

# Appendix A:

## Key definitions

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

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

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

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

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

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

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

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

**Average annualised committed supports:**

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

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

**Bilateral Agreement:** An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.

**Bilateral estimates:** Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

**Carer:** Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

**Culturally and Linguistically Diverse (CALD):** Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

**Committed support:** The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

**Early Childhood 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.

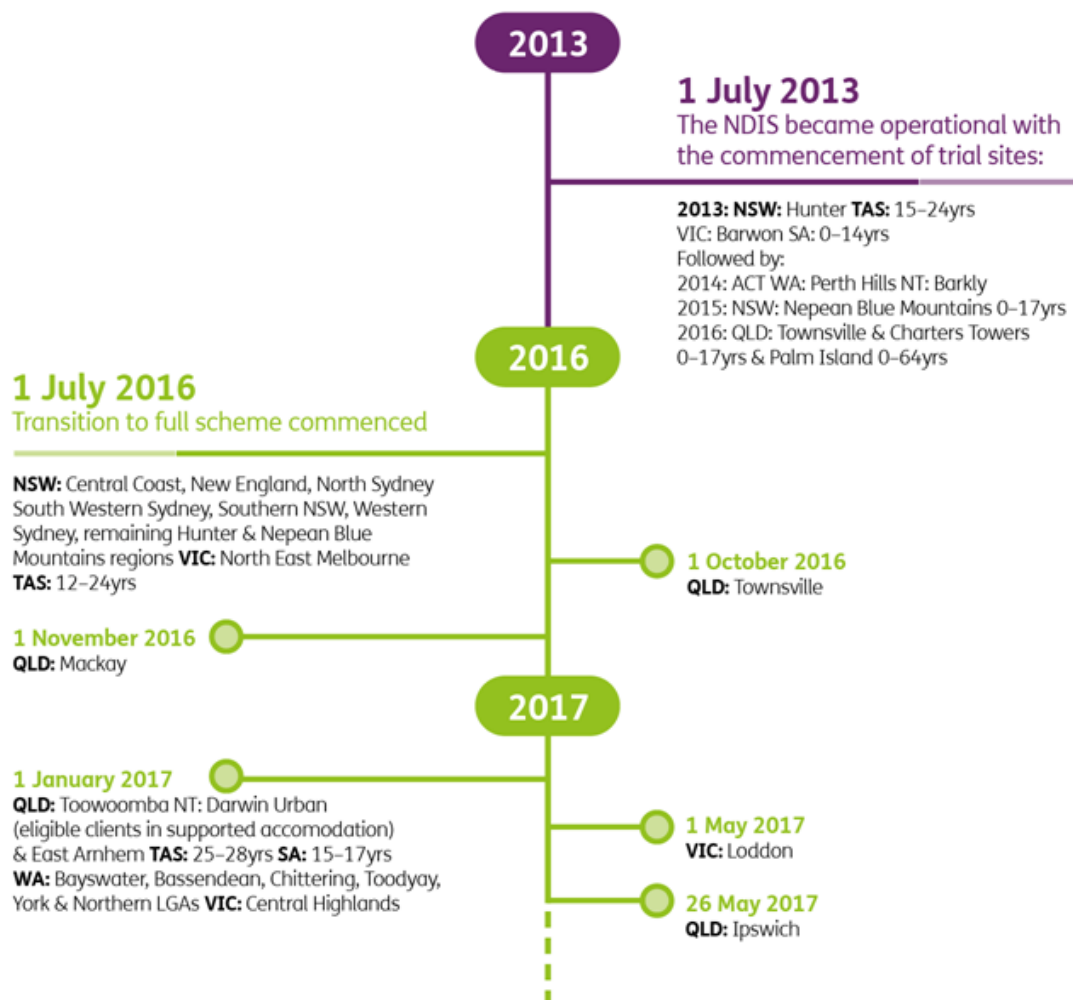
**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

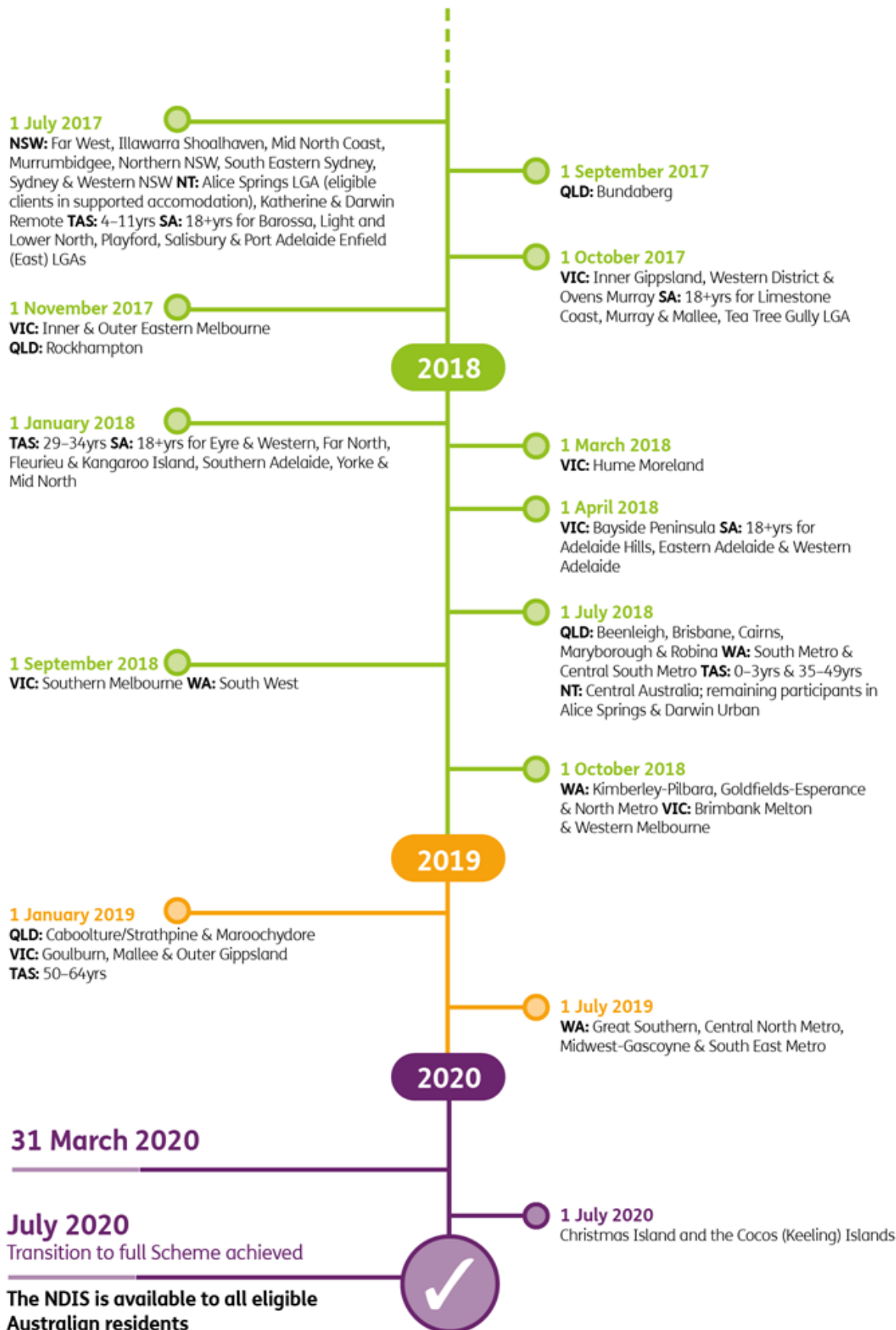
## Appendix B:

### 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**

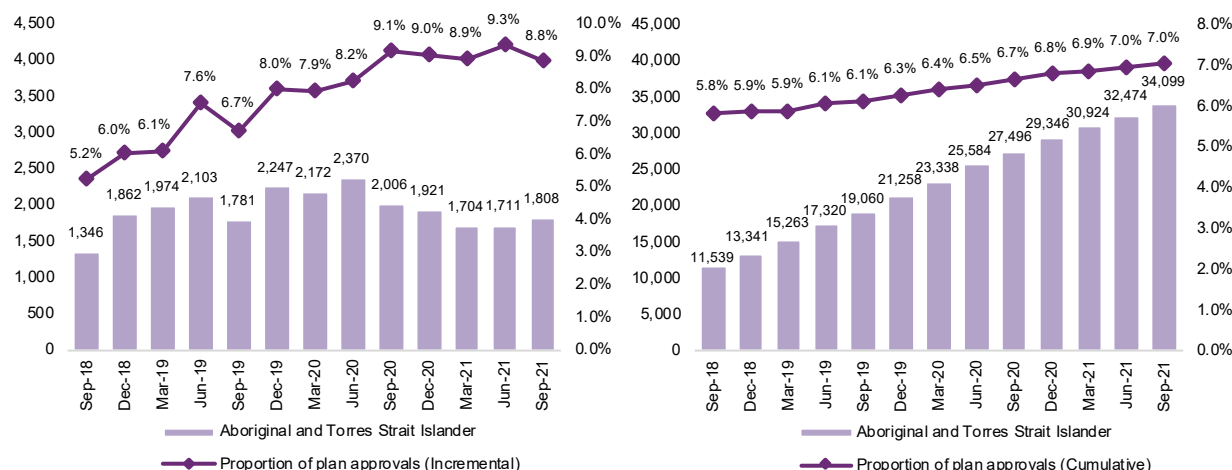
|   | Prior Quarters |             | 2021-22 Q1    |             | Total          |              |
|---|----------------|-------------|---------------|-------------|----------------|--------------|
| Participant profile                       | N              | %           | N             | %        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



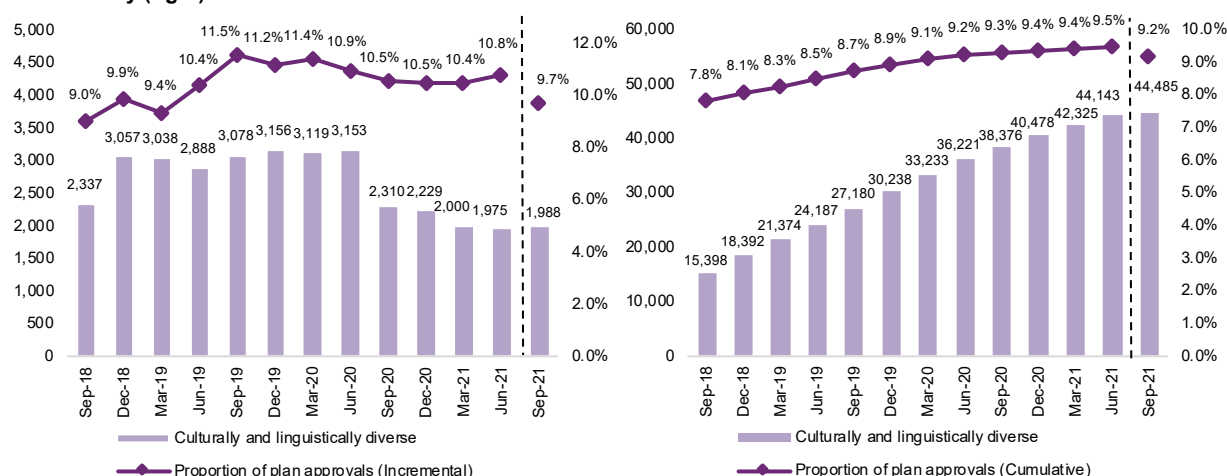
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National** <sup>16</sup>



**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%        | <b>44,485</b>  | <b>9.2%</b>  |
| Not culturally and linguistically diverse | 416,349        | 89.7%       | 18,494        | 90.3%       | <b>434,843</b> | <b>89.7%</b> |
| Not stated                                | 5,372          | 1.2%        | <11           |             | <b>5,372</b>   | <b>1.1%</b>  |
| <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.

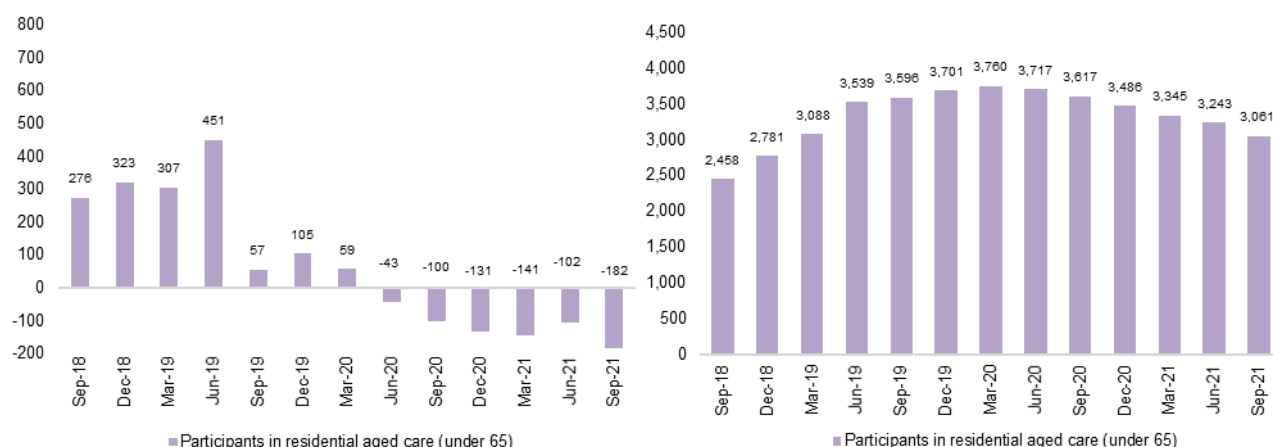
<sup>18</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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> |

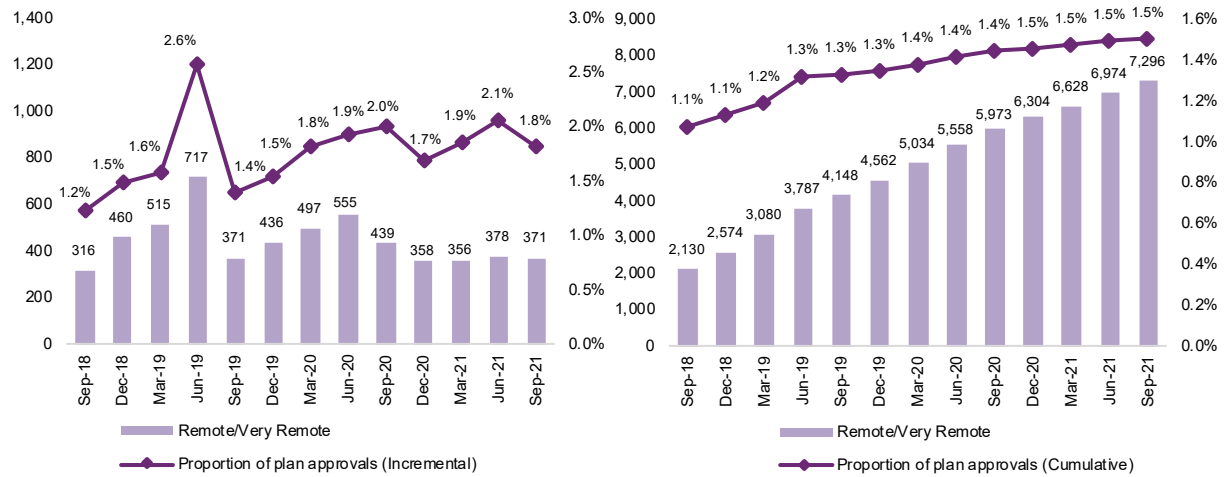
<sup>20</sup> There are a further 1,869 active participants aged 65 years or over who are currently in residential aged care.

<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>

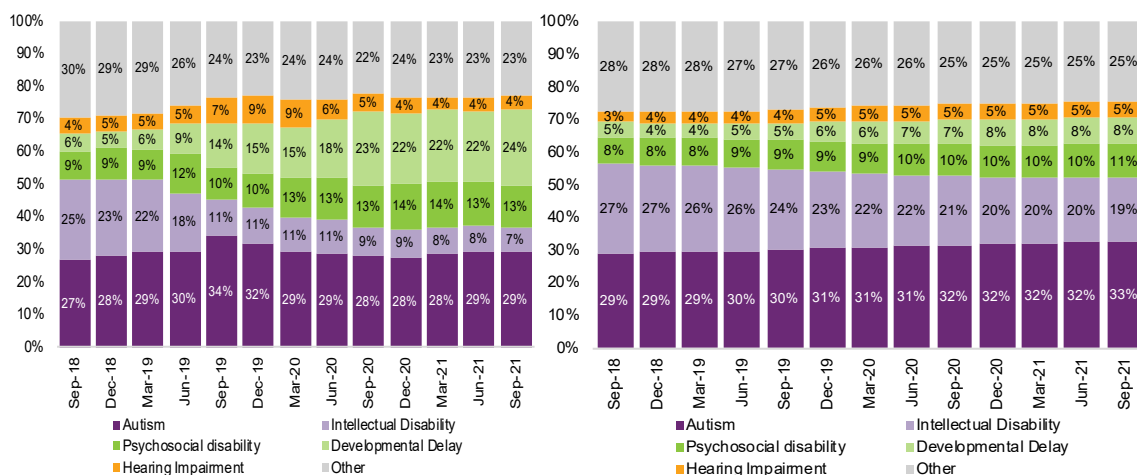
| Disability                 | Prior Quarters |             | 2021-22 Q1    |             | Total          |             |
|----------------------------|----------------|-------------|---------------|-------------|----------------|-------------|
|                            | N              | %           | 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).

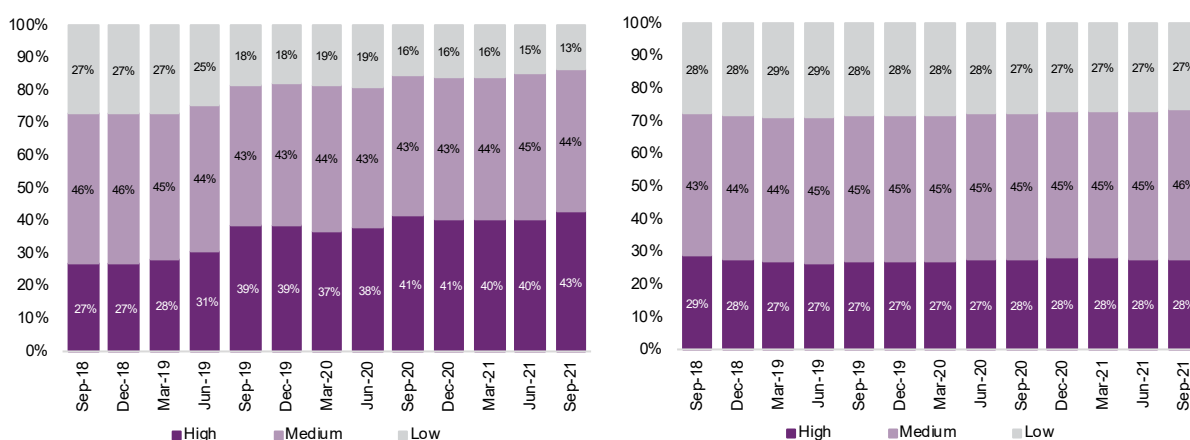
**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>31</sup>



**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> |

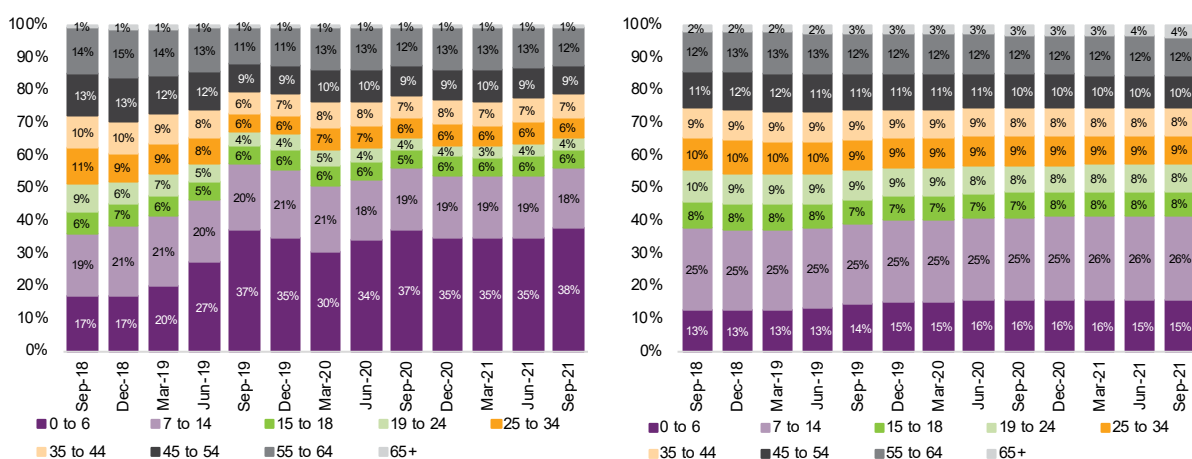
**Table E.18 Participant profile per quarter (participants not in SIL) by age group – National**

|              | 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.



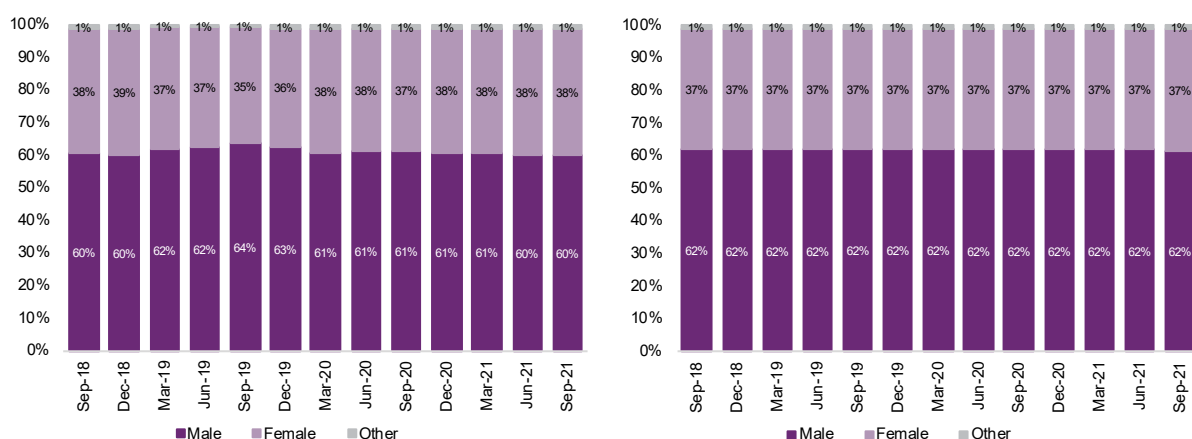
**Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National** <sup>35</sup>



**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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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.

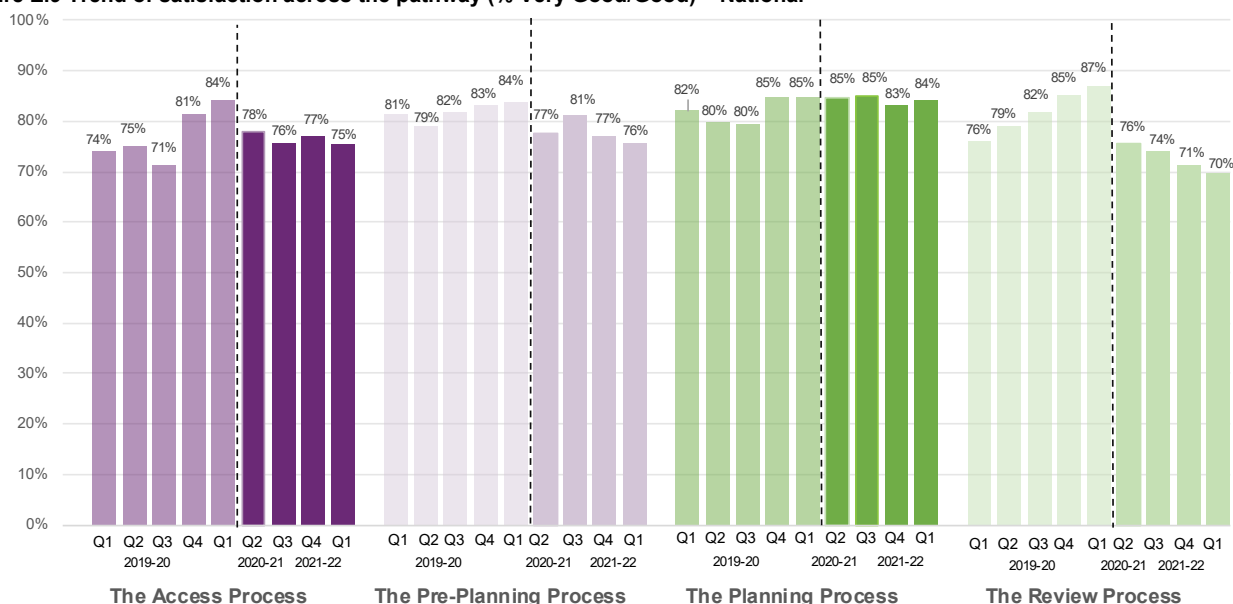
Progress against the NDIA's corporate plan metrics for 'participant employment rate' Table E.61 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously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



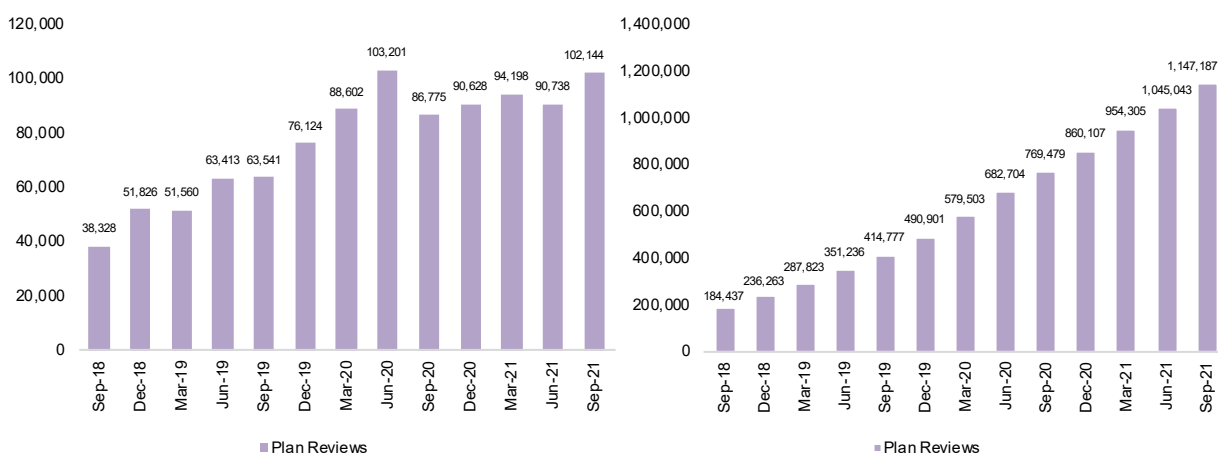
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>53 54</sup>



**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>

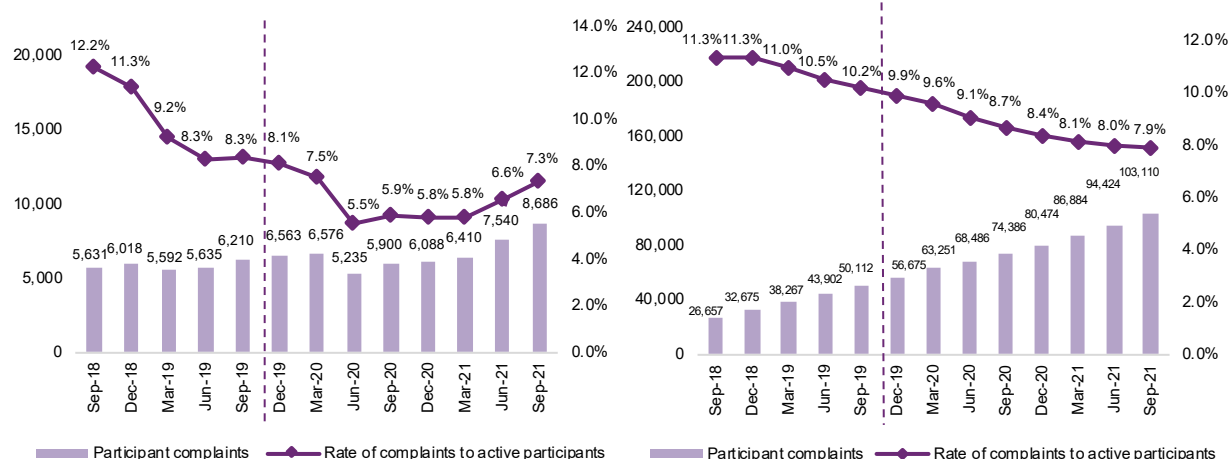
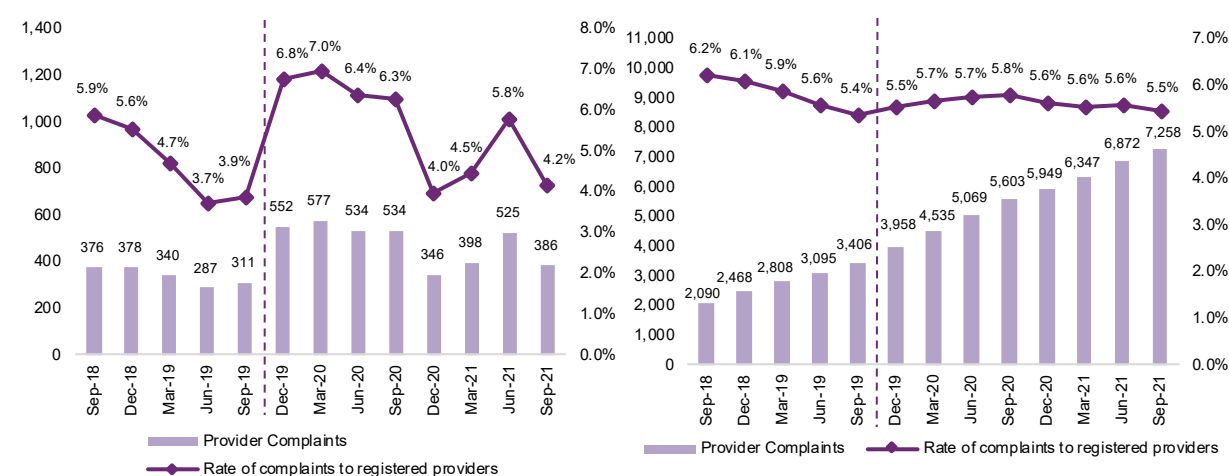


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National<sup>61</sup>



<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>

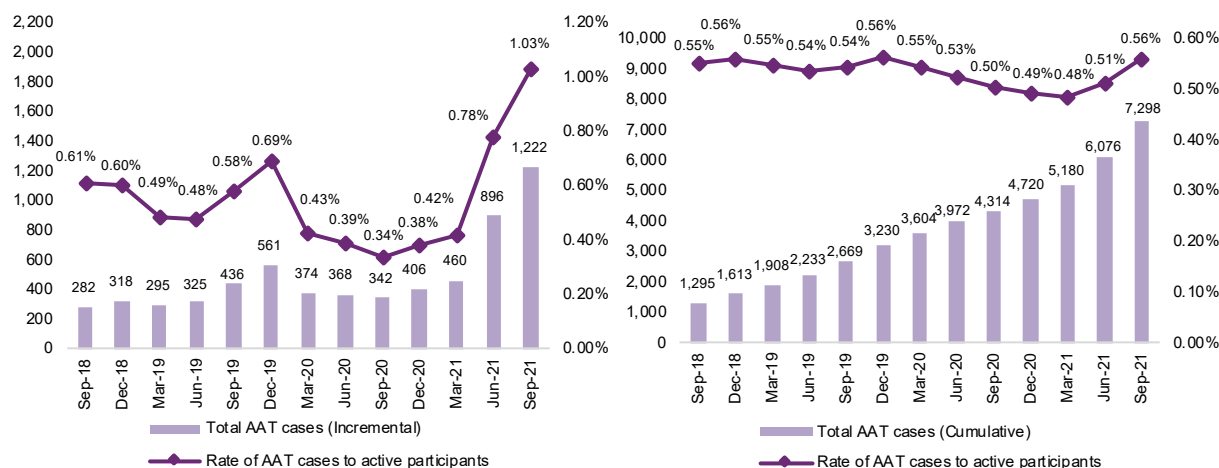


Table E.69 AAT cases by open/closed and decision – National <sup>67 68</sup>

|   | 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          |

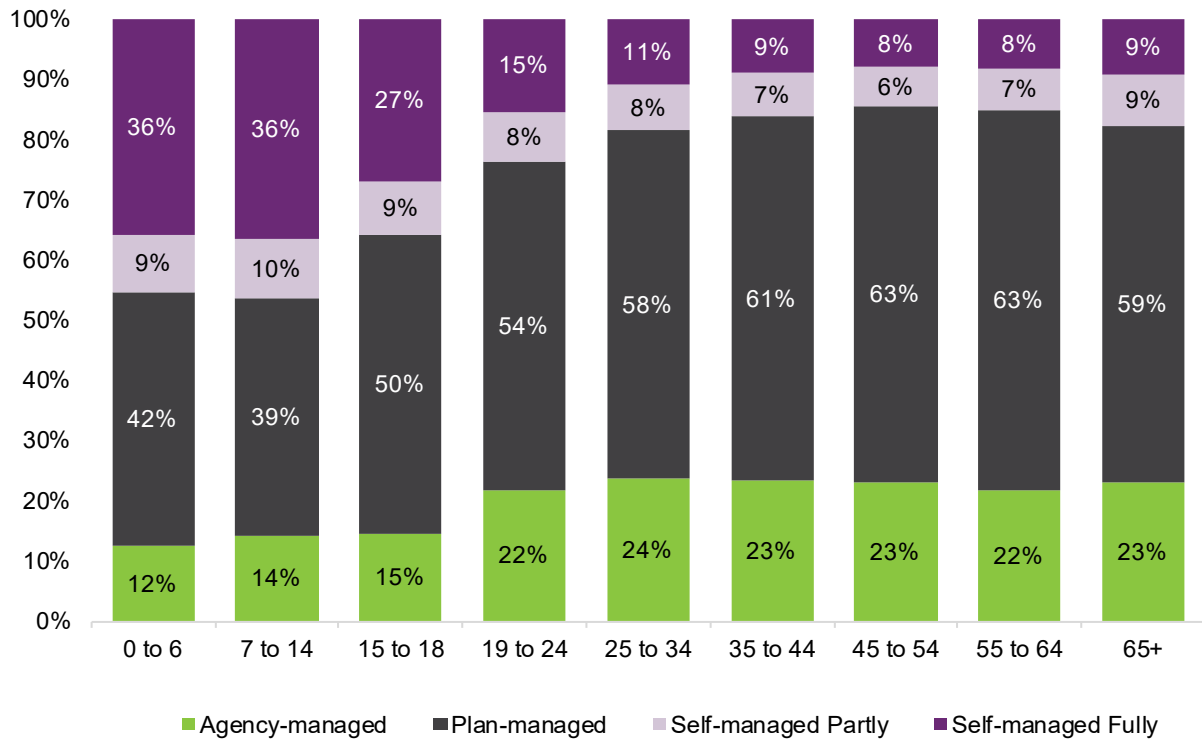
<sup>65</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>66</sup> Ibid.

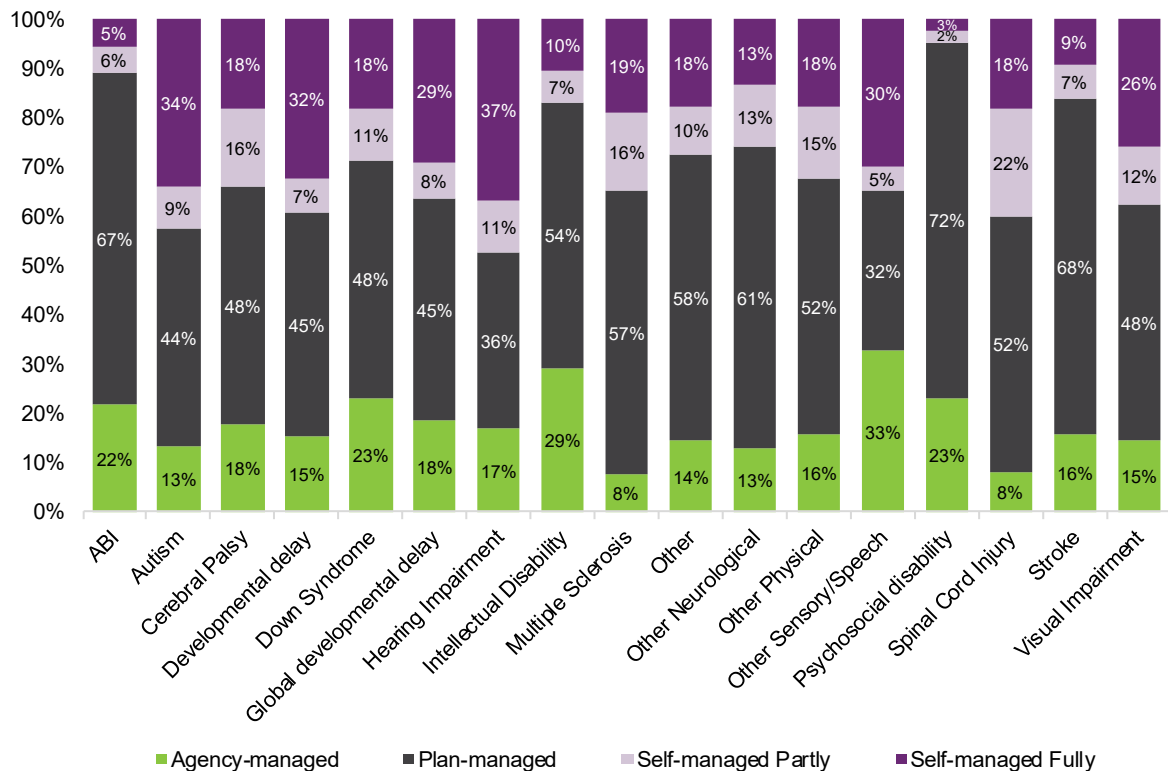
<sup>67</sup> Of the 133 cases which went to hearing and received a substantive decision: 61 affirmed the Agency's decision, 25 varied the Agency's decision and 47 set aside the Agency's decision.

<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.

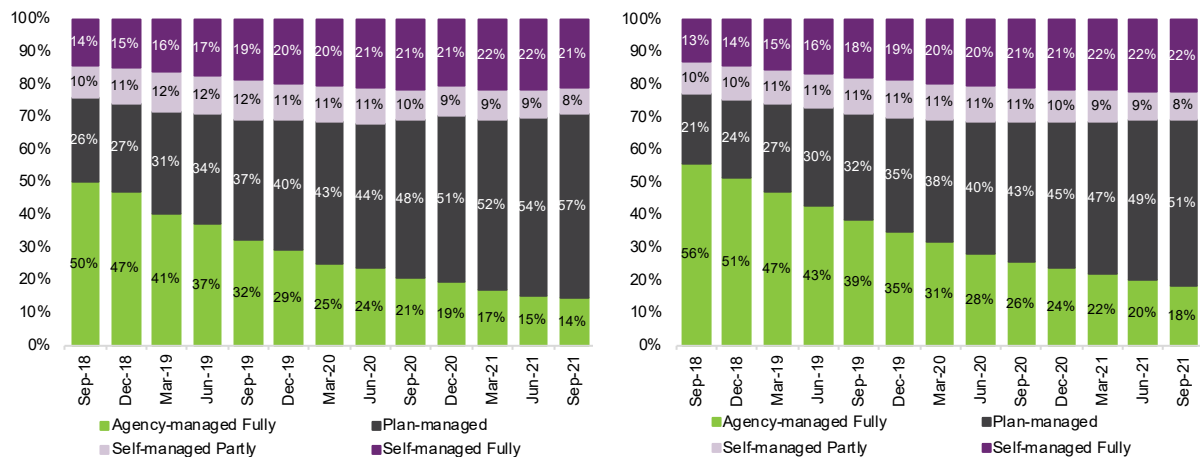
<sup>71</sup> For the total number of active participants in each primary disability group, see Table E.12.

<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> |

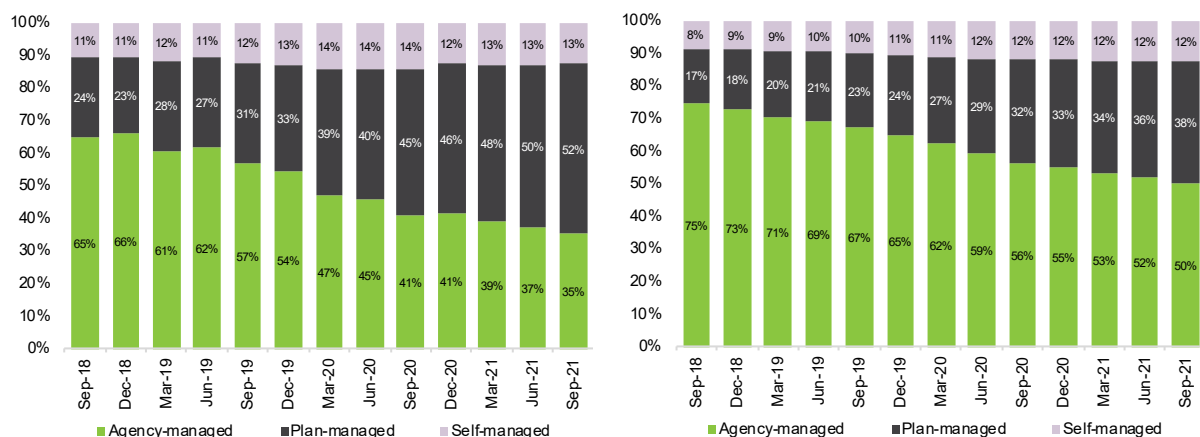
**Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National** 74



**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**



73 Ibid.

74 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>

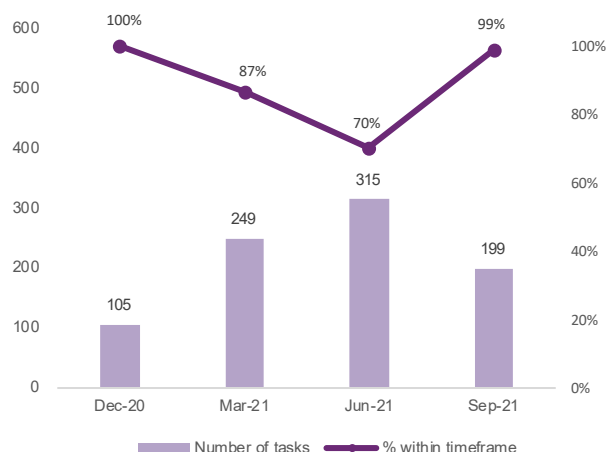
| Plan utilisation | Total       |
|------------------|-------------|
| 0 to 50%         | 34%         |
| 50% to 75%       | 25%         |
| > 75%            | 42%         |
| <b>Total</b>     | <b>100%</b> |

**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**

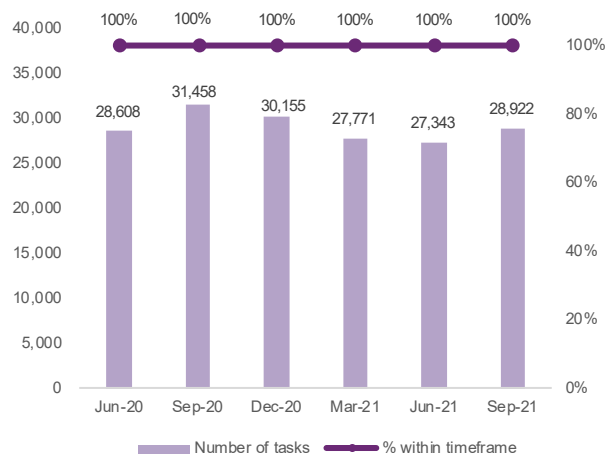


<sup>76</sup> This table only considers participants with initial plans approved up to 31 March 2021, and includes committed supports and payments for supports provided up to 30 June 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

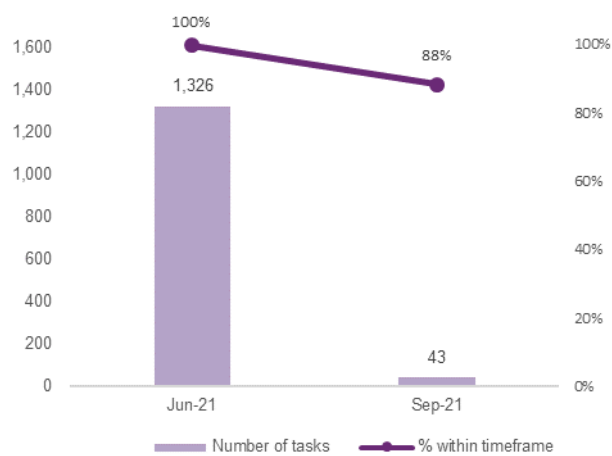
<sup>77</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

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

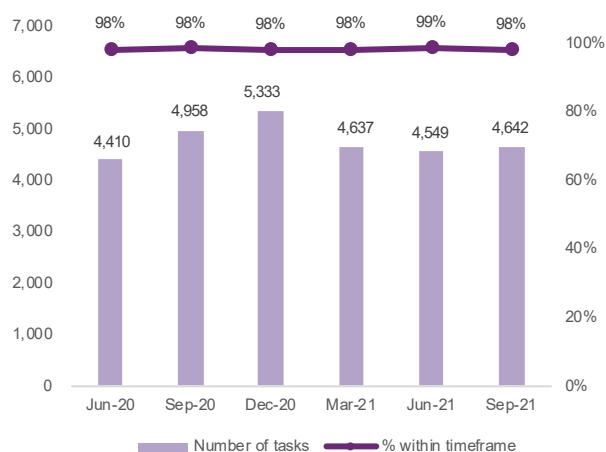
**Figure E.19 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**



**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**

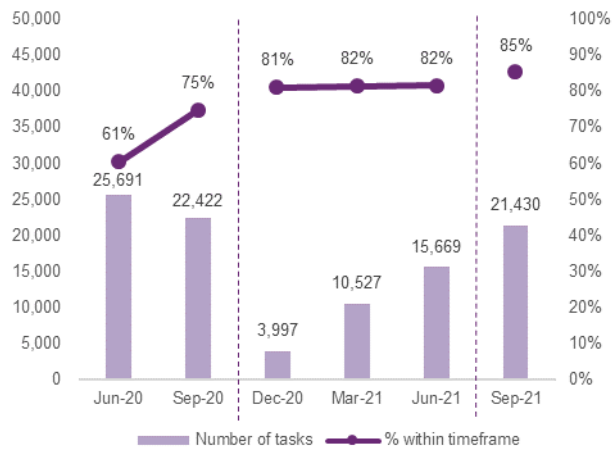


**Figure E.21 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National <sup>79</sup>**

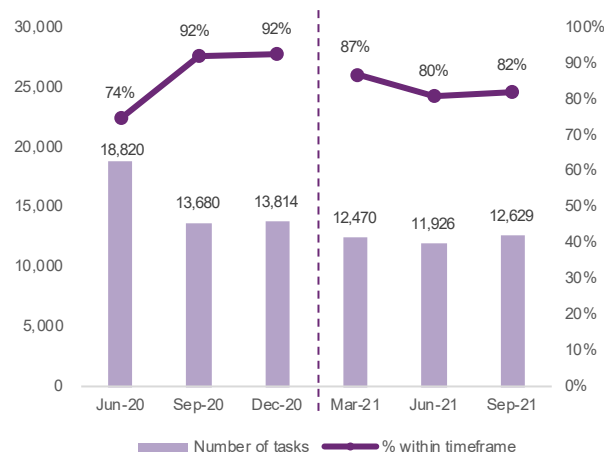


<sup>79</sup> The results for prior quarters have been restated using data as at 30 September 2021 due to a change in the way this metric is measured.

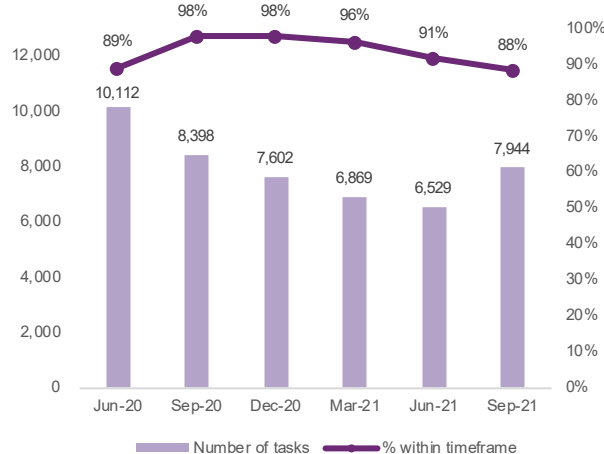
**Figure E.22 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National** <sup>80</sup>



**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**

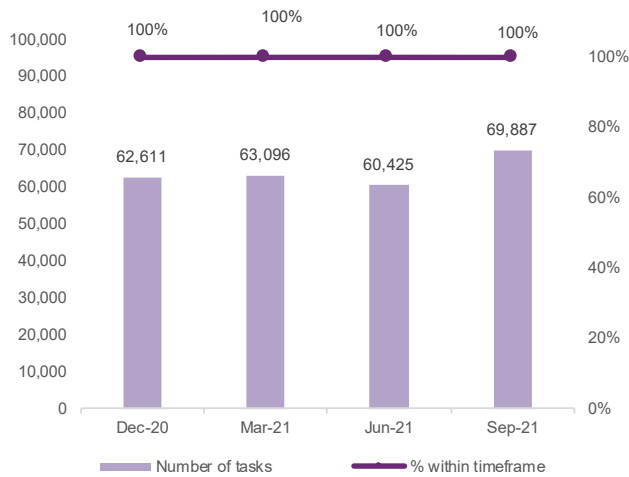


<sup>80</sup> A new business process has been used to measure this metric from December 2020 and again from July 2021.

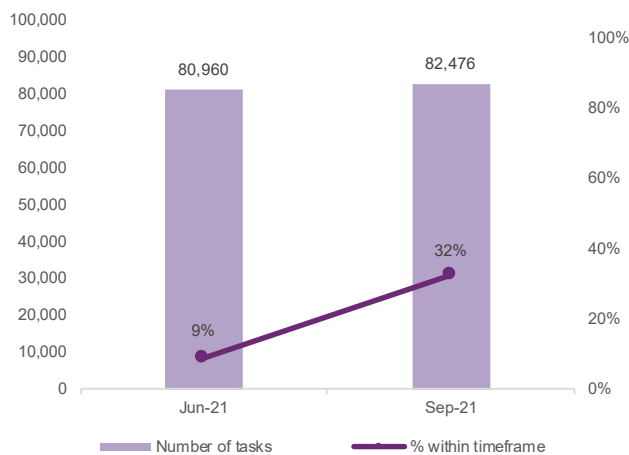
<sup>81</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the results for March 2021 onwards are based on the 56 day while the results for prior quarters are based on the 70 day timeframe.



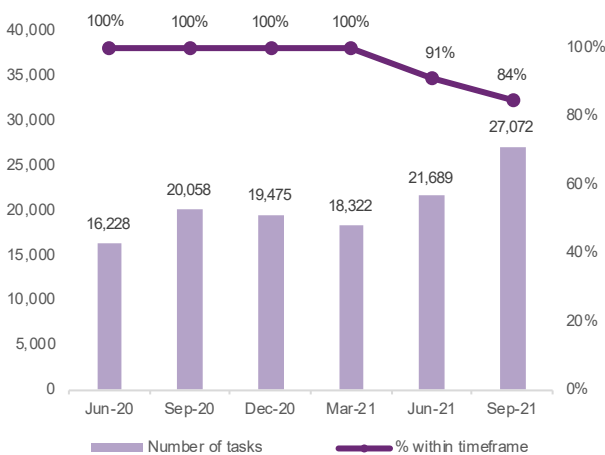
**Figure E.25 If the participant accepts the offer, hold a plan implementation meeting within 28 days of timeframe by quarter – National**



**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**

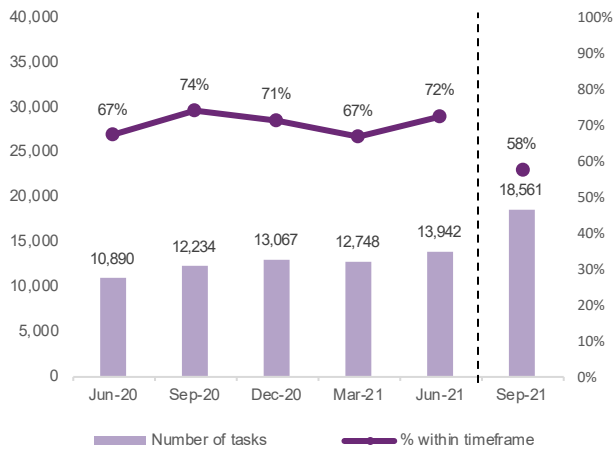


**Figure E.27 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>82</sup>**

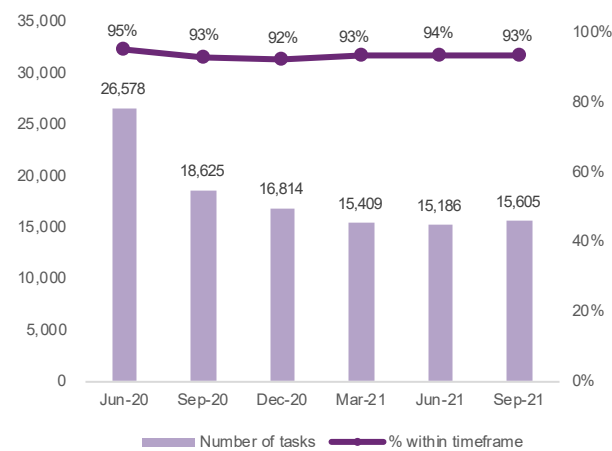


<sup>82</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

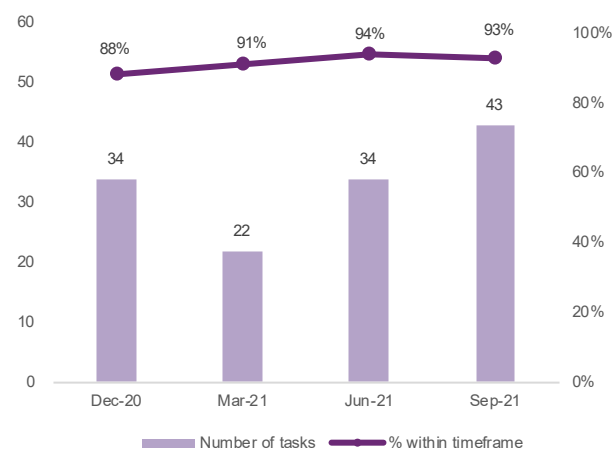
**Figure E.28 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National** <sup>83</sup>



**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**

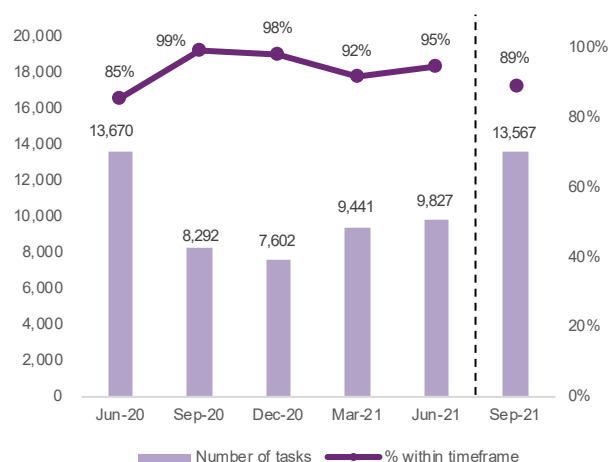


**Figure E.30 Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National**

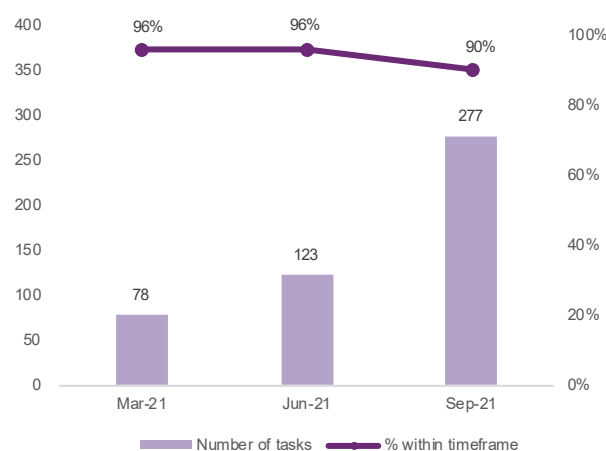


<sup>83</sup> The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 28 day timeframe while the results for prior quarters are based on the 42 day timeframe.

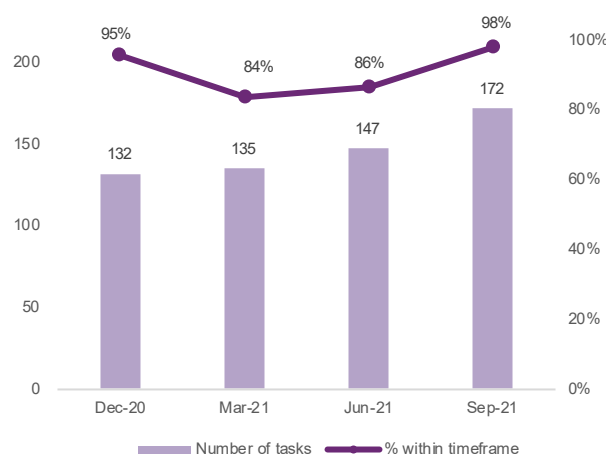
**Figure E.31 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National** <sup>84</sup>



**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**

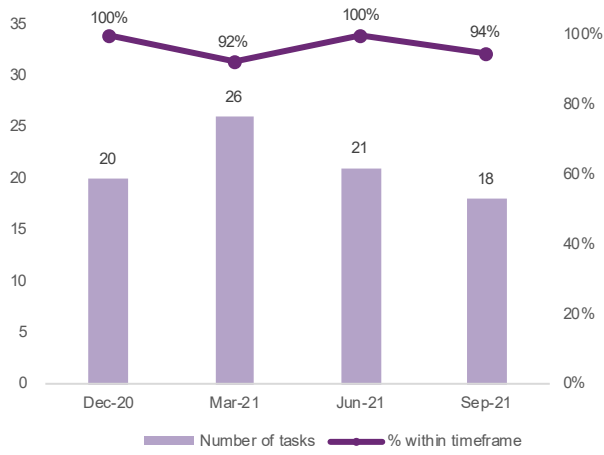


**Figure E.33 Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National**

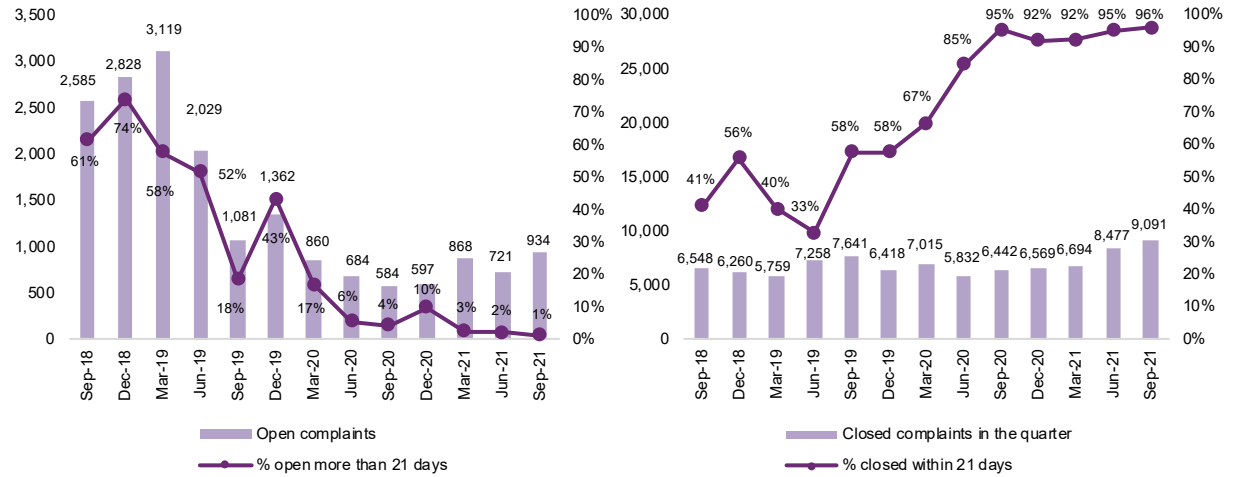


<sup>84</sup> The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 60 day timeframe while the results for prior quarters are based on the 90 day timeframe.

**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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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**

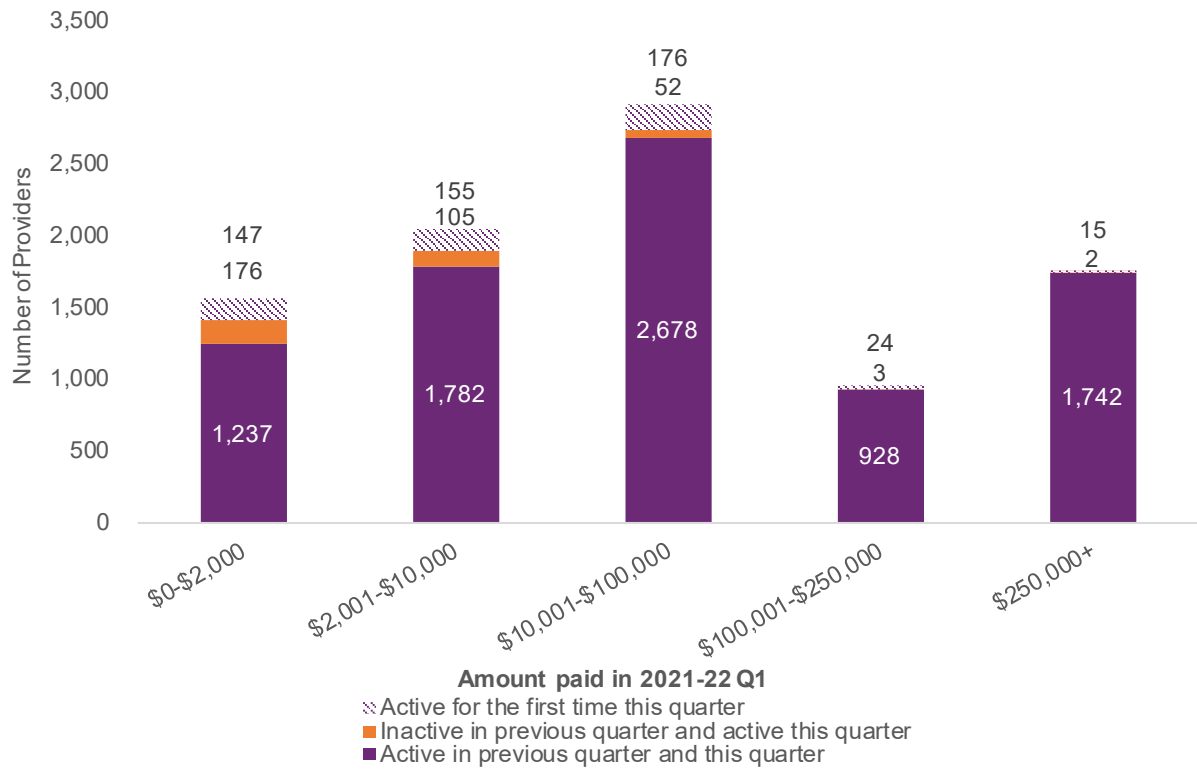
| Registration Group   | Active in previous quarters and in 2021-22 Q1 | Active for the first time in 2021-22 Q1 | Total        | % active for the first time in 2021-22 Q1 |
|--|---|---|--------------|---|
| <b>Assistance services</b>   |   |   |              |   |
| Accommodation / Tenancy Assistance   | 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>



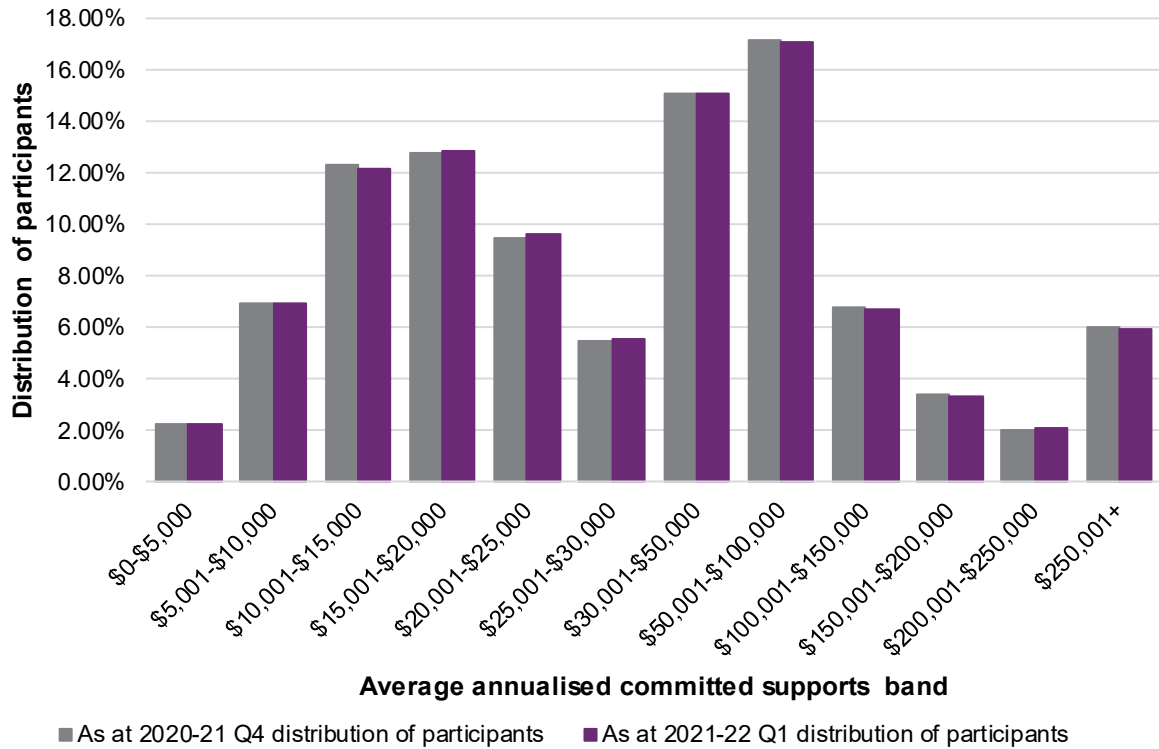
## Part Five: Financial sustainability

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

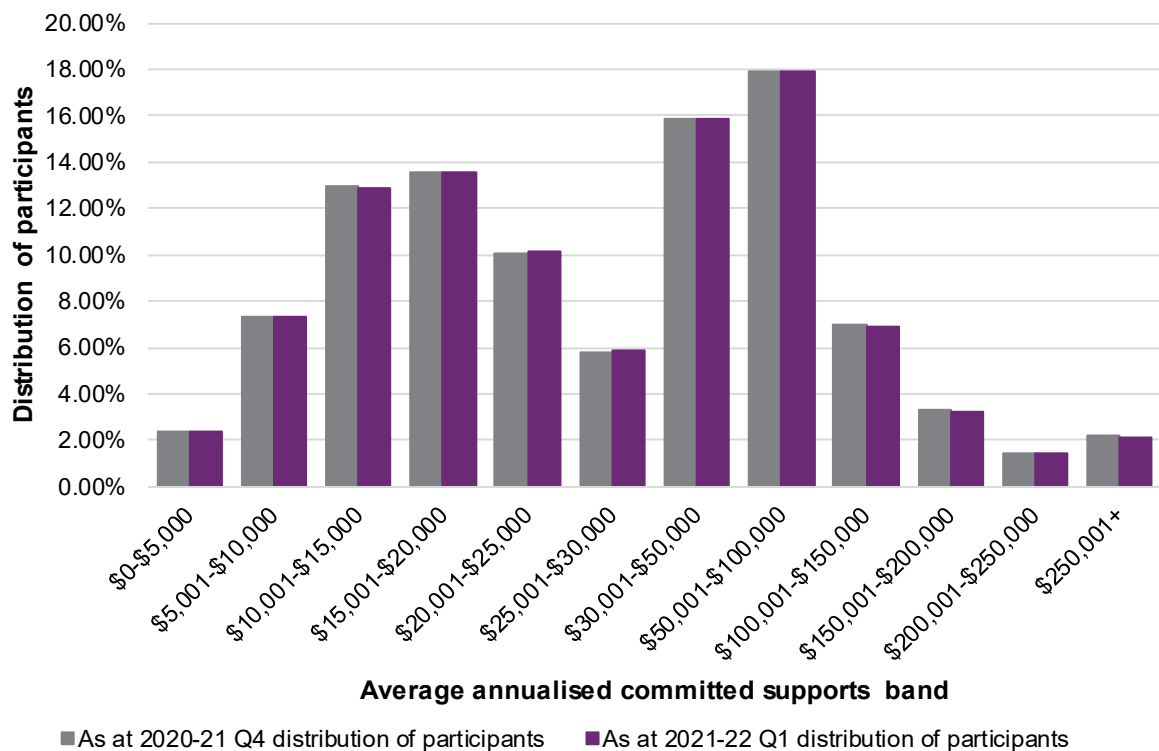
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19  | 2019-20  | 2020-21  | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|----------|----------|----------|-----------------|
| Total Committed | 133.9   | 497.2   | 940.4   | 3,244.1 | 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.

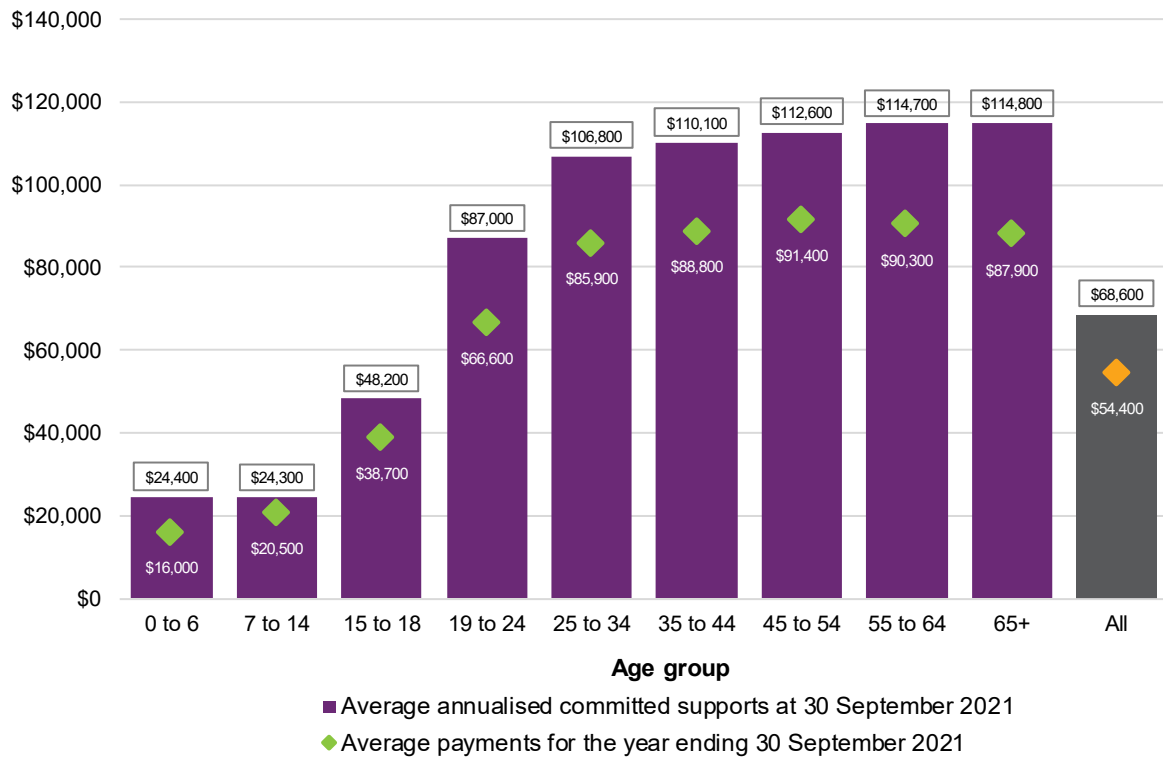
**Figure E.37 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – National**



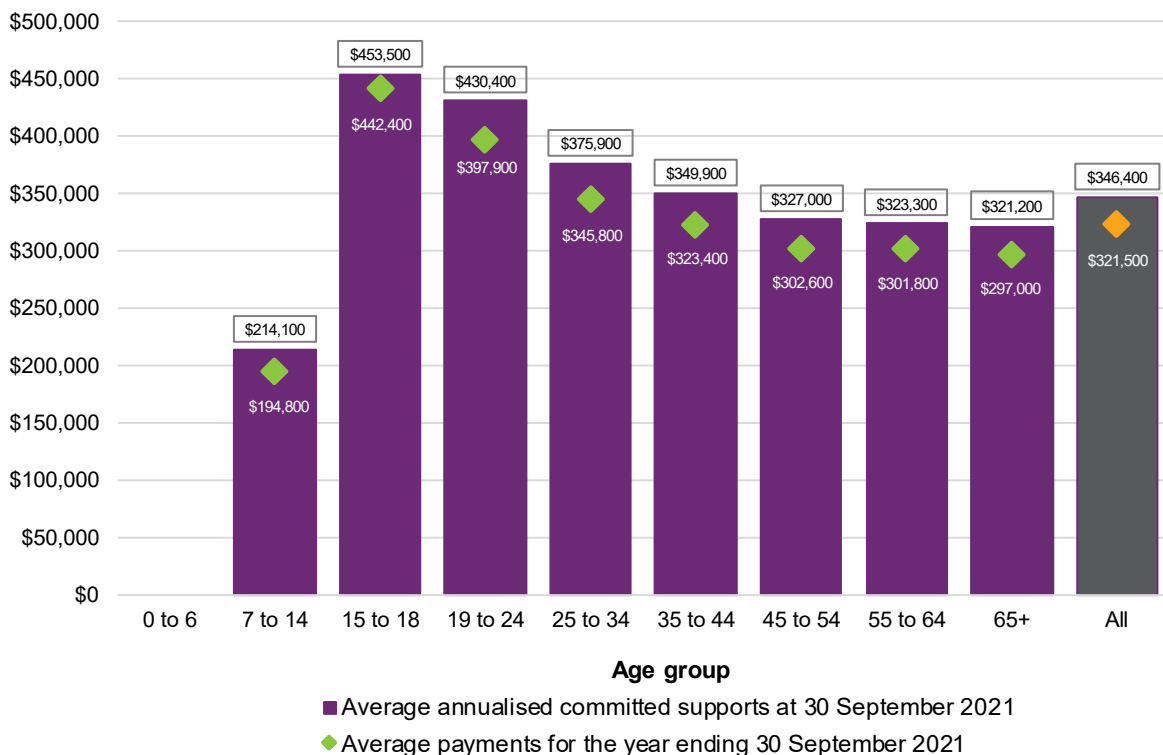
**Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – National**



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



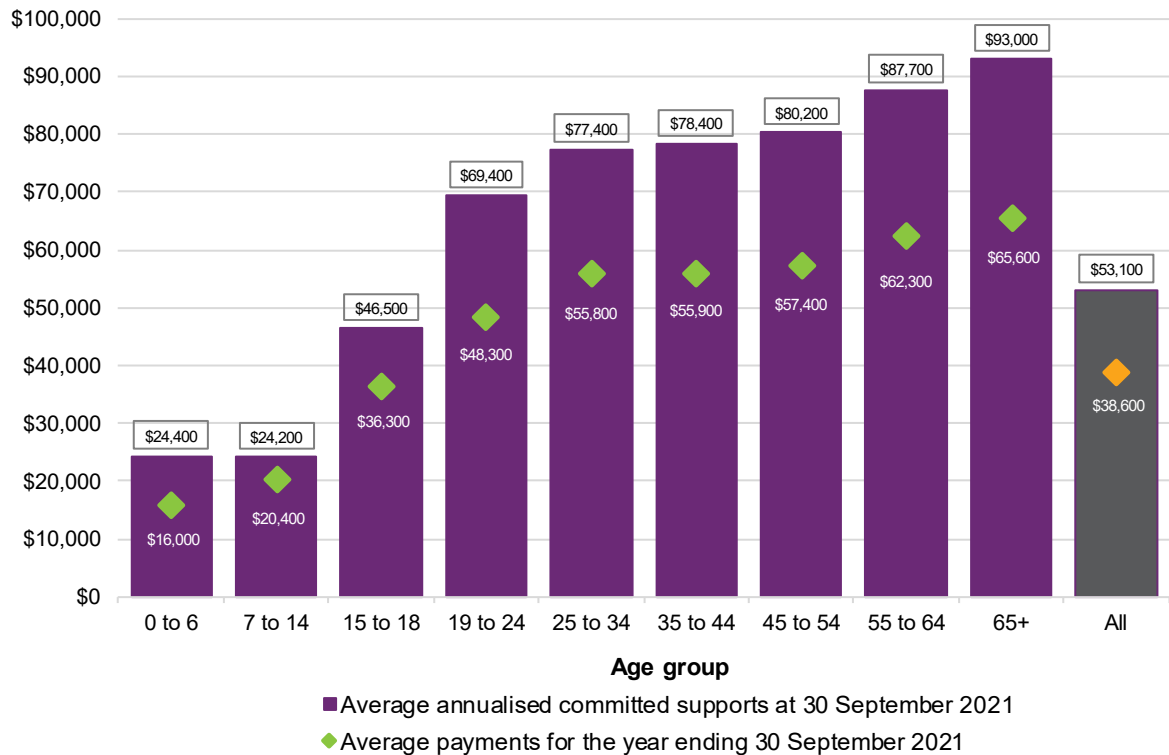
**Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – National**  
91



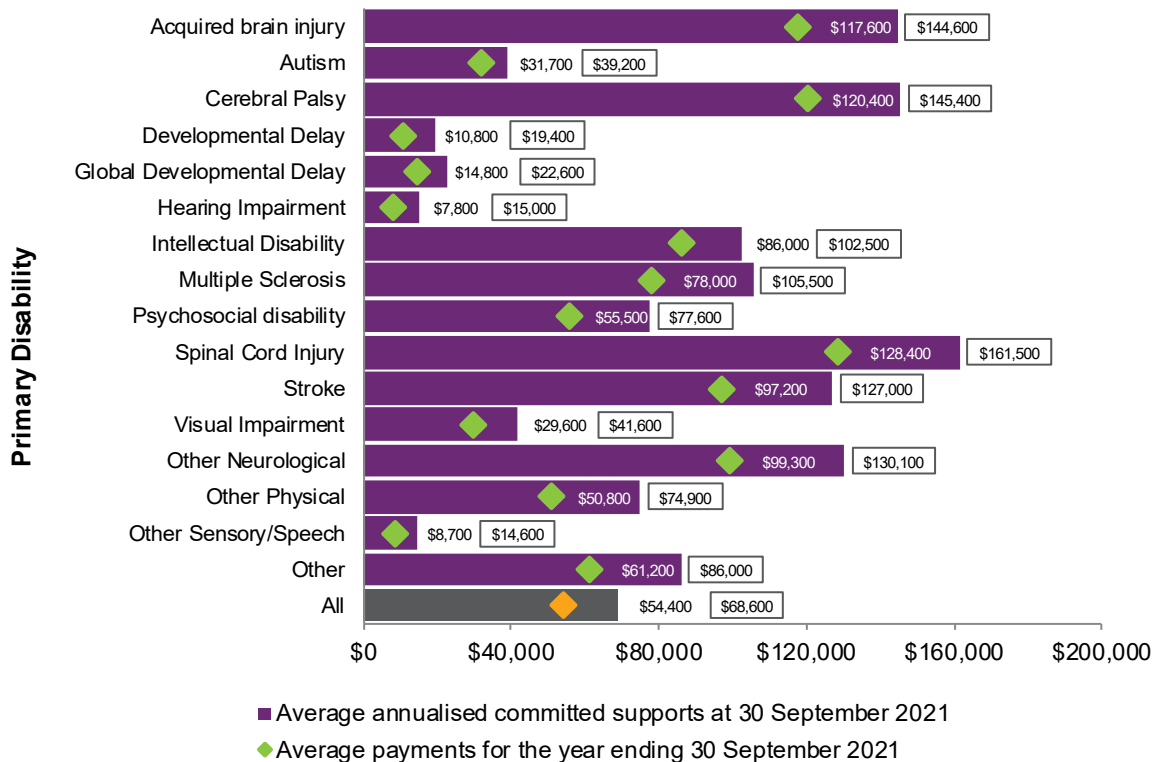
<sup>90</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active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



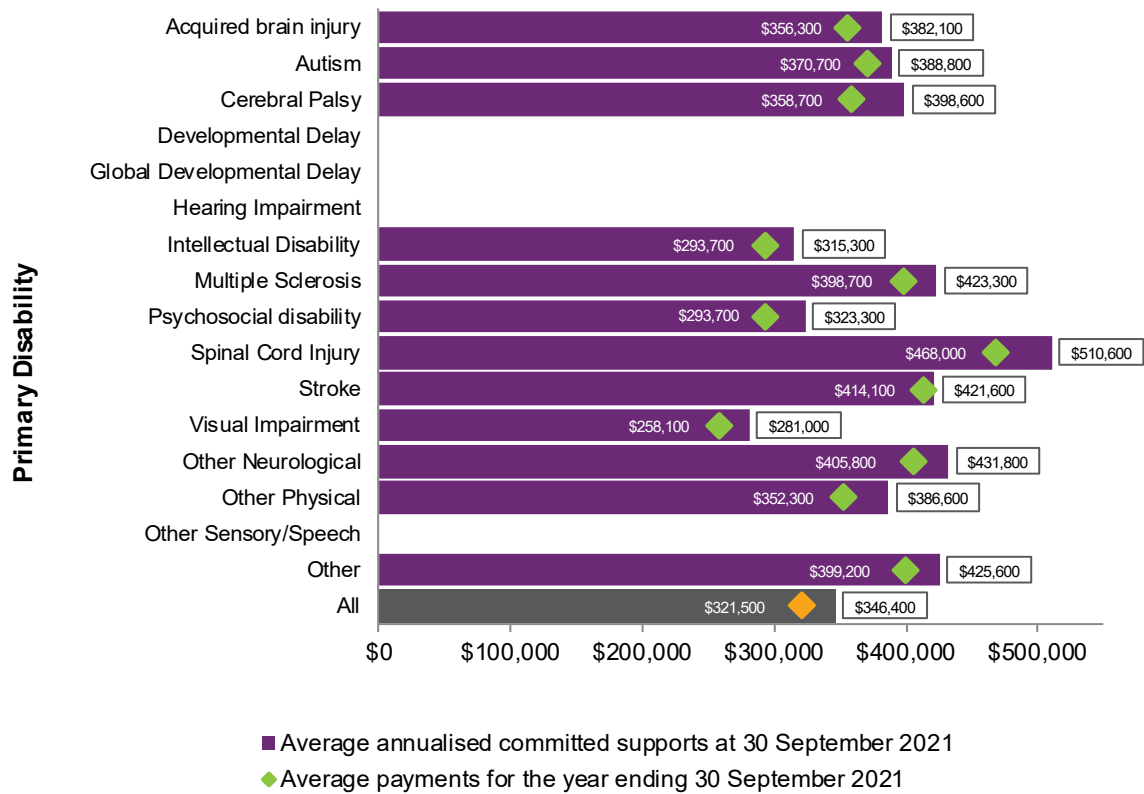
**Figure E.42 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – National** <sup>93</sup>



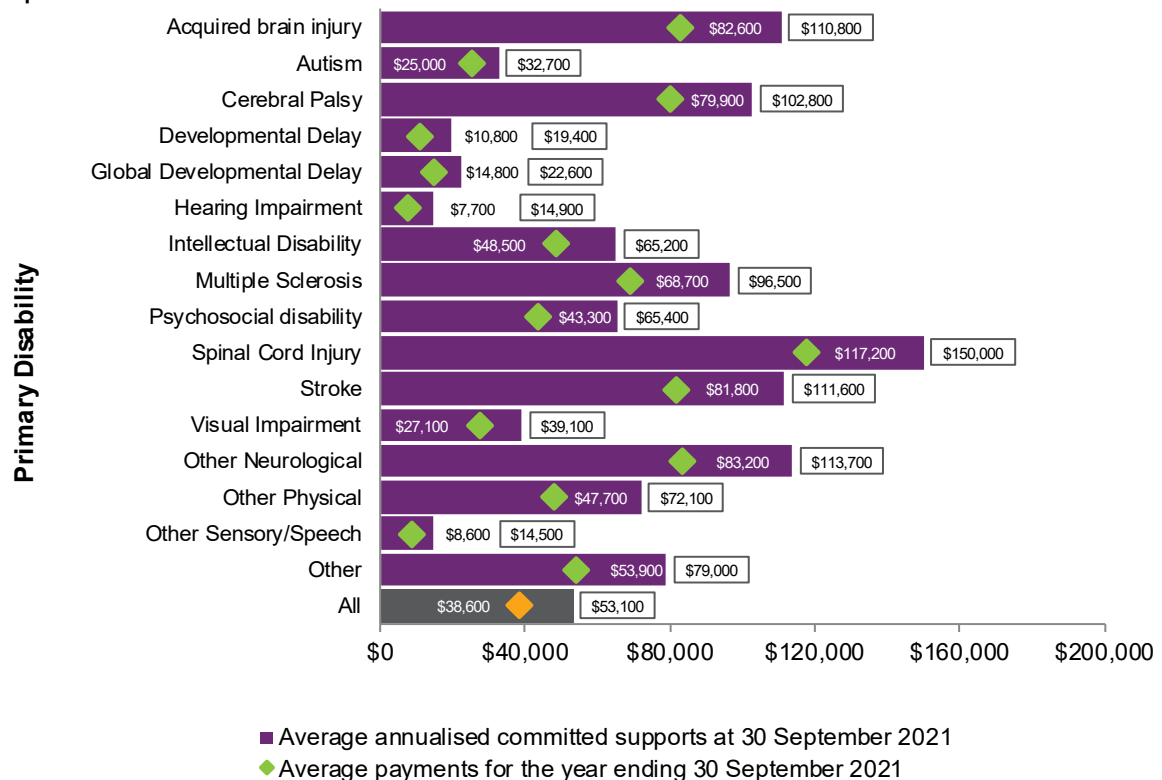
<sup>92</sup> Ibid.

<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>



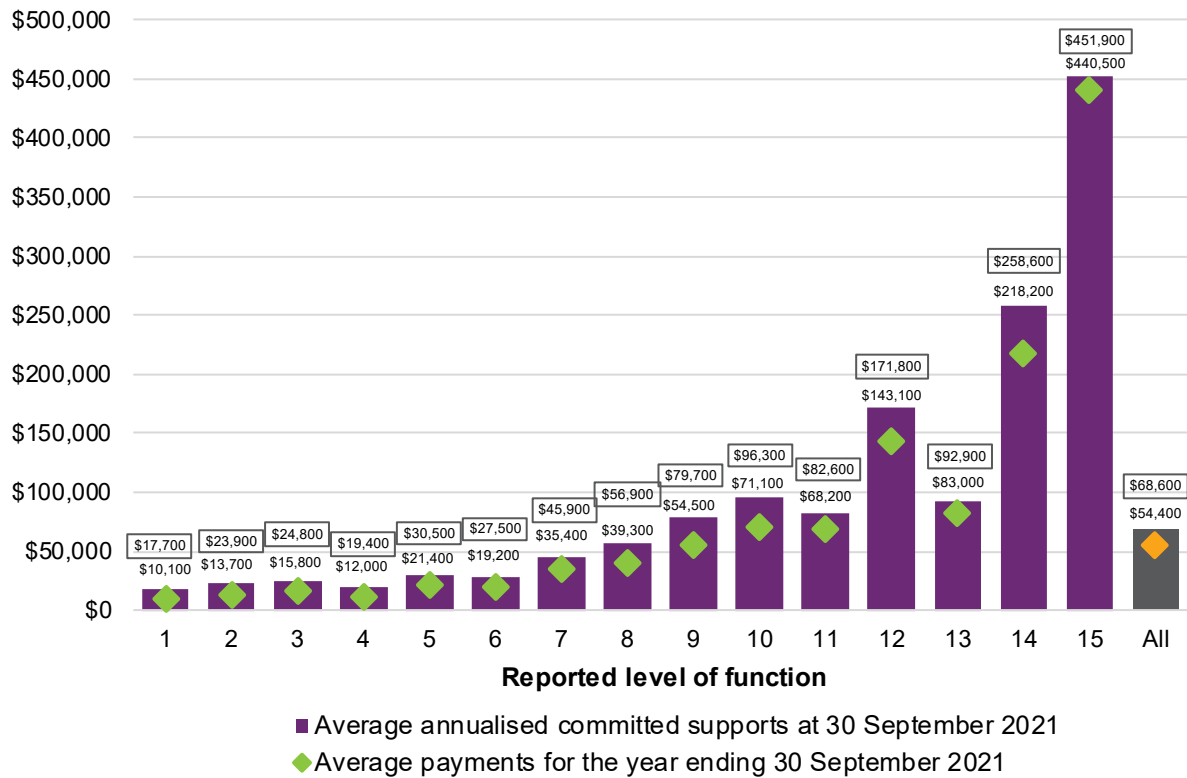
**Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – National** <sup>95</sup>



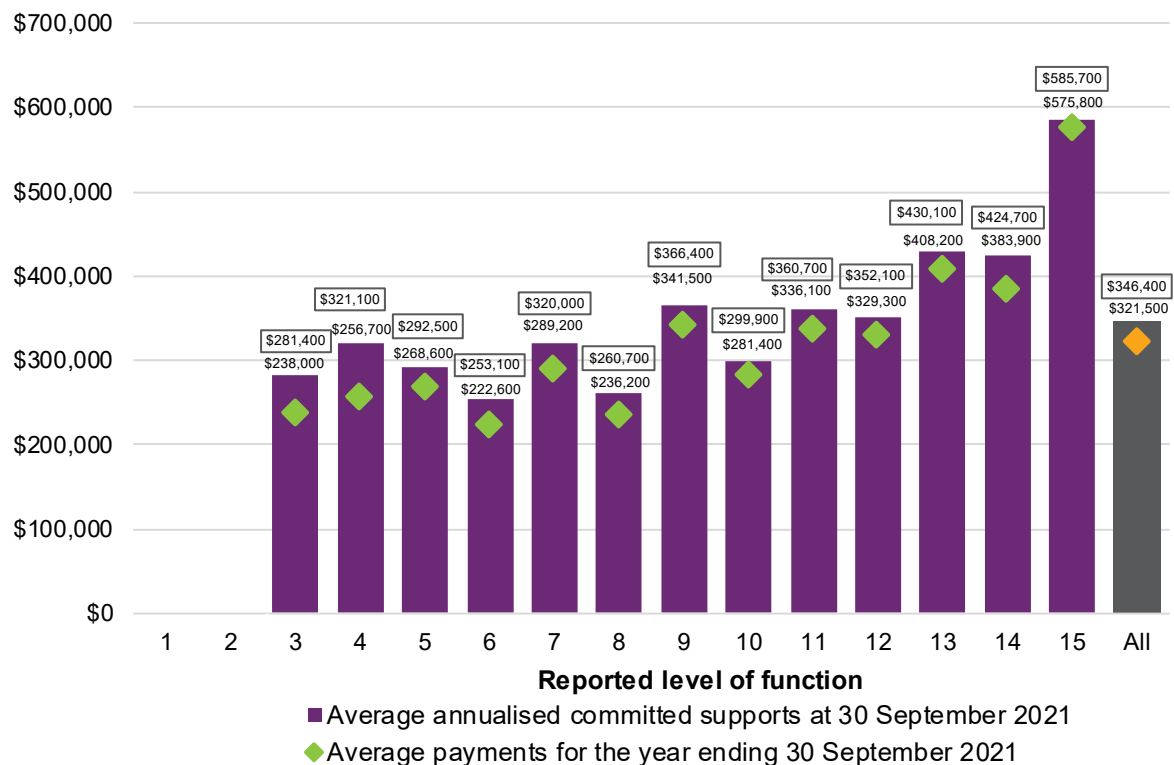
<sup>94</sup> Ibid.

<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>



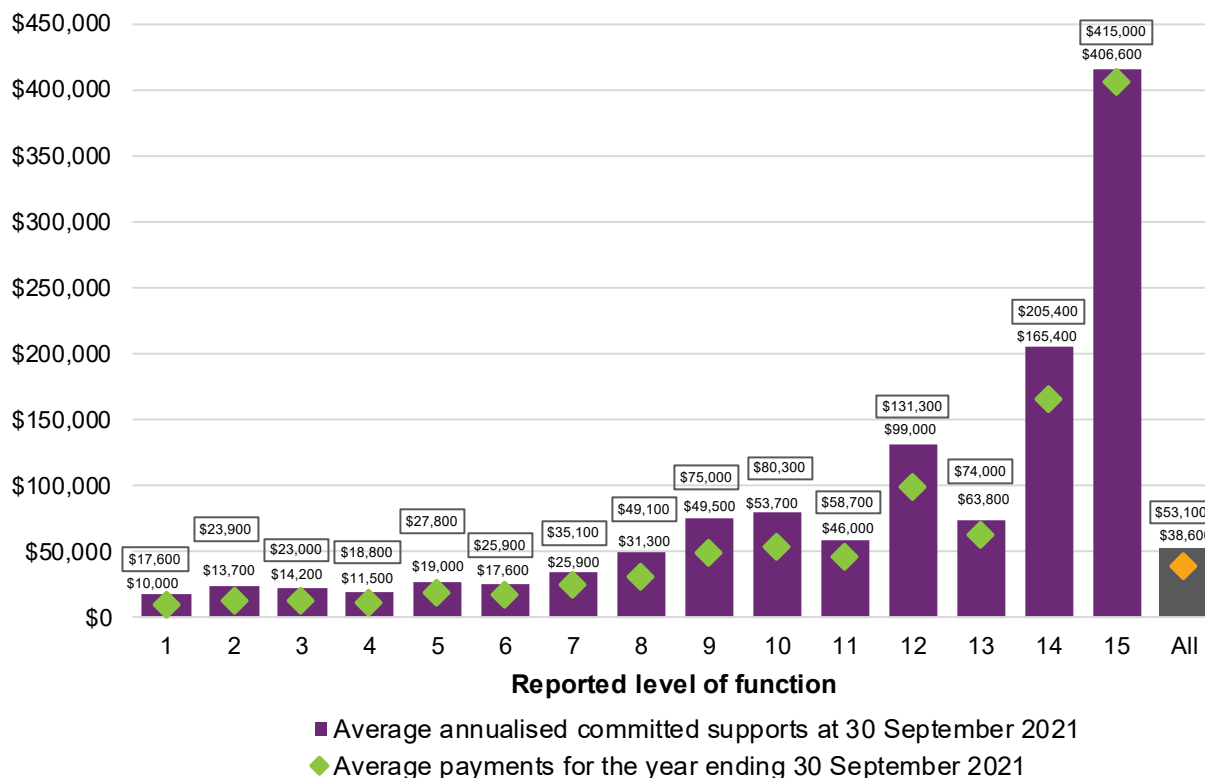
**Figure E.46 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – National** <sup>97</sup>



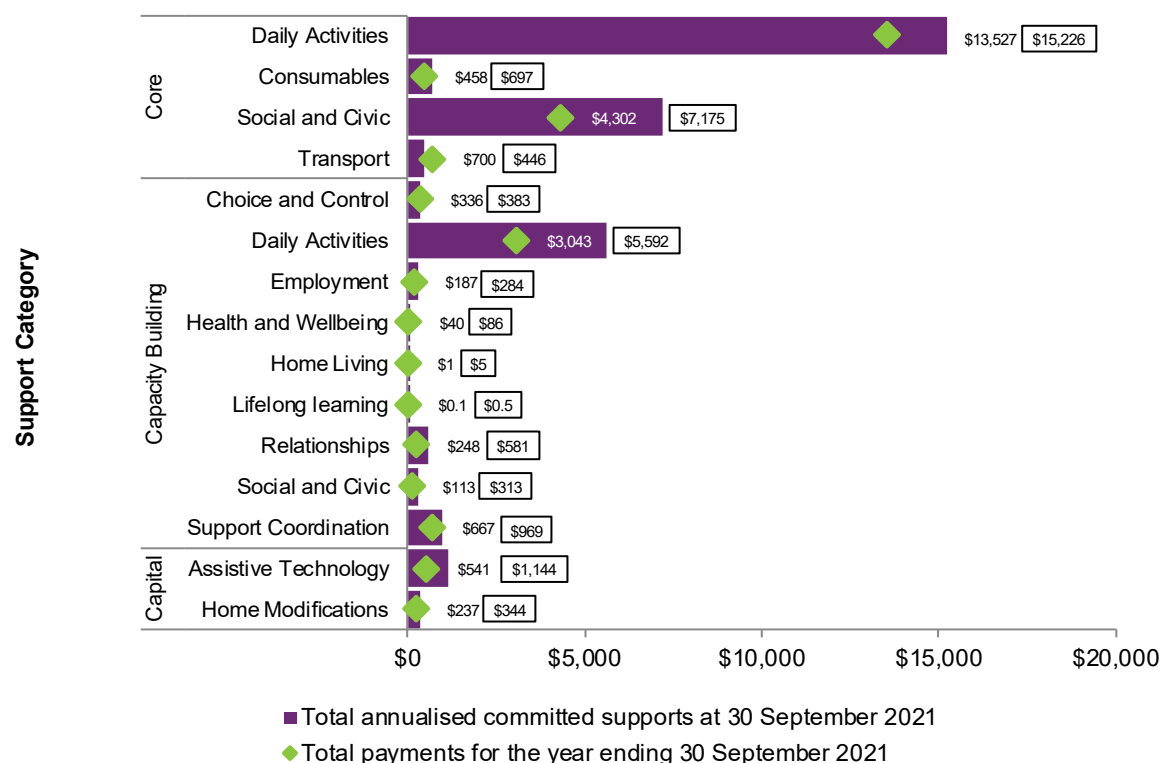
<sup>96</sup> Ibid.

<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>**

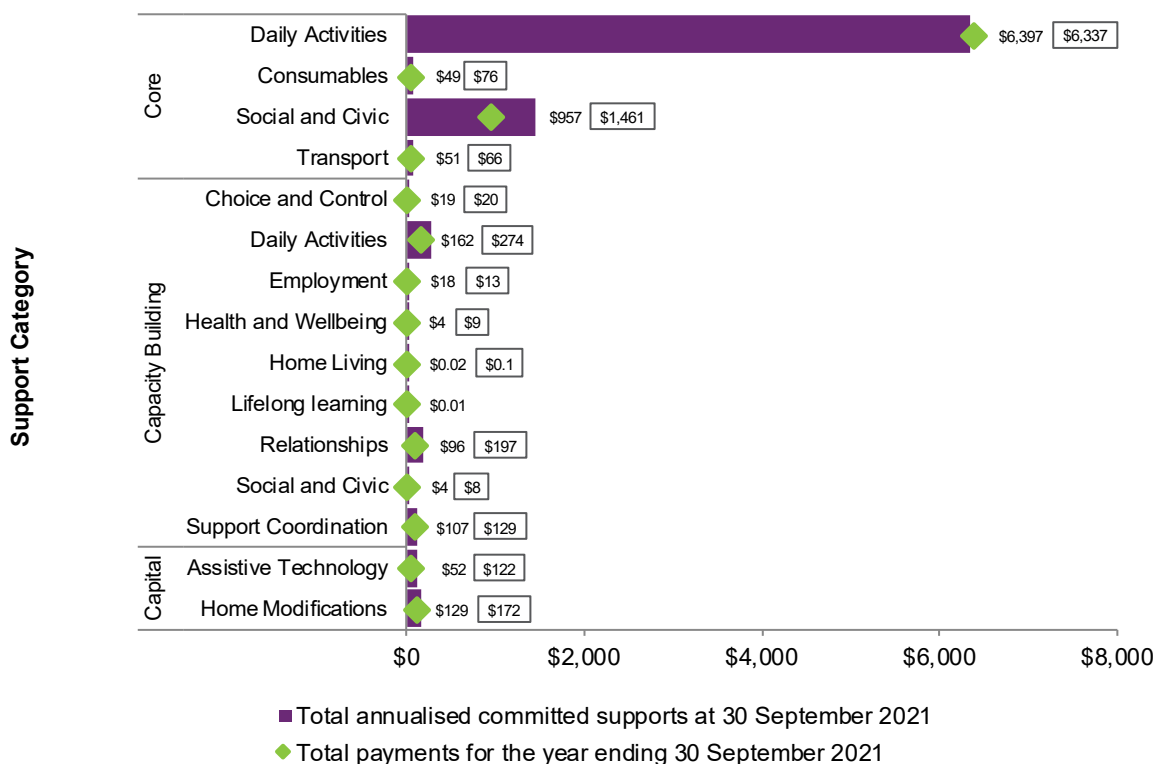


<sup>98</sup> Ibid.

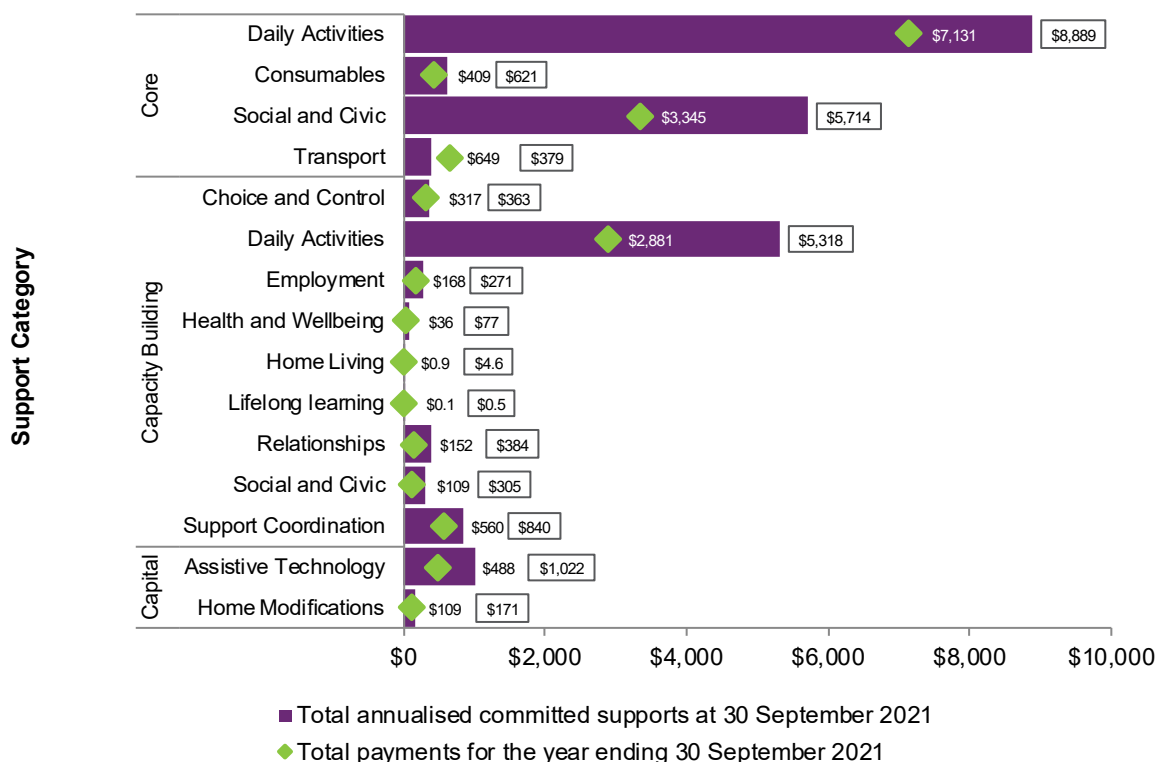
<sup>99</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2021. Total payments refer to those paid over the 12 months to 30 September 2021.



**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>



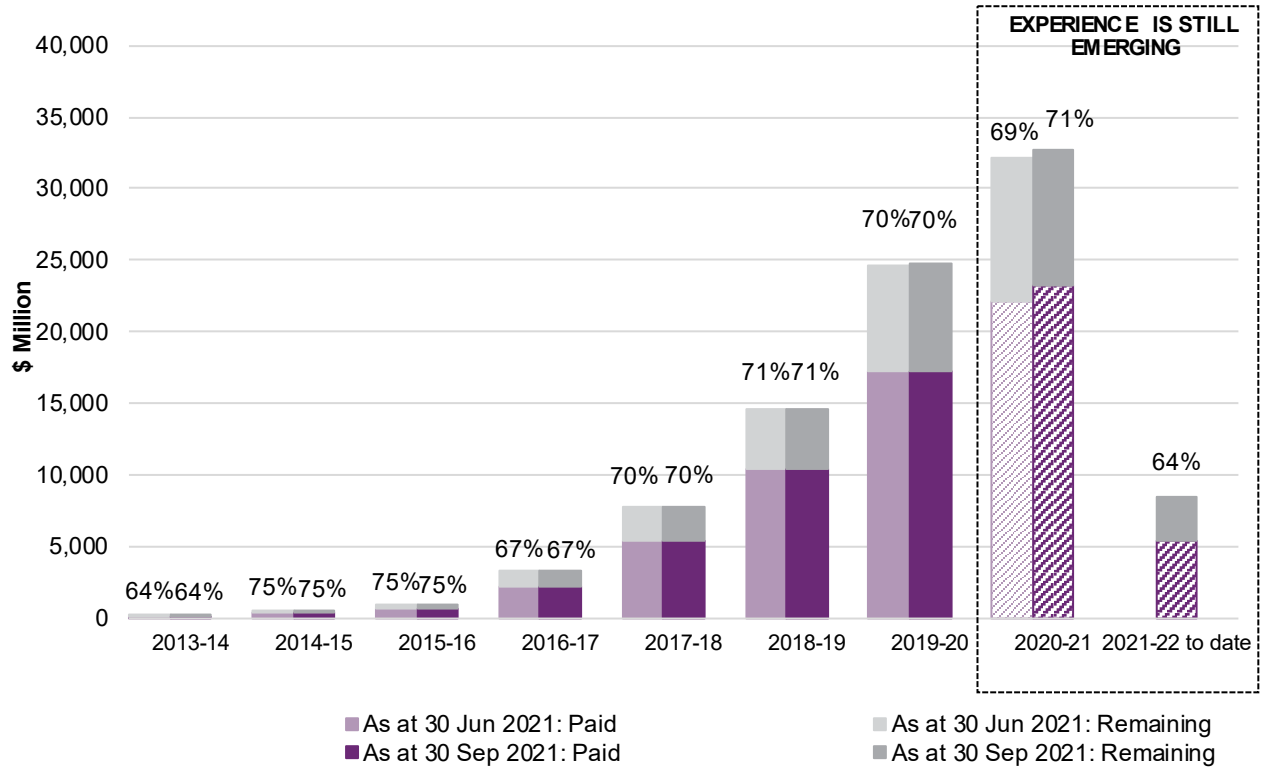
<sup>100</sup> Ibid.

<sup>101</sup> Ibid.

