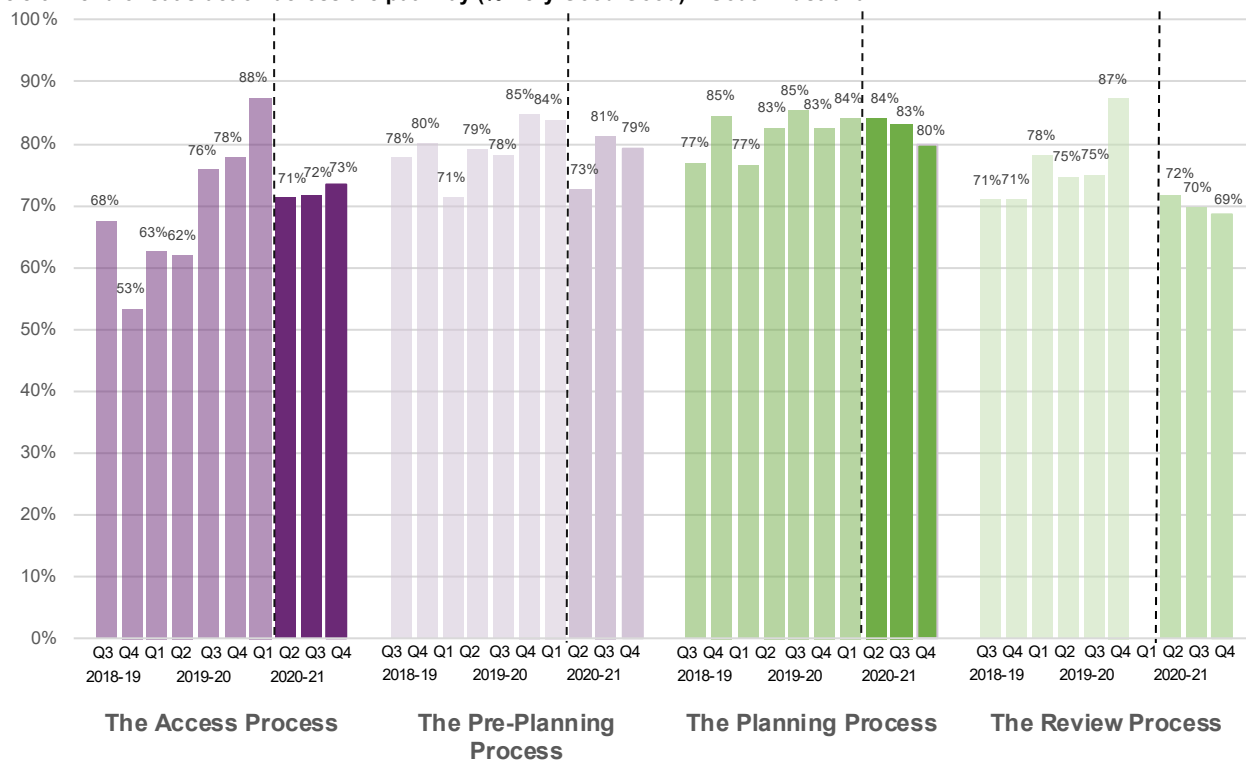
<sup>457</sup> Participants have set over six million goals in total since July 2016. The 299,982 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**Table J.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia** <sup>458</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 200</b>	<b>n = 135</b>
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	94%	97%
Do you understand what will happen next with your plan?	73%	70%
% of participants rating their overall experience as Very Good or Good.	72%	73%
<b>Pre-planning</b>	<b>n = 245</b>	<b>n = 92</b>
Did the person from the NDIS understand how your disability affects your life?	89%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	79%	85%
Are you clear on what happens next with your plan?	68%	65%
Do you know where to go for more help with your plan?	69%	75%
% of participants rating their overall experience as Very Good or Good.	77%	79%
<b>Planning</b>	<b>n = 807</b>	<b>n = 460</b>
Did the person from the NDIS understand how your disability affects your life?	87%	88%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	87%	85%
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%	86%
% of participants rating their overall experience as Very Good or Good.	84%	80%
<b>Plan review</b>	<b>n = 2,200</b>	<b>n = 1,270</b>
Did the person from the NDIS understand how your disability affects your life?	78%	76%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	87%	84%
% of participants rating their overall experience as Very Good or Good.	71%	69%

<sup>458</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 "AHA". 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.

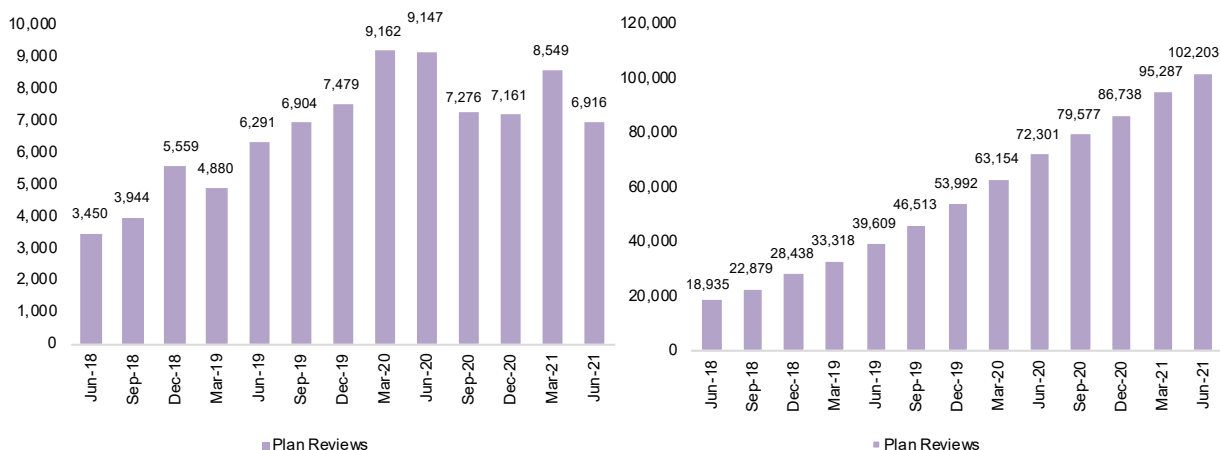
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>459</sup> 460 461



**Table J.49 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia** <sup>462</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>95,287</b>	<b>6,916</b>	<b>102,203</b>
<i>Early intervention plans</i>	36,940	1,989	38,929
<i>Permanent disability plans</i>	58,347	4,927	63,274

**Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia**



<sup>459</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>460</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>461</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>462</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 Q4 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 and Table J.52 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table J.50 Complaints by quarter – South Australia** <sup>463 464 465</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	15	2	17	16
Complaint about LAC Partner	112	27	139	128
Complaints about service providers	387	26	413	356
Complaints about the Agency	8,996	465	9,461	4,974
Critical/ Reportable Incident	844	189	1,033	855
Unclassified	507	0	507	470
<b>Total</b>	<b>10,861</b>	<b>709</b>	<b>11,570</b>	<b>6,024</b>
Total complaints made since 1 April 2017	10,442	709	11,151	
Complaints since 1 April 2017 as % of all access requests	7.0%	5.2%	6.8%	

<sup>463</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

<sup>464</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>465</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

**Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia**

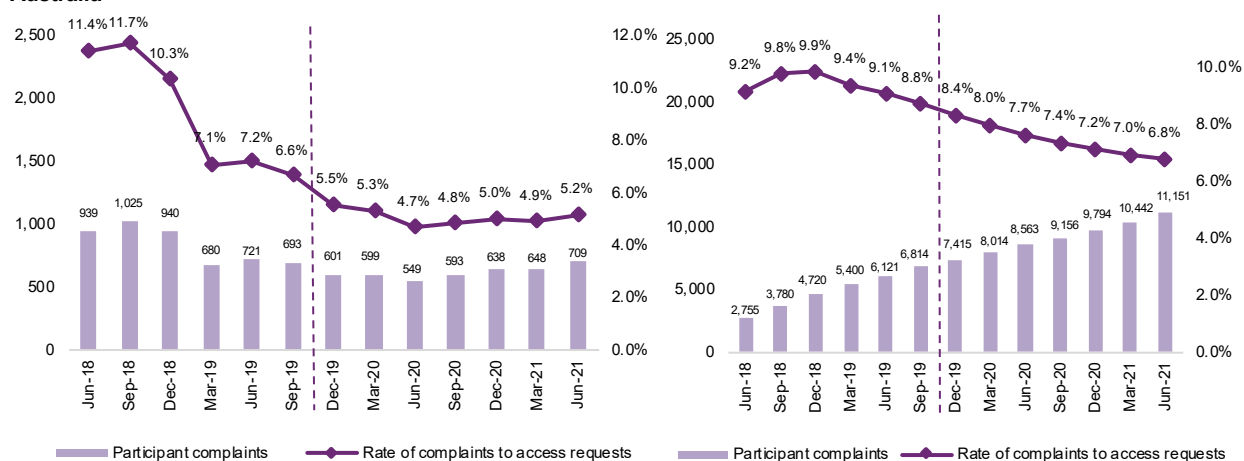




Table J.51 Participant complaints by type – South Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	557	(6%)	0	(0%)	557	(6%)
Information unclear	289	(3%)	0	(0%)	289	(3%)
NDIA Access	88	(1%)	23	(5%)	111	(1%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	210	(2%)	20	(4%)	230	(2%)
NDIA Fraud and Compliance	10	(0%)	1	(0%)	11	(0%)
NDIA Plan	661	(7%)	175	(38%)	836	(9%)
NDIA Process	326	(4%)	48	(10%)	374	(4%)
NDIA Resources	16	(0%)	2	(0%)	18	(0%)
NDIA Staff	151	(2%)	47	(10%)	198	(2%)
NDIA Timeliness	693	(8%)	130	(28%)	823	(9%)
Participation, engagement and inclusion	51	(1%)	0	(0%)	51	(1%)
Provider Portal	10	(0%)	0	(0%)	10	(0%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Reasonable and necessary supports	1,170	(13%)	0	(0%)	1,170	(12%)
Staff conduct - Agency	139	(2%)	1	(0%)	140	(1%)
The way the NDIA carried out its decision making	272	(3%)	3	(1%)	275	(3%)
Timeliness	2,949	(33%)	3	(1%)	2,952	(31%)
Other	1,401	(16%)	12	(3%)	1,413	(15%)
Total	8,996		465		9,461	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(100%)	5	(29%)
ECEI Process	3	(20%)	0	(0%)	3	(18%)
ECEI Staff	4	(27%)	0	(0%)	4	(24%)
ECEI Timeliness	5	(33%)	0	(0%)	5	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		2		17	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	27	(24%)	1	(4%)	28	(20%)
LAC Process	20	(18%)	1	(4%)	21	(15%)
LAC Resources	0	(0%)	1	(4%)	1	(1%)
LAC Staff	49	(44%)	20	(74%)	69	(50%)
LAC Timeliness	16	(14%)	4	(15%)	20	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	112		27		139	
Complaints about service providers						
Provider costs.	27	(7%)	2	(8%)	29	(7%)
Provider Finance	15	(4%)	2	(8%)	17	(4%)
Provider Fraud and Compliance	14	(4%)	3	(12%)	17	(4%)
Provider process	34	(9%)	0	(0%)	34	(8%)
Provider Service	73	(19%)	14	(54%)	87	(21%)
Provider Staff	34	(9%)	5	(19%)	39	(9%)
Service Delivery	34	(9%)	0	(0%)	34	(8%)
Staff conduct	38	(10%)	0	(0%)	38	(9%)
Supports being provided	44	(11%)	0	(0%)	44	(11%)
Other	74	(19%)	0	(0%)	74	(18%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total</b>	<b>387</b>		<b>26</b>	<b>0</b>	<b>413</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	242	(29%)	52	(28%)	294	(28%)
Allegations against Informal Supports	236	(28%)	10	(5%)	246	(24%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	154	(18%)	35	(19%)	189	(18%)
Provider reporting	210	(25%)	92	(49%)	302	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>844</b>		<b>189</b>		<b>1,033</b>	
<i>Unclassified</i>	<b>507</b>		<b>0</b>		<b>507</b>	
<b>Participants total</b>	<b>10,861</b>		<b>709</b>		<b>11,570</b>	

Table J.52 Unique complainants by type – South Australia

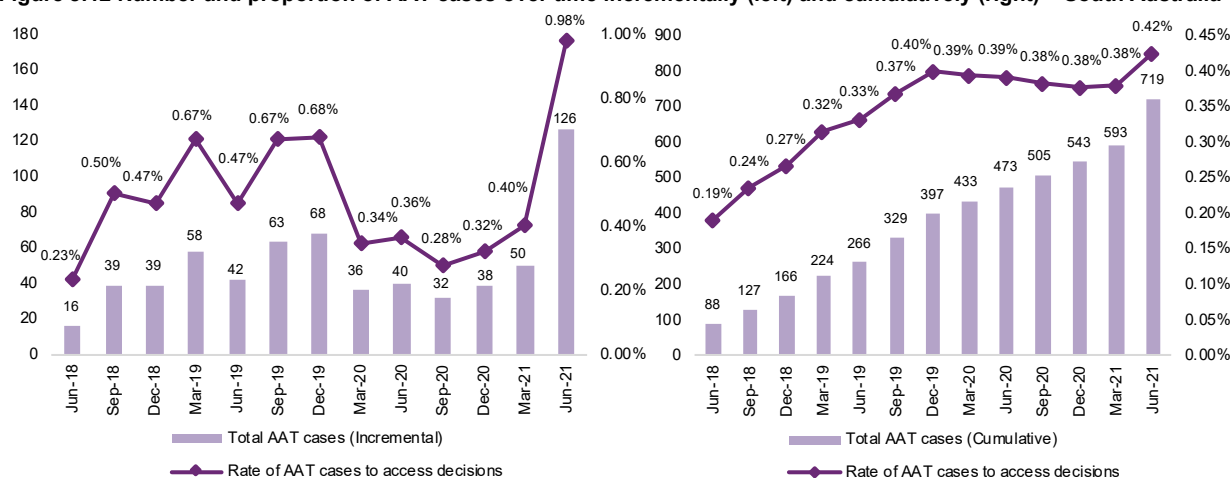
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	483	(7%)	0	(0%)	483	(6%)
Information unclear	273	(4%)	0	(0%)	273	(4%)
NDIA Access	79	(1%)	21	(5%)	100	(1%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	170	(2%)	18	(4%)	188	(2%)
NDIA Fraud and Compliance	10	(0%)	1	(0%)	11	(0%)
NDIA Plan	502	(7%)	146	(35%)	648	(8%)
NDIA Process	276	(4%)	45	(11%)	321	(4%)
NDIA Resources	14	(0%)	2	(0%)	16	(0%)
NDIA Staff	127	(2%)	44	(11%)	171	(2%)
NDIA Timeliness	567	(8%)	118	(29%)	685	(9%)
Participation, engagement and inclusion	51	(1%)	0	(0%)	51	(1%)
Provider Portal	10	(0%)	0	(0%)	10	(0%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Reasonable and necessary supports	892	(12%)	0	(0%)	892	(12%)
Staff conduct - Agency	129	(2%)	1	(0%)	130	(2%)
The way the NDIA carried out its decision making	256	(4%)	3	(1%)	259	(3%)
Timeliness	2,048	(28%)	3	(1%)	2,051	(27%)
Other	1,339	(19%)	12	(3%)	1,351	(18%)
<b>Total</b>	<b>7,229</b>		<b>414</b>		<b>7,643</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(100%)	5	(29%)
ECEI Process	3	(20%)	0	(0%)	3	(18%)
ECEI Staff	4	(27%)	0	(0%)	4	(24%)
ECEI Timeliness	5	(33%)	0	(0%)	5	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>15</b>		<b>2</b>		<b>17</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	26	(25%)	1	(4%)	27	(21%)
LAC Process	19	(18%)	1	(4%)	20	(15%)
LAC Resources	0	(0%)	1	(4%)	1	(1%)
LAC Staff	46	(44%)	19	(73%)	65	(50%)
LAC Timeliness	14	(13%)	4	(15%)	18	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>105</b>		<b>26</b>		<b>131</b>	
<i>Complaints about service providers</i>						
Provider costs.	27	(7%)	2	(8%)	29	(7%)
Provider Finance	13	(4%)	2	(8%)	15	(4%)
Provider Fraud and Compliance	13	(4%)	3	(12%)	16	(4%)
Provider process	32	(9%)	0	(0%)	32	(8%)
Provider Service	69	(19%)	13	(52%)	82	(21%)
Provider Staff	32	(9%)	5	(20%)	37	(9%)
Service Delivery	34	(9%)	0	(0%)	34	(9%)
Staff conduct	38	(10%)	0	(0%)	38	(10%)
Supports being provided	40	(11%)	0	(0%)	40	(10%)
Other	69	(19%)	0	(0%)	69	(18%)
<b>Total</b>	<b>367</b>		<b>25</b>		<b>392</b>	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	219	(29%)	52	(28%)	271	(28%)
Allegations against Informal Supports	204	(27%)	10	(5%)	214	(23%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	144	(19%)	33	(18%)	177	(19%)
Provider reporting	199	(26%)	88	(48%)	287	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>768</b>		<b>183</b>		<b>951</b>	
<i>Unclassified</i>	<b>470</b>		<b>0</b>		<b>470</b>	
<b>Unique complaints total</b>	<b>8,954</b>		<b>650</b>		<b>9,604</b>	

Table J.53 AAT Cases by category – South Australia <sup>466</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	156	26%	<11		165	23%
Plan	368	62%	112	89%	480	67%
Plan Review	39	7%	<11		39	5%
Other	30	5%	<11		35	5%
<b>Total</b>	<b>593</b>	<b>100%</b>	<b>126</b>	<b>100%</b>	<b>719</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.38%</b>		<b>0.98%</b>		<b>0.42%</b>	

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

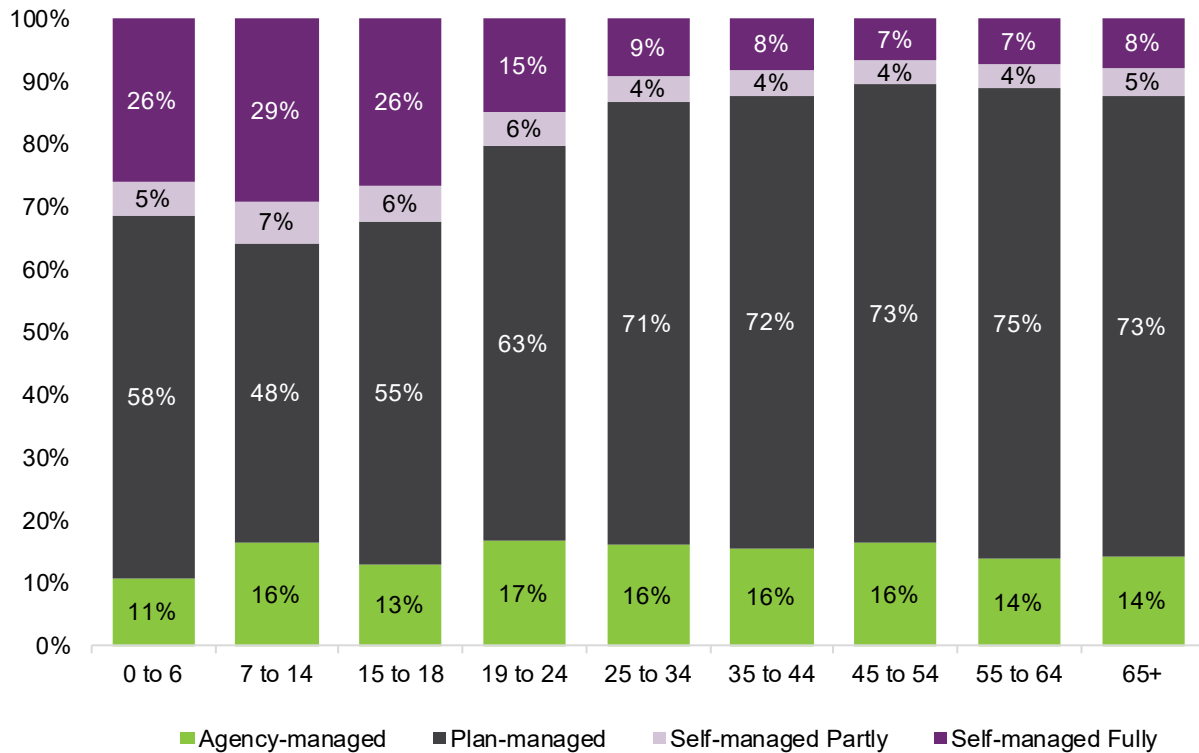


<sup>466</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.54 AAT cases by open/closed and decision – South Australia

	N
<b>AAT Cases</b>	<b>719</b>
<b>Open AAT Cases</b>	<b>194</b>
<b>Closed AAT Cases</b>	<b>525</b>
<i>Resolved before hearing</i>	<i>517</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>

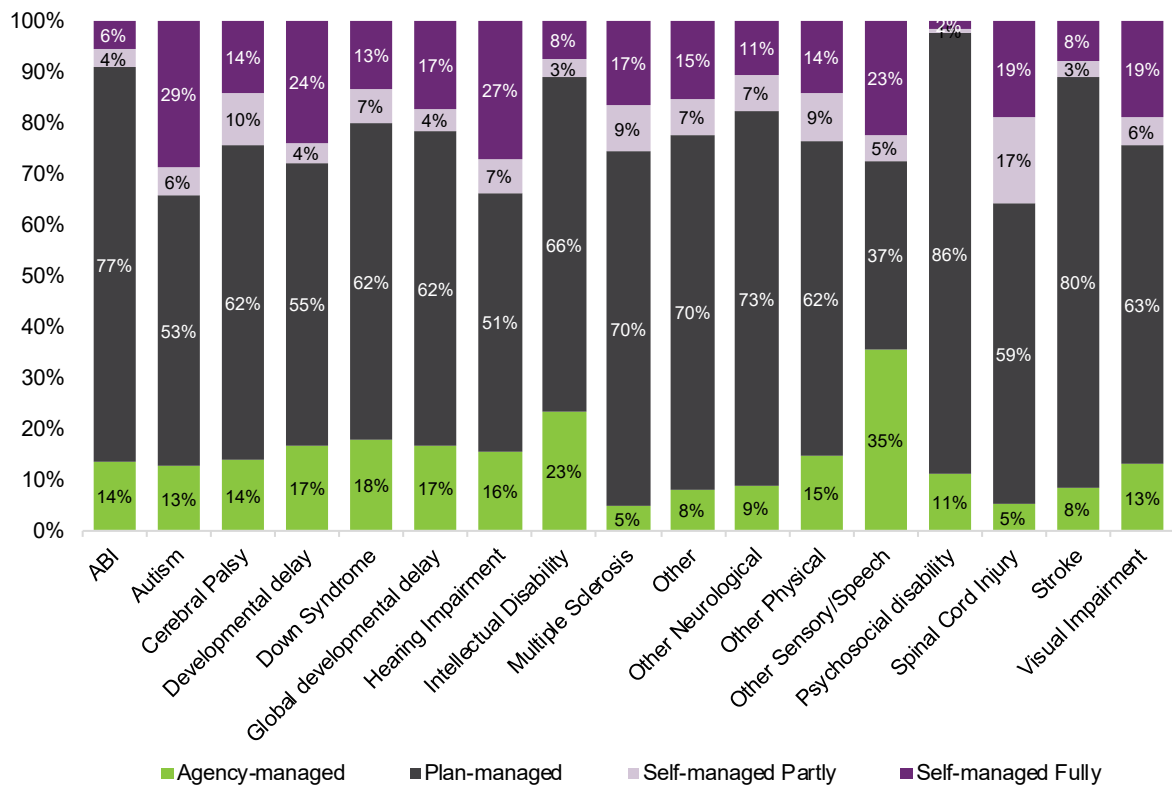
Figure J.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – South Australia <sup>467</sup> <sup>468</sup>



<sup>467</sup> For the total number of active participants in each age group, see Table J.14.

<sup>468</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.

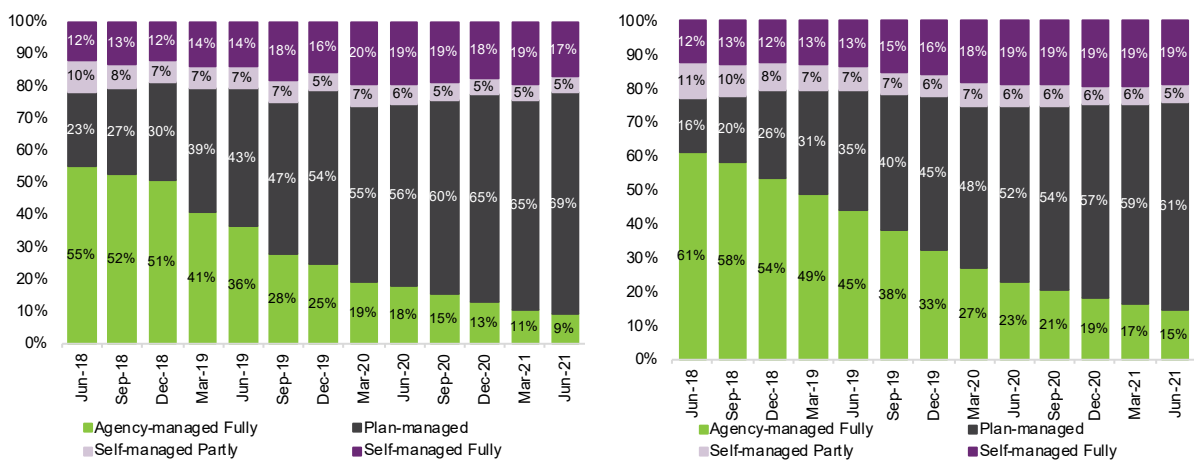
**Figure J.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – South Australia** <sup>469 470</sup>



**Table J.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia** <sup>471</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	19%	17%	19%
Self-managed partly	5%	5%	5%
Plan-managed	59%	69%	61%
Agency-managed	16%	9%	15%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia** <sup>472</sup>



<sup>469</sup> For the total number of active participants in each primary disability group, see Table J.12.

<sup>470</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.

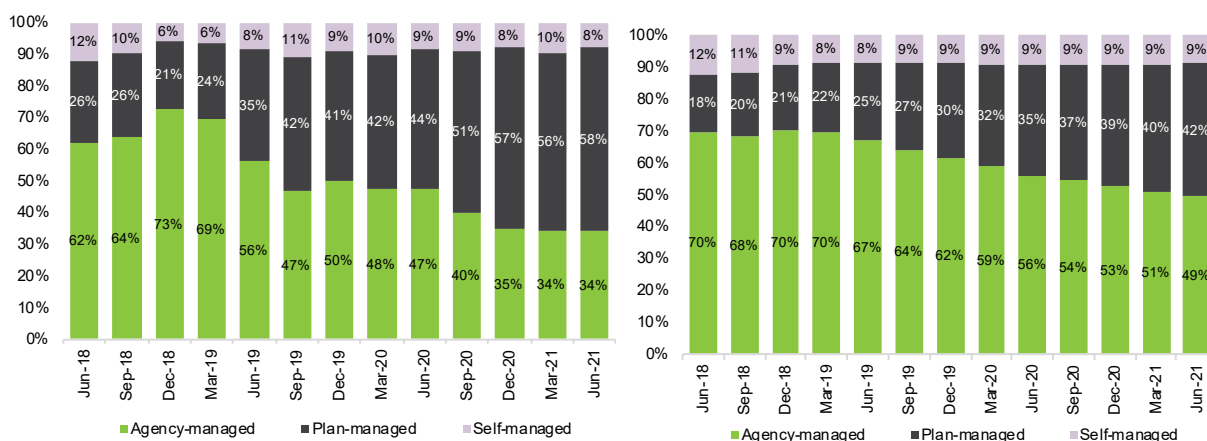
<sup>471</sup> Ibid.

<sup>472</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.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

	Prior Quarters	2020-21 Q4	Total
Self-managed	9%	8%	9%
Plan-managed	40%	58%	42%
Agency-managed	51%	34%	49%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.57 Distribution of active participants by support coordination and quarter of plan approval – South Australia**

	Prior Quarters	2020-21 Q4	Total
Support coordination	40%	49%	42%

**Table J.58 Duration to plan activation by quarter of initial plan approval for active participants – South Australia** <sup>473</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	20,547	68%	924	60%	21,471	68%
30 to 59 days	3,395	11%	236	15%	3,631	11%
60 to 89 days	1,702	6%	126	8%	1,828	6%
<b>Activated within 90 days</b>	<b>25,644</b>	<b>85%</b>	<b>1,286</b>	<b>84%</b>	<b>26,930</b>	<b>85%</b>
90 to 119 days	931	3%	57	4%	988	3%
120 days and over	2,835	9%	70	5%	2,905	9%
<b>Activated after 90 days</b>	<b>3,766</b>	<b>12%</b>	<b>127</b>	<b>8%</b>	<b>3,893</b>	<b>12%</b>
No payments	803	3%	122	8%	925	3%
<b>Total plans approved</b>	<b>30,213</b>	<b>100%</b>	<b>1,535</b>	<b>100%</b>	<b>31,748</b>	<b>100%</b>

<sup>473</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.59 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	1,828	1,950	94%
Not Aboriginal and Torres Strait Islander	27,514	28,417	97%
Not Stated	4,259	4,419	96%
<b>Total</b>	<b>33,601</b>	<b>34,786</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,505	2,581	97%
Not CALD	31,048	32,156	97%
Not Stated	48	49	98%
<b>Total</b>	<b>33,601</b>	<b>34,786</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	25,367	26,232	97%
Regional	7,382	7,658	96%
Remote	852	896	95%
Missing	<11	<11	
<b>Total</b>	<b>33,601</b>	<b>34,786</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	13,238	13,708	97%
Intellectual Disability (including Down Syndrome)	7,186	7,400	97%
Psychosocial Disability	1,980	2,021	98%
Developmental Delay (including Global Developmental Delay)	2,113	2,231	95%
Other	9,084	9,426	96%
<b>Total</b>	<b>33,601</b>	<b>34,786</b>	<b>97%</b>

Table J.60 Distribution of plans by utilisation – South Australia <sup>474 475</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	26%
> 75%	38%
<b>Total</b>	<b>100%</b>

Table J.61 Proportion of active participants with approved plans accessing mainstream supports – South Australia <sup>476</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	49%	54%	50%
Lifelong Learning	21%	20%	21%
Other	13%	15%	14%
Non-categorised	31%	28%	30%
Any mainstream service	94%	94%	94%

<sup>474</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>475</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>476</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



## Part Four: Providers and the growing market

**Table J.62 Key markets indicators by quarter – South Australia** <sup>477 478</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.04	1.05
b) Number of providers delivering new types of supports	167	176
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	85%	86%
<i>Therapeutic Supports (%)</i>	96%	96%
<i>Participate Community (%)</i>	91%	92%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	93%	94%

**Table J.63 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – South Australia** <sup>479</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	52
Active in 2020-21 Q4 and also in previous quarters	829
<b>Active in 2020-21 Q4</b>	<b>881</b>
Inactive in 2020-21 Q4	1,395
<b>Active ever</b>	<b>2,276</b>

<sup>477</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>478</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>479</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table J.64 Cumulative number of providers that have been ever active by registration group – South Australia** <sup>480</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	49	7	56	14%
Assistance Animals	36	1	37	3%
Assistance with daily life tasks in a group or shared living arrangement	215	16	231	7%
Assistance with travel/transport arrangements	229	7	236	3%
Daily Personal Activities	403	17	420	4%
Group and Centre Based Activities	287	7	294	2%
High Intensity Daily Personal Activities	269	12	281	4%
Household tasks	372	16	388	4%
Interpreting and translation	59	0	59	0%
Participation in community, social and civic activities	465	17	482	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	74	3	77	4%
Assistive products for household tasks	63	5	68	8%
Assistance products for personal care and safety	488	13	501	3%
Communication and information equipment	164	10	174	6%
Customised Prosthetics	168	8	176	5%
Hearing Equipment	83	4	87	5%
Hearing Services	21	4	25	19%
Personal Mobility Equipment	245	11	256	4%
Specialised Hearing Services	29	2	31	7%
Vision Equipment	67	1	68	1%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	466	25	491	5%
Behaviour Support	205	3	208	1%
Community nursing care for high needs	111	14	125	13%
Development of daily living and life skills	267	11	278	4%
Early Intervention supports for early childhood	594	10	604	2%
Exercise Physiology and Physical Wellbeing activities	130	12	142	9%
Innovative Community Participation	59	3	62	5%
Specialised Driving Training	41	4	45	10%
Therapeutic Supports	1,094	23	1,117	2%
<b>Capital services</b>				
Home modification design and construction	80	5	85	6%
Specialist Disability Accommodation	25	2	27	8%
Vehicle Modifications	55	3	58	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	220	12	232	5%
Support Coordination	184	5	189	3%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	91	8	99	9%
Specialised Supported Employment	84	6	90	7%
<b>Total</b>	<b>2,224</b>	<b>52</b>	<b>2,276</b>	<b>2%</b>

<sup>480</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.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	12	44	<b>56</b>	21%	79%	<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	34	197	<b>231</b>	15%	85%	<b>100%</b>
Assistance with travel/transport arrangements	38	198	<b>236</b>	16%	84%	<b>100%</b>
Daily Personal Activities	57	363	<b>420</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	37	257	<b>294</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	44	237	<b>281</b>	16%	84%	<b>100%</b>
Household tasks	87	301	<b>388</b>	22%	78%	<b>100%</b>
Interpreting and translation	12	47	<b>59</b>	20%	80%	<b>100%</b>
Participation in community, social and civic activities	62	420	<b>482</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	72	<b>77</b>	6%	94%	<b>100%</b>
Assistive products for household tasks	9	59	<b>68</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	74	427	<b>501</b>	15%	85%	<b>100%</b>
Communication and information equipment	38	136	<b>174</b>	22%	78%	<b>100%</b>
Customised Prosthetics	30	146	<b>176</b>	17%	83%	<b>100%</b>
Hearing Equipment	15	72	<b>87</b>	17%	83%	<b>100%</b>
Hearing Services	2	23	<b>25</b>	8%	92%	<b>100%</b>
Personal Mobility Equipment	44	212	<b>256</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	6	25	<b>31</b>	19%	81%	<b>100%</b>
Vision Equipment	12	56	<b>68</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	76	415	<b>491</b>	15%	85%	<b>100%</b>
Behaviour Support	61	147	<b>208</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	18	107	<b>125</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	46	232	<b>278</b>	17%	83%	<b>100%</b>
Early Intervention supports for early childhood	267	337	<b>604</b>	44%	56%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	37	105	<b>142</b>	26%	74%	<b>100%</b>
Innovative Community Participation	15	47	<b>62</b>	24%	76%	<b>100%</b>
Specialised Driving Training	6	39	<b>45</b>	13%	87%	<b>100%</b>
Therapeutic Supports	435	682	<b>1,117</b>	39%	61%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	12	73	<b>85</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	1	26	<b>27</b>	4%	96%	<b>100%</b>
Vehicle Modifications	7	51	<b>58</b>	12%	88%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	48	184	<b>232</b>	21%	79%	<b>100%</b>
Support Coordination	46	143	<b>189</b>	24%	76%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	13	86	<b>99</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	14	76	<b>90</b>	16%	84%	<b>100%</b>
<b>Total</b>	<b>660</b>	<b>1,616</b>	<b>2,276</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

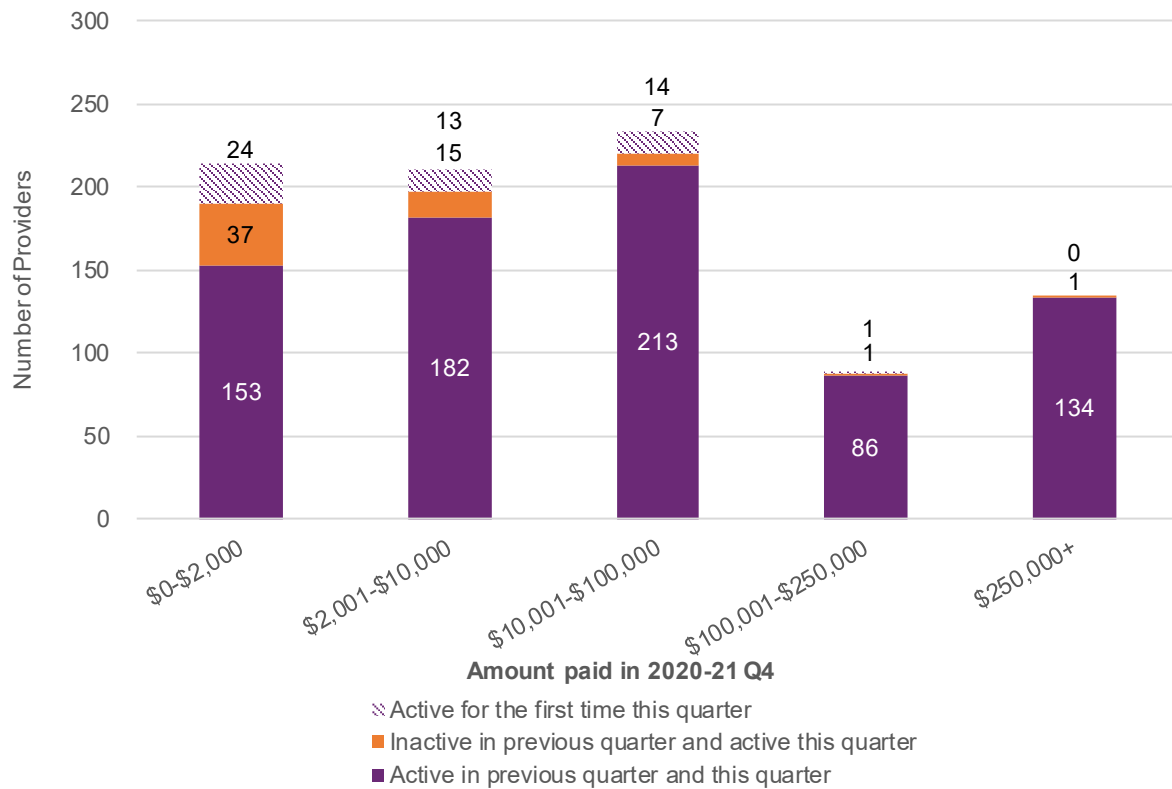
**Table J.66 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – South Australia**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	7	7	14	50%
Assistance Animals	21	1	22	5%
Assistance with daily life tasks in a group or shared living arrangement	122	16	138	12%
Assistance with travel/transport arrangements	79	7	86	8%
Daily Personal Activities	211	17	228	7%
Group and Centre Based Activities	130	7	137	5%
High Intensity Daily Personal Activities	135	12	147	8%
Household tasks	185	16	201	8%
Interpreting and translation	26	0	26	0%
Participation in community, social and civic activities	225	17	242	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	10	3	13	23%
Assistive products for household tasks	9	5	14	36%
Assistance products for personal care and safety	207	13	220	6%
Communication and information equipment	72	10	82	12%
Customised Prosthetics	66	8	74	11%
Hearing Equipment	28	4	32	13%
Hearing Services	1	4	5	80%
Personal Mobility Equipment	98	11	109	10%
Specialised Hearing Services	8	2	10	20%
Vision Equipment	29	1	30	3%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	223	25	248	10%
Behaviour Support	94	3	97	3%
Community nursing care for high needs	66	14	80	18%
Development of daily living and life skills	88	11	99	11%
Early Intervention supports for early childhood	155	10	165	6%
Exercise Physiology and Physical Wellbeing activities	78	12	90	13%
Innovative Community Participation	18	3	21	14%
Specialised Driving Training	20	4	24	17%
Therapeutic Supports	385	23	408	6%
<b>Capital services</b>				
Home modification design and construction	34	5	39	13%
Specialist Disability Accommodation	16	2	18	11%
Vehicle Modifications	18	3	21	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	153	12	165	7%
Support Coordination	108	5	113	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	47	8	55	15%
Specialised Supported Employment	62	6	68	9%
<b>Total</b>	<b>829</b>	<b>52</b>	<b>881</b>	<b>6%</b>

**Table J.67 Number and proportion of providers active in 2020-21 Q4 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	3	11	14	21%	79%	100%
Assistance Animals	3	19	22	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	120	138	13%	87%	100%
Assistance with travel/transport arrangements	11	75	86	13%	87%	100%
Daily Personal Activities	29	199	228	13%	87%	100%
Group and Centre Based Activities	19	118	137	14%	86%	100%
High Intensity Daily Personal Activities	21	126	147	14%	86%	100%
Household tasks	44	157	201	22%	78%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	33	209	242	14%	86%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	12	13	8%	92%	100%
Assistive products for household tasks	2	12	14	14%	86%	100%
Assistance products for personal care and safety	33	187	220	15%	85%	100%
Communication and information equipment	15	67	82	18%	82%	100%
Customised Prosthetics	12	62	74	16%	84%	100%
Hearing Equipment	3	29	32	9%	91%	100%
Hearing Services	1	4	5	20%	80%	100%
Personal Mobility Equipment	17	92	109	16%	84%	100%
Specialised Hearing Services	0	10	10	0%	100%	100%
Vision Equipment	4	26	30	13%	87%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	38	210	248	15%	85%	100%
Behaviour Support	16	81	97	16%	84%	100%
Community nursing care for high needs	13	67	80	16%	84%	100%
Development of daily living and life skills	16	83	99	16%	84%	100%
Early Intervention supports for early childhood	36	129	165	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	23	67	90	26%	74%	100%
Innovative Community Participation	1	20	21	5%	95%	100%
Specialised Driving Training	1	23	24	4%	96%	100%
Therapeutic Supports	130	278	408	32%	68%	100%
<b>Capital services</b>						
Home modification design and construction	4	35	39	10%	90%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	5	16	21	24%	76%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	37	128	165	22%	78%	100%
Support Coordination	19	94	113	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	6	49	55	11%	89%	100%
Specialised Supported Employment	11	57	68	16%	84%	100%
<b>Total</b>	<b>195</b>	<b>686</b>	<b>881</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

**Figure J.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – South Australia** <sup>481</sup>



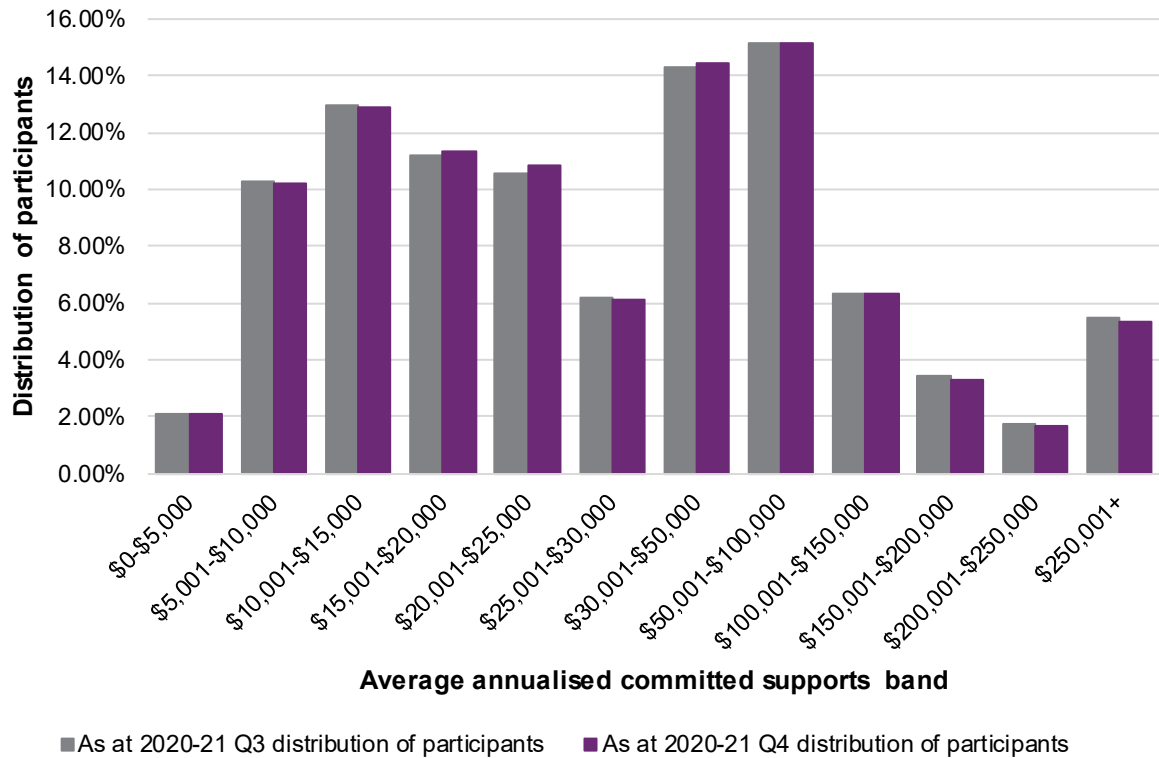
## Part Five: Financial sustainability

**Table J.68 Committed supports by financial year (\$m) – South Australia**

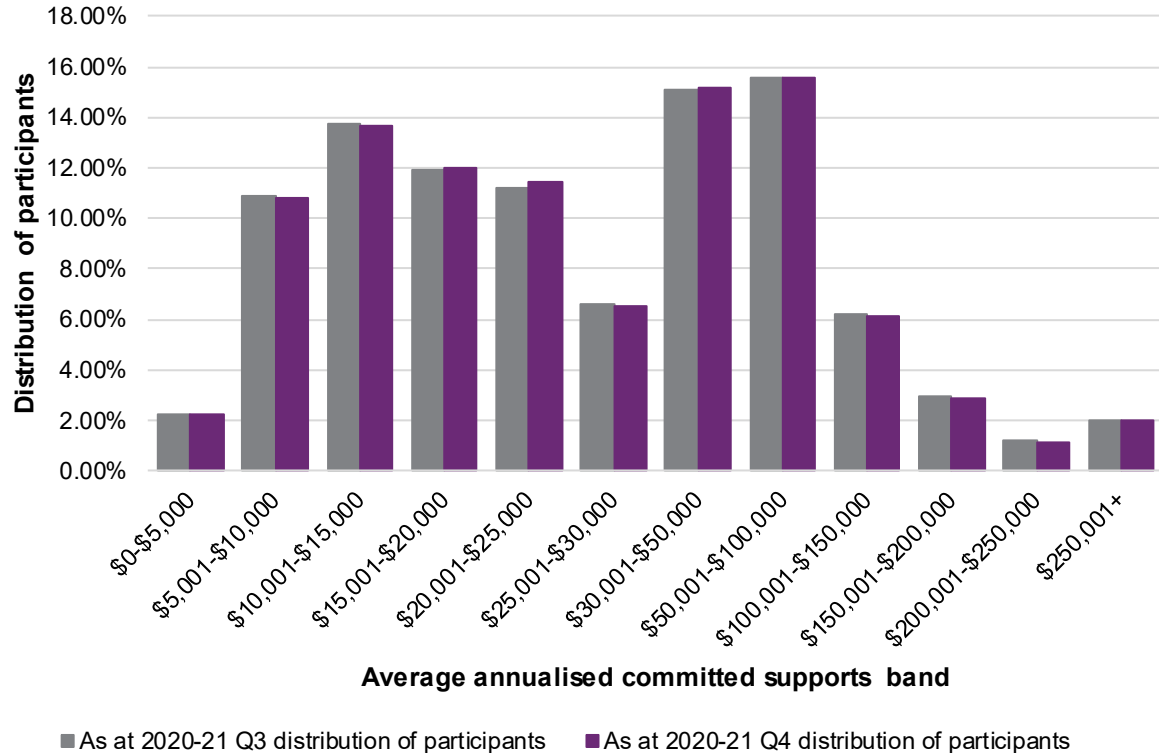
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	10.5	48.4	102.1	186.4	368.8	1,160.2	2,183.9	2,790.6

<sup>481</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.18 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 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – South Australia**



**Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – South Australia**



**Figure J.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – South Australia**  
482



**Figure J.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – South Australia**  
483

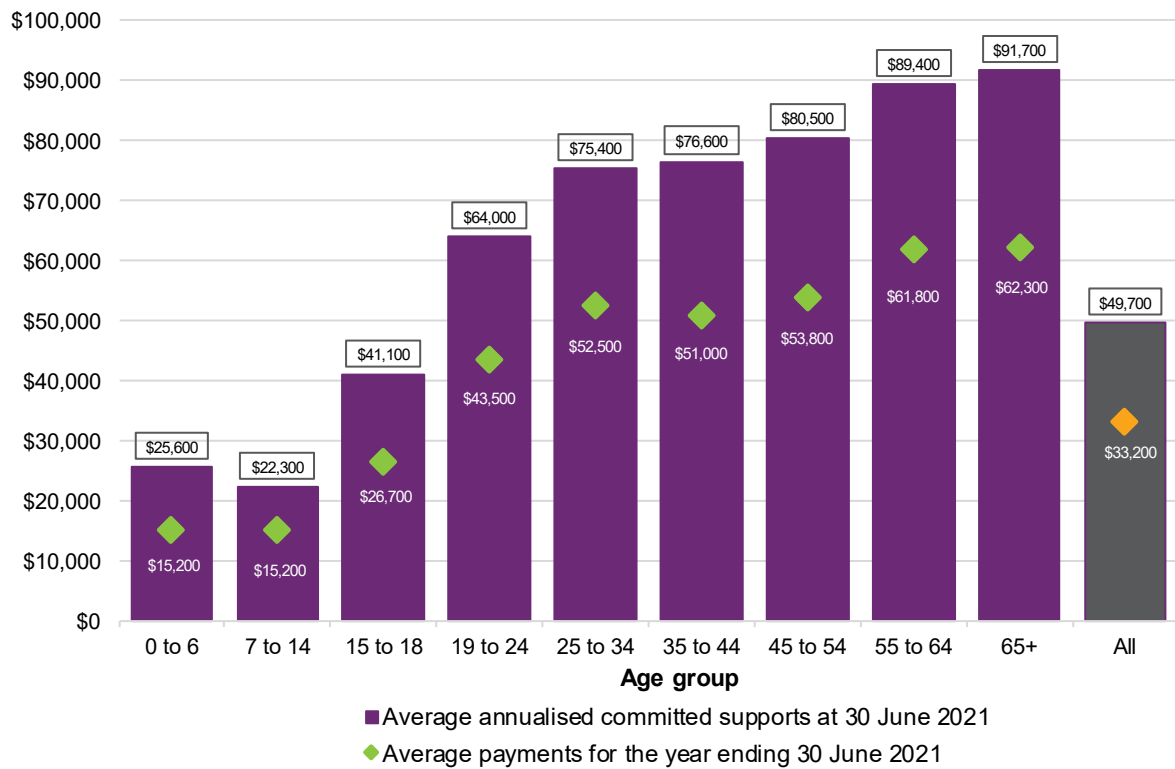


<sup>482</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

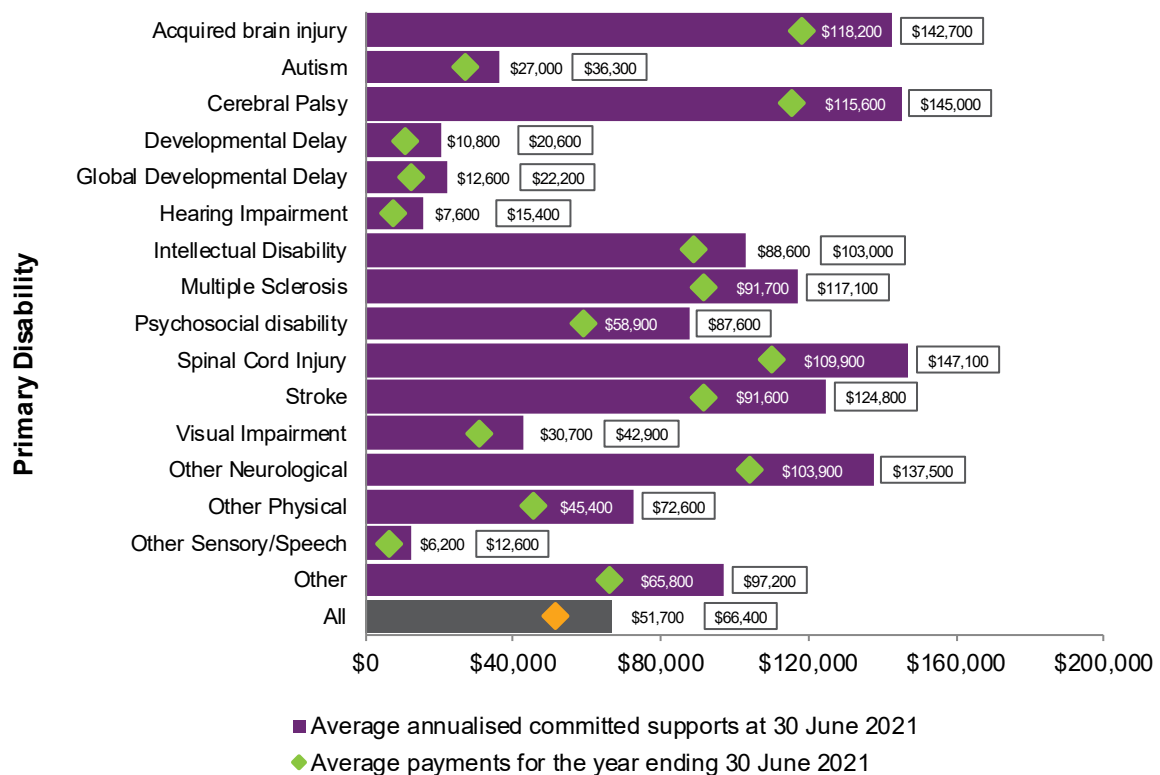
<sup>483</sup> Ibid.



**Figure J.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – South Australia** <sup>484</sup>



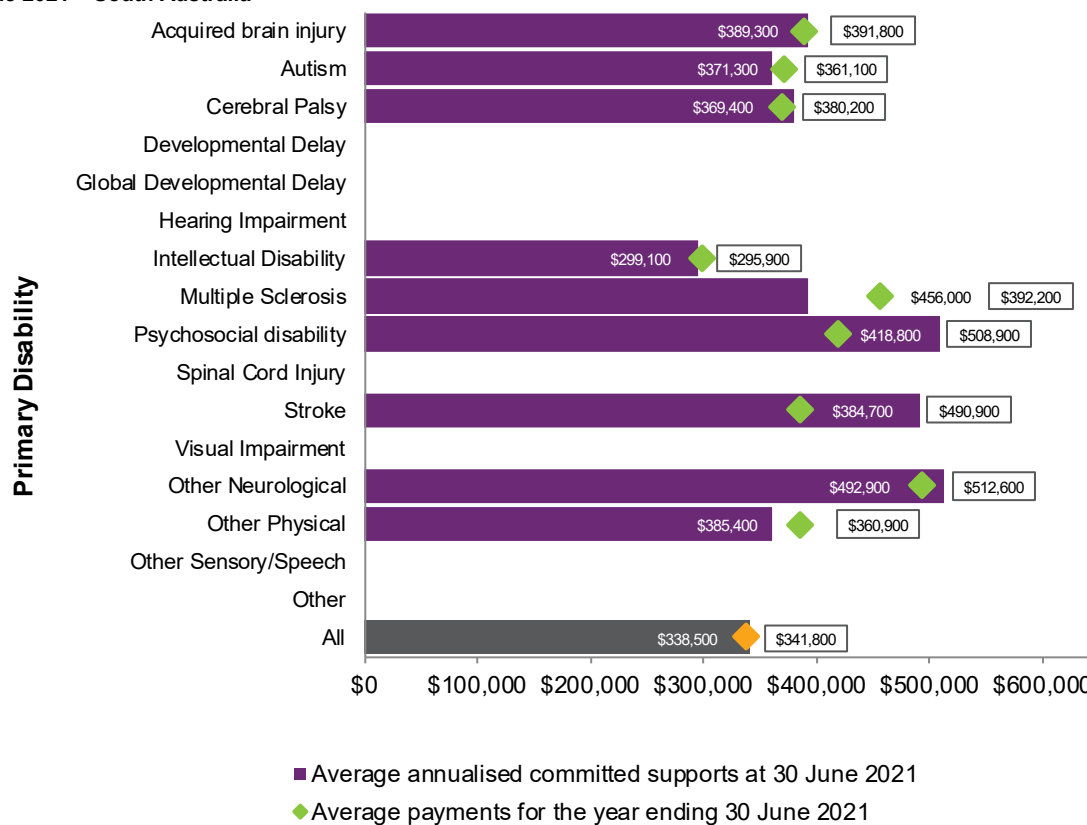
**Figure J.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – South Australia** <sup>485</sup>



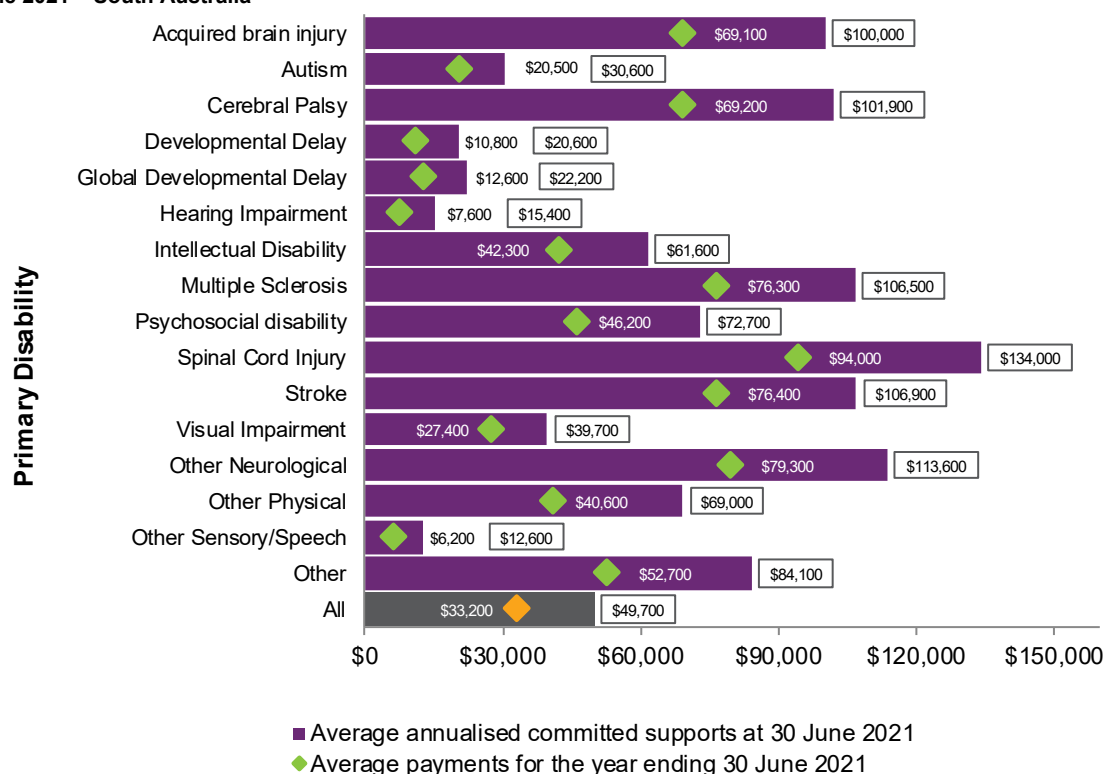
<sup>484</sup> Ibid.

<sup>485</sup> Ibid.

**Figure J.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – South Australia** <sup>486</sup>



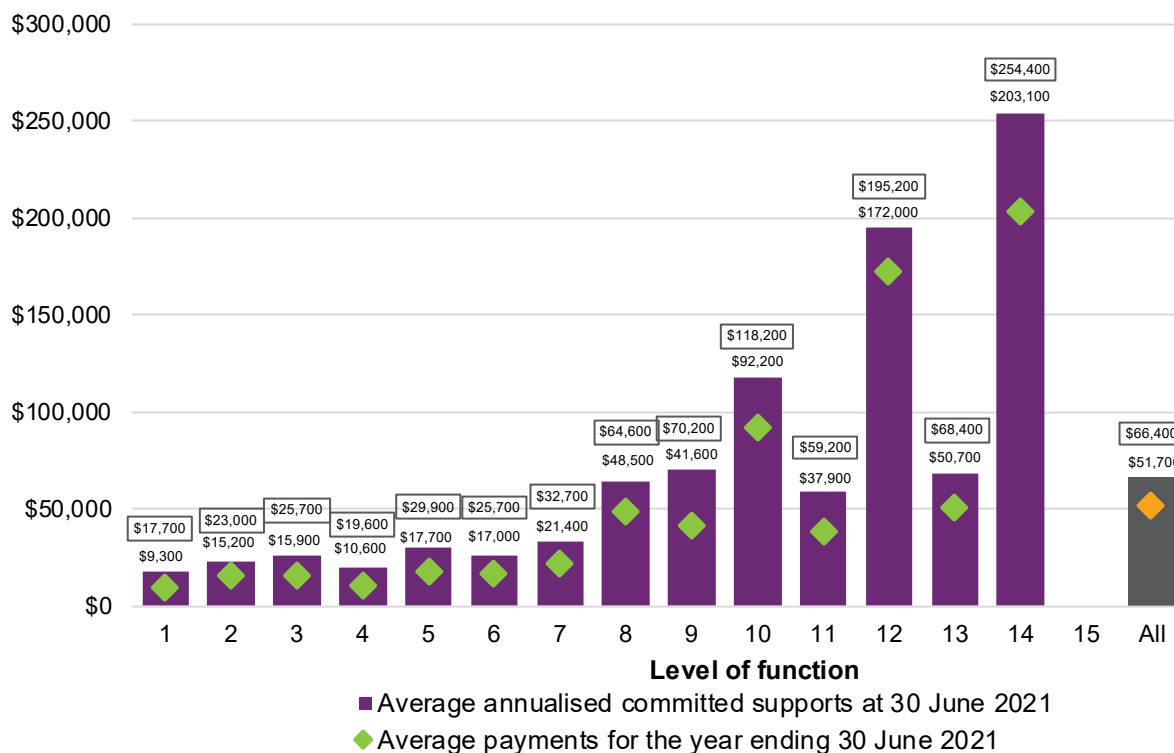
**Figure J.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – South Australia** <sup>487</sup>



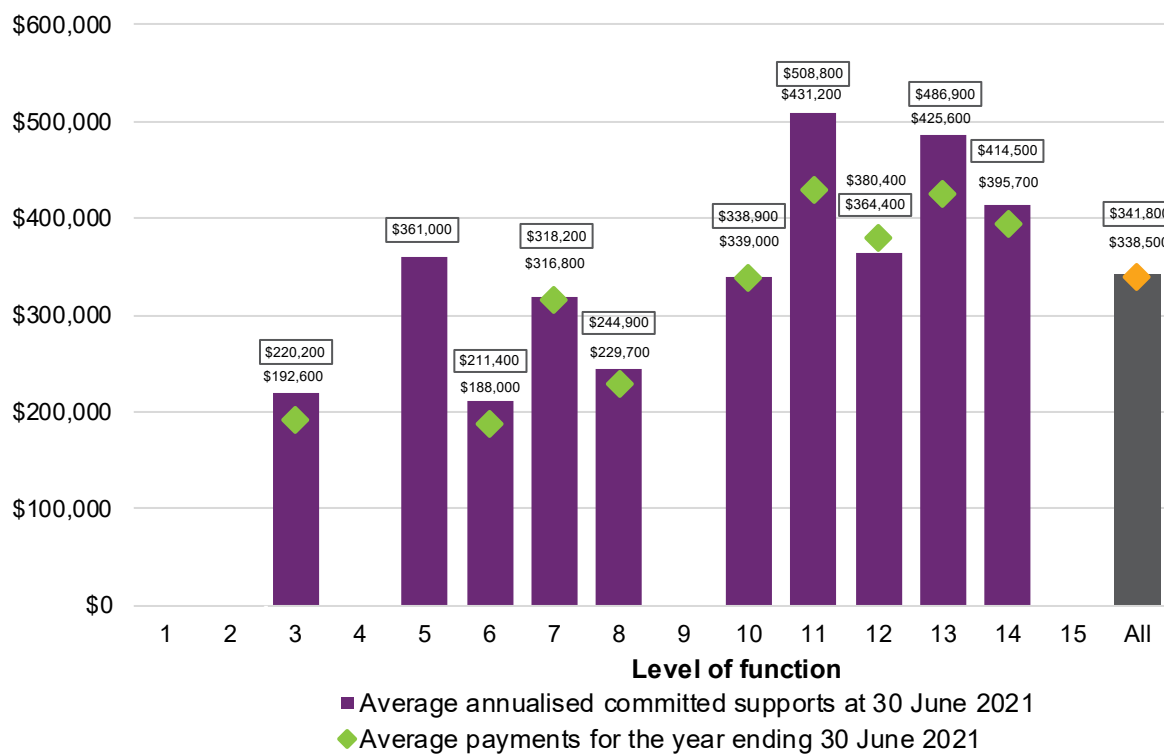
<sup>486</sup> Ibid.

<sup>487</sup> Ibid.

**Figure J.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – South Australia** <sup>488</sup>



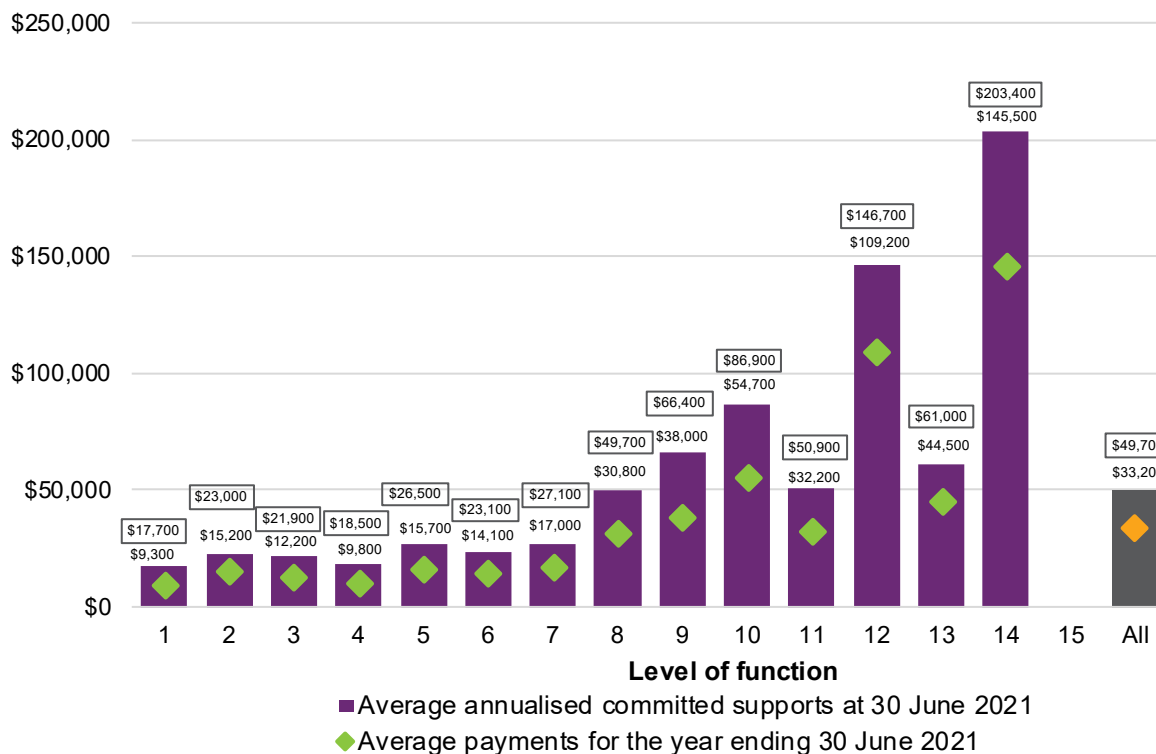
**Figure J.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – South Australia** <sup>489</sup>



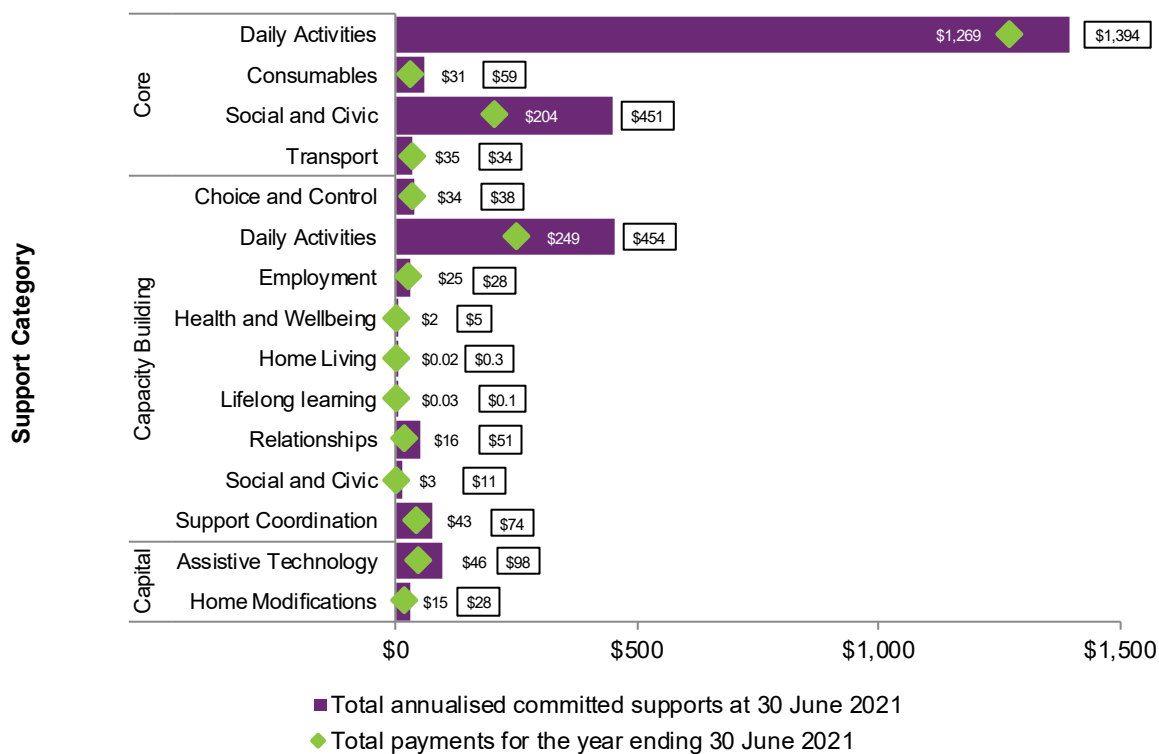
<sup>488</sup> Ibid.

<sup>489</sup> Ibid.

**Figure J.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – South Australia** <sup>490</sup>



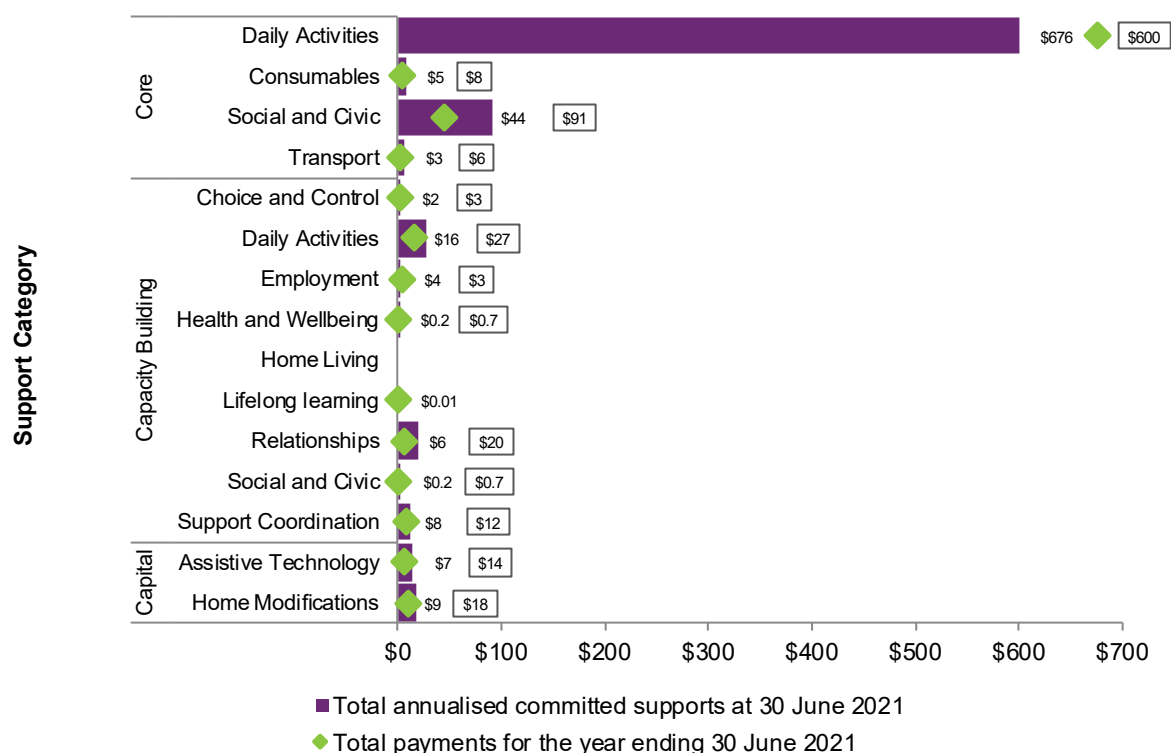
**Figure J.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – South Australia** <sup>491</sup>



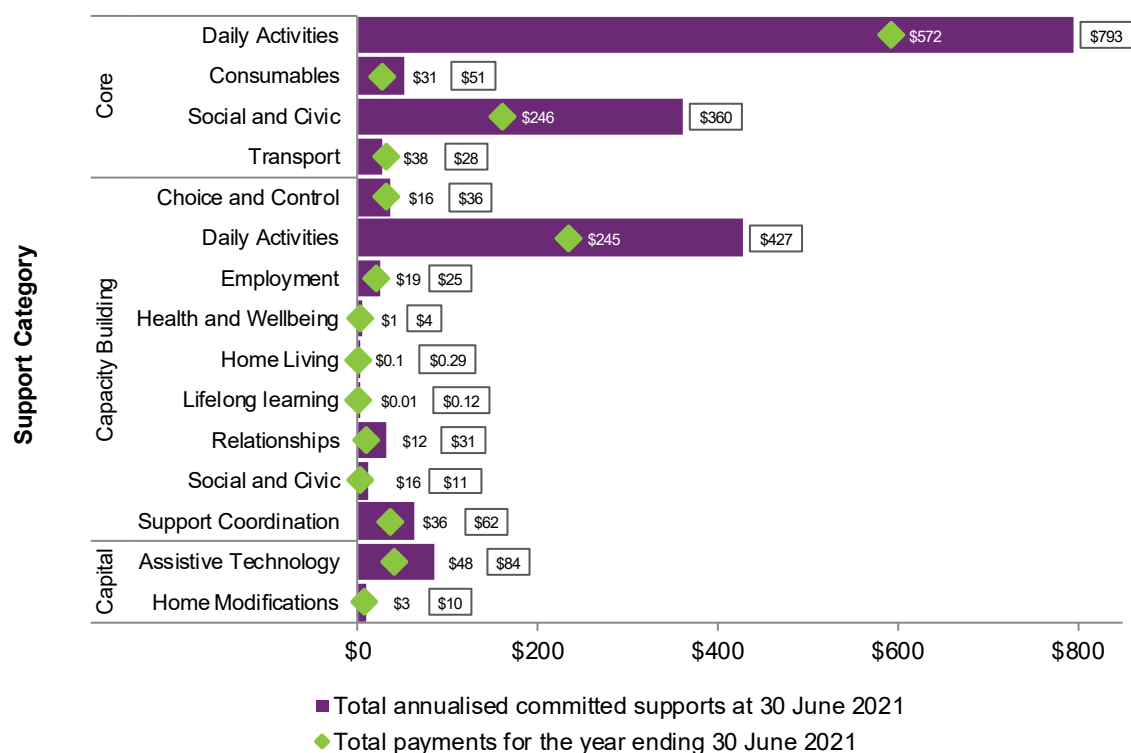
<sup>490</sup> Ibid.

