

Q2

2021-2022



NDIS Quarterly Report to disability ministers

31 December 2021

ndis

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Introduction

The National Disability Insurance Agency (NDIA) is focussed on supporting participants, providers, staff and partners during the latest wave of the COVID-19 pandemic

Through the December quarter of 2021, the NDIA has continued to prioritise supporting participants, providers, staff and partners during the COVID-19 pandemic. The current situation has seen “hotspots” declared across the country. The speed of the spread of the Omicron variant has seen huge increases in case numbers and hospitalisation. This has led to increasing impacts on participants and providers. With this increasing impact, the NDIA has strengthened its response by expanding a number of current measures and implementing additional initiatives to help keep participants and workers safe and supported.

The NDIA also continues to work across Government¹ to ensure continuity of essential supports for NDIS participants. The NDIA has continued to support the COVID Shield Taskforce, led by the Department of Health, to lift NDIS participant and provider worker vaccination rates and to work with state and territory governments to support those who have not received their primary vaccination to understand their options. The Agency is also supporting participants, providers and the sector to access booster vaccinations in order to adjust to the new “COVID normal” way of living.

Supporting participants and workers to become vaccinated

The NDIA has continued to focus on implementing initiatives to lift the vaccination rates of participants and provider workers with other areas of government. This includes sharing data on participant and support worker vaccination rates.

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

- Expanding the vaccine enablement payment to support coordinators and providers of personal supports, in addition to supported independent living (SIL) providers. Eligible providers are able to directly claim up to \$150 to cover costs of supporting and organising NDIS participants to receive the vaccine. This is for participants in all states and territories.
- The introduction of a \$75 booster vaccination payment, per participant, to support providers with the costs associated with facilitating a booster vaccination for participants.
- Supporting participants aged between 5 and 11 years old to access their primary dose of vaccination on or after 10th January 2022.

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

- Outreach efforts by the NDIA Provider Engagement branch to contact registered providers within the vicinity of the Commonwealth vaccination hubs. The intent of the campaign is to boost participant vaccinations numbers by raising awareness of the hubs, confirming the supports available from the NDIS and identifying any barriers providers may be experiencing.
- Additional participant assistance measures include updates to the NDIA contact centre integrated voice recording to provide information on the supports available, and proactive offers to assist with facilitating vaccine booking as part of each contact with a participant, carer, nominee or guardian.

Supporting participants

Important learnings from previous outbreaks have seen existing initiatives continued and extended throughout this quarter to support participants. These specific initiatives are:

- Advice to impacted participants on how they can access their supports and use their plans flexibly to engage the supports they need during COVID-19 lockdowns, or if they or their support workers contract COVID-19
- Flexible use of NDIS plan funding to purchase personal protective equipment (PPE)
- Support of \$300 for deep cleaning of residences in the event a support worker returns a positive COVID-19 test
- Providing \$1,200 per day for participants living in shared SIL who are required to self-isolate
- Flexible approach to low cost Assistive Technology (AT) to allow participants to access up to \$1,500 of their plan budget to purchase low cost AT items for continuity of supports
- Flexible use of NDIS core funding for participants in lockdown areas who would normally use their support funding to pay a support worker to cook and shop for them. This measure minimises participant risk of exposure to COVID-19 by allowing the flexible use of NDIS funding to pay for alternative meal preparation and delivery services.

Supporting providers

The NDIA would like to acknowledge providers for their continued commitment to providing essential supports to NDIS participants through the COVID-19 pandemic. The NDIA recognises that providers' costs have increased as a result of COVID. In particular, some providers are now having to provide PPE for some workers in some situations. In the initial stages of COVID, the NDIA allowed providers to recover these costs from the NDIA through a direct billing arrangement or to be claimed from participant plans, with the participant's agreement. To reduce the administrative burden on providers and in recognition that these costs are likely to be long term the NDIA has now built a provision for these costs into the price limits that apply to core supports. On 1 January 2022, the NDIA therefore increased the price limits that apply to core supports. The price limits for core support are set using the NDIS Disability Support Worker Cost Model.

All of the cost assumptions that underlie the price limits for core supports are currently being examined as part of the Annual Pricing Review. The outcomes of that review will be implemented from the middle of this year.

NDIA initiatives to support providers complement the broader suite of assistance being provided by the Government to businesses and workers. Supports to cover the cost of additional cleaning and higher intensity supports for SIL providers who support participants who have been diagnosed with COVID-19 or are an identified close contact has been expanded from funding per household to funding per participant has been continued this quarter.

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

- The establishment of workforce support arrangements for providers experiencing significant workforce disruptions due to COVID-19. Available supports include assessment of issues, provision of peer coaching and advice to support providers to recover their services, along with options to source supplementary workforce if absolutely required and available.
- Implementation of an additional interim COVID-19 support measure for SIL providers to directly claim from the NDIA the cost of Rapid Antigen Tests for workers in the instance that they require testing to continue service provision.

Further, the NDIA confirmed eligible participants can use their core funding to purchase Rapid Antigen Tests where the use of a test is required to access their reasonable and necessary supports. Eligible participants may also purchase Rapid Antigen Tests for their support workers to ensure they can safely receive supports in line with Australian Health Protection Principal Committee (AHPPC) guidelines.

Communications

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

- Regular updates on the NDIS website
- Targeted communication via email
- General media and social media campaigns including broad COVID-19 and vaccine information coverage as well as geo-targeted releases
- A series of NDIS COVID-19 information sessions delivered by our Community Engagement teams
- Proactive provider engagement by the Provider Engagement team as discussed above.

The NDIS website should be consulted for the latest information on COVID-19 – [Coronavirus \(COVID-19\) information and support | NDIS](https://www.ndis.gov.au/coronavirus).²

² <https://www.ndis.gov.au/coronavirus>

The NDIA also continues to work towards a co-design and strengthened engagement process

The NDIA is committed to working closely with participants, their families and carers to deliver the best Scheme possible. The NDIA wants to strengthen relationships with the disability community, and deliver a consistent and meaningful engagement experience. Following the guidance from the September Co-design Workshop, the NDIA has begun a “learn by doing” approach to co-design so the NDIA can work closely with our stakeholders to design and evolve our engagement model.

In the December quarter, the NDIA has continued deep engagement with the disability community to strengthen engagement processes and commence co-design.

Four members from both the Independent Advisory Council (IAC) and Disability Representative and Carer Organisations (DRCOs) were nominated to establish the Co-design Advisory Group. The Group met five times in the December quarter and provided strategic advice on the NDIA’s Engagement Framework and roadmap, priorities for co-design and the NDIA’s “learn by doing” co-design approach for specific projects. The NDIA would like to acknowledge the contribution of the members of the Co-design Advisory Group during this intense period of engagement. Members of the Advisory Group are:

Sector membership

- Ross Joyce, Australian Federation of Disability Organisation (AFDO)
- Mary Sayers, Children and Young People with Disability Australia (CYDA)
- Dwayne Cranfield, National Ethnic Disability Alliance (NEDA)
- Ellen Skladzien, Down Syndrome Australia

Council membership

- Leah Van Poppel
- Sharon Boyce
- Leighton Jay
- Jennifer Cullen

Through the guidance and advice of the Co-design Advisory Group, the NDIA has drafted an NDIS Engagement Framework and Roadmap to deliver on our commitment to strengthen engagement. The Engagement Framework explains what participants can expect of NDIS engagement and the Engagement Roadmap shows how this will happen, highlighting phases of co-design and opportunities for engagement with the disability community. Both documents will be published in early 2022 and have been developed by the NDIA, in consultation with the Co-design Advisory Group, using best practice industry guidelines.

Further information on co-design priorities and approaches will also be released in early 2022.

Disability Representative and Carer Organisation (DRCO) CEO Forum

In late November the NDIA hosted our fourth CEO forum with 27 CEOs from across the disability sector. The meeting was attended by NDIA Chairman, CEO and other senior executives, to share the progress of key Agency activities such as a focus on SIL, Complex Support Needs Participants, Plan Management and Co-design (with specific focus on Support for Decision Making and Information Gathering for access and planning decisions).

The forum was another opportunity for the Agency to listen to and share information with the disability community about challenges and opportunities to improve the Scheme. The DRCO CEO forum will be scheduled at least quarterly to ensure regular and deep engagement on improvements to the NDIS continues to be a priority.

Annual Financial Sustainability Report workshops

Following the release of the 2021 NDIS Annual Financial Sustainability Report (AFSR) in October, the Agency hosted a range of events to build awareness of the report and key findings relating to Scheme sustainability with key stakeholders. The report provides a comprehensive financial picture of the NDIS based on the Scheme Actuary's projections.

The NDIA hosted briefing sessions in October with the IAC and 27 DRCOs and then delved deeper into the data in November and December with four small group workshops. The briefing session and small group workshops explained the cost drivers within the report and facilitated further discussion on areas of concern from the disability community. The small group sessions were another opportunity to identify further areas of analysis and discussion.

The NDIA will continue to work closely with the sector and governments to provide further information on the Scheme's financial sustainability and cost drivers.

The NDIA released the annual outcomes reports for participants and their families/carers, which highlights the positive effect the Scheme is having on participants and their families/carers, as well as areas for improvement

On 9 December 2021, the Minister for the NDIS announced the release of the NDIA Outcomes Reports based on data as at 30 June 2021, measuring how the lives of NDIS participants, their families and carers have been impacted by the Scheme.

Participant outcomes report

The report is based on the Outcomes Framework which takes on a lifespan approach to measuring participant goals and outcomes across four aged-based cohorts: birth to starting school, school to 14 years, 15 to 24 years and 25 years and over. The Outcomes Framework survey, which informs the report, assesses participant outcomes each year since Scheme entry (baseline) and each year thereafter as a participant in the Scheme undertakes their review. Refer to the [Participant outcomes report](#)³ for more information about the framework.

The new data gives valuable insights on how the NDIS is improving the lives of participants in multiple key areas, across all ages:

- For participants between birth and starting school, **91%** of parents of children report that the NDIS has helped their child's development after 1 year in the Scheme, which increased to **96%** after 3 years in the Scheme.
- For participants between starting school and 14 years, **62%** of parents of children report that the NDIS had improved their child's independence, which increased to **72%** after 4 years in the Scheme.
- For participants aged 25 years and over, **71%** report that the NDIS has helped them have more choice and control over their lives, which increased to approximately **80%** after 4 years in the Scheme.
- For participants aged 25 years and over, **74%** of participants report that the NDIS had helped them with daily living activities, increasing to **85.5%** after 4 years in the Scheme.

³ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>

Furthermore, other key areas of improvement for different age groups include:

- **Relationships and community engagement:** Participants between birth and starting school are increasingly likely to have friends they enjoy playing with, feeling welcomed at community activities and have access to specialist services the longer they are in the Scheme.
- **Choice and control:** Children from starting school age to 14 years are increasingly more confident in managing the demands of their world, making friends and determining their goals at school.
- **Employment and education:** The proportion of young people aged 15 to 24 with a paid job has increased from baseline to their fourth review (from **12%** to **26%**), and an increasing percentage of participants are attaining a post-school qualification (**9%** increase at fourth review).
- **Social and community participation:** For participants aged 25 and over, participation in social and community activities has increased over the last 12 months (from **37%** to **50%**).

Whilst there are positive outcomes in the lives of participants in the Scheme, there are also opportunities for improvement. The survey results show some key areas for development:

- Parents of children aged up to 14 years have reported that they would like to see their child more involved in activities with other children, mentioning that their child's disability is a barrier to greater involvement.
- Similarly, the results suggest that for both young and older adult cohorts, self-rated health and home-related outcomes have deteriorated.

Various factors can affect the experience of participants when they first join the NDIS. This includes the nature of the participant's disability, the extent of support from family and friends or community, and their general health. This is why it is important to look at how outcomes change over participants' time in the Scheme, acknowledging their different starting points.

Overall, the results show that NDIS participants are benefitting from the Government's investment in the Scheme, with significant increases in community participation, which is central to one of the Scheme's aims to build community inclusion of people with disability.

Families/carers outcomes report

The NDIA also released the [Families and carers outcomes report](#)⁴ based on data as at 30 June 2021, which helps to understand how the Scheme is making a difference to families and carers, while pointing to areas where improvements may be needed.

For families and carers, improvements were found in the areas of employment, relationship with services, and families/carers feeling that both they and the participant are well supported:

- For families and carers of participants aged 0 to 14, there were improvements in improvements in the proportion of families and carers who have a paid job the longer the participant has been on the Scheme, with an increase of 10 percentage points over four years (from **43%** to **53%**).
- Families and carers of participants aged 25 and over feel that services listen to them, with an increase of 8 percentage points (from **69%** to **77%**).
- More families and carers of participants aged 25 and over feel that services have helped them to plan for the future, with a 12 percentage points increase over three years (from **66%** to **77%**).
- For families and carers of participants aged 0 to 14, the percentage who know what specialist services are needed to promote their child's learning and development has increased by 14 percentage points over four years in the Scheme (from **41%** to **55%**).
- More families and carers of participants aged 25 and over say they know their rights and the rights of their family member with a disability, with an increase of 10 percentage points over three years (from **84%** to **94%**).

Whilst the NDIA has generally had positive impacts on families/carers there are areas of improvement highlighted in the report. For example, families and carers of participants from birth to age 14 have reported they are unable to work as much as they want with some of the barriers being the situation of their child/family member with a disability, job availability, or job flexibility.

⁴ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>

This report

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

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

- A list of key definitions of the terms used in this report (Appendix A)
- A comparison of key metrics across each State and Territory (Appendix N)
- The number of active participants, the annual average plan budget and average payment per participant in each service district (Appendix O)
- The number of active participants in each service district receiving Specialist Disability Accommodation (SDA) and SIL, along with data on the number and types of dwellings in each statistical geographical area. Data on the demand for SDA within the NDIS is also included (Appendix P)
- A comparison of utilisation by service district (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)



Sport and NDIS supports have Hande hitting her goals for six

NDIS participant **Hande**'s recovery following a stroke in 2016 has been a long journey from Melbourne to the cricket pitches in Geelong, but the now 24-year-old has regained her confidence and increased mobility with disability related supports provided through the NDIS.

"I was never a cricket person and had only been to one game once in my life," said Hande, who grew up in a tight-knit and football-loving Turkish family. "But my physio was coaching the men's (South Barwon) team and they said they were putting together a ladies team, which would be a way to get involved in the community and great for my mental health."

"So I thought, 'why not'? I was nervous in wondering whether I'd be embraced or feel unwanted, but as soon as I walked in, they didn't even notice my disability and made me welcome. When I bat, I have a runner, and I field deep to try and take catches; it's been awesome."

Hande's cricketing journey has seen her take part in a video to raise awareness and celebrate International Day of People with Disability (IDPWD) on 3 December 2021. Produced by the NDIA, the video was broadcast on NDIS Social Media platforms on IDPWD.

Coming from a Culturally and Linguistically Diverse (CALD) background, Hande says the NDIS has changed her and her family's life. "My mum passed away in 2010 and most of my family is in Turkey. After my stroke, my dad had to stop work and look after me 24/7," Hande said.

"It was a struggle financially and mentally, and then someone suggested the NDIS may be available. I'm just so thankful for the NDIS. I'm as happy now as I've ever been in my life, and I wouldn't be where I am without the NDIS."

1

Participants and their plans



1

Participants and their plans

More than half a million participants are receiving supports from the NDIS.

1.1 Number of participants in the Scheme

At 31 December 2021, 502,413 participants had an NDIS plan, and 20,384 participants entered the Scheme during the quarter.

At 31 December 2021, 502,413 participants had approved plans.⁵ This represents a four per cent increase from last quarter (an additional 20,384 participants).

Further, the NDIA undertook 107,022 plan reviews in the quarter.

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

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021-22 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	502,413
Yearly increase ⁶		9,870	12,564	59,891	82,723	113,682	105,984	74,620	35,794
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	8%

⁵ 24,243 participants with approved plans had exited the Scheme as at 31 December 2021.

⁶ This is the net increase in the number of active participants in the Scheme each period noting some participants have exited the Scheme.

1.2 Children in the NDIS (younger than 7)

At 31 December 2021, there were 77,287 children younger than 7 with an NDIS plan, and a further 12,246 accessing early connections.

Of the 502,413 participants with an approved plan at 31 December 2021, 77,287 were children younger than 7 (15 per cent), and of the 20,384 new participants with an approved plan this quarter, 7,832 were children younger than 7 (38 per cent).

In addition to the 77,287 children younger than 7 with an approved plan:

- **5,866** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **2,576** were awaiting an access decision from the NDIA (of which **1,545 (60%)** were accessing early connections from the early childhood approach).
- **10,964** children were supported by the early childhood approach (of which **10,701 (98%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

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

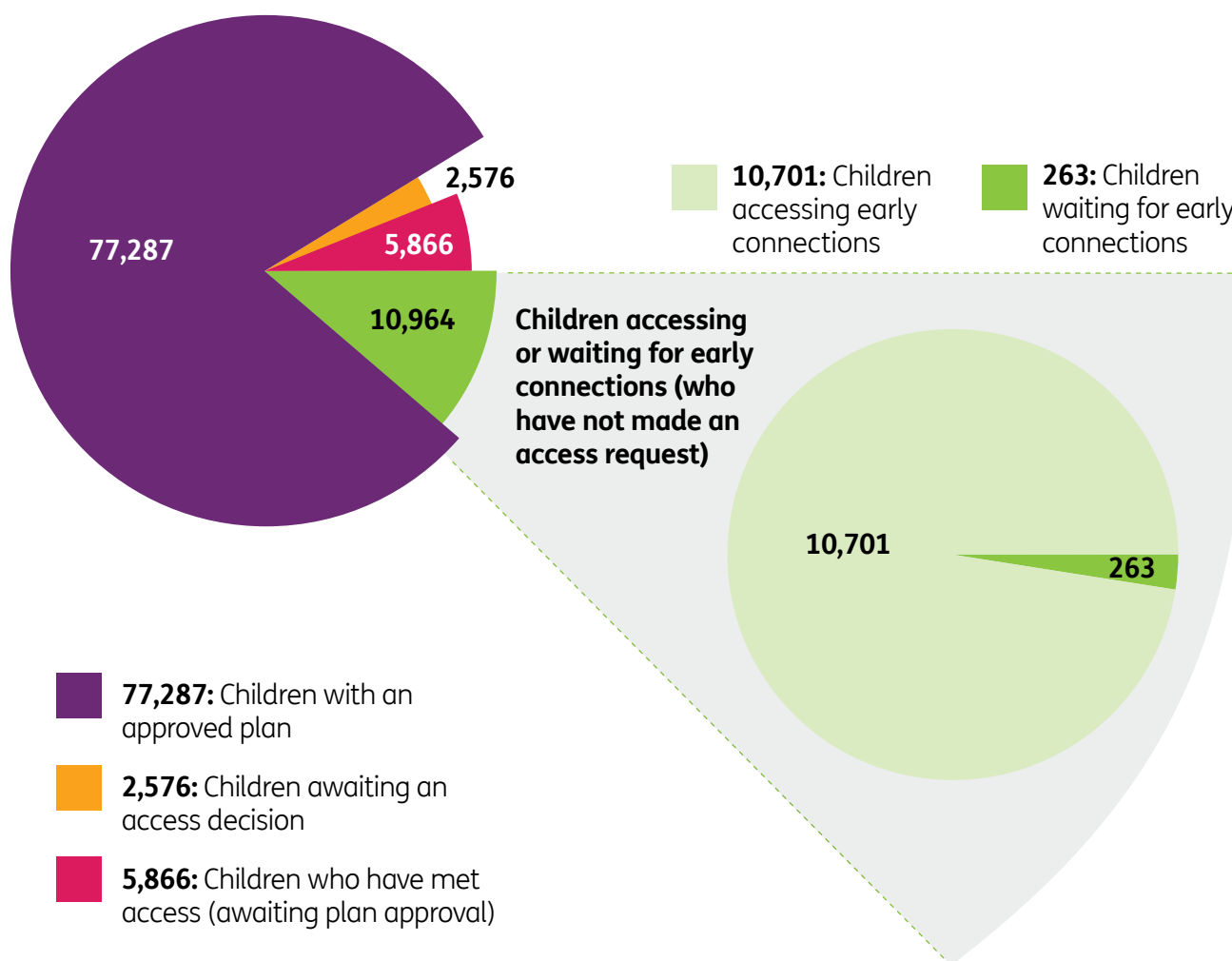
Sector feedback from the recent Early Childhood, Early Intervention (ECEI) Implementation Reset consultation has already strengthened the approach and the NDIA is making good progress on the recommendations.

Highlights include:

- Enhancing reporting on the progress of participants with developmental delay to assist early childhood providers improve outcomes
- Publication of an early childhood approach guide for health services to support GPs, paediatricians and other health professionals connect families and carers with young children to supports and services early
- Consultation with various external stakeholders to seek feedback on levels of early childhood intervention supports for children on the autism spectrum
- Collaboration with Department of Social Services (DSS) on the Australian Disability Strategy Early Childhood Target Action Plan with a focus on inclusion for children attending early childhood education and care services

- Improving the availability of a culturally safe and appropriate developmental screening for Aboriginal and Torres Strait Islander children under 5 years through national training of the Early Childhood Partners in administering the ASQ-TRAK (Ages and Stages Questionnaire - Talking about Raising Aboriginal Kids)

Figure 2: Children in the NDIS



1.3 Participant characteristics

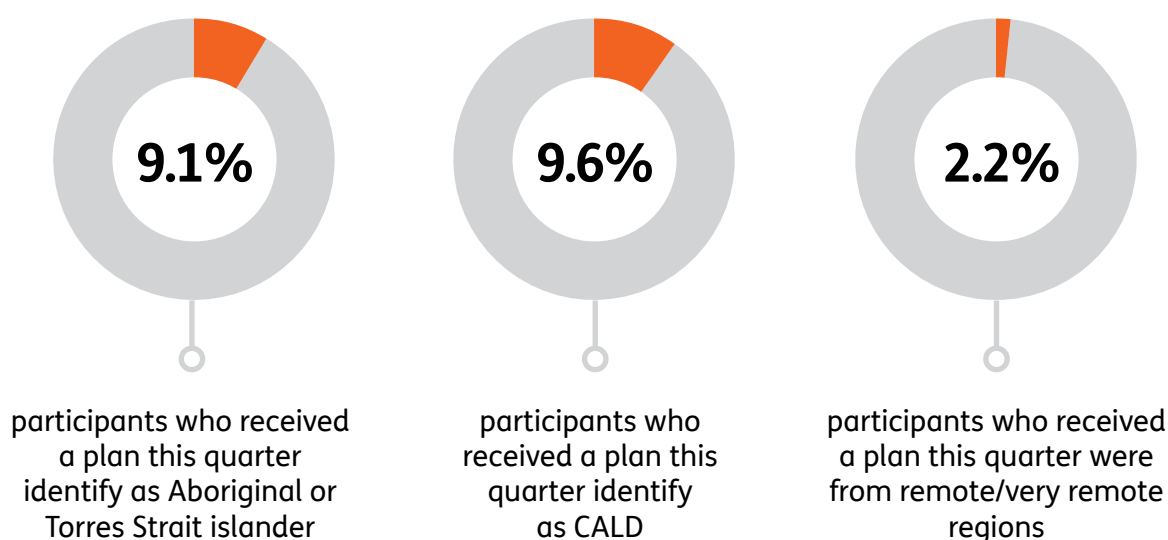
The NDIA continues to monitor and focus on the number of participants entering the Scheme who are Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), and living in remote and very remote areas.

Of the 20,384 participants entering and receiving a plan in the quarter:

– **9.1%** were **Aboriginal and Torres Strait Islanders**

– **9.6%** were **CALD**⁷

– **2.2%** were from **remote and very remote areas**



In July 2021, the NDIA released progress updates on the Aboriginal and Torres Strait Islander Strategy and the Cultural and Linguistic Diversity Strategy⁸, which included a commitment to refresh the strategies. In late 2021, the NDIA commenced initial engagement for each Strategy refresh. There will be opportunities for internal and external stakeholders to shape and inform each refresh via culturally appropriate traditional and digital engagement, focus groups and forums. The refreshes are expected to take 12 months each to support co-design with CALD and Aboriginal and Torres Strait Islander participants respectively.

In addition, the NDIA will develop a position statement on remote service delivery in 2021-22 to further enhance the NDIS experience and outcomes for people with disability living in remote Australia.

Lastly, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report.⁹ The analysis indicated that it is likely that CALD participants are joining the Scheme but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the Scheme. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

⁷ The percentage 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

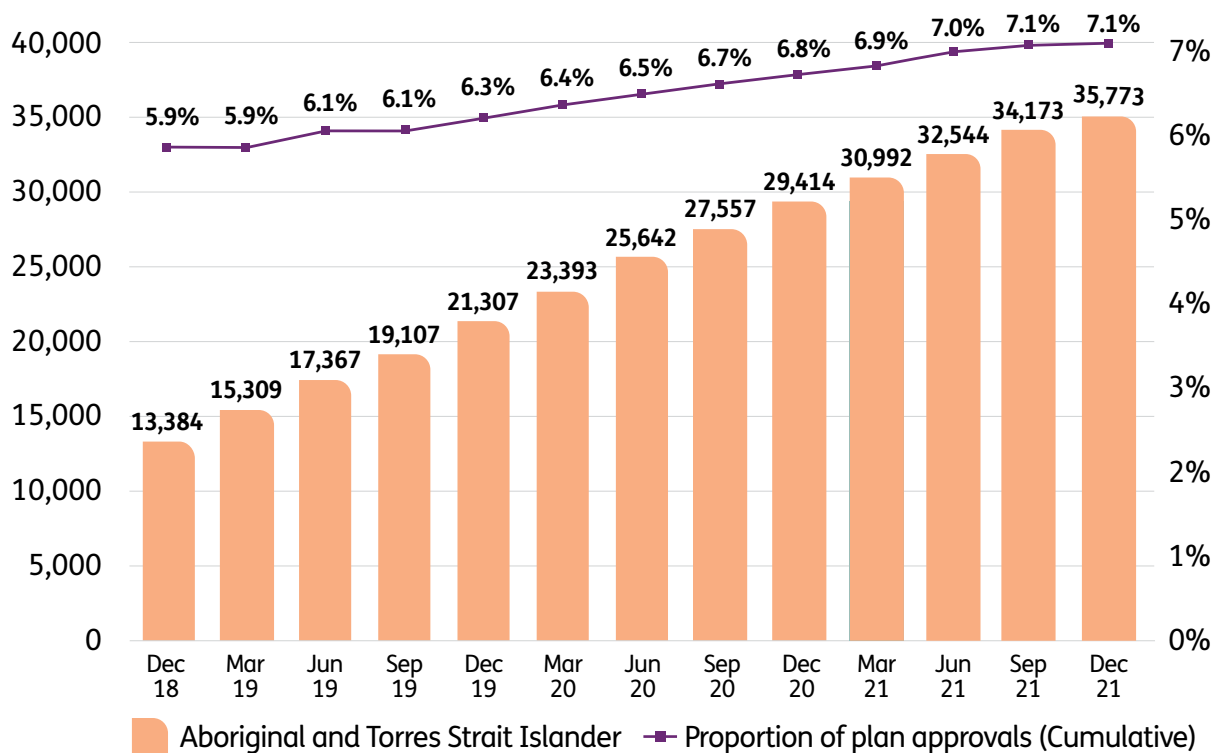
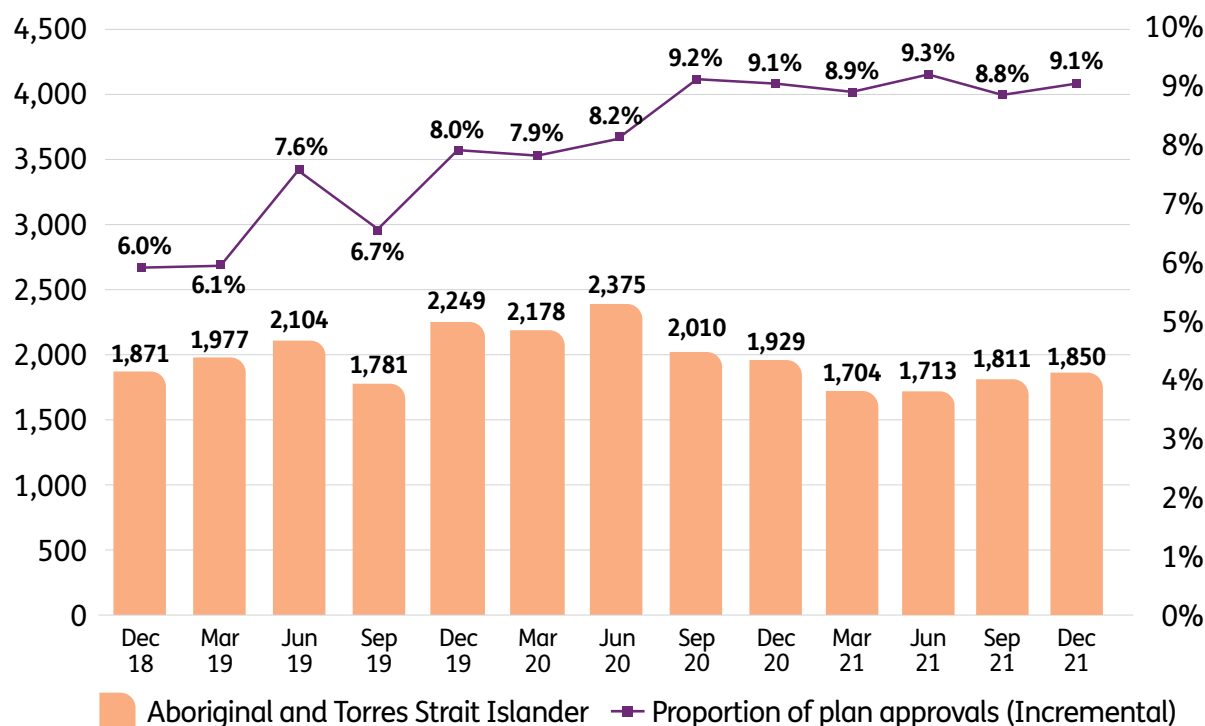
⁸ Further information on these strategies can be found here:

<https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy>

<https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

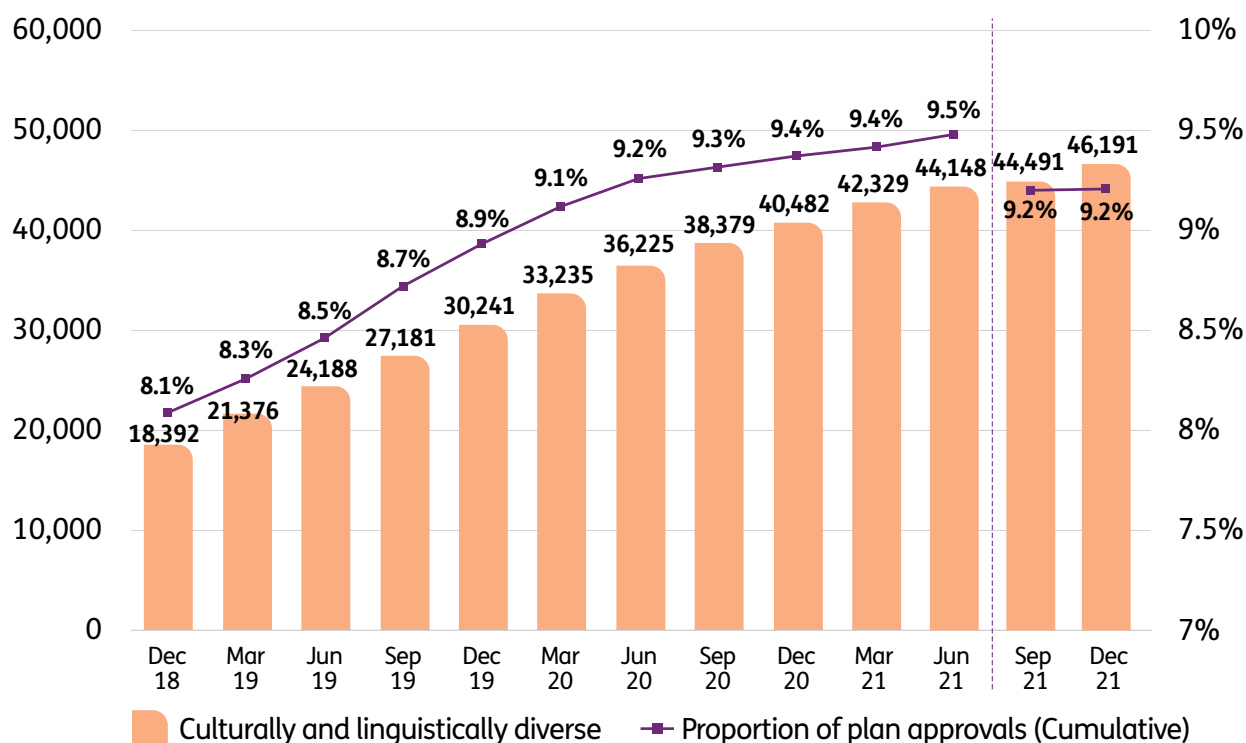
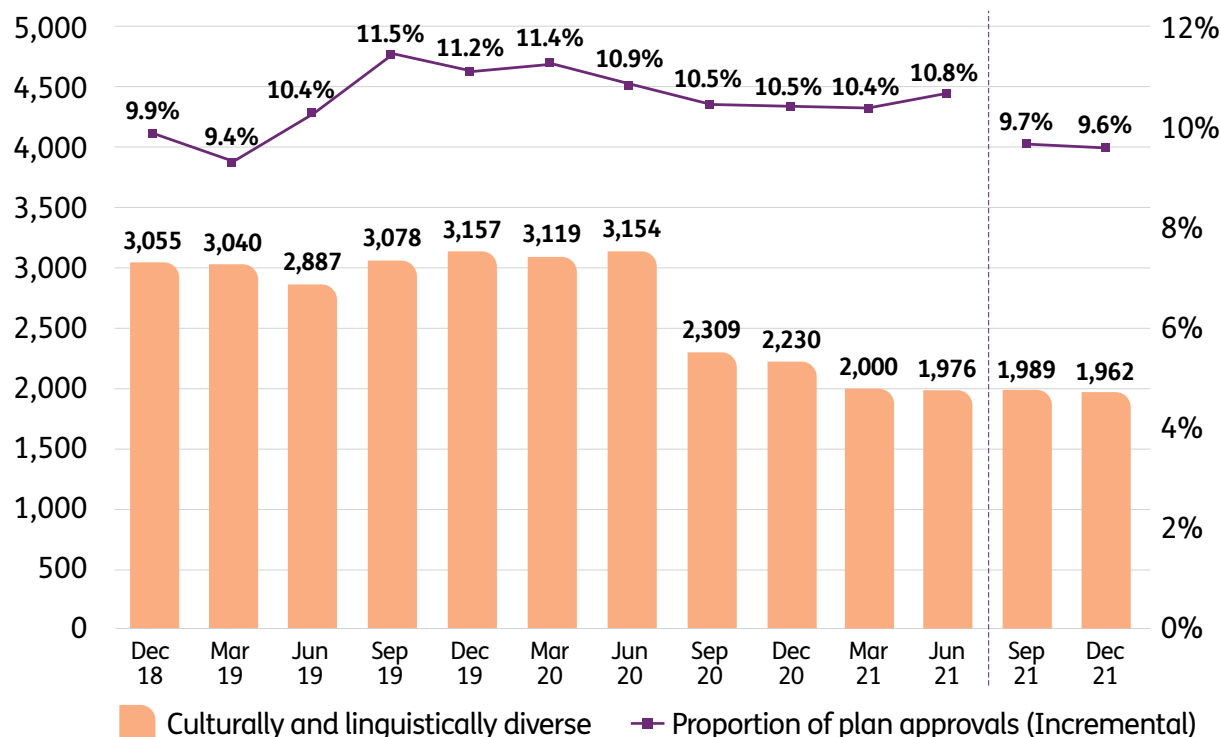
⁹ <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

Figure 3: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)¹⁰



¹⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

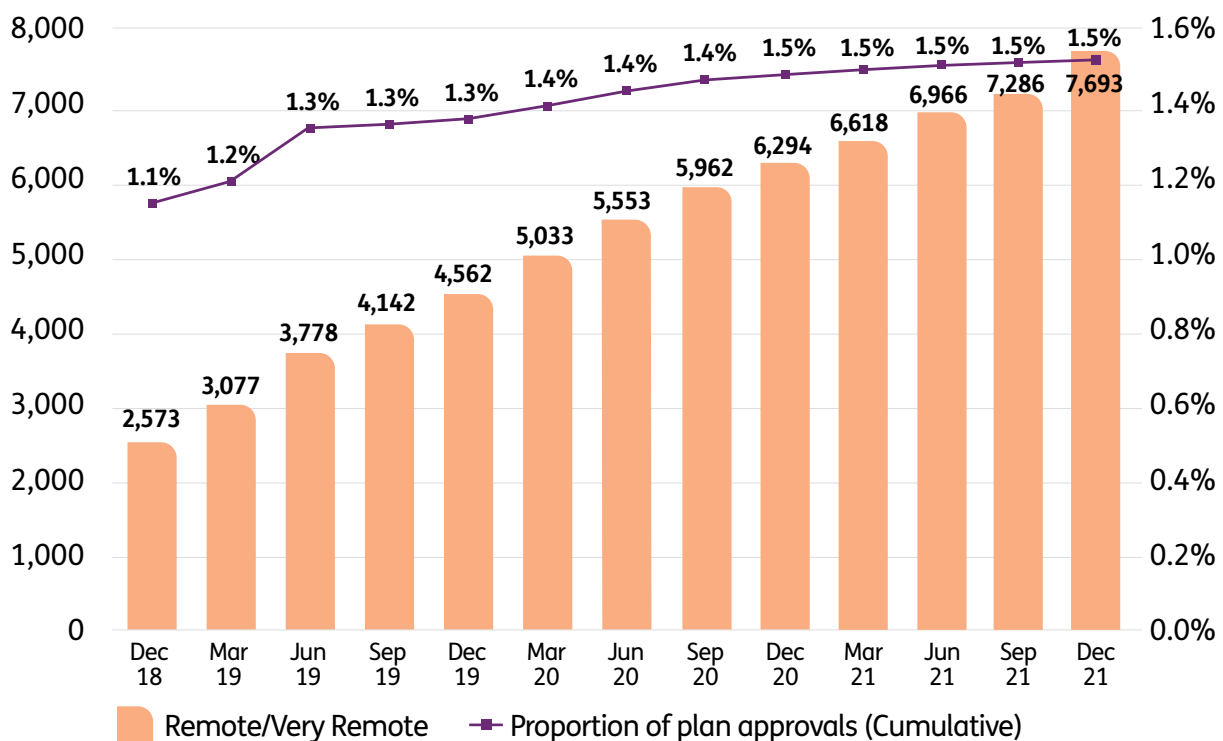
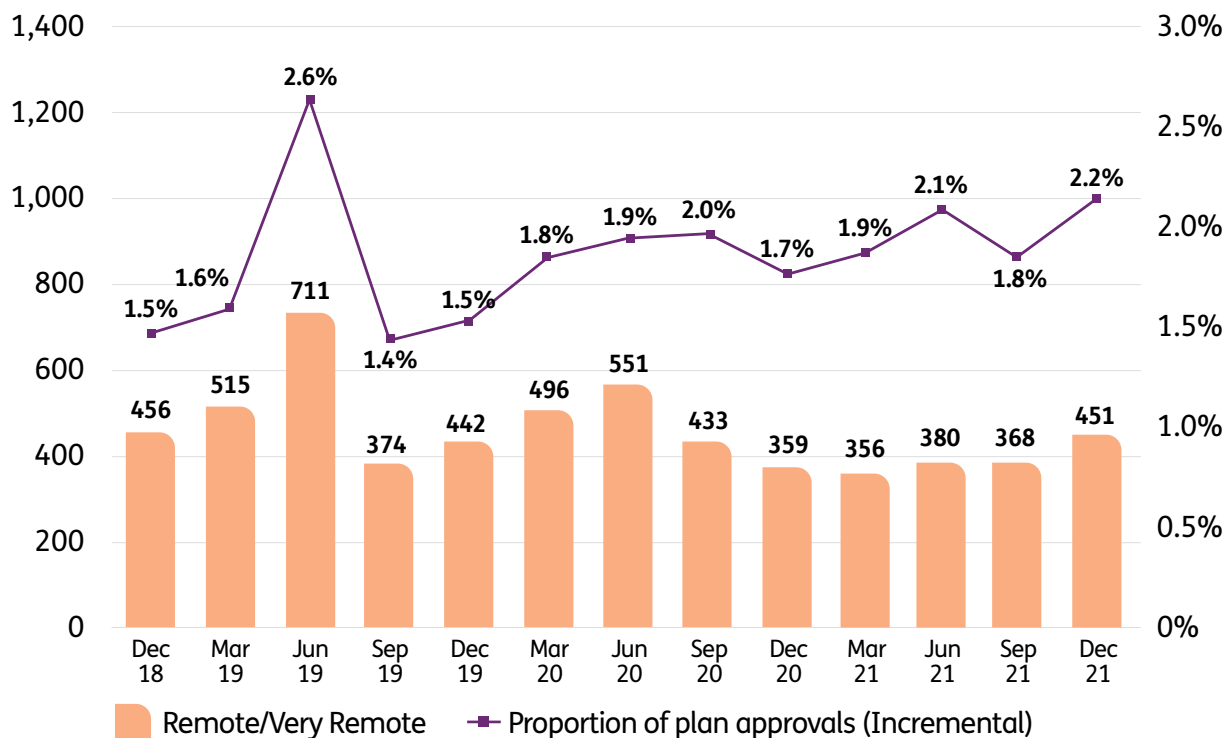
Figure 4: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)^{11,12}



¹¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

¹² The number of CALD participants in the September and December 2021 quarters excludes participants who identify as Aboriginal and Torres Strait Islander. In previous reports, Aboriginal and Torres Strait Islander participants were included if their main language spoken at home was not English. This has resulted in a "break" in the time series, meaning the results prior to Q1 2021-22 do not compare to this quarter's results.

