

# Q1

2021-2022



## **NDIS Quarterly Report to disability ministers**

30 September 2021

**ndis**

### **Copyright and use of the material in this document**

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Scheme Launch Transition Agency (National Disability Insurance Agency).

The material in this document, with the exception of logos, trademarks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY NC ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Scheme Launch Transition Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY NC ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

# Contents

5	<b>Key highlights</b>
12	<b>Introduction</b>
14	<b>Part One: Participants and their plans</b>
15	1.1 Number of participants in the Scheme
16	1.2 Children in the NDIS (younger than 7)
18	1.3 Participant characteristics
27	<b>Part Two: Participant experience and outcomes</b>
28	2.1 Participation in work and community and social activities
34	2.2 Analysis of participant outcomes
37	2.3 Participant satisfaction
42	2.4 The NDIS Contact Centre
44	<b>Part Three: Participant Service Guarantee and Participant Service Improvement Plan</b>
46	3.1 Participant Service Improvement Plan (SIP)
52	3.2 Participant Service Guarantee
64	<b>Part Four: Providers and the growing market</b>
65	4.1 Support categories
68	4.2 Plan management types
71	4.3 Agency-managed providers
72	4.4 Supported Independent Living (SIL)
78	4.5 Plan managers
80	4.6 Choice and control, utilisation and market concentration
86	4.7 COVID Assistance
86	4.8 Market Stewardship activities
88	4.9 Thin markets
90	4.10 NDIS Pricing
93	<b>Part Five: Financial sustainability</b>
94	5.1 Participants and cost projections
97	5.2 Average and median payment trends
100	5.3 Average plan budget trends
107	<b>Part Six: Staff, advisory groups and the NDIS community</b>
108	6.1 A high performing NDIA
110	6.2 Valued input from the Independent Advisory Council
111	6.3 Engagement initiatives
114	6.4 Public data sharing and the latest release of information
116	6.5 Cyber Security and Fraud
117	6.6 NDIA's new Information and Communication Technologies (ICT) business system

# Contents

119		Appendix A: Key definitions
121		Appendix B: Scheme roll-out: Timing and locations
123		Appendix C: Approved plans and children accessing early connections
125		Appendix D: Outcomes Framework Questionnaires
126		Appendix E: National
191		Appendix F: New South Wales
243		Appendix G: Victoria
293		Appendix H: Queensland
344		Appendix I: Western Australia
393		Appendix J: South Australia
441		Appendix K: Tasmania
490		Appendix L: Australian Capital Territory
543		Appendix M: Northern Territory
587		Appendix N: State/Territory – comparison of key metrics
607		Appendix O: Participants by service district and support type, and committed supports and payments by service district
614		Appendix P: Specialist Disability Accommodation
639		Appendix Q: Utilisation by service districts
642		Appendix R: Access decisions and first plans



# Key highlights

## 1. The NDIA is focussed on supporting participants, providers, staff and partners during the COVID-19 pandemic

The National Disability Insurance Agency (NDIA) has continued to prioritise supporting participants, providers, staff and partners during the COVID-19 pandemic. The enduring impacts of the COVID-19 pandemic has made the Agency acutely aware of the need for ongoing collaboration across government and the sector to support participants and providers.

### 1.1 The NDIA recognises the importance of supporting participants and disability workers to get vaccinated

The NDIA has continued to work with the disability sector and across Government<sup>1</sup> to implement initiatives to lift the vaccination rates of participants and disability workers. These initiatives include:

- Working with Disability Intermediaries Australia (DIA) to mobilise support coordinators to proactively reach out to participants to arrange vaccinations
- Partnering with the Pharmacy Guild of Australia (PGA) to provide “easy-access” vaccination QR codes for workers and participants to book an appointment at their local pharmacy
- Establishing a warm-transfer process where participants are transferred from the NDIA National Contact Centre to the Disability Gateway Contact Centre where they can receive direct assistance with booking their COVID-19 vaccine appointments.
- Establishing a weekly data match to the Australian Immunisation Register, via Services Australia, which will identify cohorts of participants (such as local government areas, and age groups) with low vaccination rates to improve and target outreach strategies

In addition to joint measures, the NDIA has implemented several Agency-led initiatives to promote and enable participant and workforce vaccinations:

- Expansion of the vaccine enablement payment<sup>2</sup> to support coordinators and providers of personal supports, in addition to supported independent living (SIL) providers. Eligible providers are able to directly claim up to \$150 to cover costs of supporting and organising NDIS participants to receive the vaccine
- Introduction of a COVID-19 vaccine payment for disability support workers in NSW. Eligible providers delivering supports in one of Sydney’s local government areas of concerns can bill the NDIA directly (\$100 per worker per vaccination dose), for vaccinations delivered between 23 August and 31 December 2021
- Working with one of our partners in the community – Settlement Services International (SSI) to provide targeted outreach services to support participants in the high-risk local government areas of Greater Sydney to become vaccinated

<sup>1</sup> Including with the Department of Social Services (DSS), the NDIS Quality and Safeguards Commission (NDIS Commission), Services Australia, the Department of Health, and State/Territory governments.

<sup>2</sup> You can find out more about SSI here: <https://www.ssi.org.au/about-us>

- Outreach efforts by the NDIA Provider Engagement branch to contact registered providers within the vicinity of the Commonwealth vaccination hubs to assist in raising awareness of the hubs
- Updates to the NDIA contact centre integrated voice recording to provide information on the supports available, and proactive offers to assist with facilitating vaccine booking as part of each contact with a participant, carer, nominee or guardian.

## **1.2 The NDIA is supporting participants and their families/carers to make sure essential services continue**

In addition to assisting participants and disability workers to get vaccinated, the NDIA has also implemented initiatives to ensure participants continue to get essential services, including:

- Outbound calls to impacted participants to ensure they can access their supports and understand how they can use their plans flexibly to engage the supports they need during COVID-19
- Flexible use of NDIS plan funding to purchase personal protective equipment (PPE)
- Support of \$300 for deep cleaning of residences in the event a support worker returns a positive COVID-19 test
- Flexible approach to low cost Assistive Technology (AT) to allow participants to access up to \$1500 of their plan budget to purchase low cost AT items for continuity of supports.
- Introducing flexible use of NDIS core funding for participants in lockdown areas to pay for alternative meal preparation and delivery services (where core funding would normally be used to pay a support worker to cook and shop for them).

## **1.3 The NDIS is also supporting providers during the pandemic**

NDIA initiatives to support providers complemented the broader suite of assistance available provided by the Government to businesses and workers. Temporary Agency initiatives that have continued or expanded this quarter are:

- Provision for support worker PPE to be claimed from participant plans, with the participant's agreement, continues to be available to providers across the nation
- The ability to claim for support worker PPE directly from the NDIA continues to be available to providers in NSW, Victoria and ACT consistent with public health orders in place
- Supports to cover the cost of additional cleaning and higher intensity supports for SIL providers who support participants who have been diagnosed with COVID-19 or are an identified close contact has been expanded from funding per household to funding per participant
- Eligible providers can claim \$100 per worker per vaccination dose, for vaccinations delivered between 23 August 2021 and 31 December 2021 in NSW local government area of concern and 1 October 2021 and 25 November 2021 in Victoria
- Recruitment, Consulting and Staffing Association (RCSA) continues to provide a workforce concierge service to link NDIS service providers who have exhausted their normal workforce supply options to temporary staffing agencies (RCSA members)
- The national clinical first response service for providers of SIL to respond to critical COVID-19 incidents continues to be available to all impacted providers.

In response to changing public health orders and continued impacts on providers and participants, the NDIA introduced additional measures in this quarter:

- The establishment of a Participant Contingent Care Panel to offer SIL providers in NSW, ACT and Victoria management support, service delivery advice and additional workforce where required
- A 10 per cent loading payment in August to certain registered providers to assist with managing the impact of worker shortages and mandatory testing in specific local government areas in NSW, noting that when mandatory testing requirements were lifted in these areas, the loading payment was ceased accordingly
- The NDIA Provider Engagement team continues to proactively contact all providers who report a COVID infection or close contact of either a participant or worker. This contact ensures impacted providers are aware of the additional supports and services available through the NDIA. Further, this ensures the continuation of essential support to participants that have tested positive or are required to isolate.

To ensure participants, providers and the community are aware of the available NDIS COVID-19 support measures and have access to the latest COVID-19 and vaccine information, the Agency has been utilising all its communication and engagement channels to amplify and maximise reach.

As of 21 October 2021 there had been 664 participants infected with COVID-19, and 24 participant deaths. Additionally 717 workers had been infected. Registered NDIS providers are required to notify the NDIS Commission of participant and worker infections. Infection rates for participants remain significantly lower than the general population (0.13 per cent of participants compared to 0.6 per cent of the general population). The latest data on NDIS participant worker and participant infections is located on the Department of Health website [here](#)<sup>3</sup>.

The NDIS website should be consulted for the latest information on COVID-19 – [Coronavirus \(COVID-19\) information and support | NDIS](#)<sup>4</sup>.

<sup>3</sup> <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-case-numbers-and-statistics>

<sup>4</sup> <https://www.ndis.gov.au/coronavirus>

## 2. The NDIA has commenced engagement with stakeholders to embed co-design in the NDIA approach

The Independent Advisory Council (IAC), along with other key disability community stakeholders, participated in two virtual co-design workshops in September 2021. The workshops were held following a decision by disability ministers in July 2021 to not proceed with the proposal for independent assessments.

The NDIA acted on advice from the IAC to strengthen relationships and build trust with the disability sector, and respond to the Terms of Engagement provided by the disability sector to Minister Reynolds in June 2021.

The workshops were an opportunity to develop a constructive working relationship between the NDIA, the IAC and DRCOs and to begin co-design and priority issue discussions.

Specifically, the workshops brought together the IAC, 27 disability and carer representative organisations (DCROs), the Department of Social Services (DSS), NDIA board members and senior executives.

Former Disability Discrimination Commissioner Graeme Innes facilitated both workshops, supported by facilitators from the disability community.

### Workshop discussion topics

Workshop attendees discussed how to build mutual trust, how to strengthen the relationships between the disability community and the NDIA, and a range of priorities for changes and improvements to the NDIS.

This included the topics the NDIA, the IAC and the disability sector have been asked to work on by disability ministers, and how the NDIA could start working towards co-design.

Workshop attendees discussed how the NDIA could establish a co-design framework based on a “learn by doing” approach, agree on key principles of co-design and terms of engagement.

The NDIA committed to learn from the past and engage constructively with the disability community in future.

### Outcomes of co-design workshops

Workshop attendees acknowledged:

1. The need to improve relationships and build trust between the NDIA and the disability community.
2. The shared commitment to work towards better outcomes for people with disability and to improve Scheme processes.
3. The need to better understand interactions among the range of issues faced by people with disability, sector organisations and the Scheme, and how they can be jointly resolved.
4. To need to work together to better understand the issues the Scheme is facing, including financial sustainability, from all stakeholder perspectives.
5. The shared commitment to immediately work on priorities which would benefit from co-designed solutions such as a new person-centred assessment model as well as ending segregation for people with disability and strengthening community inclusion.



6. The focus on a range of improvements to the operations of the NDIS.
7. The need to recognise and respect the importance of diverse views, experience and contributions made by the Scheme, DSS, the IAC and disability and carer representative organisations; acknowledging:
  - DCROs as legitimate representatives of participants and families/caregivers
  - The IAC's statutory role to advise the NDIA Board as outlined in the NDIS Act, including their appointed experts among which are people with disability, families/carers and service providers
  - The NDIA as the statutory authority responsible for delivering the NDIS in accordance with the Act
  - DSS as responsible for the NDIS legislation, for the Information Linkages and Capacity Building program, and the broader Australian Disability Strategy.
8. The importance of regular and accessible communication with participants, families and carers as well as state, territory and local community groups and networks and provider networks, to inform and enable involvement.
9. The importance of agreement about the governance of the relationships and the processes used in any joint work between the sector and the NDIA.
10. That these co-design workshops were a first step in developing better ways of working together to benefit participants and the Scheme. There is a more to do.

## Next steps

### 1. Co-design advisory group

Leaders from the IAC and the DRCOs selected representatives to form the co-design advisory group. Advisory group members will be paid for their time. The first meeting of this new group was held on 15 October 2021.

### 2. Confirm co-design priority work

NDIA representatives will work with a small group of IAC and disability sector representatives to establish initial co-design priority work, for consideration by the broader disability sector. The advisory group and the sector will also consider other work that would benefit from a strategic approach to stakeholder consultation and involvement.

### 3. Information updates

The NDIA, the IAC and disability and carer representative organisations will agree on a regular schedule to inform the disability community of co-design topics and progress, and advise any key issues requiring wider consultation.

### 3. As part of the commitment to transparency, the Agency has released more information on the financial challenges facing the Scheme

The NDIA Board released the 30 June 2021 **Annual Financial Sustainability Report (AFSR)** on 8 October 2021. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year's AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary<sup>5</sup>. A copy of this report was also released on 8 October 2021.<sup>6</sup>

The AFSR includes:

- analysis and discussion of recent Scheme experience
- best estimate projections of future participant numbers and average payments (based on known experience and future expectations)
- scenarios relating to possible variances in the projections
- recommended strategies to address risks to sustainability.

The AFSR projects that:

- There will be 670,400 participants in the Scheme at the end of June 2025 (of which 633,600 are under the age of 65 years), and 859,300 at the end of June 2030 (of which 798,300 are under the age of 65 years). These figures are significantly higher than estimated by the Productivity Commission in 2017.
- Total participant costs are projected to be \$29.2 billion in 2021-22, growing to \$41.4 billion in 2024-25, and \$59.3 billion in 2029-30 (on an accrual basis).

More detail is available in the reports located [here](#)<sup>7</sup> and in Section 5 of this report. Section 5 of this report also includes analysis on the trends in average and median payments over the last three years, along with trends in average plan budgets. The extent to which plans increase and decrease over time for individual participants is also analysed. Plan budgets change for individual participants for a number of reasons, including changes in circumstances, the addition of capital items in some plans that are not required in subsequent plans, and the addition of capacity building support in some plans that is not required in subsequent plans. More discussion on the process for planning decisions is also included in this section.<sup>8</sup>

In addition, section 4.4 of the report includes more detail on trends in the Supported Independent Living (SIL) market, including increases in the number of participants and providers, along with trends in average payments and plan budgets for participants receiving SIL supports.

The AFSR projections are fully consistent with the outcomes discussed in these sections of the report, noting average payments per participant are projected to continue to increase, particularly as participants use more of their plans over time

<sup>5</sup> The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D)

<sup>6</sup> The report is available here: <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

<sup>7</sup> <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

<sup>8</sup> The NDIA has also published an updated Operational Guideline (OG) on Plan Reviews which details the reasons why a new plan could be different to a current plan. The updated OG can be accessed here: <https://ourguidelines.ndis.gov.au/your-plan-menu/plan-reviews>

Lastly, the NDIA is engaging with the sector on the AFSR and the financial challenges facing the Scheme. This engagement includes:

- Introductory presentations on the 2020-21 AFSR, with the IAC and DCROs.
- Small group discussions with members of the IAC and DCROs, to provide opportunities for more detailed discussions and to determine additional themes and information needs to incorporate into further engagement.
- A longer-format workshop with members of the IAC and DCROs, for a lengthier discussion on sustainability, including information on the additional themes identified in the introductory presentations and small group discussions.

# Introduction

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

Analysis and key insights are presented in this 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)
- In each service district, the number of active participants, the annual average plan budget and average payment per participant (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 geographical area. 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)





## Willow connects with others during COVID

At not quite three-years-old, Melbourne toddler and NDIS participant **Willow** is a tenacious fighter and whenever she has the chance, a social butterfly.

Born 10 weeks' early, weighing a little over half a kilo, Willow survived several life-threatening infections and brain surgeries, while spending the first ten months' of her life in hospital.

Willow now lives with hearing loss, significant developmental delays, acquired hydrocephalus (excess fluid in the brain) and faltering growth, as well as low immunity and chronic lung disease. She has a brain shunt to drain excess fluid from her brain and has oral aversion, which means Willow doesn't eat and needs to be fed five times a day through a percutaneous endoscopic gastrostomy (PEG) feeding tube inserted in her stomach.

Willow also doesn't speak. "She has no interest in eating, and that's an important part of developing the muscles used for speaking," said Willow's mum Kerry Chaplin of Craigieburn. "We expect her to do both in the future, but she's just not there yet."

With support from NDIS-funded therapies, including a physiotherapist, speech pathologist and a special feeding clinic, Willow has become an expert at non-verbal communication.

Using a combination of Key Word Sign (KWS), natural gestures and body movements, Willow knows exactly how to connect with others and get her message across. "Willow is quite resourceful and determined, and she is an amazing communicator," said Kerry.

Kerry says joining the NDIS two years ago changed Willow's life. "The NDIS has been nothing but amazing for us," she said.

# 1

## Participants and their plans



# 1

## Participants and their plans

**484,700 participants are receiving supports from the NDIS, with 13,600 children accessing early connections through the Early Childhood approach.**

### 1.1 Number of participants in the Scheme

**At 30 September 2021, 484,700 participants had an NDIS plan, and 20,482 participants entered the Scheme during the quarter.**

At 30 September 2021, 484,700 participants had approved plans.<sup>9</sup> This represents a four per cent increase from last quarter (an additional 20,482 participants).

Further, the NDIA undertook 102,144 plan reviews in the quarter.

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

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021-22 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	<b>484,700</b>
Yearly increase <sup>10</sup>		9,870	12,564	59,891	82,723	113,682	105,984	74,620	<b>18,084</b>
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	<b>4%</b>

<sup>9</sup> 21,541 participants with approved plans had exited the Scheme as at 30 September 2021.

<sup>10</sup> This is the net increase in the number of active participants in the Scheme each period noting some participants have exited the Scheme.

## 1.2 Children in the NDIS (younger than 7)

**At 30 September 2021, there were 74,840 children younger than 7 with an NDIS plan, and a further 13,600 accessing early connections.**

Of the 484,700 participants with an approved plan at 30 September 2021, 74,840 were children younger than 7 (15 per cent), and of the 20,482 new participants with an approved plan this quarter, 7,761 were children younger than 7 (38 per cent).

In addition to the 74,840 children younger than 7 with an approved plan:

- **4,854** 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.
- **2,912** were awaiting an access decision from the NDIA (of which **1,928** (66%) were accessing early connections from the early childhood approach).
- **12,070** children were supported by the early childhood approach (of which **11,672** (97%) were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

The NDIA has commenced building on the existing national early childhood approach to ensure the delivery of a world leading model that provides evidence-based, high quality and timely supports to young children and families that are embedded in an integrated and collaborative early childhood ecosystem.

Sector feedback from the recent Early Childhood, Early Intervention (ECEI) Implementation Reset consultation has already strengthened the approach and the NDIA is making good progress on the recommendations. The aim is to provide young children and their families and carers with:

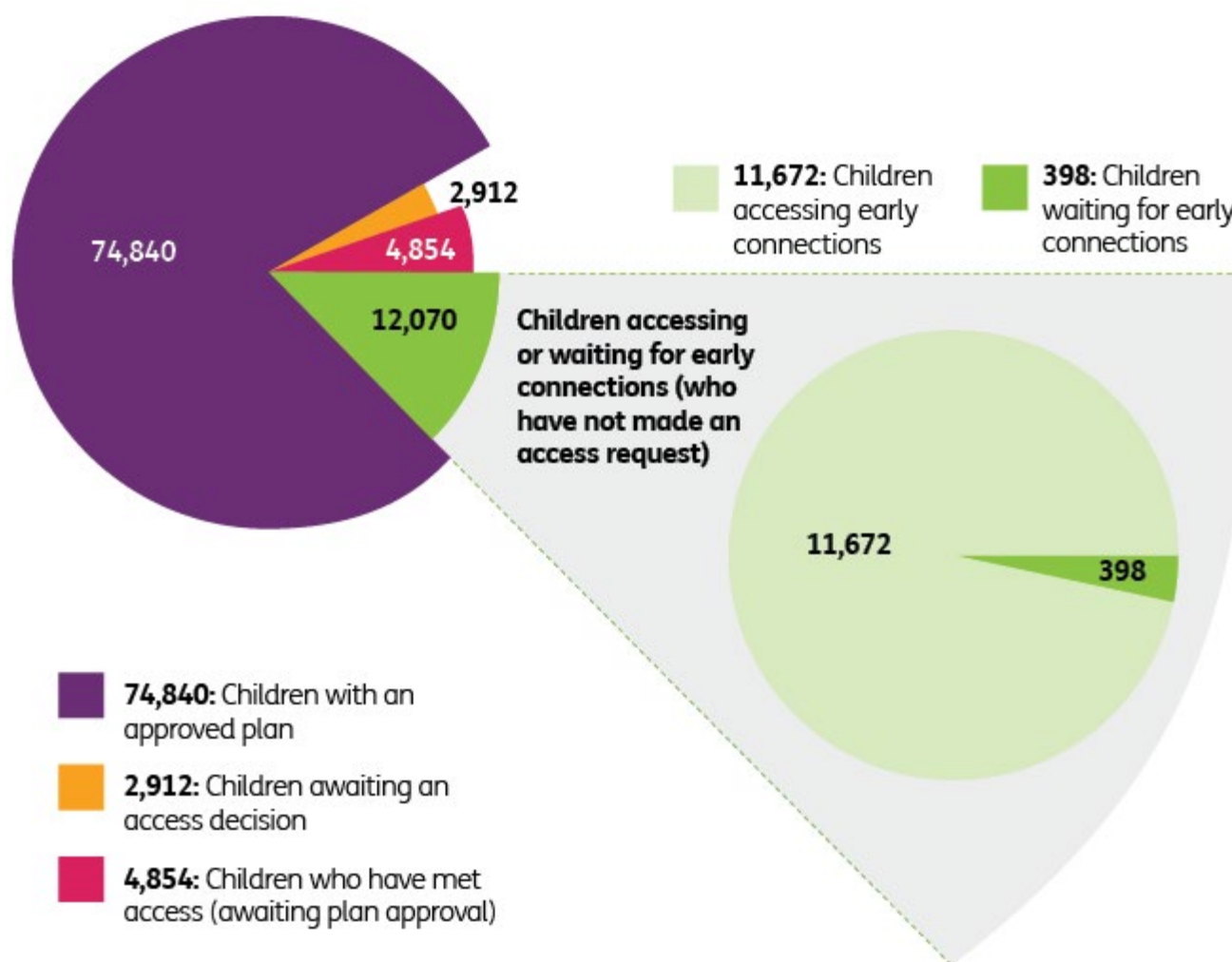
- Easy to understand information about early childhood best practice
- More confidence to make informed choices
- Extra skills in activities that make a difference every day
- More inclusion and participation in activities in the home and community.



Highlights to date include:

- Talking to families about how the NDIA can improve the way we communicate and support them
- Simplifying the way we talk about early childhood intervention and best practice
- Clarifying the definition of developmental delay so everyone knows how decisions for children with developmental delay are made
- Information about how early intervention provides children and families the best outcomes, including how to access early support even if they aren't eligible for a funded NDIS plan
- Engagement with community-led early childhood programs and organisations in remote and very remote areas about how we can better support families and children in these areas
- Discussions with state and territory governments on working together so all children with developmental delay or disability are fully included in early childhood education and care settings.

**Figure 2: Children in the NDIS**



### 1.3 Participant characteristics

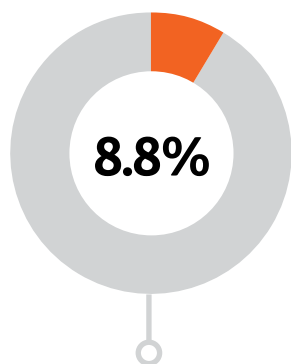
The NDIA continues to monitor and focus on the number of participants entering the Scheme who are Aboriginal and Torres Strait Islander and who are Culturally and Linguistically Diverse (CALD). The NDIA has undertaken work to better understand the number of CALD participants in the Scheme, recognising the apparent lower than expected recorded participation of CALD participants in the Scheme.

Of the 20,482 participants entering and receiving a plan in the quarter:

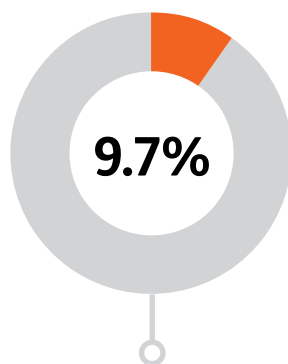
– **8.8%** were **Aboriginal and Torres Strait Islanders**

– **9.7%** were **CALD**<sup>101</sup>

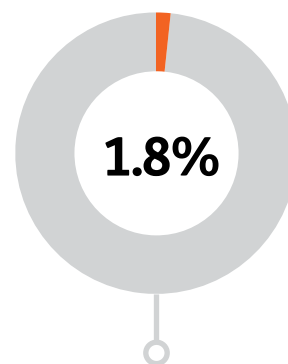
– **1.8%** were from **remote and very remote areas**



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

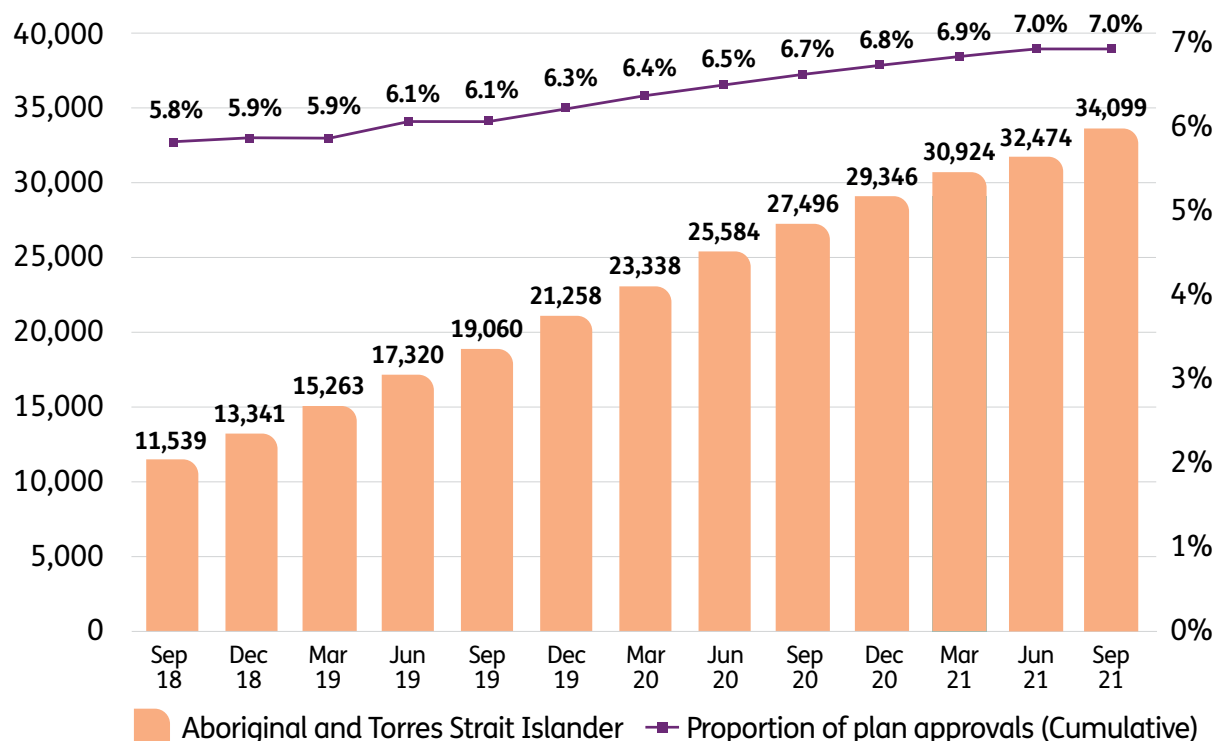
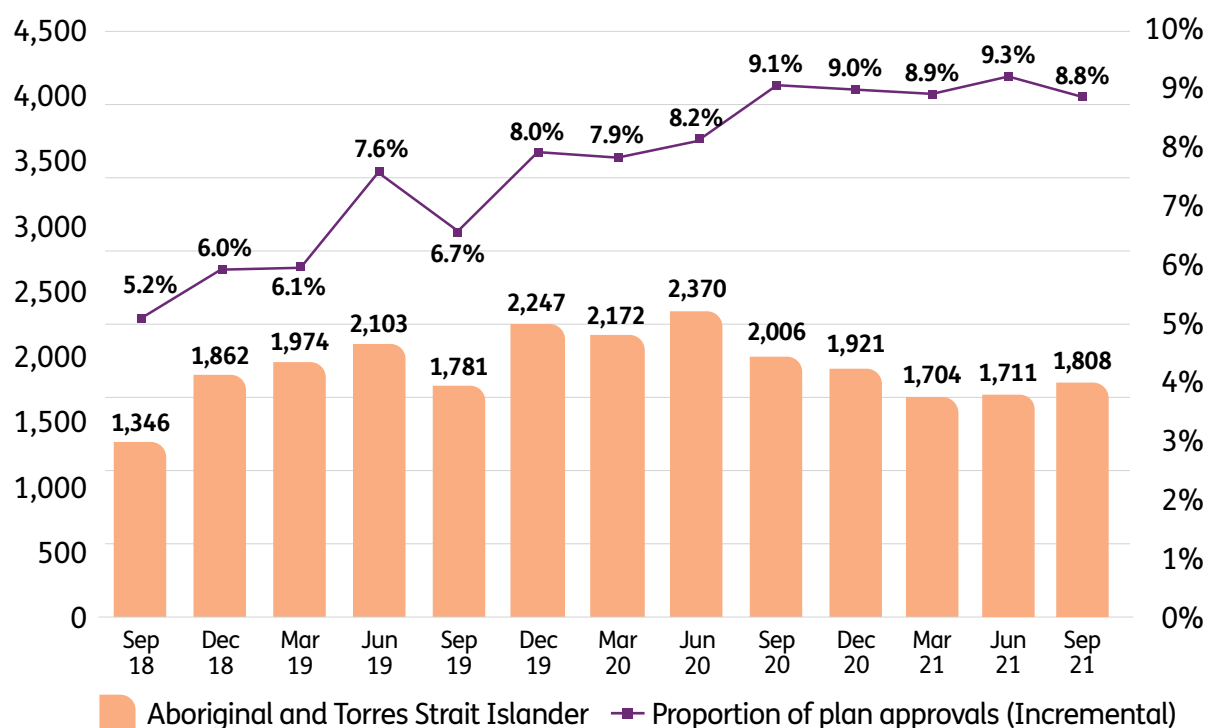
The NDIA has released progress updates on the Aboriginal and Torres Strait Islander Strategy and the Cultural and Linguistic Diversity Strategy, detailing the Agency's key activities against the priorities listed in the strategies<sup>12</sup>. The progress updates also identify additional actions to 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.

<sup>11</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English

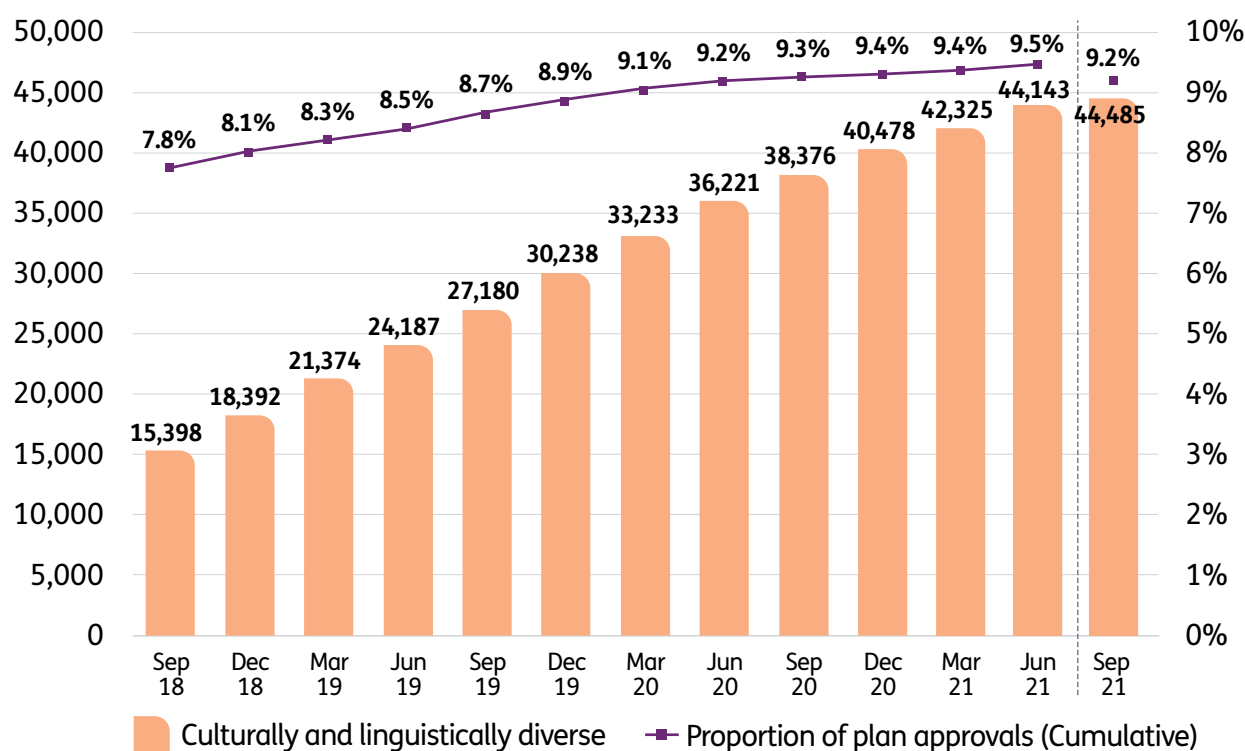
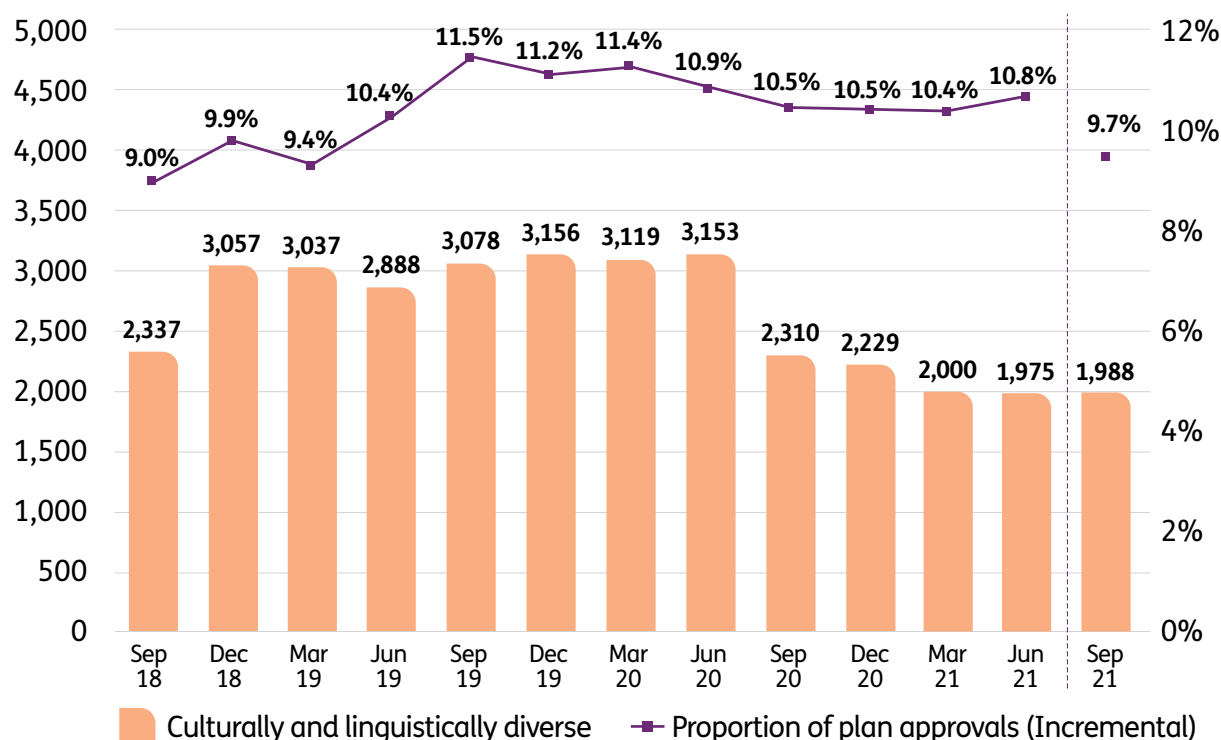
<sup>12</sup> Further information on these strategies can be found here:  
<https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy>  
<https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

**Figure 3: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)<sup>13</sup>**



<sup>13</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 4: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)<sup>14,15</sup>**



<sup>14</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.

<sup>15</sup> The number of CALD participants in the September quarter excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English. This has resulted in a "break" in the time series, meaning the previous quarterly results do not compare with this quarter's result.



## Extra analysis on CALD participants<sup>16</sup>

At 30 September 2021, 9.2 per cent of participants identified as CALD compared with an expected percentage of 18.9 per cent<sup>17</sup>. Work was undertaken to better understand the reason for this difference – specifically, whether a number of CALD people are yet to join the NDIS, or whether the NDIS is under-reporting the number of CALD participants in the Scheme based on the data collected on country of birth and main language spoken at home.

Between service districts (of which there are 80 across Australia), the percentage of the population who identify as CALD differs – the CALD populations in some service districts represent more than 40 per cent of the population (for example, South Western Sydney and Hume Moreland in Victoria), while in other service districts, the CALD population represents less than 10 per cent (for example NSW Central Coast and Caboolture/Strathpine in Queensland).

The total number of participants in the Scheme in each service district is compared with the number of expected participants at 30 June 2023<sup>18</sup> in each service district<sup>19</sup>. If the percentage was lower in service districts with high CALD populations compared with service districts with low CALD populations, then it is likely that people with a disability who identify as CALD are yet to enter the Scheme. However, this is not the case. The percentages are reasonably consistent across most service districts (between 78 per cent and 85 per cent) despite the differences in CALD populations across service districts. For instance, there are five service districts that are expected to have more than 35 per cent of participants identifying as CALD and the ratio of active participants at 30 September 2021 compared to expected participants at 30 June 2023 is 79 per cent. Similarly, at 30 September 2021, the 25 service districts with less than 10 per cent expected CALD participants have 80 per cent of their expected 30 June 2023 participants. This implies that it is likely that CALD participants are joining the Scheme but have not been identified as CALD in the data collected.

With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

**Figure 5: Comparison of service districts with different percentages of CALD populations and different ratios of actual to expected total participants<sup>20</sup>**

	Percentage of expected CALD participants in each service district	Number of service districts	Percentage of expected CALD participants (aged 0-64) in each service district	Number of active participants at 30/9/21 (all Scheme)	Number of expected participants at 30/6/23 (all Scheme)	Actual vs Expected participants (%) (all Scheme)
<b>Regions with higher CALD density</b> ↑	Above 40%	2	45.6%	29,421	37,800	78%
	35%-39%	3	38.3%	33,827	42,300	80%
	30%-34%	6	31.9%	57,257	71,000	81%
	25%-29%	5	28.8%	23,572	28,800	82%
	20%-24%	4	21.7%	10,520	12,600	83%
	15%-19%	9	17.4%	75,499	88,900	85%
	12.5%-15%	9	13.5%	29,106	37,200	78%
<b>Regions with Lower CALD density</b>	10%-12.5%	17	11.3%	81,954	99,400	82%
	<10%	25	8.1%	143,308	178,800	80%
	<b>Total</b>	<b>80</b>	<b>18.9%</b>	<b>484,464</b>	<b>596,800</b>	<b>81%</b>

<sup>16</sup> CALD has been defined as people with a country of birth other than Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa or the main language spoken at home is not English.

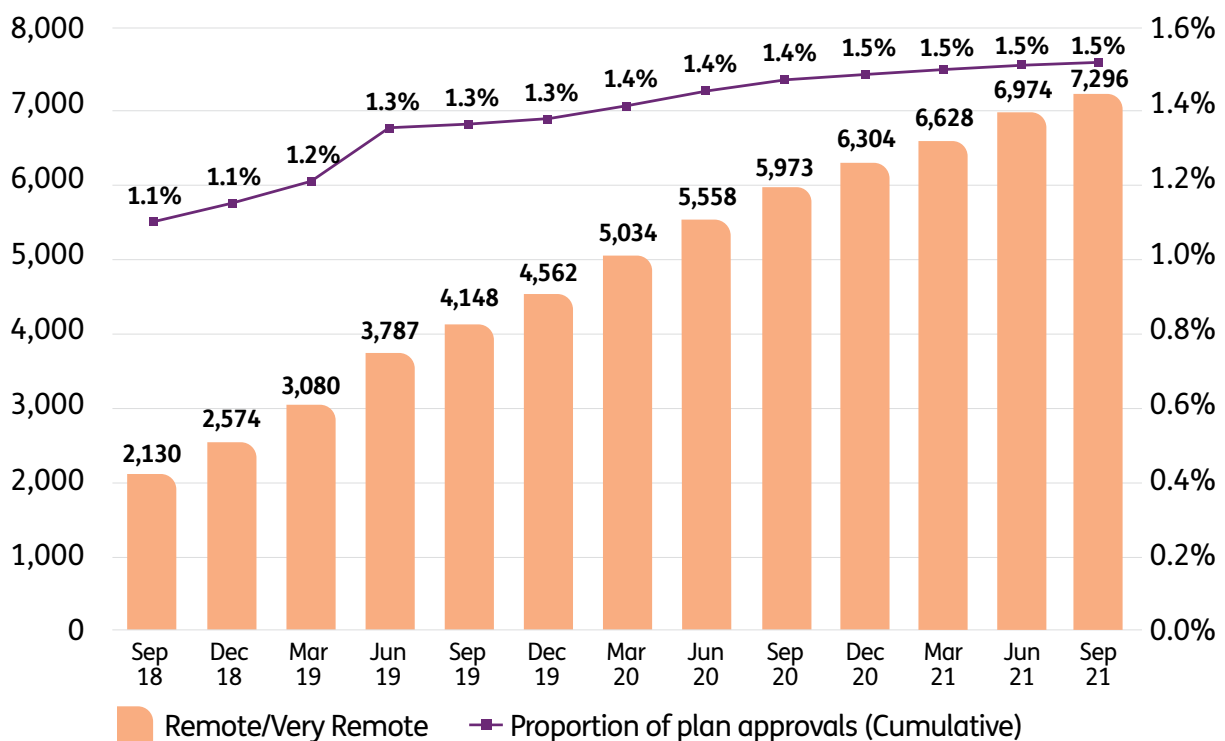
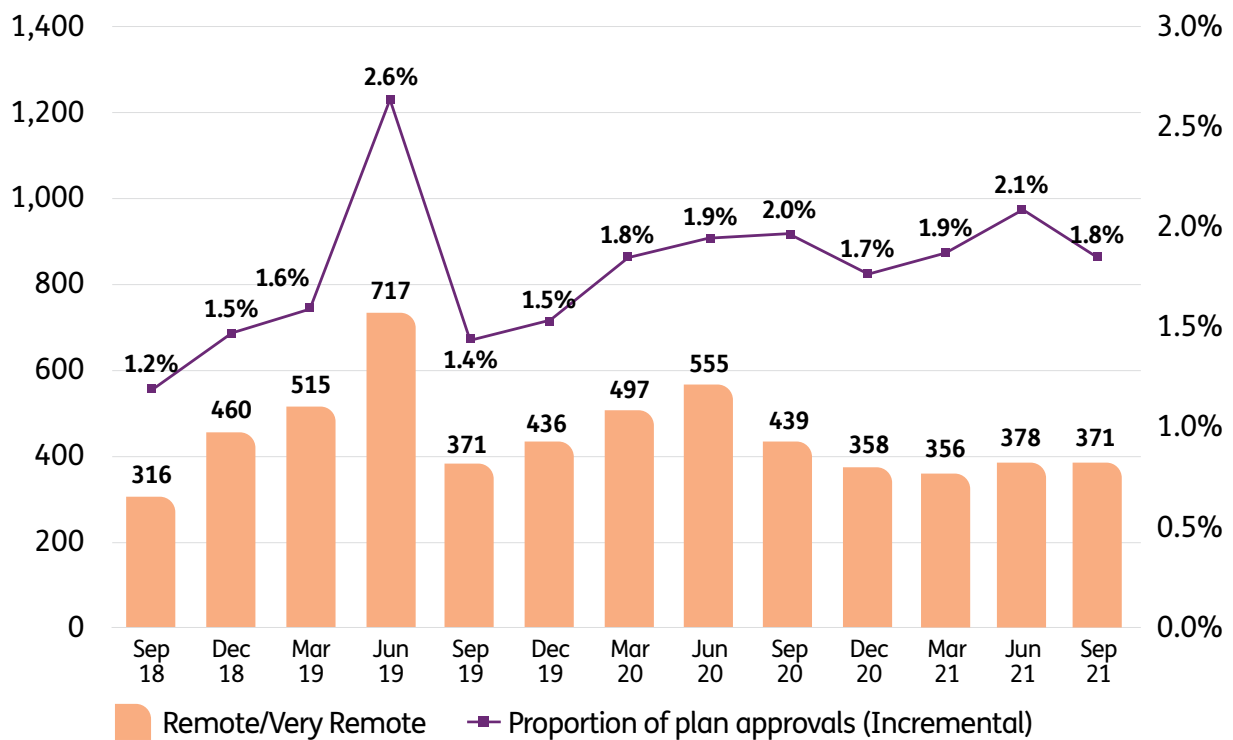
<sup>17</sup> Expected CALD percentages are derived from the 2016 ABS Census and exclude Indigenous people. Previous results have included Indigenous people (where their language spoken at home was not English).

<sup>18</sup> At 30 June 2023 it is expected that all participants who enter the Scheme are people who recently acquired their disability (including at birth), rather than people who have had their disability for a long time, but have not accessed the NDIS until recently. Between 1 October 2021 and 30 June 2023 many participants who enter the Scheme will be people who newly acquire their disability.

<sup>19</sup> The NDIA publishes projections by service district here: <https://data.ndis.gov.au/data-downloads>

<sup>20</sup> Active participant count excludes 236 participants with missing service districts.

**Figure 6: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)<sup>21</sup>**



<sup>21</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:

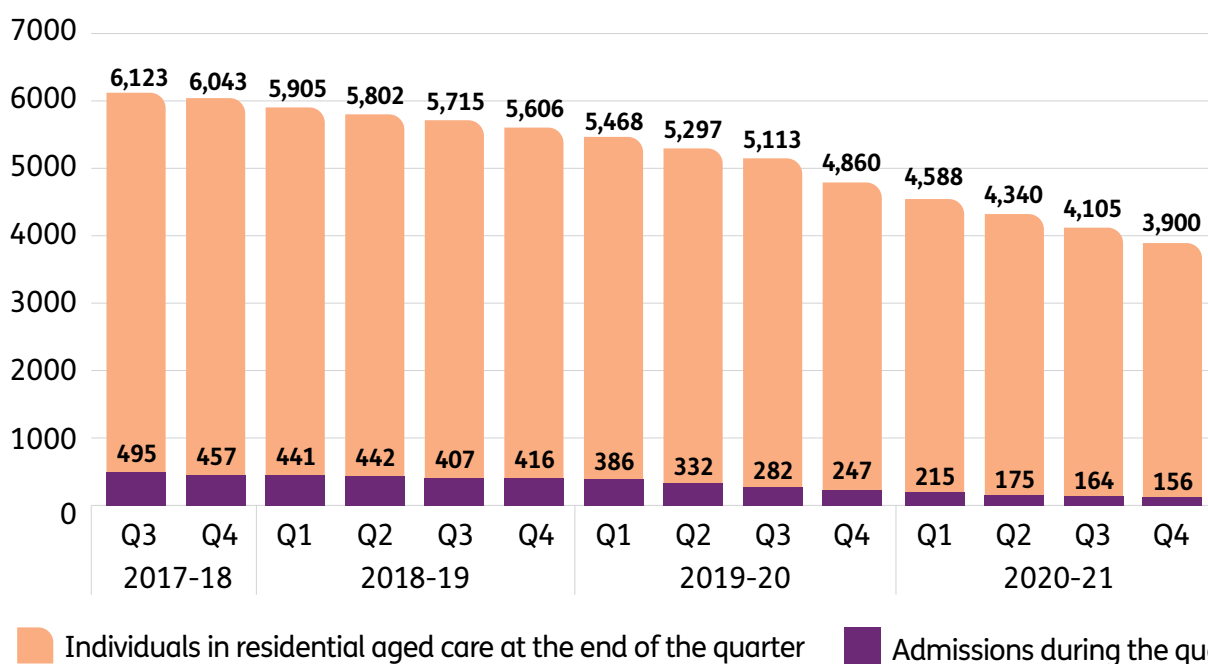
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**37.9%** this quarter and **34.8%** in the June 2021 quarter).
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**23.7%** this quarter and **21.7%** in the June 2021 quarter).
- **Psychosocial Disability**: **12.7%** of participants who received a plan in the quarter, compared to **10.4%** 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 6,123 at 31 March 2018 to 3,900 at 30 June 2021 (a 36 per cent decrease).

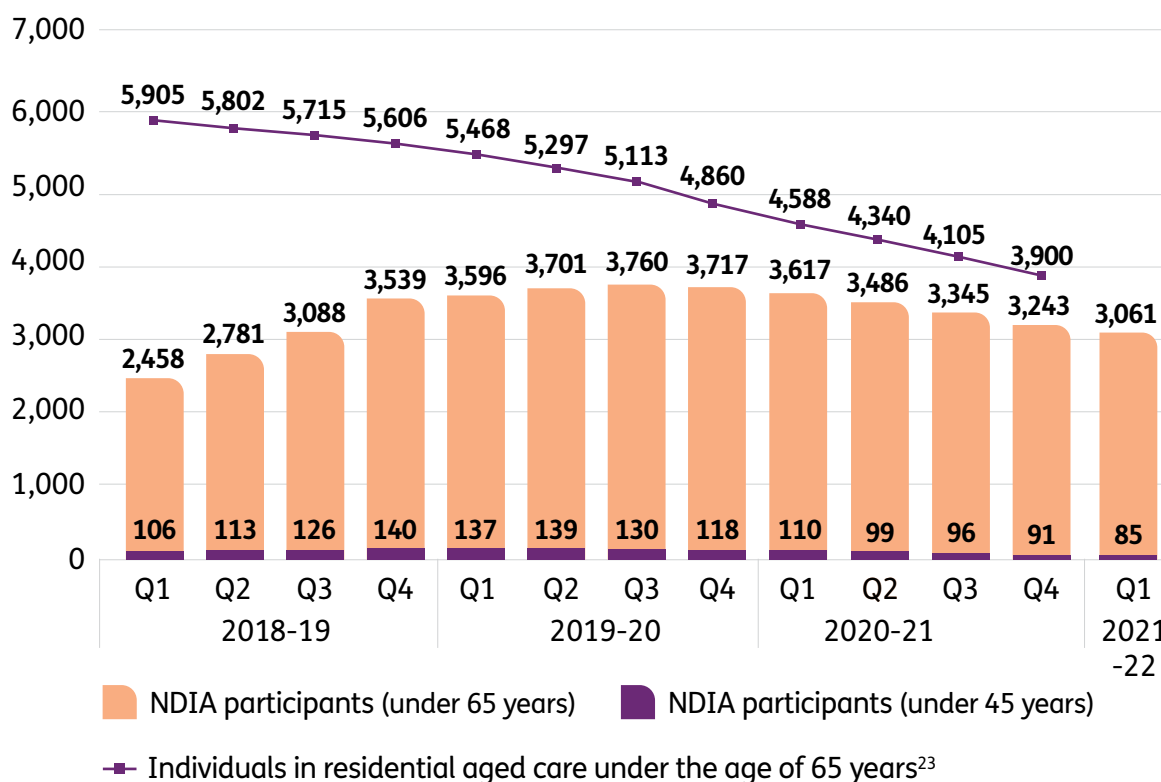
Also, fewer people under the age of 65 years are entering residential aged care – 495 people under the age of 65 years entered in the March 2018 quarter, compared with 156 in the June 2021 quarter (a 68 per cent decrease).

**Figure 7: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter**



There were 3,061 participants in residential aged care with an approved plan at 30 September 2021 aged under 65 years. In addition to this, 722 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>22</sup> Of the 3,061 participants in residential aged care under 65 years, 85 are aged under 45 years (2.8 per cent).

**Figure 8: 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>22</sup> There were a further 1,869 participants with an approved plan aged 65 years or over who are currently in residential aged care.

<sup>23</sup> Data provided by the Department of Health as at 30 June 2021. 30 September 2021 data will be provided next quarter.

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

On 25 November 2019, in response to the Interim report of the Royal Commission into Aged Care Quality and Safety, the Government announced strengthened YPIRAC targets and an intention to develop a strategy to meet those targets.

The Government's YPIRAC targets, apart from in exceptional circumstances, seek to ensure there are:

- a) no people under the age of 65 entering residential aged care by 2022
- b) no people under the age of 45 living in residential aged care by 2022
- c) no people under the age of 65 living in residential aged care by 2025

The Joint Agency Taskforce (between DSS, the Department of Health and the NDIA) continues to progress work on the Younger People in Residential Aged Care Strategy 2020-25<sup>43</sup> (the Strategy) that was released on 30 September 2020. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years of age who are eligible for the aged care system. 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.

### Supporting younger people living in residential aged care

The NDIA continues to support younger participants currently residing in residential aged care to explore alternative home and living options, or to remain in their current accommodation, under exceptional circumstances. The NDIA's team of specialist YPIRAC planners hold regular check-ins and dedicated conversations with participants, their families and carers to understand and support a younger participant's home and living goals and ensure decision making is fully informed and current. NDIS participants with a goal to leave residential aged care are also supported by their NDIS-funded support coordinator to research and source appropriate alternative accommodation.

Current data indicates that at 30 September 2021, approximately 825 younger people in residential aged care have a goal to leave residential aged care. Some of the reasons younger people give about why they choose to remain in residential aged care at this time include the location of the facility being close to family and informal supports; the participant has developed valued and trusted relationships with staff and co-residents; the younger person's support needs and requirements are met; they feel secure and happy in their environment, and their preferred accommodation type and other supports they require may not be available in a location they wish to live. The NDIA understands that people's preferences may change, which is why there are repeated opportunities for participants, their families and carers to discuss their home and living options with NDIS representatives to ensure decision making about home and living goals is fully informed and current.

The NDIA is working closely with the Department of Social Services and the Department of Health to implement the Australian Governments Younger People in Residential Aged Care 2020-25. The strategy is intended to deliver on the Government's commitment to ensuring no younger person (under the age of 65) lives in residential aged care unless there are exceptional circumstances.

<sup>24</sup> <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative>



## Alberto's childhood dream realised at Tokyo Paralympics

**Alberto**, 28, has an intellectual disability and lives in Brisbane after being adopted as a child by Australian parents from his birth country of Jamaica.

While an Australian T20 200m and 400m track champion, as a dual-citizen, Alberto had the chance to represent Jamaica at the 2021 Paralympics in Tokyo.

Prior to realising his Paralympics' dream, becoming an NDIS participant had opened many doors for Alberto on and off the track through supports including physiotherapy and psychology, which he juggles with his training and a teachers-aide role.

Alberto also found the confidence and structure to tick off another goal of living independently, and has a support worker who assists him with shopping and cleaning, and an occupational therapist who assists with meal support and budgeting.

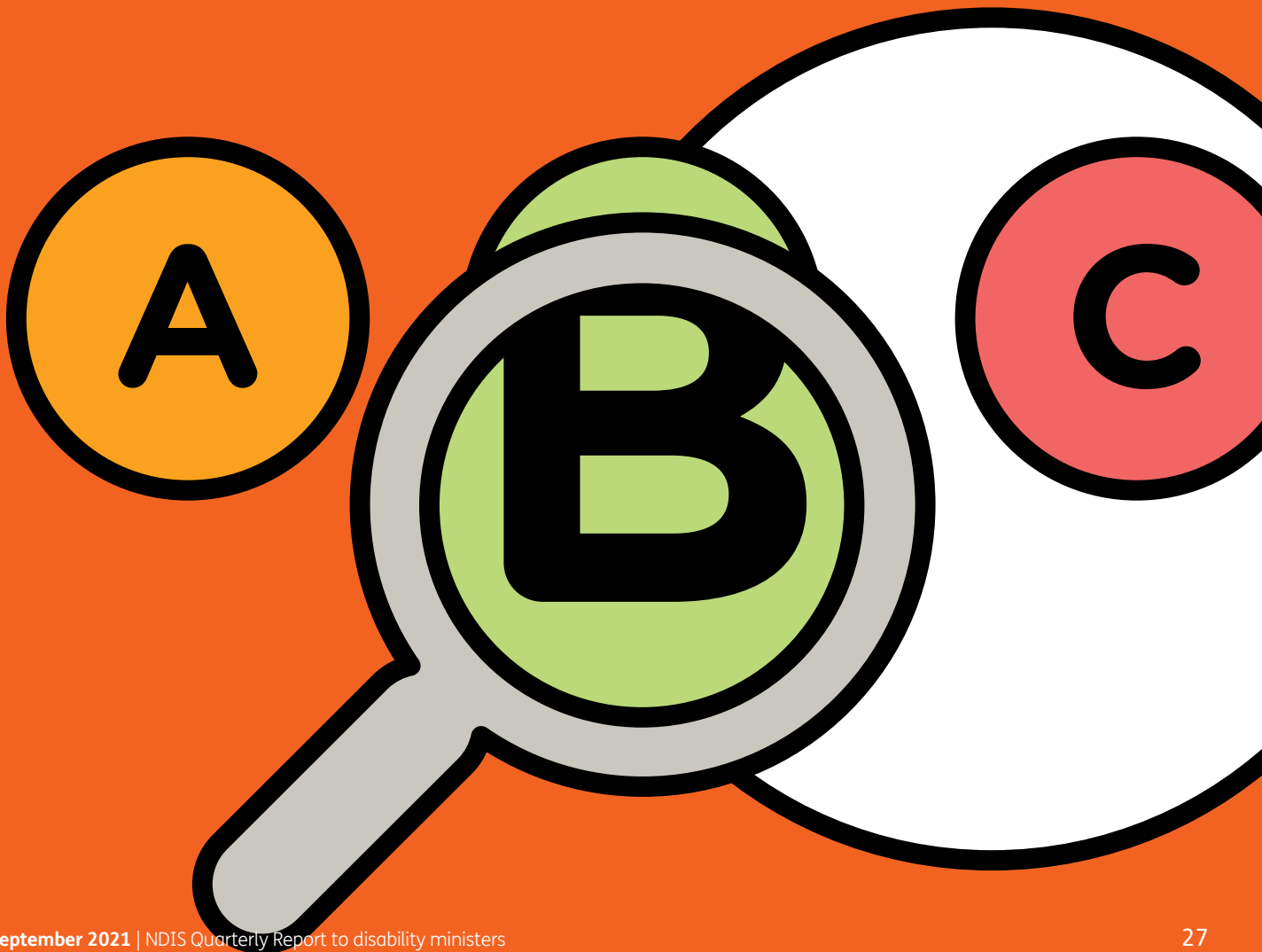
Transferring his skills to his daily living, Alberto travelled to Sydney independently last year to compete on Channel 7s Ultimate Tag, which gave him the confidence to travel to Tokyo by himself to compete in the Paralympics.

Before the NDIS, Alberto hadn't found his full confidence, but everything has changed for him now, not only through his focus and increased independence, but also in becoming a Paralympian.



# 2

## Participant experience and outcomes



# 2

## Participant experience and outcomes

**Some outcomes continue to improve the longer participants are in the Scheme, but there is still more to do around important areas such as employment.**

### 2.1 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>25</sup>. Specifically:

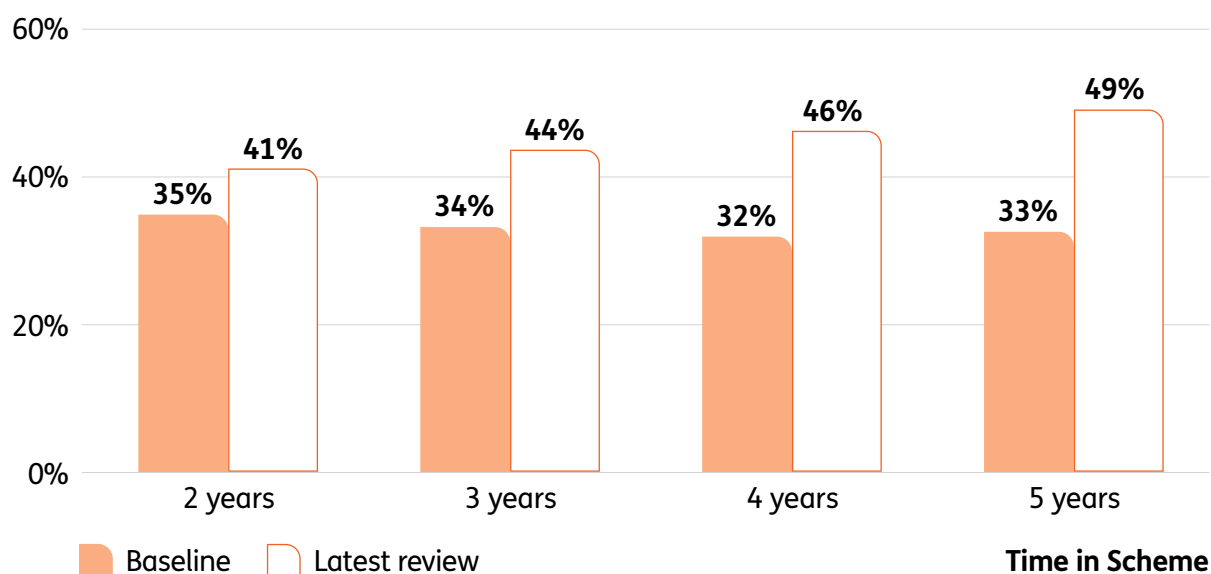
- **nine** percentage increase from **34%** to **43%** for participants aged 15–24 years.
- **eight** percentage increase from **37%** to **45%** for participants aged 25+ years.
- **nine** percentage increase from **36%** to **45%** for participants aged 15+ years.

In addition, the percentage increase in participation in community and social activities for participants aged 15–24 years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 35 per cent to 41 per cent, compared with participants who have been in the Scheme for five years, where the increase was 33 per cent to 49 per cent.

<sup>25</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.

**Figure 9: Percentage increase in participation in community and social activities for participants who have been in the Scheme for 2, 3, 4 or 5 years**

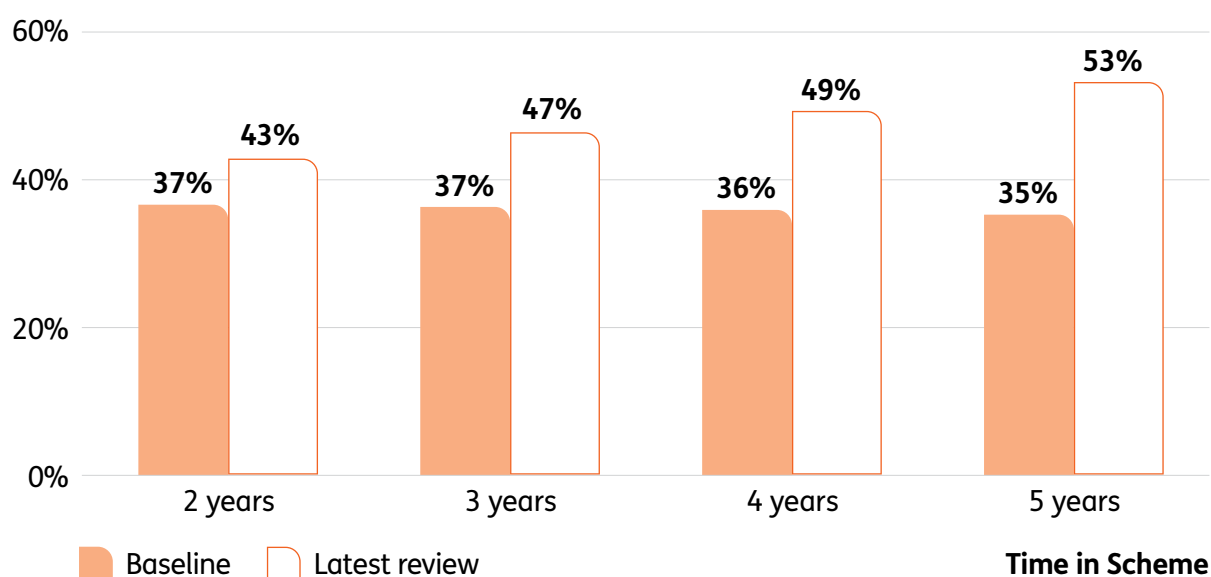
**Participants aged 15-24 years**



Further, the percentage increase in participation in community and social activities for participants aged 25+ years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 37 per cent to 43 per cent, compared with participants who have been in the Scheme for five years, where the increase was 35 per cent to 53 per cent.

**Figure 10: Percentage increase in participation in community and social activities for participants who have been in the Scheme for 2, 3, 4 or 5 years**

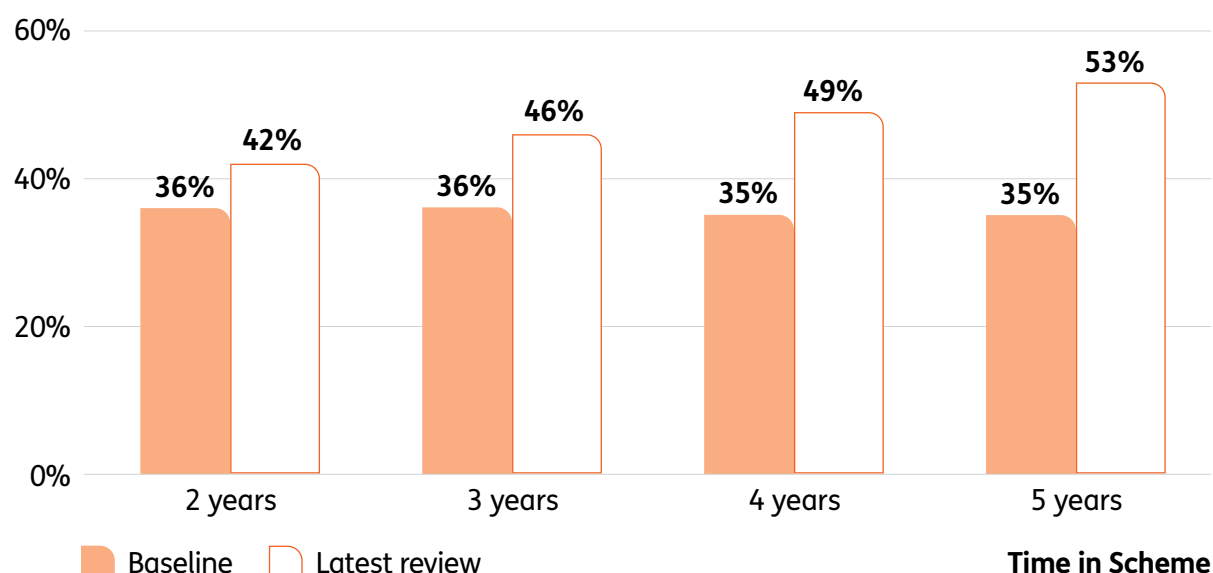
**Participants aged 25 and over**



Combining both age groups, the increase for participants who have been in the Scheme for two years was six percentage points (from 36 per cent to 42 per cent), and the increase for participants who have been in the Scheme for five years is 18 percentage points (from 35 per cent to 53 per cent).

**Figure 11: Percentage increase in participation in community and social activities for participants who have been in the Scheme for 2, 3, 4 or 5 years**

### Participants aged 15 and over



### Participation in work

The overall rate of participation in work for those in the Scheme continues to be relatively stable although it differs by cohort and age group. However, for those who have been in the Scheme for at least two years there have only been marginal increases in employment. Specifically:

- **nine** percentage increase from **12%** to **21%** for participants aged 15-24 years.<sup>26</sup>
- **one** percentage decrease from **24%** to **23%** for participants aged 25+ years, which is concerning
- **no** change from **22%** for participants aged 15+ years.

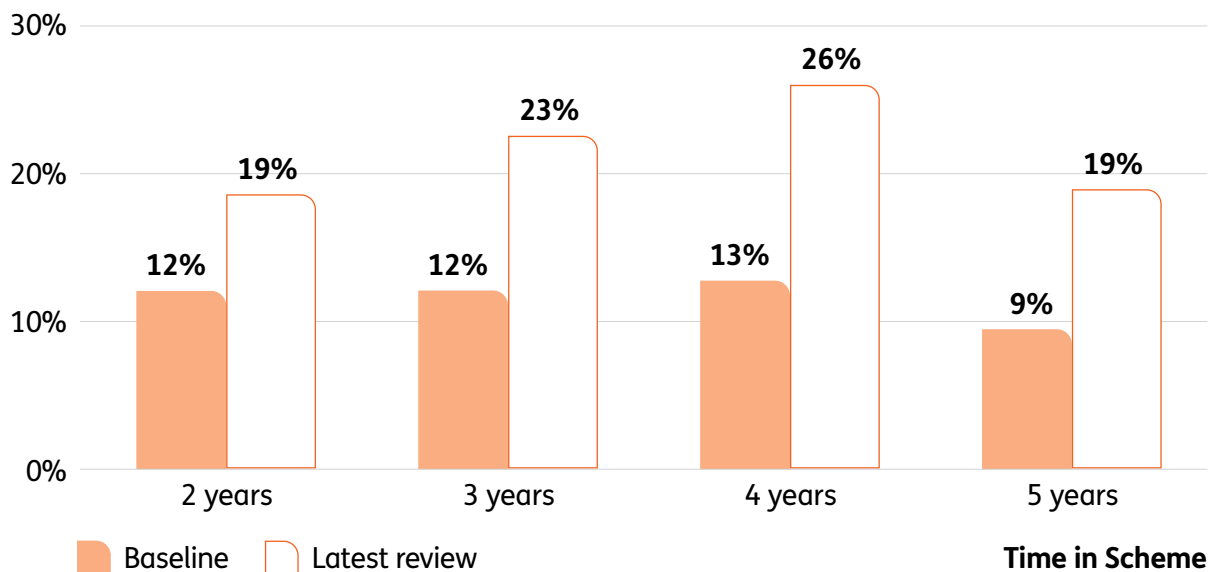
The percentage increase in participation in work for participants aged 15-24 years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 12 per cent to 19 per cent, compared with participants who have been in the Scheme for four years, where the increase was 13 per cent to 26 per cent.

Participants who have been in the Scheme for five years have also increased by 10 percentage points, noting the lower starting point for this cohort.

<sup>26</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.

**Figure 12: Percentage increase in work for participants who have been in the Scheme for 2, 3, 4 or 5 years**

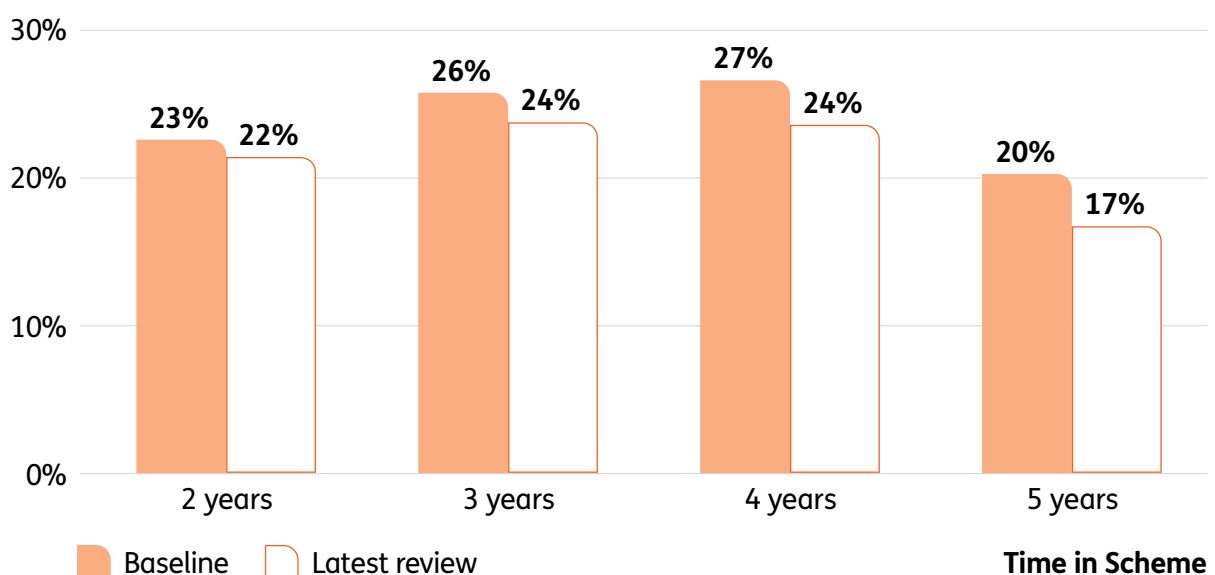
**Participants aged 15-24 years**



On the other hand, the percentage in work for participants aged 25+ years has decreased for most durations by 1-3 percentage points. For participants in the Scheme for two years, the decrease was 23 per cent to 22 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 20 per cent to 17 per cent.

**Figure 13: Percentage increase in work for participants who have been in the Scheme for 2, 3, 4 or 5 years**

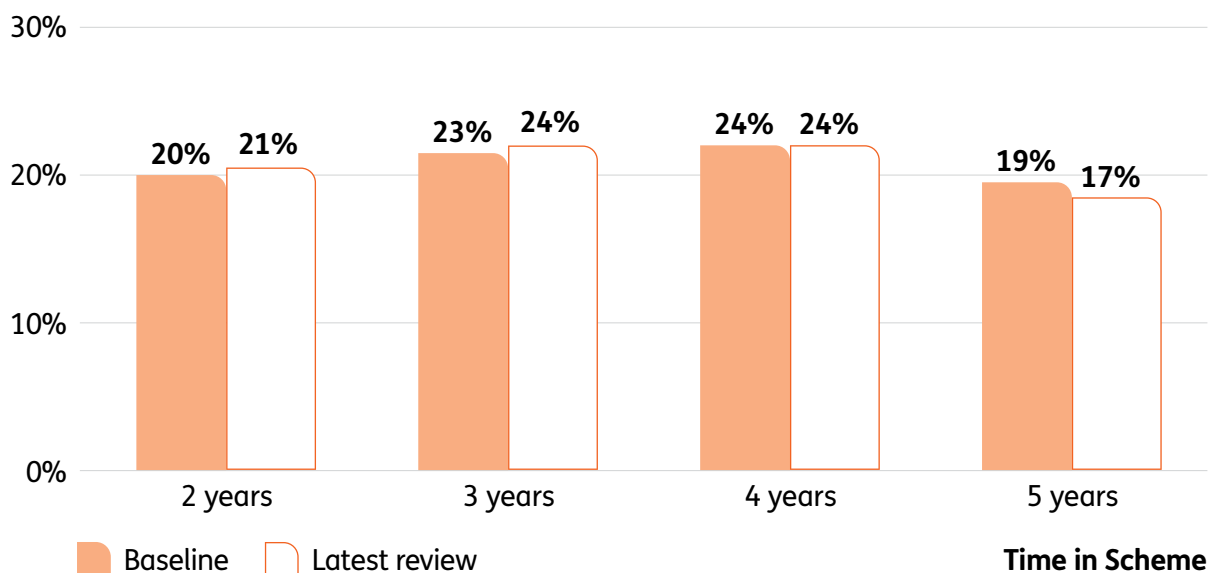
**Participants aged 25 and over**



Combining both age groups, the increase for participants who have been in the Scheme for two years was one percentage point (from 20 per cent to 21 per cent). There has been a decrease for participants who have been in the Scheme for five years decrease by 2 percentage points (from 19 per cent to 17 per cent).

**Figure 14: Percentage increase in work for participants who have been in the Scheme for 2, 3, 4 or 5 years**

#### Participants aged 15 and over



#### NDIS Participant Employment Strategy

The NDIA is implementing the NDIS Participant Employment Strategy's Revised Action Plan for 2021-22, which aims to see 30 per cent of working age participants in employment by June 2023. The economic impact of the COVID-19 pandemic is making increases in employment outcomes difficult to achieve. Despite this, the employment rate of NDIS participants has remained stable at 22 per cent.

In addition, the Agency is making significant progress in implementing measures critical to the success of the Participant Employment Strategy through:

- Facilitating the smooth transition of Australian Disability Enterprises (ADEs) to the revised pricing framework. The new Supports in Employment pricing model gives participants greater choice and control over where they work and how they are supported on the job. ADE providers have until 31 December 2021 to transfer to the new pricing and, as of July 2021, 80% had done so.
- Working with National Disability Services (NDS) and the Department of Social Services (DSS) to develop sector-led communities of practice. The communities of practice will assist providers to be informed about research findings relevant to achieving employment outcomes, solve problems, share good practices and adopt service innovation demonstrated by Australian and international employment providers. They will also promote partnerships between NDIS service providers, training providers, local employers and industrial associations; all directed at increasing employment opportunities for NDIS participants.



- Strengthening the pathway from school to paid employment starting with a review of NDIS-funded school-leaver employment supports. The review is focusing on the pricing structure and a more effective interface between NDIS school-to-work supports and mainstream services. Most importantly, it is examining how best to foster a competitive and consumer-driven market informed by evidence that achieves employment outcomes. A significant aspect of the review is a survey of participants who received school leaver employment funding in the years 2018 and 2019 to ensure learning from their first-hand experience. This will provide a revitalised employment preparation model for young participants in 2022.

As one means of promoting employment of people with disability, the Agency will use its purchasing power to influence suppliers. NDIA procurement contracts with Partner organisations are being reviewed as they come up for renewal to increase targets for the employment of people with disability.

Our guidance and resources are being updated to assist Local Area Coordinators and NDIA planning staff promote employment options for participants to consider when developing their NDIS plans, and to ensure that the supports funded in plans accurately reflect participants' employment goals. An Australia-wide National Employment Network of NDIA staff and Partners is being established to heighten awareness of the importance and the health benefits of work and to strengthen our understanding of NDIS-funded and mainstream employment supports.

During the quarter the NDIA released two reports that contain comprehensive research on supporting people with a disability in work.

The Employment Outcomes report<sup>27</sup> identifies the enabling factors and challenges for people with all types of disability, based on participant surveys.

The research study<sup>28</sup> is part of a broader employment research project, incorporating interviews with participants and focus groups, and a survey with NDIS frontline staff. It is specific to participants with Intellectual Disability, Autism and Psychosocial Disability.

The outcomes report and the research study together provide a more comprehensive picture of what works to help participants find and keep meaningful employment as well as to understand the barriers they face.

The NDIA released the Participant Employment Strategy<sup>29</sup> in 2019 which sets out its vision, commitment and plan for supporting participants to find and keep meaningful employment. The findings of these two reports are informing the Agency's targeted approach to delivering the Strategy in 2021-2022. This includes developing useful resources for participants and staff, which can help them have conversations about finding and keeping a job and the types of support that can assist.

<sup>27</sup> <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

<sup>28</sup> <https://www.ndis.gov.au/exploring-participant-experiences-achieving-sense-purpose>

<sup>29</sup> <https://www.ndis.gov.au/about-us/strategies/participant-employment-strategy>

## 2.2 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 September 2021, for participants who have been in the Scheme for at least two years<sup>30</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:

- **71%** 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.
- **58%** 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 **49%** 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 **43%** at their first review.
- **71%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **60%** at their first review.

#### For adults aged 25 and over:

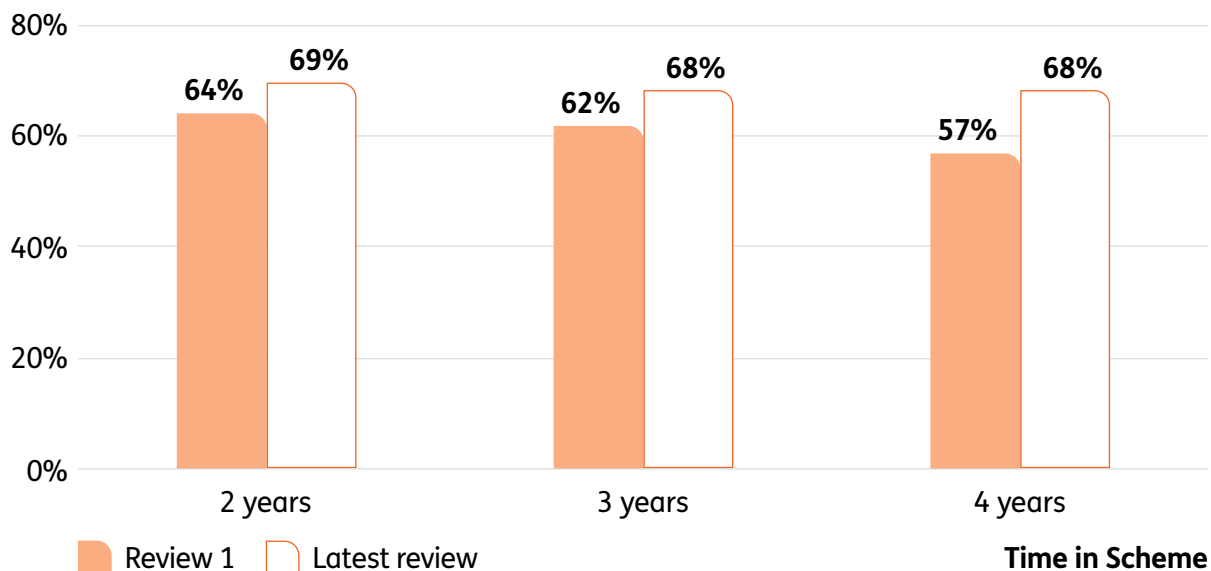
- **59%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan review, compared to **50%** at their first review.
- **82%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **71%** at their first review.

<sup>30</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.

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 two years, include:

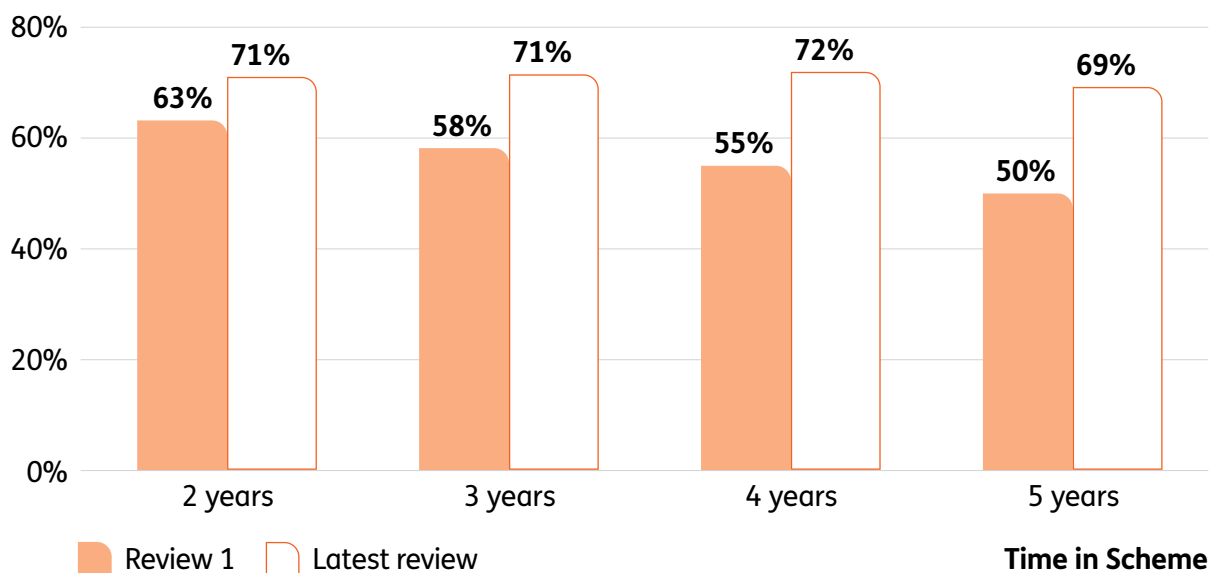
**Figure 15: Has the NDIS improved how your child fits into community life?**

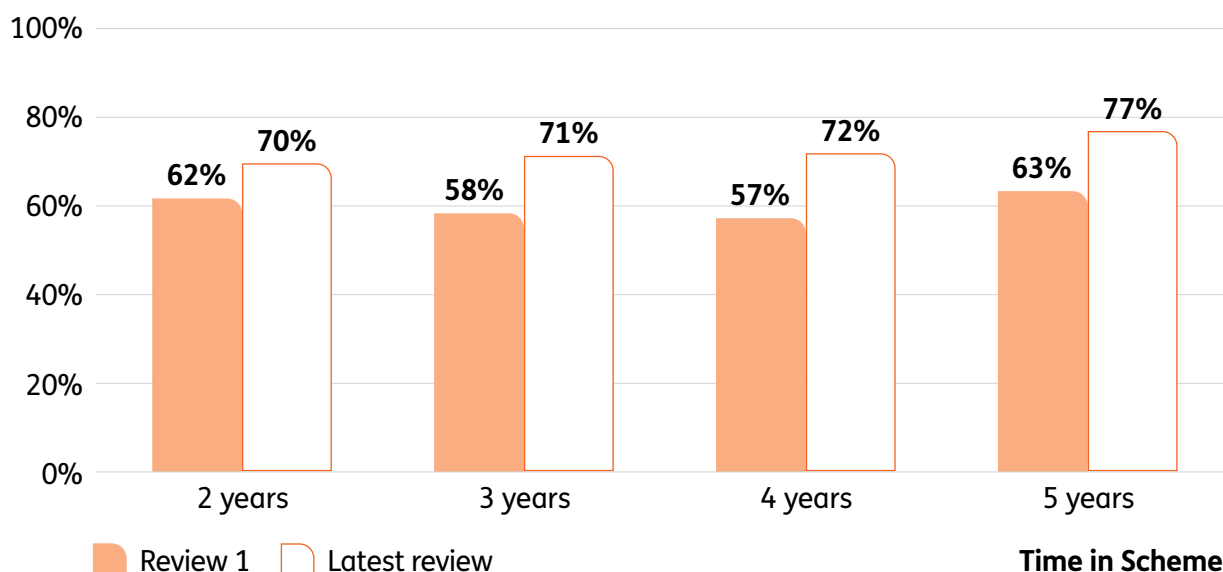
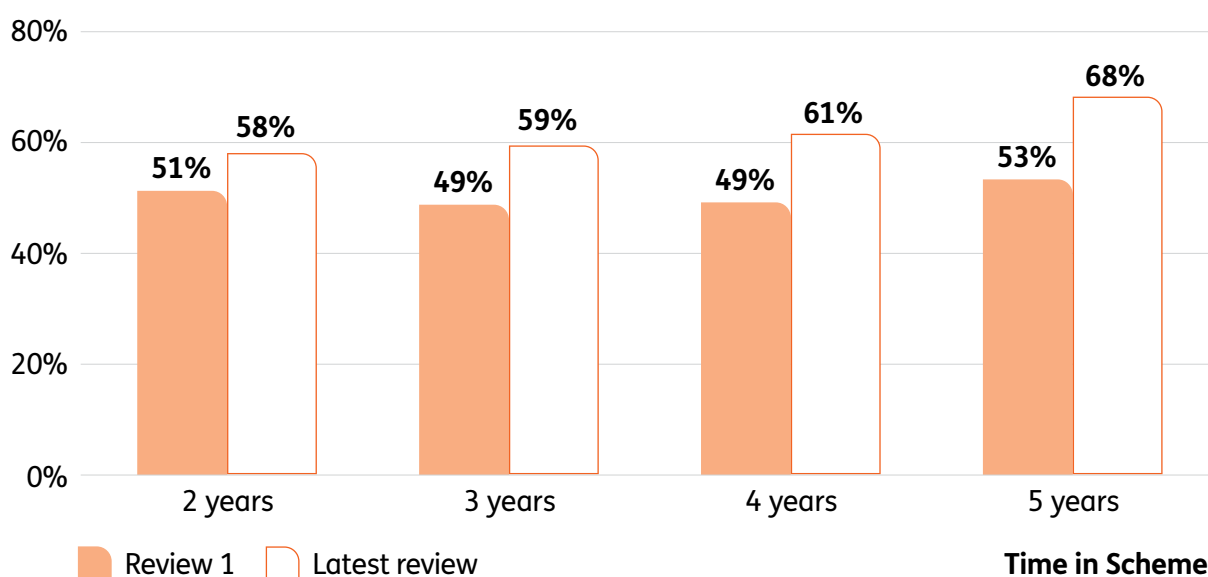
**For children aged 0 to before starting school**



**Figure 16: Has the NDIS helped your child to become more independent?**

**For children starting school to 14 years**



**Figure 17: Has the NDIS helped you with daily living activities?****For young adults aged 15 to 24****Figure 18: Has your involvement with the NDIS improved your health and wellbeing?****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 two years in the Scheme, only 16 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 18 per cent at their first plan review. Similarly for participants aged 25 and over, after at least two years in the Scheme, only 18 per cent agreed that being in the NDIS had helped them find a suitable job, compared to 19 per cent at their first plan review. The NDIA is actively working to improve participation in work, as discussed earlier in this section.

## 2.3 Participant satisfaction

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

---

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

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

Also, in line with the Tune review, the NDIA worked with the IAC to build on this survey to develop a more comprehensive picture of participant satisfaction. This included input regarding the current approach, and suggested improvements to current questions.

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.

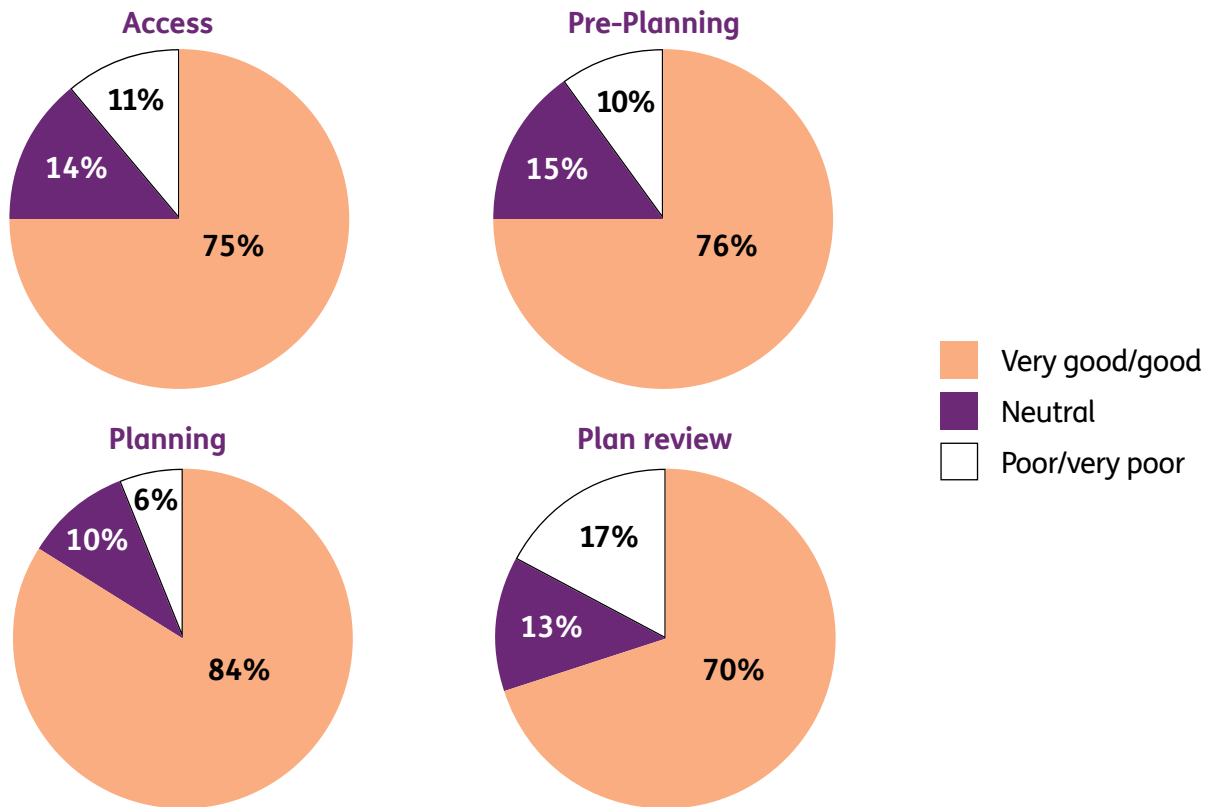
In the September 2021 quarter, 84 per cent of participants rated the Planning process as either good or very good, with a further 10 per cent rating the experience as neutral. Seventy-five (75) per cent of the participants in the quarter rated the Access process as either good or very good, 76 per cent rated the Pre-Planning process as either good or very good, and 70 per cent of participants rated the plan Review process as either good or very good. These results are based on 1,219 surveys at Access, 912 at Pre-Planning, 4,679 at Planning and 11,599 at Review, which is 18,409 in total. The sample size for the last four 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 2020 quarter, to 70 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. Further, in understanding the reasons for the decline in satisfaction, changes in plan budgets are being examined.<sup>31</sup>

<sup>31</sup> Section 5 of the report includes data on changes in plan budgets over time.

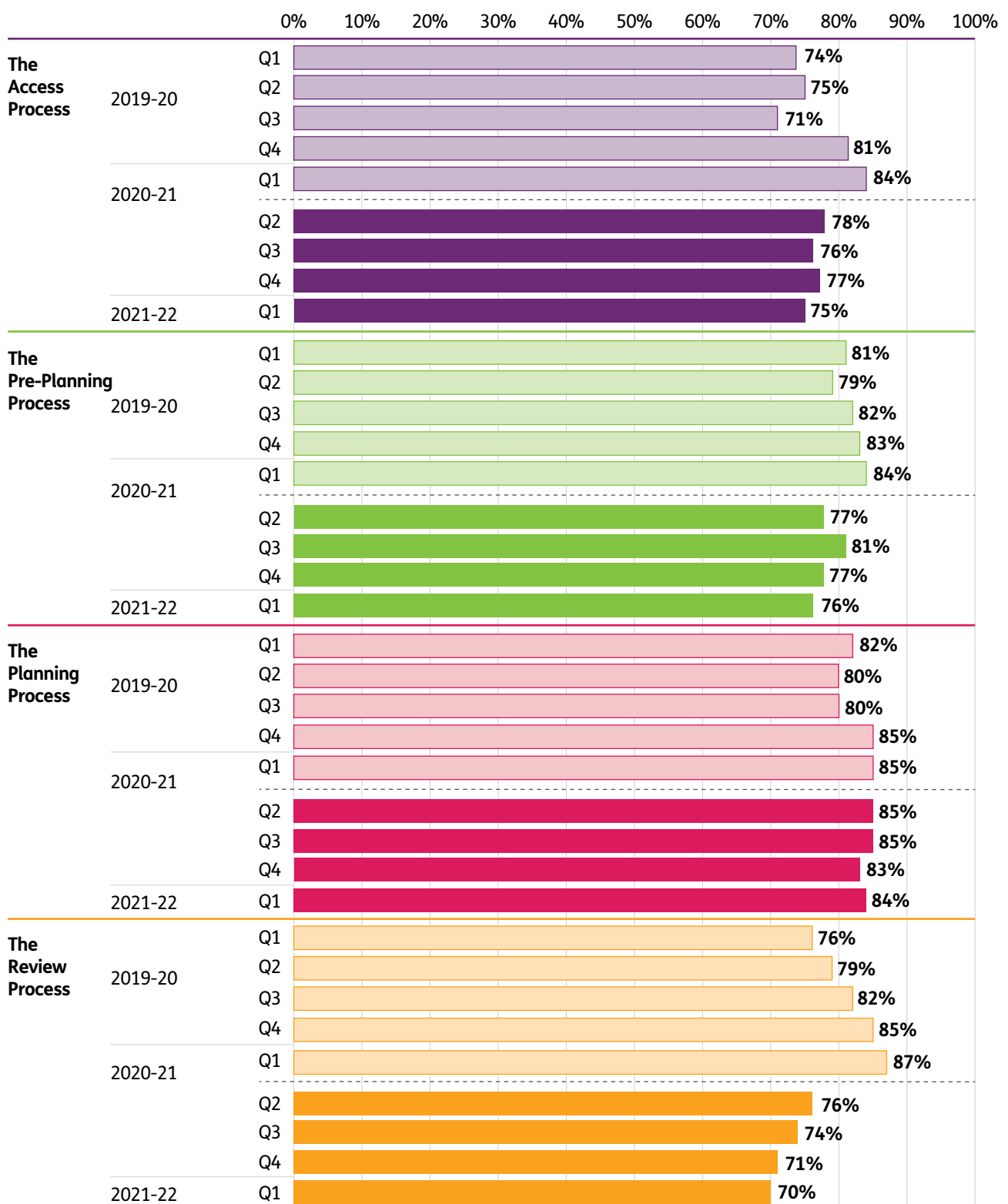
Figure 19: Rating of experience with the NDIS (1 July 2021 to 30 September 2021)

Overall, how was your experience with:





**Figure 20: Trend of satisfaction across the pathway (% Very good/good)<sup>32</sup>**



<sup>32</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

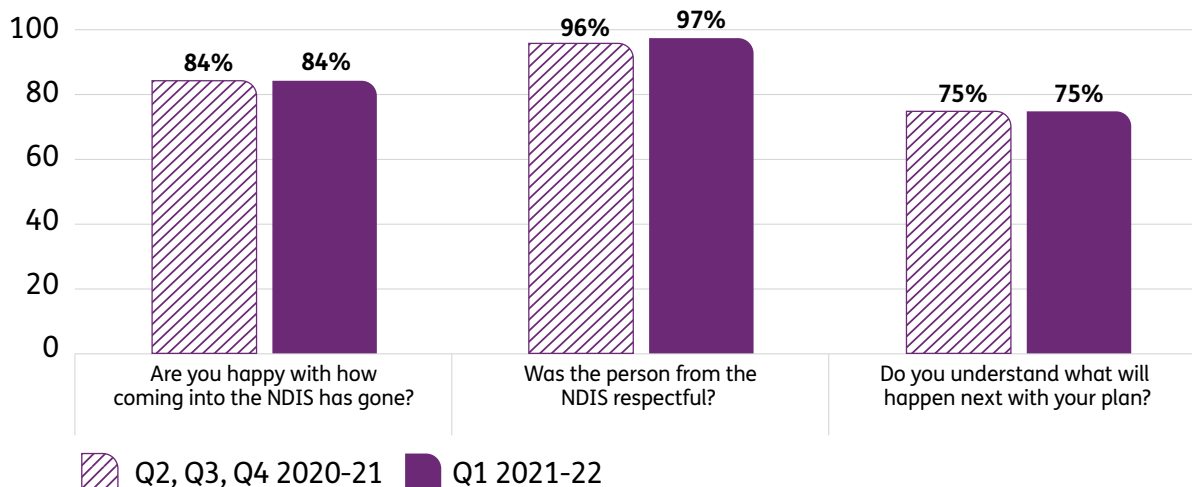
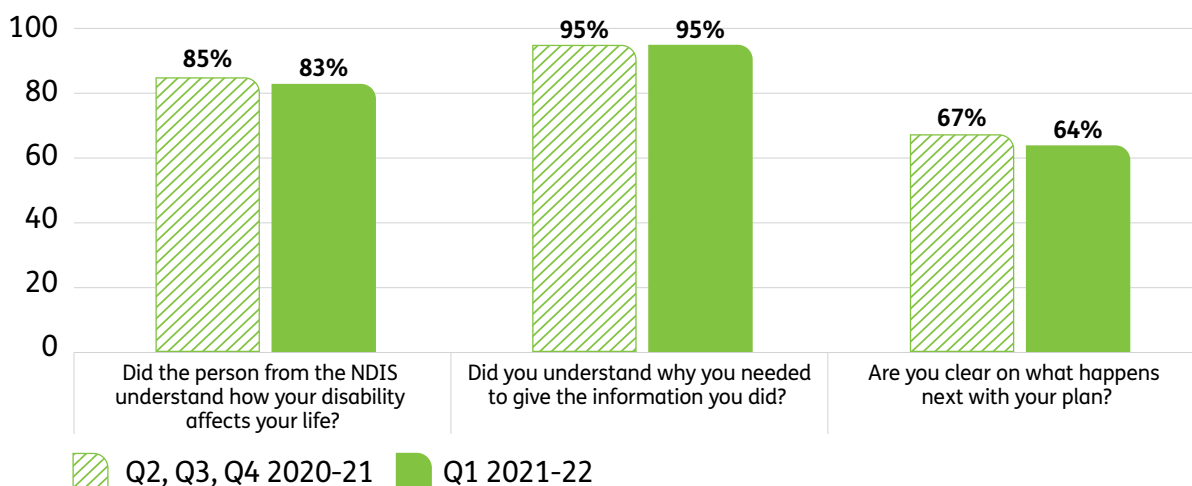
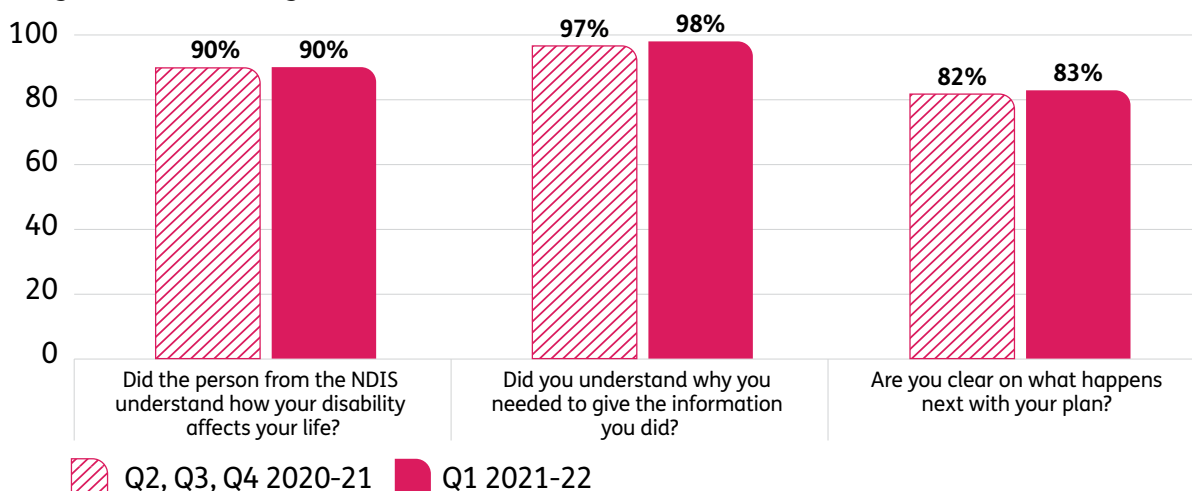
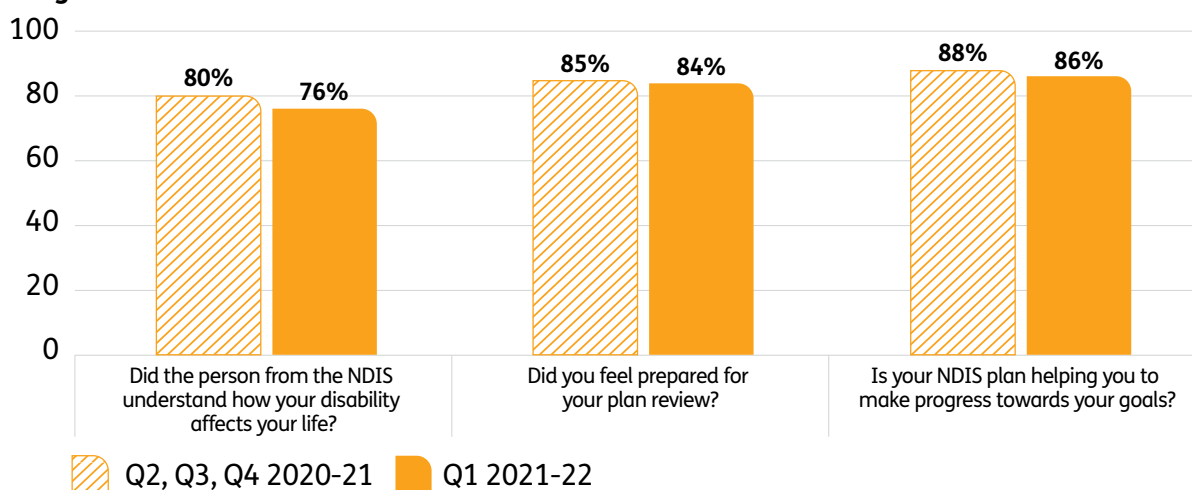
**Figure 21: Satisfaction across the four stages of the pathway**
**Stage One: Access**

**Stage Two: Pre-Planning**

**Stage Three: Planning**


Figure 21: 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 Q1 2021-22, 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 point higher than for prior quarters), lower than the 88-98 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.

## 2.4 The NDIS Contact Centre

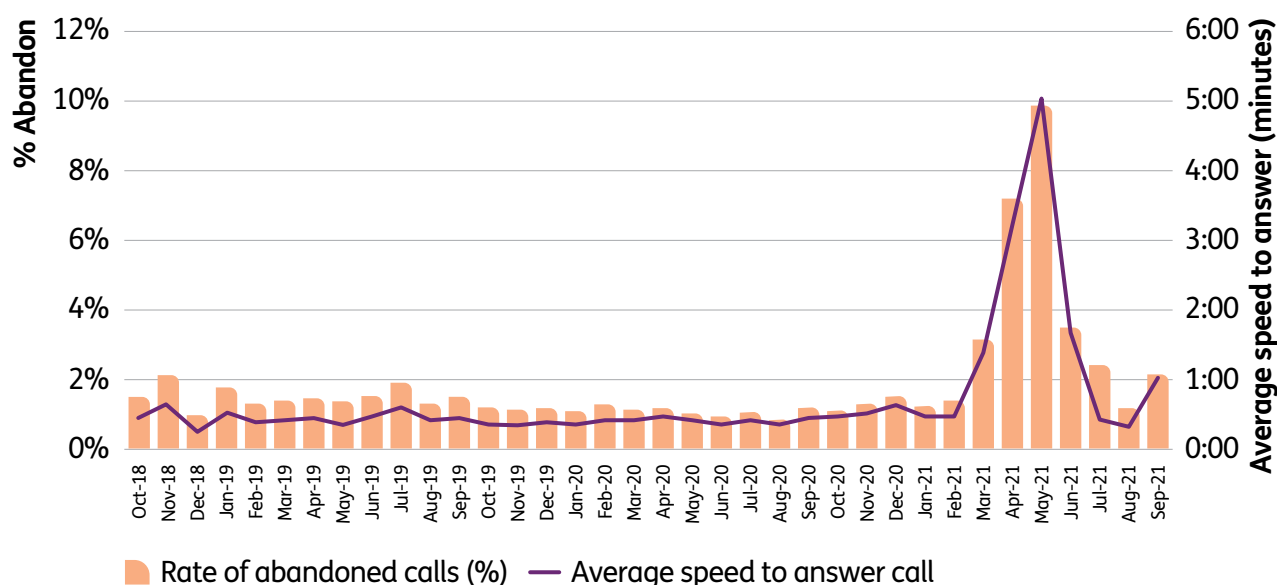
### Performance remained high in the NDIS contact centre through the year.

The NDIA National Contact Centre (NCC) provides personal and high quality services and information 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.

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 July to September 2021 quarter, the NCC answered approximately 312,000 calls, with 79 per cent of these calls answered within 60 seconds. An average speed of answer of 46 seconds was achieved across this period.

Reduced staffing levels as the job market rebounded after COVID-19 impacts were highlighted as a key impact to NCC performance results across March to June 2021. Significant recruitment and on boarding of new NCC staff was completed across May and June 2021, leading to sustained performance improvement across July to September 2021. It was pleasing to see customer experience ratings remaining consistently strong, with approximately 83 per cent of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High' throughout the quarter.

**Figure 22: Telephony performance since transition to Serco as the Contact Centre service provider**





## How the little things help Matthew live big

Living with COVID-19 restrictions is different for everyone. For Debbie, she wasn't sure the impact these restrictions would have on her son **Matthew**. Debbie is one of the primary carers for Matthew, and she is also one of the 2.65 million carers in Australia providing unpaid support.

Matthew, 33, has non-verbal Down syndrome and receives support from the NDIS which funds supports like occupational therapy, speech therapy, day programs and personal assistance. Debbie says her son has been 'soaring' since becoming an NDIS participant.

"Matthew loves life just like anyone else. He loves seeing and doing new things, he just communicates and understands things differently," Debbie said.

"At first, Matthew struggled and COVID did have an impact on him because he's so sociable. His occupational therapy, speech therapy and day programs are currently delivered on Zoom.

"But over time I could see the COVID restrictions have helped Matthew in a way. He's thriving with more one-on-one opportunities at the moment. He's also learned how to deal with change and I've noticed he's got more of an active interest in trying new things.

"Before the NDIS, Matthew had very little support so my family and I took on more tasks as his carers. Now, his NDIS supports are tailored to him and he's learning how to be the best version of himself.

"Using the NDIS, Matthew is learning how to be more independent, how to take care of himself and he's grown so much confidence," Debbie said.

"Watching Matthew's progress has filled my heart with so much love, and I feel proud every day."

# 3

## Participant Service Guarantee and Participant Service Improvement Plan





# 3

## 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 Improvement Plan (SIP)

**Progress is being made against the Participant SIP deliverables.**

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

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 tables in this section outline the activities underway as part of the Participant Service Improvement Plan. These activities are aligned to each of the 'what you can expect' statements in the Participant Service Charter. Whilst the list is not exhaustive, the NDIA is continually looking for opportunities to improve our participant service in line with the Engagement Principles.

Highlights for this quarter include:

SIP Commitment	What have we delivered?
We will give you more support for using your plan, for finding both disability services and mainstream supports	In conjunction with the 'Participant check in' process we have improved the time taken for participants to meet with their Partner in the Community or NDIA Planner after their plan is approved. A plan implementation meeting is offered within 14 days of plan approval; these meetings assist in connecting participants to supports required, as well as helping them to understand and use their plan.
Our front-line teams will have improved cultural and disability awareness	The NDIA developed training packages and tools to support work across a range of disability cohorts, CALD and Aboriginal and Torres Strait Islander communities. Training programmes were released to staff throughout 2020-21 to improve cultural and disability awareness of front-line staff.

## Service Improvement Plan (SIP) – Commitments and Progress

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

### Communicating with us

The NDIA systems have been updated so participants have a current contact name recorded for all interactions with the NDIA.

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

SIP Commitment	Expected completion
The <b>NDIS Contact Centre</b> will give you more helpful and consistent information	✓
We will put the name of a <b>real person</b> on our letters to you	✓
You will have a <b>current contact name</b> for all your interactions with us	✓
You will be able to use <b>online forms and services</b> where you want to	Jun 22
You will be able to <b>track</b> where your application or inquiry is up to <b>online</b>	Jun 22
The <b>website and portal</b> will be clearer and easier to use	Sep 23

### Getting information from us

The launch of the Participant Information Access (PIA) on 1 July 2020 has made it easier for participants to access their information.

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

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

### Gaining access to the NDIS

Work is underway to design how access requests will be integrated into the NDIA's new ICT system. This is part of a broader program of works due for completion in 2022.

SIP Commitment	Expected completion
You will be able to apply to the NDIS in the way you want, including using an <b>online access request form</b>	Jun 22
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS	Jun 22

### Making your plan

We are continuing to support participants in the way that they choose to interact with us, including continuing face-to-face meetings where that is a participant's preference. Further work will continue to embed these processes along with the implementation of the NDIA's new ICT system.

SIP Commitment	Expected completion
We will support more <b>video-conference</b> planning meetings	Mar 23
If you want, you will be able to have a <b>face-to-face meeting</b> with the person who makes a decision about your plan supports and funding <sup>33</sup>	Jun 22
You will get <b>plan summary statements and draft plans</b> before your plan is approved so you can check your information is right and there are no surprises	Jun 22
We will support you, if you want, to build <b>goals</b> in your plan that are clearly defined, realistic and attainable	Jun 22
We're working to build more <b>do-it-yourself online plan tools</b>	Jun 22

<sup>33</sup> Noting face-to-face meetings with Local Area Coordinators can already be requested.

### Using your plan

Participant plans are now enabled for up to three years, with simple and quick processes for making minor changes. We have implemented Participant Check-ins, particularly with participants considered vulnerable or at risk. Participant Check-ins will now continue as a standard business process.

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

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

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

### Payments from your plan

Enhancements to the NDIA's payments systems have made a significant improvement in timeliness of payments. Further work is in progress to deliver real time payments capability.

SIP Commitment	Expected completion
Payments will be able to be made simply and directly for registered and non-registered providers of services – <b>no more paying first from your own cash and claiming it back</b>	Jun 23
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	Jun 23

### Parts of your plan

Operational Guidelines for Assistive Technology and Home Modifications have been refreshed to expedite the process of assessing low, medium and high-risk assistive technology and requests for home modifications.

Rule changes have increased the flexibility in living options for participants who are eligible for SDA. A standard form (for all housing including SDA) is also available on the NDIS website.

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

### Support for engaging with us

The NDIA is pro-actively checking in with participants as part of standard operations, particularly if the participant may be in a vulnerable situation

The NDIA developed training packages and tools to support work across a range of disability cohorts, CALD and Aboriginal and Torres Strait Islander communities. Training programmes were released to staff throughout 2020-21 to improve cultural and disability awareness of front-line staff.

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

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

SIP Commitment	Expected completion
We will fund <b>specialist community connectors</b> (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us	✓
<b>Liaison Officers</b> , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory	✓
We will have a <b>NDIS carer connect network</b> for aging parents of people with a disability	✓
We will <b>pro-actively check-in</b> with you, especially if you may be in a vulnerable situation	✓
Our front-line teams will have improved <b>cultural and disability awareness</b>	✓
We want to support and promote <b>children and young people's</b> voice in their own plans; while also working closely with <b>parents and carers</b>	Jun 22
We will improve our direct support for you if you have <b>complex needs</b> and require <b>critical supports</b> , or are otherwise potentially vulnerable	Jun 22
We will support you if you are a <b>Young Person in Residential Aged Care</b> to live elsewhere	Jun 22
We will <b>fund early intervention supports</b> for children more flexibly (including before they enter the Scheme)	Jun 22
We will improve the way we provide you support for <b>independent decision-making</b>	Dec 23



## 3.2 Participant Service Guarantee

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

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

Legislation to implement the Participant Service Charter and Guarantee has not yet occurred. However, the NDIA has commenced measuring performance against the PSG metrics early where possible, and will expand this reporting in future quarters. While the NDIA is meeting some of the targets, it is recognised that there is still ongoing work to do to ensure all decisions are made on a timely basis for all participants.

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2021 quarter	Comparison to target of 95%
<b>General</b>	Explanation of a previous decision, after a request for explanation is received	28 days	99%	●
<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	88%	▲
<b>Access</b>	Make an access decision, after the final information has been provided	14 days	98%	●
<b>Planning</b>	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	85%	▲
<b>Planning</b>	Approve a participant's plan, after an access decision has been made	56 days	82%	■
<b>Planning</b>	Approve a plan for ECEI participants, after an access decision has been made.	90 days	88%	▲
<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%

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 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	32%*	■
<b>Plan review</b>	Decide whether to undertake a participant requested plan review, after the request is received	21 days	84%	■
<b>Plan review</b>	Complete a participant requested review, after the decision to accept the request is made	28 days	58%	■
<b>Plan variations</b>	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲
<b>Plan variations</b>	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	93%	▲
<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	60 days	89%	▲
<b>Reviewable decisions</b>	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	90%	▲
<b>Nominee</b>	Cancel participant requested nominee	14 days	98%	●
<b>Nominee</b>	Cancel CEO initiated nominee	14 days	94%	▲

\* 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%

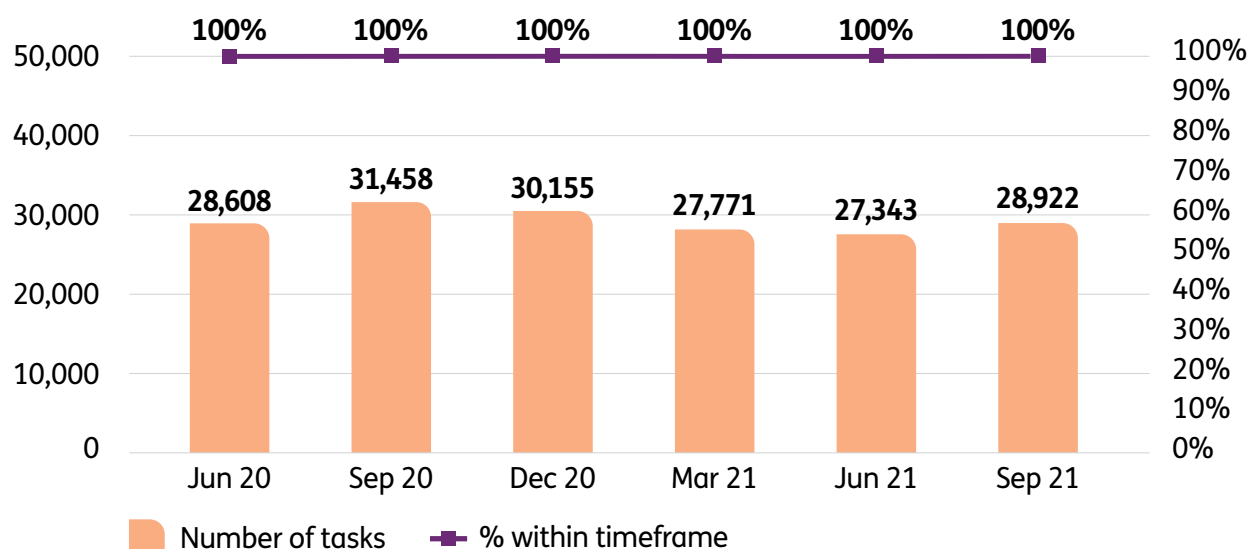
### Key trends in PSG metrics

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

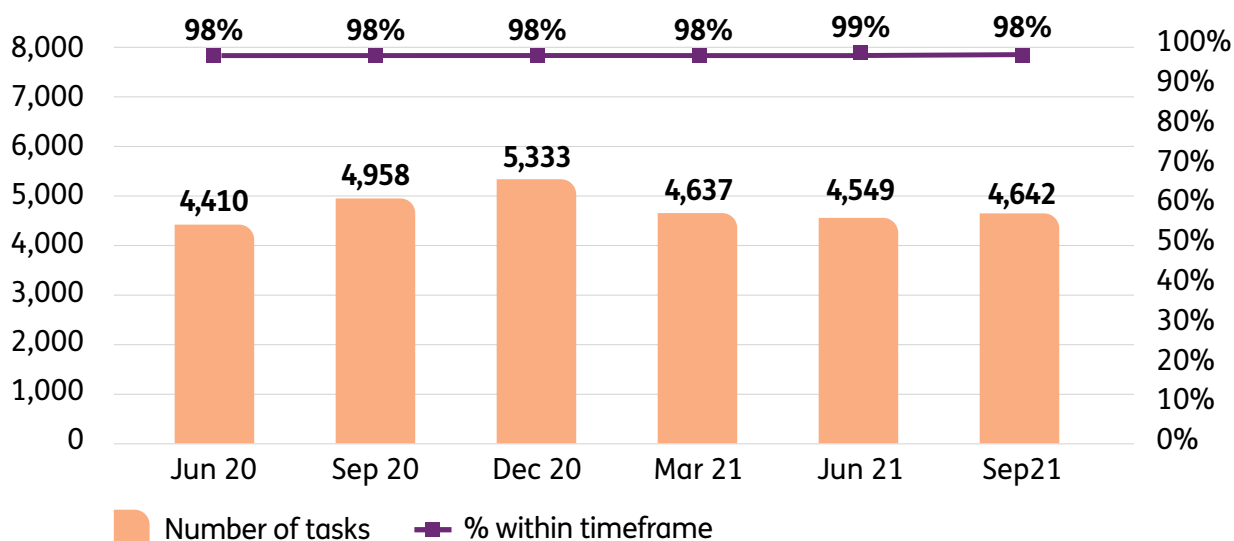
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last six quarters, which is a big improvement compared to 2019.

**Figure 23: 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.

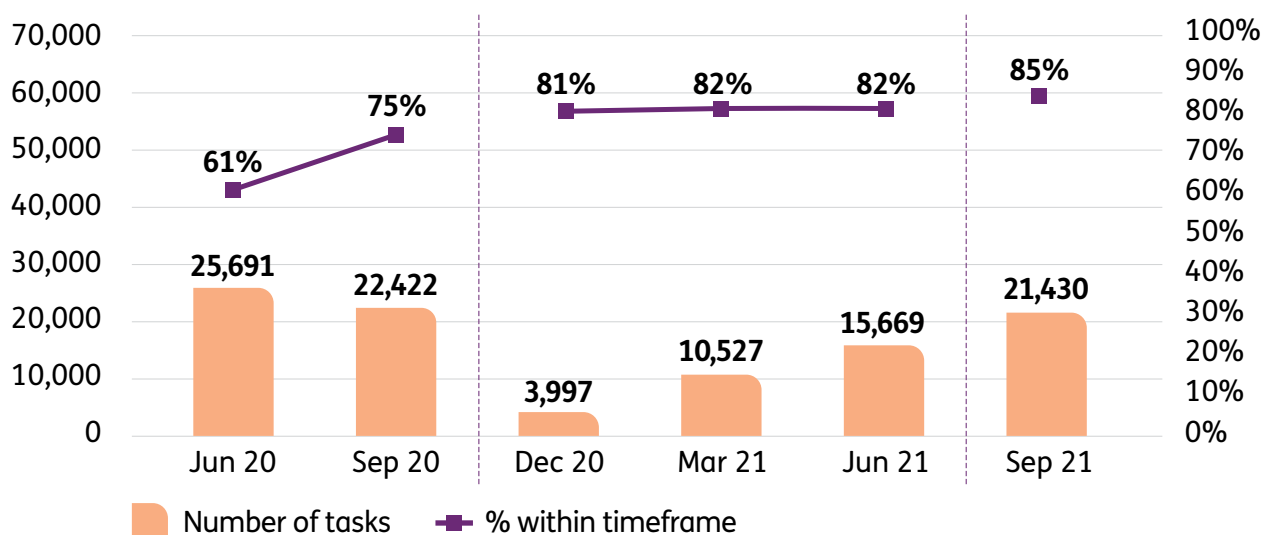
**Figure 24 Make an access decision, after the final information has been provided**



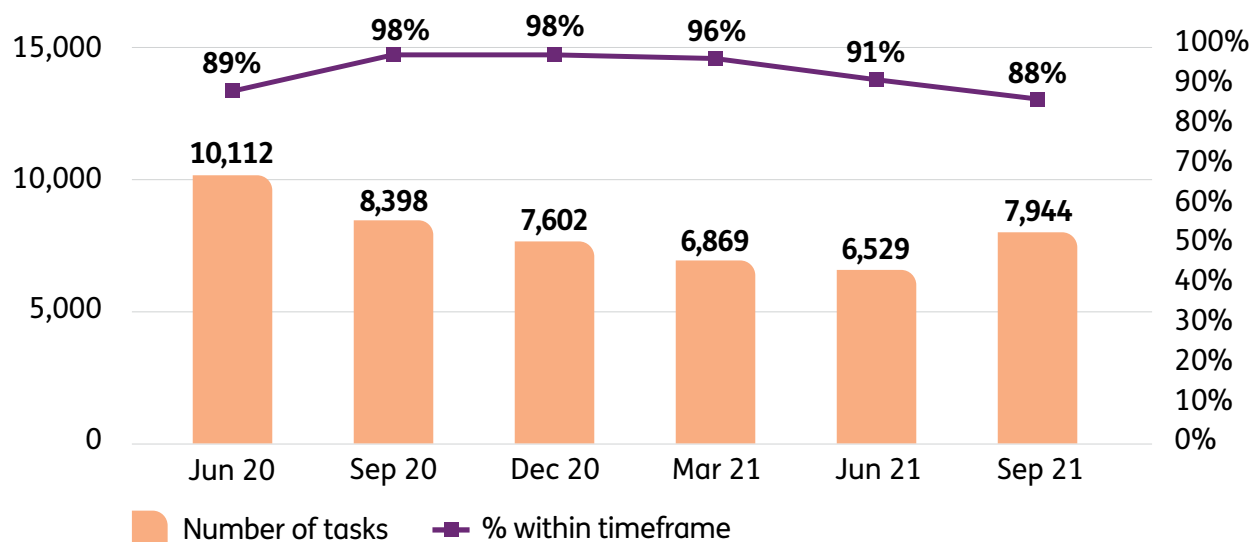
## Planning

Plan approval timeframes for participants aged 0-6 have improved over the last few quarters, with 88 per cent approved within the timeframe of 90 days in the September 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 (82 per cent). However, based on the 70 day timeframe, service levels have remained high and stable.

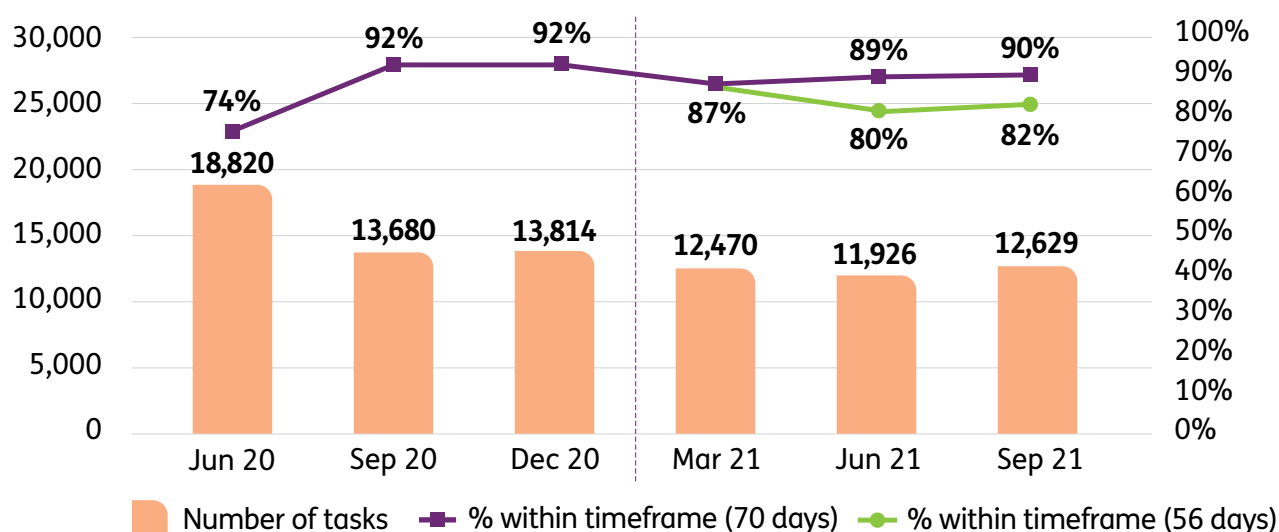
**Figure 25: Commence facilitating the preparation of a plan, after an access decision has been made<sup>34</sup>**



**Figure 26: First plan approved after access decision has been made, 0-6 years**

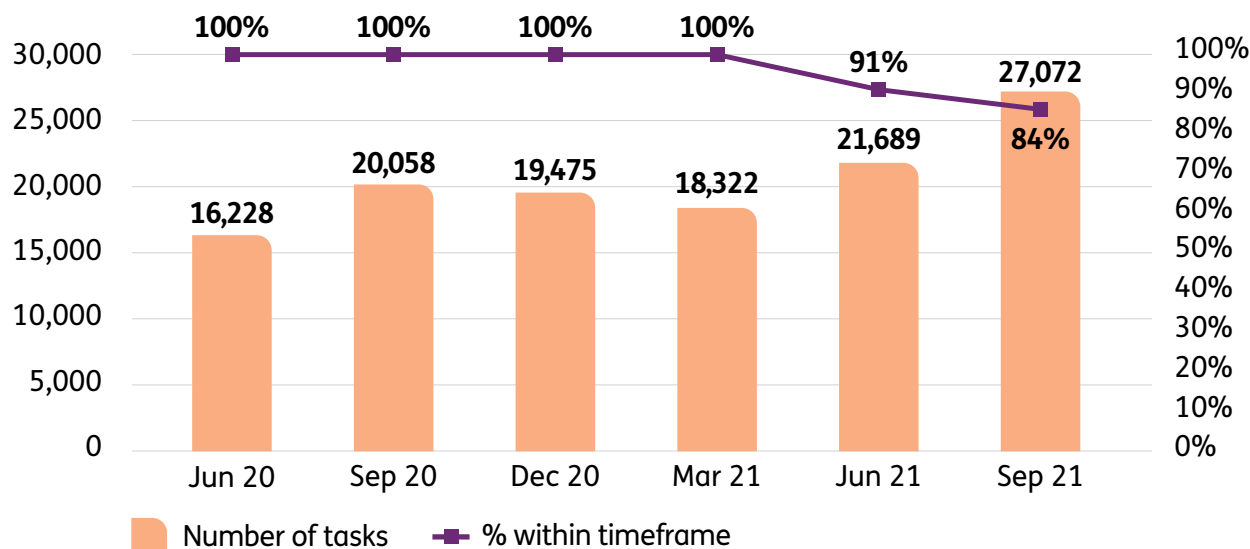


<sup>34</sup> New business processes have been implemented from December 2020 and again from July 2021.

**Figure 27: First plan approved after access decision has been made, 7+ years<sup>35</sup>**


### Plan review

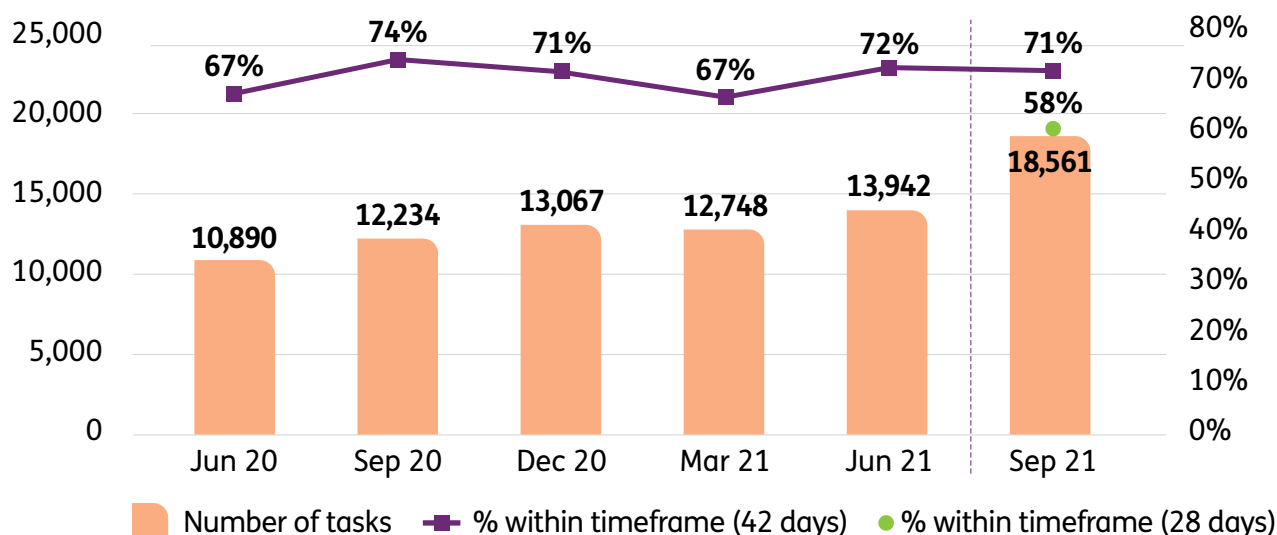
Decisions about whether or not to conduct a Participant Requested Review (PRR) were made within 21 days 84 per cent of the time in the September 2021 quarter.

**Figure 28: Decision made to undertake PRR after request is received**


<sup>35</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the results for March 2021 onwards are mostly based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

PRR timeframes have remained consistent over the last few quarters. The target PRR timeframe has reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met (58 per cent). However, based on the 42 day timeframe, service levels have remained stable.

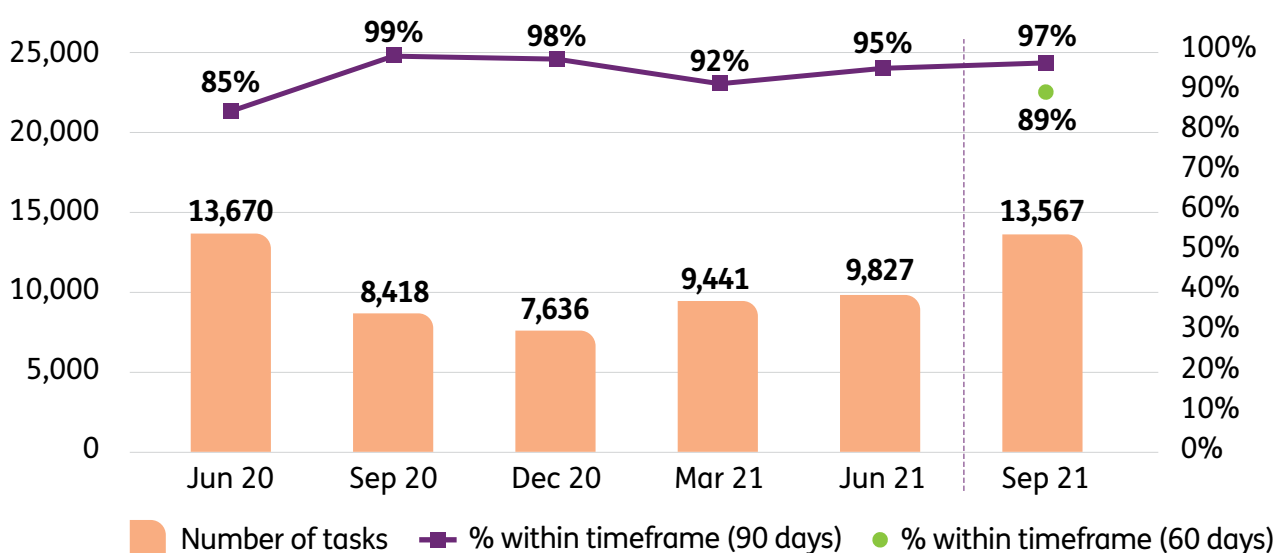
**Figure 29: PRR completed after decision made to undertake review<sup>36</sup>**



### Reviewable decisions

The target timeframe for completing Reviews of Reviewable Decisions has reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met (89 per cent). However, based on the 90 day timeframe, service levels have remained high and stable.

**Figure 30: Complete Review of a Reviewable Decision after request is received<sup>37</sup>**



<sup>36</sup> In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

<sup>37</sup> In most cases, the results from September 2021 onwards are based on a 60 day timeframe but the results prior to September 2021 are based on a 90 day timeframe.

### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our National Contact Centre will answer 80% of calls within 60 seconds.	79% on average throughout the September 2021 quarter (Section 2 in this report discusses further).

### Service standards for complaints

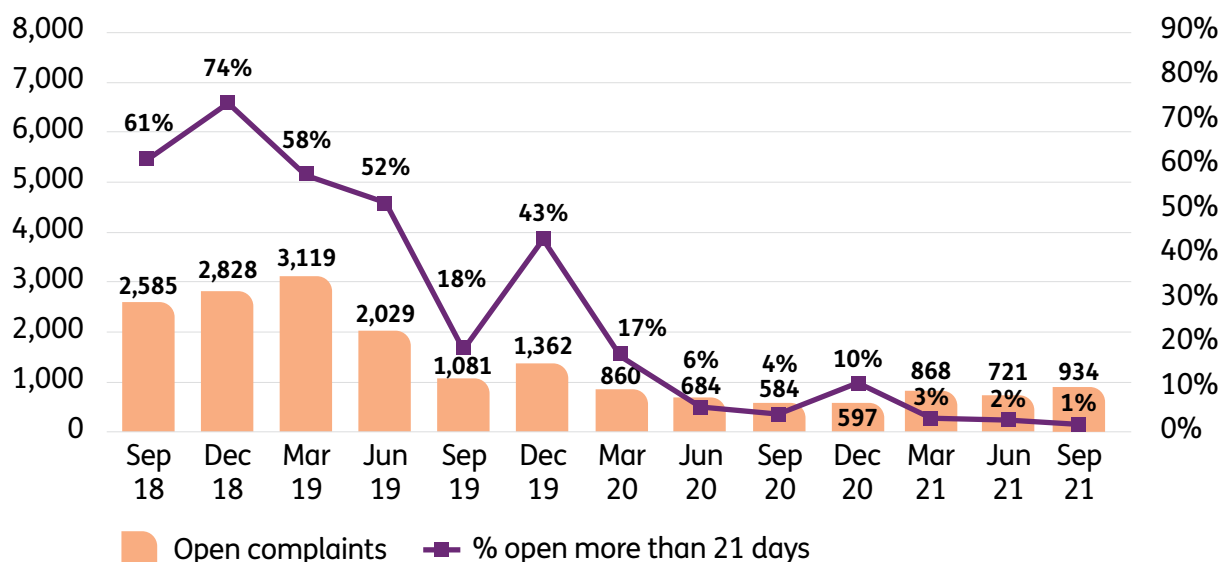
Service type	Description of the service being guaranteed	Performance
Complaints	Resolve 90% of complaints within 21 days after we receive it.  More complex complaints may take longer to address.	96% in the September 2021 quarter



### Key trends in complaints and AAT cases

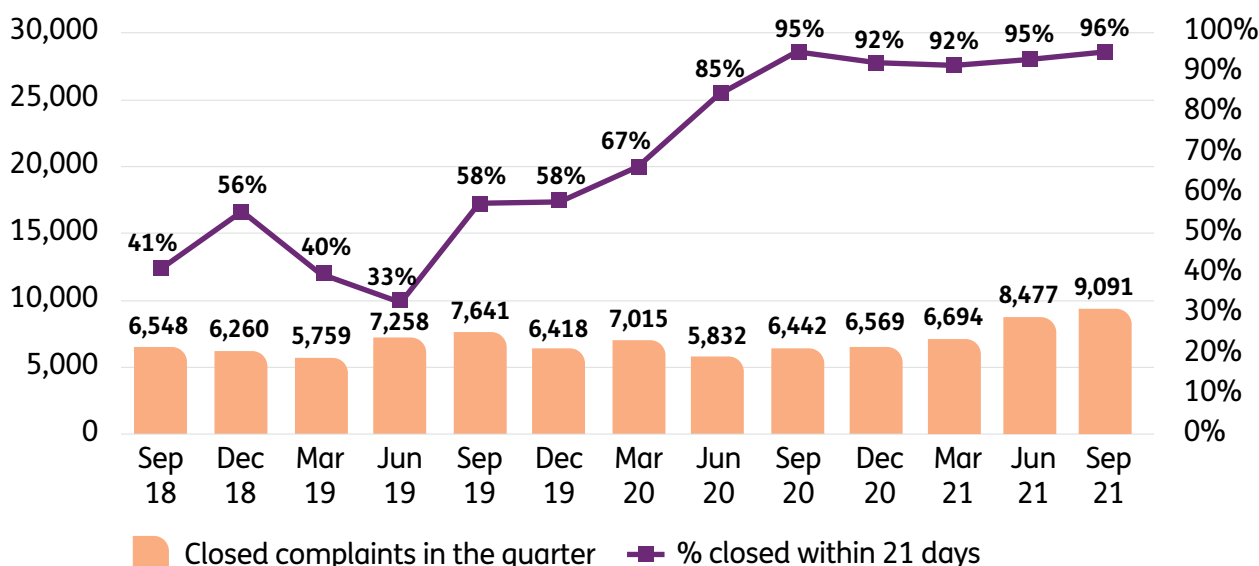
Over recent quarters the percentage of total complaints that have been open for more than 21 days has significantly reduced – one per cent in the September 2021 quarter.

**Figure 31: Open complaints and percentage that have been open for more than 21 days<sup>38</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 96 per cent in the most recent quarter, a significant improvement compared to 2019.

**Figure 32: Closed complaints and per cent completed within 21 day timeframe<sup>39</sup>**

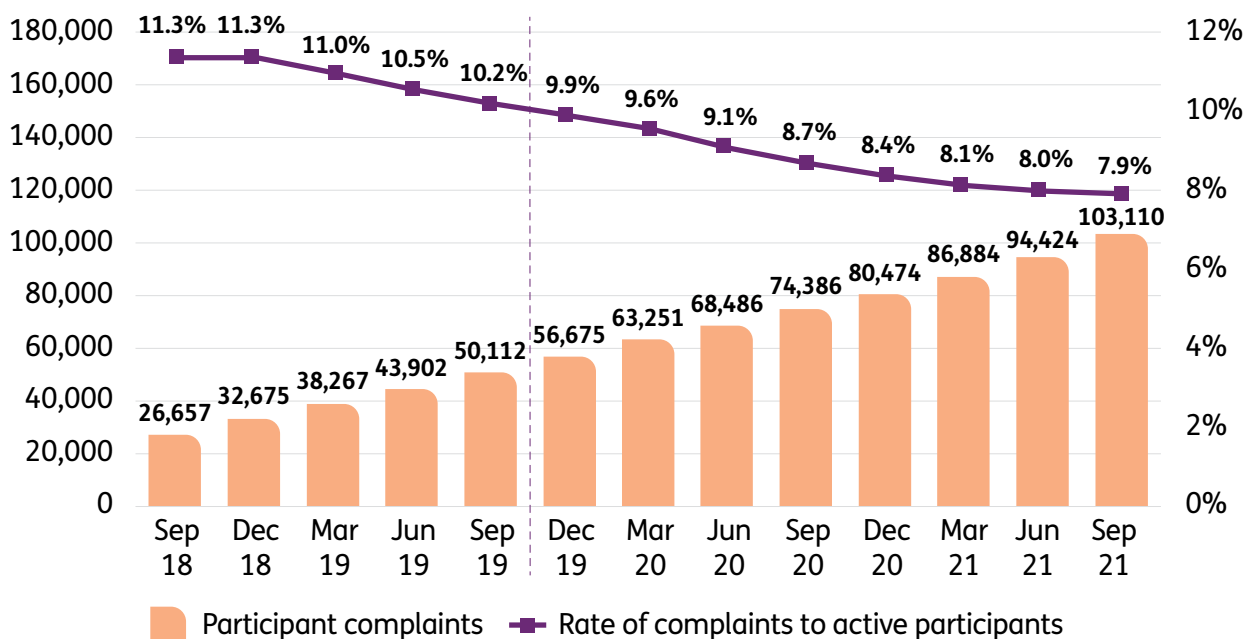
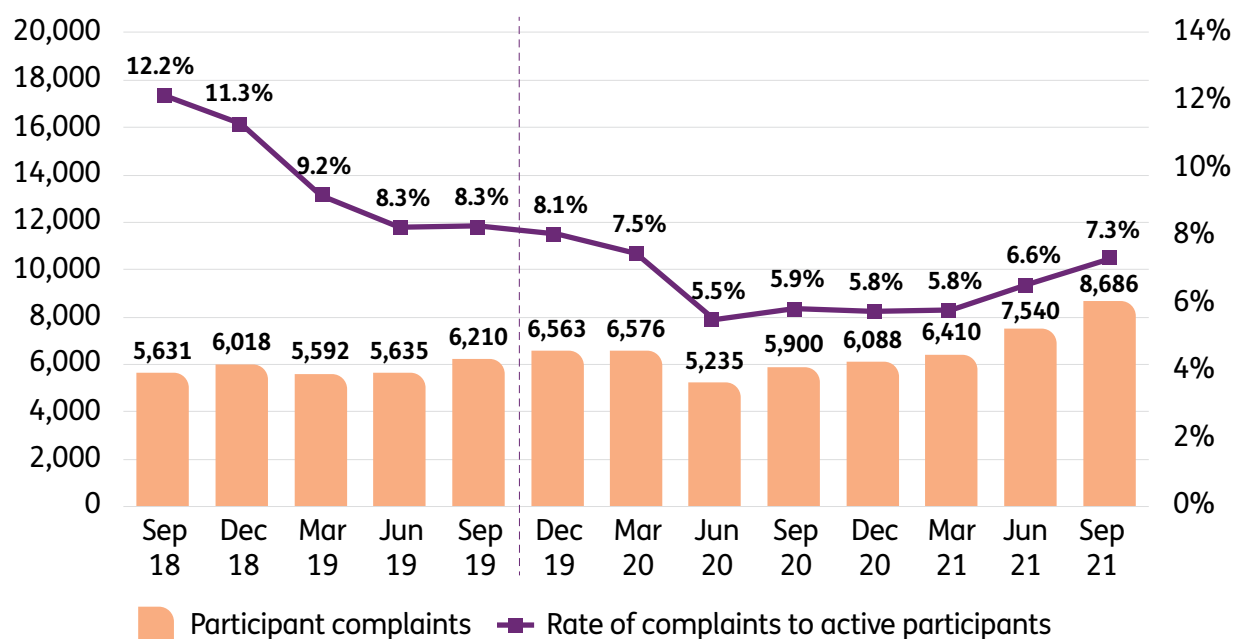


<sup>38</sup> The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

<sup>39</sup> *ibid.*

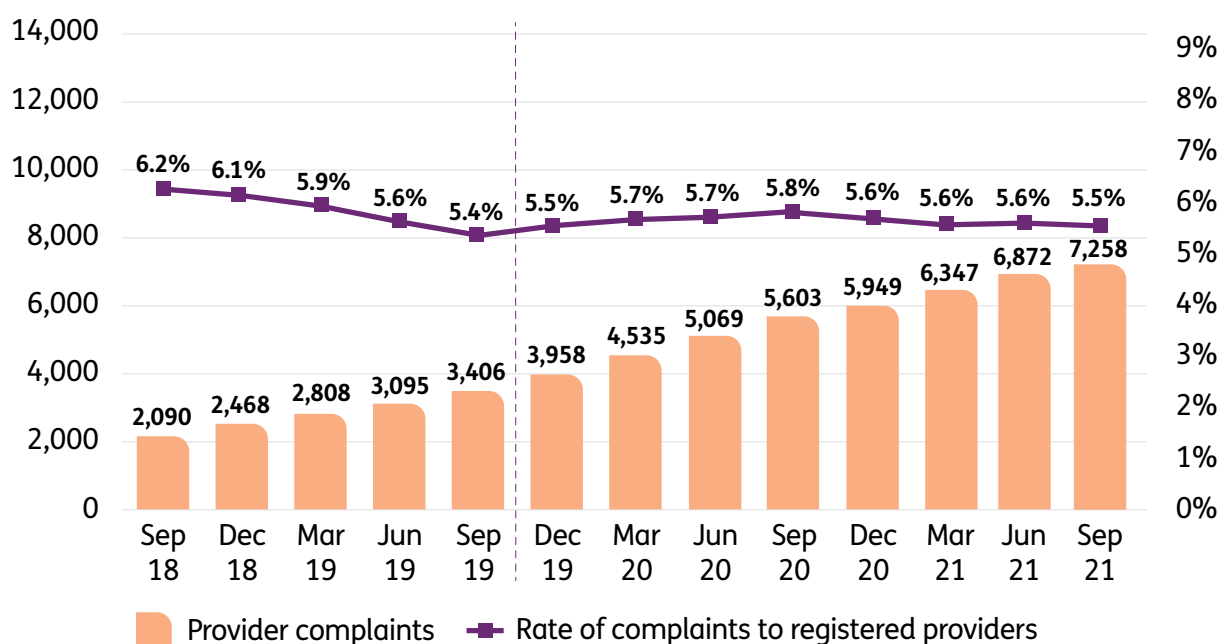
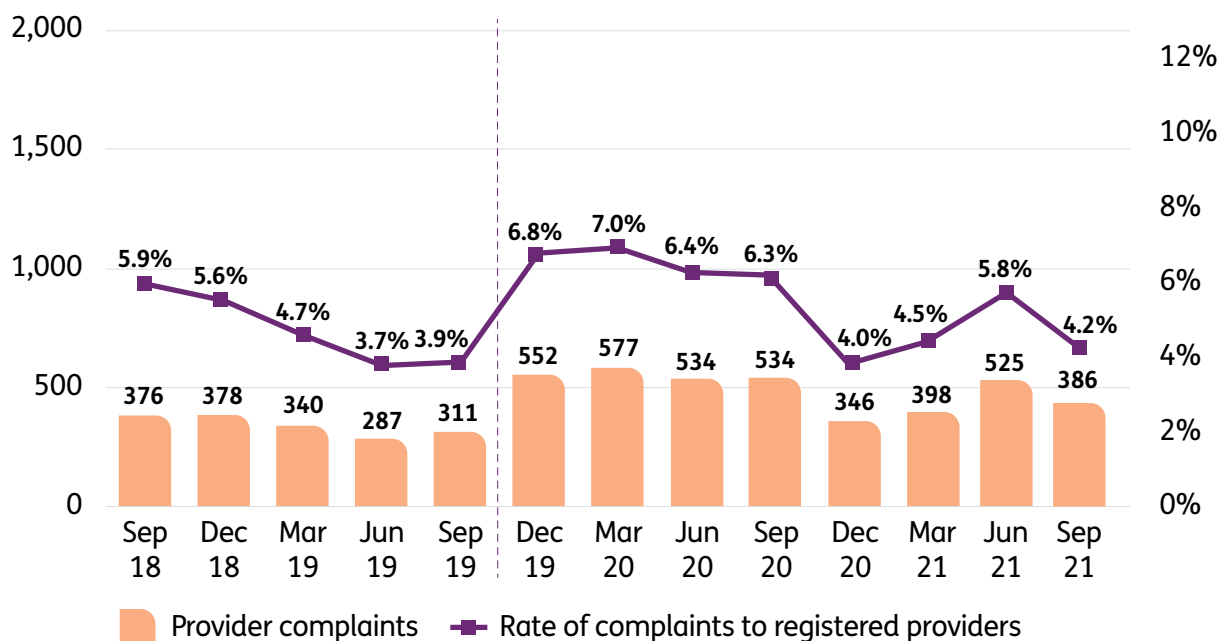
Figure 33 shows a generally consistent decline in the number of complaints received over recent quarters, as a proportion of active participants. In the most recent quarter though there was an increase with 8,686 complaints received, which is equivalent to 7.3 per cent of active participant exposure. However, the number of complaints received from providers decreased during the quarter (Figure 34) with 386 complaints received which is equivalent to 4.2 per cent of registered providers making a complaint.

**Figure 33: Number and proportion of participant complaints over time incrementally (top) and cumulatively (bottom) – National<sup>40</sup>**



<sup>40</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

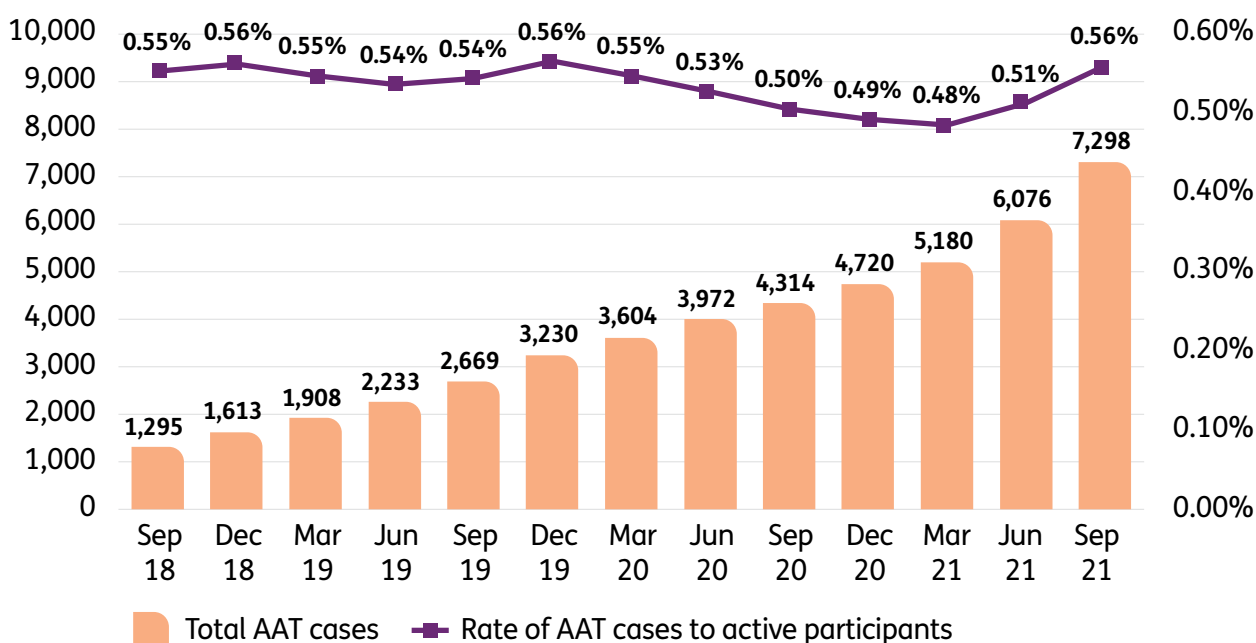
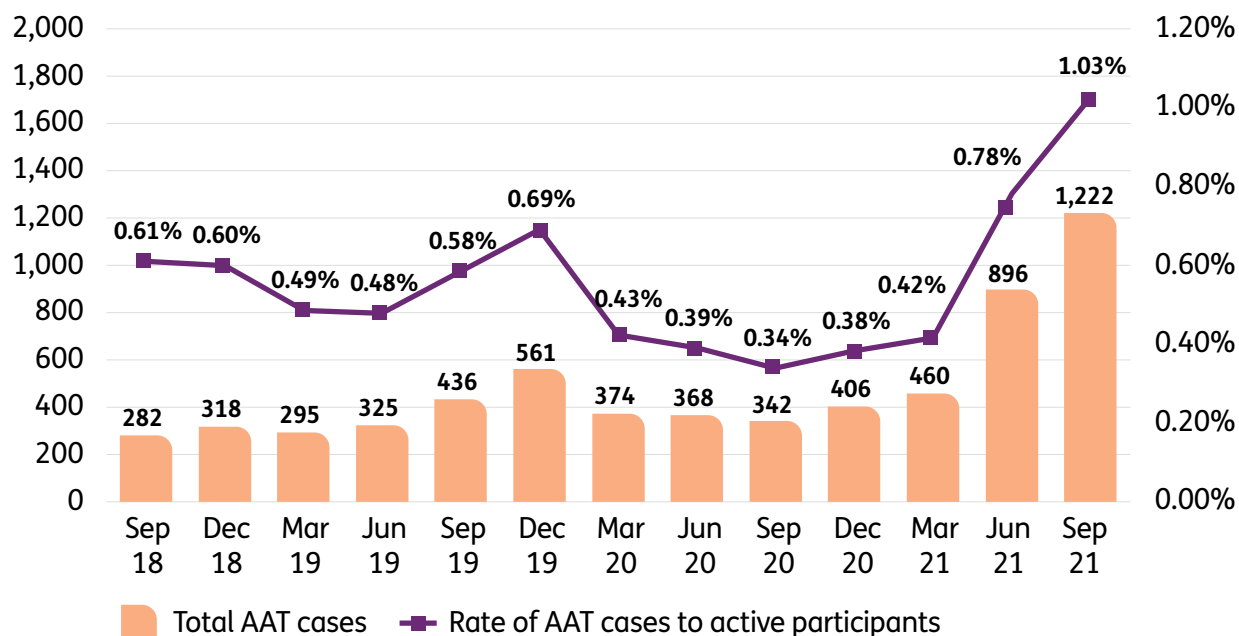
**Figure 34: Number and proportion of provider complaints over time incrementally (top) and cumulatively (bottom) – National<sup>41</sup>**



<sup>41</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.

The number of AAT cases (as a proportion of active participants) has increased in recent quarters to 0.80 per cent in September 2021. Six months ago (March 2021), the rate was 0.33 per cent.

**Figure 35: Number and proportion of AAT cases over time incrementally (top) and cumulatively (bottom) – National<sup>42</sup>**



<sup>42</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.



## The three D's: Dungeons, dragons and Dwayne

**Dwayne**, 36, was born without his fibulas and some toes and fingers, which affects his balance. Before he was three years old, he had five surgeries and at age 11, Dwayne decided to replace his legs with prosthetic limbs. Dwayne receives disability supports from the NDIS which help him to live his life in Western Sydney.

"I'm a high-energy amputee so I need good technology behind my prosthetic legs to get the most out of them. The prosthetic legs the NDIS funds mimics anyone else's legs," Dwayne said. "My legs are made of carbon fibre so they can bend with me and I get more energy return. I can walk up a hill, I can use my legs to push off the ground or I can run around with my five-year-old daughter."

Dwayne is also one third of the brains behind Minds at Play, a Dungeons and Dragons (D&D) online program to teach young people with disability how to communicate and interact socially. Dwayne's love for D&D began almost six years ago when he needed an outlet for some stress in his life. "My godchild has autism and I wondered if this would help give him the tools to engage in social situations while playing a game. So I did some research and found so much online about the benefits of playing D&D for people with autism."

Ruth's son Jacob has autism and is one of the many kids benefitting from Minds at Play. "Jacob has been learning how to listen to the input of others and how to work with his team to achieve outcomes", she said. Progress like Jacob's is why Dwayne is excited to watch Minds at Play grow. Their sessions are growing more popular, and they have just opened up introductory sessions for their next term.

"At Minds at Play, anyone can come play, learn and make some new friends," Dwayne said.

# 4

## Providers and the growing market



## 4

## Providers and the growing market

The provider market continues to grow, with the largest support category being core support for daily activities (which includes SIL). Further, there has been a continuing significant shift towards participants using plan managers rather than having the Agency manage their plans.

### 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.

**\$6.5bn** in support was provided in the first quarter of 2021-22. The largest support categories are core daily activities (54 per cent of total payments), social and community participation (18 per cent of total payments), and capacity-building daily activities (therapy services) (13 per cent of total payments). Core daily activities includes participants in SIL. \$1.6bn of the \$3.5bn payments on core daily activities in the quarter was for payments for participants in SIL.

**Figure 36: Total payments from 1 July 2021 to 30 September 2021**

Support Category	Total payments (in \$m) Jul-21 to Sep-21	% total payments
Core - Daily Activities	3,506	54.1%
Core - Community	1,163	17.9%
Core - Consumables & Transport	319	4.9%
Capacity Building - Daily Activities <sup>43</sup>	854	13.2%
Capacity Building - Other	443	6.8%
Capital	200	3.1%
<b>Total</b>	<b>6,486</b>	<b>100.0%</b>

<sup>43</sup> Includes therapy services.



Over the last two years, payments have grown by 71 per cent (from \$3.8bn in September 2019 to \$6.5bn in September 2021). Payments for each of the support categories has grown by similar amounts. The percentage breakdown by support category has remained relatively stable, noting capacity building-daily activities has increased from 10 per cent to 13 per cent, and core-daily activities has decreased from 57 per cent to 54 per cent.

**Figure 37: Total payments (in \$m and %) per quarter as at 30 September 2021 – all participants**

Support Category	Sep -19	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21
Core - Daily Activities	2,167	2,254	2,406	2,912	3,057	3,022	3,267	3,733	3,506
Core - Community	672	775	788	723	832	934	1,028	1,177	1,163
Core - Consumables & Transport	197	201	232	247	280	255	291	293	319
Capacity Building - Daily Activities	376	421	435	562	654	683	678	829	854
Capacity Building - Other	236	257	281	315	346	363	368	418	443
Capital	148	181	195	229	230	209	186	183	200
<b>Total</b>	<b>3,803</b>	<b>4,095</b>	<b>4,341</b>	<b>4,988</b>	<b>5,399</b>	<b>5,467</b>	<b>5,818</b>	<b>6,634</b>	<b>6,486</b>

Support Category	Sep -19	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21
Core - Daily Activities	57%	55%	55%	58%	57%	55%	56%	56%	54%
Core - Community	18%	19%	18%	14%	15%	17%	18%	18%	18%
Core - Consumables & Transport	5%	5%	5%	5%	5%	5%	5%	4%	5%
Capacity Building - Daily Activities	10%	10%	10%	11%	12%	12%	12%	12%	13%
Capacity Building - Other	6%	6%	6%	6%	6%	7%	6%	6%	7%
Capital	4%	4%	4%	5%	4%	4%	3%	3%	3%
<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>

Payments for participants receiving SIL supports has also grown over the last two years from \$1.5bn in the September 2019 quarter to \$2.1bn in the September 2021 quarter. The SIL component (core-daily activities) of the plan represents approximately 80 per cent of total payments.

**Figure 38: Total payments (in \$m and %) per quarter as at 30 September 2021 – participants in SIL**

Support Category	Sep -19	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21
Core - Daily Activities	1,211	1,271	1,379	1,561	1,589	1,516	1,628	1,623	1,630
Core - Community	174	203	199	186	195	213	229	264	251
Core - Consumables & Transport	18	18	21	21	24	23	25	25	28
Capacity Building - Daily Activities	19	21	23	32	35	36	37	44	45
Capacity Building - Other	41	42	48	53	58	59	57	64	68
Capital	30	35	43	51	50	46	46	45	45
<b>Total</b>	<b>1,495</b>	<b>1,591</b>	<b>1,713</b>	<b>1,904</b>	<b>1,951</b>	<b>1,892</b>	<b>2,022</b>	<b>2,065</b>	<b>2,066</b>

Support Category	Sep -19	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21
Core - Daily Activities	81%	80%	81%	82%	81%	80%	81%	79%	79%
Core - Community	12%	13%	12%	10%	10%	11%	11%	13%	12%
Core - Consumables & Transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity Building - Daily Activities	1%	1%	1%	2%	2%	2%	2%	2%	2%
Capacity Building - Other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	2%	2%	3%	3%	2%	2%	2%	2%
<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>

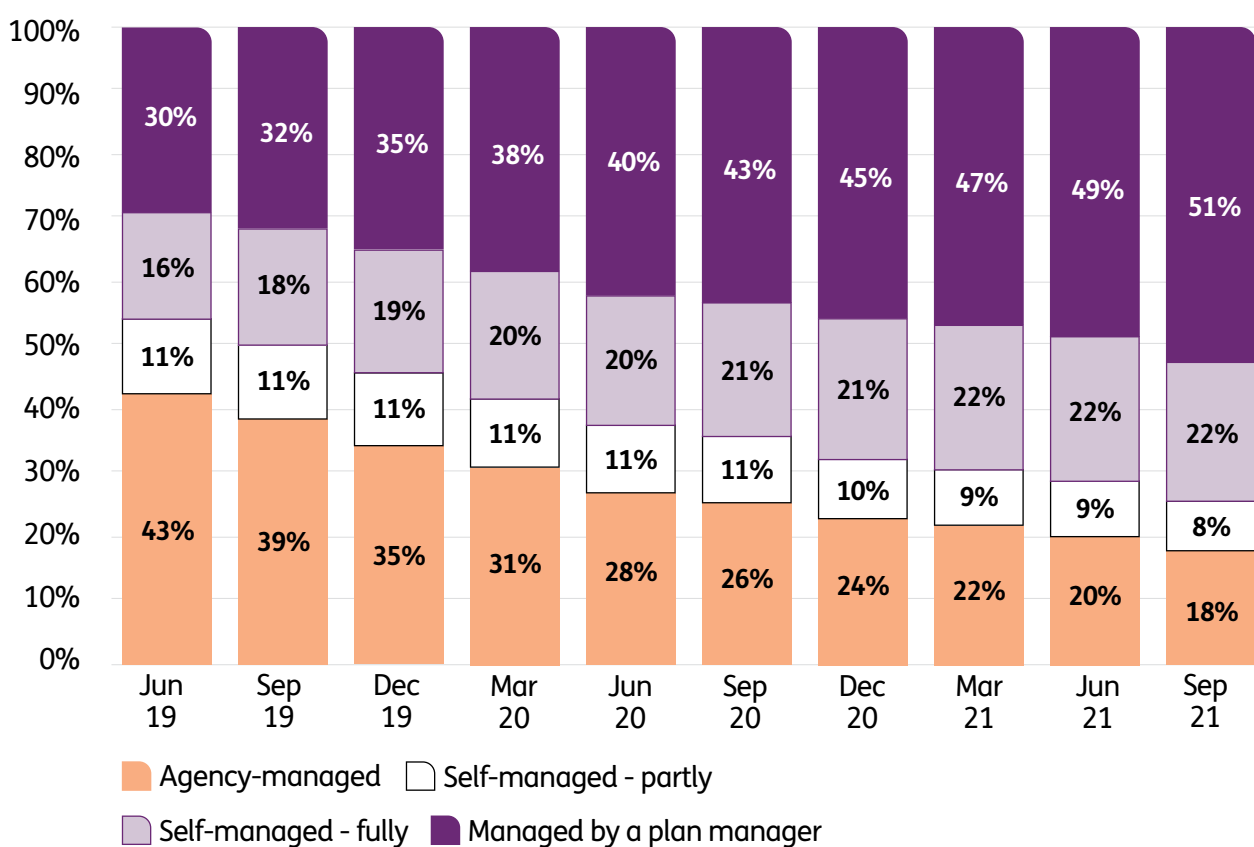
## 4.2 Plan management types

There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

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

- **self-manage all or part of** their plan has increased from 27% to 31%
- use a **plan manager** has increased from 30% to 51%
- have a fully **agency-managed** plan has decreased from 43% to 18%.

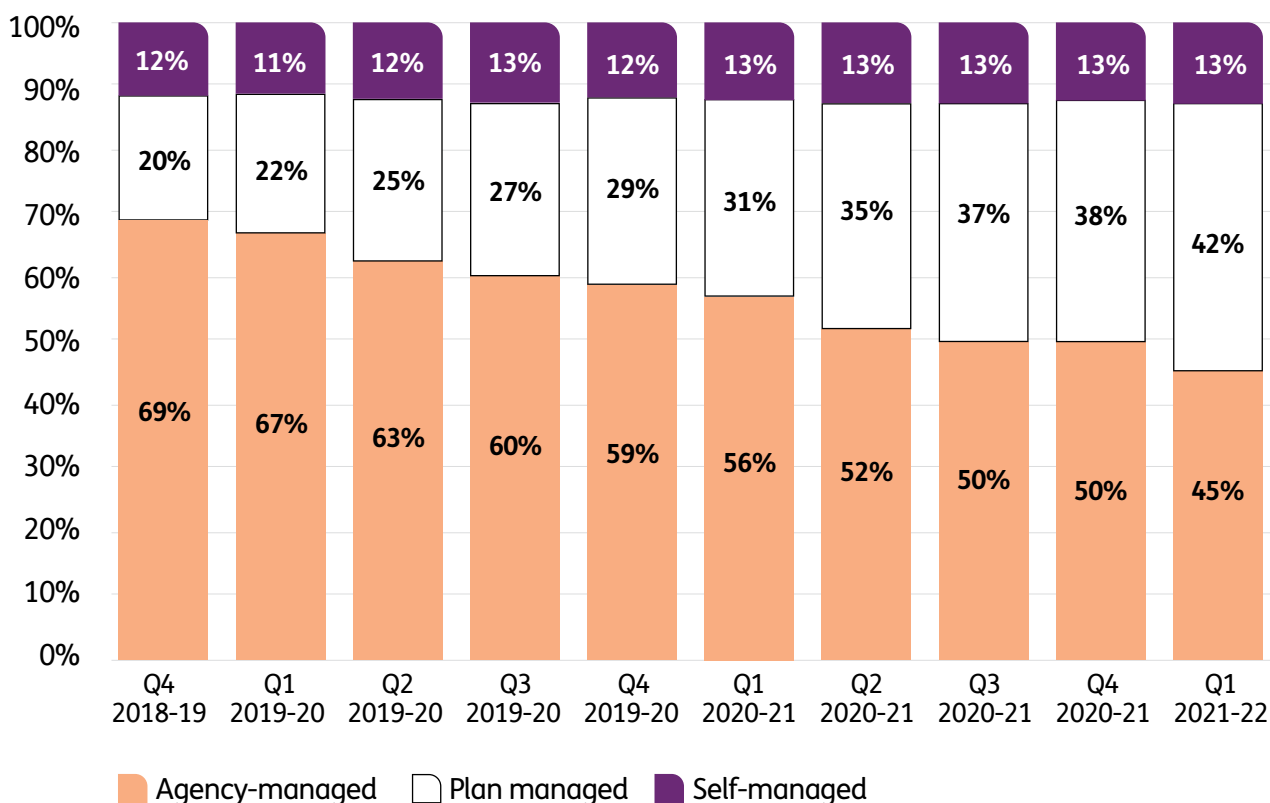
**Figure 39: Distribution of active participants by method of financial plan management over time cumulatively – National**



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

- **self-management** has increased from 12% to 13%
- payments managed by a **plan manager** has increased from 20% to 42%
- **agency-managed** payments decreased from 69% to 45%.

**Figure 40: Distribution of payments by method of financial plan management over time – National**

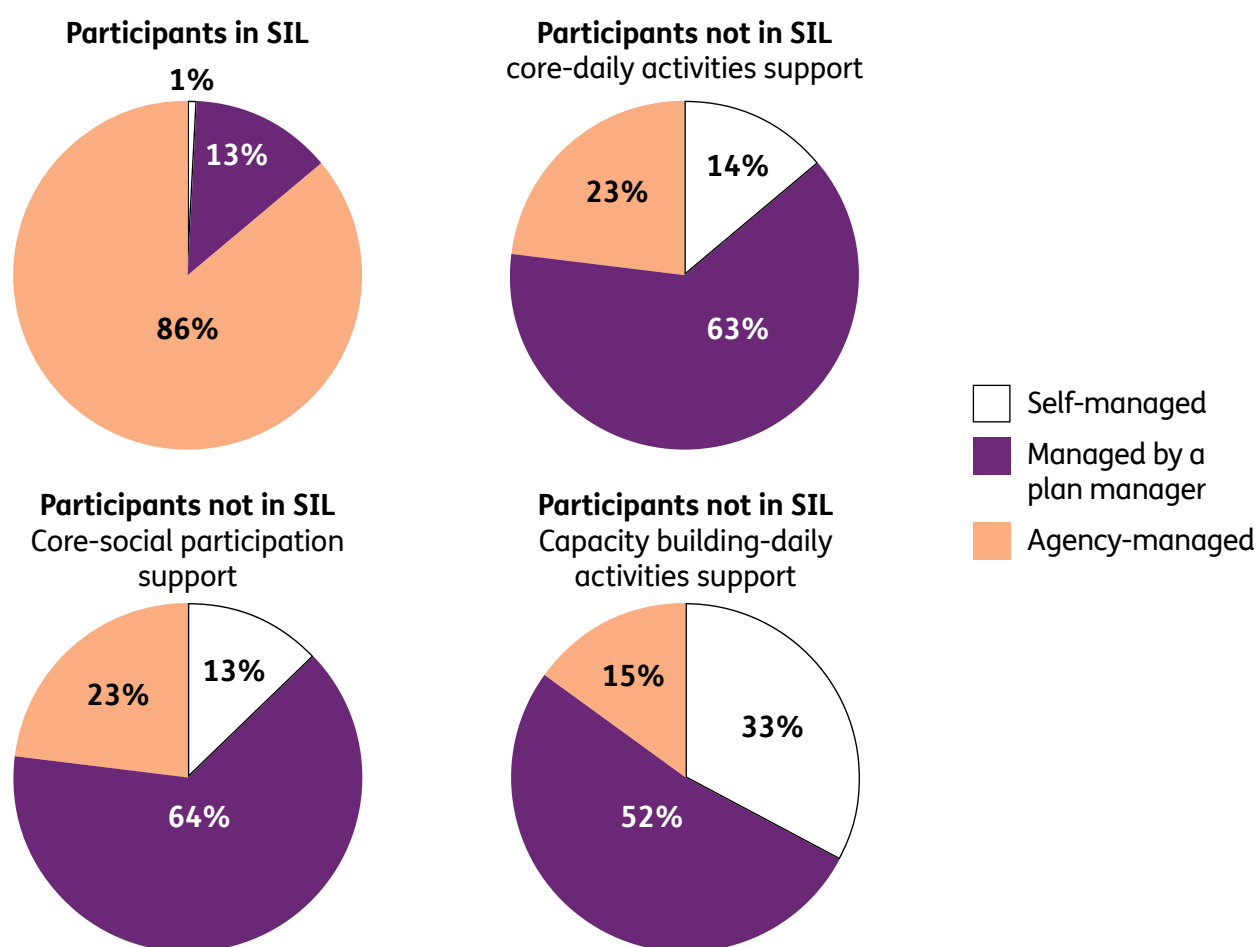


In the first quarter of 2021-22, of the \$6.5bn in payments, \$0.8bn was self-managed (13 per cent), \$2.7bn was managed by a plan manager (42 per cent), and \$2.9bn was agency-managed (45 per cent).<sup>44</sup>

The proportion of payments self-managed, managed by a plan manager, and agency-managed differs by support category. In the first quarter of 2021-22:

- payments for **participants in SIL** were \$2.1bn. Of this, \$23m was self-managed (1%), \$261m was managed by a plan manager (13%), and \$1.8bn was agency-managed (86%).
- payments for **participants not in SIL receiving core-daily activities support** were \$1.9bn. Of this, \$264m was self-managed (14%), \$1.2bn was managed by a plan manager (63%), and \$424m was agency-managed (23%).
- payments for **participants not in SIL receiving core-social participation support** were \$912m. Of this, \$119m was self-managed (13%), \$585m was managed by a plan manager (64%), and \$208m was agency-managed (23%).
- payments for **participants not in SIL receiving capacity building-daily activities support (therapy supports)** were \$809m. Of this, \$270m was self-managed (33%), \$420m was managed by a plan manager (52%), and \$118m was agency-managed (15%).

**Figure 41: Plan management types by participants in SIL and participants not in SIL, plus the largest support categories for participants not in SIL**

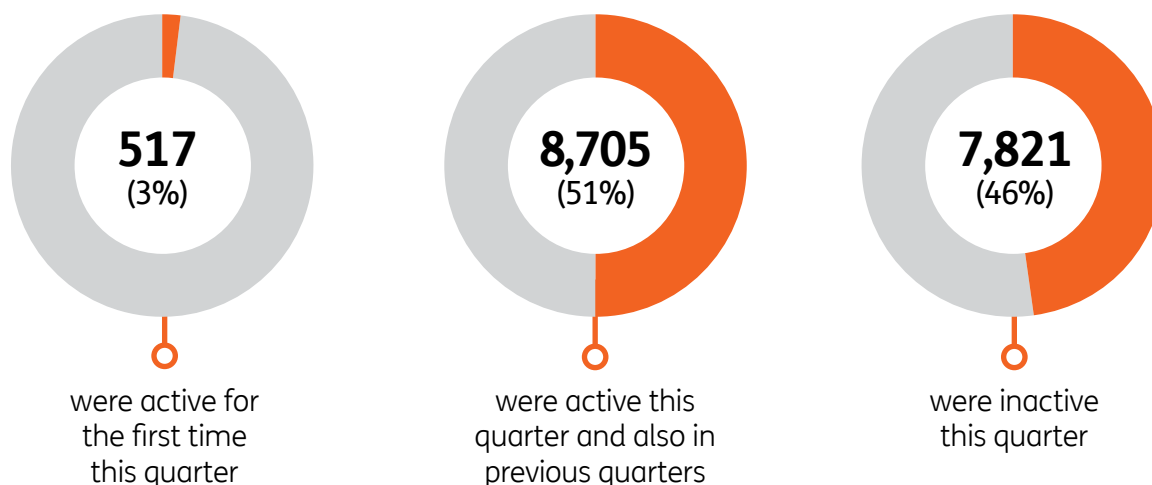


<sup>44</sup> Includes in-kind services.

### 4.3 Agency-managed providers

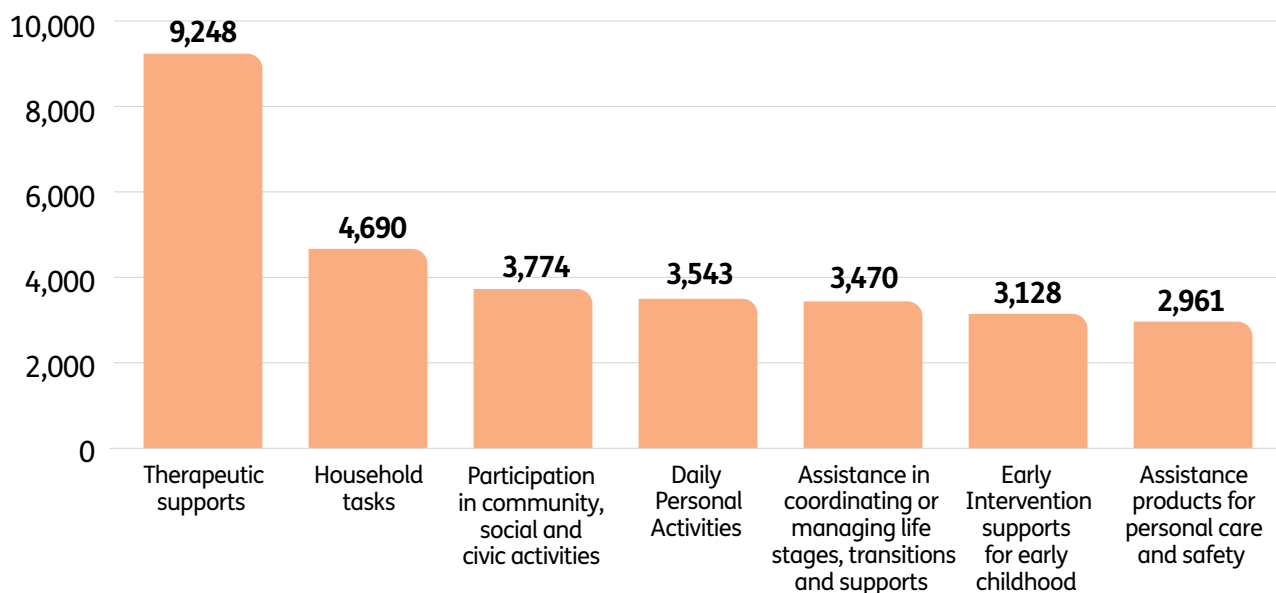
While there has been a shift to participants using plan managers, the number of providers supporting Agency-managed participants has continued to grow.

Since the start of the Scheme, 17,043 providers have supported agency-managed participants.<sup>45</sup> Of these:



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

**Figure 42: The largest registration groups for active providers**



<sup>45</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 17,043. Further, some of the 7,821 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

The largest ten providers by payments in the first quarter of 2021-22 were:

**Figure 43: Largest ten providers by payments in Q1 2021-22 (Agency-managed)<sup>46</sup>**

ABN	Provider name	Total payment amount
15101252171	Life Without Barriers	\$76m
31001813403	Aruma Services	\$53m
87302064152	The Northcott Society	\$39m
45000062288	Cerebral Palsy Alliance	\$36m
73628264460	Home@scope Pty Ltd	\$34m
80009670704	Endeavour Foundation	\$31m
27009942269	CPL – Choice, Passion, Life	\$25m
85097999347	Lifestyle Solutions Australia	\$22m
29001260153	The Disability Trust	\$22m
49133306902	Achieve Australia Limited	\$21m
<b>Total for largest 10 providers</b>		<b>\$358m</b>

## 4.4 Supported Independent Living (SIL)

### \$1.6 billion of SIL supports was provided in the first quarter of 2021-22.

Total payments to participants in SIL has increased by 45 per cent annually over the last three years, from \$2.6bn to \$8.0bn. The number of participants has also increased from approximately 9,200 at 30 September 2017 to 25,600 at 30 September 2021. This in part reflects phasing from the State/Territory programs into the NDIS.

The average payment per participant for SIL supports has also increased, and comprises a large component of the total average payment for participants in SIL (noting, that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building). The average payment per participant for SIL supports (core daily activities) has increased by 11 per cent annually over the last three years.

<sup>46</sup> Agency-managed providers, noting 86% of SIL payments in the last quarter were to agency-managed providers.



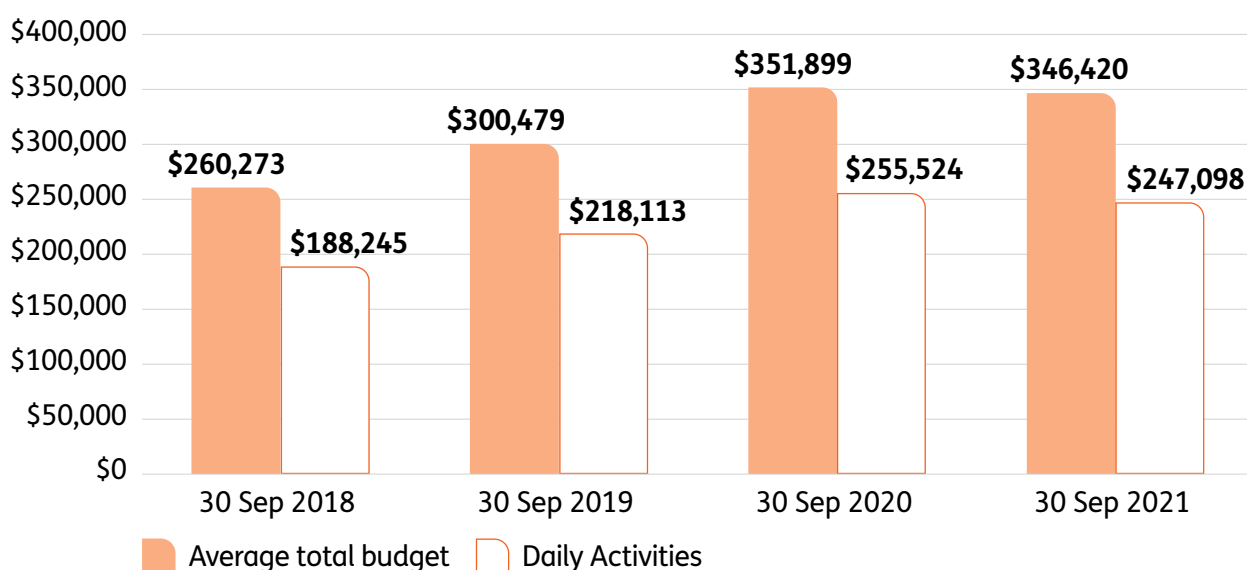
**Figure 44: Active participants in SIL, average and total payments - over the last four years (ending 30 September)**

Year	2017	2018	2019	2020	2021	% increase (per annum)
Active participants	9,192	14,025	21,654	24,401	25,647	
Total payments (\$m)		2,618	4,813	7,159	8,045	45%
Average payment (\$)		225,500	269,800	310,900	321,500	13%
Total payments – core daily activities (in \$m)		2,151	3,918	5,800	6,397	44%
Average payment – core daily activities (in \$)		185,300	219,600	251,900	255,600	11%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (core support for daily activities).

In the last year, however, plans have decreased marginally on average from the previous year, but are still well above plan budgets from two and three years ago.<sup>47</sup> Some of the reasons for decreasing plan budgets include corrected errors in the roster of care tool that enabled rosters of care to extend to 53 weeks in a year, and overstate the number of public holidays.

**Figure 45: Average plan budgets for participants in SIL over time**



<sup>47</sup> Specifically, there was a 33 per cent increase in overall plan budgets, and a 31 per cent increase in the daily activities component of the plan budgets over the three years.

At the individual participant level, plan budgets go up and down depending on the circumstances of individual participants. From 30 September 2018 to 30 September 2019, the proportion of plans between \$100,000 and \$250,000 decreased from 53 per cent to 35 per cent, and this further decreased again between 30 September 2019 and 30 September 2020, from 35 per cent to 22 per cent. Over the same time period the proportion of plans between \$350,000 and \$500,000 increased from 10 per cent to 24 per cent. The number of plans between \$500,000 and \$750,000 also increased from 2 per cent to 12 per cent. These changes reflect large increases in average plan budgets of between 13 per cent and 17 per cent per annum overall.

**Figure 46: Plan budget ranges for participants in SIL (years ending 30 September)**

	2018	2019	2020	2021
<b>Number of participants in SIL by plan budget band</b>				
\$0-\$5,000	4	14	11	11
\$5,001-\$25,000	33	45	51	53
\$25,001-\$100,000	240	384	571	866
\$100,001-\$250,000	7,375	7,683	5,223	5,561
\$250,001-\$350,000	4,612	8,452	8,532	9,379
\$350,001-\$500,000	1,415	3,651	5,636	6,200
\$500,001-\$750,000	268	1,124	2,767	2,906
\$750,001-\$1,000,000	63	199	388	424
\$1m+	15	102	278	247
<b>Total</b>	<b>14,025</b>	<b>21,654</b>	<b>23,457</b>	<b>25,647</b>
<b>Percentage of participants in SIL by plan budget band</b>				
\$0-\$5,000	0%	0%	0%	0%
\$5,001-\$25,000	0%	0%	0%	0%
\$25,001-\$100,000	2%	2%	2%	3%
\$100,001-\$250,000	53%	35%	22%	22%
\$250,001-\$350,000	33%	39%	36%	37%
\$350,001-\$500,000	10%	17%	24%	24%
\$500,001-\$750,000	2%	5%	12%	11%
\$750,001-\$1,000,000	0%	1%	2%	2%
\$1m+	0%	0%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average plan budget</b>	<b>\$260,273</b>	<b>\$300,479</b>	<b>\$351,899</b>	<b>\$346,420</b>
<b>Change in average plan budget %</b>	<b>13%</b>	<b>15%</b>	<b>17%</b>	<b>-2%</b>

The core daily activities component of the plans for participants in SIL has followed a similar trend as the overall plan budgets (see Figure 47).

**Figure 47: Plan budget ranges (for Core Daily Activities) for participants in SIL (years ending 30 September)**

	2018	2019	2020	2021
<b>Number of participants in SIL by plan budget band</b>				
\$0-\$5,000	73	141	355	801
\$5,001-\$25,000	82	143	185	218
\$25,001-\$100,000	574	845	899	1023
\$100,001-\$250,000	10,946	14,827	12,732	14,070
\$250,001-\$350,000	1,716	3,676	5,197	5,452
\$350,001-\$500,000	498	1,459	2,775	2,819
\$500,001-\$750,000	110	414	982	939
\$750,001-\$1,000,000	15	90	180	198
\$1m+	11	59	152	127
<b>Total</b>	<b>14,025</b>	<b>21,654</b>	<b>23,457</b>	<b>25,647</b>
<b>Percentage of participants in SIL by plan budget band</b>				
\$0-\$5,000	1%	1%	2%	3%
\$5,001-\$25,000	1%	1%	1%	1%
\$25,001-\$100,000	4%	4%	4%	4%
\$100,001-\$250,000	78%	68%	54%	55%
\$250,001-\$350,000	12%	17%	22%	21%
\$350,001-\$500,000	4%	7%	12%	11%
\$500,001-\$750,000	1%	2%	4%	4%
\$750,001-\$1,000,000	0%	0%	1%	1%
\$1m+	0%	0%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average plan budget</b>	<b>\$188,245</b>	<b>\$218,113</b>	<b>\$255,524</b>	<b>\$247,098</b>
<b>Change in average plan budget %</b>	<b>12%</b>	<b>16%</b>	<b>17%</b>	<b>-3%</b>

The number of SIL providers has also increased, with 290 SIL providers at 30 September 2017 to 1,081 SIL providers at 30 September 2021 (again, somewhat reflecting phasing from the State/Territory program to the NDIS).<sup>48</sup> SIL providers differ substantially in size, with just over half of the SIL providers supporting five or fewer participants, and around 1 per cent of providers supporting 250 or more participants.

**Figure 48: Provider size based on the number of participants supported**

Number of participants supported	Number of providers at 30 September				
	2017	2018	2019	2020	2021
5 or fewer	119	219	296	375	554
6 to 10	58	65	101	135	150
11 to 50	87	147	200	234	279
51 to 100	19	23	41	48	54
101 to 250	7	13	26	31	34
251 to 500	–	4	5	9	6
501+	–	1	3	3	4
<b>Total providers</b>	<b>290</b>	<b>472</b>	<b>672</b>	<b>835</b>	<b>1,081</b>

<sup>48</sup> Agency-managed providers, noting 86% of SIL payments in the last quarter were to agency-managed providers.

There are ten providers supporting more than 250 participants at 30 September 2021. These providers are listed in the table below along with the total payments received for SIL supports in the last three years<sup>49</sup>, noting that these providers receive payments for other supports in addition to SIL.

**Figure 49: Largest ten providers and payments for the last three years (years ending 30 September)\***

Provider ABN	Provider name	Daily Activities (SIL) payments in year ending 30 September		
		2019	2020	2021
15101252171	Life Without Barriers	\$132m	\$205m	\$233m
31001813403 <sup>50</sup>	House With No Steps/ Aruma Services	\$167m	\$220m	\$236m
73628264460 <sup>51</sup>	Home@Scope Pty Ltd	\$43m	\$63m	\$106m
80009670704	Endeavour Foundation	\$73m	\$102m	\$90m
87302064152	The Northcott Society	\$105m	\$133m	\$118m
45000062288	Cerebral Palsy Alliance	\$73m	\$103m	\$114m
37020000711 <sup>52</sup>	Minda Incorporated	\$47m	\$71m	\$70m
29001260153	The Disability Trust	\$38m	\$70m	\$69m
14005304432	Yooralla	\$47m	\$59m	\$56m
11553592765	Activ Foundation Inc.	\$21m	\$36m	\$53m
<b>Total largest 10 providers</b>		<b>\$746m</b>	<b>\$1,062m</b>	<b>\$1,145m</b>

\*Note: Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020-21 and hence these transferred to non-government providers.

<sup>49</sup> Agency-managed participants only.

<sup>50</sup> In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

<sup>51</sup> In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

<sup>52</sup> In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

## 4.5 Plan managers

The number of plan managers in the Scheme continue to grow as more participants choose to use plan managers.

Payments to plan managers was \$2.7bn in the September 2021 quarter, 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 the September 2021 quarter were:

**Figure 50: Largest ten plan managers by payments in Q1 2021-2022**

ABN	Provider name	Total payment amount
52617963676	My Plan Manager.Com.Au Pty Ltd	\$291m
54609868993	Plan Management Partners Pty Ltd	\$188m
24619787692	National Disability Support Partners Pty	\$121m
92622499898	Leap In! Australia Ltd	\$81m
62149233634	Integrated Care Pty Ltd	\$72m
22729829472	Moiria Ltd	\$71m
69624874219	Maple Plan Pty Ltd	\$71m
16621969337	Peak Plan Management Pty Ltd	\$71m
18620281209	Instacare Pty Ltd	\$61m
73624994565	Connect Plan Management Pty Ltd	\$45m
<b>Total largest 10 providers</b>		<b>\$1,071m</b>

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 62 per cent of total plan management payments in the September 2021 quarter is to registered providers, 35 per cent of plan managed payments are to unregistered providers, and 4 per cent are payments for Plan Management services.

For the largest plan managers, the split between payments to registered and unregistered providers is shown below, along with payments received for plan management services.

**Figure 51: Largest ten plan managers, Q1 2021-22, payments split by registered and unregistered providers, and plan management**

ABN	Legal Name	Payments to registered providers	Payments to unregistered providers	Payment for Plan Management
52617963676	My Plan Manager.com.au Pty Ltd	61%	35%	4%
54609868993	Plan Management Partners Pty Ltd	60%	36%	4%
24619787692	National Disability Support Partners Pty	66%	30%	4%
92622499898	Leap In! Australia Ltd	54%	42%	4%
62149233634	Integrated Care Pty Ltd	61%	35%	4%
22729829472	Moir Limited	68%	30%	2%
69624874219	Maple Plan Pty Ltd	59%	37%	4%
16621969337	Peak Plan Management Pty Ltd	66%	30%	4%
18620281209	Instacare Pty Ltd	59%	38%	3%
73624994565	Connect Plan Management Pty Ltd	63%	34%	3%



## 4.6 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”.

At an aggregate level, there have been improvements in all the metrics between September 2020 and September 2021.

### 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, 51 of the 80 service districts (64 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.

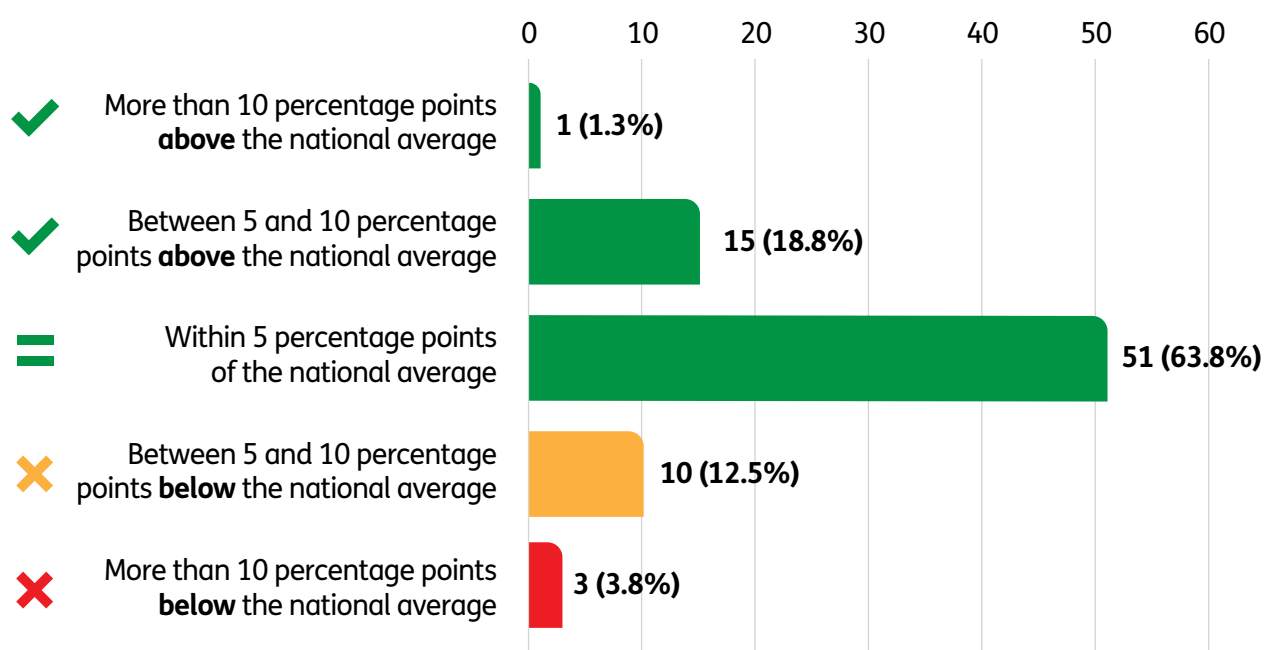
At 30 September 2021:

– Darwin Remote has 402 active participants and plan budgets totalling \$28 million

– Katherine has 199 active participants and plan budgets totalling \$34 million

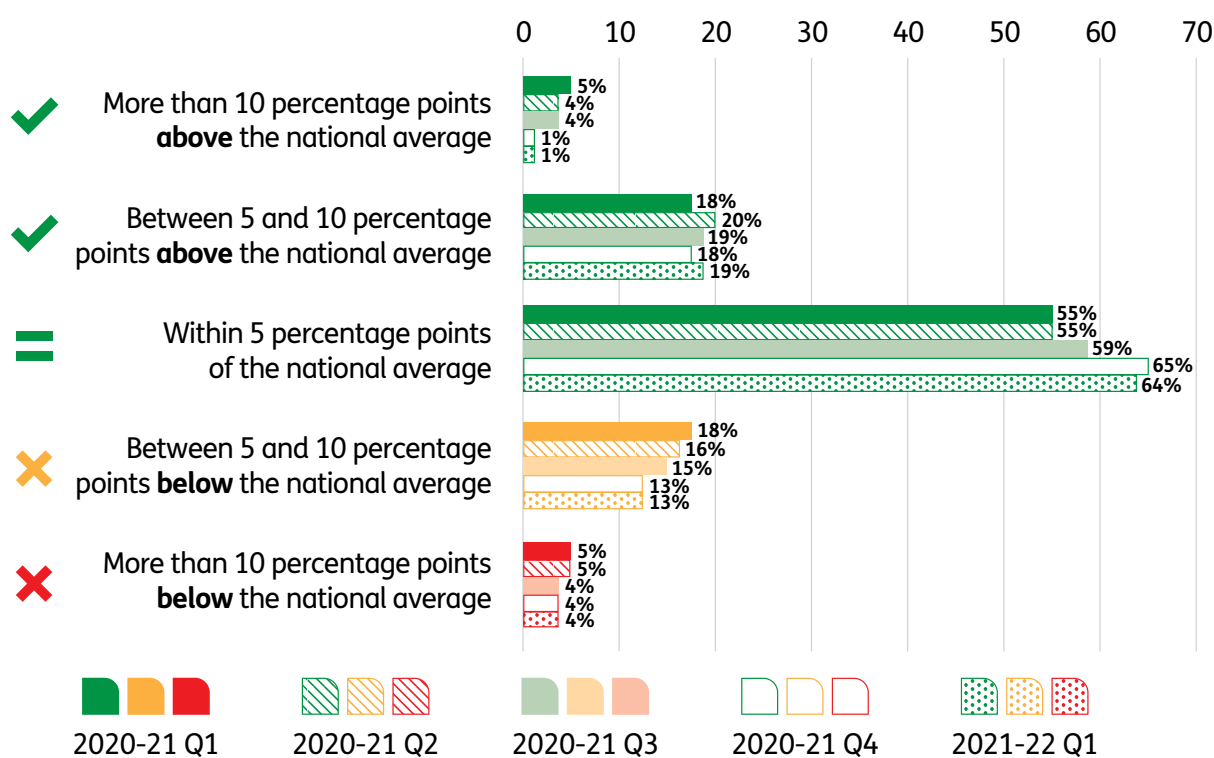
– East Arnhem has 202 active participants and plan budgets totalling \$20 million

Figure 52: 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. Significantly, the number of service districts within 5 per cent of the national average has improved from 44 (55 per cent) to 51 (64 per cent).

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



## Utilisation

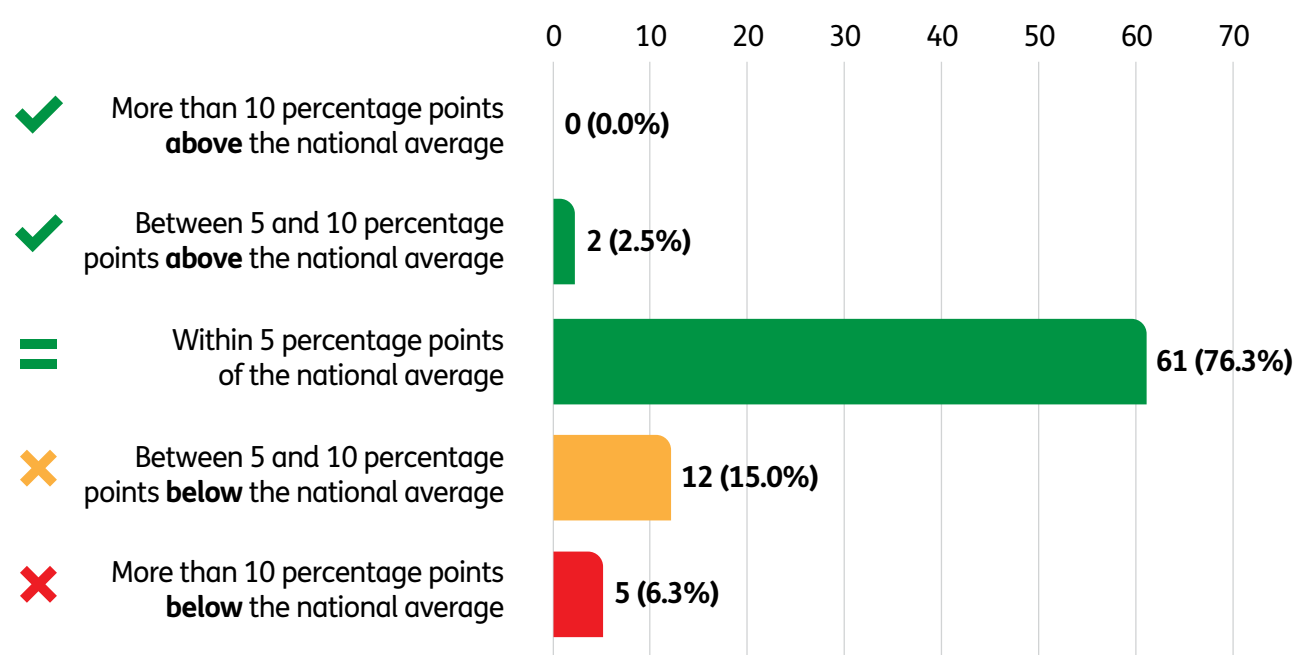
As seen in Figure 63, the average payment per participant has increased by 11.7 per cent over the three years from 30 September 2018 to 30 September 2021, and the average plan budget has increased by almost 5 per cent over the same three years. Participants are getting more support over time so understanding 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, 61 of the 80 service districts (76 per cent) in the analysis are within five percentage points of the national average<sup>53</sup>, no service districts were more than 10 percentage points above the national average, and five service districts (6 per cent) were more than 10 percentage points below the national average.

The five service districts more than 10 percentage points below the national average were smaller regional and remote service districts in South Australia, Western Australia and the Northern Territory. These five service districts have remained consistent over recent quarters. The Thin Market trials underway, as detailed in section 4.9 of this report, are targeting some of these service districts.

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

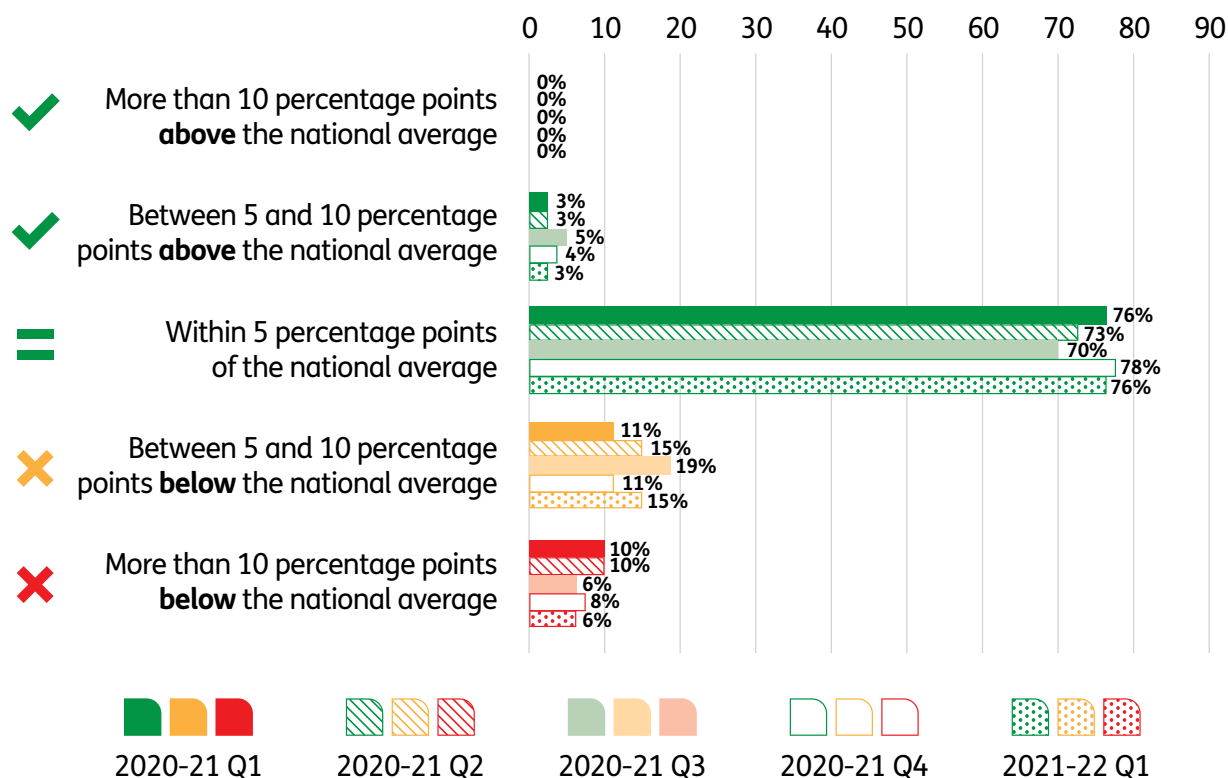
**Figure 54: Utilisation – number of service districts – gap to benchmark**



<sup>53</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.

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 5 service districts. The number of service districts within 5 percentage points of the national average has remained consistent.

**Figure 55: Utilisation – number of service districts – gap to benchmark – trend**



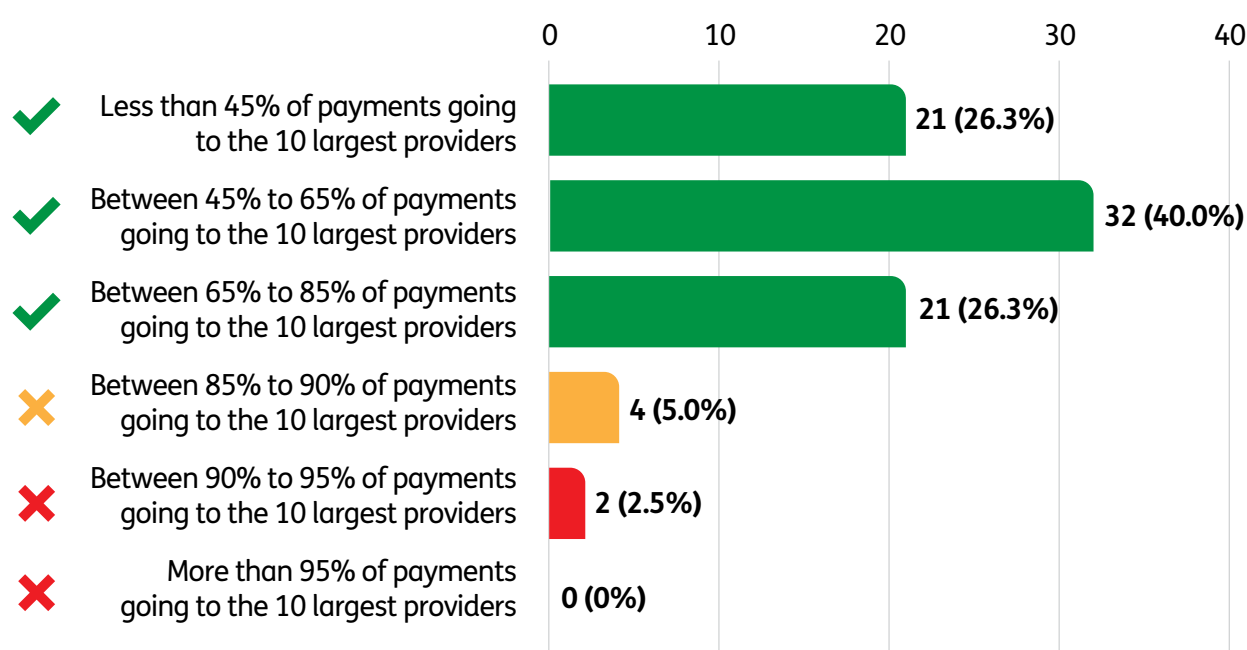
## Market concentration

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 21 service districts where less than 45 per cent of payments went to the 10 largest providers (26 per cent).

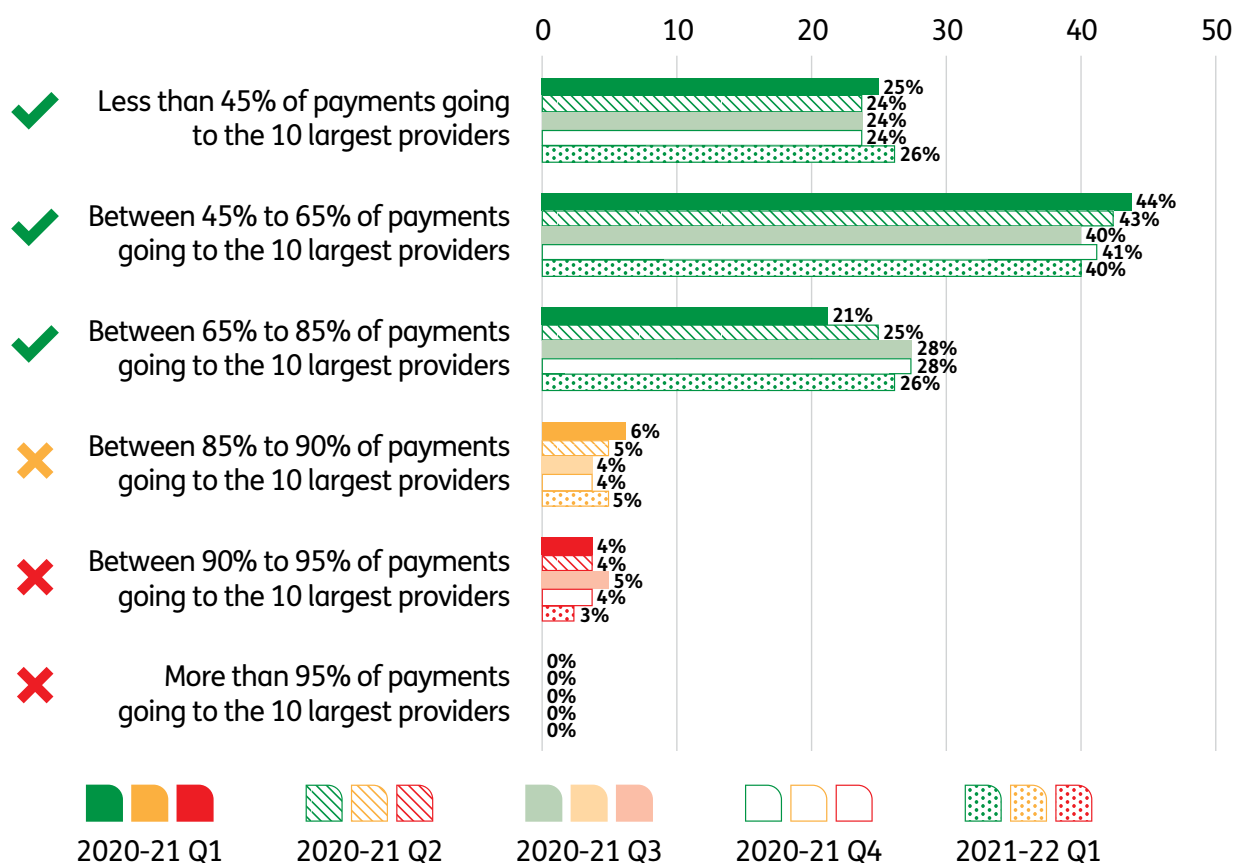
All of the six service districts where more than 85 per cent of payments go to the 10 largest providers, are regional and remote areas in the Northern Territory, Western Australia and South Australia.

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



The number of service districts where 85 per cent or more of payments go to the largest 10 providers has fallen from 8 (10 per cent) to 6 (8 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 21 (26 per cent).

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



## 4.7 COVID Assistance

**As discussed in the key highlights section, the Agency is continuing to support providers during the COVID pandemic.**

---

The last 6 months have been particularly challenging for disability service providers as they managed COVID-19 outbreaks whilst continuing to provide critical services under state mandated restrictions. The NDIA has been working closely with the sector and has put a number of initiatives in place to ensure continuity of supports is maintained for participants during this time (refer to the Key highlights section of this report for more detail on these initiatives).

## 4.8 Market Stewardship activities

**The NDIA continues to support the developing NDIS market through market stewardship activities, such as developing home and living options, improving early childhood assistive technology supports, and improving information available on continence supports.**

---

### Home and Living

In recognition of the rapidly growing housing market of supports the NDIA has been focused on working with participants and the sector to develop and implement a coherent suite of home and living initiatives.

The *Home and Living consultation – An ordinary life at home* released in August 2021 will guide this work. The NDIA held a series of workshops with the provider sector to seek their feedback on how to support a diverse and innovative market of home and living supports. The workshops commenced on 11 August 2021 with a specific focus on how NDIA policy and pricing models drive market innovation, promotion and sharing of provider innovation and success stories and highlighting innovations through formal recognition channels such as awards or showcases.

Learnings from SIL consultations with a range of stakeholders, have highlighted the need to improve the SIL model to enable better outcomes for participants and a clearer opportunity for innovation in the market.

To test different approaches, a Market Information Request (MIR) has been designed in consultation with the IAC and released on 28 September 2021, inviting the sector to propose alternative approaches to Home and Living supports, and to test the viability, feasibility and impact of these approaches via a series of demonstration projects.

Further improvements designed to meet the demand for more transparency of the housing market were realised this quarter when on 16 August 2021 the Minister for Government Services and the NDIS the Hon Lynda Reynolds MP announced the release of the SDA Finder platform and an NDIA SDA Market Information Statement. The SDA Finder provides participants and providers with a national, searchable database of available SDA vacancies on the NDIS website. The SDA Market Information statement provided a high level summary of information and analysis on current expected SDA supply and demand.

The SDA Design Standard mandatory application came into effect on 1 July 2021 and is required for all newly built SDA properties. The Design Standard has been acknowledged as leading practice with calls for it to be a standard for more (accessible) housing.



A new report, the Specialist Disability Accommodation Quarterly data report was released on 30 September 2021 to help providers gain valuable insights into the current market and assist to steward market growth opportunities in the housing sector. This report shows that since the March 2021 quarter, there has been a 23 per cent increase in new Build SDA. The report also highlights that over the past 18 months there has been a significant growth in SDA designed for high physical support.

### **Delivering more adaptable options through childhood**

Participants and their families have been sharing their concerns and ideas with the NDIA since 2019 about getting the right AT as a child grows and their functional abilities change. Similarly to wearing clothes that don't fit you anymore, the wrong size or type of AT can cause harm or hinder your progress as you grow.

The NDIA formally asked the market for ideas and concepts to deliver better AT for young children. Options to rent or loan, exchange or trade in, and when needed buy AT (new or refurbished) have been described. With input from the IAC, Children, Young People and Families Reference Group and participants, the NDIA will test some of these new approaches to give simpler access to the right AT for young participants and their families.

### **Helping participants get better information about providers of continence supports**

Continence supports are used by over 145,000 participants. Following representation from NDIS participants, the NDIA sought information from the market to form a list of registered providers. Providers had to respond to criteria ranging from the variety and prices (to NDIS participants) of their products, accessibility of their website and published materials, through to ordering, customer care and employment of people with disability. An NDIA team that included an NDIS participant recruited through Participant First assessed the responses which will form the published list.

While NDIS participants can buy from other providers, providers on the published list will be expected to deliver against the standards that we set; participants can use the list as a starting point to find the best provider for their continence needs. The NDIA will monitor the success of this approach with participants, and work with the market to deliver better continence outcomes for NDIS participants.