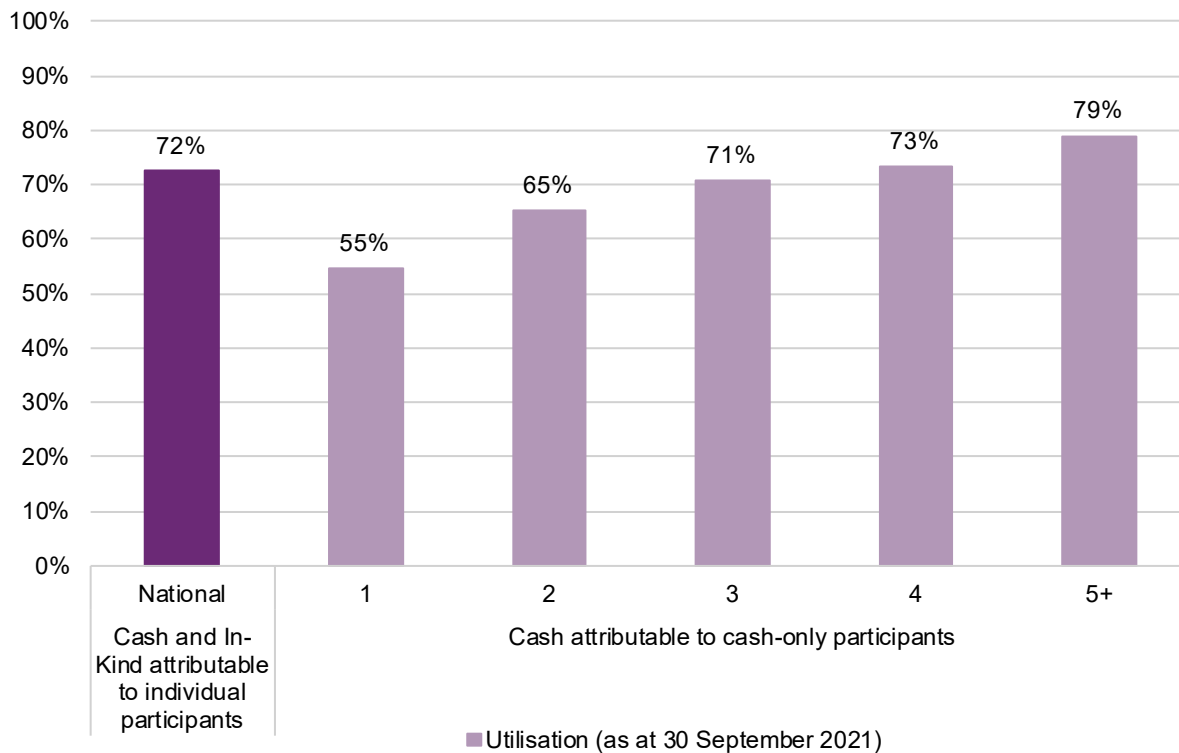
**Table E.84 Payments by financial year in which support was provided, compared to committed supports (\$m) – National**

|                    | 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%             |

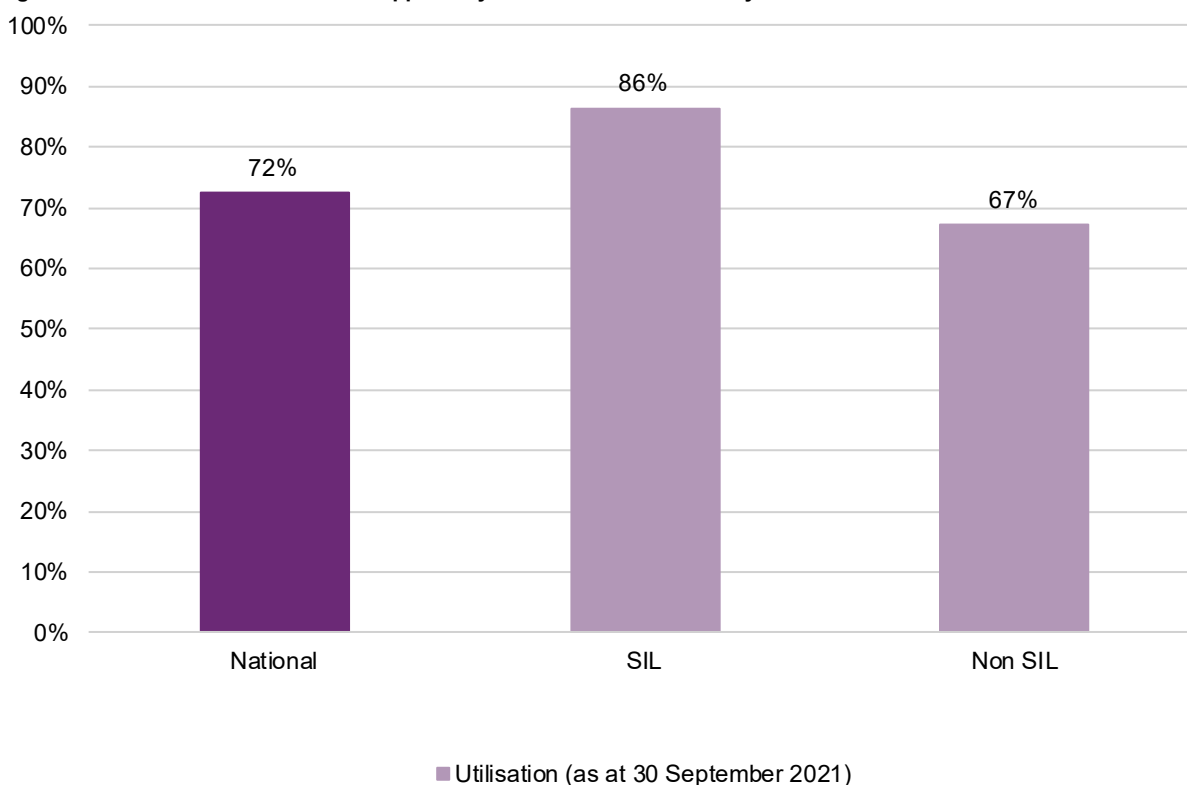
**Figure E.51 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – National**



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



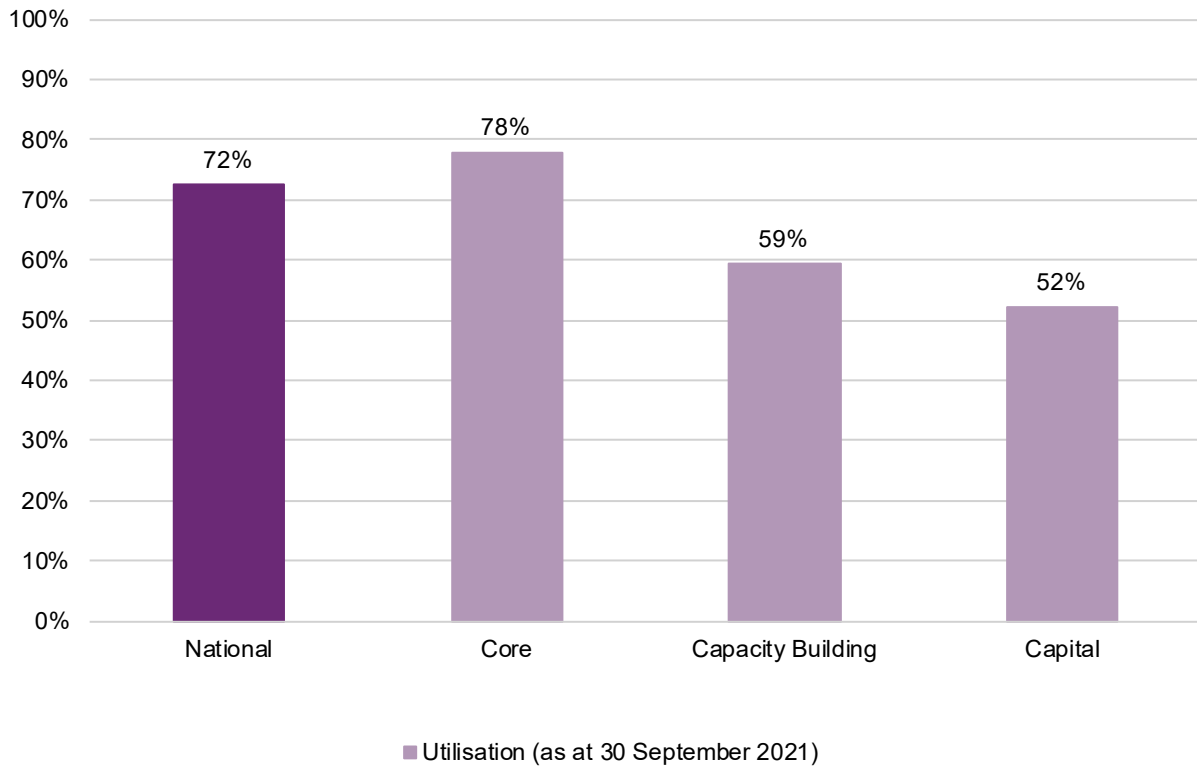
**Figure E.53 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – National** <sup>103</sup>



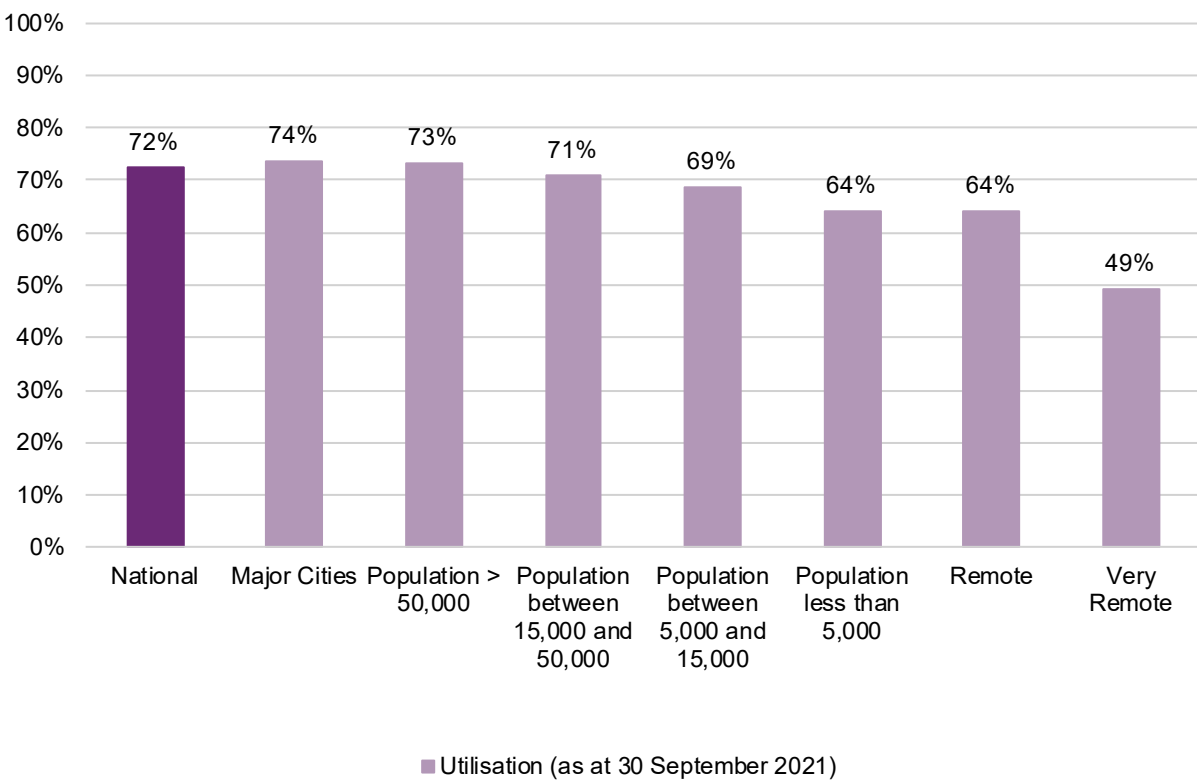
<sup>102</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent 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.

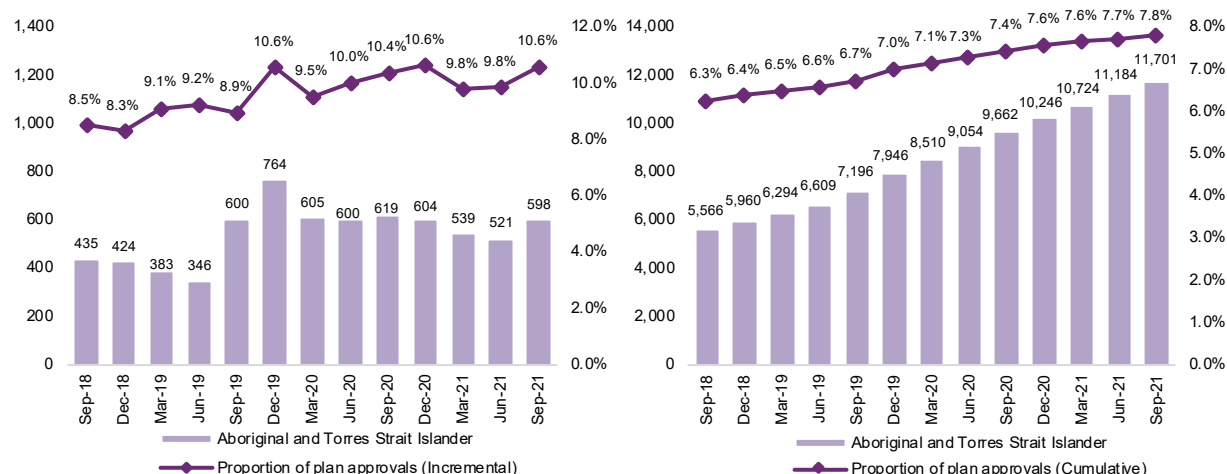
**Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales**

|   | 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.

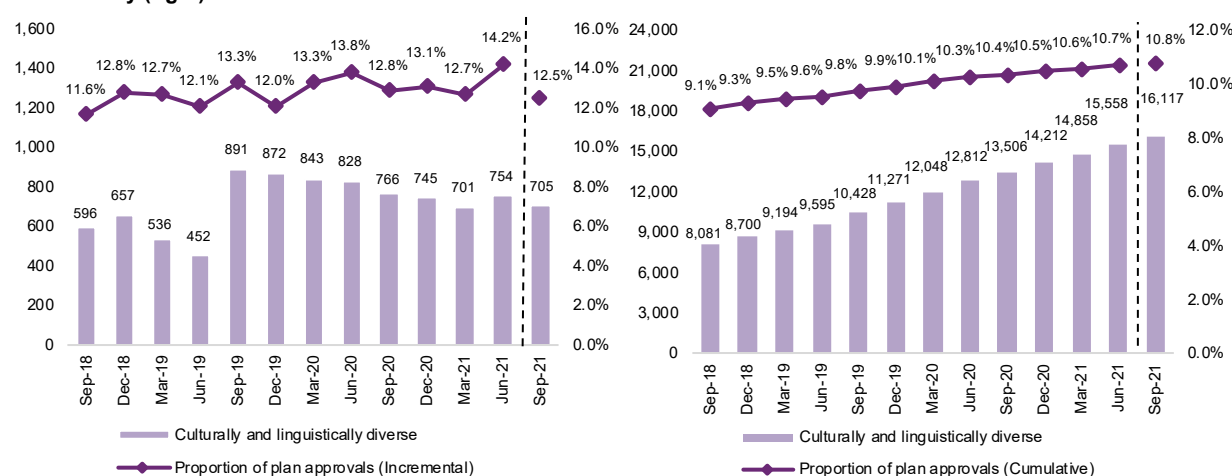
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>114</sup>



**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%       | <b>16,117</b>  | <b>10.8%</b> |
| Not culturally and linguistically diverse | 128,436        | 89.2%       | 4,944        | 87.5%       | <b>133,380</b> | <b>89.1%</b> |
| Not stated                                | 205            | 0.1%        | <11          |             | <b>205</b>     | <b>0.1%</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>  |

**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.

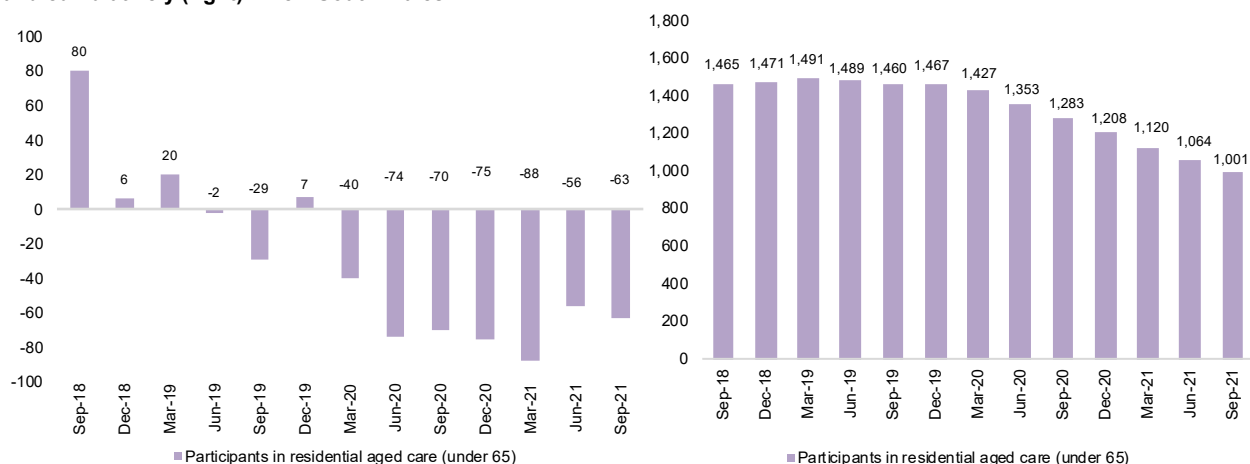
<sup>117</sup> In this chart, participants who identify as Aboriginal and Torres Strait Islander are excluded from the result for the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.



**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>  |

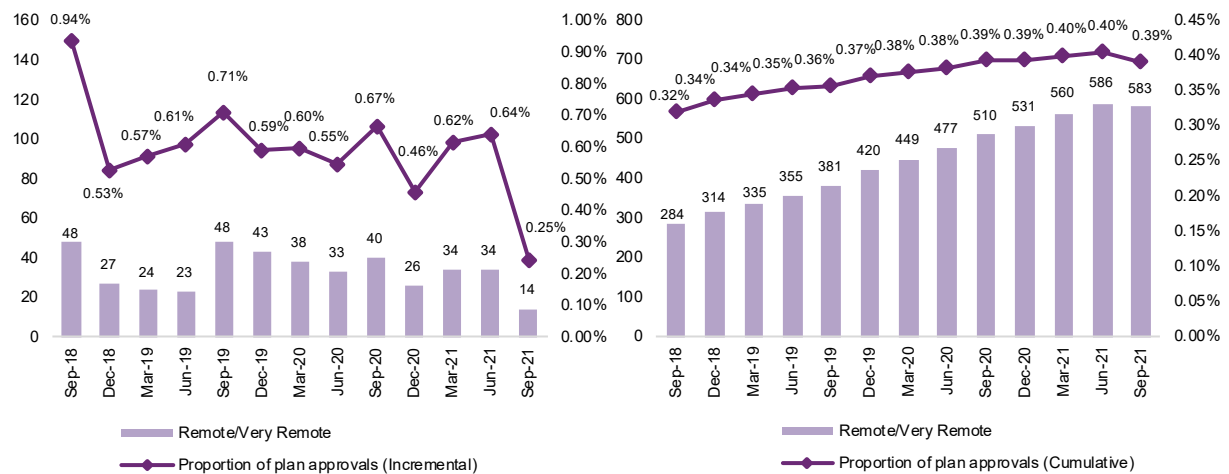
<sup>118</sup> There are a further 707 active participants aged 65 years or over who are currently in residential aged care.

<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>

|                            | Prior Quarters |             | 2021-22 Q1    |   | Total        |             |
|----------------------------|----------------|-------------|---------------|---|--------------|-------------|
| Disability                 | 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>

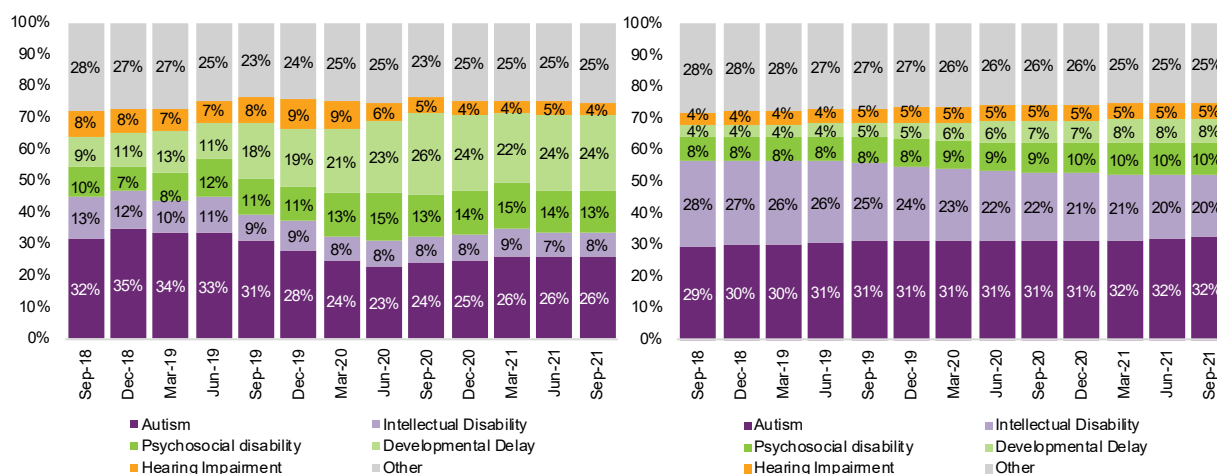
|                            | Prior Quarters |             | 2021-22 Q1   |             | Total          |             |
|----------------------------|----------------|-------------|--------------|-------------|----------------|-------------|
| Disability                 | N              | %           | 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>



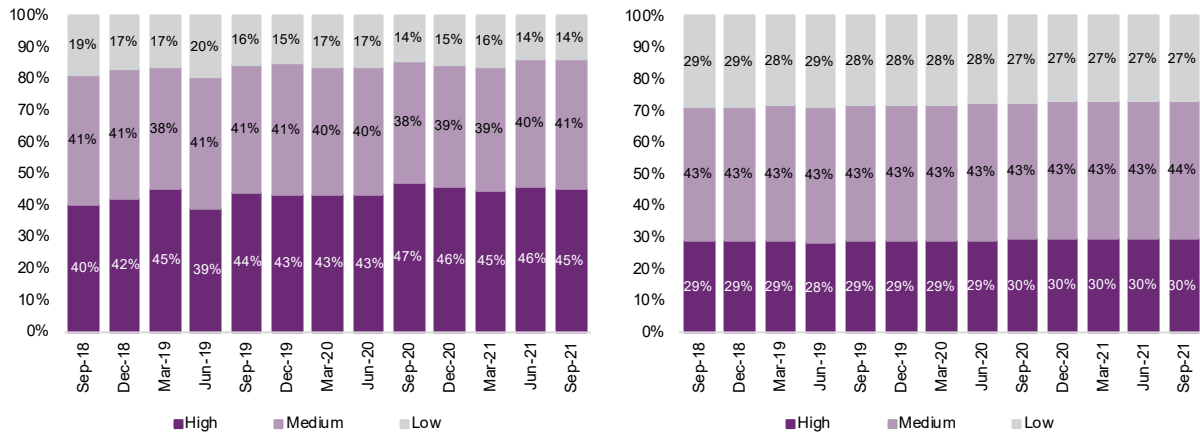
**Table F.15 Participant profile per quarter by reported level of function – New South Wales** <sup>131</sup>

| 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> |

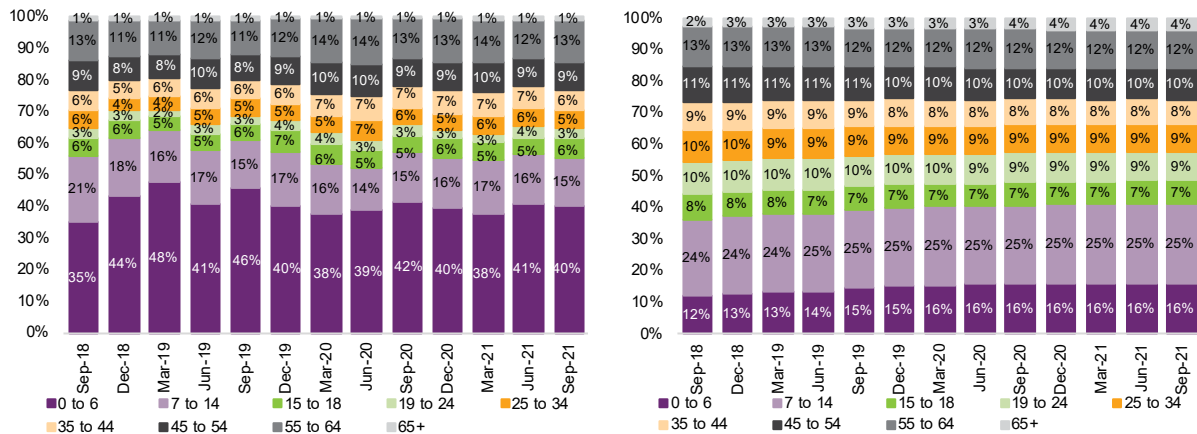
<sup>132</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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> |

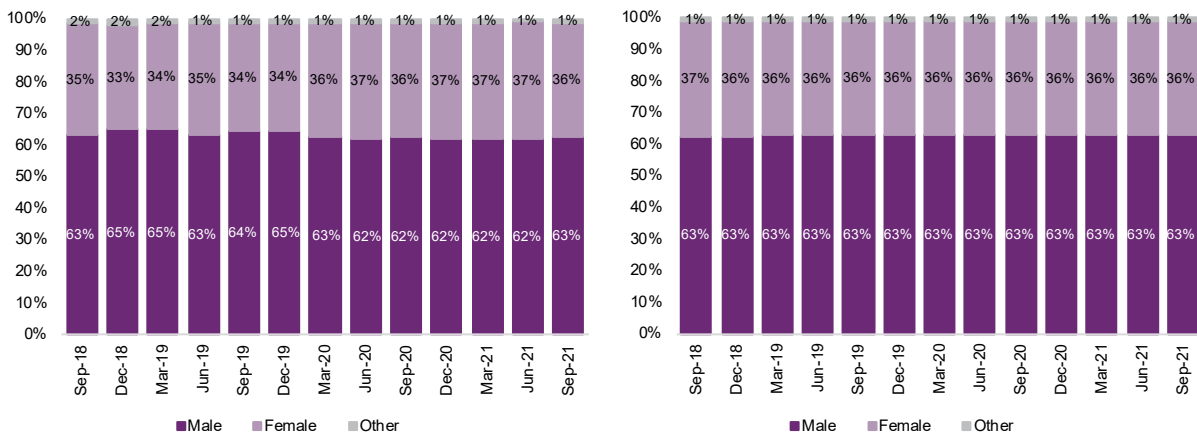
**Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>134</sup>



**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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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**

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|      | 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**

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|      | 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 SFOF 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 SFOF 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 SFOF 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.

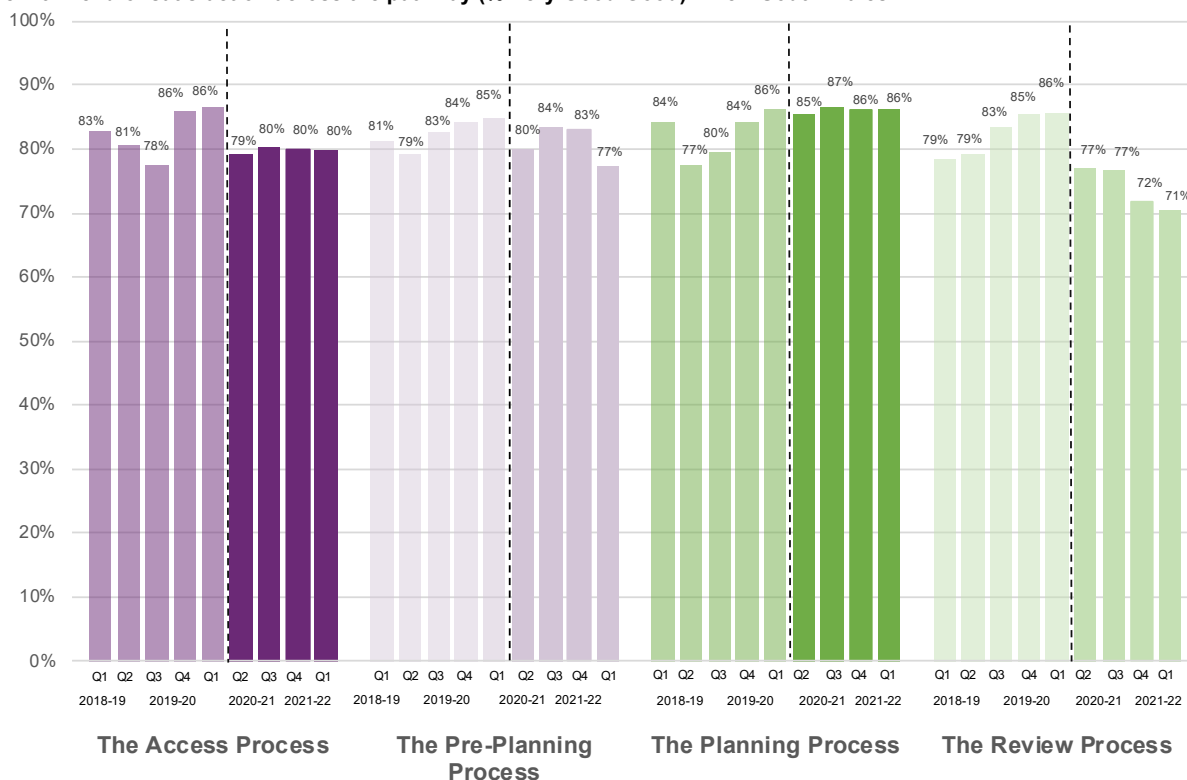


**Table F.58 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales** <sup>151</sup>

| 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.

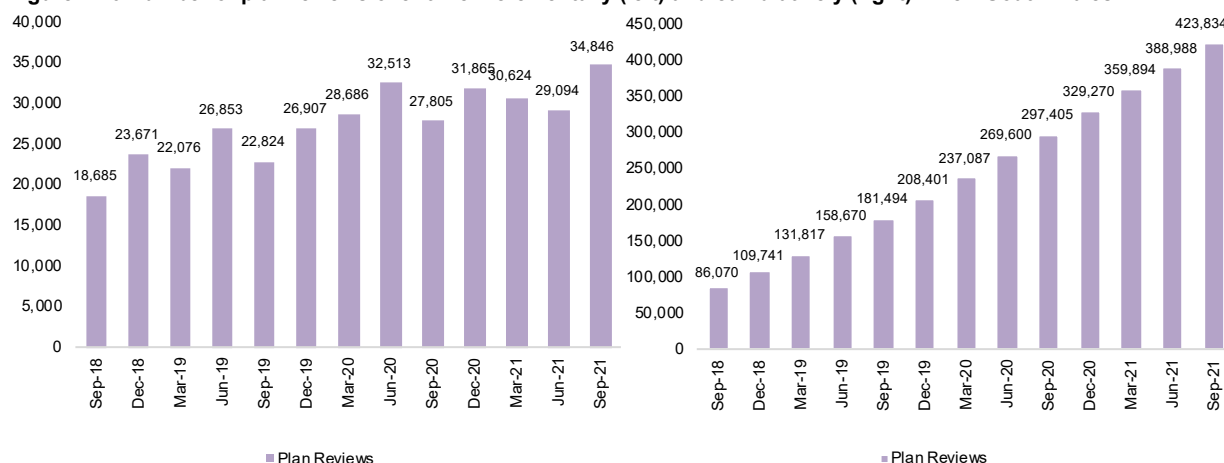
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>152 153</sup>



**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%          |                               |

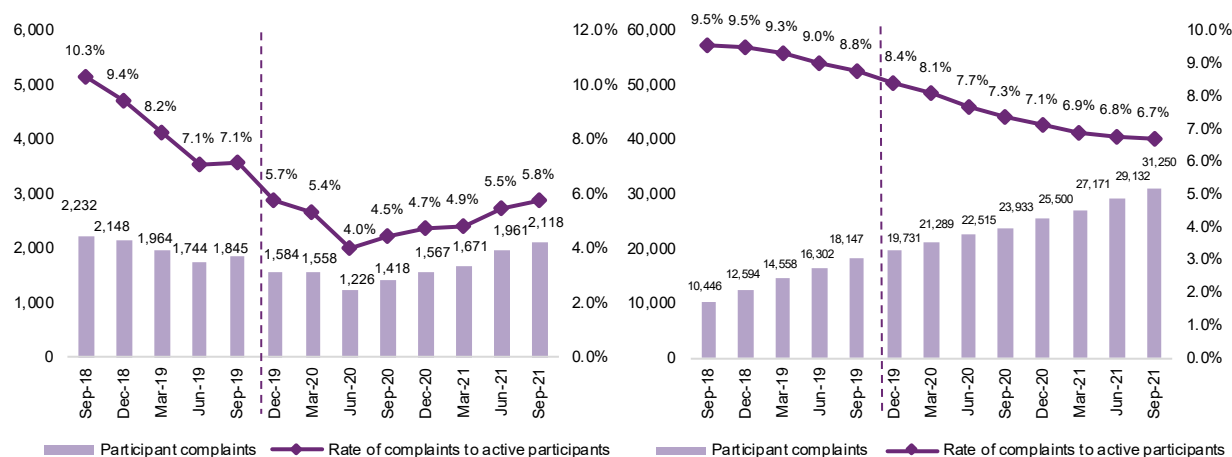
<sup>155</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

<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>

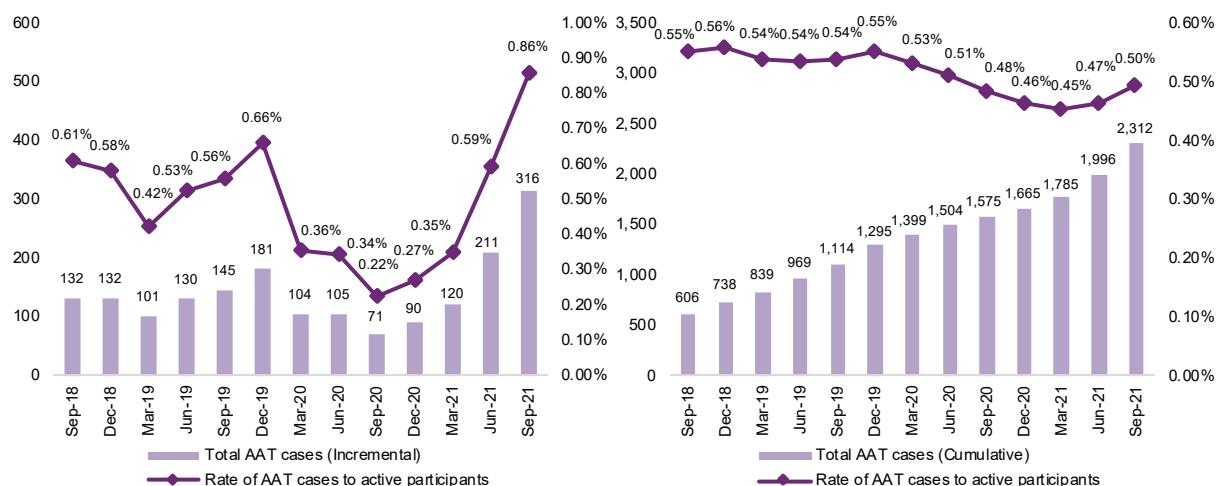
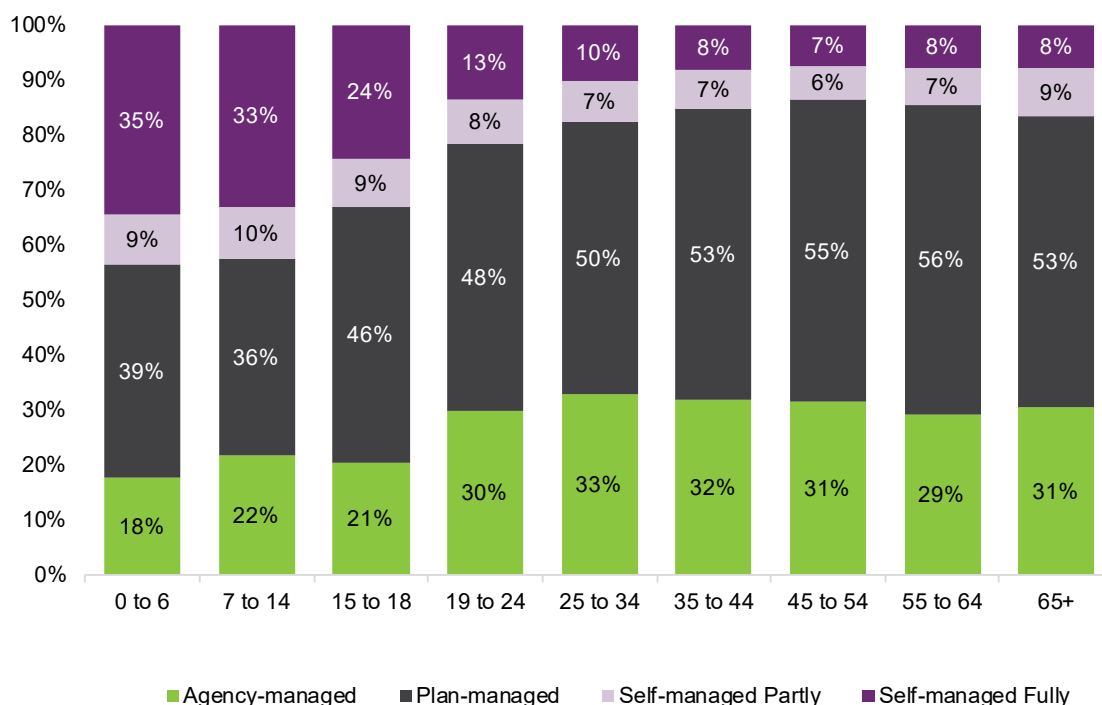


Table F.63 AAT cases by open/closed and decision – New South Wales <sup>162</sup>

|   | 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>



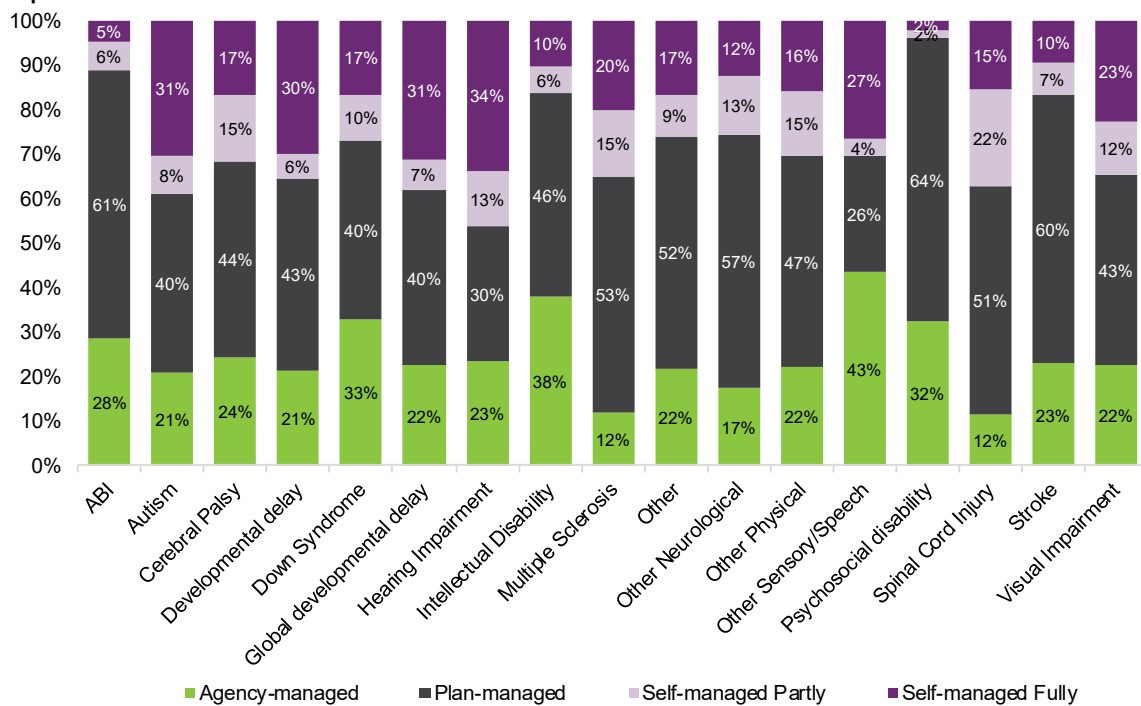
<sup>161</sup> Ibid.

<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.

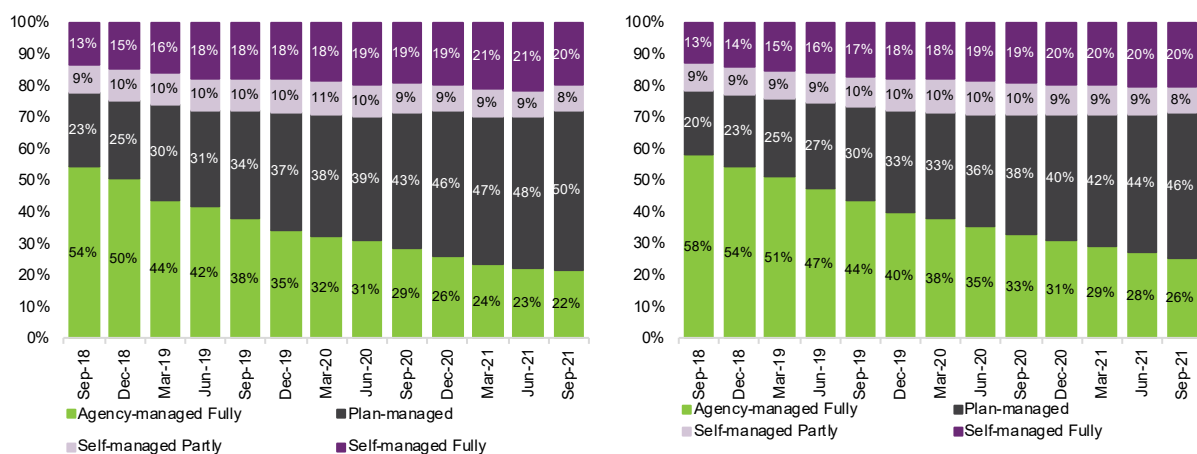
**Figure F.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – New South Wales** <sup>165 166</sup>



**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.

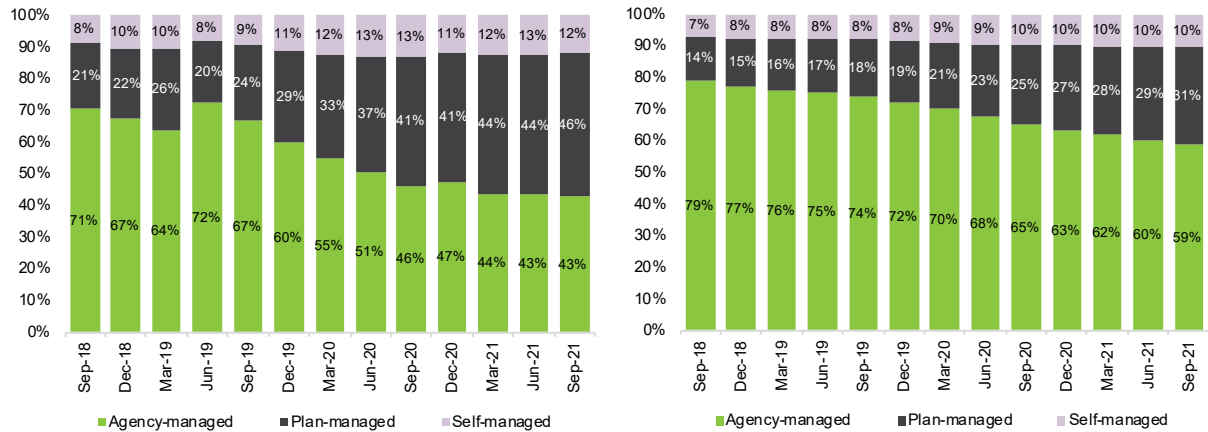
<sup>167</sup> Ibid.

<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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>     |

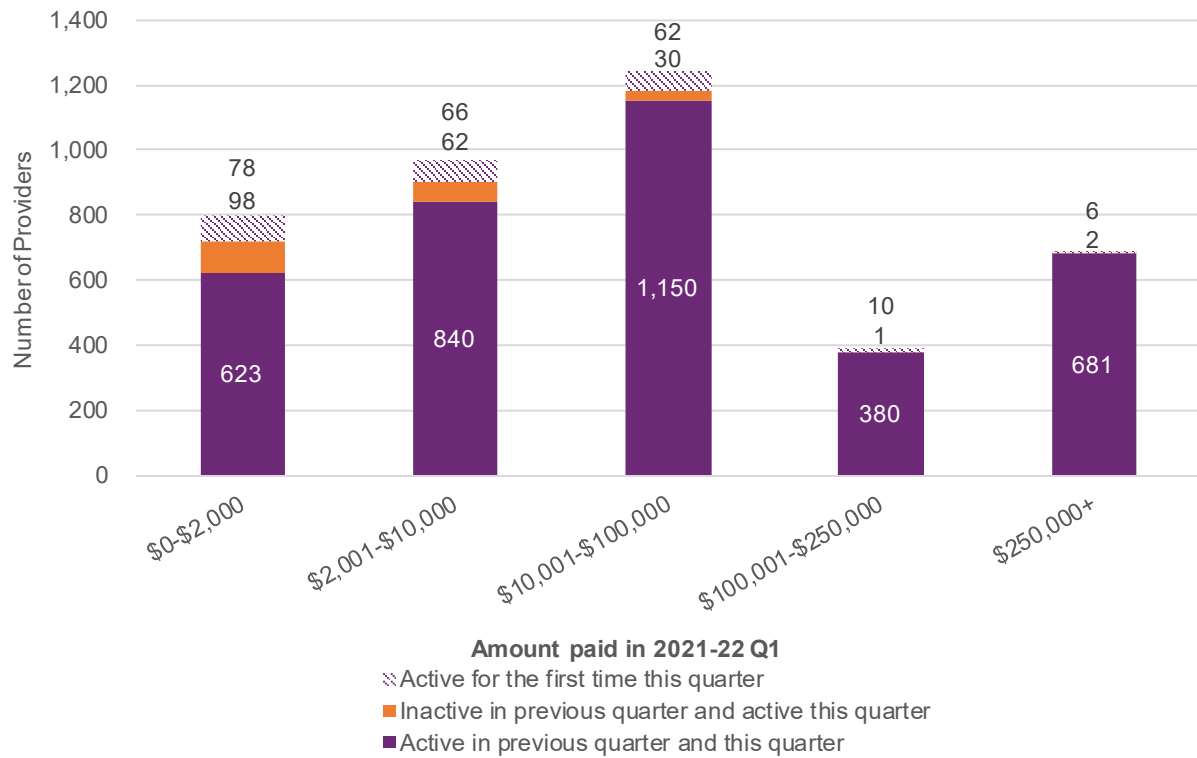
**Table F.75 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – New South Wales**

| 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>Active |
| <b>Assistance services</b>   |                               |                          |                 |                               |                          |                 |
| Accommodation / Tenancy Assistance   | 5                             | 36                       | <b>41</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Assistance Animals   | 7                             | 61                       | <b>68</b>       | 10%                           | 90%                      | <b>100%</b>     |
| Assistance with daily life tasks in a group or shared living arrangement     | 63                            | 598                      | <b>661</b>      | 10%                           | 90%                      | <b>100%</b>     |
| Assistance with travel/transport arrangements                                | 27                            | 153                      | <b>180</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Daily Personal Activities  | 141                           | 975                      | <b>1,116</b>    | 13%                           | 87%                      | <b>100%</b>     |
| Group and Centre Based Activities  | 91                            | 596                      | <b>687</b>      | 13%                           | 87%                      | <b>100%</b>     |
| High Intensity Daily Personal Activities                                     | 81                            | 561                      | <b>642</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Household tasks  | 267                           | 830                      | <b>1,097</b>    | 24%                           | 76%                      | <b>100%</b>     |
| Interpreting and translation   | 19                            | 58                       | <b>77</b>       | 25%                           | 75%                      | <b>100%</b>     |
| Participation in community, social and civic activities                      | 163                           | 1,085                    | <b>1,248</b>    | 13%                           | 87%                      | <b>100%</b>     |
| <b>Assistive Technology</b>  |                               |                          |                 |                               |                          |                 |
| Assistive equipment for recreation   | 6                             | 50                       | <b>56</b>       | 11%                           | 89%                      | <b>100%</b>     |
| Assistive products for household tasks                                       | 9                             | 57                       | <b>66</b>       | 14%                           | 86%                      | <b>100%</b>     |
| Assistance products for personal care and safety                             | 126                           | 715                      | <b>841</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Communication and information equipment                                      | 55                            | 308                      | <b>363</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Customised Prosthetics   | 58                            | 263                      | <b>321</b>      | 18%                           | 82%                      | <b>100%</b>     |
| Hearing Equipment  | 19                            | 91                       | <b>110</b>      | 17%                           | 83%                      | <b>100%</b>     |
| Hearing Services   | 2                             | 14                       | <b>16</b>       | 13%                           | 88%                      | <b>100%</b>     |
| Personal Mobility Equipment  | 61                            | 365                      | <b>426</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Specialised Hearing Services   | 5                             | 16                       | <b>21</b>       | 24%                           | 76%                      | <b>100%</b>     |
| Vision Equipment   | 18                            | 78                       | <b>96</b>       | 19%                           | 81%                      | <b>100%</b>     |
| <b>Capacity Building Services</b>  |                               |                          |                 |                               |                          |                 |
| Assistance in coordinating or managing life stages, transitions and supports | 201                           | 973                      | <b>1,174</b>    | 17%                           | 83%                      | <b>100%</b>     |
| Behaviour Support  | 77                            | 324                      | <b>401</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Community nursing care for high needs  | 43                            | 245                      | <b>288</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Development of daily living and life skills                                  | 79                            | 502                      | <b>581</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Early Intervention supports for early childhood                              | 113                           | 485                      | <b>598</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Exercise Physiology and Physical Wellbeing activities                        | 102                           | 382                      | <b>484</b>      | 21%                           | 79%                      | <b>100%</b>     |
| Innovative Community Participation   | 25                            | 94                       | <b>119</b>      | 21%                           | 79%                      | <b>100%</b>     |
| Specialised Driving Training   | 21                            | 66                       | <b>87</b>       | 24%                           | 76%                      | <b>100%</b>     |
| Therapeutic Supports   | 665                           | 1,364                    | <b>2,029</b>    | 33%                           | 67%                      | <b>100%</b>     |
| <b>Capital services</b>  |                               |                          |                 |                               |                          |                 |
| Home modification design and construction                                    | 33                            | 179                      | <b>212</b>      | 16%                           | 84%                      | <b>100%</b>     |
| Specialist Disability Accommodation  | 4                             | 123                      | <b>127</b>      | 3%                            | 97%                      | <b>100%</b>     |
| Vehicle Modifications  | 8                             | 55                       | <b>63</b>       | 13%                           | 87%                      | <b>100%</b>     |
| <b>Choice and control support services</b>                                   |                               |                          |                 |                               |                          |                 |
| Management of funding for supports in participants plan                      | 115                           | 501                      | <b>616</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Support Coordination   | 17                            | 148                      | <b>165</b>      | 10%                           | 90%                      | <b>100%</b>     |
| <b>Employment and Education support services</b>                             |                               |                          |                 |                               |                          |                 |
| Assistance to access and/or maintain employment and/or education             | 28                            | 203                      | <b>231</b>      | 12%                           | 88%                      | <b>100%</b>     |
| Specialised Supported Employment   | 40                            | 267                      | <b>307</b>      | 13%                           | 87%                      | <b>100%</b>     |
| <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>



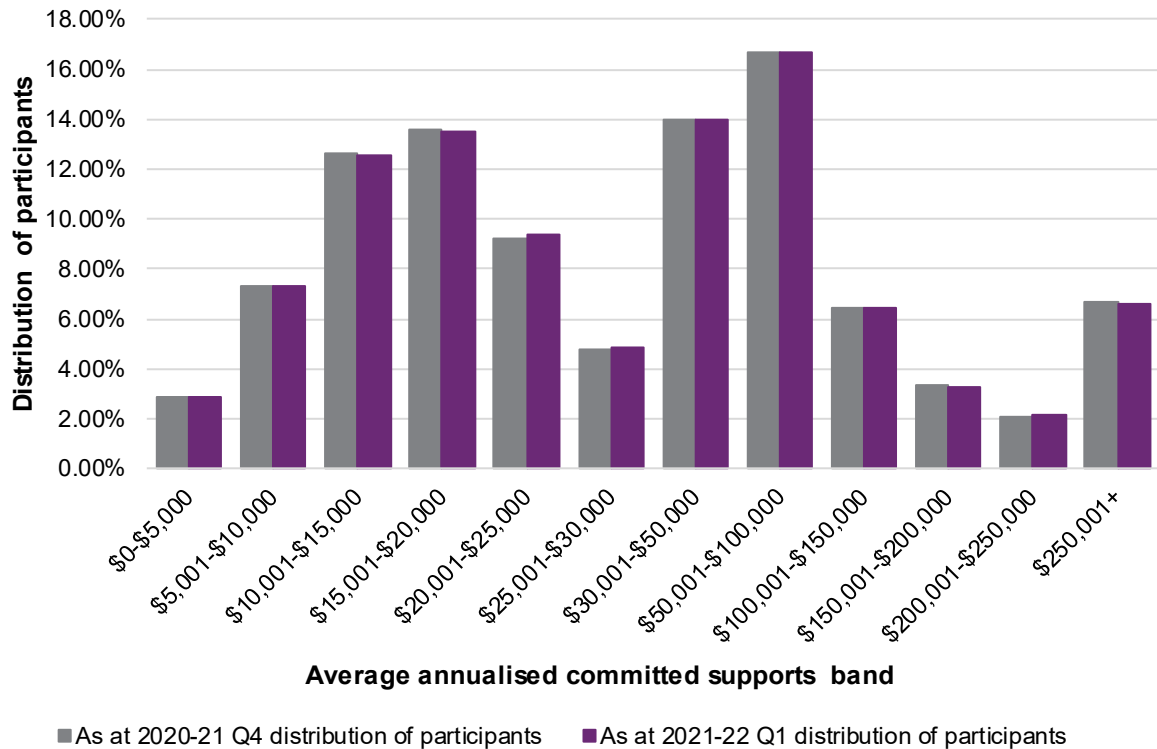
## Part Five: Financial sustainability

**Table F.77 Committed supports by financial year (\$m) – New South Wales**

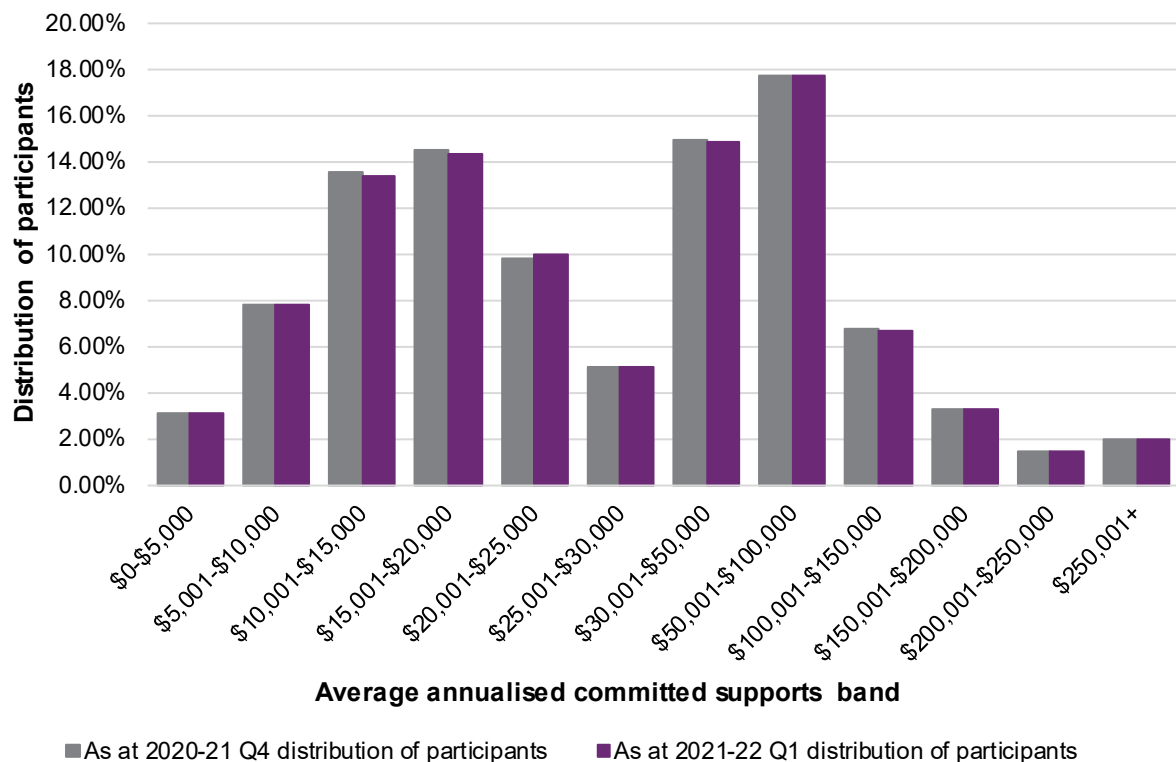
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21  | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|---------|---------|----------|-----------------|
| Total Committed | 50.6    | 185.3   | 353.1   | 1,776.3 | 4,299.6 | 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**

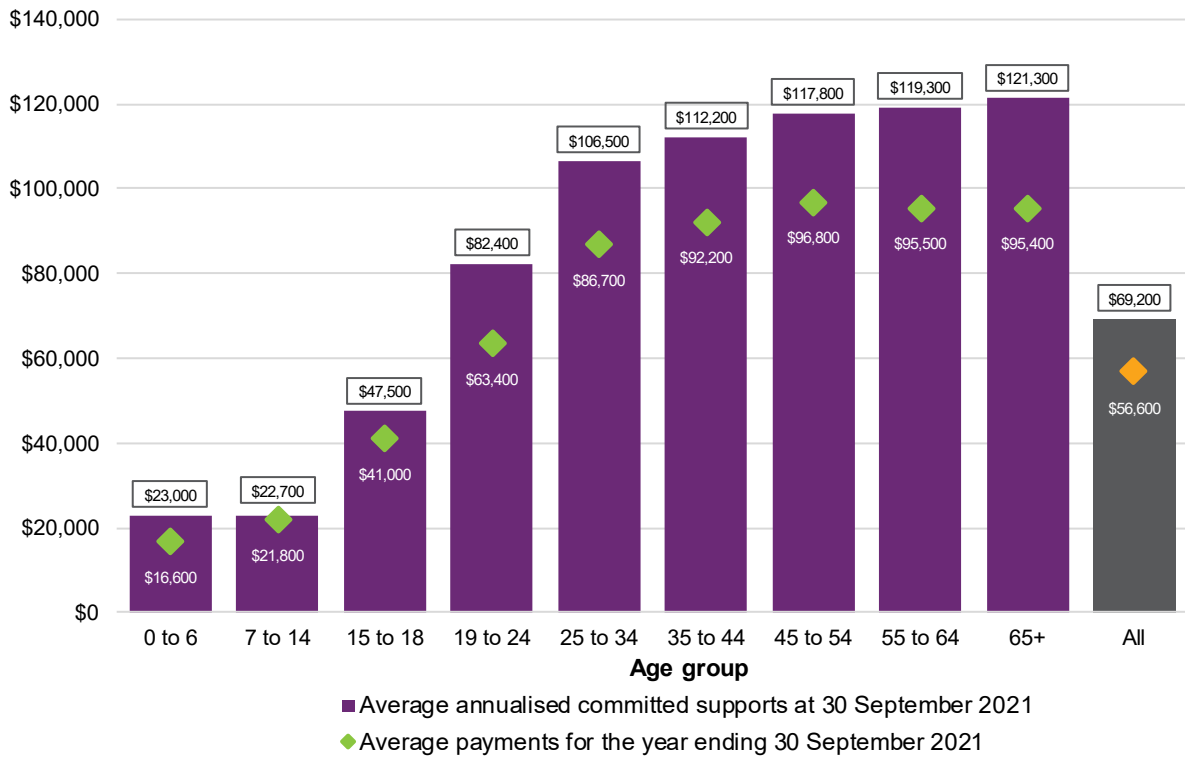


**Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – New South Wales**

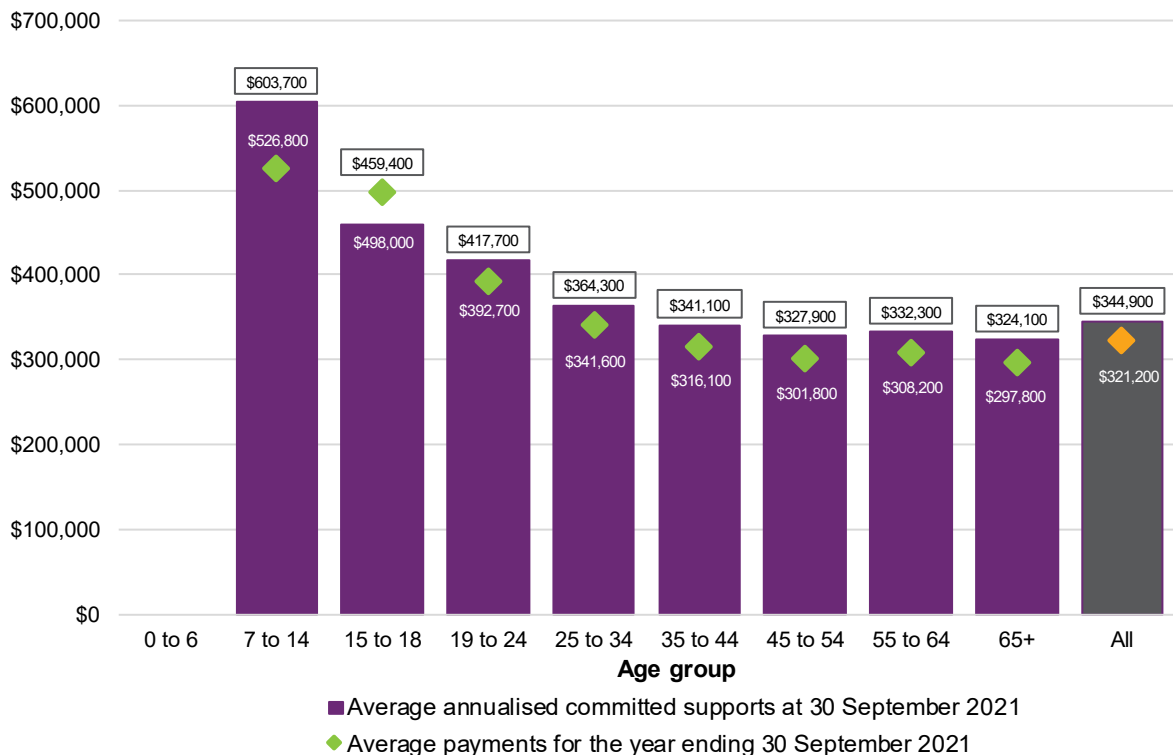




**Figure F.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – New South Wales** <sup>178</sup>



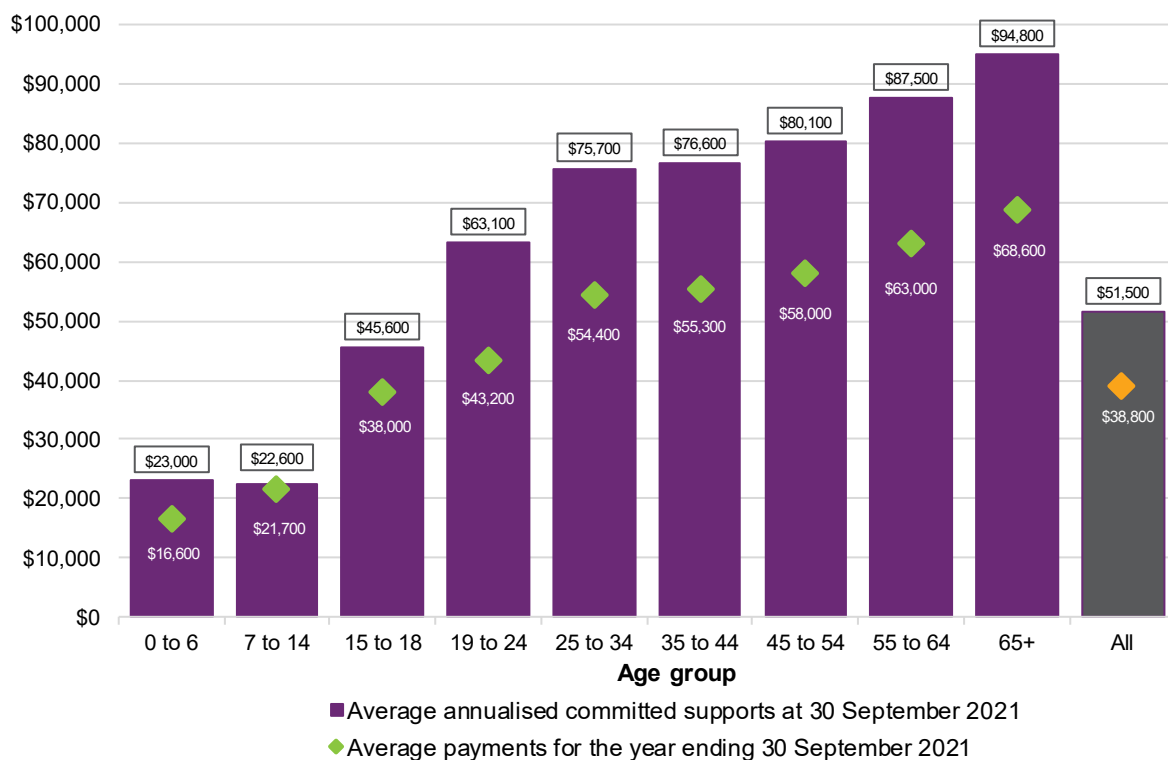
**Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – New South Wales** <sup>179</sup>



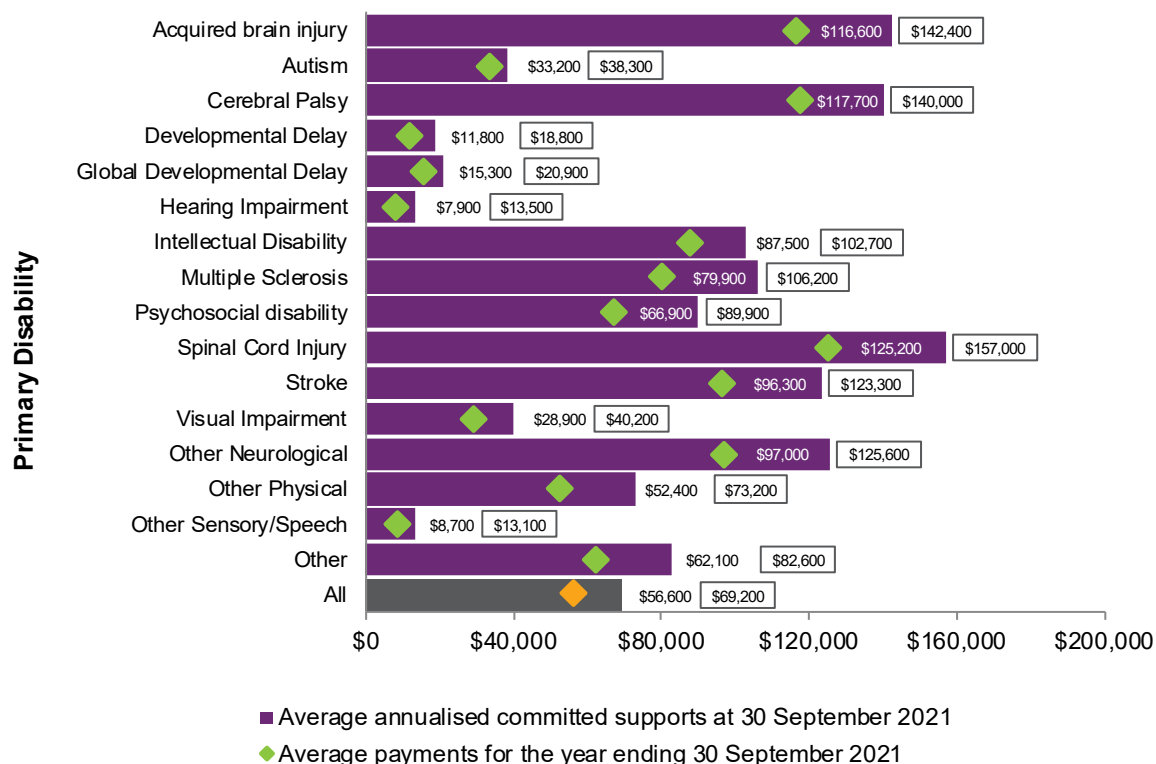
<sup>178</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



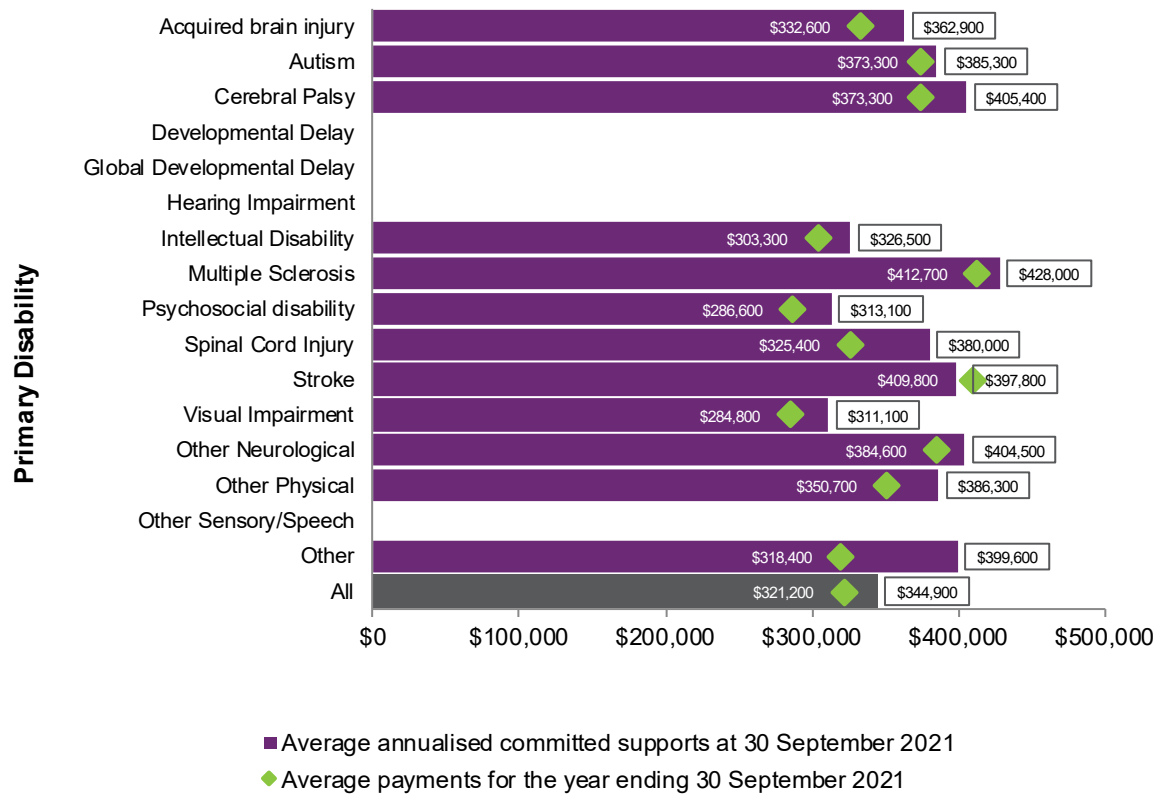
**Figure F.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – New South Wales** <sup>181</sup>



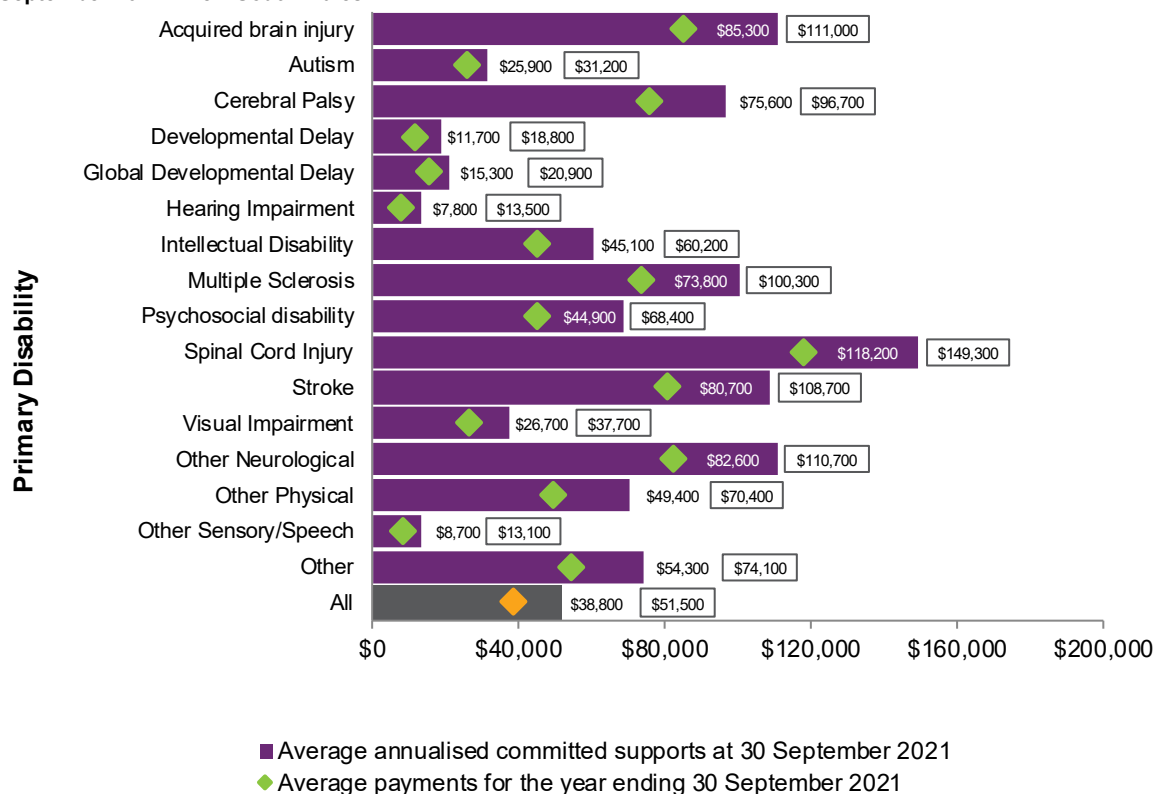
<sup>180</sup> Ibid.

<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>



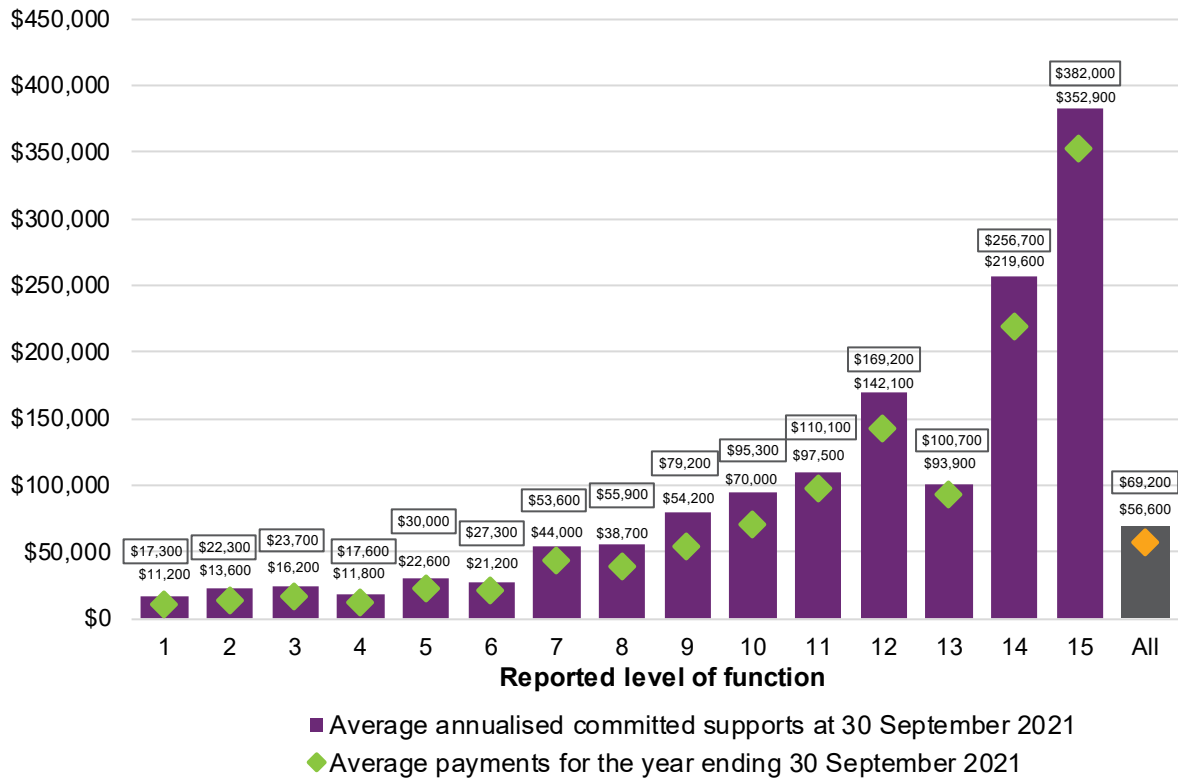
**Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – New South Wales** <sup>183</sup>



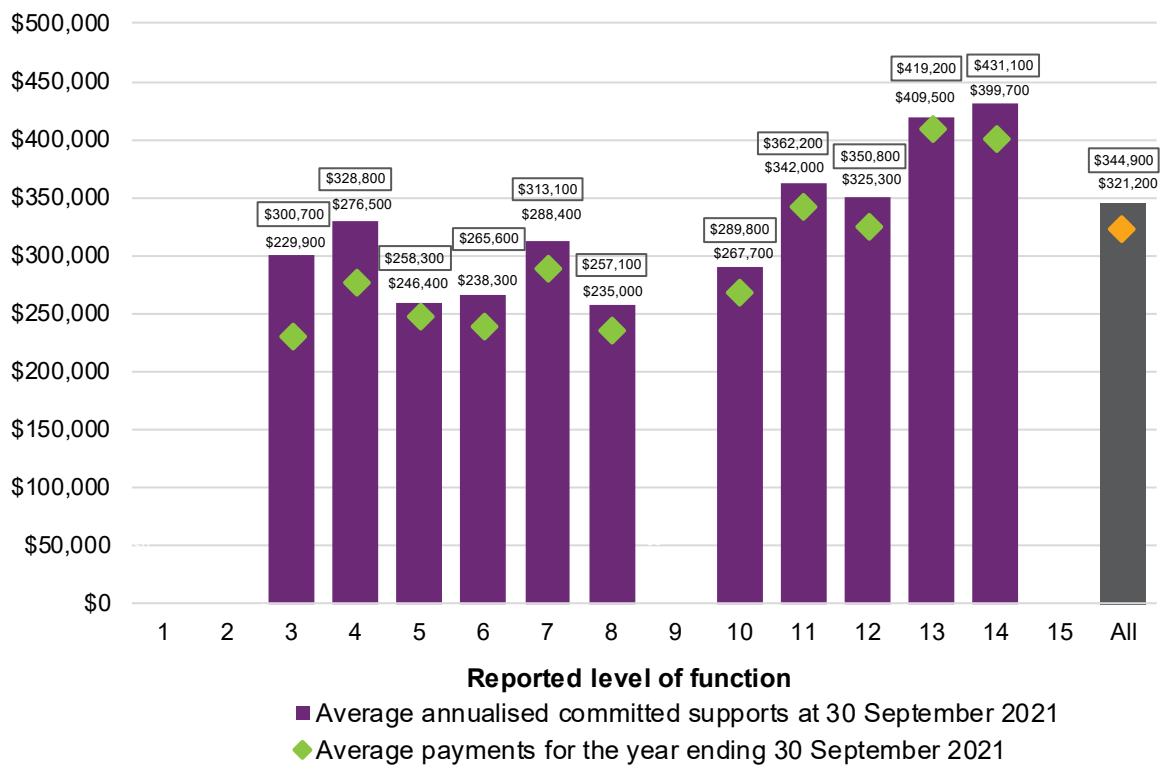
<sup>182</sup> Ibid.

<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>



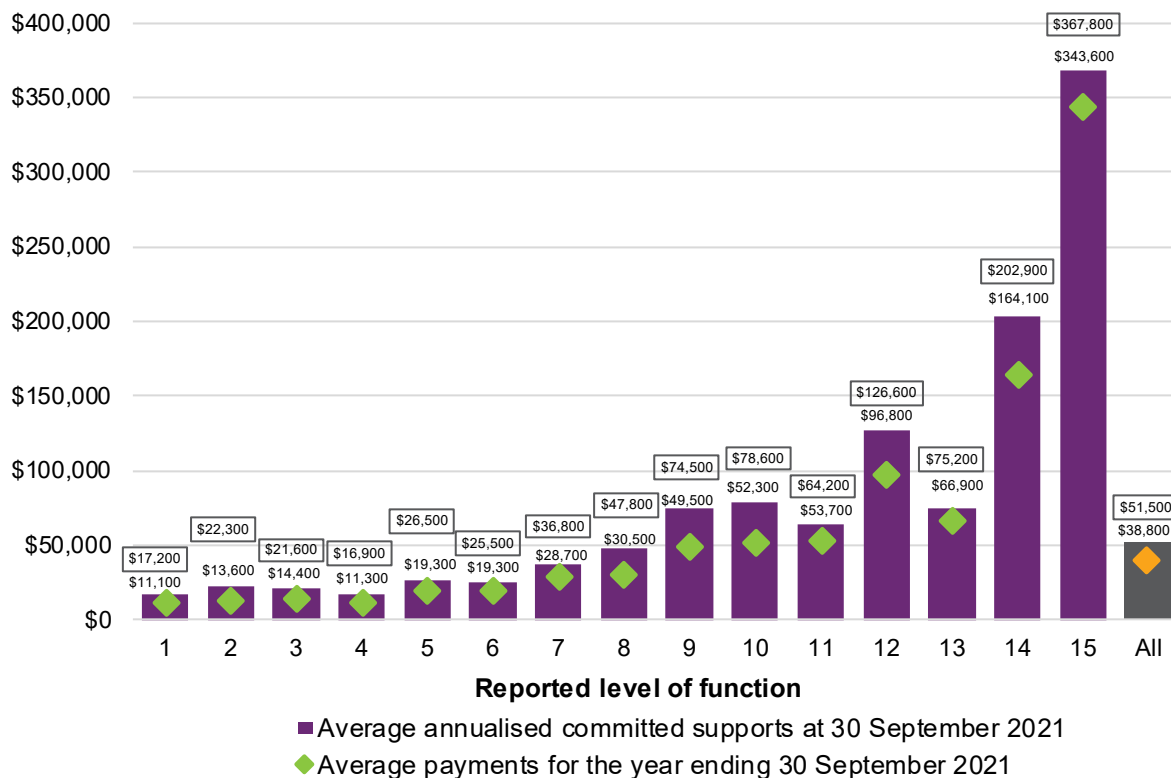
**Figure F.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – New South Wales** <sup>185</sup>



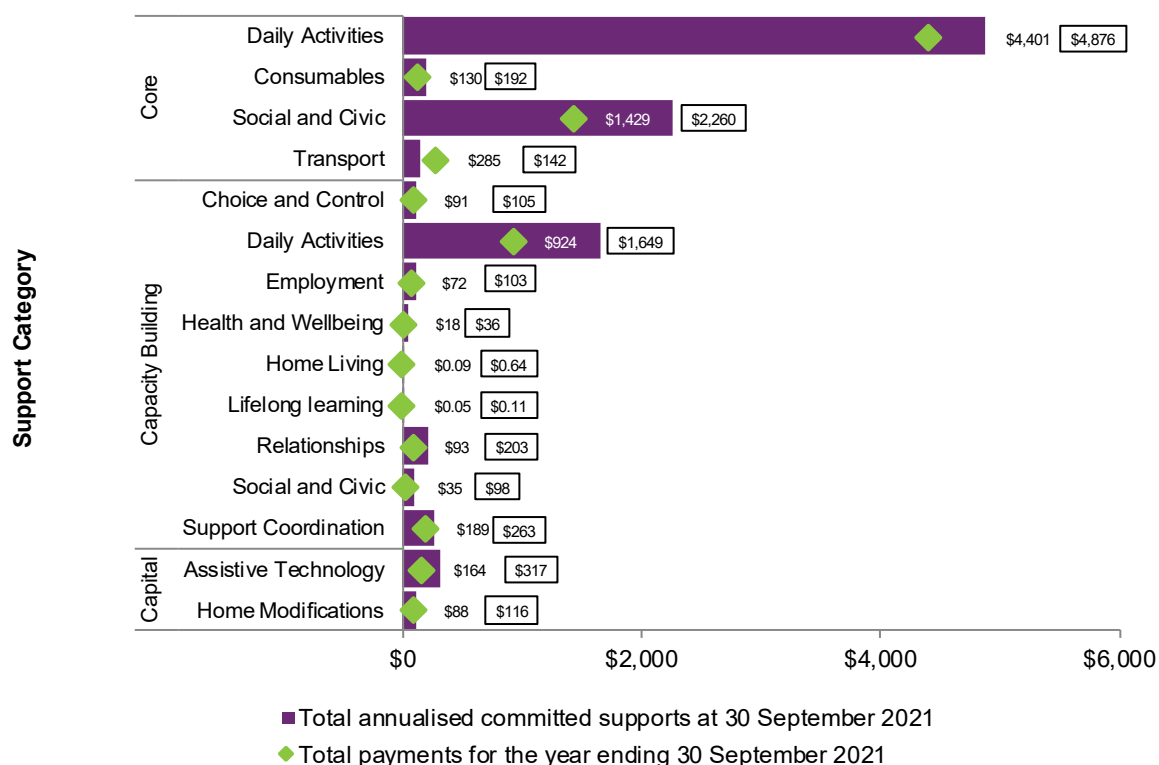
<sup>184</sup> Ibid.

<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>



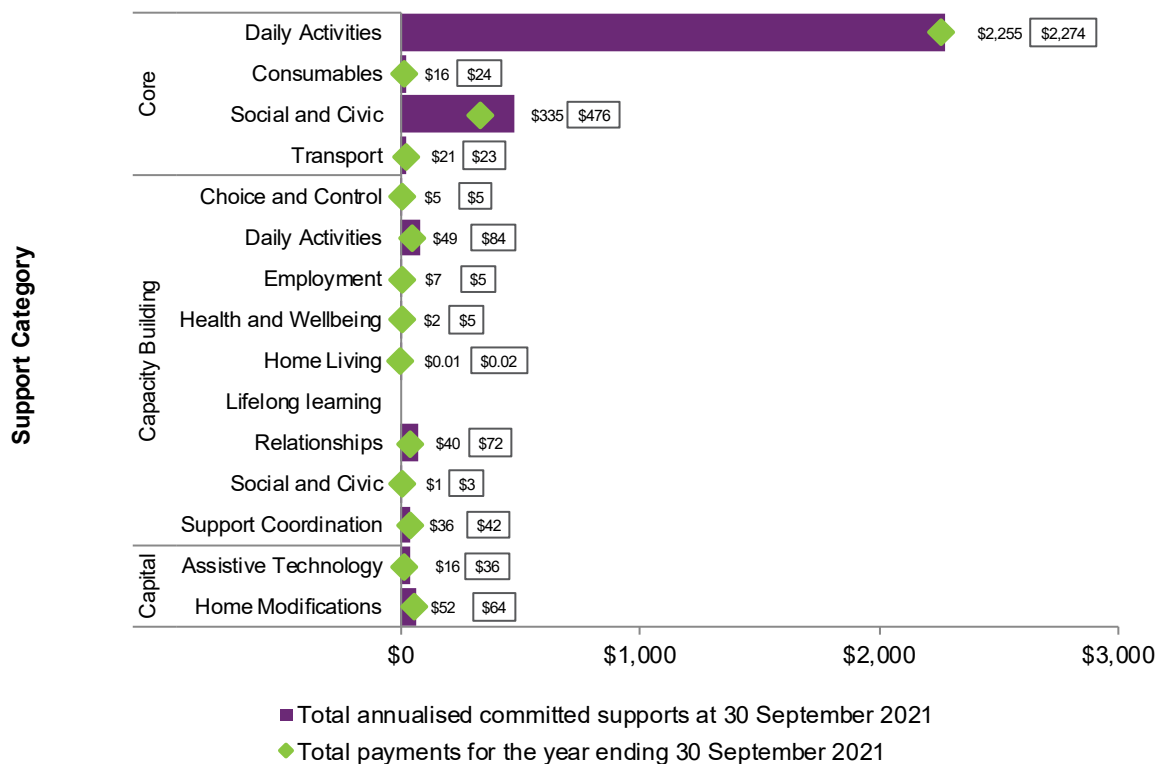
**Figure F.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – New South Wales** <sup>187</sup>



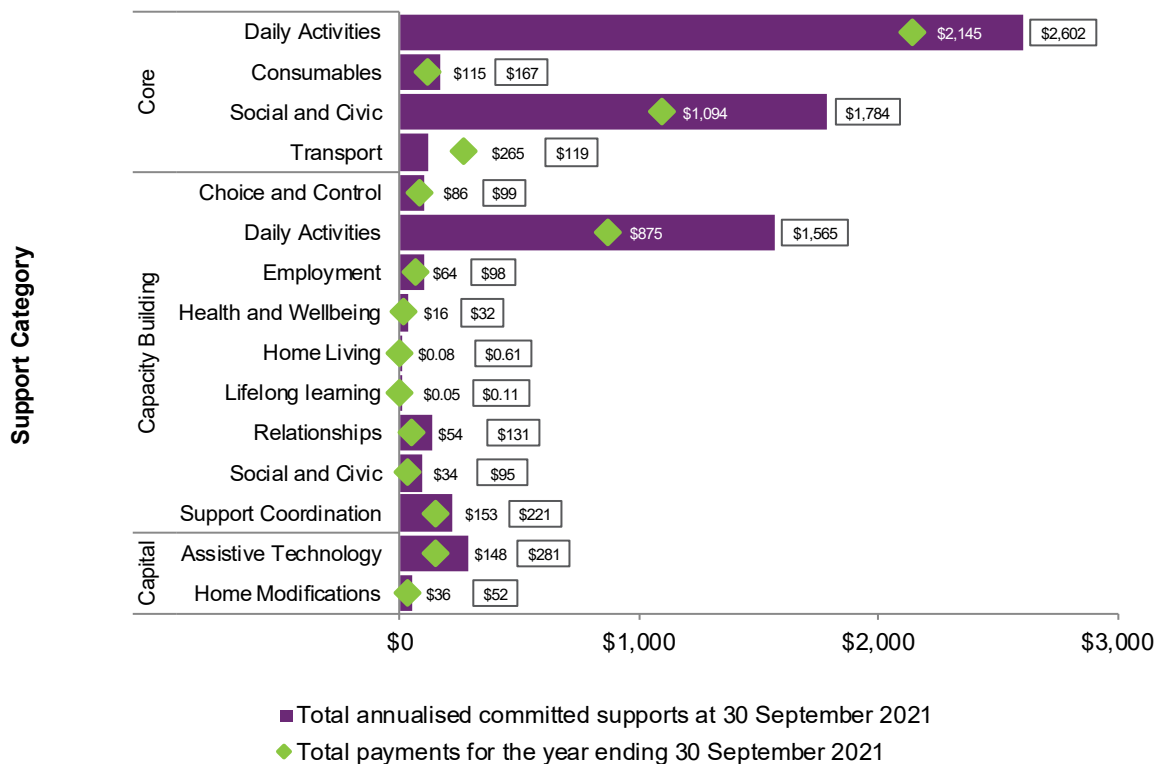
<sup>186</sup> Ibid.

<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>



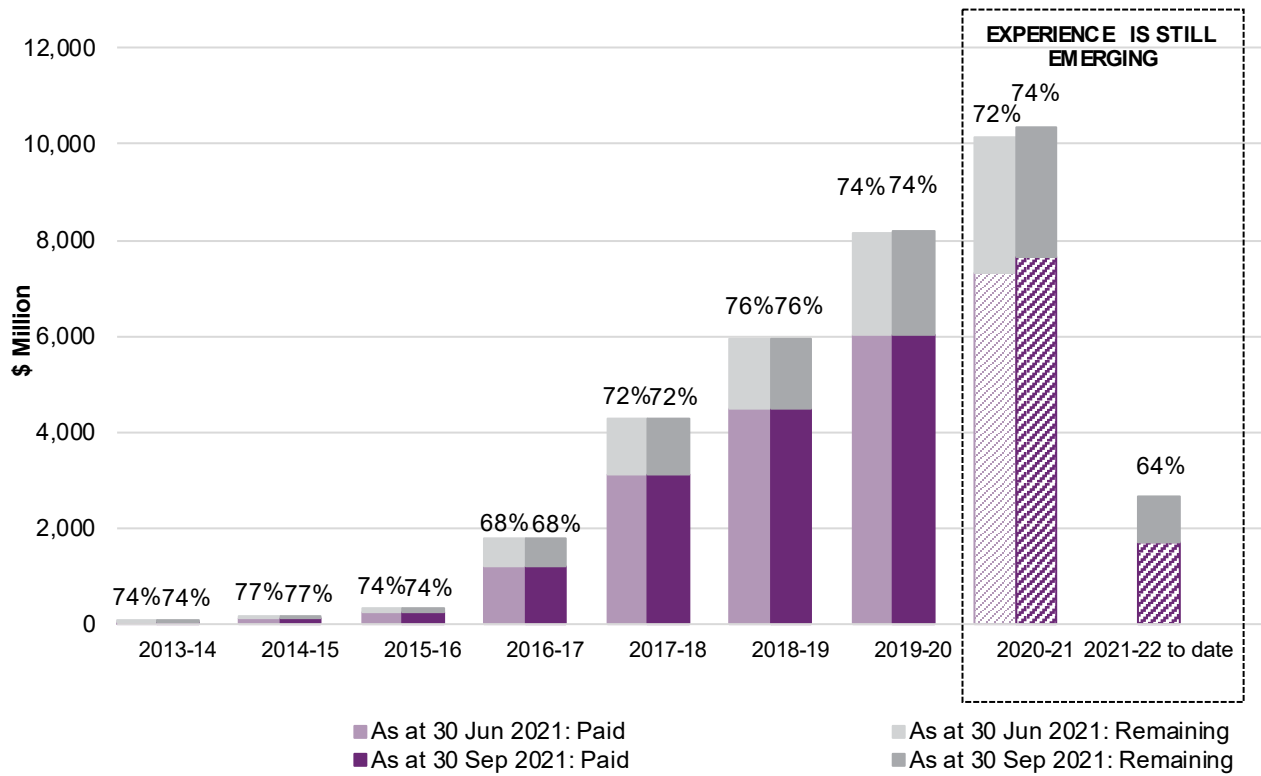
<sup>188</sup> Ibid.

<sup>189</sup> Ibid.

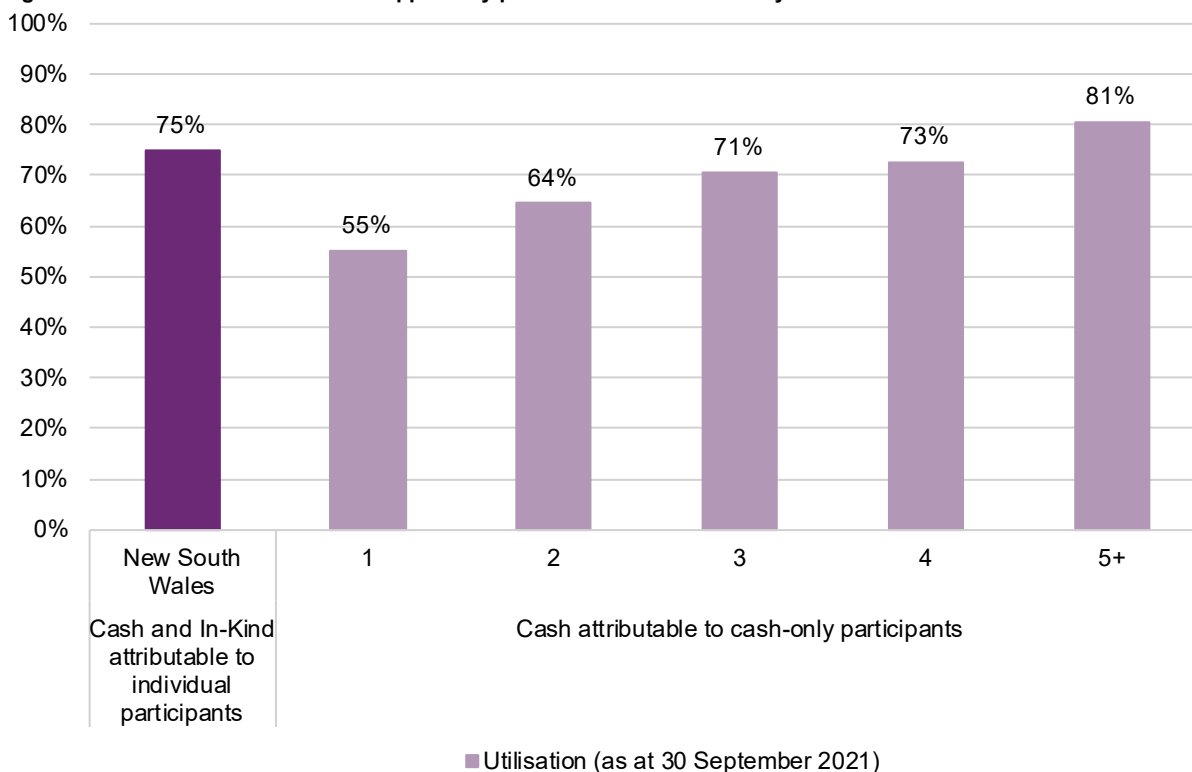
**Table F.78 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales**

|                    | 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%             |

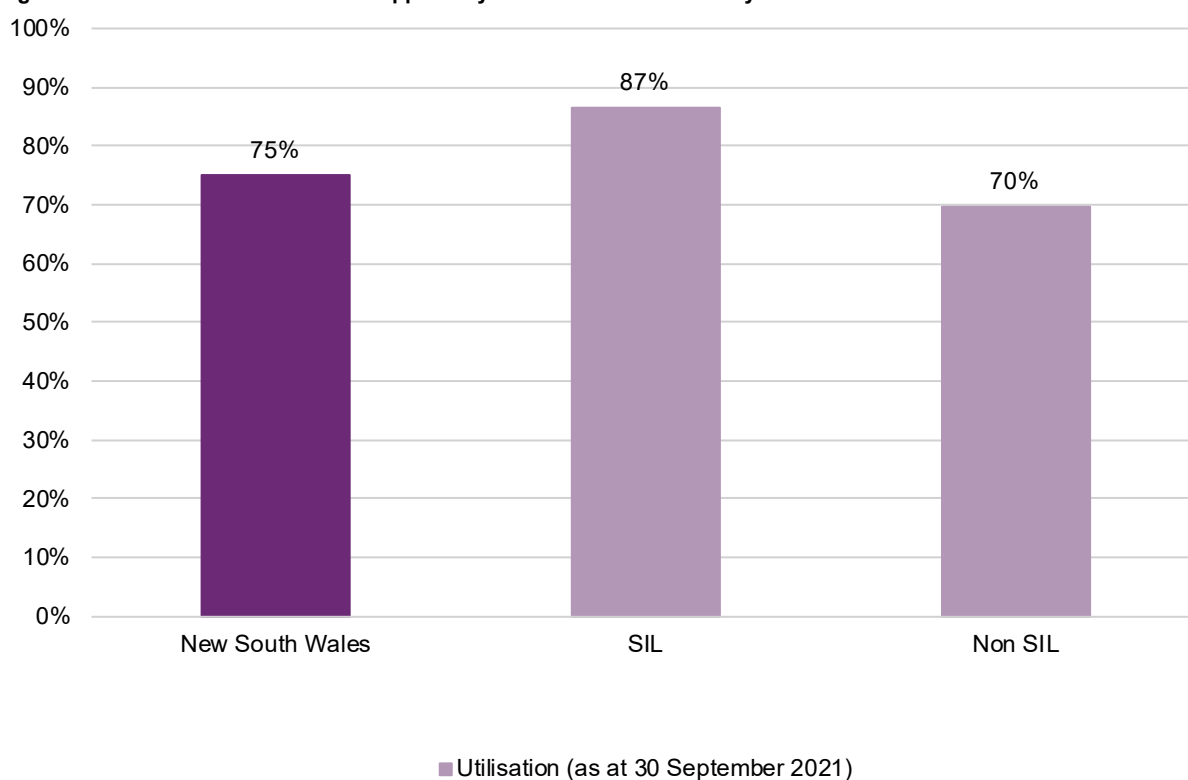
**Figure F.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – New South Wales**



**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>

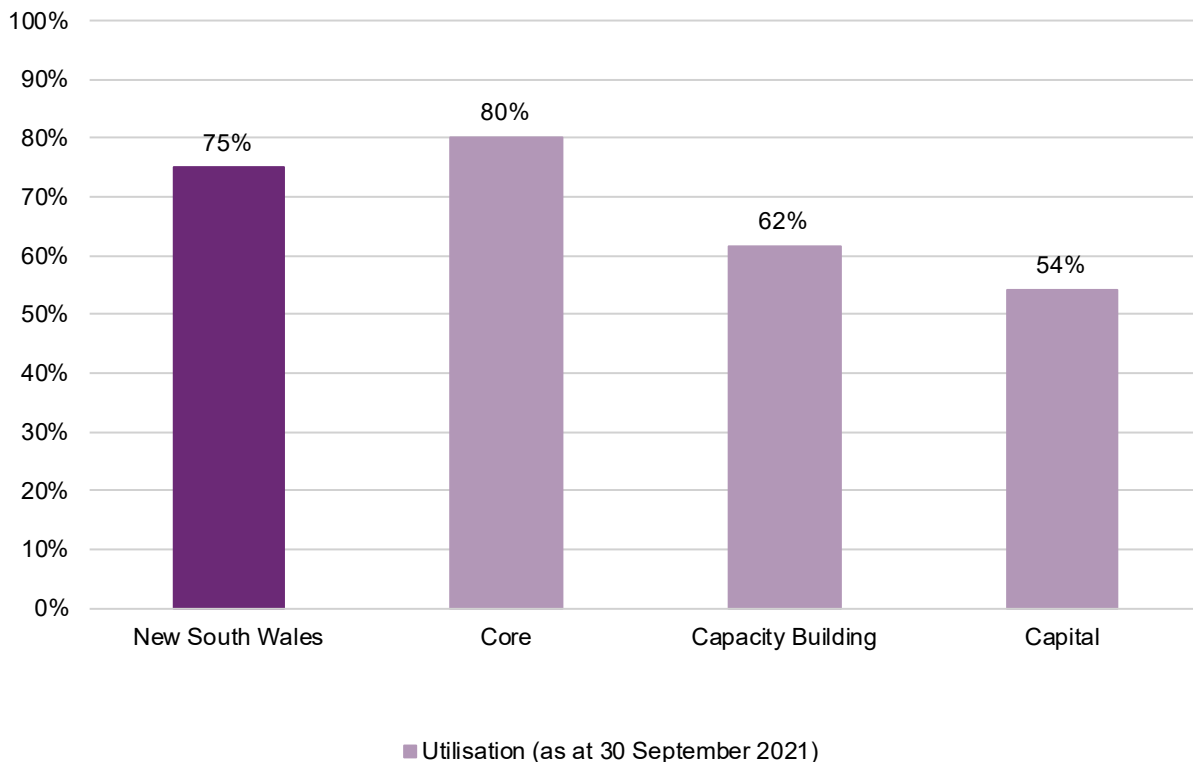


<sup>190</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

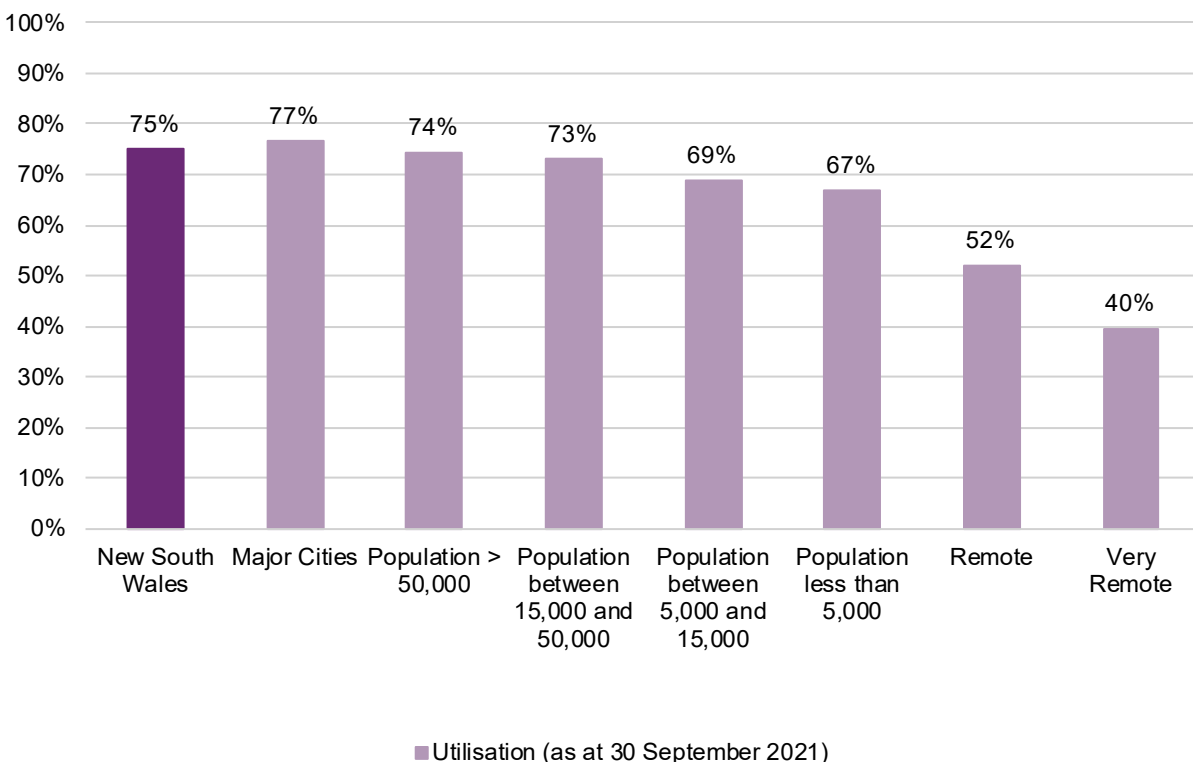
<sup>191</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.



**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.

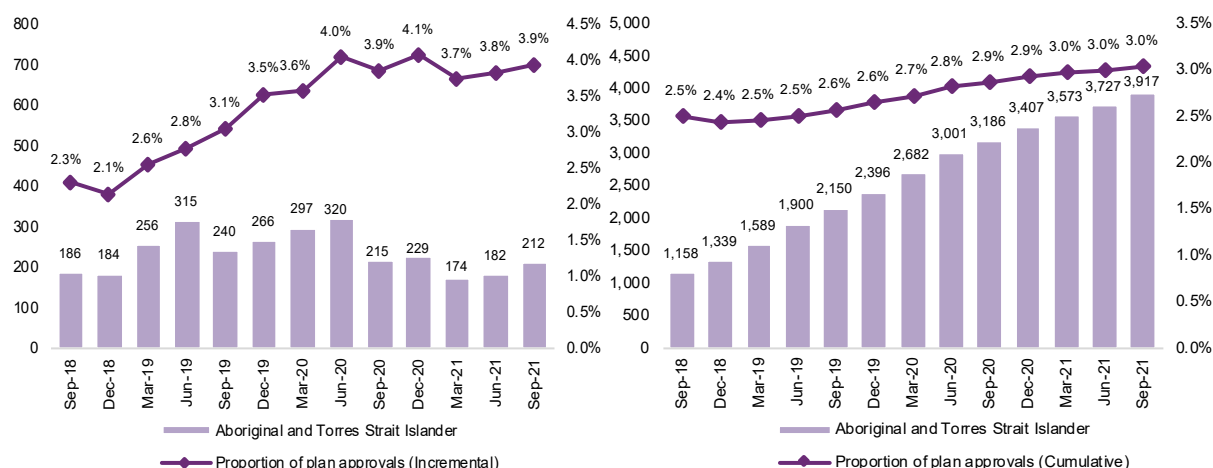
**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

|   | 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.

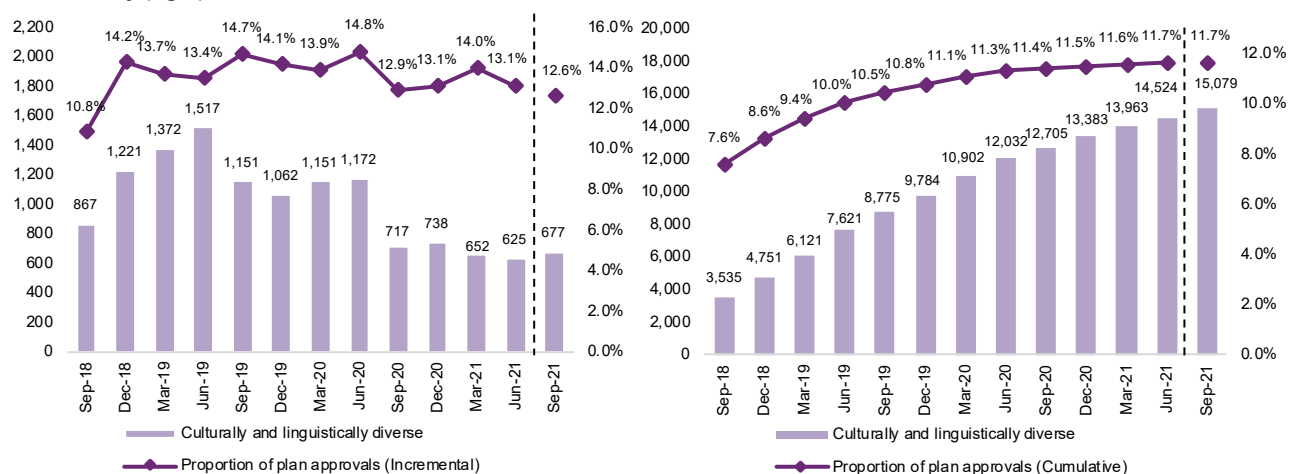
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>202</sup>



**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.

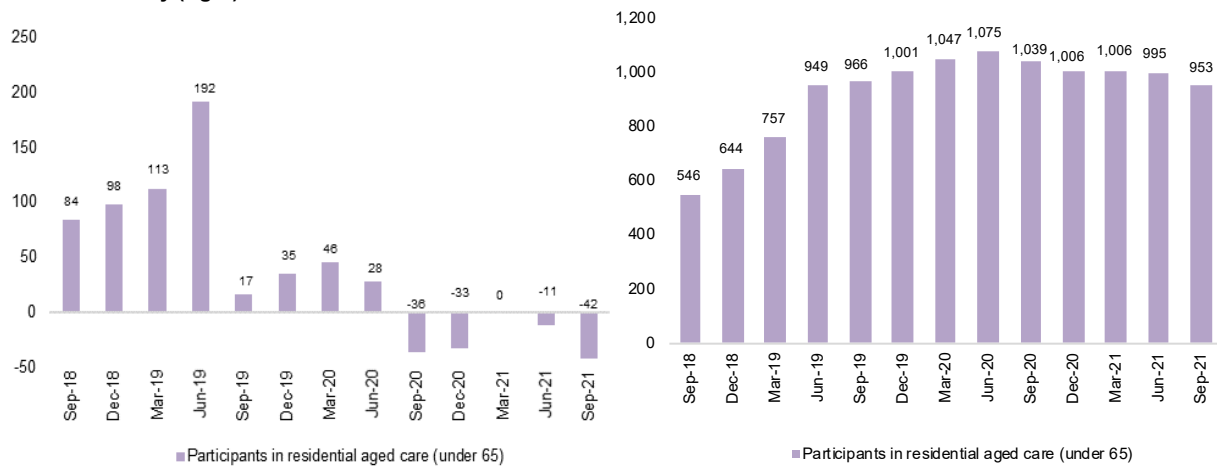
<sup>204</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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>  |

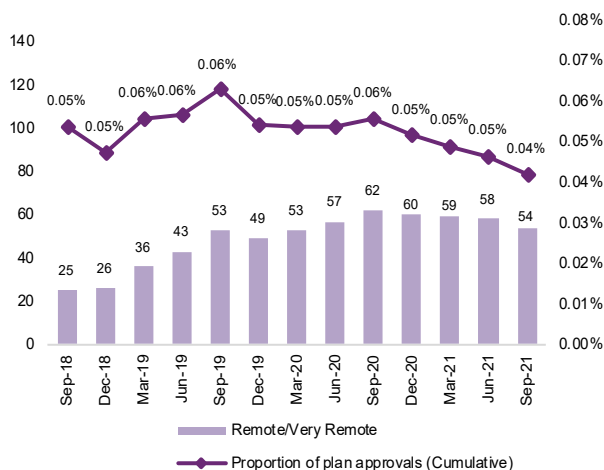
<sup>206</sup> There are a further 459 active participants aged 65 years or over who are currently in residential aged care.

<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>

|                            | Prior Quarters |             | 2021-22 Q1    |   | Total        |             |
|----------------------------|----------------|-------------|---------------|---|--------------|-------------|
| Disability                 | 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>

|                            | Prior Quarters |             | 2021-22 Q1   |             | Total          |             |
|----------------------------|----------------|-------------|--------------|-------------|----------------|-------------|
| Disability                 | 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> |

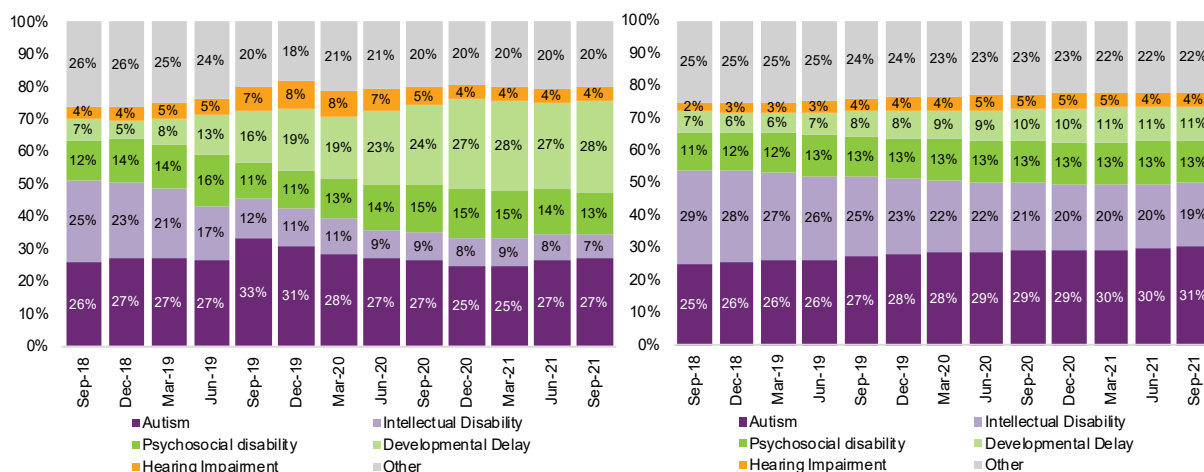
<sup>216</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<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).