Figure 5: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹³



¹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Age and disability

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

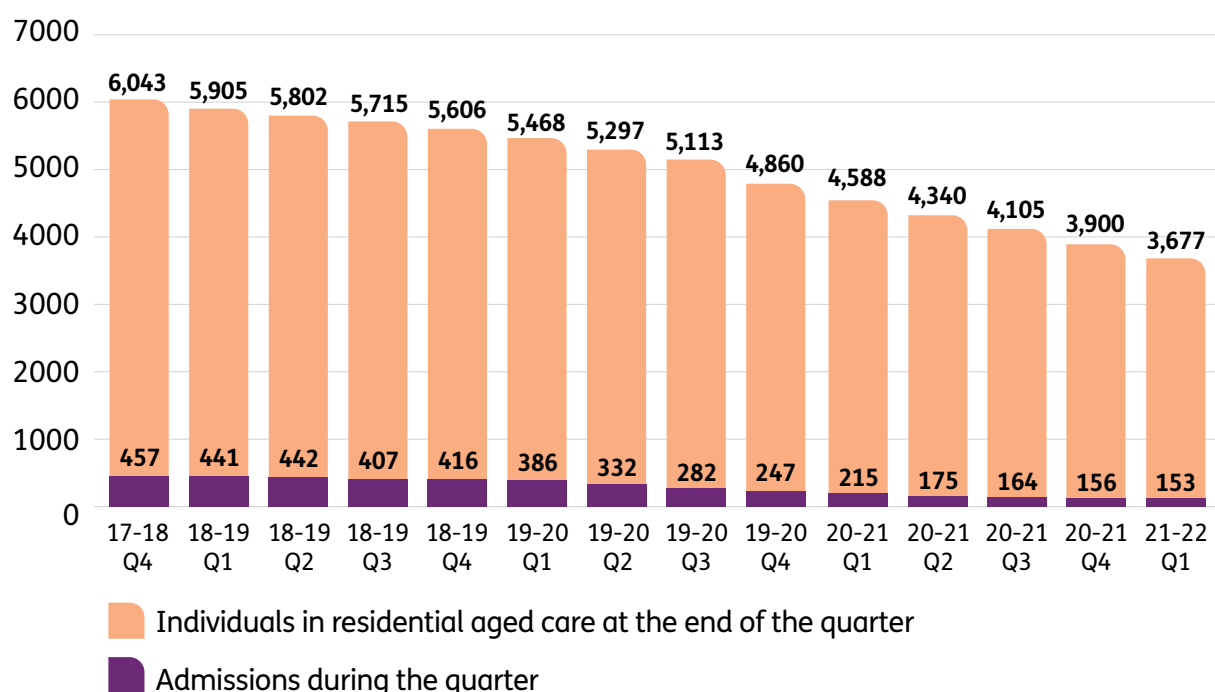
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**38.4%** this quarter and **37.9%** in the September 2021 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **43.2%** in December 2018 and **47.5%** in December 2021.¹⁴
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**25.1%** this quarter and **23.7%** in the September 2021 quarter).
- **Psychosocial Disability**: **11.9%** of participants who received a plan in the quarter, compared to **10.5%** in the previous quarters combined.¹⁵

Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has decreased in recent quarters from 6,043 at 30 June 2018 to 3,677 at 30 September 2021 (a 39 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 457 people under the age of 65 years entered in the June 2018 quarter, compared with 153 in the September 2021 quarter (a 67 per cent decrease).

Figure 6: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter

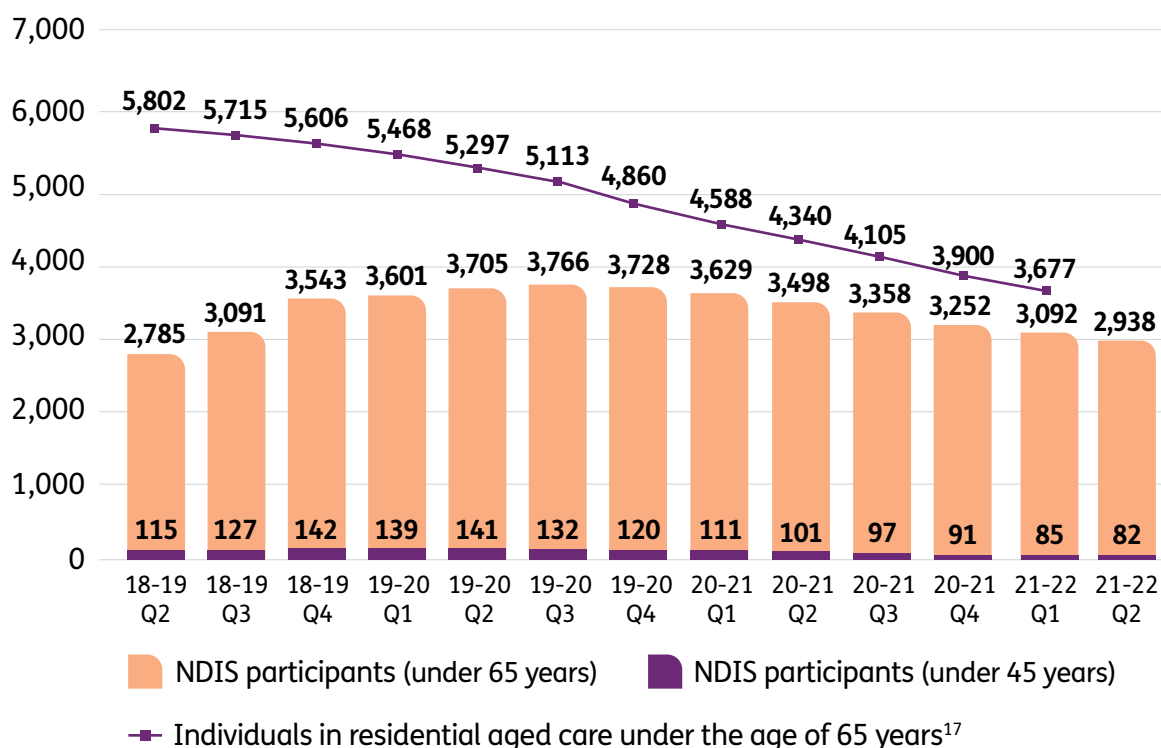


¹⁴ There is further information on the changing mix of participants in the Scheme on page 95. The chart shows the proportion of children in the Scheme has increased over the last four years. Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

¹⁵ Appendix E contains charts showing the change in participant profile by disability group over time, which includes the proportion of participants with psychosocial disability.

There were 2,938 participants with an approved plan aged under 65 years in residential aged care at 31 December 2021. In addition to this, 743 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.¹⁶ Of the 2,938 participants in residential aged care under 65 years, 82 are aged under 45 years (2.8 per cent).

Figure 7: Number of NDIS participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care



The YPIRAC Strategy

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

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

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

¹⁶ There were a further 1,921 participants with an approved plan aged 65 years or over who are currently in residential aged care.

¹⁷ Data provided by the Department of Health as at 30 September 2021 and 31 December 2021.

The Joint Agency Taskforce (between DSS, the Department of Health and the NDIA) continues to progress work on the Younger People in Residential Aged Care Strategy 2020-25¹⁸ (the Strategy) that was released on 30 September 2020. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years of age who are eligible for the aged care system.

The NDIA continues to work on reducing the number of participants entering residential aged care and to support participants already living in residential aged care to move into more age-appropriate accommodation where this is their choice.

Supporting younger people living in residential aged care

On 22 December 2021, the Minister for the NDIS and the Minister for the Senior Australians and Aged Care Services, Senator the Hon Richard Colbeck, released the inaugural YPIRAC Annual Report (2020-21). This is the first annual report which outlines the progress of activities against the targets identified in the YPIRAC Strategy (2020-25).

Further to the release of this report, the Australian Government also announced an additional \$35 million investment to further support efforts to reduce the number of younger people living in residential aged care. This is a major investment to support the NDIA in achieving these targets.

The additional funding includes:

- **\$16 million** for the Department of Health to extend the current YPIRAC System Coordinator Program to help younger people who are not NDIS participants.
- **\$18.9 million** for additional NDIA staff to help younger NDIS participants, their families, carers and support coordinators to explore reasonable and necessary supports to meet their home and living goals. The new team will complement the NDIA's existing team of dedicated YPIRAC planners who work with participants.

The NDIA continues to support younger participants currently residing in residential aged care to explore alternative home and living options where this is their choice. The NDIA's team of specialist YPIRAC planners hold regular check-ins and dedicated conversations with participants, their families and carers to understand and support a younger participant's home and living goals and ensure decision making is fully informed and current.

NDIS participants with a goal to leave residential aged care are also supported by their NDIS-funded support coordinator to research and source appropriate alternative accommodation. As at 31 December 2021, 765 younger people in residential aged care have a goal to leave residential aged care.

The NDIA continues to work closely with DSS and the Department of Health to implement the YPIRAC Strategy and deliver on the Government's commitment to ensure no younger person (under the age of 65) lives in residential aged care unless they choose to do so, or there are exceptional circumstances. The NDIA is talking to and working with the 82 participants under the age of 45 years still in residential aged care, to make sure they understand their home and living options, as well assisting the participants who want to move out to do so.

¹⁸ <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative>



NDIS support helps spur Chris on to Post-Tokyo challenge

For Australian Wheelchair Rugby star and NDIS participant **Chris**, a quest for success sparked from the ashes of Tokyo means retirement wasn't on the cards. A three-time Paralympian, Chris helped deliver Australia two Paralympic gold medals (2012, 2016), before injury and bad luck left the team off the podium following a bronze medal play-off loss. "I'm committed to (competing) at the World Championships in Denmark (2022), and Paris (2024) is a possibility," Chris said.

Growing up in Canberra as a promising rugby league player, acute promyelocytic leukaemia left Chris without his left hand, right fingers, and legs below the knees through a bacterial infection.

"From playing league, I loved team sports, and having a twin brother, I loved the rough and tumble stuff in the backyard and the full-contact nature of it," Chris said.

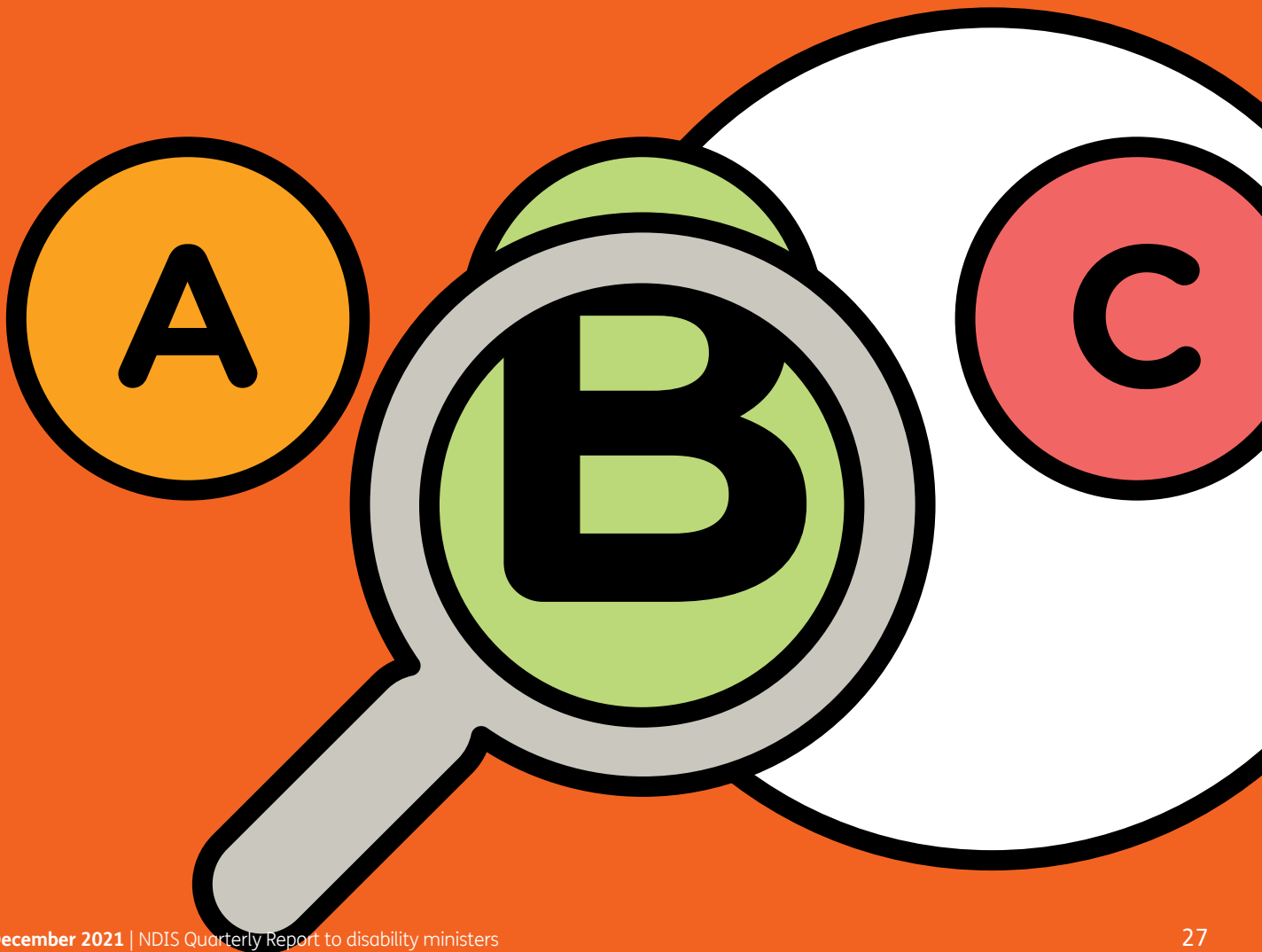
Making his debut for Australia in 2011, Chris has excelled on court, with the contact nature of wheelchair rugby allowing him and his brethren to show the world "we can". "People think that if you have a disability you can't do anything, and you're soft and weak, but it's metal-on-metal colliding at full-pace," Chris said.

Training up to 10-15 hours a week amid gym sessions, working as a fundraising manager with the Australian Sports Foundation, and being a committed father, Chris said it wouldn't all be possible without the NDIS. "The NDIS has definitely been a massive help; especially with my big AT items such as my below knee prosthetics like my active legs and every day legs," Chris said.

With his daughter Victoria growing up, Chris said knowing the Scheme is in place provides peace of mind for the future. "The NDIS takes the burden off me mentally and physically," he said.

2

Participant experience and outcomes



2

Participant experience and outcomes

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

2.1 Participation in work and community and social activities

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

Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered.¹⁹ Specifically:

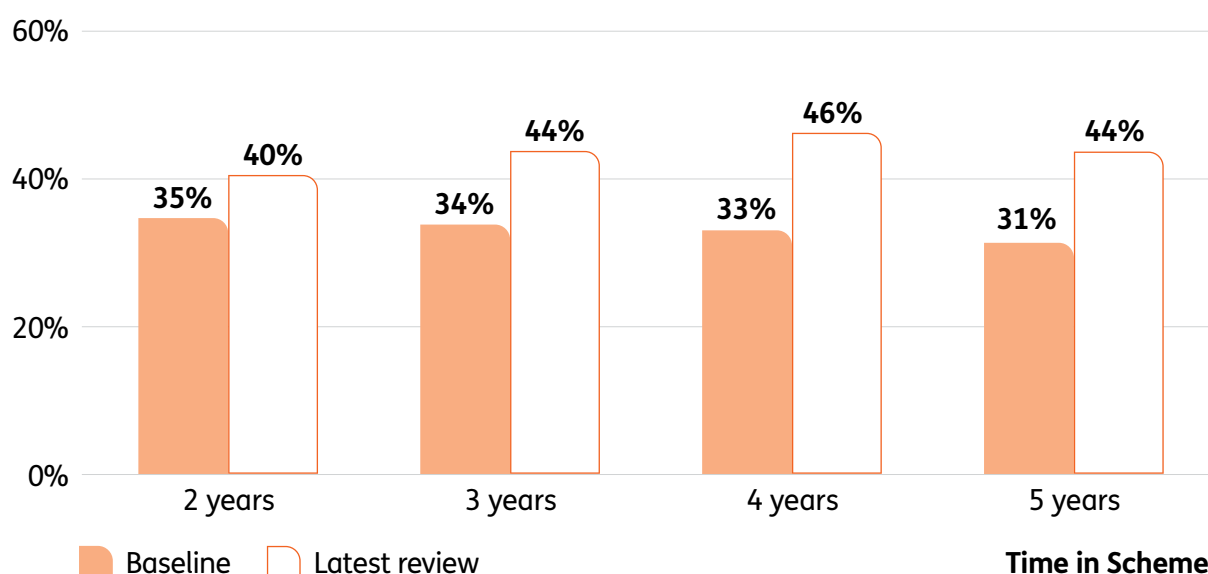
- **eight** percentage point increase from **34%** to **42%** for participants aged 15–24 years.
- **nine** percentage point increase from **36%** to **45%** for participants aged 25+ years.
- **eight** percentage point increase from **36%** to **44%** for participants aged 15+ years.

In addition, the increase in participation in community and social activities for participants aged 15–24 years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 35 per cent to 40 per cent, compared with participants who have been in the Scheme for five years, where the increase was 31 per cent to 44 per cent.

¹⁹ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

Figure 8: Increase in participation in community and social activities for participants who have been in the Scheme for 2, 3, 4 or 5 years

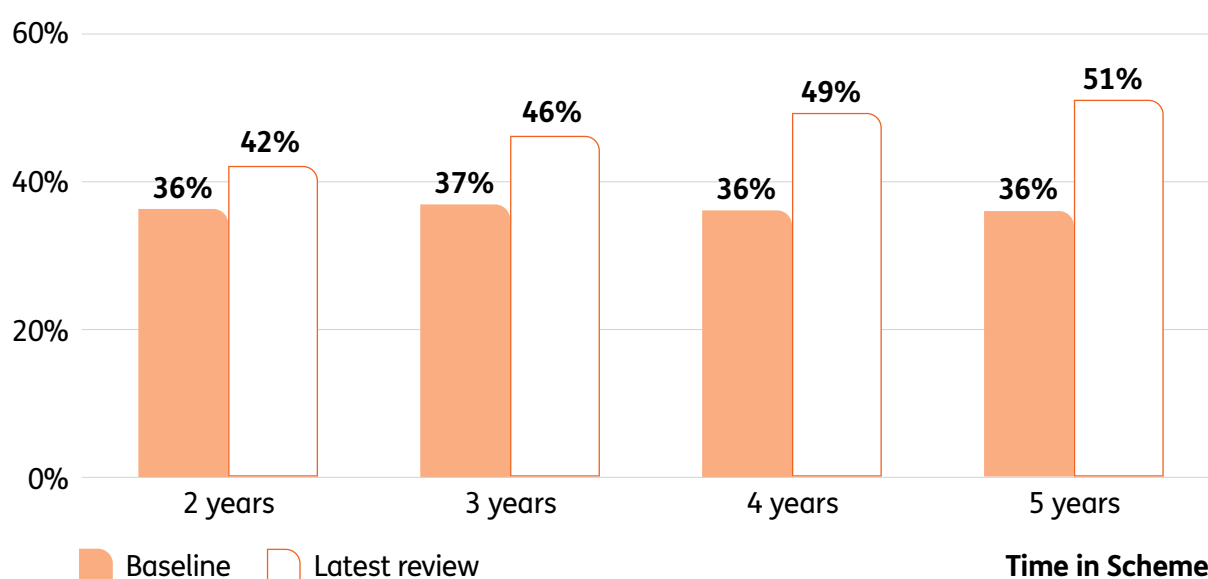
Participants aged 15-24 years



Further, the increase in participation in community and social activities for participants aged 25 and over has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 36 per cent to 42 per cent, compared with participants who have been in the Scheme for five years, where the increase was 36 per cent to 51 per cent.

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

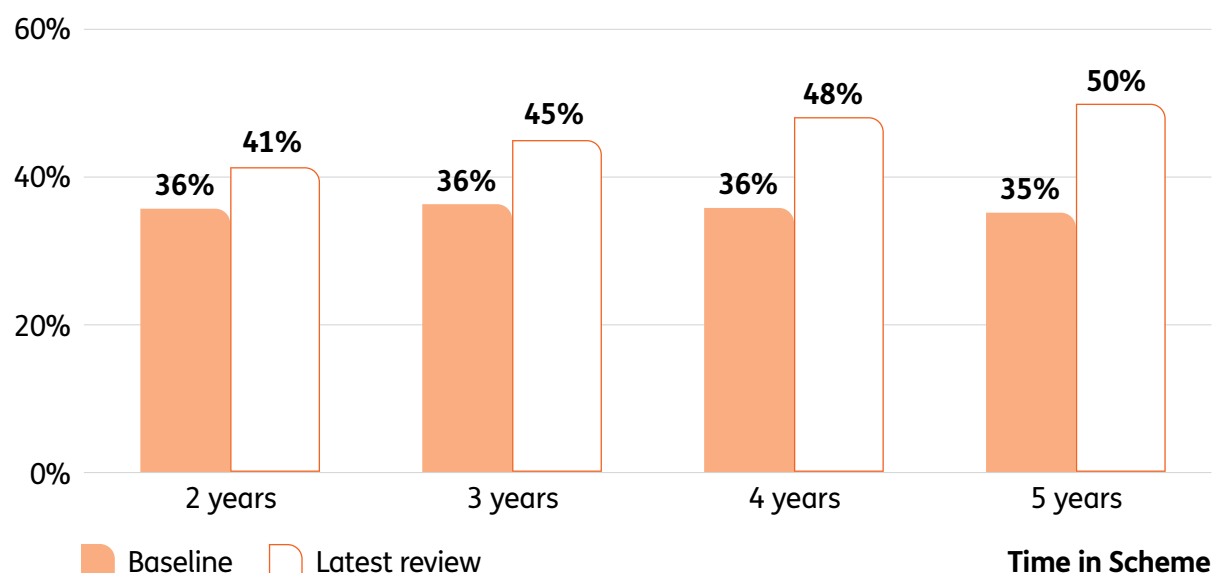
Participants aged 25 and over



Combining both age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 36 per cent to 41 per cent), and the increase for participants who have been in the Scheme for five years is 15 percentage points (from 35 per cent to 50 per cent).

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

Participants aged 15 and over



Participation in work

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

- **nine** percentage point increase from **12%** to **21%** for participants aged 15-24 years.²⁰
- **two** percentage point decrease from **24%** to **22%** for participants aged 25+ years.
- **one** percentage point increase from **21%** to **22%** for participants aged 15+ years.

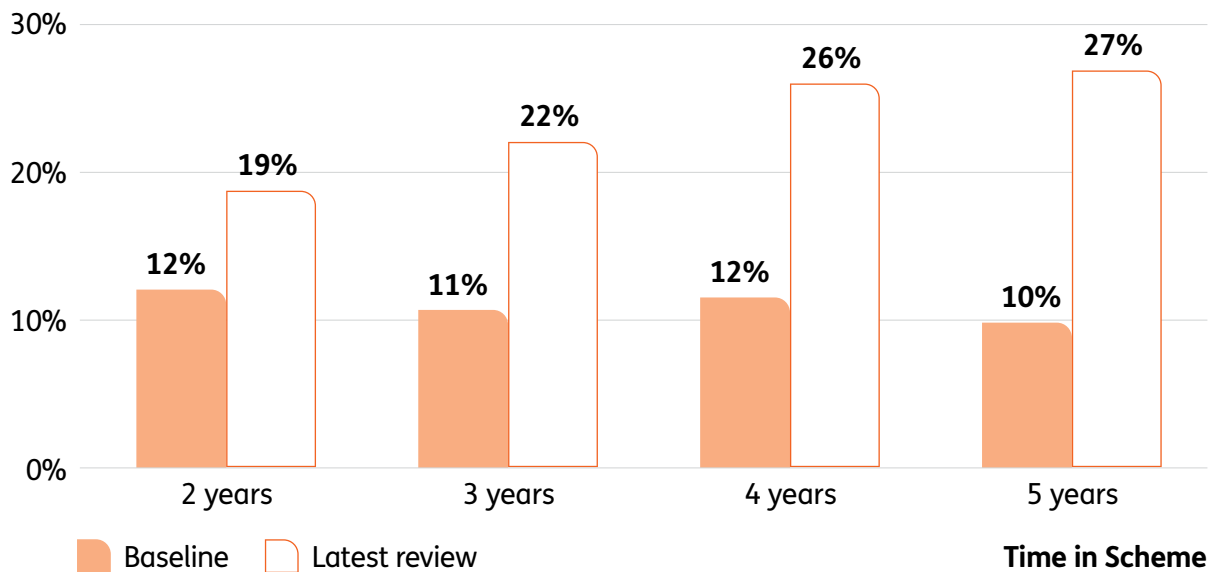
The increase in participation in work for participants aged 15-24 years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was 12 per cent to 19 per cent, compared with participants who have been in the Scheme for four years, where the increase was 12 per cent to 26 per cent. Participants who have been in the Scheme for five years have also increased by 17 percentage points, noting the lower starting point for this cohort.

In September 2021 the NDIA released a detailed report about employment outcomes for NDIS participants.²¹ It identified and analysed the positive experiences and the challenges participants have faced finding and keeping paid work. Further, in November 2021, the NDIA released data on employment outcomes for families and carers²² of an NDIS participant. The report reviews the employment experience of NDIS participants and their families and carers, and factors helping and not helping families and carers find and keep paid employment.

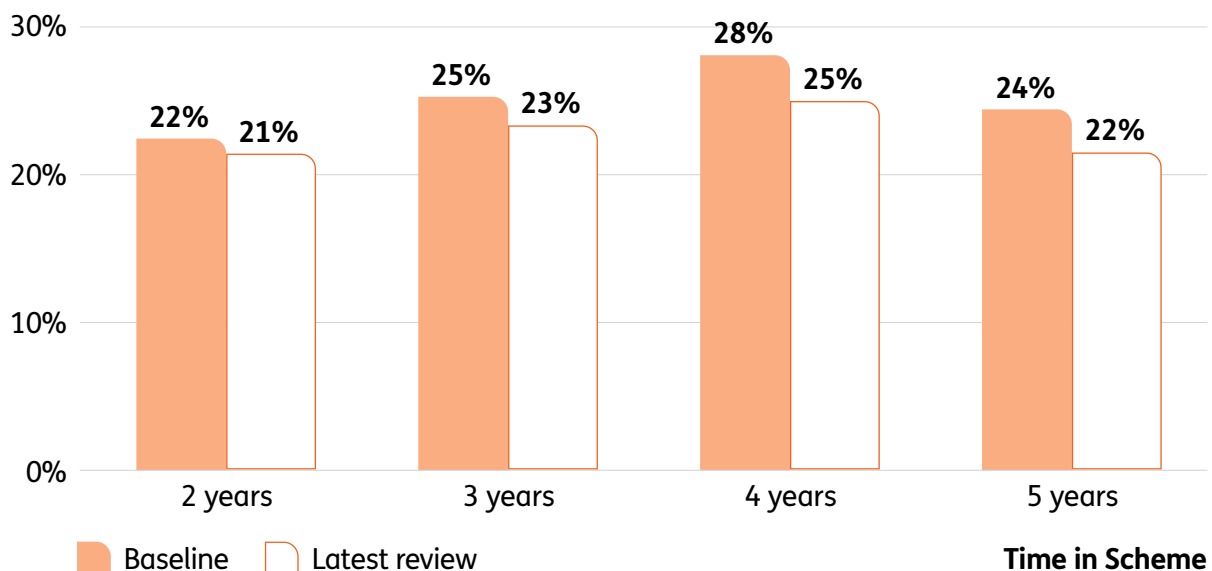
²⁰ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

²¹ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

²² *ibid*

Figure 11: Increase in work for participants who have been in the Scheme for 2, 3, 4 or 5 years**Participants aged 15-24 years**

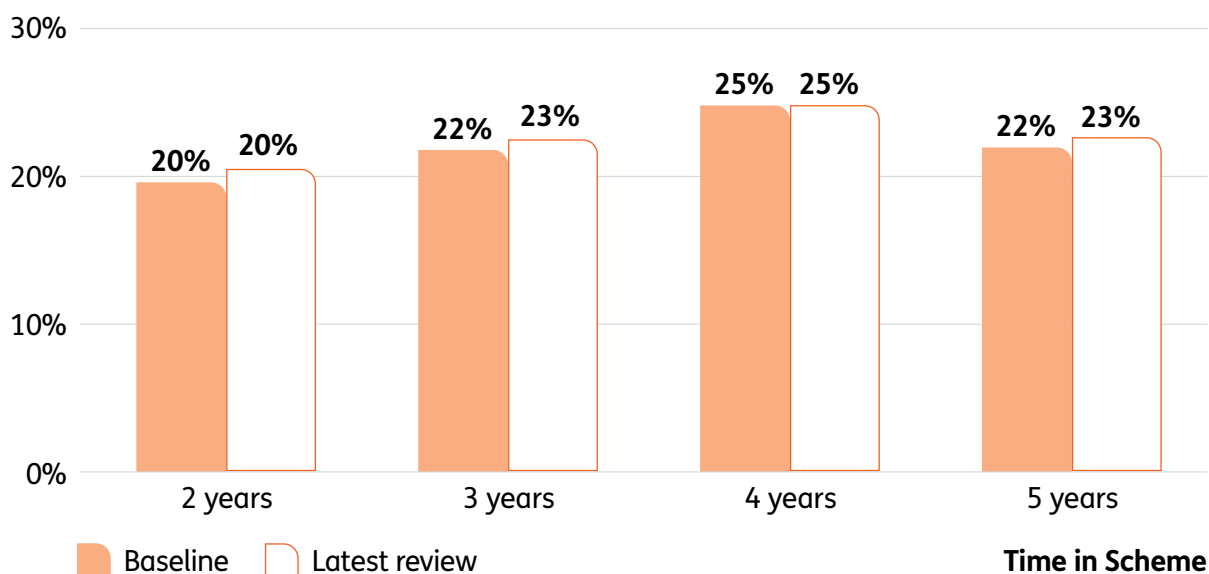
On the other hand, the percentage in work for participants aged 25 and over has decreased for most durations by 1 to 3 percentage points. For participants in the Scheme for two years, the decrease was 22 per cent to 21 per cent, compared with participants who have been in the Scheme for five years, where the decrease was 24 per cent to 22 per cent.

Figure 12: Increase in work for participants who have been in the Scheme for 2, 3, 4 or 5 years**Participants aged 25 and over**

Combining both age groups, the percentage of participants in work is unchanged for those who have been in the Scheme for two years. There has been an increase of one percentage point for participants who have been in the Scheme for five years (from 22 per cent to 23 per cent)

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

Participants aged 15 and over



NDIS Participant Employment Strategy

The NDIA is implementing the NDIS Participant Employment Strategy's Revised Action Plan for 2021- 22, which aims to see **30 per cent** of working age participants in employment by June 2023. To increase employment opportunities and outcomes for participants, the NDIA has adapted the Strategy action plan to the current environment. The Action Plan is being implemented by the NDIA with the assistance of providers and support agencies to keep participants engaged in work preparation programs and in ongoing employment.

The Action Plan consists of 6 priority areas:

Priority Area 1- Evidence-based, participant-centric employment supports

The transition to a new pricing model for Supports in Employment for 15,673²³ Australian Disability Enterprise (ADE) employees and their providers will soon be completed. The new model will mean support is delivered to a participant in any workplace, not only in ADEs, increasing the variety of employment options for NDIS participants.

²³ Unique number of participants identified in May 2020 as being in receipt for DMI funding in their NDIS plans.

Priority Area 2 – Strengthening the link between education and employment

The NDIA is working closely with state and territory education sectors to ensure young participants have opportunities to develop skills and participate in age appropriate work-related and/or social and community based activities. A key focus of the engagement with the education sector includes combining NDIA and mainstream resources to enable a greater number of participants to engage in work experience and develop independent living skills.

The NDIA will continue to focus on employment supports for school leavers. This includes reviewing the experiences of the 655 young people and parents who received funding for employment services in 2018 and 2019.

Priority areas 3 and 4 – Promoting employment for people with disability through partnerships and the Agency's purchasing powers

Increased targets for the employment of people with disability have been included in contracts for Local Area Coordinator and Early Childhood Services partners. Ongoing discussions with providers include utilising work experience as a path to employment, and the development of practical resources for employers who wish to employ people with disability.

Priority Areas 5 and 6 - Facilitating participants' navigating employment pathways and equipping planners and local area coordinators with the skills and resources to facilitate goal setting and planning.

To date, the focus on equipping local area coordinators and NDIA planners with resources and support has seen employment goals in plans for participants aged between 15 and 64 years continue to increase from 33 per cent in December 2020, to 37 per cent by the end of December 2021. This continues to track higher than the target of 35 per cent.

2.2 Analysis of participant outcomes

Participants continue to report positive outcomes.

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

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

From 1 July 2016 to 31 December 2021, for participants who have been in the Scheme for at least two years, the following outcomes have been recorded:

For children aged 0 to before starting school:

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

For children starting school to 14 years:

- **72%** of parents and carers felt their child had become more independent as a result of the NDIS at their most recent plan review, compared to **61%** at their first review.
- **59%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan review, compared with **49%** at their first review.

For young adults aged 15 to 24 years:

- **49%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan review, compared to **43%** at their first review.
- **71%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **60%** at their first review.

For adults aged 25 and over:

- **60%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan review, compared to **50%** at their first review.
- **83%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **71%** at their first review.

The NDIA released comprehensive annual outcomes reports for both participants²⁴ and families/carers²⁵ on 9 December 2021. These reports include detailed analysis of outcomes.

²⁴ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>

²⁵ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>

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

Figure 14: Has the NDIS improved how your child fits into community life?

For children aged 0 to before starting school

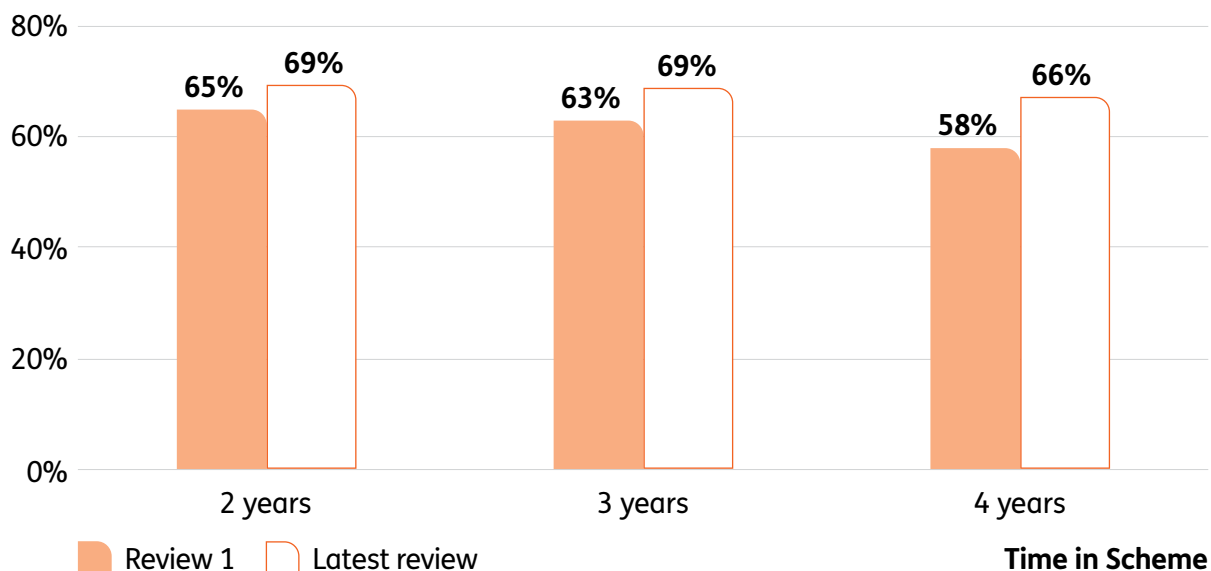


Figure 15: Has the NDIS helped your child to become more independent?