<sup>491</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure J.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – South Australia** <sup>492</sup>



**Figure J.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – South Australia** <sup>493</sup>



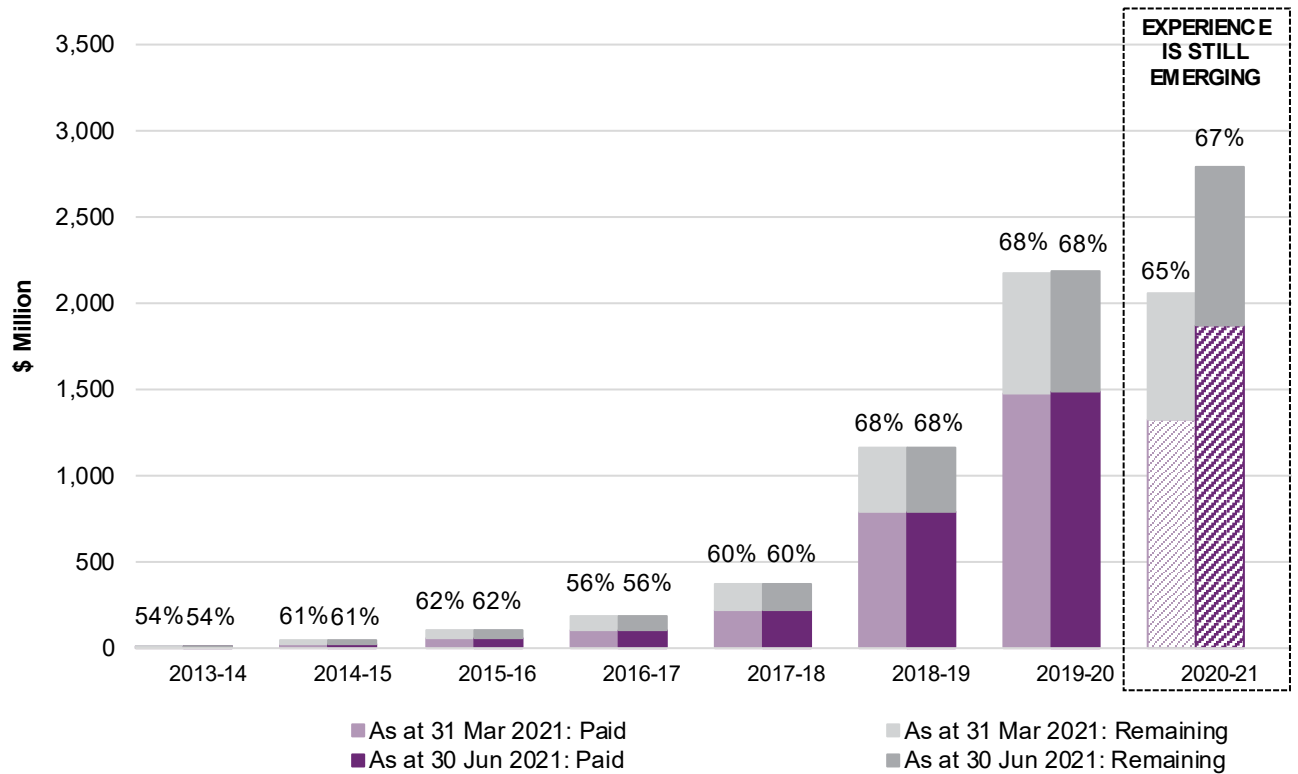
<sup>492</sup> Ibid.

<sup>493</sup> Ibid.

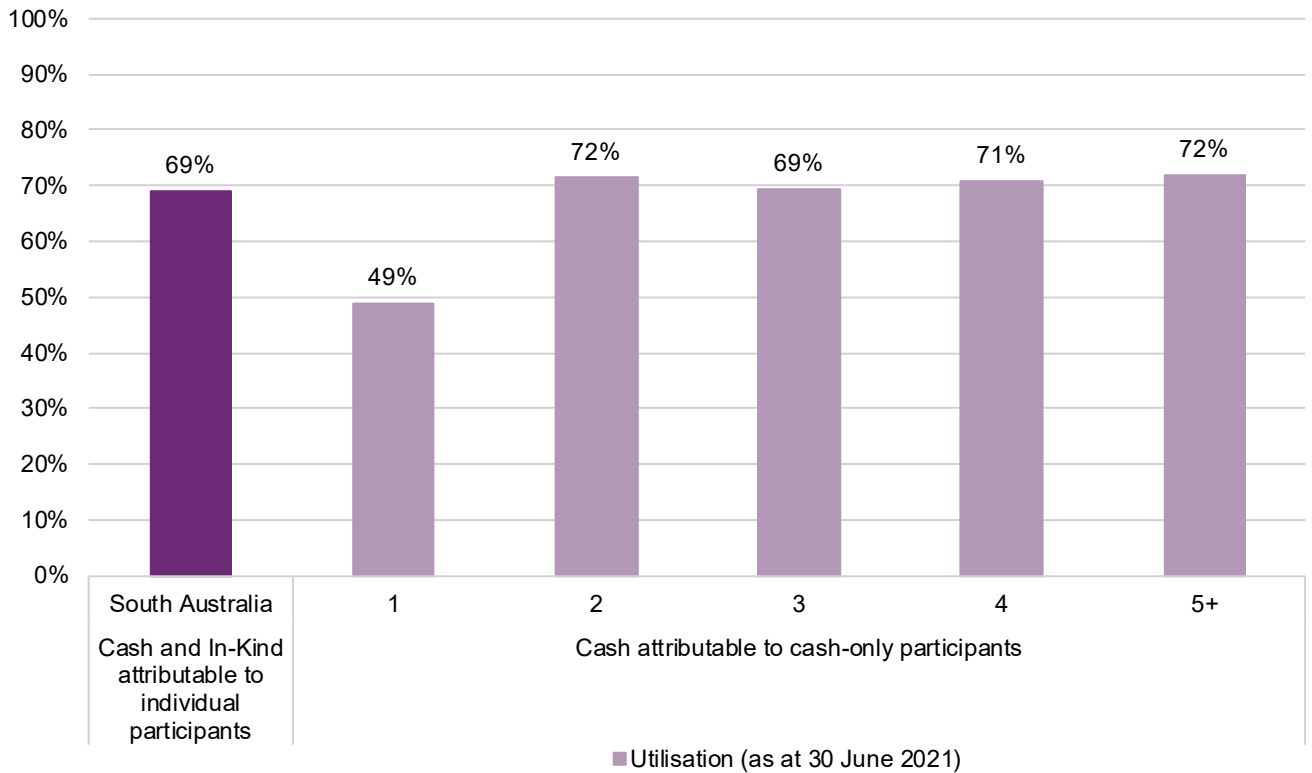
**Table J.69 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	10.5	48.4	102.1	186.4	368.8	1,160.2	2,183.9	2,790.6
Total Paid	5.7	29.6	62.8	104.4	220.0	791.1	1,484.6	1,869.2
% utilised to date	54%	61%	62%	56%	60%	68%	68%	67%

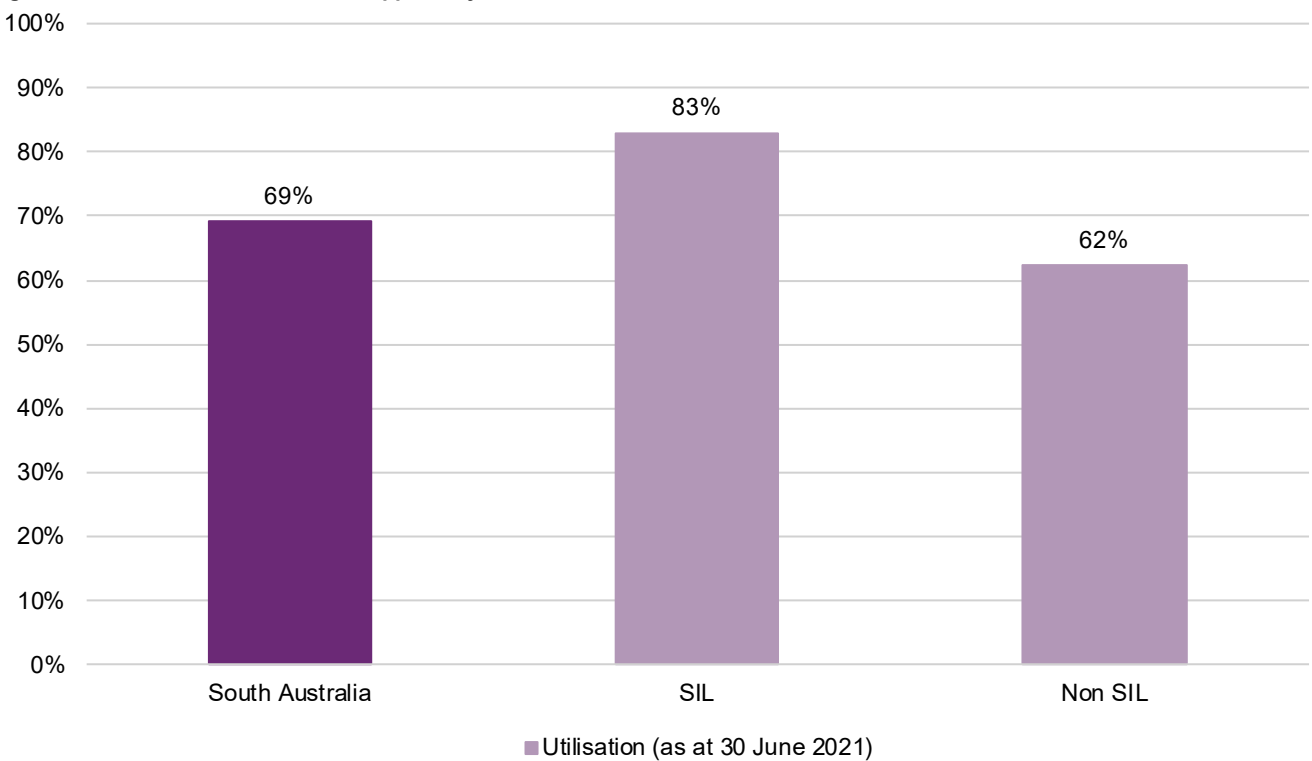
**Figure J.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – South Australia**



**Figure J.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – South Australia** <sup>494</sup>



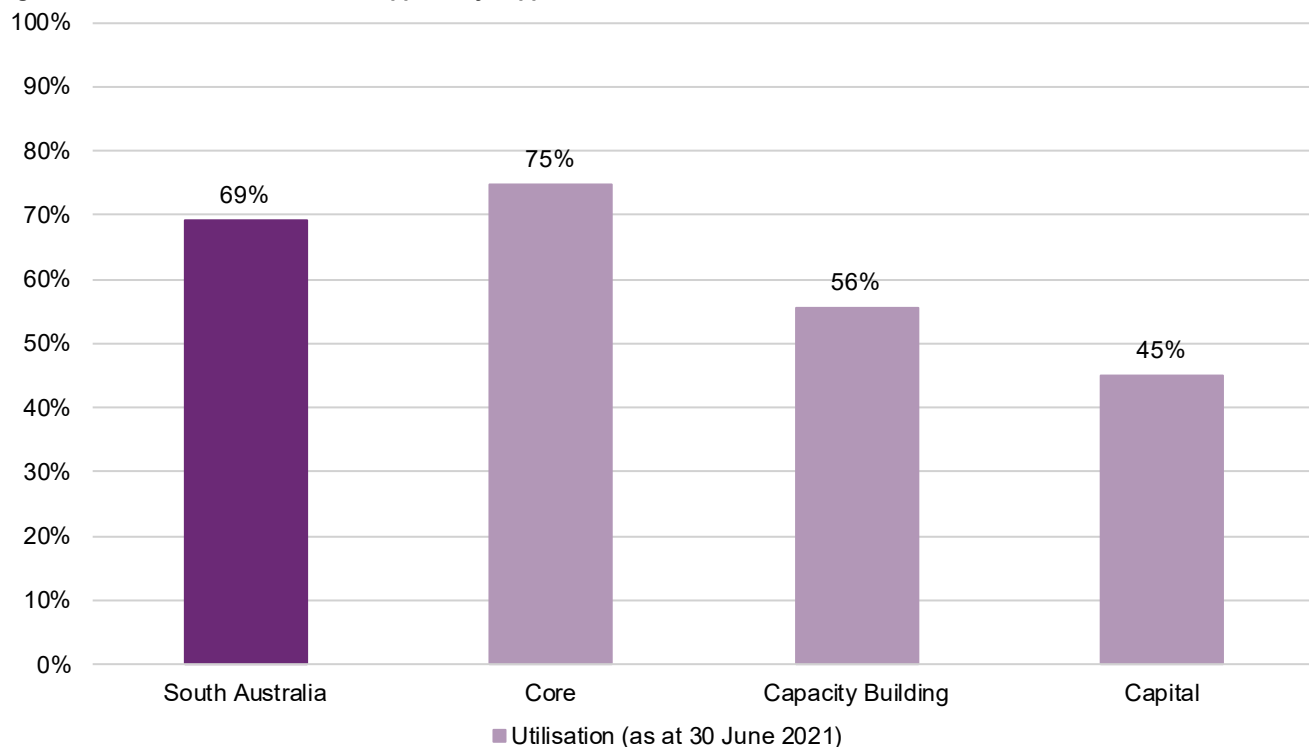
**Figure J.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – South Australia** <sup>495</sup>



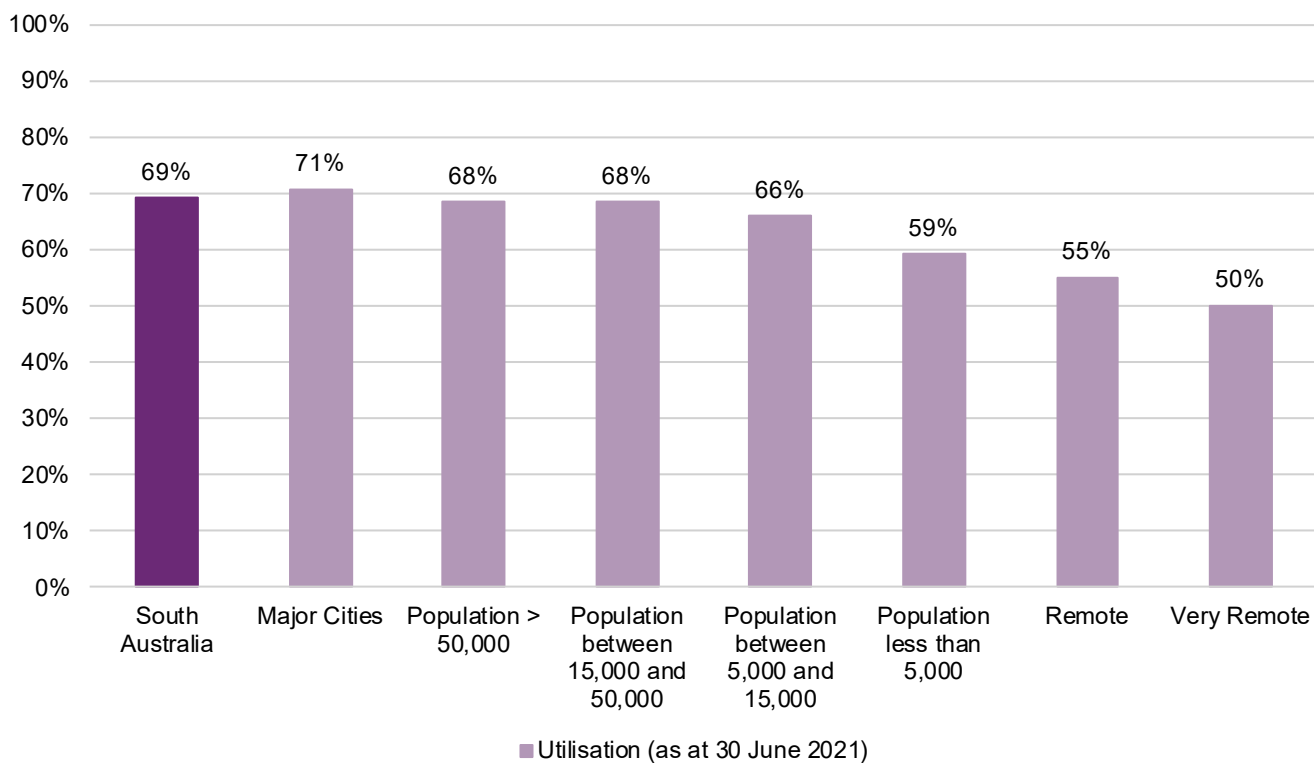
<sup>494</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>495</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure J.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – South Australia** <sup>496</sup>



**Figure J.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – South Australia** <sup>497</sup>



<sup>496</sup> Ibid.

<sup>497</sup> Ibid.



# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>498</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	10,242	415	10,657	272	10,929

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania <sup>499</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	12,581	621	13,202
Active Eligible	10,465	438	10,903
New	6,091	407	6,498
State	2,959	<11	2,964
Commonwealth	1,415	26	1,441
Active Participant Plans (excl ECEI)	10,242	415	10,657
New	5,895	386	6,281
State	2,944	<11	2,950
Commonwealth	1,403	23	1,426
Active Participant Plans	10,450	687	10,929
Early Intervention (s25)	2,325	174	2,499
Permanent Disability (s24)	7,917	241	8,158
ECEI	208	272	272

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Tasmania

Exits	Total
Total participant exits	317
Early Intervention participants	37
Permanent disability participants	280

<sup>498</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>499</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>500 501</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
End of 2020-21 Q4	2,950	1,426	6,281	272	10,929

**Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania** <sup>502 503 504 505</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
End of 2020-21 Q4	2,499	8,158	272	10,929

<sup>500</sup> This table shows the total numbers of active participants at the end of each period.

<sup>501</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>502</sup> This table shows the total numbers of active participants at the end of each period.

<sup>503</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>504</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>505</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table K.6 Assessment of access by age group – Tasmania** <sup>506</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,262	97%	137	94%	2,399	96%
7 to 14	2,301	88%	71	73%	2,372	88%
15 to 18	1,340	90%	27	75%	1,367	90%
19 to 24	763	86%	15	54%	778	85%
25 to 34	651	80%	32	64%	683	79%
35 to 44	862	83%	36	64%	898	82%
45 to 54	1,234	83%	47	54%	1,281	81%
55 to 64	1,454	79%	66	58%	1,520	78%
65+	55	64%	<11		62	66%
Missing	<11		<11		<11	
<b>Total</b>	<b>10,922</b>	<b>87%</b>	<b>438</b>	<b>71%</b>	<b>11,360</b>	<b>86%</b>

**Table K.7 Assessment of access by disability – Tasmania** <sup>507</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	443	94%	<11		453	93%
Autism	3,290	95%	113	90%	3,403	95%
Cerebral Palsy	428	97%	<11		438	97%
Developmental Delay	678	95%	86	98%	764	95%
Global Developmental Delay	207	99%	17	100%	224	99%
Hearing Impairment	409	88%	17	85%	426	88%
Intellectual Disability	2,779	94%	40	83%	2,819	94%
Multiple Sclerosis	285	89%	14	82%	299	88%
Psychosocial disability	862	66%	52	54%	914	65%
Spinal Cord Injury	103	95%	<11		107	96%
Stroke	136	83%	<11		145	82%
Visual Impairment	189	90%	<11		195	89%
Other Neurological	486	83%	24	75%	510	82%
Other Physical	398	53%	12	22%	410	50%
Other Sensory/Speech	40	41%	<11		41	41%
Other	113	51%	23	32%	136	47%
Missing	76	93%	<11		76	93%
<b>Total</b>	<b>10,922</b>	<b>87%</b>	<b>438</b>	<b>71%</b>	<b>11,360</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.

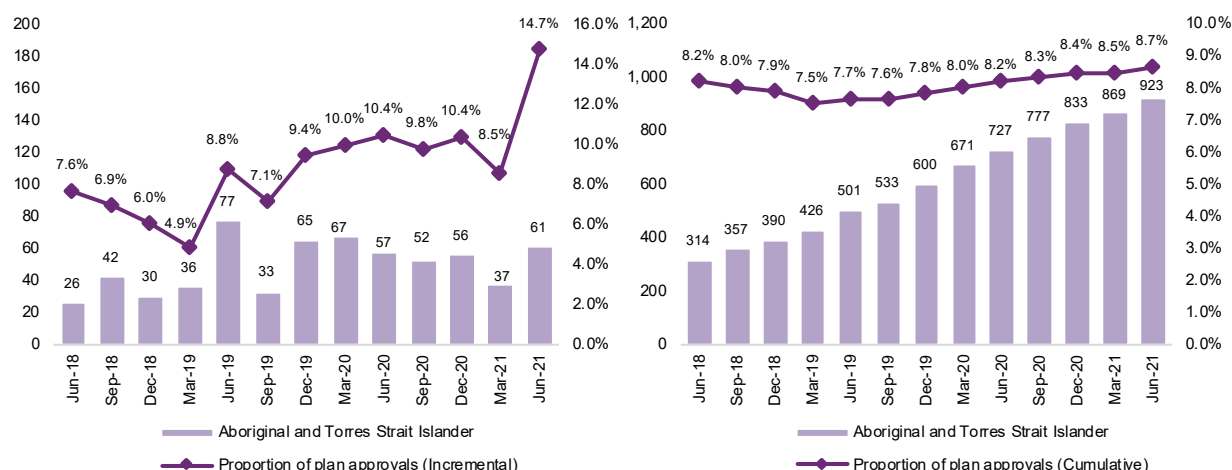
**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	862	8.4%	61	14.7%	<b>923</b>	<b>8.7%</b>
Not Aboriginal and Torres Strait Islander	7,485	73.1%	304	73.3%	<b>7,789</b>	<b>73.1%</b>
Not Stated	1,895	18.5%	50	12.0%	<b>1,945</b>	<b>18.3%</b>
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

<sup>506</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.

<sup>507</sup> Ibid.

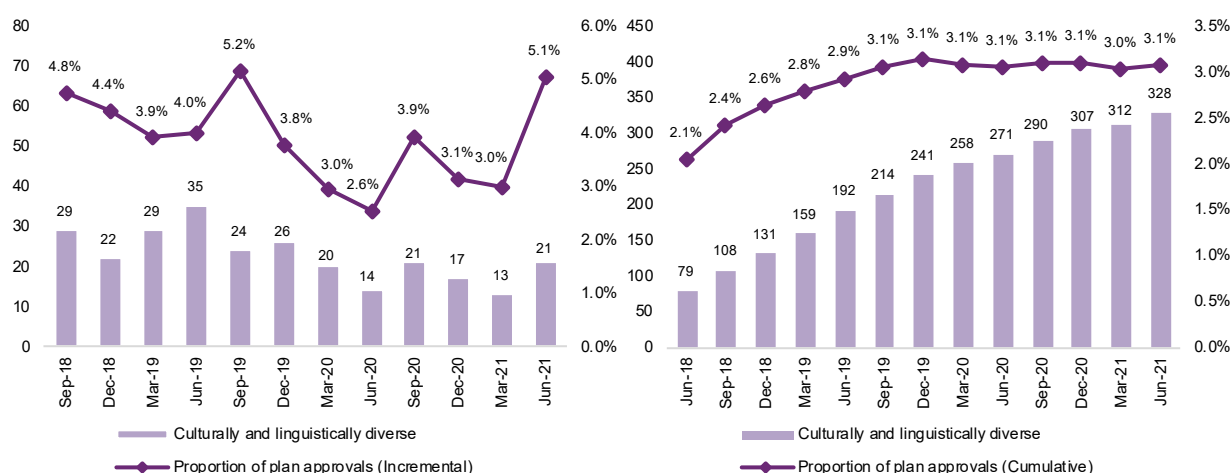
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>508</sup>



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

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	307	3.0%	21	5.1%	328	3.1%
Not culturally and linguistically diverse	9,925	96.9%	394	94.9%	10,319	96.8%
Not stated	<11		<11		<11	
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</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>509 510</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 30 June 2021 – Tasmania** <sup>511</sup>

	Total
Age group	N
Under 45	<11
45 to 54	19
55 to 64	58
<b>Total YPIRAC (under 65)</b>	<b>81</b>

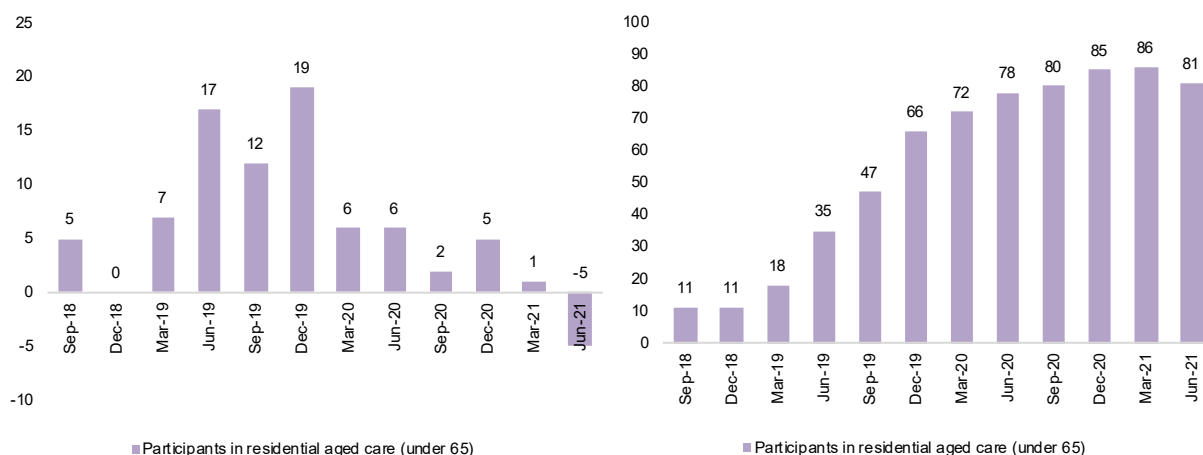
<sup>508</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>509</sup> Ibid.

<sup>510</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

<sup>511</sup> There are a further 31 active participants aged 65 years or over who are currently in residential aged care.

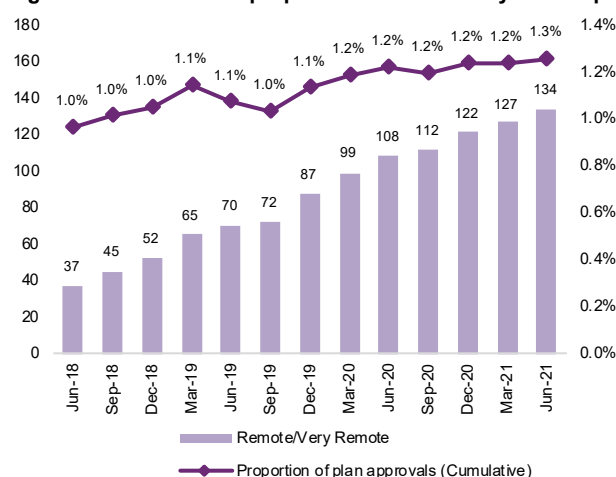
**Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania** <sup>512</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>513 514</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	6,648	64.9%	253	61.0%	6,901	64.8%
Population between 15,000 and 50,000	1,975	19.3%	76	18.3%	2,051	19.2%
Population between 5,000 and 15,000	53	0.5%	<11		55	0.5%
Population less than 5,000	1,439	14.0%	77	18.6%	1,516	14.2%
Remote	106	1.0%	<11		111	1.0%
Very Remote	21	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

**Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania** <sup>515 516 517</sup>



<sup>512</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.

<sup>513</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>514</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>515</sup> Ibid.

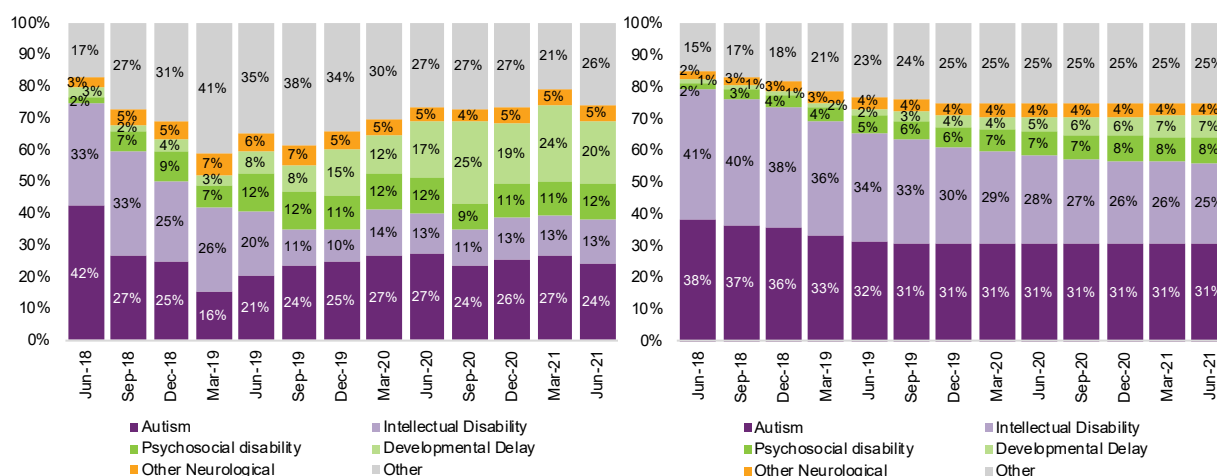
<sup>516</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>517</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>518 519 520</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	3,210	31%	101	24%	3,311	31%
Intellectual Disability	2,634	26%	56	13%	2,690	25%
Psychosocial disability	807	8%	49	12%	856	8%
Developmental Delay	633	6%	81	20%	714	7%
Hearing Impairment	398	4%	13	3%	411	4%
Other Neurological	411	4%	21	5%	432	4%
Other Physical	336	3%	<11		345	3%
Cerebral Palsy	408	4%	<11		418	4%
ABI	410	4%	14	3%	424	4%
Global Developmental Delay	192	2%	16	4%	208	2%
Visual Impairment	175	2%	<11		183	2%
Multiple Sclerosis	277	3%	<11		284	3%
Stroke	122	1%	<11		128	1%
Spinal Cord Injury	97	1%	<11		99	1%
Other	95	1%	21	5%	116	1%
Other Sensory/Speech	37	0%	<11		38	0%
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>521</sup>



<sup>518</sup> Table order based on national proportions (highest to lowest).

<sup>519</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

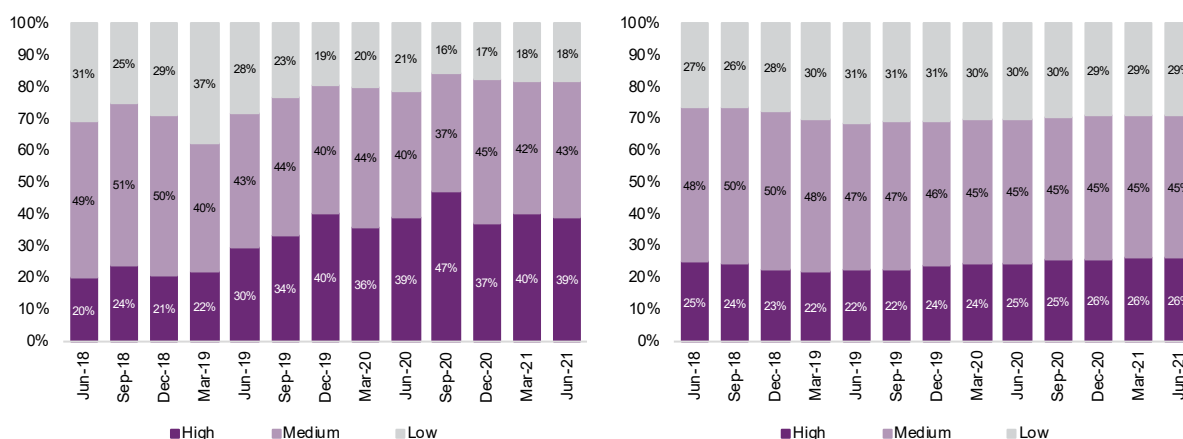
<sup>520</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (301).

<sup>521</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>522</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	876	9%	77	19%	953	9%
2 (High Function)	16	0%	<11		17	0%
3 (High Function)	490	5%	29	7%	519	5%
4 (High Function)	566	6%	20	5%	586	6%
5 (High Function)	664	6%	35	8%	699	7%
6 (Moderate Function)	2,132	21%	77	19%	2,209	21%
7 (Moderate Function)	770	8%	21	5%	791	7%
8 (Moderate Function)	630	6%	30	7%	660	6%
9 (Moderate Function)	69	1%	<11		72	1%
10 (Moderate Function)	1,035	10%	46	11%	1,081	10%
11 (Low Function)	370	4%	<11		376	4%
12 (Low Function)	1,720	17%	59	14%	1,779	17%
13 (Low Function)	675	7%	11	3%	686	6%
14 (Low Function)	213	2%	<11		213	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

**Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania** <sup>523</sup>



**Table K.14 Participant profile per quarter by age group – Tasmania**

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,320	13%	129	31%	1,449	14%
7 to 14	2,323	23%	62	15%	2,385	22%
15 to 18	862	8%	28	7%	890	8%
19 to 24	1,154	11%	21	5%	1,175	11%
25 to 34	1,146	11%	25	6%	1,171	11%
35 to 44	797	8%	35	8%	832	8%
45 to 54	1,098	11%	44	11%	1,142	11%
55 to 64	1,265	12%	68	16%	1,333	13%
65+	277	3%	<11		280	3%
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

<sup>522</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>523</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>524</sup>

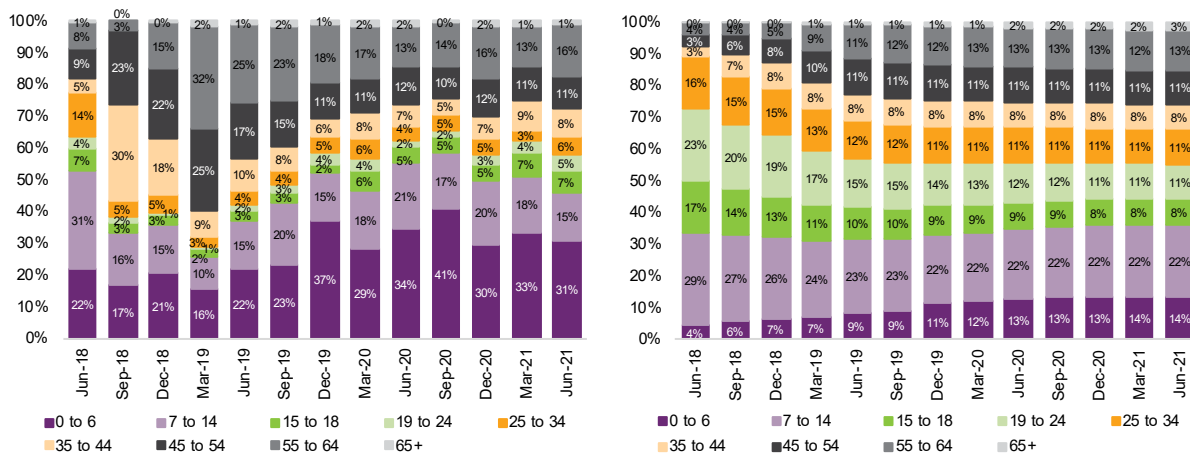


Table K.15 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	6,195	60%	245	59%	6,440	60%
Female	3,818	37%	165	40%	3,983	37%
Other	229	2%	<11		234	2%
<b>Total</b>	<b>10,242</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>10,657</b>	<b>100%</b>

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania <sup>525</sup>

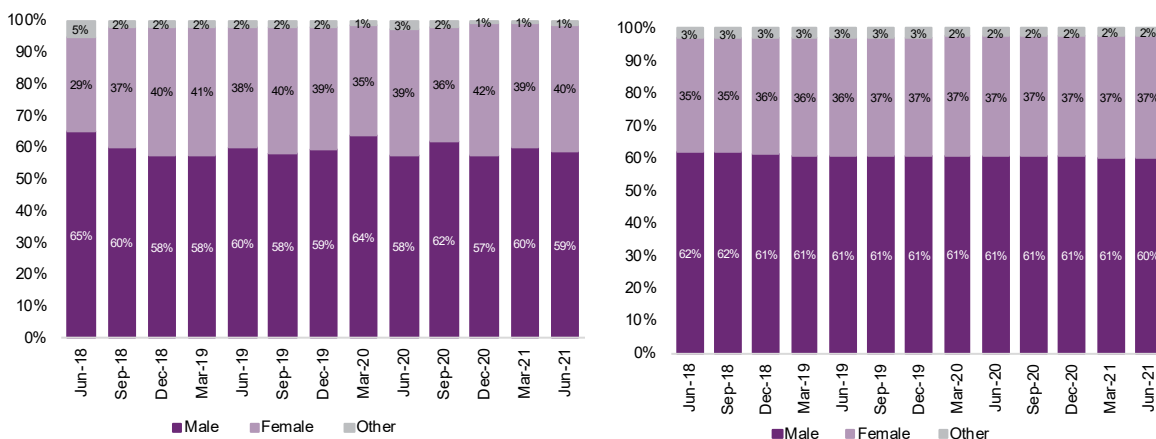


Table K.16 Participation rates by age group – Tasmania <sup>526</sup>

	TAS
0-6	3.56%
7-14	4.63%
15-18	3.53%
19-24	3.16%
25-34	1.79%
35-44	1.36%
45-54	1.72%
55-64	1.84%
<b>Total (aged 0-64)</b>	<b>2.47%</b>

<sup>524</sup> Ibid.

<sup>525</sup> Ibid.

<sup>526</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>527</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	Number of questionnaires
Participant 0 to school	15	112	341	537	505	1,510
Participant school to 14	551	861	551	650	497	3,110
Participant 15 to 24	295	156	107	175	168	901
Participant 25 and over	164	491	1,612	971	720	3,958
<b>Total Participant</b>	<b>1,025</b>	<b>1,620</b>	<b>2,611</b>	<b>2,333</b>	<b>1,890</b>	<b>9,479</b>
Family 0 to 14	507	955	866	1,162	992	4,482
Family 15 to 24	157	134	75	121	118	605
Family 25 and over	6	168	596	313	206	1,289
<b>Total Family</b>	<b>670</b>	<b>1,257</b>	<b>1,537</b>	<b>1,596</b>	<b>1,316</b>	<b>6,376</b>
<b>Total</b>	<b>1,695</b>	<b>2,877</b>	<b>4,148</b>	<b>3,929</b>	<b>3,206</b>	<b>15,855</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	57%			
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		31%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		77%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			46%	59%
CC	% who choose what they do each day			57%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	33%
CC	% who want more choice and control in their life			80%	78%

<sup>527</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		30%		
REL	Of these, % who are welcomed or actively included	67%	76%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			33%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	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%	74%
HM	% who feel safe or very safe in their home			82%	74%
HW	% who rate their health as good, very good or excellent			67%	43%
HW	% who did not have any difficulties accessing health services			71%	67%
LL	% who currently attend or previously attended school in a mainstream class			69%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				69%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			10%	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	28%	26%	28%
% receiving Carer Allowance	47%	37%	37%
% working in a paid job	39%	44%	31%
Of those in a paid job, % in permanent employment	76%	73%	77%
Of those in a paid job, % working 15 hours or more	74%	83%	82%
% who say they (and their partner) are able to work as much as they want	44%	44%	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	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	38%	29%	18%
% able to advocate for their child/family member	79%	73%	68%
% who have friends and family they see as often as they like	48%	47%	53%
% 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		39%	
% who feel in control selecting services		37%	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			44%
% who rate their health as good, very good or excellent	73%	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=328) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania** <sup>528</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?	87%
CC Has the NDIS helped increase your child's ability to communicate what they want?	72%
REL Has the NDIS improved how your child fits into family life?	67%
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=980) - participants who entered between 1 July 2016 and 30 June 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?	39%

<sup>528</sup> Results in Tables K.22 to K.25 include participants who entered between 1 July 2016 and 30 June 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=229) and ‘Participant 25 and over’ (n=1,459) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	77%
DL	Has the NDIS helped you with daily living activities?	52%	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?	18%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	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?	23%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	15%
S/CP	Has the NDIS helped you be more involved?	44%	64%

**Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,425); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=622) - participants who entered between 1 July 2016 and 30 June 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?	55%	53%
Has the NDIS improved the level of support for your family?	66%	67%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	35%	31%

**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=71) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania <sup>529</sup>**

Participant 6 to 10 (n = 11) – participants who entered between 1 July 2016 and 30 June 2018 – Tasmania				
	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	81%	93%	+11%
DL	Has the NDIS improved your child's access to specialist services?	87%	95%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	74%	88%	+13%
REL	Has the NDIS improved how your child fits into family life?	69%	90%	+21%
S/CP	Has the NDIS improved how your child fits into community life?	54%	78%	+24%

**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=621) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania**

Participant Subgroup 14: (n = 52) participants who entered between 1 July 2016 and 30 June 2018 Tasmania				
	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	62%	+7%
LL	Has the NDIS improved your child's access to education?	27%	30%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	48%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	44%	+6%

<sup>529</sup> Results in Tables K.26 to K.29 include participants who had their first plan approved between 1 July 2016 and 30 June 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=170) and ‘Participant 25 and over’ (n=557) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	51%	56%	+4%	74%	80%	+6%
DL	Has the NDIS helped you with daily living activities?	51%	61%	+10%	80%	84%	+4%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	56%	60%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	10%	-0%	33%	39%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	34%	+5%	49%	54%	+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?	22%	23%	0%	27%	30%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	18%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	46%	50%	+5%	65%	70%	+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=621); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=168) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	52%	+8%	53%	62%	+9%
	Has the NDIS improved the level of support for your family?	57%	66%	+10%	63%	74%	+11%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	66%	+8%	60%	70%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	68%	+6%			
	Has the NDIS improved your health and wellbeing?	31%	36%	+5%	33%	35%	+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=526) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania** <sup>530</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	49%	57%	64%	+15%
LL	Has the NDIS improved your child's access to education?	24%	26%	28%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	35%	40%	49%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	40%	44%	+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=217) - participants who entered between 1 July 2016 and 30 June 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?	50%	57%	59%	+9%
	Has the NDIS helped you with daily living activities?	47%	56%	62%	+15%
	Has the NDIS helped you to meet more people?	44%	49%	49%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	9%	9%	0%
	Has your involvement with the NDIS improved your health and wellbeing?	32%	34%	38%	+6%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	25%	23%	-1%
	Has your involvement with the NDIS helped you find a job that's right for you?	9%	10%	10%	+1%
	Has the NDIS helped you be more involved?	44%	51%	54%	+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=149) - participants who entered between 1 July 2016 and 30 June 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?	70%	77%	82%	12%
	Has the NDIS helped you with daily living activities?	71%	81%	82%	+11%
	Has the NDIS helped you to meet more people?	60%	62%	65%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	39%	44%	+11%
	Has your involvement with the NDIS improved your health and wellbeing?	52%	58%	60%	+8%
	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%	26%	+3%
	Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	14%	0%
	Has the NDIS helped you be more involved?	65%	69%	71%	+6%

<sup>530</sup> Results in Tables K.30 to K.34 include participants who had their first plan approved between 1 July 2016 and 30 June 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=344) - participants who entered between 1 July 2016 and 30 June 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?	39%	41%	52%	+13%
Has the NDIS improved the level of support for your family?	50%	56%	68%	+18%
Has the NDIS improved your access to services, programs and activities in the community?	51%	61%	67%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	48%	55%	60%	+12%
Has the NDIS improved your health and wellbeing?	27%	26%	36%	+8%

**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=89) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	50%	42%	46%	-4%
Has the NDIS improved the level of support for your family?	54%	63%	68%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	58%	63%	67%	+9%
Has the NDIS improved your health and wellbeing?	25%	23%	24%	-1%

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'.

**Table K.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant school to 14’ (n=138) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania <sup>531</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?	44%	50%	57%	56%	+12%
LL	Has the NDIS improved your child's access to education?	14%	12%	13%	7%	-6%
REL	Has the NDIS improved your child's relationships with family and friends?	21%	28%	43%	38%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	31%	30%	41%	38%	+7%

<sup>531</sup> Results in Tables K.35 to K.39 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

**Table K.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=150) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania**

	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?	48%	56%	59%	65%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	56%	64%	64%	+15%
REL	Has the NDIS helped you to meet more people?	43%	48%	46%	49%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	11%	12%	13%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	36%	39%	41%	+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?	23%	22%	22%	23%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	6%	8%	9%	+4%
S/CP	Has the NDIS helped you be more involved?	43%	51%	52%	56%	+13%

**Table K.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=32) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania**

	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?	82%	64%	67%	76%	-6%
DL	Has the NDIS helped you with daily living activities?	70%	73%	85%	84%	+14%
REL	Has the NDIS helped you to meet more people?	63%	54%	56%	61%	-2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	22%	30%	30%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	36%	41%	40%	-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?	30%	40%	44%	37%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	17%	7%	13%	-11%
S/CP	Has the NDIS helped you be more involved?	57%	63%	67%	68%	+12%



**Table K.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=71) - participants who entered between 1 July 2016 and 30 June 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?	27%	26%	50%	40%	+13%
Has the NDIS improved the level of support for your family?	45%	62%	52%	68%	+23%
Has the NDIS improved your access to services, programs and activities in the community?	52%	61%	67%	72%	+20%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	52%	62%	60%	+17%
Has the NDIS improved your health and wellbeing?	24%	28%	33%	20%	-4%

**Table K.39 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=29) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	34%	41%	38%	46%	+12%
Has the NDIS improved the level of support for your family?	34%	50%	65%	67%	+33%
Has the NDIS helped you to access services, programs and activities in the community?	41%	53%	56%	60%	+19%
Has the NDIS improved your health and wellbeing?	28%	24%	26%	23%	-4%

**Table K.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=988), ‘participant social and community engagement rate’ (n=995) and ‘parent and carer employment rate’ (n=827) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania<sup>532</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	5%	12%	13%	24%
Aged 25+	21%	21%	19%	
Aged 15+	18%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	23%	27%	24%	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	40%	43%	43%	50%
Aged 15+	32%	37%	31%	
All ages	38%	42%	40%	

<sup>532</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 30 June 2019 and have had a second plan review to date.

**Table K.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=392), 'participant social and community engagement rate' (n=398) and 'parent and carer employment rate' (n=345) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania <sup>533</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	7%	11%	12%	16%	24%
Aged 25+	24%	27%	19%	22%	
Aged 15+	15%	18%	15%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	29%	33%	33%	50%
Aged 25+	38%	37%	41%	43%	
Aged 15+	32%	33%	37%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	40%	45%	45%	45%	50%
Aged 15+	44%	46%	47%	46%	
All ages	41%	46%	46%	46%	

**Table K.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=119), 'participant social and community engagement rate' (n=119) and 'parent and carer employment rate' (n=34) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania <sup>534</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	4%	5%	8%	24%	18%	24%
Aged 25+	17%	16%	21%	10%	15%	
Aged 15+	10%	10%	13%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	24%	31%	29%	28%	30%	50%
Aged 25+	40%	35%	38%	34%	40%	
Aged 15+	31%	33%	33%	30%	34%	
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						

<sup>533</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 30 June 2018 and have had a third plan review to date.

<sup>534</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 30 June 2017 and have had a fourth plan review to date.

**Table K.43 Number of active plans by goal type and primary disability – Tasmania** <sup>535</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	125	239	228	53	106	327	194	87	<b>424</b>
Autism	724	2,536	1,488	992	1,340	1,827	373	539	<b>3,311</b>
Cerebral Palsy	134	302	258	71	94	250	117	60	<b>418</b>
Developmental Delay	109	660	258	269	270	215	1	0	<b>714</b>
Down Syndrome	77	219	174	68	80	212	78	74	<b>301</b>
Global Developmental Delay	49	194	88	90	85	61	3	1	<b>208</b>
Hearing Impairment	110	287	131	91	65	149	54	93	<b>411</b>
Intellectual Disability	646	1,484	1,012	553	611	1,621	763	825	<b>2,389</b>
Multiple Sclerosis	82	180	208	15	39	182	108	50	<b>284</b>
Psychosocial disability	209	466	543	184	181	648	404	220	<b>856</b>
Spinal Cord Injury	35	65	67	13	4	60	32	22	<b>99</b>
Stroke	40	85	76	14	20	88	54	20	<b>128</b>
Visual Impairment	63	130	78	41	26	117	51	49	<b>183</b>
Other Neurological	118	266	256	36	76	296	190	57	<b>432</b>
Other Physical	85	235	207	35	41	194	108	69	<b>345</b>
Other Sensory/Speech	7	31	10	13	6	15	1	4	<b>38</b>
Other	23	85	58	9	14	74	40	15	<b>116</b>
<b>Total</b>	<b>2,636</b>	<b>7,464</b>	<b>5,140</b>	<b>2,547</b>	<b>3,058</b>	<b>6,336</b>	<b>2,571</b>	<b>2,185</b>	<b>10,657</b>

<sup>535</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.44 Number of goals in active plans by goal type and primary disability – Tasmania** <sup>536</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	224	513	390	79	152	542	300	130	<b>2,330</b>
Autism	1,321	8,062	3,057	1,845	2,498	3,336	622	841	<b>21,582</b>
Cerebral Palsy	232	886	507	128	150	480	199	97	<b>2,679</b>
Developmental Delay	190	3,123	568	491	483	442	4	0	<b>5,301</b>
Down Syndrome	146	590	331	147	127	386	106	130	<b>1,963</b>
Global Developmental Delay	91	909	191	173	155	117	6	1	<b>1,643</b>
Hearing Impairment	202	700	252	153	101	258	86	141	<b>1,893</b>
Intellectual Disability	1,097	3,351	1,882	967	1,081	2,976	1,230	1,246	<b>13,830</b>
Multiple Sclerosis	123	368	359	23	56	293	181	74	<b>1,477</b>
Psychosocial disability	319	864	938	299	268	1,049	598	312	<b>4,647</b>
Spinal Cord Injury	67	139	139	27	10	107	52	34	<b>575</b>
Stroke	64	187	122	26	27	149	87	32	<b>694</b>
Visual Impairment	120	295	125	76	41	191	77	74	<b>999</b>
Other Neurological	208	685	469	56	122	485	282	82	<b>2,389</b>
Other Physical	132	611	405	59	62	327	172	103	<b>1,871</b>
Other Sensory/Speech	14	113	18	26	10	28	2	5	<b>216</b>
Other	49	170	93	14	18	129	61	30	<b>564</b>
<b>Total</b>	<b>4,599</b>	<b>21,566</b>	<b>9,846</b>	<b>4,589</b>	<b>5,361</b>	<b>11,295</b>	<b>4,065</b>	<b>3,332</b>	<b>64,653</b>

**Table K.45 Number of active plans by goal type and age group – Tasmania** <sup>537</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	264	1,367	555	568	577	417	3	0	<b>1,449</b>
7 to 14	398	1,931	1,127	728	1,087	1,223	54	23	<b>2,385</b>
15 to 18	215	640	417	296	290	584	91	223	<b>890</b>
19 to 24	390	701	435	295	239	745	372	649	<b>1,175</b>
25 to 34	364	701	562	248	226	772	477	541	<b>1,171</b>
35 to 44	244	514	454	151	166	593	342	265	<b>832</b>
45 to 54	320	680	669	143	203	841	498	268	<b>1,142</b>
55 to 64	352	783	748	103	232	963	595	197	<b>1,333</b>
65+	89	147	173	15	38	198	139	19	<b>280</b>
<b>Total</b>	<b>2,636</b>	<b>7,464</b>	<b>5,140</b>	<b>2,547</b>	<b>3,058</b>	<b>6,336</b>	<b>2,571</b>	<b>2,185</b>	<b>10,657</b>

<sup>536</sup> Participants have set over six million goals in total across Australia since July 2016. The 64,653 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

<sup>537</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.46 Number of goals in active plans by goal type and age group – Tasmania** <sup>538</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	473	6,613	1,179	1,038	989	836	6	0	<b>11,134</b>
7 to 14	792	6,347	2,490	1,476	2,144	2,279	86	48	<b>15,662</b>
15 to 18	383	1,590	817	561	497	1,120	199	396	<b>5,563</b>
19 to 24	693	1,389	749	458	420	1,266	577	977	<b>6,529</b>
25 to 34	622	1,379	963	425	360	1,350	780	816	<b>6,695</b>
35 to 44	409	1,005	799	237	267	1,090	525	390	<b>4,722</b>
45 to 54	510	1,301	1,211	212	294	1,422	762	398	<b>6,110</b>
55 to 64	563	1,652	1,340	162	339	1,602	925	280	<b>6,863</b>
65+	154	290	298	20	51	330	205	27	<b>1,375</b>
<b>Total</b>	<b>4,599</b>	<b>21,566</b>	<b>9,846</b>	<b>4,589</b>	<b>5,361</b>	<b>11,295</b>	<b>4,065</b>	<b>3,332</b>	<b>64,653</b>

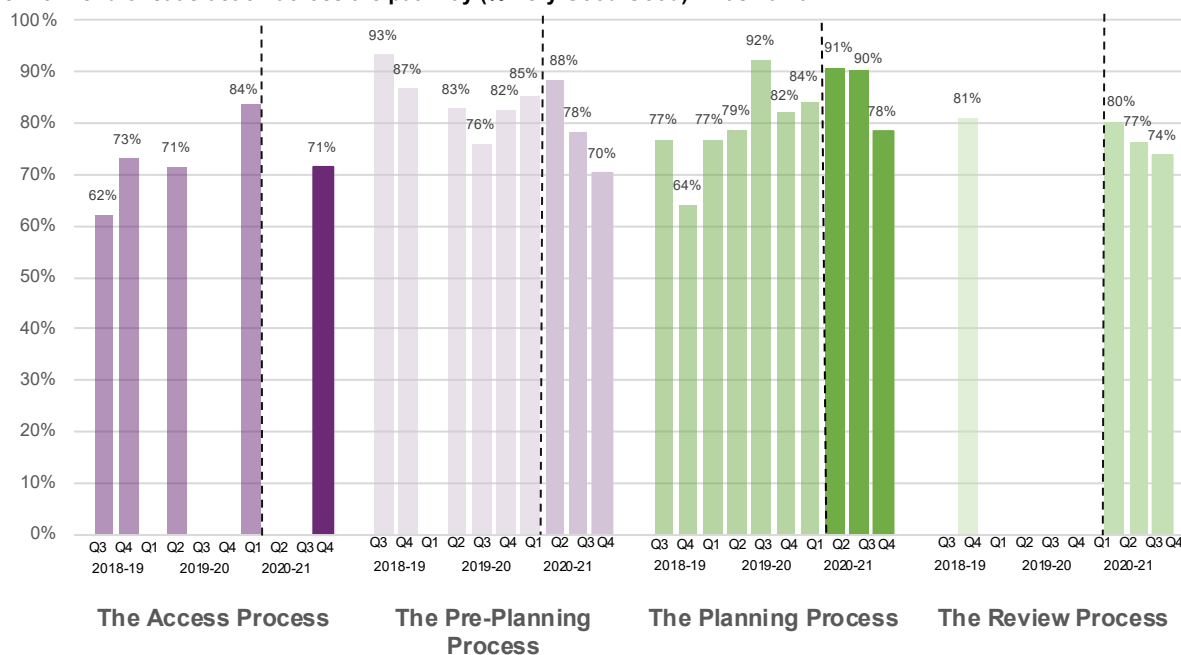
<sup>538</sup> Participants have set over six million goals in total across Australia since July 2016. The 64,653 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania** <sup>539</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 34</b>	<b>n = 21</b>
Are you happy with how coming into the NDIS has gone?	76%	76%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	76%	57%
% of participants rating their overall experience as Very Good or Good.	71%	71%
<b>Pre-planning</b>	<b>n = 49</b>	<b>n = 27</b>
Did the person from the NDIS understand how your disability affects your life?	88%	85%
Did you understand why you needed to give the information you did?	94%	96%
Were decisions about your plan clearly explained?	80%	74%
Are you clear on what happens next with your plan?	63%	67%
Do you know where to go for more help with your plan?	78%	70%
% of participants rating their overall experience as Very Good or Good.	84%	70%
<b>Planning</b>	<b>n = 276</b>	<b>n = 139</b>
Did the person from the NDIS understand how your disability affects your life?	92%	88%
Did you understand why you needed to give the information you did?	99%	98%
Were decisions about your plan clearly explained?	88%	83%
Are you clear on what happens next with your plan?	80%	85%
Do you know where to go for more help with your plan?	90%	91%
% of participants rating their overall experience as Very Good or Good.	91%	78%
<b>Plan review</b>	<b>n = 714</b>	<b>n = 441</b>
Did the person from the NDIS understand how your disability affects your life?	88%	83%
Did you feel prepared for your plan review?	84%	87%
Is your NDIS plan helping you to make progress towards your goals?	89%	86%
% of participants rating their overall experience as Very Good or Good.	78%	74%

<sup>539</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 "AHA". 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.

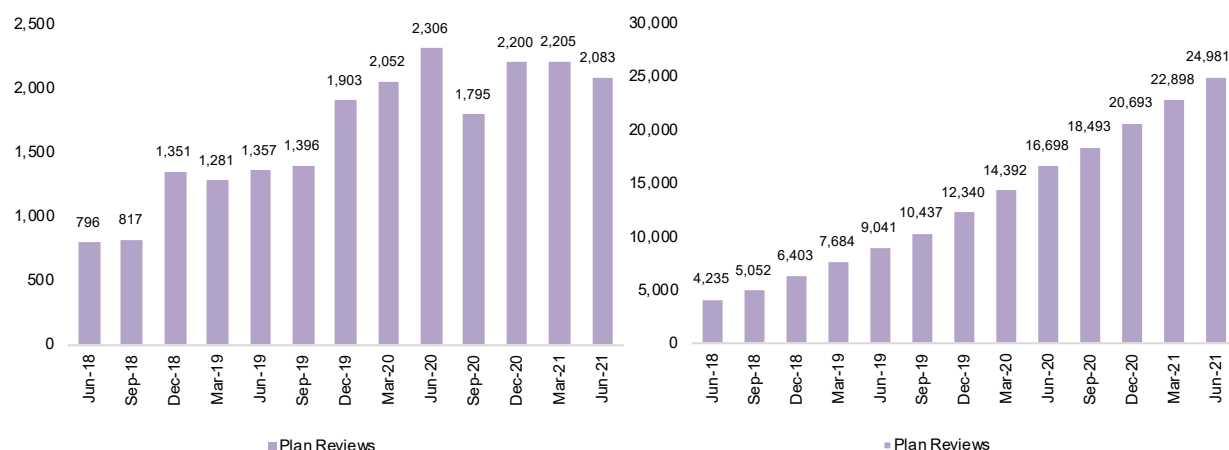
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>540 541 542</sup>



**Table K.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania** <sup>543</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>22,898</b>	<b>2,083</b>	<b>24,981</b>
<i>Early intervention plans</i>	3,273	475	3,748
<i>Permanent disability plans</i>	19,625	1,608	21,233

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



<sup>540</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>541</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>542</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>543</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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.49 shows the number of complaints in 2020-21 Q4 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.50 and Table K.51 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table K.49 Complaints by quarter – Tasmania** <sup>544 545 546</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	8	1	9	8
Complaint about LAC Partner	11	3	14	13
Complaints about service providers	113	3	116	99
Complaints about the Agency	1,280	106	1,386	864
Critical/ Reportable Incident	85	25	110	97
Unclassified	37	0	37	33
<b>Total</b>	<b>1,534</b>	<b>138</b>	<b>1,672</b>	<b>1,017</b>
Total complaints made since 1 April 2017	1,443	138	1,581	
Complaints since 1 April 2017 as % of all access requests	4.4%	3.9%	4.3%	

<sup>544</sup> Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

<sup>545</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>546</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.



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

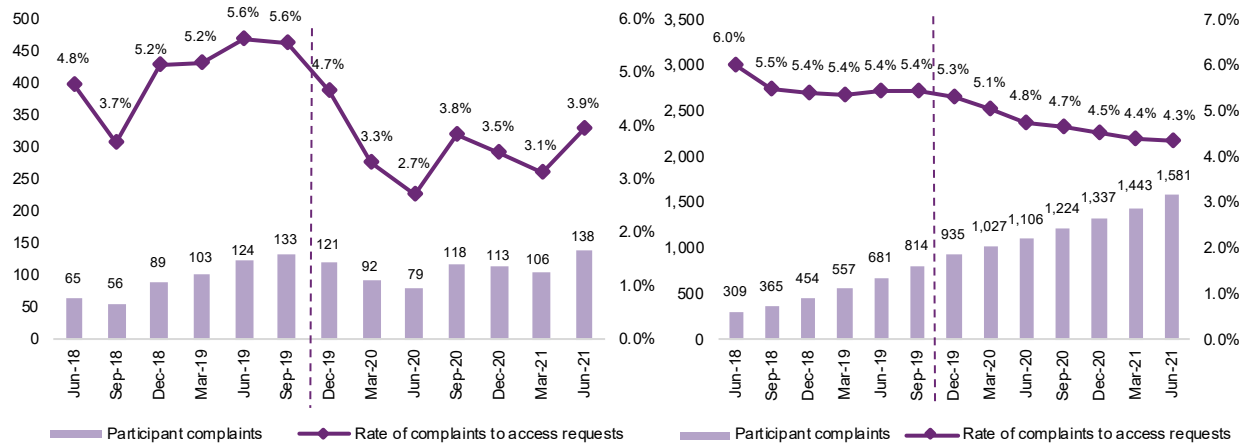


Table K.50 Participant complaints by type – Tasmania

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	82	(6%)	0	(0%)	82	(6%)
Information unclear	40	(3%)	0	(0%)	40	(3%)
NDIA Access	30	(2%)	7	(7%)	37	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	36	(3%)	4	(4%)	40	(3%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	119	(9%)	35	(33%)	154	(11%)
NDIA Process	49	(4%)	13	(12%)	62	(4%)
NDIA Resources	6	(0%)	0	(0%)	6	(0%)
NDIA Staff	30	(2%)	9	(8%)	39	(3%)
NDIA Timeliness	107	(8%)	34	(32%)	141	(10%)
Participation, engagement and inclusion	4	(0%)	0	(0%)	4	(0%)
Provider Portal	6	(0%)	0	(0%)	6	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	72	(6%)	0	(0%)	72	(5%)
Staff conduct - Agency	44	(3%)	0	(0%)	44	(3%)
The way the NDIA carried out its decision making	66	(5%)	1	(1%)	67	(5%)
Timeliness	293	(23%)	0	(0%)	293	(21%)
Other	294	(23%)	3	(3%)	297	(21%)
<b>Total</b>	<b>1,280</b>		<b>106</b>		<b>1,386</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	2	(25%)	0	(0%)	2	(22%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	5	(63%)	1	(100%)	6	(67%)
ECEI Timeliness	1	(13%)	0	(0%)	1	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>8</b>		<b>1</b>		<b>9</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(18%)	0	(0%)	2	(14%)
LAC Plan	1	(9%)	0	(0%)	1	(7%)
LAC Process	2	(18%)	1	(33%)	3	(21%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(55%)	2	(67%)	8	(57%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>11</b>		<b>3</b>		<b>14</b>	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(5%)
Provider Finance	1	(1%)	1	(33%)	2	(2%)
Provider Fraud and Compliance	3	(3%)	0	(0%)	3	(3%)
Provider process	13	(12%)	0	(0%)	13	(11%)
Provider Service	20	(18%)	2	(67%)	22	(19%)
Provider Staff	4	(4%)	0	(0%)	4	(3%)
Service Delivery	20	(18%)	0	(0%)	20	(17%)
Staff conduct	14	(12%)	0	(0%)	14	(12%)
Supports being provided	13	(12%)	0	(0%)	13	(11%)
Other	19	(17%)	0	(0%)	19	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total</b>	<b>113</b>		<b>3</b>	<b>0</b>	<b>116</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	18	(21%)	3	(12%)	21	(19%)
Allegations against Informal Supports	27	(32%)	1	(4%)	28	(25%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	16	(19%)	4	(16%)	20	(18%)
Provider reporting	24	(28%)	17	(68%)	41	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>85</b>		<b>25</b>		<b>110</b>	
<i>Unclassified</i>	<b>37</b>		<b>0</b>		<b>37</b>	
<b>Participants total</b>	<b>1,534</b>		<b>138</b>		<b>1,672</b>	

Table K.51 Unique complainants by type – Tasmania

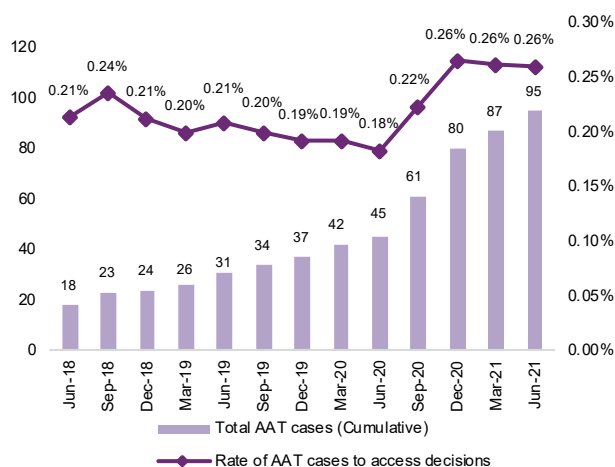
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	66	(6%)	0	(0%)	66	(5%)
Information unclear	40	(4%)	0	(0%)	40	(3%)
NDIA Access	26	(2%)	7	(8%)	33	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	31	(3%)	2	(2%)	33	(3%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	99	(9%)	28	(31%)	127	(10%)
NDIA Process	46	(4%)	12	(13%)	58	(5%)
NDIA Resources	5	(0%)	0	(0%)	5	(0%)
NDIA Staff	26	(2%)	8	(9%)	34	(3%)
NDIA Timeliness	96	(8%)	29	(32%)	125	(10%)
Participation, engagement and inclusion	4	(0%)	0	(0%)	4	(0%)
Provider Portal	6	(1%)	0	(0%)	6	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	71	(6%)	0	(0%)	71	(6%)
Staff conduct - Agency	42	(4%)	0	(0%)	42	(3%)
The way the NDIA carried out its decision making	62	(5%)	1	(1%)	63	(5%)
Timeliness	238	(21%)	0	(0%)	238	(19%)
Other	273	(24%)	3	(3%)	276	(23%)
<b>Total</b>	<b>1,133</b>		<b>90</b>		<b>1,223</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	2	(29%)	0	(0%)	2	(25%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	4	(57%)	1	(100%)	5	(63%)
ECEI Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>7</b>		<b>1</b>		<b>8</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(10%)	0	(0%)	1	(8%)
LAC Plan	1	(10%)	0	(0%)	1	(8%)
LAC Process	2	(20%)	1	(33%)	3	(23%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(60%)	2	(67%)	8	(62%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>10</b>		<b>3</b>		<b>13</b>	
<i>Complaints about service providers</i>						
Provider costs.	6	(6%)	0	(0%)	6	(5%)
Provider Finance	1	(1%)	1	(33%)	2	(2%)
Provider Fraud and Compliance	3	(3%)	0	(0%)	3	(3%)
Provider process	13	(12%)	0	(0%)	13	(12%)
Provider Service	19	(17%)	2	(67%)	21	(19%)
Provider Staff	4	(4%)	0	(0%)	4	(4%)
Service Delivery	18	(17%)	0	(0%)	18	(16%)
Staff conduct	14	(13%)	0	(0%)	14	(13%)
Supports being provided	12	(11%)	0	(0%)	12	(11%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	19 (17%)	0 (0%)	19 (17%)
<b>Total</b>	<b>109</b>	<b>3</b>	<b>112</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	16 (21%)	3 (12%)	19 (18%)
Allegations against Informal Supports	24 (31%)	1 (4%)	25 (24%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	15 (19%)	4 (16%)	19 (18%)
Provider reporting	23 (29%)	17 (68%)	40 (39%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>78</b>	<b>25</b>	<b>103</b>
<i>Unclassified</i>	<b>33</b>	<b>0</b>	<b>33</b>
<b>Unique complaints total</b>	<b>1,370</b>	<b>122</b>	<b>1,492</b>

Table K.52 AAT Cases by category – Tasmania <sup>547</sup> <sup>548</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
<b>Total</b>	<b>87</b>	<b>100%</b>	<b>&lt;11</b>		<b>95</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.26%</b>		<b>0.25%</b>		<b>0.26%</b>	

Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>549</sup>



<sup>547</sup> The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

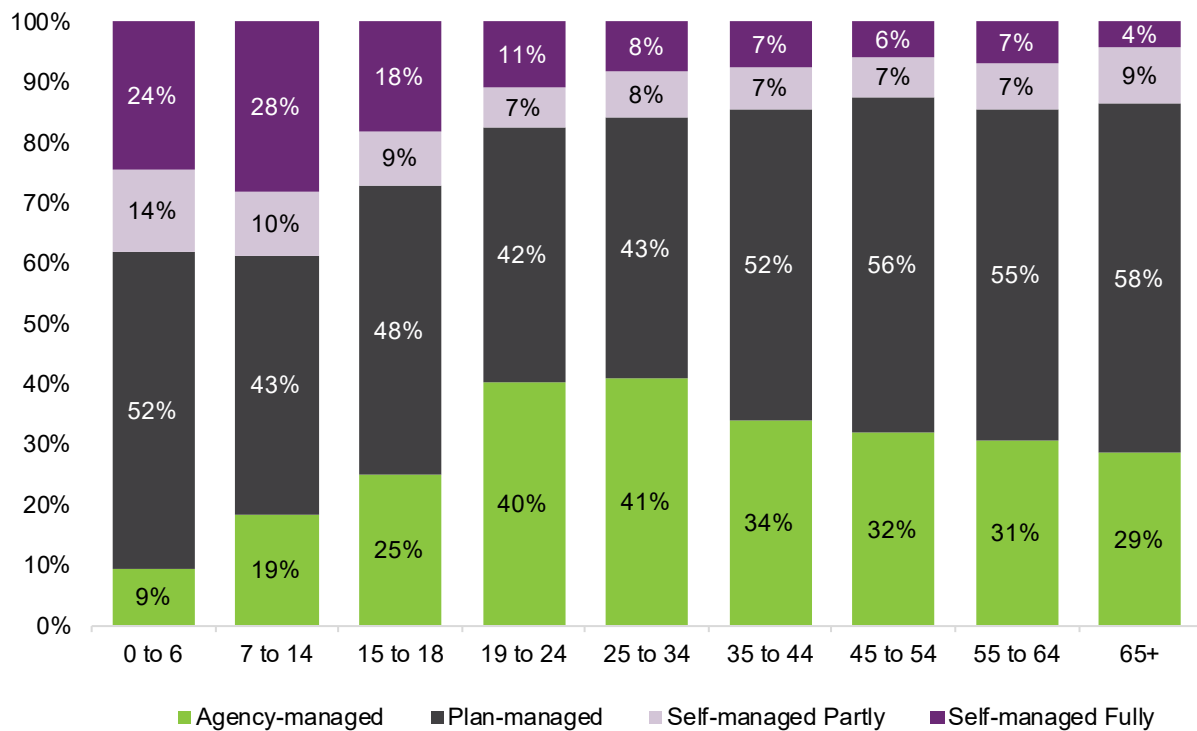
<sup>548</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>549</sup> There are insufficient numbers to show the incremental count of AAT cases.

**Table K.53 AAT cases by open/closed and decision – Tasmania**

	N
<b>AAT Cases</b>	<b>95</b>
<b>Open AAT Cases</b>	<b>31</b>
<b>Closed AAT Cases</b>	<b>64</b>
<i>Resolved before hearing</i>	63
<i>Gone to hearing and received a substantive decision</i>	<11

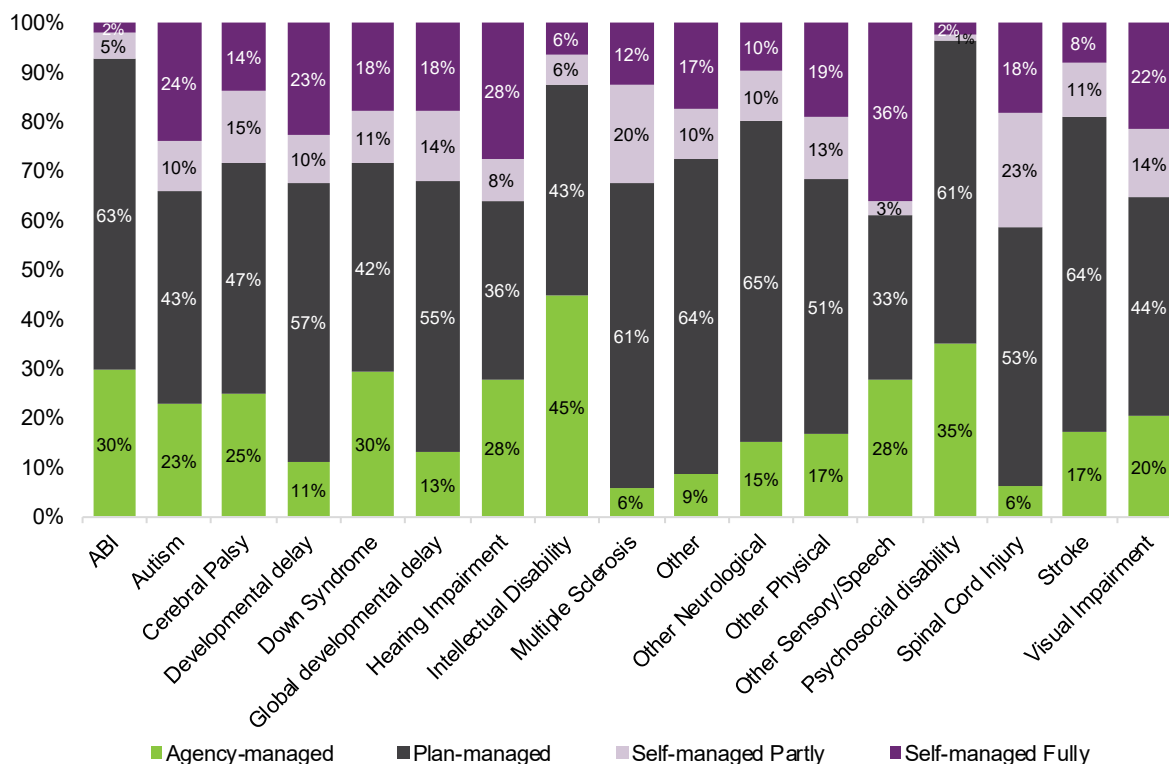
**Figure K.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Tasmania** <sup>550 551</sup>



<sup>550</sup> For the total number of active participants in each age group, see Table K.14.

<sup>551</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.

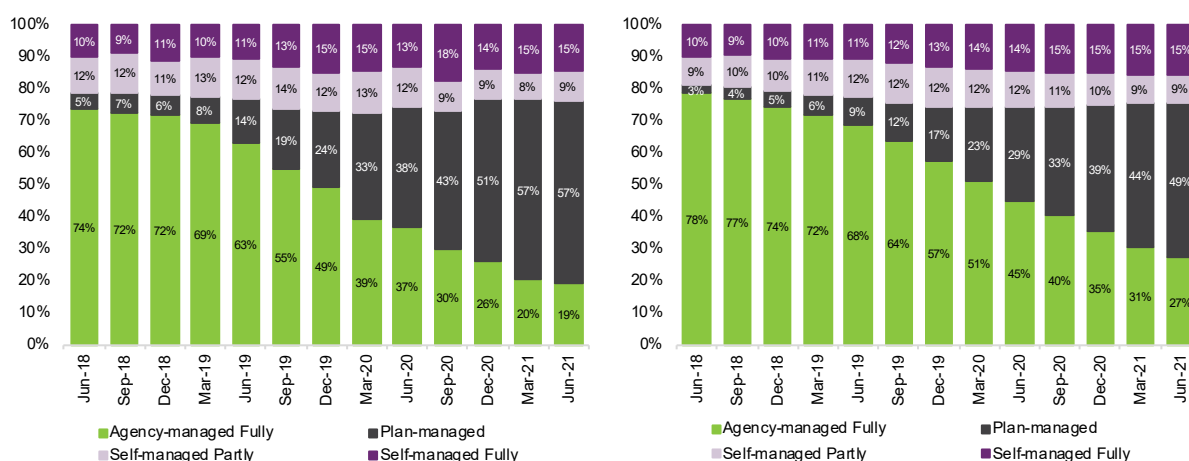
**Figure K.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Tasmania** <sup>552 553</sup>



**Table K.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania** <sup>554</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	16%	15%	<b>15%</b>
Self-managed partly	9%	9%	<b>9%</b>
Plan-managed	46%	57%	<b>49%</b>
Agency-managed	29%	19%	<b>27%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>555</sup>



<sup>552</sup> For the total number of active participants in each primary disability group, see Table K.12.

<sup>553</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.

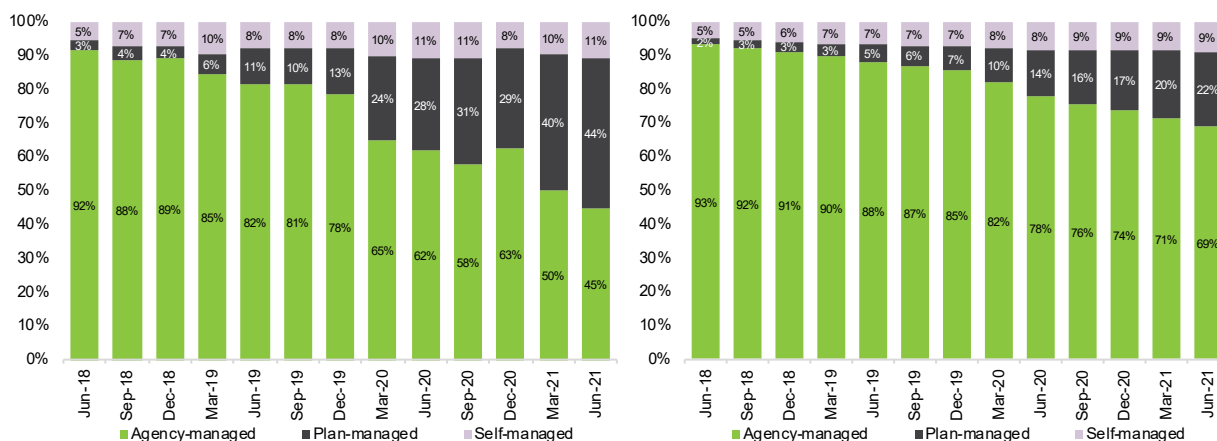
<sup>554</sup> Ibid.