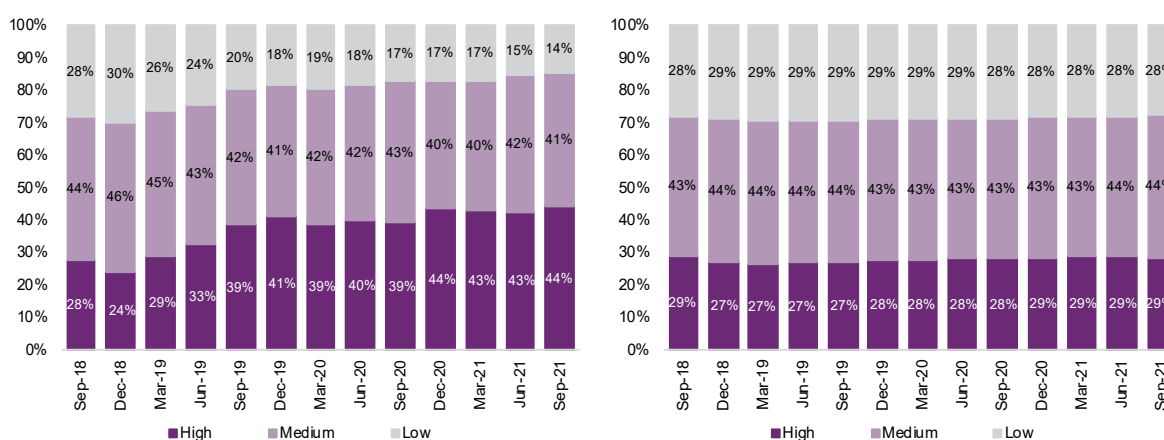
**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>219</sup>



**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>

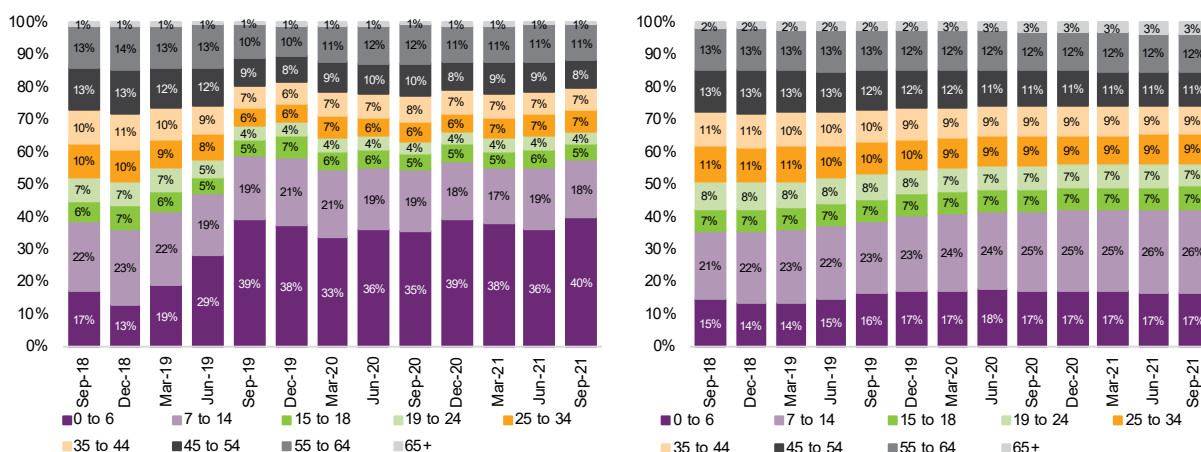
|              | Prior Quarters |             | 2021-22 Q1    |   | Total        |             |
|--------------|----------------|-------------|---------------|---|--------------|-------------|
| Age Group    | N              | %           | N             | % | N            | %           |
| 0 to 6       | <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.

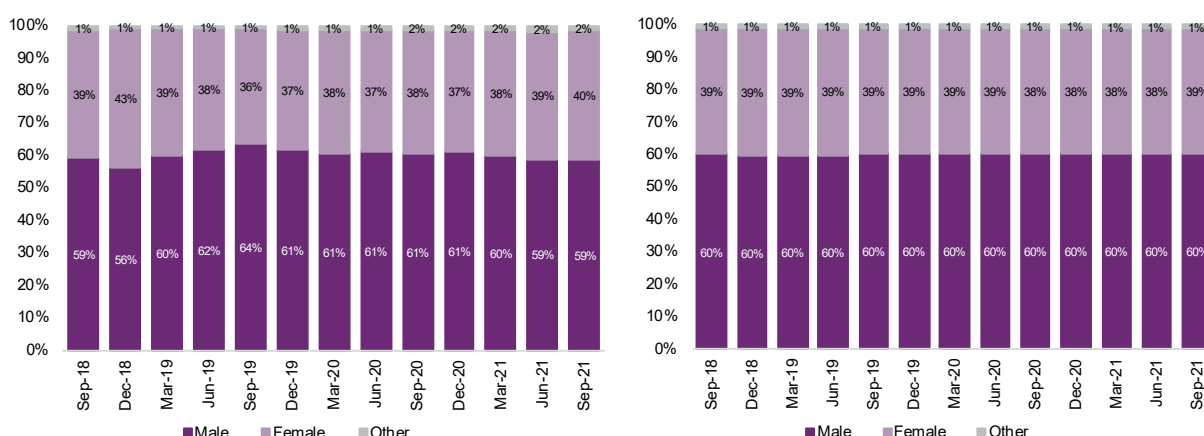
**Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria** <sup>223</sup>



**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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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.

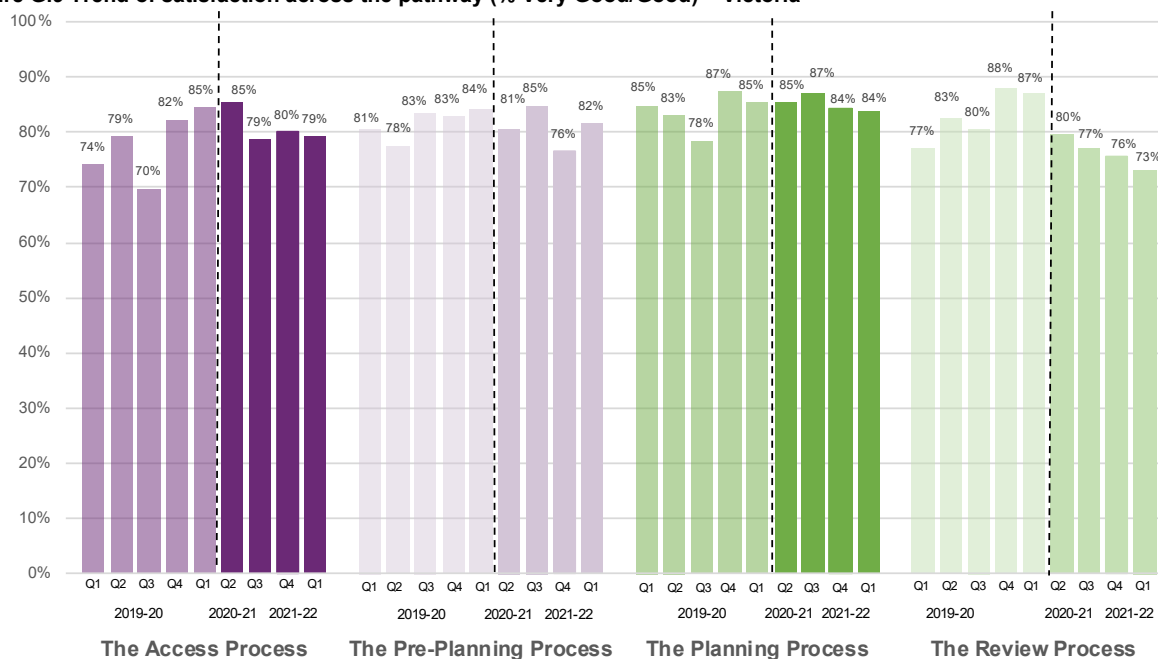
<sup>239</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,349,688 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**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.

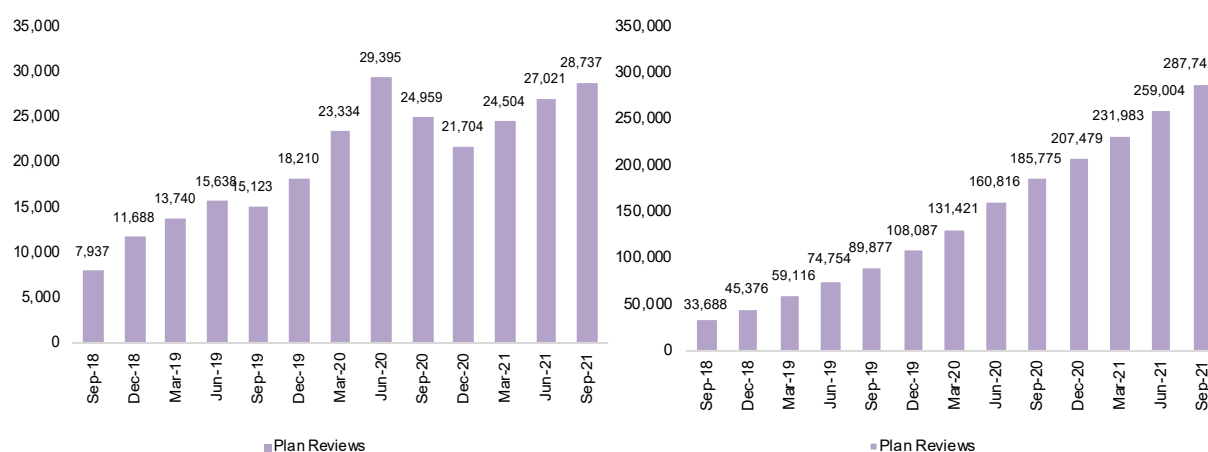
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>241 242</sup>



**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%          |                               |

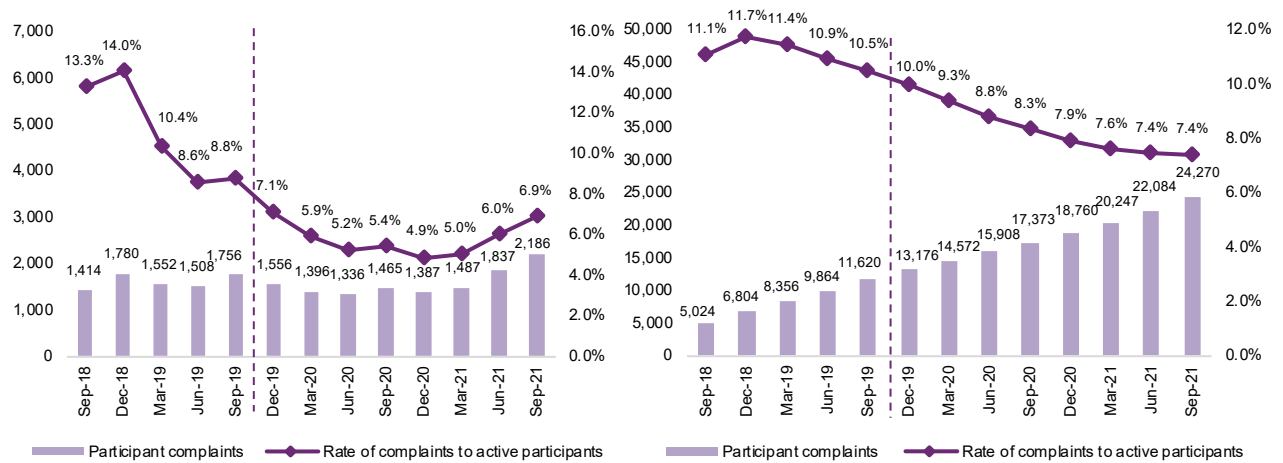
<sup>244</sup> Note that 65% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

<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.

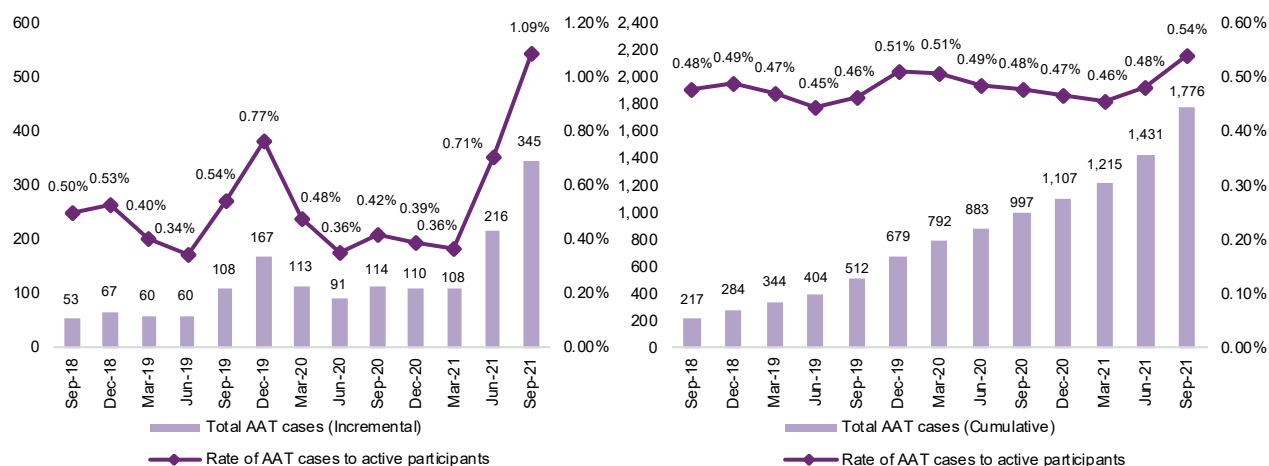
| Complaints by source, subject and type    | Prior Quarters |          | 2021-22 Q1   |       | Total         |       |
|---|----------------|----------|--------------|-------|---------------|-------|
| LAC Plan                                  | 40             | (16%)    | 6            | (15%) | 46            | (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

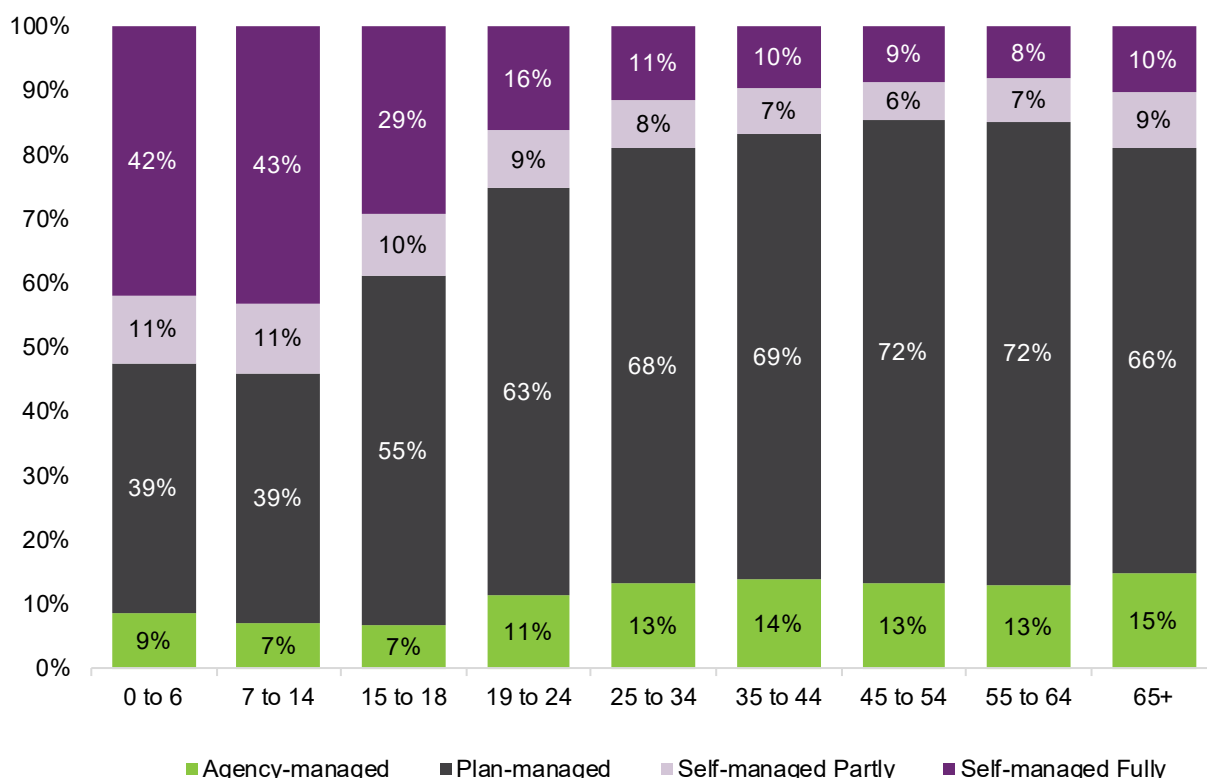
**Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria** <sup>250</sup>



**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.

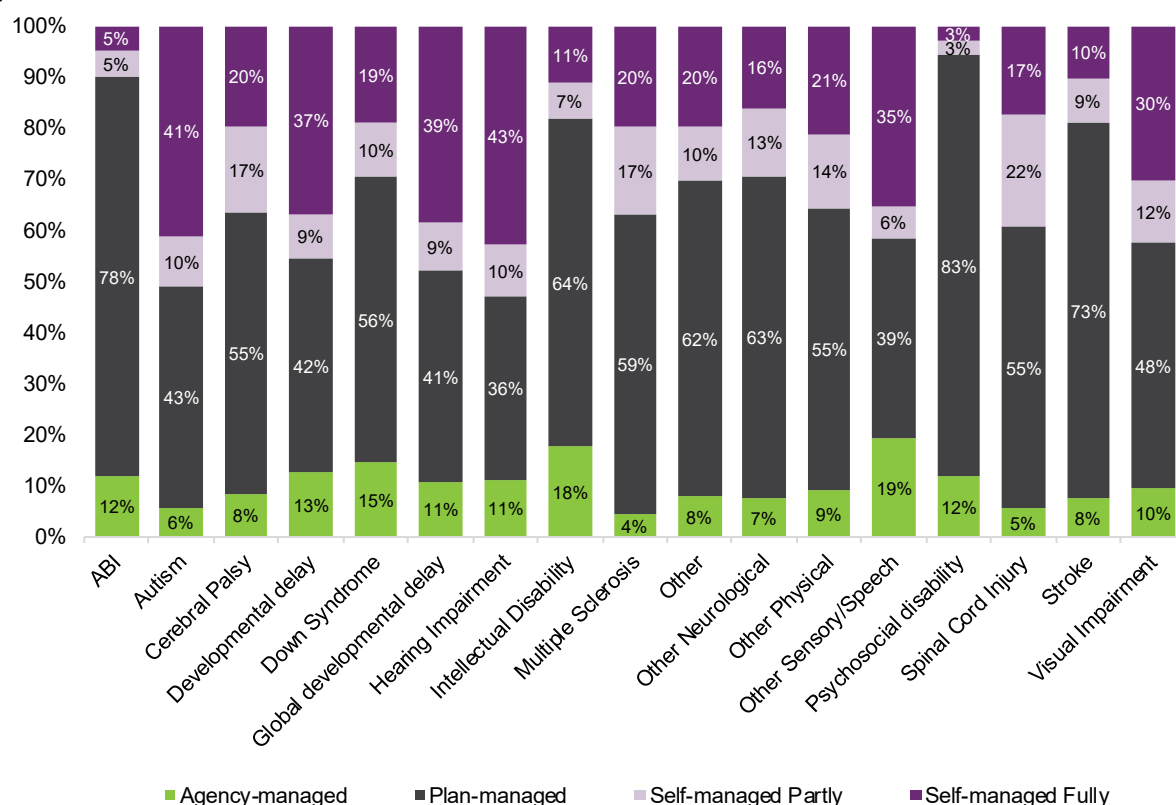
<sup>251</sup> Of the 32 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 5 varied the Agency's decision and 16 set aside the Agency's decision.

<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>

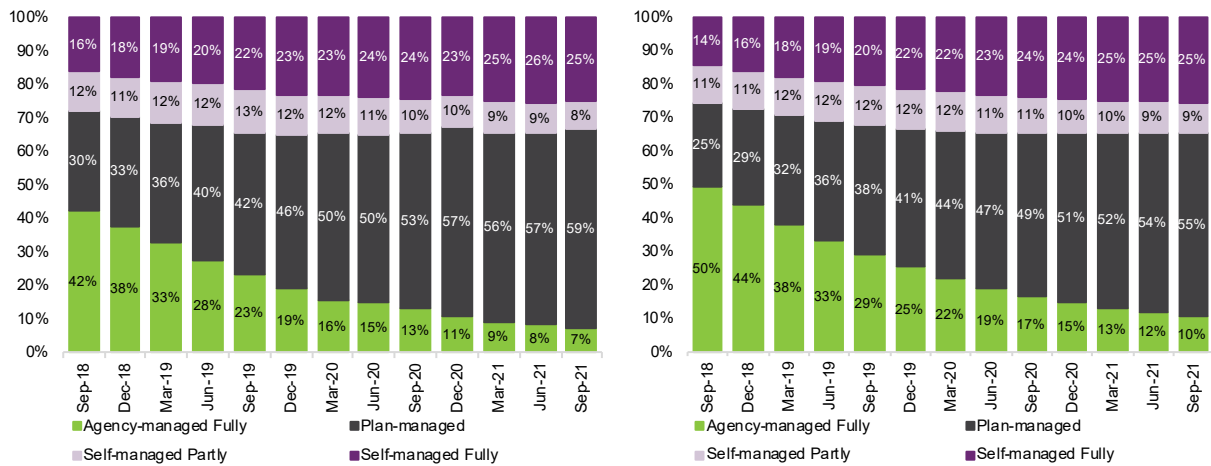
|                     | Prior Quarters | 2021-22 Q1  | Total       |
|---------------------|----------------|-------------|-------------|
| Self-managed fully  | 26%            | 25%         | <b>25%</b>  |
| Self-managed partly | 9%             | 8%          | <b>9%</b>   |
| Plan-managed        | 54%            | 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.

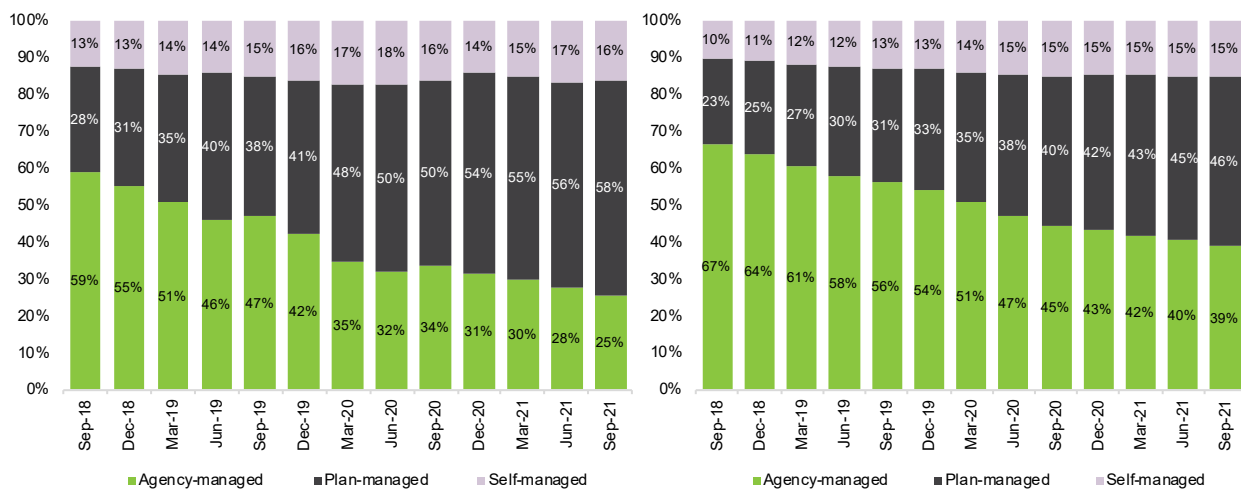
**Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>257</sup>



**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/<br>sole trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole trader | Company/<br>organisation | Total<br>Active |
| <b>Assistance services</b>   |                            |                          |                 |                            |                          |                 |
| Accommodation / Tenancy Assistance   | 34                         | 137                      | <b>171</b>      | 20%                        | 80%                      | <b>100%</b>     |
| Assistance Animals   | 11                         | 60                       | <b>71</b>       | 15%                        | 85%                      | <b>100%</b>     |
| Assistance with daily life tasks in a group or shared living arrangement     | 74                         | 491                      | <b>565</b>      | 13%                        | 87%                      | <b>100%</b>     |
| Assistance with travel/transport arrangements                                | 119                        | 583                      | <b>702</b>      | 17%                        | 83%                      | <b>100%</b>     |
| Daily Personal Activities  | 137                        | 1,007                    | <b>1,144</b>    | 12%                        | 88%                      | <b>100%</b>     |
| Group and Centre Based Activities  | 77                         | 645                      | <b>722</b>      | 11%                        | 89%                      | <b>100%</b>     |
| High Intensity Daily Personal Activities                                     | 92                         | 666                      | <b>758</b>      | 12%                        | 88%                      | <b>100%</b>     |
| Household tasks  | 459                        | 1,028                    | <b>1,487</b>    | 31%                        | 69%                      | <b>100%</b>     |
| Interpreting and translation   | 27                         | 138                      | <b>165</b>      | 16%                        | 84%                      | <b>100%</b>     |
| Participation in community, social and civic activities                      | 149                        | 1,085                    | <b>1,234</b>    | 12%                        | 88%                      | <b>100%</b>     |
| <b>Assistive Technology</b>  |                            |                          |                 |                            |                          |                 |
| Assistive equipment for recreation   | 17                         | 157                      | <b>174</b>      | 10%                        | 90%                      | <b>100%</b>     |
| Assistive products for household tasks                                       | 25                         | 157                      | <b>182</b>      | 14%                        | 86%                      | <b>100%</b>     |
| Assistance products for personal care and safety                             | 154                        | 932                      | <b>1,086</b>    | 14%                        | 86%                      | <b>100%</b>     |
| Communication and information equipment                                      | 90                         | 317                      | <b>407</b>      | 22%                        | 78%                      | <b>100%</b>     |
| Customised Prosthetics   | 66                         | 369                      | <b>435</b>      | 15%                        | 85%                      | <b>100%</b>     |
| Hearing Equipment  | 29                         | 166                      | <b>195</b>      | 15%                        | 85%                      | <b>100%</b>     |
| Hearing Services   | 5                          | 50                       | <b>55</b>       | 9%                         | 91%                      | <b>100%</b>     |
| Personal Mobility Equipment  | 87                         | 492                      | <b>579</b>      | 15%                        | 85%                      | <b>100%</b>     |
| Specialised Hearing Services   | 12                         | 69                       | <b>81</b>       | 15%                        | 85%                      | <b>100%</b>     |
| Vision Equipment   | 22                         | 134                      | <b>156</b>      | 14%                        | 86%                      | <b>100%</b>     |
| <b>Capacity Building Services</b>  |                            |                          |                 |                            |                          |                 |
| Assistance in coordinating or managing life stages, transitions and supports | 217                        | 1,059                    | <b>1,276</b>    | 17%                        | 83%                      | <b>100%</b>     |
| Behaviour Support  | 99                         | 356                      | <b>455</b>      | 22%                        | 78%                      | <b>100%</b>     |
| Community nursing care for high needs  | 63                         | 351                      | <b>414</b>      | 15%                        | 85%                      | <b>100%</b>     |
| Development of daily living and life skills                                  | 97                         | 667                      | <b>764</b>      | 13%                        | 87%                      | <b>100%</b>     |
| Early Intervention supports for early childhood                              | 288                        | 585                      | <b>873</b>      | 33%                        | 67%                      | <b>100%</b>     |
| Exercise Physiology and Physical Wellbeing activities                        | 98                         | 346                      | <b>444</b>      | 22%                        | 78%                      | <b>100%</b>     |
| Innovative Community Participation   | 68                         | 193                      | <b>261</b>      | 26%                        | 74%                      | <b>100%</b>     |
| Specialised Driving Training   | 46                         | 110                      | <b>156</b>      | 29%                        | 71%                      | <b>100%</b>     |
| Therapeutic Supports   | 1,307                      | 1,778                    | <b>3,085</b>    | 42%                        | 58%                      | <b>100%</b>     |
| <b>Capital services</b>  |                            |                          |                 |                            |                          |                 |
| Home modification design and construction                                    | 69                         | 281                      | <b>350</b>      | 20%                        | 80%                      | <b>100%</b>     |
| Specialist Disability Accommodation  | 4                          | 96                       | <b>100</b>      | 4%                         | 96%                      | <b>100%</b>     |
| Vehicle Modifications  | 16                         | 122                      | <b>138</b>      | 12%                        | 88%                      | <b>100%</b>     |
| <b>Choice and control support services</b>                                   |                            |                          |                 |                            |                          |                 |
| Management of funding for supports in participants plan                      | 116                        | 504                      | <b>620</b>      | 19%                        | 81%                      | <b>100%</b>     |
| Support Coordination   | 51                         | 286                      | <b>337</b>      | 15%                        | 85%                      | <b>100%</b>     |
| <b>Employment and Education support services</b>                             |                            |                          |                 |                            |                          |                 |
| Assistance to access and/or maintain employment and/or education             | 25                         | 215                      | <b>240</b>      | 10%                        | 90%                      | <b>100%</b>     |
| Specialised Supported Employment   | 34                         | 215                      | <b>249</b>      | 14%                        | 86%                      | <b>100%</b>     |
| <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**

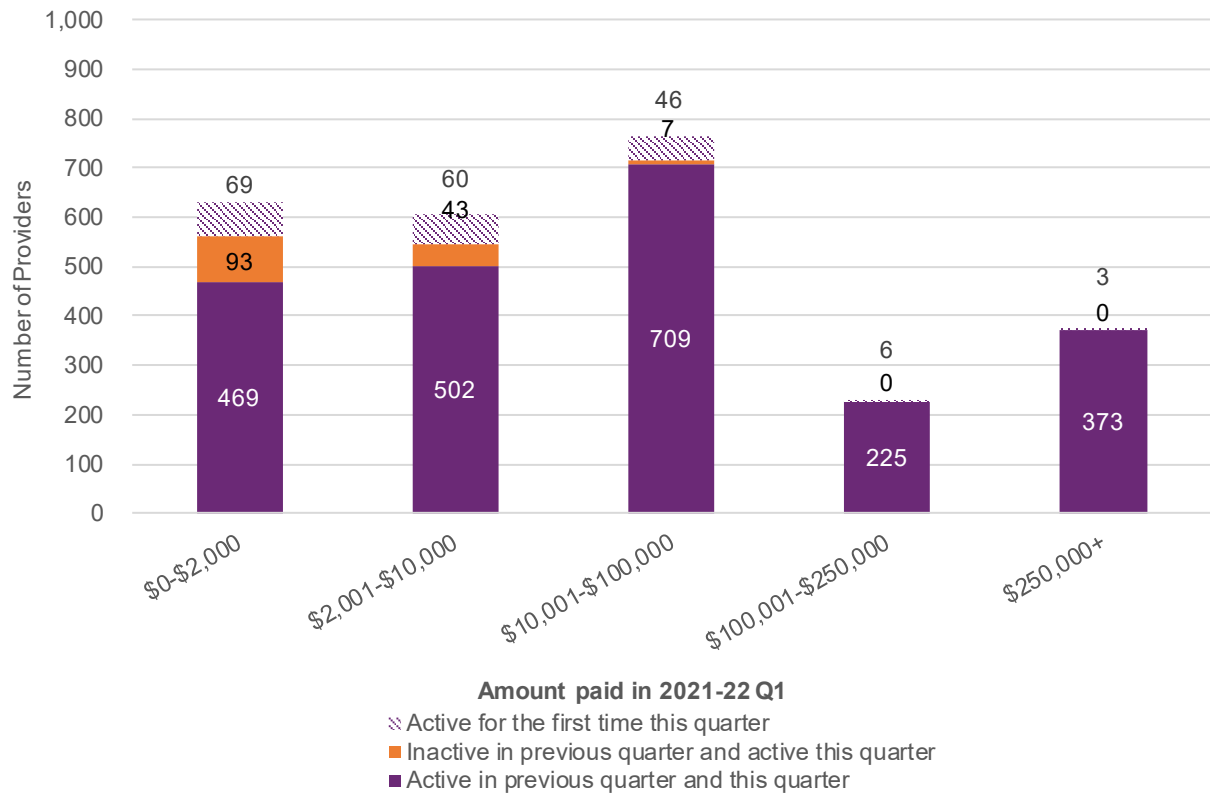
| Registration Group   | Active in previous quarters and in 2021-22 Q1 | Active for the first time in 2021-22 Q1 | Total        | % active for the first time in 2021-22 Q1 |
|--|---|---|--------------|---|
| <b>Assistance services</b>   |   |   |              |   |
| Accommodation / Tenancy Assistance   | 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/<br>sole trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole trader | Company/<br>organisation | Total<br>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>



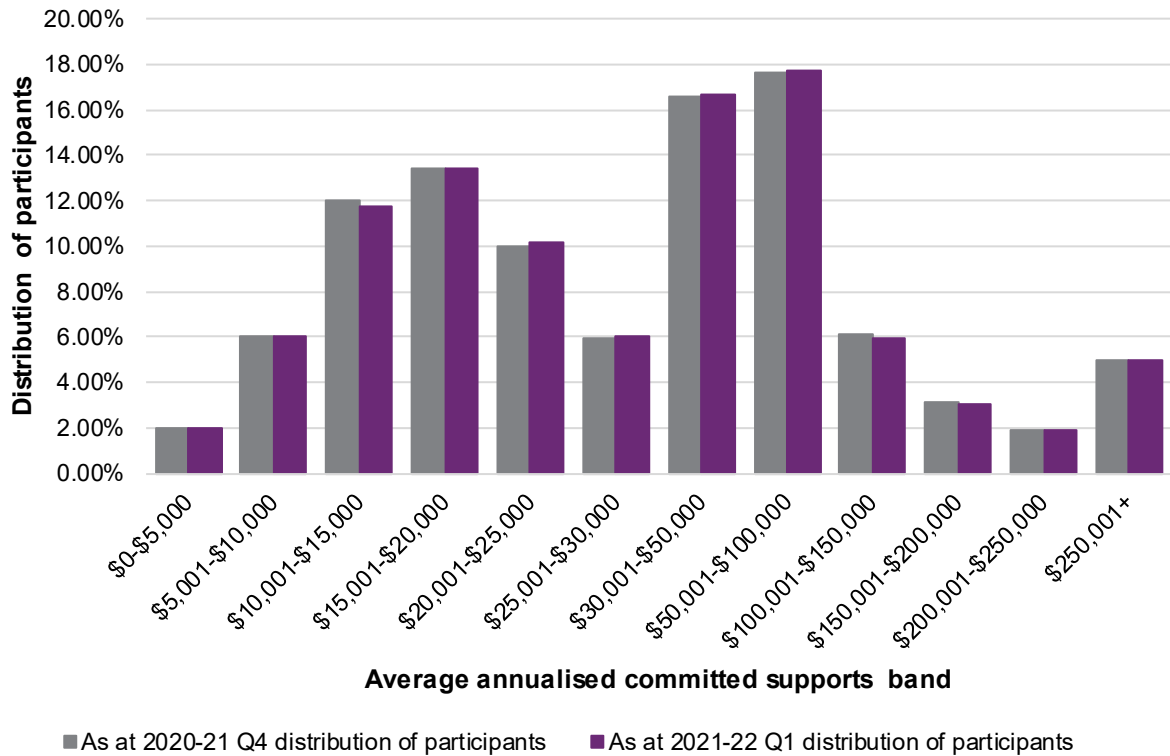
## Part Five: Financial sustainability

**Table G.76 Committed supports by financial year (\$m) – Victoria**

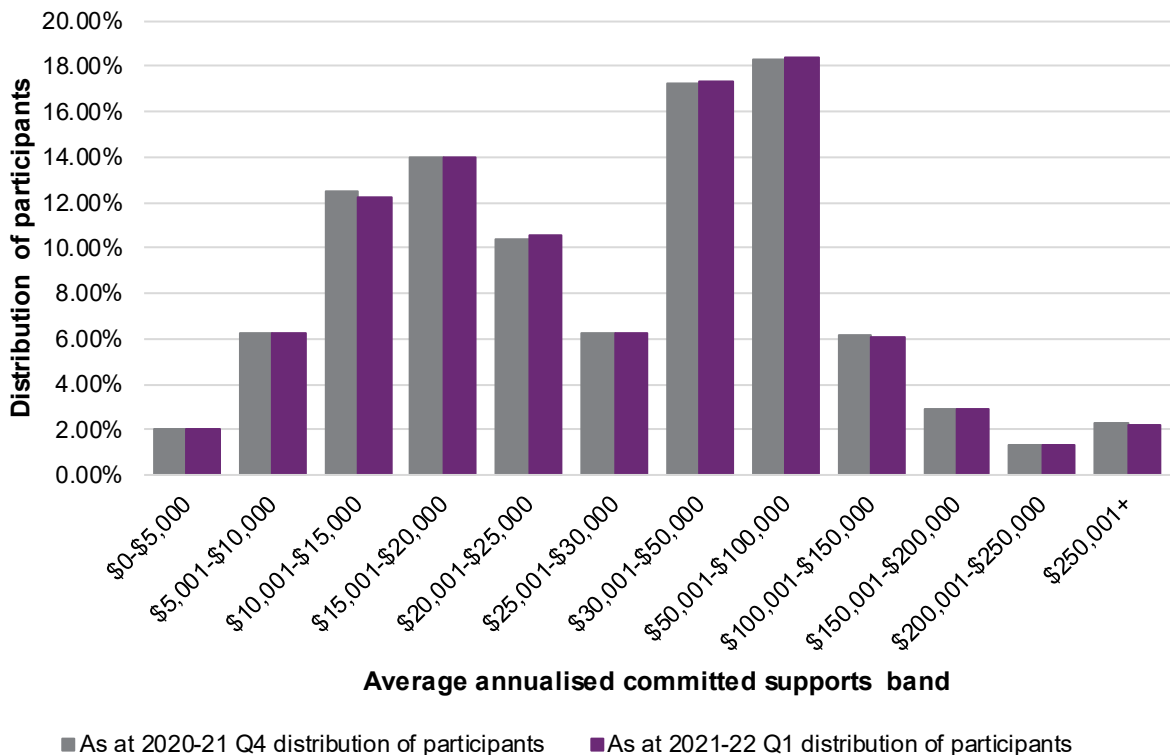
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed | 53.9    | 162.6   | 204.3   | 497.7   | 1,441.6 | 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.

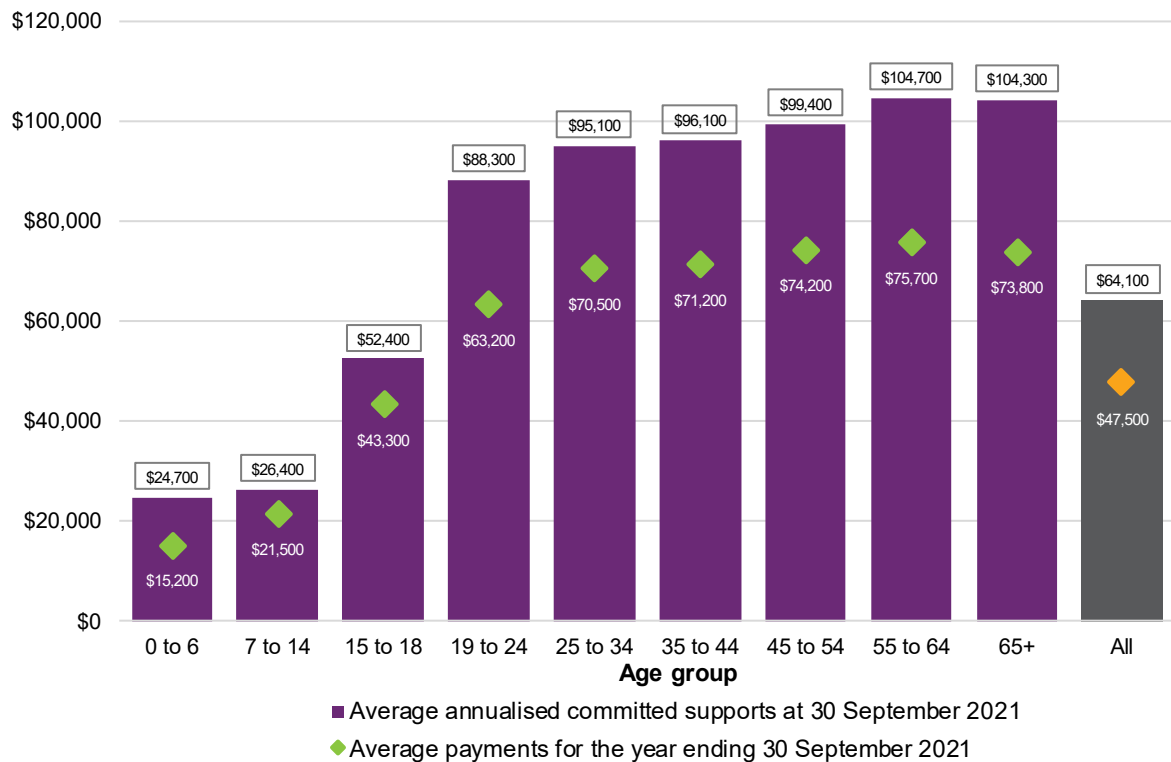
**Figure G.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Victoria**



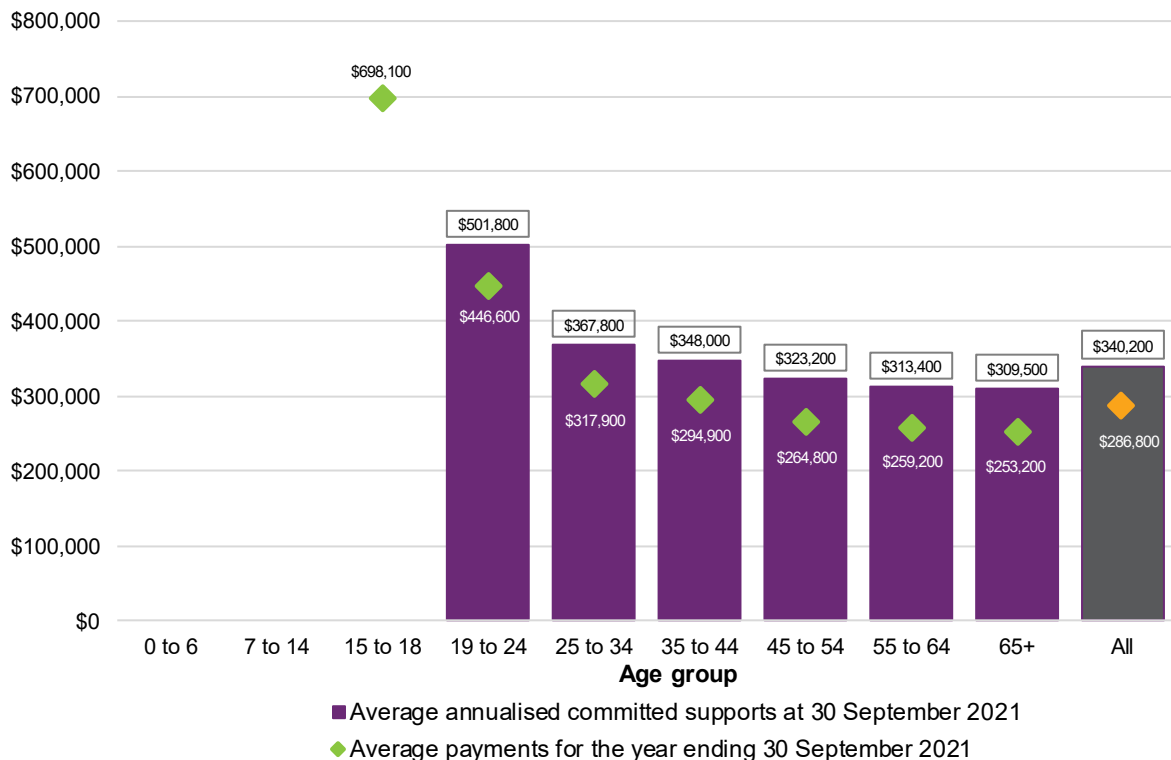
**Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Victoria**



**Figure G.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Victoria**  
267



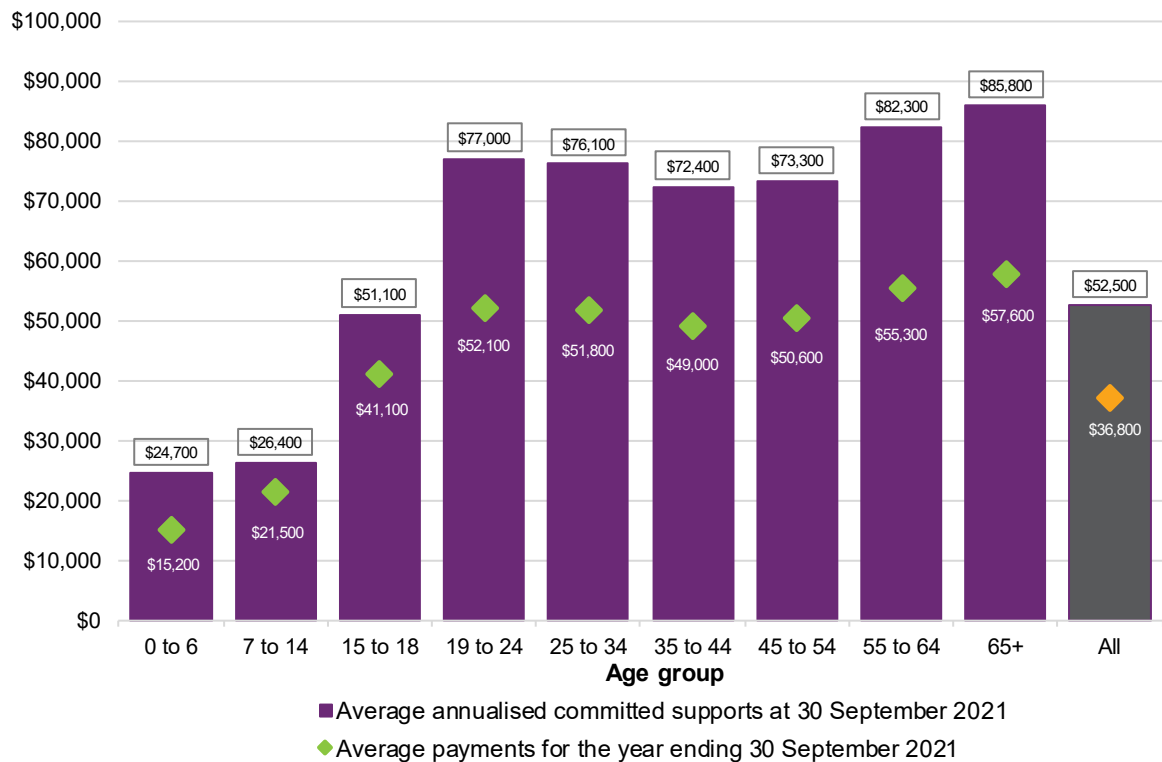
**Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Victoria**  
268



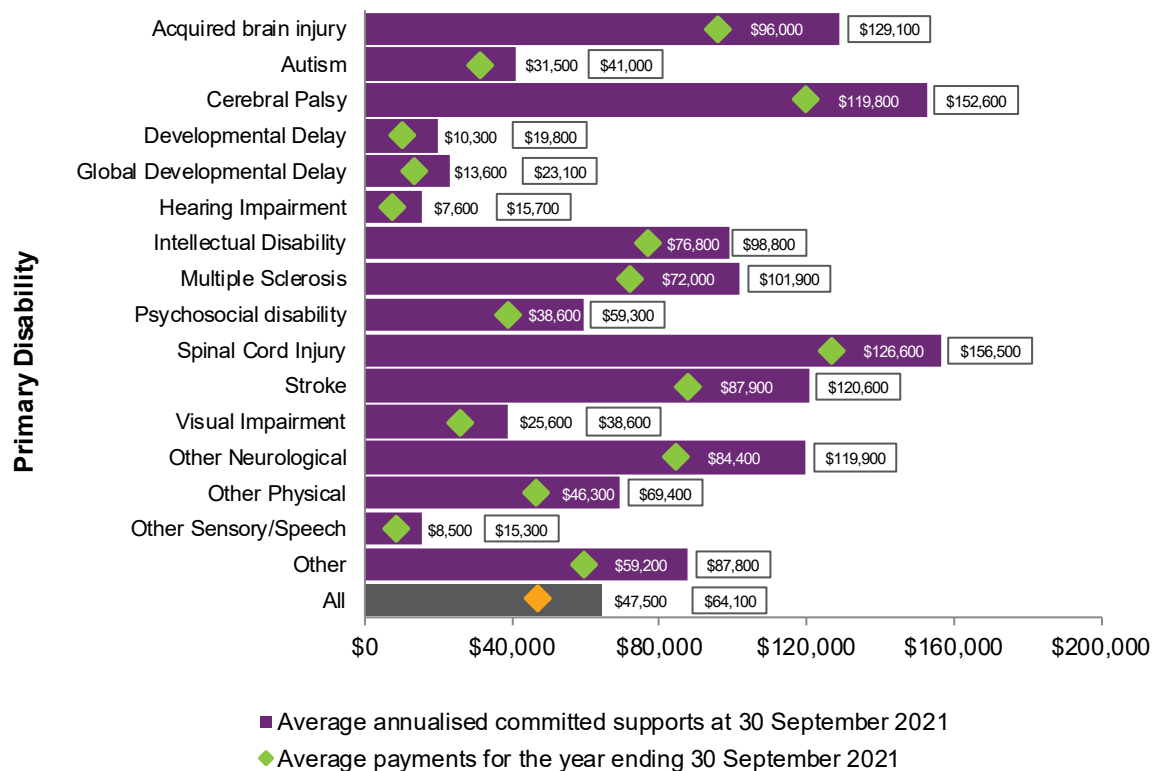
<sup>267</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



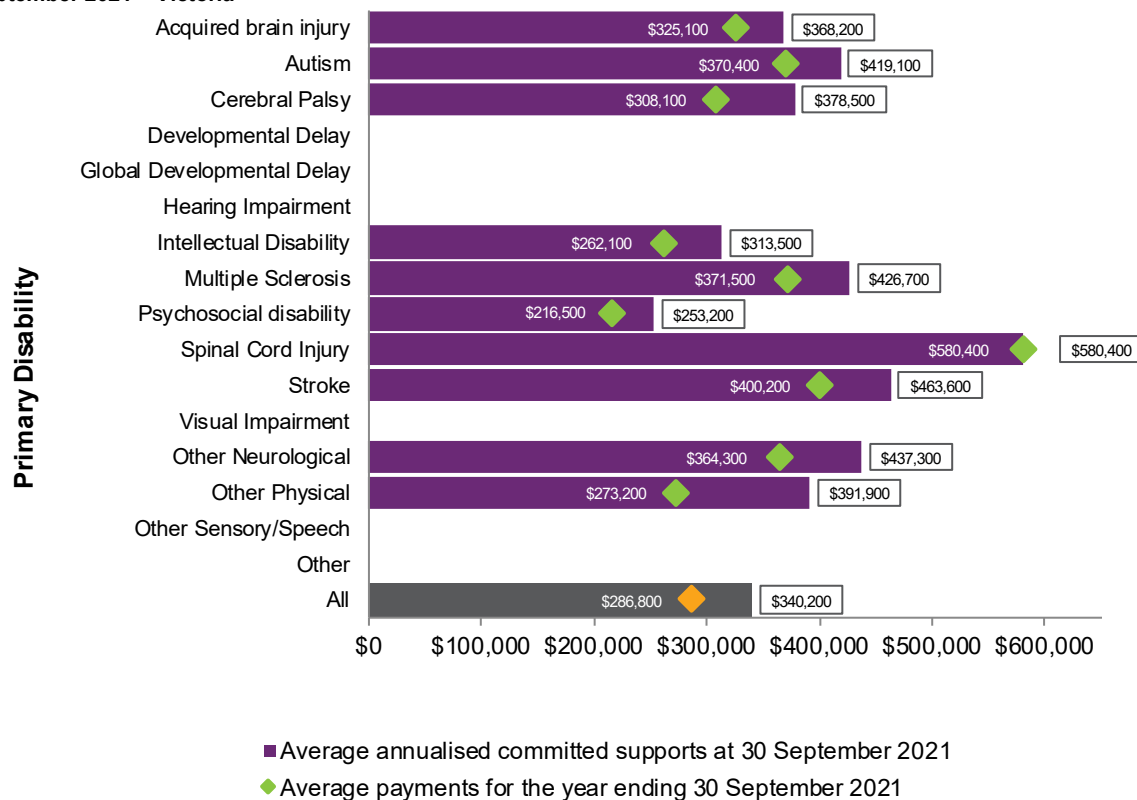
**Figure G.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Victoria** <sup>270</sup>



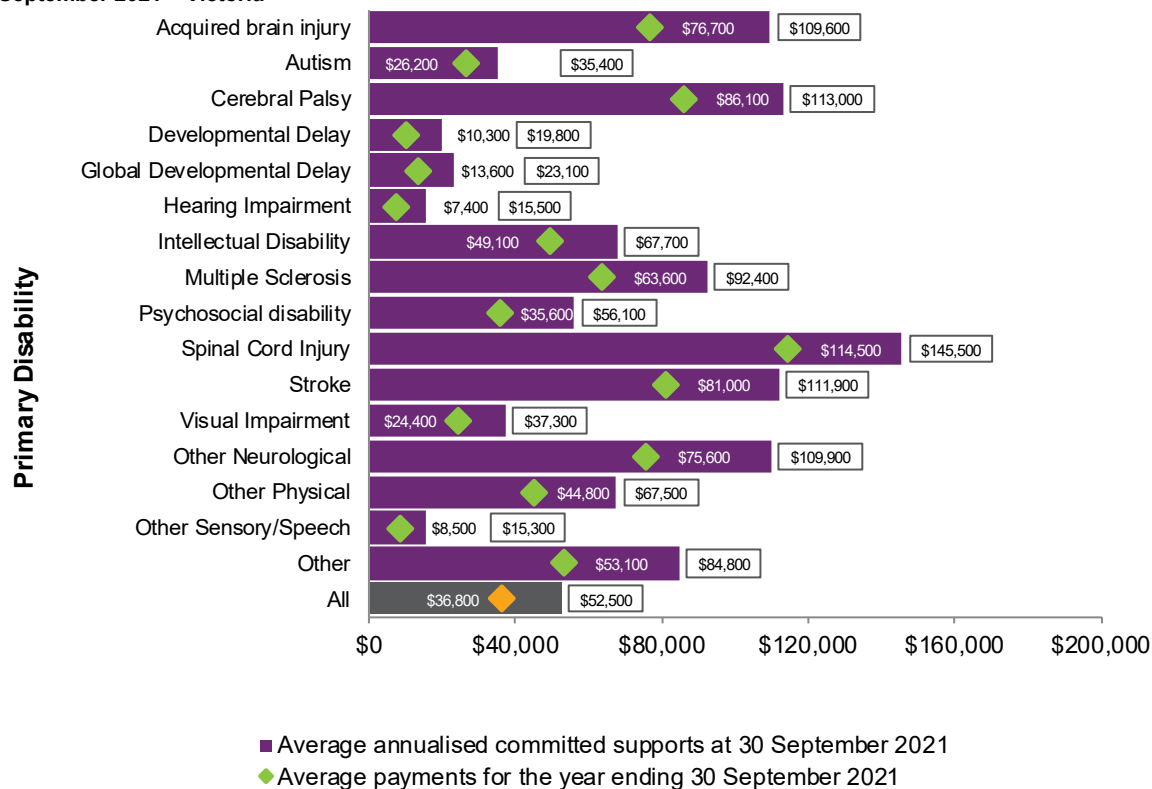
<sup>269</sup> Ibid.

<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>



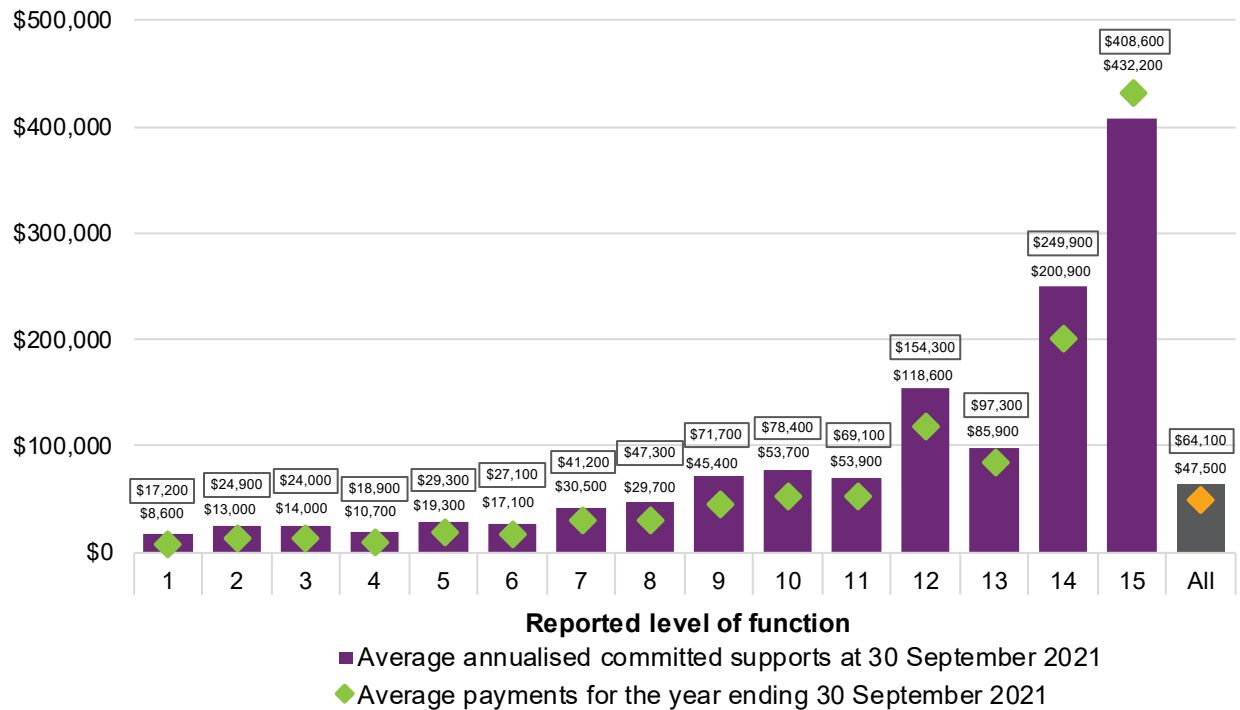
**Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Victoria** <sup>272</sup>



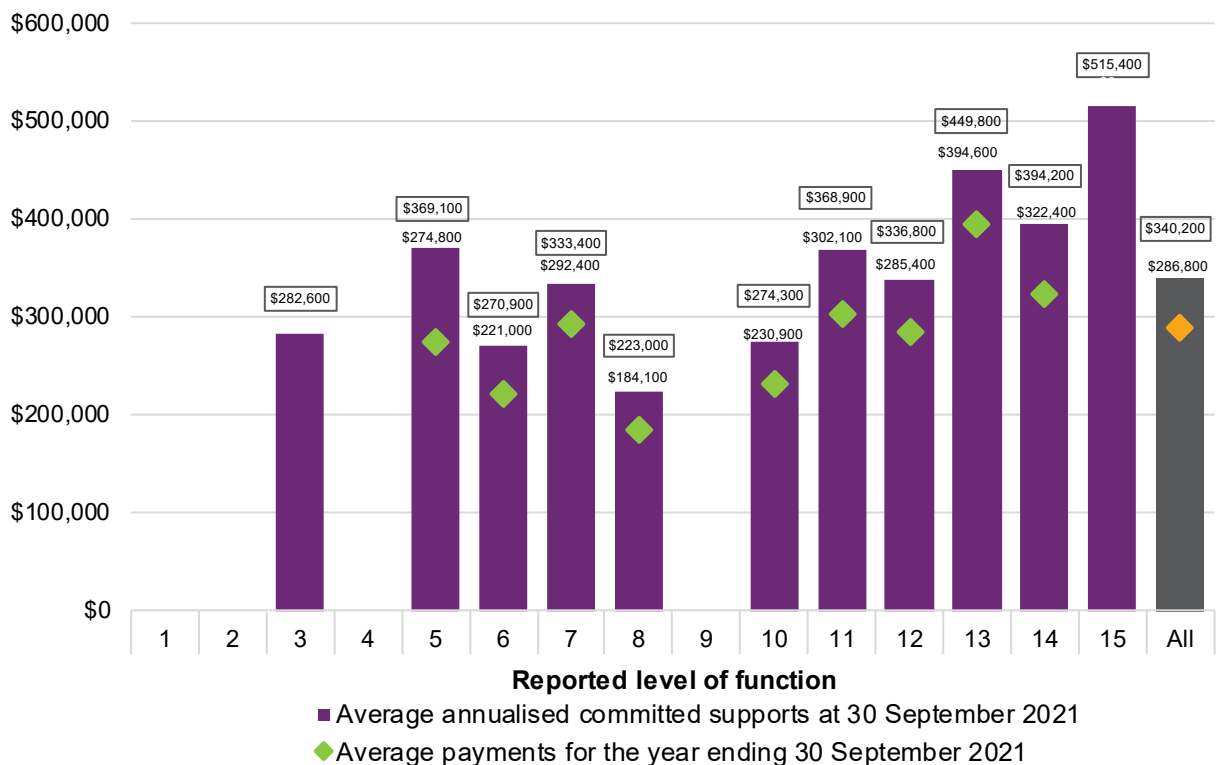
<sup>271</sup> Ibid.

<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>



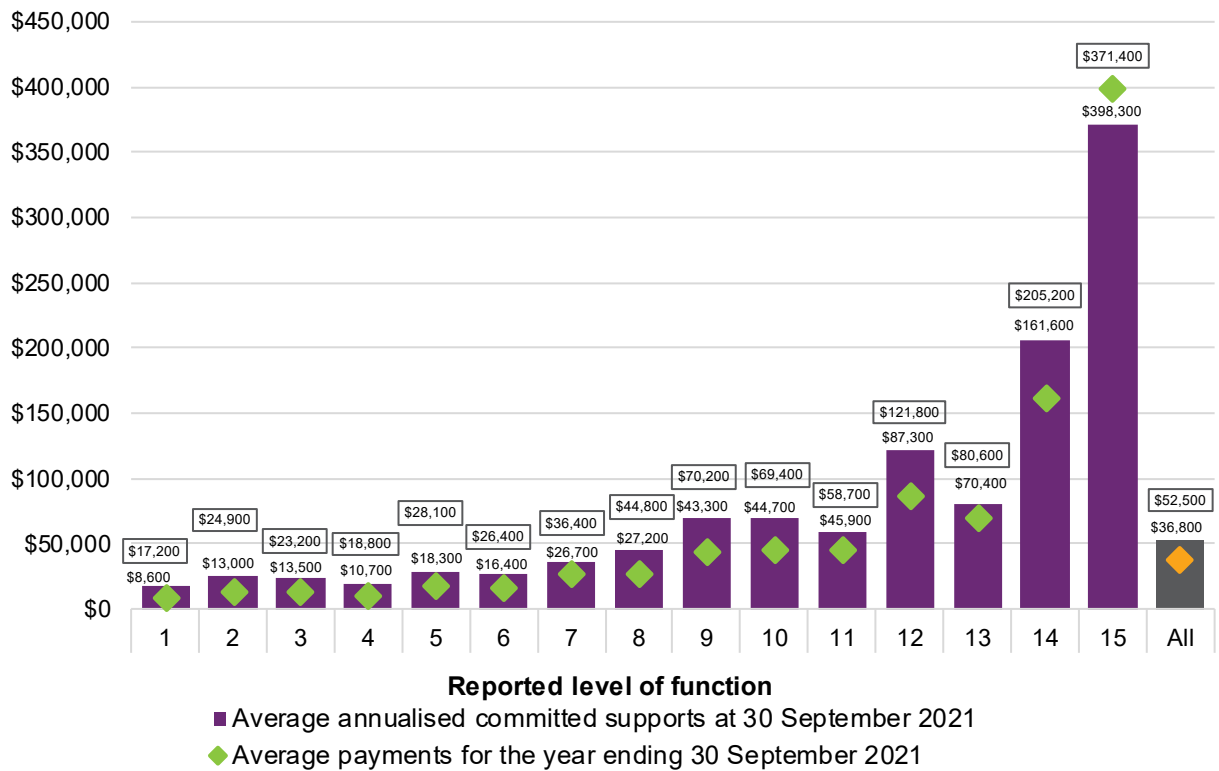
**Figure G.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Victoria** <sup>274</sup>



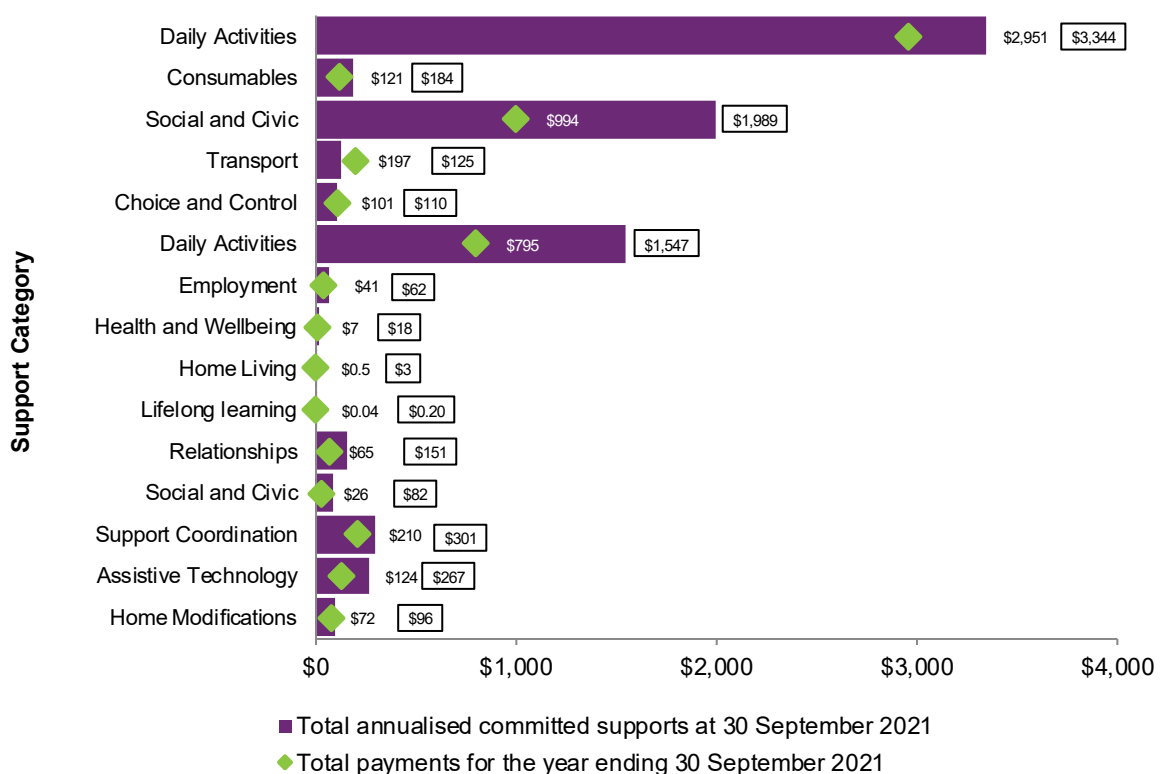
<sup>273</sup> Ibid.

<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>



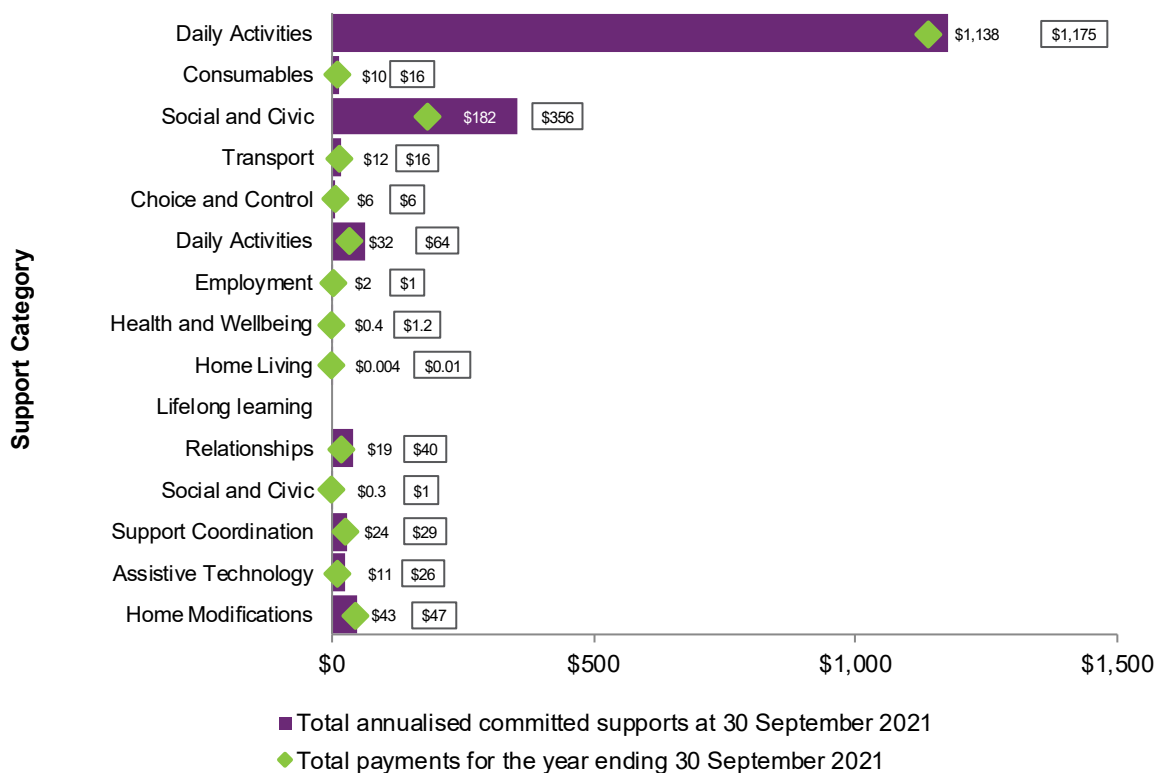
**Figure G.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Victoria** <sup>276</sup>



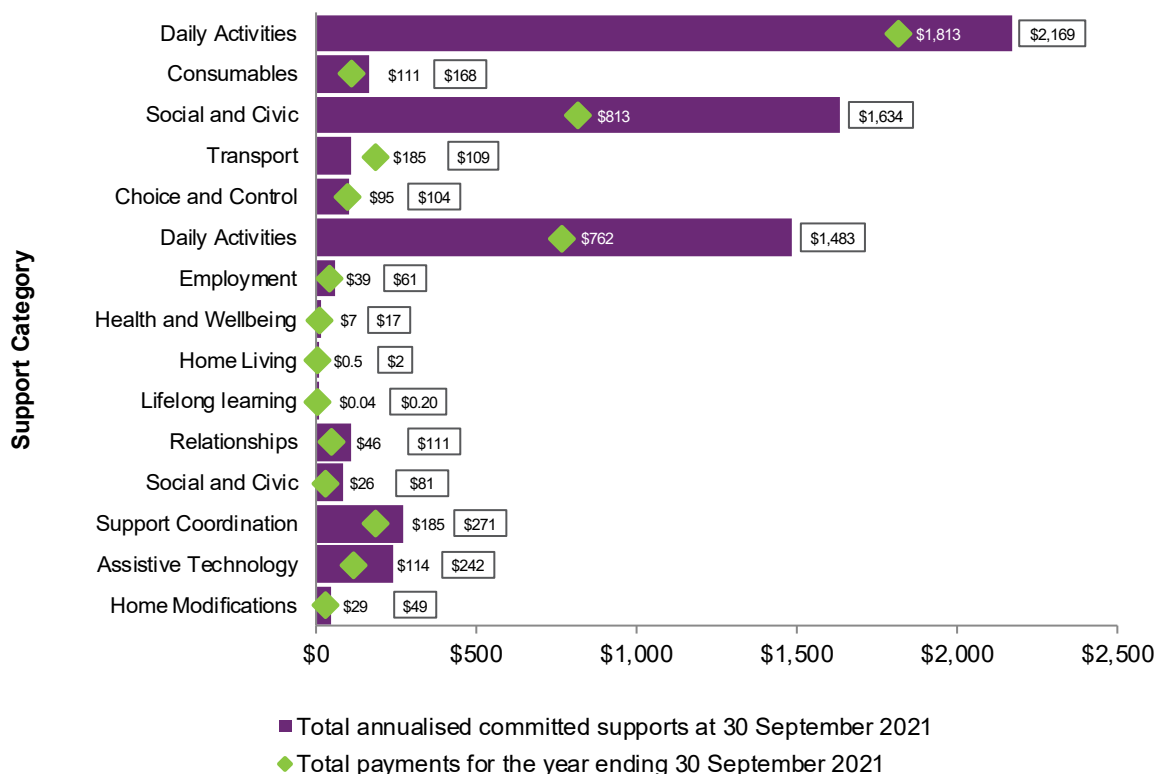
<sup>275</sup> Ibid.

<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.

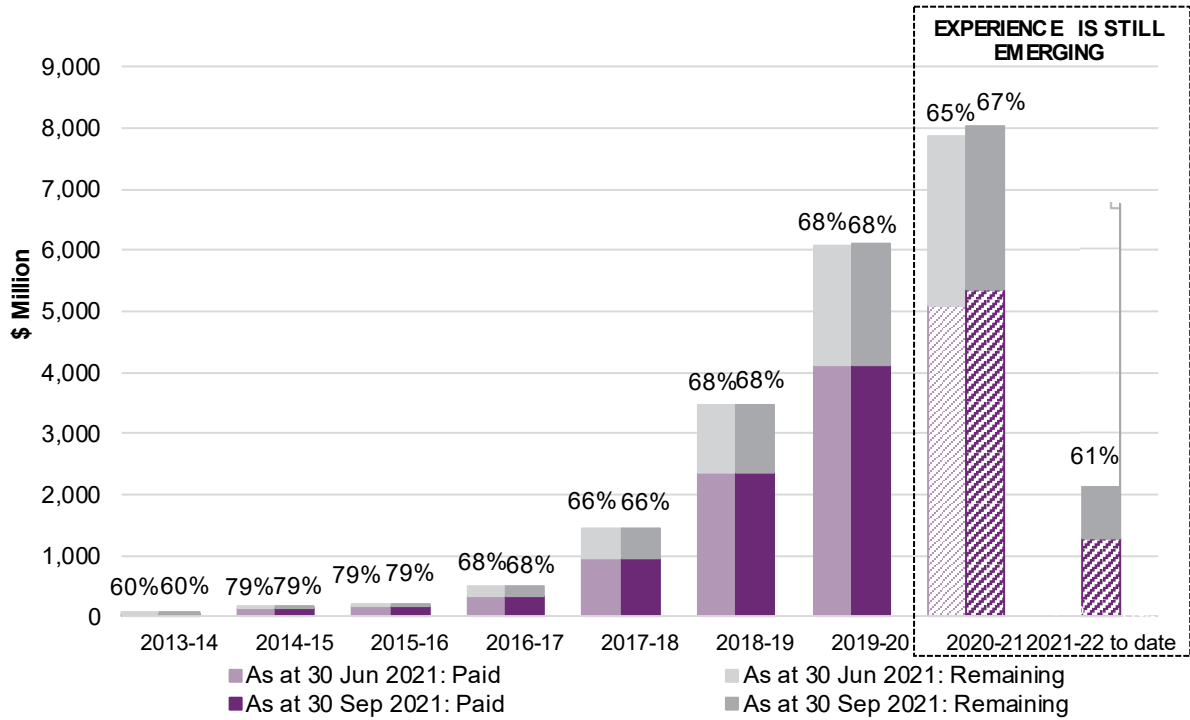
<sup>278</sup> Ibid.



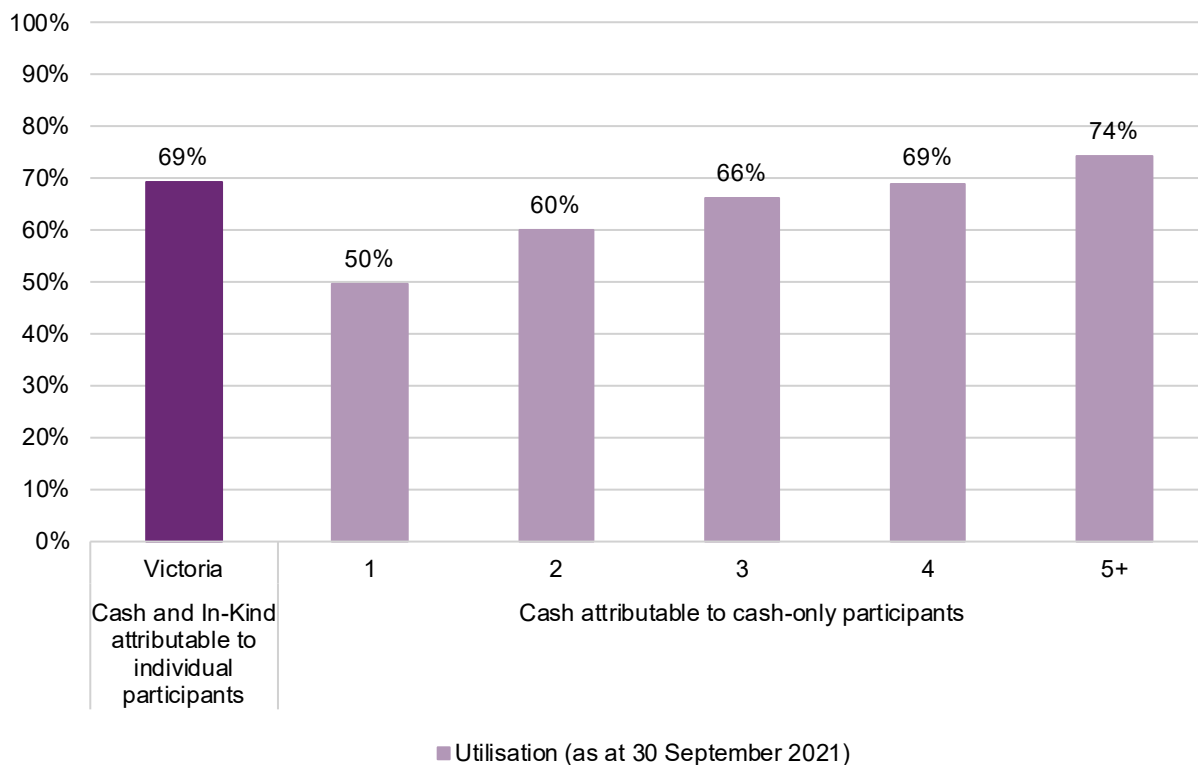
**Table G.77 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria**

|                    | 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%             |

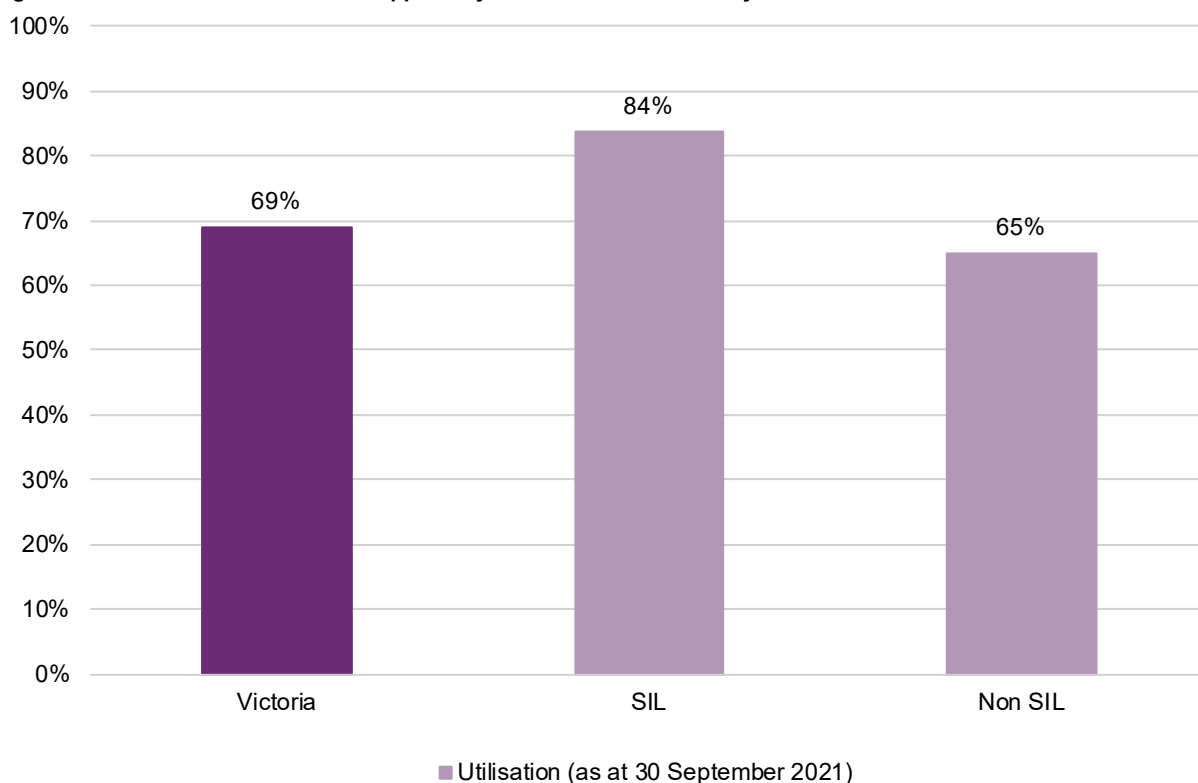
**Figure G.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Victoria**



**Figure G.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Victoria** <sup>279</sup>



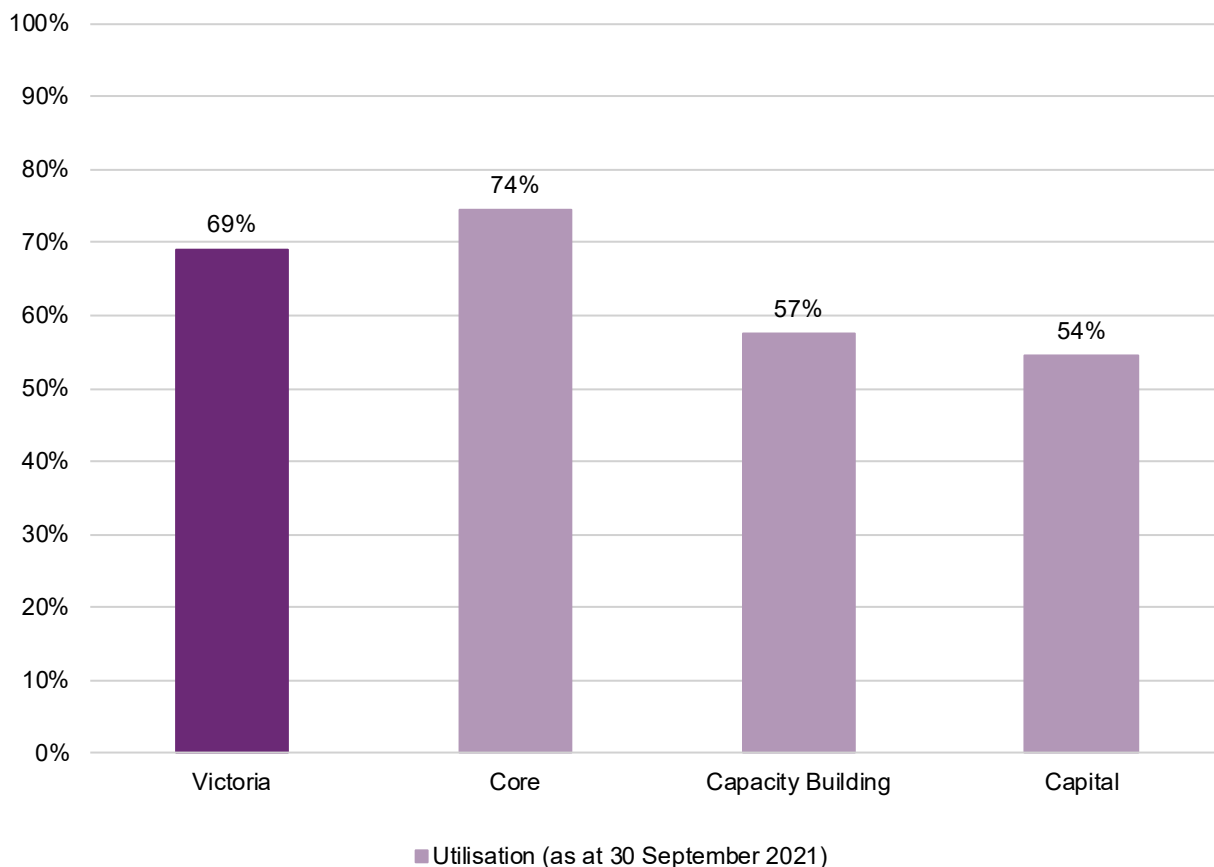
**Figure G.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Victoria** <sup>280</sup>



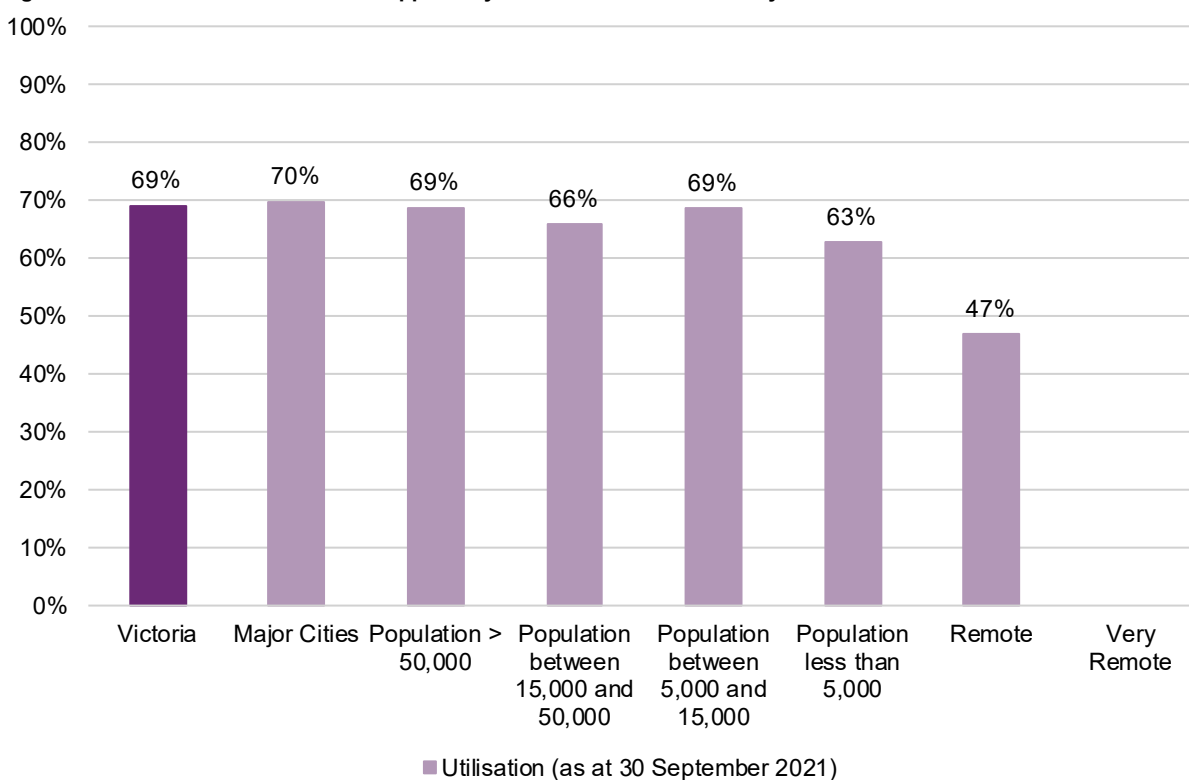
<sup>279</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent 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.

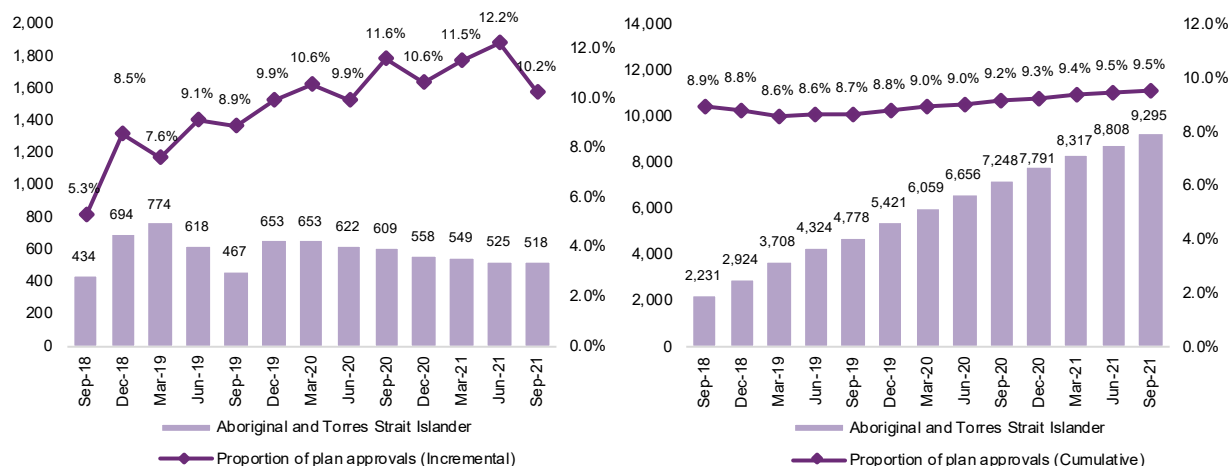
**Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland**

|   | 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.

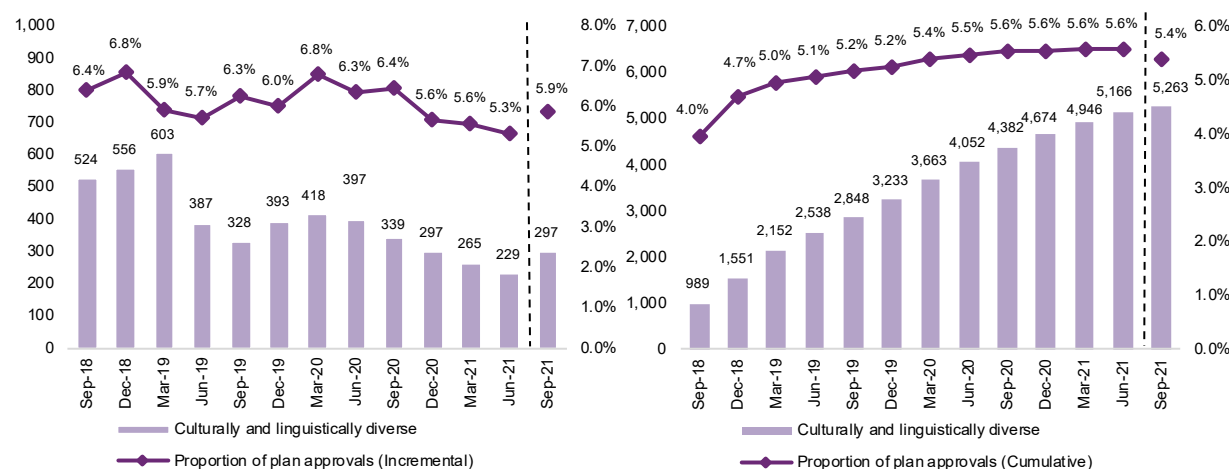
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>292</sup>



**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.

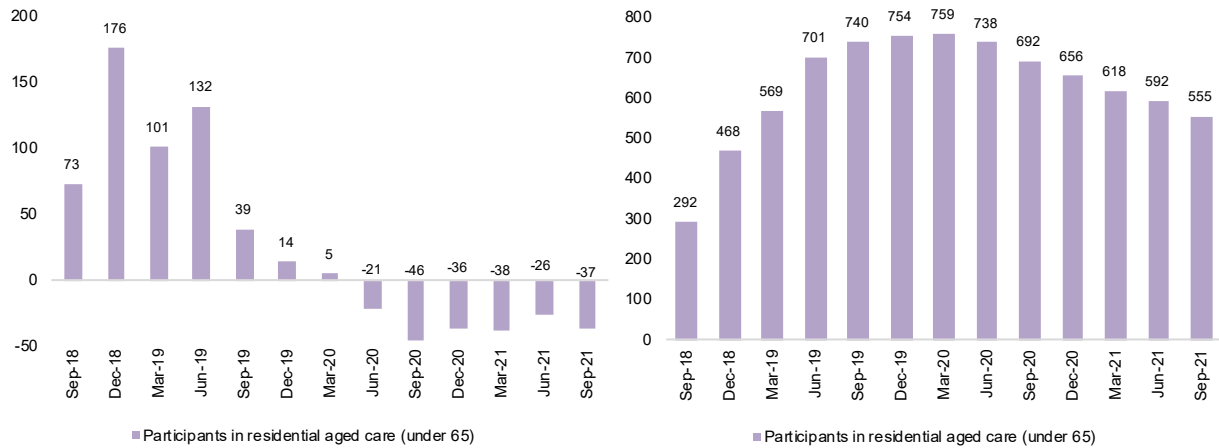
<sup>294</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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%       | <b>58,341</b> | <b>59.9%</b> |
| Population > 50,000                  | 21,982         | 23.8%       | 1,053        | 20.8%       | <b>23,035</b> | <b>23.6%</b> |
| Population between 15,000 and 50,000 | 3,615          | 3.9%        | 192          | 3.8%        | <b>3,807</b>  | <b>3.9%</b>  |
| Population between 5,000 and 15,000  | 3,958          | 4.3%        | 174          | 3.4%        | <b>4,132</b>  | <b>4.2%</b>  |
| Population less than 5,000           | 6,124          | 6.6%        | 321          | 6.3%        | <b>6,445</b>  | <b>6.6%</b>  |
| Remote                               | 832            | 0.9%        | 66           | 1.3%        | <b>898</b>    | <b>0.9%</b>  |
| Very Remote                          | 741            | 0.8%        | 60           | 1.2%        | <b>801</b>    | <b>0.8%</b>  |
| Missing                              | 15             |             | <11          |             | <b>16</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>296</sup> There are a further 382 active participants aged 65 years or over who are currently in residential aged care.

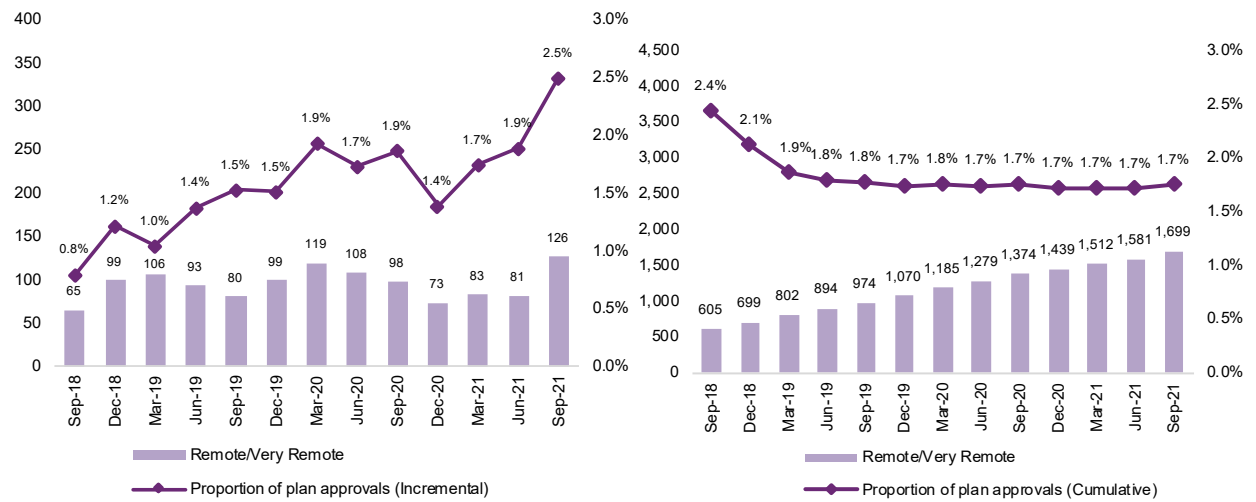
<sup>297</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based 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>

| Disability                 | Prior Quarters |             | 2021-22 Q1    |   | Total        |             |
|----------------------------|----------------|-------------|---------------|---|--------------|-------------|
|                            | 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>

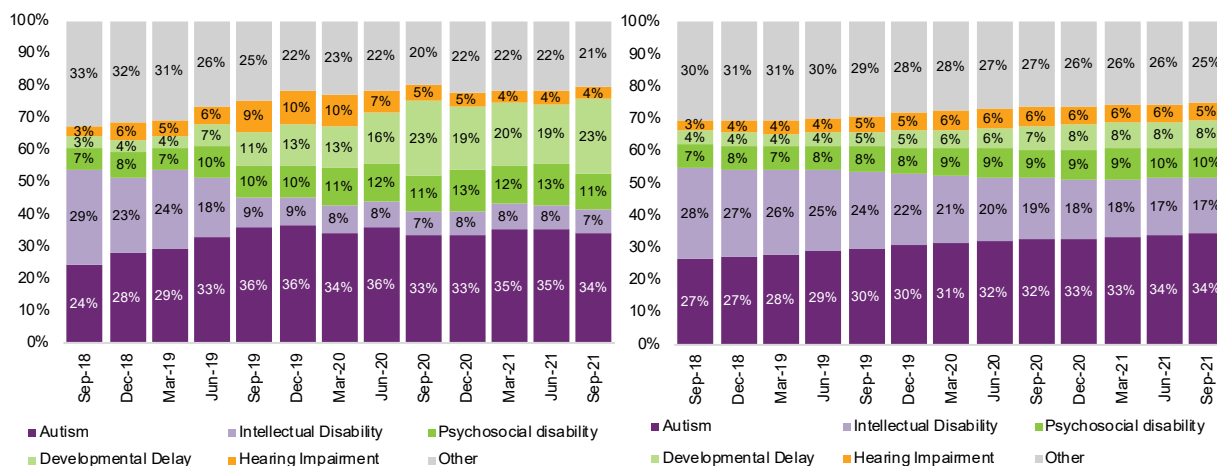
| Disability                 | Prior Quarters |             | 2021-22 Q1   |             | Total         |             |
|----------------------------|----------------|-------------|--------------|-------------|---------------|-------------|
|                            | N              | %           | 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>



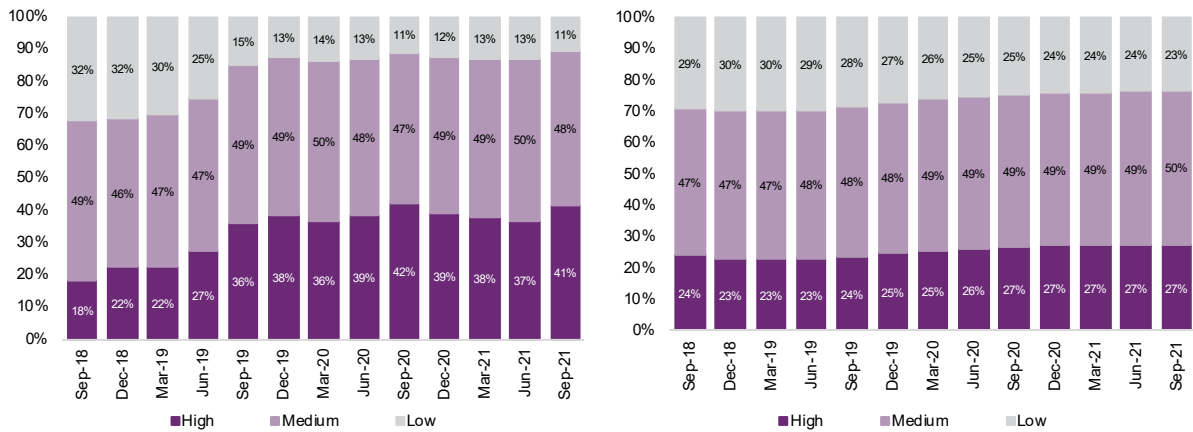
**Table H.15 Participant profile per quarter by reported level of function – Queensland** <sup>309</sup>

| 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> |

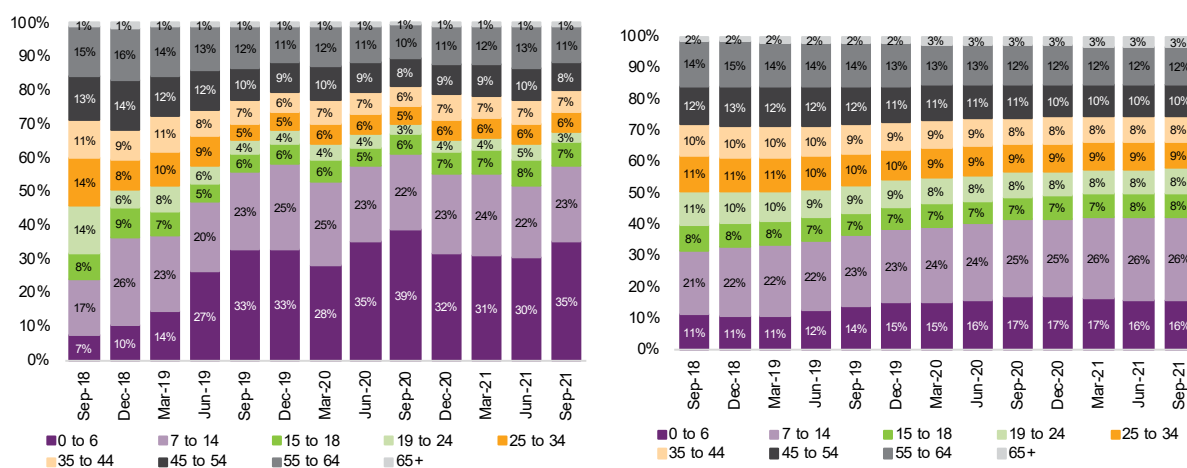
<sup>310</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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%         | <b>15,671</b> | <b>17%</b>  |
| 7 to 14      | 24,517         | 28%         | 1,146        | 23%         | <b>25,663</b> | <b>28%</b>  |
| 15 to 18     | 7,195          | 8%          | 353          | 7%          | <b>7,548</b>  | <b>8%</b>   |
| 19 to 24     | 6,811          | 8%          | 151          | 3%          | <b>6,962</b>  | <b>8%</b>   |
| 25 to 34     | 7,243          | 8%          | 285          | 6%          | <b>7,528</b>  | <b>8%</b>   |
| 35 to 44     | 6,711          | 8%          | 334          | 7%          | <b>7,045</b>  | <b>8%</b>   |
| 45 to 54     | 8,212          | 9%          | 407          | 8%          | <b>8,619</b>  | <b>9%</b>   |
| 55 to 64     | 9,875          | 11%         | 546          | 11%         | <b>10,421</b> | <b>11%</b>  |
| 65+          | 3,035          | 3%          | 54           | 1%          | <b>3,089</b>  | <b>3%</b>   |
| <b>Total</b> | <b>87,482</b>  | <b>100%</b> | <b>5,064</b> | <b>100%</b> | <b>92,546</b> | <b>100%</b> |

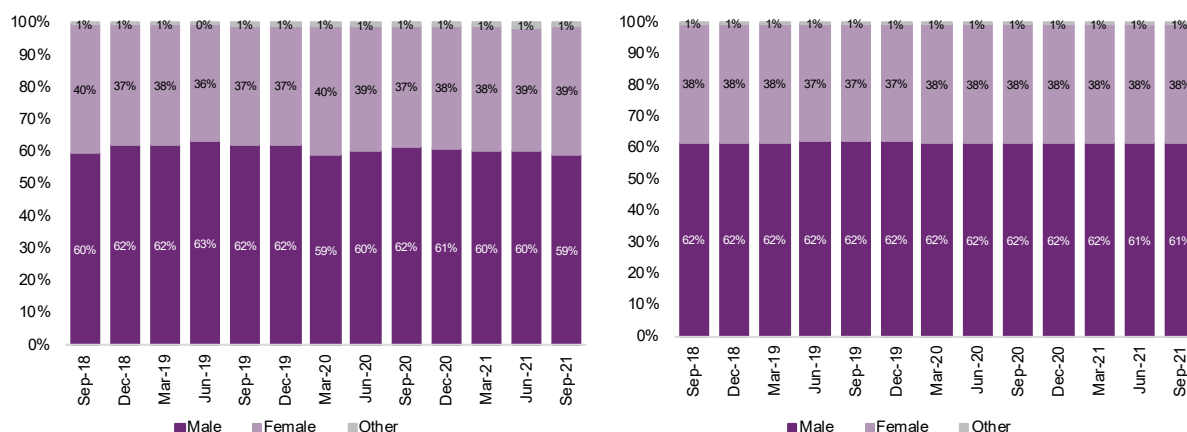
**Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland** <sup>312</sup>



**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%         | <b>59,765</b> | <b>61%</b>  |
| Female       | 34,943         | 38%         | 1,996        | 39%         | <b>36,939</b> | <b>38%</b>  |
| Other        | 707            | 1%          | 64           | 1%          | <b>771</b>    | <b>1%</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> |

**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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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>                        |

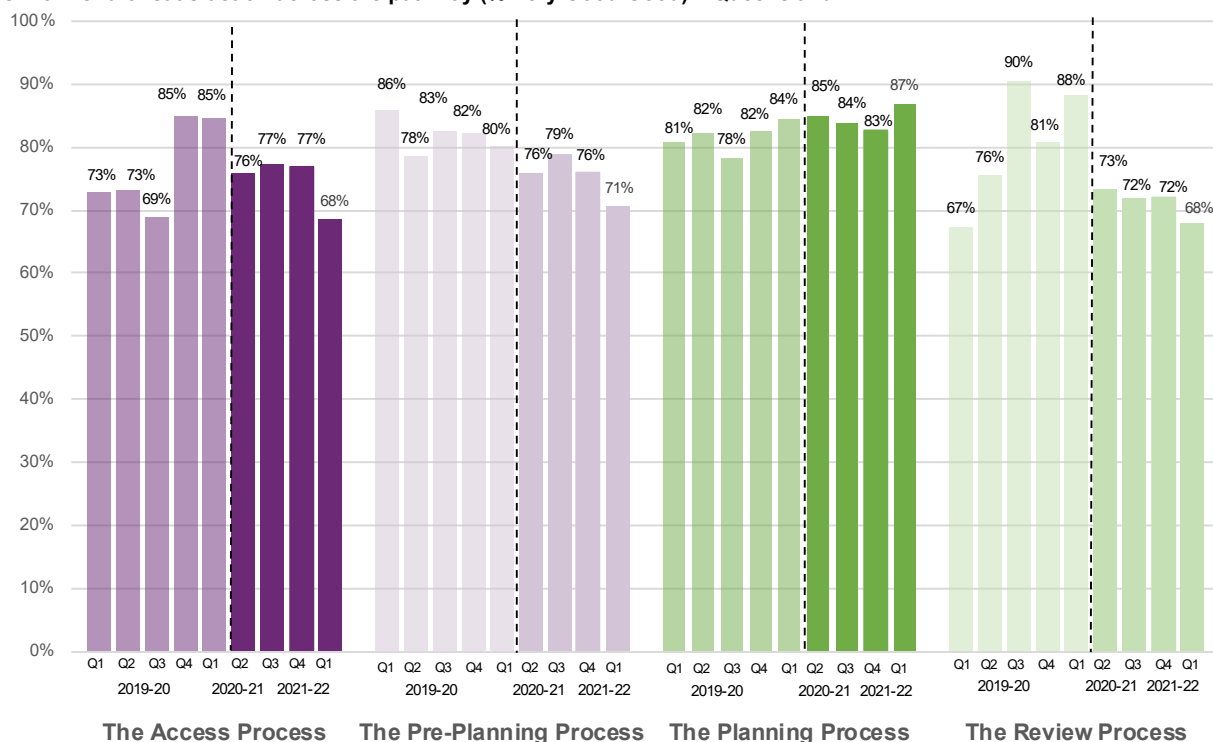
<sup>328</sup> Participants have set over six million goals in total across Australia since July 2016. The 827,935 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**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.

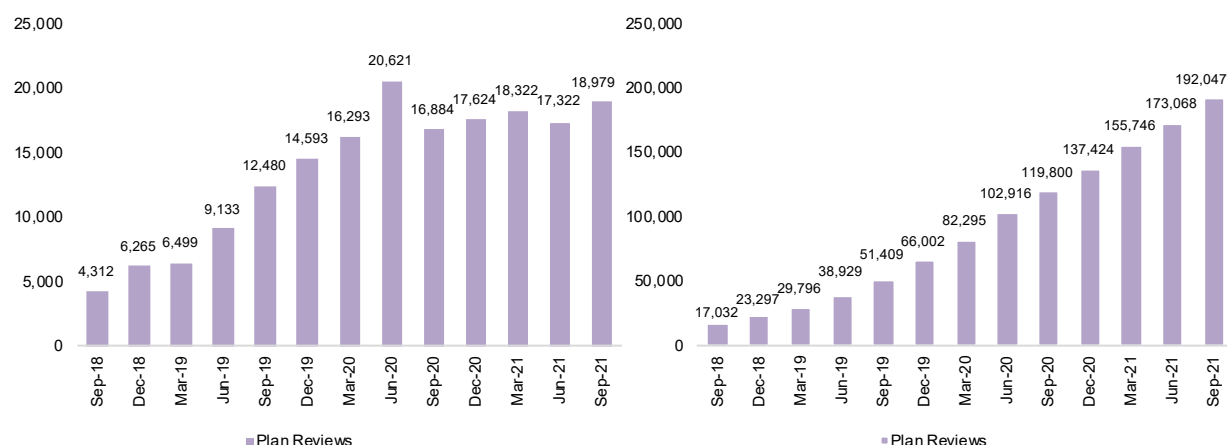
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>330 331</sup>



**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.

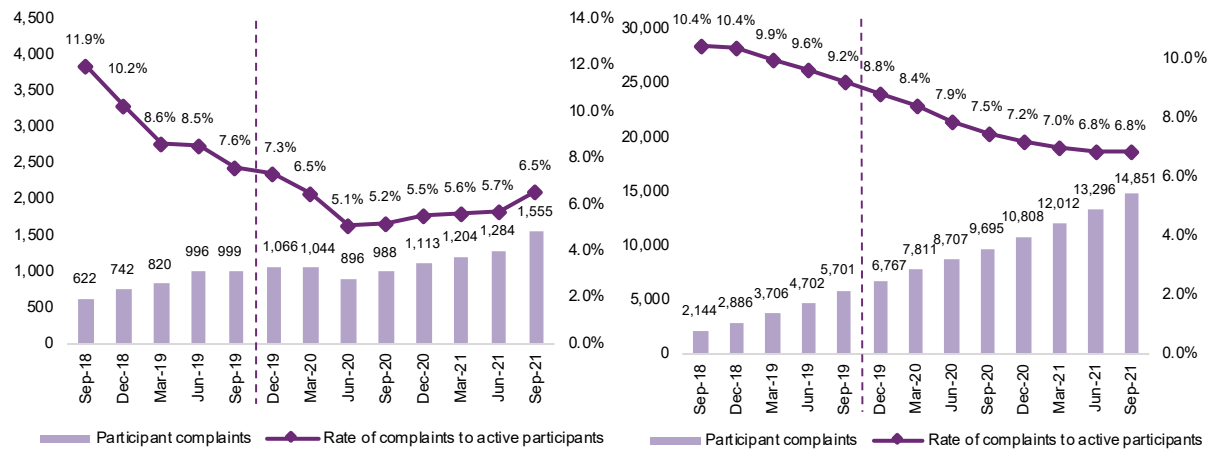
<sup>334</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<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.