For children starting school to 14 years

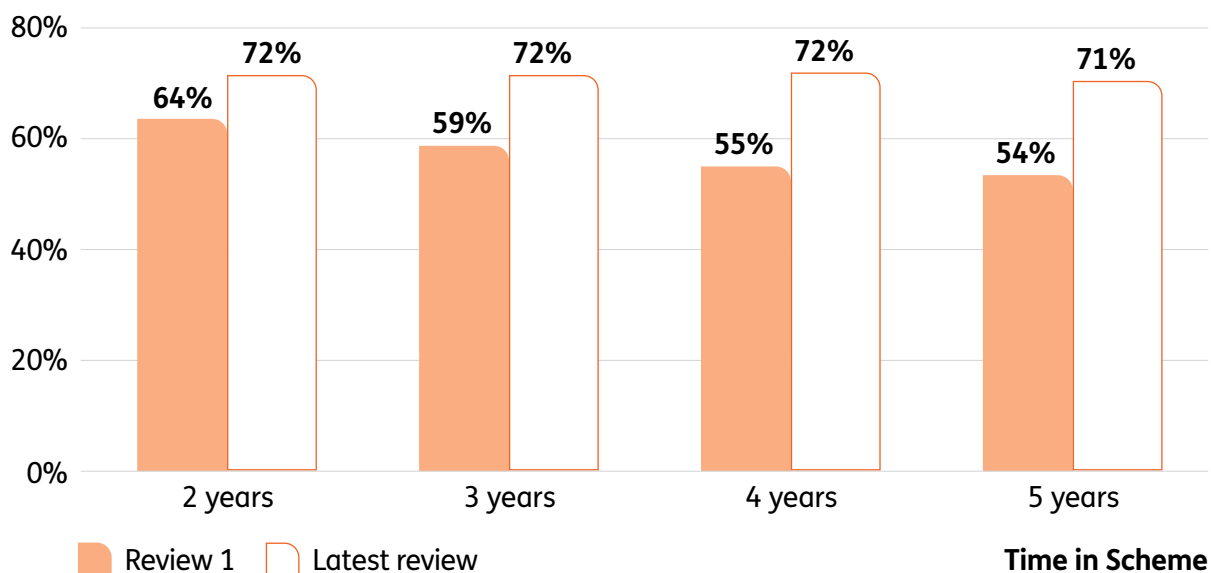
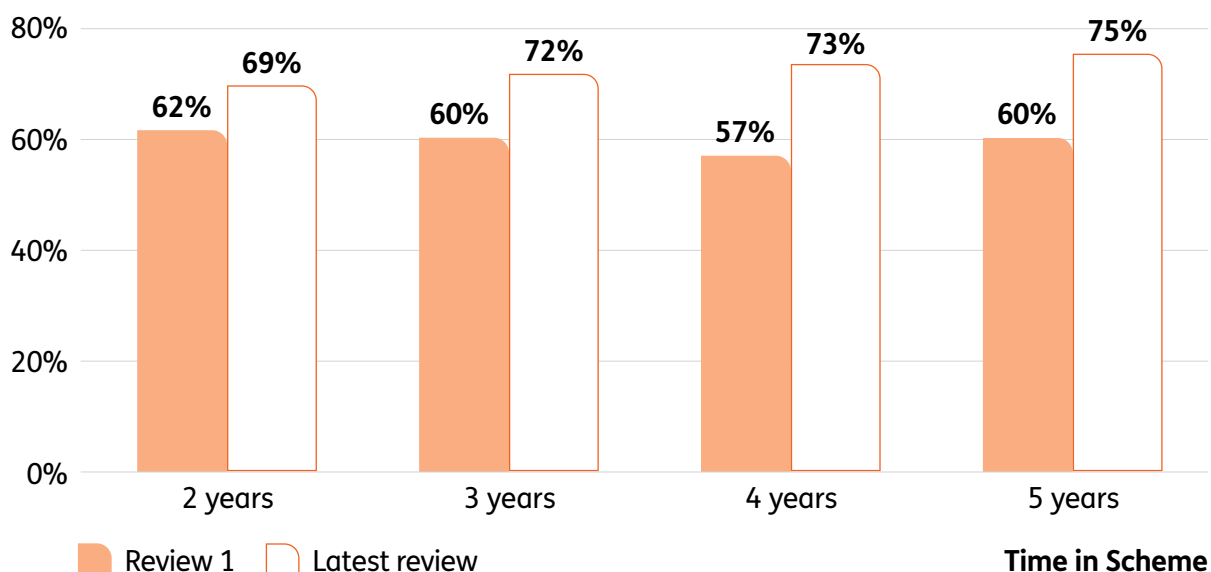
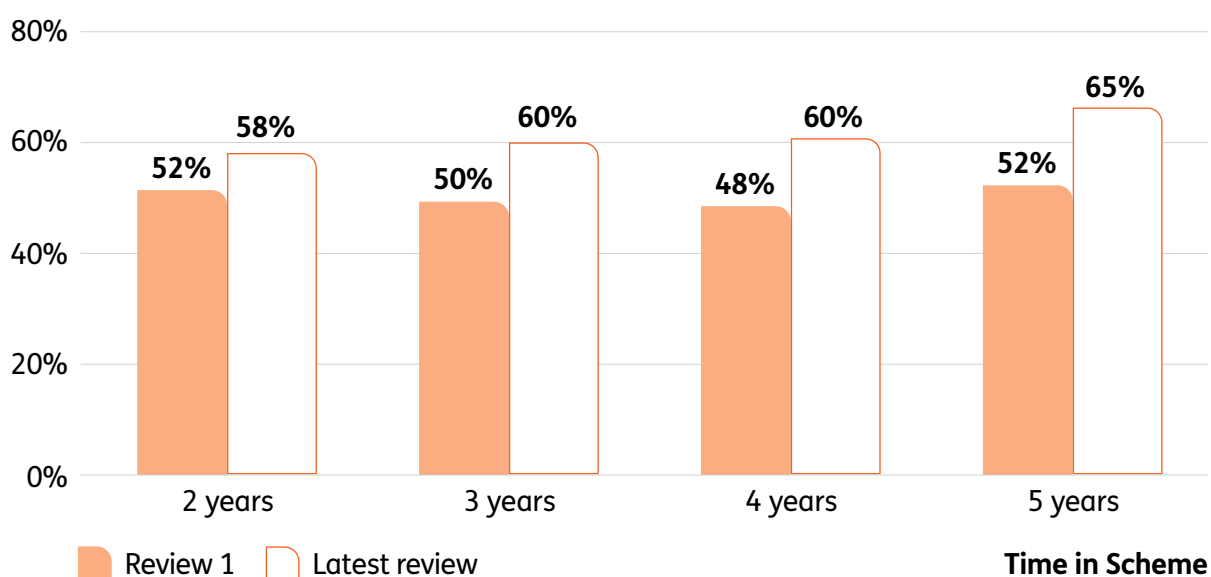


Figure 16: Has the NDIS helped you with daily living activities?**For young adults aged 15 to 24****Figure 17: Has your involvement with the NDIS improved your health and wellbeing?****For adults aged 25 and over**

While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least two years in the Scheme, only 16 per cent of participants aged 15 to 24 at their most recent plan review agreed that being in the NDIS had helped them find a suitable job, compared to 18 per cent at their first plan review. Similarly for participants aged 25 and over, after at least two years in the Scheme, only 19 per cent agreed that being in the NDIS had helped them find a suitable job, unchanged from their first plan review. The NDIA is actively working to improve participation in work, as discussed earlier in this section.

2.3 Participant satisfaction

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

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

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

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

The NDIA engaged the Council for Intellectual Disability to undertake consultation on making the surveys more accessible, including for people with complex communication needs. The NDIA has reviewed the existing questions with a focus on making the surveys more accessible.

In the December 2021 quarter, 83 per cent of participants rated the Planning process as either good or very good, with a further 10 per cent rating the experience as neutral. Seventy-seven (77) per cent of the participants in the quarter rated the Access process as either good or very good, 76 per cent rated the Pre-Planning process as either good or very good, and 70 per cent of participants rated the Plan Review process as either good or very good. These results are based on 1,216 surveys at Access, 1,028 at Pre-Planning, 3,925 at Planning and 12,924 at Review, which is 19,093 in total.

The NDIA has acknowledged that satisfaction with the Review process has declined in recent quarters, from 76 per cent in the December 2020 quarter, to 70 per cent in the current quarter. On average, plans increased at plan review by 15 per cent on average each year, until recently, plans have on average only increased by 1-2 per cent. The NDIA is focused on making fair and consistent reasonable and necessary decisions. In line with insurance principles, this means some plans increase at review, some remain the same, and some decrease.²⁶

²⁶ Section 5 of the report includes data on changes in plan budgets over time.

Figure 18: Rating of experience with the NDIS (1 October 2021 to 31 December 2021)

Overall, how was your experience with:

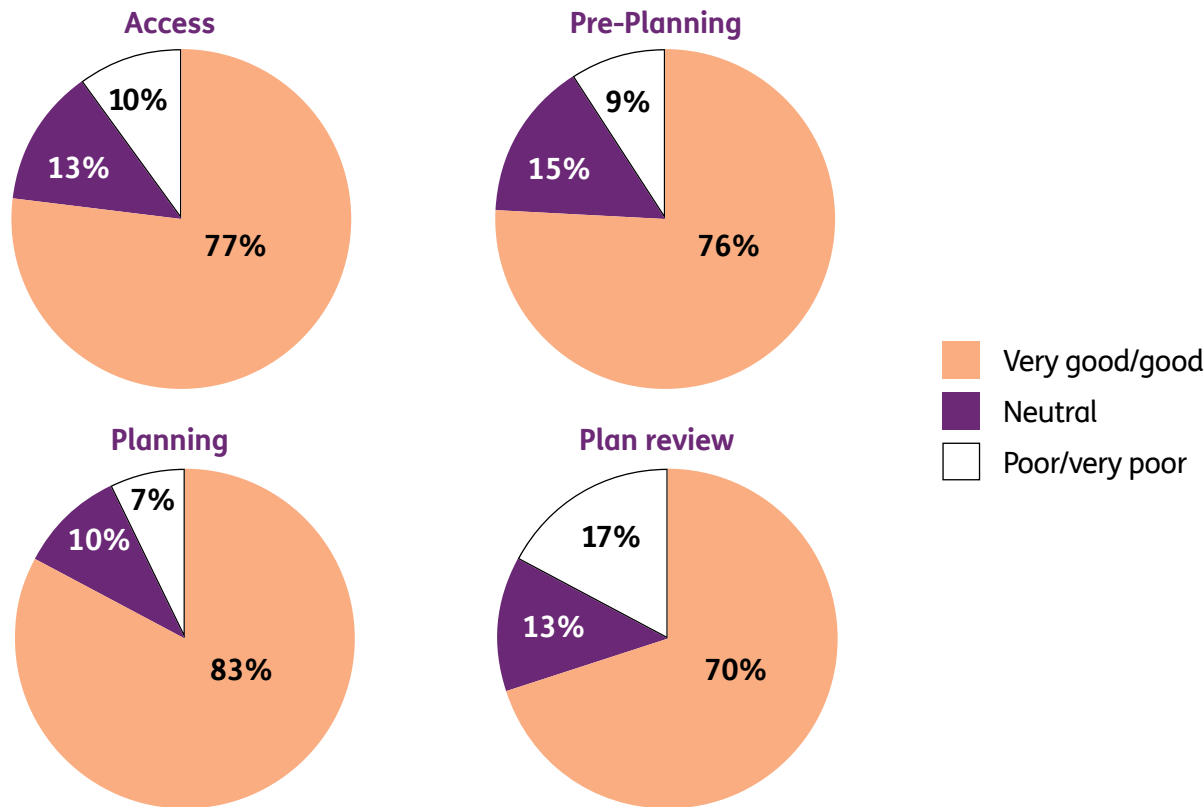
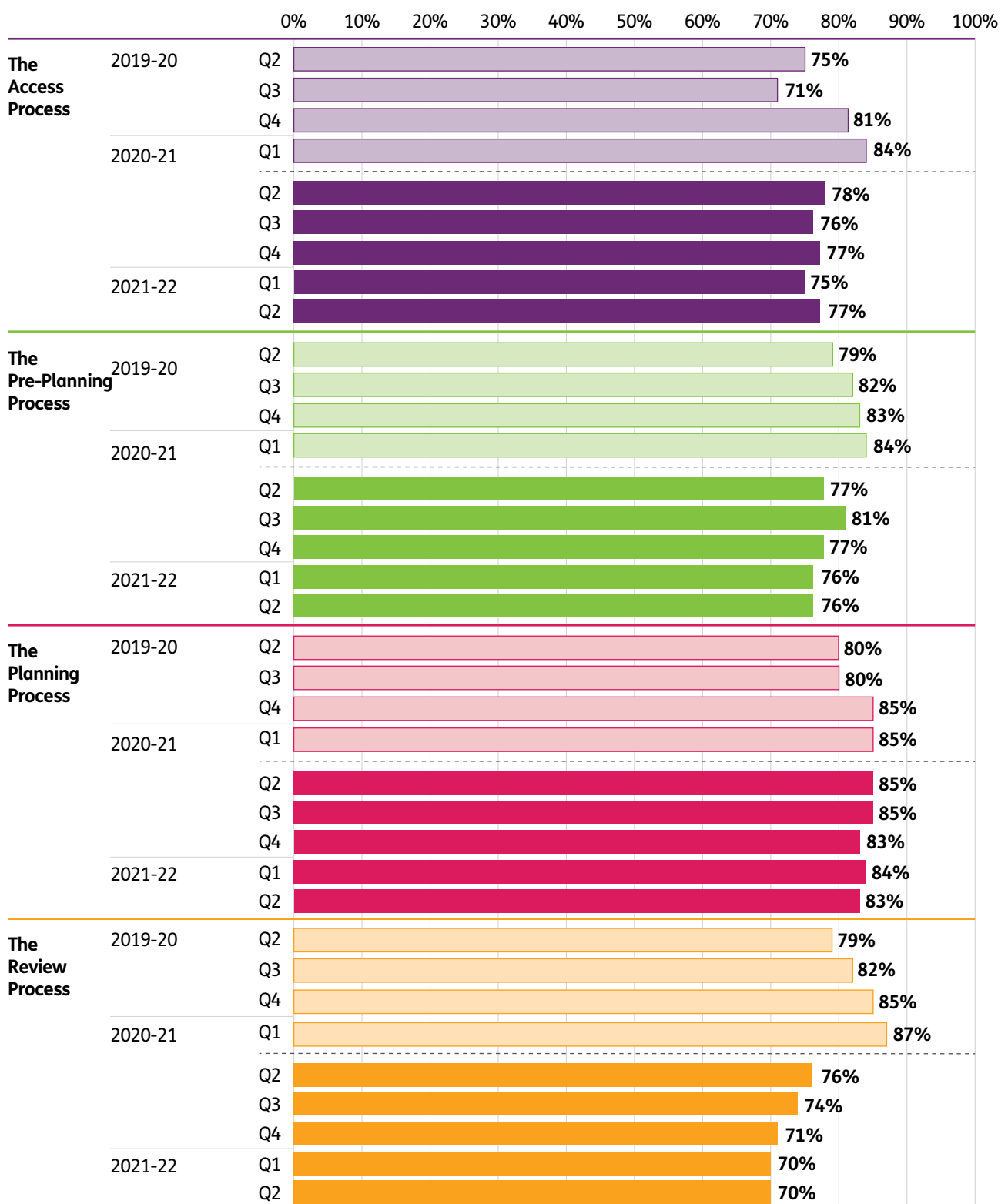
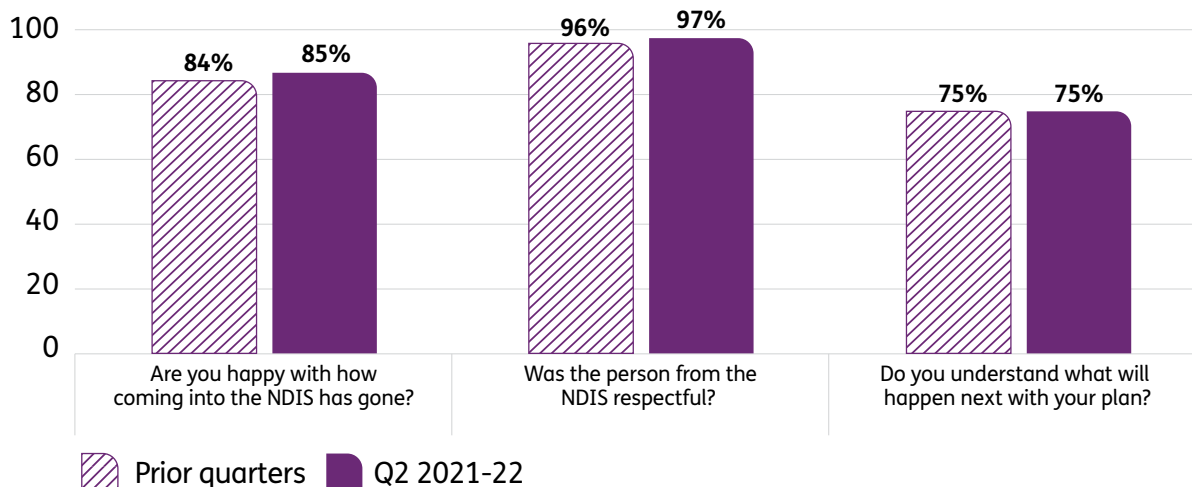


Figure 19: Trend of satisfaction across the pathway (% Very good/good)²⁷

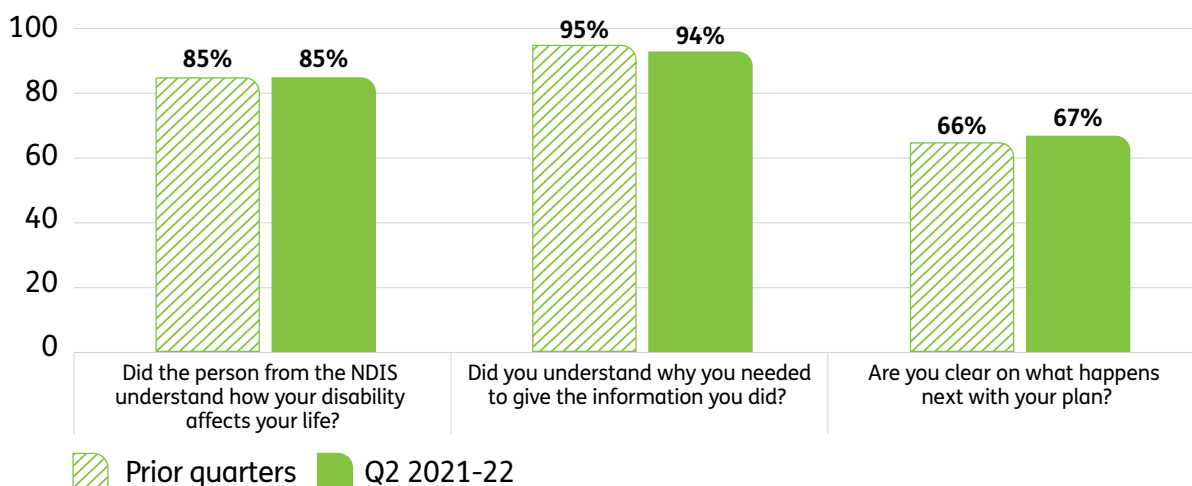
²⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 20: Satisfaction across the four stages of the pathway²⁸

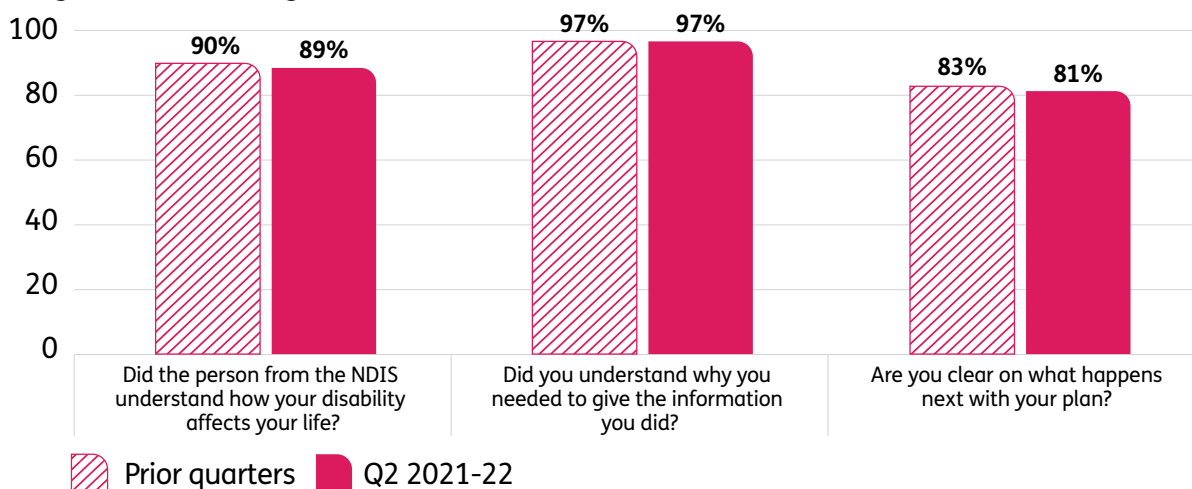
Stage One: Access



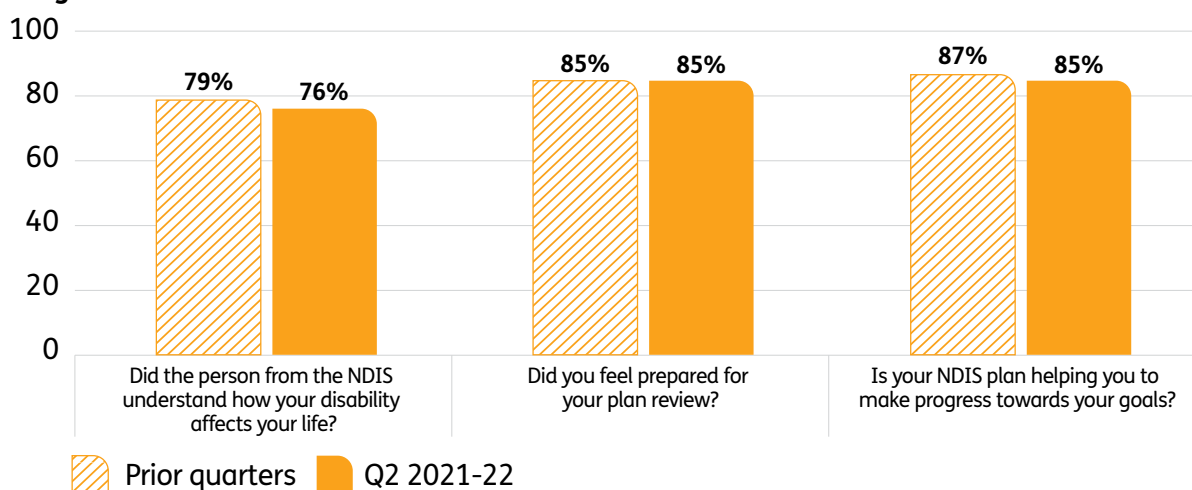
Stage Two: Pre-Planning



Stage Three: Planning



²⁸ Prior quarters include responses from 1 October 2020.

Figure 20: Satisfaction across the four stages of the pathway²⁹ (cont.)**Stage Four: Plan Review**

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

The results indicate that satisfaction for Q2 2021-22, as measured by these questions, is comparable to prior quarters.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 81 per cent were clear on what happens next with their plan (two percentage points lower than for prior quarters), lower than the 89-97 per cent responding positively to other questions about planning.

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

²⁹ Prior quarters include responses from 1 October 2020.

2.4 The NDIS Contact Centre

Performance was impacted by the Covid-19 pandemic during the quarter.

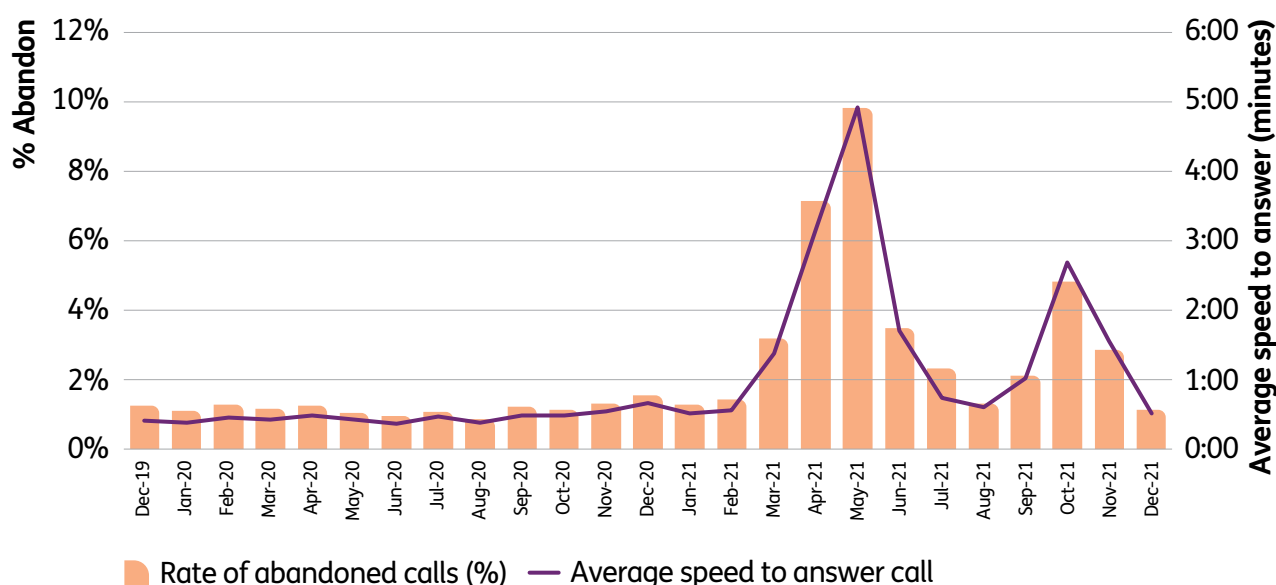
The NCC provides personal and high-quality services and information about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018, operating from Dandenong and Newborough in Victoria.

The NCC performance framework includes a grade of service of 80 per cent of calls answered within 60 seconds. Across the December 2021 quarter, the NCC answered 257,952 calls, with 64 per cent of these calls answered within 60 seconds. Performance results were significantly impacted by the COVID-19 pandemic during the quarter, with exposure events causing site closures on three separate occasions. While this caused longer wait times at times during the quarter, service continuity was maintained with most NCC staff working from home.

During the quarter, an average speed of answer of 1 minute and 40 seconds was achieved, and the average abandonment rate was within the service level at 2.9 per cent. In the December 2021 quarter, 78.1 per cent of customers completing the post call survey scored their experience with the NCC as 'High' or 'Very High'.

The NCC's webchat channel has seen significant growth across the financial year to date. This alternative communication option is available via the new NDIA mobile application. During the quarter 21,075 webchats were answered, with 83.4 per cent answered within 20 seconds.

Figure 21: Monthly telephony performance over the past two years





Katherine's celebrating a year living independently in her unit

Moonah NDIS participant, **Katherine**, is celebrating one year, living independently in her own unit with reduced supports – something she said people doubted she could do.

The 62-year-old, who has Down syndrome, said she was living in a unit, managed as a group home with 24/7 care, but didn't need around the clock care because she was capable and confident enough to do most daily living tasks herself.

Engaging her chosen local providers, Mel, from Life Choices Support and Catherine Baker from Coordination Plus, all three set about making Katherine's goal a reality.

Catherine said it has taken a few years of intensive work to get Katherine to this point. "She had to achieve lots of tasks along the way to show people she could take responsibility before she moved out to live independently," she said.

Catherine said working closely with Mel and her team, and understanding Katherine's strengths and needs, they've managed to build a strong support network around her.

Her increased independence means she no longer needs the same level of NDIS funding because she doesn't need to access SIL funds anymore.

"Living independently has been my goal for years. I wanted to prove to everyone I could do it, and I did," Katherine said proudly. "My unit is lovely; it's wonderful. I'm really enjoying being here, and Bobbie (the Budgie) and I love watching the Tipping Point and the Masked Singer on TV".

3

Participant Service Guarantee and Participant Service Improvement Plan



3

Participant Service Guarantee and Participant Service Improvement Plan

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

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

The Participant Service Charter is also underpinned by the specific tangible actions listed in the SIP.

This section provides an update on progress against the PSG and the SIP.

3.1 Participant Service Improvement Plan (SIP)

Progress is being made against the Participant SIP deliverables.

The NDIA's SIP is the key to making real the promises in the Participant Service Charter and PSG. It sets out what the NDIA and partners are going to do through to 30 June 2023 to deliver an NDIS that meets expectations.

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

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

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

Highlights for this quarter include:

SIP Commitment	What have we delivered?
We will meet and try to exceed the time standard commitments for service levels	The NDIA have improved meeting timeframes set out under the PSG including access decisions, plan approvals and plan reviews.
The website and portal will be clearer and easier to use	The NDIA are building a new participant portal to ensure more choice and control over how participants interact with the NDIS and manage their plan. The new participant portal is currently being piloted with participants to provide clearer and easier use of the portal.

Service Improvement Plan (SIP) – Commitments and Progress

The SIP sets out what the NDIA and partners are going to do through to 30 June 2023 to deliver an NDIS that meets expectations. A review of the SIP is currently underway and the SIP commitment timeframes will be refined as the NDIA continues to consult, engage and co-design with the sector. A refreshed SIP will be released at the end of Quarter 3, which will include new and revised commitments based on what the NDIA has heard from participants. Many of the SIP activities are already being developed with significant participant involvement through a range of co-design mechanisms. As an example, the NDIS mobile app has been iteratively tested by many participants and their ongoing feedback has been incorporated into new versions of the app.

Communicating with us

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

The NDIA has committed to an increased digital experience and commenced work on online forms, and enhancing the website and portal. The way forms are accessed and completed are being designed as part of the NDIA's new ICT system. In addition, a new participant portal is being piloted to provide clearer and easier use of the portal.

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

Getting information from us

Work continues to make guidelines clearer to ensure that there is consistency in how the NDIA make decisions. This quarter, an additional four guidelines supporting operational decisions have been published, totalling 20 guidelines released as at 31 December 2021. In addition, 27 Reasonable and Necessary operation guidelines or 'Would We Fund It' guides were published this quarter.

SIP Commitment	Expected completion
You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request	✓
We will be clearer on what reasonable and necessary supports means, with case studies and examples	Jun 22
Our documents will use consistent terms and definitions with less jargon	Jun 22

We will have better guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	Jun 22
Our guidelines will come with plain English descriptions and more examples	Jun 23
Our decision letters will have reasons for why we have decided something in plain English	Jun 23

Gaining access to the NDIS

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

SIP Commitment	Expected completion
You will be able to apply to the NDIS in the way you want, including using an online access request form	Jun 23
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS	Jun 23

Making your plan

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

SIP Commitment	Expected completion
We will support more video-conference planning meetings	Sep 22
If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding ³⁰	Jun 23
You will get plan summary statements and draft plans before your plan is approved so you can check your information is right and there are no surprises	Jun 23
We will support you, if you want, to build goals in your plan that are clearly defined, realistic and attainable	Jun 23
We're working to build more do-it-yourself online plan tools	Jun 23

³⁰ Noting face-to-face meetings with Local Area Coordinators can already be requested.

Using your plan

Participant plans are now enabled for up to three years, with simple and quick processes for making minor changes. Participant Check-ins have been implemented and will now continue as a standard business process.

In conjunction with the ‘Participant check in’ process, The NDIA has improved the time taken for participants to meet with their PIRC or NDIA Planner after their plan is approved. A plan implementation meeting is offered within 14 days of plan approval. These meetings assist in connecting participants to the supports they need and help them to understand and use their plan.

Furthermore, the NDIA is committed to providing clarity on funding for support coordination services. A new paper “Improving Support Coordination for Participants” was released on 30 November 2021 and clearly outlines the role of a support coordinator and the next steps the NDIA will take to improve support coordination for participants. This includes working with the sector to improve understanding of the role of Support Coordinators and considering funding matters through the Annual Pricing Review.

The NDIA is working to improve thin markets and community connectors, particularly in remote and very remote areas. The NDIA has an ongoing program of market interventions in geographical markets with low plan utilisation and other indicators of risk. Interventions are flexible and tailored in response to local issues, and may include improving plan implementation, improving information signals, market facilitation, coordinated funding proposals and if required, direct commissioning.

SIP Commitment	Expected completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life	✓
There will be a simple and quick process when you need to make minor changes to your plan – it won’t require a full “review”	✓
We will give you more support for using your plan , for finding both disability services and mainstream supports	✓
We will check-in with you on how the plan is going, and whether an update or review is needed	✓
You will be able to manage your plan more easily, using a new NDIS mobile app	Mar 22
We will be clearer on what support coordination services we fund, and how it should be separate from other service providers	Jun 22
We will work with communities in remote and very remote areas , and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding	Jun 22
We will make it easier to self-manage your plan, with appropriate data sharing, support and controls in place; and to change easily between self and managing and using a plan manager	Jun 23

Payments from your plan

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

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

Parts of your plan

The NDIA has commenced updating the ILO Operating Guidelines to expand the understanding of ILO as another option for housing arrangements for SIL and SDA participants. A reference group has been established to provide input into the new guidelines.

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

Support for engaging with us

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

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

The NDIA continues to implement the ECEI Implementation Reset approach, with four of the recommendations completed to date. The plans to implement the remaining ECEI Reset recommendations over the next 24 months can be found [here](#).³¹

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

³¹ <https://www.ndis.gov.au/community/we-listened/you-said-we-heard-post-consultation-reports/supporting-young-children-and-their-families-early-reach-their-full-potential/how-were-improving-way-we-support-young-children-and-their-families/ecei-reset-recommendations-update>

3.2 Participant Service Guarantee

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

Performance against the proposed service standards – December 2021

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

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2021 quarter	Comparison to target of 95%	Change from last quarter
General	Explanation of a previous decision, after a request for explanation is received	28 days	99%	●	—
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	—
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	●	↑
Access	Make an access decision, after the final information has been provided	14 days	99%	●	—
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	89%	▲	↑
Planning	Approve a participant's plan, after an access decision has been made	56 days	86%	▲	↑
Planning	Approve a plan for ECEI participants, after an access decision has been made.	90 days	90%	▲	—
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical	Reporting will commence in mid 2022		
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	—

Comparison to target of 95% ● 95% and over

▲ 85%-95%

■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher

— Within 3 percentage points

↓ More than 3 percentage points lower

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2021 quarter	Comparison to target of 95%	Change from last quarter
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in mid 2022		
Plan review	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	36%*	■	↑
Plan review	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100%	●	↑
Plan review	Complete a participant requested review, after the decision to accept the request is made	28 days	52%†	■	↓
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	▲	—
Plan variations	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	91%	▲	—
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in mid 2022		
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	60 days	85%	▲	↓
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	97%	●	↑
Nominee	Cancel participant requested nominee	14 days	100%	●	—
Nominee	Cancel CEO initiated nominee	14 days	100%	●	↑

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

† Note: The average time taken to complete a participant requested review, after the decision to accept the request has been made was 38 days, so the majority of reviews are completed within a reasonable timeframe.

Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher — Within 3 percentage points ↓ More than 3 percentage points lower

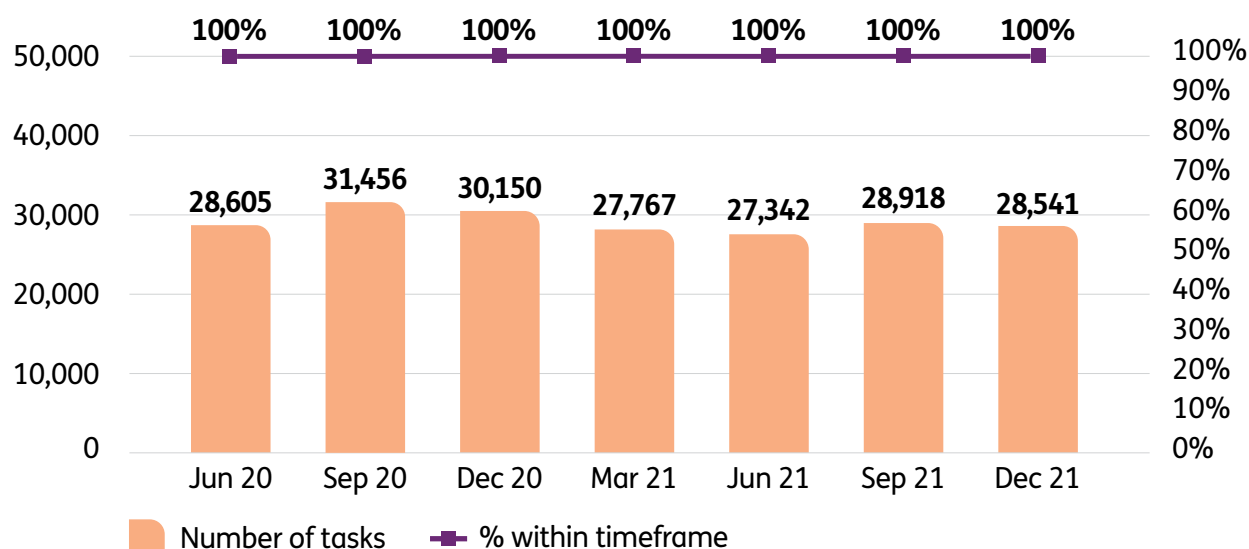
Key trends in PSG metrics

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

Access decisions

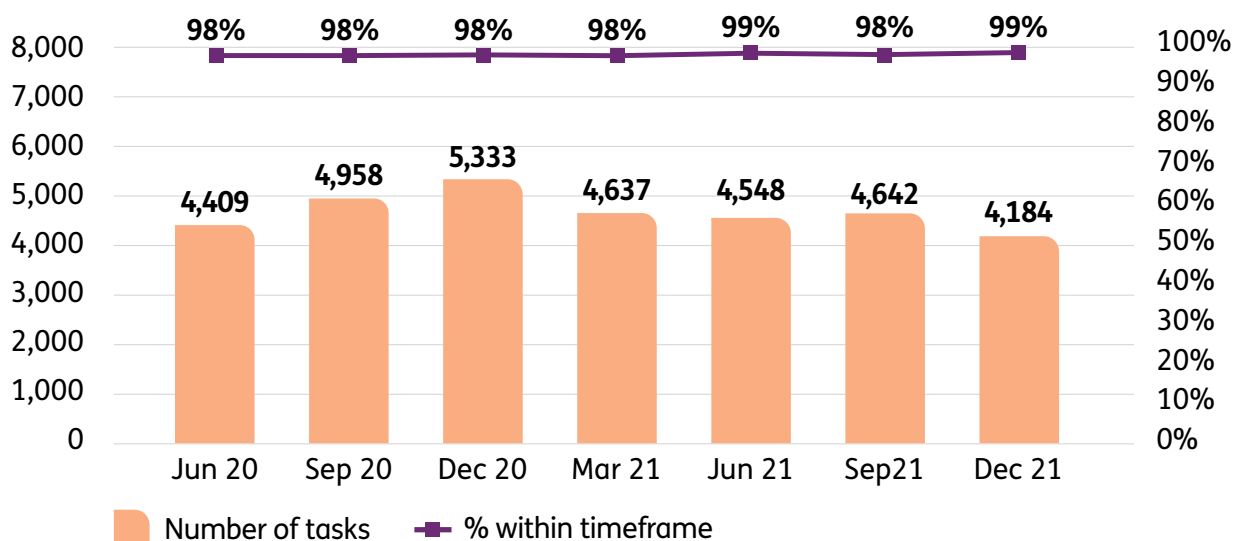
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last seven quarters.