<sup>555</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 plan budgets by method of financial plan management and quarter of plan approval – Tasmania**

	Prior Quarters	2020-21 Q4	Total
Self-managed	9%	11%	9%
Plan-managed	20%	44%	22%
Agency-managed	71%	45%	69%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania**



**Table K.56 Distribution of active participants by support coordination and quarter of plan approval – Tasmania**

	Prior Quarters	2020-21 Q4	Total
Support coordination	45%	45%	45%

**Table K.57 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania** <sup>556</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	5,520	68%	359	66%	5,879	67%
30 to 59 days	881	11%	56	10%	937	11%
60 to 89 days	439	5%	26	5%	465	5%
<b>Activated within 90 days</b>	<b>6,840</b>	<b>84%</b>	<b>441</b>	<b>82%</b>	<b>7,281</b>	<b>84%</b>
90 to 119 days	278	3%	27	5%	305	3%
120 days and over	816	10%	31	6%	847	10%
<b>Activated after 90 days</b>	<b>1,094</b>	<b>13%</b>	<b>58</b>	<b>11%</b>	<b>1,152</b>	<b>13%</b>
No payments	240	3%	42	8%	282	3%
<b>Total plans approved</b>	<b>8,174</b>	<b>100%</b>	<b>541</b>	<b>100%</b>	<b>8,715</b>	<b>100%</b>

<sup>556</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.



Table K.58 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	682	718	95%
Not Aboriginal and Torres Strait Islander	6,105	6,370	96%
Not Stated	1,578	1,656	95%
<b>Total</b>	<b>8,365</b>	<b>8,744</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	251	259	97%
Not CALD	8,105	8,475	96%
Not Stated	<11	<11	
<b>Total</b>	<b>8,365</b>	<b>8,744</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	8,272	8,639	96%
Remote	93	105	89%
Missing	<11	<11	
<b>Total</b>	<b>8,365</b>	<b>8,744</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,672	2,810	95%
Intellectual Disability (including Down Syndrome)	2,344	2,449	96%
Psychosocial Disability	643	656	98%
Developmental Delay (including Global Developmental Delay)	410	451	91%
Other	2,296	2,378	97%
<b>Total</b>	<b>8,365</b>	<b>8,744</b>	<b>96%</b>

Table K.59 Distribution of plans by utilisation – Tasmania <sup>557 558</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	21%
> 75%	43%
<b>Total</b>	<b>100%</b>

Table K.60 Proportion of active participants with approved plans accessing mainstream supports – Tasmania <sup>559</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	10%	13%	11%
Health & Wellbeing	57%	61%	58%
Lifelong Learning	18%	23%	19%
Other	18%	21%	19%
Non-categorised	28%	22%	27%
Any mainstream service	95%	95%	95%

<sup>557</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>558</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>559</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table K.61 Key markets indicators by quarter – Tasmania** <sup>560 561</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.53	1.54
b) Number of providers delivering new types of supports	88	102
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	86%
<i>Therapeutic Supports (%)</i>	88%	90%
<i>Participate Community (%)</i>	86%	88%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	84%	87%

**Table K.62 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Tasmania** <sup>562</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	37
Active in 2020-21 Q4 and also in previous quarters	460
<b>Active in 2020-21 Q4</b>	<b>497</b>
Inactive in 2020-21 Q4	790
<b>Active ever</b>	<b>1,287</b>

<sup>560</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>561</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>562</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table K.63 Cumulative number of providers that have been ever active by registration group – Tasmania** <sup>563</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	25	2	27	8%
Assistance Animals	11	1	12	9%
Assistance with daily life tasks in a group or shared living arrangement	130	6	136	5%
Assistance with travel/transport arrangements	124	2	126	2%
Daily Personal Activities	240	10	250	4%
Group and Centre Based Activities	161	7	168	4%
High Intensity Daily Personal Activities	149	4	153	3%
Household tasks	186	9	195	5%
Interpreting and translation	17	5	22	29%
Participation in community, social and civic activities	274	8	282	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	30	1	31	3%
Assistive products for household tasks	27	2	29	7%
Assistance products for personal care and safety	285	20	305	7%
Communication and information equipment	83	3	86	4%
Customised Prosthetics	71	4	75	6%
Hearing Equipment	35	2	37	6%
Hearing Services	7	1	8	14%
Personal Mobility Equipment	114	7	121	6%
Specialised Hearing Services	9	0	9	0%
Vision Equipment	30	0	30	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	257	12	269	5%
Behaviour Support	92	5	97	5%
Community nursing care for high needs	38	6	44	16%
Development of daily living and life skills	162	1	163	1%
Early Intervention supports for early childhood	169	4	173	2%
Exercise Physiology and Physical Wellbeing activities	77	5	82	6%
Innovative Community Participation	31	1	32	3%
Specialised Driving Training	11	2	13	18%
Therapeutic Supports	495	15	510	3%
<b>Capital services</b>				
Home modification design and construction	50	3	53	6%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	30	2	32	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	109	4	113	4%
Support Coordination	51	3	54	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	54	4	58	7%
Specialised Supported Employment	39	2	41	5%
<b>Total</b>	<b>1,250</b>	<b>37</b>	<b>1,287</b>	<b>3%</b>

<sup>563</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.64 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	21	27	22%	78%	100%
Assistance Animals	0	12	12	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	15	121	136	11%	89%	100%
Assistance with travel/transport arrangements	18	108	126	14%	86%	100%
Daily Personal Activities	25	225	250	10%	90%	100%
Group and Centre Based Activities	15	153	168	9%	91%	100%
High Intensity Daily Personal Activities	14	139	153	9%	91%	100%
Household tasks	37	158	195	19%	81%	100%
Interpreting and translation	3	19	22	14%	86%	100%
Participation in community, social and civic activities	32	250	282	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	31	31	0%	100%	100%
Assistive products for household tasks	3	26	29	10%	90%	100%
Assistance products for personal care and safety	29	276	305	10%	90%	100%
Communication and information equipment	12	74	86	14%	86%	100%
Customised Prosthetics	8	67	75	11%	89%	100%
Hearing Equipment	5	32	37	14%	86%	100%
Hearing Services	0	8	8	0%	100%	100%
Personal Mobility Equipment	16	105	121	13%	87%	100%
Specialised Hearing Services	1	8	9	11%	89%	100%
Vision Equipment	2	28	30	7%	93%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	52	217	269	19%	81%	100%
Behaviour Support	27	70	97	28%	72%	100%
Community nursing care for high needs	5	39	44	11%	89%	100%
Development of daily living and life skills	22	141	163	13%	87%	100%
Early Intervention supports for early childhood	46	127	173	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	13	69	82	16%	84%	100%
Innovative Community Participation	10	22	32	31%	69%	100%
Specialised Driving Training	3	10	13	23%	77%	100%
Therapeutic Supports	185	325	510	36%	64%	100%
<b>Capital services</b>						
Home modification design and construction	9	44	53	17%	83%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	28	32	13%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	16	97	113	14%	86%	100%
Support Coordination	9	45	54	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	53	58	9%	91%	100%
Specialised Supported Employment	4	37	41	10%	90%	100%
<b>Total</b>	<b>311</b>	<b>976</b>	<b>1,287</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

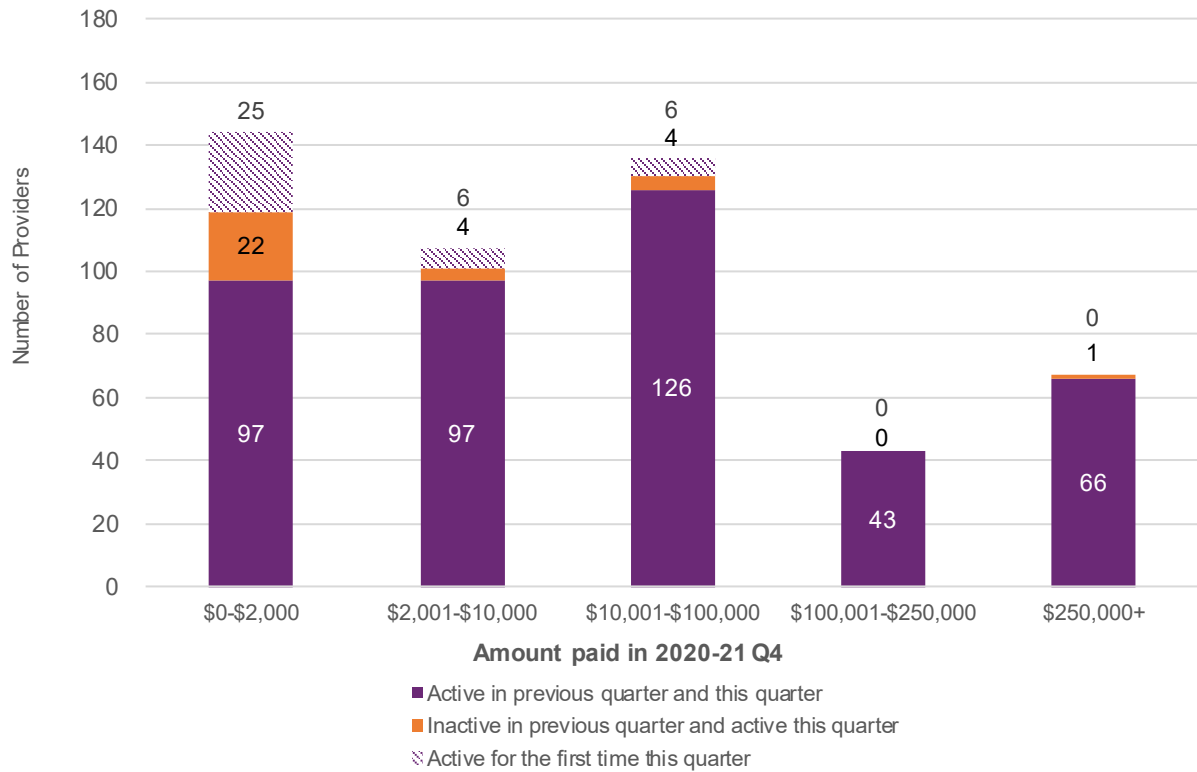
**Table K.65 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Tasmania**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	4	2	6	33%
Assistance Animals	8	1	9	11%
Assistance with daily life tasks in a group or shared living arrangement	80	6	86	7%
Assistance with travel/transport arrangements	61	2	63	3%
Daily Personal Activities	110	10	120	8%
Group and Centre Based Activities	69	7	76	9%
High Intensity Daily Personal Activities	65	4	69	6%
Household tasks	85	9	94	10%
Interpreting and translation	7	5	12	42%
Participation in community, social and civic activities	131	8	139	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	7	1	8	13%
Assistive products for household tasks	4	2	6	33%
Assistance products for personal care and safety	114	20	134	15%
Communication and information equipment	31	3	34	9%
Customised Prosthetics	20	4	24	17%
Hearing Equipment	8	2	10	20%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	37	7	44	16%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	9	0	9	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	122	12	134	9%
Behaviour Support	43	5	48	10%
Community nursing care for high needs	23	6	29	21%
Development of daily living and life skills	65	1	66	2%
Early Intervention supports for early childhood	37	4	41	10%
Exercise Physiology and Physical Wellbeing activities	40	5	45	11%
Innovative Community Participation	11	1	12	8%
Specialised Driving Training	2	2	4	50%
Therapeutic Supports	192	15	207	7%
<b>Capital services</b>				
Home modification design and construction	15	3	18	17%
Specialist Disability Accommodation	10	0	10	0%
Vehicle Modifications	6	2	8	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	74	4	78	5%
Support Coordination	16	3	19	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	19	4	23	17%
Specialised Supported Employment	24	2	26	8%
<b>Total</b>	<b>460</b>	<b>37</b>	<b>497</b>	<b>7%</b>

Table K.66 Number and proportion of providers active in 2020-21 Q4 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	0	6	6	0%	100%	100%
Assistance Animals	0	9	9	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	77	86	10%	90%	100%
Assistance with travel/transport arrangements	7	56	63	11%	89%	100%
Daily Personal Activities	16	104	120	13%	87%	100%
Group and Centre Based Activities	8	68	76	11%	89%	100%
High Intensity Daily Personal Activities	6	63	69	9%	91%	100%
Household tasks	12	82	94	13%	87%	100%
Interpreting and translation	2	10	12	17%	83%	100%
Participation in community, social and civic activities	18	121	139	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	8	8	0%	100%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	11	123	134	8%	92%	100%
Communication and information equipment	1	33	34	3%	97%	100%
Customised Prosthetics	1	23	24	4%	96%	100%
Hearing Equipment	1	9	10	10%	90%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	3	41	44	7%	93%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	9	9	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	31	103	134	23%	77%	100%
Behaviour Support	12	36	48	25%	75%	100%
Community nursing care for high needs	3	26	29	10%	90%	100%
Development of daily living and life skills	7	59	66	11%	89%	100%
Early Intervention supports for early childhood	5	36	41	12%	88%	100%
Exercise Physiology and Physical Wellbeing activities	7	38	45	16%	84%	100%
Innovative Community Participation	1	11	12	8%	92%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	61	146	207	29%	71%	100%
<b>Capital services</b>						
Home modification design and construction	2	16	18	11%	89%	100%
Specialist Disability Accommodation	1	9	10	10%	90%	100%
Vehicle Modifications	0	8	8	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	68	78	13%	87%	100%
Support Coordination	3	16	19	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	22	23	4%	96%	100%
Specialised Supported Employment	1	25	26	4%	96%	100%
<b>Total</b>	<b>119</b>	<b>378</b>	<b>497</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

**Figure K.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Tasmania** <sup>564</sup>



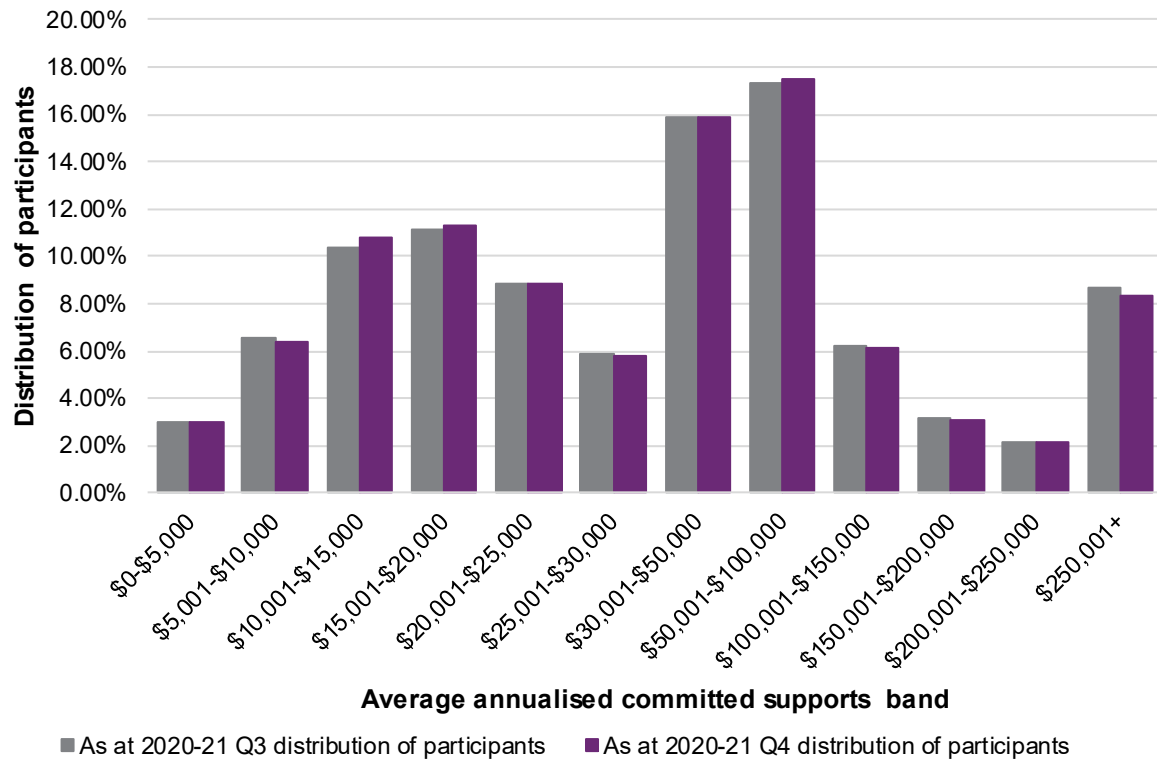
## Part Five: Financial sustainability

**Table K.67 Committed supports by financial year (\$m) – Tasmania**

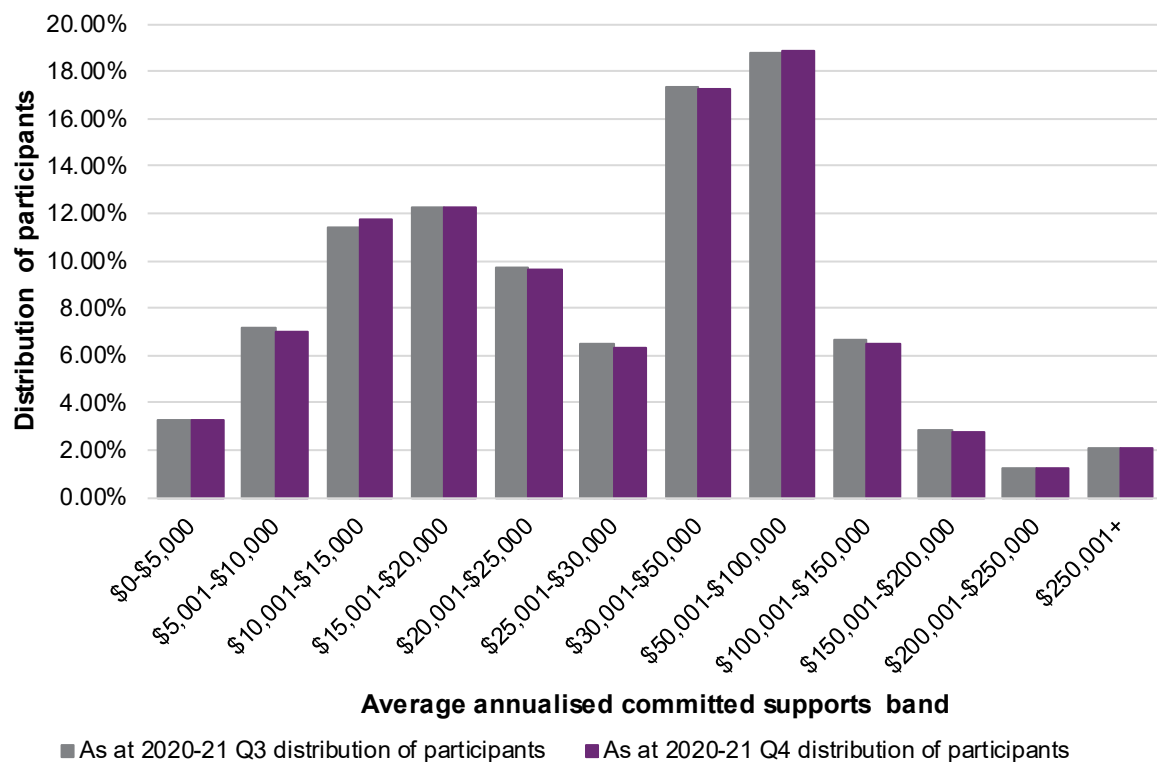
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	17.3	50.4	65.9	100.3	189.6	400.9	668.6	836.7

<sup>564</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.18 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 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Tasmania**

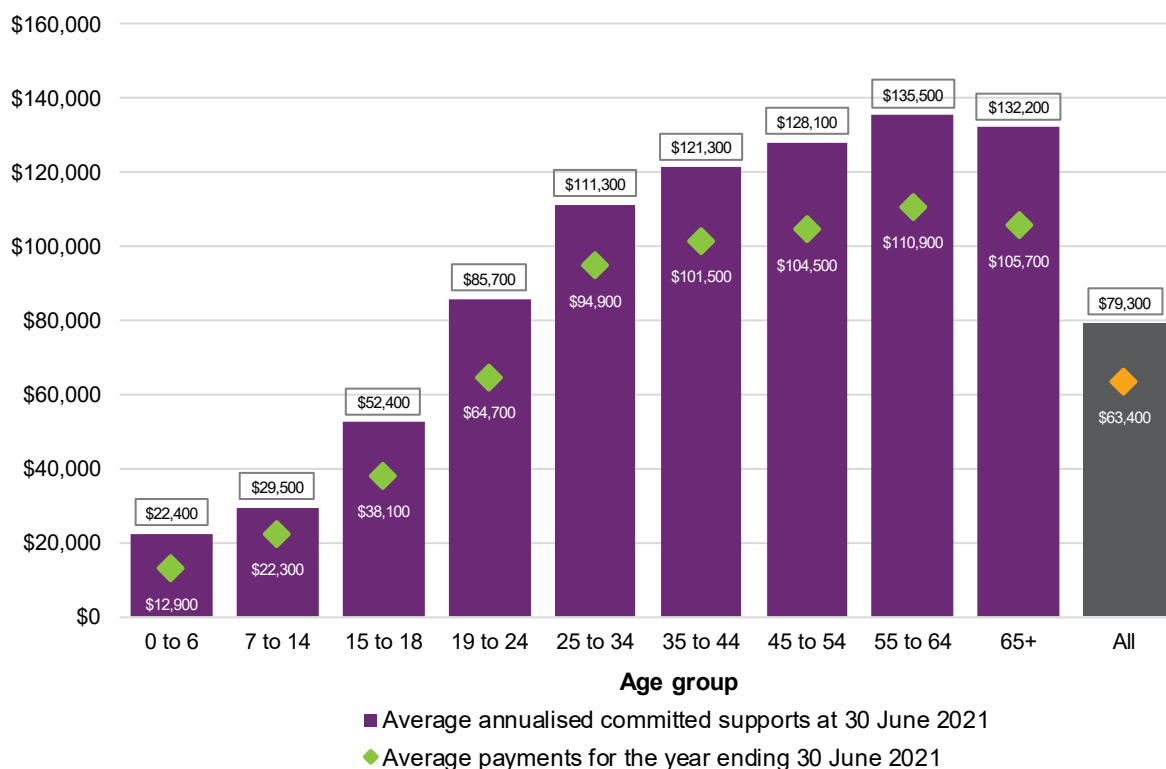


**Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Tasmania**

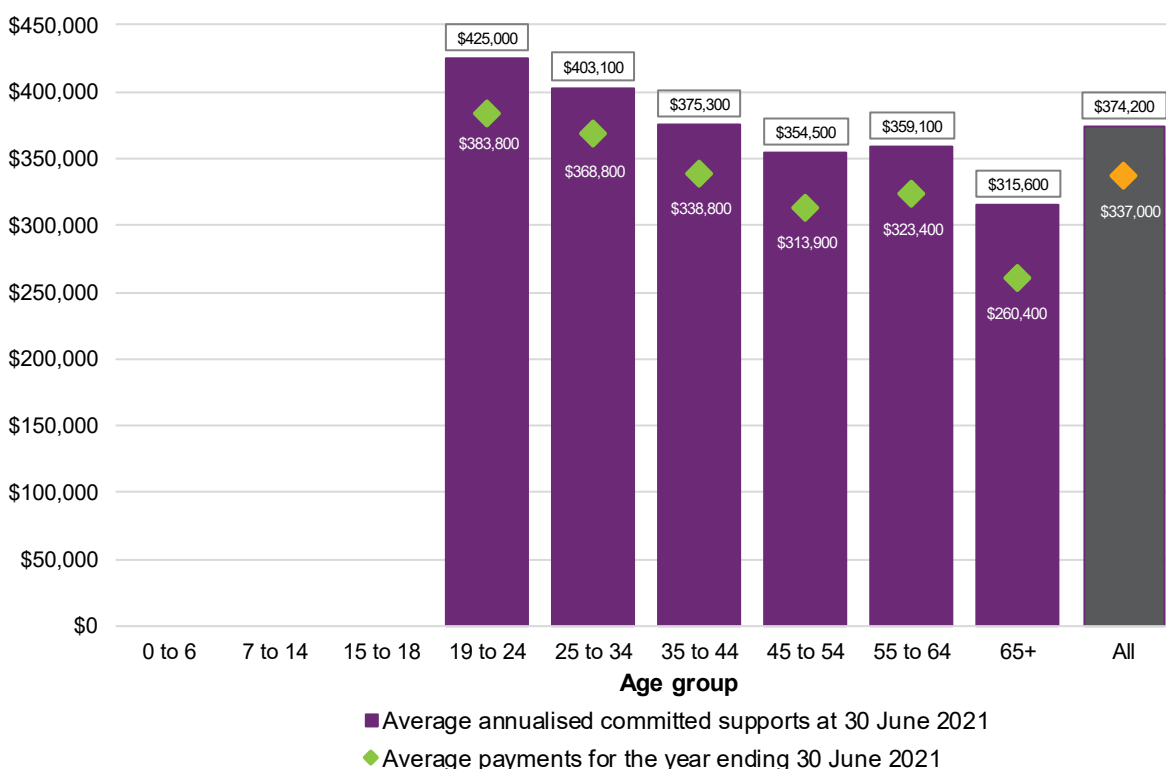




**Figure K.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Tasmania** <sup>565</sup>



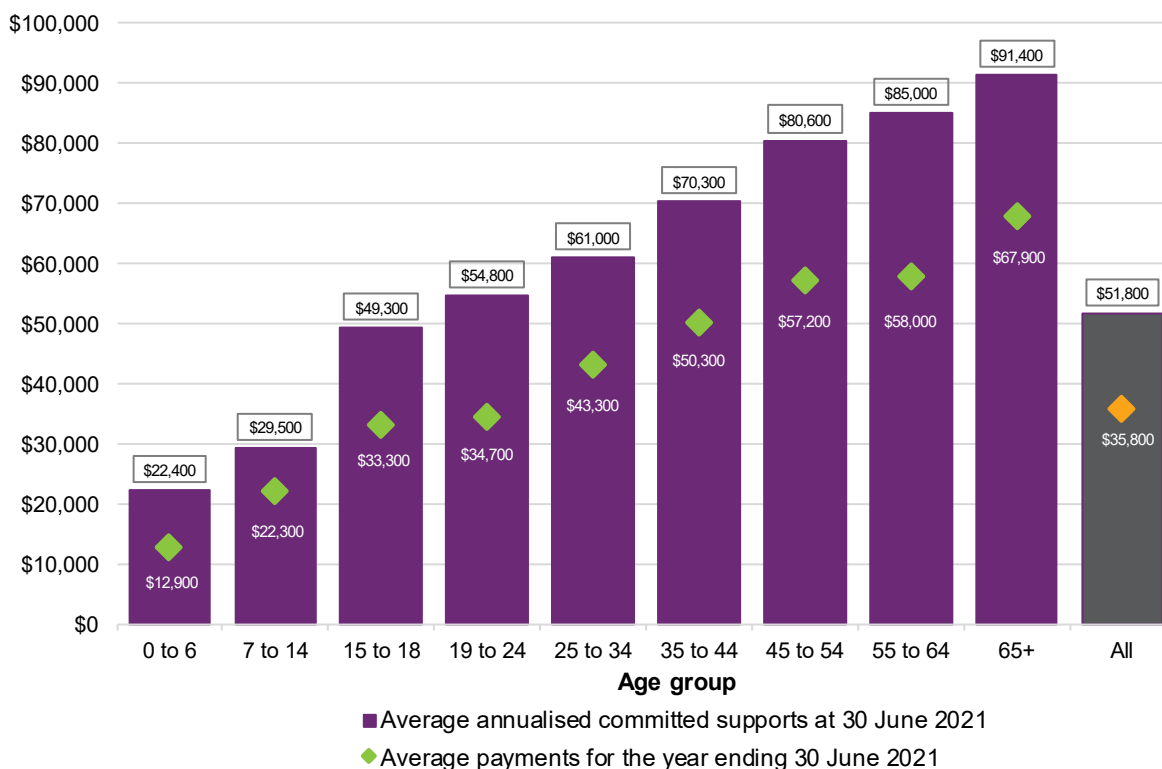
**Figure K.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Tasmania** <sup>566</sup>



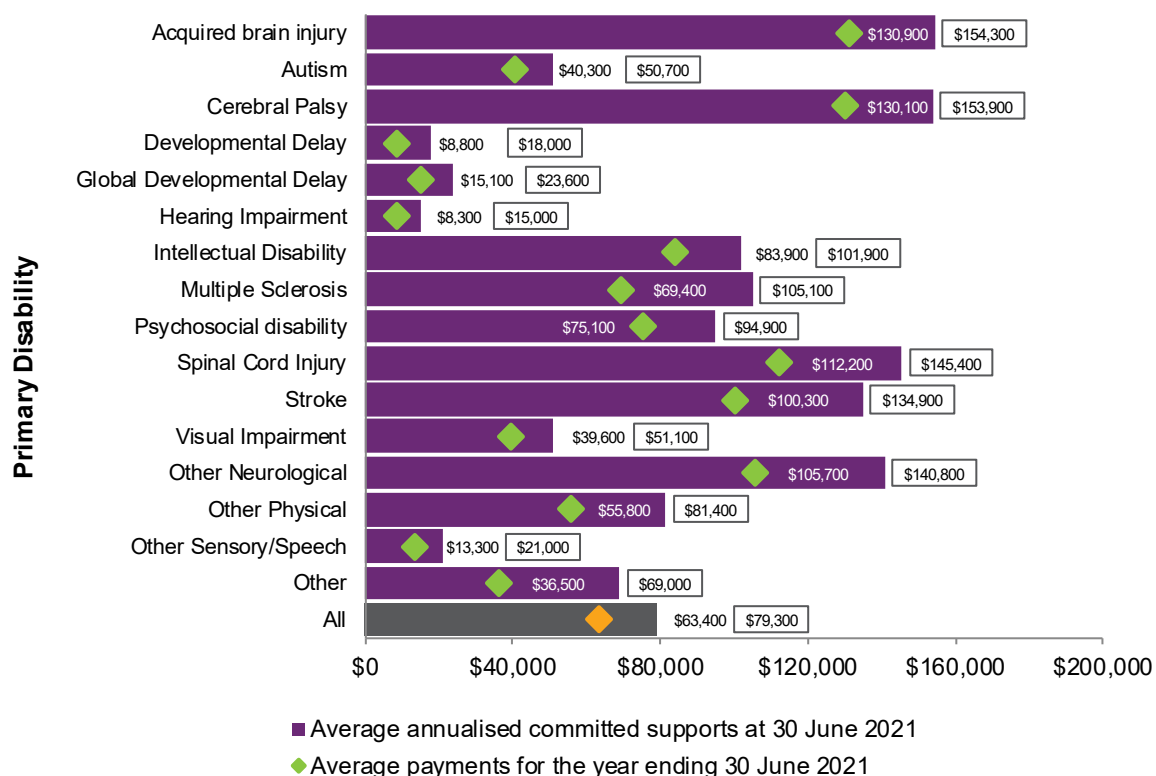
<sup>565</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>566</sup> Ibid.

**Figure K.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Tasmania** <sup>567</sup>



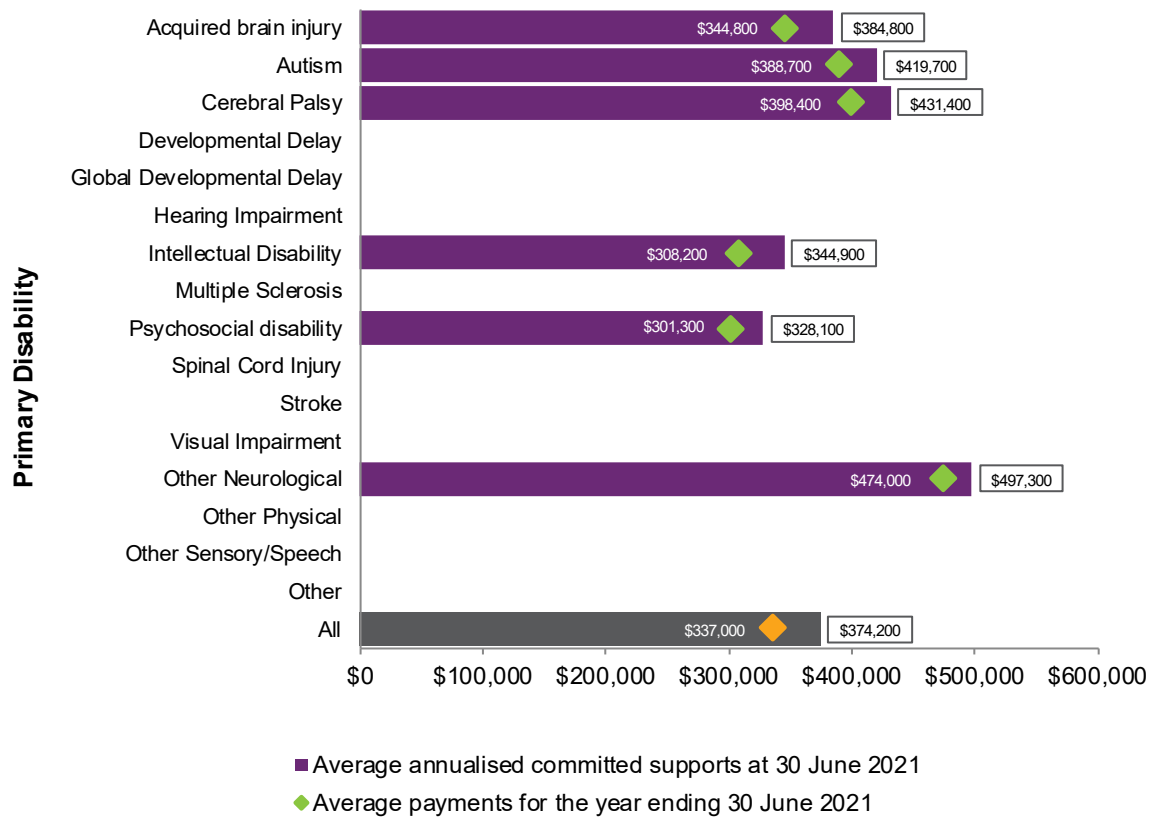
**Figure K.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Tasmania** <sup>568</sup>



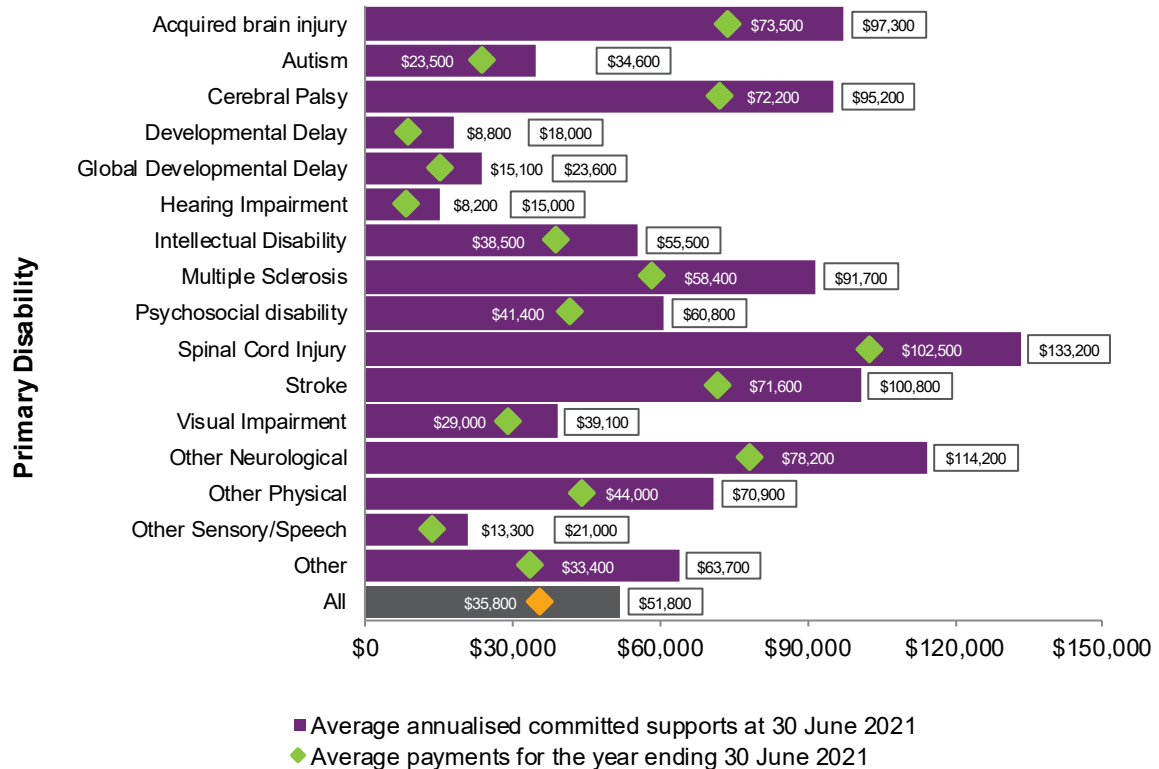
<sup>567</sup> Ibid.

<sup>568</sup> Ibid.

**Figure K.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Tasmania** <sup>569</sup>



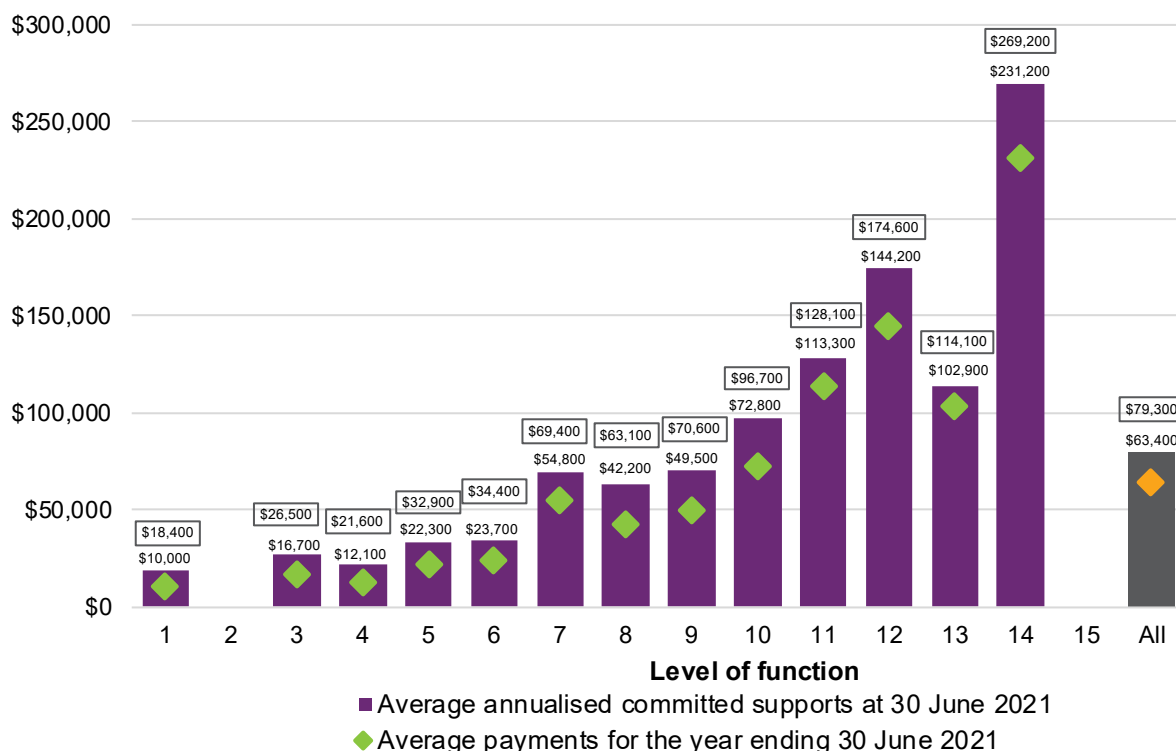
**Figure K.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Tasmania** <sup>570</sup>



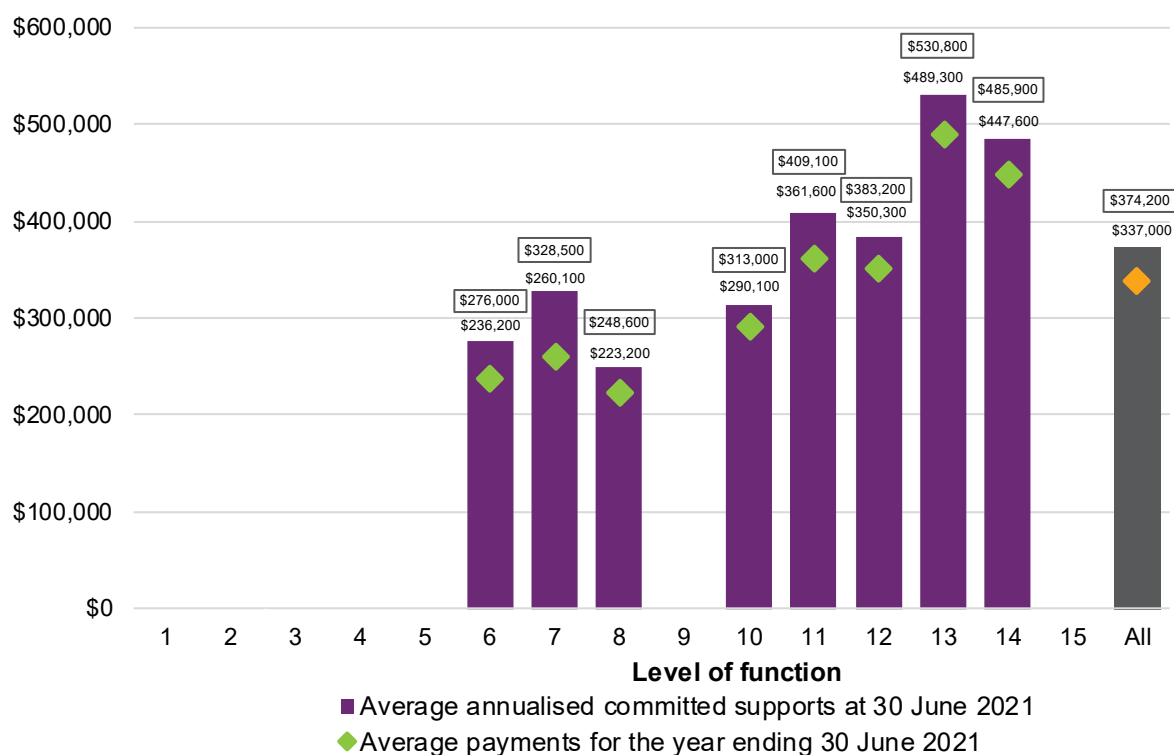
<sup>569</sup> Ibid.

<sup>570</sup> Ibid.

**Figure K.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Tasmania**  
571



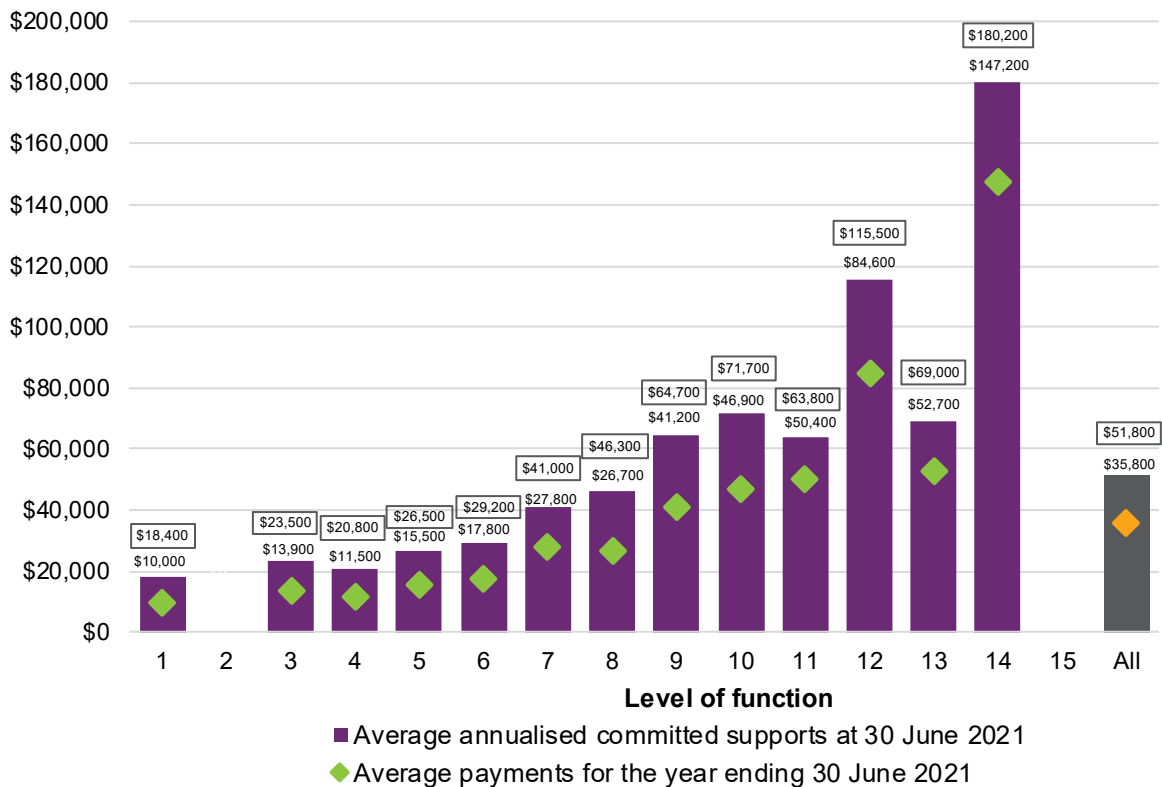
**Figure K.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Tasmania**  
572



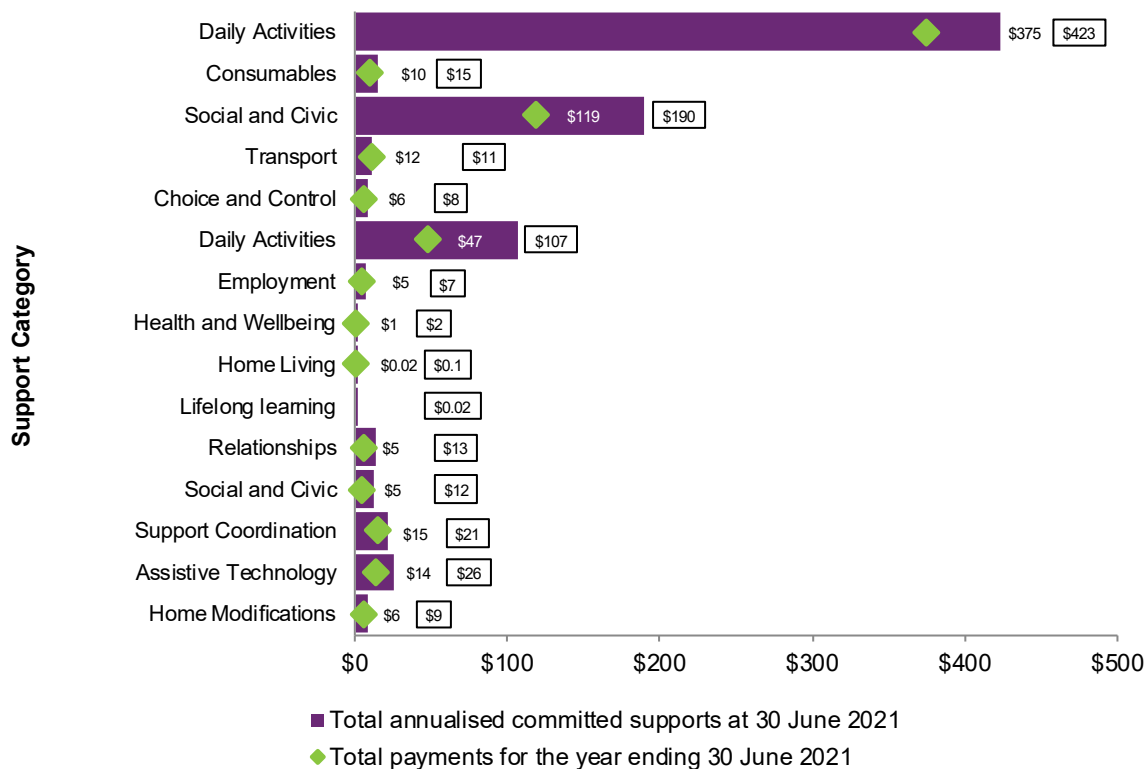
571 Ibid.

572 Ibid.

**Figure K.28 Average annualised committed supports and average payments (non-SiL participants) by level of function as at 30 June 2021 – Tasmania** <sup>573</sup>



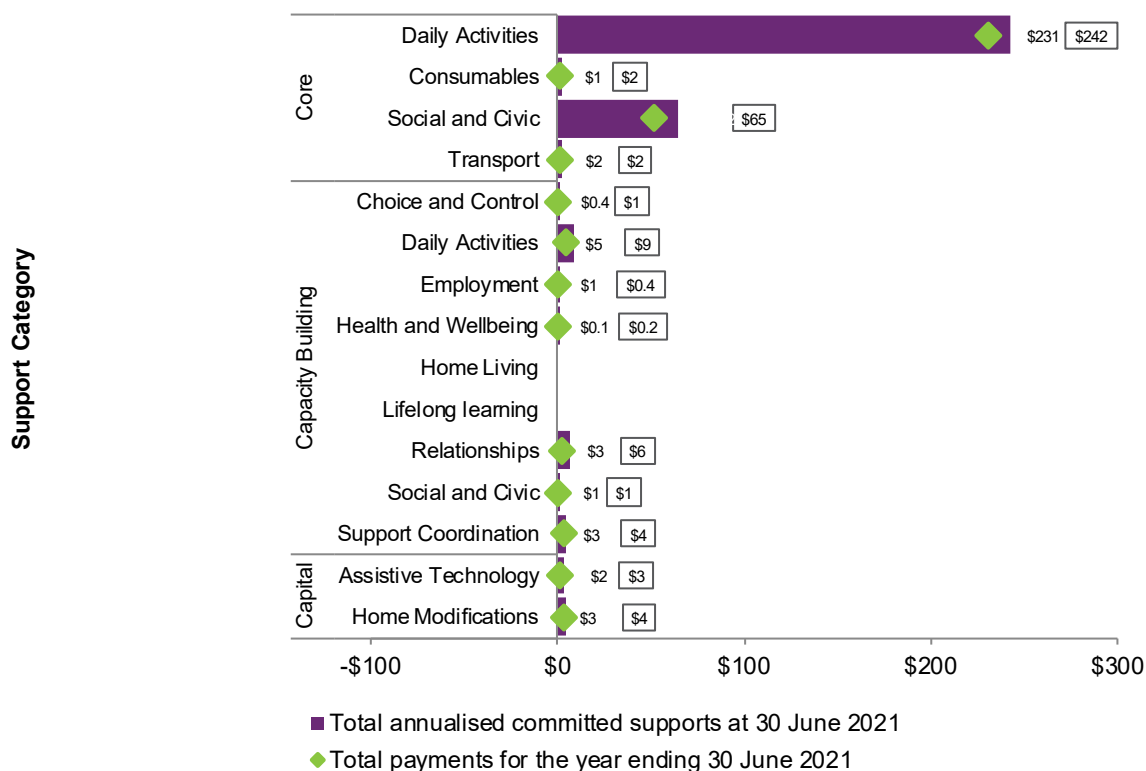
**Figure K.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Tasmania** <sup>574</sup>



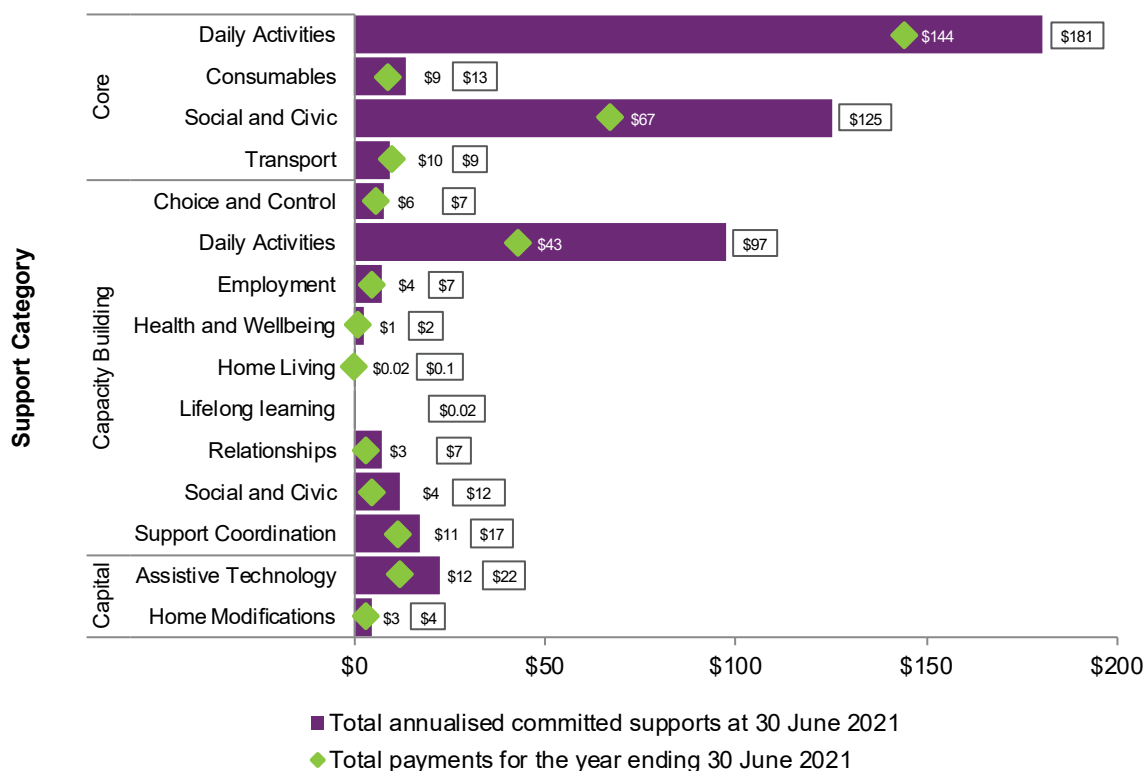
<sup>573</sup> Ibid.

<sup>574</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure K.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Tasmania** <sup>575</sup>



**Figure K.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Tasmania** <sup>576</sup>



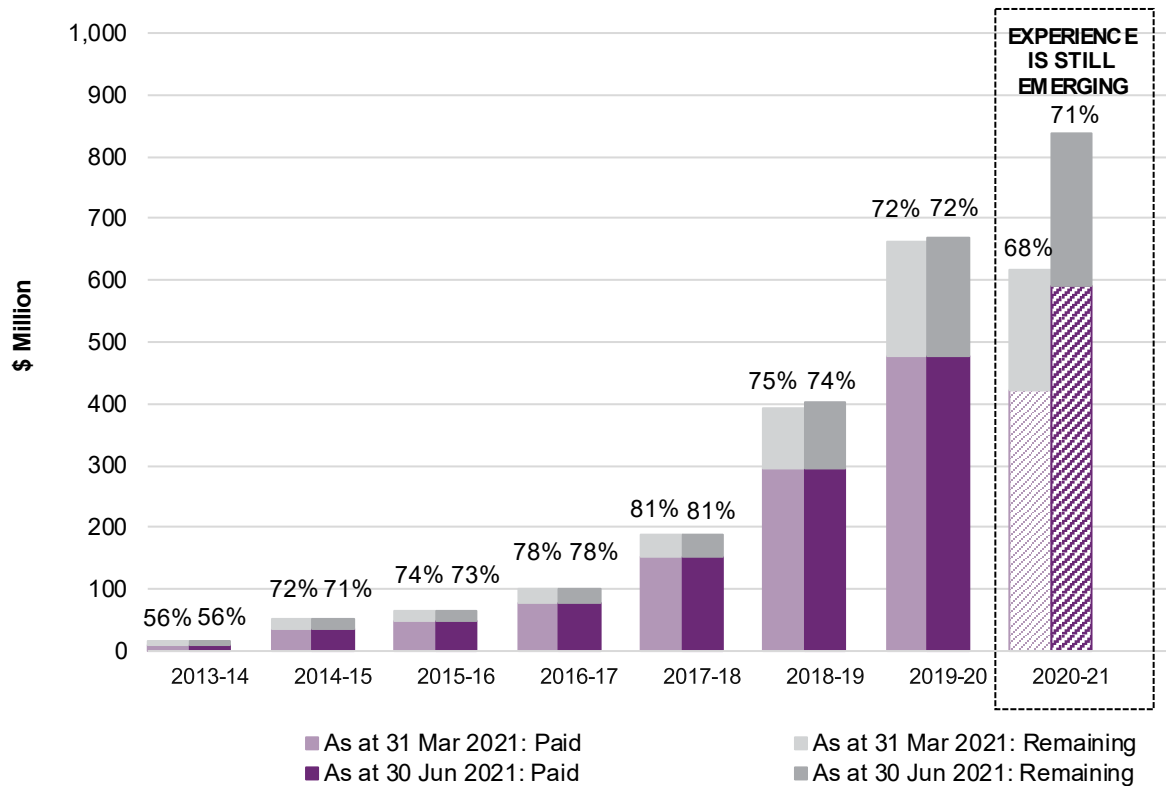
<sup>575</sup> Ibid.

<sup>576</sup> Ibid.

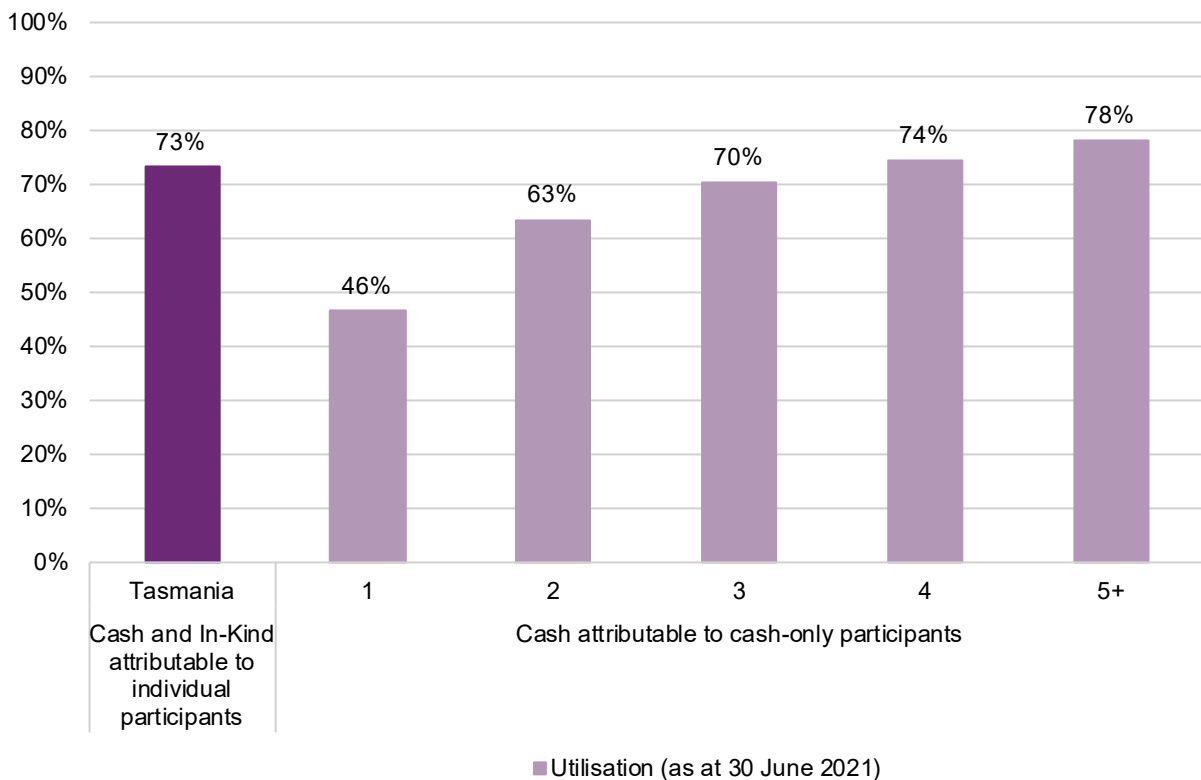
**Table K.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	17.3	50.4	65.9	100.3	189.6	400.9	668.6	836.7
Total Paid	9.7	35.8	48.3	77.9	153.9	296.6	478.3	590.8
% utilised to date	56%	71%	73%	78%	81%	74%	72%	71%

**Figure K.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Tasmania**

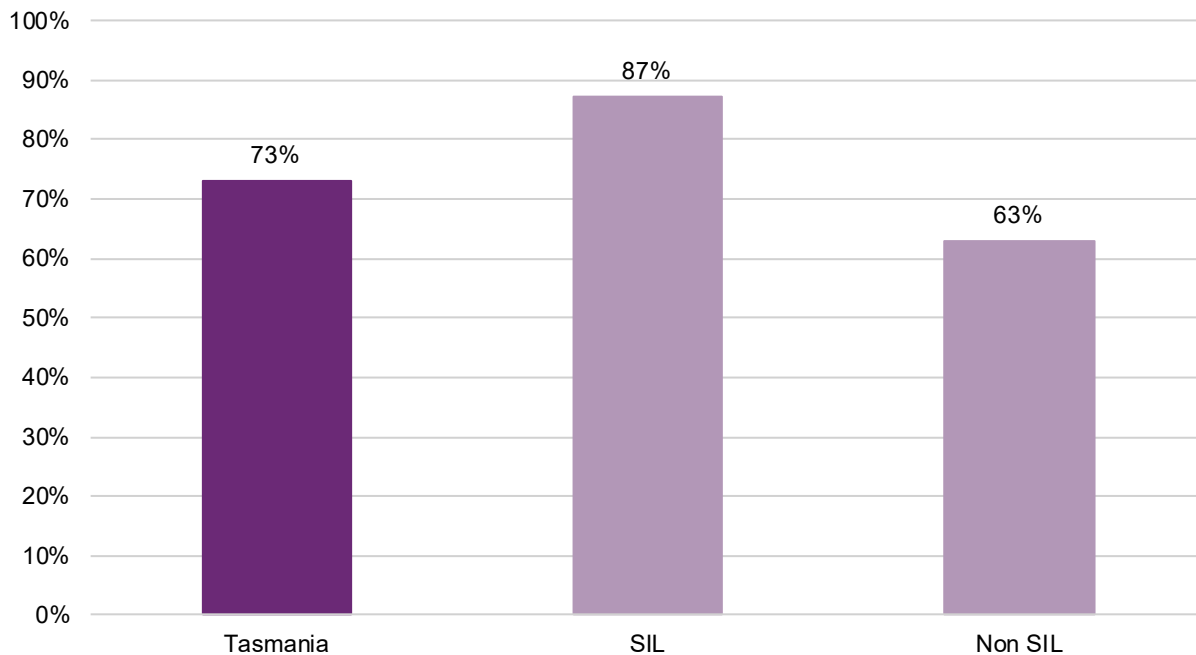


**Figure K.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Tasmania** <sup>577</sup>



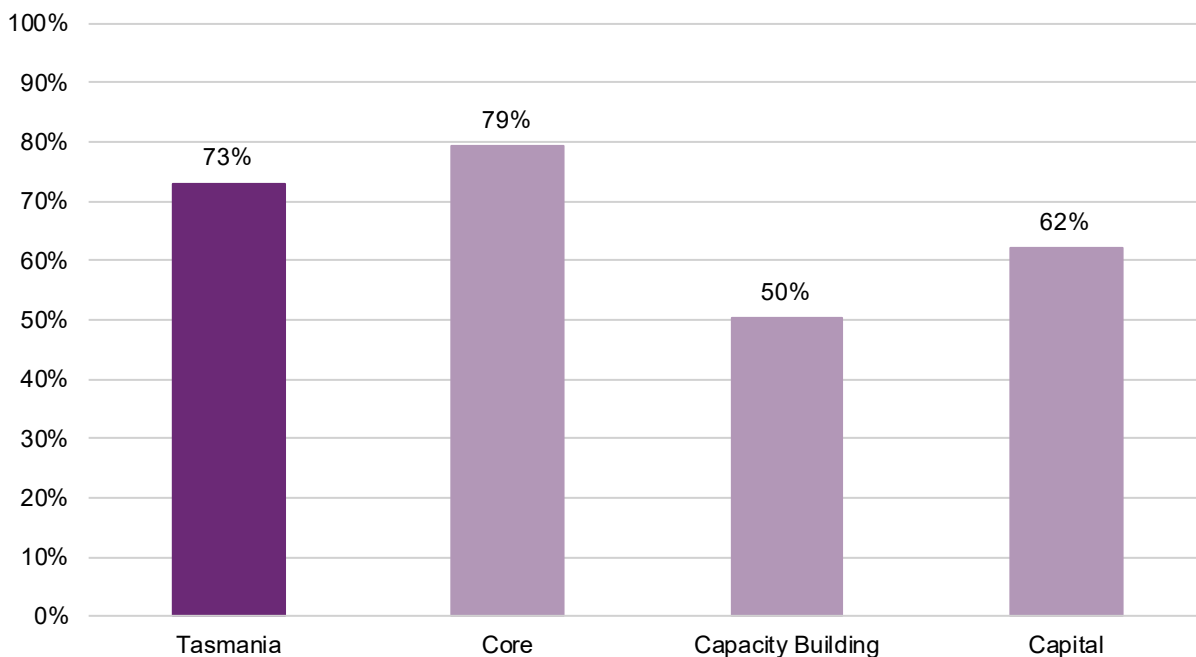
<sup>577</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure K.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Tasmania** <sup>578</sup>



■ Utilisation (as at 30 June 2021)

**Figure K.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Tasmania** <sup>579</sup>



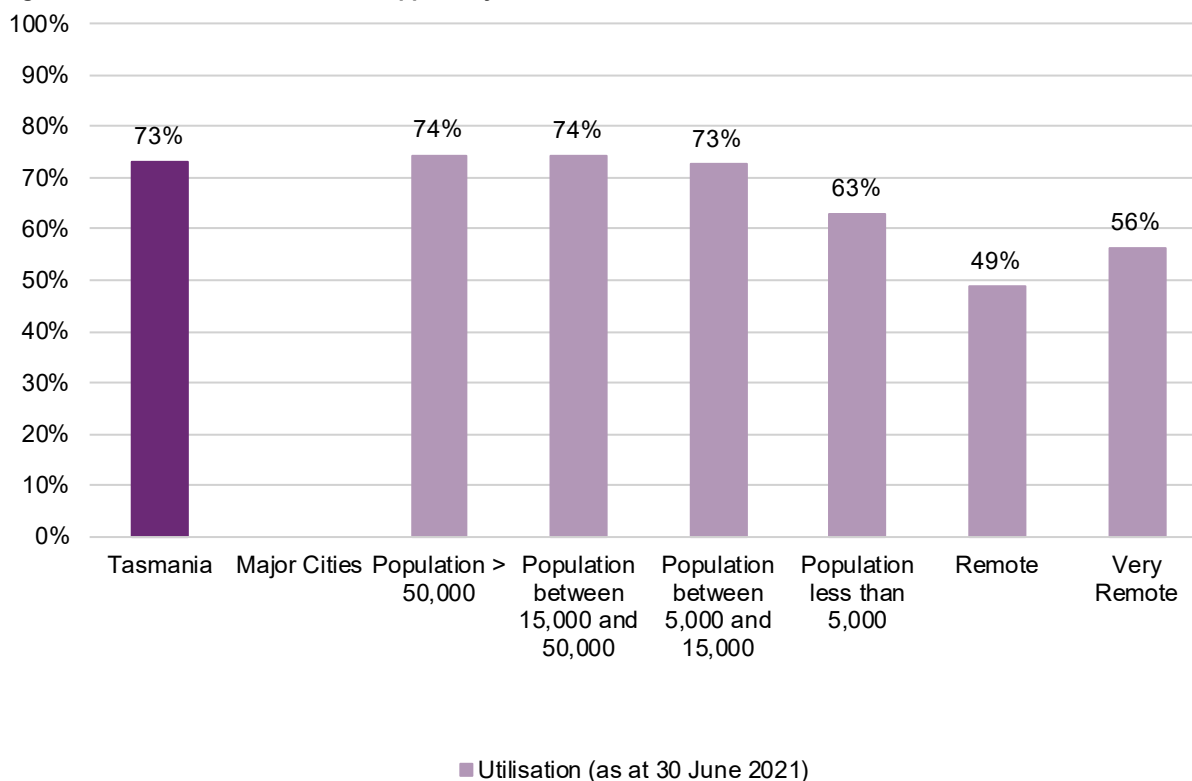
■ Utilisation (as at 30 June 2021)

<sup>578</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>579</sup> Ibid.



**Figure K.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Tasmania** <sup>580 581</sup>



<sup>580</sup> Ibid.

<sup>581</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>582</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	8,337	249	8,586	135	8,721

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory <sup>583</sup>

	Prior Quarters	2020-21 Q4	Total
Access decisions	11,685	373	12,058
Active Eligible	8,468	286	8,754
New	5,660	282	5,942
State	2,496	<11	2,499
Commonwealth	312	<11	313
Active Participant Plans (excl ECEI)	8,337	249	8,586
New	5,537	247	5,784
State	2,492	<11	2,492
Commonwealth	308	<11	310
Active Participant Plans	8,455	384	8,721
Early Intervention (s25)	3,025	137	3,162
Permanent Disability (s24)	5,312	112	5,424
ECEI	118	135	135

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,102
Early Intervention participants	607
Permanent disability participants	495

<sup>582</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>583</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>584 585</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	<11	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19	2,541	271	3,936	<11	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
End of 2020-21 Q4	2,492	310	5,784	135	8,721

**Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory** <sup>586 587 588 589</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
End of 2020-21 Q4	3,162	5,424	135	8,721

<sup>584</sup> This table shows the total numbers of active participants at the end of each period.

<sup>585</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>586</sup> This table shows the total numbers of active participants at the end of each period.

<sup>587</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>588</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>589</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table L.6 Assessment of access by age group – Australian Capital Territory** <sup>590</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,939	94%	111	96%	3,050	94%
7 to 14	1,896	84%	48	84%	1,944	84%
15 to 18	614	85%	<11		620	85%
19 to 24	436	84%	12	60%	448	83%
25 to 34	718	80%	21	62%	739	79%
35 to 44	887	78%	23	68%	910	77%
45 to 54	964	76%	23	53%	987	75%
55 to 64	1,193	74%	43	74%	1,236	74%
65+	59	54%	<11		60	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>9,706</b>	<b>83%</b>	<b>288</b>	<b>77%</b>	<b>9,994</b>	<b>83%</b>

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>591</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	228	95%	<11		232	94%
Autism	2,641	96%	66	96%	2,707	96%
Cerebral Palsy	307	94%	<11		310	95%
Developmental Delay	1,151	93%	84	98%	1,235	93%
Global Developmental Delay	193	98%	<11		200	98%
Hearing Impairment	459	84%	14	100%	473	85%
Intellectual Disability	1,517	96%	18	95%	1,535	96%
Multiple Sclerosis	207	90%	<11		211	91%
Psychosocial disability	1,145	69%	35	54%	1,180	69%
Spinal Cord Injury	80	91%	<11		82	91%
Stroke	134	88%	<11		139	89%
Visual Impairment	189	91%	<11		190	90%
Other Neurological	444	74%	14	82%	458	74%
Other Physical	631	54%	17	43%	648	54%
Other Sensory/Speech	268	59%	<11		269	58%
Other	73	46%	13	45%	86	46%
Missing	39	39%	<11		39	39%
<b>Total</b>	<b>9,706</b>	<b>83%</b>	<b>288</b>	<b>77%</b>	<b>9,994</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.

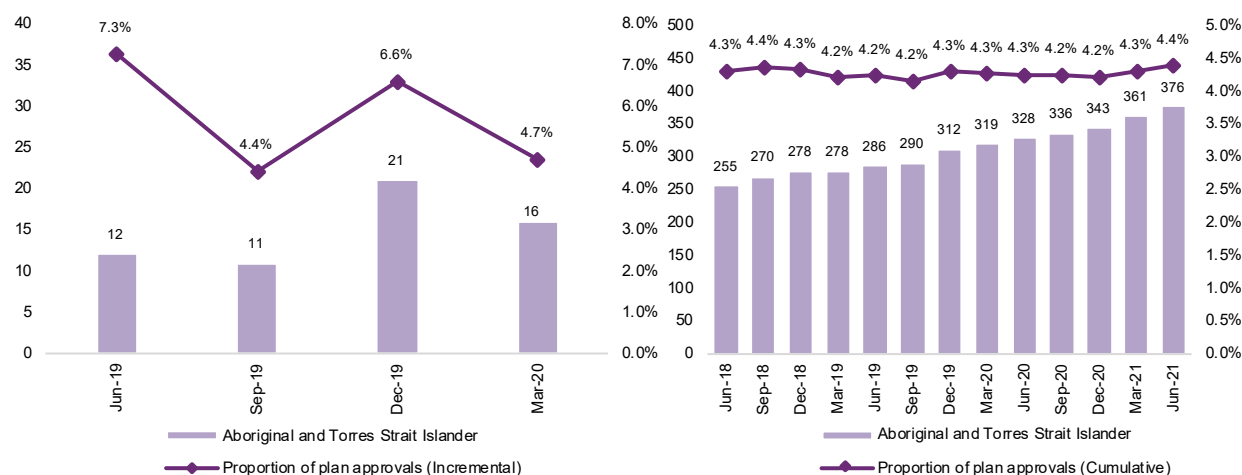
**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	362	4.3%	14	5.6%	<b>376</b>	<b>4.4%</b>
Not Aboriginal and Torres Strait Islander	6,865	82.3%	191	76.7%	<b>7,056</b>	<b>82.2%</b>
Not Stated	1,110	13.3%	44	17.7%	<b>1,154</b>	<b>13.4%</b>
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

<sup>590</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.

<sup>591</sup> Ibid.

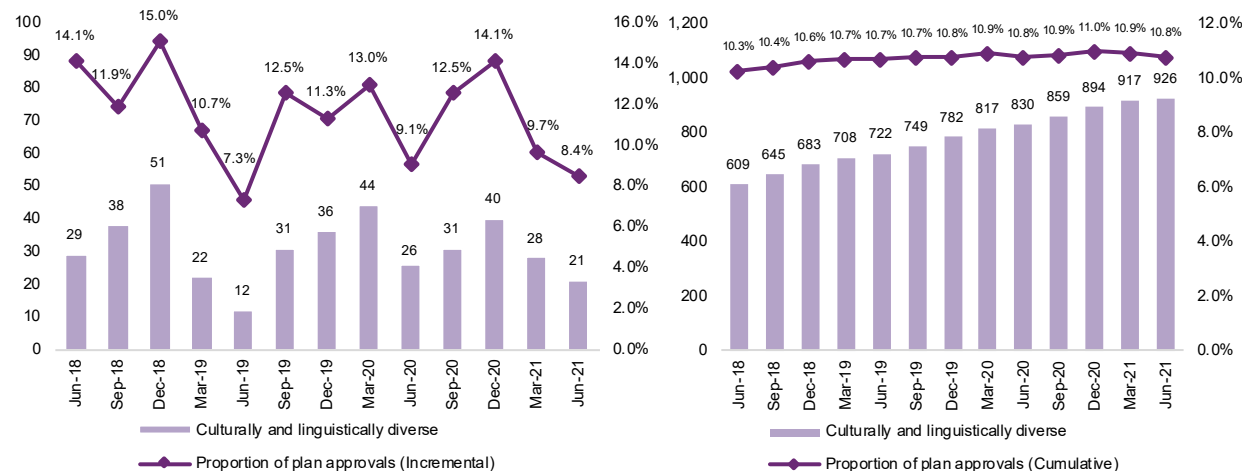
**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>592 593</sup>



**Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory**

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	905	10.9%	21	8.4%	<b>926</b>	<b>10.8%</b>
Not culturally and linguistically diverse	7,362	88.3%	228	91.6%	<b>7,590</b>	<b>88.4%</b>
Not stated	70	0.8%	<11		<b>70</b>	<b>0.8%</b>
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</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>594</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 30 June 2021 – Australian Capital Territory** <sup>595 596</sup>

	Total
Age group	N
<b>Total YPIRAC (under 65)</b>	<b>11</b>

<sup>592</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.