## 4.9 Thin markets

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

The NDIA implements market intervention projects nationally to help participants access quality supports. As intervention projects are being completed, insights and learnings are being collected and shared across the NDIA and with other market stewards. Through the intervention projects, the NDIA is learning more about service delivery in rural and remote NDIS markets. There are currently 26 market intervention projects underway. Four have recently been completed:

- In Doomadgee, Queensland, the NDIA undertook a market facilitation project over seven months. This was focused on improving the market across all supports, for all NDIS participant in this LGA, with the majority identifying as Aboriginal and Torres Strait Islander. The intervention resulted in three providers entering the Doomadgee market, including a locally-based core supports provider and two therapy providers - one fly-in-fly-out, and the other offering virtual services. Average plan spend improved strongly, especially in core supports. Establishing a community-based core provider increased participant engagement and plan uptake, and also provides the community with a more visible NDIS presence.
- In Woorabinda, Queensland, the market intervention over eight months focused on improving the market across all supports for a target cohort of 13 NDIS participants. All participants identified as Aboriginal or Torres Strait Islander. The intervention resulted in four new providers entering the market, offering core supports and therapy, and the establishment of a provider network which is continuing to meet. Average plan spend improved strongly, with pleasing improvements for a number of participants starting to access services where they had not previously been using their NDIS plan.
- In King Island, Tasmania, the market intervention over three months focused on improving participants' connections to core daily activities providers. It also worked with intermediaries to strengthen their networks with providers. The intervention resulted in participants having better connections to NDIS providers, for improved choice and control, and increased provider awareness of data and insights available to them to understand demand in the area.
- In Alice Springs, Northern Territory, the market intervention over 15 months focused on improving the market across all supports. The target cohort included 96 participants, with over half identifying as Aboriginal or Torres Strait Islander. This market intervention resulted in an increase in the use of services by participants in the trial, an increase in active providers in the area, and improved awareness and understanding of available demand data and NDIS processes among providers.

### Markets servicing particular participant cohorts

The NDIA takes action to support participant cohorts who have challenges in connecting to services, such as participants with complex needs, and participants who identify as Aboriginal and Torres Strait Islander people.

Thin market projects have delivered some notable benefits for Aboriginal and Torres Strait Islander communities over the last 12 months. The NDIA is discussing opportunities with the National Aboriginal Community Controlled Health Organisation (NACCHO) to work together in markets. This includes attending NACCHO yarning circles to understand barriers to service delivery and making connections with their new NDIS ready coordinator workforce to support Aboriginal Community Controlled Health Organisations to deliver NDIS services.

### Support Coordination and Plan Management markets

The support coordination market has been growing, with 43 per cent of active participants now having support coordination funded in their approved plan (as at 30 September 2021), and support coordination representing \$969 million (3 per cent) of total annualised committed supports).

The plan management market has also been growing, with 51 per cent of all active participants (as at 30 September 2021), now choosing to plan manage part or all of their supports representing 38 per cent of total plan funds. During the quarter ending 30 September 2021, 1,060 registered providers were actively delivering plan management supports. The NDIA is currently working with the sector to clarify expectations of plan managers when ensuring NDIS funds are spent in accordance with the participant's plan; and the impact of digital reforms.

The inclusion of support coordination and plan management in the upcoming Annual Pricing Review will initiate further examination of the role of intermediaries in the NDIS and drive further market shaping.

## 4.10 NDIS pricing

**The Agency has released the consultation paper on the Annual Price Review and is conducting a financial benchmarking survey.**

### Annual Price Review

The Annual Pricing Review 2021-22 Terms of Reference were released on 7 September 2021 and will examine whether the existing price control framework continues to be appropriate or should be modified. The Annual Pricing Review 2021-22 Consultation Paper was released on 8 October 2021.

Targeted research and engagement with participants, providers, community and other sector representatives around NDIS pricing arrangements for the 2022-23 financial year will commence to inform the review.

The review will consider the following:

- NDIS Disability Support Worker Cost Model assumptions and methodology including assumptions associated with Supported Independent Living costs such as vacancy management
- group-based supports.
- temporary transformation payments
- therapy and nursing supports
- support coordination and plan management
- regional, remote and very remote price limit loadings
- price controls by state and territory, where economic trends may be countercyclical to trends in other states and territories.

### Financial Benchmarking Survey

The development of efficient and sustainable markets is dependent on the availability of information to assist market growth. As such, the Agency is working to establish a disability service provider benchmarking function to improve the availability of information to the market and support the successful transition of disability service providers into the new market.

The benchmarking function is intended to:

- Increase the information available to providers to gauge performance against their peers and support their transition to a more open and competitive market
- Improve the evidence base available, including for the Annual Price Review

The Financial Benchmarking Survey for 2021-22 will be designed to collect information on staffing numbers, costs and profits of support providers in the NDIS.

The NDIA uses the data and market analysis from the survey to:

- assist in the development of a sustainable NDIS market that supports participant choice
- inform our role as market steward and help us to make evidence-based decisions
- increase the information available to providers to gauge performance against their peers and support their transition to a more open and competitive market.

The survey will be conducted by Deloitte Access Economics and the NDIA receives de-identified information from the survey provider.



## Gerry's found his niche after learning the retail ropes

NDIS participant, **Gerry** of Kingston, who has a love for retail, has found his niche designing, making, marketing and selling products at Mosaic Support Services social enterprise, Made By Mosaic.

The 30-year-old, who has a mild intellectual disability, said he's learnt so much from working at the social enterprise's physical and online store, he's confident it will ultimately lead to future employment in retail, a field he said he's really passionate about.

"I love making things, selling them and talking to customers. I love everything about working here at Made By Mosaic," he said. "My speciality is my Lemongrass and Lemon Myrtle soap. My mum asked me to make them. She likes them, and they've been really popular in the shop and online."

"At the moment I'm doing a computer skills program and a multimedia program, and I've been able to use my skills to do lots of jobs in the shop and to help others. Now, I think I've practically learnt all there is to know about running a retail business. I could nearly do it with my eyes closed," Gerry joked.

Vicky Hamblin, Mosaic's Social Enterprise Coordinator and Charissa Leitch, Program Development Coordinator, said Gerry has thrived since he's been involved with the store.

"I've been working with Gerry for about three years, and over that time I've seen him grow and gain so much confidence, while building his social and work skills. He's now capable of doing so many different activities with others or by himself. He's gone from typing some emails to being able to develop, make and sell products, serve customers, and use his skills to do stock counts and electronic transactions. It's been wonderful to watch," Charissa said.

# 5

## 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

**On 8 October 2021, the NDIA Board released both the Annual Financial Sustainability Report (AFSR), and the Peer Review Report.**

The NDIA Board released the 30 June 2021 **Annual Financial Sustainability Report** on 8 October 2021. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year's AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary<sup>54</sup>. A copy of this report was also released on 8 October 2021.

The AFSR includes:

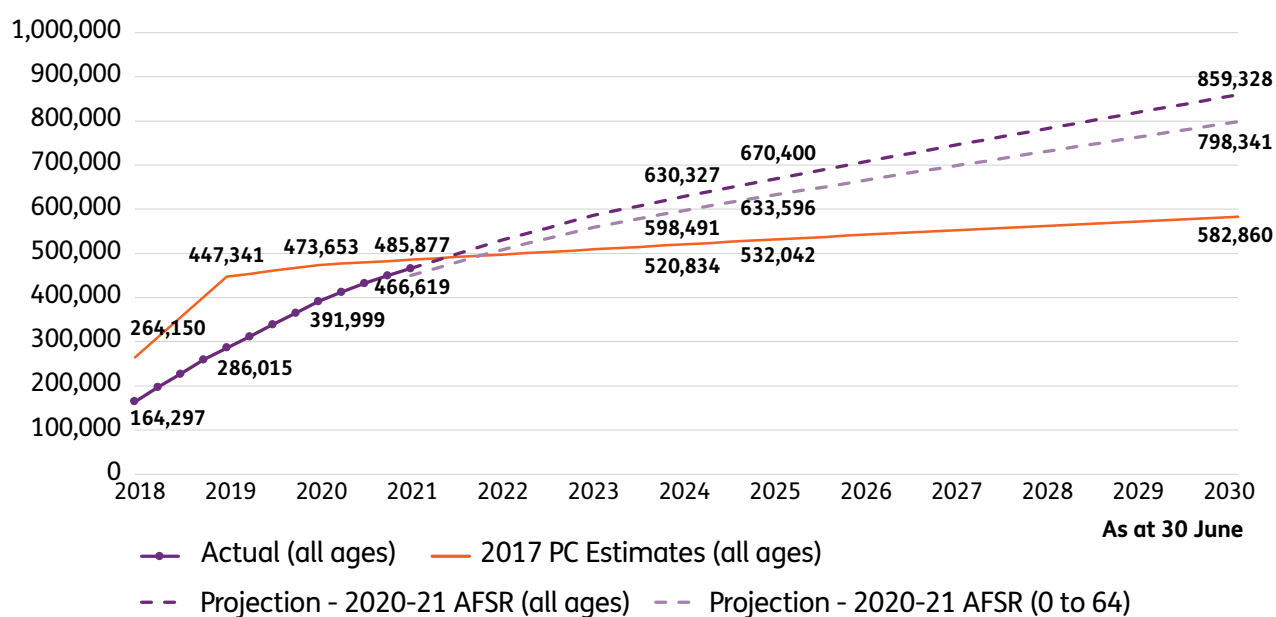
- analysis and discussion of recent Scheme experience
- best estimate projections of future participant numbers and average payments (based on known experience and future expectations)
- scenarios relating to possible variances in the projections
- recommended strategies to address risks to sustainability.

<sup>54</sup> The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D)

The AFSR projects that:

- There will be 670,400 participants in the Scheme at the end of June 2025 (of which 633,600 are under the age of 65 years), and 859,300 at the end of June 2030 (of which 798,300 are under the age of 65 years). These figures are significantly higher than estimated by the Productivity Commission in 2017.

**Figure 58: Actual and projected participants (2020-21 AFSR and 2017 Productivity Commission Estimates)**



- Total participant costs are estimated to be \$29.2 billion in 2021-22, growing to \$41.4 billion in 2024-25, and \$59.3 billion in 2029-30 (on an accrual basis).

**Figure 59: Projected participant costs (accrual basis)**

Participant costs (accrual basis \$m)	2021-22	2022-23	2023-24	2024-25	2029-30
Participant costs (0-64)	27,359	31,386	34,812	37,569	52,169
Participant costs (65+)	1,864	2,501	3,161	3,803	7,115
<b>Total participant costs (accrual basis)</b>	<b>29,223</b>	<b>33,886</b>	<b>37,973</b>	<b>41,373</b>	<b>59,284</b>

These results are slightly higher than the projection in the interim report released in July 2021<sup>55</sup>, based on Scheme experience to 31 December 2020, from 2021-22 to 2023-24, and they are slightly lower in 2029-30 (as seen in the table below).

**Figure 60: Total Participant costs (accrual basis) compared to previous review**

Projected participant costs (\$m)	Projection year					Total 2021-25
	2021-22	2022-23	2023-24	2024-25	2029-30	
2020-21 AFSR	29,223	33,886	37,973	41,373	59,284	142,455
Interim Dec 2020 AFSR	28,139	32,900	36,906	40,659	60,324	138,603
<b>Difference</b>	<b>1,085</b>	<b>987</b>	<b>1,066</b>	<b>714</b>	<b>-1,040</b>	<b>3,852</b>

The **projected costs are higher** than both the 2021-22 Portfolio Budget Statements (PBS) and the 2017 Productivity Commission (PC) projection.

**Figure 61: Comparison of 30 June 2021 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
30 June 2021 AFSR (c)	29,223	33,886	37,973	41,373	142,455
<b>Difference (c-b)</b>	<b>2,736</b>	<b>5,629</b>	<b>8,548</b>	<b>9,489</b>	<b>26,402</b>
<b>Difference (c-a)</b>	<b>5,515</b>	<b>8,649</b>	<b>11,133</b>	<b>12,872</b>	<b>38,169</b>

Previous AFSR projections have been close to actual participant costs (within \$1bn) over the period 2018-19 to 2020-21.

**Figure 62: Actual participant costs compared with the previous AFSR projections (\$bn)**

AFSR	2018-19	2019-20	2020-21
Actual participant costs (accrual)	10.5	17.6	23.2
30 June 2018 AFSR projection	9.5		
30 June 2019 AFSR projection		16.7	
30 June 2020 AFSR projection			22.3
<b>Actual participant costs compared with AFSR</b>	<b>0.9</b>	<b>0.8</b>	<b>1.0</b>

More detail is available in the reports located here:

Interim update to the Annual Financial Sustainability Report<sup>56</sup> – published 3 July 2021

Annual Financial Sustainability Report<sup>57</sup> – published 8 October 2021

Independent Actuary Peer Review Report<sup>58</sup> – published 8 October 2021

<sup>55</sup> <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

<sup>56</sup> <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

<sup>57</sup> <https://www.ndis.gov.au/news/6931-ndia-board-releases-annual-financial-sustainability-report>

<sup>58</sup> <https://www.ndis.gov.au/media/3554/download?attachment>

## 5.2 Average and median payment trends

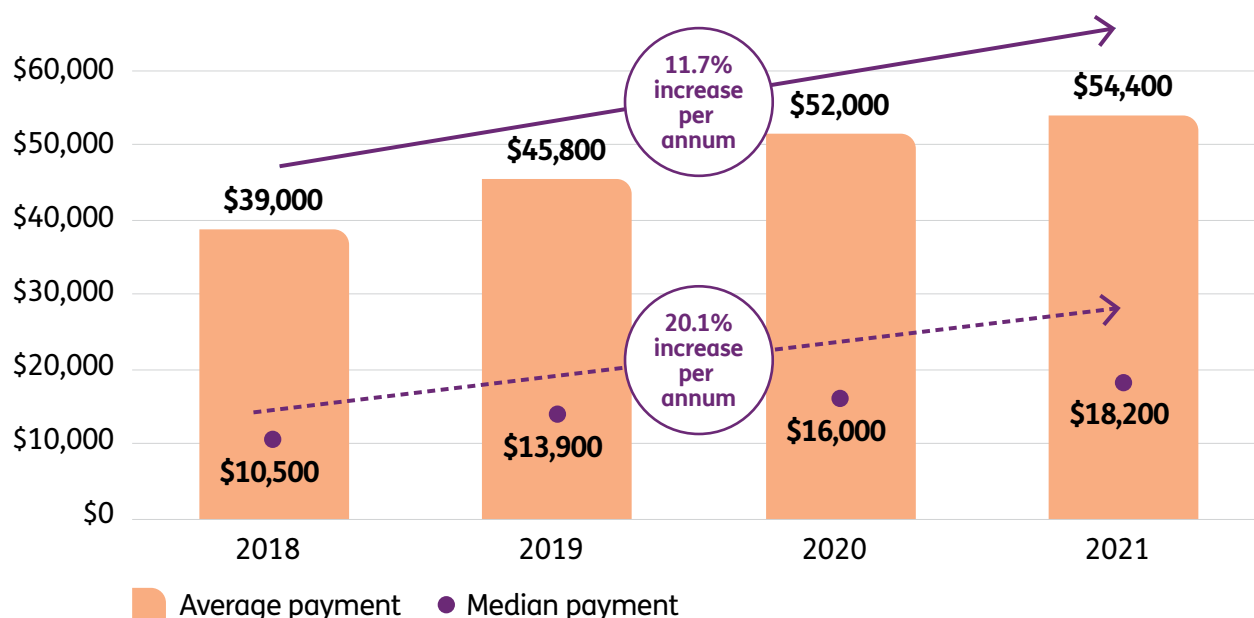
**Average and median payments per participant have increased by 11.7 per cent and 20.1 per cent respectively over the last three years.**

Both the average (mean) payment per participant and the median payment per participant provide useful information. The mean is the “expected value” of the probability distribution whereas the median is the “middle” of the ranked observations (50 per cent of the observations lie below the median and 50 per cent lie above it). The mean uses all of the observations in its calculation, whereas the median just uses the middle observation (or the middle two observations if the number of observations is even).

In the NDIS, the average payment is higher than the median payment because there is a small number of participants receiving high cost supports.

Trends in average and median payments per participant between 1 October 2017 and 30 September 2021 indicate that average payments have increased by 11.7 per cent per annum, and median payments have increased by 20.1 per cent per annum.

**Figure 63: Average and median payments for years ending 30 September - all participants**



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 with different characteristics has changed. As examples, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

Analysing the change in average and median payment over time by whether or not participants are in SIL, indicates that the average annual increase in average and median payments has been consistently high across both participant groups. Specifically, the average payment has increased for participants in SIL by 12.5 per cent, and the average annual payment has increased for participants not in SIL by 17.3 per cent per year. These averages are higher than the overall average (of 11.7 per cent), as the proportion of participants in SIL has decreased over the period. Also, the median payment has increased for participants in SIL by 13.3 per cent, and the median payment has increased for participants not in SIL by 21.3 per cent per year.

Figure 64: Average and median payments for years ending 30 September - participants in SIL

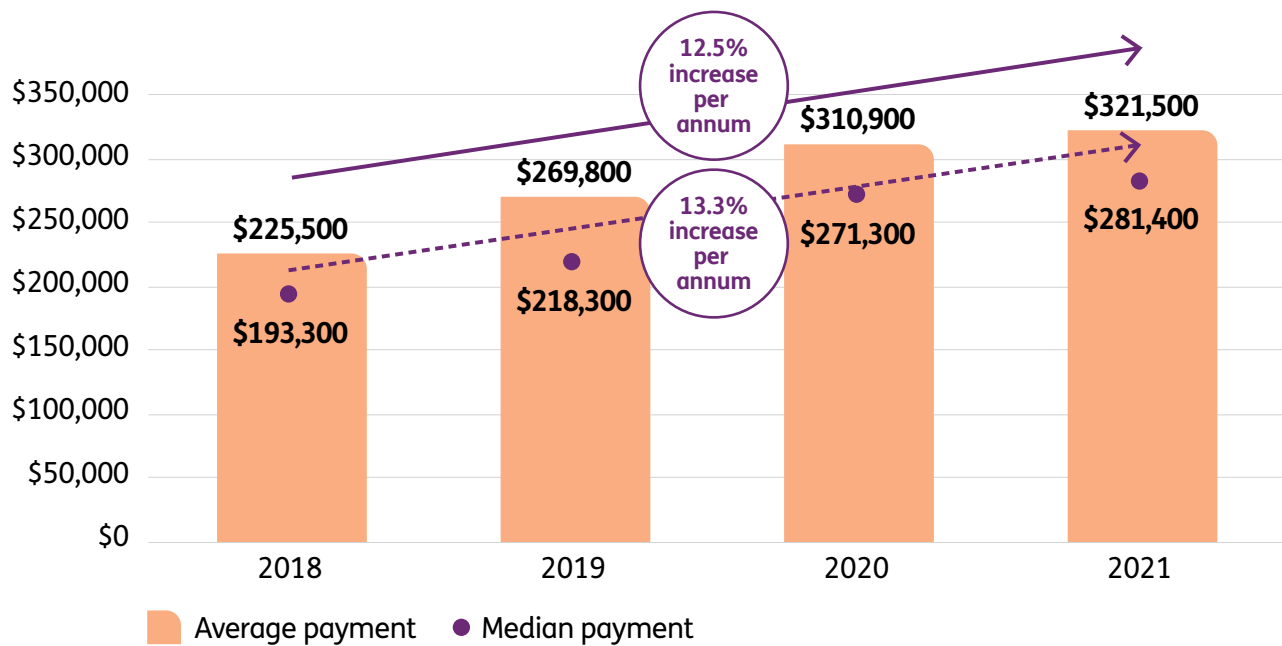
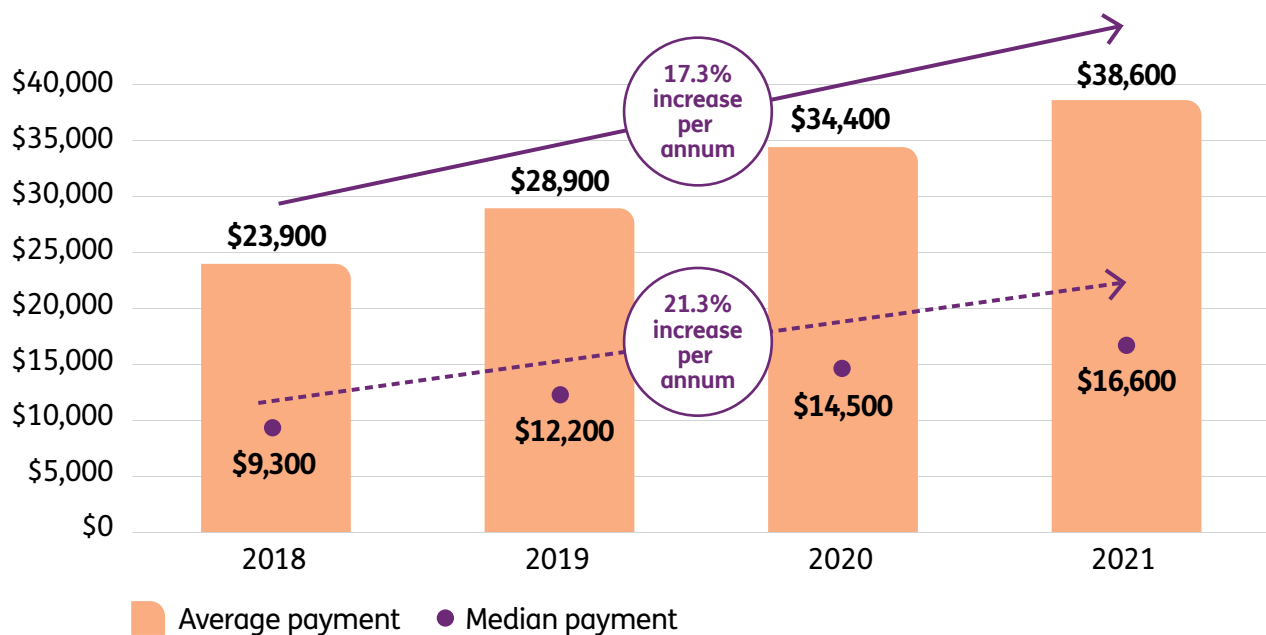
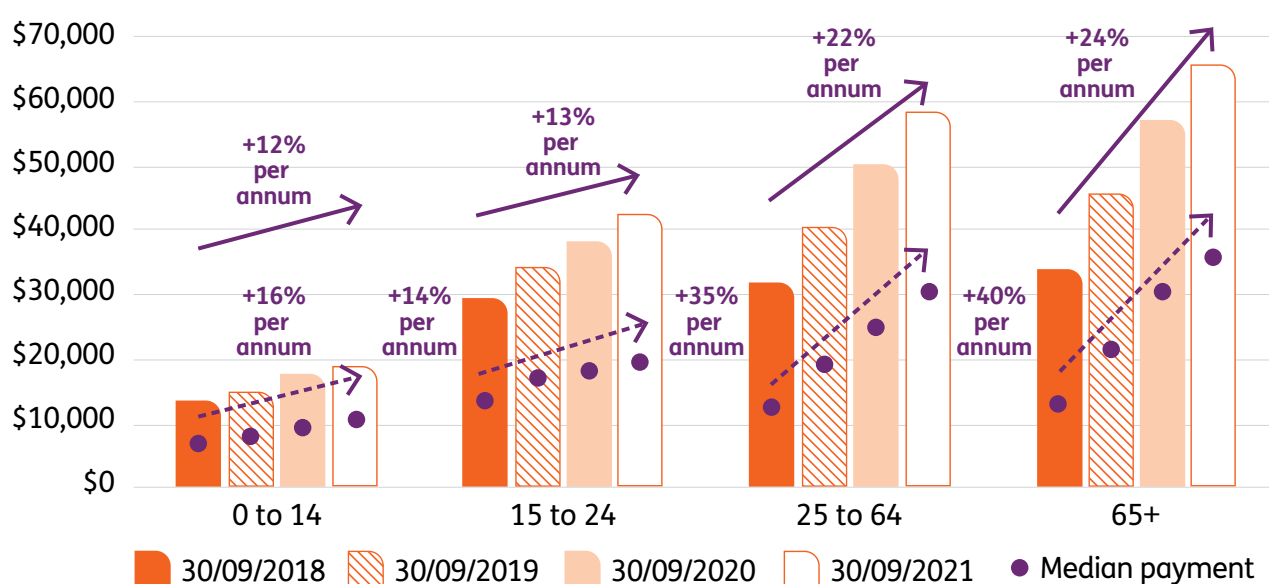


Figure 65: Average and median payments for years ending 30 September - participants not in SIL



The figure below analyses the change in average and median payments over time by age band for participants not in SIL. The average increase in average payments for 0 to 14 year olds is 12 per cent, for 15 to 24 year olds it is 13 per cent, for 25 to 64 year olds it is 22 per cent, and for participants aged over 65 it is 24 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. Large increases are also evident in the median payment. The median payment has increased for 0 to 14 year olds by 16 per cent, for 15 to 24 year olds by 14 per cent, for 25 to 64 year olds by 35 per cent, and for participants aged over 65 by 40 per cent.

**Figure 66: Average and median payments for years ending 30 September by age group - participants not in 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.

### 5.3 Average plan budget trends

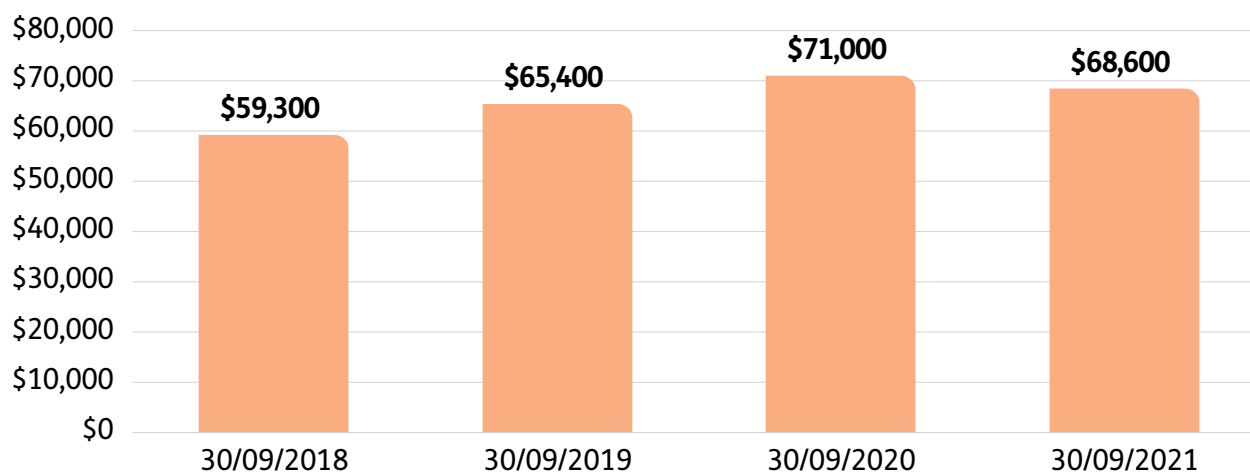
#### Average plan budgets have also increased over the last three years.

In addition to average payments increasing over time, average plan budgets have also increased over time. Specifically, over the three year period to 30 September 2021:

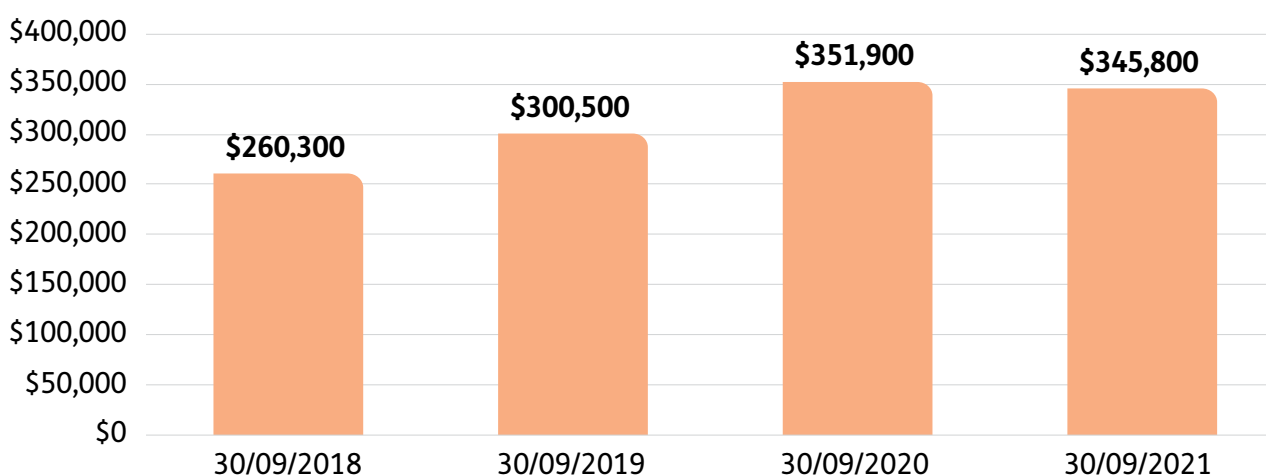
- Average plan budgets have increased by **5.0%** per annum for all participants
- Average plan budgets have increased by **9.9%** per annum for participants in SIL
- Average plan budgets have increased by **6.8%** per annum for participants not in SIL.

There has been a slight decrease in average plan budgets in the last year. Specifically, the mix of participants (shifting to a higher proportion of low cost participants, especially children, and fewer participants in SIL as a proportion of participants overall) affects the extent to which average plan budgets change. This is one driver of the decrease in the last year.

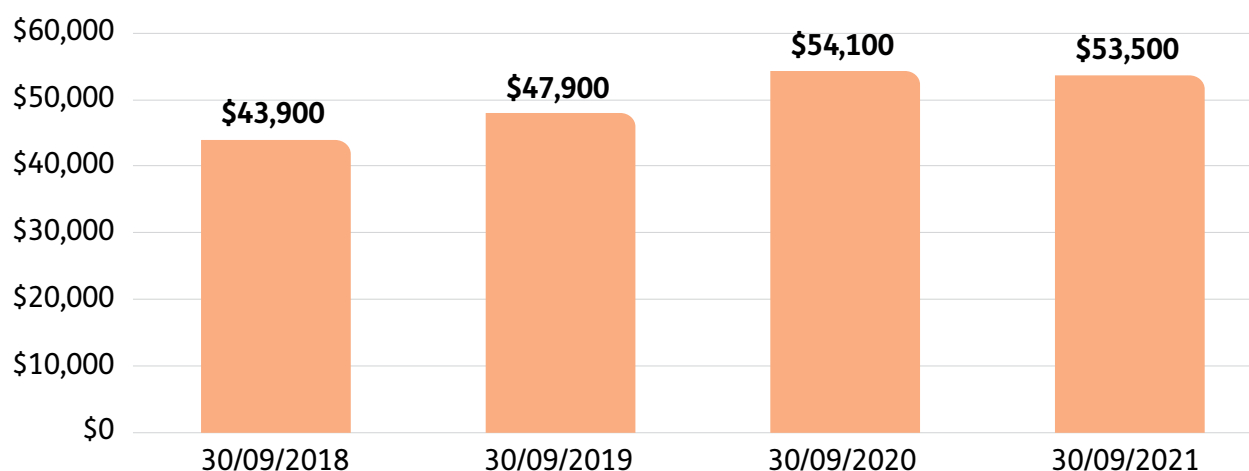
**Figure 67: Average annualised plan budgets – 30 September 2018 to 30 September 2021 – all participants**



**Figure 68: Average annualised plan budget – 30 September 2018 to 30 September 2021 – participants in SIL**



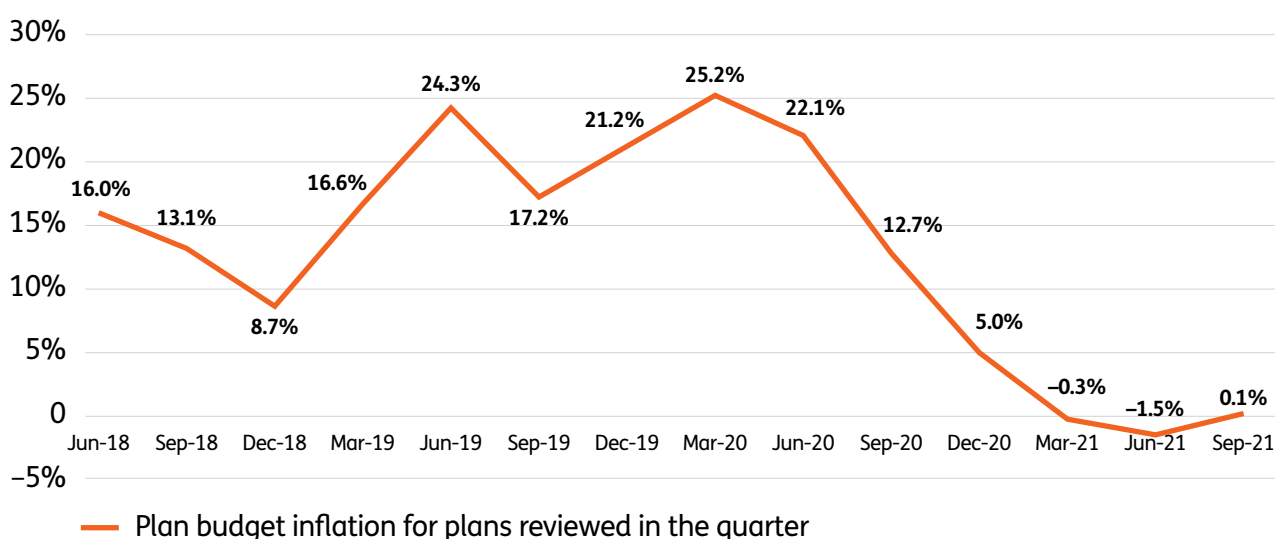
**Figure 69: Average annualised plan budget – 30 September 2018 to 30 September 2021  
– participants not in SIL**



Plan reviews result in plan budgets varying from plan to plan for a variety of reasons – for example, one-off capital items in one plan and not the next. The NDIA has published an updated Operational Guideline (OG) on Plan Reviews which details the reasons why a new plan could be different to a current plan. The updated OG can be accessed [here](#)<sup>59</sup>.

Plan reviews conducted in every quarter from June 2018 to December 2020 resulted in average plan budget increases (often by more than 15 per cent on an annualised basis). For plans that were reviewed in the March 2021 quarter, plan budgets on average decreased by 0.3 per cent, and in the June 2021 quarter plan budgets decreased on average by 1.5 per cent. There was a 0.1 per cent increase in plan budgets for plans reviewed in the September 2021 quarter. The AFSR projections presented earlier in this section are fully consistent with these outcomes – payments to participants are projected to continue to increase as they use more of their plans.

**Figure 70: Percentage change in annualised plan budgets for plans reviewed in the quarter  
– June 2018 to September 2021**



<sup>59</sup> <https://ourguidelines.ndis.gov.au/your-plan-menu/plan-reviews>



At the individual level, plan budgets can vary significantly. In the twelve months to 30 September 2021:

- **38%** of plans increased at review by more than 5%
- **38%** decreased by more than 5%
- **24%** stayed within 5%.

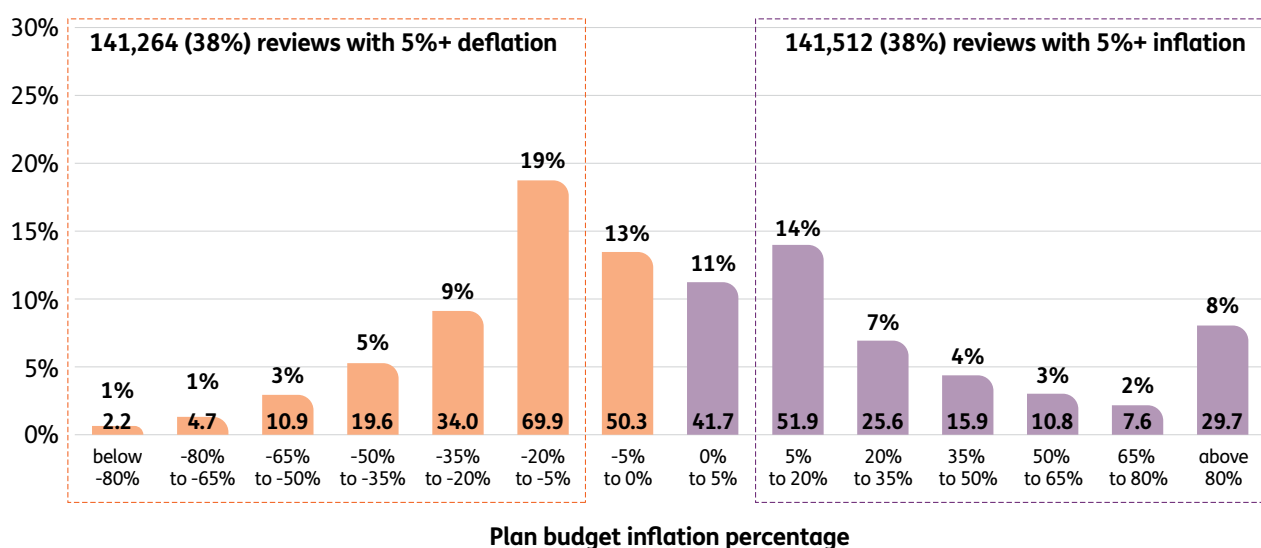
For participants in SIL:

- **30%** increased by more than 5%
- **43%** decreased by more than 5%
- **27%** remained within 5%

For participants not in SIL:

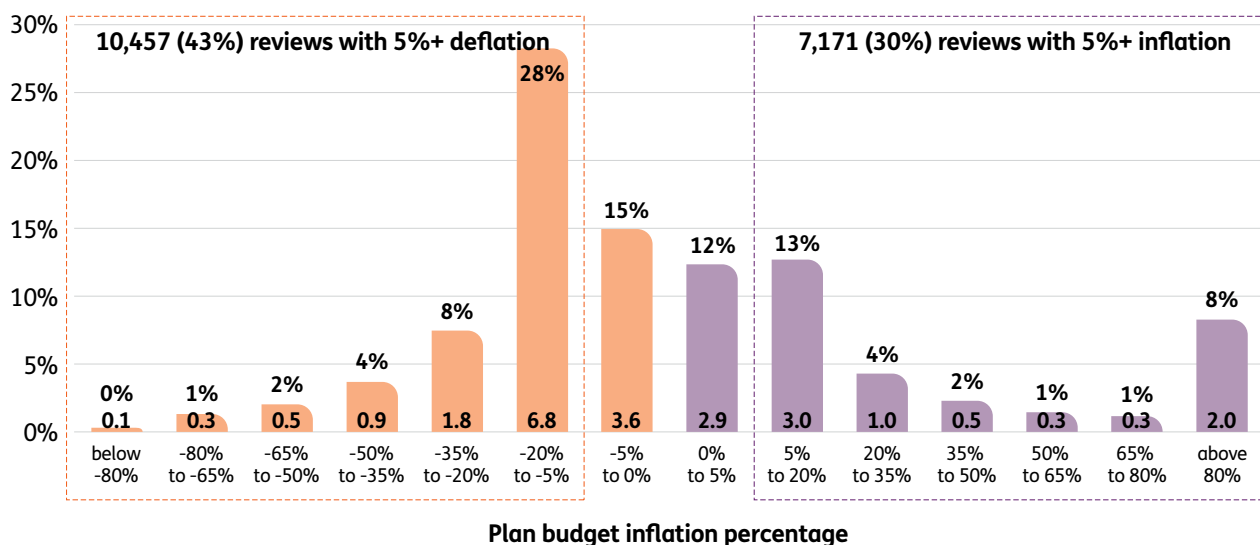
- **38%** increased by more than 5%
- **37%** decreased by more than 5%
- **25%** remained within 5%

**Figure 71: Distribution of the percentage change in plan budgets for plans reviewed in the 12 months to 30 September 2021 - all participants<sup>60</sup>**

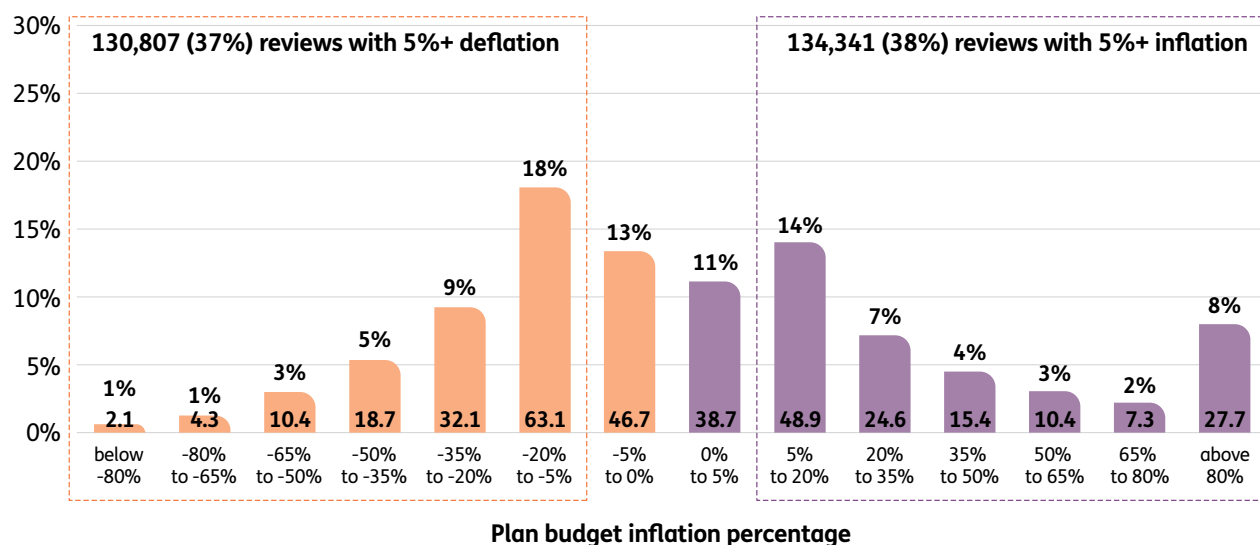


<sup>60</sup> The number of plan reviews (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reviews in each band is shown at the top of each bar in the chart.

**Figure 72: Distribution of the percentage change in plan budgets for plans reviewed in the 12 months to 30 September 2021 - participants in SIL<sup>61</sup>**



**Figure 73: Distribution of the percentage change in plan budgets for plans reviewed in the 12 months to 30 September 2021 - participants not in SIL<sup>62</sup>**



<sup>61</sup> The number of plan reviews (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reviews in each band is shown at the top of each bar in the chart.

<sup>62</sup> Ibid.

It is worth noting that while 38% of plans increased by more than 5% in the 12 months to 30 September 2021, and 38% decreased by more than 5% in the same period (as discussed above), a much higher proportion of plans increased by more than 5% in the prior two years (55% in the 12 months to 30 September 2020, and 56% in the 12 months to 30 September 2019).

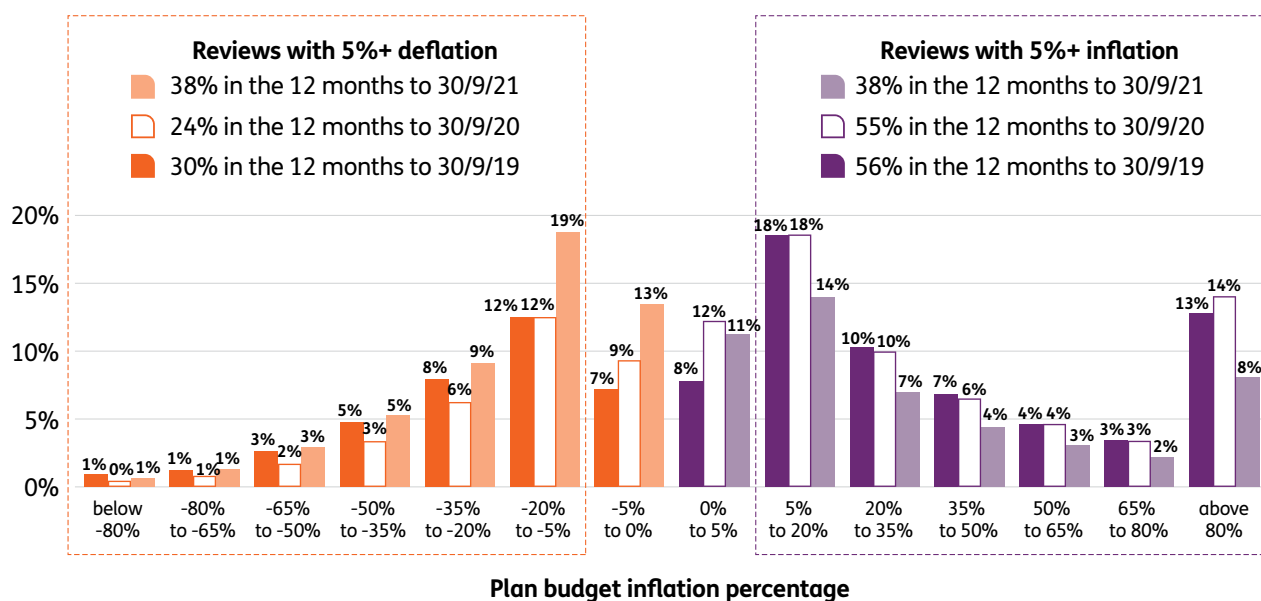
Specifically in the 12 months to 30 September 2020:

- **55%** of plans increased at review by more than 5%
- **24%** decreased by more than 5%
- **21%** stayed within 5%.

And in the 12 months to 30 September 2019:

- **56%** of plans increased at review by more than 5%
- **30%** decreased by more than 5%
- **14%** stayed within 5%.

**Figure 74: Distribution of the percentage change in plan budgets for plans reviewed over the three years to 30 September 2021 - all participants**



## SIL decision making process

Plan budgets vary at plan review as reasonable and necessary decisions are made as participants' circumstances change from July 2020, and following validation of evidence that existing reasonable and necessary approaches have been followed by previous Agency decision-makers.

For participants with SIL supports in their plans, the Agency made a significant service design change to move away from a provider-led "quote and negotiate" approach to the use of Agency-calculated individual SIL support values. Agency-calculated individual SIL support values are based on each participant's level of support need using rates listed in the NDIA Pricing Arrangements and Price Limits' guide.

Additionally, various 'housekeeping' items were corrected in the roster of care tool. These included removing the extra week from historic support calculations back down to a 52 weeks per year basis, correcting the number of public holidays, separation out of 'irregular' supports and converging to a standard indexation protocol for hourly rates of support away from individual Provider quoted levels. For participants receiving high intensity SIL supports, evidence was either validated or updated to ensure the decision was reasonable and necessary.

For the past 15 months, SIL support value calculations have been made by a national team of highly trained and dedicated SIL Assessors at plan review. This ensures a consistent approach to SIL supports across all participants. Changes to SIL support budgets are communicated by the Assessors to providers and support coordinators at this point prior to final approval of the Participant's whole plan. All proposed variations to SIL plan budgets greater than or equal to \$50,000 are also subject to a second oversight process by senior delegates to ensure reasonable and necessary decisions are being made.

Complex participant plans (for example, high plan budget plans and participants with complex mainstream interfaces), are also reviewed by Home & Living panels which are comprised of senior specialist Agency delegates. These delegates consider the entire support needs of the participant, and not just the SIL component of the plan.

Importantly, decisions and changes made by Agency delegates post either the SIL Assessors' or Home & Living panel's decisions are then communicated and explained to the participant.

For participants who are not in SIL, plans can vary for a number of reasons including the addition of one-off capital items in plans that are not required in subsequent plans, and/or the inclusion of capacity building support to build skills, which may not be required in subsequent plans. Further, appropriate justification is required for all reasonable and necessary decisions which can result in variation to plan budgets. Importantly, all decisions are communicated and explained to the participant.





## Shelley's on the move in life of freedom and independence

**Shelley's** ongoing success in living independently while pursuing her social and employment goals has the NDIS participant on the move... literally.

Recently jetting to Rockhampton from her home base in Lismore heights to visit her grandparents marked a magic moment for the 39-year-old who lives with Cerebral Palsy, in a first trip away without family support.

"I haven't seen them for two years because of COVID-19, so they were really excited to see me," Shelley said. "We came up on an airplane for two nights and I love having that freedom."

Living independently since she was 21, the introduction of the NDIS has provided Shelley with the supports needed to increase her capacity after moving into her own two-bedroom unit through North Coast Housing.

Through the engagement of an independent staff of support workers who assist Shelley with daily cooking and cleaning, the NDIS has also provided funding for supports such as her walker, wheelchair and cushion.

Loving to be out and about, the affable, funny and animal-loving Shelley loves her social activities and independent lifestyle as much as engaging through her supported employment.

Debbie, Shelley's support worker who's been by her side for over 14 years, said her progress since the introduction of the NDIS had been amazing. "The NDIS has listened to her and she really feels part of her plan and the process of understanding what she needs," she said.

# 6

## Staff, advisory groups and the NDIS community



# 6

## Staff, advisory groups and the NDIS community

### Participant and sector engagement activities continue to be a focus.

#### 6.1 A high performing NDIA

##### Staff and partners capability development continues.

As at 30 September 2021, the total NDIS workforce was 11,620, including 4,401 Australian Public Service (APS) employees, 1,626 labour-hire workers and contractors and 5,593 people employed by the NDIA's PiTC and Contact Centre Partners.

To meet participant demand and continue to deliver the NDIS, large-scale recruitment activities were completed during the quarter to fill a number of vacancies in the Participant Experience Delivery (PED) Group. These activities focused on national delivery and operations roles, across all states and territories, and the outcomes will be fully realised and reported in the next quarter. However, during this quarter, there were 388 appointments made in the PED Group, with 9 per cent of these being people with disability. A further 91 vacancies were filled across other parts of the NDIA, with 5 per cent of these being people with disability. The successful candidates included a mix of both external applicants and existing internal staff.

The NDIA continues to develop its frontline employees' capability. During the quarter, the NDIA developed a series of communication programs with the intent of improving how frontline planners interact with participants. The emphasis of these programs is on supporting the embedding of the Participant Service Charter (PSC) engagement principles and improving the participant experience. This program will commence rolling out in October.

The Continuous Improvement Connect (CI Connect) program continues to provide opportunities for teams to build capability and lift organisational performance. This has been achieved by utilising quality audit reporting, deep dive studies, key focus areas and NDIA performance data to make informed risk based decisions.

To date the CI has addressed five initial themes drawn from long standing systemic issues which require immediate remediation:

- **Reasonable and Necessary Written Justifications:** To improve the quality of written justification in line with Agency KPI's
- **Sustainability Part 1 and 2:** Selected as an Agency call to action to address scheme sustainability and participant experience
- **Severity Tools:** To ensure the correct level and method of functional assessment has been applied for disability types that contribute to generation of the Typical Supports Package



- **Mandatory TAB Advice:** To ensure that appropriate advice informed by Technical Advisory Branch (TAB), clinical application and understanding of the impact of providing the support is adhered to (including compulsory protocols agreed with the NDIS Quality & Safeguards Commission<sup>63</sup>)

Learner evaluations have demonstrated that:

- **85%** of attendees felt the course helped improve their decision making at work
- **83%** felt the course helped solved issues with planning and other related work tasks
- **85%** felt the course helped change work practices; and
- **85%** felt the course helped them achieve their goals

The NDIA continued to attract and develop internal talent to the Just Brilliant Graduate Program, with 18 graduates expected to commence with the NDIA soon. During the quarter, 2020/2021 SES and EL1/2 and APS 6 leadership development programs finished with about 300 attendees across all programs.

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

The NDIA received its APS Census results during the quarter. The results provide the NDIA with the opportunity to improve the work experience of our people and make the NDIA an even better place to work. The 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 results from the 2021 APS Census indicate a slight decline in the NDIA's engagement and well-being scores. The 2021 Engagement index has decreased by 3 percentage points (77 per cent in 2020 compared to 74 per cent in 2021) and the Wellbeing Index has decreased by 4 percentage points (70 per cent in 2020 compared to 66 per cent in 2021). Since the NDIA received its results there has been a significant focus in debriefing the results and identifying actions to making the NDIA a great place to work.

<sup>63</sup> Work on this advice will start in 2021-22 and Council will present the completed formal advice to the NDIA Board in 2022-23, due to its complexity.



## 6.2 Valued input from the Independent Advisory Council

### The IAC continues to provide valued advice to the NDIA Board and management.

The IAC is working closely with the NDIA management and NDIA Board. The IAC will provide formal advice to the NDIA Board during the 2021-22 financial year on:

- Equity in the NDIS: improving access and outcomes for diverse communities
- Behavioural Support
- Participants who are ageing<sup>64</sup>

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:

- Best practice engagement with the disability community
- Children and young people with Autism Spectrum Disorder
- Early Childhood Approach reset
- Supporting participants to be included in the community
- Access and eligibility
- Self-management
- Pathways to employment
- Research and evaluation
- Home and living supports
- NDIA Communications: embedding best practice in accessible and inclusive communications for all NDIS participants, families and carers
- Support for decision making
- NDIA responsiveness for diverse populations for emergency preparedness
- Information, Linkages and Capacity Building (ILC)
- National Disability Strategy
- Interface with mainstream services
- Legislative changes to the NDIS Act
- Participant Service Guarantee

<sup>64</sup> Independent assessments are no longer going ahead, and the NDIA supports this decision.

## 6.3 Engagement initiatives

**The NDIA has commenced engagement with stakeholders to embed co-design in the NDIA approach.**

### Co-design workshops

The IAC, along with other key disability community stakeholders, participated in two virtual co-design workshops in September 2021.

The workshops brought together the IAC, 27 disability and carer representative organisations (DCROs), the DSS, NDIA Board members and senior executives.

The list below demonstrates the diversity of peak bodies included in the co-design workshop group membership.

- Autism Alliance (Autism South Australia representative)
- A4 Autism Asperger’s Advocacy Australia
- Australian Federation of Disability Organisations (AFDO)
- Autistic Self Advocacy Network of Australia and New Zealand (ASAN AUNZ)
- Blind Citizens Australia
- Brain Injury Australia
- Carers Australia
- Children & Young People with Disabilities Australia (CYDA)
- Community Mental Health Australia (CMHA)
- Deaf Australia
- Deafblind Australia
- Deafness Forum Australia
- Disability Advocacy Network Australia (DANA)
- Down Syndrome Australia
- Every Australian Counts
- First Peoples Disability Network (FPDN)
- Inclusion Australia
- JFA Purple Orange
- National Mental Health Consumer and Carer Forum
- Mental Health Australia
- National Ethnic Disability Alliance (NEDA)

- People with Disability Australia (PWDA)
- Physical Disability Australia
- ReImagine Australia
- Self-Advocacy Resource Unit (SARU)
- Women with Disabilities Australia
- Young People in Nursing Homes Alliance

Former Disability Discrimination Commissioner Graeme Innes facilitated both workshops, supported by facilitators from the disability community.

The workshops were held following a decision by disability ministers in July 2021 to not proceed with the proposal for independent assessment.

The NDIA acted on advice from the IAC to strengthen relationships and build trust with the disability sector, and respond to Terms of Engagement provided by the disability sector to Minister Reynolds in June 2021.

The workshops were an opportunity to develop a constructive working relationship between the NDIA, the IAC and DRCOs and to begin co-design and priority issue discussions.

### Workshop discussion topics

Workshop attendees discussed what led to the breakdown in mutual trust, how to strengthen the relationships between the disability community and the NDIA, and a range of priorities for changes and improvements to the NDIS.

This included the topics the NDIA, the IAC and the disability sector have been asked to work on by disability ministers, and how the NDIA could start working towards co-design.

Workshop attendees discussed how the NDIA could establish a co-design framework based on a “learn by doing” approach, agree on key principles of co-design and terms of engagement.

The NDIA committed to learn from the past and engage constructively with the disability community in the future.

### Outcomes of co-design workshops

Workshop attendees acknowledged:

1. The need to improve relationships and build trust between the NDIA and the disability community.
2. The shared commitment to work towards better outcomes for people with disability and to improve Scheme processes.
3. The need to better understand interactions between the range of issues faced by people with disability, sector organisations and the Scheme, and how they can be jointly resolved.
4. To work together to better understand the issues the Scheme is facing, including financial sustainability, from all stakeholder perspectives.

5. The shared commitment to immediately work on priorities which would benefit from co-designed solutions such as a new person-centred assessment model as well as ending segregation for people with disability and strengthening community inclusion.
6. A focus on a range of improvements to the operations of the NDIS.
7. The need to recognise and respect the importance of diverse views, experience and contributions made by the Scheme, DSS, the IAC and disability and carer representative organisations; acknowledging:
  - i. DCROs as legitimate representatives of participants and families/caregivers
  - ii. The IAC for its statutory role to advise the NDIA Board as outlined in the NDIS Act, including their appointed experts as people with disability, families/carers and service providers
  - iii. the NDIA as the statutory authority responsible for delivering the NDIS in accordance with the Act
  - iv. DSS as responsible for NDIS legislation, for the Information Linkages and Capacity Building program, and the broader Australian Disability Strategy.
8. The importance of regular and accessible communication with participants, families and carers as well as state, territory and local community groups and networks and provider networks, to inform and enable involvement.
9. The importance of agreement about the governance of the relationships and the processes used in any joint work between the sector and the NDIA.
10. That these co-design workshops were a first step in developing better ways of working together to benefit participants and the Scheme. There is more to do.

## Next steps

### 1. Co-design advisory group

Leaders from the IAC and the DRCOs selected representatives to form the co-design advisory group. Advisory group members will be paid for their time. The first meeting of this new group was held on 15 October 2021.

### 2. Confirm co-design priority work

NDIA representatives will work with a small group of IAC and disability sector representatives to establish initial co-design priority work, for consideration by the broader disability sector. The advisory group and the sector will also consider other work that would benefit from a strategic approach to stakeholder consultation and involvement.

### 3. Information updates

The NDIA, the IAC and disability and carer representative organisations will agree on a regular schedule to inform the disability community of co-design topics and progress, and advise any key issues requiring wider consultation.

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

**This quarter the NDIA released a SDA finder interactive tool, and deep dive reports on employment and health and wellbeing.**

---

As part of its commitment to transparency, the NDIA released the latest set of NDIS data on 25 August 2021. This includes data available through the interactive web tool and in downloadable files (with data at 30 June 2021).

In August 2021 the NDIA released a report into the health and wellbeing of NDIS participants and their families and carers<sup>65</sup>. The report uses health and wellbeing data from the NDIS Outcomes Framework survey. This includes information about healthy living, mental health, how participants and families/carers rate their health, and access to health services.

In September 2021 the NDIA released 'Employment outcomes for NDIS participants'<sup>66</sup>, new outcomes and research analysis that provides important insights into employment enablers and barriers for people with disability. The analysis will inform the way the NDIS can support participants to find, and keep, meaningful jobs. Further commentary is included in Section 2 of this report.

The SDA Finder<sup>67</sup> is a new interactive tool that was released during the quarter, which helps participants search for Specialist Disability Accommodation (SDA) vacancies that meet their needs. SDA is a range of housing solutions for people with extreme functional limitations or very high support needs. Participants, families and carers can search for SDA dwelling vacancies by location, building type, price and more.

Accessible digital resources like the SDA Finder and Provider Finder<sup>68</sup> are examples of our Participant Service Improvement Plan working to deliver a Scheme that meets participant expectations.

In response to sector and community feedback, on 1 October 2021 the NDIA released a new report that provides an analysis of the distribution of plan budgets by socioeconomic status<sup>69</sup>. It shows that standardised plan budgets are higher for participants in the higher socio-economic areas compared with participants in the lower socio-economic areas across all percentiles considered, including the median (50th percentile).

The NDIA also released an additional analysis of trends in plan budgets, payments and utilisation<sup>70</sup>, across age groups and plan number. It includes information broken down by SIL status, by disability type (for participants not in SIL) and by state or territory.

<sup>65</sup> <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/health-and-wellbeing-ndis-participants-and-their-families-and-carers>

<sup>66</sup> <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

<sup>67</sup> <https://www.ndis.gov.au/participants/home-and-living/specialist-disability-accommodation-explained/sda-finder>

<sup>68</sup> <https://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder>

<sup>69</sup> <https://data.ndis.gov.au/reports-and-analyses/other-analyses#plan-budgets-and-socio-economic-status-report>

<sup>70</sup> <https://data.ndis.gov.au/reports-and-analyses/other-analyses#analysis-of-average-committed-supports-payments-and-utilisation-trends-report>

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 (31 December 2020)
- people with disability and their NDIS goals
- COVID-19 impact on participants and family/carer 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 significant threats to enable the informed implementation of risk mitigation.**

---

Over the past year, the COVID-19 pandemic has brought to the forefront the ever-evolving nature of cyber threats against staff, Participants, Providers and the Agency. The rapid transition of staff working from home, the increased utilisation of online tools, web conferencing apps and other essential digital services to communicate with Participants, Providers and Partners has increased the threat landscape for the Agency. This has the potential to open areas of vulnerability to cyber events, or incidents that can have adverse impact.

The most likely sources of risk are foreign state-based actors, organised crime gangs, social activists and other parties who possess or procure the means with which to conduct cybercrime, utilising malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. The Agency continues to collaborate across Government Agencies and Departments to leverage existing and emerging capabilities, ensuring those risks are addressed.

The Agency is undergoing significant digital transformation to make online services more accessible for staff, Participants, Partners, and Providers. This digital transformation will result in a more cyber secure Agency, protecting the interests and information of Participants of the Scheme.

As published in the previous two quarterly reports, the Australian Secret Intelligence Organisation's (ASIO) notification that health service 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.

Continual communication and liaison with Partners is essential to raise and maintain cyber awareness, promoting sound cyber hygiene practices outside of the Agency's immediate control. Additionally, the Agency conducts regular internal communication and training with staff and Partners to maintain awareness of cyber threats. The Agency is currently 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**

On 2 August 2021, Senator the Hon Linda Reynolds CSC, Minister for the NDIS, formally announced the extension of the NDIS Fraud Taskforce. As mentioned previously, the NDIS Fraud Taskforce (established 2018) is a multi-agency partnership between the NDIA, the Australian Federal Police and Services Australia. It works to protect the integrity of the Scheme and the participants it supports.

As at 30 September 2021, there were 28 fraud matters under investigation and a further seven matters under preliminary investigation. Of these, nine matters are before the courts under prosecution. During Quarter 1, three offenders who had been working as Scheme providers and previously charged with fraud offences were sentenced by the courts and a 29 year old man was arrested for allegedly defrauding the NDIS of more than \$120,000.

Minister Reynolds also announced the establishment of a new Compliance Response Team (CRT) on 2 August 2021. The CRT will work to proactively identify potential non-compliance by both providers and participants through activities such as data analytics. During the quarter, the CRT undertook 661 proactive compliance activities.

The NDIA continued to undertake a number of compliance activities to address opportunistic or non-compliant behaviour that is identified through tip-offs during the quarter. 267 reactive compliance activities were undertaken in Quarter 1.

## 6.6 NDIA's new Information and Communication Technologies (ICT) business system

**The NDIA is building a new ICT business system to improve the end to end participant journey and planning process.**

The NDIA is designing and building a new ICT business system. The new CRM platform is a fit-for-purpose case management system, and will be ready to replace the NDIA's current CRM, portal and payment systems.

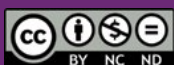
The new CRM system will deliver business improvements including a number of medium and long term changes to the end to end participant journey and planning process. These improvements will also deliver on the commitments in the Participant Service Improvement Plan (PSIP) and ongoing implementation of Tune Review recommendations. The new system is being designed to assist our staff and partners deliver a quality experience for participants.

Improvements will be delivered over the next 2 years and will include:

- More options for how a participant's plan can be changed to meet their needs, without lengthy processes
- New ways of capturing goals and clearer referral processes to mainstream and community supports
- Streamlined access processes, with prospective participants being supported by LAC and Early Childhood partners in the community
- Integration between the NDIA's systems and Participant Portals, meaning participants can manage more of their own information and monitor progress on their requests,
- Automated work-routing for all work, meaning that tasks are more efficiently completed (and matched to staff with the skills required to complete the task)
- New validation of payment-requests, including participant-verification steps
- Monitoring across the entire ICT system, supporting the NDIA to proactively identify and check-in when it appears a participant may need support.

The NDIA is working with participants, providers and staff in the design and build of the new system and this will be progressively rolled out from July 2022.





The material in this document, with the exception of logos, trademarks, third party materials and other content as specified is licensed under Creative Commons CC-BY-NC-ND licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Scheme Launch Transition Agency 2017' and you must not use the material for commercial purposes.

If you remix, transform or build upon the material contained in this document, you must not distribute the modified material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

# Appendix A:

## Key definitions

---

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

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

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

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

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

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

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

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

**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 Approach (ECA):** An approach which supports children younger than 7 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECA 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.

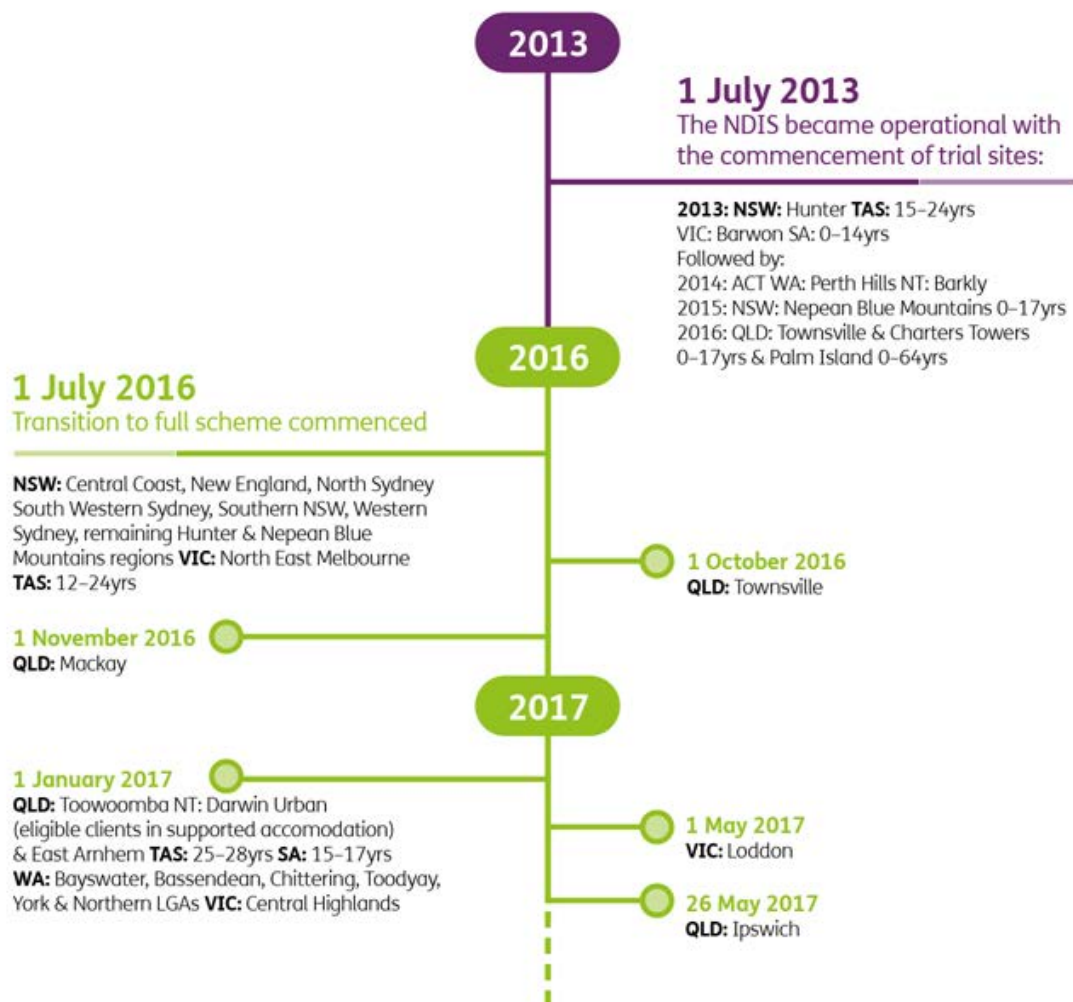
**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

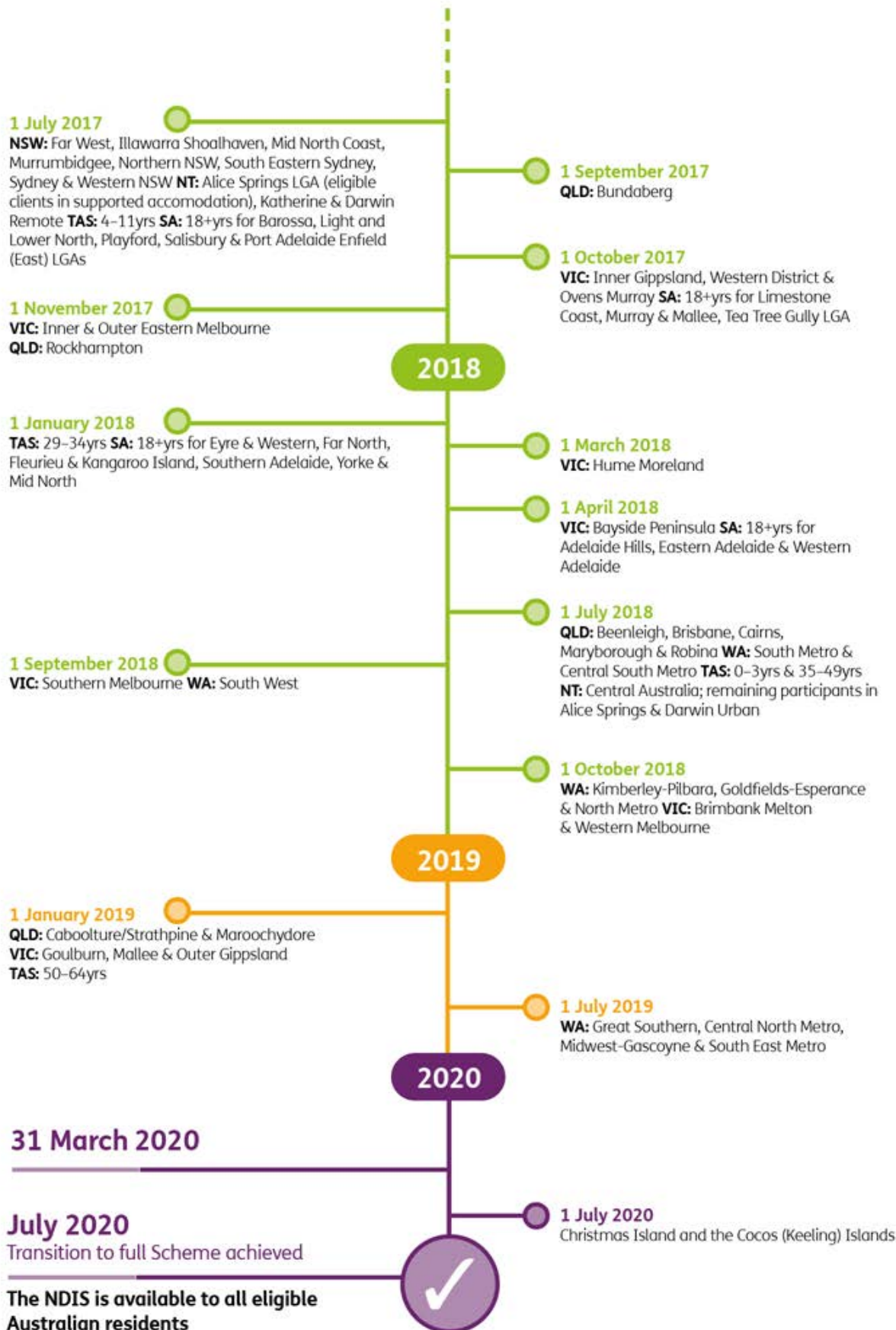
## Appendix B:

### 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 accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) 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 30 September 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 children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

**Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates** <sup>1 2 3 4 5</sup>

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	158,811	4,525	163,336	141,957	115%
VIC	134,885	3,525	138,410	105,324	131%
QLD	98,841	3,712	102,553	91,217	112%
WA	42,399	600	42,999	41,537	104%
SA	45,009	700	45,709	32,284	142%
TAS	11,344	278	11,622	10,587	110%
ACT	10,335	126	10,461	5,075	206%
NT	4,617	126	4,743	6,545	72%
<b>Total</b>	<b>506,241</b>	<b>13,600</b>	<b>519,841</b>	<b>434,526</b>	<b>120%</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 Early Children Approach is the number of children accessing early connections. 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 8 children accessing early connections at 30 September 2021 with Missing jurisdiction information. This individual is not shown separately in the State/Territory results, but is included in the National totals.

**Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status** <sup>6 7</sup>

	Active approved plans (children younger than 7 as at 30 September 2021)	Access met but yet to have an approved plan (children younger than 7 as at 30 September 2021)	Access request (no decision)			Others accessing or waiting on early connections		Total
			children accessing early connections	children waiting for early connections	not in gateway	accessing early connections	waiting for early connections	
NSW	23,645	787	546	<11	254	3,979	69	29,285
VIC	21,415	1,739	527	13	167	2,998	223	27,082
QLD	15,671	1,307	493	<11	263	3,219	60	21,023
SA	5,878	373	143	<11	70	557	<11	7,032
WA	4,714	483	136	<11	40	464	19	5,860
TAS	1,482	64	36	<11	113	242	15	1,952
ACT	1,236	24	20	<11	12	106	<11	1,399
NT	795	77	27	<11	32	99	<11	1,031
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>74,840</b>	<b>4,854</b>	<b>1,928</b>	<b>33</b>	<b>951</b>	<b>11,672</b>	<b>398</b>	<b>94,676</b>

<sup>6</sup> This table includes 224 children aged over 6 accessing early connections as at 30 September 2021, and a further 34 children aged over 6 who are waiting for early connections.

<sup>7</sup> Early connections 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	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>National</b>	<b>464,218</b>	<b>20,482</b>	<b>484,700</b>	<b>13,600</b>	<b>498,300</b>

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

	Prior Quarters	2021-22 Q1	Total
<b>Access decisions</b>	<b>593,182</b>	<b>28,305</b>	<b>621,487</b>
<b>Active Eligible</b>	<b>477,213</b>	<b>20,940</b>	<b>498,153</b>
<i>New</i>	254,209	19,914	274,123
<i>State</i>	182,313	543	182,856
<i>Commonwealth</i>	40,691	483	41,174
<b>Active Participant Plans (excl ECA)</b>	<b>464,218</b>	<b>20,482</b>	<b>484,700</b>
<i>New</i>	243,977	19,233	263,210
<i>State</i>	180,049	706	180,755
<i>Commonwealth</i>	40,192	543	40,735
<b>Active Participant Plans</b>	<b>477,618</b>	<b>34,082</b>	<b>498,300</b>
<i>Early Intervention (s25)</i>	113,402	9,363	122,765
<i>Permanent Disability (s24)</i>	350,816	11,119	361,935
<i>ECA</i>	13,400	13,600	13,600

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

Exits	Total
<b>Total participant exits</b>	<b>21,541</b>
<i>Early Intervention participants</i>	4,902
<i>Permanent disability participants</i>	16,639

<sup>8</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>9</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

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

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	180,755	40,735	263,210	13,600	498,300

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

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	122,765	361,935	13,600	498,300

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

<sup>11</sup> Ibid.

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

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

**Table E.6 Assessment of access by age group – National** <sup>14</sup>

	Prior Quarters		2021-22 Q1		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	136,075	97%	8,704	97%	144,779	97%
7 to 14	98,470	88%	3,686	81%	102,156	88%
15 to 18	33,821	90%	1,134	81%	34,955	90%
19 to 24	30,372	90%	741	68%	31,113	89%
25 to 34	40,329	86%	1,212	66%	41,541	86%
35 to 44	42,748	82%	1,371	59%	44,119	81%
45 to 54	55,318	78%	1,721	53%	57,039	77%
55 to 64	66,895	71%	2,375	51%	69,270	70%
65+	3,828	60%	87	42%	3,915	59%
Missing	<11		<11		<11	
<b>Total</b>	<b>507,859</b>	<b>86%</b>	<b>21,031</b>	<b>74%</b>	<b>528,890</b>	<b>85%</b>

**Table E.7 Assessment of access by disability – National** <sup>15</sup>

	Prior Quarters		2021-22 Q1		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	16,706	93%	546	80%	17,252	92%
Autism	158,226	97%	5,889	96%	164,115	97%
Cerebral Palsy	17,246	97%	181	84%	17,427	96%
Developmental Delay	41,672	97%	5,679	98%	47,351	97%
Global Developmental Delay	10,256	99%	1,092	99%	11,348	99%
Hearing Impairment	23,511	88%	744	84%	24,255	88%
Intellectual Disability	96,457	95%	1,513	86%	97,970	95%
Multiple Sclerosis	9,051	88%	318	79%	9,369	88%
Psychosocial disability	52,970	72%	2,428	53%	55,398	71%
Spinal Cord Injury	5,606	95%	122	78%	5,728	94%
Stroke	7,825	85%	366	73%	8,191	84%
Visual Impairment	9,777	89%	216	68%	9,993	88%
Other Neurological	23,344	79%	787	68%	24,131	78%
Other Physical	21,874	45%	498	23%	22,372	44%
Other Sensory/Speech	3,906	50%	28	16%	3,934	49%
Other	4,727	41%	621	28%	5,348	39%
Missing	4,705	94%	<11		4,708	94%
<b>Total</b>	<b>507,859</b>	<b>86%</b>	<b>21,031</b>	<b>74%</b>	<b>528,890</b>	<b>85%</b>

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

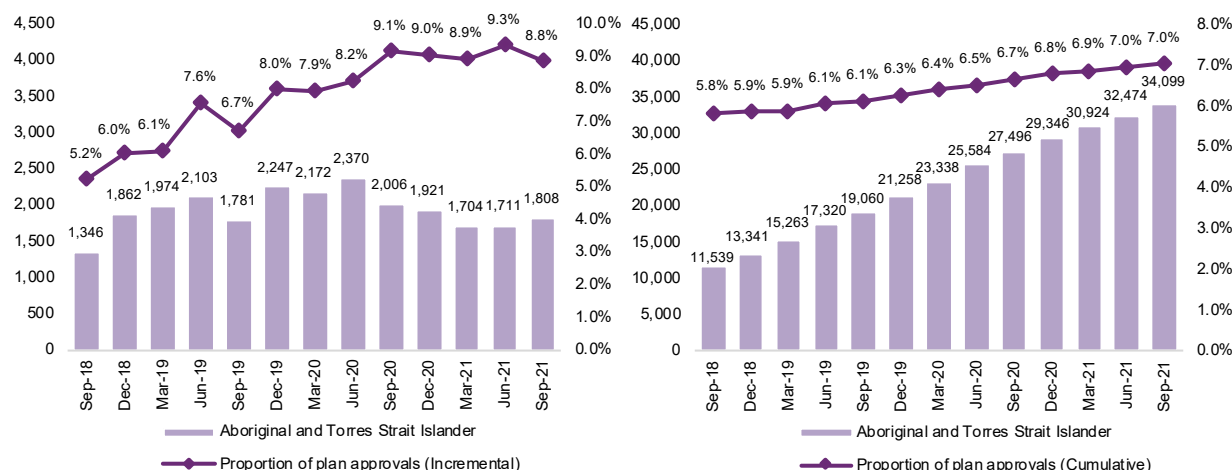
**Table E.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – National**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	32,291	7.0%	1,808	8.8%	34,099	7.0%
Not Aboriginal and Torres Strait Islander	349,438	75.3%	16,382	80.0%	365,820	75.5%
Not Stated	82,489	17.8%	2,292	11.2%	84,781	17.5%
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

<sup>14</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>15</sup> Ibid.

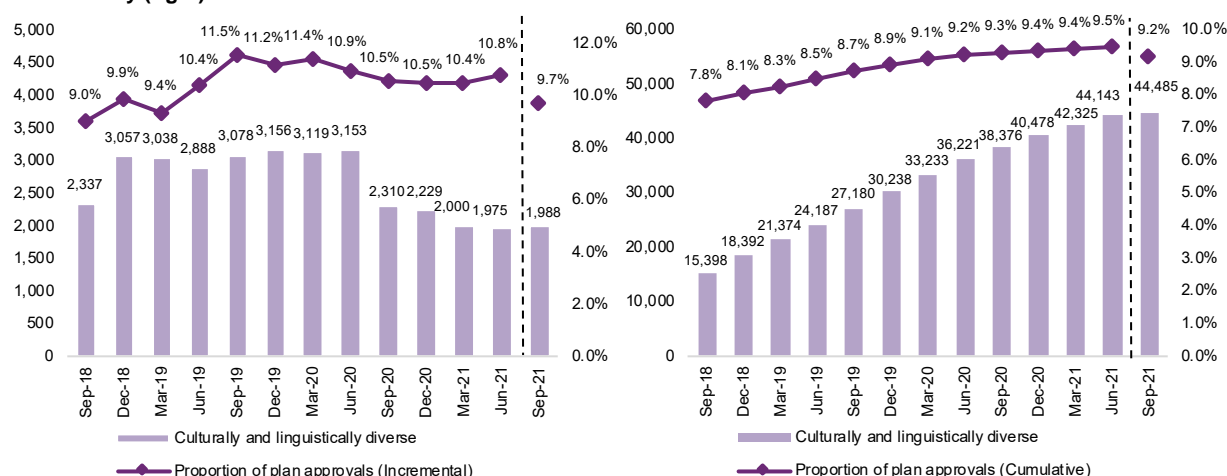
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National** <sup>16</sup>



**Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National** <sup>17</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	42,497	9.2%	1,988	9.7%	44,485	9.2%
Not culturally and linguistically diverse	416,349	89.7%	18,494	90.3%	434,843	89.7%
Not stated	5,372	1.2%	<11		5,372	1.1%
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National** <sup>18 19</sup>



<sup>16</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>17</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

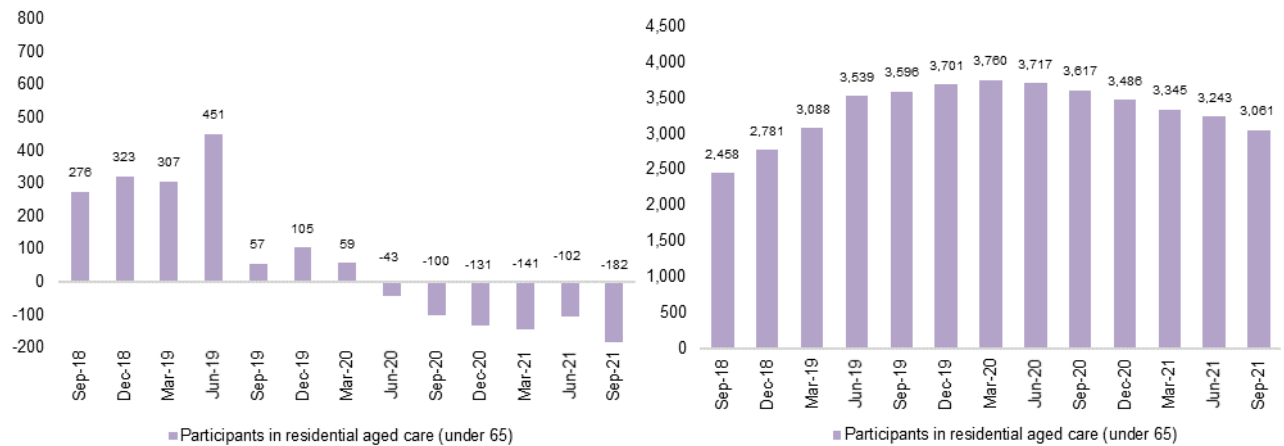
<sup>18</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>19</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**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 September 2021 – National** <sup>20</sup>

	Total
Age group	N
Under 45	85
45 to 54	500
55 to 64	2,476
<b>Total YPIRAC (under 65)</b>	<b>3,061</b>

**Figure E.3 Number of active participants under 65 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		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	316,020	68.1%	14,199	69.3%	330,219	68.1%
Population > 50,000	49,671	10.7%	2,217	10.8%	51,888	10.7%
Population between 15,000 and 50,000	39,791	8.6%	1,558	7.6%	41,349	8.5%
Population between 5,000 and 15,000	21,740	4.7%	831	4.1%	22,571	4.7%
Population less than 5,000	30,046	6.5%	1,304	6.4%	31,350	6.5%
Remote	4,140	0.9%	232	1.1%	4,372	0.9%
Very Remote	2,785	0.6%	139	0.7%	2,924	0.6%
Missing	25		<11		27	
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

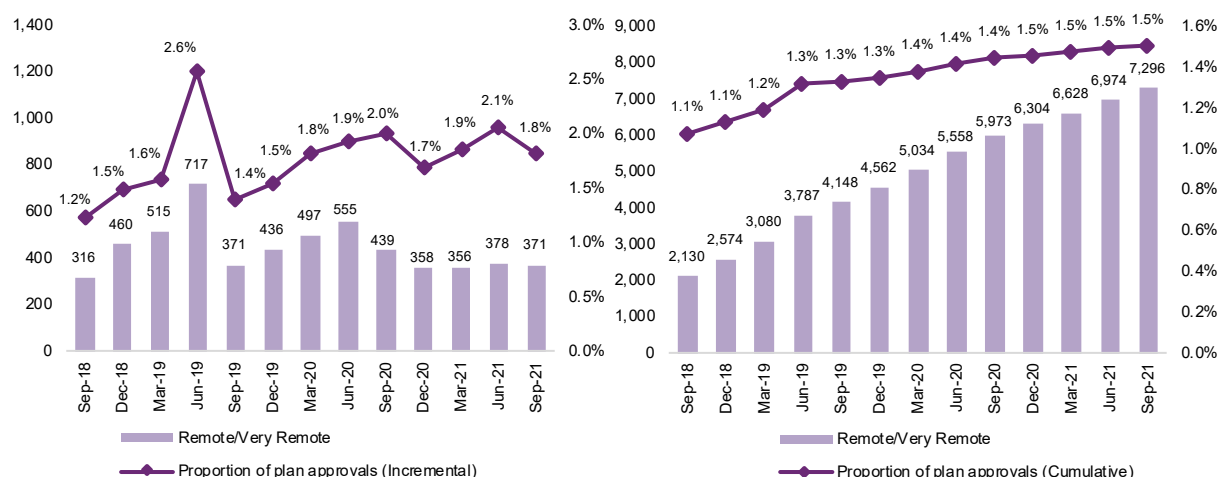
<sup>20</sup> There are a further 1,869 active participants aged 65 years or over who are currently in residential aged care.

<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		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	153,306	33%	6,006	29%	159,312	33%
Intellectual Disability	91,266	20%	1,523	7%	92,789	19%
Psychosocial disability	48,311	10%	2,602	13%	50,913	11%
Developmental Delay	34,843	8%	4,858	24%	39,701	8%
Hearing Impairment	22,262	5%	800	4%	23,062	5%
Other Neurological	19,202	4%	765	4%	19,967	4%
Other Physical	18,321	4%	523	3%	18,844	4%
Cerebral Palsy	16,584	4%	178	1%	16,762	3%
ABI	14,853	3%	553	3%	15,406	3%
Global Developmental Delay	9,125	2%	1,006	5%	10,131	2%
Visual Impairment	8,989	2%	222	1%	9,211	2%
Multiple Sclerosis	8,507	2%	300	1%	8,807	2%
Stroke	6,926	1%	365	2%	7,291	2%
Spinal Cord Injury	5,118	1%	127	1%	5,245	1%
Other	3,943	1%	627	3%	4,570	1%
Other Sensory/Speech	2,662	1%	27	0%	2,689	1%
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</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 (11,466).

**Table E.13 Participant profile per quarter (participants in SIL) by primary disability group – National** <sup>28 29</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	2,913	11%	<11		2,914	11%
Intellectual Disability	13,821	54%	<11		13,822	54%
Psychosocial disability	2,404	9%	<11		2,404	9%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	1,028	4%	<11		1,032	4%
Other Physical	172	1%	<11		172	1%
Cerebral Palsy	2,414	9%	<11		2,414	9%
ABI	1,916	7%	<11		1,919	7%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	94	0%	<11		94	0%
Multiple Sclerosis	244	1%	<11		244	1%
Stroke	359	1%	<11		361	1%
Spinal Cord Injury	168	1%	<11		168	1%
Other	92	0%	<11		92	0%
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>25,636</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>25,647</b>	<b>100%</b>

**Table E.14 Participant profile per quarter (participants not in SIL) by primary disability group – National** <sup>30</sup>

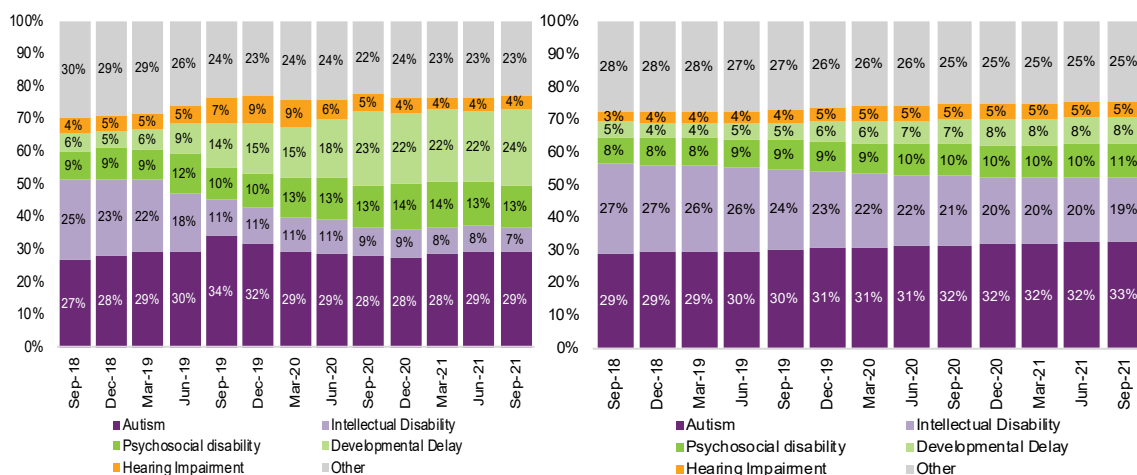
Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	150,393	34%	6,005	29%	156,398	34%
Intellectual Disability	77,445	18%	1,522	7%	78,967	17%
Psychosocial disability	45,907	10%	2,602	13%	48,509	11%
Developmental Delay	34,843	8%	4,858	24%	39,701	9%
Hearing Impairment	22,252	5%	800	4%	23,052	5%
Other Neurological	18,174	4%	761	4%	18,935	4%
Other Physical	18,149	4%	523	3%	18,672	4%
Cerebral Palsy	14,170	3%	178	1%	14,348	3%
ABI	12,937	3%	550	3%	13,487	3%
Global Developmental Delay	9,125	2%	1,006	5%	10,131	2%
Visual Impairment	8,895	2%	222	1%	9,117	2%
Multiple Sclerosis	8,263	2%	300	1%	8,563	2%
Stroke	6,567	1%	363	2%	6,930	2%
Spinal Cord Injury	4,950	1%	127	1%	5,077	1%
Other	3,851	1%	627	3%	4,478	1%
Other Sensory/Speech	2,661	1%	27	0%	2,688	1%
<b>Total</b>	<b>438,582</b>	<b>100%</b>	<b>20,471</b>	<b>100%</b>	<b>459,053</b>	<b>100%</b>

<sup>28</sup> The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

<sup>29</sup> Down Syndrome is included in Intellectual Disability, representing 8% of participants in SIL (2,046).

<sup>30</sup> Down Syndrome is included in Intellectual Disability, representing 2% of participants not in SIL (9,420).

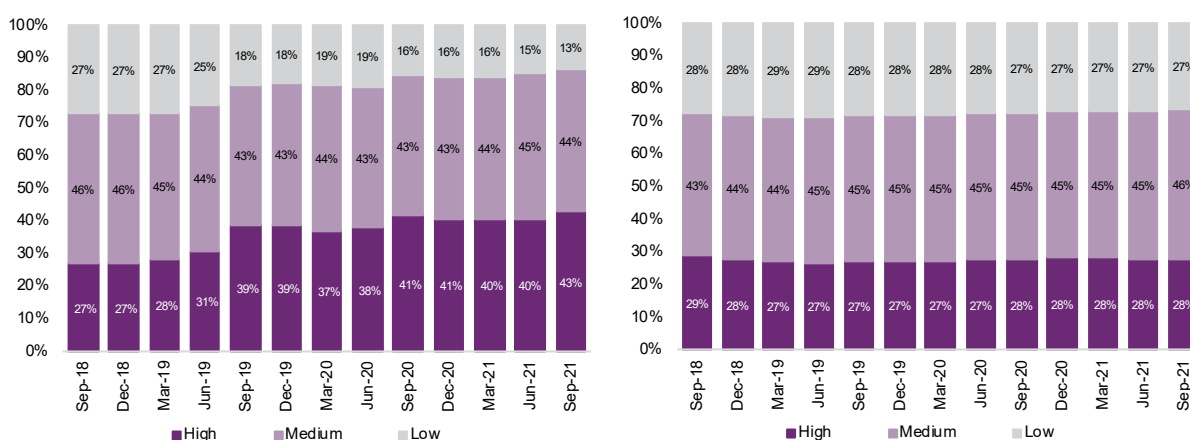
**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>31</sup>



**Table E.15 Participant profile per quarter by reported level of function – National** <sup>32</sup>

Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	41,061	9%	4,478	22%	45,539	9%
2 (High Function)	844	0%	60	0%	904	0%
3 (High Function)	23,396	5%	1,442	7%	24,838	5%
4 (High Function)	29,739	6%	1,124	5%	30,863	6%
5 (High Function)	31,572	7%	1,630	8%	33,202	7%
6 (Moderate Function)	100,580	22%	4,799	23%	105,379	22%
7 (Moderate Function)	26,478	6%	883	4%	27,361	6%
8 (Moderate Function)	30,758	7%	1,220	6%	31,978	7%
9 (Moderate Function)	2,339	1%	124	1%	2,463	1%
10 (Moderate Function)	51,516	11%	1,958	10%	53,474	11%
11 (Low Function)	16,585	4%	216	1%	16,801	3%
12 (Low Function)	68,955	15%	1,923	9%	70,878	15%
13 (Low Function)	31,163	7%	563	3%	31,726	7%
14 (Low Function)	8,734	2%	55	0%	8,789	2%
15 (Low Function)	187	0%	<11		194	0%
Missing	311		<11		311	
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

**Figure E.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – National** <sup>33</sup>



<sup>31</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>32</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>33</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.16 Participant profile per quarter by age group – National

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	67,079	14%	7,761	38%	74,840	15%
7 to 14	121,841	26%	3,739	18%	125,580	26%
15 to 18	36,555	8%	1,187	6%	37,742	8%
19 to 24	39,102	8%	735	4%	39,837	8%
25 to 34	41,863	9%	1,247	6%	43,110	9%
35 to 44	38,426	8%	1,456	7%	39,882	8%
45 to 54	46,758	10%	1,773	9%	48,531	10%
55 to 64	54,818	12%	2,391	12%	57,209	12%
65+	17,776	4%	193	1%	17,969	4%
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

Table E.17 Participant profile per quarter (participants in SIL) by age group – National <sup>34</sup>

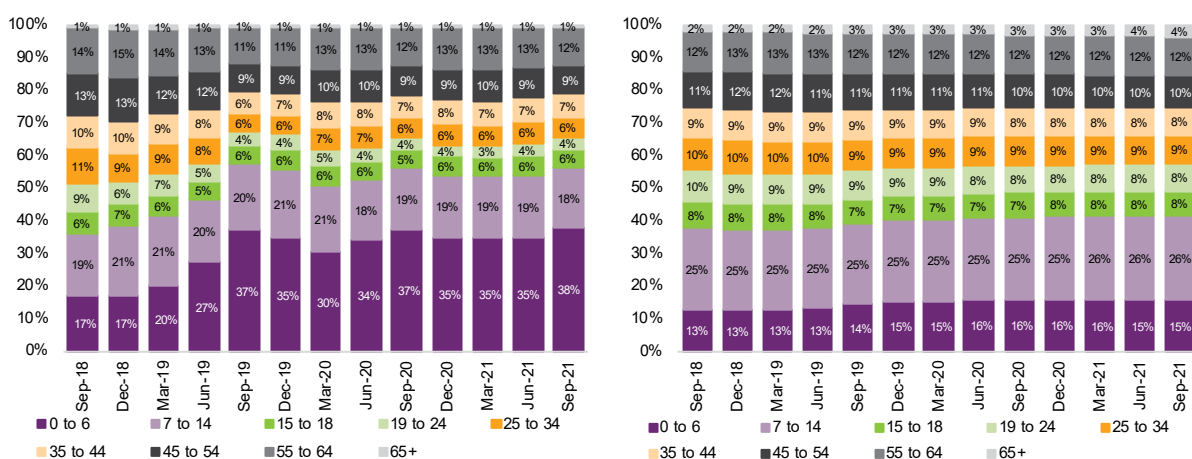
	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	21	0%	<11		21	0%
15 to 18	164	1%	<11		164	1%
19 to 24	1,942	8%	<11		1,942	8%
25 to 34	4,239	17%	<11		4,239	17%
35 to 44	4,643	18%	<11		4,646	18%
45 to 54	6,359	25%	<11		6,362	25%
55 to 64	6,550	26%	<11		6,555	26%
65+	1,716	7%	<11		1,716	7%
<b>Total</b>	<b>25,636</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>25,647</b>	<b>100%</b>

Table E.18 Participant profile per quarter (participants not in SIL) by age group – National

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	67,077	15%	7,761	38%	74,838	16%
7 to 14	121,820	28%	3,739	18%	125,559	27%
15 to 18	36,391	8%	1,187	6%	37,578	8%
19 to 24	37,160	8%	735	4%	37,895	8%
25 to 34	37,624	9%	1,247	6%	38,871	8%
35 to 44	33,783	8%	1,453	7%	35,236	8%
45 to 54	40,399	9%	1,770	9%	42,169	9%
55 to 64	48,268	11%	2,386	12%	50,654	11%
65+	16,060	4%	193	1%	16,253	4%
<b>Total</b>	<b>438,582</b>	<b>100%</b>	<b>20,471</b>	<b>100%</b>	<b>459,053</b>	<b>100%</b>

<sup>34</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

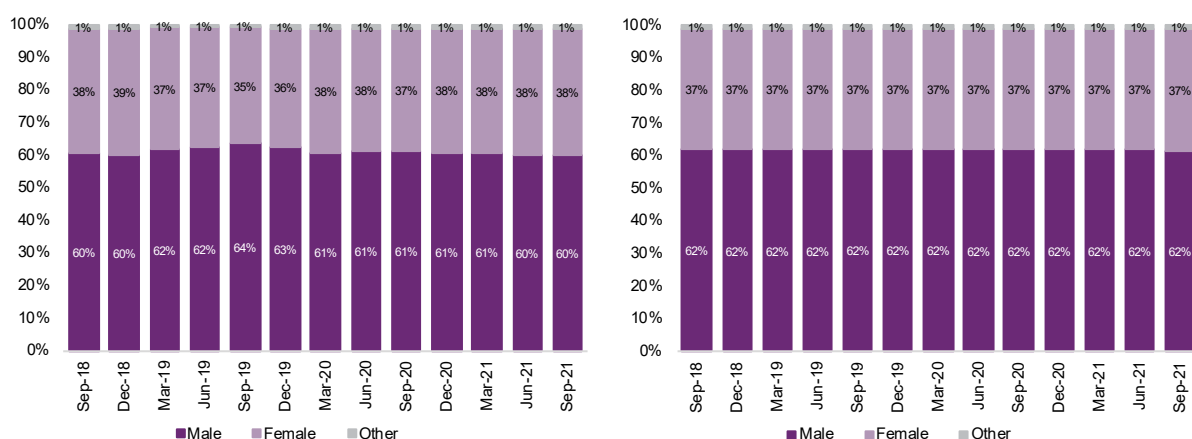
**Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National** <sup>35</sup>



**Table E.19 Participant profile per quarter by gender – National**

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	286,358	62%	12,310	60%	298,668	62%
Female	172,827	37%	7,882	38%	180,709	37%
Other	5,033	1%	290	1%	5,323	1%
<b>Total</b>	<b>464,218</b>	<b>100%</b>	<b>20,482</b>	<b>100%</b>	<b>484,700</b>	<b>100%</b>

**Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National** <sup>36</sup>



<sup>35</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>36</sup> Ibid.

**Table E.20 Number and proportion of active participants by gender and age group at 30 September 2021 – 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	51,845	11%	22,475	5%	520	0%	74,840	15%	2.3
7 to 14	86,731	18%	37,053	8%	1,796	0%	125,580	26%	2.3
15 to 18	24,931	5%	12,363	3%	448	0%	37,742	8%	2.0
19 to 24	25,372	5%	14,022	3%	443	0%	39,837	8%	1.8
25 to 34	25,184	5%	17,476	4%	450	0%	43,110	9%	1.4
35 to 44	21,352	4%	18,097	4%	433	0%	39,882	8%	1.2
45 to 54	24,910	5%	23,126	5%	495	0%	48,531	10%	1.1
55 to 64	29,166	6%	27,472	6%	571	0%	57,209	12%	1.1
65+	9,177	2%	8,625	2%	167	0%	17,969	4%	1.1
Total	298,668	62%	180,709	37%	5,323	1%	484,700	100%	1.7

**Table E.21 Number and proportion of active participants by gender and disability at 30 September 2021 – National**

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
Autism	115,848	24%	41,162	8%	2,302	0%	159,312	33%	2.8
Intellectual Disability	52,363	11%	39,733	8%	693	0%	92,789	19%	1.3
Psychosocial Disability	25,657	5%	24,636	5%	620	0%	50,913	11%	1.0
Developmental Delay	28,015	6%	11,410	2%	276	0%	39,701	8%	2.5
Other Neurological	10,740	2%	9,052	2%	175	0%	19,967	4%	1.2
Cerebral Palsy	9,199	2%	7,437	2%	126	0%	16,762	3%	1.2
Other Physical	9,406	2%	9,207	2%	231	0%	18,844	4%	1.0
Hearing Impairment	11,057	2%	11,686	2%	319	0%	23,062	5%	0.9
Acquired Brain Injury	10,125	2%	5,162	1%	119	0%	15,406	3%	2.0
Visual Impairment	4,642	1%	4,483	1%	86	0%	9,211	2%	1.0
Multiple Sclerosis	2,188	0%	6,532	1%	87	0%	8,807	2%	0.3
Global Developmental Delay	7,081	1%	2,987	1%	63	0%	10,131	2%	2.4
Stroke	4,074	1%	3,149	1%	68	0%	7,291	2%	1.3
Spinal Cord Injury	3,678	1%	1,499	0%	68	0%	5,245	1%	2.5
Other Sensory/Speech	1,940	0%	721	0%	28	0%	2,689	1%	2.7
Other	2,655	1%	1,853	0%	62	0%	4,570	1%	1.4
Total	298,668	62%	180,709	37%	5,323	1%	484,700	100%	1.7

**Table E.22 Participation rates by age group at 30 September 2021 – National <sup>37</sup>**

	National
0-6	3.48%
7-14	4.88%
15-18	3.09%
19-24	1.94%
25-34	1.12%
35-44	1.15%
45-54	1.53%
55-64	1.96%
<b>Total (aged 0-64)</b>	<b>2.18%</b>

<sup>37</sup> Participation rate refers to the proportion of general population that are NDIS participants.  
**September 2021** | NDIS Quarterly Report to disability ministers

## Part Two: Participant experience and outcomes

**Table E.23 Number of baseline questionnaires completed by SFOF version – National** <sup>38</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	7,262	11,444	15,751	26,902	22,996	6,265	90,620
Participant school to 14	13,908	20,868	31,350	30,956	21,110	5,268	123,460
Participant 15 to 24	9,333	12,047	14,813	11,021	7,356	1,838	56,408
Participant 25 and over	23,443	35,277	49,844	37,441	28,285	6,917	181,207
<b>Total Participant</b>	<b>53,946</b>	<b>79,636</b>	<b>111,758</b>	<b>106,320</b>	<b>79,747</b>	<b>20,288</b>	<b>451,695</b>
Family 0 to 14	19,846	31,280	44,658	55,994	42,953	11,258	205,989
Family 15 to 24	2,663	8,173	10,037	7,369	4,978	1,331	34,551
Family 25 and over	729	10,467	14,825	10,530	6,927	1,713	45,191
<b>Total Family</b>	<b>23,238</b>	<b>49,920</b>	<b>69,520</b>	<b>73,893</b>	<b>54,858</b>	<b>14,302</b>	<b>285,731</b>
<b>Total</b>	<b>77,184</b>	<b>129,556</b>	<b>181,278</b>	<b>180,213</b>	<b>134,605</b>	<b>34,590</b>	<b>737,426</b>

**Table E.24 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			32%	
CC	% who choose who supports them			38%	61%
CC	% who choose what they do each day			47%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC	% who want more choice and control in their life			80%	76%

<sup>38</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.25 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		13%		
REL	% with no friends other than family or paid staff			33%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

**Table E.26 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		71%		
HM	% who are happy with their home			79%	69%
HM	% who feel safe or very safe in their home			83%	68%
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			39%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	22%
WK	% who volunteer			11%	11%

**Table E.27 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	38%	44%	32%
% working in a paid job	47%	52%	38%
Of those in a paid job, % in permanent employment	79%	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	45%	48%	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%	87%
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%	37%
% 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%	63%	60%

**Table E.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=18,692) - participants who between 1 July 2016 and 30 September 2020 – National <sup>39</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?	66%

**Table E.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=40,292) - participants who entered between 1 July 2016 and 30 September 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?	46%
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>39</sup> Results in Tables E.28 to E.31 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table E.30 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=16,586) and ‘Participant 25 and over’ (n=55,135) - participants who entered between 1 July 2016 and 30 September 2020 – National**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	74%
DL	Has the NDIS helped you with daily living activities?	63%	77%
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%	57%
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%	19%
S/CP	Has the NDIS helped you be more involved?	56%	62%

**Table E.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=63,205); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,496) - participants who entered between 1 July 2016 and 30 September 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?	69%	57%
Has the NDIS improved the level of support for your family?	74%	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?	49%	40%

**Table E.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=7,886) - participants who entered between 1 July 2016 and 30 September 2019 – National <sup>40</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?	92%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	78%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	64%	69%	+5%

<sup>40</sup> Results in Tables E.32 to E.35 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table E.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=24,965) - participants who entered between 1 July 2016 and 30 September 2019 – National**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	63%	71%	+8%
LL	Has the NDIS improved your child's access to education?	43%	49%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+5%

**Table E.34 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=11,726) and ‘Participant 25 and over’ (n=31,909) - participants who entered between 1 July 2016 and 30 September 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%	69%	+7%	68%	77%	+8%
DL	Has the NDIS helped you with daily living activities?	62%	70%	+8%	72%	81%	+9%
REL	Has the NDIS helped you to meet more people?	51%	54%	+4%	52%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	22%	-1%	31%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	49%	+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%	39%	+2%	29%	31%	+2%
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.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=27,476); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,103) - participants who entered between 1 July 2016 and 30 September 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?	63%	68%	+6%	50%	60%	+11%
Has the NDIS improved the level of support for your family?	68%	75%	+6%	62%	73%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	76%	+6%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	80%	+5%			
Has the NDIS improved your health and wellbeing?	43%	47%	+3%	35%	40%	+5%

**Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=4,889) - participants who entered between 1 July 2016 and 30 September 2018 – National <sup>41</sup>**

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	95%	96%	+4%
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?	74%	78%	80%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	62%	65%	68%	+6%

**Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=16,970) - participants who entered between 1 July 2016 and 30 September 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?	58%	67%	71%	+13%
LL	Has the NDIS improved your child's access to education?	37%	42%	47%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	53%	57%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	48%	51%	+8%

<sup>41</sup> Results in Tables E.36 to E.41 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table E.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=8,892) - participants who entered between 1 July 2016 and 30 September 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%	65%	70%	+10%
Has the NDIS helped you with daily living activities?	58%	66%	71%	+13%
Has the NDIS helped you to meet more people?	49%	53%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	18%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	48%	+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%	16%	-2%
Has the NDIS helped you be more involved?	53%	58%	62%	+8%

**Table E.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=20,873) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	67%	74%	79%	+12%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	52%	58%	62%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	31%	32%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	49%	55%	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%	+11%

**Table E.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=14,656) - participants who entered between 1 July 2016 and 30 September 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?	58%	61%	66%	+8%
Has the NDIS improved the level of support for your family?	63%	69%	73%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	66%	72%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	76%	79%	+7%
Has the NDIS improved your health and wellbeing?	39%	41%	44%	+5%

**Table E.41 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=3,727) - participants who entered between 1 July 2016 and 30 September 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?	46%	51%	59%	+12%
Has the NDIS improved the level of support for your family?	60%	66%	73%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	57%	64%	69%	+13%
Has the NDIS improved your health and wellbeing?	32%	34%	38%	+6%

**Table E.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,663) - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>42</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%	96%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	95%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	85%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	71%	75%	80%	81%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	57%	62%	64%	68%	+11%

<sup>42</sup> Results in Tables E.42 to E.47 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table E.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=8,237) - participants who entered between 1 July 2016 and 30 September 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?	55%	64%	69%	72%	+17%
LL	Has the NDIS improved your child's access to education?	34%	37%	40%	43%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	53%	56%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	50%	+9%

**Table E.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,444) - participants who entered between 1 July 2016 and 30 September 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%	+11%
DL	Has the NDIS helped you with daily living activities?	57%	65%	69%	72%	+14%
REL	Has the NDIS helped you to meet more people?	49%	52%	53%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	46%	49%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	34%	34%	34%	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?	53%	57%	60%	61%	+8%

**Table E.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=8,226) - participants who entered between 1 July 2016 and 30 September 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?	65%	73%	76%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	69%	78%	82%	85%	+16%
REL	Has the NDIS helped you to meet more people?	51%	58%	61%	65%	+13%
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?	49%	54%	58%	61%	+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%	19%	18%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	68%	72%	+14%

**Table E.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,684) - participants who entered between 1 July 2016 and 30 September 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?	51%	56%	60%	64%	+12%
Has the NDIS improved the level of support for your family?	58%	65%	69%	73%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	64%	70%	72%	74%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	74%	76%	78%	+11%
Has the NDIS improved your health and wellbeing?	36%	38%	39%	40%	+5%

**Table E.47 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=737) - participants who entered between 1 July 2016 and 30 September 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?	44%	51%	53%	60%	+16%
Has the NDIS improved the level of support for your family?	53%	64%	67%	70%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	54%	62%	66%	67%	+13%
Has the NDIS improved your health and wellbeing?	30%	29%	33%	35%	+6%

**Table E.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=294) - participants who entered between 1 July 2016 and 30 September 2016 – National** <sup>43</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	50%	60%	64%	66%	69%	+19%
LL	Has the NDIS improved your child's access to education?	37%	34%	37%	40%	40%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	46%	50%	57%	60%	+20%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	46%	54%	52%	+11%

<sup>43</sup> Results in Tables E.48 to E.52 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fifth plan review to date.

**Table E.49 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=174) - participants who entered between 1 July 2016 and 30 September 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	65%	60%	63%	64%	71%	+6%
DL	Has the NDIS helped you with daily living activities?	63%	63%	69%	71%	77%	+14%
REL	Has the NDIS helped you to meet more people?	56%	54%	55%	56%	59%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	26%	22%	20%	22%	-12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	39%	42%	42%	49%	+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?	42%	41%	35%	32%	37%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%	11%	9%	12%	-7%
S/CP	Has the NDIS helped you be more involved?	58%	59%	56%	56%	64%	+5%

**Table E.50 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=489) - participants who entered between 1 July 2016 and 30 September 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	70%	71%	75%	76%	82%	+12%
DL	Has the NDIS helped you with daily living activities?	77%	77%	83%	87%	90%	+13%
REL	Has the NDIS helped you to meet more people?	54%	57%	62%	66%	73%	+20%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	34%	36%	38%	46%	+11%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	56%	59%	64%	68%	+14%
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%	35%	36%	40%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	24%	18%	20%	22%	-1%
S/CP	Has the NDIS helped you be more involved?	66%	66%	72%	74%	78%	+12%

**Table E.51 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=140) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	51%	60%	71%	65%	+9%
Has the NDIS improved the level of support for your family?	61%	63%	60%	61%	63%	+2%
Has the NDIS improved your access to services, programs and activities in the community?	58%	60%	68%	84%	69%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	69%	75%	82%	73%	+7%
Has the NDIS improved your health and wellbeing?	43%	36%	46%	50%	39%	-5%

**Table E.52 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=22) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS helped you to know your rights and advocate effectively?	50%	52%	65%	55%	61%	+11%
Has the NDIS improved the level of support for your family?	76%	61%	69%	59%	73%	-3%
Has the NDIS helped you to access services, programs and activities in the community?	76%	58%	66%	58%	69%	-7%
Has the NDIS improved your health and wellbeing?	50%	44%	39%	38%	42%	-8%

**Table E.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,307), 'participant social and community engagement rate' (n=49,637), 'parent and carer employment rate' (n=39,339) at entry, first and second plan review and 'participant choice and control' (n=39,871) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – National <sup>44</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	20%	10%	11%	24%
Aged 25+	23%	22%	22%	
Aged 15+	20%	20%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	35%	40%	41%	48%
Aged 25+	37%	41%	43%	
Aged 15+	36%	41%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	49%	50%	49%
Aged 15+	44%	47%	45%	
All ages	46%	49%	48%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		61%	69%	75%
Aged 25+		68%	77%	
Aged 15+		66%	74%	

**Table E.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=30,963), 'participant social and community engagement rate' (n=31,213), 'parent and carer employment rate' (n=19,011) at entry, first, second and third plan review, and 'participant choice and control' (n=27,202) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – National <sup>45</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	12%	16%	18%	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	2021-22 Target
Aged 15 to 24 years	34%	39%	42%	44%	48%
Aged 25+	37%	42%	45%	47%	
Aged 15+	36%	41%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	46%	49%	51%	52%	49%
Aged 15+	48%	51%	52%	49%	
All ages	47%	50%	51%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		59%	65%	70%	75%
Aged 25+		67%	74%	79%	
Aged 15+		65%	71%	76%	

<sup>44</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 September 2019 and have had a second plan review to date.

<sup>45</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 September 2018 and have had a third plan review to date.



**Table E.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,731), 'participant social and community engagement rate' (n=13,022), 'parent and carer employment rate' (n=5,679) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=11,427) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>46</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	13%	17%	21%	24%	26%	24%
Aged 25+	27%	27%	25%	22%	24%	
Aged 15+	24%	25%	24%	22%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	32%	39%	44%	45%	46%	48%
Aged 25+	36%	41%	46%	48%	49%	
Aged 15+	35%	41%	46%	47%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	48%	51%	52%	53%	49%
Aged 15+	48%	52%	53%	54%	53%	
All ages	45%	50%	51%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		58%	64%	66%	68%	75%
Aged 25+		65%	73%	76%	80%	
Aged 15+		63%	69%	72%	75%	

**Table E.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=947), 'participant social and community engagement rate' (n=975), 'parent and carer employment rate' (n=223) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=517) at first and fifth plan review - participants who entered between 1 July 2016 and 30 September 2016 – National <sup>47</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	9%	12%	13%	16%	16%	19%	24%
Aged 25+	20%	20%	18%	16%	14%	17%	
Aged 15+	19%	19%	18%	16%	14%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	33%	34%	44%	41%	45%	49%	48%
Aged 25+	35%	40%	49%	50%	52%	53%	
Aged 15+	35%	39%	48%	49%	51%	53%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	36%	39%	42%	42%	59%	50%	49%
Aged 15+	45%	54%	47%	57%	45%	53%	
All ages	40%	46%	44%	49%	52%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		65%	60%	63%	64%	71%	75%
Aged 25+		70%	71%	75%	76%	82%	
Aged 15+		68%	68%	71%	72%	79%	

<sup>46</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 September 2017 and have had a fourth plan review to date.

<sup>47</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 September 2016 and have had a fifth plan review to date.

**Table E.57 Number of active plans by goal type and primary disability – National** <sup>48</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	3,706	43,115	32,028	9,482	3,821	45,597	22,904	13,266	<b>61,903</b>
Autism	88,731	449,060	170,632	52,859	214,573	295,679	37,441	24,460	<b>553,895</b>
Cerebral Palsy	20,362	63,029	8,713	15,124	18,155	50,799	4,153	11,616	<b>83,143</b>
Developmental Delay	4,246	37,296	18,965	20,301	25,466	18,969	189	43	<b>39,701</b>
Down Syndrome	2,240	39,243	5,262	11,444	14,160	36,652	13,100	3,099	<b>53,203</b>
Global Developmental Delay	1,640	9,580	5,961	9,927	7,685	7,430	19	6	<b>23,956</b>
Hearing Impairment	12,601	18,567	13,269	16,143	3,632	10,476	6,507	12,650	<b>65,731</b>
Intellectual Disability	17,607	62,315	132,224	20,439	100,819	60,289	87,160	95,601	<b>343,332</b>
Multiple Sclerosis	2,214	6,962	6,002	2,810	5,684	6,055	13,010	6,775	<b>39,034</b>
Psychosocial disability	11,017	35,636	91,385	32,442	35,600	118,829	53,887	48,114	<b>161,713</b>
Spinal Cord Injury	1,507	4,308	14,133	2,742	3,132	3,663	7,699	6,030	<b>24,457</b>
Stroke	1,855	5,877	14,893	2,649	4,474	5,585	9,652	4,308	<b>28,172</b>
Visual Impairment	2,337	7,850	12,590	8,386	4,316	6,408	7,225	2,709	<b>35,928</b>
Other Neurological	4,610	15,639	46,584	10,364	17,342	14,714	27,757	10,539	<b>88,270</b>
Other Physical	4,334	15,625	38,989	7,872	8,416	11,635	18,259	3,866	<b>75,220</b>
Other Sensory/Speech	326	2,295	2,768	4,241	3,923	1,135	218	489	<b>13,055</b>
Other	966	3,720	2,226	1,941	2,343	3,109	3,187	1,849	<b>12,444</b>
<b>Total</b>	<b>87,379</b>	<b>398,278</b>	<b>194,591</b>	<b>134,799</b>	<b>147,734</b>	<b>320,569</b>	<b>87,495</b>	<b>98,815</b>	<b>484,700</b>

<sup>48</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.58 Number of goals in active plans by goal type and primary disability – National <sup>49</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	25,684	99,112	53,613	6,603	22,756	77,232	35,053	8,591	<b>328,644</b>
Autism	150,246	1,662,980	144,639	335,518	388,239	545,060	26,134	111,934	<b>3,364,750</b>
Cerebral Palsy	32,341	72,233	71,430	26,742	28,116	35,207	10,968	17,225	<b>294,262</b>
Developmental Delay	5,029	437,159	43,478	88,729	52,474	51,662	273	56	<b>678,860</b>
Down Syndrome	18,254	108,349	36,857	19,883	8,575	63,410	18,805	17,596	<b>291,729</b>
Global Developmental Delay	3,000	123,240	13,106	16,038	15,104	16,930	94	7	<b>187,519</b>
Hearing Impairment	10,417	74,967	23,377	15,262	17,711	27,004	10,371	20,869	<b>199,978</b>
Intellectual Disability	45,146	257,078	216,932	56,547	163,944	166,822	129,208	142,292	<b>1,177,969</b>
Multiple Sclerosis	5,678	66,015	44,589	1,679	8,262	38,729	19,650	10,132	<b>194,734</b>
Psychosocial disability	60,206	108,469	160,408	24,850	56,186	97,289	82,853	73,136	<b>663,397</b>
Spinal Cord Injury	4,363	17,562	24,083	4,141	4,678	10,485	12,352	3,786	<b>81,450</b>
Stroke	5,165	24,414	26,196	2,064	6,970	15,260	15,504	6,744	<b>102,317</b>
Visual Impairment	6,229	33,083	20,184	5,593	6,335	17,311	10,887	14,499	<b>114,121</b>
Other Neurological	12,290	65,263	80,919	7,326	27,093	39,973	43,536	16,098	<b>292,498</b>
Other Physical	11,681	64,951	68,766	12,997	12,845	31,232	28,177	20,284	<b>250,933</b>
Other Sensory/Speech	787	11,479	4,384	2,752	6,105	2,788	311	782	<b>29,388</b>
Other	2,820	16,717	11,964	4,052	4,345	8,797	5,911	3,507	<b>58,113</b>
<b>Total</b>	<b>228,242</b>	<b>1,942,819</b>	<b>531,930</b>	<b>388,671</b>	<b>391,913</b>	<b>872,565</b>	<b>210,707</b>	<b>227,720</b>	<b>4,794,567</b>

**Table E.59 Number of active plans by goal type and age group – National <sup>50</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	4,156	70,642	38,458	66,448	49,409	36,723	388	12	<b>74,840</b>
7 to 14	15,559	112,006	132,702	137,660	175,650	70,576	7,621	2,695	<b>125,580</b>
15 to 18	8,061	31,247	51,706	41,123	55,414	27,158	9,147	22,930	<b>37,742</b>
19 to 24	10,021	30,599	59,565	45,970	42,708	28,471	35,466	22,619	<b>39,837</b>
25 to 34	11,042	32,116	74,737	36,457	39,987	31,887	55,005	67,644	<b>43,110</b>
35 to 44	9,654	29,520	76,473	26,895	34,449	30,235	50,093	15,568	<b>39,882</b>
45 to 54	11,360	35,958	96,929	27,485	39,020	37,284	62,734	49,876	<b>48,531</b>
55 to 64	13,295	42,919	115,650	24,290	40,387	44,411	77,454	37,435	<b>57,209</b>
65+	4,231	13,271	44,255	7,047	13,882	13,824	29,923	7,606	<b>17,969</b>
<b>Total</b>	<b>87,379</b>	<b>398,278</b>	<b>194,591</b>	<b>134,799</b>	<b>147,734</b>	<b>320,569</b>	<b>87,495</b>	<b>98,815</b>	<b>484,700</b>

<sup>49</sup> Participants have set over six million goals in total since July 2016. The 4,794,567 goals in these results relate to those in the current plans of active participants.

<sup>50</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.60 Number of goals in active plans by goal type and age group – National <sup>51</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	10,685	504,907	93,324	122,250	105,200	105,669	649	14	<b>942,698</b>
7 to 14	42,279	654,805	242,111	126,317	318,054	198,717	11,414	5,407	<b>1,599,104</b>
15 to 18	21,749	132,261	87,986	31,961	93,284	74,951	15,478	43,789	<b>501,459</b>
19 to 24	25,864	110,887	95,162	27,338	65,929	75,115	53,086	114,849	<b>568,230</b>
25 to 34	28,694	112,703	122,794	23,305	63,141	84,850	82,701	101,417	<b>619,605</b>
35 to 44	25,408	101,913	131,117	18,237	54,583	80,198	76,468	77,273	<b>565,197</b>
45 to 54	28,748	124,487	166,978	18,515	61,096	99,230	96,477	74,821	<b>670,352</b>
55 to 64	34,181	154,145	199,853	16,808	62,087	118,165	120,079	55,490	<b>760,808</b>
65+	10,634	46,711	71,560	10,412	19,960	35,670	43,700	10,766	<b>249,413</b>
<b>Total</b>	<b>228,242</b>	<b>1,942,819</b>	<b>531,930</b>	<b>388,671</b>	<b>391,913</b>	<b>872,565</b>	<b>210,707</b>	<b>227,720</b>	<b>4,794,567</b>

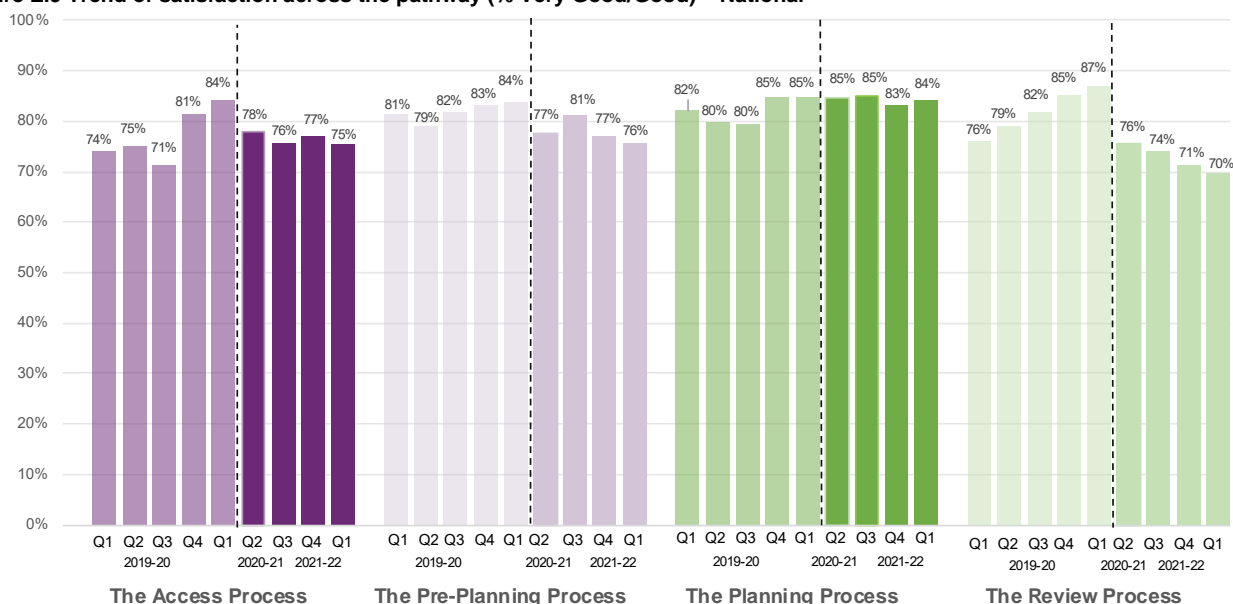
<sup>51</sup> Participants have set over six million goals in total since July 2016. The 4,794,567 goals in these results relate to those in the current plans of active participants.

Progress against the NDIA's corporate plan metrics for 'participant employment rate' Table E.61 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National <sup>52</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 3,064</b>	<b>n = 1,219</b>
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	96%	97%
Do you understand what will happen next with your plan?	75%	75%
% of participants rating their overall experience as Very Good or Good.	77%	75%
<b>Pre-planning</b>	<b>n = 2,952</b>	<b>n = 912</b>
Did the person from the NDIS understand how your disability affects your life?	85%	83%
Did you understand why you needed to give the information you did?	95%	95%
Were decisions about your plan clearly explained?	77%	77%
Are you clear on what happens next with your plan?	67%	64%
Do you know where to go for more help with your plan?	73%	69%
% of participants rating their overall experience as Very Good or Good.	78%	76%
<b>Planning</b>	<b>n = 13,508</b>	<b>n = 4,679</b>
Did the person from the NDIS understand how your disability affects your life?	90%	90%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	87%	88%
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%	89%
% of participants rating their overall experience as Very Good or Good.	84%	84%
<b>Plan review</b>	<b>n = 35,208</b>	<b>n = 11,599</b>
Did the person from the NDIS understand how your disability affects your life?	80%	76%
Did you feel prepared for your plan review?	85%	84%
Is your NDIS plan helping you to make progress towards your goals?	88%	86%
% of participants rating their overall experience as Very Good or Good.	74%	70%

<sup>52</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

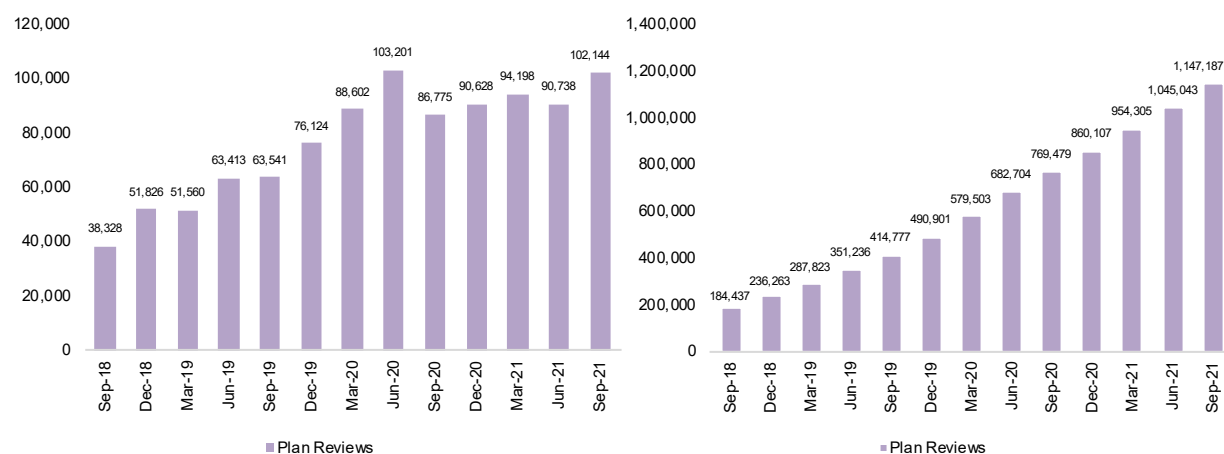
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>53 54</sup>



**Table E.62 Plan reviews conducted per quarter – excluding plans less than 31 days – National** <sup>55</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>1,045,043</b>	<b>102,144</b>	<b>1,147,187</b>
<i>Early intervention plans</i>	201,992	24,458	226,450
<i>Permanent disability plans</i>	843,051	77,686	920,737

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



<sup>53</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>54</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>55</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 2021-22 Q1. 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.63 shows the number of complaints in 2021-22 Q1 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.64 to Table E.67 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.63 Complaints by quarter – National** <sup>56 57 58 59</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	258	71	329	310
Complaint about LAC Partner	1,444	245	1,689	1,592
Complaints about service providers	5,840	544	6,384	5,375
Complaints about the Agency	76,494	6,447	82,941	49,253
Critical/ Reportable Incident	7,123	1,368	8,491	6,781
Unclassified	3,265	11	3,276	2,946
<b>Total</b>	<b>94,424</b>	<b>8,686</b>	<b>103,110</b>	<b>60,038</b>
% of the number of active participants	8.0%	7.3%	7.9%	
<b>Providers who have submitted a registration request</b>				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	54	6	60	56
Complaints about service providers	592	45	637	563
Complaints about the Agency	5,964	326	6,290	4,786
Critical/ Reportable Incident	34	1	35	34
Unclassified	227	8	235	217
<b>Total</b>	<b>6,872</b>	<b>386</b>	<b>7,258</b>	<b>5,372</b>
% of all registration requests	5.6%	4.2%	5.5%	
<b>Other</b>				
Complaint about ECA Partner	10	3	13	13
Complaint about LAC Partner	44	5	49	49
Complaints about service providers	528	99	627	627

<sup>56</sup> Note that 71% of all complainants made only one complaint, 15% made two complaints and 13% made three or more complaints.

<sup>57</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>58</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.

<sup>59</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
Complaints about the Agency	2,974	277	3,251	3,240
Critical/ Reportable Incident	120	4	124	124
Unclassified	120	0	120	120
<b>Total</b>	<b>3,796</b>	<b>388</b>	<b>4,184</b>	<b>4,169</b>
<b>Total</b>	<b>102,510</b>	<b>9,304</b>	<b>111,814</b>	<b>69,579</b>

Figure E.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National<sup>60</sup>

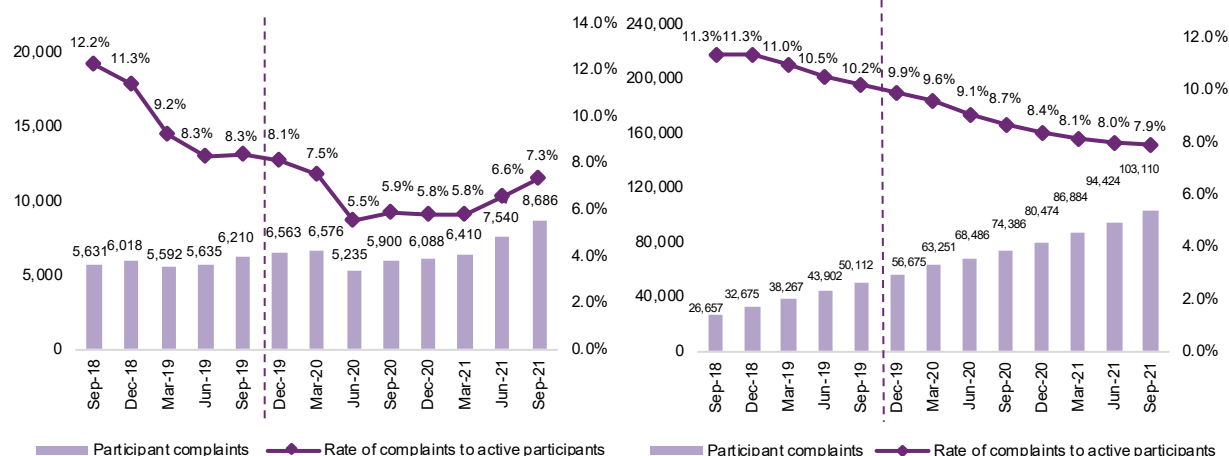
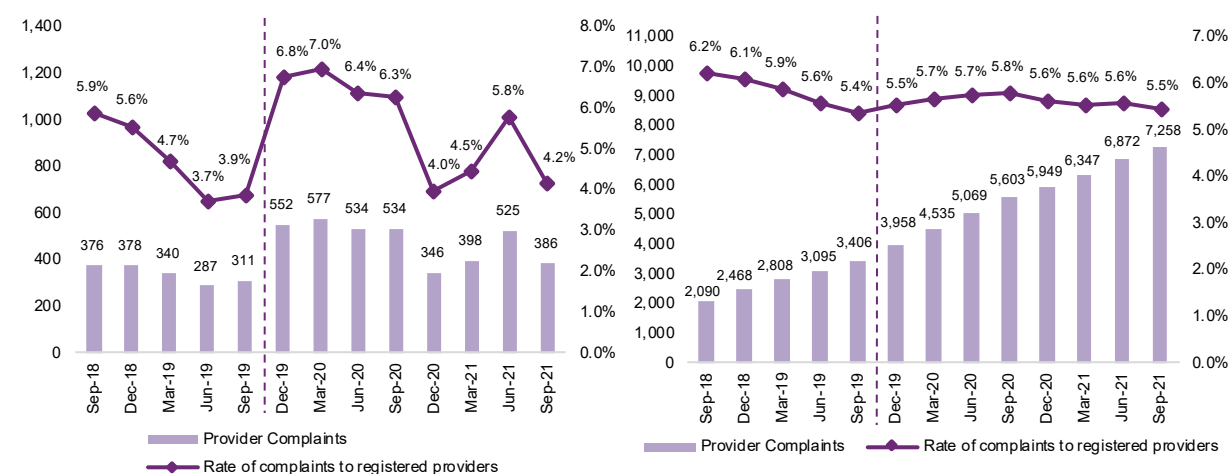


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National<sup>61</sup>



<sup>60</sup> Ibid.

<sup>61</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.64 Participant complaints by type – National <sup>62</sup>

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	5,344	(7%)	2	(0%)	5,346	(6%)
Information unclear	1,997	(3%)	2	(0%)	1,999	(2%)
NDIA Access	1,413	(2%)	180	(3%)	1,593	(2%)
NDIA Engagement	22	(0%)	3	(0%)	25	(0%)
NDIA Finance	2,792	(4%)	549	(9%)	3,341	(4%)
NDIA Fraud and Compliance	148	(0%)	24	(0%)	172	(0%)
NDIA Plan	9,076	(12%)	2,286	(35%)	11,362	(14%)
NDIA Process	3,723	(5%)	679	(11%)	4,402	(5%)
NDIA Resources	311	(0%)	53	(1%)	364	(0%)
NDIA Staff	2,905	(4%)	605	(9%)	3,510	(4%)
NDIA Timeliness	8,440	(11%)	1,838	(29%)	10,278	(12%)
Participation, engagement and inclusion	458	(1%)	2	(0%)	460	(1%)
Provider Portal	138	(0%)	0	(0%)	138	(0%)
Quality & Safeguards Commission	20	(0%)	6	(0%)	26	(0%)
Reasonable and necessary supports	6,244	(8%)	2	(0%)	6,246	(8%)
Staff conduct - Agency	1,705	(2%)	9	(0%)	1,714	(2%)
The way the NDIA carried out its decision making	2,972	(4%)	42	(1%)	3,014	(4%)
Timeliness	16,554	(22%)	14	(0%)	16,568	(20%)
Other	12,232	(16%)	151	(2%)	12,383	(15%)
<b>Total</b>	<b>76,494</b>		<b>6,447</b>		<b>82,941</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
ECA Plan	30	(12%)	10	(14%)	40	(12%)
ECA Process	30	(12%)	7	(10%)	37	(11%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	84	(33%)	31	(44%)	115	(35%)
ECA Timeliness	111	(43%)	23	(32%)	134	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>258</b>		<b>71</b>		<b>329</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	7	(0%)	1	(0%)	8	(0%)
LAC Fraud and Compliance	15	(1%)	3	(1%)	18	(1%)
LAC Plan	240	(17%)	46	(19%)	286	(17%)
LAC Process	153	(11%)	28	(11%)	181	(11%)
LAC Resources	6	(0%)	4	(2%)	10	(1%)
LAC Staff	860	(60%)	141	(58%)	1,001	(59%)
LAC Timeliness	163	(11%)	22	(9%)	185	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,444</b>	<b>0</b>	<b>245</b>		<b>1,689</b>	
<i>Complaints about service providers</i>						
Provider costs.	327	(6%)	1	(0%)	328	(5%)
Provider Finance	206	(4%)	27	(5%)	233	(4%)
Provider Fraud and Compliance	308	(5%)	62	(11%)	370	(6%)
Provider process	367	(6%)	4	(1%)	371	(6%)
Provider Service	1,344	(23%)	311	(57%)	1,655	(26%)

<sup>62</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		2021-22 Q1		Total	
Provider Staff	711	(12%)	105	(19%)	816	(13%)
Service Delivery	549	(9%)	3	(1%)	552	(9%)
Staff conduct	524	(9%)	4	(1%)	528	(8%)
Supports being provided	595	(10%)	4	(1%)	599	(9%)
Other	909	(16%)	23	(4%)	932	(15%)
<b>Total</b>	<b>5,840</b>		<b>544</b>		<b>6,384</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	1,952	(27%)	382	(28%)	2,334	(27%)
Allegations against Informal Supports	1,613	(23%)	67	(5%)	1,680	(20%)
Allegations against NDIA Staff/Partners	15	(0%)	1	(0%)	16	(0%)
Participant threat	1,285	(18%)	250	(18%)	1,535	(18%)
Provider reporting	2,258	(32%)	668	(49%)	2,926	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>7,123</b>		<b>1,368</b>		<b>8,491</b>	
<i>Unclassified</i>	<b>3,265</b>		<b>11</b>		<b>3,276</b>	
<b>Participants total</b>	<b>94,424</b>		<b>8,686</b>		<b>103,110</b>	

**Table E.65 Provider complaints by type – National**

Complaints by source, subject and type			Prior Quarters		2021-22 Q1		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	234	(4%)	0	(0%)	234	(4%)		
NDIA Access	5	(0%)	1	(0%)	6	(0%)		
NDIA Engagement	6	(0%)	1	(0%)	7	(0%)		
NDIA Finance	1,112	(19%)	130	(40%)	1,242	(20%)		
NDIA Fraud and Compliance	24	(0%)	2	(1%)	26	(0%)		
NDIA Plan	403	(7%)	38	(12%)	441	(7%)		
NDIA Process	291	(5%)	38	(12%)	329	(5%)		
NDIA Resources	309	(5%)	37	(11%)	346	(6%)		
NDIA Staff	192	(3%)	30	(9%)	222	(4%)		
NDIA Timeliness	391	(7%)	32	(10%)	423	(7%)		
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)		
Provider Portal	431	(7%)	2	(1%)	433	(7%)		
Quality & Safeguards Commission	25	(0%)	5	(2%)	30	(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	68	(1%)	2	(1%)	70	(1%)		
Timeliness	829	(14%)	0	(0%)	829	(13%)		
Other	986	(17%)	8	(2%)	994	(16%)		
Total	5,964		326		6,290			
Complaint about ECA Partner								
ECA Engagement	0	(0%)	0		0	(0%)		
ECA Fraud and Compliance	0	(0%)	0		0	(0%)		
ECA Plan	0	(0%)	0		0	(0%)		
ECA Process	1	(100%)	0		1	(100%)		
ECA Resources	0	(0%)	0		0	(0%)		
ECA Staff	0	(0%)	0		0	(0%)		
ECA Timeliness	0	(0%)	0		0	(0%)		
Other	0	(0%)	0		0	(0%)		
Total	1		0		1			

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	2	(4%)	2	(33%)	4	(7%)
LAC Plan	10	(19%)	1	(17%)	11	(18%)
LAC Process	12	(22%)	0	(0%)	12	(20%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	26	(48%)	3	(50%)	29	(48%)
LAC Timeliness	3	(6%)	0	(0%)	3	(5%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>54</b>		<b>6</b>		<b>60</b>	
<i>Complaints about service providers</i>						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	42	(7%)	4	(9%)	46	(7%)
Provider Fraud and Compliance	72	(12%)	7	(16%)	79	(12%)
Provider process	30	(5%)	1	(2%)	31	(5%)
Provider Service	127	(21%)	20	(44%)	147	(23%)
Provider Staff	104	(18%)	12	(27%)	116	(18%)
Service Delivery	35	(6%)	0	(0%)	35	(5%)
Staff conduct	26	(4%)	0	(0%)	26	(4%)
Supports being provided	32	(5%)	0	(0%)	32	(5%)
Other	111	(19%)	1	(2%)	112	(18%)
<b>Total</b>	<b>592</b>		<b>45</b>		<b>637</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	10	(29%)	1	(100%)	11	(31%)
Allegations against Informal Supports	9	(26%)	0	(0%)	9	(26%)
Allegations against NDIA Staff/Partners	1	(3%)	0	(0%)	1	(3%)
Participant threat	7	(21%)	0	(0%)	7	(20%)
Provider reporting	7	(21%)	0	(0%)	7	(20%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>34</b>		<b>1</b>		<b>35</b>	
<i>Unclassified</i>	<b>227</b>		<b>8</b>		<b>235</b>	
<b>Providers total</b>	<b>6,872</b>		<b>386</b>		<b>7,258</b>	

Table E.66 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<b>Complaints with a related party who is not a potential participant or provider</b>						
<i>Complaints about the Agency</i>						
Individual needs	381	(13%)	0	(0%)	381	(12%)
Information unclear	170	(6%)	0	(0%)	170	(5%)
NDIA Access	92	(3%)	9	(3%)	101	(3%)
NDIA Engagement	11	(0%)	2	(1%)	13	(0%)
NDIA Finance	122	(4%)	29	(10%)	151	(5%)
NDIA Fraud and Compliance	41	(1%)	21	(8%)	62	(2%)
NDIA Plan	280	(9%)	68	(25%)	348	(11%)
NDIA Process	309	(10%)	60	(22%)	369	(11%)
NDIA Resources	65	(2%)	21	(8%)	86	(3%)
NDIA Staff	173	(6%)	28	(10%)	201	(6%)
NDIA Timeliness	173	(6%)	27	(10%)	200	(6%)
Participation, engagement and inclusion	77	(3%)	0	(0%)	77	(2%)
Provider Portal	14	(0%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	14	(0%)	9	(3%)	23	(1%)
Reasonable and necessary supports	87	(3%)	0	(0%)	87	(3%)
Staff conduct - Agency	68	(2%)	0	(0%)	68	(2%)
The way the NDIA carried out its decision making	44	(1%)	2	(1%)	46	(1%)
Timeliness	326	(11%)	0	(0%)	326	(10%)
Other	527	(18%)	1	(0%)	528	(16%)
<b>Total</b>	<b>2,974</b>		<b>277</b>		<b>3,251</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	1	(10%)	0	(0%)	1	(8%)
ECA Plan	1	(10%)	0	(0%)	1	(8%)
ECA Process	2	(20%)	1	(33%)	3	(23%)
ECA Resources	1	(10%)	0	(0%)	1	(8%)
ECA Staff	2	(20%)	2	(67%)	4	(31%)
ECA Timeliness	3	(30%)	0	(0%)	3	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>10</b>		<b>3</b>		<b>13</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(2%)	0	(0%)	1	(2%)
LAC Plan	6	(14%)	0	(0%)	6	(12%)
LAC Process	5	(11%)	1	(20%)	6	(12%)
LAC Resources	2	(5%)	0	(0%)	2	(4%)
LAC Staff	29	(66%)	3	(60%)	32	(65%)
LAC Timeliness	1	(2%)	1	(20%)	2	(4%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>44</b>		<b>5</b>		<b>49</b>	
<i>Complaints about service providers</i>						
Provider costs.	9	(2%)	0	(0%)	9	(1%)
Provider Finance	21	(4%)	4	(4%)	25	(4%)
Provider Fraud and Compliance	59	(11%)	16	(16%)	75	(12%)
Provider process	10	(2%)	0	(0%)	10	(2%)
Provider Service	155	(29%)	42	(42%)	197	(31%)
Provider Staff	107	(20%)	35	(35%)	142	(23%)
Service Delivery	29	(5%)	0	(0%)	29	(5%)
Staff conduct	40	(8%)	0	(0%)	40	(6%)
Supports being provided	24	(5%)	0	(0%)	24	(4%)
Other	74	(14%)	2	(2%)	76	(12%)
<b>Total</b>	<b>528</b>		<b>99</b>		<b>627</b>	

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	40	(33%)	1	(25%)	41	(33%)
Allegations against Informal Supports	46	(38%)	0	(0%)	46	(37%)
Allegations against NDIA Staff/Partners	5	(4%)	0	(0%)	5	(4%)
Participant threat	13	(11%)	3	(75%)	16	(13%)
Provider reporting	16	(13%)	0	(0%)	16	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>120</b>		<b>4</b>		<b>124</b>	
<i>Unclassified</i>	<b>120</b>		<b>0</b>		<b>120</b>	
<b>Other total</b>	<b>3,796</b>		<b>388</b>		<b>4,184</b>	

Table E.67 Unique complaints by type – National <sup>63 64</sup>

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	6,079	(7%)	2	(0%)	6,081	(7%)
Information unclear	2,401	(3%)	2	(0%)	2,403	(3%)
NDIA Access	1,463	(2%)	187	(3%)	1,650	(2%)
NDIA Engagement	38	(0%)	6	(0%)	44	(0%)
NDIA Finance	3,537	(4%)	684	(10%)	4,221	(5%)
NDIA Fraud and Compliance	200	(0%)	46	(1%)	246	(0%)
NDIA Plan	9,238	(11%)	2,360	(34%)	11,598	(13%)
NDIA Process	4,115	(5%)	768	(11%)	4,883	(5%)
NDIA Resources	657	(1%)	110	(2%)	767	(1%)
NDIA Staff	3,075	(4%)	640	(9%)	3,715	(4%)
NDIA Timeliness	8,367	(10%)	1,871	(27%)	10,238	(11%)
Participation, engagement and inclusion	583	(1%)	2	(0%)	585	(1%)
Provider Portal	583	(1%)	2	(0%)	585	(1%)
Quality & Safeguards Commission	57	(0%)	20	(0%)	77	(0%)
Reasonable and necessary supports	6,453	(8%)	2	(0%)	6,455	(7%)
Staff conduct - Agency	1,907	(2%)	9	(0%)	1,916	(2%)
The way the NDIA carried out its decision making	3,084	(4%)	46	(1%)	3,130	(3%)
Timeliness	17,709	(21%)	14	(0%)	17,723	(20%)
Other	13,745	(17%)	160	(2%)	13,905	(15%)
<b>Total</b>	<b>83,291</b>		<b>6,931</b>		<b>90,222</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	3	(1%)	0	(0%)	3	(1%)
ECA Plan	28	(11%)	10	(14%)	38	(12%)
ECA Process	29	(12%)	8	(11%)	37	(12%)
ECA Resources	1	(0%)	0	(0%)	1	(0%)
ECA Staff	78	(32%)	31	(43%)	109	(34%)
ECA Timeliness	104	(43%)	23	(32%)	127	(40%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>244</b>		<b>72</b>		<b>316</b>	

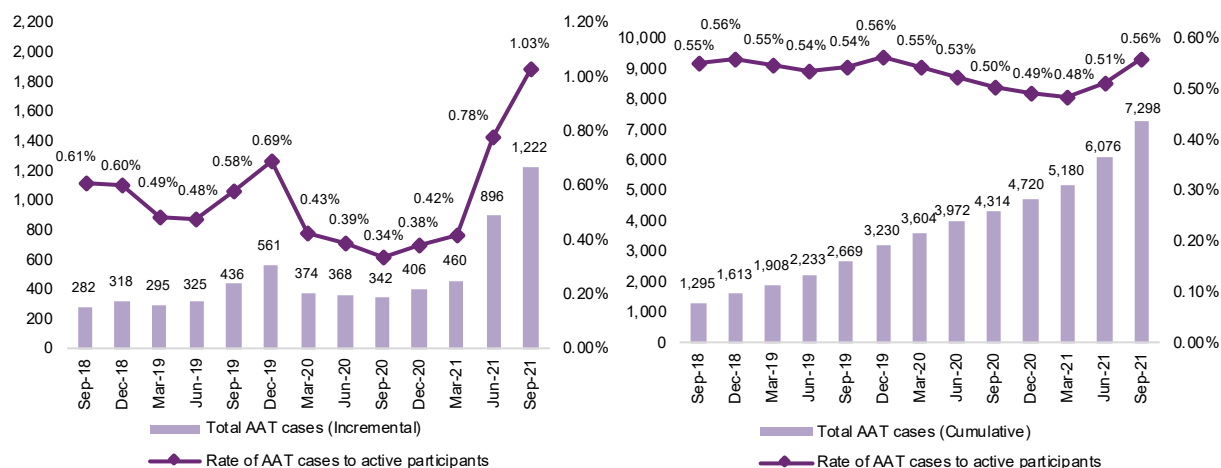
<sup>63</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

<sup>64</sup> The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainant numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<i>Complaint about LAC Partner</i>						
LAC Engagement	8	(1%)	1	(0%)	9	(1%)
LAC Fraud and Compliance	16	(1%)	5	(2%)	21	(1%)
LAC Plan	234	(16%)	46	(19%)	280	(17%)
LAC Process	155	(11%)	25	(10%)	180	(11%)
LAC Resources	8	(1%)	4	(2%)	12	(1%)
LAC Staff	848	(60%)	138	(57%)	986	(59%)
LAC Timeliness	150	(11%)	23	(10%)	173	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,419</b>		<b>242</b>		<b>1,661</b>	
<i>Complaints about service providers</i>						
Provider costs.	349	(5%)	1	(0%)	350	(5%)
Provider Finance	241	(4%)	32	(5%)	273	(4%)
Provider Fraud and Compliance	390	(6%)	81	(12%)	471	(6%)
Provider process	407	(6%)	5	(1%)	412	(6%)
Provider Service	1,508	(23%)	363	(54%)	1,871	(25%)
Provider Staff	848	(13%)	148	(22%)	996	(14%)
Service Delivery	613	(9%)	3	(0%)	616	(8%)
Staff conduct	590	(9%)	4	(1%)	594	(8%)
Supports being provided	651	(10%)	4	(1%)	655	(9%)
Other	1,094	(16%)	26	(4%)	1,120	(15%)
<b>Total</b>	<b>6,691</b>		<b>667</b>		<b>7,358</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	1,998	(28%)	384	(28%)	2,382	(28%)
Allegations against Informal Supports	1,659	(23%)	67	(5%)	1,726	(20%)
Allegations against NDIA Staff/Partners	20	(0%)	1	(0%)	21	(0%)
Participant threat	1,300	(18%)	253	(18%)	1,553	(18%)
Provider reporting	2,276	(31%)	668	(49%)	2,944	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>7,253</b>		<b>1,373</b>		<b>8,626</b>	
<i>Unclassified</i>	<b>3,612</b>		<b>19</b>		<b>3,631</b>	
<b>Unique complaints total</b>	<b>102,510</b>		<b>9,304</b>		<b>111,814</b>	

Table E.68 AAT Cases by category at 30 September 2021 – National <sup>65</sup>

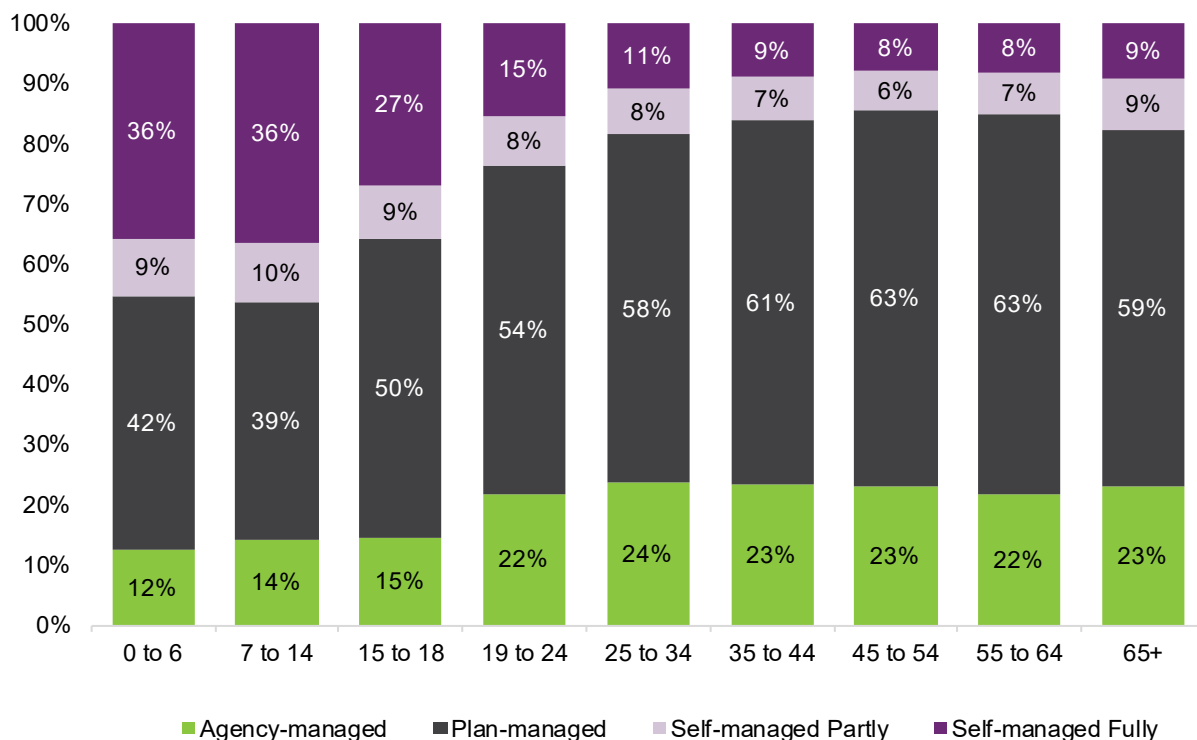
Category	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Access	1,829	30%	127	10%	1,956	27%
Plan	3,519	58%	999	82%	4,518	62%
Plan Review	386	6%	17	1%	403	6%
Other	342	6%	79	6%	421	6%
<b>Total</b>	<b>6,076</b>	<b>100%</b>	<b>1,222</b>	<b>100%</b>	<b>7,298</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.51%</b>		<b>1.03%</b>		<b>0.56%</b>	

Figure E.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National <sup>66</sup>Table E.69 AAT cases by open/closed and decision – National <sup>67 68</sup>

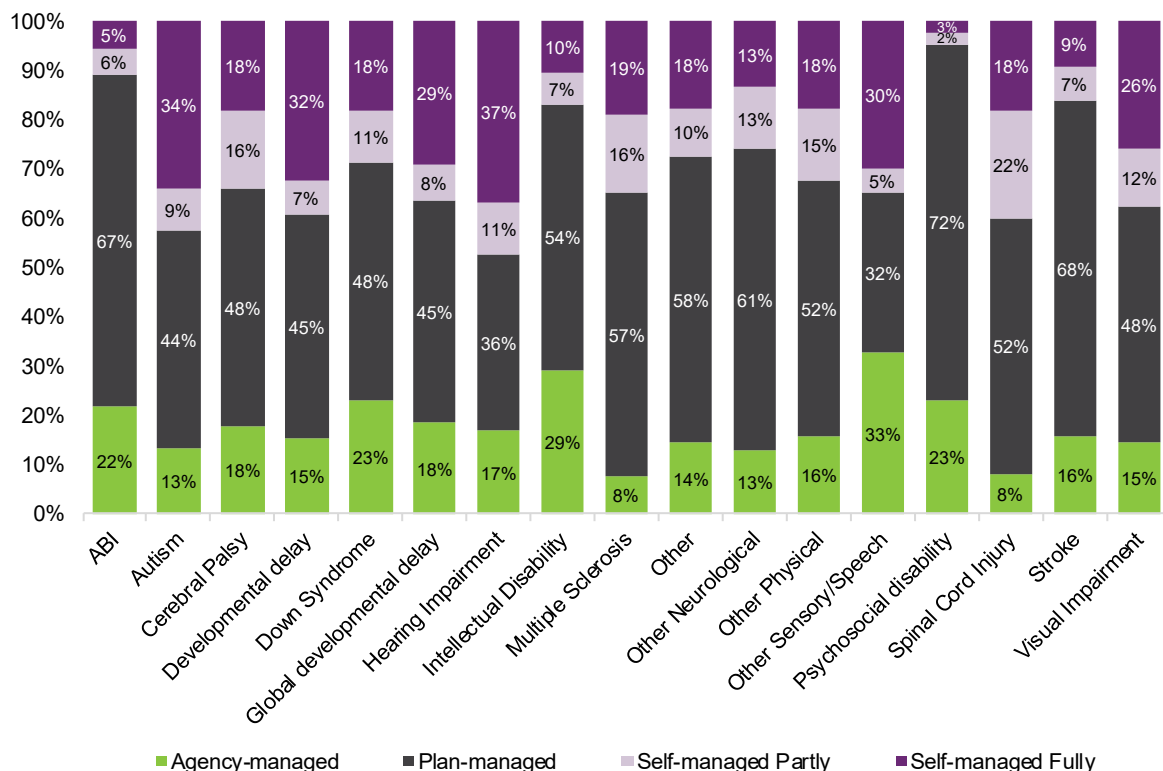
	N
<b>AAT Cases</b>	<b>7,298</b>
<b>Open AAT Cases</b>	<b>2,259</b>
<b>Closed AAT Cases</b>	<b>5,039</b>
Resolved before hearing	4,906
Gone to hearing and received a substantive decision	133

<sup>65</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.<sup>66</sup> Ibid.<sup>67</sup> Of the 133 cases which went to hearing and received a substantive decision: 61 affirmed the Agency's decision, 25 varied the Agency's decision and 47 set aside the Agency's decision.<sup>68</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

**Figure E.14 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – National** <sup>69 70</sup>



**Figure E.15 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – National** <sup>71 72</sup>



<sup>69</sup> For the total number of active participants in each age group, see Table E.16.

<sup>70</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>71</sup> For the total number of active participants in each primary disability group, see Table E.12.

<sup>72</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

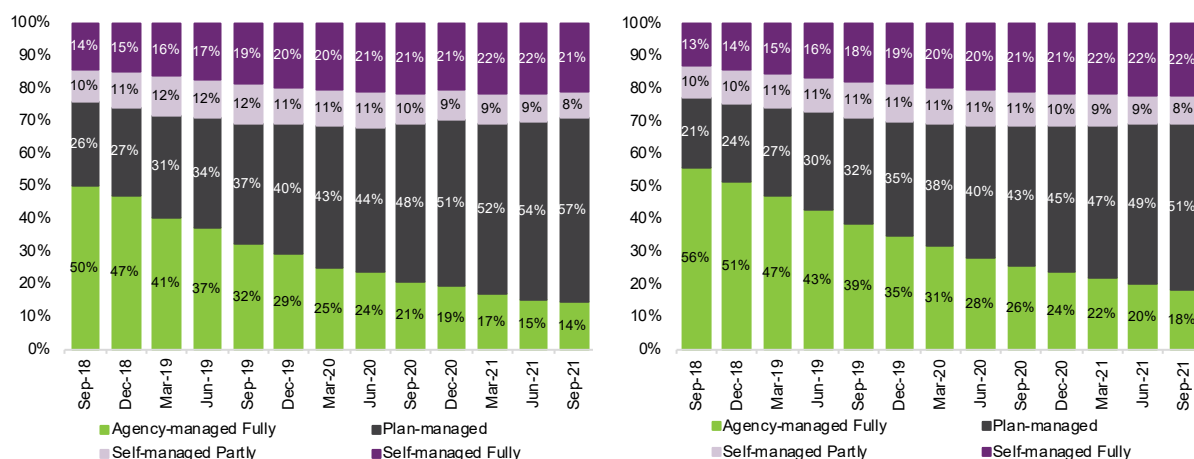


**Table E.70 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National**

73

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	22%	21%	<b>22%</b>
Self-managed partly	9%	8%	<b>8%</b>
Plan-managed	49%	57%	<b>51%</b>
Agency-managed	20%	14%	<b>18%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

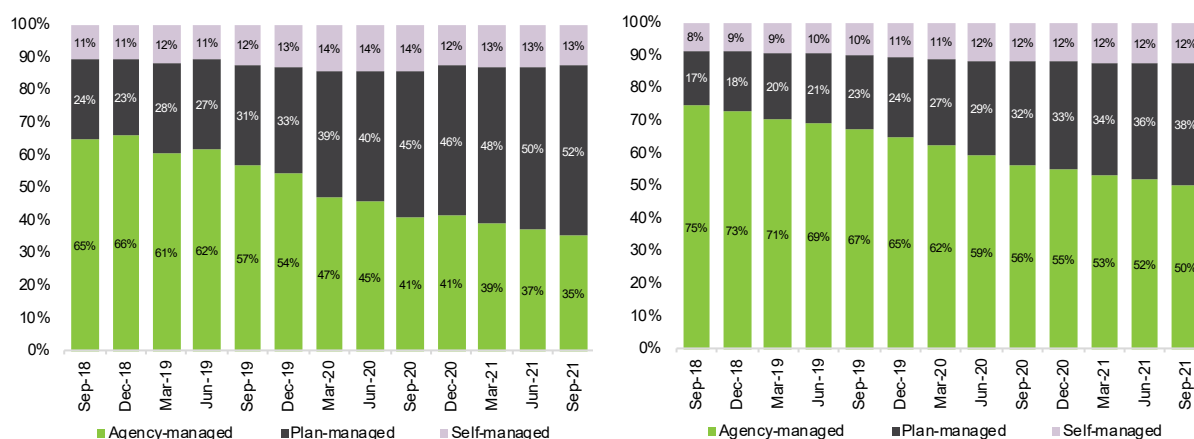
**Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National** <sup>74</sup>



**Table E.71 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

	Prior Quarters	2021-22 Q1	Total
Self-managed	12%	13%	<b>12%</b>
Plan-managed	36%	52%	<b>38%</b>
Agency-managed	52%	35%	<b>50%</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**



<sup>73</sup> Ibid.

<sup>74</sup> Quarterly results are reported based on a rolling 3 year period.

**Table E.72 Distribution of active participants by support coordination and quarter of plan approval – National**

	Prior Quarters	2021-22 Q1	Total
Support coordination	42%	47%	43%

**Table E.73 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>75</sup>**

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	273,254	68%	13,266	69%	286,520	68%
30 to 59 days	47,694	12%	2,433	13%	50,127	12%
60 to 89 days	22,141	6%	883	5%	23,024	5%
<b>Activated within 90 days</b>	<b>343,089</b>	<b>86%</b>	<b>16,582</b>	<b>87%</b>	<b>359,671</b>	<b>86%</b>
90 to 119 days	12,657	3%	530	3%	13,187	3%
120 days and over	35,014	9%	646	3%	35,660	9%
<b>Activated after 90 days</b>	<b>47,671</b>	<b>12%</b>	<b>1,176</b>	<b>6%</b>	<b>48,847</b>	<b>12%</b>
No payments	9,156	2%	1,347	7%	10,503	3%
<b>Total plans approved</b>	<b>399,916</b>	<b>100%</b>	<b>19,105</b>	<b>100%</b>	<b>419,021</b>	<b>100%</b>

**Table E.74 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	25,607	27,017	95%
Not Aboriginal and Torres Strait Islander	293,884	303,581	97%
Not Stated	73,132	75,500	97%
<b>Total</b>	<b>392,623</b>	<b>406,098</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	36,618	37,807	97%
Not CALD	350,845	362,923	97%
Not Stated	5,160	5,368	96%
<b>Total</b>	<b>392,623</b>	<b>406,098</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	267,589	276,331	97%
Regional	119,462	123,886	96%
Remote	5,548	5,857	95%
Missing	24	24	100%
<b>Total</b>	<b>392,623</b>	<b>406,098</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	132,382	136,157	97%
Intellectual Disability (including Down Syndrome)	84,097	86,435	97%
Psychosocial Disability	39,050	40,201	97%
Developmental Delay (including Global Developmental Delay)	27,670	29,353	94%
Other	109,424	113,952	96%
<b>Total</b>	<b>392,623</b>	<b>406,098</b>	<b>97%</b>

<sup>75</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table E.75 Distribution of plans by utilisation – National** <sup>76 77</sup>

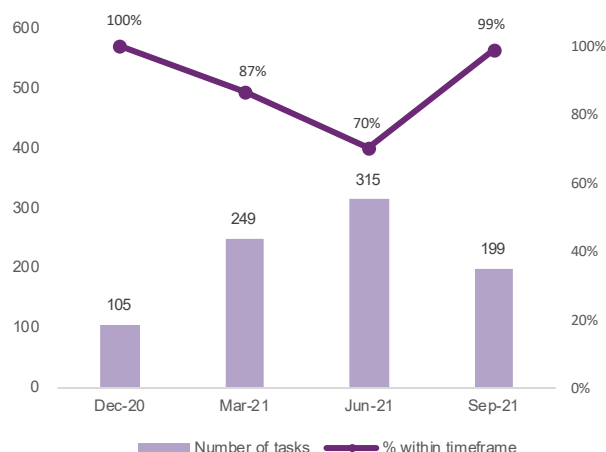
Plan utilisation	Total
0 to 50%	34%
50% to 75%	25%
> 75%	42%
<b>Total</b>	<b>100%</b>

**Table E.76 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>78</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	12%	14%	13%
Health & Wellbeing	58%	65%	60%
Lifelong Learning	20%	25%	21%
Other	15%	19%	16%
Non-categorised	24%	17%	22%
Any mainstream service	95%	95%	95%

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

**Figure E.18 Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National**

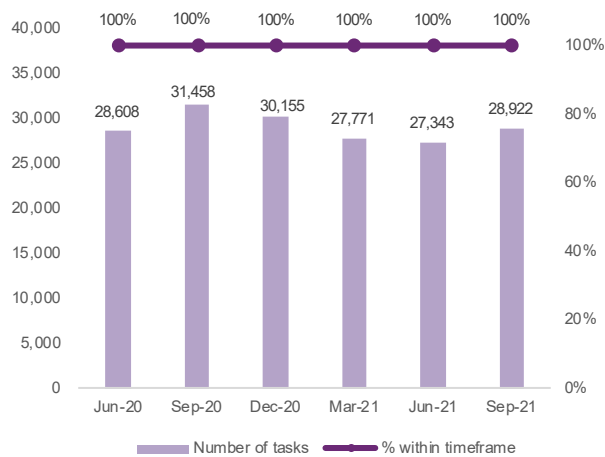


<sup>76</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

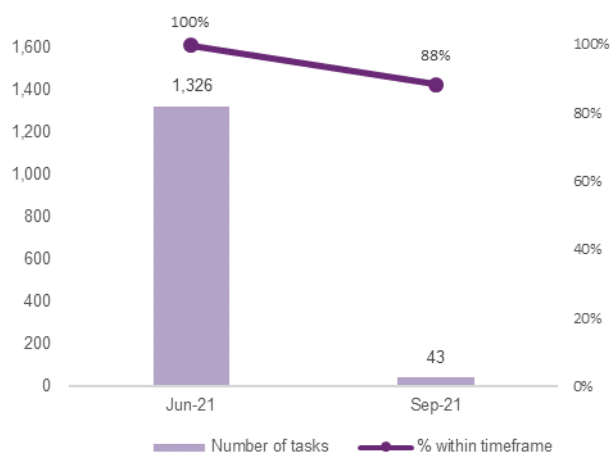
<sup>77</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>78</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

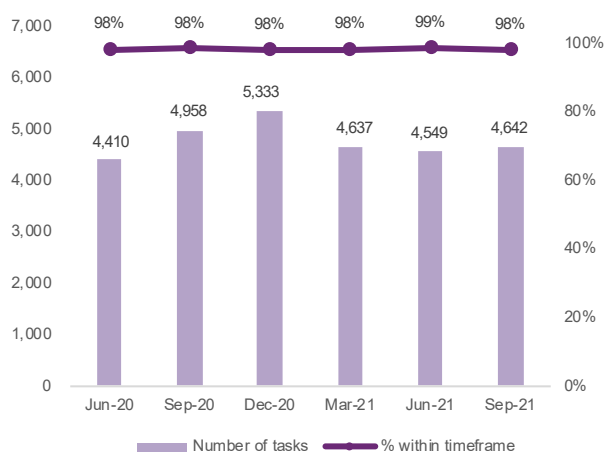
**Figure E.19 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**



**Figure E.20 Allow sufficient time for prospective participants to provide information, after NDIA has requested further information within 90 days timeframe by quarter – National**

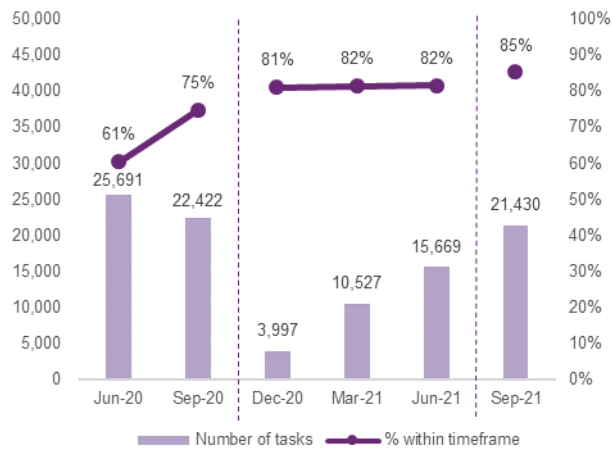


**Figure E.21 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National <sup>79</sup>**

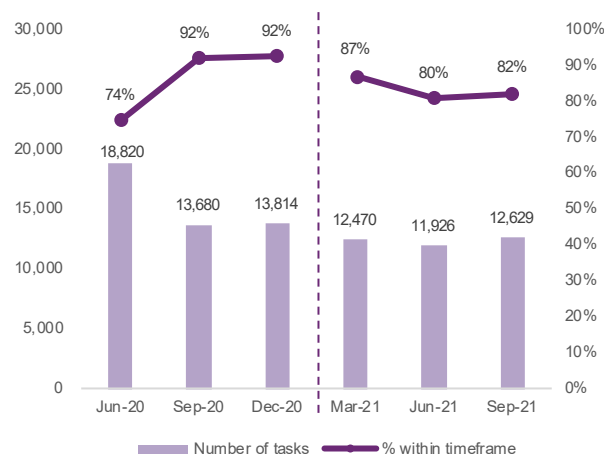


<sup>79</sup> The results for prior quarters have been restated using data as at 30 September 2021 due to a change in the way this metric is measured.

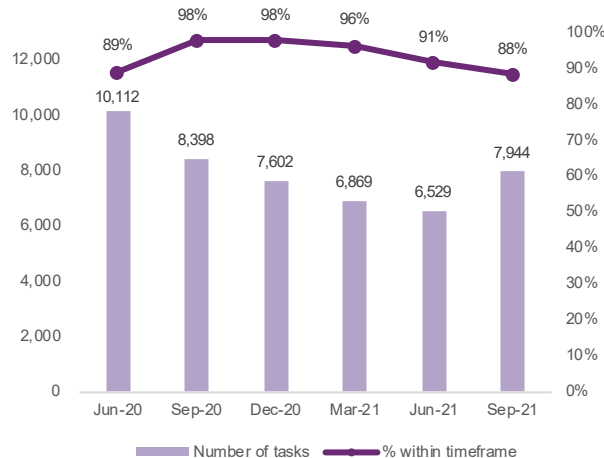
**Figure E.22 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National** <sup>80</sup>



**Figure E.23 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National** <sup>81</sup>



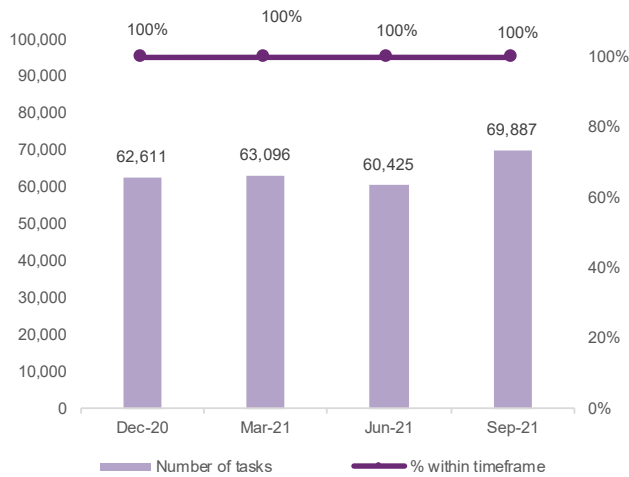
**Figure E.24 First plan approved after access decision has been made, for children younger than 7, and proportion achieved within 90 day timeframe by quarter – National**



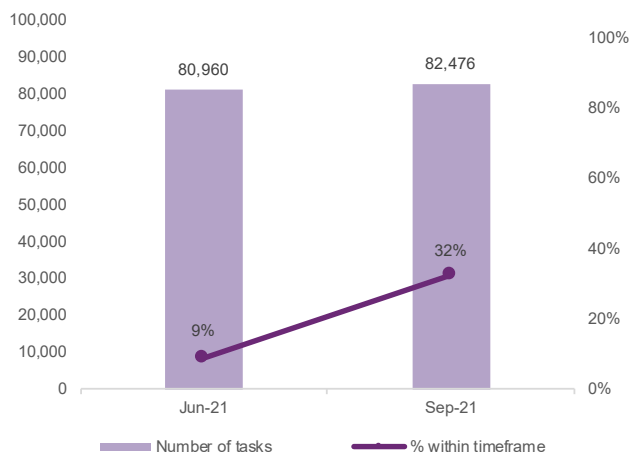
<sup>80</sup> A new business process has been used to measure this metric from December 2020 and again from July 2021.

<sup>81</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the results for March 2021 onwards are based on the 56 day while the results for prior quarters are based on the 70 day timeframe.

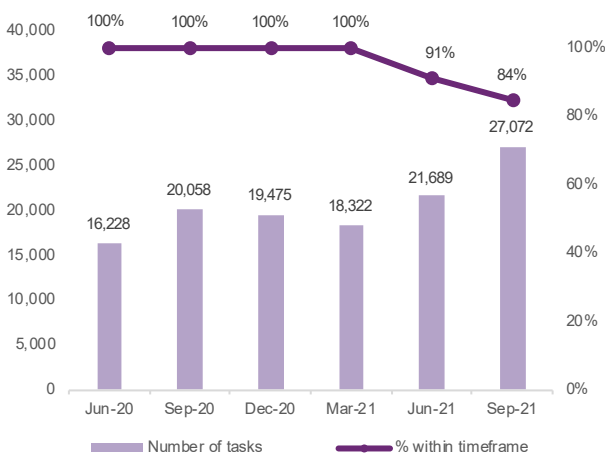
**Figure E.25 If the participant accepts the offer, hold a plan implementation meeting within 28 days of timeframe by quarter – National**



**Figure E.26 Commence facilitating a scheduled plan review, prior to the scheduled review date, and proportion achieved within 56 day timeframe by quarter – National**

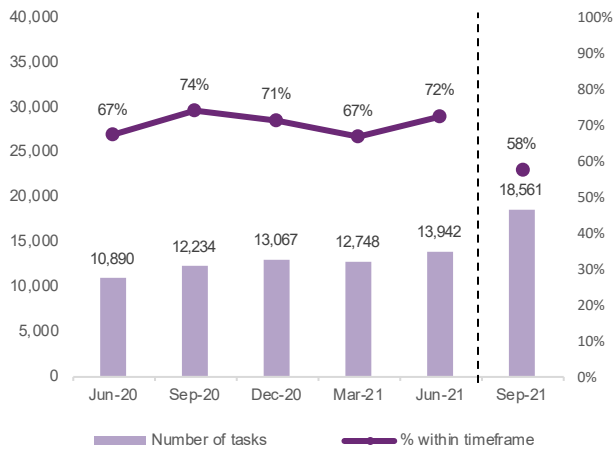


**Figure E.27 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>82</sup>**

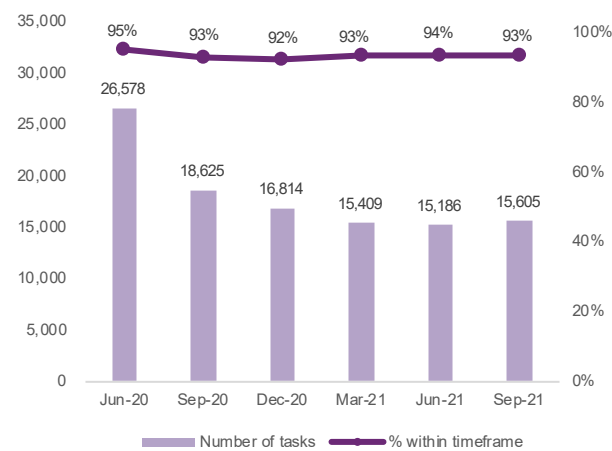


<sup>82</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

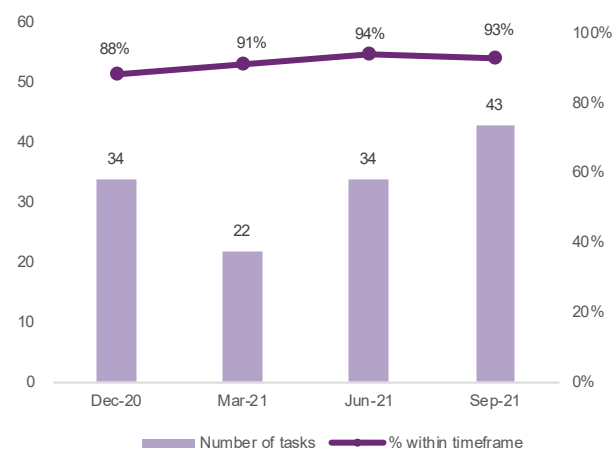
**Figure E.28 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National** <sup>83</sup>



**Figure E.29 Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National**

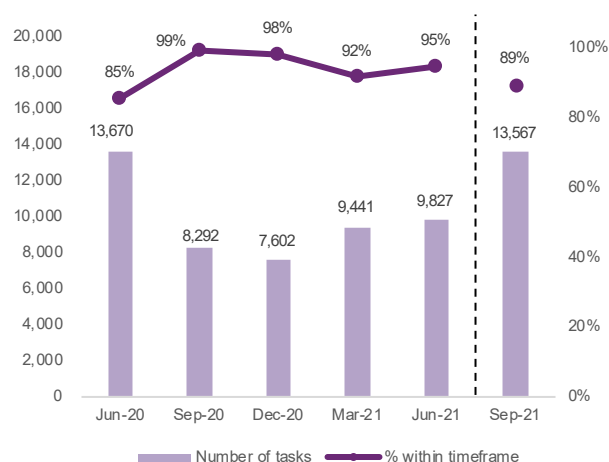


**Figure E.30 Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National**

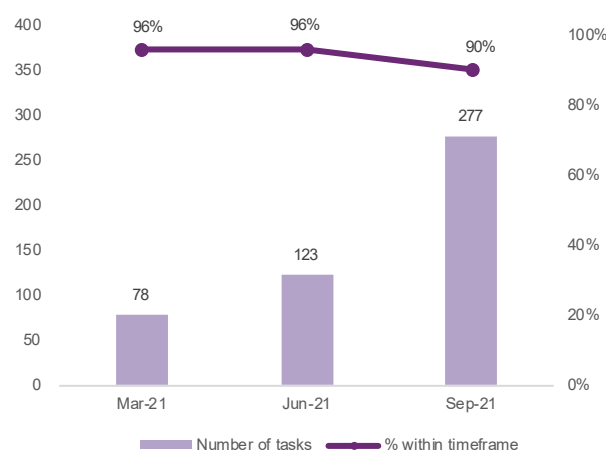


<sup>83</sup> The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 28 day timeframe while the results for prior quarters are based on the 42 day timeframe.

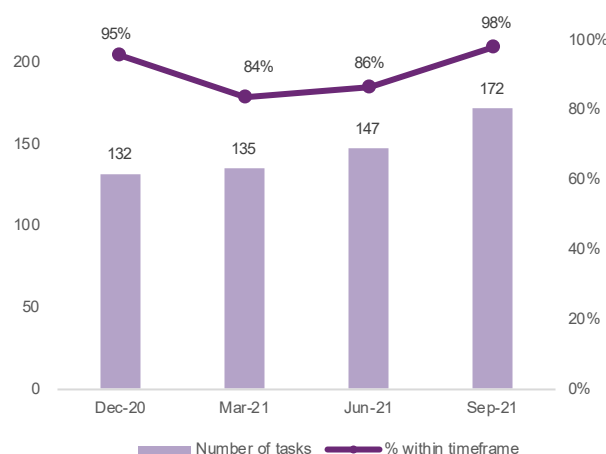
**Figure E.31 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National** <sup>84</sup>



**Figure E.32 Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National**



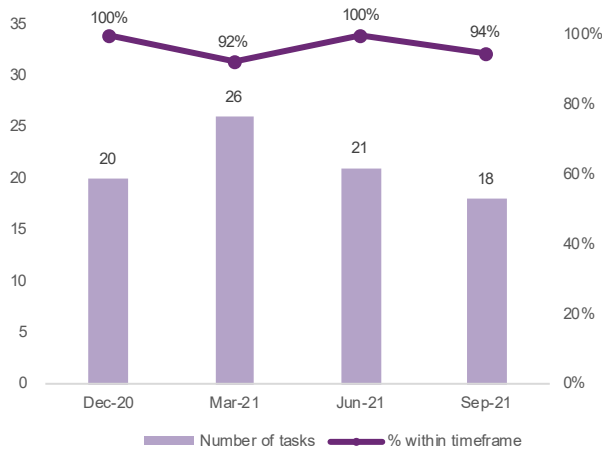
**Figure E.33 Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National**



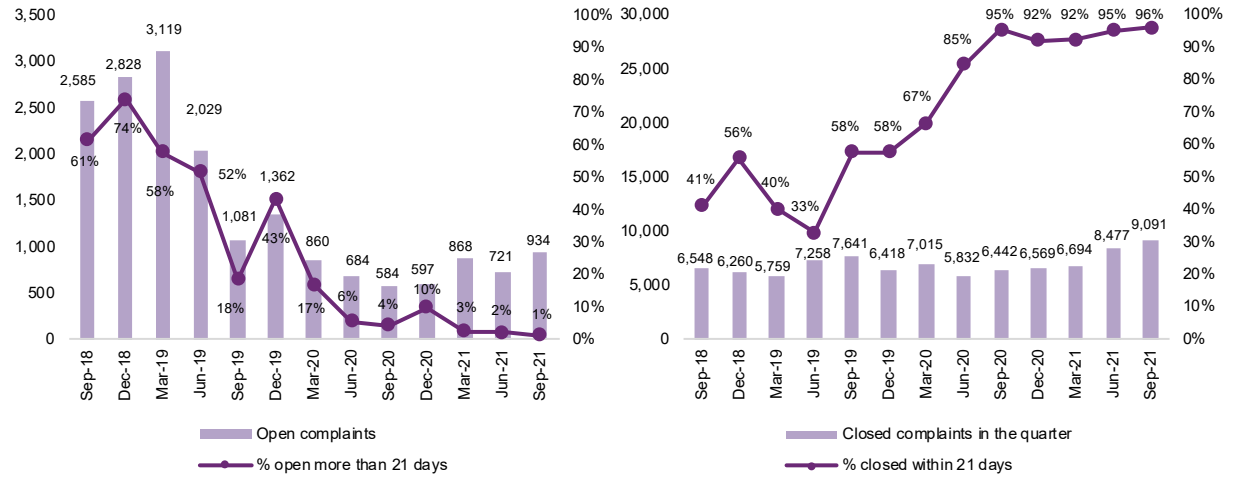
<sup>84</sup> The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 60 day timeframe while the results for prior quarters are based on the 90 day timeframe.



**Figure E.34 Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National**



**Figure E.35 Open (left) and closed (right) complaints over time – National**



## Part Four: Providers and the growing market

**Table E.77 Key markets indicators by quarter – National** <sup>85 86</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.26	1.24
b) Number of providers delivering new types of supports	1,479	1,509
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	87%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	89%	90%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	91%	91%

**Table E.78 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – National** <sup>87</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	517
Active in 2021-22 Q1 and also in previous quarters	8,705
<b>Active in 2021-22 Q1</b>	<b>9,222</b>
Inactive in 2021-22 Q1	7,821
<b>Active ever</b>	<b>17,043</b>

<sup>85</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>86</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>87</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table E.79 Cumulative number of providers that have been ever active by registration group – National <sup>88</sup>**

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	671	21	692	3%
Assistance Animals	295	12	307	4%
Assistance with daily life tasks in a group or shared living arrangement	2,129	140	2,269	7%
Assistance with travel/transport arrangements	2,324	76	2,400	3%
Daily Personal Activities	3,266	204	3,470	6%
Group and Centre Based Activities	2,368	113	2,481	5%
High Intensity Daily Personal Activities	2,437	88	2,525	4%
Household tasks	4,555	135	4,690	3%
Interpreting and translation	524	19	543	4%
Participation in community, social and civic activities	3,553	221	3,774	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	682	26	708	4%
Assistive products for household tasks	727	31	758	4%
Assistance products for personal care and safety	2,856	105	2,961	4%
Communication and information equipment	1,309	85	1,394	6%
Customised Prosthetics	1,526	52	1,578	3%
Hearing Equipment	669	42	711	6%
Hearing Services	174	24	198	14%
Personal Mobility Equipment	1,875	67	1,942	4%
Specialised Hearing Services	262	30	292	11%
Vision Equipment	603	33	636	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	3,315	228	3,543	7%
Behaviour Support	1,737	95	1,832	5%
Community nursing care for high needs	1,326	84	1,410	6%
Development of daily living and life skills	2,543	121	2,664	5%
Early Intervention supports for early childhood	3,038	90	3,128	3%
Exercise Physiology and Physical Wellbeing activities	1,971	70	2,041	4%
Innovative Community Participation	994	42	1,036	4%
Specialised Driving Training	598	17	615	3%
Therapeutic Supports	9,032	216	9,248	2%
<b>Capital services</b>				
Home modification design and construction	1,280	60	1,340	5%
Specialist Disability Accommodation	346	16	362	5%
Vehicle Modifications	540	30	570	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,477	78	1,555	5%
Support Coordination	1,250	83	1,333	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	926	62	988	7%
Specialised Supported Employment	826	60	886	7%
<b>Total</b>	<b>16,526</b>	<b>517</b>	<b>17,043</b>	<b>3%</b>

<sup>88</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.80 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	145	547	<b>692</b>	21%	79%	<b>100%</b>
Assistance Animals	42	265	<b>307</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	309	1,960	<b>2,269</b>	14%	86%	<b>100%</b>
Assistance with travel/transport arrangements	470	1,930	<b>2,400</b>	20%	80%	<b>100%</b>
Daily Personal Activities	509	2,961	<b>3,470</b>	15%	85%	<b>100%</b>
Group and Centre Based Activities	337	2,144	<b>2,481</b>	14%	86%	<b>100%</b>
High Intensity Daily Personal Activities	344	2,181	<b>2,525</b>	14%	86%	<b>100%</b>
Household tasks	1,529	3,161	<b>4,690</b>	33%	67%	<b>100%</b>
Interpreting and translation	116	427	<b>543</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	580	3,194	<b>3,774</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	102	606	<b>708</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	115	643	<b>758</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	548	2,413	<b>2,961</b>	19%	81%	<b>100%</b>
Communication and information equipment	313	1,081	<b>1,394</b>	22%	78%	<b>100%</b>
Customised Prosthetics	317	1,261	<b>1,578</b>	20%	80%	<b>100%</b>
Hearing Equipment	119	592	<b>711</b>	17%	83%	<b>100%</b>
Hearing Services	25	173	<b>198</b>	13%	87%	<b>100%</b>
Personal Mobility Equipment	356	1,586	<b>1,942</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	55	237	<b>292</b>	19%	81%	<b>100%</b>
Vision Equipment	109	527	<b>636</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	730	2,813	<b>3,543</b>	21%	79%	<b>100%</b>
Behaviour Support	528	1,304	<b>1,832</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	230	1,180	<b>1,410</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	400	2,264	<b>2,664</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	1,232	1,896	<b>3,128</b>	39%	61%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	530	1,511	<b>2,041</b>	26%	74%	<b>100%</b>
Innovative Community Participation	281	755	<b>1,036</b>	27%	73%	<b>100%</b>
Specialised Driving Training	161	454	<b>615</b>	26%	74%	<b>100%</b>
Therapeutic Supports	4,298	4,950	<b>9,248</b>	46%	54%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	258	1,082	<b>1,340</b>	19%	81%	<b>100%</b>
Specialist Disability Accommodation	19	343	<b>362</b>	5%	95%	<b>100%</b>
Vehicle Modifications	87	483	<b>570</b>	15%	85%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	303	1,252	<b>1,555</b>	19%	81%	<b>100%</b>
Support Coordination	257	1,076	<b>1,333</b>	19%	81%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	138	850	<b>988</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	128	758	<b>886</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>6,929</b>	<b>10,114</b>	<b>17,043</b>	<b>41%</b>	<b>59%</b>	<b>100%</b>

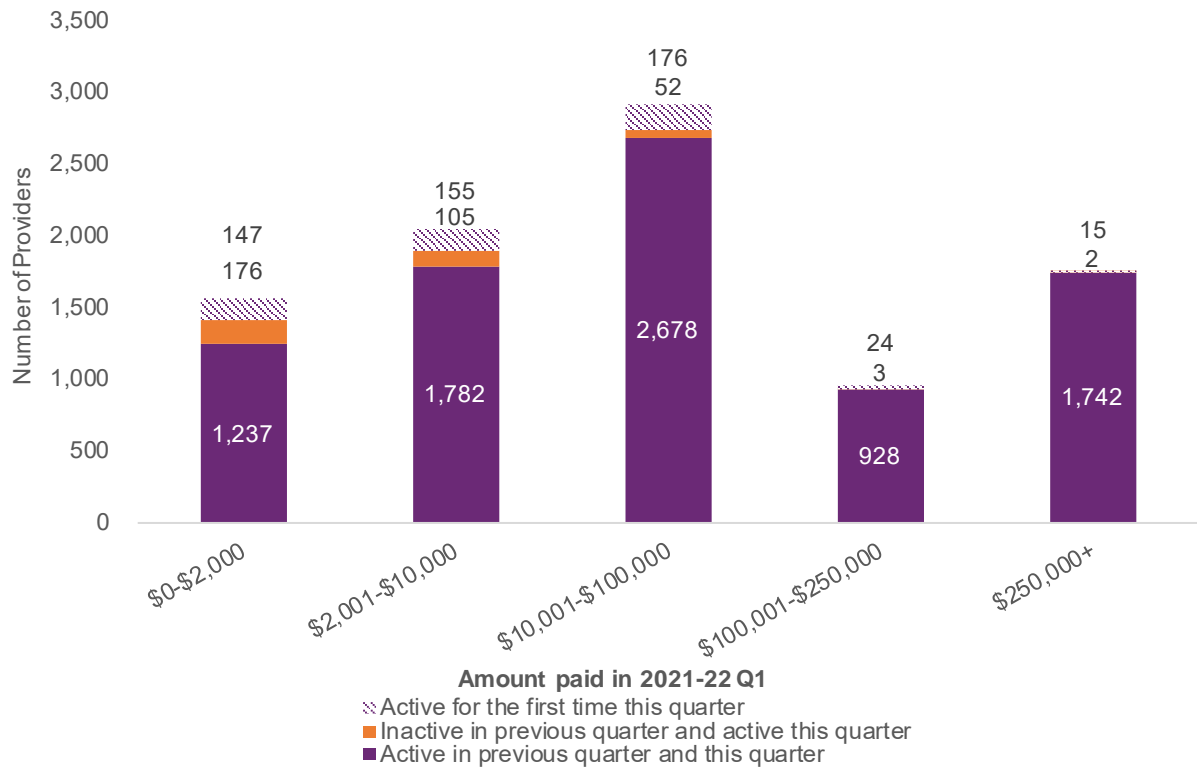
**Table E.81 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – National**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	73	21	94	22%
Assistance Animals	153	12	165	7%
Assistance with daily life tasks in a group or shared living arrangement	1,527	140	1,667	8%
Assistance with travel/transport arrangements	888	76	964	8%
Daily Personal Activities	2,324	204	2,528	8%
Group and Centre Based Activities	1,504	113	1,617	7%
High Intensity Daily Personal Activities	1,363	88	1,451	6%
Household tasks	2,244	135	2,379	6%
Interpreting and translation	214	19	233	8%
Participation in community, social and civic activities	2,570	221	2,791	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	136	26	162	16%
Assistive products for household tasks	142	31	173	18%
Assistance products for personal care and safety	1,517	105	1,622	6%
Communication and information equipment	654	85	739	12%
Customised Prosthetics	677	52	729	7%
Hearing Equipment	254	42	296	14%
Hearing Services	34	24	58	41%
Personal Mobility Equipment	958	67	1,025	7%
Specialised Hearing Services	69	30	99	30%
Vision Equipment	222	33	255	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,423	228	2,651	9%
Behaviour Support	895	95	990	10%
Community nursing care for high needs	685	84	769	11%
Development of daily living and life skills	1,257	121	1,378	9%
Early Intervention supports for early childhood	1,251	90	1,341	7%
Exercise Physiology and Physical Wellbeing activities	974	70	1,044	7%
Innovative Community Participation	253	42	295	14%
Specialised Driving Training	201	17	218	8%
Therapeutic Supports	4,203	216	4,419	5%
<b>Capital services</b>				
Home modification design and construction	448	60	508	12%
Specialist Disability Accommodation	258	16	274	6%
Vehicle Modifications	163	30	193	16%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	982	78	1,060	7%
Support Coordination	568	83	651	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	471	62	533	12%
Specialised Supported Employment	613	60	673	9%
<b>Total</b>	<b>8,705</b>	<b>517</b>	<b>9,222</b>	<b>6%</b>

Table E.82 Number and proportion of providers active in 2021-22 Q1 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	15	79	<b>94</b>	16%	84%	<b>100%</b>
Assistance Animals	21	144	<b>165</b>	13%	87%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	188	1,479	<b>1,667</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	131	833	<b>964</b>	14%	86%	<b>100%</b>
Daily Personal Activities	326	2,202	<b>2,528</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	215	1,402	<b>1,617</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	194	1,257	<b>1,451</b>	13%	87%	<b>100%</b>
Household tasks	620	1,759	<b>2,379</b>	26%	74%	<b>100%</b>
Interpreting and translation	40	193	<b>233</b>	17%	83%	<b>100%</b>
Participation in community, social and civic activities	365	2,426	<b>2,791</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	14	148	<b>162</b>	9%	91%	<b>100%</b>
Assistive products for household tasks	19	154	<b>173</b>	11%	89%	<b>100%</b>
Assistance products for personal care and safety	251	1,371	<b>1,622</b>	15%	85%	<b>100%</b>
Communication and information equipment	132	607	<b>739</b>	18%	82%	<b>100%</b>
Customised Prosthetics	133	596	<b>729</b>	18%	82%	<b>100%</b>
Hearing Equipment	48	248	<b>296</b>	16%	84%	<b>100%</b>
Hearing Services	7	51	<b>58</b>	12%	88%	<b>100%</b>
Personal Mobility Equipment	162	863	<b>1,025</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	20	79	<b>99</b>	20%	80%	<b>100%</b>
Vision Equipment	45	210	<b>255</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	506	2,145	<b>2,651</b>	19%	81%	<b>100%</b>
Behaviour Support	220	770	<b>990</b>	22%	78%	<b>100%</b>
Community nursing care for high needs	121	648	<b>769</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	183	1,195	<b>1,378</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	300	1,041	<b>1,341</b>	22%	78%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	223	821	<b>1,044</b>	21%	79%	<b>100%</b>
Innovative Community Participation	61	234	<b>295</b>	21%	79%	<b>100%</b>
Specialised Driving Training	52	166	<b>218</b>	24%	76%	<b>100%</b>
Therapeutic Supports	1,567	2,852	<b>4,419</b>	35%	65%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	71	437	<b>508</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	13	261	<b>274</b>	5%	95%	<b>100%</b>
Vehicle Modifications	19	174	<b>193</b>	10%	90%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	224	836	<b>1,060</b>	21%	79%	<b>100%</b>
Support Coordination	110	541	<b>651</b>	17%	83%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	68	465	<b>533</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	94	579	<b>673</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>2,705</b>	<b>6,517</b>	<b>9,222</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

**Figure E.36 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – National** <sup>89</sup>



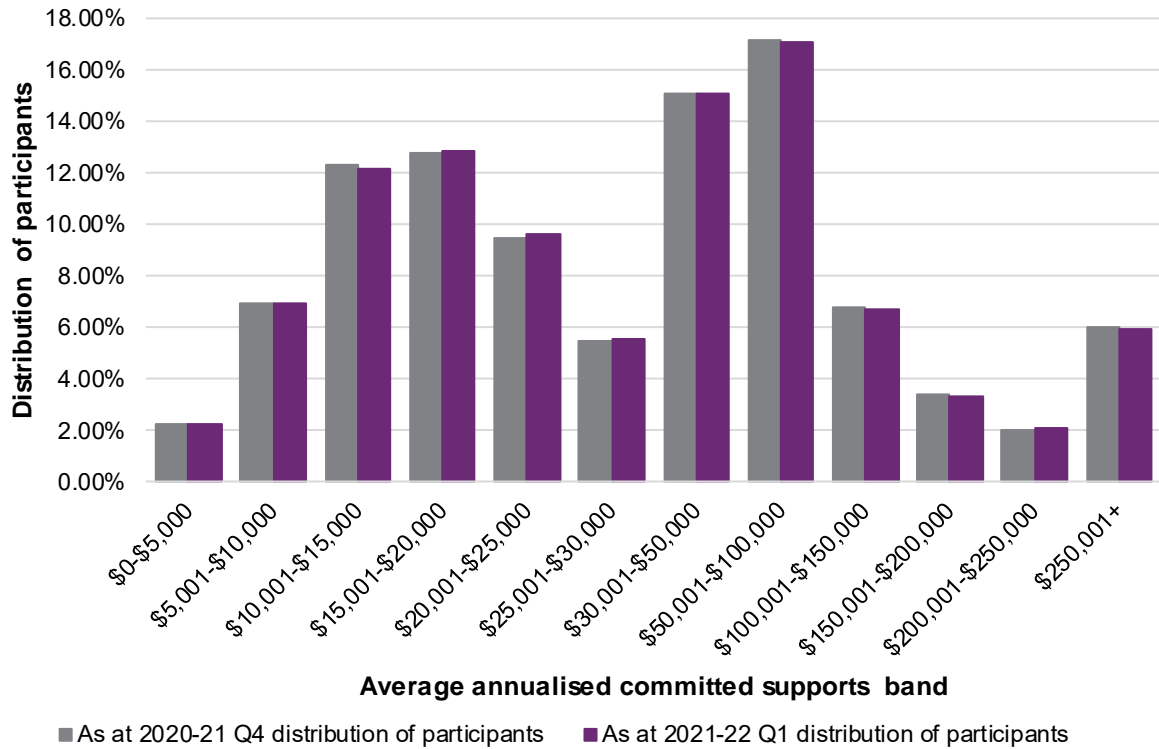
## Part Five: Financial sustainability

**Table E.83 Committed supports by financial year (\$m) – National**

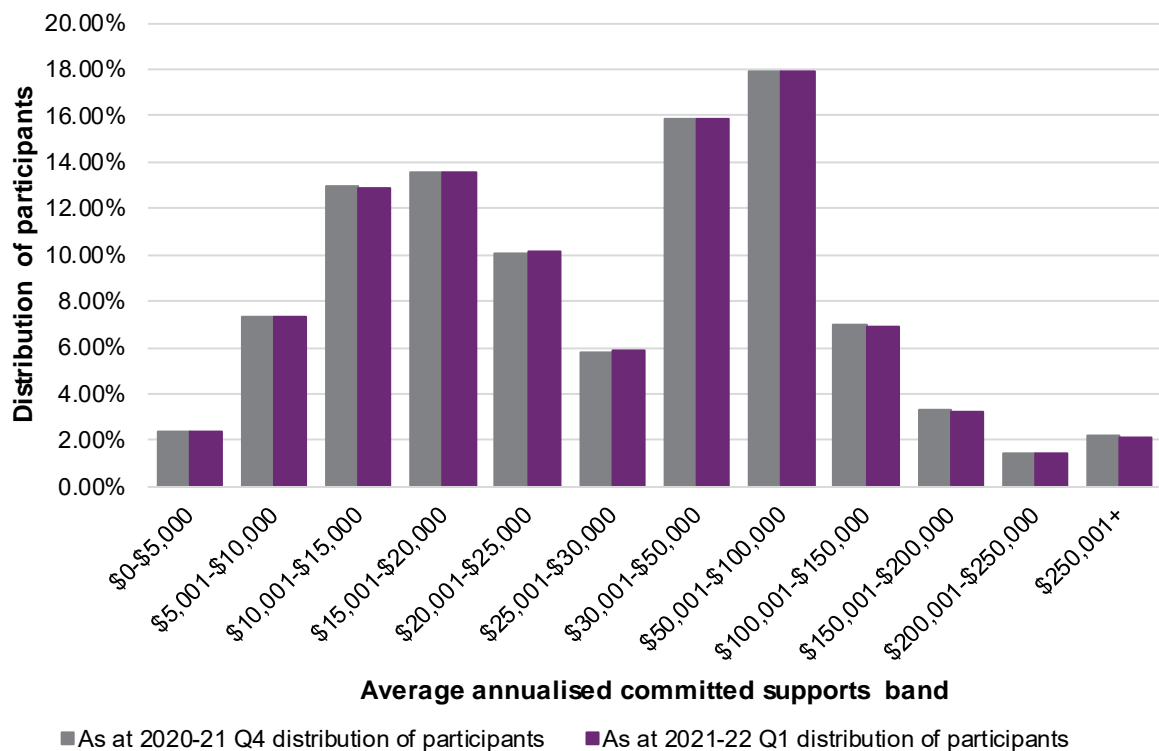
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	133.9	497.2	940.4	3,244.1	7,775.4	14,585.2	24,714.7	32,731.8	8,472.6

<sup>89</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.37 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – National**

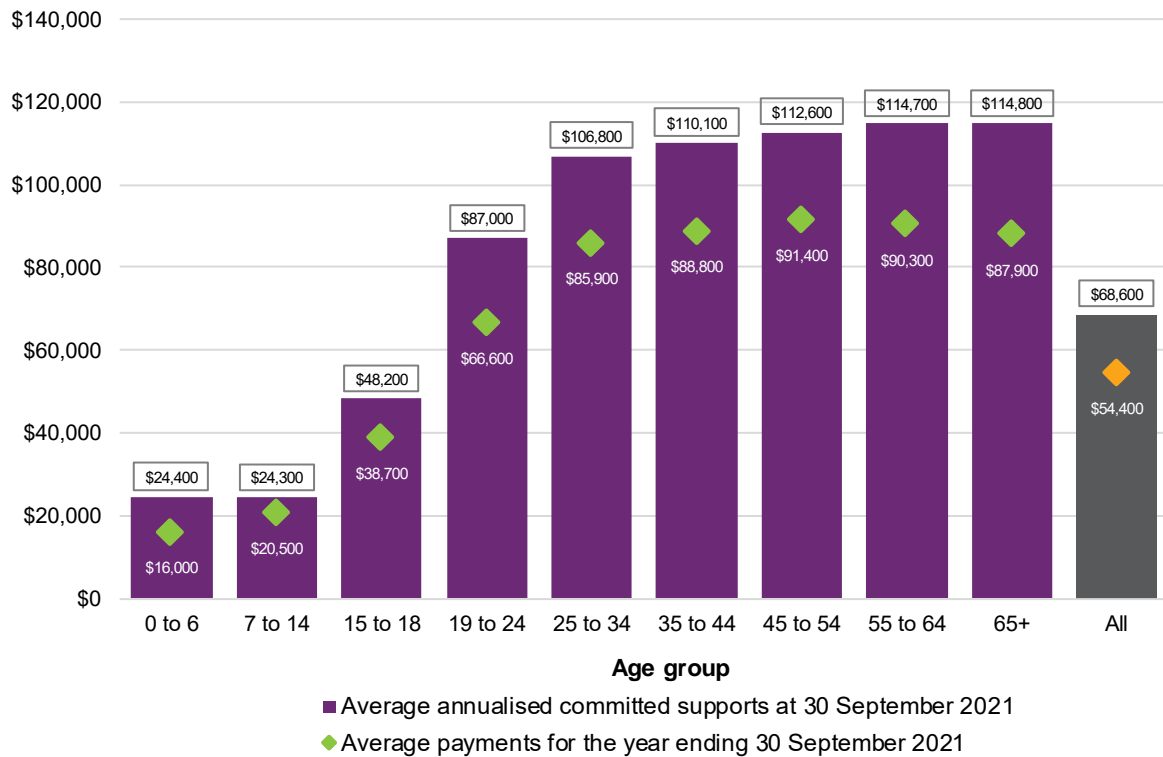


**Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – National**

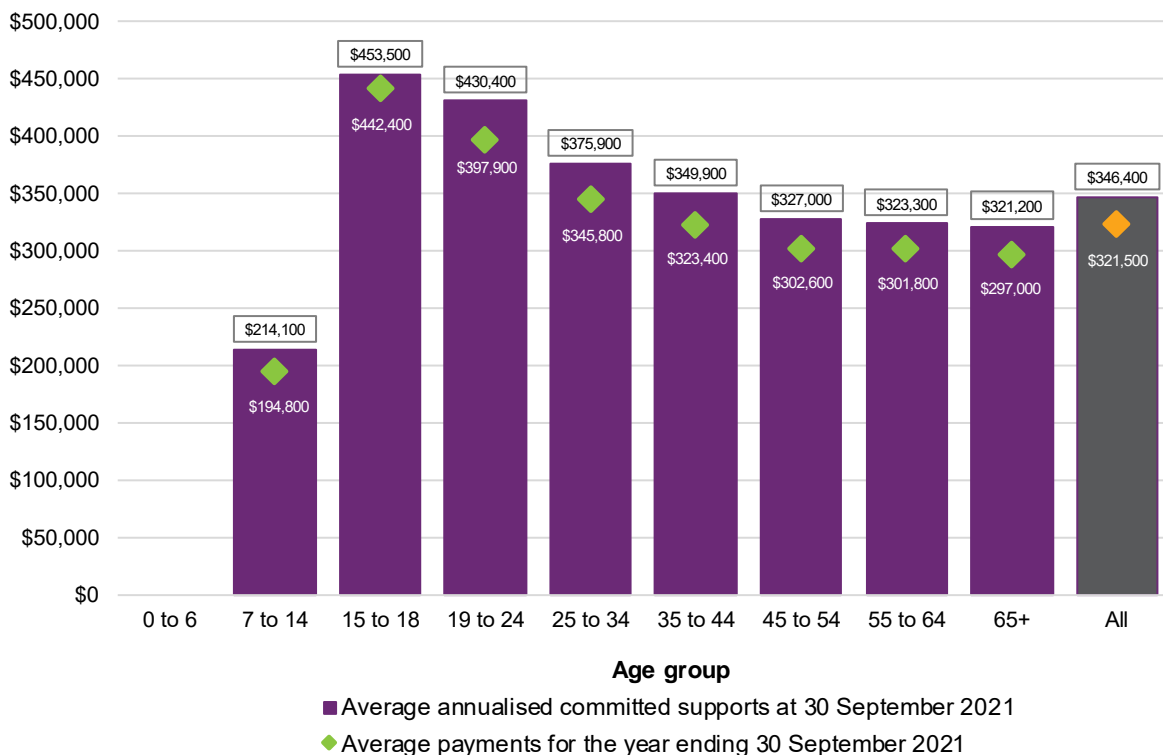




**Figure E.39 Average annualised committed supports and average payments by age group as at 30 September 2021 – National**  
90



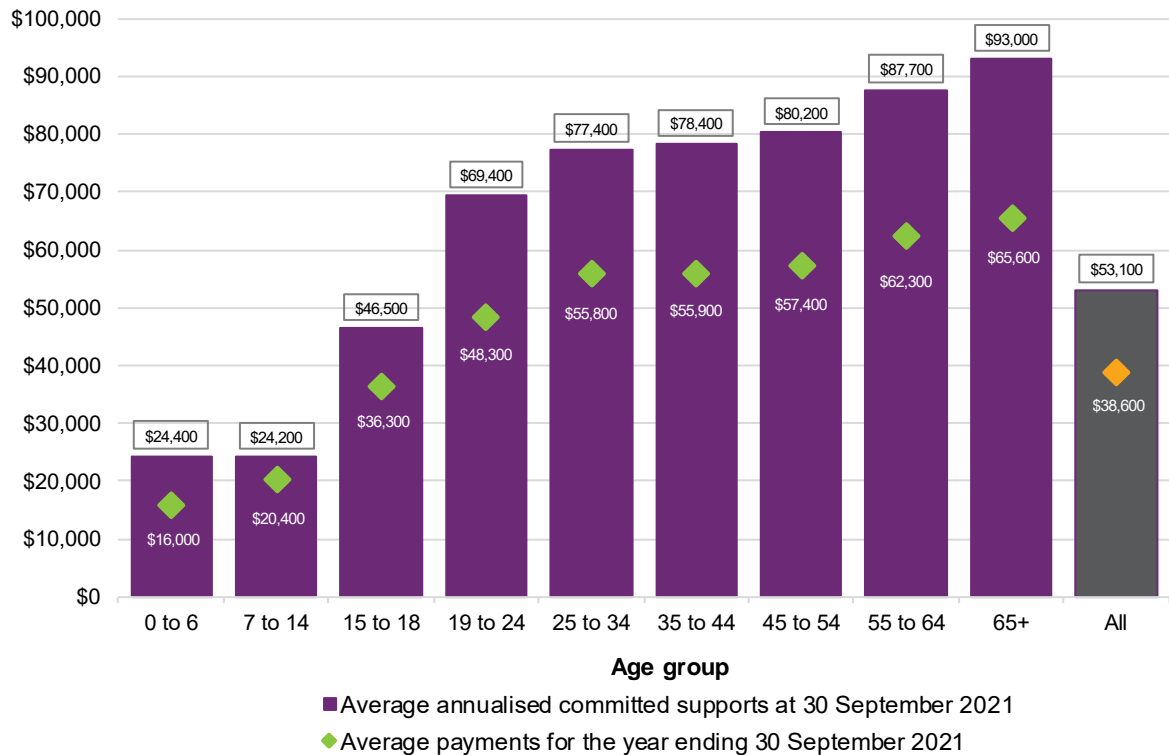
**Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – National**  
91



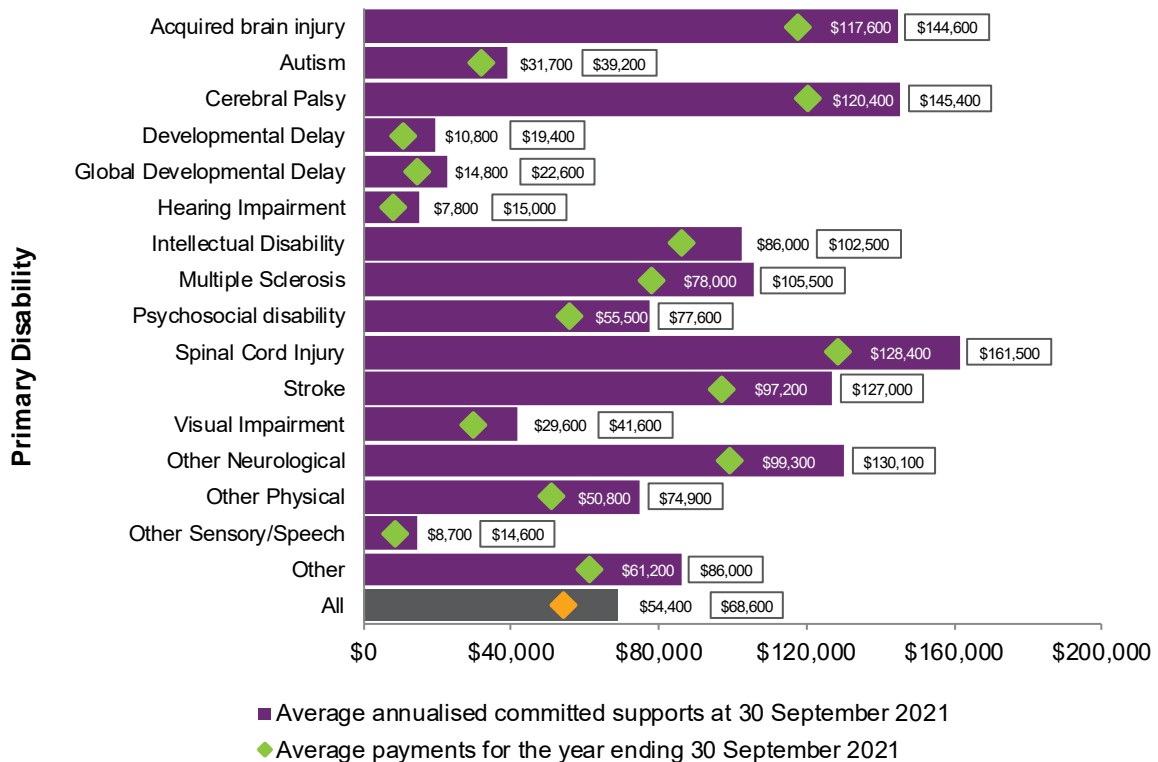
<sup>90</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>91</sup> Ibid.