Figure 22: Access decision made, or further information requested, after receiving access request



The NDIA has also consistently met the 14 day timeframe in respect to making an access decision after the final information has been provided.

Figure 23: Make an access decision, after the final information has been provided



Planning

Plan approval timeframes for participants aged 0-6 have improved over the last few quarters, with 90 per cent approved within the timeframe of 90 days in the December 2021 quarter. The target timeframe for the approval of plans for those aged 7 and above was reduced from 70 days to 56 days from the March 2021 quarter and there was a consequent reduction in service level met. However, service levels have continued to improve over the last two quarters and 86 per cent of plans for those 7 and above were approved in 56 days in the December 2021 quarter.

Figure 24: Commence facilitating the preparation of a plan, after an access decision has been made³²

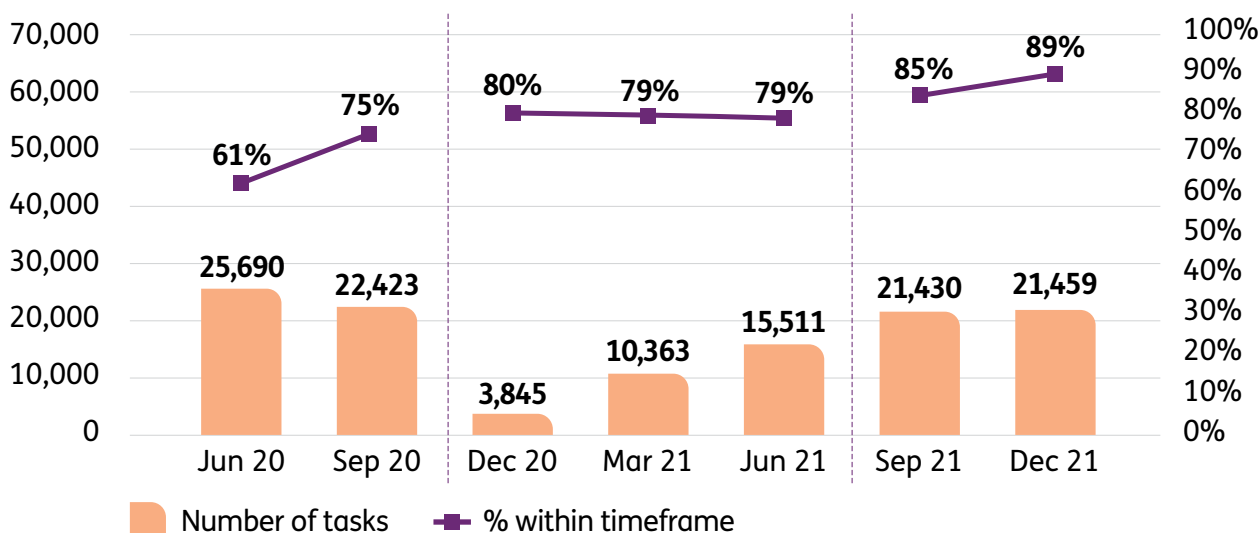
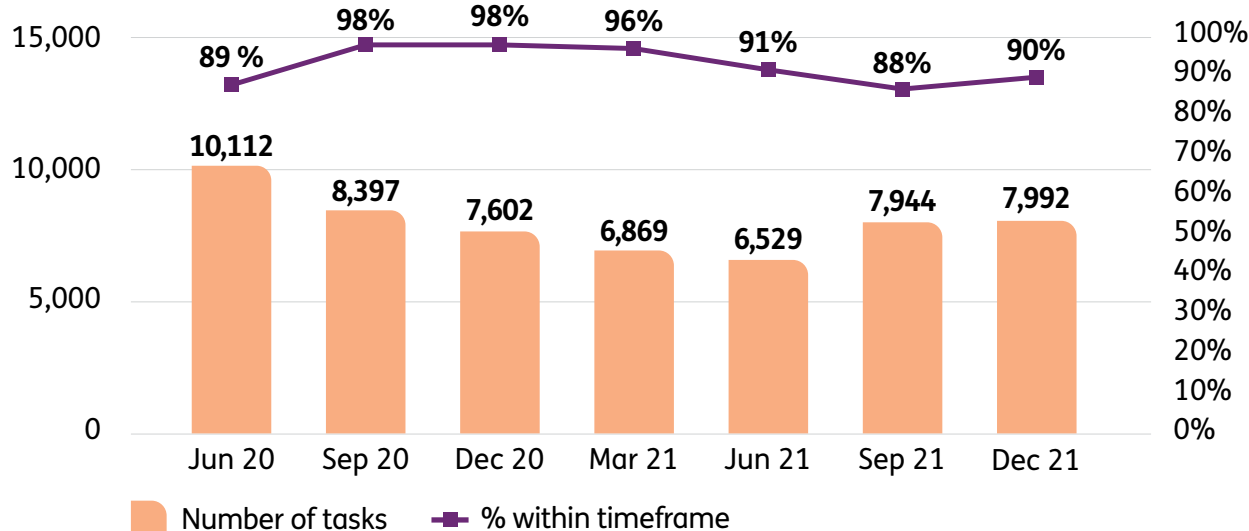
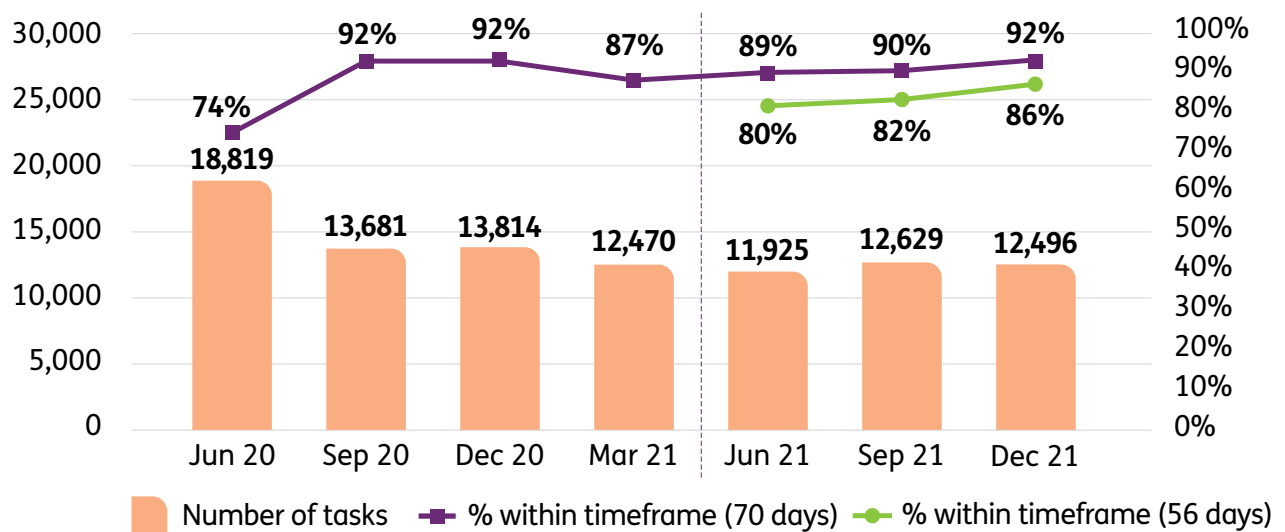


Figure 25: First plan approved after access decision has been made, 0-6 years

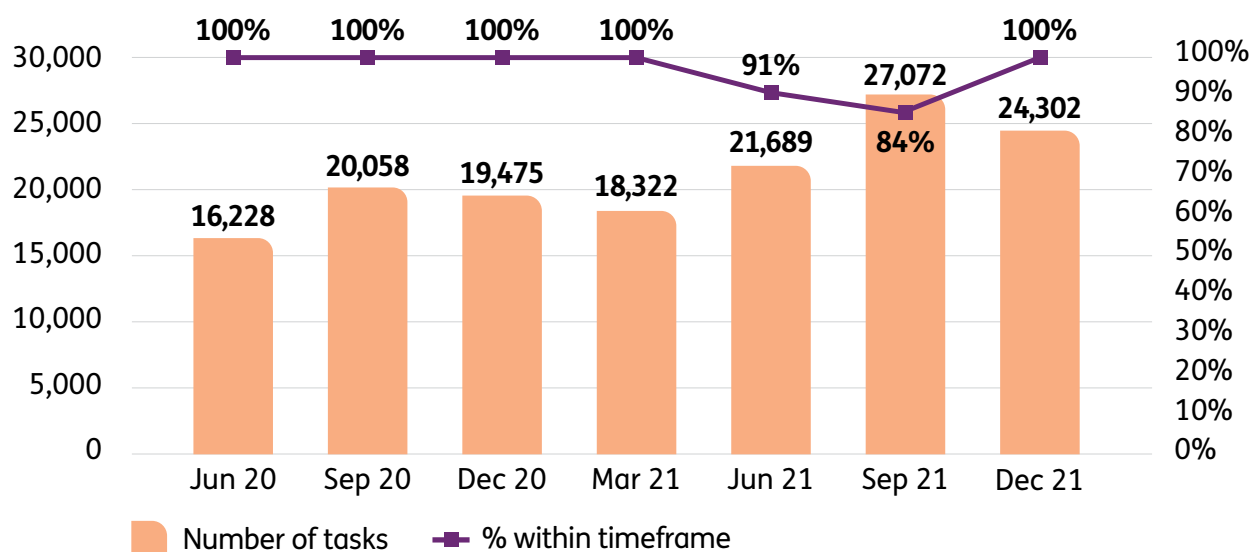


³² New business processes have been implemented from December 2020 and again from July 2021.

Figure 26: First plan approved after access decision has been made, 7+ years³³


Plan review

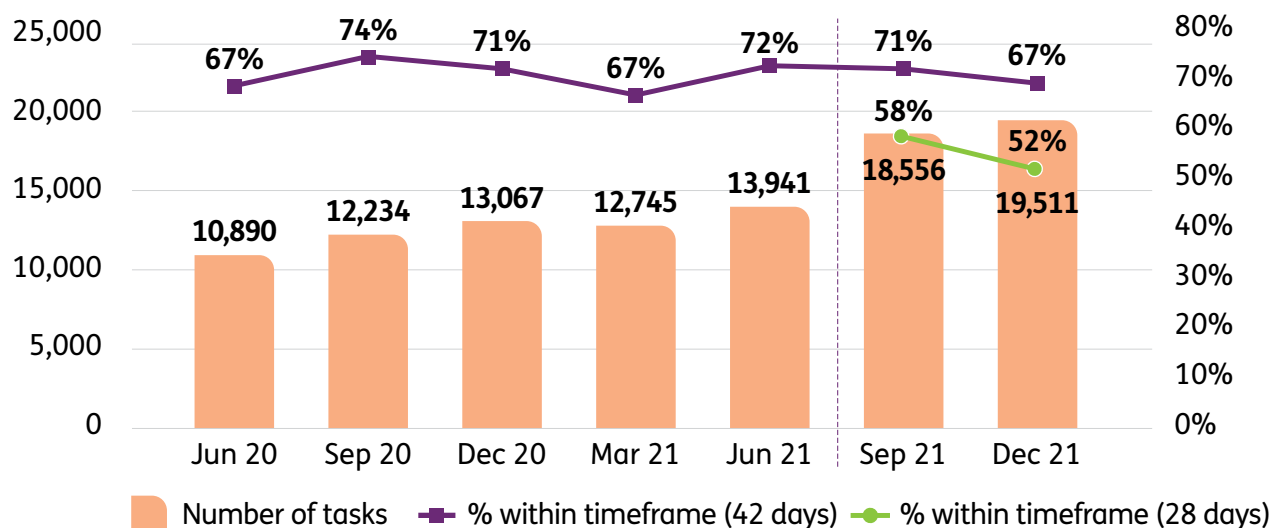
Decisions about whether or not to conduct a Participant Requested Review (PRR) were made within 21 days 100 per cent of the time in the December 2021 quarter.

Figure 27: Decision made to undertake PRR after request is received


³³ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

PRR timeframes have remained consistent over the last few quarters. The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met (52 per cent). However, based on the 42 day timeframe, service levels have remained stable.

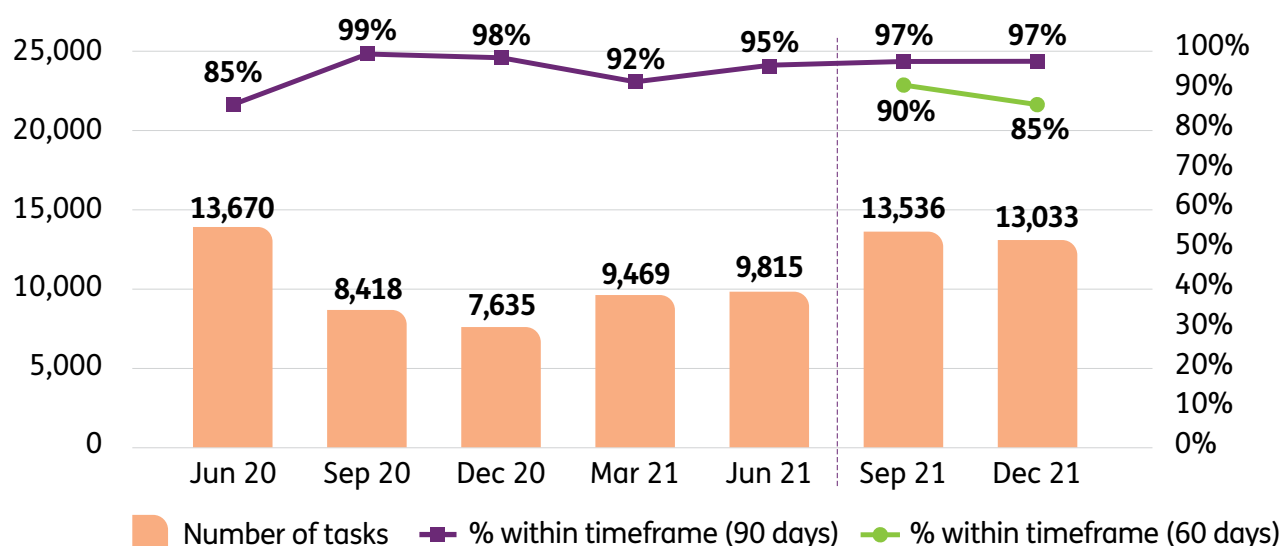
Figure 28: PRR completed after decision made to undertake review³⁴



Reviewable decisions

The target timeframe for completing Reviews of Reviewable Decisions was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met (85 per cent). However, based on the 90 day timeframe, service levels have remained high and stable.

Figure 29: Complete Review of a Reviewable Decision after request is received³⁵



³⁴ In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

³⁵ In most cases, the results from September 2021 onwards are based on a 60 day timeframe but the results prior to September 2021 are based on a 90 day timeframe.

Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our National Contact Centre will answer 80% of calls within 60 seconds.	64% on average throughout the December 2021 quarter (Part 2 in this report discusses further).

Service standards for complaints

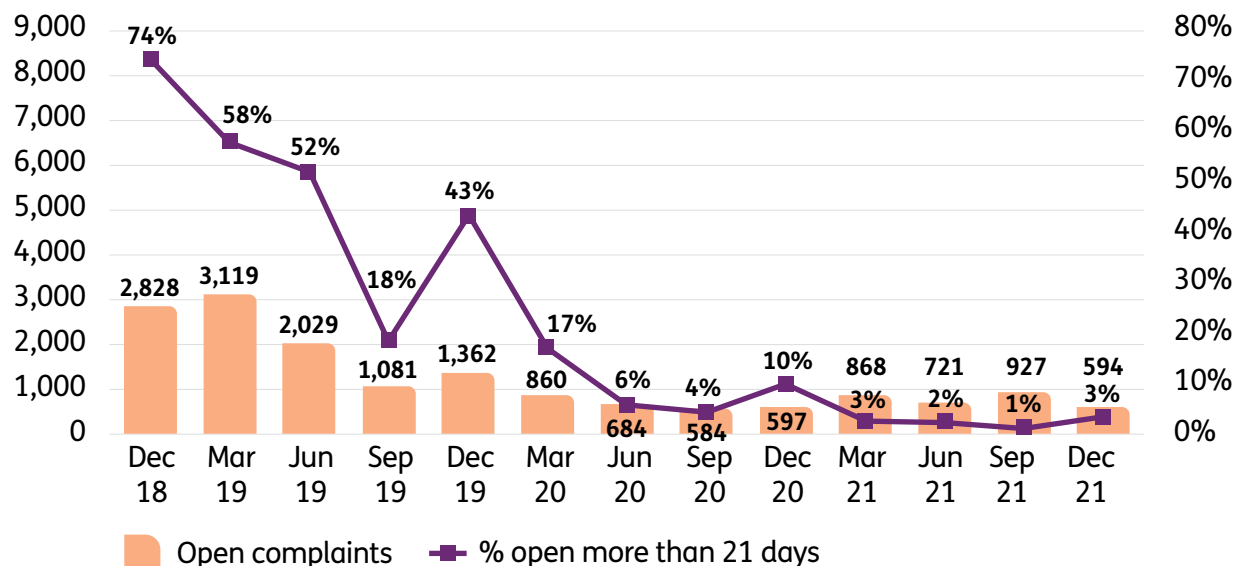
Service type	Description of the service being guaranteed	Performance
Complaints	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	97% in the December 2021 quarter

The Agency is in the process of defining metrics for the timeliness of the end to end process for making home and living (e.g. SDA and SIL) decisions. This will be included in future reports.

Key trends in complaints, RoRDs, and AAT cases

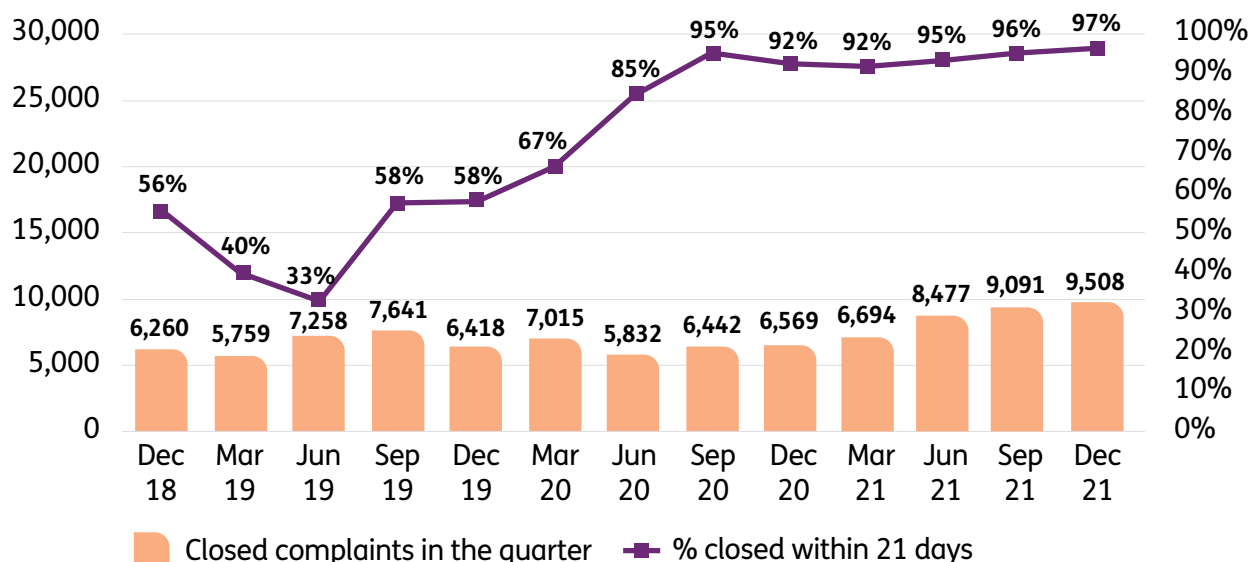
Over recent quarters the percentage of total complaints that have been open for more than 21 days has significantly reduced, with three per cent in the December 2021 quarter still open after 21 days.

Figure 30: Open complaints and percentage that have been open for more than 21 days³⁶



Over 90 per cent of complaints have been closed within 21 days in the past six quarters.

Figure 31: Closed complaints and per cent completed within 21 day timeframe³⁷



³⁶ 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.

³⁷ 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.

There was a significant decline in participant complaints as a proportion of active participants between December 2018 and June 2020. In the three most recent quarters, the number of complaints has increased as a proportion of active participants (7.0 per cent in the December 2021 quarter). The number of complaints received from providers decreased during the quarter (Figure 33) with 343 complaints received which is equivalent to 3.7 per cent of registered providers making a complaint.

Figure 32: Number and proportion of participant complaints over time³⁸

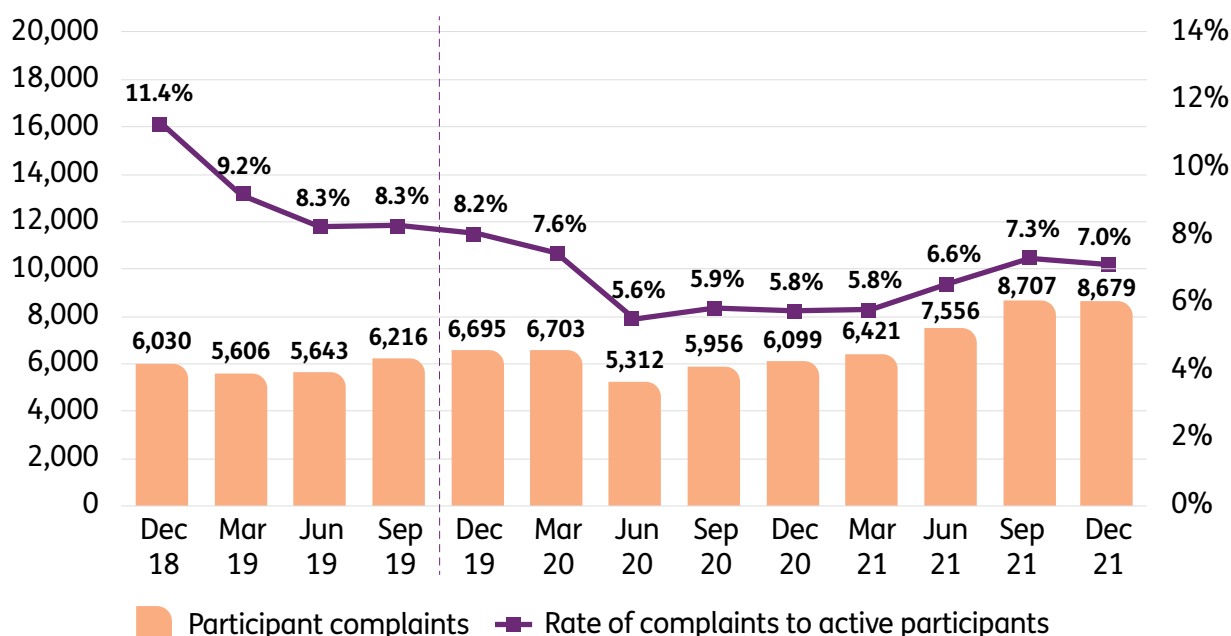
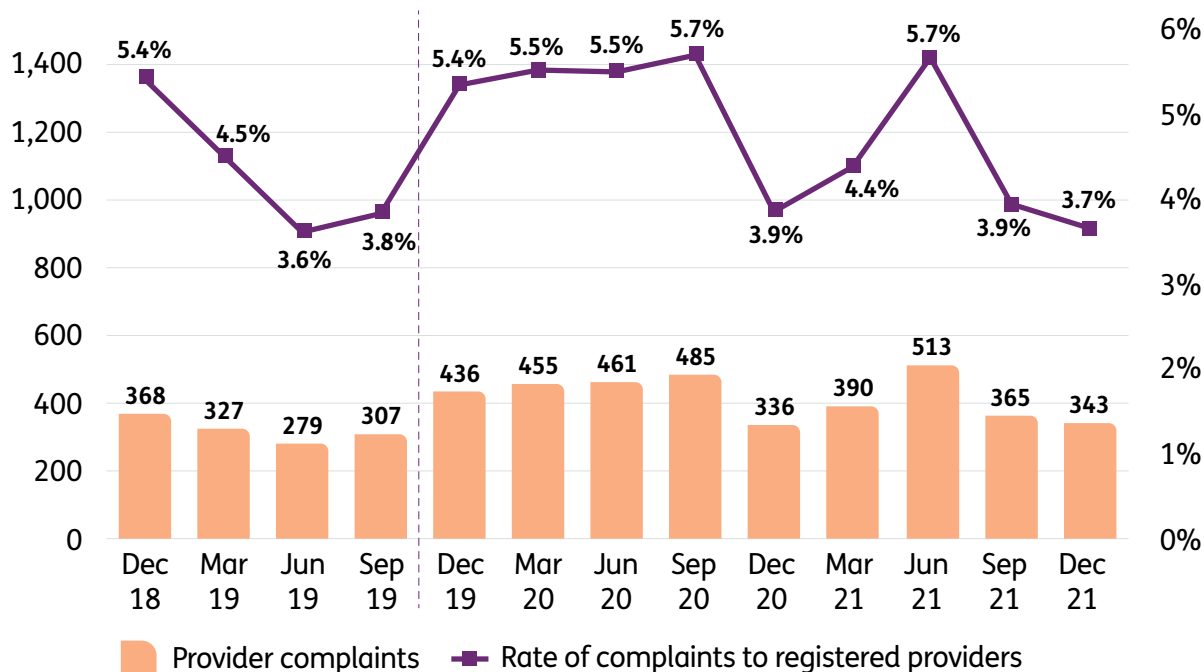


Figure 33: Number and proportion of provider complaints over time³⁹

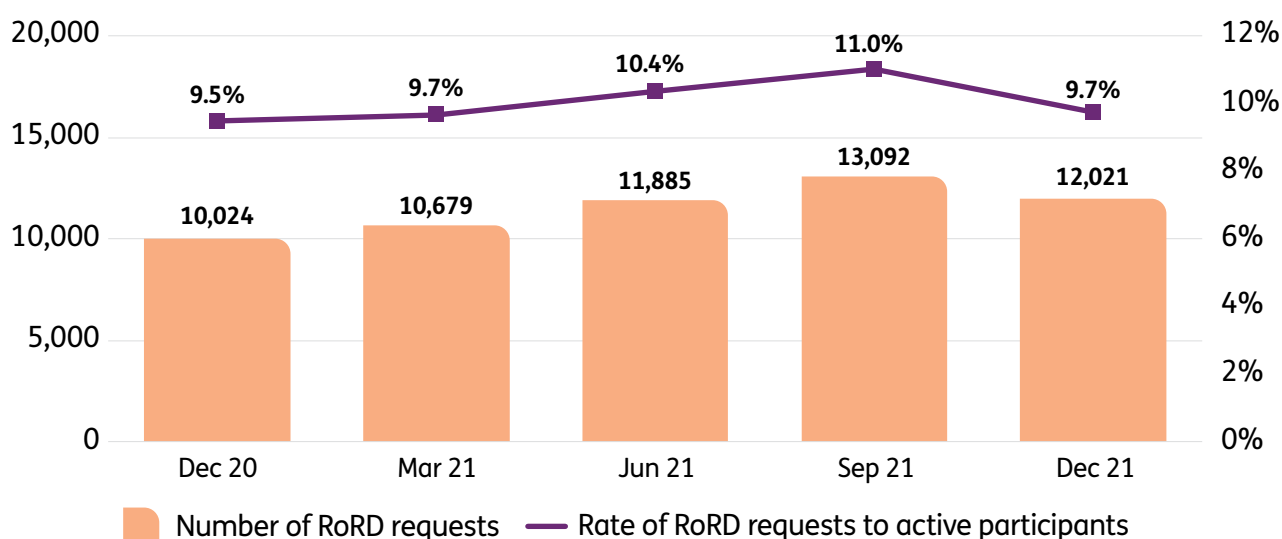


³⁸ The rate of complaints was reported as a percentage of access requests in previous reports.

³⁹ In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

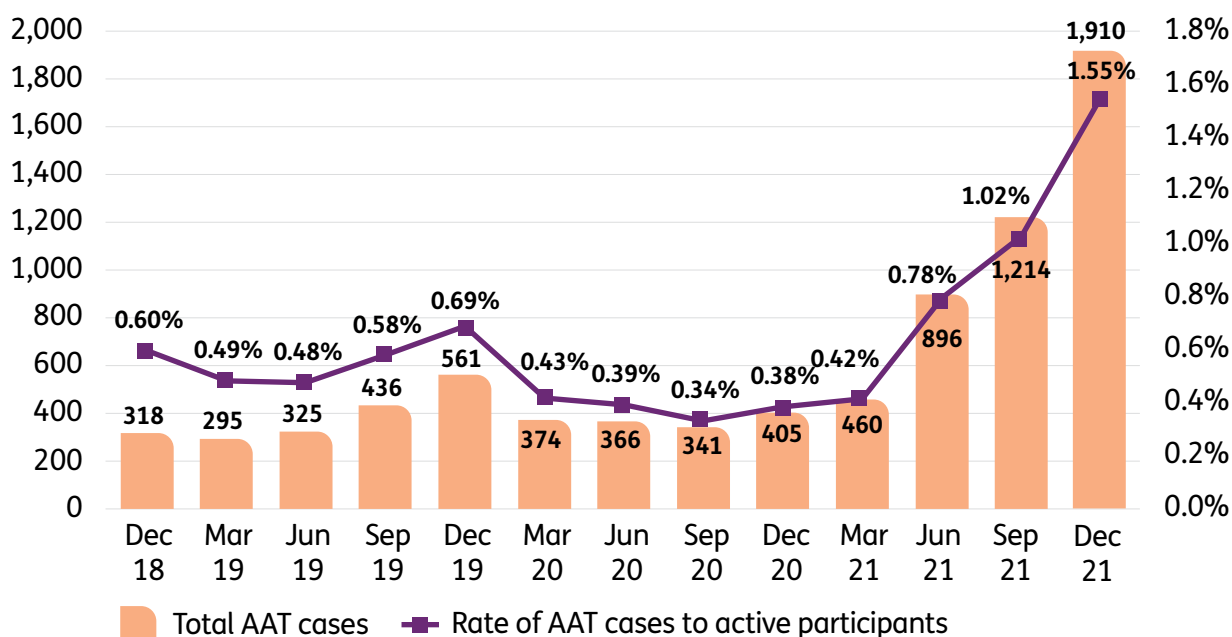
The number of RoRDs as a percentage of active participants increased from 9.5 per cent in the December 2020 quarter to 11.0 per cent in the September 2021 quarter before decreasing to 9.7 per cent in the December 2021 quarter

Figure 34: Request for a Review of a Reviewable Decision (RoRD) – quarterly trend⁴⁰



The number of AAT cases (as a proportion of active participants) has increased significantly in recent quarters to 1.55 per cent in December 2021. Six months ago (June 2021), the rate was 0.78 per cent. While plans on average have increased significantly at review over the past few years, in recent quarters the average increase has reduced considerably. The Agency is continuing to make fair and equitable decisions about reasonable and necessary supports, and this is currently resulting in more planning-related AAT cases seeking to test and clarify the concept of ‘reasonable and necessary’. The Agency is constantly reviewing the themes emerging from AAT cases, while noting that each decision is not precedent-setting and is specific to the individual circumstances involved, to further develop a consistent and equitable understanding of reasonable and necessary supports.

Figure 35: Number and proportion of AAT cases over time



⁴⁰ Data for RoRDs includes requests that have been recorded in the NDIA business system. Work is underway to include records entered in the off-system database and the charts will be retrospectively updated and restated once this piece of work has been completed.

There have been 5,679 AAT cases closed since the commencement of the Scheme. Of those cases, 5,534 were resolved before a (substantive) hearing with the remaining 145 progressing to (substantive) hearing and receiving a substantive decision.

Of the cases no longer before the AAT, approximately 64 per cent were resolved by agreement, 34 per cent were withdrawn by the applicant or dismissed by the AAT and less than 2 per cent proceeded to a (substantive) hearing.

Of the cases that went to (substantive) hearing, the Agency's original decision was

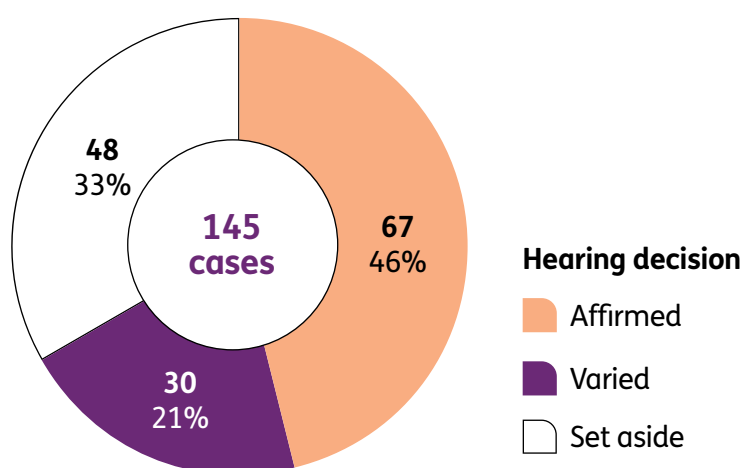
- **Affirmed in 67 cases (46%).** This means the Agency's original decision was not changed.
- **Set aside in 48 cases (33%).** This means the AAT agreed or partially agreed that the original decision was incorrect. The AAT either replaced the Agency's original decision or sent the matter back to the Agency to make a new decision in accordance with specific instructions or recommendations.
- **Varied in some way in 30 cases (21%).** This means the original decision was changed or altered in some way.

As part of the AAT process, it is not uncommon for new support requests to be made and new evidence to be provided by applicants, contributing to variations of reviewable decisions.

The Agency is committed to acting as a model litigant in the AAT as required by the **Legal Services Directions 2017** and in doing so assists applicants by working with them and their representatives to resolve their matters as early in the AAT process as possible.

However, the Agency is seeing more cases proceed to a (substantive) hearing in recent quarters, which is consistent with the increasing number of AAT matters and the increasing complexity of many of the supports being requested.

Figure 36: AAT cases that have gone to hearing and received a substantive decision⁴¹



⁴¹ 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.



NDIS supports are helping Damien get his life back on track

Damien's dreams of fulfilling healthy pursuits and crafting a promising future are now a reality after accessing the NDIS. Where once the 44-year-old from Loganlea led an unhealthy lifestyle from the effects on his physical and mental health due to arthrogryposis multiplex congenital – the development of multiple joint contractures affecting two or more areas of the body prior to birth – Damien is now full of optimism and drive.

“I have become quite serious about daily exercise and healthy eating. My NDIS goals were to live healthy and as independent as I can,” he said. “With my exercise physiology and physiotherapy, and my occupational therapist, I have been able to overcome my depression without medication by exercise and a healthy lifestyle.”

“After receiving support to take the stress out of my daily living activities and the options to get into exercise through my NDIS plan, I have now been without alcohol for over six months and I haven't smoked in over three months.”

With NDIS supports in place, Damien sees an exercise physiologist to enable better eating and fitness goals, an occupational therapist, and physiotherapist to ensure he continues leading a healthy lifestyle.

Damien has recently taken up swimming two to three-times-a-week and doing resistance training. From the pool to the pillow, and everywhere in between, his renewed focus has opened up a whole new world for Damien, who has committed fully to the mental and physical approach.

“Everything is going well now and it wouldn't happen without the NDIS.”

4

Providers and the growing market



4

Providers and the growing market

The provider market continues to grow, with many participants using plan managers to assist with financially managing their plan.

4.1 Support categories

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

\$13.2bn in support was provided in the first half of 2021-22.⁴² The largest support categories are core daily activities (54 per cent of total payments), social and community participation (18 per cent of total payments), and capacity-building daily activities (therapy services) (13 per cent of total payments). Core daily activities includes participants in SIL. \$3.2bn of the \$7.1bn payments on core daily activities in the first half of 2021-22 was for payments for participants in SIL.

Figure 37: Total payments from 1 July 2021 to 31 December 2021

Support Category	Total payments (in \$m) Jul-21 to Dec-21	% total payments
Core - Daily Activities	7,133	54.1%
Core - Community	2,409	18.3%
Core - Consumables & Transport	623	4.7%
Capacity Building - Daily Activities ⁴³	1,727	13.1%
Capacity Building - Other	890	6.7%
Capital	408	3.1%
Total⁴⁴	13,193	100.0%

⁴² Includes cash and in-kind payments.

⁴³ Includes therapy services.

⁴⁴ Total includes \$3m of payments with no support category

Over the last two years, payments have grown by 64 per cent (from \$4.1bn in the December 2019 quarter to \$6.7bn the December 2021 quarter). Payments for each of the support categories has grown by similar amounts. The percentage breakdown by support category has remained relatively stable, noting capacity building-daily activities has increased from 10 per cent to 13 per cent, and core-daily activities has decreased from 55 per cent to 54 per cent, reflecting higher proportions of children in the Scheme over time.

Figure 38: Total payments (in \$m and %) per quarter – all participants

Support Category	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21	Dec -21
Core - Daily Activities	2,254	2,406	2,912	3,057	3,022	3,267	3,733	3,506	3,627
Core - Community	775	788	723	832	934	1,028	1,177	1,163	1,246
Core - Consumables & Transport	201	232	247	280	255	291	293	319	304
Capacity Building - Daily Activities	421	435	562	654	683	678	829	854	873
Capacity Building - Other	257	281	315	346	363	368	418	443	447
Capital	181	195	229	230	209	186	183	200	208
Total	4,095	4,341	4,988	5,399	5,467	5,818	6,634	6,486	6,707

Support Category	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21	Dec -21
Core - Daily Activities	55%	55%	58%	57%	55%	56%	56%	54%	54%
Core - Community	19%	18%	14%	15%	17%	18%	18%	18%	19%
Core - Consumables & Transport	5%	5%	5%	5%	5%	5%	4%	5%	5%
Capacity Building - Daily Activities	10%	10%	11%	12%	12%	12%	12%	13%	13%
Capacity Building - Other	6%	6%	6%	6%	7%	6%	6%	7%	7%
Capital	4%	4%	5%	4%	4%	3%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Payments for participants receiving SIL supports has also grown over the last two years from \$1.6bn in the December 2019 quarter to \$2.1bn in the December 2021 quarter. The SIL component (core-daily activities) of the plan represents approximately 80 per cent of total payments.