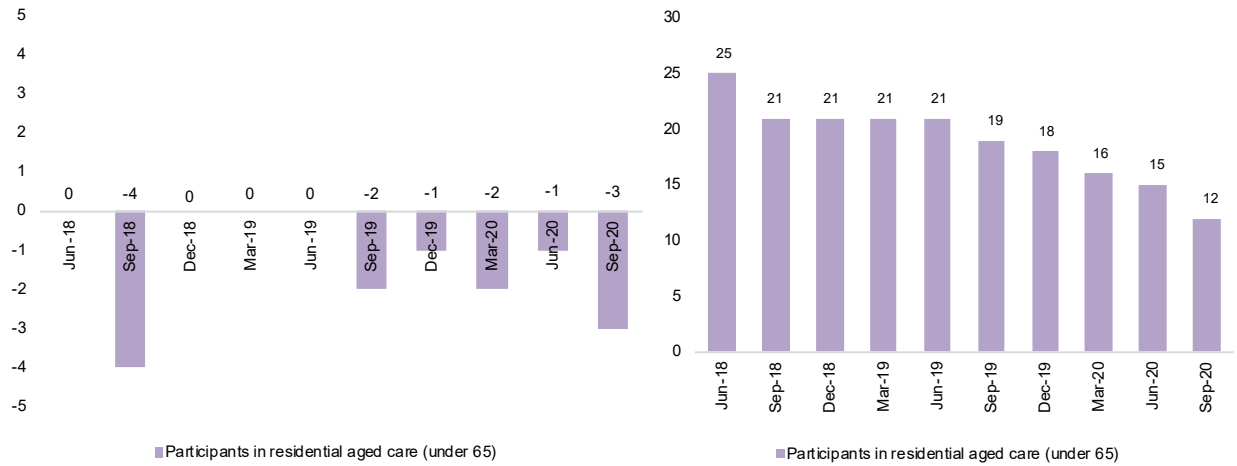
<sup>593</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019 and after the March 2020 quarter.

<sup>594</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>595</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>596</sup> There are a further 29 active participants aged 65 years or over who are currently in residential aged care.

**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>597</sup>



**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory**<sup>598 599</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	8,325	99.9%	249	100.0%	8,574	99.9%
Population > 50,000	<11		<11		<11	
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

<sup>597</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.

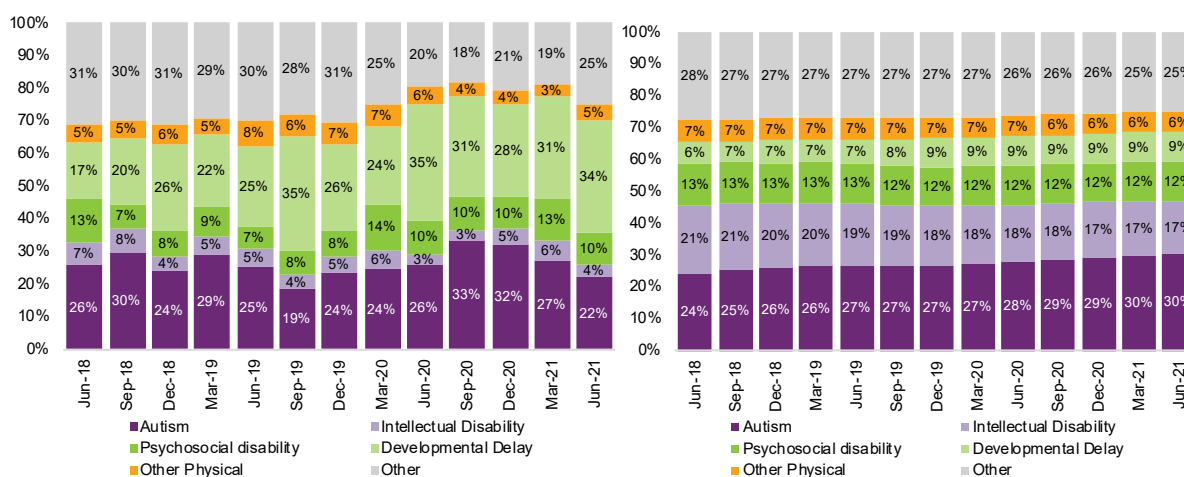
<sup>598</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>599</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory** <sup>600 601 602</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	2,552	31%	55	22%	2,607	30%
Intellectual Disability	1,418	17%	<11		1,428	17%
Psychosocial disability	1,023	12%	24	10%	1,047	12%
Developmental Delay	721	9%	85	34%	806	9%
Hearing Impairment	422	5%	13	5%	435	5%
Other Neurological	348	4%	<11		358	4%
Other Physical	515	6%	13	5%	528	6%
Cerebral Palsy	286	3%	<11		289	3%
ABI	197	2%	<11		203	2%
Global Developmental Delay	164	2%	<11		171	2%
Visual Impairment	172	2%	<11		174	2%
Multiple Sclerosis	189	2%	<11		194	2%
Stroke	120	1%	<11		123	1%
Spinal Cord Injury	68	1%	<11		70	1%
Other	58	1%	<11		68	1%
Other Sensory/Speech	84	1%	<11		85	1%
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

**Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>603</sup>



<sup>600</sup> Table order based on national proportions (highest to lowest).

<sup>601</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

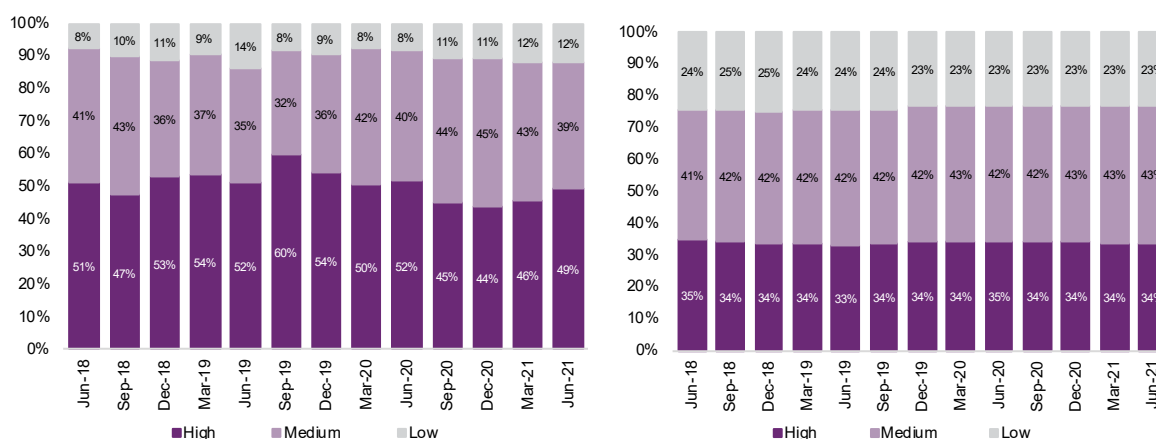
<sup>602</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Australian Capital Territory (228).

<sup>603</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 L.13 Participant profile per quarter by level of function – Australian Capital Territory** <sup>604</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	907	11%	82	33%	989	12%
2 (High Function)	15	0%	<11		16	0%
3 (High Function)	488	6%	13	5%	501	6%
4 (High Function)	825	10%	14	6%	839	10%
5 (High Function)	532	6%	13	5%	545	6%
6 (Moderate Function)	1,661	20%	52	21%	1,713	20%
7 (Moderate Function)	450	5%	<11		453	5%
8 (Moderate Function)	594	7%	19	8%	613	7%
9 (Moderate Function)	52	1%	<11		52	1%
10 (Moderate Function)	859	10%	22	9%	881	10%
11 (Low Function)	276	3%	<11		279	3%
12 (Low Function)	968	12%	21	8%	989	12%
13 (Low Function)	543	7%	<11		547	6%
14 (Low Function)	147	2%	<11		149	2%
15 (Low Function)	<11		<11		<11	
Missing	20	0%	<11		20	0%
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>605</sup>



**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

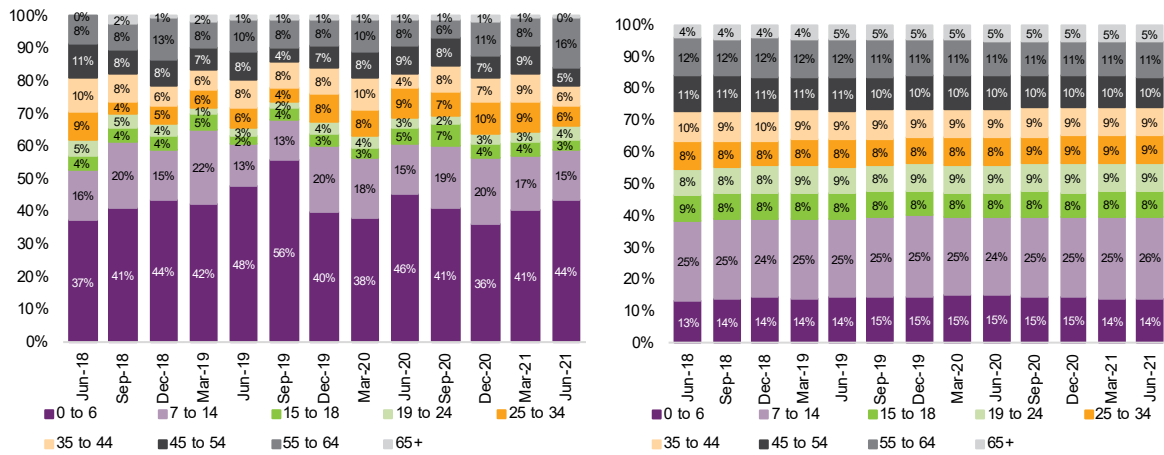
	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,118	13%	109	44%	1,227	14%
7 to 14	2,156	26%	38	15%	2,194	26%
15 to 18	677	8%	<11		685	8%
19 to 24	751	9%	<11		761	9%
25 to 34	727	9%	15	6%	742	9%
35 to 44	741	9%	16	6%	757	9%
45 to 54	825	10%	13	5%	838	10%
55 to 64	883	11%	39	16%	922	11%
65+	459	6%	<11		460	5%
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

<sup>604</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>605</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.



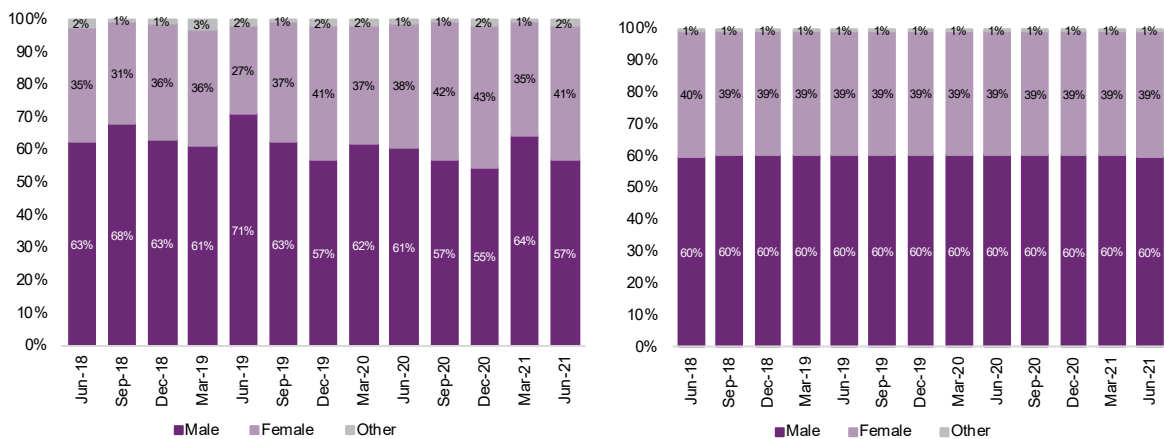
**Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>606</sup>



**Table L.15 Participant profile per quarter by gender – Australian Capital Territory**

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	5,006	60%	142	57%	5,148	60%
Female	3,254	39%	102	41%	3,356	39%
Other	77	1%	<11		82	1%
<b>Total</b>	<b>8,337</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>8,586</b>	<b>100%</b>

**Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>607</sup>



**Table L.16 Participation rates by age group – Australian Capital Territory** <sup>608</sup>

	ACT
0-6	3.06%
7-14	5.07%
15-18	3.53%
19-24	1.85%
25-34	1.05%
35-44	1.17%
45-54	1.57%
55-64	2.13%
<b>Total (aged 0-64)</b>	<b>2.15%</b>

<sup>606</sup> Ibid.

<sup>607</sup> Ibid.

<sup>608</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>609</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	Number of questionnaires
Participant 0 to school	187	160	310	393	331	1,381
Participant school to 14	201	175	262	320	288	1,246
Participant 15 to 24	154	77	77	87	83	478
Participant 25 and over	823	243	298	363	359	2,086
<b>Total Participant</b>	<b>1,365</b>	<b>655</b>	<b>947</b>	<b>1,163</b>	<b>1,061</b>	<b>5,191</b>
Family 0 to 14	323	316	555	698	615	2,507
Family 15 to 24	39	43	61	51	61	255
Family 25 and over	24	42	86	130	111	393
<b>Total Family</b>	<b>386</b>	<b>401</b>	<b>702</b>	<b>879</b>	<b>787</b>	<b>3,155</b>
<b>Total</b>	<b>1,751</b>	<b>1,056</b>	<b>1,649</b>	<b>2,042</b>	<b>1,848</b>	<b>8,346</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	59%			
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		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			37%	
CC	% who choose who supports them			51%	69%
CC	% who choose what they do each day			59%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			76%	70%

<sup>609</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	62%	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		43%		
REL	Of these, % who are welcomed or actively included	59%	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			35%	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			77%	66%
HM	% who feel safe or very safe in their home			83%	64%
HW	% who rate their health as good, very good or excellent			60%	39%
HW	% who did not have any difficulties accessing health services			73%	61%
LL	% who currently attend or previously attended school in a mainstream class			68%	
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			25%	30%
WK	% who volunteer			12%	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	8%	12%	10%
% receiving Carer Allowance	17%	25%	16%
% working in a paid job	59%	69%	47%
Of those in a paid job, % in permanent employment	87%	88%	88%
Of those in a paid job, % working 15 hours or more	89%	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%	94%
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%	64%
% who have friends and family they see as often as they like	52%	47%	50%
% 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%	62%

**Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=303) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory <sup>610</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?	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?	77%
S/CP Has the NDIS improved how your child fits into community life?	63%

**Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=489) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	78%
LL Has the NDIS improved your child's access to education?	53%
REL Has the NDIS improved your child's relationships with family and friends?	65%
S/CP Has the NDIS improved your child's social and recreational life?	62%

<sup>610</sup> Results in Tables L.22 to L.25 include participants who entered between 1 July 2016 and 30 June 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=118) and ‘Participant 25 and over’ (n=501) - participants who entered between 1 July 2016 and 30 June 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?	66%	77%
DL	Has the NDIS helped you with daily living activities?	64%	80%
REL	Has the NDIS helped you to meet more people?	40%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	63%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%
S/CP	Has the NDIS helped you be more involved?	46%	61%

**Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=875); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=225) - participants who entered between 1 July 2016 and 30 June 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?	78%	59%
Has the NDIS improved the level of support for your family?	78%	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?	81%	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%	44%

**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=187) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+5%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	+6%
REL	Has the NDIS improved how your child fits into family life?	79%	85%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	73%	76%	+4%

<sup>611</sup> Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2016 and 30 June 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=274) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	77%	84%	+7%
LL	Has the NDIS improved your child's access to education?	57%	60%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	66%	68%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	62%	64%	+2%

**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=96) and ‘Participant 25 and over’ (n=305) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	67%	69%	+2%	69%	75%	+6%
DL	Has the NDIS helped you with daily living activities?	68%	67%	-1%	76%	80%	+4%
REL	Has the NDIS helped you to meet more people?	49%	46%	-3%	46%	50%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	15%	-4%	26%	24%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	51%	+6%	59%	63%	+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?	33%	32%	-1%	27%	24%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%	+1%	16%	13%	-3%
S/CP	Has the NDIS helped you be more involved?	55%	55%	0%	55%	56%	+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=378); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered between 1 July 2016 and 30 June 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?	73%	75%	+2%	45%	59%	+13%
Has the NDIS improved the level of support for your family?	76%	80%	+4%	77%	72%	-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?	81%	83%	+2%	67%	65%	-2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	85%	+2%			
Has the NDIS improved your health and wellbeing?	59%	62%	+3%	52%	50%	-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=103) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory**

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	88%	94%	100%	+12%
DL	Has the NDIS improved your child's access to specialist services?	92%	92%	97%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	83%	80%	+4%
REL	Has the NDIS improved how your child fits into family life?	67%	79%	83%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	59%	62%	70%	+11%

**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=157) - participants who entered between 1 July 2016 and 30 June 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?	75%	77%	81%	+6%
LL	Has the NDIS improved your child's access to education?	44%	47%	55%	+11%
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?	52%	55%	57%	+5%

<sup>612</sup> Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 and 30 June 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=83) - participants who entered between 1 July 2016 and 30 June 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?	64%	64%	69%	+5%
Has the NDIS helped you with daily living activities?	62%	65%	71%	+10%
Has the NDIS helped you to meet more people?	49%	49%	52%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	20%	21%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	54%	53%	57%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	26%	30%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	14%	-5%
Has the NDIS helped you be more involved?	56%	61%	60%	+4%

**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=404) - participants who entered between 1 July 2016 and 30 June 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%	78%	81%	+9%
Has the NDIS helped you with daily living activities?	76%	82%	86%	+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%	24%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	57%	66%	70%	+13%
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%	30%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	15%	15%	+2%
Has the NDIS helped you be more involved?	58%	61%	65%	+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=200) - participants who entered between 1 July 2016 and 30 June 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?	63%	71%	74%	+11%
Has the NDIS improved the level of support for your family?	73%	79%	81%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	74%	79%	82%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	83%	84%	+3%
Has the NDIS improved your health and wellbeing?	42%	47%	52%	+10%

**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=25) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	57%	60%	+13%
Has the NDIS improved the level of support for your family?	60%	55%	70%	+10%
Has the NDIS helped you to access services, programs and activities in the community?	52%	57%	73%	+21%
Has the NDIS improved your health and wellbeing?	60%	48%	50%	-10%

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=113) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory**<sup>613</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%	64%	71%	72%	+16%
LL	Has the NDIS improved your child's access to education?	36%	38%	42%	46%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	51%	55%	62%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	46%	51%	51%	+9%

<sup>613</sup> Results in Tables L.36 to L.39 include participants who had their first plan approved between 1 July 2016 and 30 June 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=66) - participants who entered between 1 July 2016 and 30 June 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?	54%	69%	60%	68%	+13%
DL	Has the NDIS helped you with daily living activities?	44%	59%	58%	64%	+21%
REL	Has the NDIS helped you to meet more people?	41%	52%	35%	49%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	7%	13%	12%	8%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%	45%	46%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	26%	18%	20%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	17%	12%	10%	-2%
S/CP	Has the NDIS helped you be more involved?	35%	53%	46%	52%	+17%

**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=260) - participants who entered between 1 July 2016 and 30 June 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%	76%	80%	81%	+9%
DL	Has the NDIS helped you with daily living activities?	74%	81%	82%	85%	+11%
REL	Has the NDIS helped you to meet more people?	51%	55%	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%	64%	69%	+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?	22%	18%	19%	19%	-3%
S/CP	Has the NDIS helped you be more involved?	56%	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=70) - participants who entered between 1 July 2016 and 30 June 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?	53%	49%	62%	70%	+17%
Has the NDIS improved the level of support for your family?	62%	78%	68%	79%	+17%
Has the NDIS improved your access to services, programs and activities in the community?	70%	80%	71%	79%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	73%	62%	76%	+15%
Has the NDIS improved your health and wellbeing?	42%	46%	43%	57%	+15%

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=417), ‘participant social and community engagement rate’ (n=416) and ‘parent and carer employment rate’ (n=419) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory <sup>614</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	19%	23%	24%
Aged 25+	34%	30%	32%	
Aged 15+	29%	28%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	34%	33%	50%
Aged 25+	41%	44%	45%	
Aged 15+	39%	42%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	58%	61%	63%	50%
Aged 15+	56%	60%	61%	
All ages	57%	61%	63%	

<sup>614</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 30 June 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=475), 'participant social and community engagement rate' (n=479) and 'parent and carer employment rate' (n=196) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory <sup>615</sup>**

New participants who entered between 1 July 2016 and 30 June 2016 - Australian Capital Territory					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	22%	26%	29%	34%	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	31%	29%	28%	31%	50%
Aged 25+	40%	43%	44%	46%	
Aged 15+	39%	42%	42%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	49%	56%	54%	59%	50%
Aged 15+	Numbers are too small				
All ages	49%	56%	54%	57%	

**Table L.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=318), 'participant social and community engagement rate' (n=315) and 'parent and carer employment rate' (n=61) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory <sup>616</sup>**

Participant employment rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%	
Aged 25+	32%	32%	31%	30%	29%		
Aged 15+	30%	30%	31%	30%	29%		
Participant social and community engagement rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%	
Aged 25+	34%	38%	47%	50%	48%		
Aged 15+	34%	38%	46%	48%	48%		
Parent and carer employment rate							2020-21 Target
Aged 0 to 14 years	48%	54%	51%	62%	64%	50%	
Aged 15+	Numbers are too small						
All ages	56%	58%	58%	66%	66%		

<sup>615</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 30 June 2018 and have had a third plan review to date.

<sup>616</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 30 June 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>617</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	58	146	143	36	47	145	66	60	<b>203</b>
Autism	452	2,203	1,062	955	1,203	1,675	176	530	<b>2,607</b>
Cerebral Palsy	78	232	180	66	55	179	64	71	<b>289</b>
Developmental Delay	150	743	370	516	323	405	9	0	<b>806</b>
Down Syndrome	46	187	139	46	61	170	58	98	<b>228</b>
Global Developmental Delay	30	161	84	117	82	86	1	0	<b>171</b>
Hearing Impairment	99	310	103	99	64	218	66	87	<b>435</b>
Intellectual Disability	260	938	545	313	369	792	267	389	<b>1,200</b>
Multiple Sclerosis	67	142	138	12	27	111	74	48	<b>194</b>
Psychosocial disability	246	646	730	219	238	766	400	366	<b>1,047</b>
Spinal Cord Injury	20	46	42	15	6	40	24	21	<b>70</b>
Stroke	33	96	74	9	22	77	31	22	<b>123</b>
Visual Impairment	52	150	75	42	12	120	45	53	<b>174</b>
Other Neurological	92	269	222	60	70	235	110	71	<b>358</b>
Other Physical	116	408	343	68	66	318	126	92	<b>528</b>
Other Sensory/Speech	23	67	28	35	29	41	4	3	<b>85</b>
Other	21	54	34	8	16	47	24	14	<b>68</b>
<b>Total</b>	<b>1,843</b>	<b>6,798</b>	<b>4,312</b>	<b>2,616</b>	<b>2,690</b>	<b>5,425</b>	<b>1,545</b>	<b>1,925</b>	<b>8,586</b>

**Table L.44 Number of goals in active plans by goal type and primary disability – Australian Capital Territory** <sup>618</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	103	355	233	61	73	232	114	79	<b>1,250</b>
Autism	782	6,690	1,886	1,758	2,161	3,010	271	821	<b>17,379</b>
Cerebral Palsy	154	663	346	123	97	318	110	122	<b>1,933</b>
Developmental Delay	240	2,452	667	955	542	648	10	0	<b>5,514</b>
Down Syndrome	68	526	244	93	112	291	89	147	<b>1,570</b>
Global Developmental Delay	53	588	163	242	157	170	2	0	<b>1,375</b>
Hearing Impairment	153	707	179	177	102	373	97	128	<b>1,916</b>
Intellectual Disability	434	2,412	942	584	652	1,422	424	608	<b>7,478</b>
Multiple Sclerosis	115	304	250	16	38	185	118	76	<b>1,102</b>
Psychosocial disability	398	1,253	1,262	339	373	1,239	608	571	<b>6,043</b>
Spinal Cord Injury	27	96	69	25	6	73	39	26	<b>361</b>
Stroke	58	233	126	14	34	125	59	32	<b>681</b>
Visual Impairment	90	338	107	73	14	215	62	72	<b>971</b>
Other Neurological	163	646	425	121	116	401	180	111	<b>2,163</b>
Other Physical	196	864	600	105	104	534	210	151	<b>2,764</b>
Other Sensory/Speech	31	158	51	51	61	69	5	6	<b>432</b>
Other	41	168	73	15	40	82	31	22	<b>472</b>
<b>Total</b>	<b>3,106</b>	<b>18,453</b>	<b>7,623</b>	<b>4,752</b>	<b>4,682</b>	<b>9,387</b>	<b>2,429</b>	<b>2,972</b>	<b>53,404</b>

<sup>617</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>618</sup> Participants have set over six million goals in total across Australia since July 2016. The 53,404 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>619</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	231	1,134	613	799	513	673	6	0	<b>1,227</b>
7 to 14	331	1,955	735	851	1,018	1,219	36	16	<b>2,194</b>
15 to 18	141	564	262	217	261	459	34	207	<b>685</b>
19 to 24	171	566	342	209	167	466	146	477	<b>761</b>
25 to 34	188	521	415	155	164	519	235	403	<b>742</b>
35 to 44	216	522	484	134	164	527	257	299	<b>757</b>
45 to 54	218	573	553	118	159	585	304	301	<b>838</b>
55 to 64	231	634	595	94	175	661	373	189	<b>922</b>
65+	116	329	313	39	69	316	154	33	<b>460</b>
<b>Total</b>	<b>1,843</b>	<b>6,798</b>	<b>4,312</b>	<b>2,616</b>	<b>2,690</b>	<b>5,425</b>	<b>1,545</b>	<b>1,925</b>	<b>8,586</b>

**Table L.46 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>620</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	385	4,089	1,169	1,609	913	1,180	7	0	<b>9,352</b>
7 to 14	600	6,364	1,331	1,558	1,863	2,182	54	24	<b>13,976</b>
15 to 18	230	1,438	429	396	448	825	55	326	<b>4,147</b>
19 to 24	281	1,226	607	347	260	779	235	747	<b>4,482</b>
25 to 34	304	1,082	671	233	265	882	343	625	<b>4,405</b>
35 to 44	383	1,070	840	221	278	870	383	436	<b>4,481</b>
45 to 54	354	1,201	1,018	193	265	1,033	513	473	<b>5,050</b>
55 to 64	400	1,349	1,035	132	296	1,123	610	290	<b>5,235</b>
65+	169	634	523	63	94	513	229	51	<b>2,276</b>
<b>Total</b>	<b>3,106</b>	<b>18,453</b>	<b>7,623</b>	<b>4,752</b>	<b>4,682</b>	<b>9,387</b>	<b>2,429</b>	<b>2,972</b>	<b>53,404</b>

<sup>619</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.

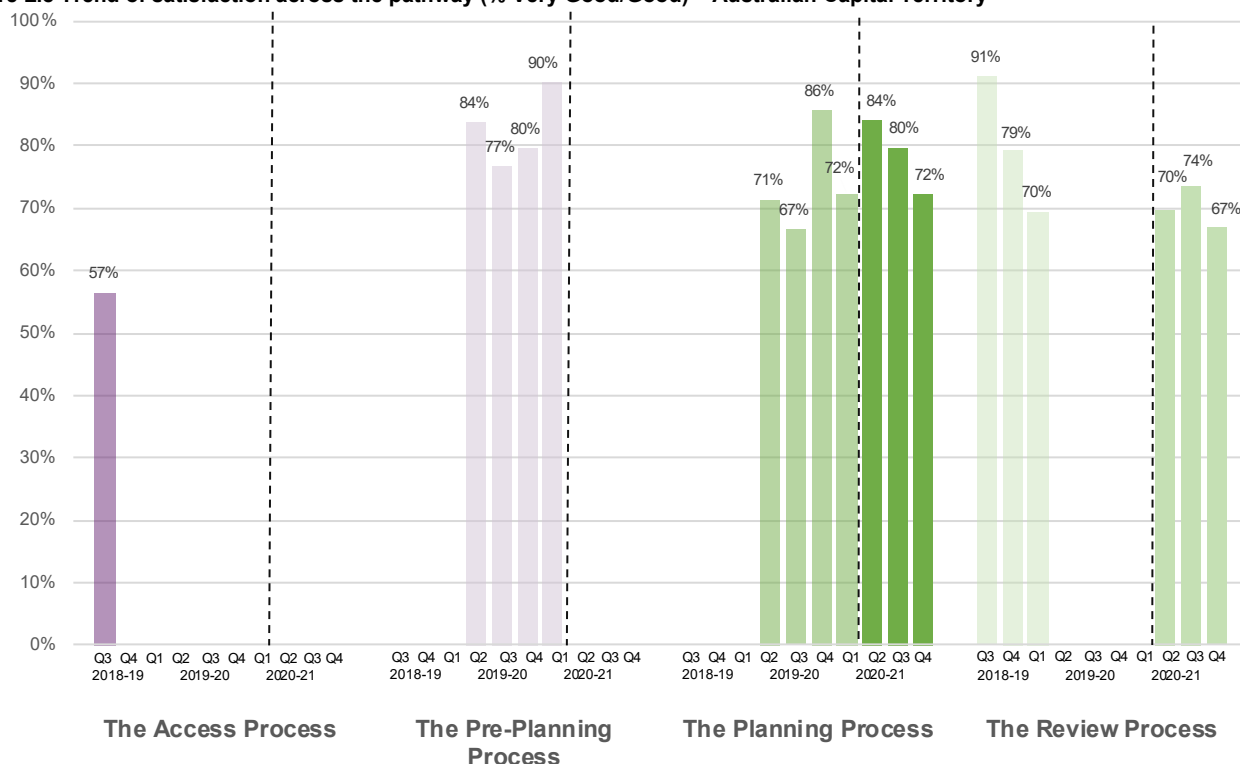
<sup>620</sup> Participants have set over six million goals in total across Australia since July 2016. The 53,404 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

**Table L.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 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>621</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 32</b>	<b>n = 18</b>
Are you happy with how coming into the NDIS has gone?	91%	N/A
Was the person from the NDIS respectful?	97%	N/A
Do you understand what will happen next with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	72%	N/A
<b>Pre-planning</b>	<b>n = 33</b>	<b>n = 13</b>
Did the person from the NDIS understand how your disability affects your life?	73%	N/A
Did you understand why you needed to give the information you did?	85%	N/A
Were decisions about your plan clearly explained?	55%	N/A
Are you clear on what happens next with your plan?	58%	N/A
Do you know where to go for more help with your plan?	64%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
<b>Planning</b>	<b>n = 166</b>	<b>n = 101</b>
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	85%	75%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	86%	91%
% of participants rating their overall experience as Very Good or Good.	82%	72%
<b>Plan review</b>	<b>n = 797</b>	<b>n = 353</b>
Did the person from the NDIS understand how your disability affects your life?	78%	74%
Did you feel prepared for your plan review?	84%	89%
Is your NDIS plan helping you to make progress towards your goals?	88%	88%
% of participants rating their overall experience as Very Good or Good.	72%	67%

<sup>621</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 "AHA". 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.

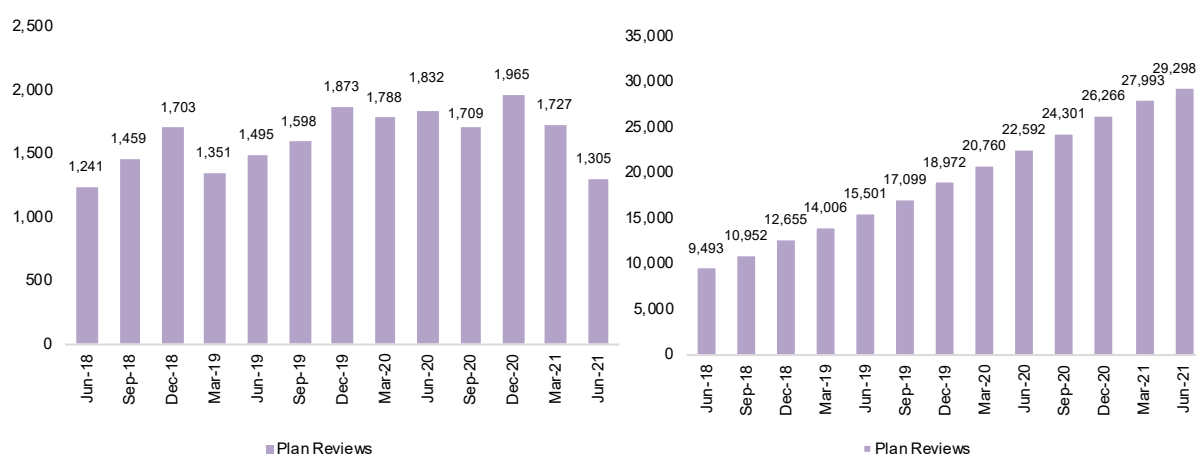
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>622 623 624</sup>



**Table L.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory** <sup>625</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>27,993</b>	<b>1,305</b>	<b>29,298</b>
<i>Early intervention plans</i>	8,630	531	9,161
<i>Permanent disability plans</i>	19,363	774	20,137

**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>622</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 "AHA". This change in administrator resulted in a 'break' in the time series.

<sup>623</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>624</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>625</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 number of complaints in 2020-21 Q4 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 and Table L.51 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table L.49 Complaints by quarter – Australian Capital Territory** <sup>626 627 628</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	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	22	3	25	25
Complaints about service providers	98	4	102	90
Complaints about the Agency	1,749	86	1,835	1,069
Critical/ Reportable Incident	64	19	83	66
Unclassified	170	0	170	147
<b>Total</b>	<b>2,106</b>	<b>112</b>	<b>2,218</b>	<b>1,254</b>
Total complaints made since 1 April 2017	1,773	112	1,885	
Complaints since 1 April 2017 as % of all access requests	4.4%	3.5%	4.3%	

<sup>626</sup> Note that 63% of all complainants made only one complaint, 21% made two complaints and 16% made three or more complaints.

<sup>627</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>628</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

**Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory**

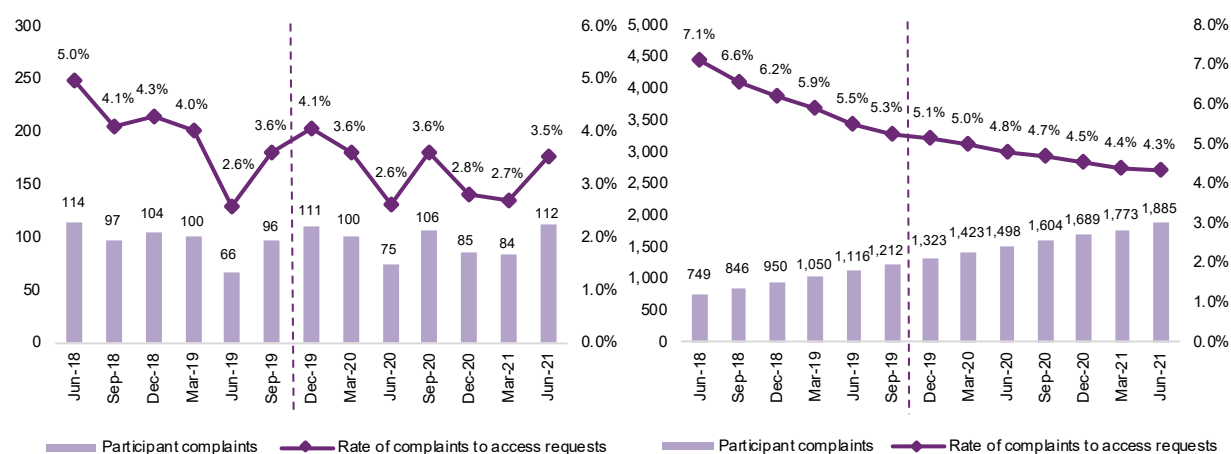


Table L.50 Participant complaints by type – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	193	(11%)	0	(0%)	193	(11%)
Information unclear	41	(2%)	0	(0%)	41	(2%)
NDIA Access	26	(1%)	1	(1%)	27	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	45	(3%)	7	(8%)	52	(3%)
NDIA Fraud and Compliance	4	(0%)	2	(2%)	6	(0%)
NDIA Plan	135	(8%)	31	(36%)	166	(9%)
NDIA Process	53	(3%)	11	(13%)	64	(3%)
NDIA Resources	5	(0%)	3	(3%)	8	(0%)
NDIA Staff	37	(2%)	5	(6%)	42	(2%)
NDIA Timeliness	83	(5%)	25	(29%)	108	(6%)
Participation, engagement and inclusion	24	(1%)	0	(0%)	24	(1%)
Provider Portal	8	(0%)	0	(0%)	8	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	134	(8%)	0	(0%)	134	(7%)
Staff conduct - Agency	29	(2%)	0	(0%)	29	(2%)
The way the NDIA carried out its decision making	62	(4%)	0	(0%)	62	(3%)
Timeliness	410	(23%)	1	(1%)	411	(22%)
Other	460	(26%)	0	(0%)	460	(25%)
<b>Total</b>	<b>1,749</b>		<b>86</b>		<b>1,835</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	1	(33%)	0		1	(33%)
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	0	(0%)	0		0	(0%)
<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	(5%)	0	(0%)	1	(4%)
LAC Plan	3	(14%)	0	(0%)	3	(12%)
LAC Process	3	(14%)	0	(0%)	3	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	13	(59%)	1	(33%)	14	(56%)
LAC Timeliness	2	(9%)	2	(67%)	4	(16%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>22</b>		<b>3</b>		<b>25</b>	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(7%)
Provider Finance	2	(2%)	0	(0%)	2	(2%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(15%)	0	(0%)	15	(15%)
Provider Service	9	(9%)	2	(50%)	11	(11%)
Provider Staff	4	(4%)	2	(50%)	6	(6%)
Service Delivery	20	(20%)	0	(0%)	20	(20%)
Staff conduct	9	(9%)	0	(0%)	9	(9%)
Supports being provided	12	(12%)	0	(0%)	12	(12%)
Other	16	(16%)	0	(0%)	16	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>98</b>	<b>4      0</b>	<b>102</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9      (14%)	5      (26%)	14      (17%)
Allegations against Informal Supports	18      (28%)	0      (0%)	18      (22%)
Allegations against NDIA Staff/Partners	0      (0%)	0      (0%)	0      (0%)
Participant threat	14      (22%)	5      (26%)	19      (23%)
Provider reporting	23      (36%)	9      (47%)	32      (39%)
Other	0      (0%)	0      (0%)	0      (0%)
<b>Total</b>	<b>64</b>	<b>19</b>	<b>83</b>
<i>Unclassified</i>	<b>170</b>	<b>0</b>	<b>170</b>
<b>Participants total</b>	<b>2,106</b>	<b>112</b>	<b>2,218</b>

Table L.51 Unique complainants by type – Australian Capital Territory

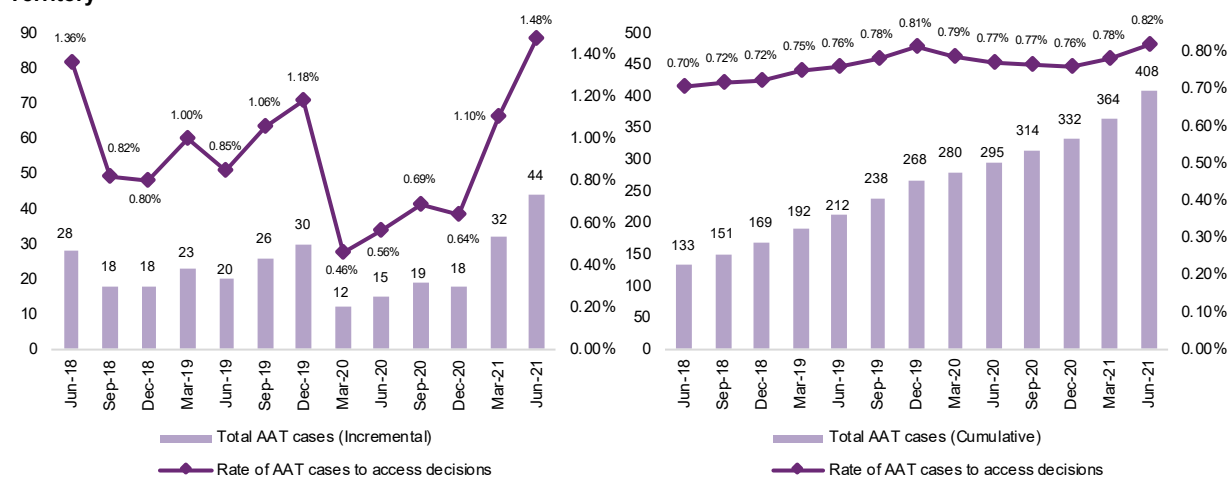
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	160	(11%)	0	(0%)	160	(10%)
Information unclear	41	(3%)	0	(0%)	41	(3%)
NDIA Access	21	(1%)	1	(1%)	22	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	41	(3%)	6	(8%)	47	(3%)
NDIA Fraud and Compliance	4	(0%)	2	(3%)	6	(0%)
NDIA Plan	96	(6%)	24	(33%)	120	(8%)
NDIA Process	46	(3%)	11	(15%)	57	(4%)
NDIA Resources	5	(0%)	3	(4%)	8	(1%)
NDIA Staff	30	(2%)	4	(5%)	34	(2%)
NDIA Timeliness	71	(5%)	21	(29%)	92	(6%)
Participation, engagement and inclusion	24	(2%)	0	(0%)	24	(2%)
Provider Portal	7	(0%)	0	(0%)	7	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	115	(8%)	0	(0%)	115	(7%)
Staff conduct - Agency	25	(2%)	0	(0%)	25	(2%)
The way the NDIA carried out its decision making	60	(4%)	0	(0%)	60	(4%)
Timeliness	329	(22%)	1	(1%)	330	(21%)
Other	424	(28%)	0	(0%)	424	(27%)
<b>Total</b>	<b>1,499</b>		<b>73</b>		<b>1,572</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	1	(33%)	0		1	(33%)
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	0	(0%)	0		0	(0%)
<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	(5%)	0	(0%)	1	(4%)
LAC Plan	3	(14%)	0	(0%)	3	(12%)
LAC Process	3	(14%)	0	(0%)	3	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	13	(59%)	1	(33%)	14	(56%)
LAC Timeliness	2	(9%)	2	(67%)	4	(16%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>22</b>		<b>3</b>		<b>25</b>	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(7%)
Provider Finance	2	(2%)	0	(0%)	2	(2%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(16%)	0	(0%)	15	(15%)
Provider Service	8	(9%)	2	(50%)	10	(10%)
Provider Staff	4	(4%)	2	(50%)	6	(6%)
Service Delivery	19	(20%)	0	(0%)	19	(19%)
Staff conduct	9	(10%)	0	(0%)	9	(9%)
Supports being provided	10	(11%)	0	(0%)	10	(10%)
Other	16	(17%)	0	(0%)	16	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>94</b>	<b>4</b>	<b>98</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9 (17%)	4 (22%)	13 (18%)
Allegations against Informal Supports	14 (26%)	0 (0%)	14 (19%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	10 (19%)	5 (28%)	15 (21%)
Provider reporting	21 (39%)	9 (50%)	30 (42%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>54</b>	<b>18</b>	<b>72</b>
<i>Unclassified</i>	<b>147</b>	<b>0</b>	<b>147</b>
<b>Unique complaints total</b>	<b>1,819</b>	<b>98</b>	<b>1,917</b>

Table L.52 AAT Cases by category – Australian Capital Territory <sup>629</sup>

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	162	45%	<11		167	41%
Plan	164	45%	36	82%	200	49%
Plan Review	22	6%	<11		23	6%
Other	16	4%	<11		18	4%
<b>Total</b>	<b>364</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>408</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.78%</b>		<b>1.48%</b>		<b>0.82%</b>	

Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

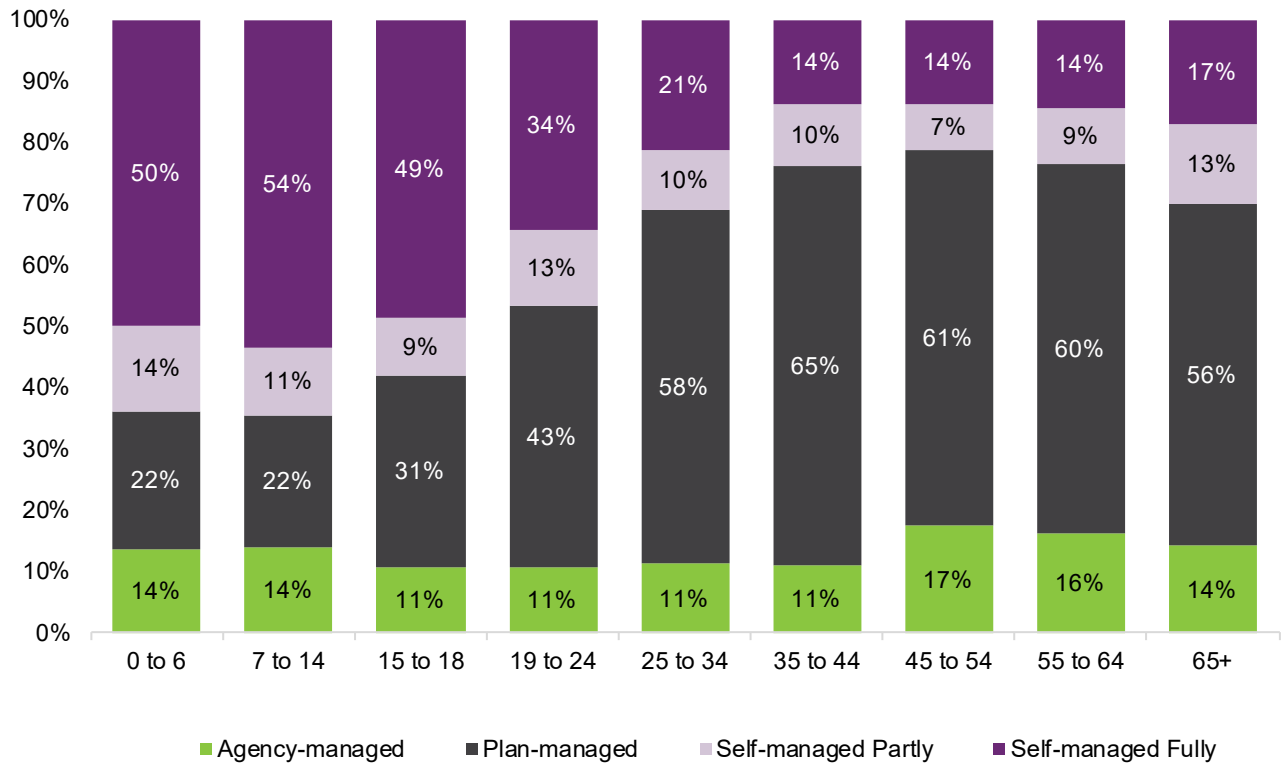


<sup>629</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table L.53 AAT cases by open/closed and decision – Australian Capital Territory**

	N
<b>AAT Cases</b>	<b>408</b>
<b>Open AAT Cases</b>	<b>91</b>
<b>Closed AAT Cases</b>	<b>317</b>
<i>Resolved before hearing</i>	307
<i>Gone to hearing and received a substantive decision</i>	<11

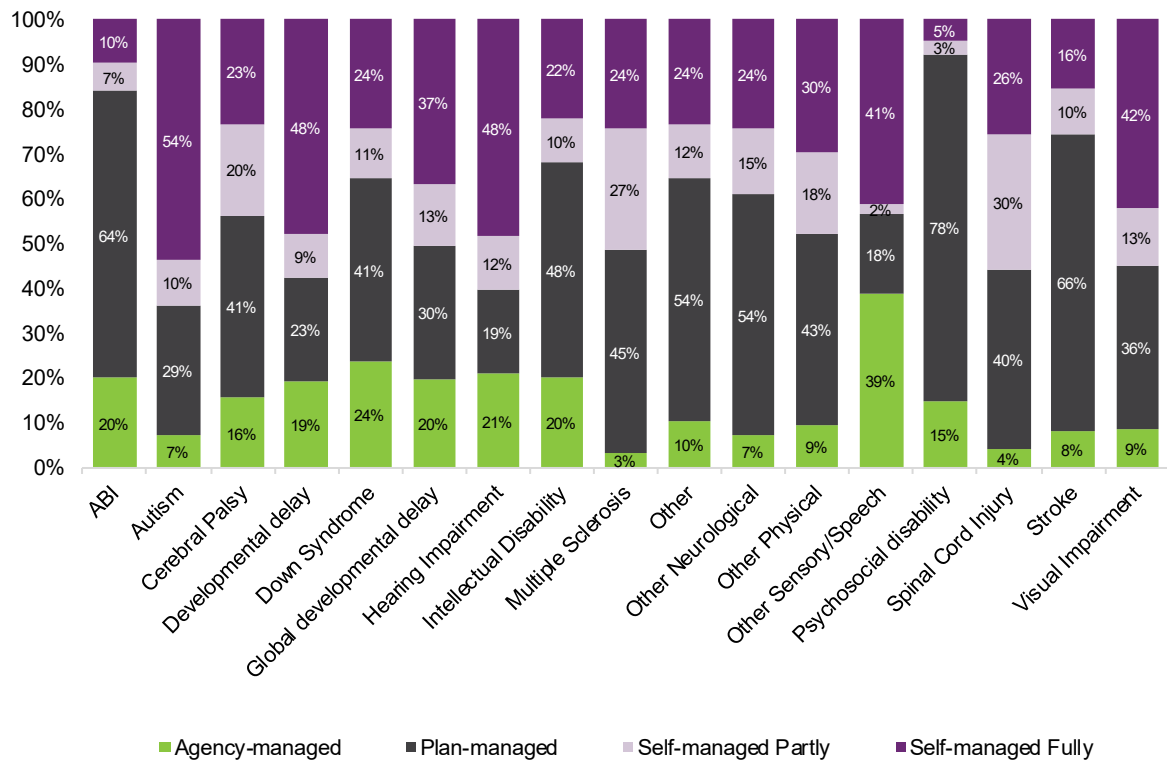
**Figure L.12 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Australian Capital Territory** <sup>630 631</sup>



<sup>630</sup> For the total number of active participants in each age group, see Table L.14.

<sup>631</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.

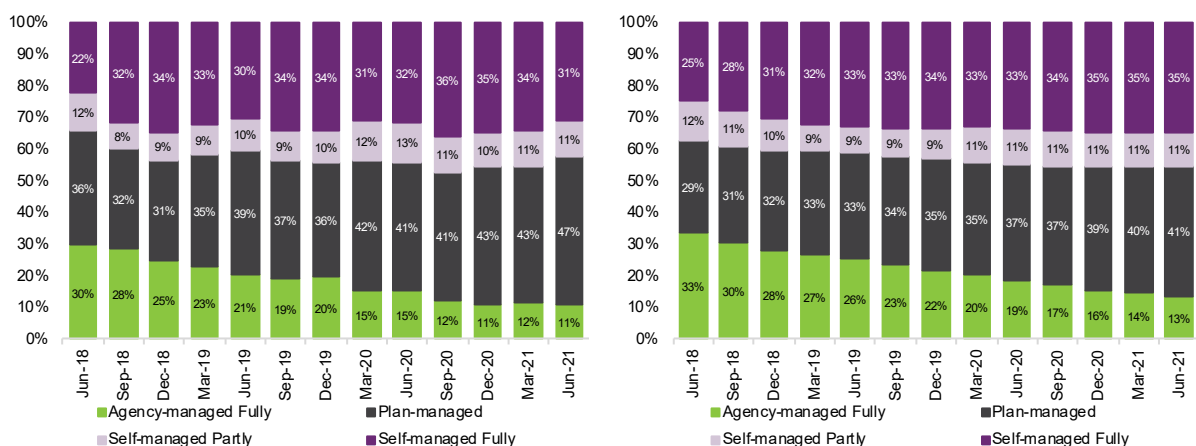
**Figure L.13 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Australian Capital Territory** <sup>632 633</sup>



**Table L.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory** <sup>634</sup>

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	35%	31%	35%
Self-managed partly	11%	11%	11%
Plan-managed	40%	47%	41%
Agency-managed	14%	11%	13%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>635</sup>



<sup>632</sup> For the total number of active participants in each primary disability group, see Table L.12.

<sup>633</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>634</sup> Ibid.

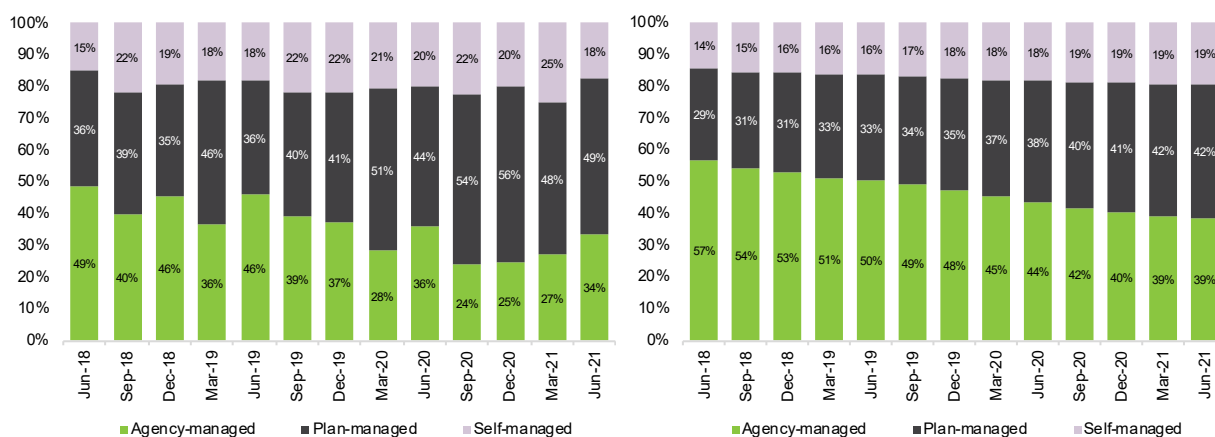
<sup>635</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.



**Table L.55 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2020-21 Q4	Total
Self-managed	19%	18%	<b>19%</b>
Plan-managed	42%	49%	<b>42%</b>
Agency-managed	39%	34%	<b>39%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**Table L.56 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2020-21 Q4	Total
Support coordination	36%	40%	<b>37%</b>

**Table L.57 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory** <sup>636</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	2,771	59%	164	58%	2,935	59%
30 to 59 days	696	15%	48	17%	744	15%
60 to 89 days	322	7%	17	6%	339	7%
<b>Activated within 90 days</b>	<b>3,789</b>	<b>80%</b>	<b>229</b>	<b>81%</b>	<b>4,018</b>	<b>80%</b>
90 to 119 days	160	3%	13	5%	173	3%
120 days and over	605	13%	17	6%	622	12%
<b>Activated after 90 days</b>	<b>765</b>	<b>16%</b>	<b>30</b>	<b>11%</b>	<b>795</b>	<b>16%</b>
No payments	155	3%	24	8%	179	4%
<b>Total plans approved</b>	<b>4,709</b>	<b>100%</b>	<b>283</b>	<b>100%</b>	<b>4,992</b>	<b>100%</b>

<sup>636</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table L.58 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	295	316	93%
Not Aboriginal and Torres Strait Islander	5,971	6,222	96%
Not Stated	928	984	94%
<b>Total</b>	<b>7,194</b>	<b>7,522</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	773	807	96%
Not CALD	6,351	6,645	96%
Not Stated	70	70	100%
<b>Total</b>	<b>7,194</b>	<b>7,522</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	7,183	7,511	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>7,194</b>	<b>7,522</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,193	2,285	96%
Intellectual Disability (including Down Syndrome)	1,324	1,379	96%
Psychosocial Disability	895	927	97%
Developmental Delay (including Global Developmental Delay)	597	629	95%
Other	2,185	2,302	95%
<b>Total</b>	<b>7,194</b>	<b>7,522</b>	<b>96%</b>

**Table L.59 Distribution of plans by utilisation – Australian Capital Territory** <sup>637 638</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	22%
> 75%	43%
<b>Total</b>	<b>100%</b>

**Table L.60 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory**

<sup>639</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	64%	65%	64%
Lifelong Learning	28%	31%	29%
Other	20%	22%	21%
Non-categorised	17%	15%	16%
<b>Any mainstream service</b>	<b>94%</b>	<b>95%</b>	<b>94%</b>

<sup>637</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>638</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>639</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table L.61 Key markets indicators by quarter – Australian Capital Territory** <sup>640 641</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	0.94	0.94
b) Number of providers delivering new types of supports	82	80
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	78%
<i>Therapeutic Supports (%)</i>	92%	91%
<i>Participate Community (%)</i>	92%	90%
<i>Early Childhood Supports (%)</i>	80%	79%
<i>Assist Personal Activities (%)</i>	94%	93%

**Table L.62 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Australian Capital Territory** <sup>642</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	23
Active in 2020-21 Q4 and also in previous quarters	376
<b>Active in 2020-21 Q4</b>	<b>399</b>
Inactive in 2020-21 Q4	832
<b>Active ever</b>	<b>1,231</b>

<sup>640</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>641</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>642</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table L.63 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory** <sup>643</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	22	1	23	5%
Assistance Animals	14	0	14	0%
Assistance with daily life tasks in a group or shared living arrangement	111	3	114	3%
Assistance with travel/transport arrangements	88	3	91	3%
Daily Personal Activities	219	11	230	5%
Group and Centre Based Activities	113	6	119	5%
High Intensity Daily Personal Activities	143	5	148	3%
Household tasks	238	11	249	5%
Interpreting and translation	21	0	21	0%
Participation in community, social and civic activities	225	5	230	2%
<b>Assistive Technology</b>				
Assistive equipment for recreation	39	2	41	5%
Assistive products for household tasks	30	1	31	3%
Assistance products for personal care and safety	267	11	278	4%
Communication and information equipment	59	5	64	8%
Customised Prosthetics	105	2	107	2%
Hearing Equipment	32	1	33	3%
Hearing Services	13	0	13	0%
Personal Mobility Equipment	143	4	147	3%
Specialised Hearing Services	18	1	19	6%
Vision Equipment	27	1	28	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	246	12	258	5%
Behaviour Support	92	6	98	7%
Community nursing care for high needs	48	2	50	4%
Development of daily living and life skills	130	9	139	7%
Early Intervention supports for early childhood	191	7	198	4%
Exercise Physiology and Physical Wellbeing activities	97	5	102	5%
Innovative Community Participation	41	3	44	7%
Specialised Driving Training	21	0	21	0%
Therapeutic Supports	519	7	526	1%
<b>Capital services</b>				
Home modification design and construction	48	0	48	0%
Specialist Disability Accommodation	10	0	10	0%
Vehicle Modifications	28	0	28	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	133	6	139	5%
Support Coordination	45	2	47	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	49	5	54	10%
Specialised Supported Employment	28	2	30	7%
<b>Total</b>	<b>1,208</b>	<b>23</b>	<b>1,231</b>	<b>2%</b>

<sup>643</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.64 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	18	23	22%	78%	100%
Assistance Animals	3	11	14	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	105	114	8%	92%	100%
Assistance with travel/transport arrangements	8	83	91	9%	91%	100%
Daily Personal Activities	26	204	230	11%	89%	100%
Group and Centre Based Activities	9	110	119	8%	92%	100%
High Intensity Daily Personal Activities	12	136	148	8%	92%	100%
Household tasks	57	192	249	23%	77%	100%
Interpreting and translation	4	17	21	19%	81%	100%
Participation in community, social and civic activities	27	203	230	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	37	41	10%	90%	100%
Assistive products for household tasks	5	26	31	16%	84%	100%
Assistance products for personal care and safety	24	254	278	9%	91%	100%
Communication and information equipment	7	57	64	11%	89%	100%
Customised Prosthetics	11	96	107	10%	90%	100%
Hearing Equipment	4	29	33	12%	88%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	22	125	147	15%	85%	100%
Specialised Hearing Services	2	17	19	11%	89%	100%
Vision Equipment	4	24	28	14%	86%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	34	224	258	13%	87%	100%
Behaviour Support	21	77	98	21%	79%	100%
Community nursing care for high needs	4	46	50	8%	92%	100%
Development of daily living and life skills	17	122	139	12%	88%	100%
Early Intervention supports for early childhood	61	137	198	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	24	78	102	24%	76%	100%
Innovative Community Participation	11	33	44	25%	75%	100%
Specialised Driving Training	2	19	21	10%	90%	100%
Therapeutic Supports	164	362	526	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	2	46	48	4%	96%	100%
Specialist Disability Accommodation	0	10	10	0%	100%	100%
Vehicle Modifications	3	25	28	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	17	122	139	12%	88%	100%
Support Coordination	10	37	47	21%	79%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	50	54	7%	93%	100%
Specialised Supported Employment	2	28	30	7%	93%	100%
<b>Total</b>	<b>285</b>	<b>946</b>	<b>1,231</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

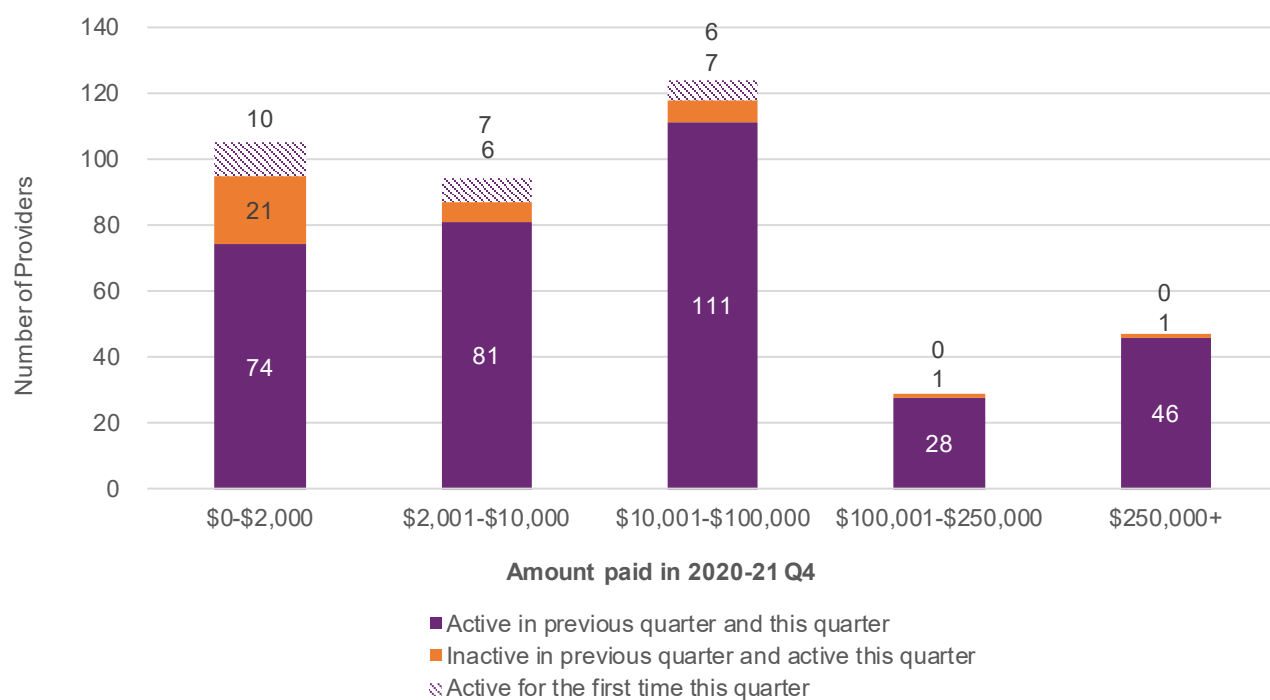
**Table L.65 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Australian Capital Territory**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	5	1	6	17%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	59	3	62	5%
Assistance with travel/transport arrangements	22	3	25	12%
Daily Personal Activities	87	11	98	11%
Group and Centre Based Activities	45	6	51	12%
High Intensity Daily Personal Activities	50	5	55	9%
Household tasks	76	11	87	13%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	96	5	101	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	3	2	5	40%
Assistive products for household tasks	3	1	4	25%
Assistance products for personal care and safety	86	11	97	11%
Communication and information equipment	23	5	28	18%
Customised Prosthetics	24	2	26	8%
Hearing Equipment	8	1	9	11%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	29	4	33	12%
Specialised Hearing Services	4	1	5	20%
Vision Equipment	8	1	9	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	113	12	125	10%
Behaviour Support	35	6	41	15%
Community nursing care for high needs	20	2	22	9%
Development of daily living and life skills	32	9	41	22%
Early Intervention supports for early childhood	45	7	52	13%
Exercise Physiology and Physical Wellbeing activities	38	5	43	12%
Innovative Community Participation	8	3	11	27%
Specialised Driving Training	5	0	5	0%
Therapeutic Supports	155	7	162	4%
<b>Capital services</b>				
Home modification design and construction	6	0	6	0%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	3	0	3	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	84	6	90	7%
Support Coordination	6	2	8	25%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	18	5	23	22%
Specialised Supported Employment	16	2	18	11%
<b>Total</b>	<b>376</b>	<b>23</b>	<b>399</b>	<b>6%</b>

**Table L.66 Number and proportion of providers active in 2020-21 Q4 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	5	6	17%	83%	100%
Assistance Animals	3	6	9	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	57	62	8%	92%	100%
Assistance with travel/transport arrangements	2	23	25	8%	92%	100%
Daily Personal Activities	11	87	98	11%	89%	100%
Group and Centre Based Activities	5	46	51	10%	90%	100%
High Intensity Daily Personal Activities	3	52	55	5%	95%	100%
Household tasks	14	73	87	16%	84%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	12	89	101	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	4	5	20%	80%	100%
Assistive products for household tasks	1	3	4	25%	75%	100%
Assistance products for personal care and safety	7	90	97	7%	93%	100%
Communication and information equipment	4	24	28	14%	86%	100%
Customised Prosthetics	1	25	26	4%	96%	100%
Hearing Equipment	2	7	9	22%	78%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	4	29	33	12%	88%	100%
Specialised Hearing Services	1	4	5	20%	80%	100%
Vision Equipment	1	8	9	11%	89%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	14	111	125	11%	89%	100%
Behaviour Support	4	37	41	10%	90%	100%
Community nursing care for high needs	2	20	22	9%	91%	100%
Development of daily living and life skills	4	37	41	10%	90%	100%
Early Intervention supports for early childhood	11	41	52	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	4	39	43	9%	91%	100%
Innovative Community Participation	2	9	11	18%	82%	100%
Specialised Driving Training	0	5	5	0%	100%	100%
Therapeutic Supports	37	125	162	23%	77%	100%
<b>Capital services</b>						
Home modification design and construction	0	6	6	0%	100%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	12	78	90	13%	87%	100%
Support Coordination	2	6	8	25%	75%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	21	23	9%	91%	100%
Specialised Supported Employment	2	16	18	11%	89%	100%
<b>Total</b>	<b>64</b>	<b>335</b>	<b>399</b>	<b>16%</b>	<b>84%</b>	<b>100%</b>

**Figure L.16 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Australian Capital Territory** <sup>644</sup>



## Part Five: Financial sustainability

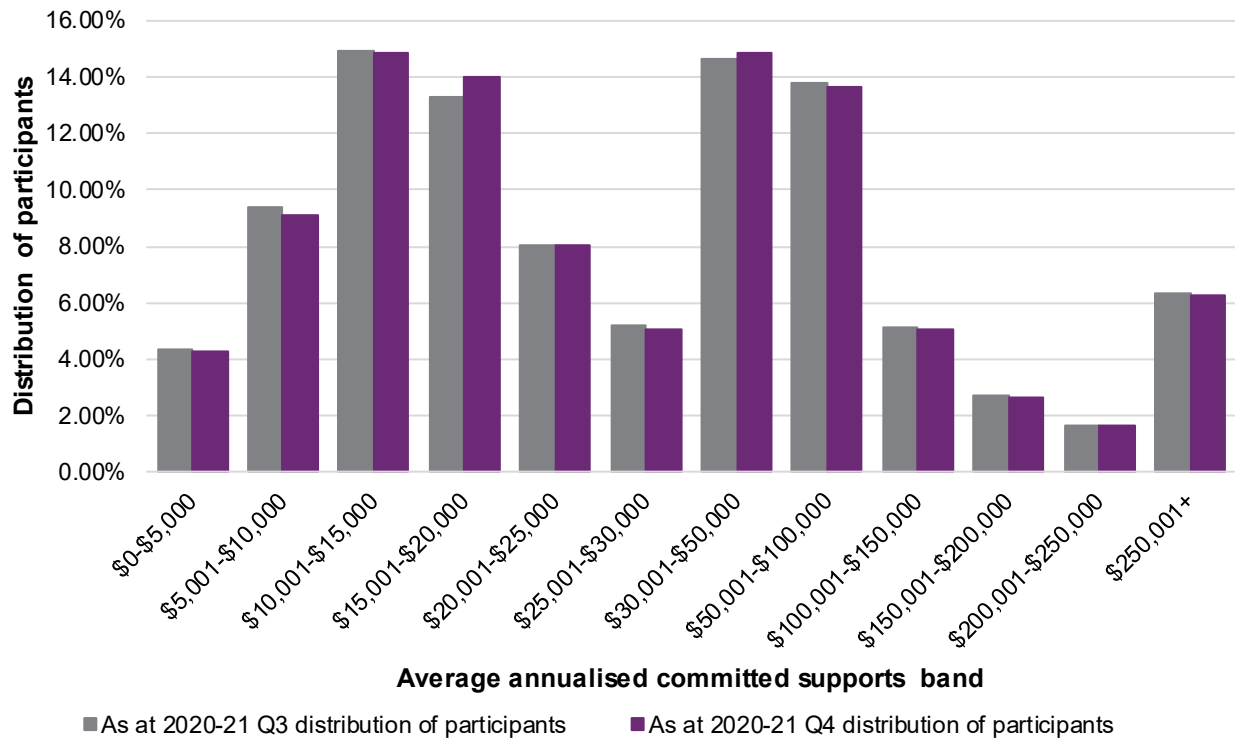
**Table L.67 Committed supports by financial year (\$m) – Australian Capital Territory**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.3	25.6	129.3	269.7	308.7	369.8	465.8	545.2

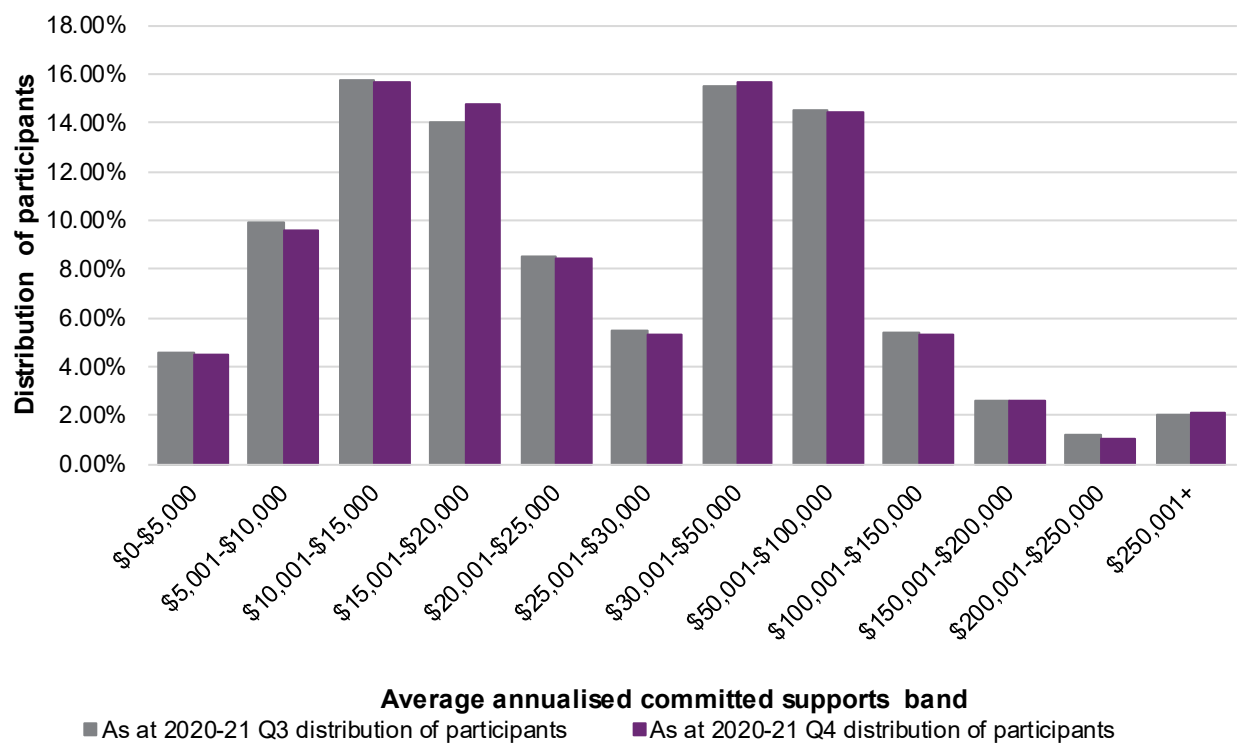
<sup>644</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.