**Figure E.41 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – National** <sup>92</sup>



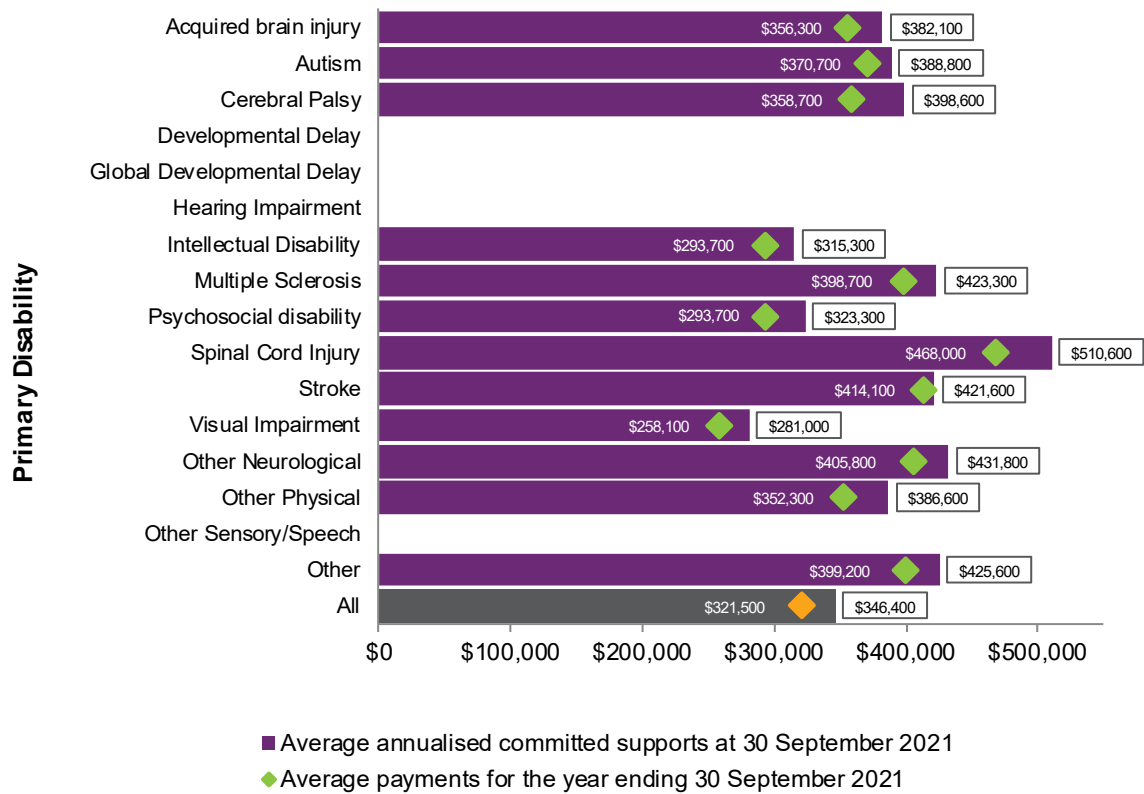
**Figure E.42 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – National** <sup>93</sup>



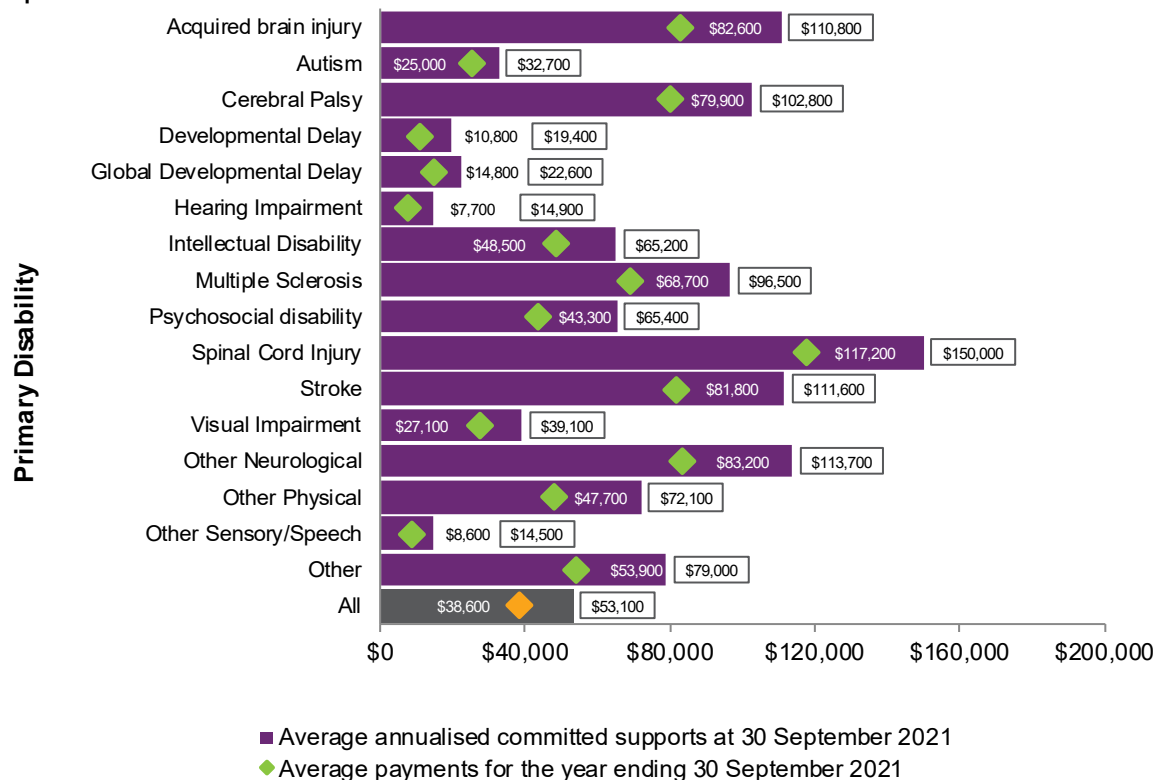
<sup>92</sup> Ibid.

<sup>93</sup> Ibid.

**Figure E.43 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – National** <sup>94</sup>



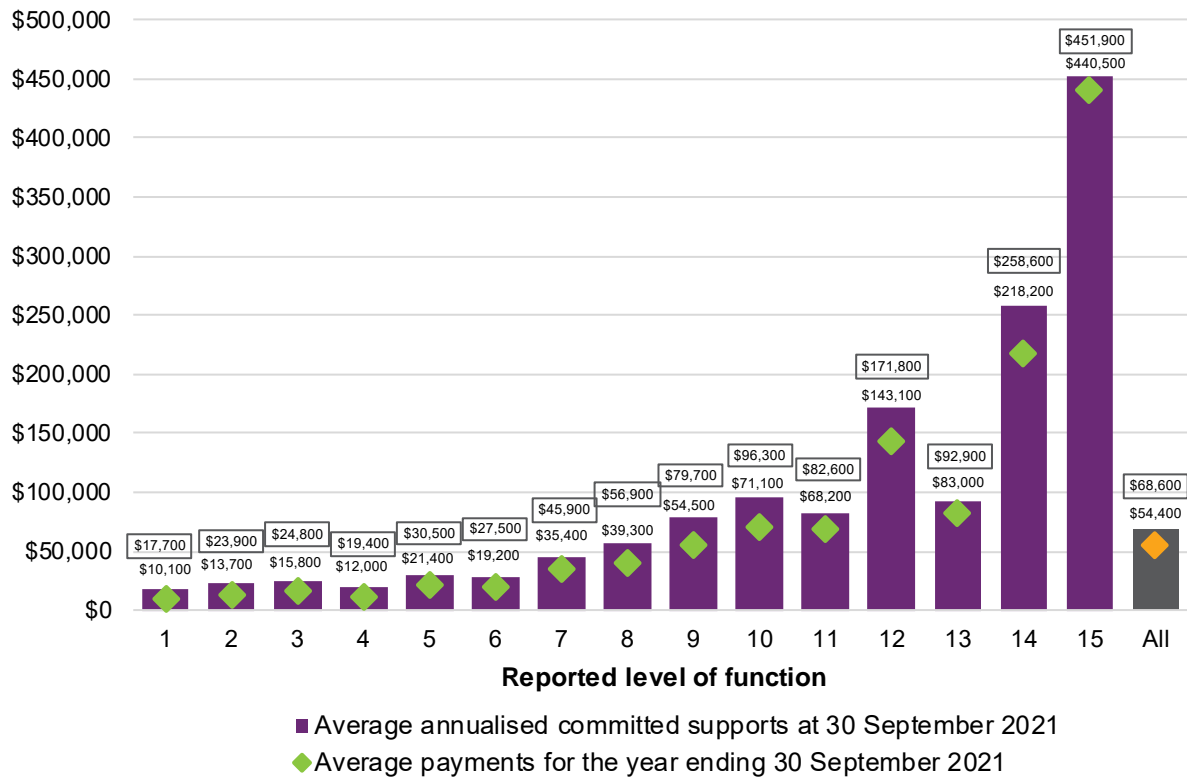
**Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – National** <sup>95</sup>



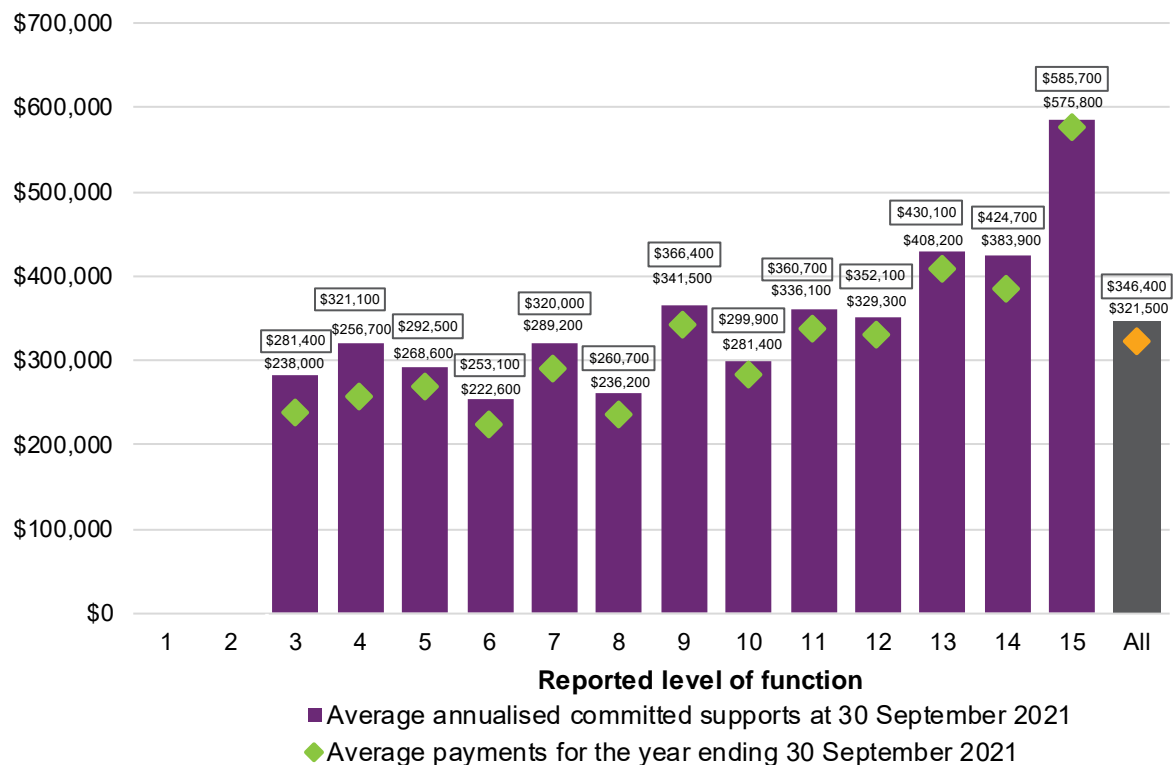
<sup>94</sup> Ibid.

<sup>95</sup> Ibid.

**Figure E.45 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – National** <sup>96</sup>



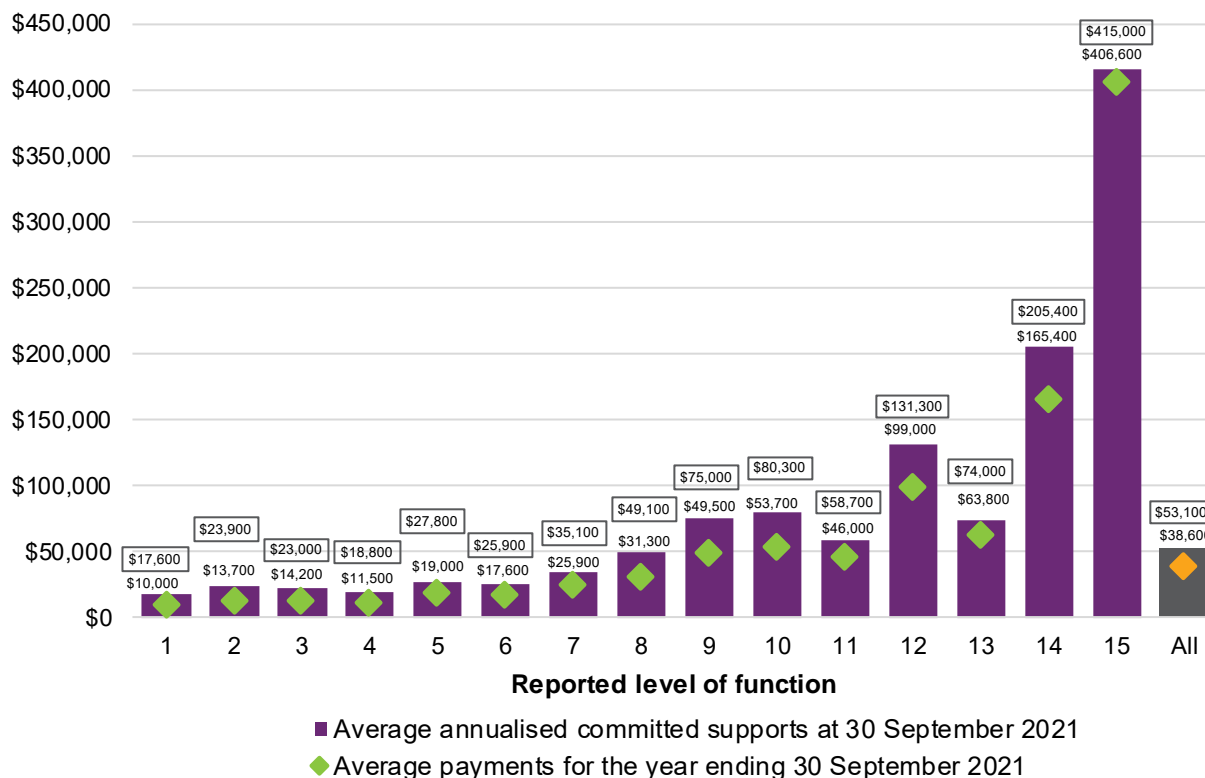
**Figure E.46 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – National** <sup>97</sup>



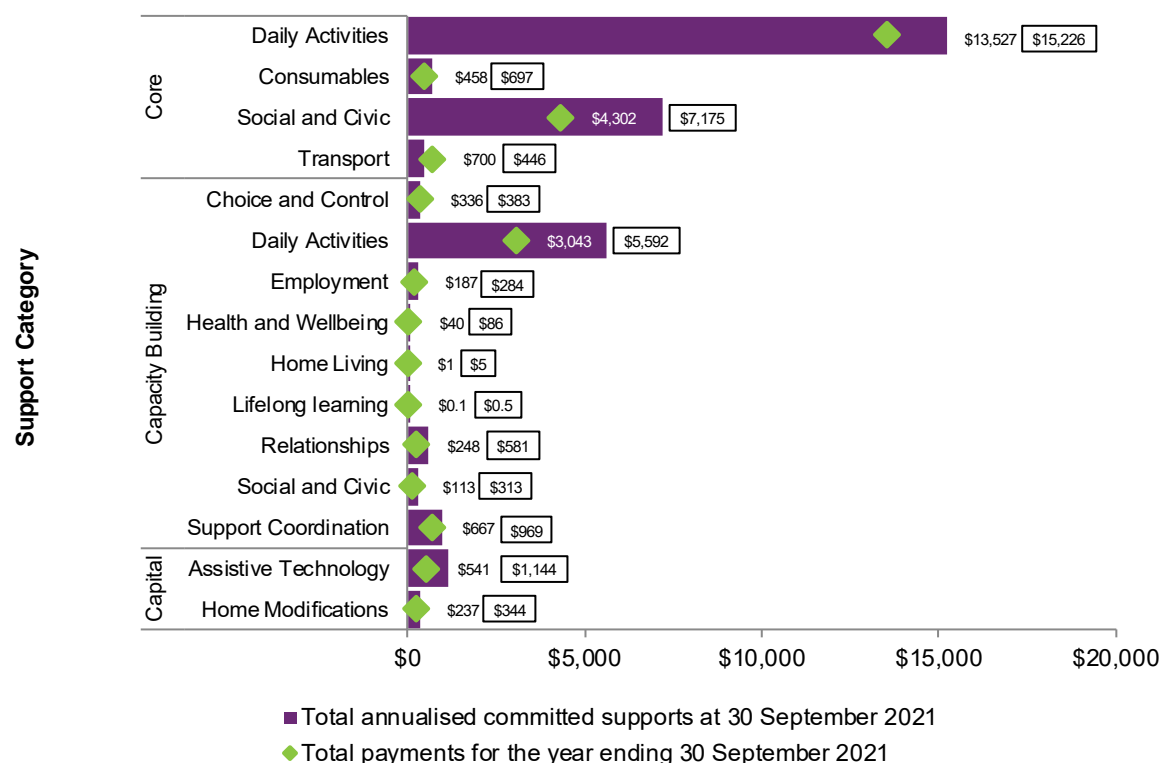
<sup>96</sup> Ibid.

<sup>97</sup> Ibid.

**Figure E.47 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – National <sup>98</sup>**



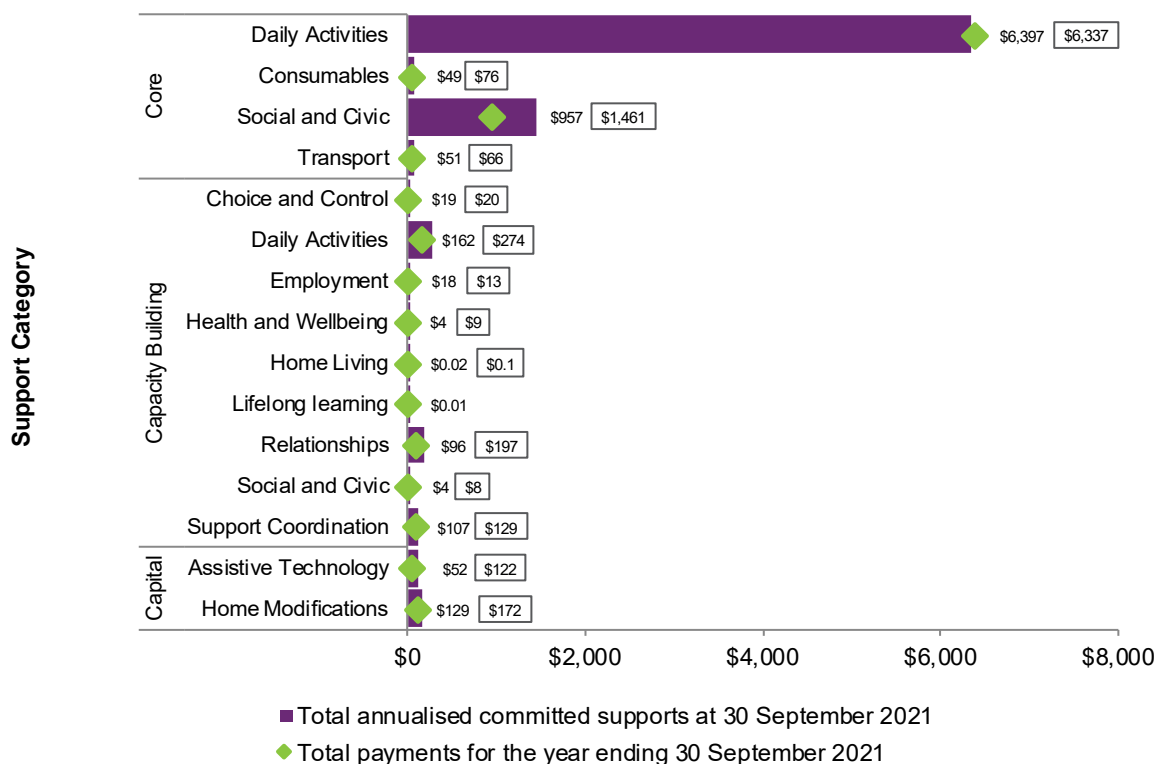
**Figure E.48 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – National <sup>99</sup>**



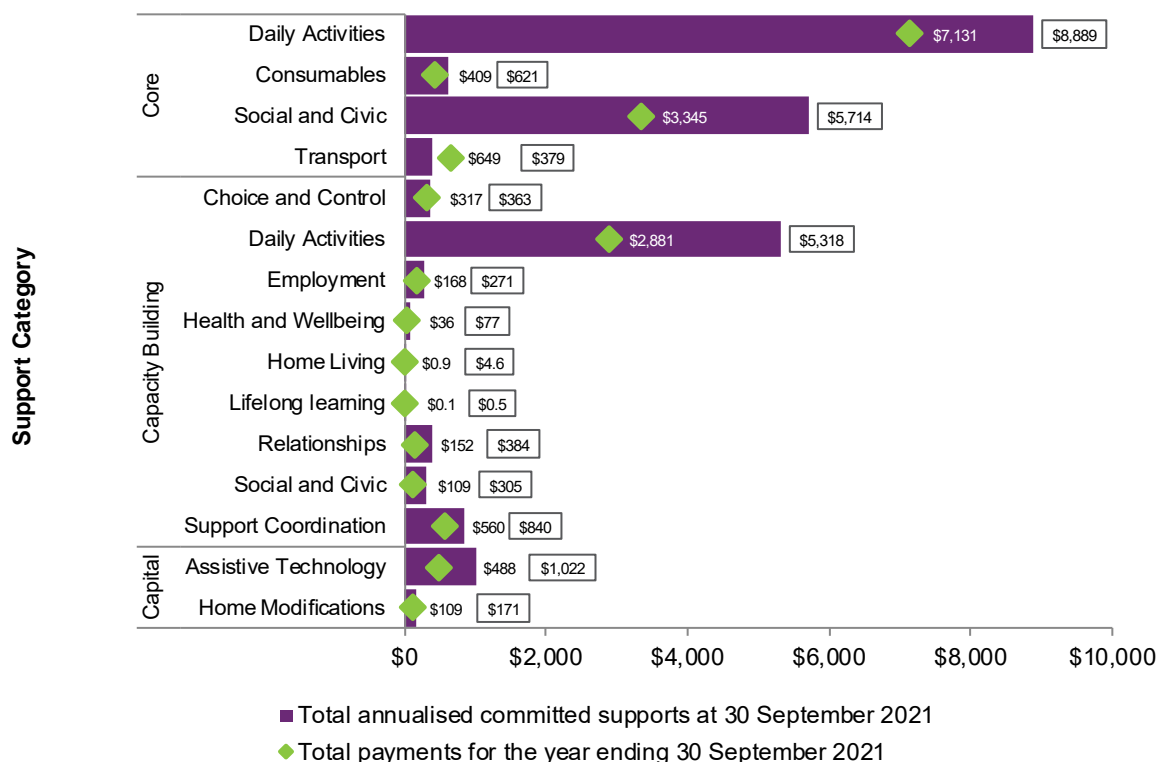
<sup>98</sup> Ibid.

<sup>99</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure E.49 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – National** <sup>100</sup>



**Figure E.50 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – National** <sup>101</sup>



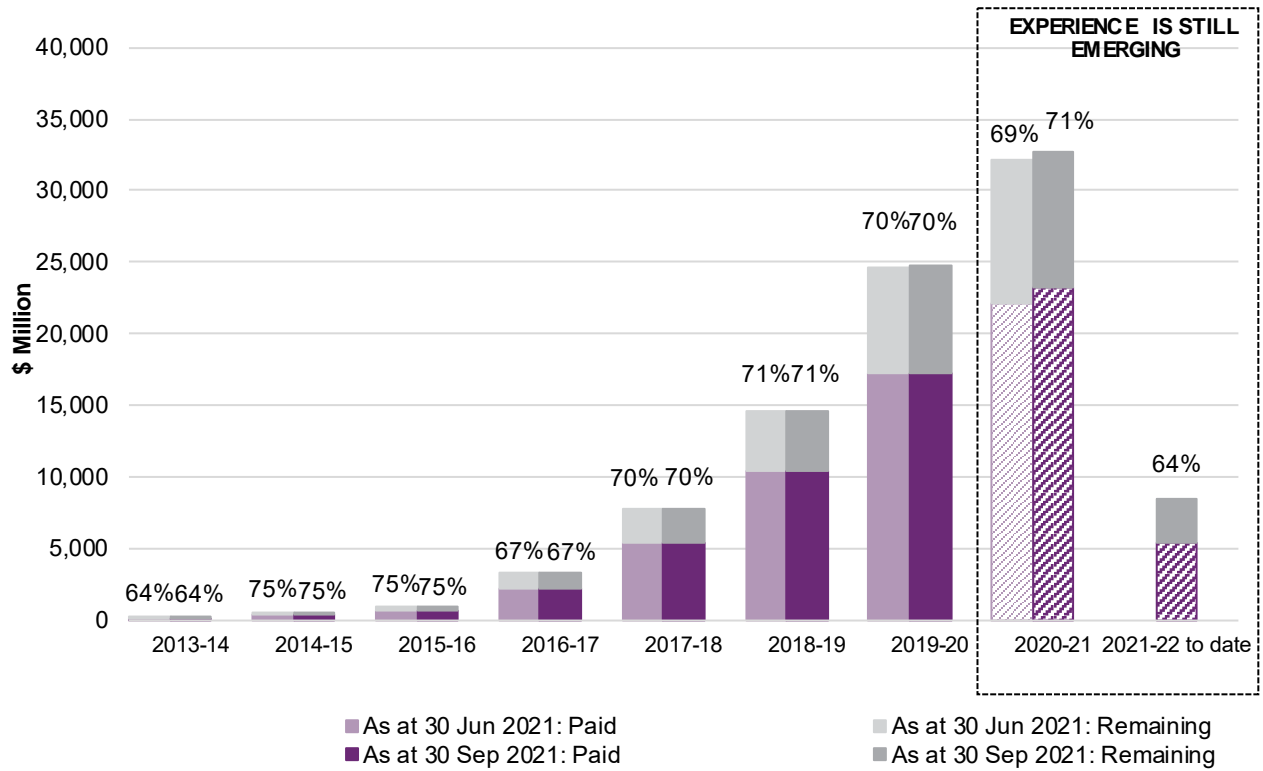
<sup>100</sup> Ibid.

<sup>101</sup> Ibid.

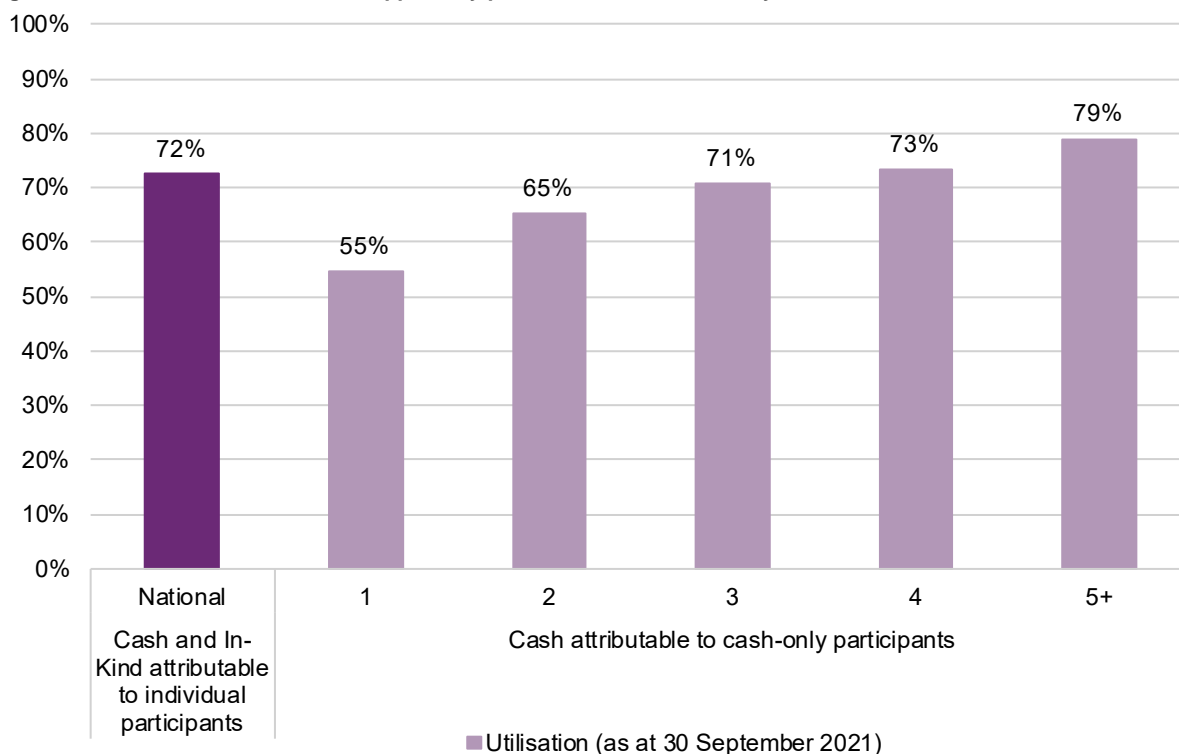
**Table E.84 Payments by financial year in which support was provided, compared to committed supports (\$m) – National**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	133.9	497.2	940.4	3,244.1	7,775.4	14,585.2	24,714.7	32,731.8	8,472.6
Total Paid	85.8	370.9	704.2	2,187.0	5,436.3	10,399.6	17,295.7	23,198.5	5,427.3
% utilised to date	64%	75%	75%	67%	70%	71%	70%	71%	64%

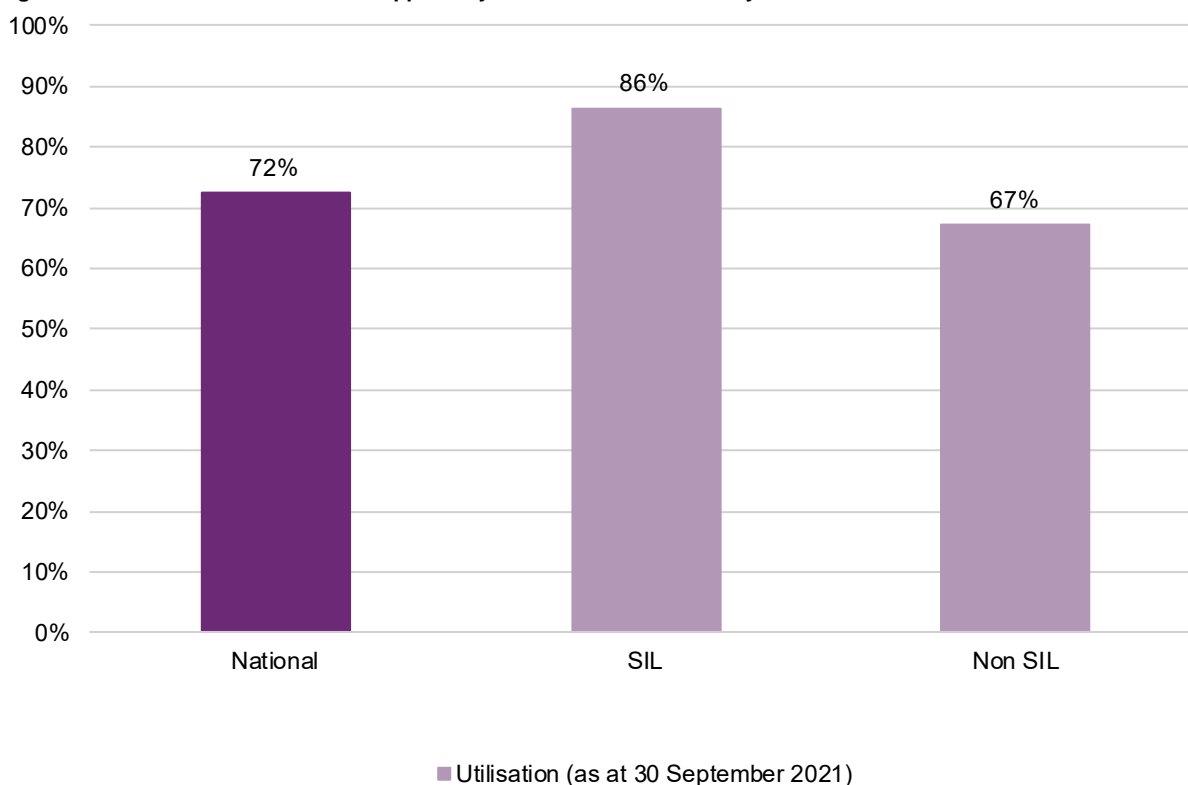
**Figure E.51 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – National**



**Figure E.52 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – National** <sup>102</sup>



**Figure E.53 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – National** <sup>103</sup>

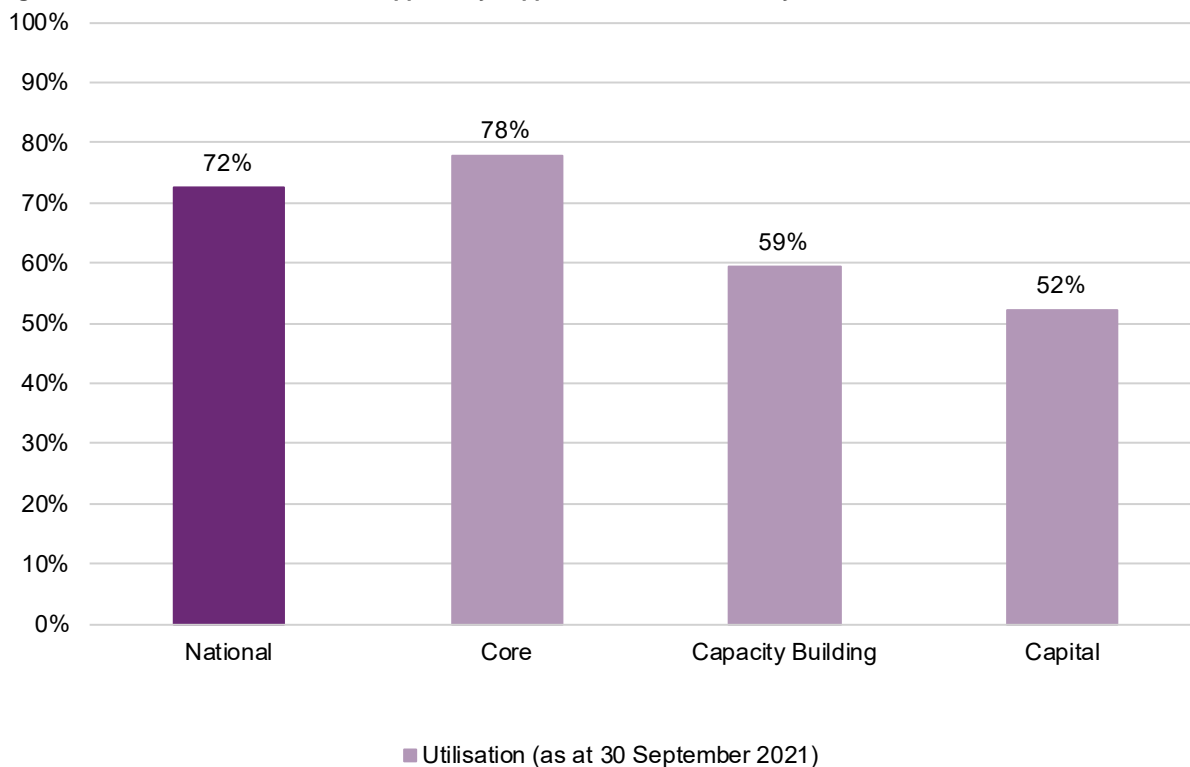


<sup>102</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

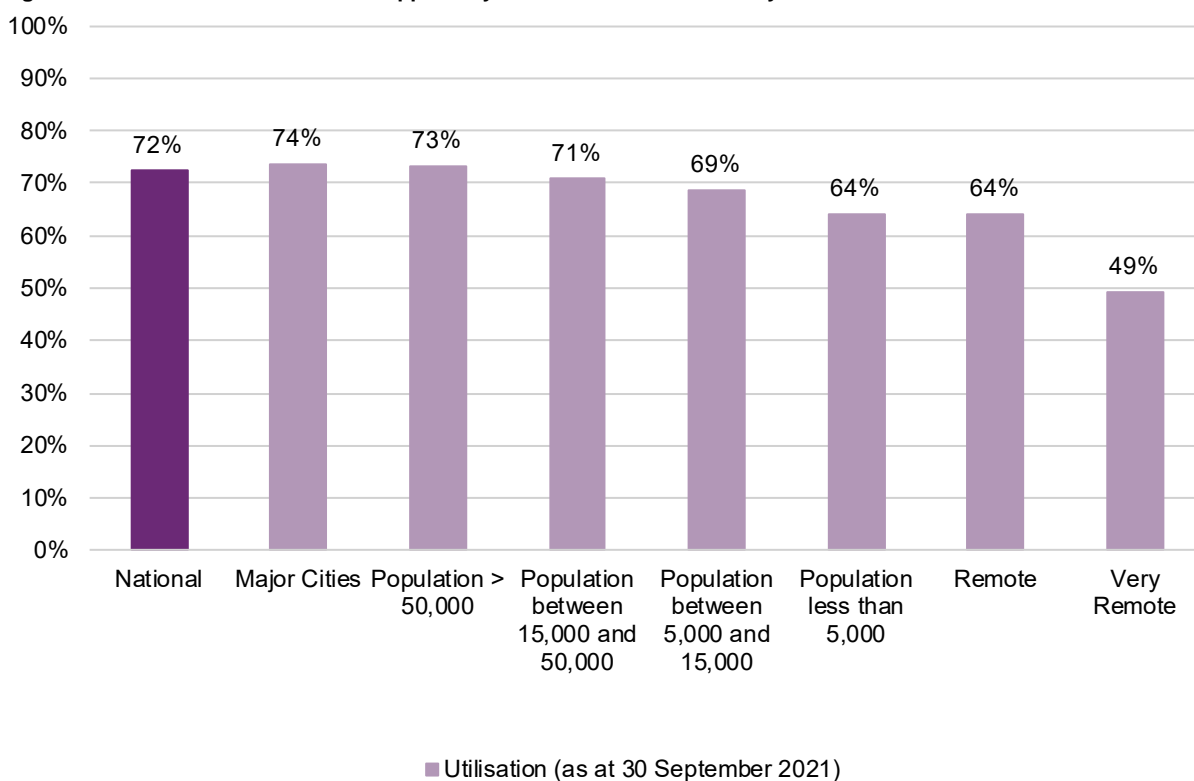
<sup>103</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.



**Figure E.54 Utilisation of committed supports by support class from 1 January 2021 to 30 June 2021 – National** <sup>104</sup>



**Figure E.55 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – National** <sup>105</sup>



<sup>104</sup> Ibid.

<sup>105</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>106</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
New South Wales	144,053	5,649	149,702	4,525	154,227

Table F.2 Active participants (including ECA) by quarter of entry, plan and entry type – New South Wales <sup>107</sup>

	Prior Quarters	2021-22 Q1	Total
Access decisions	187,130	7,638	194,768
Active Eligible	146,906	5,510	152,416
New	80,647	5,314	85,961
State	52,612	78	52,690
Commonwealth	13,647	118	13,765
Active Participant Plans (excl ECA)	144,053	5,649	149,702
New	78,514	5,398	83,912
State	52,033	105	52,138
Commonwealth	13,506	146	13,652
Active Participant Plans	148,998	10,174	154,227
Early Intervention (s25)	37,176	2,692	39,868
Permanent Disability (s24)	106,877	2,957	109,834
ECA	4,945	4,525	4,525

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

Exits	Total
Total participant exits	7,561
Early Intervention participants	1,235
Permanent disability participants	6,326

<sup>106</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>107</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table F.4 Cumulative numbers of active participants (including ECA) by services previously received – New South Wales** <sup>108</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	52,138	13,652	83,912	4,525	154,227

**Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales** <sup>109 110 111</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	39,868	109,834	4,525	154,227

<sup>108</sup> This table shows the total numbers of active participants at the end of each period.

<sup>109</sup> Ibid.

<sup>110</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>111</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table F.6 Assessment of access by age group – New South Wales** <sup>112</sup>

	Prior Quarters		2021-22 Q1		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	44,019	97%	2,430	96%	46,449	97%
7 to 14	28,150	85%	829	76%	28,979	85%
15 to 18	11,389	89%	303	78%	11,692	89%
19 to 24	9,588	90%	161	64%	9,749	89%
25 to 34	11,914	85%	294	63%	12,208	84%
35 to 44	12,992	81%	310	52%	13,302	80%
45 to 54	16,785	76%	459	52%	17,244	75%
55 to 64	21,484	69%	730	53%	22,214	69%
65+	1,184	54%	23	39%	1,207	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>157,506</b>	<b>84%</b>	<b>5,539</b>	<b>73%</b>	<b>163,045</b>	<b>84%</b>

**Table F.7 Assessment of access by disability – New South Wales** <sup>113</sup>

	Prior Quarters		2021-22 Q1		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	4,772	93%	135	80%	4,907	92%
Autism	48,032	96%	1,427	95%	49,459	96%
Cerebral Palsy	5,599	97%	54	84%	5,653	97%
Developmental Delay	11,912	96%	1,406	97%	13,318	96%
Global Developmental Delay	3,358	99%	382	99%	3,740	99%
Hearing Impairment	7,515	87%	215	82%	7,730	87%
Intellectual Disability	31,259	95%	418	86%	31,677	95%
Multiple Sclerosis	2,589	87%	70	77%	2,659	87%
Psychosocial disability	15,709	68%	622	50%	16,331	68%
Spinal Cord Injury	1,862	94%	32	82%	1,894	94%
Stroke	2,800	86%	135	77%	2,935	85%
Visual Impairment	3,171	88%	66	71%	3,237	88%
Other Neurological	7,681	77%	236	68%	7,917	76%
Other Physical	6,806	43%	132	21%	6,938	42%
Other Sensory/Speech	1,388	50%	13	22%	1,401	49%
Other	1,523	39%	195	30%	1,718	38%
Missing	1,530	92%	<11		1,531	92%
<b>Total</b>	<b>157,506</b>	<b>84%</b>	<b>5,539</b>	<b>73%</b>	<b>163,045</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.

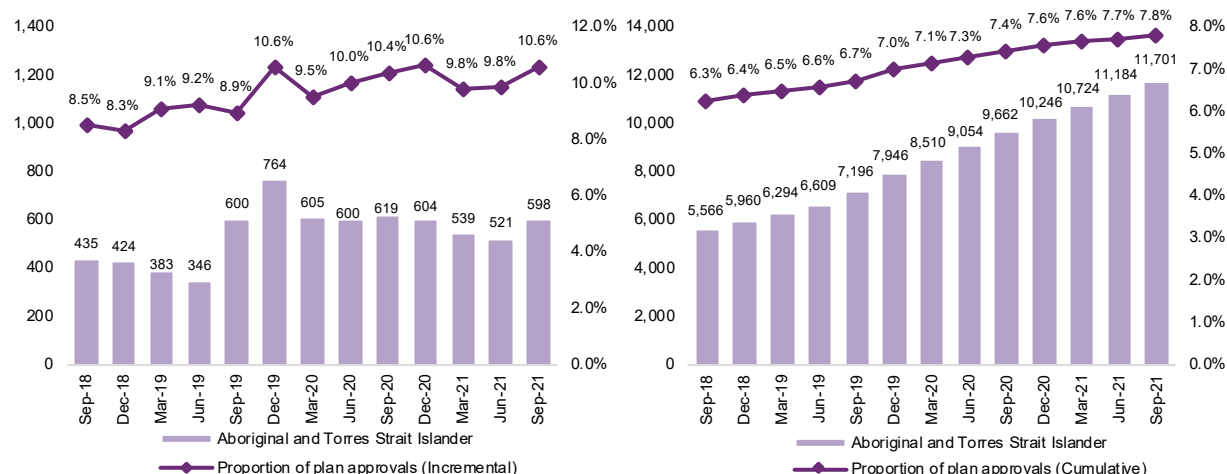
**Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	11,103	7.7%	598	10.6%	<b>11,701</b>	<b>7.8%</b>
Not Aboriginal and Torres Strait Islander	96,424	66.9%	4,538	80.3%	<b>100,962</b>	<b>67.4%</b>
Not Stated	36,526	25.4%	513	9.1%	<b>37,039</b>	<b>24.7%</b>
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

<sup>112</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>113</sup> Ibid.

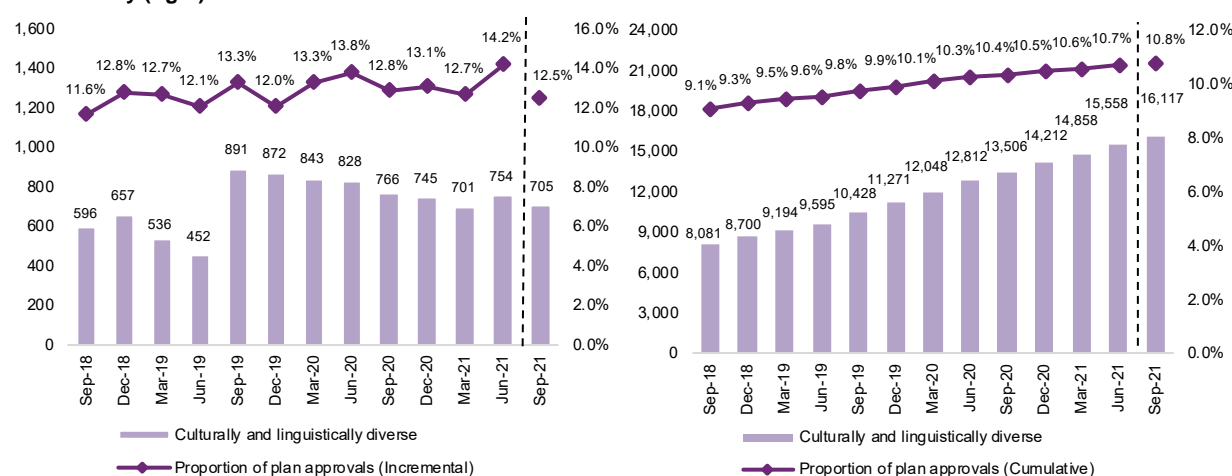
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>114</sup>



**Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales** <sup>115</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	15,412	10.7%	705	12.5%	16,117	10.8%
Not culturally and linguistically diverse	128,436	89.2%	4,944	87.5%	133,380	89.1%
Not stated	205	0.1%	<11		205	0.1%
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</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>116 117</sup>



<sup>114</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>115</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

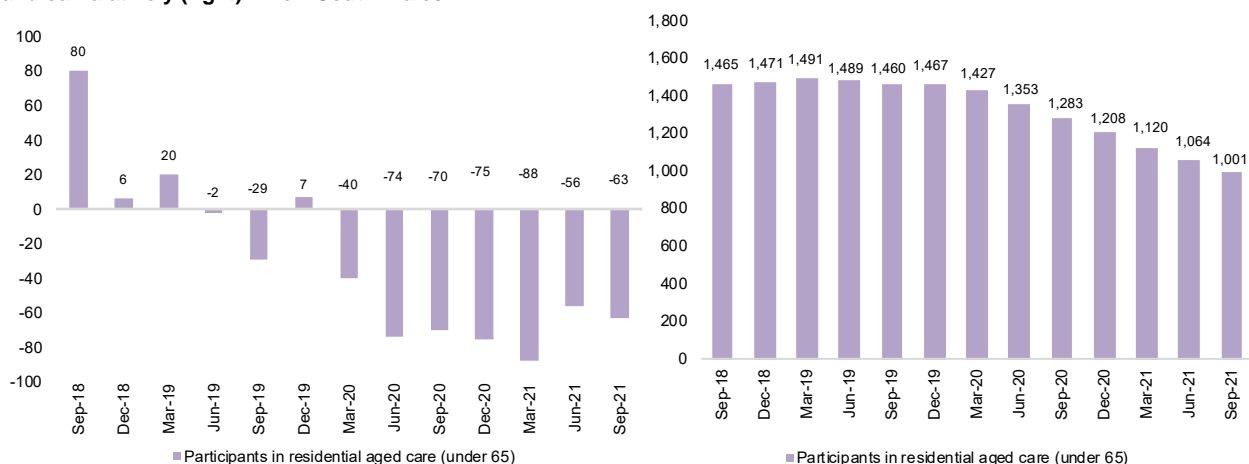
<sup>116</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>117</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**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 September 2021 – New South Wales** <sup>118</sup>

	Total
Age group	N
Under 45	26
45 to 54	169
55 to 64	806
<b>Total YPIRAC (under 65)</b>	<b>1,001</b>

**Figure F.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales** <sup>119</sup>



**Table F.11 Participant profile per quarter by remoteness – New South Wales** <sup>120 121</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	100,856	70.0%	3,932	69.6%	<b>104,788</b>	<b>70.0%</b>
Population > 50,000	4,141	2.9%	180	3.2%	<b>4,321</b>	<b>2.9%</b>
Population between 15,000 and 50,000	19,760	13.7%	765	13.5%	<b>20,525</b>	<b>13.7%</b>
Population between 5,000 and 15,000	8,753	6.1%	341	6.0%	<b>9,094</b>	<b>6.1%</b>
Population less than 5,000	9,972	6.9%	417	7.4%	<b>10,389</b>	<b>6.9%</b>
Remote	493	0.3%	11	0.2%	<b>504</b>	<b>0.3%</b>
Very Remote	76	0.1%	<11		<b>79</b>	<b>0.1%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

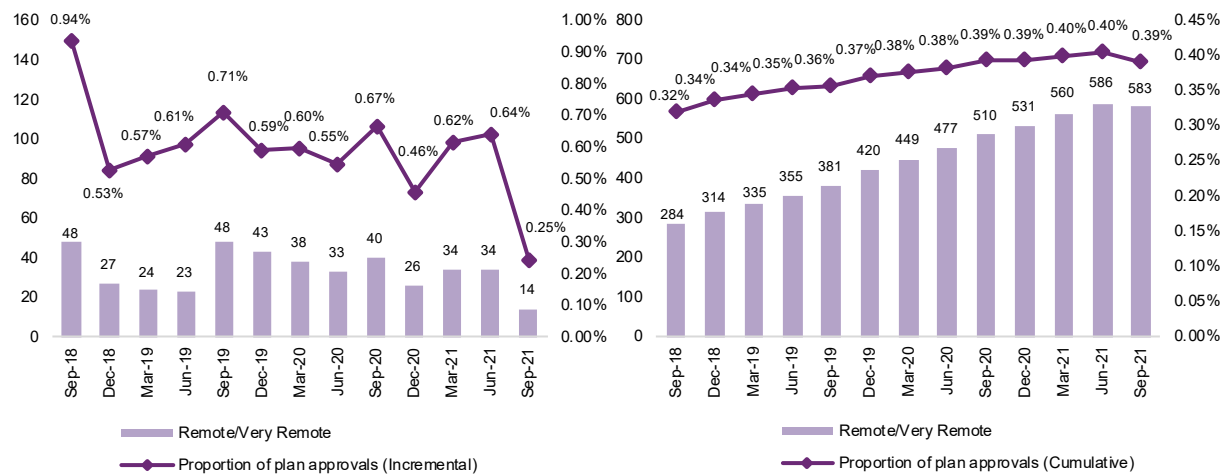
<sup>118</sup> There are a further 707 active participants aged 65 years or over who are currently in residential aged care.

<sup>119</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>120</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>121</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>122 123</sup>



**Table F.12 Participant profile per quarter by primary disability group – New South Wales** <sup>124 125 126</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	46,770	32%	1,466	26%	48,236	32%
Intellectual Disability	29,383	20%	440	8%	29,823	20%
Psychosocial disability	14,346	10%	753	13%	15,099	10%
Developmental Delay	10,300	7%	1,334	24%	11,634	8%
Hearing Impairment	7,170	5%	223	4%	7,393	5%
Other Neurological	6,144	4%	251	4%	6,395	4%
Other Physical	5,495	4%	133	2%	5,628	4%
Cerebral Palsy	5,384	4%	44	1%	5,428	4%
ABI	4,215	3%	153	3%	4,368	3%
Global Developmental Delay	3,111	2%	345	6%	3,456	2%
Visual Impairment	2,908	2%	62	1%	2,970	2%
Multiple Sclerosis	2,439	2%	55	1%	2,494	2%
Stroke	2,450	2%	145	3%	2,595	2%
Spinal Cord Injury	1,683	1%	37	1%	1,720	1%
Other	1,269	1%	194	3%	1,463	1%
Other Sensory/Speech	986	1%	14	0%	1,000	1%
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

<sup>122</sup> Ibid.

<sup>123</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>124</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>125</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>126</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in New South Wales (3,737).

**Table F.13 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales**<sup>127 128</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	960	11%	<11		960	11%
Intellectual Disability	4,761	53%	<11		4,761	53%
Psychosocial disability	1,326	15%	<11		1,326	15%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	323	4%	<11		324	4%
Other Physical	50	1%	<11		50	1%
Cerebral Palsy	762	8%	<11		762	8%
ABI	544	6%	<11		545	6%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	27	0%	<11		27	0%
Multiple Sclerosis	45	0%	<11		45	0%
Stroke	129	1%	<11		131	1%
Spinal Cord Injury	57	1%	<11		57	1%
Other	38	0%	<11		38	0%
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>9,023</b>	<b>100%</b>	<b>&lt;11</b>		<b>9,027</b>	<b>100%</b>

**Table F.14 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales**<sup>129</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	45,810	34%	1,466	26%	47,276	34%
Intellectual Disability	24,622	18%	440	8%	25,062	18%
Psychosocial disability	13,020	10%	753	13%	13,773	10%
Developmental Delay	10,300	8%	1,334	24%	11,634	8%
Hearing Impairment	7,169	5%	223	4%	7,392	5%
Other Neurological	5,821	4%	250	4%	6,071	4%
Other Physical	5,445	4%	133	2%	5,578	4%
Cerebral Palsy	4,622	3%	44	1%	4,666	3%
ABI	3,671	3%	152	3%	3,823	3%
Global Developmental Delay	3,111	2%	345	6%	3,456	2%
Visual Impairment	2,881	2%	62	1%	2,943	2%
Multiple Sclerosis	2,394	2%	55	1%	2,449	2%
Stroke	2,321	2%	143	3%	2,464	2%
Spinal Cord Injury	1,626	1%	37	1%	1,663	1%
Other	1,231	1%	194	3%	1,425	1%
Other Sensory/Speech	986	1%	14	0%	1,000	1%
<b>Total</b>	<b>135,030</b>	<b>100%</b>	<b>5,645</b>	<b>100%</b>	<b>140,675</b>	<b>100%</b>

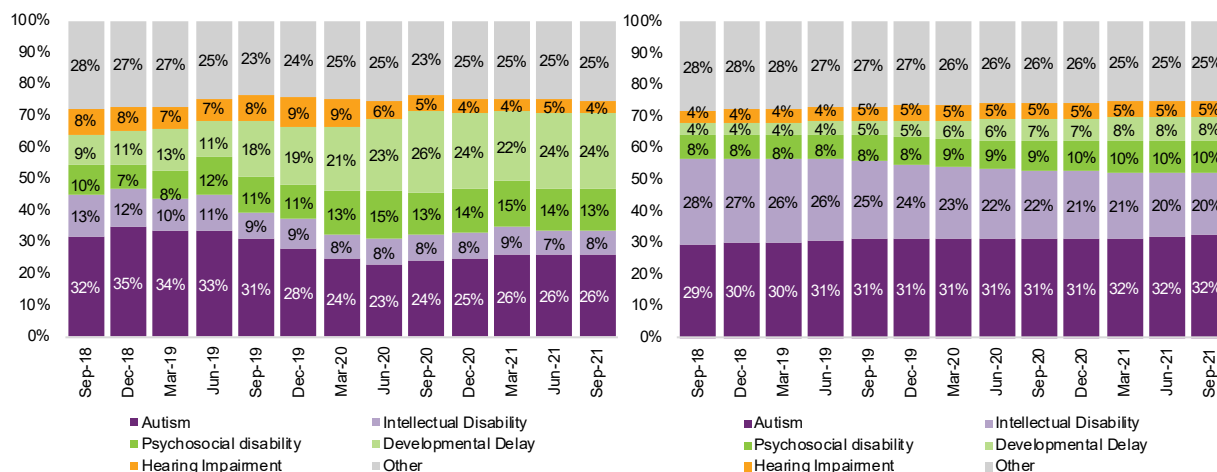
<sup>127</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>128</sup> Down Syndrome is included in Intellectual Disability, representing 7% of Participants in SIL (648).

<sup>129</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (3,089).



**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>130</sup>



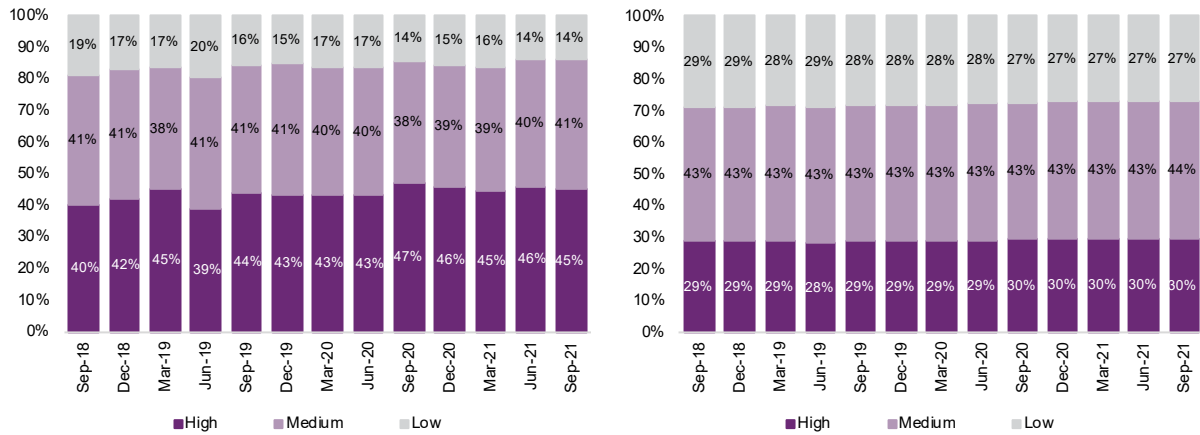
**Table F.15 Participant profile per quarter by reported level of function – New South Wales** <sup>131</sup>

Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	12,859	9%	1,338	24%	14,197	9%
2 (High Function)	236	0%	<11		245	0%
3 (High Function)	7,142	5%	393	7%	7,535	5%
4 (High Function)	11,383	8%	347	6%	11,730	8%
5 (High Function)	10,269	7%	463	8%	10,732	7%
6 (Moderate Function)	29,834	21%	1,137	20%	30,971	21%
7 (Moderate Function)	9,265	6%	221	4%	9,486	6%
8 (Moderate Function)	8,350	6%	345	6%	8,695	6%
9 (Moderate Function)	758	1%	30	1%	788	1%
10 (Moderate Function)	14,817	10%	584	10%	15,401	10%
11 (Low Function)	5,241	4%	54	1%	5,295	4%
12 (Low Function)	21,373	15%	570	10%	21,943	15%
13 (Low Function)	9,518	7%	136	2%	9,654	6%
14 (Low Function)	2,892	2%	21	0%	2,913	2%
15 (Low Function)	46	0%	<11		47	0%
Missing	70	0%	<11		70	0%
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

<sup>130</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>131</sup> The distributions are calculated excluding participants with a missing reported level of function.

**Figure F.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales** <sup>132</sup>



**Table F.16 Participant profile per quarter by age group – New South Wales**

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	21,368	15%	2,277	40%	23,645	16%
7 to 14	37,029	26%	859	15%	37,888	25%
15 to 18	10,843	8%	337	6%	11,180	7%
19 to 24	13,267	9%	183	3%	13,450	9%
25 to 34	12,889	9%	309	5%	13,198	9%
35 to 44	11,507	8%	366	6%	11,873	8%
45 to 54	13,922	10%	513	9%	14,435	10%
55 to 64	17,005	12%	756	13%	17,761	12%
65+	6,223	4%	49	1%	6,272	4%
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

**Table F.17 Participant profile per quarter (participants in SIL) by age group – New South Wales** <sup>133</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	53	1%	<11		53	1%
19 to 24	730	8%	<11		730	8%
25 to 34	1,411	16%	<11		1,411	16%
35 to 44	1,598	18%	<11		1,599	18%
45 to 54	2,193	24%	<11		2,193	24%
55 to 64	2,307	26%	<11		2,310	26%
65+	726	8%	<11		726	8%
<b>Total</b>	<b>9,023</b>	<b>100%</b>	<b>&lt;11</b>		<b>9,027</b>	<b>100%</b>

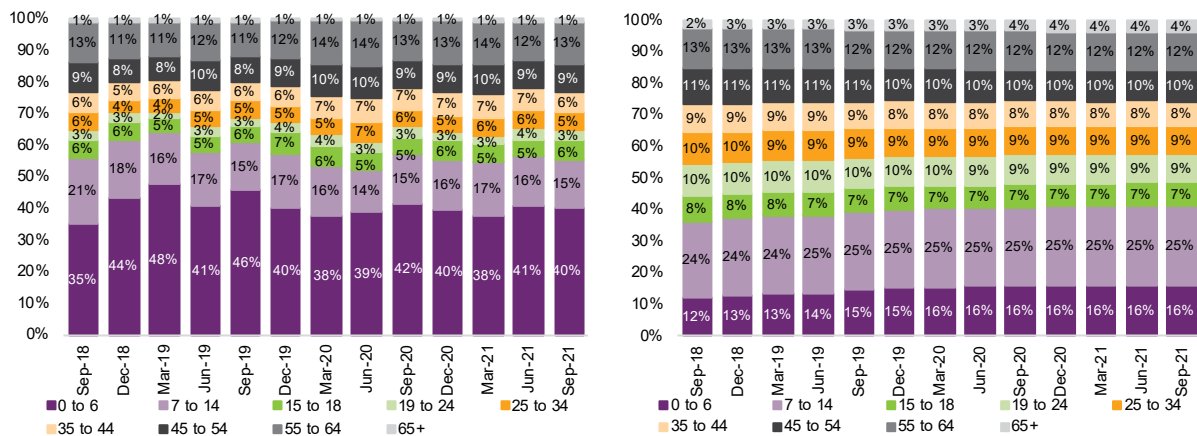
<sup>132</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>133</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table F.18 Participant profile per quarter (participants not in SIL) by age group – New South Wales**

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	21,368	16%	2,277	40%	23,645	17%
7 to 14	37,024	27%	859	15%	37,883	27%
15 to 18	10,790	8%	337	6%	11,127	8%
19 to 24	12,537	9%	183	3%	12,720	9%
25 to 34	11,478	9%	309	5%	11,787	8%
35 to 44	9,909	7%	365	6%	10,274	7%
45 to 54	11,729	9%	513	9%	12,242	9%
55 to 64	14,698	11%	753	13%	15,451	11%
65+	5,497	4%	49	1%	5,546	4%
<b>Total</b>	<b>135,030</b>	<b>100%</b>	<b>5,645</b>	<b>100%</b>	<b>140,675</b>	<b>100%</b>

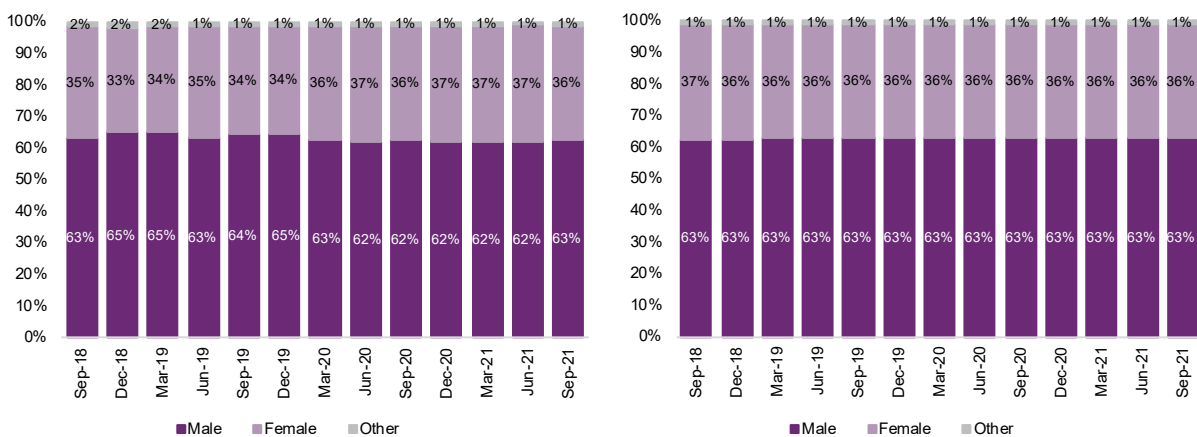
**Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>134</sup>



**Table F.19 Participant profile per quarter by gender – New South Wales**

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	90,474	63%	3,540	63%	94,014	63%
Female	52,047	36%	2,035	36%	54,082	36%
Other	1,532	1%	74	1%	1,606	1%
<b>Total</b>	<b>144,053</b>	<b>100%</b>	<b>5,649</b>	<b>100%</b>	<b>149,702</b>	<b>100%</b>

**Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales** <sup>135</sup>



<sup>134</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>135</sup> Ibid.

**Table F.20 Participation rates by age group at 30 September 2021 – New South Wales** <sup>136</sup>

	NSW
0-6	3.35%
7-14	4.67%
15-18	2.90%
19-24	2.04%
25-34	1.05%
35-44	1.06%
45-54	1.44%
55-64	1.90%
<b>Total (aged 0-64)</b>	<b>2.09%</b>

## Part Two: Participant experience and outcomes

**Table F.21 Number of baseline questionnaires completed by SFOF version – New South Wales** <sup>137</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	2,865	5,589	5,555	8,678	7,561	5,589	1,995
Participant school to 14	7,505	10,718	4,909	5,792	5,044	10,718	1,156
Participant 15 to 24	5,901	5,916	1,457	2,327	1,860	5,916	503
Participant 25 and over	14,125	16,230	5,316	8,502	7,666	16,230	1,954
<b>Total Participant</b>	<b>30,396</b>	<b>38,453</b>	<b>17,237</b>	<b>25,299</b>	<b>22,131</b>	<b>38,453</b>	<b>5,608</b>
Family 0 to 14	9,651	15,866	10,307	14,258	12,400	15,866	3,097
Family 15 to 24	1,382	3,800	1,072	1,619	1,305	3,800	365
Family 25 and over	366	4,317	1,705	2,412	1,979	4,317	527
<b>Total Family</b>	<b>11,399</b>	<b>23,983</b>	<b>13,084</b>	<b>18,289</b>	<b>15,684</b>	<b>23,983</b>	<b>3,989</b>
<b>Total</b>	<b>41,795</b>	<b>62,436</b>	<b>30,321</b>	<b>43,588</b>	<b>37,815</b>	<b>62,436</b>	<b>9,597</b>

<sup>136</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>137</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.22 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		68%		
CC	% who are happy with the level of independence/control they have now			34%	
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			21%	26%
CC	% who want more choice and control in their life			79%	76%

**Table F.23 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.24 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		65%		
HM	% who are happy with their home			80%	69%
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				63%
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%	23%
WK	% who volunteer			11%	11%

**Table F.25 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	17%	23%	21%
% receiving Carer Allowance	38%	42%	28%
% working in a paid job	48%	53%	39%
Of those in a paid job, % in permanent employment	78%	76%	79%
Of those in a paid job, % working 15 hours or more	81%	86%	87%
% who say they (and their partner) are able to work as much as they want	45%	49%	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	35%	30%	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		37%	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.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=6,881) - participants who entered from 1 July 2016 and 30 September 2020 – New South Wales** <sup>138</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?	70%

**Table F.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,233) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	66%
LL	Has the NDIS improved your child's access to education?	47%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	49%

**Table F.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,712) and ‘Participant 25 and over’ (n=12,218) - participants who entered between 1 July 2016 and 30 September 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?	60%	73%
DL	Has the NDIS helped you with daily living activities?	56%	75%
REL	Has the NDIS helped you to meet more people?	46%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	54%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%
S/CP	Has the NDIS helped you be more involved?	51%	59%

<sup>138</sup> Results in Tables F.26 to F.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table F.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,943); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,685) - participants who entered between 1 July 2016 and 30 September 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?	70%	51%
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?	77%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	52%	36%

**Table F.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,406) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

139

	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?	93%	96%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	+4%
REL	Has the NDIS improved how your child fits into family life?	80%	84%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	66%	71%	+5%

**Table F.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,616) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	62%	69%	+8%
LL	Has the NDIS improved your child's access to education?	42%	48%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	57%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	48%	+6%

<sup>139</sup> Results in Tables F.30 to F.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.



**Table F.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,479) and ‘Participant 25 and over’ (n=9,250) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	66%	+7%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+6%	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%	19%	-2%	28%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	50%	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%	28%	29%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	20%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+4%	58%	65%	+7%

**Table F.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=11,395); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,622) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	67%	+4%	46%	55%	+9%
	Has the NDIS improved the level of support for your family?	68%	73%	+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?	70%	75%	+5%	58%	67%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	79%	+4%			
	Has the NDIS improved your health and wellbeing?	44%	46%	+2%	32%	36%	+4%

**Table F.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,137) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

140

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	95%	+5%
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?	76%	78%	80%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	69%	+6%

**Table F.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=8,705) - participants who entered between 1 July 2016 and 30 September 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?	57%	65%	69%	+12%
LL	Has the NDIS improved your child's access to education?	37%	41%	45%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	51%	55%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	+7%

**Table F.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,659) - participants who entered between 1 July 2016 and 30 September 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%	65%	70%	+12%
Has the NDIS helped you to meet more people?	50%	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%	44%	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%	18%	17%	-2%
Has the NDIS helped you be more involved?	54%	59%	61%	+7%

<sup>140</sup> Results in Tables F.34 to F.40 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table F.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=9,845) - participants who entered between 1 July 2016 and 30 September 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%	+11%
Has the NDIS helped you with daily living activities?	70%	79%	82%	+13%
Has the NDIS helped you to meet more people?	52%	60%	63%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	32%	+3%
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?	30%	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%	+11%

**Table F.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,342) - participants who entered between 1 July 2016 and 30 September 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?	56%	60%	64%	+8%
Has the NDIS improved the level of support for your family?	59%	67%	70%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	63%	71%	73%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	75%	77%	+7%
Has the NDIS improved your health and wellbeing?	38%	41%	42%	+4%

**Table F.39 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=1,720) - participants who entered between 1 July 2016 and 30 September 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%	56%	+12%
Has the NDIS improved the level of support for your family?	60%	65%	71%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	56%	63%	68%	+12%
Has the NDIS improved your health and wellbeing?	31%	33%	36%	+5%

**Table F.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=602) - participants who entered between 1 July 2016 and 30 September 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%	95%	96%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	88%	90%	95%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	86%	86%	90%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	77%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	60%	63%	65%	64%	+4%

**Table F.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=4,796) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales<sup>141</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	53%	62%	66%	68%	+15%
LL	Has the NDIS improved your child's access to education?	33%	37%	38%	41%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	48%	51%	53%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	43%	45%	47%	+8%

**Table F.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,730) - participants who entered between 1 July 2016 and 30 September 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?	57%	65%	69%	72%	+15%
REL	Has the NDIS helped you to meet more people?	51%	55%	55%	56%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	20%	18%	19%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	46%	47%	50%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	37%	35%	36%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	14%	15%	-3%
S/CP	Has the NDIS helped you be more involved?	54%	58%	59%	61%	+7%

<sup>141</sup> Results in Tables F.41 to F.45 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table F.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F versions ‘Participant 25 and over’ (n=5,003) - participants who entered between 1 July 2016 and 30 September 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%	72%	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?	51%	59%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	30%	33%	35%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	58%	61%	+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%	29%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	20%	22%	0%
S/CP	Has the NDIS helped you be more involved?	58%	64%	68%	71%	+13%

**Table F.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F version ‘Family 0 to 14’ (n=2,484) - participants who entered between 1 July 2016 and 30 September 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%	56%	60%	+11%
Has the NDIS improved the level of support for your family?	54%	62%	64%	69%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	60%	66%	67%	71%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	72%	73%	76%	+12%
Has the NDIS improved your health and wellbeing?	32%	36%	36%	38%	+5%

**Table F.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=414) - participants who entered between 1 July 2016 and 30 September 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?	44%	49%	56%	59%	+15%
Has the NDIS improved the level of support for your family?	54%	65%	68%	69%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	53%	63%	69%	66%	+13%
Has the NDIS improved your health and wellbeing?	31%	28%	33%	34%	+4%

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

**Table F.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=138) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**<sup>142</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	40%	59%	62%	58%	62%	+22%
LL	Has the NDIS improved your child's access to education?	38%	37%	39%	39%	32%	-6%
REL	Has the NDIS improved your child's relationships with family and friends?	33%	41%	45%	48%	52%	+19%
S/CP	Has the NDIS improved your child's social and recreational life?	35%	45%	44%	45%	48%	+13%

**Table F.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=105) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	65%	55%	62%	61%	73%	+9%
DL	Has the NDIS helped you with daily living activities?	61%	64%	69%	74%	81%	+21%
REL	Has the NDIS helped you to meet more people?	55%	56%	55%	60%	62%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	24%	23%	21%	24%	-11%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	37%	43%	44%	49%	+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?	40%	41%	37%	34%	38%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	15%	12%	14%	15%	-6%
S/CP	Has the NDIS helped you be more involved?	58%	59%	58%	64%	65%	+7%

<sup>142</sup> Results in Tables F.46 to F.49 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table F.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=307) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	71%	73%	76%	79%	83%	+12%
DL	Has the NDIS helped you with daily living activities?	75%	75%	85%	88%	90%	+15%
REL	Has the NDIS helped you to meet more people?	55%	58%	63%	66%	74%	+19%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	38%	38%	42%	43%	52%	+14%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	57%	62%	63%	68%	+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?	41%	41%	36%	36%	40%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	28%	28%	22%	25%	25%	-2%
S/CP	Has the NDIS helped you be more involved?	68%	65%	74%	74%	80%	+13%

**Table F.49 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=63) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
	Has the NDIS improved your capacity to advocate (stand up) for your child?	54%	53%	54%	76%	58%	+5%
	Has the NDIS improved the level of support for your family?	54%	56%	48%	52%	54%	-1%
	Has the NDIS improved your access to services, programs and activities in the community?	48%	56%	67%	90%	64%	+16%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	59%	64%	73%	81%	70%	+12%
	Has the NDIS improved your health and wellbeing?	36%	32%	35%	48%	34%	-2%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third, fourth and fifth review in the Scheme, for ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table F.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,323), 'participant social and community engagement rate' (n=14,489), 'parent and carer employment rate' (n=14,321) at entry, first and second plan review and 'participant choice and control' (n=11,616) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales <sup>143</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	12%	15%	24%
Aged 25+	26%	26%	25%	
Aged 15+	22%	23%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	39%	42%	48%
Aged 25+	34%	41%	44%	
Aged 15+	34%	40%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	49%	51%	52%	49%
Aged 15+	46%	49%	48%	
All ages	48%	51%	51%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		60%	66%	75%
Aged 25+		67%	75%	
Aged 15+		65%	73%	

<sup>143</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 September 2019 and have had a second plan review to date.



**Table F.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,059), 'participant social and community engagement rate' (n=15,225), 'parent and carer employment rate' (n=9,086) at entry, first, second and third plan review, and 'participant choice and control' (n=13,256) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales <sup>144</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	12%	15%	17%	23%	24%
Aged 25+	28%	29%	23%	26%	
Aged 15+	24%	25%	22%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	45%	46%	48%
Aged 25+	35%	42%	46%	48%	
Aged 15+	35%	41%	45%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	50%	52%	53%	49%
Aged 15+	51%	54%	55%	52%	
All ages	49%	51%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		60%	65%	69%	75%
Aged 25+		67%	75%	78%	
Aged 15+		65%	72%	75%	

**Table F.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,914), 'participant social and community engagement rate' (n=8,114), 'parent and carer employment rate' (n=2,997) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=6,965) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales <sup>145</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	17%	22%	25%	29%	24%
Aged 25+	29%	29%	27%	23%	25%	
Aged 15+	26%	27%	26%	23%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	32%	40%	46%	49%	49%	48%
Aged 25+	35%	40%	46%	48%	51%	
Aged 15+	34%	40%	46%	49%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	46%	50%	52%	54%	55%	49%
Aged 15+	48%	52%	53%	54%	54%	
All ages	47%	51%	53%	54%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		58%	65%	66%	68%	75%
Aged 25+		65%	72%	76%	79%	
Aged 15+		62%	69%	72%	75%	

<sup>144</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 September 2018 and have had a third plan review to date.

<sup>145</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 September 2017 and have had a fourth plan review to date.

**Table F.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=645), 'participant social and community engagement rate' (n=671), 'parent and carer employment rate' (n=114) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=315) at first and fifth plan review - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales <sup>146</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	13%	15%	20%	17%	22%	24%	24%
Aged 25+	21%	22%	17%	16%	15%	17%	
Aged 15+	20%	21%	17%	16%	16%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	28%	27%	40%	34%	43%	49%	48%
Aged 25+	34%	38%	49%	51%	57%	57%	
Aged 15+	34%	36%	48%	49%	55%	56%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	35%	34%	50%	43%	Numbers are too small	50%	49%
Aged 15+	37%	41%	44%	58%		54%	
All ages	36%	38%	47%	50%	61%	52%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		65%	55%	62%	61%	73%	75%
Aged 25+		71%	73%	76%	79%	83%	
Aged 15+		70%	68%	72%	74%	81%	

<sup>146</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 September 2016 and have had a fourth plan review to date.

**Table F.54 Number of active plans by goal type and primary disability – New South Wales** <sup>147</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	1,058	3,288	2,334	792	1,218	3,500	1,708	1,090	<b>4,368</b>
Autism	6,513	41,608	14,235	17,755	21,153	31,078	2,869	7,882	<b>48,236</b>
Cerebral Palsy	1,110	4,568	2,928	1,195	1,358	3,739	1,248	1,011	<b>5,428</b>
Developmental Delay	771	10,766	3,618	7,239	4,674	6,171	13	7	<b>11,634</b>
Down Syndrome	701	3,070	1,722	963	1,155	2,922	804	1,048	<b>3,737</b>
Global Developmental Delay	247	3,232	1,182	2,264	1,460	1,845	3	1	<b>3,456</b>
Hearing Impairment	1,241	6,136	1,450	1,870	1,166	3,242	624	1,685	<b>7,393</b>
Intellectual Disability	5,369	20,291	10,039	6,849	9,033	19,363	6,251	8,960	<b>26,086</b>
Multiple Sclerosis	575	2,113	1,711	196	372	1,721	833	457	<b>2,494</b>
Psychosocial disability	3,115	10,875	8,654	3,271	3,992	12,183	5,554	4,873	<b>15,099</b>
Spinal Cord Injury	445	1,481	1,056	183	230	1,230	580	476	<b>1,720</b>
Stroke	608	2,142	1,397	352	439	2,000	978	447	<b>2,595</b>
Visual Impairment	701	2,615	991	713	378	2,071	635	784	<b>2,970</b>
Other Neurological	1,347	5,132	3,585	889	1,360	4,807	2,302	964	<b>6,395</b>
Other Physical	1,194	4,824	3,051	704	663	3,480	1,525	1,158	<b>5,628</b>
Other Sensory/Speech	122	849	205	360	349	414	16	62	<b>1,000</b>
Other	285	1,231	684	276	300	1,002	385	288	<b>1,463</b>
<b>Total</b>	<b>25,402</b>	<b>124,221</b>	<b>58,842</b>	<b>45,871</b>	<b>49,300</b>	<b>100,768</b>	<b>26,328</b>	<b>31,193</b>	<b>149,702</b>

<sup>147</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.55 Number of goals in active plans by goal type and primary disability – New South Wales** <sup>148</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	2,815	13,005	6,494	2,147	3,006	9,480	4,236	2,529	<b>43,712</b>
Autism	18,232	249,788	43,187	59,179	61,246	95,603	7,429	20,077	<b>554,741</b>
Cerebral Palsy	3,295	25,715	9,031	3,862	3,702	11,942	3,420	2,611	<b>63,578</b>
Developmental Delay	1,940	69,129	10,106	22,502	12,094	16,858	32	11	<b>132,672</b>
Down Syndrome	1,951	15,441	4,891	2,876	3,315	8,771	2,004	2,546	<b>41,795</b>
Global Developmental Delay	619	22,058	3,454	7,115	3,765	5,235	9	2	<b>42,257</b>
Hearing Impairment	3,333	27,894	3,902	5,562	3,157	9,332	1,605	4,214	<b>58,999</b>
Intellectual Disability	14,171	91,854	28,107	19,744	24,714	56,942	15,505	21,123	<b>272,160</b>
Multiple Sclerosis	1,547	8,955	5,085	474	872	4,532	2,080	1,111	<b>24,656</b>
Psychosocial disability	7,263	36,138	21,803	7,748	9,333	29,727	12,261	10,370	<b>134,643</b>
Spinal Cord Injury	1,379	7,068	3,245	486	588	3,635	1,572	1,215	<b>19,188</b>
Stroke	1,762	10,115	4,202	897	1,157	5,720	2,578	1,135	<b>27,566</b>
Visual Impairment	2,024	12,872	2,748	2,163	951	6,022	1,588	1,958	<b>30,326</b>
Other Neurological	3,563	23,782	10,762	2,432	3,489	13,341	5,985	2,364	<b>65,718</b>
Other Physical	3,344	23,878	9,107	2,015	1,716	9,923	4,077	3,015	<b>57,075</b>
Other Sensory/Speech	317	4,328	568	1,010	895	1,024	39	146	<b>8,327</b>
Other	884	6,201	2,232	890	845	3,101	1,037	794	<b>15,984</b>
<b>Total</b>	<b>68,439</b>	<b>648,221</b>	<b>168,924</b>	<b>141,102</b>	<b>134,845</b>	<b>291,188</b>	<b>65,457</b>	<b>75,221</b>	<b>1,593,397</b>

**Table F.56 Number of active plans by goal type and age group – New South Wales** <sup>149</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	1,592	21,928	8,227	15,406	9,996	12,989	13	1	<b>23,645</b>
7 to 14	4,196	33,732	9,655	13,000	16,182	21,190	528	437	<b>37,888</b>
15 to 18	2,127	9,168	3,662	3,289	4,561	8,168	817	3,791	<b>11,180</b>
19 to 24	3,000	10,442	4,639	3,650	3,706	9,691	2,952	7,988	<b>13,450</b>
25 to 34	3,203	10,149	5,868	2,922	3,565	9,938	4,010	5,989	<b>13,198</b>
35 to 44	2,722	9,111	6,086	2,255	3,077	9,080	3,913	4,614	<b>11,873</b>
45 to 54	3,255	11,047	7,696	2,467	3,521	11,085	5,030	4,416	<b>14,435</b>
55 to 64	3,937	13,892	9,596	2,288	3,569	13,806	6,536	3,318	<b>17,761</b>
65+	1,370	4,752	3,413	594	1,123	4,821	2,529	639	<b>6,272</b>
<b>Total</b>	<b>25,402</b>	<b>124,221</b>	<b>58,842</b>	<b>45,871</b>	<b>49,300</b>	<b>100,768</b>	<b>26,328</b>	<b>31,193</b>	<b>149,702</b>

<sup>148</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,593,397 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>149</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.57 Number of goals in active plans by goal type and age group – New South Wales** <sup>150</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	4,077	146,373	24,992	50,447	26,878	38,274	33	1	<b>291,075</b>
7 to 14	11,894	218,219	29,541	44,413	47,484	65,590	1,390	1,247	<b>419,778</b>
15 to 18	6,063	44,552	11,008	9,864	12,790	25,170	2,353	10,360	<b>122,160</b>
19 to 24	7,854	42,735	12,332	9,612	9,610	27,202	7,146	19,211	<b>135,702</b>
25 to 34	8,644	40,919	15,919	7,501	9,468	28,000	10,007	14,087	<b>134,545</b>
35 to 44	7,384	35,933	17,084	5,786	8,006	25,452	9,663	10,730	<b>120,038</b>
45 to 54	8,473	43,352	21,715	6,173	9,011	30,859	12,651	10,290	<b>142,524</b>
55 to 64	10,605	57,104	27,174	5,838	8,923	37,811	16,216	7,830	<b>171,501</b>
65+	3,445	19,034	9,159	1,468	2,675	12,830	5,998	1,465	<b>56,074</b>
<b>Total</b>	<b>68,439</b>	<b>648,221</b>	<b>168,924</b>	<b>141,102</b>	<b>134,845</b>	<b>291,188</b>	<b>65,457</b>	<b>75,221</b>	<b>1,593,397</b>

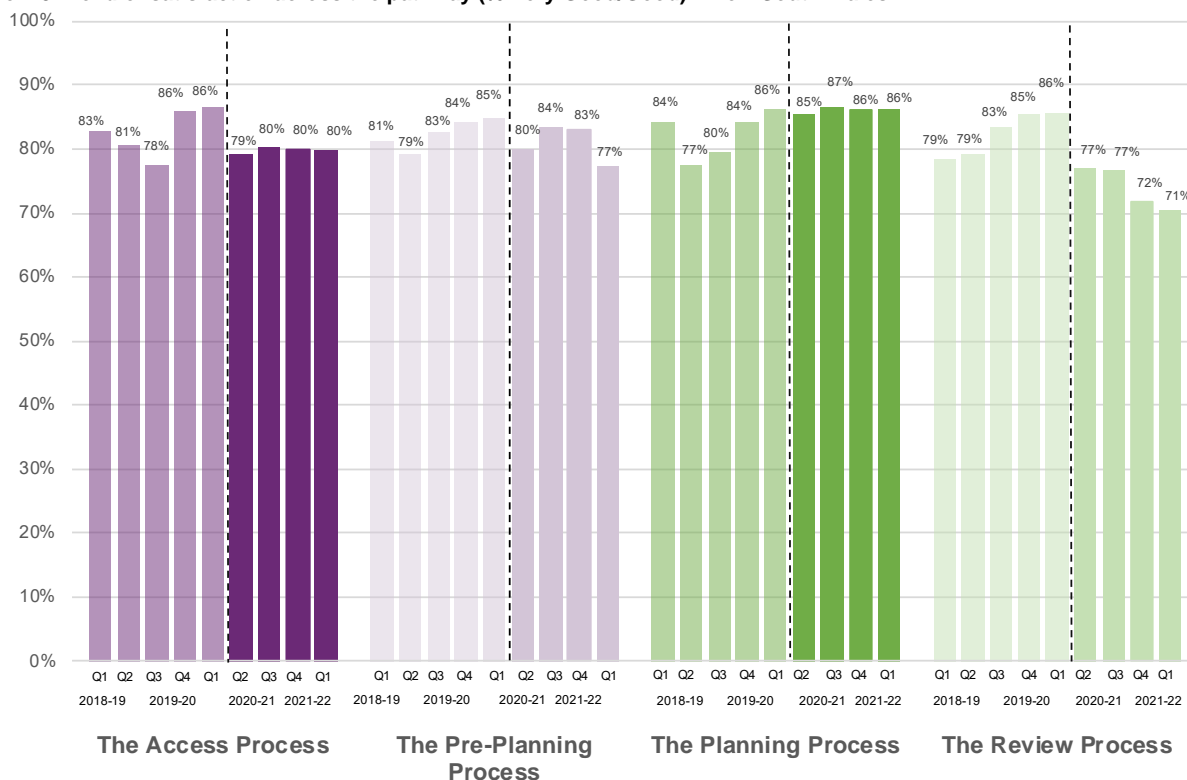
<sup>150</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,593,397 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

**Table F.58 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales** <sup>151</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 826</b>	<b>n = 268</b>
Are you happy with how coming into the NDIS has gone?	87%	87%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	81%	77%
% of participants rating their overall experience as Very Good or Good.	80%	80%
<b>Pre-planning</b>	<b>n = 727</b>	<b>n = 257</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?	97%	94%
Were decisions about your plan clearly explained?	82%	80%
Are you clear on what happens next with your plan?	69%	68%
Do you know where to go for more help with your plan?	77%	76%
% of participants rating their overall experience as Very Good or Good.	82%	77%
<b>Planning</b>	<b>n = 3,993</b>	<b>n = 1,319</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?	98%	97%
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%	90%
% of participants rating their overall experience as Very Good or Good.	86%	86%
<b>Plan review</b>	<b>n = 11,387</b>	<b>n = 3,319</b>
Did the person from the NDIS understand how your disability affects your life?	81%	76%
Did you feel prepared for your plan review?	86%	85%
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.	75%	71%

<sup>151</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

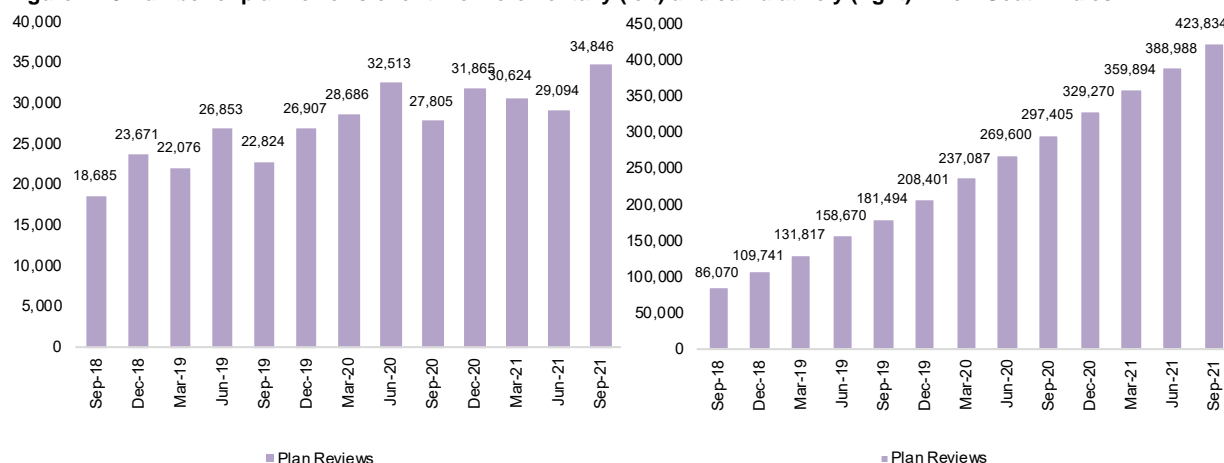
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>152 153</sup>



**Table F.59 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales** <sup>154</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>388,988</b>	<b>34,846</b>	<b>423,834</b>
<i>Early intervention plans</i>	70,112	9,051	79,163
<i>Permanent disability plans</i>	318,876	25,795	344,671

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



<sup>152</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>153</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>154</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 2021-22 Q1. 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.60 shows the number of complaints in 2021-22 Q1 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.61 shows 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.60 Complaints by quarter – New South Wales** <sup>155 156 157 158</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	23	11	34	30
Complaint about LAC Partner	288	40	328	305
Complaints about service providers	1,878	107	1,985	1,603
Complaints about the Agency	25,194	1,645	26,839	15,051
Critical/ Reportable Incident	1,787	312	2,099	1,656
Unclassified	1,514	3	1,517	1,327
<b>Total</b>	<b>30,684</b>	<b>2,118</b>	<b>32,802</b>	<b>17,740</b>
Total complaints made since 1 April 2017	29,132	2,118	31,250	
% of the number of active participants	6.8%	5.8%	6.7%	

<sup>155</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

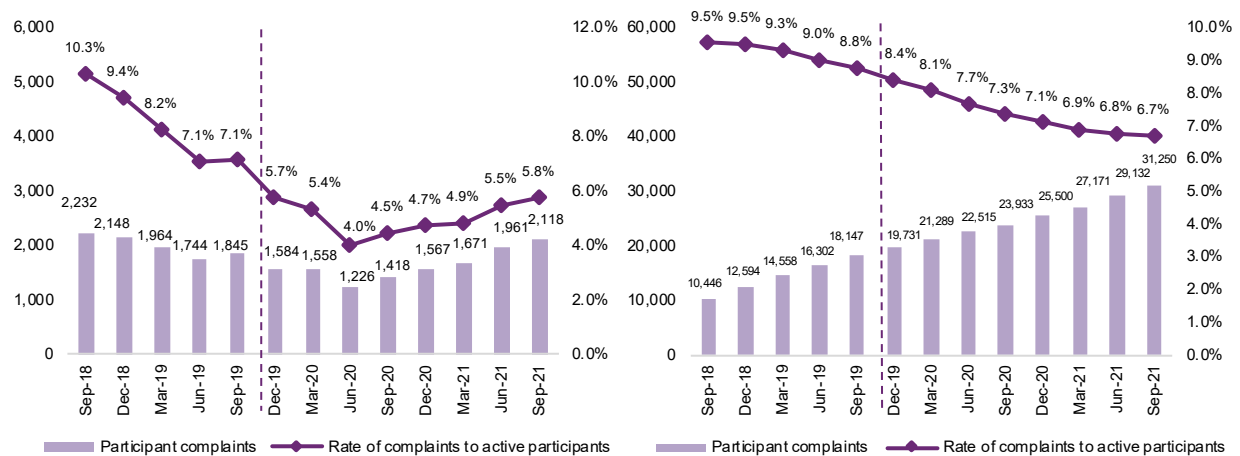
<sup>156</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>157</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>158</sup> The rate of complaints was reported as a percentage of access requests in previous reports.



**Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales <sup>159</sup>**



**Table F.61 Participant complaints by type – New South Wales**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	2,391	(9%)	1	(0%)	2,392	(9%)
Information unclear	736	(3%)	0	(0%)	736	(3%)
NDIA Access	330	(1%)	36	(2%)	366	(1%)
NDIA Engagement	8	(0%)	0	(0%)	8	(0%)
NDIA Finance	760	(3%)	149	(9%)	909	(3%)
NDIA Fraud and Compliance	43	(0%)	7	(0%)	50	(0%)
NDIA Plan	2,496	(10%)	630	(38%)	3,126	(12%)
NDIA Process	809	(3%)	154	(9%)	963	(4%)
NDIA Resources	82	(0%)	9	(1%)	91	(0%)
NDIA Staff	615	(2%)	152	(9%)	767	(3%)
NDIA Timeliness	2,025	(8%)	441	(27%)	2,466	(9%)
Participation, engagement and inclusion	177	(1%)	2	(0%)	179	(1%)
Provider Portal	43	(0%)	0	(0%)	43	(0%)
Quality & Safeguards Commission	6	(0%)	1	(0%)	7	(0%)
Reasonable and necessary supports	2,286	(9%)	0	(0%)	2,286	(9%)
Staff conduct - Agency	681	(3%)	1	(0%)	682	(3%)
The way the NDIA carried out its decision making	1,226	(5%)	12	(1%)	1,238	(5%)
Timeliness	5,961	(24%)	6	(0%)	5,967	(22%)
Other	4,519	(18%)	44	(3%)	4,563	(17%)
Total	25,194		1,645		26,839	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	5	(22%)	1	(9%)	6	(18%)
ECA Process	4	(17%)	1	(9%)	5	(15%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	11	(48%)	4	(36%)	15	(44%)
ECA Timeliness	3	(13%)	5	(45%)	8	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	23		11		34	
Complaint about LAC Partner						
LAC Engagement	1	(0%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	2	(5%)	4	(1%)

<sup>159</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	56	(19%)	4	(10%)	60	(18%)
LAC Process	28	(10%)	6	(15%)	34	(10%)
LAC Resources	1	(0%)	1	(3%)	2	(1%)
LAC Staff	178	(62%)	22	(55%)	200	(61%)
LAC Timeliness	22	(8%)	5	(13%)	27	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>288</b>	<b>0</b>	<b>40</b>		<b>328</b>	
<i>Complaints about service providers</i>						
Provider costs.	142	(8%)	0	(0%)	142	(7%)
Provider Finance	66	(4%)	10	(9%)	76	(4%)
Provider Fraud and Compliance	68	(4%)	9	(8%)	77	(4%)
Provider process	132	(7%)	2	(2%)	134	(7%)
Provider Service	295	(16%)	54	(50%)	349	(18%)
Provider Staff	133	(7%)	21	(20%)	154	(8%)
Service Delivery	228	(12%)	0	(0%)	228	(11%)
Staff conduct	206	(11%)	1	(1%)	207	(10%)
Supports being provided	249	(13%)	2	(2%)	251	(13%)
Other	359	(19%)	8	(7%)	367	(18%)
<b>Total</b>	<b>1,878</b>		<b>107</b>		<b>1,985</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	587	(33%)	80	(26%)	667	(32%)
Allegations against Informal Supports	446	(25%)	15	(5%)	461	(22%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	250	(14%)	70	(22%)	320	(15%)
Provider reporting	501	(28%)	147	(47%)	648	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,787</b>		<b>312</b>		<b>2,099</b>	
<i>Unclassified</i>	<b>1,514</b>		<b>3</b>		<b>1,517</b>	
<b>Participants total</b>	<b>30,684</b>		<b>2,118</b>		<b>32,802</b>	

Table F.62 AAT Cases by category at 30 September 2021 – New South Wales <sup>160</sup>

	Prior Quarters		2021-22 Q1		Total	
Category	N	%	N	%	N	%
Access	654	33%	35	11%	689	30%
Plan	1,065	53%	260	82%	1,325	57%
Plan Review	168	8%	<11		172	7%
Other	109	5%	17	5%	126	5%
<b>Total</b>	<b>1,996</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>2,312</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.47%</b>		<b>0.86%</b>		<b>0.50%</b>	

<sup>160</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales <sup>161</sup>

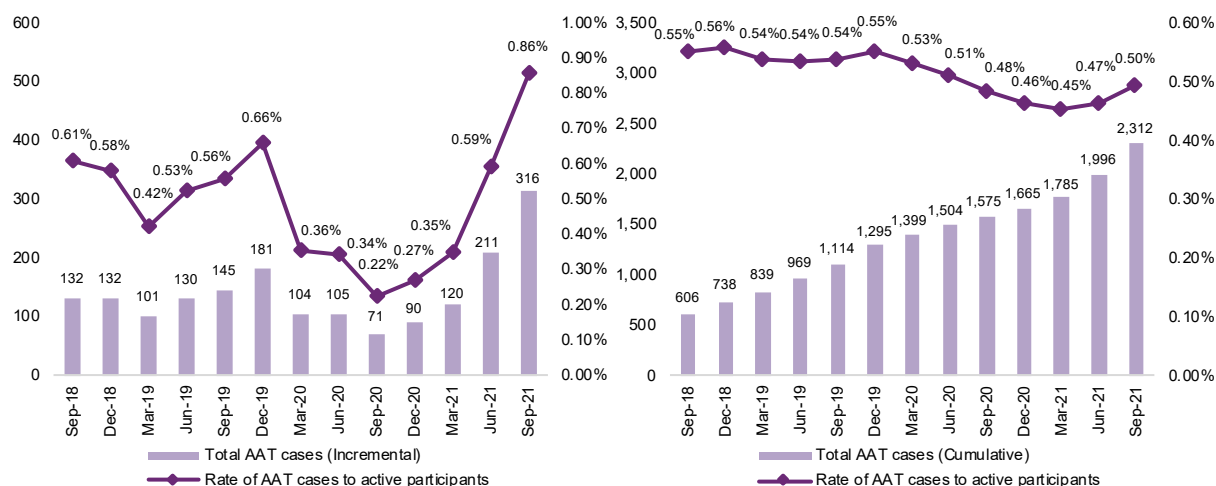
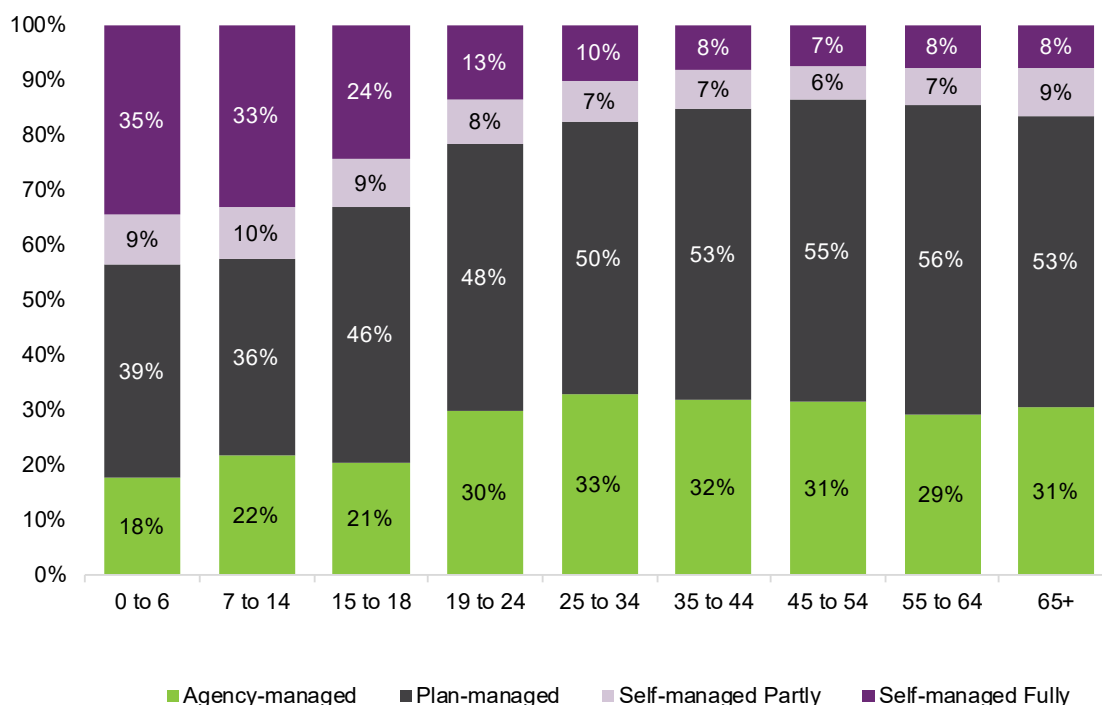


Table F.63 AAT cases by open/closed and decision – New South Wales <sup>162</sup>

	N
<b>AAT Cases</b>	<b>2,312</b>
<b>Open AAT Cases</b>	<b>572</b>
<b>Closed AAT Cases</b>	<b>1,740</b>
Resolved before hearing	1,684
Gone to hearing and received a substantive decision	56

Figure F.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – New South Wales <sup>163 164</sup>



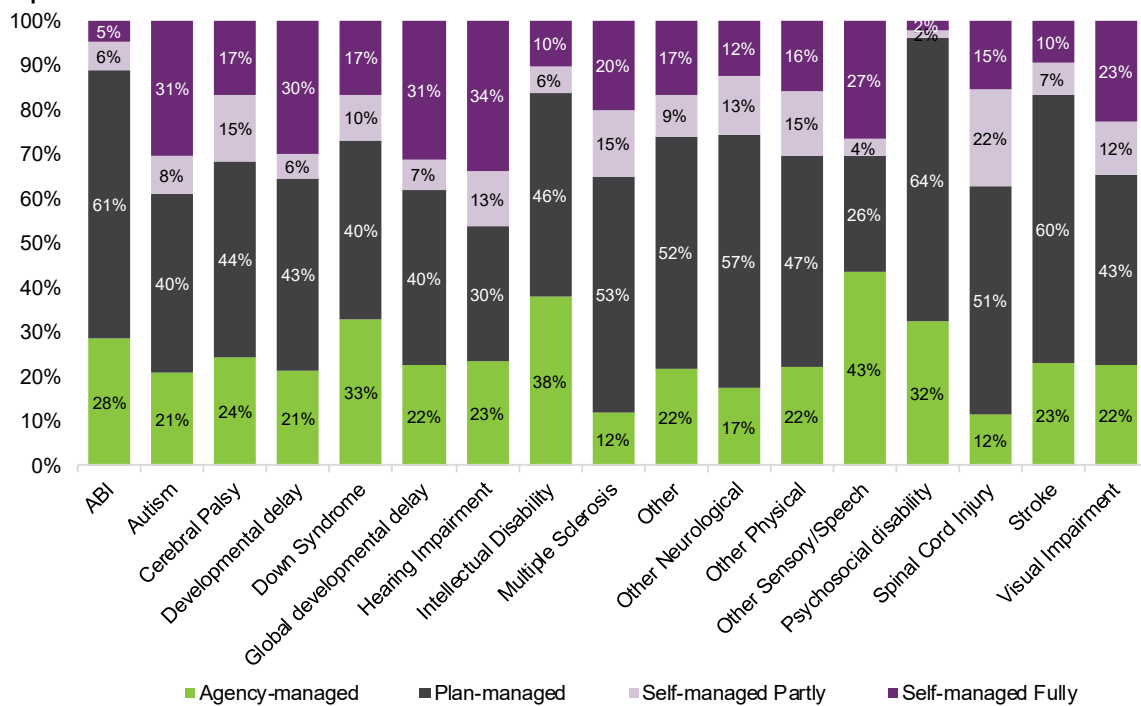
<sup>161</sup> Ibid.

<sup>162</sup> Of the 56 cases which went to hearing and received a substantive decision: 28 affirmed the Agency's decision, 11 varied the Agency's decision and 17 set aside the Agency's decision.

<sup>163</sup> For the total number of active participants in each age group, see Table F.16.

<sup>164</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.

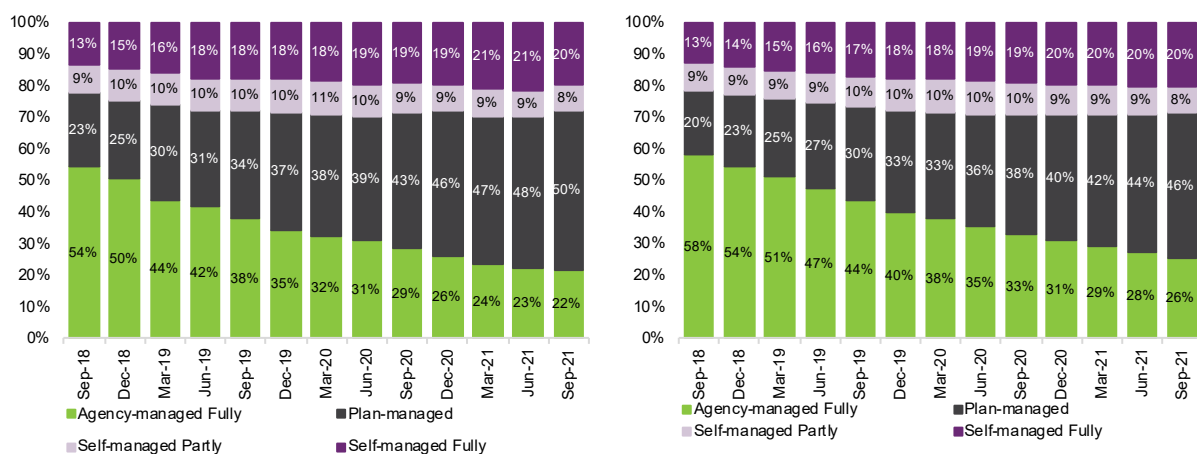
**Figure F.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – New South Wales** <sup>165 166</sup>



**Table F.64 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>167</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	20%	20%	<b>20%</b>
Self-managed partly	8%	8%	<b>8%</b>
Plan-managed	44%	50%	<b>46%</b>
Agency-managed	27%	22%	<b>26%</b>
<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>168</sup>



<sup>165</sup> For the total number of active participants in each primary disability group, see Table F.12.

<sup>166</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.

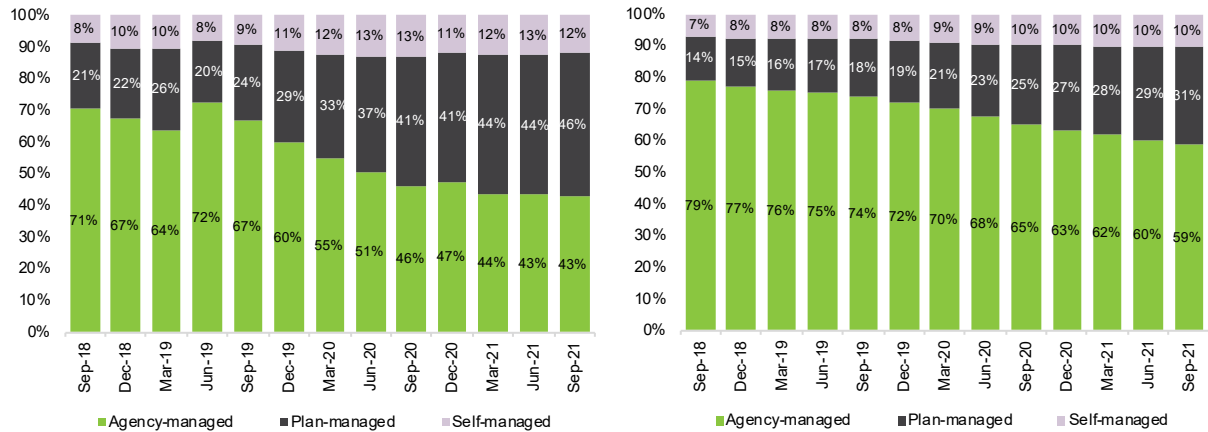
<sup>167</sup> Ibid.

<sup>168</sup> Quarterly results are reported based on a rolling 3 year period.

**Table F.65 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

	Prior Quarters	2021-22 Q1	Total
Self-managed	10%	12%	<b>10%</b>
Plan-managed	29%	46%	<b>31%</b>
Agency-managed	60%	43%	<b>59%</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.66 Distribution of active participants by support coordination and quarter of plan approval – New South Wales**

	Prior Quarters	2021-22 Q1	Total
Support coordination	39%	44%	<b>41%</b>

**Table F.67 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales** <sup>169</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	85,683	69%	4,062	74%	89,745	69%
30 to 59 days	15,394	12%	640	12%	16,034	12%
60 to 89 days	6,862	6%	227	4%	7,089	5%
<b>Activated within 90 days</b>	<b>107,939</b>	<b>87%</b>	<b>4,929</b>	<b>90%</b>	<b>112,868</b>	<b>87%</b>
90 to 119 days	3,864	3%	140	3%	4,004	3%
120 days and over	10,681	9%	138	3%	10,819	8%
<b>Activated after 90 days</b>	<b>14,545</b>	<b>12%</b>	<b>278</b>	<b>5%</b>	<b>14,823</b>	<b>11%</b>
No payments	2,189	2%	283	5%	2,472	2%
<b>Total plans approved</b>	<b>124,673</b>	<b>100%</b>	<b>5,490</b>	<b>100%</b>	<b>130,163</b>	<b>100%</b>

<sup>169</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table F.68 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	9,029	9,462	95%
Not Aboriginal and Torres Strait Islander	81,442	83,627	97%
Not Stated	33,820	34,701	97%
<b>Total</b>	<b>124,291</b>	<b>127,790</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	12,999	13,315	98%
Not CALD	111,095	114,270	97%
Not Stated	197	205	96%
<b>Total</b>	<b>124,291</b>	<b>127,790</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	87,095	89,414	97%
Regional	36,738	37,896	97%
Remote	456	478	95%
Missing	<11	<11	
<b>Total</b>	<b>124,291</b>	<b>127,790</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	41,568	42,435	98%
Intellectual Disability (including Down Syndrome)	27,367	28,052	98%
Psychosocial Disability	11,768	12,055	98%
Developmental Delay (including Global Developmental Delay)	8,571	8,879	97%
Other	35,017	36,369	96%
<b>Total</b>	<b>124,291</b>	<b>127,790</b>	<b>97%</b>

**Table F.69 Distribution of plans by utilisation – New South Wales** <sup>170 171</sup>

Plan utilisation	Total
0 to 50%	28%
50% to 75%	23%
> 75%	49%
<b>Total</b>	<b>100%</b>

**Table F.70 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>172</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	66%	72%	68%
Lifelong Learning	22%	28%	24%
Other	15%	20%	16%
Non-categorised	19%	13%	17%
Any mainstream service	96%	96%	96%

## Part Four: Providers and the growing market

**Table F.71 Key markets indicators by quarter – New South Wales** <sup>173 174</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.26	1.35
b) Number of providers delivering new types of supports	501	676
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	87%	88%
<i>Early Childhood Supports (%)</i>	88%	89%
<i>Assist Personal Activities (%)</i>	88%	88%

**Table F.72 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – New South Wales** <sup>175</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	222
Active in 2021-22 Q1 and also in previous quarters	3,867
<b>Active in 2021-22 Q1</b>	<b>4,089</b>
Inactive in 2021-22 Q1	4,456
<b>Active ever</b>	<b>8,545</b>

<sup>170</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>171</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>172</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>173</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>174</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>175</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table F.73 Cumulative number of providers that have been ever active by registration group – New South Wales** <sup>176</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	308	8	316	3%
Assistance Animals	124	5	129	4%
Assistance with daily life tasks in a group or shared living arrangement	995	50	1,045	5%
Assistance with travel/transport arrangements	892	15	907	2%
Daily Personal Activities	1,628	92	1,720	6%
Group and Centre Based Activities	1,152	55	1,207	5%
High Intensity Daily Personal Activities	1,164	47	1,211	4%
Household tasks	2,163	73	2,236	3%
Interpreting and translation	221	5	226	2%
Participation in community, social and civic activities	1,808	95	1,903	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	324	12	336	4%
Assistive products for household tasks	340	9	349	3%
Assistance products for personal care and safety	1,572	71	1,643	5%
Communication and information equipment	635	61	696	10%
Customised Prosthetics	740	27	767	4%
Hearing Equipment	285	17	302	6%
Hearing Services	73	6	79	8%
Personal Mobility Equipment	957	37	994	4%
Specialised Hearing Services	109	6	115	6%
Vision Equipment	269	13	282	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,715	95	1,810	6%
Behaviour Support	748	32	780	4%
Community nursing care for high needs	575	36	611	6%
Development of daily living and life skills	1,205	48	1,253	4%
Early Intervention supports for early childhood	1,449	49	1,498	3%
Exercise Physiology and Physical Wellbeing activities	987	34	1,021	3%
Innovative Community Participation	443	15	458	3%
Specialised Driving Training	280	9	289	3%
Therapeutic Supports	4,424	114	4,538	3%
<b>Capital services</b>				
Home modification design and construction	577	22	599	4%
Specialist Disability Accommodation	157	4	161	3%
Vehicle Modifications	244	13	257	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	886	51	937	6%
Support Coordination	429	22	451	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	472	22	494	5%
Specialised Supported Employment	391	29	420	7%
<b>Total</b>	<b>8,323</b>	<b>222</b>	<b>8,545</b>	<b>3%</b>

<sup>176</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.74 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	57	259	<b>316</b>	18%	82%	<b>100%</b>
Assistance Animals	18	111	<b>129</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	137	908	<b>1,045</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	196	711	<b>907</b>	22%	78%	<b>100%</b>
Daily Personal Activities	241	1,479	<b>1,720</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	157	1,050	<b>1,207</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	168	1,043	<b>1,211</b>	14%	86%	<b>100%</b>
Household tasks	707	1,529	<b>2,236</b>	32%	68%	<b>100%</b>
Interpreting and translation	56	170	<b>226</b>	25%	75%	<b>100%</b>
Participation in community, social and civic activities	286	1,617	<b>1,903</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	54	282	<b>336</b>	16%	84%	<b>100%</b>
Assistive products for household tasks	62	287	<b>349</b>	18%	82%	<b>100%</b>
Assistance products for personal care and safety	284	1,359	<b>1,643</b>	17%	83%	<b>100%</b>
Communication and information equipment	147	549	<b>696</b>	21%	79%	<b>100%</b>
Customised Prosthetics	166	601	<b>767</b>	22%	78%	<b>100%</b>
Hearing Equipment	51	251	<b>302</b>	17%	83%	<b>100%</b>
Hearing Services	11	68	<b>79</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	164	830	<b>994</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	23	92	<b>115</b>	20%	80%	<b>100%</b>
Vision Equipment	47	235	<b>282</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	345	1,465	<b>1,810</b>	19%	81%	<b>100%</b>
Behaviour Support	193	587	<b>780</b>	25%	75%	<b>100%</b>
Community nursing care for high needs	102	509	<b>611</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	178	1,075	<b>1,253</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	507	991	<b>1,498</b>	34%	66%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	262	759	<b>1,021</b>	26%	74%	<b>100%</b>
Innovative Community Participation	124	334	<b>458</b>	27%	73%	<b>100%</b>
Specialised Driving Training	83	206	<b>289</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,926	2,612	<b>4,538</b>	42%	58%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	121	478	<b>599</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	7	154	<b>161</b>	4%	96%	<b>100%</b>
Vehicle Modifications	42	215	<b>257</b>	16%	84%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	171	766	<b>937</b>	18%	82%	<b>100%</b>
Support Coordination	65	386	<b>451</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	73	421	<b>494</b>	15%	85%	<b>100%</b>
Specialised Supported Employment	54	366	<b>420</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>3,161</b>	<b>5,384</b>	<b>8,545</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>

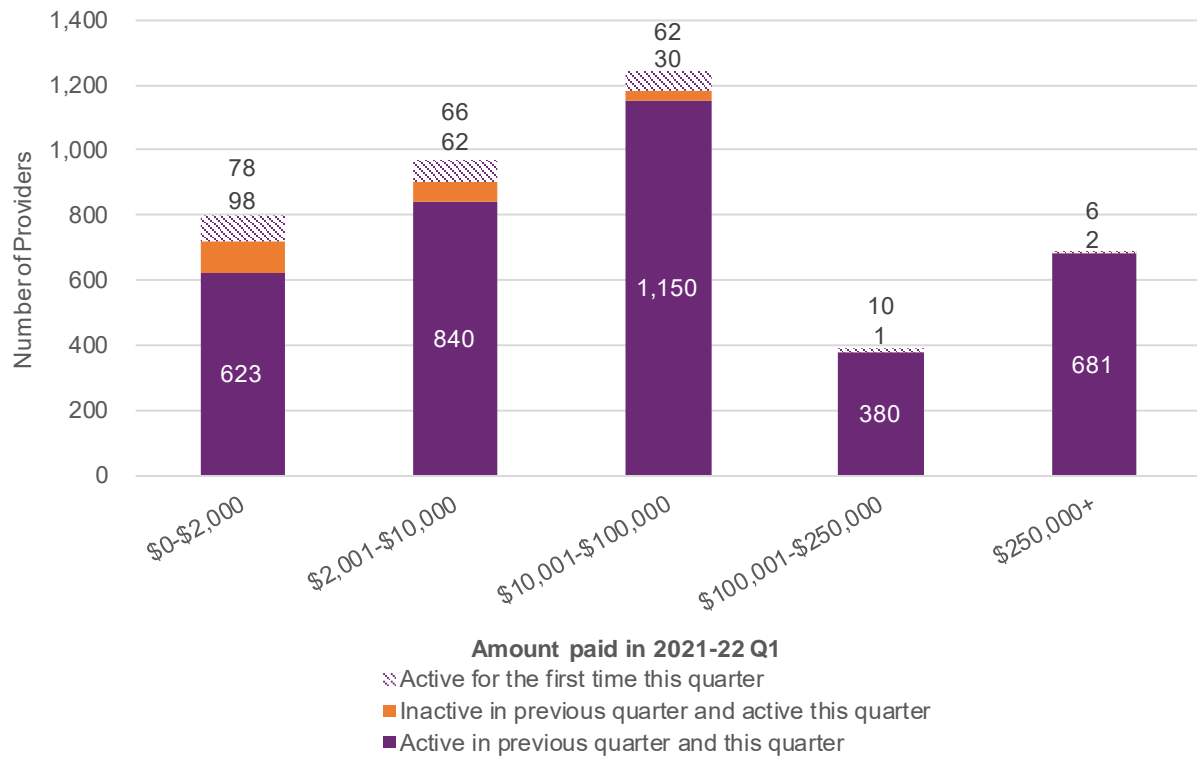
**Table F.75 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – New South Wales**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	33	8	41	20%
Assistance Animals	63	5	68	7%
Assistance with daily life tasks in a group or shared living arrangement	611	50	661	8%
Assistance with travel/transport arrangements	165	15	180	8%
Daily Personal Activities	1,024	92	1,116	8%
Group and Centre Based Activities	632	55	687	8%
High Intensity Daily Personal Activities	595	47	642	7%
Household tasks	1,024	73	1,097	7%
Interpreting and translation	72	5	77	6%
Participation in community, social and civic activities	1,153	95	1,248	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	44	12	56	21%
Assistive products for household tasks	57	9	66	14%
Assistance products for personal care and safety	770	71	841	8%
Communication and information equipment	302	61	363	17%
Customised Prosthetics	294	27	321	8%
Hearing Equipment	93	17	110	15%
Hearing Services	10	6	16	38%
Personal Mobility Equipment	389	37	426	9%
Specialised Hearing Services	15	6	21	29%
Vision Equipment	83	13	96	14%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,079	95	1,174	8%
Behaviour Support	369	32	401	8%
Community nursing care for high needs	252	36	288	13%
Development of daily living and life skills	533	48	581	8%
Early Intervention supports for early childhood	549	49	598	8%
Exercise Physiology and Physical Wellbeing activities	450	34	484	7%
Innovative Community Participation	104	15	119	13%
Specialised Driving Training	78	9	87	10%
Therapeutic Supports	1,915	114	2,029	6%
<b>Capital services</b>				
Home modification design and construction	190	22	212	10%
Specialist Disability Accommodation	123	4	127	3%
Vehicle Modifications	50	13	63	21%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	565	51	616	8%
Support Coordination	143	22	165	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	209	22	231	10%
Specialised Supported Employment	278	29	307	9%
<b>Total</b>	<b>3,867</b>	<b>222</b>	<b>4,089</b>	<b>5%</b>

**Table F.76 Number and proportion of providers active in 2021-22 Q1 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	5	36	41	12%	88%	100%
Assistance Animals	7	61	68	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	63	598	661	10%	90%	100%
Assistance with travel/transport arrangements	27	153	180	15%	85%	100%
Daily Personal Activities	141	975	1,116	13%	87%	100%
Group and Centre Based Activities	91	596	687	13%	87%	100%
High Intensity Daily Personal Activities	81	561	642	13%	87%	100%
Household tasks	267	830	1,097	24%	76%	100%
Interpreting and translation	19	58	77	25%	75%	100%
Participation in community, social and civic activities	163	1,085	1,248	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	6	50	56	11%	89%	100%
Assistive products for household tasks	9	57	66	14%	86%	100%
Assistance products for personal care and safety	126	715	841	15%	85%	100%
Communication and information equipment	55	308	363	15%	85%	100%
Customised Prosthetics	58	263	321	18%	82%	100%
Hearing Equipment	19	91	110	17%	83%	100%
Hearing Services	2	14	16	13%	88%	100%
Personal Mobility Equipment	61	365	426	14%	86%	100%
Specialised Hearing Services	5	16	21	24%	76%	100%
Vision Equipment	18	78	96	19%	81%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	201	973	1,174	17%	83%	100%
Behaviour Support	77	324	401	19%	81%	100%
Community nursing care for high needs	43	245	288	15%	85%	100%
Development of daily living and life skills	79	502	581	14%	86%	100%
Early Intervention supports for early childhood	113	485	598	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	102	382	484	21%	79%	100%
Innovative Community Participation	25	94	119	21%	79%	100%
Specialised Driving Training	21	66	87	24%	76%	100%
Therapeutic Supports	665	1,364	2,029	33%	67%	100%
<b>Capital services</b>						
Home modification design and construction	33	179	212	16%	84%	100%
Specialist Disability Accommodation	4	123	127	3%	97%	100%
Vehicle Modifications	8	55	63	13%	87%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	115	501	616	19%	81%	100%
Support Coordination	17	148	165	10%	90%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	28	203	231	12%	88%	100%
Specialised Supported Employment	40	267	307	13%	87%	100%
<b>Total</b>	<b>1,117</b>	<b>2,972</b>	<b>4,089</b>	<b>27%</b>	<b>73%</b>	<b>100%</b>

**Figure F.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – New South Wales** <sup>177</sup>



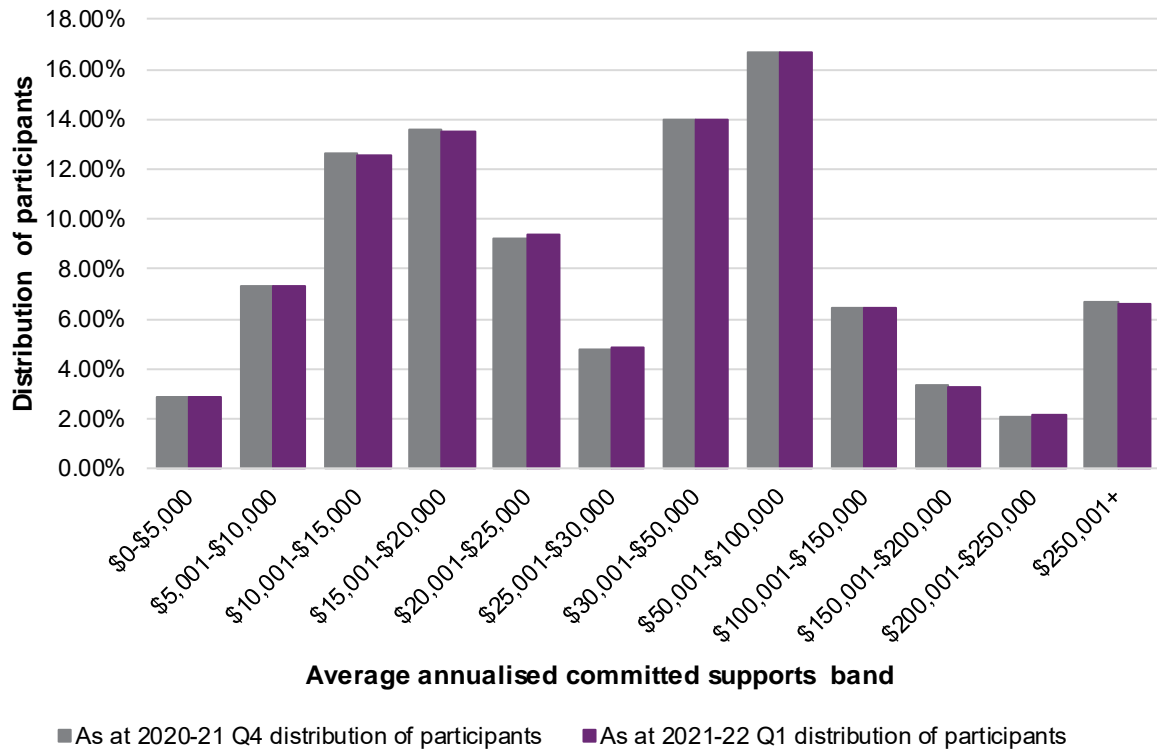
## Part Five: Financial sustainability

**Table F.77 Committed supports by financial year (\$m) – New South Wales**

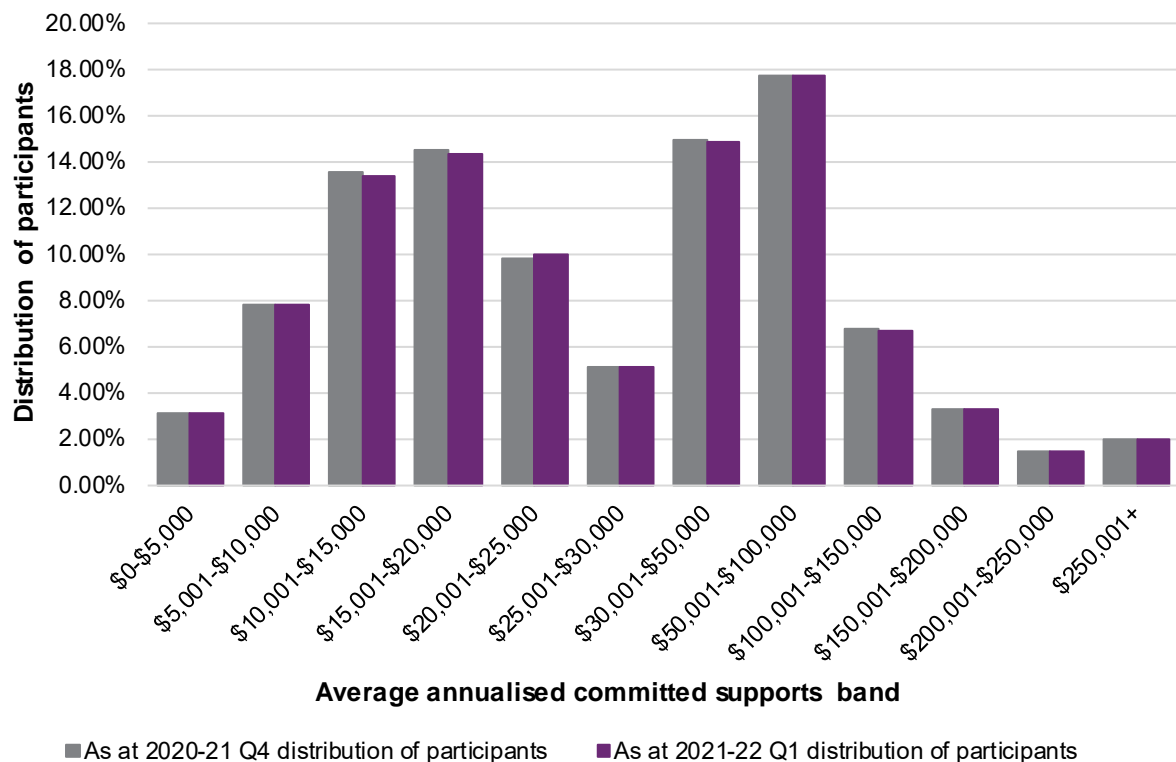
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.6	185.3	353.1	1,776.3	4,299.6	5,943.7	8,173.5	10,338.3	2,665.7

<sup>177</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.

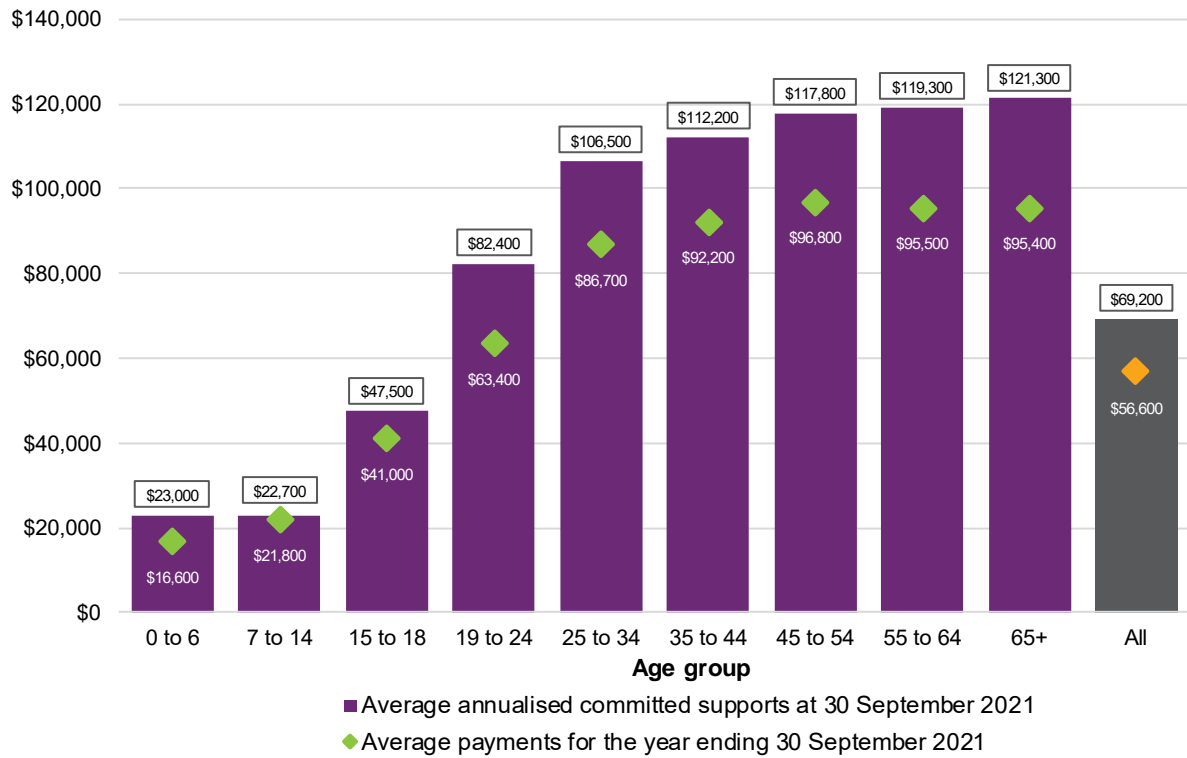
**Figure F.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – New South Wales**



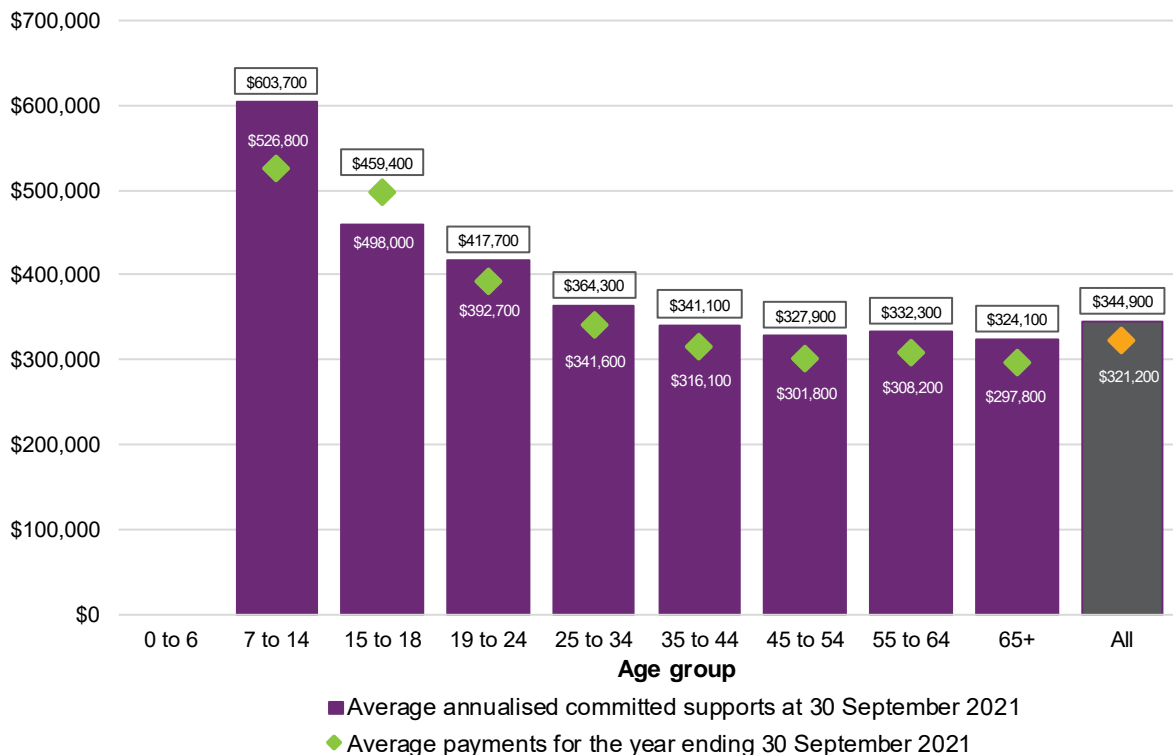
**Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – New South Wales**



**Figure F.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – New South Wales** <sup>178</sup>



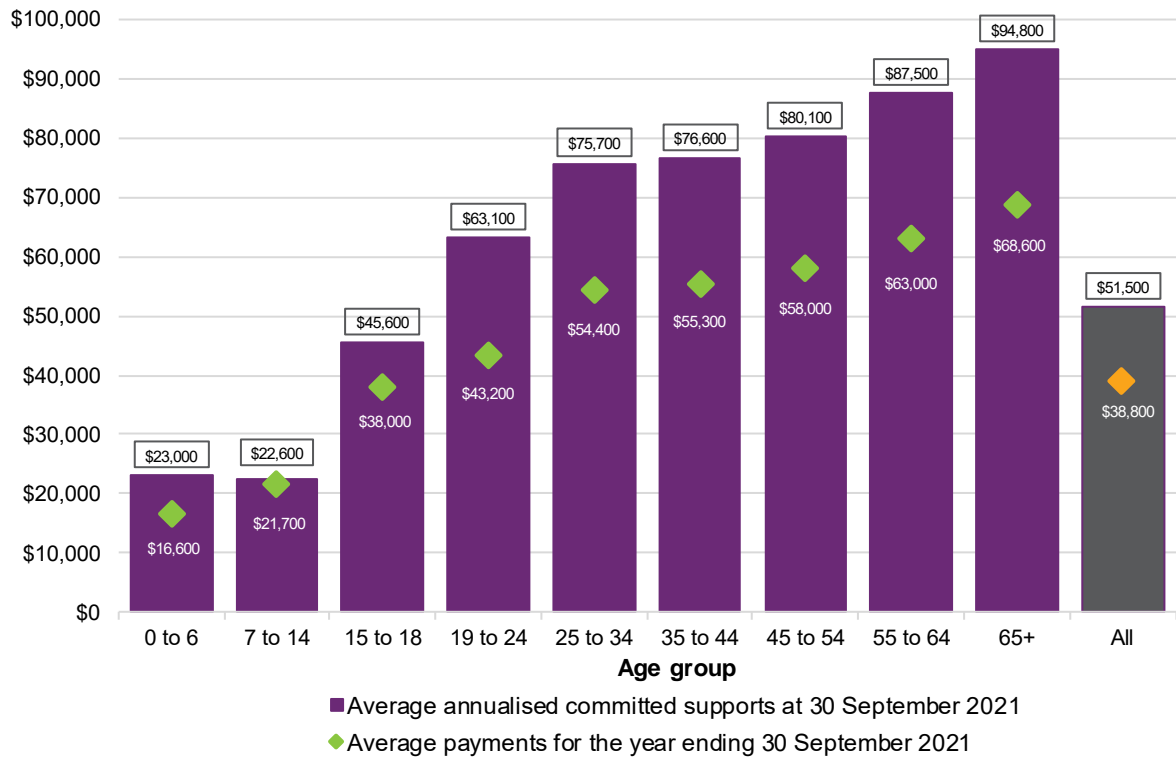
**Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – New South Wales** <sup>179</sup>



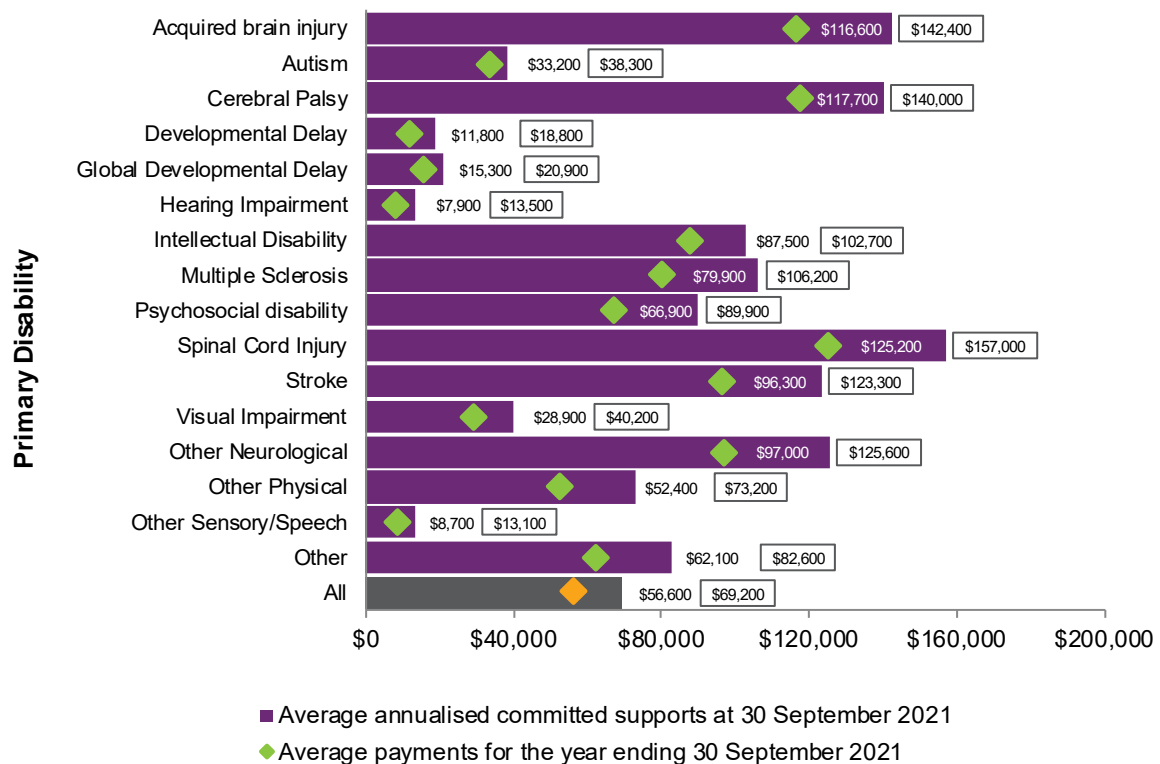
<sup>178</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>179</sup> Ibid.

**Figure F.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – New South Wales** <sup>180</sup>



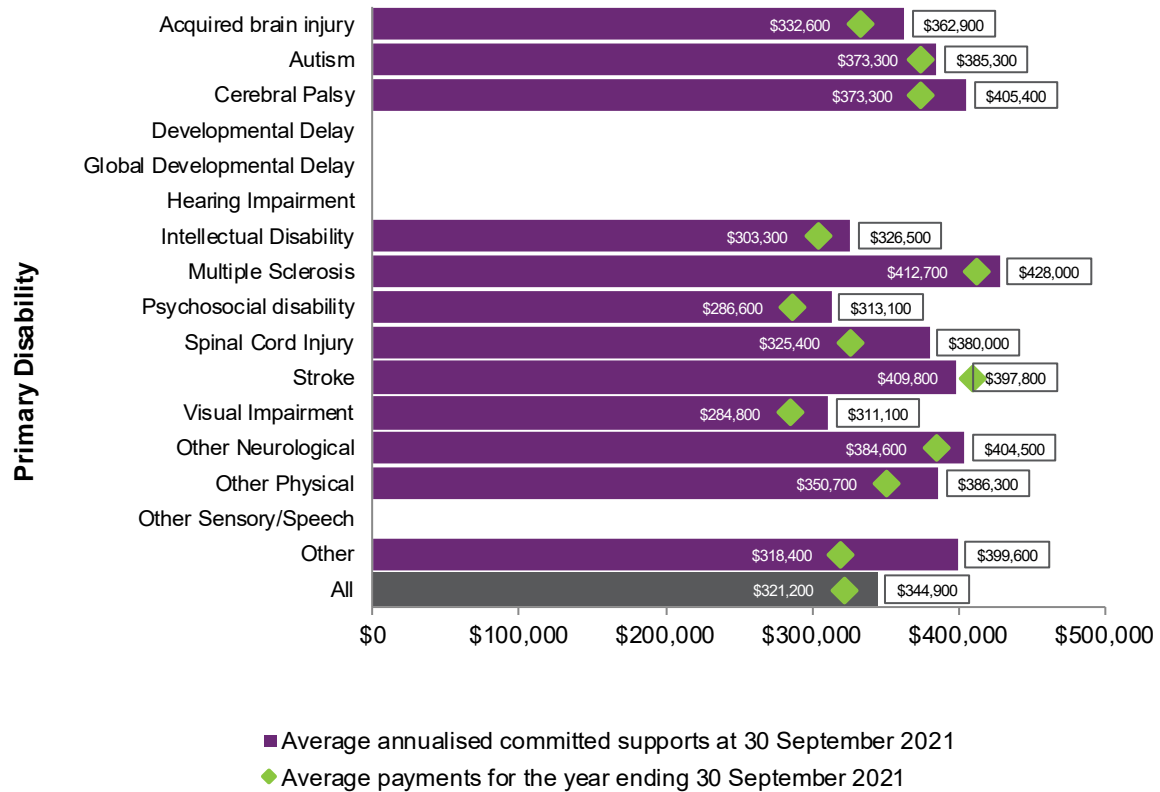
**Figure F.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – New South Wales** <sup>181</sup>



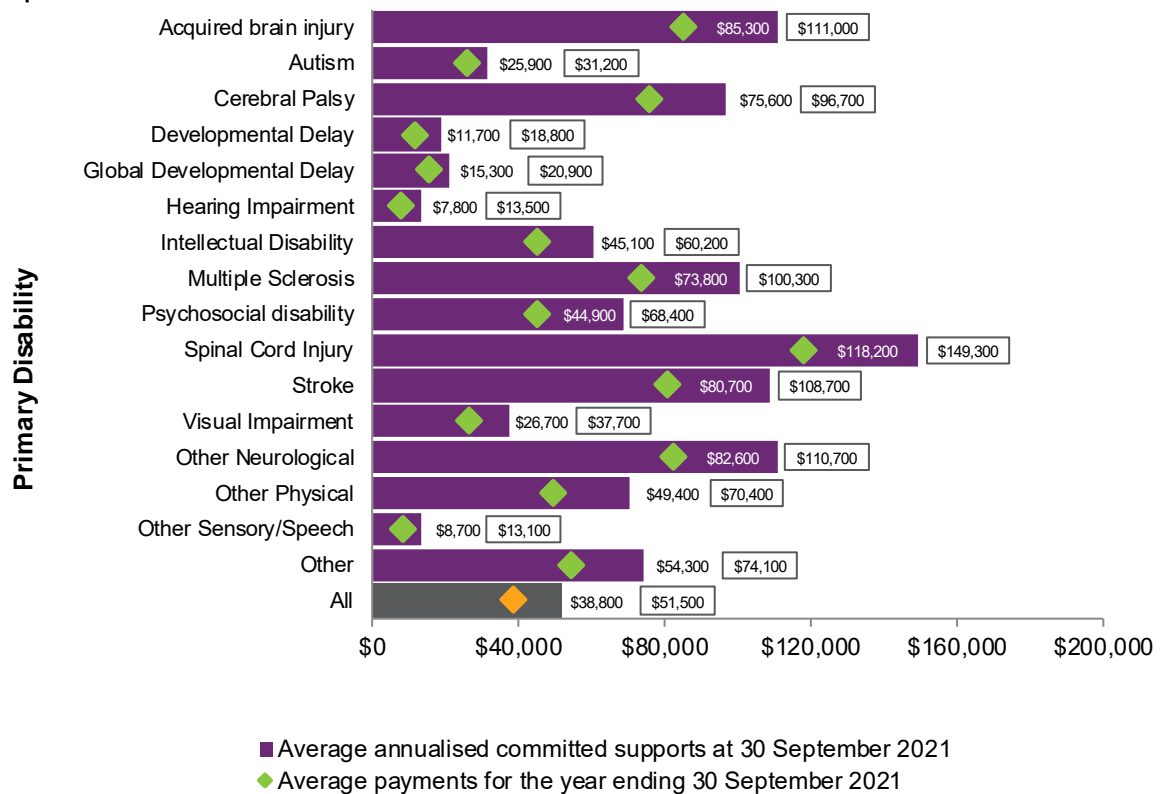
<sup>180</sup> Ibid.

<sup>181</sup> Ibid.

**Figure F.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – New South Wales** <sup>182</sup>



**Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – New South Wales** <sup>183</sup>

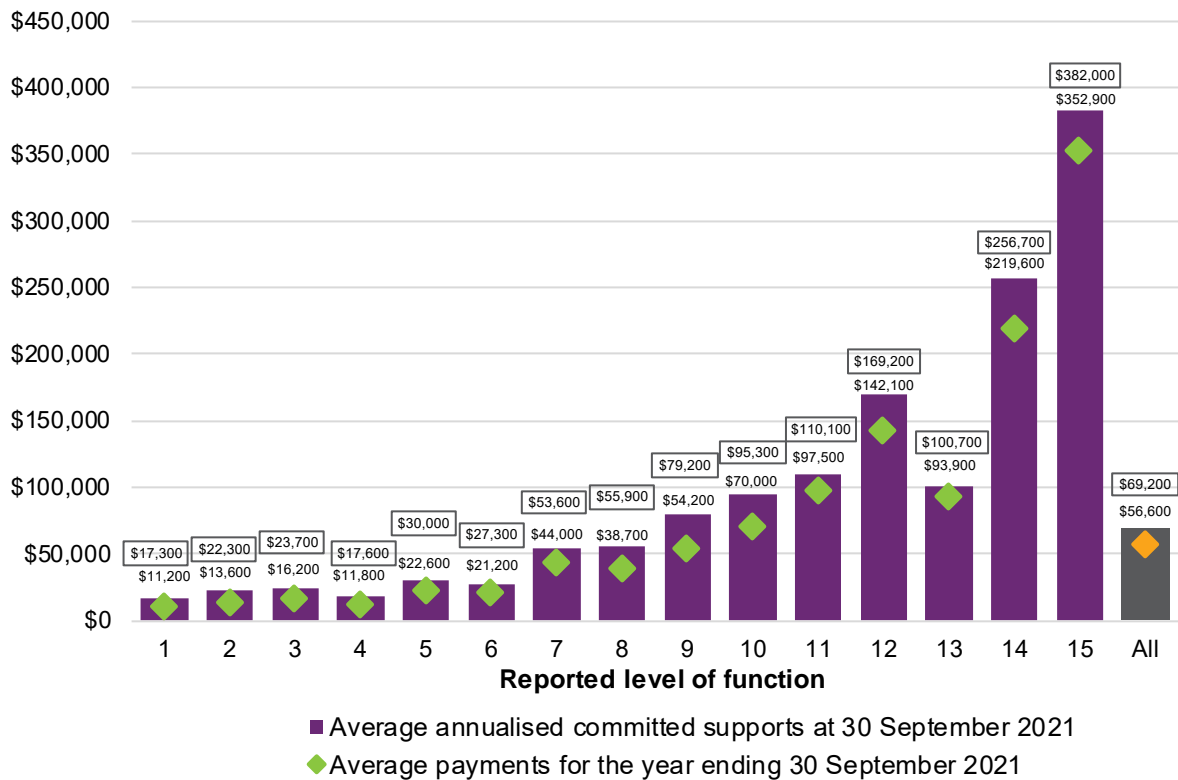


<sup>182</sup> Ibid.

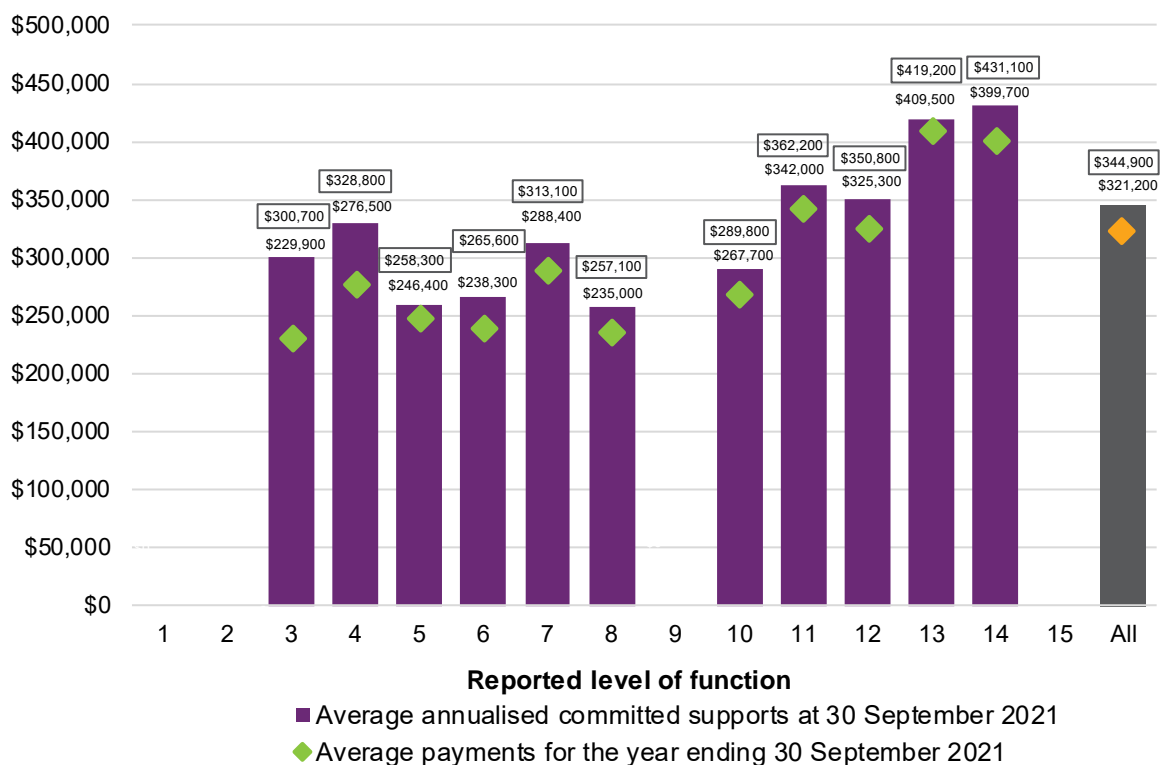
<sup>183</sup> Ibid.



**Figure F.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – New South Wales** <sup>184</sup>



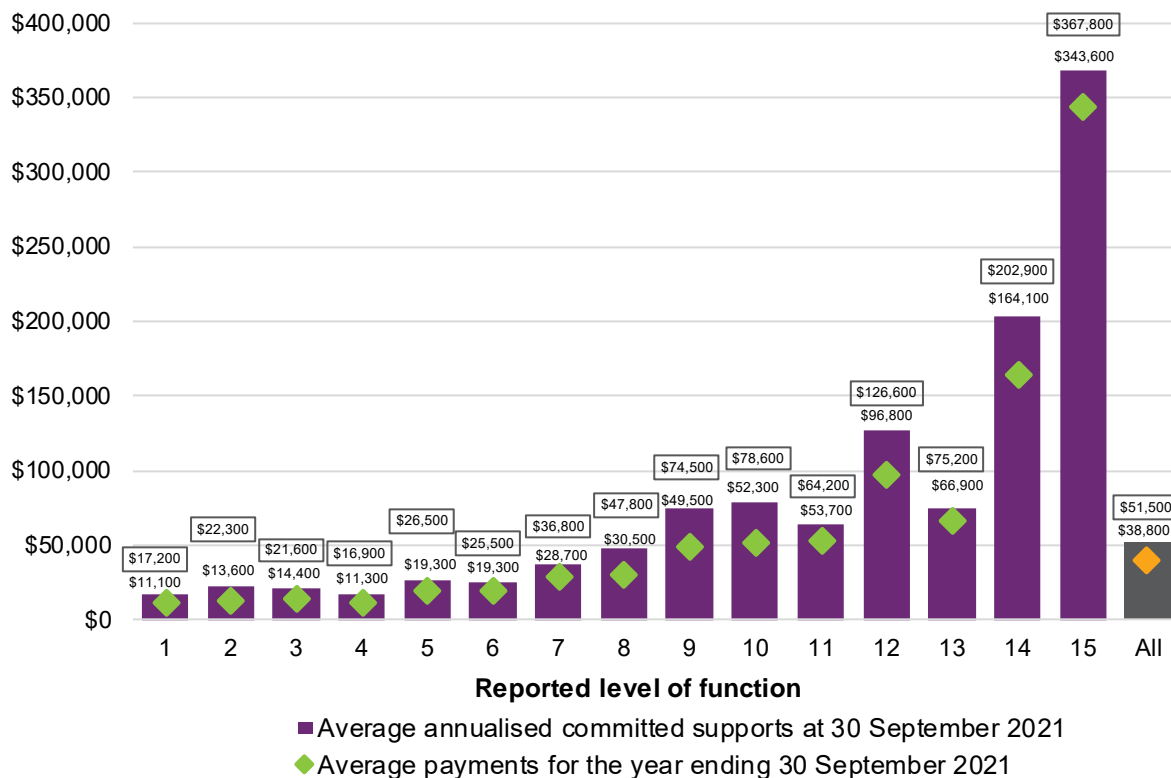
**Figure F.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – New South Wales** <sup>185</sup>



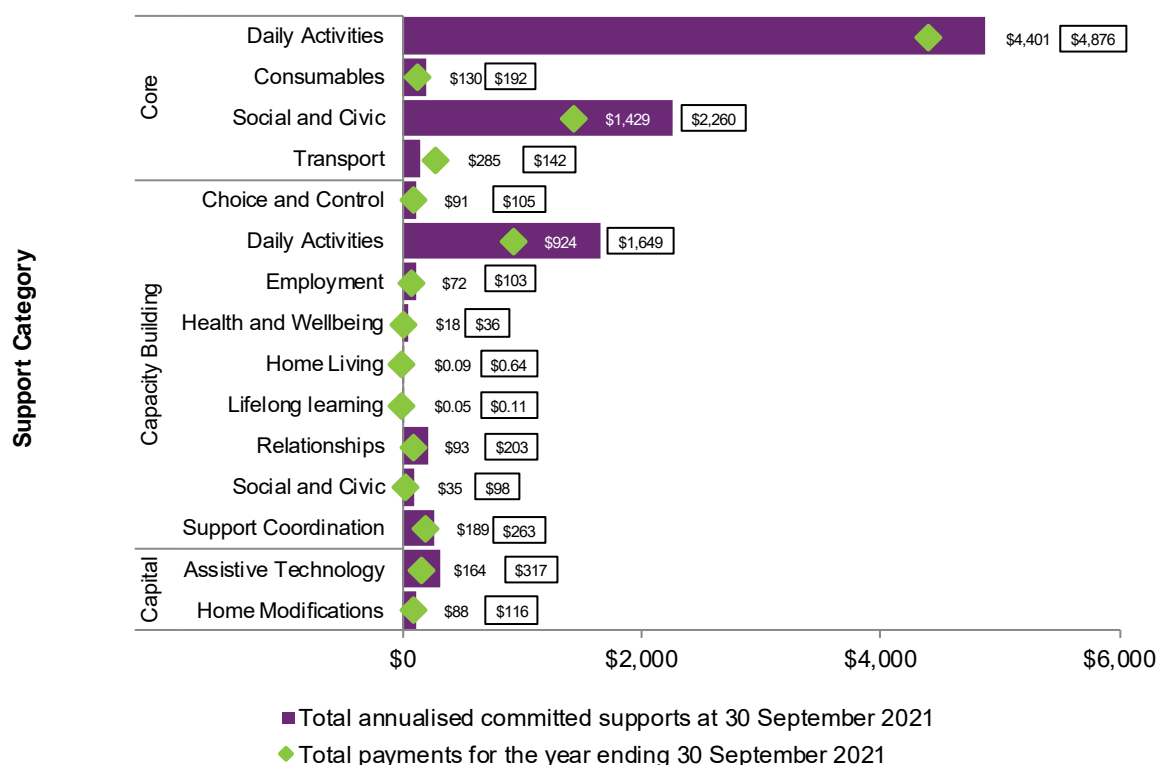
<sup>184</sup> Ibid.

<sup>185</sup> Ibid.

**Figure F.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – New South Wales** <sup>186</sup>



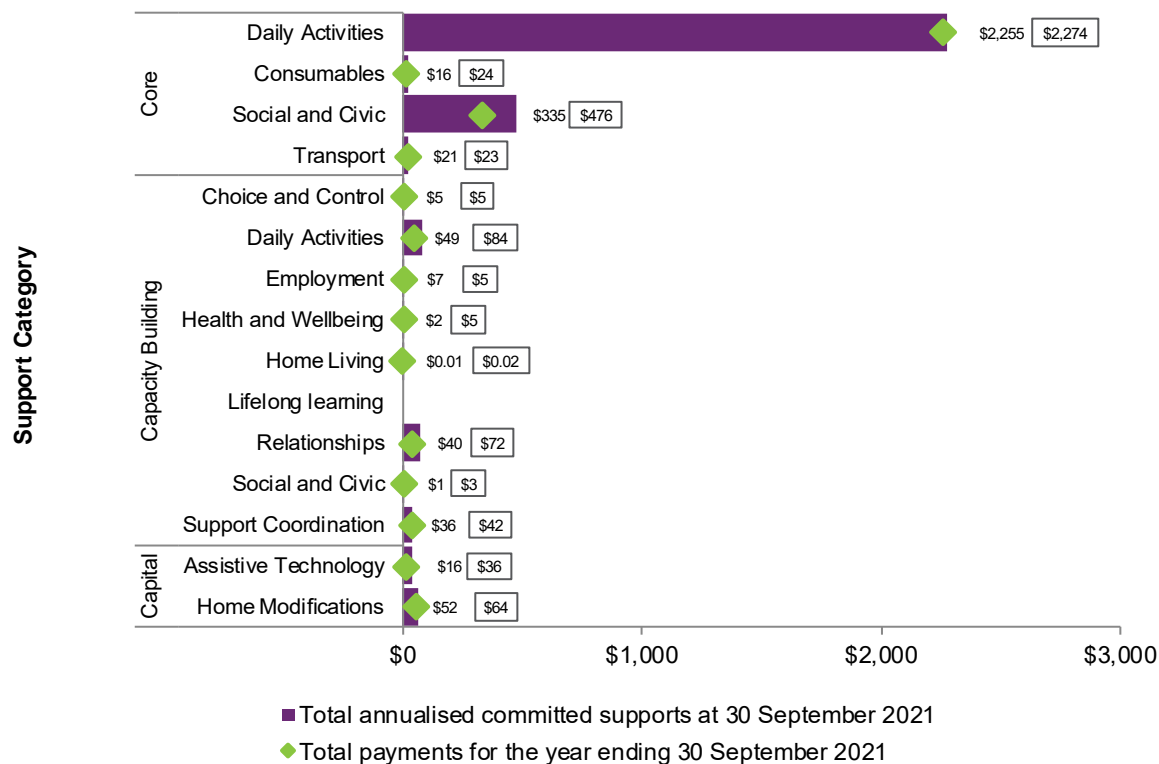
**Figure F.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – New South Wales** <sup>187</sup>



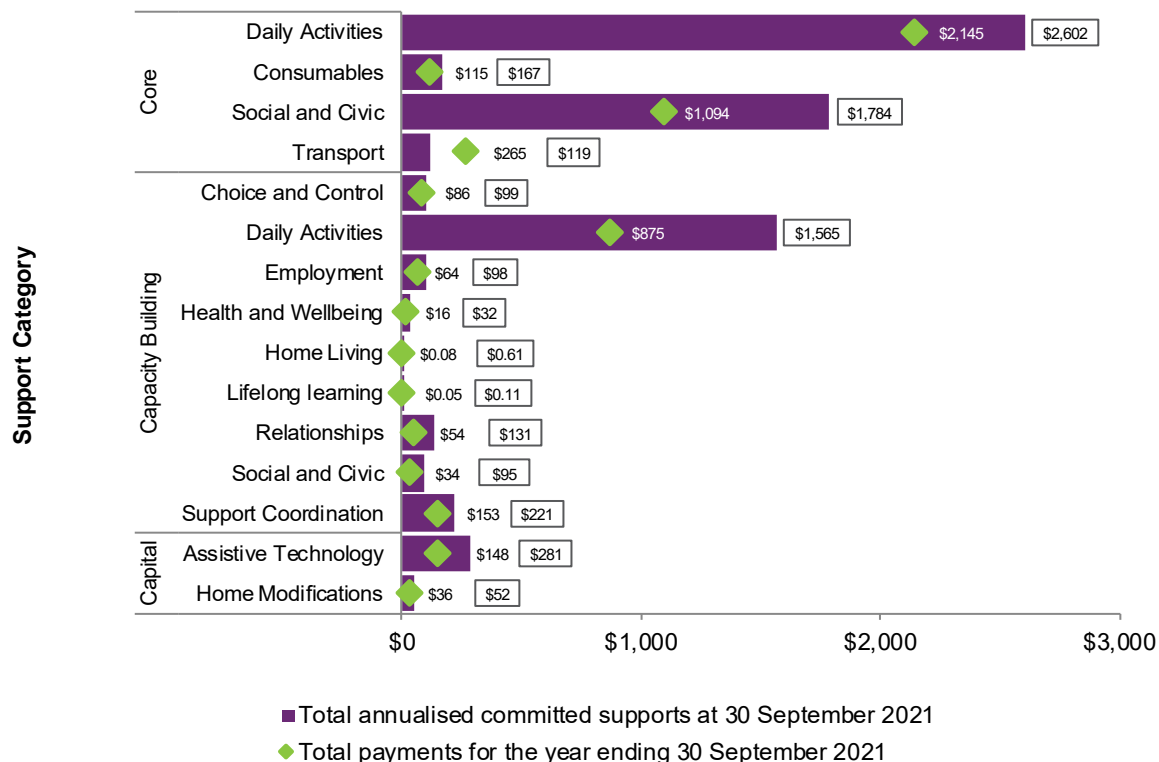
<sup>186</sup> Ibid.

<sup>187</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure F.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – New South Wales** <sup>188</sup>



**Figure F.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – New South Wales** <sup>189</sup>



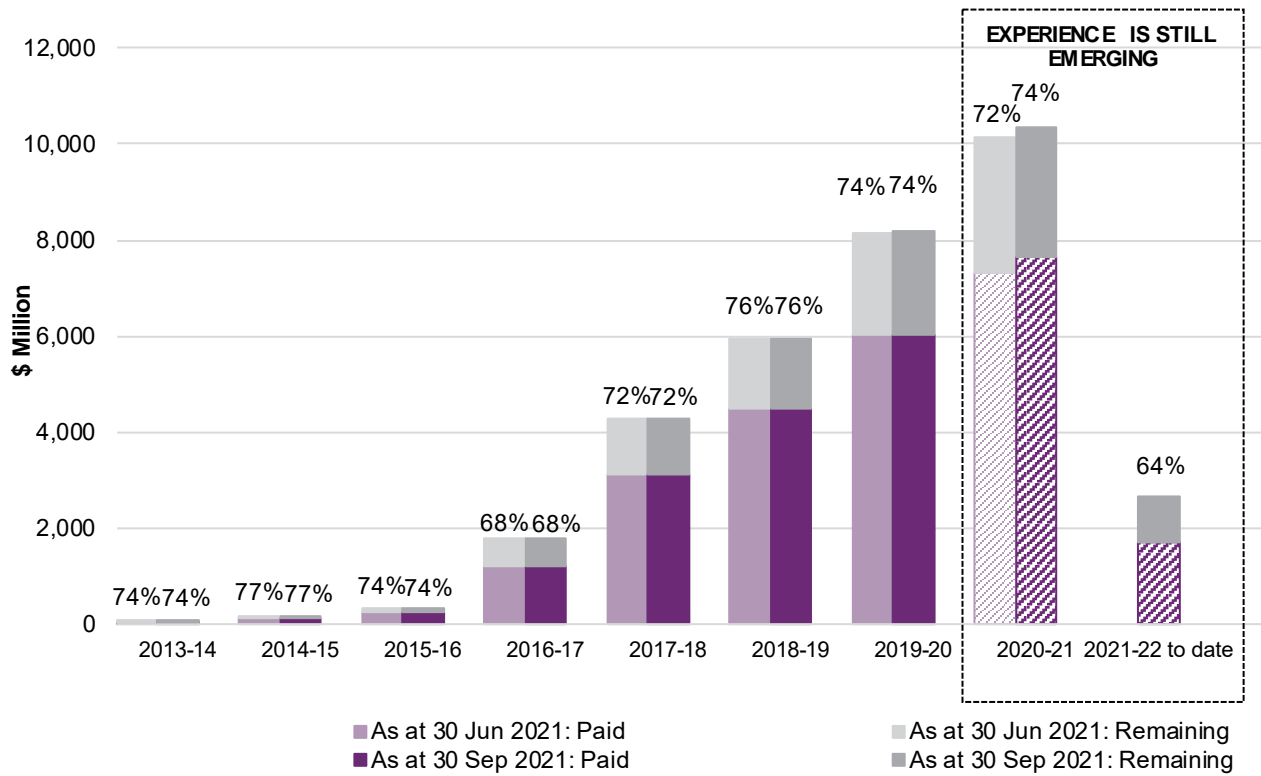
<sup>188</sup> Ibid.

<sup>189</sup> Ibid.

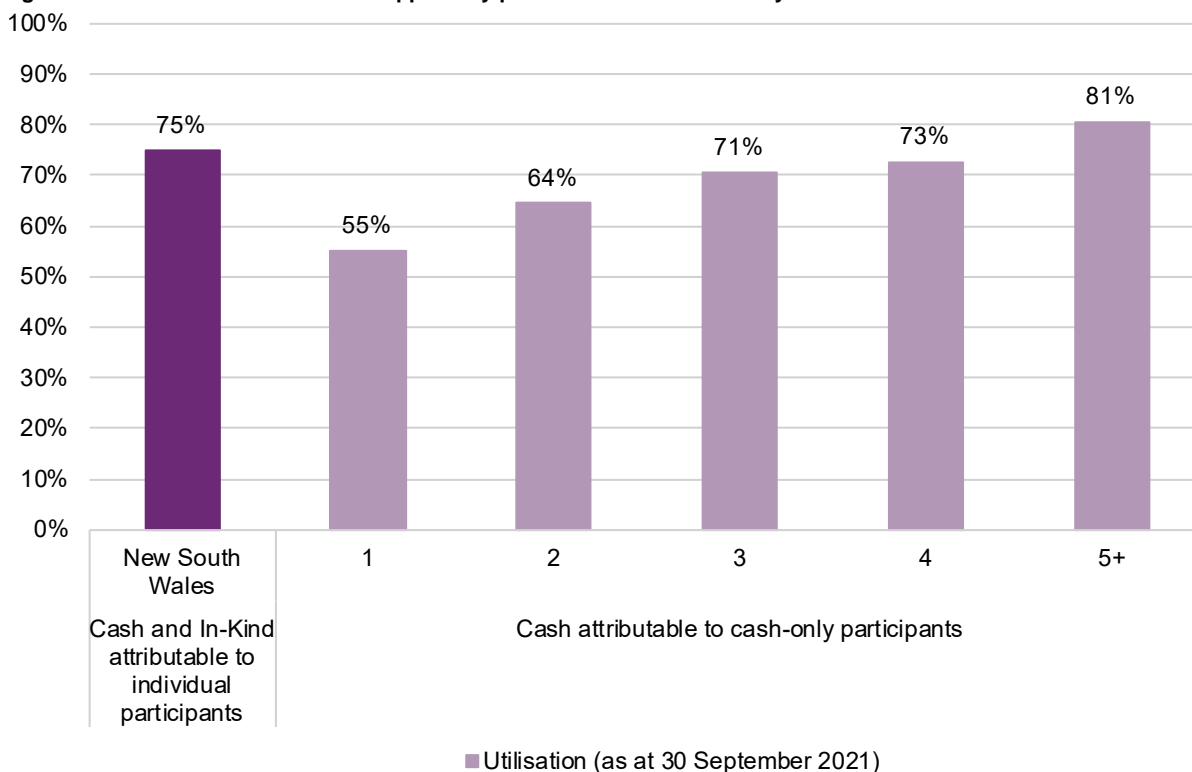
**Table F.78 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.6	185.3	353.1	1,776.3	4,299.6	5,943.7	8,173.5	10,338.3	2,665.7
Total Paid	37.4	141.8	260.2	1,213.6	3,113.5	4,498.2	6,015.9	7,655.7	1,701.7
% utilised to date	74%	77%	74%	68%	72%	76%	74%	74%	64%

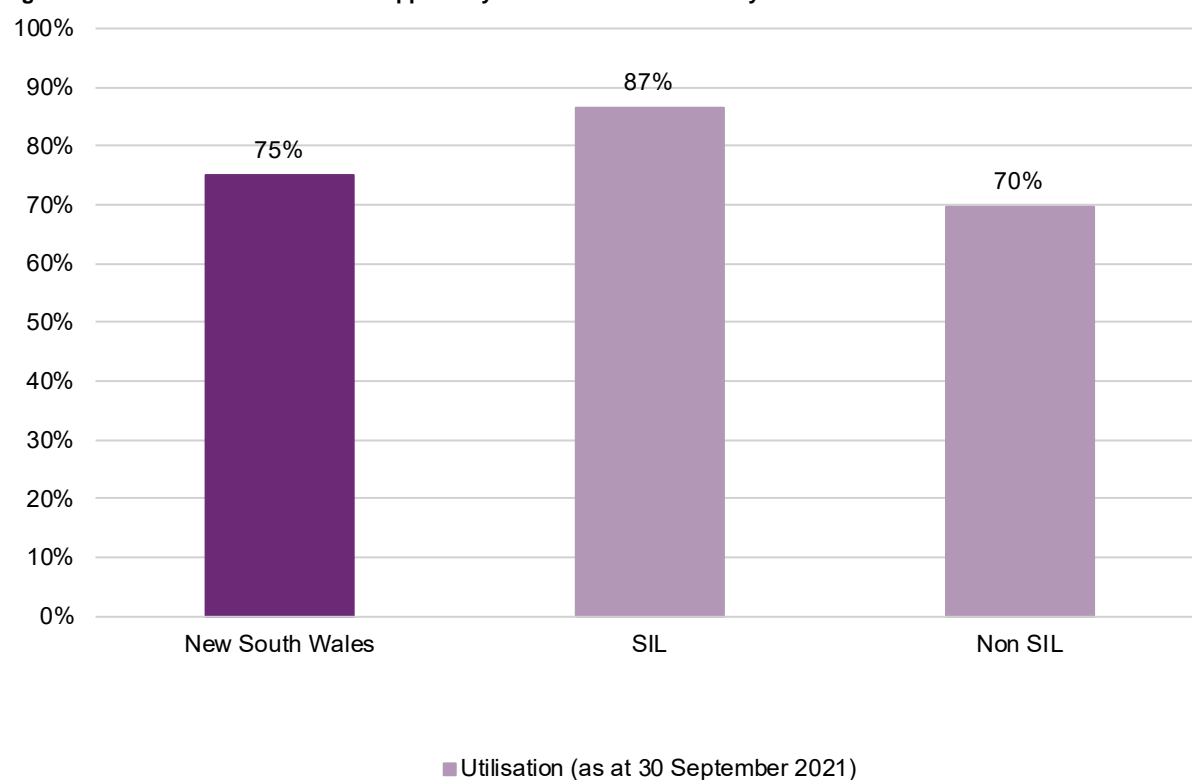
**Figure F.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – New South Wales**



**Figure F.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – New South Wales** <sup>190</sup>



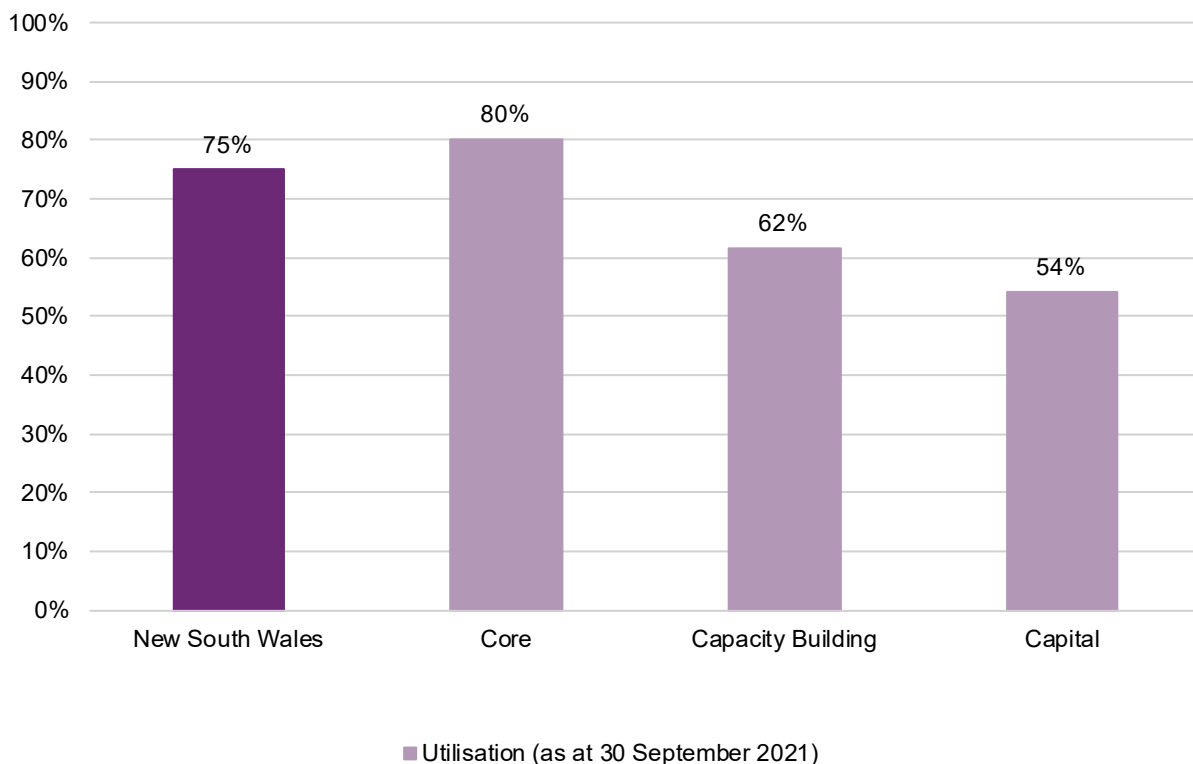
**Figure F.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – New South Wales** <sup>191</sup>



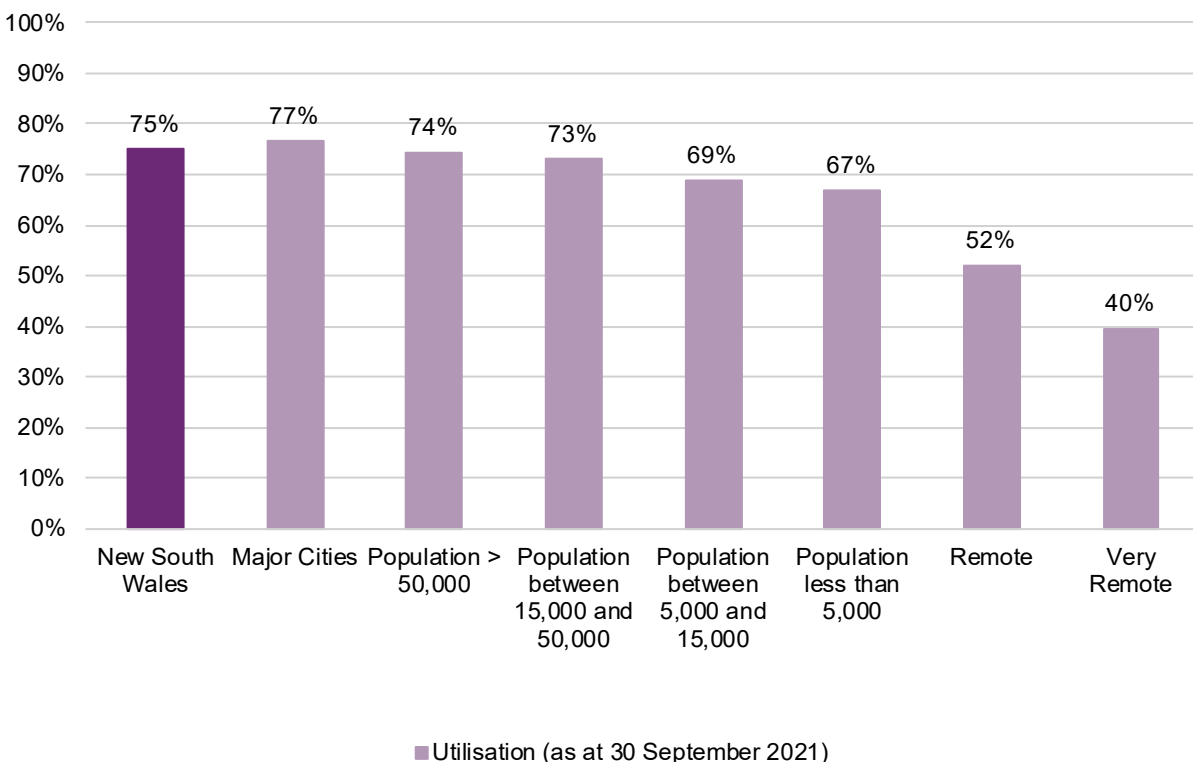
<sup>190</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>191</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – New South Wales** <sup>192</sup>



**Figure F.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – New South Wales** <sup>193</sup>



<sup>192</sup> Ibid.

<sup>193</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

**Table G.1 Active participants by quarter of entry – Victoria** <sup>194</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>Victoria</b>	<b>123,694</b>	<b>5,390</b>	<b>129,084</b>	<b>3,525</b>	<b>132,609</b>

**Table G.2 Active participants (including ECA) by quarter of entry, plan and entry type – Victoria** <sup>195</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Access decisions</b>	<b>155,867</b>	<b>7,816</b>	<b>163,683</b>
<b>Active Eligible</b>	<b>127,741</b>	<b>5,768</b>	<b>133,509</b>
<i>New</i>	57,773	5,407	63,180
<i>State</i>	60,143	233	60,376
<i>Commonwealth</i>	9,825	128	9,953
<b>Active Participant Plans (excl ECA)</b>	<b>123,694</b>	<b>5,390</b>	<b>129,084</b>
<i>New</i>	54,988	4,970	59,958
<i>State</i>	58,995	292	59,287
<i>Commonwealth</i>	9,711	128	9,839
<b>Active Participant Plans</b>	<b>126,866</b>	<b>8,915</b>	<b>132,609</b>
<i>Early Intervention (s25)</i>	28,416	2,684	31,100
<i>Permanent Disability (s24)</i>	95,278	2,706	97,984
<i>ECA</i>	3,172	3,525	3,525

**Table G.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Victoria**

Exits	Total
<b>Total participant exits</b>	<b>5,222</b>
<i>Early Intervention participants</i>	756
<i>Permanent disability participants</i>	4,466

<sup>194</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>195</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table G.4 Cumulative numbers of active participants (including ECA) by services previously received – Victoria** <sup>196</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	59,287	9,839	59,958	3,525	132,609

**Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria** <sup>197 198 199</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	31,100	97,984	3,525	132,609

<sup>196</sup> This table shows the total numbers of active participants at the end of each period.

<sup>197</sup> Ibid.

<sup>198</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>199</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.



**Table G.6 Assessment of access by age group – Victoria** <sup>200</sup>

	Prior Quarters		2021-22 Q1		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	38,034	98%	2,548	97%	40,582	98%
7 to 14	24,626	89%	994	81%	25,620	89%
15 to 18	7,927	91%	256	81%	8,183	91%
19 to 24	7,846	90%	211	66%	8,057	89%
25 to 34	11,273	87%	344	65%	11,617	87%
35 to 44	12,201	84%	367	58%	12,568	83%
45 to 54	15,486	79%	444	50%	15,930	78%
55 to 64	17,102	73%	604	50%	17,706	72%
65+	988	61%	27	39%	1,015	60%
Missing	<11		<11		<11	
<b>Total</b>	<b>135,483</b>	<b>87%</b>	<b>5,795</b>	<b>74%</b>	<b>141,278</b>	<b>86%</b>

**Table G.7 Assessment of access by disability – Victoria** <sup>201</sup>

	Prior Quarters		2021-22 Q1		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	4,232	93%	148	81%	4,380	92%
Autism	39,024	96%	1,454	96%	40,478	96%
Cerebral Palsy	4,113	96%	30	79%	4,143	96%
Developmental Delay	14,432	98%	1,895	98%	16,327	98%
Global Developmental Delay	1,997	99%	233	99%	2,230	99%
Hearing Impairment	5,882	89%	211	85%	6,093	89%
Intellectual Disability	25,933	96%	392	85%	26,325	96%
Multiple Sclerosis	2,821	90%	106	80%	2,927	89%
Psychosocial disability	17,867	77%	704	52%	18,571	76%
Spinal Cord Injury	941	94%	31	82%	972	94%
Stroke	1,753	85%	81	68%	1,834	84%
Visual Impairment	2,944	92%	55	63%	2,999	91%
Other Neurological	5,724	81%	192	67%	5,916	81%
Other Physical	4,840	43%	128	21%	4,968	42%
Other Sensory/Speech	762	56%	<11		767	54%
Other	1,008	39%	129	23%	1,137	37%
Missing	1,210	98%	<11		1,211	98%
<b>Total</b>	<b>135,483</b>	<b>87%</b>	<b>5,795</b>	<b>74%</b>	<b>141,278</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.

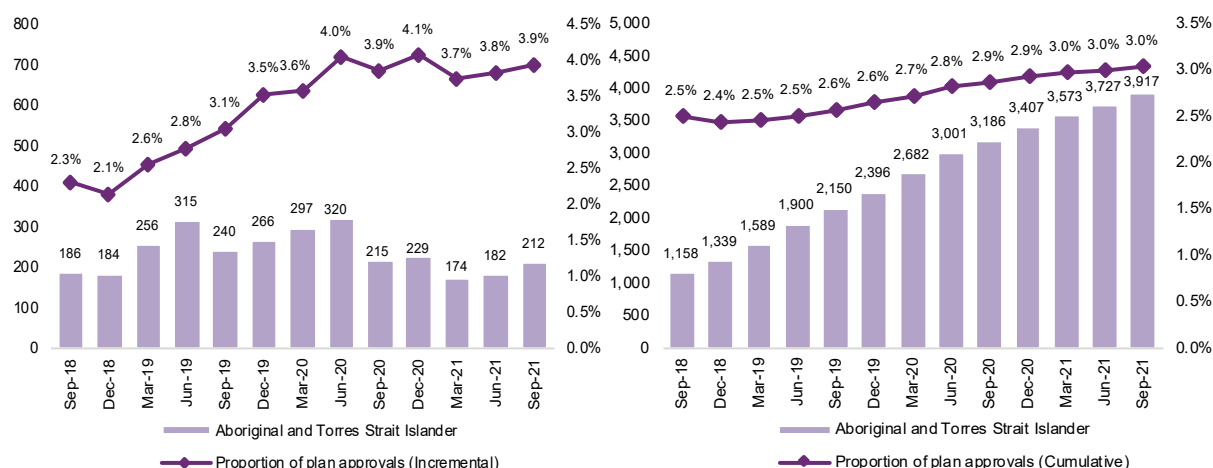
**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,705	3.0%	212	3.9%	<b>3,917</b>	<b>3.0%</b>
Not Aboriginal and Torres Strait Islander	97,797	79.1%	4,493	83.4%	<b>102,290</b>	<b>79.2%</b>
Not Stated	22,192	17.9%	685	12.7%	<b>22,877</b>	<b>17.7%</b>
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

<sup>200</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>201</sup> Ibid.

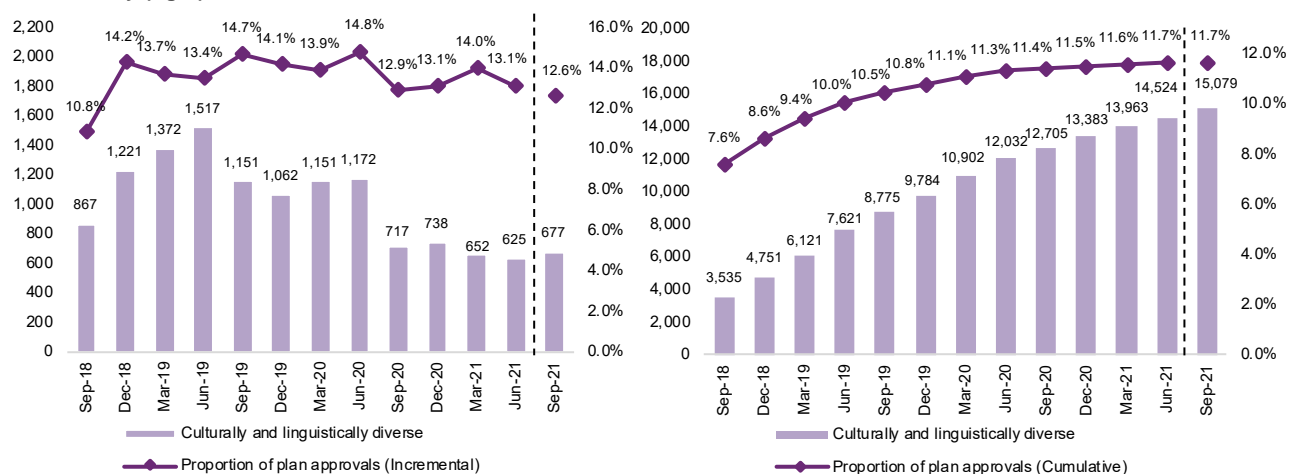
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>202</sup>



**Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria** <sup>203</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	14,402	11.6%	677	12.6%	15,079	11.7%
Not culturally and linguistically diverse	109,254	88.3%	4,713	87.4%	113,967	88.3%
Not stated	38	0.03%	<11		38	0.03%
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</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>204 205</sup>



<sup>202</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>203</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

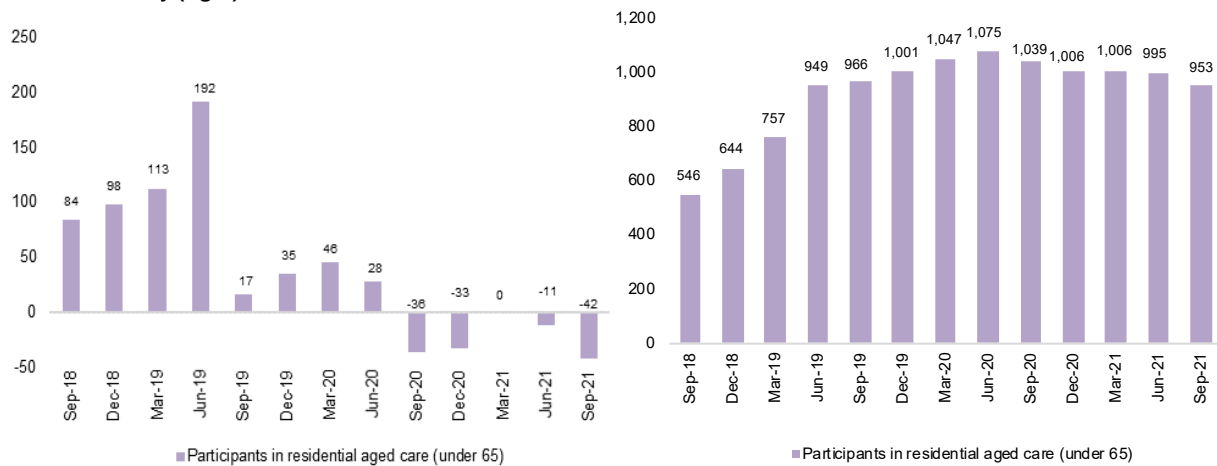
<sup>204</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>205</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**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 September 2021 – Victoria** <sup>206</sup>

	Total
Age group	N
Under 45	37
45 to 54	175
55 to 64	741
<b>Total YPIRAC (under 65)</b>	<b>953</b>

**Figure G.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria** <sup>207</sup>



**Table G.11 Participant profile per quarter by remoteness – Victoria** <sup>208 209</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	89,223	72.1%	4,133	76.7%	<b>93,356</b>	<b>72.3%</b>
Population > 50,000	11,623	9.4%	422	7.8%	<b>12,045</b>	<b>9.3%</b>
Population between 15,000 and 50,000	8,320	6.7%	303	5.6%	<b>8,623</b>	<b>6.7%</b>
Population between 5,000 and 15,000	7,056	5.7%	242	4.5%	<b>7,298</b>	<b>5.7%</b>
Population less than 5,000	7,415	6.0%	289	5.4%	<b>7,704</b>	<b>6.0%</b>
Remote	53	0.0%	<11		<b>54</b>	<b>0.0%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

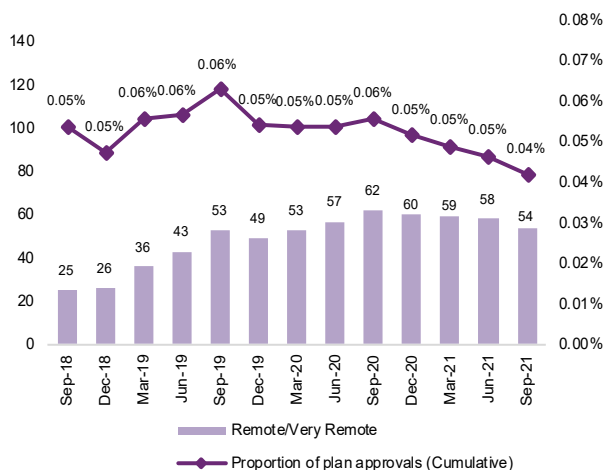
<sup>206</sup> There are a further 459 active participants aged 65 years or over who are currently in residential aged care.

<sup>207</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>208</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>209</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>210 211 212</sup>



**Table G.12 Participant profile per quarter by primary disability group – Victoria** <sup>213 214 215</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	37,946	31%	1,459	27%	39,405	31%
Intellectual Disability	24,544	20%	395	7%	24,939	19%
Psychosocial disability	16,170	13%	703	13%	16,873	13%
Developmental Delay	12,201	10%	1,527	28%	13,728	11%
Hearing Impairment	5,545	4%	234	4%	5,779	4%
Other Neurological	4,696	4%	176	3%	4,872	4%
Other Physical	4,057	3%	130	2%	4,187	3%
Cerebral Palsy	3,956	3%	31	1%	3,987	3%
ABI	3,718	3%	154	3%	3,872	3%
Global Developmental Delay	1,722	1%	195	4%	1,917	1%
Visual Impairment	2,662	2%	50	1%	2,712	2%
Multiple Sclerosis	2,644	2%	102	2%	2,746	2%
Stroke	1,543	1%	73	1%	1,616	1%
Spinal Cord Injury	840	1%	30	1%	870	1%
Other	838	1%	126	2%	964	1%
Other Sensory/Speech	612	0%	<11		617	0%
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

<sup>210</sup> Ibid.

<sup>211</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>212</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

<sup>213</sup> Table order based on national proportions in Table E.12 ( highest to lowest).

<sup>214</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>215</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,834).

**Table G.13 Participant profile per quarter (participants in SIL) by primary disability group – Victoria** <sup>216 217</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	568	11%	<11		568	11%
Intellectual Disability	3,154	60%	<11		3,154	60%
Psychosocial disability	272	5%	<11		272	5%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	149	3%	<11		149	3%
Other Physical	24	0%	<11		24	0%
Cerebral Palsy	595	11%	<11		595	11%
ABI	292	6%	<11		292	6%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	13	0%	<11		13	0%
Multiple Sclerosis	78	1%	<11		78	1%
Stroke	40	1%	<11		40	1%
Spinal Cord Injury	22	0%	<11		22	0%
Other	<11		<11		<11	
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>5,223</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,223</b>	<b>100%</b>

**Table G.14 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria** <sup>218</sup>

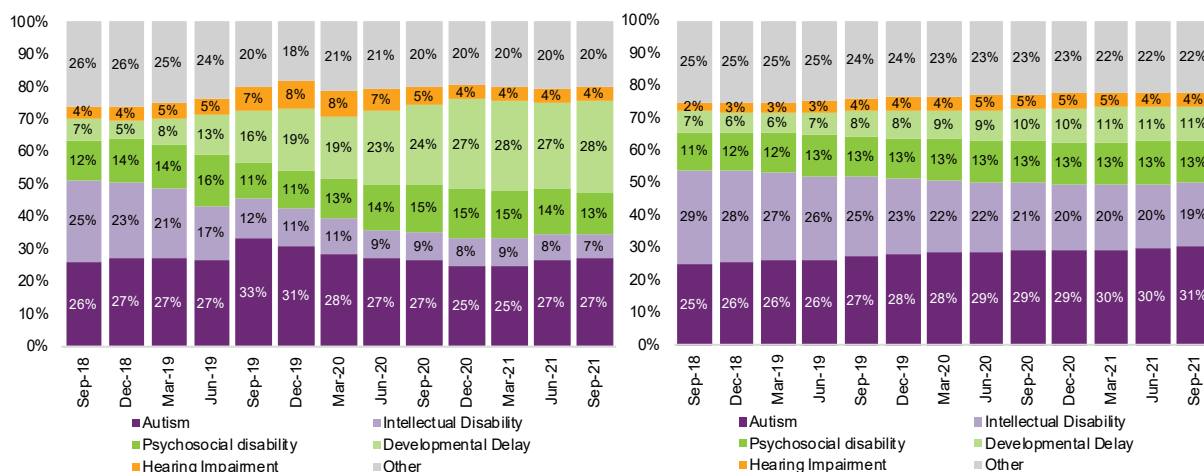
Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	37,378	32%	1,459	27%	38,837	31%
Intellectual Disability	21,390	18%	395	7%	21,785	18%
Psychosocial disability	15,898	13%	703	13%	16,601	13%
Developmental Delay	12,201	10%	1,527	28%	13,728	11%
Hearing Impairment	5,539	5%	234	4%	5,773	5%
Other Neurological	4,547	4%	176	3%	4,723	4%
Other Physical	4,033	3%	130	2%	4,163	3%
Cerebral Palsy	3,361	3%	31	1%	3,392	3%
ABI	3,426	3%	154	3%	3,580	3%
Global Developmental Delay	1,722	1%	195	4%	1,917	2%
Visual Impairment	2,649	2%	50	1%	2,699	2%
Multiple Sclerosis	2,566	2%	102	2%	2,668	2%
Stroke	1,503	1%	73	1%	1,576	1%
Spinal Cord Injury	818	1%	30	1%	848	1%
Other	828	1%	126	2%	954	1%
Other Sensory/Speech	612	1%	<11		617	0%
<b>Total</b>	<b>118,471</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>123,861</b>	<b>100%</b>

<sup>216</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>217</sup> Down Syndrome is included in Intellectual Disability, representing 9% of Participants in SIL (484).

<sup>218</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (2,350).

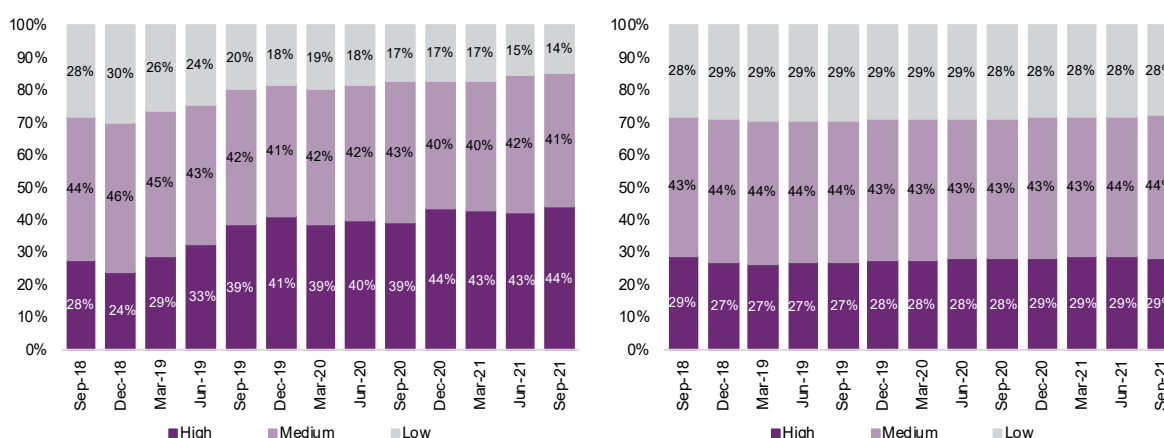
**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>219</sup>



**Table G.15 Participant profile per quarter by reported level of function – Victoria** <sup>220</sup>

Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	11,443	9%	1,193	22%	12,636	10%
2 (High Function)	306	0%	21	0%	327	0%
3 (High Function)	6,321	5%	396	7%	6,717	5%
4 (High Function)	6,831	6%	247	5%	7,078	5%
5 (High Function)	9,672	8%	524	10%	10,196	8%
6 (Moderate Function)	24,455	20%	1,128	21%	25,583	20%
7 (Moderate Function)	7,347	6%	277	5%	7,624	6%
8 (Moderate Function)	7,909	6%	281	5%	8,190	6%
9 (Moderate Function)	551	0%	31	1%	582	0%
10 (Moderate Function)	14,024	11%	517	10%	14,541	11%
11 (Low Function)	4,373	4%	59	1%	4,432	3%
12 (Low Function)	20,598	17%	586	11%	21,184	16%
13 (Low Function)	7,672	6%	113	2%	7,785	6%
14 (Low Function)	2,033	2%	11	0%	2,044	2%
15 (Low Function)	83	0%	<11		89	0%
Missing	76		<11		76	
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

**Figure G.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>221</sup>



<sup>219</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>220</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>221</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.16 Participant profile per quarter by age group – Victoria**

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	19,276	16%	2,139	40%	21,415	17%
7 to 14	32,414	26%	964	18%	33,378	26%
15 to 18	8,827	7%	263	5%	9,090	7%
19 to 24	9,157	7%	208	4%	9,365	7%
25 to 34	11,074	9%	358	7%	11,432	9%
35 to 44	10,847	9%	383	7%	11,230	9%
45 to 54	13,175	11%	436	8%	13,611	11%
55 to 64	14,498	12%	594	11%	15,092	12%
65+	4,426	4%	45	1%	4,471	3%
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

**Table G.17 Participant profile per quarter (participants in SIL) by age group – Victoria** <sup>222</sup>

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	16	0%	<11		16	0%
19 to 24	249	5%	<11		249	5%
25 to 34	744	14%	<11		744	14%
35 to 44	966	18%	<11		966	18%
45 to 54	1,419	27%	<11		1,419	27%
55 to 64	1,458	28%	<11		1,458	28%
65+	369	7%	<11		369	7%
<b>Total</b>	<b>5,223</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,223</b>	<b>100%</b>

**Table G.18 Participant profile per quarter (participants not in SIL) by age group – Victoria**

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	19,275	16%	2,139	40%	21,414	17%
7 to 14	32,413	27%	964	18%	33,377	27%
15 to 18	8,811	7%	263	5%	9,074	7%
19 to 24	8,908	8%	208	4%	9,116	7%
25 to 34	10,330	9%	358	7%	10,688	9%
35 to 44	9,881	8%	383	7%	10,264	8%
45 to 54	11,756	10%	436	8%	12,192	10%
55 to 64	13,040	11%	594	11%	13,634	11%
65+	4,057	3%	45	1%	4,102	3%
<b>Total</b>	<b>118,471</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>123,861</b>	<b>100%</b>

<sup>222</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria <sup>223</sup>

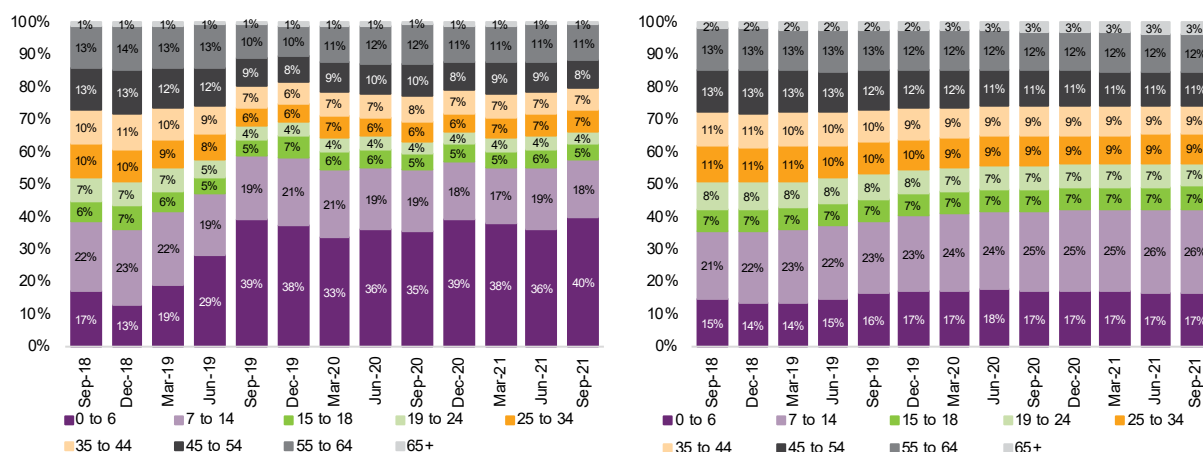


Table G.19 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	74,614	60%	3,162	59%	77,776	60%
Female	47,656	39%	2,141	40%	49,797	39%
Other	1,424	1%	87	2%	1,511	1%
<b>Total</b>	<b>123,694</b>	<b>100%</b>	<b>5,390</b>	<b>100%</b>	<b>129,084</b>	<b>100%</b>

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria <sup>224</sup>

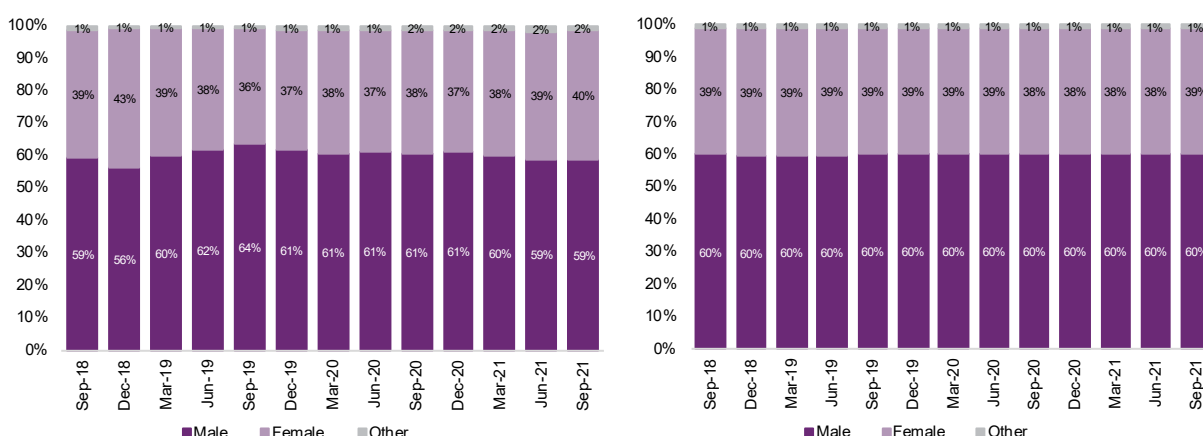


Table G.20 Participation rates by age group at 31 September 2021 – Victoria <sup>225</sup>

	VIC
0-6	3.88%
7-14	5.10%
15-18	2.93%
19-24	1.66%
25-34	1.06%
35-44	1.20%
45-54	1.66%
55-64	2.06%
<b>Total (aged 0-64)</b>	<b>2.21%</b>

<sup>223</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>224</sup> Ibid.

<sup>225</sup> Participation rate refers to the proportion of general population that are NDIS participants.



## Part Two: Participant experience and outcomes

**Table G.21 Number of baseline questionnaires completed by SFOF version – Victoria** <sup>226</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,808	3,226	5,027	8,591	6,582	1,833	27,067
Participant school to 14	1,915	5,105	10,330	8,731	4,940	1,270	32,291
Participant 15 to 24	1,216	3,236	4,582	2,965	1,805	453	14,257
Participant 25 and over	4,334	10,429	15,877	9,855	7,022	1,783	49,300
<b>Total Participant</b>	<b>9,273</b>	<b>21,996</b>	<b>35,816</b>	<b>30,142</b>	<b>20,349</b>	<b>5,339</b>	<b>122,915</b>
Family 0 to 14	3,557	8,063	14,802	16,890	11,318	3,044	57,674
Family 15 to 24	312	2,416	3,313	1,964	1,205	313	9,523
Family 25 and over	125	3,501	4,749	2,568	1,572	401	12,916
<b>Total Family</b>	<b>3,994</b>	<b>13,980</b>	<b>22,864</b>	<b>21,422</b>	<b>14,095</b>	<b>3,758</b>	<b>80,113</b>
<b>Total</b>	<b>13,267</b>	<b>35,976</b>	<b>58,680</b>	<b>51,564</b>	<b>34,444</b>	<b>9,097</b>	<b>203,028</b>

**Table G.22 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	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		35%		
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			38%	60%
CC	% who choose what they do each day			47%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			81%	79%

<sup>226</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.23 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	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	64%	71%		
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.24 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%	39%
HW	% who did not have any difficulties accessing health services			66%	58%
LL	% who currently attend or previously attended school in a mainstream class			40%	
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.25 Selected key baseline indicators for families/carers of participants – Victoria**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	25%	22%
% receiving Carer Allowance	36%	44%	33%
% working in a paid job	46%	51%	39%
Of those in a paid job, % in permanent employment	81%	78%	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	43%	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	85%	90%	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%	59%
% 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.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,396) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**<sup>227</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	87%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	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?	62%

**Table G.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=11,480) - participants who entered between 1 July 2016 and 30 September 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?	42%
REL Has the NDIS improved your child's relationships with family and friends?	51%
S/CP Has the NDIS improved your child's social and recreational life?	45%

<sup>227</sup> Results in Tables G.26 to G.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table G.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,424) and ‘Participant 25 and over’ (n=16,035) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	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?	23%	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%	17%
S/CP	Has the NDIS helped you be more involved?	50%	57%

**Table G.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,651); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,364) - participants who entered between 1 July 2016 and 30 September 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%	57%
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%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	47%	39%

**Table G.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,160) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria <sup>228</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%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	75%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	+4%

<sup>228</sup> Results in Tables G.30 to G.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table G.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,805) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	70%	+9%
LL	Has the NDIS improved your child's access to education?	42%	46%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	56%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+4%

**Table G.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,503) and ‘Participant 25 and over’ (n=10,346) - participants who entered between 1 July 2016 and 30 September 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?	58%	67%	+9%	65%	75%	+10%
DL	Has the NDIS helped you with daily living activities?	59%	70%	+11%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	47%	52%	+6%	48%	55%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	-1%	28%	31%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	49%	+6%	47%	55%	+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%	41%	+3%	29%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	15%	-1%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+6%	55%	64%	+8%

**Table G.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,435); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,563) - participants who entered between 1 July 2016 and 30 September 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?	63%	70%	+7%	49%	62%	+13%
Has the NDIS improved the level of support for your family?	68%	76%	+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?	70%	76%	+6%	57%	69%	+12%
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%	47%	+5%	34%	41%	+7%

**Table G.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,604) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria <sup>229</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%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	92%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	90%	86%	+2%
REL	Has the NDIS improved how your child fits into family life?	73%	79%	79%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	67%	67%	+6%

**Table G.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=4,196) - participants who entered between 1 July 2016 and 30 September 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?	59%	68%	73%	+14%
LL	Has the NDIS improved your child's access to education?	37%	41%	47%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	55%	59%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	54%	+9%

<sup>229</sup> Results in Tables G.34 to G.39 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table G.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,060) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	55%	64%	71%	+16%
Has the NDIS helped you with daily living activities?	57%	67%	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?	19%	19%	18%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	40%	46%	50%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	40%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	13%	13%	-1%
Has the NDIS helped you be more involved?	51%	59%	62%	+11%

**Table G.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=5,860) - participants who entered between 1 July 2016 and 30 September 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%	70%	76%	+14%
Has the NDIS helped you with daily living activities?	66%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	54%	59%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	27%	29%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	44%	50%	56%	+12%
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%	34%	+5%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	15%	17%	+1%
Has the NDIS helped you be more involved?	54%	62%	67%	+13%

**Table G.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,721) - participants who entered between 1 July 2016 and 30 September 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?	60%	66%	70%	+9%
Has the NDIS improved the level of support for your family?	67%	72%	77%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	68%	73%	77%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	80%	+6%
Has the NDIS improved your health and wellbeing?	39%	41%	45%	+7%

**Table G.39 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=1,032) - participants who entered between 1 July 2016 and 30 September 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?	47%	55%	63%	+17%
Has the NDIS improved the level of support for your family?	60%	71%	78%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	56%	67%	72%	+16%
Has the NDIS improved your health and wellbeing?	30%	33%	41%	+10%

**Table G.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=525) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria<sup>230</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?	89%	95%	94%	89%	+1%
DL	Has the NDIS improved your child's access to specialist services?	87%	92%	94%	92%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%	86%	86%	79%	+1%
REL	Has the NDIS improved how your child fits into family life?	69%	74%	82%	82%	+12%
S/CP	Has the NDIS improved how your child fits into community life?	53%	59%	57%	61%	+8%

<sup>230</sup> Results in Tables G.40 to G.45 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.



**Table G.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,355) - participants who entered between 1 July 2016 and 30 September 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?	55%	65%	70%	74%	+20%
LL	Has the NDIS improved your child's access to education?	30%	34%	38%	41%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	46%	53%	56%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	47%	49%	51%	+8%

**Table G.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=637) - participants who entered between 1 July 2016 and 30 September 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%	60%	63%	67%	+14%
DL	Has the NDIS helped you with daily living activities?	55%	62%	67%	70%	+15%
REL	Has the NDIS helped you to meet more people?	43%	45%	49%	51%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	16%	14%	15%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	40%	42%	46%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	32%	35%	33%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	12%	10%	12%	-4%
S/CP	Has the NDIS helped you be more involved?	49%	54%	61%	63%	+13%

**Table G.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,586) - participants who entered between 1 July 2016 and 30 September 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?	62%	72%	75%	80%	+18%
DL	Has the NDIS helped you with daily living activities?	67%	76%	82%	85%	+18%
REL	Has the NDIS helped you to meet more people?	48%	53%	57%	62%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	27%	27%	30%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	59%	+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%	34%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	13%	16%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	61%	66%	70%	+16%

**Table G.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=961) - participants who entered between 1 July 2016 and 30 September 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?	55%	58%	63%	68%	+13%
Has the NDIS improved the level of support for your family?	63%	67%	71%	76%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	75%	76%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	75%	80%	82%	+10%
Has the NDIS improved your health and wellbeing?	36%	36%	41%	41%	+5%

**Table G.45 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=113) - participants who entered between 1 July 2016 and 30 September 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?	44%	56%	56%	65%	+21%
Has the NDIS improved the level of support for your family?	47%	63%	66%	76%	+29%
Has the NDIS helped you to access services, programs and activities in the community?	59%	67%	71%	74%	+15%
Has the NDIS improved your health and wellbeing?	21%	24%	35%	36%	+15%

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

**Table G.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=51) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria<sup>231</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	54%	60%	69%	79%	78%	+23%
LL	Has the NDIS improved your child's access to education?	36%	36%	36%	36%	43%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	64%	74%	73%	+29%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	53%	52%	71%	61%	+19%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 15 to 24’.

<sup>231</sup> Results in Tables G.46 to G.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fifth plan review to date.