Figure 39: Total payments (in \$m and %) per quarter – participants in SIL

Support Category	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21	Dec -21
Core - Daily Activities	1,271	1,379	1,561	1,589	1,516	1,628	1,623	1,633	1,613
Core - Community	203	199	186	195	213	229	264	252	267
Core - Consumables & Transport	18	21	21	24	23	25	25	28	26
Capacity Building - Daily Activities	21	23	32	35	36	37	44	45	47
Capacity Building - Other	42	48	53	58	59	57	64	68	68
Capital	35	43	51	50	46	46	45	45	53
Total	1,591	1,713	1,904	1,951	1,892	2,022	2,065	2,070	2,073

Support Category	Dec -19	Mar -20	Jun -20	Sep -20	Dec -20	Mar -21	Jun -21	Sep -21	Dec -21
Core - Daily Activities	80%	81%	82%	81%	80%	81%	79%	79%	78%
Core - Community	13%	12%	10%	10%	11%	11%	13%	12%	13%
Core - Consumables & Transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity Building - Daily Activities	1%	1%	2%	2%	2%	2%	2%	2%	2%
Capacity Building - Other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	2%	3%	3%	2%	2%	2%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

4.2 Plan management types

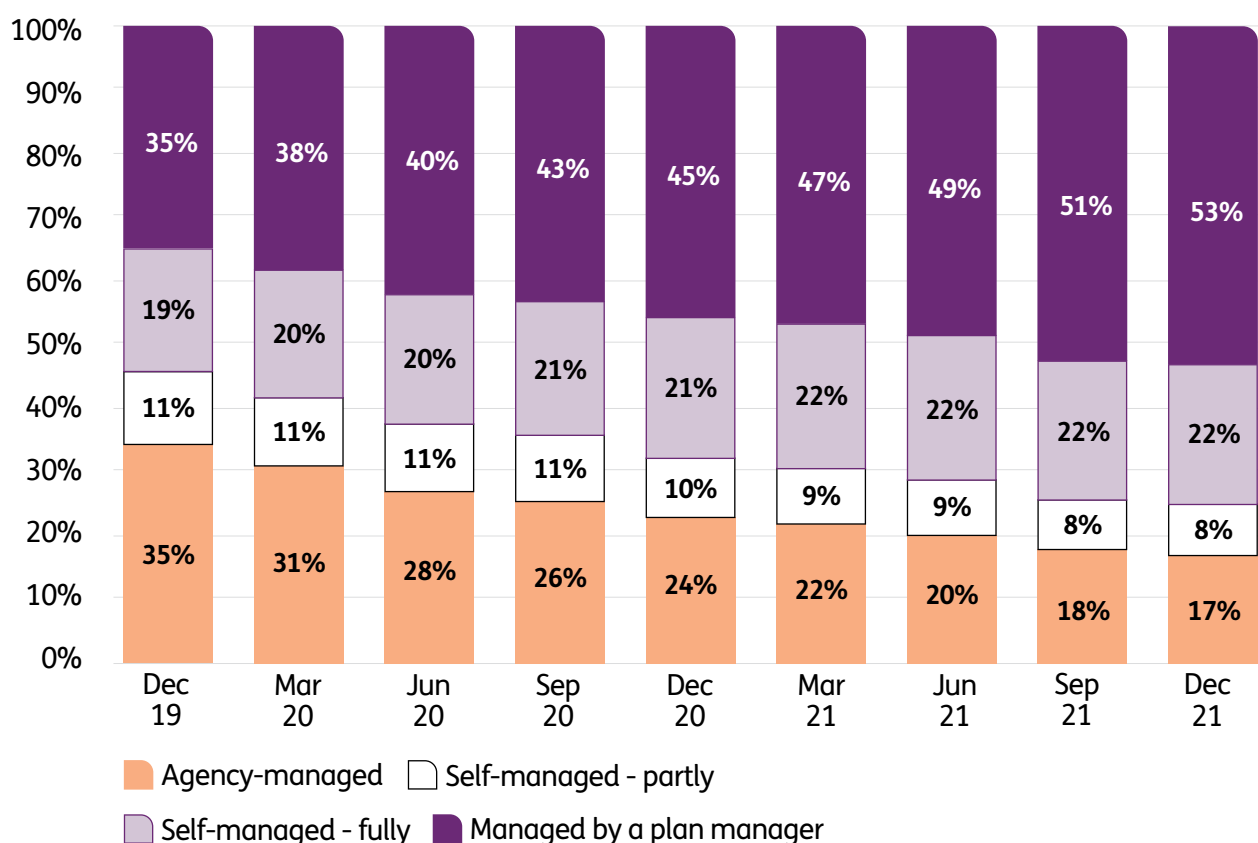
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

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

- **self-manage all or part of** their plan has been stable at **30%**
- use a **plan manager** has increased from **35%** to **53%**
- have a fully **Agency-managed** plan has decreased from **35%** to **17%**.

Many participants who have entered the Scheme in recent years have chosen to use a plan manager compared with participants who joined the Scheme earlier. This is a key driver of the increase in the number of participants with plan managers.

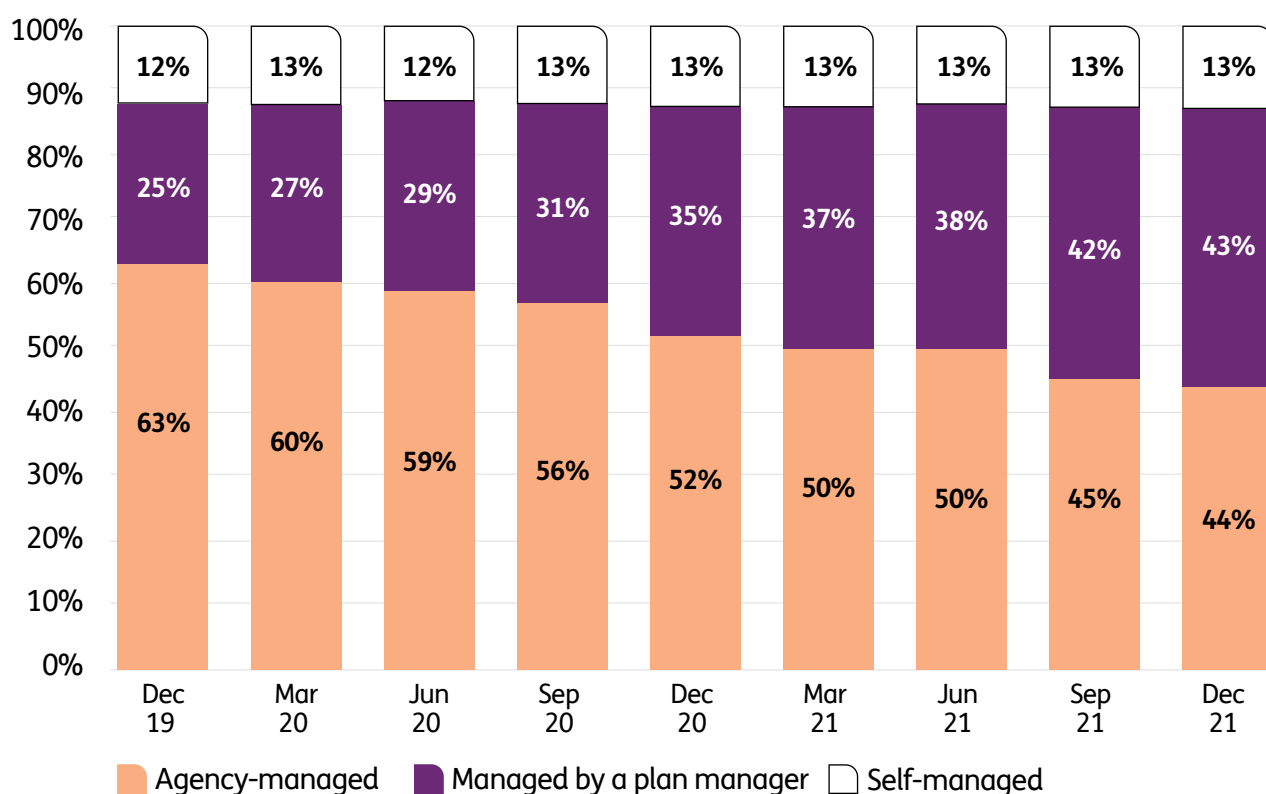
Figure 40: Distribution of active participants by method of financial plan management over time cumulatively – all participants



There have also been changes in payments over the past two years across these three plan management types:

- **self-management** has increased from **12%** to **13%**
- payments managed by a **plan manager** has increased from **25%** to **43%**
- **Agency-managed** payments decreased from **63%** to **44%**.

Figure 41: Distribution of payments by method of financial plan management over time – all participants

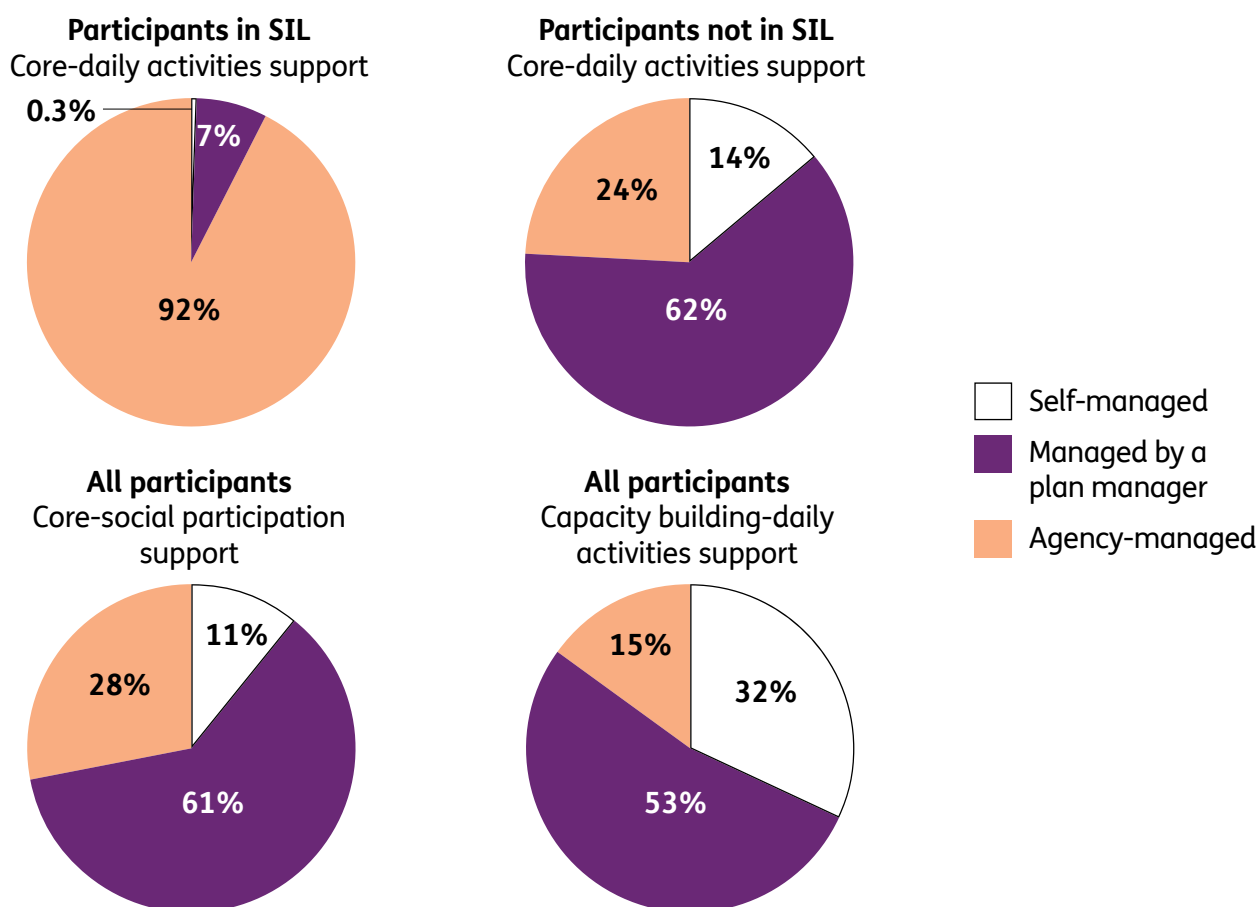


In the second quarter of 2021-22, of the \$6.7bn in payments, \$0.9bn was self-managed (13 per cent), \$2.9bn was managed by a plan manager (43 per cent), and \$2.9bn was Agency-managed (44 per cent).⁴⁵

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

- payments for **participants in SIL receiving core daily supports** were **\$1.6bn**. Of this, \$5m was self-managed (**less than 1%**), \$119m was managed by a plan manager (**7%**), and \$1.5bn was Agency-managed (**92%**).
- payments for **participants not in SIL receiving core-daily activities support** were **\$2.0bn**. Of this, \$276m was self-managed (**14%**), \$1.3bn was managed by a plan manager (**62%**), and \$486m was Agency-managed (**24%**).
- payments for **participants receiving core-social participation support** were **\$1.2bn**. Of this, \$136m was self-managed (**11%**), \$755m was managed by a plan manager (**61%**), and \$355m was Agency-managed (**28%**).
- payments for **participants receiving capacity building-daily activities support (therapy supports)** were **\$873m**. Of this, \$280m was self-managed (**32%**), \$467m was managed by a plan manager (**53%**), and \$127m was Agency-managed (**15%**).

Figure 42: Payments for the largest support categories by plan management type for Q2 2021-22



⁴⁵ Includes cash and in-kind payments.

Figure 43: Total payments in Q2 2021-22 by plan management type (\$m)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	1,490	119	5	1,613
Daily activities - non-SIL	486	1,253	276	2,014
Social & community participation	355	755	136	1,246
Consumables	16	70	43	129
Transport	89	5	82	175
Total core support	2,435	2,202	541	5,178
Capacity building				
Daily activities	127	467	280	873
Support coordination	151	40	3	194
Other capacity building support	90	142	21	253
Total capacity building support	368	648	304	1,320
Capital				
Specialist disability accommodation (SDA)	45	0	0	45
Assistive Technology	87	34	18	139
Home Modifications	11	9	4	24
Total capital	143	43	22	208
Total	2,947	2,893	867	6,707

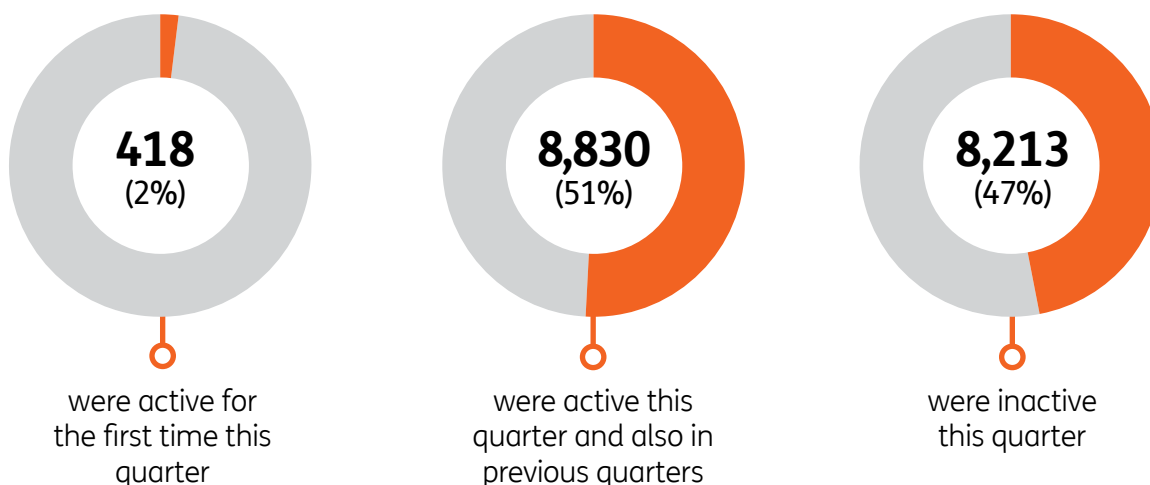
Figure 44: Total payments in Q2 2021-22 by plan management type (%)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	92%	7%	0%	100%
Daily activities - non-SIL	24%	62%	14%	100%
Social & community participation	28%	61%	11%	100%
Consumables	12%	55%	33%	100%
Transport	51%	3%	47%	100%
Total core support	47%	43%	10%	100%
Capacity building				
Daily activities	15%	53%	32%	100%
Support coordination	78%	21%	2%	100%
Other capacity building support	36%	56%	8%	100%
Total capacity building support	28%	49%	23%	100%
Capital				
Specialist disability accommodation (SDA)	100%	0%	0%	100%
Assistive Technology	63%	25%	13%	100%
Home Modifications	45%	37%	18%	100%
Total capital	69%	21%	11%	100%
Total	44%	43%	13%	100%

4.3 Providers supporting Agency-managed participants

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

Since the start of the Scheme, 17,461 providers have supported Agency-managed participants.⁴⁶ Of these:



Further analysis on providers who support Agency-managed participants has been undertaken to better understand whether the market is expanding in terms of the number of providers currently supporting participants. Considering the largest support categories for Agency-managed participants over the past six quarters (from 2020-21 Q1 to 2021-22 Q2):

- The number of participants receiving SIL supports for core daily activities **increased** by **2.8%** per quarter and the number of providers **increased** by **4.6%** per quarter.
- The number of participants receiving supports other than SIL for core daily activities **decreased** by **3.3%** per quarter, and the number of providers **increased** by **0.6%** per quarter.
- The number of participants receiving social and community participation supports **decreased** by **1.8%** per quarter, and the number of providers **increased** by **2.5%** per quarter.
- The number of participants receiving supports for capacity building daily activities (therapy service) **decreased** by **5.1%** per quarter, and the number of providers **decreased** by **2.5%** per quarter.

As the percentage change in providers is higher than the percentage change in participants in each of the support categories, there are more providers per participant, indicating growth in the market for providers supporting Agency-managed participants, and more choice for participants.

⁴⁶ Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 17,461. Further, some of the 8,213 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

Figure 45: Participants and providers with Agency-managed payments for core daily activities by quarter – participants with SIL

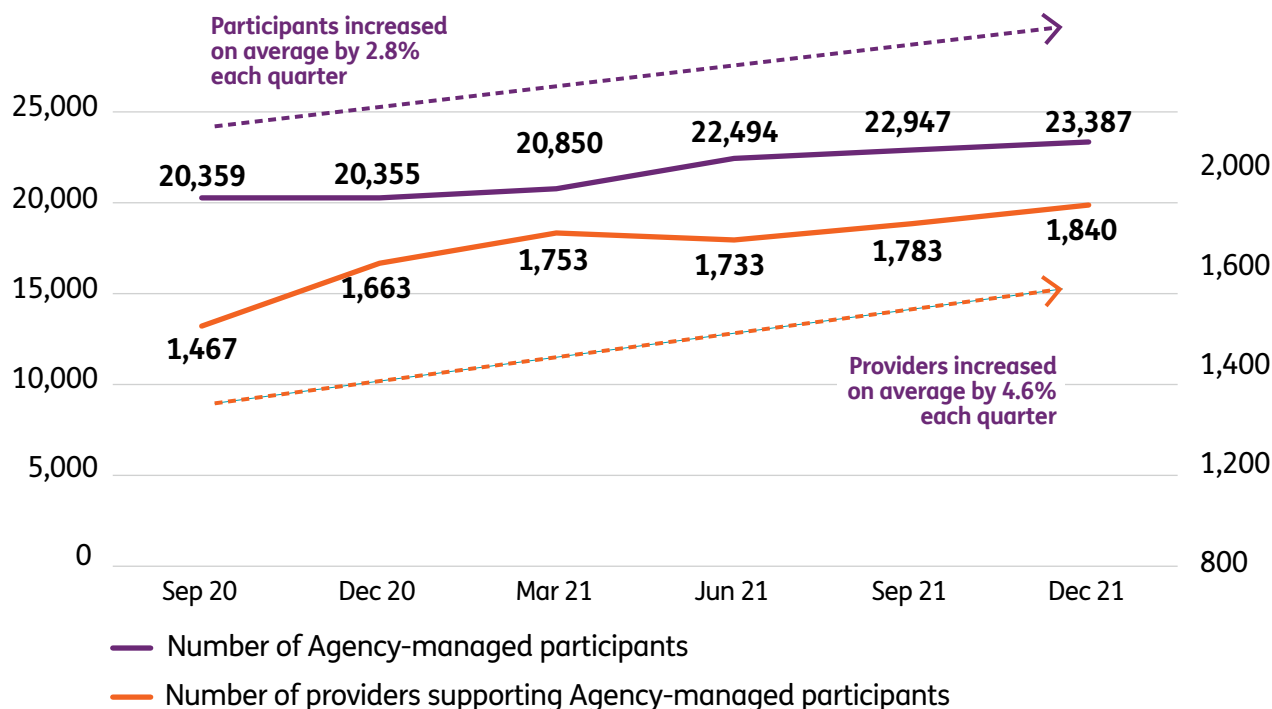


Figure 46: Participants and providers with Agency-managed payments for core daily activities by quarter – participants without SIL

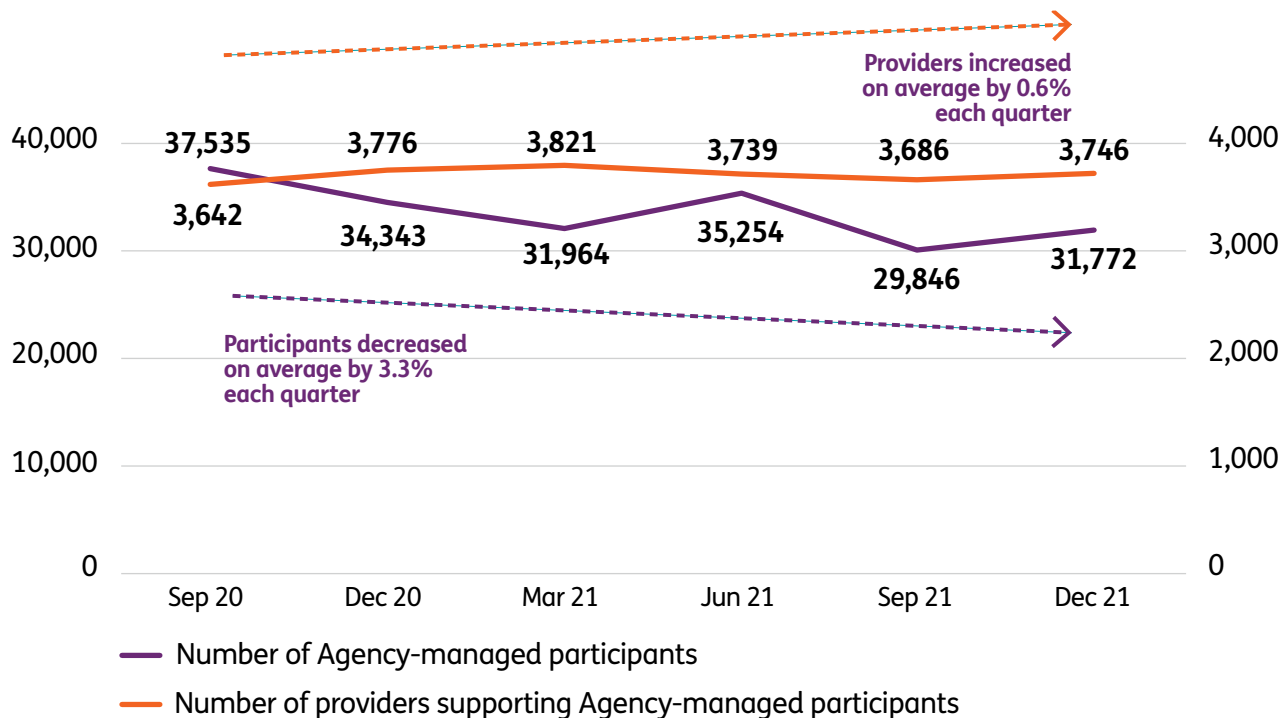


Figure 47: Participants and providers with Agency-managed payments for core social and community participation supports by quarter – all participants

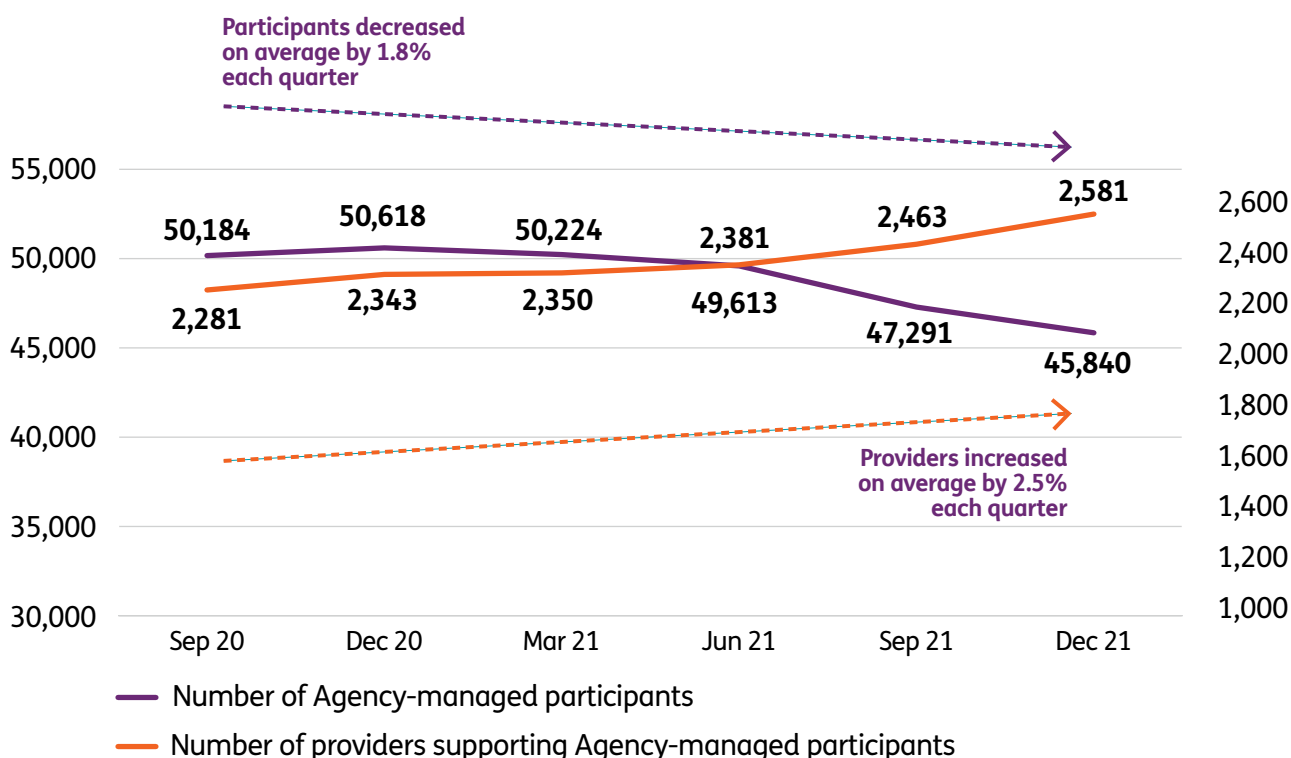
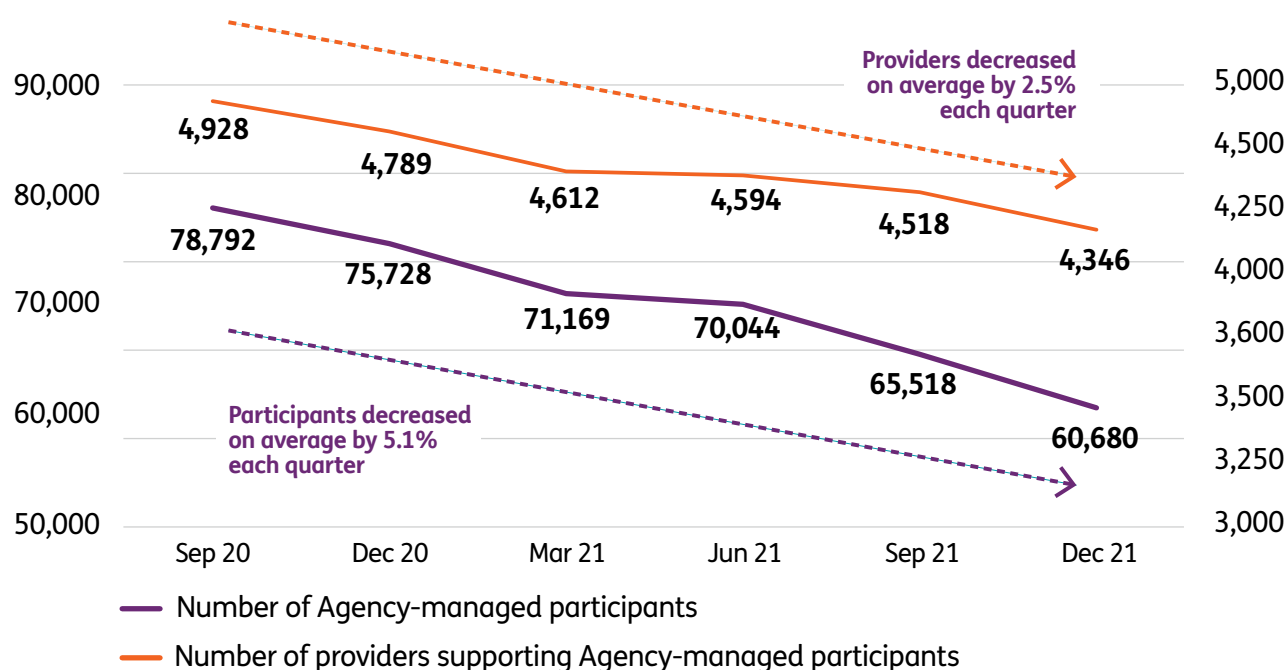


Figure 48: Participants and providers with Agency-managed payments for capacity building daily activities by quarter – all participants



The largest ten providers supporting Agency-managed participants received \$342m in the December 2021 quarter, which was 12 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$71m in the December 2021 quarter from plan managers (for participants with a plan manager). Additional payments may have also been received for self-managed participants.

Figure 49: Largest ten providers by payments in Q2 2021-22 – Agency-managed participants⁴⁷

ABN	Provider name	Total Agency-managed payments in Q2 2021-22	Additional payments received through plan managers to support participants with a plan manager	Total
15101252171	Life Without Barriers	\$80m	\$13m	\$93m
31001813403	Aruma Services	\$49m	\$8m	\$57m
73628264460	Home@scope Pty Ltd	\$37m	\$1m	\$39m
45000062288	Cerebral Palsy Alliance	\$33m	\$4m	\$37m
87302064152	The Northcott Society	\$31m	\$7m	\$38m
80009670704	Endeavour Foundation	\$31m	\$8m	\$39m
27009942269	CPL – Choice, Passion, Life	\$22m	\$9m	\$31m
37020000711	Minda Incorporated	\$20m	\$6m	\$26m
99000112729	Australian Foundation for Disability	\$19m	\$9m	\$29m
29001260153	The Disability Trust	\$19m	\$6m	\$25m
Total for largest 10 providers		\$342m	\$71m	\$413m

⁴⁷ Providers supporting Agency-managed participants, noting 92 per cent of SIL payments in the last quarter were to providers supporting Agency-managed participants.

4.4 Plan managers

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

Payments to plan managers was \$2.9bn in the December 2021 quarter. Of this \$2.9bn, \$103m was for plan management services, and the remainder was for plan managers to pay service providers to provide supports on behalf of plan-managed participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 60 per cent of total plan management payments in the December 2021 quarter were to registered providers, 36 per cent of plan managed payments were to unregistered providers, and four per cent were payments for plan management services. This differs by support category:

- Of the \$119 million in payments for **daily activities for participants in SIL**, **80%** went to registered providers and **20%** went to unregistered providers
- Of the \$1,253 million in payments for **daily activities for participants not in SIL**, **56%** went to registered providers and **44%** went to unregistered providers
- Of the \$755 million in payments for **social and community participation**, **67%** went to registered providers and **33%** went to unregistered providers
- Of the \$467 million in payments for **capacity building daily activities (therapy services)**, **65%** went to registered providers and **35%** went to unregistered providers

Figure 50: Payments by support category and provider registration in Q2 2021-22
– participants with plan managers (\$m)⁴⁸

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	95	24	119
Daily activities - non-SIL	697	556	1,253
Social & community participation	504	251	755
Consumables and transport	50	25	75
Total core support	1,346	856	2,202
Capacity building			
Daily activities	303	163	466
Support coordination	26	14	40
Other capacity building support	25	13	39
Total capacity building support	355	190	545
Capital supports	34	9	43
Total	1,735	1,055	2,790

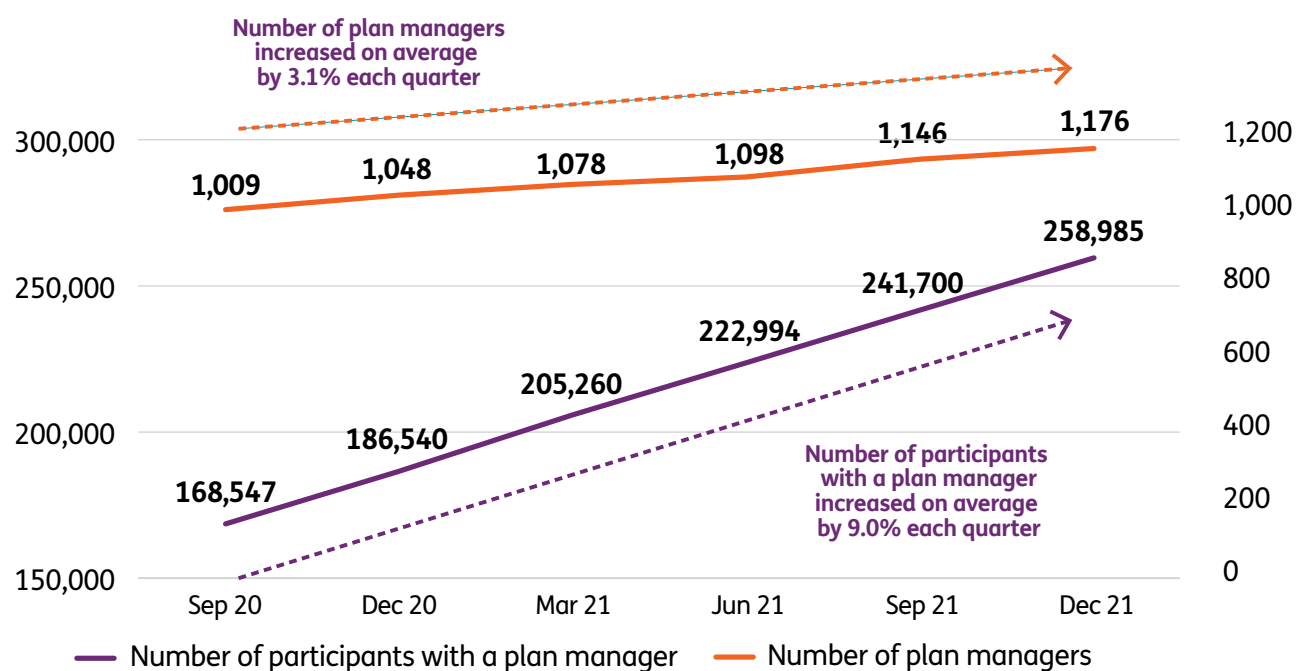
⁴⁸ Excludes \$103m paid to plan managers.

Figure 51: Payments by support category and provider registration in Q2 2021-22 – participants with plan managers (%)

	Registered providers	Unregistered providers	Total
Core support			
Daily activities - SIL	80%	20%	100%
Daily activities - non-SIL	56%	44%	100%
Social & community participation	67%	33%	100%
Consumables and transport	67%	33%	100%
Total core support	61%	39%	100%
Capacity building			
Daily activities	65%	35%	100%
Support coordination	66%	34%	100%
Other capacity building support	66%	34%	100%
Total capacity building support	65%	35%	100%
Capital supports	79%	21%	100%
Total	62%	38%	100%

Over the past six quarters the number of plan managers has increased from 1,009 to 1,176 – a quarterly average increase of 3.1 per cent. Over the same time period the number of participants being supported by plan managers has increased from 168,547 to 258,985 – a quarterly average increase of 9.0 per cent. This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

Figure 52: Participants and providers with a plan manager by quarter – all participants



The largest ten plan managers received \$1.14bn payments in the December 2021 quarter, which is 39 per cent of total payments received by all plan managers in the quarter. The split between registered and unregistered providers is largely consistent between the large providers.

Figure 53: Payments by provider registration for the largest ten plan managers by payments in Q2 2021-22 (% and \$m)

ABN	Legal Name	Registered providers	Unregistered providers	Plan management	Total
52617963676	My Plan Manager.com.au Pty Ltd	60%	37%	4%	\$298m
54609868993	Plan Management Partners Pty Ltd	59%	38%	3%	\$208m
24619787692	National Disability Support Partners Pty	64%	32%	4%	\$134m
92622499898	Leap In! Australia Ltd	52%	44%	3%	\$85m
62149233634	Integrated Care Pty Ltd	59%	37%	4%	\$80m
16621969337	Peak Plan Management Pty Ltd	64%	32%	4%	\$76m
69624874219	Maple Plan Pty Ltd	58%	38%	4%	\$75m
22729829472	Moir Limited	65%	32%	3%	\$71m
18620281209	Instacare Pty Ltd	56%	40%	4%	\$64m
73624994565	Connect Plan Management Pty Ltd	60%	38%	2%	\$52m
Total largest 10 plan managers					\$1,141m

4.5 Supported Independent Living (SIL)

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

Total payments to participants in SIL has increased by 39 per cent annually over the last three years, from \$3.0bn to \$8.2bn. The number of participants has also increased from approximately 10,372 at 31 December 2017 to 25,954 at 31 December 2021. This in part reflects phasing from the State/Territory programs into the NDIS.

The average payment per participant for SIL supports has also increased, and comprises a large component of the total average payment for participants in SIL (noting, that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building). The average payment per participant for SIL supports (core daily activities) has increased by 12 per cent annually over the last three years.