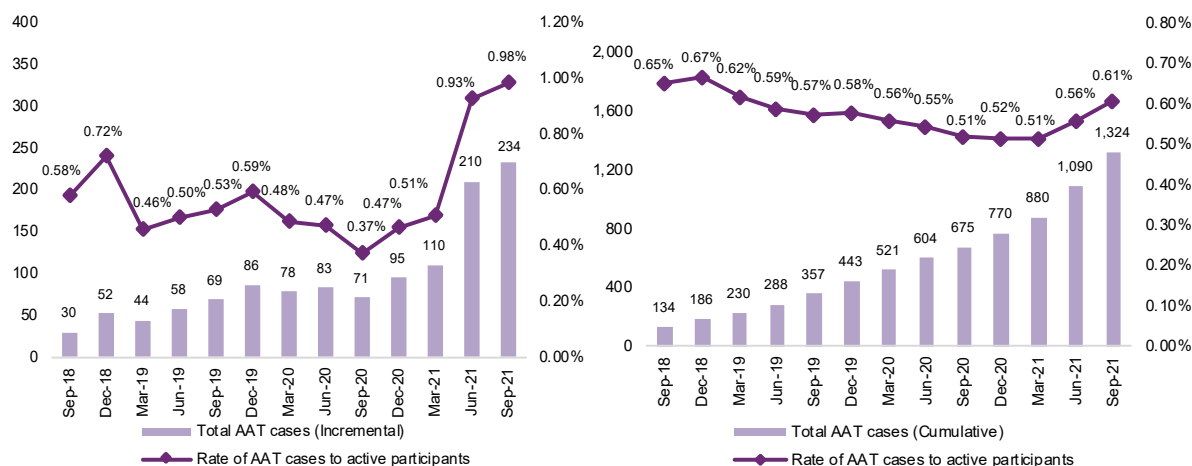
| Complaints by source, subject and type    | Prior Quarters |          | 2021-22 Q1   |       | Total         |       |
|---|----------------|----------|--------------|-------|---------------|-------|
| LAC Plan                                  | 38             | (16%)    | 9            | (20%) | 47            | (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

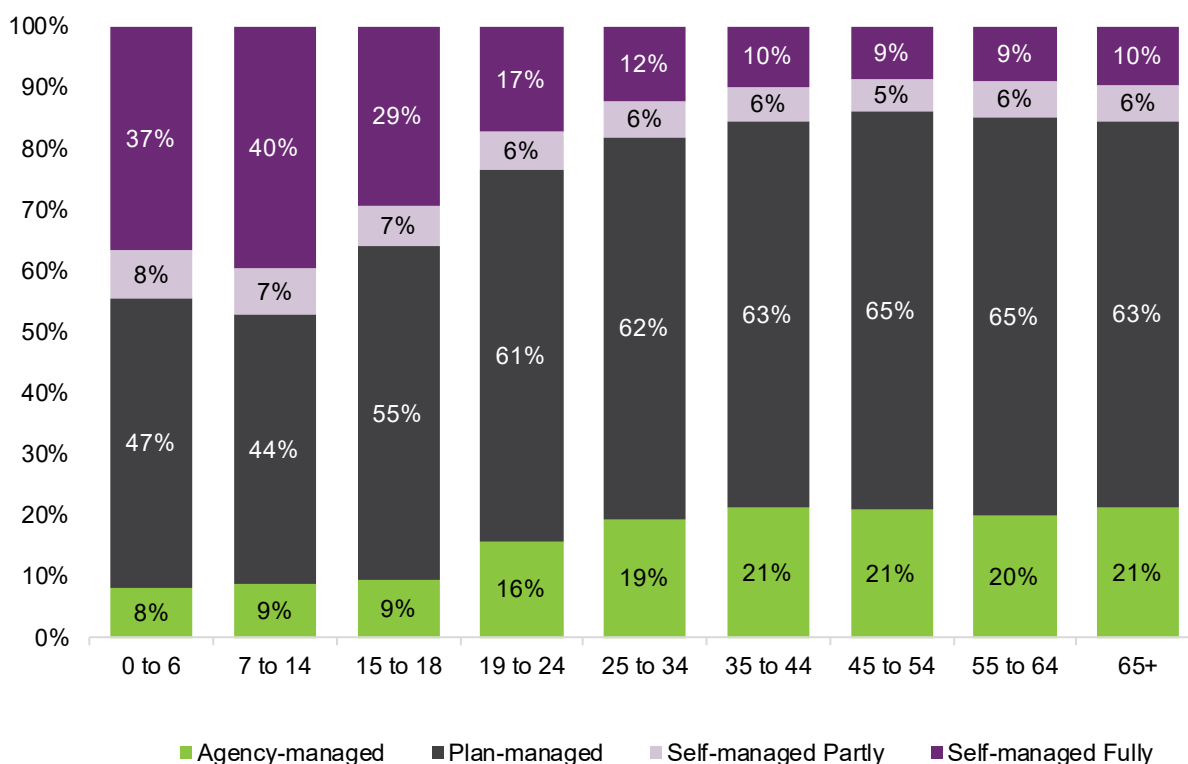
**Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland** <sup>339</sup>



**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>

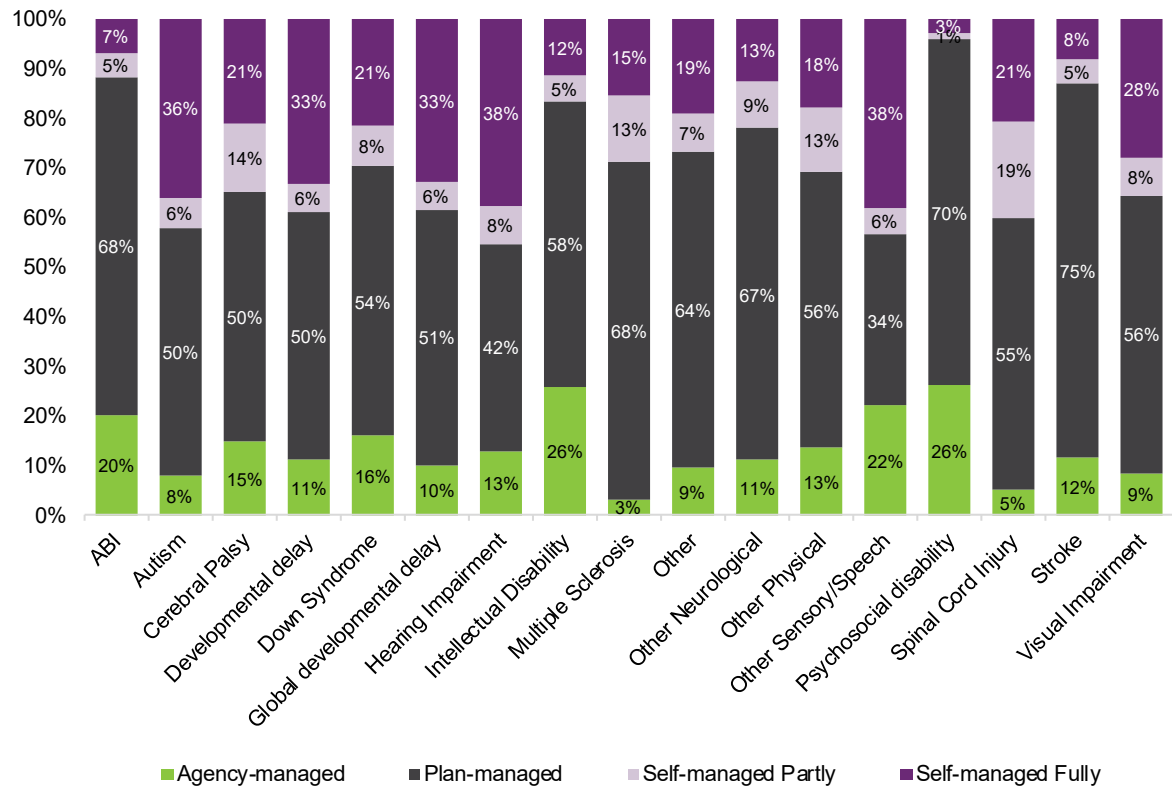


<sup>339</sup> Ibid.

<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.

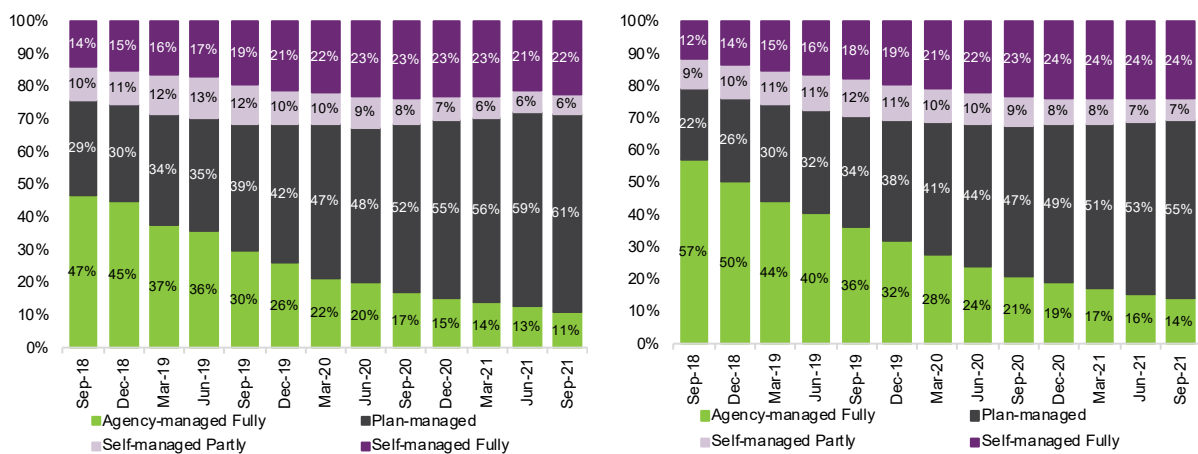
**Figure H.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Queensland** <sup>342 343</sup>



**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.

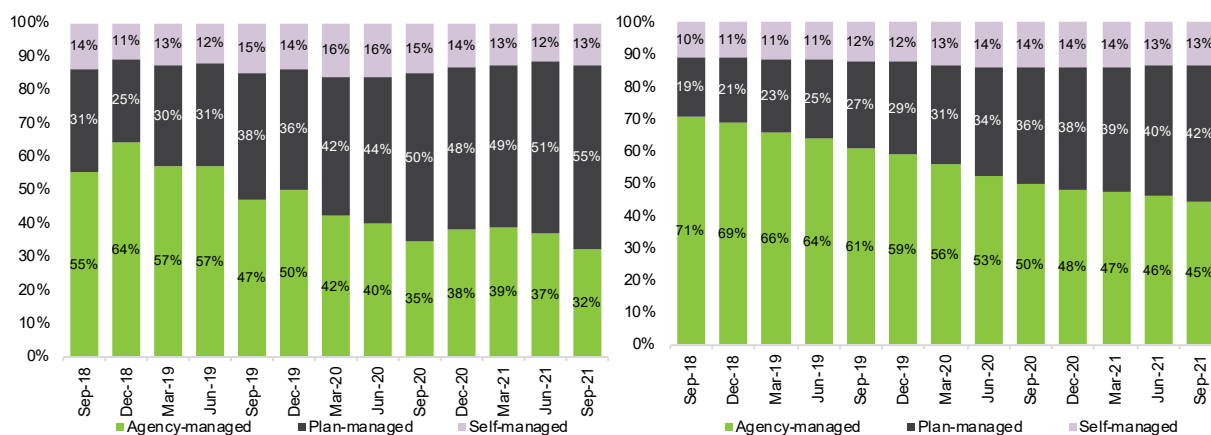
<sup>344</sup> Ibid.

<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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>     |

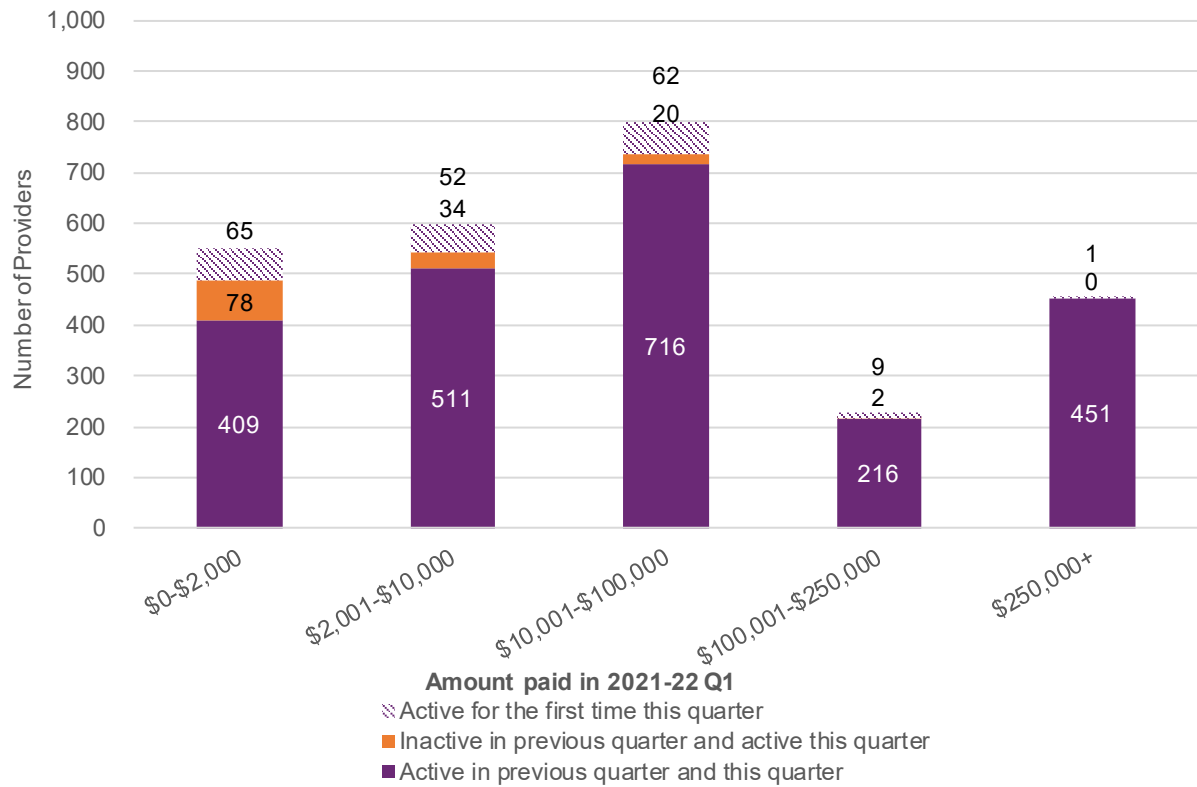
**Table H.72 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Queensland**

| 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>Active |
| <b>Assistance services</b>   |                               |                          |                 |                               |                          |                 |
| Accommodation / Tenancy Assistance   | 7                             | 21                       | <b>28</b>       | 25%                           | 75%                      | <b>100%</b>     |
| Assistance Animals   | 4                             | 47                       | <b>51</b>       | 8%                            | 92%                      | <b>100%</b>     |
| Assistance with daily life tasks in a group or shared living arrangement     | 61                            | 448                      | <b>509</b>      | 12%                           | 88%                      | <b>100%</b>     |
| Assistance with travel/transport arrangements                                | 41                            | 343                      | <b>384</b>      | 11%                           | 89%                      | <b>100%</b>     |
| Daily Personal Activities  | 96                            | 617                      | <b>713</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Group and Centre Based Activities  | 65                            | 394                      | <b>459</b>      | 14%                           | 86%                      | <b>100%</b>     |
| High Intensity Daily Personal Activities                                     | 57                            | 350                      | <b>407</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Household tasks  | 143                           | 433                      | <b>576</b>      | 25%                           | 75%                      | <b>100%</b>     |
| Interpreting and translation   | 14                            | 67                       | <b>81</b>       | 17%                           | 83%                      | <b>100%</b>     |
| Participation in community, social and civic activities                      | 103                           | 675                      | <b>778</b>      | 13%                           | 87%                      | <b>100%</b>     |
| <b>Assistive Technology</b>  |                               |                          |                 |                               |                          |                 |
| Assistive equipment for recreation   | 6                             | 46                       | <b>52</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Assistive products for household tasks                                       | 3                             | 40                       | <b>43</b>       | 7%                            | 93%                      | <b>100%</b>     |
| Assistance products for personal care and safety                             | 78                            | 532                      | <b>610</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Communication and information equipment                                      | 34                            | 188                      | <b>222</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Customised Prosthetics   | 38                            | 185                      | <b>223</b>      | 17%                           | 83%                      | <b>100%</b>     |
| Hearing Equipment  | 14                            | 80                       | <b>94</b>       | 15%                           | 85%                      | <b>100%</b>     |
| Hearing Services   | 2                             | 15                       | <b>17</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Personal Mobility Equipment  | 46                            | 284                      | <b>330</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Specialised Hearing Services   | 7                             | 31                       | <b>38</b>       | 18%                           | 82%                      | <b>100%</b>     |
| Vision Equipment   | 13                            | 65                       | <b>78</b>       | 17%                           | 83%                      | <b>100%</b>     |
| <b>Capacity Building Services</b>  |                               |                          |                 |                               |                          |                 |
| Assistance in coordinating or managing life stages, transitions and supports | 149                           | 653                      | <b>802</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Behaviour Support  | 63                            | 181                      | <b>244</b>      | 26%                           | 74%                      | <b>100%</b>     |
| Community nursing care for high needs  | 33                            | 182                      | <b>215</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Development of daily living and life skills                                  | 54                            | 318                      | <b>372</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Early Intervention supports for early childhood                              | 85                            | 317                      | <b>402</b>      | 21%                           | 79%                      | <b>100%</b>     |
| Exercise Physiology and Physical Wellbeing activities                        | 79                            | 291                      | <b>370</b>      | 21%                           | 79%                      | <b>100%</b>     |
| Innovative Community Participation   | 11                            | 56                       | <b>67</b>       | 16%                           | 84%                      | <b>100%</b>     |
| Specialised Driving Training   | 9                             | 55                       | <b>64</b>       | 14%                           | 86%                      | <b>100%</b>     |
| Therapeutic Supports   | 362                           | 783                      | <b>1,145</b>    | 32%                           | 68%                      | <b>100%</b>     |
| <b>Capital services</b>  |                               |                          |                 |                               |                          |                 |
| Home modification design and construction                                    | 13                            | 133                      | <b>146</b>      | 9%                            | 91%                      | <b>100%</b>     |
| Specialist Disability Accommodation  | 2                             | 53                       | <b>55</b>       | 4%                            | 96%                      | <b>100%</b>     |
| Vehicle Modifications  | 4                             | 51                       | <b>55</b>       | 7%                            | 93%                      | <b>100%</b>     |
| <b>Choice and control support services</b>                                   |                               |                          |                 |                               |                          |                 |
| Management of funding for supports in participants plan                      | 91                            | 349                      | <b>440</b>      | 21%                           | 79%                      | <b>100%</b>     |
| Support Coordination   | 27                            | 114                      | <b>141</b>      | 19%                           | 81%                      | <b>100%</b>     |
| <b>Employment and Education support services</b>                             |                               |                          |                 |                               |                          |                 |
| Assistance to access and/or maintain employment and/or education             | 17                            | 104                      | <b>121</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Specialised Supported Employment   | 20                            | 140                      | <b>160</b>      | 13%                           | 88%                      | <b>100%</b>     |
| <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

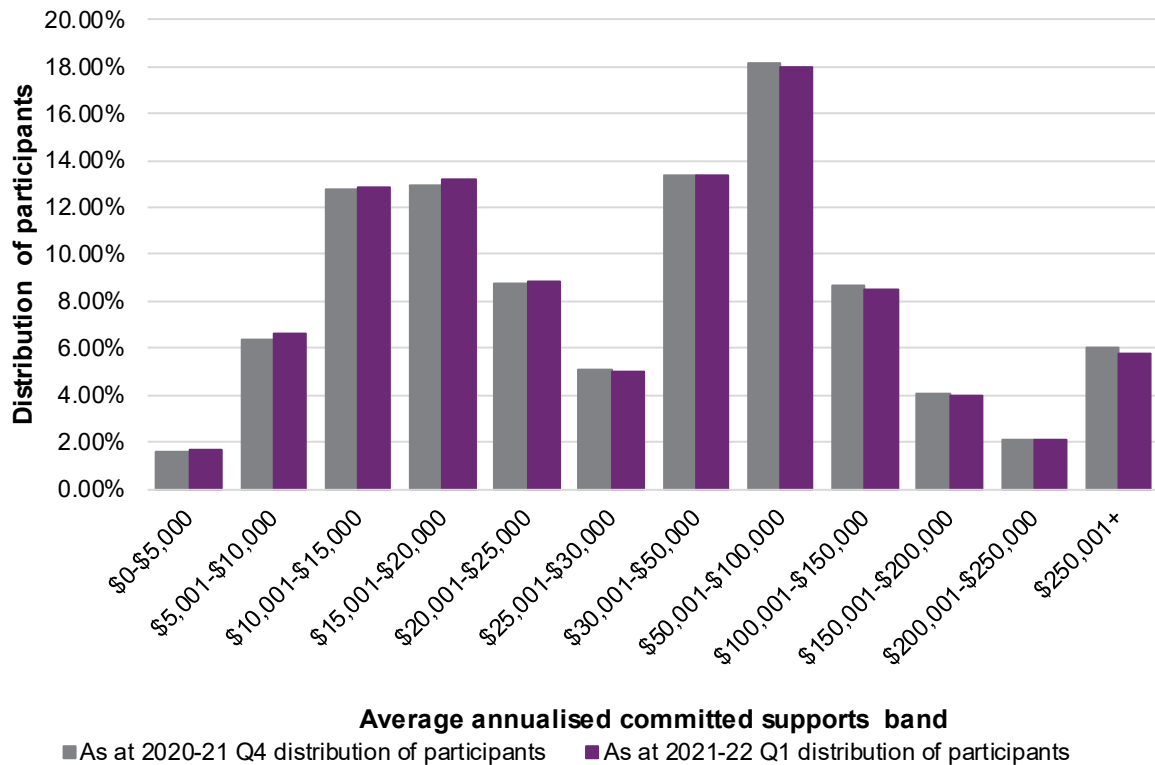
**Table H.74 Committed supports by financial year (\$m) – Queensland** <sup>355</sup>

|                 | 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         |

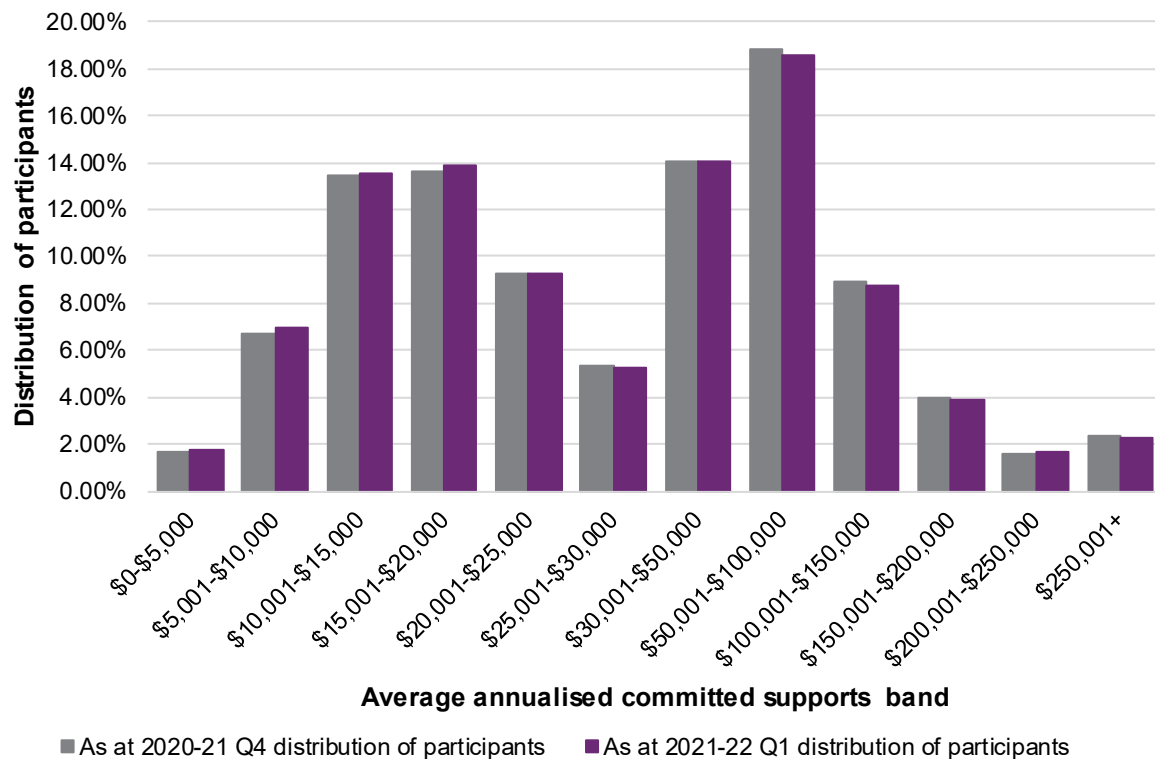
<sup>354</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<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.

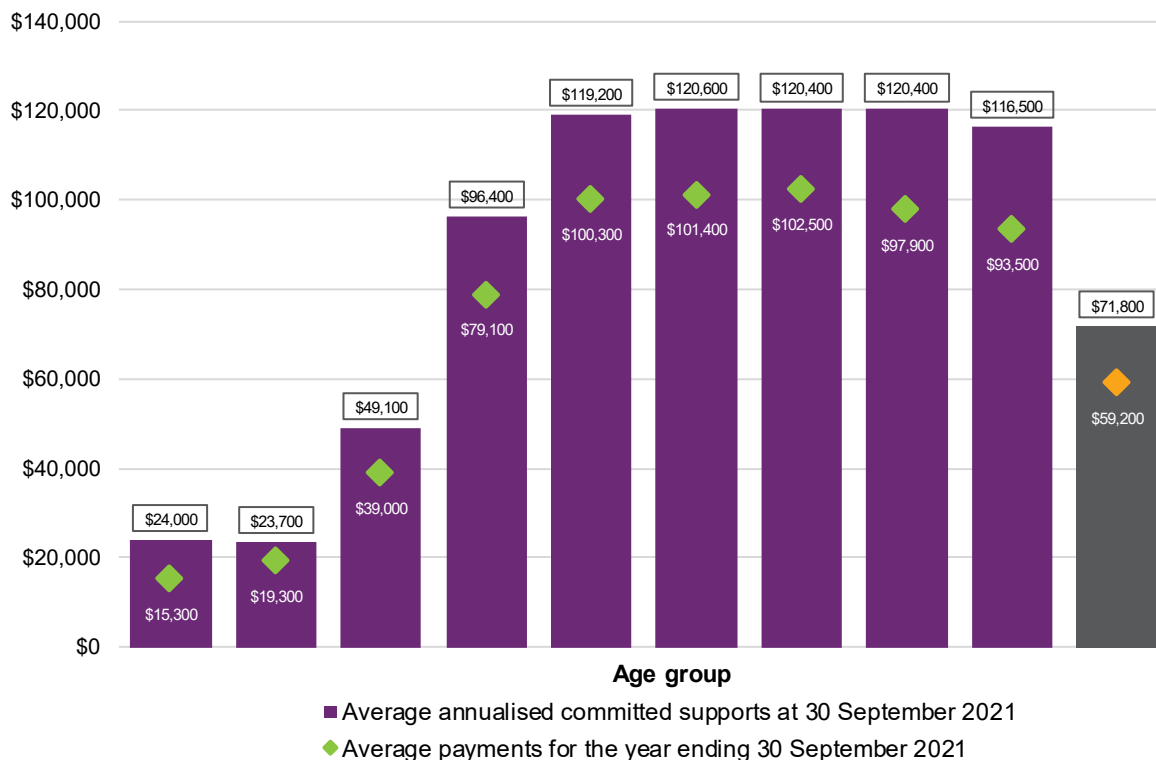
**Figure H.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Queensland**



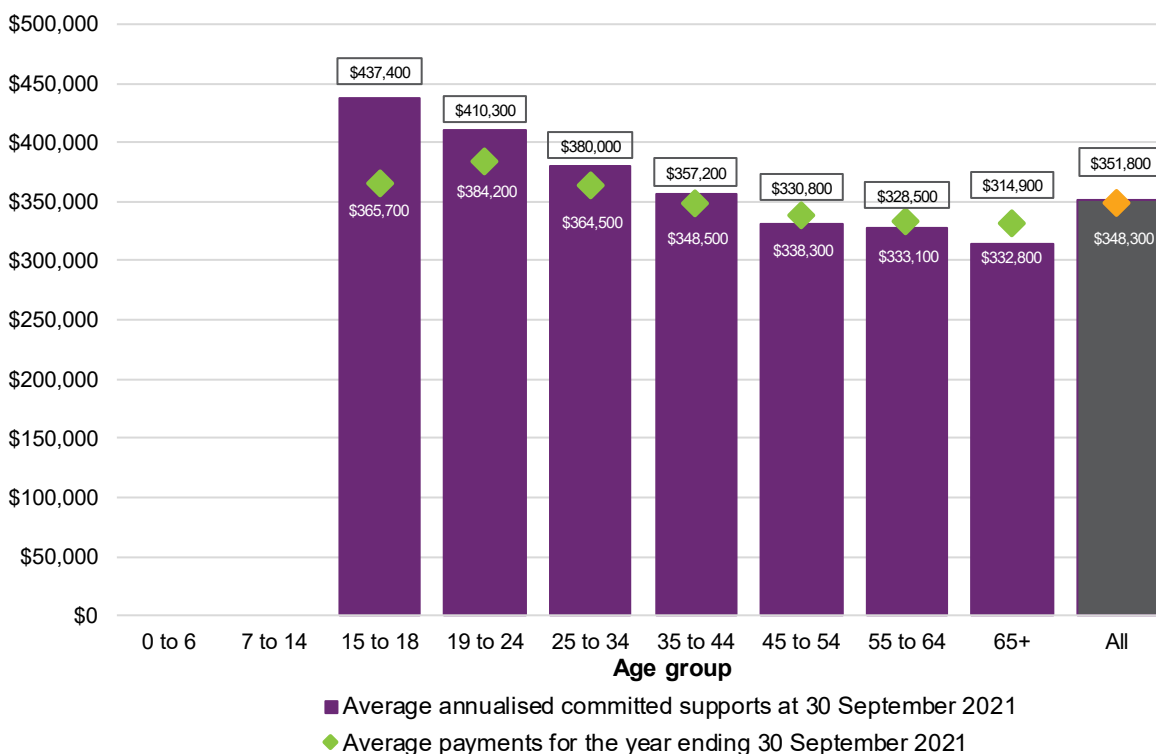
**Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Queensland**



**Figure H.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Queensland** <sup>356</sup>



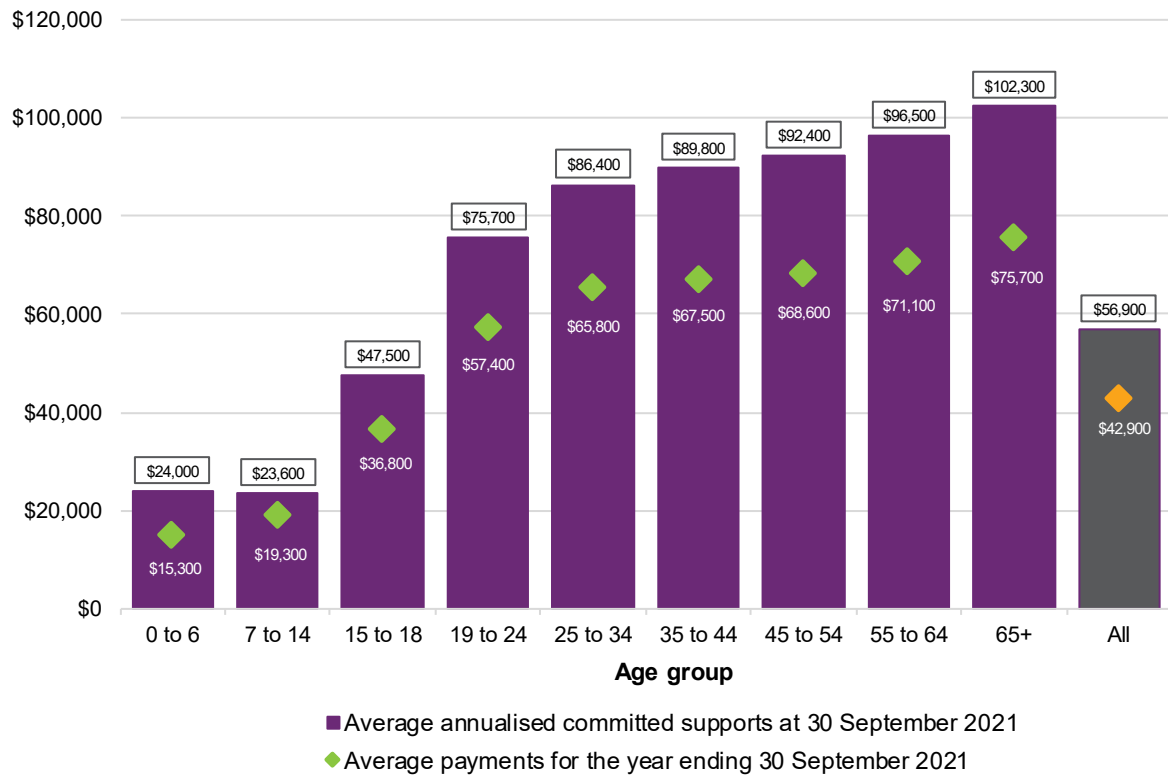
**Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Queensland** <sup>357</sup>



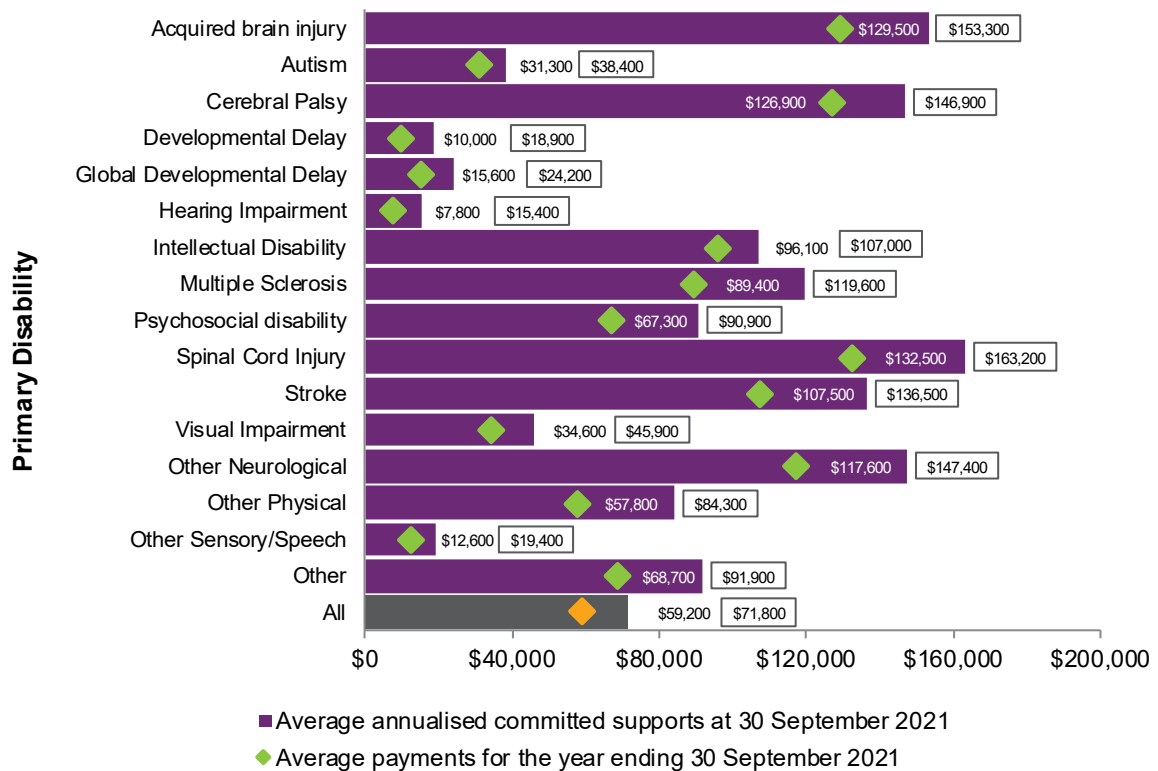
<sup>356</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



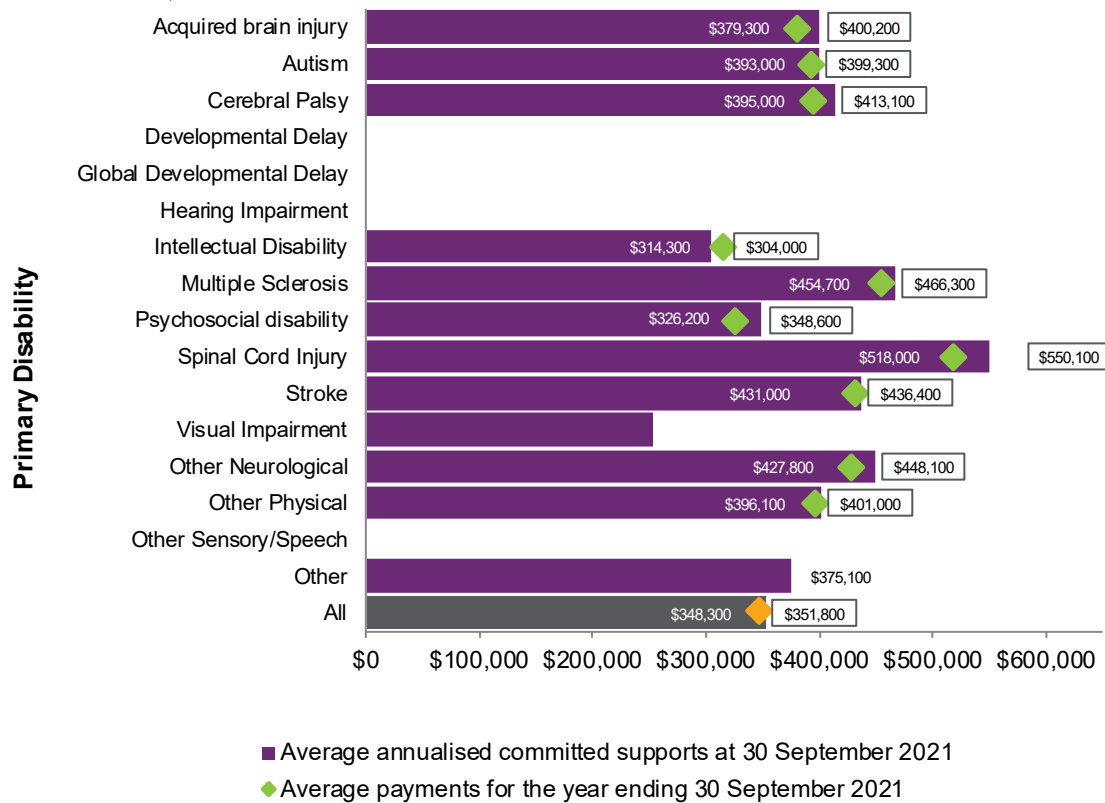
**Figure H.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Queensland** <sup>359</sup>



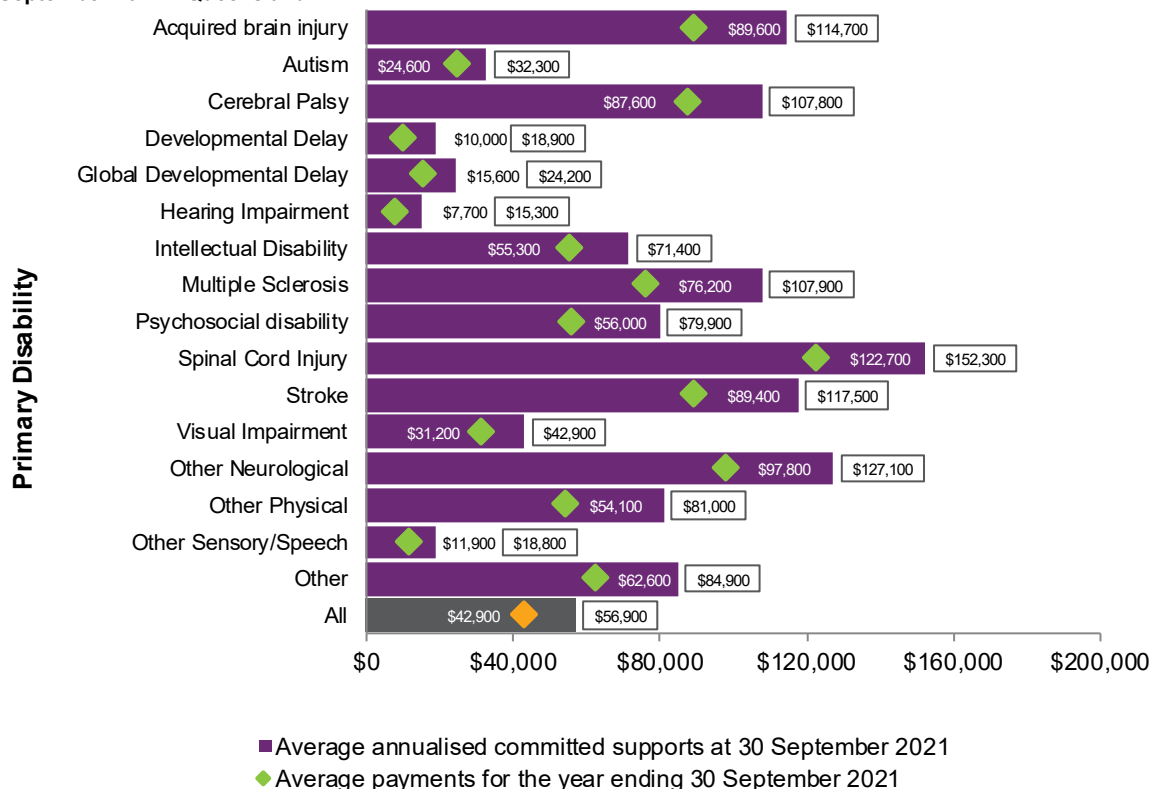
<sup>358</sup> Ibid.

<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>

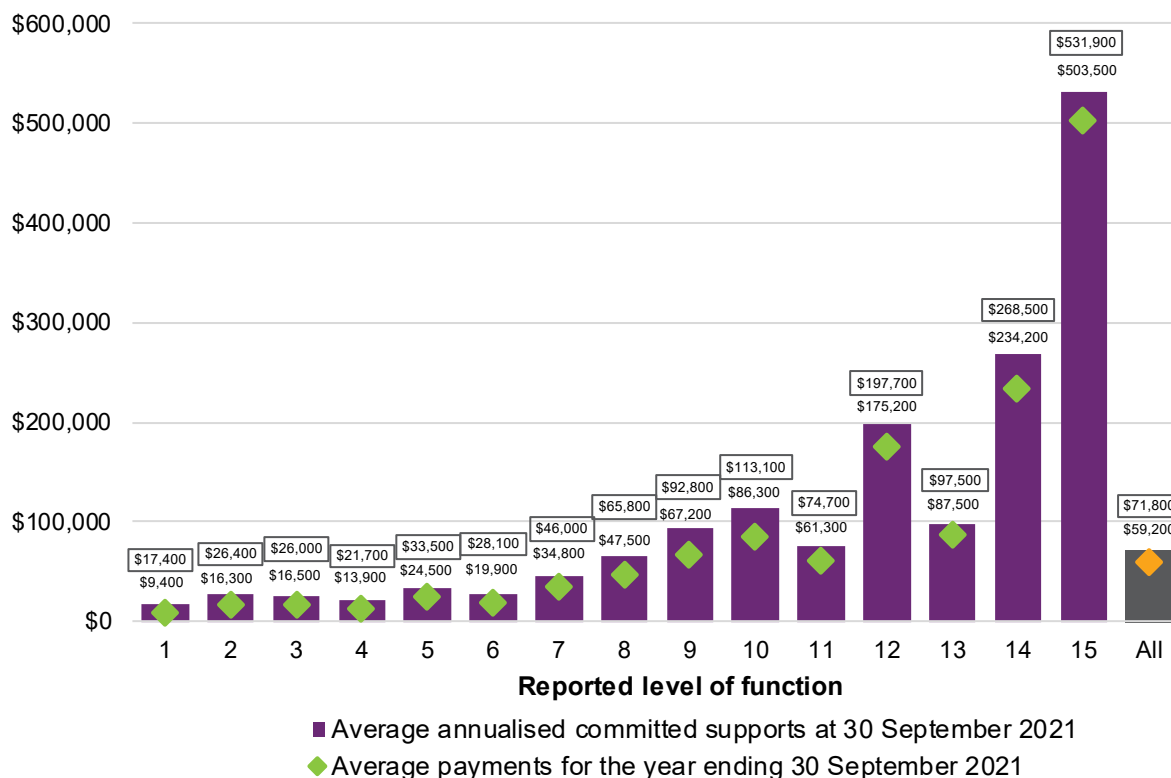


<sup>360</sup> Ibid.

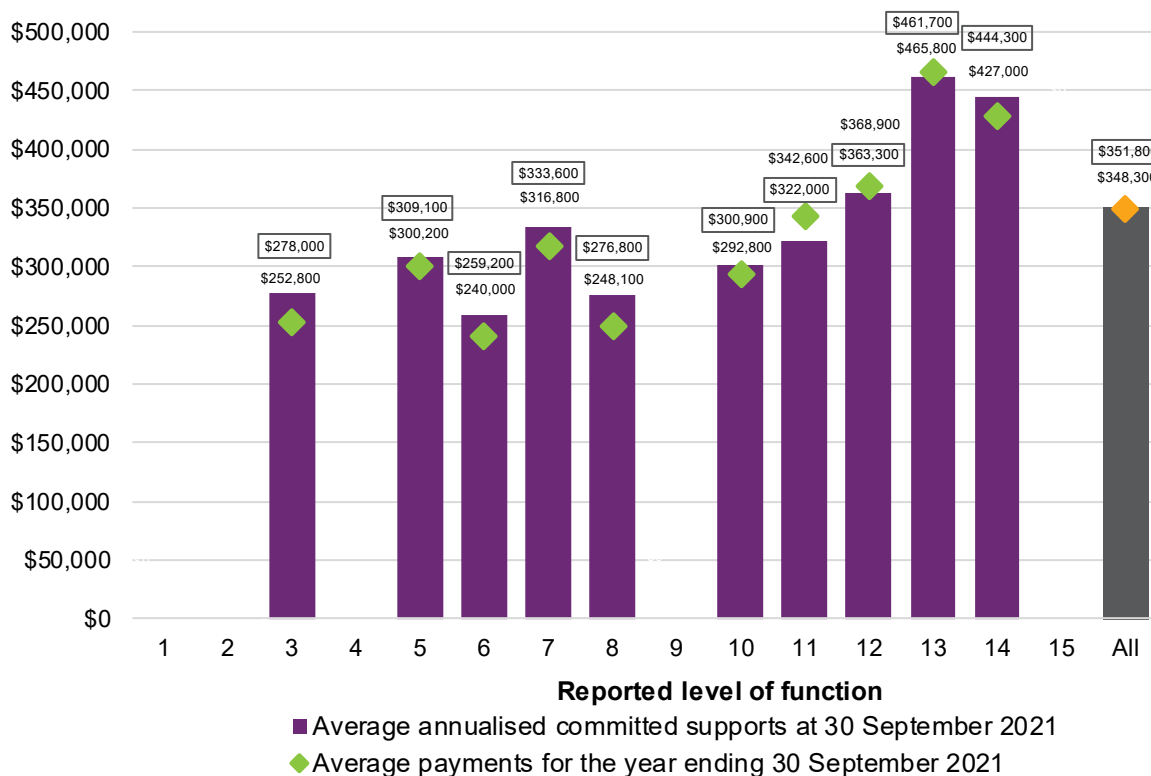
<sup>361</sup> Ibid.



**Figure H.26 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Queensland** <sup>362</sup>



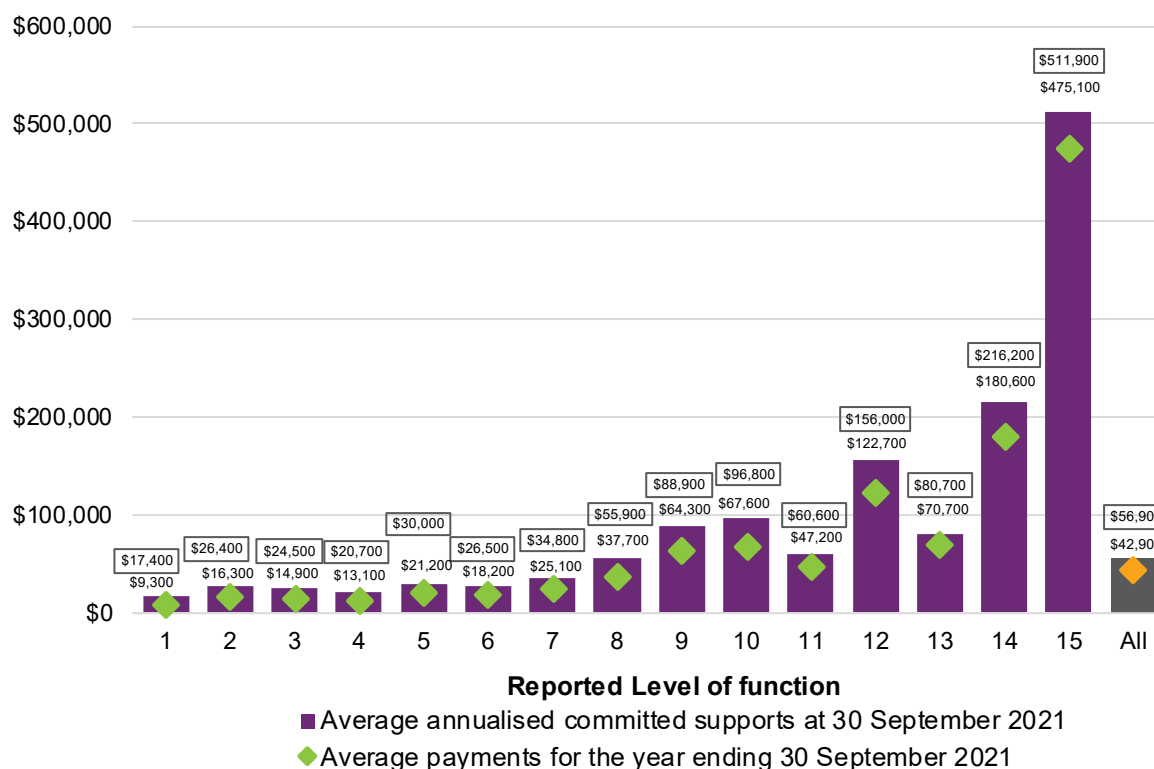
**Figure H.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Queensland** <sup>363</sup>



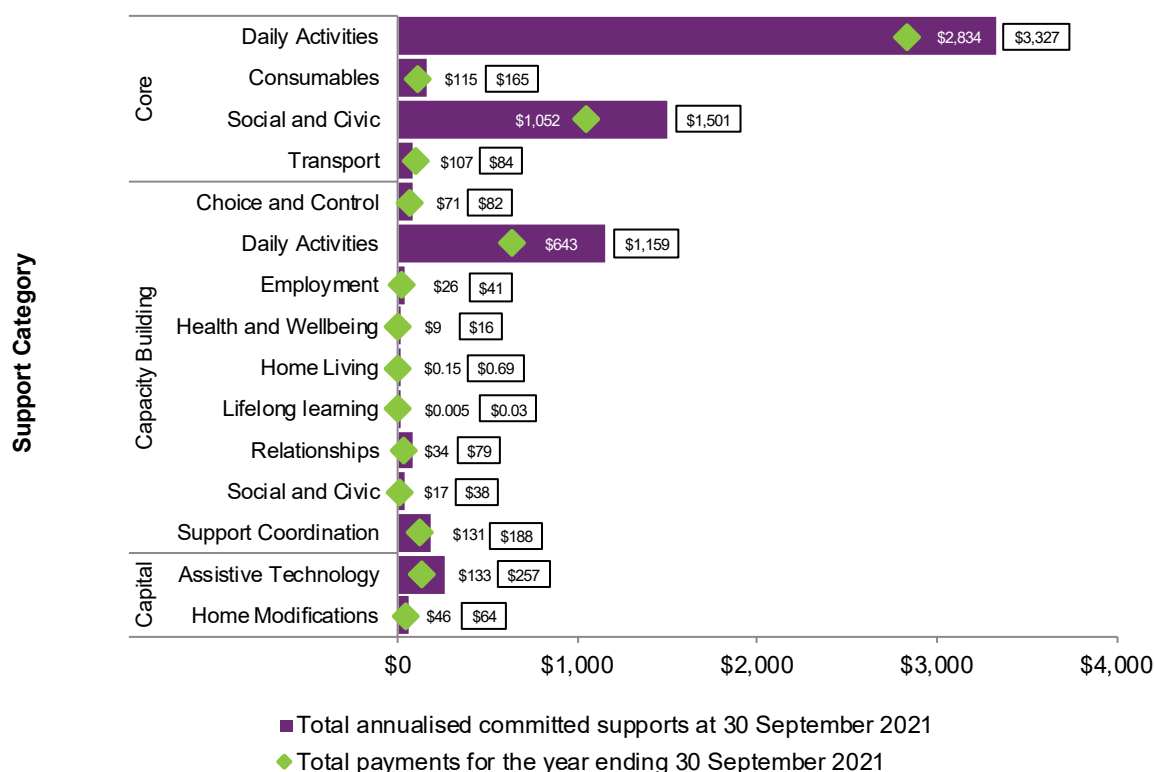
<sup>362</sup> Ibid.

<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>



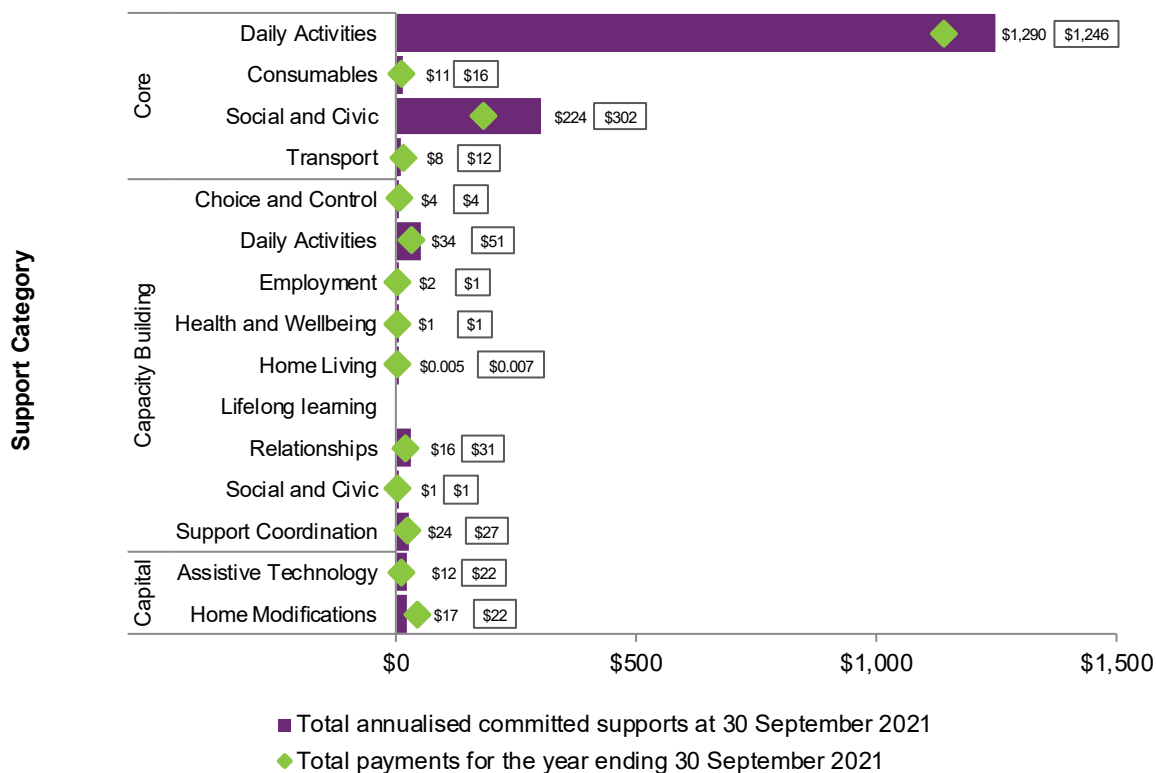
**Figure H.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Queensland** <sup>365</sup>



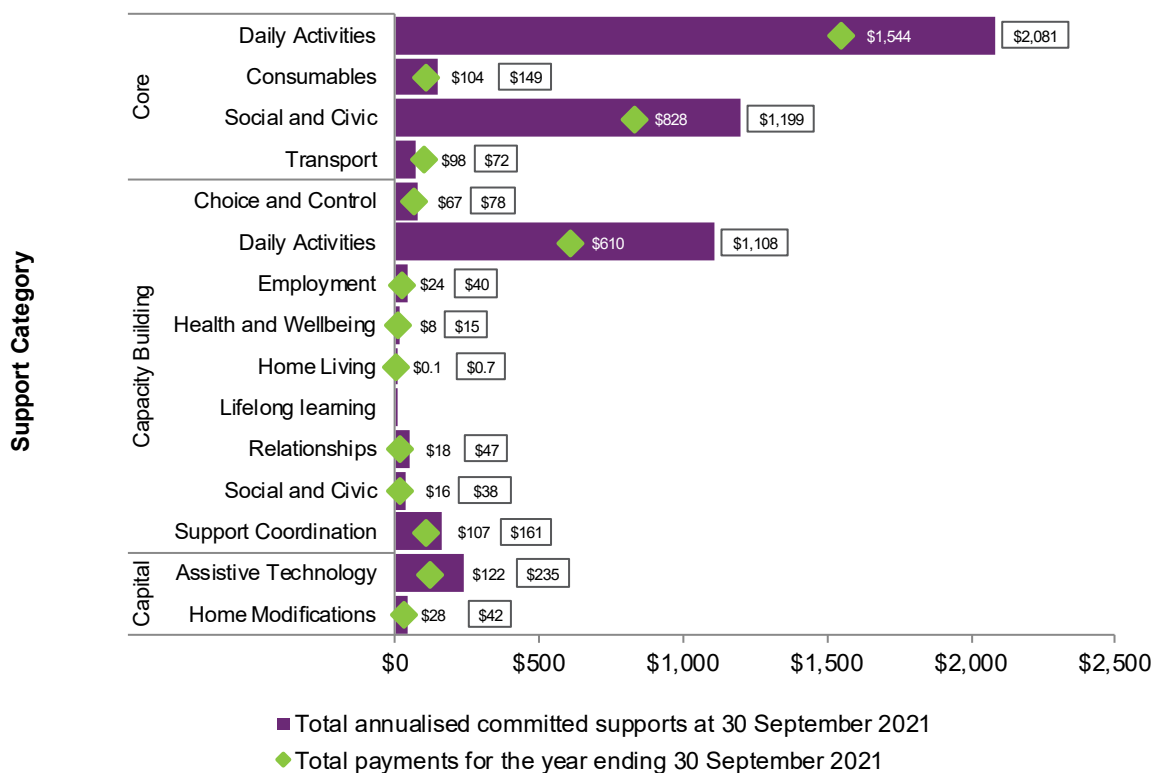
<sup>364</sup> Ibid.

<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>



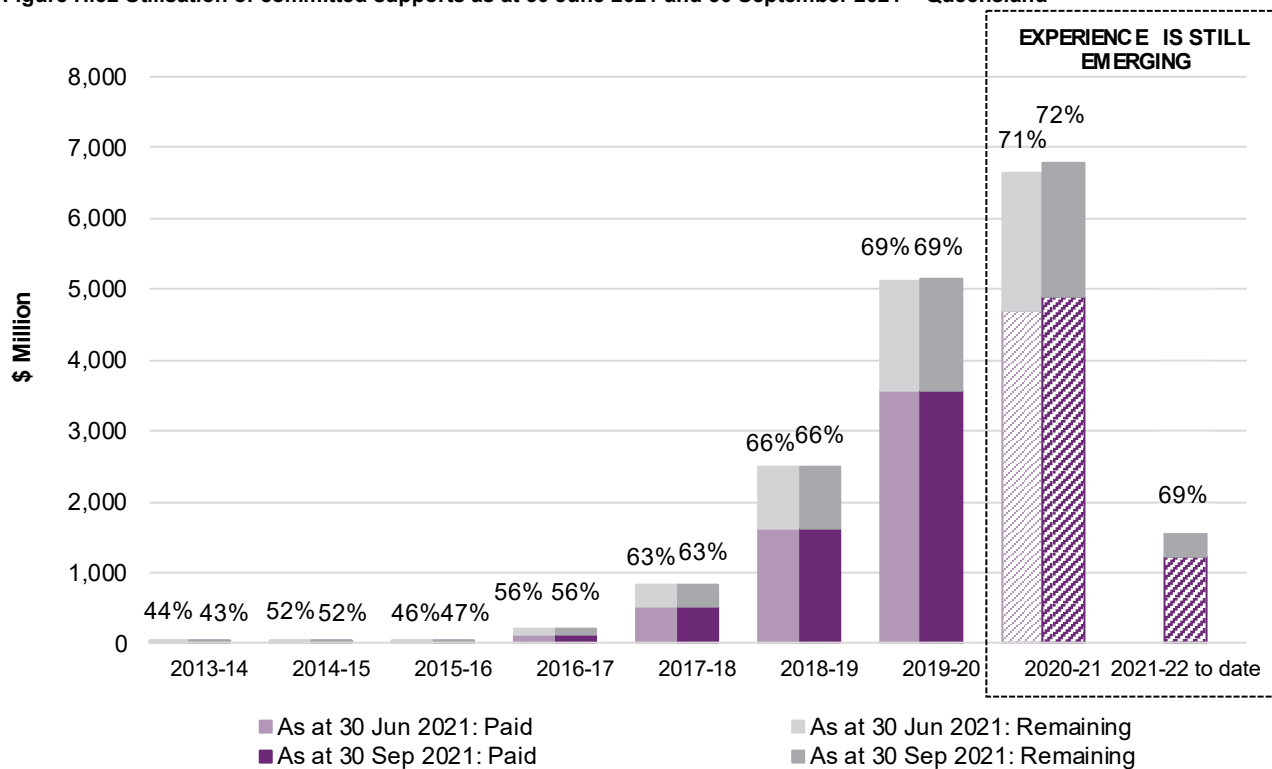
<sup>366</sup> Ibid.

<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>

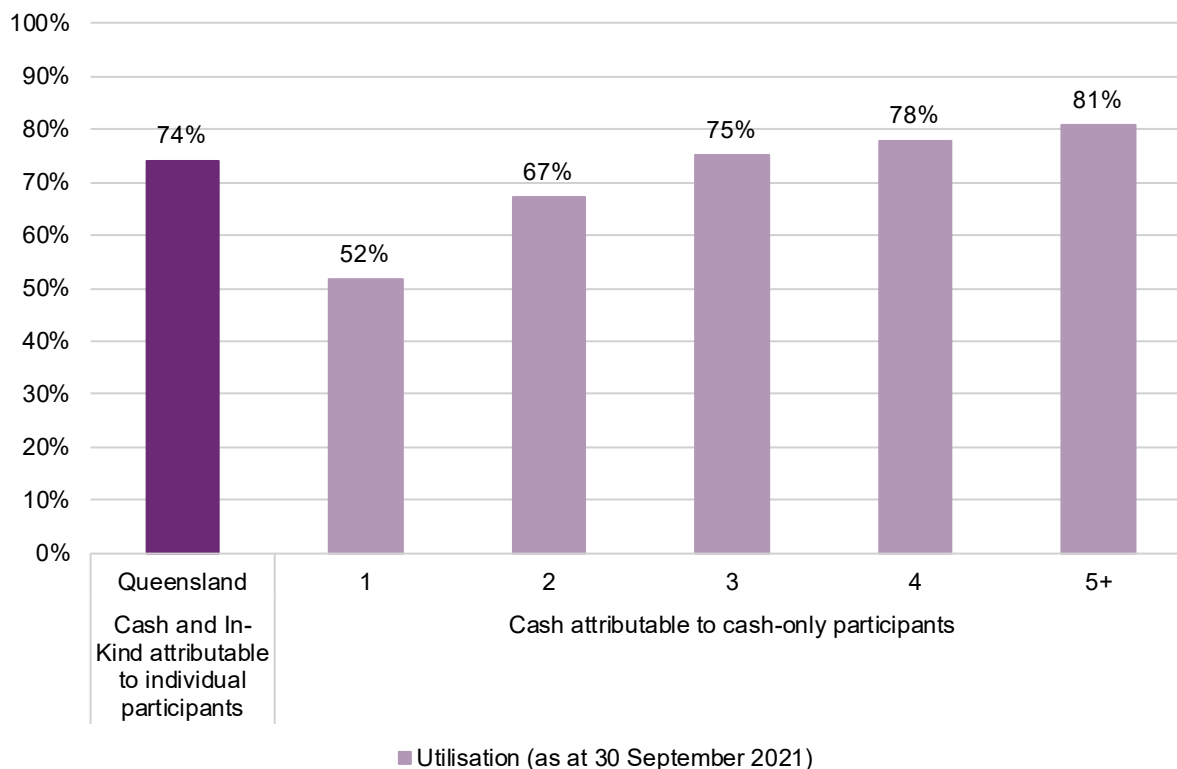
|                    | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed    | 1.0     | 3.6     | 10.1    | 220.6   | 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

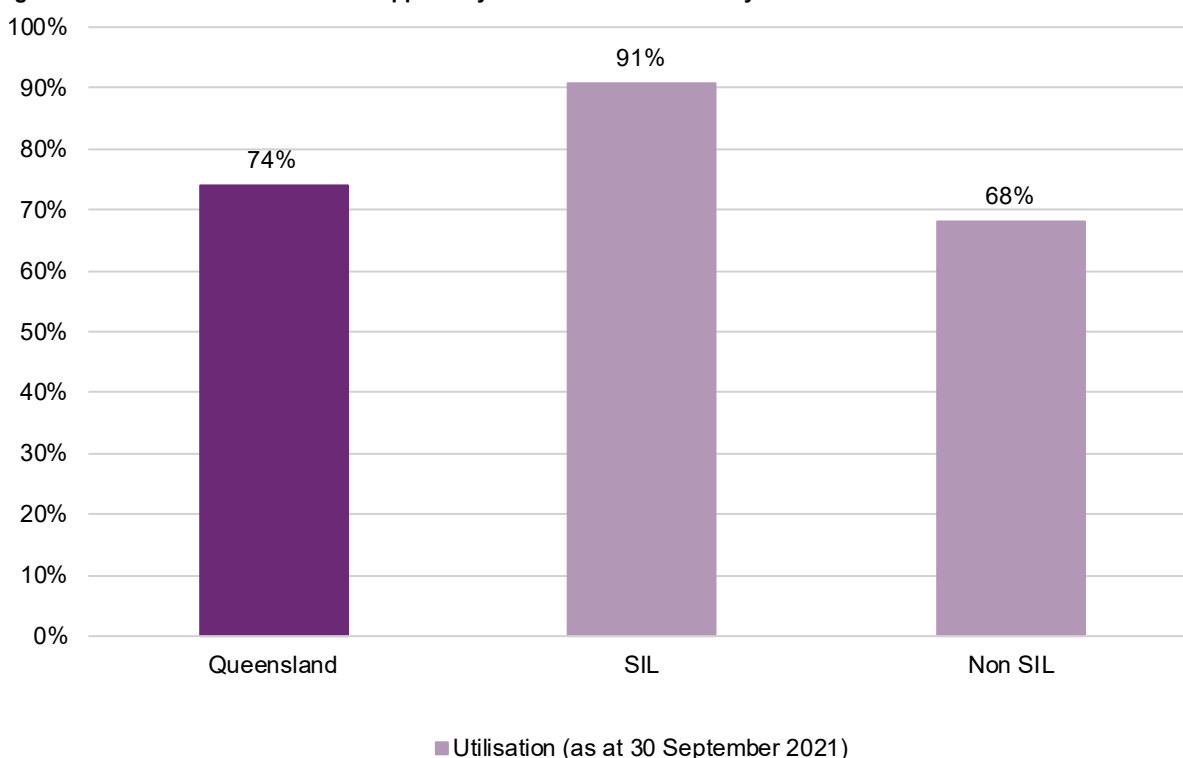


<sup>368</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

**Figure H.33 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Queensland** <sup>369</sup>



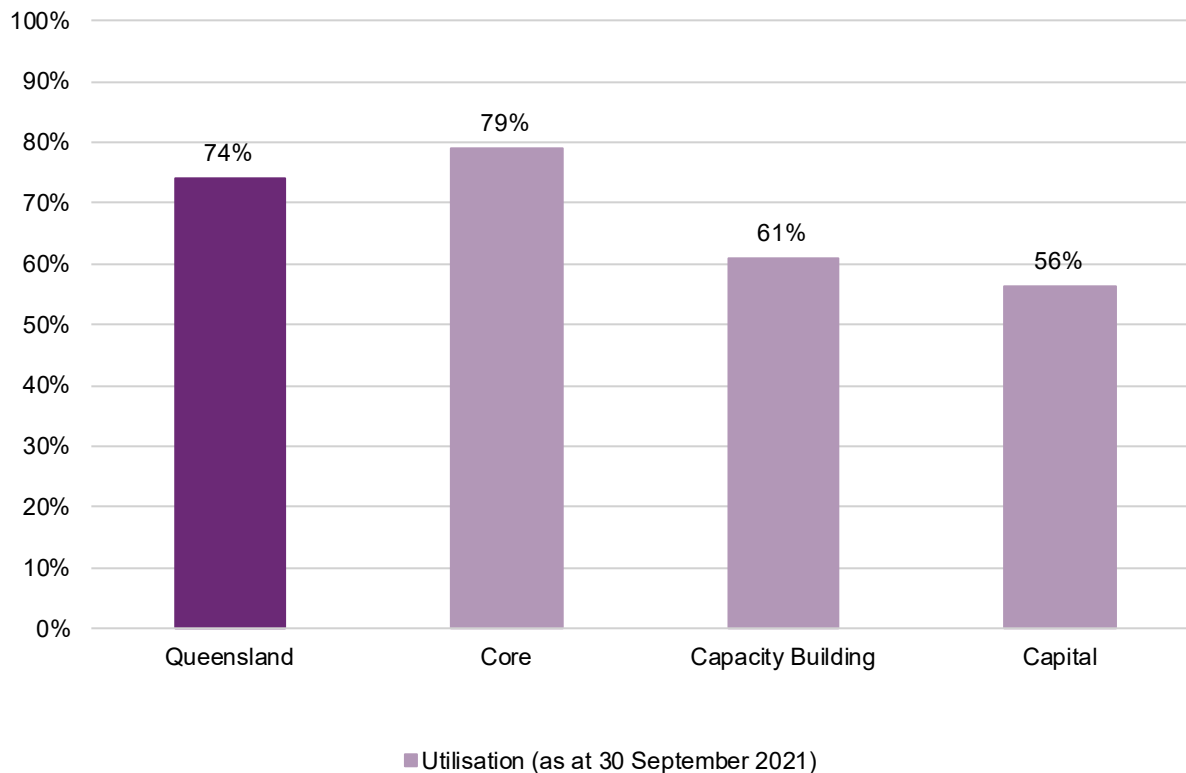
**Figure H.34 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Queensland** <sup>370</sup>



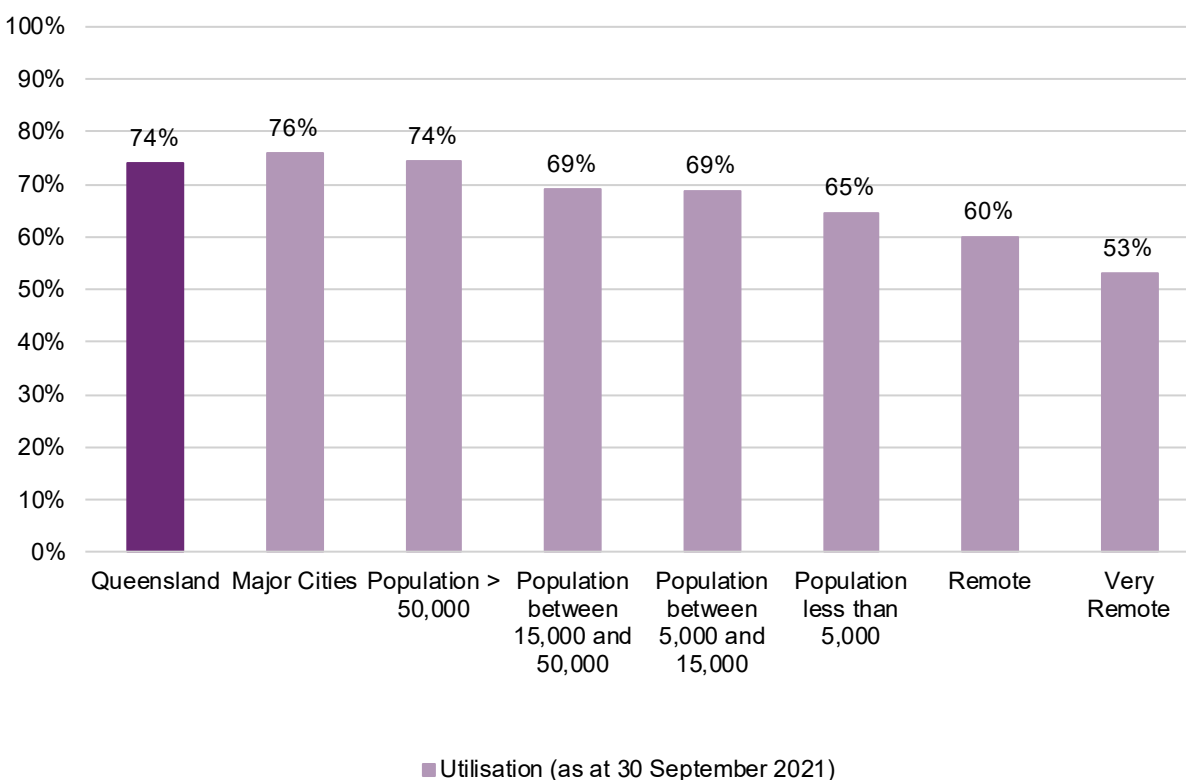
<sup>369</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent 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 |
| New                                 | 22,300         | 1,682      | 23,982 |
| State                               | 16,290         | 43         | 16,333 |
| Commonwealth                        | 2,592          | 52         | 2,644  |
| Active Participant Plans (excl ECA) | 39,825         | 1,831      | 41,656 |
| New                                 | 21,139         | 1,696      | 22,835 |
| State                               | 16,136         | 91         | 16,227 |
| Commonwealth                        | 2,550          | 44         | 2,594  |
| Active Participant Plans            | 40,370         | 2,431      | 42,256 |
| Early Intervention (s25)            | 5,696          | 667        | 6,363  |
| Permanent Disability (s24)          | 34,129         | 1,164      | 35,293 |
| ECA                                 | 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 |
| Early Intervention participants   | 128   |
| Permanent disability participants | 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.

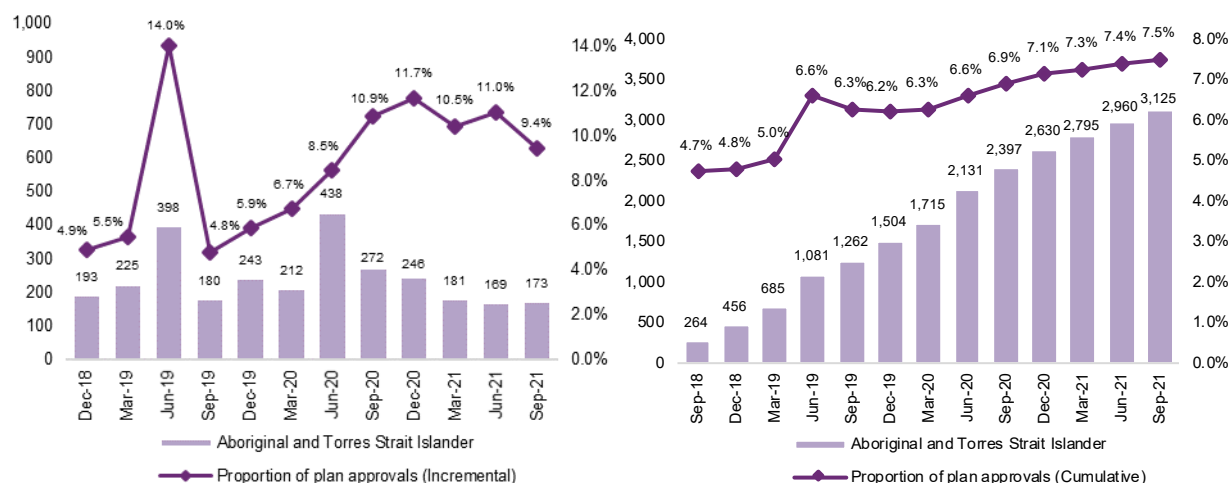
**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

|   | 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.

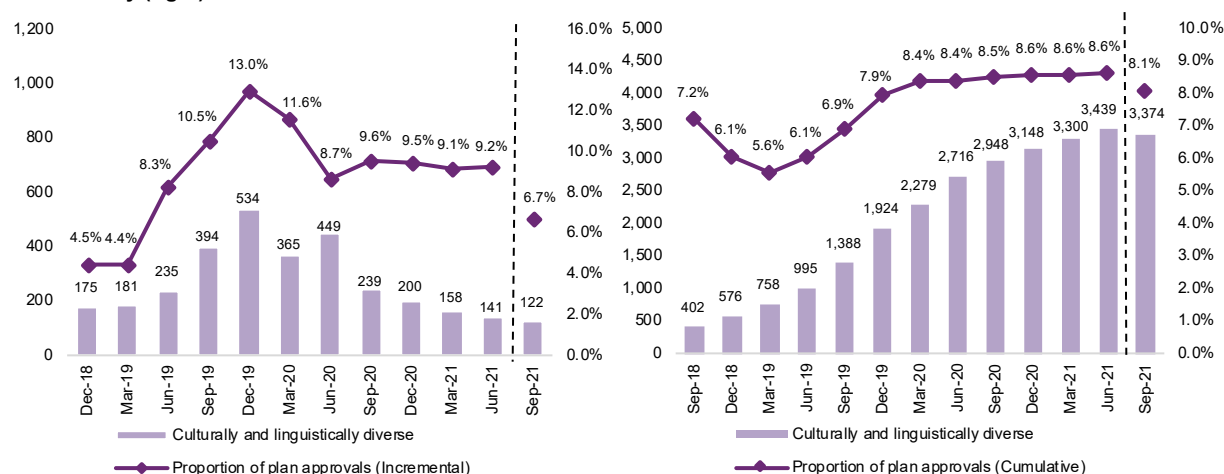
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>381 382</sup>



**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.

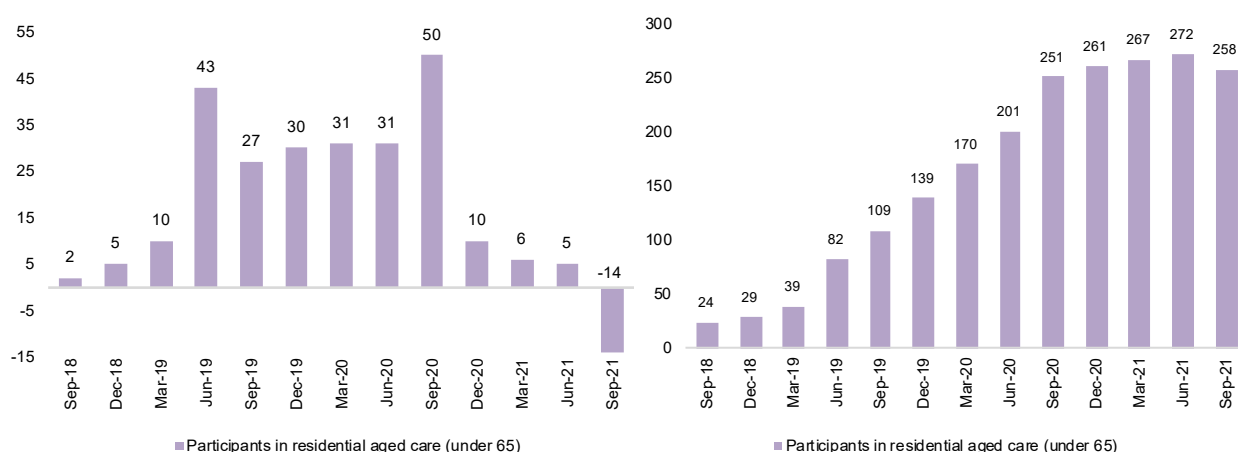
<sup>385</sup> There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

<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> |

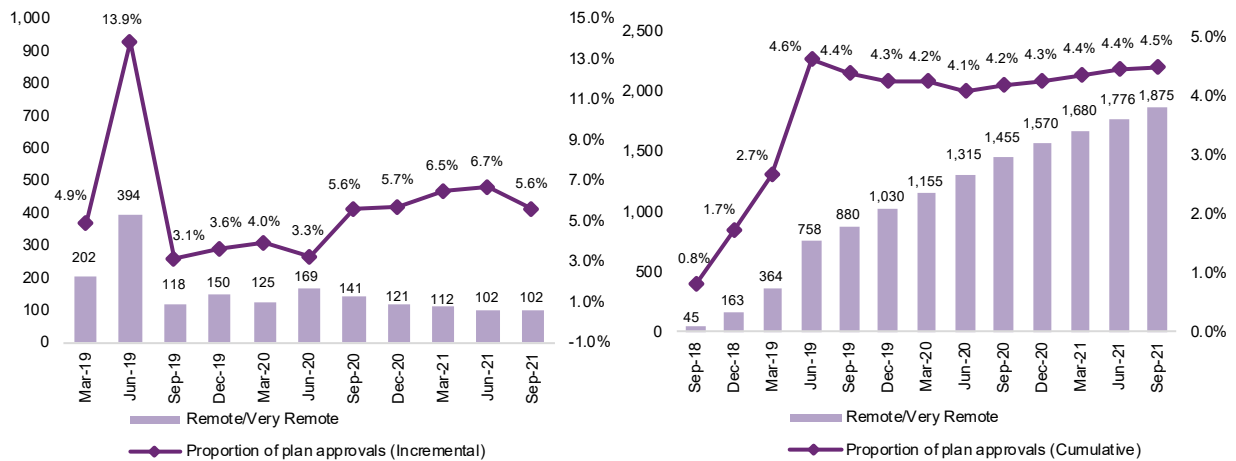
<sup>387</sup> There are a further 117 active participants aged 65 years or over who are currently in residential aged care.

<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>

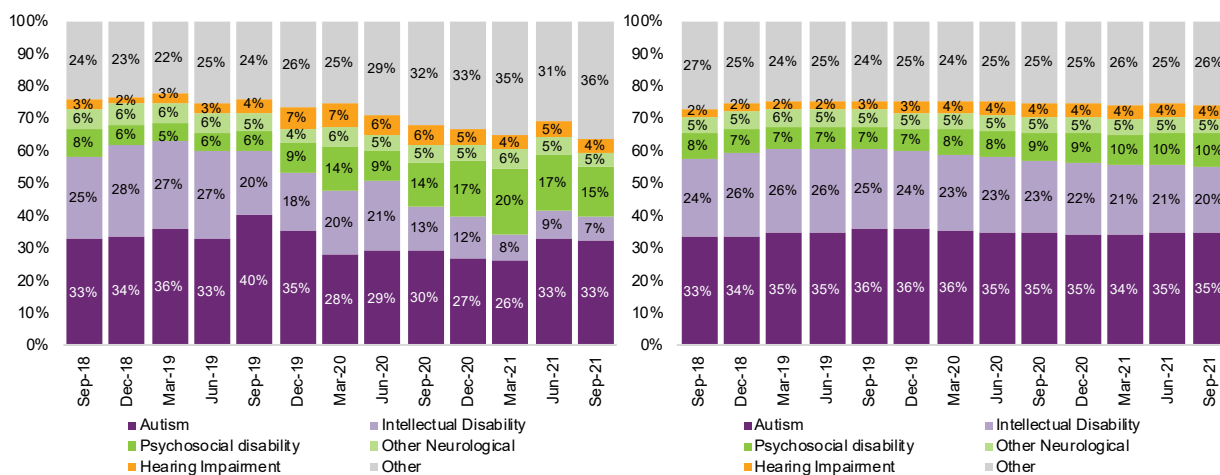
| Disability                 | Prior Quarters |             | 2021-22 Q1   |             | Total         |             |
|----------------------------|----------------|-------------|--------------|-------------|---------------|-------------|
|                            | N              | %           | 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).

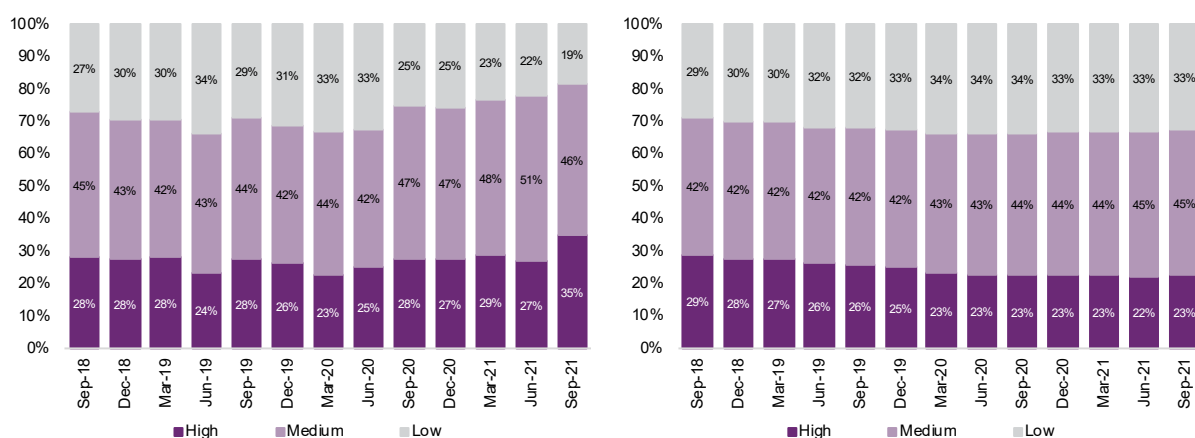
**Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>400</sup>



**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>

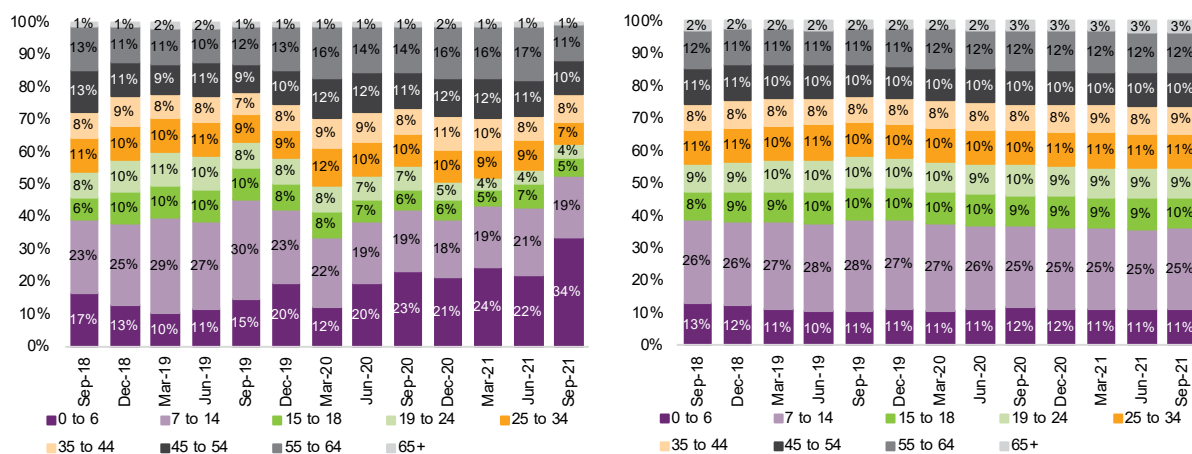


Table I.19 Participant profile per quarter by gender – Western Australia

| 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>

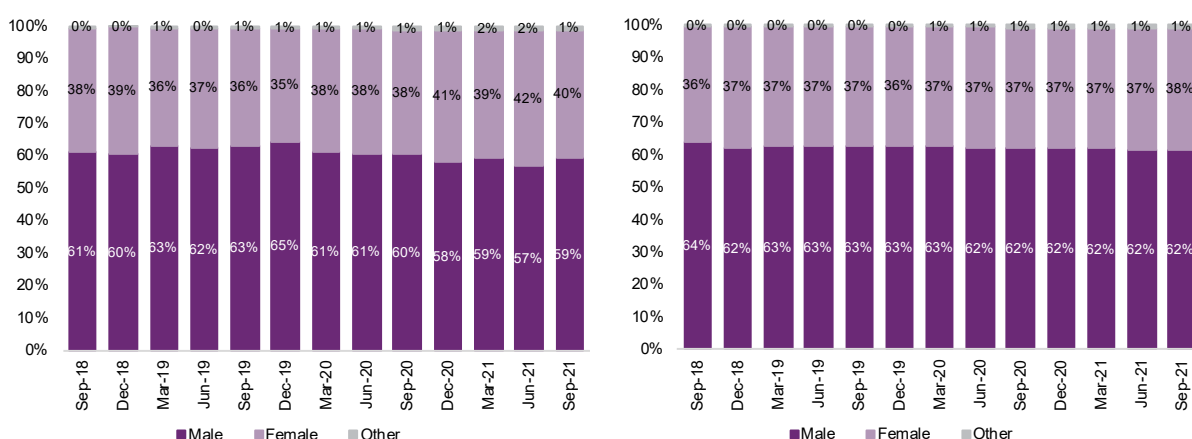


Table I.20 Participation rates by age group at 30 September 2021 – Western Australia <sup>406</sup>

|                          | 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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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**

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| 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>**

| 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>                        |

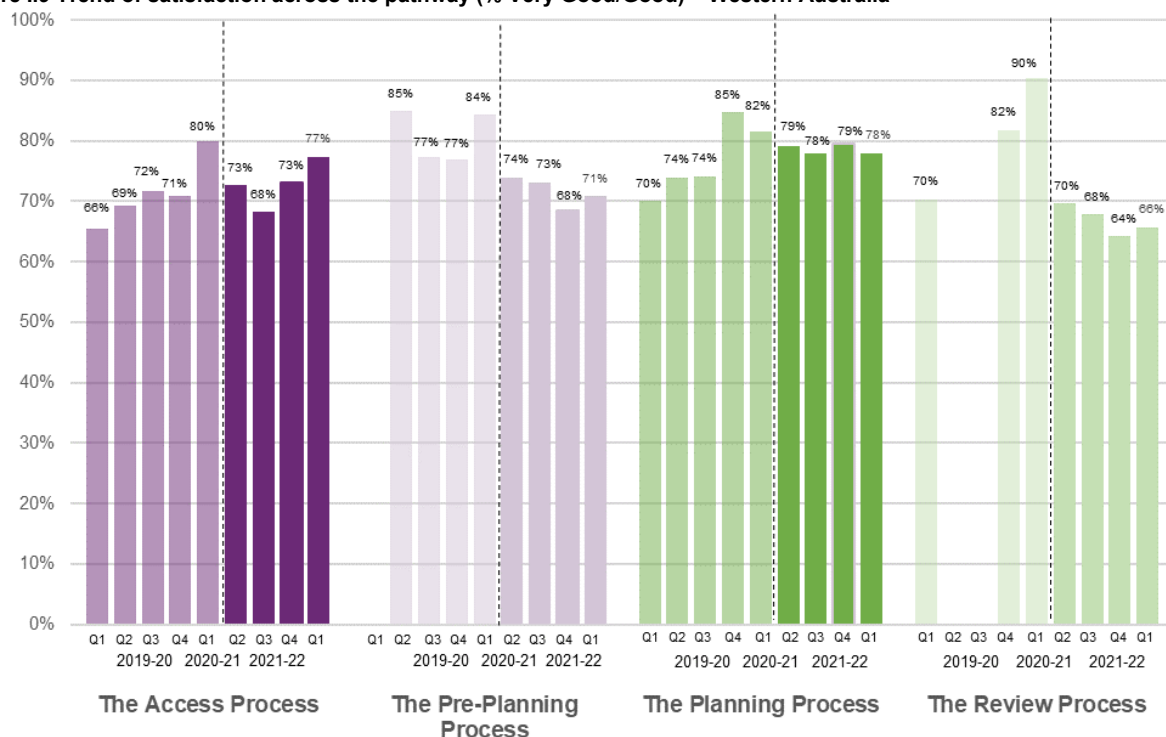
<sup>418</sup> Participants have set over six million goals in total across Australia since July 2016. The 344,579 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**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.

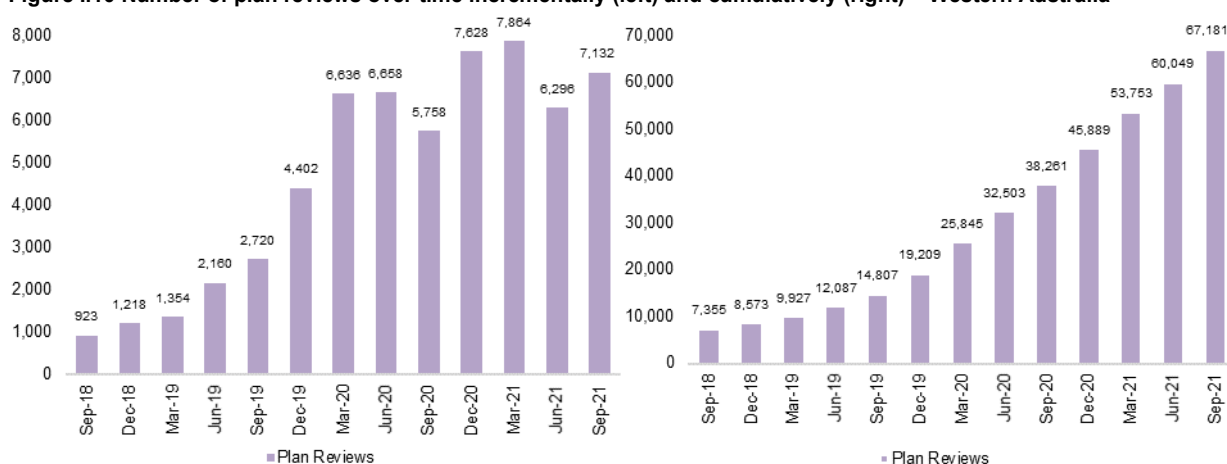
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>420 421 422</sup>



**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%         |                               |

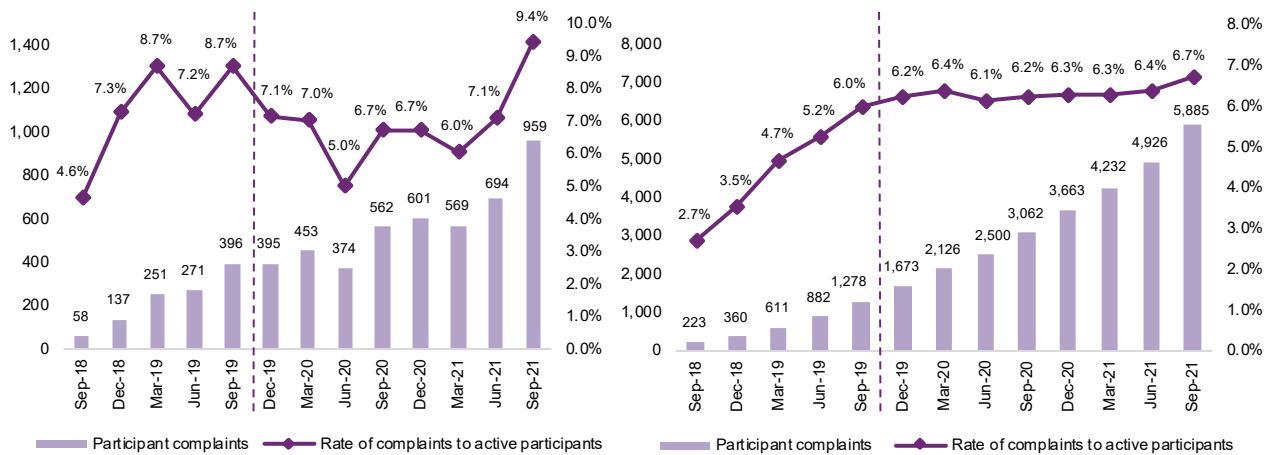
<sup>424</sup> Note that 68% of all complainants made only one complaint, 19% made two complaints and 13% made three or more complaints.

<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.

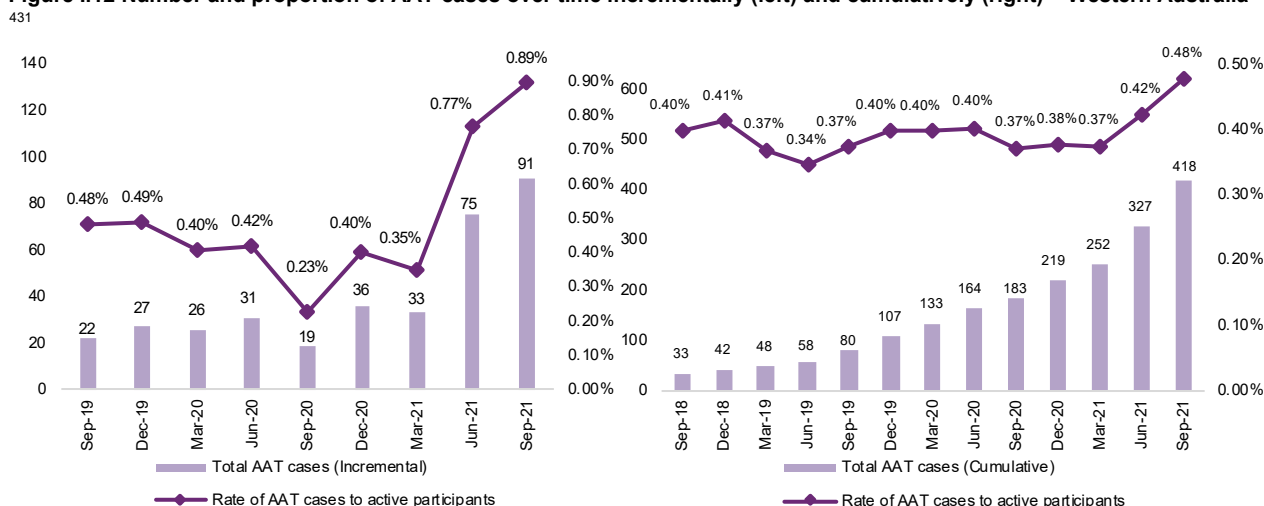
| Complaints by source, subject and type    | Prior Quarters |          | 2021-22 Q1 |       | Total        |       |
|---|----------------|----------|------------|-------|--------------|-------|
| LAC Plan                                  | 19             | (16%)    | 7          | (21%) | 26           | (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>

| Category                                      | Prior Quarters |             | 2021-22 Q1   |             | Total        |             |
|---|----------------|-------------|--------------|-------------|--------------|-------------|
|   | 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

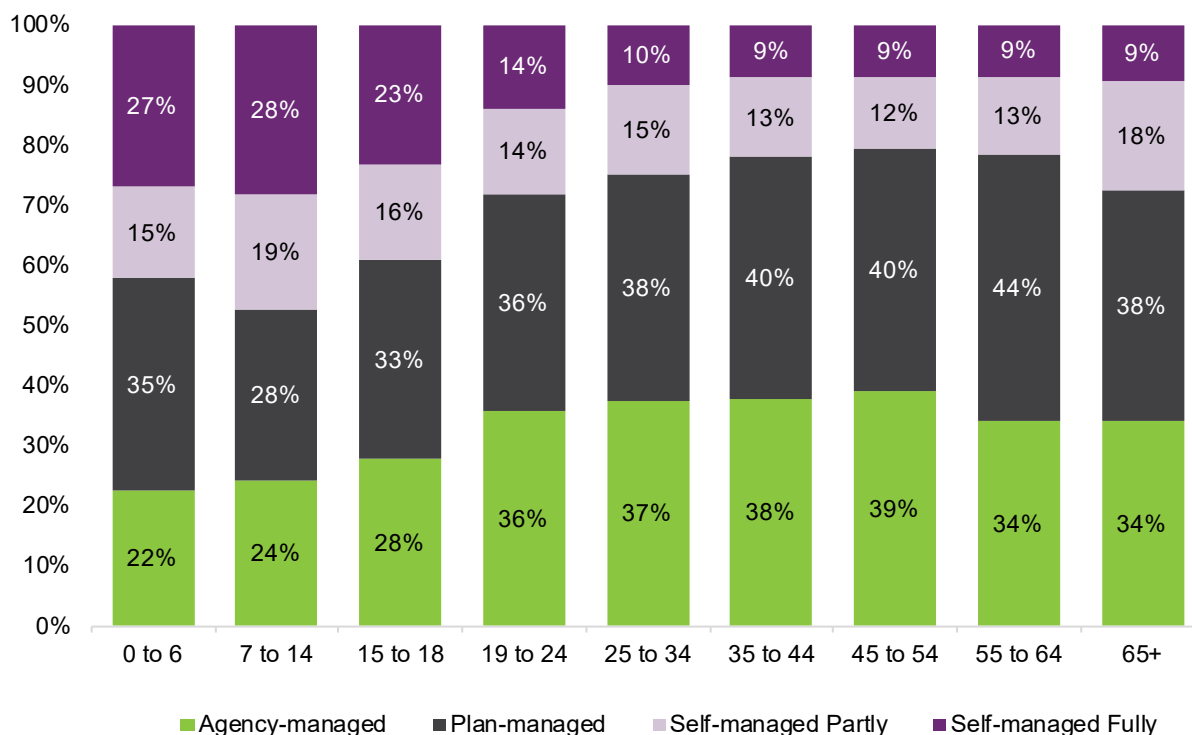
**Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia** <sup>430</sup>



**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>



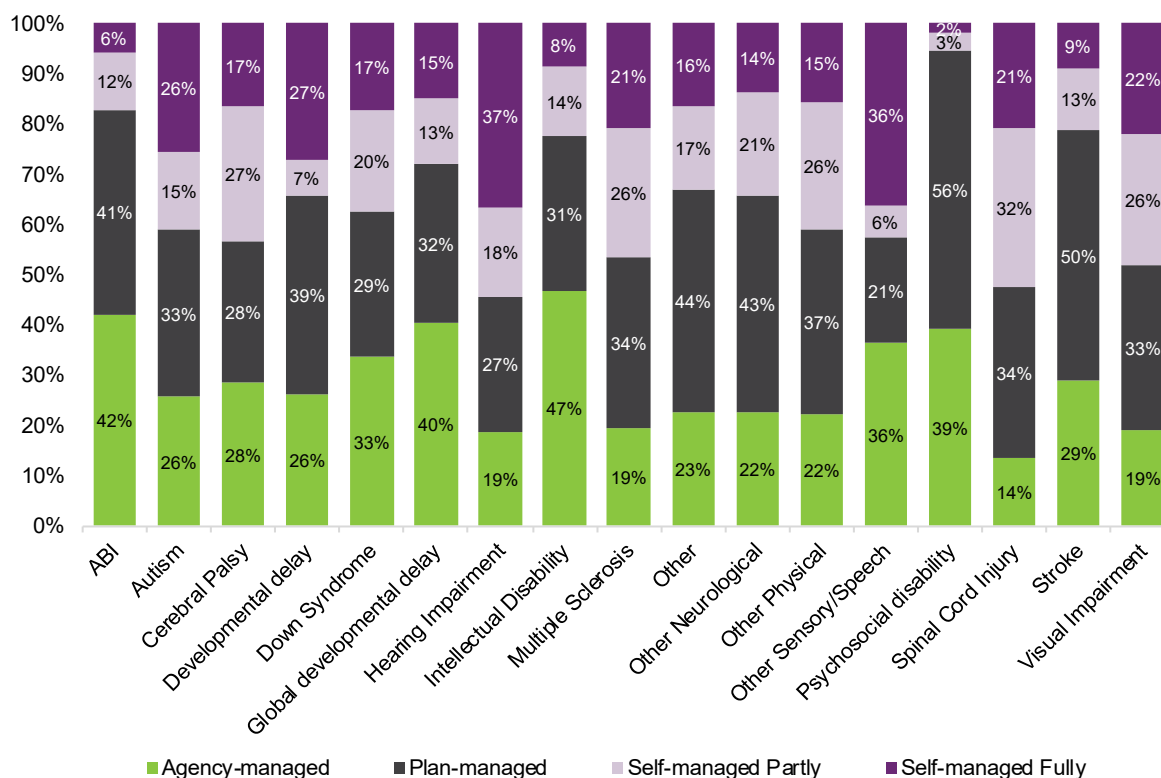
<sup>430</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

<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.