**Table G.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=57) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	62%	65%	69%	71%	79%	+17%
DL	Has the NDIS helped you with daily living activities?	68%	77%	77%	76%	87%	+19%
REL	Has the NDIS helped you to meet more people?	45%	59%	62%	65%	69%	+24%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	24%	20%	29%	26%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	53%	48%	57%	62%	+22%
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%	39%	42%	41%	47%	+18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	21%	14%	10%	14%	+1%
S/CP	Has the NDIS helped you be more involved?	49%	64%	64%	65%	71%	+22%

**Table G.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=31) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
	Has the NDIS improved your capacity to advocate (stand up) for your child?	61%	45%	Numbers are too small		71%	+11%
	Has the NDIS improved the level of support for your family?	70%	77%	Numbers are too small		80%	+10%
	Has the NDIS improved your access to services, programs and activities in the community?	73%	62%	Numbers are too small		71%	-2%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	77%	Numbers are too small		77%	+7%
	Has the NDIS improved your health and wellbeing?	50%	40%	Numbers are too small		43%	-7%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table G.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,427), 'participant social and community engagement rate' (n=15,507), 'parent and carer employment rate' (n=11,682) at entry, first and second plan review and 'participant choice and control' (n=12,763) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Victoria <sup>232</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	21%	28%	6%	24%
Aged 25+	20%	19%	19%	
Aged 15+	18%	18%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	35%	39%	40%	48%
Aged 25+	36%	39%	40%	
Aged 15+	35%	39%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	45%	47%	48%	49%
Aged 15+	44%	46%	45%	
All ages	44%	47%	47%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		58%	67%	75%
Aged 25+		65%	75%	
Aged 15+		63%	73%	

**Table G.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,118), 'participant social and community engagement rate' (n=8,145), 'parent and carer employment rate' (n=5,039) at entry, first, second and third plan review, and 'participant choice and control' (n=7,241) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Victoria <sup>233</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	15%	18%	20%	24%
Aged 25+	24%	24%	21%	23%	
Aged 15+	22%	22%	20%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	31%	36%	39%	41%	48%
Aged 25+	38%	43%	44%	46%	
Aged 15+	36%	41%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	46%	49%	50%	52%	49%
Aged 15+	47%	50%	49%	48%	
All ages	46%	49%	50%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		55%	64%	71%	75%
Aged 25+		62%	70%	76%	
Aged 15+		61%	69%	75%	

<sup>232</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

<sup>233</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 September 2018 and have had a third plan review to date.

**Table G.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,213), 'participant social and community engagement rate' (n=2,267), 'parent and carer employment rate' (n=1,093) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=1,956) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – Victoria** <sup>234</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	14%	15%	19%	26%	21%	24%
Aged 25+	24%	23%	23%	19%	22%	
Aged 15+	22%	22%	23%	20%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	30%	33%	38%	38%	40%	48%
Aged 25+	36%	40%	43%	43%	44%	
Aged 15+	35%	39%	43%	43%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	43%	49%	46%	51%	50%	49%
Aged 15+	50%	49%	50%	47%	48%	
All ages	43%	49%	47%	50%	49%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		53%	60%	63%	67%	75%
Aged 25+		62%	72%	75%	80%	
Aged 15+		59%	68%	71%	76%	

**Table G.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=127), 'participant social and community engagement rate' (n=128), 'parent and carer employment rate' (n=44) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=55) at first and fifth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Victoria** <sup>235</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						24%
Aged 25+	15%	11%	20%	15%	13%	14%	
Aged 15+	13%	11%	17%	14%	12%	12%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						48%
Aged 25+	32%	37%	40%	45%	43%	36%	
Aged 15+	32%	37%	41%	45%	45%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	Numbers are too small						49%
Aged 15+							
All ages							
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		Numbers are too small					75%
Aged 25+		62%	65%	69%	71%	79%	
Aged 15+		56%	64%	67%	68%	77%	

<sup>234</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 September 2017 and have had a fourth plan review to date.

<sup>235</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 September 2016 and have had a fifth plan review to date.

**Table G.53 Number of active plans by goal type and primary disability – Victoria** <sup>236</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	979	2,628	2,181	721	998	3,102	1,689	999	<b>3,872</b>
Autism	6,570	33,872	13,841	14,510	18,656	24,394	2,702	4,866	<b>39,405</b>
Cerebral Palsy	975	3,143	2,239	899	1,064	2,861	1,241	641	<b>3,987</b>
Developmental Delay	535	12,893	4,126	7,042	5,124	5,409	27	4	<b>13,728</b>
Down Syndrome	622	2,141	1,374	745	859	2,228	889	593	<b>2,834</b>
Global Developmental Delay	86	1,823	608	1,017	740	795	5	1	<b>1,917</b>
Hearing Impairment	1,098	4,525	1,314	1,619	1,053	2,712	743	1,242	<b>5,779</b>
Intellectual Disability	5,123	16,261	9,013	6,179	7,291	16,568	6,555	6,892	<b>22,105</b>
Multiple Sclerosis	754	2,026	1,965	231	440	1,906	1,048	735	<b>2,746</b>
Psychosocial disability	3,912	11,322	10,983	3,899	3,734	13,315	5,783	5,772	<b>16,873</b>
Spinal Cord Injury	310	653	556	110	122	638	327	272	<b>870</b>
Stroke	486	1,248	935	178	314	1,243	588	343	<b>1,616</b>
Visual Impairment	734	2,210	1,041	648	327	1,865	571	861	<b>2,712</b>
Other Neurological	1,209	3,681	2,811	725	1,063	3,538	1,763	770	<b>4,872</b>
Other Physical	1,133	3,350	2,381	548	520	2,677	1,106	873	<b>4,187</b>
Other Sensory/Speech	65	513	152	258	208	233	15	31	<b>617</b>
Other	234	757	490	184	218	640	284	169	<b>964</b>
<b>Total</b>	<b>24,825</b>	<b>103,046</b>	<b>56,010</b>	<b>39,513</b>	<b>42,731</b>	<b>84,124</b>	<b>25,336</b>	<b>25,064</b>	<b>129,084</b>

**Table G.54 Number of goals in active plans by goal type and primary disability – Victoria** <sup>237</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	2,531	8,827	5,738	1,835	2,435	8,382	4,064	2,172	<b>35,984</b>
Autism	19,462	198,267	41,995	49,412	56,978	73,567	7,020	12,645	<b>459,346</b>
Cerebral Palsy	3,045	16,605	7,208	2,970	3,180	9,452	3,457	1,703	<b>47,620</b>
Developmental Delay	1,268	86,978	12,068	22,541	13,444	15,493	58	5	<b>151,855</b>
Down Syndrome	1,809	9,594	3,782	2,307	2,410	6,922	2,286	1,478	<b>30,588</b>
Global Developmental Delay	181	12,960	1,788	3,276	1,875	2,238	9	1	<b>22,328</b>
Hearing Impairment	3,031	18,628	3,498	4,565	2,746	7,595	1,806	3,012	<b>44,881</b>
Intellectual Disability	14,032	68,623	24,823	18,288	20,292	48,373	16,049	16,555	<b>227,035</b>
Multiple Sclerosis	2,028	7,373	5,960	555	1,096	5,210	2,677	1,747	<b>26,646</b>
Psychosocial disability	9,827	33,775	28,397	9,232	8,544	32,643	12,675	12,663	<b>147,756</b>
Spinal Cord Injury	928	2,281	1,637	304	331	1,830	1,004	694	<b>9,009</b>
Stroke	1,415	4,977	2,717	428	791	3,480	1,561	859	<b>16,228</b>
Visual Impairment	1,906	8,825	2,734	1,841	773	5,171	1,460	2,000	<b>24,710</b>
Other Neurological	3,441	15,559	8,243	2,288	2,998	10,158	4,694	1,862	<b>49,243</b>
Other Physical	3,424	13,970	7,230	1,560	1,443	7,762	2,902	2,146	<b>40,437</b>
Other Sensory/Speech	206	3,038	386	906	564	668	42	86	<b>5,896</b>
Other	677	3,573	1,479	610	655	1,901	781	450	<b>10,126</b>
<b>Total</b>	<b>69,211</b>	<b>513,853</b>	<b>159,683</b>	<b>122,918</b>	<b>120,555</b>	<b>240,845</b>	<b>62,545</b>	<b>60,078</b>	<b>1,349,688</b>

<sup>236</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>237</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,349,688 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**Table G.55 Number of active plans by goal type and age group – Victoria** <sup>238</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	794	20,275	6,705	11,251	8,073	8,871	43	2	<b>21,415</b>
7 to 14	4,620	29,494	10,755	12,035	15,933	18,650	685	283	<b>33,378</b>
15 to 18	2,226	7,361	3,430	3,226	3,896	6,722	794	2,386	<b>9,090</b>
19 to 24	2,686	6,966	3,639	2,984	2,601	6,810	2,489	4,967	<b>9,365</b>
25 to 34	3,160	8,096	5,612	2,815	2,755	8,453	4,206	5,264	<b>11,432</b>
35 to 44	2,895	7,844	6,407	2,284	2,751	8,557	4,186	4,476	<b>11,230</b>
45 to 54	3,395	9,540	7,958	2,365	2,988	10,590	5,107	4,308	<b>13,611</b>
55 to 64	3,850	10,485	8,860	2,057	2,922	11,925	6,006	2,891	<b>15,092</b>
65+	1,199	2,985	2,644	496	812	3,546	1,820	487	<b>4,471</b>
<b>Total</b>	<b>24,825</b>	<b>103,046</b>	<b>56,010</b>	<b>39,513</b>	<b>42,731</b>	<b>84,124</b>	<b>25,336</b>	<b>25,064</b>	<b>129,084</b>

**Table G.56 Number of goals in active plans by goal type and age group – Victoria** <sup>239</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	1,947	141,524	20,718	37,816	21,734	26,458	117	3	<b>250,317</b>
7 to 14	14,083	186,754	33,281	42,511	50,219	57,301	1,735	790	<b>386,674</b>
15 to 18	6,609	30,775	9,791	9,554	11,093	19,521	2,130	6,482	<b>95,955</b>
19 to 24	7,586	24,273	9,792	7,885	6,783	18,782	6,048	11,998	<b>93,147</b>
25 to 34	8,717	27,516	15,326	7,151	7,121	23,549	10,523	12,634	<b>112,537</b>
35 to 44	8,003	25,797	17,460	5,861	6,942	23,214	10,286	10,342	<b>107,905</b>
45 to 54	8,808	31,842	21,778	5,777	7,519	29,138	12,662	10,009	<b>127,533</b>
55 to 64	10,213	35,275	24,334	5,123	7,156	33,220	14,702	6,681	<b>136,704</b>
65+	3,245	10,097	7,203	1,240	1,988	9,662	4,342	1,139	<b>38,916</b>
<b>Total</b>	<b>69,211</b>	<b>513,853</b>	<b>159,683</b>	<b>122,918</b>	<b>120,555</b>	<b>240,845</b>	<b>62,545</b>	<b>60,078</b>	<b>1,349,688</b>

<sup>238</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>239</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,349,688 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.



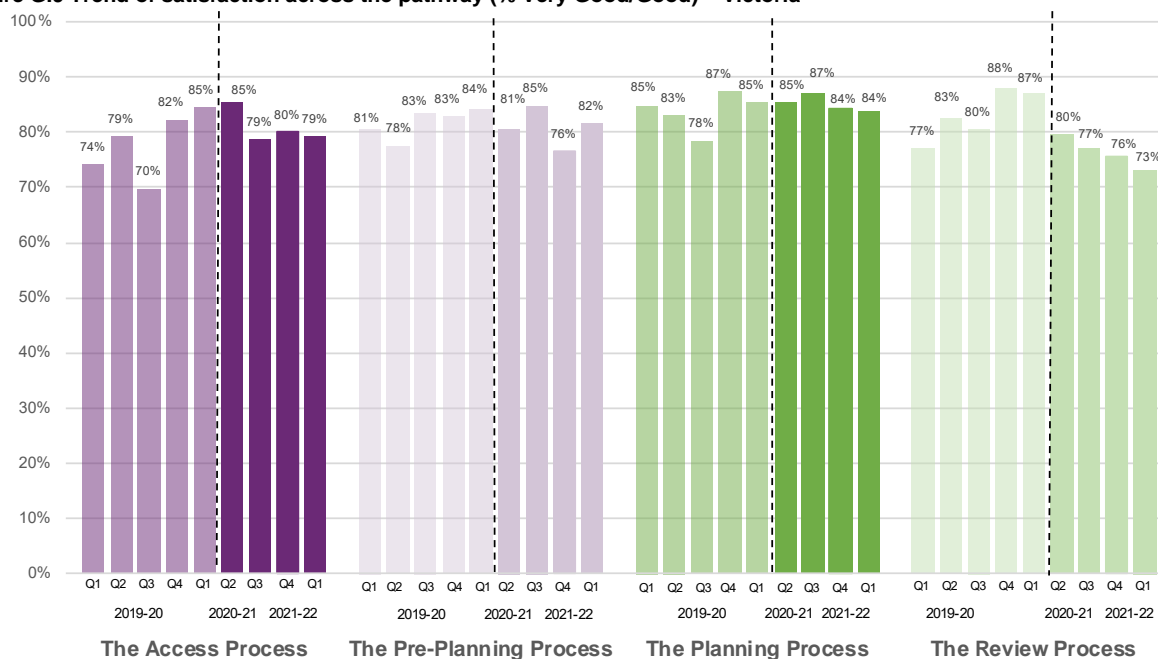
**Table G.57 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria** <sup>240</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 651</b>	<b>n = 319</b>
Are you happy with how coming into the NDIS has gone?	86%	87%
Was the person from the NDIS respectful?	97%	98%
Do you understand what will happen next with your plan?	79%	73%
% of participants rating their overall experience as Very Good or Good.	81%	79%
<b>Pre-planning</b>	<b>n = 701</b>	<b>n = 218</b>
Did the person from the NDIS understand how your disability affects your life?	87%	85%
Did you understand why you needed to give the information you did?	95%	97%
Were decisions about your plan clearly explained?	79%	81%
Are you clear on what happens next with your plan?	70%	66%
Do you know where to go for more help with your plan?	75%	72%
% of participants rating their overall experience as Very Good or Good.	81%	82%
<b>Planning</b>	<b>n = 3,222</b>	<b>n = 1,032</b>
Did the person from the NDIS understand how your disability affects your life?	91%	92%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	88%	90%
Are you clear on what happens next with your plan?	83%	85%
Do you know where to go for more help with your plan?	88%	91%
% of participants rating their overall experience as Very Good or Good.	85%	84%
<b>Plan review</b>	<b>n = 7,474</b>	<b>n = 3,074</b>
Did the person from the NDIS understand how your disability affects your life?	83%	80%
Did you feel prepared for your plan review?	86%	86%
Is your NDIS plan helping you to make progress towards your goals?	89%	87%
% of participants rating their overall experience as Very Good or Good.	77%	73%

<sup>240</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.



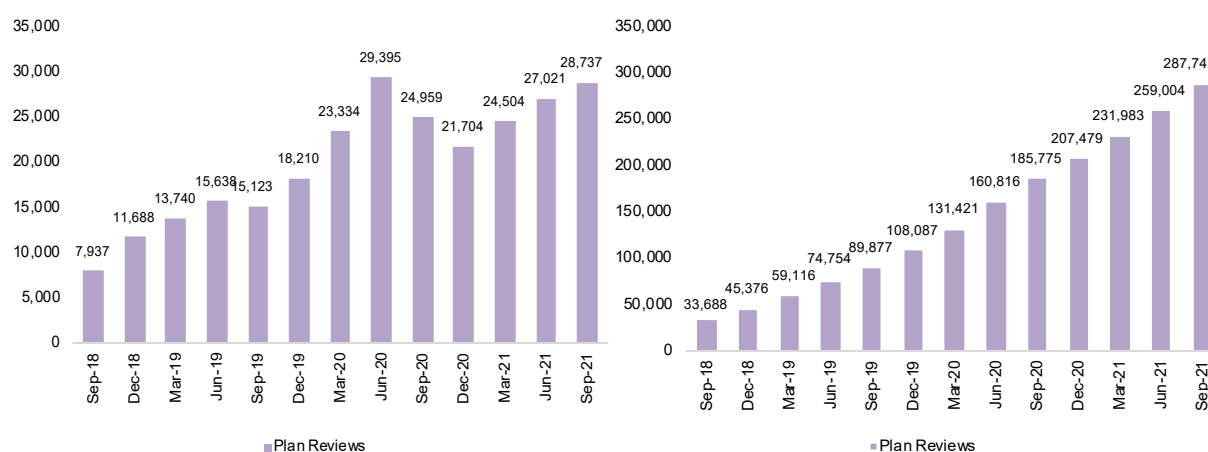
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>241 242</sup>



**Table G.58 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria** <sup>243</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>259,004</b>	<b>28,737</b>	<b>287,741</b>
<i>Early intervention plans</i>	41,304	6,369	47,673
<i>Permanent disability plans</i>	217,700	22,368	240,068

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



<sup>241</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>242</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>243</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 2021-22 Q1. 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.59 shows the number of complaints in 2021-22 Q1 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.60 shows 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.59 Complaints by quarter – Victoria** <sup>244 245 246 247</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	90	8	98	94
Complaint about LAC Partner	247	39	286	264
Complaints about service providers	1,189	137	1,326	1,110
Complaints about the Agency	18,779	1,617	20,396	11,576
Critical/ Reportable Incident	1,643	384	2,027	1,639
Unclassified	634	1	635	588
<b>Total</b>	<b>22,582</b>	<b>2,186</b>	<b>24,768</b>	<b>13,806</b>
Total complaints made since 1 April 2017	22,084	2,186	24,270	
% of the number of active participants	7.4%	6.9%	7.4%	

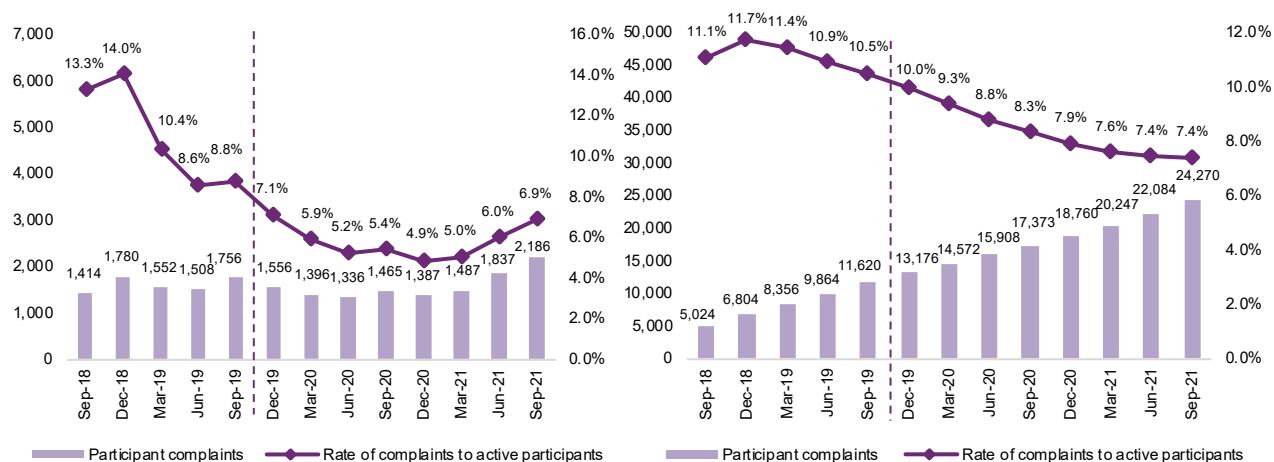
<sup>244</sup> Note that 65% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

<sup>245</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>246</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>247</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria**  
248



**Table G.60 Participant complaints by type – Victoria**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	1,127	(6%)	0	(0%)	1,127	(6%)
Information unclear	479	(3%)	1	(0%)	480	(2%)
NDIA Access	298	(2%)	53	(3%)	351	(2%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	770	(4%)	138	(9%)	908	(4%)
NDIA Fraud and Compliance	29	(0%)	6	(0%)	35	(0%)
NDIA Plan	2,188	(12%)	537	(33%)	2,725	(13%)
NDIA Process	747	(4%)	191	(12%)	938	(5%)
NDIA Resources	61	(0%)	6	(0%)	67	(0%)
NDIA Staff	642	(3%)	140	(9%)	782	(4%)
NDIA Timeliness	2,086	(11%)	485	(30%)	2,571	(13%)
Participation, engagement and inclusion	98	(1%)	0	(0%)	98	(0%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	4	(0%)	2	(0%)	6	(0%)
Reasonable and necessary supports	1,559	(8%)	0	(0%)	1,559	(8%)
Staff conduct - Agency	436	(2%)	5	(0%)	441	(2%)
The way the NDIA carried out its decision making	713	(4%)	11	(1%)	724	(4%)
Timeliness	4,484	(24%)	6	(0%)	4,490	(22%)
Other	3,026	(16%)	36	(2%)	3,062	(15%)
Total	18,779		1,617		20,396	
Complaint about ECA Partner						
ECA Engagement	1	(1%)	0	(0%)	1	(1%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	5	(6%)	0	(0%)	5	(5%)
ECA Process	4	(4%)	1	(13%)	5	(5%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	21	(23%)	2	(25%)	23	(23%)
ECA Timeliness	59	(66%)	5	(63%)	64	(65%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	90		8		98	
Complaint about LAC Partner						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)

<sup>248</sup> Ibid.

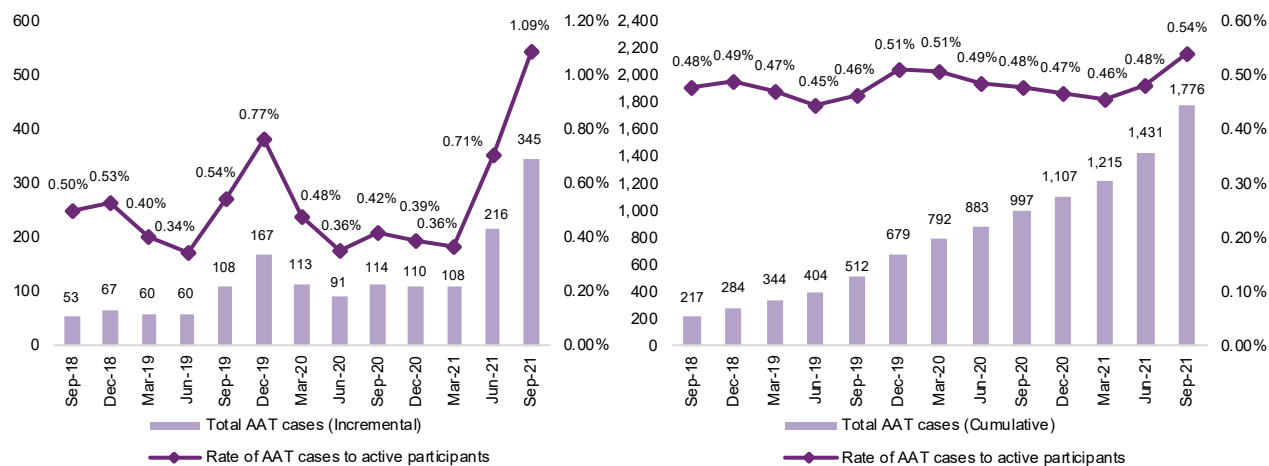
Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	40	(16%)	6	(15%)	46	(16%)
LAC Process	25	(10%)	2	(5%)	27	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	156	(63%)	29	(74%)	185	(65%)
LAC Timeliness	23	(9%)	2	(5%)	25	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>247</b>	<b>0</b>	<b>39</b>		<b>286</b>	
<i>Complaints about service providers</i>						
Provider costs.	50	(4%)	0	(0%)	50	(4%)
Provider Finance	39	(3%)	5	(4%)	44	(3%)
Provider Fraud and Compliance	58	(5%)	20	(15%)	78	(6%)
Provider process	83	(7%)	0	(0%)	83	(6%)
Provider Service	293	(25%)	83	(61%)	376	(28%)
Provider Staff	126	(11%)	26	(19%)	152	(11%)
Service Delivery	116	(10%)	0	(0%)	116	(9%)
Staff conduct	111	(9%)	1	(1%)	112	(8%)
Supports being provided	123	(10%)	0	(0%)	123	(9%)
Other	190	(16%)	2	(1%)	192	(14%)
<b>Total</b>	<b>1,189</b>		<b>137</b>		<b>1,326</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	412	(25%)	124	(32%)	536	(26%)
Allegations against Informal Supports	330	(20%)	13	(3%)	343	(17%)
Allegations against NDIA Staff/Partners	4	(0%)	1	(0%)	5	(0%)
Participant threat	326	(20%)	74	(19%)	400	(20%)
Provider reporting	571	(35%)	172	(45%)	743	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,643</b>		<b>384</b>		<b>2,027</b>	
<i>Unclassified</i>	<b>634</b>		<b>1</b>		<b>635</b>	
<b>Participants total</b>	<b>22,582</b>		<b>2,186</b>		<b>24,768</b>	

Table G.61 AAT Cases by category at 30 September 2021 – Victoria <sup>249</sup>

Category	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Access	423	30%	41	12%	464	26%
Plan	824	58%	273	79%	1,097	62%
Plan Review	69	5%	<11		76	4%
Other	115	8%	24	7%	139	8%
<b>Total</b>	<b>1,431</b>	<b>100%</b>	<b>345</b>	<b>100%</b>	<b>1,776</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.48%</b>		<b>1.09%</b>		<b>0.54%</b>	

<sup>249</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers

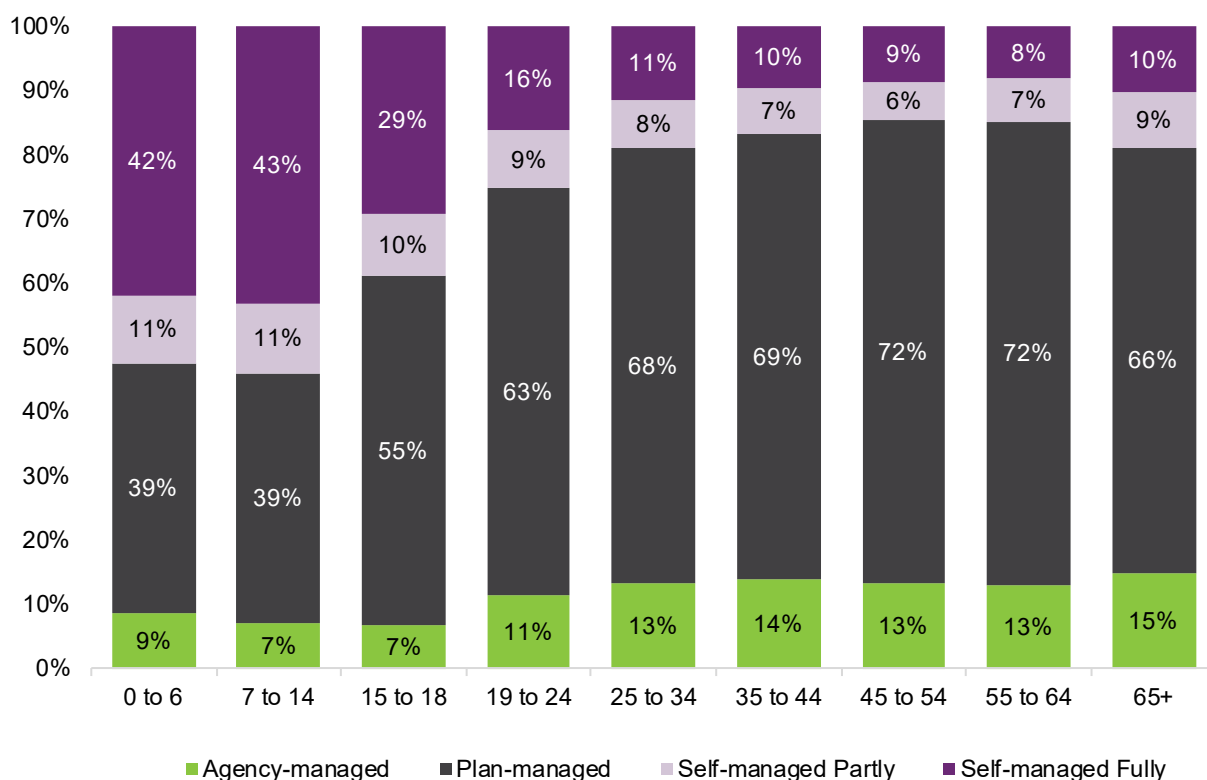
**Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria** <sup>250</sup>



**Table G.62 AAT cases by open/closed and decision – Victoria** <sup>251</sup>

	N
<b>AAT Cases</b>	<b>1,776</b>
<b>Open AAT Cases</b>	<b>622</b>
<b>Closed AAT Cases</b>	<b>1,154</b>
Resolved before hearing	1,122
Gone to hearing and received a substantive decision	32

**Figure G.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Victoria** <sup>252 253</sup>



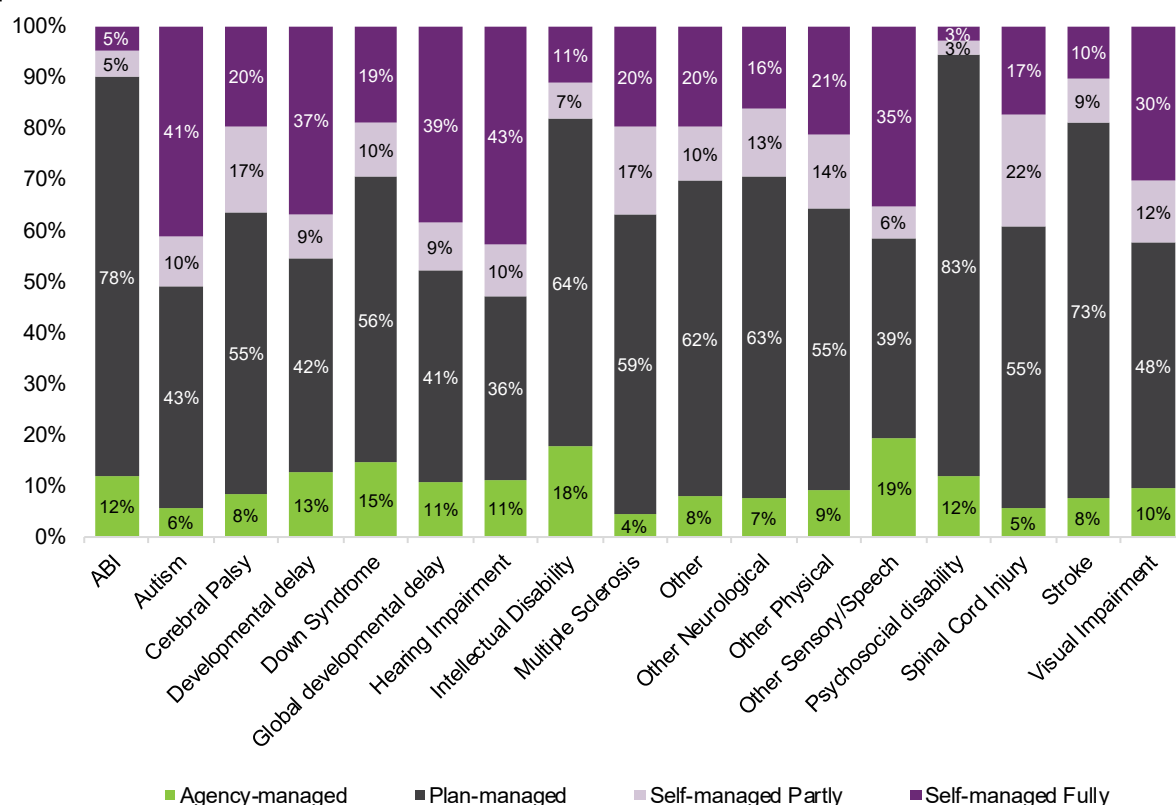
<sup>250</sup> Ibid.

<sup>251</sup> Of the 32 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 5 varied the Agency's decision and 16 set aside the Agency's decision.

<sup>252</sup> For the total number of active participants in each age group, see Table G.16.

<sup>253</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 September 2021 – Victoria** <sup>254</sup> <sup>255</sup>



**Table G.63 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria** <sup>256</sup>

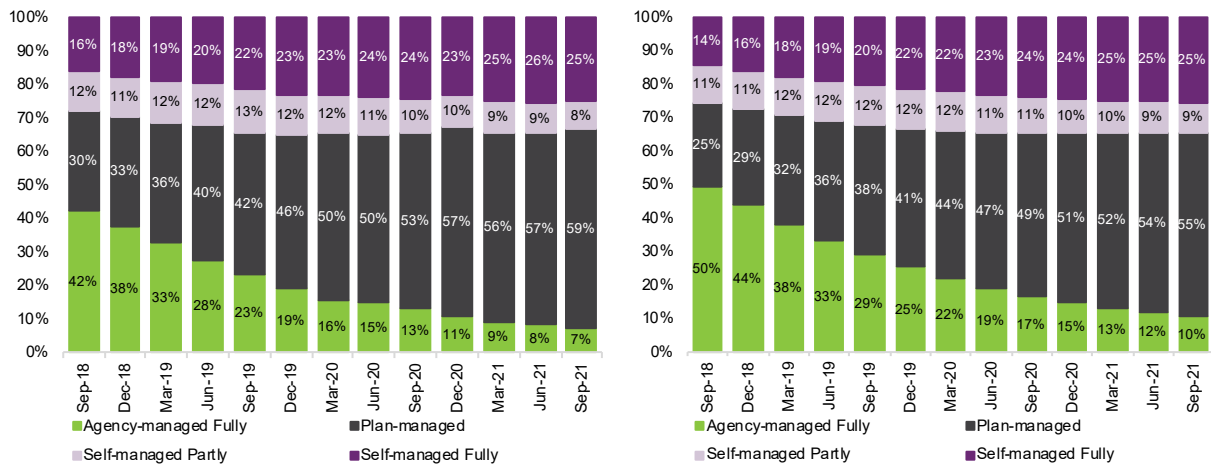
	Prior Quarters	2021-22 Q1	Total
Self-managed fully	26%	25%	<b>25%</b>
Self-managed partly	9%	8%	<b>9%</b>
Plan-managed	54%	59%	<b>55%</b>
Agency-managed	11%	7%	<b>10%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>254</sup> For the total number of active participants in each primary disability group, see Table G.12.

<sup>255</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>256</sup> Ibid.

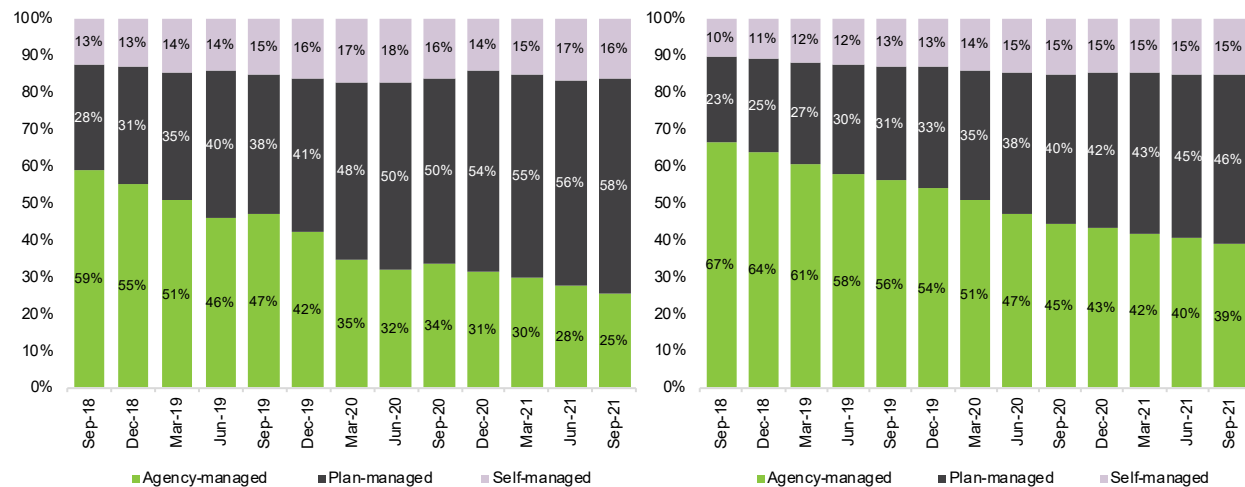
**Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>257</sup>



**Table G.64 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

	Prior Quarters	2021-22 Q1	Total
Self-managed	15%	16%	15%
Plan-managed	45%	58%	46%
Agency-managed	40%	25%	39%
<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.65 Distribution of active participants by support coordination and quarter of plan approval – Victoria**

	Prior Quarters	2021-22 Q1	Total
Support coordination	45%	47%	46%

<sup>257</sup> Quarterly results are reported based on a rolling 3 year period.

Table G.66 Duration to plan activation by quarter of initial plan approval for active participants – Victoria <sup>258</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	73,799	67%	3,058	66%	76,857	67%
30 to 59 days	13,187	12%	673	14%	13,860	12%
60 to 89 days	6,149	6%	229	5%	6,378	6%
<b>Activated within 90 days</b>	<b>93,135</b>	<b>85%</b>	<b>3,960</b>	<b>85%</b>	<b>97,095</b>	<b>85%</b>
90 to 119 days	3,520	3%	135	3%	3,655	3%
120 days and over	10,033	9%	172	4%	10,205	9%
<b>Activated after 90 days</b>	<b>13,553</b>	<b>12%</b>	<b>307</b>	<b>7%</b>	<b>13,860</b>	<b>12%</b>
No payments	2,851	3%	386	8%	3,237	3%
<b>Total plans approved</b>	<b>109,539</b>	<b>100%</b>	<b>4,653</b>	<b>100%</b>	<b>114,192</b>	<b>100%</b>

Table G.67 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	2,900	3,120	93%
Not Aboriginal and Torres Strait Islander	82,178	85,434	96%
Not Stated	19,589	20,277	97%
<b>Total</b>	<b>104,667</b>	<b>108,831</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	11,965	12,454	96%
Not CALD	92,665	96,339	96%
Not Stated	37	38	97%
<b>Total</b>	<b>104,667</b>	<b>108,831</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	75,382	78,317	96%
Regional	29,234	30,461	96%
Remote	47	49	96%
Missing	<11	<11	
<b>Total</b>	<b>104,667</b>	<b>108,831</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	33,081	34,003	97%
Intellectual Disability (including Down Syndrome)	22,667	23,308	97%
Psychosocial Disability	13,407	13,985	96%
Developmental Delay (including Global Developmental Delay)	8,759	9,493	92%
Other	26,753	28,042	95%
<b>Total</b>	<b>104,667</b>	<b>108,831</b>	<b>96%</b>

<sup>258</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.



**Table G.68 Distribution of plans by utilisation – Victoria** <sup>259 260</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	25%
> 75%	38%
<b>Total</b>	<b>100%</b>

**Table G.69 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>261</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	13%	15%	13%
Health & Wellbeing	50%	60%	53%
Lifelong Learning	16%	23%	18%
Other	14%	18%	15%
Non-categorised	28%	20%	26%
Any mainstream service	94%	95%	95%

## Part Four: Providers and the growing market

**Table G.70 Key markets indicators by quarter – Victoria** <sup>262 263</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.18	1.17
b) Number of providers delivering new types of supports	476	517
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	92%	93%
<i>Therapeutic Supports (%)</i>	96%	97%
<i>Participate Community (%)</i>	93%	93%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	94%	95%

**Table G.71 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Victoria** <sup>264</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	184
Active in 2021-22 Q1 and also in previous quarters	2,421
<b>Active in 2021-22 Q1</b>	<b>2,605</b>
Inactive in 2021-22 Q1	3,445
<b>Active ever</b>	<b>6,050</b>

<sup>259</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>260</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>261</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>262</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>263</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>264</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table G.72 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>265</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	168	3	171	2%
Assistance Animals	66	5	71	8%
Assistance with daily life tasks in a group or shared living arrangement	527	38	565	7%
Assistance with travel/transport arrangements	685	17	702	2%
Daily Personal Activities	1,076	68	1,144	6%
Group and Centre Based Activities	688	34	722	5%
High Intensity Daily Personal Activities	732	26	758	4%
Household tasks	1,448	39	1,487	3%
Interpreting and translation	159	6	165	4%
Participation in community, social and civic activities	1,170	64	1,234	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	171	3	174	2%
Assistive products for household tasks	166	16	182	10%
Assistance products for personal care and safety	1,046	40	1,086	4%
Communication and information equipment	379	28	407	7%
Customised Prosthetics	417	18	435	4%
Hearing Equipment	185	10	195	5%
Hearing Services	46	9	55	20%
Personal Mobility Equipment	553	26	579	5%
Specialised Hearing Services	65	16	81	25%
Vision Equipment	145	11	156	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,180	96	1,276	8%
Behaviour Support	426	29	455	7%
Community nursing care for high needs	387	27	414	7%
Development of daily living and life skills	725	39	764	5%
Early Intervention supports for early childhood	839	34	873	4%
Exercise Physiology and Physical Wellbeing activities	418	26	444	6%
Innovative Community Participation	250	11	261	4%
Specialised Driving Training	153	3	156	2%
Therapeutic Supports	3,014	71	3,085	2%
<b>Capital services</b>				
Home modification design and construction	327	23	350	7%
Specialist Disability Accommodation	92	8	100	9%
Vehicle Modifications	130	8	138	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	585	35	620	6%
Support Coordination	310	27	337	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	223	17	240	8%
Specialised Supported Employment	231	18	249	8%
<b>Total</b>	<b>5,866</b>	<b>184</b>	<b>6,050</b>	<b>3%</b>

<sup>265</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.73 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	137	171	20%	80%	100%
Assistance Animals	11	60	71	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	74	491	565	13%	87%	100%
Assistance with travel/transport arrangements	119	583	702	17%	83%	100%
Daily Personal Activities	137	1,007	1,144	12%	88%	100%
Group and Centre Based Activities	77	645	722	11%	89%	100%
High Intensity Daily Personal Activities	92	666	758	12%	88%	100%
Household tasks	459	1,028	1,487	31%	69%	100%
Interpreting and translation	27	138	165	16%	84%	100%
Participation in community, social and civic activities	149	1,085	1,234	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	17	157	174	10%	90%	100%
Assistive products for household tasks	25	157	182	14%	86%	100%
Assistance products for personal care and safety	154	932	1,086	14%	86%	100%
Communication and information equipment	90	317	407	22%	78%	100%
Customised Prosthetics	66	369	435	15%	85%	100%
Hearing Equipment	29	166	195	15%	85%	100%
Hearing Services	5	50	55	9%	91%	100%
Personal Mobility Equipment	87	492	579	15%	85%	100%
Specialised Hearing Services	12	69	81	15%	85%	100%
Vision Equipment	22	134	156	14%	86%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	217	1,059	1,276	17%	83%	100%
Behaviour Support	99	356	455	22%	78%	100%
Community nursing care for high needs	63	351	414	15%	85%	100%
Development of daily living and life skills	97	667	764	13%	87%	100%
Early Intervention supports for early childhood	288	585	873	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	98	346	444	22%	78%	100%
Innovative Community Participation	68	193	261	26%	74%	100%
Specialised Driving Training	46	110	156	29%	71%	100%
Therapeutic Supports	1,307	1,778	3,085	42%	58%	100%
<b>Capital services</b>						
Home modification design and construction	69	281	350	20%	80%	100%
Specialist Disability Accommodation	4	96	100	4%	96%	100%
Vehicle Modifications	16	122	138	12%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	116	504	620	19%	81%	100%
Support Coordination	51	286	337	15%	85%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	25	215	240	10%	90%	100%
Specialised Supported Employment	34	215	249	14%	86%	100%
<b>Total</b>	<b>2,107</b>	<b>3,943</b>	<b>6,050</b>	<b>35%</b>	<b>65%</b>	<b>100%</b>

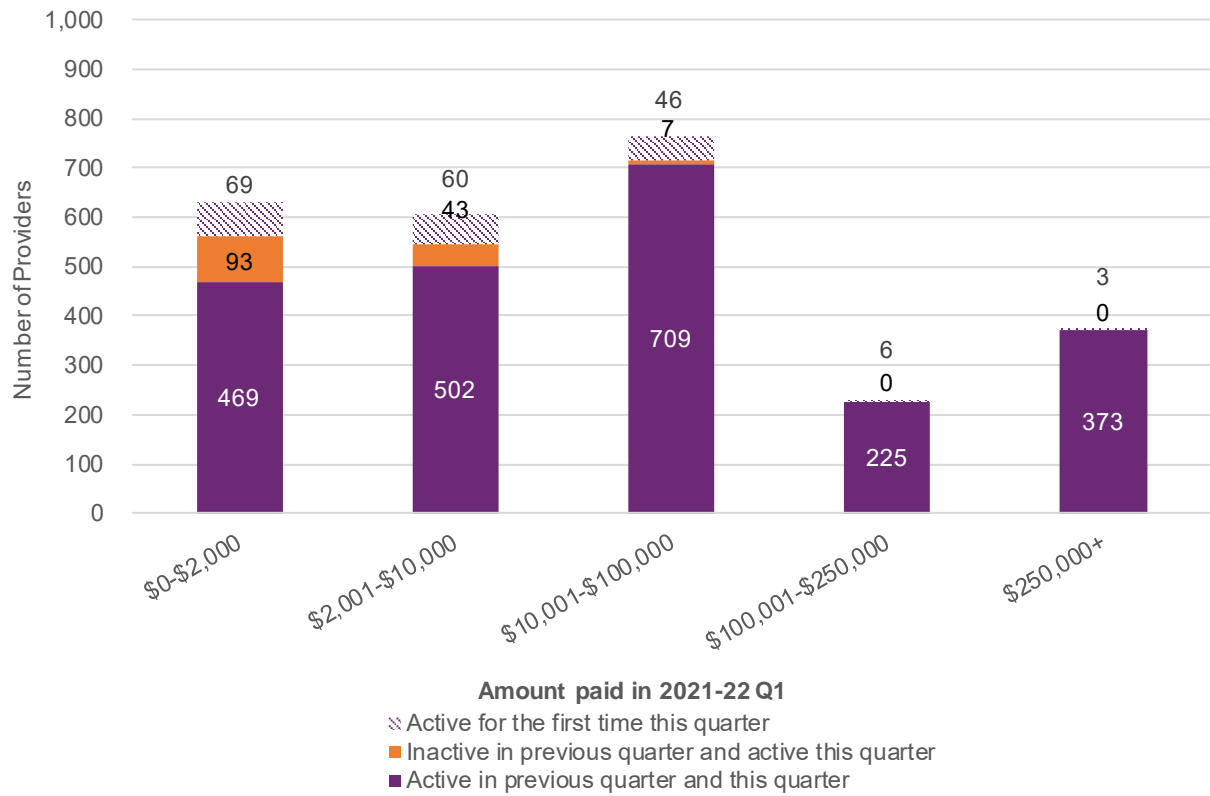
**Table G.74 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Victoria**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	19	3	22	14%
Assistance Animals	38	5	43	12%
Assistance with daily life tasks in a group or shared living arrangement	319	38	357	11%
Assistance with travel/transport arrangements	226	17	243	7%
Daily Personal Activities	590	68	658	10%
Group and Centre Based Activities	367	34	401	8%
High Intensity Daily Personal Activities	352	26	378	7%
Household tasks	648	39	687	6%
Interpreting and translation	62	6	68	9%
Participation in community, social and civic activities	662	64	726	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	46	3	49	6%
Assistive products for household tasks	39	16	55	29%
Assistance products for personal care and safety	468	40	508	8%
Communication and information equipment	181	28	209	13%
Customised Prosthetics	172	18	190	9%
Hearing Equipment	74	10	84	12%
Hearing Services	12	9	21	43%
Personal Mobility Equipment	243	26	269	10%
Specialised Hearing Services	29	16	45	36%
Vision Equipment	52	11	63	17%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	718	96	814	12%
Behaviour Support	234	29	263	11%
Community nursing care for high needs	185	27	212	13%
Development of daily living and life skills	313	39	352	11%
Early Intervention supports for early childhood	320	34	354	10%
Exercise Physiology and Physical Wellbeing activities	195	26	221	12%
Innovative Community Participation	68	11	79	14%
Specialised Driving Training	52	3	55	5%
Therapeutic Supports	1,046	71	1,117	6%
<b>Capital services</b>				
Home modification design and construction	105	23	128	18%
Specialist Disability Accommodation	59	8	67	12%
Vehicle Modifications	45	8	53	15%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	387	35	422	8%
Support Coordination	147	27	174	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	116	17	133	13%
Specialised Supported Employment	153	18	171	11%
<b>Total</b>	<b>2,421</b>	<b>184</b>	<b>2,605</b>	<b>7%</b>

Table G.75 Number and proportion of providers active in 2021-22 Q1 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	3	19	22	14%	86%	100%
Assistance Animals	9	34	43	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	50	307	357	14%	86%	100%
Assistance with travel/transport arrangements	38	205	243	16%	84%	100%
Daily Personal Activities	89	569	658	14%	86%	100%
Group and Centre Based Activities	53	348	401	13%	87%	100%
High Intensity Daily Personal Activities	57	321	378	15%	85%	100%
Household tasks	177	510	687	26%	74%	100%
Interpreting and translation	7	61	68	10%	90%	100%
Participation in community, social and civic activities	96	630	726	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	49	49	0%	100%	100%
Assistive products for household tasks	9	46	55	16%	84%	100%
Assistance products for personal care and safety	76	432	508	15%	85%	100%
Communication and information equipment	38	171	209	18%	82%	100%
Customised Prosthetics	28	162	190	15%	85%	100%
Hearing Equipment	13	71	84	15%	85%	100%
Hearing Services	3	18	21	14%	86%	100%
Personal Mobility Equipment	37	232	269	14%	86%	100%
Specialised Hearing Services	8	37	45	18%	82%	100%
Vision Equipment	7	56	63	11%	89%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	144	670	814	18%	82%	100%
Behaviour Support	43	220	263	16%	84%	100%
Community nursing care for high needs	35	177	212	17%	83%	100%
Development of daily living and life skills	47	305	352	13%	87%	100%
Early Intervention supports for early childhood	70	284	354	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	41	180	221	19%	81%	100%
Innovative Community Participation	23	56	79	29%	71%	100%
Specialised Driving Training	15	40	55	27%	73%	100%
Therapeutic Supports	354	763	1,117	32%	68%	100%
<b>Capital services</b>						
Home modification design and construction	19	109	128	15%	85%	100%
Specialist Disability Accommodation	3	64	67	4%	96%	100%
Vehicle Modifications	4	49	53	8%	92%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	91	331	422	22%	78%	100%
Support Coordination	25	149	174	14%	86%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	20	113	133	15%	85%	100%
Specialised Supported Employment	25	146	171	15%	85%	100%
<b>Total</b>	<b>630</b>	<b>1,975</b>	<b>2,605</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

**Figure G.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Victoria** <sup>266</sup>



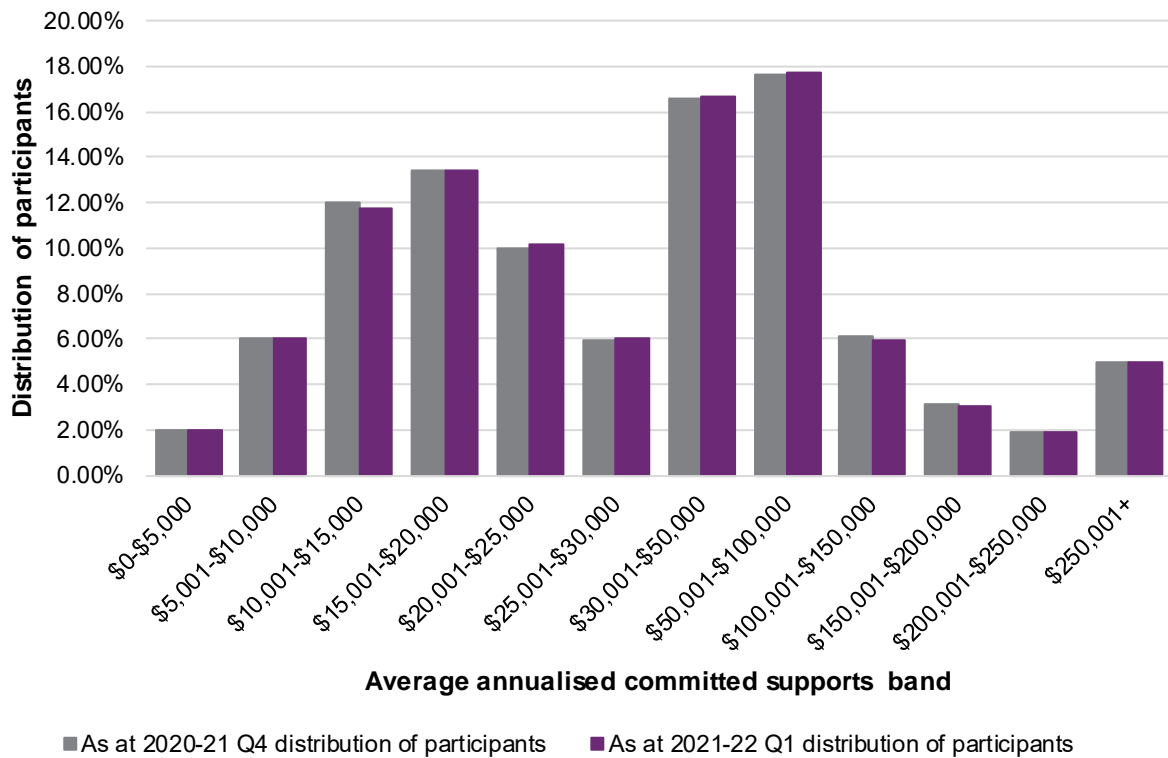
## Part Five: Financial sustainability

**Table G.76 Committed supports by financial year (\$m) – Victoria**

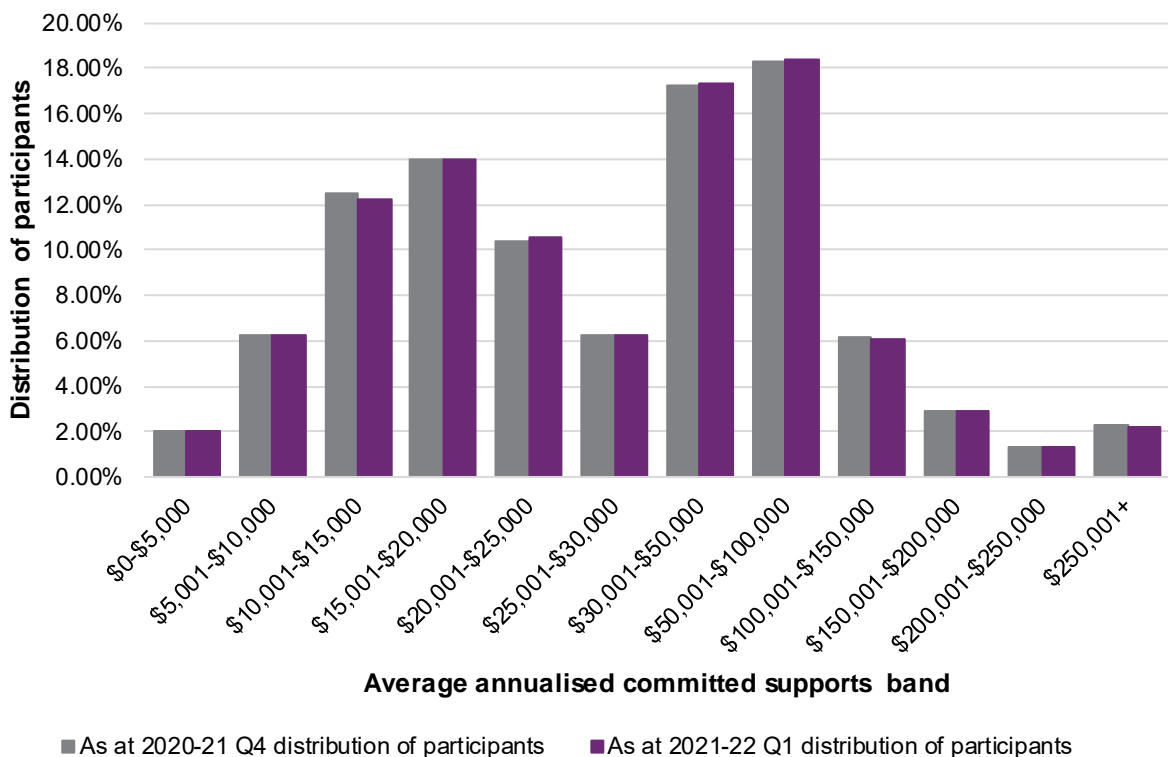
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	53.9	162.6	204.3	497.7	1,441.6	3,465.2	6,104.1	8,045.6	2,096.1

<sup>266</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.

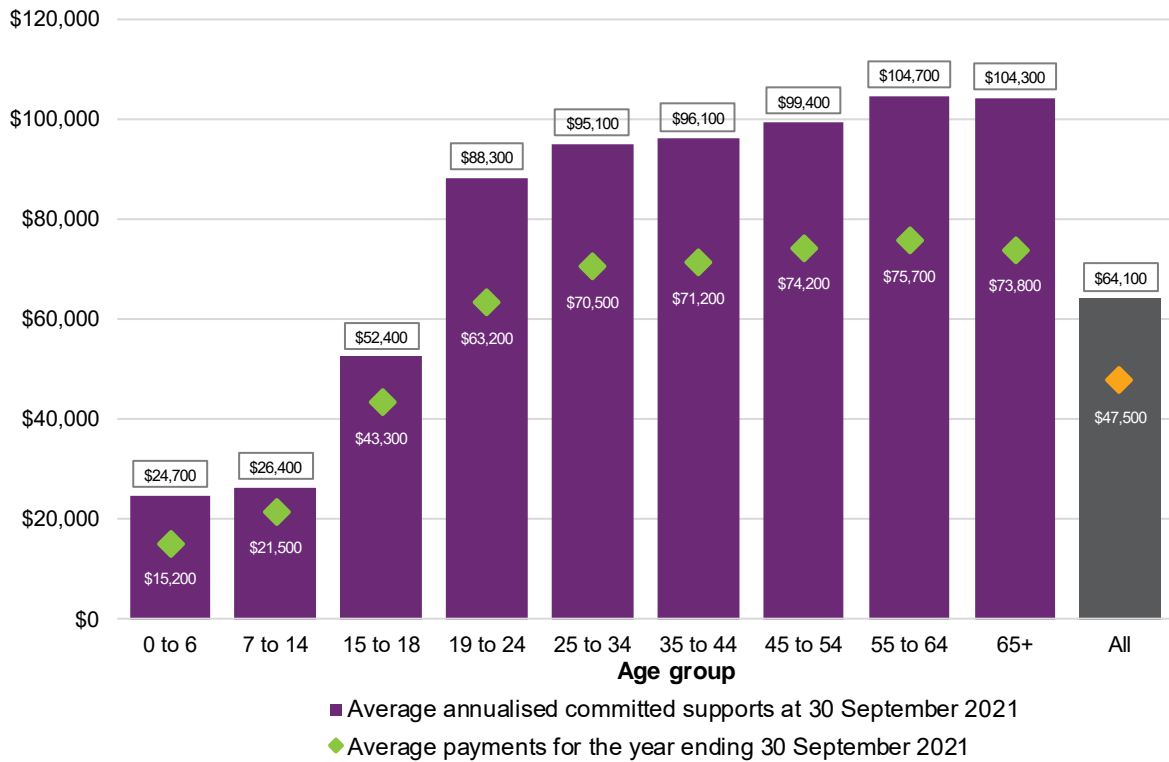
**Figure G.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Victoria**



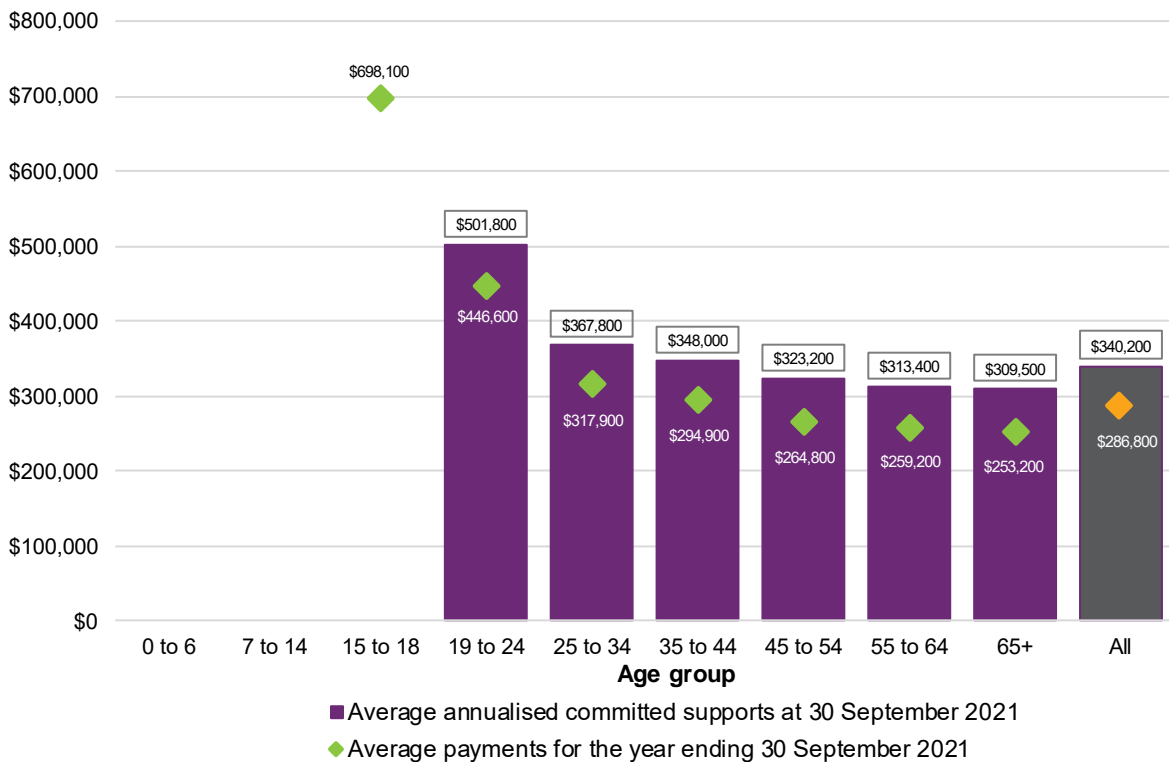
**Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Victoria**



**Figure G.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Victoria**  
267



**Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Victoria**  
268

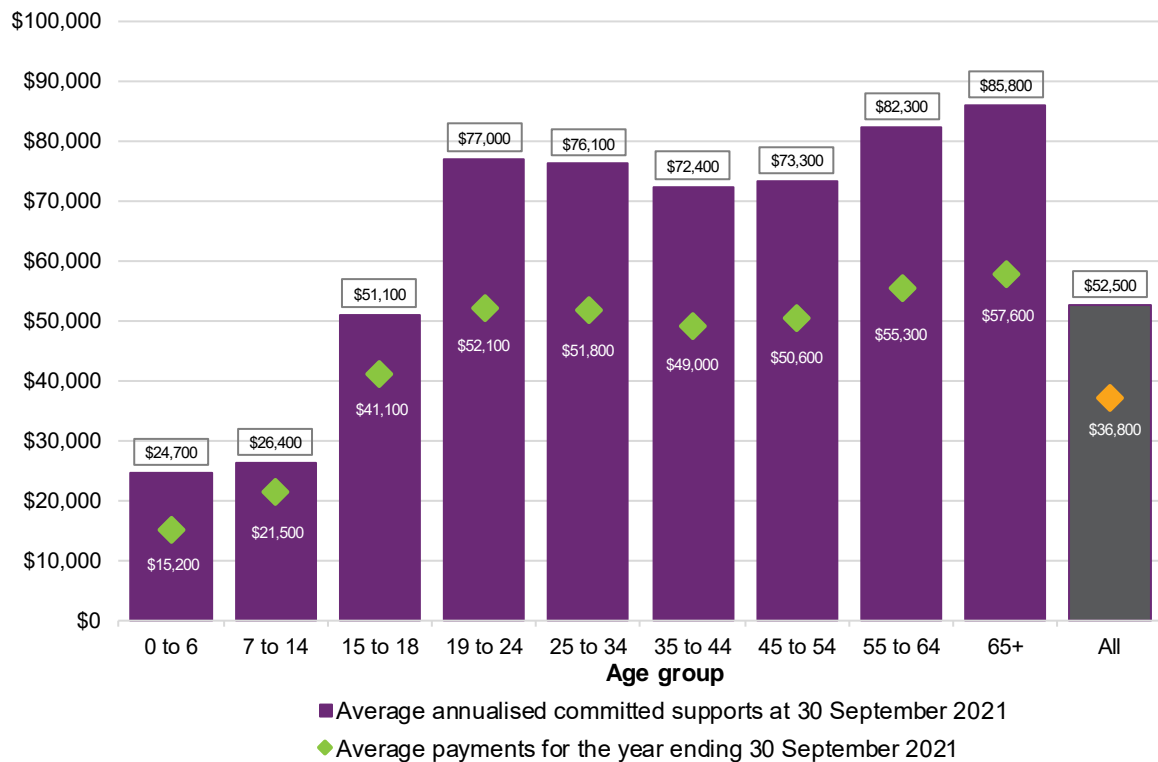


<sup>267</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

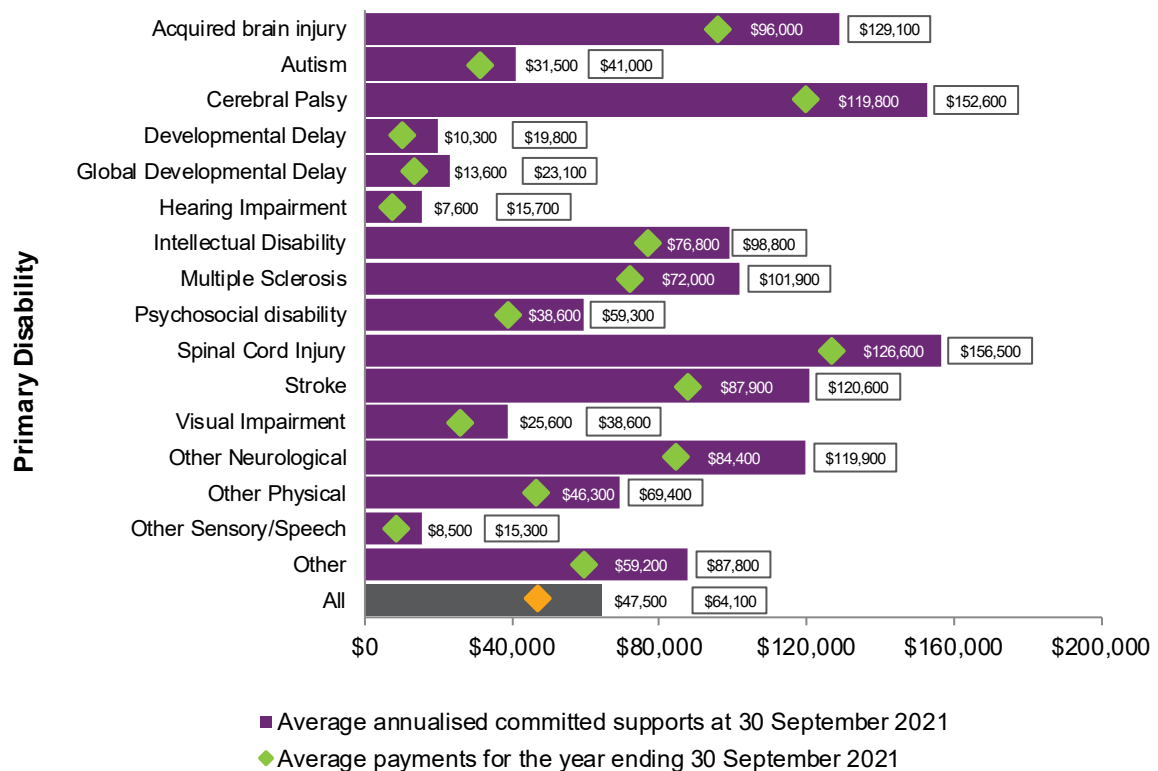
<sup>268</sup> Ibid.



**Figure G.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Victoria** <sup>269</sup>



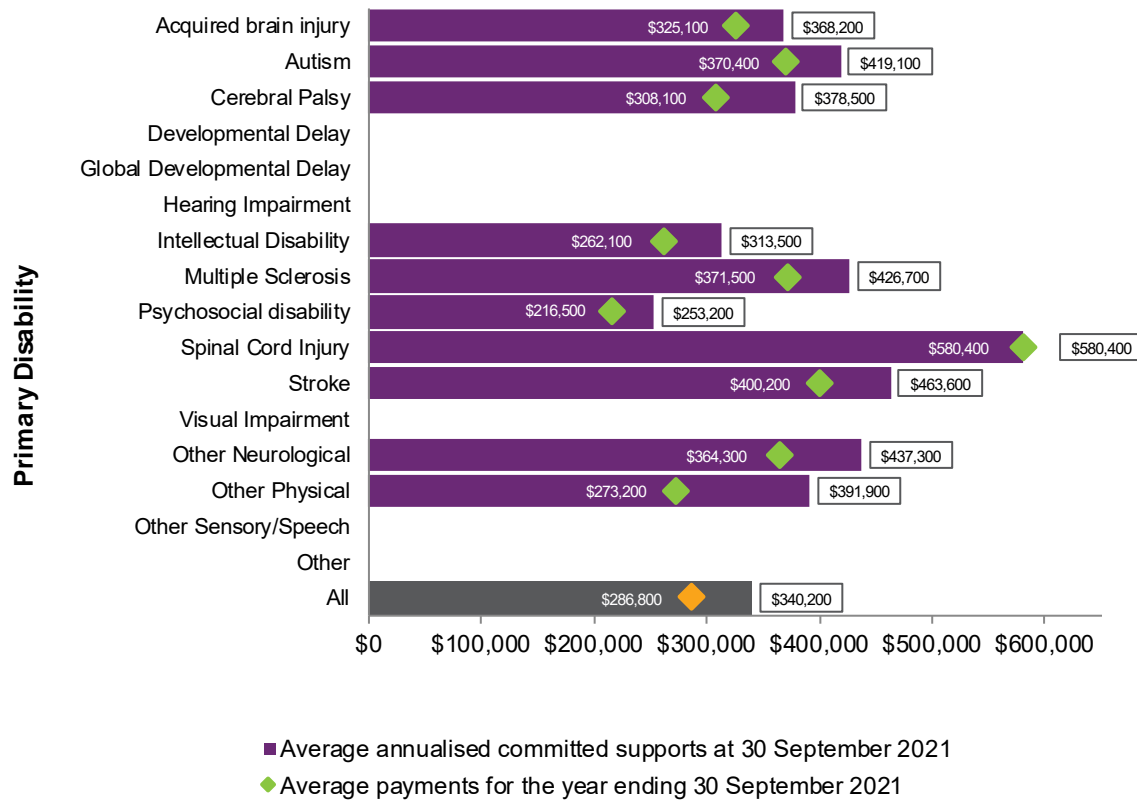
**Figure G.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Victoria** <sup>270</sup>



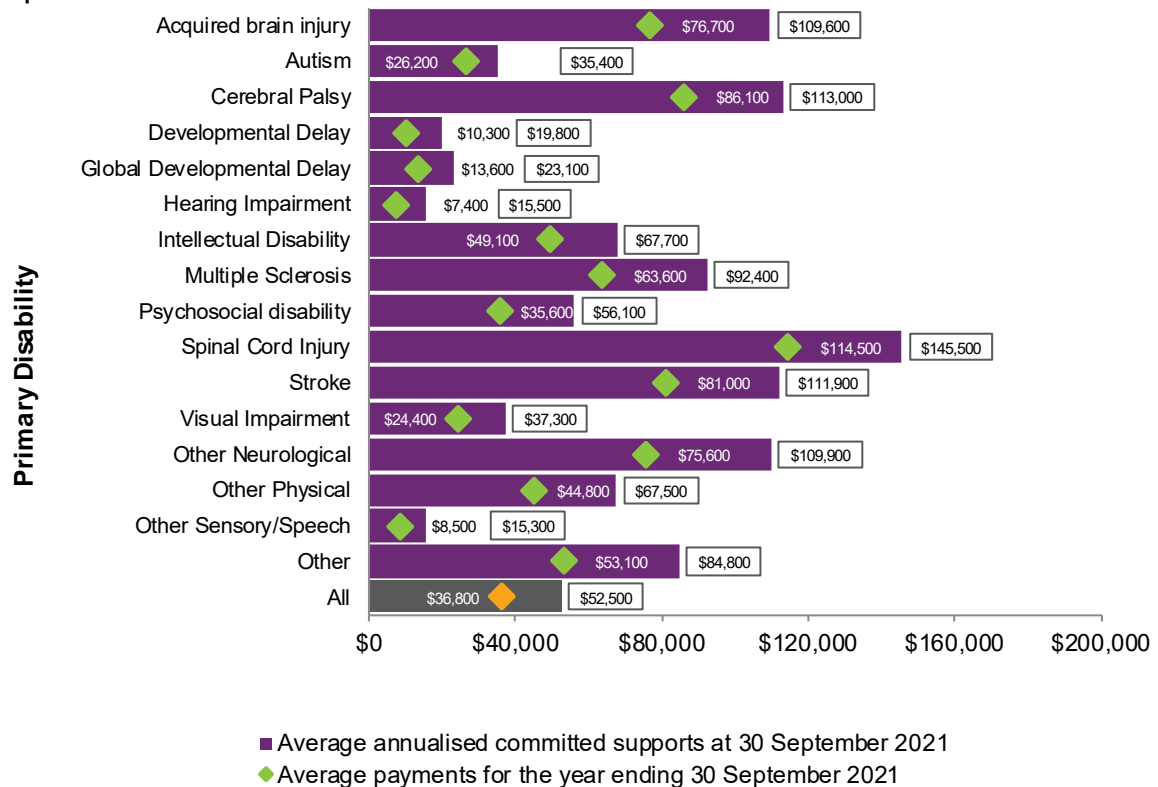
<sup>269</sup> Ibid.

<sup>270</sup> Ibid.

**Figure G.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Victoria** <sup>271</sup>



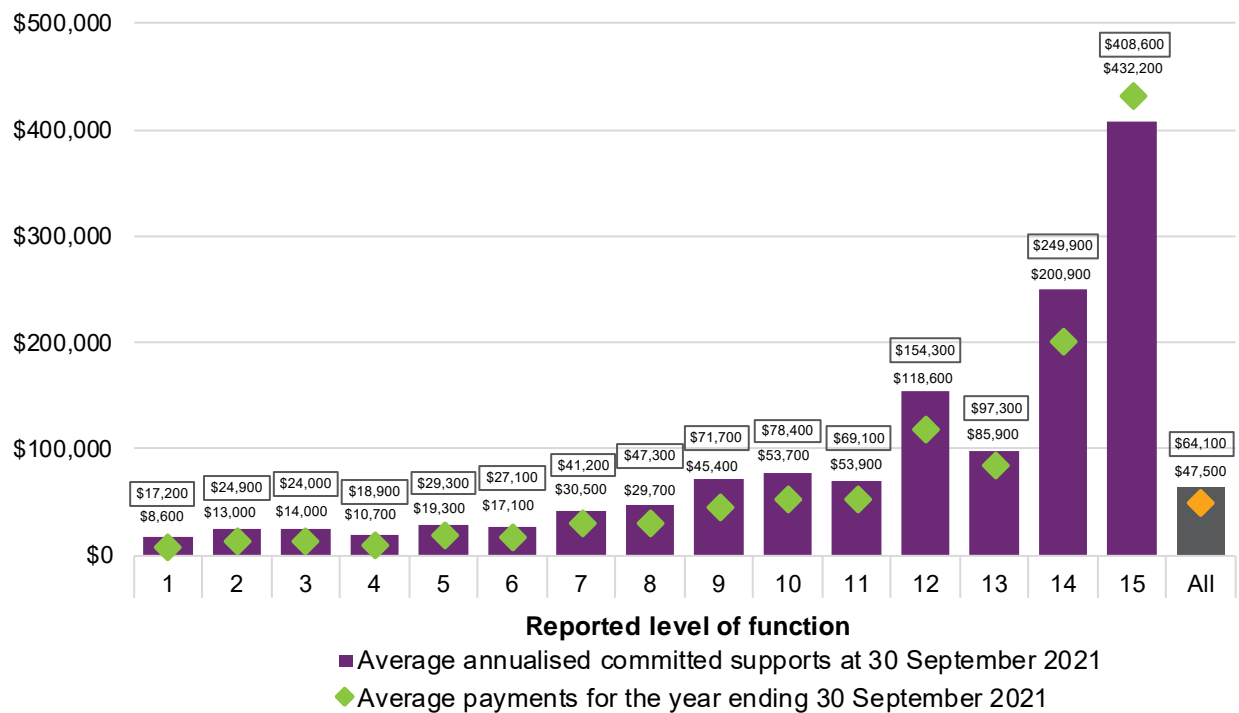
**Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Victoria** <sup>272</sup>



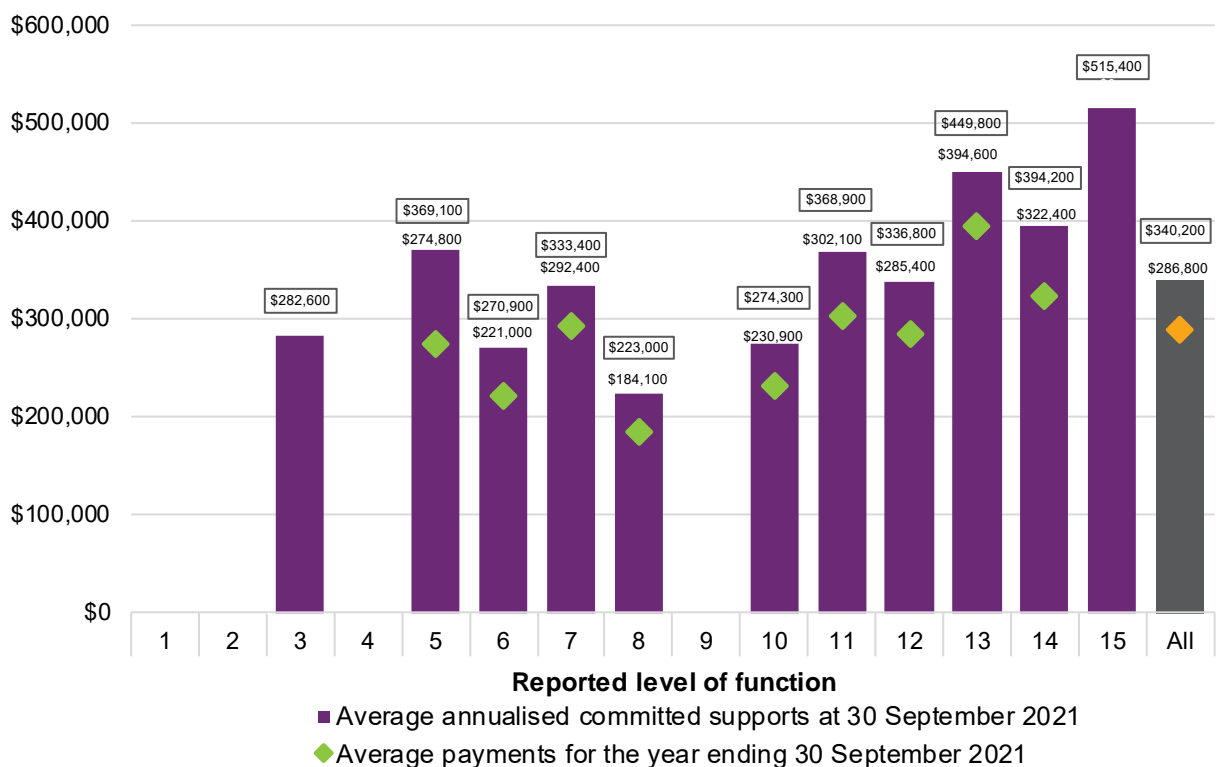
<sup>271</sup> Ibid.

<sup>272</sup> Ibid.

**Figure G.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Victoria** <sup>273</sup>



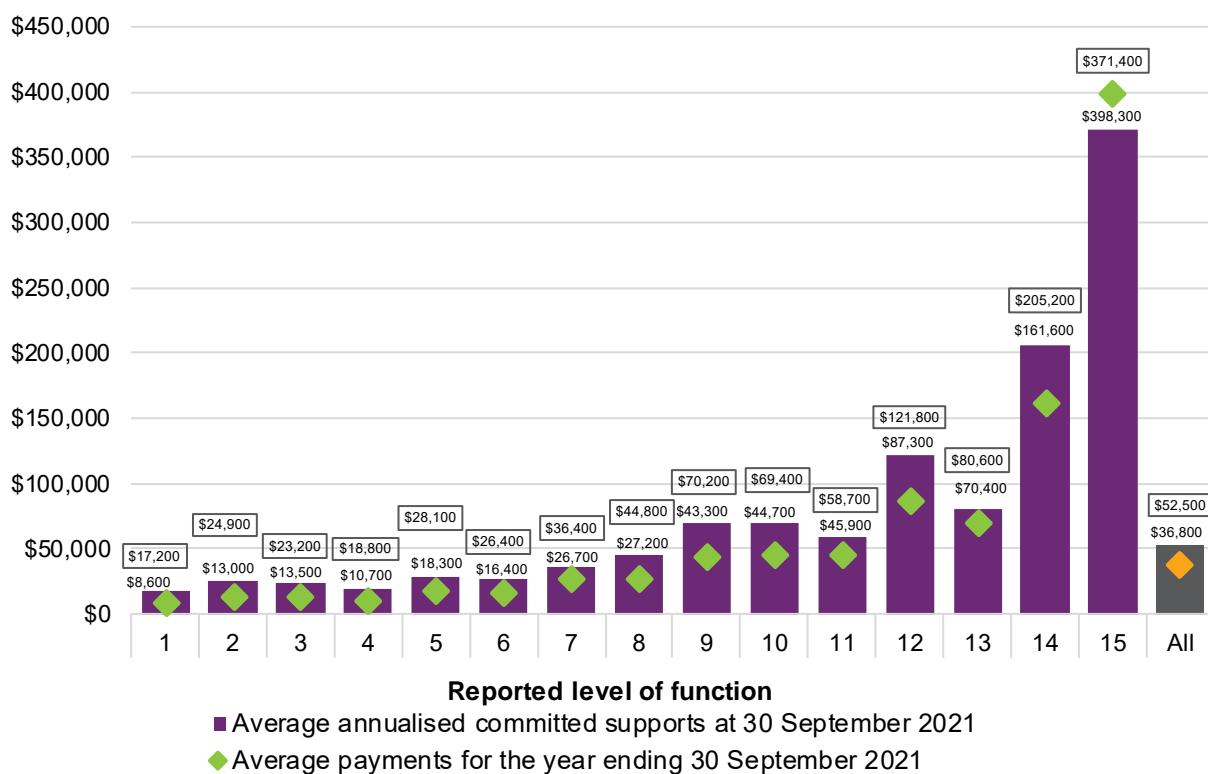
**Figure G.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Victoria** <sup>274</sup>



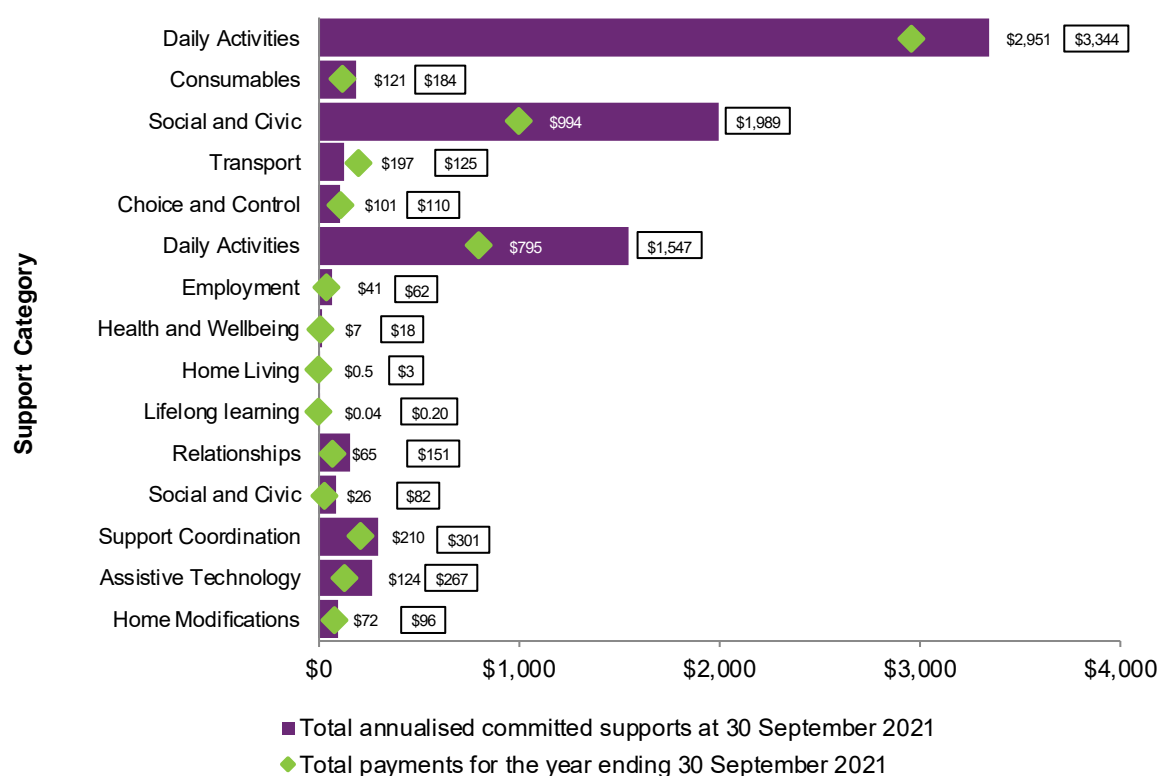
<sup>273</sup> Ibid.

<sup>274</sup> Ibid.

**Figure G.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Victoria** <sup>275</sup>



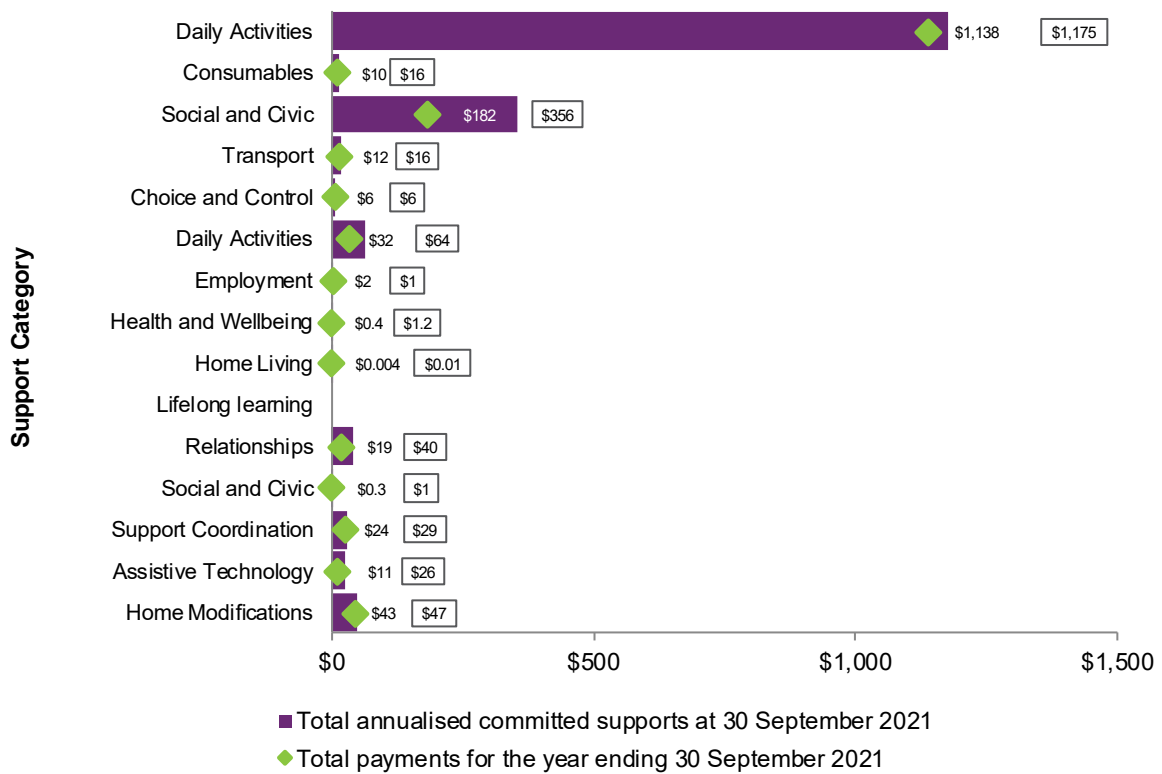
**Figure G.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Victoria** <sup>276</sup>



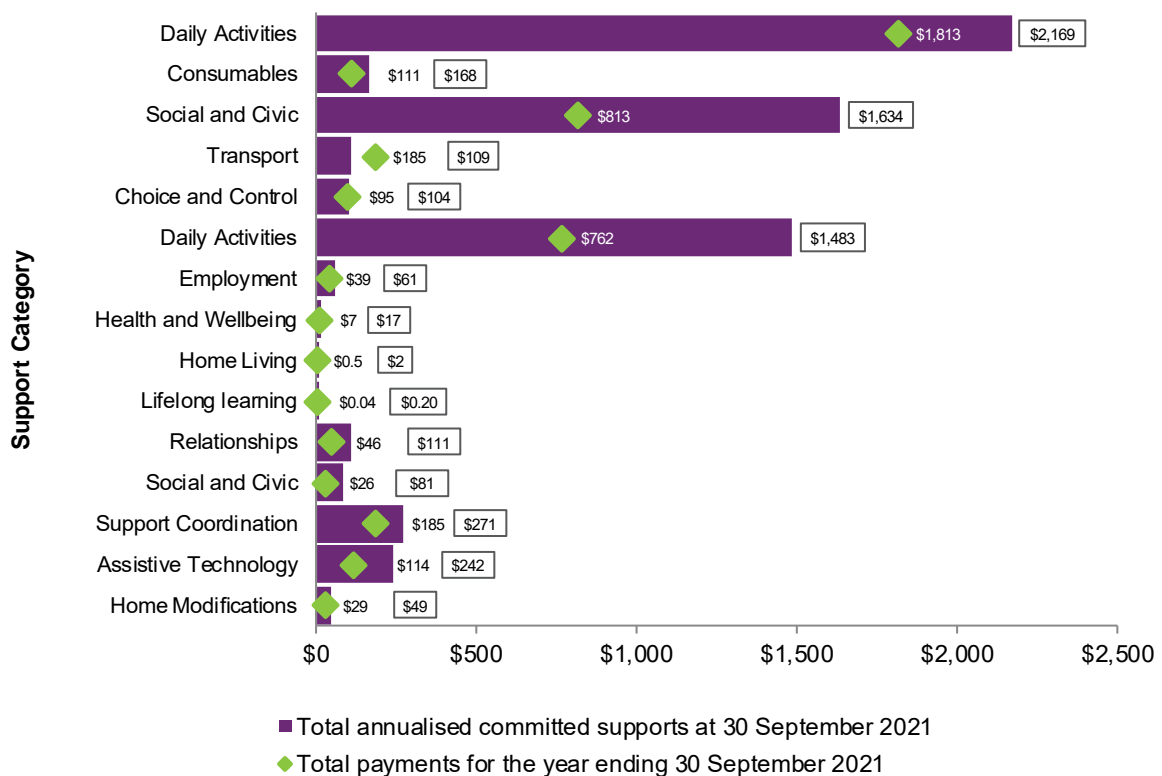
<sup>275</sup> Ibid.

<sup>276</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure G.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Victoria** <sup>277</sup>



**Figure G.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Victoria** <sup>278</sup>



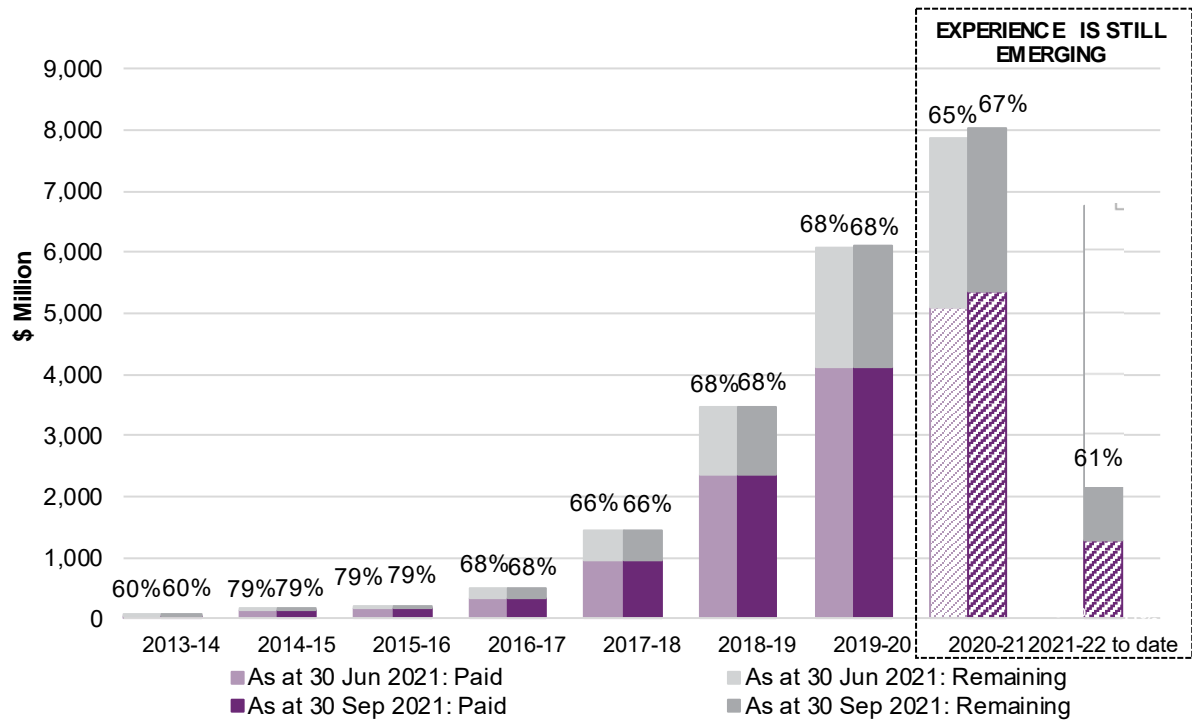
<sup>277</sup> Ibid.

<sup>278</sup> Ibid.

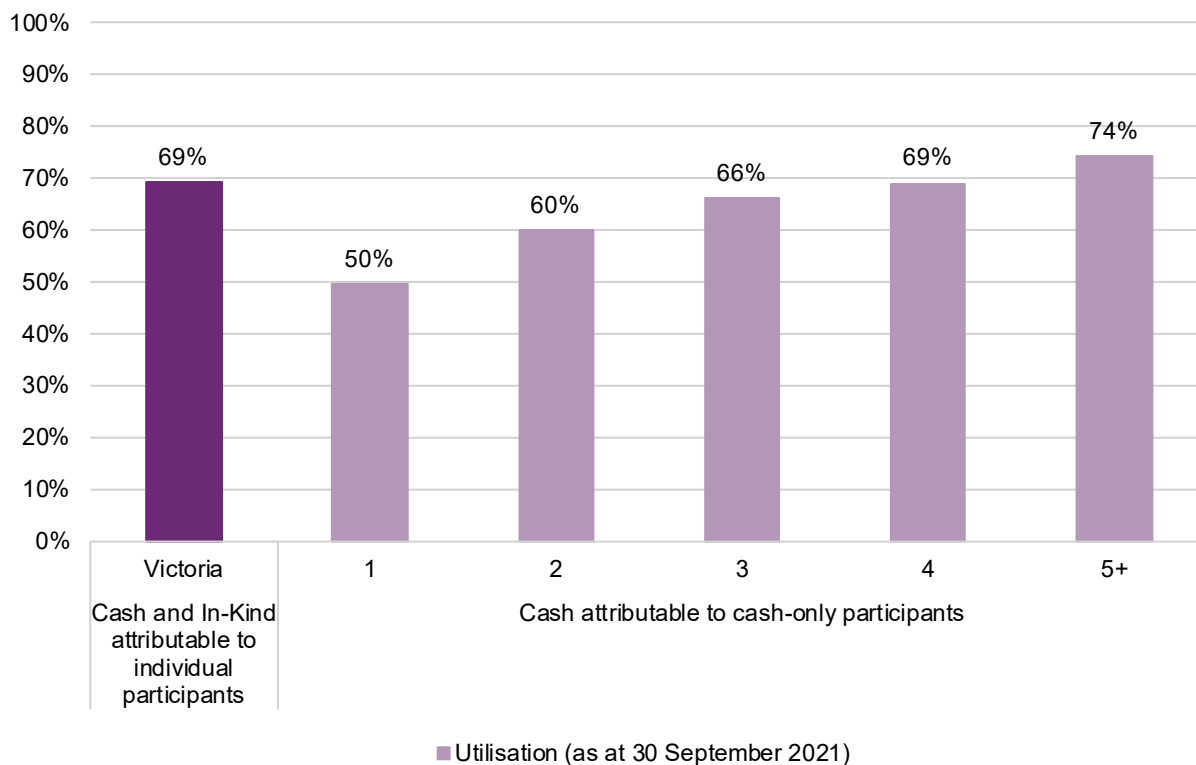
**Table G.77 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	53.9	162.6	204.3	497.7	1,441.6	3,465.2	6,104.1	8,045.6	2,096.1
Total Paid	32.4	128.0	161.1	338.4	957.3	2,370.0	4,131.4	5,364.9	1,272.3
% utilised to date	60%	79%	79%	68%	66%	68%	68%	67%	61%

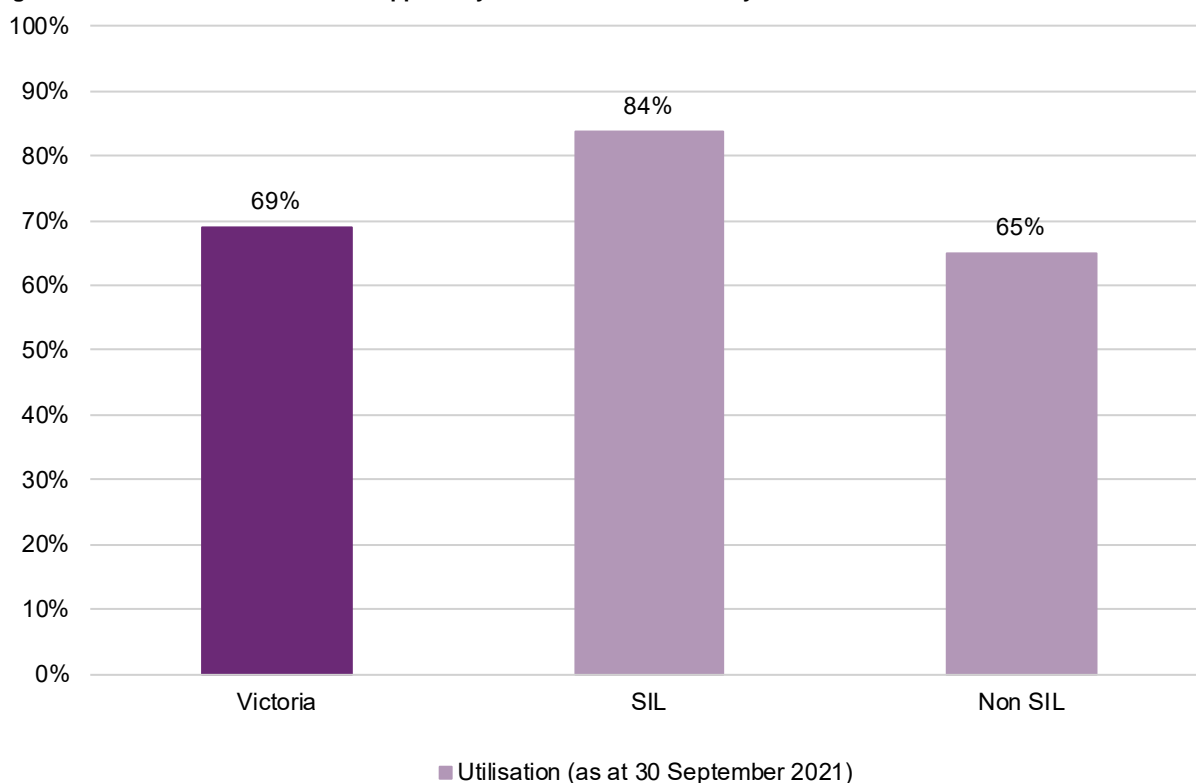
**Figure G.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Victoria**



**Figure G.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Victoria** <sup>279</sup>



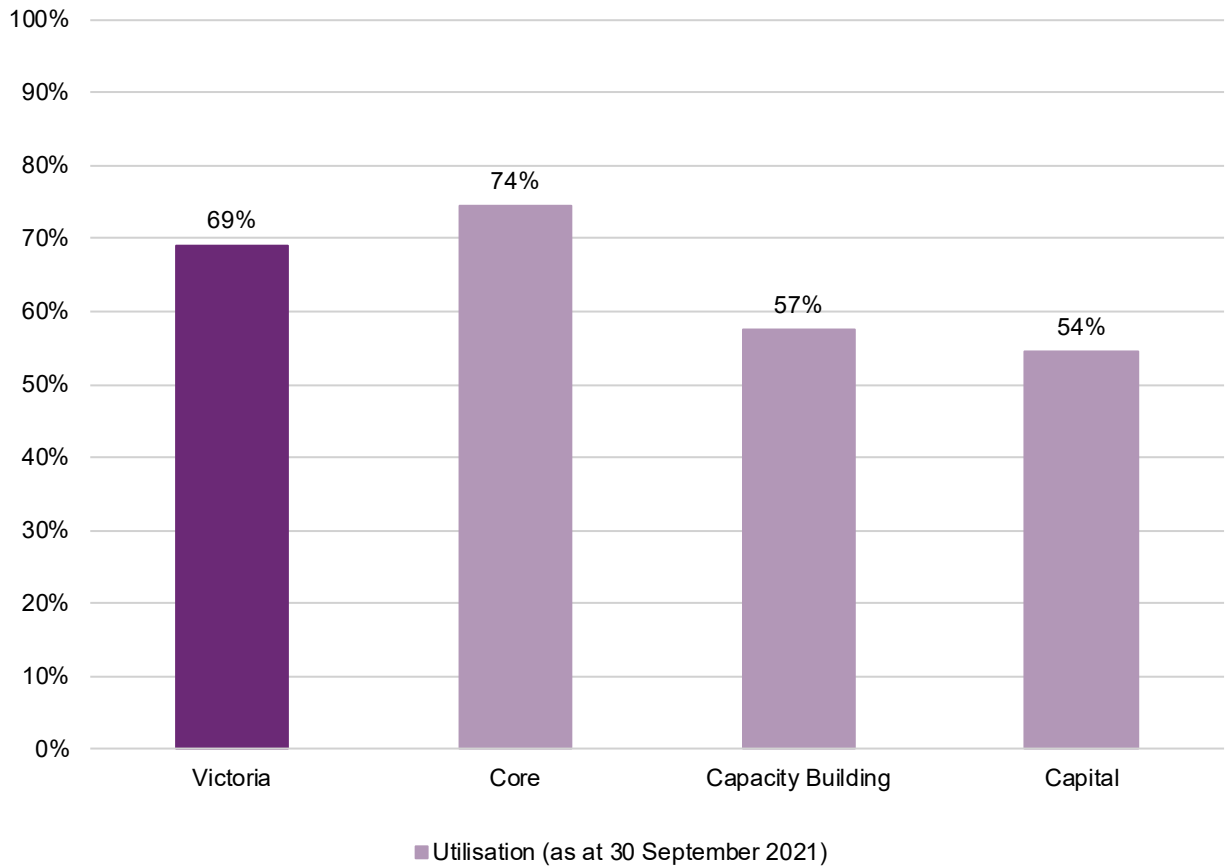
**Figure G.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Victoria** <sup>280</sup>



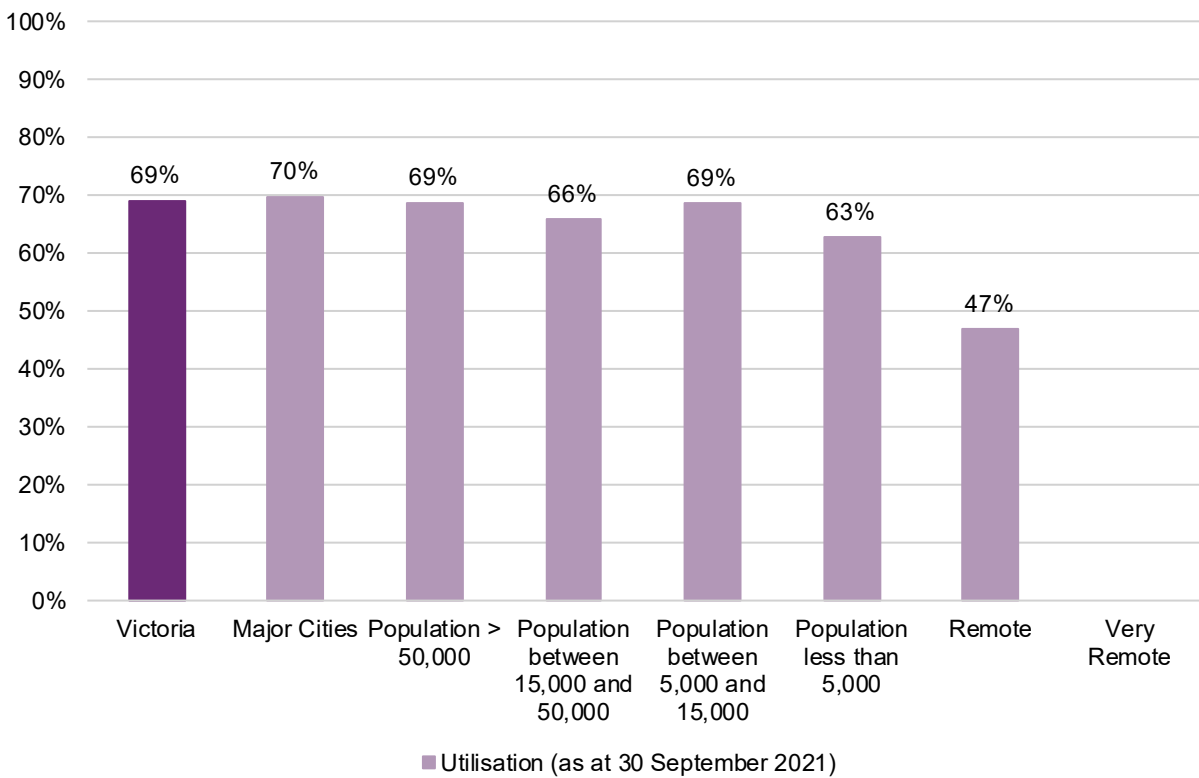
<sup>279</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>280</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – Victoria** <sup>281</sup>



**Figure G.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Victoria** <sup>282 283</sup>



<sup>281</sup> Ibid.

<sup>282</sup> Ibid.

<sup>283</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>284</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	92,410	5,065	97,475	3,712	101,187

Table H.2 Active participants (including ECA) by quarter of entry, plan and entry type – Queensland <sup>285</sup>

	Prior Quarters	2021-22 Q1	Total
Access decisions	118,830	6,846	125,676
Active Eligible	95,475	5,240	100,715
<i>New</i>	52,619	4,966	57,585
<i>State</i>	33,244	144	33,388
<i>Commonwealth</i>	9,612	130	9,742
Active Participant Plans (excl ECA)	92,410	5,065	97,475
<i>New</i>	49,916	4,730	54,646
<i>State</i>	33,019	170	33,189
<i>Commonwealth</i>	9,475	165	9,640
Active Participant Plans	95,904	8,777	101,187
<i>Early Intervention (s25)</i>	22,561	2,211	24,772
<i>Permanent Disability (s24)</i>	69,849	2,854	72,703
<i>ECA</i>	3,494	3,712	3,712

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Queensland

Exits	Total
Total participant exits	3,621
<i>Early Intervention participants</i>	881
<i>Permanent disability participants</i>	2,740

<sup>284</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>285</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table H.4 Cumulative numbers of active participants (including ECA) by services previously received – Queensland** <sup>286</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	33,189	9,640	54,646	3,712	101,187

**Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland** <sup>287 288 289</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	24,772	72,703	3,712	101,187

<sup>286</sup> This table shows the total numbers of active participants at the end of each period.

<sup>287</sup> Ibid.

<sup>288</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>289</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table H.6 Assessment of access by age group – Queensland** <sup>290</sup>

	Prior Quarters		2021-22 Q1		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	25,196	98%	2,073	98%	27,269	98%
7 to 14	21,129	89%	1,084	85%	22,213	89%
15 to 18	6,804	90%	343	83%	7,147	90%
19 to 24	6,071	90%	171	70%	6,242	89%
25 to 34	7,970	87%	274	68%	8,244	86%
35 to 44	8,369	81%	336	63%	8,705	80%
45 to 54	10,986	76%	409	55%	11,395	75%
55 to 64	13,534	68%	551	51%	14,085	67%
65+	766	60%	20	48%	786	60%
Missing	<11		<11		<11	
<b>Total</b>	<b>100,825</b>	<b>85%</b>	<b>5,261</b>	<b>77%</b>	<b>106,086</b>	<b>84%</b>

**Table H.7 Assessment of access by disability – Queensland** <sup>291</sup>

	Prior Quarters		2021-22 Q1		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	3,589	92%	126	80%	3,715	92%
Autism	33,058	96%	1,696	96%	34,754	96%
Cerebral Palsy	3,614	96%	45	82%	3,659	95%
Developmental Delay	8,304	98%	1,421	99%	9,725	98%
Global Developmental Delay	1,731	98%	202	99%	1,933	98%
Hearing Impairment	5,438	89%	177	85%	5,615	89%
Intellectual Disability	17,035	95%	360	88%	17,395	95%
Multiple Sclerosis	1,467	86%	67	86%	1,534	86%
Psychosocial disability	9,571	72%	538	55%	10,109	71%
Spinal Cord Injury	1,461	94%	27	75%	1,488	93%
Stroke	1,673	84%	86	77%	1,759	84%
Visual Impairment	1,659	86%	43	63%	1,702	85%
Other Neurological	4,738	78%	179	72%	4,917	77%
Other Physical	4,992	45%	133	25%	5,125	44%
Other Sensory/Speech	379	38%	<11		382	38%
Other	997	40%	158	30%	1,155	38%
Missing	1,119	99%	<11		1,119	99%
<b>Total</b>	<b>100,825</b>	<b>85%</b>	<b>5,261</b>	<b>77%</b>	<b>106,086</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.

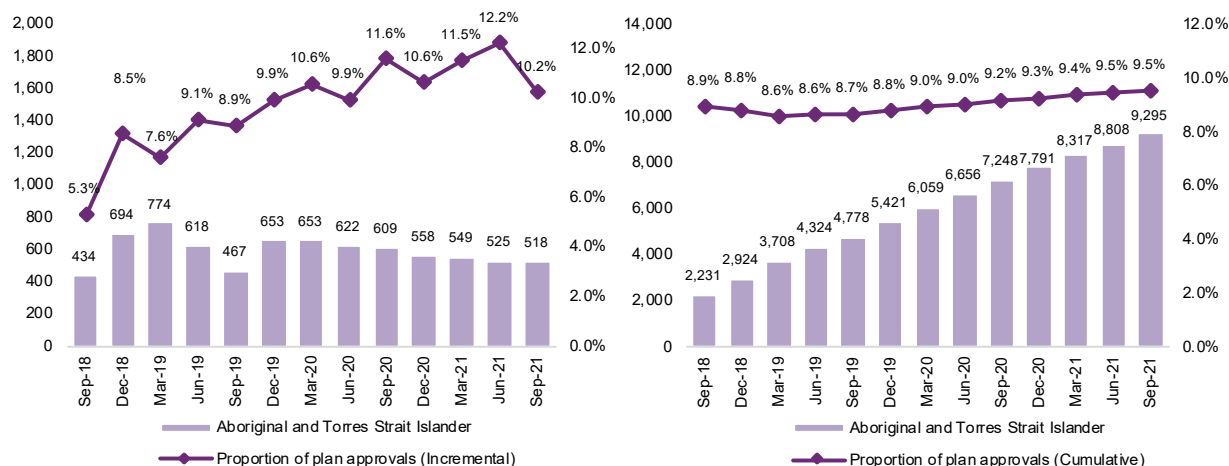
**Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	8,777	9.5%	518	10.2%	<b>9,295</b>	<b>9.5%</b>
Not Aboriginal and Torres Strait Islander	72,801	78.8%	4,046	79.9%	<b>76,847</b>	<b>78.8%</b>
Not Stated	10,832	11.7%	501	9.9%	<b>11,333</b>	<b>11.6%</b>
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

<sup>290</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>291</sup> Ibid.

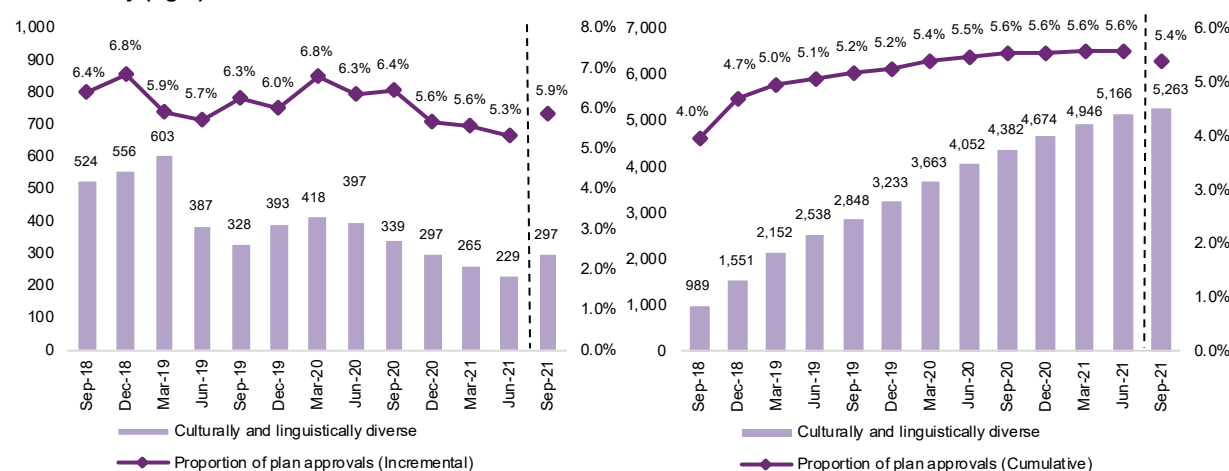
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>292</sup>



**Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland** <sup>293</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,966	5.4%	297	5.9%	5,263	5.4%
Not culturally and linguistically diverse	87,412	94.6%	4,768	94.1%	92,180	94.6%
Not stated	32	0.03%	<11		32	0.03%
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</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>294</sup> <sup>295</sup>



<sup>292</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>293</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

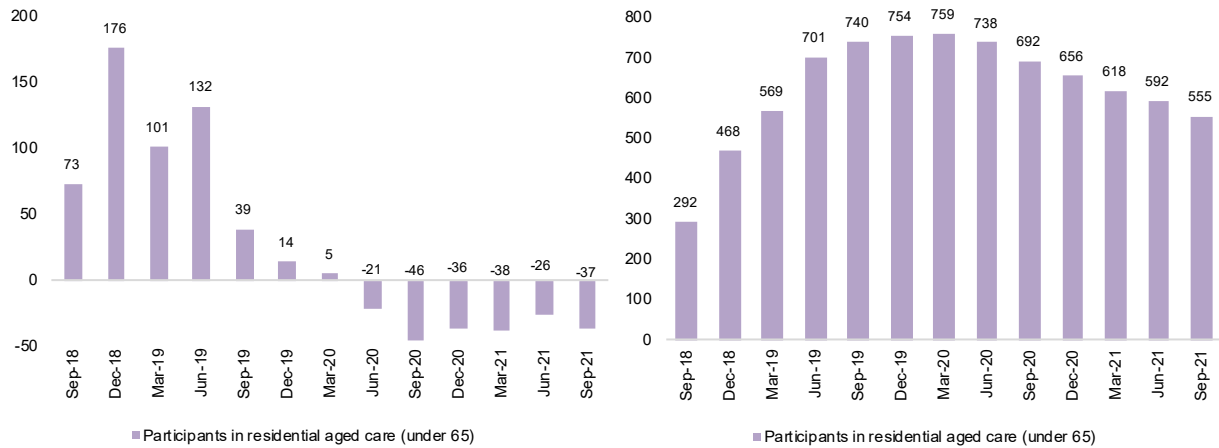
<sup>294</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>295</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**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 September 2021 – Queensland** <sup>296</sup>

	Total
Age group	N
Under 45	12
45 to 54	75
55 to 64	468
<b>Total YPIRAC (under 65)</b>	<b>555</b>

**Figure H.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>297</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland** <sup>298 299</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	55,143	59.7%	3,198	63.2%	58,341	59.9%
Population > 50,000	21,982	23.8%	1,053	20.8%	23,035	23.6%
Population between 15,000 and 50,000	3,615	3.9%	192	3.8%	3,807	3.9%
Population between 5,000 and 15,000	3,958	4.3%	174	3.4%	4,132	4.2%
Population less than 5,000	6,124	6.6%	321	6.3%	6,445	6.6%
Remote	832	0.9%	66	1.3%	898	0.9%
Very Remote	741	0.8%	60	1.2%	801	0.8%
Missing	15		<11		16	
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

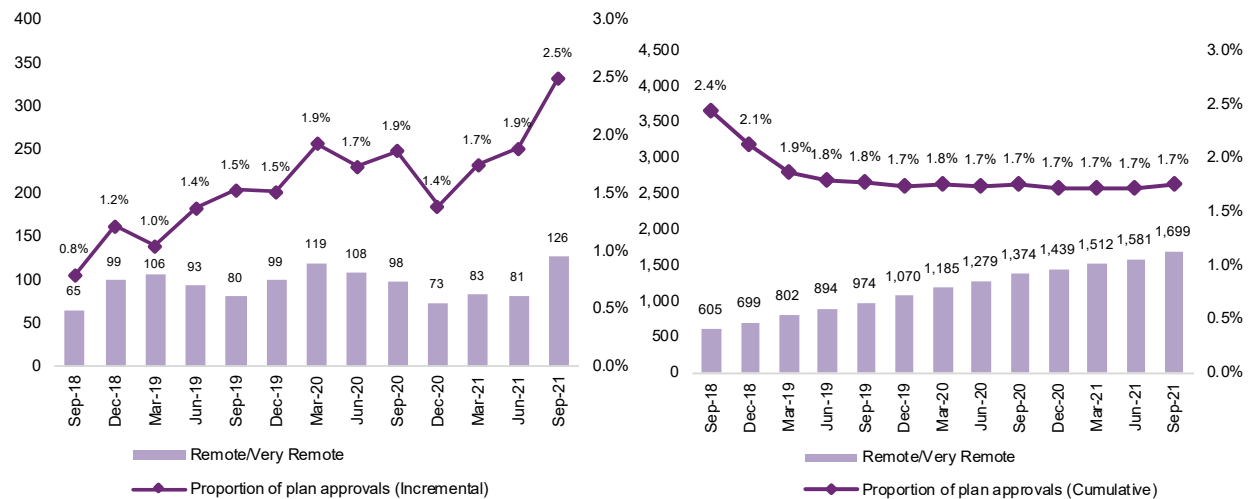
<sup>296</sup> There are a further 382 active participants aged 65 years or over who are currently in residential aged care.

<sup>297</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>298</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>299</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>300 301</sup>



**Table H.12 Participant profile per quarter by primary disability group – Queensland** <sup>302 303 304</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	31,741	34%	1,740	34%	33,481	34%
Intellectual Disability	16,245	18%	351	7%	16,596	17%
Psychosocial disability	8,800	10%	577	11%	9,377	10%
Developmental Delay	6,974	8%	1,160	23%	8,134	8%
Hearing Impairment	5,138	6%	190	4%	5,328	5%
Other Neurological	3,987	4%	167	3%	4,154	4%
Other Physical	4,309	5%	143	3%	4,452	5%
Cerebral Palsy	3,482	4%	53	1%	3,535	4%
ABI	3,256	4%	120	2%	3,376	3%
Global Developmental Delay	1,571	2%	178	4%	1,749	2%
Visual Impairment	1,550	2%	51	1%	1,601	2%
Multiple Sclerosis	1,363	1%	71	1%	1,434	1%
Stroke	1,518	2%	73	1%	1,591	2%
Spinal Cord Injury	1,364	1%	24	0%	1,388	1%
Other	829	1%	163	3%	992	1%
Other Sensory/Speech	283	0.3%	<11		287	0.3%
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

<sup>300</sup> Ibid.

<sup>301</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>302</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>303</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>304</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Queensland (2,398).

**Table H.13 Participant profile per quarter (participants in SIL) by primary disability group – Queensland** <sup>305 306</sup>

	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	560	11%	<11		560	11%
Intellectual Disability	2,538	52%	<11		2,538	51%
Psychosocial disability	385	8%	<11		385	8%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	261	5%	<11		262	5%
Other Physical	45	1%	<11		45	1%
Cerebral Palsy	452	9%	<11		452	9%
ABI	456	9%	<11		456	9%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	23	0%	<11		23	0%
Multiple Sclerosis	47	1%	<11		47	1%
Stroke	95	2%	<11		95	2%
Spinal Cord Injury	38	1%	<11		38	1%
Other	24	0%	<11		24	0%
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>4,928</b>	<b>100%</b>	<b>&lt;11</b>		<b>4,929</b>	<b>100%</b>

**Table H.14 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland** <sup>307</sup>

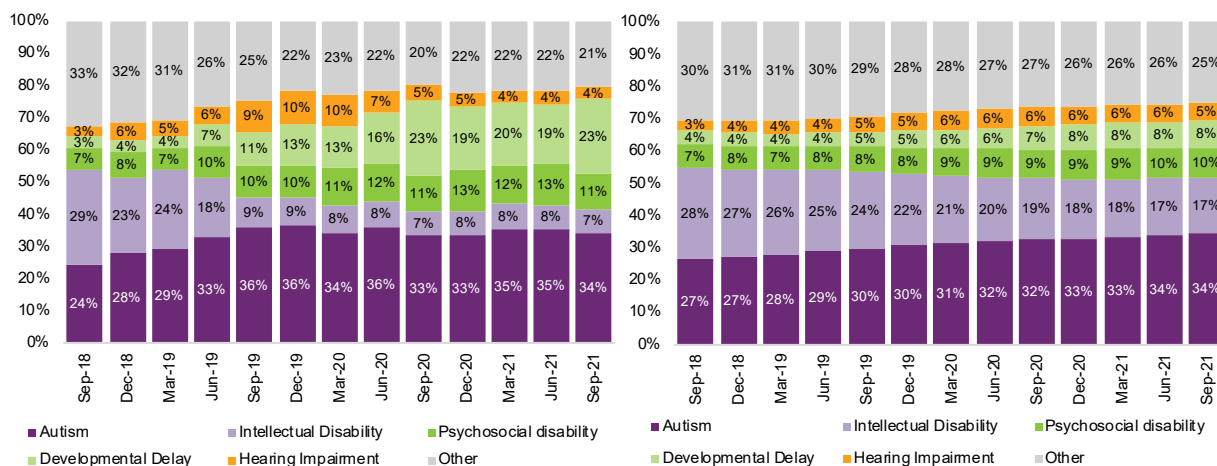
	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	31,181	36%	1,740	34%	32,921	36%
Intellectual Disability	13,707	16%	351	7%	14,058	15%
Psychosocial disability	8,415	10%	577	11%	8,992	10%
Developmental Delay	6,974	8%	1,160	23%	8,134	9%
Hearing Impairment	5,135	6%	190	4%	5,325	6%
Other Neurological	3,726	4%	166	3%	3,892	4%
Other Physical	4,264	5%	143	3%	4,407	5%
Cerebral Palsy	3,030	3%	53	1%	3,083	3%
ABI	2,800	3%	120	2%	2,920	3%
Global Developmental Delay	1,571	2%	178	4%	1,749	2%
Visual Impairment	1,527	2%	51	1%	1,578	2%
Multiple Sclerosis	1,316	2%	71	1%	1,387	1%
Stroke	1,423	2%	73	1%	1,496	2%
Spinal Cord Injury	1,326	2%	24	0%	1,350	1%
Other	805	1%	163	3%	968	1%
Other Sensory/Speech	282	0.3%	<11		286	0.3%
<b>Total</b>	<b>87,482</b>	<b>100%</b>	<b>5,064</b>	<b>100%</b>	<b>92,546</b>	<b>100%</b>

<sup>305</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>306</sup> Down Syndrome is included in Intellectual Disability, representing 8% of Participants in SIL (400).

<sup>307</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (1,998).

**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland** <sup>308</sup>



**Table H.15 Participant profile per quarter by reported level of function – Queensland** <sup>309</sup>

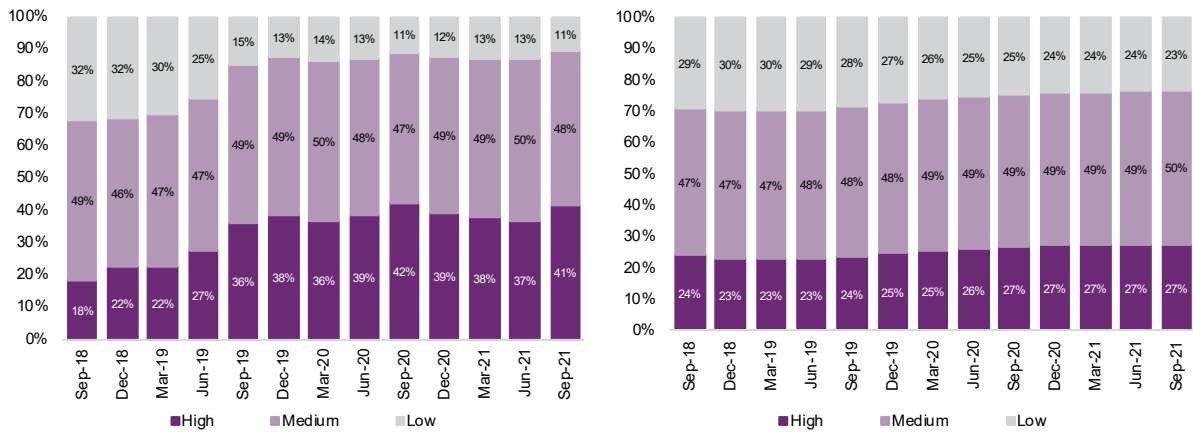
Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	8,859	10%	1,110	22%	9,969	10%
2 (High Function)	83	0%	16	0%	99	0%
3 (High Function)	4,572	5%	332	7%	4,904	5%
4 (High Function)	5,985	6%	298	6%	6,283	6%
5 (High Function)	5,125	6%	342	7%	5,467	6%
6 (Moderate Function)	23,006	25%	1,429	28%	24,435	25%
7 (Moderate Function)	4,189	5%	220	4%	4,409	5%
8 (Moderate Function)	7,030	8%	320	6%	7,350	8%
9 (Moderate Function)	530	1%	32	1%	562	1%
10 (Moderate Function)	11,096	12%	429	8%	11,525	12%
11 (Low Function)	2,911	3%	55	1%	2,966	3%
12 (Low Function)	11,235	12%	377	7%	11,612	12%
13 (Low Function)	5,723	6%	98	2%	5,821	6%
14 (Low Function)	2,018	2%	<11		2,025	2%
15 (Low Function)	39	0%	<11		39	0%
Missing	<11		<11		<11	
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

<sup>308</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>309</sup> The distributions are calculated excluding participants with a missing reported level of function.



**Figure H.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Queensland**  
310



**Table H.16 Participant profile per quarter by age group – Queensland**

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	13,883	15%	1,788	35%	15,671	16%
7 to 14	24,522	27%	1,146	23%	25,668	26%
15 to 18	7,227	8%	353	7%	7,580	8%
19 to 24	7,270	8%	151	3%	7,421	8%
25 to 34	8,188	9%	285	6%	8,473	9%
35 to 44	7,631	8%	334	7%	7,965	8%
45 to 54	9,360	10%	408	8%	9,768	10%
55 to 64	11,072	12%	546	11%	11,618	12%
65+	3,257	4%	54	1%	3,311	3%
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

**Table H.17 Participant profile per quarter (participants in SIL) by age group – Queensland**<sup>311</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	32	1%	<11		32	1%
19 to 24	459	9%	<11		459	9%
25 to 34	945	19%	<11		945	19%
35 to 44	920	19%	<11		920	19%
45 to 54	1,148	23%	<11		1,149	23%
55 to 64	1,197	24%	<11		1,197	24%
65+	222	5%	<11		222	5%
<b>Total</b>	<b>4,928</b>	<b>100%</b>	<b>&lt;11</b>		<b>4,929</b>	<b>100%</b>

<sup>310</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>311</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Table H.18 Participant profile per quarter (participants not in SIL) by age group – Queensland

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	13,883	16%	1,788	35%	15,671	17%
7 to 14	24,517	28%	1,146	23%	25,663	28%
15 to 18	7,195	8%	353	7%	7,548	8%
19 to 24	6,811	8%	151	3%	6,962	8%
25 to 34	7,243	8%	285	6%	7,528	8%
35 to 44	6,711	8%	334	7%	7,045	8%
45 to 54	8,212	9%	407	8%	8,619	9%
55 to 64	9,875	11%	546	11%	10,421	11%
65+	3,035	3%	54	1%	3,089	3%
<b>Total</b>	<b>87,482</b>	<b>100%</b>	<b>5,064</b>	<b>100%</b>	<b>92,546</b>	<b>100%</b>

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland <sup>312</sup>

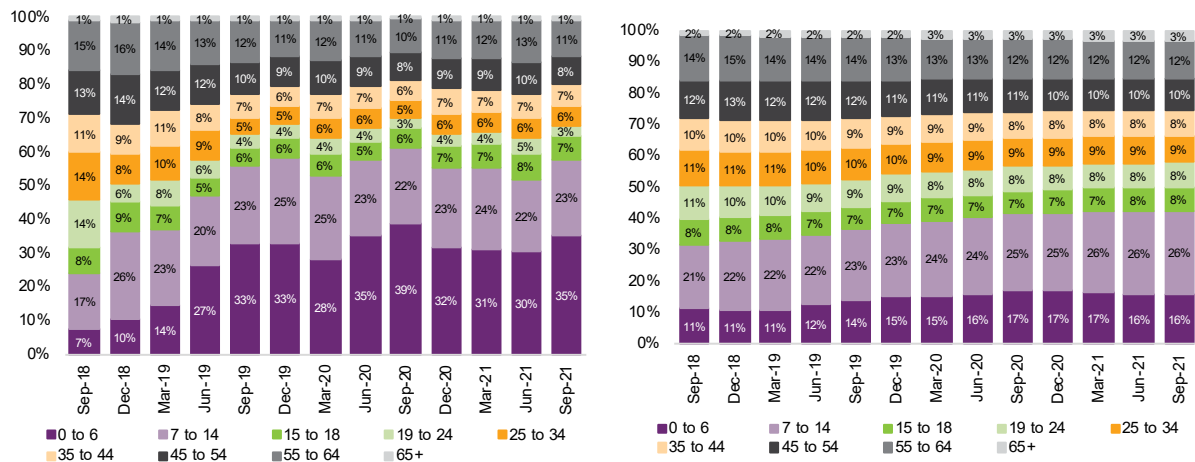
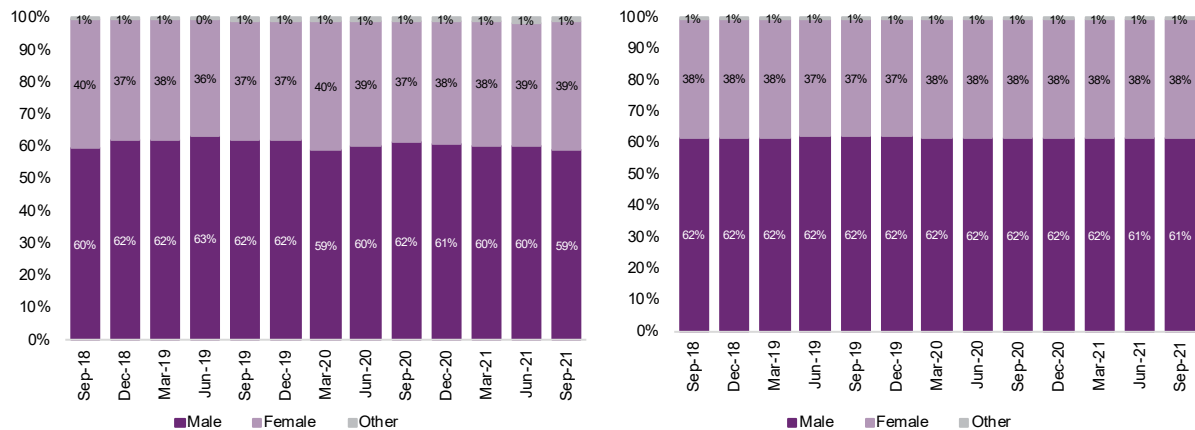


Table H.19 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	56,760	61%	3,005	59%	59,765	61%
Female	34,943	38%	1,996	39%	36,939	38%
Other	707	1%	64	1%	771	1%
<b>Total</b>	<b>92,410</b>	<b>100%</b>	<b>5,065</b>	<b>100%</b>	<b>97,475</b>	<b>100%</b>

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>313</sup>



<sup>312</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>313</sup> Ibid.

**Table H.20 Participation rates by age group at 30 September 2021 – Queensland** <sup>314</sup>

	QLD
0-6	3.67%
7-14	4.72%
15-18	2.93%
19-24	1.82%
25-34	1.15%
35-44	1.18%
45-54	1.49%
55-64	1.96%
<b>Total (aged 0-64)</b>	<b>2.20%</b>

## Part Two: Participant experience and outcomes

**Table H.21 Number of baseline questionnaires completed by SFOF version – Queensland** <sup>315</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	759	1,349	3,070	5,508	4,906	1,334	16,926
Participant school to 14	1,416	2,634	8,995	8,138	6,228	1,619	29,030
Participant 15 to 24	1,064	1,438	5,042	2,299	1,960	473	12,276
Participant 25 and over	3,289	3,882	15,054	7,820	6,394	1,606	38,045
<b>Total Participant</b>	<b>6,528</b>	<b>9,303</b>	<b>32,161</b>	<b>23,765</b>	<b>19,488</b>	<b>5,032</b>	<b>96,277</b>
Family 0 to 14	2,024	3,820	11,092	13,072	10,704	2,865	43,577
Family 15 to 24	273	964	3,239	1,525	1,392	359	7,752
Family 25 and over	168	1,127	4,172	2,061	1,610	416	9,554
<b>Total Family</b>	<b>2,465</b>	<b>5,911</b>	<b>18,503</b>	<b>16,658</b>	<b>13,706</b>	<b>3,640</b>	<b>60,883</b>
<b>Total</b>	<b>8,993</b>	<b>15,214</b>	<b>50,664</b>	<b>40,423</b>	<b>33,194</b>	<b>8,672</b>	<b>157,160</b>

<sup>314</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>315</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 H.22 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		24%		
DL	% who say their child is becoming more independent		37%		
CC	% of children who have a genuine say in decisions about themselves		73%		
CC	% who are happy with the level of independence/control they have now			31%	
CC	% who choose who supports them			36%	61%
CC	% who choose what they do each day			46%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC	% who want more choice and control in their life			83%	80%

**Table H.23 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		35%		
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			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	35%

**Table H.24 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		70%		
HM	% who are happy with their home			78%	68%
HM	% who feel safe or very safe in their home			81%	66%
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			36%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			17%	18%
WK	% who volunteer			12%	11%

**Table H.25 Selected key baseline indicators for families/carers of participants – Queensland**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	27%	26%
% receiving Carer Allowance	42%	50%	37%
% working in a paid job	45%	50%	37%
Of those in a paid job, % in permanent employment	77%	74%	76%
Of those in a paid job, % working 15 hours or more	81%	85%	85%
% who say they (and their partner) are able to work as much as they want	45%	47%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	28%	19%
% able to advocate for their child/family member	81%	74%	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	73%	60%	58%

**Table H.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,911) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland** <sup>316</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	89%
DL	Has the NDIS improved your child's access to specialist services?	92%
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?	80%
S/CP	Has the NDIS improved how your child fits into community life?	67%

**Table H.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,327) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	59%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

**Table H.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,318) and ‘Participant 25 and over’ (n=13,333) - participants who entered between 1 July 2016 and 30 September 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%	80%
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?	27%	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?	40%	36%
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?	65%	69%

<sup>316</sup> Results in Tables H.26 to H.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table H.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,307); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,081) - participants who entered between 1 July 2016 and 30 September 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?	79%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	50%	47%

**Table H.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,424) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland <sup>317</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?	92%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	85%	+1%
REL	Has the NDIS improved how your child fits into family life?	79%	83%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	62%	67%	+5%

**Table H.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=5,450) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	66%	73%	+7%
LL	Has the NDIS improved your child's access to education?	44%	51%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	62%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	55%	+5%

<sup>317</sup> Results in Tables H.30 to H.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table H.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,582) and ‘Participant 25 and over’ (n=6,579) - participants who entered between 1 July 2016 and 30 September 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%	63%	+4%	60%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	26%	0%	35%	39%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	+4%	58%	66%	+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%	42%	+2%	32%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-1%	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	64%	70%	+6%	67%	73%	+7%

**Table H.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,809); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,424) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	71%	+7%	55%	67%	+12%
	Has the NDIS improved the level of support for your family?	69%	77%	+8%	68%	79%	+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?	74%	80%	+6%	64%	75%	+11%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	82%	+5%			
	Has the NDIS improved your health and wellbeing?	44%	48%	+5%	39%	44%	+5%



**Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=587) - participants who entered prior to 1 July 2016 and 30 September 2018 – Queensland** <sup>318</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	94%	98%	+8%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	97%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	87%	89%	+7%
REL	Has the NDIS improved how your child fits into family life?	73%	77%	78%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	57%	64%	74%	+18%

**Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=2,075) - participants who entered between 1 July 2016 and 30 September 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%	74%	+15%
LL	Has the NDIS improved your child's access to education?	37%	45%	50%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	56%	61%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	49%	52%	+7%

**Table H.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,189) - participants who entered between 1 July 2016 and 30 September 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?	66%	67%	73%	+7%
Has the NDIS helped you with daily living activities?	64%	69%	75%	+10%
Has the NDIS helped you to meet more people?	53%	56%	59%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	20%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	47%	47%	53%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	32%	34%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	13%	15%	-3%
Has the NDIS helped you be more involved?	60%	62%	67%	+7%

<sup>318</sup> Results in Tables H.34 to H.39 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table H.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,041) - participants who entered between 1 July 2016 and 30 September 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?	73%	79%	84%	+11%
Has the NDIS helped you with daily living activities?	76%	83%	87%	+11%
Has the NDIS helped you to meet more people?	60%	64%	68%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	31%	36%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	54%	58%	65%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	31%	35%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%	18%	-1%
Has the NDIS helped you be more involved?	66%	71%	76%	+10%

**Table H.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,681) - participants who entered between 1 July 2016 and 30 September 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?	58%	61%	69%	+11%
Has the NDIS improved the level of support for your family?	66%	71%	76%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	70%	75%	79%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	81%	+9%
Has the NDIS improved your health and wellbeing?	39%	40%	44%	+6%

**Table H.39 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=486) - participants who entered between 1 July 2016 and 30 September 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?	55%	57%	66%	+11%
Has the NDIS improved the level of support for your family?	65%	67%	77%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	65%	68%	74%	+9%
Has the NDIS improved your health and wellbeing?	37%	34%	44%	+7%

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

**Table H.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=910) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	55%	69%	73%	78%	+22%
LL	Has the NDIS improved your child's access to education?	34%	40%	42%	48%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	55%	57%	61%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	52%	55%	+13%

**Table H.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=527) - participants who entered between 1 July 2016 and 30 September 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%	66%	69%	73%	+9%
DL	Has the NDIS helped you with daily living activities?	69%	71%	75%	76%	+8%
REL	Has the NDIS helped you to meet more people?	51%	54%	51%	55%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	16%	21%	21%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	46%	47%	55%	+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%	31%	34%	35%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	17%	16%	-1%
S/C P	Has the NDIS helped you be more involved?	61%	62%	67%	68%	+7%

<sup>319</sup> Results in Tables H.40 to H.44 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table H.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,126) - participants who entered between 1 July 2016 and 30 September 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%	77%	79%	83%	+13%
DL	Has the NDIS helped you with daily living activities?	77%	84%	86%	89%	+12%
REL	Has the NDIS helped you to meet more people?	57%	64%	67%	70%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	29%	34%	35%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	59%	64%	+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%	33%	34%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	15%	18%	0%
S/CP	Has the NDIS helped you be more involved?	63%	69%	75%	78%	+15%

**Table H.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=488) - participants who entered between 1 July 2016 and 30 September 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?	54%	57%	61%	66%	+12%
Has the NDIS improved the level of support for your family?	60%	68%	79%	79%	+19%
Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	84%	83%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	79%	80%	83%	+13%
Has the NDIS improved your health and wellbeing?	38%	38%	39%	40%	+3%

**Table H.44 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=79) - participants who entered between 1 July 2016 and 30 September 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?	45%	55%	56%	64%	+18%
Has the NDIS improved the level of support for your family?	58%	64%	69%	77%	+19%
Has the NDIS helped you to access services, programs and activities in the community?	54%	60%	57%	73%	+19%
Has the NDIS improved your health and wellbeing?	28%	37%	27%	38%	+10%

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

**Table H.45 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=57) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**<sup>320</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	58%	60%	65%	64%	70%	+12%
LL	Has the NDIS improved your child's access to education?	28%	20%	30%	41%	43%	+15%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	46%	57%	62%	61%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	40%	49%	51%	54%	+8%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 15 to 24’.

**Table H.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=62) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	74%	65%	71%	80%	79%	+5%
DL	Has the NDIS helped you with daily living activities?	89%	90%	81%	97%	91%	+2%
REL	Has the NDIS helped you to meet more people?	51%	46%	62%	71%	73%	+22%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	47%	38%	31%	40%	46%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	62%	62%	67%	77%	74%	+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?	29%	29%	31%	37%	37%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	13%	6%	14%	12%	-8%
S/CP	Has the NDIS helped you be more involved?	68%	69%	77%	86%	81%	+14%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

<sup>320</sup> Results in Tables H.45 to H.46 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fifth plan review to date.

**Table H.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,057), 'participant social and community engagement rate' (n=10,120), 'parent and carer employment rate' (n=7,074) at entry, first and second plan review and 'participant choice and control' (n=8,471) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Queensland <sup>321</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	Numbers are too small			24%
Aged 25+	19%	18%	17%	
Aged 15+	17%	18%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	37%	43%	45%	48%
Aged 25+	39%	44%	46%	
Aged 15+	39%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	44%	47%	47%	49%
Aged 15+	43%	45%	42%	
All ages	44%	47%	45%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		69%	76%	75%
Aged 25+		74%	82%	
Aged 15+		73%	81%	

**Table H.48 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,408), 'participant social and community engagement rate' (n=4,444), 'parent and carer employment rate' (n=2,218) at entry, first, second and third plan review, and 'participant choice and control' (n=3,965) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Queensland <sup>322</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	15%	20%	19%	24%	24%
Aged 25+	19%	20%	17%	17%	
Aged 15+	18%	20%	17%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	37%	45%	43%	46%	48%
Aged 25+	37%	43%	45%	46%	
Aged 15+	37%	44%	45%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	43%	44%	46%	49%
Aged 15+	41%	45%	44%	42%	
All ages	40%	44%	44%	45%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		66%	67%	73%	75%
Aged 25+		73%	79%	84%	
Aged 15+		71%	75%	81%	

<sup>321</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 September 2019 and have had a second plan review to date.

<sup>322</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 September 2018 and have had a third plan review to date.

**Table H.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,653), 'participant social and community engagement rate' (n=1,689), 'parent and carer employment rate' (n=559) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=1,561) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – Queensland <sup>323</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	19%	22%	20%	20%	21%	24%
Aged 25+	21%	21%	21%	19%	18%	
Aged 15+	21%	21%	21%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	31%	41%	42%	40%	44%	48%
Aged 25+	41%	49%	52%	52%	53%	
Aged 15+	39%	47%	51%	49%	51%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	36%	44%	47%	44%	47%	49%
Aged 15+	42%	48%	49%	52%	49%	
All ages	38%	45%	48%	47%	48%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		64%	66%	69%	73%	75%
Aged 25+		70%	77%	79%	83%	
Aged 15+		68%	74%	75%	80%	

**Table H.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=85), 'participant social and community engagement rate' (n=86), 'parent and carer employment rate' (n=20) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=69) at first and fifth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Queensland <sup>324</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						24%
Aged 25+	16%	19%	12%	14%	13%	13%	
Aged 15+	15%	18%	11%	14%	11%	13%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						48%
Aged 25+	43%	47%	50%	49%	39%	47%	
Aged 15+	47%	51%	53%	54%	41%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	Numbers are too small						49%
Aged 15+							
All ages							
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		Numbers are too small					75%
Aged 25+		74%	65%	71%	80%	79%	
Aged 15+		77%	69%	72%	82%	79%	

<sup>323</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 September 2017 and have had a fourth plan review to date.

<sup>324</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 September 2016 and have had a fifth plan review to date.

**Table H.51 Number of active plans by goal type and primary disability – Queensland** <sup>325</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	614	2,648	1,662	477	576	2,655	1,086	916	<b>3,376</b>
Autism	3,666	29,627	8,720	7,518	9,137	20,993	1,964	5,356	<b>33,481</b>
Cerebral Palsy	619	3,066	1,449	563	477	2,392	713	525	<b>3,535</b>
Developmental Delay	147	7,801	1,401	3,065	1,780	4,326	0	3	<b>8,134</b>
Down Syndrome	333	2,079	963	400	412	1,777	518	616	<b>2,398</b>
Global Developmental Delay	39	1,683	326	686	440	822	0	0	<b>1,749</b>
Hearing Impairment	745	4,361	816	997	560	2,371	360	1,090	<b>5,328</b>
Intellectual Disability	2,341	11,569	5,090	2,546	3,095	10,618	3,314	4,573	<b>14,198</b>
Multiple Sclerosis	265	1,182	854	97	141	987	394	290	<b>1,434</b>
Psychosocial disability	1,539	7,219	4,818	1,584	1,514	7,572	2,692	2,987	<b>9,377</b>
Spinal Cord Injury	315	1,202	661	125	112	920	365	421	<b>1,388</b>
Stroke	306	1,320	771	121	194	1,212	488	269	<b>1,591</b>
Visual Impairment	292	1,434	459	260	117	1,123	198	450	<b>1,601</b>
Other Neurological	747	3,409	2,039	429	618	3,093	1,197	558	<b>4,154</b>
Other Physical	778	3,831	1,980	403	332	2,702	801	895	<b>4,452</b>
Other Sensory/Speech	33	255	52	63	57	138	8	31	<b>287</b>
Other	156	826	461	130	129	702	228	183	<b>992</b>
<b>Total</b>	<b>12,935</b>	<b>83,512</b>	<b>32,522</b>	<b>19,464</b>	<b>19,691</b>	<b>64,403</b>	<b>14,326</b>	<b>19,163</b>	<b>97,475</b>

<sup>325</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.



**Table H.52 Number of goals in active plans by goal type and primary disability – Queensland** <sup>326</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	1,451	8,966	4,033	1,205	1,484	6,554	2,543	1,972	<b>28,208</b>
Autism	8,953	148,267	22,208	20,118	22,367	52,250	4,732	12,072	<b>290,967</b>
Cerebral Palsy	1,650	14,874	3,896	1,536	1,253	6,563	1,751	1,215	<b>32,738</b>
Developmental Delay	339	58,689	3,796	8,220	4,277	11,483	0	7	<b>86,811</b>
Down Syndrome	782	8,787	2,212	1,028	982	4,395	1,216	1,284	<b>20,686</b>
Global Developmental Delay	99	13,802	991	2,091	1,126	2,292	0	0	<b>20,401</b>
Hearing Impairment	1,561	15,658	1,909	2,266	1,288	5,093	720	2,150	<b>30,645</b>
Intellectual Disability	5,612	42,411	12,181	6,488	7,735	26,438	7,507	9,930	<b>118,302</b>
Multiple Sclerosis	696	4,152	2,253	293	334	2,599	965	658	<b>11,950</b>
Psychosocial disability	3,533	20,281	11,315	3,607	3,336	17,479	5,708	6,234	<b>71,493</b>
Spinal Cord Injury	887	4,339	1,730	319	313	2,559	1,005	1,057	<b>12,209</b>
Stroke	766	4,860	1,969	327	471	3,171	1,187	554	<b>13,305</b>
Visual Impairment	683	4,969	1,048	569	278	2,664	485	969	<b>11,665</b>
Other Neurological	1,969	12,823	5,349	1,090	1,532	8,173	3,087	1,291	<b>35,314</b>
Other Physical	1,860	13,671	4,880	961	777	6,754	1,835	1,891	<b>32,629</b>
Other Sensory/Speech	66	1,026	147	162	100	298	15	70	<b>1,884</b>
Other	471	3,314	1,337	384	338	1,864	575	445	<b>8,728</b>
<b>Total</b>	<b>31,378</b>	<b>380,889</b>	<b>81,254</b>	<b>50,664</b>	<b>47,991</b>	<b>160,629</b>	<b>33,331</b>	<b>41,799</b>	<b>827,935</b>

**Table H.53 Number of active plans by goal type and age group – Queensland** <sup>327</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	274	14,977	2,785	5,890	3,504	8,085	2	2	<b>15,671</b>
7 to 14	2,312	23,129	6,053	5,302	7,047	14,394	225	573	<b>25,668</b>
15 to 18	1,309	6,449	2,244	1,589	1,828	5,441	587	2,774	<b>7,580</b>
19 to 24	1,476	6,048	2,453	1,453	1,293	5,370	1,823	4,038	<b>7,421</b>
25 to 34	1,673	6,751	3,497	1,473	1,476	6,214	2,543	3,679	<b>8,473</b>
35 to 44	1,502	6,299	3,797	1,192	1,277	5,988	2,200	2,962	<b>7,965</b>
45 to 54	1,792	7,829	4,687	1,200	1,450	7,492	2,637	2,806	<b>9,768</b>
55 to 64	2,033	9,372	5,423	1,125	1,415	8,925	3,295	2,043	<b>11,618</b>
65+	564	2,658	1,583	240	401	2,494	1,014	286	<b>3,311</b>
<b>Total</b>	<b>12,935</b>	<b>83,512</b>	<b>32,522</b>	<b>19,464</b>	<b>19,691</b>	<b>64,403</b>	<b>14,326</b>	<b>19,163</b>	<b>97,475</b>

<sup>326</sup> Participants have set over six million goals in total across Australia since July 2016. The 827,935 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

<sup>327</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.54 Number of goals in active plans by goal type and age group – Queensland** <sup>328</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	735	120,912	8,297	16,893	9,035	22,390	4	3	<b>178,269</b>
7 to 14	5,541	114,255	15,385	13,844	16,886	34,871	598	1,288	<b>202,668</b>
15 to 18	3,158	23,146	5,607	3,913	4,302	13,376	1,471	6,381	<b>61,354</b>
19 to 24	3,551	19,258	5,874	3,395	3,139	12,964	4,190	8,669	<b>61,040</b>
25 to 34	4,063	21,284	8,114	3,543	3,667	15,195	5,863	7,921	<b>69,650</b>
35 to 44	3,766	19,650	9,364	2,849	3,143	14,885	5,142	6,520	<b>65,319</b>
45 to 54	4,217	24,248	11,377	2,893	3,435	18,594	6,023	6,135	<b>76,922</b>
55 to 64	5,016	30,092	13,510	2,800	3,457	22,417	7,839	4,294	<b>89,425</b>
65+	1,331	8,044	3,726	534	927	5,937	2,201	588	<b>23,288</b>
<b>Total</b>	<b>31,378</b>	<b>380,889</b>	<b>81,254</b>	<b>50,664</b>	<b>47,991</b>	<b>160,629</b>	<b>33,331</b>	<b>41,799</b>	<b>827,935</b>

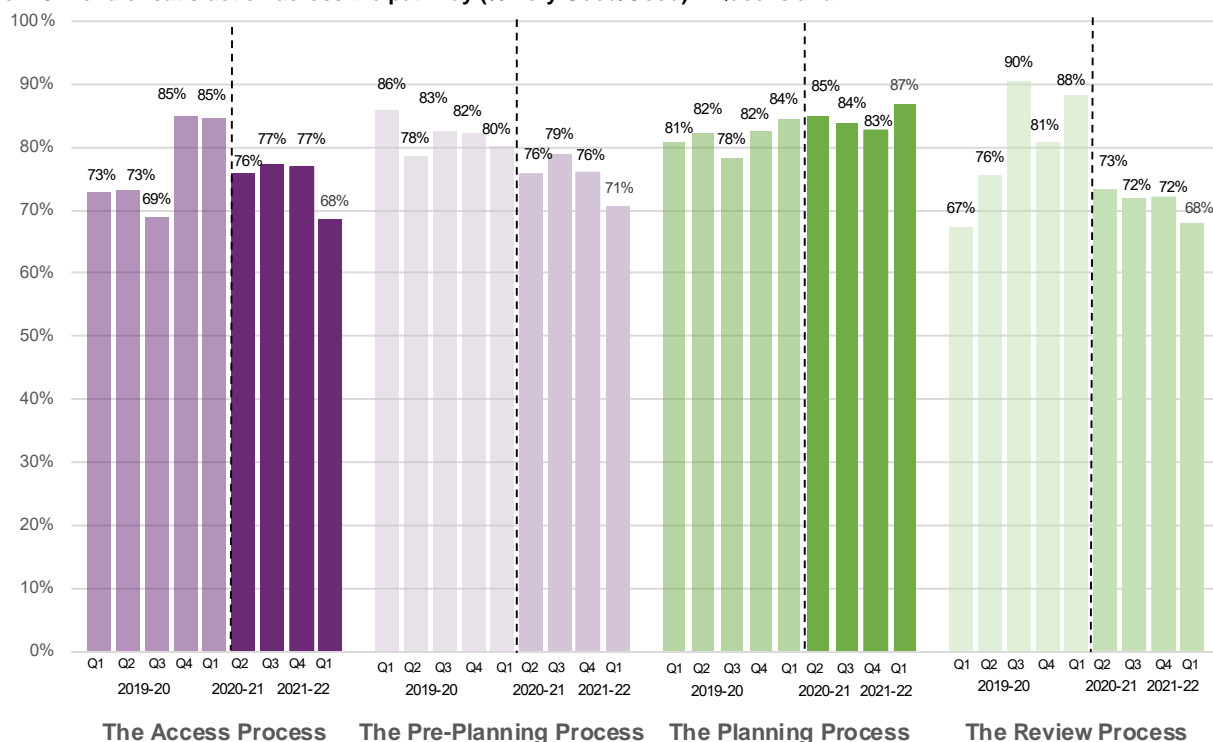
<sup>328</sup> Participants have set over six million goals in total across Australia since July 2016. The 827,935 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.55 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland <sup>329</sup>**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 735</b>	<b>n = 285</b>
Are you happy with how coming into the NDIS has gone?	81%	81%
Was the person from the NDIS respectful?	95%	98%
Do you understand what will happen next with your plan?	72%	75%
% of participants rating their overall experience as Very Good or Good.	77%	68%
<b>Pre-planning</b>	<b>n = 691</b>	<b>n = 170</b>
Did the person from the NDIS understand how your disability affects your life?	84%	84%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	74%	75%
Are you clear on what happens next with your plan?	68%	65%
Do you know where to go for more help with your plan?	71%	64%
% of participants rating their overall experience as Very Good or Good.	77%	71%
<b>Planning</b>	<b>n = 2,783</b>	<b>n = 1,054</b>
Did the person from the NDIS understand how your disability affects your life?	90%	90%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	87%	89%
Are you clear on what happens next with your plan?	82%	82%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	84%	87%
<b>Plan review</b>	<b>n = 7,180</b>	<b>n = 2,309</b>
Did the person from the NDIS understand how your disability affects your life?	78%	75%
Did you feel prepared for your plan review?	83%	83%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%
% of participants rating their overall experience as Very Good or Good.	72%	68%

<sup>329</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

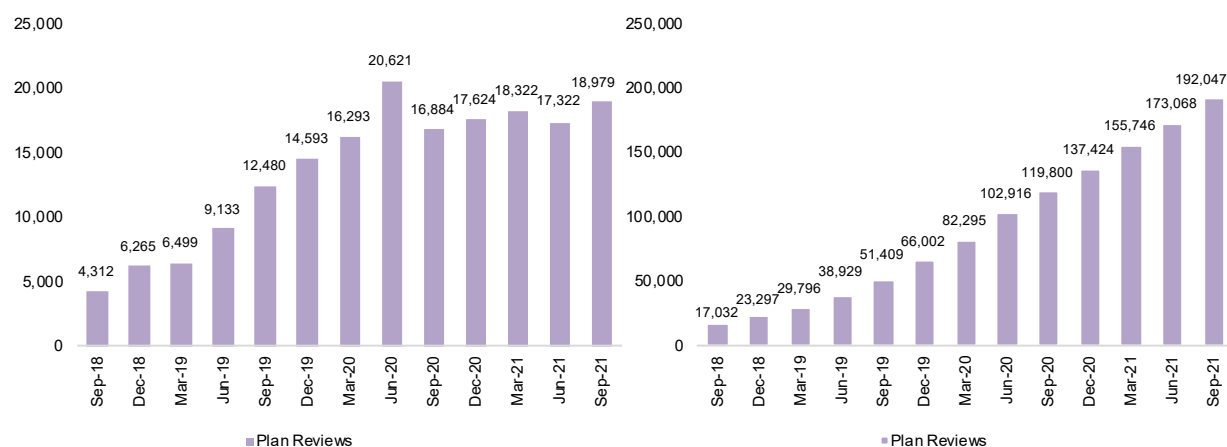
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>330 331</sup>



**Table H.56 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland** <sup>332</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>173,068</b>	<b>18,979</b>	<b>192,047</b>
<i>Early intervention plans</i>	31,095	4,674	35,769
<i>Permanent disability plans</i>	141,973	14,305	156,278

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



<sup>330</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>331</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>332</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 2021-22 Q1. 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.57 shows the number of complaints in 2021-22 Q1 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.58 shows 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.57 Complaints by quarter – Queensland** <sup>333 334 335 336</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	47	32	79	72
Complaint about LAC Partner	235	44	279	255
Complaints about service providers	1,009	118	1,127	877
Complaints about the Agency	10,767	1,108	11,875	6,896
Critical/ Reportable Incident	1,237	253	1,490	1,172
Unclassified	224	0	224	205
<b>Total</b>	<b>13,519</b>	<b>1,555</b>	<b>15,074</b>	<b>8,522</b>
Total complaints made since 1 April 2017	13,296	1,555	14,851	
% of the number of active participants	6.8%	6.5%	6.8%	

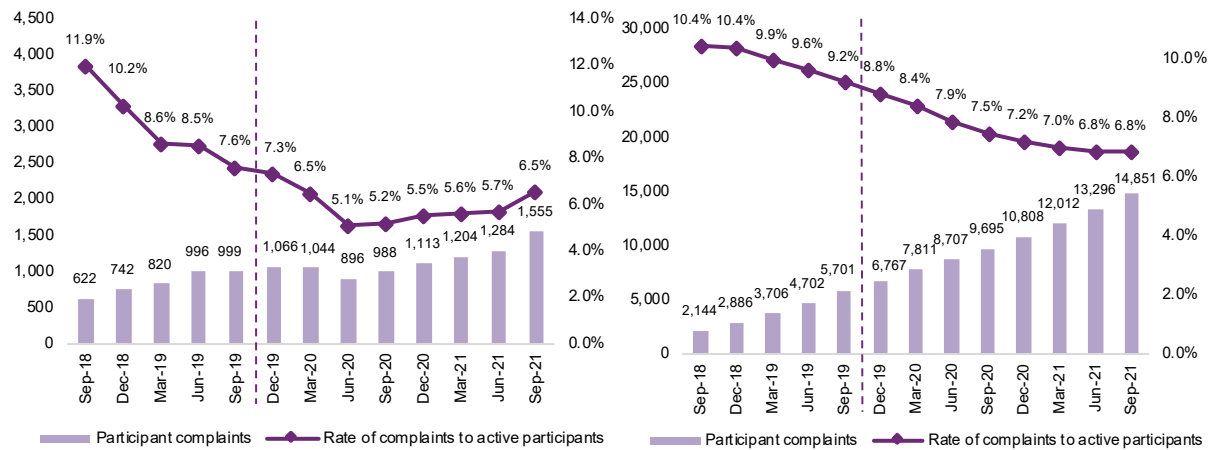
<sup>333</sup> Note that 66% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

<sup>334</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>335</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>336</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland** <sup>337</sup>



**Table H.58 Participant complaints by type – Queensland**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	728	(7%)	0	(0%)	728	(6%)
Information unclear	264	(2%)	0	(0%)	264	(2%)
NDIA Access	294	(3%)	38	(3%)	332	(3%)
NDIA Engagement	0	(0%)	1	(0%)	1	(0%)
NDIA Finance	446	(4%)	94	(8%)	540	(5%)
NDIA Fraud and Compliance	19	(0%)	4	(0%)	23	(0%)
NDIA Plan	1,735	(16%)	457	(41%)	2,192	(18%)
NDIA Process	688	(6%)	83	(7%)	771	(6%)
NDIA Resources	51	(0%)	5	(0%)	56	(0%)
NDIA Staff	436	(4%)	92	(8%)	528	(4%)
NDIA Timeliness	1,328	(12%)	302	(27%)	1,630	(14%)
Participation, engagement and inclusion	73	(1%)	0	(0%)	73	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	6	(0%)	1	(0%)	7	(0%)
Reasonable and necessary supports	743	(7%)	0	(0%)	743	(6%)
Staff conduct - Agency	238	(2%)	2	(0%)	240	(2%)
The way the NDIA carried out its decision making	449	(4%)	6	(1%)	455	(4%)
Timeliness	1,613	(15%)	0	(0%)	1,613	(14%)
Other	1,630	(15%)	23	(2%)	1,653	(14%)
Total	10,767		1,108		11,875	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	3	(6%)	9	(28%)	12	(15%)
ECA Process	9	(19%)	3	(9%)	12	(15%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	20	(43%)	9	(28%)	29	(37%)
ECA Timeliness	15	(32%)	11	(34%)	26	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	47		32		79	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(0%)	1	(2%)	2	(1%)

<sup>337</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	38	(16%)	9	(20%)	47	(17%)
LAC Process	24	(10%)	7	(16%)	31	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	132	(56%)	24	(55%)	156	(56%)
LAC Timeliness	40	(17%)	3	(7%)	43	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>235</b>	<b>0</b>	<b>44</b>		<b>279</b>	
<i>Complaints about service providers</i>						
Provider costs.	66	(7%)	0	(0%)	66	(6%)
Provider Finance	26	(3%)	3	(3%)	29	(3%)
Provider Fraud and Compliance	46	(5%)	14	(12%)	60	(5%)
Provider process	63	(6%)	1	(1%)	64	(6%)
Provider Service	231	(23%)	76	(64%)	307	(27%)
Provider Staff	100	(10%)	15	(13%)	115	(10%)
Service Delivery	96	(10%)	1	(1%)	97	(9%)
Staff conduct	112	(11%)	1	(1%)	113	(10%)
Supports being provided	111	(11%)	1	(1%)	112	(10%)
Other	158	(16%)	6	(5%)	164	(15%)
<b>Total</b>	<b>1,009</b>		<b>118</b>		<b>1,127</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	333	(27%)	65	(26%)	398	(27%)
Allegations against Informal Supports	264	(21%)	9	(4%)	273	(18%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	200	(16%)	42	(17%)	242	(16%)
Provider reporting	437	(35%)	137	(54%)	574	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,237</b>		<b>253</b>		<b>1,490</b>	
<i>Unclassified</i>	<b>224</b>		<b>0</b>		<b>224</b>	
<b>Participants total</b>	<b>13,519</b>		<b>1,555</b>		<b>15,074</b>	

Table H.59 AAT Cases by category at 30 September 2021 – Queensland <sup>338</sup>

Category	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Access	317	29%	20	9%	337	25%
Plan	665	61%	192	82%	857	65%
Plan Review	56	5%	<11		58	4%
Other	52	5%	20	9%	72	5%
<b>Total</b>	<b>1,090</b>	<b>100%</b>	<b>234</b>	<b>100%</b>	<b>1,324</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.56%</b>		<b>0.98%</b>		<b>0.61%</b>	

<sup>338</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland <sup>339</sup>

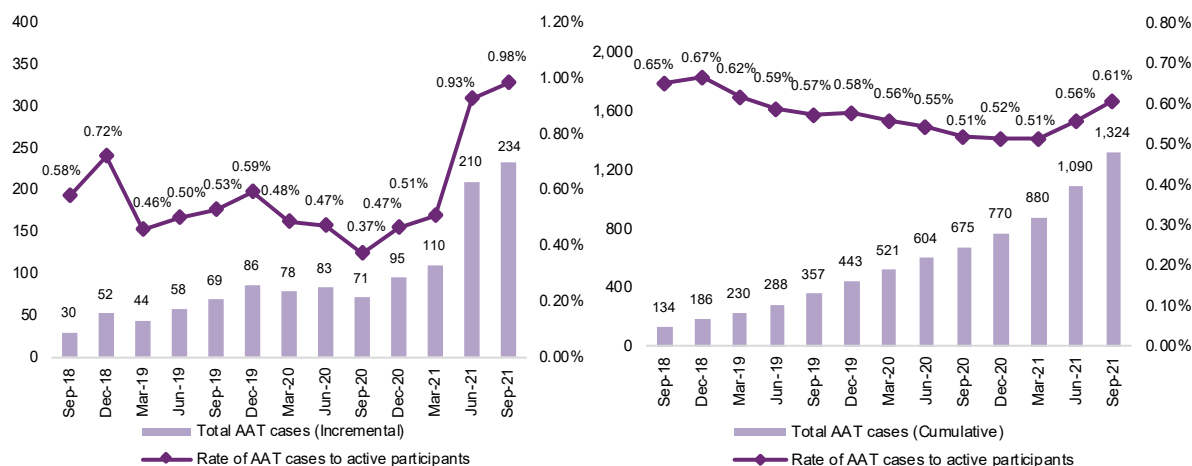
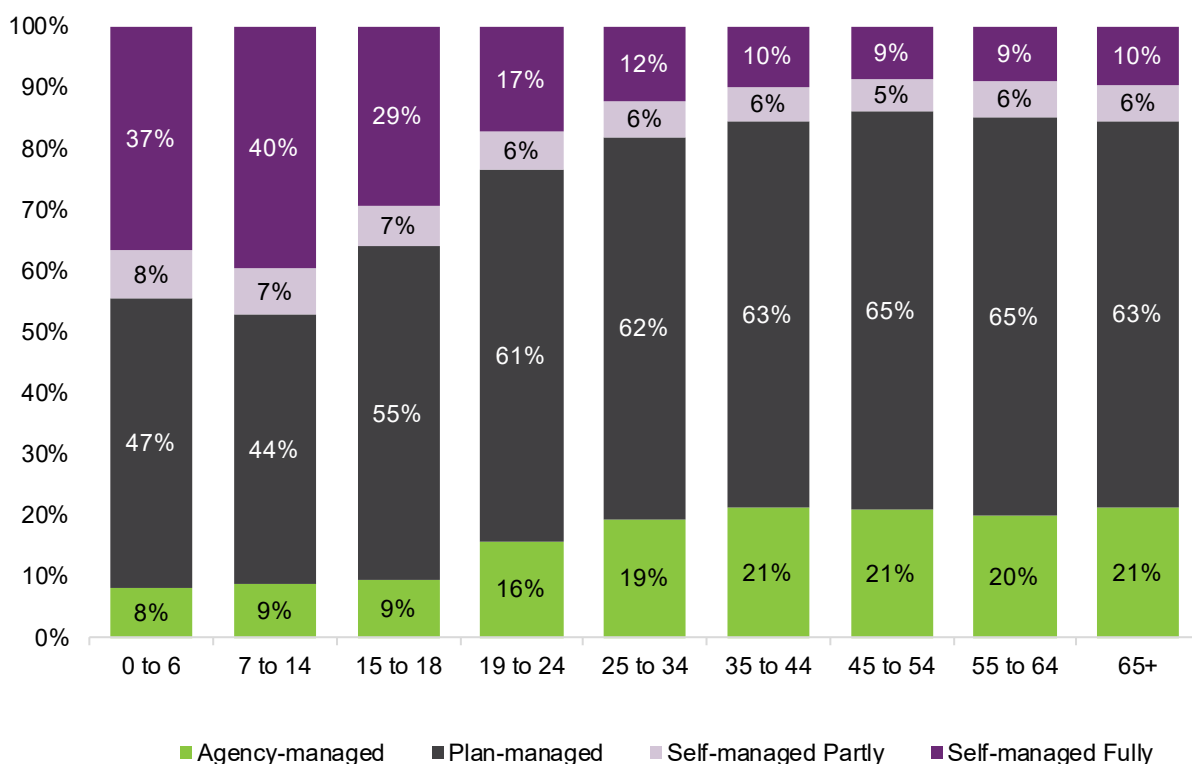


Table H.60 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>1,324</b>
<b>Open AAT Cases</b>	<b>469</b>
<b>Closed AAT Cases</b>	<b>855</b>
Resolved before hearing	842
Gone to hearing and received a substantive decision	13

Figure H.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Queensland <sup>340 341</sup>



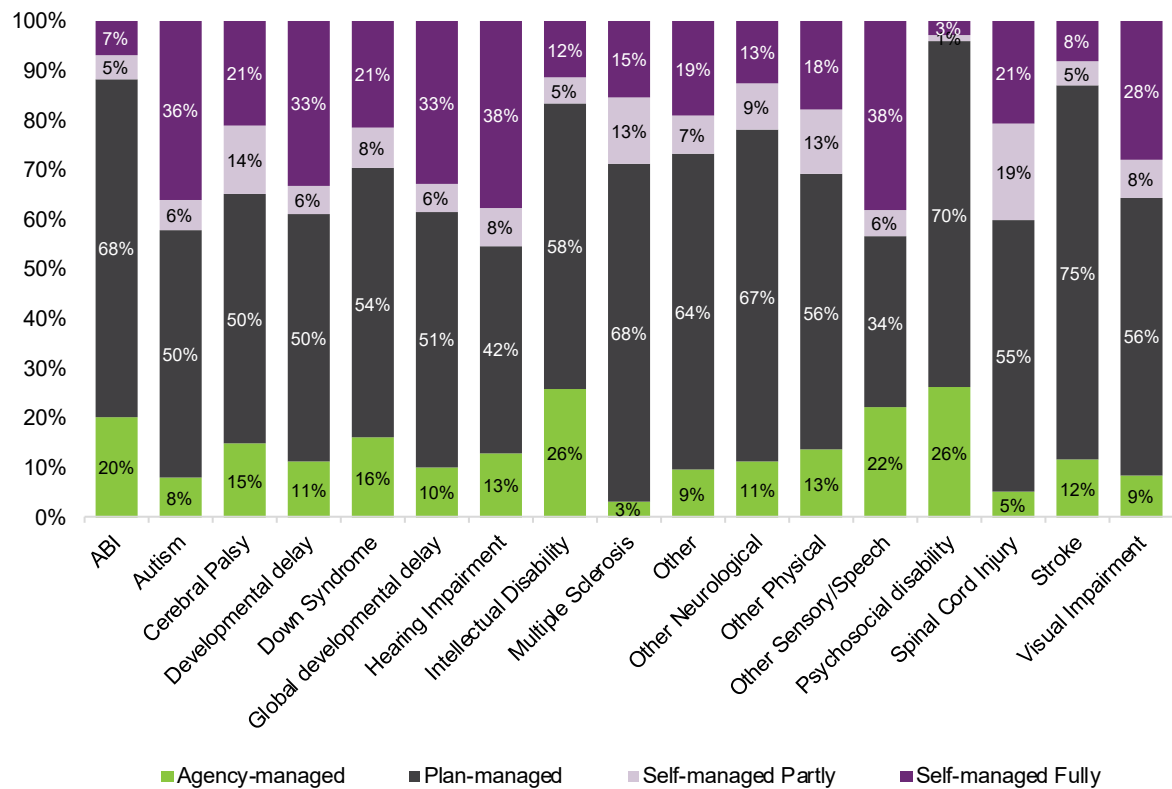
<sup>339</sup> Ibid.

<sup>340</sup> For the total number of active participants in each age group, see Table H.16.

<sup>341</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.



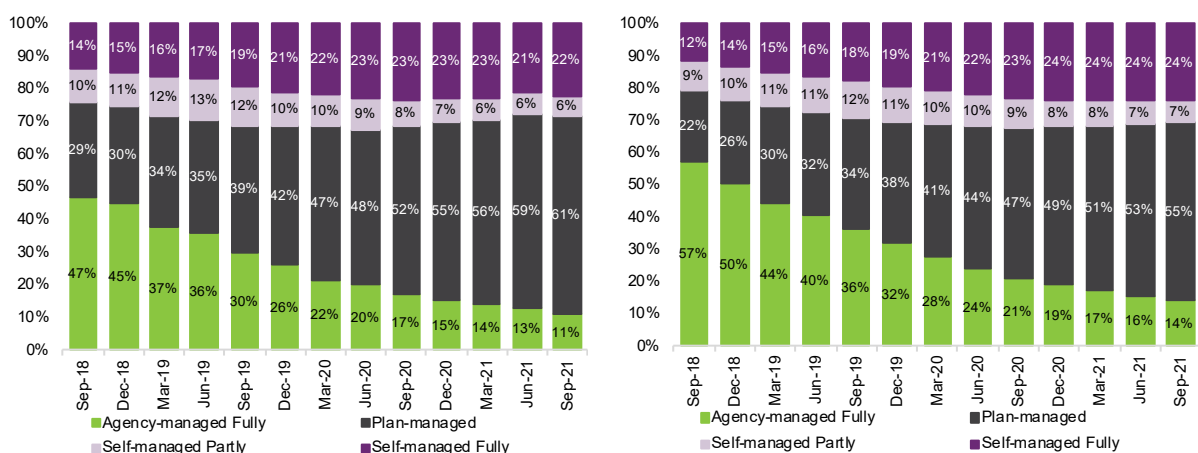
**Figure H.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Queensland** <sup>342 343</sup>



**Table H.61 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>344</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	25%	22%	24%
Self-managed partly	7%	6%	7%
Plan-managed	53%	61%	55%
Agency-managed	15%	11%	14%
<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>345</sup>



<sup>342</sup> For the total number of active participants in each primary disability group, see Table H.12.

<sup>343</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.

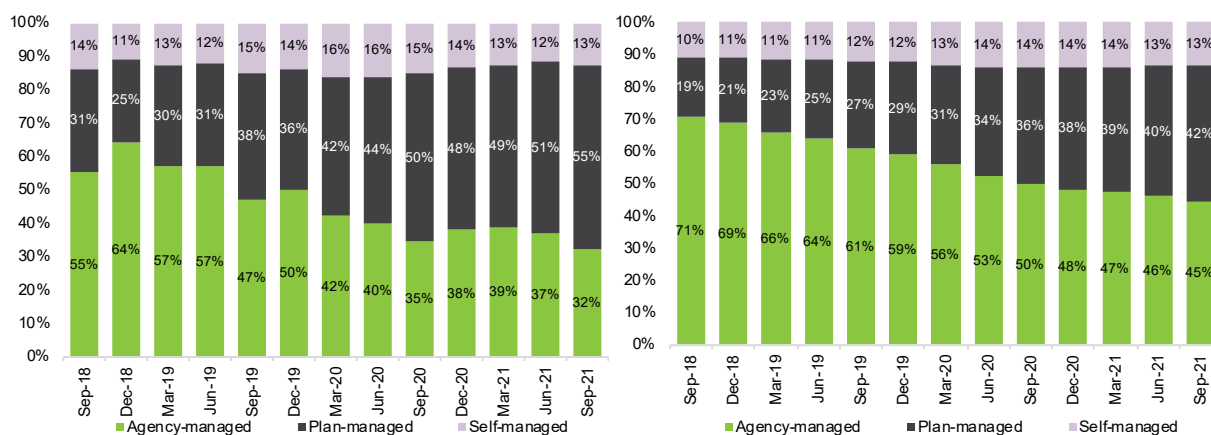
<sup>344</sup> Ibid.

<sup>345</sup> Quarterly results are reported based on a rolling 3 year period.

**Table H.62 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

	Prior Quarters	2021-22 Q1	Total
Self-managed	13%	13%	13%
Plan-managed	40%	55%	42%
Agency-managed	46%	32%	45%
<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.63 Distribution of active participants by support coordination and quarter of plan approval – Queensland**

	Prior Quarters	2021-22 Q1	Total
Support coordination	38%	46%	40%

**Table H.64 Duration to plan activation by quarter of initial plan approval for active participants – Queensland <sup>346</sup>**

	Prior Quarters		2020-21 Q3		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	57,066	69%	3,312	69%	60,378	69%
30 to 59 days	9,868	12%	566	12%	10,434	12%
60 to 89 days	4,521	5%	221	5%	4,742	5%
<b>Activated within 90 days</b>	<b>71,455</b>	<b>86%</b>	<b>4,099</b>	<b>86%</b>	<b>75,554</b>	<b>86%</b>
90 to 119 days	2,643	3%	136	3%	2,779	3%
120 days and over	6,722	8%	163	3%	6,885	8%
<b>Activated after 90 days</b>	<b>9,365</b>	<b>11%</b>	<b>299</b>	<b>6%</b>	<b>9,664</b>	<b>11%</b>
No payments	1,804	2%	371	8%	2,175	2%
<b>Total plans approved</b>	<b>82,624</b>	<b>100%</b>	<b>4,769</b>	<b>100%</b>	<b>87,393</b>	<b>100%</b>

<sup>346</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table H.65 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	6,820	7,159	95%
Not Aboriginal and Torres Strait Islander	59,969	61,622	97%
Not Stated	9,061	9,396	96%
<b>Total</b>	<b>75,850</b>	<b>78,177</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	4,245	4,365	97%
Not CALD	71,576	73,780	97%
Not Stated	29	32	91%
<b>Total</b>	<b>75,850</b>	<b>78,177</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	44,996	46,249	97%
Regional	29,573	30,575	97%
Remote	1,266	1,338	95%
Missing	15	15	100%
<b>Total</b>	<b>75,850</b>	<b>78,177</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	25,968	26,685	97%
Intellectual Disability (including Down Syndrome)	14,875	15,151	98%
Psychosocial Disability	6,916	7,046	98%
Developmental Delay (including Global Developmental Delay)	5,144	5,477	94%
Other	22,947	23,818	96%
<b>Total</b>	<b>75,850</b>	<b>78,177</b>	<b>97%</b>

**Table H.66 Distribution of plans by utilisation – Queensland** <sup>347 348</sup>

Plan utilisation	%
0 to 50%	37%
50% to 75%	26%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table H.67 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>349</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	16%	17%	16%
Health & Wellbeing	57%	60%	58%
Lifelong Learning	19%	21%	19%
Other	14%	17%	14%
Non-categorised	26%	21%	25%
Any mainstream service	94%	94%	94%

<sup>347</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>348</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>349</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.68 Key markets indicators by quarter – Queensland** <sup>350 351</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.18	1.16
b) Number of providers delivering new types of supports	457	504
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	83%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	89%	89%
<i>Early Childhood Supports (%)</i>	88%	89%
<i>Assist Personal Activities (%)</i>	89%	90%

**Table H.69 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Queensland** <sup>352</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	189
Active in 2021-22 Q1 and also in previous quarters	2,437
<b>Active in 2021-22 Q1</b>	<b>2,626</b>
Inactive in 2021-22 Q1	3,695
<b>Active ever</b>	<b>6,321</b>

<sup>350</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>351</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>352</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table H.70 Cumulative number of providers that have been ever active by registration group – Queensland** <sup>353</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	168	7	175	4%
Assistance Animals	109	2	111	2%
Assistance with daily life tasks in a group or shared living arrangement	723	49	772	7%
Assistance with travel/transport arrangements	710	35	745	5%
Daily Personal Activities	1,172	70	1,242	6%
Group and Centre Based Activities	799	35	834	4%
High Intensity Daily Personal Activities	771	41	812	5%
Household tasks	1,311	30	1,341	2%
Interpreting and translation	144	7	151	5%
Participation in community, social and civic activities	1,263	75	1,338	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	213	11	224	5%
Assistive products for household tasks	193	7	200	4%
Assistance products for personal care and safety	1,237	38	1,275	3%
Communication and information equipment	456	19	475	4%
Customised Prosthetics	504	10	514	2%
Hearing Equipment	206	13	219	6%
Hearing Services	49	11	60	22%
Personal Mobility Equipment	722	18	740	2%
Specialised Hearing Services	89	8	97	9%
Vision Equipment	200	8	208	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,329	78	1,407	6%
Behaviour Support	542	34	576	6%
Community nursing care for high needs	376	23	399	6%
Development of daily living and life skills	738	36	774	5%
Early Intervention supports for early childhood	1,141	34	1,175	3%
Exercise Physiology and Physical Wellbeing activities	634	23	657	4%
Innovative Community Participation	228	10	238	4%
Specialised Driving Training	166	6	172	4%
Therapeutic Supports	2,887	72	2,959	2%
<b>Capital services</b>				
Home modification design and construction	394	14	408	4%
Specialist Disability Accommodation	79	6	85	8%
Vehicle Modifications	195	3	198	2%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	621	33	654	5%
Support Coordination	310	22	332	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	215	19	234	9%
Specialised Supported Employment	245	16	261	7%
<b>Total</b>	<b>6,132</b>	<b>189</b>	<b>6,321</b>	<b>3%</b>

<sup>353</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.71 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	44	131	175	25%	75%	100%
Assistance Animals	13	98	111	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	100	672	772	13%	87%	100%
Assistance with travel/transport arrangements	115	630	745	15%	85%	100%
Daily Personal Activities	156	1,086	1,242	13%	87%	100%
Group and Centre Based Activities	98	736	834	12%	88%	100%
High Intensity Daily Personal Activities	100	712	812	12%	88%	100%
Household tasks	398	943	1,341	30%	70%	100%
Interpreting and translation	30	121	151	20%	80%	100%
Participation in community, social and civic activities	175	1,163	1,338	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	31	193	224	14%	86%	100%
Assistive products for household tasks	21	179	200	11%	90%	100%
Assistance products for personal care and safety	193	1,082	1,275	15%	85%	100%
Communication and information equipment	95	380	475	20%	80%	100%
Customised Prosthetics	83	431	514	16%	84%	100%
Hearing Equipment	32	187	219	15%	85%	100%
Hearing Services	9	51	60	15%	85%	100%
Personal Mobility Equipment	99	641	740	13%	87%	100%
Specialised Hearing Services	15	82	97	15%	85%	100%
Vision Equipment	33	175	208	16%	84%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	270	1,137	1,407	19%	81%	100%
Behaviour Support	173	403	576	30%	70%	100%
Community nursing care for high needs	59	340	399	15%	85%	100%
Development of daily living and life skills	112	662	774	14%	86%	100%
Early Intervention supports for early childhood	405	770	1,175	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	161	496	657	25%	75%	100%
Innovative Community Participation	63	175	238	26%	74%	100%
Specialised Driving Training	30	142	172	17%	83%	100%
Therapeutic Supports	1,168	1,791	2,959	39%	61%	100%
<b>Capital services</b>						
Home modification design and construction	67	341	408	16%	84%	100%
Specialist Disability Accommodation	3	82	85	4%	96%	100%
Vehicle Modifications	21	177	198	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	115	539	654	18%	82%	100%
Support Coordination	66	266	332	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	31	203	234	13%	87%	100%
Specialised Supported Employment	32	229	261	12%	88%	100%
<b>Total</b>	<b>2,039</b>	<b>4,282</b>	<b>6,321</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

**Table H.72 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Queensland**

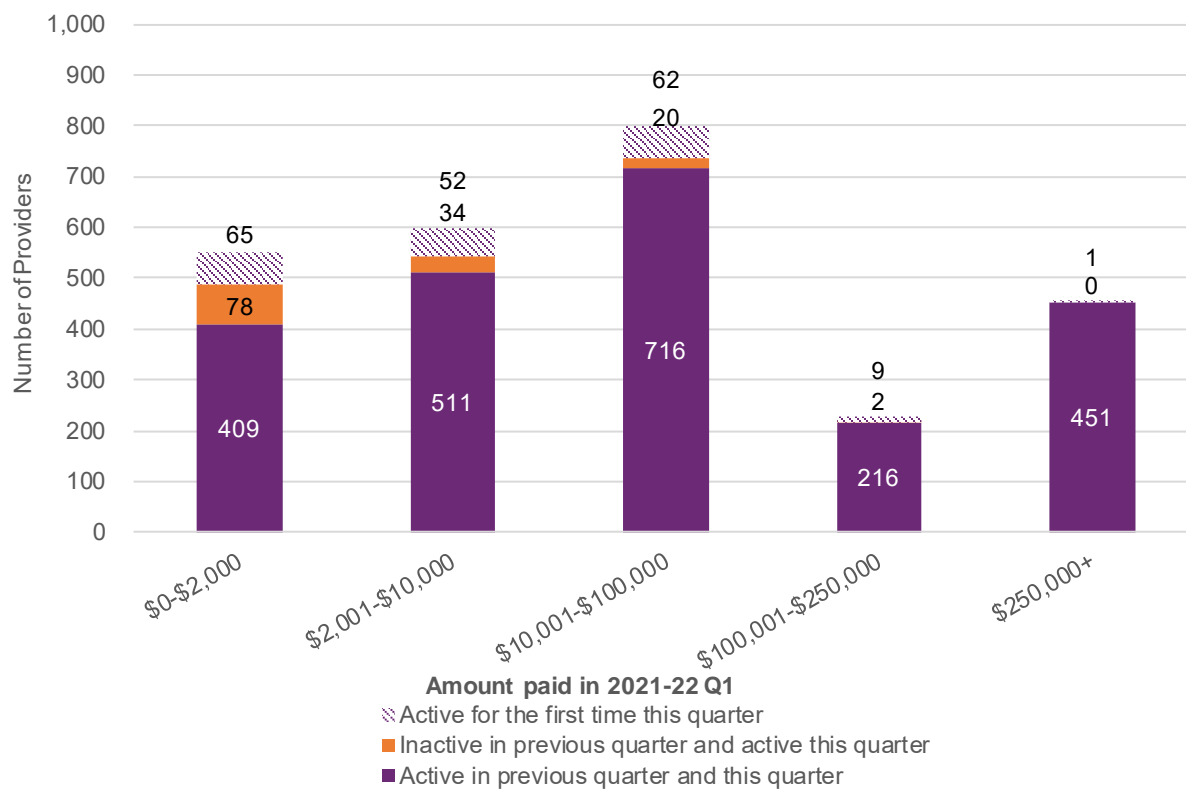
Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	21	7	28	25%
Assistance Animals	49	2	51	4%
Assistance with daily life tasks in a group or shared living arrangement	460	49	509	10%
Assistance with travel/transport arrangements	349	35	384	9%
Daily Personal Activities	643	70	713	10%
Group and Centre Based Activities	424	35	459	8%
High Intensity Daily Personal Activities	366	41	407	10%
Household tasks	546	30	576	5%
Interpreting and translation	74	7	81	9%
Participation in community, social and civic activities	703	75	778	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	41	11	52	21%
Assistive products for household tasks	36	7	43	16%
Assistance products for personal care and safety	572	38	610	6%
Communication and information equipment	203	19	222	9%
Customised Prosthetics	213	10	223	4%
Hearing Equipment	81	13	94	14%
Hearing Services	6	11	17	65%
Personal Mobility Equipment	312	18	330	5%
Specialised Hearing Services	30	8	38	21%
Vision Equipment	70	8	78	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	724	78	802	10%
Behaviour Support	210	34	244	14%
Community nursing care for high needs	192	23	215	11%
Development of daily living and life skills	336	36	372	10%
Early Intervention supports for early childhood	368	34	402	8%
Exercise Physiology and Physical Wellbeing activities	347	23	370	6%
Innovative Community Participation	57	10	67	15%
Specialised Driving Training	58	6	64	9%
Therapeutic Supports	1,073	72	1,145	6%
<b>Capital services</b>				
Home modification design and construction	132	14	146	10%
Specialist Disability Accommodation	49	6	55	11%
Vehicle Modifications	52	3	55	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	407	33	440	8%
Support Coordination	119	22	141	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	102	19	121	16%
Specialised Supported Employment	144	16	160	10%
<b>Total</b>	<b>2,437</b>	<b>189</b>	<b>2,626</b>	<b>7%</b>

**Table H.73 Number and proportion of providers active in 2021-22 Q1 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	7	21	28	25%	75%	100%
Assistance Animals	4	47	51	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	61	448	509	12%	88%	100%
Assistance with travel/transport arrangements	41	343	384	11%	89%	100%
Daily Personal Activities	96	617	713	13%	87%	100%
Group and Centre Based Activities	65	394	459	14%	86%	100%
High Intensity Daily Personal Activities	57	350	407	14%	86%	100%
Household tasks	143	433	576	25%	75%	100%
Interpreting and translation	14	67	81	17%	83%	100%
Participation in community, social and civic activities	103	675	778	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	6	46	52	12%	88%	100%
Assistive products for household tasks	3	40	43	7%	93%	100%
Assistance products for personal care and safety	78	532	610	13%	87%	100%
Communication and information equipment	34	188	222	15%	85%	100%
Customised Prosthetics	38	185	223	17%	83%	100%
Hearing Equipment	14	80	94	15%	85%	100%
Hearing Services	2	15	17	12%	88%	100%
Personal Mobility Equipment	46	284	330	14%	86%	100%
Specialised Hearing Services	7	31	38	18%	82%	100%
Vision Equipment	13	65	78	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	149	653	802	19%	81%	100%
Behaviour Support	63	181	244	26%	74%	100%
Community nursing care for high needs	33	182	215	15%	85%	100%
Development of daily living and life skills	54	318	372	15%	85%	100%
Early Intervention supports for early childhood	85	317	402	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	79	291	370	21%	79%	100%
Innovative Community Participation	11	56	67	16%	84%	100%
Specialised Driving Training	9	55	64	14%	86%	100%
Therapeutic Supports	362	783	1,145	32%	68%	100%
<b>Capital services</b>						
Home modification design and construction	13	133	146	9%	91%	100%
Specialist Disability Accommodation	2	53	55	4%	96%	100%
Vehicle Modifications	4	51	55	7%	93%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	91	349	440	21%	79%	100%
Support Coordination	27	114	141	19%	81%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	17	104	121	14%	86%	100%
Specialised Supported Employment	20	140	160	13%	88%	100%
<b>Total</b>	<b>661</b>	<b>1,965</b>	<b>2,626</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>



**Figure H.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Queensland** <sup>354</sup>



## Part Five: Financial sustainability

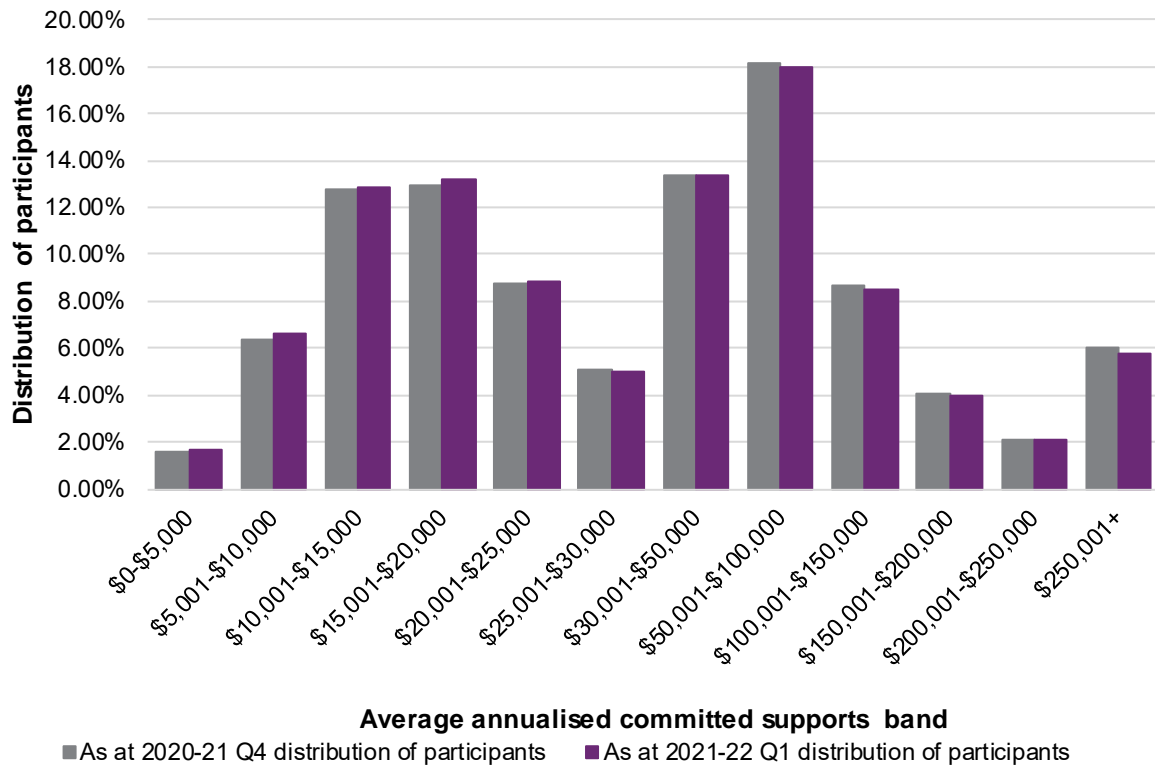
**Table H.74 Committed supports by financial year (\$m) – Queensland** <sup>355</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.0	3.6	10.1	220.6	843.1	2,496.3	5,142.6	6,794.8	1,762.2

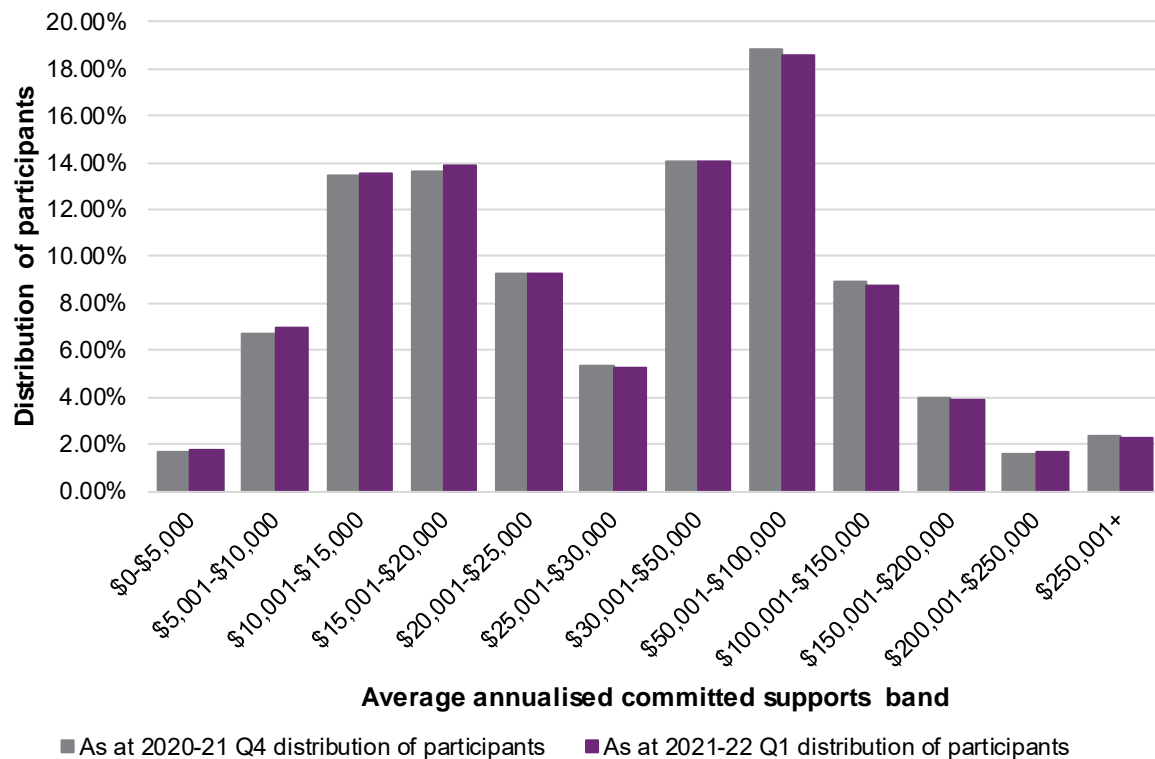
<sup>354</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>355</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.

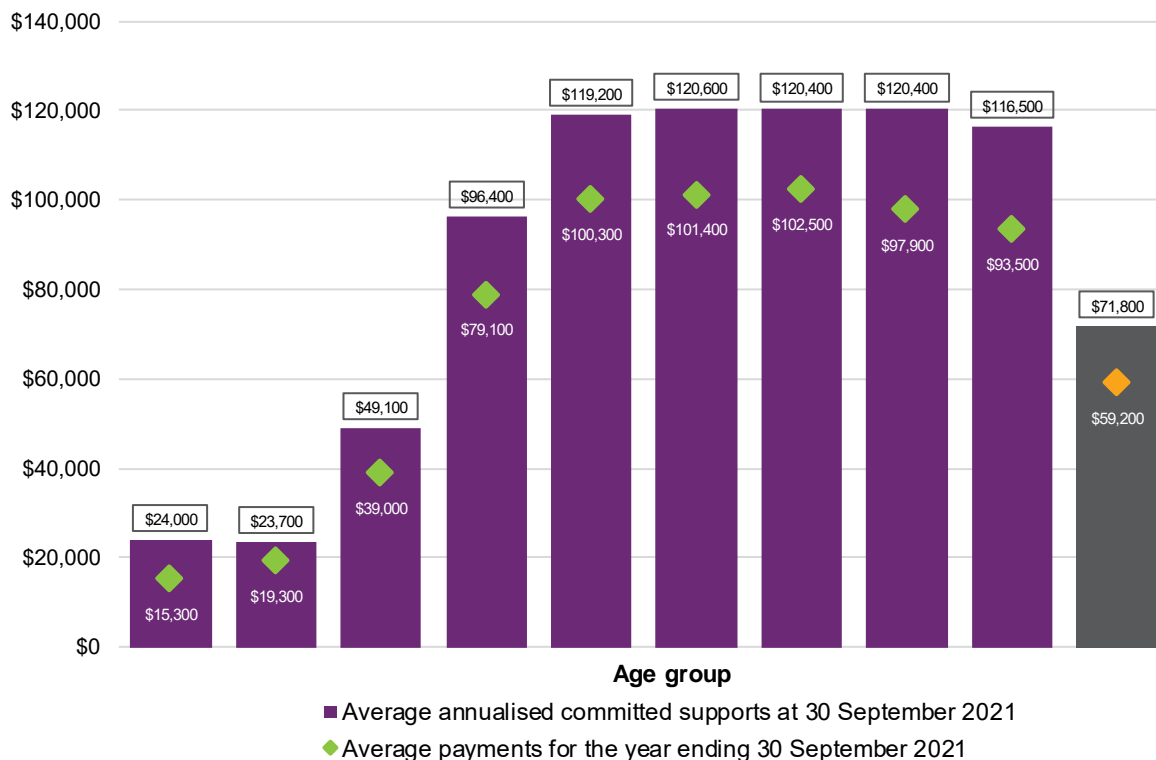
**Figure H.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Queensland**



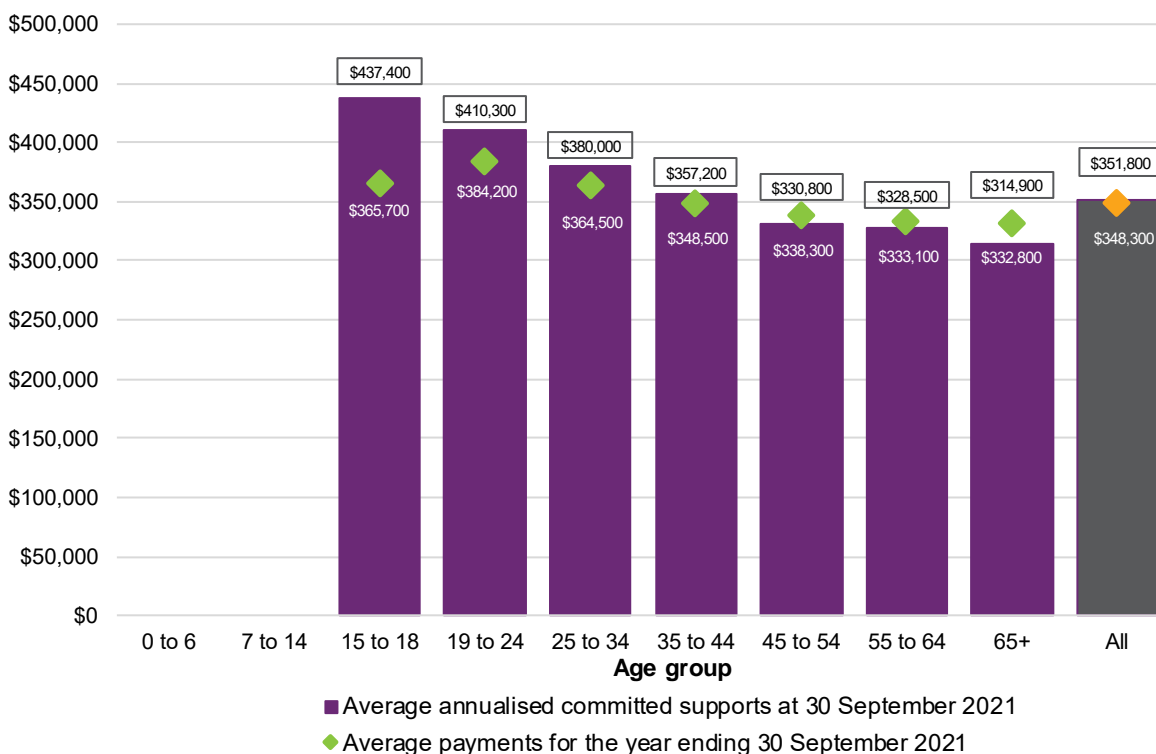
**Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Queensland**



**Figure H.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Queensland** <sup>356</sup>



**Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Queensland** <sup>357</sup>



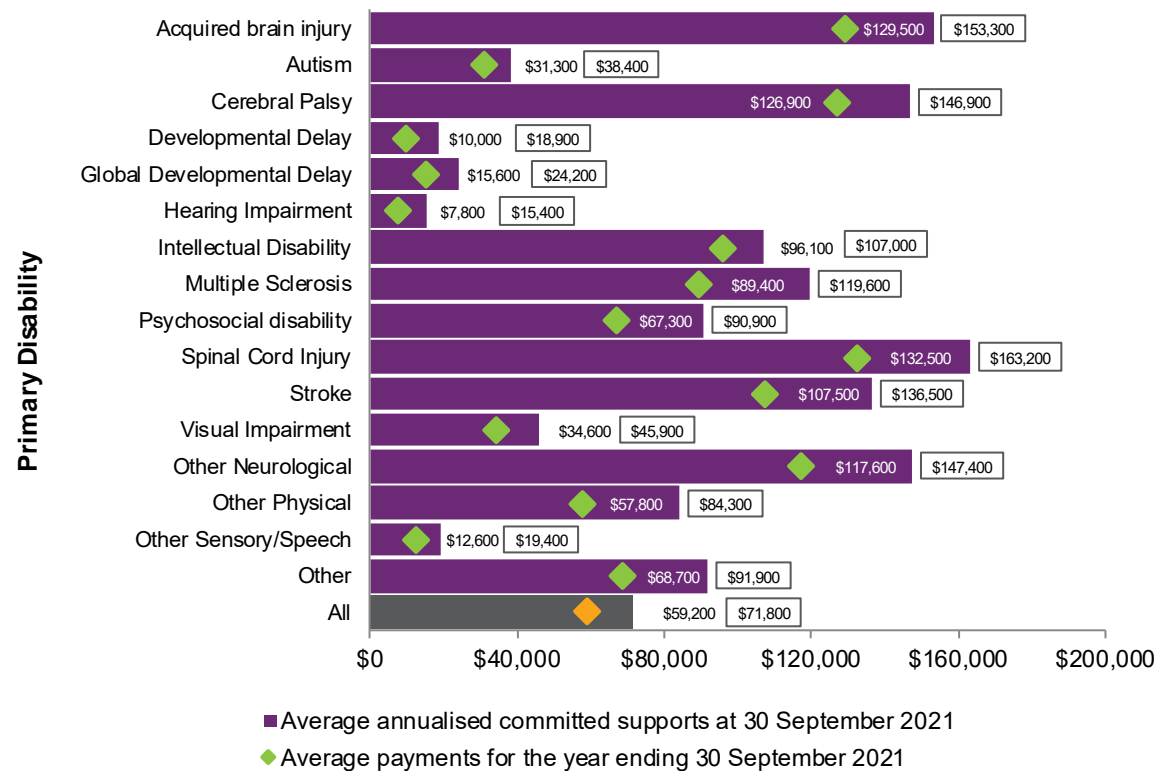
<sup>356</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>357</sup> Ibid.

**Figure H.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Queensland** <sup>358</sup>



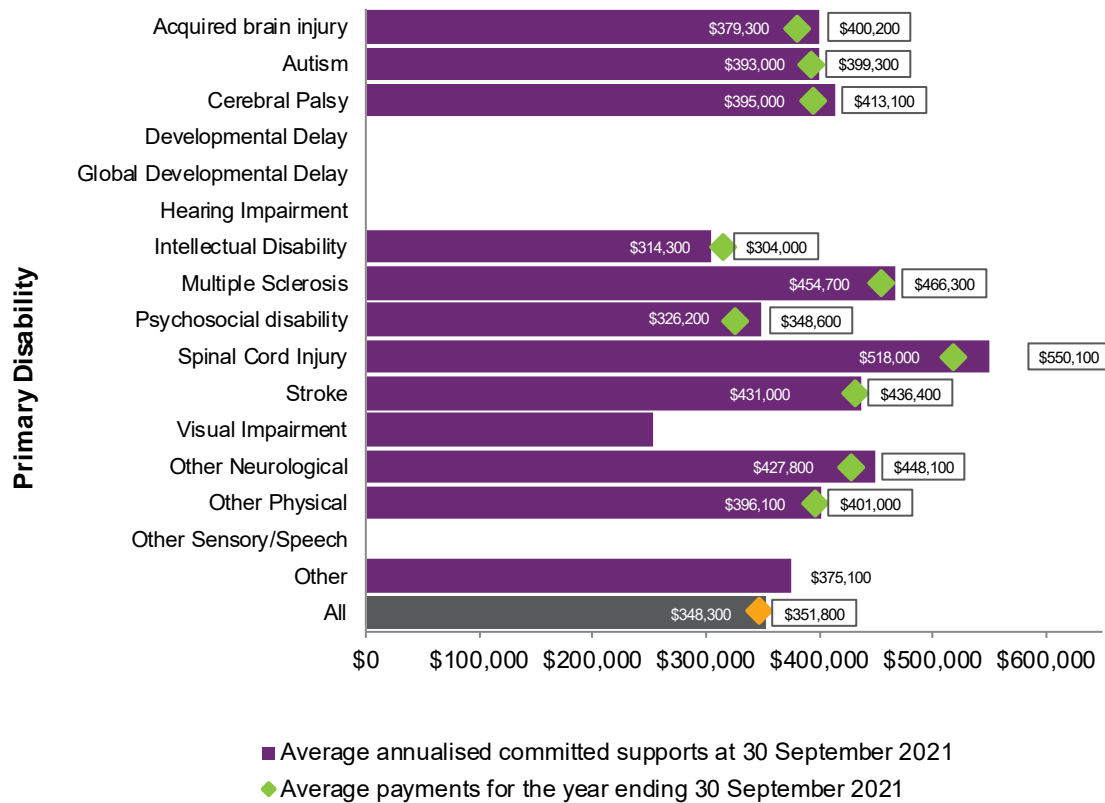
**Figure H.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Queensland** <sup>359</sup>



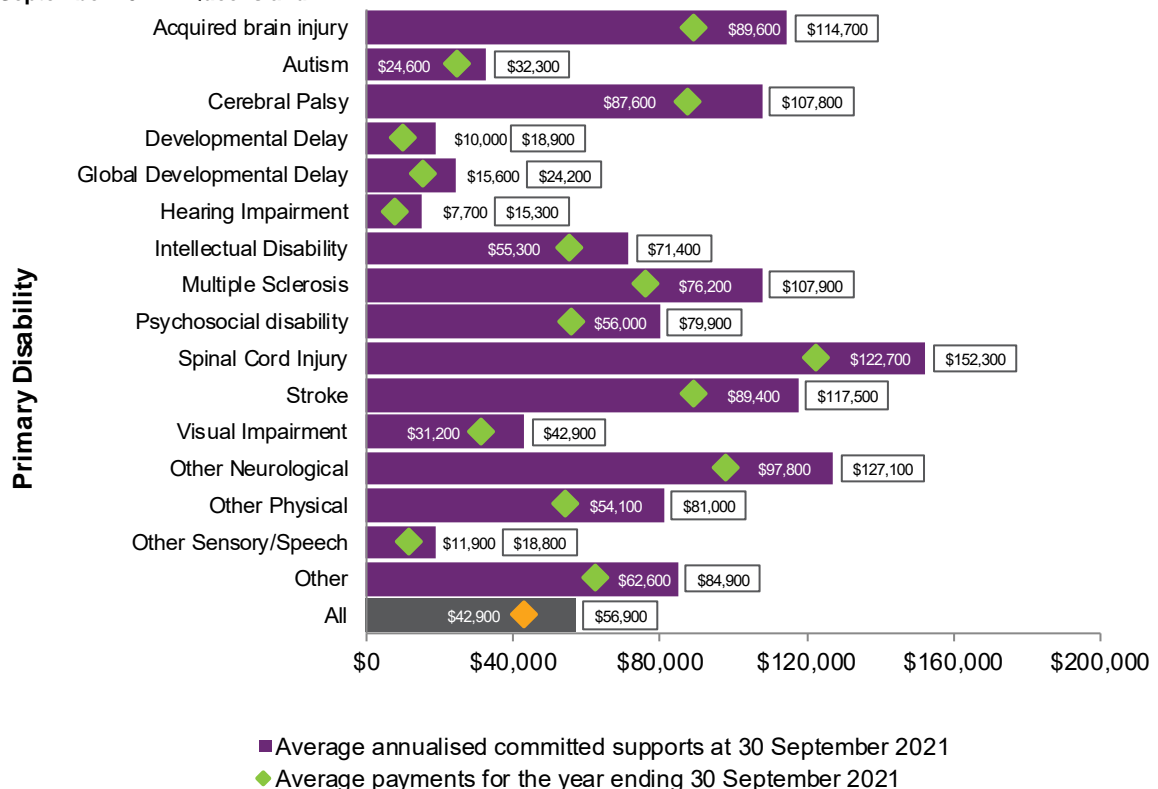
<sup>358</sup> Ibid.

<sup>359</sup> Ibid.

**Figure H.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Queensland** <sup>360</sup>



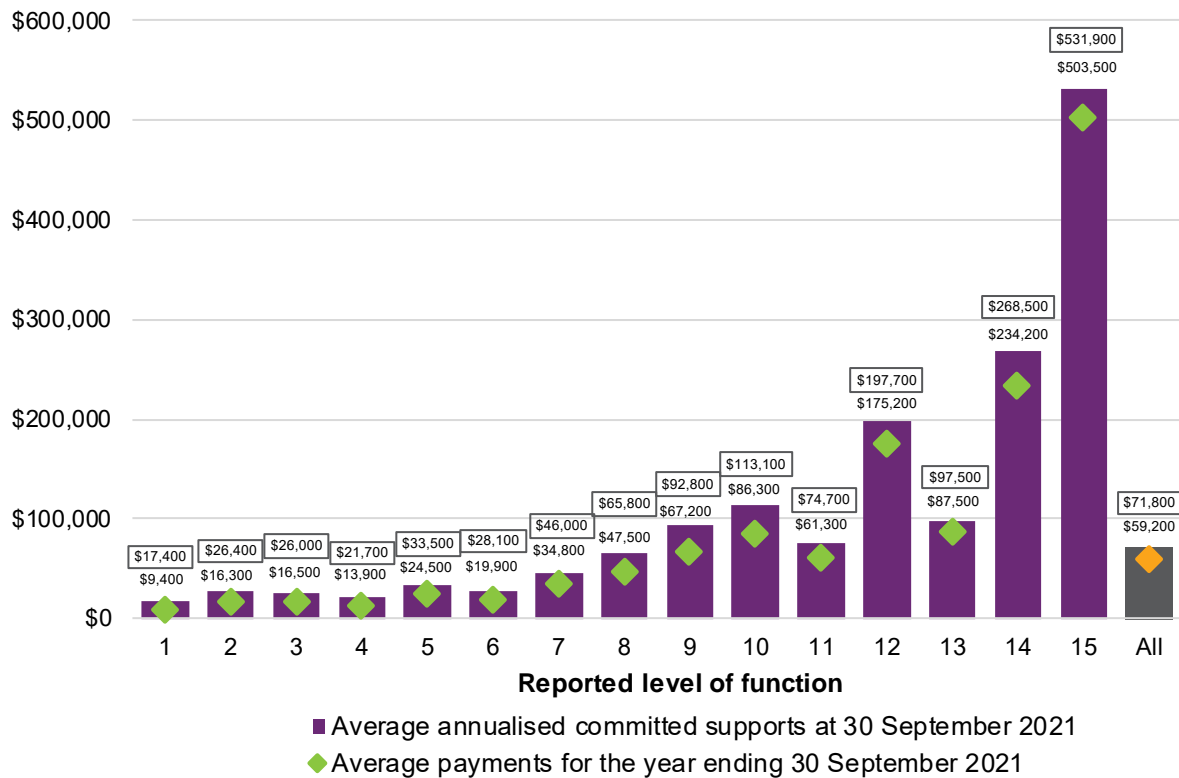
**Figure H.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Queensland** <sup>361</sup>



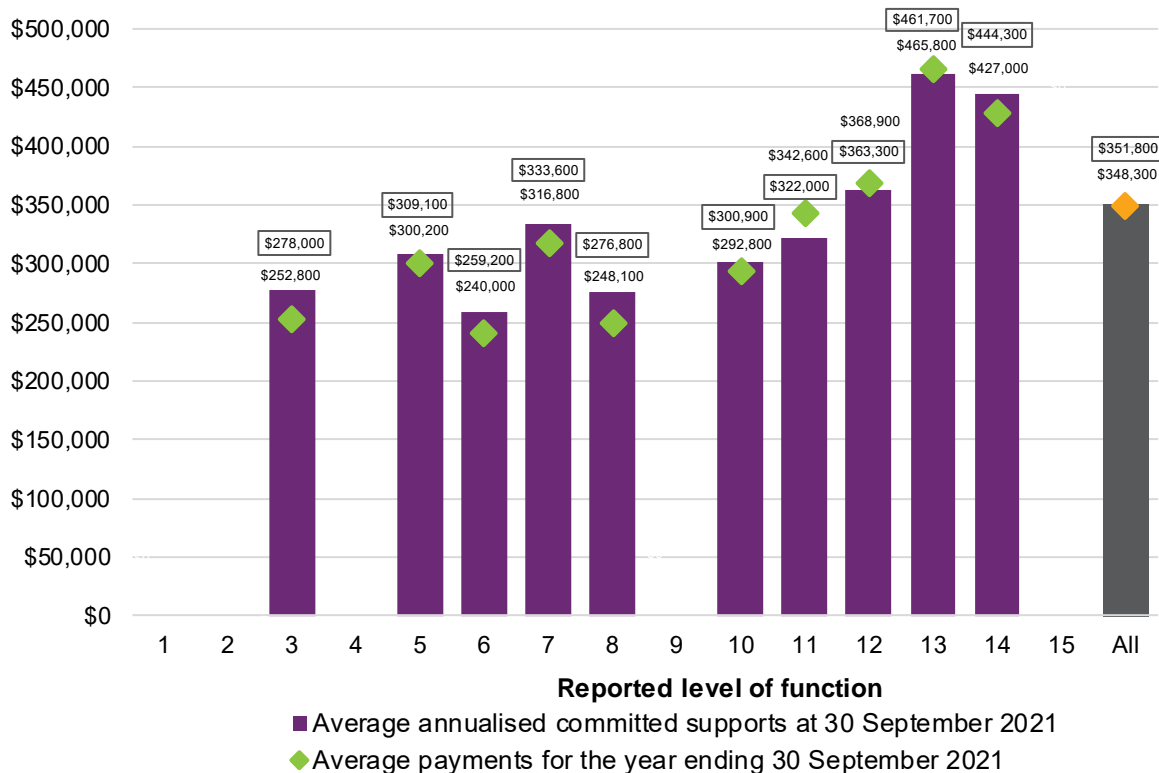
<sup>360</sup> Ibid.