Figure 54: Number of participants and payments for years ending 31 December – participants in SIL

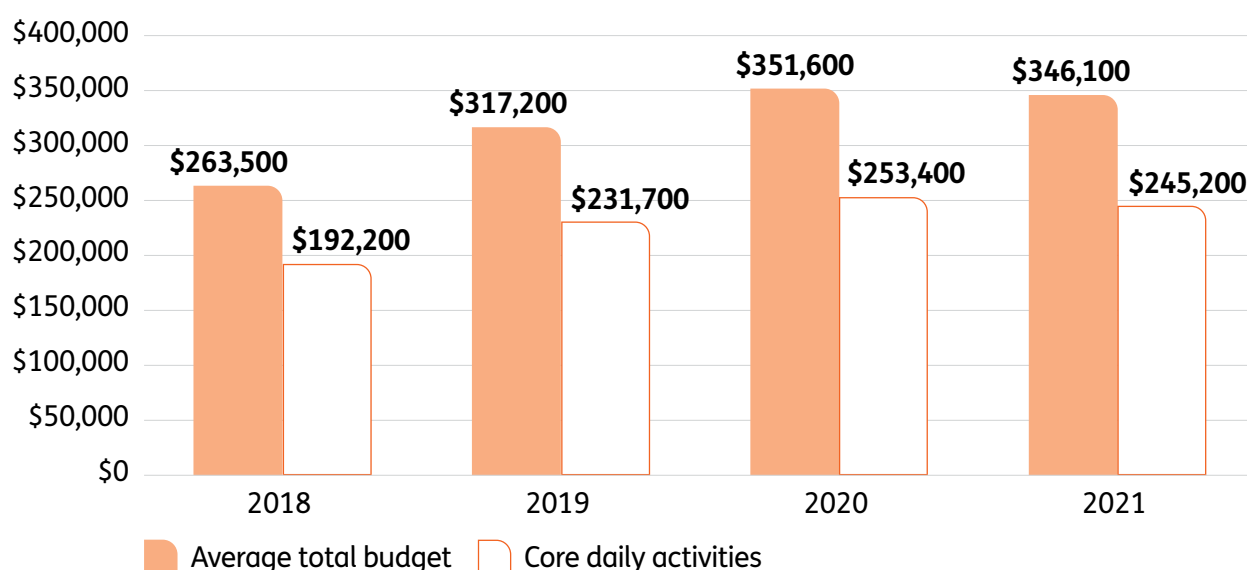
Year	2018	2019	2020	2021	% increase (per annum)
Active participants	16,880	22,277	24,752	25,954	
Total payments (\$m)	3,033	5,485	7,460	8,230	39%
Average payment (\$)	222,600	280,200	317,300	324,600	13%
Total payments – core daily activities (\$m)	2,467	4,451	6,045	6,497	38%
Average payment – core daily activities (\$)	181,000	227,300	257,100	256,300	12%

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

In the last year, however, average plan budgets have decreased marginally from the previous year, but are still well above plan budgets from two and three years ago.⁴⁹ Some of the reasons for decreasing plan budgets include corrected errors in the roster of care tool that enabled rosters of care to extend to 53 weeks in a year, and overstate the number of public holidays.

⁴⁹ Specifically, there was a 31 per cent increase in average plan budgets, and a 28 per cent increase in the average daily activities component of the plan budgets over the three years to 31 December 2021.

Figure 55: Average plan budgets over time at 31 December – participants in SIL



The largest ten providers (by SIL core daily activities payments) are listed in the table below along with the total core daily activities payments received for SIL supports in the last three years⁵⁰, noting that these providers receive payments for other supports in addition to SIL.

Figure 56: Largest ten providers by core daily activities payments – participants in SIL*

Provider ABN	Provider name	Core daily activities payments (\$m)		
		2019	2020	2021
15101252171	Life Without Barriers	155	212	240
31001813403 ⁵¹	House With No Steps / Aruma Services / Aruma Foundation Limited / Aruma Services Victoria Limited	173	231	238
73628264460 ⁵²	Home@Scope Pty Ltd / Scope (Aust) Ltd	52	59	143
80009670704	Endeavour Foundation	87	100	88
87302064152	The Northcott Society	113	125	121
45000062288	Cerebral Palsy Alliance	78	107	118
37020000711 ⁵³	Minda Incorporated	57	75	71
29001260153	The Disability Trust	44	71	66
11553592765	Activ Foundation Incorporated	25	42	53
14005304432	Yooralla	50	59	55
Total largest 10 providers		834	1,081	1,193

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

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

⁵⁰ Agency-managed participants only.

⁵¹ In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

⁵² In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

⁵³ In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

4.6 Choice and control, utilisation and market concentration

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

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

– **choice and control**

– **utilisation**

– **market concentration**

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

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

Choice and control

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

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

Overall, 52 of the 80 service districts (65 per cent) in the analysis were within five percentage points of the national average, two service districts (3 per cent) were more than 10 percentage points above the national average, and three service districts (4 per cent) were more than 10 percentage points below the national average.

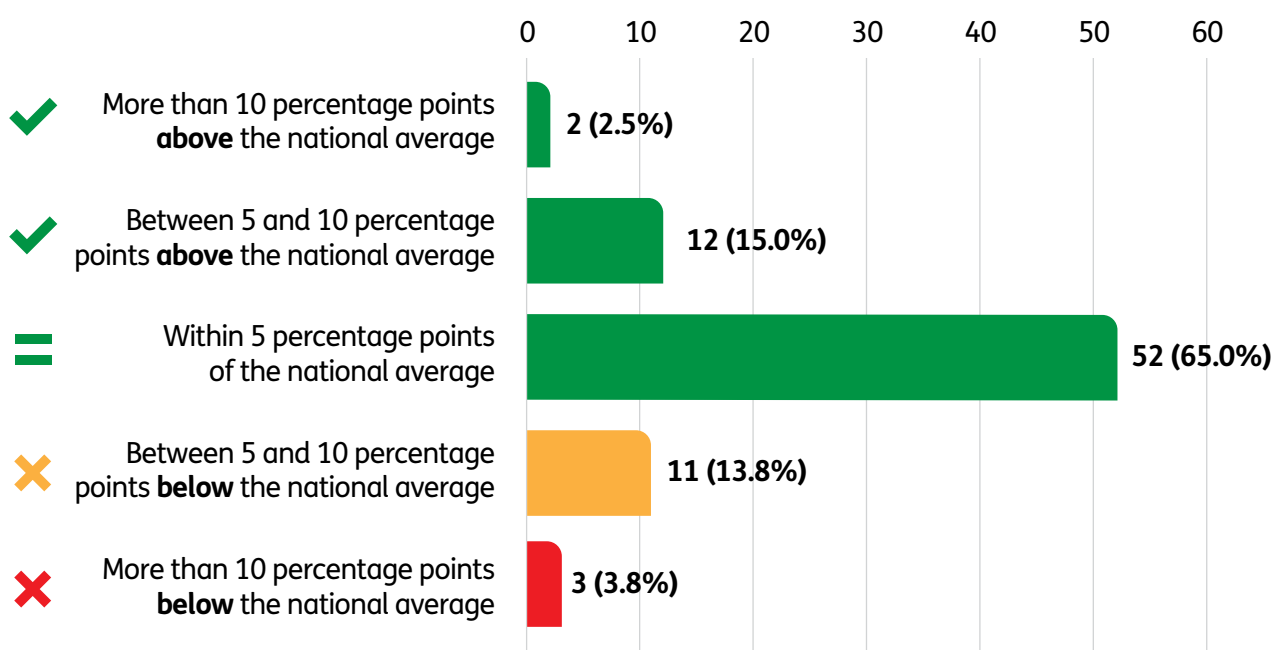
The two service districts more than 10 percentage points above the national average were Barkly in the Northern Territory and Fleurieu and Kangaroo Island in South Australia. The three service districts more than 10 percentage points below the national average were Darwin Remote and Katherine in the Northern Territory and Goldfields-Esperance in Western Australia.

At 31 December 2021:

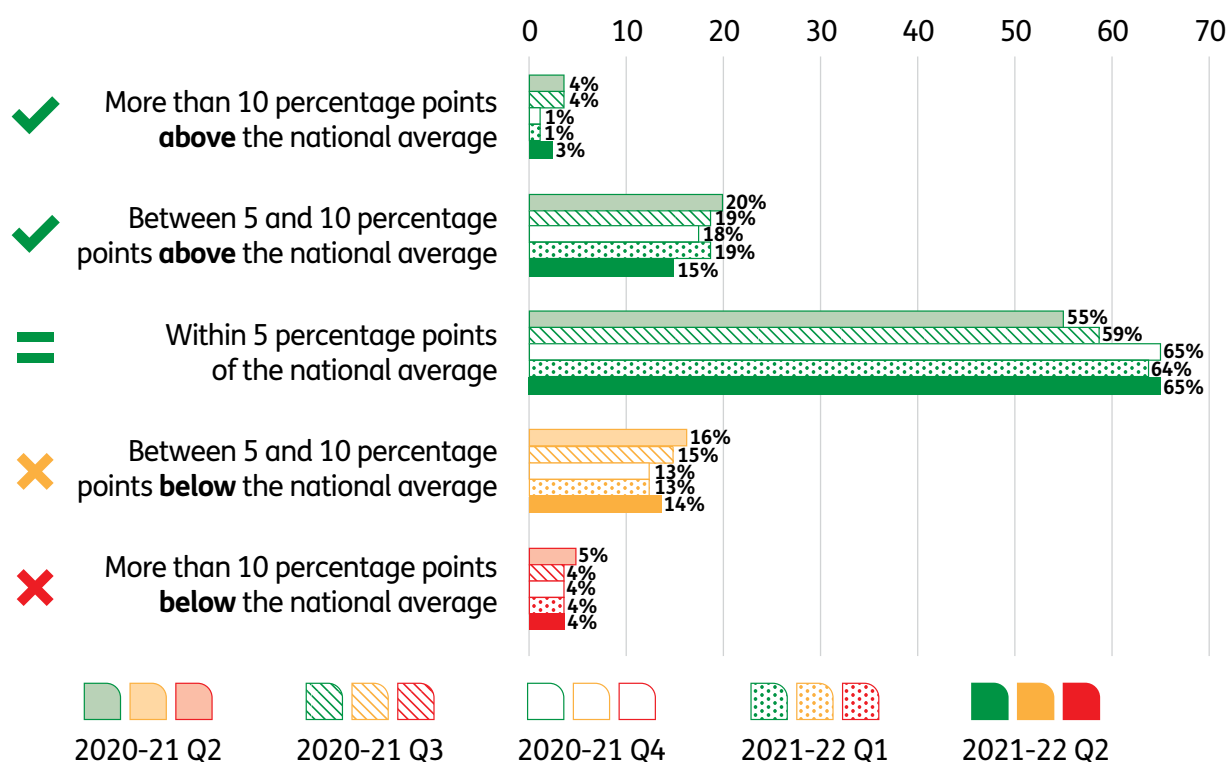
– **Darwin Remote** had **434** active participants and plan budgets totalling \$30 million

– **Katherine** had **206** active participants and plan budgets totalling \$35 million

– **Goldfields-Esperance** had **710** active participants and plan budgets totalling \$51 million

Figure 57: Choice and control – number of service districts – gap to benchmark


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

Figure 58: Choice and control – number of service districts – gap to benchmark – trend


Utilisation

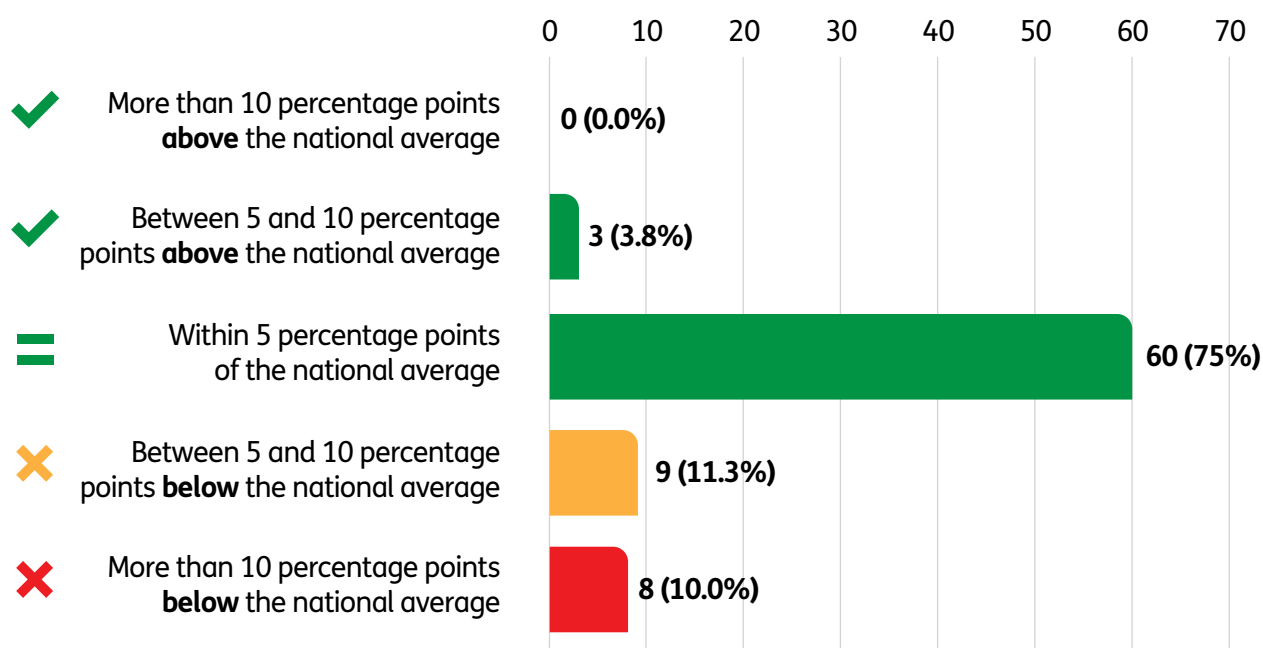
As seen in Figure 65, the average payment per participant has increased by 11.5 per cent over the three years from 31 December 2018 to 31 December 2021, and the average plan budget has increased by 4.5 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 60 of the 80 service districts (75 per cent) in the analysis are within five percentage points of the national average⁵⁴, no service districts were more than 10 percentage points above the national average, and eight service districts (10 per cent) were more than 10 percentage points below the national average.

The eight service districts more than 10 percentage points below the national average has increased from five at 30 September 2021. The three new service districts this quarter are Far West in NSW, Barkly in the Northern Territory and Wheat Belt in Western Australia. The other service districts more than 10 percentage points below the national average are mainly smaller regional and remote service districts in South Australia, Western Australia and the Northern Territory. The Thin Market trials underway, as detailed in section 4.9 of this report, are targeting some of these service districts.

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

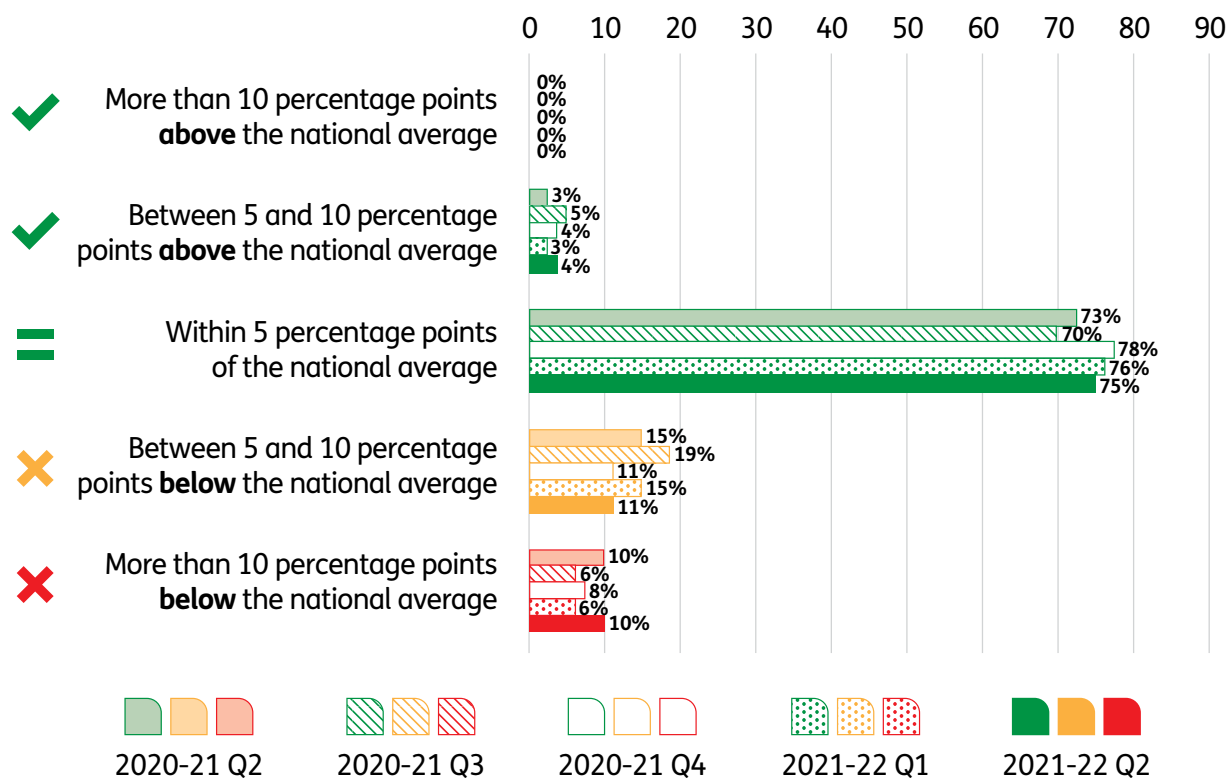
Figure 59: Utilisation – number of service districts – gap to benchmark



⁵⁴ Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

Over the last year, the number of service districts more than 10 percentage points below the national average has remained steady at 8. The number of service districts within 5 percentage points of the national average has increased from 58 to 60.

Figure 60: Utilisation – number of service districts – gap to benchmark – trend



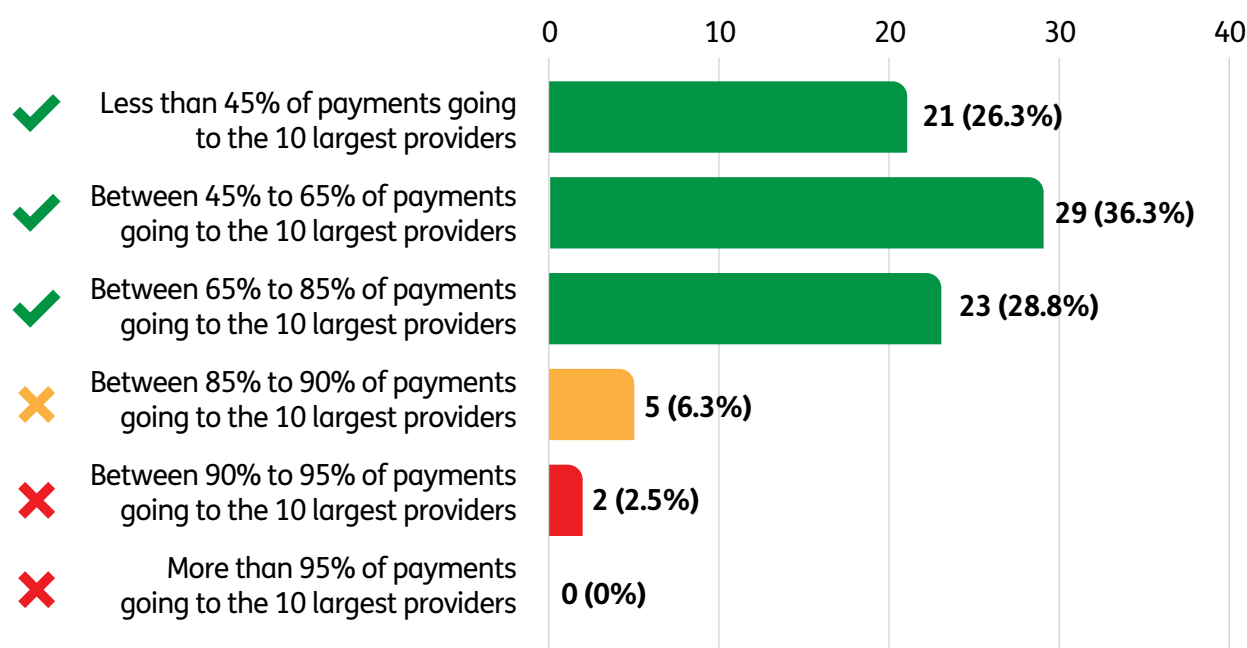
Market concentration

Understanding the distribution of payments to service providers in a service district can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and could mean that there is less competition in the area. For the December 2021 quarter, 12 per cent of payments⁵⁵ were paid to the largest 10 providers supporting Agency-managed participants.

The analysis below considers payments in the six month period to 30 September 2021 to providers of Agency-managed participants. There are seven service districts where 85 per cent or more of payments go to the largest 10 providers (9 per cent) and 21 service districts where less than 45 per cent of payments went to the 10 largest providers (26 per cent).

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

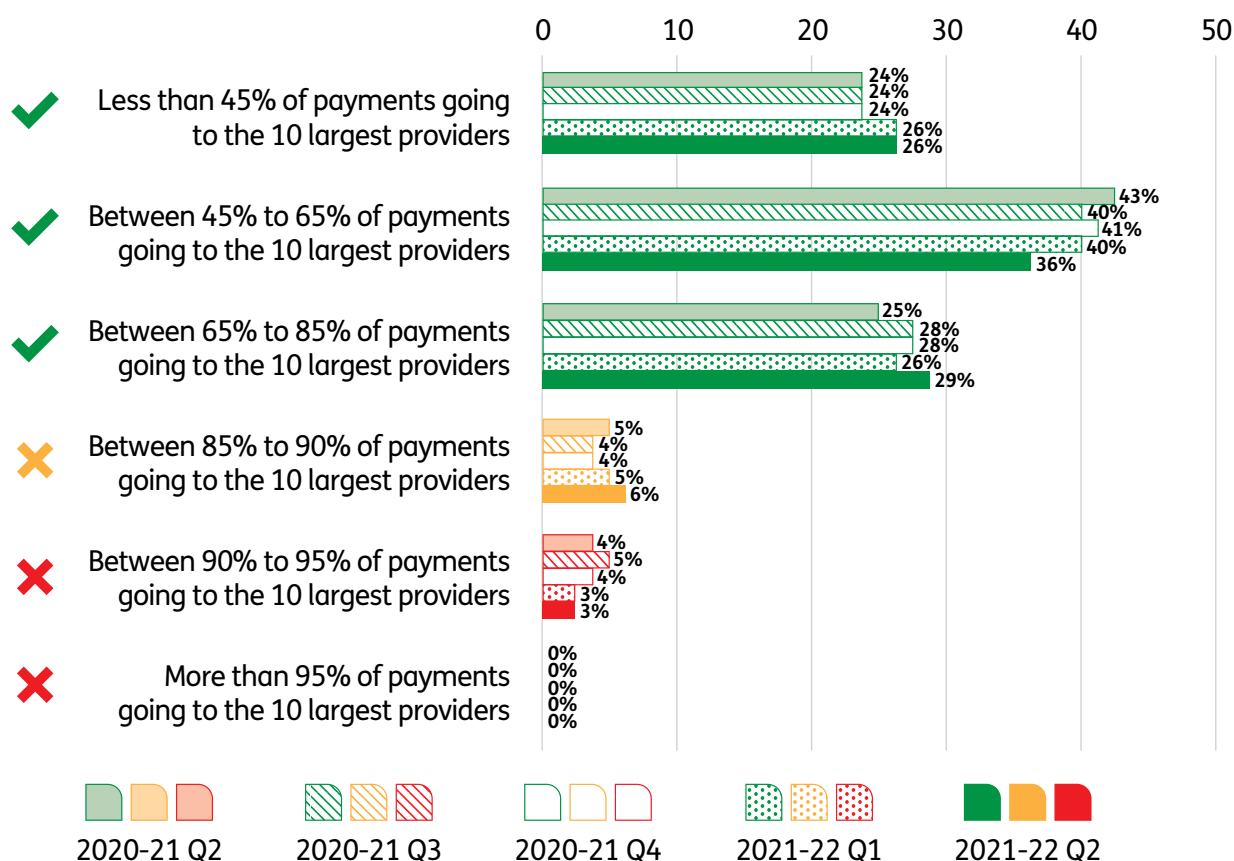
Figure 61: Market concentration – number of service districts by percentage of payments going to the 10 largest providers



⁵⁵ Excludes YPIRAC payments to the Department of Health.

The number of service districts where 85 per cent or more of payments go to the largest 10 providers has remained steady at 7 in the last year (9 per cent). The number of service districts where less than 45 per cent of payments went to the 10 largest providers has increased from 19 (24 per cent) to 21 (26 per cent). The number of service districts where between 65 per cent to 85 per cent of payments go to the 10 largest providers has increased from 20 (25 per cent) to 23 (29 per cent).

Figure 62: Market concentration – number of service districts by percentage of payments going to the 10 largest providers – trend



4.7 COVID Assistance

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

The last 6 months have been particularly challenging for disability service providers as they managed COVID-19 outbreaks whilst continuing to provide critical services under state mandated restrictions. As noted in the Introduction section of this report, the NDIA acknowledges the hard work and commitment of providers in providing essential supports to NDIS participants through the COVID-19 pandemic. Further, the NDIA has been working closely with the sector and has put a number of initiatives in place to ensure continuity of supports is maintained for participants during this time (refer to the Introduction section of this report for more detail on these initiatives).

4.8 Market Stewardship activities

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

Home and Living

The NDIA continues to identify and prioritise market development initiatives to foster the ongoing progression of the SDA market.

The second [SDA](#)⁵⁶ report, covering the first quarter of 2021-22, was released on the NDIS website on 9 December 2021 and shared data and insights about changes in SDA and the SDA-eligible participant cohort over time. This edition builds on the first release of the SDA Quarterly Report in September 2021 and supplements the data that is regularly released through the NDIA quarterly reports, the recently published SDA Market Information Statement, and the new SDA Finder and demand data tools. The report will continue to evolve to better support and mature the SDA market through actionable data points.

Over 4,500 people visited the new SDA finder in Q1 which provides a strong foundation for ongoing deepened visibility on supply trends.

Enhancements to the 'my NDIS provider portal' (SDA dwelling enrolment portal) enabling multi-design category dwelling enrolment went live on 16 December 2021. Multi-design category dwelling enrolment was made possible via the SDA Design Standard which became mandatory for New Build SDA dwellings on 1 July 2021. A user guide for the 'my NDIS provider portal' was also released to better support SDA providers to undertake dwelling enrolment activities.

The NDIA has continued the strong and ongoing stakeholder engagement and collaboration activity over the last quarter to deepen the understanding of participant and sector needs, including supply issues for SDA relating to commercial pressures across the building sector on land availability, building materials, construction activity and workforce over the past 12 months.

⁵⁶ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

4.9 Thin markets

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

The NDIA continues to identify and prioritise market intervention projects through its thin markets operational model. There are currently 26 projects underway. Information on open and closed projects is available on the NDIS [website](#).⁵⁷

New projects have recently commenced in Darwin, Cairns and Katherine. Four have recently been completed, including two regions of a larger project agreed by Disability Ministers in the Northern Territory (Alice Springs and MacDonnell). An additional four will be completed shortly: WA Broome, WA West Arnhem, QLD Tiwi islands, and QLD Mornington Island.

The thin markets operational model allows for a consistent operational approach whilst still taking a bottom up method to understanding local needs and working with local markets to resolve issues such as poor market connections, low demand and other barriers to service provision in rural and remote areas. The NDIA is considering the role of market stakeholders in facilitating a market, and how coordinated funding proposals may be used without the support of the NDIA, to build local networks and resolve market issues independently from the NDIA.

The NDIA is pleased to have supported the recent completion of the following projects:

- In **Alice Springs, Northern Territory**, the NDIA took a market facilitation approach to increase utilisation across all supports for 96 NDIS participants. The majority of these participants identified as Aboriginal and Torres Strait Islander. This project commenced in March 2020 and concluded in June 2021. As a result of this project, there were improved market connections and participants were supported to obtain the services they were seeking. Between February 2020 (pre-intervention) and March 2021, average monthly payments per participant increased from \$2,735 to \$9,348 and a range of providers commenced or recommenced NDIS service delivery in Alice Springs.
- In **MacDonnell, Northern Territory**, a market facilitation approach was used to improve the connectivity and functionality of the market for 41 NDIS participants. The project commenced in March 2020 and concluded in June 2021. As a result of this work, the average payments per participant increased from \$4,461 (February 2020) to \$8,280 (March 2021) and a range of providers commenced or recommenced NDIS service delivery in MacDonnell.
- In **Derwent Valley, Tasmania**, the NDIA undertook a deep dive into NDIS data and sought to understand participant scenarios about connection to services. This project supported 9 participants to connect to services who had not previously received any services from the NDIS. The Provider Finder tool was also promoted as a helpful tool for providers and participants to support market connections.

⁵⁷ <https://www.ndis.gov.au/providers/market-monitoring-and-intervention>

4.10 NDIS pricing

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

Annual Price Review

As mentioned in the Introduction to this report, the NDIA recognises that providers' costs have increased as a result of COVID and has temporarily increased the overhead allowance in the NDIS Disability Support Worker Cost Model from 12.0% to:

– **12.4%** for SIL supports and group core support, including employment supports

– **12.25%** for other core supports

More broadly, the NDIA is committed to the continuous improvement of the methodologies underpinning the NDIS price controls framework. A combination of market data, research, public consultation and regular industry engagement informs changes to pricing arrangements and price limits.

The Annual Pricing Review 2021-22 commenced in the last quarter, seeking feedback about NDIS price limits and policy for the 2022-23 financial year. A consultation paper was released on 14 October 2021 and providers, participants, their families and carers, community, peak bodies and other sector representatives were invited to provide input via a submission or through a range of consultative activities.

The Agency has engaged with the Participant Reference Group and Participant Engagement Panel to seek feedback on the pricing arrangements directly from participant representatives. Further input has been sought via the IAC and a series of working groups with providers and other stakeholders to consider issues such as administrative and quality and safeguarding costs, group based core supports, therapy or nursing supports, and regional services. The pricing review process involves close collaboration with other Commonwealth departments and engagement with State and Territory governments. The NDIA will be considering the consistency of pricing across government as part of the pricing review.

In addition, financial benchmarking surveys focussed on the costs of service coordination, plan management and the supports delivered by Disability Support Workers opened in late 2021 and will be key pieces of evidence to support recommendations towards the final NDIS Pricing Arrangements and Price Limits for 2022-23.



Kristian takes centre stage in scripting a life of independence

Kristian's keen eye for performance and bringing his visions to life on film are key themes in scripting a fulfilling life of independence for the Lismore local.

The NDIS participant, who was born with osteogenesis imperfecta – a condition which causes bones to break very easily – has been making his voice heard, literally. Combining independent living with a host of much-loved hobbies, Kristian's "freedom of choice" saw the talented 25-year-old take to the stage with Bangalow Theatre Company for a role in well-known rock musical, *Rent*.

"It was good to feel really included, and everything was accessible and inclusive," Kristian said. The role in *Rent* was another move forward for Kristian, who, as a foster child originally from Liverpool in New South Wales, found his way to Lismore via Grafton and Murwillumbah.

After finding his way to Lismore for University, Kristian stayed on to create the life he wanted in the Northern Rivers' regional centre. Kristian's continued push for sustained independence has been made possible through the NDIS. Helping him to thrive on and off stage, Kristian uses his funding to access in-home supports and assistive technology such as his wheelchair.

"I have support workers who help with the domestic stuff, and support me with cooking and shopping. I had 12 performances of *Rent* over two weeks, and the support workers also helped me get there and back for that."

With *Rent* ticked off, Kristian will now focus on his long-term goal of finding sustained employment. "I've got two computers for streaming, a couple of microphones, a green screen on a roller, and I've recently started a YouTube channel," Kristian said. "I'm maintaining as much independence as I can."

5

Financial sustainability



5

Financial sustainability

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

5.1 Participant and cost projections

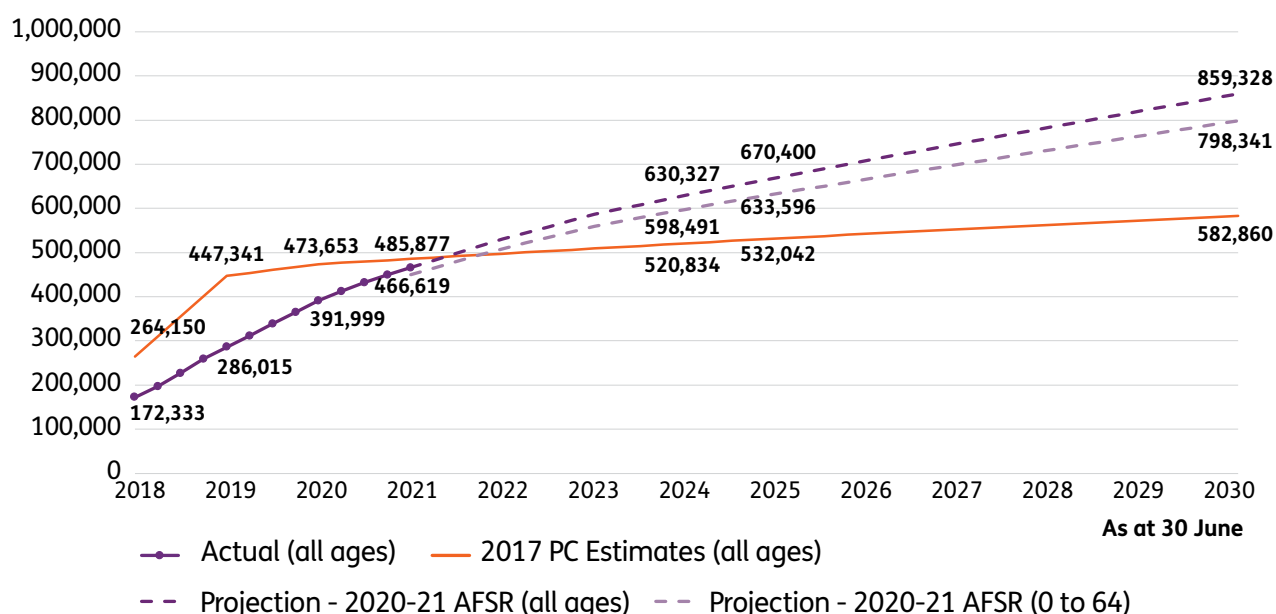
On 8 October 2021, the NDIA Board released both the Annual Financial Sustainability Report (AFSR), and the Peer Review Report.

The NDIA Board released the 30 June 2021 AFSR on 8 October 2021. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year's AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary.⁵⁸ A copy of this report was also released on 8 October 2021.

The AFSR projects that:

- There will be 670,400 participants in the Scheme at the end of June 2025 (of which 633,600 are under the age of 65 years), and 859,300 at the end of June 2030 (of which 798,300 are under the age of 65 years). These figures are significantly higher than estimated by the Productivity Commission in 2017. At 31 December 2021, the number of participants in the Scheme is higher than estimated by the Productivity Commission.

Figure 63: Actual and projected participants (2020-21 AFSR and 2017 Productivity Commission Estimates)



⁵⁸ The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D)

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

Figure 64: Projected participant costs (cash and accrual basis)

Participant costs (\$m)	2021-22	2022-23	2023-24	2024-25	2029-30
Participant costs (cash basis)					
Participant costs (0-64)	26,994	30,965	34,345	37,067	51,471
Participant costs (65+)	1,837	2,464	3,114	3,748	7,012
Total participant costs (cash basis)	28,831	33,429	37,459	40,814	58,483
Participant costs (accrual basis)					
Participant costs (0-64)	27,359	31,386	34,812	37,569	52,169
Participant costs (65+)	1,864	2,501	3,161	3,803	7,115
Total participant costs (accrual basis)	29,223	33,886	37,973	41,373	59,284

More detail is available in the reports located here:

[Interim update to the Annual Financial Sustainability Report⁵⁹](#) – published 3 July 2021

[Annual Financial Sustainability Report⁶⁰](#) – published 8 October 2021

[Independent Actuary Peer Review Report⁶¹](#) – published 8 October 2021

In addition, Disability Ministers commissioned an [external review⁶²](#) of the AFSR. This review was undertaken by actuarial firm Taylor Fry and concluded:

- Projections in the 2020-2021 AFSR are reasonable, and provide a plausible range of projections of participant costs; noting that the range in projections highlight the high degree of uncertainty in Scheme forecasts, particularly over the longer term horizon to 2029-30.
- Overall, the baseline estimates may represent a moderate underestimate of the expected value of future costs.

⁵⁹ <https://www.ndis.gov.au/news/6590-ndis-financial-sustainability-report-release>

⁶⁰ <https://www.ndis.gov.au/news/6931-ndia-board-releases-annual-financial-sustainability-report>

⁶¹ <https://www.ndis.gov.au/media/3554/download?attachment>

⁶² <https://www.dss.gov.au/disability-and-carers-programs-services-government-international-disability-reform-ministers-meetings/reports-and-publications>

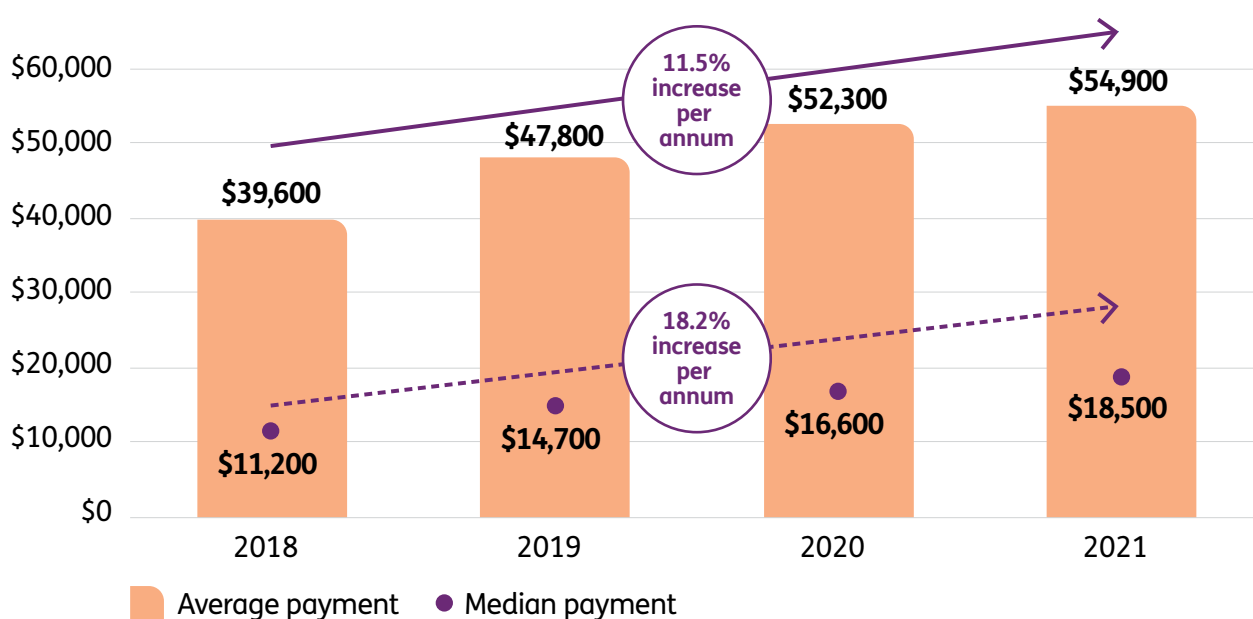
5.2 Average and median payment trends

Average and median payments per participant have increased by 11.5 per cent and 18.2 per cent respectively over the last three years.