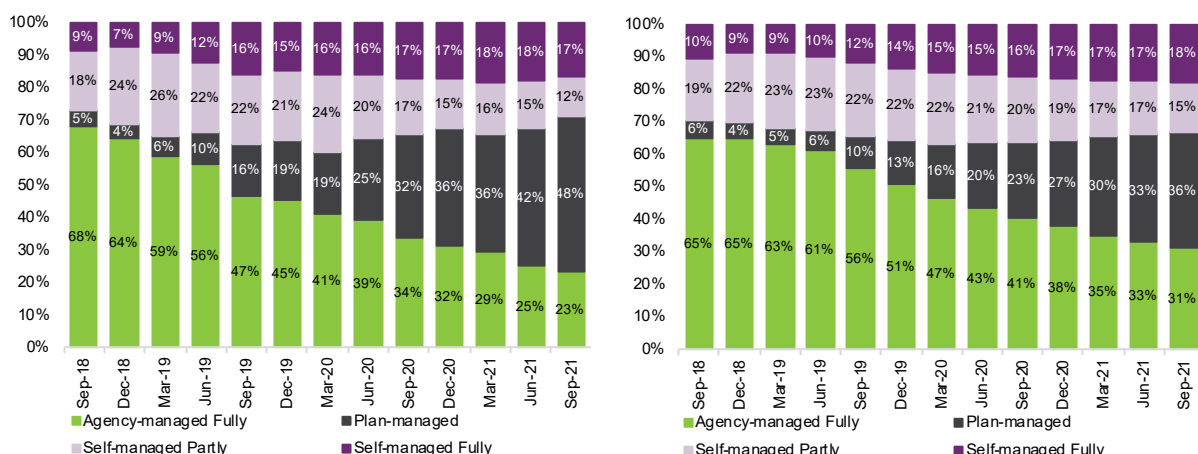
**Figure I.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Western Australia** <sup>434 435</sup>



**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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>     |

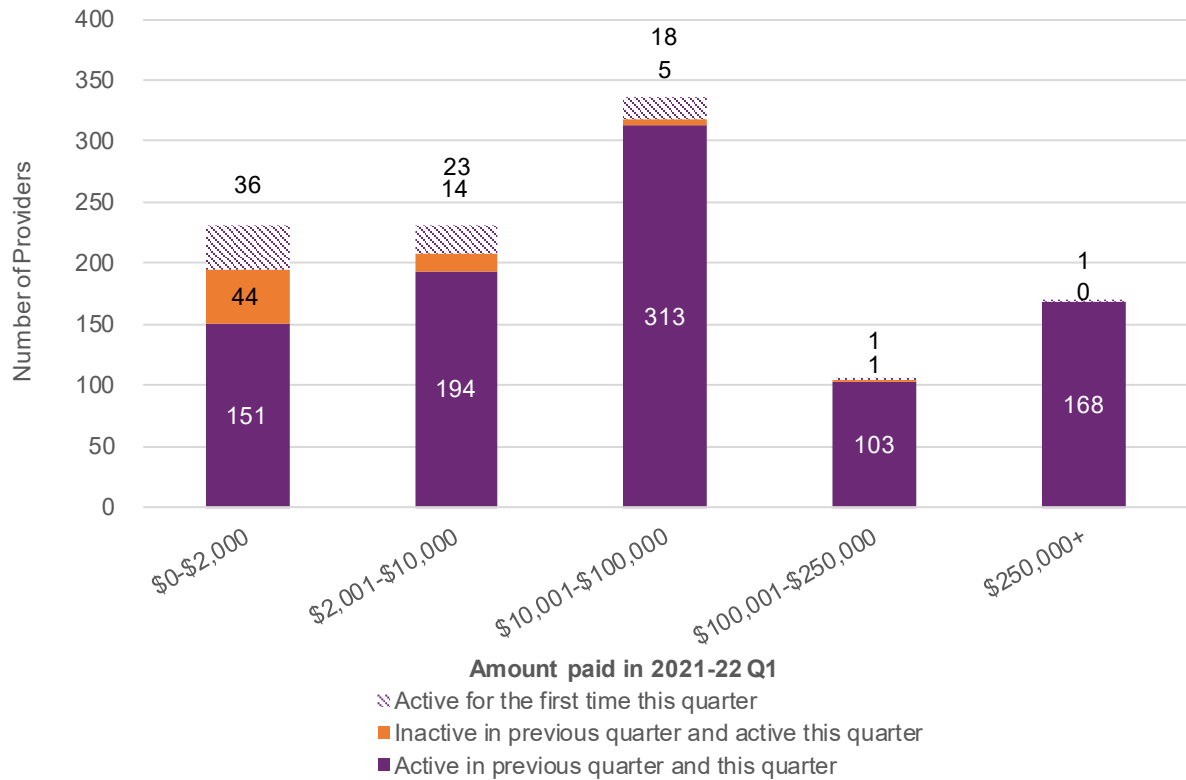
**Table I.66 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Western Australia**

| 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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

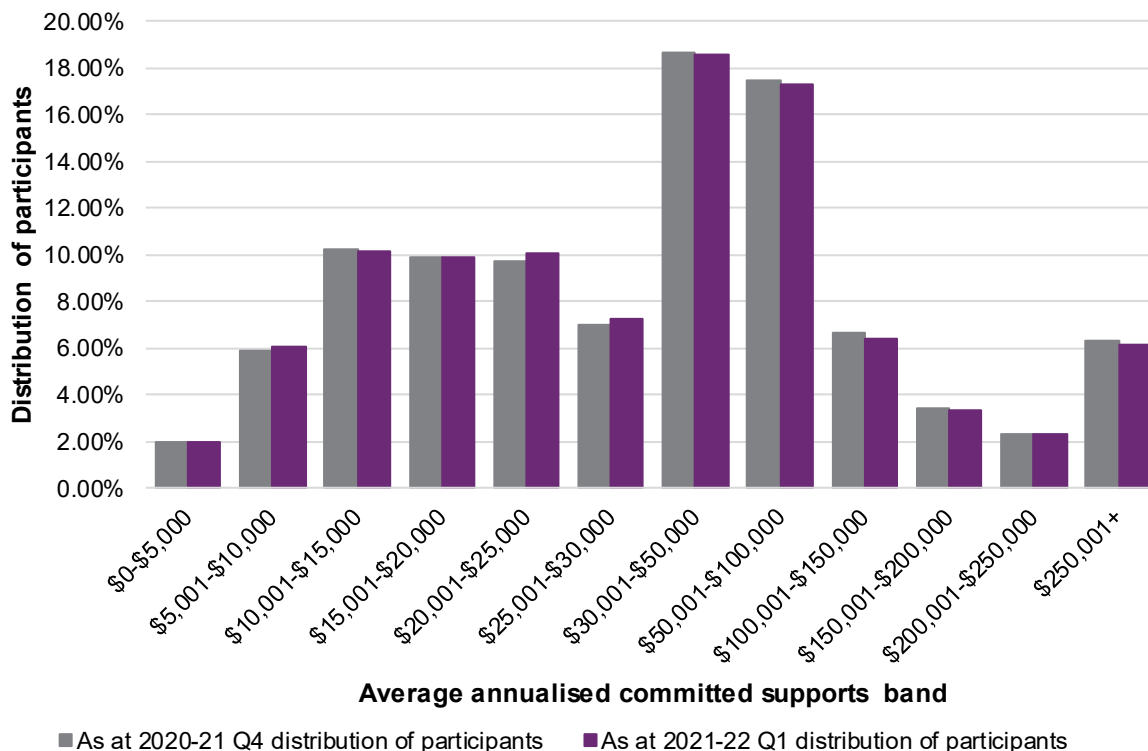
**Table I.68 Committed supports by financial year (\$m) – Western Australia** <sup>447</sup>

|                 | 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           |

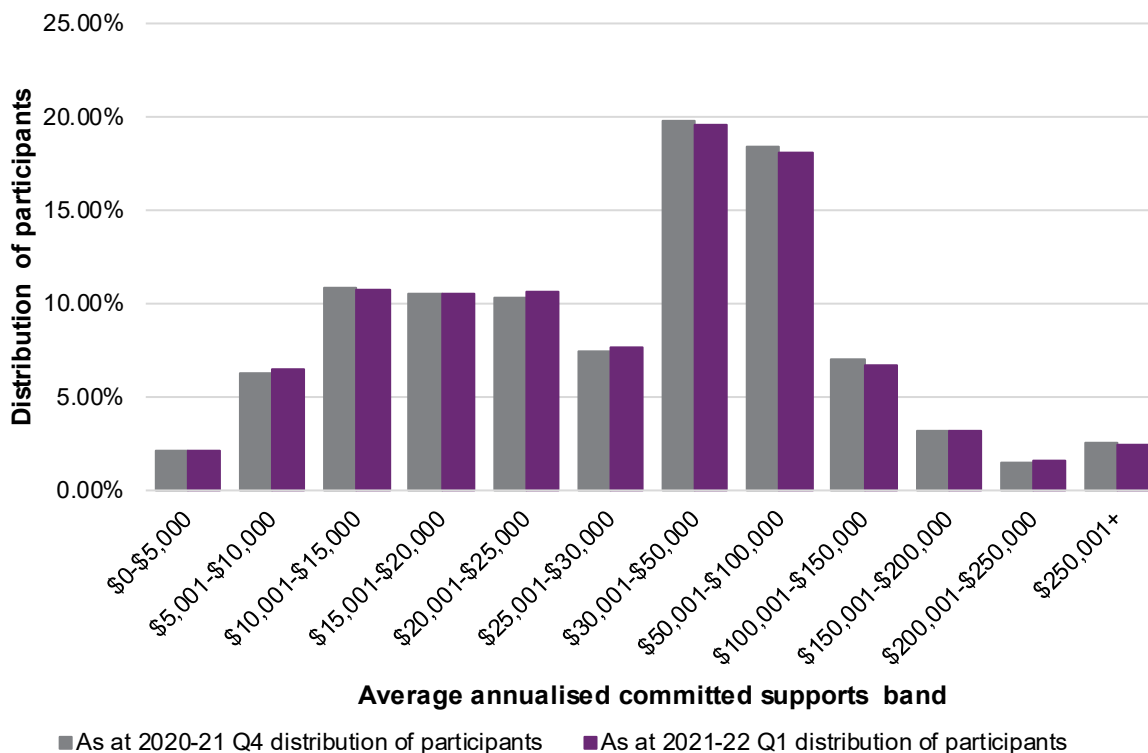
<sup>446</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<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.

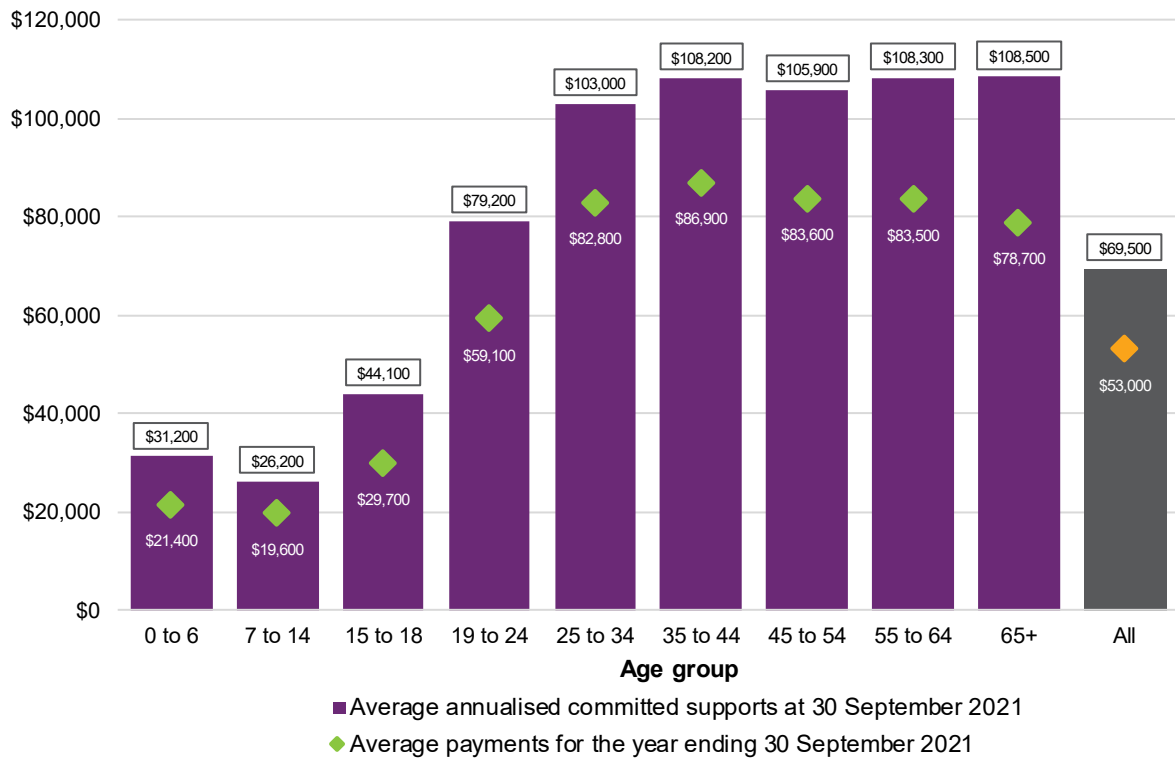
**Figure I.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Western Australia**



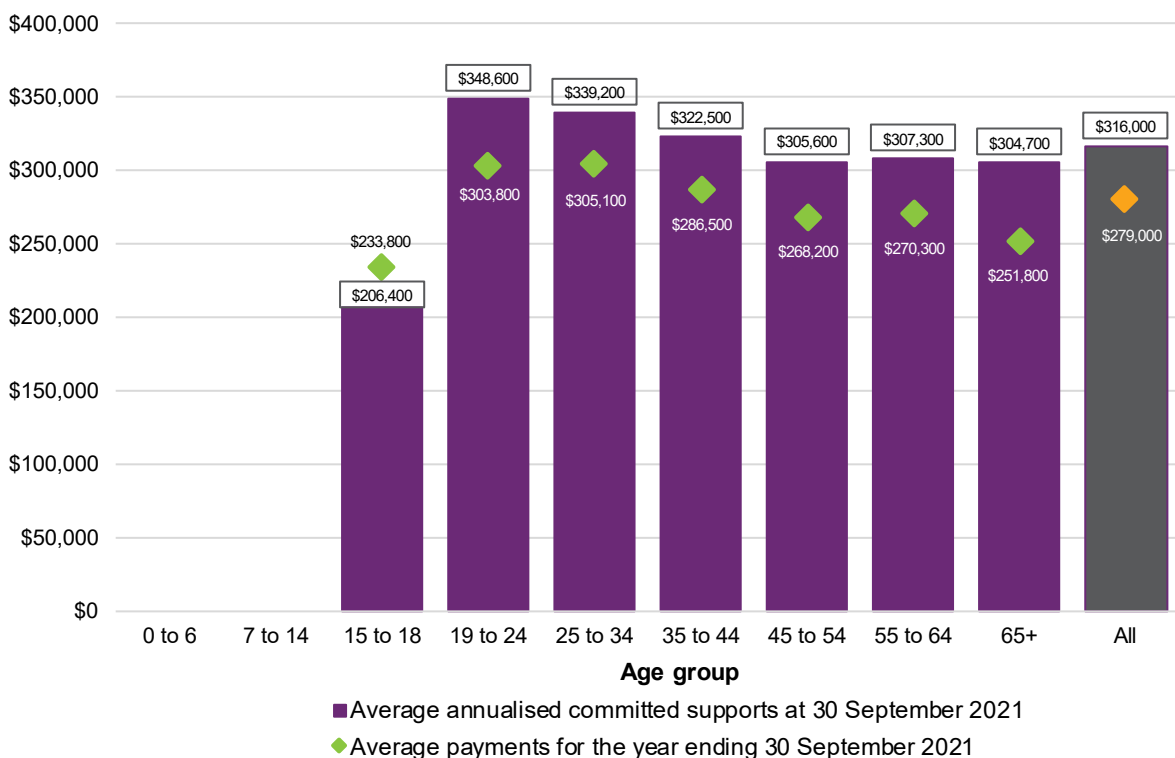
**Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Western Australia**



**Figure I.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – Western Australia** <sup>448</sup>



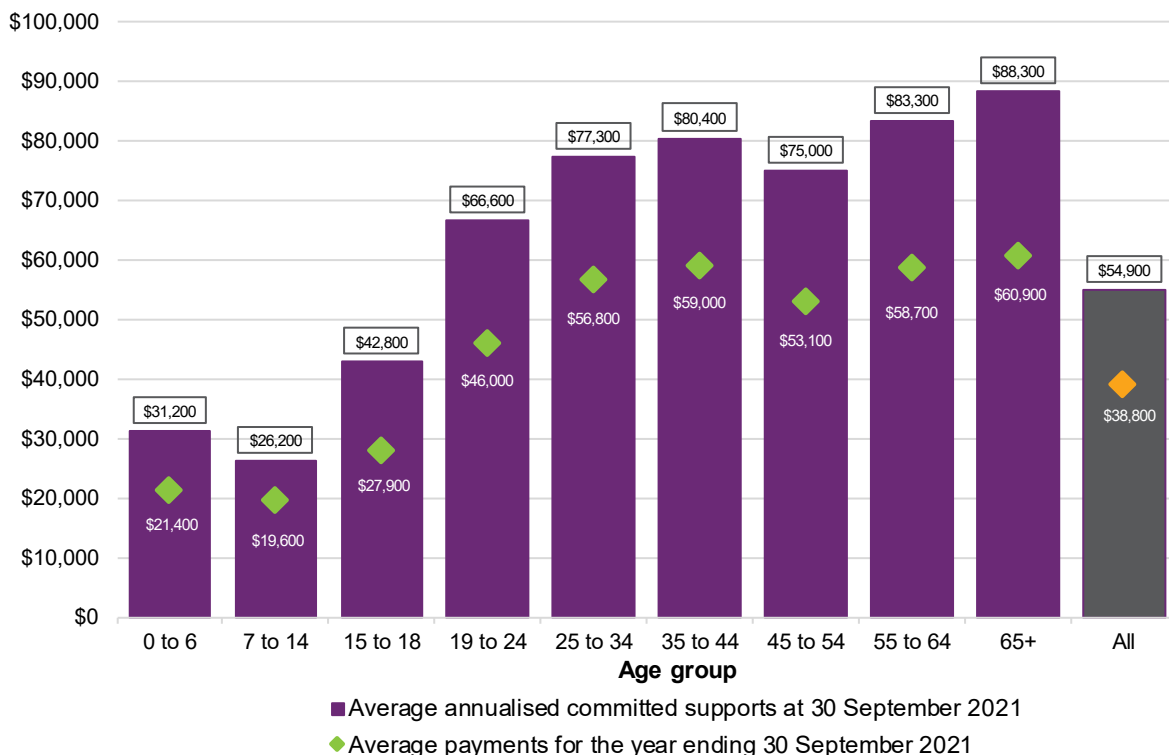
**Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Western Australia** <sup>449</sup>



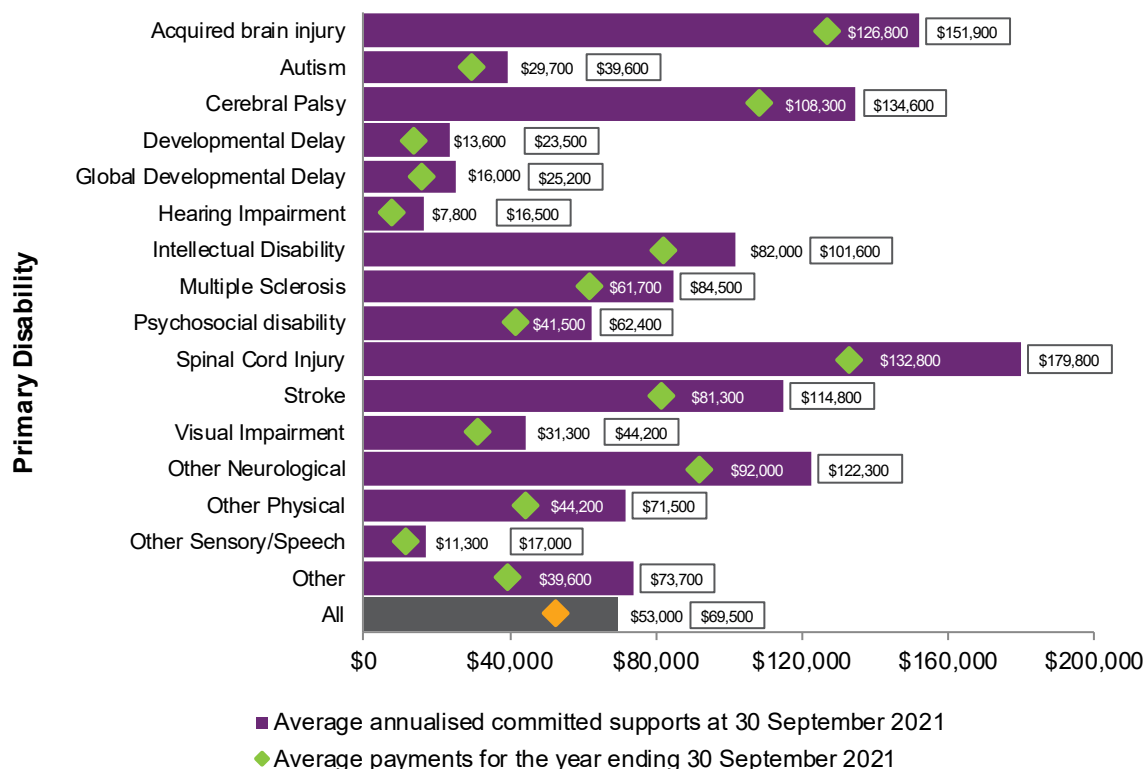
<sup>448</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



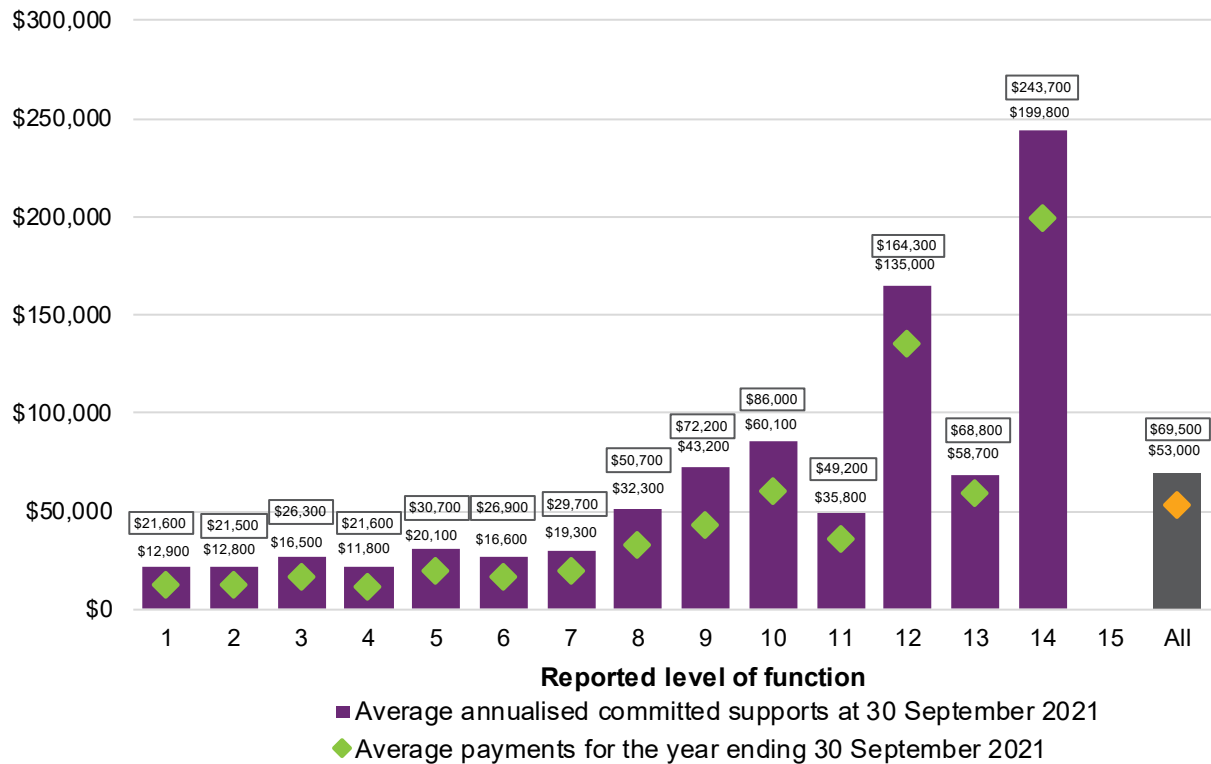
**Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Western Australia** <sup>453</sup>



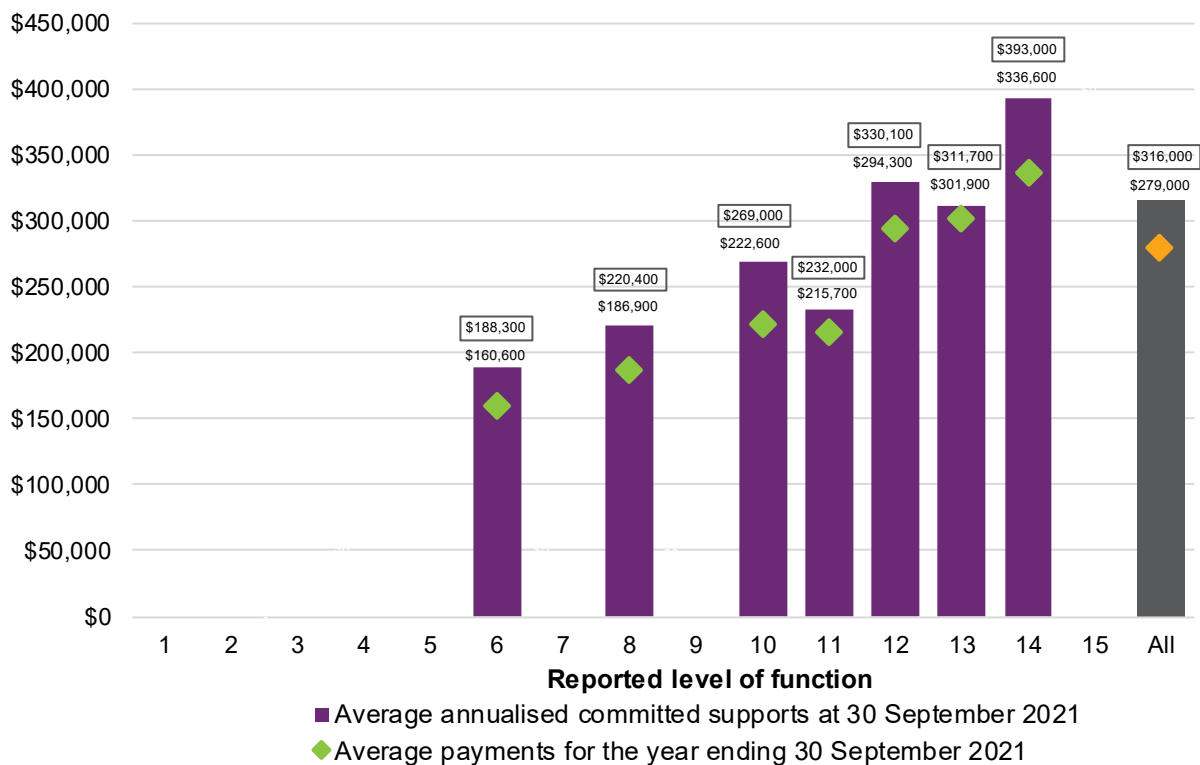
<sup>452</sup> Ibid.

<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>



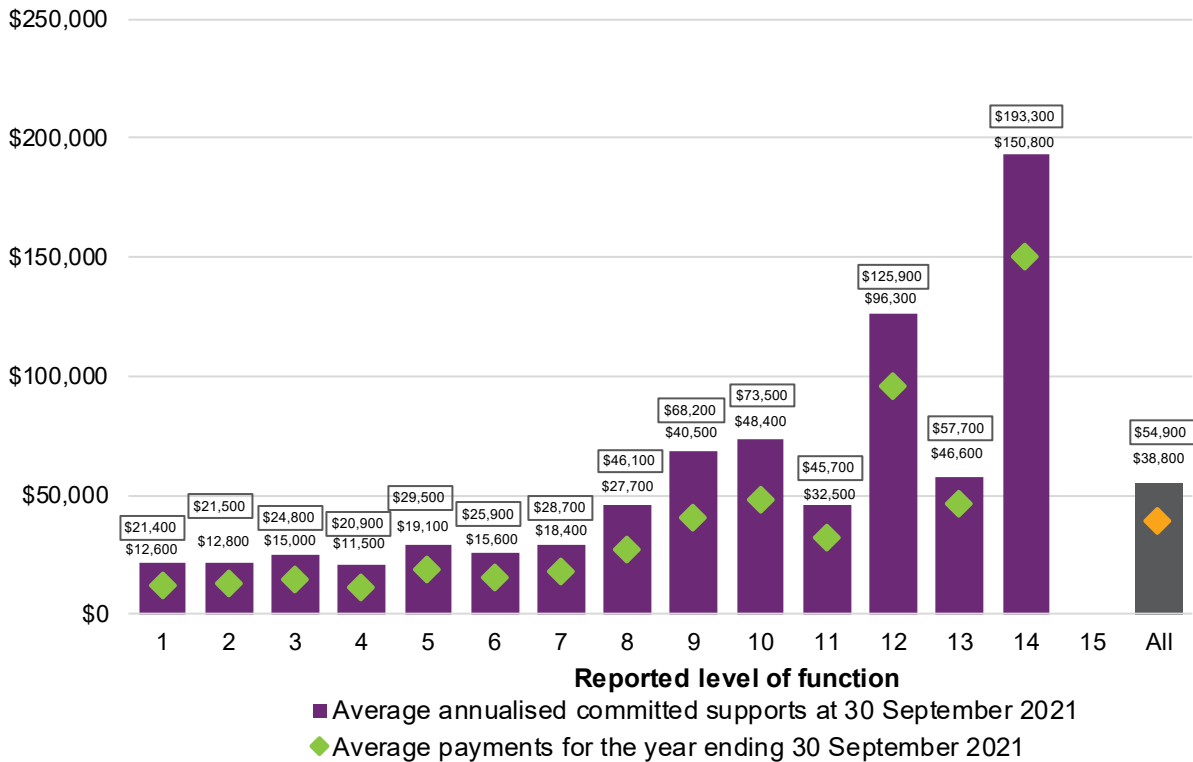
**Figure I.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Western Australia** <sup>455</sup>



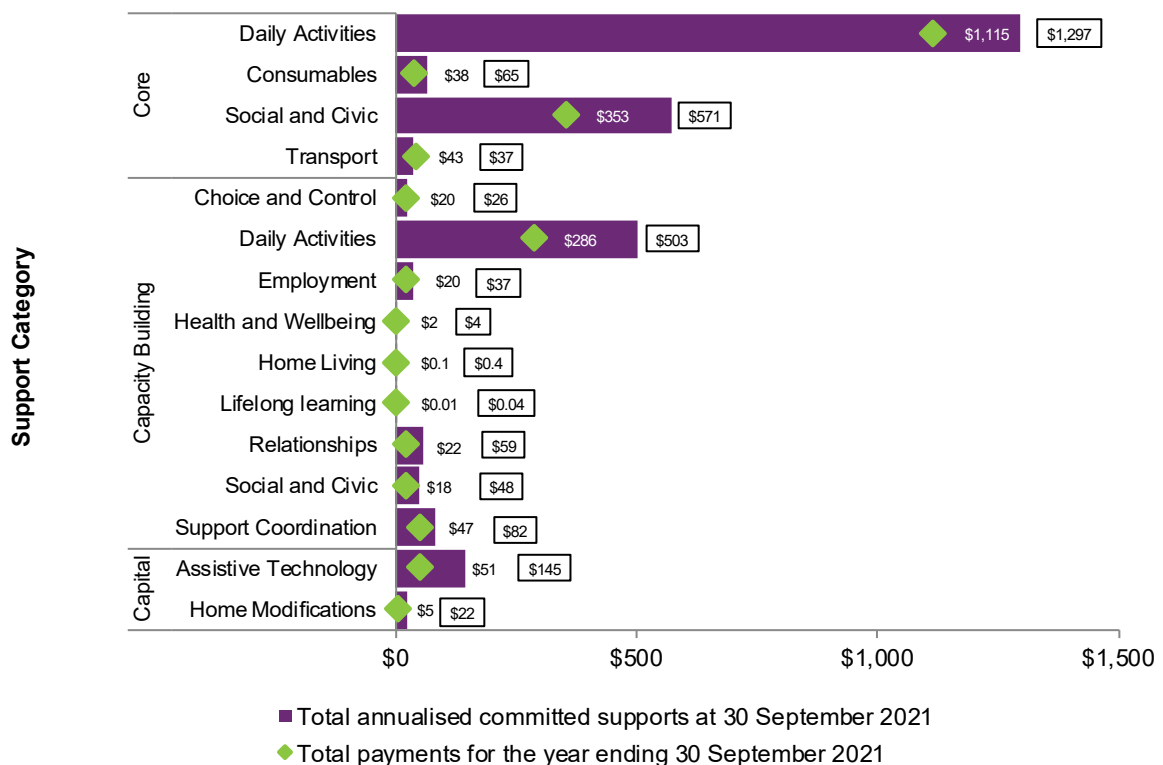
<sup>454</sup> Ibid.

<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>



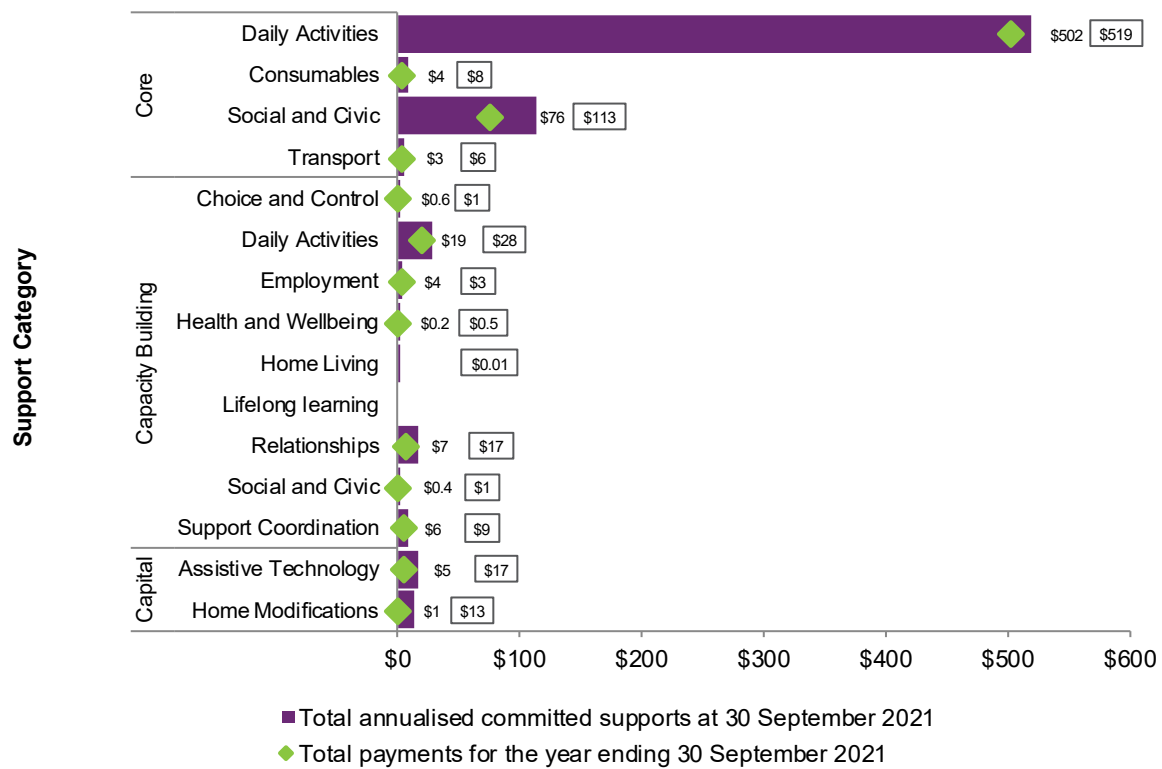
**Figure I.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Western Australia** <sup>457</sup>



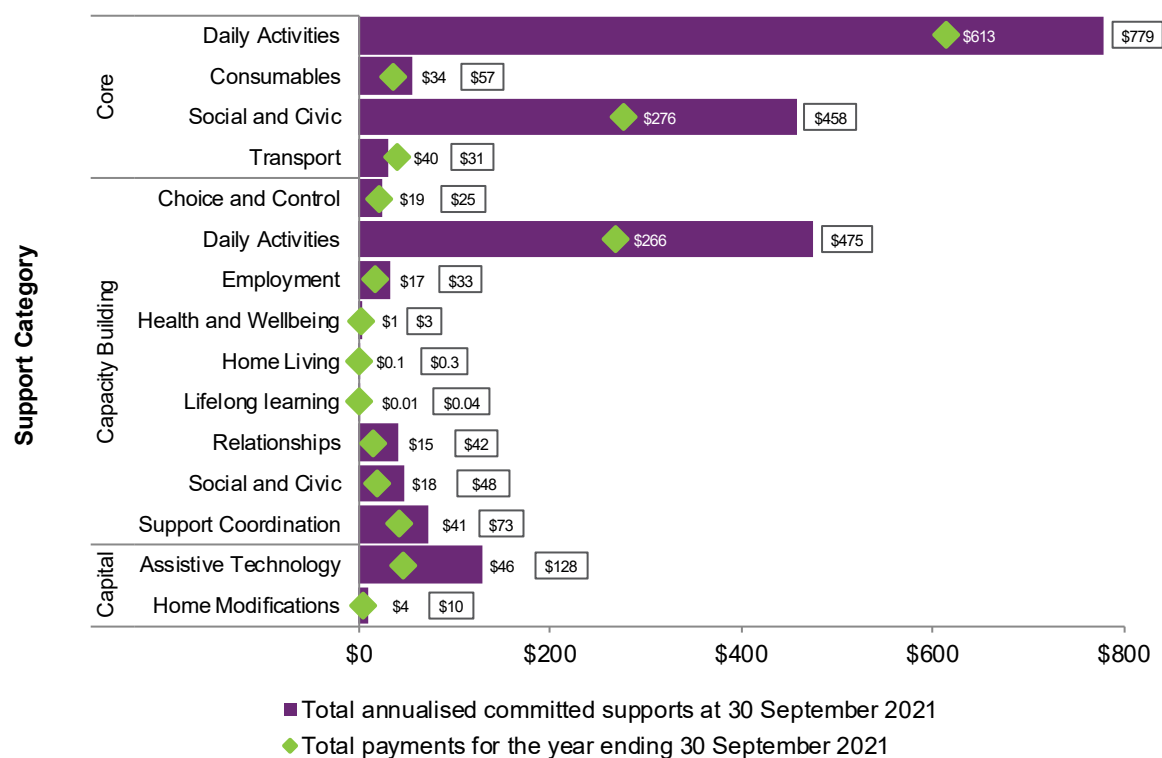
<sup>456</sup> Ibid.

<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>



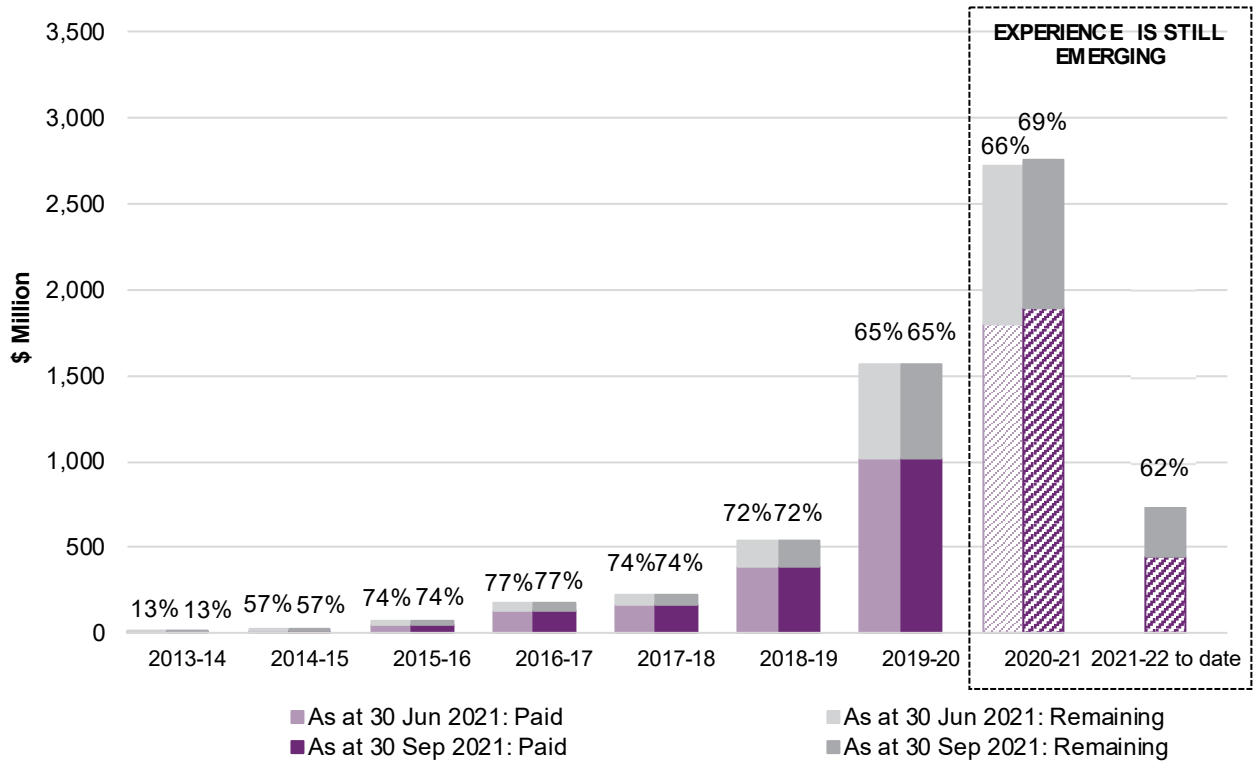
<sup>458</sup> Ibid.

<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>

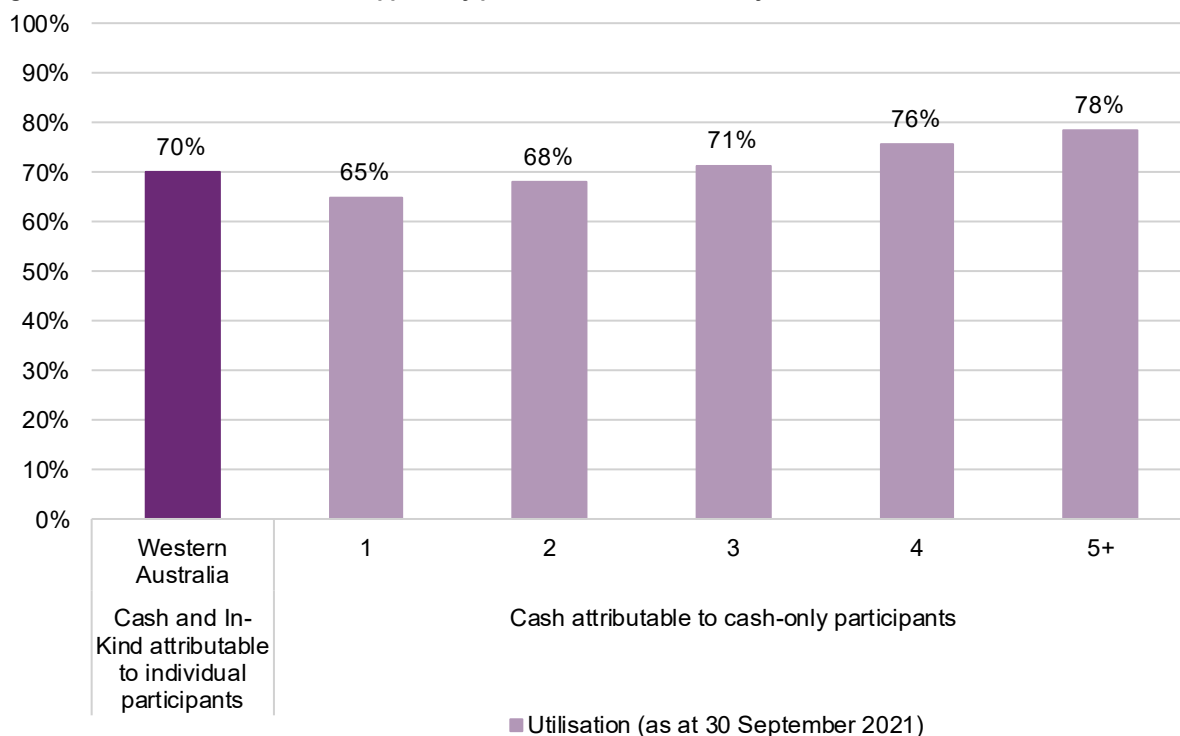
|                    | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed    | 0.1     | 19.3    | 69.9    | 172.2   | 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**

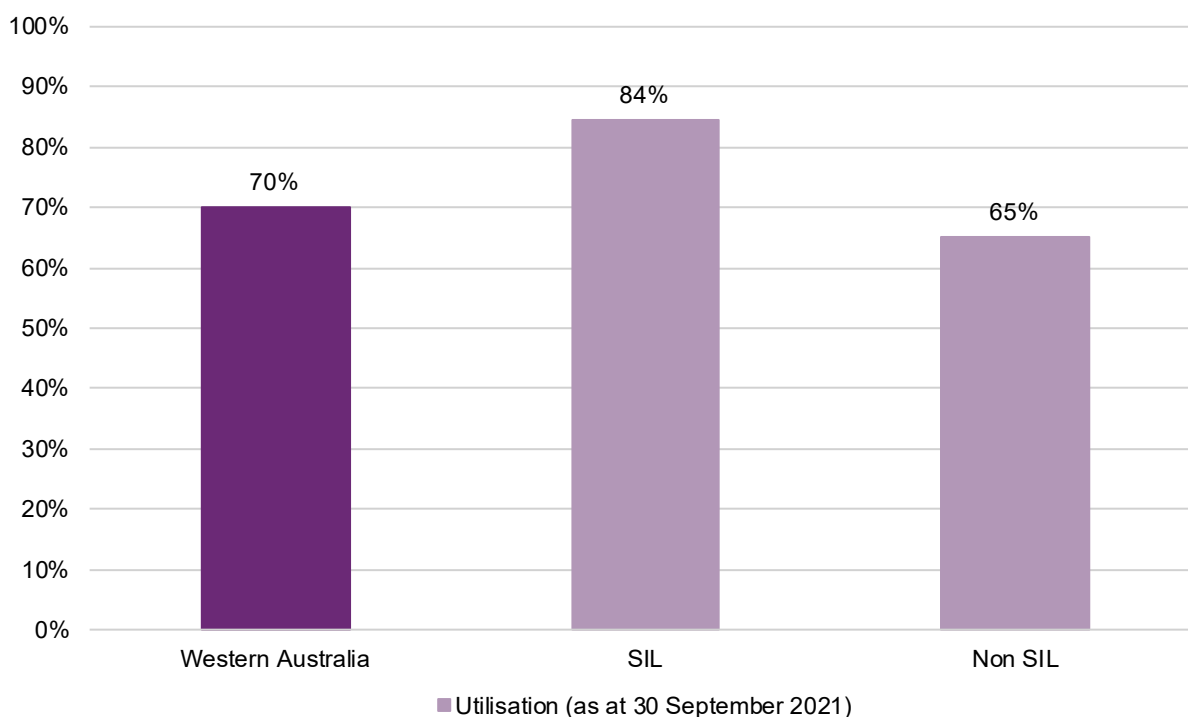


<sup>460</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

**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>

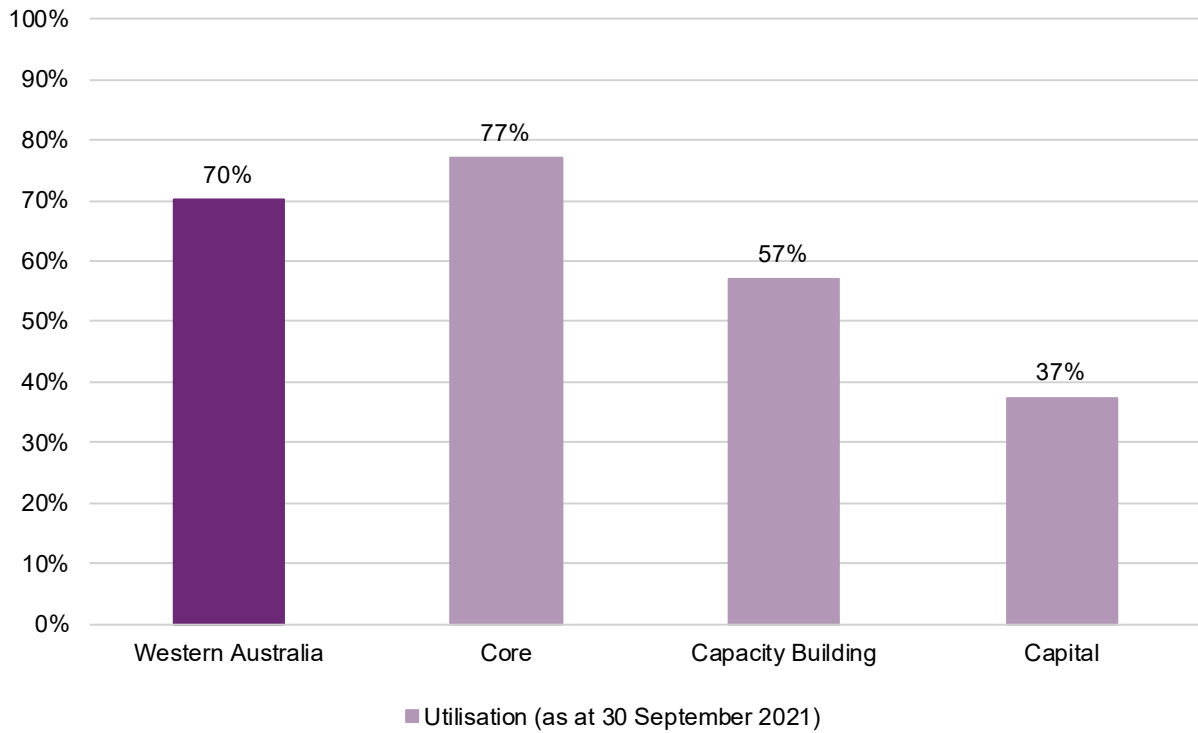
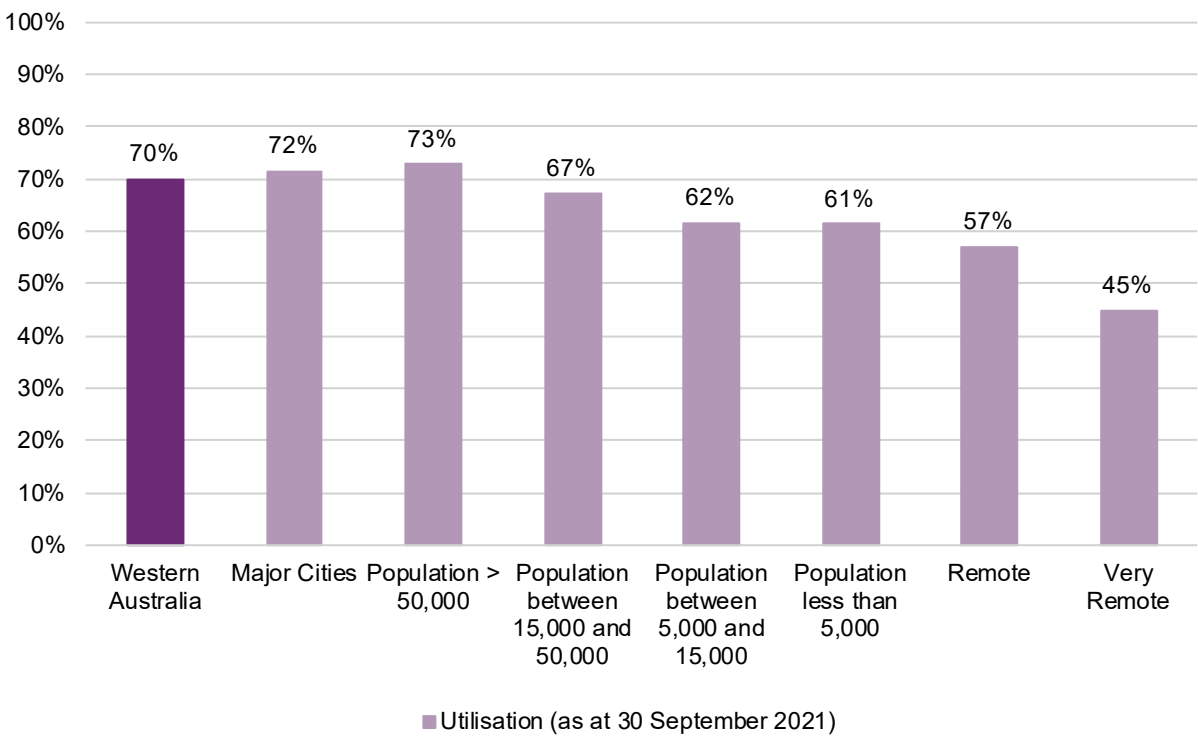


Figure I.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Western Australia <sup>464</sup>



<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.

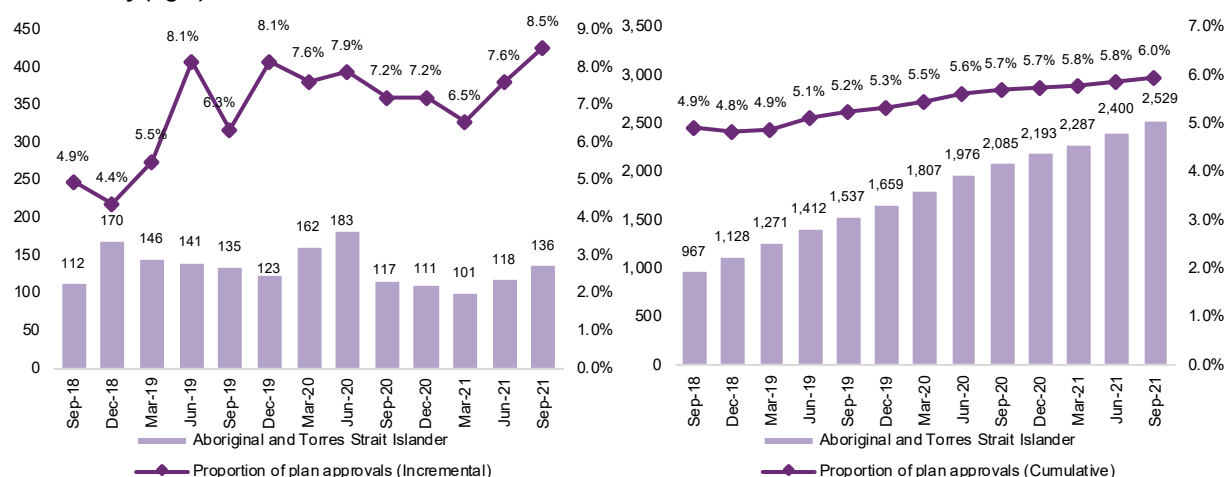
**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

|   | 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.

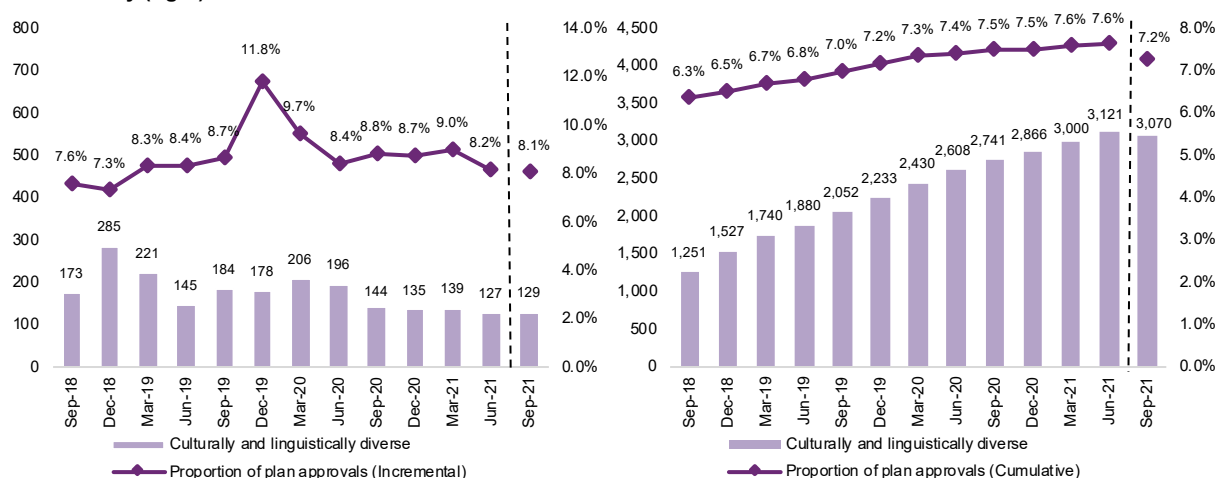
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>473</sup>



**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.

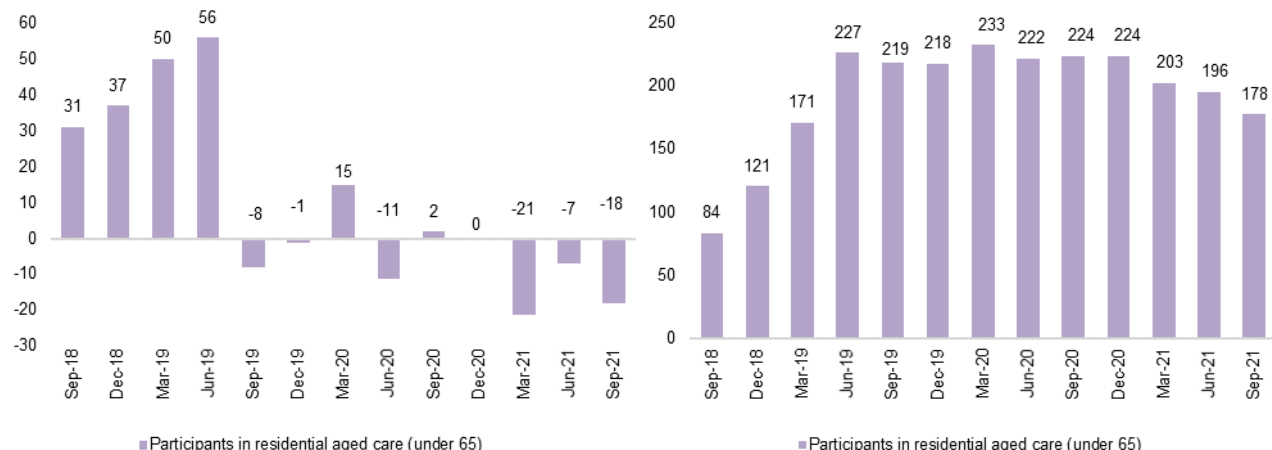
<sup>474</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English.

<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.

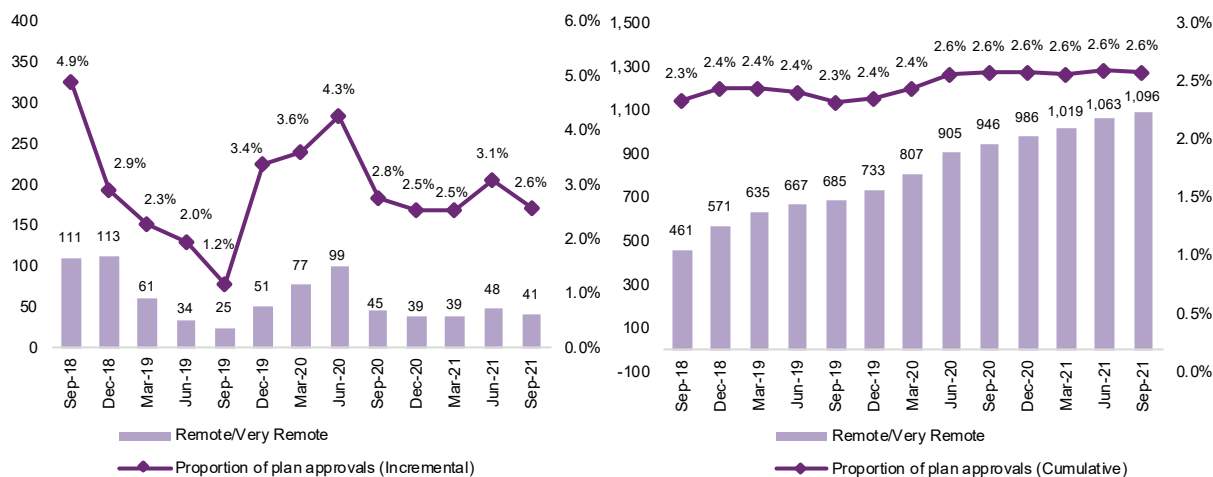
**Figure J.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>478</sup>



**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>

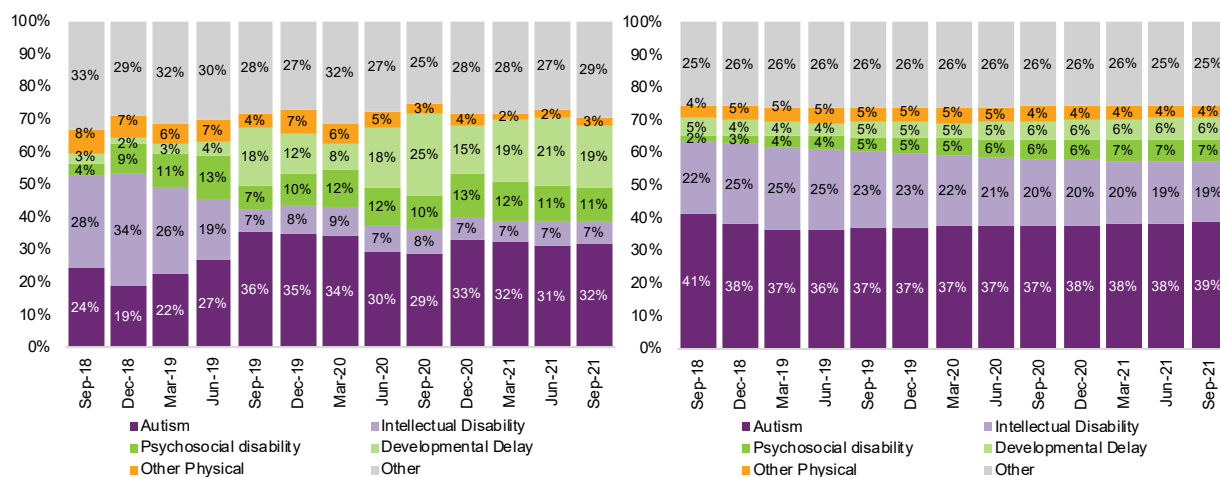
| Disability                 | Prior Quarters |             | 2021-22 Q1    |   | Total        |             |
|----------------------------|----------------|-------------|---------------|---|--------------|-------------|
|                            | N              | %           | N             | % | 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>**



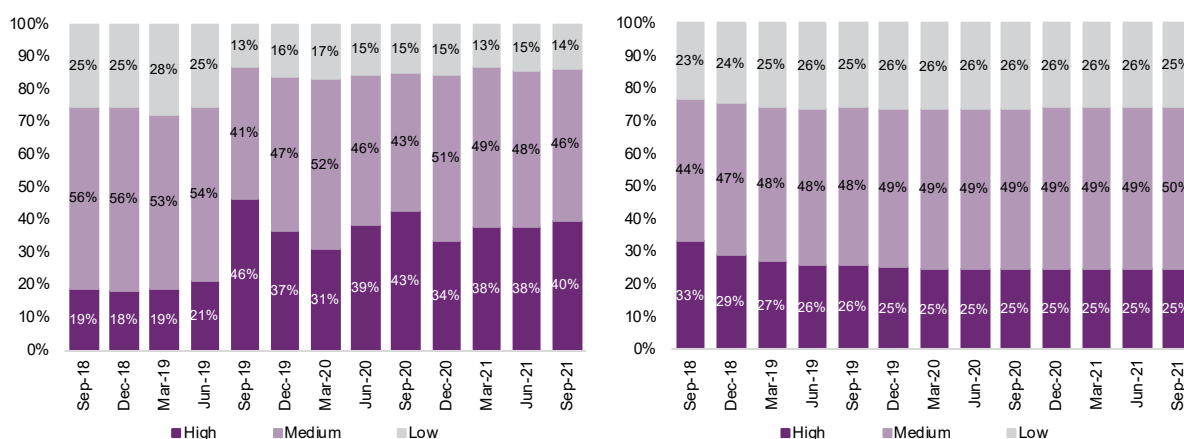
<sup>488</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (236).

<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>

| 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     | 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

| Age Group    | Prior Quarters |             | 2021-22 Q1   |             | Total         |             |
|--------------|----------------|-------------|--------------|-------------|---------------|-------------|
|              | 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>

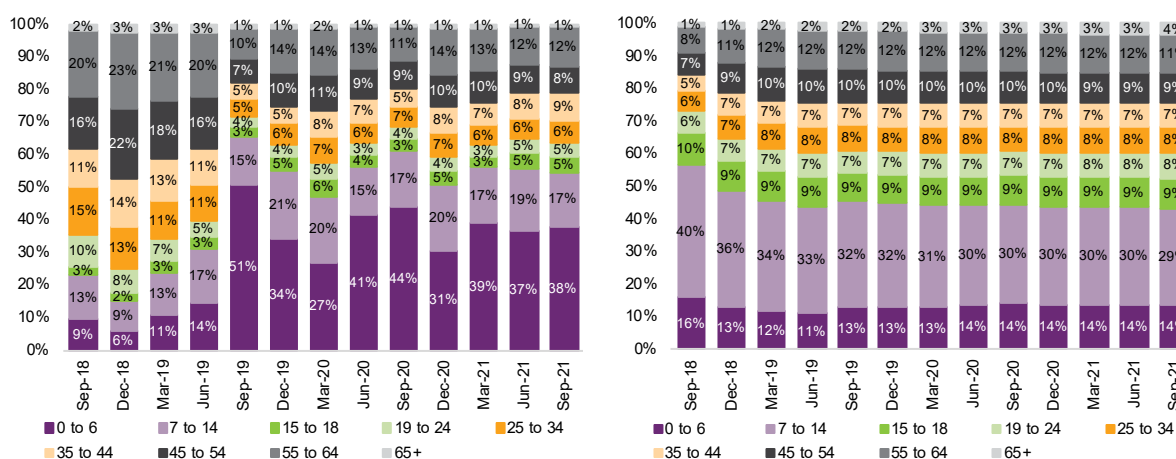


Table J.19 Participant profile per quarter by gender – South Australia

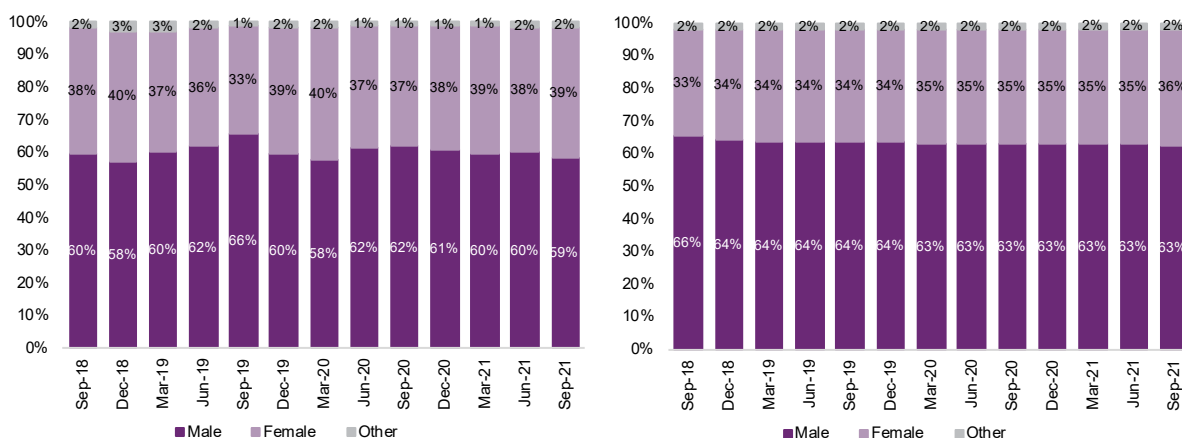
| Gender       | Prior Quarters |             | 2021-22 Q1   |             | Total         |             |
|--------------|----------------|-------------|--------------|-------------|---------------|-------------|
|              | N              | %           | N            | %           | N             | %           |
| 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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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.

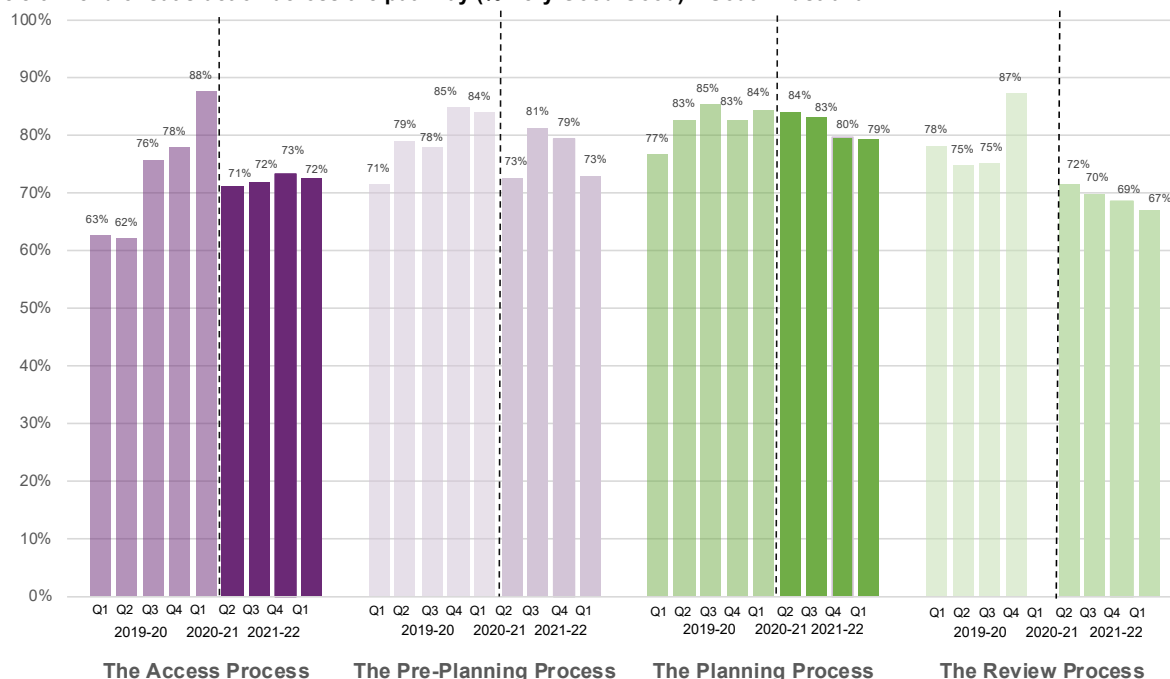
<sup>507</sup> Participants have set over six million goals in total since July 2016. The 455,698 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**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.

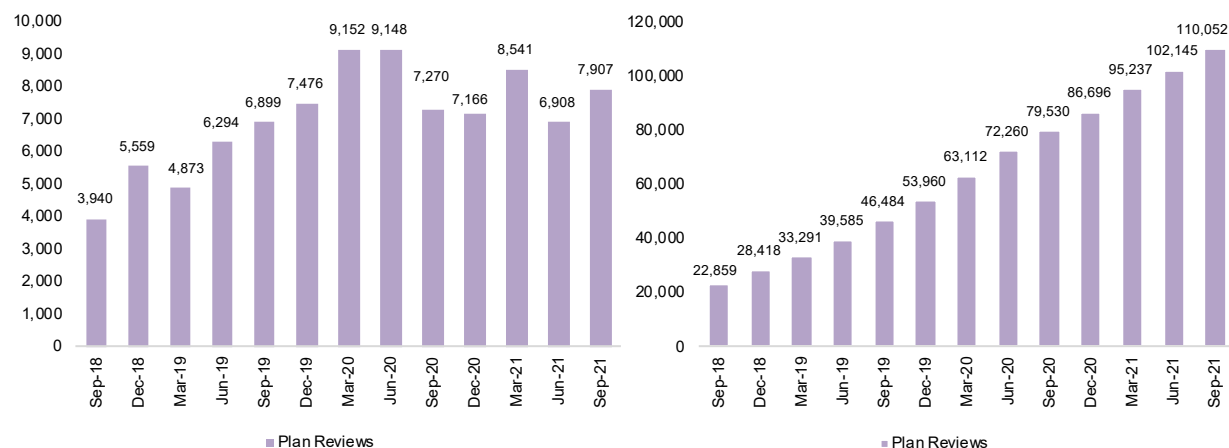
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>509 510 511</sup>



**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%          |                               |

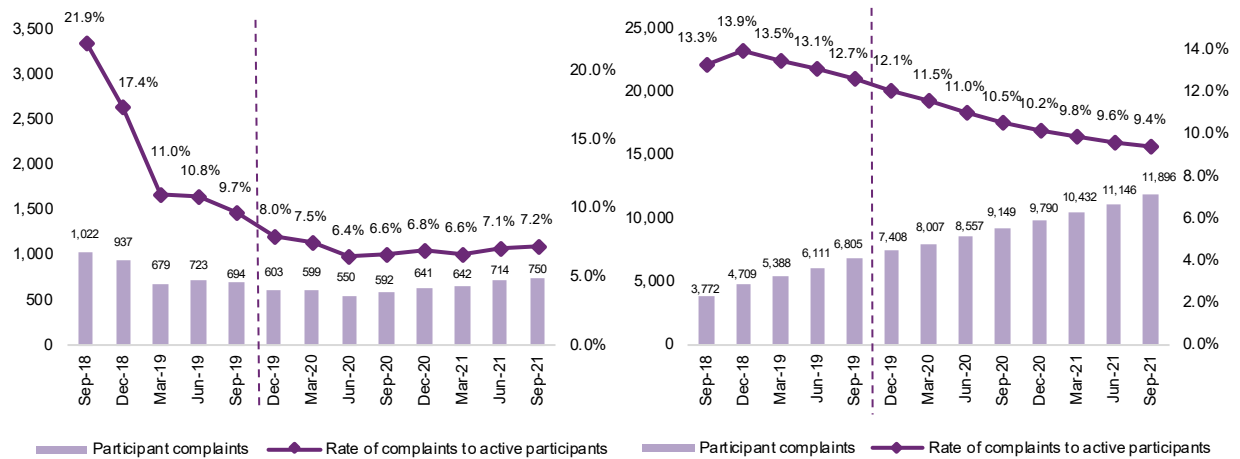
<sup>513</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

<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.

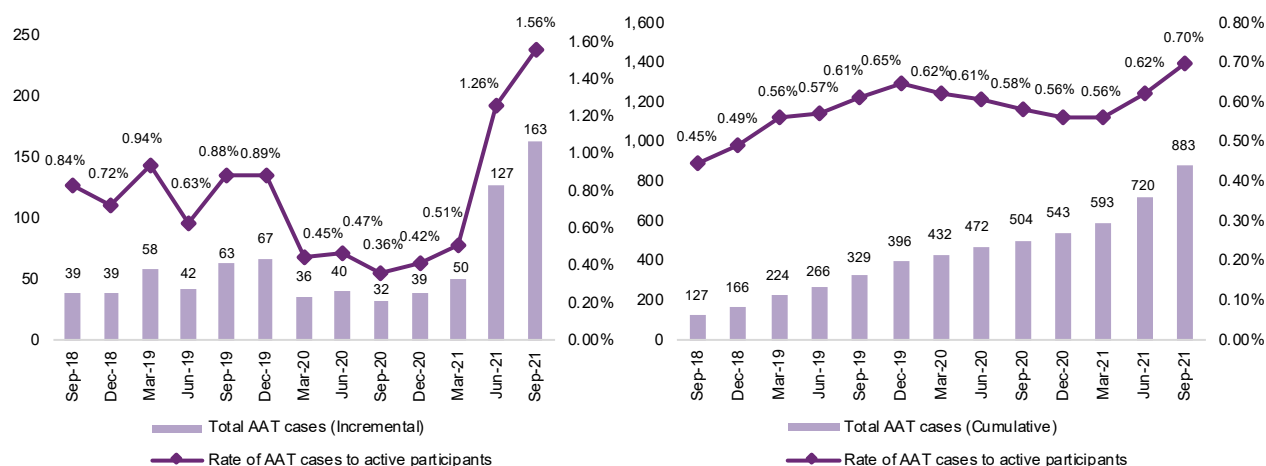
| Complaints by source, subject and type    | Prior Quarters |          | 2021-22 Q1 |       | Total         |       |
|---|----------------|----------|------------|-------|---------------|-------|
| LAC Plan                                  | 28             | (20%)    | 9          | (30%) | 37            | (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

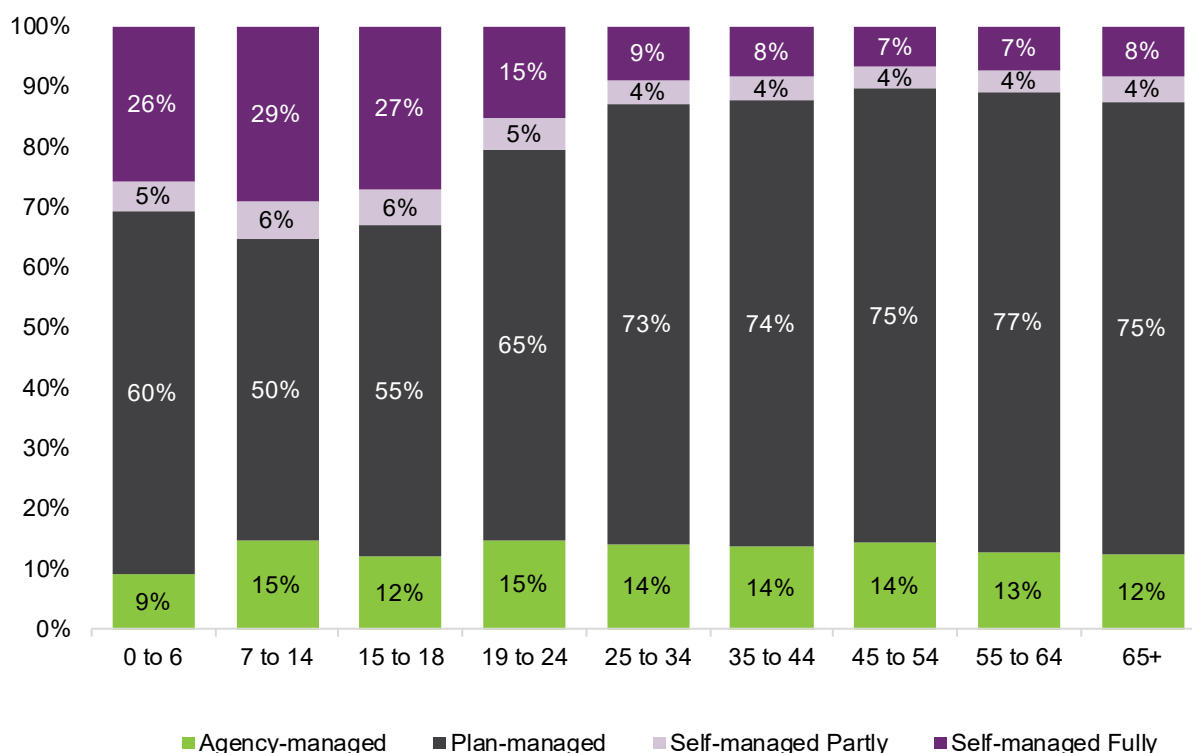
**Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia** <sup>519</sup>



**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>



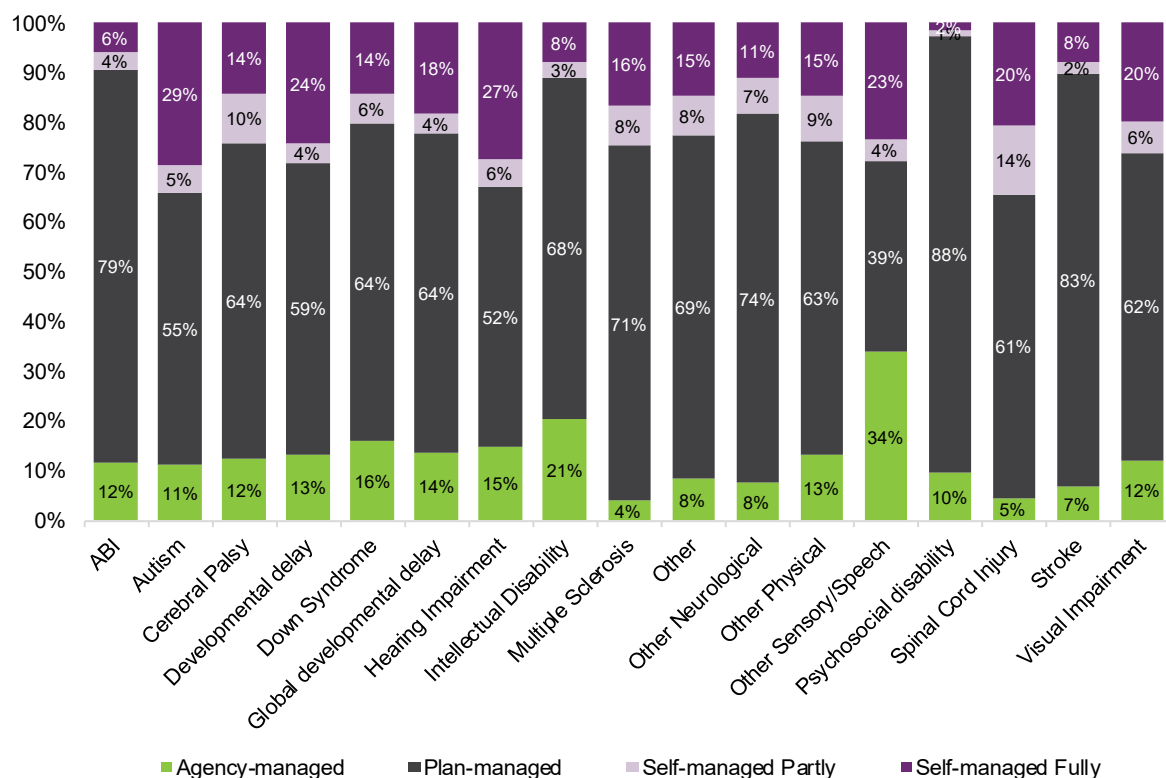
<sup>519</sup> Ibid.

<sup>520</sup> Of the 12 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 2 varied 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.

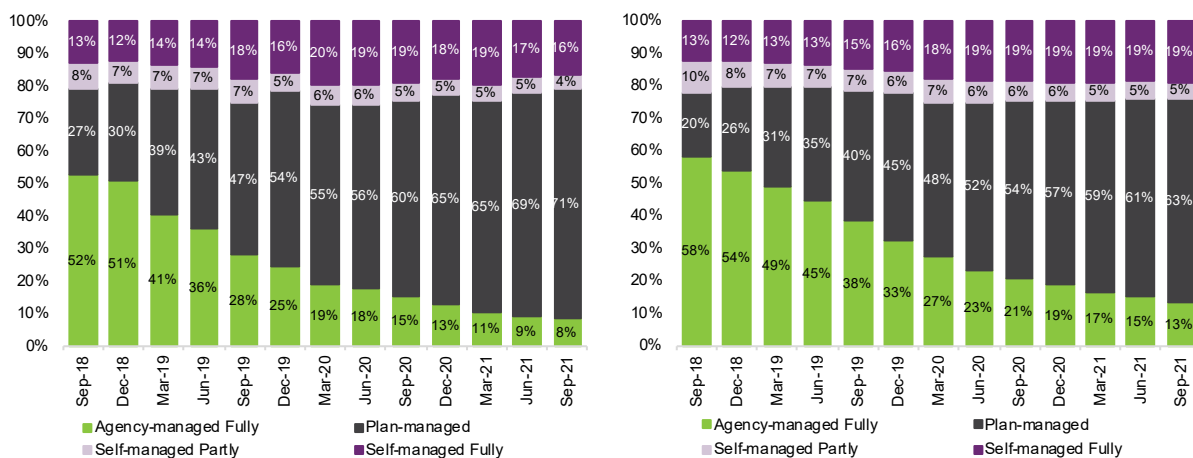
**Figure J.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – South Australia** <sup>523 524</sup>



**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.

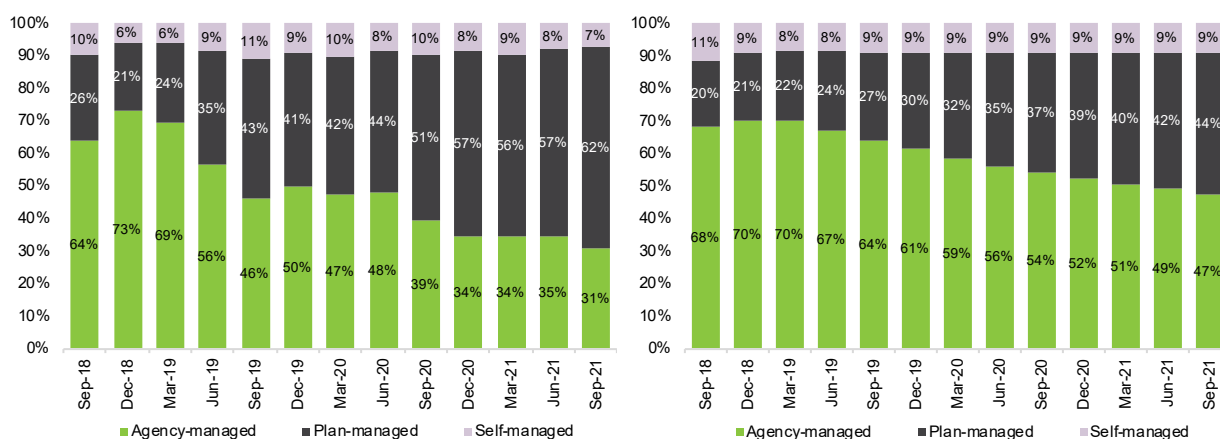
<sup>525</sup> Ibid.

<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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>     |

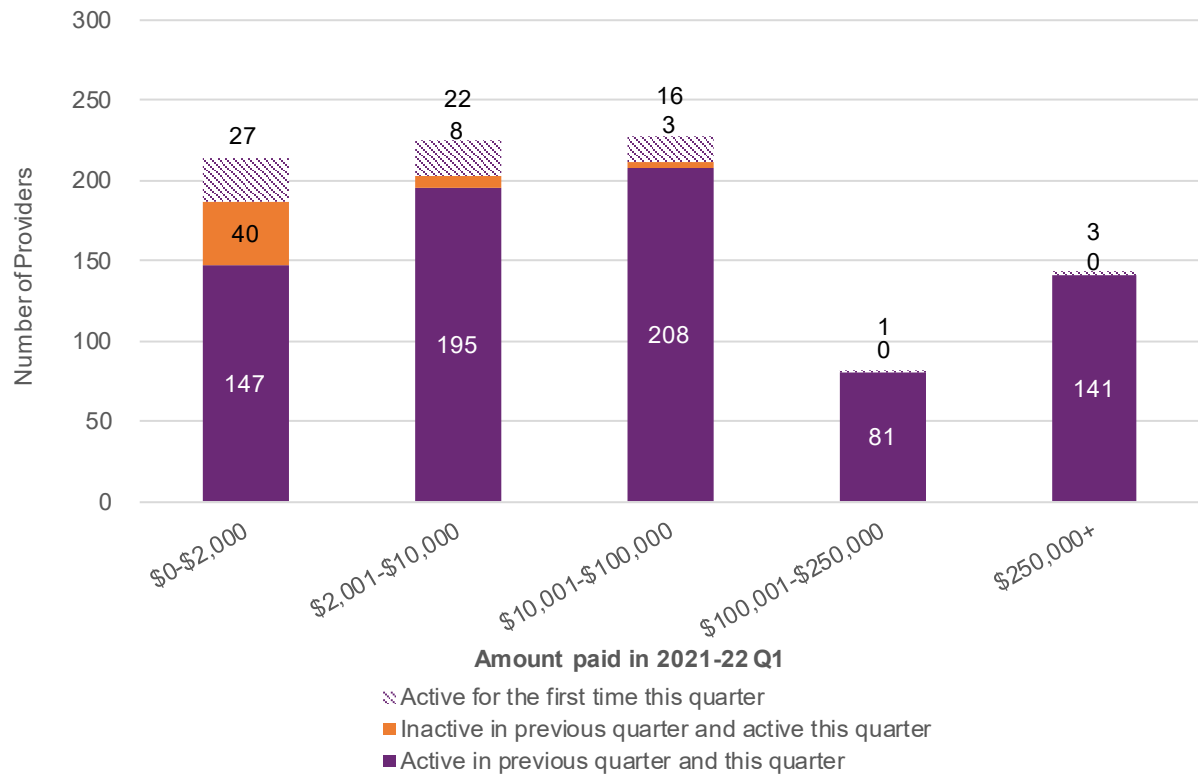
**Table J.69 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – South Australia**

| 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>Active |
| <b>Assistance services</b>   |                               |                          |                 |                               |                          |                 |
| Accommodation / Tenancy Assistance   | 0                             | 3                        | <b>3</b>        | 0%                            | 100%                     | <b>100%</b>     |
| Assistance Animals   | 4                             | 16                       | <b>20</b>       | 20%                           | 80%                      | <b>100%</b>     |
| Assistance with daily life tasks in a group or shared living arrangement     | 17                            | 137                      | <b>154</b>      | 11%                           | 89%                      | <b>100%</b>     |
| Assistance with travel/transport arrangements                                | 10                            | 78                       | <b>88</b>       | 11%                           | 89%                      | <b>100%</b>     |
| Daily Personal Activities  | 32                            | 213                      | <b>245</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Group and Centre Based Activities  | 19                            | 122                      | <b>141</b>      | 13%                           | 87%                      | <b>100%</b>     |
| High Intensity Daily Personal Activities                                     | 24                            | 127                      | <b>151</b>      | 16%                           | 84%                      | <b>100%</b>     |
| Household tasks  | 43                            | 150                      | <b>193</b>      | 22%                           | 78%                      | <b>100%</b>     |
| Interpreting and translation   | 6                             | 23                       | <b>29</b>       | 21%                           | 79%                      | <b>100%</b>     |
| Participation in community, social and civic activities                      | 32                            | 221                      | <b>253</b>      | 13%                           | 87%                      | <b>100%</b>     |
| <b>Assistive Technology</b>  |                               |                          |                 |                               |                          |                 |
| Assistive equipment for recreation   | 0                             | 9                        | <b>9</b>        | 0%                            | 100%                     | <b>100%</b>     |
| Assistive products for household tasks                                       | 0                             | 13                       | <b>13</b>       | 0%                            | 100%                     | <b>100%</b>     |
| Assistance products for personal care and safety                             | 29                            | 197                      | <b>226</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Communication and information equipment                                      | 14                            | 75                       | <b>89</b>       | 16%                           | 84%                      | <b>100%</b>     |
| Customised Prosthetics   | 11                            | 67                       | <b>78</b>       | 14%                           | 86%                      | <b>100%</b>     |
| Hearing Equipment  | 3                             | 37                       | <b>40</b>       | 8%                            | 93%                      | <b>100%</b>     |
| Hearing Services   | 1                             | 9                        | <b>10</b>       | 10%                           | 90%                      | <b>100%</b>     |
| Personal Mobility Equipment  | 16                            | 98                       | <b>114</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Specialised Hearing Services   | 2                             | 8                        | <b>10</b>       | 20%                           | 80%                      | <b>100%</b>     |
| Vision Equipment   | 4                             | 34                       | <b>38</b>       | 11%                           | 89%                      | <b>100%</b>     |
| <b>Capacity Building Services</b>  |                               |                          |                 |                               |                          |                 |
| Assistance in coordinating or managing life stages, transitions and supports | 41                            | 222                      | <b>263</b>      | 16%                           | 84%                      | <b>100%</b>     |
| Behaviour Support  | 17                            | 94                       | <b>111</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Community nursing care for high needs  | 10                            | 73                       | <b>83</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Development of daily living and life skills                                  | 12                            | 96                       | <b>108</b>      | 11%                           | 89%                      | <b>100%</b>     |
| Early Intervention supports for early childhood                              | 32                            | 138                      | <b>170</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Exercise Physiology and Physical Wellbeing activities                        | 16                            | 75                       | <b>91</b>       | 18%                           | 82%                      | <b>100%</b>     |
| Innovative Community Participation   | 0                             | 17                       | <b>17</b>       | 0%                            | 100%                     | <b>100%</b>     |
| Specialised Driving Training   | 1                             | 18                       | <b>19</b>       | 5%                            | 95%                      | <b>100%</b>     |
| Therapeutic Supports   | 125                           | 311                      | <b>436</b>      | 29%                           | 71%                      | <b>100%</b>     |
| <b>Capital services</b>  |                               |                          |                 |                               |                          |                 |
| Home modification design and construction                                    | 4                             | 42                       | <b>46</b>       | 9%                            | 91%                      | <b>100%</b>     |
| Specialist Disability Accommodation  | 1                             | 17                       | <b>18</b>       | 6%                            | 94%                      | <b>100%</b>     |
| Vehicle Modifications  | 1                             | 22                       | <b>23</b>       | 4%                            | 96%                      | <b>100%</b>     |
| <b>Choice and control support services</b>                                   |                               |                          |                 |                               |                          |                 |
| Management of funding for supports in participants plan                      | 40                            | 139                      | <b>179</b>      | 22%                           | 78%                      | <b>100%</b>     |
| Support Coordination   | 20                            | 103                      | <b>123</b>      | 16%                           | 84%                      | <b>100%</b>     |
| <b>Employment and Education support services</b>                             |                               |                          |                 |                               |                          |                 |
| Assistance to access and/or maintain employment and/or education             | 4                             | 53                       | <b>57</b>       | 7%                            | 93%                      | <b>100%</b>     |
| Specialised Supported Employment   | 11                            | 56                       | <b>67</b>       | 16%                           | 84%                      | <b>100%</b>     |
| <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>



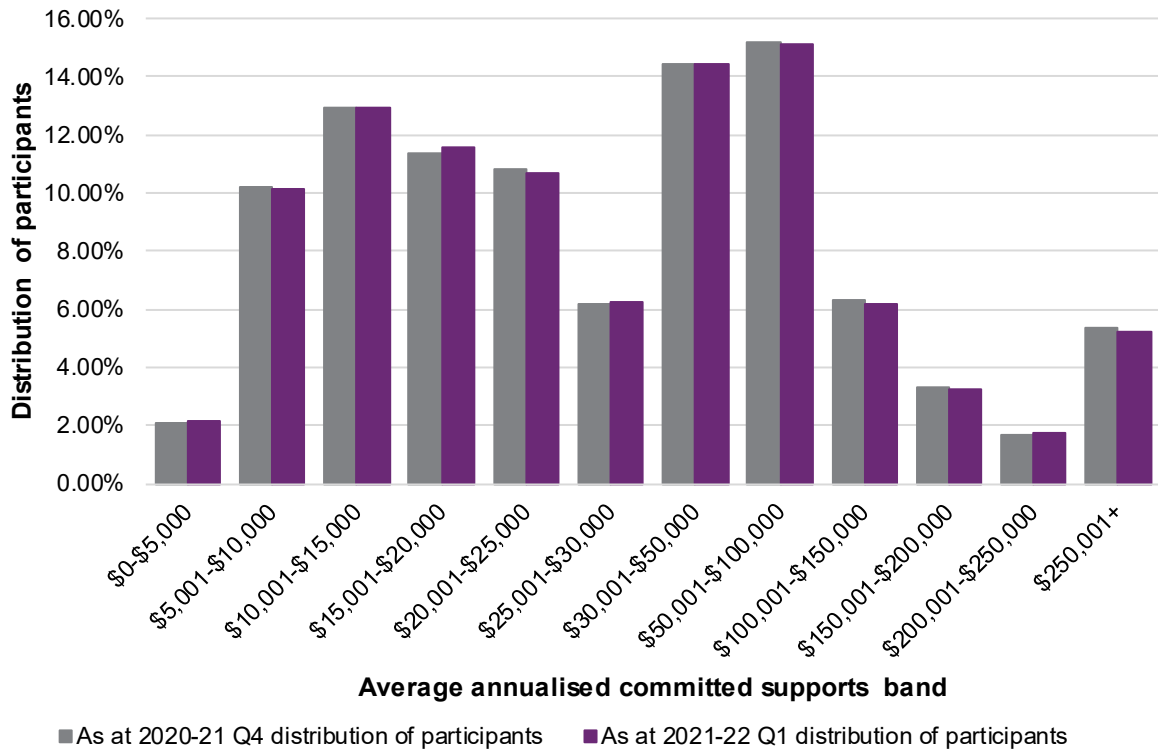
## Part Five: Financial sustainability

**Table J.71 Committed supports by financial year (\$m) – South Australia**

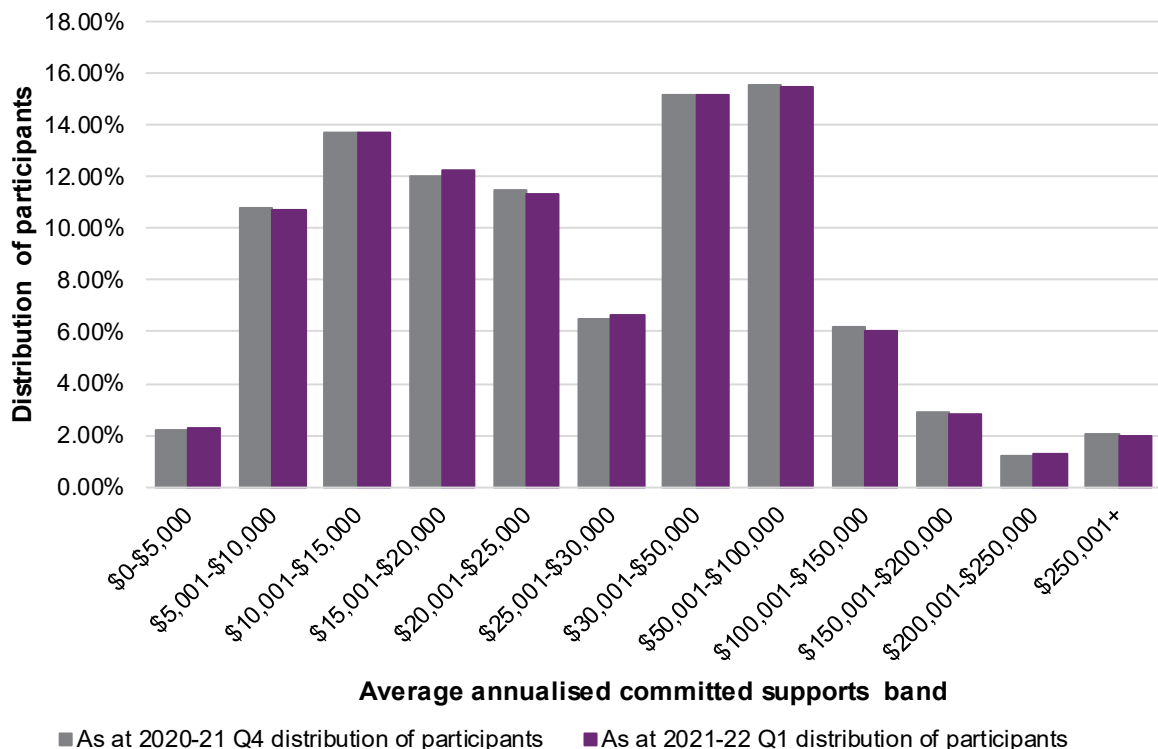
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed | 10.5    | 48.4    | 102.1   | 186.3   | 368.5   | 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.

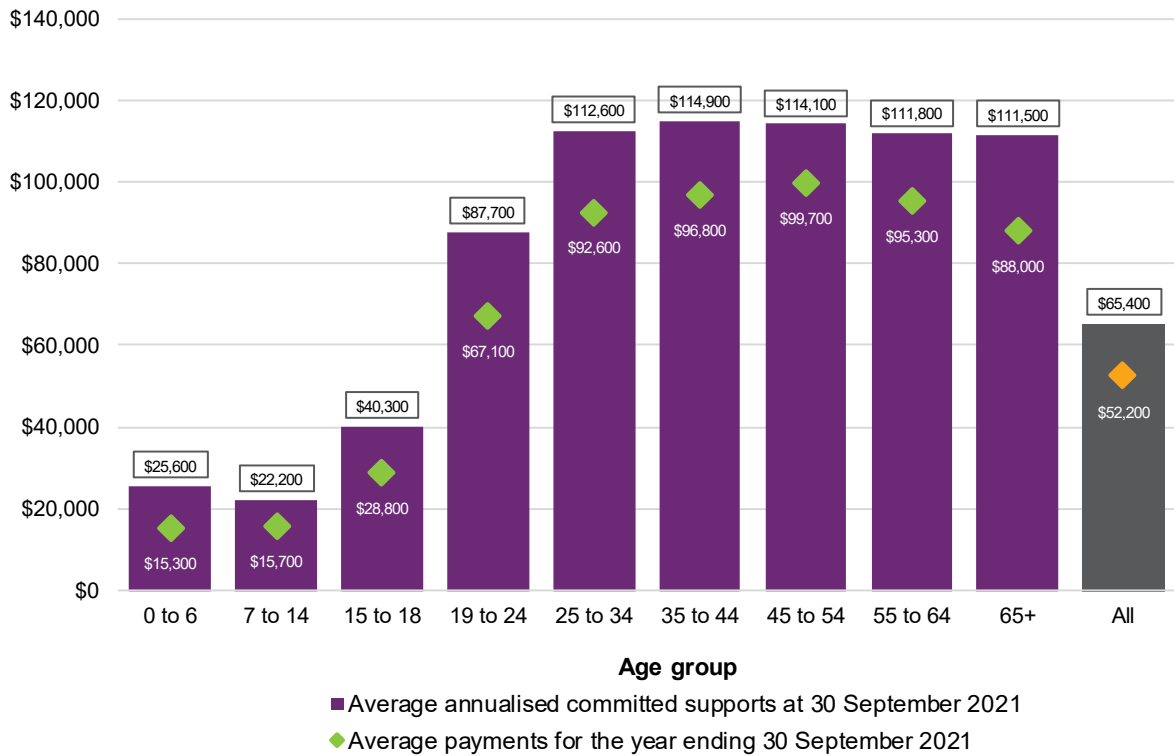
**Figure J.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – South Australia**



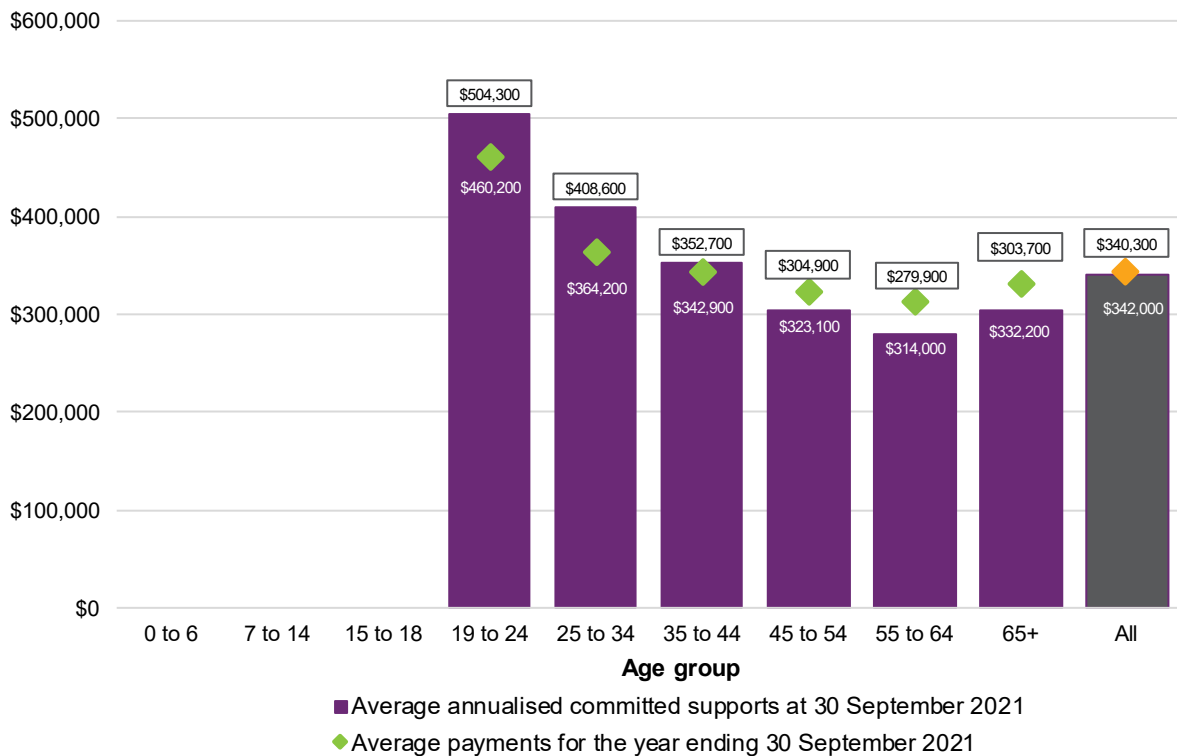
**Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – South Australia**



**Figure J.20 Average annualised committed supports and average payments by age group as at 30 September 2021 – South Australia** <sup>536</sup>



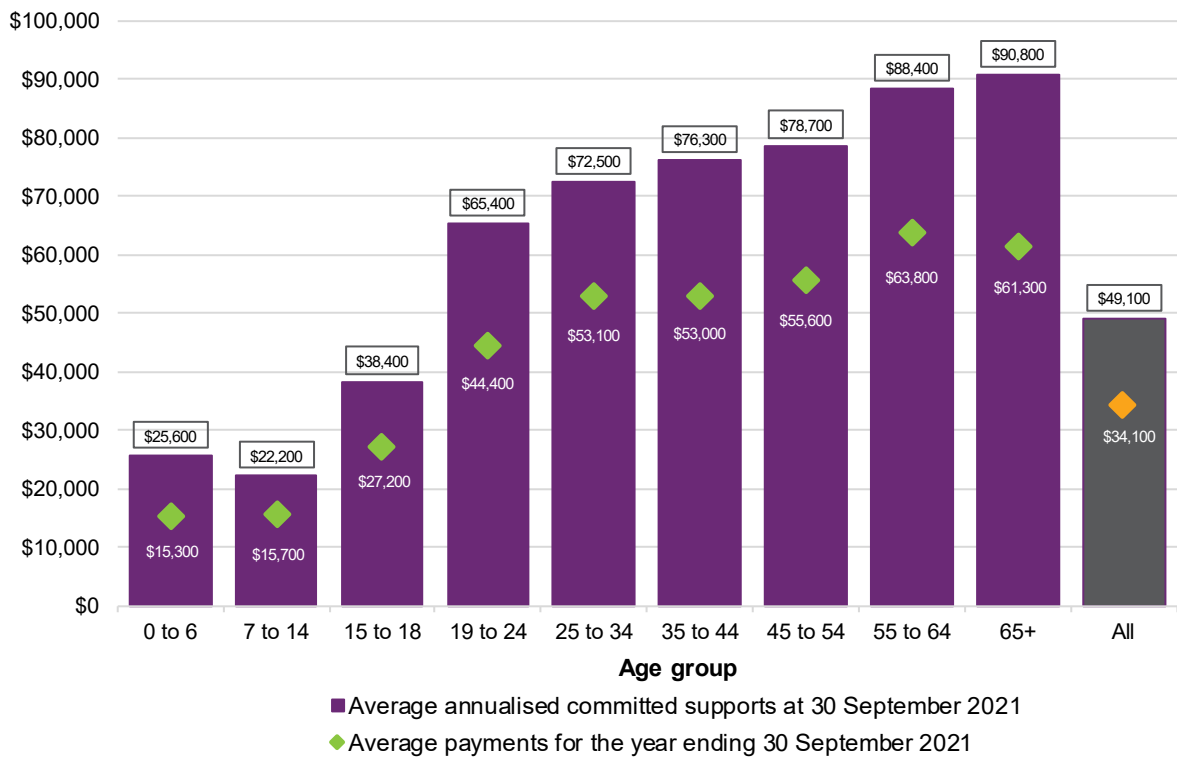
**Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – South Australia** <sup>537</sup>



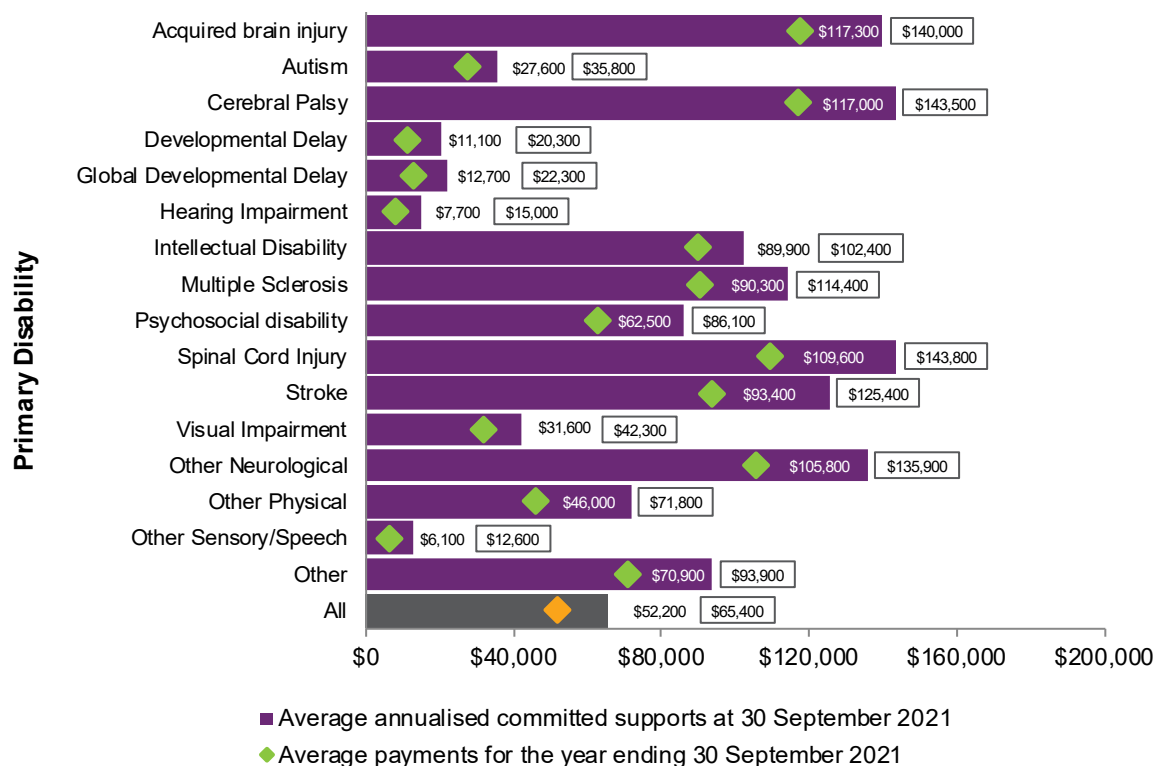
<sup>536</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>

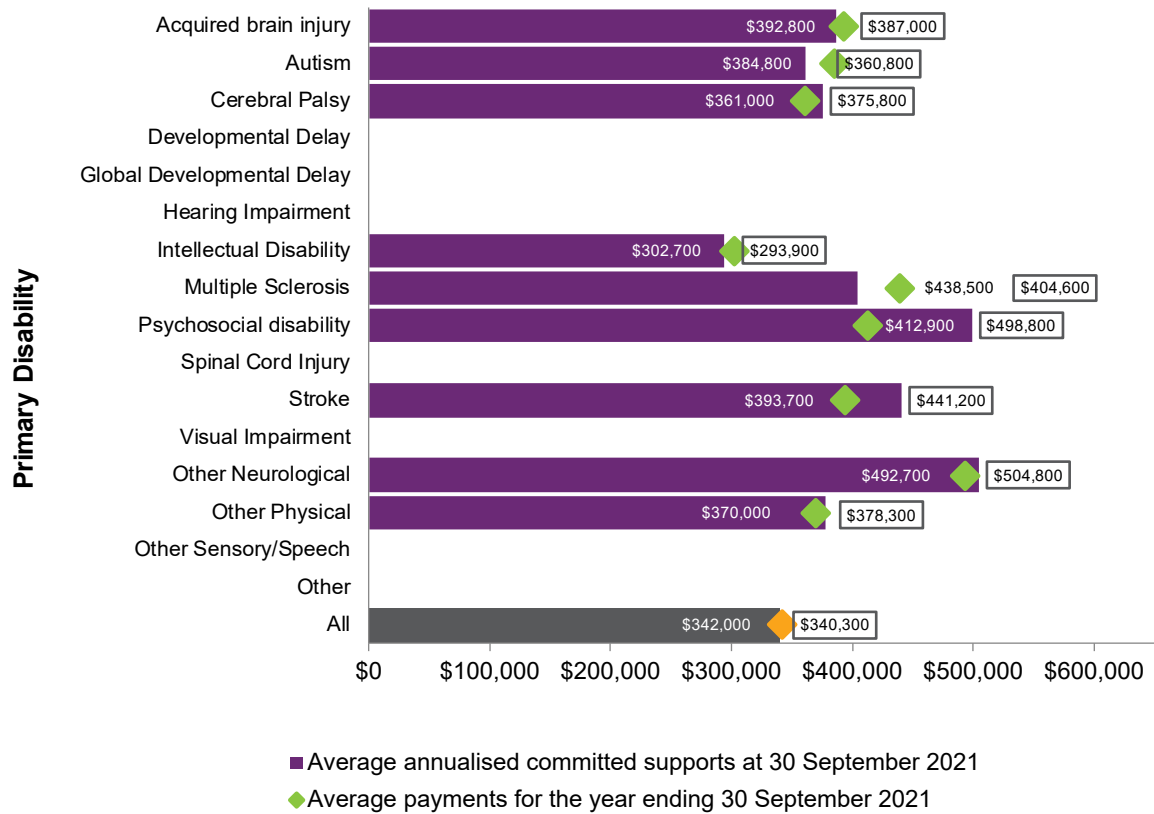


<sup>538</sup> Ibid.

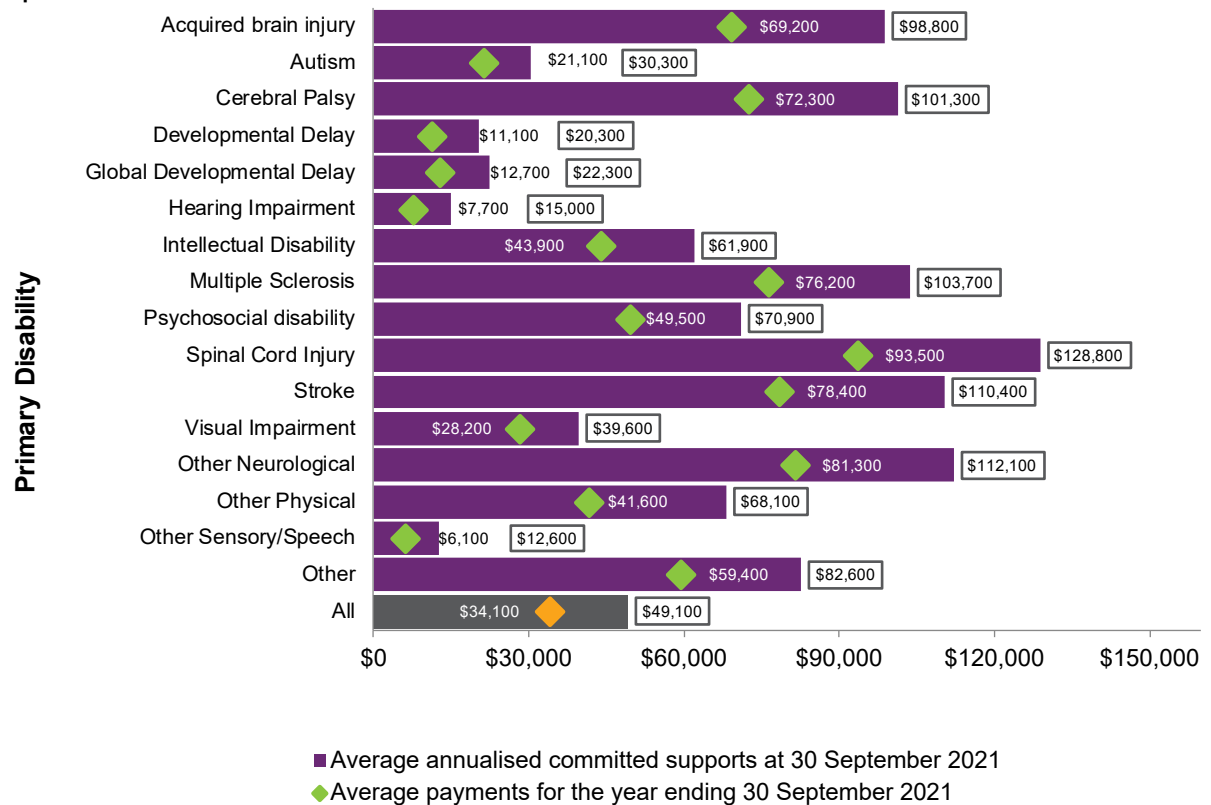
<sup>539</sup> Ibid.