<sup>361</sup> Ibid.

**Figure H.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Queensland** <sup>362</sup>



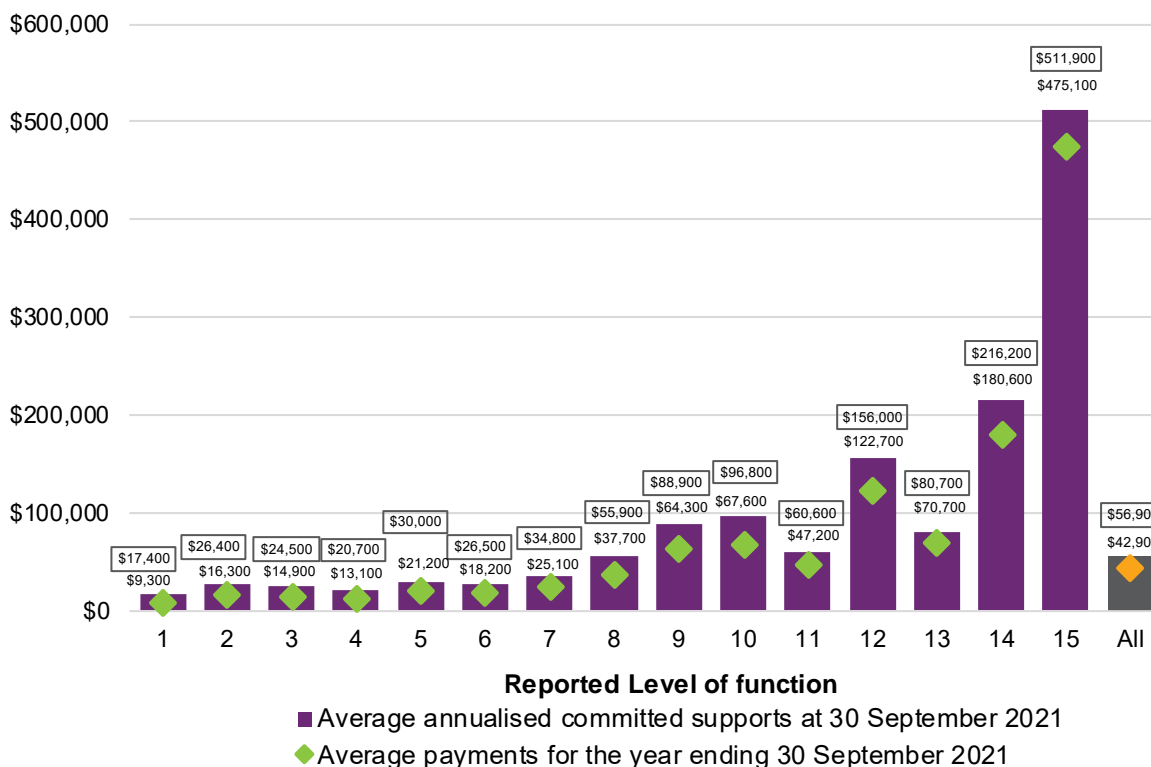
**Figure H.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Queensland** <sup>363</sup>



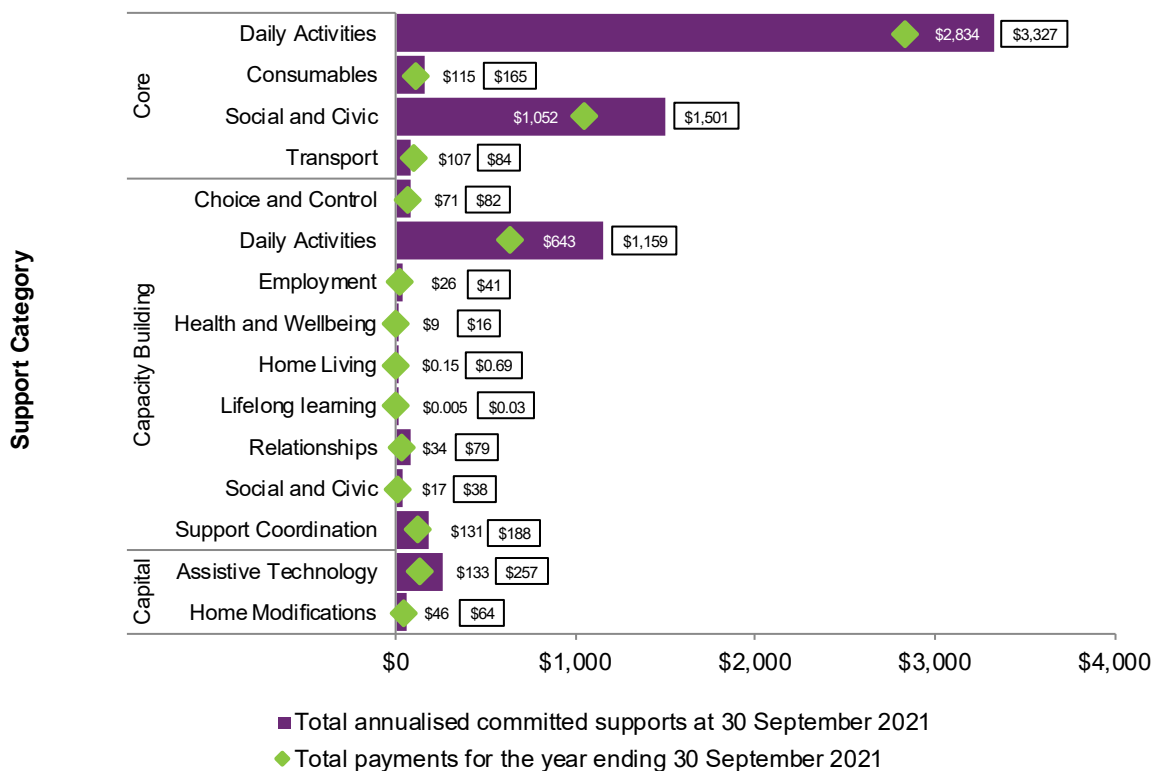
<sup>362</sup> Ibid.

<sup>363</sup> Ibid.

**Figure H.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Queensland** <sup>364</sup>



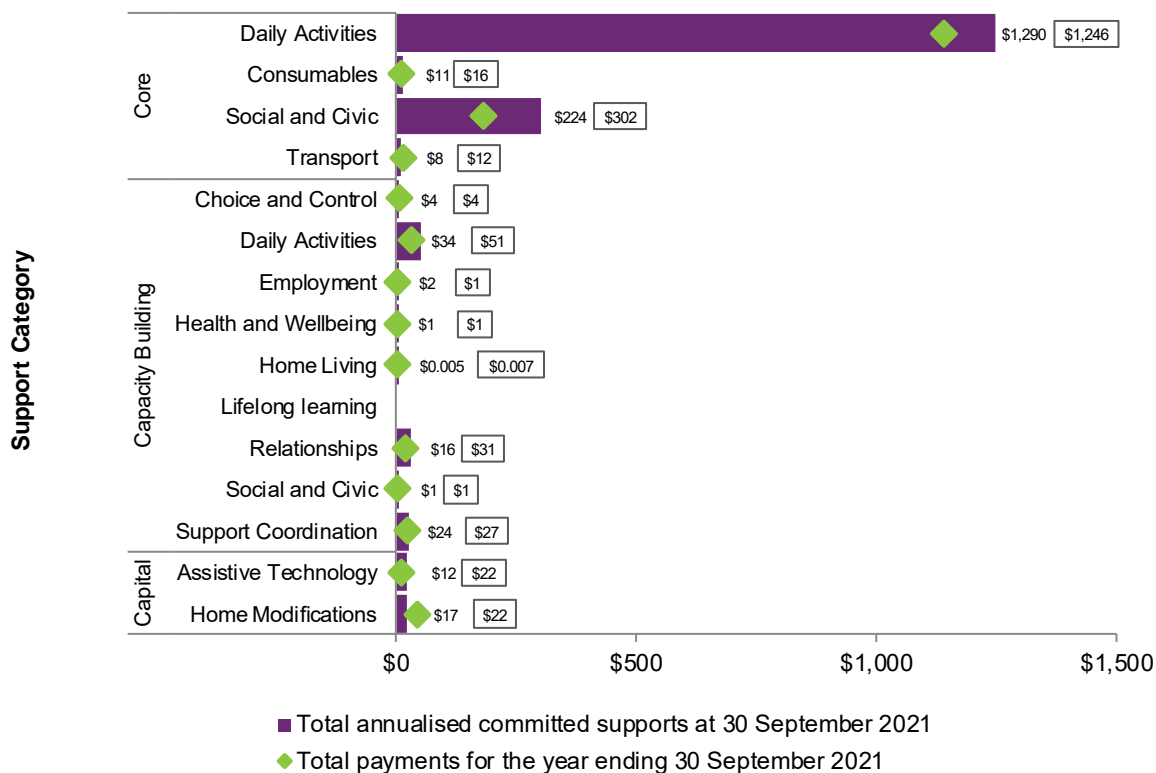
**Figure H.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Queensland** <sup>365</sup>



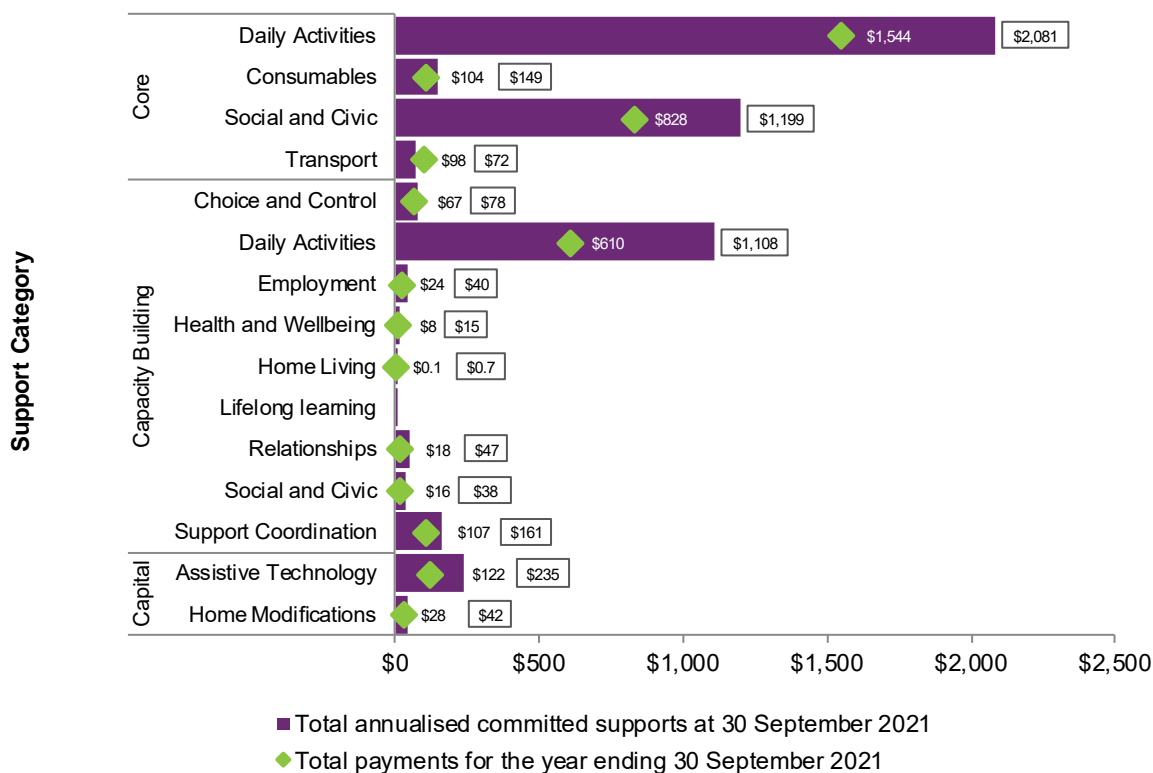
<sup>364</sup> Ibid.

<sup>365</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure H.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Queensland** <sup>366</sup>



**Figure H.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Queensland** <sup>367</sup>



<sup>366</sup> Ibid.

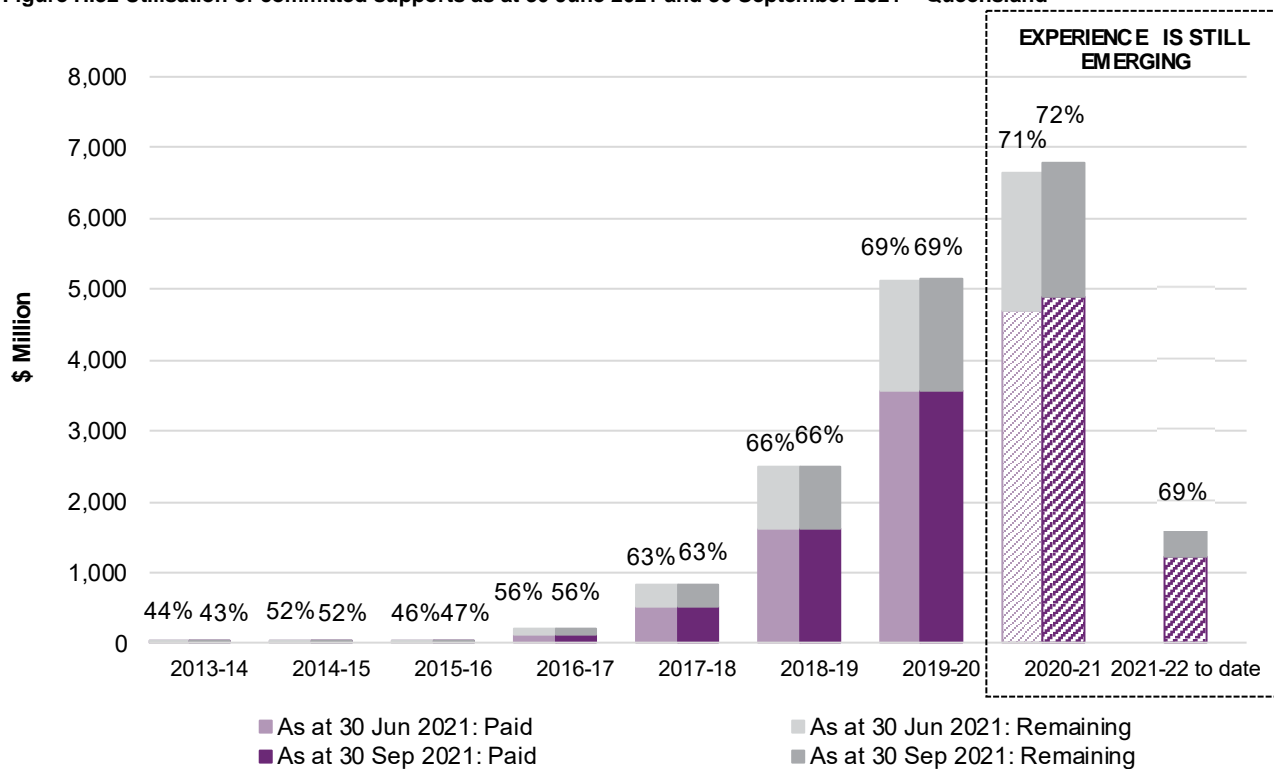
<sup>367</sup> Ibid.



Table H.75 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland <sup>368</sup>

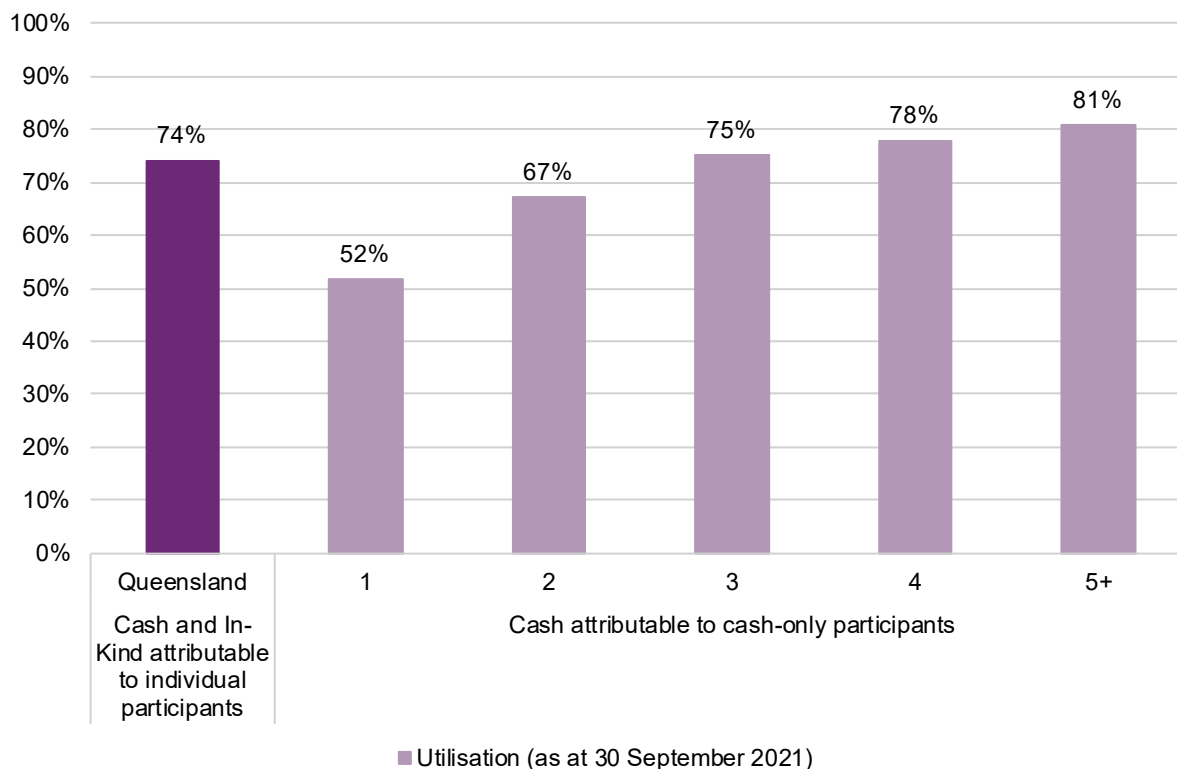
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.0	3.6	10.1	220.6	843.1	2,496.3	5,142.6	6,794.8	1,762.2
Total Paid	0.4	1.9	4.7	124.3	535.0	1,636.3	3,562.9	4,908.7	1,222.8
% utilised to date	43%	52%	47%	56%	63%	66%	69%	72%	69%

Figure H.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Queensland

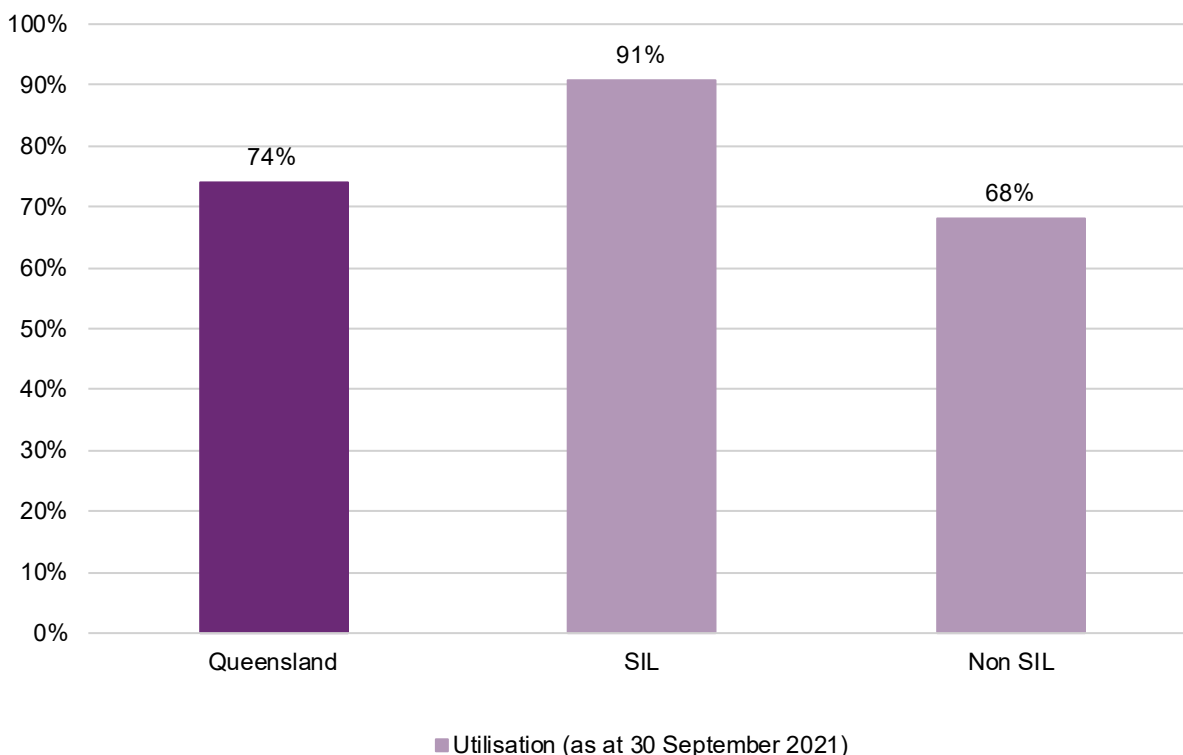


<sup>368</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

**Figure H.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Queensland** <sup>369</sup>



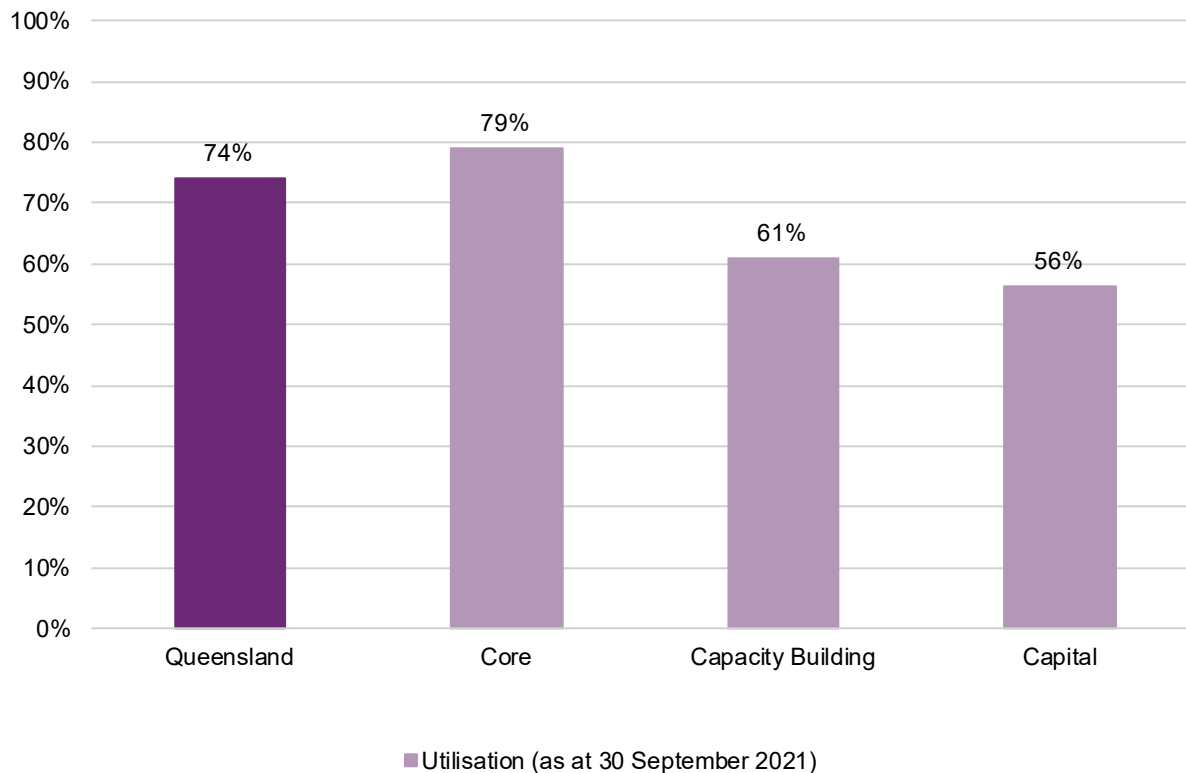
**Figure H.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Queensland** <sup>370</sup>



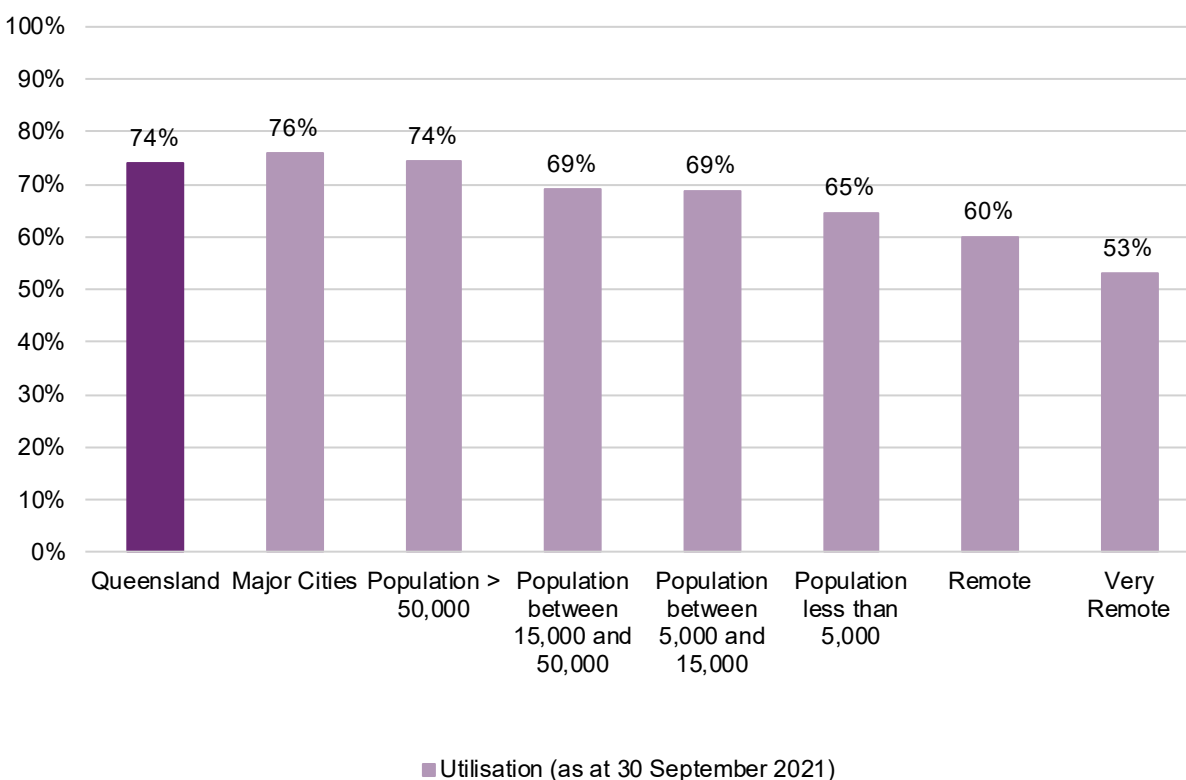
<sup>369</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>370</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – Queensland** <sup>371</sup>



**Figure H.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Queensland** <sup>372</sup>



<sup>371</sup> Ibid.

<sup>372</sup> Ibid.

# Appendix I: Western Australia

## Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>373</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	39,825	1,831	41,656	600	42,256

Table I.2 Active participants (including ECA) by quarter of entry, plan and entry type – Western Australia <sup>374</sup>

	Prior Quarters	2021-22 Q1	Total
Access decisions	48,620	2,462	51,082
Active Eligible	41,182	1,777	42,959
<i>New</i>	22,300	1,682	23,982
<i>State</i>	16,290	43	16,333
<i>Commonwealth</i>	2,592	52	2,644
Active Participant Plans (excl ECA)	39,825	1,831	41,656
<i>New</i>	21,139	1,696	22,835
<i>State</i>	16,136	91	16,227
<i>Commonwealth</i>	2,550	44	2,594
Active Participant Plans	40,370	2,431	42,256
<i>Early Intervention (s25)</i>	5,696	667	6,363
<i>Permanent Disability (s24)</i>	34,129	1,164	35,293
<i>ECA</i>	545	600	600

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Western Australia

Exits	Total
Total participant exits	1,094
<i>Early Intervention participants</i>	128
<i>Permanent disability participants</i>	966

<sup>373</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>374</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table I.4 Cumulative numbers of active participants (including ECA) by services previously received – Western Australia** <sup>375</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	16,227	2,594	22,835	600	42,256

**Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia** <sup>376 377 378</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	6,363	35,293	600	42,256

<sup>375</sup> This table shows the total numbers of active participants at the end of each period.

<sup>376</sup> Ibid.

<sup>377</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>378</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table I.6 Assessment of access by age group – Western Australia** <sup>379</sup>

	Prior Quarters		2021-22 Q1		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	8,213	97%	596	95%	8,809	97%
7 to 14	9,690	94%	338	84%	10,028	93%
15 to 18	3,306	95%	88	79%	3,394	94%
19 to 24	3,156	93%	84	69%	3,240	92%
25 to 34	4,112	90%	128	74%	4,240	89%
35 to 44	3,628	85%	136	61%	3,764	84%
45 to 54	4,672	81%	192	57%	4,864	80%
55 to 64	5,784	74%	212	47%	5,996	73%
65+	383	74%	<11		390	73%
Missing	<11		<11		<11	
<b>Total</b>	<b>42,945</b>	<b>88%</b>	<b>1,781</b>	<b>72%</b>	<b>44,726</b>	<b>88%</b>

**Table I.7 Assessment of access by disability – Western Australia** <sup>380</sup>

	Prior Quarters		2021-22 Q1		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	1,384	95%	66	80%	1,450	94%
Autism	14,505	99%	542	95%	15,047	98%
Cerebral Palsy	1,695	97%	28	93%	1,723	97%
Developmental Delay	1,431	96%	331	96%	1,762	96%
Global Developmental Delay	1,194	99%	86	95%	1,280	99%
Hearing Impairment	1,810	90%	64	82%	1,874	90%
Intellectual Disability	8,683	97%	127	88%	8,810	97%
Multiple Sclerosis	846	91%	22	79%	868	90%
Psychosocial disability	4,229	75%	291	60%	4,520	74%
Spinal Cord Injury	615	97%	11	61%	626	96%
Stroke	600	84%	20	57%	620	83%
Visual Impairment	772	91%	18	62%	790	90%
Other Neurological	2,217	84%	77	62%	2,294	83%
Other Physical	1,938	51%	41	23%	1,979	50%
Other Sensory/Speech	143	41%	<11		147	41%
Other	536	48%	53	25%	589	44%
Missing	347	90%	<11		347	90%
<b>Total</b>	<b>42,945</b>	<b>88%</b>	<b>1,781</b>	<b>72%</b>	<b>44,726</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.

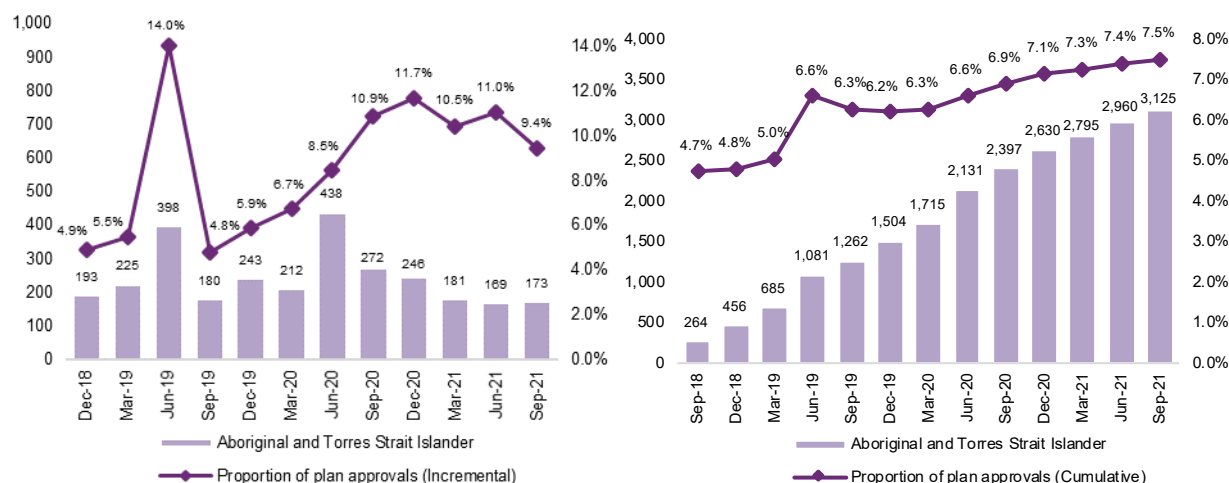
**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,952	7.4%	173	9.4%	3,125	7.5%
Not Aboriginal and Torres Strait Islander	32,723	82.2%	1,418	77.4%	34,141	82.0%
Not Stated	4,150	10.4%	240	13.1%	4,390	10.5%
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

<sup>379</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>380</sup> Ibid.

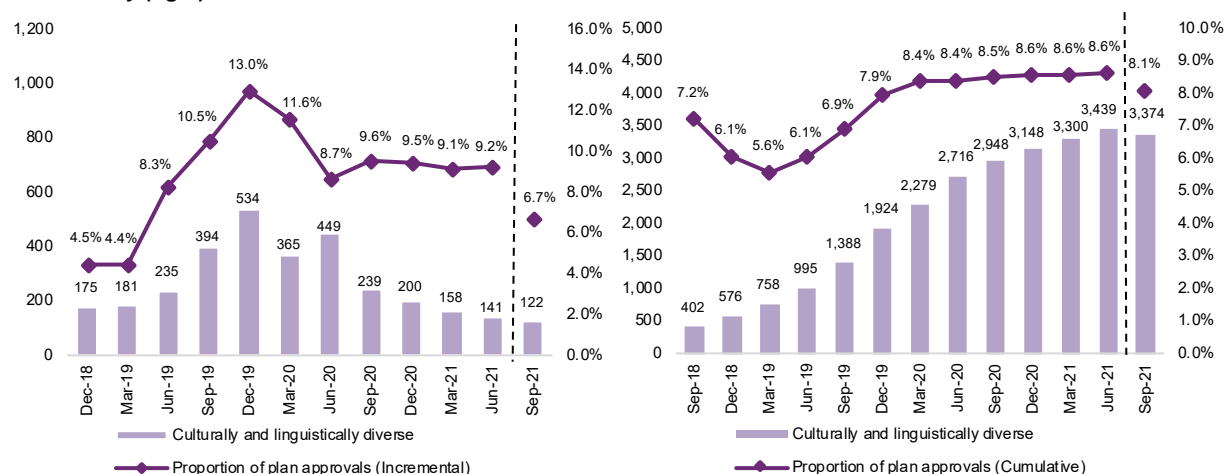
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>381 382</sup>



**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia** <sup>383</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,252	8.2%	122	6.7%	3,374	8.1%
Not culturally and linguistically diverse	31,607	79.4%	1,709	93.3%	33,316	80.0%
Not stated	4,966	12.5%	<11		4,966	11.9%
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</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>384 385 386</sup>



<sup>381</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>382</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>383</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

<sup>384</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.

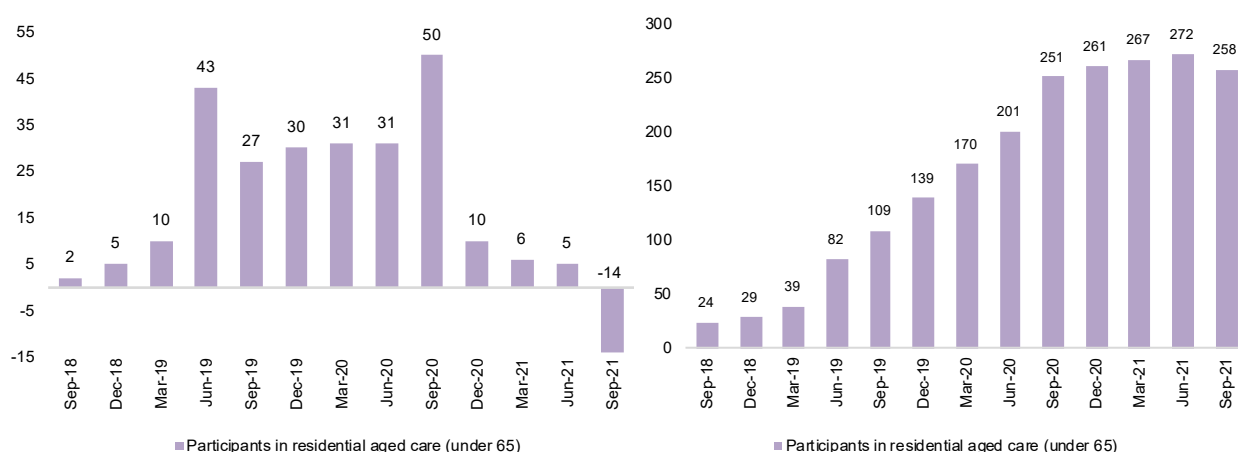
<sup>385</sup> There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

<sup>386</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 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 September 2021 – Western Australia** <sup>387</sup>

	Total
Age group	N
Under 45	<11
45 to 54	32
55 to 64	224
<b>Total YPIRAC (under 65)</b>	<b>258</b>

**Figure I.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia** <sup>388</sup>



**Table I.11 Participant profile per quarter by remoteness – Western Australia** <sup>389 390</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	31,373	78.8%	1,439	78.6%	32,812	78.8%
Population > 50,000	1,986	5.0%	91	5.0%	2,077	5.0%
Population between 15,000 and 50,000	2,462	6.2%	93	5.1%	2,555	6.1%
Population between 5,000 and 15,000	480	1.2%	21	1.1%	501	1.2%
Population less than 5,000	1,750	4.4%	85	4.6%	1,835	4.4%
Remote	1,120	2.8%	68	3.7%	1,188	2.9%
Very Remote	653	1.6%	34	1.9%	687	1.6%
Missing	<11		<11		<11	
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

<sup>387</sup> There are a further 117 active participants aged 65 years or over who are currently in residential aged care.

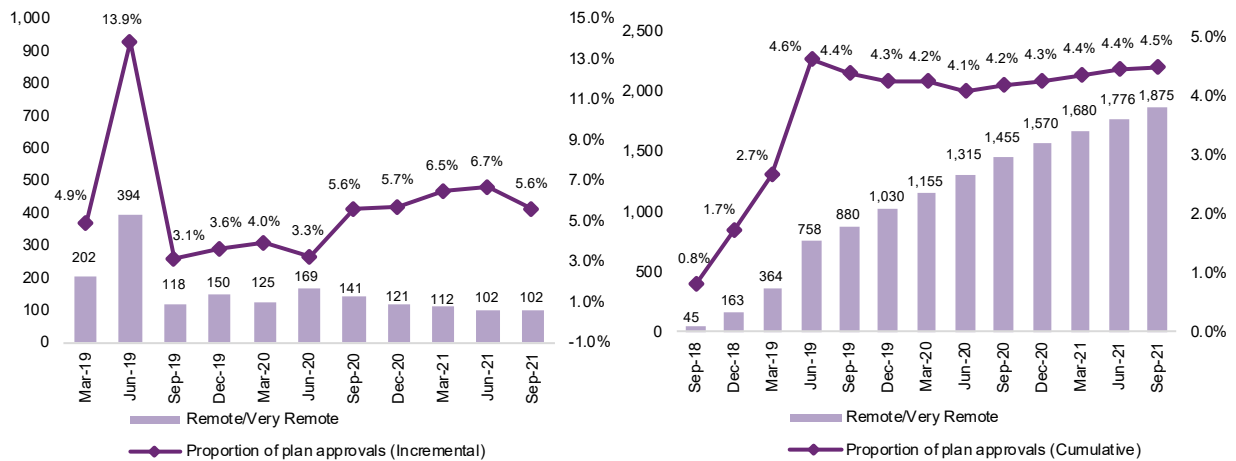
<sup>388</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>389</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>390</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>391 392 393</sup>



**Table I.12 Participant profile per quarter by primary disability group – Western Australia** <sup>394 395 396</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	14,006	35%	597	33%	14,603	35%
Intellectual Disability	8,311	21%	129	7%	8,440	20%
Psychosocial disability	3,898	10%	282	15%	4,180	10%
Developmental Delay	1,106	3%	309	17%	1,415	3%
Hearing Impairment	1,721	4%	72	4%	1,793	4%
Other Neurological	1,916	5%	84	5%	2,000	5%
Other Physical	1,708	4%	44	2%	1,752	4%
Cerebral Palsy	1,652	4%	26	1%	1,678	4%
ABI	1,246	3%	53	3%	1,299	3%
Global Developmental Delay	1,026	3%	94	5%	1,120	3%
Visual Impairment	718	2%	22	1%	740	2%
Multiple Sclerosis	813	2%	19	1%	832	2%
Stroke	542	1%	21	1%	563	1%
Spinal Cord Injury	584	1%	11	1%	595	1%
Other	456	1%	65	4%	521	1%
Other Sensory/Speech	122	0%	<11		125	0%
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

<sup>391</sup> Ibid.

<sup>392</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>393</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>394</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>395</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>396</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,065).

**Table I.13 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia** <sup>397 398</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	329	14%	<11		330	14%
Intellectual Disability	1,216	52%	<11		1,217	52%
Psychosocial disability	82	4%	<11		82	4%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	119	5%	<11		121	5%
Other Physical	15	1%	<11		15	1%
Cerebral Palsy	243	10%	<11		243	10%
ABI	217	9%	<11		218	9%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	11	0%	<11		11	0%
Multiple Sclerosis	28	1%	<11		28	1%
Stroke	31	1%	<11		31	1%
Spinal Cord Injury	25	1%	<11		25	1%
Other	<11		<11		<11	
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>2,321</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,326</b>	<b>100%</b>

**Table I.14 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia** <sup>399</sup>

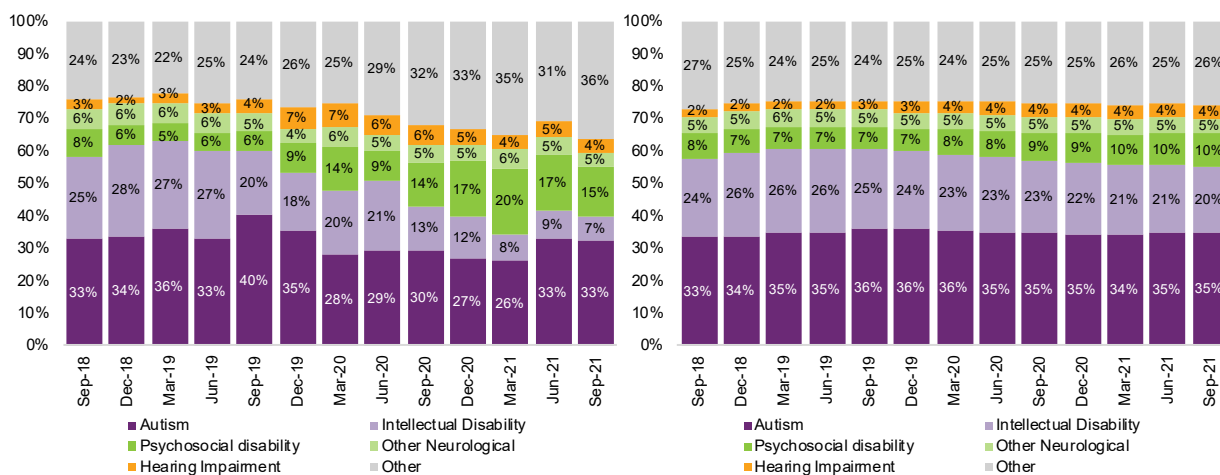
Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	13,677	36%	596	33%	14,273	36%
Intellectual Disability	7,095	19%	128	7%	7,223	18%
Psychosocial disability	3,816	10%	282	15%	4,098	10%
Developmental Delay	1,106	3%	309	17%	1,415	4%
Hearing Impairment	1,721	5%	72	4%	1,793	5%
Other Neurological	1,797	5%	82	4%	1,879	5%
Other Physical	1,693	5%	44	2%	1,737	4%
Cerebral Palsy	1,409	4%	26	1%	1,435	4%
ABI	1,029	3%	52	3%	1,081	3%
Global Developmental Delay	1,026	3%	94	5%	1,120	3%
Visual Impairment	707	2%	22	1%	729	2%
Multiple Sclerosis	785	2%	19	1%	804	2%
Stroke	511	1%	21	1%	532	1%
Spinal Cord Injury	559	1%	11	1%	570	1%
Other	451	1%	65	4%	516	1%
Other Sensory/Speech	122	0%	<11		125	0%
<b>Total</b>	<b>37,504</b>	<b>100%</b>	<b>1,826</b>	<b>100%</b>	<b>39,330</b>	<b>100%</b>

<sup>397</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>398</sup> Down Syndrome is included in Intellectual Disability, representing 8% of Participants in SIL (189).

<sup>399</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (876).

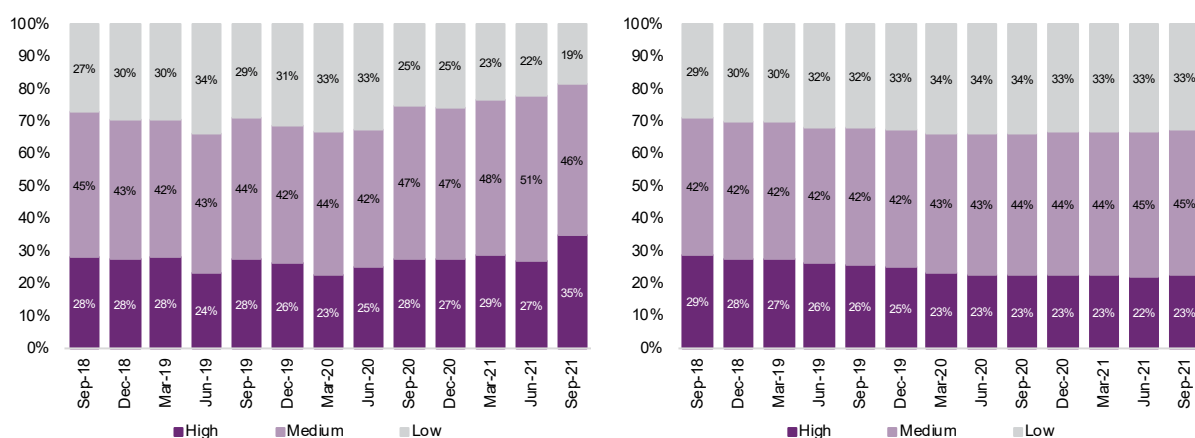
**Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>400</sup>



**Table I.15 Participant profile per quarter by reported level of function – Western Australia** <sup>401</sup>

Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	2,455	6%	296	16%	2,751	7%
2 (High Function)	131	0%	<11		136	0%
3 (High Function)	2,020	5%	113	6%	2,133	5%
4 (High Function)	1,891	5%	99	5%	1,990	5%
5 (High Function)	2,257	6%	128	7%	2,385	6%
6 (Moderate Function)	7,847	20%	473	26%	8,320	20%
7 (Moderate Function)	2,022	5%	83	5%	2,105	5%
8 (Moderate Function)	2,958	7%	104	6%	3,062	7%
9 (Moderate Function)	170	0%	11	1%	181	0%
10 (Moderate Function)	4,803	12%	180	10%	4,983	12%
11 (Low Function)	1,773	4%	24	1%	1,797	4%
12 (Low Function)	7,521	19%	197	11%	7,718	19%
13 (Low Function)	3,164	8%	110	6%	3,274	8%
14 (Low Function)	769	2%	<11		777	2%
15 (Low Function)	11	0%	<11		11	0%
Missing	33		<11		33	
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

**Figure I.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia** <sup>402</sup>



<sup>400</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>401</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>402</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.16 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	4,092	10%	622	34%	4,714	11%
7 to 14	10,014	25%	347	19%	10,361	25%
15 to 18	3,860	10%	99	5%	3,959	10%
19 to 24	3,825	10%	75	4%	3,900	9%
25 to 34	4,269	11%	125	7%	4,394	11%
35 to 44	3,405	9%	154	8%	3,559	9%
45 to 54	4,048	10%	190	10%	4,238	10%
55 to 64	4,882	12%	207	11%	5,089	12%
65+	1,430	4%	12	1%	1,442	3%
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

Table I.17 Participant profile per quarter (participants in SIL) by age group – Western Australia <sup>403</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	31	1%	<11		31	1%
19 to 24	175	8%	<11		175	8%
25 to 34	431	19%	<11		431	19%
35 to 44	407	18%	<11		409	18%
45 to 54	565	24%	<11		567	24%
55 to 64	567	24%	<11		568	24%
65+	135	6%	<11		135	6%
<b>Total</b>	<b>2,321</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,326</b>	<b>100%</b>

Table I.18 Participant profile per quarter (participants not in SIL) by age group – Western Australia

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	4,092	11%	622	34%	4,714	12%
7 to 14	10,004	27%	347	19%	10,351	26%
15 to 18	3,829	10%	99	5%	3,928	10%
19 to 24	3,650	10%	75	4%	3,725	9%
25 to 34	3,838	10%	125	7%	3,963	10%
35 to 44	2,998	8%	152	8%	3,150	8%
45 to 54	3,483	9%	188	10%	3,671	9%
55 to 64	4,315	12%	206	11%	4,521	11%
65+	1,295	3%	12	1%	1,307	3%
<b>Total</b>	<b>37,504</b>	<b>100%</b>	<b>1,826</b>	<b>100%</b>	<b>39,330</b>	<b>100%</b>

<sup>403</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>404</sup>

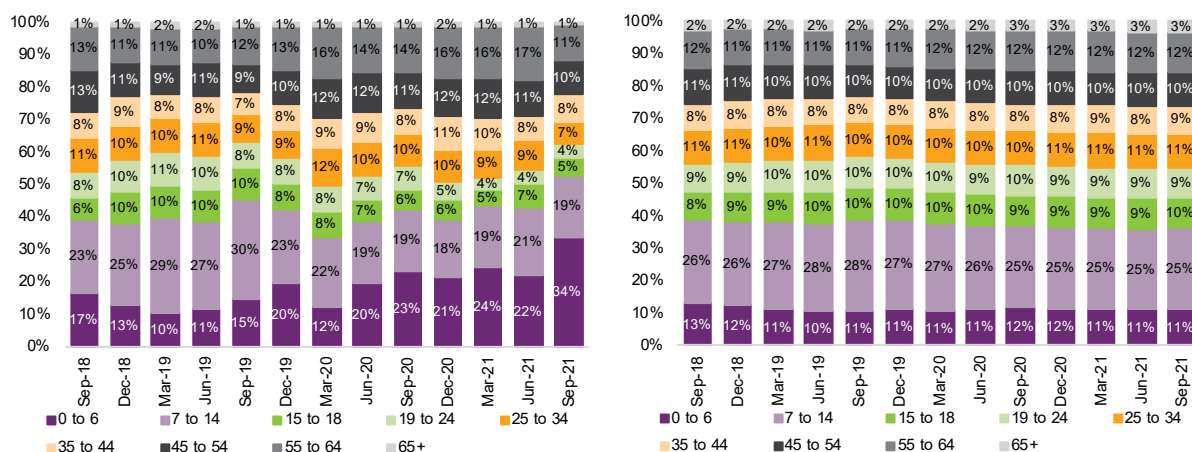


Table I.19 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	24,608	62%	1,083	59%	25,691	62%
Female	14,918	37%	728	40%	15,646	38%
Other	299	1%	20	1%	319	1%
<b>Total</b>	<b>39,825</b>	<b>100%</b>	<b>1,831</b>	<b>100%</b>	<b>41,656</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>405</sup>

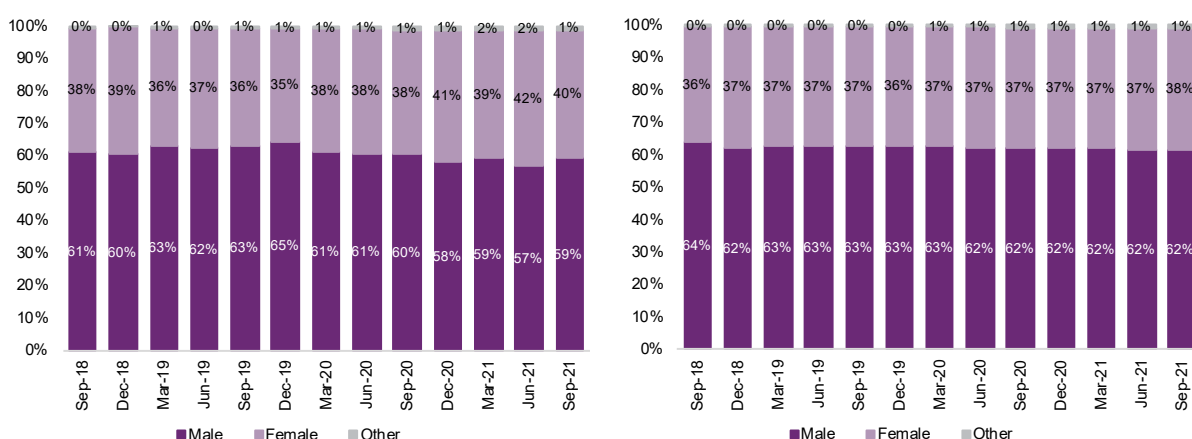


Table I.20 Participation rates by age group at 30 September 2021 – Western Australia <sup>406</sup>

	WA
0-6	2.11%
7-14	3.79%
15-18	3.12%
19-24	2.00%
25-34	1.16%
35-44	0.96%
45-54	1.26%
55-64	1.69%
<b>Total (aged 0-64)</b>	<b>1.82%</b>

<sup>404</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>405</sup> Ibid.

<sup>406</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

**Table I.21 Number of baseline questionnaires completed by SFOF version – Western Australia** <sup>407</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	282	167	603	1,328	1,175	390	282
Participant school to 14	299	260	4,164	4,980	2,160	575	299
Participant 15 to 24	152	79	2,182	2,418	896	167	152
Participant 25 and over	501	308	4,627	6,774	3,558	679	501
<b>Total Participant</b>	<b>1,234</b>	<b>814</b>	<b>11,576</b>	<b>15,500</b>	<b>7,789</b>	<b>1,811</b>	<b>1,234</b>
Family 0 to 14	569	416	4,146	5,844	3,161	926	569
Family 15 to 24	38	52	1,464	1,623	548	120	38
Family 25 and over	21	84	1,462	2,146	851	170	21
<b>Total Family</b>	<b>628</b>	<b>552</b>	<b>7,072</b>	<b>9,613</b>	<b>4,560</b>	<b>1,216</b>	<b>628</b>
<b>Total</b>	<b>1,862</b>	<b>1,366</b>	<b>18,648</b>	<b>25,113</b>	<b>12,349</b>	<b>3,027</b>	<b>1,862</b>

**Table I.22 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia**

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	58%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		39%		
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			35%	
CC	% who choose who supports them			39%	61%
CC	% who choose what they do each day			49%	70%
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%	66%

<sup>407</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 I.23 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	58%	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%	35%

**Table I.24 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		71%		
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			70%	43%
HW	% who did not have any difficulties accessing health services			78%	72%
LL	% who currently attend or previously attended school in a mainstream class			45%	
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.25 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%	18%	18%
% receiving Carer Allowance	38%	37%	29%
% 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	79%	85%	86%
% 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	27%	21%	17%
% able to advocate for their child/family member	74%	71%	69%
% who have friends and family they see as often as they like	42%	49%	53%
% 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		46%	
% who feel in control selecting services		50%	49%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	76%	67%	63%

**Table I.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=681) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia <sup>408</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	77%
REL Has the NDIS improved how your child fits into family life?	66%
S/CP Has the NDIS improved how your child fits into community life?	53%

**Table I.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,707) - participants who entered between 1 July 2016 and 30 September 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?	57%
S/CP Has the NDIS improved your child's social and recreational life?	54%

<sup>408</sup> Results in Tables I.26 to I.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.



**Table I.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,554) and ‘Participant 25 and over’ (n=5,961) - participants who entered between 1 July 2016 and 30 September 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%	82%
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%	25%
S/CP	Has the NDIS helped you be more involved?	60%	69%

**Table I.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,908); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,085) - participants who entered between 1 July 2016 and 30 September 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?	65%	61%
Has the NDIS improved the level of support for your family?	69%	70%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	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.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=208) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia <sup>409</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%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	90%	+10%
REL	Has the NDIS improved how your child fits into family life?	70%	86%	+16%
S/CP	Has the NDIS improved how your child fits into community life?	53%	62%	+9%

<sup>409</sup> Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table I.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,854) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	77%	+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%	57%	+2%

**Table I.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=960) and ‘Participant 25 and over’ (n=1,777) - participants who entered between 1 July 2016 and 30 September 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%	+5%	74%	79%	+5%
DL	Has the NDIS helped you with daily living activities?	67%	74%	+7%	82%	87%	+5%
REL	Has the NDIS helped you to meet more people?	52%	54%	+1%	62%	66%	+3%
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?	51%	52%	+1%	62%	66%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	-1%	36%	34%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	21%	-5%	25%	23%	-2%
S/CP	Has the NDIS helped you be more involved?	64%	65%	+1%	68%	72%	+4%

**Table I.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,245); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=497) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	73%	+7%	56%	65%	+10%
Has the NDIS improved the level of support for your family?	68%	75%	+7%	68%	74%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	76%	+7%	66%	70%	+3%
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?	46%	46%	+0%	46%	45%	-1%

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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=298) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

410

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	66%	74%	77%	+11%
LL	Has the NDIS improved your child's access to education?	48%	54%	59%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	60%	61%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	54%	51%	+3%

<sup>410</sup> Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table I.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=112) - participants who entered between 1 July 2016 and 30 September 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%	70%	67%	+4%
Has the NDIS helped you with daily living activities?	74%	75%	76%	+2%
Has the NDIS helped you to meet more people?	58%	59%	58%	0%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	26%	24%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	49%	56%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	39%	38%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	27%	27%	21%	-5%
Has the NDIS helped you be more involved?	65%	66%	67%	+2%

**Table I.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=380) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	79%	81%	83%	+4%
Has the NDIS helped you with daily living activities?	82%	84%	88%	+5%
Has the NDIS helped you to meet more people?	62%	63%	67%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	33%	37%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	55%	59%	63%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	34%	32%	-6%
Has your involvement with the NDIS helped you find a job that's right for you?	24%	22%	19%	-5%
Has the NDIS helped you be more involved?	71%	72%	76%	+5%

**Table I.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=310) - participants who entered between 1 July 2016 and 30 September 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?	64%	66%	71%	+7%
Has the NDIS improved the level of support for your family?	74%	74%	78%	+3%
Has the NDIS improved your access to services, programs and activities in the community?	78%	80%	79%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	81%	85%	+6%
Has the NDIS improved your health and wellbeing?	48%	50%	52%	+4%

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.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=196) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia <sup>411</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?	72%	76%	79%	81%	+9%
LL	Has the NDIS improved your child's access to education?	38%	39%	47%	50%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	55%	60%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	52%	58%	58%	+4%

<sup>411</sup> Results in Tables I.38 to I.41 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table I.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=68) - participants who entered between 1 July 2016 and 30 September 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?	64%	69%	75%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	66%	78%	72%	+15%
REL	Has the NDIS helped you to meet more people?	47%	49%	49%	56%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	11%	11%	22%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	44%	41%	48%	+1%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	36%	39%	38%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	21%	11%	19%	-7%
S/CP	Has the NDIS helped you be more involved?	61%	67%	65%	67%	+6%

**Table I.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=134) - participants who entered between 1 July 2016 and 30 September 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?	74%	76%	79%	86%	+13%
DL	Has the NDIS helped you with daily living activities?	79%	82%	90%	91%	+12%
REL	Has the NDIS helped you to meet more people?	57%	54%	65%	70%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	26%	40%	38%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	52%	60%	68%	+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?	30%	32%	34%	29%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	20%	20%	18%	-7%
S/CP	Has the NDIS helped you be more involved?	67%	69%	76%	78%	+11%

**Table I.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=131) - participants who entered between 1 July 2016 and 30 September 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?	57%	58%	69%	70%	+13%
Has the NDIS improved the level of support for your family?	72%	73%	78%	76%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	79%	81%	78%	75%	-4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	84%	82%	81%	-2%
Has the NDIS improved your health and wellbeing?	51%	59%	53%	54%	+3%

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’.

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

**Table I.42 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,032), ‘participant social and community engagement rate’ (n=3,036), ‘parent and carer employment rate’ (n=2,188) at entry, first and second plan review and ‘participant choice and control’ (n=2,409) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia <sup>412</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	10%	12%	15%	24%
Aged 25+	27%	26%	26%	
Aged 15+	24%	24%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	38%	42%	39%	48%
Aged 25+	43%	45%	46%	
Aged 15+	42%	44%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	47%	49%	49%
Aged 15+	45%	48%	46%	
All ages	45%	47%	48%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		64%	68%	75%
Aged 25+		74%	79%	
Aged 15+		70%	75%	

<sup>412</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 September 2019 and have had a second plan review to date.

**Table I.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=484), 'participant social and community engagement rate' (n=482), 'parent and carer employment rate' (n=338) at entry, first, second and third plan review, and 'participant choice and control' (n=429) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia <sup>413</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	10%	11%	19%	19%	24%
Aged 25+	27%	27%	27%	26%	
Aged 15+	24%	24%	26%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	36%	37%	45%	47%	48%
Aged 25+	36%	42%	44%	46%	
Aged 15+	36%	41%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	43%	47%	44%	46%	49%
Aged 15+	45%	52%	67%	56%	
All ages	44%	48%	48%	49%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		63%	70%	67%	75%
Aged 25+		79%	81%	83%	
Aged 15+		75%	78%	79%	

**Table I.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=204), 'participant social and community engagement rate' (n=201), 'parent and carer employment rate' (n=135) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=182) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia <sup>414</sup>**

Table 1: Employment and social and community engagement rates for young people and carers September 2017 – Western Australia						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	20%	17%	30%	38%	25%	24%
Aged 25+	23%	26%	21%	19%	20%	
Aged 15+	22%	24%	23%	23%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	45%	49%	57%	38%	43%	48%
Aged 25+	39%	44%	42%	47%	48%	
Aged 15+	40%	45%	45%	46%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	45%	43%	55%	54%	56%	49%
Aged 15+	Numbers are too small					
All ages	47%	46%	57%	59%	61%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		64%	69%	75%	72%	75%
Aged 25+		74%	76%	79%	86%	
Aged 15+		70%	74%	78%	81%	

<sup>413</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 September 2018 and have had a third plan review to date.

<sup>414</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 September 2017 and have had a fourth plan review to date.



There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

**Table I.45 Number of active plans by goal type and primary disability – Western Australia** <sup>415</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	389	826	724	172	339	1,008	552	322	<b>1,299</b>
Autism	3,173	12,030	4,967	4,611	6,071	8,612	1,206	3,088	<b>14,603</b>
Cerebral Palsy	458	1,268	882	388	427	1,040	409	332	<b>1,678</b>
Developmental Delay	182	1,346	396	546	536	666	9	0	<b>1,415</b>
Down Syndrome	270	819	447	212	317	782	304	372	<b>1,065</b>
Global Developmental Delay	154	1,052	274	353	383	383	6	0	<b>1,120</b>
Hearing Impairment	422	1,303	373	513	316	756	221	437	<b>1,793</b>
Intellectual Disability	2,049	5,106	2,927	1,660	2,132	5,136	2,164	2,950	<b>7,375</b>
Multiple Sclerosis	227	602	558	60	132	515	230	178	<b>832</b>
Psychosocial disability	1,073	2,523	2,557	730	911	3,201	1,486	1,285	<b>4,180</b>
Spinal Cord Injury	205	424	362	77	98	393	202	166	<b>595</b>
Stroke	172	404	315	46	90	412	207	107	<b>563</b>
Visual Impairment	246	558	272	153	102	490	137	234	<b>740</b>
Other Neurological	586	1,403	1,153	240	422	1,387	634	334	<b>2,000</b>
Other Physical	508	1,271	983	188	211	1,012	363	387	<b>1,752</b>
Other Sensory/Speech	18	105	36	57	38	53	4	8	<b>125</b>
Other	145	386	264	43	85	325	145	105	<b>521</b>
<b>Total</b>	<b>10,277</b>	<b>31,426</b>	<b>17,490</b>	<b>10,049</b>	<b>12,610</b>	<b>26,171</b>	<b>8,279</b>	<b>10,305</b>	<b>41,656</b>

<sup>415</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.46 Number of goals in active plans by goal type and primary disability – Western Australia** <sup>416</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	963	2,286	1,710	417	744	2,279	1,218	620	<b>10,237</b>
Autism	7,321	54,474	12,131	11,368	14,638	20,107	2,647	6,504	<b>129,190</b>
Cerebral Palsy	1,070	5,958	2,215	1,003	1,070	2,663	903	700	<b>15,582</b>
Developmental Delay	460	10,352	1,208	1,461	1,476	2,004	30	0	<b>16,991</b>
Down Syndrome	605	3,470	1,016	490	707	1,752	614	738	<b>9,392</b>
Global Developmental Delay	366	7,961	759	896	990	1,091	15	0	<b>12,078</b>
Hearing Impairment	961	4,498	928	1,142	701	1,707	447	878	<b>11,262</b>
Intellectual Disability	4,579	15,997	6,295	3,779	4,528	11,126	4,487	5,710	<b>56,501</b>
Multiple Sclerosis	511	1,642	1,282	116	286	1,144	448	379	<b>5,808</b>
Psychosocial disability	2,346	6,025	5,501	1,573	1,768	6,627	2,932	2,546	<b>29,318</b>
Spinal Cord Injury	513	1,323	904	192	282	995	525	382	<b>5,116</b>
Stroke	431	1,235	791	122	176	994	466	218	<b>4,433</b>
Visual Impairment	596	1,837	632	326	212	1,130	260	475	<b>5,468</b>
Other Neurological	1,382	4,401	2,902	598	1,057	3,298	1,394	737	<b>15,769</b>
Other Physical	1,206	3,944	2,459	390	471	2,239	777	875	<b>12,361</b>
Other Sensory/Speech	29	391	83	160	95	117	7	24	<b>906</b>
Other	378	1,383	690	75	214	819	368	240	<b>4,167</b>
<b>Total</b>	<b>23,717</b>	<b>127,177</b>	<b>41,506</b>	<b>24,108</b>	<b>29,415</b>	<b>60,092</b>	<b>17,538</b>	<b>21,026</b>	<b>344,579</b>

**Table I.47 Number of active plans by goal type and age group – Western Australia** <sup>417</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	636	4,535	1,242	1,521	1,686	1,908	33	0	<b>4,714</b>
7 to 14	1,821	8,907	3,532	3,510	4,497	5,561	134	180	<b>10,361</b>
15 to 18	1,121	3,119	1,381	1,450	1,469	2,648	334	1,436	<b>3,959</b>
19 to 24	1,243	2,706	1,384	1,067	902	2,578	967	2,408	<b>3,900</b>
25 to 34	1,379	2,932	1,935	816	1,069	3,091	1,584	2,280	<b>4,394</b>
35 to 44	1,057	2,287	1,910	573	858	2,508	1,308	1,445	<b>3,559</b>
45 to 54	1,181	2,678	2,408	546	896	3,072	1,528	1,343	<b>4,238</b>
55 to 64	1,420	3,308	2,884	474	963	3,760	1,869	1,037	<b>5,089</b>
65+	419	954	814	92	270	1,045	522	176	<b>1,442</b>
<b>Total</b>	<b>10,277</b>	<b>31,426</b>	<b>17,490</b>	<b>10,049</b>	<b>12,610</b>	<b>26,171</b>	<b>8,279</b>	<b>10,305</b>	<b>41,656</b>

<sup>416</sup> Participants have set over six million goals in total across Australia since July 2016. The 344,579 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

<sup>417</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.48 Number of goals in active plans by goal type and age group – Western Australia** <sup>418</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	1,712	38,793	3,861	4,329	4,715	6,096	116	0	<b>59,622</b>
7 to 14	4,102	38,992	8,496	8,340	10,660	12,820	284	427	<b>84,121</b>
15 to 18	2,666	9,828	3,302	3,517	3,399	5,996	801	3,154	<b>32,663</b>
19 to 24	2,796	7,235	3,048	2,374	1,931	5,499	1,978	4,791	<b>29,652</b>
25 to 34	3,041	7,754	4,359	1,831	2,251	6,541	3,257	4,528	<b>33,562</b>
35 to 44	2,375	5,758	4,223	1,267	1,808	5,422	2,652	2,899	<b>26,404</b>
45 to 54	2,774	7,173	5,487	1,173	1,907	6,808	3,225	2,731	<b>31,278</b>
55 to 64	3,267	9,129	6,856	1,078	2,148	8,550	4,126	2,140	<b>37,294</b>
65+	984	2,515	1,874	199	596	2,360	1,099	356	<b>9,983</b>
<b>Total</b>	<b>23,717</b>	<b>127,177</b>	<b>41,506</b>	<b>24,108</b>	<b>29,415</b>	<b>60,092</b>	<b>17,538</b>	<b>21,026</b>	<b>344,579</b>

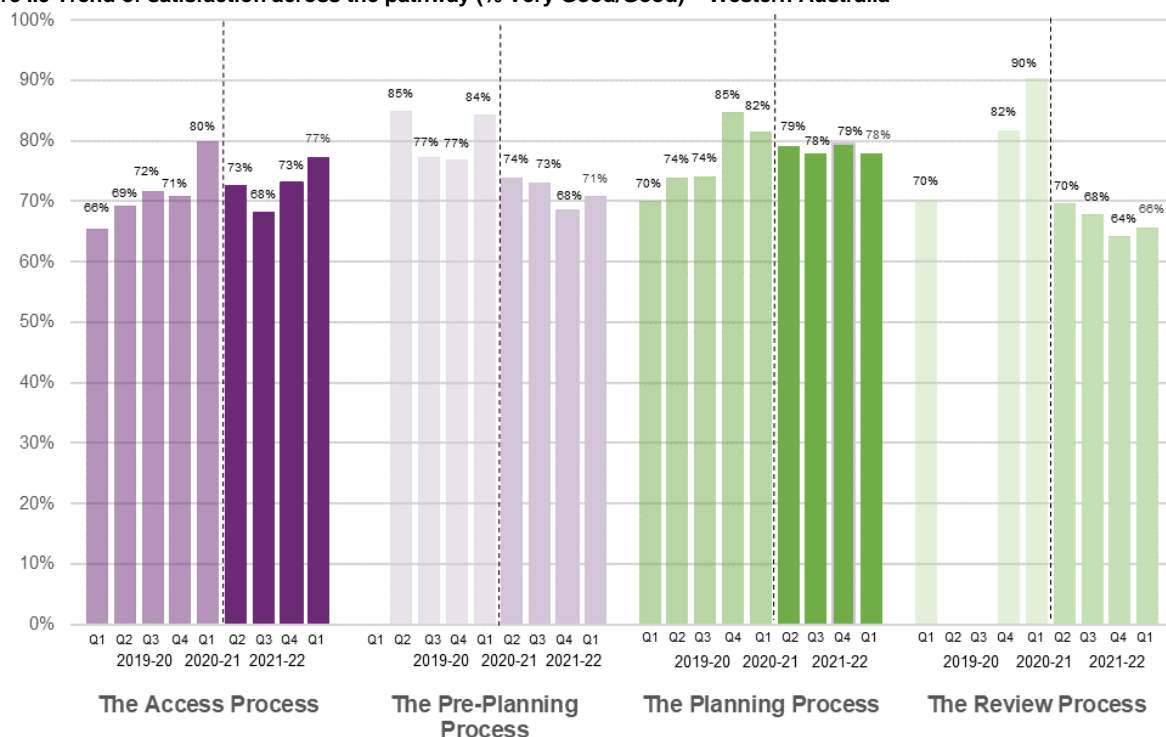
<sup>418</sup> Participants have set over six million goals in total across Australia since July 2016. The 344,579 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**Table I.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia** <sup>419</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 377</b>	<b>n = 168</b>
Are you happy with how coming into the NDIS has gone?	82%	87%
Was the person from the NDIS respectful?	94%	98%
Do you understand what will happen next with your plan?	69%	74%
% of participants rating their overall experience as Very Good or Good.	71%	77%
<b>Pre-planning</b>	<b>n = 320</b>	<b>n = 103</b>
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you understand why you needed to give the information you did?	91%	92%
Were decisions about your plan clearly explained?	67%	72%
Are you clear on what happens next with your plan?	57%	56%
Do you know where to go for more help with your plan?	67%	54%
% of participants rating their overall experience as Very Good or Good.	72%	71%
<b>Planning</b>	<b>n = 1,451</b>	<b>n = 528</b>
Did the person from the NDIS understand how your disability affects your life?	86%	87%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	83%	84%
Are you clear on what happens next with your plan?	77%	81%
Do you know where to go for more help with your plan?	85%	86%
% of participants rating their overall experience as Very Good or Good.	79%	78%
<b>Plan review</b>	<b>n = 3,162</b>	<b>n = 998</b>
Did the person from the NDIS understand how your disability affects your life?	76%	71%
Did you feel prepared for your plan review?	83%	81%
Is your NDIS plan helping you to make progress towards your goals?	84%	84%
% of participants rating their overall experience as Very Good or Good.	67%	66%

<sup>419</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

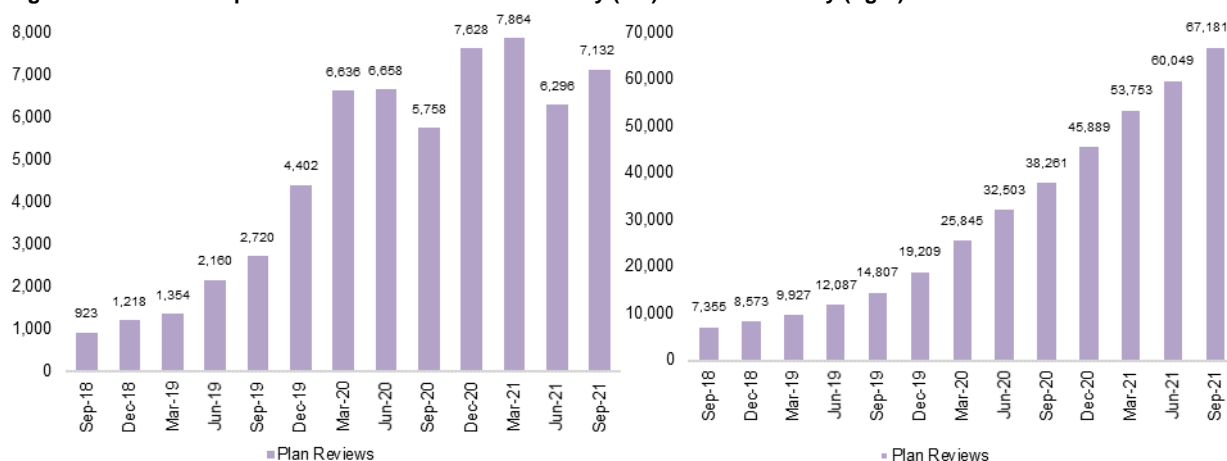
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>420 421 422</sup>



**Table I.50 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia** <sup>423</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>60,049</b>	<b>7,132</b>	<b>67,181</b>
<i>Early intervention plans</i>	7,177	895	8,072
<i>Permanent disability plans</i>	52,872	6,237	59,109

**Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia**



<sup>420</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>421</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>422</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>423</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 2021-22 Q1. 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.51 shows the number of complaints in 2021-22 Q1 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.54 shows 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.51 Complaints by quarter – Western Australia** <sup>424 425 426 427</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	11	1	12	11
Complaint about LAC Partner	117	33	150	142
Complaints about service providers	277	36	313	262
Complaints about the Agency	3,604	691	4,295	2,712
Critical/ Reportable Incident	912	195	1,107	859
Unclassified	75	3	78	75
<b>Total</b>	<b>4,996</b>	<b>959</b>	<b>5,955</b>	<b>3,681</b>
Total complaints made since 1 April 2017	4,926	959	5,885	
% of the number of active participants	6.4%	9.4%	6.7%	

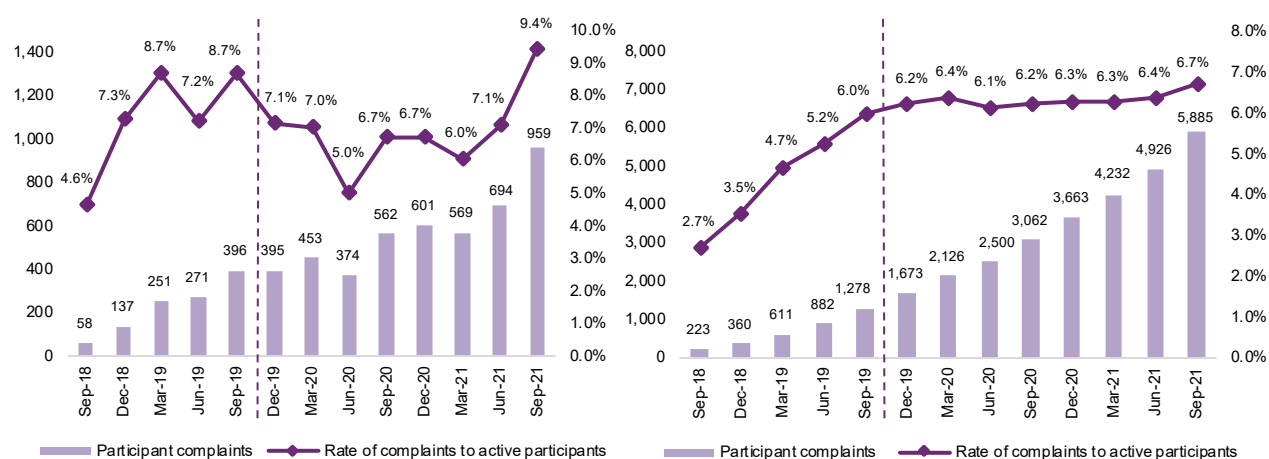
<sup>424</sup> Note that 68% of all complainants made only one complaint, 19% made two complaints and 13% made three or more complaints.

<sup>425</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>426</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>427</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia** <sup>428</sup>



**Table I.52 Participant complaints by type – Western Australia**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	142	(4%)	1	(0%)	143	(3%)
Information unclear	69	(2%)	0	(0%)	69	(2%)
NDIA Access	105	(3%)	7	(1%)	112	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	173	(5%)	51	(7%)	224	(5%)
NDIA Fraud and Compliance	5	(0%)	1	(0%)	6	(0%)
NDIA Plan	617	(17%)	228	(33%)	845	(20%)
NDIA Process	322	(9%)	69	(10%)	391	(9%)
NDIA Resources	22	(1%)	8	(1%)	30	(1%)
NDIA Staff	169	(5%)	60	(9%)	229	(5%)
NDIA Timeliness	717	(20%)	246	(36%)	963	(22%)
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	1	(0%)	1	(0%)	2	(0%)
Reasonable and necessary supports	164	(5%)	1	(0%)	165	(4%)
Staff conduct - Agency	61	(2%)	0	(0%)	61	(1%)
The way the NDIA carried out its decision making	112	(3%)	4	(1%)	116	(3%)
Timeliness	496	(14%)	1	(0%)	497	(12%)
Other	412	(11%)	13	(2%)	425	(10%)
Total	3,604		691		4,295	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	1	(9%)	0	(0%)	1	(8%)
ECA Process	0	(0%)	0	(0%)	0	(0%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	3	(27%)	1	(100%)	4	(33%)
ECA Timeliness	7	(64%)	0	(0%)	7	(58%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	11		1		12	
Complaint about LAC Partner						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

<sup>428</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	19	(16%)	7	(21%)	26	(17%)
LAC Process	9	(8%)	2	(6%)	11	(7%)
LAC Resources	1	(1%)	1	(3%)	2	(1%)
LAC Staff	77	(66%)	18	(55%)	95	(63%)
LAC Timeliness	10	(9%)	5	(15%)	15	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>117</b>	<b>0</b>	<b>33</b>		<b>150</b>	
<i>Complaints about service providers</i>						
Provider costs.	14	(5%)	1	(3%)	15	(5%)
Provider Finance	14	(5%)	1	(3%)	15	(5%)
Provider Fraud and Compliance	21	(8%)	3	(8%)	24	(8%)
Provider process	10	(4%)	1	(3%)	11	(4%)
Provider Service	78	(28%)	22	(61%)	100	(32%)
Provider Staff	48	(17%)	6	(17%)	54	(17%)
Service Delivery	21	(8%)	1	(3%)	22	(7%)
Staff conduct	14	(5%)	0	(0%)	14	(4%)
Supports being provided	21	(8%)	0	(0%)	21	(7%)
Other	36	(13%)	1	(3%)	37	(12%)
<b>Total</b>	<b>277</b>		<b>36</b>		<b>313</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	205	(22%)	48	(25%)	253	(23%)
Allegations against Informal Supports	173	(19%)	17	(9%)	190	(17%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	230	(25%)	22	(11%)	252	(23%)
Provider reporting	304	(33%)	108	(55%)	412	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>912</b>		<b>195</b>		<b>1,107</b>	
<i>Unclassified</i>	<b>75</b>		<b>3</b>		<b>78</b>	
<b>Participants total</b>	<b>4,996</b>		<b>959</b>		<b>5,955</b>	

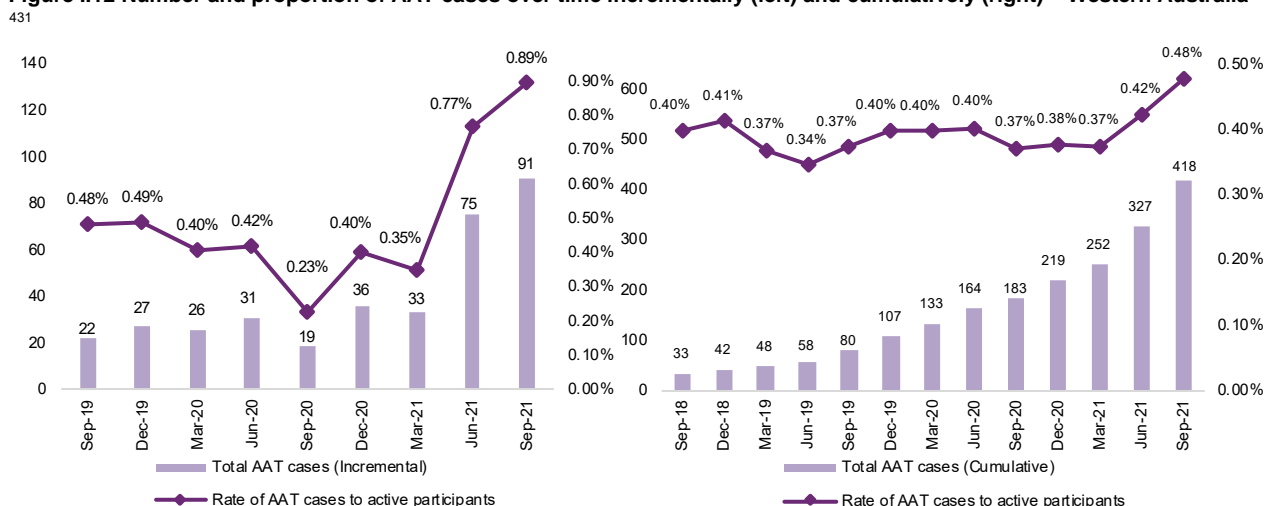
Table I.53 AAT Cases by category at 30 September 2021 – Western Australia <sup>429</sup>

	Prior Quarters		2021-22 Q1		Total	
Category	N	%	N	%	N	%
Access	82	25%	<11		87	21%
Plan	218	67%	83	91%	301	72%
Plan Review	18	6%	<11		18	4%
Other	<11		<11		12	3%
<b>Total</b>	<b>327</b>	<b>100%</b>	<b>91</b>	<b>100%</b>	<b>418</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.42%</b>		<b>0.89%</b>		<b>0.48%</b>	

<sup>429</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers



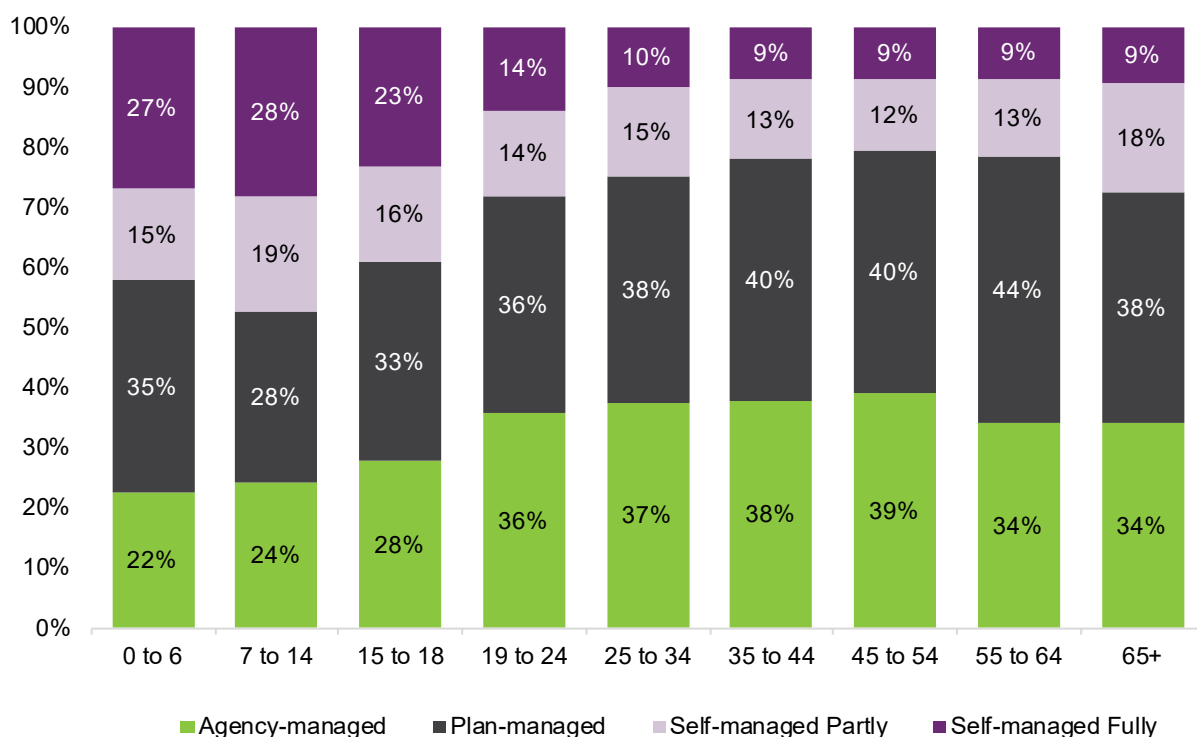
**Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia** <sup>430</sup>



**Table I.54 AAT cases by open/closed and decision – Western Australia**

	N
<b>AAT Cases</b>	<b>418</b>
<b>Open AAT Cases</b>	<b>172</b>
<b>Closed AAT Cases</b>	<b>246</b>
Resolved before hearing	243
Gone to hearing and received a substantive decision	<11

**Figure I.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Western Australia** <sup>432</sup> <sup>433</sup>



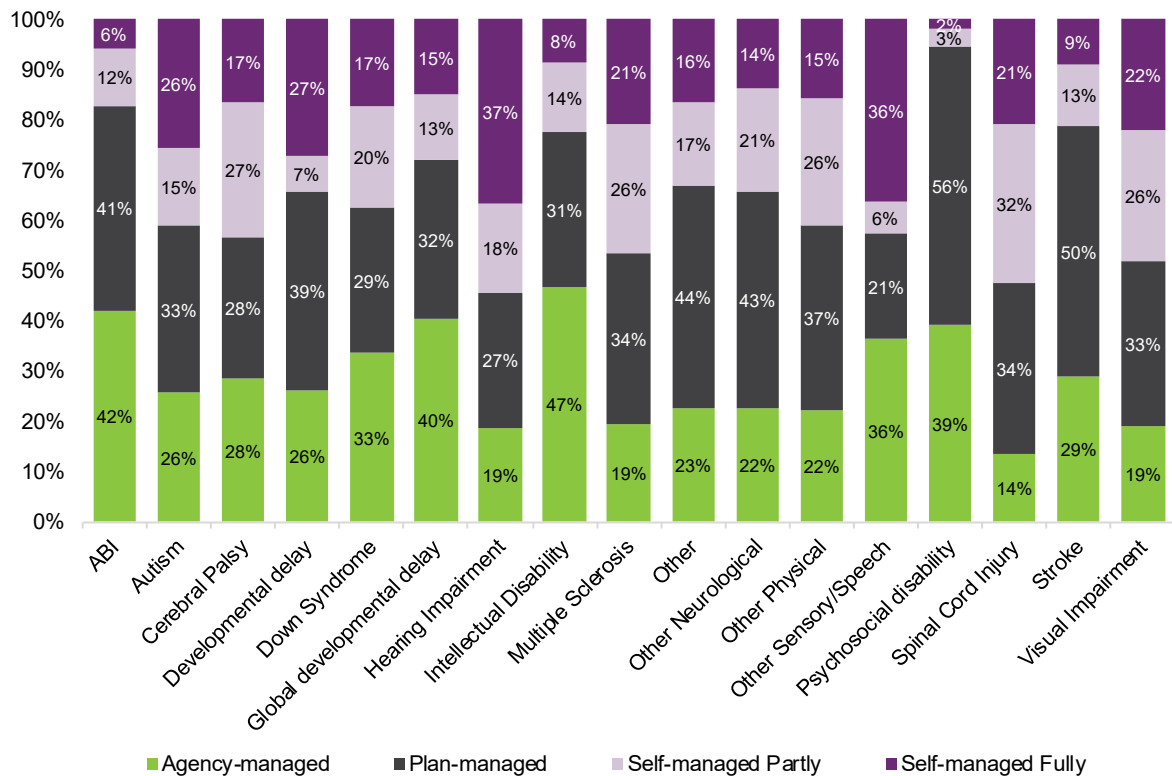
<sup>430</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

<sup>431</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>432</sup> For the total number of active participants in each age group, see Table I.16.

<sup>433</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.

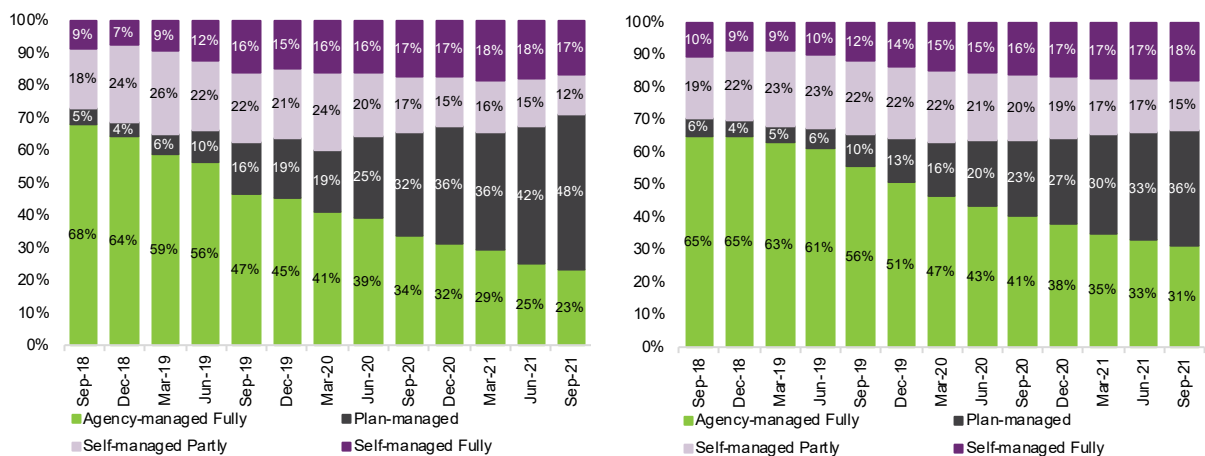
**Figure I.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Western Australia** <sup>434 435</sup>



**Table I.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia** <sup>436</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	18%	17%	18%
Self-managed partly	16%	12%	15%
Plan-managed	33%	48%	36%
Agency-managed	33%	23%	31%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>437</sup>



<sup>434</sup> For the total number of active participants in each primary disability group, see Table I.12.

<sup>435</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>436</sup> Ibid.

<sup>437</sup> Quarterly results are reported based on a rolling 3 year period.

**Table I.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

	Prior Quarters	2021-22 Q1	Total
Self-managed	14%	14%	<b>14%</b>
Plan-managed	22%	41%	<b>24%</b>
Agency-managed	64%	46%	<b>62%</b>
<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.57 Distribution of active participants by support coordination and quarter of plan approval – Western Australia**

	Prior Quarters	2021-22 Q1	Total
Support coordination	47%	54%	<b>48%</b>

**Table I.58 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia** <sup>438</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	24,163	71%	1,147	66%	25,310	70%
30 to 59 days	3,536	10%	225	13%	3,761	10%
60 to 89 days	1,772	5%	81	5%	1,853	5%
<b>Activated within 90 days</b>	<b>29,471</b>	<b>86%</b>	<b>1,453</b>	<b>83%</b>	<b>30,924</b>	<b>86%</b>
90 to 119 days	1,007	3%	60	3%	1,067	3%
120 days and over	2,608	8%	80	5%	2,688	7%
<b>Activated after 90 days</b>	<b>3,615</b>	<b>11%</b>	<b>140</b>	<b>8%</b>	<b>3,755</b>	<b>10%</b>
No payments	1,135	3%	151	9%	1,286	4%
<b>Total plans approved</b>	<b>34,221</b>	<b>100%</b>	<b>1,744</b>	<b>100%</b>	<b>35,965</b>	<b>100%</b>

<sup>438</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table I.59 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	2,188	2,363	93%
Not Aboriginal and Torres Strait Islander	27,565	28,681	96%
Not Stated	3,290	3,447	95%
<b>Total</b>	<b>33,043</b>	<b>34,491</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,827	2,930	96%
Not CALD	25,448	26,599	96%
Not Stated	4,768	4,962	96%
<b>Total</b>	<b>33,043</b>	<b>34,491</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	26,253	27,258	96%
Regional	5,458	5,791	94%
Remote	1,332	1,442	92%
Missing	<11	<11	
<b>Total</b>	<b>33,043</b>	<b>34,491</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	11,889	12,437	96%
Intellectual Disability (including Down Syndrome)	7,420	7,771	95%
Psychosocial Disability	2,856	2,922	98%
Developmental Delay (including Global Developmental Delay)	1,355	1,426	95%
Other	9,523	9,935	96%
<b>Total</b>	<b>33,043</b>	<b>34,491</b>	<b>96%</b>

**Table I.60 Distribution of plans by utilisation – Western Australia** <sup>439 440</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	28%
> 75%	34%
<b>Total</b>	<b>100%</b>

**Table I.61 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>441</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	63%	69%	64%
Lifelong Learning	26%	28%	27%
Other	23%	28%	24%
Non-categorised	18%	14%	17%
Any mainstream service	95%	95%	95%

<sup>439</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>440</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>441</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

Table I.62 Key markets indicators by quarter – Western Australia <sup>442 443</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.38	1.36
b) Number of providers delivering new types of supports	236	223
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	89%	90%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	91%	91%

Table I.63 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Western Australia <sup>444</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	79
Active in 2021-22 Q1 and also in previous quarters	993
<b>Active in 2021-22 Q1</b>	<b>1,072</b>
Inactive in 2021-22 Q1	1,104
<b>Active ever</b>	<b>2,176</b>

<sup>442</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>443</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>444</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table I.64 Cumulative number of providers that have been ever active by registration group – Western Australia <sup>445</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	42	0	42	0%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	214	16	230	7%
Assistance with travel/transport arrangements	234	6	240	3%
Daily Personal Activities	406	23	429	6%
Group and Centre Based Activities	238	11	249	5%
High Intensity Daily Personal Activities	290	16	306	6%
Household tasks	379	25	404	7%
Interpreting and translation	49	6	55	12%
Participation in community, social and civic activities	460	31	491	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	75	4	79	5%
Assistive products for household tasks	72	6	78	8%
Assistance products for personal care and safety	507	26	533	5%
Communication and information equipment	169	12	181	7%
Customised Prosthetics	165	9	174	5%
Hearing Equipment	59	9	68	15%
Hearing Services	17	0	17	0%
Personal Mobility Equipment	273	7	280	3%
Specialised Hearing Services	16	1	17	6%
Vision Equipment	48	12	60	25%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	497	27	524	5%
Behaviour Support	196	13	209	7%
Community nursing care for high needs	108	15	123	14%
Development of daily living and life skills	268	13	281	5%
Early Intervention supports for early childhood	374	11	385	3%
Exercise Physiology and Physical Wellbeing activities	110	11	121	10%
Innovative Community Participation	62	7	69	11%
Specialised Driving Training	45	1	46	2%
Therapeutic Supports	886	32	918	4%
<b>Capital services</b>				
Home modification design and construction	75	7	82	9%
Specialist Disability Accommodation	26	3	29	12%
Vehicle Modifications	40	3	43	8%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	248	10	258	4%
Support Coordination	173	10	183	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	93	4	97	4%
Specialised Supported Employment	75	8	83	11%
<b>Total</b>	<b>2,097</b>	<b>79</b>	<b>2,176</b>	<b>4%</b>

<sup>445</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.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	42	14%	86%	100%
Assistance Animals	2	18	20	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	24	206	230	10%	90%	100%
Assistance with travel/transport arrangements	25	215	240	10%	90%	100%
Daily Personal Activities	44	385	429	10%	90%	100%
Group and Centre Based Activities	20	229	249	8%	92%	100%
High Intensity Daily Personal Activities	28	278	306	9%	91%	100%
Household tasks	76	328	404	19%	81%	100%
Interpreting and translation	9	46	55	16%	84%	100%
Participation in community, social and civic activities	50	441	491	10%	90%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	7	72	79	9%	91%	100%
Assistive products for household tasks	8	70	78	10%	90%	100%
Assistance products for personal care and safety	73	460	533	14%	86%	100%
Communication and information equipment	28	153	181	15%	85%	100%
Customised Prosthetics	27	147	174	16%	84%	100%
Hearing Equipment	13	55	68	19%	81%	100%
Hearing Services	2	15	17	12%	88%	100%
Personal Mobility Equipment	38	242	280	14%	86%	100%
Specialised Hearing Services	2	15	17	12%	88%	100%
Vision Equipment	8	52	60	13%	87%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	79	445	524	15%	85%	100%
Behaviour Support	45	164	209	22%	78%	100%
Community nursing care for high needs	15	108	123	12%	88%	100%
Development of daily living and life skills	29	252	281	10%	90%	100%
Early Intervention supports for early childhood	112	273	385	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	24	97	121	20%	80%	100%
Innovative Community Participation	9	60	69	13%	87%	100%
Specialised Driving Training	10	36	46	22%	78%	100%
Therapeutic Supports	288	630	918	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	8	74	82	10%	90%	100%
Specialist Disability Accommodation	2	27	29	7%	93%	100%
Vehicle Modifications	4	39	43	9%	91%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	52	206	258	20%	80%	100%
Support Coordination	26	157	183	14%	86%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	6	91	97	6%	94%	100%
Specialised Supported Employment	9	74	83	11%	89%	100%
<b>Total</b>	<b>491</b>	<b>1,685</b>	<b>2,176</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

**Table I.66 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Western Australia**

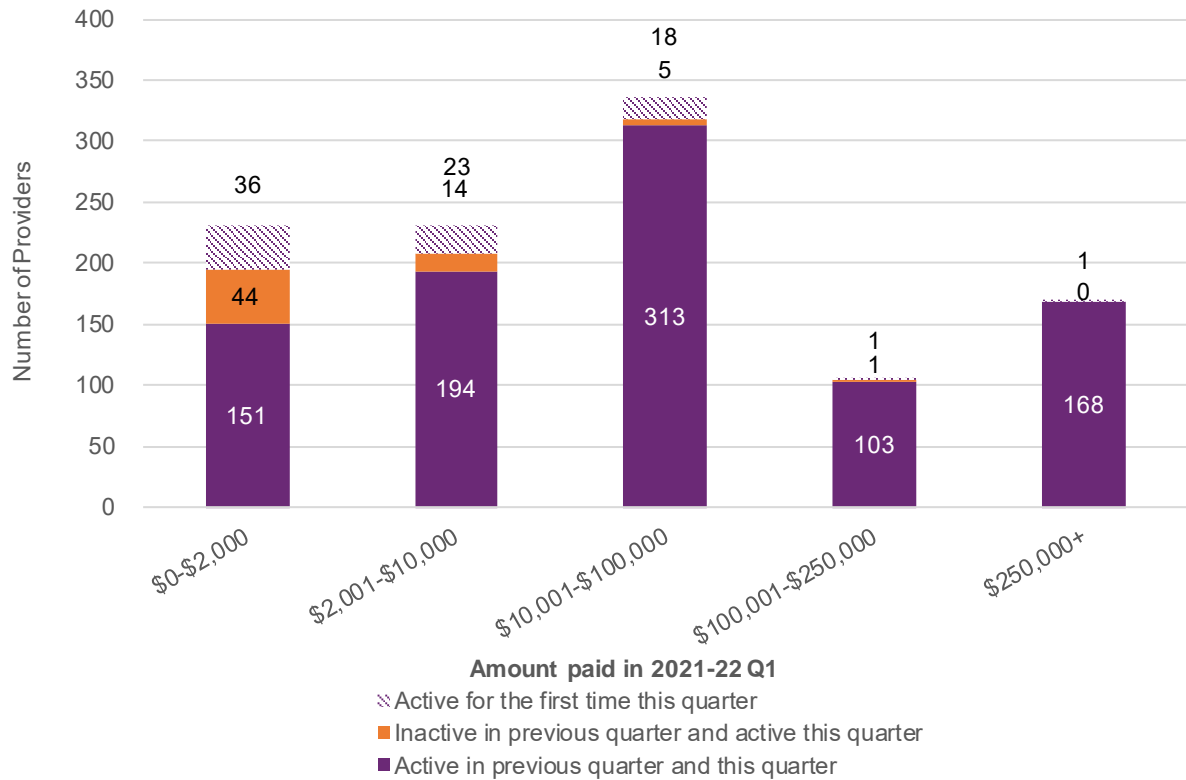
Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	7	0	7	0%
Assistance Animals	13	0	13	0%
Assistance with daily life tasks in a group or shared living arrangement	150	16	166	10%
Assistance with travel/transport arrangements	127	6	133	5%
Daily Personal Activities	238	23	261	9%
Group and Centre Based Activities	136	11	147	7%
High Intensity Daily Personal Activities	165	16	181	9%
Household tasks	196	25	221	11%
Interpreting and translation	31	6	37	16%
Participation in community, social and civic activities	266	31	297	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	21	4	25	16%
Assistive products for household tasks	15	6	21	29%
Assistance products for personal care and safety	258	26	284	9%
Communication and information equipment	81	12	93	13%
Customised Prosthetics	68	9	77	12%
Hearing Equipment	24	9	33	27%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	133	7	140	5%
Specialised Hearing Services	6	1	7	14%
Vision Equipment	19	12	31	39%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	276	27	303	9%
Behaviour Support	126	13	139	9%
Community nursing care for high needs	73	15	88	17%
Development of daily living and life skills	145	13	158	8%
Early Intervention supports for early childhood	144	11	155	7%
Exercise Physiology and Physical Wellbeing activities	66	11	77	14%
Innovative Community Participation	27	7	34	21%
Specialised Driving Training	21	1	22	5%
Therapeutic Supports	417	32	449	7%
<b>Capital services</b>				
Home modification design and construction	34	7	41	17%
Specialist Disability Accommodation	18	3	21	14%
Vehicle Modifications	16	3	19	16%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	157	10	167	6%
Support Coordination	107	10	117	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	56	4	60	7%
Specialised Supported Employment	50	8	58	14%
<b>Total</b>	<b>993</b>	<b>79</b>	<b>1,072</b>	<b>7%</b>



**Table I.67 Number and proportion of providers active in 2021-22 Q1 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	7	7	0%	100%	100%
Assistance Animals	1	12	13	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	14	152	166	8%	92%	100%
Assistance with travel/transport arrangements	16	117	133	12%	88%	100%
Daily Personal Activities	31	230	261	12%	88%	100%
Group and Centre Based Activities	15	132	147	10%	90%	100%
High Intensity Daily Personal Activities	21	160	181	12%	88%	100%
Household tasks	45	176	221	20%	80%	100%
Interpreting and translation	6	31	37	16%	84%	100%
Participation in community, social and civic activities	38	259	297	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	23	25	8%	92%	100%
Assistive products for household tasks	2	19	21	10%	90%	100%
Assistance products for personal care and safety	31	253	284	11%	89%	100%
Communication and information equipment	15	78	93	16%	84%	100%
Customised Prosthetics	12	65	77	16%	84%	100%
Hearing Equipment	7	26	33	21%	79%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	20	120	140	14%	86%	100%
Specialised Hearing Services	0	7	7	0%	100%	100%
Vision Equipment	5	26	31	16%	84%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	47	256	303	16%	84%	100%
Behaviour Support	25	114	139	18%	82%	100%
Community nursing care for high needs	13	75	88	15%	85%	100%
Development of daily living and life skills	18	140	158	11%	89%	100%
Early Intervention supports for early childhood	40	115	155	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	13	64	77	17%	83%	100%
Innovative Community Participation	2	32	34	6%	94%	100%
Specialised Driving Training	5	17	22	23%	77%	100%
Therapeutic Supports	130	319	449	29%	71%	100%
<b>Capital services</b>						
Home modification design and construction	4	37	41	10%	90%	100%
Specialist Disability Accommodation	2	19	21	10%	90%	100%
Vehicle Modifications	1	18	19	5%	95%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	37	130	167	22%	78%	100%
Support Coordination	19	98	117	16%	84%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	55	60	8%	92%	100%
Specialised Supported Employment	8	50	58	14%	86%	100%
<b>Total</b>	<b>225</b>	<b>847</b>	<b>1,072</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**Figure I.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Western Australia** <sup>446</sup>



## Part Five: Financial sustainability

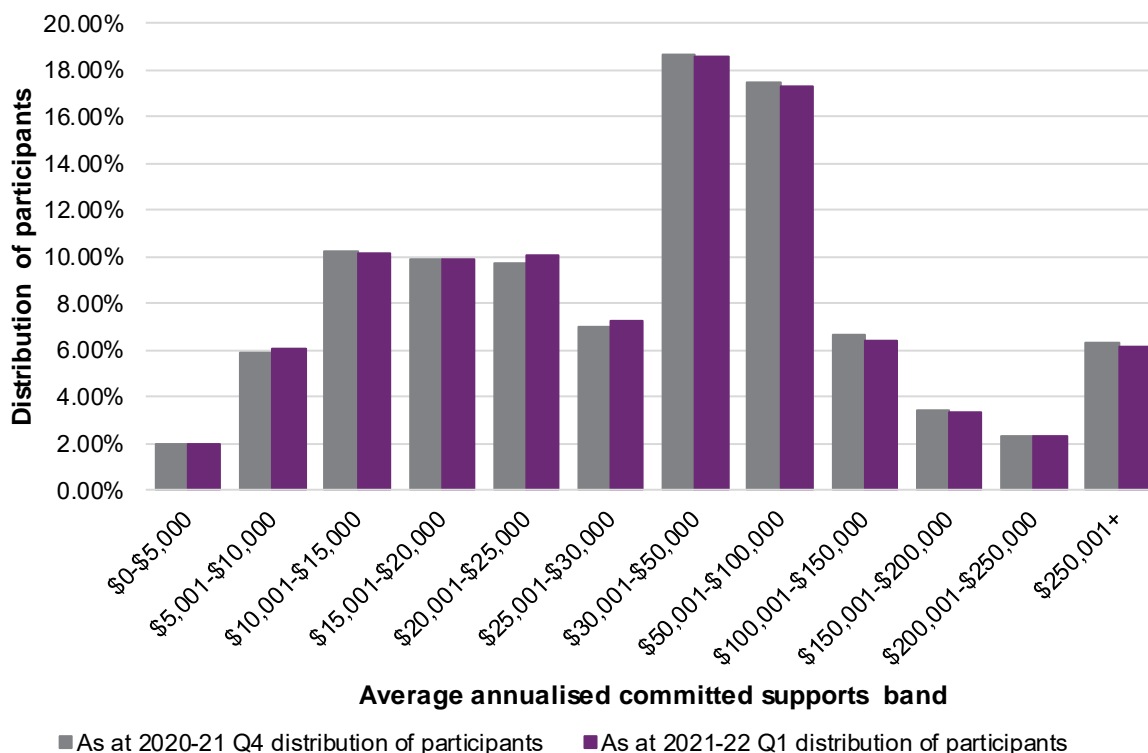
**Table I.68 Committed supports by financial year (\$m) – Western Australia** <sup>447</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	19.3	69.9	172.2	223.2	544.5	1,565.4	2,760.1	726.0

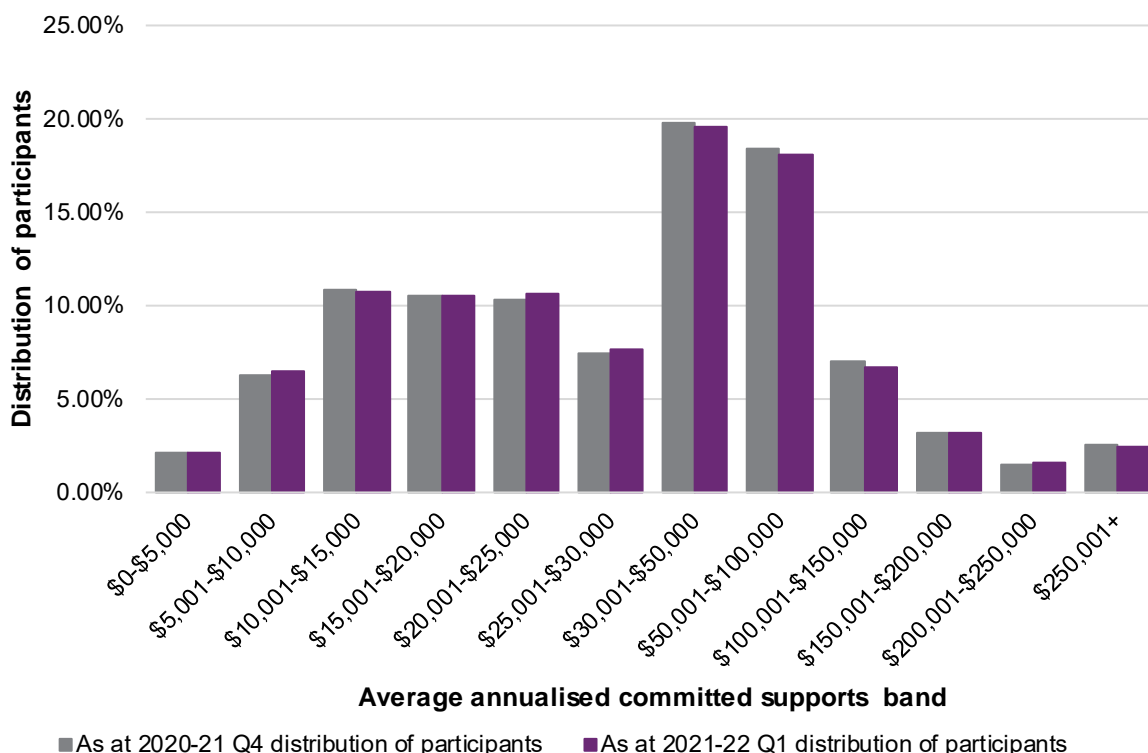
<sup>446</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>447</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.

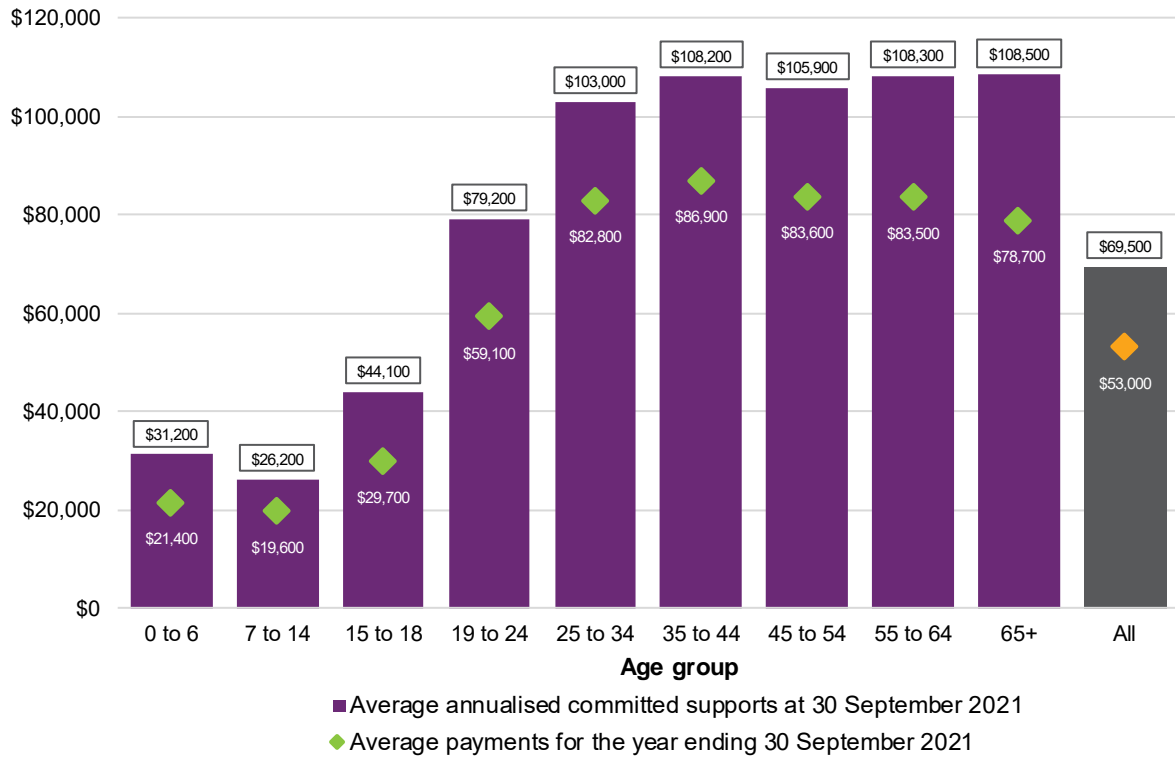
**Figure I.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Western Australia**



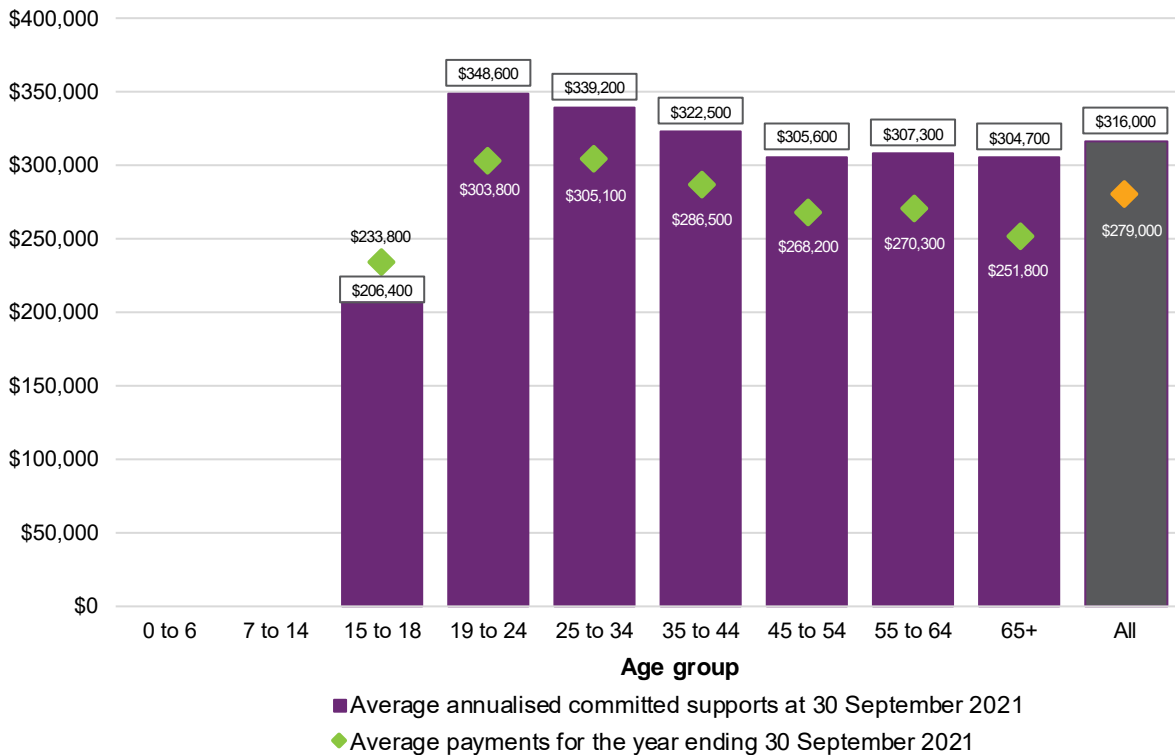
**Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Western Australia**



**Figure I.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Western Australia** <sup>448</sup>



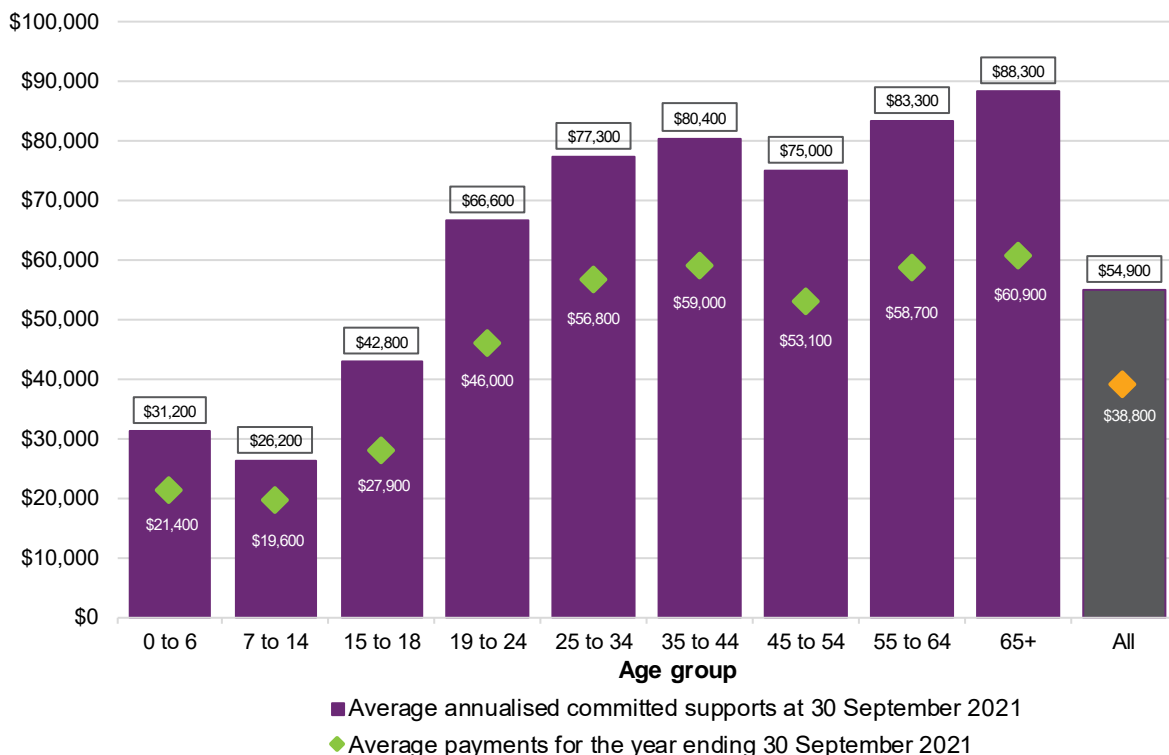
**Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Western Australia** <sup>449</sup>



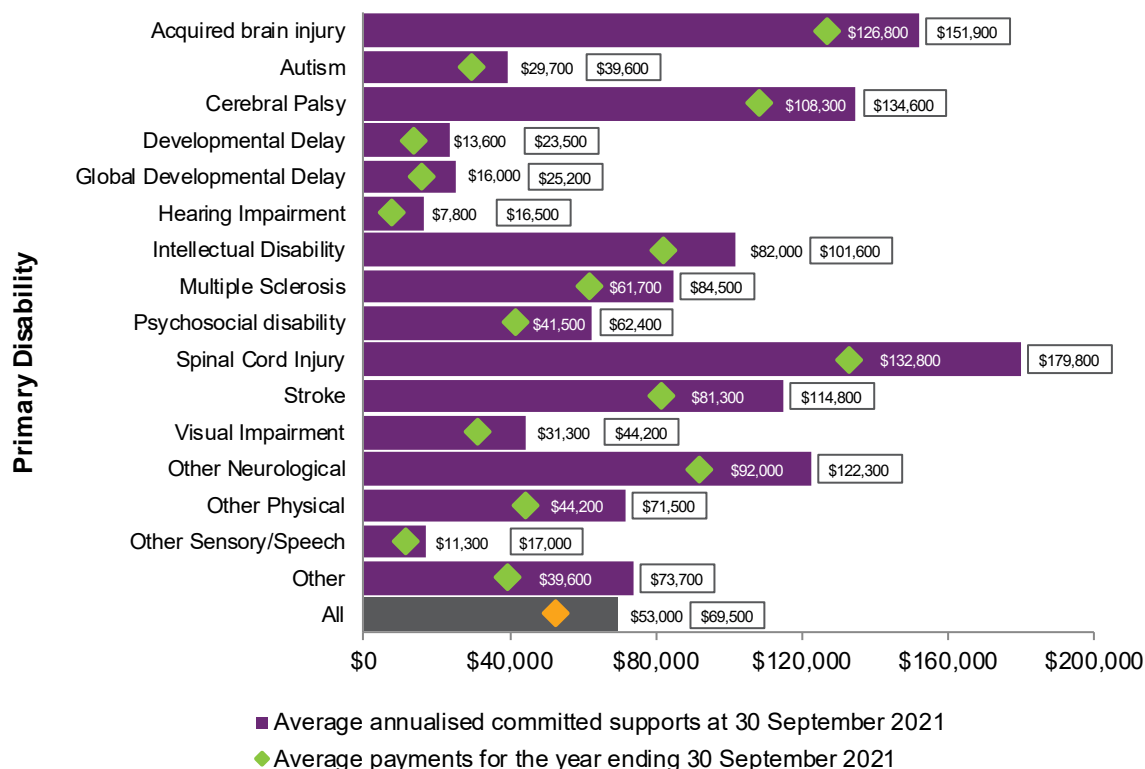
<sup>448</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>449</sup> Ibid.

**Figure I.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Western Australia** <sup>450</sup>



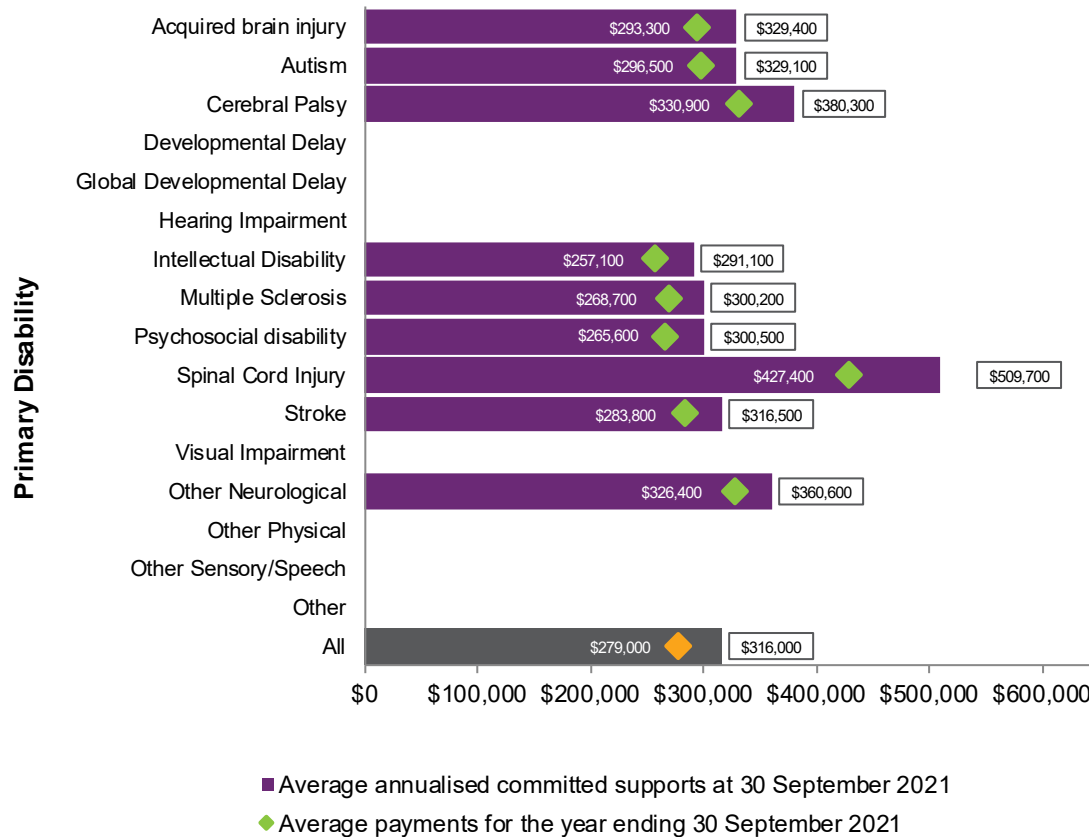
**Figure I.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Western Australia** <sup>451</sup>



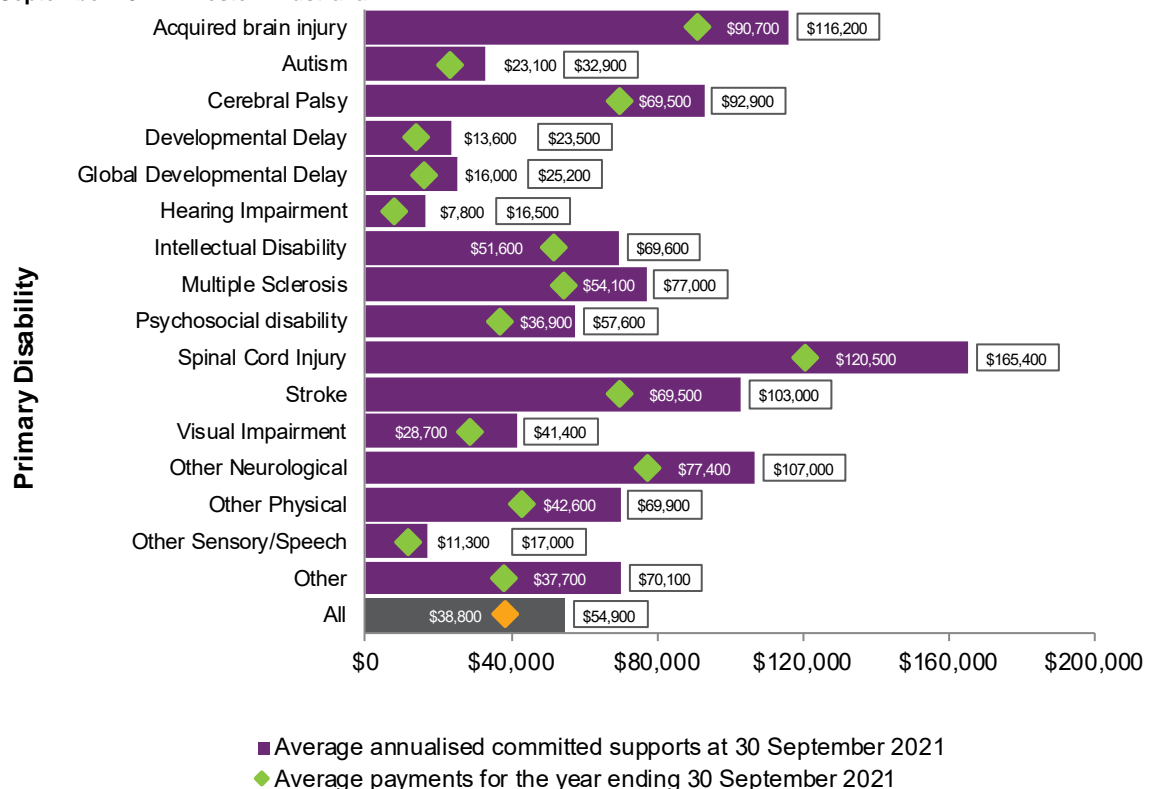
<sup>450</sup> Ibid.

<sup>451</sup> Ibid.

**Figure I.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Western Australia** <sup>452</sup>



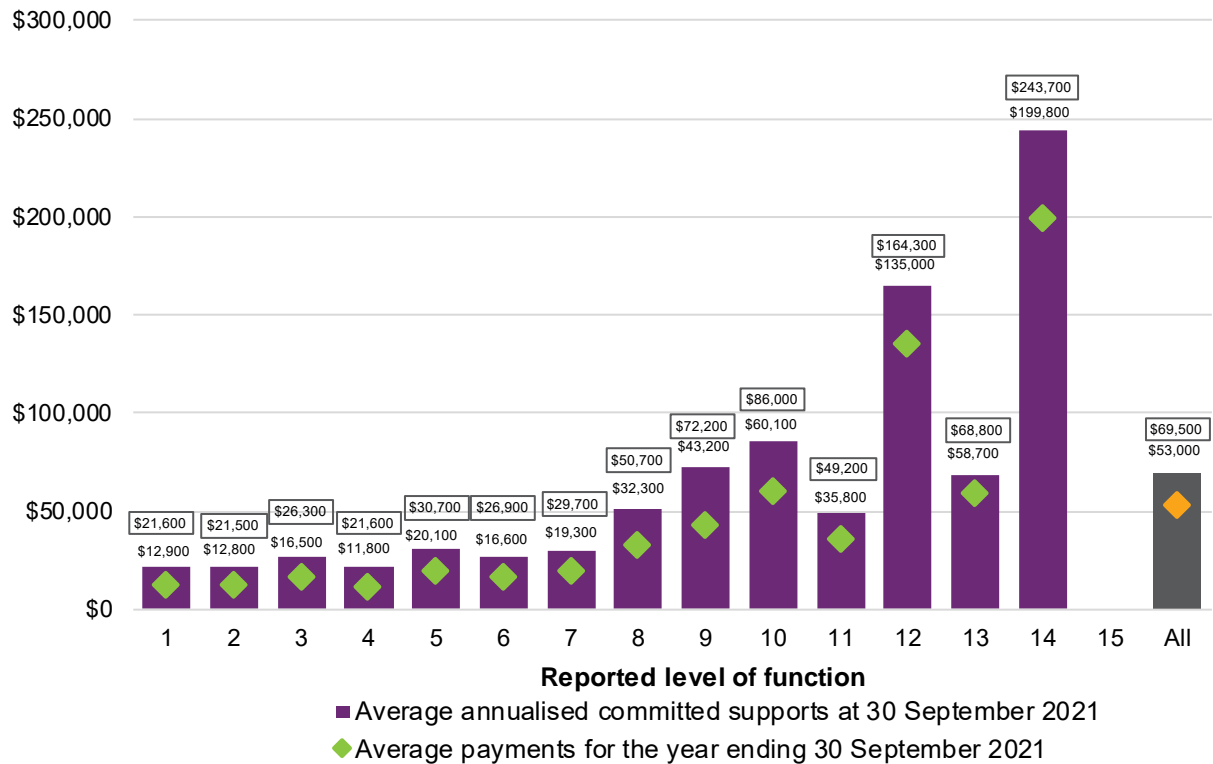
**Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Western Australia** <sup>453</sup>



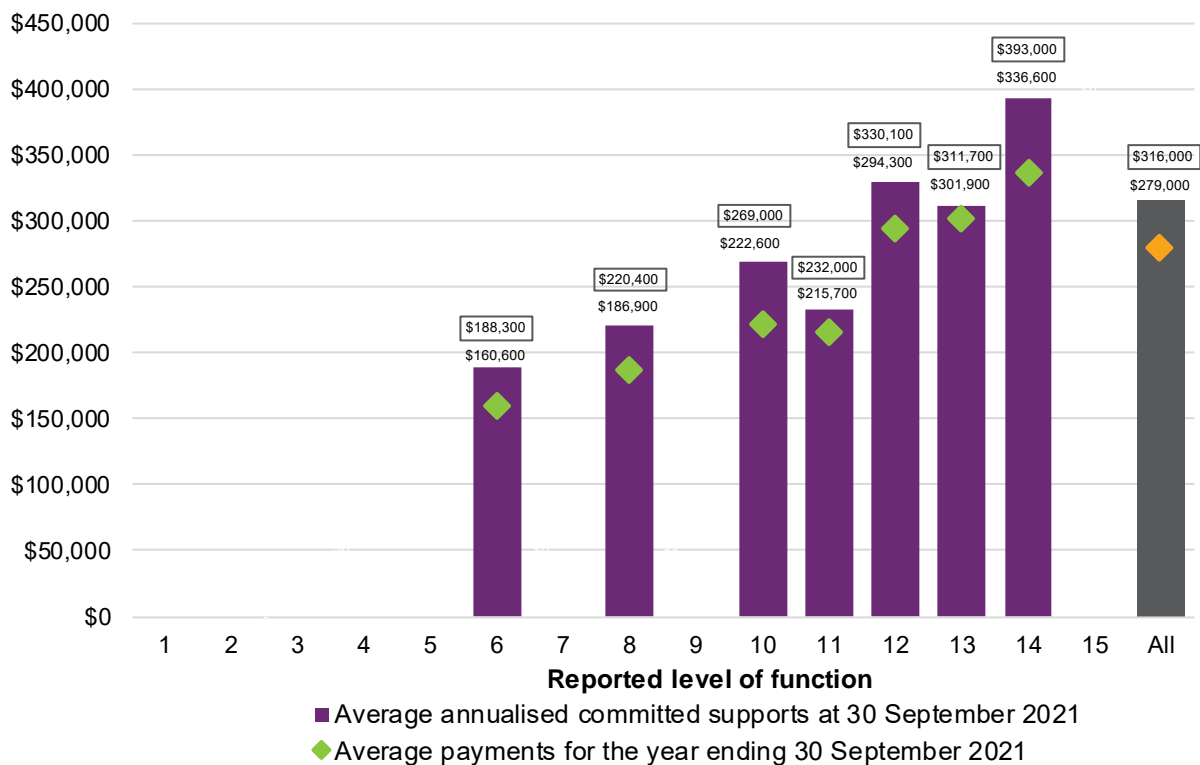
<sup>452</sup> Ibid.

<sup>453</sup> Ibid.

**Figure I.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Western Australia** <sup>454</sup>



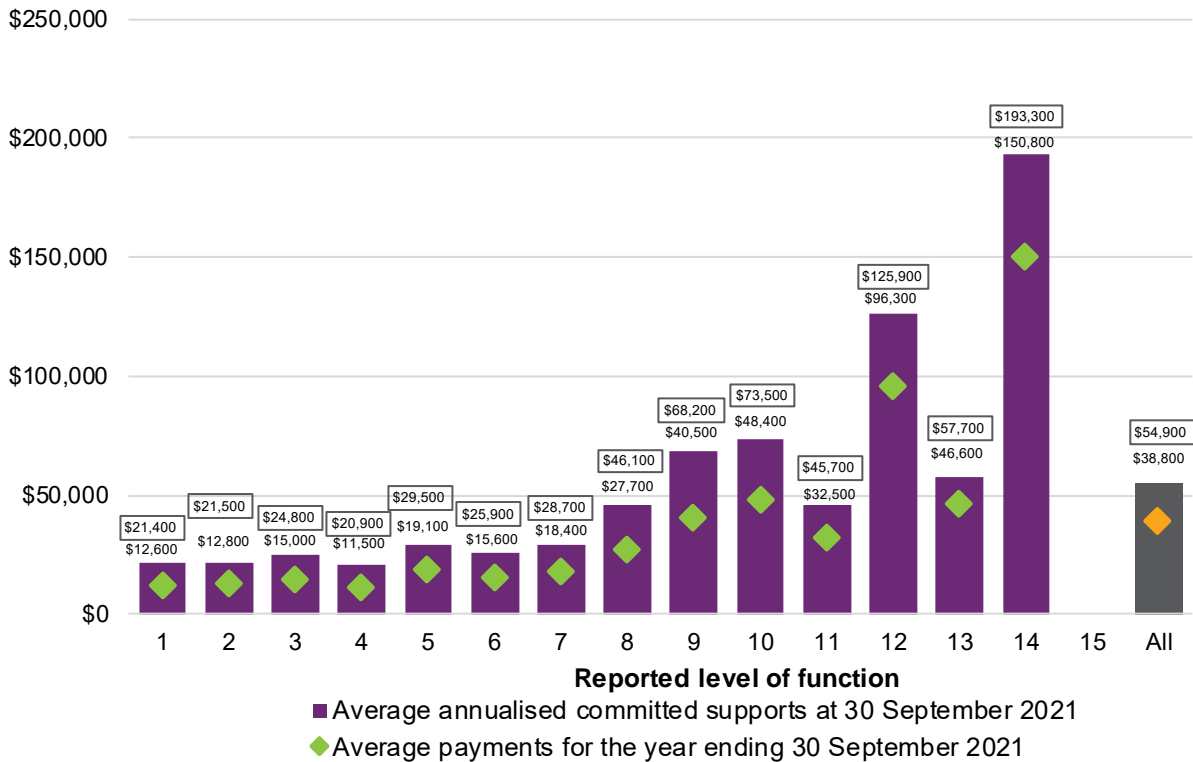
**Figure I.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Western Australia** <sup>455</sup>



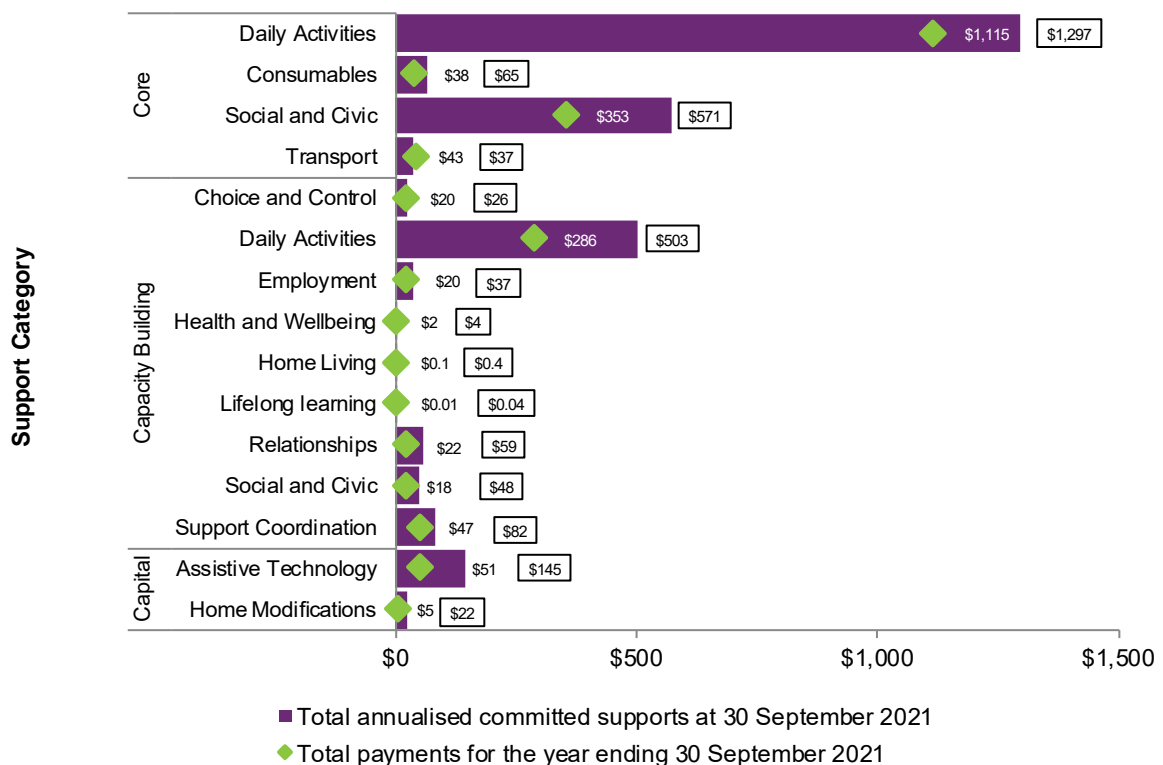
<sup>454</sup> Ibid.

<sup>455</sup> Ibid.

**Figure I.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Western Australia** <sup>456</sup>



**Figure I.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Western Australia** <sup>457</sup>

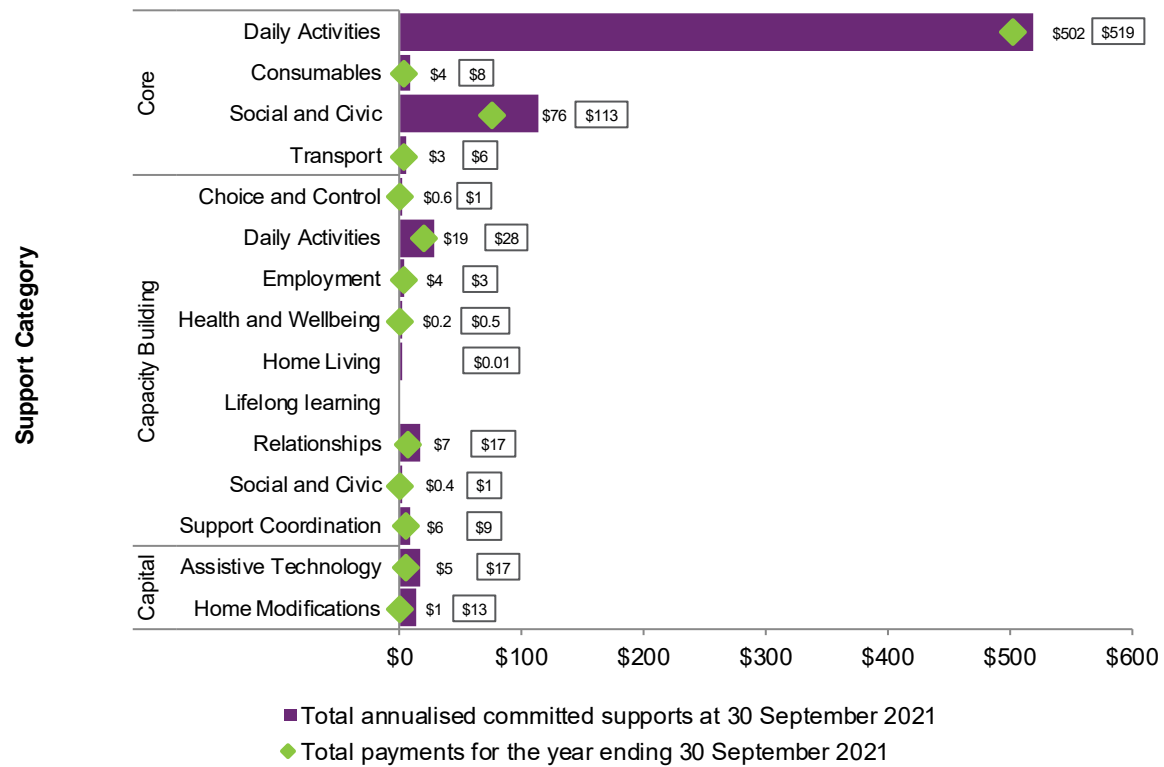


<sup>456</sup> Ibid.

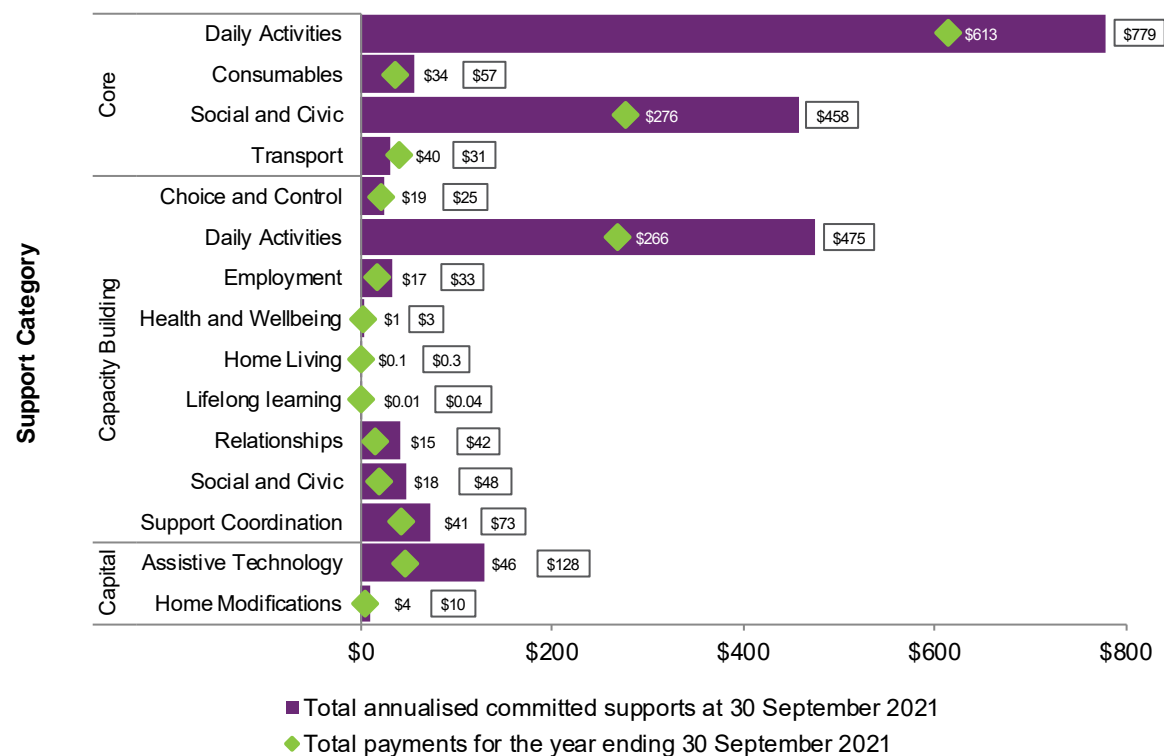
<sup>457</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.



**Figure I.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Western Australia** <sup>458</sup>



**Figure I.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Western Australia** <sup>459</sup>



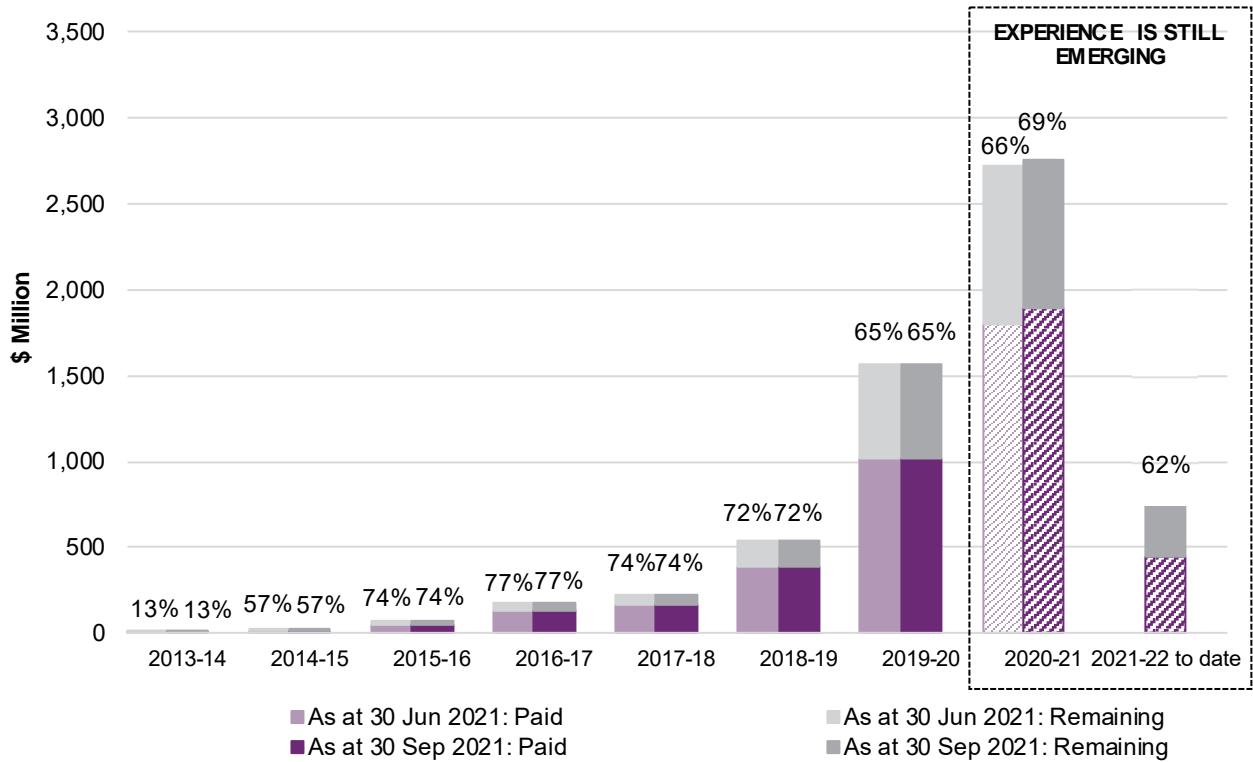
<sup>458</sup> Ibid.

<sup>459</sup> Ibid.

**Table I.69 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>460</sup>

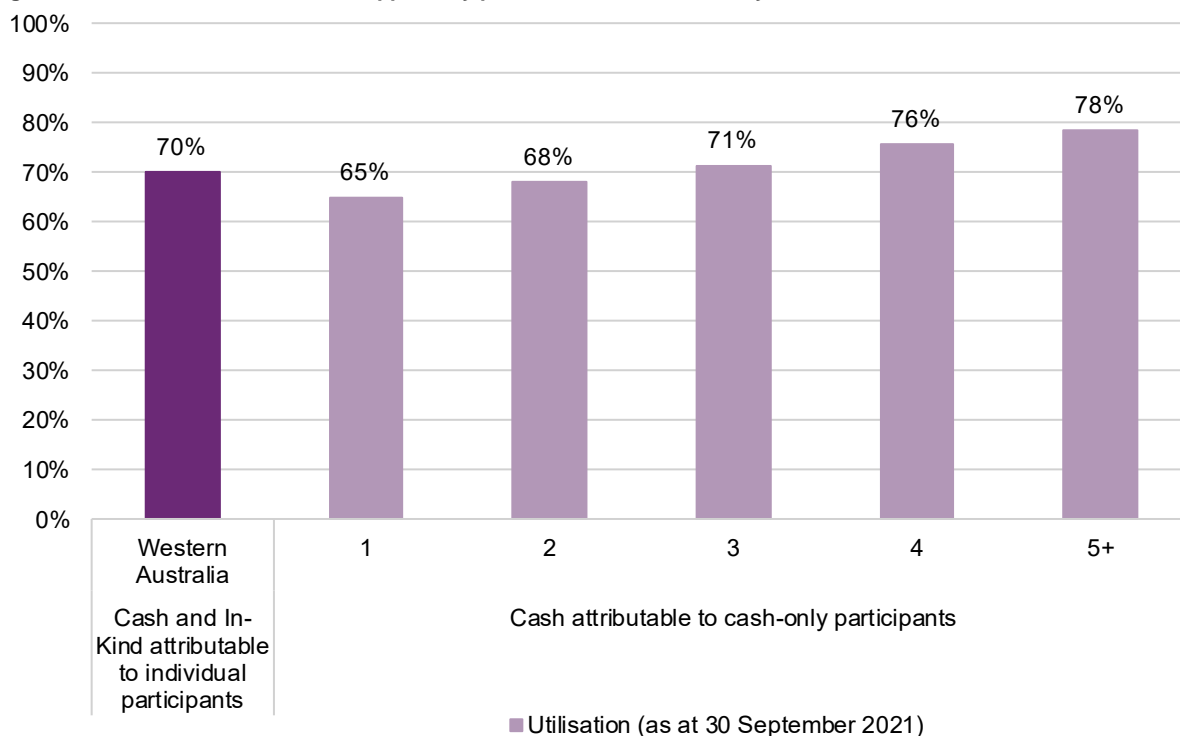
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	19.3	69.9	172.2	223.2	544.5	1,565.4	2,760.1	726.0
Total Paid	0.0	11.1	51.5	133.2	165.9	390.4	1,015.0	1,895.6	448.1
% utilised to date	13%	57%	74%	77%	74%	72%	65%	69%	62%

**Figure I.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Western Australia**

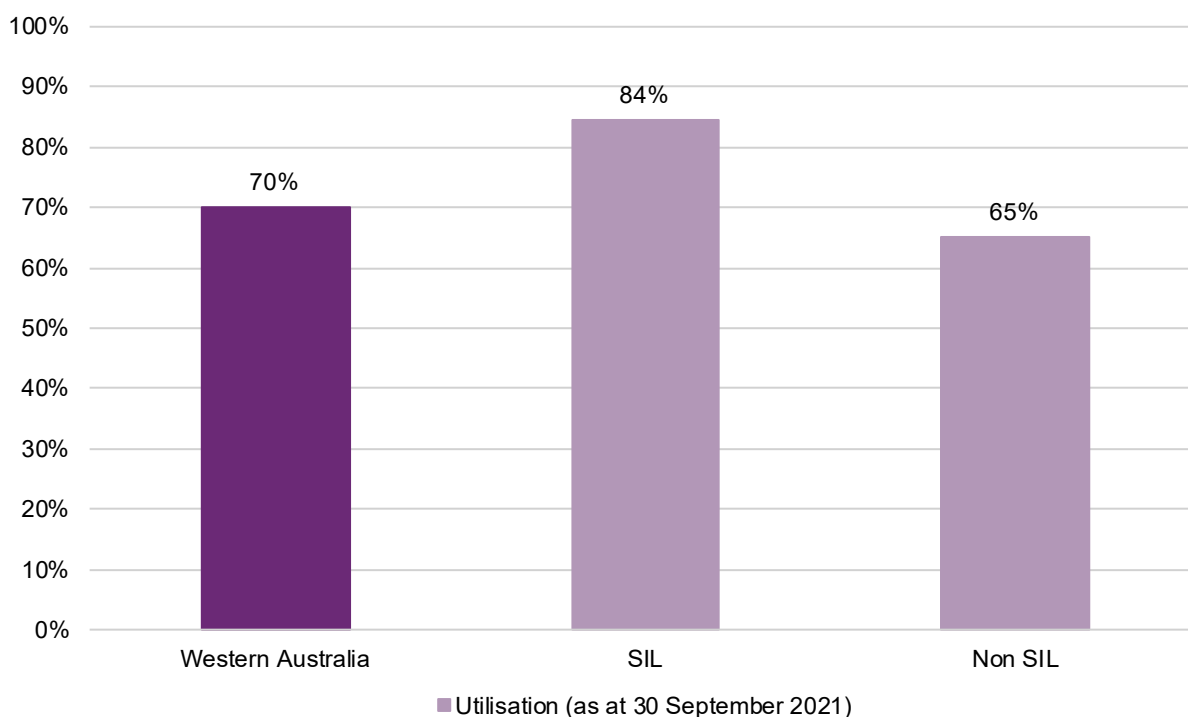


<sup>460</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

**Figure I.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Western Australia** <sup>461</sup>



**Figure I.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Western Australia** <sup>462</sup>



<sup>461</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 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>462</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – Western Australia <sup>463</sup>

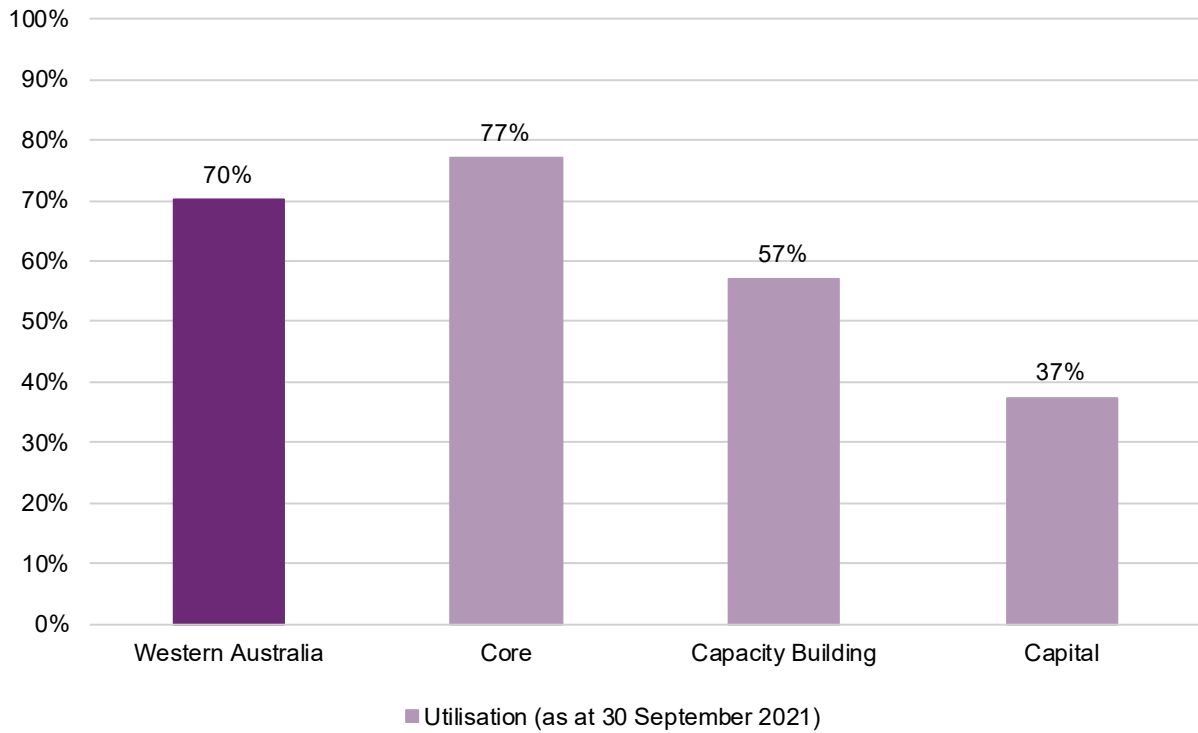
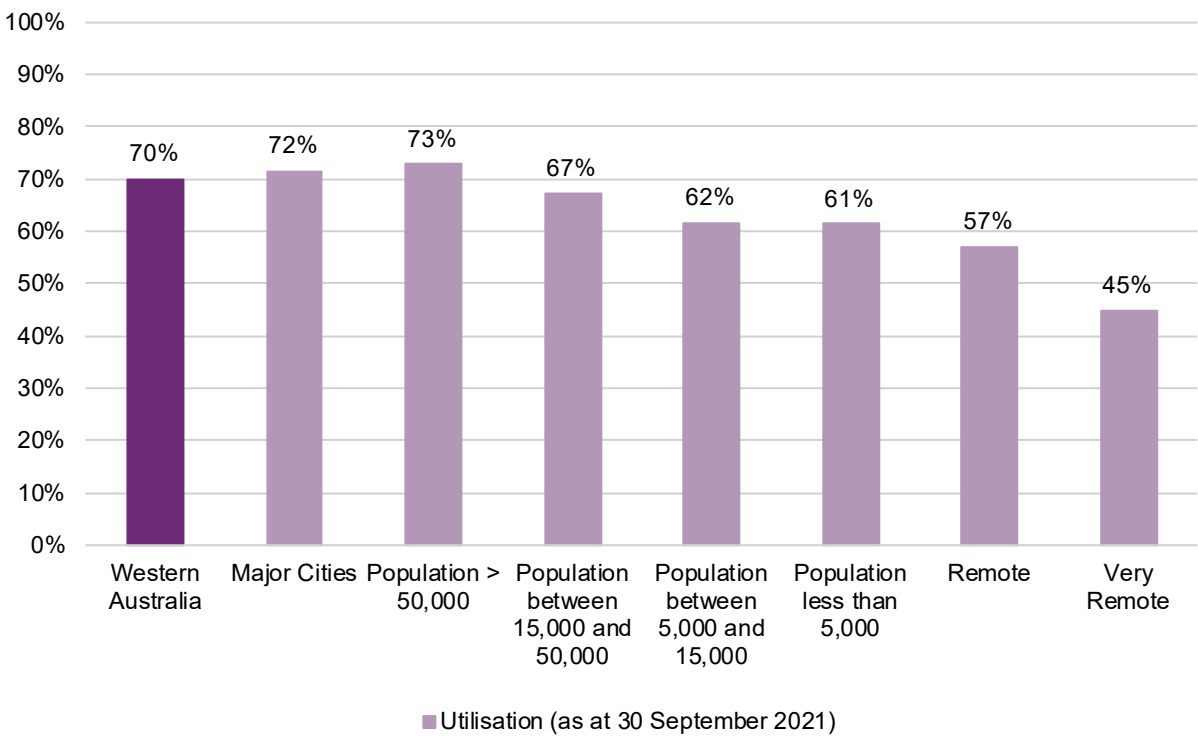


Figure I.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Western Australia <sup>464</sup>



<sup>463</sup> Ibid.

<sup>464</sup> Ibid.

# Appendix J:

## South Australia

### Part One: Participants and their plans

**Table J.1 Active participants by quarter of entry – South Australia**

<sup>465</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>South Australia</b>	<b>40,868</b>	<b>1,598</b>	<b>42,466</b>	<b>700</b>	<b>43,166</b>

**Table J.2 Active participants (including ECA) by quarter of entry, plan and entry type – South Australia** <sup>466</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Access decisions</b>	<b>52,101</b>	<b>2,302</b>	<b>54,403</b>
<b>Active Eligible</b>	<b>41,870</b>	<b>1,712</b>	<b>43,582</b>
<i>New</i>	26,127	1,657	27,784
<i>State</i>	12,894	24	12,918
<i>Commonwealth</i>	2,849	31	2,880
<b>Active Participant Plans (excl ECA)</b>	<b>40,868</b>	<b>1,598</b>	<b>42,466</b>
<i>New</i>	25,274	1,534	26,808
<i>State</i>	12,783	31	12,814
<i>Commonwealth</i>	2,811	33	2,844
<b>Active Participant Plans</b>	<b>41,541</b>	<b>2,298</b>	<b>43,166</b>
<i>Early Intervention (s25)</i>	12,971	667	13,638
<i>Permanent Disability (s24)</i>	27,897	931	28,828
<i>ECA</i>	673	700	700

**Table J.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – South Australia**

<b>Exits</b>	<b>Total</b>
<b>Total participant exits</b>	<b>2,331</b>
<i>Early Intervention participants</i>	1,162
<i>Permanent disability participants</i>	1,169

<sup>465</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>466</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table J.4 Cumulative numbers of active participants (including ECA) by services previously received – South Australia** <sup>467</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	12,814	2,844	26,808	700	43,166

**Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia** <sup>468 469 470</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	13,638	28,828	700	43,166

<sup>467</sup> This table shows the total numbers of active participants at the end of each period.

<sup>468</sup> Ibid.

<sup>469</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>470</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table J.6 Assessment of access by age group – South Australia** <sup>471</sup>

	Prior Quarters		2021-22 Q1		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	13,920	96%	709	98%	14,629	96%
7 to 14	9,667	89%	278	82%	9,945	89%
15 to 18	2,110	89%	74	80%	2,184	89%
19 to 24	2,220	88%	70	73%	2,290	87%
25 to 34	3,212	86%	112	64%	3,324	85%
35 to 44	3,241	81%	141	65%	3,382	81%
45 to 54	4,570	78%	133	50%	4,703	77%
55 to 64	5,691	73%	196	52%	5,887	72%
65+	352	64%	<11		359	64%
Missing	<11		<11		<11	
<b>Total</b>	<b>44,983</b>	<b>86%</b>	<b>1,720</b>	<b>75%</b>	<b>46,703</b>	<b>86%</b>

**Table J.7 Assessment of access by disability – South Australia** <sup>472</sup>

	Prior Quarters		2021-22 Q1		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	1,747	94%	42	75%	1,789	93%
Autism	16,383	98%	528	97%	16,911	98%
Cerebral Palsy	1,264	97%	19	86%	1,283	97%
Developmental Delay	3,193	95%	388	99%	3,581	96%
Global Developmental Delay	1,462	99%	146	99%	1,608	99%
Hearing Impairment	1,766	90%	52	87%	1,818	90%
Intellectual Disability	8,274	95%	113	82%	8,387	95%
Multiple Sclerosis	801	87%	34	68%	835	86%
Psychosocial disability	2,991	64%	167	49%	3,158	63%
Spinal Cord Injury	446	97%	15	83%	461	96%
Stroke	545	81%	29	81%	574	81%
Visual Impairment	773	86%	27	90%	800	86%
Other Neurological	1,785	79%	69	72%	1,854	79%
Other Physical	1,991	50%	39	23%	2,030	49%
Other Sensory/Speech	887	53%	<11		890	52%
Other	327	39%	48	27%	375	37%
Missing	348	93%	<11		349	93%
<b>Total</b>	<b>44,983</b>	<b>86%</b>	<b>1,720</b>	<b>75%</b>	<b>46,703</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.

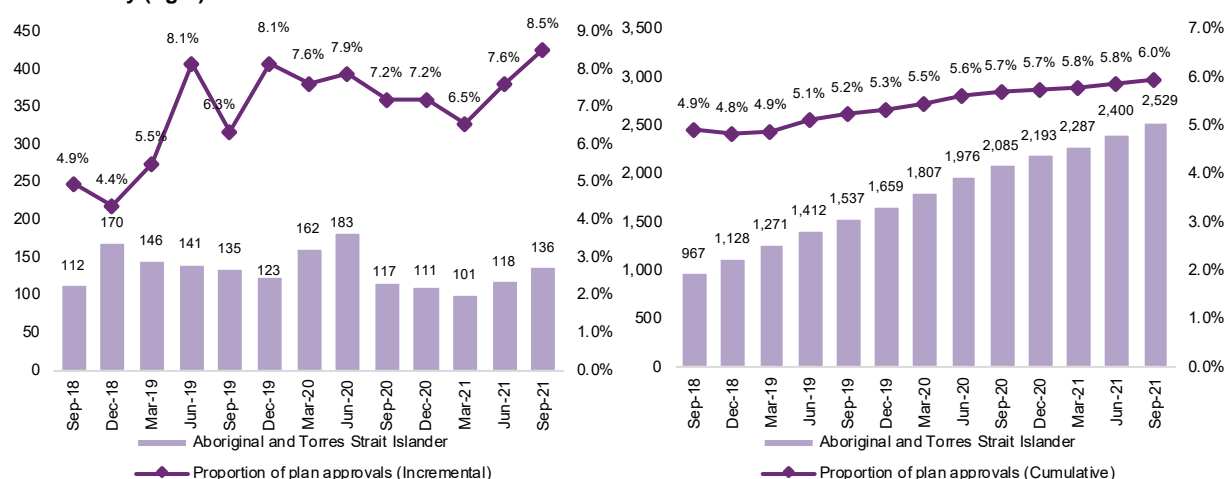
**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,393	5.9%	136	8.5%	<b>2,529</b>	<b>6.0%</b>
Not Aboriginal and Torres Strait Islander	33,076	80.9%	1,241	77.7%	<b>34,317</b>	<b>80.8%</b>
Not Stated	5,399	13.2%	221	13.8%	<b>5,620</b>	<b>13.2%</b>
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</b>	<b>100%</b>

<sup>471</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>472</sup> Ibid.

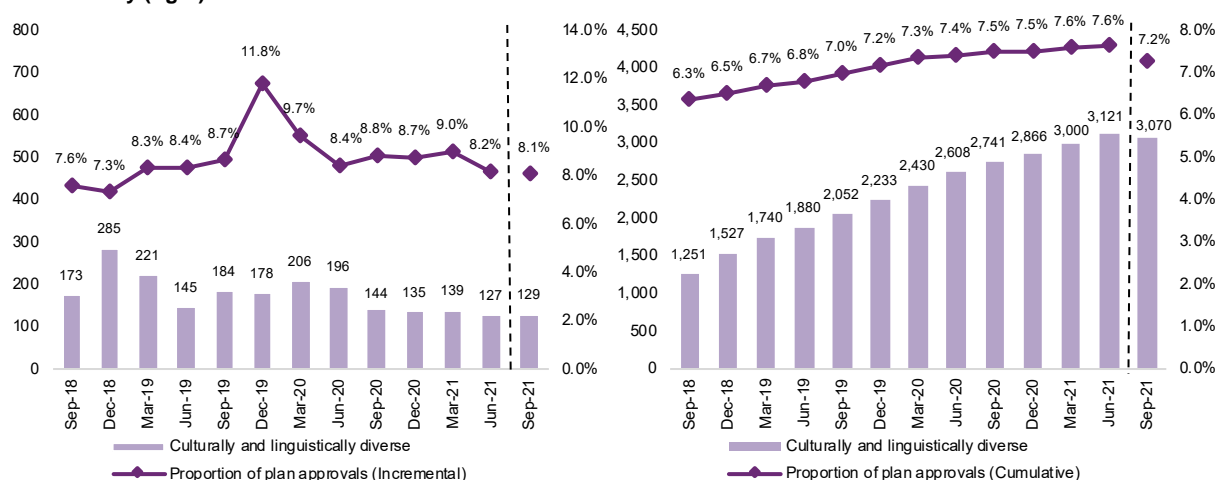
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>473</sup>



**Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia** <sup>474</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,941	7.2%	129	8.1%	3,070	7.2%
Not culturally and linguistically diverse	37,883	92.7%	1,469	91.9%	39,352	92.7%
Not stated	44	0.1%	<11		44	0.1%
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</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>475 476</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 September 2021 – South Australia** <sup>477</sup>

	Total
Age group	N
Under 45	<11
45 to 54	29
55 to 64	144
<b>Total YPIRAC (under 65)</b>	<b>178</b>

<sup>473</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>474</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

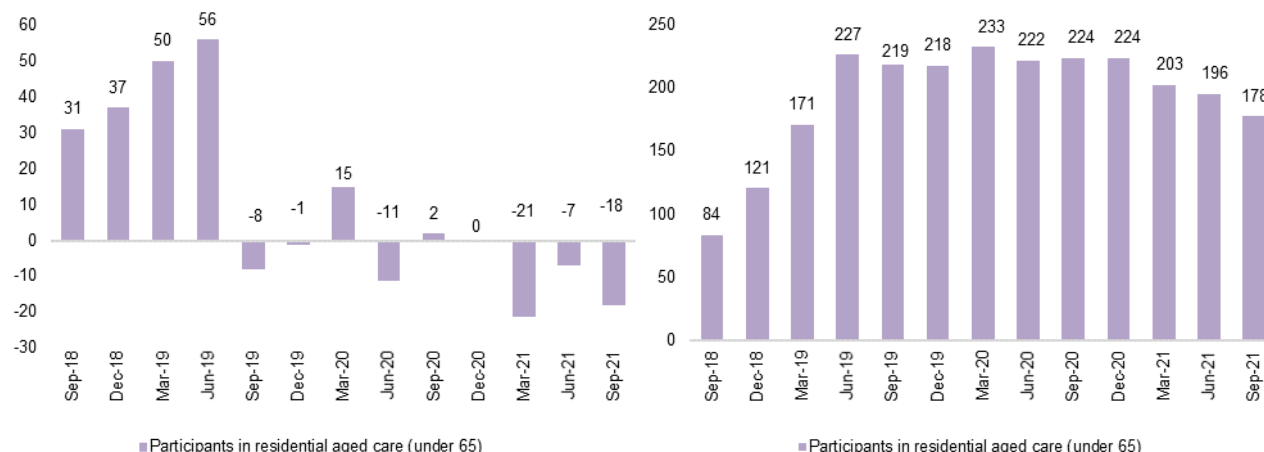
<sup>475</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>476</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>477</sup> There are a further 127 active participants aged 65 years or over who are currently in residential aged care.



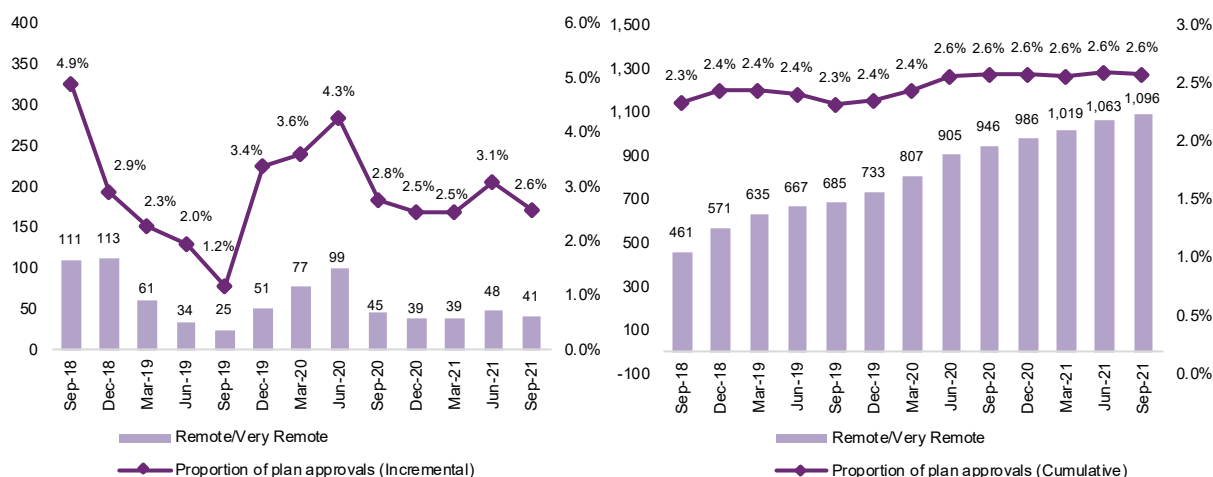
**Figure J.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>478</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>479 480</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	30,885	75.6%	1,218	76.2%	32,103	75.6%
Population > 50,000	662	1.6%	28	1.8%	690	1.6%
Population between 15,000 and 50,000	3,596	8.8%	144	9.0%	3,740	8.8%
Population between 5,000 and 15,000	1,439	3.5%	52	3.3%	1,491	3.5%
Population less than 5,000	3,231	7.9%	115	7.2%	3,346	7.9%
Remote	710	1.7%	33	2.1%	743	1.7%
Very Remote	345	0.8%	<11		353	0.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</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>481 482</sup>



<sup>478</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>479</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>480</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>481</sup> Ibid.

<sup>482</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>483 484 485</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	15,854	39%	509	32%	16,363	39%
Intellectual Disability	7,845	19%	107	7%	7,952	19%
Psychosocial disability	2,749	7%	170	11%	2,919	7%
Developmental Delay	2,455	6%	302	19%	2,757	6%
Hearing Impairment	1,659	4%	55	3%	1,714	4%
Other Neurological	1,483	4%	53	3%	1,536	4%
Other Physical	1,700	4%	40	3%	1,740	4%
Cerebral Palsy	1,199	3%	19	1%	1,218	3%
ABI	1,539	4%	41	3%	1,580	4%
Global Developmental Delay	1,244	3%	152	10%	1,396	3%
Visual Impairment	727	2%	28	2%	755	2%
Multiple Sclerosis	756	2%	31	2%	787	2%
Stroke	475	1%	33	2%	508	1%
Spinal Cord Injury	401	1%	17	1%	418	1%
Other	279	1%	41	3%	320	1%
Other Sensory/Speech	503	1%	<11		503	1%
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</b>	<b>100%</b>

**Table J.13 Participant profile per quarter (participants in SIL) by primary disability group – South Australia** <sup>486 487</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	276	12%	<11		276	12%
Intellectual Disability	1,391	59%	<11		1,391	59%
Psychosocial disability	104	4%	<11		104	4%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	93	4%	<11		93	4%
Other Physical	21	1%	<11		21	1%
Cerebral Palsy	187	8%	<11		187	8%
ABI	225	9%	<11		226	10%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	<11		<11		<11	
Multiple Sclerosis	28	1%	<11		28	1%
Stroke	23	1%	<11		23	1%
Spinal Cord Injury	13	1%	<11		13	1%
Other	<11		<11		<11	
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>2,376</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,377</b>	<b>100%</b>

<sup>483</sup> Table order based on national proportions in Table E.12 ( highest to lowest).

<sup>484</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>485</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (797).

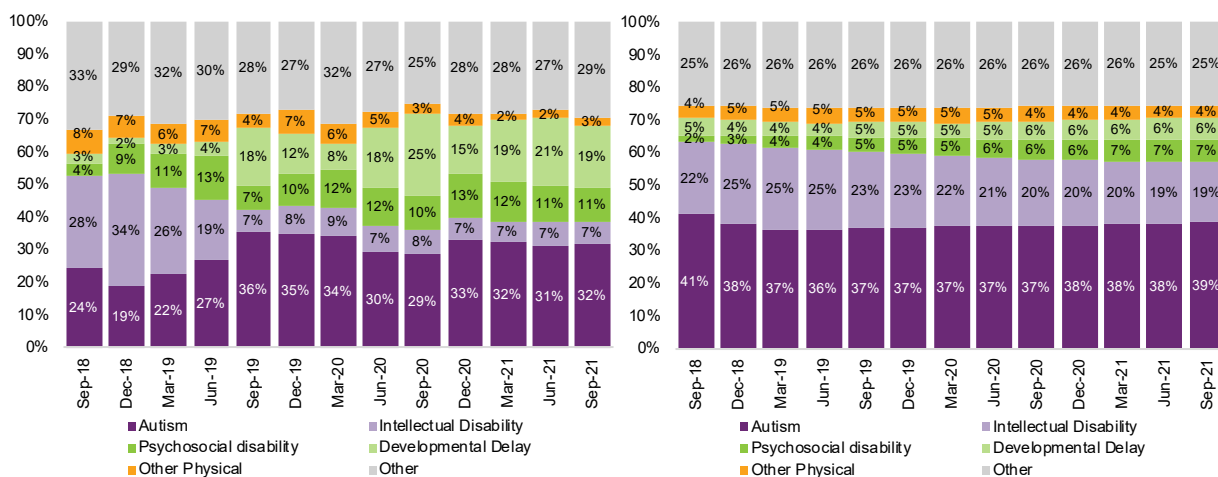
<sup>486</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>487</sup> Down Syndrome is included in Intellectual Disability, representing 7% of Participants in SIL (67).

**Table J.14 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia<sup>488</sup>**

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	15,578	40%	509	32%	16,087	40%
Intellectual Disability	6,454	17%	107	7%	6,561	16%
Psychosocial disability	2,645	7%	170	11%	2,815	7%
Developmental Delay	2,455	6%	302	19%	2,757	7%
Hearing Impairment	1,659	4%	55	3%	1,714	4%
Other Neurological	1,390	4%	53	3%	1,443	4%
Other Physical	1,679	4%	40	3%	1,719	4%
Cerebral Palsy	1,012	3%	19	1%	1,031	3%
ABI	1,314	3%	40	3%	1,354	3%
Global Developmental Delay	1,244	3%	152	10%	1,396	3%
Visual Impairment	717	2%	28	2%	745	2%
Multiple Sclerosis	728	2%	31	2%	759	2%
Stroke	452	1%	33	2%	485	1%
Spinal Cord Injury	388	1%	17	1%	405	1%
Other	274	1%	41	3%	315	1%
Other Sensory/Speech	503	1%	<11		503	1%
<b>Total</b>	<b>38,492</b>	<b>100%</b>	<b>1,597</b>	<b>100%</b>	<b>40,089</b>	<b>100%</b>

**Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia<sup>489</sup>**



<sup>488</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (236).

<sup>489</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.15 Participant profile per quarter by reported level of function – South Australia <sup>490</sup>

	Prior Quarters		2021-22 Q1		Total	
Reported Level of Function	N	%	N	%	N	%
1 (High Function)	3,001	7%	319	20%	3,320	8%
2 (High Function)	49	0%	<11		56	0%
3 (High Function)	2,111	5%	137	9%	2,248	5%
4 (High Function)	2,008	5%	70	4%	2,078	5%
5 (High Function)	2,728	7%	105	7%	2,833	7%
6 (Moderate Function)	10,701	26%	412	26%	11,113	26%
7 (Moderate Function)	2,203	5%	52	3%	2,255	5%
8 (Moderate Function)	2,883	7%	101	6%	2,984	7%
9 (Moderate Function)	188	0%	13	1%	201	0%
10 (Moderate Function)	4,322	11%	165	10%	4,487	11%
11 (Low Function)	1,524	4%	16	1%	1,540	4%
12 (Low Function)	4,966	12%	111	7%	5,077	12%
13 (Low Function)	3,551	9%	85	5%	3,636	9%
14 (Low Function)	543	1%	<11		548	1%
15 (Low Function)	<11		<11		<11	
Missing	88		<11		88	
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</b>	<b>100%</b>

Figure J.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia <sup>491</sup>

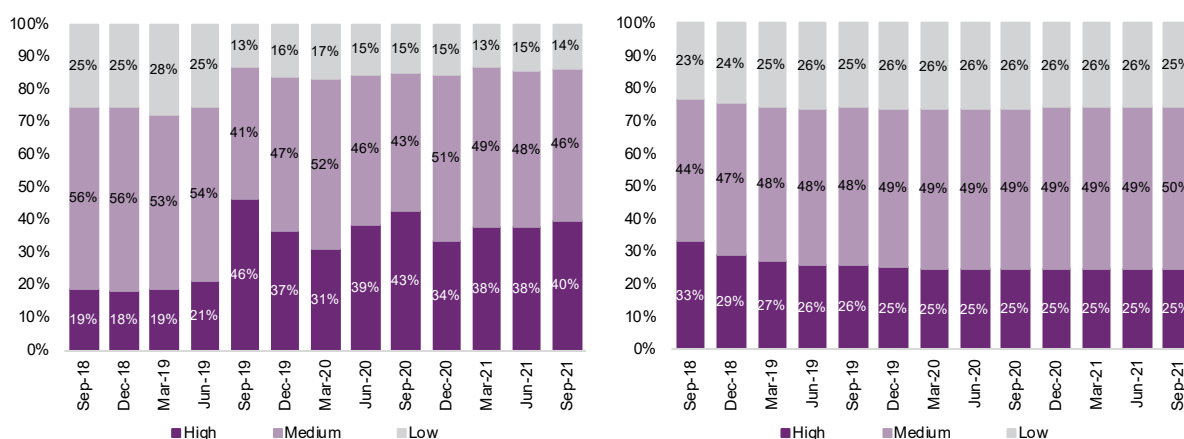


Table J.16 Participant profile per quarter by age group – South Australia

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	5,272	13%	606	38%	5,878	14%
7 to 14	12,228	30%	267	17%	12,495	29%
15 to 18	3,885	10%	74	5%	3,959	9%
19 to 24	3,301	8%	73	5%	3,374	8%
25 to 34	3,144	8%	99	6%	3,243	8%
35 to 44	2,994	7%	144	9%	3,138	7%
45 to 54	3,822	9%	129	8%	3,951	9%
55 to 64	4,686	11%	191	12%	4,877	11%
65+	1,536	4%	15	1%	1,551	4%
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</b>	<b>100%</b>

<sup>490</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>491</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.17 Participant profile per quarter (participants in SIL) by age group – South Australia <sup>492</sup>

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	15	1%	<11		15	1%
19 to 24	172	7%	<11		172	7%
25 to 34	387	16%	<11		387	16%
35 to 44	438	18%	<11		438	18%
45 to 54	618	26%	<11		618	26%
55 to 64	595	25%	<11		596	25%
65+	151	6%	<11		151	6%
<b>Total</b>	<b>2,376</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,377</b>	<b>100%</b>

Table J.18 Participant profile per quarter (participants not in SIL) by age group – South Australia

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	5,272	14%	606	38%	5,878	15%
7 to 14	12,228	32%	267	17%	12,495	31%
15 to 18	3,870	10%	74	5%	3,944	10%
19 to 24	3,129	8%	73	5%	3,202	8%
25 to 34	2,757	7%	99	6%	2,856	7%
35 to 44	2,556	7%	144	9%	2,700	7%
45 to 54	3,204	8%	129	8%	3,333	8%
55 to 64	4,091	11%	190	12%	4,281	11%
65+	1,385	4%	15	1%	1,400	3%
<b>Total</b>	<b>38,492</b>	<b>100%</b>	<b>1,597</b>	<b>100%</b>	<b>40,089</b>	<b>100%</b>

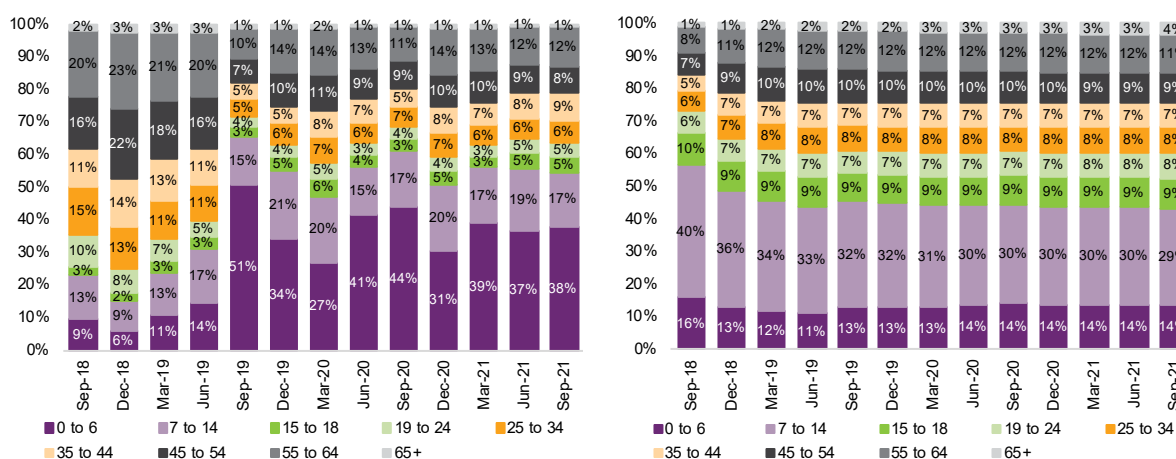
Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia <sup>493</sup>

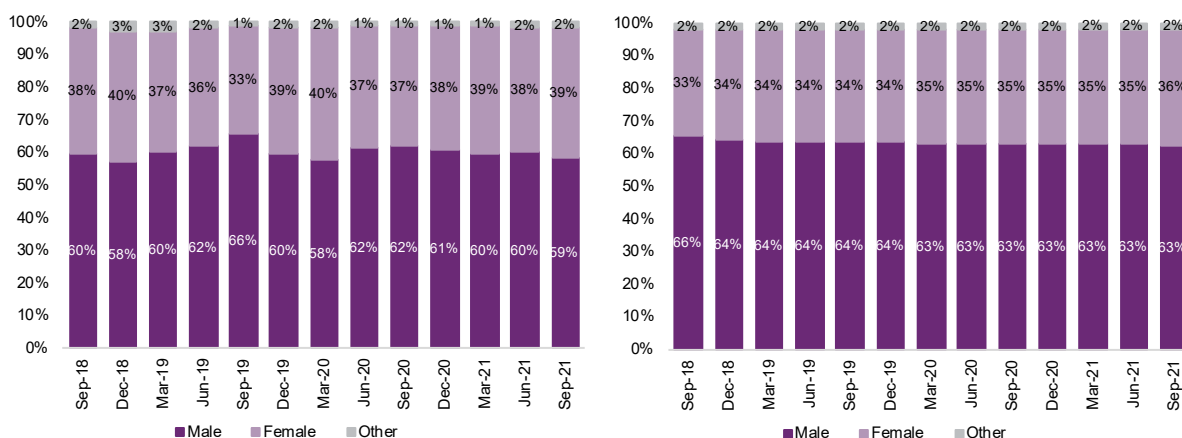
Table J.19 Participant profile per quarter by gender – South Australia

	Prior Quarters		2021-22 Q1		Total	
Gender	N	%	N	%	N	%
Male	25,660	63%	939	59%	26,599	63%
Female	14,474	35%	630	39%	15,104	36%
Other	734	2%	29	2%	763	2%
<b>Total</b>	<b>40,868</b>	<b>100%</b>	<b>1,598</b>	<b>100%</b>	<b>42,466</b>	<b>100%</b>

<sup>492</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>493</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.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>494</sup>



**Table J.20 Participation rates by age group at 30 September 2021 – South Australia** <sup>495</sup>

	SA
0-6	4.40%
7-14	7.44%
15-18	4.82%
19-24	2.55%
25-34	1.43%
35-44	1.44%
45-54	1.83%
55-64	2.25%
<b>Total (aged 0-64)</b>	<b>2.93%</b>

## Part Two: Participant experience and outcomes

**Table J.21 Number of baseline questionnaires completed by SFOF version – South Australia** <sup>496</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,329	804	684	1,605	1,736	464	6,622
Participant school to 14	1,981	1,040	1,636	2,037	1,714	409	8,817
Participant 15 to 24	516	1,083	1,177	638	489	139	4,042
Participant 25 and over	50	3,450	6,561	2,770	2,206	562	15,599
<b>Total Participant</b>	<b>3,876</b>	<b>6,377</b>	<b>10,058</b>	<b>7,050</b>	<b>6,145</b>	<b>1,574</b>	<b>35,080</b>
Family 0 to 14	3,154	1,737	2,254	3,527	3,373	858	14,903
Family 15 to 24	457	732	689	392	292	99	2,661
Family 25 and over	1	1,171	1,828	722	494	120	4,336
<b>Total Family</b>	<b>3,612</b>	<b>3,640</b>	<b>4,771</b>	<b>4,641</b>	<b>4,159</b>	<b>1,077</b>	<b>21,900</b>
<b>Total</b>	<b>7,488</b>	<b>10,017</b>	<b>14,829</b>	<b>11,691</b>	<b>10,304</b>	<b>2,651</b>	<b>56,980</b>

<sup>494</sup> Ibid.

<sup>495</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>496</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.22 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	67%			
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		27%		
DL	% who say their child is becoming more independent		45%		
CC	% of children who have a genuine say in decisions about themselves		82%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			44%	63%
CC	% who choose what they do each day			55%	72%
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			78%	75%

**Table J.23 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	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		43%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

**Table J.24 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		84%		
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%	70%
LL	% who currently attend or previously attended school in a mainstream class			45%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				71%
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%	25%
WK	% who volunteer			11%	10%

**Table J.25 Selected key baseline indicators for families/carers of participants – South Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	25%	22%
% receiving Carer Allowance	39%	46%	34%
% working in a paid job	48%	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	81%	86%	85%
% who say they (and their partner) are able to work as much as they want	47%	55%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	87%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	24%	19%
% able to advocate for their child/family member	78%	76%	71%
% 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		44%	
% who feel in control selecting services		42%	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.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=1,023) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia** <sup>497</sup>

Question		% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	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?	79%
S/CP	Has the NDIS improved how your child fits into community life?	64%

**Table J.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,570) - participants who entered between 1 July 2016 and 30 September 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?	49%
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%

**Table J.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,072) and ‘Participant 25 and over’ (n=5,240) - participants who entered between 1 July 2016 and 30 September 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?	59%	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?	40%	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?	21%	21%
S/CP	Has the NDIS helped you be more involved?	51%	56%

<sup>497</sup> Results in Tables J.26 to J.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table J.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,413); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,183) - participants who entered between 1 July 2016 and 30 September 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?	67%	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.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=342) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**<sup>498</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	95%	+2%
DL	Has the NDIS improved your child's access to specialist services?	93%	95%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	+2%
REL	Has the NDIS improved how your child fits into family life?	77%	81%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	56%	64%	+8%

**Table J.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,201) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	73%	+5%
LL	Has the NDIS improved your child's access to education?	43%	48%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+5%

<sup>498</sup> Results in Tables J.30 to J.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table J.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=859) and ‘Participant 25 and over’ (n=2,828) - participants who entered between 1 July 2016 and 30 September 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%	66%	+7%	66%	73%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	66%	+6%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	47%	48%	+1%	48%	53%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	-0%	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	47%	54%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	33%	0%	24%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	20%	20%	0%
S/CP	Has the NDIS helped you be more involved?	53%	55%	+2%	54%	61%	+7%

**Table J.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,424); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=708) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	67%	+5%	50%	57%	+6%
	Has the NDIS improved the level of support for your family?	72%	75%	+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%	75%	+2%	59%	67%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	+4%			
	Has the NDIS improved your health and wellbeing?	43%	45%	+2%	41%	41%	0%

**Table J.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=341) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia** <sup>499</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%	92%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	92%	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	86%	+4%
REL	Has the NDIS improved how your child fits into family life?	75%	74%	82%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	63%	58%	62%	-2%

**Table J.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=940) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	64%	73%	76%	+11%
LL	Has the NDIS improved your child's access to education?	48%	52%	53%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	59%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	54%	+7%

**Table J.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=538) - participants who entered between 1 July 2016 and 30 September 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%	67%	+12%
Has the NDIS helped you with daily living activities?	56%	62%	69%	+13%
Has the NDIS helped you to meet more people?	44%	50%	49%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	20%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	36%	40%	44%	+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%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	19%	18%	0%
Has the NDIS helped you be more involved?	45%	51%	54%	+9%

<sup>499</sup> Results in Tables J.34 to J.39 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table J.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,010) - participants who entered between 1 July 2016 and 30 September 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?	66%	72%	75%	+9%
Has the NDIS helped you with daily living activities?	71%	80%	82%	+11%
Has the NDIS helped you to meet more people?	48%	53%	56%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	25%	30%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	53%	+8%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	27%	29%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	20%	-2%
Has the NDIS helped you be more involved?	54%	56%	63%	+9%

**Table J.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=983) - participants who entered between 1 July 2016 and 30 September 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?	63%	63%	68%	+5%
Has the NDIS improved the level of support for your family?	71%	73%	75%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	74%	73%	77%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	83%	+5%
Has the NDIS improved your health and wellbeing?	46%	44%	49%	+3%

**Table J.39 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=311) - participants who entered between 1 July 2016 and 30 September 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?	41%	50%	54%	+13%
Has the NDIS improved the level of support for your family?	58%	64%	71%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	51%	58%	64%	+13%
Has the NDIS improved your health and wellbeing?	36%	39%	38%	+2%

**Table J.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=226) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia**<sup>500</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%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	94%	96%	95%	94%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	89%	87%	76%	88%	-1%
REL	Has the NDIS improved how your child fits into family life?	79%	77%	84%	88%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	63%	58%	67%	71%	+7%

**Table J.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=636) - participants who entered between 1 July 2016 and 30 September 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?	65%	68%	75%	76%	+11%
LL	Has the NDIS improved your child's access to education?	48%	47%	54%	54%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	57%	64%	63%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	47%	56%	55%	+7%

**Table J.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=236) - participants who entered between 1 July 2016 and 30 September 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?	53%	62%	67%	68%	+14%
DL	Has the NDIS helped you with daily living activities?	52%	58%	64%	69%	+17%
REL	Has the NDIS helped you to meet more people?	36%	43%	47%	49%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	17%	19%	20%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	41%	47%	48%	+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?	28%	31%	33%	32%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	13%	15%	+1%
S/CP	Has the NDIS helped you be more involved?	45%	48%	54%	54%	+9%

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’.

<sup>500</sup> Results in Tables J.40 to J.44 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table J.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=438) - participants who entered between 1 July 2016 and 30 September 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?	58%	64%	67%	69%	+11%
Has the NDIS improved the level of support for your family?	73%	75%	76%	78%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	73%	75%	75%	79%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	81%	81%	+4%
Has the NDIS improved your health and wellbeing?	50%	45%	45%	45%	-5%

**Table J.44 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=74) - participants who entered between 1 July 2016 and 30 September 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%	49%	46%	59%	+14%
Has the NDIS improved the level of support for your family?	55%	67%	65%	71%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	60%	57%	60%	62%	+2%
Has the NDIS improved your health and wellbeing?	32%	34%	36%	38%	+5%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth and fifth plan review.

**Table J.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,596), 'participant social and community engagement rate' (n=4,608), 'parent and carer employment rate' (n=2,498) at entry, first and second plan review and 'participant choice and control' (n=3,270) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – South Australia <sup>501</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	15%	20%	19%	24%
Aged 25+	30%	28%	27%	
Aged 15+	27%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	38%	37%	48%
Aged 25+	38%	42%	42%	
Aged 15+	37%	41%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	47%	49%	50%	49%
Aged 15+	41%	42%	41%	
All ages	44%	47%	47%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		59%	66%	75%
Aged 25+		66%	73%	
Aged 15+		64%	71%	

**Table J.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,795), 'participant social and community engagement rate' (n=1,808), 'parent and carer employment rate' (n=1,566) at entry, first, second and third plan review, and 'participant choice and control' (n=1,347) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – South Australia <sup>502</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	16%	18%	21%	28%	24%
Aged 25+	31%	29%	29%	26%	
Aged 15+	27%	26%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	33%	35%	33%	37%	48%
Aged 25+	39%	39%	39%	41%	
Aged 15+	38%	38%	37%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	53%	52%	52%	49%
Aged 15+	48%	51%	55%	49%	
All ages	48%	52%	53%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		55%	61%	67%	75%
Aged 25+		66%	72%	75%	
Aged 15+		62%	67%	72%	

<sup>501</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 September 2019 and have had a second plan review to date.

<sup>502</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 September 2018 and have had a third plan review to date.



**Table J.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=245), 'participant social and community engagement rate' (n=252), 'parent and carer employment rate' (n=670) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=256) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – South Australia<sup>503</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	7%	13%	22%	24%	22%	24%
Aged 25+	26%	25%	29%	17%	22%	
Aged 15+	14%	18%	24%	23%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	37%	42%	45%	40%	43%	48%
Aged 25+	41%	51%	42%	56%	40%	
Aged 15+	38%	45%	44%	43%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	43%	45%	49%	52%	49%	49%
Aged 15+	53%	55%	55%	57%	54%	
All ages	46%	49%	51%	54%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		53%	62%	67%	68%	75%
Aged 25+		67%	67%	69%	74%	
Aged 15+		56%	63%	67%	69%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

<sup>503</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table J.48 Number of active plans by goal type and primary disability – South Australia** <sup>504</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	400	1,327	867	251	406	1,279	622	367	<b>1,580</b>
Autism	2,641	15,184	6,252	6,040	8,182	11,005	1,003	2,021	<b>16,363</b>
Cerebral Palsy	281	1,097	661	277	310	883	308	210	<b>1,218</b>
Developmental Delay	131	2,605	641	1,432	1,115	1,390	0	1	<b>2,757</b>
Down Syndrome	165	686	390	186	291	648	266	268	<b>797</b>
Global Developmental Delay	66	1,329	396	836	646	697	1	1	<b>1,396</b>
Hearing Impairment	381	1,481	411	524	349	899	176	333	<b>1,714</b>
Intellectual Disability	1,584	6,023	3,108	2,017	2,558	5,584	2,262	2,671	<b>7,155</b>
Multiple Sclerosis	236	684	535	70	95	598	273	131	<b>787</b>
Psychosocial disability	750	2,226	1,740	606	623	2,497	1,264	791	<b>2,919</b>
Spinal Cord Injury	137	370	280	43	48	311	166	105	<b>418</b>
Stroke	160	456	296	55	78	415	192	111	<b>508</b>
Visual Impairment	236	688	328	191	90	561	161	250	<b>755</b>
Other Neurological	432	1,327	905	217	312	1,190	574	240	<b>1,536</b>
Other Physical	451	1,545	960	206	194	1,106	496	342	<b>1,740</b>
Other Sensory/Speech	54	447	115	167	196	220	7	19	<b>503</b>
Other	74	279	166	50	57	232	101	51	<b>320</b>
<b>Total</b>	<b>8,179</b>	<b>37,754</b>	<b>18,051</b>	<b>13,168</b>	<b>15,550</b>	<b>29,515</b>	<b>7,872</b>	<b>7,912</b>	<b>42,466</b>

**Table J.49 Number of goals in active plans by goal type and primary disability – South Australia** <sup>505</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	1,001	5,938	2,554	624	1,009	3,740	1,517	807	<b>17,190</b>
Autism	6,817	88,176	16,624	15,303	21,454	28,973	2,686	4,667	<b>184,700</b>
Cerebral Palsy	810	6,086	2,092	678	904	3,011	815	517	<b>14,913</b>
Developmental Delay	274	16,230	1,166	3,126	2,081	2,916	0	2	<b>25,795</b>
Down Syndrome	408	3,340	1,025	449	737	1,982	594	586	<b>9,121</b>
Global Developmental Delay	158	7,976	859	1,925	1,284	1,525	1	1	<b>13,729</b>
Hearing Impairment	911	5,813	966	1,144	747	2,103	387	695	<b>12,766</b>
Intellectual Disability	4,075	27,522	8,642	5,195	6,843	16,121	5,533	6,071	<b>80,002</b>
Multiple Sclerosis	573	3,127	1,728	182	226	1,608	684	302	<b>8,430</b>
Psychosocial disability	1,916	8,373	4,786	1,403	1,557	6,497	2,874	1,690	<b>29,096</b>
Spinal Cord Injury	391	1,911	922	140	115	968	493	258	<b>5,198</b>
Stroke	464	2,115	852	135	174	1,142	549	292	<b>5,723</b>
Visual Impairment	679	3,468	854	435	210	1,594	394	670	<b>8,304</b>
Other Neurological	1,209	6,325	2,675	534	813	3,232	1,419	573	<b>16,780</b>
Other Physical	1,187	6,871	2,878	487	457	2,928	1,224	768	<b>16,800</b>
Other Sensory/Speech	104	2,199	258	365	428	497	15	40	<b>3,906</b>
Other	208	1,327	478	111	142	581	250	148	<b>3,245</b>
<b>Total</b>	<b>21,185</b>	<b>196,797</b>	<b>49,359</b>	<b>32,236</b>	<b>39,181</b>	<b>79,418</b>	<b>19,435</b>	<b>18,087</b>	<b>455,698</b>

<sup>504</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>505</sup> Participants have set over six million goals in total since July 2016. The 455,698 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.50 Number of active plans by goal type and age group – South Australia** <sup>506</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	298	5,636	1,583	3,410	2,712	3,083	4	0	<b>5,878</b>
7 to 14	1,600	11,807	4,386	4,554	6,183	7,633	126	41	<b>12,495</b>
15 to 18	814	3,629	1,501	1,304	1,891	2,837	218	758	<b>3,959</b>
19 to 24	935	2,888	1,413	1,045	1,075	2,514	793	1,852	<b>3,374</b>
25 to 34	921	2,634	1,609	799	907	2,533	1,262	1,608	<b>3,243</b>
35 to 44	850	2,579	1,742	630	820	2,540	1,230	1,305	<b>3,138</b>
45 to 54	1,018	3,220	2,227	701	860	3,176	1,600	1,222	<b>3,951</b>
55 to 64	1,325	4,045	2,753	587	869	3,937	2,015	973	<b>4,877</b>
65+	418	1,316	837	138	233	1,262	624	153	<b>1,551</b>
<b>Total</b>	<b>8,179</b>	<b>37,754</b>	<b>18,051</b>	<b>13,168</b>	<b>15,550</b>	<b>29,515</b>	<b>7,872</b>	<b>7,912</b>	<b>42,466</b>

**Table J.51 Number of goals in active plans by goal type and age group – South Australia** <sup>507</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	648	35,618	3,362	7,924	5,494	6,880	11	0	<b>59,937</b>
7 to 14	4,008	73,041	11,817	11,615	16,351	19,873	378	106	<b>137,189</b>
15 to 18	2,101	18,484	3,918	3,287	5,006	7,373	639	1,834	<b>42,642</b>
19 to 24	2,409	12,836	3,867	2,545	2,804	7,033	1,992	4,285	<b>37,771</b>
25 to 34	2,518	10,640	4,399	2,028	2,395	7,280	3,043	3,609	<b>35,912</b>
35 to 44	2,311	10,562	5,031	1,472	2,103	7,180	3,030	2,959	<b>34,648</b>
45 to 54	2,694	13,199	6,334	1,668	2,285	9,206	4,011	2,728	<b>42,125</b>
55 to 64	3,442	16,998	8,261	1,377	2,190	11,208	4,943	2,225	<b>50,644</b>
65+	1,054	5,419	2,370	320	553	3,385	1,388	341	<b>14,830</b>
<b>Total</b>	<b>21,185</b>	<b>196,797</b>	<b>49,359</b>	<b>32,236</b>	<b>39,181</b>	<b>79,418</b>	<b>19,435</b>	<b>18,087</b>	<b>455,698</b>

<sup>506</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

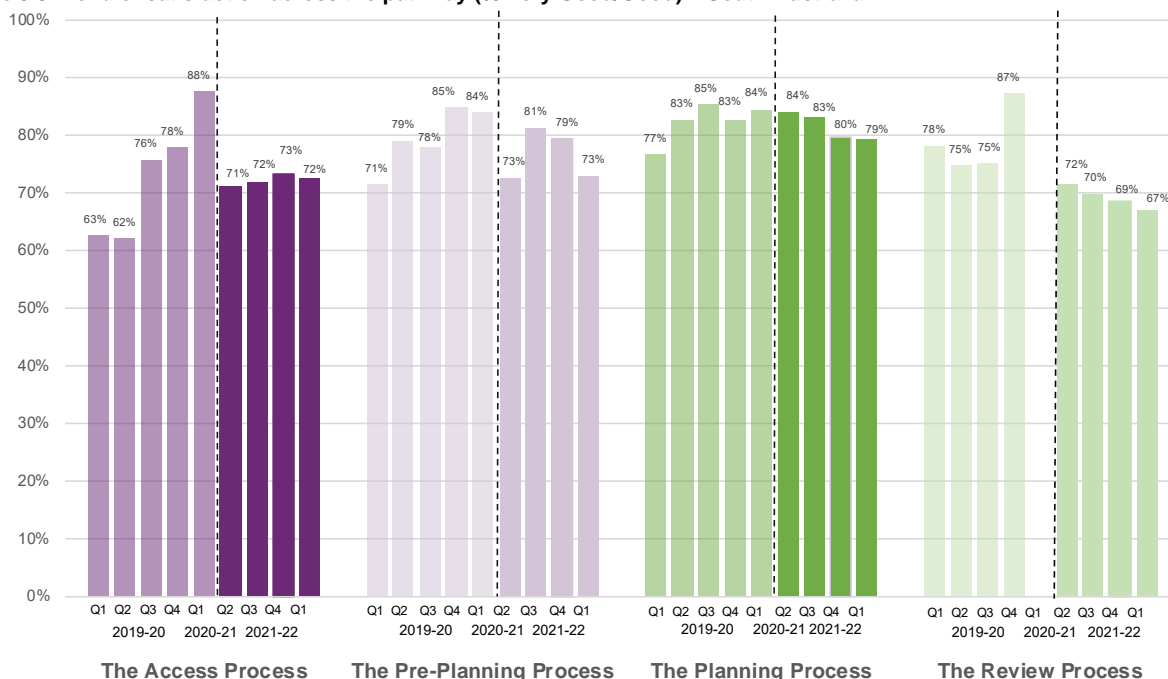
<sup>507</sup> Participants have set over six million goals in total since July 2016. The 455,698 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**Table J.52 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia** <sup>508</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 335</b>	<b>n = 109</b>
Are you happy with how coming into the NDIS has gone?	84%	82%
Was the person from the NDIS respectful?	95%	95%
Do you understand what will happen next with your plan?	72%	75%
% of participants rating their overall experience as Very Good or Good.	72%	72%
<b>Pre-planning</b>	<b>n = 337</b>	<b>n = 111</b>
Did the person from the NDIS understand how your disability affects your life?	88%	75%
Did you understand why you needed to give the information you did?	95%	95%
Were decisions about your plan clearly explained?	81%	70%
Are you clear on what happens next with your plan?	67%	59%
Do you know where to go for more help with your plan?	71%	69%
% of participants rating their overall experience as Very Good or Good.	77%	73%
<b>Planning</b>	<b>n = 1,267</b>	<b>n = 420</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?	97%	98%
Were decisions about your plan clearly explained?	86%	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?	87%	86%
% of participants rating their overall experience as Very Good or Good.	82%	79%
<b>Plan review</b>	<b>n = 3,470</b>	<b>n = 1,121</b>
Did the person from the NDIS understand how your disability affects your life?	77%	73%
Did you feel prepared for your plan review?	82%	83%
Is your NDIS plan helping you to make progress towards your goals?	86%	83%
% of participants rating their overall experience as Very Good or Good.	70%	67%

<sup>508</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

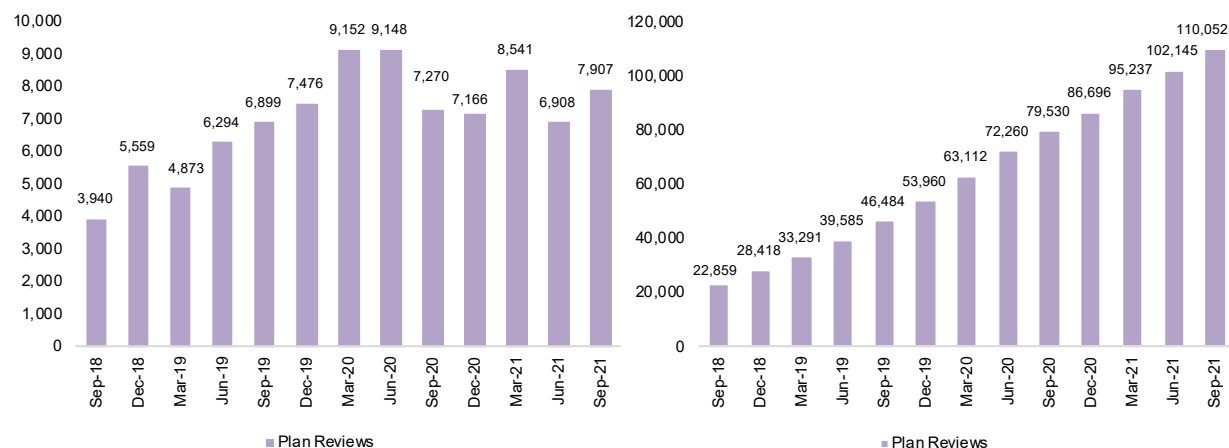
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>509 510 511</sup>



**Table J.53 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia** <sup>512</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>102,145</b>	<b>7,907</b>	<b>110,052</b>
<i>Early intervention plans</i>	38,373	2,284	40,657
<i>Permanent disability plans</i>	63,772	5,623	69,395

**Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia**



<sup>509</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>510</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>511</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>512</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 2021-22 Q1. 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.54 shows the number of complaints in 2021-22 Q1 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.55 shows 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.54 Complaints by quarter – South Australia** <sup>513 514 515 516</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	17	3	20	18
Complaint about LAC Partner	138	30	168	153
Complaints about service providers	414	35	449	386
Complaints about the Agency	9,459	521	9,980	5,216
Critical/ Reportable Incident	1,033	159	1,192	955
Unclassified	504	2	506	469
<b>Total</b>	<b>11,565</b>	<b>750</b>	<b>12,315</b>	<b>6,350</b>
Total complaints made since 1 April 2017	11,146	750	11,896	
% of the number of active participants	9.6%	7.2%	9.4%	

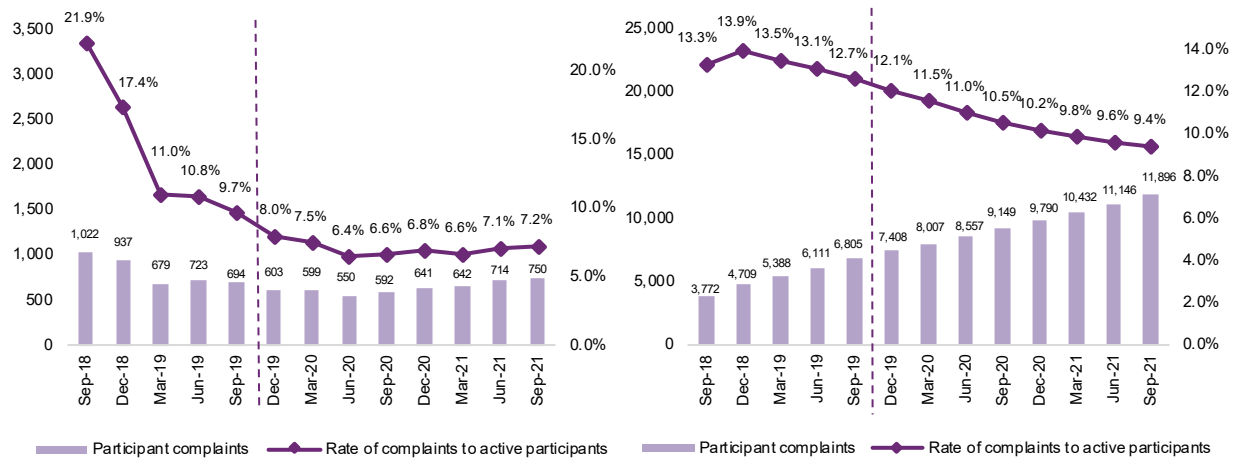
<sup>513</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

<sup>514</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>515</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>516</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia** <sup>517</sup>



**Table J.55 Participant complaints by type – South Australia**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		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	288	(3%)	0	(0%)	288	(3%)
NDIA Access	111	(1%)	17	(3%)	128	(1%)
NDIA Engagement	2	(0%)	1	(0%)	3	(0%)
NDIA Finance	233	(2%)	34	(7%)	267	(3%)
NDIA Fraud and Compliance	11	(0%)	0	(0%)	11	(0%)
NDIA Plan	837	(9%)	202	(39%)	1,039	(10%)
NDIA Process	374	(4%)	59	(11%)	433	(4%)
NDIA Resources	18	(0%)	9	(2%)	27	(0%)
NDIA Staff	198	(2%)	28	(5%)	226	(2%)
NDIA Timeliness	820	(9%)	154	(30%)	974	(10%)
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	1,167	(12%)	0	(0%)	1,167	(12%)
Staff conduct - Agency	140	(1%)	0	(0%)	140	(1%)
The way the NDIA carried out its decision making	276	(3%)	6	(1%)	282	(3%)
Timeliness	2,950	(31%)	0	(0%)	2,950	(30%)
Other	1,415	(15%)	11	(2%)	1,426	(14%)
Total	9,459		521		9,980	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	5	(29%)	0	(0%)	5	(25%)
ECA Process	3	(18%)	1	(33%)	4	(20%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	4	(24%)	2	(67%)	6	(30%)
ECA Timeliness	5	(29%)	0	(0%)	5	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	17		3		20	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

<sup>517</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	28	(20%)	9	(30%)	37	(22%)
LAC Process	20	(14%)	3	(10%)	23	(14%)
LAC Resources	1	(1%)	1	(3%)	2	(1%)
LAC Staff	69	(50%)	15	(50%)	84	(50%)
LAC Timeliness	20	(14%)	2	(7%)	22	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>138</b>	<b>0</b>	<b>30</b>		<b>168</b>	
<i>Complaints about service providers</i>						
Provider costs.	29	(7%)	0	(0%)	29	(6%)
Provider Finance	17	(4%)	3	(9%)	20	(4%)
Provider Fraud and Compliance	17	(4%)	2	(6%)	19	(4%)
Provider process	34	(8%)	0	(0%)	34	(8%)
Provider Service	88	(21%)	23	(66%)	111	(25%)
Provider Staff	39	(9%)	4	(11%)	43	(10%)
Service Delivery	34	(8%)	1	(3%)	35	(8%)
Staff conduct	38	(9%)	1	(3%)	39	(9%)
Supports being provided	44	(11%)	0	(0%)	44	(10%)
Other	74	(18%)	1	(3%)	75	(17%)
<b>Total</b>	<b>414</b>		<b>35</b>		<b>449</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	295	(29%)	43	(27%)	338	(28%)
Allegations against Informal Supports	246	(24%)	11	(7%)	257	(22%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	188	(18%)	30	(19%)	218	(18%)
Provider reporting	302	(29%)	75	(47%)	377	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,033</b>		<b>159</b>		<b>1,192</b>	
<i>Unclassified</i>	<b>504</b>		<b>2</b>		<b>506</b>	
<b>Participants total</b>	<b>11,565</b>		<b>750</b>		<b>12,315</b>	

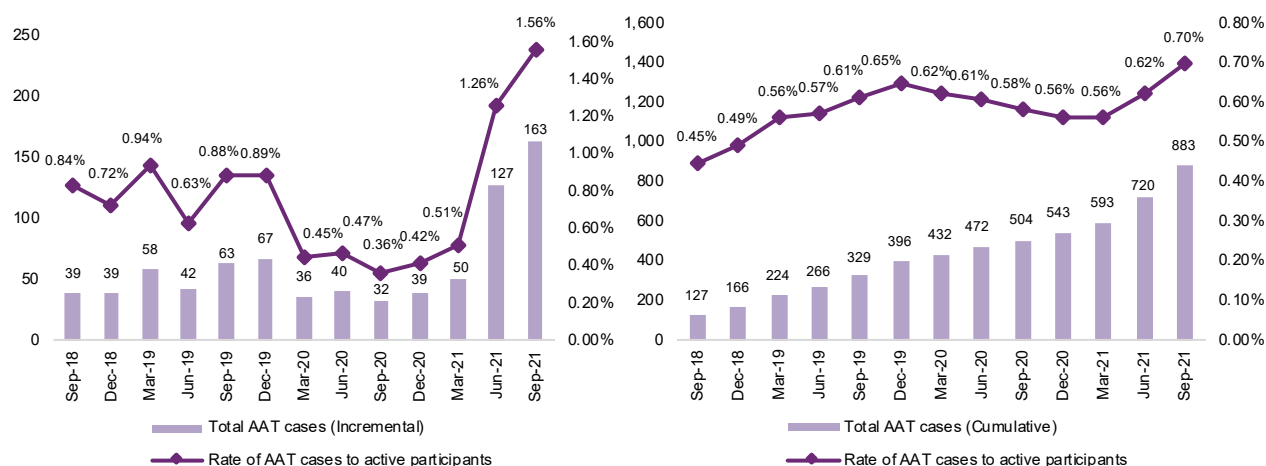
Table J.56 AAT Cases by category at 30 September 2021 – South Australia <sup>518</sup>

	Prior Quarters		2021-22 Q1		Total	
Category	N	%	N	%	N	%
Access	163	23%	14	9%	177	20%
Plan	482	67%	137	84%	619	70%
Plan Review	40	6%	<11		41	5%
Other	35	5%	11	7%	46	5%
<b>Total</b>	<b>720</b>	<b>100%</b>	<b>163</b>	<b>100%</b>	<b>883</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.62%</b>		<b>1.56%</b>		<b>0.70%</b>	

<sup>518</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers



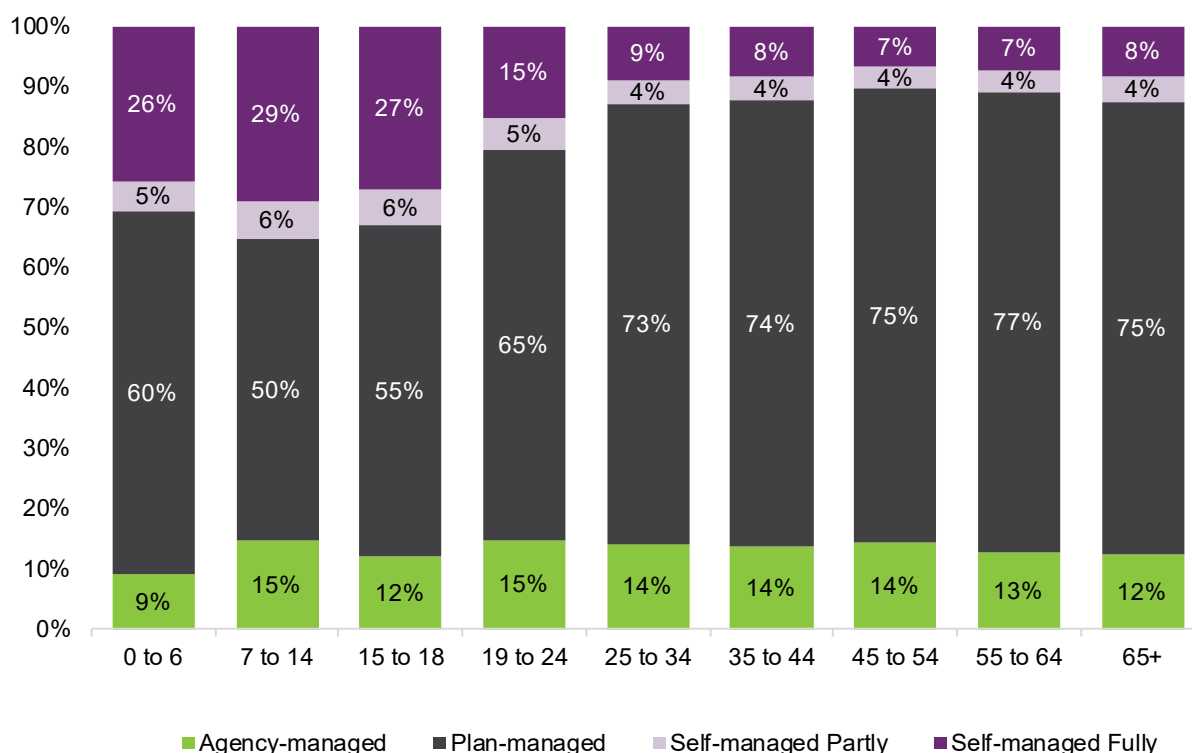
**Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia** <sup>519</sup>



**Table J.57 AAT cases by open/closed and decision – South Australia** <sup>520</sup>

	N
<b>AAT Cases</b>	<b>883</b>
<b>Open AAT Cases</b>	<b>271</b>
<b>Closed AAT Cases</b>	<b>612</b>
Resolved before hearing	600
Gone to hearing and received a substantive decision	12

**Figure J.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – South Australia** <sup>521 522</sup>



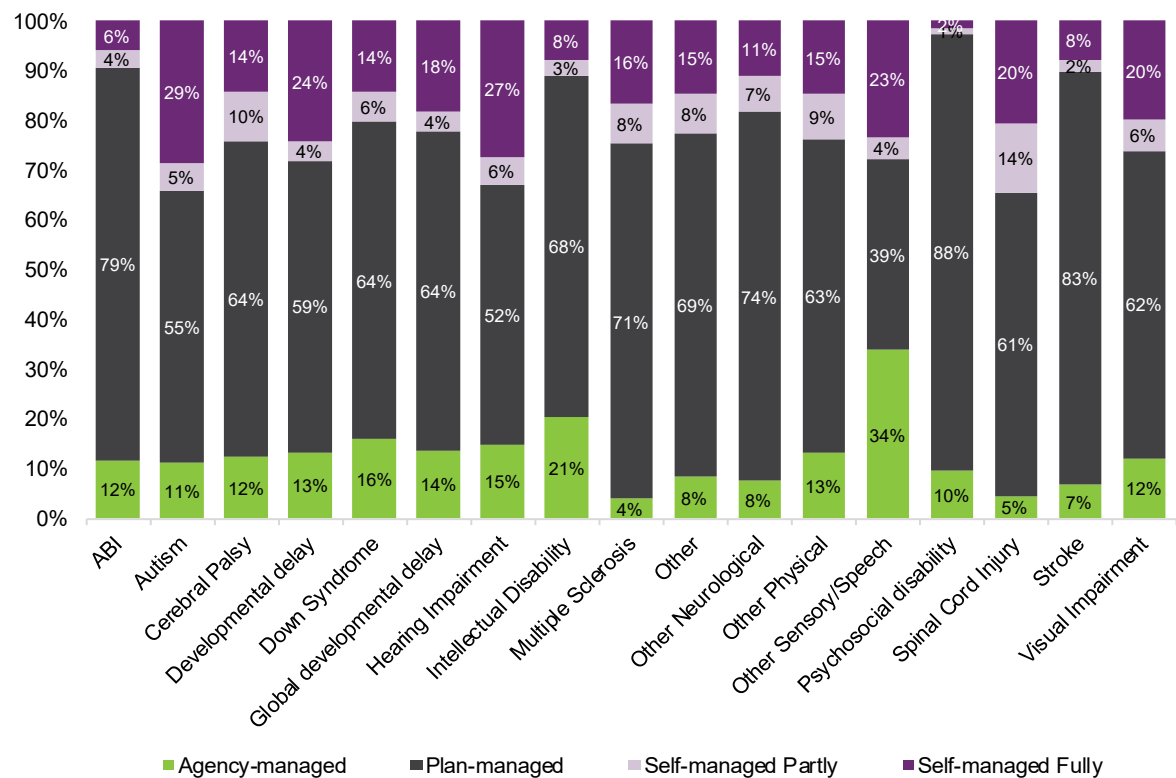
<sup>519</sup> Ibid.