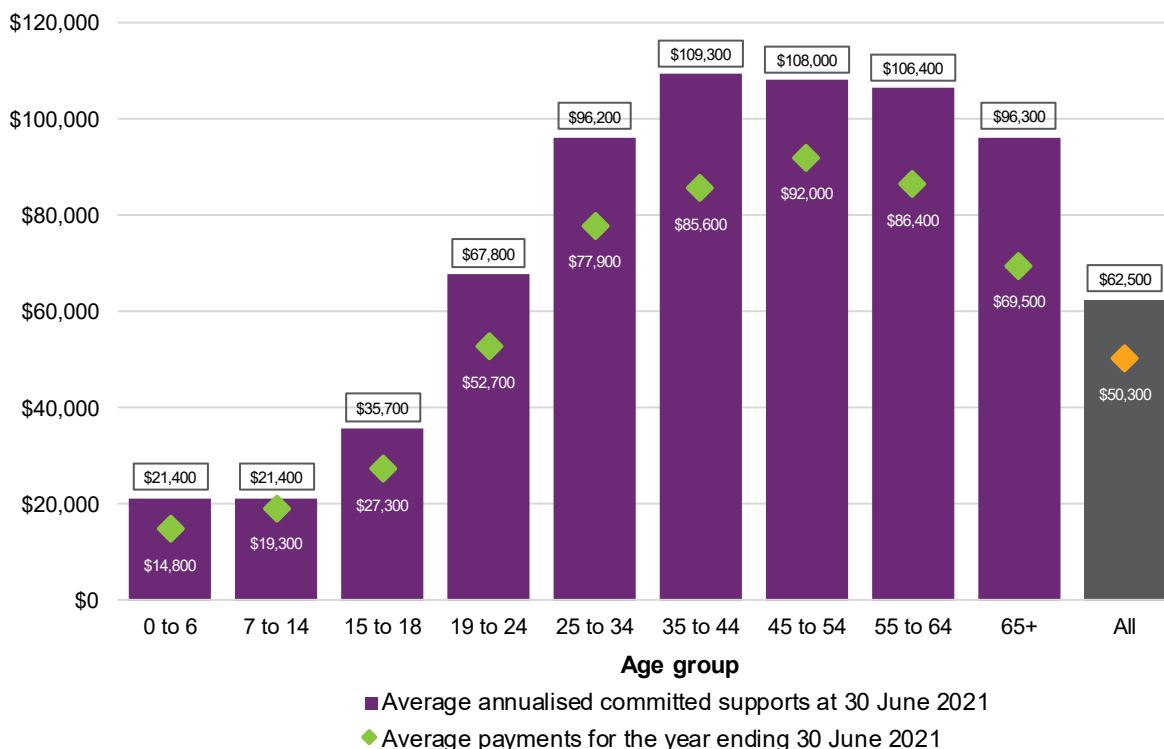
**Figure L.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Australian Capital Territory**



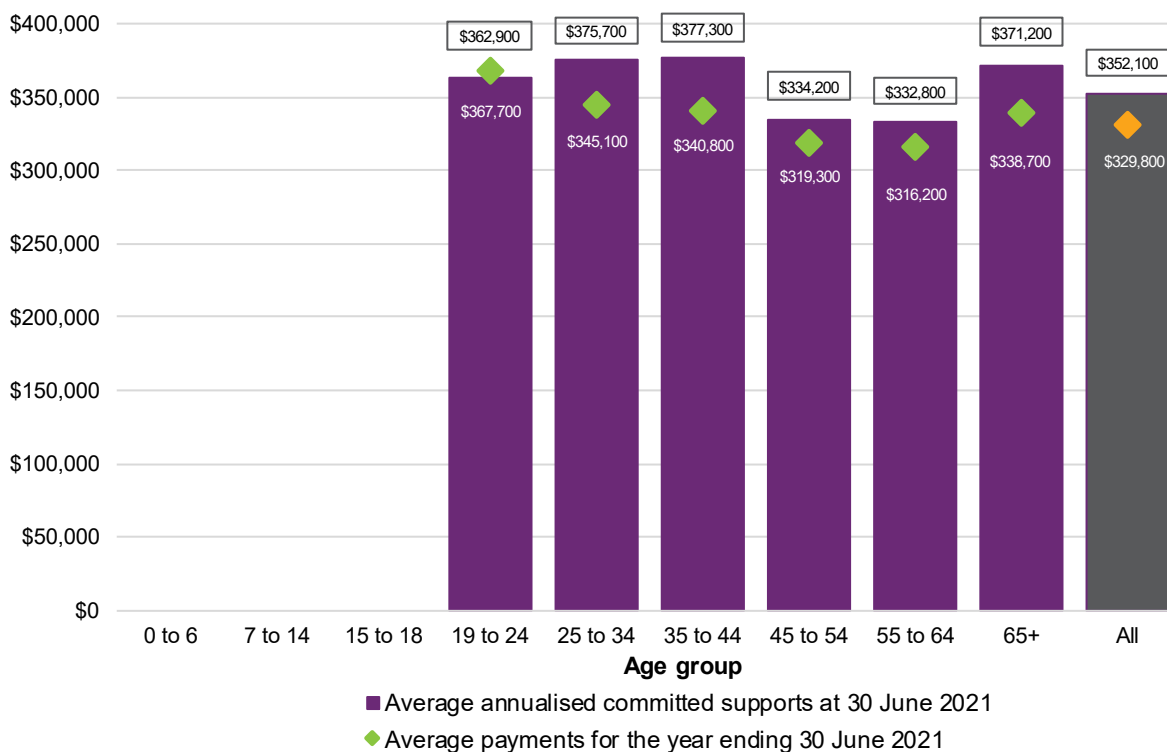
**Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Australian Capital Territory**



**Figure L.19 Average annualised committed supports and average payments by age group as at 30 June 2021 – Australian Capital Territory** <sup>645</sup>



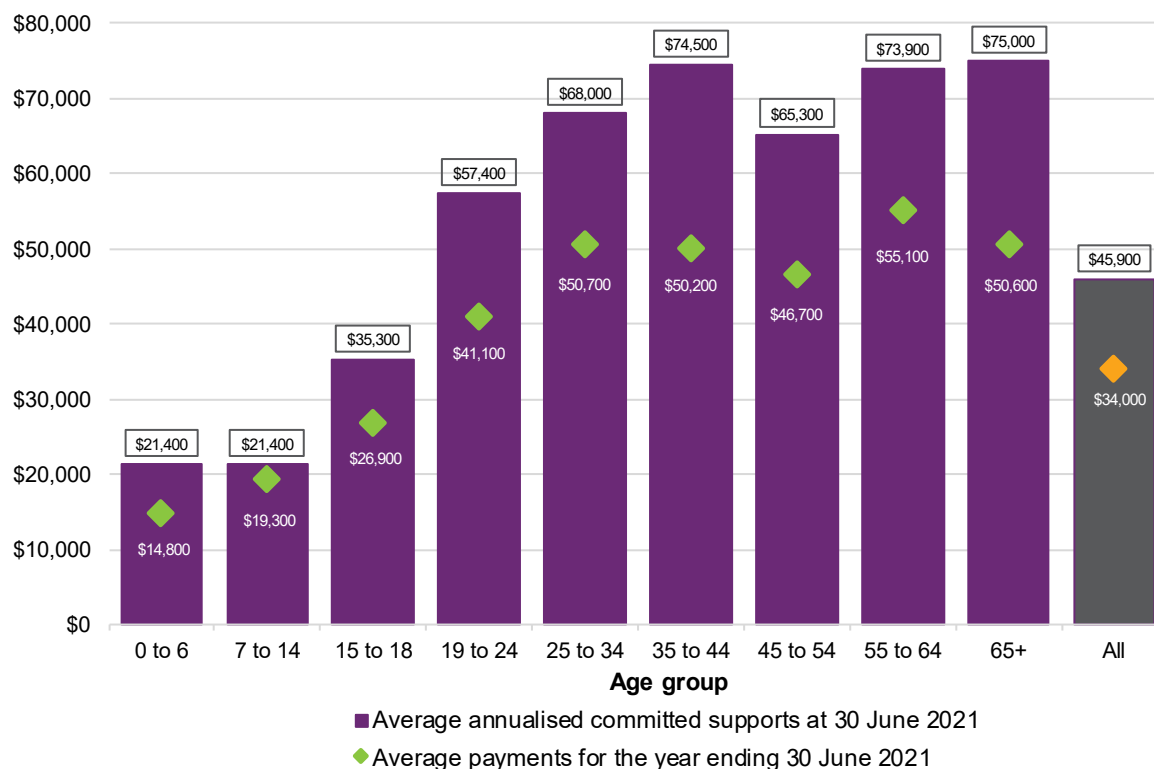
**Figure L.20 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Australian Capital Territory** <sup>646</sup>



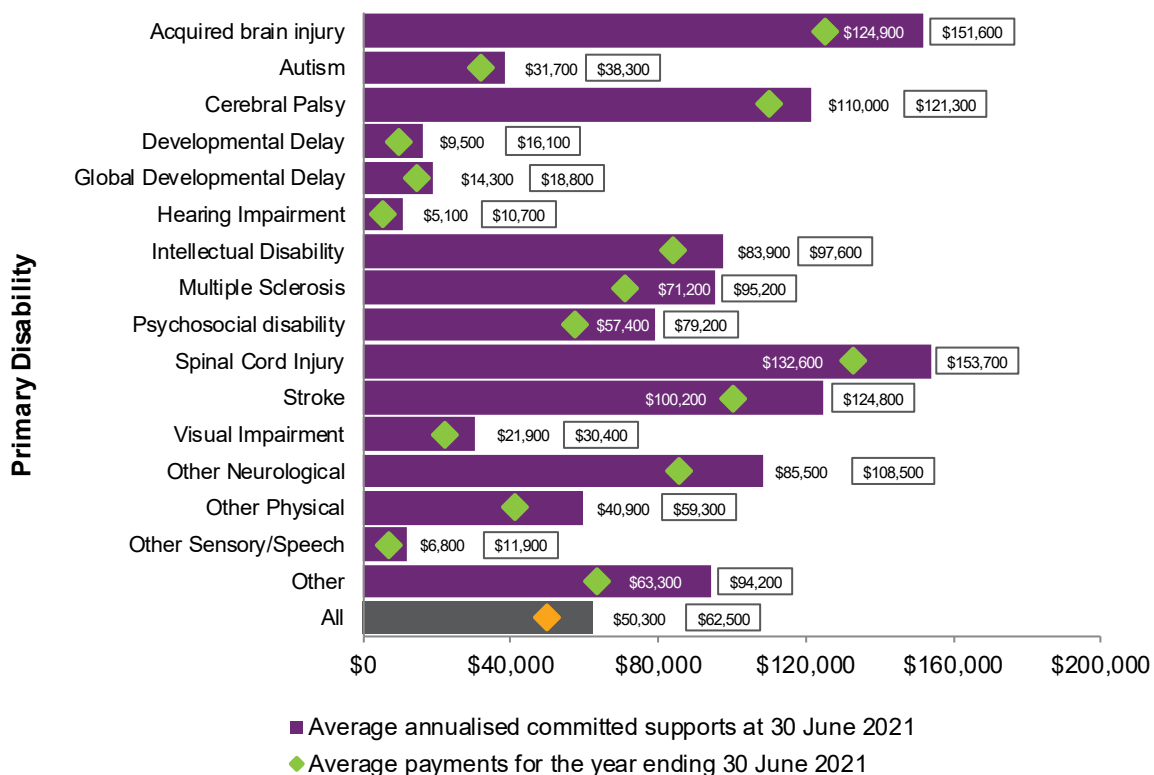
<sup>645</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

<sup>646</sup> Ibid.

**Figure L.21 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Australian Capital Territory** <sup>647</sup>



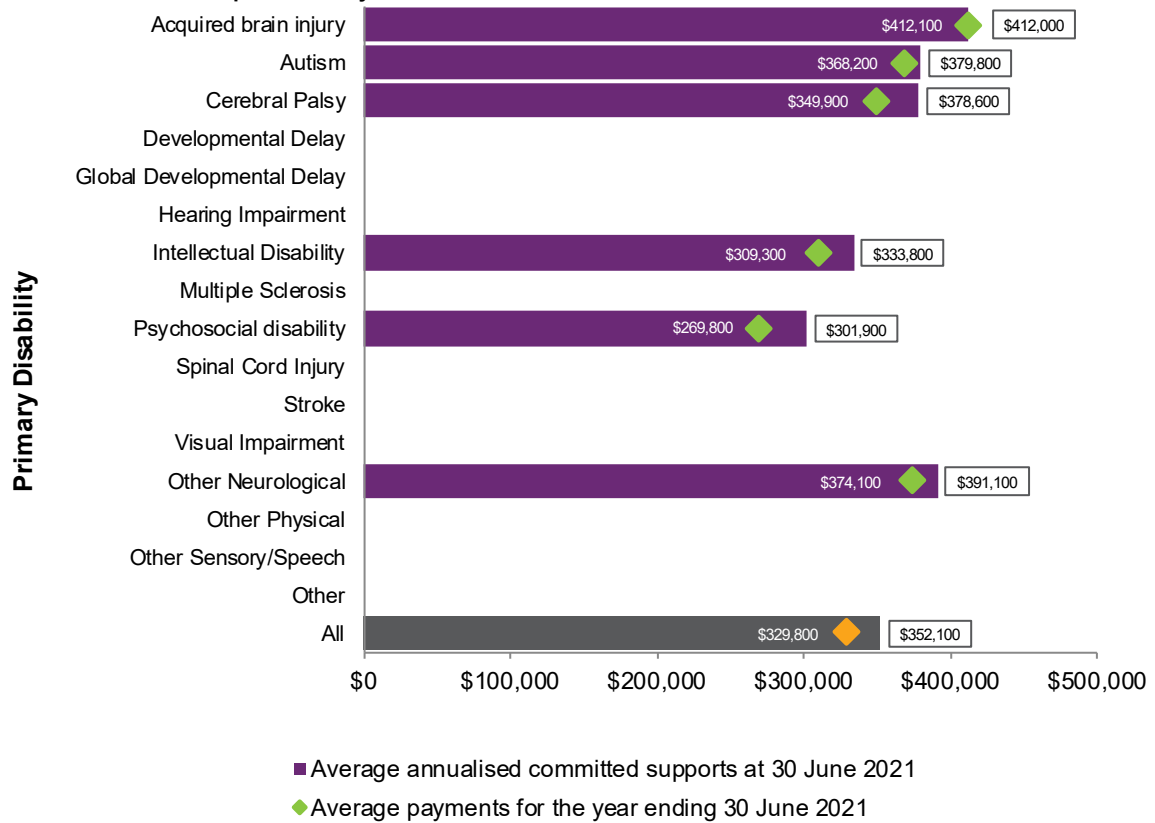
**Figure L.22 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Australian Capital Territory** <sup>648</sup>



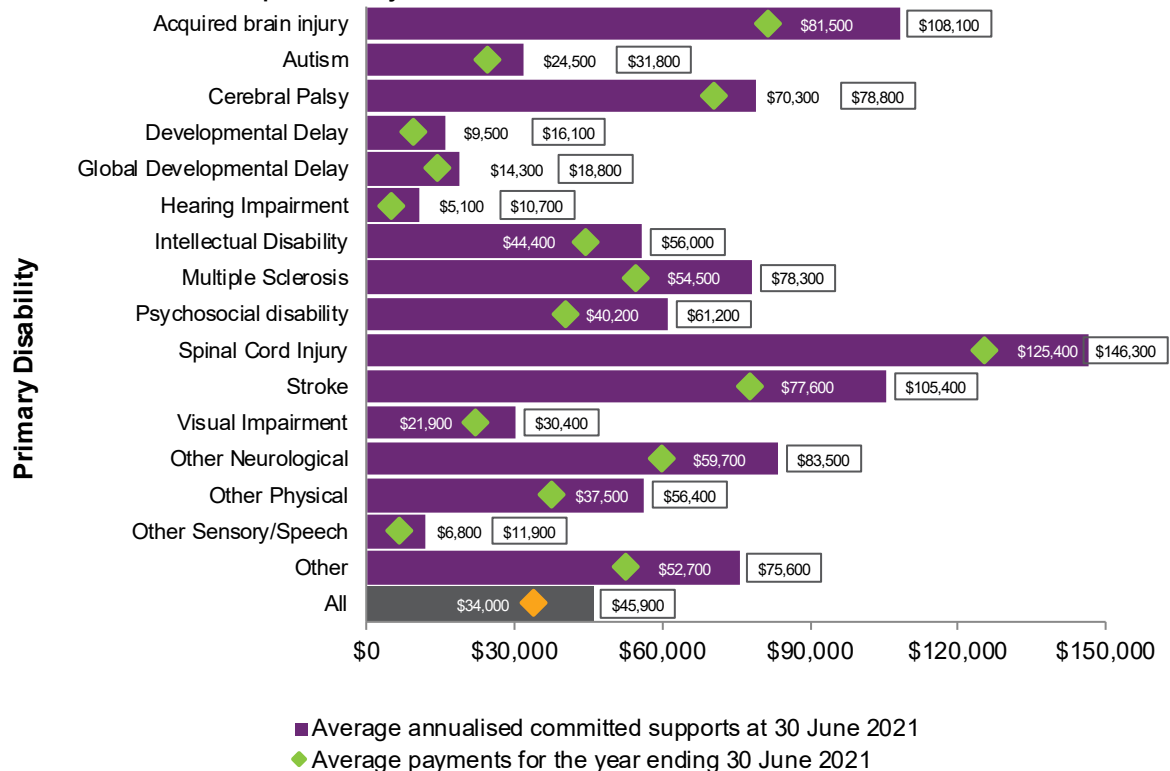
<sup>647</sup> Ibid.

<sup>648</sup> Ibid.

**Figure L.23 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Australian Capital Territory** <sup>649</sup>



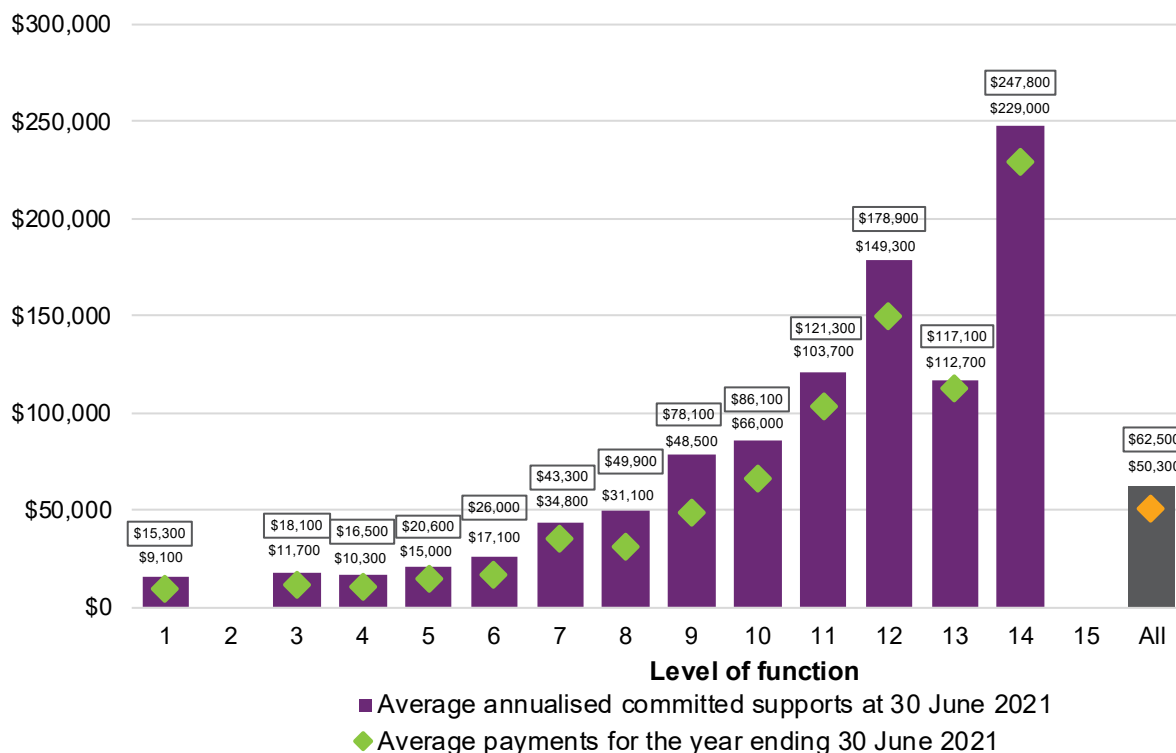
**Figure L.24 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Australian Capital Territory** <sup>650</sup>



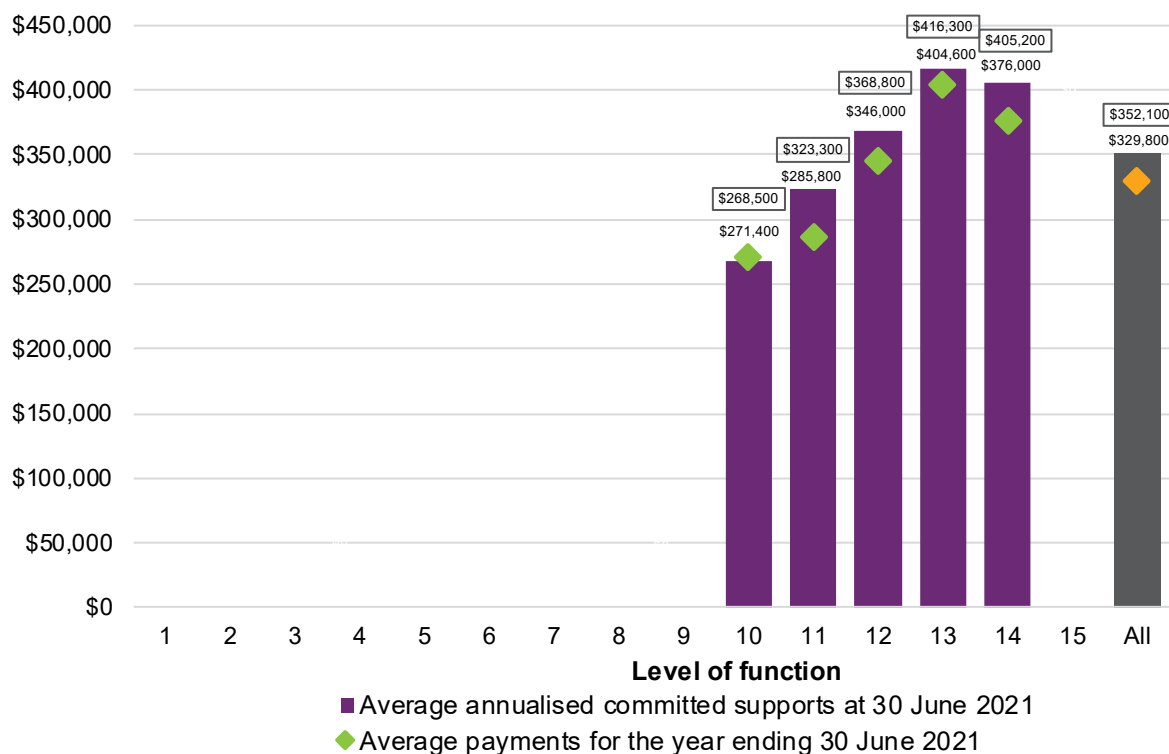
<sup>649</sup> Ibid.

<sup>650</sup> Ibid.

**Figure L.25 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Australian Capital Territory** <sup>651</sup>



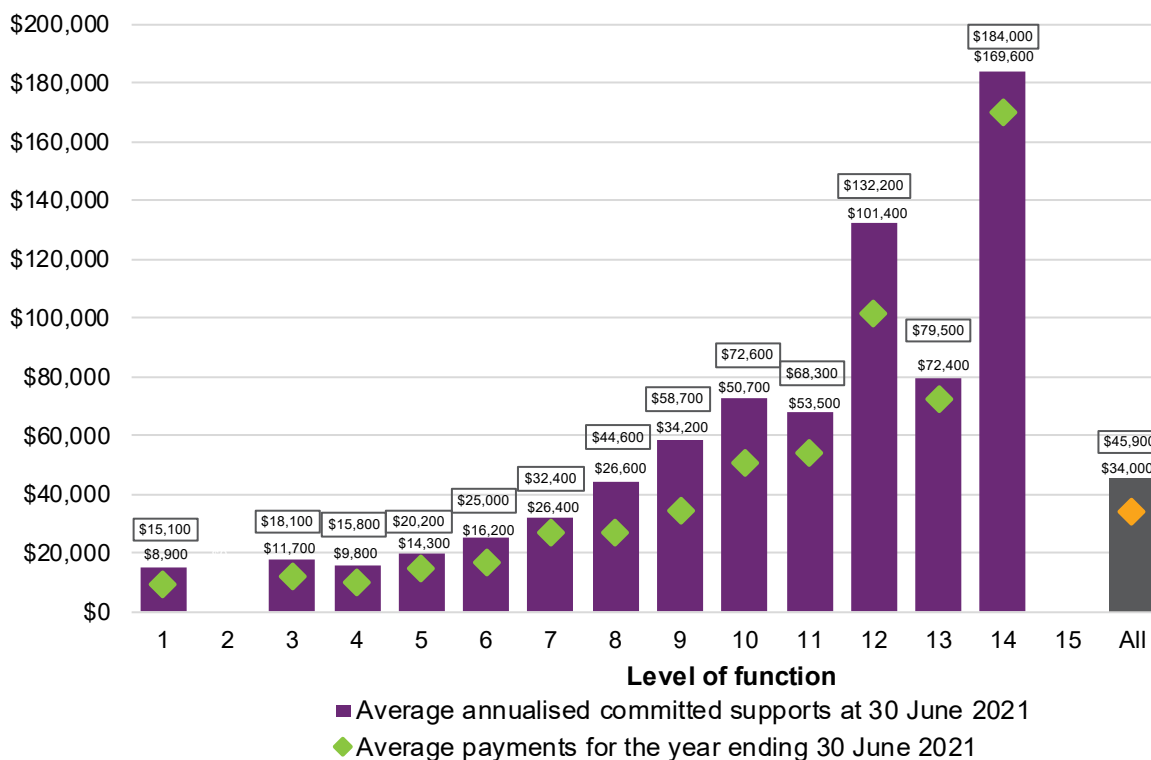
**Figure L.26 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Australian Capital Territory** <sup>652</sup>



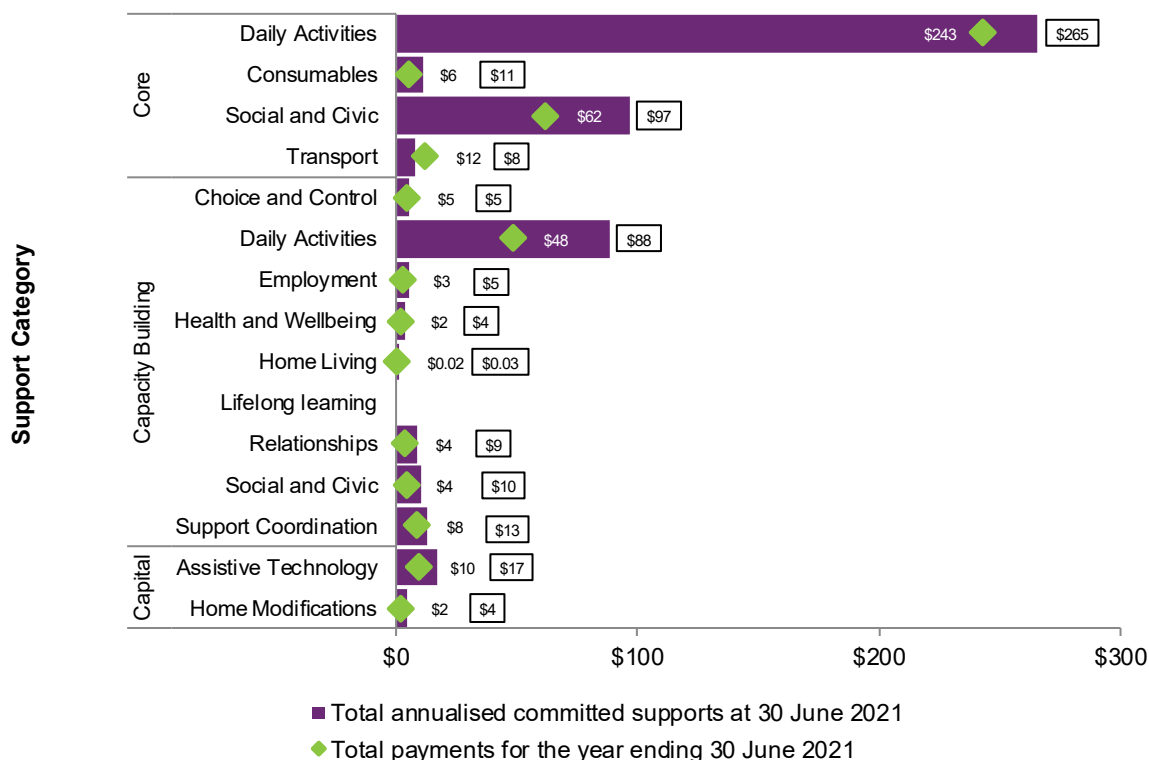
<sup>651</sup> Ibid.

<sup>652</sup> Ibid.

**Figure L.27 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Australian Capital Territory** <sup>653</sup>



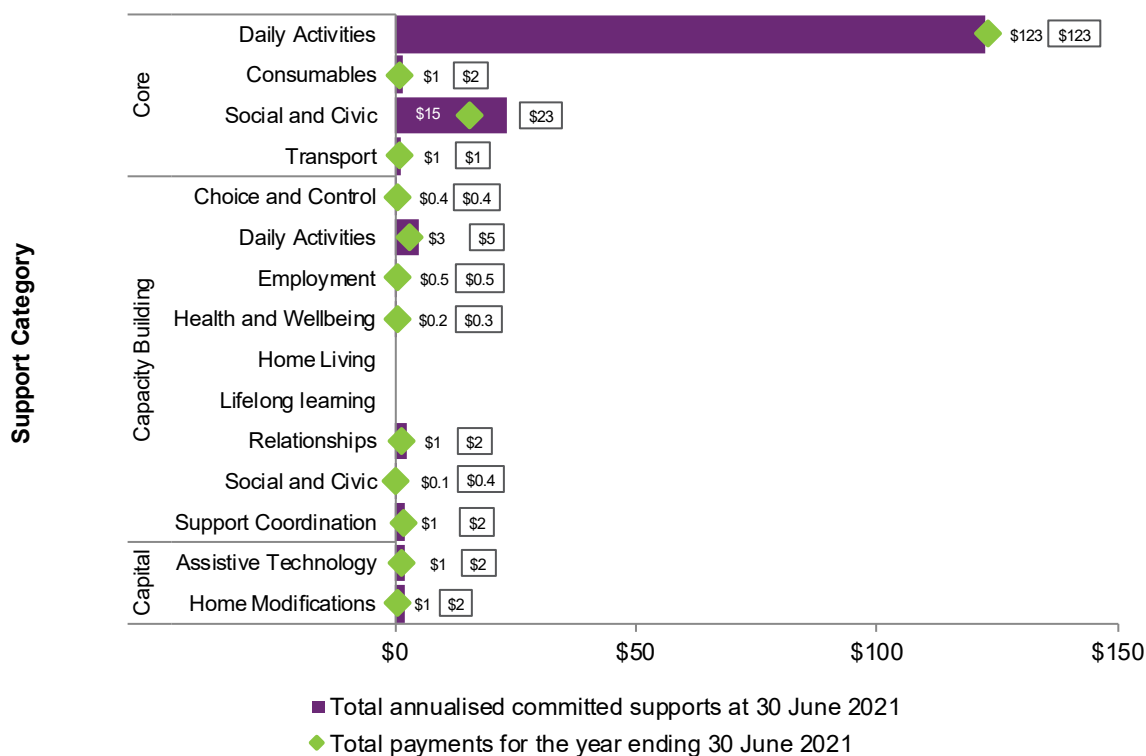
**Figure L.28 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Australian Capital Territory** <sup>654</sup>



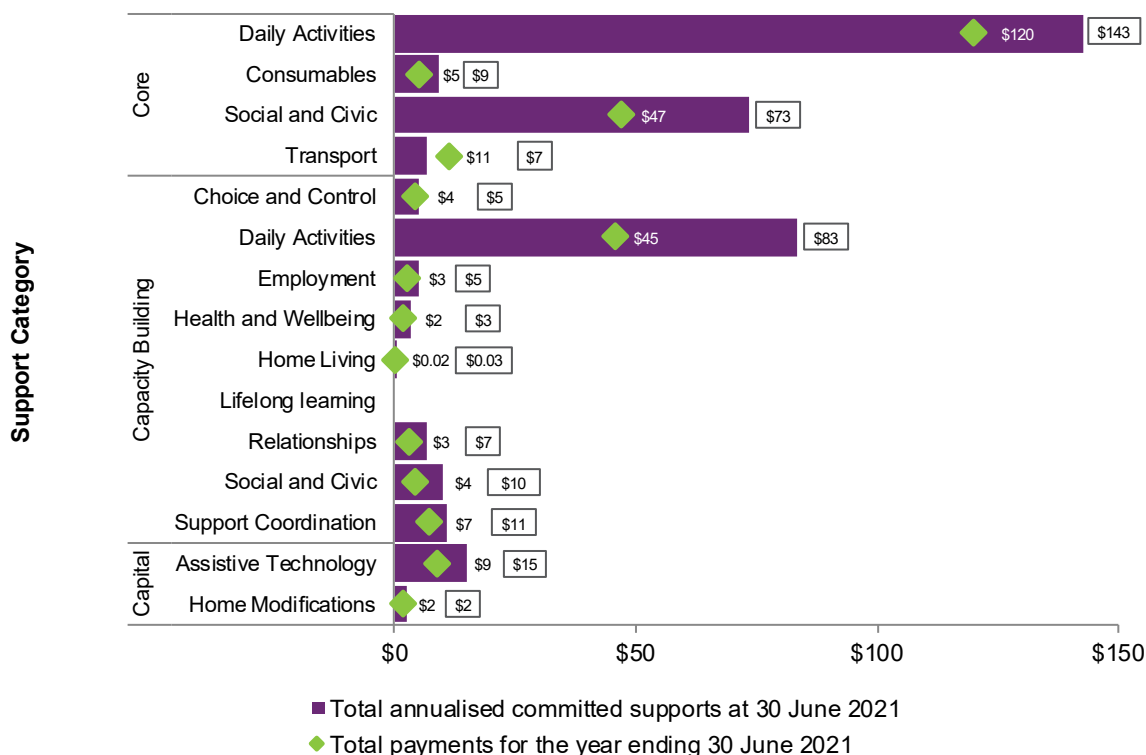
<sup>653</sup> Ibid.

<sup>654</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure L.29 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Australian Capital Territory** <sup>655</sup>



**Figure L.30 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Australian Capital Territory** <sup>656</sup>



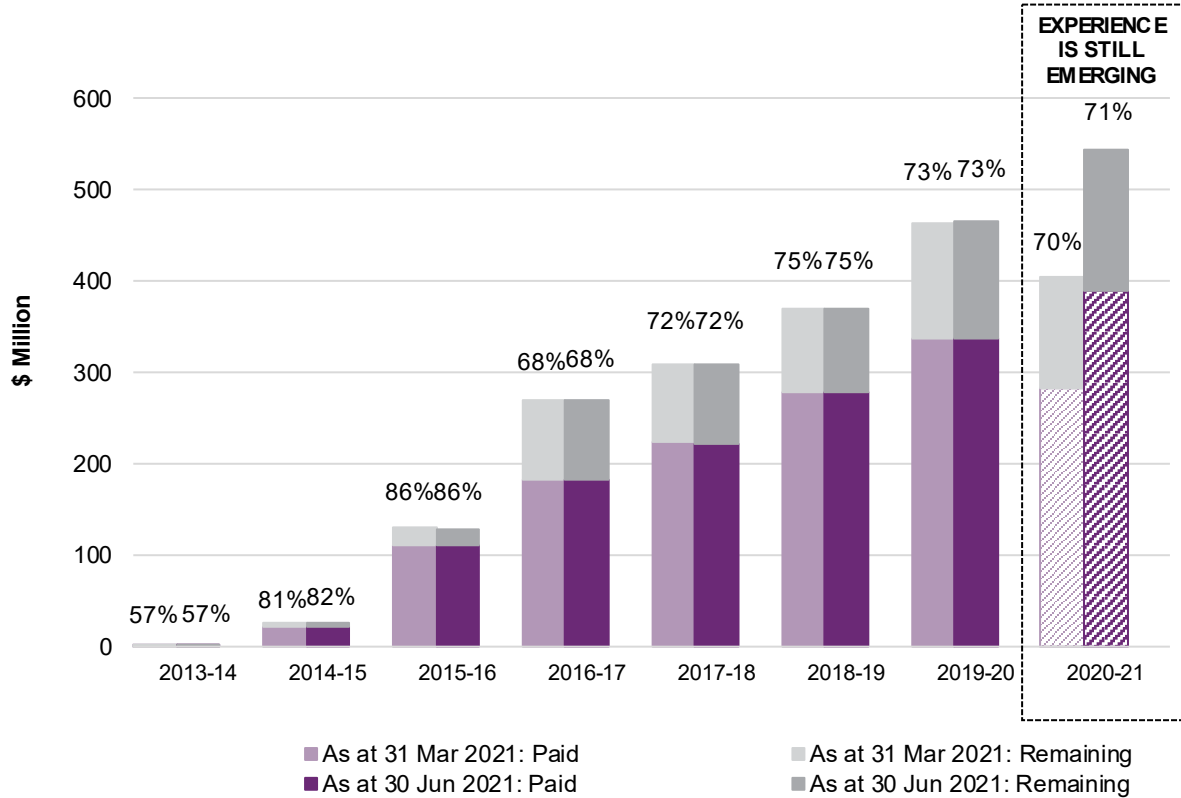
<sup>655</sup> Ibid.

<sup>656</sup> Ibid.

**Table L.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory**

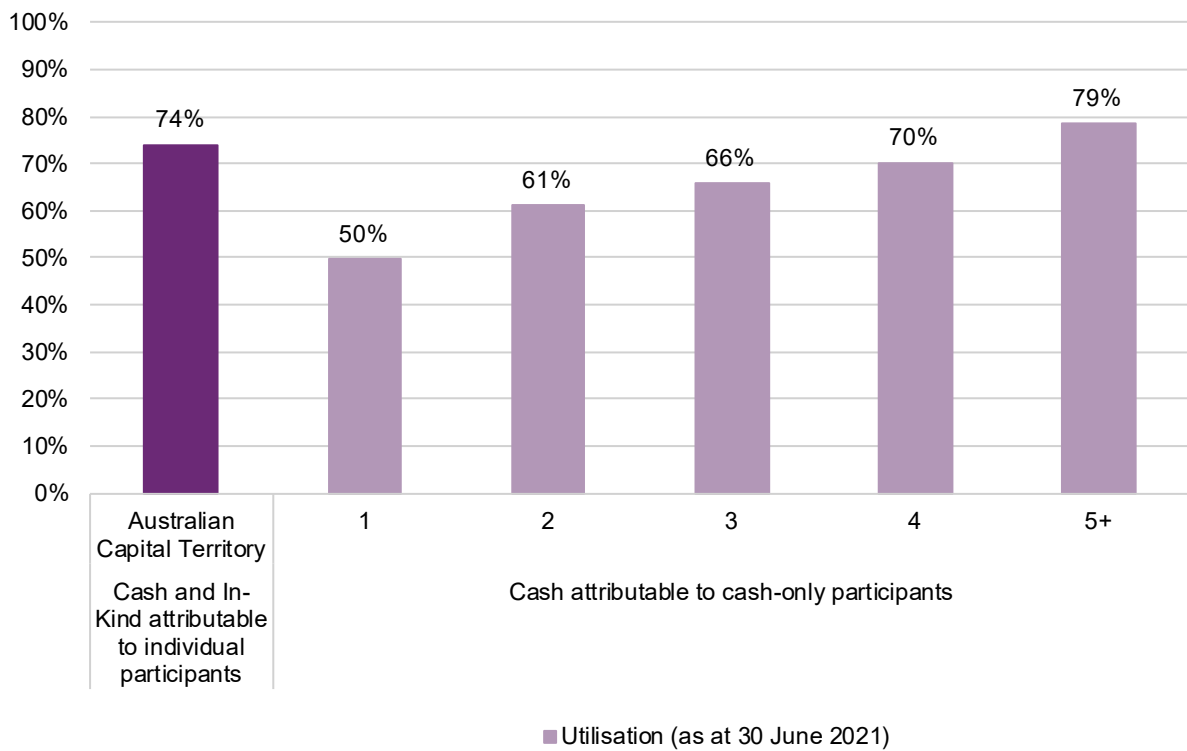
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.3	25.6	129.3	269.7	308.7	369.8	465.8	545.2
Total Paid	0.2	21.0	111.4	183.3	223.2	278.4	338.0	388.8
% utilised to date	57%	82%	86%	68%	72%	75%	73%	71%

**Figure L.31 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Australian Capital Territory**

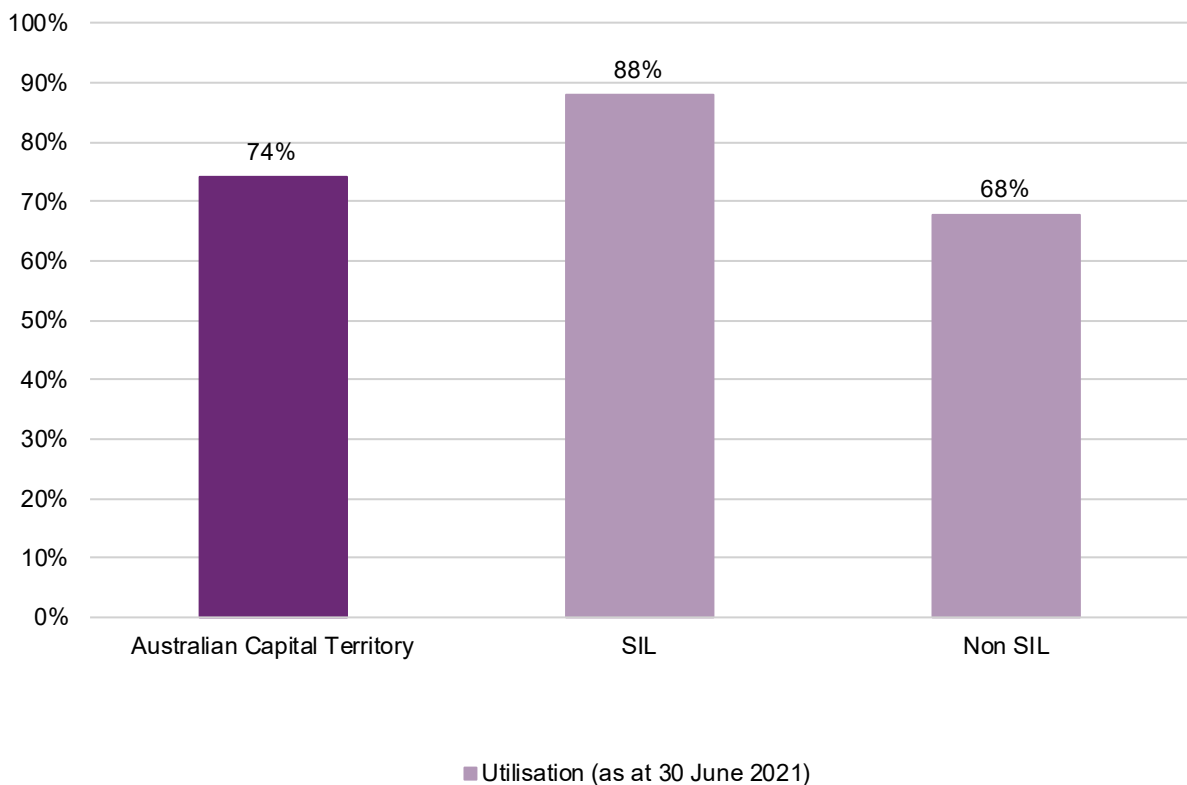




**Figure L.32 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Australian Capital Territory** <sup>657</sup>



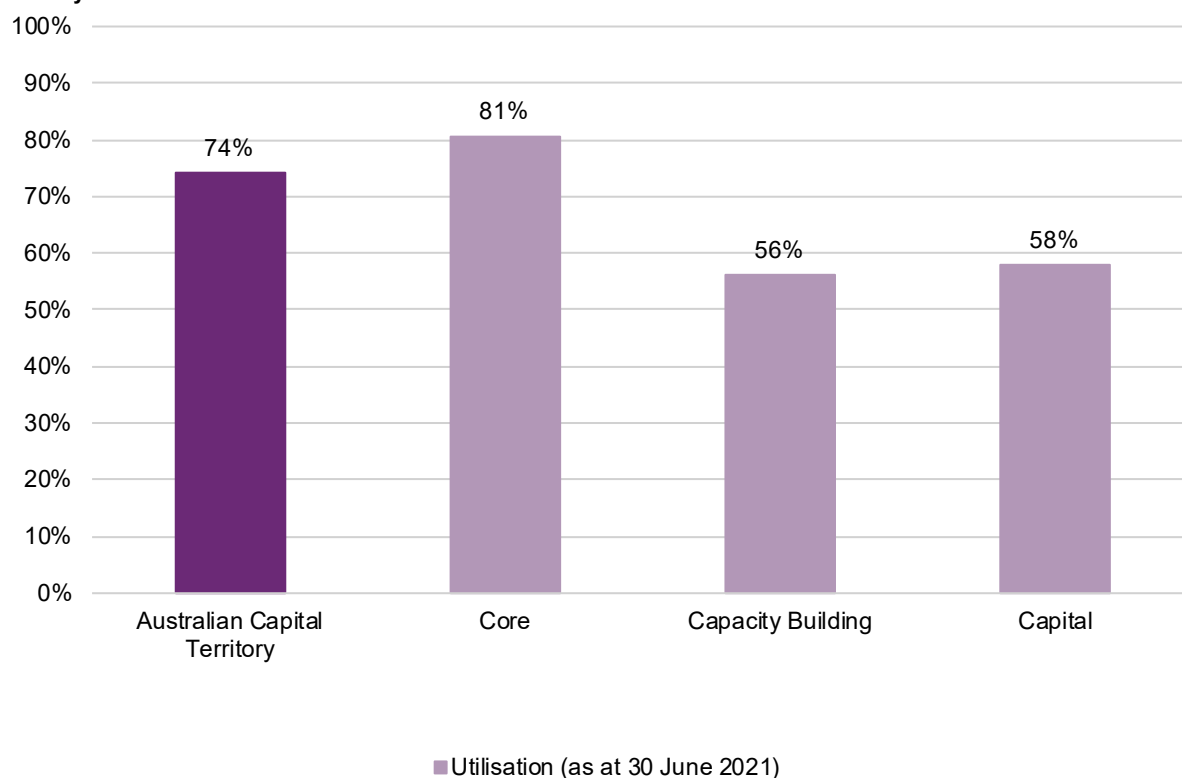
**Figure L.33 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Australian Capital Territory** <sup>658</sup>



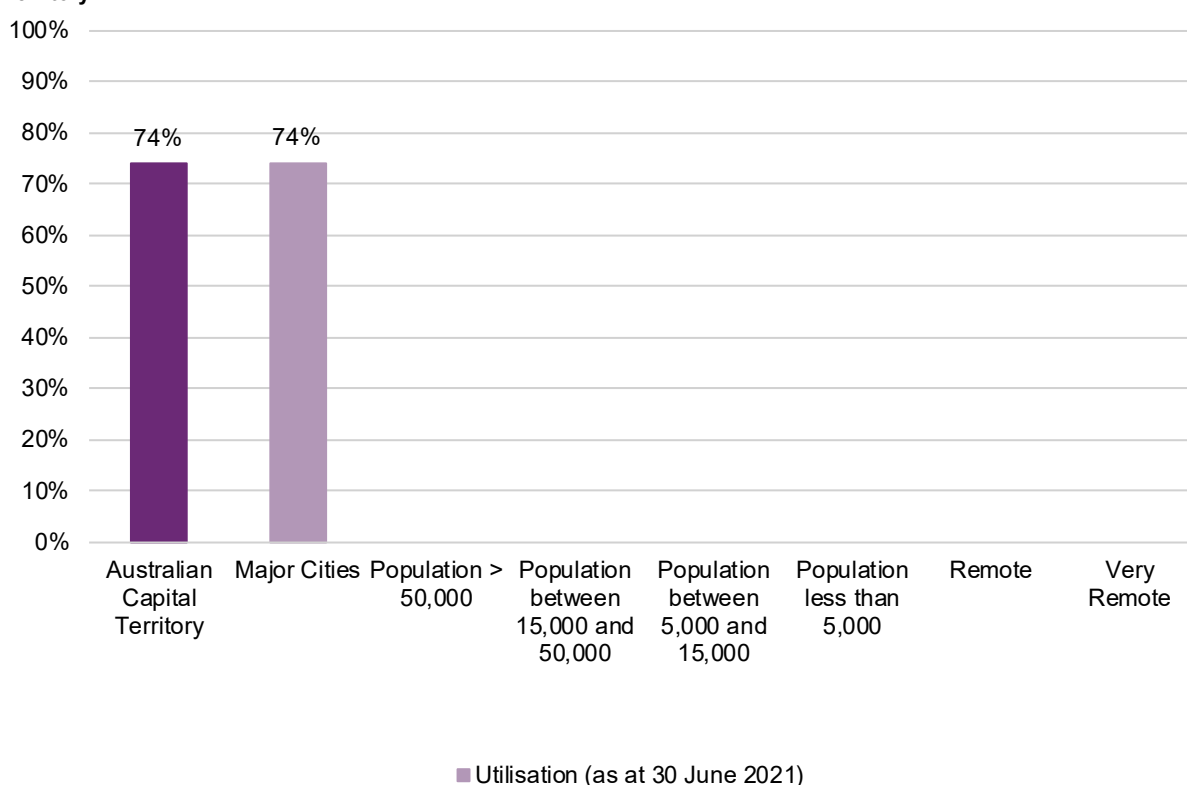
<sup>657</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>658</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure L.34 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Australian Capital Territory**<sup>659</sup>



**Figure L.35 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Australian Capital Territory**<sup>660 661</sup>



<sup>659</sup> Ibid.

<sup>660</sup> Ibid.

<sup>661</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>662</sup>

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
<b>Northern Territory</b>	<b>3,951</b>	<b>245</b>	<b>4,196</b>	<b>160</b>	<b>4,356</b>

**Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory** <sup>663</sup>

	Prior Quarters	2020-21 Q4	Total
<b>Access decisions</b>	<b>5,226</b>	<b>230</b>	<b>5,456</b>
<b>Active Eligible</b>	<b>4,285</b>	<b>177</b>	<b>4,462</b>
<i>New</i>	2,181	164	2,345
<i>State</i>	1,680	<11	1,686
<i>Commonwealth</i>	424	<11	431
<b>Active Participant Plans (excl ECEI)</b>	<b>3,951</b>	<b>245</b>	<b>4,196</b>
<i>New</i>	1,904	214	2,118
<i>State</i>	1,644	13	1,657
<i>Commonwealth</i>	403	18	421
<b>Active Participant Plans</b>	<b>4,106</b>	<b>405</b>	<b>4,356</b>
<i>Early Intervention (s25)</i>	1,013	81	1,094
<i>Permanent Disability (s24)</i>	2,938	164	3,102
<i>ECEI</i>	155	160	160

**Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Northern Territory**

Exits	Total
<b>Total participant exits</b>	<b>164</b>
<i>Early Intervention participants</i>	33
<i>Permanent disability participants</i>	131

<sup>662</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>663</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>664 665</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	239	<11	156	<11	400
End of 2017-18	580	42	236	<11	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
End of 2020-21 Q4	1,657	421	2,118	160	4,356

**Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory** <sup>666 667 668 669</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
End of 2020-21 Q4	1,094	3,102	160	4,356

<sup>664</sup> This table shows the total numbers of active participants at the end of each period.<sup>665</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>666</sup> This table shows the total numbers of active participants at the end of each period.<sup>667</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.<sup>668</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.<sup>669</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table M.6 Assessment of access by age group – Northern Territory** <sup>670</sup>

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,172	96%	77	97%	1,249	96%
7 to 14	852	85%	21	70%	873	84%
15 to 18	287	85%	<11		293	84%
19 to 24	245	88%	<11		254	88%
25 to 34	415	87%	12	71%	427	86%
35 to 44	487	87%	12	60%	499	86%
45 to 54	527	81%	23	74%	550	81%
55 to 64	516	80%	17	61%	533	79%
65+	24	56%	<11		25	56%
Missing	<11		<11		<11	
<b>Total</b>	<b>4,525</b>	<b>87%</b>	<b>178</b>	<b>77%</b>	<b>4,703</b>	<b>86%</b>

**Table M.7 Assessment of access by disability – Northern Territory** <sup>671</sup>

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	280	93%	12	86%	292	93%
Autism	963	98%	25	93%	988	98%
Cerebral Palsy	206	97%	<11		208	97%
Developmental Delay	473	96%	52	100%	525	97%
Global Developmental Delay	107	96%	<11		112	97%
Hearing Impairment	197	85%	<11		203	85%
Intellectual Disability	871	94%	31	94%	902	94%
Multiple Sclerosis	19	86%	<11		19	79%
Psychosocial disability	474	74%	14	64%	488	74%
Spinal Cord Injury	86	99%	<11		89	99%
Stroke	158	86%	<11		164	86%
Visual Impairment	72	83%	<11		74	81%
Other Neurological	224	79%	<11		230	78%
Other Physical	244	59%	<11		248	58%
Other Sensory/Speech	36	47%	<11		36	46%
Other	87	59%	<11		97	57%
Missing	28	97%	<11		28	97%
<b>Total</b>	<b>4,525</b>	<b>87%</b>	<b>178</b>	<b>77%</b>	<b>4,703</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.

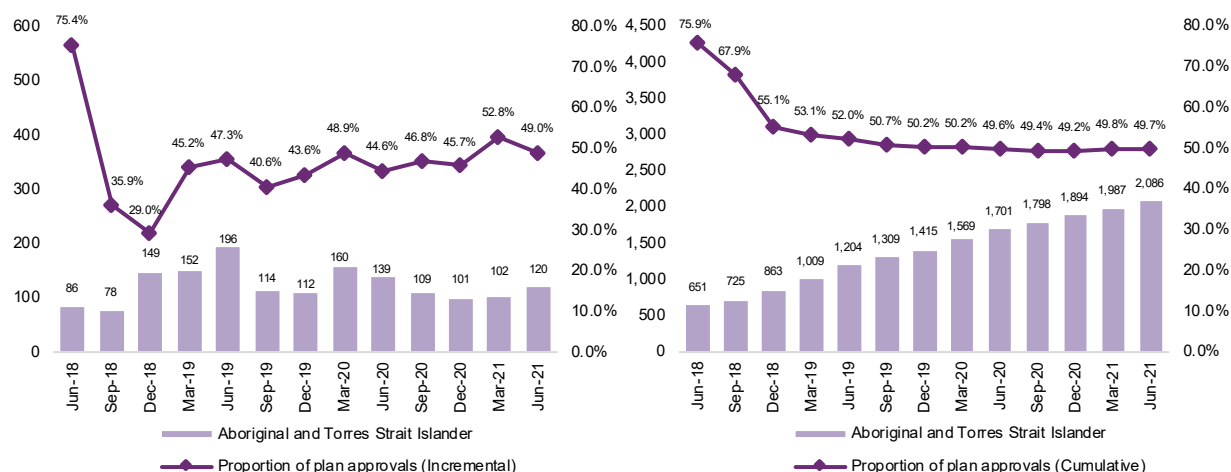
**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,966	49.8%	120	49.0%	<b>2,086</b>	<b>49.7%</b>
Not Aboriginal and Torres Strait Islander	1,698	43.0%	106	43.3%	<b>1,804</b>	<b>43.0%</b>
Not Stated	287	7.3%	19	7.8%	<b>306</b>	<b>7.3%</b>
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</b>	<b>100%</b>

<sup>670</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.

<sup>671</sup> Ibid.

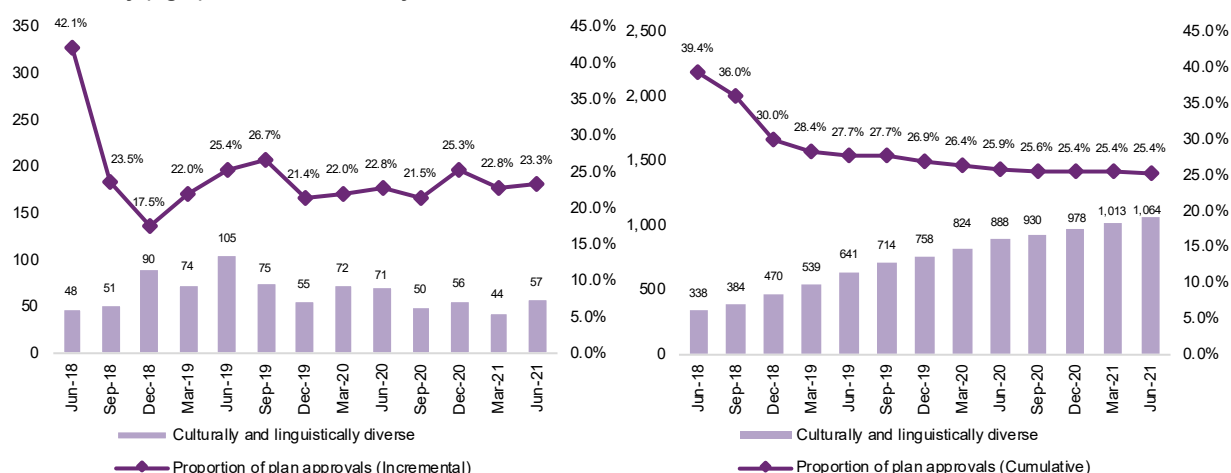
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>672</sup>



**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory**

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	1,007	25.5%	57	23.3%	1,064	25.4%
Not culturally and linguistically diverse	2,937	74.3%	188	76.7%	3,125	74.5%
Not stated	<11		<11		<11	
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</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>673</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 30 June 2021 – Northern Territory** <sup>674 675</sup>

	Total
Age group	N
<b>Total YPIRAC (under 65)</b>	<b>35</b>

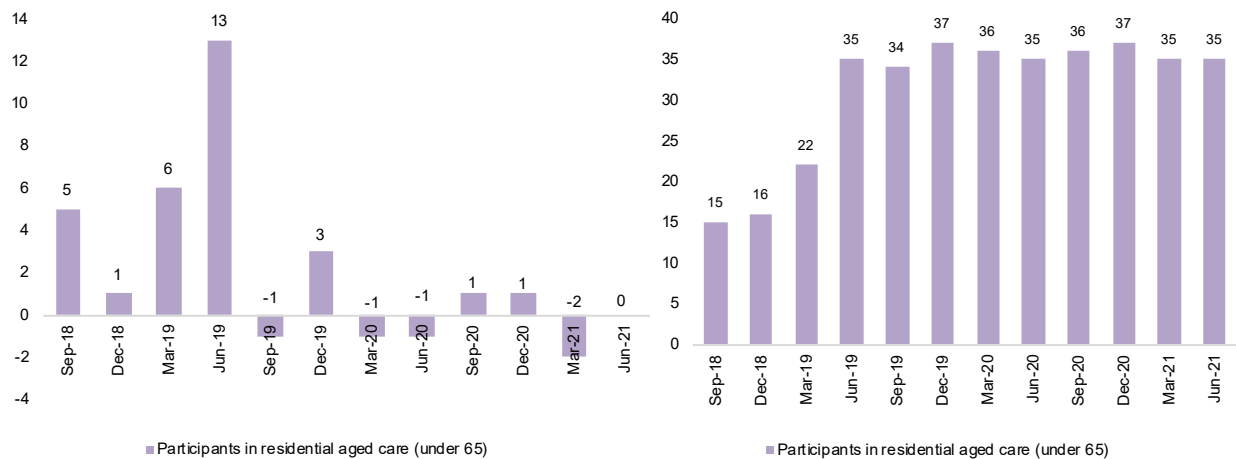
<sup>672</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>673</sup> Ibid.

<sup>674</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>675</sup> There are a further 13 active participants aged 65 years or over who are currently in residential aged care.

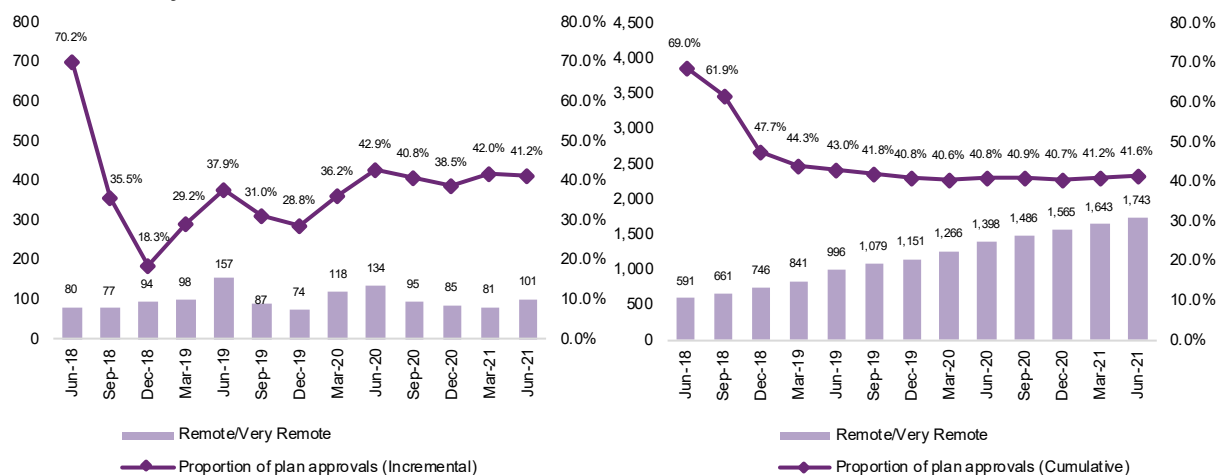
**Figure M.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>676</sup>



**Table M.11 Participant profile per quarter by remoteness – Northern Territory** <sup>677 678</sup>

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,265	57.4%	142	58.0%	2,407	57.4%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	41	1.0%	<11		43	1.0%
Remote	779	19.7%	48	19.6%	827	19.7%
Very Remote	863	21.9%	53	21.6%	916	21.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</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>679 680</sup>



<sup>676</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.

<sup>677</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>678</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

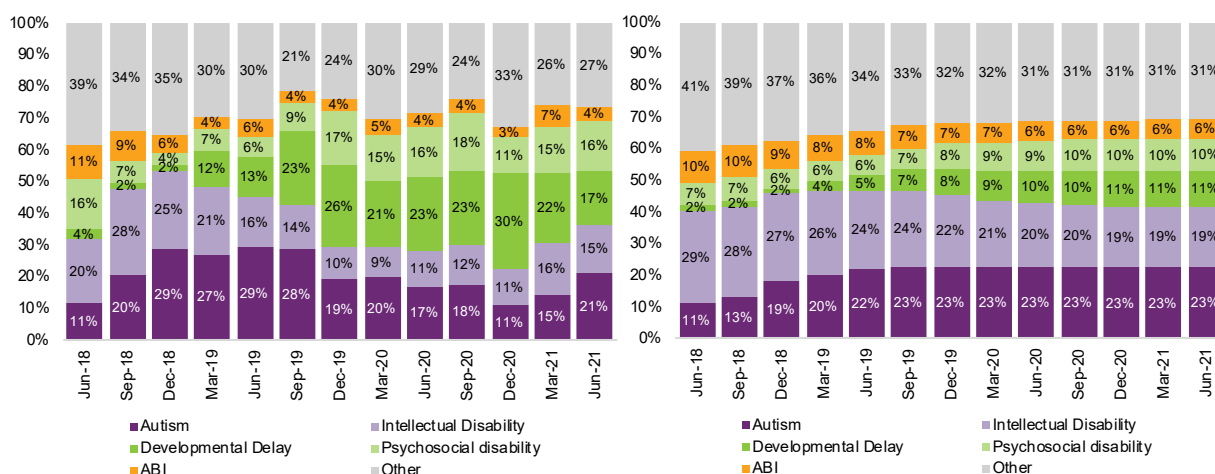
<sup>679</sup> Ibid.

<sup>680</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>681 682 683</sup>

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	896	23%	52	21%	948	23%
Intellectual Disability	773	20%	37	15%	810	19%
Psychosocial disability	394	10%	40	16%	434	10%
Developmental Delay	424	11%	41	17%	465	11%
Hearing Impairment	174	4%	<11		184	4%
Other Neurological	190	5%	<11		200	5%
Other Physical	175	4%	12	5%	187	4%
Cerebral Palsy	201	5%	<11		202	5%
ABI	247	6%	<11		257	6%
Global Developmental Delay	94	2%	<11		98	2%
Visual Impairment	64	2%	<11		67	2%
Multiple Sclerosis	17	0%	<11		18	0%
Stroke	137	3%	<11		141	3%
Spinal Cord Injury	73	2%	<11		75	2%
Other	60	2%	16	7%	76	2%
Other Sensory/Speech	32	1%	<11		34	1%
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>684</sup>



<sup>681</sup> Table order based on national proportions (highest to lowest).

<sup>682</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>683</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Northern Territory (103).

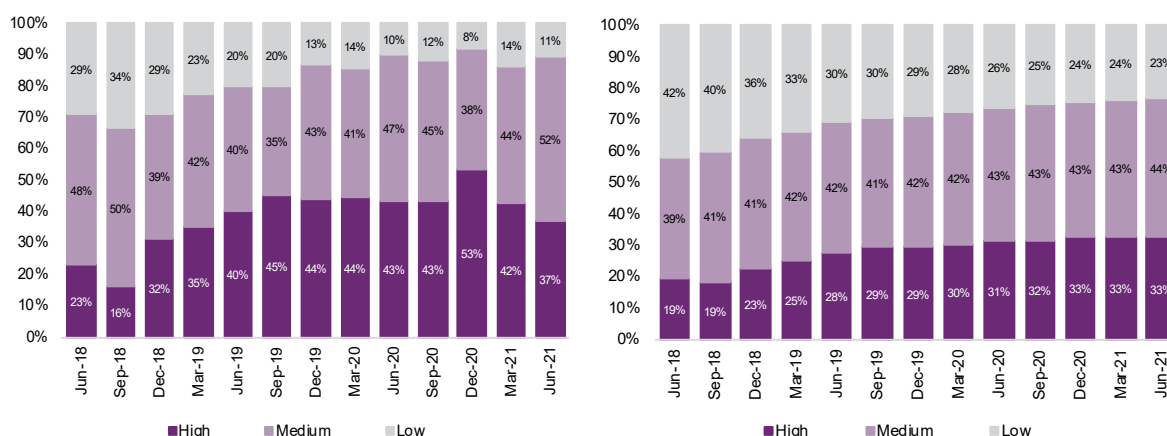
<sup>684</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.



**Table M.13 Participant profile per quarter by level of function – Northern Territory** <sup>685</sup>

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	561	14%	46	19%	607	14%
2 (High Function)	<11		<11		<11	
3 (High Function)	247	6%	<11		255	6%
4 (High Function)	189	5%	19	8%	208	5%
5 (High Function)	274	7%	17	7%	291	7%
6 (Moderate Function)	676	17%	70	29%	746	18%
7 (Moderate Function)	215	5%	<11		224	5%
8 (Moderate Function)	332	8%	25	10%	357	9%
9 (Moderate Function)	15	0%	<11		16	0%
10 (Moderate Function)	498	13%	23	9%	521	12%
11 (Low Function)	97	2%	<11		103	2%
12 (Low Function)	483	12%	14	6%	497	12%
13 (Low Function)	240	6%	<11		246	6%
14 (Low Function)	116	3%	<11		116	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>686</sup>



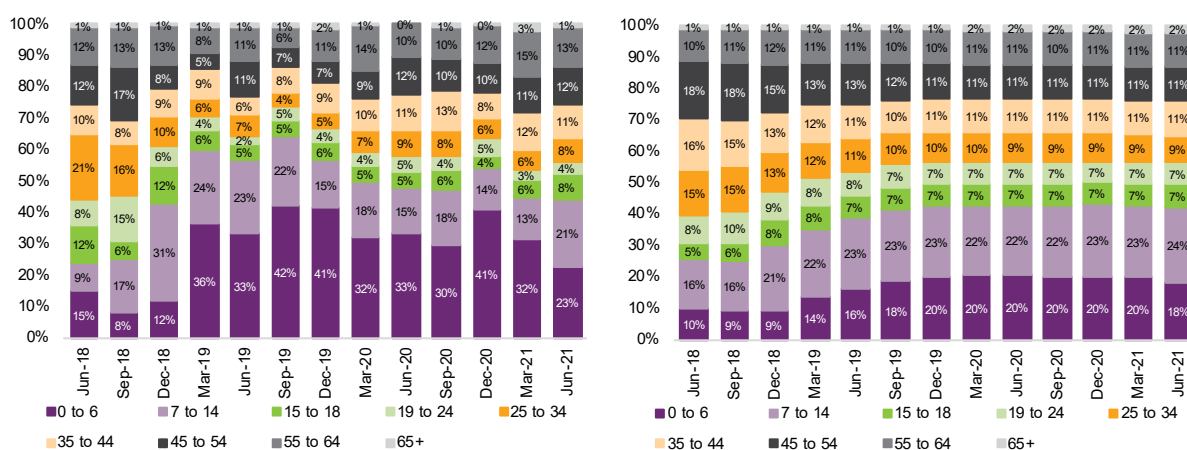
**Table M.14 Participant profile per quarter by age group – Northern Territory**

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	707	18%	56	23%	763	18%
7 to 14	955	24%	52	21%	1,007	24%
15 to 18	278	7%	20	8%	298	7%
19 to 24	284	7%	<11		293	7%
25 to 34	347	9%	19	8%	366	9%
35 to 44	429	11%	26	11%	455	11%
45 to 54	435	11%	30	12%	465	11%
55 to 64	415	11%	31	13%	446	11%
65+	101	3%	<11		103	2%
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</b>	<b>100%</b>

<sup>685</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>686</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.

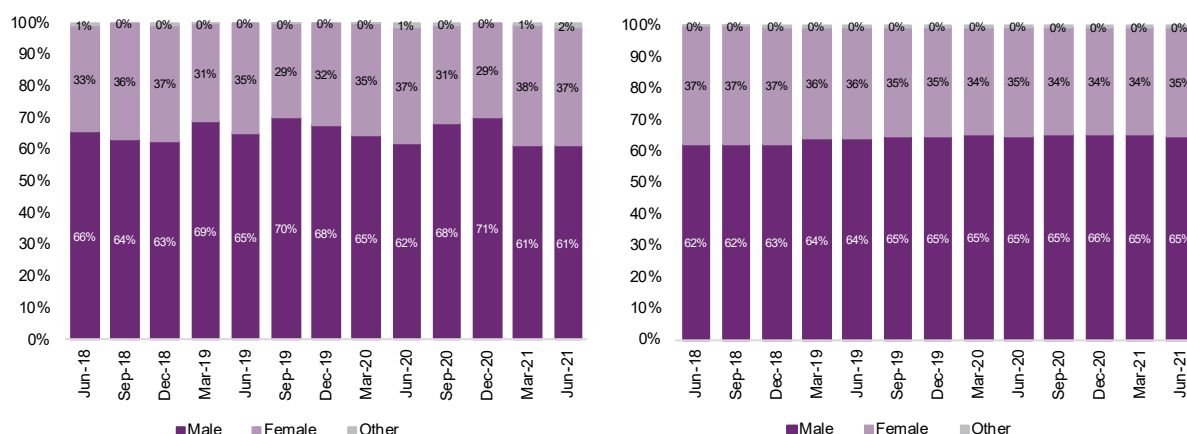
**Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>687</sup>



**Table M.15 Participant profile per quarter by gender – Northern Territory**

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	2,568	65%	150	61%	2,718	65%
Female	1,367	35%	91	37%	1,458	35%
Other	16	0%	<11		20	0%
<b>Total</b>	<b>3,951</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>4,196</b>	<b>100%</b>

**Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>688</sup>



**Table M.16 Participation rates by age group – Northern Territory** <sup>689</sup>

	NT
0-6	3.25%
7-14	3.86%
15-18	2.58%
19-24	1.58%
25-34	0.86%
35-44	1.26%
45-54	1.55%
55-64	1.90%
<b>Total (aged 0-64)</b>	<b>1.94%</b>

<sup>687</sup> Ibid.

<sup>688</sup> Ibid.

<sup>689</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>690</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	Number of questionnaires
Participant 0 to school	22	40	175	280	197	714
Participant school to 14	36	73	505	329	227	1,170
Participant 15 to 24	28	63	189	108	89	477
Participant 25 and over	157	251	507	392	366	1,673
<b>Total Participant</b>	<b>243</b>	<b>427</b>	<b>1,376</b>	<b>1,109</b>	<b>879</b>	<b>4,034</b>
Family 0 to 14	55	99	644	579	385	1,762
Family 15 to 24	3	32	130	78	54	297
Family 25 and over	15	56	241	188	105	605
<b>Total Family</b>	<b>73</b>	<b>187</b>	<b>1,015</b>	<b>845</b>	<b>544</b>	<b>2,664</b>
<b>Total</b>	<b>316</b>	<b>614</b>	<b>2,391</b>	<b>1,954</b>	<b>1,423</b>	<b>6,698</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	60%			
CC	% who say their child is able to tell them what he/she wants	65%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL	% who say their child is becoming more independent		28%		
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			21%	
CC	% who choose who supports them			32%	49%
CC	% who choose what they do each day			37%	59%
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			84%	80%

<sup>690</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	55%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	70%			
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	67%	75%		
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		59%		
HM	% who are happy with their home			73%	58%
HM	% who feel safe or very safe in their home			79%	60%
HW	% who rate their health as good, very good or excellent			72%	39%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				4%
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			12%	15%
WK	% who volunteer			10%	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	11%	15%	13%
% receiving Carer Allowance	25%	19%	14%
% working in a paid job	45%	58%	36%
Of those in a paid job, % in permanent employment	82%	84%	83%
Of those in a paid job, % working 15 hours or more	89%	95%	90%
% who say they (and their partner) are able to work as much as they want	59%	59%	47%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	85%	79%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	35%	36%
% able to advocate for their child/family member	63%	52%	37%
% who have friends and family they see as often as they like	58%	53%	53%
% 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%	66%

**Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=145) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory**<sup>691</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	80%
DL Has the NDIS improved your child's access to specialist services?	86%
CC Has the NDIS helped increase your child's ability to communicate what they want?	75%
REL Has the NDIS improved how your child fits into family life?	58%
S/CP Has the NDIS improved how your child fits into community life?	54%

**Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=497) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	50%
LL Has the NDIS improved your child's access to education?	35%
REL Has the NDIS improved your child's relationships with family and friends?	42%
S/CP Has the NDIS improved your child's social and recreational life?	39%

<sup>691</sup> Results in Tables M.22 to M.25 include participants who entered between 1 July 2016 and 30 June 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=164) and ‘Participant 25 and over’ (n=420) - participants who entered between 1 July 2016 and 30 June 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?	59%	67%
DL	Has the NDIS helped you with daily living activities?	57%	68%
REL	Has the NDIS helped you to meet more people?	45%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	43%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%
S/CP	Has the NDIS helped you be more involved?	49%	62%

**Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=657); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=283) - participants who entered between 1 July 2016 and 30 June 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?	52%	59%
Has the NDIS improved the level of support for your family?	63%	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?	69%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	33%	39%

**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=46) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory**<sup>692</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	89%	95%	+6%
DL	Has the NDIS improved your child's access to specialist services?	87%	89%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	84%	+2%
REL	Has the NDIS improved how your child fits into family life?	69%	66%	-3%
S/CP	Has the NDIS improved how your child fits into community life?	60%	63%	+3%

<sup>692</sup> Results in Tables M.26 to M.29 include participants who had their first plan approved between 1 July 2016 and 30 June 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=137) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	52%	60%	+9%
LL	Has the NDIS improved your child's access to education?	34%	37%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	48%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	49%	+2%

**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=95) and ‘Participant 25 and over’ (n=267) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	68%	+11%	57%	69%	+12%
DL	Has the NDIS helped you with daily living activities?	67%	77%	+11%	62%	81%	+19%
REL	Has the NDIS helped you to meet more people?	56%	61%	+5%	48%	61%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	42%	43%	+1%	37%	49%	+12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	+3%	52%	60%	+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?	39%	34%	-5%	24%	29%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%	+4%	10%	12%	+2%
S/CP	Has the NDIS helped you be more involved?	54%	65%	+12%	55%	70%	+15%

**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=112); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=66) - participants who entered between 1 July 2016 and 30 June 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?	55%	62%	+7%	44%	58%	+14%
Has the NDIS improved the level of support for your family?	52%	62%	+10%	57%	75%	+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?	67%	72%	+4%	55%	74%	+19%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	69%	+8%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	31%	42%	+12%

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=37) - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory <sup>693</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?	40%	49%	59%	+19%
LL	Has the NDIS improved your child's access to education?	24%	17%	27%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	29%	29%	39%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	24%	33%	44%	+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>693</sup> Results in Table M.30 to M.32 include participants who had their first plan approved between 1 July 2016 and 30 June 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=103) - participants who entered between 1 July 2016 and 30 June 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?	43%	61%	65%	+22%
Has the NDIS helped you with daily living activities?	55%	71%	75%	+20%
Has the NDIS helped you to meet more people?	44%	48%	57%	+14%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	32%	42%	+19%
Has your involvement with the NDIS improved your health and wellbeing?	35%	48%	55%	+19%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	15%	20%	24%	+9%
Has your involvement with the NDIS helped you find a job that's right for you?	8%	10%	14%	+6%
Has the NDIS helped you be more involved?	33%	49%	64%	+31%

**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=30) - participants who entered between 1 July 2016 and 30 June 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?	52%	41%	58%	+6%
Has the NDIS improved the level of support for your family?	45%	32%	61%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	52%	59%	81%	+29%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	59%	74%	+13%
Has the NDIS improved your health and wellbeing?	43%	27%	35%	-7%

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=405), 'participant social and community engagement rate' (n=403) and 'parent and carer employment rate' (n=187) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory <sup>694</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	6%	9%	17%	24%
Aged 25+	13%	8%	14%	
Aged 15+	11%	9%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	48%	47%	46%	50%
Aged 25+	42%	43%	45%	
Aged 15+	43%	44%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	55%	61%	56%	50%
Aged 15+	53%	55%	54%	
All ages	54%	59%	55%	

**Table M.34 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=124), 'participant social and community engagement rate' (n=125) and 'parent and carer employment rate' (n=28) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory <sup>695</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+	11%	9%	6%	12%	
Aged 15+	10%	10%	6%	12%	
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+	44%	43%	45%	52%	
Aged 15+	45%	44%	44%	52%	
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>694</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 30 June 2019 and have had a second plan review to date.