**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>



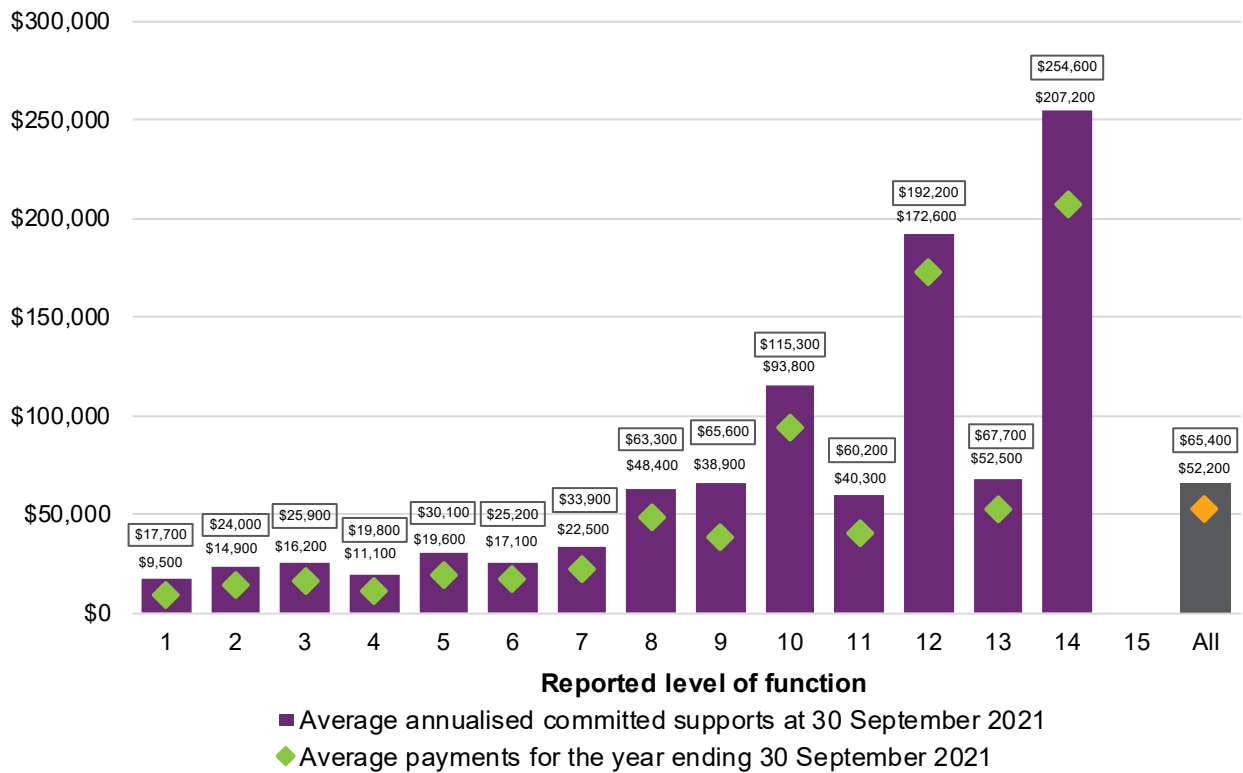
**Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – South Australia** <sup>541</sup>



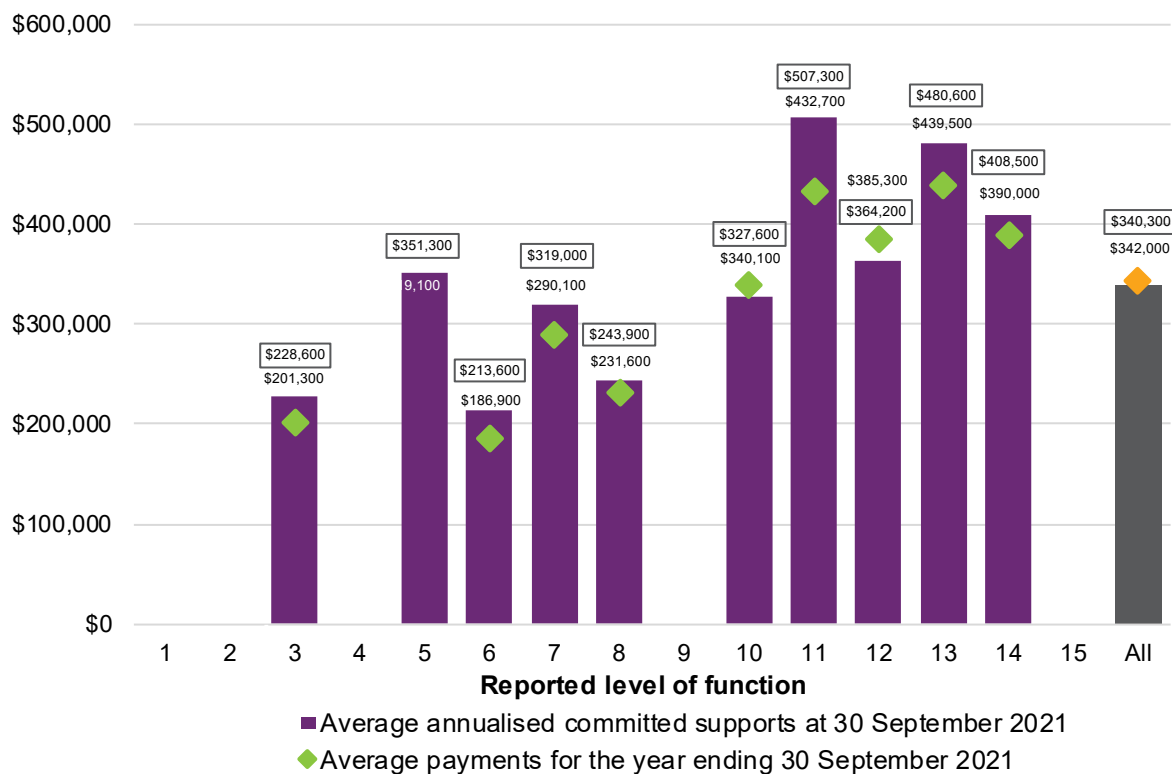
<sup>540</sup> Ibid.

<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>



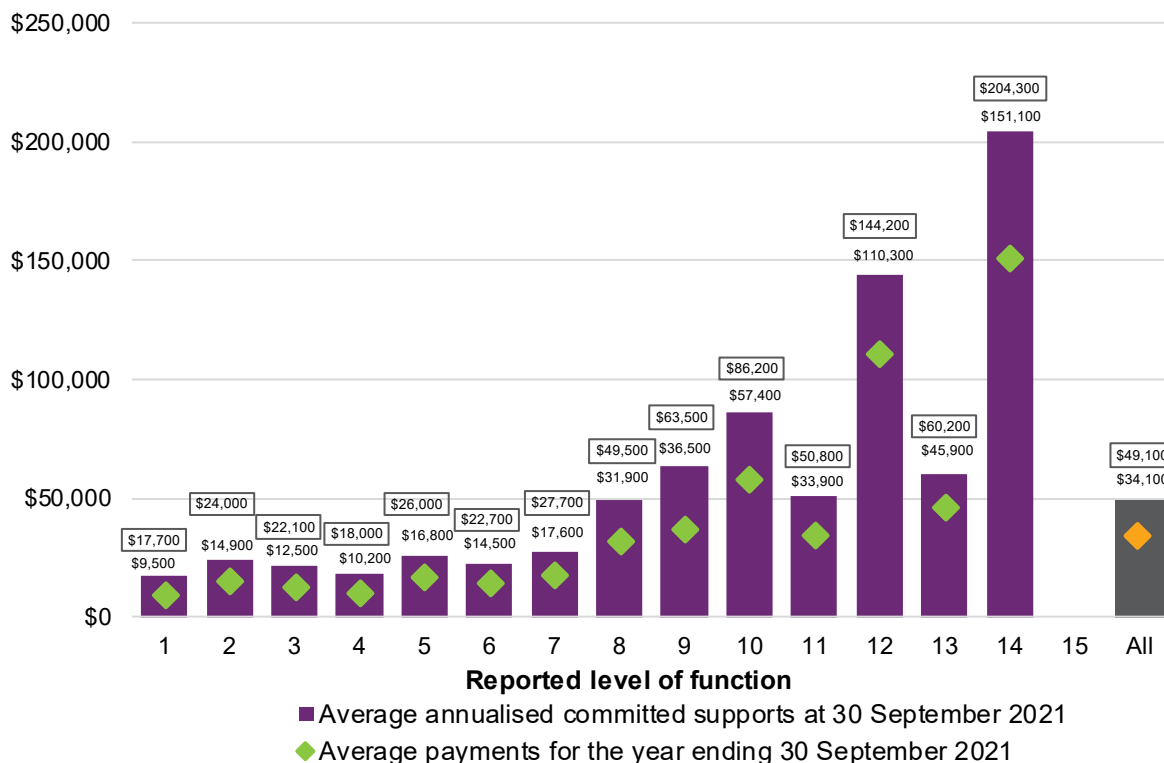
**Figure J.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – South Australia** <sup>543</sup>



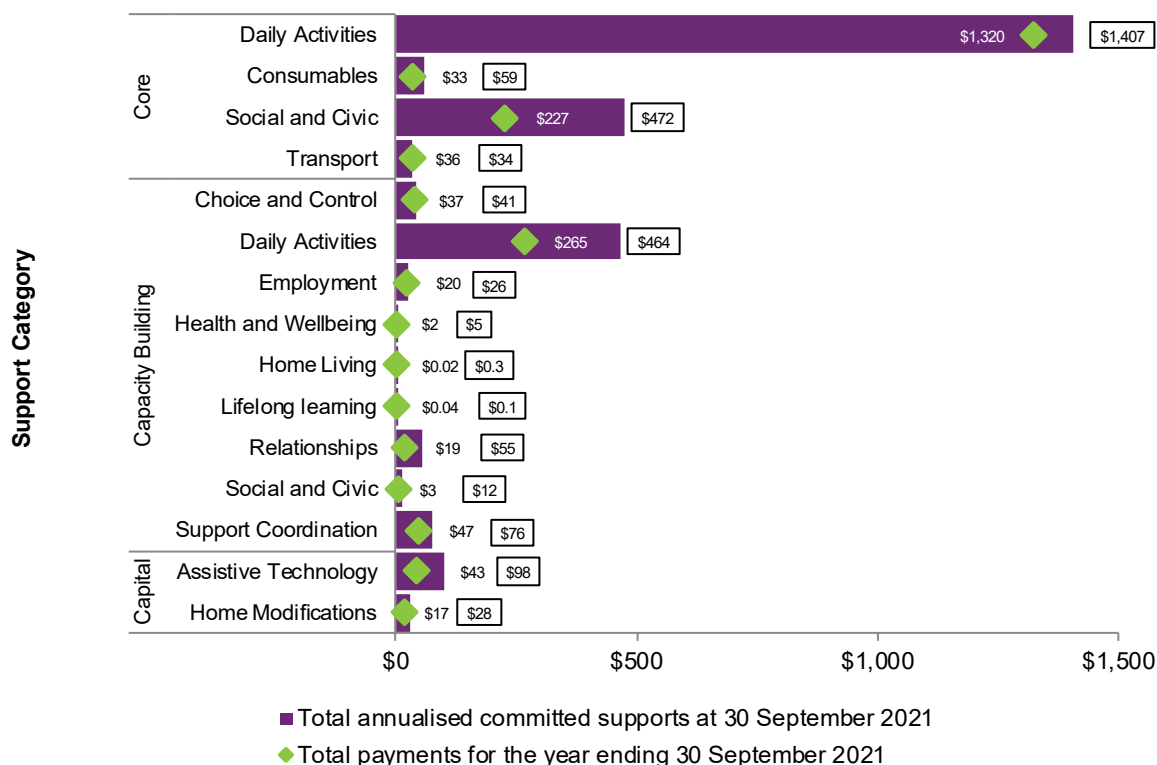
<sup>542</sup> Ibid.

<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>



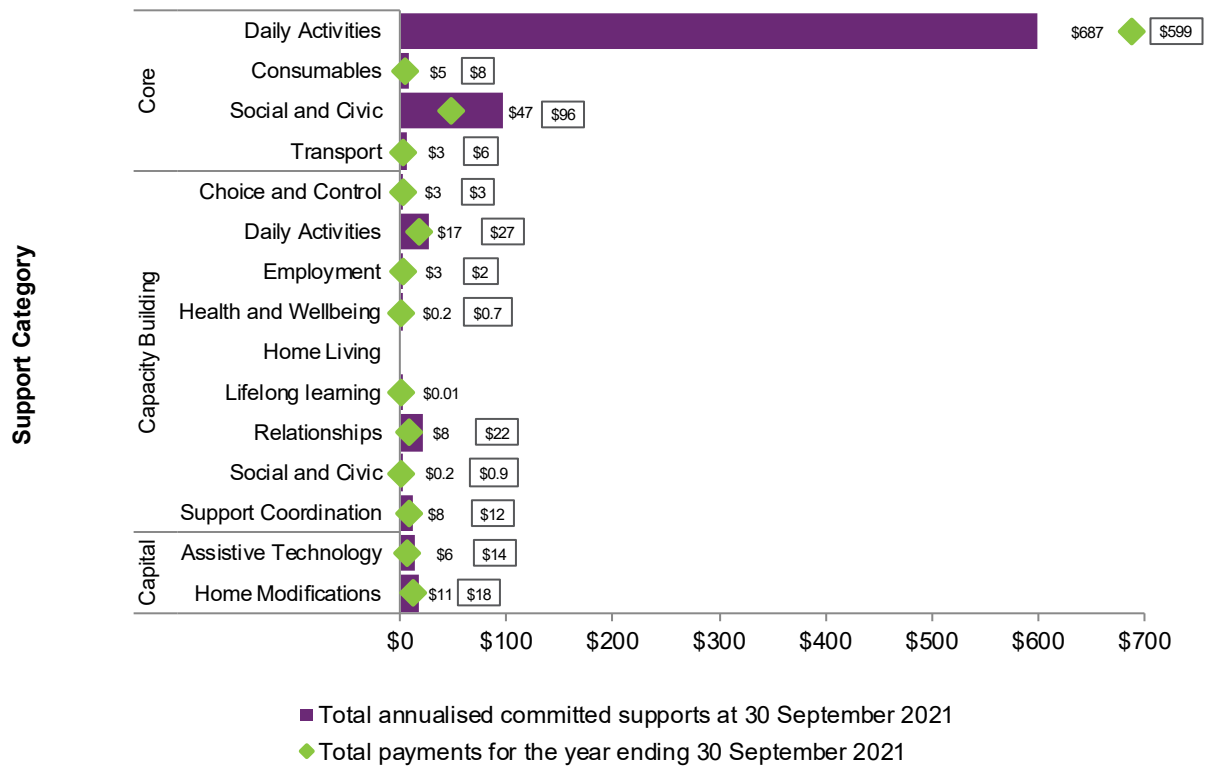
**Figure J.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – South Australia** <sup>545</sup>



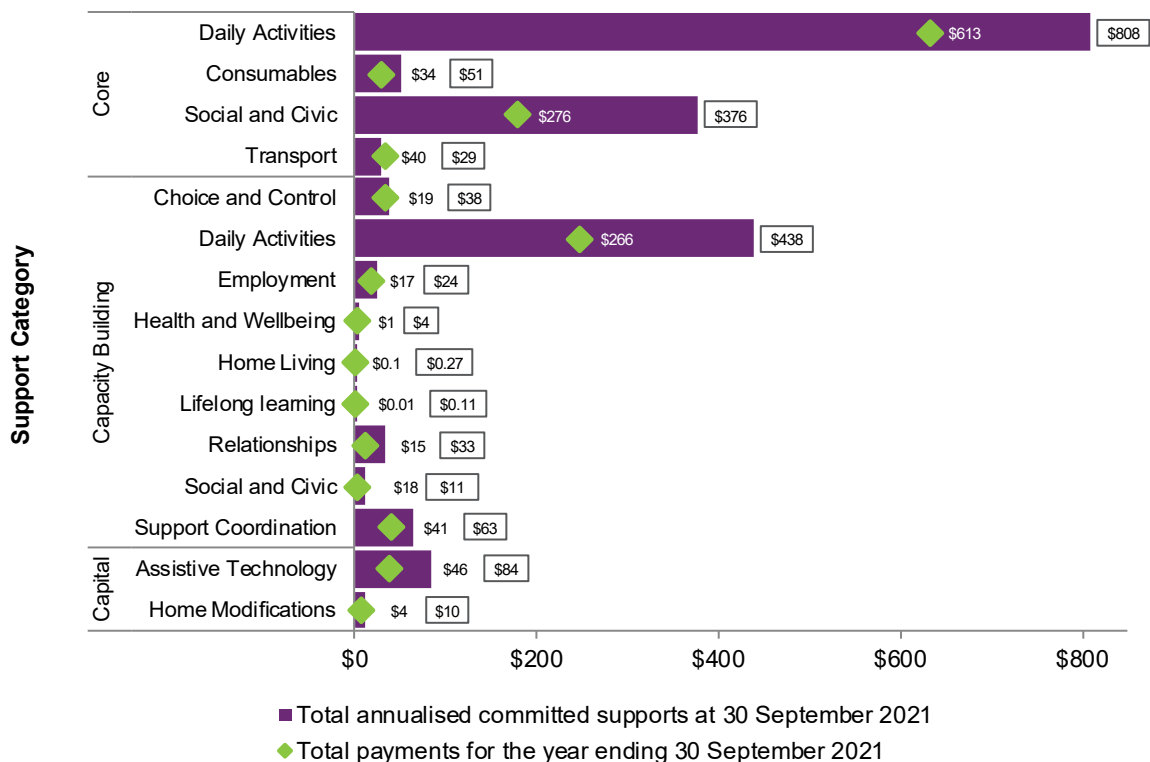
<sup>544</sup> Ibid.

<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>



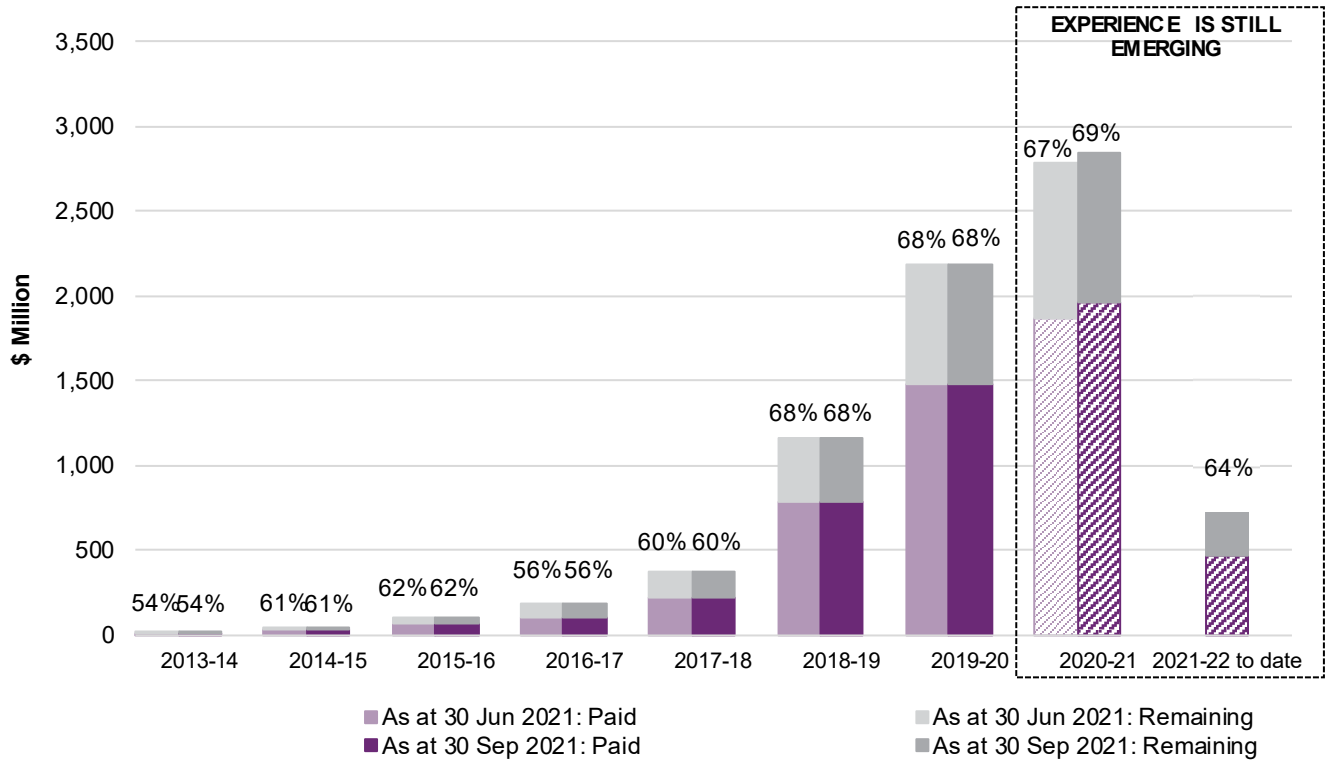
<sup>546</sup> Ibid.

<sup>547</sup> Ibid.

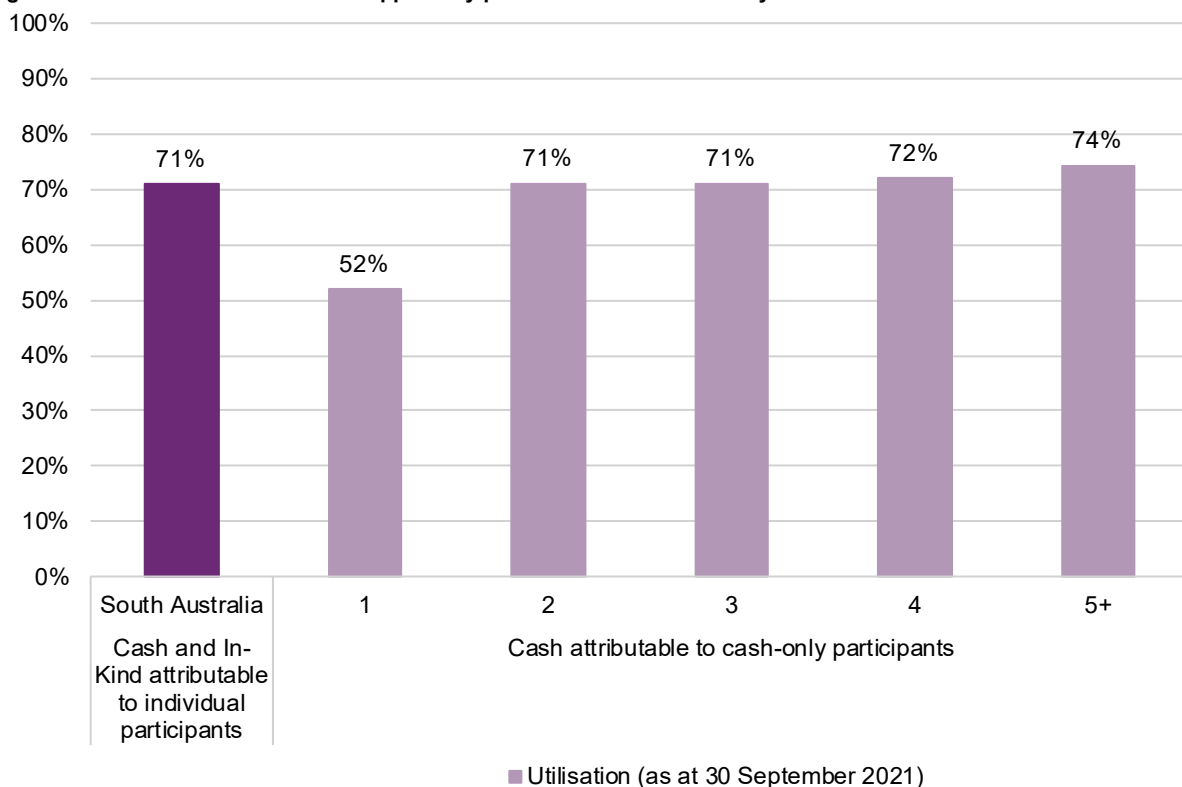
**Table J.72 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia**

|                    | 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%             |

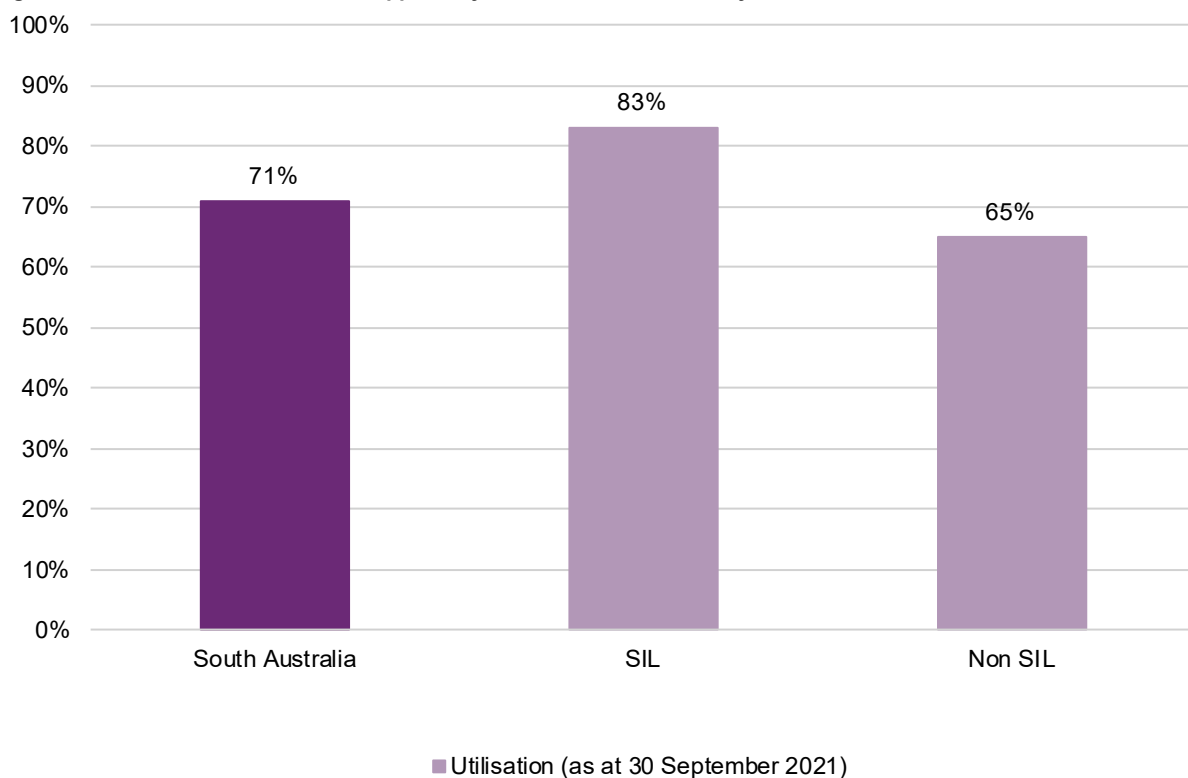
**Figure J.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – South Australia**



**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>

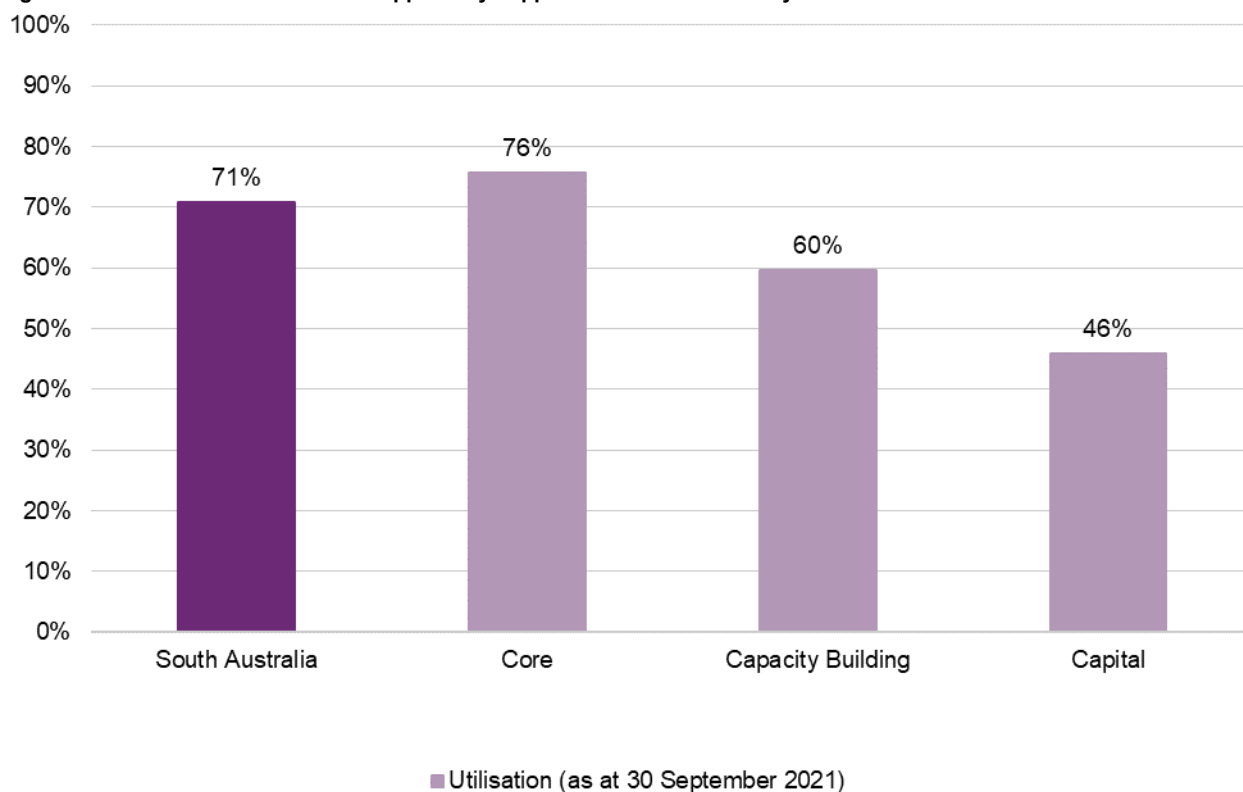
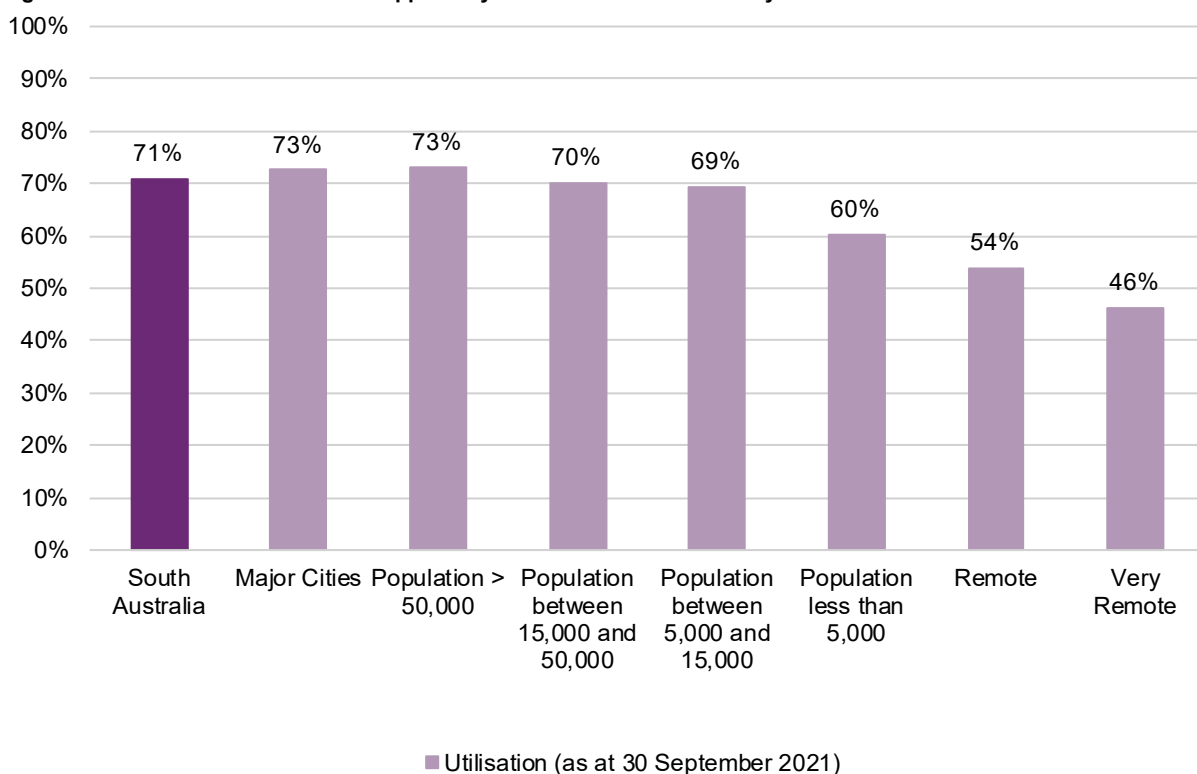


Figure J.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – South Australia <sup>551</sup>



<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 |
| New                                 | 6,481          | 429        | 6,910  |
| State                               | 2,959          | <11        | 2,964  |
| Commonwealth                        | 1,437          | 17         | 1,454  |
| Active Participant Plans (excl ECA) | 10,632         | 448        | 11,080 |
| New                                 | 6,265          | 425        | 6,690  |
| State                               | 2,945          | <11        | 2,949  |
| Commonwealth                        | 1,422          | 19         | 1,441  |
| Active Participant Plans            | 10,904         | 726        | 11,358 |
| Early Intervention (s25)            | 2,447          | 193        | 2,640  |
| Permanent Disability (s24)          | 8,185          | 255        | 8,440  |
| ECA                                 | 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   |
| Early Intervention participants   | 58    |
| Permanent disability participants | 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.

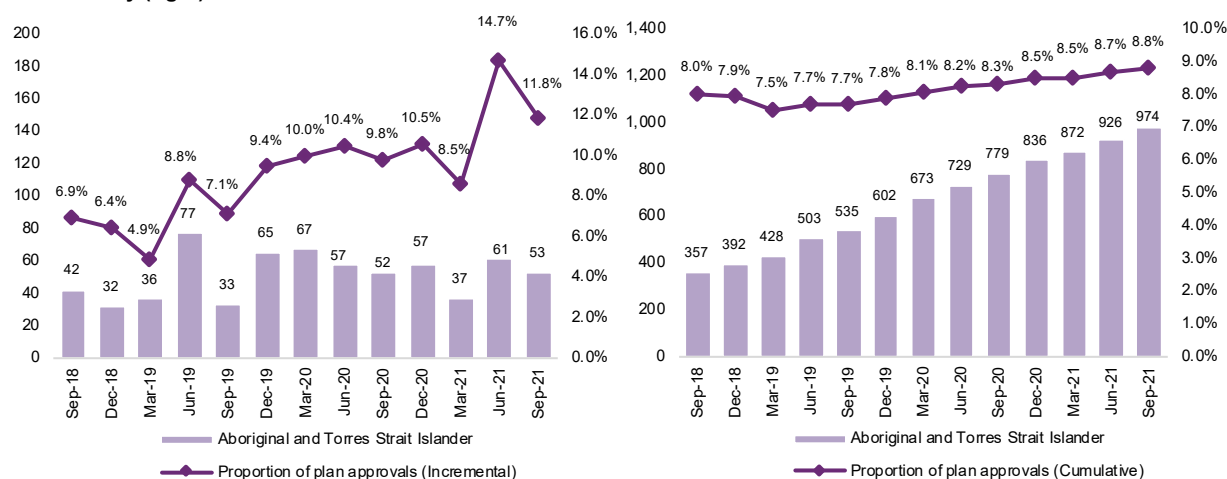
**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

|   | 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.

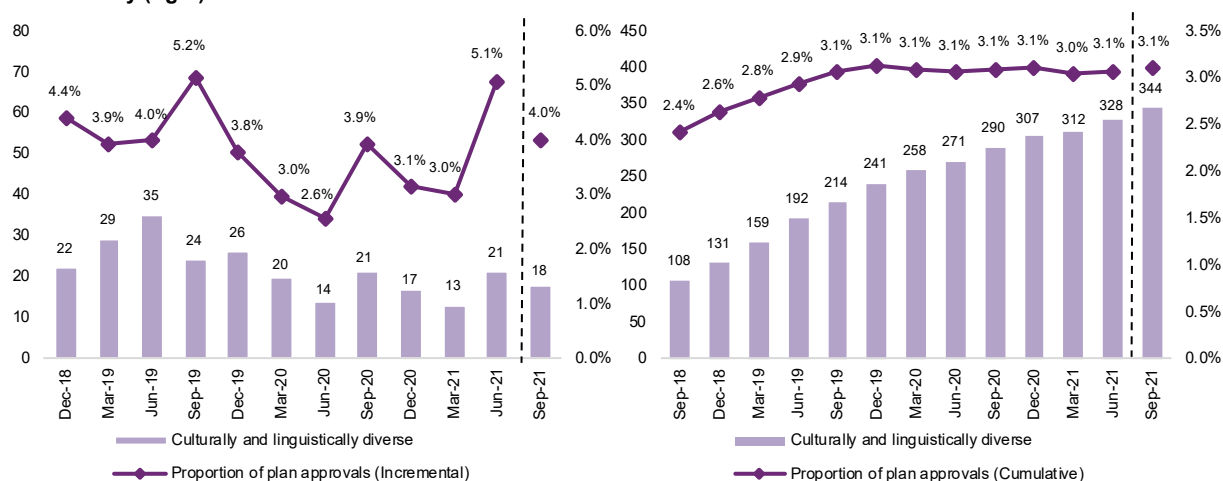
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>560</sup>



**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.

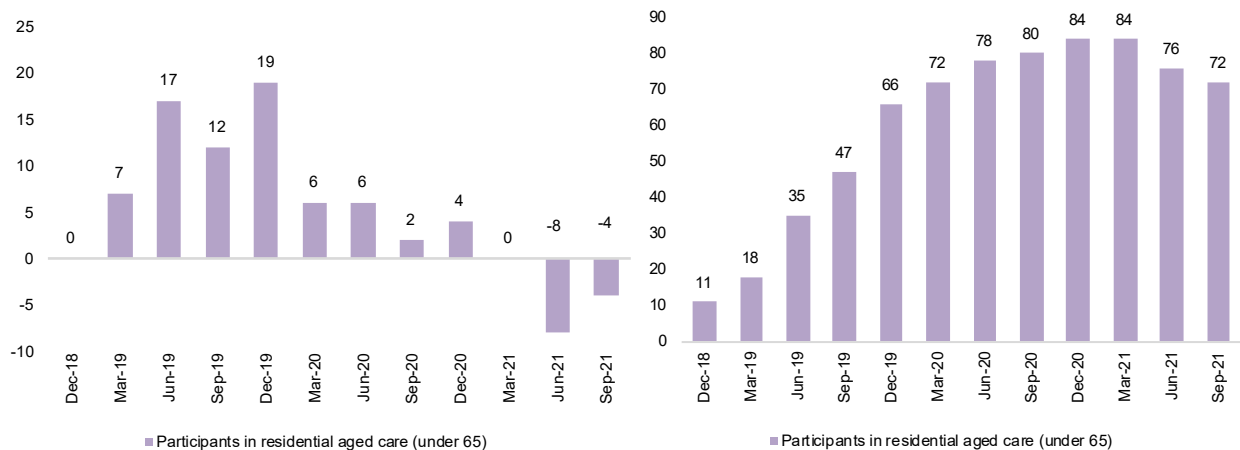
<sup>563</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

<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>  |

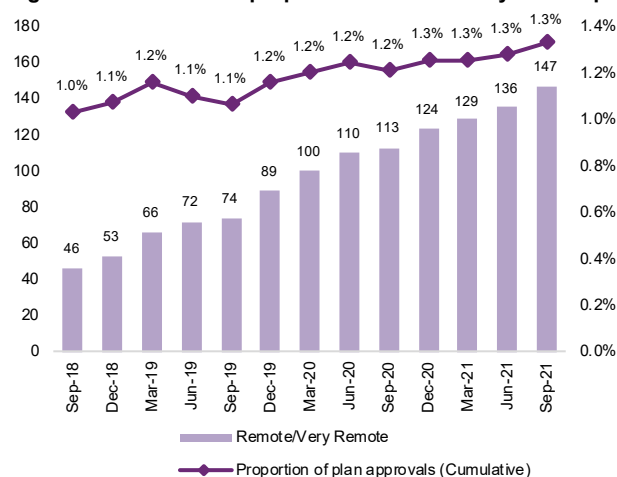
<sup>565</sup> There are a further 35 active participants aged 65 years or over who are currently in residential aged care.

<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>

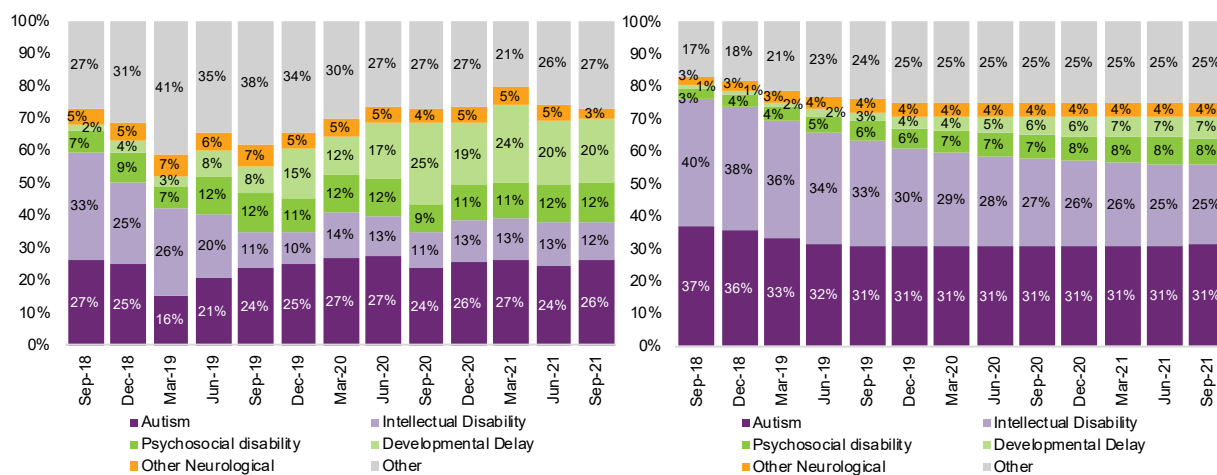
|                            | Prior Quarters |             | 2021-22 Q1 |             | Total         |             |
|----------------------------|----------------|-------------|------------|-------------|---------------|-------------|
| Disability                 | N              | %           | N          | %           | 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).

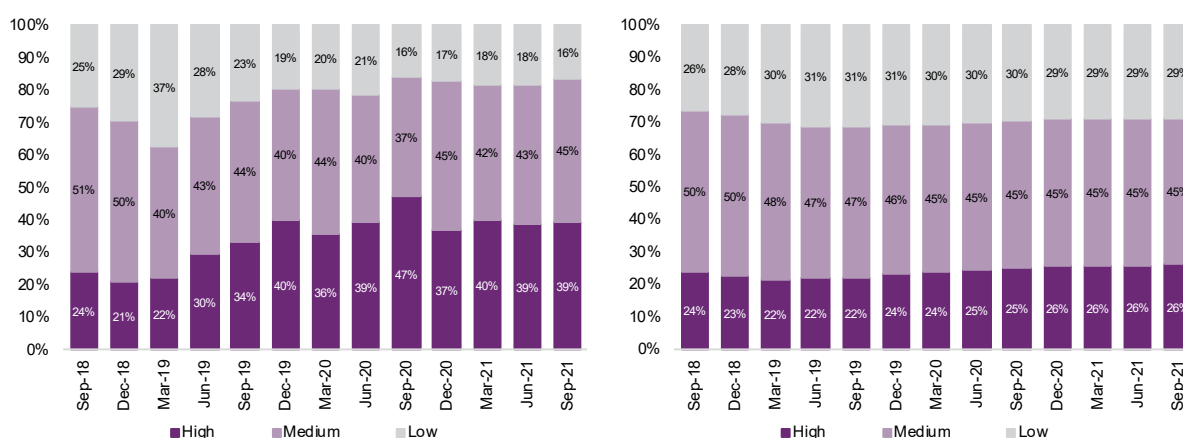
**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>578</sup>



**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

|              | Prior Quarters |             | 2021-22 Q1 |             | Total         |             |
|--------------|----------------|-------------|------------|-------------|---------------|-------------|
| Age Group    | 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>

|              | 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     | <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

|              | Prior Quarters |             | 2021-22 Q1 |             | Total         |             |
|--------------|----------------|-------------|------------|-------------|---------------|-------------|
| Age Group    | 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>

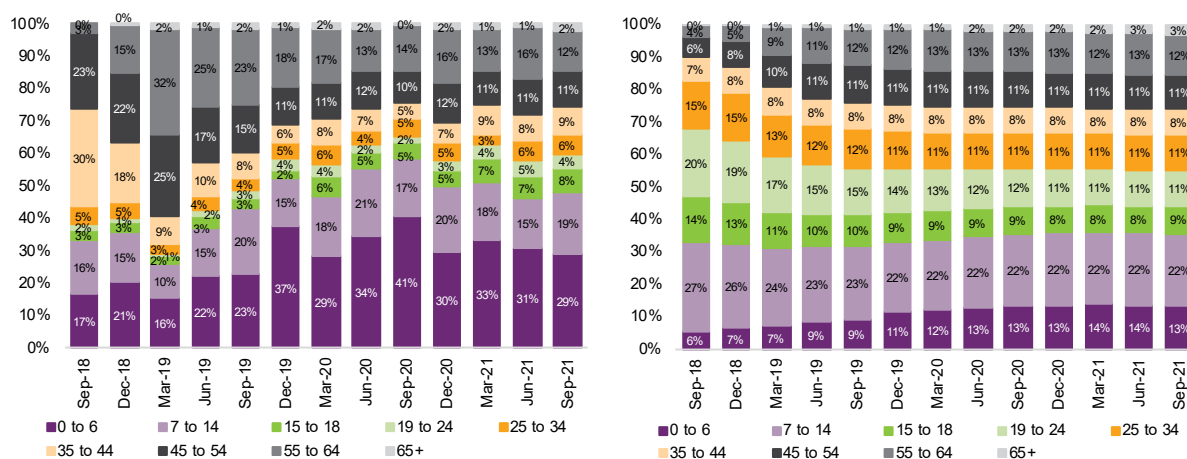


Table K.19 Participant profile per quarter by gender – Tasmania

| 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>

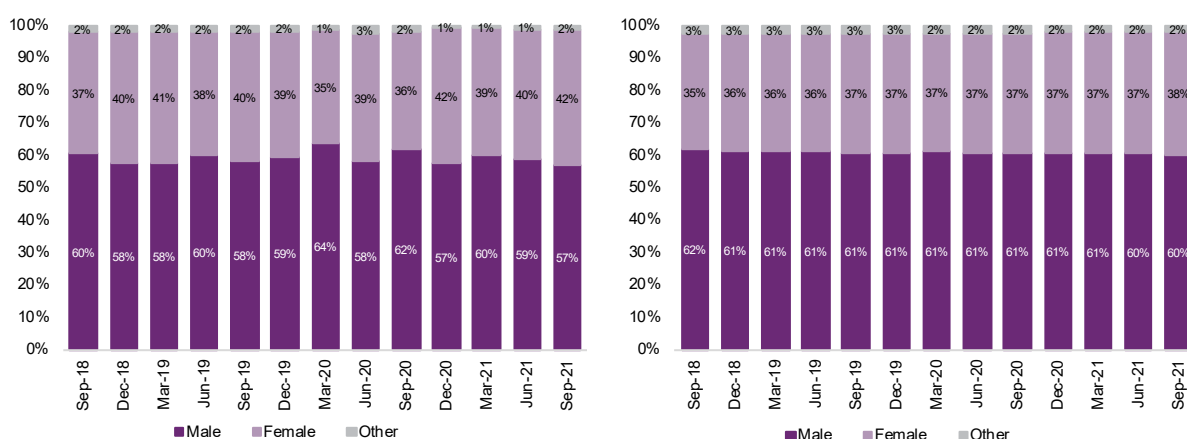


Table K.20 Participation rates by age group at 30 September 2021 – Tasmania <sup>584</sup>

|                          | 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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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            | <b>1,482</b>                 |
| 7 to 14      | 436                                 | 2,023        | 1,195                | 780          | 1,124         | 1,327                           | 54           | 30           | <b>2,482</b>                 |
| 15 to 18     | 227                                 | 689          | 438                  | 312          | 324           | 632                             | 101          | 227          | <b>946</b>                   |
| 19 to 24     | 385                                 | 734          | 456                  | 312          | 254           | 777                             | 388          | 676          | <b>1,211</b>                 |
| 25 to 34     | 378                                 | 740          | 586                  | 254          | 234           | 811                             | 508          | 562          | <b>1,214</b>                 |
| 35 to 44     | 247                                 | 534          | 481                  | 157          | 174           | 626                             | 366          | 289          | <b>864</b>                   |
| 45 to 54     | 341                                 | 711          | 707                  | 145          | 208           | 873                             | 531          | 274          | <b>1,185</b>                 |
| 55 to 64     | 363                                 | 813          | 786                  | 104          | 226           | 1,000                           | 631          | 212          | <b>1,370</b>                 |
| 65+          | 98                                  | 175          | 201                  | 21           | 41            | 236                             | 158          | 23           | <b>326</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.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            | <b>17,500</b>                         |
| 7 to 14      | 1,240  | 9,726         | 3,877                | 2,130        | 3,168         | 3,571                           | 128          | 88           | <b>23,928</b>                         |
| 15 to 18     | 558  | 2,595         | 1,238                | 826          | 869           | 1,726                           | 291          | 563          | <b>8,666</b>                          |
| 19 to 24     | 963  | 2,091         | 1,155                | 687          | 595           | 1,871                           | 892          | 1,433        | <b>9,687</b>                          |
| 25 to 34     | 897  | 2,077         | 1,554                | 625          | 528           | 2,046                           | 1,177        | 1,203        | <b>10,107</b>                         |
| 35 to 44     | 629  | 1,527         | 1,250                | 325          | 410           | 1,625                           | 861          | 636          | <b>7,263</b>                          |
| 45 to 54     | 817  | 1,922         | 1,833                | 307          | 431           | 2,107                           | 1,221        | 635          | <b>9,273</b>                          |
| 55 to 64     | 788  | 2,445         | 1,919                | 223          | 454           | 2,340                           | 1,351        | 442          | <b>9,962</b>                          |
| 65+          | 222  | 425           | 471                  | 53           | 82            | 511                             | 332          | 42           | <b>2,138</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>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.

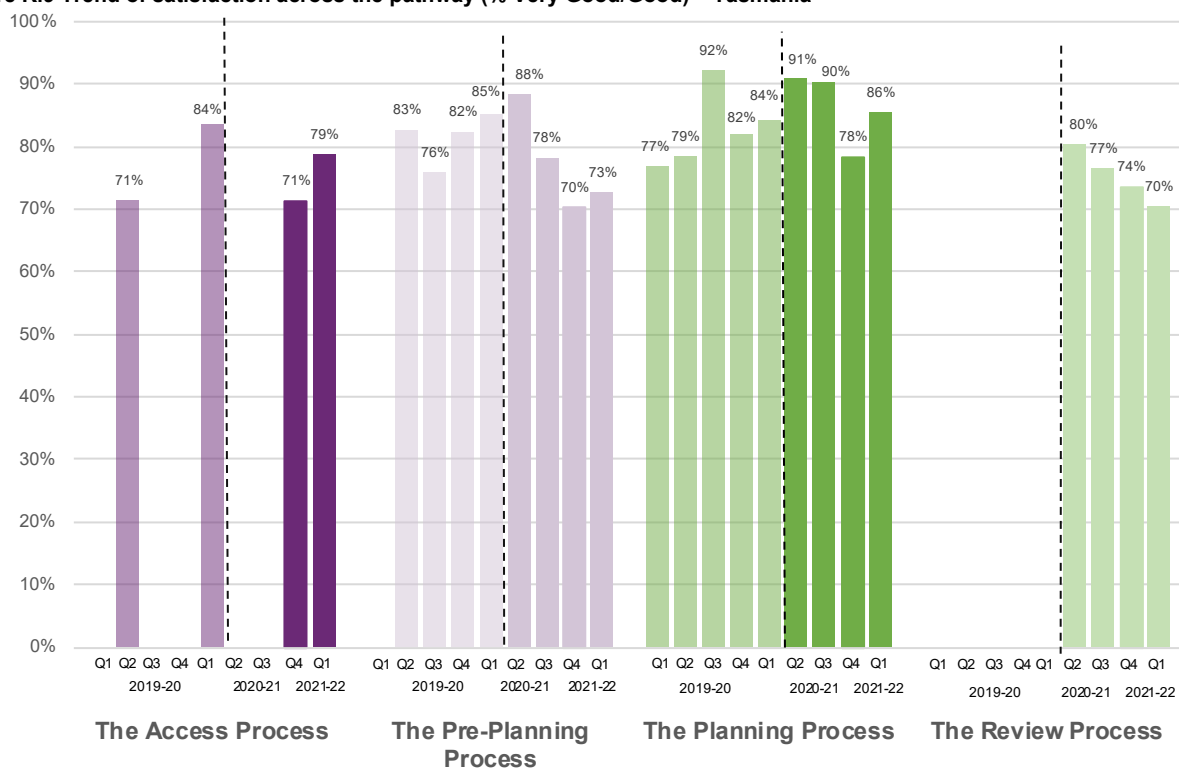
**Table K.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania** <sup>597</sup>

| 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.



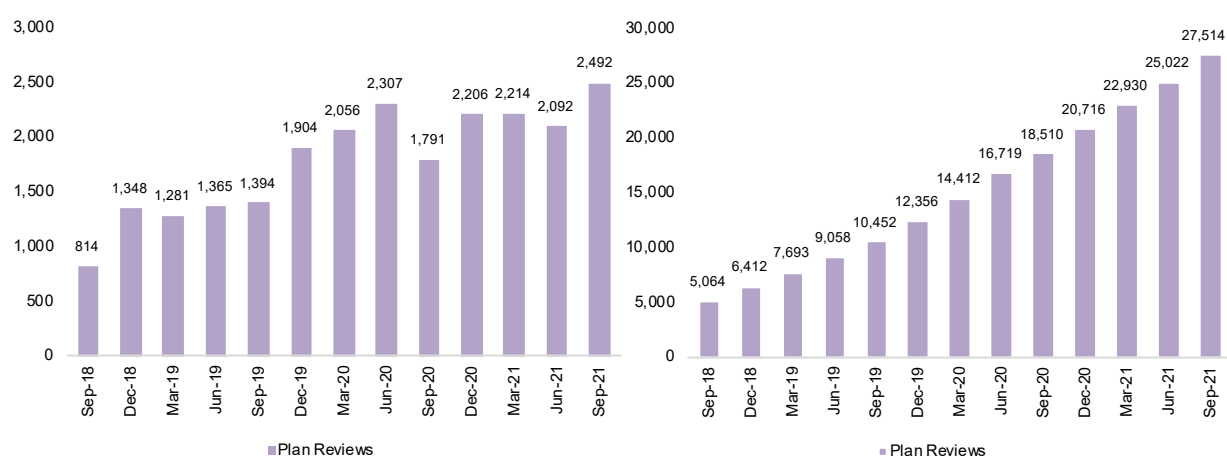
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>598 599 600</sup>



**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%         |                               |

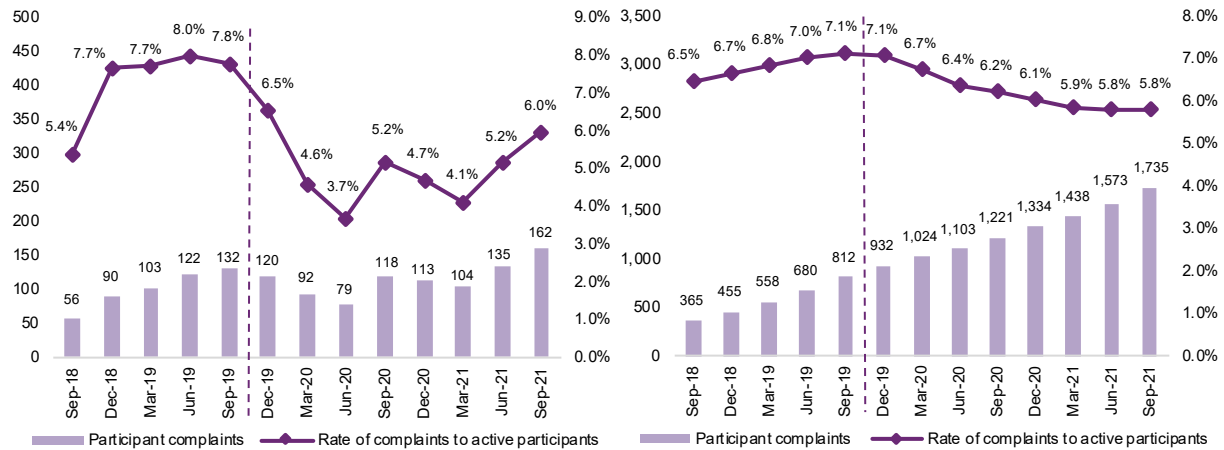
<sup>602</sup> Note that 66% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

<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> |       |

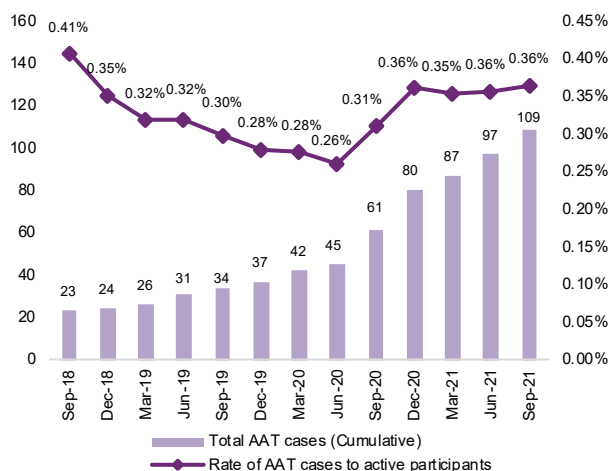
Table K.55 AAT Cases by category at 30 September 2021 – Tasmania <sup>607 608</sup>

|   | Prior Quarters |             | 2021-22 Q1   |             | Total        |             |
|---|----------------|-------------|--------------|-------------|--------------|-------------|
| Category                                      | N              | %           | N            | %           | N            | %           |
| <b>Total</b>                                  | <b>97</b>      | <b>100%</b> | <b>12</b>    | <b>100%</b> | <b>109</b>   | <b>100%</b> |
| <b>% of the number of active participants</b> | <b>0.36%</b>   |             | <b>0.44%</b> |             | <b>0.36%</b> |             |

<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.

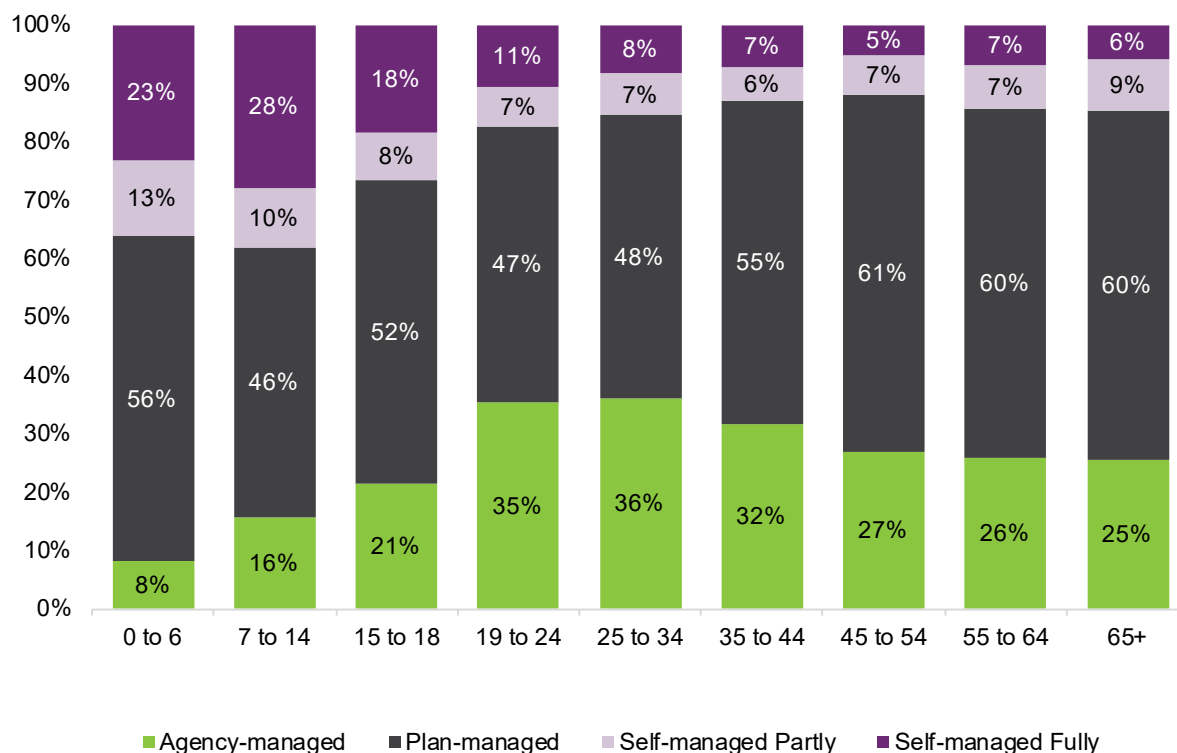
**Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania** <sup>609 610</sup>



**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>



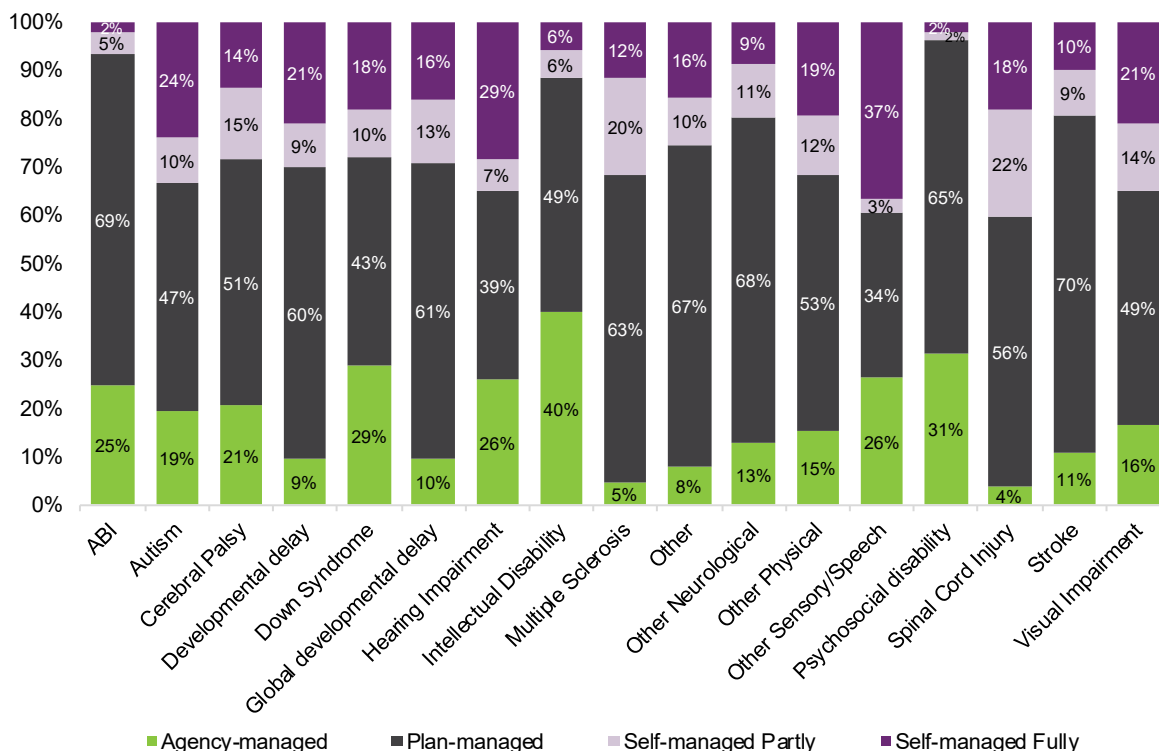
<sup>609</sup> There are insufficient numbers to show the incremental count of AAT cases.

<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.

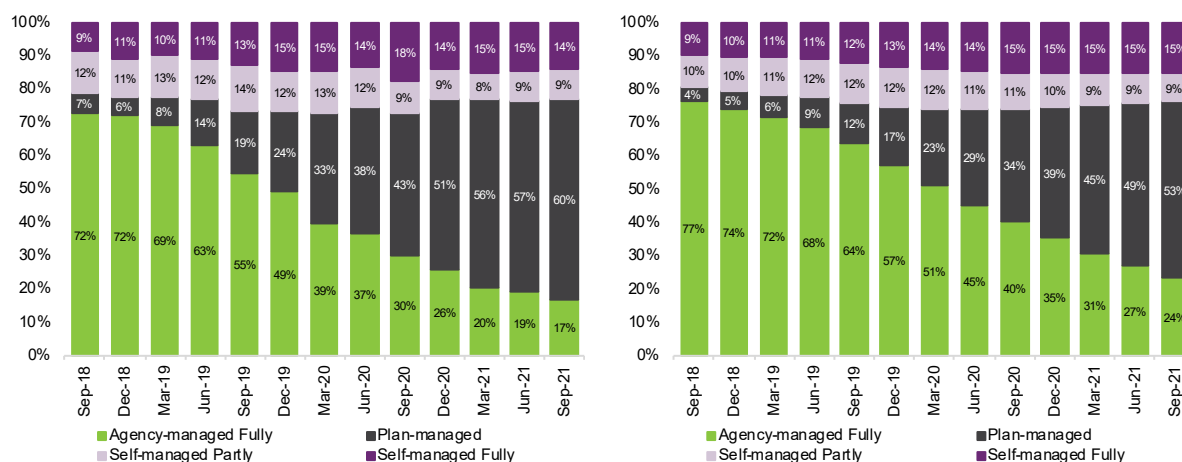
**Figure K.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Tasmania** <sup>613 614</sup>



**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%         | <b>15%</b>  |
| Self-managed partly | 9%             | 9%          | <b>9%</b>   |
| Plan-managed        | 50%            | 60%         | <b>53%</b>  |
| Agency-managed      | 26%            | 17%         | <b>24%</b>  |
| <b>Total</b>        | <b>100%</b>    | <b>100%</b> | <b>100%</b> |

**Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>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.

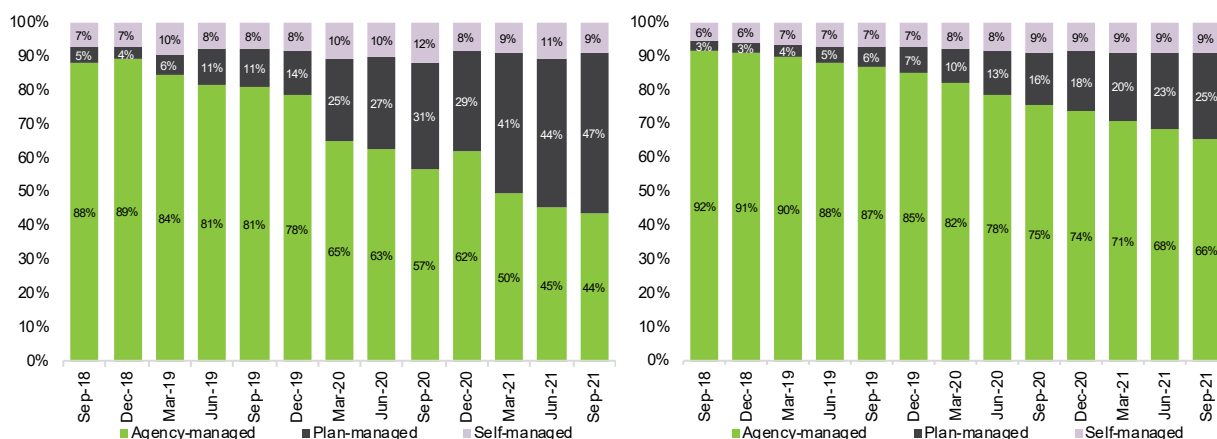
<sup>615</sup> Ibid.

<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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>Active |
| <b>Assistance services</b>   |                               |                          |                 |                               |                          |                 |
| Accommodation / Tenancy Assistance   | 6                             | 21                       | <b>27</b>       | 22%                           | 78%                      | <b>100%</b>     |
| Assistance Animals   | 0                             | 13                       | <b>13</b>       | 0%                            | 100%                     | <b>100%</b>     |
| Assistance with daily life tasks in a group or shared living arrangement     | 17                            | 132                      | <b>149</b>      | 11%                           | 89%                      | <b>100%</b>     |
| Assistance with travel/transport arrangements                                | 20                            | 112                      | <b>132</b>      | 15%                           | 85%                      | <b>100%</b>     |
| Daily Personal Activities  | 28                            | 236                      | <b>264</b>      | 11%                           | 89%                      | <b>100%</b>     |
| Group and Centre Based Activities  | 18                            | 161                      | <b>179</b>      | 10%                           | 90%                      | <b>100%</b>     |
| High Intensity Daily Personal Activities                                     | 16                            | 150                      | <b>166</b>      | 10%                           | 90%                      | <b>100%</b>     |
| Household tasks  | 41                            | 169                      | <b>210</b>      | 20%                           | 80%                      | <b>100%</b>     |
| Interpreting and translation   | 3                             | 23                       | <b>26</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Participation in community, social and civic activities                      | 35                            | 266                      | <b>301</b>      | 12%                           | 88%                      | <b>100%</b>     |
| <b>Assistive Technology</b>  |                               |                          |                 |                               |                          |                 |
| Assistive equipment for recreation   | 0                             | 34                       | <b>34</b>       | 0%                            | 100%                     | <b>100%</b>     |
| Assistive products for household tasks                                       | 3                             | 26                       | <b>29</b>       | 10%                           | 90%                      | <b>100%</b>     |
| Assistance products for personal care and safety                             | 31                            | 296                      | <b>327</b>      | 9%                            | 91%                      | <b>100%</b>     |
| Communication and information equipment                                      | 13                            | 77                       | <b>90</b>       | 14%                           | 86%                      | <b>100%</b>     |
| Customised Prosthetics   | 10                            | 78                       | <b>88</b>       | 11%                           | 89%                      | <b>100%</b>     |
| Hearing Equipment  | 5                             | 36                       | <b>41</b>       | 12%                           | 88%                      | <b>100%</b>     |
| Hearing Services   | 0                             | 11                       | <b>11</b>       | 0%                            | 100%                     | <b>100%</b>     |
| Personal Mobility Equipment  | 17                            | 114                      | <b>131</b>      | 13%                           | 87%                      | <b>100%</b>     |
| Specialised Hearing Services   | 1                             | 9                        | <b>10</b>       | 10%                           | 90%                      | <b>100%</b>     |
| Vision Equipment   | 2                             | 31                       | <b>33</b>       | 6%                            | 94%                      | <b>100%</b>     |
| <b>Capacity Building Services</b>  |                               |                          |                 |                               |                          |                 |
| Assistance in coordinating or managing life stages, transitions and supports | 55                            | 241                      | <b>296</b>      | 19%                           | 81%                      | <b>100%</b>     |
| Behaviour Support  | 27                            | 76                       | <b>103</b>      | 26%                           | 74%                      | <b>100%</b>     |
| Community nursing care for high needs  | 5                             | 44                       | <b>49</b>       | 10%                           | 90%                      | <b>100%</b>     |
| Development of daily living and life skills                                  | 23                            | 146                      | <b>169</b>      | 14%                           | 86%                      | <b>100%</b>     |
| Early Intervention supports for early childhood                              | 47                            | 137                      | <b>184</b>      | 26%                           | 74%                      | <b>100%</b>     |
| Exercise Physiology and Physical Wellbeing activities                        | 15                            | 75                       | <b>90</b>       | 17%                           | 83%                      | <b>100%</b>     |
| Innovative Community Participation   | 11                            | 25                       | <b>36</b>       | 31%                           | 69%                      | <b>100%</b>     |
| Specialised Driving Training   | 3                             | 10                       | <b>13</b>       | 23%                           | 77%                      | <b>100%</b>     |
| Therapeutic Supports   | 190                           | 344                      | <b>534</b>      | 36%                           | 64%                      | <b>100%</b>     |
| <b>Capital services</b>  |                               |                          |                 |                               |                          |                 |
| Home modification design and construction                                    | 9                             | 45                       | <b>54</b>       | 17%                           | 83%                      | <b>100%</b>     |
| Specialist Disability Accommodation  | 2                             | 13                       | <b>15</b>       | 13%                           | 87%                      | <b>100%</b>     |
| Vehicle Modifications  | 4                             | 29                       | <b>33</b>       | 12%                           | 88%                      | <b>100%</b>     |
| <b>Choice and control support services</b>                                   |                               |                          |                 |                               |                          |                 |
| Management of funding for supports in participants plan                      | 20                            | 108                      | <b>128</b>      | 16%                           | 84%                      | <b>100%</b>     |
| Support Coordination   | 10                            | 46                       | <b>56</b>       | 18%                           | 82%                      | <b>100%</b>     |
| <b>Employment and Education support services</b>                             |                               |                          |                 |                               |                          |                 |
| Assistance to access and/or maintain employment and/or education             | 5                             | 55                       | <b>60</b>       | 8%                            | 92%                      | <b>100%</b>     |
| Specialised Supported Employment   | 5                             | 43                       | <b>48</b>       | 10%                           | 90%                      | <b>100%</b>     |
| <b>Total</b>   | <b>321</b>                    | <b>1,019</b>             | <b>1,340</b>    | <b>24%</b>                    | <b>76%</b>               | <b>100%</b>     |

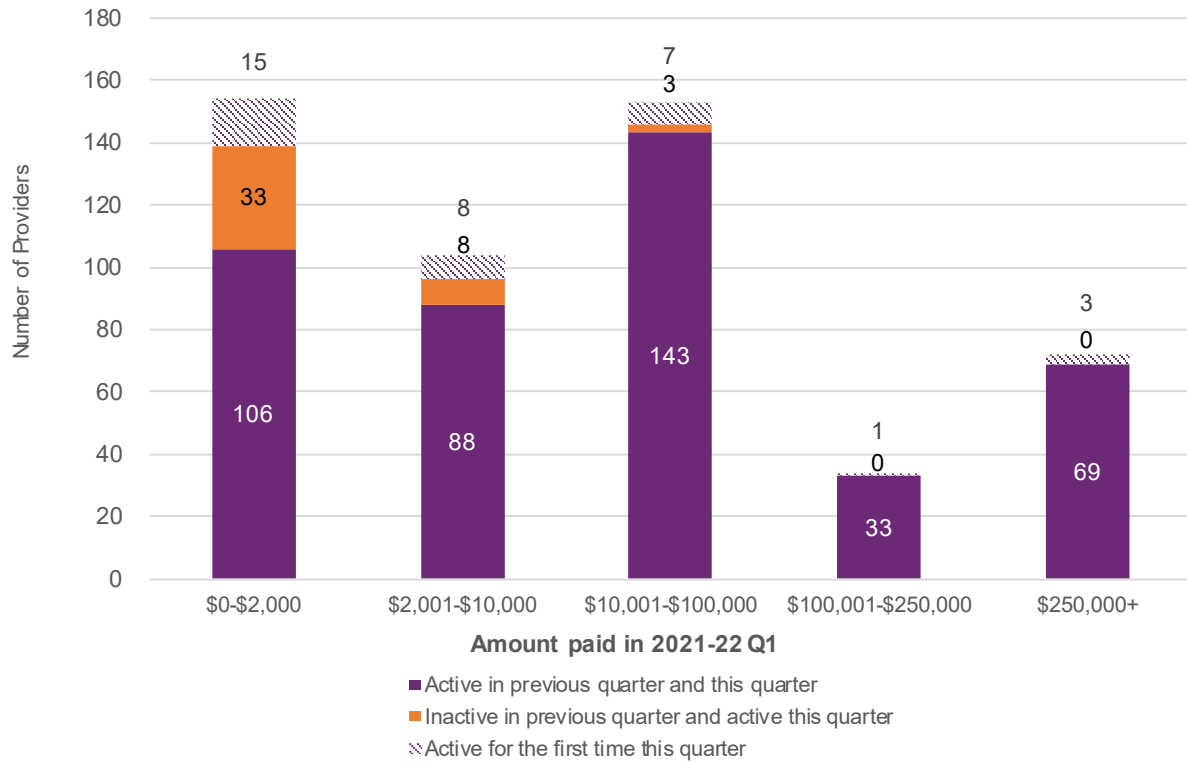
**Table K.68 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Tasmania**

| 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>



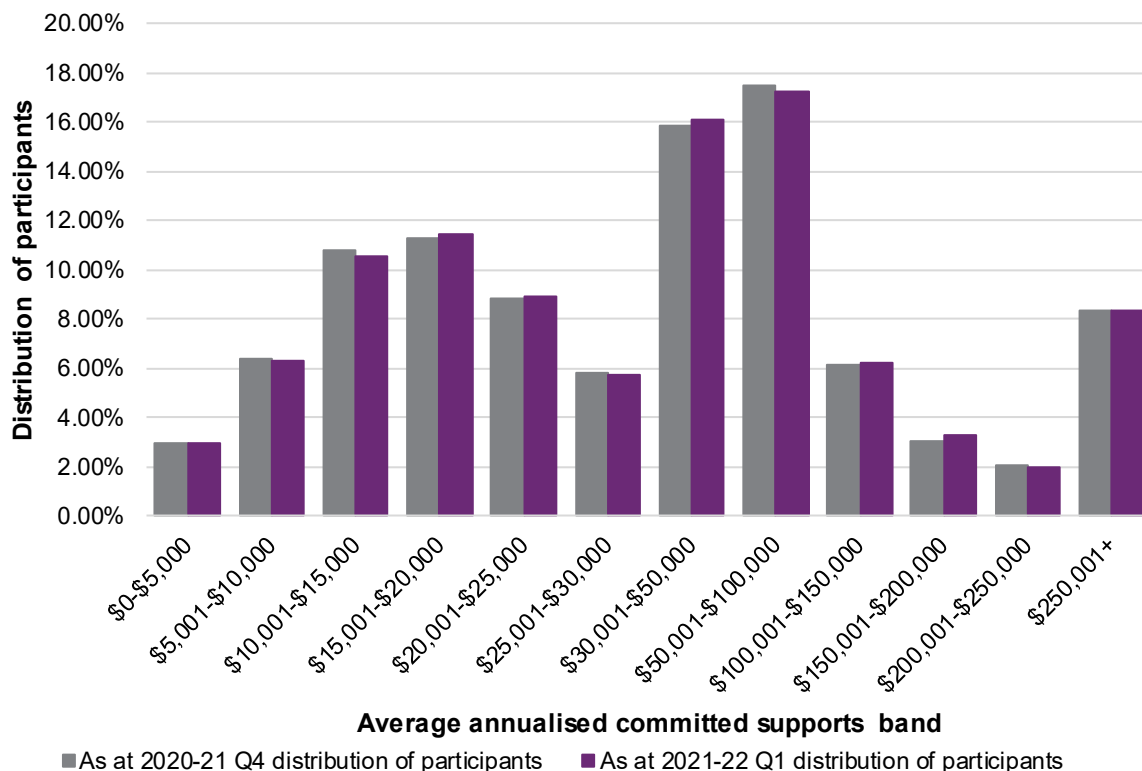
## Part Five: Financial sustainability

**Table K.70 Committed supports by financial year (\$m) – Tasmania**

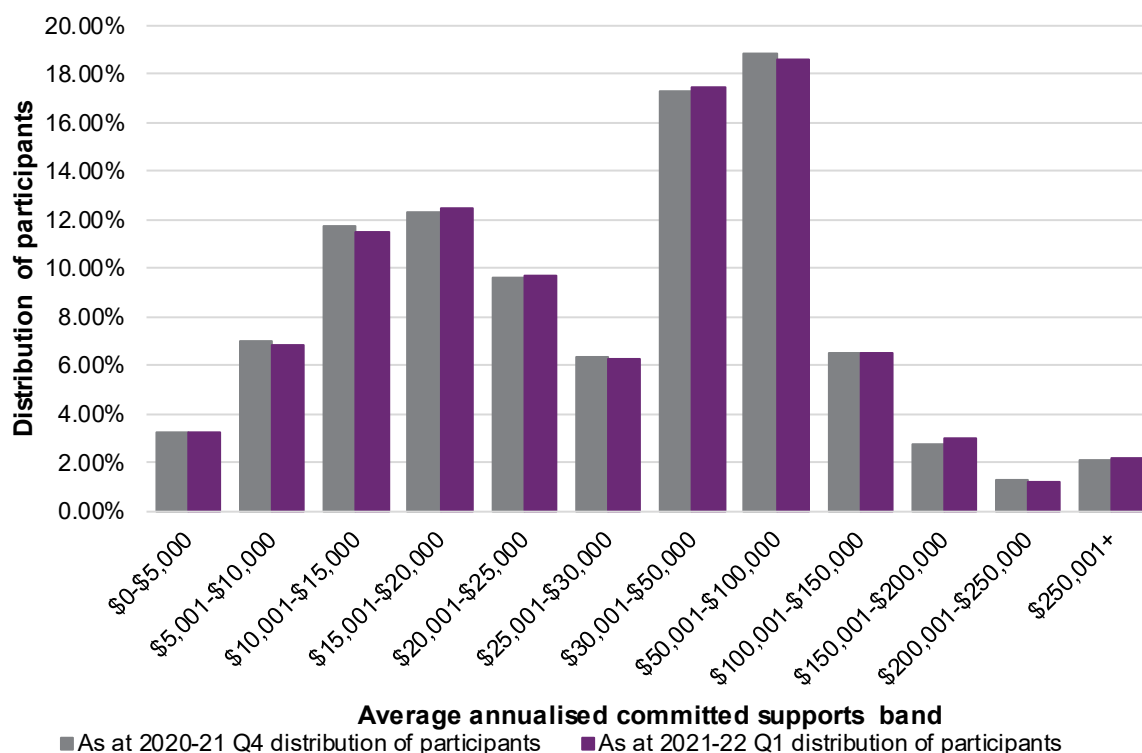
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed | 17.3    | 50.4    | 65.9    | 100.4   | 189.8   | 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.

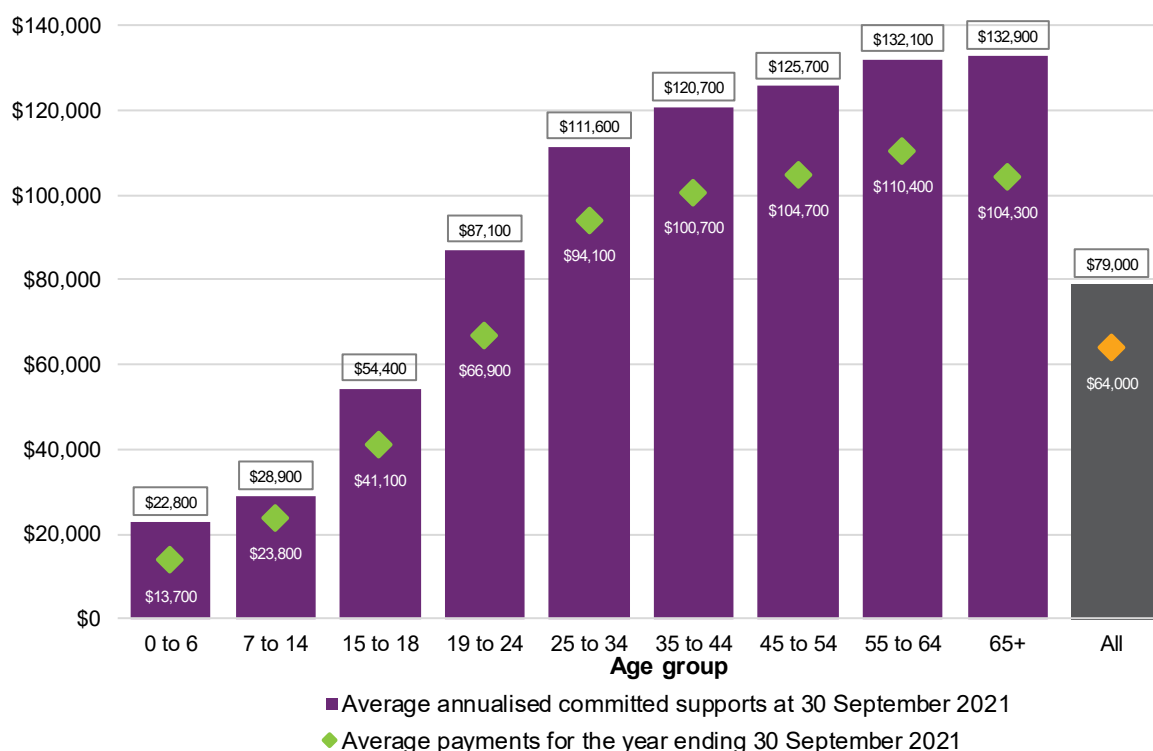
**Figure K.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Tasmania**



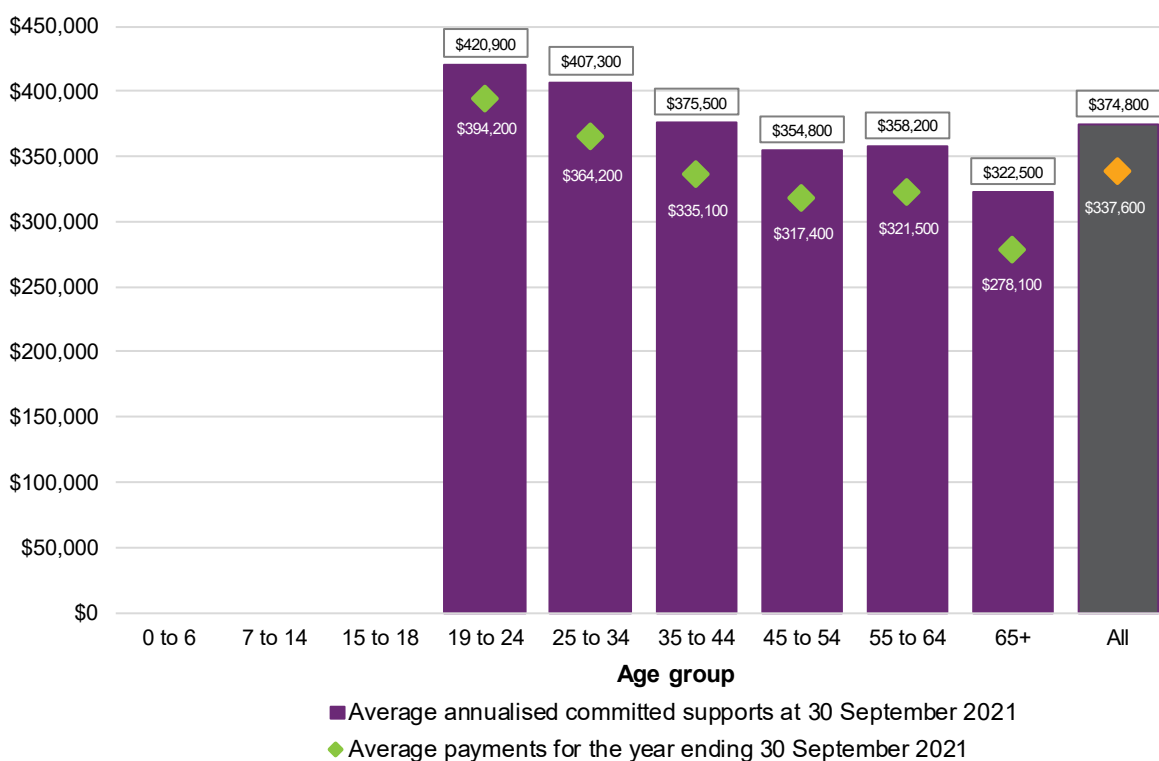
**Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Tasmania**



**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

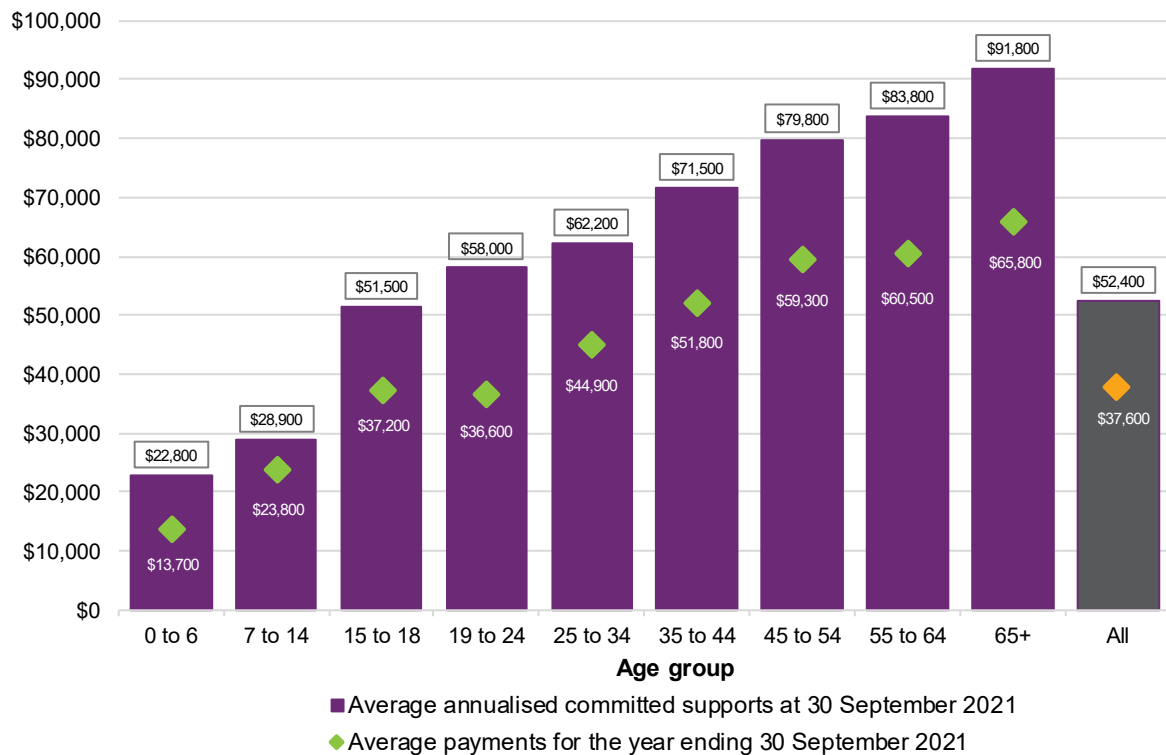


<sup>626</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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.

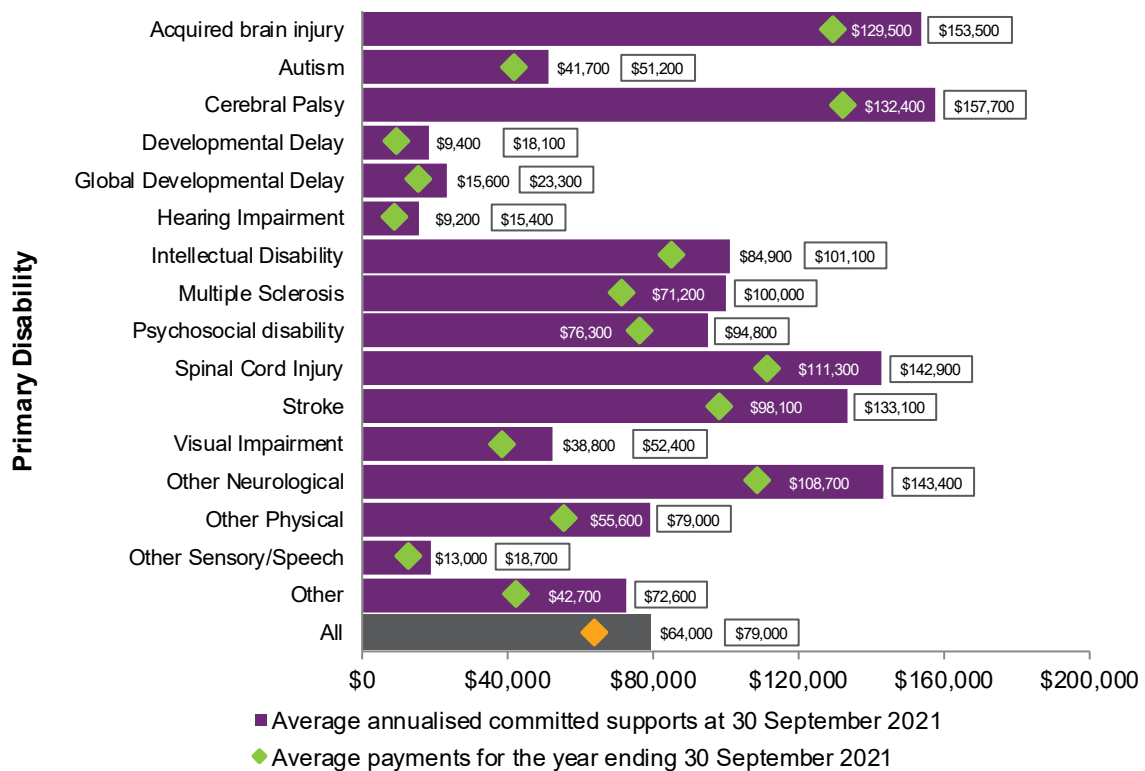
<sup>627</sup> Ibid.



**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>



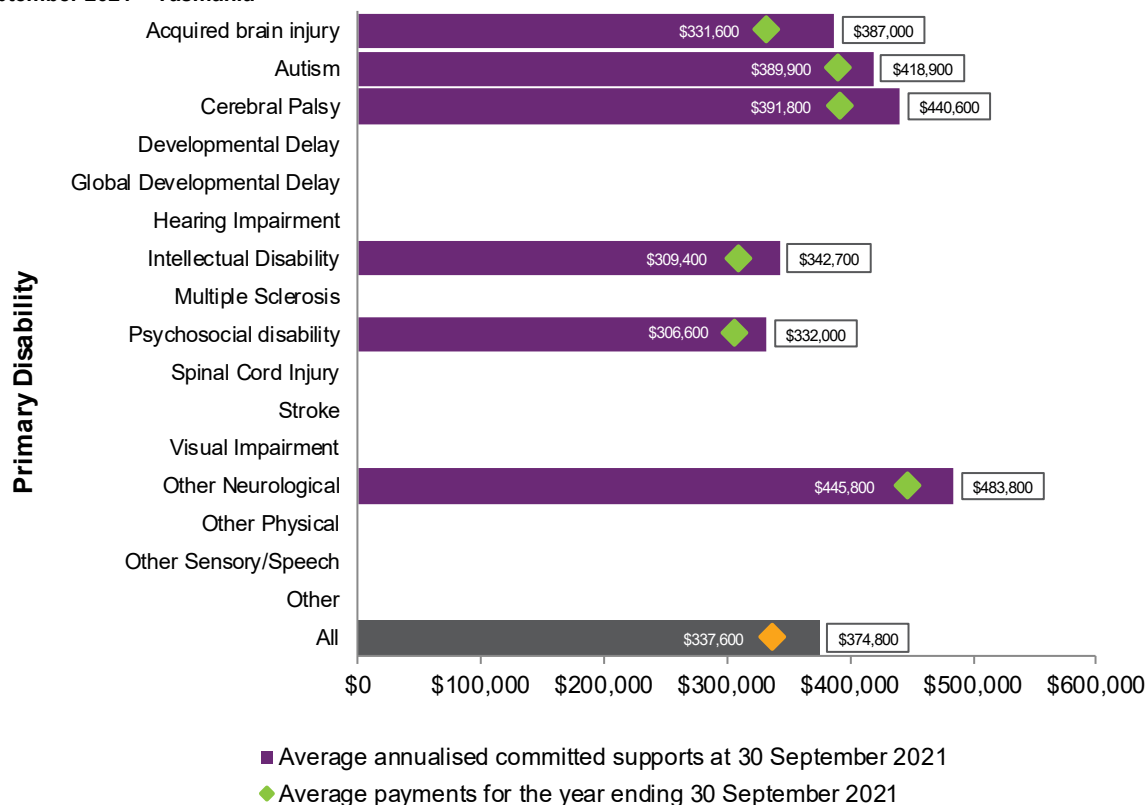
**Figure K.23 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Tasmania** <sup>629</sup>



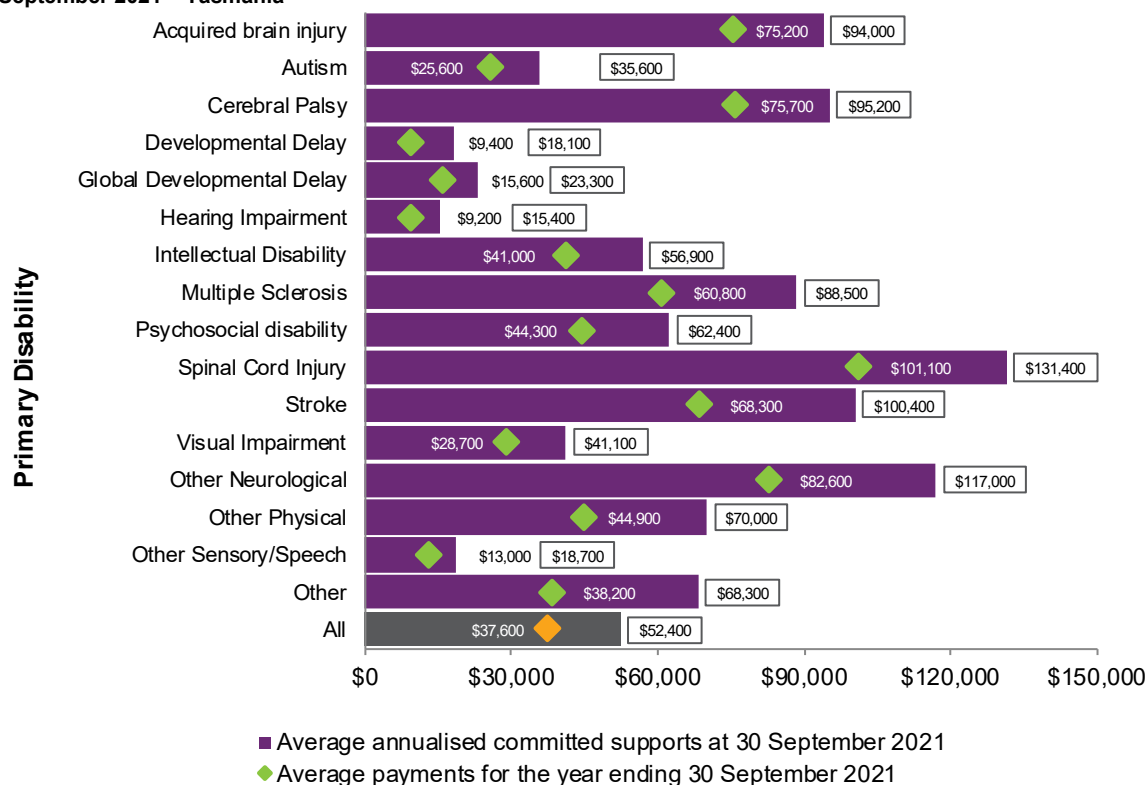
<sup>628</sup> Ibid.

<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>



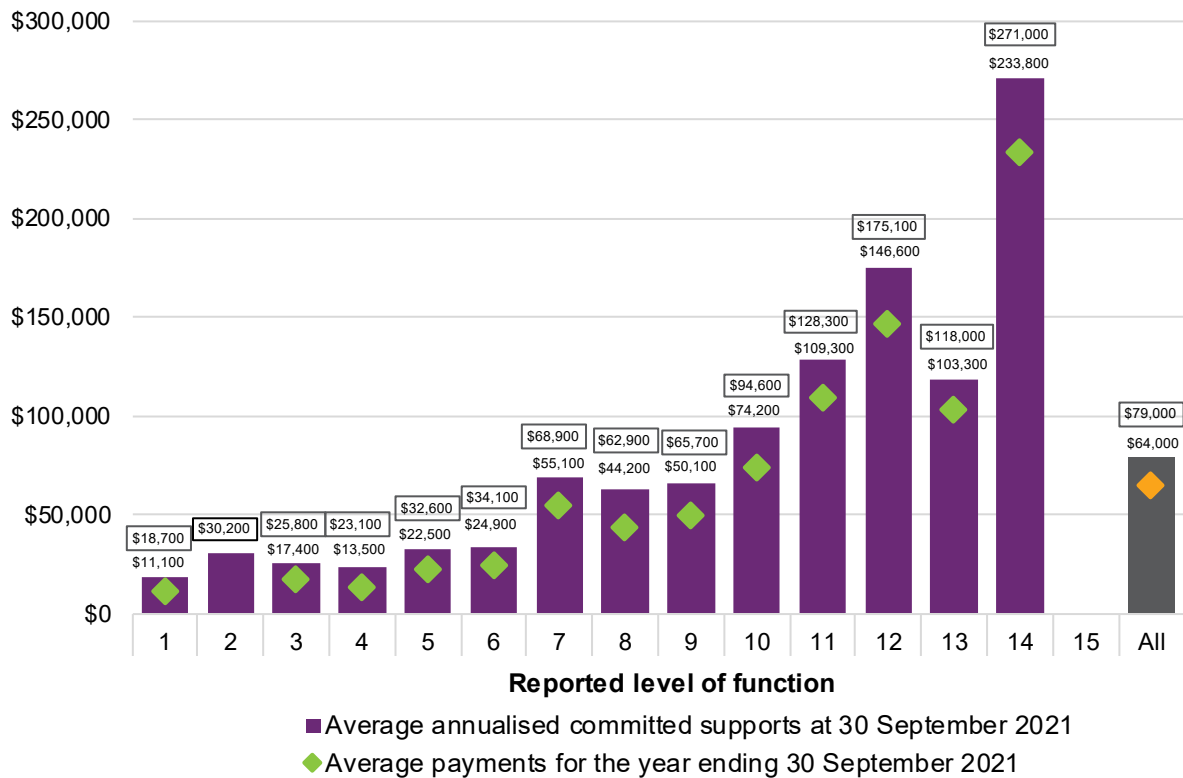
**Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Tasmania** <sup>631</sup>



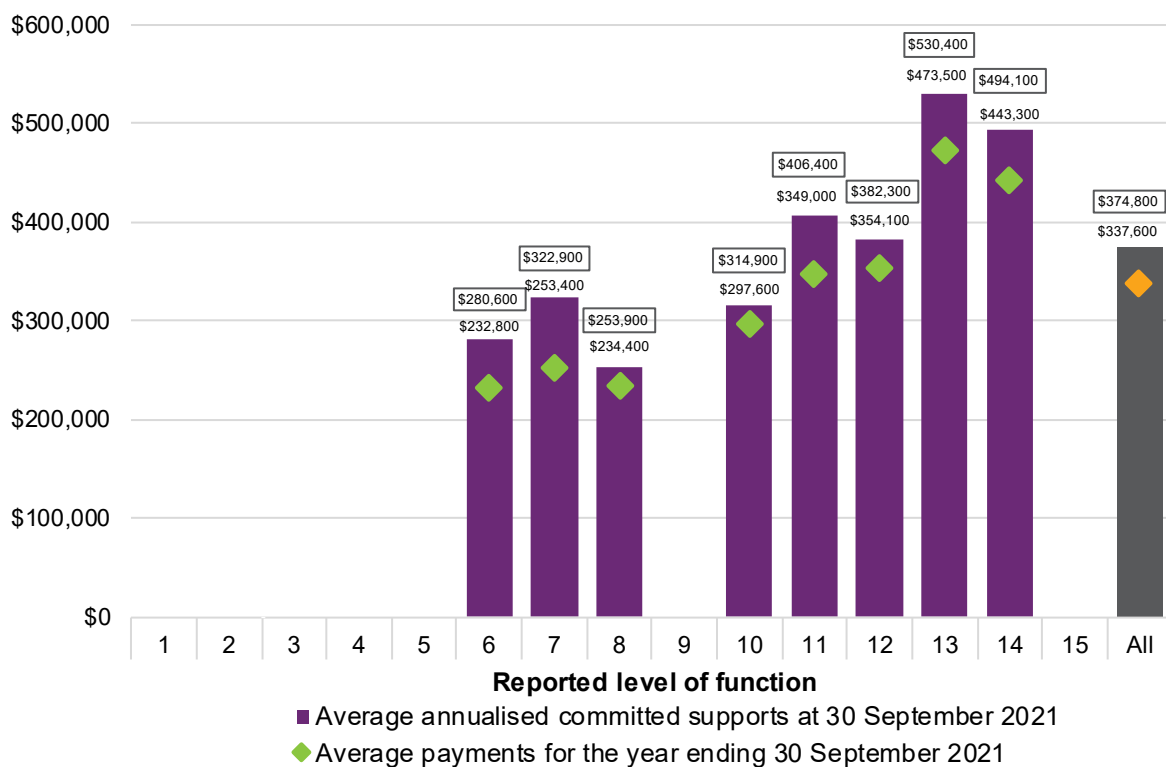
<sup>630</sup> Ibid.

<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>



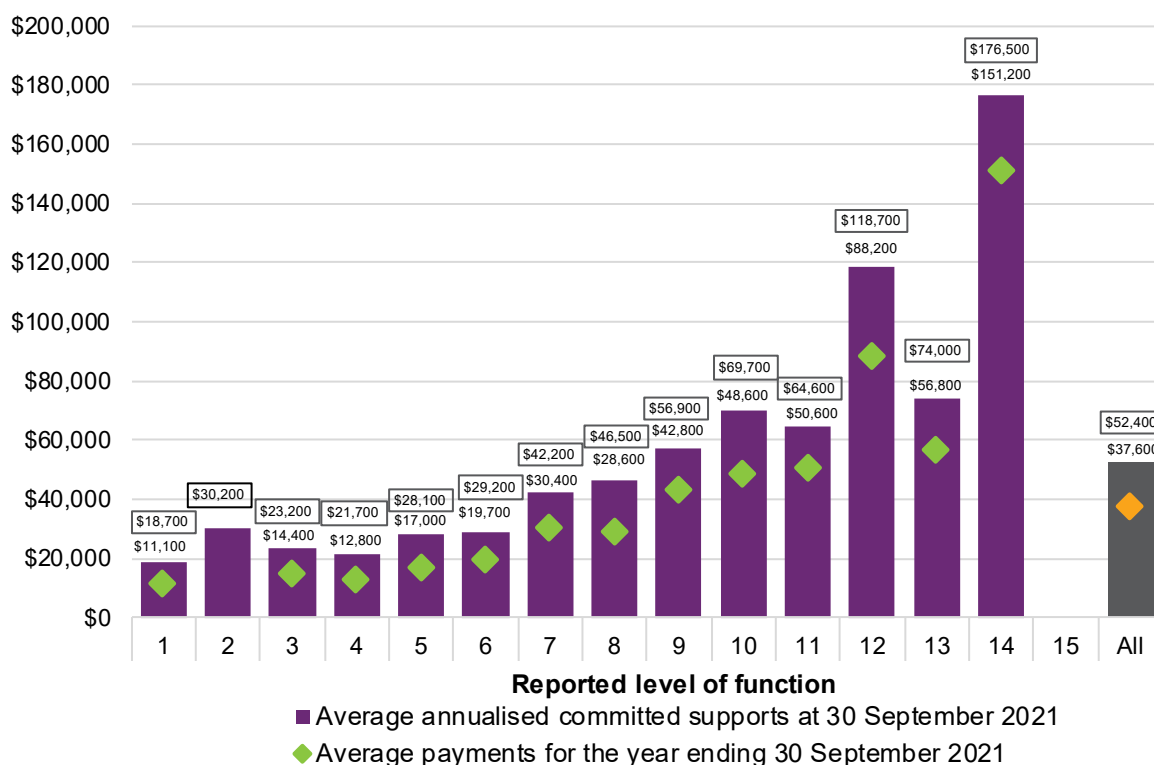
**Figure K.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Tasmania** <sup>633</sup>



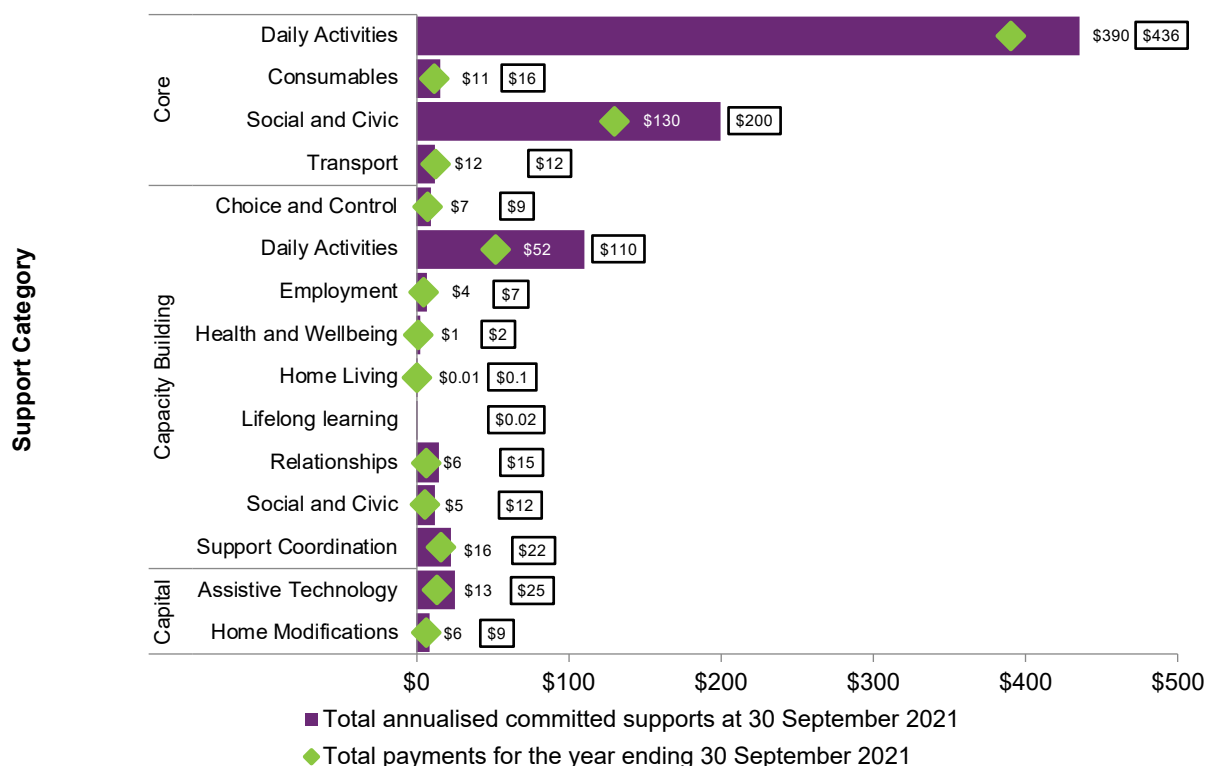
<sup>632</sup> Ibid.