<sup>520</sup> Of the 12 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision and 3 set aside the Agency's decision.

<sup>521</sup> For the total number of active participants in each age group, see Table J.16.

<sup>522</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.

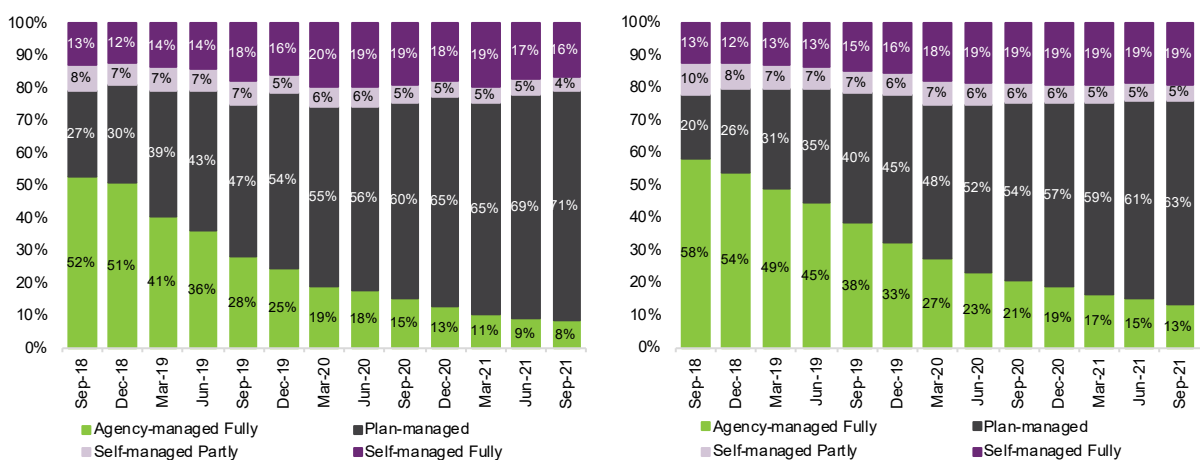
**Figure J.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – South Australia** <sup>523 524</sup>



**Table J.58 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia** <sup>525</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	20%	16%	19%
Self-managed partly	5%	4%	5%
Plan-managed	61%	71%	63%
Agency-managed	15%	8%	13%
<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>526</sup>



<sup>523</sup> For the total number of active participants in each primary disability group, see Table J.12.

<sup>524</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.

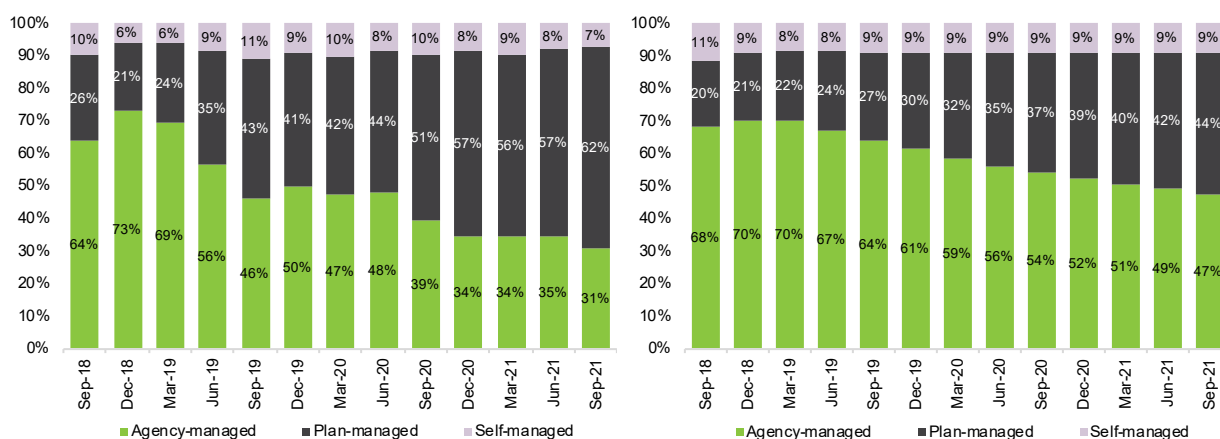
<sup>525</sup> Ibid.

<sup>526</sup> Quarterly results are reported based on a rolling 3 year period.

**Table J.59 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

	Prior Quarters	2021-22 Q1	Total
Self-managed	9%	7%	<b>9%</b>
Plan-managed	42%	62%	<b>44%</b>
Agency-managed	49%	31%	<b>47%</b>
<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.60 Distribution of active participants by support coordination and quarter of plan approval – South Australia**

	Prior Quarters	2021-22 Q1	Total
Support coordination	40%	52%	<b>42%</b>

**Table J.61 Duration to plan activation by quarter of initial plan approval for active participants – South Australia** <sup>527</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	21,388	68%	1,085	71%	22,473	68%
30 to 59 days	3,612	11%	195	13%	3,807	11%
60 to 89 days	1,824	6%	66	4%	1,890	6%
<b>Activated within 90 days</b>	<b>26,824</b>	<b>85%</b>	<b>1,346</b>	<b>87%</b>	<b>28,170</b>	<b>85%</b>
90 to 119 days	982	3%	40	3%	1,022	3%
120 days and over	3,017	10%	68	4%	3,085	9%
<b>Activated after 90 days</b>	<b>3,999</b>	<b>13%</b>	<b>108</b>	<b>7%</b>	<b>4,107</b>	<b>12%</b>
No payments	774	2%	85	6%	859	3%
<b>Total plans approved</b>	<b>31,597</b>	<b>100%</b>	<b>1,539</b>	<b>100%</b>	<b>33,136</b>	<b>100%</b>

<sup>527</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.62 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	1,943	2,064	94%
Not Aboriginal and Torres Strait Islander	28,615	29,544	97%
Not Stated	4,497	4,668	96%
<b>Total</b>	<b>35,055</b>	<b>36,276</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,628	2,714	97%
Not CALD	32,384	33,518	97%
Not Stated	43	44	98%
<b>Total</b>	<b>35,055</b>	<b>36,276</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	26,474	27,372	97%
Regional	7,692	7,973	96%
Remote	889	931	95%
Missing	<11	<11	
<b>Total</b>	<b>35,055</b>	<b>36,276</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	13,863	14,339	97%
Intellectual Disability (including Down Syndrome)	7,316	7,527	97%
Psychosocial Disability	2,148	2,185	98%
Developmental Delay (including Global Developmental Delay)	2,405	2,545	94%
Other	9,323	9,680	96%
<b>Total</b>	<b>35,055</b>	<b>36,276</b>	<b>97%</b>

Table J.63 Distribution of plans by utilisation – South Australia <sup>528 529</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	26%
> 75%	38%
<b>Total</b>	<b>100%</b>

Table J.64 Proportion of active participants with approved plans accessing mainstream supports – South Australia <sup>530</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	50%	59%	52%
Lifelong Learning	21%	23%	22%
Other	14%	17%	14%
Non-categorised	30%	22%	28%
Any mainstream service	94%	94%	94%

<sup>528</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>529</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>530</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.65 Key markets indicators by quarter – South Australia** <sup>531 532</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.05	1.04
b) Number of providers delivering new types of supports	176	193
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	84%
<i>Therapeutic Supports (%)</i>	96%	97%
<i>Participate Community (%)</i>	92%	92%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	94%	95%

**Table J.66 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – South Australia** <sup>533</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	69
Active in 2021-22 Q1 and also in previous quarters	823
<b>Active in 2021-22 Q1</b>	<b>892</b>
Inactive in 2021-22 Q1	1,483
<b>Active ever</b>	<b>2,375</b>

<sup>531</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>532</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>533</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table J.67 Cumulative number of providers that have been ever active by registration group – South Australia <sup>534</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	57	1	58	2%
Assistance Animals	37	1	38	3%
Assistance with daily life tasks in a group or shared living arrangement	232	16	248	7%
Assistance with travel/transport arrangements	236	9	245	4%
Daily Personal Activities	427	20	447	5%
Group and Centre Based Activities	295	13	308	4%
High Intensity Daily Personal Activities	284	14	298	5%
Household tasks	394	20	414	5%
Interpreting and translation	59	2	61	3%
Participation in community, social and civic activities	487	22	509	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	77	3	80	4%
Assistive products for household tasks	68	5	73	7%
Assistance products for personal care and safety	505	17	522	3%
Communication and information equipment	178	18	196	10%
Customised Prosthetics	180	11	191	6%
Hearing Equipment	87	4	91	5%
Hearing Services	25	4	29	16%
Personal Mobility Equipment	255	18	273	7%
Specialised Hearing Services	31	3	34	10%
Vision Equipment	68	5	73	7%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	501	32	533	6%
Behaviour Support	209	15	224	7%
Community nursing care for high needs	125	10	135	8%
Development of daily living and life skills	278	16	294	6%
Early Intervention supports for early childhood	606	18	624	3%
Exercise Physiology and Physical Wellbeing activities	143	12	155	8%
Innovative Community Participation	63	2	65	3%
Specialised Driving Training	45	3	48	7%
Therapeutic Supports	1,136	33	1,169	3%
<b>Capital services</b>				
Home modification design and construction	86	9	95	10%
Specialist Disability Accommodation	27	2	29	7%
Vehicle Modifications	58	6	64	10%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	235	21	256	9%
Support Coordination	190	15	205	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	98	11	109	11%
Specialised Supported Employment	90	9	99	10%
<b>Total</b>	<b>2,306</b>	<b>69</b>	<b>2,375</b>	<b>3%</b>

<sup>534</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.68 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	13	45	<b>58</b>	22%	78%	<b>100%</b>
Assistance Animals	6	32	<b>38</b>	16%	84%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	35	213	<b>248</b>	14%	86%	<b>100%</b>
Assistance with travel/transport arrangements	39	206	<b>245</b>	16%	84%	<b>100%</b>
Daily Personal Activities	59	388	<b>447</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	39	269	<b>308</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	48	250	<b>298</b>	16%	84%	<b>100%</b>
Household tasks	93	321	<b>414</b>	22%	78%	<b>100%</b>
Interpreting and translation	13	48	<b>61</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	65	444	<b>509</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	75	<b>80</b>	6%	94%	<b>100%</b>
Assistive products for household tasks	9	64	<b>73</b>	12%	88%	<b>100%</b>
Assistance products for personal care and safety	77	445	<b>522</b>	15%	85%	<b>100%</b>
Communication and information equipment	40	156	<b>196</b>	20%	80%	<b>100%</b>
Customised Prosthetics	33	158	<b>191</b>	17%	83%	<b>100%</b>
Hearing Equipment	15	76	<b>91</b>	16%	84%	<b>100%</b>
Hearing Services	2	27	<b>29</b>	7%	93%	<b>100%</b>
Personal Mobility Equipment	45	228	<b>273</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	7	27	<b>34</b>	21%	79%	<b>100%</b>
Vision Equipment	12	61	<b>73</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	80	453	<b>533</b>	15%	85%	<b>100%</b>
Behaviour Support	62	162	<b>224</b>	28%	72%	<b>100%</b>
Community nursing care for high needs	18	117	<b>135</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	48	246	<b>294</b>	16%	84%	<b>100%</b>
Early Intervention supports for early childhood	268	356	<b>624</b>	43%	57%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	39	116	<b>155</b>	25%	75%	<b>100%</b>
Innovative Community Participation	14	51	<b>65</b>	22%	78%	<b>100%</b>
Specialised Driving Training	6	42	<b>48</b>	13%	88%	<b>100%</b>
Therapeutic Supports	449	720	<b>1,169</b>	38%	62%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	12	83	<b>95</b>	13%	87%	<b>100%</b>
Specialist Disability Accommodation	1	28	<b>29</b>	3%	97%	<b>100%</b>
Vehicle Modifications	7	57	<b>64</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	52	204	<b>256</b>	20%	80%	<b>100%</b>
Support Coordination	49	156	<b>205</b>	24%	76%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	14	95	<b>109</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	15	84	<b>99</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>680</b>	<b>1,695</b>	<b>2,375</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

**Table J.69 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – South Australia**

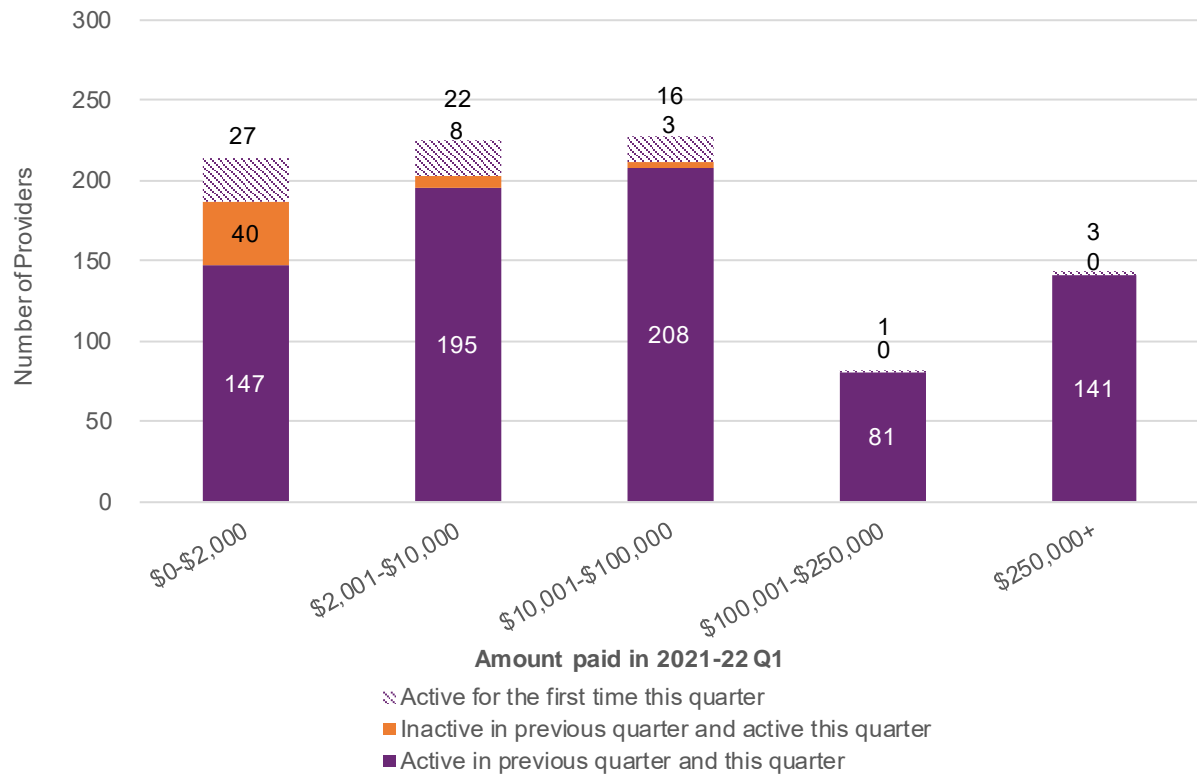
Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	2	1	3	33%
Assistance Animals	19	1	20	5%
Assistance with daily life tasks in a group or shared living arrangement	138	16	154	10%
Assistance with travel/transport arrangements	79	9	88	10%
Daily Personal Activities	225	20	245	8%
Group and Centre Based Activities	128	13	141	9%
High Intensity Daily Personal Activities	137	14	151	9%
Household tasks	173	20	193	10%
Interpreting and translation	27	2	29	7%
Participation in community, social and civic activities	231	22	253	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	6	3	9	33%
Assistive products for household tasks	8	5	13	38%
Assistance products for personal care and safety	209	17	226	8%
Communication and information equipment	71	18	89	20%
Customised Prosthetics	67	11	78	14%
Hearing Equipment	36	4	40	10%
Hearing Services	6	4	10	40%
Personal Mobility Equipment	96	18	114	16%
Specialised Hearing Services	7	3	10	30%
Vision Equipment	33	5	38	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	231	32	263	12%
Behaviour Support	96	15	111	14%
Community nursing care for high needs	73	10	83	12%
Development of daily living and life skills	92	16	108	15%
Early Intervention supports for early childhood	152	18	170	11%
Exercise Physiology and Physical Wellbeing activities	79	12	91	13%
Innovative Community Participation	15	2	17	12%
Specialised Driving Training	16	3	19	16%
Therapeutic Supports	403	33	436	8%
<b>Capital services</b>				
Home modification design and construction	37	9	46	20%
Specialist Disability Accommodation	16	2	18	11%
Vehicle Modifications	17	6	23	26%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	158	21	179	12%
Support Coordination	108	15	123	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	46	11	57	19%
Specialised Supported Employment	58	9	67	13%
<b>Total</b>	<b>823</b>	<b>69</b>	<b>892</b>	<b>8%</b>



**Table J.70 Number and proportion of providers active in 2021-22 Q1 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	0	3	3	0%	100%	100%
Assistance Animals	4	16	20	20%	80%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	137	154	11%	89%	100%
Assistance with travel/transport arrangements	10	78	88	11%	89%	100%
Daily Personal Activities	32	213	245	13%	87%	100%
Group and Centre Based Activities	19	122	141	13%	87%	100%
High Intensity Daily Personal Activities	24	127	151	16%	84%	100%
Household tasks	43	150	193	22%	78%	100%
Interpreting and translation	6	23	29	21%	79%	100%
Participation in community, social and civic activities	32	221	253	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	9	9	0%	100%	100%
Assistive products for household tasks	0	13	13	0%	100%	100%
Assistance products for personal care and safety	29	197	226	13%	87%	100%
Communication and information equipment	14	75	89	16%	84%	100%
Customised Prosthetics	11	67	78	14%	86%	100%
Hearing Equipment	3	37	40	8%	93%	100%
Hearing Services	1	9	10	10%	90%	100%
Personal Mobility Equipment	16	98	114	14%	86%	100%
Specialised Hearing Services	2	8	10	20%	80%	100%
Vision Equipment	4	34	38	11%	89%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	41	222	263	16%	84%	100%
Behaviour Support	17	94	111	15%	85%	100%
Community nursing care for high needs	10	73	83	12%	88%	100%
Development of daily living and life skills	12	96	108	11%	89%	100%
Early Intervention supports for early childhood	32	138	170	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	16	75	91	18%	82%	100%
Innovative Community Participation	0	17	17	0%	100%	100%
Specialised Driving Training	1	18	19	5%	95%	100%
Therapeutic Supports	125	311	436	29%	71%	100%
<b>Capital services</b>						
Home modification design and construction	4	42	46	9%	91%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	1	22	23	4%	96%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	40	139	179	22%	78%	100%
Support Coordination	20	103	123	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	11	56	67	16%	84%	100%
<b>Total</b>	<b>184</b>	<b>708</b>	<b>892</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

**Figure J.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – South Australia** <sup>535</sup>



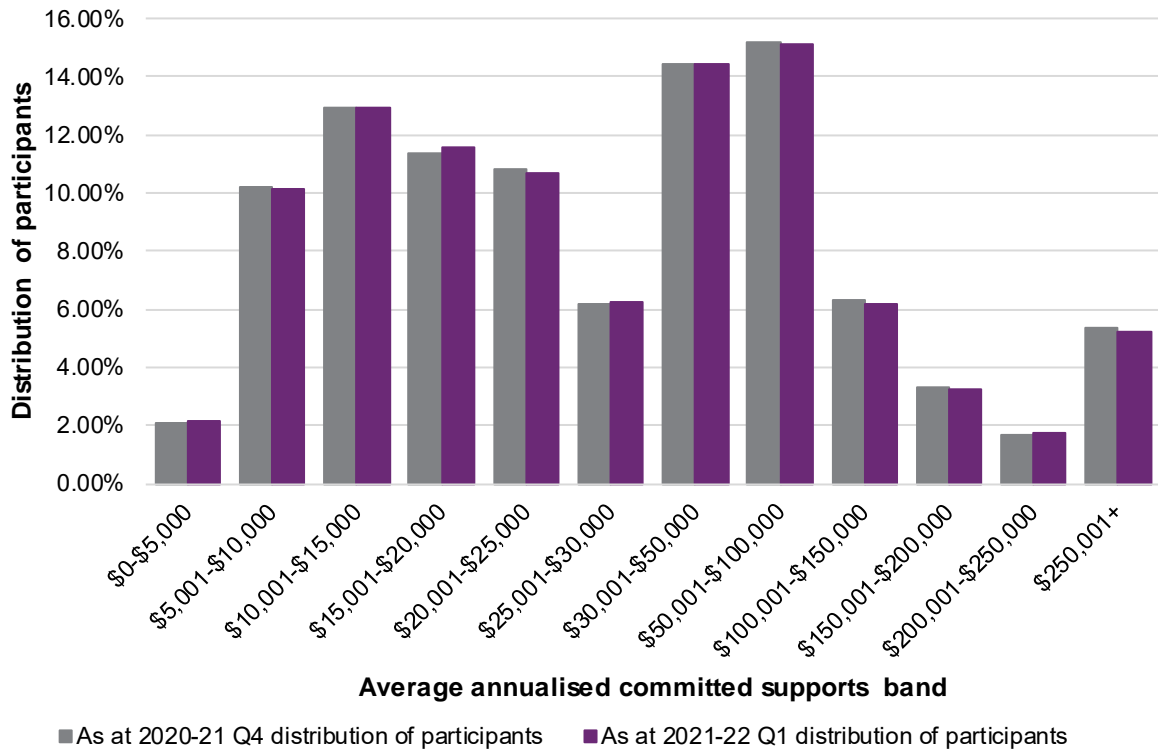
## Part Five: Financial sustainability

**Table J.71 Committed supports by financial year (\$m) – South Australia**

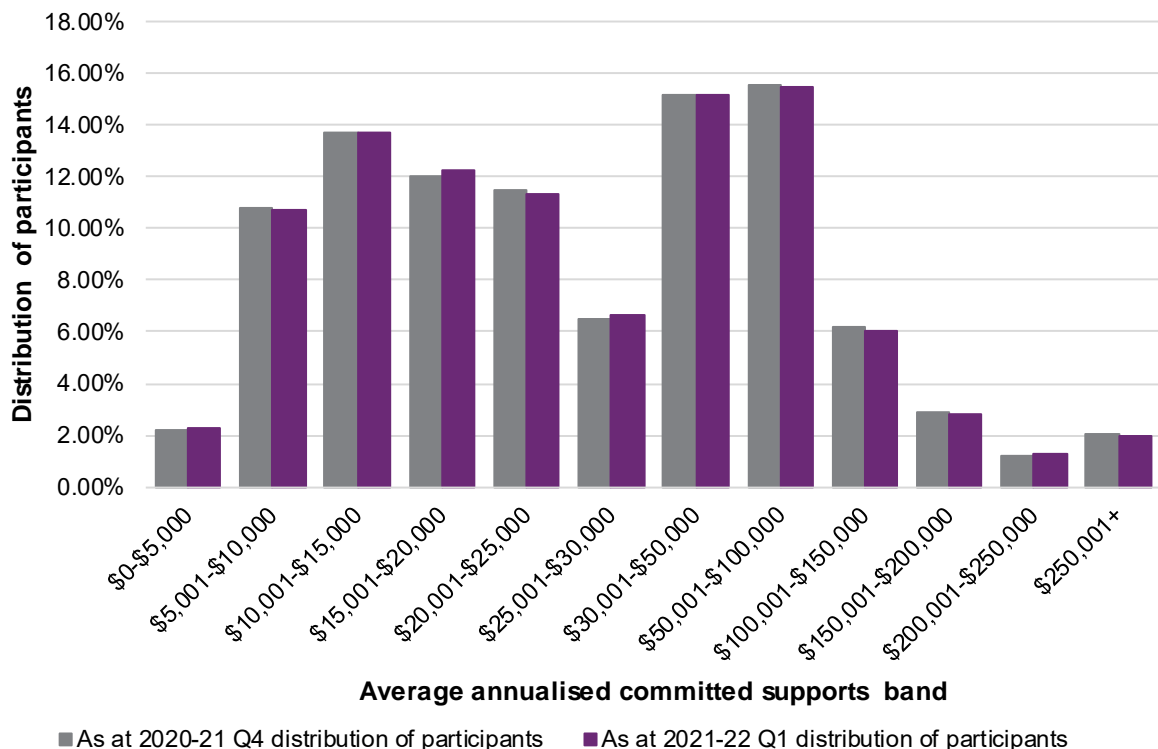
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	10.5	48.4	102.1	186.3	368.5	1,159.7	2,189.5	2,850.3	729.3

<sup>535</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.

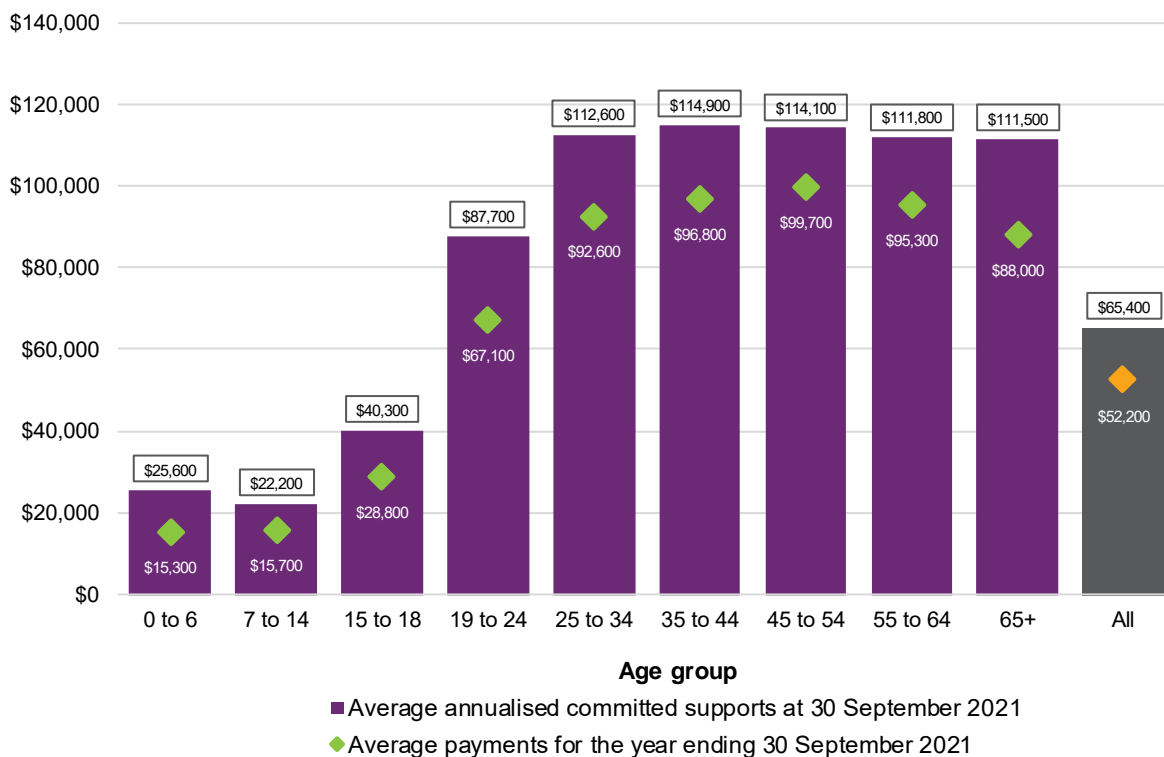
**Figure J.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – South Australia**



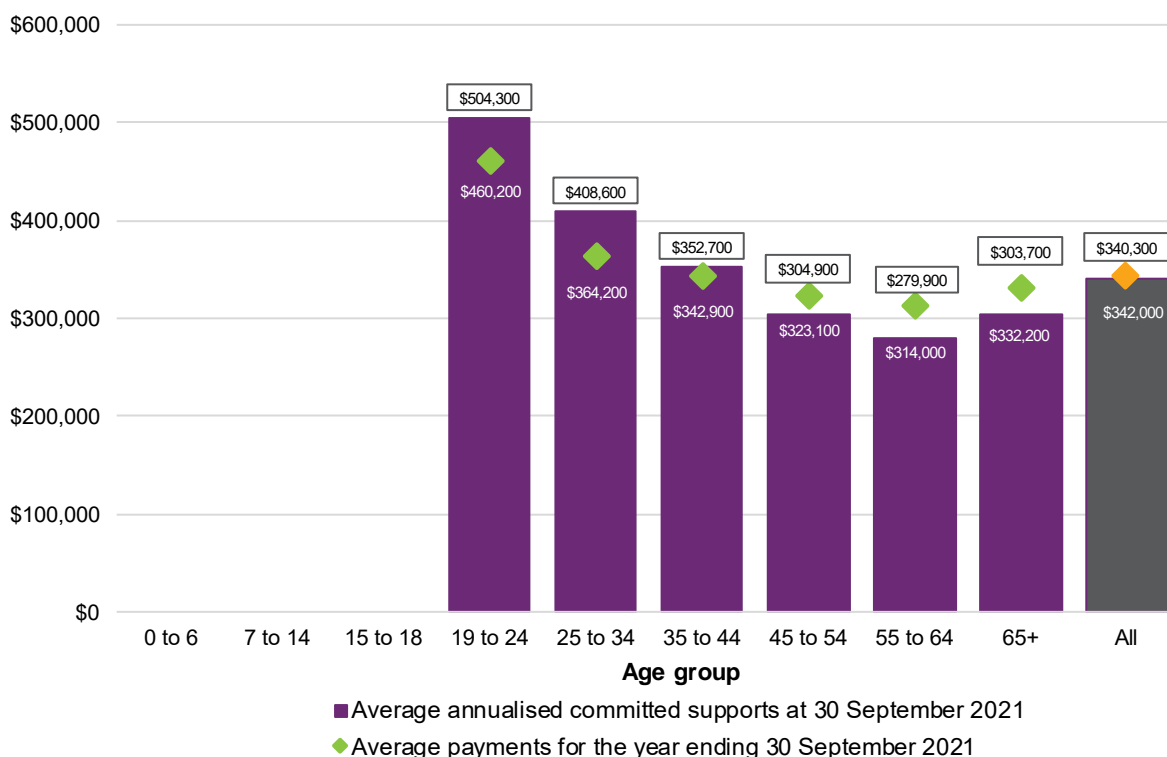
**Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – South Australia**



**Figure J.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – South Australia** <sup>536</sup>



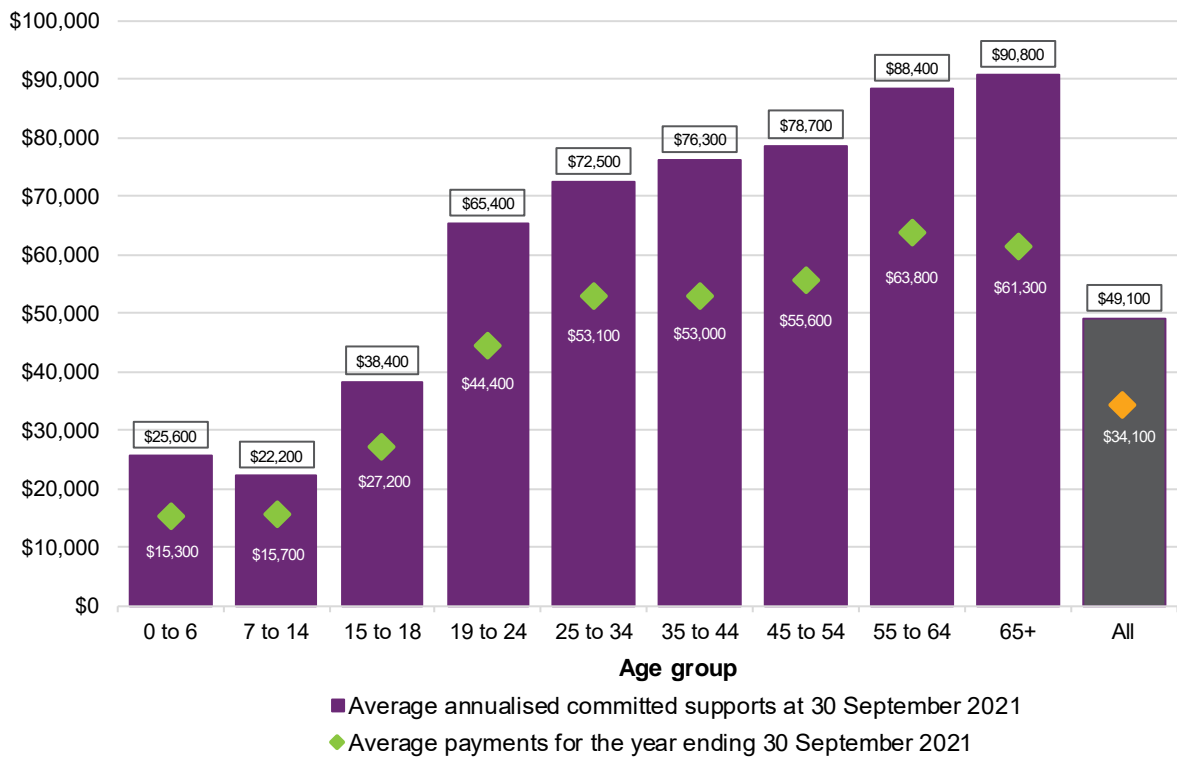
**Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – South Australia** <sup>537</sup>



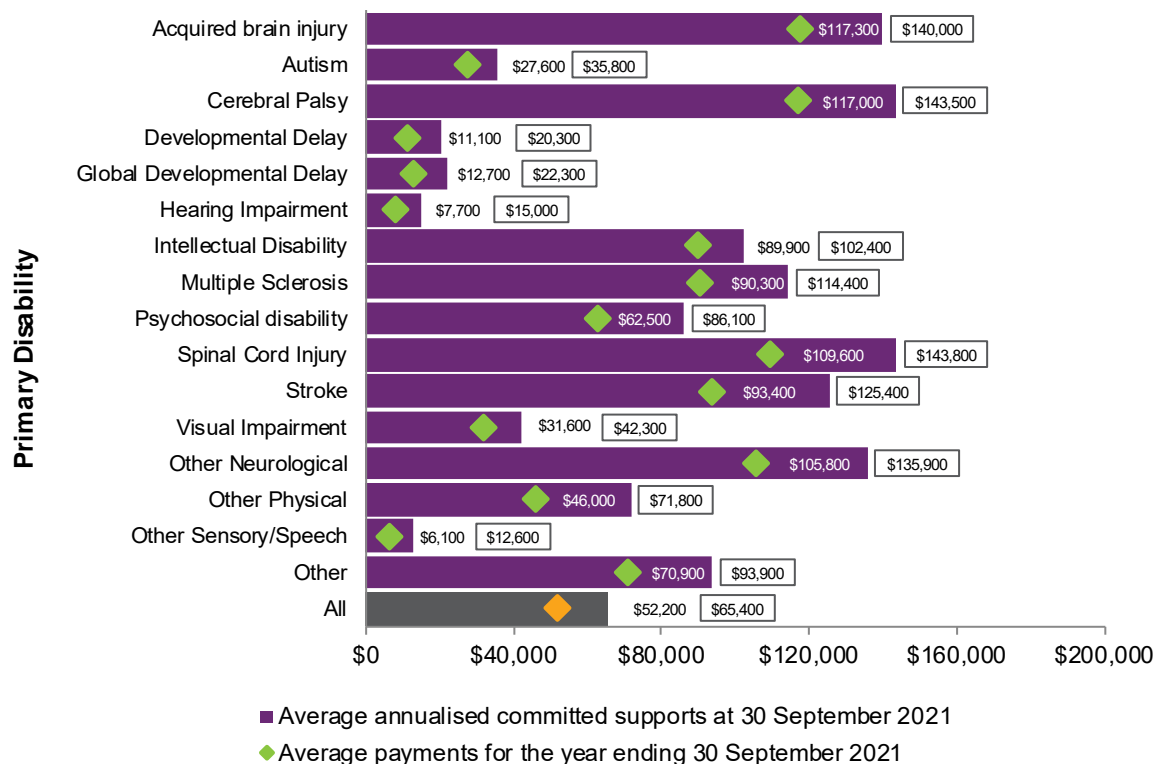
<sup>536</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>537</sup> Ibid.

**Figure J.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – South Australia** <sup>538</sup>



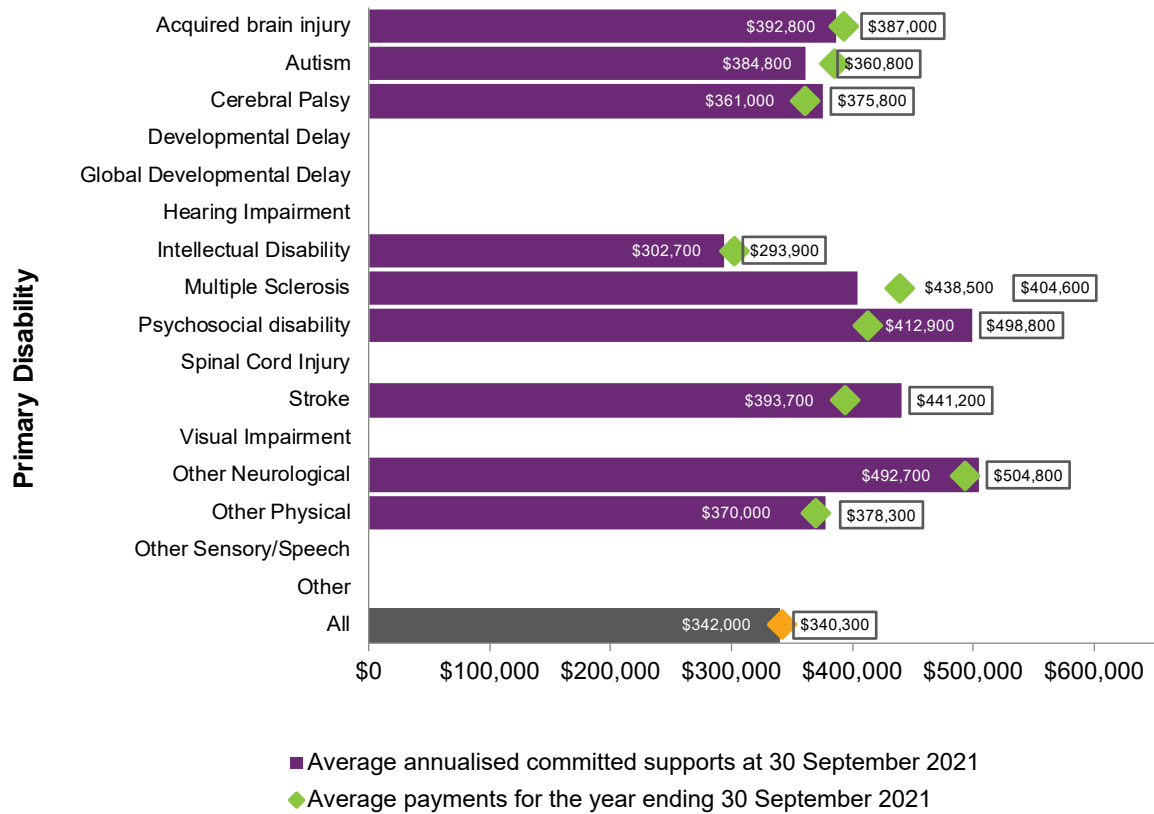
**Figure J.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – South Australia** <sup>539</sup>



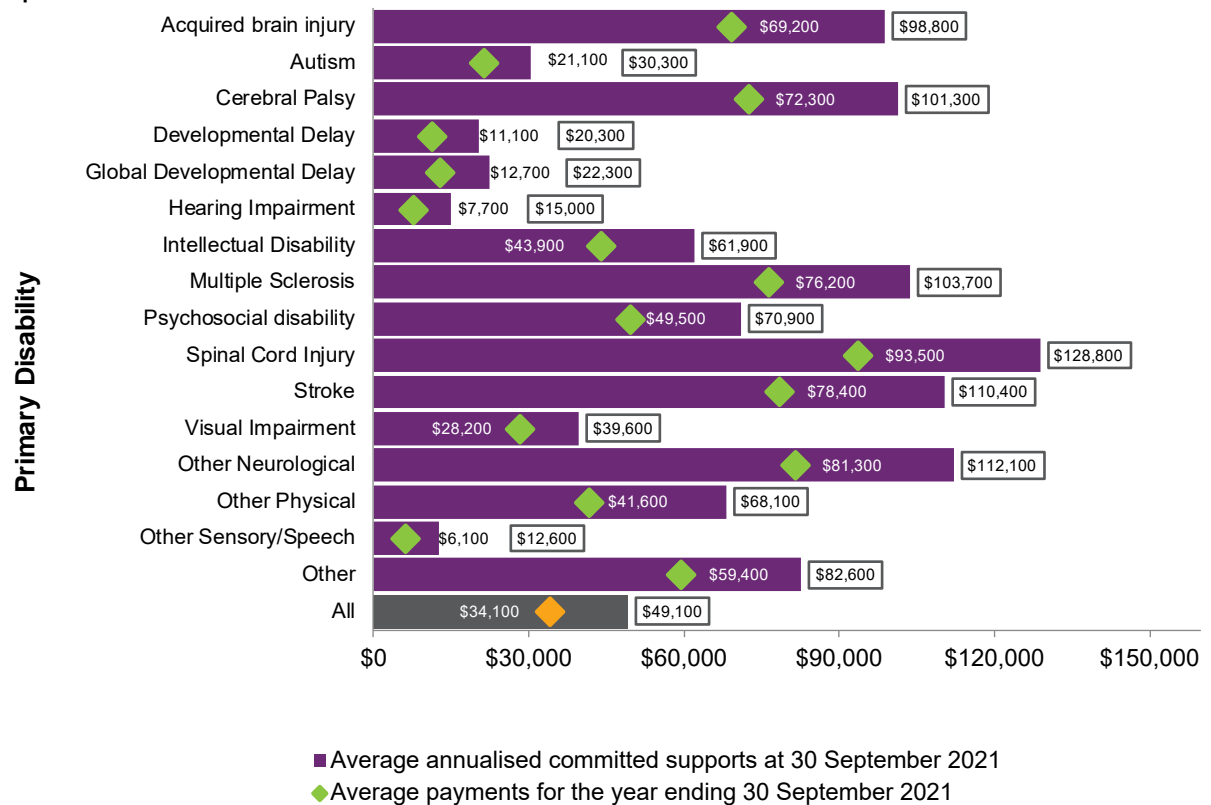
<sup>538</sup> Ibid.

<sup>539</sup> Ibid.

**Figure J.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – South Australia** <sup>540</sup>



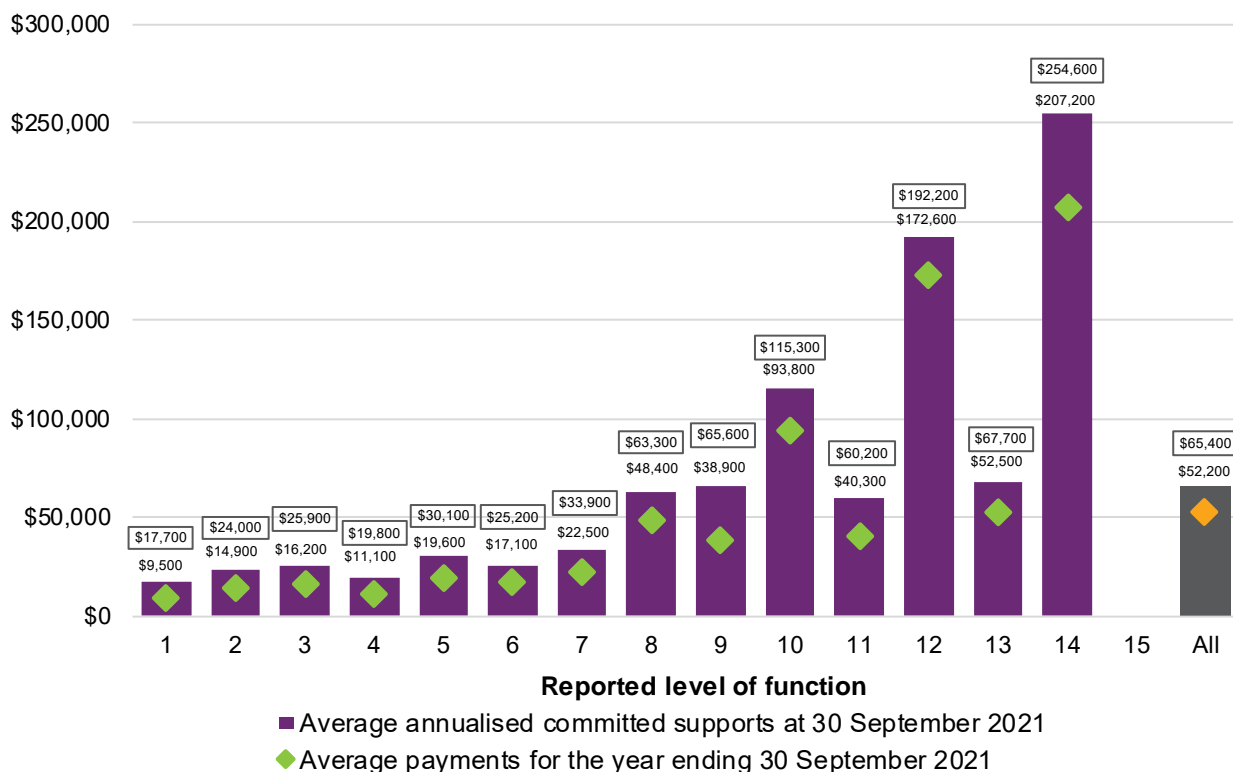
**Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – South Australia** <sup>541</sup>



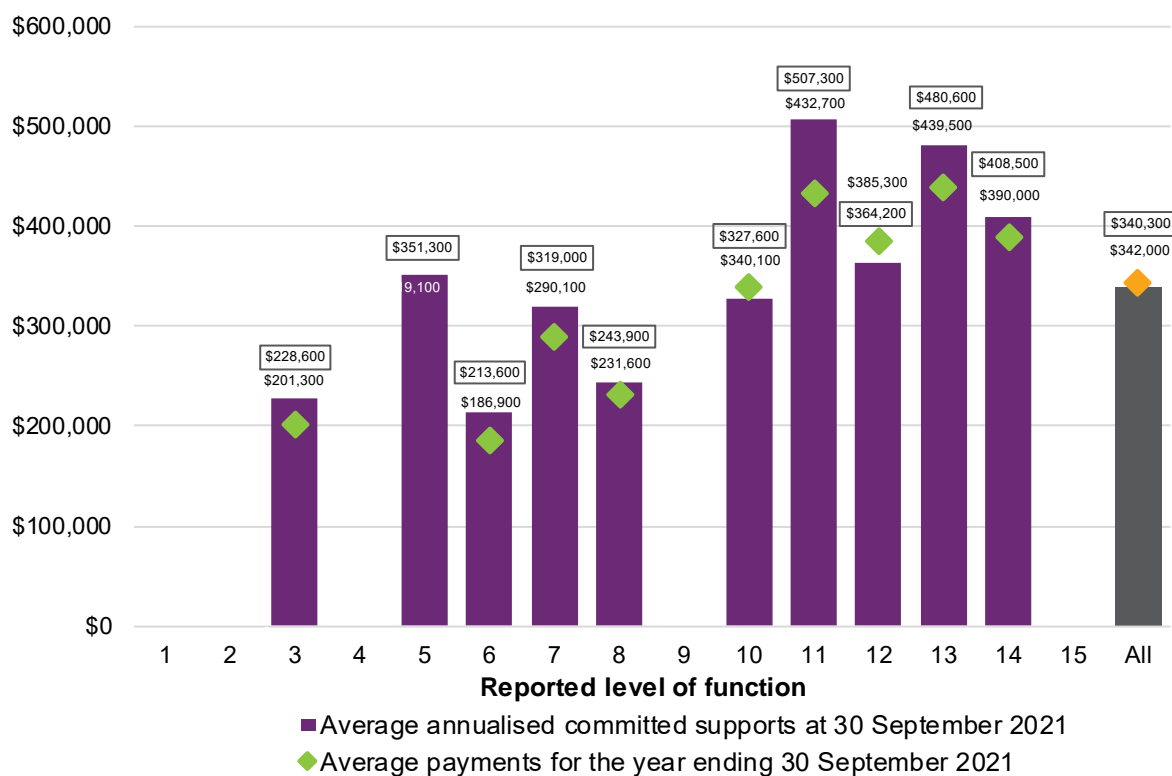
<sup>540</sup> Ibid.

<sup>541</sup> Ibid.

**Figure J.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – South Australia** <sup>542</sup>



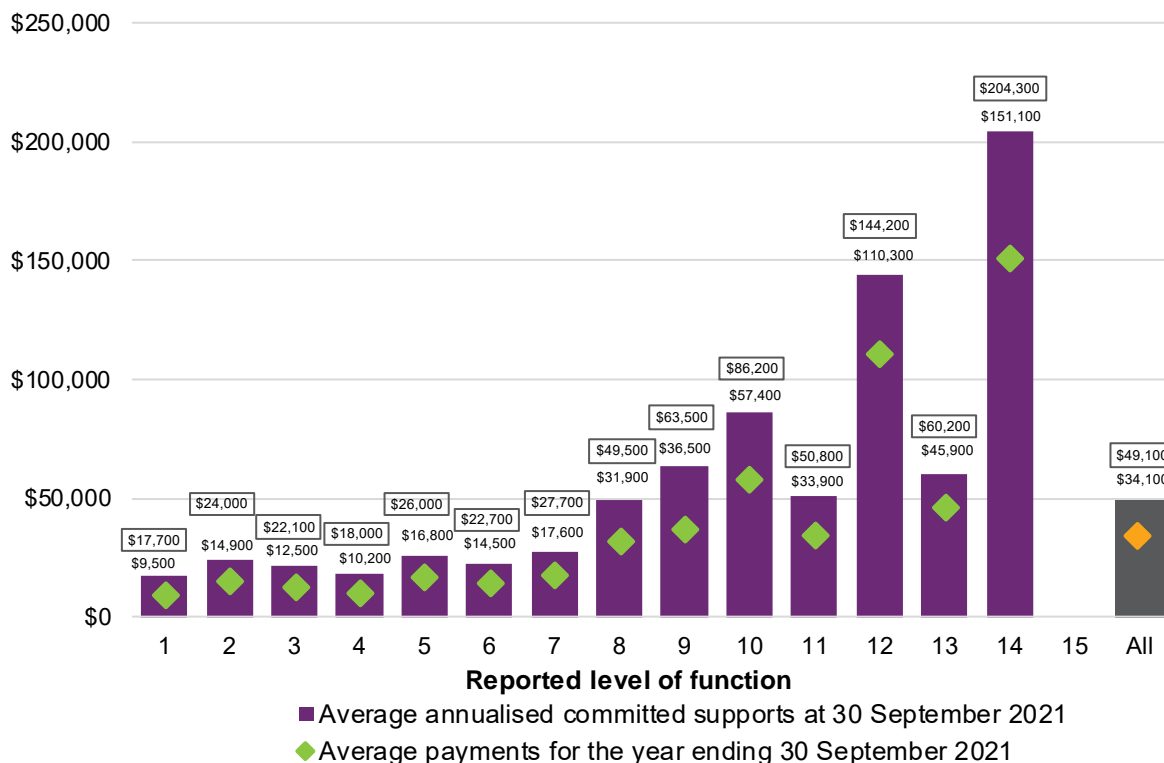
**Figure J.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – South Australia** <sup>543</sup>



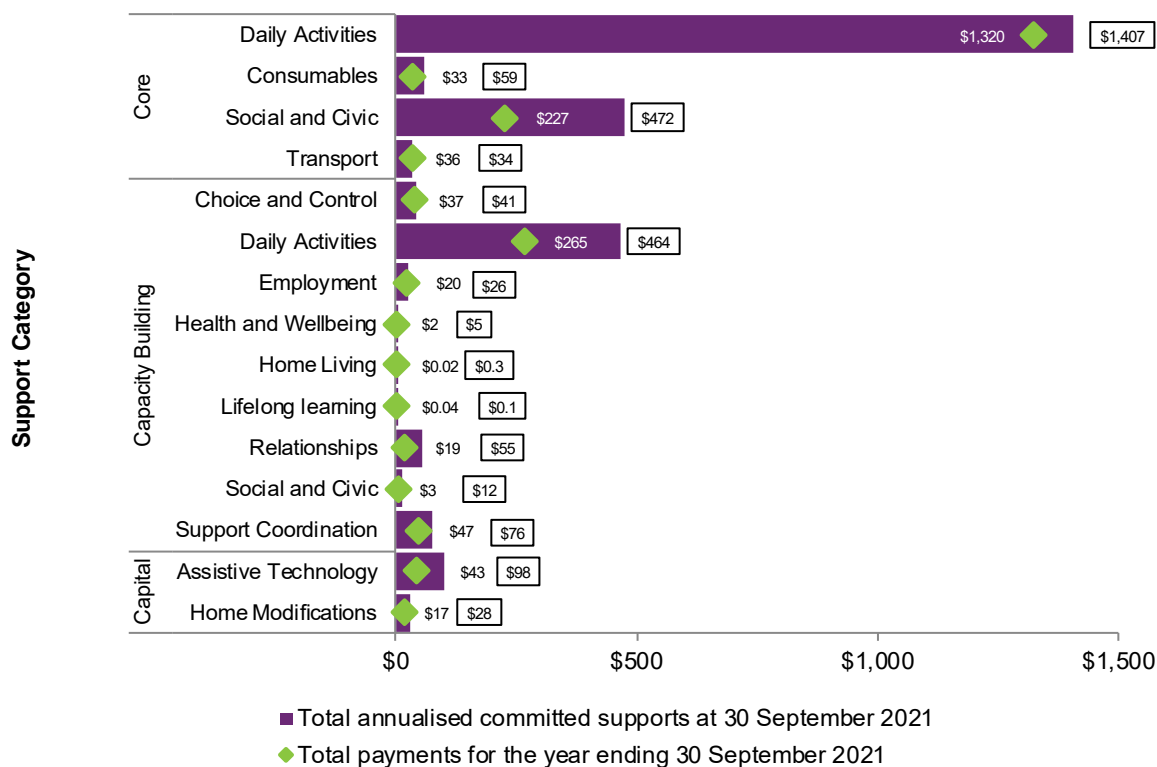
<sup>542</sup> Ibid.

<sup>543</sup> Ibid.

**Figure J.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – South Australia** <sup>544</sup>



**Figure J.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – South Australia** <sup>545</sup>

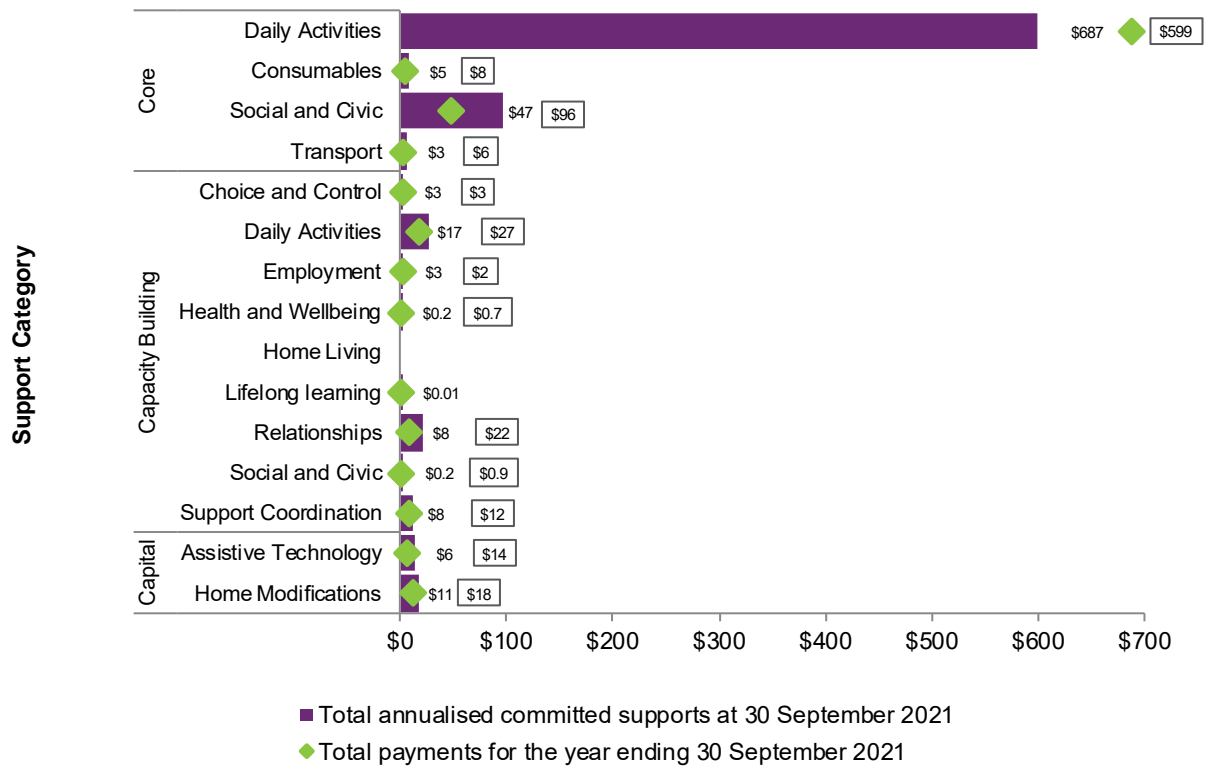


<sup>544</sup> Ibid.

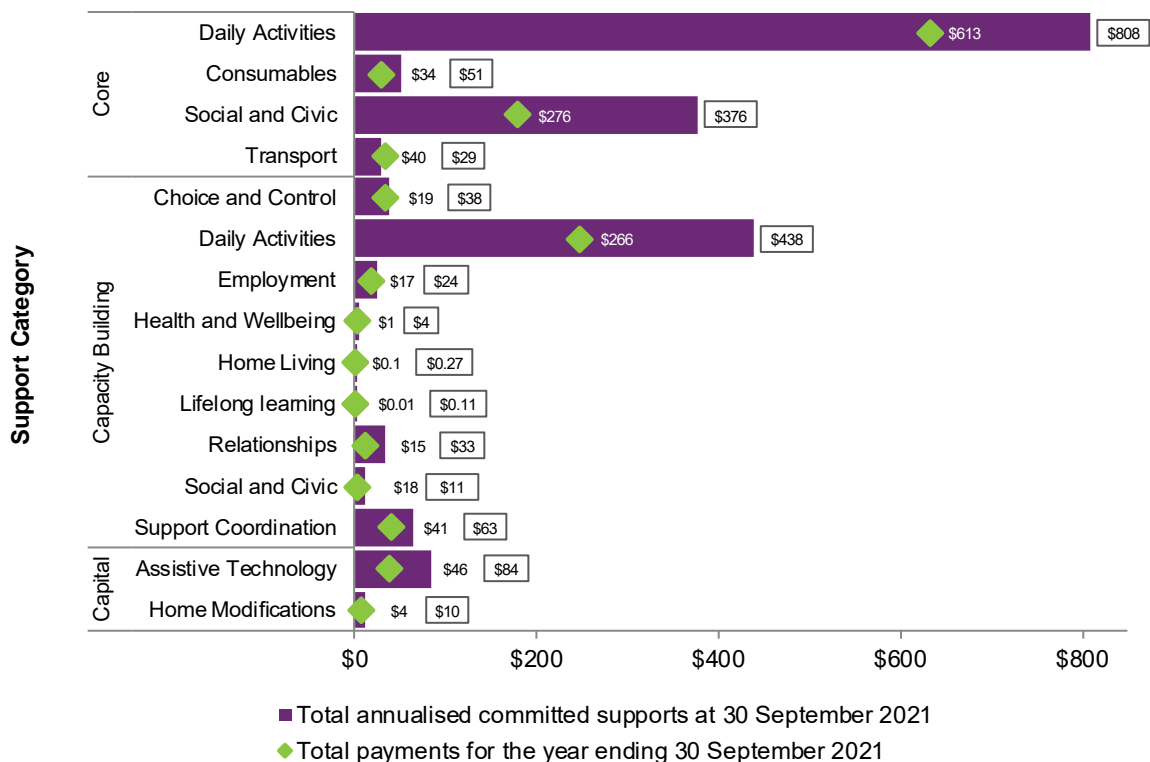
<sup>545</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.



**Figure J.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – South Australia** <sup>546</sup>



**Figure J.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – South Australia** <sup>547</sup>



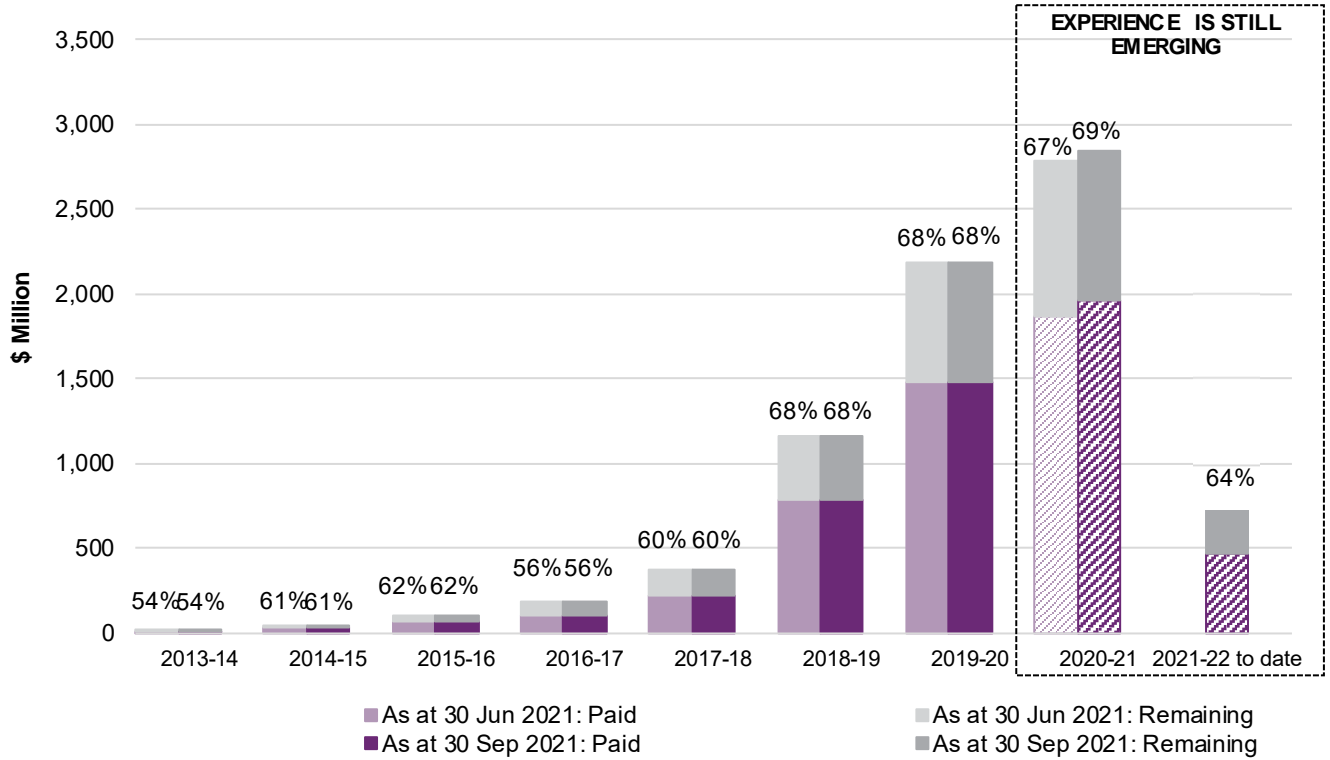
<sup>546</sup> Ibid.

<sup>547</sup> Ibid.

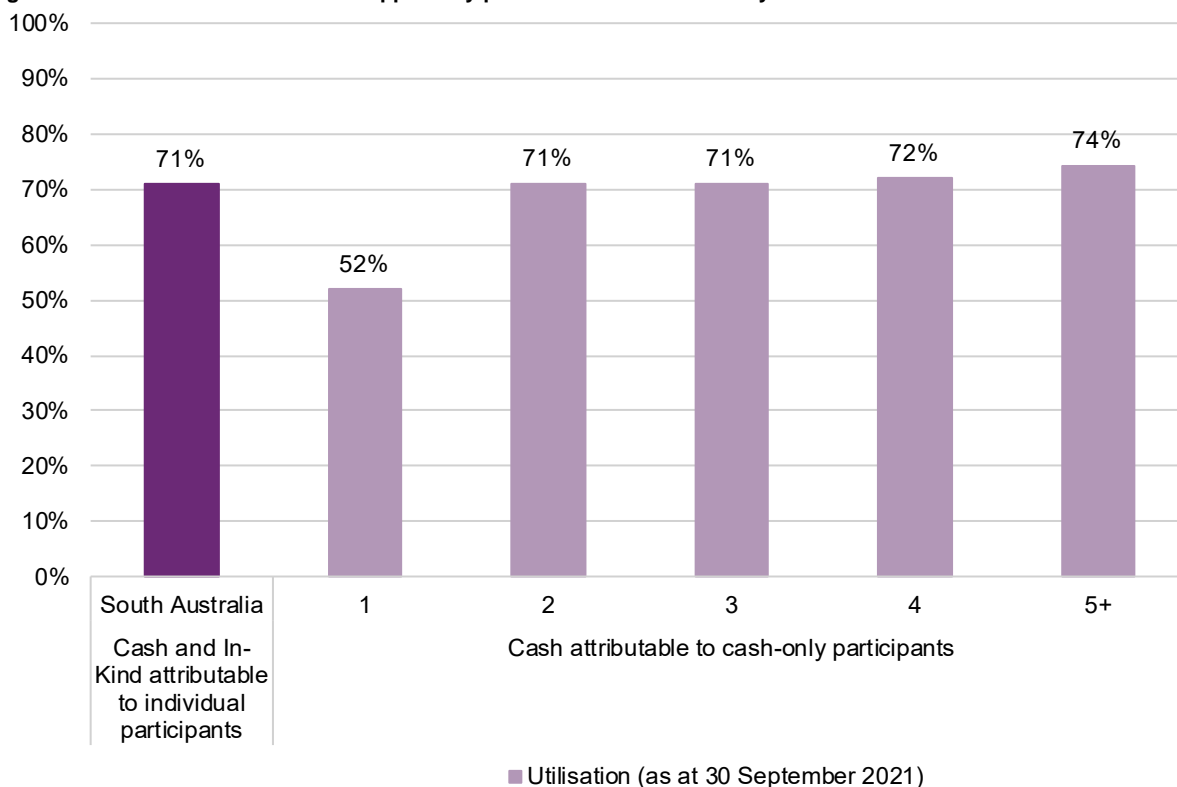
**Table J.72 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	10.5	48.4	102.1	186.3	368.5	1,159.7	2,189.5	2,850.3	729.3
Total Paid	5.7	29.6	62.8	104.4	219.9	791.0	1,484.9	1,966.6	467.2
% utilised to date	54%	61%	62%	56%	60%	68%	68%	69%	64%

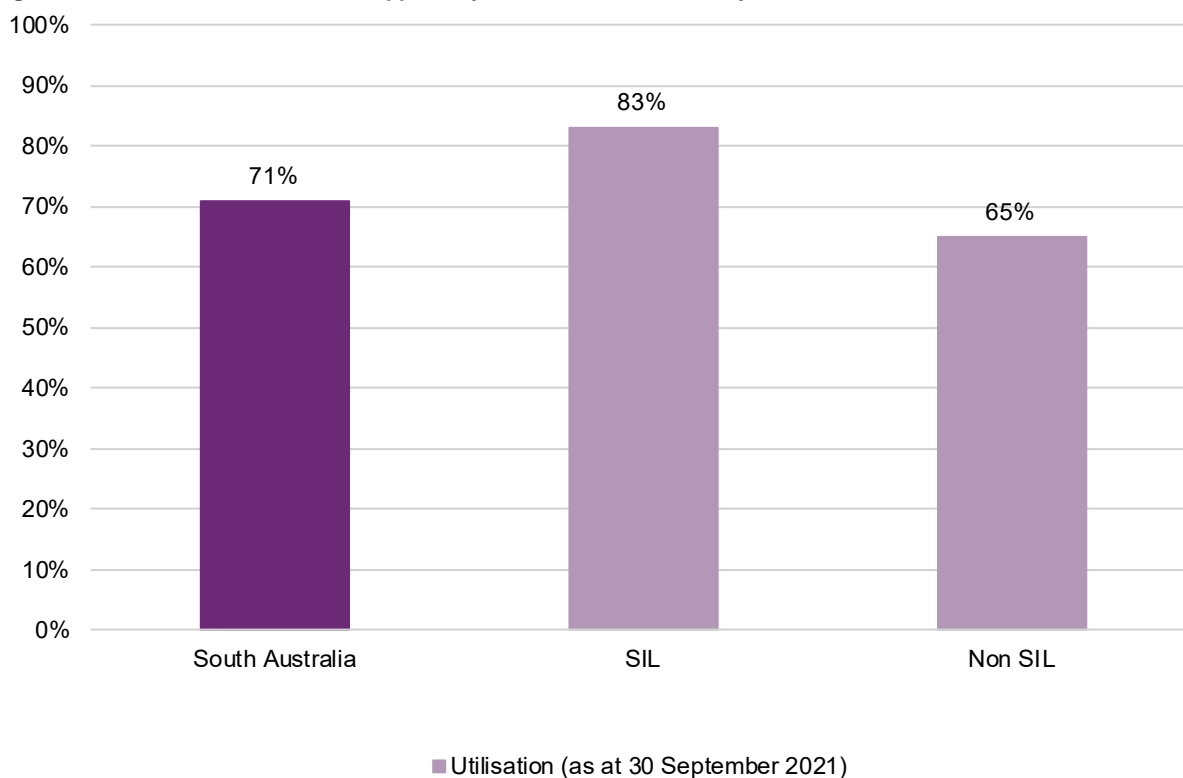
**Figure J.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – South Australia**



**Figure J.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – South Australia** <sup>548</sup>



**Figure J.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – South Australia** <sup>549</sup>



<sup>548</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 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>549</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – South Australia <sup>550</sup>

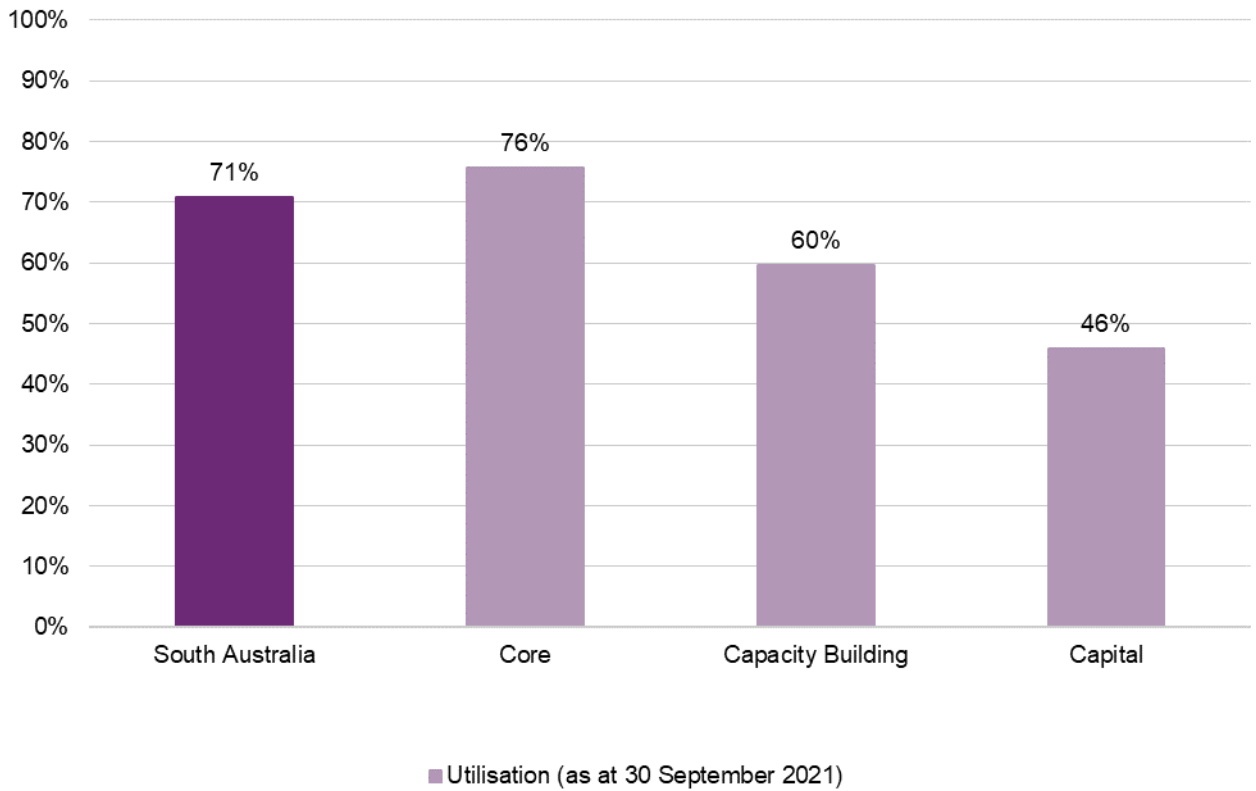
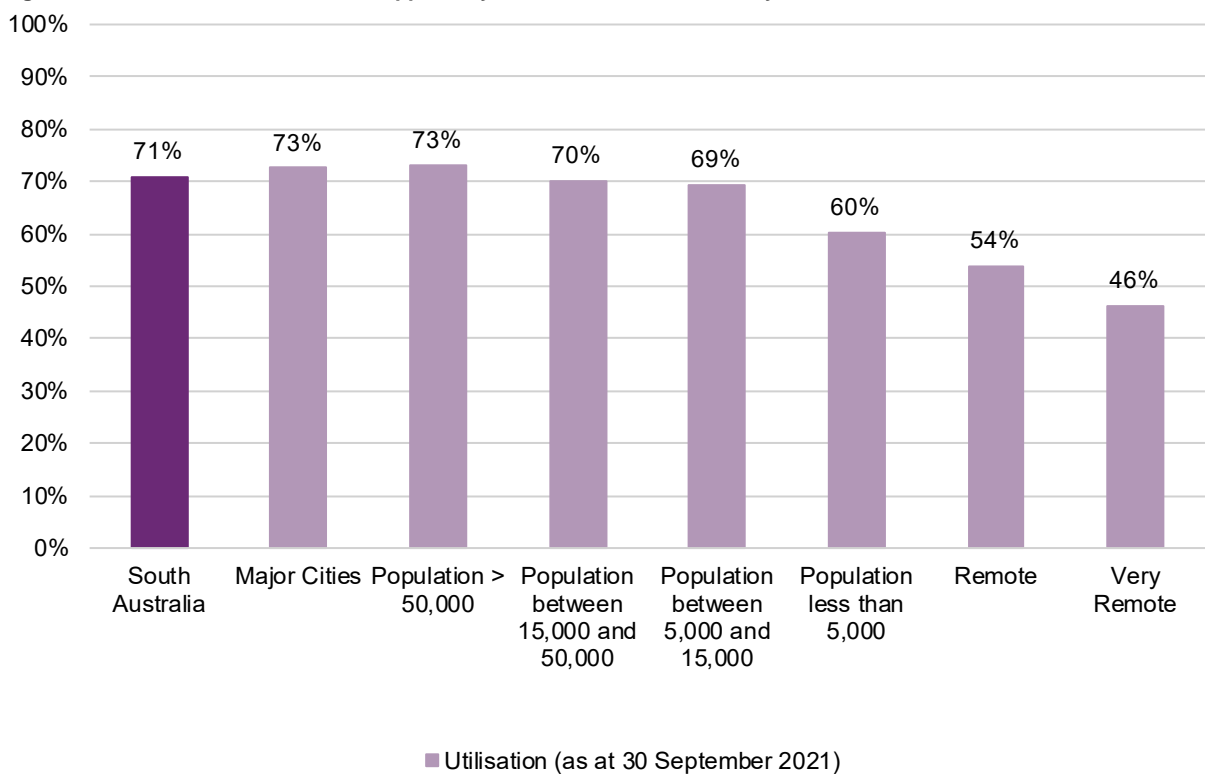


Figure J.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – South Australia <sup>551</sup>



<sup>550</sup> Ibid.

<sup>551</sup> Ibid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>552</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	10,632	448	11,080	278	11,358

Table K.2 Active participants (including ECA) by quarter of entry, plan and entry type – Tasmania <sup>553</sup>

	Prior Quarters	2021-22 Q1	Total
Access decisions	13,137	615	13,752
Active Eligible	10,877	451	11,328
<i>New</i>	6,481	429	6,910
<i>State</i>	2,959	<11	2,964
<i>Commonwealth</i>	1,437	17	1,454
Active Participant Plans (excl ECA)	10,632	448	11,080
<i>New</i>	6,265	425	6,690
<i>State</i>	2,945	<11	2,949
<i>Commonwealth</i>	1,422	19	1,441
Active Participant Plans	10,904	726	11,358
<i>Early Intervention (s25)</i>	2,447	193	2,640
<i>Permanent Disability (s24)</i>	8,185	255	8,440
<i>ECA</i>	272	278	278

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Tasmania

Exits	Total
Total participant exits	363
<i>Early Intervention participants</i>	58
<i>Permanent disability participants</i>	305

<sup>552</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>553</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table K.4 Cumulative numbers of active participants (including ECA) by services previously received – Tasmania** <sup>554</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	2,949	1,441	6,690	278	11,358

**Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania** <sup>555 556 557</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	2,640	8,440	278	11,358

<sup>554</sup> This table shows the total numbers of active participants at the end of each period.

<sup>555</sup> Ibid.

<sup>556</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>557</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table K.6 Assessment of access by age group – Tasmania** <sup>558</sup>

	Prior Quarters		2021-22 Q1		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	2,400	97%	145	96%	2,545	97%
7 to 14	2,377	88%	86	77%	2,463	88%
15 to 18	1,372	90%	40	82%	1,412	90%
19 to 24	779	86%	17	68%	796	85%
25 to 34	684	80%	28	65%	712	79%
35 to 44	901	83%	42	69%	943	83%
45 to 54	1,285	82%	43	67%	1,328	81%
55 to 64	1,522	79%	50	46%	1,572	77%
65+	63	66%	<11		64	65%
Missing	<11		<11		<11	
<b>Total</b>	<b>11,383</b>	<b>87%</b>	<b>452</b>	<b>73%</b>	<b>11,835</b>	<b>86%</b>

**Table K.7 Assessment of access by disability – Tasmania** <sup>559</sup>

	Prior Quarters		2021-22 Q1		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	456	93%	12	63%	468	92%
Autism	3,457	95%	118	96%	3,575	95%
Cerebral Palsy	439	97%	<11		442	97%
Developmental Delay	719	95%	94	97%	813	95%
Global Developmental Delay	217	99%	20	100%	237	99%
Hearing Impairment	427	88%	14	93%	441	88%
Intellectual Disability	2,815	94%	60	86%	2,875	94%
Multiple Sclerosis	300	89%	12	80%	312	88%
Psychosocial disability	921	67%	60	59%	981	67%
Spinal Cord Injury	108	96%	<11		112	95%
Stroke	147	84%	<11		153	82%
Visual Impairment	196	89%	<11		201	89%
Other Neurological	513	84%	13	59%	526	83%
Other Physical	410	52%	11	23%	421	50%
Other Sensory/Speech	42	42%	<11		42	42%
Other	140	48%	20	36%	160	46%
Missing	76	93%	<11		76	93%
<b>Total</b>	<b>11,383</b>	<b>87%</b>	<b>452</b>	<b>73%</b>	<b>11,835</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.

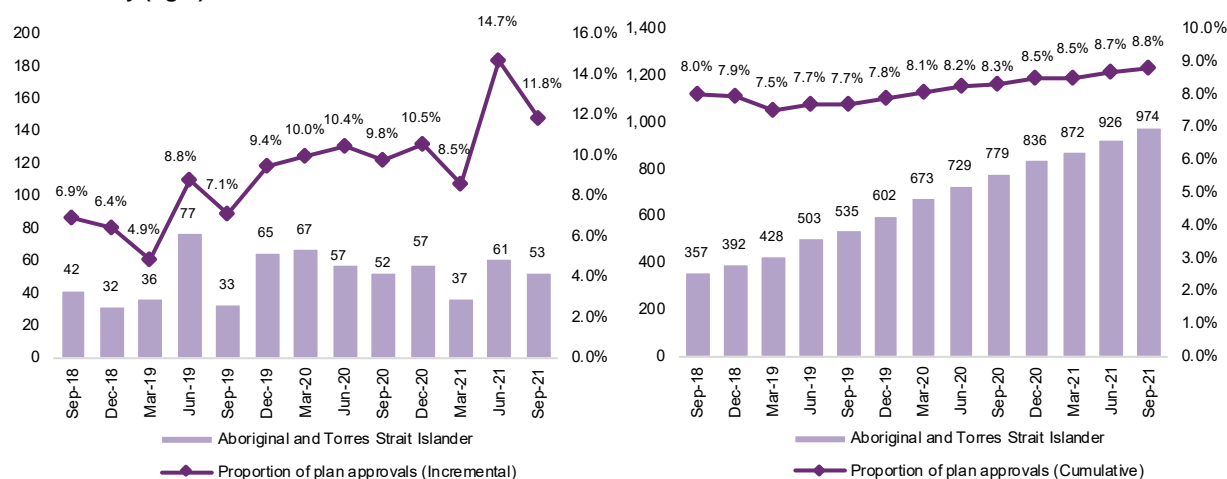
**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	921	8.7%	53	11.8%	<b>974</b>	<b>8.8%</b>
Not Aboriginal and Torres Strait Islander	7,774	73.1%	332	74.1%	<b>8,106</b>	<b>73.2%</b>
Not Stated	1,937	18.2%	63	14.1%	<b>2,000</b>	<b>18.1%</b>
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

<sup>558</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>559</sup> Ibid.

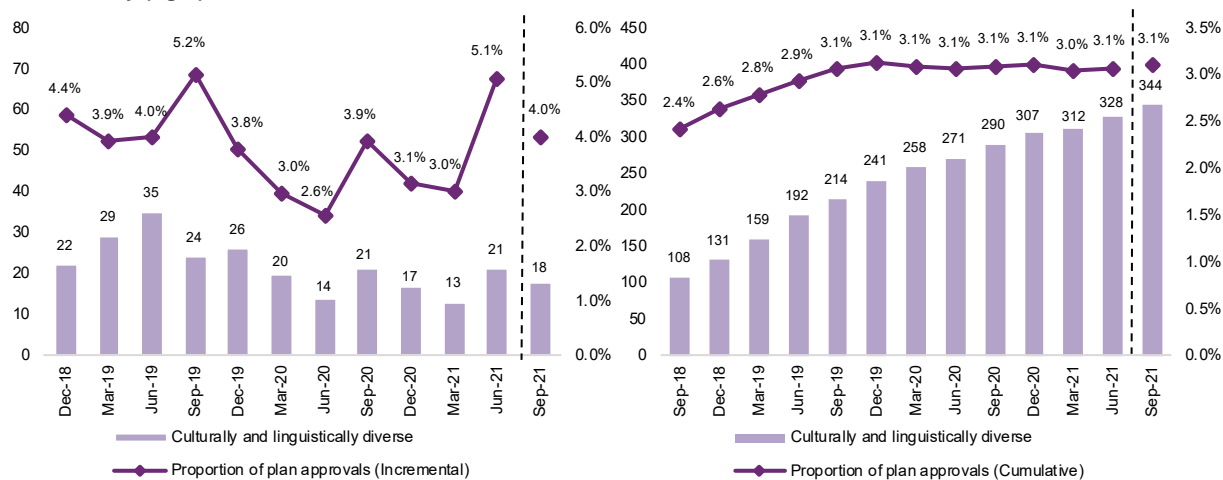
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>560</sup>



**Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania** <sup>561</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	326	3.1%	18	4.0%	344	3.1%
Not culturally and linguistically diverse	10,296	96.8%	430	96.0%	10,726	96.8%
Not stated	<11		<11		<11	
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</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>562 563 564</sup>



<sup>560</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>561</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

<sup>562</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>563</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

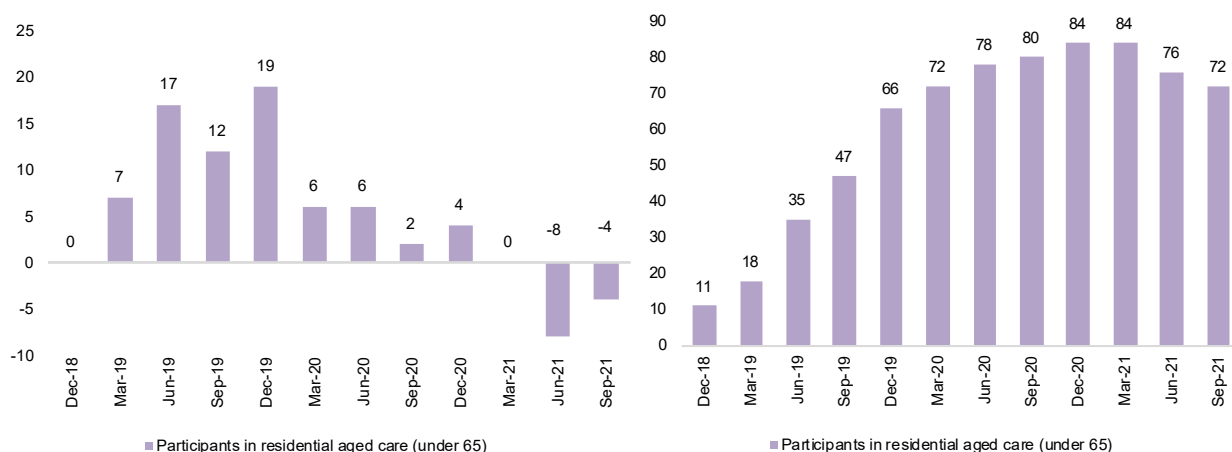
<sup>564</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.



**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 September 2021 – Tasmania** <sup>565</sup>

	Total
Age group	N
Under 45	<11
45 to 54	14
55 to 64	55
<b>Total YPIRAC (under 65)</b>	<b>72</b>

**Figure K.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania** <sup>566</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>567 568</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	6,898	64.9%	301	67.3%	<b>7,199</b>	<b>65.0%</b>
Population between 15,000 and 50,000	2,037	19.2%	61	13.6%	<b>2,098</b>	<b>18.9%</b>
Population between 5,000 and 15,000	54	0.5%	<11		<b>55</b>	<b>0.5%</b>
Population less than 5,000	1,504	14.1%	76	17.0%	<b>1,580</b>	<b>14.3%</b>
Remote	116	1.1%	<11		<b>123</b>	<b>1.1%</b>
Very Remote	23	0.2%	<11		<b>24</b>	<b>0.2%</b>
Missing	<11		<11		<11	
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

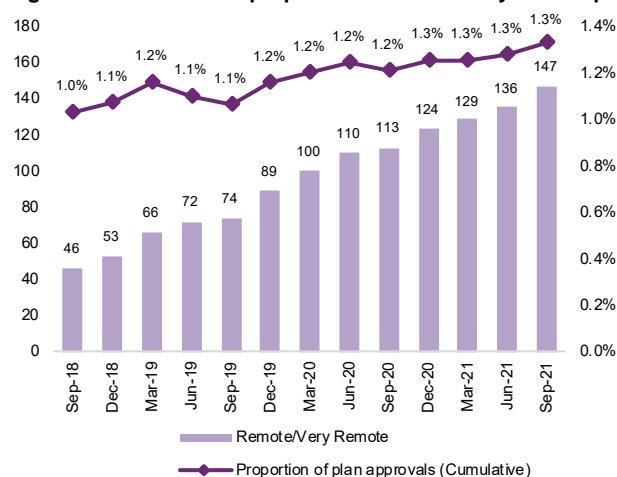
<sup>565</sup> There are a further 35 active participants aged 65 years or over who are currently in residential aged care.

<sup>566</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>567</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>568</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania** <sup>569 570 571</sup>



**Table K.12 Participant profile per quarter by primary disability group – Tasmania** <sup>572 573 574</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	3,362	32%	118	26%	3,480	31%
Intellectual Disability	2,679	25%	52	12%	2,731	25%
Psychosocial disability	861	8%	54	12%	915	8%
Developmental Delay	652	6%	89	20%	741	7%
Hearing Impairment	412	4%	12	3%	424	4%
Other Neurological	429	4%	15	3%	444	4%
Other Physical	343	3%	<11		352	3%
Cerebral Palsy	417	4%	<11		420	4%
ABI	423	4%	11	2%	434	4%
Global Developmental Delay	200	2%	20	4%	220	2%
Visual Impairment	184	2%	<11		191	2%
Multiple Sclerosis	283	3%	19	4%	302	3%
Stroke	129	1%	11	2%	140	1%
Spinal Cord Injury	100	1%	<11		105	1%
Other	119	1%	22	5%	141	1%
Other Sensory/Speech	39	0%	<11		40	0%
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

<sup>569</sup> Ibid.

<sup>570</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>571</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

<sup>572</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>573</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>574</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (303).

**Table K.13 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania** <sup>575 576</sup>

	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	142	16%	<11		142	16%
Intellectual Disability	423	46%	<11		423	46%
Psychosocial disability	110	12%	<11		110	12%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	32	4%	<11		32	4%
Other Physical	<11		<11		<11	
Cerebral Palsy	76	8%	<11		76	8%
ABI	88	10%	<11		88	10%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	<11		<11		<11	
Multiple Sclerosis	<11		<11		<11	
Stroke	13	1%	<11		13	1%
Spinal Cord Injury	<11		<11		<11	
Other	<11		<11		<11	
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>914</b>	<b>100%</b>	<b>&lt;11</b>		<b>914</b>	<b>100%</b>

**Table K.14 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania** <sup>577</sup>

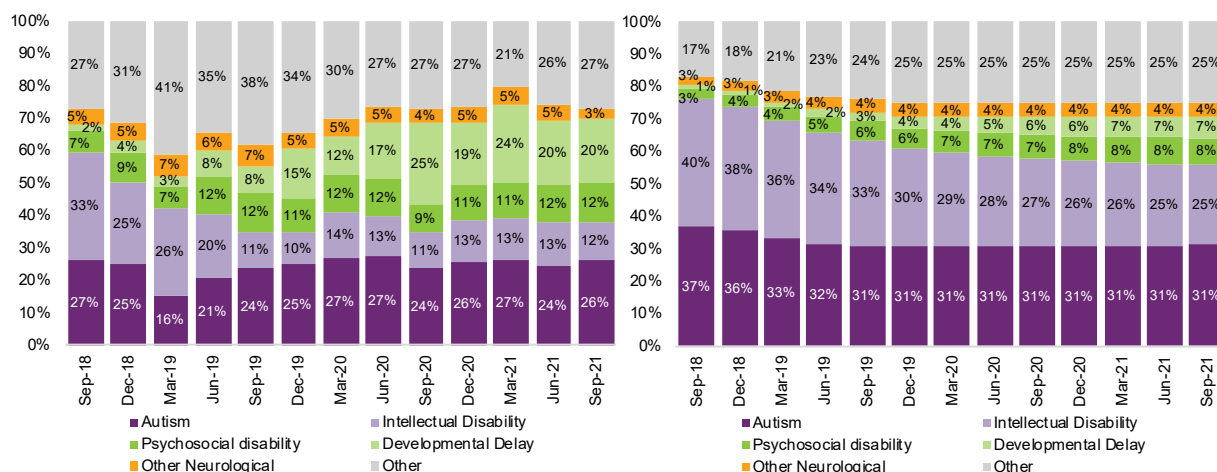
	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	3,220	33%	118	26%	3,338	33%
Intellectual Disability	2,256	23%	52	12%	2,308	23%
Psychosocial disability	751	8%	54	12%	805	8%
Developmental Delay	652	7%	89	20%	741	7%
Hearing Impairment	412	4%	12	3%	424	4%
Other Neurological	397	4%	15	3%	412	4%
Other Physical	333	3%	<11		342	3%
Cerebral Palsy	341	4%	<11		344	3%
ABI	335	3%	11	2%	346	3%
Global Developmental Delay	200	2%	20	4%	220	2%
Visual Impairment	176	2%	<11		183	2%
Multiple Sclerosis	275	3%	19	4%	294	3%
Stroke	116	1%	11	2%	127	1%
Spinal Cord Injury	98	1%	<11		103	1%
Other	117	1%	22	5%	139	1%
Other Sensory/Speech	39	0%	<11		40	0%
<b>Total</b>	<b>9,718</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>10,166</b>	<b>100%</b>

<sup>575</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>576</sup> Down Syndrome is included in Intellectual Disability, representing 7% of Participants in SIL (67).

<sup>577</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (236).

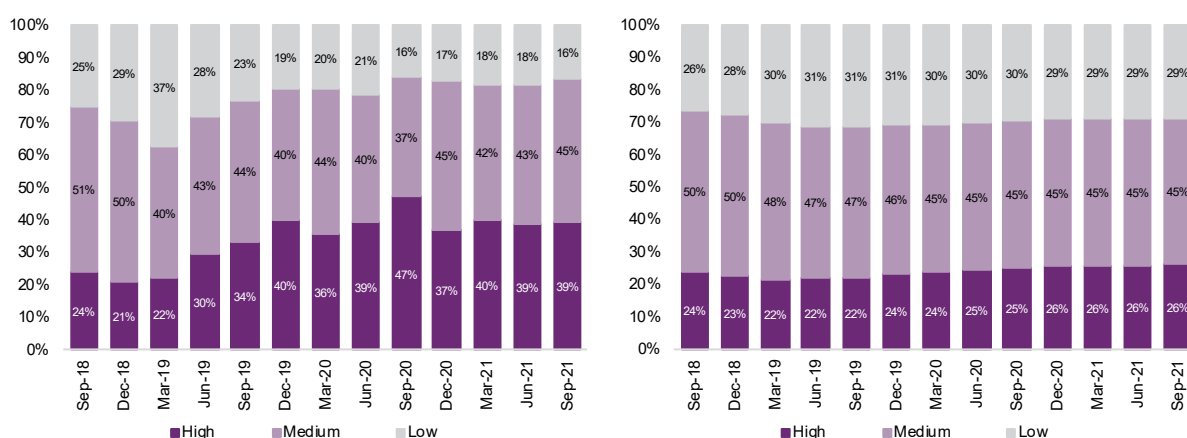
**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>578</sup>



**Table K.15 Participant profile per quarter by reported level of function – Tasmania** <sup>579</sup>

Reported Level of Function	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	907	9%	78	17%	985	9%
2 (High Function)	21	0%	<11		21	0%
3 (High Function)	500	5%	31	7%	531	5%
4 (High Function)	595	6%	27	6%	622	6%
5 (High Function)	696	7%	40	9%	736	7%
6 (Moderate Function)	2,227	21%	101	23%	2,328	21%
7 (Moderate Function)	784	7%	15	3%	799	7%
8 (Moderate Function)	658	6%	37	8%	695	6%
9 (Moderate Function)	72	1%	<11		78	1%
10 (Moderate Function)	1,075	10%	41	9%	1,116	10%
11 (Low Function)	376	4%	<11		381	3%
12 (Low Function)	1,786	17%	56	13%	1,842	17%
13 (Low Function)	707	7%	<11		716	6%
14 (Low Function)	213	2%	<11		215	2%
15 (Low Function)	<11		<11		<11	
Missing	12		<11		12	
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

**Figure K.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania** <sup>580</sup>



<sup>578</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>579</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>580</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.16 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,351	13%	131	29%	1,482	13%
7 to 14	2,398	23%	84	19%	2,482	22%
15 to 18	912	9%	34	8%	946	9%
19 to 24	1,192	11%	19	4%	1,211	11%
25 to 34	1,188	11%	26	6%	1,214	11%
35 to 44	825	8%	39	9%	864	8%
45 to 54	1,134	11%	51	11%	1,185	11%
55 to 64	1,316	12%	54	12%	1,370	12%
65+	316	3%	<11		326	3%
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

Table K.17 Participant profile per quarter (participants in SIL) by age group – Tasmania <sup>581</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	<11		<11		<11	
19 to 24	97	11%	<11		97	11%
25 to 34	174	19%	<11		174	19%
35 to 44	140	15%	<11		140	15%
45 to 54	198	22%	<11		198	22%
55 to 64	241	26%	<11		241	26%
65+	58	6%	<11		58	6%
<b>Total</b>	<b>914</b>	<b>100%</b>	<b>&lt;11</b>		<b>914</b>	<b>100%</b>

Table K.18 Participant profile per quarter (participants not in SIL) by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,351	14%	131	29%	1,482	15%
7 to 14	2,398	25%	84	19%	2,482	24%
15 to 18	906	9%	34	8%	940	9%
19 to 24	1,095	11%	19	4%	1,114	11%
25 to 34	1,014	10%	26	6%	1,040	10%
35 to 44	685	7%	39	9%	724	7%
45 to 54	936	10%	51	11%	987	10%
55 to 64	1,075	11%	54	12%	1,129	11%
65+	258	3%	<11		268	3%
<b>Total</b>	<b>9,718</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>10,166</b>	<b>100%</b>

<sup>581</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania <sup>582</sup>

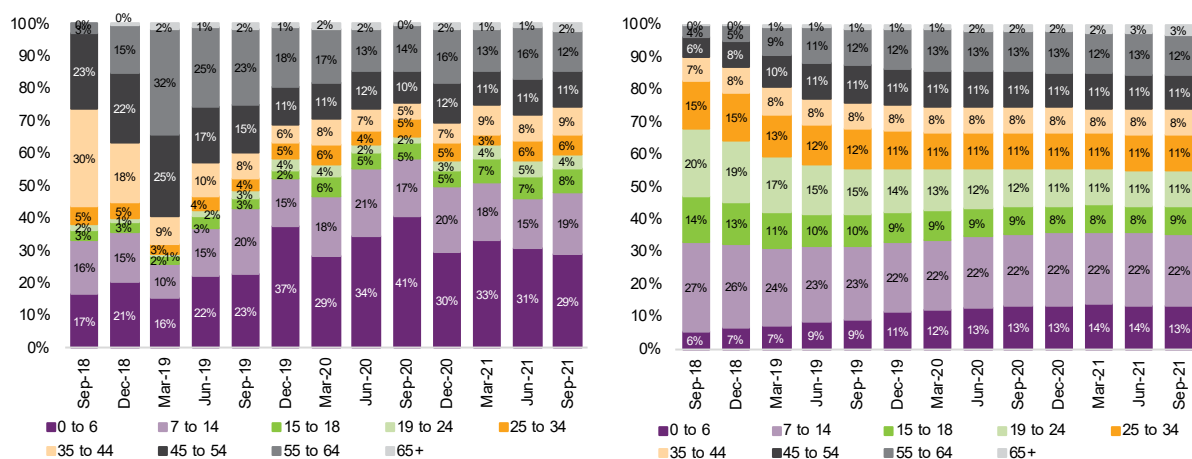


Table K.19 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	6,419	60%	255	57%	6,674	60%
Female	3,979	37%	186	42%	4,165	38%
Other	234	2%	<11		241	2%
<b>Total</b>	<b>10,632</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>11,080</b>	<b>100%</b>

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania <sup>583</sup>

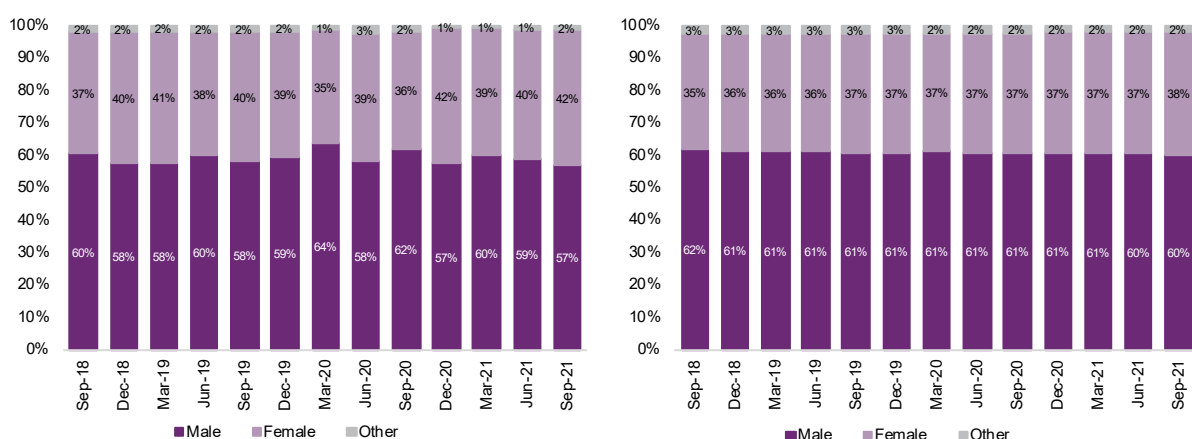


Table K.20 Participation rates by age group at 30 September 2021 – Tasmania <sup>584</sup>

	TAS
0-6	3.65%
7-14	4.83%
15-18	3.75%
19-24	3.26%
25-34	1.86%
35-44	1.41%
45-54	1.78%
55-64	1.88%
<b>Total (aged 0-64)</b>	<b>2.56%</b>

<sup>582</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>583</sup> Ibid.

<sup>584</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

**Table K.21 Number of baseline questionnaires completed by SFOF version – Tasmania** <sup>585</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	15	111	341	534	508	106	1,615
Participant school to 14	553	860	548	639	498	111	3,209
Participant 15 to 24	296	156	106	180	169	51	958
Participant 25 and over	169	485	1,603	969	720	163	4,109
<b>Total Participant</b>	<b>1,033</b>	<b>1,612</b>	<b>2,598</b>	<b>2,322</b>	<b>1,895</b>	<b>431</b>	<b>9,891</b>
Family 0 to 14	511	959	865	1,147	994	211	4,687
Family 15 to 24	156	134	74	123	118	34	639
Family 25 and over	8	168	590	309	207	31	1,313
<b>Total Family</b>	<b>675</b>	<b>1,261</b>	<b>1,529</b>	<b>1,579</b>	<b>1,319</b>	<b>276</b>	<b>6,639</b>
<b>Total</b>	<b>1,708</b>	<b>2,873</b>	<b>4,127</b>	<b>3,901</b>	<b>3,214</b>	<b>707</b>	<b>16,530</b>

**Table K.22 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania**

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		41%		
CC	% of children who have a genuine say in decisions about themselves		77%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			46%	60%
CC	% who choose what they do each day			57%	70%
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			79%	78%

<sup>585</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.23 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	66%	76%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	29%

**Table K.24 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%	73%
HM	% who feel safe or very safe in their home			82%	73%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			71%	66%
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				70%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			11%	19%
WK	% who volunteer			10%	10%



**Table K.25 Selected key baseline indicators for families/carers of participants – Tasmania**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	26%	27%
% receiving Carer Allowance	46%	37%	37%
% working in a paid job	39%	46%	32%
Of those in a paid job, % in permanent employment	76%	73%	76%
Of those in a paid job, % working 15 hours or more	74%	83%	81%
% who say they (and their partner) are able to work as much as they want	44%	45%	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%	54%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		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%	66%	65%

**Table K.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=344) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania** <sup>586</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	83%
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?	73%
REL Has the NDIS improved how your child fits into family life?	68%
S/CP Has the NDIS improved how your child fits into community life?	56%

<sup>586</sup> Results in Tables K.26 to K.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table K.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=983) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	57%
LL	Has the NDIS improved your child's access to education?	31%
REL	Has the NDIS improved your child's relationships with family and friends?	47%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

**Table K.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=241) and ‘Participant 25 and over’ (n=1,433) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	76%
DL	Has the NDIS helped you with daily living activities?	52%	78%
REL	Has the NDIS helped you to meet more people?	39%	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?	34%	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?	24%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	15%
S/CP	Has the NDIS helped you be more involved?	44%	65%

**Table K.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,443); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=619) - participants who entered between 1 July 2016 and 30 September 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?	56%	54%
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?	69%	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%	32%

**Table K.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=91) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania** <sup>587</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	82%	93%	+11%
DL	Has the NDIS improved your child's access to specialist services?	87%	95%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	74%	84%	+9%
REL	Has the NDIS improved how your child fits into family life?	65%	82%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	57%	78%	+21%

**Table K.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=608) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	65%	+10%
LL	Has the NDIS improved your child's access to education?	27%	32%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	51%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	38%	46%	+7%

**Table K.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=161) and ‘Participant 25 and over’ (n=583) - participants who entered between 1 July 2016 and 30 September 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?	53%	56%	+4%	75%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	51%	63%	+12%	80%	84%	+3%
REL	Has the NDIS helped you to meet more people?	47%	50%	+3%	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%	37%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	37%	+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?	21%	22%	1%	25%	28%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	49%	52%	+3%	66%	70%	+4%

<sup>587</sup> Results in Tables K.30 to K.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table K.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=629); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=161) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	47%	55%	+8%	54%	60%	+6%
Has the NDIS improved the level of support for your family?	59%	69%	+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?	60%	68%	+9%	61%	69%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	+6%			
Has the NDIS improved your health and wellbeing?	32%	38%	+6%	34%	34%	0%

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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=541) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania <sup>588</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?	51%	57%	65%	+14%
LL	Has the NDIS improved your child's access to education?	26%	27%	31%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	38%	41%	50%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	38%	40%	46%	+8%

<sup>588</sup> Results in Tables K.34 to K.38 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table K.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=209) - participants who entered between 1 July 2016 and 30 September 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%	58%	59%	+9%
Has the NDIS helped you with daily living activities?	48%	59%	61%	+13%
Has the NDIS helped you to meet more people?	44%	50%	49%	+4%
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%	37%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	27%	23%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	9%	12%	11%	+1%
Has the NDIS helped you be more involved?	43%	51%	53%	+10%

**Table K.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=212) - participants who entered between 1 July 2016 and 30 September 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?	74%	80%	85%	+11%
Has the NDIS helped you with daily living activities?	74%	82%	83%	+9%
Has the NDIS helped you to meet more people?	62%	61%	67%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	44%	44%	+8%
Has your involvement with the NDIS improved your health and wellbeing?	55%	58%	61%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	31%	32%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	14%	15%	-3%
Has the NDIS helped you be more involved?	64%	69%	72%	+8%

**Table K.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=358) - participants who entered between 1 July 2016 and 30 September 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%	42%	52%	+14%
Has the NDIS improved the level of support for your family?	49%	55%	67%	+18%
Has the NDIS improved your access to services, programs and activities in the community?	52%	61%	68%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	48%	56%	60%	+12%
Has the NDIS improved your health and wellbeing?	27%	26%	35%	+8%

**Table K.38 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=99) - participants who entered between 1 July 2016 and 30 September 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?	49%	42%	45%	-4%
Has the NDIS improved the level of support for your family?	56%	65%	68%	+12%
Has the NDIS helped you to access services, programs and activities in the community?	56%	63%	66%	+10%
Has the NDIS improved your health and wellbeing?	24%	22%	24%	0%

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

**Table K.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=223) - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania**

	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%	51%	60%	61%	+17%
LL	Has the NDIS improved your child's access to education?	13%	15%	14%	16%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	23%	29%	41%	39%	+16%
S/CP	Has the NDIS improved your child's social and recreational life?	31%	36%	40%	44%	+13%

<sup>589</sup> Results in Tables K.39 to K.43 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table K.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=161) - participants who entered between 1 July 2016 and 30 September 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?	46%	57%	61%	67%	+21%
DL	Has the NDIS helped you with daily living activities?	47%	56%	64%	67%	+19%
REL	Has the NDIS helped you to meet more people?	41%	47%	47%	50%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	10%	11%	13%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	37%	41%	44%	+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?	20%	20%	22%	23%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	6%	9%	9%	+4%
S/CP	Has the NDIS helped you be more involved?	42%	51%	54%	57%	+15%

**Table K.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=41) - participants who entered between 1 July 2016 and 30 September 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?	81%	63%	72%	72%	-8%
DL	Has the NDIS helped you with daily living activities?	72%	76%	89%	86%	+15%
REL	Has the NDIS helped you to meet more people?	63%	59%	62%	59%	-4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	31%	41%	33%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	40%	45%	42%	-7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	34%	41%	35%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	21%	7%	19%	-7%
S/CP	Has the NDIS helped you be more involved?	62%	64%	76%	71%	+9%

**Table K.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=103) - participants who entered between 1 July 2016 and 30 September 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?	28%	22%	50%	40%	+12%
Has the NDIS improved the level of support for your family?	49%	56%	62%	65%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	52%	59%	72%	71%	+19%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	46%	66%	58%	+15%
Has the NDIS improved your health and wellbeing?	25%	23%	38%	23%	-2%

**Table K.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=35) - participants who entered between 1 July 2016 and 30 September 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?	38%	48%	37%	48%	+10%
Has the NDIS improved the level of support for your family?	44%	56%	66%	68%	+24%
Has the NDIS helped you to access services, programs and activities in the community?	50%	59%	57%	62%	+12%
Has the NDIS improved your health and wellbeing?	31%	29%	26%	24%	-7%

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



**Table K.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,051), 'participant social and community engagement rate' (n=1,060), 'parent and carer employment rate' (n=888) at entry, first and second plan review and 'participant choice and control' (n=690) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania <sup>590</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	24%	16%	18%	24%
Aged 25+	20%	20%	18%	
Aged 15+	17%	18%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	25%	30%	26%	48%
Aged 25+	30%	32%	34%	
Aged 15+	29%	32%	32%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	40%	43%	43%	49%
Aged 15+	38%	42%	36%	
All ages	39%	43%	41%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		53%	56%	75%
Aged 25+		75%	80%	
Aged 15+		70%	75%	

**Table K.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=445), 'participant social and community engagement rate' (n=449), 'parent and carer employment rate' (n=470) at entry, first, second and third plan review, and 'participant choice and control' (n=373) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania <sup>591</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	6%	10%	12%	15%	24%
Aged 25+	27%	29%	15%	22%	
Aged 15+	18%	21%	13%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	25%	23%	30%	29%	48%
Aged 25+	37%	38%	40%	44%	
Aged 15+	32%	31%	35%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	44%	42%	45%	49%
Aged 15+	44%	46%	44%	47%	
All ages	41%	45%	43%	46%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		50%	58%	59%	75%
Aged 25+		74%	80%	85%	
Aged 15+		62%	66%	71%	

<sup>590</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 September 2019 and have had a second plan review to date.

<sup>591</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 September 2018 and have had a third plan review to date.

**Table K.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=145), 'participant social and community engagement rate' (n=144) and 'parent and carer employment rate' (n=131) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania**<sup>592</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	5%	6%	9%	23%	21%	24%
Aged 25+	20%	25%	28%	13%	20%	
Aged 15+	12%	14%	17%	19%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	25%	34%	32%	28%	32%	48%
Aged 25+	38%	33%	39%	37%	41%	
Aged 15+	31%	33%	35%	31%	36%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	Numbers are too small					49%
Aged 15+	55%	58%	61%	55%	61%	
All ages	52%	52%	62%	50%	56%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		46%	57%	61%	67%	75%
Aged 25+		81%	63%	72%	72%	
Aged 15+		53%	58%	62%	68%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

<sup>592</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 September 2017 and have had a fourth plan review to date.

**Table K.47 Number of active plans by goal type and primary disability – Tasmania** <sup>593</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	131	247	238	54	104	341	199	99	<b>434</b>
Autism	769	2,666	1,598	1,075	1,414	2,048	394	575	<b>3,480</b>
Cerebral Palsy	125	304	258	71	91	255	121	60	<b>420</b>
Developmental Delay	102	685	282	289	239	352	1	0	<b>741</b>
Down Syndrome	74	218	177	69	74	221	81	76	<b>303</b>
Global Developmental Delay	44	205	84	86	86	103	2	1	<b>220</b>
Hearing Impairment	111	299	137	97	65	165	56	102	<b>424</b>
Intellectual Disability	657	1,539	1,027	565	610	1,665	798	839	<b>2,428</b>
Multiple Sclerosis	86	197	228	15	36	200	118	58	<b>302</b>
Psychosocial disability	226	494	584	195	192	698	444	231	<b>915</b>
Spinal Cord Injury	38	69	71	11	5	65	42	25	<b>105</b>
Stroke	45	92	85	14	21	98	61	23	<b>140</b>
Visual Impairment	61	139	83	42	25	126	58	54	<b>191</b>
Other Neurological	129	275	268	38	74	307	198	58	<b>444</b>
Other Physical	83	245	219	38	38	201	111	70	<b>352</b>
Other Sensory/Speech	6	33	11	16	6	19	1	5	<b>40</b>
Other	28	101	73	10	17	91	55	17	<b>141</b>
<b>Total</b>	<b>2,715</b>	<b>7,808</b>	<b>5,423</b>	<b>2,685</b>	<b>3,097</b>	<b>6,955</b>	<b>2,740</b>	<b>2,293</b>	<b>11,080</b>

**Table K.48 Number of goals in active plans by goal type and primary disability – Tasmania** <sup>594</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	353	684	579	113	193	794	468	205	<b>3,389</b>
Autism	2,036	12,252	4,843	2,897	3,821	5,715	935	1,318	<b>33,817</b>
Cerebral Palsy	328	1,355	793	187	229	699	310	150	<b>4,051</b>
Developmental Delay	273	4,395	941	790	598	1,152	4	0	<b>8,153</b>
Down Syndrome	220	868	482	184	158	577	154	178	<b>2,821</b>
Global Developmental Delay	137	1,610	318	269	263	404	3	1	<b>3,005</b>
Hearing Impairment	294	984	383	245	145	410	123	234	<b>2,818</b>
Intellectual Disability	1,540	4,983	2,779	1,343	1,502	4,301	1,887	1,790	<b>20,125</b>
Multiple Sclerosis	176	576	566	36	65	452	256	124	<b>2,251</b>
Psychosocial disability	471	1,278	1,429	424	427	1,457	934	451	<b>6,871</b>
Spinal Cord Injury	100	198	190	27	11	173	111	51	<b>861</b>
Stroke	105	299	226	31	48	225	155	58	<b>1,147</b>
Visual Impairment	195	521	206	104	54	326	134	153	<b>1,693</b>
Other Neurological	320	963	672	82	156	723	394	125	<b>3,435</b>
Other Physical	182	859	589	104	90	535	259	147	<b>2,765</b>
Other Sensory/Speech	16	152	24	44	18	51	3	11	<b>319</b>
Other	81	297	176	25	32	217	129	46	<b>1,003</b>
<b>Total</b>	<b>6,827</b>	<b>32,274</b>	<b>15,196</b>	<b>6,905</b>	<b>7,810</b>	<b>18,211</b>	<b>6,259</b>	<b>5,042</b>	<b>98,524</b>

<sup>593</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>594</sup> Participants have set over six million goals in total across Australia since July 2016. The 98,524 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.49 Number of active plans by goal type and age group – Tasmania** <sup>595</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	240	1,389	573	600	512	673	3	0	1,482
7 to 14	436	2,023	1,195	780	1,124	1,327	54	30	2,482
15 to 18	227	689	438	312	324	632	101	227	946
19 to 24	385	734	456	312	254	777	388	676	1,211
25 to 34	378	740	586	254	234	811	508	562	1,214
35 to 44	247	534	481	157	174	626	366	289	864
45 to 54	341	711	707	145	208	873	531	274	1,185
55 to 64	363	813	786	104	226	1,000	631	212	1,370
65+	98	175	201	21	41	236	158	23	326
<b>Total</b>	<b>2,715</b>	<b>7,808</b>	<b>5,423</b>	<b>2,685</b>	<b>3,097</b>	<b>6,955</b>	<b>2,740</b>	<b>2,293</b>	<b>11,080</b>

**Table K.50 Number of goals in active plans by goal type and age group – Tasmania** <sup>596</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	713	9,466	1,899	1,729	1,273	2,414	6	0	17,500
7 to 14	1,240	9,726	3,877	2,130	3,168	3,571	128	88	23,928
15 to 18	558	2,595	1,238	826	869	1,726	291	563	8,666
19 to 24	963	2,091	1,155	687	595	1,871	892	1,433	9,687
25 to 34	897	2,077	1,554	625	528	2,046	1,177	1,203	10,107
35 to 44	629	1,527	1,250	325	410	1,625	861	636	7,263
45 to 54	817	1,922	1,833	307	431	2,107	1,221	635	9,273
55 to 64	788	2,445	1,919	223	454	2,340	1,351	442	9,962
65+	222	425	471	53	82	511	332	42	2,138
<b>Total</b>	<b>6,827</b>	<b>32,274</b>	<b>15,196</b>	<b>6,905</b>	<b>7,810</b>	<b>18,211</b>	<b>6,259</b>	<b>5,042</b>	<b>98,524</b>

<sup>595</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.

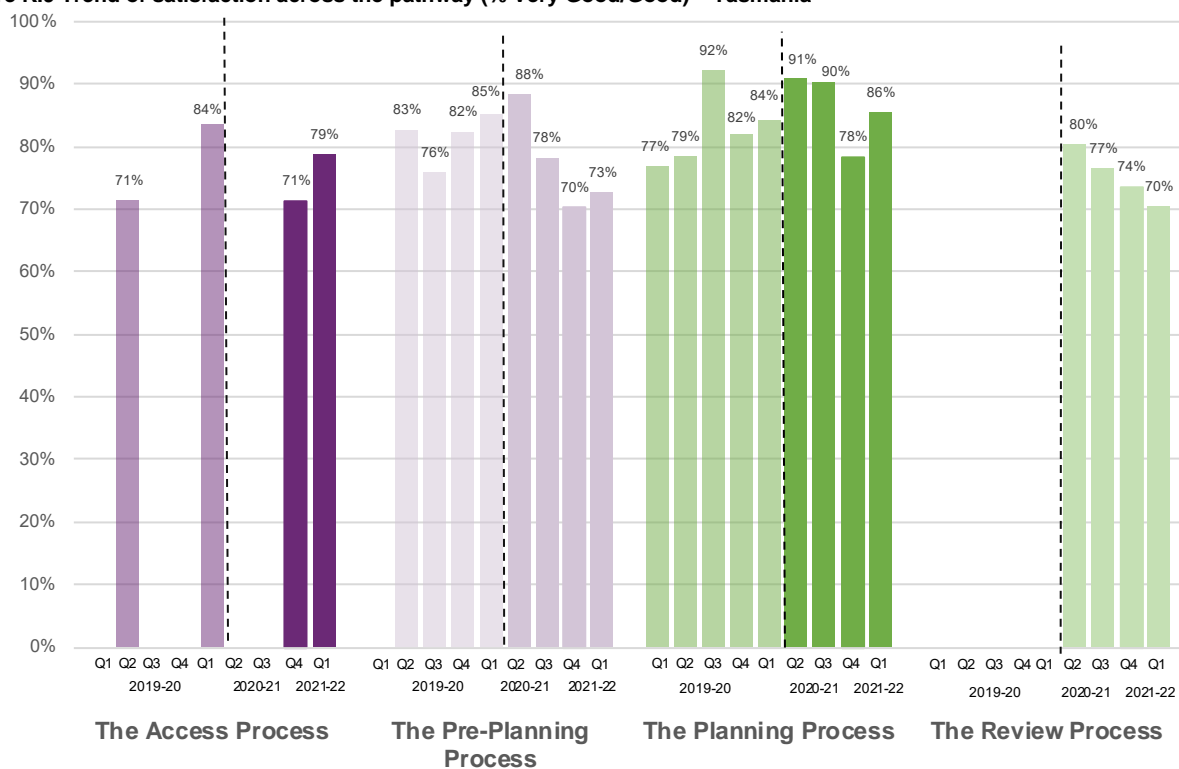
<sup>596</sup> Participants have set over six million goals in total across Australia since July 2016. The 98,524 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania** <sup>597</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 55</b>	<b>n = 33</b>
Are you happy with how coming into the NDIS has gone?	76%	85%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	69%	82%
% of participants rating their overall experience as Very Good or Good.	71%	79%
<b>Pre-planning</b>	<b>n = 76</b>	<b>n = 22</b>
Did the person from the NDIS understand how your disability affects your life?	87%	95%
Did you understand why you needed to give the information you did?	95%	91%
Were decisions about your plan clearly explained?	78%	91%
Are you clear on what happens next with your plan?	64%	68%
Do you know where to go for more help with your plan?	75%	73%
% of participants rating their overall experience as Very Good or Good.	79%	73%
<b>Planning</b>	<b>n = 415</b>	<b>n = 159</b>
Did the person from the NDIS understand how your disability affects your life?	91%	92%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	87%	89%
Are you clear on what happens next with your plan?	82%	81%
Do you know where to go for more help with your plan?	90%	88%
% of participants rating their overall experience as Very Good or Good.	87%	86%
<b>Plan review</b>	<b>n = 1,155</b>	<b>n = 389</b>
Did the person from the NDIS understand how your disability affects your life?	86%	78%
Did you feel prepared for your plan review?	85%	83%
Is your NDIS plan helping you to make progress towards your goals?	88%	85%
% of participants rating their overall experience as Very Good or Good.	77%	70%

<sup>597</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

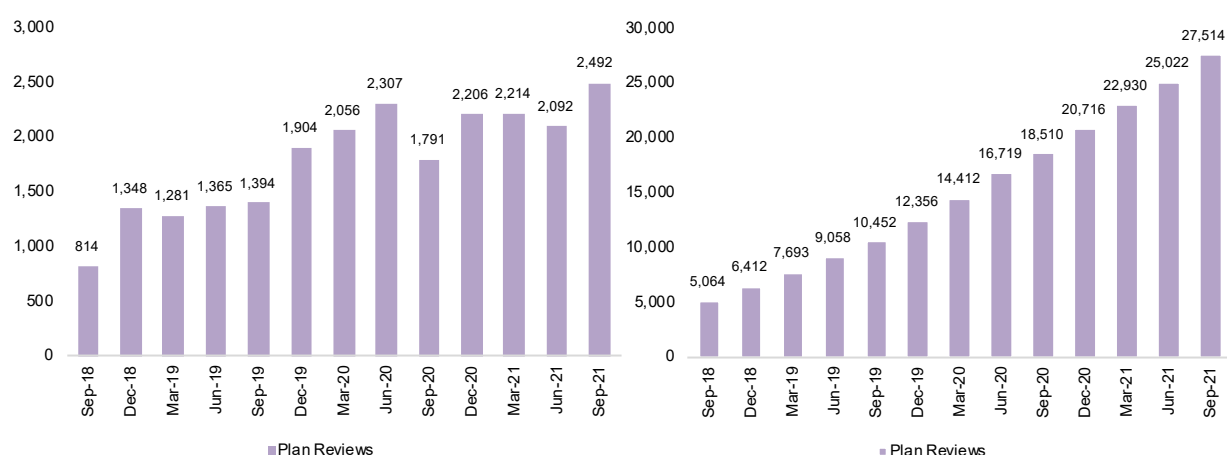
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>598 599 600</sup>



**Table K.52 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania** <sup>601</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>25,022</b>	<b>2,492</b>	<b>27,514</b>
<i>Early intervention plans</i>	3,702	521	4,223
<i>Permanent disability plans</i>	21,320	1,971	23,291

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



<sup>598</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>599</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>600</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>601</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 2021-22 Q1. 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.53 shows the number of complaints in 2021-22 Q1 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.54 shows 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.53 Complaints by quarter – Tasmania** <sup>602 603 604 605</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	9	0	9	8
Complaint about LAC Partner	14	3	17	16
Complaints about service providers	116	7	123	105
Complaints about the Agency	1,380	134	1,514	934
Critical/ Reportable Incident	109	18	127	112
Unclassified	38	0	38	34
<b>Total</b>	<b>1,666</b>	<b>162</b>	<b>1,828</b>	<b>1,097</b>
Total complaints made since 1 April 2017	1,573	162	1,735	
% of the number of active participants	5.8%	6.0%	5.8%	

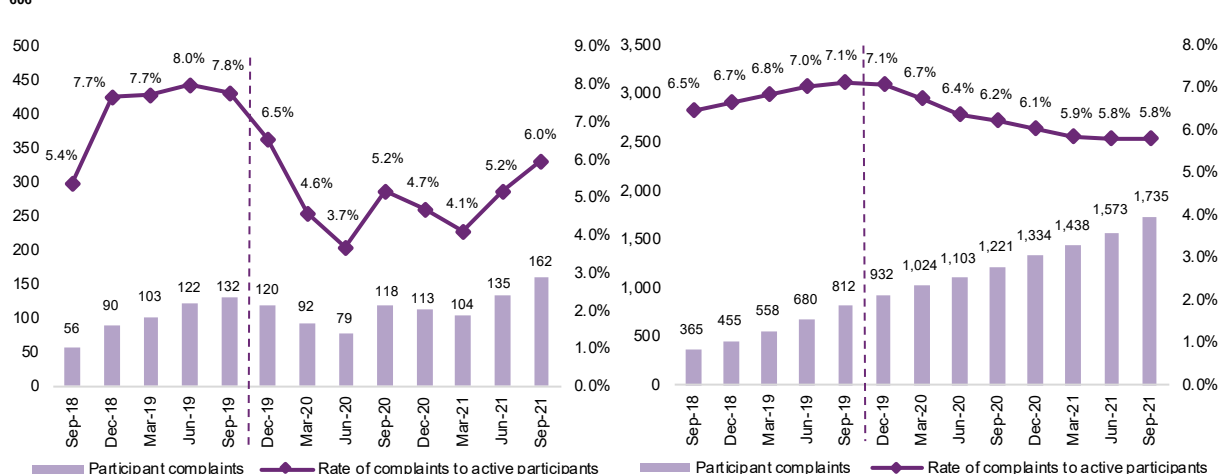
<sup>602</sup> Note that 66% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

<sup>603</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>604</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>605</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

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



**Table K.54 Participant complaints by type – Tasmania**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	83	(6%)	0	(0%)	83	(5%)
Information unclear	40	(3%)	1	(1%)	41	(3%)
NDIA Access	38	(3%)	7	(5%)	45	(3%)
NDIA Engagement	0	(0%)	1	(1%)	1	(0%)
NDIA Finance	40	(3%)	14	(10%)	54	(4%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	150	(11%)	46	(34%)	196	(13%)
NDIA Process	62	(4%)	15	(11%)	77	(5%)
NDIA Resources	6	(0%)	2	(1%)	8	(1%)
NDIA Staff	38	(3%)	8	(6%)	46	(3%)
NDIA Timeliness	141	(10%)	32	(24%)	173	(11%)
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	(5%)	0	(0%)	72	(5%)
Staff conduct - Agency	44	(3%)	1	(1%)	45	(3%)
The way the NDIA carried out its decision making	66	(5%)	1	(1%)	67	(4%)
Timeliness	291	(21%)	0	(0%)	291	(19%)
Other	297	(22%)	6	(4%)	303	(20%)
Total	1,380		134		1,514	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	0	(0%)	0		0	(0%)
ECA Plan	2	(22%)	0		2	(22%)
ECA Process	0	(0%)	0		0	(0%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	6	(67%)	0		6	(67%)
ECA Timeliness	1	(11%)	0		1	(11%)
Other	0	(0%)	0		0	(0%)
Total	9		0		9	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(14%)	0	(0%)	2	(12%)

<sup>606</sup> Ibid.



Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Plan	1	(7%)	2	(67%)	3	(18%)
LAC Process	3	(21%)	0	(0%)	3	(18%)
LAC Resources	0	(0%)	1	(33%)	1	(6%)
LAC Staff	8	(57%)	0	(0%)	8	(47%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>14</b>	<b>0</b>	<b>3</b>		<b>17</b>	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(5%)
Provider Finance	2	(2%)	1	(14%)	3	(2%)
Provider Fraud and Compliance	3	(3%)	1	(14%)	4	(3%)
Provider process	13	(11%)	0	(0%)	13	(11%)
Provider Service	22	(19%)	5	(71%)	27	(22%)
Provider Staff	4	(3%)	0	(0%)	4	(3%)
Service Delivery	20	(17%)	0	(0%)	20	(16%)
Staff conduct	14	(12%)	0	(0%)	14	(11%)
Supports being provided	13	(11%)	0	(0%)	13	(11%)
Other	19	(16%)	0	(0%)	19	(15%)
<b>Total</b>	<b>116</b>		<b>7</b>		<b>123</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	21	(19%)	6	(33%)	27	(21%)
Allegations against Informal Supports	28	(26%)	0	(0%)	28	(22%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	19	(17%)	3	(17%)	22	(17%)
Provider reporting	41	(38%)	9	(50%)	50	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>109</b>		<b>18</b>		<b>127</b>	
<i>Unclassified</i>	<b>38</b>		<b>0</b>		<b>38</b>	
<b>Participants total</b>	<b>1,666</b>		<b>162</b>		<b>1,828</b>	

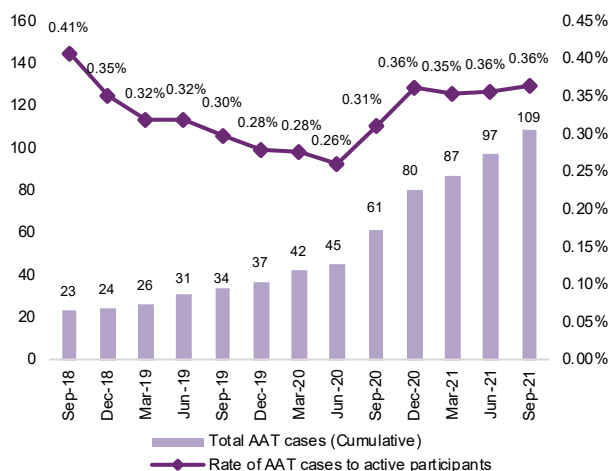
Table K.55 AAT Cases by category at 30 September 2021 – Tasmania <sup>607</sup> <sup>608</sup>

Category	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
<b>Total</b>	<b>97</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>109</b>	<b>100%</b>
<i>% of the number of active participants</i>	<i>0.36%</i>		<i>0.44%</i>		<i>0.36%</i>	

<sup>607</sup> The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

<sup>608</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

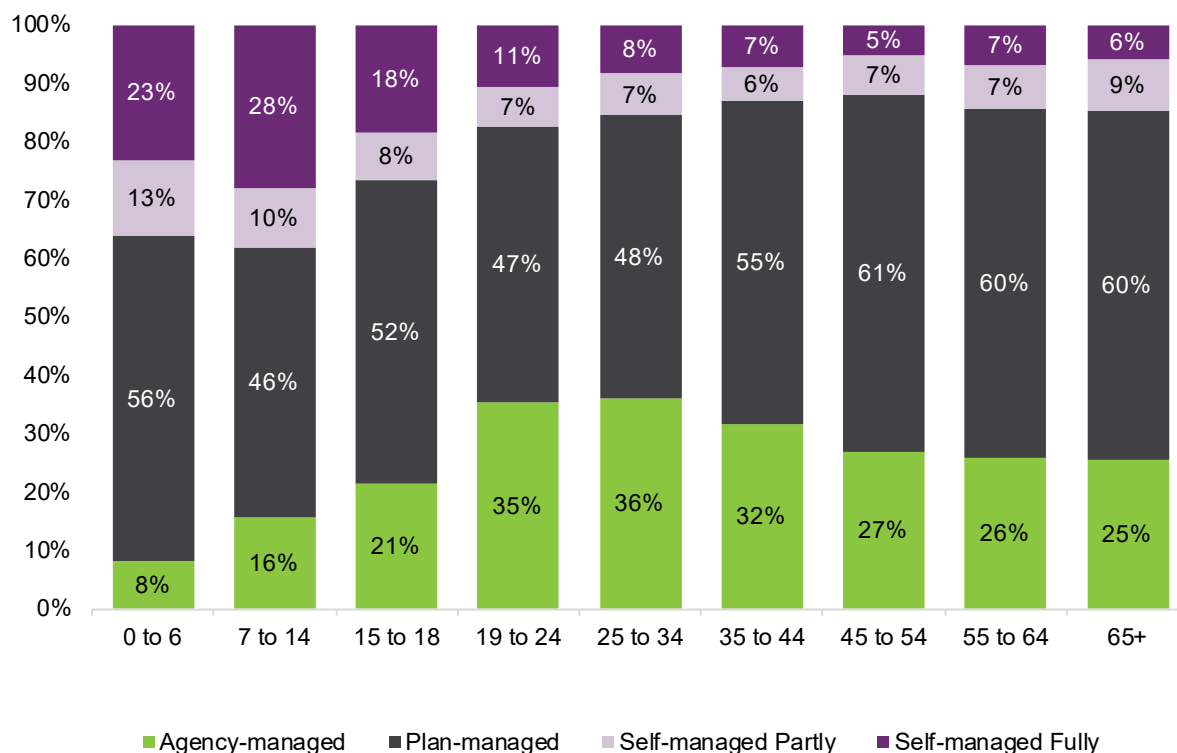
**Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania** <sup>609 610</sup>



**Table K.56 AAT cases by open/closed and decision – Tasmania**

	N
<b>AAT Cases</b>	<b>109</b>
<b>Open AAT Cases</b>	<b>39</b>
<b>Closed AAT Cases</b>	<b>70</b>
Resolved before hearing	69
Gone to hearing and received a substantive decision	<11

**Figure K.13 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Tasmania** <sup>611 612</sup>



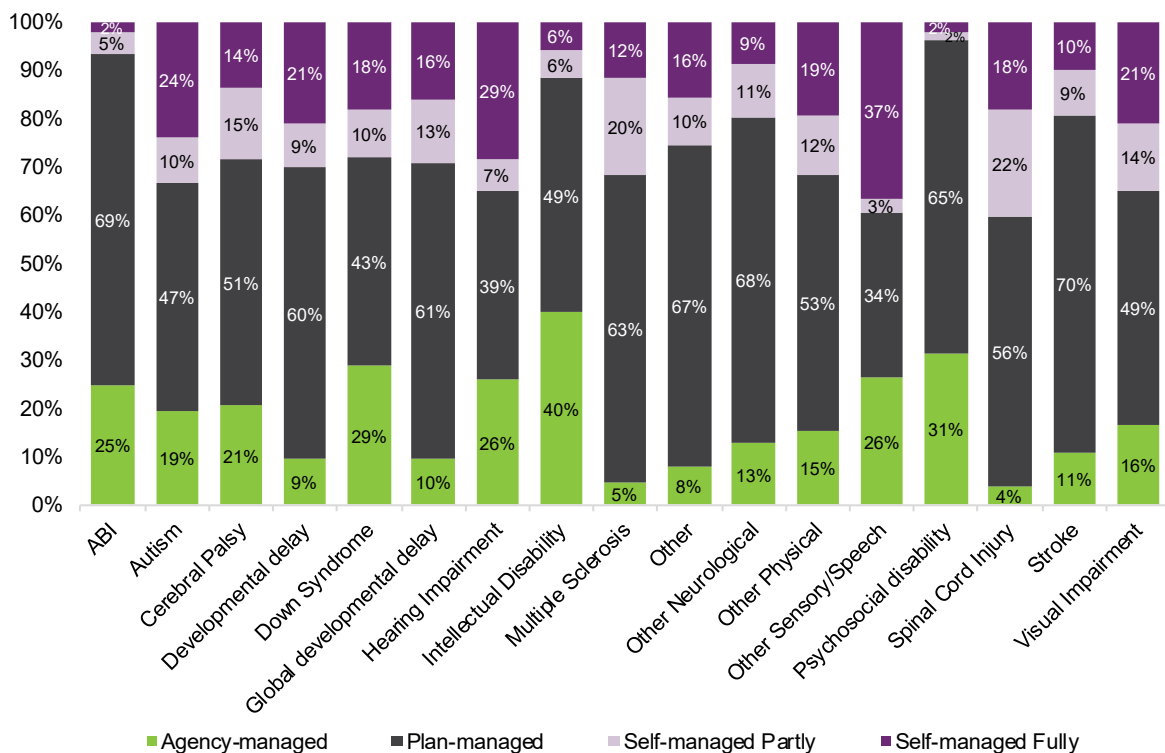
<sup>609</sup> There are insufficient numbers to show the incremental count of AAT cases.

<sup>610</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>611</sup> For the total number of active participants in each age group, see Table K.16.

<sup>612</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.

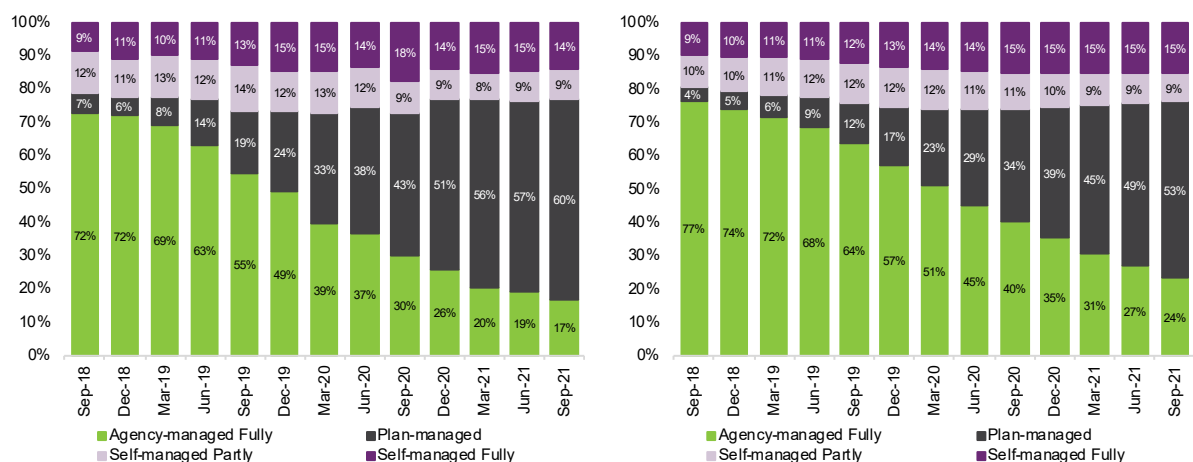
**Figure K.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Tasmania** <sup>613 614</sup>



**Table K.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania** <sup>615</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	16%	14%	15%
Self-managed partly	9%	9%	9%
Plan-managed	50%	60%	53%
Agency-managed	26%	17%	24%
<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>616</sup>



<sup>613</sup> For the total number of active participants in each primary disability group, see Table K.12.

<sup>614</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.

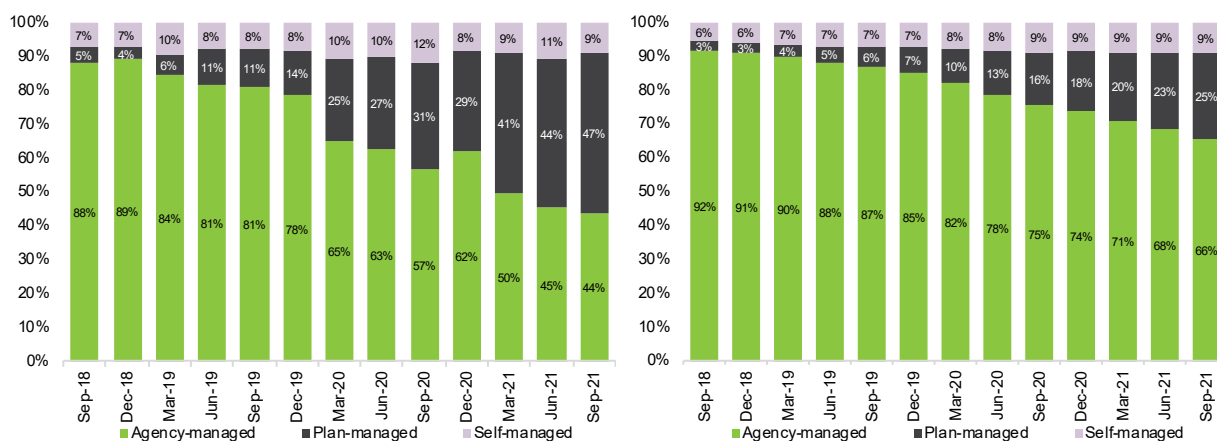
<sup>615</sup> Ibid.

<sup>616</sup> Quarterly results are reported based on a rolling 3 year period.

**Table K.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania**

	Prior Quarters	2021-22 Q1	Total
Self-managed	9%	9%	<b>9%</b>
Plan-managed	23%	47%	<b>25%</b>
Agency-managed	68%	44%	<b>66%</b>
<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.59 Distribution of active participants by support coordination and quarter of plan approval – Tasmania**

	Prior Quarters	2021-22 Q1	Total
Support coordination	44%	52%	<b>46%</b>

**Table K.60 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania** <sup>617</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	5,866	67%	295	69%	6,161	68%
30 to 59 days	942	11%	60	14%	1,002	11%
60 to 89 days	463	5%	29	7%	492	5%
<b>Activated within 90 days</b>	<b>7,271</b>	<b>84%</b>	<b>384</b>	<b>90%</b>	<b>7,655</b>	<b>84%</b>
90 to 119 days	306	4%	<11		315	3%
120 days and over	944	11%	<11		950	10%
<b>Activated after 90 days</b>	<b>1,250</b>	<b>14%</b>	<b>15</b>	<b>3%</b>	<b>1,265</b>	<b>14%</b>
No payments	173	2%	30	7%	203	2%
<b>Total plans approved</b>	<b>8,694</b>	<b>100%</b>	<b>429</b>	<b>100%</b>	<b>9,123</b>	<b>100%</b>

<sup>617</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.61 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	732	765	96%
Not Aboriginal and Torres Strait Islander	6,490	6,751	96%
Not Stated	1,671	1,741	96%
<b>Total</b>	<b>8,893</b>	<b>9,257</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	274	282	97%
Not CALD	8,610	8,965	96%
Not Stated	<11	<11	
<b>Total</b>	<b>8,893</b>	<b>9,257</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	8,791	9,144	96%
Remote	102	113	90%
Missing	<11	<11	
<b>Total</b>	<b>8,893</b>	<b>9,257</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,860	2,985	96%
Intellectual Disability (including Down Syndrome)	2,407	2,504	96%
Psychosocial Disability	693	707	98%
Developmental Delay (including Global Developmental Delay)	504	548	92%
Other	2,429	2,513	97%
<b>Total</b>	<b>8,893</b>	<b>9,257</b>	<b>96%</b>

Table K.62 Distribution of plans by utilisation – Tasmania <sup>618 619</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	21%
> 75%	43%
<b>Total</b>	<b>100%</b>

Table K.63 Proportion of active participants with approved plans accessing mainstream supports – Tasmania <sup>620</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	11%	14%	12%
Health & Wellbeing	58%	65%	60%
Lifelong Learning	20%	23%	21%
Other	19%	26%	21%
Non-categorised	26%	19%	24%
Any mainstream service	95%	94%	95%

<sup>618</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>619</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>620</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.64 Key markets indicators by quarter – Tasmania** <sup>621 622</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.54	1.53
b) Number of providers delivering new types of supports	102	95
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	83%
<i>Therapeutic Supports (%)</i>	90%	91%
<i>Participate Community (%)</i>	87%	87%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	87%	88%

**Table K.65 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Tasmania** <sup>623</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	34
Active in 2021-22 Q1 and also in previous quarters	483
<b>Active in 2021-22 Q1</b>	<b>517</b>
Inactive in 2021-22 Q1	823
<b>Active ever</b>	<b>1,340</b>

<sup>621</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>622</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>623</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table K.66 Cumulative number of providers that have been ever active by registration group – Tasmania** <sup>624</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	27	0	27	0%
Assistance Animals	12	1	13	8%
Assistance with daily life tasks in a group or shared living arrangement	137	12	149	9%
Assistance with travel/transport arrangements	126	6	132	5%
Daily Personal Activities	259	5	264	2%
Group and Centre Based Activities	172	7	179	4%
High Intensity Daily Personal Activities	157	9	166	6%
Household tasks	200	10	210	5%
Interpreting and translation	23	3	26	13%
Participation in community, social and civic activities	293	8	301	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	32	2	34	6%
Assistive products for household tasks	29	0	29	0%
Assistance products for personal care and safety	310	17	327	5%
Communication and information equipment	88	2	90	2%
Customised Prosthetics	77	11	88	14%
Hearing Equipment	39	2	41	5%
Hearing Services	9	2	11	22%
Personal Mobility Equipment	124	7	131	6%
Specialised Hearing Services	9	1	10	11%
Vision Equipment	30	3	33	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	279	17	296	6%
Behaviour Support	96	7	103	7%
Community nursing care for high needs	45	4	49	9%
Development of daily living and life skills	164	5	169	3%
Early Intervention supports for early childhood	176	8	184	5%
Exercise Physiology and Physical Wellbeing activities	86	4	90	5%
Innovative Community Participation	33	3	36	9%
Specialised Driving Training	13	0	13	0%
Therapeutic Supports	519	15	534	3%
<b>Capital services</b>				
Home modification design and construction	53	1	54	2%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	32	1	33	3%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	119	9	128	8%
Support Coordination	54	2	56	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	58	2	60	3%
Specialised Supported Employment	45	3	48	7%
<b>Total</b>	<b>1,306</b>	<b>34</b>	<b>1,340</b>	<b>3%</b>

<sup>624</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.67 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	13	13	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	132	149	11%	89%	100%
Assistance with travel/transport arrangements	20	112	132	15%	85%	100%
Daily Personal Activities	28	236	264	11%	89%	100%
Group and Centre Based Activities	18	161	179	10%	90%	100%
High Intensity Daily Personal Activities	16	150	166	10%	90%	100%
Household tasks	41	169	210	20%	80%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	35	266	301	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	34	34	0%	100%	100%
Assistive products for household tasks	3	26	29	10%	90%	100%
Assistance products for personal care and safety	31	296	327	9%	91%	100%
Communication and information equipment	13	77	90	14%	86%	100%
Customised Prosthetics	10	78	88	11%	89%	100%
Hearing Equipment	5	36	41	12%	88%	100%
Hearing Services	0	11	11	0%	100%	100%
Personal Mobility Equipment	17	114	131	13%	87%	100%
Specialised Hearing Services	1	9	10	10%	90%	100%
Vision Equipment	2	31	33	6%	94%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	55	241	296	19%	81%	100%
Behaviour Support	27	76	103	26%	74%	100%
Community nursing care for high needs	5	44	49	10%	90%	100%
Development of daily living and life skills	23	146	169	14%	86%	100%
Early Intervention supports for early childhood	47	137	184	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	15	75	90	17%	83%	100%
Innovative Community Participation	11	25	36	31%	69%	100%
Specialised Driving Training	3	10	13	23%	77%	100%
Therapeutic Supports	190	344	534	36%	64%	100%
<b>Capital services</b>						
Home modification design and construction	9	45	54	17%	83%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	29	33	12%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	20	108	128	16%	84%	100%
Support Coordination	10	46	56	18%	82%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	55	60	8%	92%	100%
Specialised Supported Employment	5	43	48	10%	90%	100%
<b>Total</b>	<b>321</b>	<b>1,019</b>	<b>1,340</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>



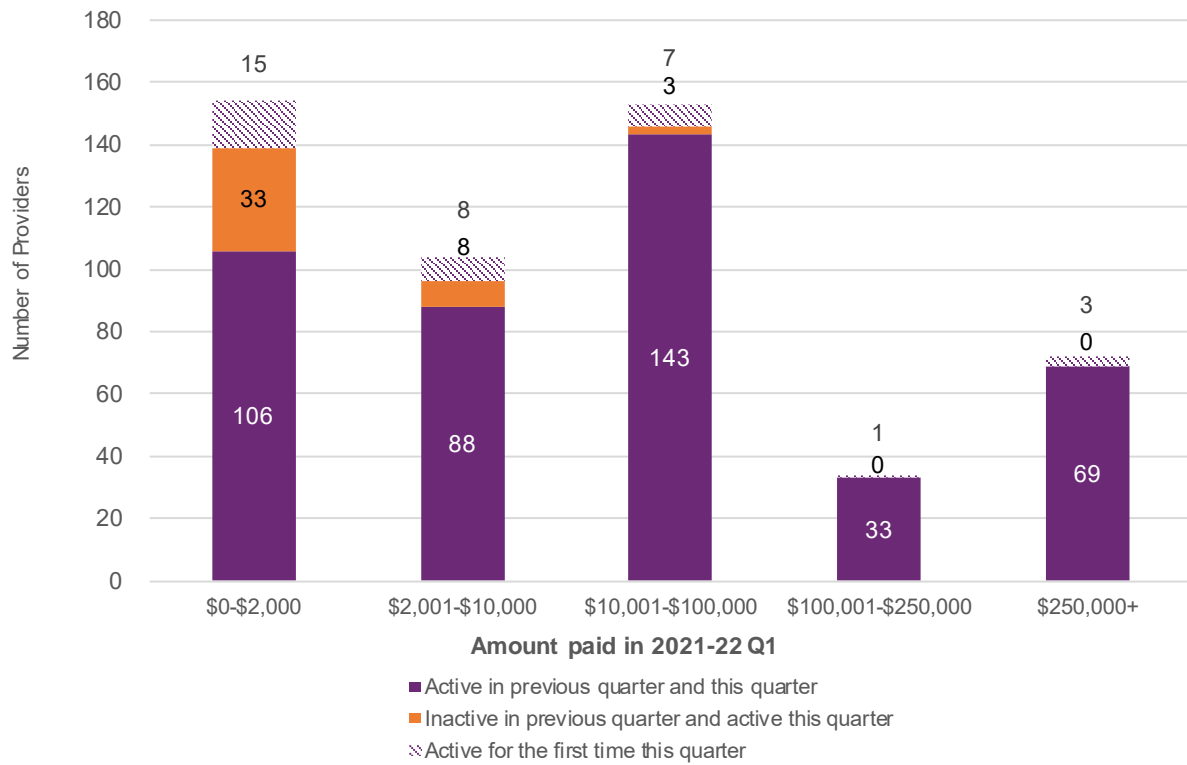
**Table K.68 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Tasmania**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	0	3	0%
Assistance Animals	9	1	10	10%
Assistance with daily life tasks in a group or shared living arrangement	78	12	90	13%
Assistance with travel/transport arrangements	57	6	63	10%
Daily Personal Activities	115	5	120	4%
Group and Centre Based Activities	70	7	77	9%
High Intensity Daily Personal Activities	63	9	72	13%
Household tasks	88	10	98	10%
Interpreting and translation	12	3	15	20%
Participation in community, social and civic activities	132	8	140	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	6	2	8	25%
Assistive products for household tasks	8	0	8	0%
Assistance products for personal care and safety	126	17	143	12%
Communication and information equipment	32	2	34	6%
Customised Prosthetics	29	11	40	28%
Hearing Equipment	13	2	15	13%
Hearing Services	3	2	5	40%
Personal Mobility Equipment	40	7	47	15%
Specialised Hearing Services	2	1	3	33%
Vision Equipment	13	3	16	19%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	125	17	142	12%
Behaviour Support	41	7	48	15%
Community nursing care for high needs	28	4	32	13%
Development of daily living and life skills	65	5	70	7%
Early Intervention supports for early childhood	41	8	49	16%
Exercise Physiology and Physical Wellbeing activities	46	4	50	8%
Innovative Community Participation	12	3	15	20%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	195	15	210	7%
<b>Capital services</b>				
Home modification design and construction	14	1	15	7%
Specialist Disability Accommodation	8	0	8	0%
Vehicle Modifications	8	1	9	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	78	9	87	10%
Support Coordination	13	2	15	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	21	2	23	9%
Specialised Supported Employment	23	3	26	12%
<b>Total</b>	<b>483</b>	<b>34</b>	<b>517</b>	<b>7%</b>

Table K.69 Number and proportion of providers active in 2021-22 Q1 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	3	3	0%	100%	100%
Assistance Animals	0	10	10	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	81	90	10%	90%	100%
Assistance with travel/transport arrangements	8	55	63	13%	87%	100%
Daily Personal Activities	13	107	120	11%	89%	100%
Group and Centre Based Activities	9	68	77	12%	88%	100%
High Intensity Daily Personal Activities	4	68	72	6%	94%	100%
Household tasks	14	84	98	14%	86%	100%
Interpreting and translation	2	13	15	13%	87%	100%
Participation in community, social and civic activities	17	123	140	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	8	8	0%	100%	100%
Assistive products for household tasks	1	7	8	13%	88%	100%
Assistance products for personal care and safety	13	130	143	9%	91%	100%
Communication and information equipment	2	32	34	6%	94%	100%
Customised Prosthetics	2	38	40	5%	95%	100%
Hearing Equipment	1	14	15	7%	93%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	4	43	47	9%	91%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	0	16	16	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	116	142	18%	82%	100%
Behaviour Support	10	38	48	21%	79%	100%
Community nursing care for high needs	2	30	32	6%	94%	100%
Development of daily living and life skills	7	63	70	10%	90%	100%
Early Intervention supports for early childhood	7	42	49	14%	86%	100%
Exercise Physiology and Physical Wellbeing activities	7	43	50	14%	86%	100%
Innovative Community Participation	2	13	15	13%	87%	100%
Specialised Driving Training	0	3	3	0%	100%	100%
Therapeutic Supports	61	149	210	29%	71%	100%
<b>Capital services</b>						
Home modification design and construction	1	14	15	7%	93%	100%
Specialist Disability Accommodation	1	7	8	13%	88%	100%
Vehicle Modifications	1	8	9	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	77	87	11%	89%	100%
Support Coordination	4	11	15	27%	73%	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>121</b>	<b>396</b>	<b>517</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

**Figure K.17 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Tasmania** <sup>625</sup>



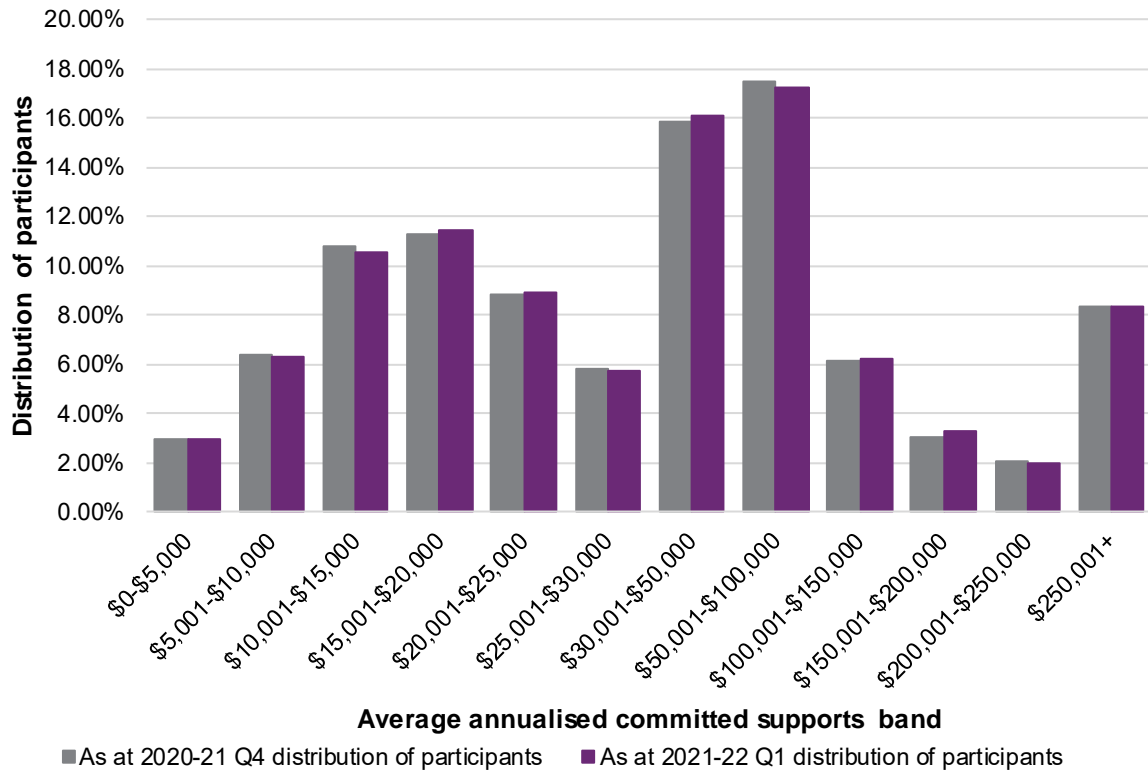
## Part Five: Financial sustainability

**Table K.70 Committed supports by financial year (\$m) – Tasmania**

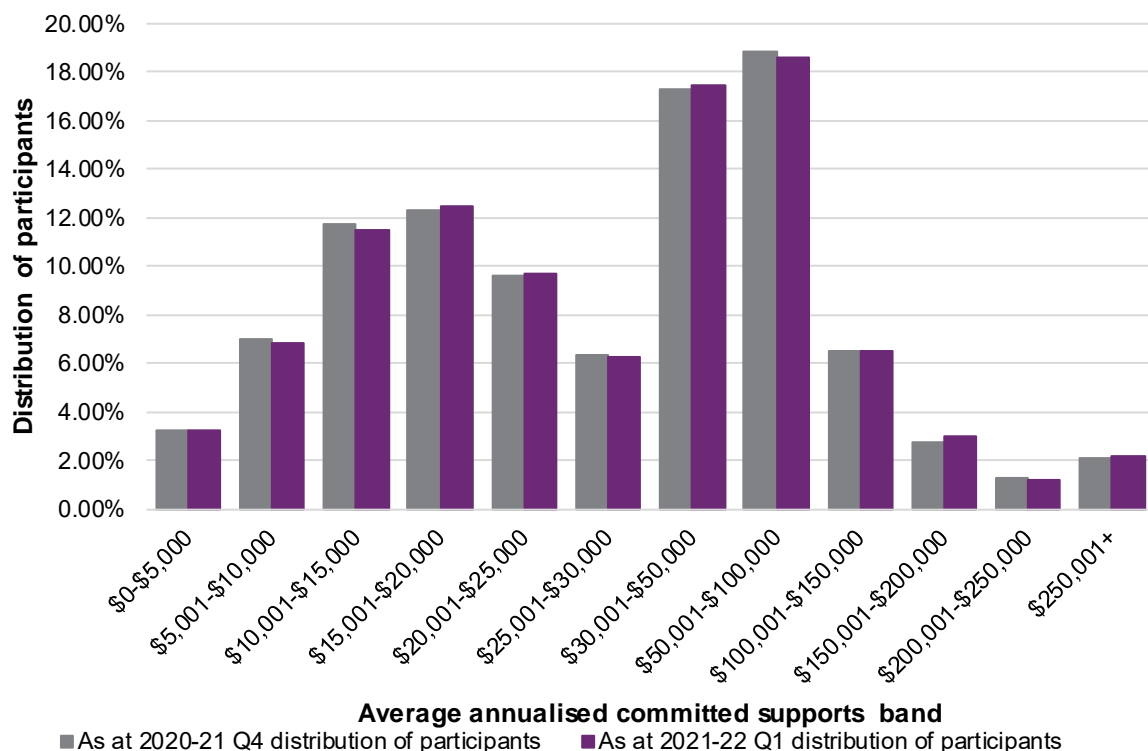
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	17.3	50.4	65.9	100.4	189.8	401.0	669.8	853.2	222.3

<sup>625</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.

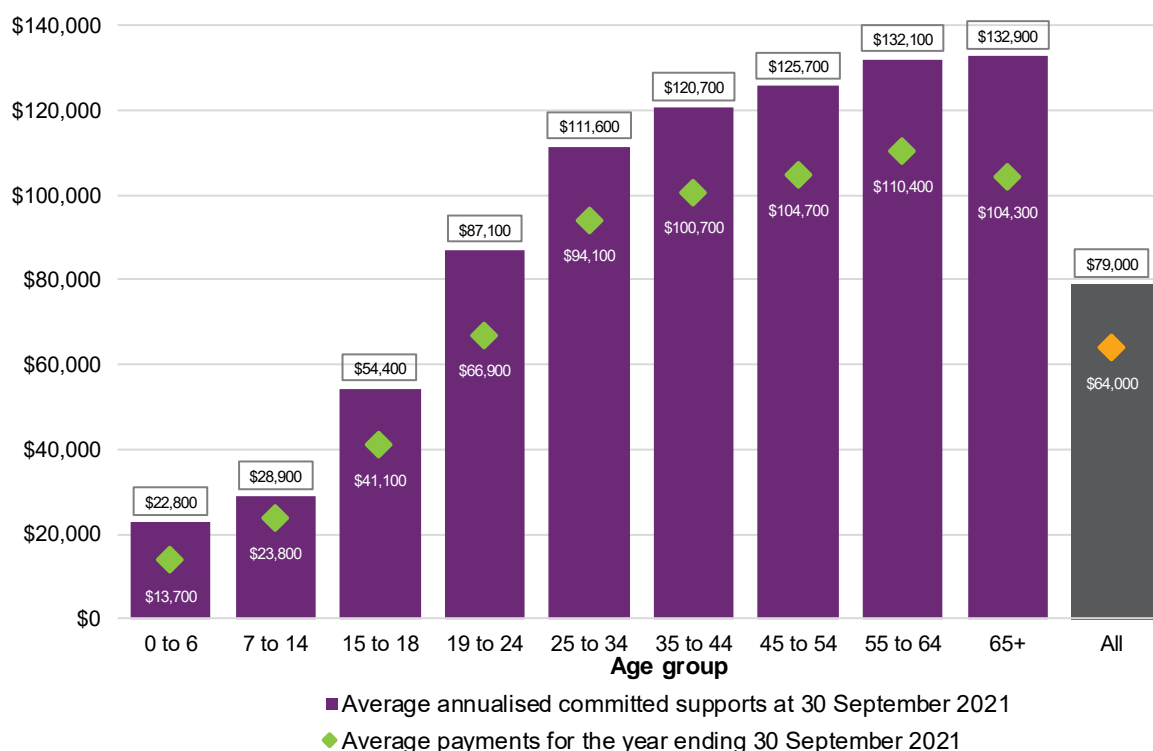
**Figure K.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Tasmania**



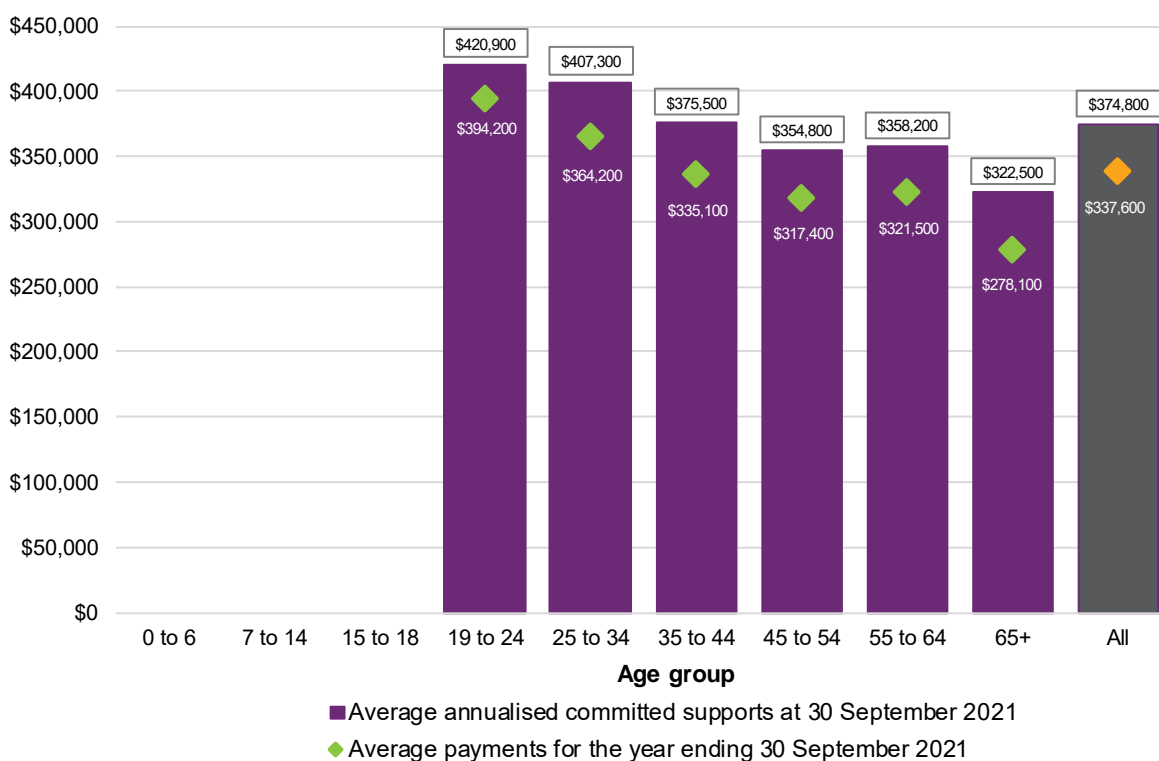
**Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Tasmania**



**Figure K.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Tasmania**  
626



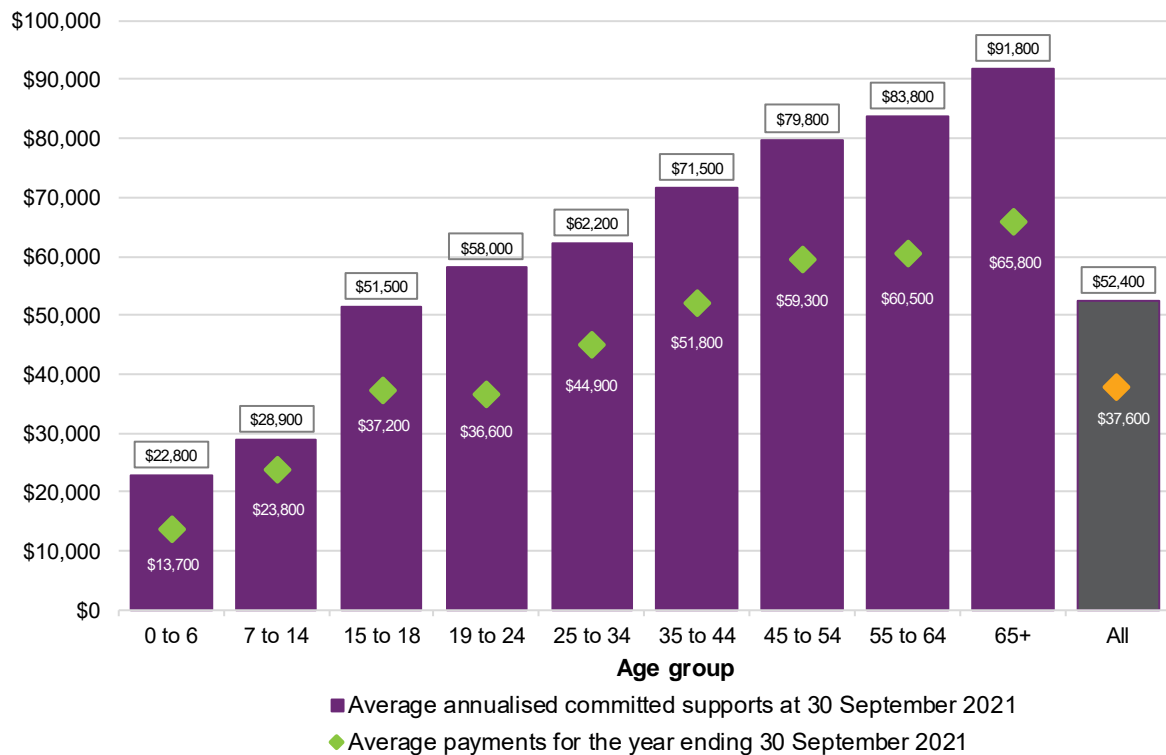
**Figure K.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Tasmania**  
627



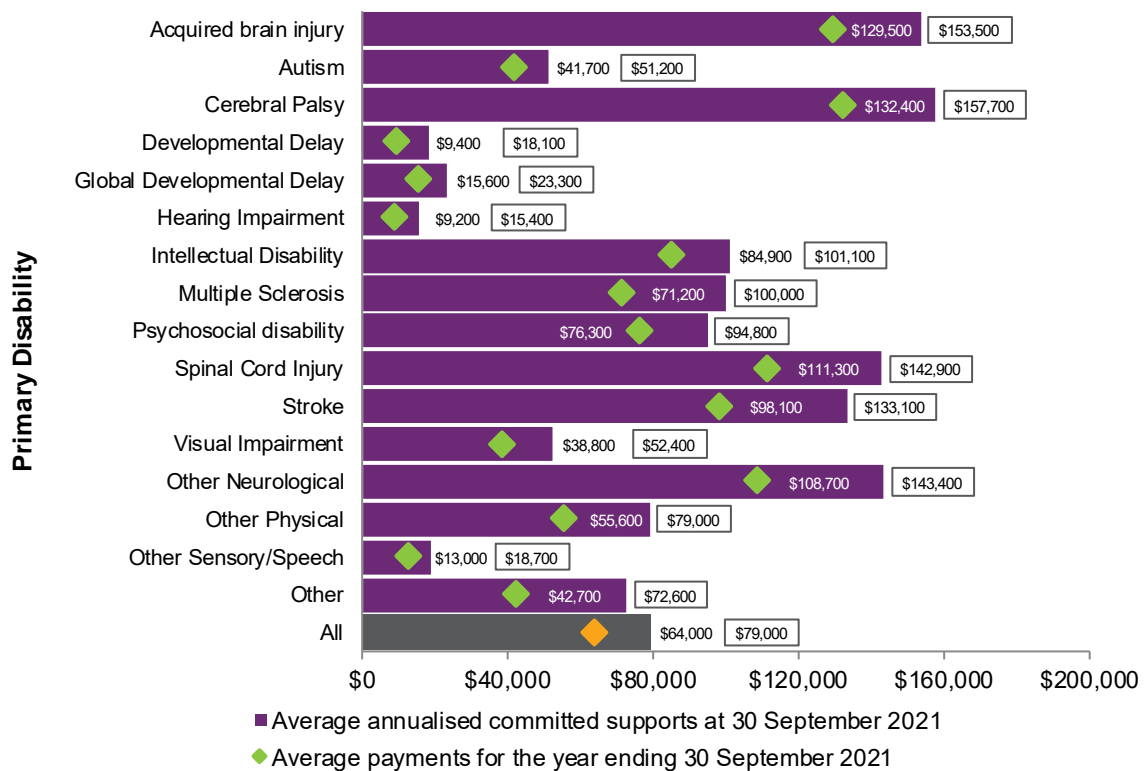
<sup>626</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>627</sup> Ibid.

**Figure K.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Tasmania** <sup>628</sup>



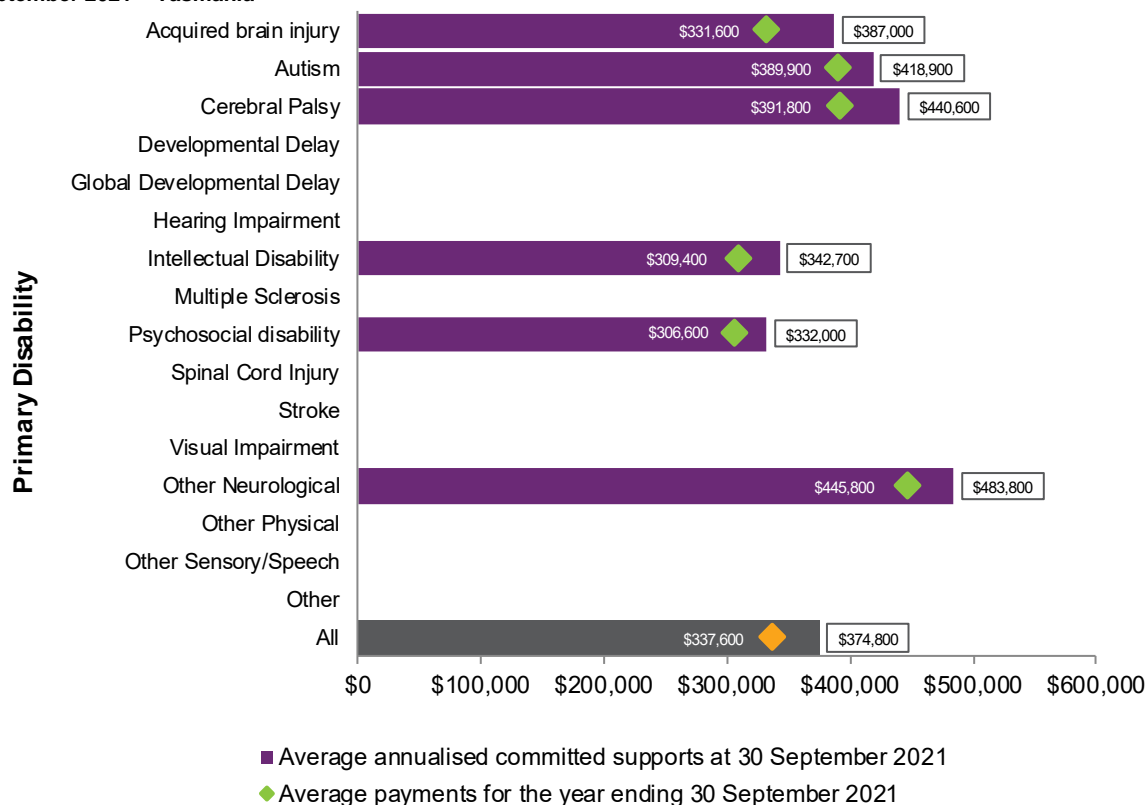
**Figure K.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Tasmania** <sup>629</sup>



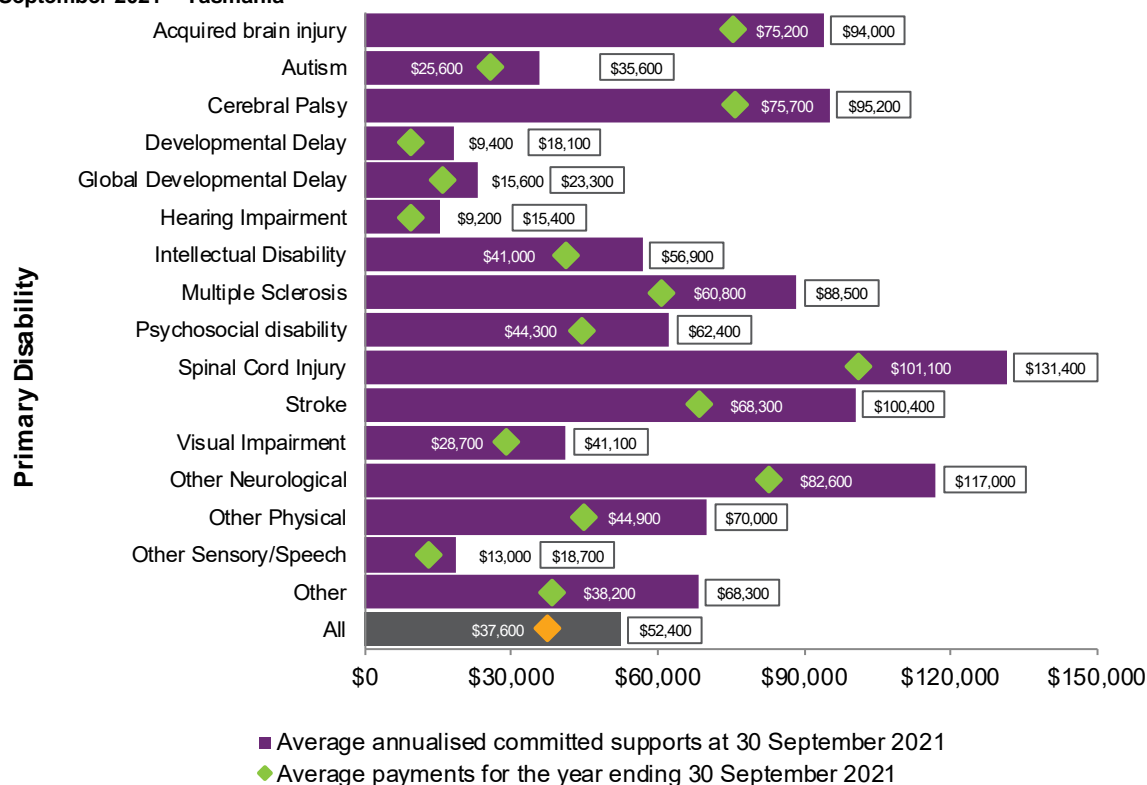
<sup>628</sup> Ibid.

<sup>629</sup> Ibid.

**Figure K.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Tasmania** <sup>630</sup>



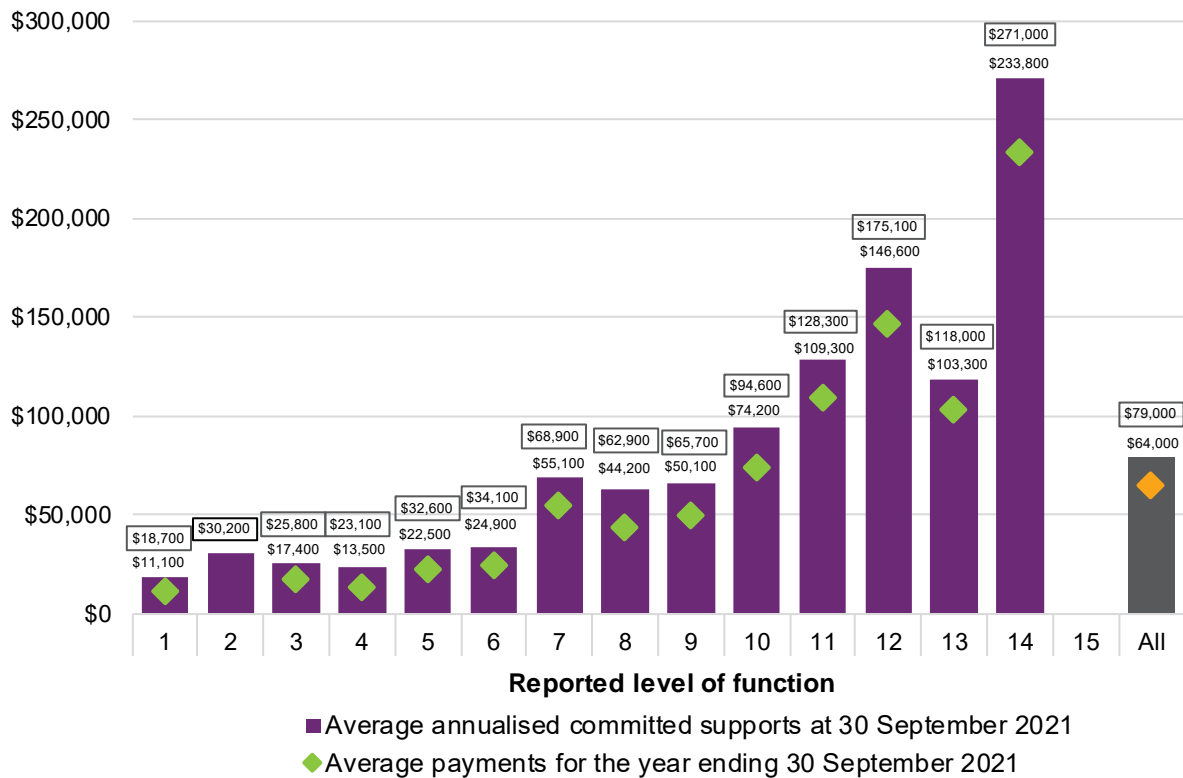
**Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Tasmania** <sup>631</sup>



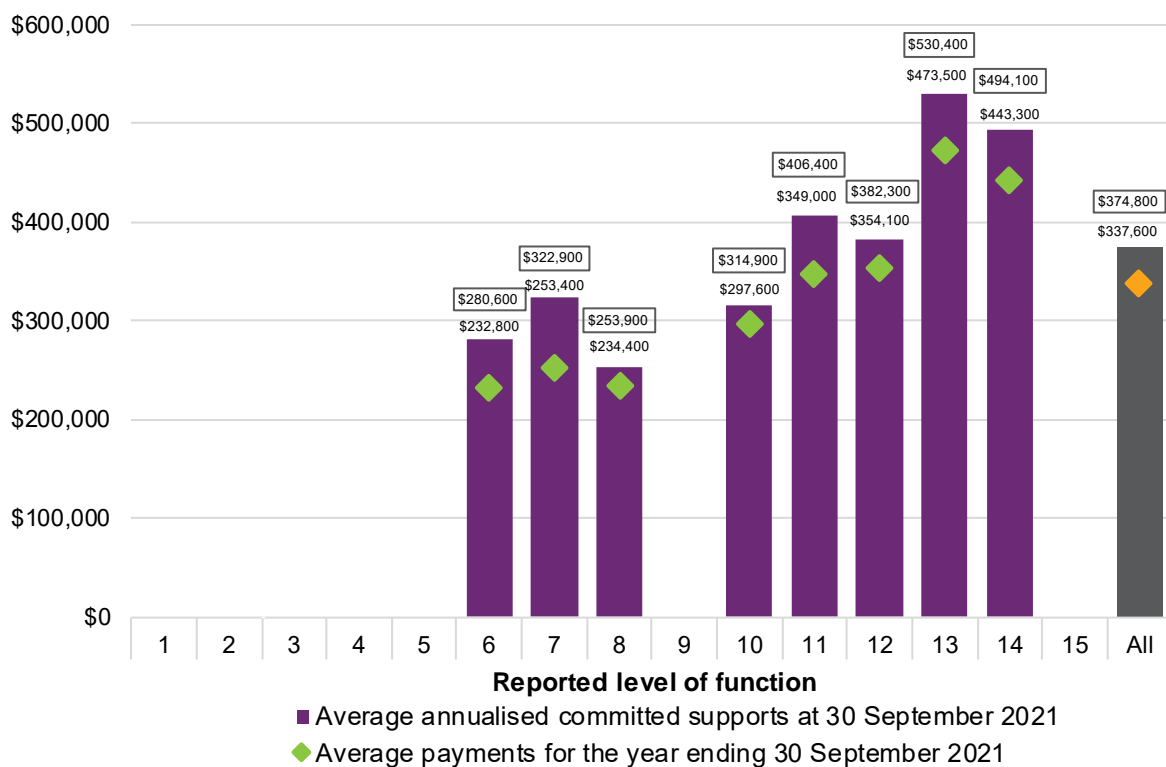
<sup>630</sup> Ibid.

<sup>631</sup> Ibid.

**Figure K.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Tasmania** <sup>632</sup>



**Figure K.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Tasmania** <sup>633</sup>

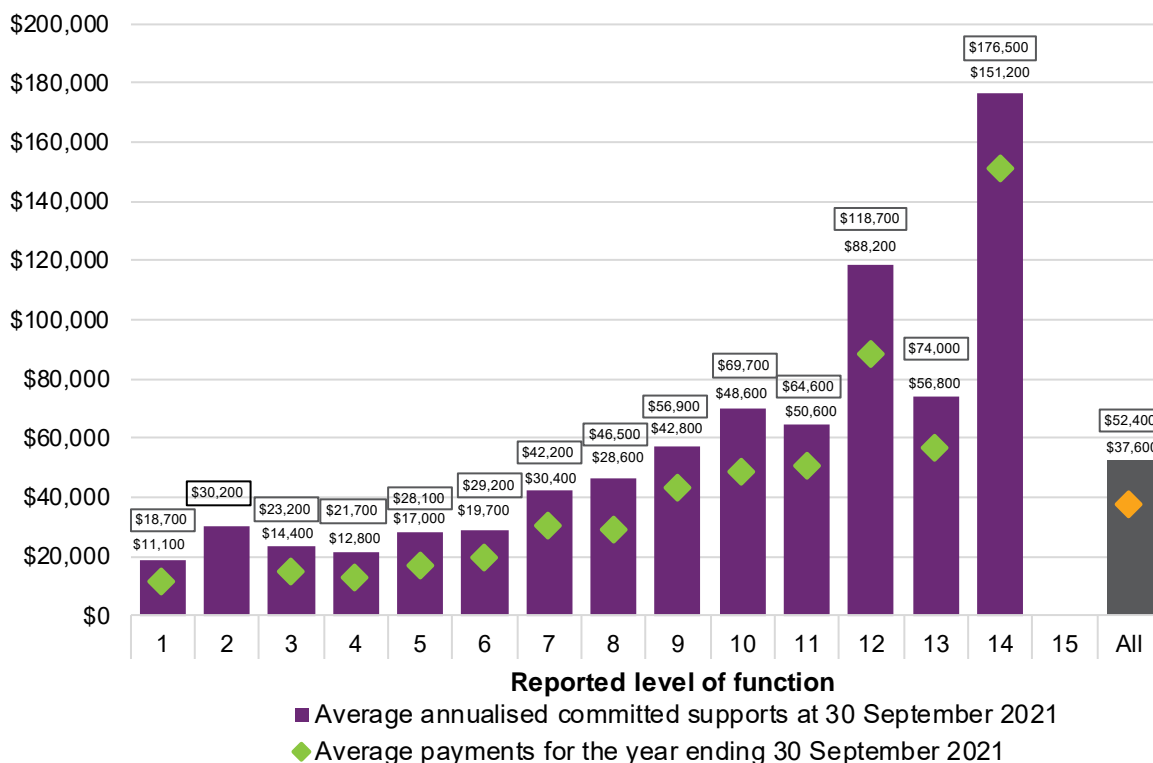


<sup>632</sup> Ibid.

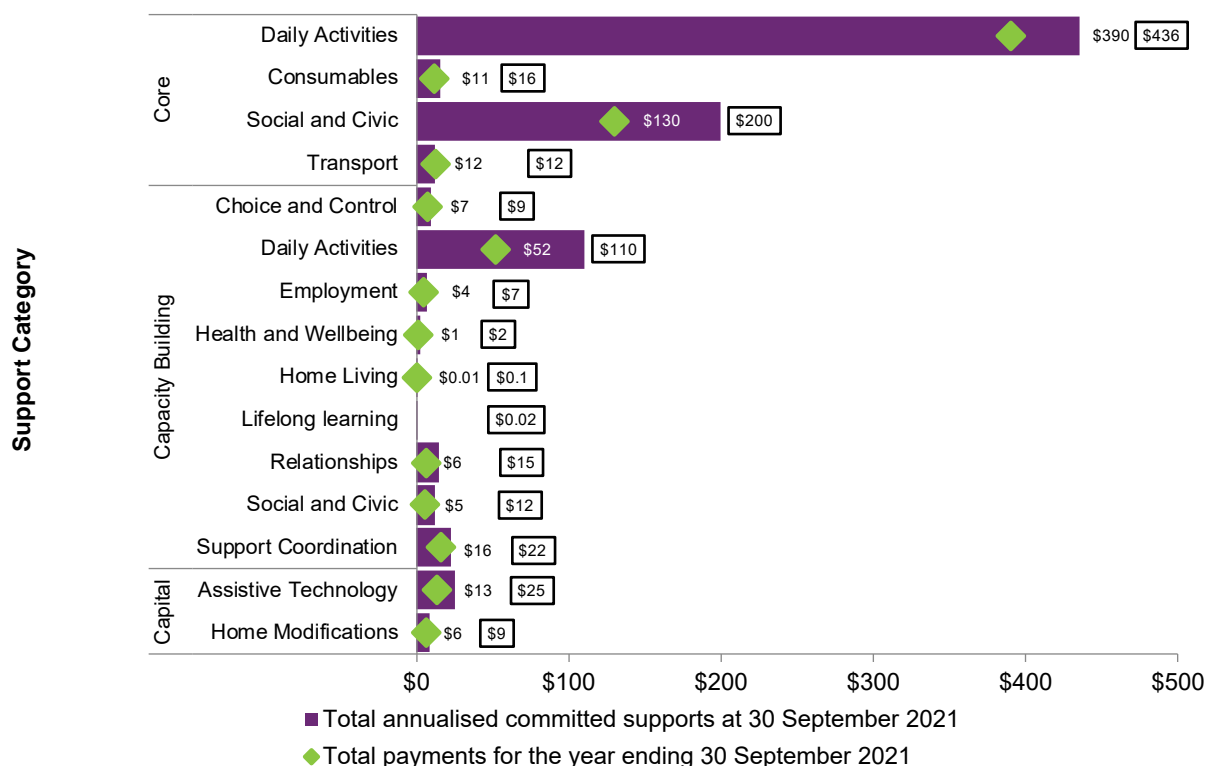
<sup>633</sup> Ibid.



**Figure K.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Tasmania** <sup>634</sup>



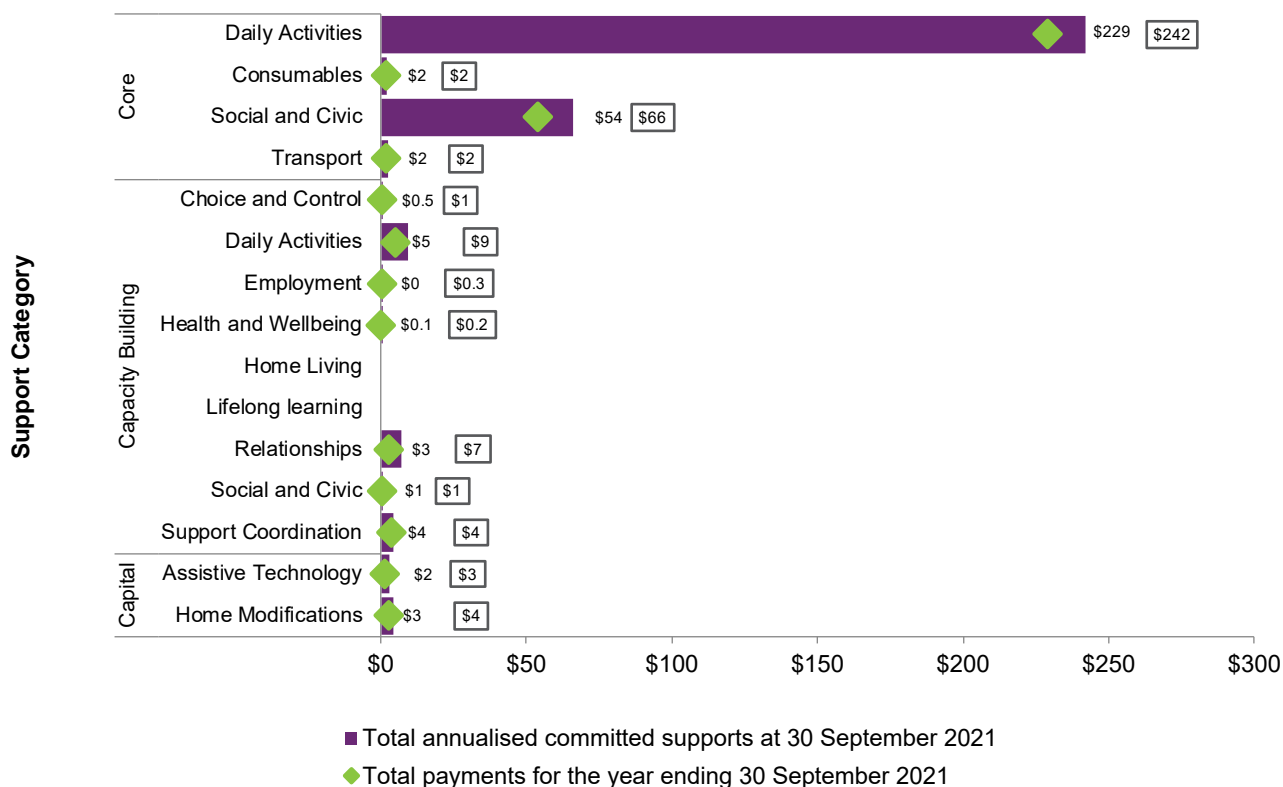
**Figure K.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Tasmania** <sup>635</sup>



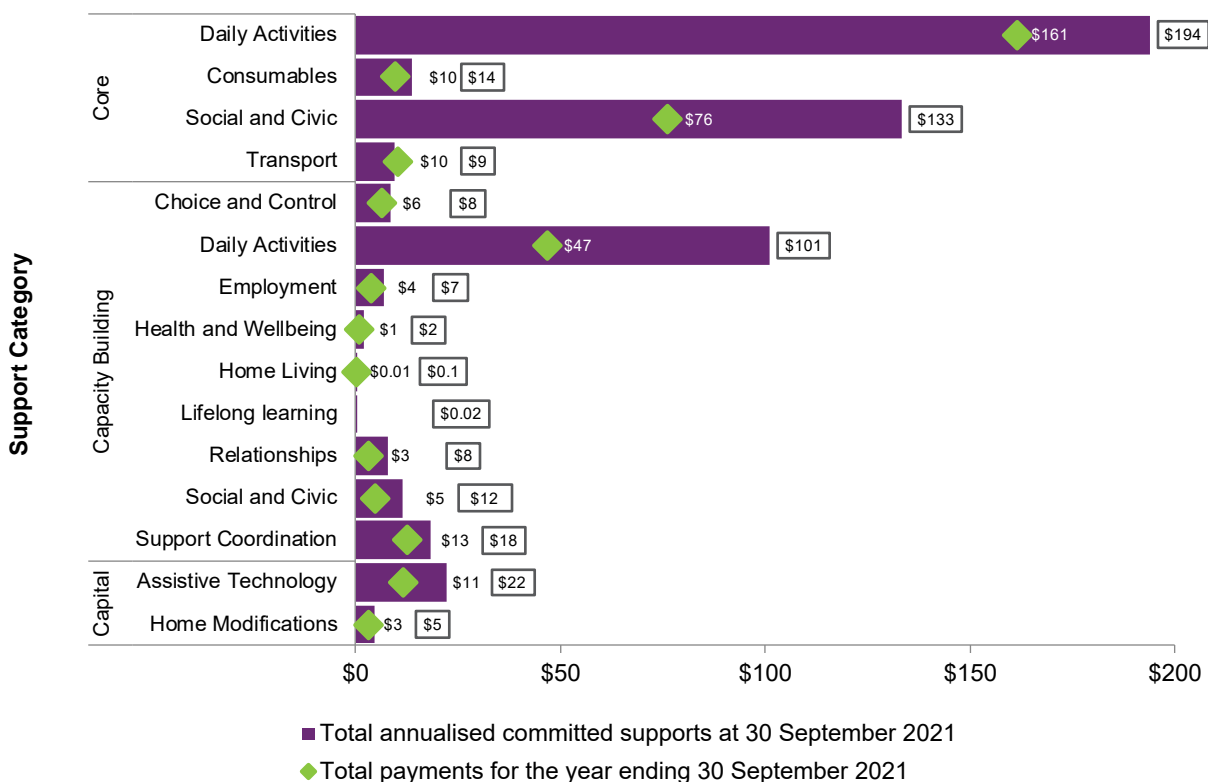
<sup>634</sup> Ibid.

<sup>635</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure K.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Tasmania** <sup>636</sup>



**Figure K.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Tasmania** <sup>637</sup>



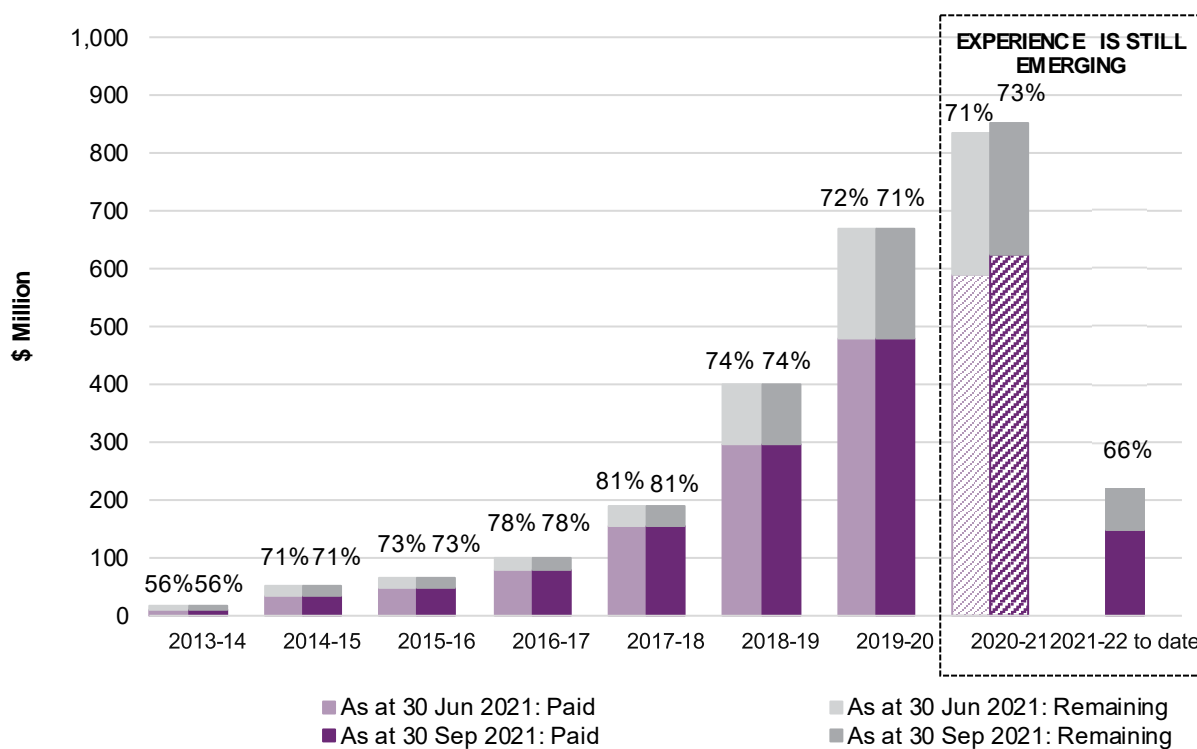
<sup>636</sup> Ibid.

<sup>637</sup> Ibid.