<sup>695</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 30 June 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>696</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	73	198	154	59	135	218	108	65	<b>257</b>
Autism	235	799	252	278	523	512	76	111	<b>948</b>
Cerebral Palsy	66	156	112	49	91	132	50	33	<b>202</b>
Developmental Delay	37	443	80	127	143	136	4	1	<b>465</b>
Down Syndrome	32	85	50	28	35	71	17	30	<b>103</b>
Global Developmental Delay	7	91	26	32	37	33	1	0	<b>98</b>
Hearing Impairment	47	141	43	49	58	93	28	36	<b>184</b>
Intellectual Disability	207	513	273	263	391	490	176	228	<b>707</b>
Multiple Sclerosis	5	12	16	2	2	16	9	3	<b>18</b>
Psychosocial disability	141	268	235	124	209	356	165	150	<b>434</b>
Spinal Cord Injury	36	57	40	11	20	57	37	22	<b>75</b>
Stroke	41	106	89	22	46	114	61	25	<b>141</b>
Visual Impairment	18	52	20	19	23	44	26	15	<b>67</b>
Other Neurological	69	135	123	37	75	147	85	37	<b>200</b>
Other Physical	62	138	100	27	52	126	70	37	<b>187</b>
Other Sensory/Speech	6	29	8	14	16	15	2	3	<b>34</b>
Other	22	62	42	13	21	51	30	12	<b>76</b>
<b>Total</b>	<b>1,104</b>	<b>3,285</b>	<b>1,663</b>	<b>1,154</b>	<b>1,877</b>	<b>2,611</b>	<b>945</b>	<b>808</b>	<b>4,196</b>

<sup>696</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>697</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	131	375	253	90	250	380	147	106	<b>1,732</b>
Autism	440	3,395	495	514	1,054	970	136	191	<b>7,195</b>
Cerebral Palsy	114	509	200	97	157	259	86	53	<b>1,475</b>
Developmental Delay	69	2,859	160	234	273	284	5	1	<b>3,885</b>
Down Syndrome	61	234	80	42	58	133	34	53	<b>695</b>
Global Developmental Delay	20	445	44	85	68	66	2	0	<b>730</b>
Hearing Impairment	83	377	58	78	112	179	49	63	<b>999</b>
Intellectual Disability	333	1,287	441	474	670	837	243	338	<b>4,623</b>
Multiple Sclerosis	7	18	23	3	3	22	10	4	<b>90</b>
Psychosocial disability	221	448	345	234	307	574	230	216	<b>2,575</b>
Spinal Cord Injury	62	147	83	22	32	109	61	48	<b>564</b>
Stroke	85	243	131	40	68	182	102	32	<b>883</b>
Visual Impairment	27	118	33	36	34	72	42	18	<b>380</b>
Other Neurological	140	304	237	85	148	294	146	61	<b>1,415</b>
Other Physical	123	288	167	54	88	220	105	63	<b>1,108</b>
Other Sensory/Speech	6	90	14	20	28	24	2	8	<b>192</b>
Other	41	171	71	36	33	97	40	19	<b>508</b>
<b>Total</b>	<b>1,963</b>	<b>11,308</b>	<b>2,835</b>	<b>2,144</b>	<b>3,383</b>	<b>4,702</b>	<b>1,440</b>	<b>1,274</b>	<b>29,049</b>

**Table M.37 Number of active plans by goal type and age group – Northern Territory** <sup>698</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	732	155	211	250	230	11	0	<b>763</b>
7 to 14	217	849	269	345	549	505	32	7	<b>1,007</b>
15 to 18	99	228	86	122	168	207	42	103	<b>298</b>
19 to 24	111	193	109	101	137	208	103	172	<b>293</b>
25 to 34	138	248	186	95	166	288	134	162	<b>366</b>
35 to 44	152	309	247	120	195	369	173	149	<b>455</b>
45 to 54	153	323	285	86	213	377	203	122	<b>465</b>
55 to 64	137	330	265	65	165	353	199	86	<b>446</b>
65+	39	73	61	9	34	74	48	7	<b>103</b>
<b>Total</b>	<b>1,104</b>	<b>3,285</b>	<b>1,663</b>	<b>1,154</b>	<b>1,877</b>	<b>2,611</b>	<b>945</b>	<b>808</b>	<b>4,196</b>

<sup>697</sup> Participants have set over six million goals in total across Australia since July 2016. The 29,049 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

<sup>698</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>699</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	119	4,657	325	430	502	493	19	0	<b>6,545</b>
7 to 14	385	3,116	461	597	1,050	928	62	21	<b>6,620</b>
15 to 18	179	604	147	247	347	391	83	189	<b>2,187</b>
19 to 24	190	366	172	184	225	344	140	237	<b>1,858</b>
25 to 34	250	509	292	164	286	531	181	278	<b>2,491</b>
35 to 44	254	577	436	211	294	625	263	216	<b>2,876</b>
45 to 54	279	638	481	167	344	649	309	187	<b>3,054</b>
55 to 64	242	703	428	128	283	623	324	136	<b>2,867</b>
65+	65	138	93	16	52	118	59	10	<b>551</b>
<b>Total</b>	<b>1,963</b>	<b>11,308</b>	<b>2,835</b>	<b>2,144</b>	<b>3,383</b>	<b>4,702</b>	<b>1,440</b>	<b>1,274</b>	<b>29,049</b>

<sup>699</sup> Participants have set over six million goals in total across Australia since July 2016. The 29,049 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 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory** <sup>700</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
<b>Access</b>	<b>n = 25</b>	<b>n = 10</b>
Are you happy with how coming into the NDIS has gone?	64%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	52%	N/A
% of participants rating their overall experience as Very Good or Good.	56%	N/A
<b>Pre-planning</b>	<b>n = 38</b>	<b>n = 16</b>
Did the person from the NDIS understand how your disability affects your life?	84%	N/A
Did you understand why you needed to give the information you did?	84%	N/A
Were decisions about your plan clearly explained?	58%	N/A
Are you clear on what happens next with your plan?	58%	N/A
Do you know where to go for more help with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	71%	N/A
<b>Planning</b>	<b>n = 64</b>	<b>n = 46</b>
Did the person from the NDIS understand how your disability affects your life?	94%	83%
Did you understand why you needed to give the information you did?	98%	100%
Were decisions about your plan clearly explained?	94%	74%
Are you clear on what happens next with your plan?	83%	80%
Do you know where to go for more help with your plan?	92%	83%
% of participants rating their overall experience as Very Good or Good.	91%	65%
<b>Plan review</b>	<b>n = 117</b>	<b>n = 113</b>
Did the person from the NDIS understand how your disability affects your life?	82%	79%
Did you feel prepared for your plan review?	79%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	80%
% of participants rating their overall experience as Very Good or Good.	65%	65%

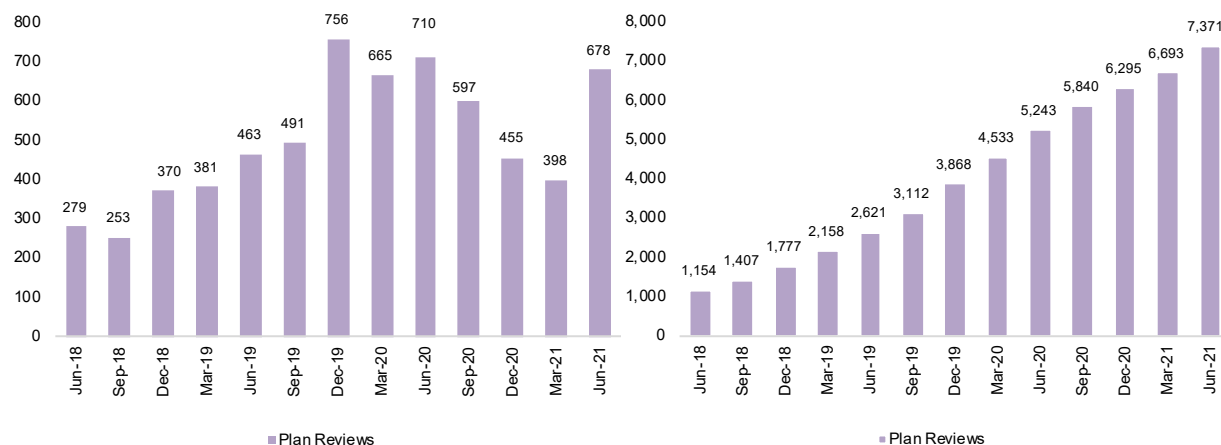
There is insufficient data to show participant satisfaction results over time.

<sup>700</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 "AHA". 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.

**Table M.40 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory** <sup>701</sup>

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total plan reviews</b>	<b>6,693</b>	<b>678</b>	<b>7,371</b>
<i>Early intervention plans</i>	1,001	238	1,239
<i>Permanent disability plans</i>	5,692	440	6,132

**Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



<sup>701</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 Q4. The charts show trends in complaints experience based on experience over 3 years. 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 number of complaints in 2020-21 Q4 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 and Table M.43 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table M.41 Complaints by quarter – Northern Territory** <sup>702 703 704</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	1	1	1
Complaint about LAC Partner	7	1	8	8
Complaints about service providers	37	1	38	28
Complaints about the Agency	285	53	338	235
Critical/ Reportable Incident	141	16	157	123
Unclassified	9	0	9	6
<b>Total</b>	<b>479</b>	<b>72</b>	<b>551</b>	<b>373</b>
Total complaints made since 1 April 2017	470	72	542	
Complaints since 1 April 2017 as % of all access requests	3.6%	4.6%	3.7%	

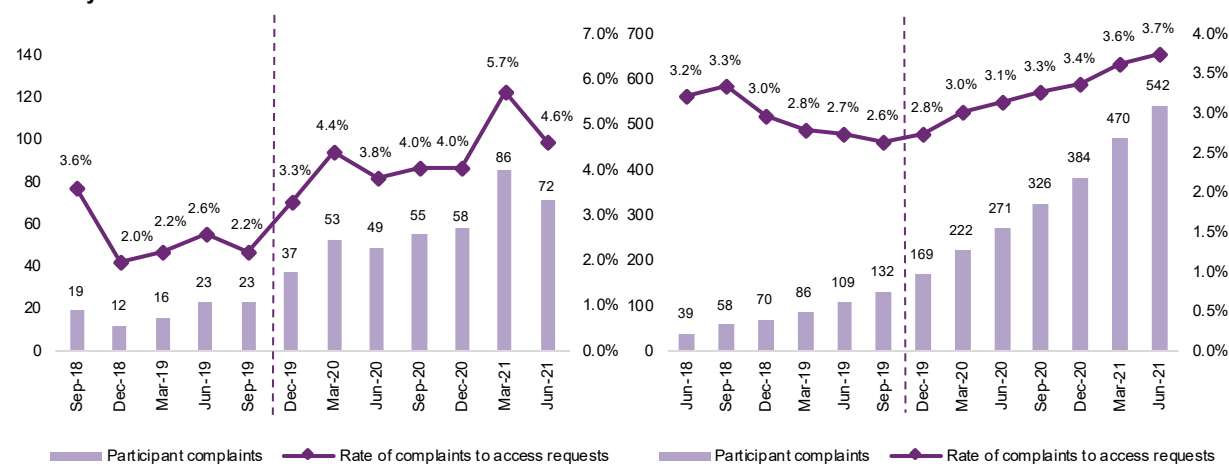
<sup>702</sup> Note that 75% of all complainants made only one complaint, 17% made two complaints and 8% made three or more complaints.

<sup>703</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>704</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.



**Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>705</sup>



<sup>705</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 Participant complaints by type – Northern Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	11	(4%)	0	(0%)	11	(3%)
Information unclear	4	(1%)	0	(0%)	4	(1%)
NDIA Access	4	(1%)	0	(0%)	4	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	24	(8%)	1	(2%)	25	(7%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	44	(15%)	21	(40%)	65	(19%)
NDIA Process	25	(9%)	9	(17%)	34	(10%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	13	(5%)	2	(4%)	15	(4%)
NDIA Timeliness	49	(17%)	19	(36%)	68	(20%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	10	(4%)	0	(0%)	10	(3%)
Staff conduct - Agency	4	(1%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	11	(4%)	0	(0%)	11	(3%)
Timeliness	37	(13%)	0	(0%)	37	(11%)
Other	46	(16%)	1	(2%)	47	(14%)
Total	285		53		338	
Complaint about ECEI Partner						
ECEI Engagement	0		0	(0%)	0	(0%)
ECEI Fraud and Compliance	0		0	(0%)	0	(0%)
ECEI Plan	0		0	(0%)	0	(0%)
ECEI Process	0		0	(0%)	0	(0%)
ECEI Staff	0		1	(100%)	1	(100%)
ECEI Timeliness	0		0	(0%)	0	(0%)
Other	0		0	(0%)	0	(0%)
Total	0		1		1	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	0	(0%)	1	(100%)	1	(13%)
LAC Process	1	(14%)	0	(0%)	1	(13%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(71%)	0	(0%)	5	(63%)
LAC Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	7		1		8	
Complaints about service providers						
Provider costs.	3	(8%)	0	(0%)	3	(8%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)
Provider process	3	(8%)	0	(0%)	3	(8%)
Provider Service	4	(11%)	1	(100%)	5	(13%)
Provider Staff	1	(3%)	0	(0%)	1	(3%)
Service Delivery	1	(3%)	0	(0%)	1	(3%)
Staff conduct	3	(8%)	0	(0%)	3	(8%)
Supports being provided	7	(19%)	0	(0%)	7	(18%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	14 (38%)	0 (0%)	14 (37%)
<b>Total</b>	<b>37</b>	<b>1</b> 0	<b>38</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	37 (26%)	8 (50%)	45 (29%)
Allegations against Informal Supports	31 (22%)	0 (0%)	31 (20%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	32 (23%)	1 (6%)	33 (21%)
Provider reporting	41 (29%)	7 (44%)	48 (31%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>141</b>	<b>16</b>	<b>157</b>
<i>Unclassified</i>	<b>9</b>	<b>0</b>	<b>9</b>
<b>Participants total</b>	<b>479</b>	<b>72</b>	<b>551</b>

**Table M.43 Unique complainants by type – Northern Territory**

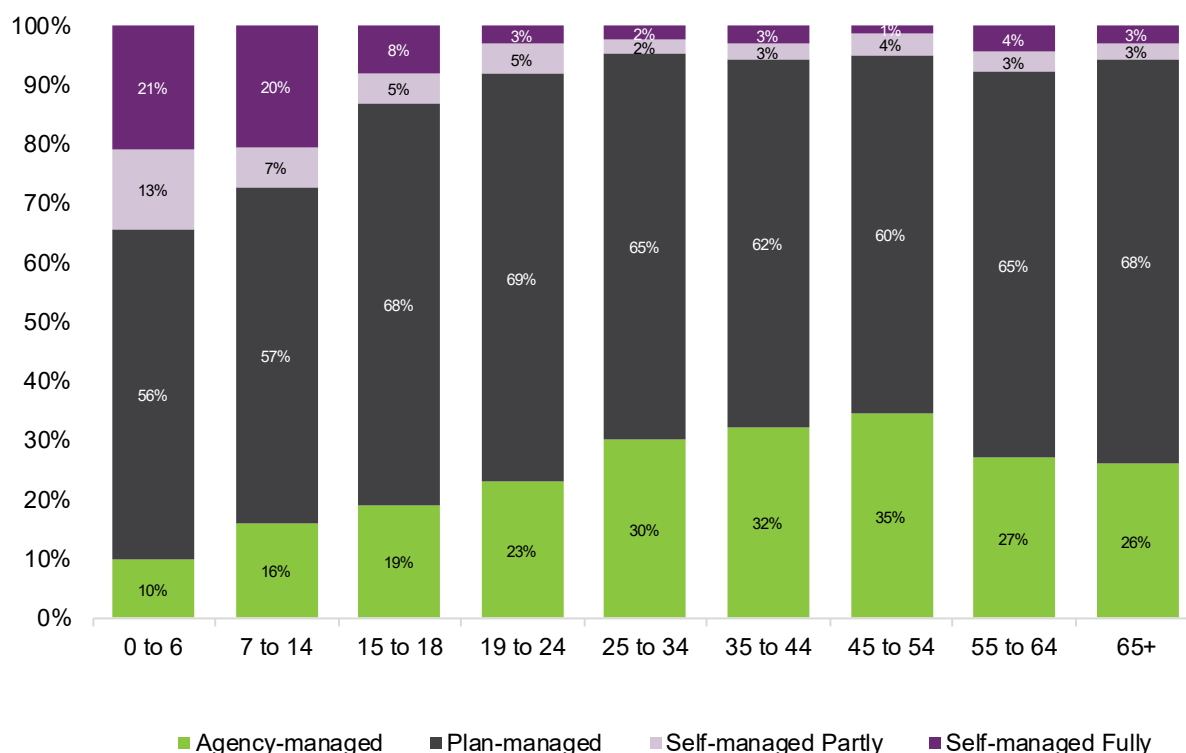
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	9	(4%)	0	(0%)	9	(3%)
Information unclear	4	(2%)	0	(0%)	4	(1%)
NDIA Access	4	(2%)	0	(0%)	4	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	21	(9%)	1	(2%)	22	(8%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	33	(14%)	19	(38%)	52	(18%)
NDIA Process	22	(9%)	9	(18%)	31	(11%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	10	(4%)	1	(2%)	11	(4%)
NDIA Timeliness	44	(18%)	19	(38%)	63	(22%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	6	(2%)	0	(0%)	6	(2%)
Staff conduct - Agency	4	(2%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	10	(4%)	0	(0%)	10	(3%)
Timeliness	33	(14%)	0	(0%)	33	(11%)
Other	39	(16%)	1	(2%)	40	(14%)
<b>Total</b>	<b>242</b>		<b>50</b>		<b>292</b>	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0		0	(0%)	0	(0%)
ECEI Fraud and Compliance	0		0	(0%)	0	(0%)
ECEI Plan	0		0	(0%)	0	(0%)
ECEI Process	0		0	(0%)	0	(0%)
ECEI Staff	0		1	(100%)	1	(100%)
ECEI Timeliness	0		0	(0%)	0	(0%)
Other	0		0	(0%)	0	(0%)
<b>Total</b>	<b>0</b>		<b>1</b>		<b>1</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%)	1	(100%)	1	(13%)
LAC Process	1	(14%)	0	(0%)	1	(13%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(71%)	0	(0%)	5	(63%)
LAC Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>7</b>		<b>1</b>		<b>8</b>	
<i>Complaints about service providers</i>						
Provider costs.	3	(9%)	0	(0%)	3	(9%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)
Provider process	3	(9%)	0	(0%)	3	(9%)
Provider Service	4	(12%)	1	(100%)	5	(15%)
Provider Staff	1	(3%)	0	(0%)	1	(3%)
Service Delivery	1	(3%)	0	(0%)	1	(3%)
Staff conduct	2	(6%)	0	(0%)	2	(6%)
Supports being provided	7	(21%)	0	(0%)	7	(21%)
Other	11	(33%)	0	(0%)	11	(32%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
<b>Total</b>	<b>33</b>	<b>1</b>	<b>34</b>
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	30 (26%)	8 (50%)	38 (29%)
Allegations against Informal Supports	27 (23%)	0 (0%)	27 (20%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	24 (21%)	1 (6%)	25 (19%)
Provider reporting	36 (31%)	7 (44%)	43 (32%)
Other	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>117</b>	<b>16</b>	<b>133</b>
<i>Unclassified</i>	<b>6</b>	<b>0</b>	<b>6</b>
<b>Unique complaints total</b>	<b>405</b>	<b>69</b>	<b>474</b>

Table M.44 AAT Cases by category – Northern Territory <sup>706 707</sup>

	Prior Quarters	2020-21 Q4	Total
Category	N %	N %	N %
<b>Total</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>&lt;11</b>
<b>% of all access decisions</b>	<b>0.04%</b>	<b>0.30%</b>	<b>0.07%</b>

Figure M.11 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Northern Territory <sup>708 709</sup>



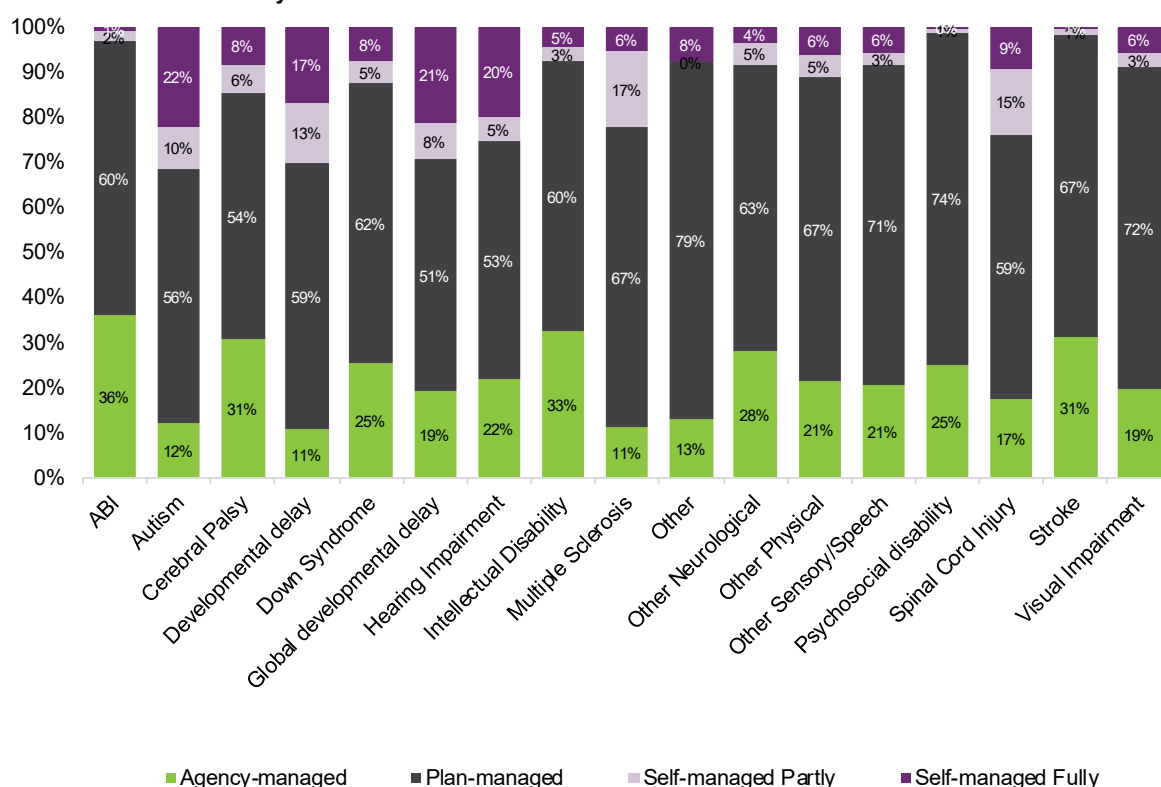
<sup>706</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>707</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>708</sup> For the total number of active participants in each age group, see Table M.14.

<sup>709</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.12 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Northern Territory** <sup>710 711</sup>



**Table M.45 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>712</sup>

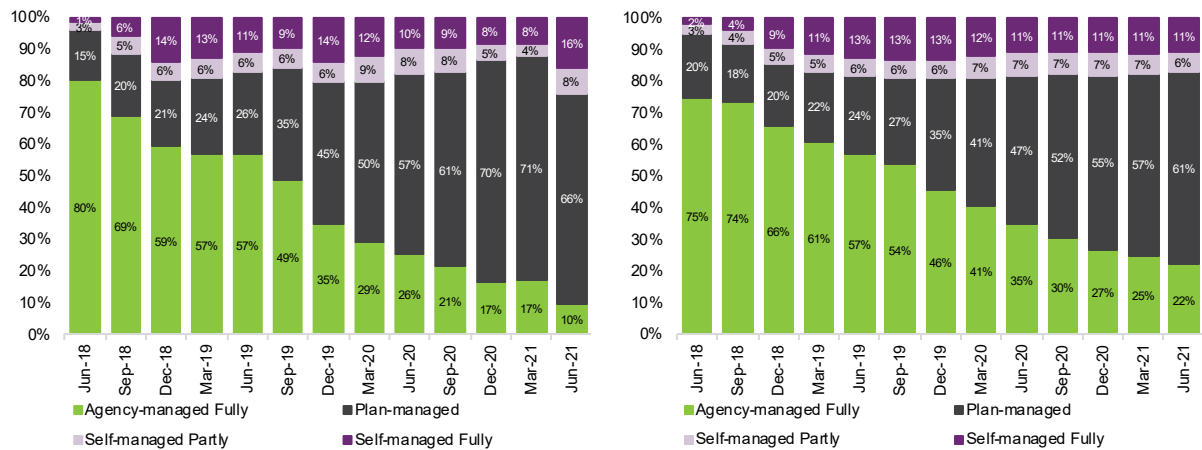
	Prior Quarters	2020-21 Q4	Total
Self-managed fully	9%	16%	11%
Self-managed partly	6%	8%	6%
Plan-managed	60%	66%	61%
Agency-managed	26%	10%	22%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>710</sup> For the total number of active participants in each primary disability group, see Table M.12.

<sup>711</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>712</sup> Ibid.

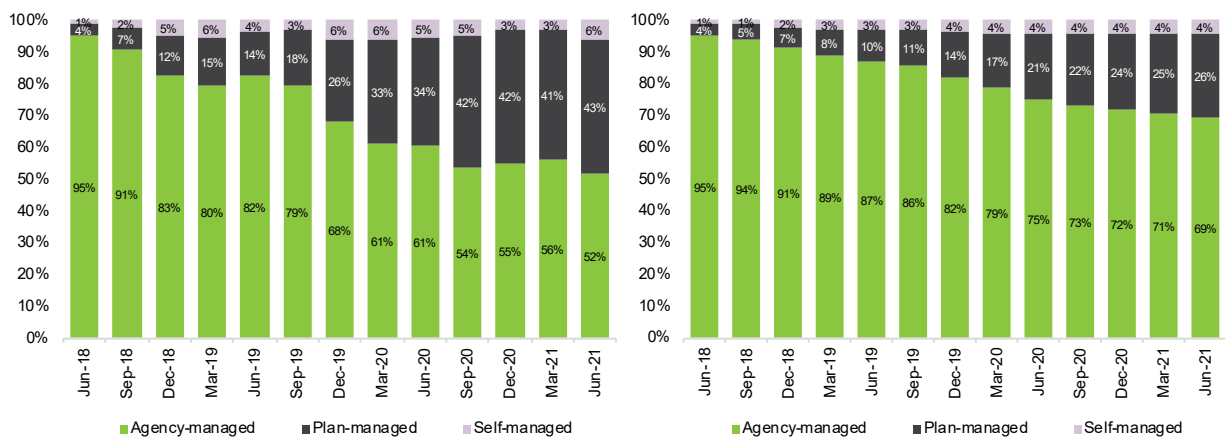
**Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>713</sup>



**Table M.46 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

	Prior Quarters	2020-21 Q4	Total
Self-managed	4%	6%	4%
Plan-managed	25%	43%	26%
Agency-managed	71%	52%	69%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.14 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory**



**Table M.47 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory**

	Prior Quarters	2020-21 Q4	Total
Support coordination	80%	58%	75%

<sup>713</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 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory** <sup>714</sup>

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	2,225	65%	141	66%	2,366	65%
30 to 59 days	401	12%	21	10%	422	12%
60 to 89 days	198	6%	12	6%	210	6%
<b>Activated within 90 days</b>	<b>2,824</b>	<b>83%</b>	<b>174</b>	<b>82%</b>	<b>2,998</b>	<b>83%</b>
90 to 119 days	157	5%	<11		164	5%
120 days and over	358	11%	<11		366	10%
<b>Activated after 90 days</b>	<b>515</b>	<b>15%</b>	<b>15</b>	<b>7%</b>	<b>530</b>	<b>15%</b>
No payments	62	2%	24	11%	86	2%
<b>Total plans approved</b>	<b>3,401</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>3,614</b>	<b>100%</b>

**Table M.49 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	1,592	1,659	96%
Not Aboriginal and Torres Strait Islander	1,402	1,441	97%
Not Stated	212	216	98%
<b>Total</b>	<b>3,206</b>	<b>3,316</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	834	863	97%
Not CALD	2,365	2,446	97%
Not Stated	<11	<11	
<b>Total</b>	<b>3,206</b>	<b>3,316</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	1,862	1,926	97%
Remote	1,341	1,387	97%
Missing	<11	<11	
<b>Total</b>	<b>3,206</b>	<b>3,316</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	774	799	97%
Intellectual Disability (including Down Syndrome)	671	688	98%
Psychosocial Disability	296	302	98%
Developmental Delay (including Global Developmental Delay)	325	345	94%
Other	1,140	1,182	96%
<b>Total</b>	<b>3,206</b>	<b>3,316</b>	<b>97%</b>

<sup>714</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.



**Table M.50 Distribution of plans by utilisation – Northern Territory** <sup>715 716</sup>

Plan utilisation	Total
0 to 50%	45%
50% to 75%	22%
> 75%	32%
<b>Total</b>	<b>100%</b>

**Table M.51 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>717</sup>

	Prior Quarters	2020-21 Q4	Total
Daily Activities	14%	19%	15%
Health & Wellbeing	44%	52%	46%
Lifelong Learning	10%	24%	13%
Other	17%	21%	18%
Non-categorised	24%	18%	23%
Any mainstream service	96%	96%	96%

## Part Four: Providers and the growing market

**Table M.52 Key markets indicators by quarter – Northern Territory** <sup>718 719</sup>

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.74	1.75
b) Number of providers delivering new types of supports	72	75
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	80%
<i>Therapeutic Supports (%)</i>	86%	87%
<i>Participate Community (%)</i>	81%	86%
<i>Early Childhood Supports (%)</i>	76%	82%
<i>Assist Personal Activities (%)</i>	84%	86%

**Table M.53 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Northern Territory** <sup>720</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q4	31
Active in 2020-21 Q4 and also in previous quarters	251
<b>Active in 2020-21 Q4</b>	<b>282</b>
Inactive in 2020-21 Q4	429
<b>Active ever</b>	<b>711</b>

<sup>715</sup> This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>716</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>717</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>718</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>719</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>720</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table M.54 Cumulative number of providers that have been ever active by registration group – Northern Territory** <sup>721</sup>

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	15	0	15	0%
Assistance Animals	5	0	5	0%
Assistance with daily life tasks in a group or shared living arrangement	78	4	82	5%
Assistance with travel/transport arrangements	82	4	86	5%
Daily Personal Activities	126	3	129	2%
Group and Centre Based Activities	76	4	80	5%
High Intensity Daily Personal Activities	86	1	87	1%
Household tasks	102	4	106	4%
Interpreting and translation	14	2	16	14%
Participation in community, social and civic activities	161	11	172	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	15	0	15	0%
Assistive products for household tasks	12	2	14	17%
Assistance products for personal care and safety	188	14	202	7%
Communication and information equipment	50	5	55	10%
Customised Prosthetics	49	1	50	2%
Hearing Equipment	17	2	19	12%
Hearing Services	4	1	5	25%
Personal Mobility Equipment	75	3	78	4%
Specialised Hearing Services	7	3	10	43%
Vision Equipment	17	2	19	12%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	162	10	172	6%
Behaviour Support	49	1	50	2%
Community nursing care for high needs	28	3	31	11%
Development of daily living and life skills	85	2	87	2%
Early Intervention supports for early childhood	104	2	106	2%
Exercise Physiology and Physical Wellbeing activities	31	4	35	13%
Innovative Community Participation	27	6	33	22%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	267	11	278	4%
<b>Capital services</b>				
Home modification design and construction	22	2	24	9%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	16	0	16	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	77	6	83	8%
Support Coordination	42	4	46	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	23	1	24	4%
Specialised Supported Employment	22	2	24	9%
<b>Total</b>	<b>680</b>	<b>31</b>	<b>711</b>	<b>5%</b>

<sup>721</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.55 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 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	7	75	82	9%	91%	100%
Assistance with travel/transport arrangements	8	78	86	9%	91%	100%
Daily Personal Activities	8	121	129	6%	94%	100%
Group and Centre Based Activities	4	76	80	5%	95%	100%
High Intensity Daily Personal Activities	9	78	87	10%	90%	100%
Household tasks	17	89	106	16%	84%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	17	155	172	10%	90%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	15	15	0%	100%	100%
Assistive products for household tasks	1	13	14	7%	93%	100%
Assistance products for personal care and safety	18	184	202	9%	91%	100%
Communication and information equipment	11	44	55	20%	80%	100%
Customised Prosthetics	5	45	50	10%	90%	100%
Hearing Equipment	0	19	19	0%	100%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	7	71	78	9%	91%	100%
Specialised Hearing Services	0	10	10	0%	100%	100%
Vision Equipment	2	17	19	11%	89%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	23	149	172	13%	87%	100%
Behaviour Support	13	37	50	26%	74%	100%
Community nursing care for high needs	2	29	31	6%	94%	100%
Development of daily living and life skills	8	79	87	9%	91%	100%
Early Intervention supports for early childhood	20	86	106	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	3	32	35	9%	91%	100%
Innovative Community Participation	4	29	33	12%	88%	100%
Specialised Driving Training	2	8	10	20%	80%	100%
Therapeutic Supports	71	207	278	26%	74%	100%
<b>Capital services</b>						
Home modification design and construction	1	23	24	4%	96%	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	11	72	83	13%	87%	100%
Support Coordination	5	41	46	11%	89%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	24	24	0%	100%	100%
Specialised Supported Employment	1	23	24	4%	96%	100%
<b>Total</b>	<b>122</b>	<b>589</b>	<b>711</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

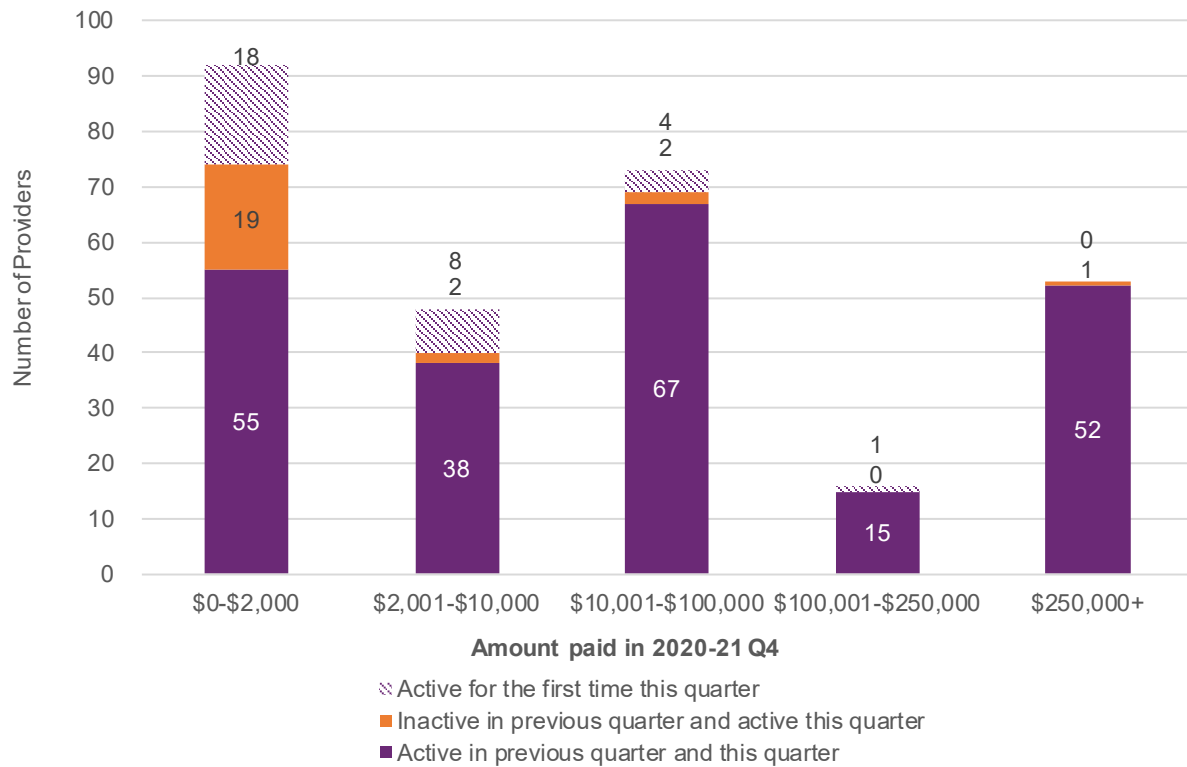
**Table M.56 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Northern Territory**

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	0	3	0%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	53	4	57	7%
Assistance with travel/transport arrangements	29	4	33	12%
Daily Personal Activities	59	3	62	5%
Group and Centre Based Activities	41	4	45	9%
High Intensity Daily Personal Activities	43	1	44	2%
Household tasks	48	4	52	8%
Interpreting and translation	6	2	8	25%
Participation in community, social and civic activities	78	11	89	12%
<b>Assistive Technology</b>				
Assistive equipment for recreation	0	0	0	
Assistive products for household tasks	0	2	2	100%
Assistance products for personal care and safety	60	14	74	19%
Communication and information equipment	20	5	25	20%
Customised Prosthetics	16	1	17	6%
Hearing Equipment	5	2	7	29%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	27	3	30	10%
Specialised Hearing Services	0	3	3	100%
Vision Equipment	8	2	10	20%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	89	10	99	10%
Behaviour Support	23	1	24	4%
Community nursing care for high needs	15	3	18	17%
Development of daily living and life skills	40	2	42	5%
Early Intervention supports for early childhood	31	2	33	6%
Exercise Physiology and Physical Wellbeing activities	20	4	24	17%
Innovative Community Participation	16	6	22	27%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	87	11	98	11%
<b>Capital services</b>				
Home modification design and construction	5	2	7	29%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	0	3	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	54	6	60	10%
Support Coordination	18	4	22	18%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	8	1	9	11%
Specialised Supported Employment	16	2	18	11%
<b>Total</b>	<b>251</b>	<b>31</b>	<b>282</b>	<b>11%</b>

**Table M.57 Number and proportion of providers active in 2020-21 Q4 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	3	3	0%	100%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	51	57	11%	89%	100%
Assistance with travel/transport arrangements	4	29	33	12%	88%	100%
Daily Personal Activities	6	56	62	10%	90%	100%
Group and Centre Based Activities	3	42	45	7%	93%	100%
High Intensity Daily Personal Activities	5	39	44	11%	89%	100%
Household tasks	8	44	52	15%	85%	100%
Interpreting and translation	1	7	8	13%	88%	100%
Participation in community, social and civic activities	10	79	89	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	0	0			0%
Assistive products for household tasks	0	2	2	0%	100%	100%
Assistance products for personal care and safety	4	70	74	5%	95%	100%
Communication and information equipment	2	23	25	8%	92%	100%
Customised Prosthetics	1	16	17	6%	94%	100%
Hearing Equipment	0	7	7	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	2	28	30	7%	93%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	1	9	10	10%	90%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	14	85	99	14%	86%	100%
Behaviour Support	4	20	24	17%	83%	100%
Community nursing care for high needs	2	16	18	11%	89%	100%
Development of daily living and life skills	6	36	42	14%	86%	100%
Early Intervention supports for early childhood	2	31	33	6%	94%	100%
Exercise Physiology and Physical Wellbeing activities	3	21	24	13%	88%	100%
Innovative Community Participation	4	18	22	18%	82%	100%
Specialised Driving Training	1	3	4	25%	75%	100%
Therapeutic Supports	18	80	98	18%	82%	100%
<b>Capital services</b>						
Home modification design and construction	0	7	7	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6	54	60	10%	90%	100%
Support Coordination	3	19	22	14%	86%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	9	9	0%	100%	100%
Specialised Supported Employment	1	17	18	6%	94%	100%
<b>Total</b>	<b>42</b>	<b>240</b>	<b>282</b>	<b>15%</b>	<b>85%</b>	<b>100%</b>

**Figure M.15 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Northern Territory** <sup>722</sup>



## Part Five: Financial sustainability

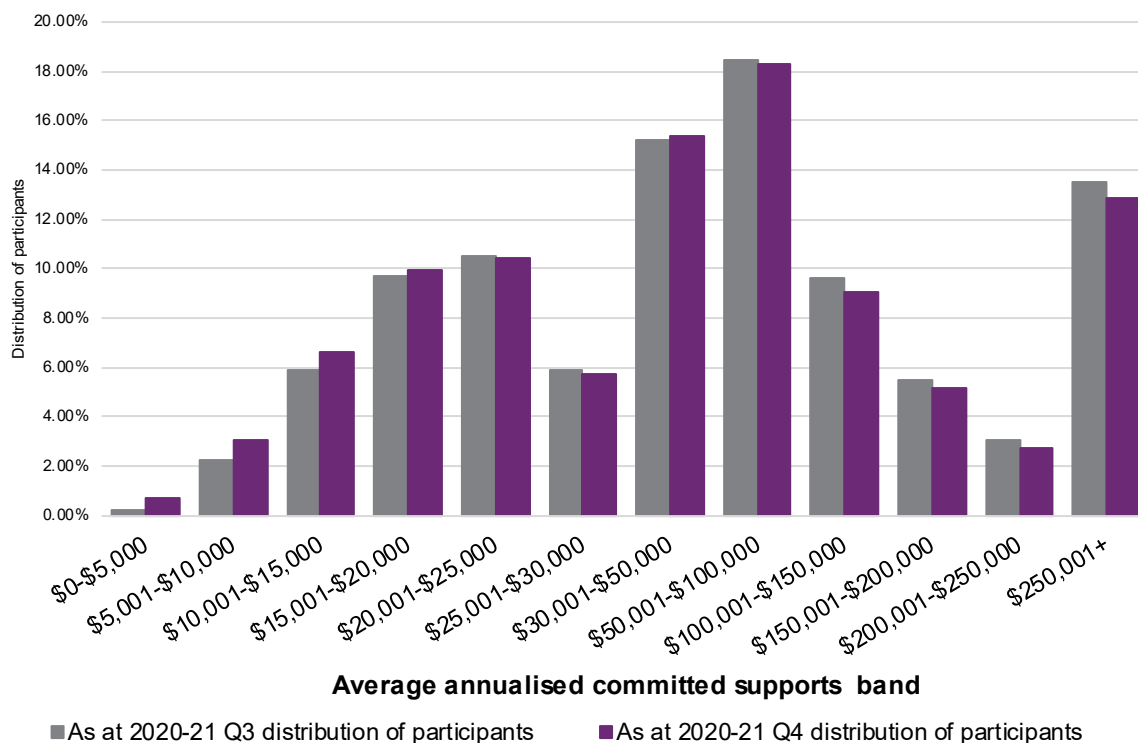
**Table M.58 Committed supports by financial year (\$m) – Northern Territory** <sup>723</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.06	2.0	5.8	20.5	100.9	203.6	399.0	520.9

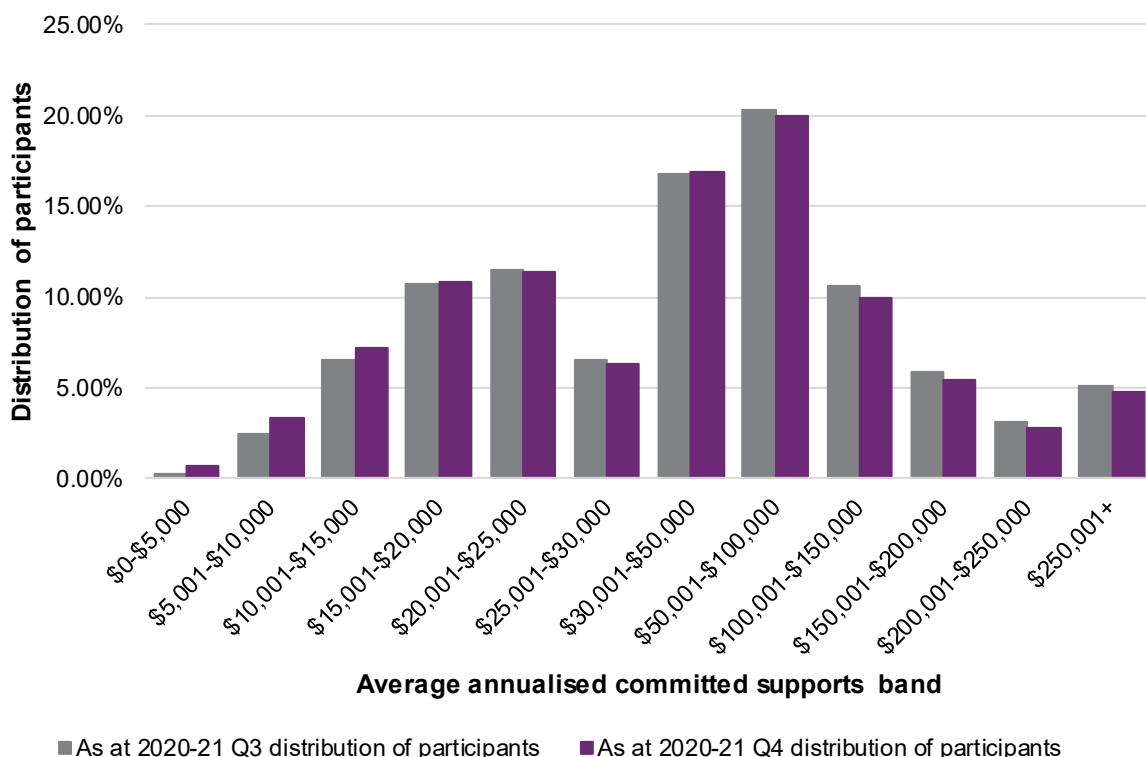
<sup>722</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>723</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.

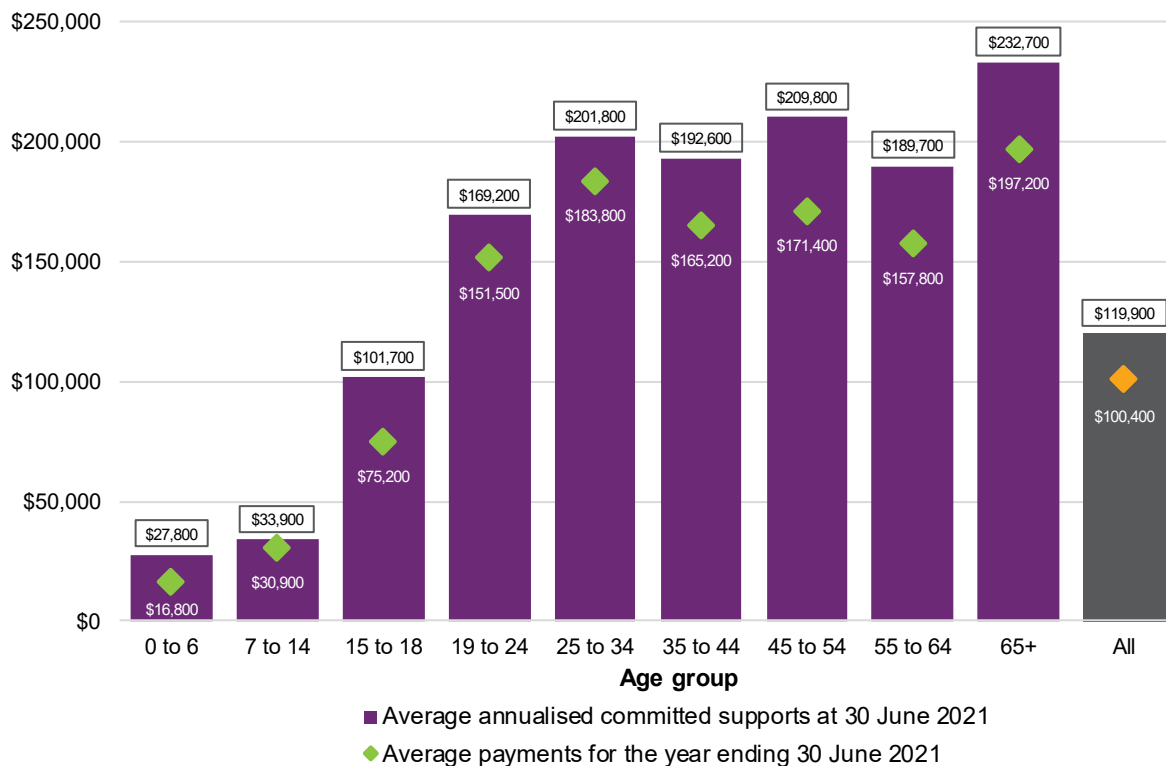
**Figure M.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Northern Territory**



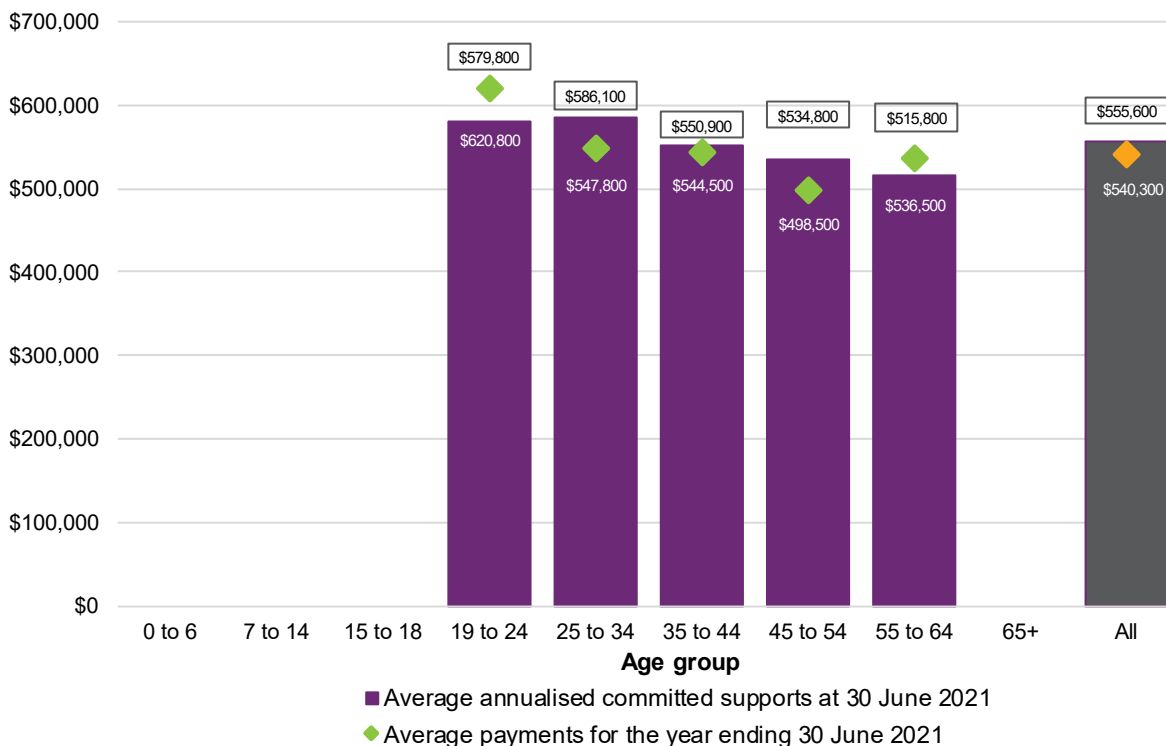
**Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Northern Territory**



**Figure M.18 Average annualised committed supports and average payments by age group as at 30 June 2021 – Northern Territory** <sup>724</sup>



**Figure M.19 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Northern Territory** <sup>725</sup>

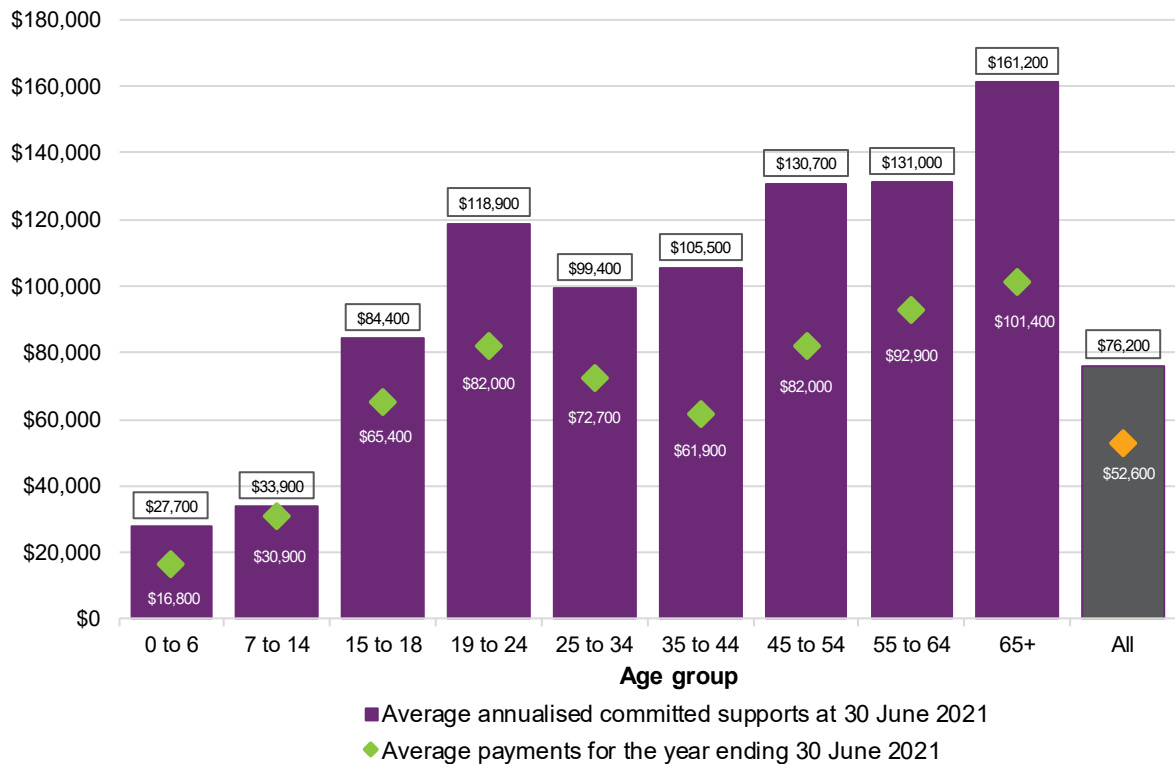


<sup>724</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

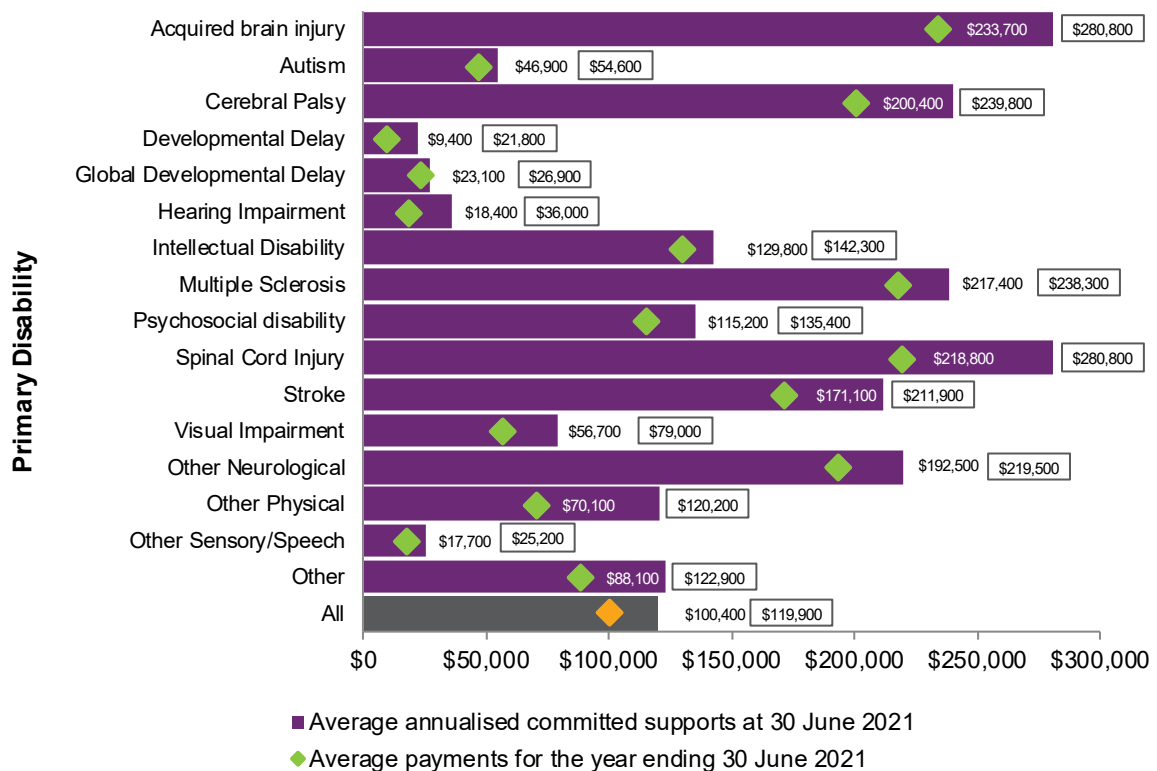
<sup>725</sup> Ibid.



**Figure M.20 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Northern Territory** <sup>726</sup>



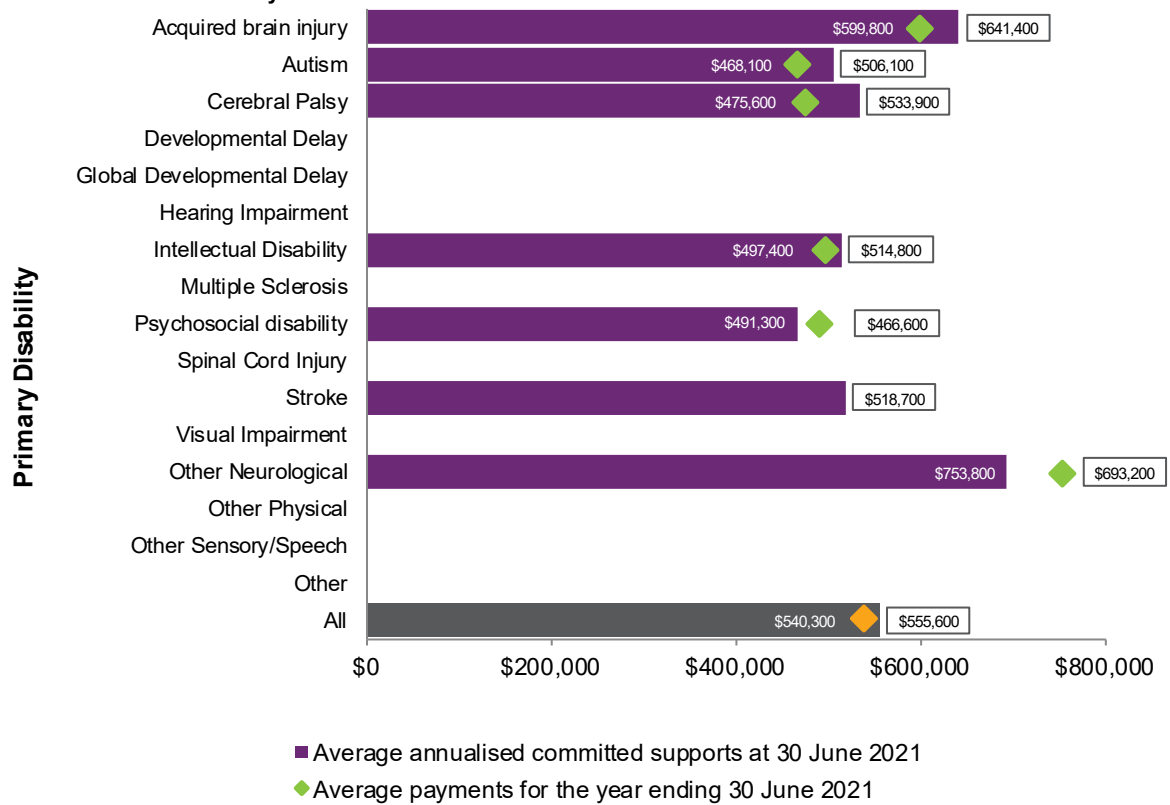
**Figure M.21 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Northern Territory** <sup>727</sup>



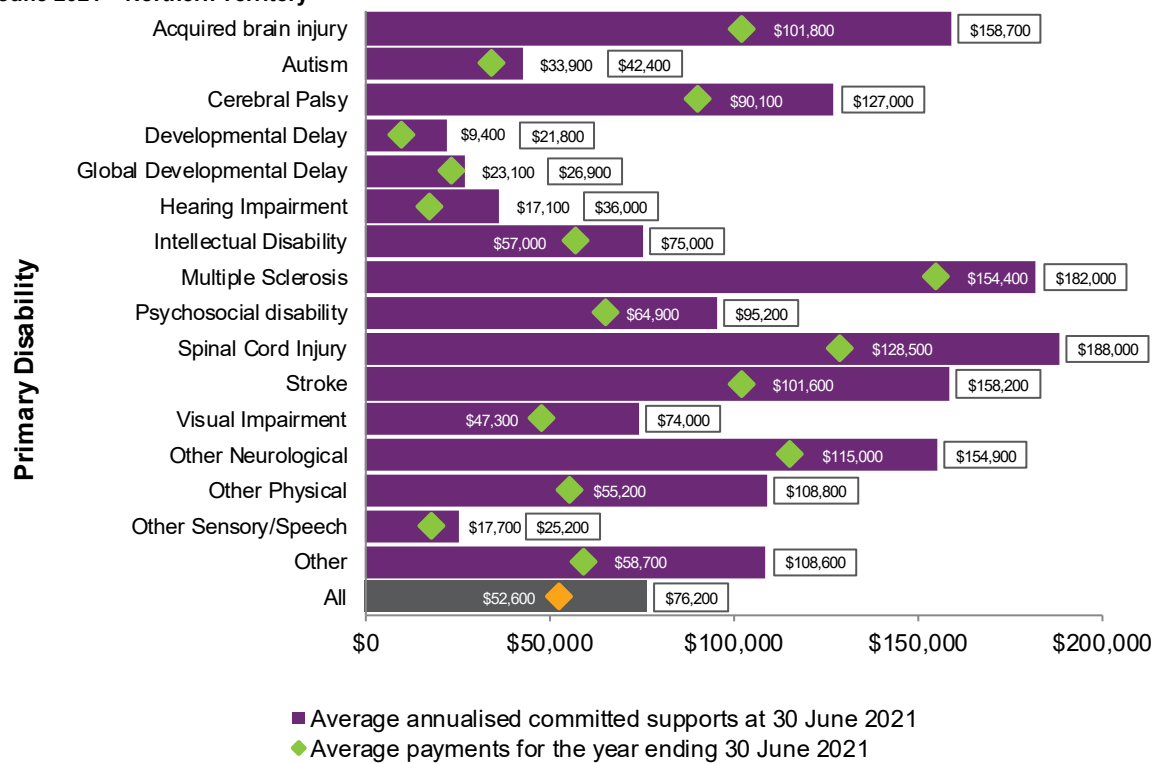
<sup>726</sup> Ibid.

<sup>727</sup> Ibid.

**Figure M.22 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Northern Territory** <sup>728</sup>



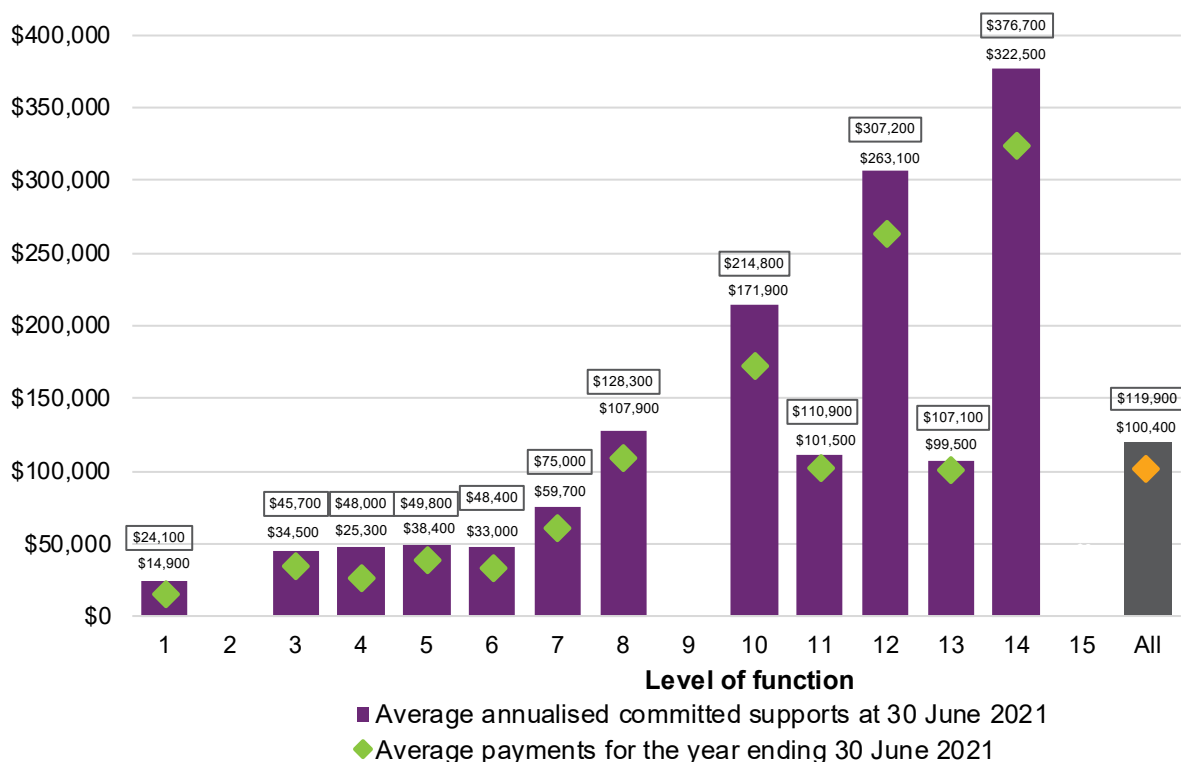
**Figure M.23 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Northern Territory** <sup>729</sup>



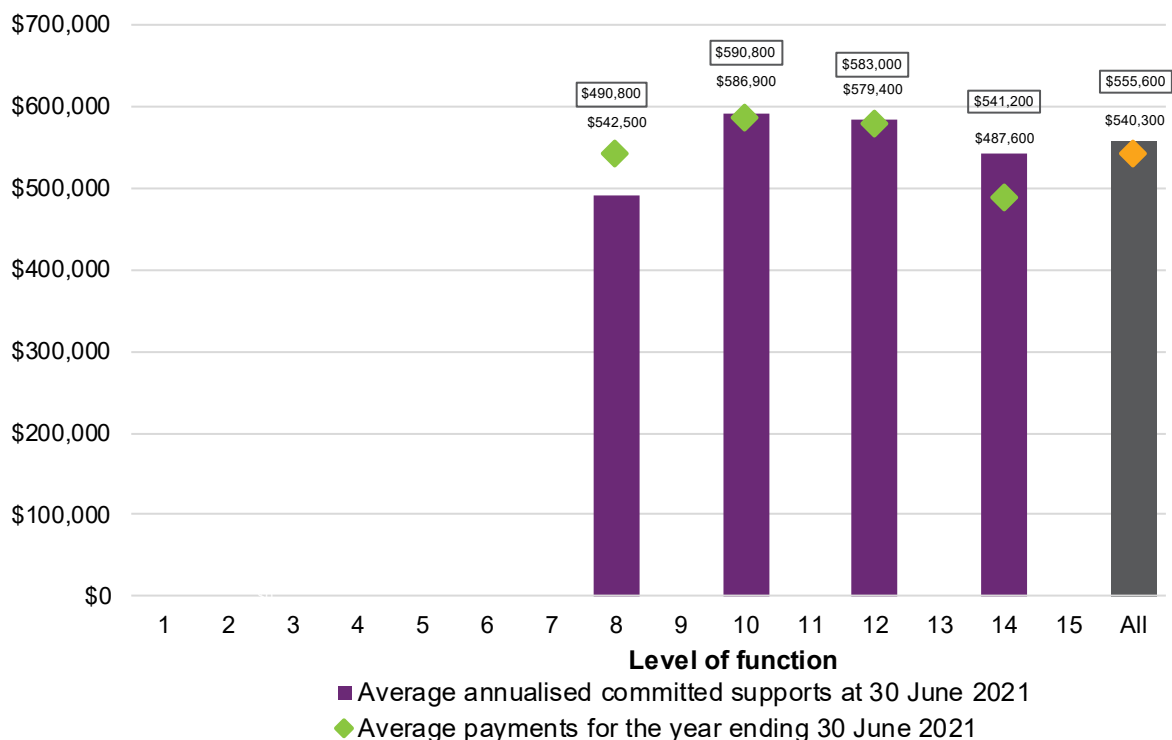
<sup>728</sup> Ibid.

<sup>729</sup> Ibid.

**Figure M.24 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Northern Territory** <sup>730</sup>



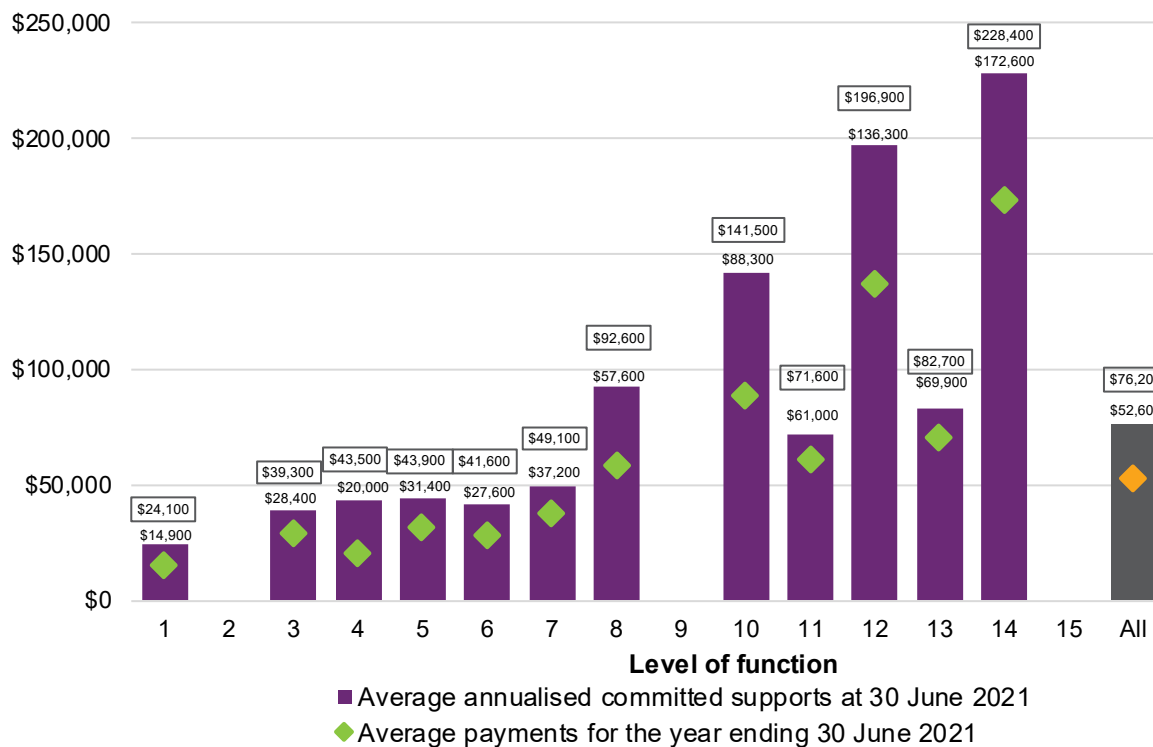
**Figure M.25 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Northern Territory** <sup>731</sup>



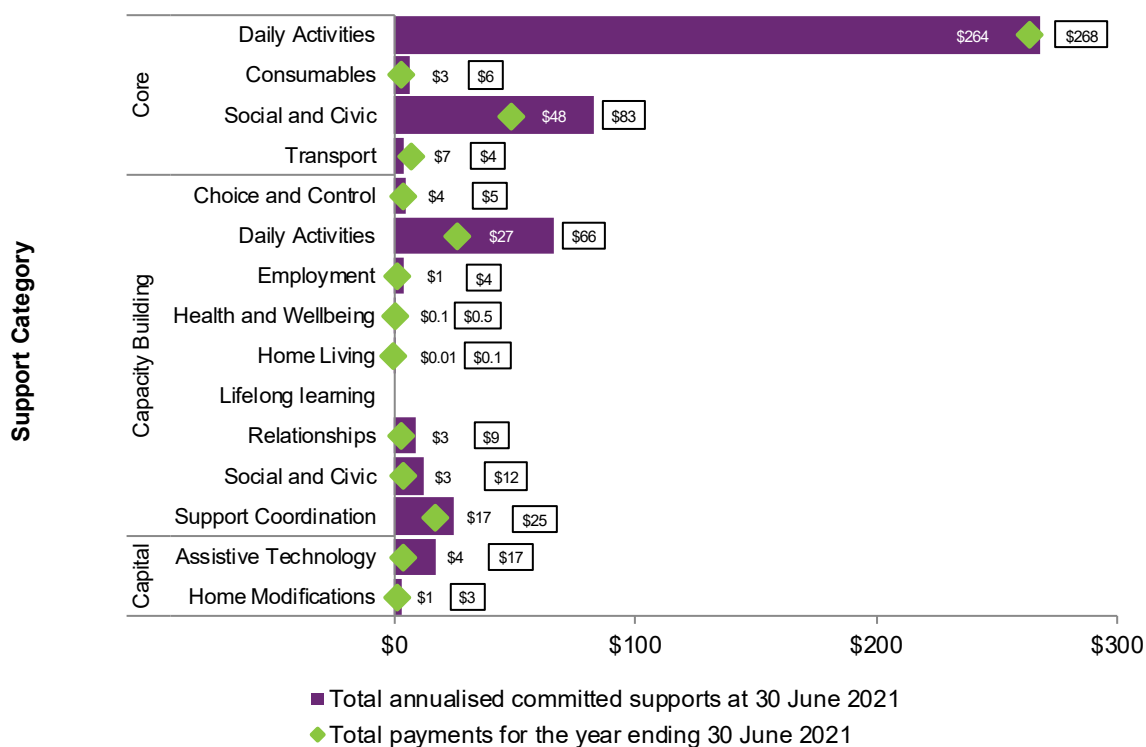
<sup>730</sup> Ibid.

<sup>731</sup> Ibid.

**Figure M.26 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Northern Territory** <sup>732</sup>



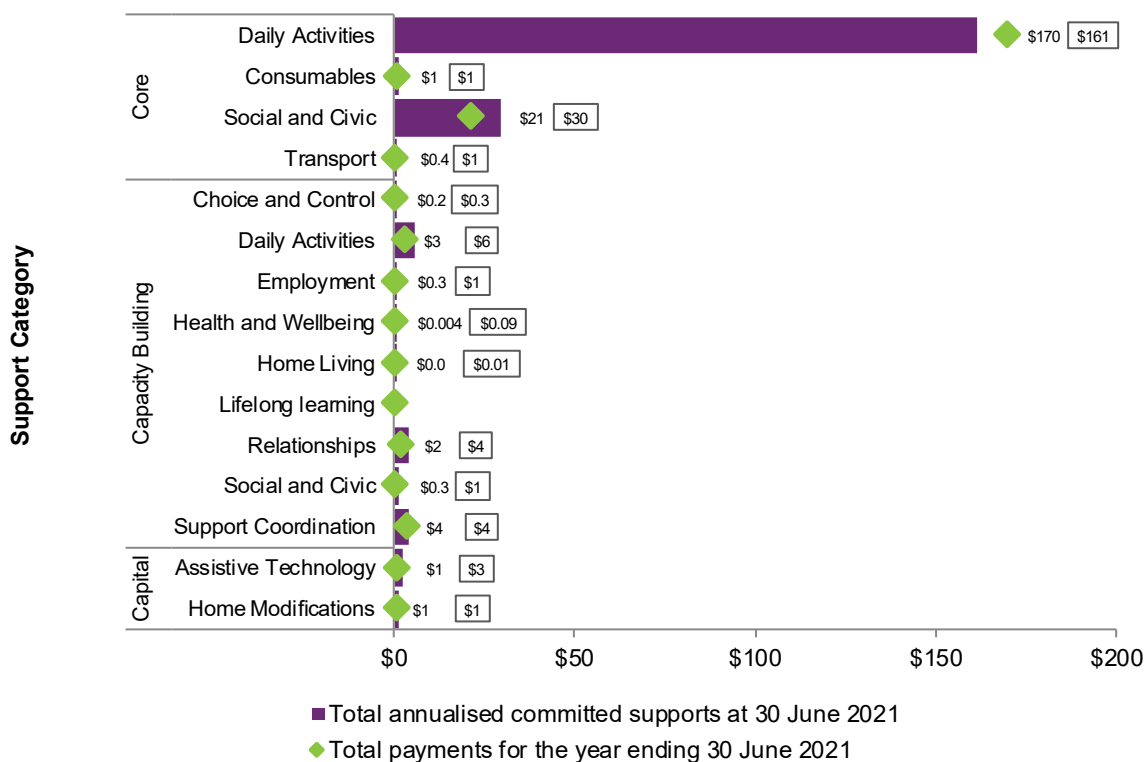
**Figure M.27 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Northern Territory** <sup>733</sup>



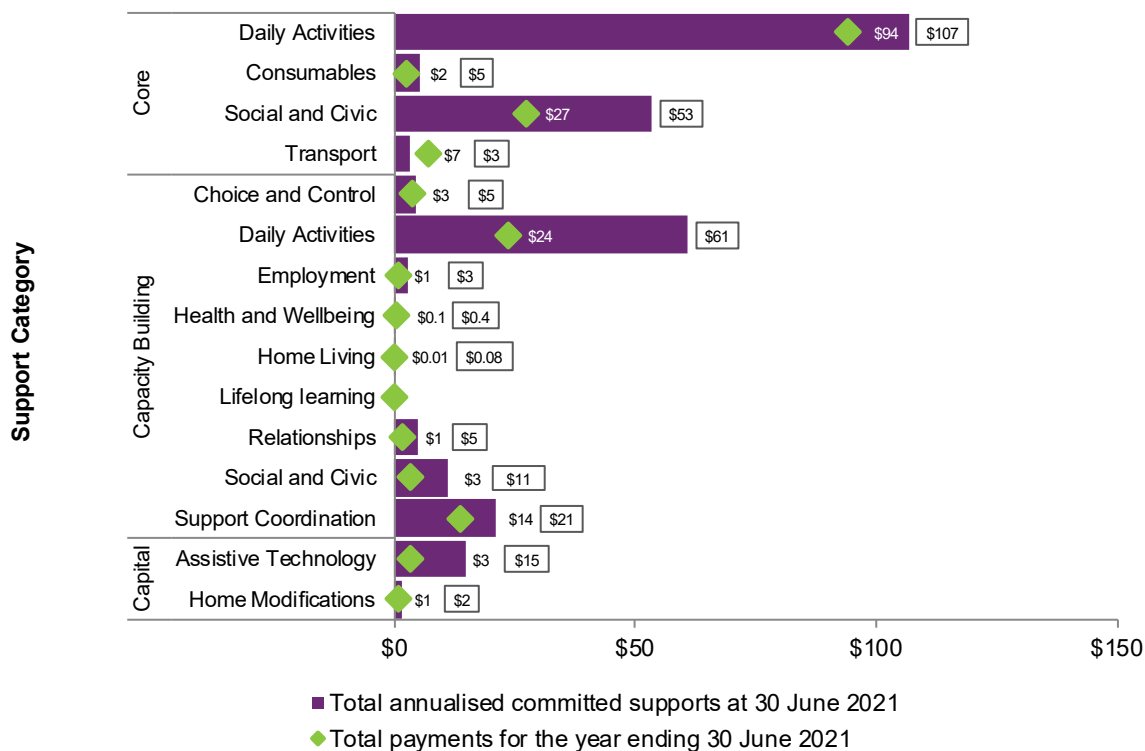
<sup>732</sup> Ibid.