<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>



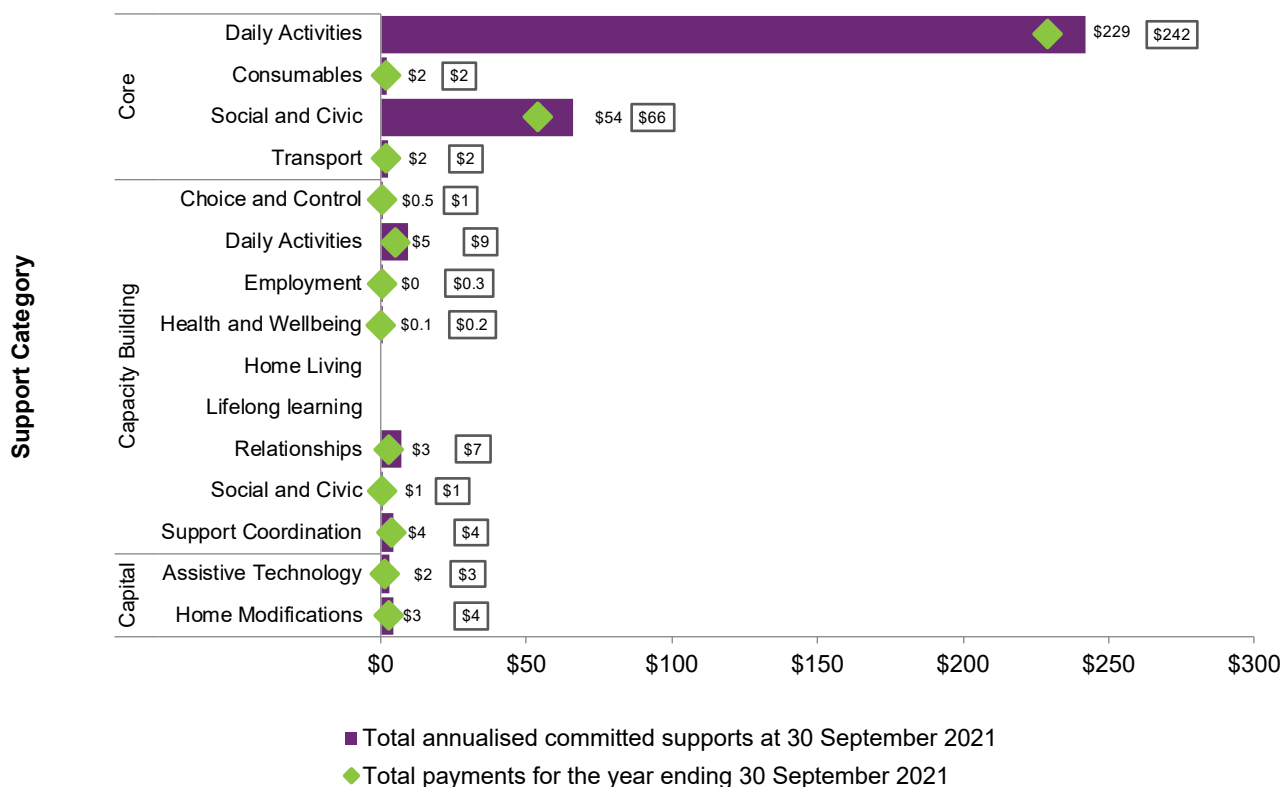
**Figure K.29 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Tasmania** <sup>635</sup>



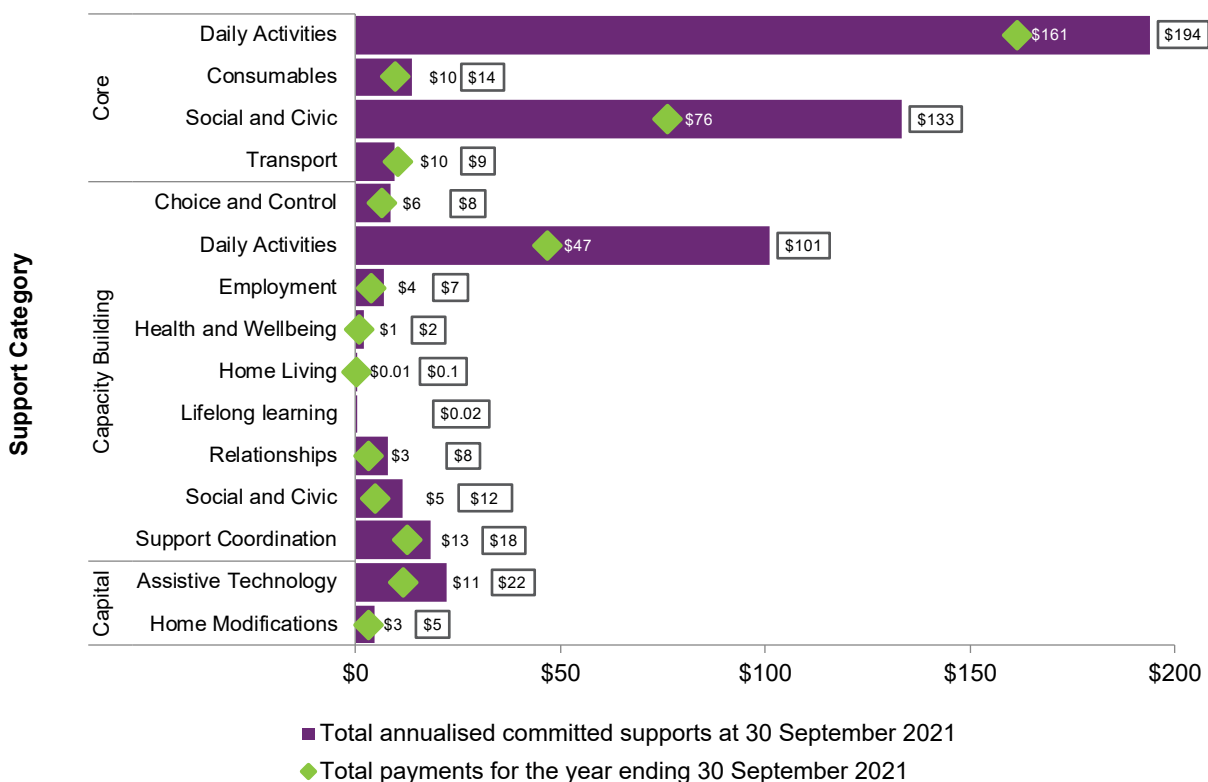
<sup>634</sup> Ibid.

<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>



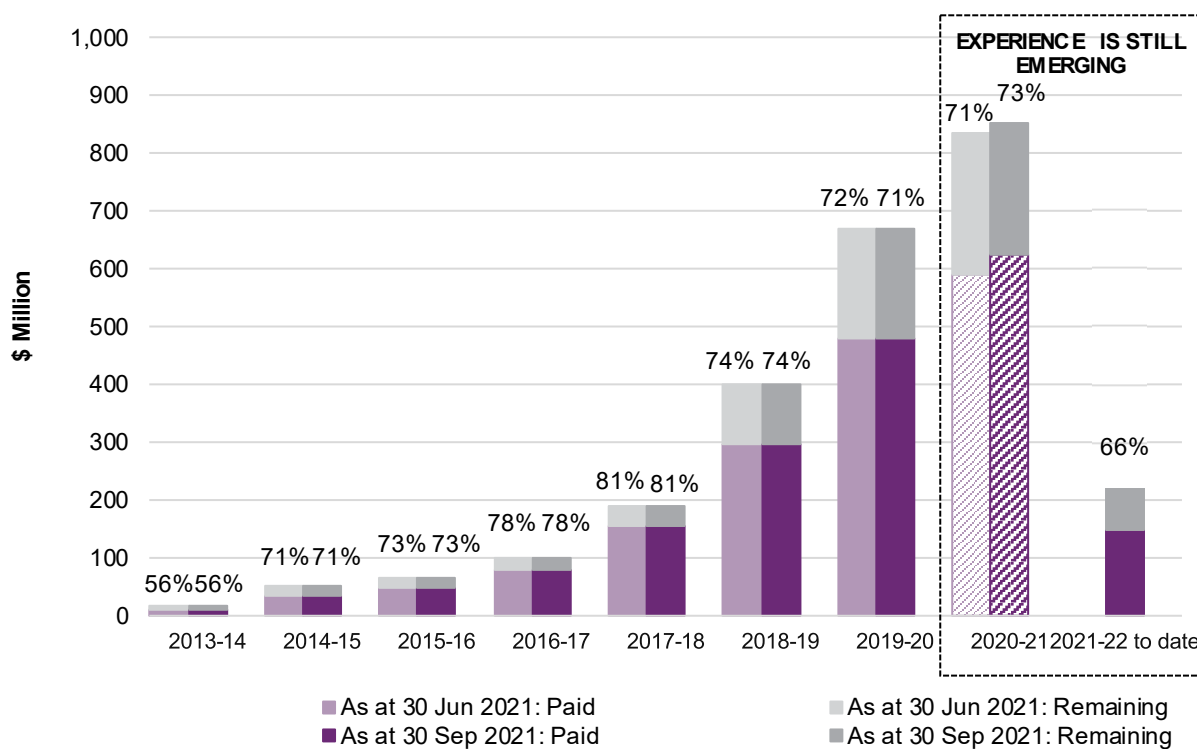
<sup>636</sup> Ibid.

<sup>637</sup> Ibid.

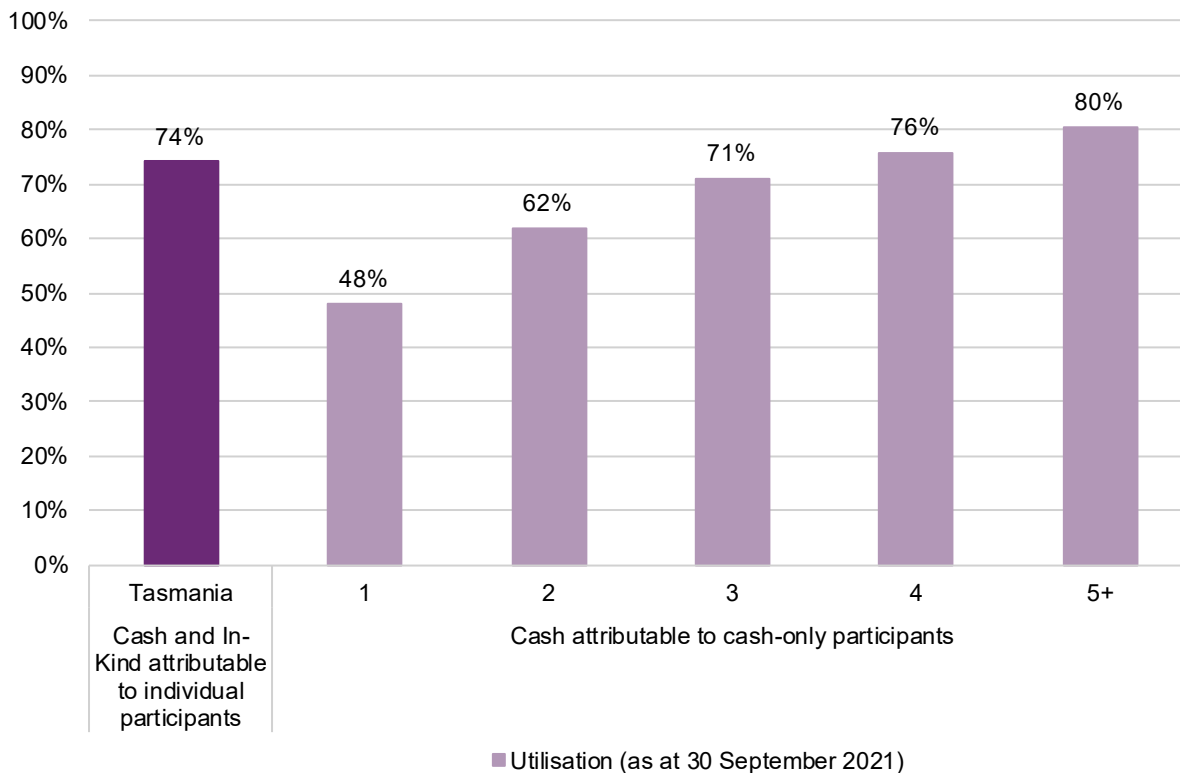
Table K.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania

|                    | 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%             |

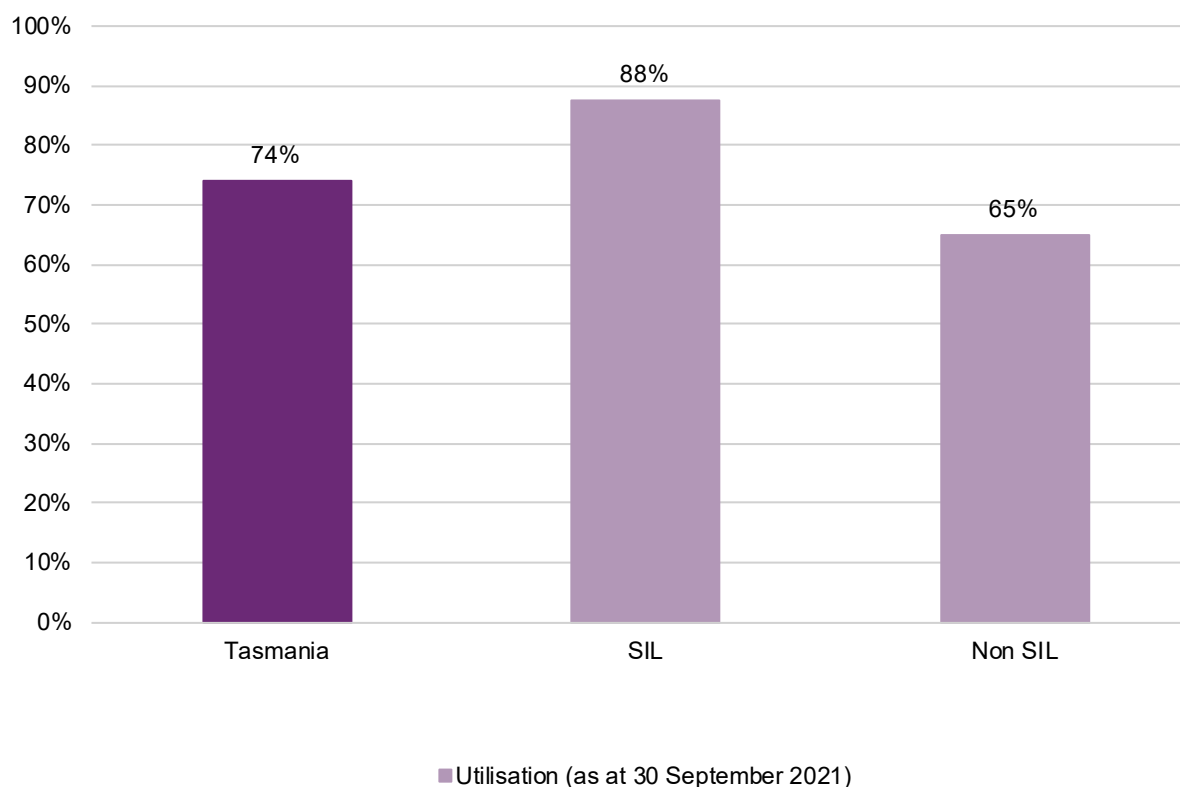
Figure K.32 Utilisation of committed supports as at 30 June 2021 and 30 September 2021 – Tasmania



**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>

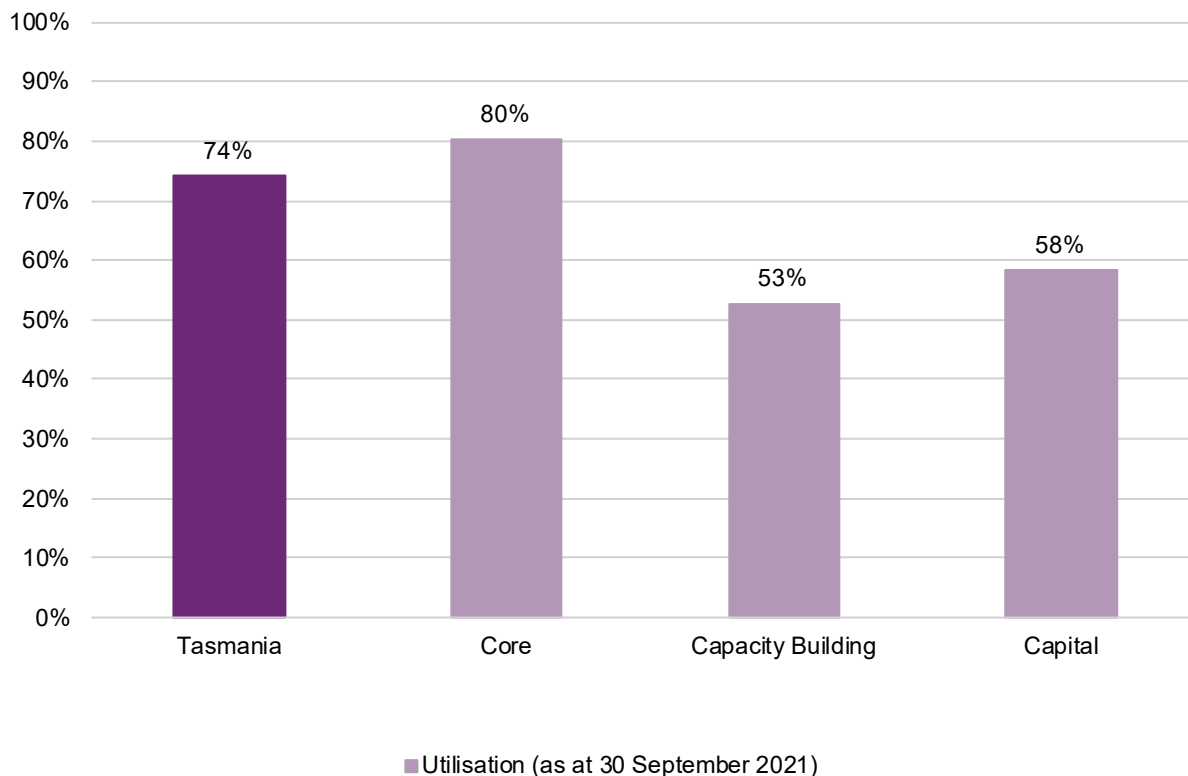
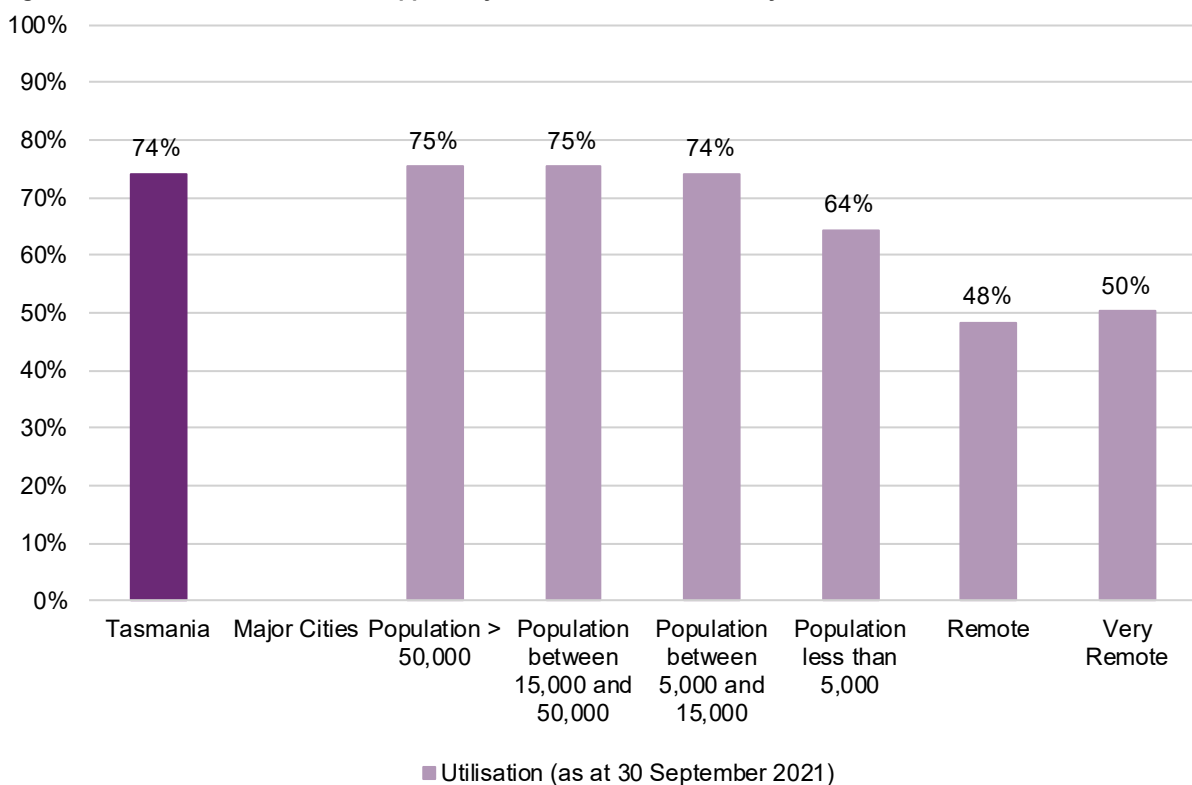


Figure K.36 Utilisation of committed supports by remoteness from 1 January 2021 to 30 June 2021 – Tasmania <sup>641 642</sup>



<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 |
|-------------------------------------|----------------|------------|---------------------|--------------------------------|---------------------|
| <b>Australian Capital Territory</b> | <b>8,550</b>   | <b>278</b> | <b>8,828</b>        | <b>126</b>                     | <b>8,954</b>        |

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         |
|--|----------------|------------|---------------|
| <b>Access decisions</b>                    | <b>12,026</b>  | <b>344</b> | <b>12,370</b> |
| <b>Active Eligible</b>                     | <b>8,715</b>   | <b>255</b> | <b>8,970</b>  |
| <i>New</i>                                 | 5,908          | 251        | 6,159         |
| <i>State</i>                               | 2,498          | <11        | 2,499         |
| <i>Commonwealth</i>                        | 309            | <11        | 312           |
| <b>Active Participant Plans (excl ECA)</b> | <b>8,550</b>   | <b>278</b> | <b>8,828</b>  |
| <i>New</i>                                 | 5,751          | 275        | 6,026         |
| <i>State</i>                               | 2,493          | <11        | 2,494         |
| <i>Commonwealth</i>                        | 306            | <11        | 308           |
| <b>Active Participant Plans</b>            | <b>8,685</b>   | <b>404</b> | <b>8,954</b>  |
| <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        |
|--|--------------|
| <b>Total participant exits</b>           | <b>1,150</b> |
| <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.

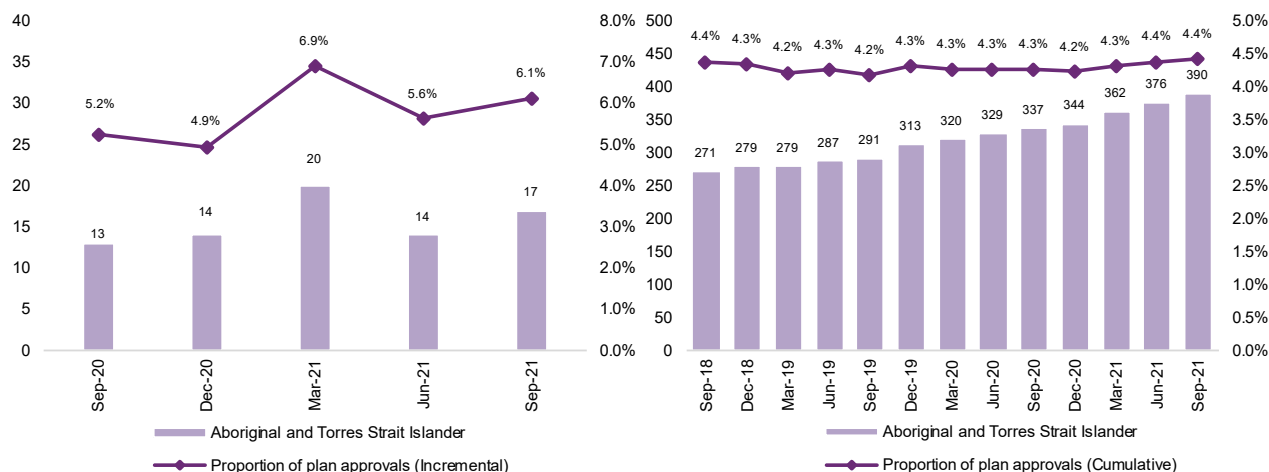
<sup>649</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people 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>

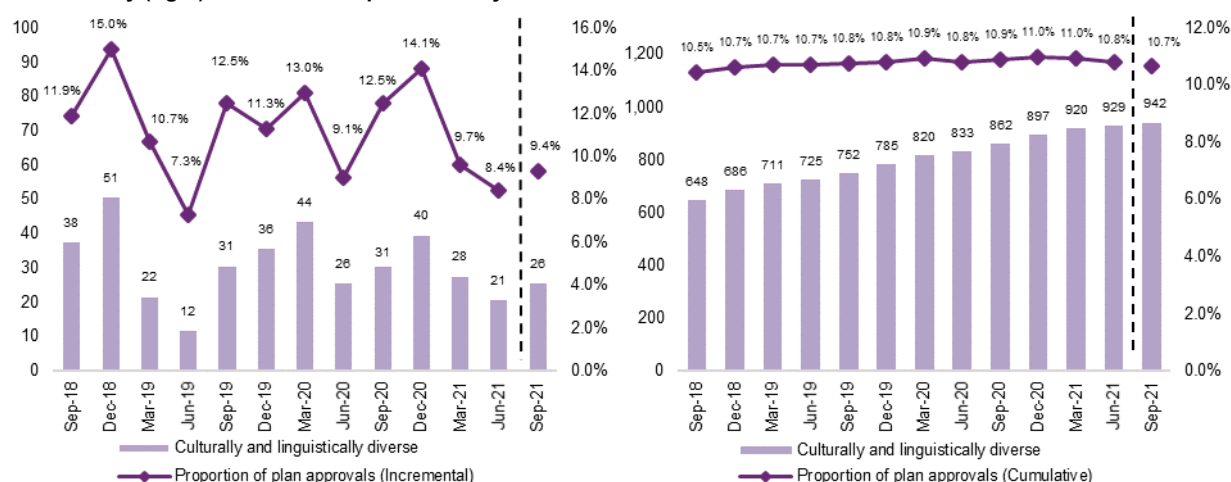
| Participant profile                       | Prior Quarters |             | 2021-22 Q1 |             | Total        |              |
|---|----------------|-------------|------------|-------------|--------------|--------------|
|   | N              | %           | N          | %           | N            | %            |
| 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.

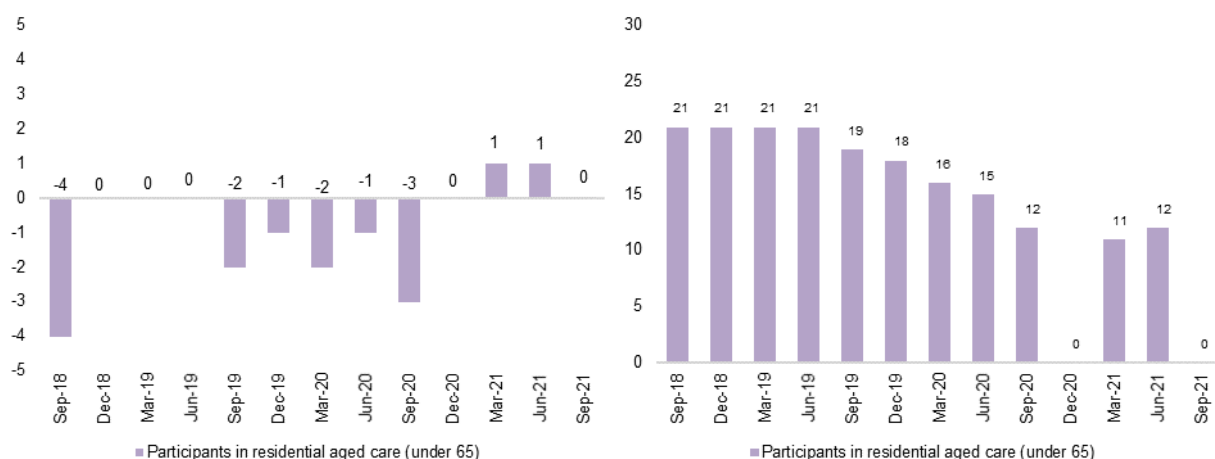
**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>654 655</sup>



**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>

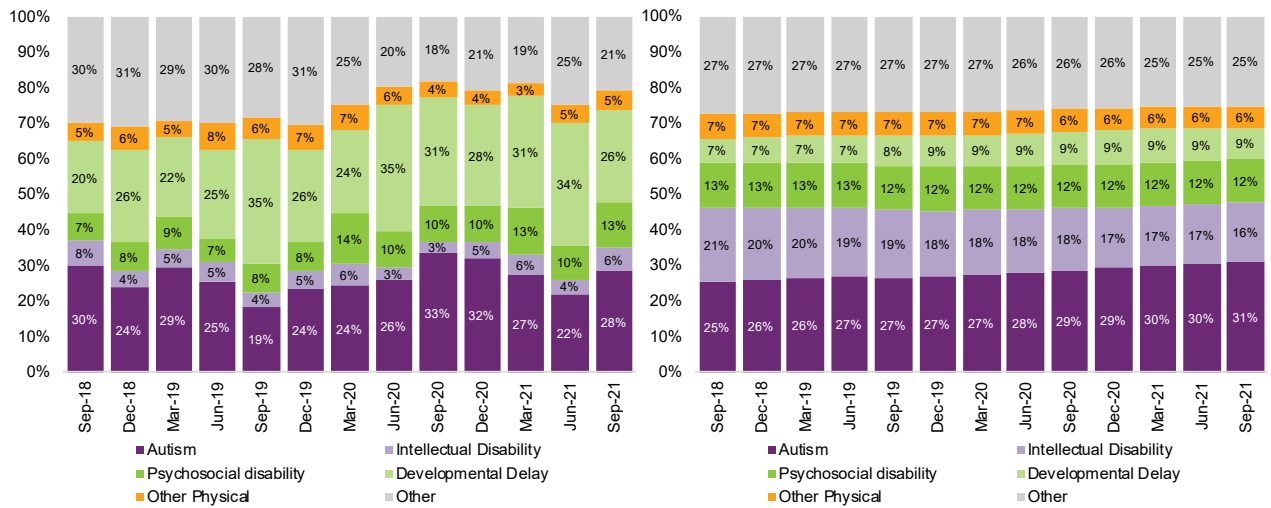
| Disability                 | Prior Quarters |             | 2021-22 Q1 |             | Total        |             |
|----------------------------|----------------|-------------|------------|-------------|--------------|-------------|
|                            | N              | %           | N          | %           | 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>

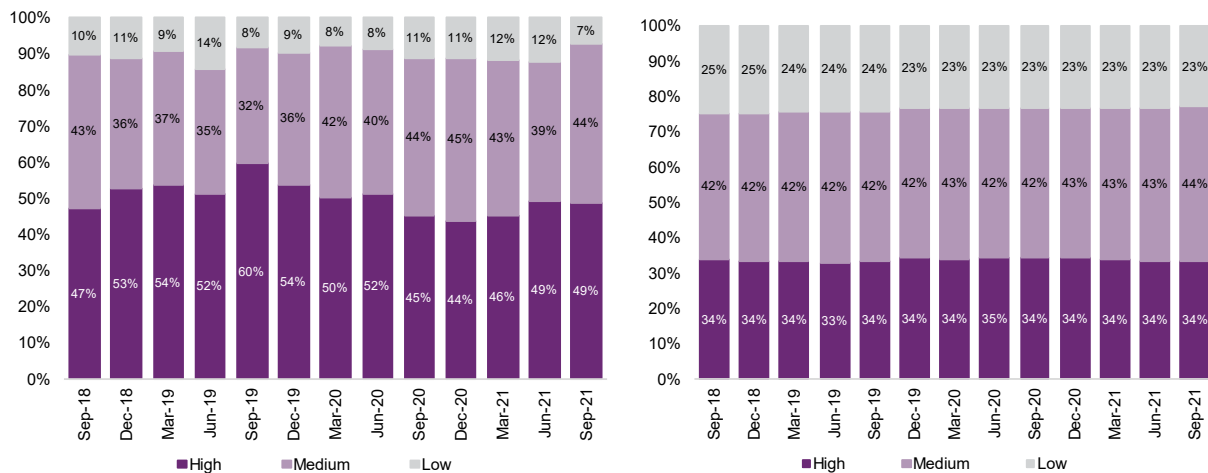
|                            | Prior Quarters |             | 2021-22 Q1 |             | Total        |             |
|----------------------------|----------------|-------------|------------|-------------|--------------|-------------|
| Reported Level of Function | N              | %           | N          | %           | 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.

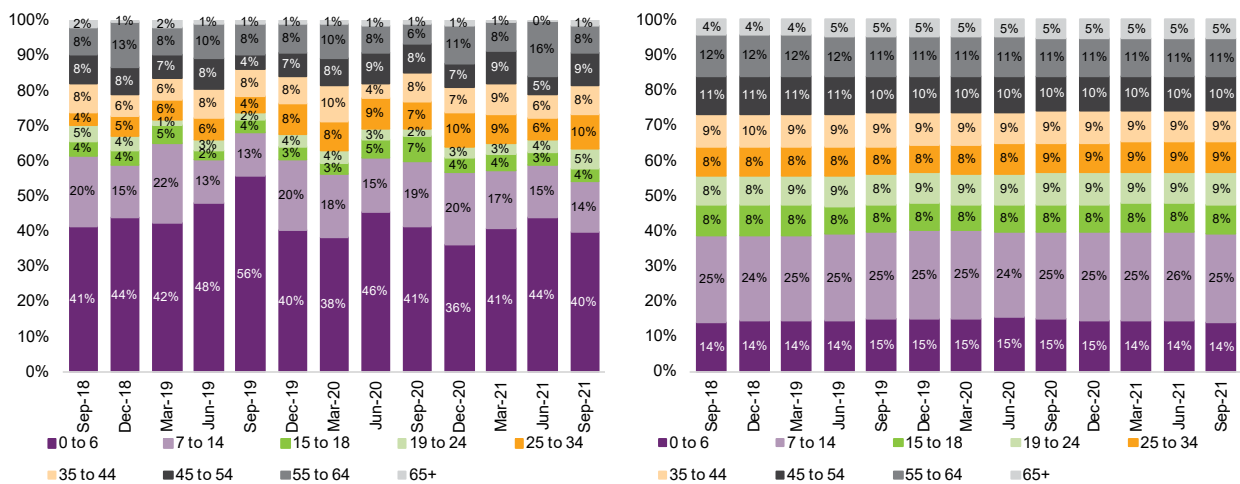
<sup>670</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**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

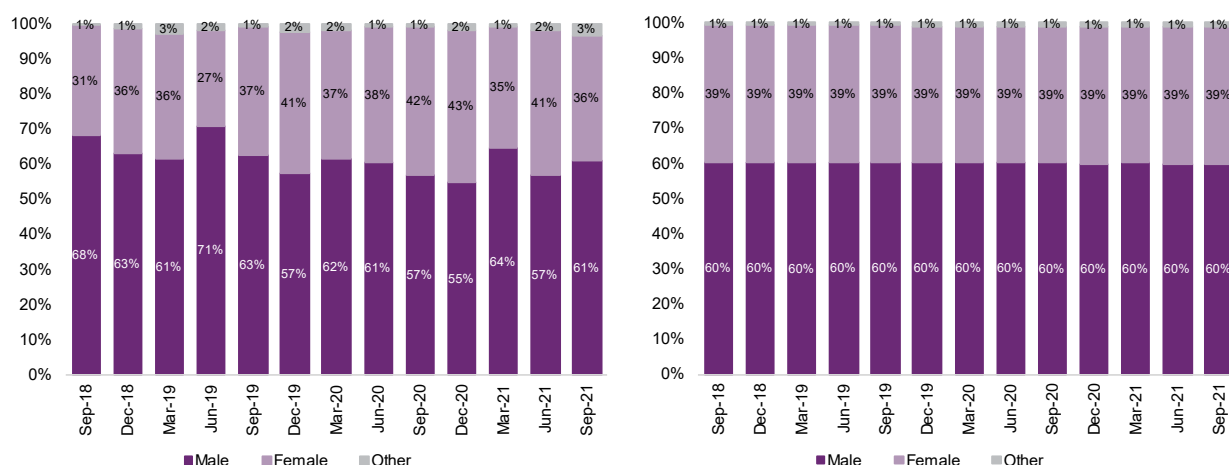


**Table L.19 Participant profile per quarter by gender – Australian Capital Territory**

| 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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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>**

| Table 1: Employment and social and community engagement rates for participants and carers, 2017-18 to 2021-22 |                       |          |          |          |          |                |
|---|-----------------------|----------|----------|----------|----------|----------------|
| Participant employment rate   |                       |          |          |          |          |                |
| 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  |                       |          |          |          |          |                |
| 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  |                       |          |          |          |          |                |
| 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  |                       |          |          |          |          |                |
| 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          | <b>1,923</b>                          |
| Autism                     | 1,175  | 10,010        | 2,866                | 2,841        | 3,285         | 4,732                           | 472          | 1,233        | <b>26,614</b>                         |
| Cerebral Palsy             | 198  | 913           | 482                  | 182          | 162           | 479                             | 187          | 166          | <b>2,769</b>                          |
| Developmental Delay        | 349  | 3,276         | 1,004                | 1,308        | 701           | 1,019                           | 11           | 0            | <b>7,668</b>                          |
| Down Syndrome              | 96   | 745           | 340                  | 140          | 152           | 443                             | 128          | 204          | <b>2,248</b>                          |
| Global Developmental Delay | 86   | 835           | 267                  | 344          | 209           | 249                             | 2            | 0            | <b>1,992</b>                          |
| Hearing Impairment         | 204  | 921           | 252                  | 230          | 155           | 494                             | 123          | 185          | <b>2,564</b>                          |
| Intellectual Disability    | 630  | 3,606         | 1,381                | 972          | 972           | 2,178                           | 676          | 890          | <b>11,305</b>                         |
| Multiple Sclerosis         | 140  | 444           | 373                  | 20           | 53            | 280                             | 157          | 104          | <b>1,571</b>                          |
| Psychosocial disability    | 597  | 1,794         | 1,785                | 468          | 522           | 1,838                           | 862          | 832          | <b>8,698</b>                          |
| Spinal Cord Injury         | 53   | 195           | 116                  | 29           | 12            | 139                             | 92           | 57           | <b>693</b>                            |
| Stroke                     | 93   | 402           | 213                  | 47           | 52            | 178                             | 93           | 44           | <b>1,122</b>                          |
| Visual Impairment          | 109  | 428           | 158                  | 94           | 20            | 283                             | 87           | 120          | <b>1,299</b>                          |
| Other Neurological         | 222  | 928           | 605                  | 198          | 190           | 616                             | 258          | 166          | <b>3,183</b>                          |
| Other Physical             | 292  | 1,318         | 871                  | 198          | 146           | 798                             | 300          | 245          | <b>4,168</b>                          |
| Other Sensory/Speech       | 36   | 201           | 68                   | 65           | 77            | 100                             | 6            | 7            | <b>560</b>                            |
| Other                      | 58   | 304           | 99                   | 39           | 57            | 143                             | 53           | 28           | <b>781</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>                         |

**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            | <b>1,236</b>                 |
| 7 to 14      | 335                                 | 1,993        | 772                  | 913          | 1,059         | 1,286                           | 34           | 17           | <b>2,237</b>                 |
| 15 to 18     | 134                                 | 590          | 262                  | 236          | 286           | 487                             | 41           | 208          | <b>712</b>                   |
| 19 to 24     | 175                                 | 605          | 373                  | 231          | 175           | 507                             | 160          | 505          | <b>806</b>                   |
| 25 to 34     | 181                                 | 548          | 423                  | 155          | 173           | 549                             | 257          | 428          | <b>772</b>                   |
| 35 to 44     | 229                                 | 542          | 493                  | 142          | 165           | 555                             | 271          | 320          | <b>784</b>                   |
| 45 to 54     | 227                                 | 591          | 558                  | 124          | 163           | 600                             | 309          | 316          | <b>862</b>                   |
| 55 to 64     | 230                                 | 655          | 613                  | 94           | 175           | 680                             | 389          | 199          | <b>939</b>                   |
| 65+          | 117                                 | 346          | 325                  | 39           | 74            | 334                             | 164          | 38           | <b>480</b>                   |
| <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>                         |

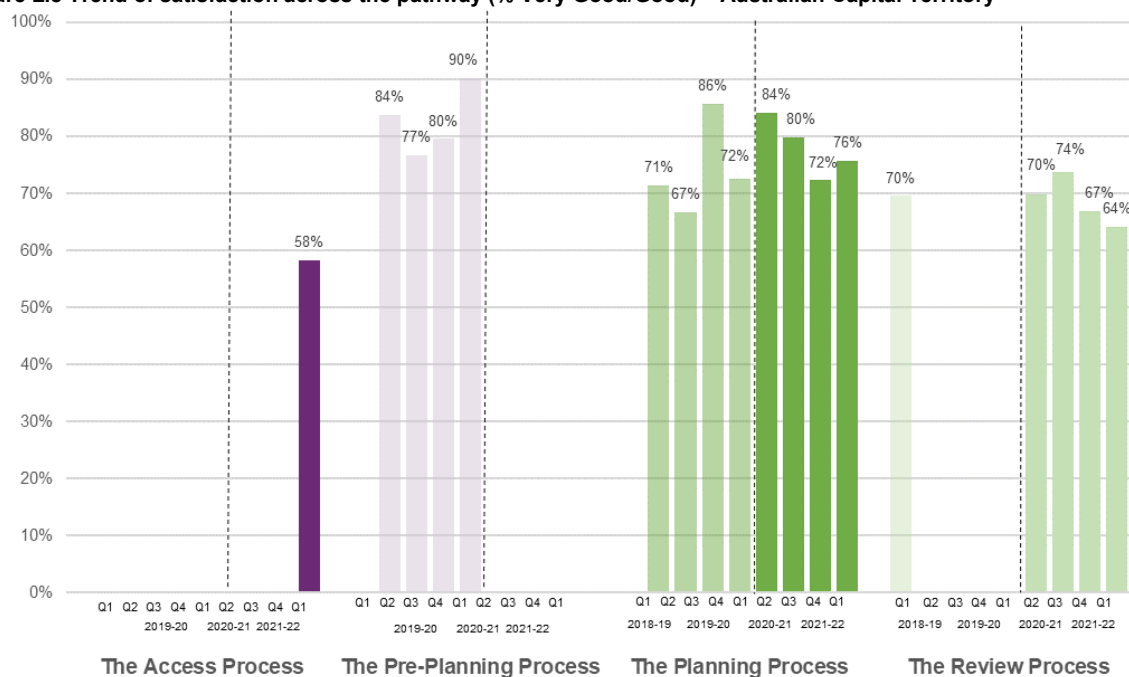
<sup>687</sup> Participants have set over six million goals in total across Australia since July 2016. The 79,158 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

**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.

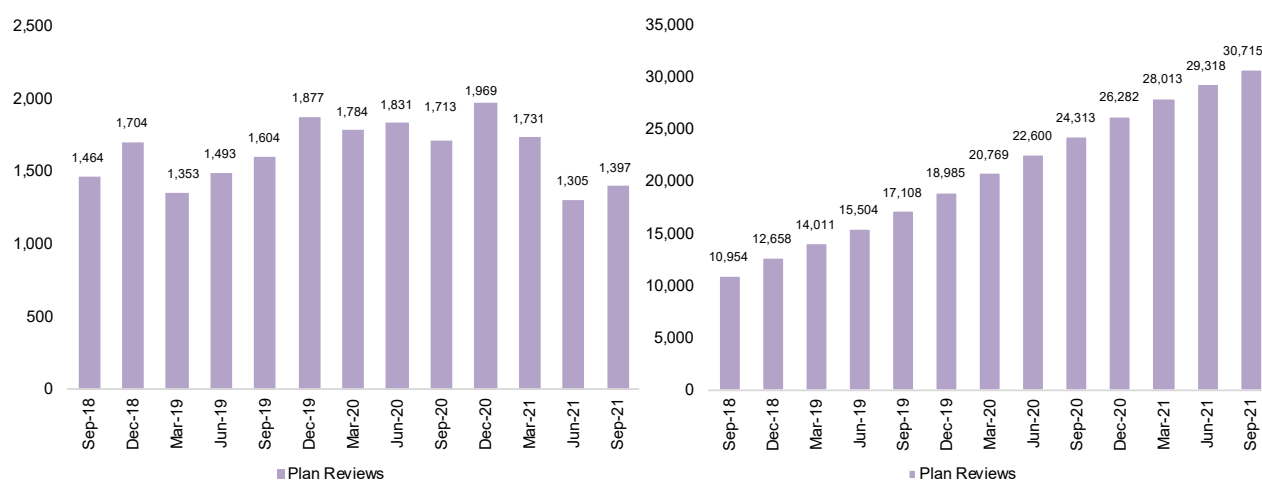
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>689 690 691</sup>



**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%         |                               |

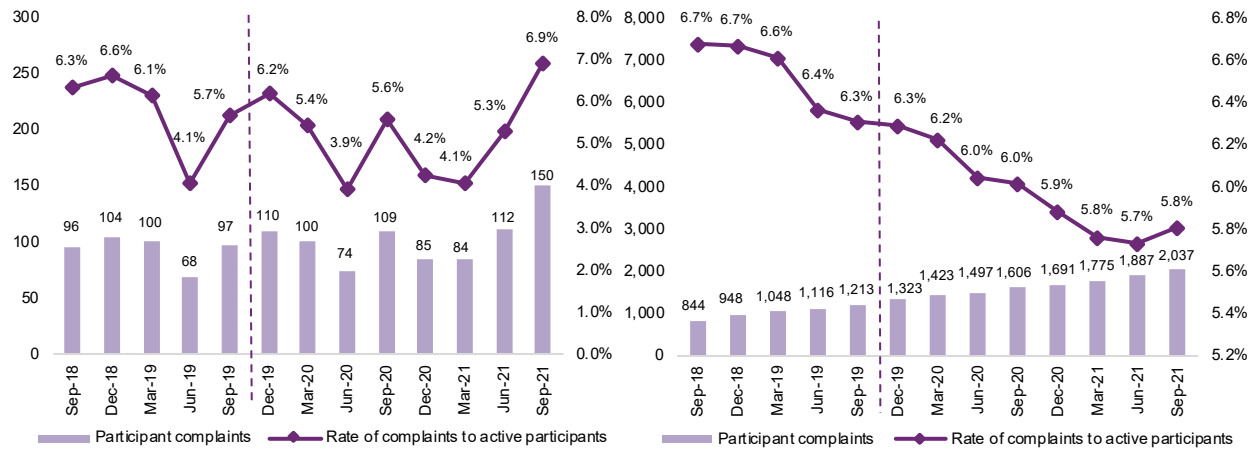
<sup>693</sup> Note that 62% of all complainants made only one complaint, 21% made two complaints and 16% made three or more complaints.

<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> |       |

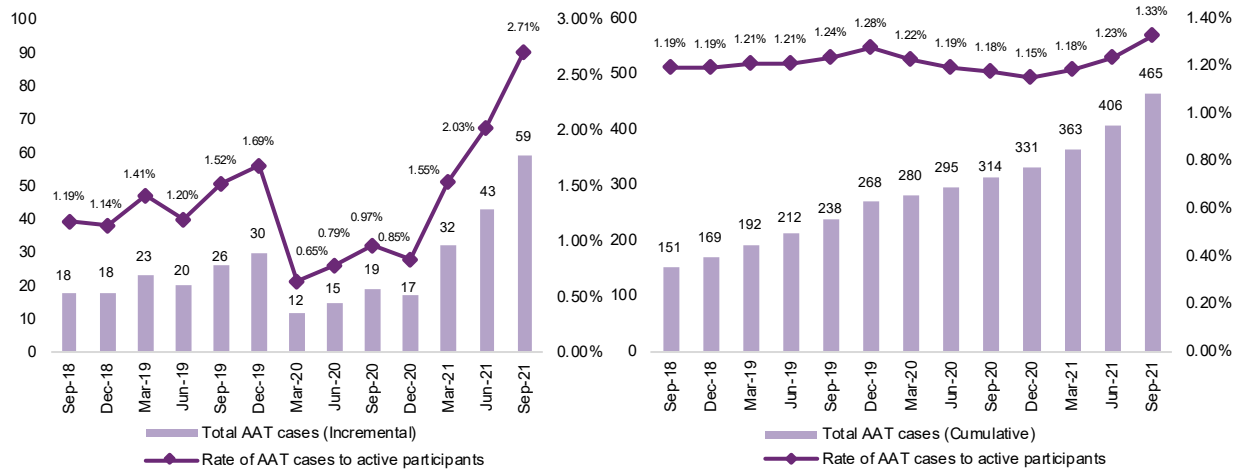
Table L.57 AAT Cases by category at 30 September 2021 – Australian Capital Territory <sup>698</sup>

| 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



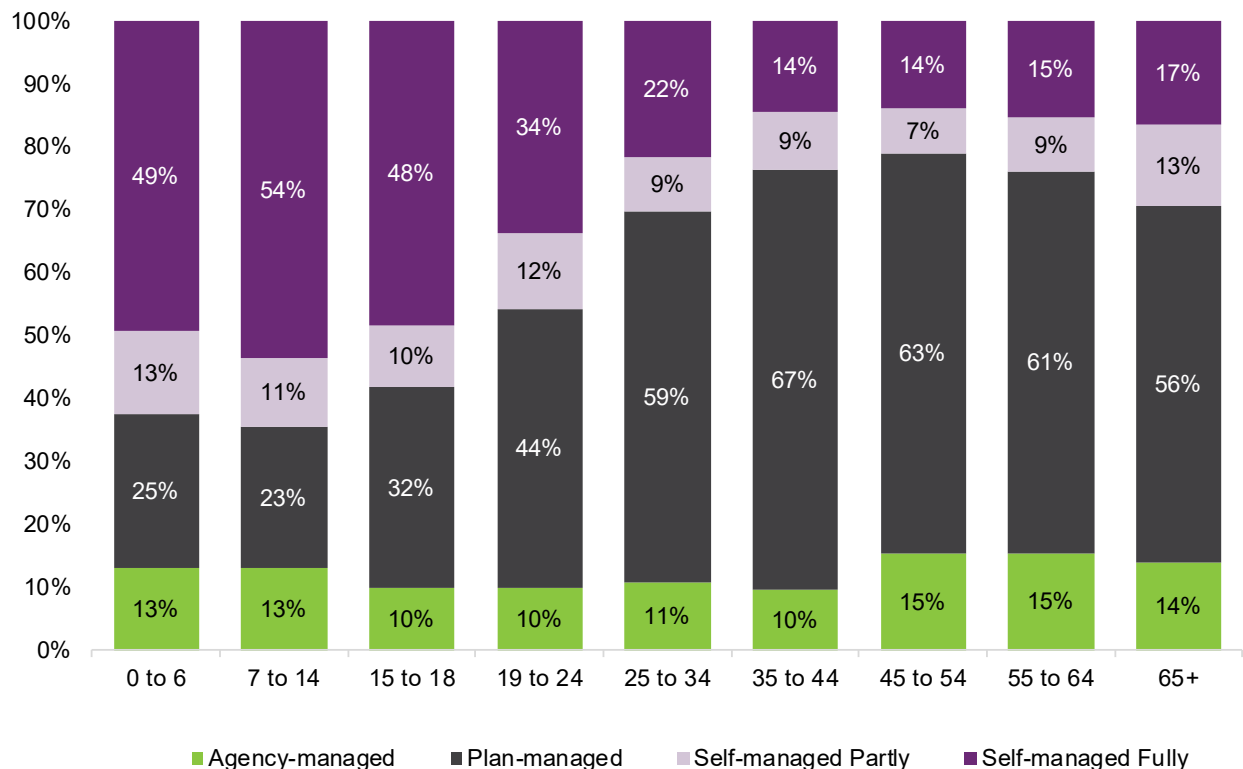
**Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>699</sup>



**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>

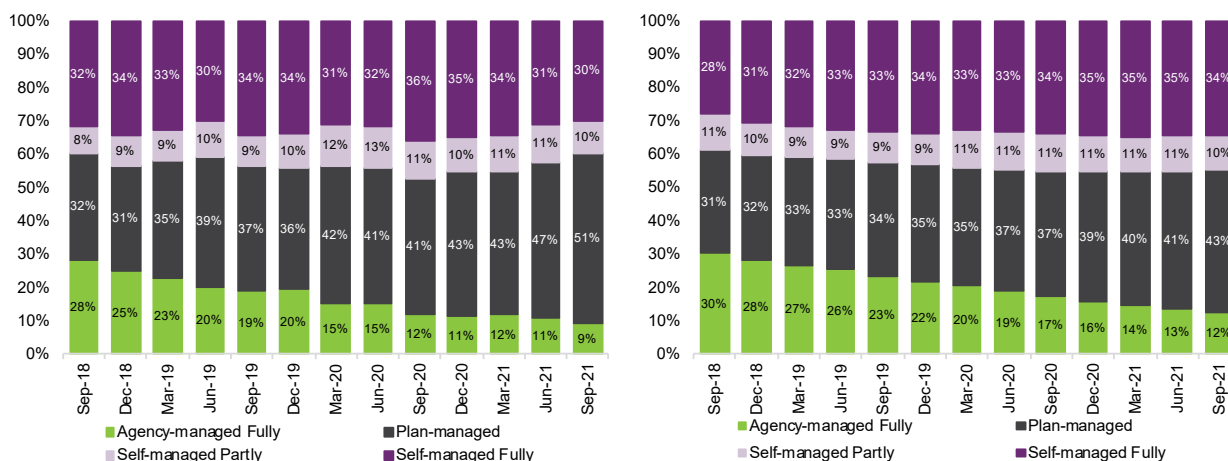
|                     | Prior Quarters | 2021-22 Q1  | Total       |
|---------------------|----------------|-------------|-------------|
| Self-managed fully  | 36%            | 30%         | <b>34%</b>  |
| Self-managed partly | 11%            | 10%         | <b>10%</b>  |
| Plan-managed        | 41%            | 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.

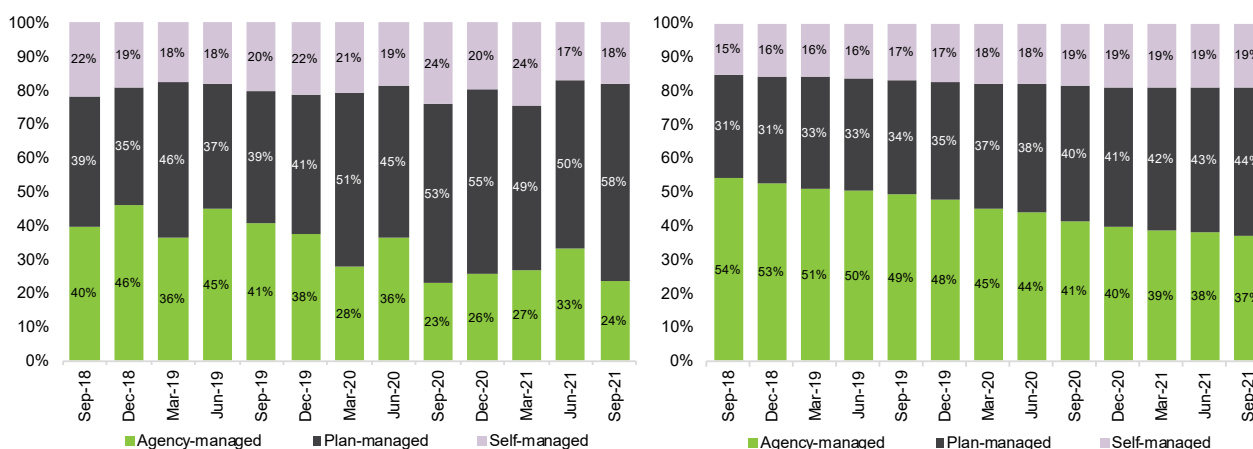
**Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>706</sup>



**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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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**

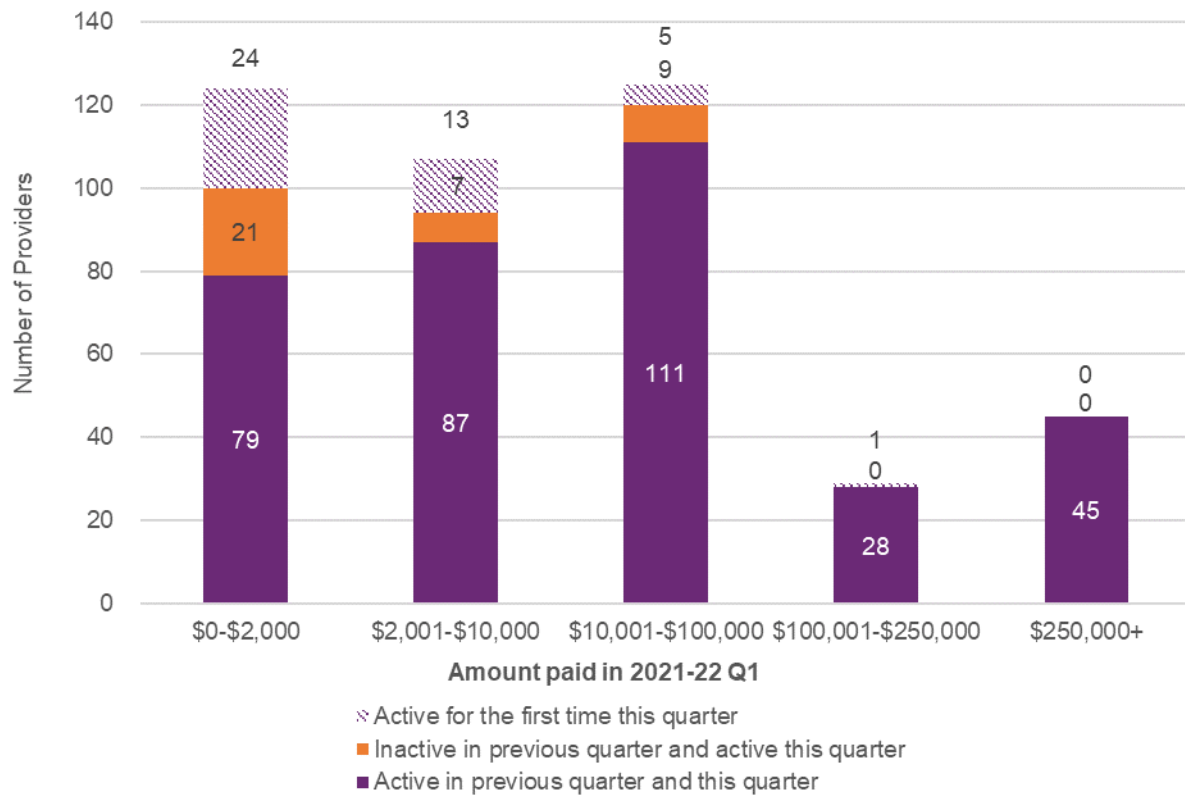
| Registration Group   | Active in previous quarters and in 2021-22 Q1 | Active for the first time in 2021-22 Q1 | Total      | % active for the first time in 2021-22 Q1 |
|--|---|---|------------|---|
| <b>Assistance services</b>   |   |   |            |   |
| Accommodation / Tenancy Assistance   | 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/<br>sole<br>trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole<br>trader | Company/<br>organisation | Total<br>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>



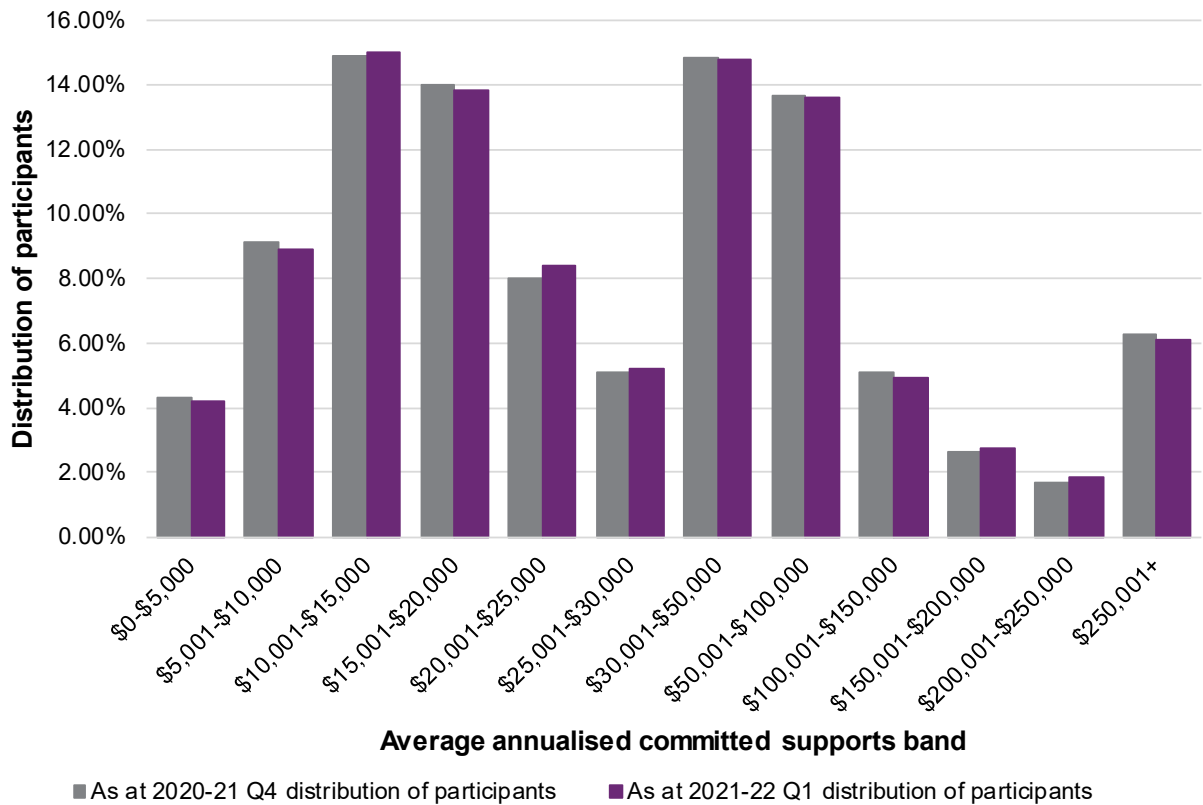
## Part Five: Financial sustainability

**Table L.72 Committed supports by financial year (\$m) – Australian Capital Territory**

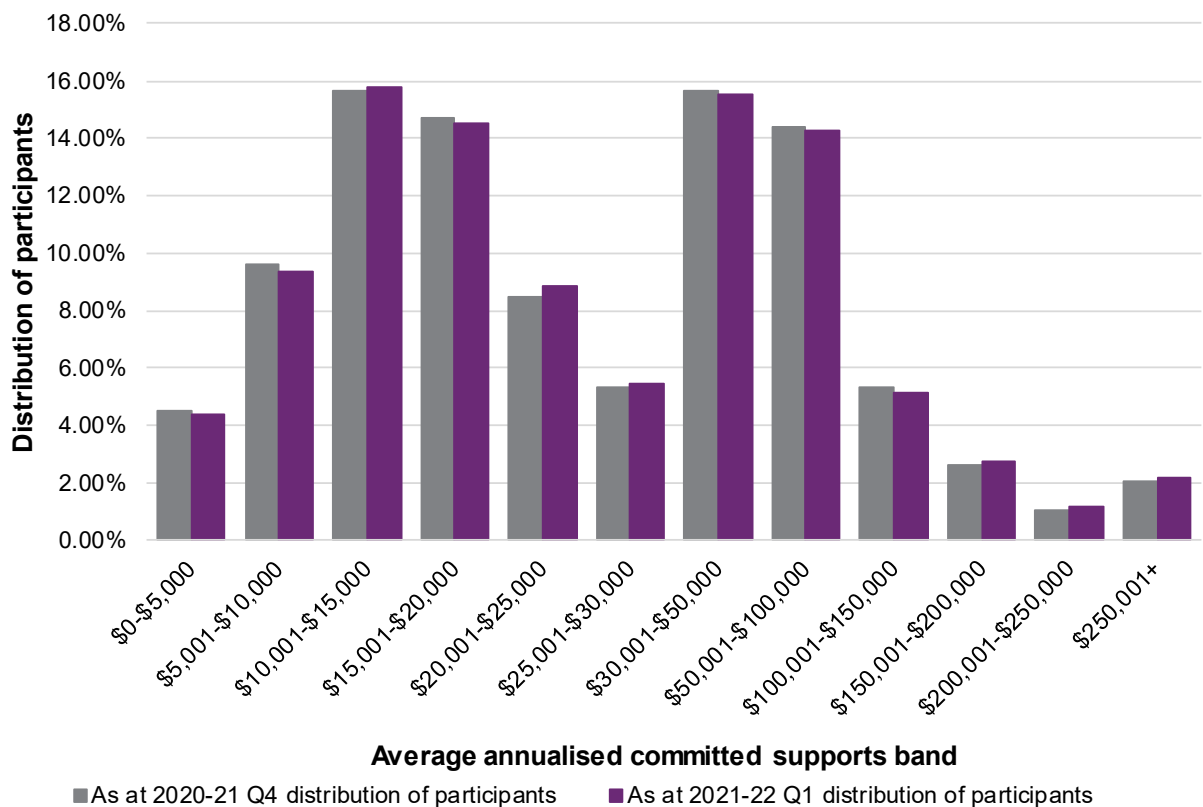
|                 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed | 0.3     | 25.6    | 129.2   | 269.9   | 308.4   | 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.

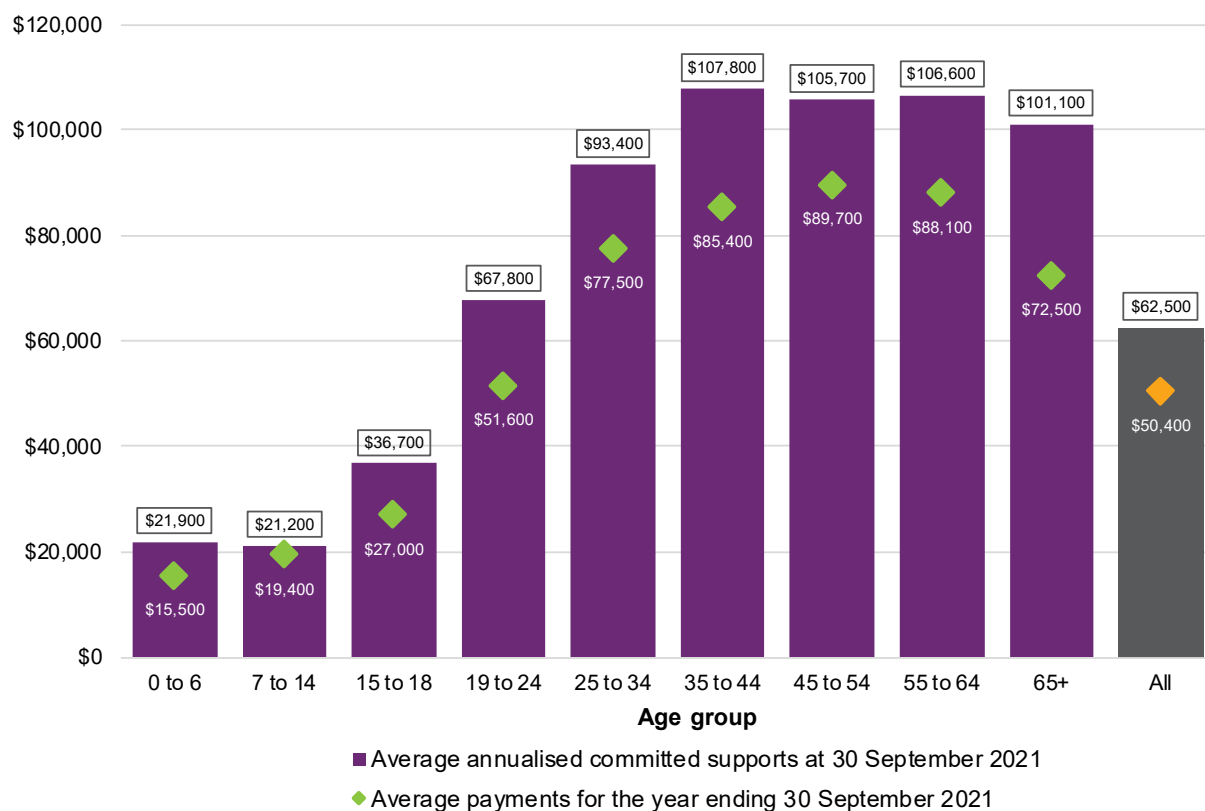
**Figure L.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Australian 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**

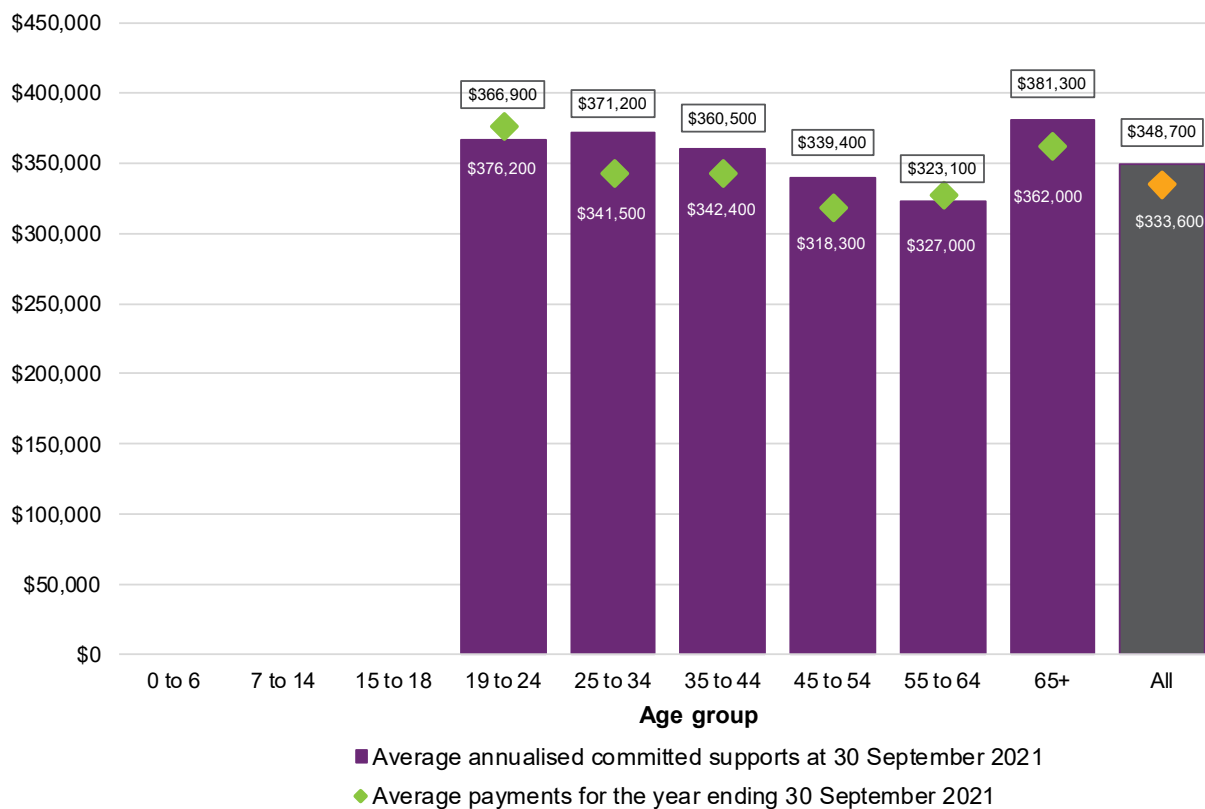


**Figure L.19 Average annualised committed supports and average payments by age group as at 30 September 2021 – Australian Capital Territory** <sup>716</sup>

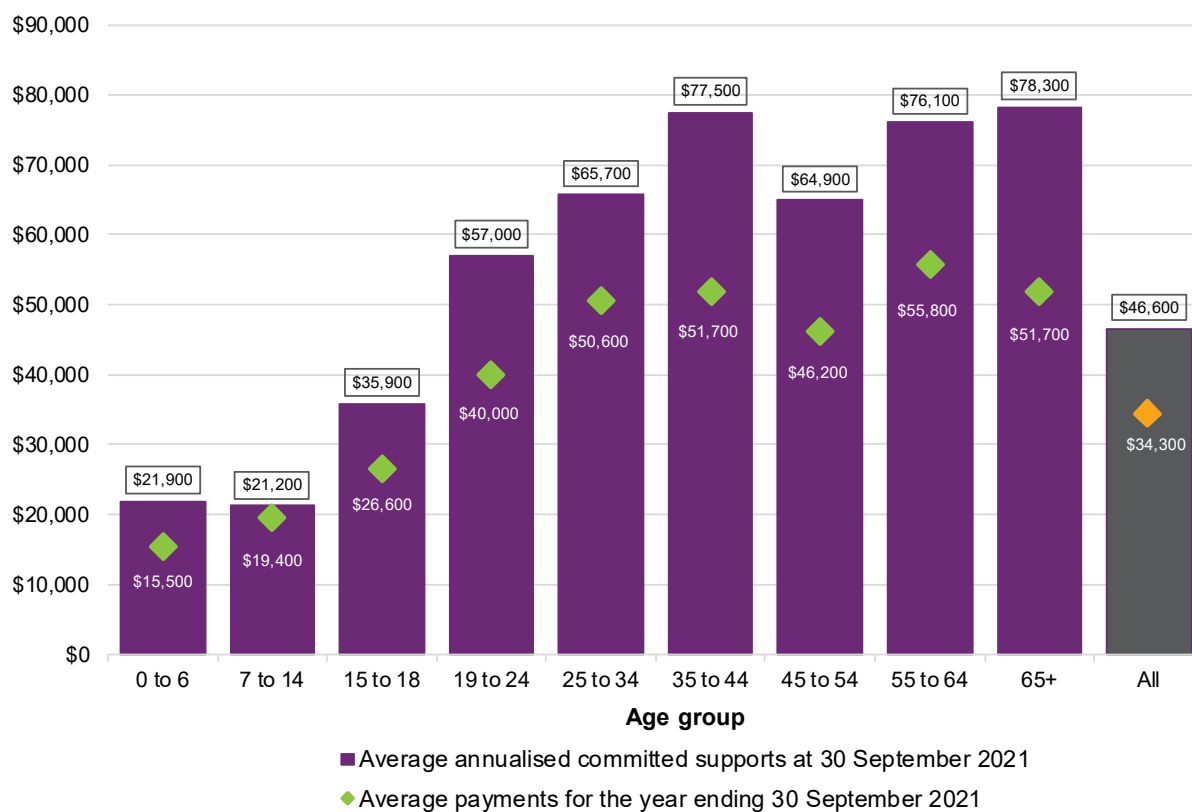


<sup>716</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



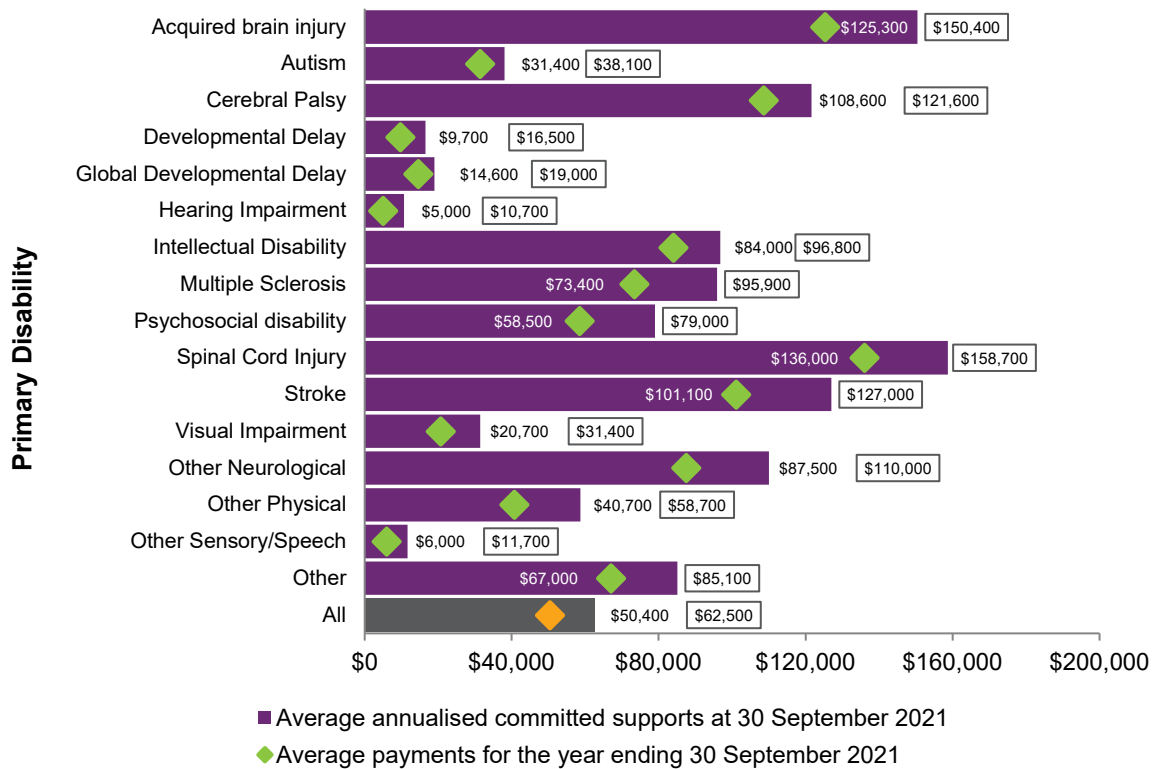
**Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2021 – Australian Capital Territory** <sup>718</sup>



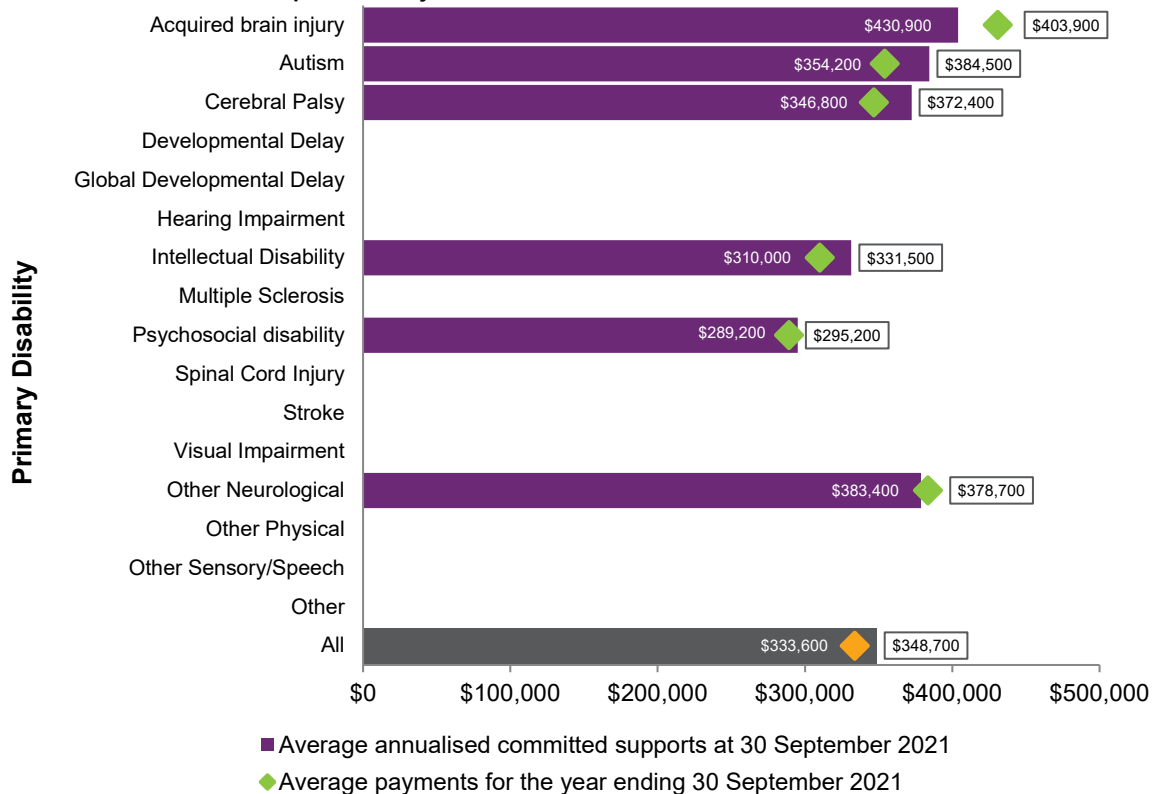
<sup>717</sup> Ibid.

<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>



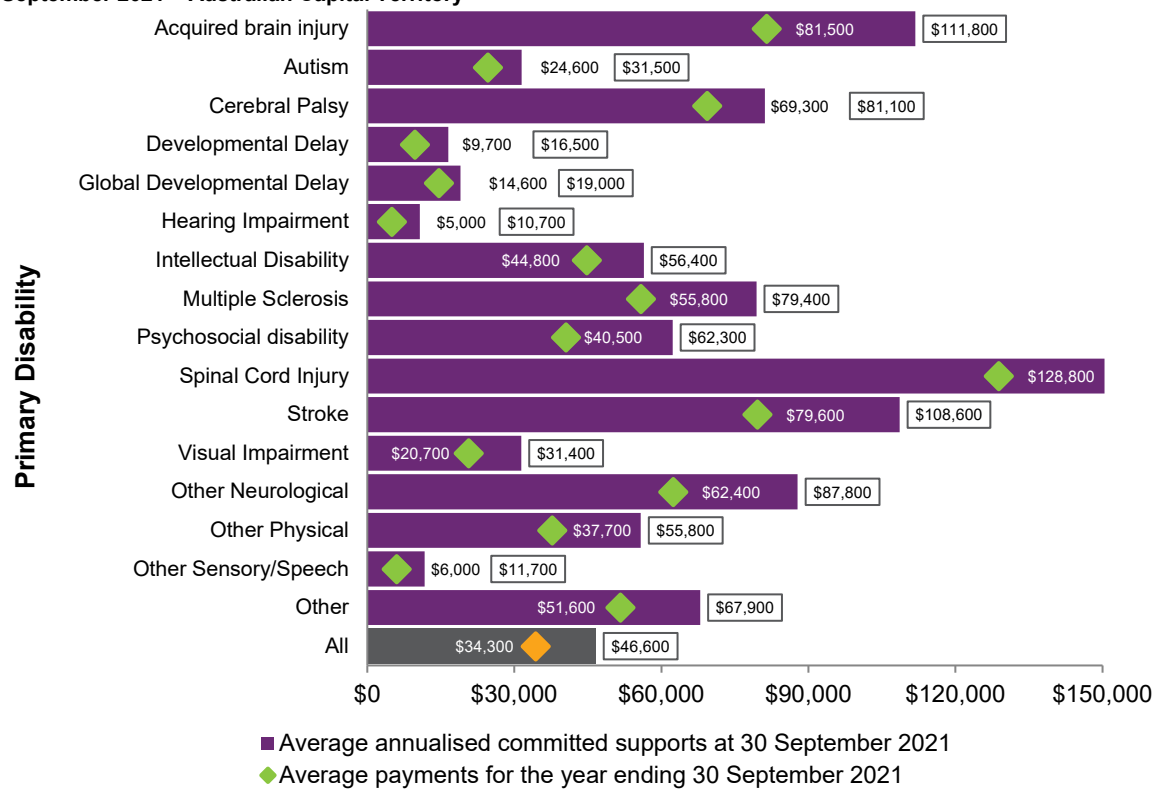
**Figure L.23 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2021 – Australian Capital Territory** <sup>720</sup>



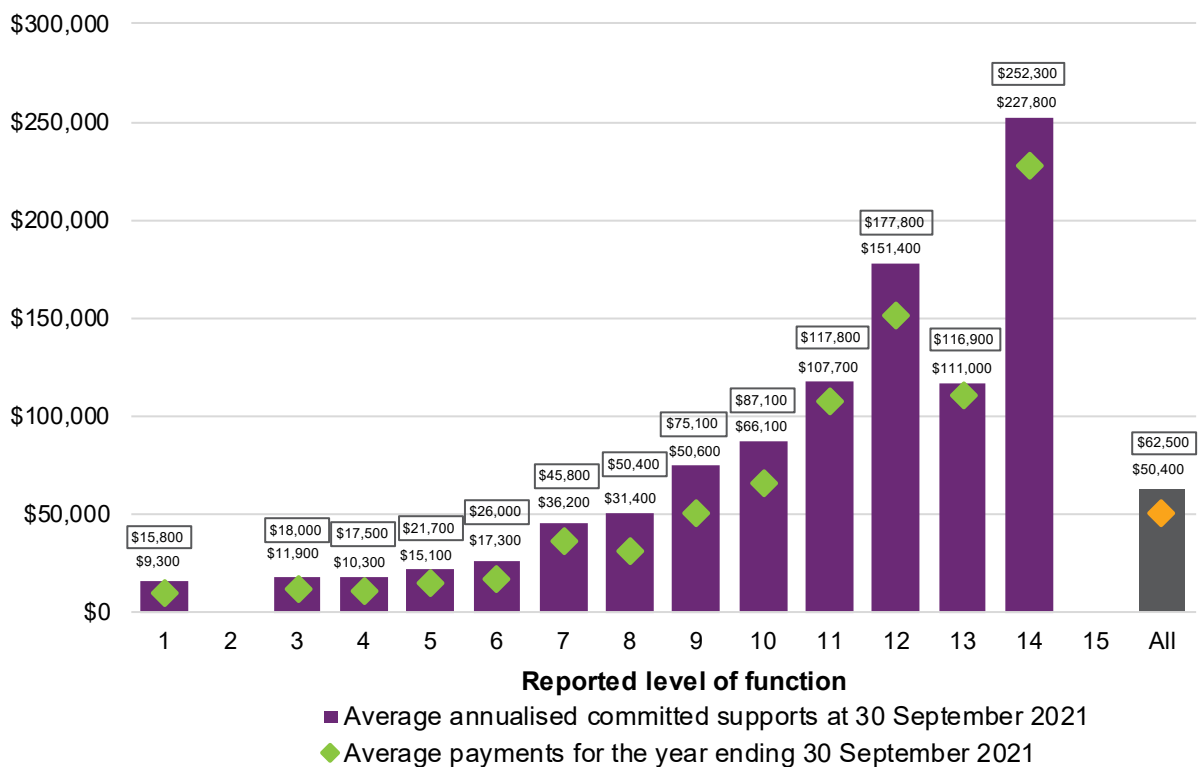
<sup>719</sup> Ibid.

<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>



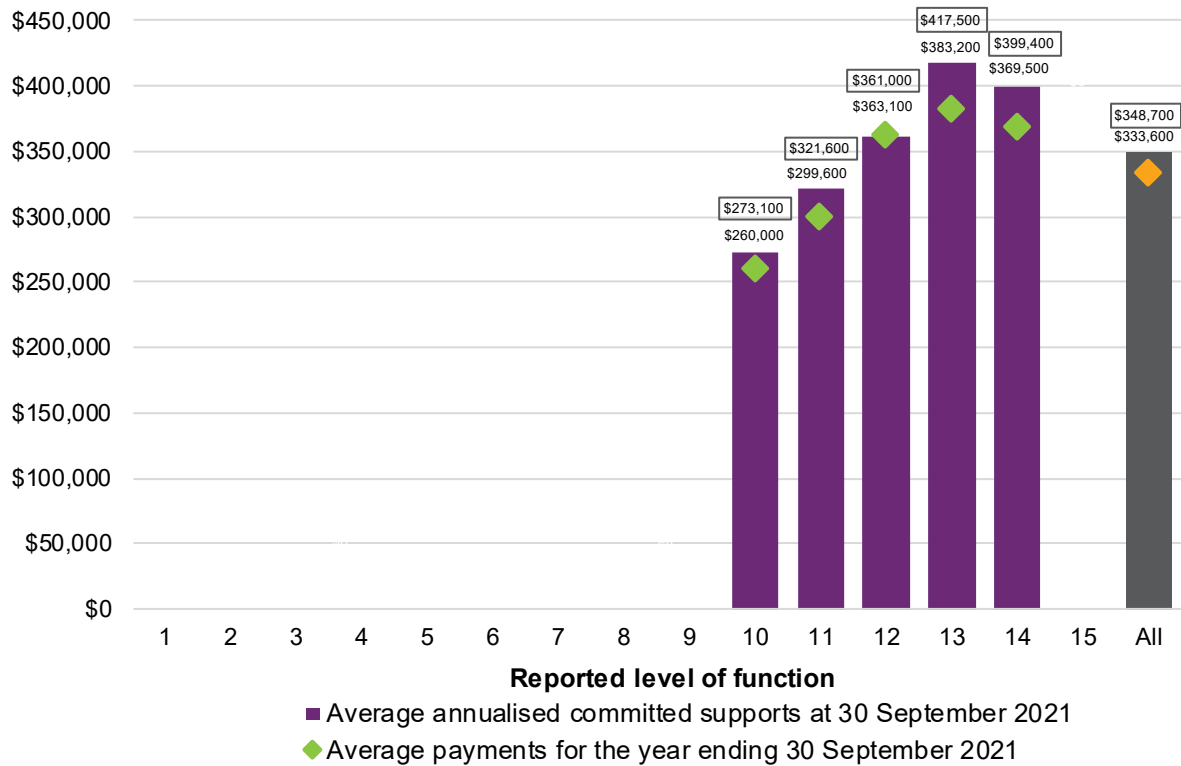
**Figure L.25 Average annualised committed supports and average payments by reported level of function as at 30 September 2021 – Australian Capital Territory** <sup>722</sup>



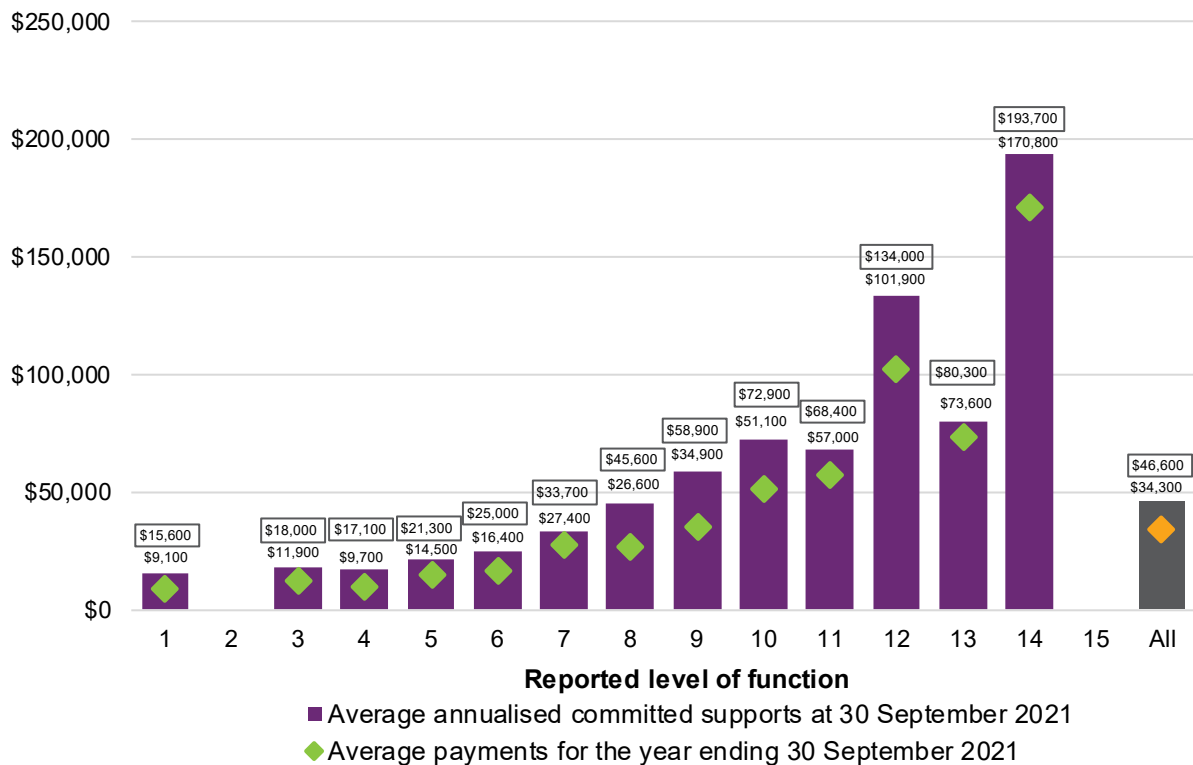
<sup>721</sup> Ibid.

<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>

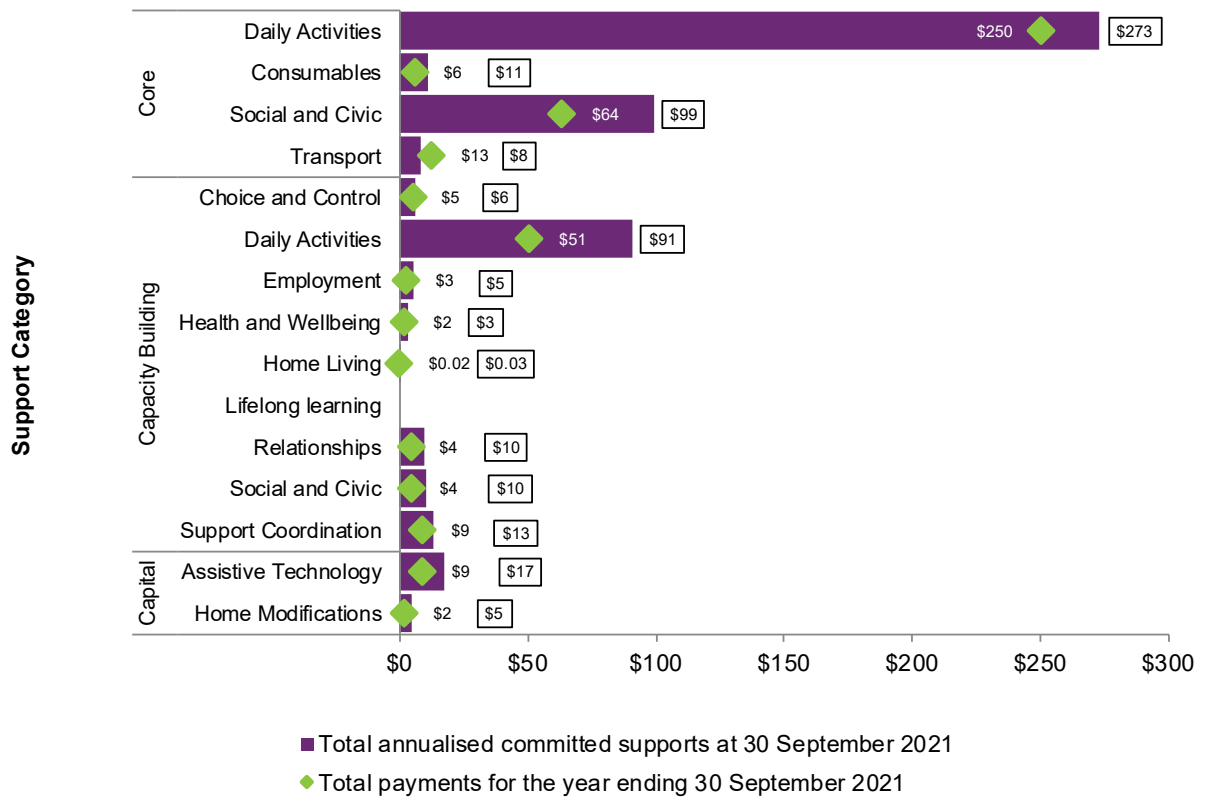


<sup>723</sup> Ibid.

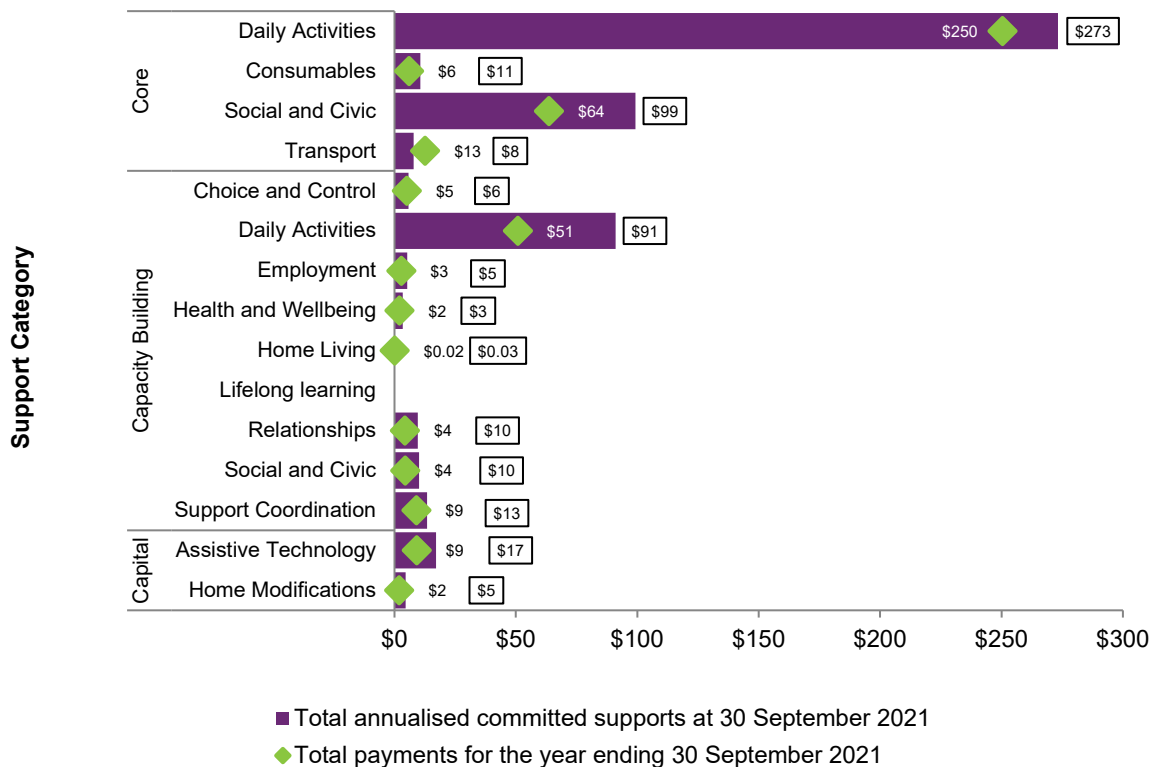
<sup>724</sup> Ibid.



**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>



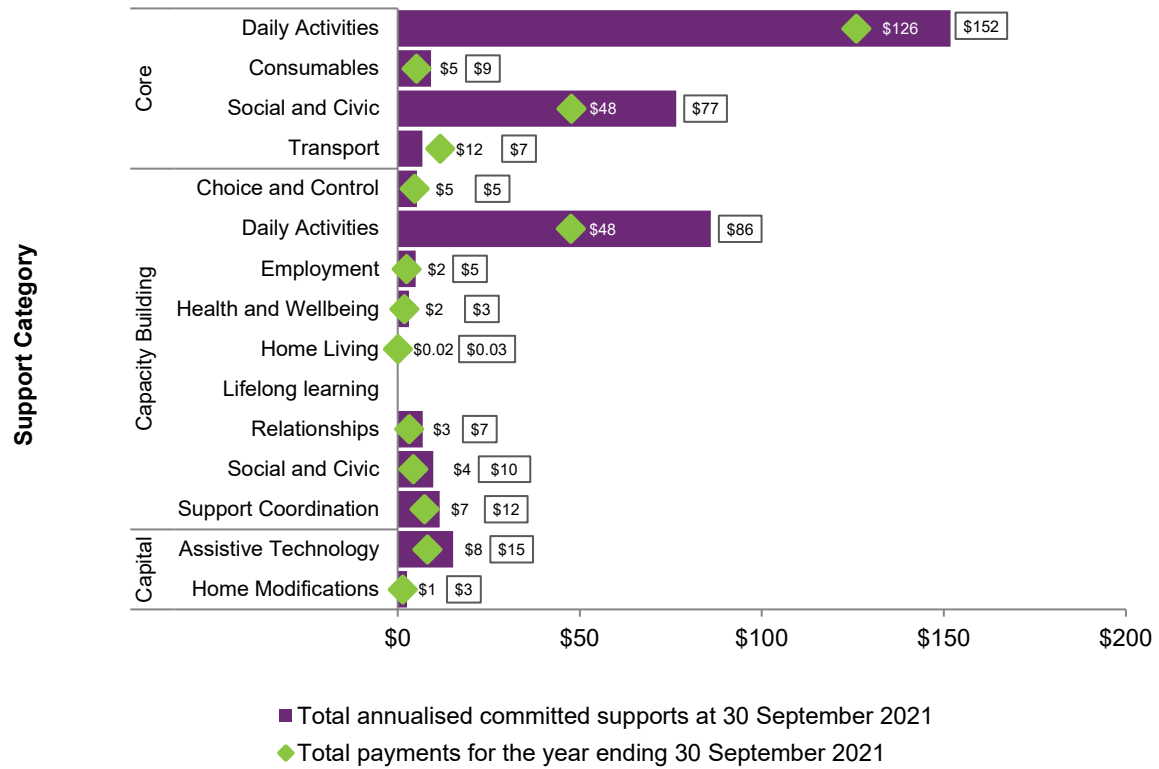
**Figure L.29 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2021 (\$m) – Australian Capital Territory** <sup>726</sup>



<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

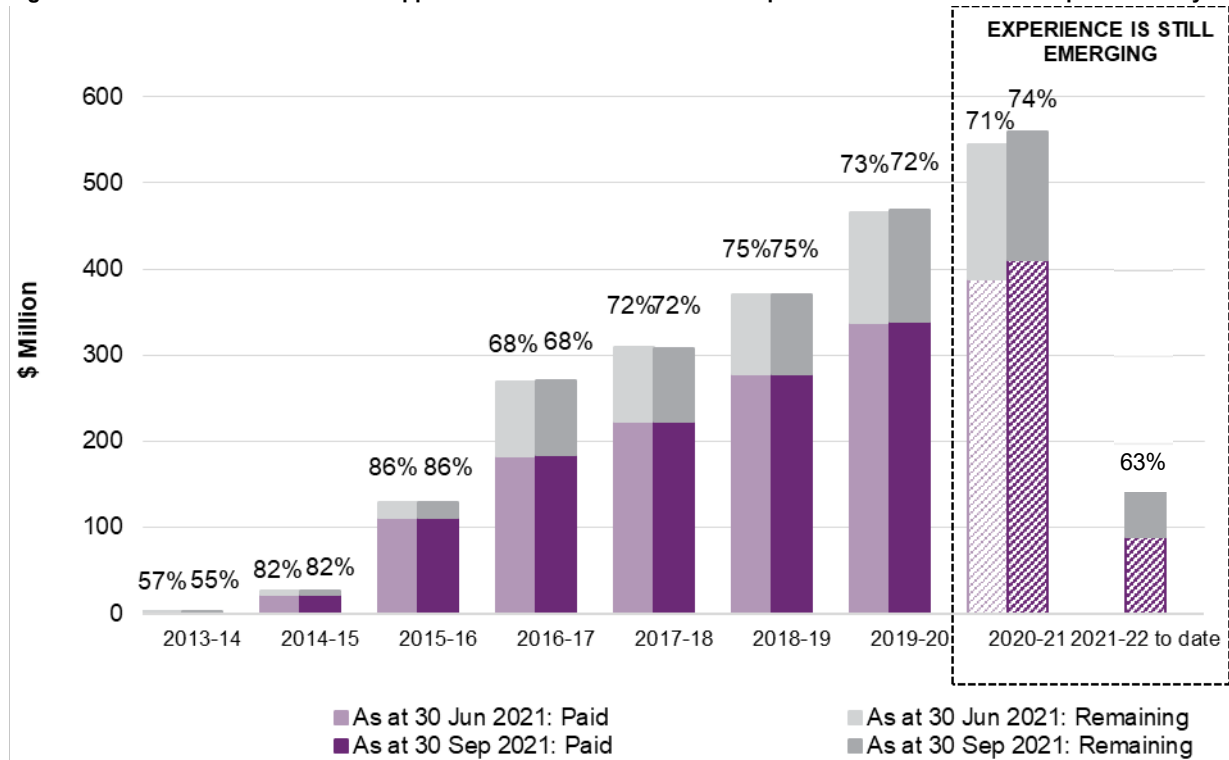
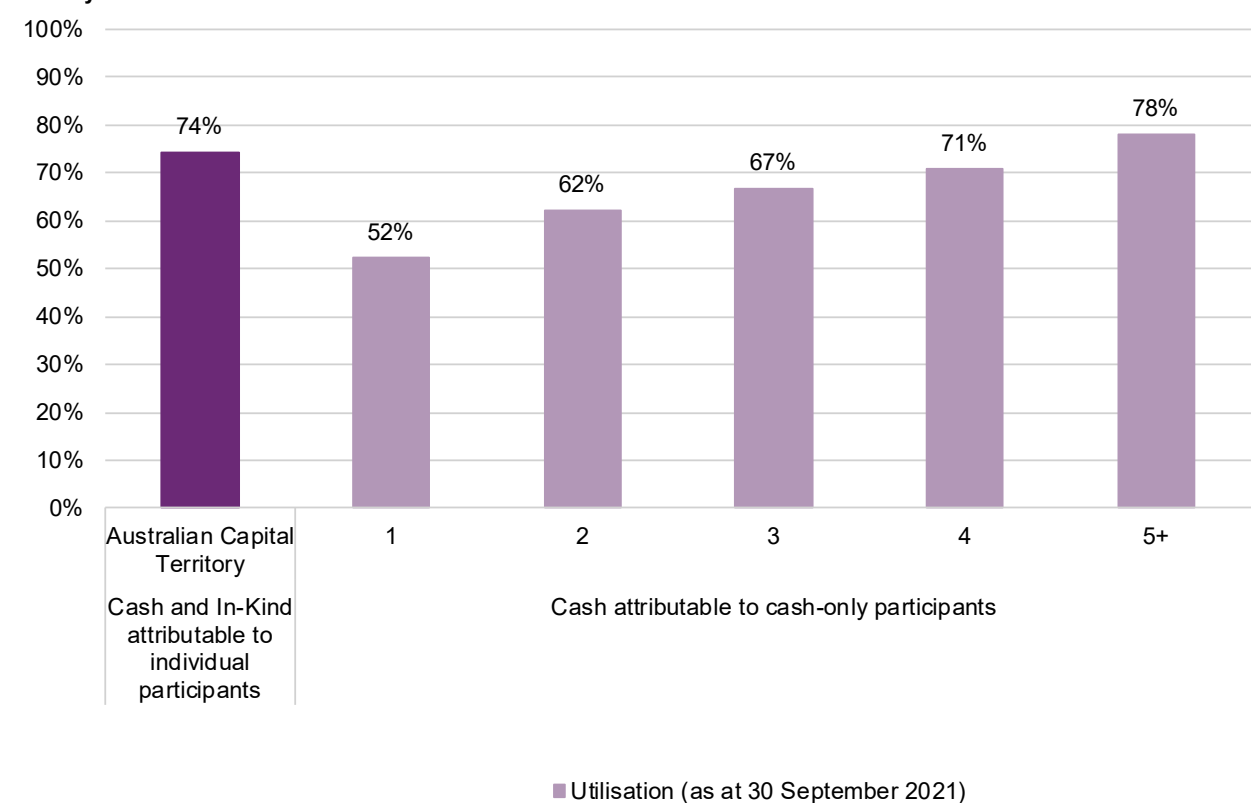


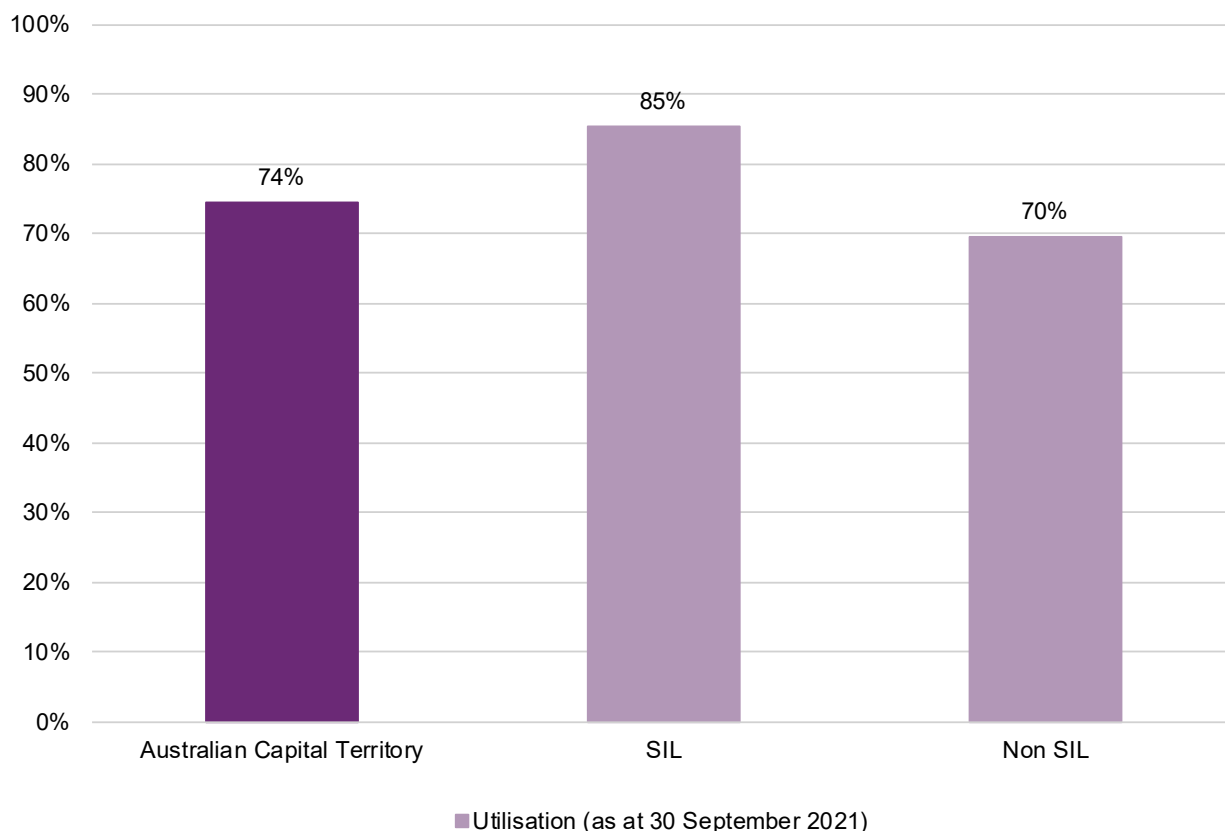
Figure L.32 Utilisation of committed supports by plan number from 1 January 2021 to 30 June 2021 – Australian Capital Territory <sup>728</sup>



<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.