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is higher than the median payment because there is a skewed distribution with a small number of participants receiving very high cost supports, and a large number receiving low cost supports.

Trends in average and median payments per participant between 1 January 2018 and 31 December 2021 indicate that average payments have increased by 11.5 per cent per annum, and median payments have increased by 18.2 per cent per annum.

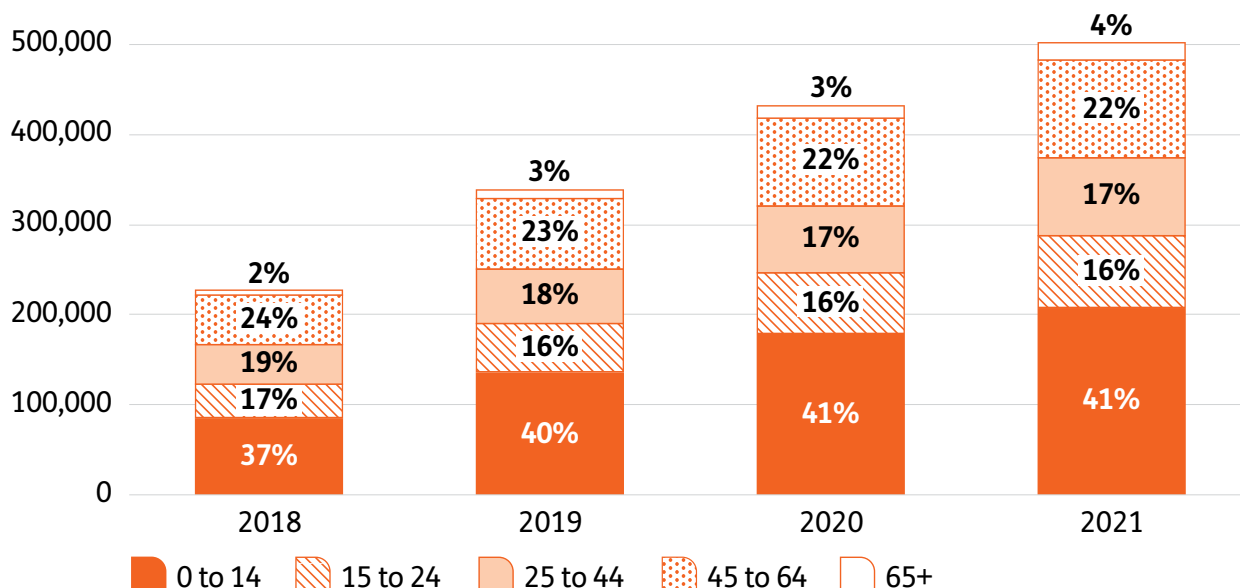
Figure 65: Average and median payments for years ending 31 December - all participants



Over the past four years, the mix of participants in the Scheme has changed. That is, as the Scheme has rolled out across the country, the proportion of participants with different characteristics has changed. As examples, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

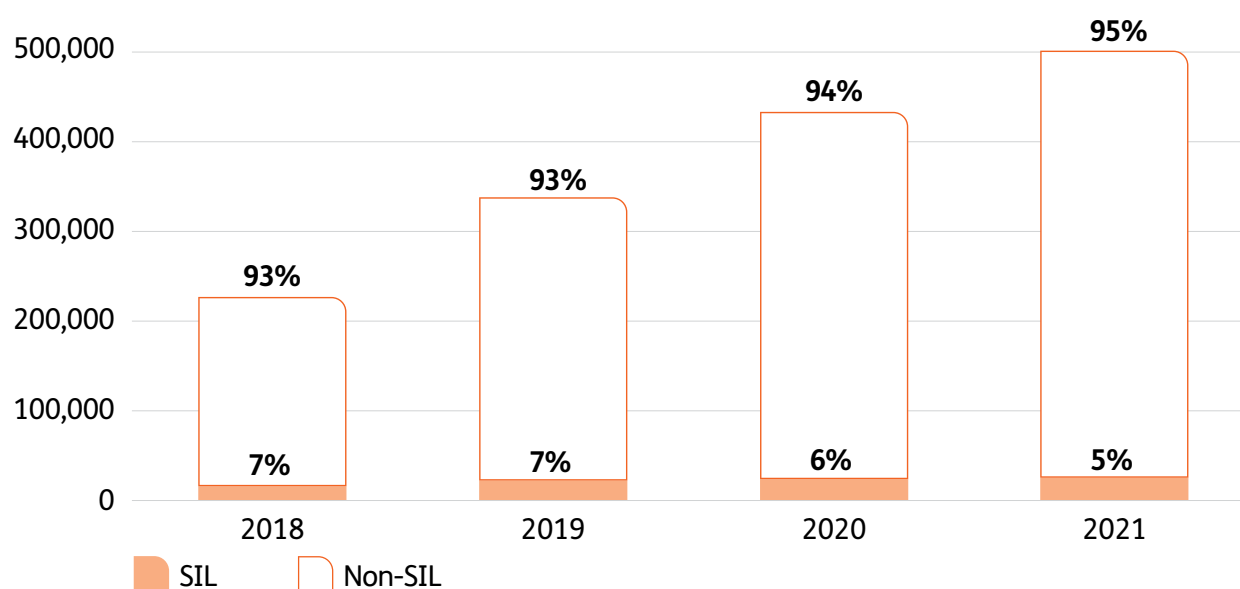
Specifically, the proportion of children in the scheme aged 0-14 years has increased from 37 per cent at 31 December 2018 to 41 per cent at 31 December 2021. Older participants, on average, have higher plan budgets and average payments so the impact of this changing mix is significant.

Figure 66: Participants by age band for years ending 31 December (%) – all participants



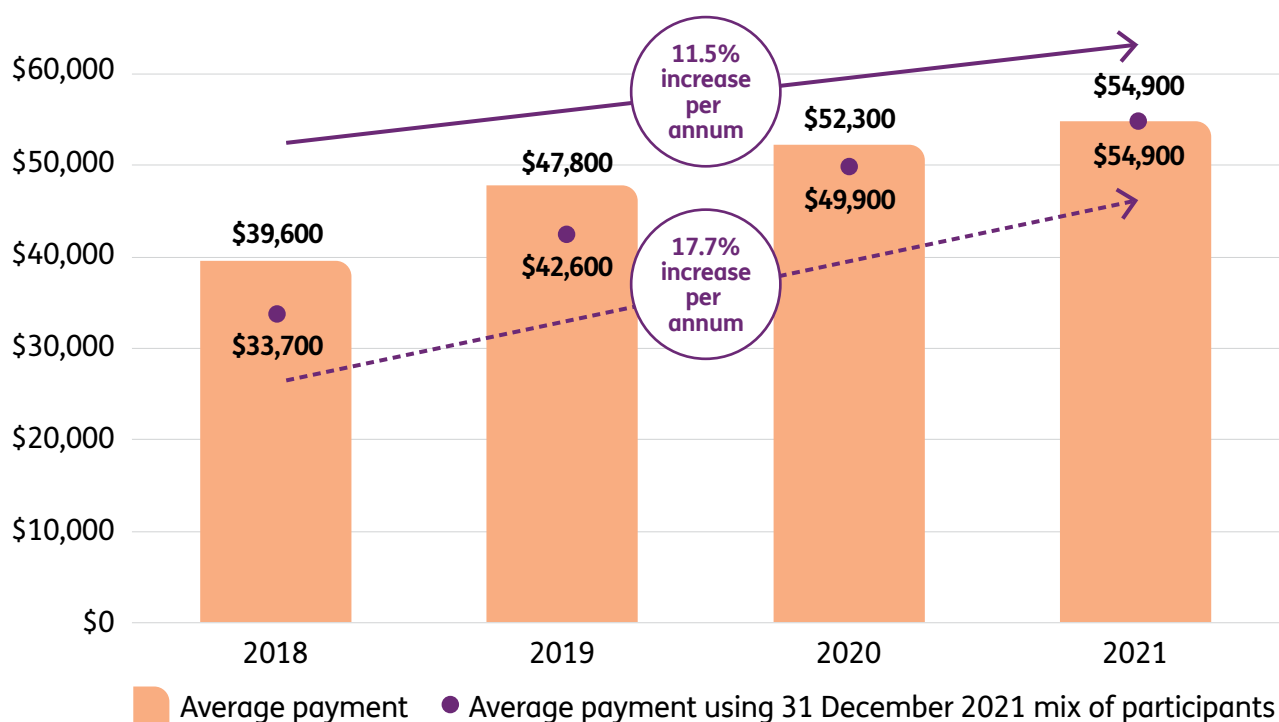
Additionally, plan budgets and average payments for participants in SIL are significantly higher than those not living in SIL. The changing mix of participants living in SIL has changed in the three years to 31 December 2021; reducing from 7 per cent of participants at 31 December 2018 to 5 per cent of participants at 31 December 2021, so the impact of this changing mix is also significant.

Figure 67: Participants in and not in SIL for years ending 31 December (%) – all participants



If the mix of participants in the Scheme at 31 December 2021 was the same in all prior years, then the average payment per participant in prior years would be lower. For example, the average payment per participant would have been \$33,700 in 2018 compared with the actual average payment per participant which was \$39,600. The annual increase in average payments using the December 2021 distribution of participants would be 17.7 per cent compared to 11.5 per cent over the past three years using the actual average payments.

Figure 68: Average payment trend – actual vs payments assuming mix of participants as at 31 December 2021 – all participants⁶³



⁶³ To determine the adjusted average payments, the mix of participants at 31 December 2021 is split by SIL status, age band and disability and these proportions are held constant.

Participants in SIL and not in SIL

Analysing the change in average and median payment over time by whether or not participants are in SIL, indicates that the average annual increase in average and median payments has been consistently high across both participant groups. Specifically, the average payment has increased for participants in SIL by 13.4 per cent, and the average annual payment has increased for participants not in SIL by 17.2 per cent per year. These averages are higher than the overall average (of 11.5 per cent), as the proportion of participants in SIL has decreased over the period (as discussed earlier). Also, the median payment has increased for participants in SIL by 14.5 per cent, and the median payment has increased for participants not in SIL by 19.5 per cent per year.

Figure 69: Average and median payments for years ending 31 December - participants in SIL

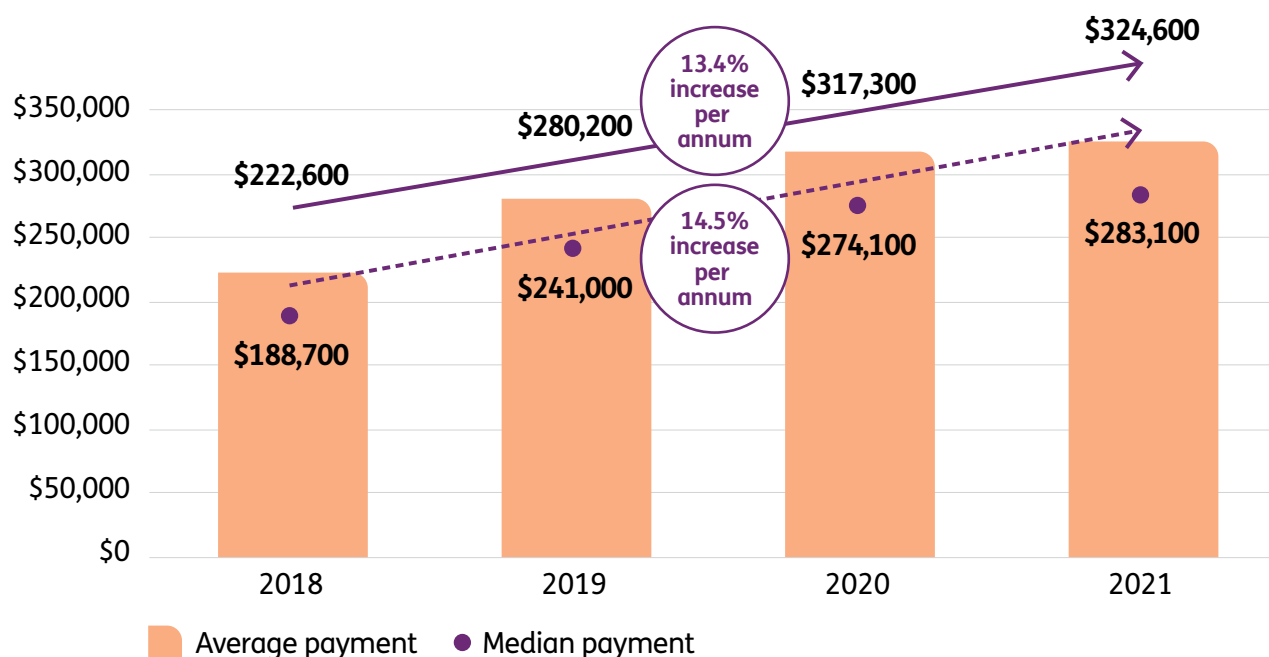
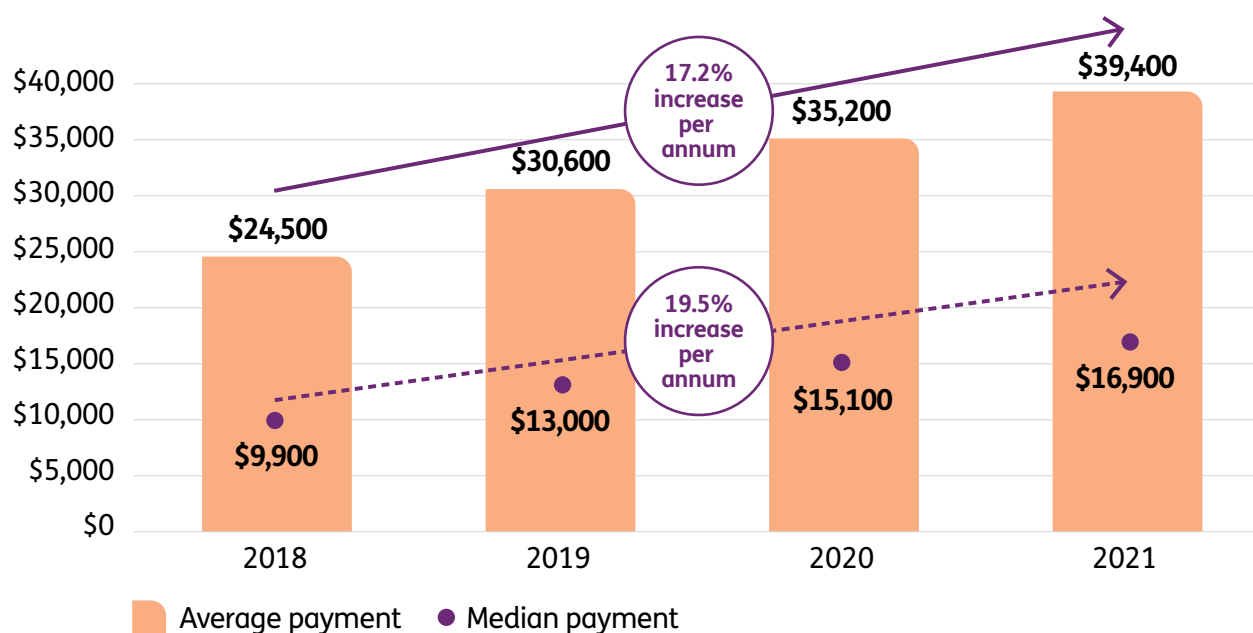
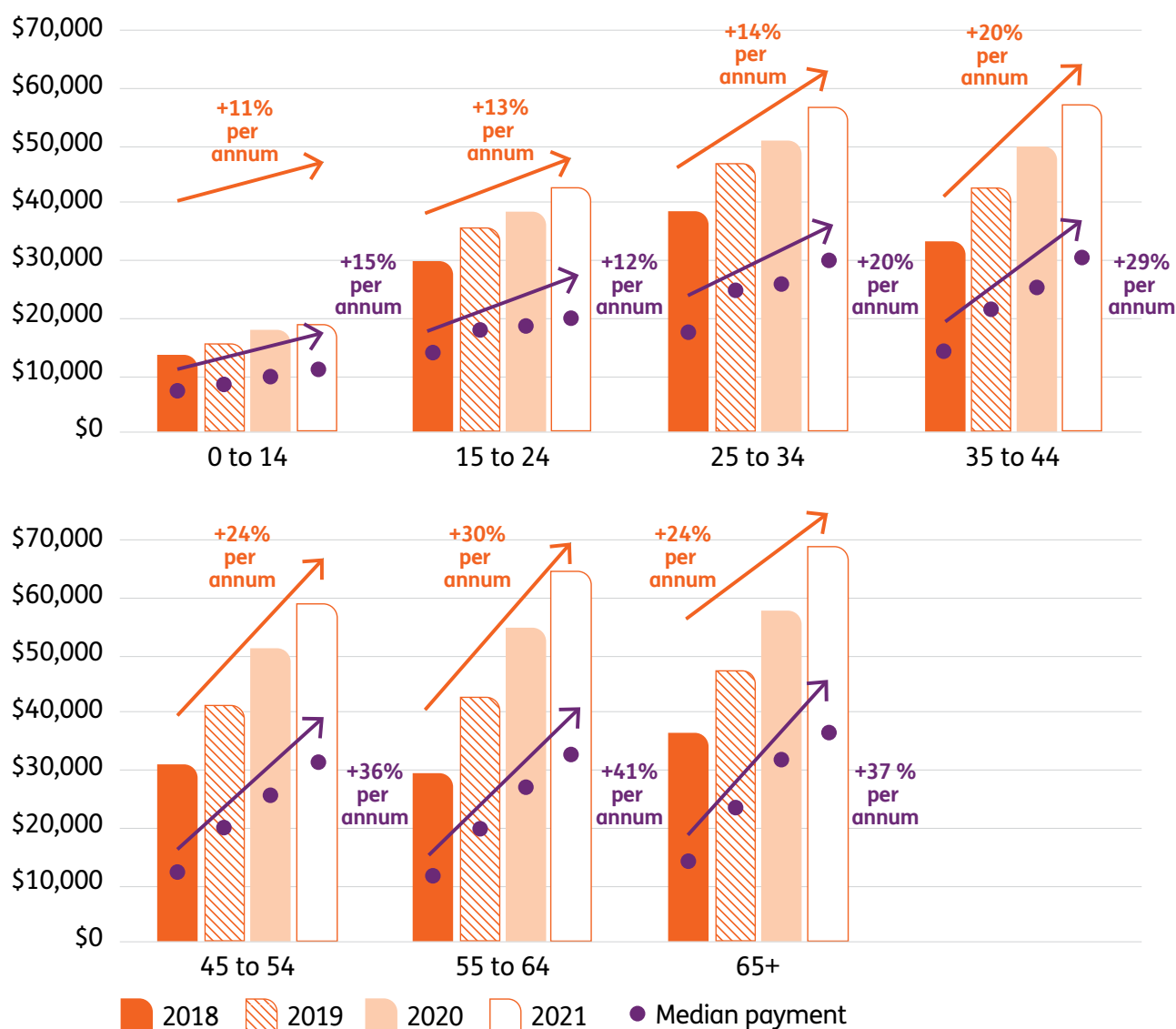


Figure 70: Average and median payments for years ending 31 December - participants not in SIL



For participants not in SIL, average payments have increased at a faster rate for adults (those aged over 25) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

Figure 71: Average and median payments for years ending 31 December by age group - participants not in SIL



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

5.3 Average plan budget trends

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

In addition to average payments increasing over time, average plan budgets have also increased over time. Specifically, over the three year period to 31 December 2021:

- Average plan budgets have increased by **4.5%** per annum for all participants
- Average plan budgets have increased by **9.5%** per annum for participants in SIL
- Average plan budgets have increased by **6.8%** per annum for participants not in SIL.

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

Figure 72: Average annualised plan budgets for years ending 31 December – all participants

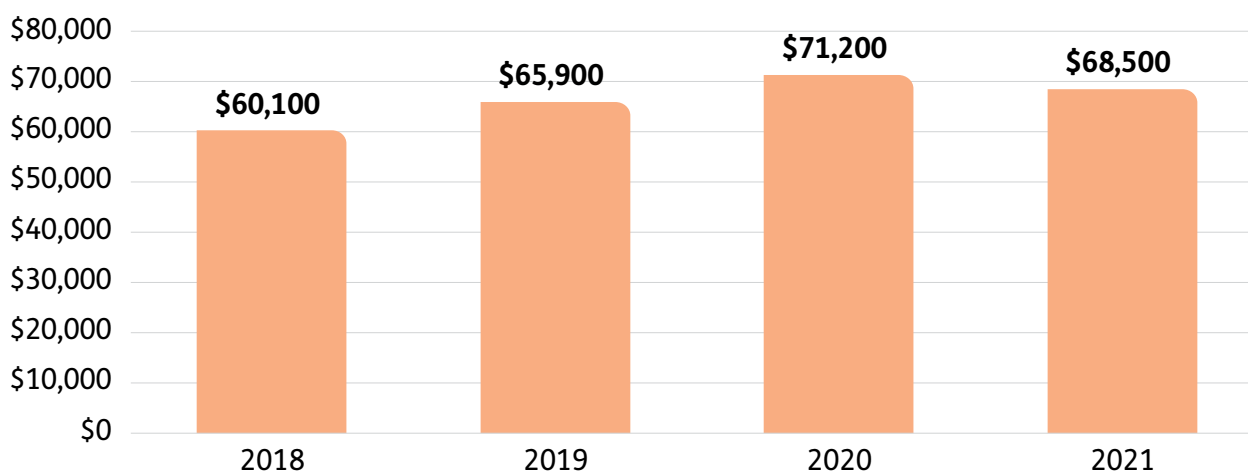


Figure 73: Average annualised plan budget for years ending 31 December – participants in SIL

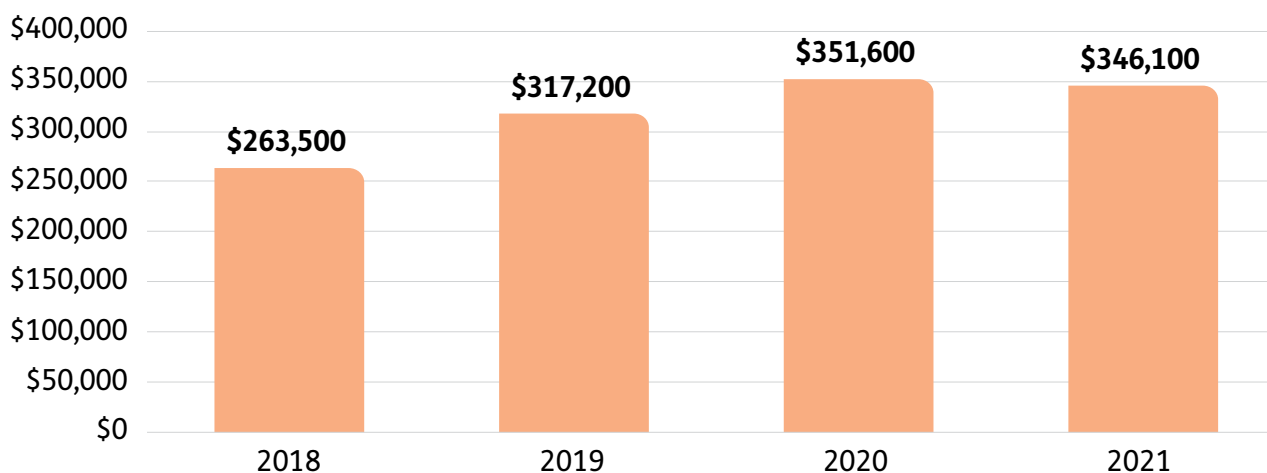
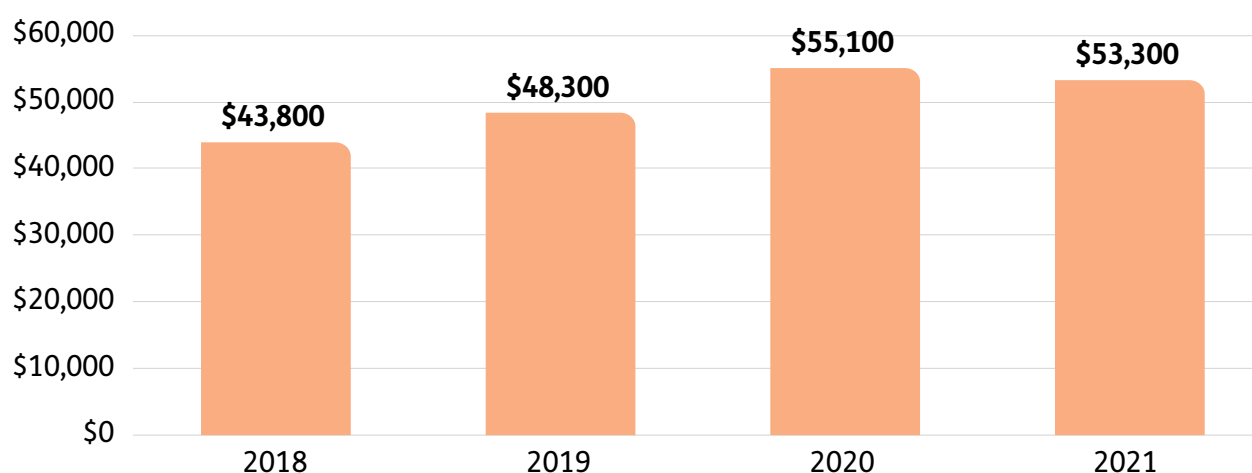
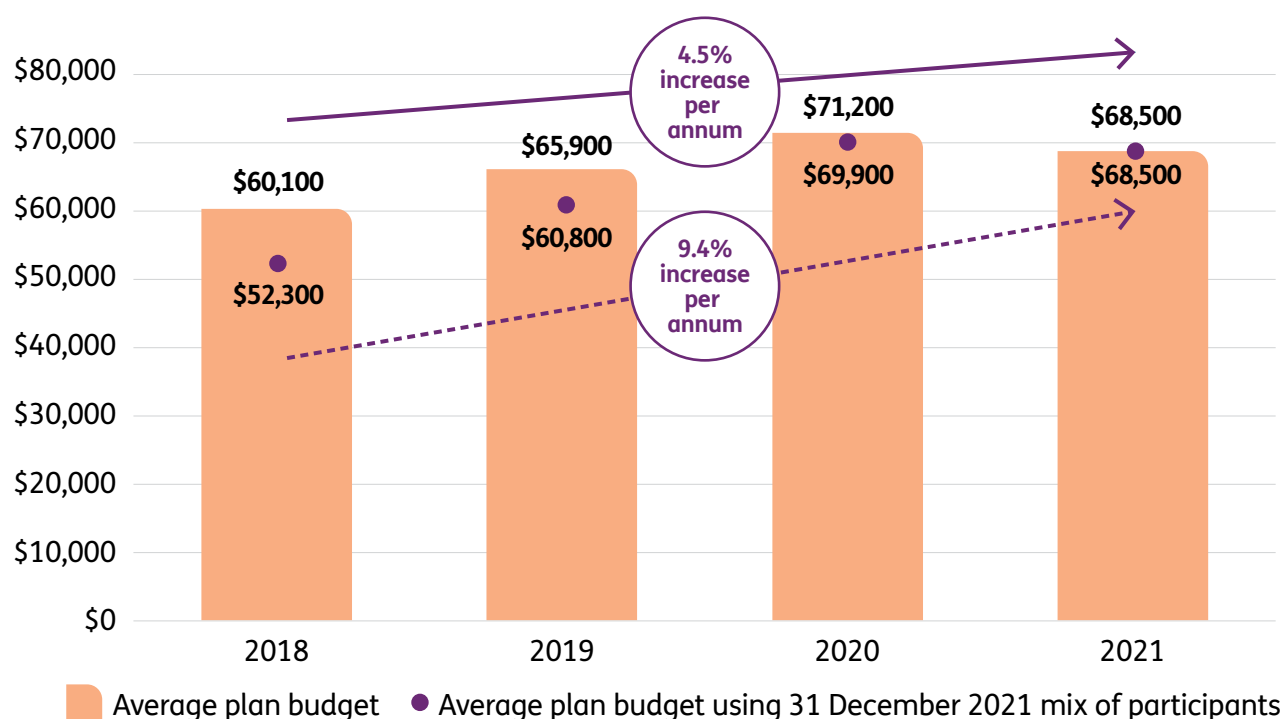


Figure 74: Average annualised plan budget for years ending 31 December – participants not in SIL

If the mix of participants in the Scheme at 31 December 2021 was the same in all prior years, then the average plan budget per participant in prior years would be lower. For example, the average plan budget per participant would have been \$52,300 at 31 December 2018 compared with the actual average plan budget per participant which was \$60,100. The annual increase in average plan budgets using the December 2021 distribution of participants would be 9.4 per cent compared to 4.5 per cent over the past three years using the actual average plan budgets.

Figure 75: Average plan budget trend – actual vs plan budget assuming mix of participants as at 31 December 2021 – all participants

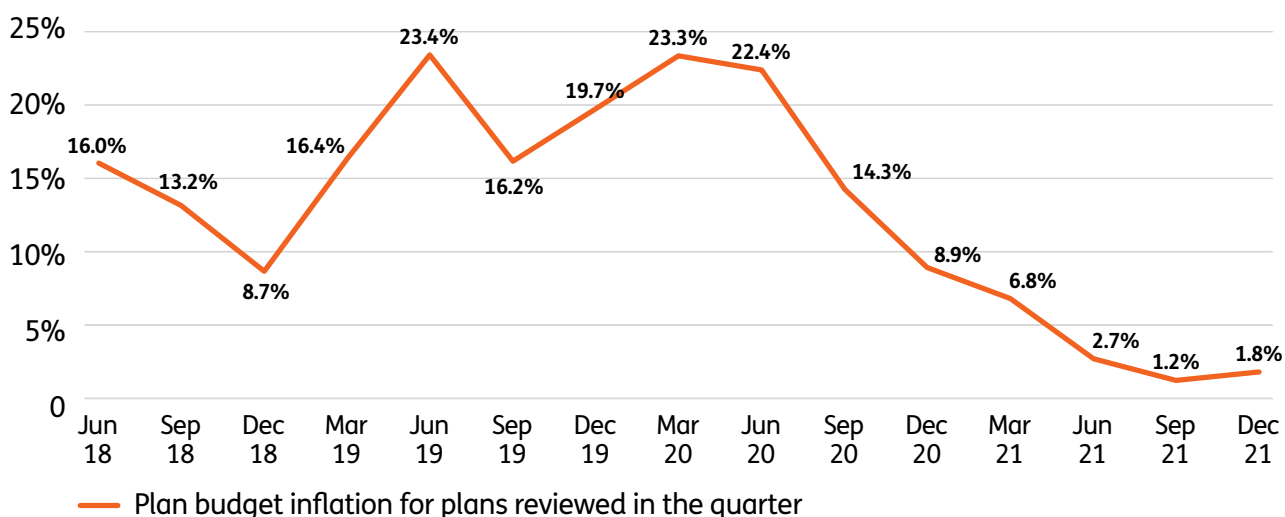
Plan reviews result in plan budgets varying from plan to plan for a variety of reasons – for example, one-off capital items in one plan and not the next. The NDIA has published an Operational Guideline (OG) on Plan Reviews which details the reasons why a new plan could be different to a current plan. The OG can be accessed [here](#).⁶⁴

When a plan review is conducted, information about a participant's goals, situation and support needs are considered. A participant's needs and situation may change over time, which means their NDIS funding is likely to change over that time. Some supports may no longer be required, while for others, disability support needs might increase and the NDIA might consider funding more supports.

Access to capacity-building supports early in a participants' journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no longer required. Also, if the capacity building investment has been successful at building independence, support needs may also decrease, for example core supports. Other things being equal, it's expected that the overall plan value would reduce over time as the benefits of capacity building are realised.

Plan reviews conducted in every quarter from June 2018 to December 2020 resulted in average plan budget increases (often by more than 15 per cent, with some quarters higher than 20 per cent on an annualised basis). For plans that were reviewed in the June 2021 quarter, plan budgets on average increased by 2.7 per cent, and in the September 2021 quarter plan budgets increased on average by 1.2 per cent. There was a 1.8 per cent increase in plan budgets for plans reviewed in the December 2021 quarter. The AFSR projections are consistent with these outcomes and payments to participants are projected to continue to increase as participants use more of their plans.

Figure 76: Percentage change in annualised plan budgets for plans reviewed in the quarter – all participants



The inflation chart is updated for retrospective plan budget changes. Plan budgets change retrospectively due to indexation increases, updated quoted items in a participant's plan and when a plan is changed prior to the scheduled plan review date (that is, the plan duration is shortened and the plan budget adjusted accordingly). Further, there have been some improvements to the ICT system to better capture the correct value of plans that have been ended early. This issue also contributed to retrospective changes to plan to plan inflation for this quarter. The effect of retrospective adjustments generally increases the historical inflation rate. The Agency is continuing to develop metrics, measuring changes in plan value, that are consistent over time.

⁶⁴ <https://ourguidelines.ndis.gov.au/your-plan-menu/plan-reviews>

At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2021 to 31 December 2021):

- **37%** of plans increased at review by more than 5%
- **34%** decreased by more than 5%
- **28%** remained within 5%

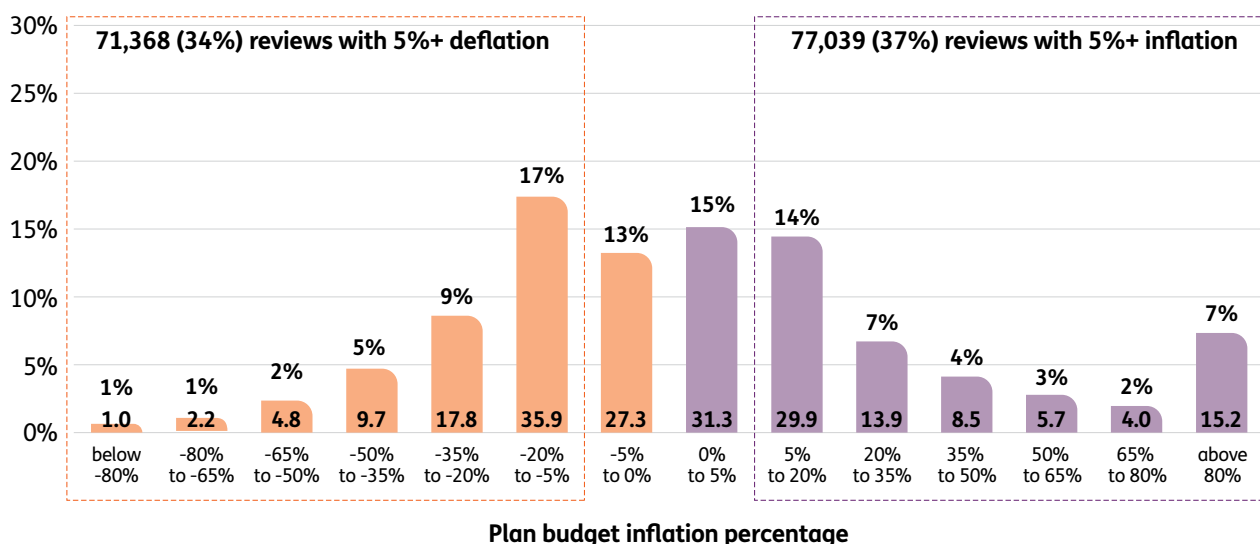
For participants in SIL:

- **28%** increased by more than 5%
- **33%** decreased by more than 5%
- **39%** remained within 5%

For participants not in SIL:

- **38%** increased by more than 5%
- **35%** decreased by more than 5%
- **28%** remained within 5%

Figure 77: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 December 2021) – all participants⁶⁵



⁶⁵ The number of plan reviews (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reviews in each band is shown at the top of each bar in the chart.

Figure 78: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 December 2021) – participants in SIL⁶⁶

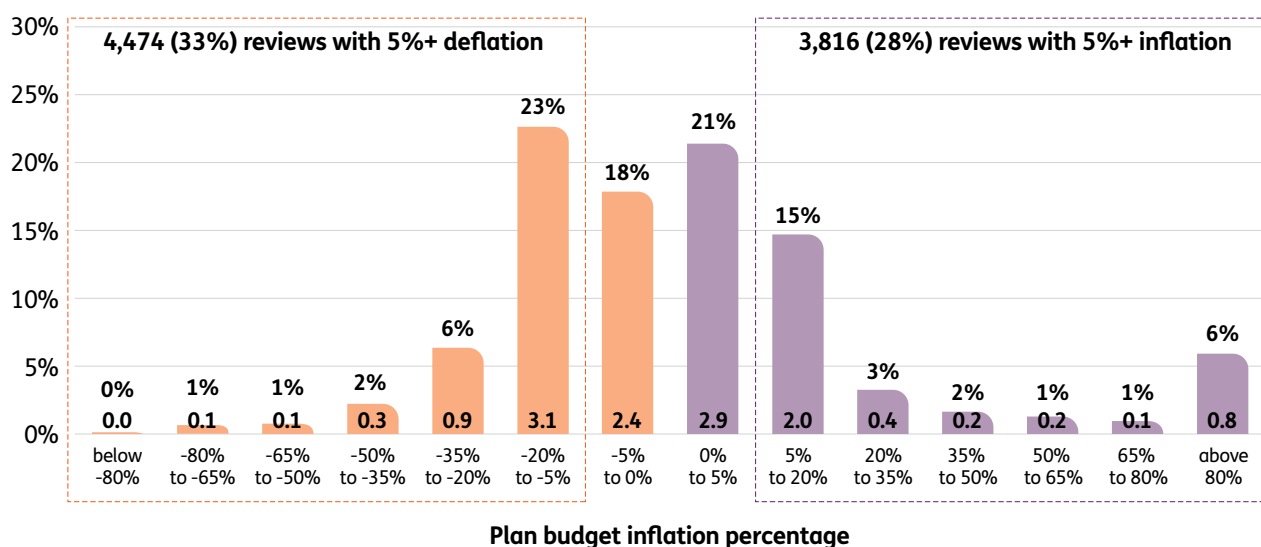
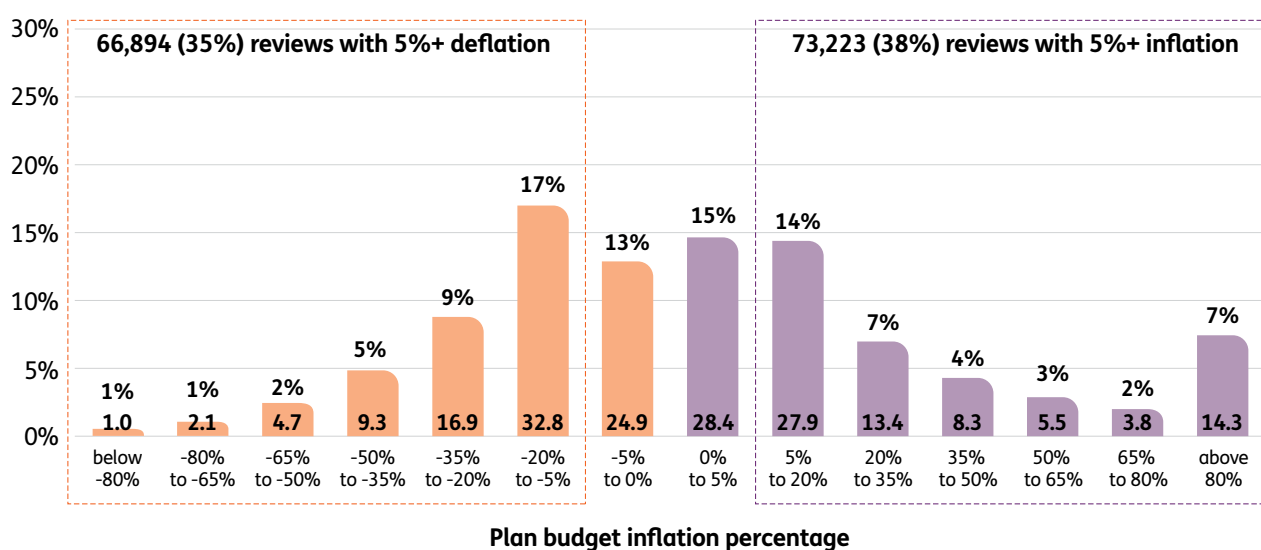


Figure 79: Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2021 to 31 December 2021) – participants not in SIL⁶⁷



⁶⁶ The number of plan reviews (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reviews in each band is shown at the top of each bar in the chart.