<sup>733</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

**Figure M.28 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Northern Territory** <sup>734</sup>



**Figure M.29 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Northern Territory** <sup>735</sup>



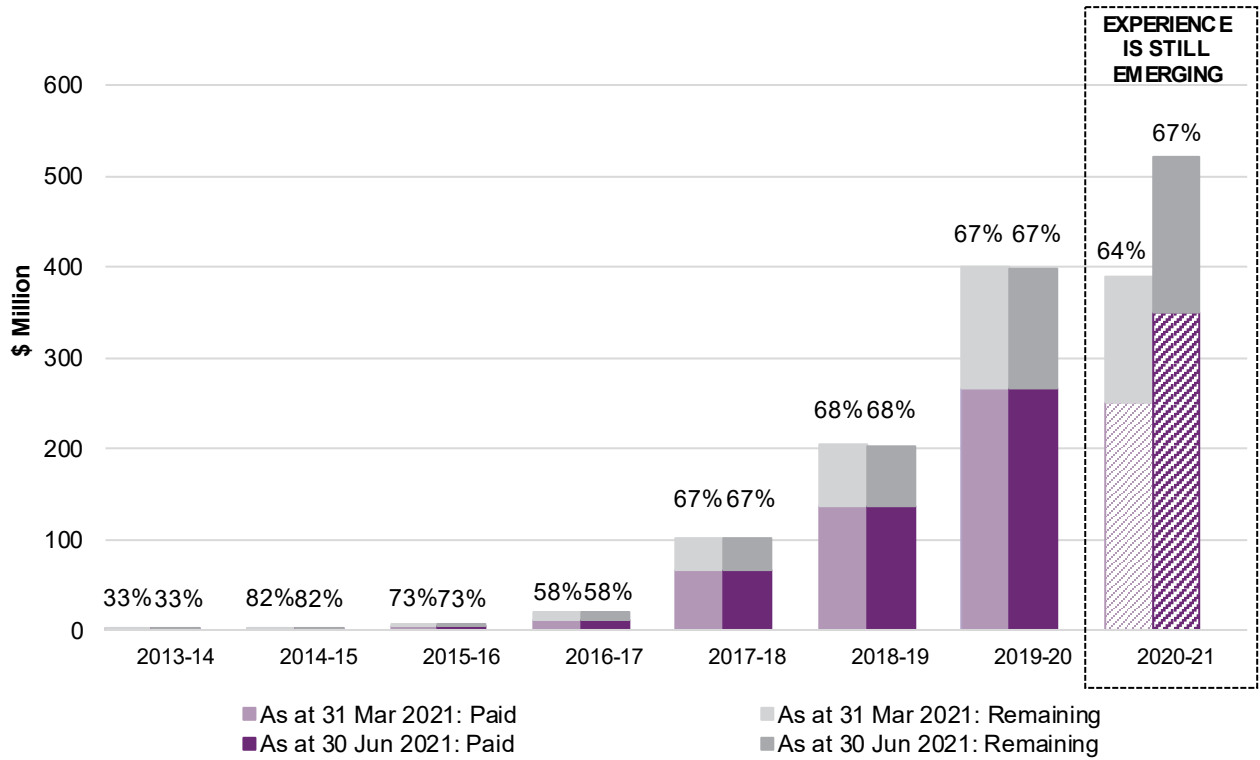
<sup>734</sup> Ibid.

<sup>735</sup> Ibid.

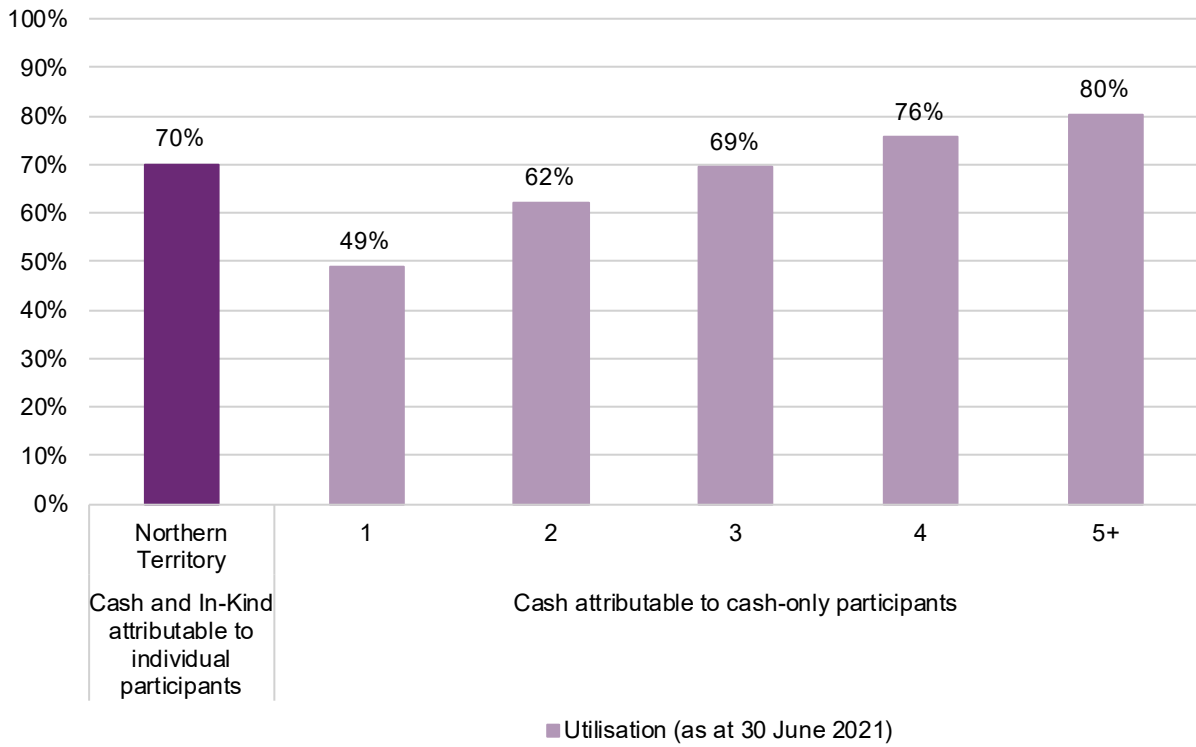
**Table M.59 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.06	2.0	5.8	20.5	100.9	203.6	399.0	520.9
Total Paid	0.02	1.7	4.2	12.0	67.5	137.7	267.2	350.5
% utilised to date	33%	82%	73%	58%	67%	68%	67%	67%

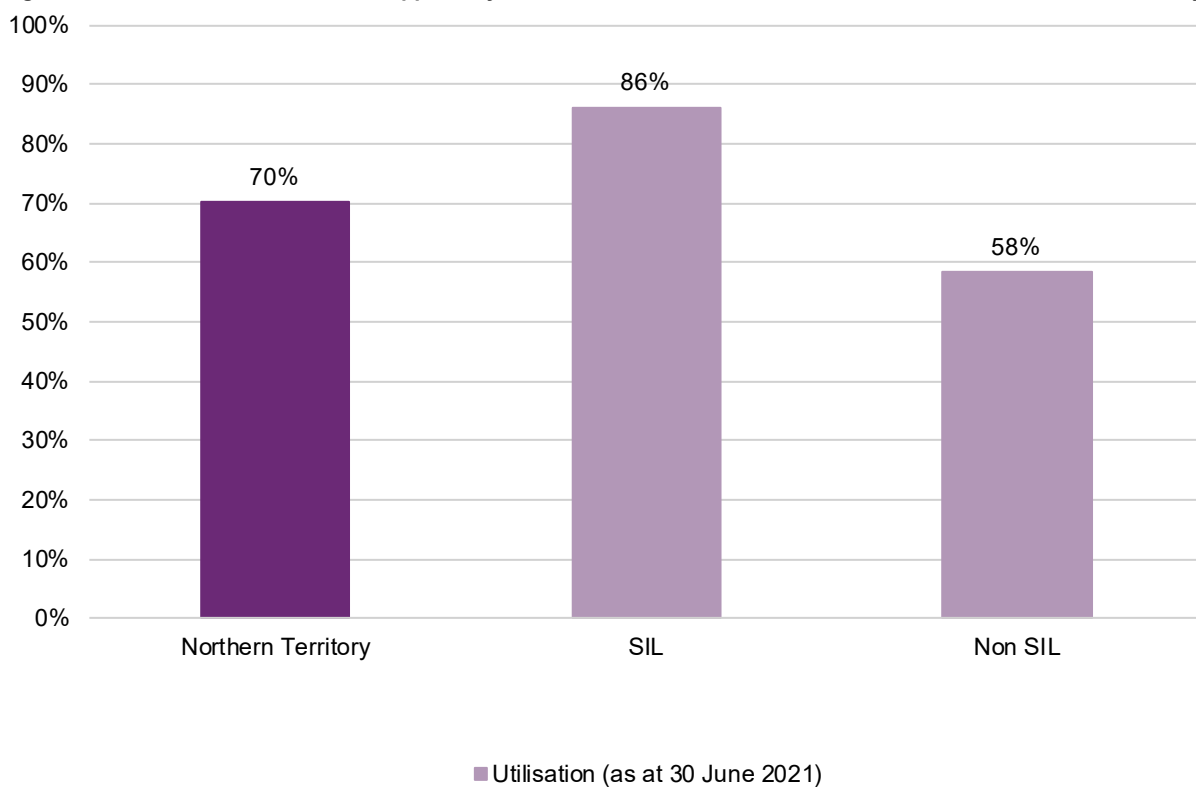
**Figure M.30 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Northern Territory**



**Figure M.31 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Northern Territory** <sup>736</sup>



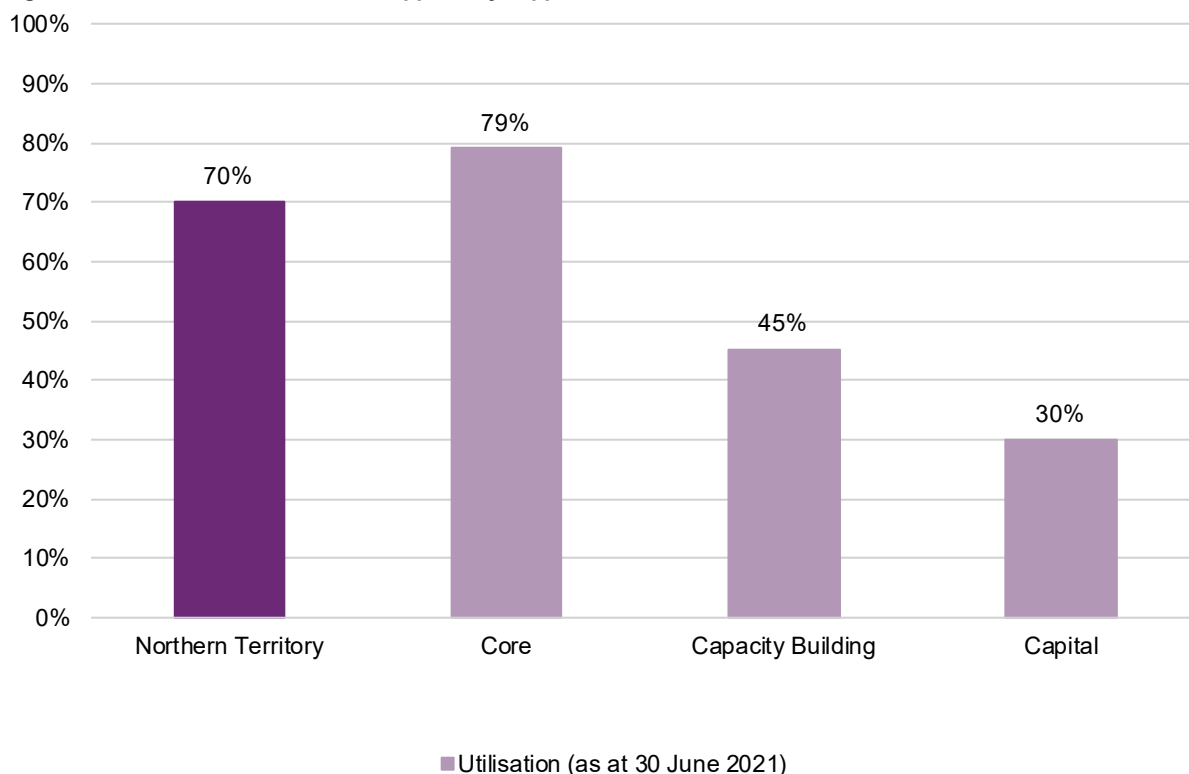
**Figure M.32 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Northern Territory** <sup>737</sup>



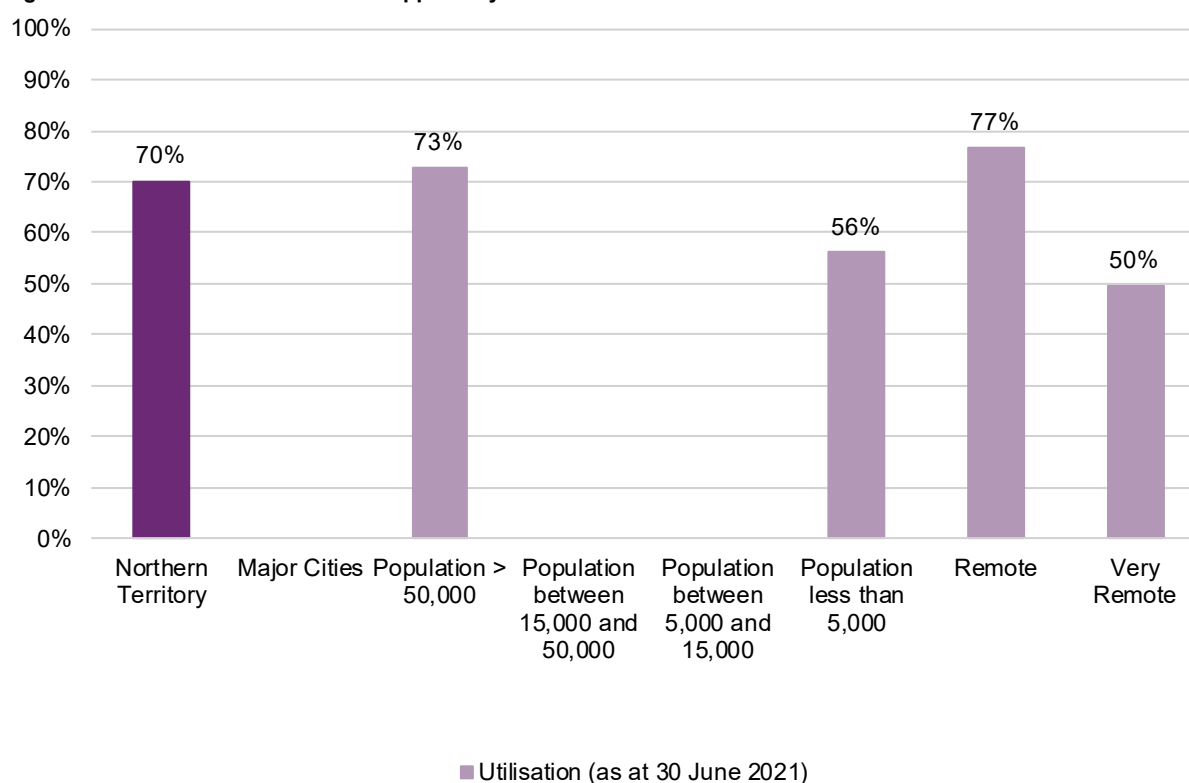
<sup>736</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>737</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure M.33 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Northern Territory** <sup>738</sup>



**Figure M.34 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Northern Territory** <sup>739 740</sup>



741

<sup>738</sup> Ibid.

<sup>739</sup> Ibid.

<sup>740</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>741</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.



# 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>742 743 744</sup>

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	144,890	31%	4,945	149,835	31%
VIC	124,501	27%	3,172	127,673	27%
QLD	92,742	20%	3,494	96,236	20%
WA	39,951	9%	545	40,496	8%
SA	41,034	9%	673	41,707	9%
TAS	10,657	2%	272	10,929	2%
ACT	8,586	2%	135	8,721	2%
NT	4,196	1%	160	4,356	1%
OT	41	0%	0	41	0%
Missing	21	0%	4	25	0%
<b>National</b>	<b>466,619</b>	<b>100%</b>	<b>13,400</b>	<b>480,019</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	22,978	20,883	14,906	4,393	5,651	1,449	1,227	763	<b>72,258</b>
7 to 14	36,607	31,978	24,192	10,016	12,217	2,385	2,194	1,007	<b>120,612</b>
15 to 18	10,726	8,592	7,069	3,781	3,776	890	685	298	<b>35,821</b>
19 to 24	13,076	8,997	7,127	3,764	3,193	1,175	761	293	<b>38,392</b>
25 to 34	12,728	11,052	8,129	4,226	3,145	1,171	742	366	<b>41,565</b>
35 to 44	11,589	10,895	7,639	3,393	2,993	832	757	455	<b>38,558</b>
45 to 54	14,050	13,327	9,446	4,123	3,866	1,142	838	465	<b>47,263</b>
55 to 64	17,287	14,645	11,216	4,932	4,781	1,333	922	446	<b>55,569</b>
65+	5,849	4,132	3,018	1,323	1,412	280	460	103	<b>16,581</b>
<b>Total</b>	<b>144,890</b>	<b>124,501</b>	<b>92,742</b>	<b>39,951</b>	<b>41,034</b>	<b>10,657</b>	<b>8,586</b>	<b>4,196</b>	<b>466,619</b>

<sup>742</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>743</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>744</sup> There are 21 active participants at 30 June 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%	16%	11%	14%	14%	14%	18%	<b>15%</b>
7 to 14	25%	26%	26%	25%	30%	22%	26%	24%	<b>26%</b>
15 to 18	7%	7%	8%	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%	8%	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%	13%	11%	11%	<b>12%</b>
65+	4%	3%	3%	3%	3%	3%	5%	2%	<b>4%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.4 Number of active participant plans by disability** <sup>745 746</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	46,198	37,369	31,400	13,901	15,685	3,311	2,607	948	<b>151,433</b>
Intellectual Disability	29,418	24,541	16,225	8,334	7,851	2,690	1,428	810	<b>91,311</b>
Psychosocial disability	14,396	16,222	8,826	3,907	2,759	856	1,047	434	<b>48,460</b>
Developmental Delay	11,158	13,217	7,478	1,195	2,636	714	806	465	<b>37,677</b>
Hearing Impairment	7,224	5,575	5,133	1,727	1,674	411	435	184	<b>22,363</b>
Other Neurological	6,252	4,773	4,027	1,938	1,517	432	358	200	<b>19,498</b>
Other Physical	5,590	4,120	4,371	1,748	1,723	345	528	187	<b>18,617</b>
Cerebral Palsy	5,385	3,959	3,475	1,649	1,194	418	289	202	<b>16,572</b>
ABI	4,226	3,738	3,278	1,251	1,543	424	203	257	<b>14,920</b>
Global Developmental Delay	3,264	1,813	1,616	1,083	1,302	208	171	98	<b>9,556</b>
Visual Impairment	2,930	2,691	1,565	718	729	183	174	67	<b>9,057</b>
Multiple Sclerosis	2,444	2,656	1,365	811	755	284	194	18	<b>8,528</b>
Stroke	2,471	1,553	1,520	547	471	128	123	141	<b>6,955</b>
Spinal Cord Injury	1,692	844	1,371	583	398	99	70	75	<b>5,134</b>
Other	1,207	785	799	434	274	116	68	76	<b>3,760</b>
Other Sensory/Speech	1,035	645	293	125	523	38	85	34	<b>2,778</b>
<b>Total</b>	<b>144,890</b>	<b>124,501</b>	<b>92,742</b>	<b>39,951</b>	<b>41,034</b>	<b>10,657</b>	<b>8,586</b>	<b>4,196</b>	<b>466,619</b>

<sup>745</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>746</sup> Down Syndrome is included in Intellectual Disability.

**Table N.5 Proportion of active participant plans by disability**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	32%	30%	34%	35%	38%	31%	30%	23%	<b>32%</b>
Intellectual Disability	20%	20%	17%	21%	19%	25%	17%	19%	<b>20%</b>
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	<b>10%</b>
Developmental Delay	8%	11%	8%	3%	6%	7%	9%	11%	<b>8%</b>
Hearing Impairment	5%	4%	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%	4%	4%	3%	6%	4%	<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%	1%	1%	1%	1%	1%	2%	<b>1%</b>
Other	1%	1%	1%	1%	1%	1%	1%	2%	<b>1%</b>
Other Sensory/Speech	1%	1%	0%	0%	1%	0%	1%	1%	<b>1%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.6 Number of active participant plans by other characteristics** <sup>747 748</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	11,152	3,715	8,787	2,954	2,397	923	376	2,086	<b>32,396</b>
Culturally and linguistically diverse	15,554	14,511	5,156	3,439	3,121	328	926	1,064	<b>44,113</b>
Residing in remote and very remote areas	570	55	1,575	1,799	1,070	134	0	1,743	<b>6,983</b>
Younger people in residential aged care (under 65)	1,068	984	592	267	194	81	11	35	<b>3,232</b>
With supported independent living	8,907	5,187	4,829	2,290	2,350	911	464	382	<b>25,320</b>
With specialised disability accommodation	5,572	5,295	1,650	1,149	1,675	396	170	126	<b>16,033</b>

**Table N.7 Proportion of active participant plans by other characteristics** <sup>749</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.7%	3.0%	9.5%	7.4%	5.8%	8.7%	4.4%	49.7%	<b>6.9%</b>
Culturally and linguistically diverse	10.7%	11.7%	5.6%	8.6%	7.6%	3.1%	10.8%	25.4%	<b>9.5%</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	6.1%	4.2%	5.2%	5.7%	5.7%	8.5%	5.4%	9.1%	<b>5.4%</b>
With specialised disability accommodation	3.8%	4.3%	1.8%	2.9%	4.1%	3.7%	2.0%	3.0%	<b>3.4%</b>

<sup>747</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 30 June 2021.

<sup>748</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>749</sup> Ibid.

**Table N.8 Participation rates by age** <sup>750</sup>

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.26%	3.75%	3.47%	2.00%	4.18%	3.56%	3.06%	3.25%	<b>3.35%</b>
7-14	4.53%	4.91%	4.47%	3.67%	7.28%	4.63%	5.07%	3.86%	<b>4.71%</b>
15-18	2.81%	2.79%	2.76%	3.02%	4.63%	3.53%	3.53%	2.58%	<b>2.96%</b>
19-24	1.99%	1.60%	1.75%	1.93%	2.42%	3.16%	1.85%	1.58%	<b>1.87%</b>
25-34	1.02%	1.03%	1.11%	1.12%	1.38%	1.79%	1.05%	0.86%	<b>1.08%</b>
35-44	1.05%	1.18%	1.14%	0.92%	1.38%	1.36%	1.17%	1.26%	<b>1.12%</b>
45-54	1.41%	1.63%	1.44%	1.23%	1.79%	1.72%	1.57%	1.55%	<b>1.49%</b>
55-64	1.85%	2.01%	1.90%	1.65%	2.20%	1.84%	2.13%	1.90%	<b>1.91%</b>
<b>0-64</b>	<b>2.04%</b>	<b>2.14%</b>	<b>2.10%</b>	<b>1.76%</b>	<b>2.84%</b>	<b>2.47%</b>	<b>2.15%</b>	<b>1.94%</b>	<b>2.11%</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%	80%	77%	73%	73%	71%	Numbers are too small	Numbers are too small	77%
The Pre-Planning Process	83%	76%	76%	68%	79%	70%	Numbers are too small	Numbers are too small	77%
The Planning Process	86%	84%	83%	79%	80%	78%	72%	65%	83%
The Review Process	72%	76%	72%	64%	69%	74%	67%	65%	71%

**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>751</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	22%	18%	18%	24%	27%	18%	29%	11%	<b>21%</b>
Review 2	23%	19%	18%	25%	27%	17%	30%	15%	<b>21%</b>
Participants (15 and over) in community									
Baseline	34%	36%	38%	43%	37%	28%	39%	43%	<b>36%</b>
Review 2	44%	41%	47%	45%	41%	32%	43%	45%	<b>43%</b>
Parent and carer employment rate									
Baseline	48%	44%	43%	44%	43%	38%	57%	54%	<b>45%</b>
Review 2	50%	46%	44%	46%	45%	40%	63%	55%	<b>47%</b>

**Table N.11 Distribution of active participant by method of Financial Plan Management** <sup>752 753</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%	9%	7%	17%	5%	9%	11%	6%	<b>9%</b>
Plan-managed	44%	54%	53%	33%	61%	49%	41%	61%	<b>49%</b>
Agency-managed	28%	12%	16%	33%	15%	27%	13%	22%	<b>20%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>750</sup> Participation rate refers to the proportion of general population that are NDIS participants.<sup>751</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 30 June 2019 and have had a second plan review to date.<sup>752</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>753</sup> Trial participants are included in these results.

**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	29%	44%	40%	22%	42%	22%	42%	26%	<b>36%</b>
Agency-managed	60%	40%	46%	64%	49%	69%	39%	69%	<b>52%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.13 Estimated number of plan reviews - excluding plans less than 31 days** <sup>754</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2020-21 Q4	29,194	27,115	17,394	6,301	6,916	2,083	1,305	678	<b>91,010</b>
Total number of plan reviews (transition only)	389,284	259,140	172,864	60,020	102,203	24,981	29,298	7,371	<b>1,045,270</b>

**Table N.14 Number and rates of participant complaints** <sup>755 756</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2020-21 Q4	1,948	1,826	1,268	681	709	138	112	72	<b>7,494</b>
% of access requests	3.9%	4.4%	4.0%	5.4%	5.2%	3.9%	3.5%	4.6%	<b>4.8%</b>
All participant complaints since 1 April 2017	30,713	22,600	13,450	4,989	11,570	1,672	2,218	551	<b>94,427</b>
% of access requests	4.8%	5.1%	4.4%	4.5%	6.8%	4.3%	4.3%	3.7%	<b>5.3%</b>

**Table N.15 Duration to plan activation for active participants** <sup>757</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	67%	59%	65%	<b>68%</b>
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	12%	<b>12%</b>
60 to 89 days	6%	6%	5%	5%	6%	5%	7%	6%	<b>6%</b>
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	5%	<b>3%</b>
120 days and over	8%	9%	8%	7%	9%	10%	12%	10%	<b>8%</b>
No payments	2%	3%	3%	4%	3%	3%	4%	2%	<b>3%</b>
<b>Total plans approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.16 Active providers by legal entity type** <sup>758</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,108	2,065	1,967	460	660	311	285	122	<b>6,805</b>
Company / Organisation	5,183	3,744	4,089	1,593	1,616	976	946	589	<b>9,721</b>
<b>Total active providers</b>	<b>8,291</b>	<b>5,809</b>	<b>6,056</b>	<b>2,053</b>	<b>2,276</b>	<b>1,287</b>	<b>1,231</b>	<b>711</b>	<b>16,526</b>

**Table N.17 Active providers in 2020-21 Q4 by legal entity type** <sup>759</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,149	685	665	216	195	119	64	42	<b>2,785</b>
Company / Organisation	2,912	1,886	1,911	825	686	378	335	240	<b>6,360</b>
<b>Total active providers</b>	<b>4,061</b>	<b>2,571</b>	<b>2,576</b>	<b>1,041</b>	<b>881</b>	<b>497</b>	<b>399</b>	<b>282</b>	<b>9,145</b>

<sup>754</sup> The National totals include plan reviews where jurisdiction information was missing.<sup>755</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>756</sup> The National totals include participant complaints where jurisdiction information was missing.<sup>757</sup> Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.<sup>758</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.<sup>759</sup> Ibid.

**Table N.18 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,301	1,441	842	223	369	190	309	101	<b>7,775</b>
2018-19	5,945	3,465	2,493	544	1,160	401	370	204	<b>14,582</b>
2019-20	8,153	6,088	5,127	1,560	2,184	669	466	399	<b>24,648</b>
% increase from 2017-18 to 2018-19	38%	140%	196%	144%	215%	111%	20%	102%	<b>88%</b>
% increase from 2018-19 to 2019-20	37%	76%	106%	187%	88%	67%	26%	96%	<b>69%</b>
2020-21	10,131	7,887	6,654	2,726	2,791	837	545	521	<b>32,096</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	3,114.7	956.6	534.2	165.9	220.0	153.9	223.2	67.5	<b>5,435.8</b>
2018-19	4,498.7	2,369.3	1,633.9	390.1	791.1	296.6	278.4	137.7	<b>10,396.5</b>
2019-20	6,017.2	4,130.0	3,557.8	1,012.3	1,484.6	478.3	338.0	267.2	<b>17,286.7</b>
% increase from 2017-18 to 2018-19	44%	148%	206%	135%	260%	93%	25%	104%	<b>91%</b>
% increase from 2018-19 to 2019-20	34%	74%	118%	159%	88%	61%	21%	94%	<b>66%</b>
2020-21	7,318.6	5,111.9	4,705.6	1,803.4	1,869.2	590.8	388.8	350.5	<b>22,139.5</b>

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021. Figures are not shown if there is sufficient data in the group.

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 30 June 2021.

**Table N.20 Average annualised committed supports by age group as at 30 June 2021**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,900	24,500	24,300	32,000	25,600	22,400	21,400	27,800	<b>24,400</b>
7 to 14	22,900	26,500	24,000	26,700	22,300	29,500	21,400	33,900	<b>24,500</b>
15 to 18	49,000	53,800	51,100	44,500	42,400	52,400	35,700	101,700	<b>49,700</b>
19 to 24	83,200	88,600	98,400	81,100	87,300	85,700	67,800	169,200	<b>87,800</b>
25 to 34	107,700	95,600	121,200	104,900	115,900	111,300	96,200	201,800	<b>108,200</b>
35 to 44	113,400	95,300	122,300	109,600	117,800	121,300	109,300	192,600	<b>111,100</b>
45 to 54	118,700	98,800	122,200	107,700	117,200	128,100	108,000	209,800	<b>113,600</b>
55 to 64	119,700	104,100	120,200	109,800	113,100	135,500	106,400	189,700	<b>114,900</b>
65+	120,900	102,600	117,000	105,500	112,300	132,200	96,300	232,700	<b>113,900</b>
<b>Total</b>	<b>69,800</b>	<b>64,100</b>	<b>73,100</b>	<b>70,600</b>	<b>66,400</b>	<b>79,300</b>	<b>62,500</b>	<b>119,900</b>	<b>69,200</b>

**Table N.21 Average annualised committed supports by disability type as at 30 June 2021**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	143,300	126,600	154,900	153,800	142,700	154,300	151,600	280,800	<b>145,300</b>
Autism	38,800	41,200	39,300	40,400	36,300	50,700	38,300	54,600	<b>39,700</b>
Cerebral Palsy	140,400	152,600	147,400	135,100	145,000	153,900	121,300	239,800	<b>145,800</b>
Developmental Delay	18,700	19,400	18,800	23,100	20,600	18,000	16,100	21,800	<b>19,200</b>
Global Developmental Delay	20,800	22,800	24,300	25,200	22,200	23,600	18,800	26,900	<b>22,500</b>
Hearing Impairment	13,700	15,900	15,500	16,900	15,400	15,000	10,700	36,000	<b>15,200</b>
Intellectual Disability	103,400	98,000	108,400	102,000	103,000	101,900	97,600	142,300	<b>102,900</b>
Multiple Sclerosis	105,200	102,400	121,800	85,900	117,100	105,100	95,200	238,300	<b>106,300</b>
Psychosocial disability	89,700	58,300	91,300	62,300	87,600	94,900	79,200	135,400	<b>77,400</b>
Spinal Cord Injury	155,800	157,400	162,900	179,800	147,100	145,400	153,700	280,800	<b>161,600</b>
Stroke	123,000	122,300	134,300	111,700	124,800	134,900	124,800	211,900	<b>126,600</b>
Visual Impairment	39,900	38,400	45,800	44,600	42,900	51,100	30,400	79,000	<b>41,400</b>
Other Neurological	125,100	117,800	146,800	124,000	137,500	140,800	108,500	219,500	<b>129,700</b>
Other Physical	73,300	69,100	83,900	71,700	72,600	81,400	59,300	120,200	<b>74,900</b>
Other Sensory/Speech	13,300	15,400	19,200	16,100	12,600	21,000	11,900	25,200	<b>14,600</b>
Other	82,500	89,300	89,700	73,800	97,200	69,000	94,200	122,900	<b>86,100</b>
<b>Total</b>	<b>69,800</b>	<b>64,100</b>	<b>73,100</b>	<b>70,600</b>	<b>66,400</b>	<b>79,300</b>	<b>62,500</b>	<b>119,900</b>	<b>69,200</b>

**Table N.22 Average annualised committed supports by level of function as at 30 June 2021**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,200	16,900	17,300	21,300	17,700	18,400	15,300	24,100	<b>17,500</b>
2	22,400	24,400	26,100	21,700	23,000	28,500	19,800	39,500	<b>23,600</b>
3	23,400	23,600	26,000	26,400	25,700	26,500	18,100	45,700	<b>24,600</b>
4	17,500	19,000	21,600	21,500	19,600	21,600	16,500	48,000	<b>19,300</b>
5	29,700	28,500	33,700	30,500	29,900	32,900	20,600	49,800	<b>30,200</b>
6	27,500	27,000	28,400	27,300	25,700	34,400	26,000	48,400	<b>27,700</b>
7	52,800	40,100	45,100	30,000	32,700	69,400	43,300	75,000	<b>45,100</b>
8	55,800	46,900	65,000	50,600	64,600	63,100	49,900	128,300	<b>56,800</b>
9	79,200	71,400	95,900	72,200	70,200	70,600	78,100	289,900	<b>81,000</b>
10	95,200	78,600	113,500	86,000	118,200	96,700	86,100	214,800	<b>96,700</b>
11	110,200	67,900	74,400	49,400	59,200	128,100	121,300	110,900	<b>82,100</b>
12	170,900	153,000	200,200	165,500	195,200	174,600	178,900	307,200	<b>172,700</b>
13	103,200	98,100	99,200	70,700	68,400	114,100	117,100	107,100	<b>94,400</b>
14	256,600	249,600	265,400	240,500	254,400	269,200	247,800	376,700	<b>257,200</b>
15	391,600	446,700	528,800	720,000	943,700	401,300	n/a	869,700	<b>477,300</b>
<b>Total</b>	<b>69,800</b>	<b>64,100</b>	<b>73,100</b>	<b>70,600</b>	<b>66,400</b>	<b>79,300</b>	<b>62,500</b>	<b>119,900</b>	<b>69,200</b>

Table N.23 Total annualised committed supports by support category as at 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	4,786	3,211	3,241	1,273	1,394	423	265	268	14,862
Consumables	191	182	164	64	59	15	11	6	693
Social and Civic	2,182	1,914	1,438	551	451	190	97	83	6,907
Transport	140	123	82	36	34	11	8	4	437
<b>Capacity Building</b>									
Choice and Control	97	104	76	23	38	8	5	5	357
Daily Activities	1,597	1,486	1,110	486	454	107	88	66	5,394
Employment	112	68	43	39	28	7	5	4	307
Health and Wellbeing	37	19	17	4	5	2	4	0	87
Home Living	1	3	1	0	0	0	0	0	5
Lifelong learning	0	0	0	0	0	0	n/a	n/a	1
Relationships	186	136	71	53	51	13	9	9	530
Social and Civic	96	82	39	47	11	12	10	12	310
Support Coordination	253	290	179	79	74	21	13	25	934
<b>Capital</b>									
Assistive Technology	313	272	259	144	98	26	17	17	1,147
Home Modifications	116	90	60	22	28	9	4	3	333
<b>Total</b>	<b>10,108</b>	<b>7,978</b>	<b>6,780</b>	<b>2,822</b>	<b>2,725</b>	<b>845</b>	<b>536</b>	<b>503</b>	<b>32,303</b>

Table N.24 Average annualised committed supports (SIL participants) by age group as at 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	508,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	205,300
15 to 18	505,400	731,300	486,000	226,900	n/a	n/a	n/a	n/a	493,200
19 to 24	421,900	502,900	416,600	339,600	502,200	425,000	362,900	579,800	432,200
25 to 34	370,500	359,300	382,400	344,800	411,500	403,100	375,700	586,100	377,700
35 to 44	345,600	339,600	359,300	317,600	358,300	375,300	377,300	550,900	351,300
45 to 54	330,700	312,800	333,800	304,800	309,900	354,500	334,200	534,800	326,600
55 to 64	335,600	306,300	325,100	305,500	282,800	359,100	332,800	515,800	322,500
65+	328,800	302,900	307,400	295,700	282,500	315,600	371,200	n/a	317,200
<b>Total</b>	<b>349,600</b>	<b>332,600</b>	<b>353,700</b>	<b>314,600</b>	<b>341,800</b>	<b>374,200</b>	<b>352,100</b>	<b>555,600</b>	<b>347,100</b>

Table N.25 Average annualised committed supports (SIL participants) by disability type as at 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	364,900	372,700	398,000	327,800	391,800	384,800	412,000	641,400	384,200
Autism	398,100	415,100	408,000	333,700	361,100	419,700	379,800	506,100	394,400
Cerebral Palsy	410,500	374,600	414,700	380,000	380,200	431,400	378,600	533,900	399,900
Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual Disability	331,300	305,000	306,500	288,500	295,900	344,900	333,800	514,800	315,600
Multiple Sclerosis	428,300	400,600	469,900	297,900	392,200	n/a	n/a	n/a	414,900
Psychosocial disability	315,800	238,900	352,200	291,400	508,900	328,100	301,900	466,600	323,300
Spinal Cord Injury	371,800	562,000	548,200	494,900	n/a	n/a	n/a	n/a	500,600
Stroke	408,900	487,800	431,800	315,100	490,900	n/a	n/a	518,700	431,400
Visual Impairment	314,000	n/a	248,400	n/a	n/a	n/a	n/a	n/a	276,900
Other Neurological	404,700	407,600	451,100	365,900	512,600	497,300	391,100	693,200	431,900
Other Physical	375,100	356,100	402,900	n/a	360,900	n/a	n/a	n/a	376,900
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	387,000	n/a	n/a	n/a	n/a	n/a	n/a	n/a	452,200
<b>Total</b>	<b>349,600</b>	<b>332,600</b>	<b>353,700</b>	<b>314,600</b>	<b>341,800</b>	<b>374,200</b>	<b>352,100</b>	<b>555,600</b>	<b>347,100</b>



**Table N.26 Average annualised committed supports (SIL participants) by level of function as at 30 June 2021**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	266,400	n/a	274,900	n/a	220,200	n/a	n/a	n/a	267,100
4	337,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	310,700
5	260,300	335,700	307,400	n/a	361,000	n/a	n/a	n/a	292,200
6	267,100	243,100	264,200	191,400	211,400	276,000	n/a	n/a	252,500
7	315,000	332,400	342,400	n/a	318,200	328,500	n/a	n/a	322,400
8	262,600	211,200	271,700	215,400	244,900	248,600	n/a	490,800	259,000
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	366,400
10	292,100	267,700	296,900	261,700	338,900	313,000	268,500	590,800	300,100
11	371,800	371,600	329,800	242,100	508,800	409,100	323,300	n/a	366,800
12	354,300	327,300	367,400	328,700	364,400	383,200	368,800	583,000	351,600
13	436,600	449,800	471,000	321,900	486,900	530,800	416,300	n/a	440,000
14	436,700	391,700	444,200	388,600	414,500	485,900	405,200	541,200	425,600
15	n/a	518,500	n/a	n/a	n/a	n/a	n/a	n/a	592,700
<b>Total</b>	<b>349,600</b>	<b>332,600</b>	<b>353,700</b>	<b>314,600</b>	<b>341,800</b>	<b>374,200</b>	<b>352,100</b>	<b>555,600</b>	<b>347,100</b>

**Table N.27 Total annualised committed supports (SIL participants) by support category as at 30 June 2021**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,282	1,137	1,233	508	600	242	123	161	6,286
Consumables	25	16	16	8	8	2	2	1	77
Social and Civic	470	353	292	111	91	65	23	30	1,435
Transport	23	16	12	6	6	2	1	1	66
<b>Capacity Building</b>									
Choice and Control	5	5	4	1	3	1	0	0	18
Daily Activities	83	59	50	28	27	9	5	6	267
Employment	7	1	1	4	3	0	0	1	18
Health and Wellbeing	5	1	1	0	1	0	0	0	9
Home Living	0	0	0	0	n/a	n/a	n/a	0	0
Lifelong learning	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relationships	66	37	29	16	20	6	2	4	181
Social and Civic	3	1	1	1	1	1	0	1	9
Support Coordination	42	29	26	9	12	4	2	4	129
<b>Capital</b>									
Assistive Technology	36	26	22	17	14	3	2	3	123
Home Modifications	66	43	21	13	18	4	2	1	169
<b>Total</b>	<b>3,114</b>	<b>1,725</b>	<b>1,708</b>	<b>720</b>	<b>803</b>	<b>341</b>	<b>163</b>	<b>212</b>	<b>8,787</b>

**Table N.28 Average annualised committed supports (non SIL participants) by age group as at 30 June 2021**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,900	24,500	24,300	32,000	25,600	22,400	21,400	27,700	24,400
7 to 14	22,900	26,500	24,000	26,600	22,300	29,500	21,400	33,900	24,500
15 to 18	46,100	52,300	49,100	43,100	41,100	49,300	35,300	84,400	47,500
19 to 24	63,100	76,900	76,200	68,000	64,000	54,800	57,400	118,900	69,400
25 to 34	75,400	76,400	87,300	78,300	75,400	61,000	68,000	99,400	77,900
35 to 44	76,700	71,900	90,200	81,400	76,600	70,300	74,500	105,500	78,500
45 to 54	80,000	73,200	93,200	76,500	80,500	80,600	65,300	130,700	80,700
55 to 64	86,900	81,700	96,900	84,900	89,400	85,000	73,900	131,000	87,700
65+	93,600	85,100	103,100	86,900	91,700	91,400	75,000	161,200	92,400
<b>Total</b>	<b>51,400</b>	<b>52,400</b>	<b>57,700</b>	<b>55,800</b>	<b>49,700</b>	<b>51,800</b>	<b>45,900</b>	<b>76,200</b>	<b>53,300</b>

**Table N.29 Average annualised committed supports (non SIL participants) by disability type as at 30 June 2021**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	111,600	106,300	117,000	118,500	100,000	97,300	108,100	158,700	<b>111,000</b>
Autism	31,200	35,500	32,600	33,500	30,600	34,600	31,800	42,400	<b>32,900</b>
Cerebral Palsy	96,200	113,500	108,300	92,800	101,900	95,200	78,800	127,000	<b>102,900</b>
Developmental Delay	18,700	19,400	18,800	23,100	20,600	18,000	16,100	21,800	<b>19,200</b>
Global Developmental Delay	20,800	22,800	24,300	25,200	22,200	23,600	18,800	26,900	<b>22,500</b>
Hearing Impairment	13,700	15,700	15,400	16,900	15,400	15,000	10,700	36,000	<b>15,100</b>
Intellectual Disability	59,500	67,400	72,000	70,200	61,600	55,500	56,000	75,000	<b>65,000</b>
Multiple Sclerosis	99,200	93,700	109,400	78,100	106,500	91,700	78,300	182,000	<b>97,200</b>
Psychosocial disability	67,600	55,400	80,000	57,900	72,700	60,800	61,200	95,200	<b>65,100</b>
Spinal Cord Injury	148,500	147,100	152,800	165,000	134,000	133,200	146,300	188,000	<b>150,300</b>
Stroke	107,900	113,600	117,300	100,700	106,900	100,800	105,400	158,200	<b>111,400</b>
Visual Impairment	37,500	37,100	42,800	41,700	39,700	39,100	30,400	74,000	<b>39,000</b>
Other Neurological	110,900	109,100	127,100	109,100	113,600	114,200	83,500	154,900	<b>113,800</b>
Other Physical	70,400	67,400	80,300	70,000	69,000	70,900	56,400	108,800	<b>71,900</b>
Other Sensory/Speech	13,300	15,400	18,600	16,100	12,600	21,000	11,900	25,200	<b>14,500</b>
Other	74,700	81,400	84,300	71,100	84,100	63,700	75,600	108,600	<b>78,800</b>
<b>Total</b>	<b>51,400</b>	<b>52,400</b>	<b>57,700</b>	<b>55,800</b>	<b>49,700</b>	<b>51,800</b>	<b>45,900</b>	<b>76,200</b>	<b>53,300</b>

**Table N.30 Average annualised committed supports (non SIL participants) by level of function as at 30 June 2021**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,100	16,900	17,200	20,900	17,700	18,400	15,100	24,100	<b>17,400</b>
2	22,400	24,400	26,100	21,700	23,000	28,500	19,800	39,500	<b>23,600</b>
3	21,300	22,900	24,500	24,800	21,900	23,500	18,100	39,300	<b>22,900</b>
4	16,900	18,900	20,700	20,900	18,500	20,800	15,800	43,500	<b>18,700</b>
5	26,300	27,400	30,400	29,300	26,500	26,500	20,200	43,900	<b>27,600</b>
6	25,500	26,300	26,700	26,300	23,100	29,200	25,000	41,600	<b>26,000</b>
7	36,100	35,500	34,300	29,100	27,100	41,000	32,400	49,100	<b>34,500</b>
8	47,400	44,700	55,200	45,900	49,700	46,300	44,600	92,600	<b>48,900</b>
9	74,300	70,100	92,900	67,800	66,400	64,700	58,700	152,000	<b>76,100</b>
10	77,700	69,700	97,300	74,400	86,900	71,700	72,600	141,500	<b>80,400</b>
11	63,500	58,100	60,300	45,400	50,900	63,800	68,300	71,600	<b>58,200</b>
12	127,100	121,200	156,800	127,200	146,700	115,500	132,200	196,900	<b>131,600</b>
13	75,100	80,400	81,800	58,600	61,000	69,000	79,500	82,700	<b>74,300</b>
14	201,600	204,800	213,500	190,000	203,400	180,200	184,000	228,400	<b>203,700</b>
15	377,000	417,700	512,000	671,500	n/a	122,200	n/a	632,500	<b>445,100</b>
<b>Total</b>	<b>51,400</b>	<b>52,400</b>	<b>57,700</b>	<b>55,800</b>	<b>49,700</b>	<b>51,800</b>	<b>45,900</b>	<b>76,200</b>	<b>53,300</b>

**Table N.31 Total annualised committed supports (non SIL participants) by support category at 30 June 2021**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,504	2,073	2,008	765	793	181	143	107	<b>8,576</b>
Consumables	166	167	149	56	51	13	9	5	<b>615</b>
Social and Civic	1,712	1,560	1,146	441	360	125	73	53	<b>5,472</b>
Transport	117	106	70	31	28	9	7	3	<b>371</b>
<b>Capacity Building</b>									
Choice and Control	92	98	73	22	36	7	5	5	<b>339</b>
Daily Activities	1,513	1,427	1,059	458	427	97	83	61	<b>5,127</b>
Employment	105	67	42	35	25	7	5	3	<b>289</b>
Health and Wellbeing	32	17	15	3	4	2	3	0	<b>78</b>
Home Living	1	3	1	0	0	0	0	0	<b>5</b>
Lifelong learning	0	0	0	0	0	0	n/a	n/a	<b>1</b>
Relationships	120	100	42	38	31	7	7	5	<b>349</b>
Social and Civic	93	81	39	47	11	12	10	11	<b>302</b>
Support Coordination	211	261	153	70	62	17	11	21	<b>806</b>
<b>Capital</b>									
Assistive Technology	277	246	237	127	84	22	15	15	<b>1,024</b>
Home Modifications	50	47	39	9	10	4	2	2	<b>164</b>
<b>Total</b>	<b>6,994</b>	<b>6,253</b>	<b>5,072</b>	<b>2,102</b>	<b>1,922</b>	<b>505</b>	<b>373</b>	<b>291</b>	<b>23,516</b>

**Table N.32 Average payments by age group for the year ending 30 June 2021**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,800	14,900	15,400	21,400	15,200	12,900	14,800	16,800	<b>16,000</b>
7 to 14	21,700	21,300	19,200	19,100	15,200	22,300	19,300	30,900	<b>20,300</b>
15 to 18	41,600	43,400	39,000	29,200	28,900	38,100	27,300	75,200	<b>38,800</b>
19 to 24	64,200	60,500	79,000	58,700	66,900	64,700	52,700	151,500	<b>66,200</b>
25 to 34	87,500	69,000	98,900	82,200	92,600	94,900	77,900	183,800	<b>85,500</b>
35 to 44	93,200	69,300	100,600	86,200	96,000	101,500	85,600	165,200	<b>88,300</b>
45 to 54	98,100	73,100	101,300	82,300	99,000	104,500	92,000	171,400	<b>91,100</b>
55 to 64	96,100	75,200	96,100	81,800	93,200	110,900	86,400	157,800	<b>89,700</b>
65+	97,900	74,700	94,500	78,200	88,300	105,700	69,500	197,200	<b>89,100</b>
<b>Total</b>	<b>57,300</b>	<b>46,800</b>	<b>59,200</b>	<b>52,300</b>	<b>51,700</b>	<b>63,400</b>	<b>50,300</b>	<b>100,400</b>	<b>54,300</b>

**Table N.33 Average payments by disability type for the year ending 30 June 2021**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	117,400	93,800	127,100	123,100	118,200	130,900	124,900	233,700	<b>116,600</b>
Autism	33,500	31,100	31,300	29,200	27,000	40,300	31,700	46,900	<b>31,600</b>
Cerebral Palsy	117,700	117,500	125,300	105,100	115,600	130,100	110,000	200,400	<b>119,100</b>
Developmental Delay	11,800	9,900	9,900	13,900	10,800	8,800	9,500	9,400	<b>10,600</b>
Global Developmental Delay	15,500	13,300	15,500	15,700	12,600	15,100	14,300	23,100	<b>14,800</b>
Hearing Impairment	7,800	7,500	7,600	7,300	7,600	8,300	5,100	18,400	<b>7,700</b>
Intellectual Disability	88,700	75,700	95,300	80,600	88,600	83,900	83,900	129,800	<b>85,800</b>
Multiple Sclerosis	79,300	71,100	88,400	61,200	91,700	69,400	71,200	217,400	<b>77,300</b>
Psychosocial disability	66,300	36,400	65,700	39,400	58,900	75,100	57,400	115,200	<b>53,800</b>
Spinal Cord Injury	124,300	126,100	129,000	128,500	109,900	112,200	132,600	218,800	<b>126,500</b>
Stroke	96,400	85,100	103,800	78,400	91,600	100,300	100,200	171,100	<b>95,400</b>
Visual Impairment	28,900	24,500	33,500	30,200	30,700	39,600	21,900	56,700	<b>28,900</b>
Other Neurological	97,300	81,800	114,500	90,400	103,900	105,700	85,500	192,500	<b>97,800</b>
Other Physical	53,100	46,000	56,900	43,300	45,400	55,800	40,900	70,100	<b>50,600</b>
Other Sensory/Speech	8,800	8,600	11,900	11,400	6,200	13,300	6,800	17,700	<b>8,700</b>
Other	59,000	56,400	63,400	37,000	65,800	36,500	63,300	88,100	<b>57,400</b>
<b>Total</b>	<b>57,300</b>	<b>46,800</b>	<b>59,200</b>	<b>52,300</b>	<b>51,700</b>	<b>63,400</b>	<b>50,300</b>	<b>100,400</b>	<b>54,300</b>

Table N.34 Average payments by level of function for the year ending 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,200	8,400	9,200	12,700	9,300	10,000	9,100	14,900	<b>9,900</b>
2	14,500	12,600	17,100	11,800	15,200	18,100	15,200	5,400	<b>13,700</b>
3	16,100	13,300	16,700	16,200	15,900	16,700	11,700	34,500	<b>15,500</b>
4	11,800	10,300	13,300	11,200	10,600	12,100	10,300	25,300	<b>11,700</b>
5	22,400	18,400	23,600	19,300	17,700	22,300	15,000	38,400	<b>20,800</b>
6	21,200	16,700	19,400	16,100	17,000	23,700	17,100	33,000	<b>18,900</b>
7	43,300	28,700	33,000	18,700	21,400	54,800	34,800	59,700	<b>34,300</b>
8	38,700	29,100	45,800	31,400	48,500	42,200	31,100	107,900	<b>38,600</b>
9	53,500	44,500	67,900	40,600	41,600	49,500	48,500	245,400	<b>53,900</b>
10	70,200	52,400	84,700	58,800	92,200	72,800	66,000	171,900	<b>70,100</b>
11	97,200	51,200	58,400	34,800	37,900	113,300	103,700	101,500	<b>66,600</b>
12	144,700	117,500	174,900	132,800	172,000	144,200	149,300	263,100	<b>143,200</b>
13	94,600	85,100	85,300	58,400	50,700	102,900	112,700	99,500	<b>82,600</b>
14	217,500	198,400	227,300	193,900	203,100	231,200	229,000	322,500	<b>214,400</b>
15	361,100	455,900	490,600	575,300	711,400	304,800	n/a	691,900	<b>448,100</b>
<b>Total</b>	<b>57,300</b>	<b>46,800</b>	<b>59,200</b>	<b>52,300</b>	<b>51,700</b>	<b>63,400</b>	<b>50,300</b>	<b>100,400</b>	<b>54,300</b>

Table N.35 Total payments (\$m) by support category for the year ending 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	4,305	2,843	2,720	1,061	1,269	375	243	264	<b>13,078</b>
Consumables	123	116	109	34	31	10	6	3	<b>433</b>
Social and Civic	1,382	878	962	314	204	119	62	48	<b>3,970</b>
Transport	285	192	103	41	35	12	12	7	<b>686</b>
<b>Capacity Building</b>									
Choice and Control	83	93	64	17	34	6	5	4	<b>305</b>
Daily Activities	886	736	588	262	249	47	48	27	<b>2,844</b>
Employment	82	44	28	23	25	5	3	1	<b>211</b>
Health and Wellbeing	18	7	8	1	2	1	2	0	<b>40</b>
Home Living	0	0	0	0	0	0	0	0	<b>1</b>
Lifelong learning	0	0	0	0	0	0	n/a	n/a	<b>0</b>
Relationships	87	57	30	18	16	5	4	3	<b>220</b>
Social and Civic	34	25	16	17	3	5	4	3	<b>107</b>
Support Coordination	175	195	118	41	43	15	8	17	<b>613</b>
<b>Capital</b>									
Assistive Technology	170	133	138	53	46	14	10	4	<b>568</b>
Home Modifications	91	76	43	4	15	6	2	1	<b>239</b>
<b>Total</b>	<b>7,721</b>	<b>5,395</b>	<b>4,927</b>	<b>1,892</b>	<b>1,972</b>	<b>619</b>	<b>410</b>	<b>383</b>	<b>23,319</b>

Table N.36 Average payments (SIL participants) by age group for the year ending 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
7 to 14	544,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>186,900</b>
15 to 18	464,900	781,100	423,600	255,900	n/a	n/a	n/a	n/a	<b>465,600</b>
19 to 24	392,800	416,200	380,400	302,300	462,500	383,800	367,700	620,800	<b>393,500</b>
25 to 34	340,500	317,700	360,200	299,300	358,600	368,800	345,100	547,800	<b>343,400</b>
35 to 44	323,200	290,300	343,400	286,700	340,400	338,800	340,800	544,500	<b>323,800</b>
45 to 54	306,500	264,000	336,000	262,300	321,000	313,900	319,300	498,500	<b>302,900</b>
55 to 64	310,500	258,900	325,100	264,200	308,200	323,400	316,200	536,500	<b>299,700</b>
65+	299,300	261,100	329,900	253,200	311,200	260,400	338,700	n/a	<b>296,600</b>
<b>Total</b>	<b>324,300</b>	<b>285,700</b>	<b>344,300</b>	<b>275,300</b>	<b>338,500</b>	<b>337,000</b>	<b>329,800</b>	<b>540,300</b>	<b>320,800</b>

**Table N.37 Average payments (SIL participants) by disability type for the year ending 30 June 2021**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	337,200	317,300	369,900	289,300	389,300	344,800	412,100	599,800	<b>353,400</b>
Autism	375,300	369,600	389,000	297,400	371,300	388,700	368,200	468,100	<b>369,400</b>
Cerebral Palsy	376,800	305,100	392,800	329,200	369,400	398,400	349,900	475,600	<b>359,200</b>
Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Global Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Hearing Impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Intellectual Disability	307,700	264,100	312,200	252,900	299,100	308,200	309,300	497,400	<b>294,600</b>
Multiple Sclerosis	390,600	342,000	449,900	259,400	456,000	n/a	n/a	n/a	<b>384,200</b>
Psychosocial disability	286,300	211,700	323,200	266,100	418,800	301,300	269,800	491,300	<b>291,700</b>
Spinal Cord Injury	329,400	578,500	492,100	365,500	n/a	n/a	n/a	n/a	<b>448,100</b>
Stroke	409,500	389,800	421,100	294,600	384,700	n/a	n/a	n/a	<b>409,700</b>
Visual Impairment	282,700	n/a	259,400	n/a	n/a	n/a	n/a	n/a	<b>259,300</b>
Other Neurological	387,000	345,800	423,000	327,400	492,900	474,000	374,100	753,800	<b>404,600</b>
Other Physical	372,100	296,800	381,800	n/a	385,400	n/a	n/a	n/a	<b>356,300</b>
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Other	344,100	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>405,400</b>
<b>Total</b>	<b>324,300</b>	<b>285,700</b>	<b>344,300</b>	<b>275,300</b>	<b>338,500</b>	<b>337,000</b>	<b>329,800</b>	<b>540,300</b>	<b>320,800</b>

**Table N.38 Average payments (SIL participants) by level of function for the year ending 30 June 2021**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
3	220,100	n/a	253,600	n/a	192,600	n/a	n/a	n/a	<b>225,500</b>
4	276,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>250,400</b>
5	247,800	300,700	291,600	n/a	n/a	n/a	n/a	n/a	<b>270,000</b>
6	238,700	191,400	225,200	165,100	188,000	236,200	n/a	n/a	<b>216,800</b>
7	286,300	278,700	315,700	n/a	316,800	260,100	n/a	n/a	<b>287,100</b>
8	239,400	191,800	243,900	191,100	229,700	223,200	n/a	542,500	<b>237,500</b>
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>308,600</b>
10	268,900	230,900	290,800	224,800	339,000	290,100	271,400	586,900	<b>280,900</b>
11	342,800	313,000	331,400	205,300	431,200	361,600	285,800	n/a	<b>335,700</b>
12	331,000	283,600	368,700	288,000	380,400	350,300	346,000	579,400	<b>329,200</b>
13	412,300	407,900	454,200	304,200	425,600	489,300	404,600	n/a	<b>412,200</b>
14	402,100	324,900	411,500	340,300	395,700	447,600	376,000	487,600	<b>382,500</b>
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>523,200</b>
<b>Total</b>	<b>324,300</b>	<b>285,700</b>	<b>344,300</b>	<b>275,300</b>	<b>338,500</b>	<b>337,000</b>	<b>329,800</b>	<b>540,300</b>	<b>320,800</b>

**Table N.39 Total payments (\$m) (SIL participants) by support category for the year ending 30 June 2021**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,248	1,153	1,267	489	676	231	123	170	<b>6,356</b>
Consumables	15	9	10	4	5	1	1	1	<b>46</b>
Social and Civic	331	162	207	69	44	52	15	21	<b>901</b>
Transport	21	12	8	3	3	2	1	0	<b>50</b>
<b>Capacity Building</b>									
Choice and Control	4	5	3	0	2	0	0	0	<b>17</b>
Daily Activities	48	30	31	17	16	5	3	3	<b>153</b>
Employment	10	2	2	4	4	1	0	0	<b>24</b>
Health and Wellbeing	2	0	1	0	0	0	0	0	<b>4</b>
Home Living	0	0	0	0	0	0	0	n/a	<b>0</b>
Lifelong learning	n/a	n/a	0	n/a	0	0	n/a	n/a	<b>0</b>
Relationships	37	17	14	6	6	3	1	2	<b>86</b>
Social and Civic	1	0	1	0	0	1	0	0	<b>4</b>
Support Coordination	35	24	22	5	8	3	1	4	<b>102</b>
<b>Capital</b>									
Assistive Technology	17	12	12	5	7	2	1	1	<b>56</b>
Home Modifications	54	46	15	1	9	3	1	1	<b>130</b>
<b>Total</b>	<b>2,823</b>	<b>1,473</b>	<b>1,595</b>	<b>604</b>	<b>782</b>	<b>302</b>	<b>148</b>	<b>202</b>	<b>7,930</b>

**Table N.40 Average payments (non SIL participants) by age group for the year ending 30 June 2021**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,800	14,900	15,400	21,400	15,200	12,900	14,800	16,800	<b>16,000</b>
7 to 14	21,600	21,200	19,100	19,100	15,200	22,300	19,300	30,900	<b>20,200</b>
15 to 18	38,300	40,500	36,300	27,000	26,700	33,300	26,900	65,400	<b>35,900</b>
19 to 24	43,300	49,400	56,300	45,100	43,500	34,700	41,100	82,000	<b>47,200</b>
25 to 34	54,700	49,300	63,700	56,000	52,500	43,300	50,700	72,700	<b>54,700</b>
35 to 44	54,800	46,400	66,000	57,600	51,000	50,300	50,200	61,900	<b>54,300</b>
45 to 54	57,300	48,400	66,700	51,700	53,800	57,200	46,700	82,000	<b>55,800</b>
55 to 64	62,900	54,100	69,700	56,900	61,800	58,000	55,100	92,900	<b>61,300</b>
65+	70,900	57,800	76,900	60,400	62,300	67,900	50,600	101,400	<b>66,700</b>
<b>Total</b>	<b>38,900</b>	<b>35,600</b>	<b>42,400</b>	<b>37,900</b>	<b>33,200</b>	<b>35,800</b>	<b>34,000</b>	<b>52,600</b>	<b>38,000</b>

**Table N.41 Average payments (non SIL participants) by disability type for the year ending 30 June 2021**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	85,700	74,400	88,000	86,300	69,100	73,500	81,500	101,800	<b>81,400</b>
Autism	25,900	25,500	24,200	22,600	20,500	23,500	24,500	33,900	<b>24,600</b>
Cerebral Palsy	75,100	83,700	85,900	66,400	69,200	72,200	70,300	90,100	<b>78,200</b>
Developmental Delay	11,800	9,900	9,900	13,900	10,800	8,800	9,500	9,400	<b>10,600</b>
Global Developmental Delay	15,500	13,300	15,500	15,700	12,600	15,100	14,300	23,100	<b>14,800</b>
Hearing Impairment	7,800	7,300	7,500	7,300	7,600	8,200	5,100	17,100	<b>7,600</b>
Intellectual Disability	44,900	46,600	53,900	50,200	42,300	38,500	44,400	57,000	<b>47,100</b>
Multiple Sclerosis	73,300	63,500	75,300	53,600	76,300	58,400	54,500	154,400	<b>68,200</b>
Psychosocial disability	43,800	33,300	54,200	34,700	46,200	41,400	40,200	64,900	<b>41,400</b>
Spinal Cord Injury	117,000	114,500	119,900	118,100	94,000	102,500	125,400	128,500	<b>115,700</b>
Stroke	81,300	78,500	87,100	66,300	76,400	71,600	77,600	101,600	<b>80,600</b>
Visual Impairment	26,700	23,100	30,100	27,600	27,400	29,000	21,900	47,300	<b>26,400</b>
Other Neurological	83,300	73,600	95,400	76,000	79,300	78,200	59,700	115,000	<b>82,100</b>
Other Physical	49,800	44,300	53,100	41,600	40,600	44,000	37,500	55,200	<b>47,300</b>
Other Sensory/Speech	8,800	8,600	11,200	11,400	6,200	13,300	6,800	17,700	<b>8,700</b>
Other	51,000	48,900	58,000	35,300	52,700	33,400	52,700	58,700	<b>50,000</b>
<b>Total</b>	<b>38,900</b>	<b>35,600</b>	<b>42,400</b>	<b>37,900</b>	<b>33,200</b>	<b>35,800</b>	<b>34,000</b>	<b>52,600</b>	<b>38,000</b>

**Table N.42 Average payments (non SIL participants) by level of function for the year ending 30 June 2021**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,100	8,300	9,100	12,300	9,300	10,000	8,900	14,900	<b>9,800</b>
2	14,500	12,600	17,100	11,800	15,200	18,100	15,200	5,400	<b>13,700</b>
3	14,300	12,800	14,900	14,800	12,200	13,900	11,700	28,400	<b>13,900</b>
4	11,300	10,200	12,700	10,900	9,800	11,500	9,800	20,000	<b>11,200</b>
5	19,200	17,300	20,500	18,300	15,700	15,500	14,300	31,400	<b>18,400</b>
6	19,200	16,000	17,700	15,100	14,100	17,800	16,200	27,600	<b>17,200</b>
7	28,300	25,400	24,100	17,900	17,000	27,800	26,400	37,200	<b>25,100</b>
8	30,200	26,200	36,000	26,700	30,800	26,700	26,600	57,600	<b>30,300</b>
9	49,300	42,300	65,100	39,100	38,000	41,200	34,200	64,300	<b>49,100</b>
10	51,900	42,900	65,600	46,900	54,700	46,900	50,700	88,300	<b>52,200</b>
11	53,100	43,100	45,500	31,600	32,200	50,400	53,500	61,000	<b>44,400</b>
12	97,700	84,900	120,800	94,100	109,200	84,600	101,400	136,300	<b>97,800</b>
13	66,600	68,500	68,900	45,600	44,500	52,700	72,400	69,900	<b>62,600</b>
14	161,200	157,200	176,100	142,500	145,500	147,200	169,600	172,600	<b>161,200</b>
15	353,300	463,600	463,400	566,300	132,400	80,700	n/a	249,900	<b>427,900</b>
<b>Total</b>	<b>38,900</b>	<b>35,600</b>	<b>42,400</b>	<b>37,900</b>	<b>33,200</b>	<b>35,800</b>	<b>34,000</b>	<b>52,600</b>	<b>38,000</b>

**Table N.43 Total payments (\$m) (non SIL participants) by support category for the year ending 30 June 2021**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,057	1,689	1,453	572	593	144	120	94	<b>6,723</b>
Consumables	108	106	99	31	27	9	5	2	<b>386</b>
Social and Civic	1,051	716	755	246	160	67	47	27	<b>3,070</b>
Transport	264	180	95	38	32	10	11	7	<b>636</b>
<b>Capacity Building</b>									
Choice and Control	79	88	61	16	32	6	4	3	<b>288</b>
Daily Activities	838	706	557	245	233	43	45	24	<b>2,691</b>
Employment	73	42	25	19	20	4	3	1	<b>187</b>
Health and Wellbeing	16	6	8	1	2	1	2	0	<b>36</b>
Home Living	0	0	0	0	0	0	0	0	<b>1</b>
Lifelong learning	0	0	0	0	0	0	n/a	n/a	<b>0</b>
Relationships	49	40	15	12	10	3	3	1	<b>133</b>
Social and Civic	32	24	15	16	3	4	4	3	<b>103</b>
Support Coordination	140	172	95	36	35	11	7	14	<b>511</b>
<b>Capital</b>									
Assistive Technology	154	121	125	48	40	12	9	3	<b>512</b>
Home Modifications	38	30	28	3	6	3	2	1	<b>110</b>
<b>Total</b>	<b>4,898</b>	<b>3,922</b>	<b>3,332</b>	<b>1,288</b>	<b>1,190</b>	<b>317</b>	<b>262</b>	<b>181</b>	<b>15,390</b>

**Table N.44 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>760 761 762</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	81%	73%	89%	83%	81%	n/a	n/a	n/a	<b>83%</b>
Subsequent plans	86%	80%	87%	85%	84%	86%	88%	86%	<b>86%</b>
Total	86%	80%	87%	84%	83%	86%	88%	86%	<b>85%</b>
<b>Non SIL</b>									
First plan	53%	47%	50%	55%	47%	45%	48%	45%	<b>50%</b>
Subsequent plans	69%	63%	69%	65%	64%	65%	68%	59%	<b>66%</b>
Total	67%	61%	66%	62%	62%	61%	66%	55%	<b>64%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>53%</b>	<b>48%</b>	<b>50%</b>	<b>64%</b>	<b>49%</b>	<b>46%</b>	<b>50%</b>	<b>49%</b>	<b>53%</b>
Subsequent plans	<b>75%</b>	<b>66%</b>	<b>74%</b>	<b>70%</b>	<b>71%</b>	<b>72%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>
Total	<b>74%</b>	<b>63%</b>	<b>71%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>74%</b>	<b>70%</b>	<b>70%</b>

<sup>760</sup> Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>761</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>762</sup> Utilisation is not shown if there is insufficient data in the group.



**Table N.45 Participant Service Guarantee Timeframes (% guarantees met)** <sup>763 764 765 766</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	68%	81%	71%	54%	72%	83%	50%	100%	<b>70%</b>
2	Make an access decision, or request for more information, after an access request has been received	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	99%	98%	100%	100%	98%	100%	100%	100%	<b>99%</b>
4	Make an access decision, after the final information has been provided	99%	99%	98%	98%	99%	99%	98%	100%	<b>99%</b>
5	Commence facilitating the preparation of a plan, after an access decision has been made	84%	82%	70%	85%	79%	74%	96%	46%	<b>80%</b>
6	Approve a participant's plan, after an access decision has been made	88%	82%	76%	79%	79%	85%	84%	15%	<b>80%</b>
7	Approve a plan for ECEI participants, after an access decision has been made	99%	82%	96%	66%	96%	97%	98%	84%	<b>91%</b>
9	If the participant accepts the offer, hold a plan implementation meeting	100%	100%	100%	100%	100%	100%	100%	99%	<b>100%</b>
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	23%	26%	40%	46%	26%	41%	6%	13%	<b>28%</b>
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	91%	91%	91%	85%	91%	93%	88%	93%	<b>91%</b>
13	Complete a Participant Requested Review, after the decision to accept the request was made	77%	75%	79%	59%	55%	73%	55%	40%	<b>72%</b>
14	Vary a plan, after the receipt of information that triggers the plan amendment process	96%	95%	97%	97%	89%	92%	92%	76%	<b>95%</b>
17	Complete an internal Review of a Reviewable Decision, after a request is received	95%	94%	94%	94%	94%	97%	94%	82%	<b>94%</b>

<sup>763</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>764</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>765</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 June 2021 quarter are based on the 56 day timeframe.

<sup>766</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.