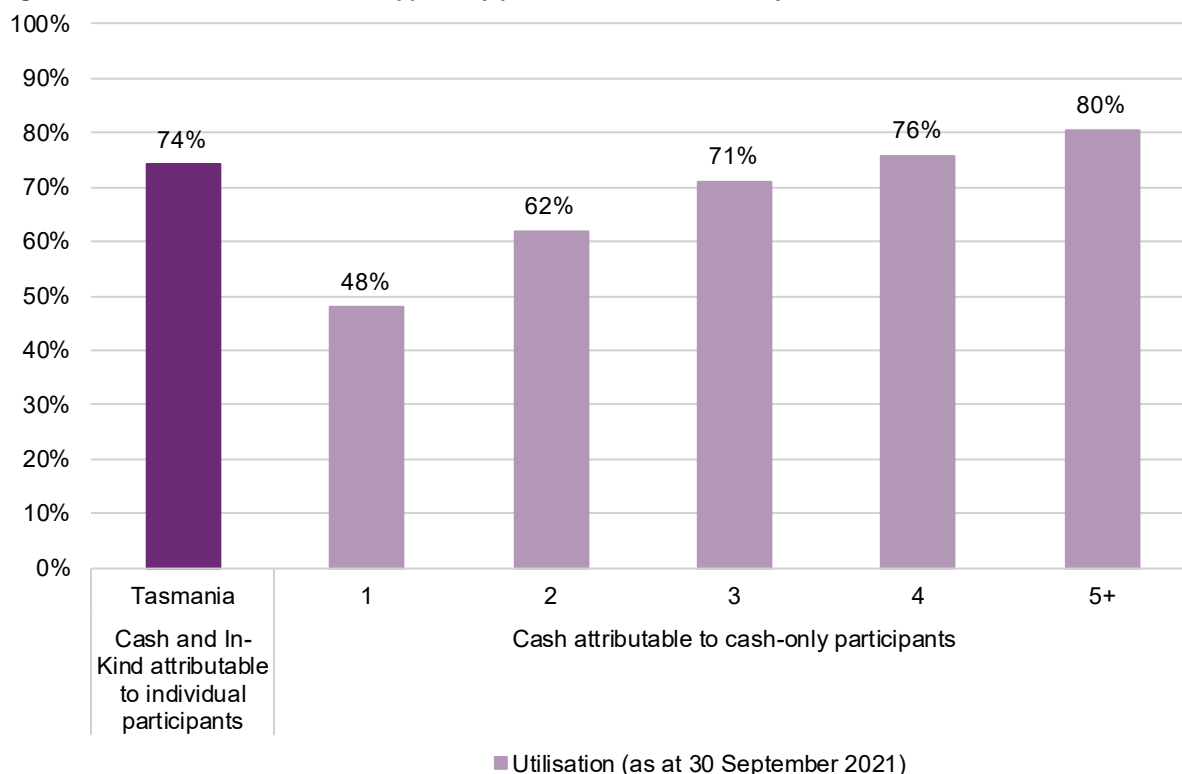
Table K.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	17.3	50.4	65.9	100.4	189.8	401.0	669.8	853.2	222.3
Total Paid	9.7	35.8	48.3	78.0	153.9	296.6	478.1	624.6	147.8
% utilised to date	56%	71%	73%	78%	81%	74%	71%	73%	66%

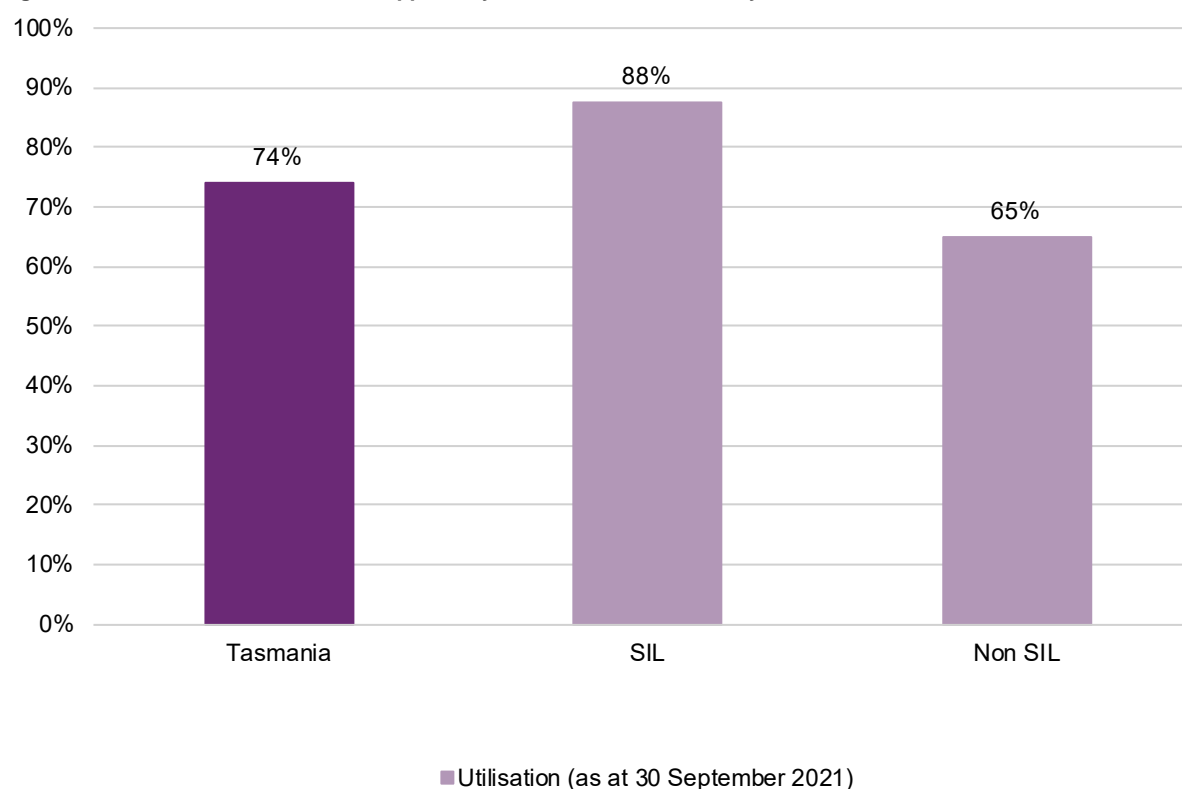
Figure K.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Tasmania



**Figure K.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Tasmania** <sup>638</sup>



**Figure K.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Tasmania** <sup>639</sup>



<sup>638</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 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>639</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

Figure K.35 Utilisation of committed supports by support class from 1 January 2021 to 30 June 2021 – Tasmania <sup>640</sup>

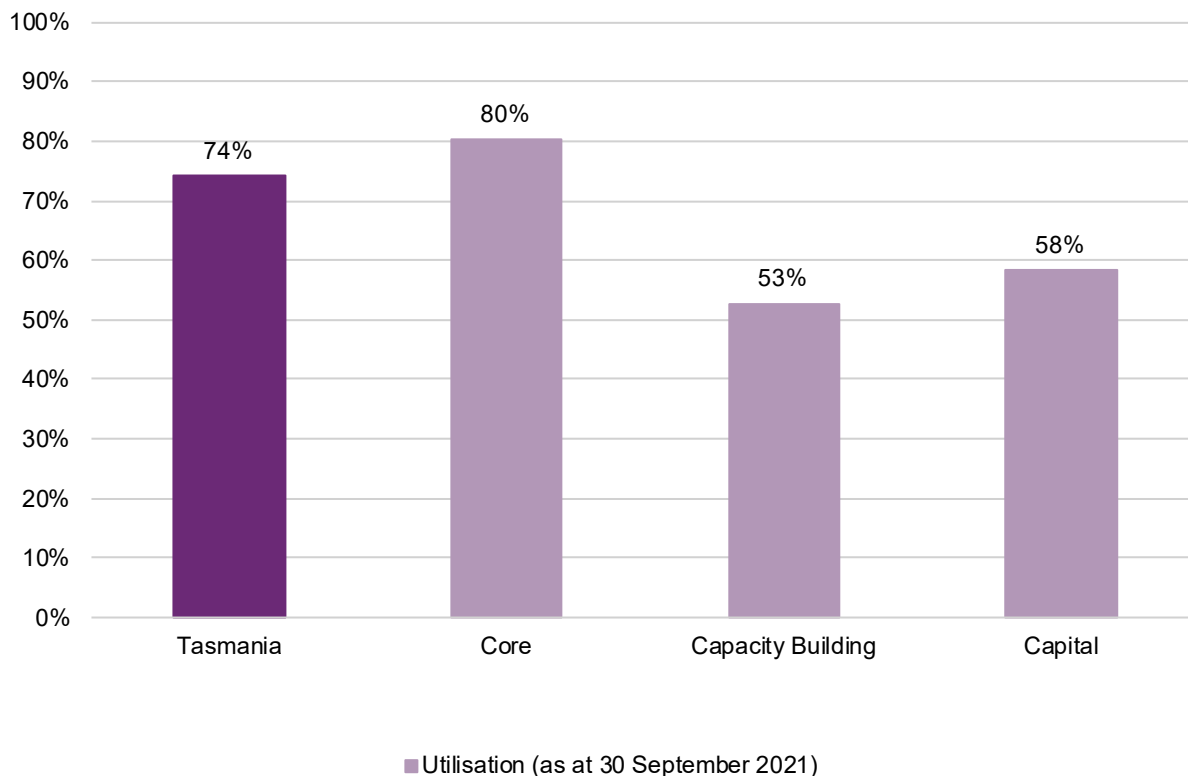
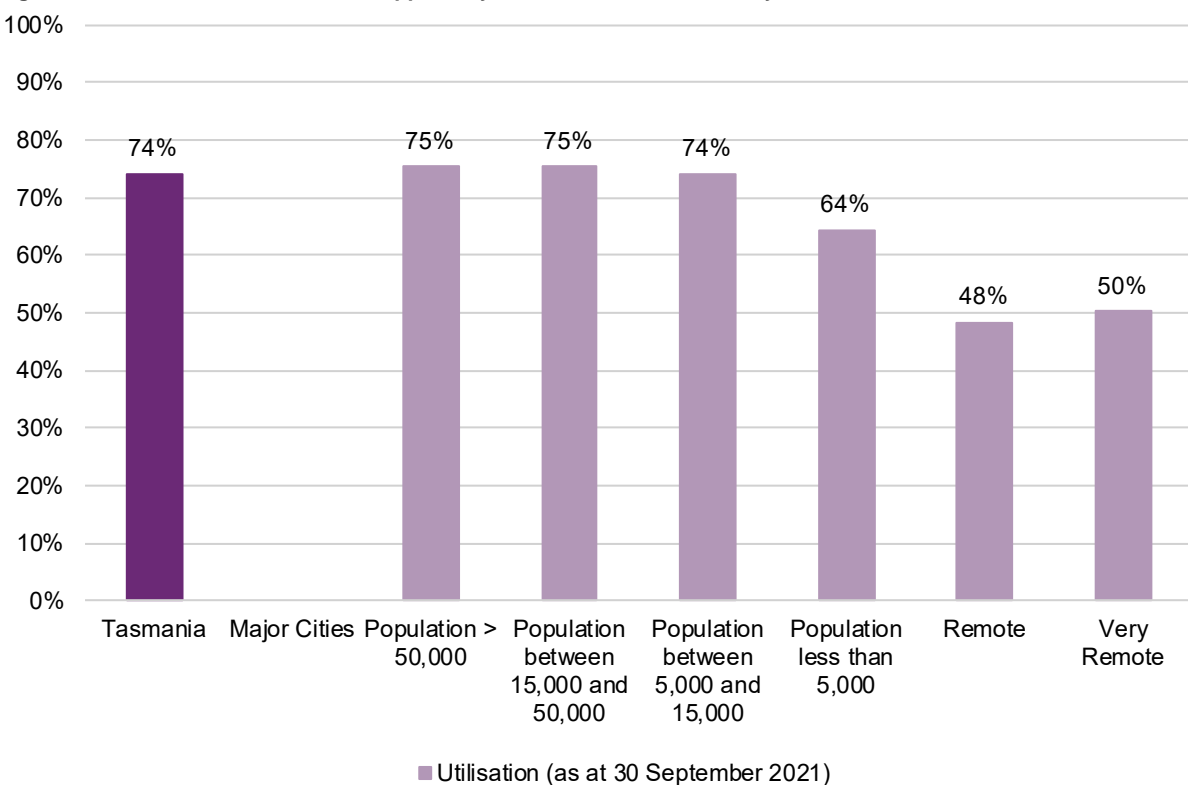


Figure K.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Tasmania <sup>641 642</sup>



<sup>640</sup> Ibid.

<sup>641</sup> Ibid.

<sup>642</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>643</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	8,550	278	8,828	126	8,954

Table L.2 Active participants (including ECA) by quarter of entry, plan and entry type – Australian Capital Territory <sup>644</sup>

	Prior Quarters	2021-22 Q1	Total
Access decisions	12,026	344	12,370
Active Eligible	8,715	255	8,970
<i>New</i>	5,908	251	6,159
<i>State</i>	2,498	<11	2,499
<i>Commonwealth</i>	309	<11	312
Active Participant Plans (excl ECA)	8,550	278	8,828
<i>New</i>	5,751	275	6,026
<i>State</i>	2,493	<11	2,494
<i>Commonwealth</i>	306	<11	308
Active Participant Plans	8,685	404	8,954
<i>Early Intervention (s25)</i>	3,059	143	3,202
<i>Permanent Disability (s24)</i>	5,491	135	5,626
<i>ECA</i>	135	126	126

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,150
<i>Early Intervention participants</i>	639
<i>Permanent disability participants</i>	511

<sup>643</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>644</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table L.4 Cumulative numbers of active participants (including ECA) by services previously received – Australian Capital Territory** <sup>645</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	2,494	308	6,026	126	8,954

**Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory** <sup>646 647 648</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	3,202	5,626	126	8,954

<sup>645</sup> This table shows the total numbers of active participants at the end of each period.

<sup>646</sup> Ibid.

<sup>647</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>648</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table L.6 Assessment of access by age group – Australian Capital Territory** <sup>649</sup>

	Prior Quarters		2021-22 Q1		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	3,048	94%	106	100%	3,154	94%
7 to 14	1,944	84%	37	69%	1,981	83%
15 to 18	624	85%	12	92%	636	85%
19 to 24	453	83%	16	80%	469	83%
25 to 34	739	80%	19	70%	758	80%
35 to 44	911	78%	26	67%	937	77%
45 to 54	987	76%	22	56%	1,009	75%
55 to 64	1,235	74%	17	39%	1,252	73%
65+	61	54%	<11		62	53%
Missing	<11		<11		<11	
<b>Total</b>	<b>10,002</b>	<b>83%</b>	<b>256</b>	<b>74%</b>	<b>10,258</b>	<b>83%</b>

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>650</sup>

	Prior Quarters		2021-22 Q1		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	235	94%	<11		239	94%
Autism	2,761	97%	80	94%	2,841	97%
Cerebral Palsy	314	95%	<11		316	95%
Developmental Delay	1,176	93%	69	100%	1,245	93%
Global Developmental Delay	187	98%	16	100%	203	98%
Hearing Impairment	469	85%	<11		475	85%
Intellectual Disability	1,547	96%	13	81%	1,560	96%
Multiple Sclerosis	209	90%	<11		212	90%
Psychosocial disability	1,188	69%	27	47%	1,215	69%
Spinal Cord Injury	83	91%	<11		84	91%
Stroke	141	90%	<11		145	90%
Visual Impairment	189	91%	<11		191	90%
Other Neurological	457	74%	<11		466	74%
Other Physical	644	54%	13	46%	657	54%
Other Sensory/Speech	268	59%	<11		268	58%
Other	95	49%	<11		102	46%
Missing	39	39%	<11		39	39%
<b>Total</b>	<b>10,002</b>	<b>83%</b>	<b>256</b>	<b>74%</b>	<b>10,258</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.

<sup>649</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

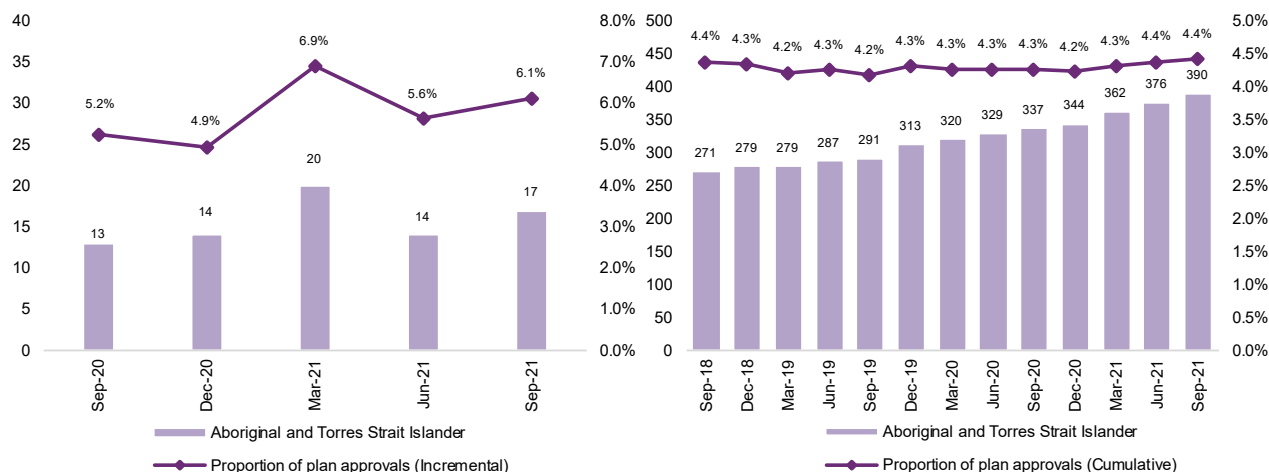
<sup>650</sup> Ibid.



**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	373	4.4%	17	6.1%	<b>390</b>	<b>4.4%</b>
Not Aboriginal and Torres Strait Islander	7,033	82.3%	219	78.8%	<b>7,252</b>	<b>82.1%</b>
Not Stated	1,144	13.4%	42	15.1%	<b>1,186</b>	<b>13.4%</b>
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>651 652</sup>



**Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory** <sup>653</sup>

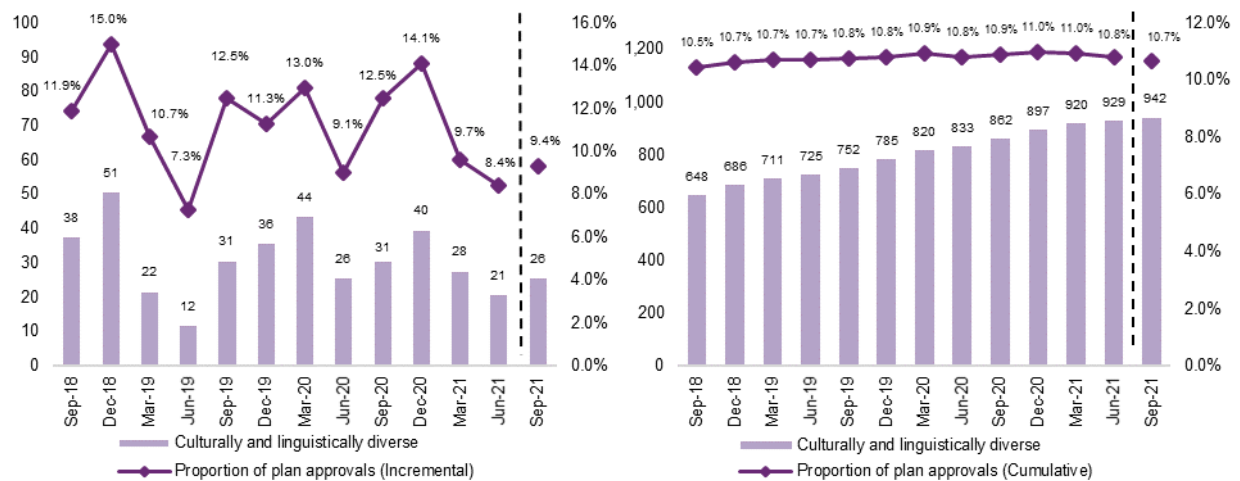
Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	916	10.7%	26	9.4%	<b>942</b>	<b>10.7%</b>
Not culturally and linguistically diverse	7,565	88.5%	252	90.6%	<b>7,817</b>	<b>88.5%</b>
Not stated	69	0.8%	<11		<b>69</b>	<b>0.8%</b>
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

<sup>651</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>652</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to September 2020 quarter.

<sup>653</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

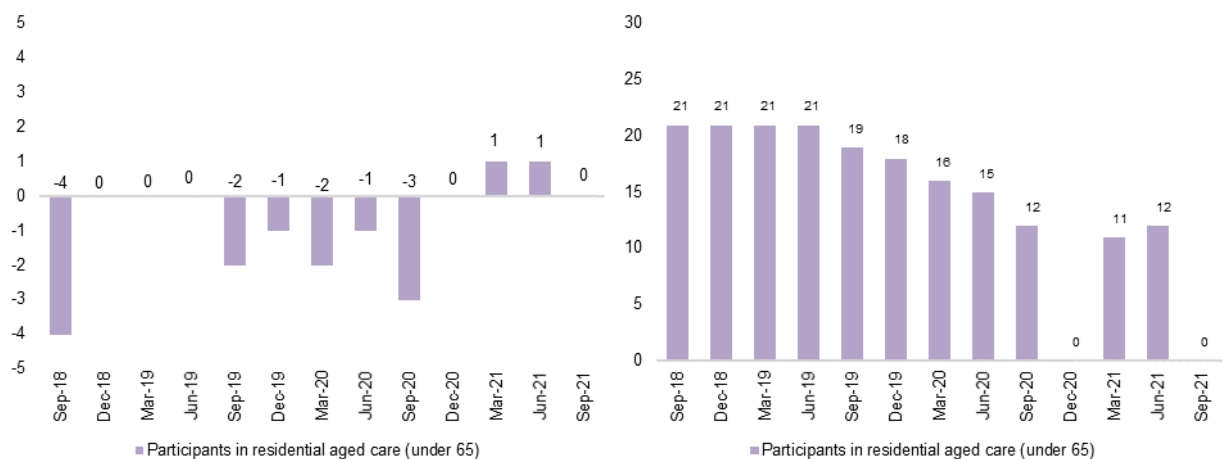
**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>654 655</sup>



**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 September 2021 – Australian Capital Territory** <sup>656 657</sup>

	Total
Age group	N
Total YPIRAC (under 65)	<11

**Figure L.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>658</sup>



<sup>654</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>655</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>656</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>657</sup> There are a further 29 active participants aged 65 years or over who are currently in residential aged care.

<sup>658</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data after the September 2020 quarter.

**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>659 660</sup>

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Major cities	8,537	99.9%	278	100.0%	8,815	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>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

**Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory** <sup>661 662 663</sup>

	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	2,660	31%	79	28%	2,739	31%
Intellectual Disability	1,438	17%	18	6%	1,456	16%
Psychosocial disability	1,052	12%	36	13%	1,088	12%
Developmental Delay	718	8%	72	26%	790	9%
Hearing Impairment	432	5%	<11		441	5%
Other Neurological	356	4%	<11		366	4%
Other Physical	520	6%	15	5%	535	6%
Cerebral Palsy	294	3%	<11		295	3%
ABI	205	2%	<11		212	2%
Global Developmental Delay	155	2%	15	5%	170	2%
Visual Impairment	174	2%	<11		176	2%
Multiple Sclerosis	192	2%	<11		195	2%
Stroke	125	1%	<11		129	1%
Spinal Cord Injury	70	1%	<11		72	1%
Other	76	1%	<11		81	1%
Other Sensory/Speech	83	1%	<11		83	1%
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

<sup>659</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>660</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>661</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>662</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>663</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Australian Capital Territory (227).

**Table L.13 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory** <sup>664 665</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	51	11%	0		51	11%
Intellectual Disability	214	46%	0		214	46%
Psychosocial disability	78	17%	0		78	17%
Developmental Delay	<11		0		<11	
Hearing Impairment	<11		0		<11	
Other Neurological	28	6%	0		28	6%
Other Physical	<11		0		<11	
Cerebral Palsy	41	9%	0		41	9%
ABI	28	6%	0		28	6%
Global Developmental Delay	<11		0		<11	
Visual Impairment	<11		0		<11	
Multiple Sclerosis	<11		0		<11	
Stroke	<11		0		<11	
Spinal Cord Injury	<11		0		<11	
Other	<11		0		<11	
Other Sensory/Speech	<11		0		<11	
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>0</b>		<b>464</b>	<b>100%</b>

**Table L.14 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory** <sup>666</sup>

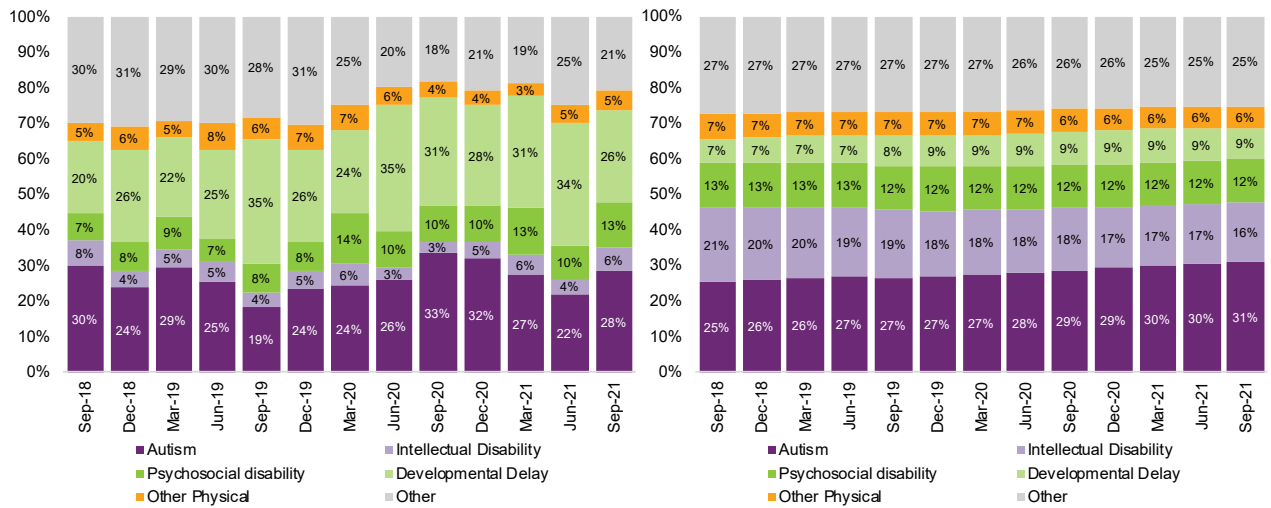
Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	2,609	32%	79	28%	2,688	32%
Intellectual Disability	1,224	15%	18	6%	1,242	15%
Psychosocial disability	974	12%	36	13%	1,010	12%
Developmental Delay	718	9%	72	26%	790	9%
Hearing Impairment	432	5%	<11		441	5%
Other Neurological	328	4%	<11		338	4%
Other Physical	516	6%	15	5%	531	6%
Cerebral Palsy	253	3%	<11		254	3%
ABI	177	2%	<11		184	2%
Global Developmental Delay	155	2%	15	5%	170	2%
Visual Impairment	174	2%	<11		176	2%
Multiple Sclerosis	183	2%	<11		186	2%
Stroke	119	1%	<11		123	1%
Spinal Cord Injury	69	1%	<11		71	1%
Other	72	1%	<11		77	1%
Other Sensory/Speech	83	1%	<11		83	1%
<b>Total</b>	<b>8,086</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,364</b>	<b>100%</b>

<sup>664</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>665</sup> Down Syndrome is included in Intellectual Disability, representing 9% of Participants in SIL (42).

<sup>666</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (185).

**Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>667</sup>



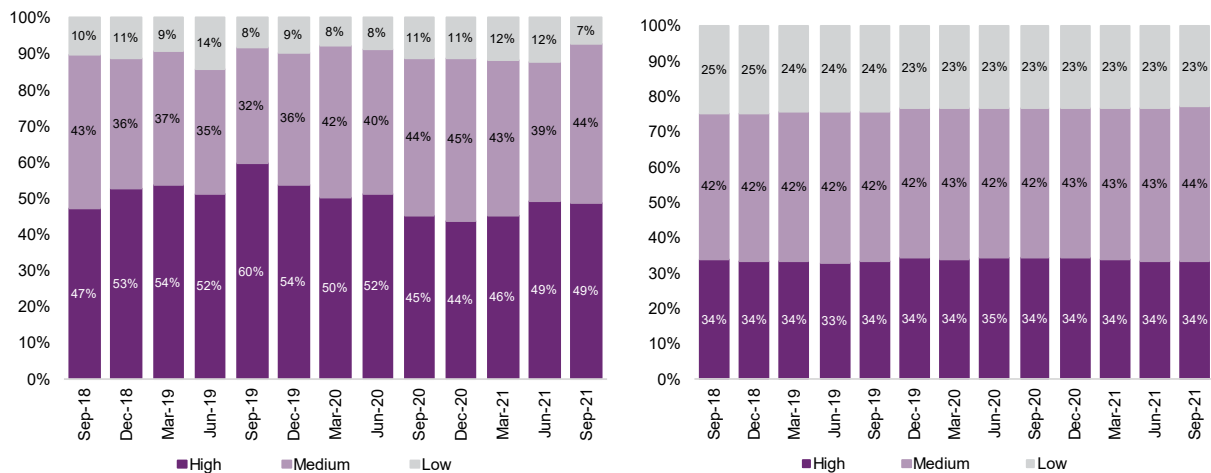
**Table L.15 Participant profile per quarter by reported level of function – Australian Capital Territory** <sup>668</sup>

	Prior Quarters		2021-22 Q1		Total	
Reported Level of Function	N	%	N	%	N	%
1 (High Function)	948	11%	82	29%	1,030	12%
2 (High Function)	15	0%	<11		17	0%
3 (High Function)	481	6%	17	6%	498	6%
4 (High Function)	831	10%	21	8%	852	10%
5 (High Function)	545	6%	14	5%	559	6%
6 (Moderate Function)	1,734	20%	73	26%	1,807	21%
7 (Moderate Function)	447	5%	<11		454	5%
8 (Moderate Function)	619	7%	17	6%	636	7%
9 (Moderate Function)	54	1%	<11		54	1%
10 (Moderate Function)	867	10%	25	9%	892	10%
11 (Low Function)	276	3%	<11		277	3%
12 (Low Function)	996	12%	14	5%	1,010	11%
13 (Low Function)	566	7%	<11		571	6%
14 (Low Function)	151	2%	<11		151	2%
15 (Low Function)	<11		<11		<11	
Missing	20	0%	<11		20	0%
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

<sup>667</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>668</sup> The distributions are calculated excluding participants with a missing reported level of function.

**Figure L.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>669</sup>



**Table L.16 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,126	13%	110	40%	1,236	14%
7 to 14	2,197	26%	40	14%	2,237	25%
15 to 18	701	8%	11	4%	712	8%
19 to 24	791	9%	15	5%	806	9%
25 to 34	745	9%	27	10%	772	9%
35 to 44	761	9%	23	8%	784	9%
45 to 54	836	10%	26	9%	862	10%
55 to 64	917	11%	22	8%	939	11%
65+	476	6%	<11		480	5%
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

**Table L.17 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory** <sup>670</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		0		<11	
7 to 14	<11		0		<11	
15 to 18	<11		0		<11	
19 to 24	28	6%	0		28	6%
25 to 34	70	15%	0		70	15%
35 to 44	84	18%	0		84	18%
45 to 54	128	28%	0		128	28%
55 to 64	116	25%	0		116	25%
65+	36	8%	0		36	8%
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>0</b>		<b>464</b>	<b>100%</b>

<sup>669</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.

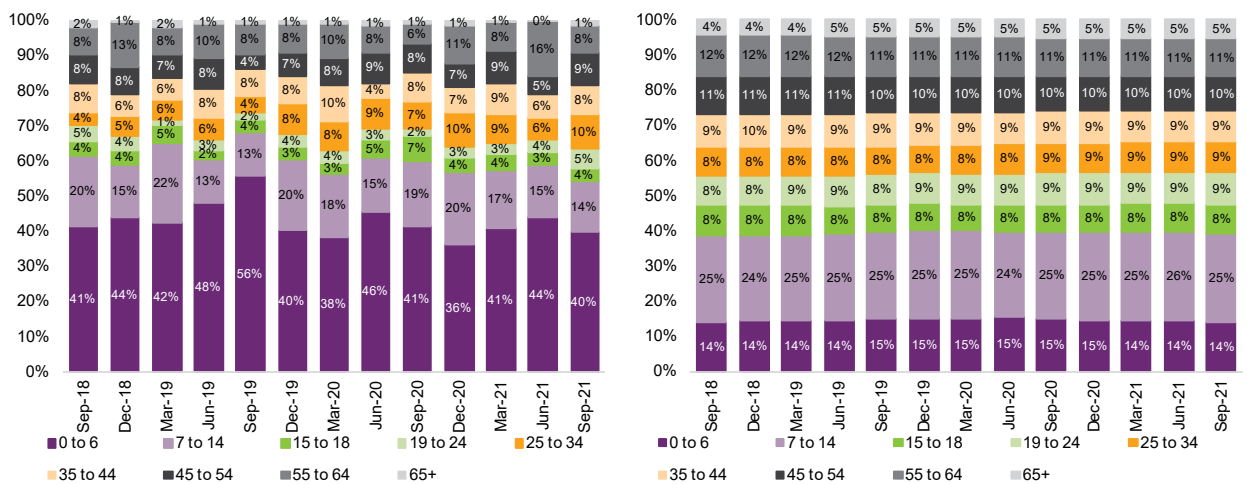
<sup>670</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table L.18 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory**

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,126	14%	110	40%	1,236	15%
7 to 14	2,197	27%	40	14%	2,237	27%
15 to 18	699	9%	11	4%	710	8%
19 to 24	763	9%	15	5%	778	9%
25 to 34	675	8%	27	10%	702	8%
35 to 44	677	8%	23	8%	700	8%
45 to 54	708	9%	26	9%	734	9%
55 to 64	801	10%	22	8%	823	10%
65+	440	5%	<11		444	5%
<b>Total</b>	<b>8,086</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,364</b>	<b>100%</b>

**Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory**

671

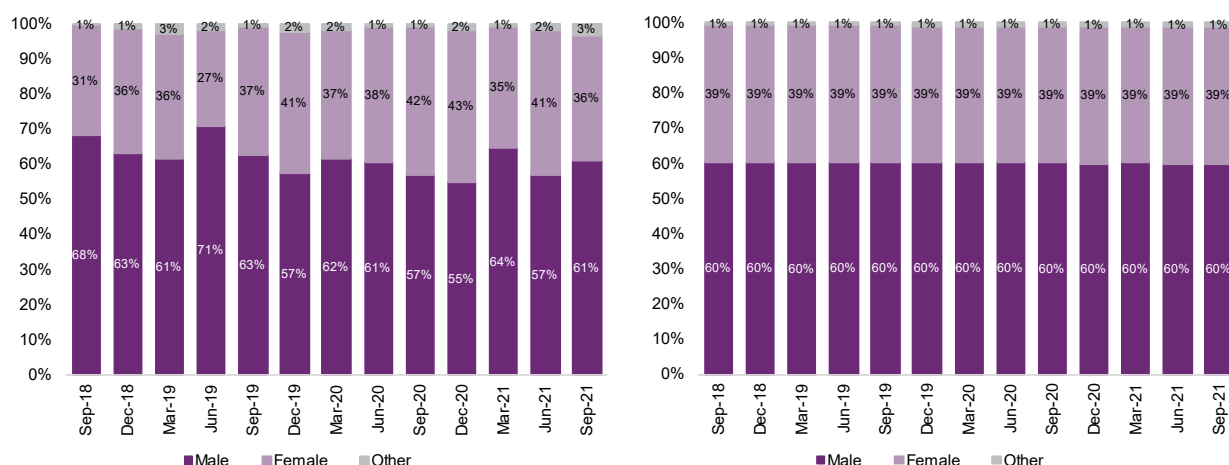


**Table L.19 Participant profile per quarter by gender – Australian Capital Territory**

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	5,115	60%	169	61%	5,284	60%
Female	3,353	39%	100	36%	3,453	39%
Other	82	1%	<11		91	1%
<b>Total</b>	<b>8,550</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>8,828</b>	<b>100%</b>

671 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.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>672</sup>



**Table L.20 Participation rates by age group at 30 September 2021 – Australian Capital Territory** <sup>673</sup>

	ACT
0-6	3.06%
7-14	5.13%
15-18	3.63%
19-24	1.96%
25-34	1.08%
35-44	1.21%
45-54	1.60%
55-64	2.15%
<b>Total (aged 0-64)</b>	<b>2.20%</b>

## Part Two: Participant experience and outcomes

**Table L.21 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory** <sup>674</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	183	157	301	384	331	84	1,440
Participant school to 14	202	177	263	313	290	66	1,311
Participant 15 to 24	161	76	77	89	88	26	517
Participant 25 and over	819	244	296	363	357	97	2,176
<b>Total Participant</b>	<b>1,365</b>	<b>654</b>	<b>937</b>	<b>1,149</b>	<b>1,066</b>	<b>273</b>	<b>5,444</b>
Family 0 to 14	326	319	559	685	619	148	2,656
Family 15 to 24	42	43	59	51	62	19	276
Family 25 and over	25	43	86	126	110	30	420
<b>Total Family</b>	<b>393</b>	<b>405</b>	<b>704</b>	<b>862</b>	<b>791</b>	<b>197</b>	<b>3,352</b>
<b>Total</b>	<b>1,758</b>	<b>1,059</b>	<b>1,641</b>	<b>2,011</b>	<b>1,857</b>	<b>470</b>	<b>8,796</b>

<sup>672</sup> Ibid.

<sup>673</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>674</sup> Baseline outcomes for participants and/or their families and carers were collected for 95% 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.22 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	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		44%		
CC	% of children who have a genuine say in decisions about themselves		83%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			50%	69%
CC	% who choose what they do each day			58%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			75%	70%

**Table L.23 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		44%		
REL	Of these, % who are welcomed or actively included	59%	70%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	34%

**Table L.24 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			76%	66%
HM % who feel safe or very safe in their home			84%	64%
HW % who rate their health as good, very good or excellent			59%	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			69%	
LL % who participate in education, training or skill development				14%
LL Of those who participate, % who do so in mainstream settings				84%
LL % unable to do a course or training they wanted to do in the last 12 months				41%
WK % who have a paid job			25%	30%
WK % who volunteer			11%	14%

**Table L.25 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%	15%
% working in a paid job	59%	68%	48%
Of those in a paid job, % in permanent employment	87%	87%	89%
Of those in a paid job, % working 15 hours or more	88%	94%	91%
% who say they (and their partner) are able to work as much as they want	52%	59%	60%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	93%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	22%	12%
% able to advocate for their child/family member	82%	69%	64%
% who have friends and family they see as often as they like	52%	49%	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		41%	
% who feel in control selecting services		41%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	80%	64%	62%

**Table L.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=314) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory** <sup>675</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	66%

**Table L.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=492) - participants who entered between 1 July 2016 and 30 September 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?	52%
REL	Has the NDIS improved your child's relationships with family and friends?	64%
S/CP	Has the NDIS improved your child's social and recreational life?	61%

**Table L.28 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=496) - participants who entered between 1 July 2016 and 30 September 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?	65%	77%
DL	Has the NDIS helped you with daily living activities?	65%	80%
REL	Has the NDIS helped you to meet more people?	41%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	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?	30%	28%
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?	48%	60%

<sup>675</sup> Results in Tables L.26 to L.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table L.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=891); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=217) - participants who entered between 1 July 2016 and 30 September 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%	62%
Has the NDIS improved the level of support for your family?	79%	74%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	82%	65%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	59%	45%

**Table L.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=189) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**<sup>676</sup>

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	91%	96%	+5%
DL Has the NDIS improved your child's access to specialist services?	90%	92%	+2%
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?	80%	84%	+4%
S/CP Has the NDIS improved how your child fits into community life?	72%	77%	+5%

**Table L.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=280) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	77%	85%	+8%
LL Has the NDIS improved your child's access to education?	57%	61%	+4%
REL Has the NDIS improved your child's relationships with family and friends?	67%	68%	+1%
S/CP Has the NDIS improved your child's social and recreational life?	63%	63%	0%

<sup>676</sup> Results in Tables L.30 to L.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.

**Table L.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=90) and ‘Participant 25 and over’ (n=301) - participants who entered between 1 July 2016 and 30 September 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?	64%	68%	+3%	69%	75%	+6%
DL	Has the NDIS helped you with daily living activities?	66%	67%	+1%	76%	81%	+5%
REL	Has the NDIS helped you to meet more people?	45%	45%	+0%	46%	50%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	13%	-3%	27%	25%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	48%	+6%	59%	62%	+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?	30%	31%	0%	28%	24%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	14%	+3%	16%	12%	-4%
S/CP	Has the NDIS helped you be more involved?	51%	53%	2%	55%	56%	+1%

**Table L.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=403); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=63) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	72%	76%	+4%	47%	59%	+12%
	Has the NDIS improved the level of support for your family?	75%	80%	+5%	76%	72%	-4%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	84%	+4%	66%	65%	-1%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	86%	+3%			
	Has the NDIS improved your health and wellbeing?	59%	62%	+3%	53%	49%	-4%

**Table L.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=120) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**<sup>677</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	95%	100%	+10%
DL	Has the NDIS improved your child's access to specialist services?	94%	91%	97%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%	84%	85%	+7%
REL	Has the NDIS improved how your child fits into family life?	67%	77%	85%	+18%
S/CP	Has the NDIS improved how your child fits into community life?	59%	60%	71%	+12%

**Table L.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=166) - participants who entered between 1 July 2016 and 30 September 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?	74%	77%	81%	+7%
LL	Has the NDIS improved your child's access to education?	45%	49%	56%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	58%	62%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	56%	58%	+8%

**Table L.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=92) - participants who entered between 1 July 2016 and 30 September 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?	68%	69%	74%	+6%
Has the NDIS helped you with daily living activities?	61%	69%	75%	+14%
Has the NDIS helped you to meet more people?	53%	53%	55%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	20%	22%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	56%	58%	59%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	30%	31%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%	17%	-4%
Has the NDIS helped you be more involved?	56%	62%	60%	+4%

<sup>677</sup> Results in Tables L.34 to L.39 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table L.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=393) - participants who entered between 1 July 2016 and 30 September 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%	+8%
Has the NDIS helped you with daily living activities?	77%	82%	86%	+9%
Has the NDIS helped you to meet more people?	51%	53%	59%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	23%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	58%	66%	71%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	29%	29%	+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?	57%	62%	66%	+8%

**Table L.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=221) - participants who entered between 1 July 2016 and 30 September 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?	64%	70%	73%	+9%
Has the NDIS improved the level of support for your family?	75%	79%	81%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	73%	78%	82%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	82%	84%	+3%
Has the NDIS improved your health and wellbeing?	41%	46%	51%	+11%

**Table L.39 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=31) - participants who entered between 1 July 2016 and 30 September 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?	45%	58%	63%	+18%
Has the NDIS improved the level of support for your family?	58%	56%	75%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	55%	55%	74%	+19%
Has the NDIS improved your health and wellbeing?	52%	47%	48%	-3%

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

**Table L.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=114) - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory** <sup>678</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%	70%	72%	+15%
LL	Has the NDIS improved your child's access to education?	33%	37%	42%	47%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	51%	56%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	47%	53%	51%	+8%

**Table L.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=75) - participants who entered between 1 July 2016 and 30 September 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?	52%	63%	55%	65%	+13%
DL	Has the NDIS helped you with daily living activities?	48%	61%	55%	64%	+16%
REL	Has the NDIS helped you to meet more people?	41%	52%	33%	49%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	16%	11%	9%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%	44%	48%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	23%	28%	18%	23%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	15%	11%	10%	0%
S/CP	Has the NDIS helped you be more involved?	38%	54%	44%	54%	+17%

<sup>678</sup> Results in Tables L.40 to L.43 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.



**Table L.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=242) - participants who entered between 1 July 2016 and 30 September 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?	74%	77%	81%	83%	+8%
DL	Has the NDIS helped you with daily living activities?	74%	81%	83%	85%	+11%
REL	Has the NDIS helped you to meet more people?	52%	55%	59%	60%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	20%	24%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	62%	64%	65%	69%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	29%	27%	28%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	19%	20%	20%	-3%
S/CP	Has the NDIS helped you be more involved?	55%	59%	63%	65%	+10%

**Table L.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=75) - participants who entered between 1 July 2016 and 30 September 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?	52%	53%	64%	72%	+21%
Has the NDIS improved the level of support for your family?	64%	78%	73%	79%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	71%	82%	76%	81%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	72%	67%	78%	+15%
Has the NDIS improved your health and wellbeing?	39%	48%	47%	57%	+18%

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’.

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

**Table L.44 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=49) - participants who entered between 1 July 2016 and 30 September 2016 – Australian Capital Territory <sup>679</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	65%	79%	79%	62%	80%	+15%
DL	Has the NDIS helped you with daily living activities?	77%	81%	90%	86%	95%	+18%
REL	Has the NDIS helped you to meet more people?	53%	58%	51%	57%	67%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	23%	18%	10%	24%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	56%	62%	58%	71%	71%	+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?	45%	37%	30%	24%	37%	-8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	15%	10%	19%	0%
S/CP	Has the NDIS helped you be more involved?	70%	70%	69%	71%	69%	-1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 0 to 14’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

<sup>679</sup> Results in Table L.44 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan review to date.

**Table L.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=423), 'participant social and community engagement rate' (n=422), 'parent and carer employment rate' (n=464) at entry, first and second plan review and 'participant choice and control' (n=352) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory <sup>680</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	19%	24%	28%	24%
Aged 25+	32%	30%	30%	
Aged 15+	28%	28%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	34%	35%	48%
Aged 25+	40%	42%	44%	
Aged 15+	38%	40%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	55%	61%	62%	49%
Aged 15+	58%	64%	63%	
All ages	56%	61%	63%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		64%	68%	75%
Aged 25+		69%	75%	
Aged 15+		68%	73%	

**Table L.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=477), 'participant social and community engagement rate' (n=482), 'parent and carer employment rate' (n=250) at entry, first, second and third plan review, and 'participant choice and control' (n=449) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory <sup>681</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	19%	24%	28%	34%	24%
Aged 25+	33%	32%	28%	32%	
Aged 15+	31%	31%	28%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	32%	30%	31%	30%	48%
Aged 25+	39%	43%	42%	46%	
Aged 15+	38%	41%	41%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	47%	54%	57%	59%	49%
Aged 15+	58%	65%	68%	62%	
All ages	49%	56%	59%	60%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		68%	69%	74%	75%
Aged 25+		73%	78%	81%	
Aged 15+		72%	76%	80%	

<sup>680</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 September 2019 and have had a second plan review to date.

<sup>681</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 September 2018 and have had a third plan review to date.

**Table L.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=303), 'participant social and community engagement rate' (n=301), 'parent and carer employment rate' (n=91) at entry, first, second, third and fourth plan review, and 'participant choice and control' (n=291) at first and fourth plan review - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory <sup>682</sup>**

Review and 30 September 2017 – Australian Capital Territory						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25+	33%	33%	32%	31%	29%	
Aged 15+	31%	31%	32%	30%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	38%	41%	38%	35%	45%	48%
Aged 25+	34%	39%	46%	48%	48%	
Aged 15+	35%	39%	45%	47%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	45%	56%	58%	61%	66%	49%
Aged 15+	Numbers are too small					
All ages	51%	59%	61%	62%	67%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		52%	63%	55%	65%	75%
Aged 25+		74%	77%	81%	83%	
Aged 15+		69%	73%	76%	79%	

<sup>682</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 September 2017 and have had a fourth plan review to date.

**Table L.48 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=56), 'participant social and community engagement rate' (n=54), 'parent and carer employment rate' (n=1) at entry, first, second, third, fourth and fifth plan review, and 'participant choice and control' (n=45) at first and fifth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Australian Capital Territory <sup>683</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						24%
Aged 25+	29%	24%	30%	23%	14%	20%	
Aged 15+	29%	24%	30%	23%	14%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						48%
Aged 25+	44%	46%	60%	54%	59%	56%	
Aged 15+	44%	46%	60%	54%	59%	56%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	Numbers are too small						49%
Aged 15+							
All ages							
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		Numbers are too small					75%
Aged 25+		65%	79%	79%	62%	80%	
Aged 15+		67%	77%	76%	61%	79%	

<sup>683</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 September 2016 and have had a fourth plan review to date.

**Table L.49 Number of active plans by goal type and primary disability – Australian Capital Territory** <sup>684</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	57	155	146	37	47	154	73	62	212
Autism	464	2,318	1,136	1,040	1,283	1,818	201	556	2,739
Cerebral Palsy	76	237	184	66	54	186	66	76	295
Developmental Delay	161	721	377	525	325	442	7	0	790
Down Syndrome	43	188	137	48	62	171	58	96	227
Global Developmental Delay	35	160	91	117	77	95	1	0	170
Hearing Impairment	101	314	107	108	63	228	67	94	441
Intellectual Disability	264	965	558	341	381	835	288	407	1,229
Multiple Sclerosis	66	146	136	11	27	112	75	50	195
Psychosocial disability	259	678	748	225	245	808	412	389	1,088
Spinal Cord Injury	20	50	44	15	6	45	26	25	72
Stroke	34	100	77	13	21	84	32	25	129
Visual Impairment	50	152	79	42	12	126	47	60	176
Other Neurological	91	277	220	63	75	242	116	74	366
Other Physical	119	412	350	75	61	326	133	99	535
Other Sensory/Speech	21	65	29	36	31	42	4	3	83
Other	20	68	38	13	19	53	26	15	81
<b>Total</b>	<b>1,881</b>	<b>7,006</b>	<b>4,457</b>	<b>2,775</b>	<b>2,789</b>	<b>5,767</b>	<b>1,632</b>	<b>2,031</b>	<b>8,828</b>

<sup>684</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table L.50 Number of goals in active plans by goal type and primary disability – Australian Capital Territory** <sup>685</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	151	533	372	75	103	367	207	115	1,923
Autism	1,175	10,010	2,866	2,841	3,285	4,732	472	1,233	26,614
Cerebral Palsy	198	913	482	182	162	479	187	166	2,769
Developmental Delay	349	3,276	1,004	1,308	701	1,019	11	0	7,668
Down Syndrome	96	745	340	140	152	443	128	204	2,248
Global Developmental Delay	86	835	267	344	209	249	2	0	1,992
Hearing Impairment	204	921	252	230	155	494	123	185	2,564
Intellectual Disability	630	3,606	1,381	972	972	2,178	676	890	11,305
Multiple Sclerosis	140	444	373	20	53	280	157	104	1,571
Psychosocial disability	597	1,794	1,785	468	522	1,838	862	832	8,698
Spinal Cord Injury	53	195	116	29	12	139	92	57	693
Stroke	93	402	213	47	52	178	93	44	1,122
Visual Impairment	109	428	158	94	20	283	87	120	1,299
Other Neurological	222	928	605	198	190	616	258	166	3,183
Other Physical	292	1,318	871	198	146	798	300	245	4,168
Other Sensory/Speech	36	201	68	65	77	100	6	7	560
Other	58	304	99	39	57	143	53	28	781
<b>Total</b>	<b>4,489</b>	<b>26,853</b>	<b>11,252</b>	<b>7,250</b>	<b>6,868</b>	<b>14,336</b>	<b>3,714</b>	<b>4,396</b>	<b>79,158</b>

**Table L.51 Number of active plans by goal type and age group – Australian Capital Territory** <sup>686</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	253	1,136	638	841	519	769	7	0	1,236
7 to 14	335	1,993	772	913	1,059	1,286	34	17	2,237
15 to 18	134	590	262	236	286	487	41	208	712
19 to 24	175	605	373	231	175	507	160	505	806
25 to 34	181	548	423	155	173	549	257	428	772
35 to 44	229	542	493	142	165	555	271	320	784
45 to 54	227	591	558	124	163	600	309	316	862
55 to 64	230	655	613	94	175	680	389	199	939
65+	117	346	325	39	74	334	164	38	480
<b>Total</b>	<b>1,881</b>	<b>7,006</b>	<b>4,457</b>	<b>2,775</b>	<b>2,789</b>	<b>5,767</b>	<b>1,632</b>	<b>2,031</b>	<b>8,828</b>

<sup>685</sup> Participants have set over six million goals in total across Australia since July 2016. The 79,158 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

<sup>686</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table L.52 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>687</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	628	5,912	1,930	2,388	1,308	2,014	12	0	<b>14,192</b>
7 to 14	845	9,127	1,906	2,466	2,661	3,341	64	40	<b>20,450</b>
15 to 18	332	2,028	579	654	694	1,221	142	484	<b>6,134</b>
19 to 24	374	1,855	901	549	423	1,184	392	1,092	<b>6,770</b>
25 to 34	422	1,624	998	321	422	1,384	570	912	<b>6,653</b>
35 to 44	573	1,655	1,286	331	410	1,351	627	671	<b>6,904</b>
45 to 54	543	1,725	1,439	280	366	1,475	681	706	<b>7,215</b>
55 to 64	526	1,993	1,451	174	439	1,604	874	393	<b>7,454</b>
65+	246	934	762	87	145	762	352	98	<b>3,386</b>
<b>Total</b>	<b>4,489</b>	<b>26,853</b>	<b>11,252</b>	<b>7,250</b>	<b>6,868</b>	<b>14,336</b>	<b>3,714</b>	<b>4,396</b>	<b>79,158</b>

<sup>687</sup> Participants have set over six million goals in total across Australia since July 2016. The 79,158 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

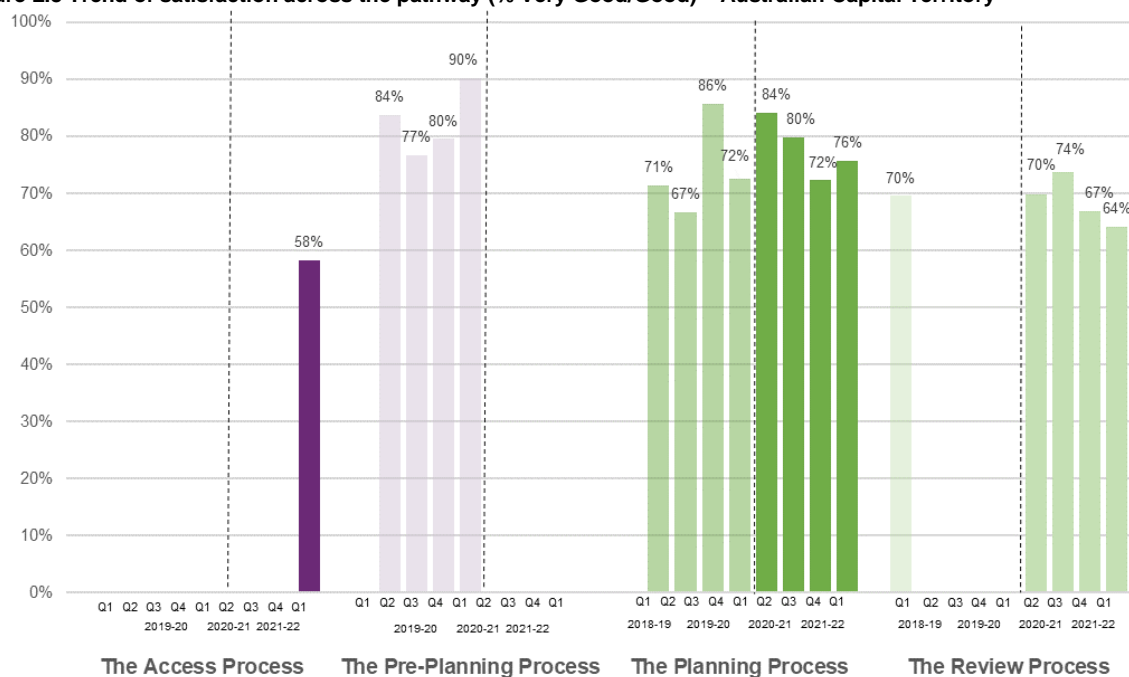


**Table L.53 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory <sup>688</sup>**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 50</b>	<b>n = 24</b>
Are you happy with how coming into the NDIS has gone?	80%	67%
Was the person from the NDIS respectful?	98%	92%
Do you understand what will happen next with your plan?	78%	83%
% of participants rating their overall experience as Very Good or Good.	68%	58%
<b>Pre-planning</b>	<b>n = 46</b>	<b>n = 20</b>
Did the person from the NDIS understand how your disability affects your life?	72%	N/A
Did you understand why you needed to give the information you did?	83%	N/A
Were decisions about your plan clearly explained?	57%	N/A
Are you clear on what happens next with your plan?	59%	N/A
Do you know where to go for more help with your plan?	61%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
<b>Planning</b>	<b>n = 267</b>	<b>n = 103</b>
Did the person from the NDIS understand how your disability affects your life?	88%	88%
Did you understand why you needed to give the information you did?	94%	92%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	82%	80%
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.	78%	76%
<b>Plan review</b>	<b>n = 1,150</b>	<b>n = 268</b>
Did the person from the NDIS understand how your disability affects your life?	77%	74%
Did you feel prepared for your plan review?	86%	81%
Is your NDIS plan helping you to make progress towards your goals?	88%	82%
% of participants rating their overall experience as Very Good or Good.	70%	64%

<sup>688</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

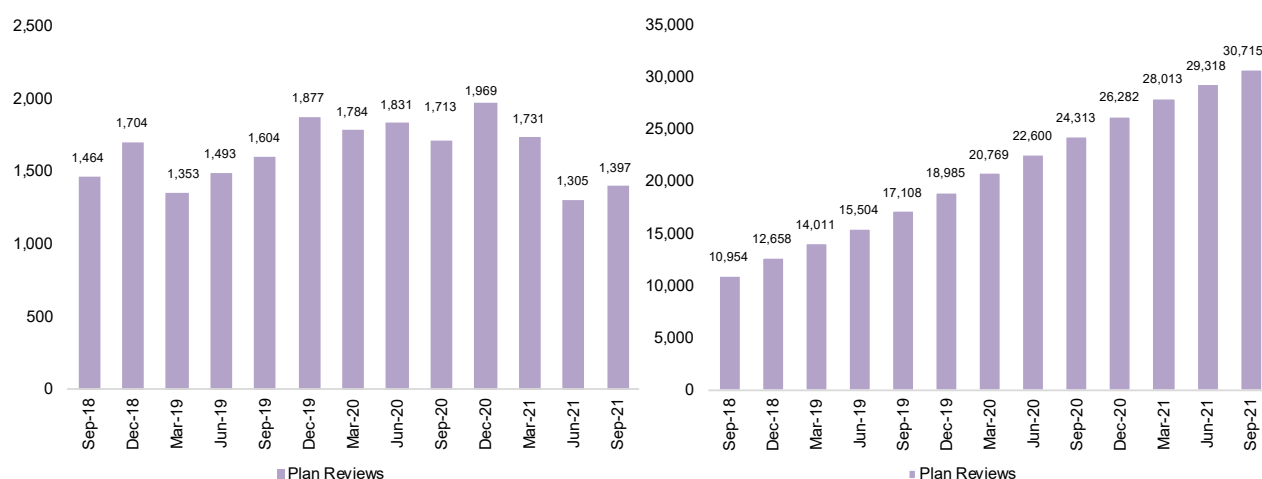
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>689 690 691</sup>



**Table L.54 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory** <sup>692</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>29,318</b>	<b>1,397</b>	<b>30,715</b>
<i>Early intervention plans</i>	8,994	518	9,512
<i>Permanent disability plans</i>	20,324	879	21,203

**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>689</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>690</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>691</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>692</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 2021-22 Q1. 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.55 shows the number of complaints in 2021-22 Q1 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.56 shows 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.55 Complaints by quarter – Australian Capital Territory** <sup>693 694 695 696</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	3	1	4	4
Complaint about LAC Partner	25	4	29	29
Complaints about service providers	102	2	104	91
Complaints about the Agency	1,834	127	1,961	1,122
Critical/ Reportable Incident	84	16	100	80
Unclassified	169	0	169	146
<b>Total</b>	<b>2,217</b>	<b>150</b>	<b>2,367</b>	<b>1,314</b>
Total complaints made since 1 April 2017	1,887	150	2,037	
% of the number of active participants	5.7%	6.9%	5.8%	

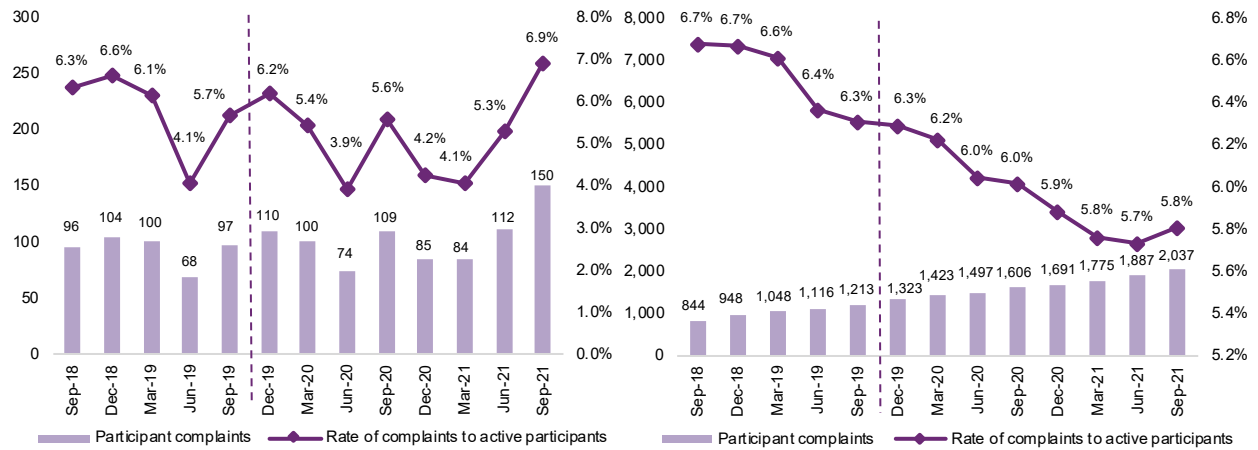
<sup>693</sup> Note that 62% of all complainants made only one complaint, 21% made two complaints and 16% made three or more complaints.

<sup>694</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>695</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>696</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>697</sup>



**Table L.56 Participant complaints by type – Australian Capital Territory**

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	193	(11%)	0	(0%)	193	(10%)
Information unclear	41	(2%)	0	(0%)	41	(2%)
NDIA Access	28	(2%)	3	(2%)	31	(2%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	52	(3%)	9	(7%)	61	(3%)
NDIA Fraud and Compliance	6	(0%)	0	(0%)	6	(0%)
NDIA Plan	166	(9%)	51	(40%)	217	(11%)
NDIA Process	63	(3%)	11	(9%)	74	(4%)
NDIA Resources	8	(0%)	3	(2%)	11	(1%)
NDIA Staff	42	(2%)	11	(9%)	53	(3%)
NDIA Timeliness	109	(6%)	38	(30%)	147	(7%)
Participation, engagement and inclusion	25	(1%)	0	(0%)	25	(1%)
Provider Portal	8	(0%)	0	(0%)	8	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	134	(7%)	0	(0%)	134	(7%)
Staff conduct - Agency	29	(2%)	0	(0%)	29	(1%)
The way the NDIA carried out its decision making	63	(3%)	0	(0%)	63	(3%)
Timeliness	407	(22%)	0	(0%)	407	(21%)
Other	460	(25%)	1	(1%)	461	(24%)
Total	1,834		127		1,961	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	1	(33%)	0	(0%)	1	(25%)
ECA Plan	1	(33%)	0	(0%)	1	(25%)
ECA Process	1	(33%)	0	(0%)	1	(25%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	0	(0%)	0	(0%)	0	(0%)
ECA Timeliness	0	(0%)	1	(100%)	1	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3		1		4	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(4%)	0	(0%)	1	(3%)
LAC Plan	3	(12%)	0	(0%)	3	(10%)

<sup>697</sup> Ibid.

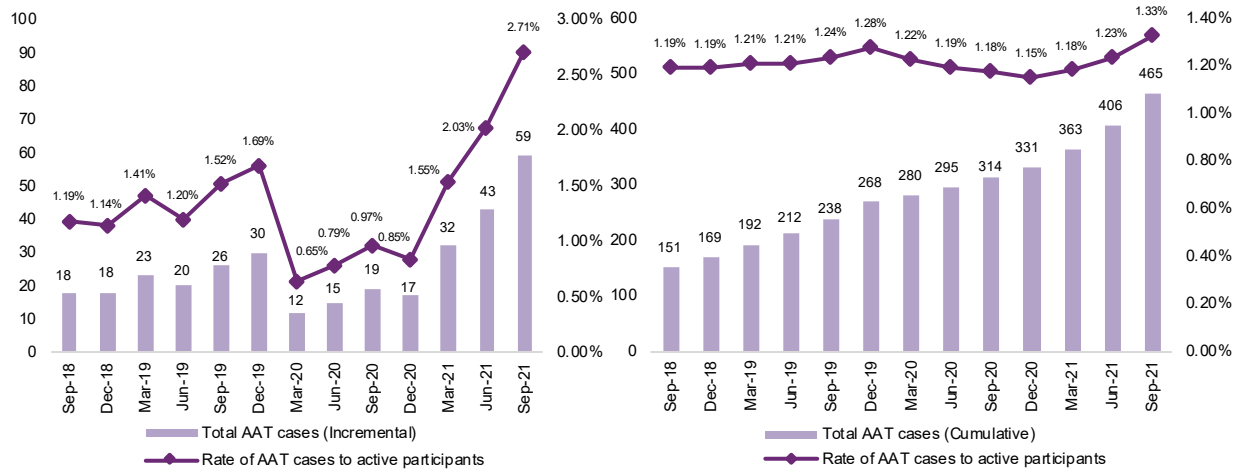
Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
LAC Process	3	(12%)	2	(50%)	5	(17%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	14	(56%)	2	(50%)	16	(55%)
LAC Timeliness	4	(16%)	0	(0%)	4	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>25</b>	<b>0</b>	<b>4</b>		<b>29</b>	
<i>Complaints 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	(14%)
Provider Service	11	(11%)	0	(0%)	11	(11%)
Provider Staff	6	(6%)	1	(50%)	7	(7%)
Service Delivery	20	(20%)	0	(0%)	20	(19%)
Staff conduct	9	(9%)	0	(0%)	9	(9%)
Supports being provided	12	(12%)	1	(50%)	13	(13%)
Other	16	(16%)	0	(0%)	16	(15%)
<b>Total</b>	<b>102</b>		<b>2</b>		<b>104</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	14	(17%)	3	(19%)	17	(17%)
Allegations against Informal Supports	18	(21%)	0	(0%)	18	(18%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	19	(23%)	5	(31%)	24	(24%)
Provider reporting	33	(39%)	8	(50%)	41	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>84</b>		<b>16</b>		<b>100</b>	
<i>Unclassified</i>	<b>169</b>		<b>0</b>		<b>169</b>	
<b>Participants total</b>	<b>2,217</b>		<b>150</b>		<b>2,367</b>	

Table L.57 AAT Cases by category at 30 September 2021 – Australian Capital Territory <sup>698</sup>

Category	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Access	166	41%	<11		175	38%
Plan	200	49%	43	73%	243	52%
Plan Review	23	6%	<11		26	6%
Other	17	4%	<11		21	5%
<b>Total</b>	<b>406</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>465</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>1.23%</b>		<b>2.71%</b>		<b>1.33%</b>	

<sup>698</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
**September 2021** | NDIS Quarterly Report to disability ministers

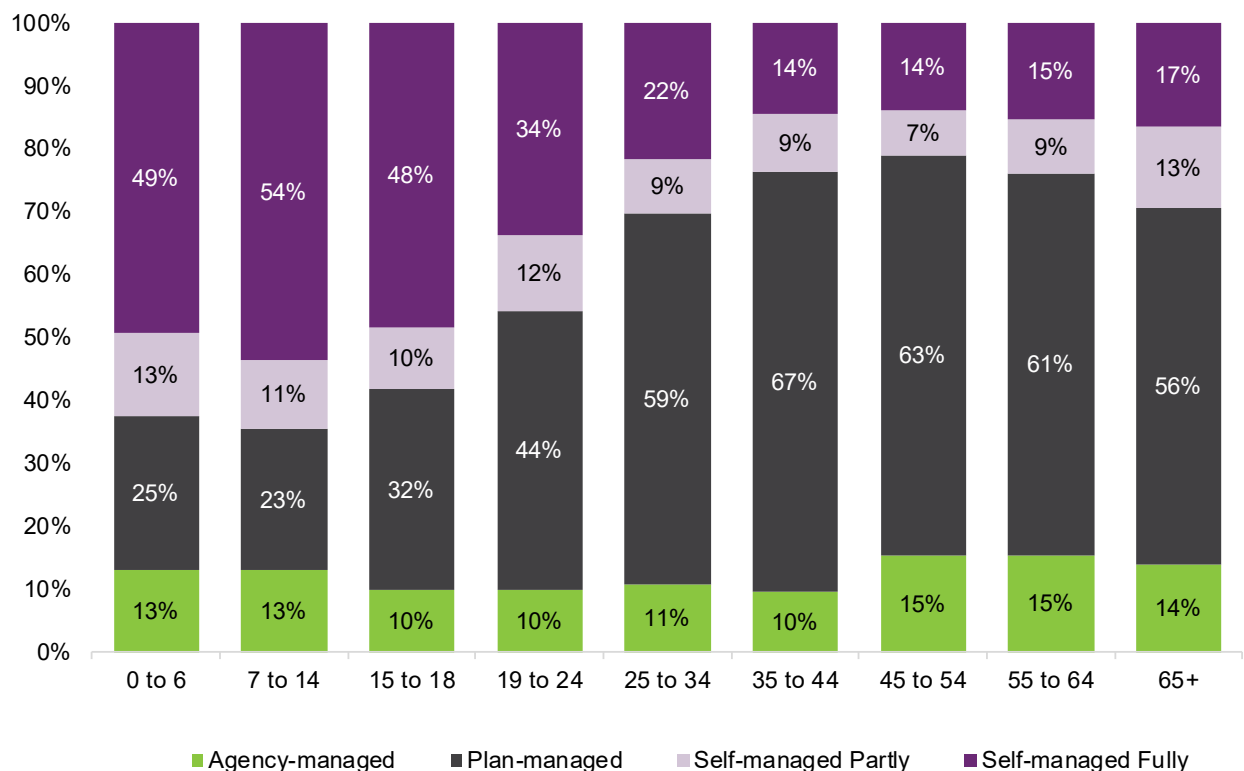
**Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>699</sup>



**Table L.58 AAT cases by open/closed and decision – Australian Capital Territory** <sup>700</sup>

	N
<b>AAT Cases</b>	<b>465</b>
<b>Open AAT Cases</b>	<b>109</b>
<b>Closed AAT Cases</b>	<b>356</b>
Resolved before hearing	342
Gone to hearing and received a substantive decision	14

**Figure L.12 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Australian Capital Territory** <sup>701 702</sup>



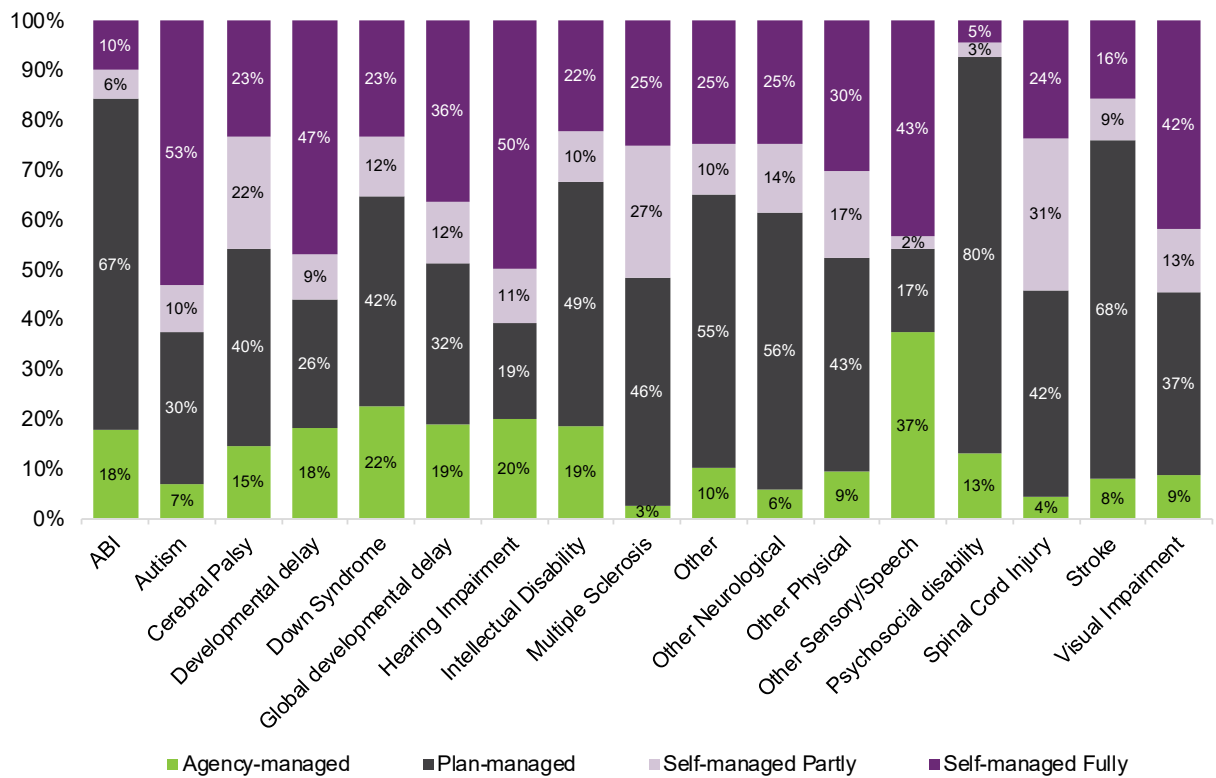
<sup>699</sup> Ibid.

<sup>700</sup> Of the 14 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 1 varied the Agency's decision and 3 set aside the Agency's decision.

<sup>701</sup> For the total number of active participants in each age group, see Table L.16.

<sup>702</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 September 2021 – Australian Capital Territory** <sup>703 704</sup>



**Table L.59 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory** <sup>705</sup>

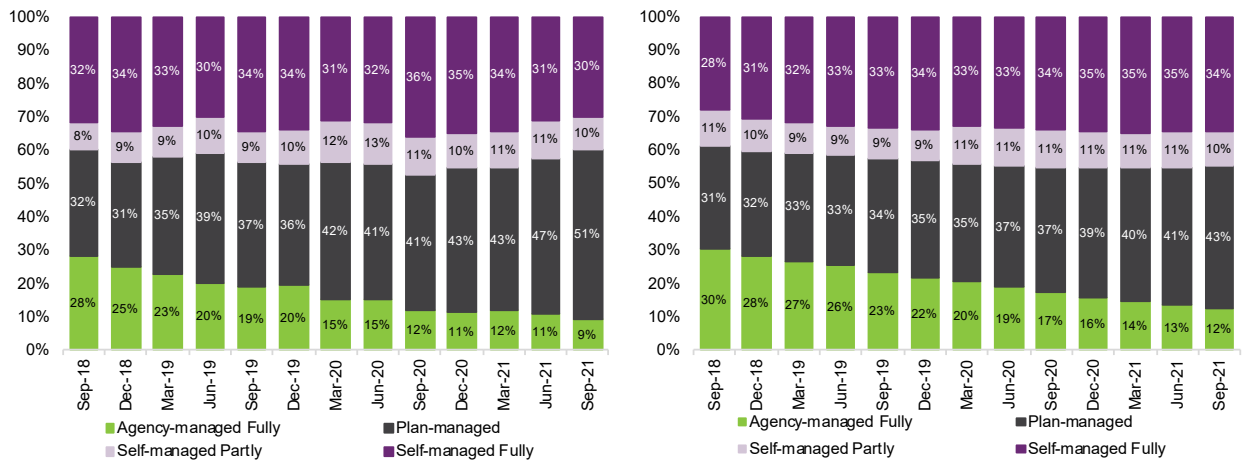
	Prior Quarters	2021-22 Q1	Total
Self-managed fully	36%	30%	<b>34%</b>
Self-managed partly	11%	10%	<b>10%</b>
Plan-managed	41%	51%	<b>43%</b>
Agency-managed	13%	9%	<b>12%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>703</sup> For the total number of active participants in each primary disability group, see Table L.12.

<sup>704</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>705</sup> Ibid.

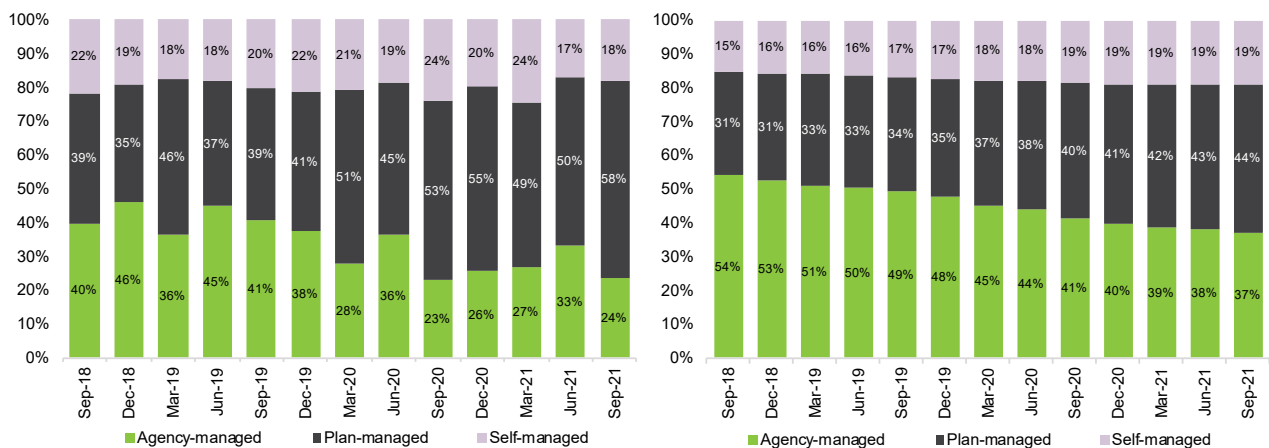
**Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>706</sup>



**Table L.60 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2021-22 Q1	Total
Self-managed	19%	18%	19%
Plan-managed	43%	58%	44%
Agency-managed	38%	24%	37%
<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.61 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2021-22 Q1	Total
Support coordination	36%	43%	37%

<sup>706</sup> Quarterly results are reported based on a rolling 3 year period.



Table L.62 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory <sup>707</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,931	59%	171	59%	3,102	59%
30 to 59 days	733	15%	60	21%	793	15%
60 to 89 days	337	7%	20	7%	357	7%
<b>Activated within 90 days</b>	<b>4,001</b>	<b>81%</b>	<b>251</b>	<b>87%</b>	<b>4,252</b>	<b>81%</b>
90 to 119 days	173	3%	<11		179	3%
120 days and over	631	13%	<11		640	12%
<b>Activated after 90 days</b>	<b>804</b>	<b>16%</b>	<b>15</b>	<b>5%</b>	<b>819</b>	<b>16%</b>
No payments	161	3%	24	8%	185	4%
<b>Total plans approved</b>	<b>4,966</b>	<b>100%</b>	<b>290</b>	<b>100%</b>	<b>5,256</b>	<b>100%</b>

Table L.63 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	305	326	94%
Not Aboriginal and Torres Strait Islander	6,131	6,385	96%
Not Stated	964	1,021	94%
<b>Total</b>	<b>7,400</b>	<b>7,732</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	798	832	96%
Not CALD	6,533	6,831	96%
Not Stated	69	69	100%
<b>Total</b>	<b>7,400</b>	<b>7,732</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	7,387	7,719	96%
Regional	12	12	100%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>7,400</b>	<b>7,732</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,323	2,417	96%
Intellectual Disability (including Down Syndrome)	1,337	1,395	96%
Psychosocial Disability	926	958	97%
Developmental Delay (including Global Developmental Delay)	581	609	95%
Other	2,233	2,353	95%
<b>Total</b>	<b>7,400</b>	<b>7,732</b>	<b>96%</b>

<sup>707</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table L.64 Distribution of plans by utilisation – Australian Capital Territory** <sup>708 709</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	22%
> 75%	43%
<b>Total</b>	<b>100%</b>

**Table L.65 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory**<sup>710</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	65%	67%	65%
Lifelong Learning	29%	33%	30%
Other	21%	25%	22%
Non-categorised	15%	12%	15%
Any mainstream service	94%	95%	94%

## Part Four: Providers and the growing market

**Table L.66 Key markets indicators by quarter – Australian Capital Territory** <sup>711 712</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	0.94	0.97
b) Number of providers delivering new types of supports	80	90
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	79%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	92%	93%
<i>Early Childhood Supports (%)</i>	81%	82%
<i>Assist Personal Activities (%)</i>	91%	92%

**Table L.67 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Australian Capital Territory** <sup>713</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	43
Active in 2021-22 Q1 and also in previous quarters	387
<b>Active in 2021-22 Q1</b>	<b>430</b>
Inactive in 2021-22 Q1	888
<b>Active ever</b>	<b>1,318</b>

<sup>708</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>709</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>710</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>711</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>712</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>713</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table L.68 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory <sup>714</sup>**

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	23	0	23	0%
Assistance Animals	14	2	16	14%
Assistance with daily life tasks in a group or shared living arrangement	116	5	121	4%
Assistance with travel/transport arrangements	91	2	93	2%
Daily Personal Activities	240	10	250	4%
Group and Centre Based Activities	122	10	132	8%
High Intensity Daily Personal Activities	155	1	156	1%
Household tasks	258	5	263	2%
Interpreting and translation	21	0	21	0%
Participation in community, social and civic activities	240	11	251	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	41	1	42	2%
Assistive products for household tasks	31	1	32	3%
Assistance products for personal care and safety	285	17	302	6%
Communication and information equipment	67	12	79	18%
Customised Prosthetics	108	4	112	4%
Hearing Equipment	33	1	34	3%
Hearing Services	13	1	14	8%
Personal Mobility Equipment	149	7	156	5%
Specialised Hearing Services	19	0	19	0%
Vision Equipment	29	2	31	7%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	269	13	282	5%
Behaviour Support	100	5	105	5%
Community nursing care for high needs	51	3	54	6%
Development of daily living and life skills	143	4	147	3%
Early Intervention supports for early childhood	203	6	209	3%
Exercise Physiology and Physical Wellbeing activities	107	4	111	4%
Innovative Community Participation	44	2	46	5%
Specialised Driving Training	21	0	21	0%
Therapeutic Supports	550	9	559	2%
<b>Capital services</b>				
Home modification design and construction	49	2	51	4%
Specialist Disability Accommodation	11	0	11	0%
Vehicle Modifications	28	1	29	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	144	5	149	3%
Support Coordination	48	2	50	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	52	2	54	4%
Specialised Supported Employment	30	2	32	7%
<b>Total</b>	<b>1,275</b>	<b>43</b>	<b>1,318</b>	<b>3%</b>

<sup>714</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.69 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	13	16	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	11	110	121	9%	91%	100%
Assistance with travel/transport arrangements	8	85	93	9%	91%	100%
Daily Personal Activities	28	222	250	11%	89%	100%
Group and Centre Based Activities	12	120	132	9%	91%	100%
High Intensity Daily Personal Activities	14	142	156	9%	91%	100%
Household tasks	59	204	263	22%	78%	100%
Interpreting and translation	4	17	21	19%	81%	100%
Participation in community, social and civic activities	30	221	251	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	38	42	10%	90%	100%
Assistive products for household tasks	5	27	32	16%	84%	100%
Assistance products for personal care and safety	30	272	302	10%	90%	100%
Communication and information equipment	12	67	79	15%	85%	100%
Customised Prosthetics	12	100	112	11%	89%	100%
Hearing Equipment	4	30	34	12%	88%	100%
Hearing Services	1	13	14	7%	93%	100%
Personal Mobility Equipment	24	132	156	15%	85%	100%
Specialised Hearing Services	2	17	19	11%	89%	100%
Vision Equipment	4	27	31	13%	87%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	36	246	282	13%	87%	100%
Behaviour Support	21	84	105	20%	80%	100%
Community nursing care for high needs	4	50	54	7%	93%	100%
Development of daily living and life skills	18	129	147	12%	88%	100%
Early Intervention supports for early childhood	61	148	209	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	27	84	111	24%	76%	100%
Innovative Community Participation	12	34	46	26%	74%	100%
Specialised Driving Training	2	19	21	10%	90%	100%
Therapeutic Supports	170	389	559	30%	70%	100%
<b>Capital services</b>						
Home modification design and construction	2	49	51	4%	96%	100%
Specialist Disability Accommodation	0	11	11	0%	100%	100%
Vehicle Modifications	3	26	29	10%	90%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	21	128	149	14%	86%	100%
Support Coordination	10	40	50	20%	80%	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	30	32	6%	94%	100%
<b>Total</b>	<b>295</b>	<b>1,023</b>	<b>1,318</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

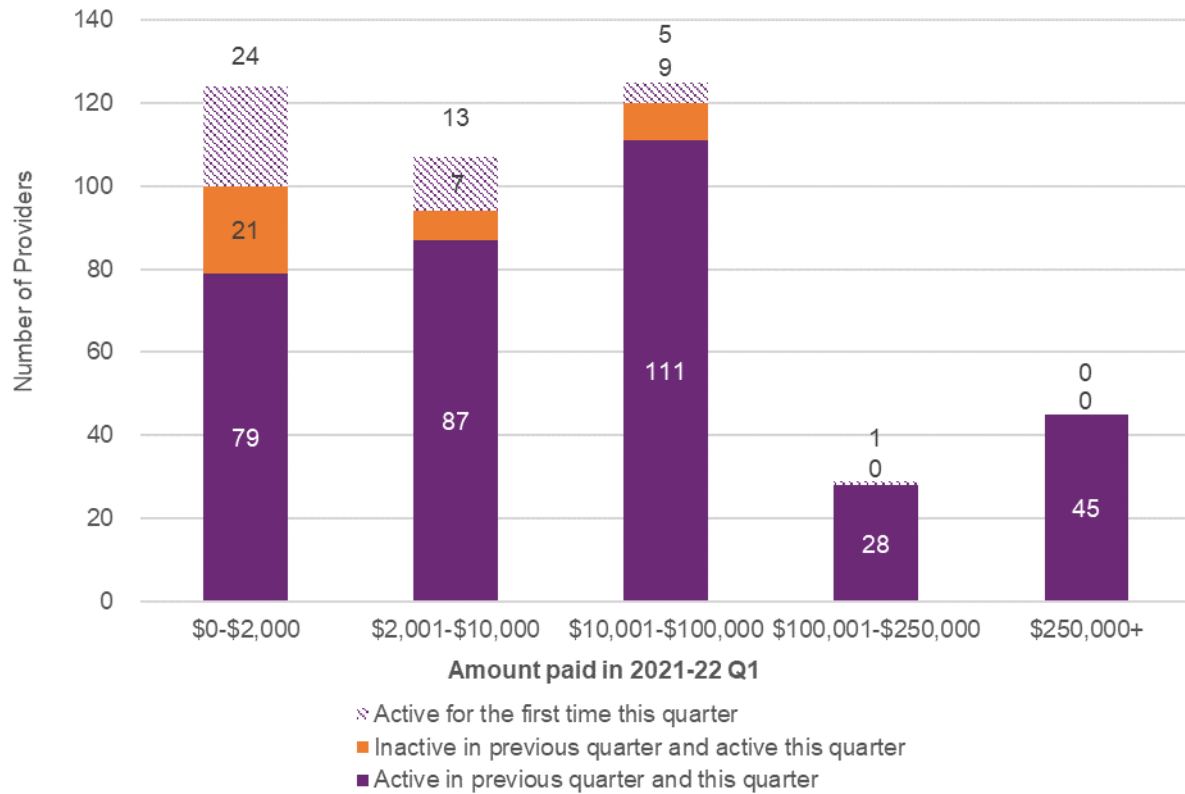
**Table L.70 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Australian Capital Territory**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	0	3	0%
Assistance Animals	7	2	9	22%
Assistance with daily life tasks in a group or shared living arrangement	60	5	65	8%
Assistance with travel/transport arrangements	18	2	20	10%
Daily Personal Activities	91	10	101	10%
Group and Centre Based Activities	46	10	56	18%
High Intensity Daily Personal Activities	57	1	58	2%
Household tasks	83	5	88	6%
Interpreting and translation	6	0	6	0%
Participation in community, social and civic activities	102	11	113	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	1	3	33%
Assistive products for household tasks	3	1	4	25%
Assistance products for personal care and safety	75	17	92	18%
Communication and information equipment	21	12	33	36%
Customised Prosthetics	17	4	21	19%
Hearing Equipment	9	1	10	10%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	32	7	39	18%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	7	2	9	22%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	118	13	131	10%
Behaviour Support	38	5	43	12%
Community nursing care for high needs	20	3	23	13%
Development of daily living and life skills	42	4	46	9%
Early Intervention supports for early childhood	54	6	60	10%
Exercise Physiology and Physical Wellbeing activities	43	4	47	9%
Innovative Community Participation	16	2	18	11%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	161	9	170	5%
<b>Capital services</b>				
Home modification design and construction	10	2	12	17%
Specialist Disability Accommodation	5	0	5	0%
Vehicle Modifications	5	1	6	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	89	5	94	5%
Support Coordination	4	2	6	33%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	20	2	22	9%
Specialised Supported Employment	18	2	20	10%
<b>Total</b>	<b>387</b>	<b>43</b>	<b>430</b>	<b>10%</b>

**Table L.71 Number and proportion of providers active in 2021-22 Q1 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	2	3	33%	67%	100%
Assistance Animals	3	6	9	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	60	65	8%	92%	100%
Assistance with travel/transport arrangements	1	19	20	5%	95%	100%
Daily Personal Activities	7	94	101	7%	93%	100%
Group and Centre Based Activities	6	50	56	11%	89%	100%
High Intensity Daily Personal Activities	3	55	58	5%	95%	100%
Household tasks	13	75	88	15%	85%	100%
Interpreting and translation	2	4	6	33%	67%	100%
Participation in community, social and civic activities	15	98	113	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	3	3	0%	100%	100%
Assistive products for household tasks	0	4	4	0%	100%	100%
Assistance products for personal care and safety	9	83	92	10%	90%	100%
Communication and information equipment	6	27	33	18%	82%	100%
Customised Prosthetics	2	19	21	10%	90%	100%
Hearing Equipment	2	8	10	20%	80%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	4	35	39	10%	90%	100%
Specialised Hearing Services	1	1	2	50%	50%	100%
Vision Equipment	1	8	9	11%	89%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	15	116	131	11%	89%	100%
Behaviour Support	4	39	43	9%	91%	100%
Community nursing care for high needs	2	21	23	9%	91%	100%
Development of daily living and life skills	4	42	46	9%	91%	100%
Early Intervention supports for early childhood	11	49	60	18%	82%	100%
Exercise Physiology and Physical Wellbeing activities	6	41	47	13%	87%	100%
Innovative Community Participation	3	15	18	17%	83%	100%
Specialised Driving Training	0	3	3	0%	100%	100%
Therapeutic Supports	34	136	170	20%	80%	100%
<b>Capital services</b>						
Home modification design and construction	0	12	12	0%	100%	100%
Specialist Disability Accommodation	0	5	5	0%	100%	100%
Vehicle Modifications	1	5	6	17%	83%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	13	81	94	14%	86%	100%
Support Coordination	1	5	6	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	20	22	9%	91%	100%
Specialised Supported Employment	2	18	20	10%	90%	100%
<b>Total</b>	<b>68</b>	<b>362</b>	<b>430</b>	<b>16%</b>	<b>84%</b>	<b>100%</b>

**Figure L.16 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Australian Capital Territory** <sup>715</sup>



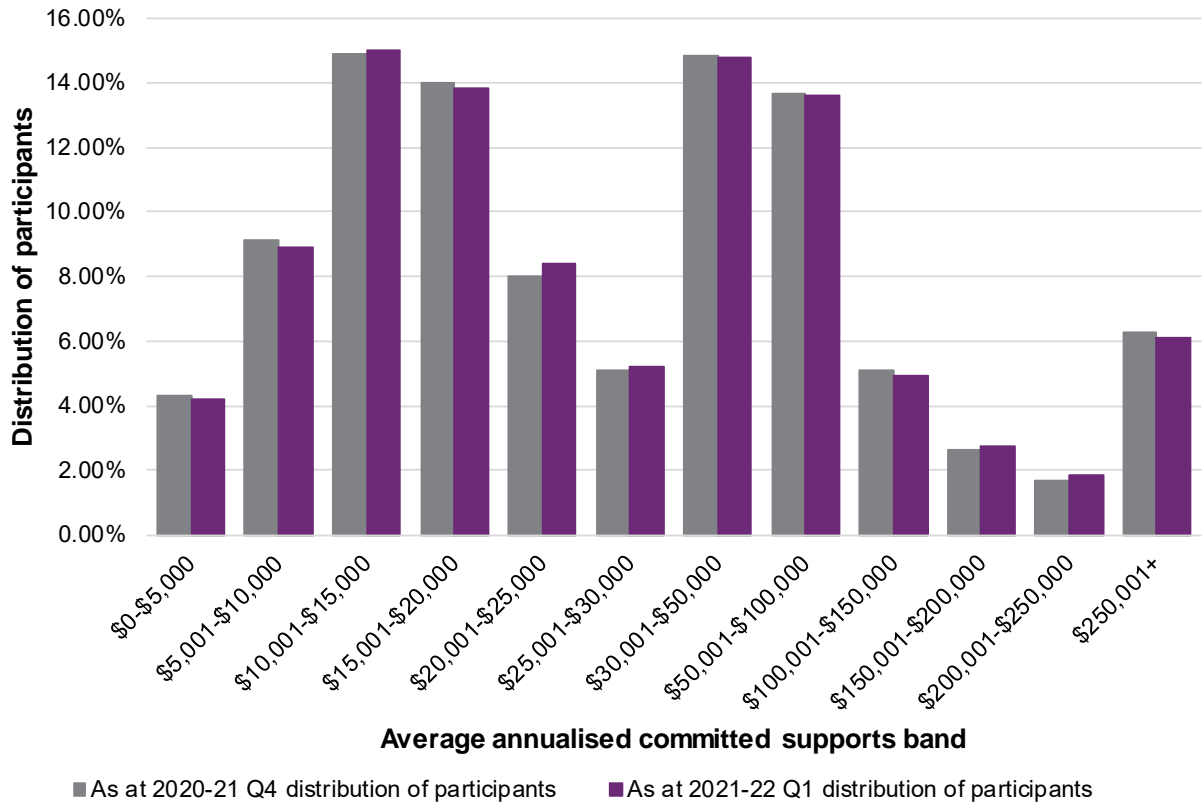
## Part Five: Financial sustainability

**Table L.72 Committed supports by financial year (\$m) – Australian Capital Territory**

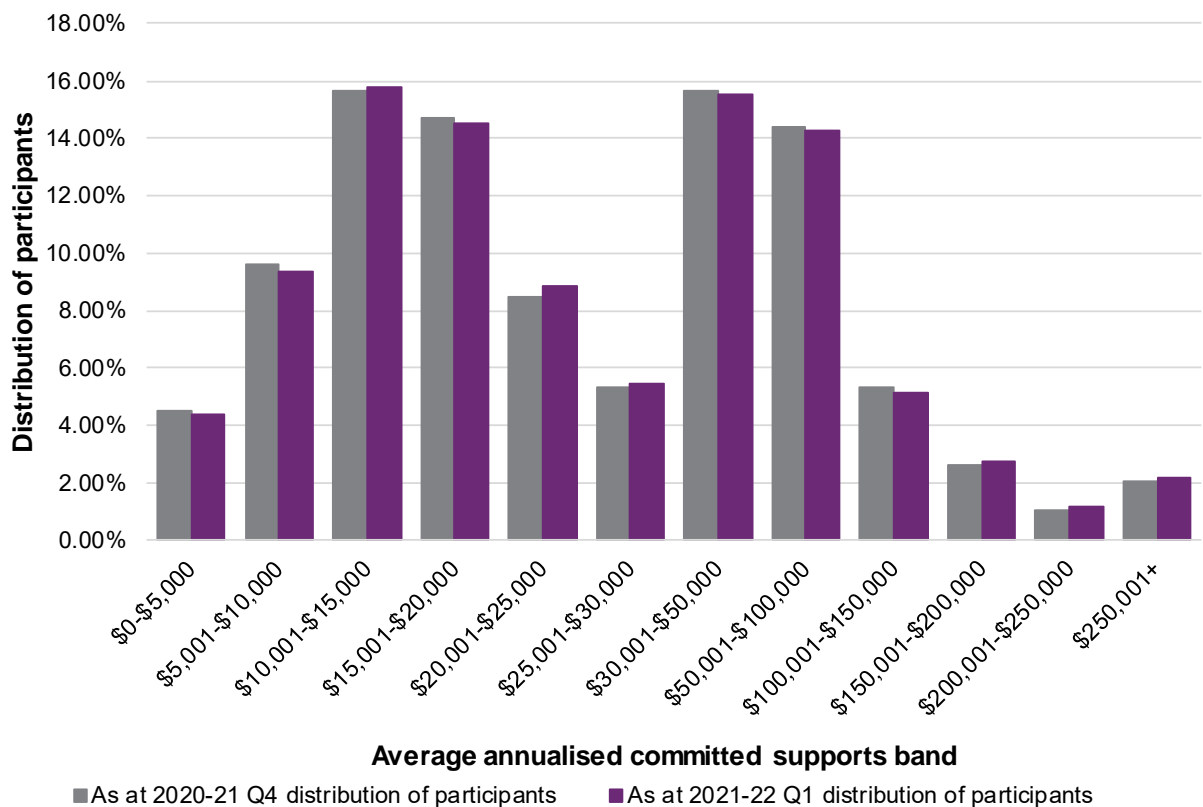
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.3	25.6	129.2	269.9	308.4	369.9	468.2	558.8	141.2

<sup>715</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 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Australian Capital Territory**

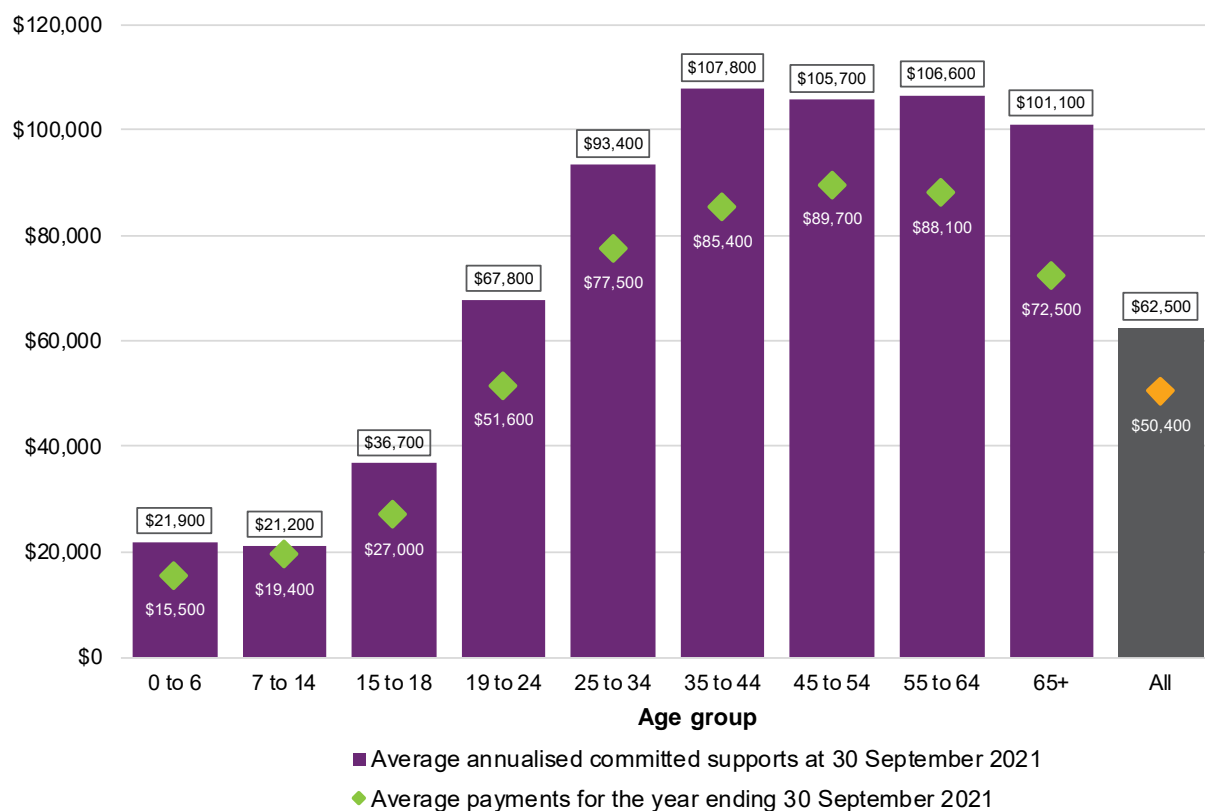


**Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Australian Capital Territory**



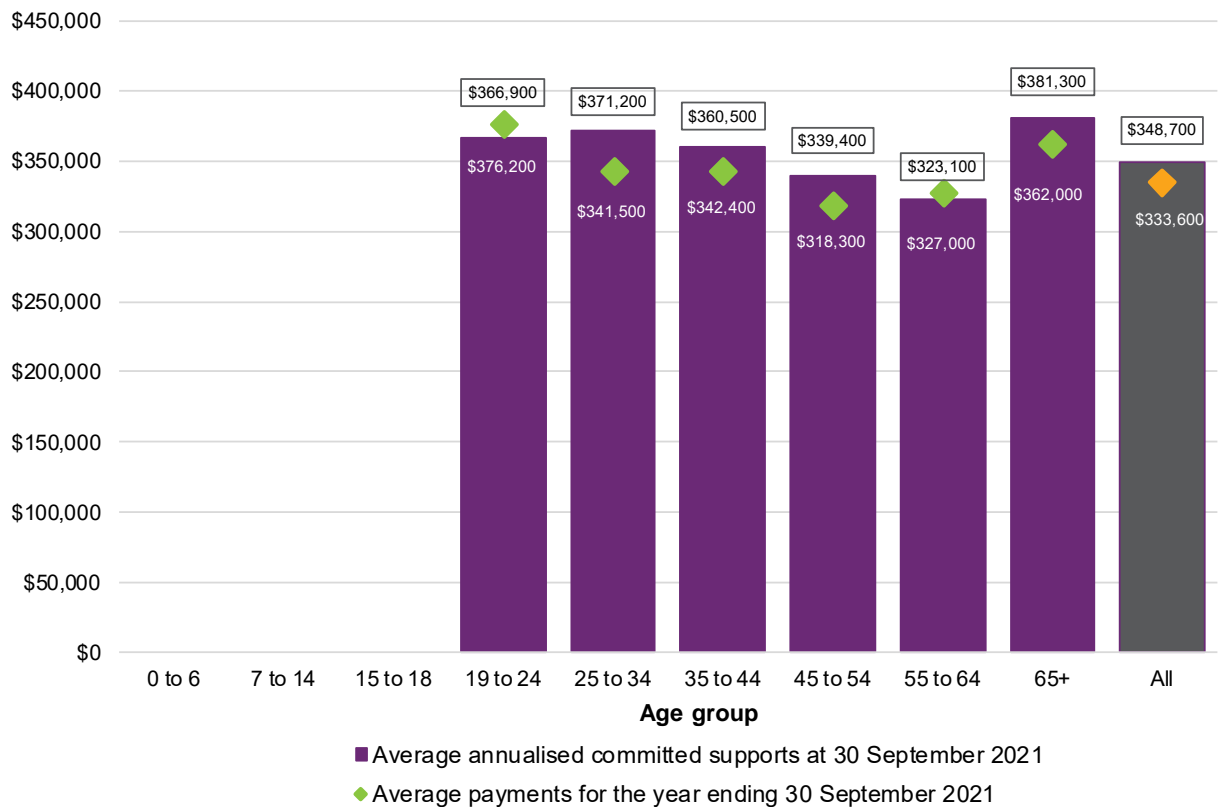


**Figure L.19 Average annualised committed supports and average payments by age group as at 30 September 2021 – Australian Capital Territory** <sup>716</sup>

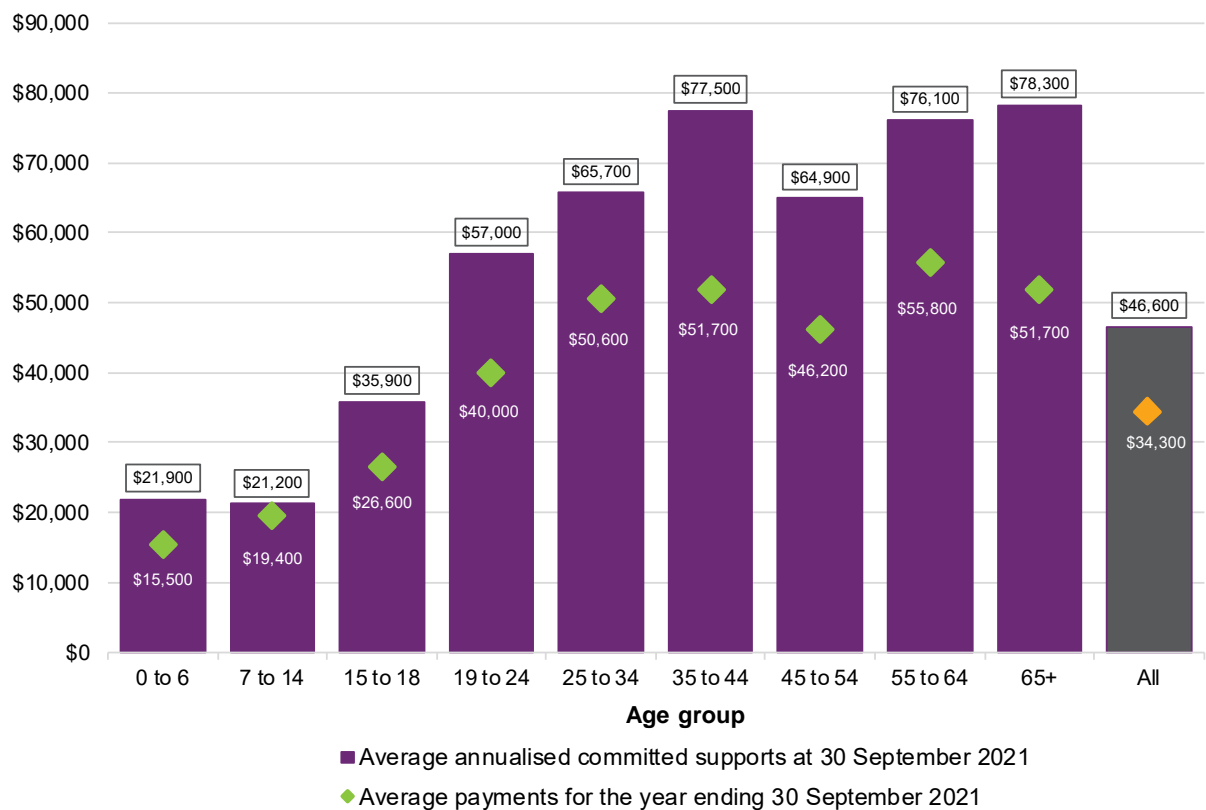


<sup>716</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

**Figure L.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Australian Capital Territory** <sup>717</sup>



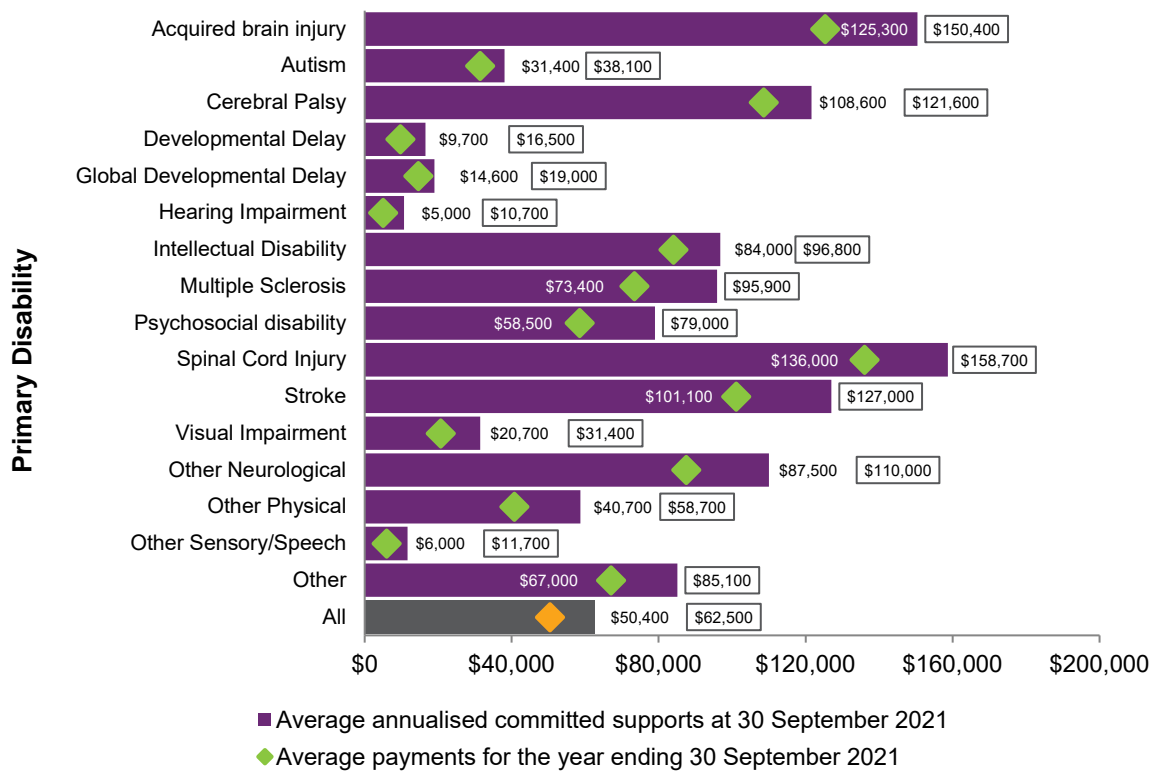
**Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Australian Capital Territory** <sup>718</sup>



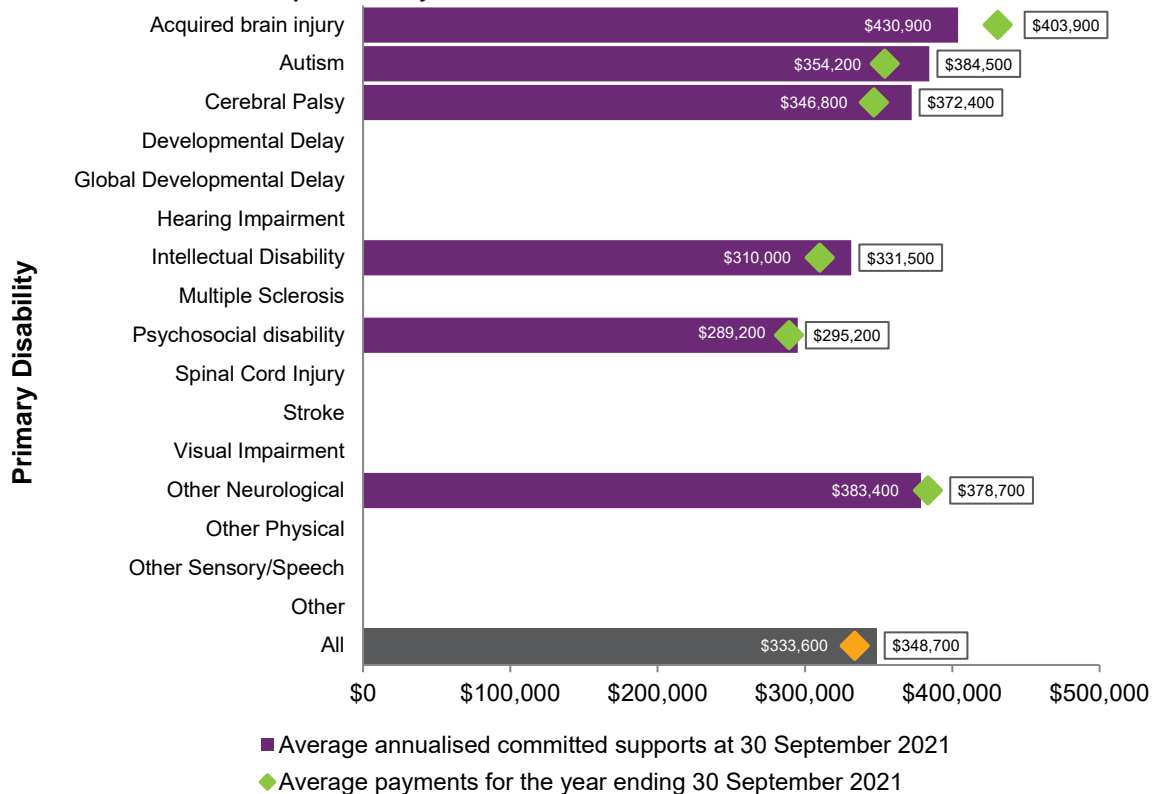
<sup>717</sup> Ibid.

<sup>718</sup> Ibid.

**Figure L.22 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Australian Capital Territory** <sup>719</sup>



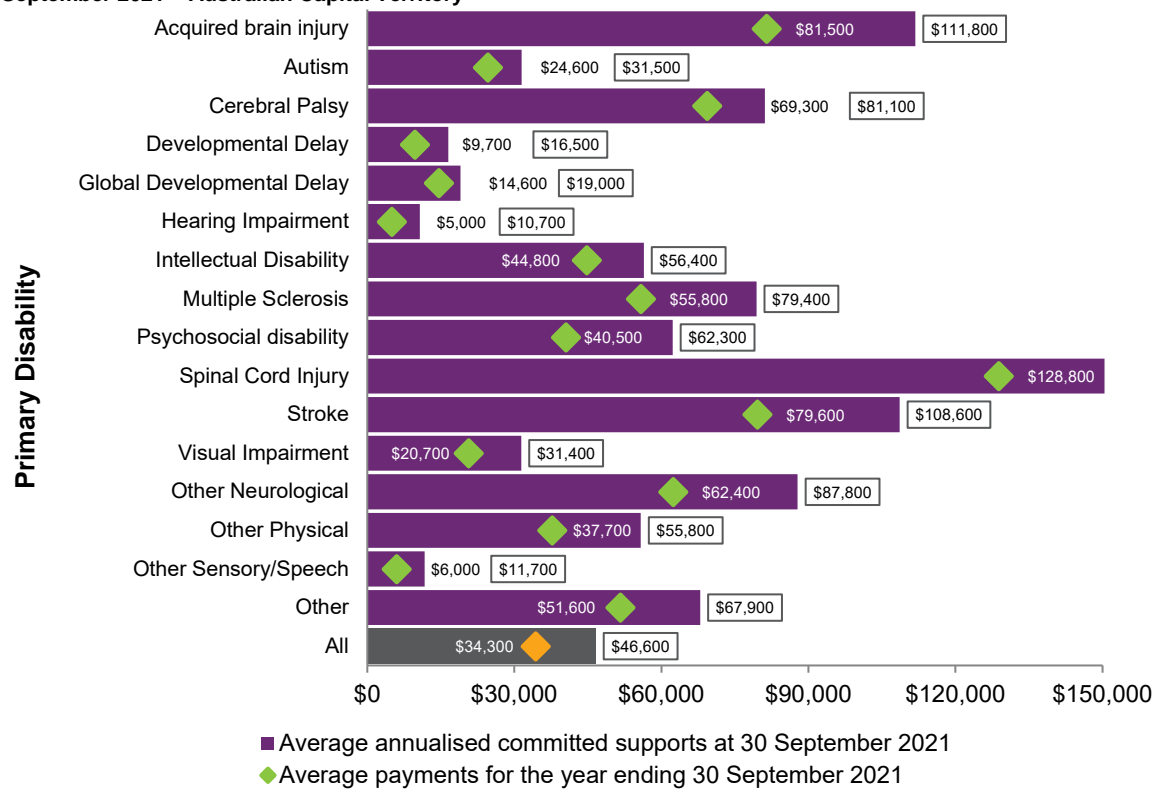
**Figure L.23 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Australian Capital Territory** <sup>720</sup>



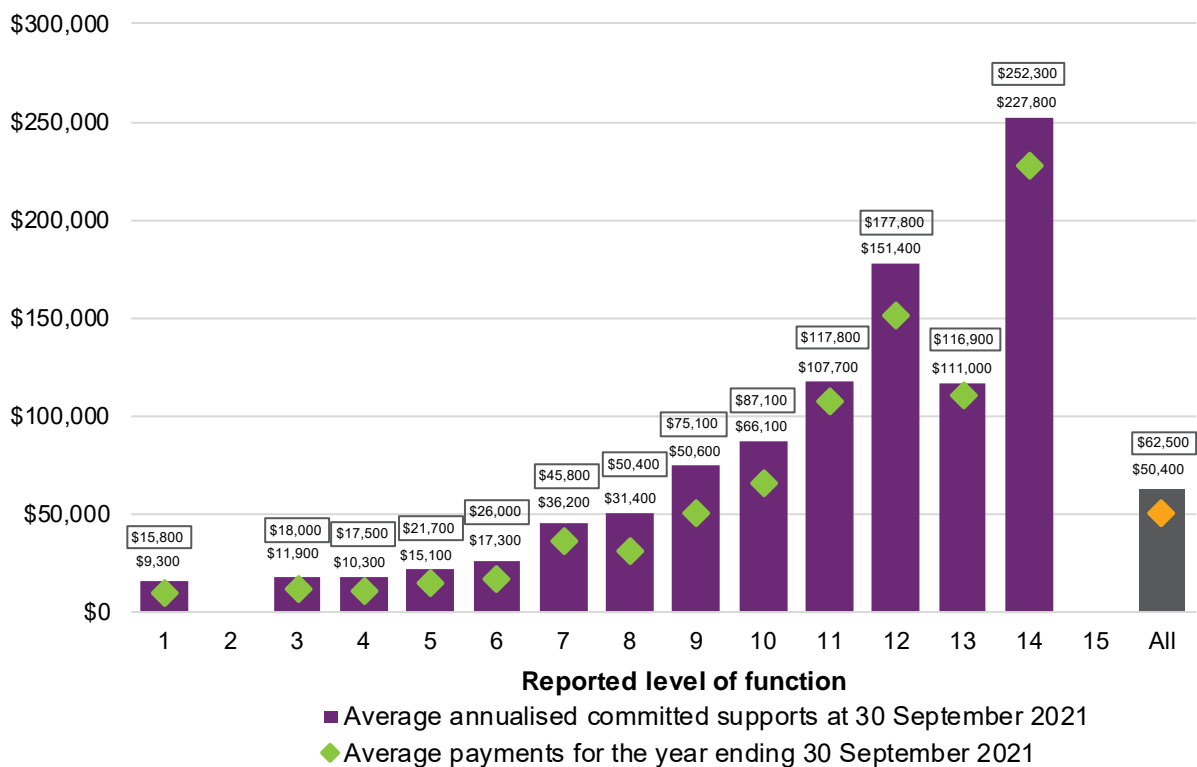
<sup>719</sup> Ibid.

<sup>720</sup> Ibid.

**Figure L.24 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Australian Capital Territory** <sup>721</sup>



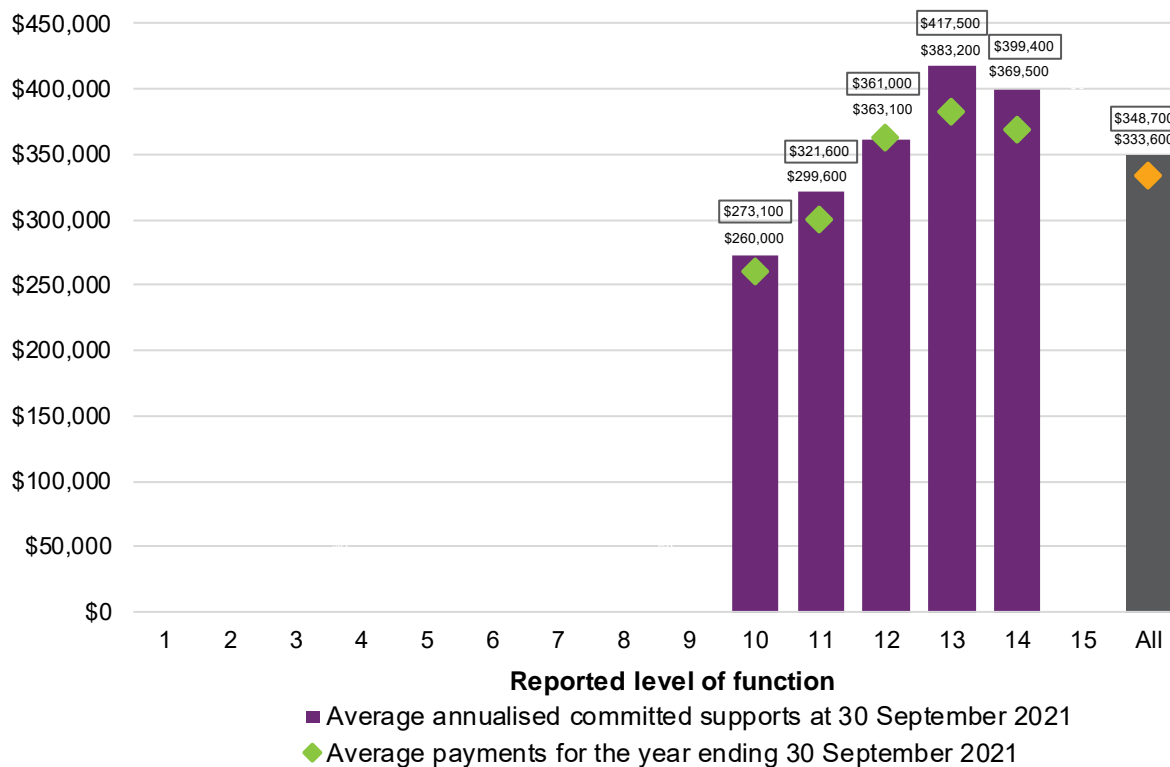
**Figure L.25 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Australian Capital Territory** <sup>722</sup>



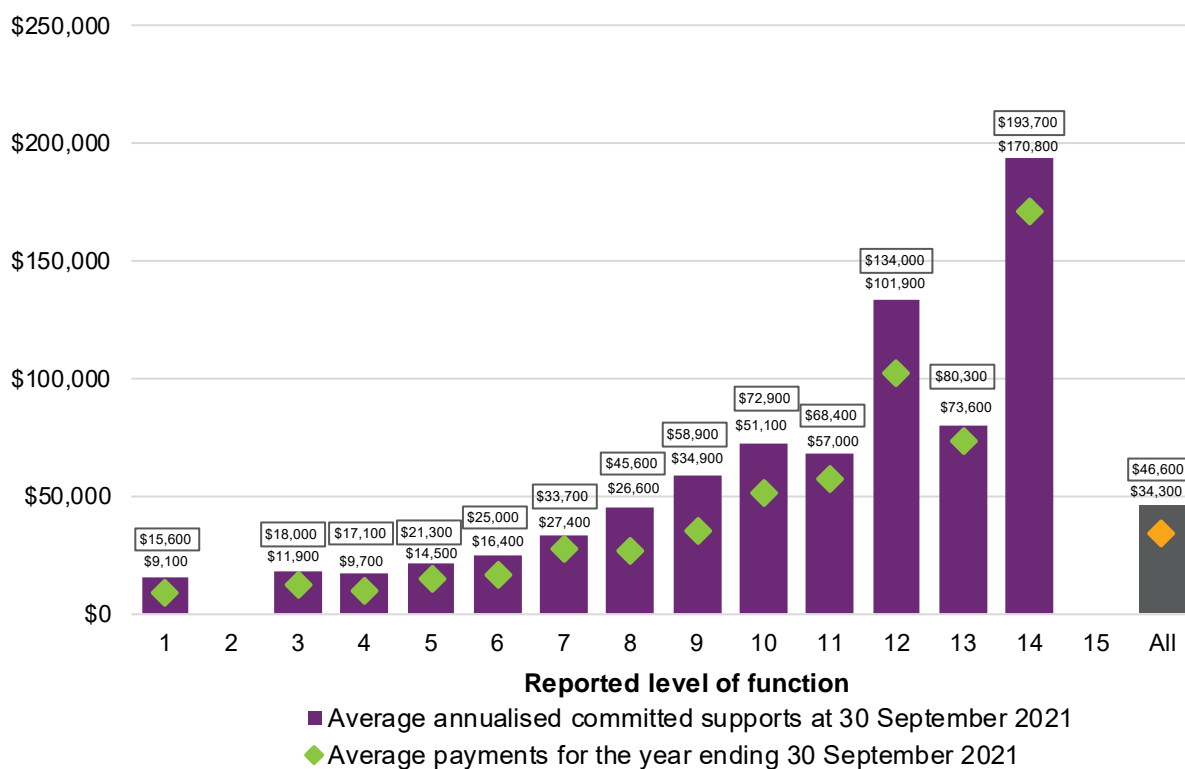
<sup>721</sup> Ibid.

<sup>722</sup> Ibid.

**Figure L.26 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Australian Capital Territory** <sup>723</sup>



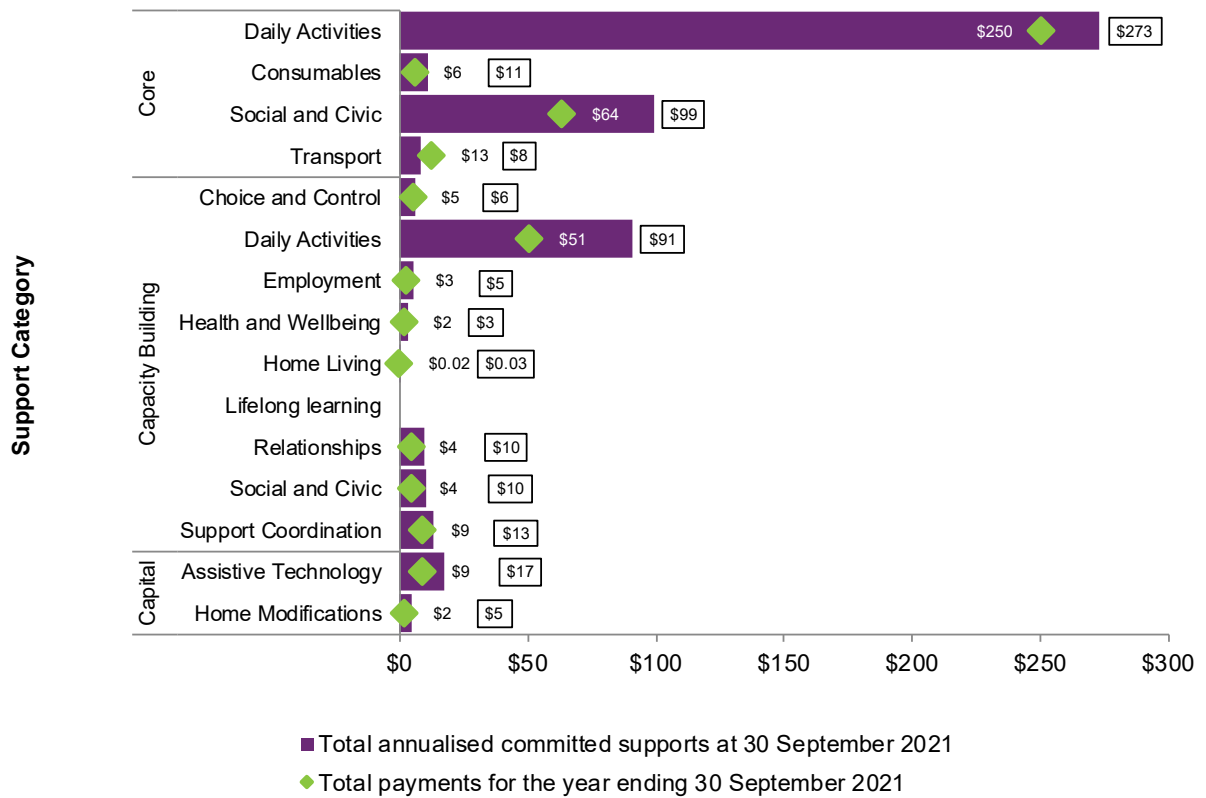
**Figure L.27 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Australian Capital Territory** <sup>724</sup>



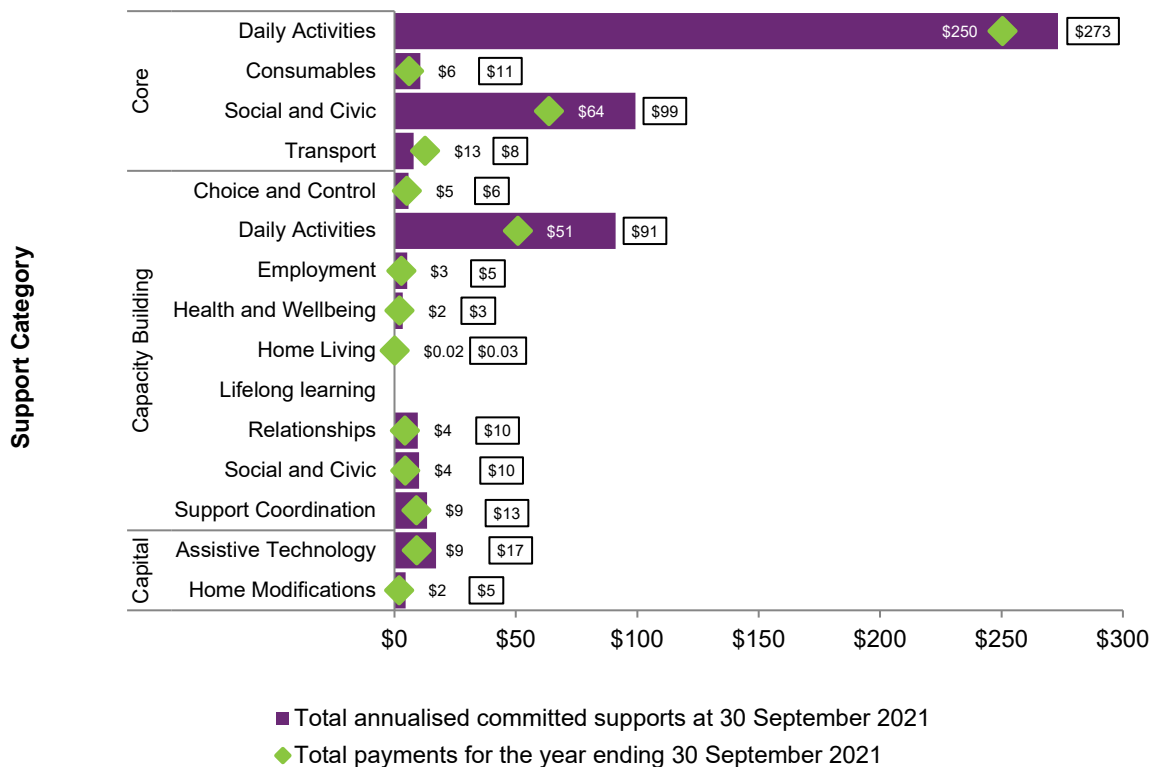
<sup>723</sup> Ibid.

<sup>724</sup> Ibid.

**Figure L.28 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Australian Capital Territory** <sup>725</sup>



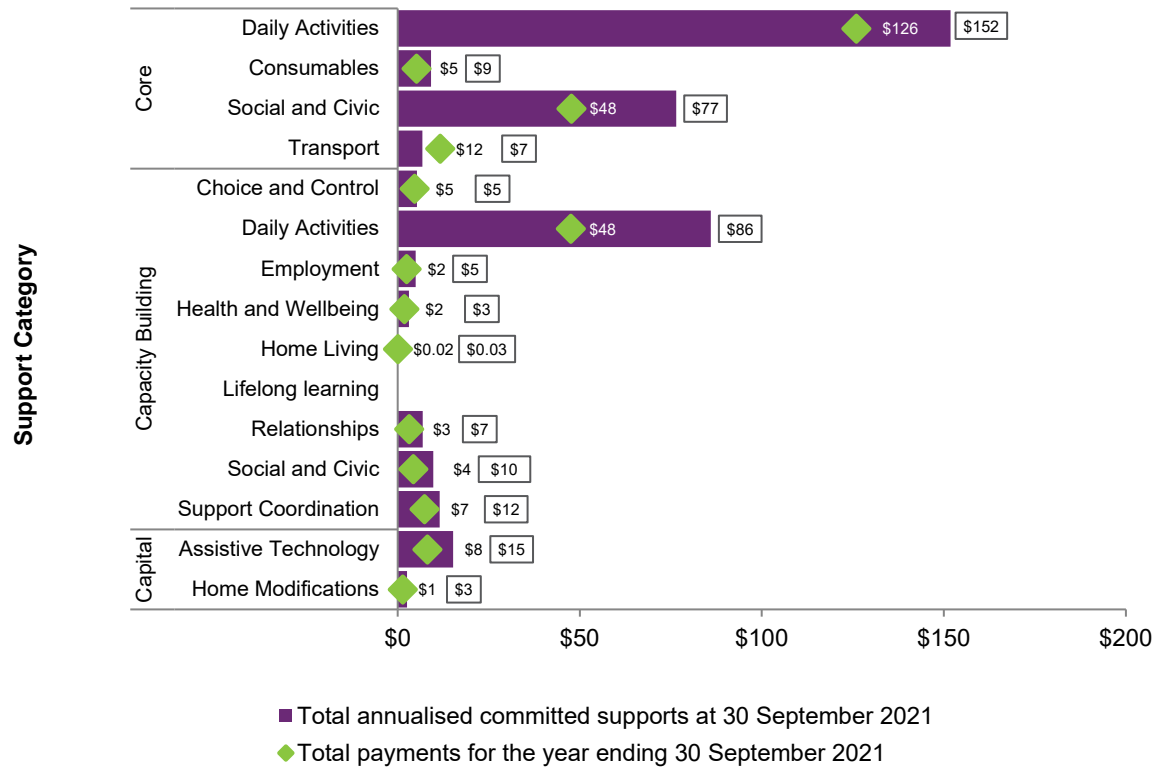
**Figure L.29 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Australian Capital Territory** <sup>726</sup>



<sup>725</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

<sup>726</sup> Ibid.

**Figure L.30 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Australian Capital Territory** <sup>727</sup>



**Table L.73 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	2021-22 to date
Total Committed	0.3	25.6	129.2	269.9	308.4	369.9	468.2	558.8	141.2
Total Paid	0.2	21.1	111.4	183.4	223.1	278.6	338.7	411.1	89.3
% utilised to date	55%	82%	86%	68%	72%	75%	72%	74%	63%

<sup>727</sup> Ibid.

Figure L.31 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Australian Capital Territory

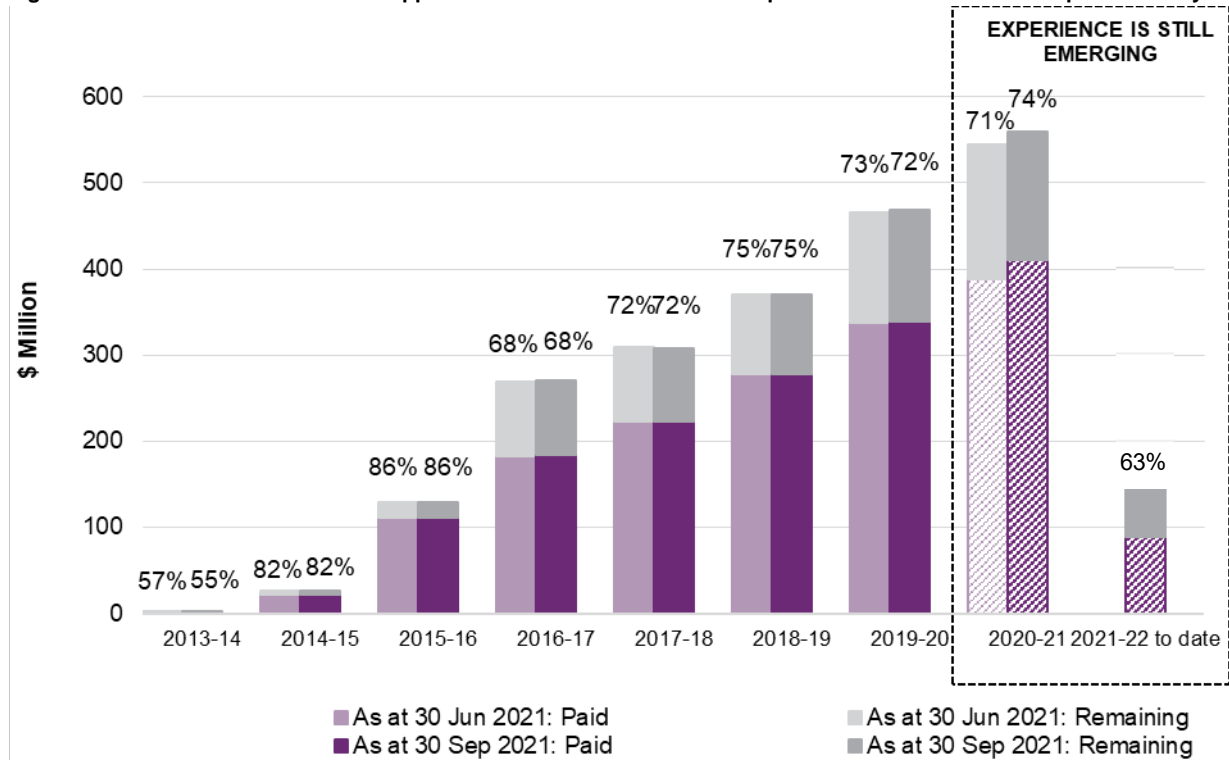
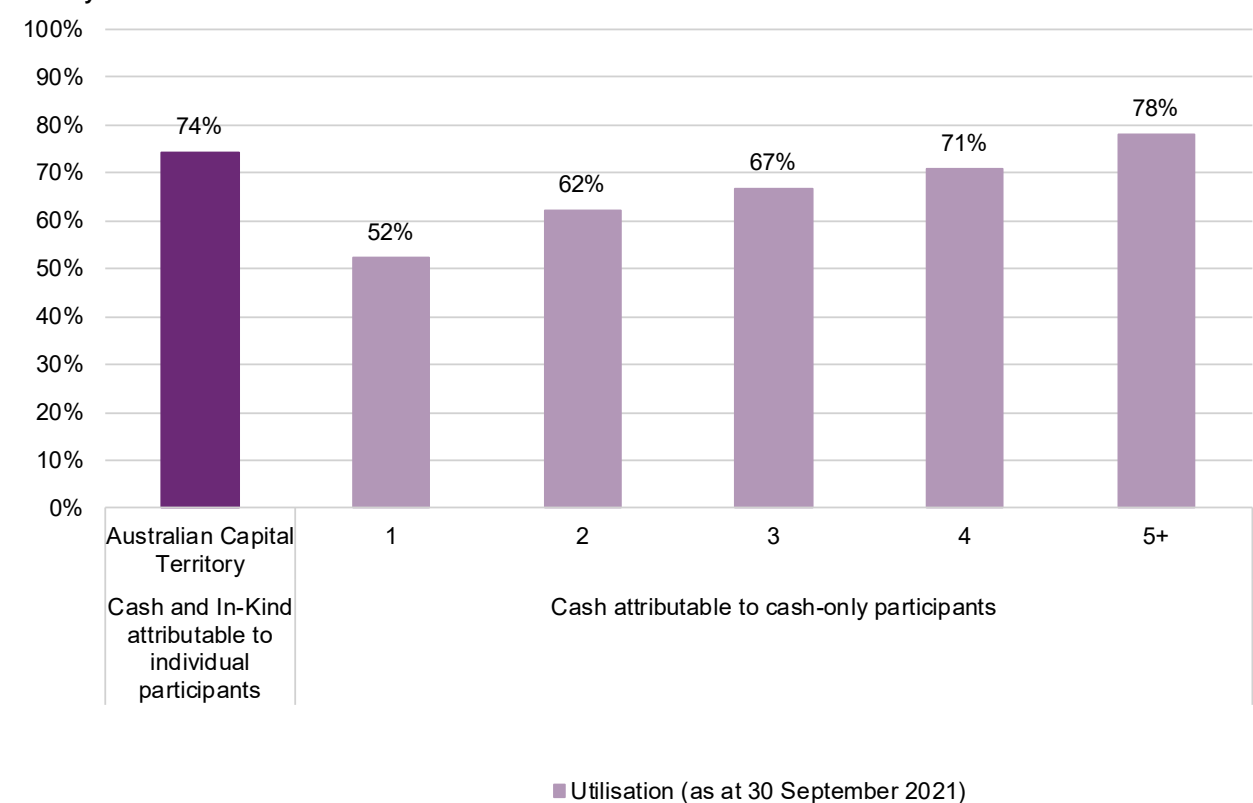


Figure L.32 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Australian Capital Territory <sup>728</sup>

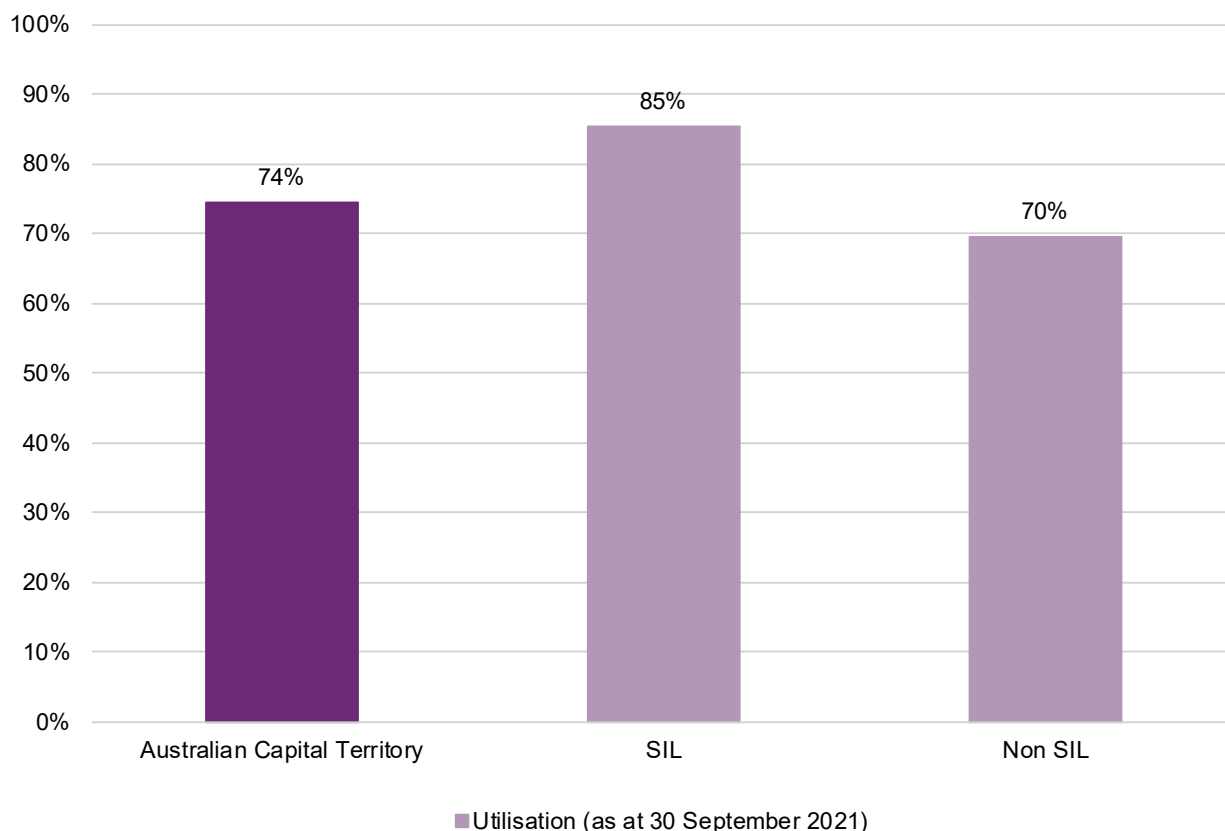


<sup>728</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.



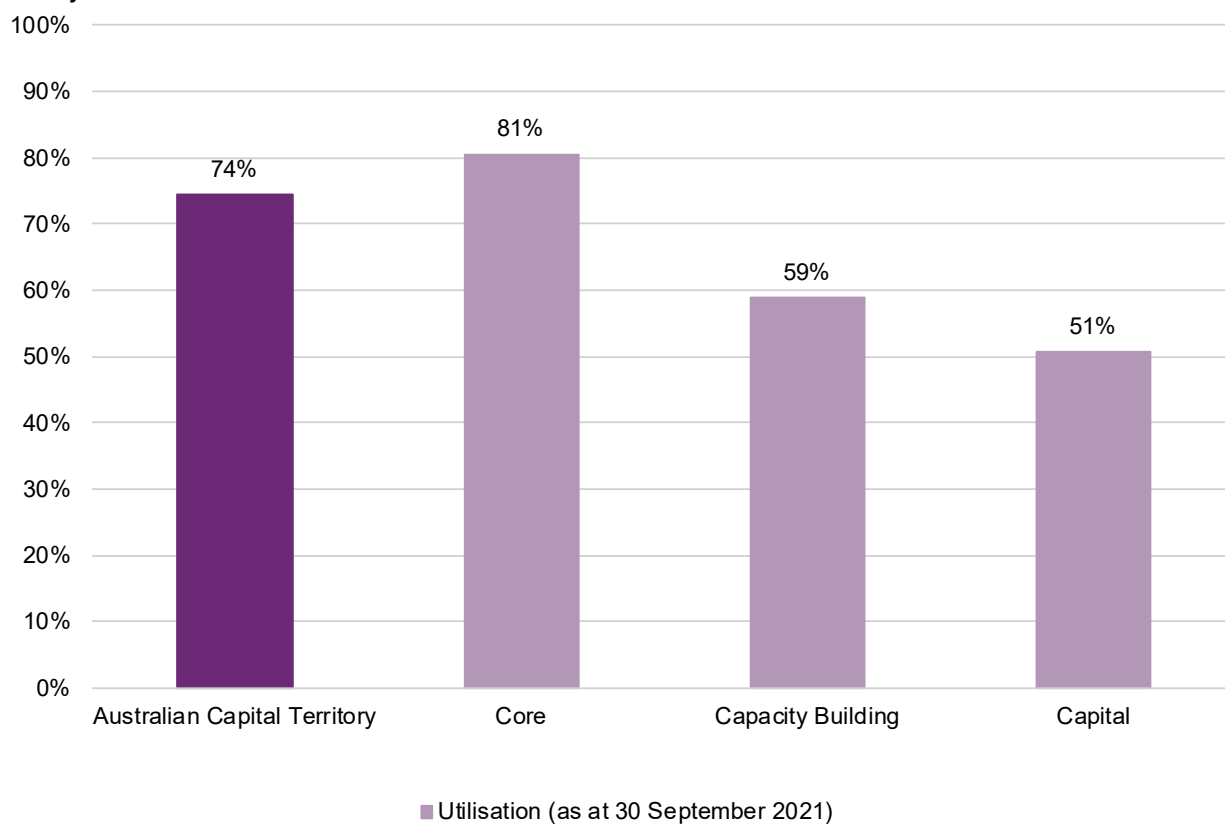
**Figure L.33 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Australian Capital Territory**

<sup>729</sup>



**Figure L.34 Utilisation of committed supports by support class from 1 January 2021 to 30 June 2021 – Australian Capital Territory**

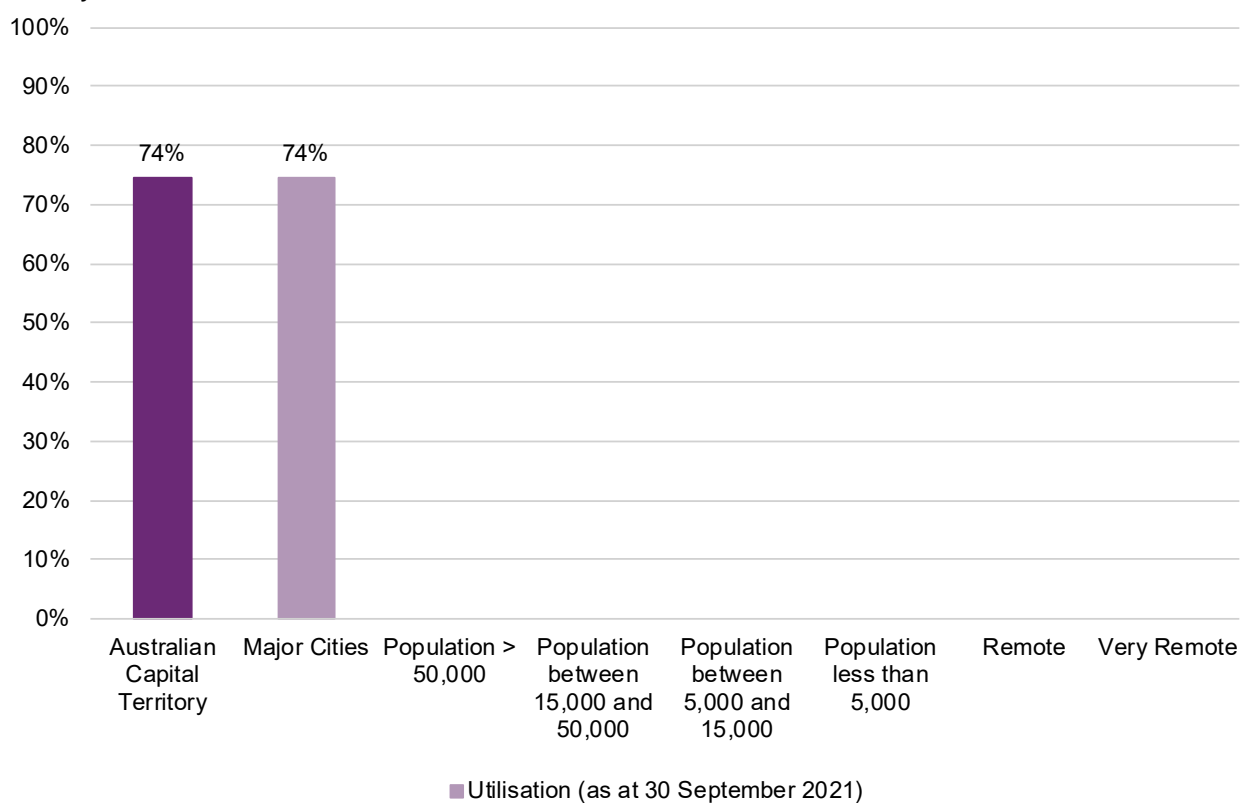
<sup>730</sup>



<sup>729</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>730</sup> Ibid.

**Figure L.35 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Australian Capital Territory** <sup>731 732</sup>



<sup>731</sup> Ibid.

<sup>732</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>733</sup>

	Prior Quarters	2021-22 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>Northern Territory</b>	<b>4,138</b>	<b>221</b>	<b>4,359</b>	<b>126</b>	<b>4,485</b>

**Table M.2 Active participants (including ECA) by quarter of entry, plan and entry type – Northern Territory** <sup>734</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Access decisions</b>	<b>5,397</b>	<b>272</b>	<b>5,669</b>
<b>Active Eligible</b>	<b>4,399</b>	<b>221</b>	<b>4,620</b>
<i>New</i>	2,315	203	2,518
<i>State</i>	1,666	15	1,681
<i>Commonwealth</i>	418	<11	421
<b>Active Participant Plans (excl ECA)</b>	<b>4,138</b>	<b>221</b>	<b>4,359</b>
<i>New</i>	2,091	203	2,294
<i>State</i>	1,638	12	1,650
<i>Commonwealth</i>	409	<11	415
<b>Active Participant Plans</b>	<b>4,298</b>	<b>347</b>	<b>4,485</b>
<i>Early Intervention (s25)</i>	1,066	106	1,172
<i>Permanent Disability (s24)</i>	3,072	115	3,187
<i>ECA</i>	160	126	126

**Table M.3 Exits from the Scheme since 1 July 2013 as at 30 September 2021 – Northern Territory**

<b>Exits</b>	<b>Total</b>
<b>Total participant exits</b>	<b>199</b>
<i>Early Intervention participants</i>	43
<i>Permanent disability participants</i>	156

<sup>733</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>734</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table M.4 Cumulative numbers of active participants (including ECA) by services previously received – Northern Territory** <sup>735</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2021-22 Q1	1,650	415	2,294	126	4,485

**Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory** <sup>736 737 738</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2021-22 Q1	1,172	3,187	126	4,485

<sup>735</sup> This table shows the total numbers of active participants at the end of each period.

<sup>736</sup> Ibid.

<sup>737</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>738</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table M.6 Assessment of access by age group – Northern Territory** <sup>739</sup>

	Prior Quarters		2021-22 Q1		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	1,237	96%	97	96%	1,334	96%
7 to 14	874	85%	39	87%	913	85%
15 to 18	287	84%	17	94%	304	84%
19 to 24	250	89%	<11		260	88%
25 to 34	423	87%	12	67%	435	86%
35 to 44	500	86%	12	57%	512	85%
45 to 54	545	81%	19	66%	564	81%
55 to 64	533	80%	14	56%	547	79%
65+	26	57%	<11		27	55%
Missing	<11		<11		<11	
<b>Total</b>	<b>4,675</b>	<b>87%</b>	<b>221</b>	<b>81%</b>	<b>4,896</b>	<b>86%</b>

**Table M.7 Assessment of access by disability – Northern Territory** <sup>740</sup>

	Prior Quarters		2021-22 Q1		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	291	94%	13	87%	304	93%
Autism	992	98%	44	100%	1,036	98%
Cerebral Palsy	207	97%	<11		207	97%
Developmental Delay	502	97%	75	96%	577	97%
Global Developmental Delay	109	96%	<11		116	97%
Hearing Impairment	204	85%	<11		209	86%
Intellectual Disability	899	94%	28	90%	927	94%
Multiple Sclerosis	18	86%	<11		22	88%
Psychosocial disability	483	74%	17	61%	500	74%
Spinal Cord Injury	89	99%	<11		90	99%
Stroke	165	87%	<11		170	86%
Visual Impairment	73	81%	<11		73	80%
Other Neurological	228	78%	11	65%	239	78%
Other Physical	249	59%	<11		250	58%
Other Sensory/Speech	37	47%	<11		37	47%
Other	101	59%	<11		111	56%
Missing	28	97%	<11		28	97%
<b>Total</b>	<b>4,675</b>	<b>87%</b>	<b>221</b>	<b>81%</b>	<b>4,896</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.

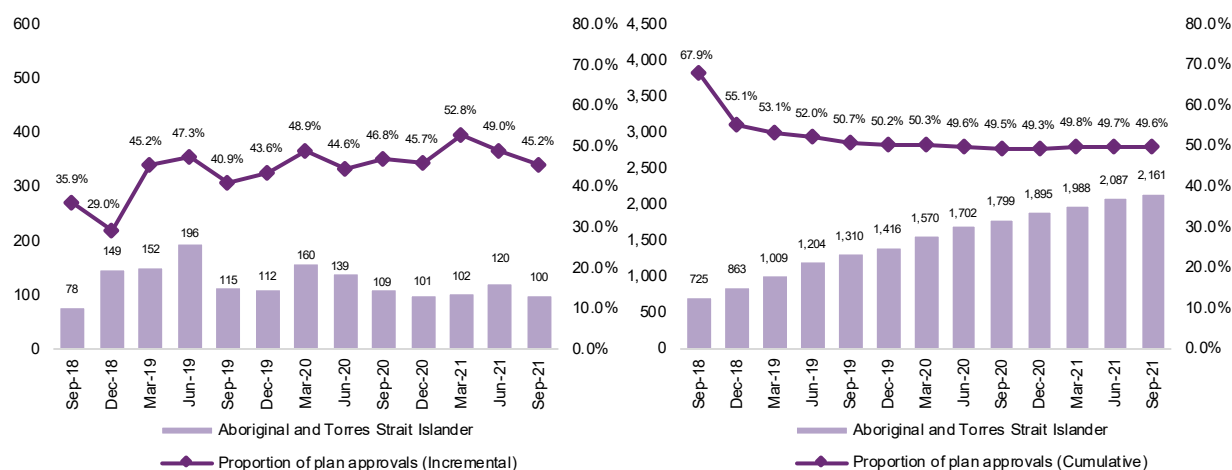
**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

	Prior Quarters		2021-22 Q1		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,061	49.8%	100	45.2%	2,161	49.6%
Not Aboriginal and Torres Strait Islander	1,772	42.8%	94	42.5%	1,866	42.8%
Not Stated	305	7.4%	27	12.2%	332	7.6%
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</b>	<b>100%</b>

<sup>739</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 previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

<sup>740</sup> Ibid.

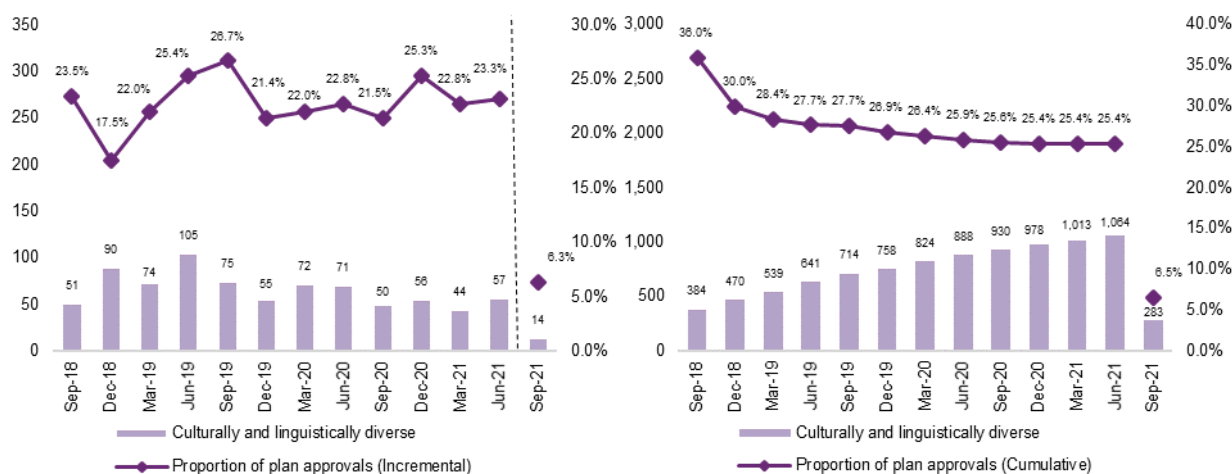
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>741</sup>



**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory** <sup>742</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	269	6.5%	14	6.3%	283	6.5%
Not culturally and linguistically diverse	3,861	93.3%	207	93.7%	4,068	93.3%
Not stated	<11		<11		<11	
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</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>743 744</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 September 2021 – Northern Territory** <sup>745 746</sup>

	Total
Age group	N
Total YPIRAC (under 65)	32

<sup>741</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>742</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

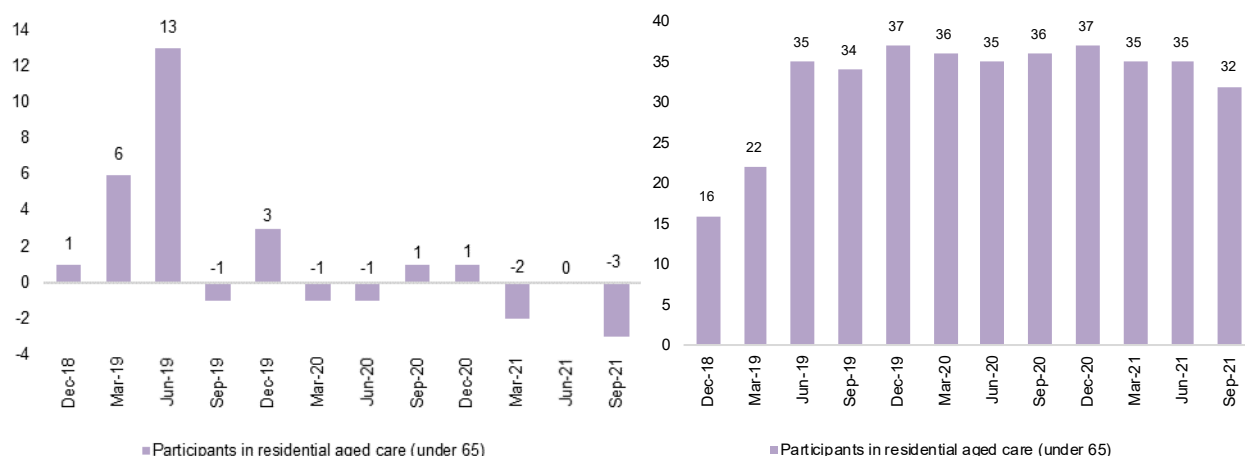
<sup>743</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>744</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>745</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>746</sup> There are a further 13 active participants aged 65 years or over who are currently in residential aged care.

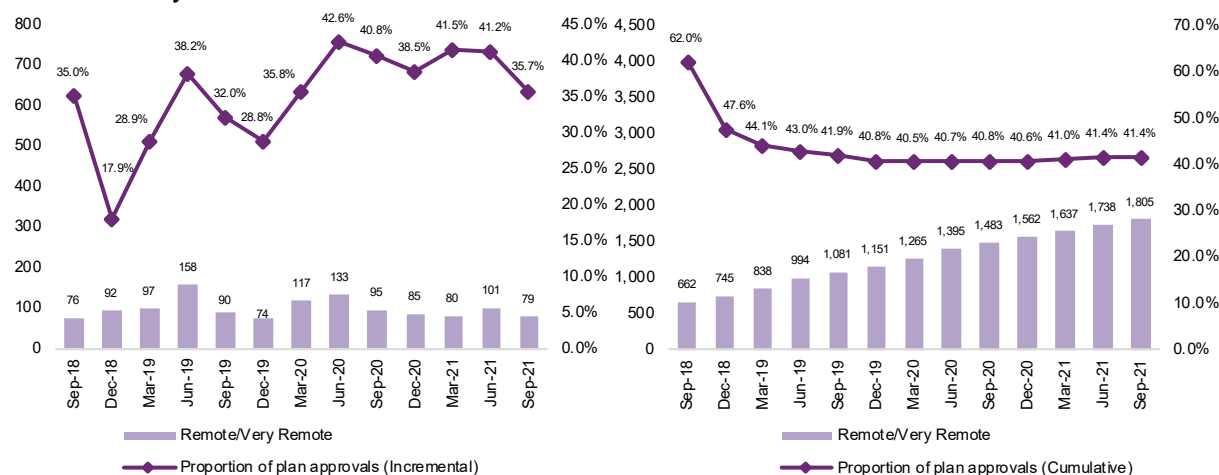
**Figure M.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>747</sup>



**Table M.11 Participant profile per quarter by remoteness – Northern Territory** <sup>748 749</sup>

Participant profile	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,368	57.2%	141	63.8%	2,509	57.6%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	43	1.0%	<11		44	1.0%
Remote	816	19.7%	46	20.8%	862	19.8%
Very Remote	910	22.0%	33	14.9%	943	21.6%
Missing	<11		<11		<11	
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</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>750 751</sup>



<sup>747</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>748</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>749</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>750</sup> Ibid.

<sup>751</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>752 753 754</sup>

	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	953	23%	38	17%	991	23%
Intellectual Disability	809	20%	31	14%	840	19%
Psychosocial disability	424	10%	26	12%	450	10%
Developmental Delay	434	10%	65	29%	499	11%
Hearing Impairment	185	4%	<11		190	4%
Other Neurological	190	5%	<11		198	5%
Other Physical	186	4%	<11		195	4%
Cerebral Palsy	199	5%	<11		200	5%
ABI	251	6%	14	6%	265	6%
Global Developmental Delay	95	2%	<11		102	2%
Visual Impairment	66	2%	<11		66	2%
Multiple Sclerosis	17	0%	<11		17	0%
Stroke	143	3%	<11		148	3%
Spinal Cord Injury	75	2%	<11		76	2%
Other	77	2%	11	5%	88	2%
Other Sensory/Speech	34	1%	<11		34	1%
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</b>	<b>100%</b>

**Table M.13 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory** <sup>755 756</sup>

	Prior Quarters		2021-22 Q1		Total	
Disability	N	%	N	%	N	%
Autism	27	7%	<11		27	7%
Intellectual Disability	124	32%	<11		124	32%
Psychosocial disability	47	12%	<11		47	12%
Developmental Delay	<11		<11		<11	
Hearing Impairment	<11		<11		<11	
Other Neurological	23	6%	<11		23	6%
Other Physical	<11		<11		<11	
Cerebral Palsy	57	15%	<11		57	15%
ABI	66	17%	<11		66	17%
Global Developmental Delay	<11		<11		<11	
Visual Impairment	<11		<11		<11	
Multiple Sclerosis	<11		<11		<11	
Stroke	22	6%	<11		22	6%
Spinal Cord Injury	<11		<11		<11	
Other	<11		<11		<11	
Other Sensory/Speech	<11		<11		<11	
<b>Total</b>	<b>386</b>	<b>100%</b>	<b>&lt;11</b>		<b>386</b>	<b>100%</b>

<sup>752</sup> Table order based on national proportions in Table E.12 ( highest to lowest).

<sup>753</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>754</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Northern Territory (104).

<sup>755</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

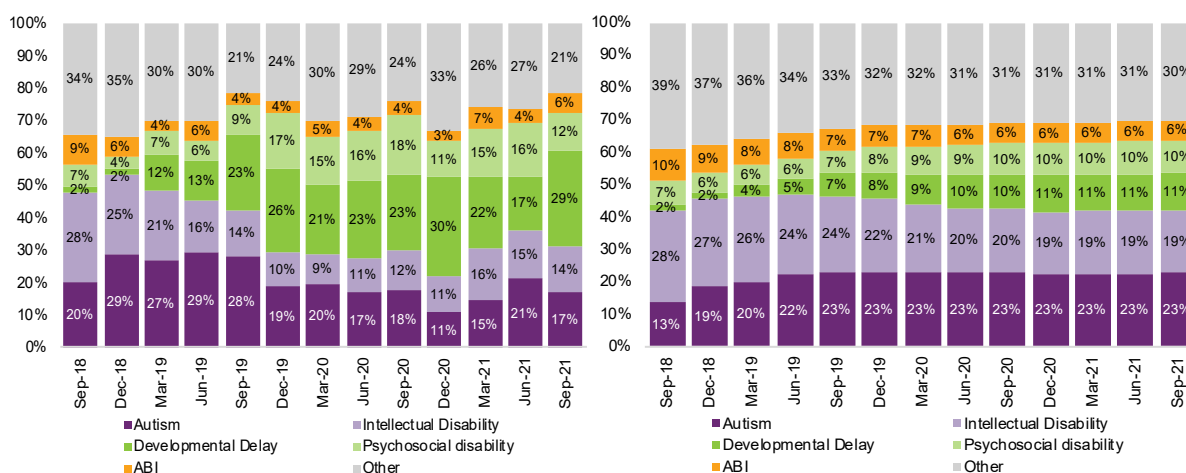
<sup>756</sup> Down Syndrome is included in Intellectual Disability, representing 3% of Participants in SIL (13).



**Table M.14 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory**<sup>757</sup>

Disability	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Autism	926	25%	38	17%	964	24%
Intellectual Disability	685	18%	31	14%	716	18%
Psychosocial disability	377	10%	26	12%	403	10%
Developmental Delay	434	12%	65	29%	499	13%
Hearing Impairment	185	5%	<11		190	5%
Other Neurological	167	4%	<11		175	4%
Other Physical	183	5%	<11		192	5%
Cerebral Palsy	142	4%	<11		143	4%
ABI	185	5%	14	6%	199	5%
Global Developmental Delay	95	3%	<11		102	3%
Visual Impairment	64	2%	<11		64	2%
Multiple Sclerosis	16	0%	<11		16	0%
Stroke	121	3%	<11		126	3%
Spinal Cord Injury	65	2%	<11		66	2%
Other	73	2%	11	5%	84	2%
Other Sensory/Speech	34	1%	<11		34	1%
<b>Total</b>	<b>3,752</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>3,973</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>758</sup>



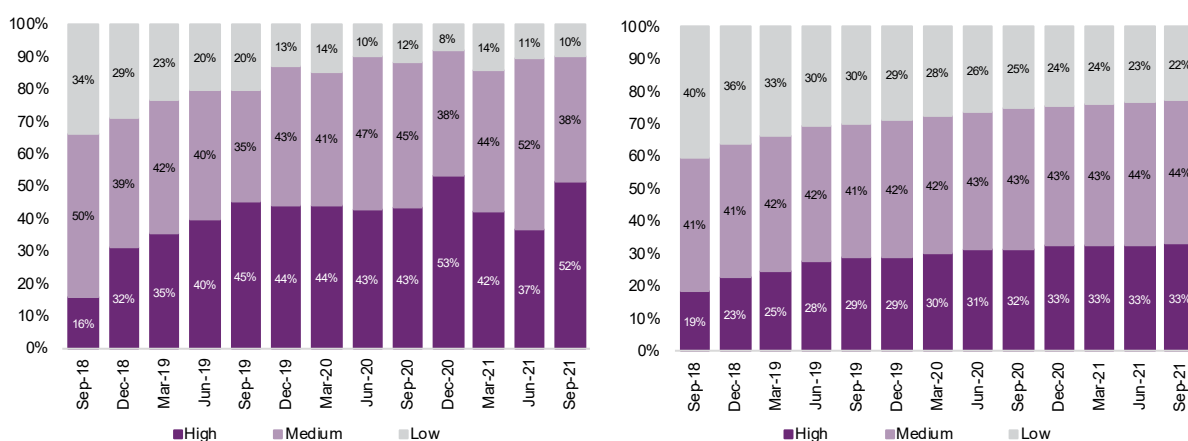
<sup>757</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (91).

<sup>758</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.15 Participant profile per quarter by reported level of function – Northern Territory** <sup>759</sup>

	Prior Quarters		2021-22 Q1		Total	
Reported Level of Function	N	%	N	%	N	%
1 (High Function)	585	14%	62	28%	647	15%
2 (High Function)	<11		<11		<11	
3 (High Function)	247	6%	23	10%	270	6%
4 (High Function)	215	5%	15	7%	230	5%
5 (High Function)	277	7%	14	6%	291	7%
6 (Moderate Function)	768	19%	46	21%	814	19%
7 (Moderate Function)	219	5%	<11		227	5%
8 (Moderate Function)	344	8%	14	6%	358	8%
9 (Moderate Function)	16	0%	<11		17	0%
10 (Moderate Function)	504	12%	16	7%	520	12%
11 (Low Function)	110	3%	<11		112	3%
12 (Low Function)	470	11%	12	5%	482	11%
13 (Low Function)	260	6%	<11		267	6%
14 (Low Function)	114	3%	<11		115	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</b>	<b>100%</b>

**Figure M.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>760</sup>



**Table M.16 Participant profile per quarter by age group – Northern Territory**

	Prior Quarters		2021-22 Q1		Total	
Age Group	N	%	N	%	N	%
0 to 6	707	17%	88	40%	795	18%
7 to 14	1,025	25%	32	14%	1,057	24%
15 to 18	295	7%	15	7%	310	7%
19 to 24	292	7%	11	5%	303	7%
25 to 34	363	9%	17	8%	380	9%
35 to 44	451	11%	13	6%	464	11%
45 to 54	459	11%	20	9%	479	11%
55 to 64	436	11%	21	10%	457	10%
65+	110	3%	<11		114	3%
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</b>	<b>100%</b>

<sup>759</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>760</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.17 Participant profile per quarter (participants in SIL) by age group – Northern Territory <sup>761</sup>

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	<11		<11		<11	
19 to 24	32	8%	<11		32	8%
25 to 34	77	20%	<11		77	20%
35 to 44	89	23%	<11		89	23%
45 to 54	90	23%	<11		90	23%
55 to 64	69	18%	<11		69	18%
65+	19	5%	<11		19	5%
<b>Total</b>	<b>386</b>	<b>100%</b>	<b>&lt;11</b>		<b>386</b>	<b>100%</b>

Table M.18 Participant profile per quarter (participants not in SIL) by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
0 to 6	706	19%	88	40%	794	20%
7 to 14	1,025	27%	32	14%	1,057	27%
15 to 18	286	8%	15	7%	301	8%
19 to 24	260	7%	11	5%	271	7%
25 to 34	286	8%	17	8%	303	8%
35 to 44	362	10%	13	6%	375	9%
45 to 54	369	10%	20	9%	389	10%
55 to 64	367	10%	21	10%	388	10%
65+	91	2%	<11		95	2%
<b>Total</b>	<b>3,752</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>3,973</b>	<b>100%</b>

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>762</sup>

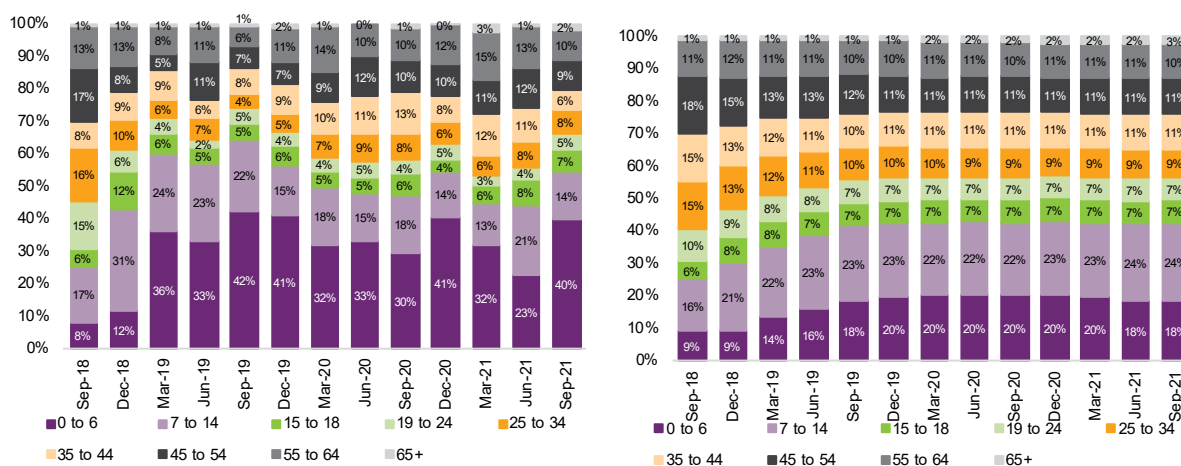


Table M.19 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q1		Total	
	N	%	N	%	N	%
Male	2,682	65%	156	71%	2,838	65%
Female	1,436	35%	65	29%	1,501	34%
Other	20	0%	<11		20	0%
<b>Total</b>	<b>4,138</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,359</b>	<b>100%</b>

<sup>761</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>762</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.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory <sup>763</sup>

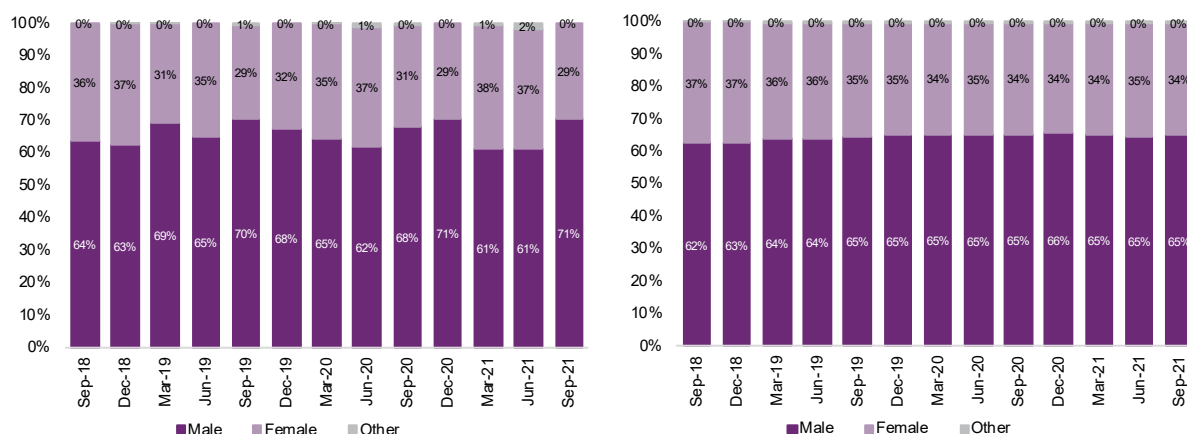


Table M.20 Participation rates by age group at 30 September 2021 – Northern Territory <sup>764</sup>

	NT
0-6	3.40%
7-14	4.06%
15-18	2.70%
19-24	1.63%
25-34	0.88%
35-44	1.27%
45-54	1.60%
55-64	1.90%
<b>Total (aged 0-64)</b>	<b>2.00%</b>

## Part Two: Participant experience and outcomes

Table M.21 Number of baseline questionnaires completed by SFOF version – Northern Territory <sup>765</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	21	40	170	274	195	59	759
Participant school to 14	37	74	500	324	227	62	1,224
Participant 15 to 24	27	63	184	105	86	26	491
Participant 25 and over	156	249	503	386	358	73	1,725
<b>Total Participant</b>	<b>241</b>	<b>426</b>	<b>1,357</b>	<b>1,089</b>	<b>866</b>	<b>220</b>	<b>4,199</b>
Family 0 to 14	54	99	632	569	375	109	1,838
Family 15 to 24	3	32	126	72	54	22	309
Family 25 and over	15	56	233	185	103	18	610
<b>Total Family</b>	<b>72</b>	<b>187</b>	<b>991</b>	<b>826</b>	<b>532</b>	<b>149</b>	<b>2,757</b>
<b>Total</b>	<b>313</b>	<b>613</b>	<b>2,348</b>	<b>1,915</b>	<b>1,398</b>	<b>369</b>	<b>6,956</b>

<sup>763</sup> Ibid.

<sup>764</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>765</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% 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.22 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	64%			
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			20%	
CC	% who choose who supports them			32%	50%
CC	% who choose what they do each day			38%	60%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			13%	17%
CC	% who want more choice and control in their life			84%	79%

**Table M.23 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Northern Territory**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	54%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	69%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	66%	74%		
REL	% of children who spend time with friends without an adult present		17%		
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			38%	40%

**Table M.24 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		60%		
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%	50%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				71%
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.25 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%	12%
% receiving Carer Allowance	24%	20%	13%
% working in a paid job	45%	57%	36%
Of those in a paid job, % in permanent employment	83%	83%	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	60%	57%	46%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	85%	79%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	33%	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	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		27%	
% who feel in control selecting services		29%	20%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			22%
% who rate their health as good, very good or excellent	88%	76%	67%

**Table M.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=142) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory** <sup>766</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	77%
DL	Has the NDIS improved your child's access to specialist services?	84%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	68%
REL	Has the NDIS improved how your child fits into family life?	54%
S/CP	Has the NDIS improved how your child fits into community life?	54%

**Table M.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=498) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	49%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

**Table M.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=146) and ‘Participant 25 and over’ (n=413) - participants who entered between 1 July 2016 and 30 September 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?	60%	69%
DL	Has the NDIS helped you with daily living activities?	56%	68%
REL	Has the NDIS helped you to meet more people?	47%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	43%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	54%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	19%
S/CP	Has the NDIS helped you be more involved?	52%	64%

<sup>766</sup> Results in Tables M.26 to M.29 include participants who entered between 1 July 2016 and 30 September 2020 and have had a first plan review to date.

**Table M.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=648); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=261) - participants who entered between 1 July 2016 and 30 September 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%	58%
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%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	
Has the NDIS improved your health and wellbeing?	33%	40%

**Table M.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=66) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory <sup>767</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	88%	93%	+6%
DL	Has the NDIS improved your child's access to specialist services?	86%	93%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	85%	+1%
REL	Has the NDIS improved how your child fits into family life?	67%	63%	-4%
S/CP	Has the NDIS improved how your child fits into community life?	56%	55%	-0%

**Table M.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=149) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	54%	59%	+5%
LL	Has the NDIS improved your child's access to education?	37%	38%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	46%	-2%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	48%	-2%

<sup>767</sup> Results in Tables M.30 to M.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a second plan review to date.



**Table M.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=92) and ‘Participant 25 and over’ (n=245) - participants who entered between 1 July 2016 and 30 September 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?	56%	66%	+10%	54%	66%	+12%
DL	Has the NDIS helped you with daily living activities?	64%	76%	+12%	61%	79%	+19%
REL	Has the NDIS helped you to meet more people?	52%	59%	+7%	48%	59%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	38%	42%	+4%	35%	48%	+12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	46%	+5%	52%	58%	+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%	34%	-2%	24%	29%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	21%	+5%	11%	13%	+2%
S/CP	Has the NDIS helped you be more involved?	51%	65%	+14%	56%	69%	+12%

**Table M.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=135); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=65) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	60%	+8%	43%	58%	+15%
	Has the NDIS improved the level of support for your family?	54%	61%	+6%	59%	74%	+15%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	70%	-0%	56%	74%	+17%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	+6%			
	Has the NDIS improved your health and wellbeing?	36%	39%	+3%	33%	45%	+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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=45) - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory** <sup>768</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?	47%	49%	66%	+19%
LL	Has the NDIS improved your child's access to education?	29%	18%	30%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	38%	32%	46%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	29%	37%	44%	+15%

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'.

**Table M.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=128) - participants who entered between 1 July 2016 and 30 September 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?	47%	64%	67%	+20%
	Has the NDIS helped you with daily living activities?	56%	72%	75%	+19%
	Has the NDIS helped you to meet more people?	41%	49%	59%	+18%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	35%	43%	+17%
	Has your involvement with the NDIS improved your health and wellbeing?	36%	47%	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?	17%	18%	24%	+7%
	Has your involvement with the NDIS helped you find a job that's right for you?	9%	7%	15%	+6%
	Has the NDIS helped you be more involved?	35%	47%	65%	+30%

<sup>768</sup> Results in Table M.34 to M.36 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a third plan review to date.

**Table M.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=40) - participants who entered between 1 July 2016 and 30 September 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?	58%	46%	65%	+7%
Has the NDIS improved the level of support for your family?	47%	38%	60%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	53%	63%	75%	+22%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	63%	73%	+8%
Has the NDIS improved your health and wellbeing?	45%	33%	40%	-5%

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.

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

**Table M.37 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=397), ‘participant social and community engagement rate’ (n=394), ‘parent and carer employment rate’ (n=223) at entry, first and second plan review and ‘participant choice and control’ (n=300) at first and second plan review - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory <sup>769</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	17%	23%	12%	24%
Aged 25+	13%	9%	14%	
Aged 15+	12%	9%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	48%	48%	47%	48%
Aged 25+	43%	44%	47%	
Aged 15+	44%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	53%	60%	55%	49%
Aged 15+	49%	57%	51%	
All ages	52%	59%	53%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		56%	66%	75%
Aged 25+		54%	66%	
Aged 15+		55%	66%	

<sup>769</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 September 2019 and have had a second plan review to date.

**Table M.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=169), 'participant social and community engagement rate' (n=171), 'parent and carer employment rate' (n=44) at entry, first, second and third plan review, and 'participant choice and control' (n=135) at first and third plan review - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory <sup>770</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	Numbers are too small				24%
Aged 25+	12%	10%	8%	14%	
Aged 15+	12%	11%	7%	14%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	Numbers are too small				48%
Aged 25+	41%	43%	40%	50%	
Aged 15+	42%	43%	39%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	Numbers are too small				49%
Aged 15+					
All ages					
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		50%	70%	57%	75%
Aged 25+		47%	64%	67%	
Aged 15+		47%	65%	65%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third and fourth plan review.

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

<sup>770</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 September 2018 and have had a third plan review to date.

**Table M.39 Number of active plans by goal type and primary disability – Northern Territory** <sup>771</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	78	205	157	65	133	220	115	69	<b>265</b>
Autism	251	839	277	303	541	563	78	113	<b>991</b>
Cerebral Palsy	66	155	112	54	92	137	47	34	<b>200</b>
Developmental Delay	44	476	123	161	171	212	4	1	<b>499</b>
Down Syndrome	32	88	51	29	35	74	18	30	<b>104</b>
Global Developmental Delay	8	95	28	35	40	38	1	0	<b>102</b>
Hearing Impairment	49	148	43	51	60	103	26	34	<b>190</b>
Intellectual Disability	216	551	275	278	405	511	185	238	<b>736</b>
Multiple Sclerosis	5	12	15	2	2	16	8	2	<b>17</b>
Psychosocial disability	140	288	250	129	209	374	167	157	<b>450</b>
Spinal Cord Injury	36	58	41	12	18	60	39	22	<b>76</b>
Stroke	44	114	96	24	51	120	61	27	<b>148</b>
Visual Impairment	17	54	21	19	22	46	26	16	<b>66</b>
Other Neurological	69	134	122	34	72	148	86	39	<b>198</b>
Other Physical	67	145	106	28	54	130	72	41	<b>195</b>
Other Sensory/Speech	7	28	9	16	18	16	2	3	<b>34</b>
Other	24	72	50	18	26	64	33	13	<b>88</b>
<b>Total</b>	<b>1,153</b>	<b>3,462</b>	<b>1,776</b>	<b>1,258</b>	<b>1,949</b>	<b>2,832</b>	<b>968</b>	<b>839</b>	<b>4,359</b>

**Table M.40 Number of goals in active plans by goal type and primary disability – Northern Territory** <sup>772</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	189	641	431	187	404	629	319	171	<b>2,971</b>
Autism	671	4,864	765	773	1,466	1,514	210	276	<b>10,539</b>
Cerebral Palsy	167	712	292	151	230	393	125	81	<b>2,151</b>
Developmental Delay	126	3,762	399	442	455	733	6	1	<b>5,924</b>
Down Syndrome	83	445	145	71	114	209	59	71	<b>1,197</b>
Global Developmental Delay	28	558	57	122	83	88	2	0	<b>938</b>
Hearing Impairment	122	571	83	108	171	270	63	78	<b>1,466</b>
Intellectual Disability	496	2,030	683	726	1,072	1,313	414	593	<b>7,327</b>
Multiple Sclerosis	7	25	33	3	8	28	14	3	<b>121</b>
Psychosocial disability	354	769	652	393	539	991	429	367	<b>4,494</b>
Spinal Cord Injury	111	245	145	45	59	185	134	72	<b>996</b>
Stroke	129	407	272	77	158	342	139	56	<b>1,580</b>
Visual Impairment	37	163	50	61	35	121	51	40	<b>558</b>
Other Neurological	184	474	295	104	184	427	218	88	<b>1,974</b>
Other Physical	179	436	240	72	119	291	154	99	<b>1,590</b>
Other Sensory/Speech	13	144	22	40	44	33	2	10	<b>308</b>
Other	63	318	131	64	66	171	57	24	<b>894</b>
<b>Total</b>	<b>2,959</b>	<b>16,564</b>	<b>4,695</b>	<b>3,439</b>	<b>5,207</b>	<b>7,738</b>	<b>2,396</b>	<b>2,030</b>	<b>45,028</b>

<sup>771</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>772</sup> Participants have set over six million goals in total across Australia since July 2016. The 45,028 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.41 Number of active plans by goal type and age group – Northern Territory** <sup>773</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	69	762	215	249	285	343	10	0	<b>795</b>
7 to 14	235	909	278	378	566	528	42	7	<b>1,057</b>
15 to 18	102	239	91	129	177	218	39	110	<b>310</b>
19 to 24	119	204	113	104	136	219	106	180	<b>303</b>
25 to 34	145	262	194	103	169	295	139	168	<b>380</b>
35 to 44	151	320	255	123	202	378	175	155	<b>464</b>
45 to 54	150	340	292	89	210	394	208	124	<b>479</b>
55 to 64	136	343	270	68	167	372	197	87	<b>457</b>
65+	46	83	68	15	37	85	52	8	<b>114</b>
<b>Total</b>	<b>1,153</b>	<b>3,462</b>	<b>1,776</b>	<b>1,258</b>	<b>1,949</b>	<b>2,832</b>	<b>968</b>	<b>839</b>	<b>4,359</b>

**Table M.42 Number of goals in active plans by goal type and age group – Northern Territory** <sup>774</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	225	6,294	712	723	803	1,141	27	0	<b>9,925</b>
7 to 14	552	4,635	656	970	1,493	1,334	125	24	<b>9,789</b>
15 to 18	255	845	219	336	488	556	128	320	<b>3,147</b>
19 to 24	327	577	289	283	360	569	259	392	<b>3,056</b>
25 to 34	383	862	535	303	492	844	346	435	<b>4,200</b>
35 to 44	366	1,008	727	346	517	1,056	439	364	<b>4,823</b>
45 to 54	421	1,024	745	244	542	1,041	499	277	<b>4,793</b>
55 to 64	323	1,083	673	195	429	982	467	202	<b>4,354</b>
65+	107	236	139	39	83	215	106	16	<b>941</b>
<b>Total</b>	<b>2,959</b>	<b>16,564</b>	<b>4,695</b>	<b>3,439</b>	<b>5,207</b>	<b>7,738</b>	<b>2,396</b>	<b>2,030</b>	<b>45,028</b>

<sup>773</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>774</sup> Participants have set over six million goals in total across Australia since July 2016. The 45,028 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.43 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory** <sup>775</sup>

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q1
<b>Access</b>	<b>n = 35</b>	<b>n = 13</b>
Are you happy with how coming into the NDIS has gone?	66%	N/A
Was the person from the NDIS respectful?	97%	N/A
Do you understand what will happen next with your plan?	51%	N/A
% of participants rating their overall experience as Very Good or Good.	57%	N/A
<b>Pre-planning</b>	<b>n = 54</b>	<b>n = 11</b>
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you understand why you needed to give the information you did?	85%	N/A
Were decisions about your plan clearly explained?	65%	N/A
Are you clear on what happens next with your plan?	59%	N/A
Do you know where to go for more help with your plan?	76%	N/A
% of participants rating their overall experience as Very Good or Good.	74%	N/A
<b>Planning</b>	<b>n = 110</b>	<b>n = 64</b>
Did the person from the NDIS understand how your disability affects your life?	89%	91%
Did you understand why you needed to give the information you did?	99%	100%
Were decisions about your plan clearly explained?	85%	88%
Are you clear on what happens next with your plan?	82%	81%
Do you know where to go for more help with your plan?	88%	89%
% of participants rating their overall experience as Very Good or Good.	80%	84%
<b>Plan review</b>	<b>n = 230</b>	<b>n = 121</b>
Did the person from the NDIS understand how your disability affects your life?	80%	76%
Did you feel prepared for your plan review?	80%	79%
Is your NDIS plan helping you to make progress towards your goals?	83%	83%
% of participants rating their overall experience as Very Good or Good.	65%	66%

There is insufficient data to show participant satisfaction results over time.

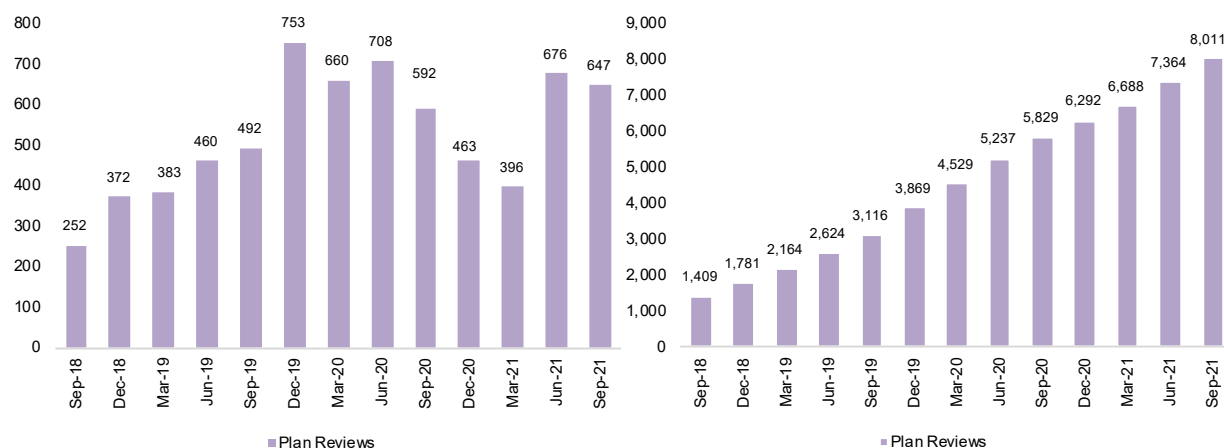
**Table M.44 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory** <sup>776</sup>

	Prior Quarters	2021-22 Q1	Total
<b>Total plan reviews</b>	<b>7,364</b>	<b>647</b>	<b>8,011</b>
<i>Early intervention plans</i>	1,215	145	1,360
<i>Permanent disability plans</i>	6,149	502	6,651

<sup>775</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

<sup>776</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

**Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q1. 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.45 shows the number of complaints in 2021-22 Q1 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.

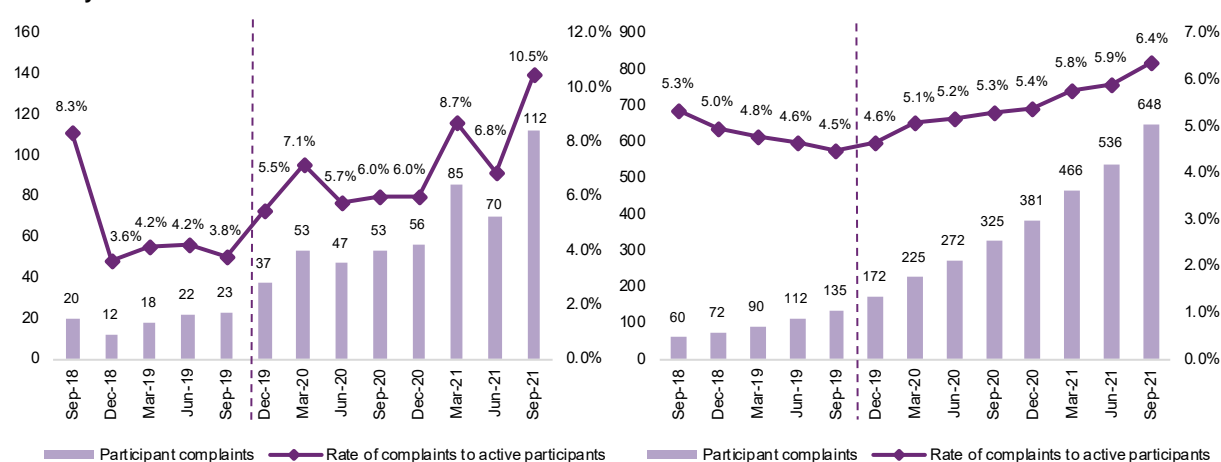
Table M.46 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.



**Table M.45 Complaints by quarter – Northern Territory** <sup>777 778 779 780</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q1	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	9	1	10	10
Complaints about service providers	38	3	41	31
Complaints about the Agency	333	77	410	272
Critical/ Reportable Incident	154	29	183	142
Unclassified	10	2	12	9
<b>Total</b>	<b>545</b>	<b>112</b>	<b>657</b>	<b>425</b>
Total complaints made since 1 April 2017	536	112	648	
% of the number of active participants	5.9%	10.5%	6.4%	

**Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>781</sup>



<sup>777</sup> Note that 74% of all complainants made only one complaint, 16% made two complaints and 11% made three or more complaints.

<sup>778</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>779</sup> Complaint rates are not available at state/territory level prior to the June 2017 quarter.

<sup>780</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

<sup>781</sup> Ibid.

Table M.46 Participant complaints by type – Northern Territory

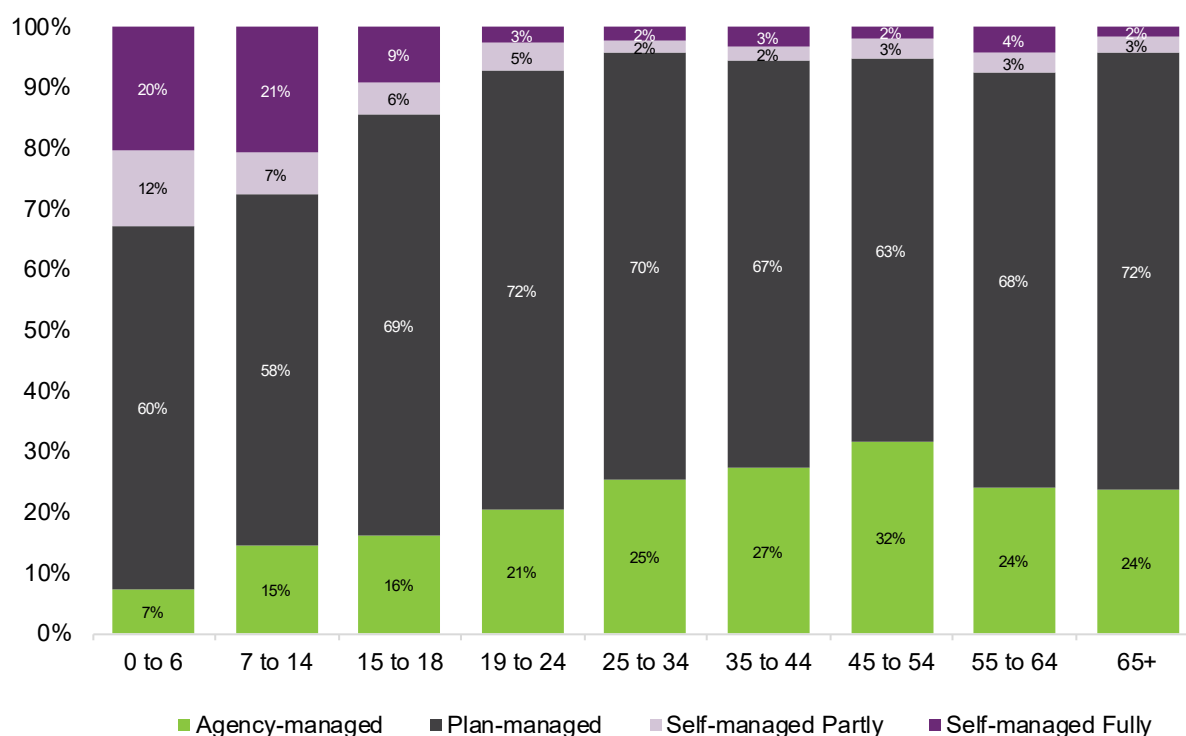
Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	11	(3%)	0	(0%)	11	(3%)
Information unclear	4	(1%)	0	(0%)	4	(1%)
NDIA Access	4	(1%)	1	(1%)	5	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	24	(7%)	15	(19%)	39	(10%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	62	(19%)	24	(31%)	86	(21%)
NDIA Process	32	(10%)	8	(10%)	40	(10%)
NDIA Resources	0	(0%)	1	(1%)	1	(0%)
NDIA Staff	14	(4%)	8	(10%)	22	(5%)
NDIA Timeliness	68	(20%)	18	(23%)	86	(21%)
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	(3%)	0	(0%)	10	(2%)
Staff conduct - Agency	4	(1%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	12	(4%)	0	(0%)	12	(3%)
Timeliness	37	(11%)	1	(1%)	38	(9%)
Other	48	(14%)	1	(1%)	49	(12%)
<b>Total</b>	<b>333</b>		<b>77</b>		<b>410</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	0	(0%)	0		0	(0%)
ECA Plan	0	(0%)	0		0	(0%)
ECA Process	0	(0%)	0		0	(0%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	1	(100%)	0		1	(100%)
ECA Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>1</b>		<b>0</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	1	(11%)	0	(0%)	1	(10%)
LAC Process	2	(22%)	1	(100%)	3	(30%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(56%)	0	(0%)	5	(50%)
LAC Timeliness	1	(11%)	0	(0%)	1	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>9</b>	<b>0</b>	<b>1</b>		<b>10</b>	
<i>Complaints about service providers</i>						
Provider costs.	3	(8%)	0	(0%)	3	(7%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(3%)	0	(0%)	1	(2%)
Provider process	3	(8%)	0	(0%)	3	(7%)
Provider Service	5	(13%)	1	(33%)	6	(15%)
Provider Staff	1	(3%)	1	(33%)	2	(5%)
Service Delivery	1	(3%)	0	(0%)	1	(2%)
Staff conduct	3	(8%)	0	(0%)	3	(7%)
Supports being provided	7	(18%)	0	(0%)	7	(17%)
Other	14	(37%)	1	(33%)	15	(37%)
<b>Total</b>	<b>38</b>		<b>3</b>		<b>41</b>	

Complaints by source, subject and type	Prior Quarters		2021-22 Q1		Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	45	(29%)	13	(45%)	58	(32%)
Allegations against Informal Supports	31	(20%)	1	(3%)	32	(17%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	33	(21%)	3	(10%)	36	(20%)
Provider reporting	45	(29%)	12	(41%)	57	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>154</b>		<b>29</b>		<b>183</b>	
<i>Unclassified</i>	<b>10</b>		<b>2</b>		<b>12</b>	
<b>Participants total</b>	<b>545</b>		<b>112</b>		<b>657</b>	

Table M.47 AAT Cases by category at 30 September 2021 – Northern Territory <sup>782 783</sup>

	Prior Quarters		2021-22 Q1		Total	
Category	N	%	N	%	N	%
<b>Total</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>11</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.10%</b>		<b>0.19%</b>		<b>0.11%</b>	

Figure M.11 Distribution of active participants by method of financial plan management and age group as at 30 September 2021 – Northern Territory <sup>784 785</sup>



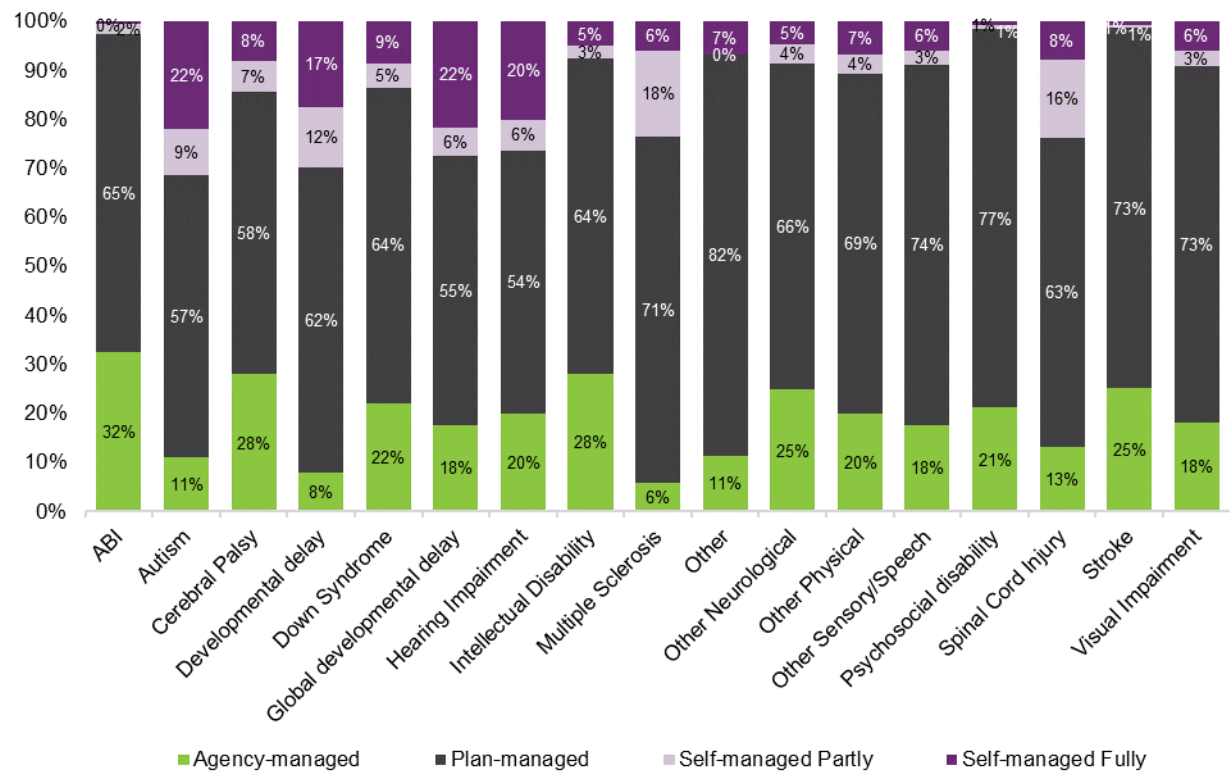
<sup>782</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>783</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>784</sup> For the total number of active participants in each age group, see Table M.16.

<sup>785</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.

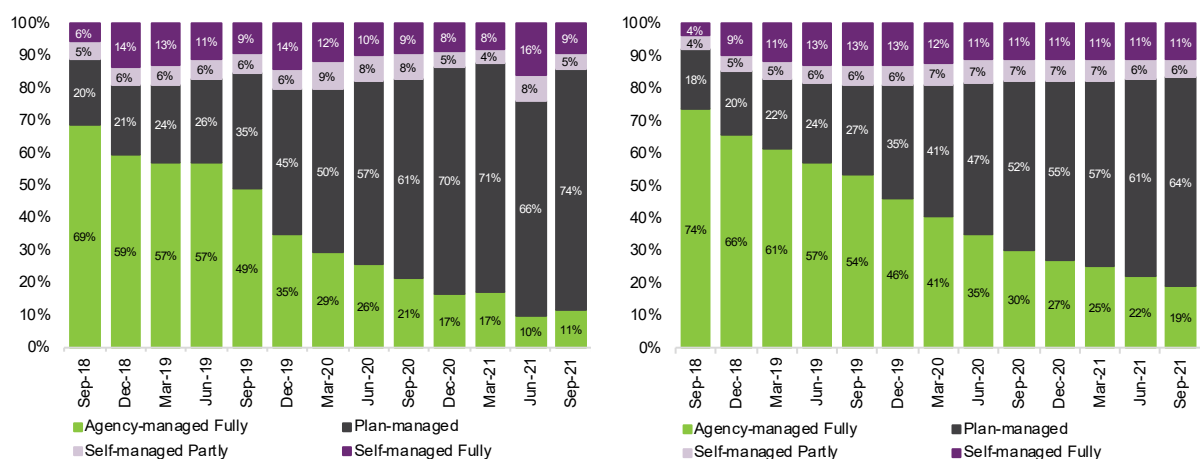
**Figure M.12 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Northern Territory** <sup>786 787</sup>



**Table M.48 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>788</sup>

	Prior Quarters	2021-22 Q1	Total
Self-managed fully	11%	9%	11%
Self-managed partly	6%	5%	6%
Plan-managed	62%	74%	64%
Agency-managed	21%	11%	19%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>789</sup>



<sup>786</sup> For the total number of active participants in each primary disability group, see Table M.12.

<sup>787</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.

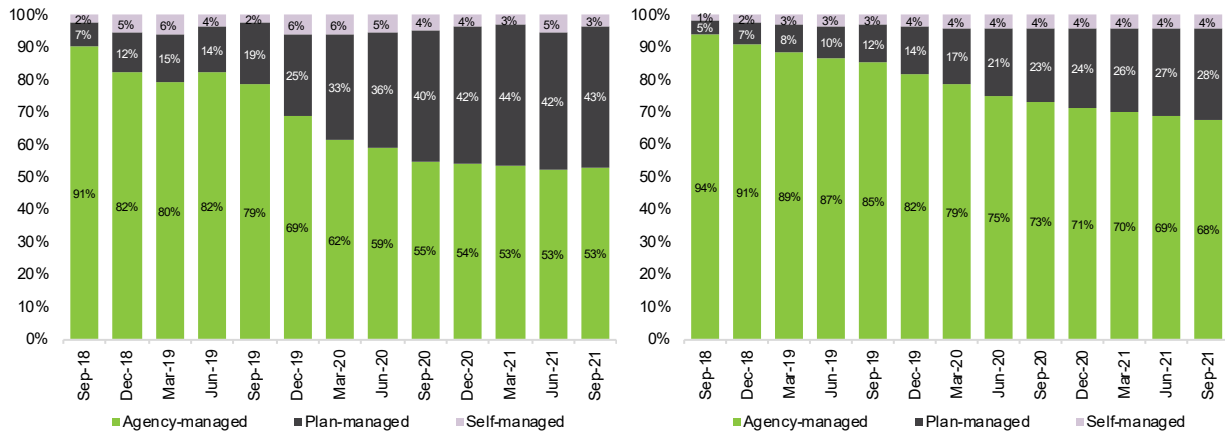
<sup>788</sup> Ibid.

<sup>789</sup> Quarterly results are reported based on a rolling 3 year period.

**Table M.49 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

	Prior Quarters	2021-22 Q1	Total
Self-managed	4%	3%	4%
Plan-managed	27%	43%	28%
Agency-managed	69%	53%	68%
<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.50 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory**

	Prior Quarters	2021-22 Q1	Total
Support coordination	74%	76%	75%

**Table M.51 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory** <sup>790</sup>

	Prior Quarters		2020-21 Q3		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,328	65%	135	71%	2,463	66%
30 to 59 days	417	12%	14	7%	431	11%
60 to 89 days	210	6%	<11		220	6%
<b>Activated within 90 days</b>	<b>2,955</b>	<b>83%</b>	<b>159</b>	<b>84%</b>	<b>3,114</b>	<b>83%</b>
90 to 119 days	162	5%	<11		166	4%
120 days and over	377	11%	<11		387	10%
<b>Activated after 90 days</b>	<b>539</b>	<b>15%</b>	<b>14</b>	<b>7%</b>	<b>553</b>	<b>15%</b>
No payments	66	2%	17	9%	83	2%
<b>Total plans approved</b>	<b>3,560</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>3,750</b>	<b>100%</b>

<sup>790</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table M.52 Proportion of participants who have activated within 12 months at 30 September 2021 – 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	1,687	1,754	96%
Not Aboriginal and Torres Strait Islander	1,462	1,504	97%
Not Stated	238	246	97%
<b>Total</b>	<b>3,387</b>	<b>3,504</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	871	903	96%
Not CALD	2,508	2,593	97%
Not Stated	<11	<11	
<b>Total</b>	<b>3,387</b>	<b>3,504</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	1,961	2,030	97%
Remote	1,425	1,473	97%
Missing	<11	<11	
<b>Total</b>	<b>3,387</b>	<b>3,504</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	820	845	97%
Intellectual Disability (including Down Syndrome)	698	717	97%
Psychosocial Disability	328	334	98%
Developmental Delay (including Global Developmental Delay)	348	373	93%
Other	1,193	1,235	97%
<b>Total</b>	<b>3,387</b>	<b>3,504</b>	<b>97%</b>

**Table M.53 Distribution of plans by utilisation – Northern Territory** <sup>791 792</sup>

Plan utilisation	Total
0 to 50%	44%
50% to 75%	23%
> 75%	33%
<b>Total</b>	<b>100%</b>

**Table M.54 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>793</sup>

	Prior Quarters	2021-22 Q1	Total
Daily Activities	15%	16%	15%
Health & Wellbeing	46%	59%	49%
Lifelong Learning	14%	20%	15%
Other	18%	23%	19%
Non-categorised	22%	14%	20%
Any mainstream service	96%	97%	96%

<sup>791</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>792</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>793</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table M.55 Key markets indicators by quarter – Northern Territory** <sup>794 795</sup>

Market indicators	Prior Quarters	2021-22 Q1
a) Average number of active providers per active participant	1.75	1.76
b) Number of providers delivering new types of supports	75	106
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	77%	78%
<i>Therapeutic Supports (%)</i>	87%	88%
<i>Participate Community (%)</i>	82%	83%
<i>Early Childhood Supports (%)</i>	80%	82%
<i>Assist Personal Activities (%)</i>	80%	82%

**Table M.56 Cumulative number of providers that have been ever active as at 30 September 2021 by quarter of activity – Northern Territory** <sup>796</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q1	47
Active in 2021-22 Q1 and also in previous quarters	253
<b>Active in 2021-22 Q1</b>	<b>300</b>
Inactive in 2021-22 Q1	485
<b>Active ever</b>	<b>785</b>

<sup>794</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>795</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>796</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table M.57 Cumulative number of providers that have been ever active by registration group – Northern Territory** <sup>797</sup>

Registration Group	Prior Quarters	2021-22 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	15	3	18	20%
Assistance Animals	5	1	6	20%
Assistance with daily life tasks in a group or shared living arrangement	82	7	89	9%
Assistance with travel/transport arrangements	84	4	88	5%
Daily Personal Activities	130	8	138	6%
Group and Centre Based Activities	79	5	84	6%
High Intensity Daily Personal Activities	88	6	94	7%
Household tasks	106	8	114	8%
Interpreting and translation	15	0	15	0%
Participation in community, social and civic activities	176	13	189	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	14	1	15	7%
Assistive products for household tasks	14	2	16	14%
Assistance products for personal care and safety	203	20	223	10%
Communication and information equipment	54	5	59	9%
Customised Prosthetics	50	2	52	4%
Hearing Equipment	19	1	20	5%
Hearing Services	5	1	6	20%
Personal Mobility Equipment	78	12	90	15%
Specialised Hearing Services	10	2	12	20%
Vision Equipment	19	3	22	16%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	178	10	188	6%
Behaviour Support	53	6	59	11%
Community nursing care for high needs	32	5	37	16%
Development of daily living and life skills	87	8	95	9%
Early Intervention supports for early childhood	109	10	119	9%
Exercise Physiology and Physical Wellbeing activities	34	5	39	15%
Innovative Community Participation	33	4	37	12%
Specialised Driving Training	10	2	12	20%
Therapeutic Supports	289	18	307	6%
<b>Capital services</b>				
Home modification design and construction	24	3	27	13%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	16	2	18	13%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	80	9	89	11%
Support Coordination	47	0	47	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	22	3	25	14%
Specialised Supported Employment	24	5	29	21%
<b>Total</b>	<b>738</b>	<b>47</b>	<b>785</b>	<b>6%</b>

<sup>797</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.58 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 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	17	<b>18</b>	6%	94%	<b>100%</b>
Assistance Animals	0	6	<b>6</b>	0%	100%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	8	81	<b>89</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	8	80	<b>88</b>	9%	91%	<b>100%</b>
Daily Personal Activities	9	129	<b>138</b>	7%	93%	<b>100%</b>
Group and Centre Based Activities	6	78	<b>84</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	10	84	<b>94</b>	11%	89%	<b>100%</b>
Household tasks	17	97	<b>114</b>	15%	85%	<b>100%</b>
Interpreting and translation	2	13	<b>15</b>	13%	87%	<b>100%</b>
Participation in community, social and civic activities	20	169	<b>189</b>	11%	89%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	15	<b>15</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	1	15	<b>16</b>	6%	94%	<b>100%</b>
Assistance products for personal care and safety	21	202	<b>223</b>	9%	91%	<b>100%</b>
Communication and information equipment	10	49	<b>59</b>	17%	83%	<b>100%</b>
Customised Prosthetics	5	47	<b>52</b>	10%	90%	<b>100%</b>
Hearing Equipment	0	20	<b>20</b>	0%	100%	<b>100%</b>
Hearing Services	0	6	<b>6</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	8	82	<b>90</b>	9%	91%	<b>100%</b>
Specialised Hearing Services	0	12	<b>12</b>	0%	100%	<b>100%</b>
Vision Equipment	2	20	<b>22</b>	9%	91%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	162	<b>188</b>	14%	86%	<b>100%</b>
Behaviour Support	13	46	<b>59</b>	22%	78%	<b>100%</b>
Community nursing care for high needs	2	35	<b>37</b>	5%	95%	<b>100%</b>
Development of daily living and life skills	8	87	<b>95</b>	8%	92%	<b>100%</b>
Early Intervention supports for early childhood	19	100	<b>119</b>	16%	84%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	3	36	<b>39</b>	8%	92%	<b>100%</b>
Innovative Community Participation	4	33	<b>37</b>	11%	89%	<b>100%</b>
Specialised Driving Training	3	9	<b>12</b>	25%	75%	<b>100%</b>
Therapeutic Supports	83	224	<b>307</b>	27%	73%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	1	26	<b>27</b>	4%	96%	<b>100%</b>
Specialist Disability Accommodation	0	4	<b>4</b>	0%	100%	<b>100%</b>
Vehicle Modifications	1	17	<b>18</b>	6%	94%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	11	78	<b>89</b>	12%	88%	<b>100%</b>
Support Coordination	5	42	<b>47</b>	11%	89%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	25	<b>25</b>	0%	100%	<b>100%</b>
Specialised Supported Employment	2	27	<b>29</b>	7%	93%	<b>100%</b>
<b>Total</b>	<b>141</b>	<b>644</b>	<b>785</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>

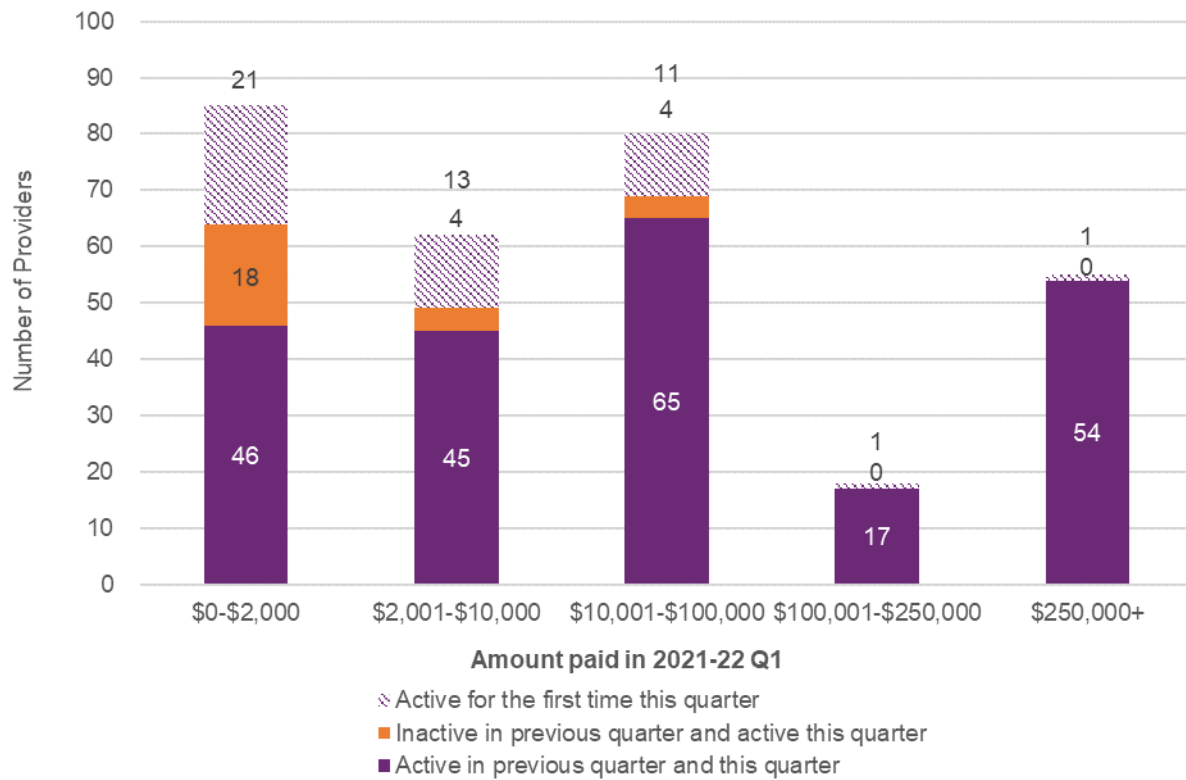
**Table M.59 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Northern Territory**

Registration Group	Active in previous quarters and in 2021-22 Q1	Active for the first time in 2021-22 Q1	Total	% active for the first time in 2021-22 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	2	3	5	60%
Assistance Animals	2	1	3	33%
Assistance with daily life tasks in a group or shared living arrangement	55	7	62	11%
Assistance with travel/transport arrangements	30	4	34	12%
Daily Personal Activities	58	8	66	12%
Group and Centre Based Activities	47	5	52	10%
High Intensity Daily Personal Activities	43	6	49	12%
Household tasks	48	8	56	14%
Interpreting and translation	9	0	9	0%
Participation in community, social and civic activities	82	13	95	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	1	3	33%
Assistive products for household tasks	5	2	7	29%
Assistance products for personal care and safety	66	20	86	23%
Communication and information equipment	23	5	28	18%
Customised Prosthetics	15	2	17	12%
Hearing Equipment	5	1	6	17%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	24	12	36	33%
Specialised Hearing Services	2	2	4	50%
Vision Equipment	5	3	8	38%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	89	10	99	10%
Behaviour Support	24	6	30	20%
Community nursing care for high needs	17	5	22	23%
Development of daily living and life skills	48	8	56	14%
Early Intervention supports for early childhood	31	10	41	24%
Exercise Physiology and Physical Wellbeing activities	23	5	28	18%
Innovative Community Participation	16	4	20	20%
Specialised Driving Training	4	2	6	33%
Therapeutic Supports	90	18	108	17%
<b>Capital services</b>				
Home modification design and construction	6	3	9	33%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	2	2	4	50%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	57	9	66	14%
Support Coordination	20	0	20	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	8	3	11	27%
Specialised Supported Employment	17	5	22	23%
<b>Total</b>	<b>253</b>	<b>47</b>	<b>300</b>	<b>16%</b>

**Table M.60 Number and proportion of providers active in 2021-22 Q1 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	5	5	0%	100%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	56	62	10%	90%	100%
Assistance with travel/transport arrangements	3	31	34	9%	91%	100%
Daily Personal Activities	7	59	66	11%	89%	100%
Group and Centre Based Activities	6	46	52	12%	88%	100%
High Intensity Daily Personal Activities	4	45	49	8%	92%	100%
Household tasks	9	47	56	16%	84%	100%
Interpreting and translation	1	8	9	11%	89%	100%
Participation in community, social and civic activities	12	83	95	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	3	3	0%	100%	100%
Assistive products for household tasks	0	7	7	0%	100%	100%
Assistance products for personal care and safety	10	76	86	12%	88%	100%
Communication and information equipment	2	26	28	7%	93%	100%
Customised Prosthetics	1	16	17	6%	94%	100%
Hearing Equipment	0	6	6	0%	100%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	4	32	36	11%	89%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	1	7	8	13%	88%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	15	84	99	15%	85%	100%
Behaviour Support	4	26	30	13%	87%	100%
Community nursing care for high needs	2	20	22	9%	91%	100%
Development of daily living and life skills	6	50	56	11%	89%	100%
Early Intervention supports for early childhood	3	38	41	7%	93%	100%
Exercise Physiology and Physical Wellbeing activities	1	27	28	4%	96%	100%
Innovative Community Participation	1	19	20	5%	95%	100%
Specialised Driving Training	2	4	6	33%	67%	100%
Therapeutic Supports	22	86	108	20%	80%	100%
<b>Capital services</b>						
Home modification design and construction	0	9	9	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	7	59	66	11%	89%	100%
Support Coordination	4	16	20	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	11	11	0%	100%	100%
Specialised Supported Employment	2	20	22	9%	91%	100%
<b>Total</b>	<b>49</b>	<b>251</b>	<b>300</b>	<b>16%</b>	<b>84%</b>	<b>100%</b>

**Figure M.15 Distribution of active providers in 2021-22 Q1 by their status in 2020-21 Q4 and payment band in 2021-22 Q1 – Northern Territory** <sup>798</sup>



## Part Five: Financial sustainability

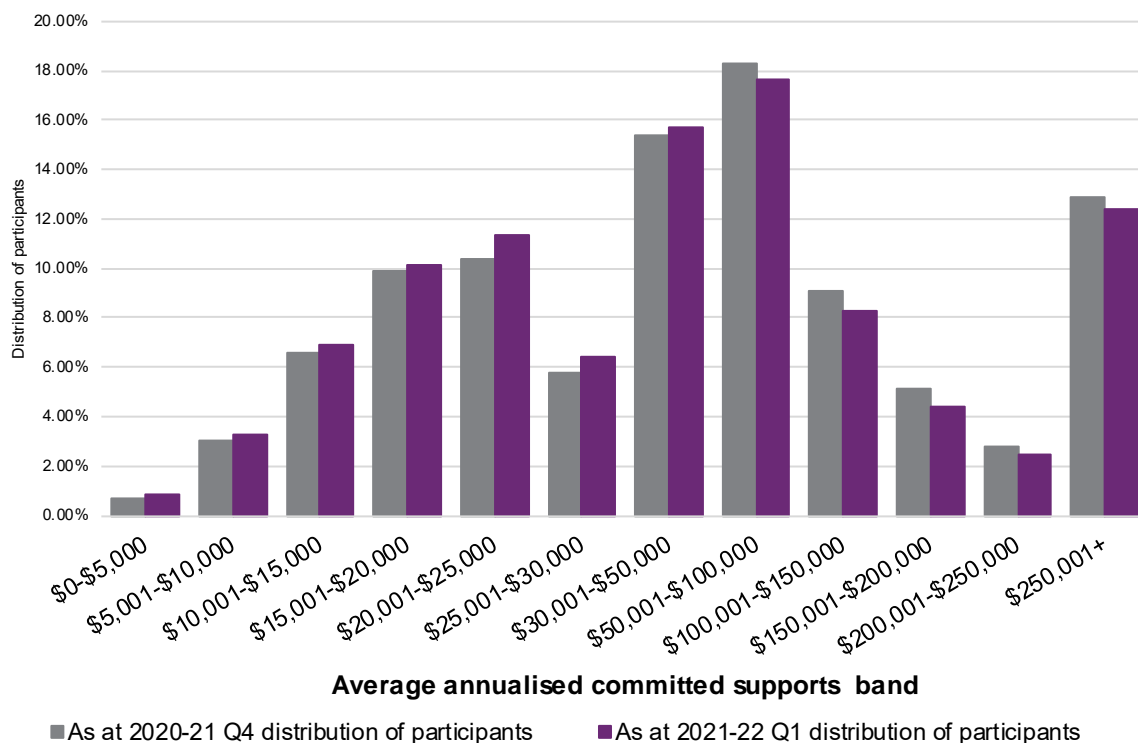
**Table M.61 Committed supports by financial year (\$m) – Northern Territory** <sup>799</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.08	2.1	5.8	20.6	101.1	203.7	399.4	526.8	128.8

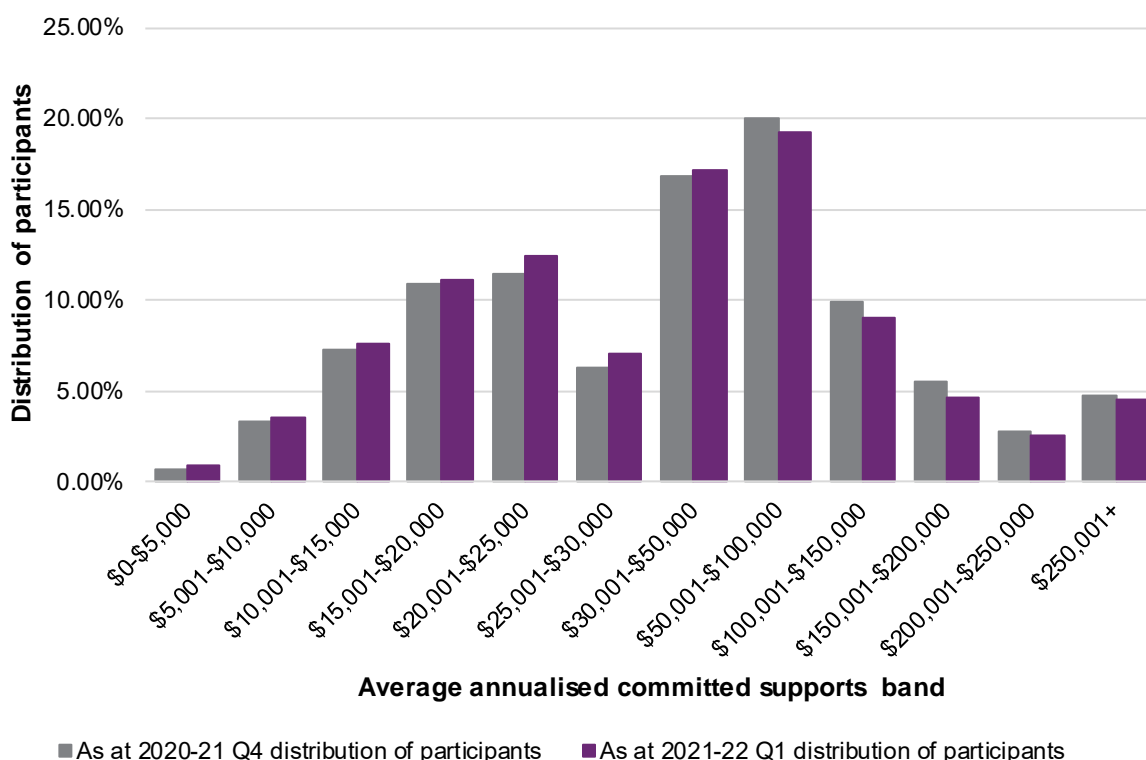
<sup>798</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>799</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.