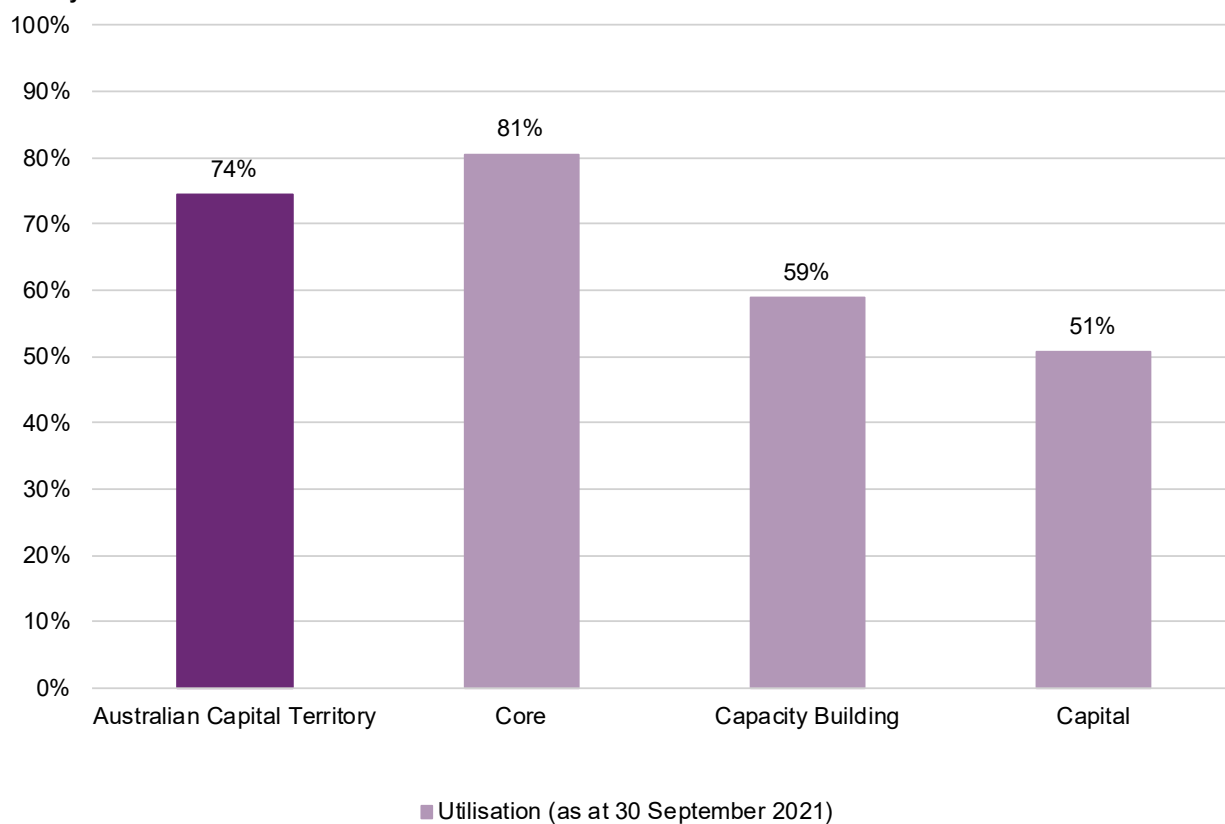
**Figure L.33 Utilisation of committed supports by SIL status from 1 January 2021 to 30 June 2021 – Australian Capital Territory**

<sup>729</sup>



**Figure L.34 Utilisation of committed supports by support class from 1 January 2021 to 30 June 2021 – Australian Capital Territory**

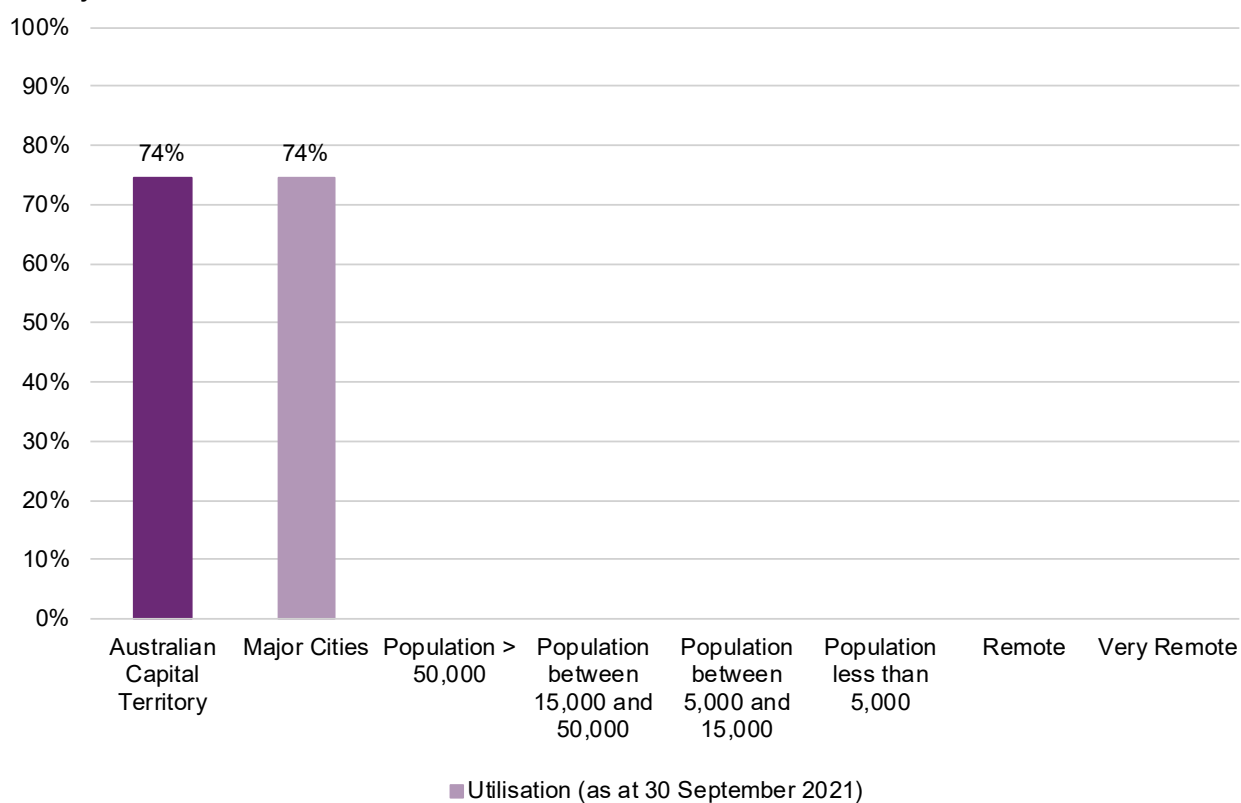
<sup>730</sup>



<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<br>Quarters | 2021-22 Q1 | Total<br>excluding<br>ECA | Early<br>Childhood<br>Approach<br>(ECA) | Total<br>including<br>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<br>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<br/>(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**

| Exits                                    | Total      |
|--|------------|
| <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**

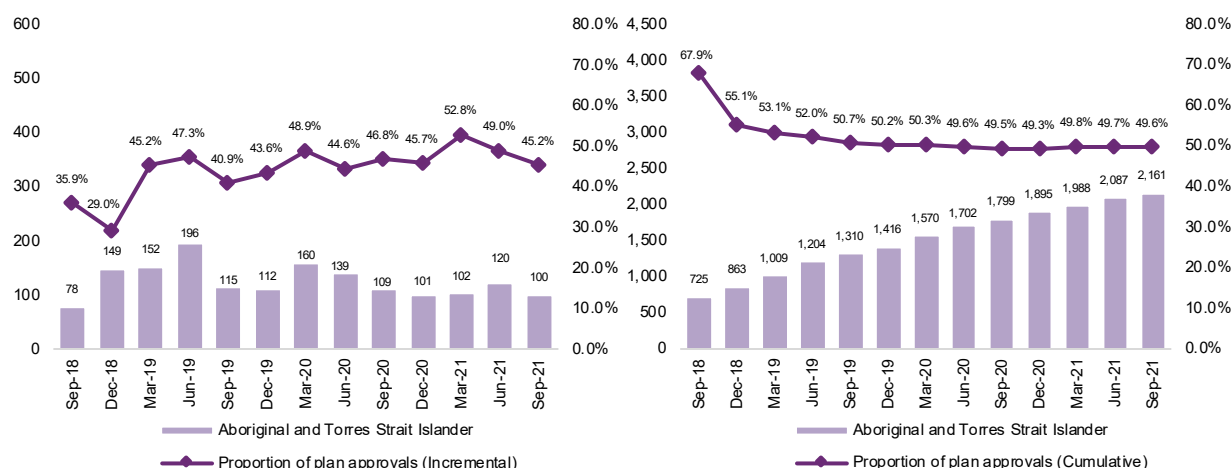
|   | Prior Quarters |             | 2021-22 Q1 |             | Total        |              |
|---|----------------|-------------|------------|-------------|--------------|--------------|
| Participant profile                       | N              | %           | N          | %           | N            | %            |
| Aboriginal and Torres Strait Islander     | 2,061          | 49.8%       | 100        | 45.2%       | <b>2,161</b> | <b>49.6%</b> |
| Not Aboriginal and Torres Strait Islander | 1,772          | 42.8%       | 94         | 42.5%       | <b>1,866</b> | <b>42.8%</b> |
| Not Stated                                | 305            | 7.4%        | 27         | 12.2%       | <b>332</b>   | <b>7.6%</b>  |
| <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.



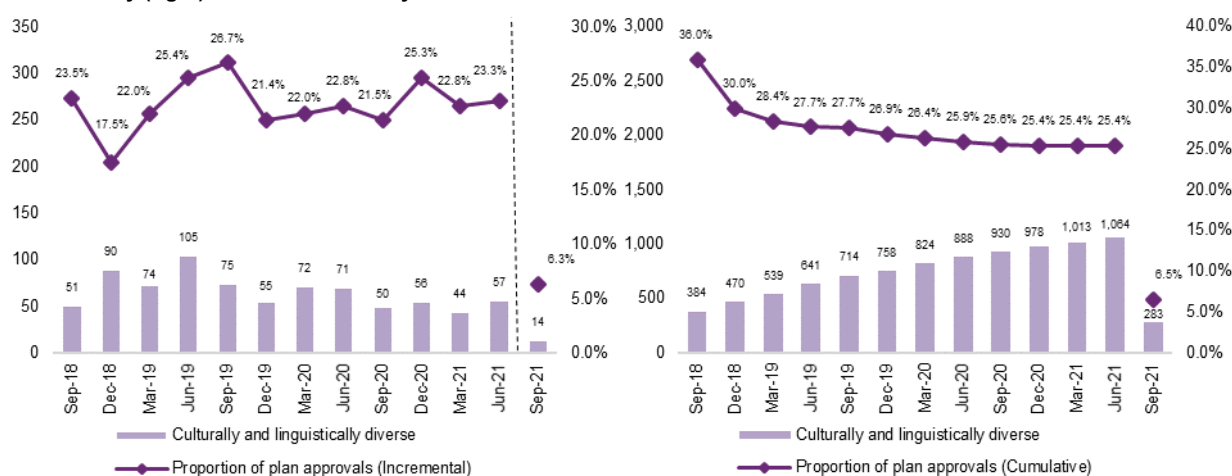
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>741</sup>



**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         |
| <b>Total YPIRAC (under 65)</b> | <b>32</b> |

<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.

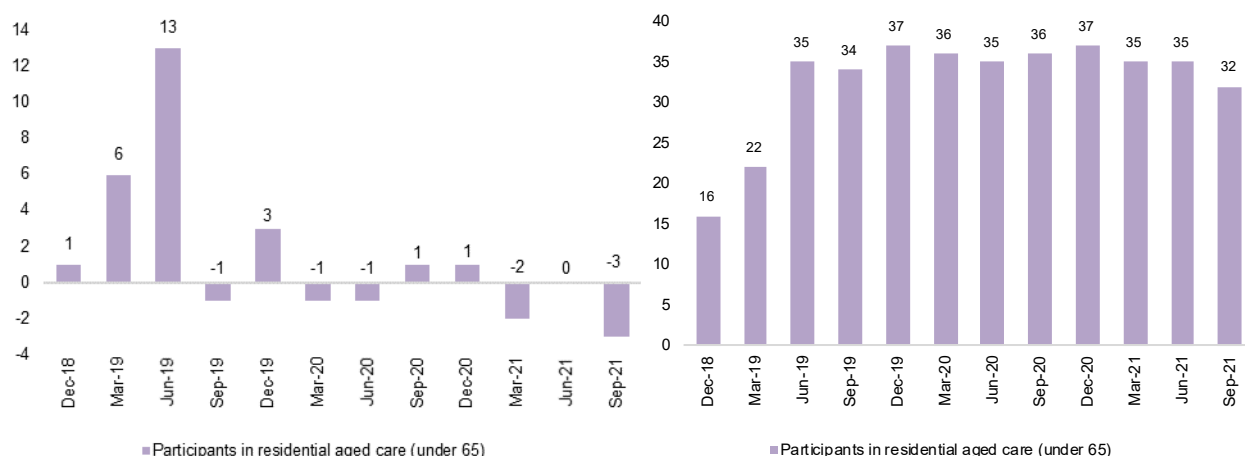
<sup>743</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<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.

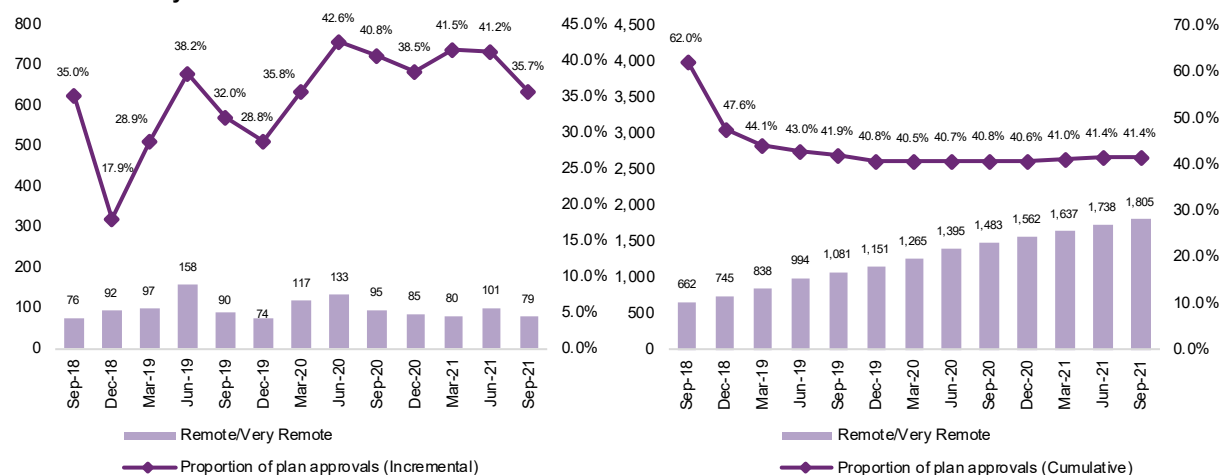
**Figure M.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>747</sup>



**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>

| Disability                 | Prior Quarters |             | 2021-22 Q1 |             | Total        |             |
|----------------------------|----------------|-------------|------------|-------------|--------------|-------------|
|                            | 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>

| Disability                 | Prior Quarters |             | 2021-22 Q1    |   | Total      |             |
|----------------------------|----------------|-------------|---------------|---|------------|-------------|
|                            | 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).

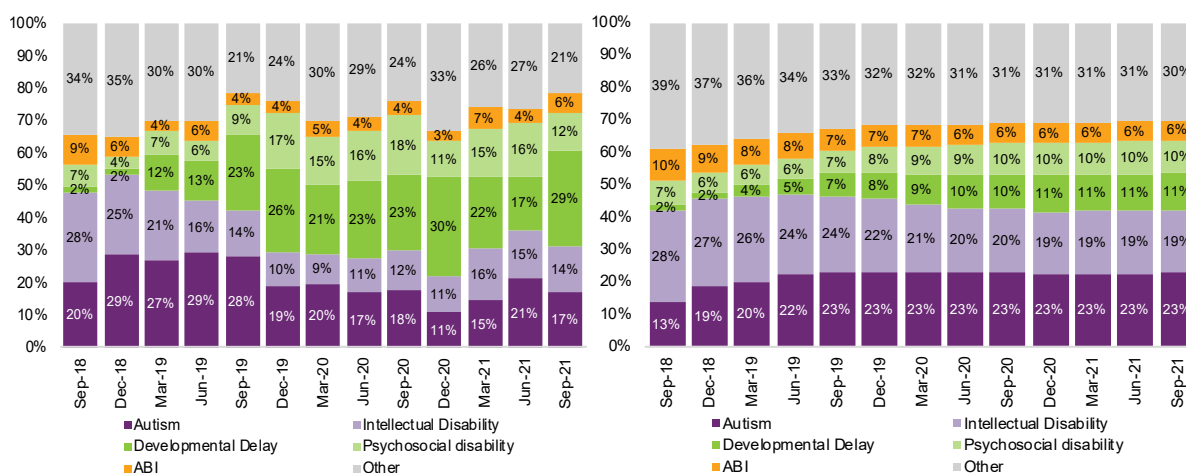
<sup>755</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<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>



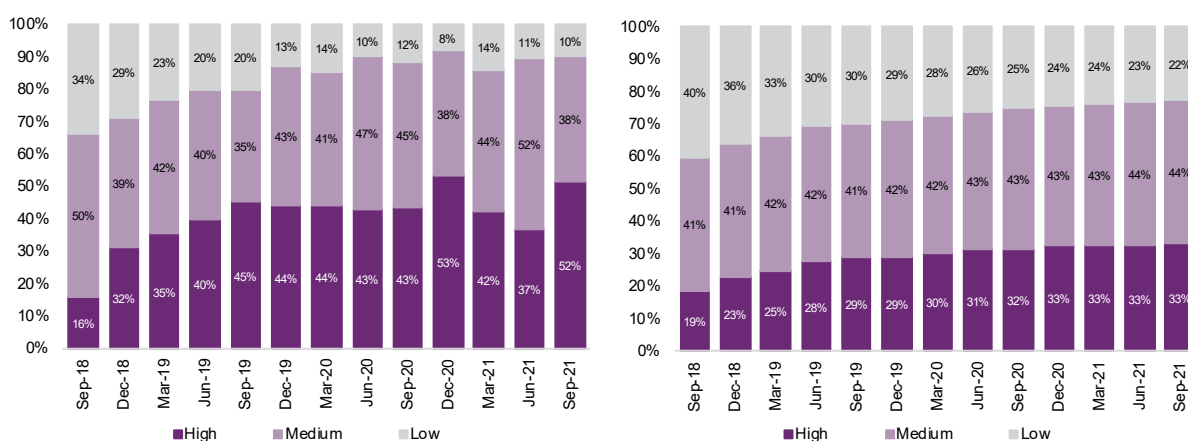
<sup>757</sup> Down Syndrome is included in Intellectual Disability, representing 2% of Participants not in SIL (91).

<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%         | <b>647</b>    | <b>15%</b>  |
| 2 (High Function)          | <11            |             | <11        |             | <b>&lt;11</b> |             |
| 3 (High Function)          | 247            | 6%          | 23         | 10%         | <b>270</b>    | <b>6%</b>   |
| 4 (High Function)          | 215            | 5%          | 15         | 7%          | <b>230</b>    | <b>5%</b>   |
| 5 (High Function)          | 277            | 7%          | 14         | 6%          | <b>291</b>    | <b>7%</b>   |
| 6 (Moderate Function)      | 768            | 19%         | 46         | 21%         | <b>814</b>    | <b>19%</b>  |
| 7 (Moderate Function)      | 219            | 5%          | <11        |             | <b>227</b>    | <b>5%</b>   |
| 8 (Moderate Function)      | 344            | 8%          | 14         | 6%          | <b>358</b>    | <b>8%</b>   |
| 9 (Moderate Function)      | 16             | 0%          | <11        |             | <b>17</b>     | <b>0%</b>   |
| 10 (Moderate Function)     | 504            | 12%         | 16         | 7%          | <b>520</b>    | <b>12%</b>  |
| 11 (Low Function)          | 110            | 3%          | <11        |             | <b>112</b>    | <b>3%</b>   |
| 12 (Low Function)          | 470            | 11%         | 12         | 5%          | <b>482</b>    | <b>11%</b>  |
| 13 (Low Function)          | 260            | 6%          | <11        |             | <b>267</b>    | <b>6%</b>   |
| 14 (Low Function)          | 114            | 3%          | <11        |             | <b>115</b>    | <b>3%</b>   |
| 15 (Low Function)          | <11            |             | <11        |             | <b>&lt;11</b> |             |
| Missing                    | <11            |             | <11        |             | <b>&lt;11</b> |             |
| <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%         | <b>795</b>   | <b>18%</b>  |
| 7 to 14      | 1,025          | 25%         | 32         | 14%         | <b>1,057</b> | <b>24%</b>  |
| 15 to 18     | 295            | 7%          | 15         | 7%          | <b>310</b>   | <b>7%</b>   |
| 19 to 24     | 292            | 7%          | 11         | 5%          | <b>303</b>   | <b>7%</b>   |
| 25 to 34     | 363            | 9%          | 17         | 8%          | <b>380</b>   | <b>9%</b>   |
| 35 to 44     | 451            | 11%         | 13         | 6%          | <b>464</b>   | <b>11%</b>  |
| 45 to 54     | 459            | 11%         | 20         | 9%          | <b>479</b>   | <b>11%</b>  |
| 55 to 64     | 436            | 11%         | 21         | 10%         | <b>457</b>   | <b>10%</b>  |
| 65+          | 110            | 3%          | <11        |             | <b>114</b>   | <b>3%</b>   |
| <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.

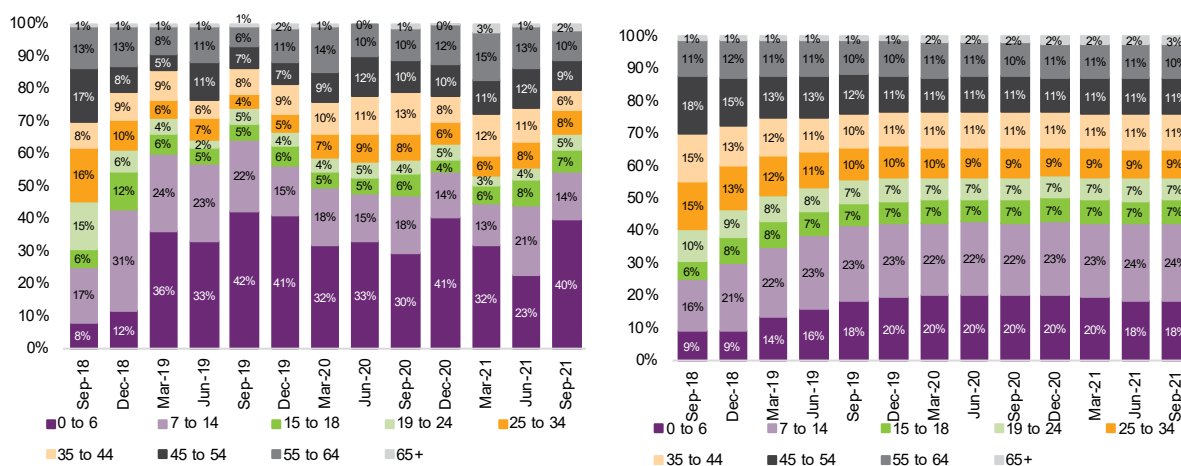
**Table M.17 Participant profile per quarter (participants in SIL) by age group – Northern Territory** <sup>761</sup>

| 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>



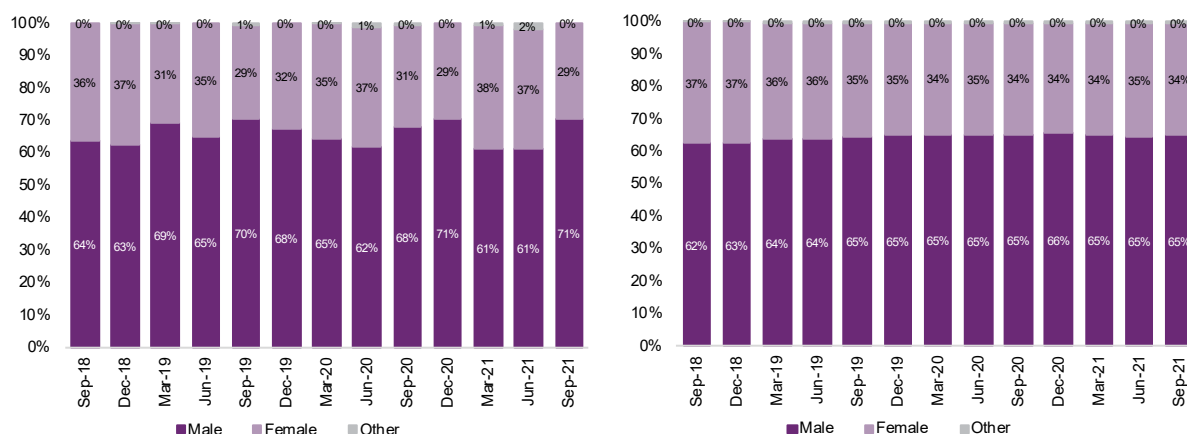
**Table M.19 Participant profile per quarter by gender – Northern Territory**

| 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<br>% Yes | 25+<br>% 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<br>% Yes | 15+<br>% 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.

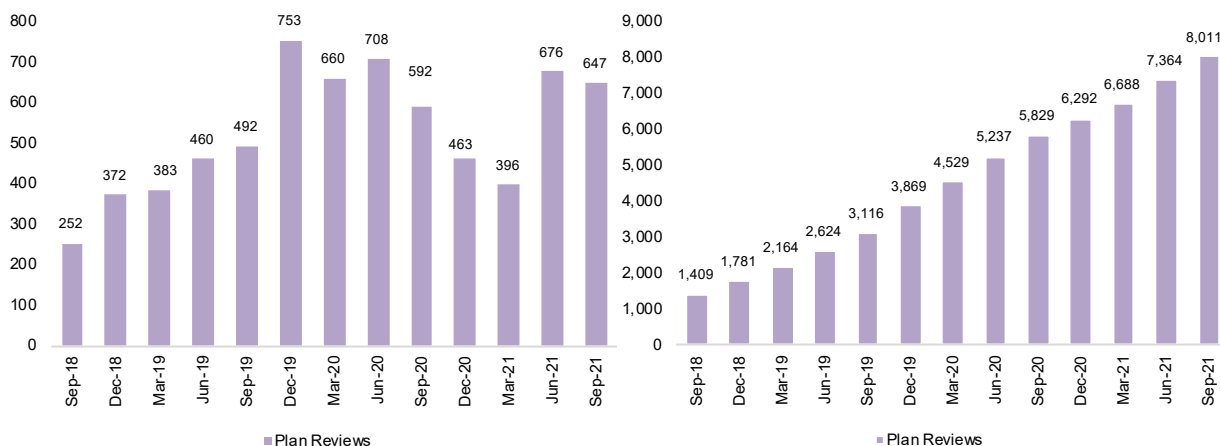
**Table M.44 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory** <sup>776</sup>

|                                   | 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.

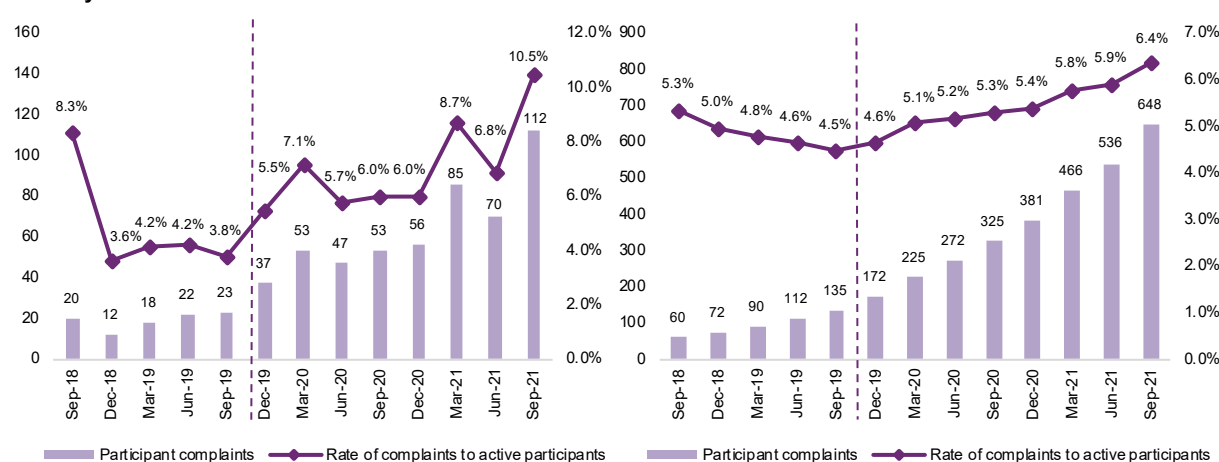
Table M.45 shows the number of complaints in 2021-22 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination 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

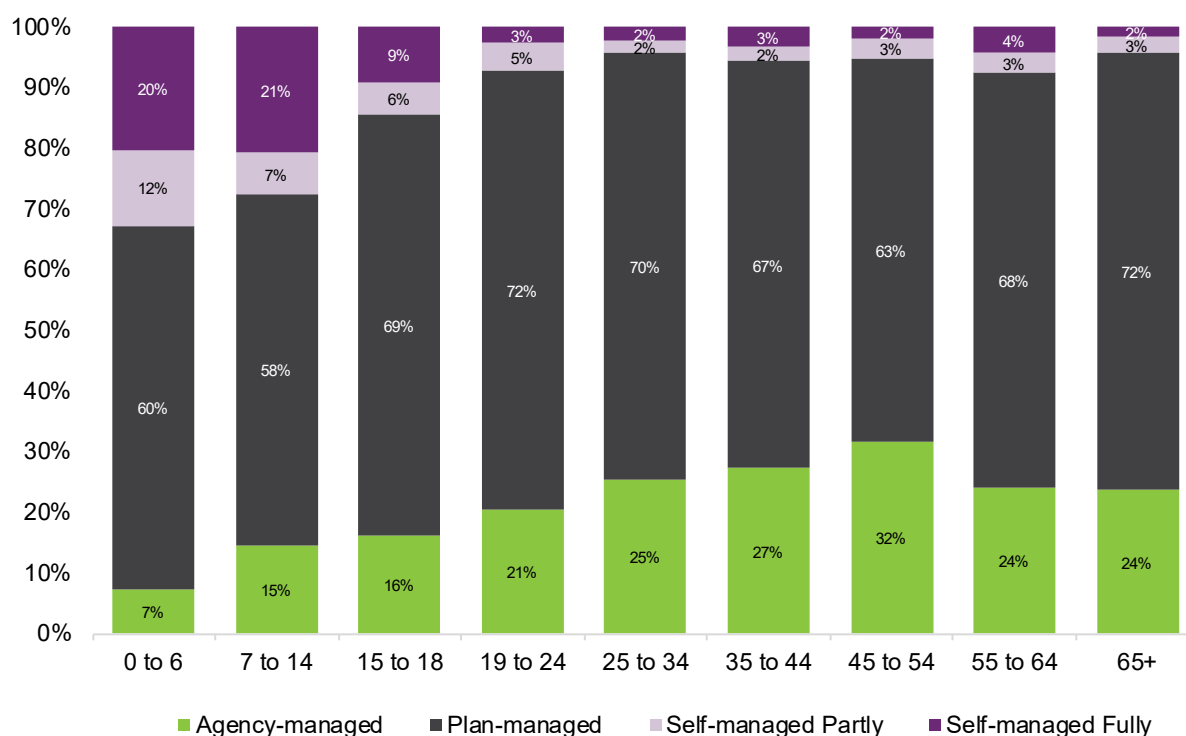
| Complaints by source, subject and type                                     | Prior Quarters |          | 2021-22 Q1 |        | Total      |        |
|--|----------------|----------|------------|--------|------------|--------|
| <b>Complaints with a related party who has submitted an access request</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>



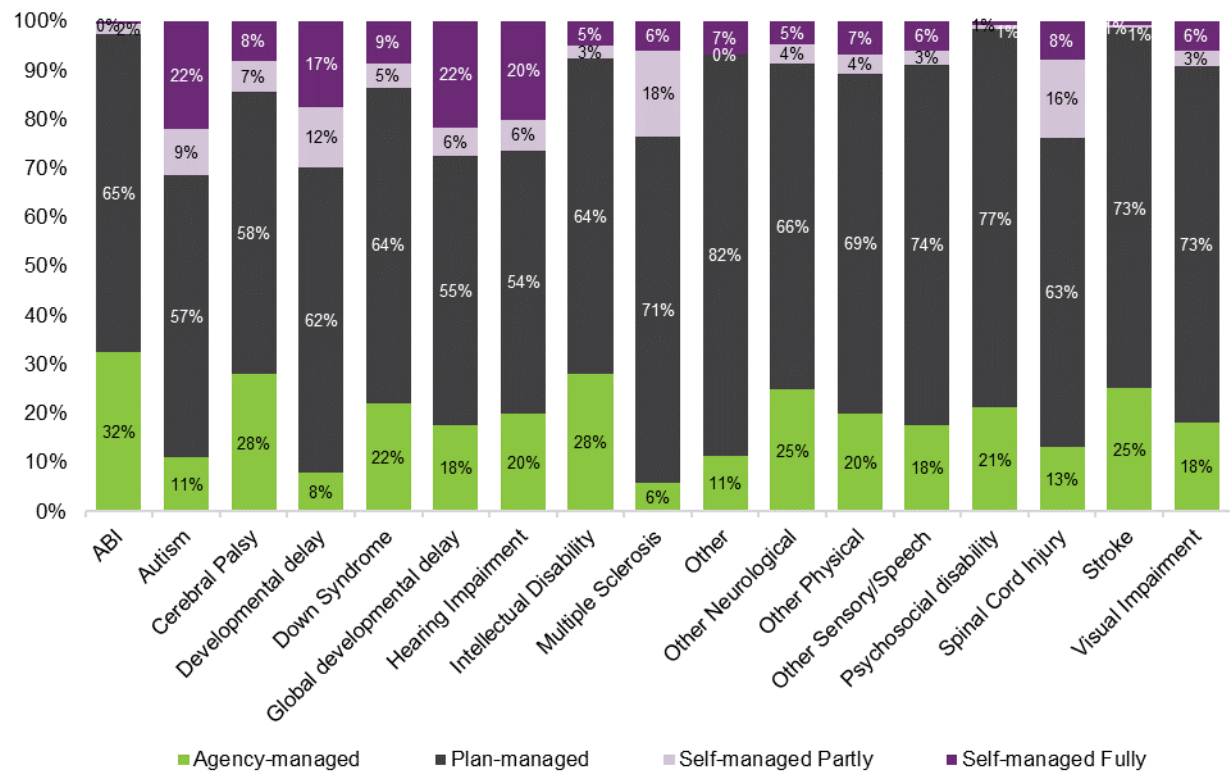
<sup>782</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<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.

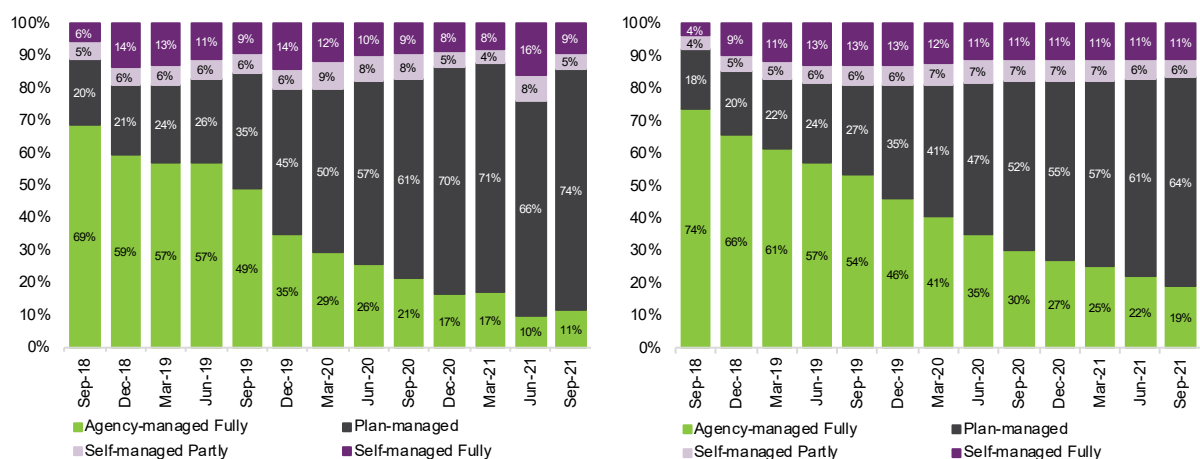
**Figure M.12 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2021 – Northern Territory** <sup>786 787</sup>



**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.

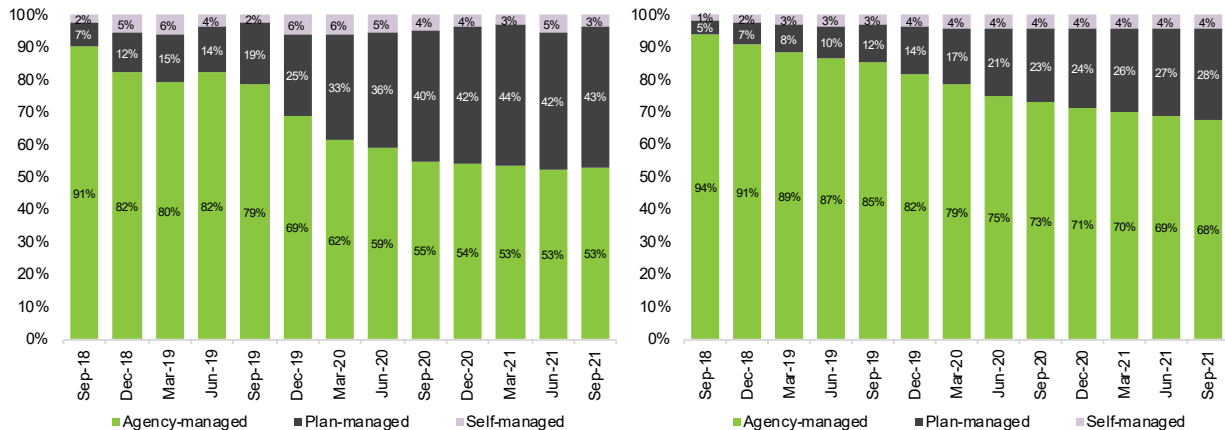
<sup>788</sup> Ibid.

<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/<br>sole trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole trader | Company/<br>organisation | Total<br>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>     |

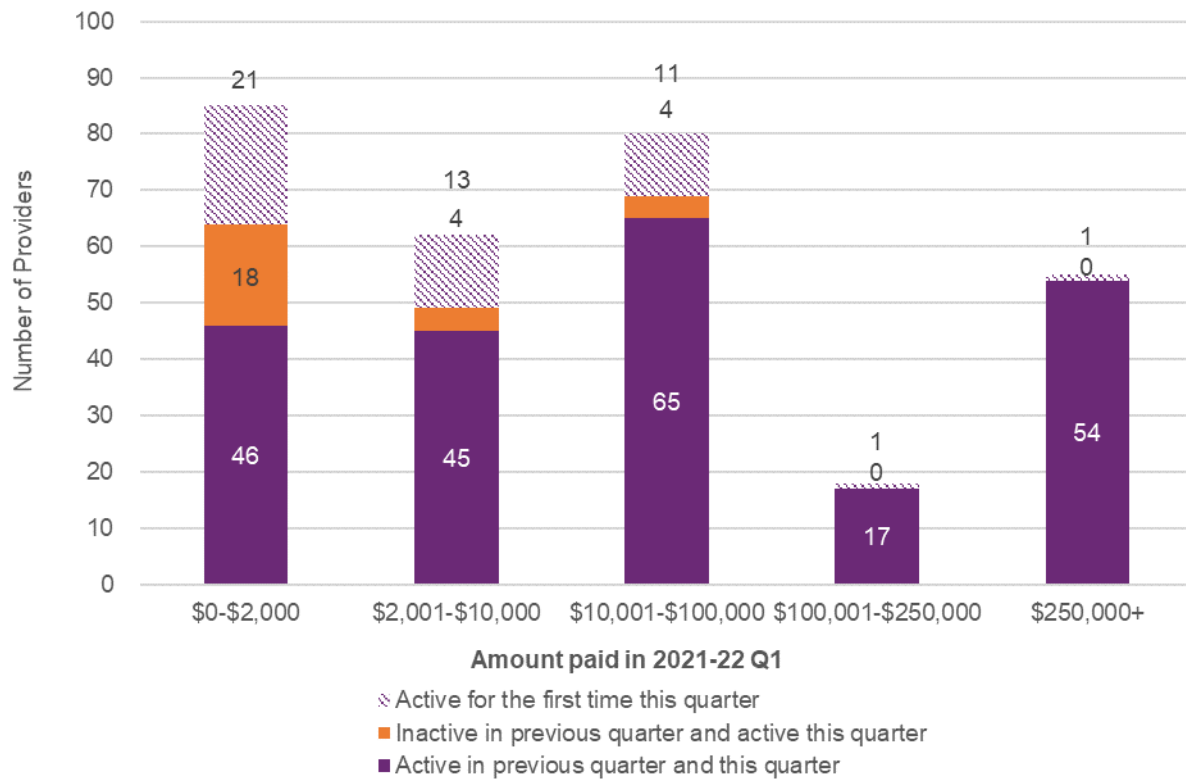
**Table M.59 Number and proportion of providers active in 2021-22 Q1 by registration group and first quarter of activity – Northern Territory**

| 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/<br>sole trader | Company/<br>organisation | Total<br>Active | Individual/<br>sole trader | Company/<br>organisation | Total<br>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

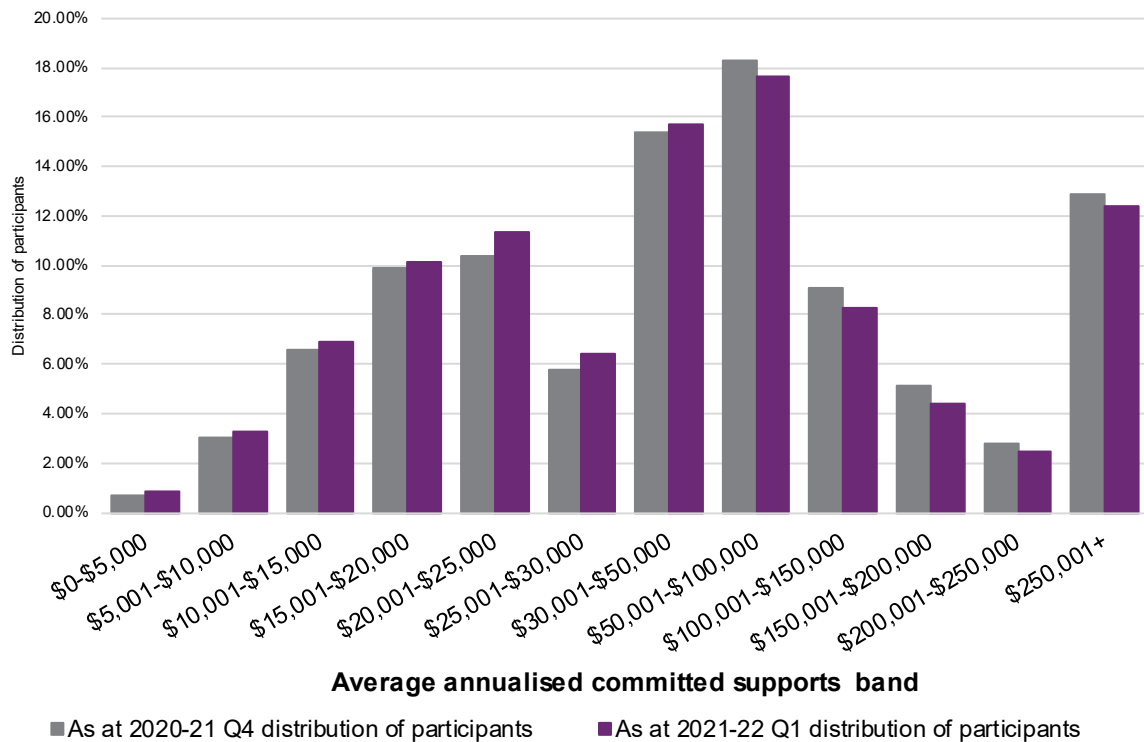
**Table M.61 Committed supports by financial year (\$m) – Northern Territory** <sup>799</sup>

|                 | 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           |

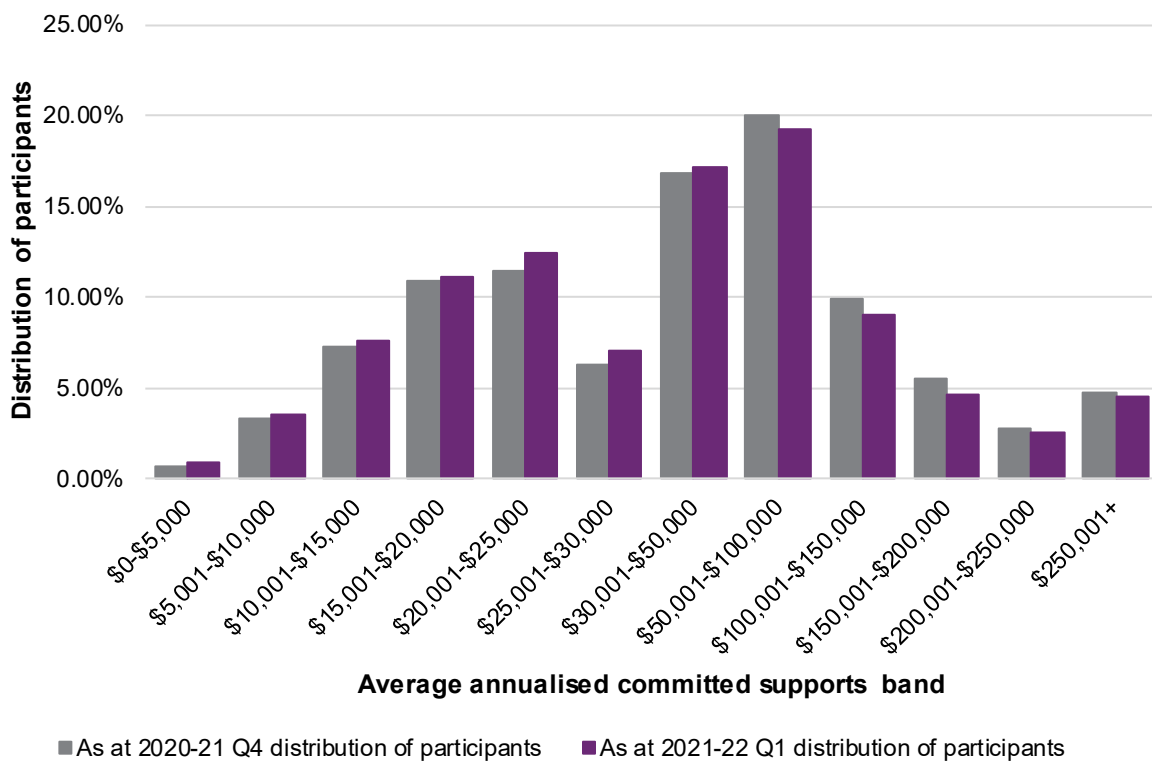
<sup>798</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<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**

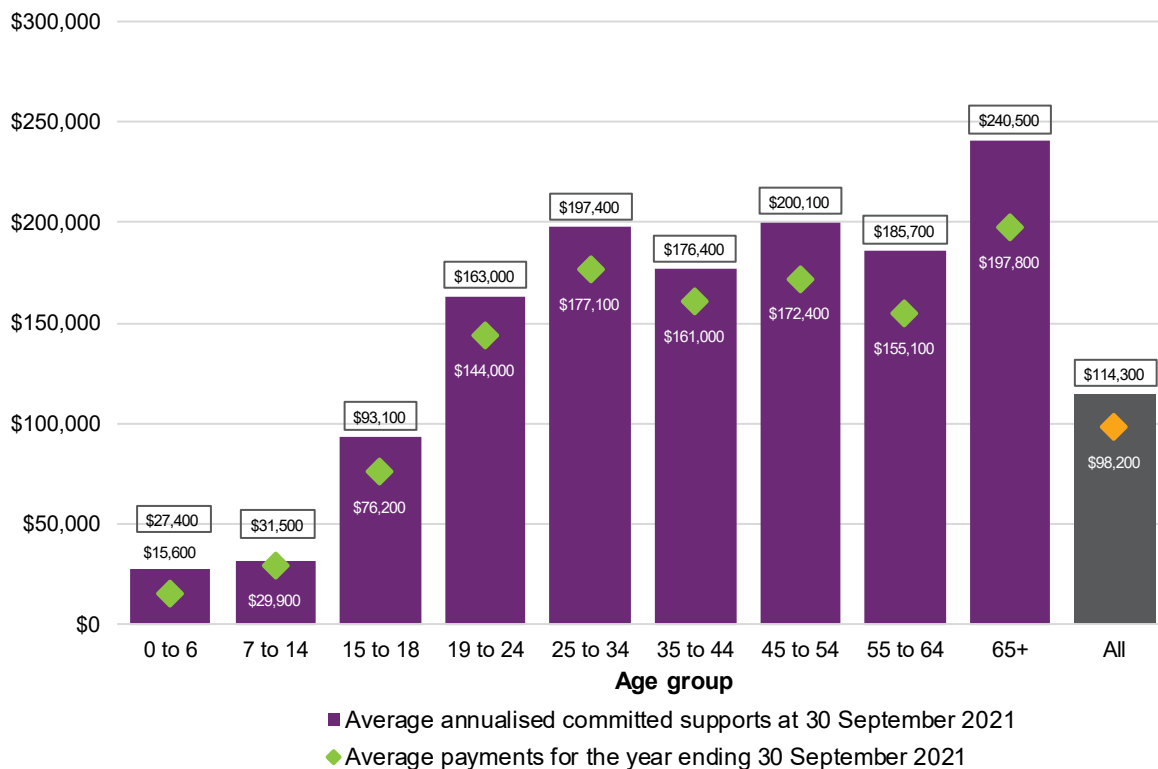


**Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q1 compared with active participants with initial plan approvals as at 2020-21 Q4 – Northern Territory**

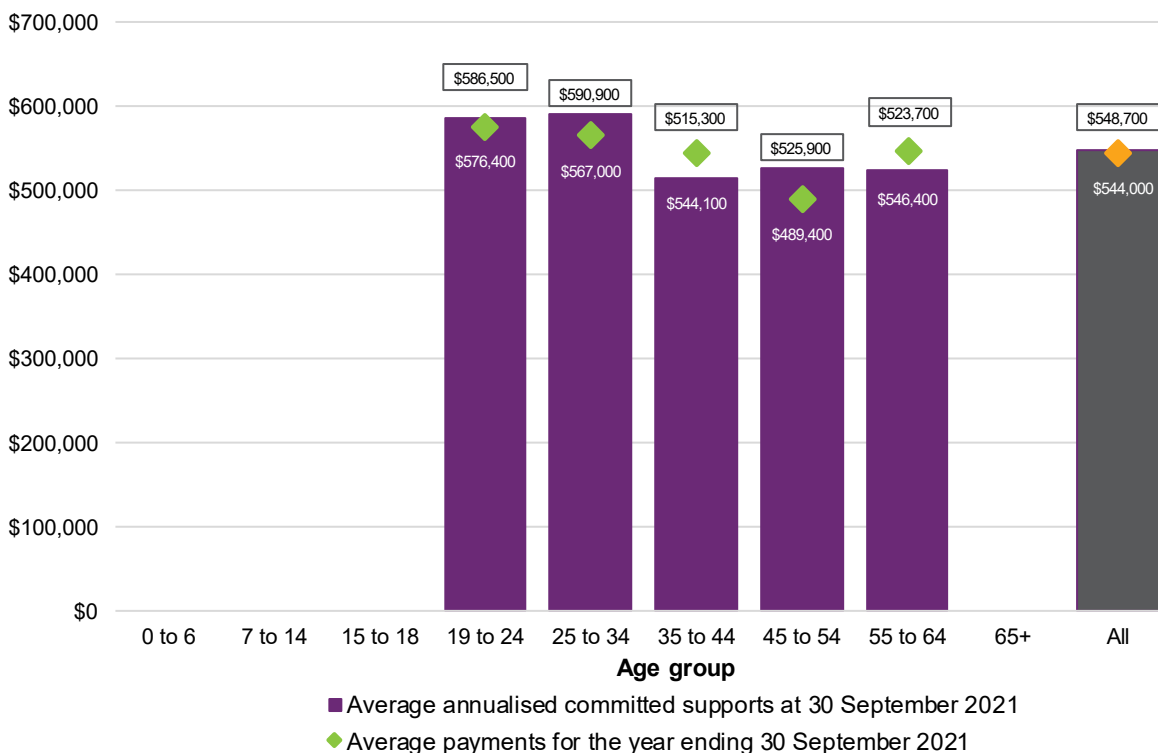




**Figure M.18 Average annualised committed supports and average payments by age group as at 30 September 2021 – Northern Territory** <sup>800</sup>



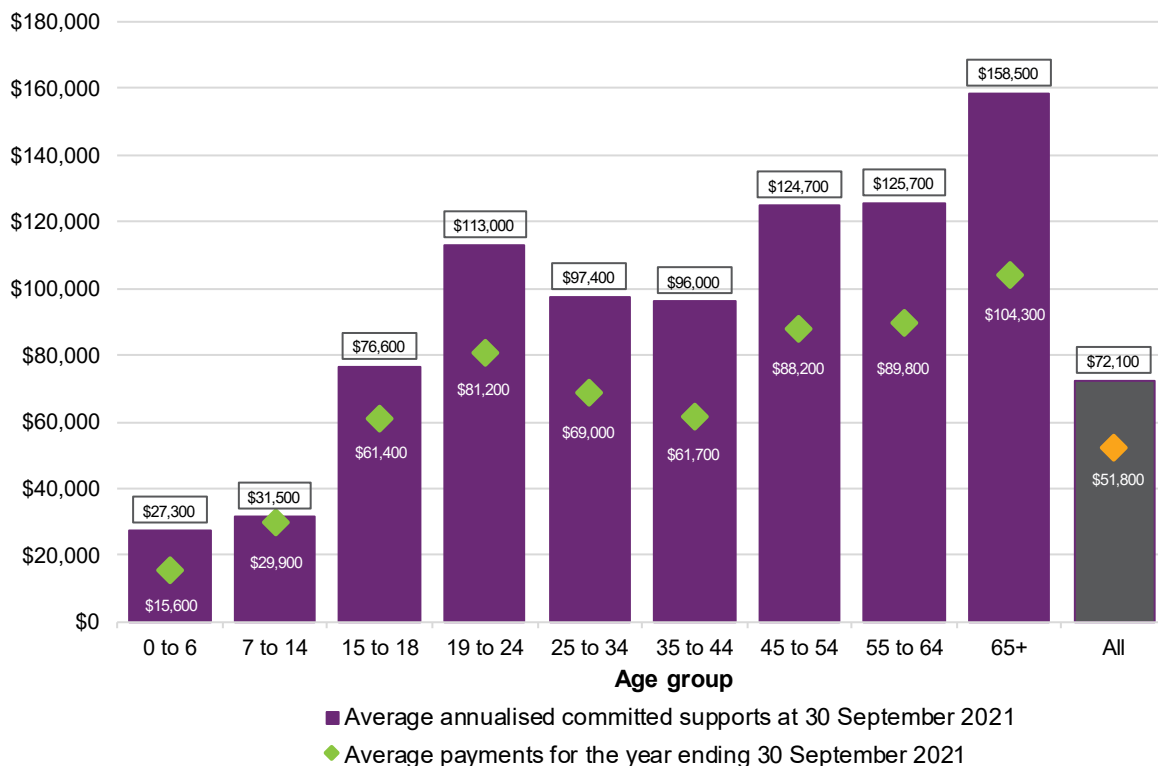
**Figure M.19 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2021 – Northern Territory** <sup>801</sup>



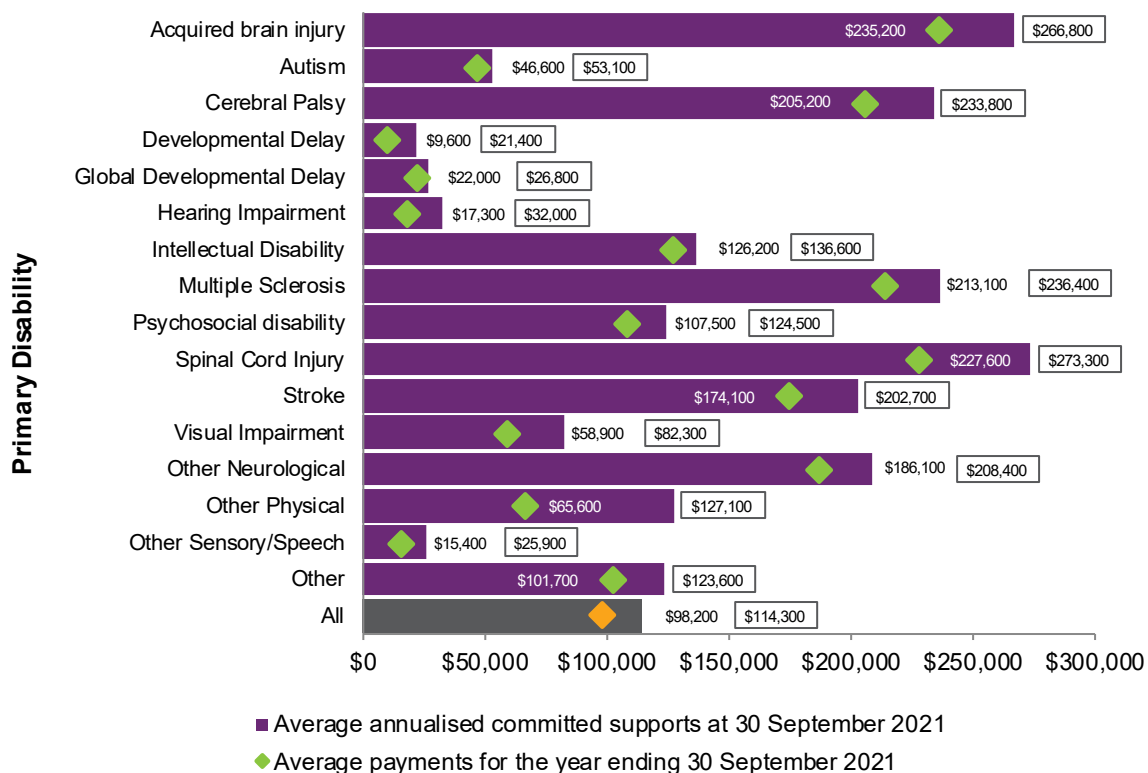
<sup>800</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2021. Average payments are derived from total payments paid over the 12 months to 30 September 2021, divided by the average number of active 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>



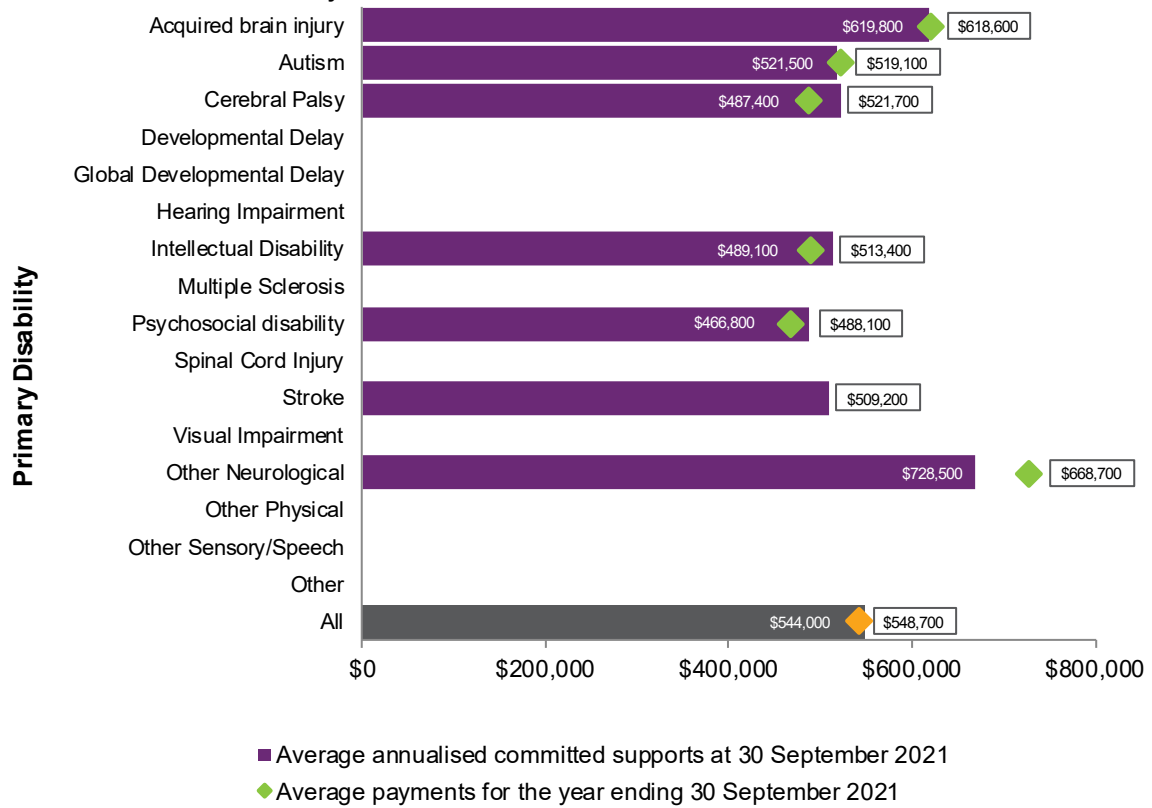
**Figure M.21 Average annualised committed supports and average payments by primary disability as at 30 September 2021 – Northern Territory** <sup>803</sup>



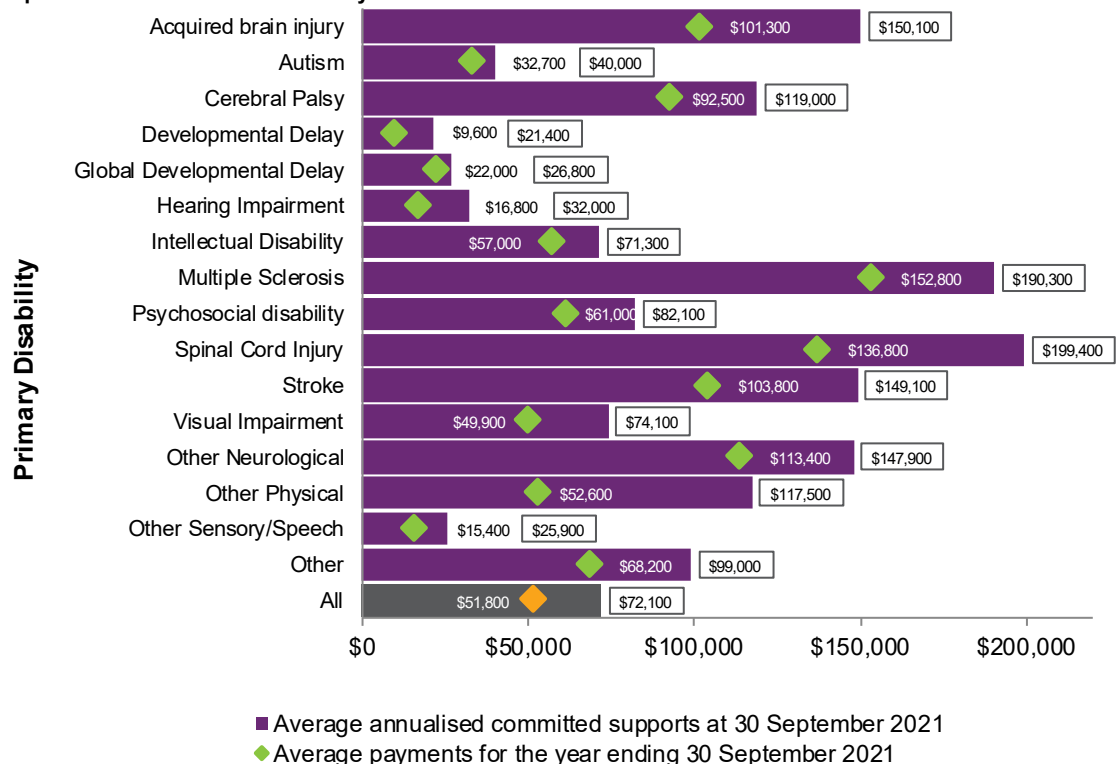
<sup>802</sup> Ibid.

<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>



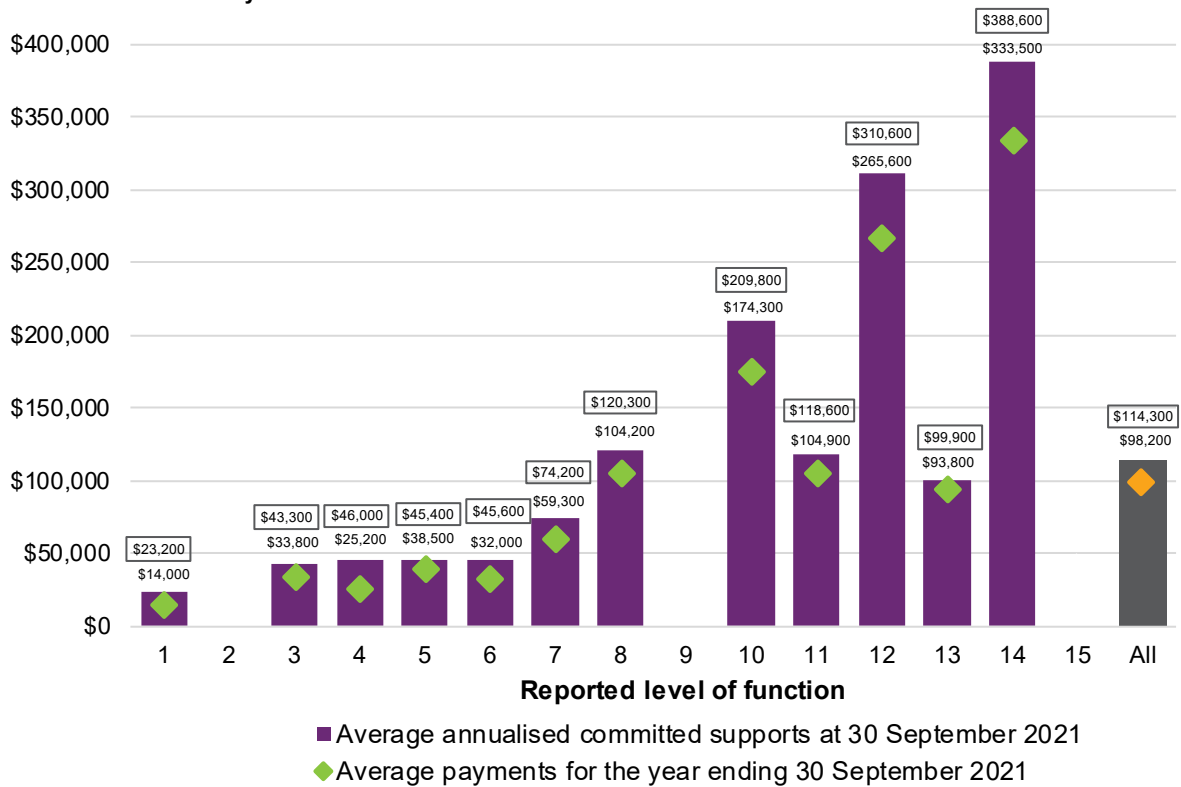
**Figure M.23 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2021 – Northern Territory** <sup>805</sup>



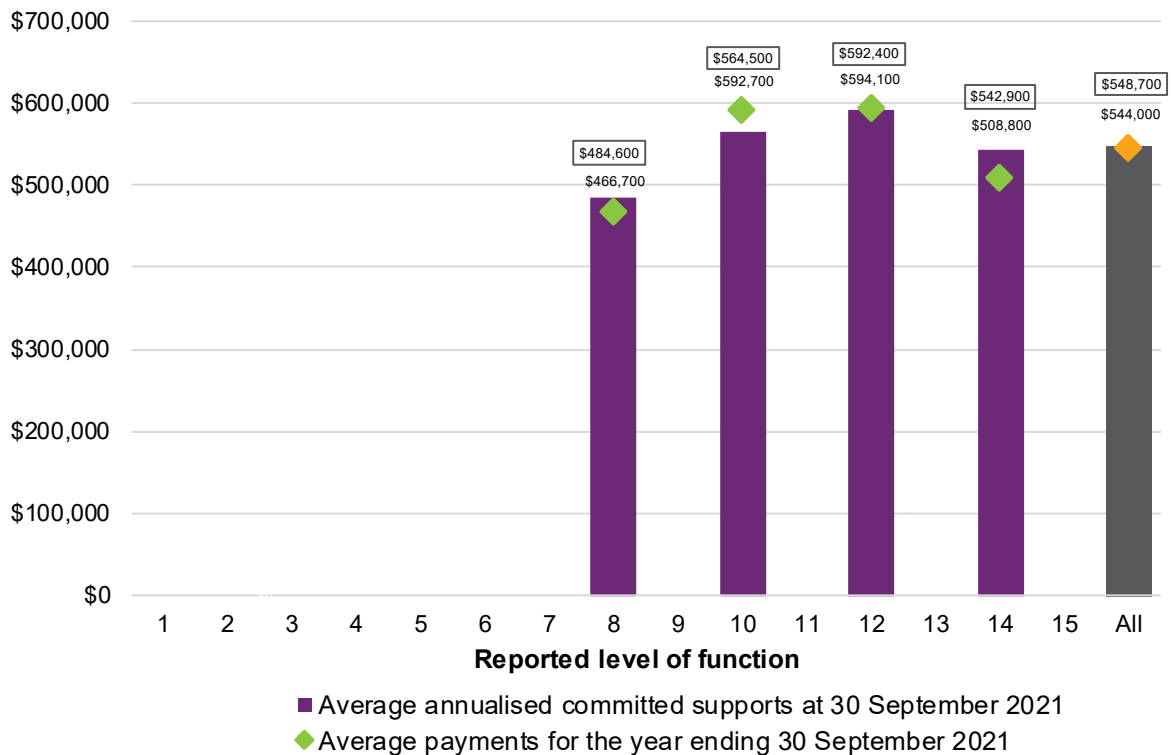
<sup>804</sup> Ibid.

<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>



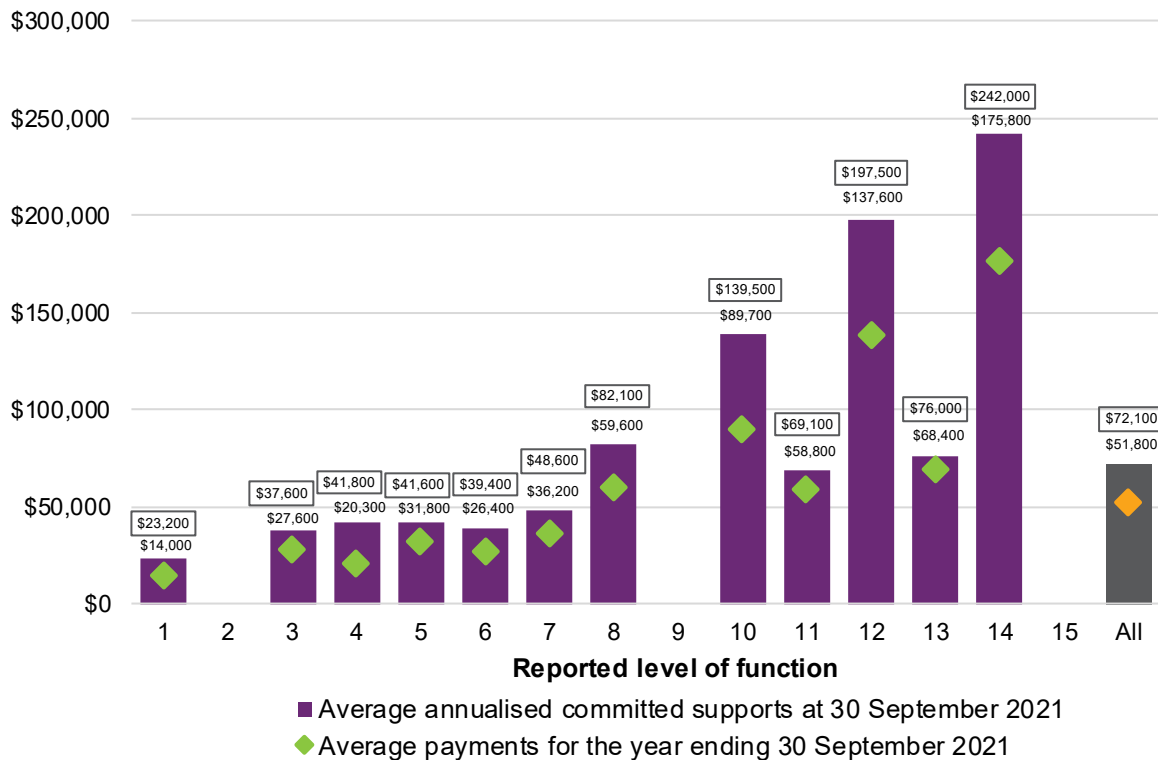
**Figure M.25 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2021 – Northern Territory** <sup>807</sup>



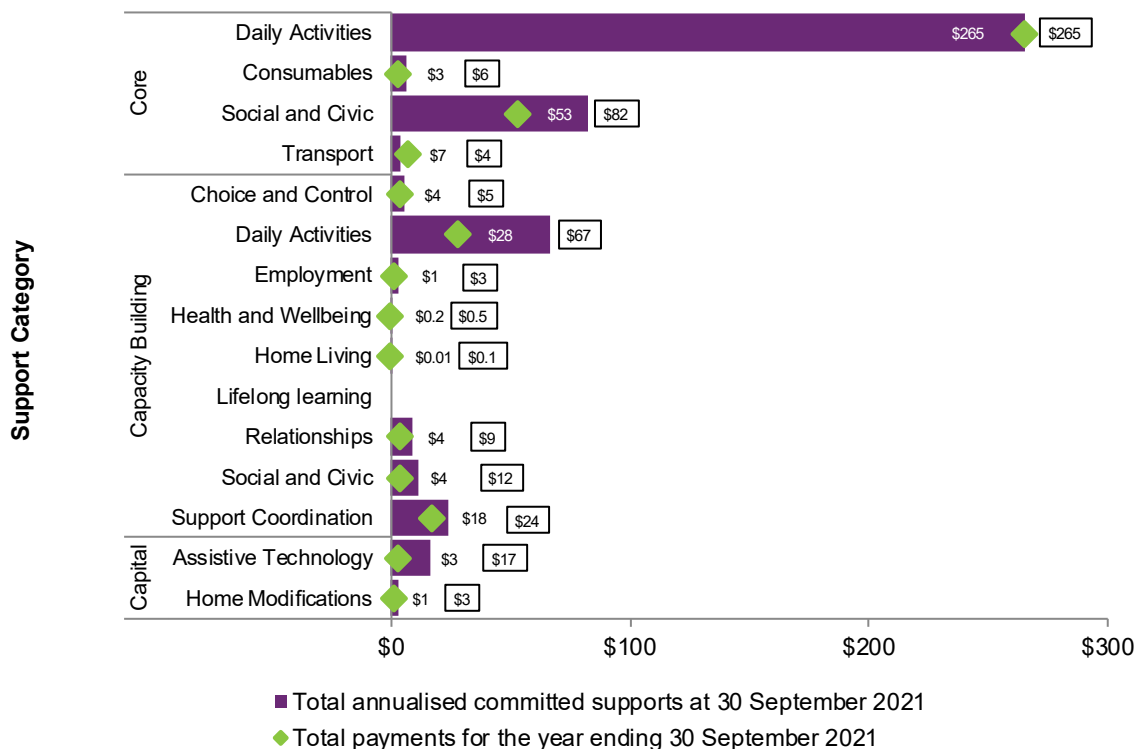
<sup>806</sup> Ibid.

<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>



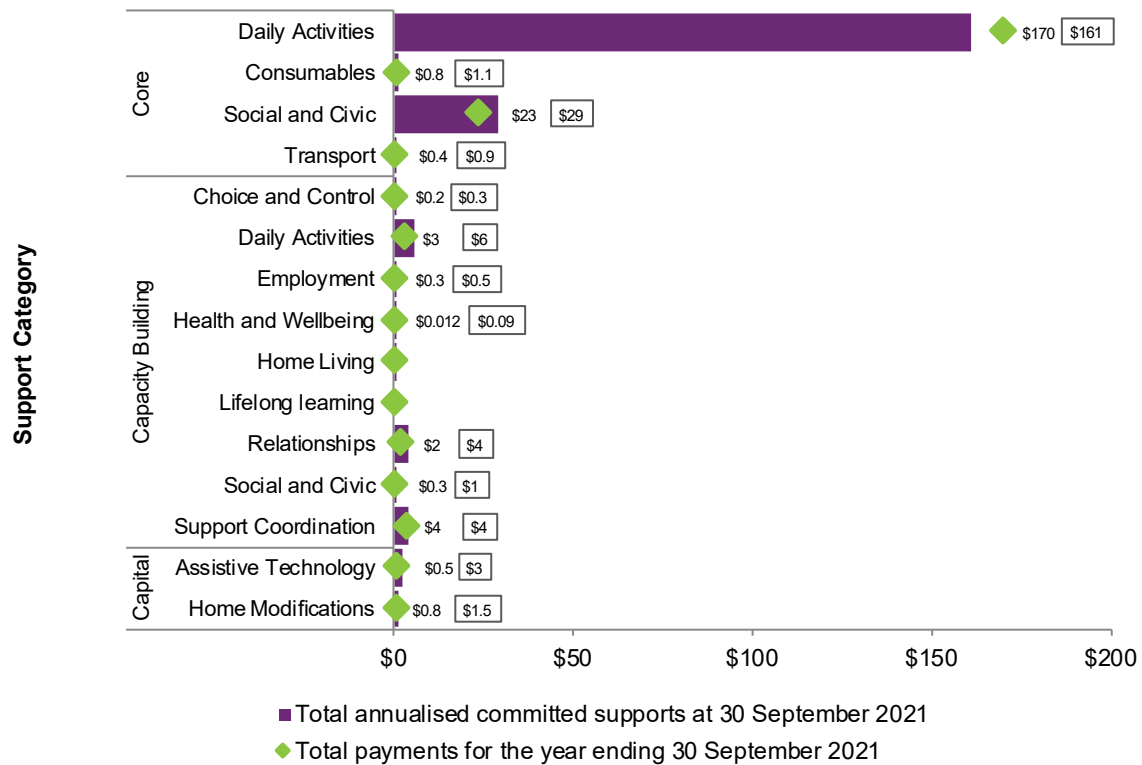
**Figure M.27 Total annualised committed supports and total payments by support category as at 30 September 2021 (\$m) – Northern Territory**<sup>809</sup>



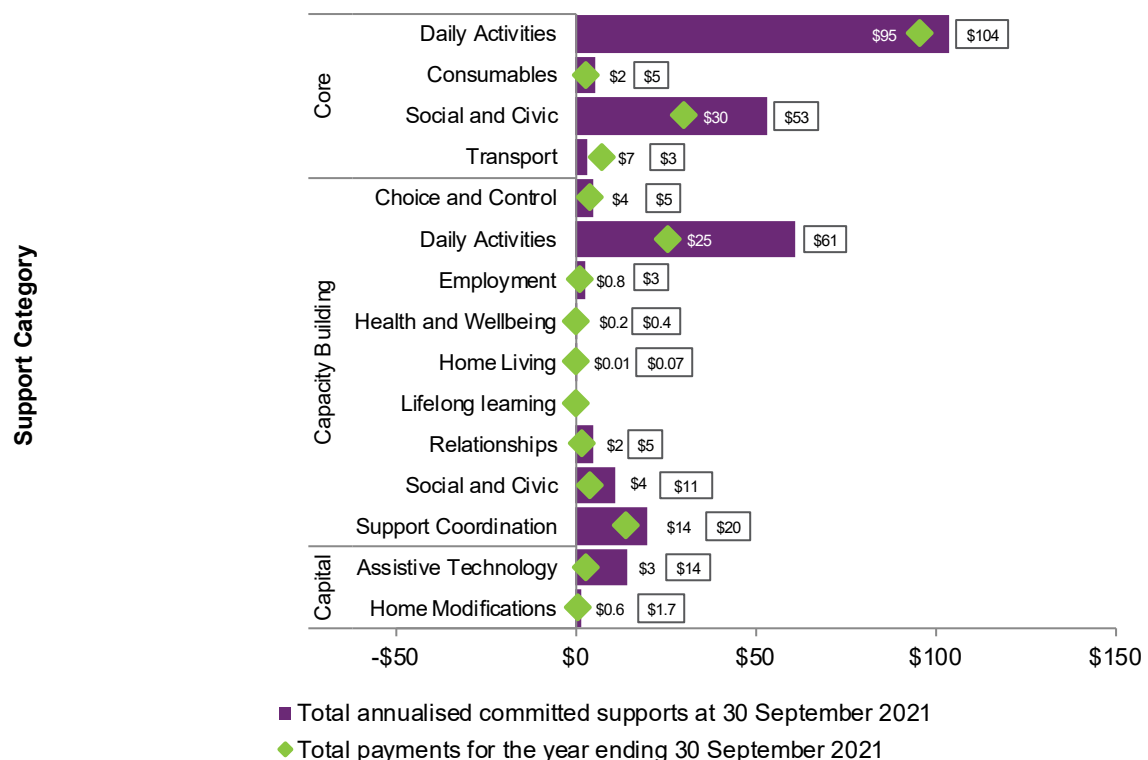
<sup>808</sup> Ibid.

<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>



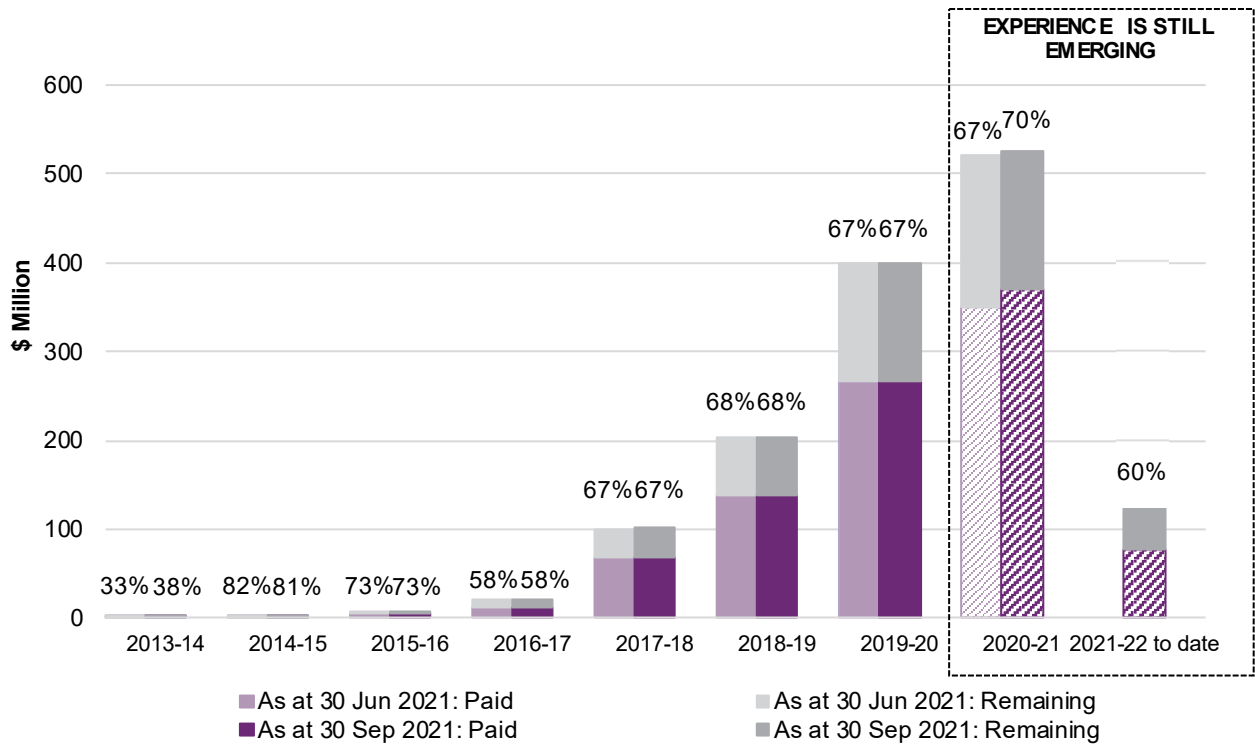
<sup>810</sup> Ibid.

<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>

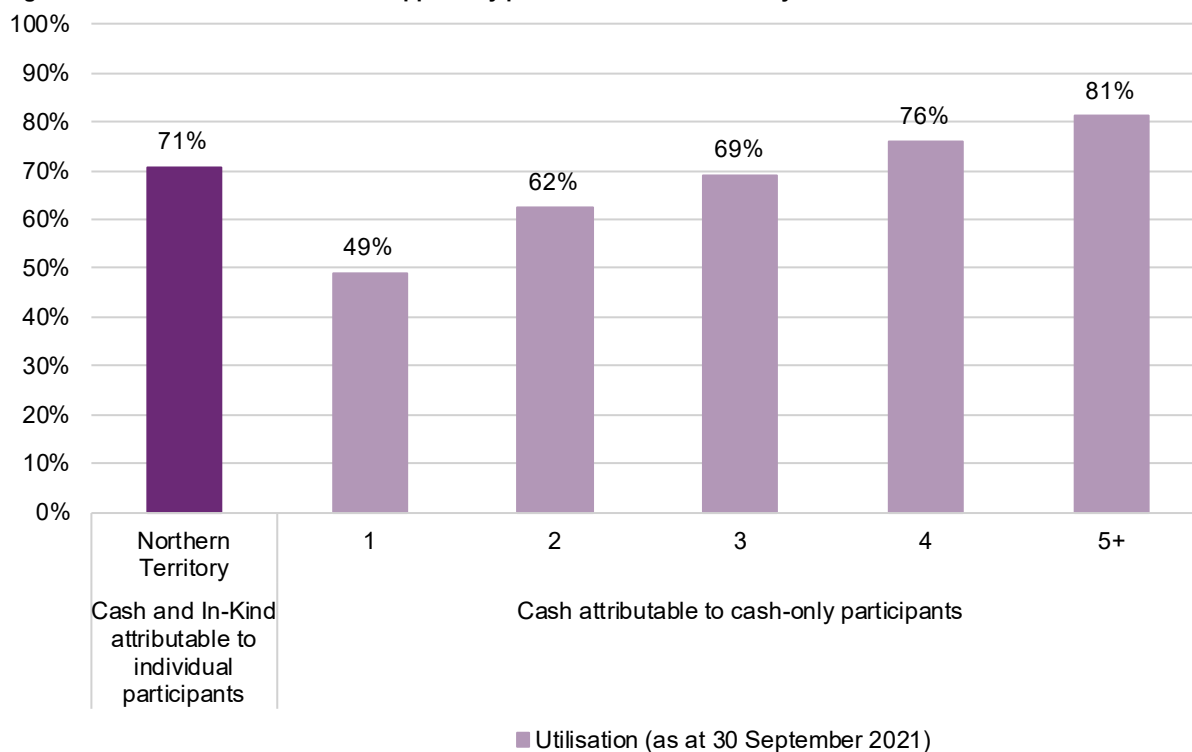
|                    | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 to date |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Total Committed    | 0.08    | 2.1     | 5.8     | 20.6    | 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**

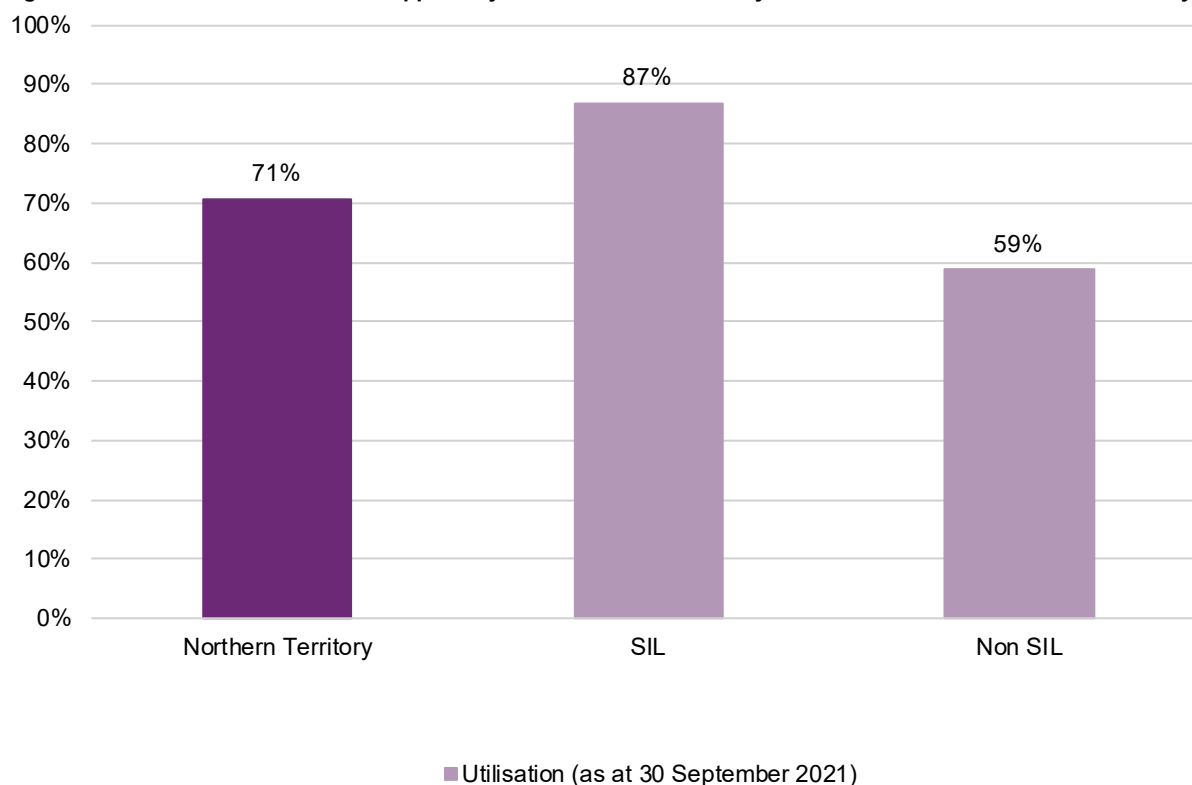


<sup>812</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

**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>

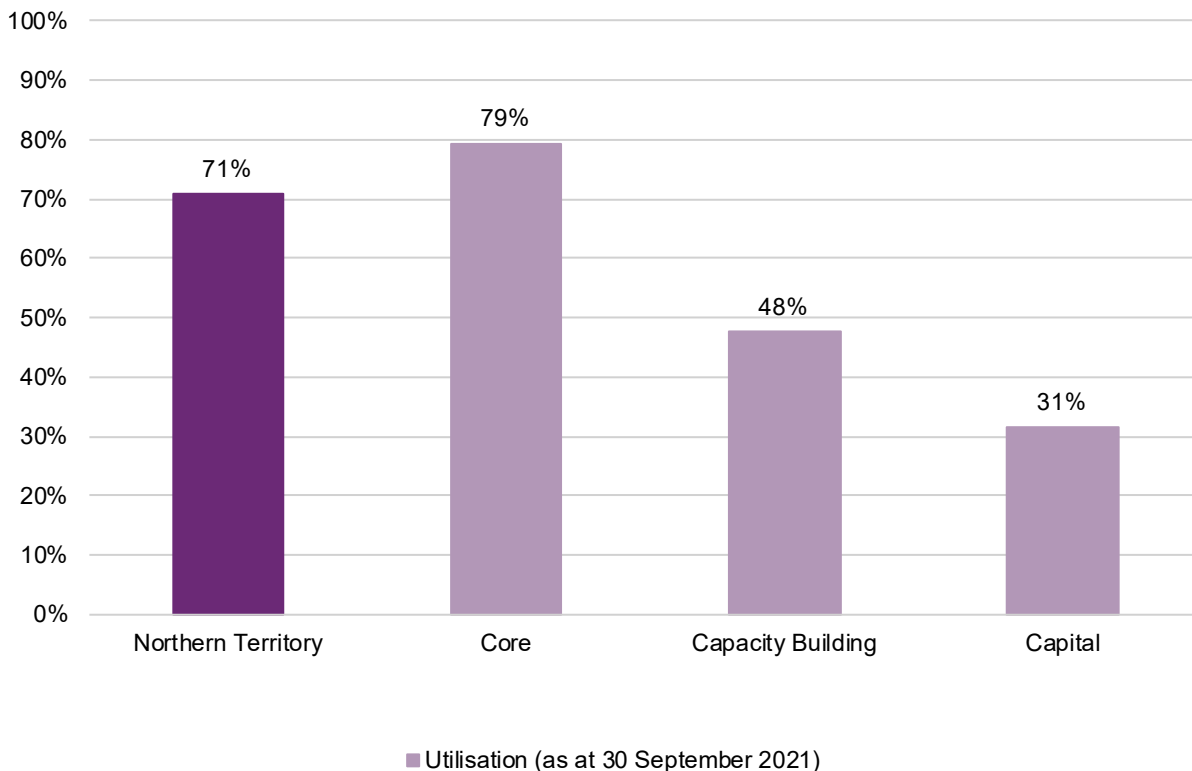


<sup>813</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.

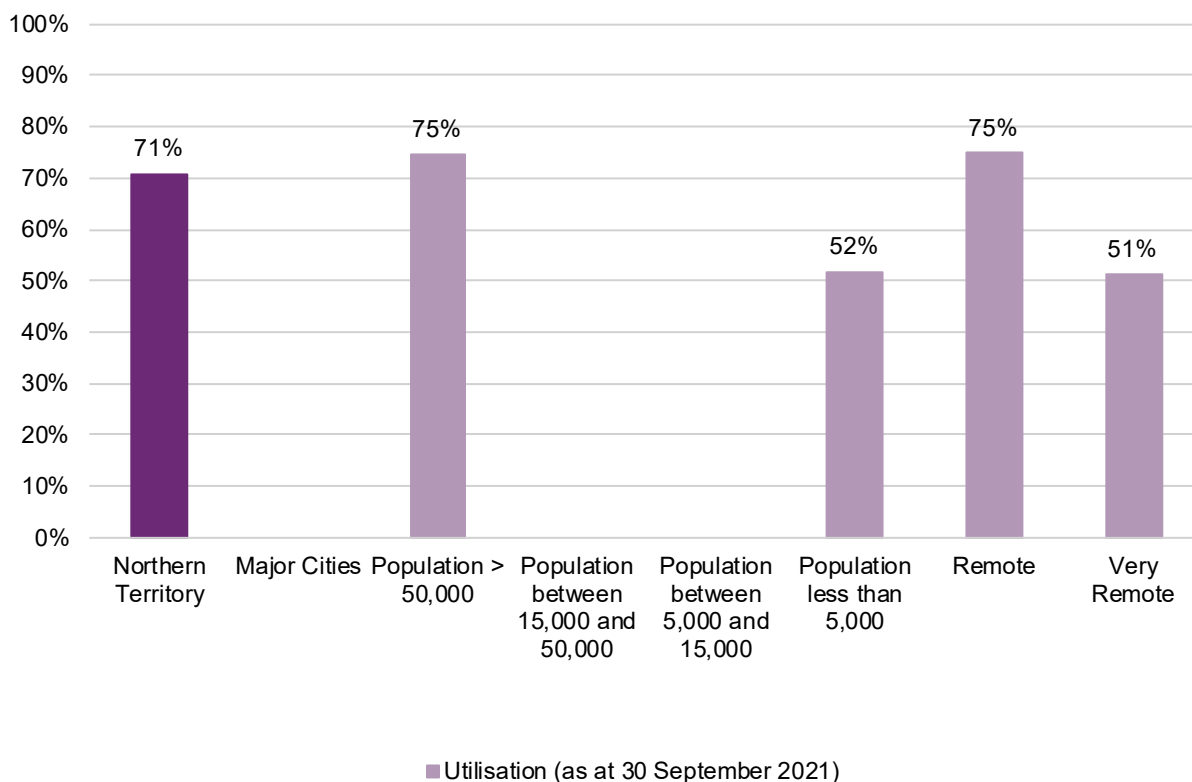
<sup>814</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2021 to 30 June 2021 is shown, as experience in the most recent quarter is still emerging.



**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%         | <b>16%</b>  |
| 7 to 14      | 27%         | 27%         | 28%         | 26%         | 31%         | 24%         | 27%         | 27%         | <b>27%</b>  |
| 15 to 18     | 8%          | 7%          | 8%          | 10%         | 10%         | 9%          | 8%          | 8%          | <b>8%</b>   |
| 19 to 24     | 9%          | 7%          | 8%          | 9%          | 8%          | 11%         | 9%          | 7%          | <b>8%</b>   |
| 25 to 34     | 8%          | 9%          | 8%          | 10%         | 7%          | 10%         | 8%          | 8%          | <b>8%</b>   |
| 35 to 44     | 7%          | 8%          | 8%          | 8%          | 7%          | 7%          | 8%          | 9%          | <b>8%</b>   |
| 45 to 54     | 9%          | 10%         | 9%          | 9%          | 8%          | 10%         | 9%          | 10%         | <b>9%</b>   |
| 55 to 64     | 11%         | 11%         | 11%         | 11%         | 11%         | 11%         | 10%         | 10%         | <b>11%</b>  |
| 65+          | 4%          | 3%          | 3%          | 3%          | 3%          | 3%          | 5%          | 2%          | <b>4%</b>   |
| <b>Total</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

**Table N.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          | <b>159,312</b> |
| Intellectual Disability    | 29,823         | 24,939         | 16,596        | 8,440         | 7,952         | 2,731         | 1,456        | 840          | <b>92,789</b>  |
| Psychosocial disability    | 15,099         | 16,873         | 9,377         | 4,180         | 2,919         | 915           | 1,088        | 450          | <b>50,913</b>  |
| Developmental Delay        | 11,634         | 13,728         | 8,134         | 1,415         | 2,757         | 741           | 790          | 499          | <b>39,701</b>  |
| Hearing Impairment         | 7,393          | 5,779          | 5,328         | 1,793         | 1,714         | 424           | 441          | 190          | <b>23,062</b>  |
| Other Neurological         | 6,395          | 4,872          | 4,154         | 2,000         | 1,536         | 444           | 366          | 198          | <b>19,967</b>  |
| Other Physical             | 5,628          | 4,187          | 4,452         | 1,752         | 1,740         | 352           | 535          | 195          | <b>18,844</b>  |
| Cerebral Palsy             | 5,428          | 3,987          | 3,535         | 1,678         | 1,218         | 420           | 295          | 200          | <b>16,762</b>  |
| ABI                        | 4,368          | 3,872          | 3,376         | 1,299         | 1,580         | 434           | 212          | 265          | <b>15,406</b>  |
| Global Developmental Delay | 3,456          | 1,917          | 1,749         | 1,120         | 1,396         | 220           | 170          | 102          | <b>10,131</b>  |
| Visual Impairment          | 2,970          | 2,712          | 1,601         | 740           | 755           | 191           | 176          | 66           | <b>9,211</b>   |
| Multiple Sclerosis         | 2,494          | 2,746          | 1,434         | 832           | 787           | 302           | 195          | 17           | <b>8,807</b>   |
| Stroke                     | 2,595          | 1,616          | 1,591         | 563           | 508           | 140           | 129          | 148          | <b>7,291</b>   |
| Spinal Cord Injury         | 1,720          | 870            | 1,388         | 595           | 418           | 105           | 72           | 76           | <b>5,245</b>   |
| Other                      | 1,463          | 964            | 992           | 521           | 320           | 141           | 81           | 88           | <b>4,570</b>   |
| Other Sensory/Speech       | 1,000          | 617            | 287           | 125           | 503           | 40            | 83           | 34           | <b>2,689</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>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        | <b>15,226</b> |
| Consumables              | 192           | 184          | 165          | 65           | 59           | 16         | 11         | 6          | <b>697</b>    |
| Social and Civic         | 2,260         | 1,989        | 1,501        | 571          | 472          | 200        | 99         | 82         | <b>7,175</b>  |
| Transport                | 142           | 125          | 84           | 37           | 34           | 12         | 8          | 4          | <b>446</b>    |
| <b>Capacity Building</b> |               |              |              |              |              |            |            |            |               |
| Choice and Control       | 105           | 110          | 82           | 26           | 41           | 9          | 6          | 5          | <b>383</b>    |
| Daily Activities         | 1,649         | 1,547        | 1,159        | 503          | 464          | 110        | 91         | 67         | <b>5,592</b>  |
| Employment               | 103           | 62           | 41           | 37           | 26           | 7          | 5          | 3          | <b>284</b>    |
| Health and Wellbeing     | 36            | 18           | 16           | 4            | 5            | 2          | 3          | 0          | <b>86</b>     |
| Home Living              | 1             | 3            | 1            | 0            | 0            | 0          | 0          | 0          | <b>5</b>      |
| Lifelong learning        | 0             | 0            | 0            | 0            | 0            | 0          | 0          | n/a        | <b>1</b>      |
| Relationships            | 203           | 151          | 79           | 59           | 55           | 15         | 10         | 9          | <b>581</b>    |
| Social and Civic         | 98            | 82           | 38           | 48           | 12           | 12         | 10         | 12         | <b>313</b>    |
| Support Coordination     | 263           | 301          | 188          | 82           | 76           | 22         | 13         | 24         | <b>969</b>    |
| <b>Capital</b>           |               |              |              |              |              |            |            |            |               |
| Assistive Technology     | 317           | 267          | 257          | 145          | 98           | 25         | 17         | 17         | <b>1,144</b>  |
| Home Modifications       | 116           | 96           | 64           | 22           | 28           | 9          | 5          | 3          | <b>344</b>    |
| <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            | <b>n/a</b>     |
| 7 to 14      | 603,700        | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | <b>214,100</b> |
| 15 to 18     | 459,400        | n/a            | 437,400        | 206,400        | n/a            | n/a            | n/a            | n/a            | <b>453,500</b> |
| 19 to 24     | 417,700        | 501,800        | 410,300        | 348,600        | 504,300        | 420,900        | 366,900        | 586,500        | <b>430,400</b> |
| 25 to 34     | 364,300        | 367,800        | 380,000        | 339,200        | 408,600        | 407,300        | 371,200        | 590,900        | <b>375,900</b> |
| 35 to 44     | 341,100        | 348,000        | 357,200        | 322,500        | 352,700        | 375,500        | 360,500        | 515,300        | <b>349,900</b> |
| 45 to 54     | 327,900        | 323,200        | 330,800        | 305,600        | 304,900        | 354,800        | 339,400        | 525,900        | <b>327,000</b> |
| 55 to 64     | 332,300        | 313,400        | 328,500        | 307,300        | 279,900        | 358,200        | 323,100        | 523,700        | <b>323,300</b> |
| 65+          | 324,100        | 309,500        | 314,900        | 304,700        | 303,700        | 322,500        | 381,300        | n/a            | <b>321,200</b> |
| <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        | <b>382,100</b> |
| Autism                     | 385,300        | 419,100        | 399,300        | 329,100        | 360,800        | 418,900        | 384,500        | 519,100        | <b>388,800</b> |
| Cerebral Palsy             | 405,400        | 378,500        | 413,100        | 380,300        | 375,800        | 440,600        | 372,400        | 521,700        | <b>398,600</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    | 326,500        | 313,500        | 304,000        | 291,100        | 293,900        | 342,700        | 331,500        | 513,400        | <b>315,300</b> |
| Multiple Sclerosis         | 428,000        | 426,700        | 466,300        | 300,200        | 404,600        | n/a            | n/a            | n/a            | <b>423,300</b> |
| Psychosocial disability    | 313,100        | 253,200        | 348,600        | 300,500        | 498,800        | 332,000        | 295,200        | 488,100        | <b>323,300</b> |
| Spinal Cord Injury         | 380,000        | 580,400        | 550,100        | 509,700        | n/a            | n/a            | n/a            | n/a            | <b>510,600</b> |
| Stroke                     | 397,800        | 463,600        | 436,400        | 316,500        | 441,200        | n/a            | n/a            | 509,200        | <b>421,600</b> |
| Visual Impairment          | 311,100        | n/a            | 253,100        | n/a            | n/a            | n/a            | n/a            | n/a            | <b>281,000</b> |
| Other Neurological         | 404,500        | 437,300        | 448,100        | 360,600        | 504,800        | 483,800        | 378,700        | 668,700        | <b>431,800</b> |
| Other Physical             | 386,300        | 391,900        | 401,000        | n/a            | 378,300        | n/a            | n/a            | n/a            | <b>386,600</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                      | 399,600        | n/a            | 375,100        | n/a            | n/a            | n/a            | n/a            | n/a            | <b>425,600</b> |
| <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            | <b>281,400</b> |
| 4                          | 328,800        | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | <b>321,100</b> |
| 5                          | 258,300        | 369,100        | 309,100        | n/a            | 351,300        | n/a            | n/a            | n/a            | <b>292,500</b> |
| 6                          | 265,600        | 270,900        | 259,200        | 188,300        | 213,600        | 280,600        | n/a            | n/a            | <b>253,100</b> |
| 7                          | 313,100        | 333,400        | 333,600        | n/a            | 319,000        | 322,900        | n/a            | n/a            | <b>320,000</b> |
| 8                          | 257,100        | 223,000        | 276,800        | 220,400        | 243,900        | 253,900        | n/a            | 484,600        | <b>260,700</b> |
| 9                          | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | <b>366,400</b> |
| 10                         | 289,800        | 274,300        | 300,900        | 269,000        | 327,600        | 314,900        | 273,100        | 564,500        | <b>299,900</b> |
| 11                         | 362,200        | 368,900        | 322,000        | 232,000        | 507,300        | 406,400        | 321,600        | n/a            | <b>360,700</b> |
| 12                         | 350,800        | 336,800        | 363,300        | 330,100        | 364,200        | 382,300        | 361,000        | 592,400        | <b>352,100</b> |
| 13                         | 419,200        | 449,800        | 461,700        | 311,700        | 480,600        | 530,400        | 417,500        | n/a            | <b>430,100</b> |
| 14                         | 431,100        | 394,200        | 444,300        | 393,000        | 408,500        | 494,100        | 399,400        | 542,900        | <b>424,700</b> |
| 15                         | n/a            | 515,400        | n/a            | n/a            | n/a            | n/a            | n/a            | n/a            | <b>585,700</b> |
| <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        | <b>6,337</b> |
| Consumables              | 24           | 16           | 16           | 8          | 8          | 2          | 2          | 1          | <b>76</b>    |
| Social and Civic         | 476          | 356          | 302          | 113        | 96         | 66         | 23         | 29         | <b>1,461</b> |
| Transport                | 23           | 16           | 12           | 6          | 6          | 2          | 1          | 1          | <b>66</b>    |
| <b>Capacity Building</b> |              |              |              |            |            |            |            |            |              |
| Choice and Control       | 5            | 6            | 4            | 1          | 3          | 1          | 0          | 0          | <b>20</b>    |
| Daily Activities         | 84           | 64           | 51           | 28         | 27         | 9          | 5          | 6          | <b>274</b>   |
| Employment               | 5            | 1            | 1            | 3          | 2          | 0          | 0          | 1          | <b>13</b>    |
| Health and Wellbeing     | 5            | 1            | 1            | 0          | 1          | 0          | 0          | 0          | <b>9</b>     |
| Home Living              | 0            | 0            | 0            | 0          | n/a        | n/a        | n/a        | 0          | <b>0</b>     |
| Lifelong learning        | n/a          | n/a          | n/a          | n/a        | 0          | n/a        | n/a        | n/a        | <b>0</b>     |
| Relationships            | 72           | 40           | 31           | 17         | 22         | 7          | 3          | 4          | <b>197</b>   |
| Social and Civic         | 3            | 1            | 1            | 1          | 1          | 1          | 0          | 1          | <b>8</b>     |
| Support Coordination     | 42           | 29           | 27           | 9          | 12         | 4          | 2          | 4          | <b>129</b>   |
| <b>Capital</b>           |              |              |              |            |            |            |            |            |              |
| Assistive Technology     | 36           | 26           | 22           | 17         | 14         | 3          | 2          | 3          | <b>122</b>   |
| Home Modifications       | 64           | 47           | 22           | 13         | 18         | 4          | 2          | 1          | <b>172</b>   |
| <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        | <b>24,400</b> |
| 7 to 14      | 22,600        | 26,400        | 23,600        | 26,200        | 22,200        | 28,900        | 21,200        | 31,500        | <b>24,200</b> |
| 15 to 18     | 45,600        | 51,100        | 47,500        | 42,800        | 38,400        | 51,500        | 35,900        | 76,600        | <b>46,500</b> |
| 19 to 24     | 63,100        | 77,000        | 75,700        | 66,600        | 65,400        | 58,000        | 57,000        | 113,000       | <b>69,400</b> |
| 25 to 34     | 75,700        | 76,100        | 86,400        | 77,300        | 72,500        | 62,200        | 65,700        | 97,400        | <b>77,400</b> |
| 35 to 44     | 76,600        | 72,400        | 89,800        | 80,400        | 76,300        | 71,500        | 77,500        | 96,000        | <b>78,400</b> |
| 45 to 54     | 80,100        | 73,300        | 92,400        | 75,000        | 78,700        | 79,800        | 64,900        | 124,700       | <b>80,200</b> |
| 55 to 64     | 87,500        | 82,300        | 96,500        | 83,300        | 88,400        | 83,800        | 76,100        | 125,700       | <b>87,700</b> |
| 65+          | 94,800        | 85,800        | 102,300       | 88,300        | 90,800        | 91,800        | 78,300        | 158,500       | <b>93,000</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.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>

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Table 1: Access to participant guarantee performance (by guarantee type) 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**

|                         |                    | Participants in SIL |                 |       | Participants not in SIL |                 |       | Total (SIL and non-SIL) |                 |       |
|-------------------------|--------------------|---------------------|-----------------|-------|-------------------------|-----------------|-------|-------------------------|-----------------|-------|
| Service District        | Phasing date began | First plan          | Subsequent plan | Total | First plan              | Subsequent plan | Total | First plan              | Subsequent plan | Total |
| New South Wales         |                    |                     |                 |       |                         |                 |       |                         |                 |       |
| Central Coast           | Jul-16             |                     | 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

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This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 30 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> |