PSG		Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	94%	100%	100%	93%	86%	NA	0%	100%	96%
19	Cancel participant requested nominee	14 days	86%	75%	89%	89%	83%	100%	NA	100%	86%
20	Cancel CEO initiated nominee	14 days	100%	100%	100%	100%	100%	100%	NA	NA	100%

# 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 30 June 2021** <sup>767 768 769 770 771 772 773 774</sup>

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>117,505</b>	<b>81%</b>	<b>142,498</b>	<b>98%</b>	<b>33,577</b>	<b>23%</b>	<b>144,890</b>
Hunter New England	Jul-13	19,882	80%	24,184	97%	5,558	22%	<b>24,849</b>
Central Coast	Jul-16	6,328	76%	8,161	98%	1,743	21%	<b>8,307</b>
Far West	Jul-17	546	86%	635	100%	153	24%	<b>637</b>
Illawarra Shoalhaven	Jul-17	7,466	87%	8,388	98%	2,135	25%	<b>8,558</b>
Mid North Coast	Jul-17	5,182	87%	5,906	99%	1,297	22%	<b>5,949</b>
Murrumbidgee	Jul-17	5,518	86%	6,398	100%	1,595	25%	<b>6,421</b>
Nepean Blue Mountains	Jul-15	6,196	72%	8,388	98%	1,804	21%	<b>8,566</b>
North Sydney	Jul-16	8,391	83%	9,986	99%	2,812	28%	<b>10,132</b>
Northern NSW	Jul-17	6,425	93%	6,862	99%	1,649	24%	<b>6,903</b>
South Eastern Sydney	Jul-17	8,275	85%	9,587	99%	2,361	24%	<b>9,712</b>
South Western Sydney	Jul-16	15,160	76%	19,467	98%	4,184	21%	<b>19,823</b>
Southern NSW	Jul-16	3,505	85%	4,080	98%	1,049	25%	<b>4,144</b>
Sydney	Jul-17	7,096	88%	7,927	99%	1,863	23%	<b>8,028</b>
Western NSW	Jul-17	5,072	84%	5,992	99%	1,606	26%	<b>6,066</b>
Western Sydney	Jul-16	12,443	74%	16,517	98%	3,763	22%	<b>16,774</b>
NSW - Other		20	95%	20	95%	<11		<b>21</b>
<b>VIC</b>		<b>117,889</b>	<b>95%</b>	<b>123,120</b>	<b>99%</b>	<b>26,379</b>	<b>21%</b>	<b>124,501</b>
Barwon	Jul-13	8,438	93%	8,980	98%	1,915	21%	<b>9,122</b>
Central Highlands	Jan-17	4,485	89%	4,937	98%	1,068	21%	<b>5,017</b>
Loddon	May-17	6,135	92%	6,597	99%	1,341	20%	<b>6,663</b>
North East Melbourne	Jul-16	10,676	89%	11,845	98%	2,644	22%	<b>12,061</b>
Inner Gippsland	Oct-17	4,627	97%	4,708	98%	973	20%	<b>4,782</b>
Ovens Murray	Oct-17	2,967	92%	3,184	99%	682	21%	<b>3,232</b>
Western District	Oct-17	3,471	94%	3,656	99%	857	23%	<b>3,693</b>
Inner East Melbourne	Nov-17	8,780	96%	9,061	99%	2,314	25%	<b>9,193</b>
Outer East Melbourne	Nov-17	8,875	97%	9,003	99%	2,129	23%	<b>9,108</b>
Hume Moreland	Mar-18	8,012	95%	8,375	99%	1,614	19%	<b>8,449</b>
Bayside Peninsula	Apr-18	14,740	98%	14,823	99%	3,511	23%	<b>14,972</b>
Southern Melbourne	Sep-18	11,022	97%	11,300	99%	2,310	20%	<b>11,404</b>
Brimbank Melton	Oct-18	7,379	96%	7,683	100%	1,258	16%	<b>7,716</b>
Western Melbourne	Oct-18	10,764	97%	11,033	99%	2,027	18%	<b>11,115</b>
Goulburn	Jan-19	3,415	92%	3,702	99%	764	20%	<b>3,727</b>
Mallee	Jan-19	1,984	96%	2,062	100%	441	21%	<b>2,064</b>
Outer Gippsland	Jan-19	2,108	97%	2,160	99%	530	24%	<b>2,171</b>
VIC - Other		11	92%	11	92%	<11		<b>12</b>

<sup>767</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>768</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>769</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>770</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>771</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>772</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>773</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

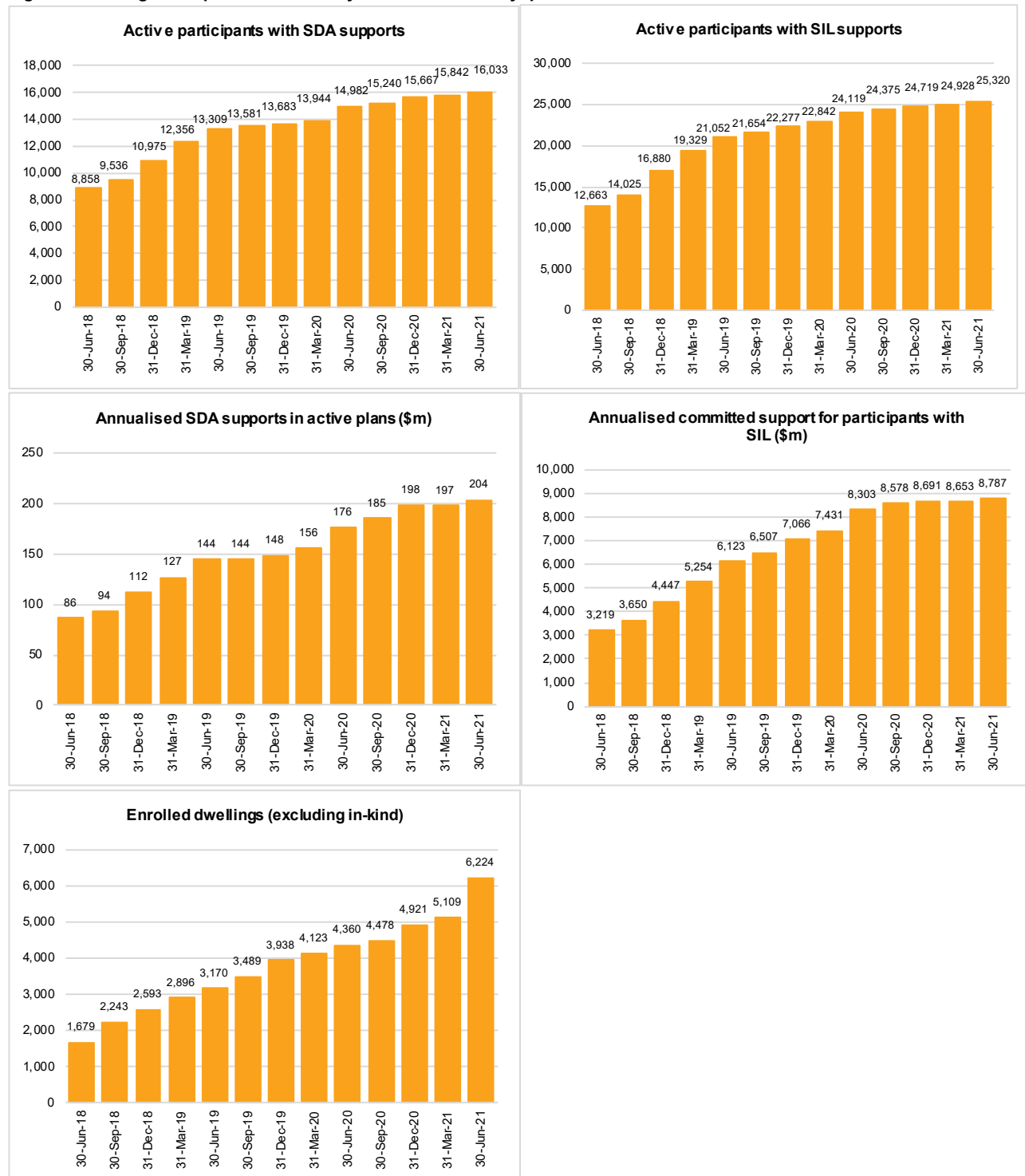
<sup>774</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>QLD</b>		<b>88,709</b>	<b>96%</b>	<b>92,397</b>	<b>100%</b>	<b>22,889</b>	<b>25%</b>	<b>92,742</b>
Bundaberg	Sep-17	2,434	88%	2,751	100%	694	25%	2,762
Ipswich	Jul-17	6,939	91%	7,555	100%	1,714	23%	7,589
Mackay	Nov-16	2,724	88%	3,077	99%	745	24%	3,108
Toowoomba	Jan-17	5,809	96%	6,054	100%	1,615	27%	6,071
Townsville	Apr-16	5,047	88%	5,720	99%	1,372	24%	5,761
Rockhampton	Nov-17	4,715	91%	5,141	99%	1,221	24%	5,168
Beenleigh	Jul-18	9,206	98%	9,375	100%	2,080	22%	9,390
Brisbane	Jul-18	16,996	98%	17,188	100%	4,488	26%	17,266
Cairns	Jul-18	4,387	97%	4,499	100%	1,210	27%	4,517
Maryborough	Jul-18	3,684	96%	3,829	100%	1,048	27%	3,834
Robina	Jul-18	9,329	98%	9,442	100%	2,100	22%	9,480
Caboolture/Strathpine	Jan-19	9,486	98%	9,682	100%	2,478	26%	9,697
Maroochydore	Jan-19	7,930	98%	8,057	100%	2,122	26%	8,071
QLD - Other		23	82%	27	96%	<11		28
<b>WA</b>		<b>34,598</b>	<b>87%</b>	<b>39,305</b>	<b>98%</b>	<b>12,064</b>	<b>30%</b>	<b>39,951</b>
North East Metro	Jul-14	5,389	84%	6,297	98%	2,096	33%	6,403
Wheat Belt	Jan-17	848	88%	952	99%	290	30%	966
South Metro	Jul-18	5,073	81%	6,113	98%	1,753	28%	6,232
Central South Metro	Jul-18	4,402	87%	4,912	98%	1,481	29%	5,034
South West	Sep-18	2,968	88%	3,270	97%	903	27%	3,382
Goldfields-Esperance	Oct-18	538	84%	637	99%	164	26%	642
North Metro	Oct-18	4,568	88%	5,157	99%	1,696	33%	5,200
Kimberley-Pilbara	Oct-18	1,092	87%	1,250	100%	336	27%	1,253
South East Metro	Jul-19	4,027	90%	4,407	99%	1,447	32%	4,457
Central North Metro	Jul-19	4,117	91%	4,487	99%	1,481	33%	4,526
Great Southern	Jul-19	842	86%	958	98%	228	23%	974
Midwest-Gascoyne	Jul-19	731	83%	862	98%	188	21%	879
WA - Other		<11		<11		<11		<11
<b>SA</b>		<b>37,999</b>	<b>93%</b>	<b>40,737</b>	<b>99%</b>	<b>9,191</b>	<b>22%</b>	<b>41,034</b>
Adelaide Hills	Jul-13	1,452	94%	1,527	99%	302	20%	1,548
Barossa, Light and Lower North	Jul-13	1,774	91%	1,943	100%	318	16%	1,952
Eastern Adelaide	Jul-13	3,277	93%	3,507	100%	836	24%	3,522
Eyre and Western	Jul-13	1,197	94%	1,271	100%	315	25%	1,276
Far North (SA)	Jul-13	477	95%	499	99%	137	27%	502
Fleurieu and Kangaroo Island	Jul-13	1,059	95%	1,111	99%	283	25%	1,119
Limestone Coast	Jul-13	1,253	92%	1,330	98%	294	22%	1,356
Murray and Mallee	Jul-13	1,571	91%	1,711	99%	375	22%	1,726
Northern Adelaide	Jul-13	12,613	92%	13,638	99%	2,910	21%	13,749
Southern Adelaide	Jul-13	8,397	93%	8,945	99%	2,193	24%	8,996
Western Adelaide	Jul-13	3,399	93%	3,619	99%	890	24%	3,643
Yorke and Mid North	Jul-13	1,530	93%	1,636	99%	338	21%	1,645
SA - Other		<11		<11		<11		<11
<b>TAS</b>		<b>9,873</b>	<b>93%</b>	<b>10,335</b>	<b>97%</b>	<b>2,461</b>	<b>23%</b>	<b>10,657</b>
TAS North	Jul-13	2,933	96%	2,990	98%	786	26%	3,049
TAS North West	Jul-13	2,188	87%	2,433	97%	528	21%	2,504
TAS South East	Jul-13	2,085	90%	2,219	96%	499	21%	2,322
TAS South West	Jul-13	2,667	96%	2,693	97%	648	23%	2,782
TAS - Other		<11		<11		<11		<11
<b>ACT</b>		<b>7,116</b>	<b>83%</b>	<b>8,435</b>	<b>98%</b>	<b>1,802</b>	<b>21%</b>	<b>8,586</b>
ACT	Jul-14	7,114	83%	8,433	98%	1,801	21%	8,584
ACT - Other		<11		<11		<11		<11

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NT</b>		<b>4,010</b>	<b>96%</b>	<b>4,185</b>	<b>100%</b>	<b>1,112</b>	<b>27%</b>	<b>4,196</b>
Barkly	Jul-14	152	97%	156	99%	52	33%	<b>157</b>
Central Australia	Jul-17	638	95%	671	100%	254	38%	<b>672</b>
Darwin Remote	Jul-17	365	94%	390	100%	101	26%	<b>390</b>
Darwin Urban	Jan-17	2,357	96%	2,450	100%	546	22%	<b>2,458</b>
East Arnhem	Jan-17	189	97%	194	100%	56	29%	<b>194</b>
Katherine	Jul-17	187	96%	195	100%	76	39%	<b>195</b>
NT - Other		122	94%	129	99%	27	21%	<b>130</b>
<b>Other Territories</b>		<b>38</b>	<b>93%</b>	<b>40</b>	<b>98%</b>	<b>&lt;11</b>		<b>41</b>
Missing		19	93%	21	98%	<11		21
<b>Total</b>		<b>417,756</b>	<b>90%</b>	<b>461,073</b>	<b>99%</b>	<b>109,486</b>	<b>23%</b>	<b>466,619</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL <sup>775 776</sup>



<sup>775</sup> The cashing out of SDA in-kind arrangements in Victoria has commenced during the June 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>776</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.

**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2021** <sup>777 778 779</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>5,572</b>	<b>3.8%</b>	<b>8,907</b>	<b>6.1%</b>	<b>144,890</b>
Hunter New England	799	3.2%	1,689	6.8%	24,849
Central Coast	265	3.2%	491	5.9%	8,307
Far West	<11		20	3.1%	637
Illawarra Shoalhaven	342	4.0%	520	6.1%	8,558
Mid North Coast	151	2.5%	224	3.8%	5,949
Murrumbidgee	253	3.9%	359	5.6%	6,421
Nepean Blue Mountains	404	4.7%	585	6.8%	8,566
North Sydney	767	7.6%	891	8.8%	10,132
Northern NSW	219	3.2%	316	4.6%	6,903
South Eastern Sydney	451	4.6%	604	6.2%	9,712
South Western Sydney	482	2.4%	983	5.0%	19,823
Southern NSW	139	3.4%	206	5.0%	4,144
Sydney	258	3.2%	419	5.2%	8,028
Western NSW	340	5.6%	492	8.1%	6,066
Western Sydney	695	4.1%	1,107	6.6%	16,774
NSW - Other	<11		<11		21
<b>VIC</b>	<b>5,295</b>	<b>4.3%</b>	<b>5,187</b>	<b>4.2%</b>	<b>124,501</b>
Barwon	345	3.8%	383	4.2%	9,122
Central Highlands	262	5.2%	261	5.2%	5,017
Loddon	256	3.8%	237	3.6%	6,663
North East Melbourne	713	5.9%	693	5.7%	12,061
Inner Gippsland	132	2.8%	132	2.8%	4,782
Ovens Murray	142	4.4%	137	4.2%	3,232
Western District	269	7.3%	273	7.4%	3,693
Inner East Melbourne	773	8.4%	705	7.7%	9,193
Outer East Melbourne	467	5.1%	411	4.5%	9,108
Hume Moreland	211	2.5%	216	2.6%	8,449
Bayside Peninsula	745	5.0%	792	5.3%	14,972
Southern Melbourne	258	2.3%	279	2.4%	11,404
Brimbank Melton	196	2.5%	191	2.5%	7,716
Western Melbourne	279	2.5%	232	2.1%	11,115
Goulburn	93	2.5%	94	2.5%	3,727
Mallee	83	4.0%	82	4.0%	2,064
Outer Gippsland	71	3.3%	69	3.2%	2,171
VIC - Other	<11		<11		12
<b>QLD</b>	<b>1,650</b>	<b>1.8%</b>	<b>4,829</b>	<b>5.2%</b>	<b>92,742</b>
Bundaberg	64	2.3%	156	5.6%	2,762
Ipswich	225	3.0%	394	5.2%	7,589
Mackay	29	0.9%	128	4.1%	3,108
Toowoomba	201	3.3%	440	7.2%	6,071
Townsville	58	1.0%	329	5.7%	5,761
Rockhampton	80	1.5%	243	4.7%	5,168
Beenleigh	134	1.4%	465	5.0%	9,390
Brisbane	342	2.0%	932	5.4%	17,266
Cairns	56	1.2%	271	6.0%	4,517
Maryborough	75	2.0%	196	5.1%	3,834
Robina	136	1.4%	469	4.9%	9,480

<sup>777</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>778</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>779</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 30 June 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	133	1.4%	433	4.5%	9,697
Maroochydore	117	1.4%	373	4.6%	8,071
QLD - Other	<11		<11		28
<b>WA</b>	<b>1,149</b>	<b>2.9%</b>	<b>2,290</b>	<b>5.7%</b>	<b>39,951</b>
North East Metro	304	4.7%	526	8.2%	6,403
Wheat Belt	<11		23	2.4%	966
South Metro	72	1.2%	284	4.6%	6,232
Central South Metro	92	1.8%	246	4.9%	5,034
South West	31	0.9%	126	3.7%	3,382
Goldfields-Esperance	<11		28	4.4%	642
North Metro	118	2.3%	203	3.9%	5,200
Kimberley-Pilbara	<11		26	2.1%	1,253
South East Metro	231	5.2%	390	8.8%	4,457
Central North Metro	256	5.7%	350	7.7%	4,526
Great Southern	15	1.5%	56	5.7%	974
Midwest-Gascoyne	19	2.2%	32	3.6%	879
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,675</b>	<b>4.1%</b>	<b>2,350</b>	<b>5.7%</b>	<b>41,034</b>
Adelaide Hills	36	2.3%	62	4.0%	1,548
Barossa, Light and Lower North	25	1.3%	46	2.4%	1,952
Eastern Adelaide	157	4.5%	237	6.7%	3,522
Eyre and Western	30	2.4%	36	2.8%	1,276
Far North (SA)	18	3.6%	26	5.2%	502
Fleurieu and Kangaroo Island	35	3.1%	47	4.2%	1,119
Limestone Coast	42	3.1%	79	5.8%	1,356
Murray and Mallee	70	4.1%	98	5.7%	1,726
Northern Adelaide	552	4.0%	761	5.5%	13,749
Southern Adelaide	535	5.9%	706	7.8%	8,996
Western Adelaide	146	4.0%	195	5.4%	3,643
Yorke and Mid North	29	1.8%	57	3.5%	1,645
SA - Other	<11		<11		<11
<b>TAS</b>	<b>396</b>	<b>3.7%</b>	<b>911</b>	<b>8.5%</b>	<b>10,657</b>
TAS North	101	3.3%	205	6.7%	3,049
TAS North West	98	3.9%	212	8.5%	2,504
TAS South East	67	2.9%	154	6.6%	2,322
TAS South West	130	4.7%	340	12.2%	2,782
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>170</b>	<b>2.0%</b>	<b>464</b>	<b>5.4%</b>	<b>8,586</b>
ACT	170	2.0%	464	5.4%	8,584
ACT - Other	<11		<11		<11
<b>NT</b>	<b>126</b>	<b>3.0%</b>	<b>382</b>	<b>9.1%</b>	<b>4,196</b>
Barkly	<11		11	7.0%	157
Central Australia	28	4.2%	100	14.9%	672
Darwin Remote	<11		<11		390
Darwin Urban	81	3.3%	234	9.5%	2,458
East Arnhem	<11		<11		194
Katherine	14	7.2%	28	14.4%	195
NT - Other	<11		<11		130
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>41</b>
<b>Missing</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>21</b>
<b>National</b>	<b>16,033</b>	<b>3.4%</b>	<b>25,320</b>	<b>5.4%</b>	<b>466,619</b>



**Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2021** <sup>780 781 782 783</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	78,484,355	0.78%	3,114,170,803	31%	10,108,022,245
VIC	53,759,060	0.67%	1,725,204,064	22%	7,978,246,322
QLD	27,845,665	0.41%	1,707,834,224	25%	6,780,139,639
WA	14,263,093	0.51%	720,320,780	26%	2,822,224,264
SA	20,660,945	0.76%	803,302,472	29%	2,725,220,607
TAS	4,485,014	0.53%	340,894,059	40%	845,423,720
ACT	2,525,476	0.47%	163,380,820	30%	536,248,802
NT	1,498,156	0.30%	212,237,395	42%	502,933,736
Other Territories	0	0.00%	0	0%	3,318,477
Missing	0	0.00%	0	0%	1,219,973
<b>Total</b>	<b>203,521,765</b>	<b>0.63%</b>	<b>8,787,344,616</b>	<b>27%</b>	<b>32,302,997,784</b>

**Table P.3 Active SDA providers by jurisdiction as at 30 June 2021** <sup>784 785 786</sup>

State/Territory	SDA providers that have ever been active	SDA providers active in 2020-21 Q4
NSW	157	124
VIC	92	60
QLD	76	48
WA	26	20
SA	27	18
TAS	15	10
ACT	10	4
NT	4	3
OT	0	0
<b>National</b>	<b>346</b>	<b>264</b>

<sup>780</sup> The cashing out of SDA in-kind arrangements in Victoria has commenced during the June 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>781</sup> State/Territory is defined by the current residing address of the participant.

<sup>782</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>783</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 30 June 2021.

<sup>784</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>785</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>786</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.

**SDA Building Types:**

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Type as at 30 June 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>29</b>	<b>0</b>	<b>143</b>
ACT - Australian Capital Territory	114	0	29	0	143
<b>NSW</b>	<b>1,374</b>	<b>58</b>	<b>842</b>	<b>11</b>	<b>2,285</b>
NSW - Capital Region	58	1	9	0	68
NSW - Central Coast	66	3	49	1	119
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	36	1	20	0	57
NSW - Illawarra	41	1	16	0	58
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	53	1	9	0	63
NSW - New England and North West	35	2	8	0	45
NSW - Newcastle and Lake Macquarie	81	1	101	0	183
NSW - Richmond - Tweed	45	1	18	0	64
NSW - Riverina	25	1	13	0	39
NSW - Southern Highlands and Shoalhaven	14	1	12	0	27
NSW - Sydney - Baulkham Hills and Hawkesbury	50	6	54	0	110
NSW - Sydney - Blacktown	73	4	35	2	114
NSW - Sydney - City and Inner South	15	3	15	2	35
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	32	1	25	0	58
NSW - Sydney - Outer South West	57	0	13	1	71
NSW - Sydney - Outer West and Blue Mountains	94	4	86	2	186
NSW - Sydney - Parramatta	109	0	155	0	264
NSW - Sydney - Ryde	70	1	43	0	114
NSW - Sydney - South West	41	1	34	0	76
NSW - Sydney - Sutherland	59	4	30	0	93
<b>NT</b>	<b>16</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>29</b>
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	6	1	0	0	7
<b>QLD</b>	<b>358</b>	<b>32</b>	<b>435</b>	<b>15</b>	<b>840</b>
QLD - Brisbane - East	13	0	12	0	25
QLD - Brisbane - North	14	2	23	0	39
QLD - Brisbane - South	17	2	23	0	42
QLD - Brisbane - West	45	2	6	0	53
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	15	0	27
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	28	2	77	2	109
QLD - Ipswich	36	1	44	0	81
QLD - Logan - Beaudesert	12	1	40	1	54
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	22	2	44
QLD - Moreton Bay - South	17	0	24	0	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	25	1	45
QLD - Toowoomba	13	7	24	2	46
QLD - Townsville	20	2	12	3	37

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Wide Bay	54	4	38	1	97
<b>SA</b>	<b>925</b>	<b>10</b>	<b>190</b>	<b>1</b>	<b>1,126</b>
SA - Adelaide - Central and Hills	75	3	61	0	139
SA - Adelaide - North	299	0	63	0	362
SA - Adelaide - South	291	5	31	1	328
SA - Adelaide - West	142	0	24	0	166
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	84	1	9	0	94
<b>TAS</b>	<b>25</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>43</b>
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	7	0	15
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	8	0	15
<b>VIC</b>	<b>1,091</b>	<b>203</b>	<b>377</b>	<b>22</b>	<b>1,693</b>
VIC - Ballarat	34	11	35	1	81
VIC - Bendigo	32	6	27	0	65
VIC - Geelong	50	8	36	8	102
VIC - Hume	48	6	2	0	56
VIC - Latrobe - Gippsland	52	18	2	0	72
VIC - Melbourne - Inner	43	7	69	0	119
VIC - Melbourne - Inner East	74	18	9	0	101
VIC - Melbourne - Inner South	106	16	9	1	132
VIC - Melbourne - North East	129	30	23	3	185
VIC - Melbourne - North West	38	8	11	0	57
VIC - Melbourne - Outer East	116	13	31	1	161
VIC - Melbourne - South East	117	13	32	1	163
VIC - Melbourne - West	73	16	54	0	143
VIC - Mornington Peninsula	50	10	9	1	70
VIC - North West	63	14	9	6	92
VIC - Shepparton	31	5	3	0	39
VIC - Warrnambool and South West	35	4	16	0	55
<b>WA</b>	<b>10</b>	<b>1</b>	<b>54</b>	<b>0</b>	<b>65</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	4	0	6
WA - Perth - North West	1	0	15	0	16
WA - Perth - South East	2	0	15	0	17
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>3,913</b>	<b>310</b>	<b>1,950</b>	<b>51</b>	<b>6,224</b>

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 30 June 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>7</b>	<b>143</b>
ACT - Australian Capital Territory	32	58	33	13	7	143
<b>NSW</b>	<b>1,115</b>	<b>404</b>	<b>456</b>	<b>77</b>	<b>233</b>	<b>2,285</b>
NSW - Capital Region	52	3	8	1	4	68
NSW - Central Coast	60	8	36	4	11	119
NSW - Central West	36	10	6	6	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	14	4	8	57
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	9	45
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	8	1	14	114
NSW - Sydney - City and Inner South	15	17	1	2	0	35
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	13	0	9	58
NSW - Sydney - Outer South West	40	3	19	4	5	71
NSW - Sydney - Outer West and Blue Mountains	68	31	38	16	33	186
NSW - Sydney - Parramatta	76	86	60	0	42	264
NSW - Sydney - Ryde	49	13	25	2	25	114
NSW - Sydney - South West	31	13	17	2	13	76
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>15</b>	<b>29</b>
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	0	0	2	7
<b>QLD</b>	<b>101</b>	<b>189</b>	<b>313</b>	<b>71</b>	<b>166</b>	<b>840</b>
QLD - Brisbane - East	6	7	7	2	3	25
QLD - Brisbane - North	10	5	22	0	2	39
QLD - Brisbane - South	9	6	23	3	1	42
QLD - Brisbane - West	1	22	30	0	0	53
QLD - Brisbane Inner City	5	3	31	0	10	49
QLD - Cairns	2	2	6	0	17	27
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	3	9	2	0	19	33
QLD - Gold Coast	8	16	60	3	22	109
QLD - Ipswich	7	19	28	18	9	81
QLD - Logan - Beaudesert	5	11	19	12	7	54
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	7	17	13	7	44
QLD - Moreton Bay - South	2	13	19	0	7	41

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	21	5	7	45
QLD - Toowoomba	11	16	10	1	8	46
QLD - Townsville	4	10	9	2	12	37
QLD - Wide Bay	20	28	8	12	29	97
<b>SA</b>	<b>546</b>	<b>226</b>	<b>201</b>	<b>55</b>	<b>98</b>	<b>1,126</b>
SA - Adelaide - Central and Hills	55	8	60	6	10	139
SA - Adelaide - North	141	111	66	14	30	362
SA - Adelaide - South	187	45	58	11	27	328
SA - Adelaide - West	93	25	14	13	21	166
SA - Barossa - Yorke - Mid North	14	3	0	3	0	20
SA - South Australia - Outback	13	4	0	0	0	17
SA - South Australia - South East	43	30	3	8	10	94
<b>TAS</b>	<b>7</b>	<b>17</b>	<b>3</b>	<b>2</b>	<b>14</b>	<b>43</b>
TAS - Hobart	5	7	0	0	1	13
TAS - Launceston and North East	1	7	2	2	3	15
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	3	1	0	10	15
<b>VIC</b>	<b>353</b>	<b>408</b>	<b>410</b>	<b>161</b>	<b>361</b>	<b>1,693</b>
VIC - Ballarat	9	41	6	16	9	81
VIC - Bendigo	10	15	23	14	3	65
VIC - Geelong	14	26	39	14	9	102
VIC - Hume	26	9	7	3	11	56
VIC - Latrobe - Gippsland	17	33	2	14	6	72
VIC - Melbourne - Inner	19	18	76	1	5	119
VIC - Melbourne - Inner East	21	19	19	13	29	101
VIC - Melbourne - Inner South	51	20	19	5	37	132
VIC - Melbourne - North East	35	49	40	11	50	185
VIC - Melbourne - North West	6	13	12	7	19	57
VIC - Melbourne - Outer East	29	26	27	14	65	161
VIC - Melbourne - South East	31	47	42	17	26	163
VIC - Melbourne - West	14	29	58	7	35	143
VIC - Mornington Peninsula	13	21	11	7	18	70
VIC - North West	24	21	8	9	30	92
VIC - Shepparton	12	12	7	3	5	39
VIC - Warrnambool and South West	22	9	14	6	4	55
<b>WA</b>	<b>5</b>	<b>10</b>	<b>29</b>	<b>0</b>	<b>21</b>	<b>65</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	8	9
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	14	0	1	16
WA - Perth - South East	2	9	5	0	1	17
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>2,167</b>	<b>1,315</b>	<b>1,448</b>	<b>379</b>	<b>915</b>	<b>6,224</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 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>55</b>	<b>30</b>	<b>24</b>	<b>9</b>	<b>0</b>	<b>143</b>
ACT - Australian Capital Territory	25	55	30	24	9	0	143
<b>NSW</b>	<b>653</b>	<b>417</b>	<b>196</b>	<b>317</b>	<b>644</b>	<b>58</b>	<b>2,285</b>
NSW - Capital Region	30	9	3	9	16	1	68
NSW - Central Coast	42	16	7	17	34	3	119
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	15	1	9	13	18	1	57
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	4	3	20	2	45
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	11	23	17	17	42	4	114
NSW - Sydney - City and Inner South	10	8	0	5	9	3	35
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	49	12	10	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	7	5	5	13	27	1	58
NSW - Sydney - Outer South West	17	10	7	15	22	0	71
NSW - Sydney - Outer West and Blue Mountains	63	29	25	30	35	4	186
NSW - Sydney - Parramatta	111	89	12	14	38	0	264
NSW - Sydney - Ryde	31	30	7	19	26	1	114
NSW - Sydney - South West	21	17	4	13	20	1	76
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
<b>NT</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>29</b>
NT - Darwin	1	11	0	2	6	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
<b>QLD</b>	<b>368</b>	<b>171</b>	<b>144</b>	<b>86</b>	<b>39</b>	<b>32</b>	<b>840</b>
QLD - Brisbane - East	7	7	8	2	1	0	25
QLD - Brisbane - North	23	6	5	1	2	2	39
QLD - Brisbane - South	27	8	2	0	3	2	42
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	5	7	0	1	27
QLD - Darling Downs - Maranoa	2	1	1	0	3	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	83	8	12	3	1	2	109
QLD - Ipswich	29	18	21	12	0	1	81
QLD - Logan - Beaudesert	26	9	8	8	2	1	54
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	3	13	13	7	6	2	44
QLD - Moreton Bay - South	15	12	8	4	2	0	41
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	20	3	12	4	3	3	45

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Toowoomba	10	16	4	7	2	7	46
QLD - Townsville	3	19	2	6	5	2	37
QLD - Wide Bay	27	25	31	8	2	4	97
<b>SA</b>	<b>277</b>	<b>474</b>	<b>165</b>	<b>119</b>	<b>81</b>	<b>10</b>	<b>1,126</b>
SA - Adelaide - Central and Hills	58	43	12	17	6	3	139
SA - Adelaide - North	64	167	62	44	25	0	362
SA - Adelaide - South	102	125	36	25	35	5	328
SA - Adelaide - West	44	65	29	17	11	0	166
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	2	9	1	4	1	0	17
SA - South Australia - South East	4	58	19	9	3	1	94
<b>TAS</b>	<b>10</b>	<b>11</b>	<b>3</b>	<b>16</b>	<b>0</b>	<b>3</b>	<b>43</b>
TAS - Hobart	3	3	3	4	0	0	13
TAS - Launceston and North East	4	2	0	7	0	2	15
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>425</b>	<b>185</b>	<b>189</b>	<b>141</b>	<b>550</b>	<b>203</b>	<b>1,693</b>
VIC - Ballarat	37	15	4	2	12	11	81
VIC - Bendigo	28	10	5	7	9	6	65
VIC - Geelong	35	21	10	4	24	8	102
VIC - Hume	7	19	4	6	14	6	56
VIC - Latrobe - Gippsland	27	10	3	1	13	18	72
VIC - Melbourne - Inner	78	5	6	5	18	7	119
VIC - Melbourne - Inner East	11	4	4	11	53	18	101
VIC - Melbourne - Inner South	29	11	17	8	51	16	132
VIC - Melbourne - North East	29	20	29	15	62	30	185
VIC - Melbourne - North West	3	10	8	3	25	8	57
VIC - Melbourne - Outer East	26	12	23	21	66	13	161
VIC - Melbourne - South East	35	7	22	22	64	13	163
VIC - Melbourne - West	34	11	28	8	46	16	143
VIC - Mornington Peninsula	12	6	8	6	28	10	70
VIC - North West	19	14	7	11	27	14	92
VIC - Shepparton	8	2	4	6	14	5	39
VIC - Warrnambool and South West	7	8	7	5	24	4	55
<b>WA</b>	<b>20</b>	<b>13</b>	<b>22</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>65</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	8	1	0	0	9
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	3	1	2	0	16
WA - Perth - South East	10	1	4	2	0	0	17
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>1,779</b>	<b>1,341</b>	<b>750</b>	<b>712</b>	<b>1,332</b>	<b>310</b>	<b>6,224</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>2</b>	<b>59</b>
ACT - Australian Capital Territory	17	36	4	2	59
<b>NSW</b>	<b>630</b>	<b>722</b>	<b>92</b>	<b>361</b>	<b>1,805</b>
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	13	65	0	32	110
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	44	10	7	66
NSW - Illawarra	31	12	0	0	43
NSW - Mid North Coast	16	0	6	0	22
NSW - Murray	10	5	4	0	19
NSW - New England and North West	0	2	0	18	20
NSW - Newcastle and Lake Macquarie	34	208	0	8	250
NSW - Richmond - Tweed	15	15	0	7	37
NSW - Riverina	13	11	6	0	30
NSW - Southern Highlands and Shoalhaven	12	10	10	0	32
NSW - Sydney - Baulkham Hills and Hawkesbury	62	10	0	56	128
NSW - Sydney - Blacktown	50	14	0	34	98
NSW - Sydney - City and Inner South	27	5	0	0	32
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	36	0	30	81
NSW - Sydney - Outer South West	5	15	2	2	24
NSW - Sydney - Outer West and Blue Mountains	37	44	23	50	154
NSW - Sydney - Parramatta	161	54	0	47	262
NSW - Sydney - Ryde	23	10	3	43	79
NSW - Sydney - South West	18	28	5	22	73
NSW - Sydney - Sutherland	27	20	0	5	52
<b>NT</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>19</b>
NT - Darwin	0	4	0	15	19
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>103</b>	<b>445</b>	<b>82</b>	<b>170</b>	<b>800</b>
QLD - Brisbane - East	7	10	0	6	23
QLD - Brisbane - North	3	20	0	3	26
QLD - Brisbane - South	1	21	6	0	28
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	32	0	16	51
QLD - Cairns	0	14	0	12	26
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	12	64	7	23	106

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Ipswich	10	54	12	14	90
QLD - Logan - Beaudesert	15	21	17	15	68
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	3	40	12	6	61
QLD - Moreton Bay - South	3	34	0	4	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	46	0	8	55
QLD - Toowoomba	16	22	2	19	59
QLD - Townsville	4	18	10	8	40
QLD - Wide Bay	18	25	16	23	82
<b>SA</b>	<b>36</b>	<b>158</b>	<b>121</b>	<b>36</b>	<b>351</b>
SA - Adelaide - Central and Hills	4	68	15	2	89
SA - Adelaide - North	24	69	28	9	130
SA - Adelaide - South	6	15	25	12	58
SA - Adelaide - West	2	2	31	13	48
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>8</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>32</b>
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	6	0	1	8	15
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
<b>VIC</b>	<b>112</b>	<b>443</b>	<b>70</b>	<b>70</b>	<b>695</b>
VIC - Ballarat	34	12	3	3	52
VIC - Bendigo	11	23	10	0	44
VIC - Geelong	6	60	16	7	89
VIC - Hume	0	0	0	6	6
VIC - Latrobe - Gippsland	0	1	1	0	2
VIC - Melbourne - Inner	3	66	0	0	69
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	0	15	1	4	20
VIC - Melbourne - North East	13	30	5	0	48
VIC - Melbourne - North West	3	23	1	0	27
VIC - Melbourne - Outer East	5	41	0	4	50
VIC - Melbourne - South East	10	41	9	4	64
VIC - Melbourne - West	15	72	4	4	95
VIC - Mornington Peninsula	3	13	6	4	26
VIC - North West	9	0	0	24	33
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	33	10	10	53
<b>WA</b>	<b>11</b>	<b>53</b>	<b>0</b>	<b>58</b>	<b>122</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	3	0	25	28
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	8	0	0	10

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - North West	0	25	0	3	28
WA - Perth - South East	9	14	0	3	26
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
<b>Total</b>	<b>917</b>	<b>1,862</b>	<b>370</b>	<b>734</b>	<b>3,883</b>

**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 June 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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Wide Bay	0	0	0	0	0	0
<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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
VIC - Ballarat	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0
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>0</b>	<b>0</b>	<b>0</b>	<b>0</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	0	0	0	0
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>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
VIC - Ballarat	0	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0	0
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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	0	0	0	0	0	0
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>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>

**Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2021** <sup>787</sup>

SA4 Region	SDA Design Category							Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
<b>ACT</b>	0	1	21	1	0	0	0	23
ACT - Australian Capital Territory	0	1	21	1	0	0	0	23
<b>NSW</b>	0	68	221	29	32	0	2	352
NSW - Capital Region	0	0	0	0	0	0	0	0
NSW - Central Coast	0	0	2	0	0	0	0	2
NSW - Central West	0	0	9	0	0	0	0	9
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	0	0	0	0	10
NSW - Hunter Valley exc Newcastle	0	0	6	0	0	0	0	6
NSW - Illawarra	0	7	13	0	0	0	0	20
NSW - Mid North Coast	0	0	0	0	0	0	0	0
NSW - Murray	0	0	3	10	1	0	2	16
NSW - New England and North West	0	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	14	0	0	0	0	14
NSW - Richmond - Tweed	0	1	0	0	5	0	0	6
NSW - Riverina	0	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	6	2	0	0	0	0	8
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	0	0	0	11
NSW - Sydney - Blacktown	0	11	35	1	0	0	0	47
NSW - Sydney - City and Inner South	0	0	10	0	0	0	0	10
NSW - Sydney - Eastern Suburbs	0	1	1	2	0	0	0	4
NSW - Sydney - Inner South West	0	0	15	0	0	0	0	15
NSW - Sydney - Inner West	0	0	2	4	1	0	0	7
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	0	0	26
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	2
NSW - Sydney - Outer South West	0	0	13	0	0	0	0	13
NSW - Sydney - Outer West and Blue Mountains	0	31	19	2	4	0	0	56
NSW - Sydney - Parramatta	0	4	22	1	6	0	0	33
NSW - Sydney - Ryde	0	0	0	1	0	0	0	1
NSW - Sydney - South West	0	1	22	7	6	0	0	36
NSW - Sydney - Sutherland	0	0	0	0	0	0	0	0
<b>NT</b>	0	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0	0

<sup>787</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	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
<b>QLD</b>	<b>0</b>	<b>8</b>	<b>285</b>	<b>62</b>	<b>46</b>	<b>1</b>	<b>0</b>	<b>402</b>
QLD - Brisbane - East	0	0	11	1	0	0	0	12
QLD - Brisbane - North	0	0	8	1	0	0	0	9
QLD - Brisbane - South	0	0	34	1	5	0	0	40
QLD - Brisbane - West	0	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	12	0	2	0	0	14
QLD - Cairns	0	0	11	0	0	0	0	11
QLD - Darling Downs - Maranoa	0	0	1	0	0	0	0	1
QLD - Fitzroy	0	0	2	0	0	0	0	2
QLD - Gold Coast	0	0	61	1	5	0	0	67
QLD - Ipswich	0	3	21	15	10	1	0	50
QLD - Logan - Beaudesert	0	4	51	8	8	0	0	71
QLD - Mackay	0	0	4	2	1	0	0	7
QLD - Moreton Bay - North	0	1	31	7	2	0	0	41
QLD - Moreton Bay - South	0	0	9	0	0	0	0	9
QLD - Queensland - Outback	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	5	21	2	0	0	28
QLD - Toowoomba	0	0	4	5	5	0	0	14
QLD - Townsville	0	0	13	0	2	0	0	15
QLD - Wide Bay	0	0	7	0	4	0	0	11
<b>SA</b>	<b>0</b>	<b>54</b>	<b>57</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>113</b>
SA - Adelaide - Central and Hills	0	8	32	0	0	0	0	40
SA - Adelaide - North	0	18	4	0	0	0	0	22
SA - Adelaide - South	0	5	12	0	2	0	0	19
SA - Adelaide - West	0	19	9	0	0	0	0	28
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0	0
SA - South Australia - South East	0	4	0	0	0	0	0	4
<b>TAS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
TAS - Hobart	0	0	0	0	0	0	0	0
TAS - Launceston and North East	0	0	0	0	1	0	0	1
TAS - South East	0	0	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0	0	0
<b>VIC</b>	<b>0</b>	<b>41</b>	<b>234</b>	<b>20</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>322</b>
VIC - Ballarat	0	8	19	5	0	0	0	32
VIC - Bendigo	0	5	6	0	2	0	0	13
VIC - Geelong	0	0	14	3	1	0	0	18
VIC - Hume	0	1	0	0	1	0	0	2
VIC - Latrobe - Gippsland	0	0	1	1	2	0	0	4
VIC - Melbourne - Inner	0	0	73	0	1	0	0	74

SA4 Region	SDA Design Category							Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
VIC - Melbourne - Inner East	0	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	4	14	3	2	0	0	23
VIC - Melbourne - North East	0	4	25	1	1	0	0	31
VIC - Melbourne - North West	0	0	1	1	0	0	0	2
VIC - Melbourne - Outer East	0	10	8	0	2	0	0	20
VIC - Melbourne - South East	0	6	19	6	1	0	0	32
VIC - Melbourne - West	0	3	50	0	4	0	0	57
VIC - Mornington Peninsula	0	0	2	0	10	0	0	12
VIC - North West	0	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	2	0	0	0	0	2
<b>WA</b>	<b>0</b>	<b>37</b>	<b>66</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>109</b>
WA - Bunbury	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	14	0	0	0	0	14
WA - Perth - North East	0	0	2	0	0	0	0	2
WA - Perth - North West	0	0	23	0	0	0	0	23
WA - Perth - South East	0	37	4	0	6	0	0	47
WA - Perth - South West	0	0	23	0	0	0	0	23
WA - Western Australia - Outback	0	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>209</b>	<b>884</b>	<b>112</b>	<b>114</b>	<b>1</b>	<b>2</b>	<b>1,322</b>

**Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2021** <sup>788</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>155</b>	<b>15</b>	<b>16</b>	<b>186</b>
ACT - Australian Capital Territory	155	15	16	186
ACT - Missing	0	0	0	0
<b>NSW</b>	<b>4,787</b>	<b>785</b>	<b>433</b>	<b>6,005</b>
NSW - Capital Region	131	15	7	153
NSW - Central Coast	214	51	33	298
NSW - Central West	205	20	19	244
NSW - Coffs Harbour - Grafton	83	11	10	104
NSW - Far West and Orana	123	6	6	135
NSW - Hunter Valley exc Newcastle	159	18	13	190
NSW - Illawarra	221	28	17	266
NSW - Mid North Coast	149	13	10	172
NSW - Murray	117	12	9	138
NSW - New England and North West	106	17	3	126
NSW - Newcastle and Lake Macquarie	393	36	26	455
NSW - Richmond - Tweed	157	25	22	204
NSW - Riverina	106	10	7	123
NSW - Southern Highlands and Shoalhaven	107	15	4	126
NSW - Sydney - Baulkham Hills and Hawkesbury	177	39	10	226
NSW - Sydney - Blacktown	278	22	13	313
NSW - Sydney - City and Inner South	89	4	10	103
NSW - Sydney - Eastern Suburbs	56	7	10	73
NSW - Sydney - Inner South West	291	42	25	358
NSW - Sydney - Inner West	120	3	12	135
NSW - Sydney - North Sydney and Hornsby	148	18	28	194
NSW - Sydney - Northern Beaches	156	57	9	222
NSW - Sydney - Outer South West	134	29	33	196
NSW - Sydney - Outer West and Blue Mountains	313	76	26	415
NSW - Sydney - Parramatta	224	78	31	333
NSW - Sydney - Ryde	228	76	15	319
NSW - Sydney - South West	134	23	16	173
NSW - Sydney - Sutherland	166	33	9	208
NSW - Missing	2	1	0	3
<b>NT</b>	<b>123</b>	<b>3</b>	<b>18</b>	<b>144</b>
NT - Darwin	78	3	8	89
NT - Northern Territory - Outback	45	0	10	55
<b>QLD</b>	<b>1,399</b>	<b>251</b>	<b>499</b>	<b>2,149</b>
QLD - Brisbane - East	41	8	26	75
QLD - Brisbane - North	70	12	46	128
QLD - Brisbane - South	55	10	37	102
QLD - Brisbane - West	68	19	17	104
QLD - Brisbane Inner City	33	22	16	71
QLD - Cairns	49	6	15	70
QLD - Darling Downs - Maranoa	28	0	8	36
QLD - Fitzroy	72	8	16	96
QLD - Gold Coast	98	38	62	198
QLD - Ipswich	217	25	76	318

<sup>788</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	99	11	25	135
QLD - Mackay	25	4	4	33
QLD - Moreton Bay - North	68	17	40	125
QLD - Moreton Bay - South	38	11	14	63
QLD - Queensland - Outback	1	0	1	2
QLD - Sunshine Coast	83	13	32	128
QLD - Toowoomba	171	12	17	200
QLD - Townsville	52	6	30	88
QLD - Wide Bay	130	29	17	176
QLD - Other	1	0	0	1
<b>SA</b>	<b>1,579</b>	<b>96</b>	<b>210</b>	<b>1,885</b>
SA - Adelaide - Central and Hills	169	24	36	229
SA - Adelaide - North	484	33	54	571
SA - Adelaide - South	515	19	68	602
SA - Adelaide - West	187	11	36	234
SA - Barossa - Yorke - Mid North	36	1	3	40
SA - South Australia - Outback	47	1	5	53
SA - South Australia - South East	140	7	8	155
SA - Other	1	0	0	1
<b>TAS</b>	<b>372</b>	<b>24</b>	<b>29</b>	<b>425</b>
TAS - Hobart	193	0	10	203
TAS - Launceston and North East	95	6	7	108
TAS - South East	4	0	2	6
TAS - West and North West	80	18	10	108
<b>VIC</b>	<b>4,827</b>	<b>468</b>	<b>496</b>	<b>5,791</b>
VIC - Ballarat	174	32	30	236
VIC - Bendigo	157	13	12	182
VIC - Geelong	226	48	36	310
VIC - Hume	143	9	9	161
VIC - Latrobe - Gippsland	191	12	20	223
VIC - Melbourne - Inner	197	35	36	268
VIC - Melbourne - Inner East	411	28	22	461
VIC - Melbourne - Inner South	392	26	29	447
VIC - Melbourne - North East	586	27	35	648
VIC - Melbourne - North West	194	21	17	232
VIC - Melbourne - Outer East	541	46	53	640
VIC - Melbourne - South East	456	53	70	579
VIC - Melbourne - West	357	35	42	434
VIC - Mornington Peninsula	221	30	51	302
VIC - North West	256	16	11	283
VIC - Shepparton	134	16	10	160
VIC - Warrnambool and South West	188	21	13	222
VIC - Missing	3	0	0	3
<b>WA</b>	<b>1,123</b>	<b>26</b>	<b>93</b>	<b>1,242</b>
WA - Bunbury	31	0	5	36
WA - Mandurah	29	4	5	38
WA - Perth - Inner	50	2	11	63
WA - Perth - North East	254	4	11	269
WA - Perth - North West	314	8	13	335
WA - Perth - South East	299	5	25	329
WA - Perth - South West	101	3	14	118

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	
WA - Western Australia - Outback	27	0	5	32
WA - Western Australia - Wheat Belt	18	0	4	22
Missing	0	0	1	1
<b>Total</b>	<b>14,365</b>	<b>1,668</b>	<b>1,795</b>	<b>17,828</b>

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 June 2021 <sup>789</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>2</b>	<b>6</b>	<b>17</b>	<b>0</b>	<b>6</b>	<b>31</b>	<b>17%</b>
ACT - Australian Capital Territory	2	6	17	0	6	31	17%
ACT - Missing	0	0	0	0	0	0	0%
<b>NSW</b>	<b>121</b>	<b>478</b>	<b>337</b>	<b>60</b>	<b>222</b>	<b>1,218</b>	<b>20%</b>
NSW - Capital Region	2	8	5	1	6	22	14%
NSW - Central Coast	9	24	35	3	13	84	28%
NSW - Central West	12	15	3	6	3	39	16%
NSW - Coffs Harbour - Grafton	1	14	0	3	3	21	20%
NSW - Far West and Orana	1	3	4	1	3	12	9%
NSW - Hunter Valley exc Newcastle	3	9	12	2	5	31	16%
NSW - Illawarra	4	15	15	0	11	45	17%
NSW - Mid North Coast	4	13	1	4	1	23	13%
NSW - Murray	1	12	1	2	5	21	15%
NSW - New England and North West	0	10	5	1	4	20	16%
NSW - Newcastle and Lake Macquarie	9	20	17	4	12	62	14%
NSW - Richmond - Tweed	4	18	11	2	12	47	23%
NSW - Riverina	0	9	5	0	3	17	14%
NSW - Southern Highlands and Shoalhaven	0	12	6	0	1	19	15%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	25	13	2	7	49	22%
NSW - Sydney - Blacktown	4	17	6	3	5	35	11%
NSW - Sydney - City and Inner South	2	4	5	1	2	14	14%
NSW - Sydney - Eastern Suburbs	2	6	8	1	0	17	23%
NSW - Sydney - Inner South West	6	14	32	1	14	67	19%
NSW - Sydney - Inner West	2	5	4	1	3	15	11%
NSW - Sydney - North Sydney and Hornsby	4	25	8	2	7	46	24%
NSW - Sydney - Northern Beaches	3	33	19	0	11	66	30%
NSW - Sydney - Outer South West	10	24	14	3	11	62	32%
NSW - Sydney - Outer West and Blue Mountains	9	45	20	4	24	102	25%
NSW - Sydney - Parramatta	7	26	55	4	17	109	33%
NSW - Sydney - Ryde	8	45	11	3	24	91	29%
NSW - Sydney - South West	7	13	9	2	8	39	23%
NSW - Sydney - Sutherland	4	14	13	4	7	42	20%
NSW - Missing	1	0	0	0	0	1	33%
<b>NT</b>	<b>1</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>21</b>	<b>15%</b>
NT - Darwin	1	2	5	1	2	11	12%
NT - Northern Territory - Outback	0	3	5	1	1	10	18%
<b>QLD</b>	<b>52</b>	<b>184</b>	<b>283</b>	<b>51</b>	<b>180</b>	<b>750</b>	<b>35%</b>
QLD - Brisbane - East	1	7	8	9	9	34	45%
QLD - Brisbane - North	5	22	20	1	10	58	45%
QLD - Brisbane - South	2	12	20	4	9	47	46%

<sup>789</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 - Brisbane - West	2	6	23	0	5	36	35%
QLD - Brisbane Inner City	3	3	24	2	6	38	54%
QLD - Cairns	2	2	8	1	8	21	30%
QLD - Darling Downs - Maranoa	0	1	2	1	4	8	8%
QLD - Fitzroy	1	7	9	2	5	24	67%
QLD - Gold Coast	9	19	41	1	30	100	51%
QLD - Ipswich	4	39	28	10	20	101	32%
QLD - Logan - Beaudesert	3	8	8	6	11	36	27%
QLD - Mackay	3	1	3	0	1	8	24%
QLD - Moreton Bay - North	1	15	20	3	18	57	46%
QLD - Moreton Bay - South	5	5	8	2	5	25	40%
QLD - Queensland - Outback	0	0	0	0	1	1	50%
QLD - Sunshine Coast	4	10	15	1	15	45	35%
QLD - Toowoomba	2	8	9	3	7	29	15%
QLD - Townsville	1	12	16	3	4	36	41%
QLD - Wide Bay	4	7	21	2	12	46	26%
QLD - Other	0	0	0	0	0	0	0%
<b>SA</b>	<b>43</b>	<b>77</b>	<b>91</b>	<b>25</b>	<b>70</b>	<b>306</b>	<b>16%</b>
SA - Adelaide - Central and Hills	12	12	26	2	8	60	26%
SA - Adelaide - North	11	15	24	13	24	87	15%
SA - Adelaide - South	7	31	22	5	22	87	14%
SA - Adelaide - West	10	11	11	5	10	47	20%
SA - Barossa - Yorke - Mid North	0	1	3	0	0	4	10%
SA - South Australia - Outback	1	3	1	0	1	6	11%
SA - South Australia - South East	2	4	4	0	5	15	10%
SA - Other	0	0	0	0	0	0	0%
<b>TAS</b>	<b>8</b>	<b>18</b>	<b>15</b>	<b>1</b>	<b>11</b>	<b>53</b>	<b>12%</b>
TAS - Hobart	4	5	1	0	0	10	5%
TAS - Launceston and North East	1	6	4	1	1	13	12%
TAS - South East	1	0	1	0	0	2	33%
TAS - West and North West	2	7	9	0	10	28	26%
<b>VIC</b>	<b>139</b>	<b>378</b>	<b>205</b>	<b>72</b>	<b>170</b>	<b>964</b>	<b>17%</b>
VIC - Ballarat	8	25	8	7	14	62	26%
VIC - Bendigo	5	9	3	5	3	25	14%
VIC - Geelong	7	33	22	5	17	84	27%
VIC - Hume	3	4	6	1	4	18	11%
VIC - Latrobe - Gippsland	7	15	2	1	7	32	14%
VIC - Melbourne - Inner	9	11	38	0	13	71	26%
VIC - Melbourne - Inner East	2	19	13	3	13	50	11%
VIC - Melbourne - Inner South	14	20	8	3	10	55	12%
VIC - Melbourne - North East	7	22	12	7	14	62	10%
VIC - Melbourne - North West	5	10	12	4	7	38	16%
VIC - Melbourne - Outer East	16	49	18	7	9	99	15%
VIC - Melbourne - South East	21	38	28	17	19	123	21%
VIC - Melbourne - West	13	30	14	4	16	77	18%
VIC - Mornington Peninsula	11	43	7	5	15	81	27%
VIC - North West	5	12	5	1	4	27	10%
VIC - Shepparton	2	20	3	0	1	26	16%
VIC - Warrnambool and South West	4	18	6	2	4	34	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		
VIC - Missing	0	0	0	0	0	0	0%
WA	18	27	40	4	30	119	10%
WA - Bunbury	0	0	2	1	2	5	14%
WA - Mandurah	2	3	1	0	3	9	24%
WA - Perth - Inner	6	3	3	0	1	13	21%
WA - Perth - North East	1	3	7	0	4	15	6%
WA - Perth - North West	2	3	13	0	3	21	6%
WA - Perth - South East	2	11	10	1	6	30	9%
WA - Perth - South West	3	2	4	1	7	17	14%
WA - Western Australia - Outback	1	2	0	1	1	5	16%
WA - Western Australia - Wheat Belt	1	0	0	0	3	4	18%
Missing	0	0	0	0	1	1	100%
<b>Total</b>	<b>384</b>	<b>1,173</b>	<b>998</b>	<b>215</b>	<b>693</b>	<b>3,463</b>	<b>19%</b>

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 June 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 30 June 2021 (excluding in-kind arrangements)
- Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021 (excluding in-kind arrangements)
- Table P.15 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021
- Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 June 2021 (excluding in-kind arrangements)
- Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 June 2021 (excluding in-kind arrangements)
- Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 June 2021 (excluding in-kind arrangements)
- Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 June 2021
- Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021
- Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 30 June 2021
- Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 June 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 October 2020 to 31 March 2021 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 30 June 2019 and are highlighted in green if phasing began from 1 July 2019 to 30 June 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 October 2020 to 31 March 2021

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
New South Wales											
Central Coast	Jul-16		87%	87%	51%	68%	66%	52%	76%	74%	
Far West	Jul-17				40%	58%	56%	40%	65%	62%	
Hunter New England	Jul-16		86%	86%	48%	65%	63%	49%	74%	72%	
Illawarra Shoalhaven	Jul-17		85%	85%	51%	69%	67%	51%	74%	73%	
Mid North Coast	Jul-17		86%	86%	49%	69%	66%	50%	73%	71%	
Murrumbidgee	Jul-17		88%	88%	47%	66%	64%	48%	74%	72%	
Nepean Blue Mountains	Jul-16		87%	87%	49%	65%	63%	49%	74%	72%	
North Sydney	Jul-16		88%	88%	49%	69%	66%	49%	77%	76%	
Northern NSW	Jul-17		85%	85%	55%	71%	69%	55%	75%	73%	
South Eastern Sydney	Jul-17		88%	88%	55%	71%	69%	55%	77%	76%	
South Western Sydney	Jul-16	92%	87%	87%	62%	75%	73%	63%	79%	77%	
Southern NSW	Jul-16		86%	86%	51%	65%	63%	51%	71%	69%	
Sydney	Jul-17		84%	84%	57%	71%	69%	57%	75%	73%	
Western NSW	Jul-17		84%	84%	41%	57%	55%	42%	69%	67%	
Western Sydney	Jul-16	82%	87%	87%	58%	73%	71%	58%	78%	77%	
New South Wales - Other											
NSW total		81%	86%	86%	53%	69%	67%	53%	75%	74%	
Victoria											
Barwon	Jul-13		85%	85%	55%	63%	62%	55%	66%	66%	
Bayside Peninsula	Apr-18		77%	77%	50%	64%	61%	50%	66%	64%	
Brimbank Melton	Oct-18		84%	84%	45%	64%	60%	45%	66%	62%	
Central Highlands	Jan-17		86%	86%	44%	62%	60%	44%	66%	64%	
Goulburn	Jan-19		79%	79%	42%	59%	56%	42%	61%	58%	
Hume Moreland	Mar-18		84%	84%	50%	68%	65%	50%	69%	66%	
Inner East Melbourne	Nov-17		79%	79%	50%	63%	62%	50%	66%	64%	
Inner Gippsland	Oct-17		80%	80%	44%	61%	59%	44%	62%	60%	
Loddon	May-17		81%	81%	40%	62%	59%	40%	65%	62%	
Mallee	Jan-19		84%	84%	38%	57%	53%	38%	62%	58%	
North East Melbourne	Jul-16		77%	78%	47%	65%	63%	48%	67%	65%	
Outer East Melbourne	Nov-17		77%	77%	48%	63%	61%	48%	64%	62%	
Outer Gippsland	Jan-19		82%	82%	43%	60%	57%	43%	62%	59%	
Ovens Murray	Oct-17		81%	81%	43%	62%	59%	43%	64%	61%	
Southern Melbourne	Sep-18		84%	84%	48%	66%	63%	48%	68%	65%	
Western District	Oct-17		80%	80%	41%	61%	58%	41%	65%	62%	
Western Melbourne	Oct-18		76%	76%	50%	63%	60%	50%	64%	61%	
Victoria - Other											
Victoria total		73%	80%	80%	47%	63%	61%	48%	66%	63%	
Queensland											
Beenleigh	Jul-18		90%	90%	51%	72%	68%	52%	78%	74%	
Brisbane	Jul-18		87%	87%	51%	71%	67%	51%	75%	72%	
Bundaberg	Sep-17		90%	90%	51%	70%	67%	51%	77%	75%	
Caboolture/Strathpine	Jan-19		87%	87%	49%	68%	65%	49%	74%	70%	
Cairns	Jul-18		87%	87%	50%	67%	64%	50%	74%	71%	
Ipswich	Jun-17		86%	86%	43%	67%	63%	45%	73%	70%	
Mackay	Nov-16		86%	86%	50%	67%	65%	50%	72%	71%	
Maroochydore	Jan-19	93%	86%	86%	53%	71%	68%	55%	75%	72%	
Maryborough	Jul-18		85%	85%	48%	67%	64%	49%	72%	69%	
Robina	Jul-18		88%	88%	54%	72%	69%	55%	77%	74%	
Rockhampton	Nov-17		85%	85%	40%	61%	57%	40%	69%	65%	
Toowoomba	Jan-17		86%	86%	46%	66%	63%	48%	73%	71%	
Townsville	Jul-16		88%	87%	47%	66%	64%	47%	73%	71%	
Queensland - Other							36%			36%	
Queensland total		89%	87%	87%	50%	69%	66%	50%	74%	71%	

Service District	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
South Australia										
Adelaide Hills	Jul-13		83%	83%	49%	65%	63%	50%	71%	69%
Barossa, Light and Lower North	Jul-13		85%	85%	47%	66%	63%	47%	70%	68%
Eastern Adelaide	Jul-13		82%	82%	54%	66%	64%	55%	71%	69%
Eyre and Western	Jul-13		77%	76%	34%	54%	51%	34%	58%	55%
Far North (SA)	Jul-13		76%	76%	38%	51%	46%	40%	61%	56%
Fleurieu and Kangaroo Island	Jul-13		85%	86%	51%	66%	64%	57%	71%	70%
Limestone Coast	Jul-13		87%	87%	39%	56%	54%	39%	67%	64%
Murray and Mallee	Jul-13		83%	83%	39%	54%	52%	44%	65%	63%
Northern Adelaide	Jul-13		84%	84%	50%	66%	64%	52%	72%	70%
Southern Adelaide	Jul-13		84%	84%	47%	65%	62%	48%	72%	70%
Western Adelaide	Jul-13		84%	84%	51%	67%	65%	54%	72%	70%
Yorke and Mid North	Jul-13		82%	82%	39%	60%	57%	39%	64%	61%
South Australia - Other										
South Australia total		81%	84%	83%	47%	64%	62%	49%	71%	68%
Tasmania										
TAS North	Jul-13		84%	84%	43%	65%	62%	43%	71%	68%
TAS North West	Jul-13		85%	85%	46%	63%	61%	46%	72%	70%
TAS South East	Jul-13		86%	87%	42%	65%	61%	43%	72%	68%
TAS South West	Jul-13		88%	88%	50%	65%	62%	52%	74%	71%
Tasmania - Other										
Tasmania total			86%	86%	45%	65%	61%	46%	72%	69%
Australian Capital Territory										
Australian Capital Territory	Jul-14		88%	88%	48%	68%	66%	50%	75%	74%
Australian Capital Territory - Other										
Australian Capital Territory total			88%	88%	48%	68%	66%	50%	75%	74%
Northern Territory										
Barkly	Jul-16				45%	46%	46%	45%	65%	63%
Central Australia	Jul-17		90%	90%	52%	62%	58%	60%	80%	76%
Darwin Remote	Jul-17				34%	50%	44%	34%	50%	44%
Darwin Urban	Jan-17		84%	84%	46%	64%	60%	49%	75%	72%
East Arnhem	Jan-17				43%	45%	45%	43%	45%	45%
Katherine	Jul-17		85%	85%	35%	61%	54%	35%	76%	71%
Northern Territory - Other					43%	59%	55%	52%	69%	65%
Northern Territory total			86%	86%	45%	59%	55%	49%	74%	70%
Western Australia										
North East Metro	Jul-14	83%	84%	84%	51%	68%	65%	61%	74%	72%
Wheat Belt	Jan-17				36%	52%	47%	45%	56%	52%
South Metro	Jul-18	88%	89%	89%	51%	67%	64%	56%	73%	70%
Central South Metro	Jul-18	88%	84%	85%	57%	67%	65%	65%	71%	70%
South West	Sep-18	86%	87%	87%	57%	68%	66%	63%	71%	70%
Goldfields-Esperance	Oct-18			88%	39%	56%	51%	63%	58%	60%
North Metro	Oct-18	86%	81%	84%	54%	65%	62%	64%	67%	66%
Kimberley-Pilbara	Oct-18			83%	29%	51%	45%	30%	57%	51%
South East Metro	Jul-19	82%	83%	83%	59%	67%	63%	70%	71%	70%
Central North Metro	Jul-19	79%	84%	81%	60%	66%	63%	68%	70%	69%
Great Southern	Jul-19	89%		83%	59%	59%	59%	68%	61%	65%
Midwest-Gascoyne	Jul-19	83%		82%	47%	54%	50%	57%	57%	57%
Western Australia - Other										
Western Australia total		83%	85%	84%	55%	65%	62%	64%	70%	68%
National total		83%	86%	85%	50%	66%	64%	53%	72%	70%

## 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 30 June 2020 to 30 June 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	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	42	48	18	32	40	41	29	40	42	46	36	40	42
0-6	NSW	851	903	902	888	767	960	773	559	759	943	750	792	774
0-6	NT	27	37	28	29	36	46	34	18	22	29	18	37	29
0-6	QLD	774	825	586	660	599	646	507	465	550	628	565	534	632
0-6	SA	266	351	143	206	182	227	228	183	193	207	210	192	234
0-6	TAS	82	80	74	56	49	74	60	49	61	40	39	46	62
0-6	VIC	755	807	763	767	741	740	726	748	799	678	569	579	787
0-6	WA	222	220	172	200	143	218	161	166	152	187	160	186	219
<b>0-6</b>	<b>NAT</b>	<b>3,019</b>	<b>3,274</b>	<b>2,693</b>	<b>2,840</b>	<b>2,558</b>	<b>2,956</b>	<b>2,520</b>	<b>2,228</b>	<b>2,580</b>	<b>2,760</b>	<b>2,347</b>	<b>2,407</b>	<b>2,779</b>
7+	ACT	81	100	81	97	80	116	108	76	90	85	87	89	85
7+	NSW	1,852	2,121	1,789	2,128	1,907	2,164	2,050	1,497	1,802	2,307	1,802	1,931	1,946
7+	NT	116	86	73	77	84	98	75	66	87	119	51	53	71
7+	QLD	1,730	1,834	1,665	1,981	1,683	2,070	1,684	1,371	1,555	2,016	1,476	1,461	1,588
7+	SA	534	585	476	567	569	565	485	439	522	647	524	489	514
7+	TAS	164	198	168	206	181	177	175	160	151	181	157	188	173
7+	VIC	1,873	2,065	1,609	1,847	1,743	1,821	1,791	1,487	1,573	1,993	1,626	1,838	1,691
7+	WA	1,109	941	808	858	711	806	689	564	567	709	647	599	649
<b>7+</b>	<b>NAT</b>	<b>7,462</b>	<b>8,026</b>	<b>6,774</b>	<b>7,852</b>	<b>7,026</b>	<b>7,931</b>	<b>7,167</b>	<b>5,706</b>	<b>6,401</b>	<b>8,098</b>	<b>6,401</b>	<b>6,675</b>	<b>6,739</b>
All	ACT	123	148	99	129	120	157	137	116	132	131	123	129	127
All	NSW	2,703	3,024	2,691	3,016	2,674	3,124	2,823	2,056	2,561	3,250	2,552	2,723	2,720
All	NT	143	123	101	106	120	144	109	84	109	148	69	90	100
All	QLD	2,504	2,659	2,251	2,641	2,282	2,716	2,191	1,836	2,105	2,644	2,041	1,995	2,220
All	SA	800	936	619	773	751	792	713	622	715	854	734	681	748
All	TAS	246	278	242	262	230	251	235	209	212	221	196	234	235
All	VIC	2,628	2,872	2,372	2,614	2,484	2,561	2,517	2,235	2,372	2,671	2,195	2,417	2,478
All	WA	1,331	1,161	980	1,058	854	1,024	850	730	719	896	807	785	868
<b>All</b>	<b>NAT</b>	<b>10,481</b>	<b>11,300</b>	<b>9,467</b>	<b>10,692</b>	<b>9,584</b>	<b>10,887</b>	<b>9,687</b>	<b>7,934</b>	<b>8,981</b>	<b>10,858</b>	<b>8,748</b>	<b>9,082</b>	<b>9,518</b>

**Table R.2 Access decisions completed or more information requested – average days**

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	3	4	4	4	2	3	2	4	5	4	8	7	7
0-6	NSW	6	6	6	6	4	3	3	4	5	4	8	8	7
0-6	NT	9	10	8	11	5	4	5	3	5	4	4	5	5
0-6	QLD	8	9	8	9	5	4	4	4	5	4	7	8	7
0-6	SA	6	5	6	7	5	3	3	3	5	4	8	8	7
0-6	TAS	6	5	4	4	2	2	2	4	5	5	8	7	6
0-6	VIC	6	6	7	7	4	3	3	4	5	4	8	8	7
0-6	WA	6	7	5	6	4	3	3	3	5	4	7	8	6
<b>0-6</b>	<b>NAT</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>	<b>8</b>	<b>8</b>	<b>7</b>
7+	ACT	10	11	10	11	5	6	3	4	5	5	7	7	5
7+	NSW	10	10	10	10	6	6	3	3	5	4	7	7	5
7+	NT	7	8	7	6	5	5	3	2	4	4	5	5	3
7+	QLD	10	11	10	10	6	6	3	3	5	4	7	7	6
7+	SA	9	9	10	9	6	6	3	3	5	4	6	7	5
7+	TAS	10	10	9	9	6	6	3	3	5	4	7	7	5
7+	VIC	10	10	10	10	6	6	3	3	5	4	7	7	5
7+	WA	6	8	8	9	6	6	3	3	5	4	7	6	5
<b>7+</b>	<b>NAT</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>	<b>7</b>	<b>7</b>	<b>5</b>
All	ACT	8	8	9	9	4	5	3	4	5	5	7	7	6
All	NSW	9	9	9	9	6	5	3	3	5	4	7	7	6
All	NT	7	8	7	8	5	5	3	2	4	4	5	5	4
All	QLD	9	10	10	10	6	6	3	3	5	4	7	7	6
All	SA	8	8	9	9	6	5	3	3	5	4	7	7	6
All	TAS	8	9	8	8	6	5	3	3	5	4	7	7	6
All	VIC	9	9	9	9	6	5	3	3	5	4	7	7	6
All	WA	6	8	7	8	5	5	3	3	5	4	7	7	5
<b>All</b>	<b>NAT</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>	<b>7</b>	<b>7</b>	<b>6</b>

**Table R.3 Access decisions completed after final information has been provided – count**

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	3	1	1	2	0	3	2	0	0	1	2	2	0
0-6	NSW	67	51	46	44	33	41	46	23	33	54	41	46	42
0-6	NT	1	1	2	2	0	1	1	2	2	1	0	3	0
0-6	QLD	79	25	26	26	21	26	21	19	22	20	22	23	30
0-6	SA	28	19	9	13	7	11	8	6	11	15	4	12	12
0-6	TAS	8	9	3	5	1	2	2	1	3	4	2	4	7
0-6	VIC	72	42	40	37	36	41	42	39	35	32	28	22	31
0-6	WA	24	13	5	12	7	7	9	5	9	16	10	7	13
<b>0-6</b>	<b>NAT</b>	<b>282</b>	<b>161</b>	<b>132</b>	<b>141</b>	<b>105</b>	<b>132</b>	<b>131</b>	<b>95</b>	<b>116</b>	<b>143</b>	<b>109</b>	<b>119</b>	<b>135</b>
7+	ACT	14	14	15	14	17	26	23	10	21	23	12	16	17
7+	NSW	379	409	396	423	424	524	482	349	385	493	365	427	432
7+	NT	19	20	11	21	14	22	21	9	13	15	14	8	10
7+	QLD	347	354	308	387	311	437	386	287	342	399	301	318	335
7+	SA	103	119	103	107	125	127	112	81	114	134	109	109	107
7+	TAS	32	27	40	37	43	50	51	34	35	58	37	36	55
7+	VIC	381	469	374	392	377	469	423	338	335	422	377	358	388
7+	WA	144	141	146	156	135	179	149	128	121	123	100	124	125
<b>7+</b>	<b>NAT</b>	<b>1,419</b>	<b>1,572</b>	<b>1,404</b>	<b>1,548</b>	<b>1,465</b>	<b>1,838</b>	<b>1,663</b>	<b>1,238</b>	<b>1,371</b>	<b>1,674</b>	<b>1,316</b>	<b>1,400</b>	<b>1,471</b>
All	ACT	17	15	16	16	17	29	25	10	21	24	14	18	17
All	NSW	446	460	442	467	457	565	528	372	418	547	406	473	474
All	NT	20	21	13	23	14	23	22	11	15	16	14	11	10
All	QLD	426	379	334	413	332	463	407	306	364	419	323	341	365
All	SA	131	138	112	120	132	138	120	87	125	149	113	121	119
All	TAS	40	36	43	42	44	52	53	35	38	62	39	40	62
All	VIC	453	511	414	429	413	510	465	377	370	454	405	380	419
All	WA	168	154	151	168	142	186	158	133	130	139	110	131	138
<b>All</b>	<b>NAT</b>	<b>1,701</b>	<b>1,733</b>	<b>1,536</b>	<b>1,689</b>	<b>1,570</b>	<b>1,970</b>	<b>1,794</b>	<b>1,333</b>	<b>1,487</b>	<b>1,817</b>	<b>1,425</b>	<b>1,519</b>	<b>1,606</b>

**Table R.4 Access decisions completed after final information has been provided – average days**

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	2	0	7	7	n/a	1	1	n/a	n/a	4	4	3	n/a
0-6	NSW	4	3	4	4	5	6	2	2	3	7	5	4	6
0-6	NT	16	12	0	11	n/a	4	0	1	3	1	n/a	4	n/a
0-6	QLD	7	4	2	4	3	3	4	1	3	4	4	4	5
0-6	SA	7	5	6	10	4	3	0	0	2	4	4	4	4
0-6	TAS	6	5	0	6	2	3	2	2	2	1	0	2	3
0-6	VIC	5	3	2	5	3	3	1	2	3	3	4	4	4
0-6	WA	3	3	1	6	2	3	0	1	5	3	3	4	6
<b>0-6</b>	<b>NAT</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>
7+	ACT	5	5	4	5	6	6	1	1	5	3	4	6	7
7+	NSW	5	4	5	6	4	5	2	2	3	4	5	5	5
7+	NT	3	5	3	5	3	6	1	2	3	5	4	4	3
7+	QLD	5	4	4	7	5	5	2	2	5	4	6	7	5
7+	SA	5	4	5	7	4	5	2	1	3	6	5	5	5
7+	TAS	5	4	5	7	5	4	2	2	4	5	5	5	5
7+	VIC	5	5	4	6	4	5	3	3	5	5	6	6	5
7+	WA	5	5	4	6	4	7	4	3	4	6	6	5	5
<b>7+</b>	<b>NAT</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>
All	ACT	5	5	4	5	6	6	1	1	5	3	4	6	7
All	NSW	5	4	5	6	4	5	2	2	3	5	5	5	5
All	NT	4	5	3	5	3	6	1	2	3	5	4	4	3
All	QLD	5	4	4	6	5	5	2	2	4	4	6	7	5
All	SA	6	4	5	8	4	5	2	1	3	6	5	5	5
All	TAS	5	4	5	7	5	4	2	2	3	4	5	5	4
All	VIC	5	4	4	6	4	5	3	2	5	5	6	6	5
All	WA	5	5	4	6	3	6	4	2	4	6	5	4	5
<b>All</b>	<b>NAT</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>



Table R.5 First plans completed – count

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	42	50	29	24	31	50	28	30	46	43	31	41	37
0-6	NSW	756	865	806	842	780	760	757	612	653	846	723	771	718
0-6	NT	24	12	31	30	19	42	30	18	18	28	24	8	25
0-6	QLD	701	758	684	658	614	579	533	459	478	576	435	395	504
0-6	SA	403	273	232	231	131	163	189	175	186	260	204	195	184
0-6	TAS	57	76	67	79	46	53	66	58	39	53	35	36	59
0-6	VIC	1,121	751	649	605	798	789	673	561	614	641	585	539	631
0-6	WA	370	198	216	194	174	153	130	124	143	174	91	96	157
<b>0-6</b>	<b>NAT</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>	<b>2,130</b>	<b>2,082</b>	<b>2,317</b>
7+	ACT	36	47	48	56	45	55	77	68	50	58	55	33	56
7+	NSW	1,089	1,216	1,041	1,166	1,129	1,117	1,141	1,068	1,123	1,218	962	1,058	1,071
7+	NT	60	42	66	41	57	28	37	27	29	68	55	73	53
7+	QLD	1,174	998	1,017	1,110	1,125	1,215	1,184	938	1,081	1,226	958	1,017	975
7+	SA	354	273	297	321	317	376	369	294	280	354	283	359	336
7+	TAS	98	83	111	103	124	126	112	88	89	101	104	82	93
7+	VIC	1,486	1,198	1,172	1,164	1,107	1,104	1,125	827	958	1,010	911	1,013	1,082
7+	WA	1,843	506	711	584	578	558	484	375	421	467	362	412	393
<b>7+</b>	<b>NAT</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>	<b>3,738</b>	<b>4,085</b>	<b>4,104</b>
All	ACT	78	97	77	80	76	105	105	98	96	101	86	74	93
All	NSW	1,845	2,081	1,847	2,008	1,909	1,877	1,898	1,680	1,776	2,064	1,685	1,829	1,789
All	NT	84	54	97	71	76	70	67	45	47	96	79	81	78
All	QLD	1,875	1,756	1,701	1,768	1,739	1,794	1,717	1,397	1,559	1,802	1,393	1,412	1,479
All	SA	757	546	529	552	448	539	558	469	466	614	487	554	520
All	TAS	155	159	178	182	170	179	178	146	128	154	139	118	152
All	VIC	2,607	1,949	1,821	1,769	1,905	1,893	1,798	1,388	1,572	1,651	1,496	1,552	1,713
All	WA	2,213	704	927	778	752	711	614	499	564	641	453	508	550
<b>All</b>	<b>NAT</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>	<b>5,868</b>	<b>6,167</b>	<b>6,421</b>

**Table R.6 First plans completed – average days**

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	18	17	17	17	41	23	17	23	17	15	25	22	18
0-6	NSW	33	24	31	34	24	29	22	37	33	29	26	28	33
0-6	NT	56	155	65	46	50	51	30	71	120	74	45	113	68
0-6	QLD	42	34	35	39	36	37	37	44	45	44	41	43	51
0-6	SA	37	26	34	51	39	53	36	57	46	41	47	53	35
0-6	TAS	29	27	23	38	38	30	36	33	25	62	54	37	33
0-6	VIC	45	37	39	39	46	46	40	42	49	49	53	57	62
0-6	WA	72	45	56	51	55	63	53	56	69	70	75	75	92
<b>0-6</b>	<b>NAT</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>	<b>41</b>	<b>43</b>	<b>49</b>
7+	ACT	42	31	32	32	33	35	30	33	36	38	66	43	62
7+	NSW	39	40	50	40	36	46	36	46	41	38	47	45	38
7+	NT	98	81	60	74	86	91	131	105	101	128	120	138	147
7+	QLD	41	39	52	53	44	52	40	48	52	46	46	47	50
7+	SA	75	56	58	64	51	53	48	54	51	56	50	60	56
7+	TAS	27	51	53	31	52	26	25	32	34	39	46	56	50
7+	VIC	74	44	61	63	50	55	44	45	62	57	56	53	52
7+	WA	120	75	57	66	71	64	67	58	76	63	54	56	68
<b>7+</b>	<b>NAT</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>	<b>51</b>	<b>52</b>	<b>51</b>
All	ACT	29	24	27	28	36	29	27	30	27	28	51	31	44
All	NSW	37	33	41	37	31	39	31	43	38	34	38	38	36
All	NT	86	97	62	62	77	67	86	91	109	112	97	136	121
All	QLD	41	36	45	47	41	47	39	46	50	45	44	46	50
All	SA	55	41	47	58	48	53	44	55	49	50	49	58	49
All	TAS	28	39	42	34	48	27	29	33	31	47	48	50	43
All	VIC	61	41	53	55	48	51	43	44	57	54	54	54	55
All	WA	112	67	57	62	67	64	64	57	74	65	58	60	75
<b>All</b>	<b>NAT</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>	<b>47</b>	<b>49</b>	<b>50</b>