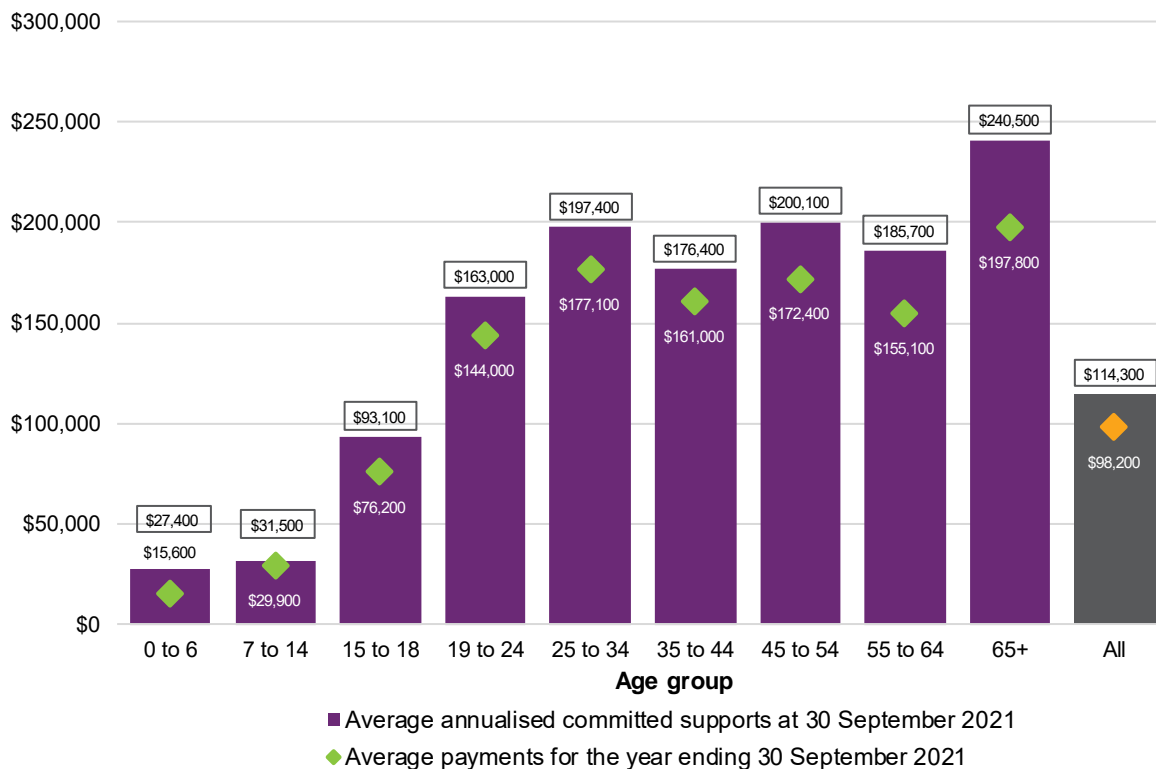
**Figure M.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Northern Territory**



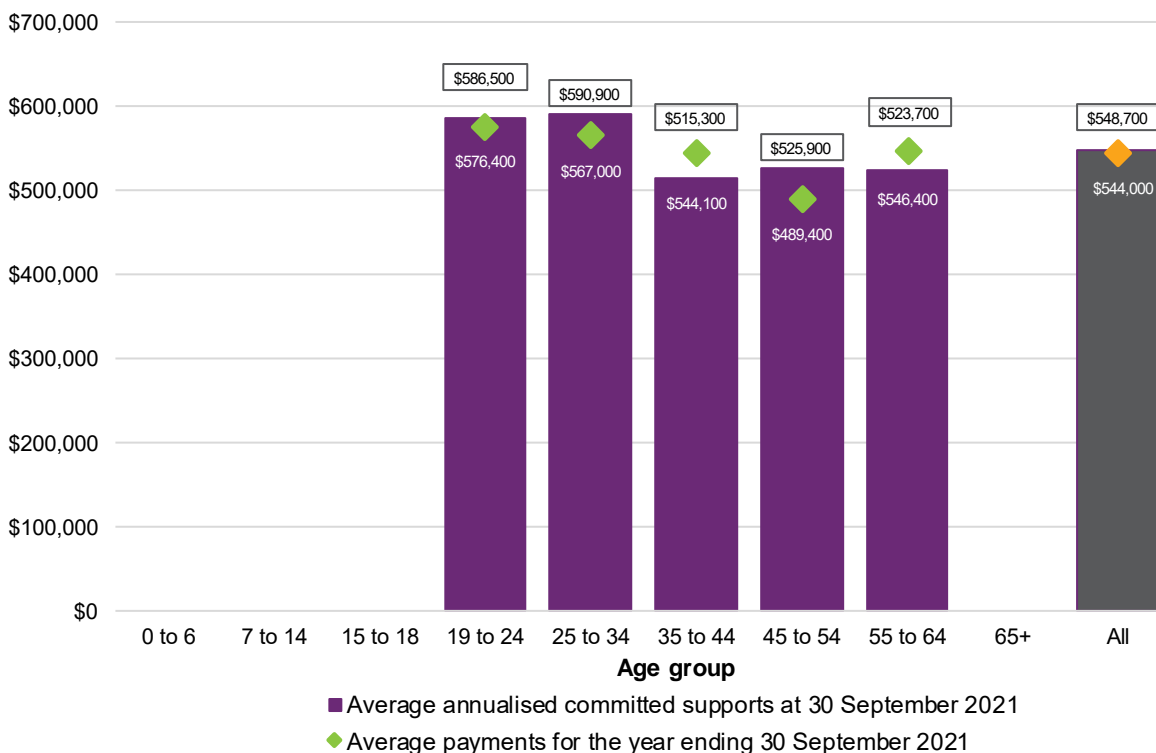
**Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Northern Territory**



**Figure M.18 Average annualised committed supports and average payments by age group as at 30 September 2021 – Northern Territory** <sup>800</sup>



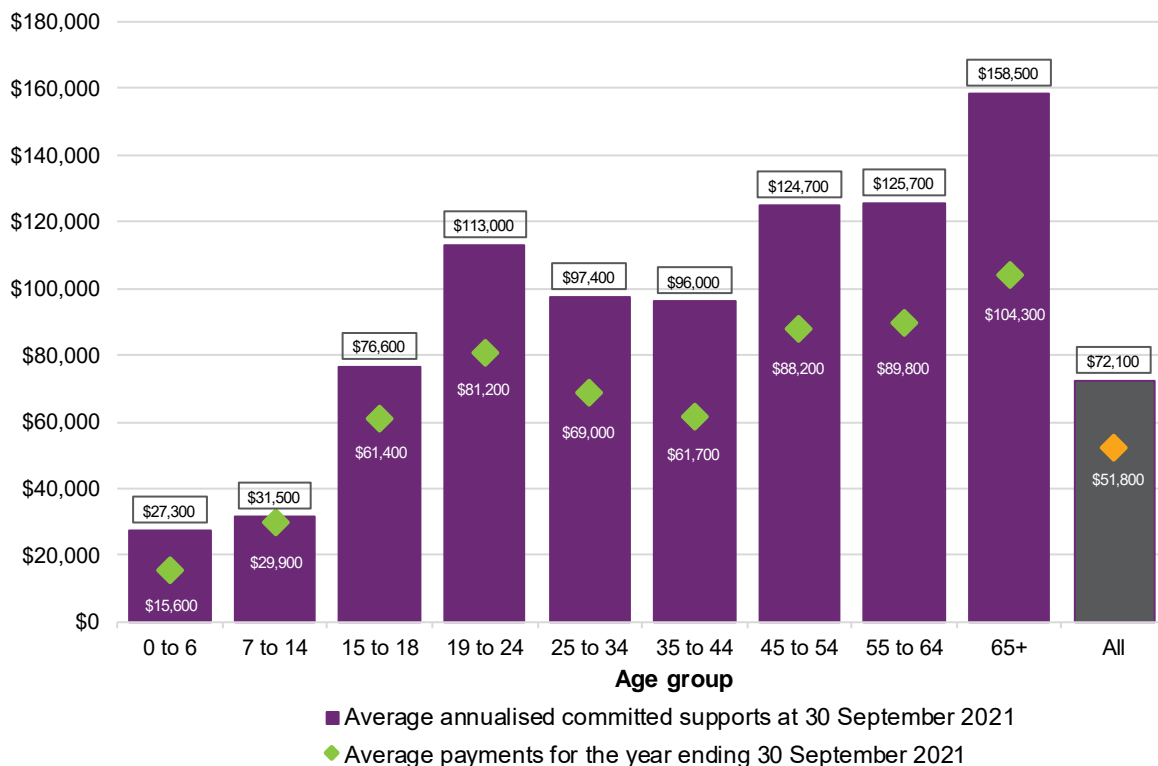
**Figure M.19 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Northern Territory** <sup>801</sup>



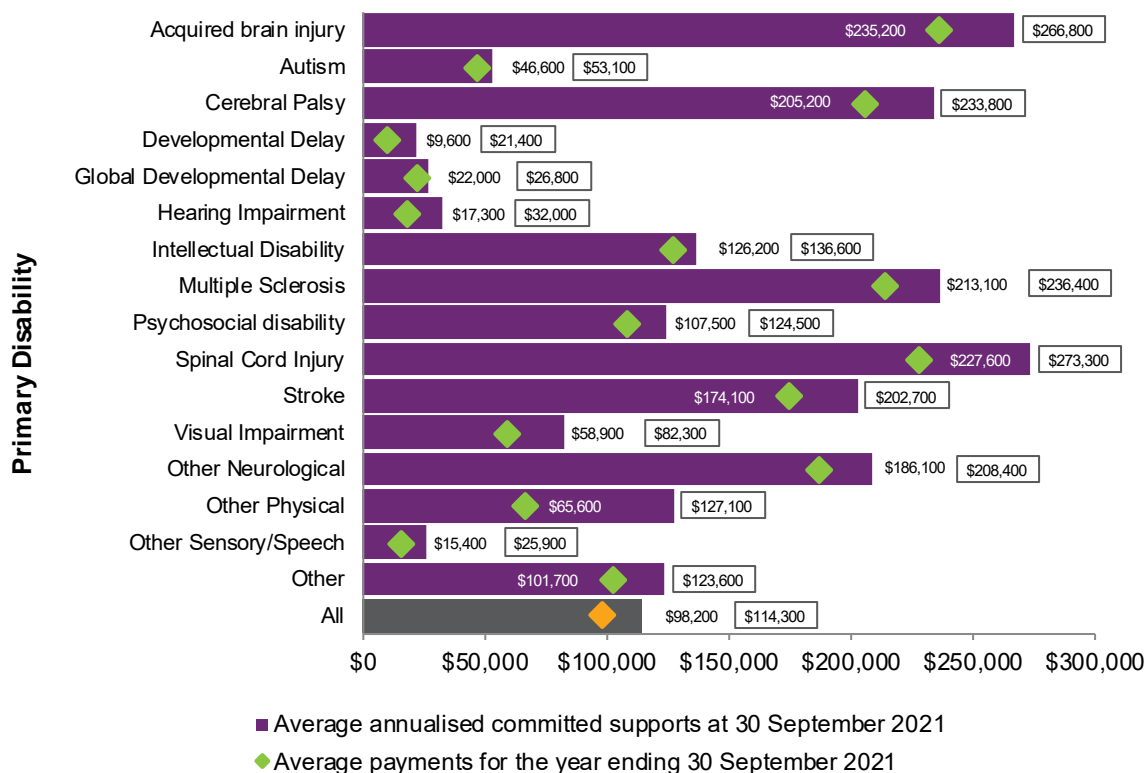
<sup>800</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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 insufficient data in the group.

<sup>801</sup> Ibid.

**Figure M.20 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Northern Territory** <sup>802</sup>



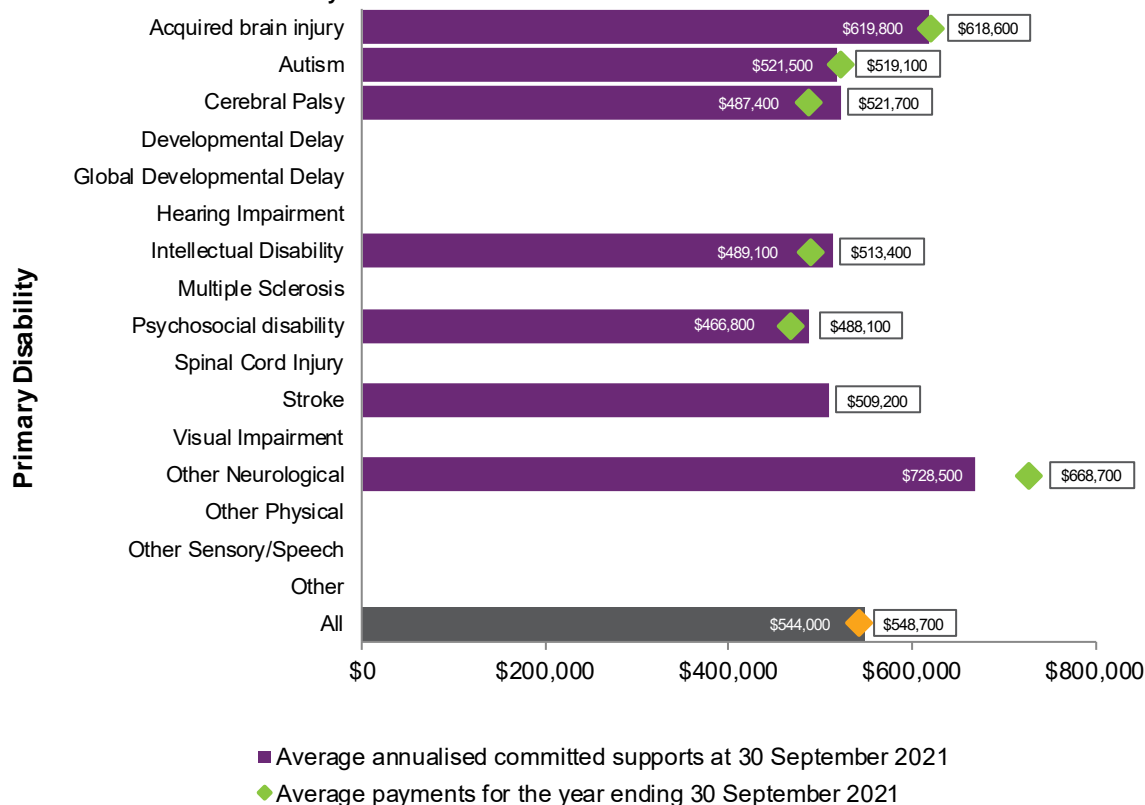
**Figure M.21 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Northern Territory** <sup>803</sup>



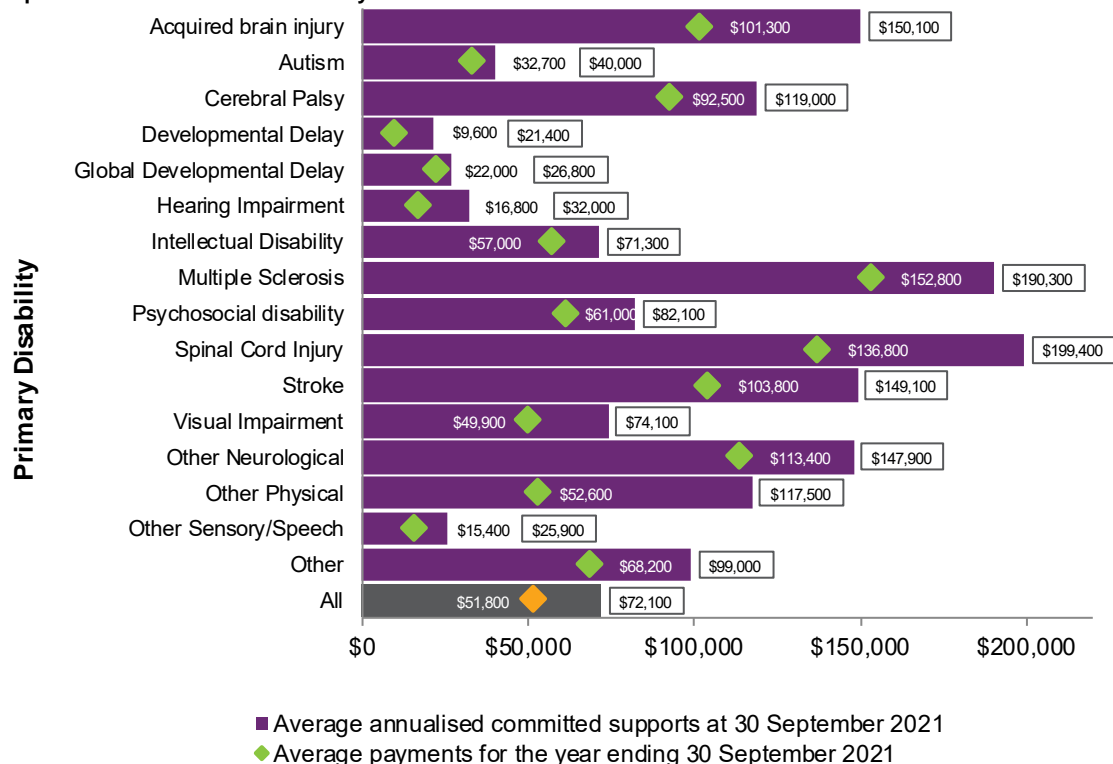
<sup>802</sup> Ibid.

<sup>803</sup> Ibid.

**Figure M.22 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Northern Territory** <sup>804</sup>



**Figure M.23 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Northern Territory** <sup>805</sup>

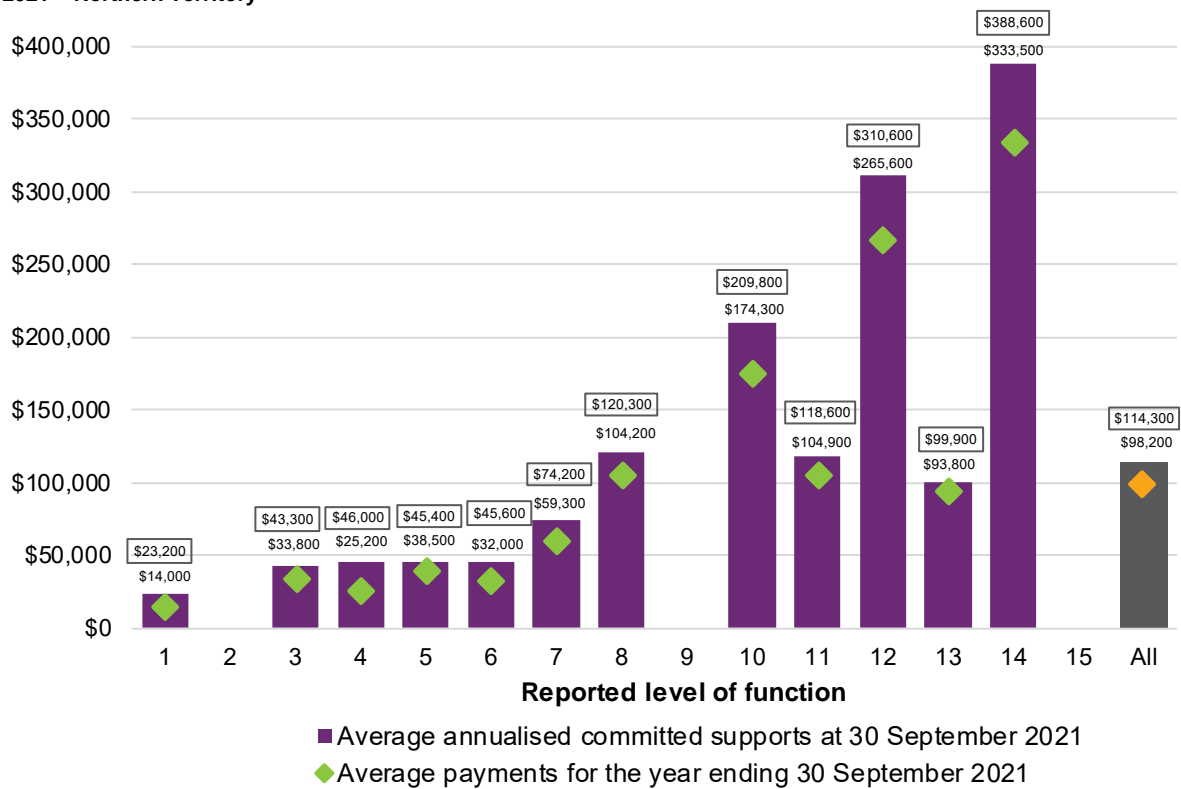


<sup>804</sup> Ibid.

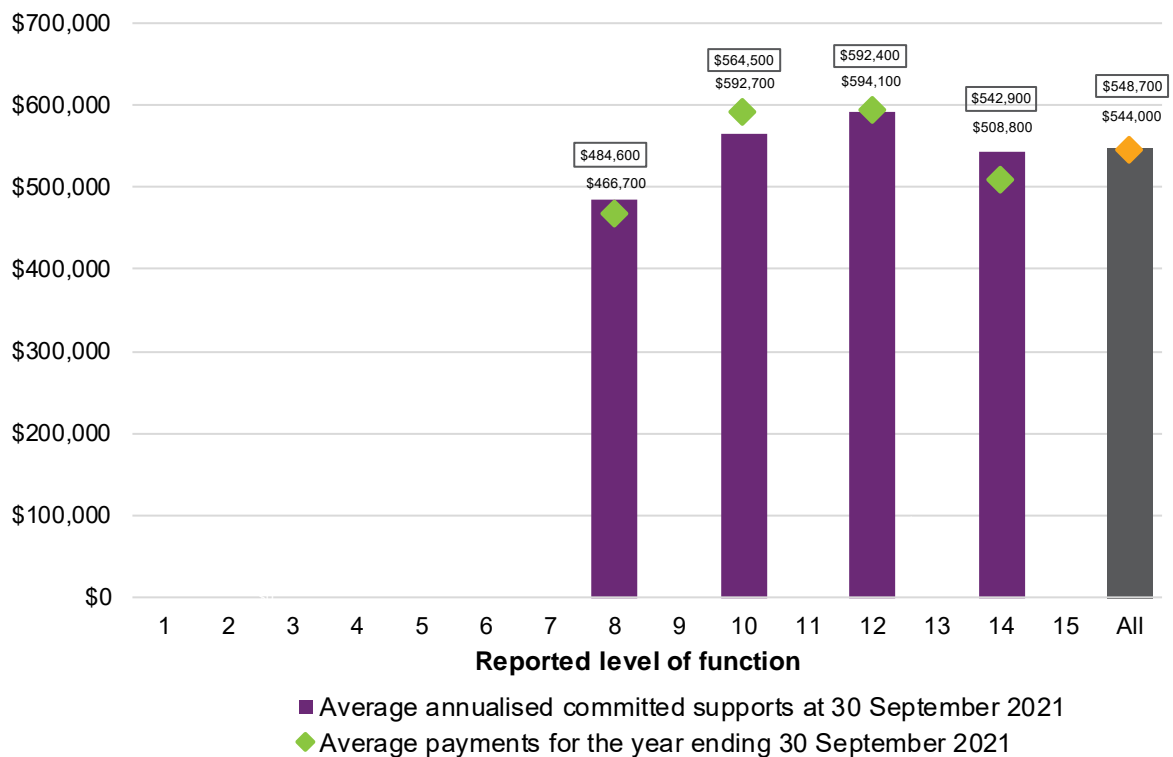
<sup>805</sup> Ibid.



**Figure M.24 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Northern Territory** <sup>806</sup>



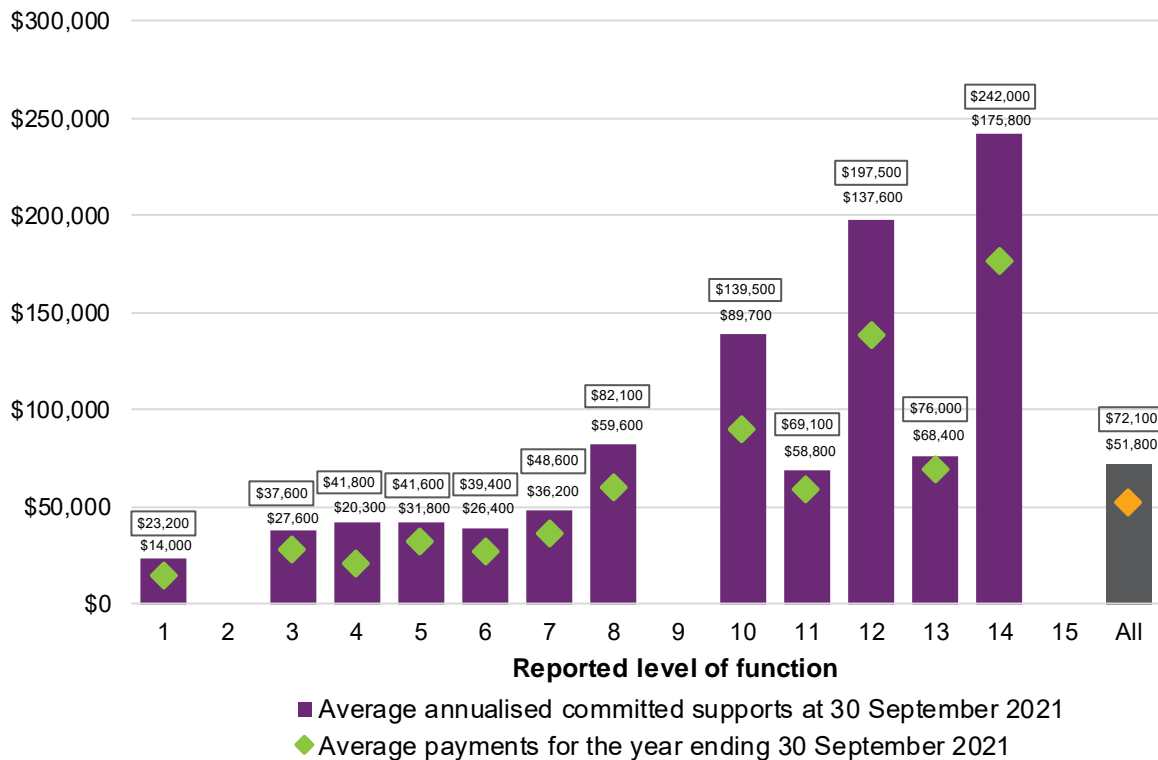
**Figure M.25 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Northern Territory** <sup>807</sup>



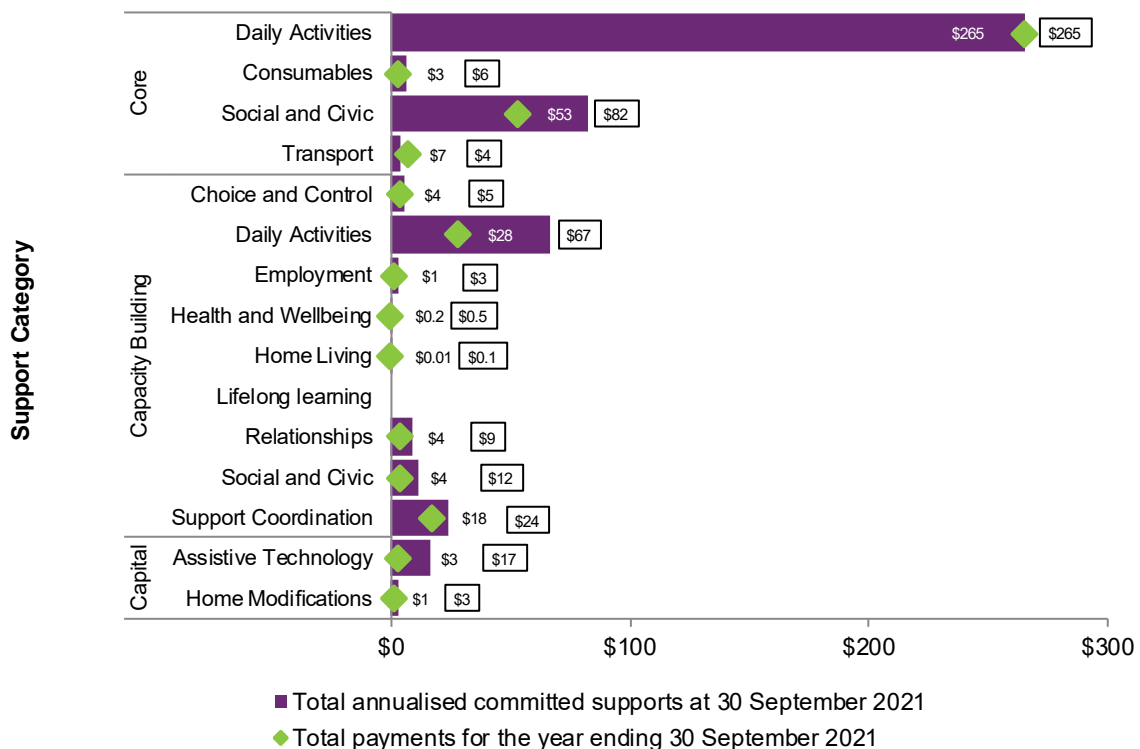
<sup>806</sup> Ibid.

<sup>807</sup> Ibid.

**Figure M.26 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2021 – Northern Territory**<sup>808</sup>



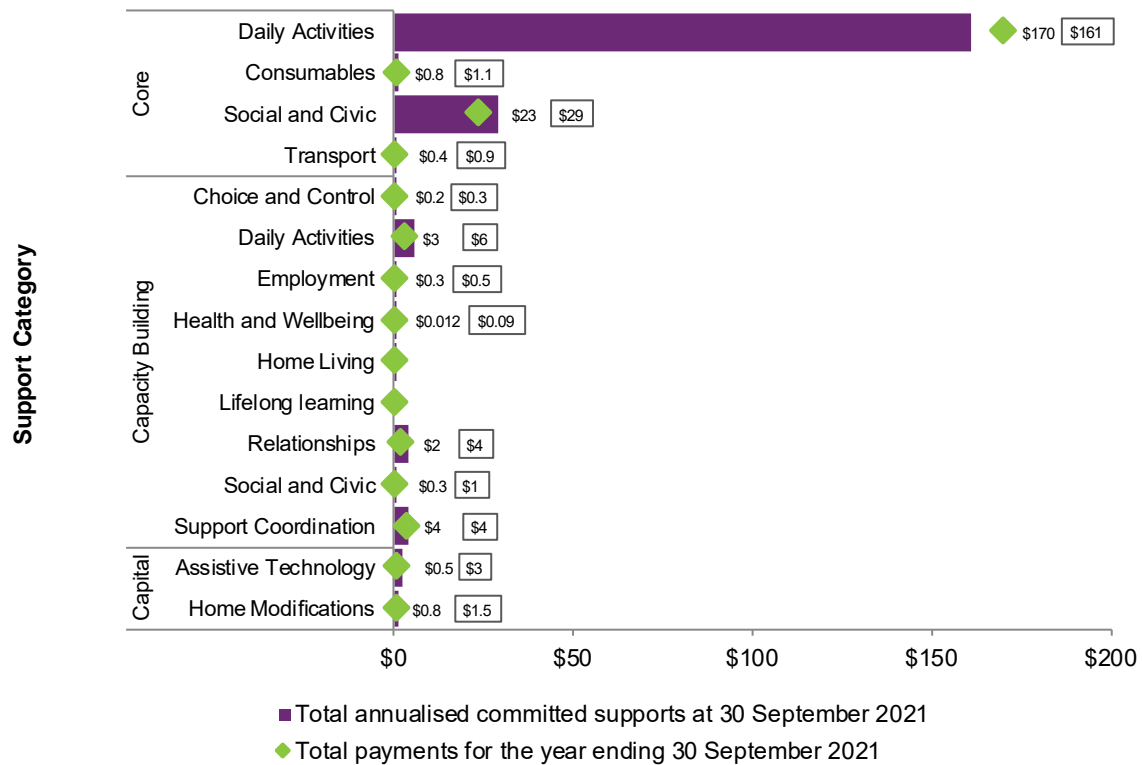
**Figure M.27 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Northern Territory**<sup>809</sup>



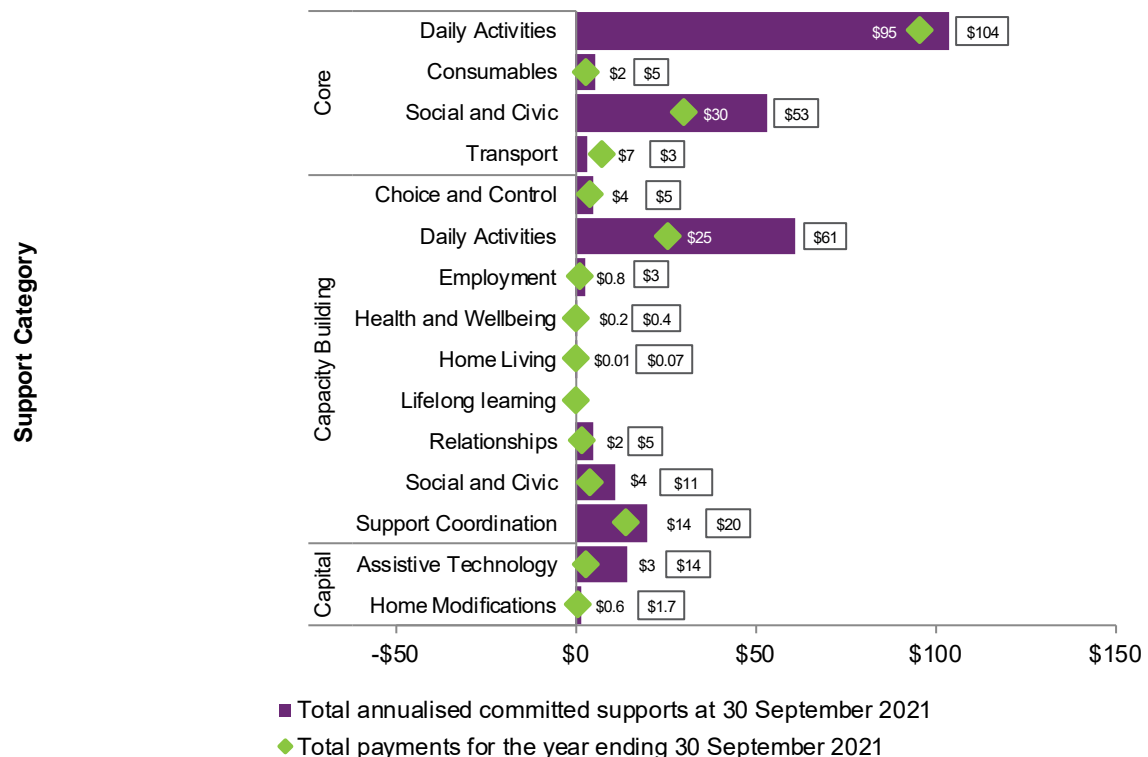
<sup>808</sup> Ibid.

<sup>809</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.

**Figure M.28 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Northern Territory** <sup>810</sup>



**Figure M.29 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2021 (\$m) – Northern Territory** <sup>811</sup>



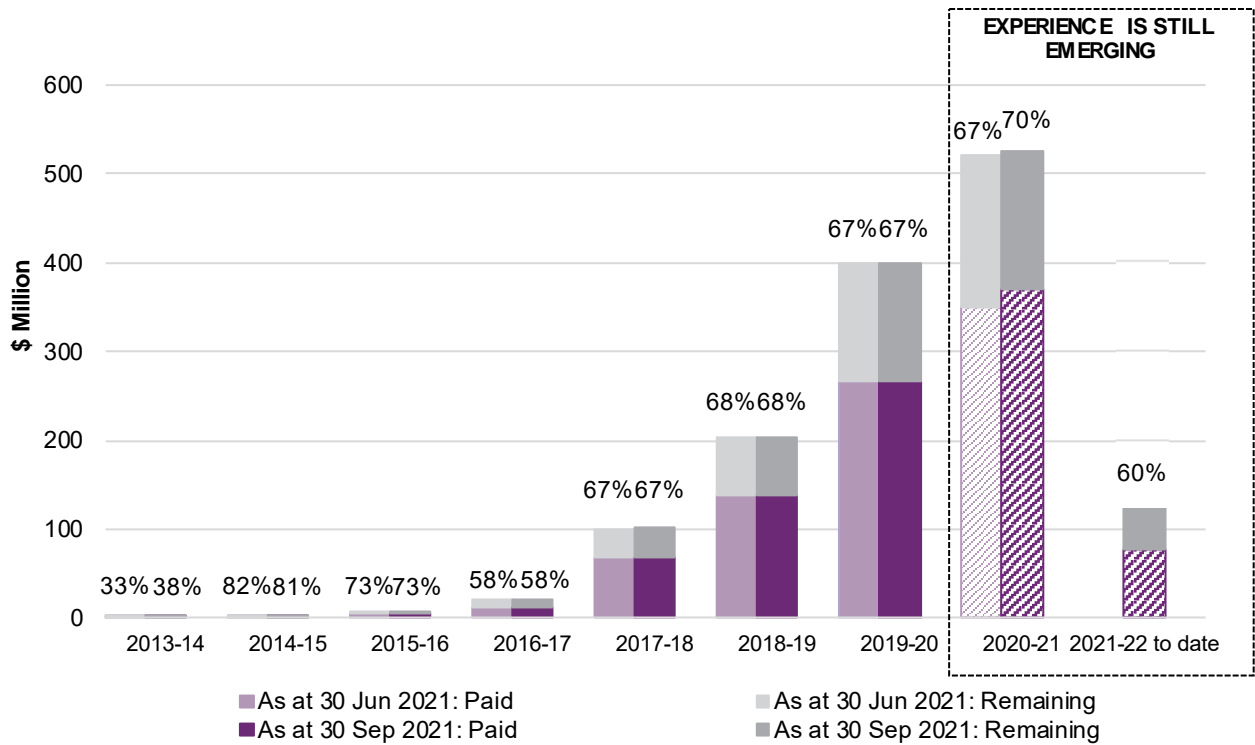
<sup>810</sup> Ibid.

<sup>811</sup> Ibid.

**Table M.62 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>812</sup>

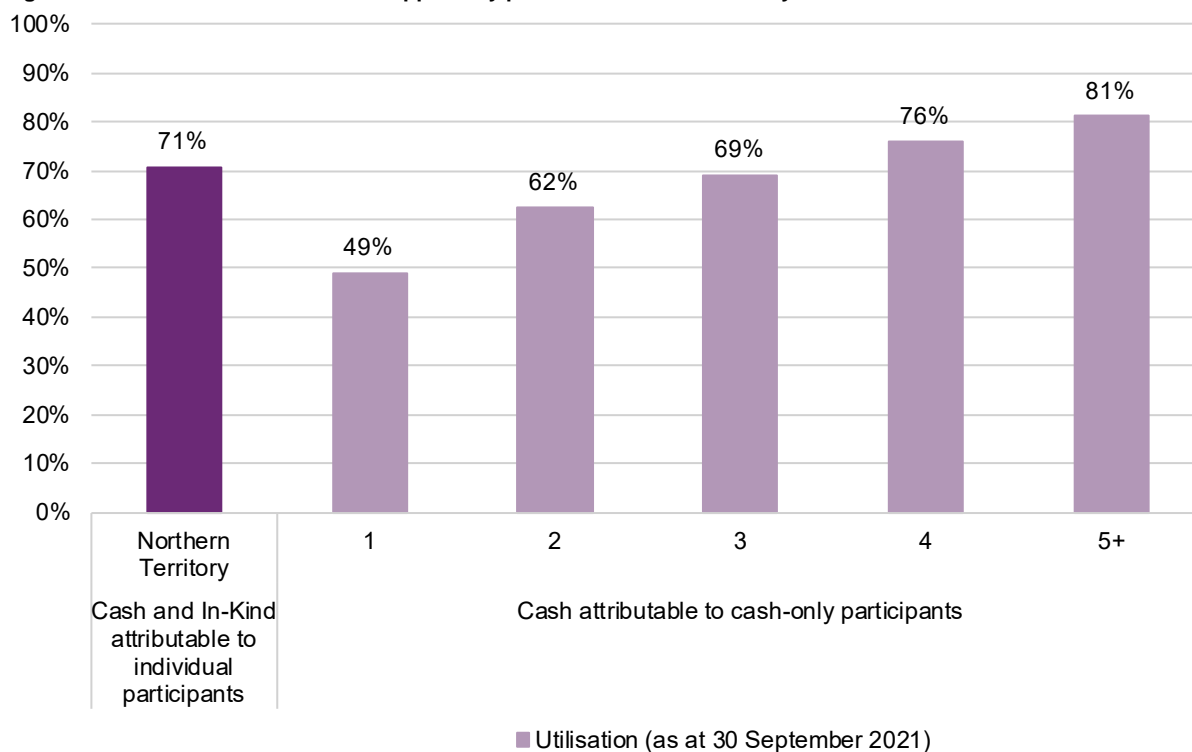
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.08	2.1	5.8	20.6	101.1	203.7	399.4	526.8	128.8
Total Paid	0.03	1.7	4.2	12.0	67.7	137.7	267.6	370.6	77.8
% utilised to date	38%	81%	73%	58%	67%	68%	67%	70%	60%

**Figure M.30 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Northern Territory**

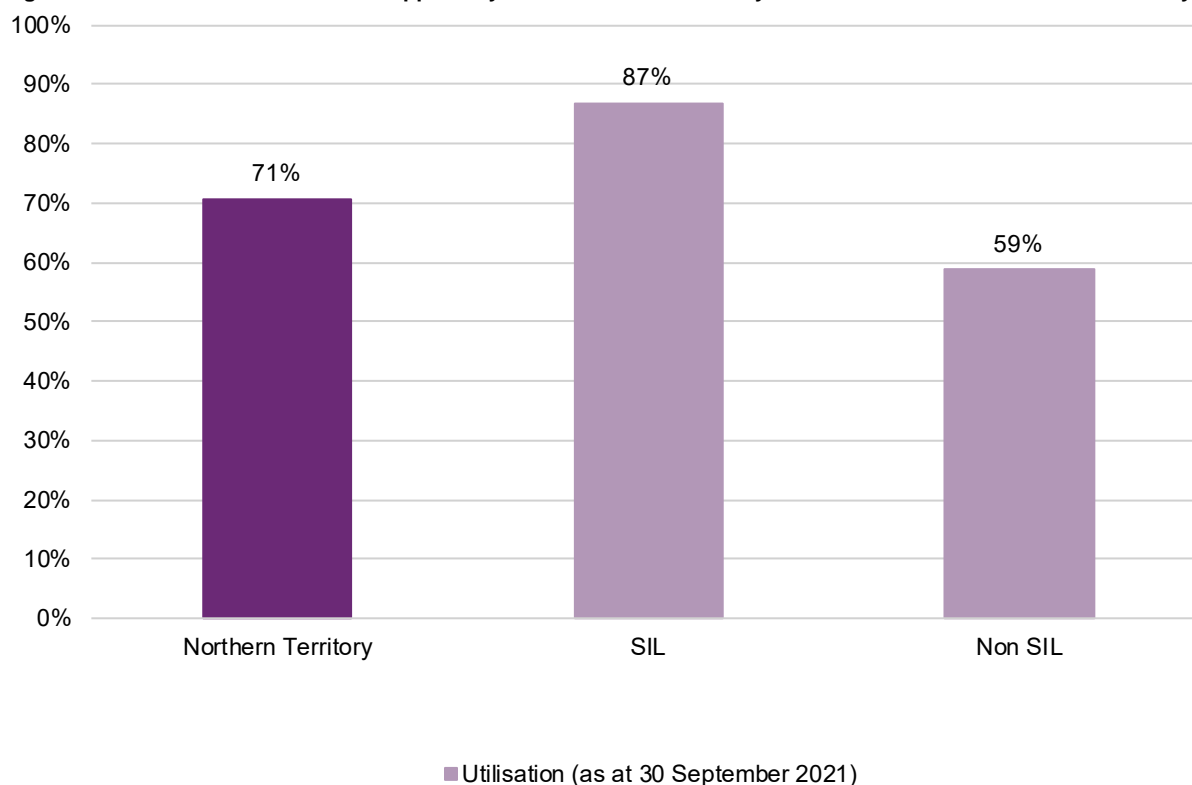


<sup>812</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

**Figure M.31 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Northern Territory** <sup>813</sup>



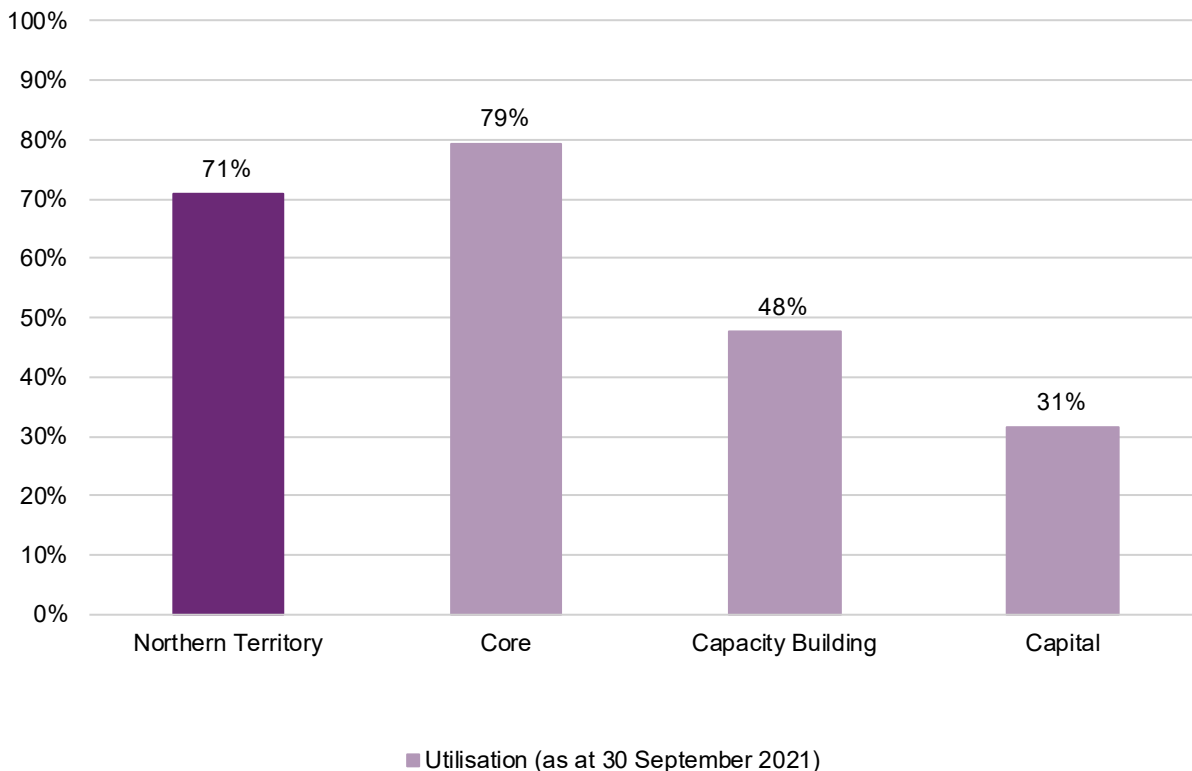
**Figure M.32 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Northern Territory** <sup>814</sup>



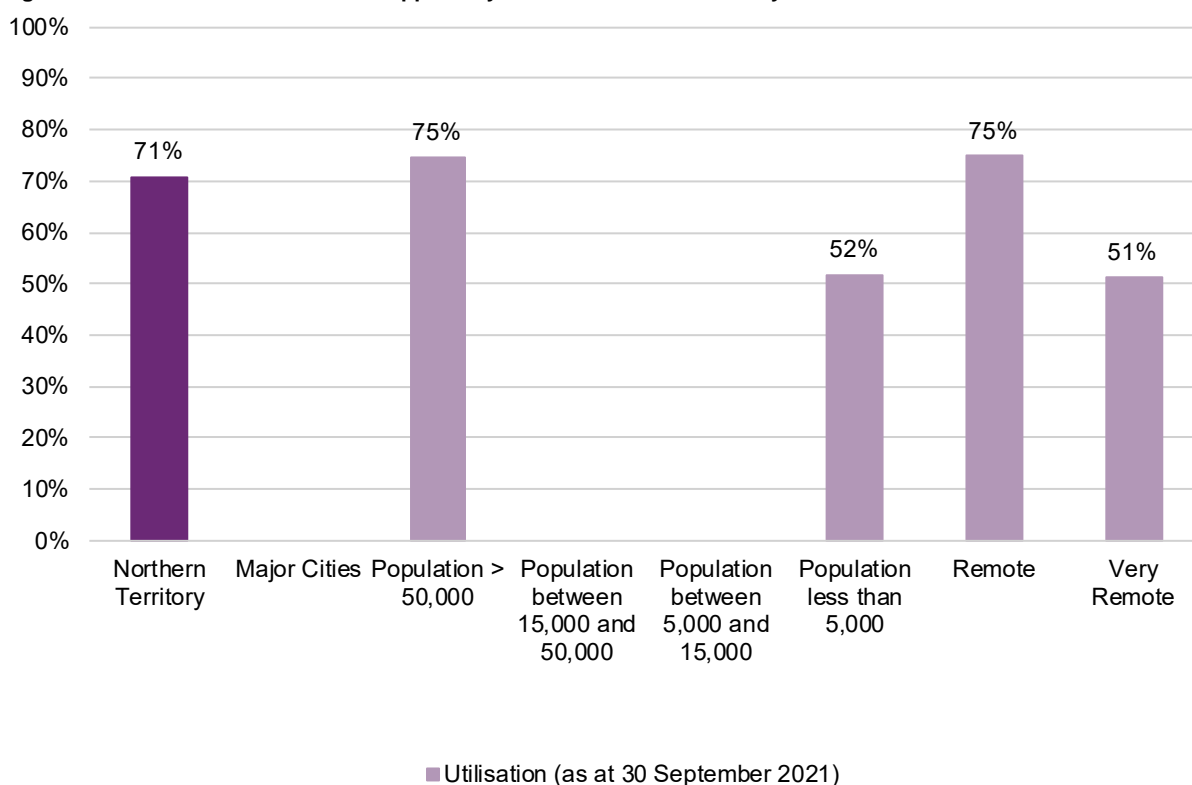
<sup>813</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>814</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 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 January 2021 to 30 June 2021 – Northern Territory** <sup>815</sup>



**Figure M.34 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Northern Territory** <sup>816 817</sup>



<sup>815</sup> Ibid.

<sup>816</sup> Ibid.

<sup>817</sup> Utilisation is not shown if there is insufficient data in the group.

## Appendix N:

### State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

**Table N.1 Active participants including ECA at 30 September 2021** <sup>818 819 820</sup>

State/Territory	Active participant plans		Early Childhood Approach (ECA)	Active participant plans including ECA	
	N	%	N	N	%
NSW	149,702	31%	4,525	154,227	31%
VIC	129,084	27%	3,525	132,609	27%
QLD	97,475	20%	3,712	101,187	20%
WA	41,656	9%	600	42,256	8%
SA	42,466	9%	700	43,166	9%
TAS	11,080	2%	278	11,358	2%
ACT	8,828	2%	126	8,954	2%
NT	4,359	1%	126	4,485	1%
OT	42	0%	0	42	0%
Missing	8	0%	8	16	0%
<b>National</b>	<b>484,700</b>	<b>100%</b>	<b>13,600</b>	<b>498,300</b>	<b>100%</b>

**Table N.2 Number of active participant plans by age at 30 September 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,645	21,415	15,671	4,714	5,878	1,482	1,236	795	<b>74,840</b>
7 to 14	37,888	33,378	25,668	10,361	12,495	2,482	2,237	1,057	<b>125,580</b>
15 to 18	11,180	9,090	7,580	3,959	3,959	946	712	310	<b>37,742</b>
19 to 24	13,450	9,365	7,421	3,900	3,374	1,211	806	303	<b>39,837</b>
25 to 34	13,198	11,432	8,473	4,394	3,243	1,214	772	380	<b>43,110</b>
35 to 44	11,873	11,230	7,965	3,559	3,138	864	784	464	<b>39,882</b>
45 to 54	14,435	13,611	9,768	4,238	3,951	1,185	862	479	<b>48,531</b>
55 to 64	17,761	15,092	11,618	5,089	4,877	1,370	939	457	<b>57,209</b>
65+	6,272	4,471	3,311	1,442	1,551	326	480	114	<b>17,969</b>
<b>Total</b>	<b>149,702</b>	<b>129,084</b>	<b>97,475</b>	<b>41,656</b>	<b>42,466</b>	<b>11,080</b>	<b>8,828</b>	<b>4,359</b>	<b>484,700</b>

<sup>818</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>819</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>820</sup> There are 8 active participants at 30 September 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 at 30 September 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	11%	14%	13%	14%	18%	15%
7 to 14	25%	26%	26%	25%	29%	22%	25%	24%	26%
15 to 18	7%	7%	8%	10%	9%	9%	8%	7%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	9%
35 to 44	8%	9%	8%	9%	7%	8%	9%	11%	8%
45 to 54	10%	11%	10%	10%	9%	11%	10%	11%	10%
55 to 64	12%	12%	12%	12%	11%	12%	11%	10%	12%
65+	4%	3%	3%	3%	4%	3%	5%	3%	4%
<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 (participants in SIL) by age at 30 September 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	21
15 to 18	53	16	32	31	15	<11	<11	<11	164
19 to 24	730	249	459	175	172	97	28	32	1,942
25 to 34	1,411	744	945	431	387	174	70	77	4,239
35 to 44	1,599	966	920	409	438	140	84	89	4,646
45 to 54	2,193	1,419	1,149	567	618	198	128	90	6,362
55 to 64	2,310	1,458	1,197	568	596	241	116	69	6,555
65+	726	369	222	135	151	58	36	19	1,716
<b>Total</b>	<b>9,027</b>	<b>5,223</b>	<b>4,929</b>	<b>2,326</b>	<b>2,377</b>	<b>914</b>	<b>464</b>	<b>386</b>	<b>25,647</b>

**Table N.5 Proportion of active participant plans (participants in SIL) by age at 30 September 2021**

Age	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	0%	1%	1%	1%	n/a	n/a	n/a	1%
19 to 24	8%	5%	9%	8%	7%	11%	6%	8%	8%
25 to 34	16%	14%	19%	19%	16%	19%	15%	20%	17%
35 to 44	18%	18%	19%	18%	18%	15%	18%	23%	18%
45 to 54	24%	27%	23%	24%	26%	22%	28%	23%	25%
55 to 64	26%	28%	24%	24%	25%	26%	25%	18%	26%
65+	8%	7%	5%	6%	6%	6%	8%	5%	7%
<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 (participants not in SIL) by age at 30 September 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,645	21,414	15,671	4,714	5,878	1,482	1,236	794	74,838
7 to 14	37,883	33,377	25,663	10,351	12,495	2,482	2,237	1,057	125,559
15 to 18	11,127	9,074	7,548	3,928	3,944	940	710	301	37,578
19 to 24	12,720	9,116	6,962	3,725	3,202	1,114	778	271	37,895
25 to 34	11,787	10,688	7,528	3,963	2,856	1,040	702	303	38,871
35 to 44	10,274	10,264	7,045	3,150	2,700	724	700	375	35,236
45 to 54	12,242	12,192	8,619	3,671	3,333	987	734	389	42,169
55 to 64	15,451	13,634	10,421	4,521	4,281	1,129	823	388	50,654
65+	5,546	4,102	3,089	1,307	1,400	268	444	95	16,253
<b>Total</b>	<b>140,675</b>	<b>123,861</b>	<b>92,546</b>	<b>39,330</b>	<b>40,089</b>	<b>10,166</b>	<b>8,364</b>	<b>3,973</b>	<b>459,053</b>



**Table N.7 Proportion of active participant plans (participants not in SIL) by age at 30 September 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	17%	17%	12%	15%	15%	15%	20%	16%
7 to 14	27%	27%	28%	26%	31%	24%	27%	27%	27%
15 to 18	8%	7%	8%	10%	10%	9%	8%	8%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	8%	9%	8%	10%	7%	10%	8%	8%	8%
35 to 44	7%	8%	8%	8%	7%	7%	8%	9%	8%
45 to 54	9%	10%	9%	9%	8%	10%	9%	10%	9%
55 to 64	11%	11%	11%	11%	11%	11%	10%	10%	11%
65+	4%	3%	3%	3%	3%	3%	5%	2%	4%
<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.8 Number of active participant plans by disability at 30 September 2021** <sup>821 822</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	48,236	39,405	33,481	14,603	16,363	3,480	2,739	991	159,312
Intellectual Disability	29,823	24,939	16,596	8,440	7,952	2,731	1,456	840	92,789
Psychosocial disability	15,099	16,873	9,377	4,180	2,919	915	1,088	450	50,913
Developmental Delay	11,634	13,728	8,134	1,415	2,757	741	790	499	39,701
Hearing Impairment	7,393	5,779	5,328	1,793	1,714	424	441	190	23,062
Other Neurological	6,395	4,872	4,154	2,000	1,536	444	366	198	19,967
Other Physical	5,628	4,187	4,452	1,752	1,740	352	535	195	18,844
Cerebral Palsy	5,428	3,987	3,535	1,678	1,218	420	295	200	16,762
ABI	4,368	3,872	3,376	1,299	1,580	434	212	265	15,406
Global Developmental Delay	3,456	1,917	1,749	1,120	1,396	220	170	102	10,131
Visual Impairment	2,970	2,712	1,601	740	755	191	176	66	9,211
Multiple Sclerosis	2,494	2,746	1,434	832	787	302	195	17	8,807
Stroke	2,595	1,616	1,591	563	508	140	129	148	7,291
Spinal Cord Injury	1,720	870	1,388	595	418	105	72	76	5,245
Other	1,463	964	992	521	320	141	81	88	4,570
Other Sensory/Speech	1,000	617	287	125	503	40	83	34	2,689
<b>Total</b>	<b>149,702</b>	<b>129,084</b>	<b>97,475</b>	<b>41,656</b>	<b>42,466</b>	<b>11,080</b>	<b>8,828</b>	<b>4,359</b>	<b>484,700</b>

<sup>821</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>822</sup> Down Syndrome is included in Intellectual Disability.

**Table N.9 Proportion of active participant plans by disability at 30 September 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	32%	31%	34%	35%	39%	31%	31%	23%	<b>33%</b>
Intellectual Disability	20%	19%	17%	20%	19%	25%	16%	19%	<b>19%</b>
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	<b>11%</b>
Developmental Delay	8%	11%	8%	3%	6%	7%	9%	11%	<b>8%</b>
Hearing Impairment	5%	4%	5%	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>3%</b>
ABI	3%	3%	3%	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>2%</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%	0%	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.10 Number of active participant plans (participants in SIL) by disability at 30 September 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	960	568	560	330	276	142	51	27	<b>2,914</b>
Intellectual Disability	4,761	3,154	2,538	1,217	1,391	423	214	124	<b>13,822</b>
Psychosocial disability	1,326	272	385	82	104	110	78	47	<b>2,404</b>
Developmental Delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Hearing Impairment	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Other Neurological	324	149	262	121	93	32	28	23	<b>1,032</b>
Other Physical	50	24	45	15	21	<11	<11	<11	<b>172</b>
Cerebral Palsy	762	595	452	243	187	76	41	57	<b>2,414</b>
ABI	545	292	456	218	226	88	28	66	<b>1,919</b>
Global Developmental Delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Visual Impairment	27	13	23	11	<11	<11	<11	<11	<b>94</b>
Multiple Sclerosis	45	78	47	28	28	<11	<11	<11	<b>244</b>
Stroke	131	40	95	31	23	13	<11	22	<b>361</b>
Spinal Cord Injury	57	22	38	25	13	<11	<11	<11	<b>168</b>
Other	38	<11	24	<11	<11	<11	<11	<11	<b>92</b>
Other Sensory/Speech	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
<b>Total</b>	<b>9,027</b>	<b>5,223</b>	<b>4,929</b>	<b>2,326</b>	<b>2,377</b>	<b>914</b>	<b>464</b>	<b>386</b>	<b>25,647</b>

**Table N.11 Proportion of active participant plans (participants in SIL) by disability at 30 September 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	14%	12%	16%	11%	7%	11%
Intellectual Disability	53%	60%	51%	52%	59%	46%	46%	32%	54%
Psychosocial disability	15%	5%	8%	4%	4%	12%	17%	12%	9%
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
Other Neurological	4%	3%	5%	5%	4%	4%	6%	6%	4%
Other Physical	1%	0%	1%	1%	1%	n/a	n/a	n/a	1%
Cerebral Palsy	8%	11%	9%	10%	8%	8%	9%	15%	9%
ABI	6%	6%	9%	9%	10%	10%	6%	17%	7%
Global Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Visual Impairment	0%	0%	0%	0%	n/a	n/a	n/a	n/a	0%
Multiple Sclerosis	0%	1%	1%	1%	1%	n/a	n/a	n/a	1%
Stroke	1%	1%	2%	1%	1%	1%	n/a	6%	1%
Spinal Cord Injury	1%	0%	1%	1%	1%	n/a	n/a	n/a	1%
Other	0%	n/a	0%	n/a	n/a	n/a	n/a	n/a	0%
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.12 Number of active participant plans (participants not in SIL) by disability at 30 September 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	47,276	38,837	32,921	14,273	16,087	3,338	2,688	964	156,398
Intellectual Disability	25,062	21,785	14,058	7,223	6,561	2,308	1,242	716	78,967
Psychosocial disability	13,773	16,601	8,992	4,098	2,815	805	1,010	403	48,509
Developmental Delay	11,634	13,728	8,134	1,415	2,757	741	790	499	39,701
Hearing Impairment	7,392	5,773	5,325	1,793	1,714	424	441	190	23,052
Other Neurological	6,071	4,723	3,892	1,879	1,443	412	338	175	18,935
Other Physical	5,578	4,163	4,407	1,737	1,719	342	531	192	18,672
Cerebral Palsy	4,666	3,392	3,083	1,435	1,031	344	254	143	14,348
ABI	3,823	3,580	2,920	1,081	1,354	346	184	199	13,487
Global Developmental Delay	3,456	1,917	1,749	1,120	1,396	220	170	102	10,131
Visual Impairment	2,943	2,699	1,578	729	745	183	176	64	9,117
Multiple Sclerosis	2,449	2,668	1,387	804	759	294	186	16	8,563
Stroke	2,464	1,576	1,496	532	485	127	123	126	6,930
Spinal Cord Injury	1,663	848	1,350	570	405	103	71	66	5,077
Other	1,425	954	968	516	315	139	77	84	4,478
Other Sensory/Speech	1,000	617	286	125	503	40	83	34	2,688
<b>Total</b>	<b>140,675</b>	<b>123,861</b>	<b>92,546</b>	<b>39,330</b>	<b>40,089</b>	<b>10,166</b>	<b>8,364</b>	<b>3,973</b>	<b>459,053</b>

**Table N.13 Proportion of active participant plans (participants not in SIL) by disability at 30 September 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	31%	36%	36%	40%	33%	32%	24%	34%
Intellectual Disability	18%	18%	15%	18%	16%	23%	15%	18%	17%
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	11%
Developmental Delay	8%	11%	9%	4%	7%	7%	9%	13%	9%
Hearing Impairment	5%	5%	6%	5%	4%	4%	5%	5%	5%
Other Neurological	4%	4%	4%	5%	4%	4%	4%	4%	4%
Other Physical	4%	3%	5%	4%	4%	3%	6%	5%	4%
Cerebral Palsy	3%	3%	3%	4%	3%	3%	3%	4%	3%
ABI	3%	3%	3%	3%	3%	3%	2%	5%	3%
Global Developmental Delay	2%	2%	2%	3%	3%	2%	2%	3%	2%
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	2%
Spinal Cord Injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	0%	0%	0%	1%	0%	1%	1%	1%
<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.14 Number of active participant plans by other characteristics at 30 September 2021** <sup>823 824 825</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	11,701	3,917	9,295	3,125	2,529	974	390	2,161	34,099
Culturally and linguistically diverse	12,772	580	283	3,070	13	4,683	820	3,467	44,485
Residing in remote and very remote areas	583	54	1,699	1,875	1,096	147	0	1,805	7,296
Younger people in residential aged care (under 65)	1,001	953	555	258	178	72	<11	32	3,061
With supported independent living	9,027	5,223	4,929	2,326	2,377	914	464	386	25,647
With specialised disability accommodation	5,598	5,383	1,793	1,160	1,700	396	184	133	16,347

**Table N.15 Proportion of active participant plans by other characteristics at 30 September 2021** <sup>826 827</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.8%	3.0%	9.5%	7.5%	6.0%	8.8%	4.4%	49.6%	7.0%
Culturally and linguistically diverse	10.8%	11.7%	5.6%	8.5%	7.6%	3.1%	10.7%	25.1%	9.5%
Residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.6%	1.3%	0.0%	41.4%	1.5%
With supported independent living	6.0%	4.0%	5.1%	5.6%	5.6%	8.2%	5.3%	8.9%	5.3%
With specialised disability accommodation	3.7%	4.2%	1.8%	2.8%	4.0%	3.6%	2.1%	3.1%	3.4%

<sup>823</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 Participants in SIL 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 September 2021.

<sup>824</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>825</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

<sup>826</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>827</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

**Table N.16 Participation rates by age at 30 September 2021** <sup>828</sup>

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.35%	3.88%	3.67%	2.11%	4.40%	3.65%	3.06%	3.40%	<b>3.48%</b>
7-14	4.67%	5.10%	4.72%	3.79%	7.44%	4.83%	5.13%	4.06%	<b>4.88%</b>
15-18	2.90%	2.93%	2.93%	3.12%	4.82%	3.75%	3.63%	2.70%	<b>3.09%</b>
19-24	2.04%	1.66%	1.82%	2.00%	2.55%	3.26%	1.96%	1.63%	<b>1.94%</b>
25-34	1.05%	1.06%	1.15%	1.16%	1.43%	1.86%	1.08%	0.88%	<b>1.12%</b>
35-44	1.06%	1.20%	1.18%	0.96%	1.44%	1.41%	1.21%	1.27%	<b>1.15%</b>
45-54	1.44%	1.66%	1.49%	1.26%	1.83%	1.78%	1.60%	1.60%	<b>1.53%</b>
55-64	1.90%	2.06%	1.96%	1.69%	2.25%	1.88%	2.15%	1.90%	<b>1.96%</b>
<b>0-64</b>	<b>2.09%</b>	<b>2.21%</b>	<b>2.20%</b>	<b>1.82%</b>	<b>2.94%</b>	<b>2.56%</b>	<b>2.20%</b>	<b>2.00%</b>	<b>2.18%</b>

**Table N.17 Proportion of participants rating their overall experience as good or very good in the latest quarter**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	80%	79%	68%	77%	72%	79%	58%	Numbers are too small	75%
The Pre-Planning Process	77%	82%	71%	71%	73%	73%	Numbers are too small		76%
The Planning Process	86%	84%	87%	78%	79%	86%	76%	84%	84%
The Review Process	71%	73%	68%	66%	67%	70%	64%	66%	70%

**Table N.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control'** <sup>829</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	24%	19%	18%	24%	26%	17%	30%	11%	<b>22%</b>
Latest Review	24%	20%	18%	25%	26%	18%	30%	14%	<b>22%</b>
Participants (15 and over) in community									
Baseline	34%	36%	38%	41%	37%	30%	38%	45%	<b>36%</b>
Latest Review	47%	42%	46%	44%	41%	34%	45%	48%	<b>45%</b>
Parent and carer employment rate									
Baseline	49%	45%	43%	46%	46%	41%	56%	53%	<b>46%</b>
Latest Review	52%	48%	45%	49%	49%	44%	62%	54%	<b>50%</b>
Participant (15 and over) choice and control									
Baseline	65%	62%	72%	71%	63%	65%	70%	53%	<b>65%</b>
Latest Review	75%	74%	81%	76%	71%	72%	78%	66%	<b>75%</b>

**Table N.19 Distribution of active participant by method of Financial Plan Management at 30 September 2021** <sup>830 831</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	25%	24%	18%	19%	15%	34%	11%	<b>22%</b>
Self-managed partly	8%	9%	7%	15%	5%	9%	10%	6%	<b>8%</b>
Plan-managed	46%	55%	55%	36%	63%	53%	43%	64%	<b>51%</b>
Agency-managed	26%	10%	14%	31%	13%	24%	12%	19%	<b>18%</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>828</sup> Participation rate refers to the proportion of general population that are NDIS participants.<sup>829</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 September 2019 and have had a second plan review to date.<sup>830</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>831</sup> Trial participants are included in these results.

**Table N.20 Distribution of plan budget amount by method of Financial Plan Management**

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	10%	15%	13%	14%	9%	9%	19%	4%	12%
Plan-managed	31%	46%	42%	24%	44%	25%	44%	28%	38%
Agency-managed	59%	39%	45%	62%	47%	66%	37%	68%	50%
<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.21 Estimated number of plan reviews - excluding plans less than 31 days** <sup>832</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2021-22 Q1	34,846	28,737	18,979	7,132	7,907	2,492	1,397	647	102,144
Total number of plan reviews	423,834	287,741	192,047	67,181	110,052	27,514	30,715	8,011	1,147,187

**Table N.22 Number and rates of participant complaints** <sup>833 834</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2021-22 Q1	2,118	2,186	1,555	959	750	162	150	112	8,686
% of the number of active participants	5.8%	6.9%	6.5%	9.4%	7.2%	6.0%	6.9%	10.5%	7.3%
All participant complaints	32,802	24,768	15,074	5,955	12,315	1,828	2,367	657	103,110
% of the number of active participants	6.7%	7.4%	6.8%	6.7%	9.4%	5.8%	5.8%	6.4%	7.9%

**Table N.23 Duration to plan activation for active participants** <sup>835</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	68%	59%	66%	68%
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	11%	12%
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	6%	5%
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	4%	3%
120 days and over	8%	9%	8%	7%	9%	10%	12%	10%	9%
No payments	2%	3%	2%	4%	3%	2%	4%	2%	3%
<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.24 Active providers by legal entity type** <sup>836 837</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,162	2,108	2,040	491	680	322	295	141	6,930
Company / Organisation	5,384	3,943	4,282	1,685	1,695	1,019	1,023	644	10,114
<b>Total active providers</b>	<b>8,546</b>	<b>6,051</b>	<b>6,322</b>	<b>2,176</b>	<b>2,375</b>	<b>1,341</b>	<b>1,318</b>	<b>785</b>	<b>17,044</b>

**Table N.25 Active providers in 2021-22 Q1 by legal entity type** <sup>838 839</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,117	630	661	225	184	121	68	49	2,705
Company / Organisation	2,972	1,975	1,965	847	708	396	362	251	6,517
<b>Total active providers</b>	<b>4,089</b>	<b>2,605</b>	<b>2,626</b>	<b>1,072</b>	<b>892</b>	<b>517</b>	<b>430</b>	<b>300</b>	<b>9,222</b>

<sup>832</sup> The National totals include plan reviews where jurisdiction information was missing.<sup>833</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>834</sup> The National totals include participant complaints where jurisdiction information was missing.<sup>835</sup> Plans approved after the end of 2020-21 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.<sup>836</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.<sup>837</sup> Providers can be active in more than one State/Territory. Hence, the National totals does not equal the sum of the number of active providers across the State/Territory.<sup>838</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.<sup>839</sup> Providers can be active in more than one State/Territory. Hence, the National totals does not equal the sum of the number of active providers across the State/Territory.

**Table N.26 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,300	1,442	843	223	368	190	308	101	<b>7,775</b>
2018-19	5,944	3,465	2,496	544	1,160	401	370	204	<b>14,585</b>
2019-20	8,174	6,104	5,143	1,565	2,190	670	468	399	<b>24,715</b>
2020-21	10,338	8,046	6,795	2,760	2,850	853	559	527	<b>32,732</b>
% increase from 2017-18 to 2018-19	38%	140%	196%	144%	215%	111%	20%	101%	<b>88%</b>
% increase from 2018-19 to 2019-20	38%	76%	106%	188%	89%	67%	27%	96%	<b>69%</b>
% increase from 2019-20 to 2020-21	26%	32%	32%	76%	30%	27%	19%	32%	<b>32%</b>
2021-22 to date	2,666	2,096	1,762	726	729	222	141	129	<b>8,473</b>

**Table N.27 Payments by financial year in which support was provided (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,114	957	535	166	220	154	223	68	<b>5,436</b>
2018-19	4,498	2,370	1,636	390	791	297	279	138	<b>10,400</b>
2019-20	6,016	4,131	3,563	1,015	1,485	478	339	268	<b>17,296</b>
2020-21	7,656	5,365	4,909	1,896	1,967	625	411	371	<b>23,199</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%	160%	88%	61%	22%	94%	<b>66%</b>
% increase from 2019-20 to 2020-21	27%	30%	38%	87%	32%	31%	21%	39%	<b>34%</b>
2021-22 to date	1,702	1,272	1,223	448	467	148	89	78	<b>5,427</b>

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 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 insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 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 September 2021.

**Table N.28 Average annualised committed supports by age group as at 30 September 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,000	24,700	24,000	31,200	25,600	22,800	21,900	27,400	<b>24,400</b>
7 to 14	22,700	26,400	23,700	26,200	22,200	28,900	21,200	31,500	<b>24,300</b>
15 to 18	47,500	52,400	49,100	44,100	40,300	54,400	36,700	93,100	<b>48,200</b>
19 to 24	82,400	88,300	96,400	79,200	87,700	87,100	67,800	163,000	<b>87,000</b>
25 to 34	106,500	95,100	119,200	103,000	112,600	111,600	93,400	197,400	<b>106,800</b>
35 to 44	112,200	96,100	120,600	108,200	114,900	120,700	107,800	176,400	<b>110,100</b>
45 to 54	117,800	99,400	120,400	105,900	114,100	125,700	105,700	200,100	<b>112,600</b>
55 to 64	119,300	104,700	120,400	108,300	111,800	132,100	106,600	185,700	<b>114,700</b>
65+	121,300	104,300	116,500	108,500	111,500	132,900	101,100	240,500	<b>114,800</b>
<b>Total</b>	<b>69,200</b>	<b>64,100</b>	<b>71,800</b>	<b>69,500</b>	<b>65,400</b>	<b>79,000</b>	<b>62,500</b>	<b>114,300</b>	<b>68,600</b>

**Table N.29 Average annualised committed supports by disability type as at 30 September 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	142,400	129,100	153,300	151,900	140,000	153,500	150,400	266,800	<b>144,600</b>
Autism	38,300	41,000	38,400	39,600	35,800	51,200	38,100	53,100	<b>39,200</b>
Cerebral Palsy	140,000	152,600	146,900	134,600	143,500	157,700	121,600	233,800	<b>145,400</b>
Developmental Delay	18,800	19,800	18,900	23,500	20,300	18,100	16,500	21,400	<b>19,400</b>
Global Developmental Delay	20,900	23,100	24,200	25,200	22,300	23,300	19,000	26,800	<b>22,600</b>
Hearing Impairment	13,500	15,700	15,400	16,500	15,000	15,400	10,700	32,000	<b>15,000</b>
Intellectual Disability	102,700	98,800	107,000	101,600	102,400	101,100	96,800	136,600	<b>102,500</b>
Multiple Sclerosis	106,200	101,900	119,600	84,500	114,400	100,000	95,900	236,400	<b>105,500</b>
Psychosocial disability	89,900	59,300	90,900	62,400	86,100	94,800	79,000	124,500	<b>77,600</b>
Spinal Cord Injury	157,000	156,500	163,200	179,800	143,800	142,900	158,700	273,300	<b>161,500</b>
Stroke	123,300	120,600	136,500	114,800	125,400	133,100	127,000	202,700	<b>127,000</b>
Visual Impairment	40,200	38,600	45,900	44,200	42,300	52,400	31,400	82,300	<b>41,600</b>
Other Neurological	125,600	119,900	147,400	122,300	135,900	143,400	110,000	208,400	<b>130,100</b>
Other Physical	73,200	69,400	84,300	71,500	71,800	79,000	58,700	127,100	<b>74,900</b>
Other Sensory/Speech	13,100	15,300	19,400	17,000	12,600	18,700	11,700	25,900	<b>14,600</b>
Other	82,600	87,800	91,900	73,700	93,900	72,600	85,100	123,600	<b>86,000</b>
<b>Total</b>	<b>69,200</b>	<b>64,100</b>	<b>71,800</b>	<b>69,500</b>	<b>65,400</b>	<b>79,000</b>	<b>62,500</b>	<b>114,300</b>	<b>68,600</b>

**Table N.30 Average annualised committed supports by reported level of function as at 30 September 2021 (\$)**

Reported Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,300	17,200	17,400	21,600	17,700	18,700	15,800	23,200	<b>17,700</b>
2	22,300	24,900	26,400	21,500	24,000	30,200	n/a	n/a	<b>23,900</b>
3	23,700	24,000	26,000	26,300	25,900	25,800	18,000	43,300	<b>24,800</b>
4	17,600	18,900	21,700	21,600	19,800	23,100	17,500	46,000	<b>19,400</b>
5	30,000	29,300	33,500	30,700	30,100	32,600	21,700	45,400	<b>30,500</b>
6	27,300	27,100	28,100	26,900	25,200	34,100	26,000	45,600	<b>27,500</b>
7	53,600	41,200	46,000	29,700	33,900	68,900	45,800	74,200	<b>45,900</b>
8	55,900	47,300	65,800	50,700	63,300	62,900	50,400	120,300	<b>56,900</b>
9	79,200	71,700	92,800	72,200	65,600	65,700	75,100	n/a	<b>79,700</b>
10	95,300	78,400	113,100	86,000	115,300	94,600	87,100	209,800	<b>96,300</b>
11	110,100	69,100	74,700	49,200	60,200	128,300	117,800	118,600	<b>82,600</b>
12	169,200	154,300	197,700	164,300	192,200	175,100	177,800	310,600	<b>171,800</b>
13	100,700	97,300	97,500	68,800	67,700	118,000	116,900	99,900	<b>92,900</b>
14	256,700	249,900	268,500	243,700	254,600	271,000	252,300	388,600	<b>258,600</b>
15	382,000	408,600	531,900	n/a	n/a	n/a	n/a	n/a	<b>451,900</b>
<b>Total</b>	<b>69,200</b>	<b>64,100</b>	<b>71,800</b>	<b>69,500</b>	<b>65,400</b>	<b>79,000</b>	<b>62,500</b>	<b>114,300</b>	<b>68,600</b>



Table N.31 Total annualised committed supports by support category as at 30 September 2021 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	4,876	3,344	3,327	1,297	1,407	436	273	265	15,226
Consumables	192	184	165	65	59	16	11	6	697
Social and Civic	2,260	1,989	1,501	571	472	200	99	82	7,175
Transport	142	125	84	37	34	12	8	4	446
<b>Capacity Building</b>									
Choice and Control	105	110	82	26	41	9	6	5	383
Daily Activities	1,649	1,547	1,159	503	464	110	91	67	5,592
Employment	103	62	41	37	26	7	5	3	284
Health and Wellbeing	36	18	16	4	5	2	3	0	86
Home Living	1	3	1	0	0	0	0	0	5
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	203	151	79	59	55	15	10	9	581
Social and Civic	98	82	38	48	12	12	10	12	313
Support Coordination	263	301	188	82	76	22	13	24	969
<b>Capital</b>									
Assistive Technology	317	267	257	145	98	25	17	17	1,144
Home Modifications	116	96	64	22	28	9	5	3	344
<b>Total</b>	<b>10,361</b>	<b>8,277</b>	<b>7,002</b>	<b>2,896</b>	<b>2,777</b>	<b>875</b>	<b>552</b>	<b>498</b>	<b>33,244</b>

Table N.32 Average annualised committed supports (participants in SIL) by age group as at 30 September 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	603,700	n/a	n/a	n/a	n/a	n/a	n/a	n/a	214,100
15 to 18	459,400	n/a	437,400	206,400	n/a	n/a	n/a	n/a	453,500
19 to 24	417,700	501,800	410,300	348,600	504,300	420,900	366,900	586,500	430,400
25 to 34	364,300	367,800	380,000	339,200	408,600	407,300	371,200	590,900	375,900
35 to 44	341,100	348,000	357,200	322,500	352,700	375,500	360,500	515,300	349,900
45 to 54	327,900	323,200	330,800	305,600	304,900	354,800	339,400	525,900	327,000
55 to 64	332,300	313,400	328,500	307,300	279,900	358,200	323,100	523,700	323,300
65+	324,100	309,500	314,900	304,700	303,700	322,500	381,300	n/a	321,200
<b>Total</b>	<b>344,900</b>	<b>340,200</b>	<b>351,800</b>	<b>316,000</b>	<b>340,300</b>	<b>374,800</b>	<b>348,700</b>	<b>548,700</b>	<b>346,400</b>

Table N.33 Average annualised committed supports (participants in SIL) by disability type as at 30 September 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	362,900	368,200	400,200	329,400	387,000	387,000	403,900	618,600	382,100
Autism	385,300	419,100	399,300	329,100	360,800	418,900	384,500	519,100	388,800
Cerebral Palsy	405,400	378,500	413,100	380,300	375,800	440,600	372,400	521,700	398,600
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	326,500	313,500	304,000	291,100	293,900	342,700	331,500	513,400	315,300
Multiple Sclerosis	428,000	426,700	466,300	300,200	404,600	n/a	n/a	n/a	423,300
Psychosocial disability	313,100	253,200	348,600	300,500	498,800	332,000	295,200	488,100	323,300
Spinal Cord Injury	380,000	580,400	550,100	509,700	n/a	n/a	n/a	n/a	510,600
Stroke	397,800	463,600	436,400	316,500	441,200	n/a	n/a	509,200	421,600
Visual Impairment	311,100	n/a	253,100	n/a	n/a	n/a	n/a	n/a	281,000
Other Neurological	404,500	437,300	448,100	360,600	504,800	483,800	378,700	668,700	431,800
Other Physical	386,300	391,900	401,000	n/a	378,300	n/a	n/a	n/a	386,600
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	399,600	n/a	375,100	n/a	n/a	n/a	n/a	n/a	425,600
<b>Total</b>	<b>344,900</b>	<b>340,200</b>	<b>351,800</b>	<b>316,000</b>	<b>340,300</b>	<b>374,800</b>	<b>348,700</b>	<b>548,700</b>	<b>346,400</b>

**Table N.34 Average annualised committed supports (participants in SIL) by reported level of function as at 30 September 2021 (\$)**

Reported 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	300,700	282,600	278,000	n/a	228,600	n/a	n/a	n/a	281,400
4	328,800	n/a	n/a	n/a	n/a	n/a	n/a	n/a	321,100
5	258,300	369,100	309,100	n/a	351,300	n/a	n/a	n/a	292,500
6	265,600	270,900	259,200	188,300	213,600	280,600	n/a	n/a	253,100
7	313,100	333,400	333,600	n/a	319,000	322,900	n/a	n/a	320,000
8	257,100	223,000	276,800	220,400	243,900	253,900	n/a	484,600	260,700
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	366,400
10	289,800	274,300	300,900	269,000	327,600	314,900	273,100	564,500	299,900
11	362,200	368,900	322,000	232,000	507,300	406,400	321,600	n/a	360,700
12	350,800	336,800	363,300	330,100	364,200	382,300	361,000	592,400	352,100
13	419,200	449,800	461,700	311,700	480,600	530,400	417,500	n/a	430,100
14	431,100	394,200	444,300	393,000	408,500	494,100	399,400	542,900	424,700
15	n/a	515,400	n/a	n/a	n/a	n/a	n/a	n/a	585,700
<b>Total</b>	<b>344,900</b>	<b>340,200</b>	<b>351,800</b>	<b>316,000</b>	<b>340,300</b>	<b>374,800</b>	<b>348,700</b>	<b>548,700</b>	<b>346,400</b>

**Table N.35 Total annualised committed supports (participants in SIL) by support category as at 30 September 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,274	1,175	1,246	519	599	242	121	161	6,337
Consumables	24	16	16	8	8	2	2	1	76
Social and Civic	476	356	302	113	96	66	23	29	1,461
Transport	23	16	12	6	6	2	1	1	66
<b>Capacity Building</b>									
Choice and Control	5	6	4	1	3	1	0	0	20
Daily Activities	84	64	51	28	27	9	5	6	274
Employment	5	1	1	3	2	0	0	1	13
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	0	n/a	n/a	n/a	0
Relationships	72	40	31	17	22	7	3	4	197
Social and Civic	3	1	1	1	1	1	0	1	8
Support Coordination	42	29	27	9	12	4	2	4	129
<b>Capital</b>									
Assistive Technology	36	26	22	17	14	3	2	3	122
Home Modifications	64	47	22	13	18	4	2	1	172
<b>Total</b>	<b>3,114</b>	<b>1,777</b>	<b>1,734</b>	<b>735</b>	<b>809</b>	<b>343</b>	<b>162</b>	<b>212</b>	<b>8,885</b>

**Table N.36 Average annualised committed supports (participants not in SIL) by age group as at 30 September 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,000	24,700	24,000	31,200	25,600	22,800	21,900	27,300	24,400
7 to 14	22,600	26,400	23,600	26,200	22,200	28,900	21,200	31,500	24,200
15 to 18	45,600	51,100	47,500	42,800	38,400	51,500	35,900	76,600	46,500
19 to 24	63,100	77,000	75,700	66,600	65,400	58,000	57,000	113,000	69,400
25 to 34	75,700	76,100	86,400	77,300	72,500	62,200	65,700	97,400	77,400
35 to 44	76,600	72,400	89,800	80,400	76,300	71,500	77,500	96,000	78,400
45 to 54	80,100	73,300	92,400	75,000	78,700	79,800	64,900	124,700	80,200
55 to 64	87,500	82,300	96,500	83,300	88,400	83,800	76,100	125,700	87,700
65+	94,800	85,800	102,300	88,300	90,800	91,800	78,300	158,500	93,000
<b>Total</b>	<b>51,500</b>	<b>52,500</b>	<b>56,900</b>	<b>54,900</b>	<b>49,100</b>	<b>52,400</b>	<b>46,600</b>	<b>72,100</b>	<b>53,100</b>

**Table N.37 Average annualised committed supports (participants not in SIL) by disability type as at 30 September 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	111,000	109,600	114,700	116,200	98,800	94,000	111,800	150,100	<b>110,800</b>
Autism	31,200	35,400	32,300	32,900	30,300	35,600	31,500	40,000	<b>32,700</b>
Cerebral Palsy	96,700	113,000	107,800	92,900	101,300	95,200	81,100	119,000	<b>102,800</b>
Developmental Delay	18,800	19,800	18,900	23,500	20,300	18,100	16,500	21,400	<b>19,400</b>
Global Developmental Delay	20,900	23,100	24,200	25,200	22,300	23,300	19,000	26,800	<b>22,600</b>
Hearing Impairment	13,500	15,500	15,300	16,500	15,000	15,400	10,700	32,000	<b>14,900</b>
Intellectual Disability	60,200	67,700	71,400	69,600	61,900	56,900	56,400	71,300	<b>65,200</b>
Multiple Sclerosis	100,300	92,400	107,900	77,000	103,700	88,500	79,400	190,300	<b>96,500</b>
Psychosocial disability	68,400	56,100	79,900	57,600	70,900	62,400	62,300	82,100	<b>65,400</b>
Spinal Cord Injury	149,300	145,500	152,300	165,400	128,800	131,400	151,500	199,400	<b>150,000</b>
Stroke	108,700	111,900	117,500	103,000	110,400	100,400	108,600	149,100	<b>111,600</b>
Visual Impairment	37,700	37,300	42,900	41,400	39,600	41,100	31,400	74,100	<b>39,100</b>
Other Neurological	110,700	109,900	127,100	107,000	112,100	117,000	87,800	147,900	<b>113,700</b>
Other Physical	70,400	67,500	81,000	69,900	68,100	70,000	55,800	117,500	<b>72,100</b>
Other Sensory/Speech	13,100	15,300	18,800	17,000	12,600	18,700	11,700	25,900	<b>14,500</b>
Other	74,100	84,800	84,900	70,100	82,600	68,300	67,900	99,000	<b>79,000</b>
<b>Total</b>	<b>51,500</b>	<b>52,500</b>	<b>56,900</b>	<b>54,900</b>	<b>49,100</b>	<b>52,400</b>	<b>46,600</b>	<b>72,100</b>	<b>53,100</b>

**Table N.38 Average annualised committed supports (participants not in SIL) by reported level of function as at 30 September 2021 (\$)**

Reported Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,200	17,200	17,400	21,400	17,700	18,700	15,600	23,200	<b>17,600</b>
2	22,300	24,900	26,400	21,500	24,000	30,200	n/a	n/a	<b>23,900</b>
3	21,600	23,200	24,500	24,800	22,100	23,200	18,000	37,600	<b>23,000</b>
4	16,900	18,800	20,700	20,900	18,000	21,700	17,100	41,800	<b>18,800</b>
5	26,500	28,100	30,000	29,500	26,000	28,100	21,300	41,600	<b>27,800</b>
6	25,500	26,400	26,500	25,900	22,700	29,200	25,000	39,400	<b>25,900</b>
7	36,800	36,400	34,800	28,700	27,700	42,200	33,700	48,600	<b>35,100</b>
8	47,800	44,800	55,900	46,100	49,500	46,500	45,600	82,100	<b>49,100</b>
9	74,500	70,200	88,900	68,200	63,500	56,900	58,900	n/a	<b>75,000</b>
10	78,600	69,400	96,800	73,500	86,200	69,700	72,900	139,500	<b>80,300</b>
11	64,200	58,700	60,600	45,700	50,800	64,600	68,400	69,100	<b>58,700</b>
12	126,600	121,800	156,000	125,900	144,200	118,700	134,000	197,500	<b>131,300</b>
13	75,200	80,600	80,700	57,700	60,200	74,000	80,300	76,000	<b>74,000</b>
14	202,900	205,200	216,200	193,300	204,300	176,500	193,700	242,000	<b>205,400</b>
15	367,800	371,400	511,900	n/a	n/a	n/a	n/a	n/a	<b>415,000</b>
<b>Total</b>	<b>51,500</b>	<b>52,500</b>	<b>56,900</b>	<b>54,900</b>	<b>49,100</b>	<b>52,400</b>	<b>46,600</b>	<b>72,100</b>	<b>53,100</b>

**Table N.39 Total annualised committed supports (participants not in SIL) by support category at 30 September 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,602	2,169	2,081	779	808	194	152	104	8,889
Consumables	167	168	149	57	51	14	9	5	621
Social and Civic	1,784	1,634	1,199	458	376	133	77	53	5,714
Transport	119	109	72	31	29	9	7	3	379
<b>Capacity Building</b>									
Choice and Control	99	104	78	25	38	8	5	5	363
Daily Activities	1,565	1,483	1,108	475	438	101	86	61	5,318
Employment	98	61	40	33	24	7	5	3	271
Health and Wellbeing	32	17	15	3	4	2	3	0	77
Home Living	1	2	1	0	0	0	0	0	5
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	131	111	47	42	33	8	7	5	384
Social and Civic	95	81	38	48	11	12	10	11	305
Support Coordination	221	271	161	73	63	18	12	20	840
<b>Capital</b>									
Assistive Technology	281	242	235	128	84	22	15	14	1,022
Home Modifications	52	49	42	10	10	5	3	2	171
<b>Total</b>	<b>7,248</b>	<b>6,501</b>	<b>5,268</b>	<b>2,161</b>	<b>1,969</b>	<b>533</b>	<b>390</b>	<b>286</b>	<b>24,360</b>

**Table N.40 Average payments by age group for the year ending 30 September 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,200	15,300	21,400	15,300	13,700	15,500	15,600	16,000
7 to 14	21,800	21,500	19,300	19,600	15,700	23,800	19,400	29,900	20,500
15 to 18	41,000	43,300	39,000	29,700	28,800	41,100	27,000	76,200	38,700
19 to 24	63,400	63,200	79,100	59,100	67,100	66,900	51,600	144,000	66,600
25 to 34	86,700	70,500	100,300	82,800	92,600	94,100	77,500	177,100	85,900
35 to 44	92,200	71,200	101,400	86,900	96,800	100,700	85,400	161,000	88,800
45 to 54	96,800	74,200	102,500	83,600	99,700	104,700	89,700	172,400	91,400
55 to 64	95,500	75,700	97,900	83,500	95,300	110,400	88,100	155,100	90,300
65+	95,400	73,800	93,500	78,700	88,000	104,300	72,500	197,800	87,900
<b>Total</b>	<b>56,600</b>	<b>47,500</b>	<b>59,200</b>	<b>53,000</b>	<b>52,200</b>	<b>64,000</b>	<b>50,400</b>	<b>98,200</b>	<b>54,400</b>

**Table N.41 Average payments by disability type for the year ending 30 September 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	116,600	96,000	129,500	126,800	117,300	129,500	125,300	235,200	117,600
Autism	33,200	31,500	31,300	29,700	27,600	41,700	31,400	46,600	31,700
Cerebral Palsy	117,700	119,800	126,900	108,300	117,000	132,400	108,600	205,200	120,400
Developmental Delay	11,800	10,300	10,000	13,600	11,100	9,400	9,700	9,600	10,800
Global Developmental Delay	15,300	13,600	15,600	16,000	12,700	15,600	14,600	22,000	14,800
Hearing Impairment	7,900	7,600	7,800	7,800	7,700	9,200	5,000	17,300	7,800
Intellectual Disability	87,500	76,800	96,100	82,000	89,900	84,900	84,000	126,200	86,000
Multiple Sclerosis	79,900	72,000	89,400	61,700	90,300	71,200	73,400	213,100	78,000
Psychosocial disability	66,900	38,600	67,300	41,500	62,500	76,300	58,500	107,500	55,500
Spinal Cord Injury	125,200	126,600	132,500	132,800	109,600	111,300	136,000	227,600	128,400
Stroke	96,300	87,900	107,500	81,300	93,400	98,100	101,100	174,100	97,200
Visual Impairment	28,900	25,600	34,600	31,300	31,600	38,800	20,700	58,900	29,600
Other Neurological	97,000	84,400	117,600	92,000	105,800	108,700	87,500	186,100	99,300
Other Physical	52,400	46,300	57,800	44,200	46,000	55,600	40,700	65,600	50,800
Other Sensory/Speech	8,700	8,500	12,600	11,300	6,100	13,000	6,000	15,400	8,700
Other	62,100	59,200	68,700	39,600	70,900	42,700	67,000	101,700	61,200
<b>Total</b>	<b>56,600</b>	<b>47,500</b>	<b>59,200</b>	<b>53,000</b>	<b>52,200</b>	<b>64,000</b>	<b>50,400</b>	<b>98,200</b>	<b>54,400</b>

Table N.42 Average payments by reported level of function for the year ending 30 September 2021 (\$)

Reported Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,200	8,600	9,400	12,900	9,500	11,100	9,300	14,000	<b>10,100</b>
2	13,600	13,000	16,300	12,800	14,900	n/a	n/a	n/a	<b>13,700</b>
3	16,200	14,000	16,500	16,500	16,200	17,400	11,900	33,800	<b>15,800</b>
4	11,800	10,700	13,900	11,800	11,100	13,500	10,300	25,200	<b>12,000</b>
5	22,600	19,300	24,500	20,100	19,600	22,500	15,100	38,500	<b>21,400</b>
6	21,200	17,100	19,900	16,600	17,100	24,900	17,300	32,000	<b>19,200</b>
7	44,000	30,500	34,800	19,300	22,500	55,100	36,200	59,300	<b>35,400</b>
8	38,700	29,700	47,500	32,300	48,400	44,200	31,400	104,200	<b>39,300</b>
9	54,200	45,400	67,200	43,200	38,900	50,100	50,600	n/a	<b>54,500</b>
10	70,000	53,700	86,300	60,100	93,800	74,200	66,100	174,300	<b>71,100</b>
11	97,500	53,900	61,300	35,800	40,300	109,300	107,700	104,900	<b>68,200</b>
12	142,100	118,600	175,200	135,000	172,600	146,600	151,400	265,600	<b>143,100</b>
13	93,900	85,900	87,500	58,700	52,500	103,300	111,000	93,800	<b>83,000</b>
14	219,600	200,900	234,200	199,800	207,200	233,800	227,800	333,500	<b>218,200</b>
15	352,900	432,200	503,500	n/a	n/a	n/a	n/a	n/a	<b>440,500</b>
<b>Total</b>	<b>56,600</b>	<b>47,500</b>	<b>59,200</b>	<b>53,000</b>	<b>52,200</b>	<b>64,000</b>	<b>50,400</b>	<b>98,200</b>	<b>54,400</b>

Table N.43 Total payments by support category for the year ending 30 September 2021 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	4,401	2,951	2,834	1,115	1,320	390	250	265	<b>13,527</b>
Consumables	130	121	115	38	33	11	6	3	<b>458</b>
Social and Civic	1,429	994	1,052	353	227	130	64	53	<b>4,302</b>
Transport	285	197	107	43	36	12	13	7	<b>700</b>
<b>Capacity Building</b>									
Choice and Control	91	101	71	20	37	7	5	4	<b>336</b>
Daily Activities	924	795	643	286	265	52	51	28	<b>3,043</b>
Employment	72	41	26	20	20	4	3	1	<b>187</b>
Health and Wellbeing	18	7	9	2	2	1	2	0	<b>40</b>
Home Living	0	1	0	0	0	0	0	0	<b>1</b>
Lifelong learning	0	0	0	0	0	0	0	0	<b>0</b>
Relationships	93	65	34	22	19	6	4	4	<b>248</b>
Social and Civic	35	26	17	18	3	5	4	4	<b>113</b>
Support Coordination	189	210	131	47	47	16	9	18	<b>667</b>
<b>Capital</b>									
Assistive Technology	164	124	133	51	43	13	9	3	<b>541</b>
Home Modifications	88	72	46	5	17	6	2	1	<b>237</b>
<b>Total</b>	<b>7,919</b>	<b>5,706</b>	<b>5,219</b>	<b>2,025</b>	<b>2,068</b>	<b>654</b>	<b>422</b>	<b>393</b>	<b>24,406</b>

Table N.44 Average payments (participants in SIL) by age group for the year ending 30 September 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
7 to 14	526,800	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>194,800</b>
15 to 18	498,000	698,100	365,700	233,800	n/a	n/a	n/a	n/a	<b>442,400</b>
19 to 24	392,700	446,600	384,200	303,800	460,200	394,200	376,200	576,400	<b>397,900</b>
25 to 34	341,600	317,900	364,500	305,100	364,200	364,200	341,500	567,000	<b>345,800</b>
35 to 44	316,100	294,900	348,500	286,500	342,900	335,100	342,400	544,100	<b>323,400</b>
45 to 54	301,800	264,800	338,300	268,200	323,100	317,400	318,300	489,400	<b>302,600</b>
55 to 64	308,200	259,200	333,100	270,300	314,000	321,500	327,000	546,400	<b>301,800</b>
65+	297,800	253,200	332,800	251,800	332,200	278,100	362,000	n/a	<b>297,000</b>
<b>Total</b>	<b>321,200</b>	<b>286,800</b>	<b>348,300</b>	<b>279,000</b>	<b>342,000</b>	<b>337,600</b>	<b>333,600</b>	<b>544,000</b>	<b>321,500</b>

**Table N.45 Average payments (participants in SIL) by disability type for the year ending 30 September 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	332,600	325,100	379,300	293,300	392,800	331,600	430,900	619,800	<b>356,300</b>
Autism	373,300	370,400	393,000	296,500	384,800	389,900	354,200	521,500	<b>370,700</b>
Cerebral Palsy	373,300	308,100	395,000	330,900	361,000	391,800	346,800	487,400	<b>358,700</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	303,300	262,100	314,300	257,100	302,700	309,400	310,000	489,100	<b>293,700</b>
Multiple Sclerosis	412,700	371,500	454,700	268,700	438,500	n/a	n/a	n/a	<b>398,700</b>
Psychosocial disability	286,600	216,500	326,200	265,600	412,900	306,600	289,200	466,800	<b>293,700</b>
Spinal Cord Injury	325,400	580,400	518,000	427,400	n/a	n/a	n/a	n/a	<b>468,000</b>
Stroke	409,800	400,200	431,000	283,800	393,700	n/a	n/a	n/a	<b>414,100</b>
Visual Impairment	284,800	n/a	260,700	n/a	n/a	n/a	n/a	n/a	<b>258,100</b>
Other Neurological	384,600	364,300	427,800	326,400	492,700	445,800	383,400	728,500	<b>405,800</b>
Other Physical	350,700	273,200	396,100	n/a	370,000	n/a	n/a	n/a	<b>352,300</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	318,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>399,200</b>
<b>Total</b>	<b>321,200</b>	<b>286,800</b>	<b>348,300</b>	<b>279,000</b>	<b>342,000</b>	<b>337,600</b>	<b>333,600</b>	<b>544,000</b>	<b>321,500</b>

**Table N.46 Average payments (participants in SIL) by reported level of function for the year ending 30 September 2021 (\$)**

Reported 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	229,900	n/a	252,800	n/a	201,300	n/a	n/a	n/a	<b>238,000</b>
4	276,500	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>256,700</b>
5	246,400	274,800	300,200	n/a	319,100	n/a	n/a	n/a	<b>268,600</b>
6	238,300	221,000	240,000	160,600	186,900	232,800	n/a	n/a	<b>222,600</b>
7	288,400	292,400	316,800	n/a	290,100	253,400	n/a	n/a	<b>289,200</b>
8	235,000	184,100	248,100	186,900	231,600	234,400	n/a	466,700	<b>236,200</b>
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>341,500</b>
10	267,700	230,900	292,800	222,600	340,100	297,600	260,000	592,700	<b>281,400</b>
11	342,000	302,100	342,600	215,700	432,700	349,000	299,600	n/a	<b>336,100</b>
12	325,300	285,400	368,900	294,300	385,300	354,100	363,100	594,100	<b>329,300</b>
13	409,500	394,600	465,800	301,900	439,500	473,500	383,200	n/a	<b>408,200</b>
14	399,700	322,400	427,000	336,600	390,000	443,300	369,500	508,800	<b>383,900</b>
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>575,800</b>
<b>Total</b>	<b>321,200</b>	<b>286,800</b>	<b>348,300</b>	<b>279,000</b>	<b>342,000</b>	<b>337,600</b>	<b>333,600</b>	<b>544,000</b>	<b>321,500</b>

**Table N.47 Total payments (participants in SIL) by support category for the year ending 30 September 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,255	1,138	1,290	502	687	229	124	170	<b>6,397</b>
Consumables	16	10	11	4	5	2	1	1	<b>49</b>
Social and Civic	335	182	224	76	47	54	16	23	<b>957</b>
Transport	21	12	8	3	3	2	1	0	<b>51</b>
<b>Capacity Building</b>									
Choice and Control	5	6	4	1	3	0	0	0	<b>19</b>
Daily Activities	49	32	34	19	17	5	3	3	<b>162</b>
Employment	7	2	2	4	3	0	0	0	<b>18</b>
Health and Wellbeing	2	0.4	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	40	19	16	7	8	3	1	2	<b>96</b>
Social and Civic	1	0	1	0	0	1	0	0	<b>4</b>
Support Coordination	36	24	24	6	8	4	2	4	<b>107</b>
<b>Capital</b>									
Assistive Technology	16	11	12	5	6	2	1	1	<b>52</b>
Home Modifications	52	43	17	1	11	3	1	1	<b>129</b>
<b>Total</b>	<b>2,836</b>	<b>1,480</b>	<b>1,642</b>	<b>630</b>	<b>798</b>	<b>304</b>	<b>151</b>	<b>205</b>	<b>8,045</b>

**Table N.48 Average payments (participants not in SIL) by age group for the year ending 30 September 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,200	15,300	21,400	15,300	13,700	15,500	15,600	<b>16,000</b>
7 to 14	21,700	21,500	19,300	19,600	15,700	23,800	19,400	29,900	<b>20,400</b>
15 to 18	38,000	41,100	36,800	27,900	27,200	37,200	26,600	61,400	<b>36,300</b>
19 to 24	43,200	52,100	57,400	46,000	44,400	36,600	40,000	81,200	<b>48,300</b>
25 to 34	54,400	51,800	65,800	56,800	53,100	44,900	50,600	69,000	<b>55,800</b>
35 to 44	55,300	49,000	67,500	59,000	53,000	51,800	51,700	61,700	<b>55,900</b>
45 to 54	58,000	50,600	68,600	53,100	55,600	59,300	46,200	88,200	<b>57,400</b>
55 to 64	63,000	55,300	71,100	58,700	63,800	60,500	55,800	89,800	<b>62,300</b>
65+	68,600	57,600	75,700	60,900	61,300	65,800	51,700	104,300	<b>65,600</b>
<b>Total</b>	<b>38,800</b>	<b>36,800</b>	<b>42,900</b>	<b>38,800</b>	<b>34,100</b>	<b>37,600</b>	<b>34,300</b>	<b>51,800</b>	<b>38,600</b>

**Table N.49 Average payments (participants not in SIL) by disability type for the year ending 30 September 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	85,300	76,700	89,600	90,700	69,200	75,200	81,500	101,300	<b>82,600</b>
Autism	25,900	26,200	24,600	23,100	21,100	25,600	24,600	32,700	<b>25,000</b>
Cerebral Palsy	75,600	86,100	87,600	69,500	72,300	75,700	69,300	92,500	<b>79,900</b>
Developmental Delay	11,700	10,300	10,000	13,600	11,100	9,400	9,700	9,600	<b>10,800</b>
Global Developmental Delay	15,300	13,600	15,600	16,000	12,700	15,600	14,600	22,000	<b>14,800</b>
Hearing Impairment	7,800	7,400	7,700	7,800	7,700	9,200	5,000	16,800	<b>7,700</b>
Intellectual Disability	45,100	49,100	55,300	51,600	43,900	41,000	44,800	57,000	<b>48,500</b>
Multiple Sclerosis	73,800	63,600	76,200	54,100	76,200	60,800	55,800	152,800	<b>68,700</b>
Psychosocial disability	44,900	35,600	56,000	36,900	49,500	44,300	40,500	61,000	<b>43,300</b>
Spinal Cord Injury	118,200	114,500	122,700	120,500	93,500	101,100	128,800	136,800	<b>117,200</b>
Stroke	80,700	81,000	89,400	69,500	78,400	68,300	79,600	103,800	<b>81,800</b>
Visual Impairment	26,700	24,400	31,200	28,700	28,200	28,700	20,700	49,900	<b>27,100</b>
Other Neurological	82,600	75,600	97,800	77,400	81,300	82,600	62,400	113,400	<b>83,200</b>
Other Physical	49,400	44,800	54,100	42,600	41,600	44,900	37,700	52,600	<b>47,700</b>
Other Sensory/Speech	8,700	8,500	11,900	11,300	6,100	13,000	6,000	15,400	<b>8,600</b>
Other	54,300	53,100	62,600	37,700	59,400	38,200	51,600	68,200	<b>53,900</b>
<b>Total</b>	<b>38,800</b>	<b>36,800</b>	<b>42,900</b>	<b>38,800</b>	<b>34,100</b>	<b>37,600</b>	<b>34,300</b>	<b>51,800</b>	<b>38,600</b>



**Table N.50 Average payments (participants not in SIL) by reported level of function for the year ending 30 September 2021 (\$)**

Reported Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,100	8,600	9,300	12,600	9,500	11,100	9,100	14,000	<b>10,000</b>
2	13,600	13,000	16,300	12,800	14,900	n/a	n/a	n/a	<b>13,700</b>
3	14,400	13,500	14,900	15,000	12,500	14,400	11,900	27,600	<b>14,200</b>
4	11,300	10,700	13,100	11,500	10,200	12,800	9,700	20,300	<b>11,500</b>
5	19,300	18,300	21,200	19,100	16,800	17,000	14,500	31,800	<b>19,000</b>
6	19,300	16,400	18,200	15,600	14,500	19,700	16,400	26,400	<b>17,600</b>
7	28,700	26,700	25,100	18,400	17,600	30,400	27,400	36,200	<b>25,900</b>
8	30,500	27,200	37,700	27,700	31,900	28,600	26,600	59,600	<b>31,300</b>
9	49,500	43,300	64,300	40,500	36,500	42,800	34,900	n/a	<b>49,500</b>
10	52,300	44,700	67,600	48,400	57,400	48,600	51,100	89,700	<b>53,700</b>
11	53,700	45,900	47,200	32,500	33,900	50,600	57,000	58,800	<b>46,000</b>
12	96,800	87,300	122,700	96,300	110,300	88,200	101,900	137,600	<b>99,000</b>
13	66,900	70,400	70,700	46,600	45,900	56,800	73,600	68,400	<b>63,800</b>
14	164,100	161,600	180,600	150,800	151,100	151,200	170,800	175,800	<b>165,400</b>
15	343,600	398,300	475,100	n/a	n/a	n/a	n/a	n/a	<b>406,600</b>
<b>Total</b>	<b>38,800</b>	<b>36,800</b>	<b>42,900</b>	<b>38,800</b>	<b>34,100</b>	<b>37,600</b>	<b>34,300</b>	<b>51,800</b>	<b>38,600</b>

**Table N.51 Total payments (participants not in SIL) by support category for the year ending 30 September 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,145	1,813	1,544	613	633	161	126	95	<b>7,131</b>
Consumables	115	111	104	34	28	10	5	2	<b>409</b>
Social and Civic	1,094	813	828	276	179	76	48	30	<b>3,345</b>
Transport	265	185	98	40	32	10	12	7	<b>649</b>
<b>Capacity Building</b>									
Choice and Control	86	95	67	19	34	6	5	4	<b>317</b>
Daily Activities	875	762	610	266	248	47	48	25	<b>2,881</b>
Employment	64	39	24	17	17	4	2	1	<b>168</b>
Health and Wellbeing	16	7	8	1	2	1	2	0	<b>36</b>
Home Living	0	1	0	0	0	0	0	0	<b>1</b>
Lifelong learning	0	0	0	0	0	0	0	0	<b>0</b>
Relationships	54	46	18	15	11	3	3	2	<b>152</b>
Social and Civic	34	26	16	18	3	5	4	4	<b>109</b>
Support Coordination	153	185	107	41	39	13	7	14	<b>560</b>
<b>Capital</b>									
Assistive Technology	148	114	122	46	37	11	8	3	<b>488</b>
Home Modifications	36	29	28	4	6	3	1	1	<b>109</b>
<b>Total</b>	<b>5,083</b>	<b>4,226</b>	<b>3,576</b>	<b>1,395</b>	<b>1,270</b>	<b>350</b>	<b>271</b>	<b>188</b>	<b>16,362</b>



**Table N.52 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>840 841 842</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	65%	80%	91%	83%	83%	n/a	n/a	n/a	<b>83%</b>
Subsequent plans	87%	82%	87%	85%	82%	87%	85%	87%	<b>86%</b>
Total	87%	82%	87%	84%	82%	87%	85%	87%	<b>86%</b>
<b>Non SIL</b>									
First plan	55%	49%	51%	55%	51%	47%	51%	46%	<b>52%</b>
Subsequent plans	70%	65%	70%	67%	67%	67%	69%	60%	<b>68%</b>
Total	68%	63%	67%	64%	64%	64%	68%	56%	<b>66%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>55%</b>	<b>50%</b>	<b>52%</b>	<b>65%</b>	<b>52%</b>	<b>48%</b>	<b>52%</b>	<b>49%</b>	<b>55%</b>
Subsequent plans	<b>76%</b>	<b>67%</b>	<b>75%</b>	<b>72%</b>	<b>72%</b>	<b>74%</b>	<b>75%</b>	<b>74%</b>	<b>73%</b>
Total	<b>74%</b>	<b>65%</b>	<b>72%</b>	<b>70%</b>	<b>70%</b>	<b>71%</b>	<b>74%</b>	<b>70%</b>	<b>71%</b>

**Table N.53 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 September 2021** <sup>843 844 845</sup>

846

the above participant service guarantee timeframes (no guarantee may be set for the quarter ending 30 September 2021).

PSG		Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1	Explanation of a previous decision, after a request for explanation is received	28 days	97%	100%	100%	94%	100%	NA	100%	100%	<b>99%</b>
2	Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	80%	100%	67%	83%	100%	100%	100%	<b>88%</b>
4	Make an access decision, after the final information has been provided	14 days	98%	98%	98%	98%	98%	98%	100%	95%	<b>98%</b>
5	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	94%	81%	78%	94%	85%	87%	97%	65%	<b>85%</b>
6	Approve a participant's plan, after an access decision has been made	56 days	89%	82%	78%	81%	83%	81%	69%	33%	<b>82%</b>
7	Approve a plan for ECEI participants, after an access decision has been made	90 days	99%	80%	89%	65%	96%	96%	97%	80%	<b>88%</b>
9	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>

<sup>840</sup> Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>841</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>842</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>843</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>844</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>845</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>846</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
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	45%	31%	25%	18%	20%	32%	24%	13%	<b>32%</b>
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	84%	84%	87%	80%	84%	84%	85%	88%	<b>84%</b>
13	Complete a Participant Requested Review, after the decision to accept the request was made	28 days	60%	58%	61%	47%	53%	56%	43%	33%	<b>58%</b>
14	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	92%	96%	93%	91%	89%	92%	74%	<b>93%</b>
15	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	92%	100%	100%	100%	75%	100%	NA	0%	<b>93%</b>
17	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	89%	90%	89%	89%	88%	92%	92%	84%	<b>89%</b>
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	92%	88%	92%	93%	93%	50%	83%	50%	<b>90%</b>
19	Cancel participant requested nominee	14 days	100%	93%	98%	100%	100%	100%	100%	NA	<b>98%</b>
20	Cancel CEO initiated nominee	14 days	100%	80%	100%	100%	100%	NA	NA	NA	<b>94%</b>

# Appendix O:

## Participants by service district and support type, and committed supports and payments by service district

**Table O.1 Active participants by service district and support type included in plan as at 30 September 2021** <sup>847 848 849 850 851 852 853</sup>

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>121,371</b>	<b>81%</b>	<b>147,156</b>	<b>98%</b>	<b>33,446</b>	<b>22%</b>	<b>149,702</b>
Hunter New England	Jul-13	20,648	81%	24,913	97%	5,533	22%	25,591
Central Coast	Jul-16	6,595	77%	8,424	98%	1,746	20%	8,582
Far West	Jul-17	561	84%	665	100%	151	23%	667
Illawarra Shoalhaven	Jul-17	7,610	87%	8,584	98%	2,079	24%	8,787
Mid North Coast	Jul-17	5,385	88%	6,109	99%	1,304	21%	6,153
Murrumbidgee	Jul-17	5,733	87%	6,593	100%	1,612	24%	6,615
Nepean Blue Mountains	Jul-15	6,401	73%	8,599	98%	1,797	20%	8,797
North Sydney	Jul-16	8,589	82%	10,315	99%	2,784	27%	10,466
Northern NSW	Jul-17	6,667	93%	7,115	99%	1,644	23%	7,160
South Eastern Sydney	Jul-17	8,555	85%	9,886	99%	2,358	24%	10,010
South Western Sydney	Jul-16	15,649	76%	20,206	98%	4,212	20%	20,589
Southern NSW	Jul-16	3,581	84%	4,174	98%	1,057	25%	4,242
Sydney	Jul-17	7,297	88%	8,179	99%	1,851	22%	8,290
Western NSW	Jul-17	5,277	84%	6,219	99%	1,592	25%	6,302
Western Sydney	Jul-16	12,807	73%	17,158	98%	3,721	21%	17,434
NSW - Other		16	94%	17	100%	<11		17
<b>VIC</b>		<b>122,819</b>	<b>95%</b>	<b>127,636</b>	<b>99%</b>	<b>26,472</b>	<b>21%</b>	<b>129,084</b>
Barwon	Jul-13	8,659	93%	9,187	98%	1,923	21%	9,328
Central Highlands	Jan-17	4,622	90%	5,066	98%	1,077	21%	5,149
Loddon	May-17	6,437	94%	6,808	99%	1,305	19%	6,877
North East Melbourne	Jul-16	11,191	90%	12,235	98%	2,688	22%	12,458
Inner Gippsland	Oct-17	4,764	97%	4,846	98%	973	20%	4,923
Ovens Murray	Oct-17	3,088	92%	3,288	98%	699	21%	3,339
Western District	Oct-17	3,544	94%	3,722	99%	850	23%	3,768
Inner East Melbourne	Nov-17	9,082	96%	9,343	99%	2,326	25%	9,482
Outer East Melbourne	Nov-17	9,148	98%	9,262	99%	2,110	22%	9,379
Hume Moreland	Mar-18	8,432	95%	8,758	99%	1,612	18%	8,832
Bayside Peninsula	Apr-18	15,396	99%	15,472	99%	3,518	23%	15,624
Southern Melbourne	Sep-18	11,511	97%	11,759	99%	2,340	20%	11,869
Brimbank Melton	Oct-18	7,784	96%	8,066	100%	1,274	16%	8,103
Western Melbourne	Oct-18	11,414	97%	11,664	99%	2,008	17%	11,749

<sup>847</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>848</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>849</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>850</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>851</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>852</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>853</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>854</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
		#	%	#	%	#	%	
Goulburn	Jan-19	3,521	92%	3,789	99%	786	21%	3,819
Mallee	Jan-19	2,049	96%	2,140	100%	448	21%	2,142
Outer Gippsland	Jan-19	2,168	97%	2,222	99%	534	24%	2,234
VIC - Other		<11		<11		<11		<11
<b>QLD</b>		<b>93,408</b>	<b>96%</b>	<b>97,123</b>	<b>100%</b>	<b>22,961</b>	<b>24%</b>	<b>97,475</b>
Bundaberg	Sep-17	2,533	89%	2,831	100%	699	25%	2,845
Ipswich	Jul-17	7,266	92%	7,850	100%	1,761	22%	7,882
Mackay	Nov-16	2,847	89%	3,166	99%	749	23%	3,195
Toowoomba	Jan-17	6,017	96%	6,267	100%	1,612	26%	6,287
Townsville	Apr-16	5,294	89%	5,927	99%	1,385	23%	5,970
Rockhampton	Nov-17	4,964	91%	5,409	99%	1,185	22%	5,438
Beenleigh	Jul-18	9,794	98%	9,957	100%	2,077	21%	9,973
Brisbane	Jul-18	17,889	98%	18,135	100%	4,416	24%	18,209
Cairns	Jul-18	4,663	97%	4,770	100%	1,245	26%	4,786
Maryborough	Jul-18	3,888	96%	4,052	100%	1,064	26%	4,058
Robina	Jul-18	9,807	98%	9,937	100%	2,118	21%	9,978
Caboolture/Strathpine	Jan-19	10,076	98%	10,317	100%	2,524	24%	10,333
Maroochydore	Jan-19	8,348	98%	8,482	100%	2,124	25%	8,497
QLD - Other		22	92%	23	96%	<11		24
<b>WA</b>		<b>36,013</b>	<b>86%</b>	<b>40,988</b>	<b>98%</b>	<b>12,097</b>	<b>29%</b>	<b>41,656</b>
North East Metro	Jul-14	5,537	84%	6,487	98%	2,074	31%	6,597
Wheat Belt	Jan-17	875	88%	981	98%	294	29%	997
South Metro	Jul-18	5,293	82%	6,366	98%	1,783	27%	6,492
Central South Metro	Jul-18	4,609	88%	5,136	98%	1,503	29%	5,265
South West	Sep-18	3,092	88%	3,419	97%	892	25%	3,523
Goldfields-Esperance	Oct-18	556	83%	664	99%	165	25%	669
North Metro	Oct-18	4,756	87%	5,402	99%	1,701	31%	5,451
Kimberley-Pilbara	Oct-18	1,124	86%	1,300	100%	321	25%	1,303
South East Metro	Jul-19	4,256	90%	4,660	99%	1,490	32%	4,711
Central North Metro	Jul-19	4,288	91%	4,679	99%	1,457	31%	4,720
Great Southern	Jul-19	868	86%	990	98%	227	23%	1,007
Midwest-Gascoyne	Jul-19	756	82%	901	98%	189	21%	918
WA - Other		<11		<11		<11		<11
<b>SA</b>		<b>39,505</b>	<b>93%</b>	<b>42,120</b>	<b>99%</b>	<b>9,237</b>	<b>22%</b>	<b>42,466</b>
Adelaide Hills	Jul-13	1,505	94%	1,567	98%	316	20%	1,596
Barossa, Light and Lower North	Jul-13	1,823	92%	1,984	100%	320	16%	1,992
Eastern Adelaide	Jul-13	3,422	93%	3,645	100%	829	23%	3,662
Eyre and Western	Jul-13	1,229	93%	1,306	99%	315	24%	1,315
Far North (SA)	Jul-13	493	95%	513	99%	135	26%	517
Fleurieu and Kangaroo Island	Jul-13	1,114	95%	1,167	99%	289	25%	1,176
Limestone Coast	Jul-13	1,288	92%	1,365	98%	299	21%	1,396
Murray and Mallee	Jul-13	1,632	91%	1,768	99%	380	21%	1,789
Northern Adelaide	Jul-13	13,200	92%	14,182	99%	2,965	21%	14,303
Southern Adelaide	Jul-13	8,682	94%	9,210	99%	2,186	24%	9,267
Western Adelaide	Jul-13	3,521	94%	3,726	99%	865	23%	3,753
Yorke and Mid North	Jul-13	1,596	94%	1,687	99%	338	20%	1,700
SA - Other		<11		<11		<11		<11
<b>TAS</b>		<b>10,288</b>	<b>93%</b>	<b>10,746</b>	<b>97%</b>	<b>2,477</b>	<b>22%</b>	<b>11,080</b>
TAS North	Jul-13	3,065	97%	3,116	98%	784	25%	3,176
TAS North West	Jul-13	2,260	88%	2,498	97%	531	21%	2,569
TAS South East	Jul-13	2,170	90%	2,314	96%	508	21%	2,421

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
TAS South West	Jul-13	2,793	96%	2,817	97%	654	22%	2,913
TAS - Other		<11		<11		<11		<11
<b>ACT</b>		<b>7,324</b>	<b>83%</b>	<b>8,678</b>	<b>98%</b>	<b>1,824</b>	<b>21%</b>	<b>8,828</b>
ACT	Jul-14	7,322	83%	8,676	98%	1,823	21%	8,826
ACT - Other		<11		<11		<11		<11
<b>NT</b>		<b>4,145</b>	<b>95%</b>	<b>4,347</b>	<b>100%</b>	<b>1,089</b>	<b>25%</b>	<b>4,359</b>
Barkly	Jul-14	154	98%	156	99%	52	33%	157
Central Australia	Jul-17	664	94%	704	100%	252	36%	705
Darwin Remote	Jul-17	376	94%	402	100%	91	23%	402
Darwin Urban	Jan-17	2,445	95%	2,556	100%	537	21%	2,564
East Arnhem	Jan-17	194	96%	202	100%	55	27%	202
Katherine	Jul-17	190	95%	198	99%	75	38%	199
NT - Other		122	94%	129	99%	27	21%	130
<b>Other Territories</b>		<b>38</b>	<b>90%</b>	<b>41</b>	<b>98%</b>	<b>&lt;11</b>		<b>42</b>
Missing		<11		<11		<11		<11
<b>Total</b>		<b>434,919</b>	<b>90%</b>	<b>478,843</b>	<b>99%</b>	<b>109,611</b>	<b>23%</b>	<b>484,700</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 September 2021** <sup>855 856 857</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
<b>NSW</b>	<b>69,200</b>	<b>29,300</b>	<b>56,600</b>	<b>20,000</b>	<b>149,702</b>
Hunter New England	70,000	27,800	56,200	18,600	25,591
Central Coast	63,300	24,800	51,100	18,100	8,582
Far West	71,000	36,200	50,100	15,600	667
Illawarra Shoalhaven	71,000	35,400	58,300	23,600	8,787
Mid North Coast	67,300	28,200	53,600	17,500	6,153
Murrumbidgee	65,300	30,000	51,600	17,500	6,615
Nepean Blue Mountains	67,500	25,000	54,400	17,600	8,797
North Sydney	80,900	34,400	67,800	22,700	10,466
Northern NSW	70,400	35,400	58,000	22,000	7,160
South Eastern Sydney	73,300	32,000	60,400	21,400	10,010
South Western Sydney	63,900	26,300	54,900	21,100	20,589
Southern NSW	60,900	30,600	46,000	18,500	4,242
Sydney	70,900	40,000	56,600	23,600	8,290
Western NSW	74,700	32,100	54,600	17,400	6,302
Western Sydney	68,600	25,800	59,300	20,300	17,434
NSW - Other	86,500	51,700	46,500	27,800	17
<b>VIC</b>	<b>64,100</b>	<b>30,500</b>	<b>47,500</b>	<b>17,100</b>	<b>129,084</b>
Barwon	65,200	31,100	47,600	18,700	9,328
Central Highlands	61,000	25,800	45,200	14,100	5,149

<sup>855</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>856</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>857</sup> Average and median annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average and median payments are derived from total payments paid over the 12 months to 30 September 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 insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
Loddon	55,600	23,600	40,700	12,200	6,877
North East Melbourne	67,800	29,300	51,500	16,600	12,458
Inner Gippsland	59,000	30,100	42,400	16,400	4,923
Ovens Murray	57,200	27,400	39,300	14,800	3,339
Western District	63,700	29,500	46,300	16,200	3,768
Inner East Melbourne	80,000	37,400	60,400	20,800	9,482
Outer East Melbourne	67,300	35,500	50,500	19,200	9,379
Hume Moreland	57,800	27,000	43,700	16,600	8,832
Bayside Peninsula	73,400	39,900	54,100	20,800	15,624
Southern Melbourne	59,900	29,200	45,600	17,700	11,869
Brimbank Melton	57,700	24,700	42,800	15,000	8,103
Western Melbourne	58,900	28,600	43,400	15,700	11,749
Goulburn	53,900	26,500	36,900	13,500	3,819
Mallee	64,900	32,000	43,900	14,700	2,142
Outer Gippsland	63,500	36,900	45,200	18,900	2,234
VIC - Other	<11	<11	<11	<11	<11
<b>QLD</b>	<b>71,800</b>	<b>32,100</b>	<b>59,200</b>	<b>18,500</b>	<b>97,475</b>
Bundaberg	66,900	30,100	54,800	16,900	2,845
Ipswich	65,500	28,800	55,100	16,500	7,882
Mackay	63,500	24,000	49,700	14,000	3,195
Toowoomba	75,200	32,800	60,100	18,100	6,287
Townsville	72,200	28,800	55,900	15,400	5,970
Rockhampton	62,800	25,900	46,800	13,000	5,438
Beenleigh	69,300	27,200	60,900	17,500	9,973
Brisbane	76,000	38,700	64,500	22,000	18,209
Cairns	84,200	39,000	66,100	19,700	4,786
Maryborough	74,000	39,500	60,400	19,700	4,058
Robina	68,600	29,900	58,600	18,900	9,978
Caboolture/Strathpine	71,800	30,400	58,900	19,400	10,333
Maroochydore	75,600	36,900	61,400	21,300	8,497
QLD - Other	47,300	28,900	22,600	12,300	24
<b>WA</b>	<b>69,500</b>	<b>33,600</b>	<b>53,000</b>	<b>18,600</b>	<b>41,656</b>
North East Metro	73,300	32,200	58,300	18,500	6,597
Wheat Belt	54,900	32,800	33,100	13,200	997
South Metro	61,700	28,600	48,000	17,000	6,492
Central South Metro	67,700	33,000	51,700	19,400	5,265
South West	59,500	31,200	45,800	17,800	3,523
Goldfields-Esperance	71,900	33,500	49,900	16,700	669
North Metro	64,900	31,100	47,400	17,300	5,451
Kimberley-Pilbara	75,600	42,900	45,100	18,000	1,303
South East Metro	78,200	37,400	61,800	21,100	4,711
Central North Metro	85,800	43,600	68,400	24,100	4,720
Great Southern	67,400	30,500	47,800	13,900	1,007
Midwest-Gascoyne	53,900	30,400	37,300	15,300	918
WA - Other	<11	<11	<11	<11	<11
<b>SA</b>	<b>65,400</b>	<b>26,600</b>	<b>52,200</b>	<b>14,900</b>	<b>42,466</b>
Adelaide Hills	60,000	22,700	46,100	12,900	1,596
Barossa, Light and Lower North	49,000	22,400	37,700	12,500	1,992
Eastern Adelaide	75,000	31,700	62,000	17,700	3,662
Eyre and Western	70,100	32,100	42,000	13,800	1315
Far North (SA)	80,700	41,300	48,900	12,600	517
Fleurieu and Kangaroo Island	70,900	32,400	54,200	17,700	1176

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
Limestone Coast	60,900	25,200	49,200	11,200	1396
Murray and Mallee	62,900	25,400	43,600	12,000	1,789
Northern Adelaide	61,300	24,200	51,900	14,300	14,303
Southern Adelaide	71,900	29,400	57,100	16,500	9,267
Western Adelaide	68,500	29,500	56,600	17,300	3,753
Yorke and Mid North	55,600	28,100	39,700	15,000	1,700
SA - Other					
<b>TAS</b>	<b>79,000</b>	<b>33,500</b>	<b>64,000</b>	<b>18,400</b>	<b>11,080</b>
TAS North	78,300	35,900	61,000	18,700	3,176
TAS North West	79,800	35,200	63,100	18,800	2,569
TAS South East	68,900	26,100	55,600	15,400	2,421
TAS South West	87,500	36,100	74,900	21,100	2,913
TAS - Other	<11	<11	<11	<11	<11
<b>ACT</b>	<b>62,500</b>	<b>24,600</b>	<b>50,400</b>	<b>16,000</b>	<b>8,828</b>
ACT	62,500	24,600	50,400	16,000	8,826
ACT - Other	<11	<11	<11	<11	<11
<b>NT</b>	<b>114,300</b>	<b>43,100</b>	<b>98,200</b>	<b>24,400</b>	<b>4,359</b>
Barkly	88,200	41,800	68,100	15,700	157
Central Australia	187,800	82,800	169,600	42,100	705
Darwin Remote	70,800	52,700	44,500	21,700	402
Darwin Urban	100,400	27,800	91,700	20,800	2,564
East Arnhem	97,400	56,600	52,700	29,900	202
Katherine	170,500	73,300	137,700	45,900	199
NT - Other	96,900	45,700	70,400	20,400	130
<b>Other Territories</b>	<b>80,700</b>	<b>61,100</b>	<b>46,800</b>	<b>23,100</b>	<b>42</b>
Missing	<11	<11	<11	<11	<11
<b>Total</b>	<b>68,600</b>	<b>30,400</b>	<b>54,400</b>	<b>18,200</b>	<b>484,700</b>

**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 September 2021** <sup>858 859 860</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
<b>NSW</b>	<b>51,500</b>	<b>26,200</b>	<b>38,800</b>	<b>18,100</b>	<b>140,675</b>
Hunter New England	49,200	24,700	34,900	16,700	23,891
Central Coast	45,800	22,800	33,800	16,600	8,079
Far West	61,600	35,500	38,100	15,000	649
Illawarra Shoalhaven	54,600	32,000	42,000	21,400	8,266
Mid North Coast	55,700	26,300	41,900	16,500	5,926
Murrumbidgee	50,000	26,900	35,400	16,100	6,256
Nepean Blue Mountains	47,000	22,700	34,400	16,000	8,190
North Sydney	56,100	28,700	42,200	19,400	9,566

<sup>858</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>859</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>860</sup> Average and median annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average and median payments are derived from total payments paid over the 12 months to 30 September 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 insufficient data in the group.



Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Northern NSW	57,400	32,900	44,700	20,500	6,845
South Eastern Sydney	56,100	28,400	43,100	19,300	9,397
South Western Sydney	49,000	24,100	40,200	19,400	19,572
Southern NSW	48,800	28,100	34,300	17,200	4,037
Sydney	57,600	37,100	44,000	21,500	7,858
Western NSW	53,000	28,200	33,200	15,600	5,797
Western Sydney	49,600	23,000	39,700	18,200	16,329
NSW - Other	86,500	51,700	46,500	27,800	17
<b>VIC</b>	<b>52,500</b>	<b>28,700</b>	<b>36,800</b>	<b>15,900</b>	<b>123,852</b>
Barwon	51,600	29,700	35,800	17,600	8,944
Central Highlands	46,600	23,900	31,500	13,100	4,886
Loddon	45,900	22,500	30,300	11,500	6,656
North East Melbourne	51,500	26,900	36,500	15,100	11,766
Inner Gippsland	51,200	29,000	34,800	15,600	4,790
Ovens Murray	45,600	25,400	29,700	13,800	3,200
Western District	45,600	27,300	29,700	14,700	3,495
Inner East Melbourne	59,800	33,500	42,300	18,200	8,776
Outer East Melbourne	54,000	32,900	38,300	17,600	8,959
Hume Moreland	51,000	26,300	37,500	15,800	8,618
Bayside Peninsula	60,800	37,000	42,400	19,000	14,827
Southern Melbourne	51,800	28,100	38,400	17,000	11,569
Brimbank Melton	49,000	24,100	35,000	14,500	7,909
Western Melbourne	52,100	27,800	37,200	15,200	11,507
Goulburn	47,500	25,600	31,300	12,900	3,723
Mallee	54,000	29,900	32,900	13,900	2,059
Outer Gippsland	57,100	35,900	38,000	17,800	2,168
VIC - Other	<11	<11	<11	<11	<11
<b>QLD</b>	<b>56,900</b>	<b>29,200</b>	<b>42,900</b>	<b>16,700</b>	<b>92,546</b>
Bundaberg	51,300	27,100	38,100	15,300	2,695
Ipswich	50,700	25,800	36,700	15,100	7,482
Mackay	51,200	22,700	37,200	13,200	3,068
Toowoomba	56,300	29,400	39,700	15,800	5,848
Townsville	54,700	26,300	38,600	14,000	5,637
Rockhampton	48,600	24,200	31,800	11,800	5,185
Beenleigh	53,600	25,100	43,900	16,000	9,496
Brisbane	62,200	35,200	47,600	19,800	17,273
Cairns	64,900	35,400	46,800	17,300	4,506
Maryborough	60,100	36,500	44,400	17,900	3,861
Robina	54,300	27,100	43,400	17,100	9,492
Caboolture/Strathpine	58,400	28,300	44,800	17,700	9,871
Maroochydore	62,200	34,100	48,000	19,600	8,108
QLD - Other	47,300	28,900	22,600	12,300	24
<b>WA</b>	<b>54,900</b>	<b>31,300</b>	<b>38,800</b>	<b>16,900</b>	<b>39,327</b>
North East Metro	52,600	29,000	37,800	16,400	6,073
Wheat Belt	50,400	32,200	27,800	12,800	974
South Metro	49,800	26,900	36,800	15,800	6,194
Central South Metro	55,000	30,900	39,400	17,800	5,018
South West	50,400	29,900	36,900	16,700	3,393
Goldfields-Esperance	57,500	32,200	36,400	15,800	641
North Metro	54,900	29,400	38,300	16,200	5,234
Kimberley-Pilbara	67,400	42,400	36,700	17,400	1,277
South East Metro	56,000	33,700	41,100	18,300	4,313
Central North Metro	66,600	39,800	48,400	21,200	4,374



Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Great Southern	56,700	28,900	37,000	12,900	953
Midwest-Gascoyne	45,500	29,300	29,200	13,900	883
WA - Other	<11	<11	<11	<11	<11
<b>SA</b>	<b>49,100</b>	<b>24,800</b>	<b>34,100</b>	<b>13,600</b>	<b>40,089</b>
Adelaide Hills	45,400	22,000	31,400	12,300	1,533
Barossa, Light and Lower North	41,100	22,000	30,000	12,100	1,949
Eastern Adelaide	55,800	28,400	40,900	15,800	3,423
Eyre and Western	59,700	31,300	33,100	13,300	1280
Far North (SA)	61,100	38,600	29,400	11,600	492
Fleurieu and Kangaroo Island	58,500	30,300	40,600	16,500	1130
Limestone Coast	44,300	23,600	28,100	10,200	1317
Murray and Mallee	46,000	23,700	26,400	10,800	1,693
Northern Adelaide	44,900	22,900	32,300	13,200	13,523
Southern Adelaide	51,900	26,000	35,900	14,400	8,548
Western Adelaide	53,600	27,200	39,600	15,900	3,561
Yorke and Mid North	47,300	27,300	30,700	14,200	1,640
SA - Other	<11	<11	<11	<11	<11
<b>TAS</b>	<b>52,400</b>	<b>29,600</b>	<b>37,600</b>	<b>15,900</b>	<b>10,165</b>
TAS North	56,600	32,200	39,100	16,700	2,968
TAS North West	51,400	30,700	36,100	16,100	2,357
TAS South East	45,900	23,900	34,600	13,700	2,261
TAS South West	54,300	30,600	39,800	16,500	2,579
TAS - Other	<11	<11	<11	<11	<11
<b>ACT</b>	<b>46,600</b>	<b>22,900</b>	<b>34,300</b>	<b>14,600</b>	<b>8,362</b>
ACT	46,600	22,900	34,300	14,600	8,362
ACT - Other	<11	<11	<11	<11	<11
<b>NT</b>	<b>72,100</b>	<b>37,700</b>	<b>51,800</b>	<b>19,800</b>	<b>3,973</b>
Barkly	59,400	39,600	30,700	14,800	146
Central Australia	105,800	64,200	75,400	28,700	601
Darwin Remote	70,800	52,700	44,500	21,700	402
Darwin Urban	60,100	24,700	48,100	16,500	2,330
East Arnhem	97,200	55,000	52,400	29,600	199
Katherine	100,000	59,100	61,800	35,700	170
NT - Other	74,900	45,700	48,500	19,500	125
<b>Other Territories</b>	<b>80,700</b>	<b>61,100</b>	<b>46,800</b>	<b>23,100</b>	<b>42</b>
Missing	<11	<11	<11	<11	<11
<b>Total</b>	<b>53,100</b>	<b>27,900</b>	<b>38,600</b>	<b>16,600</b>	<b>459,053</b>

# Appendix P:

## Specialist Disability Accommodation

**Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL**

861 862



<sup>861</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>862</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 Participants in SIL 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 September 2021** <sup>863 864 865</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of Participants in SIL	Number of active participants
<b>NSW</b>	<b>5,598</b>	<b>3.7%</b>	<b>9,027</b>	<b>6.0%</b>	<b>149,702</b>
Hunter New England	798	3.1%	1,700	6.6%	25,591
Central Coast	269	3.1%	503	5.9%	8,582
Far West	<11		18	2.7%	667
Illawarra Shoalhaven	339	3.9%	521	5.9%	8,787
Mid North Coast	151	2.5%	227	3.7%	6,153
Murrumbidgee	249	3.8%	359	5.4%	6,615
Nepean Blue Mountains	409	4.6%	607	6.9%	8,797
North Sydney	763	7.3%	900	8.6%	10,466
Northern NSW	223	3.1%	315	4.4%	7,160
South Eastern Sydney	460	4.6%	613	6.1%	10,010
South Western Sydney	492	2.4%	1,017	4.9%	20,589
Southern NSW	141	3.3%	205	4.8%	4,242
Sydney	262	3.2%	432	5.2%	8,290
Western NSW	334	5.3%	505	8.0%	6,302
Western Sydney	703	4.0%	1,105	6.3%	17,434
NSW - Other	<11		<11		17
<b>VIC</b>	<b>5,383</b>	<b>4.2%</b>	<b>5,223</b>	<b>4.0%</b>	<b>129,084</b>
Barwon	363	3.9%	384	4.1%	9,328
Central Highlands	274	5.3%	263	5.1%	5,149
Loddon	255	3.7%	221	3.2%	6,877
North East Melbourne	717	5.8%	692	5.6%	12,458
Inner Gippsland	134	2.7%	133	2.7%	4,923
Ovens Murray	142	4.3%	139	4.2%	3,339
Western District	269	7.1%	273	7.2%	3,768
Inner East Melbourne	778	8.2%	706	7.4%	9,482
Outer East Melbourne	470	5.0%	420	4.5%	9,379
Hume Moreland	221	2.5%	214	2.4%	8,832
Bayside Peninsula	746	4.8%	797	5.1%	15,624
Southern Melbourne	277	2.3%	300	2.5%	11,869
Brimbank Melton	199	2.5%	194	2.4%	8,103
Western Melbourne	294	2.5%	242	2.1%	11,749
Goulburn	96	2.5%	96	2.5%	3,819
Mallee	83	3.9%	83	3.9%	2,142
Outer Gippsland	65	2.9%	66	3.0%	2,234
VIC - Other	<11		<11		<11
<b>QLD</b>	<b>1,793</b>	<b>1.8%</b>	<b>4,929</b>	<b>5.1%</b>	<b>97,475</b>
Bundaberg	65	2.3%	150	5.3%	2,845
Ipswich	232	2.9%	400	5.1%	7,882
Mackay	30	0.9%	127	4.0%	3,195
Toowoomba	203	3.2%	439	7.0%	6,287
Townsville	71	1.2%	333	5.6%	5,970
Rockhampton	83	1.5%	253	4.7%	5,438
Beenleigh	155	1.6%	477	4.8%	9,973
Brisbane	371	2.0%	936	5.1%	18,209
Cairns	60	1.3%	280	5.9%	4,786
Maryborough	80	2.0%	197	4.9%	4,058

<sup>863</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>864</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>865</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 Participants in SIL 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 September 2021.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of Participants in SIL	Number of active participants
Robina	159	1.6%	486	4.9%	9,978
Caboolture/Strathpine	152	1.5%	462	4.5%	10,333
Maroochydore	132	1.6%	389	4.6%	8,497
QLD - Other	<11		<11		24
<b>WA</b>	<b>1,160</b>	<b>2.8%</b>	<b>2,326</b>	<b>5.6%</b>	<b>41,656</b>
North East Metro	307	4.7%	524	7.9%	6,597
Wheat Belt	<11		23	2.3%	997
South Metro	86	1.3%	298	4.6%	6,492
Central South Metro	96	1.8%	247	4.7%	5,265
South West	35	1.0%	130	3.7%	3,523
Goldfields-Esperance	<11		28	4.2%	669
North Metro	127	2.3%	217	4.0%	5,451
Kimberley-Pilbara	<11		26	2.0%	1,303
South East Metro	234	5.0%	398	8.4%	4,711
Central North Metro	241	5.1%	346	7.3%	4,720
Great Southern	13	1.3%	54	5.4%	1,007
Midwest-Gascoyne	15	1.6%	35	3.8%	918
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,700</b>	<b>4.0%</b>	<b>2,377</b>	<b>5.6%</b>	<b>42,466</b>
Adelaide Hills	38	2.4%	63	3.9%	1,596
Barossa, Light and Lower North	28	1.4%	43	2.2%	1,992
Eastern Adelaide	161	4.4%	239	6.5%	3,662
Eyre and Western	27	2.1%	35	2.7%	1,315
Far North (SA)	16	3.1%	25	4.8%	517
Fleurieu and Kangaroo Island	38	3.2%	46	3.9%	1,176
Limestone Coast	41	2.9%	79	5.7%	1,396
Murray and Mallee	66	3.7%	96	5.4%	1,789
Northern Adelaide	571	4.0%	780	5.5%	14,303
Southern Adelaide	544	5.9%	719	7.8%	9,267
Western Adelaide	140	3.7%	192	5.1%	3,753
Yorke and Mid North	30	1.8%	60	3.5%	1,700
SA - Other	<11		<11		<11
<b>TAS</b>	<b>396</b>	<b>3.6%</b>	<b>914</b>	<b>8.2%</b>	<b>11,080</b>
TAS North	104	3.3%	208	6.5%	3,176
TAS North West	100	3.9%	212	8.3%	2,569
TAS South East	68	2.8%	160	6.6%	2,421
TAS South West	124	4.3%	334	11.5%	2,913
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>184</b>	<b>2.1%</b>	<b>464</b>	<b>5.3%</b>	<b>8,828</b>
ACT	184	2.1%	464	5.3%	8,826
ACT - Other	<11		<11		<11
<b>NT</b>	<b>133</b>	<b>3.1%</b>	<b>386</b>	<b>8.9%</b>	<b>4,359</b>
Barkly	<11		11	7.0%	157
Central Australia	31	4.4%	104	14.8%	705
Darwin Remote	<11		<11		402
Darwin Urban	82	3.2%	234	9.1%	2,564
East Arnhem	<11		<11		202
Katherine	14	7.0%	29	14.6%	199
NT - Other	<11		<11		130
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>42</b>
<b>Missing</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>&lt;11</b>
<b>National</b>	<b>16,347</b>	<b>3.4%</b>	<b>25,647</b>	<b>5.3%</b>	<b>484,700</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2021** <sup>866 867 868 869</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	78,678,488	0.76%	3,113,573,170	30%	10,361,449,289
VIC	60,120,140	0.73%	1,776,741,561	21%	8,277,397,257
QLD	30,879,497	0.44%	1,734,024,858	25%	7,002,235,190
WA	14,475,219	0.50%	735,079,474	25%	2,896,049,654
SA	20,575,287	0.74%	808,788,688	29%	2,777,485,385
TAS	4,515,295	0.52%	342,594,159	39%	875,445,533
ACT	2,830,878	0.51%	161,802,229	29%	551,560,556
NT	1,598,220	0.32%	211,816,892	43%	498,313,742
Other Territories	0	0.00%	0	0%	3,390,017
Missing	0	0.00%	221,194	23%	970,325
<b>Total</b>	<b>213,673,022</b>	<b>0.64%</b>	<b>8,884,642,224</b>	<b>27%</b>	<b>33,244,296,950</b>

**Table P.3 Active SDA providers by jurisdiction as at 30 September 2021** <sup>870 871 872</sup>

State/Territory	SDA providers that have ever been active	SDA providers active in 2021-22 Q1
NSW	161	127
VIC	100	67
QLD	85	55
WA	29	21
SA	29	18
TAS	15	8
ACT	11	5
NT	4	3
OT	0	0
<b>National</b>	<b>362</b>	<b>274</b>

<sup>866</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>867</sup> State/Territory is defined by the current residing address of the participant.

<sup>868</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>869</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 September 2021.

<sup>870</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>871</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>872</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 September 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>30</b>	<b>0</b>	<b>144</b>
ACT - Australian Capital Territory	114	0	30	0	144
<b>NSW</b>	<b>1,391</b>	<b>58</b>	<b>951</b>	<b>13</b>	<b>2,413</b>
NSW - Capital Region	58	1	9	0	68
NSW - Central Coast	66	3	51	1	121
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	21	0	58
NSW - Illawarra	41	1	21	0	63
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	53	1	12	0	66
NSW - New England and North West	35	2	13	0	50
NSW - Newcastle and Lake Macquarie	78	1	117	0	196
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	1	111
NSW - Sydney - Blacktown	75	4	45	2	126
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	76	2	52	3	133
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	39	1	21	0	61
NSW - Sydney - Northern Beaches	32	1	27	0	60
NSW - Sydney - Outer South West	58	0	13	1	72
NSW - Sydney - Outer West and Blue Mountains	95	4	116	2	217
NSW - Sydney - Parramatta	112	0	166	1	279
NSW - Sydney - Ryde	82	1	50	0	133
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>371</b>	<b>32</b>	<b>499</b>	<b>14</b>	<b>916</b>
QLD - Brisbane - East	13	0	11	0	24
QLD - Brisbane - North	19	2	24	0	45
QLD - Brisbane - South	17	2	27	0	46
QLD - Brisbane - West	46	2	6	0	54
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	16	0	28
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	92	1	124
QLD - Ipswich	36	1	48	0	85
QLD - Logan - Beaudesert	12	1	47	1	61
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	29	2	51
QLD - Moreton Bay - South	17	0	24	0	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	32	1	52

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Toowoomba	13	7	36	2	58
QLD - Townsville	25	2	15	3	45
QLD - Wide Bay	55	4	42	1	102
<b>SA</b>	<b>969</b>	<b>8</b>	<b>191</b>	<b>3</b>	<b>1,171</b>
SA - Adelaide - Central and Hills	82	3	61	2	148
SA - Adelaide - North	316	0	63	0	379
SA - Adelaide - South	297	3	31	1	332
SA - Adelaide - West	151	0	25	0	176
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	88	1	9	0	98
<b>TAS</b>	<b>24</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>43</b>
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	7	1	16
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	8	0	14
<b>VIC</b>	<b>1,100</b>	<b>196</b>	<b>431</b>	<b>26</b>	<b>1,753</b>
VIC - Ballarat	35	11	43	1	90
VIC - Bendigo	32	6	27	0	65
VIC - Geelong	50	6	33	8	97
VIC - Hume	48	4	2	0	54
VIC - Latrobe - Gippsland	52	18	5	0	75
VIC - Melbourne - Inner	43	7	70	1	121
VIC - Melbourne - Inner East	76	16	9	0	101
VIC - Melbourne - Inner South	107	16	9	1	133
VIC - Melbourne - North East	130	29	23	3	185
VIC - Melbourne - North West	39	8	12	0	59
VIC - Melbourne - Outer East	118	13	37	1	169
VIC - Melbourne - South East	117	13	45	3	178
VIC - Melbourne - West	73	16	67	1	157
VIC - Mornington Peninsula	50	10	21	1	82
VIC - North West	64	14	9	6	93
VIC - Shepparton	31	5	3	0	39
VIC - Warrnambool and South West	35	4	16	0	55
<b>WA</b>	<b>12</b>	<b>1</b>	<b>79</b>	<b>0</b>	<b>92</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	19	0	20
WA - Perth - South East	5	0	28	0	33
WA - Perth - South West	0	0	13	0	13
WA - Western Australia - Outback	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>3,997</b>	<b>301</b>	<b>2,204</b>	<b>59</b>	<b>6,561</b>



**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 30 September 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>14</b>	<b>7</b>	<b>144</b>
ACT - Australian Capital Territory	32	58	33	14	7	144
<b>NSW</b>	<b>1,119</b>	<b>443</b>	<b>517</b>	<b>83</b>	<b>251</b>	<b>2,413</b>
NSW - Capital Region	52	3	8	1	4	68
NSW - Central Coast	60	8	36	4	13	121
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	9	58
NSW - Illawarra	42	12	9	0	0	63
NSW - Mid North Coast	39	11	0	6	1	57
NSW - Murray	35	18	6	5	2	66
NSW - New England and North West	18	12	6	0	14	50
NSW - Newcastle and Lake Macquarie	69	12	106	1	8	196
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	3	25	111
NSW - Sydney - Blacktown	63	31	17	1	14	126
NSW - Sydney - City and Inner South	15	23	1	2	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	70	18	41	1	3	133
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	33	7	15	2	4	61
NSW - Sydney - Northern Beaches	30	6	13	0	11	60
NSW - Sydney - Outer South West	40	3	19	5	5	72
NSW - Sydney - Outer West and Blue Mountains	68	59	38	19	33	217
NSW - Sydney - Parramatta	78	89	68	0	44	279
NSW - Sydney - Ryde	49	13	44	2	25	133
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>107</b>	<b>195</b>	<b>368</b>	<b>79</b>	<b>167</b>	<b>916</b>
QLD - Brisbane - East	6	6	7	2	3	24
QLD - Brisbane - North	13	7	22	1	2	45
QLD - Brisbane - South	9	6	27	3	1	46
QLD - Brisbane - West	1	23	30	0	0	54
QLD - Brisbane Inner City	5	3	31	0	10	49
QLD - Cairns	2	2	7	0	17	28
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	3	9	2	0	19	33
QLD - Gold Coast	8	18	74	4	20	124
QLD - Ipswich	7	19	32	18	9	85
QLD - Logan - Beaudesert	5	11	25	12	8	61
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	7	21	16	7	51
QLD - Moreton Bay - South	2	14	19	0	6	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	8	26	5	8	52
QLD - Toowoomba	11	16	22	1	8	58
QLD - Townsville	7	10	10	4	14	45
QLD - Wide Bay	20	28	12	13	29	102
<b>SA</b>	<b>566</b>	<b>248</b>	<b>203</b>	<b>55</b>	<b>99</b>	<b>1,171</b>
SA - Adelaide - Central and Hills	61	11	60	6	10	148
SA - Adelaide - North	150	118	66	14	31	379
SA - Adelaide - South	183	51	60	11	27	332
SA - Adelaide - West	97	31	14	13	21	176
SA - Barossa - Yorke - Mid North	14	3	0	3	0	20
SA - South Australia - Outback	14	4	0	0	0	18
SA - South Australia - South East	47	30	3	8	10	98
<b>TAS</b>	<b>6</b>	<b>17</b>	<b>4</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	3	2	3	16
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	3	1	0	10	14
<b>VIC</b>	<b>345</b>	<b>421</b>	<b>446</b>	<b>163</b>	<b>378</b>	<b>1,753</b>
VIC - Ballarat	9	44	11	17	9	90
VIC - Bendigo	10	15	23	14	3	65
VIC - Geelong	14	27	35	14	7	97
VIC - Hume	24	9	7	3	11	54
VIC - Latrobe - Gippsland	17	35	2	15	6	75
VIC - Melbourne - Inner	19	19	76	1	6	121
VIC - Melbourne - Inner East	21	19	19	13	29	101
VIC - Melbourne - Inner South	47	20	19	5	42	133
VIC - Melbourne - North East	34	49	40	11	51	185
VIC - Melbourne - North West	7	13	12	7	20	59
VIC - Melbourne - Outer East	31	26	33	14	65	169
VIC - Melbourne - South East	31	49	55	17	26	178
VIC - Melbourne - West	10	32	70	7	38	157
VIC - Mornington Peninsula	13	21	15	7	26	82
VIC - North West	24	22	8	9	30	93
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>12</b>	<b>47</b>	<b>1</b>	<b>27</b>	<b>92</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	18	0	1	20
WA - Perth - South East	3	11	17	0	2	33
WA - Perth - South West	0	0	3	0	10	13
WA - Western Australia - Outback	0	0	0	1	5	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>2,188</b>	<b>1,397</b>	<b>1,621</b>	<b>397</b>	<b>958</b>	<b>6,561</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 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>56</b>	<b>30</b>	<b>24</b>	<b>9</b>	<b>0</b>	<b>144</b>
ACT - Australian Capital Territory	25	56	30	24	9	0	144
<b>NSW</b>	<b>730</b>	<b>437</b>	<b>221</b>	<b>318</b>	<b>649</b>	<b>58</b>	<b>2,413</b>
NSW - Capital Region	30	9	3	9	16	1	68
NSW - Central Coast	42	18	7	17	34	3	121
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	10	13	18	1	58
NSW - Illawarra	17	2	7	8	28	1	63
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	24	12	6	6	17	1	66
NSW - New England and North West	7	12	6	3	20	2	50
NSW - Newcastle and Lake Macquarie	77	31	27	20	40	1	196
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	11	38	4	22	30	6	111
NSW - Sydney - Blacktown	20	24	17	17	44	4	126
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	49	13	10	12	47	2	133
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	17	8	5	9	21	1	61
NSW - Sydney - Northern Beaches	8	5	5	13	28	1	60
NSW - Sydney - Outer South West	17	10	8	15	22	0	72
NSW - Sydney - Outer West and Blue Mountains	74	34	40	30	35	4	217
NSW - Sydney - Parramatta	120	90	14	15	40	0	279
NSW - Sydney - Ryde	44	36	7	19	26	1	133
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>404</b>	<b>177</b>	<b>169</b>	<b>92</b>	<b>42</b>	<b>32</b>	<b>916</b>
QLD - Brisbane - East	7	6	8	2	1	0	24
QLD - Brisbane - North	23	6	8	3	3	2	45
QLD - Brisbane - South	27	8	6	0	3	2	46
QLD - Brisbane - West	29	15	3	3	2	2	54
QLD - Brisbane Inner City	42	0	4	2	1	0	49
QLD - Cairns	10	4	6	7	0	1	28
QLD - Darling Downs - Maranoa	2	1	1	0	3	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	93	9	15	3	2	2	124
QLD - Ipswich	31	18	23	12	0	1	85
QLD - Logan - Beaudesert	27	9	13	9	2	1	61
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	4	16	15	8	6	2	51
QLD - Moreton Bay - South	15	12	8	4	2	0	41
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	27	3	12	4	3	3	52
QLD - Toowoomba	22	16	4	7	2	7	58

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Townsville	3	22	5	8	5	2	45
QLD - Wide Bay	30	25	33	8	2	4	102
<b>SA</b>	<b>318</b>	<b>468</b>	<b>174</b>	<b>123</b>	<b>80</b>	<b>8</b>	<b>1,171</b>
SA - Adelaide - Central and Hills	63	44	15	17	6	3	148
SA - Adelaide - North	81	165	62	46	25	0	379
SA - Adelaide - South	108	123	37	27	34	3	332
SA - Adelaide - West	51	67	30	17	11	0	176
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	4	8	1	4	1	0	18
SA - South Australia - South East	8	54	23	9	3	1	98
<b>TAS</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>15</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	3	0	7	0	2	16
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	4	0	1	14
<b>VIC</b>	<b>462</b>	<b>193</b>	<b>199</b>	<b>145</b>	<b>558</b>	<b>196</b>	<b>1,753</b>
VIC - Ballarat	42	17	5	2	13	11	90
VIC - Bendigo	28	10	6	6	9	6	65
VIC - Geelong	31	21	11	4	24	6	97
VIC - Hume	7	19	4	6	14	4	54
VIC - Latrobe - Gippsland	28	10	4	2	13	18	75
VIC - Melbourne - Inner	80	5	6	5	18	7	121
VIC - Melbourne - Inner East	11	4	4	11	55	16	101
VIC - Melbourne - Inner South	29	11	17	9	51	16	133
VIC - Melbourne - North East	29	20	29	15	63	29	185
VIC - Melbourne - North West	3	10	8	4	26	8	59
VIC - Melbourne - Outer East	32	12	23	23	66	13	169
VIC - Melbourne - South East	48	7	24	22	64	13	178
VIC - Melbourne - West	45	12	29	8	47	16	157
VIC - Mornington Peninsula	15	11	11	6	29	10	82
VIC - North West	19	14	7	11	28	14	93
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>41</b>	<b>13</b>	<b>26</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>92</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	14	0	3	1	2	0	20
WA - Perth - South East	23	1	5	2	2	0	33
WA - Perth - South West	2	4	6	1	0	0	13
WA - Western Australia - Outback	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>1,991</b>	<b>1,371</b>	<b>823</b>	<b>726</b>	<b>1,349</b>	<b>301</b>	<b>6,561</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>6</b>	<b>2</b>	<b>61</b>
ACT - Australian Capital Territory	17	36	6	2	61
<b>NSW</b>	<b>704</b>	<b>785</b>	<b>98</b>	<b>399</b>	<b>1,986</b>
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	13	65	0	36	114
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	10	69
NSW - Illawarra	32	17	0	0	49
NSW - Mid North Coast	16	0	6	3	25
NSW - Murray	10	11	4	0	25
NSW - New England and North West	0	2	0	28	30
NSW - Newcastle and Lake Macquarie	34	225	0	11	270
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	1	56	129
NSW - Sydney - Blacktown	52	23	0	34	109
NSW - Sydney - City and Inner South	36	5	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	32	59	0	0	91
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	28	5	4	37
NSW - Sydney - Northern Beaches	15	36	0	36	87
NSW - Sydney - Outer South West	5	15	2	2	24
NSW - Sydney - Outer West and Blue Mountains	95	44	28	50	217
NSW - Sydney - Parramatta	166	62	0	52	280
NSW - Sydney - Ryde	23	20	3	43	89
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>105</b>	<b>549</b>	<b>86</b>	<b>173</b>	<b>913</b>
QLD - Brisbane - East	5	10	0	6	21
QLD - Brisbane - North	3	20	3	3	29
QLD - Brisbane - South	1	33	6	0	40
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	32	0	16	51
QLD - Cairns	0	17	0	12	29
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	13	87	6	21	127
QLD - Ipswich	10	63	11	14	98
QLD - Logan - Beaudesert	15	40	16	17	88
QLD - Mackay	0	0	0	0	0

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Moreton Bay - North	3	52	17	6	78
QLD - Moreton Bay - South	5	34	0	2	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	2	51	0	9	62
QLD - Toowoomba	16	34	2	19	71
QLD - Townsville	4	20	10	12	46
QLD - Wide Bay	18	32	15	23	88
<b>SA</b>	<b>42</b>	<b>153</b>	<b>121</b>	<b>35</b>	<b>351</b>
SA - Adelaide - Central and Hills	9	68	15	2	94
SA - Adelaide - North	24	64	28	9	125
SA - Adelaide - South	6	15	25	12	58
SA - Adelaide - West	3	2	31	12	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>3</b>	<b>1</b>	<b>22</b>	<b>34</b>
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	6	2	1	8	17
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
<b>VIC</b>	<b>140</b>	<b>484</b>	<b>70</b>	<b>98</b>	<b>792</b>
VIC - Ballarat	41	17	3	3	64
VIC - Bendigo	11	23	9	0	43
VIC - Geelong	9	56	16	7	88
VIC - Hume	0	0	0	6	6
VIC - Latrobe - Gippsland	7	1	2	0	10
VIC - Melbourne - Inner	4	66	0	1	71
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	4	31
VIC - Melbourne - Outer East	5	47	0	4	56
VIC - Melbourne - South East	14	56	9	4	83
VIC - Melbourne - West	21	80	4	11	116
VIC - Mornington Peninsula	3	24	6	20	53
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>12</b>	<b>70</b>	<b>1</b>	<b>72</b>	<b>155</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
WA - Perth - North West	0	29	0	3	32
WA - Perth - South East	10	25	0	4	39
WA - Perth - South West	0	5	0	27	32
WA - Western Australia - Outback	0	0	1	13	14
WA - Western Australia - Wheat Belt	0	0	0	0	0

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>Total</b>	<b>1,028</b>	<b>2,084</b>	<b>383</b>	<b>816</b>	<b>4,311</b>

**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 September 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 - Central Queensland	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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Mackay - Isaac - Whitsunday	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0
<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 September 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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Wide Bay	0	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>	<b>0</b>
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 September 2021** <sup>873</sup>

SA4 Region	SDA Design Category										Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support	
<b>ACT</b>	0	1	32	0	0	0	0	0	1	0	<b>34</b>
ACT - Australian Capital Territory	0	1	32	0	0	0	0	0	1	0	34
<b>NSW</b>	0	73	330	54	43	2	0	2	0	2	<b>506</b>
NSW - Capital Region	0	0	0	0	0	0	0	0	0	0	0
NSW - Central Coast	0	0	7	0	2	0	0	0	0	0	9
NSW - Central West	0	0	9	3	0	1	0	0	0	0	13
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	0	0	0	0	16
NSW - Hunter Valley exc Newcastle	0	0	10	0	0	0	0	0	0	0	10
NSW - Illawarra	0	8	31	0	0	0	0	0	0	0	39
NSW - Mid North Coast	0	0	0	0	1	0	0	0	0	0	1
NSW - Murray	0	0	3	10	1	0	0	2	0	0	16
NSW - New England and North West	0	0	1	0	5	0	0	0	0	0	6
NSW - Newcastle and Lake Macquarie	0	0	16	1	0	0	0	0	0	0	17
NSW - Richmond - Tweed	0	1	1	2	6	0	0	0	0	0	10
NSW - Riverina	0	0	8	3	0	0	0	0	0	0	11
NSW - Southern Highlands and Shoalhaven	0	6	6	0	0	1	0	0	0	0	13
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	0	0	0	0	0	0	11
NSW - Sydney - Blacktown	0	12	43	7	0	0	0	0	0	0	62
NSW - Sydney - City and Inner South	0	0	10	0	0	0	0	0	0	0	10
NSW - Sydney - Eastern Suburbs	0	1	1	2	0	0	0	0	0	0	4
NSW - Sydney - Inner South West	0	0	25	1	0	0	0	0	0	0	26
NSW - Sydney - Inner West	0	0	3	4	2	0	0	0	0	0	9
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	0	0	0	0	0	26
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	0	0	0	2
NSW - Sydney - Outer South West	0	0	14	0	0	0	0	0	0	0	14
NSW - Sydney - Outer West and Blue Mountains	0	31	19	4	5	0	0	0	0	0	59
NSW - Sydney - Parramatta	0	4	31	2	6	0	0	0	0	0	43
NSW - Sydney - Ryde	0	2	13	1	0	0	0	0	0	0	16
NSW - Sydney - South West	0	2	45	7	6	0	0	0	0	0	60
NSW - Sydney - Sutherland	0	0	1	0	0	0	0	0	0	2	3
<b>NT</b>	0	0	0	0	0	0	0	0	0	0	<b>0</b>
NT - Darwin	0	0	0	0	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0	0	0	0	0
<b>QLD</b>	0	20	398	74	59	1	0	0	0	0	<b>552</b>

<sup>873</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 High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support	
QLD - Brisbane - East	0	0	17	1	0	0	0	0	0	0	18
QLD - Brisbane - North	0	0	13	1	0	1	0	0	0	0	15
QLD - Brisbane - South	0	0	37	1	5	0	0	0	0	0	43
QLD - Brisbane - West	0	0	0	0	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	12	0	2	0	0	0	0	0	14
QLD - Cairns	0	0	13	0	0	0	0	0	0	0	13
QLD - Darling Downs - Maranoa	0	0	4	0	0	0	0	0	0	0	4
QLD - Fitzroy	0	0	2	0	0	0	0	0	0	0	2
QLD - Gold Coast	0	2	88	1	6	0	0	0	0	0	97
QLD - Ipswich	0	4	38	18	13	0	0	0	0	0	73
QLD - Logan - Beaudesert	0	7	67	12	10	0	0	0	0	0	96
QLD - Mackay	0	0	5	2	1	0	0	0	0	0	8
QLD - Moreton Bay - North	0	6	45	7	9	0	0	0	0	0	67
QLD - Moreton Bay - South	0	0	11	0	0	0	0	0	0	0	11
QLD - Queensland - Outback	0	0	0	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	9	21	2	0	0	0	0	0	32
QLD - Toowoomba	0	1	9	10	5	0	0	0	0	0	25
QLD - Townsville	0	0	14	0	2	0	0	0	0	0	16
QLD - Wide Bay	0	0	14	0	4	0	0	0	0	0	18
<b>SA</b>	<b>0</b>	<b>56</b>	<b>62</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>125</b>
SA - Adelaide - Central and Hills	0	9	37	0	0	0	0	0	0	0	46
SA - Adelaide - North	0	18	4	1	0	0	0	0	0	0	23
SA - Adelaide - South	0	6	12	0	2	0	4	0	0	0	24
SA - Adelaide - West	0	19	9	0	0	0	0	0	0	0	28
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0	0	0	0	0
SA - South Australia - South East	0	4	0	0	0	0	0	0	0	0	4
<b>TAS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
TAS - Hobart	0	0	0	2	0	0	0	0	0	0	2
TAS - Launceston and North East	0	0	0	0	3	0	0	0	0	0	3
TAS - South East	0	0	0	0	0	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0	0	0	0	0	0
<b>VIC</b>	<b>0</b>	<b>46</b>	<b>269</b>	<b>45</b>	<b>44</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>405</b>
VIC - Ballarat	0	8	24	5	10	0	1	0	0	0	48
VIC - Bendigo	0	5	6	0	2	0	0	0	0	0	13
VIC - Geelong	0	0	15	3	1	0	0	0	0	0	19
VIC - Hume	0	0	0	0	1	0	0	0	0	0	1
VIC - Latrobe - Gippsland	0	2	1	1	2	0	0	0	0	0	6
VIC - Melbourne - Inner	0	0	73	0	1	0	0	0	0	0	74
VIC - Melbourne - Inner East	0	0	0	0	1	0	0	0	0	0	1
VIC - Melbourne - Inner South	0	4	14	3	7	0	0	0	0	0	28
VIC - Melbourne - North East	0	4	25	16	2	0	0	0	0	0	47
VIC - Melbourne - North West	0	0	1	1	0	0	0	0	0	0	2

SA4 Region	SDA Design Category										Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support	
VIC - Melbourne - Outer East	0	10	12	0	2	0	0	0	0	0	24
VIC - Melbourne - South East	0	8	20	12	1	0	0	0	0	0	41
VIC - Melbourne - West	0	3	72	0	4	0	0	0	0	0	79
VIC - Mornington Peninsula	0	0	2	0	10	0	0	0	0	0	12
VIC - North West	0	1	0	0	0	0	0	0	0	0	1
VIC - Shepparton	0	1	1	0	0	0	0	0	0	0	2
VIC - Warrnambool and South West	0	0	3	4	0	0	0	0	0	0	7
<b>WA</b>	<b>0</b>	<b>37</b>	<b>74</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>117</b>
WA - Bunbury	0	0	0	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	0	0	0	0	0	0	1
WA - Perth - Inner	0	0	14	0	0	0	0	0	0	0	14
WA - Perth - North East	0	0	3	0	0	0	0	0	0	0	3
WA - Perth - North West	0	0	24	0	0	0	0	0	0	0	24
WA - Perth - South East	0	37	9	0	6	0	0	0	0	0	52
WA - Perth - South West	0	0	23	0	0	0	0	0	0	0	23
WA - Western Australia - Outback	0	0	0	0	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>233</b>	<b>1,165</b>	<b>176</b>	<b>157</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1,744</b>

**Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2021** <sup>874</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>166</b>	<b>18</b>	<b>22</b>	<b>206</b>
ACT - Australian Capital Territory	166	18	22	206
<b>NSW</b>	<b>4,787</b>	<b>811</b>	<b>566</b>	<b>6,164</b>
NSW - Capital Region	135	13	12	160
NSW - Central Coast	219	50	37	306
NSW - Central West	200	21	24	245
NSW - Coffs Harbour - Grafton	84	11	13	108
NSW - Far West and Orana	119	7	10	136
NSW - Hunter Valley exc Newcastle	159	21	15	195
NSW - Illawarra	220	30	20	270
NSW - Mid North Coast	146	12	13	171
NSW - Murray	113	13	14	140
NSW - New England and North West	104	16	7	127
NSW - Newcastle and Lake Macquarie	389	42	33	464
NSW - Richmond - Tweed	162	26	24	212
NSW - Riverina	103	11	13	127
NSW - Southern Highlands and Shoalhaven	103	16	8	127
NSW - Sydney - Baulkham Hills and Hawkesbury	175	40	24	239
NSW - Sydney - Blacktown	280	23	25	328
NSW - Sydney - City and Inner South	86	8	13	107
NSW - Sydney - Eastern Suburbs	60	5	11	76
NSW - Sydney - Inner South West	280	47	39	366
NSW - Sydney - Inner West	122	5	18	145
NSW - Sydney - North Sydney and Hornsby	151	19	34	204
NSW - Sydney - Northern Beaches	148	65	12	225
NSW - Sydney - Outer South West	148	24	34	206
NSW - Sydney - Outer West and Blue Mountains	316	78	23	417
NSW - Sydney - Parramatta	222	80	45	347
NSW - Sydney - Ryde	223	75	15	313
NSW - Sydney - South West	146	22	19	187
NSW - Sydney - Sutherland	174	31	11	216
<b>NT</b>	<b>129</b>	<b>4</b>	<b>31</b>	<b>164</b>
NT - Darwin	78	4	13	95
NT - Northern Territory - Outback	51	0	18	69
<b>QLD</b>	<b>1,493</b>	<b>300</b>	<b>479</b>	<b>2,272</b>
QLD - Brisbane - East	48	11	25	84
QLD - Brisbane - North	68	16	36	120
QLD - Brisbane - South	65	8	34	107
QLD - Brisbane - West	69	25	15	109
QLD - Brisbane Inner City	35	23	16	74
QLD - Cairns	51	8	16	75
QLD - Darling Downs - Maranoa	28	0	6	34
QLD - Fitzroy	75	8	15	98
QLD - Gold Coast	122	38	54	214
QLD - Ipswich	226	29	69	324
QLD - Logan - Beaudesert	101	20	22	143
QLD - Mackay	28	2	5	35
QLD - Moreton Bay - North	75	21	43	139
QLD - Moreton Bay - South	43	14	18	75

<sup>874</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 - Queensland - Outback	1	0	2	3
QLD - Sunshine Coast	90	21	30	141
QLD - Toowoomba	174	13	21	208
QLD - Townsville	61	10	25	96
QLD - Wide Bay	133	33	27	193
<b>SA</b>	<b>1,581</b>	<b>119</b>	<b>244</b>	<b>1,944</b>
SA - Adelaide - Central and Hills	175	24	39	238
SA - Adelaide - North	491	43	65	599
SA - Adelaide - South	519	25	74	618
SA - Adelaide - West	180	16	39	235
SA - Barossa - Yorke - Mid North	36	3	7	46
SA - South Australia - Outback	42	1	9	52
SA - South Australia - South East	138	7	11	156
<b>TAS</b>	<b>369</b>	<b>27</b>	<b>33</b>	<b>429</b>
TAS - Hobart	188	0	12	200
TAS - Launceston and North East	96	8	9	113
TAS - South East	4	0	2	6
TAS - West and North West	81	19	10	110
<b>VIC</b>	<b>4,853</b>	<b>530</b>	<b>510</b>	<b>5,893</b>
VIC - Ballarat	189	27	30	246
VIC - Bendigo	151	18	15	184
VIC - Geelong	242	50	39	331
VIC - Hume	144	10	9	163
VIC - Latrobe - Gippsland	184	15	20	219
VIC - Melbourne - Inner	194	44	33	271
VIC - Melbourne - Inner East	410	28	22	460
VIC - Melbourne - Inner South	389	28	31	448
VIC - Melbourne - North East	590	30	42	662
VIC - Melbourne - North West	201	22	21	244
VIC - Melbourne - Outer East	538	55	45	638
VIC - Melbourne - South East	475	58	69	602
VIC - Melbourne - West	354	49	46	449
VIC - Mornington Peninsula	222	32	58	312
VIC - North West	253	20	9	282
VIC - Shepparton	136	15	9	160
VIC - Warrnambool and South West	181	29	12	222
<b>WA</b>	<b>1,126</b>	<b>34</b>	<b>129</b>	<b>1,289</b>
WA - Bunbury	35	0	8	43
WA - Mandurah	31	3	10	44
WA - Perth - Inner	49	2	14	65
WA - Perth - North East	259	4	17	280
WA - Perth - North West	306	11	21	338
WA - Perth - South East	306	5	29	340
WA - Perth - South West	111	4	22	137
WA - Western Australia - Outback	15	5	4	24
WA - Western Australia - Wheat Belt	14	0	4	18
<b>Total</b>	<b>14,504</b>	<b>1,843</b>	<b>2,014</b>	<b>18,361</b>

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 September 2021 <sup>875</sup>

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
<b>ACT</b>	<b>1</b>	<b>11</b>	<b>18</b>	<b>1</b>	<b>9</b>	<b>40</b>	<b>19%</b>
ACT - Australian Capital Territory	1	11	18	1	9	40	19%
<b>NSW</b>	<b>140</b>	<b>523</b>	<b>376</b>	<b>71</b>	<b>267</b>	<b>1,377</b>	<b>22%</b>
NSW - Capital Region	2	9	6	1	7	25	16%
NSW - Central Coast	11	26	35	2	13	87	28%
NSW - Central West	13	15	5	6	6	45	18%
NSW - Coffs Harbour - Grafton	2	14	0	3	5	24	22%
NSW - Far West and Orana	2	6	5	1	3	17	13%
NSW - Hunter Valley exc Newcastle	3	10	12	3	8	36	18%
NSW - Illawarra	5	17	16	1	11	50	19%
NSW - Mid North Coast	4	13	1	5	2	25	15%
NSW - Murray	3	10	4	2	8	27	19%
NSW - New England and North West	0	9	6	1	7	23	18%
NSW - Newcastle and Lake Macquarie	12	23	20	5	15	75	16%
NSW - Richmond - Tweed	4	19	13	3	11	50	24%
NSW - Riverina	2	10	6	1	5	24	19%
NSW - Southern Highlands and Shoalhaven	0	13	6	1	4	24	19%
NSW - Sydney - Baulkham Hills and Hawkesbury	10	25	14	3	12	64	27%
NSW - Sydney - Blacktown	4	23	9	2	10	48	15%
NSW - Sydney - City and Inner South	0	6	10	1	4	21	20%
NSW - Sydney - Eastern Suburbs	3	4	7	2	0	16	21%
NSW - Sydney - Inner South West	11	19	35	2	19	86	23%
NSW - Sydney - Inner West	2	14	2	3	2	23	16%
NSW - Sydney - North Sydney and Hornsby	4	29	11	4	5	53	26%
NSW - Sydney - Northern Beaches	3	37	23	0	14	77	34%
NSW - Sydney - Outer South West	9	21	15	0	13	58	28%
NSW - Sydney - Outer West and Blue Mountains	8	49	23	5	16	101	24%
NSW - Sydney - Parramatta	8	31	53	7	26	125	36%
NSW - Sydney - Ryde	6	45	12	3	24	90	29%
NSW - Sydney - South West	6	11	13	1	10	41	22%
NSW - Sydney - Sutherland	3	15	14	3	7	42	19%
<b>NT</b>	<b>1</b>	<b>9</b>	<b>14</b>	<b>5</b>	<b>6</b>	<b>35</b>	<b>21%</b>
NT - Darwin	1	6	6	2	2	17	18%
NT - Northern Territory - Outback	0	3	8	3	4	18	26%
<b>QLD</b>	<b>52</b>	<b>193</b>	<b>296</b>	<b>51</b>	<b>187</b>	<b>779</b>	<b>34%</b>
QLD - Brisbane - East	2	7	9	8	10	36	43%
QLD - Brisbane - North	4	18	19	3	8	52	43%
QLD - Brisbane - South	2	13	16	1	10	42	39%
QLD - Brisbane - West	2	7	24	0	7	40	37%
QLD - Brisbane Inner City	3	3	22	2	9	39	53%
QLD - Cairns	1	2	13	0	8	24	32%
QLD - Darling Downs - Maranoa	0	1	2	0	3	6	6%
QLD - Fitzroy	1	7	10	2	3	23	68%
QLD - Gold Coast	7	22	38	1	24	92	43%
QLD - Ipswich	5	38	26	9	20	98	30%

<sup>875</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 - Logan - Beaudesert	2	10	10	7	13	42	29%
QLD - Mackay	1	2	2	0	2	7	20%
QLD - Moreton Bay - North	1	19	22	4	18	64	46%
QLD - Moreton Bay - South	5	3	13	2	9	32	43%
QLD - Queensland - Outback	0	0	1	0	1	2	67%
QLD - Sunshine Coast	2	9	22	1	17	51	36%
QLD - Toowoomba	3	8	12	4	7	34	16%
QLD - Townsville	3	13	11	3	5	35	36%
QLD - Wide Bay	8	11	24	4	13	60	31%
<b>SA</b>	<b>49</b>	<b>101</b>	<b>113</b>	<b>22</b>	<b>78</b>	<b>363</b>	<b>19%</b>
SA - Adelaide - Central and Hills	12	10	30	2	9	63	26%
SA - Adelaide - North	14	23	35	8	28	108	18%
SA - Adelaide - South	8	34	26	6	25	99	16%
SA - Adelaide - West	10	19	12	6	8	55	23%
SA - Barossa - Yorke - Mid North	1	2	5	0	2	10	22%
SA - South Australia - Outback	2	5	1	0	2	10	19%
SA - South Australia - South East	2	8	4	0	4	18	12%
<b>TAS</b>	<b>7</b>	<b>19</b>	<b>20</b>	<b>2</b>	<b>12</b>	<b>60</b>	<b>14%</b>
TAS - Hobart	5	5	2	0	0	12	6%
TAS - Launceston and North East	0	7	8	1	1	17	15%
TAS - South East	0	0	1	1	0	2	33%
TAS - West and North West	2	7	9	0	11	29	26%
<b>VIC</b>	<b>150</b>	<b>397</b>	<b>236</b>	<b>74</b>	<b>183</b>	<b>1,040</b>	<b>18%</b>
VIC - Ballarat	14	18	9	4	12	57	23%
VIC - Bendigo	4	12	7	6	4	33	18%
VIC - Geelong	8	34	21	7	19	89	27%
VIC - Hume	3	6	5	1	4	19	12%
VIC - Latrobe - Gippsland	7	17	2	5	4	35	16%
VIC - Melbourne - Inner	9	13	40	1	14	77	28%
VIC - Melbourne - Inner East	4	17	13	4	12	50	11%
VIC - Melbourne - Inner South	13	22	12	3	9	59	13%
VIC - Melbourne - North East	10	23	16	9	14	72	11%
VIC - Melbourne - North West	6	12	15	3	7	43	18%
VIC - Melbourne - Outer East	16	46	17	5	16	100	16%
VIC - Melbourne - South East	19	43	30	15	20	127	21%
VIC - Melbourne - West	14	32	24	6	19	95	21%
VIC - Mornington Peninsula	12	47	9	4	18	90	29%
VIC - North West	4	15	5	0	5	29	10%
VIC - Shepparton	3	17	3	0	1	24	15%
VIC - Warrnambool and South West	4	23	8	1	5	41	18%
<b>WA</b>	<b>13</b>	<b>49</b>	<b>48</b>	<b>12</b>	<b>41</b>	<b>163</b>	<b>13%</b>
WA - Bunbury	0	3	1	1	3	8	19%
WA - Mandurah	2	6	2	1	2	13	30%
WA - Perth - Inner	3	3	5	0	5	16	25%
WA - Perth - North East	1	4	6	2	8	21	8%
WA - Perth - North West	1	5	16	2	8	32	9%
WA - Perth - South East	2	15	11	2	4	34	10%
WA - Perth - South West	2	7	6	3	8	26	19%
WA - Western Australia - Outback	1	5	1	1	1	9	38%
WA - Western Australia - Wheat Belt	1	1	0	0	2	4	22%
<b>Total</b>	<b>413</b>	<b>1,302</b>	<b>1,121</b>	<b>238</b>	<b>783</b>	<b>3,857</b>	<b>21%</b>

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 September 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 September 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 September 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 September 2021

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 September 2021 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 September 2021 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 September 2021 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 September 2021

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 30 September 2021

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 30 September 2021

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 September 2021

## Appendix Q:

### Utilisation rates by service districts

The table below sets out rates of utilisation of committed supports by residing service district, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- '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 January 2021 to 30 June 2021**

Table A1: Evaluation Breakdown by Service District and Participants SIL Status - February 2021 to 30 June 2021										
Service District	Phasing date began	Participants in SIL			Participants not in 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		88%	88%	52%	68%	67%	52%	76%	75%
Far West	Jul-17				35%	61%	57%	35%	66%	63%
Hunter New England	Jul-16		86%	86%	52%	67%	65%	52%	75%	74%
Illawarra Shoalhaven	Jul-17		86%	86%	53%	69%	68%	53%	75%	74%
Mid North Coast	Jul-17		86%	86%	51%	69%	67%	51%	74%	72%
Murrumbidgee	Jul-17		87%	87%	46%	67%	65%	46%	74%	72%
Nepean Blue Mountains	Jul-16		87%	87%	52%	68%	66%	52%	76%	74%
North Sydney	Jul-16		87%	87%	54%	69%	67%	54%	77%	76%
Northern NSW	Jul-17		87%	87%	58%	72%	71%	58%	76%	75%
South Eastern Sydney	Jul-17		87%	87%	57%	71%	70%	57%	77%	75%
South Western Sydney	Jul-16	73%	87%	87%	66%	75%	74%	66%	79%	78%
Southern NSW	Jul-16		85%	85%	49%	66%	64%	49%	71%	70%
Sydney	Jul-17		85%	85%	56%	71%	69%	56%	75%	73%
Western NSW	Jul-17		85%	85%	42%	59%	57%	43%	70%	68%
Western Sydney	Jul-16	63%	86%	86%	60%	73%	72%	60%	79%	77%
New South Wales - Other										
NSW total		65%	87%	87%	55%	70%	68%	55%	76%	74%
Victoria										
Barwon	Jul-13		85%	85%	55%	65%	64%	55%	68%	67%
Bayside Peninsula	Apr-18		79%	79%	52%	66%	64%	52%	68%	66%
Brimbank Melton	Oct-18		83%	83%	49%	66%	63%	49%	68%	65%
Central Highlands	Jan-17		85%	85%	47%	64%	63%	47%	68%	66%
Goulburn	Jan-19		71%	72%	44%	61%	58%	44%	62%	59%
Hume Moreland	Mar-18		83%	83%	52%	69%	66%	52%	70%	67%
Inner East Melbourne	Nov-17		82%	82%	52%	66%	65%	52%	68%	67%
Inner Gippsland	Oct-17		85%	85%	43%	63%	60%	43%	64%	61%
Loddon	May-17		85%	85%	42%	65%	62%	42%	68%	65%
Mallee	Jan-19		80%	80%	38%	56%	53%	38%	60%	57%
North East Melbourne	Jul-16		81%	82%	50%	67%	65%	50%	69%	67%
Outer East Melbourne	Nov-17		80%	80%	49%	66%	64%	49%	67%	65%
Outer Gippsland	Jan-19		83%	83%	46%	62%	60%	46%	64%	61%
Ovens Murray	Oct-17		85%	85%	44%	61%	59%	44%	64%	62%

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Southern Melbourne	Sep-18		84%	84%	52%	68%	65%	53%	70%	67%
Western District	Oct-17		77%	77%	38%	60%	58%	39%	64%	62%
Western Melbourne	Oct-18		78%	78%	50%	65%	62%	51%	66%	63%
Victoria - Other										
<b>Victoria total</b>		<b>80%</b>	<b>82%</b>	<b>82%</b>	<b>49%</b>	<b>65%</b>	<b>63%</b>	<b>50%</b>	<b>67%</b>	<b>65%</b>
<b>Queensland</b>										
Beenleigh	Jul-18		91%	91%	54%	73%	70%	54%	78%	76%
Brisbane	Jul-18		87%	87%	52%	71%	68%	53%	76%	73%
Bundaberg	Sep-17		86%	86%	51%	73%	70%	51%	78%	75%
Caboolture/Strathpine	Jan-19		86%	86%	51%	72%	68%	52%	76%	72%
Cairns	Jul-18		86%	86%	49%	68%	65%	50%	74%	71%
Ipswich	Jun-17		85%	86%	45%	68%	64%	47%	73%	71%
Mackay	Nov-16		87%	88%	48%	70%	68%	49%	75%	73%
Maroochydore	Jan-19		86%	86%	55%	72%	69%	56%	76%	73%
Maryborough	Jul-18		86%	86%	52%	69%	66%	52%	74%	71%
Robina	Jul-18		88%	88%	56%	73%	70%	56%	78%	75%
Rockhampton	Nov-17		86%	86%	42%	62%	59%	42%	70%	66%
Toowoomba	Jan-17		85%	85%	48%	66%	64%	49%	73%	71%
Townsville	Jul-16		87%	87%	45%	67%	65%	45%	74%	71%
Queensland - Other							52%			52%
<b>Queensland total</b>		<b>91%</b>	<b>87%</b>	<b>87%</b>	<b>51%</b>	<b>70%</b>	<b>67%</b>	<b>52%</b>	<b>75%</b>	<b>72%</b>
<b>South Australia</b>										
Adelaide Hills	Jul-13		84%	84%	52%	70%	67%	53%	74%	73%
Barossa, Light and Lower North	Jul-13		85%	85%	57%	69%	67%	57%	72%	71%
Eastern Adelaide	Jul-13		80%	80%	56%	69%	67%	57%	72%	71%
Eyre and Western	Jul-13		75%	74%	33%	54%	51%	33%	58%	55%
Far North (SA)	Jul-13		76%	76%	28%	54%	46%	29%	63%	55%
Fleurieu and Kangaroo Island	Jul-13		85%	86%	53%	68%	66%	59%	72%	70%
Limestone Coast	Jul-13		87%	87%	40%	59%	56%	40%	69%	66%
Murray and Mallee	Jul-13		82%	82%	40%	55%	53%	46%	65%	63%
Northern Adelaide	Jul-13		83%	83%	54%	69%	67%	55%	74%	72%
Southern Adelaide	Jul-13		83%	83%	52%	67%	65%	52%	73%	71%
Western Adelaide	Jul-13		80%	80%	55%	69%	67%	56%	72%	71%
Yorke and Mid North	Jul-13		85%	85%	42%	61%	59%	42%	65%	63%
South Australia - Other										
<b>South Australia total</b>		<b>83%</b>	<b>82%</b>	<b>82%</b>	<b>51%</b>	<b>67%</b>	<b>64%</b>	<b>52%</b>	<b>72%</b>	<b>70%</b>
<b>Tasmania</b>										
TAS North	Jul-13		87%	87%	44%	68%	64%	45%	74%	71%
TAS North West	Jul-13		83%	83%	48%	65%	63%	48%	73%	71%
TAS South East	Jul-13		88%	88%	47%	67%	64%	47%	74%	71%
TAS South West	Jul-13		89%	89%	50%	67%	64%	52%	76%	73%
Tasmania - Other										
<b>Tasmania total</b>			<b>87%</b>	<b>87%</b>	<b>47%</b>	<b>67%</b>	<b>64%</b>	<b>48%</b>	<b>74%</b>	<b>71%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		85%	85%	51%	69%	68%	52%	75%	74%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>85%</b>	<b>85%</b>	<b>51%</b>	<b>69%</b>	<b>68%</b>	<b>52%</b>	<b>75%</b>	<b>74%</b>
<b>Northern Territory</b>										
Barkly	Jul-16				28%	56%	52%	28%	73%	69%
Central Australia	Jul-17		86%	86%	46%	63%	58%	52%	78%	74%
Darwin Remote	Jul-17				48%	52%	50%	48%	52%	50%
Darwin Urban	Jan-17		86%	86%	48%	65%	61%	50%	77%	74%
East Arnhem	Jan-17				41%	39%	39%	41%	40%	40%
Katherine	Jul-17		89%	89%	45%	58%	54%	45%	77%	73%

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Northern Territory - Other					33%	56%	49%	51%	68%	64%
Northern Territory total		87% 87%			46%	60%	56%	49%	74%	70%
Western Australia										
North East Metro	Jul-14	86%	84%	85%	51%	69%	66%	62%	75%	73%
Wheat Belt	Jan-17				38%	55%	50%	45%	58%	55%
South Metro	Jul-18	85%	89%	89%	54%	68%	66%	58%	74%	71%
Central South Metro	Jul-18	84%	84%	84%	58%	69%	67%	64%	73%	71%
South West	Sep-18		87%	87%	55%	71%	68%	60%	74%	71%
Goldfields-Esperance	Oct-18			82%	42%	55%	51%	62%	57%	59%
North Metro	Oct-18	84%	84%	84%	56%	67%	64%	65%	70%	68%
Kimberley-Pilbara	Oct-18		87%	87%	27%	53%	47%	28%	60%	53%
South East Metro	Jul-19	83%	84%	84%	59%	68%	65%	72%	72%	72%
Central North Metro	Jul-19	80%	84%	82%	61%	68%	66%	69%	72%	71%
Great Southern	Jul-19	87%	74%	82%	60%	60%	60%	69%	62%	65%
Midwest-Gascoyne	Jul-19	83%		84%	48%	59%	55%	58%	62%	60%
Western Australia - Other										
Western Australia total		83%	85%	84%	55%	67%	64%	65%	72%	70%
National total		83%	86%	86%	52%	68%	66%	55%	73%	71%

## Appendix R:

### Access decisions and first plans

---

This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 30 September 2020 to 30 September 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	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	32	40	41	29	40	42	46	36	40	42	36	37	33
0-6	NSW	888	767	963	773	560	759	943	750	793	774	891	901	742
0-6	NT	29	35	45	34	18	22	29	18	37	29	15	32	56
0-6	QLD	662	600	646	509	464	552	628	564	534	632	643	688	804
0-6	SA	206	183	228	228	183	193	207	210	192	234	243	230	253
0-6	TAS	56	49	74	60	49	61	40	39	46	62	54	47	51
0-6	VIC	767	741	741	726	748	799	679	569	578	787	817	951	864
0-6	WA	200	143	218	161	166	152	188	160	186	219	220	208	199
<b>0-6</b>	<b>NAT</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>2,346</b>	<b>2,407</b>	<b>2,779</b>	<b>2,919</b>	<b>3,095</b>	<b>3,002</b>
7+	ACT	98	82	117	108	76	90	85	87	90	86	101	84	68
7+	NSW	2,145	1,919	2,189	2,063	1,506	1,807	2,317	1,807	1,934	1,950	1,852	1,704	1,630
7+	NT	82	84	98	81	68	88	118	51	52	71	60	44	73
7+	QLD	1,991	1,698	2,082	1,701	1,377	1,569	2,023	1,483	1,468	1,594	1,607	1,636	1,714
7+	SA	573	573	578	491	443	525	649	527	492	514	571	527	553
7+	TAS	214	183	187	175	161	154	182	158	189	173	168	139	170
7+	VIC	1,866	1,761	1,854	1,846	1,500	1,590	2,006	1,633	1,847	1,695	1,802	1,768	1,742
7+	WA	882	723	825	700	573	576	716	651	603	652	611	624	653
<b>7+</b>	<b>NAT</b>	<b>7,852</b>	<b>7,023</b>	<b>7,931</b>	<b>7,167</b>	<b>5,706</b>	<b>6,400</b>	<b>8,097</b>	<b>6,399</b>	<b>6,675</b>	<b>6,737</b>	<b>6,772</b>	<b>6,529</b>	<b>6,606</b>
All	ACT	130	122	158	137	116	132	131	123	130	128	137	121	101
All	NSW	3,033	2,686	3,152	2,836	2,066	2,566	3,260	2,557	2,727	2,724	2,743	2,605	2,372
All	NT	111	119	143	115	86	110	147	69	89	100	75	76	129
All	QLD	2,653	2,298	2,728	2,210	1,841	2,121	2,651	2,047	2,002	2,226	2,250	2,324	2,518
All	SA	779	756	806	719	626	718	856	737	684	748	814	757	806
All	TAS	270	232	261	235	210	215	222	197	235	235	222	186	221
All	VIC	2,633	2,502	2,595	2,572	2,248	2,389	2,685	2,202	2,425	2,482	2,619	2,719	2,606
All	WA	1,082	866	1,043	861	739	728	904	811	789	871	831	832	852
<b>All</b>	<b>NAT</b>	<b>10,692</b>	<b>9,581</b>	<b>10,887</b>	<b>9,687</b>	<b>7,934</b>	<b>8,980</b>	<b>10,857</b>	<b>8,745</b>	<b>9,082</b>	<b>9,516</b>	<b>9,691</b>	<b>9,624</b>	<b>9,608</b>

Table R.2 Access decisions completed or more information requested – average days

Age	Jurisdiction	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	4	2	3	2	4	5	4	8	7	7	6	7	8
0-6	NSW	6	4	3	3	4	5	4	8	8	7	5	7	7
0-6	NT	11	5	4	5	3	5	4	4	5	5	5	5	6
0-6	QLD	9	5	4	4	4	5	4	7	8	7	5	7	7
0-6	SA	7	5	3	3	3	5	4	8	8	7	5	7	7
0-6	TAS	4	2	2	2	4	5	5	8	7	6	6	7	6
0-6	VIC	7	4	3	3	4	5	4	8	8	7	5	7	7
0-6	WA	6	4	3	3	3	5	4	7	8	6	5	7	7
<b>0-6</b>	<b>NAT</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>	<b>5</b>	<b>7</b>	<b>7</b>
7+	ACT	11	5	6	3	4	5	5	7	7	5	5	6	6
7+	NSW	10	6	6	3	3	5	4	7	7	5	5	6	6
7+	NT	6	5	5	3	2	4	4	5	5	3	4	4	5
7+	QLD	10	6	6	3	3	5	4	7	7	6	5	5	6
7+	SA	9	6	6	3	3	5	4	6	7	5	5	5	6
7+	TAS	9	6	6	3	3	5	4	7	7	5	5	5	6
7+	VIC	10	6	6	3	3	5	4	7	7	5	5	6	7
7+	WA	9	6	6	3	3	5	4	6	6	5	5	5	6
<b>7+</b>	<b>NAT</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>	<b>5</b>	<b>5</b>	<b>6</b>
All	ACT	9	4	5	3	4	5	5	7	7	6	5	6	7
All	NSW	9	6	5	3	3	5	4	7	7	6	5	6	7
All	NT	8	5	5	3	2	4	4	5	5	4	4	5	5
All	QLD	10	6	6	3	3	5	4	7	7	6	5	6	6
All	SA	9	6	5	3	3	5	4	7	7	6	5	6	6
All	TAS	8	5	5	3	3	5	4	7	7	6	5	6	6
All	VIC	9	6	5	3	3	5	4	7	7	6	5	6	7
All	WA	8	5	5	3	3	5	4	7	7	5	5	5	6
<b>All</b>	<b>NAT</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>	<b>5</b>	<b>6</b>	<b>7</b>



**Table R.3 Access decisions completed after final information has been provided – count**

Age	Jurisdiction	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	2	0	3	2	0	0	1	2	2	0	2	2	0
0-6	NSW	44	33	41	46	23	33	54	41	46	42	39	38	37
0-6	NT	2	0	1	1	1	2	1	0	3	0	0	0	2
0-6	QLD	26	21	26	21	19	23	20	22	23	30	28	16	17
0-6	SA	13	7	11	8	7	11	15	4	12	12	10	8	8
0-6	TAS	5	1	2	2	1	3	4	2	4	7	2	0	1
0-6	VIC	37	36	41	42	39	35	32	28	22	31	25	40	20
0-6	WA	12	7	7	9	5	9	16	10	7	13	7	7	14
<b>0-6</b>	<b>NAT</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>	<b>113</b>	<b>111</b>	<b>99</b>
7+	ACT	14	17	26	23	10	21	23	12	16	17	13	19	12
7+	NSW	426	428	526	487	349	385	495	365	429	431	432	421	380
7+	NT	21	15	22	21	9	13	15	14	8	10	7	14	16
7+	QLD	389	313	436	387	288	343	400	301	319	335	318	308	345
7+	SA	108	127	125	114	81	115	134	109	109	108	120	109	103
7+	TAS	38	43	50	53	34	35	60	37	36	55	46	47	39
7+	VIC	391	384	472	428	339	338	423	377	359	389	394	409	380
7+	WA	161	138	180	150	128	121	124	101	124	125	125	131	131
<b>7+</b>	<b>NAT</b>	<b>1,548</b>	<b>1,465</b>	<b>1,837</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>1,470</b>	<b>1,455</b>	<b>1,458</b>	<b>1,406</b>
All	ACT	16	17	29	25	10	21	24	14	18	17	15	21	12
All	NSW	470	461	567	533	372	418	549	406	475	473	471	459	417
All	NT	23	15	23	22	10	15	16	14	11	10	7	14	18
All	QLD	415	334	462	408	307	366	420	323	342	365	346	324	362
All	SA	121	134	136	122	88	126	149	113	121	120	130	117	111
All	TAS	43	44	52	55	35	38	64	39	40	62	48	47	40
All	VIC	428	420	513	470	378	373	455	405	381	420	419	449	400
All	WA	173	145	187	159	133	130	140	111	131	138	132	138	145
<b>All</b>	<b>NAT</b>	<b>1,689</b>	<b>1,570</b>	<b>1,969</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>1,605</b>	<b>1,568</b>	<b>1,569</b>	<b>1,505</b>

Table R.4 Access decisions completed after final information has been provided – average days

Age	Jurisdiction	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	7	n/a	1	1	n/a	n/a	4	4	3	n/a	5	0	n/a
0-6	NSW	4	5	6	2	2	3	7	5	4	6	4	6	6
0-6	NT	11	n/a	4	0	2	3	1	n/a	4	n/a	n/a	n/a	5
0-6	QLD	4	3	3	4	1	3	4	4	4	5	8	4	5
0-6	SA	10	4	3	0	0	2	4	4	4	4	5	3	8
0-6	TAS	6	2	3	2	2	2	1	0	2	3	4	n/a	5
0-6	VIC	5	3	3	1	2	3	3	4	4	4	4	4	11
0-6	WA	6	2	3	0	1	5	3	3	4	6	4	5	4
<b>0-6</b>	<b>NAT</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>	<b>5</b>	<b>5</b>	<b>7</b>
7+	ACT	5	6	6	1	1	5	3	4	6	7	5	4	5
7+	NSW	6	5	5	2	2	3	4	5	5	5	5	5	6
7+	NT	5	3	6	1	2	3	5	4	4	3	7	4	7
7+	QLD	7	5	5	2	2	5	4	6	7	5	8	6	5
7+	SA	7	4	5	2	1	3	6	5	5	5	5	6	5
7+	TAS	7	5	4	2	2	4	5	5	5	5	7	7	5
7+	VIC	6	5	5	3	3	5	5	6	6	5	5	6	5
7+	WA	6	3	7	6	3	4	6	6	5	5	5	5	6
<b>7+</b>	<b>NAT</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>	<b>6</b>	<b>6</b>	<b>5</b>
All	ACT	5	6	6	1	1	5	3	4	6	7	5	4	5
All	NSW	6	5	5	2	2	3	5	5	5	5	5	5	6
All	NT	5	3	6	1	2	3	5	4	4	3	7	4	7
All	QLD	6	5	5	2	2	4	4	6	7	5	8	5	5
All	SA	8	4	5	2	1	3	6	5	5	5	5	6	5
All	TAS	7	5	4	2	2	3	4	5	5	4	7	7	5
All	VIC	6	4	5	3	2	5	5	6	6	5	5	6	5
All	WA	6	3	6	5	2	4	6	5	4	5	5	5	5
<b>All</b>	<b>NAT</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>	<b>6</b>	<b>6</b>	<b>5</b>

Table R.5 First plans completed – count

Age	Jurisdiction	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	24	32	50	28	30	46	44	31	41	37	41	35	35
0-6	NSW	845	780	759	758	612	654	854	723	771	719	821	862	638
0-6	NT	30	19	42	31	17	18	27	24	8	26	44	22	26
0-6	QLD	663	615	579	533	462	477	584	436	394	504	560	636	642
0-6	SA	231	131	163	189	175	187	263	204	195	184	178	223	222
0-6	TAS	79	47	53	67	58	39	53	35	36	59	49	56	32
0-6	VIC	604	805	791	673	561	614	653	586	539	631	707	746	731
0-6	WA	194	174	153	130	123	143	175	91	97	157	211	216	211
<b>0-6</b>	<b>NAT</b>	<b>2,670</b>	<b>2,603</b>	<b>2,590</b>	<b>2,409</b>	<b>2,038</b>	<b>2,178</b>	<b>2,653</b>	<b>2,130</b>	<b>2,082</b>	<b>2,317</b>	<b>2,611</b>	<b>2,796</b>	<b>2,537</b>
7+	ACT	56	45	56	78	68	50	59	55	33	56	58	63	51
7+	NSW	1,175	1,141	1,126	1,152	1,079	1,135	1,234	972	1,064	1,079	1,207	1,221	938
7+	NT	44	58	32	36	30	32	72	55	81	54	48	30	51
7+	QLD	1,123	1,142	1,224	1,194	942	1,091	1,247	968	1,023	988	980	1,132	1,128
7+	SA	331	324	381	377	298	283	364	284	361	338	319	346	325
7+	TAS	111	130	132	115	91	90	105	107	83	94	102	116	91
7+	VIC	1,181	1,132	1,121	1,151	850	981	1,054	924	1,021	1,088	1,059	1,159	1,009
7+	WA	632	596	573	496	382	434	499	372	418	403	388	442	366
<b>7+</b>	<b>NAT</b>	<b>4,656</b>	<b>4,569</b>	<b>4,645</b>	<b>4,600</b>	<b>3,740</b>	<b>4,096</b>	<b>4,634</b>	<b>3,738</b>	<b>4,085</b>	<b>4,103</b>	<b>4,161</b>	<b>4,509</b>	<b>3,959</b>
All	ACT	80	77	106	106	98	96	103	86	74	93	99	98	86
All	NSW	2,020	1,921	1,885	1,910	1,691	1,789	2,088	1,695	1,835	1,798	2,028	2,083	1,576
All	NT	74	77	74	67	47	50	99	79	89	80	92	52	77
All	QLD	1,786	1,757	1,803	1,727	1,404	1,568	1,831	1,404	1,417	1,492	1,540	1,768	1,770
All	SA	562	455	544	566	473	470	627	488	556	522	497	569	547
All	TAS	190	177	185	182	149	129	158	142	119	153	151	172	123
All	VIC	1,785	1,937	1,912	1,824	1,411	1,595	1,707	1,510	1,560	1,719	1,766	1,905	1,740
All	WA	826	770	726	626	505	577	674	463	515	560	599	658	577
<b>All</b>	<b>NAT</b>	<b>7,326</b>	<b>7,172</b>	<b>7,235</b>	<b>7,009</b>	<b>5,778</b>	<b>6,274</b>	<b>7,287</b>	<b>5,868</b>	<b>6,167</b>	<b>6,420</b>	<b>6,772</b>	<b>7,305</b>	<b>6,496</b>

Table R.6 First plans completed – average days

Age	Jurisdiction	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
0-6	ACT	17	40	23	17	23	17	15	25	22	18	25	20	22
0-6	NSW	34	24	29	22	37	33	29	26	28	33	28	28	32
0-6	NT	46	50	51	30	73	120	71	45	113	67	41	37	106
0-6	QLD	39	36	37	37	44	45	44	42	43	51	54	53	61
0-6	SA	51	39	53	36	57	46	42	47	53	35	44	43	50
0-6	TAS	38	38	30	36	33	25	62	54	37	33	39	42	33
0-6	VIC	39	45	46	40	42	49	49	53	57	62	62	50	58
0-6	WA	51	55	63	53	56	69	70	75	75	92	83	82	77
<b>0-6</b>	<b>NAT</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>	<b>49</b>	<b>45</b>	<b>53</b>
7+	ACT	32	33	35	31	33	36	38	66	43	62	65	46	57
7+	NSW	41	36	45	37	46	41	38	47	45	38	40	39	39
7+	NT	71	85	85	112	99	96	128	120	136	145	123	97	110
7+	QLD	53	45	52	39	48	52	46	46	47	52	49	49	50
7+	SA	66	52	53	49	54	51	56	50	60	56	49	51	51
7+	TAS	31	51	26	25	32	34	40	46	56	50	36	58	40
7+	VIC	64	50	55	44	46	62	59	56	53	51	61	49	60
7+	WA	67	70	65	70	59	76	64	54	55	68	66	54	50
<b>7+</b>	<b>NAT</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>	<b>52</b>	<b>47</b>	<b>50</b>
All	ACT	28	36	29	27	30	27	28	51	31	44	48	36	42
All	NSW	38	31	39	31	43	38	34	38	38	36	35	34	36
All	NT	61	76	65	74	90	105	112	97	134	120	84	72	109
All	QLD	48	42	47	39	46	50	45	45	46	51	51	50	54
All	SA	60	48	53	44	55	49	50	49	58	49	47	48	50
All	TAS	34	47	27	29	33	31	47	48	50	43	37	52	38
All	VIC	56	48	51	43	44	57	55	54	54	55	62	49	59
All	WA	63	66	64	67	59	74	66	58	59	75	72	63	60
<b>All</b>	<b>NAT</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>	<b>51</b>	<b>47</b>	<b>51</b>