⁶⁷ *ibid.*

Prior to this financial year (that is, in the three financial years 2018-19, 2019-20, 2020-21) plans were more likely to increase rather than decrease. Specifically in 2020-21:

- **45%** of plans increased at review by more than 5%
- **31%** decreased by more than 5%
- **24%** remained within 5%

In 2019-20:

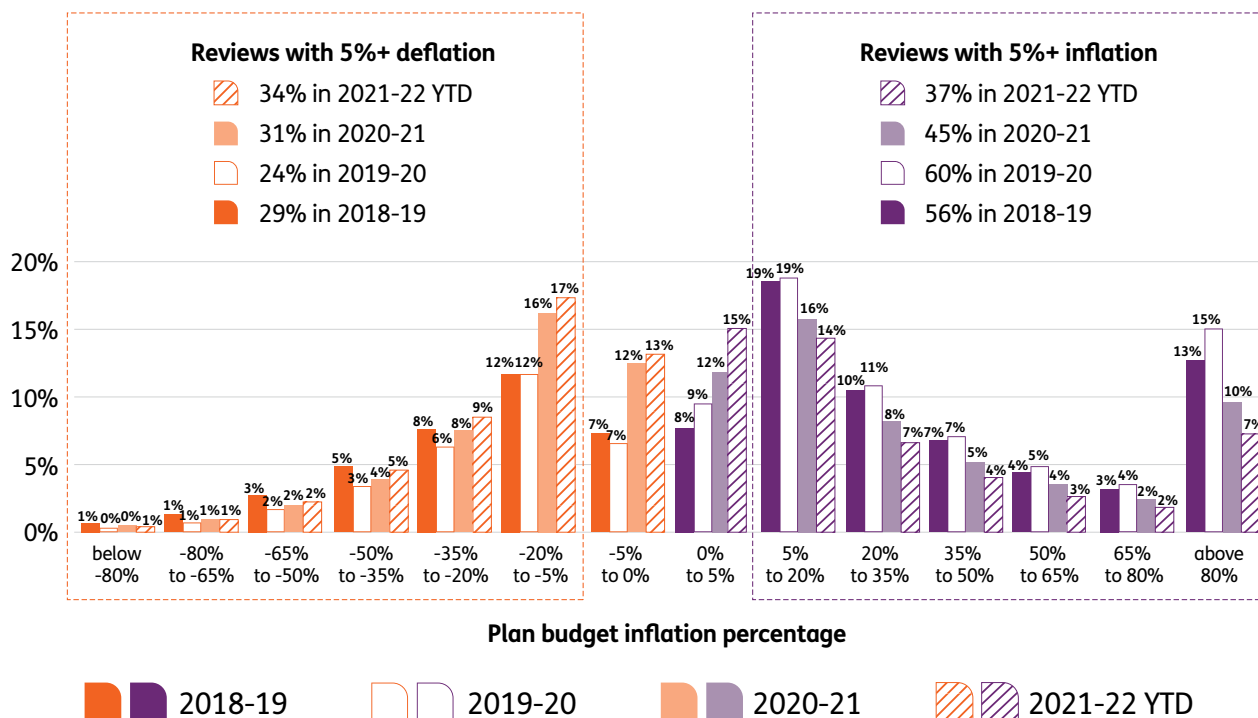
- **60%** of plans increased at review by more than 5%
- **24%** decreased by more than 5%
- **16%** remained within 5%

And in 2018-19:

- **56%** of plans increased at review by more than 5%
- **29%** decreased by more than 5%
- **15%** remained within 5%

The following chart shows the distribution of the percentage change in plan budgets for plans reviewed over the last three and a half years to 31 December 2021.

Figure 80: Distribution of the percentage change in plan budgets for plans reviewed over the three and a half years to 31 December 2021 - all participants

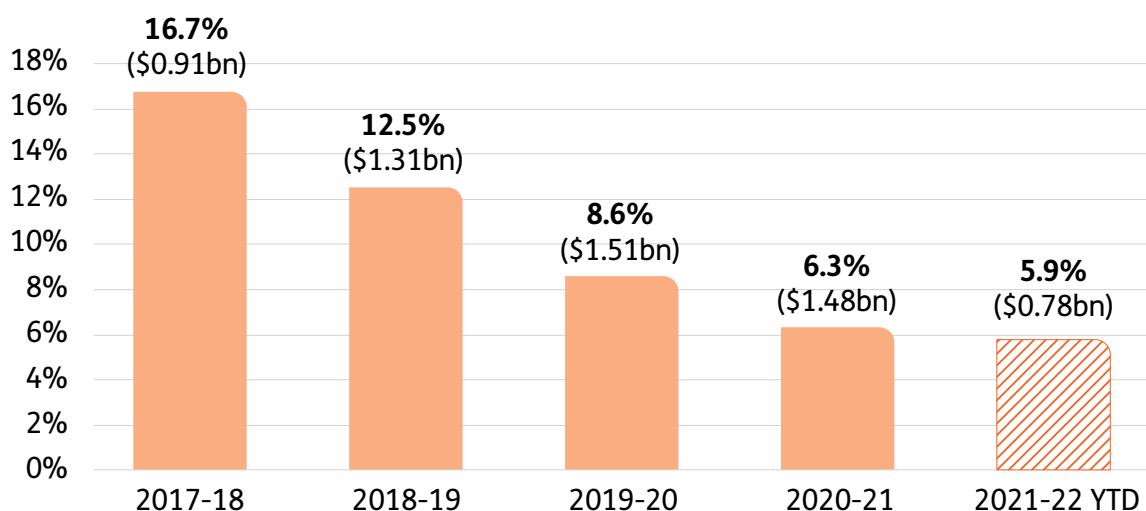


5.4 Operating expenses

Operating expenses per participant have reduced over the last four years.

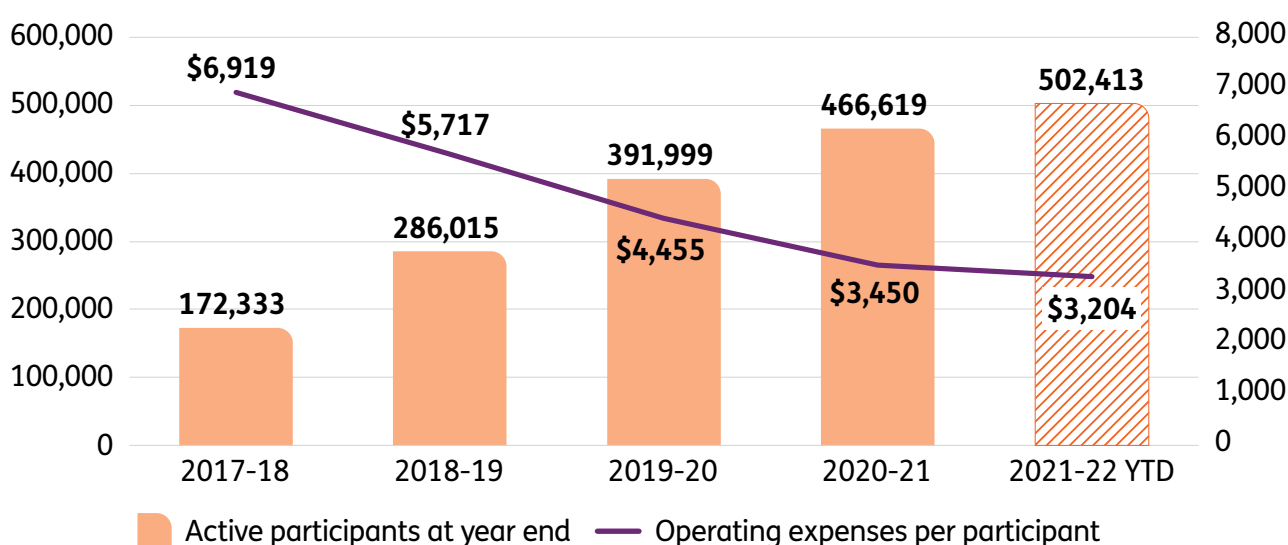
In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA's operating expenses. NDIA operating expenses have increased from \$906 million in 2017-18 to \$1,481 million in 2020-21. As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017-18 to 5.9 per cent for the six months to 31 December 2021. The Productivity Commission in their 2017 Study report⁶⁸ suggests a range of 7 to 10 per cent as an appropriate amount for NDIA operating costs.

Figure 81: Operating expenses as a percentage of participant costs



Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 54 per cent since 2017-18, from \$6,919 to \$3,204 for the six months to 31 December 2021.

Figure 82: Operating expense per participant



⁶⁸ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>



Marisa's love of candles sparks the flame for success

NDIS participant **Marisa**'s search for independence through creative pursuits has her tuned in for success. The 38-year-old's goal of work and independence combined to spark the idea of her own custom-made candle business after her mum, Barbara, bought her a small candle maker for her birthday. Marisa, who lives with developmental verbal dyspraxia (DVD), researched candle making through YouTube videos to mould what would become her own business, Marvellous Scents.

With her NDIS-funded support worker providing assistance, Marisa lit the flame on what has become a hit with candle lovers and locals alike over the past two years.

"Marisa has scales and measures the wax and the amount of fragrance she wants in candles, adheres and centres the wicks, and does the warning labels on the bottom; she can do those sorts of things," Barbara said. "It's great to see her achievements with the business."

The journey to grow Marvellous Scents has been a big step for Marisa, who's always had a visual approach to building her capacity.

Speaking her first word at five, DVD affects Marisa's speech and comprehension, but her father Graeme said she's always found ways to reach her goals.

Becoming an NDIS participant in 2019, Marisa's funding has provided assistance from support workers, and access to speech therapy and psychology. Living with rheumatoid arthritis, standing for long periods can also be difficult with Marisa, who also accessed NDIS funding for her walker.

"We are so thankful for the NDIS because it has given Marisa more ability to do things we couldn't afford to do before," Barbara said.

6

Staff, advisory groups and the NDIS community



6

Staff, advisory groups and the NDIS community

Participant and sector engagement activities continue to be a focus.

6.1 A high performing NDIA

Staff and partners capability development continues.

As at 31 December 2021, the total NDIS workforce was 12,060 including 4,852 APS employees, 1,530 labour-hire workers and contractors and 5,678 people employed by the NDIA's PiTC and Contact Centre Partners.

There was a significant increase of APS staff in the Participant Experience Delivery group (PED) during the quarter, as a result of a national recruitment process in 2021. This process resulted in approximately 300 internal offers and 442 external engagements. Of the new external engagements, approximately 15 per cent identified as having a lived experience of disability and 4 per cent identified as First Nations people.

During this quarter, the Agency launched the 'NDIA Employees with Disability: Our commitment to you 2021-23' which outlines the actions the Agency will take to support our staff with disability, focusing on culture, inclusion, accessibility and workplace adjustments, and learning and development. This was designed in collaboration with the Agency's Employee Disability Network and launched as part of International Day of People with Disability.

The NDIA LGBTIQ+ Inclusion Plan was also launched in the December quarter. This Inclusion Plan is part of the Agency's Inclusion and Diversity Framework and outlines further actions the Agency will take to build an inclusive workplace for LGBTIQ+ staff, ensuring they are supported and have a positive employment experience.

6.2 Valued input from the Independent Advisory Council

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

The Council continues to work closely with NDIA management and the NDIA Board. The Council will provide formal advice to the NDIA Board during the 2021-22 financial year on:

- Equity in the NDIS: improving access and outcomes for diverse communities
- Behavioural Support
- Participants who are ageing⁶⁹

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

- Children and young people with Autism Spectrum Disorder
- Early Childhood Early Intervention (ECEI) reset
- Self-management
- Research and evaluation
- Home and living supports
- NDIA Communications: embedding best practice in accessible and inclusive communications for all NDIS participants, families and carers
- Support for decision making
- NDIA responsiveness for diverse populations for emergency preparedness
- National Disability Strategy
- Legislative changes to the NDIS Act
- Co-Design Advisory Panel
- School Leaver Supports
- National Disability Strategy
- Designing an Early Childhood Assistive Technology Approach
- Partners in the Community Market Engagement
- Remote and Very Remote Strategy Refresh

⁶⁹ Work on this advice will start in Q4 of 2021-22 and Council will present the completed formal advice to the NDIA Board in 2022-23, due to its complexity

At the end of December the Principal Member Robyn Kruk AO and Council Member Judy Huett stood down from Council. Ms Kruk's tireless work and leadership of Council has ensured advice from participants, their families and supporters plays a major role in shaping the future direction and implementation of the NDIS. Ms Huett has also made an invaluable contribution advocating on behalf of people with intellectual disability.

In December, the Minister for the NDIS announced the appointment of Leah Van Poppel as Principal Member from 1 January 2022, following on from her appointment to the NDIA Board. Ms Van Poppel has been a member of Council since July 2017 and Co-Chair from September 2020. She is a woman with disability who is highly respected for her collaborative leadership, governance and policy development across disability rights, working at state and national levels over the last decade.

The Minister also announced the reappointment of Sylvana Mahmic, Jennifer Cullen, James Manders, Liz Reid AM, and Kerry Allan-Zinner, for further three-year terms. Dr George Taleporos has been newly appointed to the Council for three years. Dr Taleporos is an experienced policy professional and leading advocate for people with disability.

6.3 Engagement initiatives

The NDIA has continued to work towards co-design and strengthened engagement process.

The NDIA is committed to working closely with participants, their families and carers, and the broader disability community to deliver the best Scheme possible. The Introduction section of this report covers a number of the NDIA's key engagement initiatives, including the work on co-design, DRCO CEO forum, and AFSR workshops. This section focuses on a number of other engagement and consultation activities.

Home and Living

During the quarter, the Agency continued its work to co-design a new approach to Home and Living with the disability sector. Following a 12 week public consultation on Home and Living – An ordinary life at home during the September quarter, the Agency released a consultation summary report in December 2021. The NDIA released an evidence review commissioned from the University of Sydney regarding transitions from group homes, institutional care and residential aged care.⁷⁰ All submissions, where consent was provided, were also released.⁷¹ Detailed co-design activities to finalise our long term Home and Living policy will commence in 2022, with participants, Council and other members of the disability sector, state and territory governments and DSS. The NDIA's new approach to home and living will deliver:

- An end-state vision for Home and Living under the NDIS
- Clear descriptions of specific participant journeys
- A revised participant and front-line decision making experience.

⁷⁰ <https://www.sydney.edu.au/brain-mind/news-and-events/news/disability-research-collaboration-independent-living.html>

⁷¹ <https://www.ndis.gov.au/community/we-listened/consultation-submissions>

Support for Decision Making

To guide how the Agency will support people with disability to make decisions, the NDIA is continuing to develop a Support for Decision Making Policy. Following a 12 week public consultation on 'Supporting you to make your own decisions', the Agency released a consultation summary report in December 2021, along with all submissions where consent was provided.⁷² Feedback from the consultation highlighted that the Agency must have a policy about how the NDIA support people with disability to make decisions and the importance of co-designing the Support for Decision Making policy with people with disability.

Detailed co-design activities to finalise our Support for Decision Making policy will commence in 2022 with participants, Council and other members of the disability sector, state and territory governments and DSS. Following the co-design process, the NDIA will release the Support for Decision Making policy. It will include actions alongside an implementation plan that will enable the NDIA to deliver on the vision of supporting people with disability to make decisions under the NDIS.

Psychosocial Recovery Framework

The NDIS Psychosocial Disability Recovery-Oriented Framework (Recovery Framework) was endorsed by Disability Ministers and released in December 2021. This followed targeted consultation with participants, families and carers, peak bodies, service providers, clinical mental health services, state and territory governments, and NDIA staff.

The Recovery Framework sets out six principles and a series of high level implementation strategies designed to improve the experience of participants with psychosocial disability in the NDIS. The guiding principles identified in the Recovery Framework are:

1. Supporting personal recovery
2. Valuing lived experience
3. NDIS and mental health services working together
4. Supporting informed decision making
5. Being responsive to episodic and fluctuating nature of psychosocial disability
6. A stronger NDIS recovery-oriented and trauma informed workforce.

The NDIA is currently developing and coordinating a detailed implementation plan that underpins the 14 high-level initiatives. Further consultation will be conducted in early 2022 to ensure stakeholders continue to be involved in the implementation of the Recovery Framework.

⁷² <https://www.ndis.gov.au/community/we-listened/consultation-submissions>

6.4 Public data sharing and the latest release of information

This quarter the NDIA released the Annual Financial Sustainability Report, the latest reports on participant outcomes and family/ carer outcomes, as well as a deep dive into the experience of young people in the NDIS.

In October 2021, the NDIA Board released the [AFSR](#).⁷³ The AFSR provides an assessment of the financial sustainability of the NDIS. Using data at 30 June each year, the report projects the future cost of the Scheme by estimating future participant numbers and average payments.

On 2 November 2021, the NDIA released data on [employment outcomes for families and carers](#)⁷⁴ of an NDIS participant. The report reviews the employment experience of NDIS participants and their families and carers, and factors helping and not helping families and carers find and keep paid employment.

On 9 December 2021, the NDIA released the latest [outcomes framework reports](#)⁷⁵ which offer a unique view into how the lives of [participants, families and carers](#)⁷⁶ have changed over time from when they first joined the Scheme, to 30 June 2021. The NDIA also released dashboards for service districts and LGAs on outcome progress within each of the geographical area.⁷⁷

On 13 December 2021, the NDIA released the latest set of NDIS data. This includes data available through the interactive web tool and in downloadable files (with data at 30 September 2021).

On 20 December 2021, the NDIA published a detailed report about the [experiences of young adult NDIS participants aged 15-24](#).⁷⁸ The report includes information about participant characteristics, their experiences of the NDIS, budget and payment information, participant goals and outcomes, and the experiences of their families and carers. It also includes results from the NDIA's Participant Satisfaction Survey (PSS).

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

Participant groups:

- participants with autism spectrum disorder (ASD)
- people with a psychosocial disability in the NDIS
- people with an intellectual disability in the NDIS
- participants with acquired brain injury, cerebral palsy or spinal cord injury
- participants with a neurodegenerative condition in the NDIS
- participants with sensory disabilities in the NDIS
- Aboriginal and Torres Strait Islander participants

⁷³ <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

⁷⁴ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

⁷⁵ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>

⁷⁶ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>

⁷⁷ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report#regional-outcomes-dashboards-by-service-district-and-lga-to-30-june-2021>

⁷⁸ <https://data.ndis.gov.au/reports-and-analyses/participant-groups/young-people-ndis#young-adults-in-the-ndis-aged-15-24-years-old-at-30-june-2021>

- CALD participants
- analysis of participants by gender
- young people in the NDIS
- participants by remoteness classification

Outcomes and goals:

- outcomes report for participants, and an outcomes report for families/carers (30 June 2018, 30 June 2019, 30 June 2020 and 30 June 2021)
- Employment outcomes for NDIS participants (31 December 2020), employment outcomes for families and carers of NDIS participants (31 December 2020), and employment outcomes (30 June 2018).
- people with disability and their NDIS goals
- COVID-19 impact on participants and family/carer outcomes

The NDIS market:

- the NDIS Market (30 June 2019, 31 December 2019, 30 June 2020, 31 December 2020 and 30 June 2021)
- the NDIS Market by Local Government Area (LGA) (31 December 2019, 30 June 2020, and 31 December 2020)

6.5 Cyber Security and Fraud

NDIA Cyber Security is working proactively to identify the most likely and significant threats to enable the informed implementation of risk mitigation.

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

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

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

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

Continual communication and liaison with partners is essential to raise and maintain cyber awareness, promoting sound cyber hygiene practices outside of the Agency's immediate control. Additionally, the Agency conducts regular internal communication and training with staff and Partners to maintain awareness of cyber threats. The Agency is currently conducting an assurance exercise (anti-phishing email campaign) to determine the effectiveness of these communications and make continual improvements.

Fraud and Compliance

The Government will provide \$30 million over two years from 2021-22 to the NDIA and the NDIS Quality and Safeguards Commission (the Commission) to develop and test new compliance capabilities, targeting fraudulent and unethical provider behaviours. The NDIA and the Commission will use this funding to identify patterns of provider fraud and unethical behaviours to ensure the integrity of the NDIS and protect participants from fraudulent practices.

Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance response to inappropriate claiming behaviour. The team uses data analytics to identify payment anomalies and undertakes compliance interventions with providers to correct any historical instances of non-compliance identified.

As at 31 December 2021, the team has contacted more than 3,300 providers where data analytics identified anomalies in claims submitted by these providers. This proactive outreach has resulted in providers cancelling more than 30,000 incorrect or non-compliant payments worth more than \$38 million.

The team also works with providers to raise awareness of their responsibilities and influence changes to ongoing claiming behaviour. Based on data modelling that measures the change in provider behaviour following compliance action, it is estimated a further \$94 million has been saved.

As at 31 December 2021, there were 32 fraud matters under investigation and a further eight matters under preliminary evaluation for investigation. Of these, ten matters are before the courts under prosecution, with a total alleged fraud value of \$8.5 million. During Quarter 2, a 38 year old woman was charged with 87 counts of fraud against the Scheme, totalling over \$1 million. In a separate matter, a 36 year old woman was also charged with fraud to the value of \$480,000.

Throughout October and November 2021, the Agency ran a comprehensive education and engagement campaign designed to raise awareness about fraud and non-compliance within the Scheme.

Coinciding with International Fraud Awareness Week and Scams Awareness Week, the primary aim of the campaign was to:

- act as a first step in building participant and provider awareness of fraud and non-compliance issues
- provide an opportunity for the Agency to refresh web content and develop additional resources to support participants and providers
- provide a channel for internal and external stakeholders to identify and express their understanding of fraud and non-compliance issues

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

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

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

The new CRM system will deliver business improvements including a number of medium and long term changes to the end to end participant journey and planning process. These improvements will enable the NDIA to deliver on many of the commitments in the SIP and ongoing implementation of Tune Review recommendations. The new CRM is being designed to be more user-friendly, and make it easier for NDIA staff and partners to do their job, giving them more time to deliver a quality experience for participants.

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

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

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



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Appendix A:

Key Definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

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

Active provider: An approved person or provider of supports who have received payment for supporting Agency-managed participants.

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 government in relation to NDIS.

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): Provides 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.

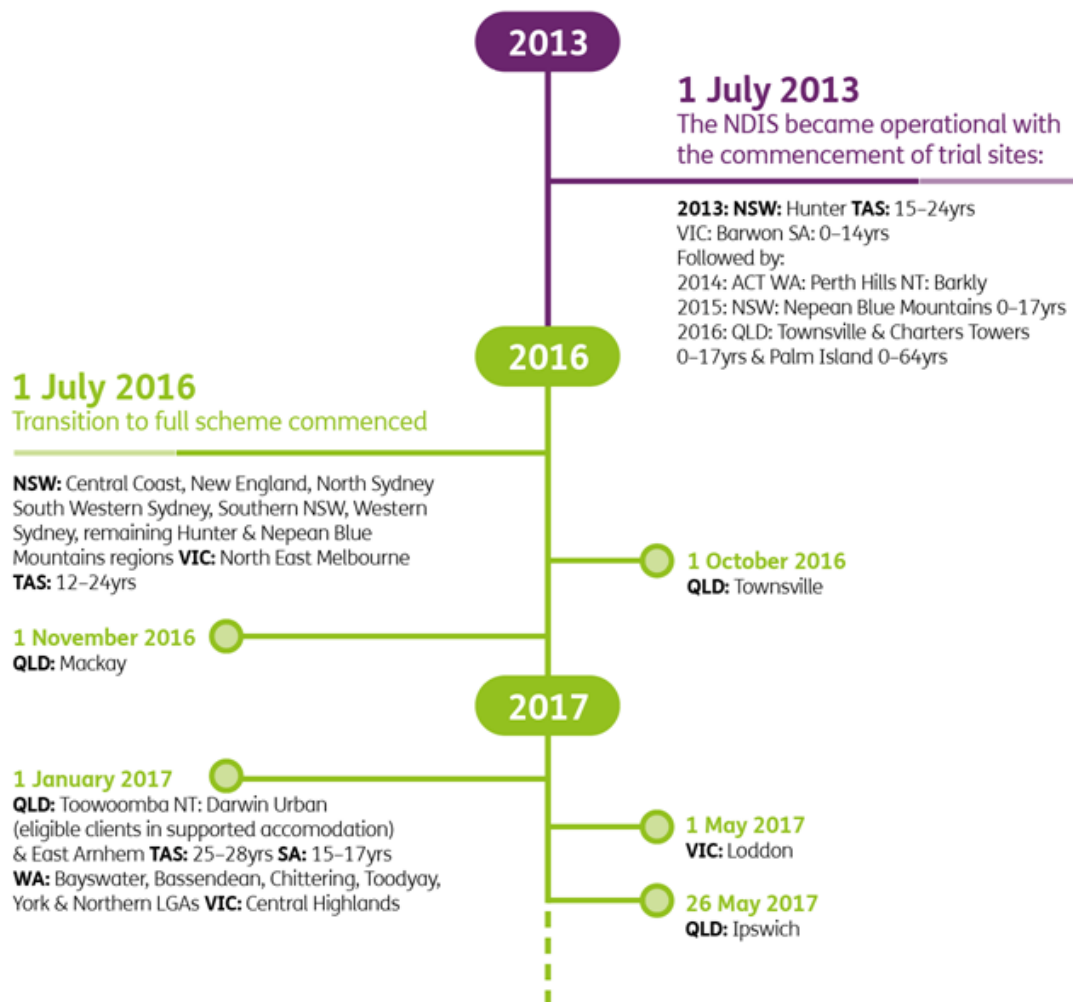
Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

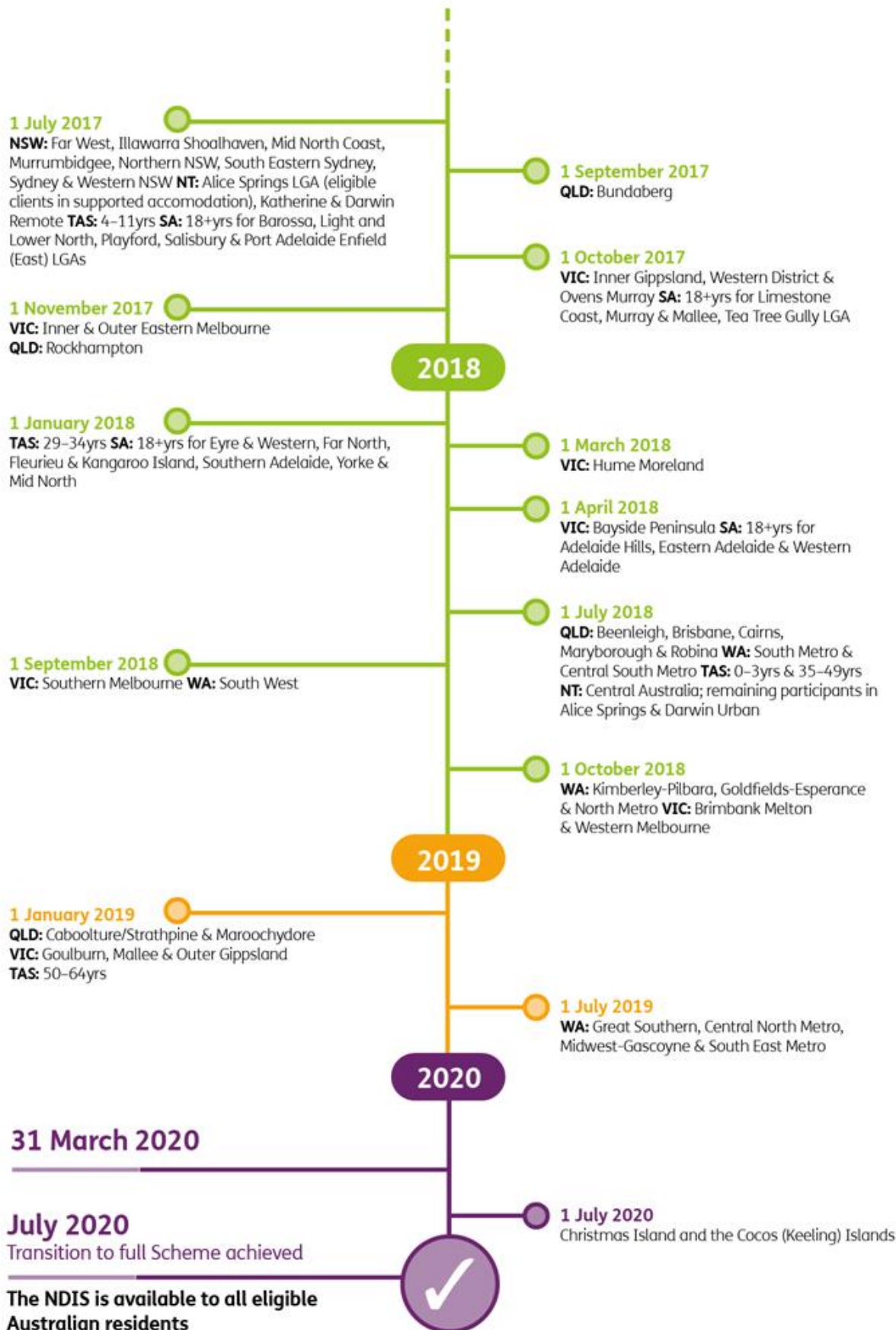
Appendix B:

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 31 December 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 ^{1 2 3 4 5}

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	163,647	4,057	167,704	141,957	118%
VIC	140,581	3,380	143,961	105,324	137%
QLD	104,144	3,087	107,231	91,217	118%
WA	44,348	612	44,960	39,329	114%
SA	46,718	612	47,330	32,284	147%
TAS	11,777	255	12,032	10,587	114%
ACT	10,566	134	10,700	5,075	211%
NT	4,875	98	4,973	6,545	76%
Total	526,656	12,246	538,902	432,318	125%

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

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

³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

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

⁵ There are 11 children accessing early connections at 31 December 2021 with Missing jurisdiction information. These children are not shown separately in the State/Territory results, but are 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 ^{6 7}

	Active approved plans (children younger than 7 as at 31 December 2021)	Access met but yet to have an approved plan (children younger than 7 as at 31 December 2021)	Access request (no decision)			Others accessing or waiting on early connections		Total
			Children accessing early connections	Children waiting for early connections	Neither accessing nor waiting for connections	Accessing early connections	Waiting for early connections	
NSW	23,834	1,231	363	<11	269	3,694	46	29,443
VIC	22,338	1,677	581	<11	190	2,799	99	27,691
QLD	16,451	1,896	349	<11	277	2,738	46	21,766
SA	6,122	402	87	<11	68	525	36	7,243
WA	5,036	465	88	<11	38	524	18	6,171
TAS	1,484	65	33	<11	113	222	15	1,932
ACT	1,178	53	19	<11	14	115	<11	1,379
NT	839	77	24	<11	35	74	<11	1,051
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	14
Total	77,287	5,866	1,545	27	1,004	10,701	263	96,693

⁶ This table includes 245 children aged over 6 accessing early connections as at 31 December 2021, and a further 32 children aged over 6 who are waiting for early connections.

⁷ 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 ⁸

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
National	482,029	20,384	502,413	12,246	514,659

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

	Prior Quarters	2021-22 Q2	Total
Access decisions	617,947	27,940	645,887
Active Eligible	495,293	21,042	516,335
New	272,435	20,062	292,497
State	181,878	553	182,431
Commonwealth	40,980	427	41,407
Active Participant Plans (excl ECA)	482,029	20,384	502,413
New	261,634	19,358	280,992
State	179,845	585	180,430
Commonwealth	40,550	441	40,991
Active Participant Plans	495,629	32,630	514,659
Early Intervention (s25)	120,433	9,867	130,300
Permanent Disability (s24)	361,596	10,517	372,113
ECA	13,600	12,246	12,246

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

Exits	Total
Total participant exits	24,243
Early Intervention participants	5,891
Permanent disability participants	18,352

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

	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

⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁹ 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.

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

	Participant cohort				
	State	Commonwealth	New	ECA	Total
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
End of 2021-22 Q2	180,430	40,991	280,992	12,246	514,659

Table E.5 Cumulative numbers of active participants by entry criteria into the Scheme – National ^{11 12 13}

	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
End of 2021-22 Q2	130,300	372,113	12,246	514,659

Table E.6 Assessment of access by age group – National ¹⁴

	Prior Quarters		2021-22 Q2		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	144,692	97%	9,037	97%	153,729	97%
7 to 14	102,140	88%	3,653	83%	105,793	88%
15 to 18	34,948	90%	1,180	83%	36,128	90%
19 to 24	31,112	89%	718	69%	31,830	89%
25 to 34	41,530	86%	1,092	64%	42,622	85%
35 to 44	44,105	82%	1,397	61%	45,502	81%
45 to 54	57,007	77%	1,680	55%	58,687	77%
55 to 64	69,223	71%	2,318	51%	71,541	70%
65+	4,000	59%	65	37%	4,065	59%
Missing	<11		<11		<11	
Total	528,760	86%	21,140	76%	549,900	85%

Table E.7 Assessment of access by disability – National ¹⁵

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	17,307	93%	537	83%	17,844	93%
Autism	166,016	97%	6,007	97%	172,023	97%
Cerebral palsy	17,454	97%	155	82%	17,609	96%
Developmental delay	45,469	97%	6,054	98%	51,523	97%

¹¹ Ibid.

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

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

¹⁴ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

¹⁵ Ibid.

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Global developmental delay	11,046	99%	1,032	98%	12,078	99%
Hearing impairment	24,180	88%	660	85%	24,840	88%
Intellectual disability	98,048	95%	1,498	87%	99,546	95%
Multiple sclerosis	9,384	89%	284	78%	9,668	88%
Psychosocial disability	55,396	72%	2,320	53%	57,716	71%
Spinal cord injury	5,732	94%	139	81%	5,871	94%
Stroke	8,203	85%	357	79%	8,560	85%
Visual impairment	9,970	89%	206	68%	10,176	88%
Other neurological	24,102	79%	759	67%	24,861	79%
Other physical	22,304	45%	484	24%	22,788	44%
Other sensory/speech	3,862	50%	34	22%	3,896	49%
Other	5,564	41%	614	27%	6,178	39%
Missing	4,723	94%	<11		4,723	94%
Total	528,760	86%	21,140	76%	549,900	85%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	33,923	7.0%	1,850	9.1%	35,773	7.1%
Not Aboriginal and Torres Strait Islander	363,916	75.5%	16,149	79.2%	380,065	75.6%
Not Stated	84,190	17.5%	2,385	11.7%	86,575	17.2%
Total	482,029	100%	20,384	100%	502,413	100%

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

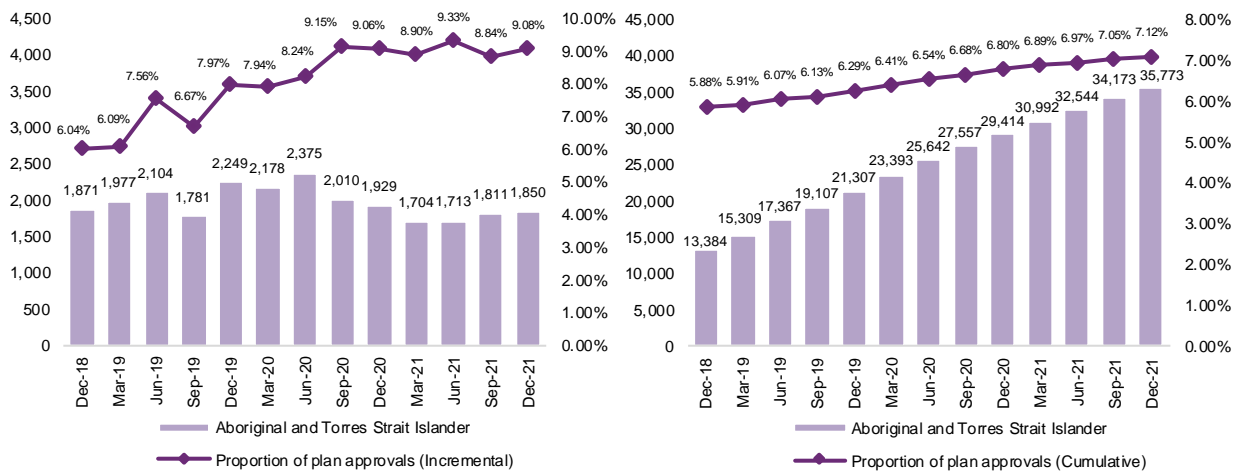


Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹⁷

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	44,229	9.2%	1,962	9.6%	46,191	9.2%
Not culturally and linguistically diverse	432,461	89.7%	18,422	90.4%	450,883	89.7%
Not stated	5,339	1.1%	<11		5,339	1.1%
Total	482,029	100%	20,384	100%	502,413	100%

¹⁶ 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.

¹⁷ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National ^{18 19}

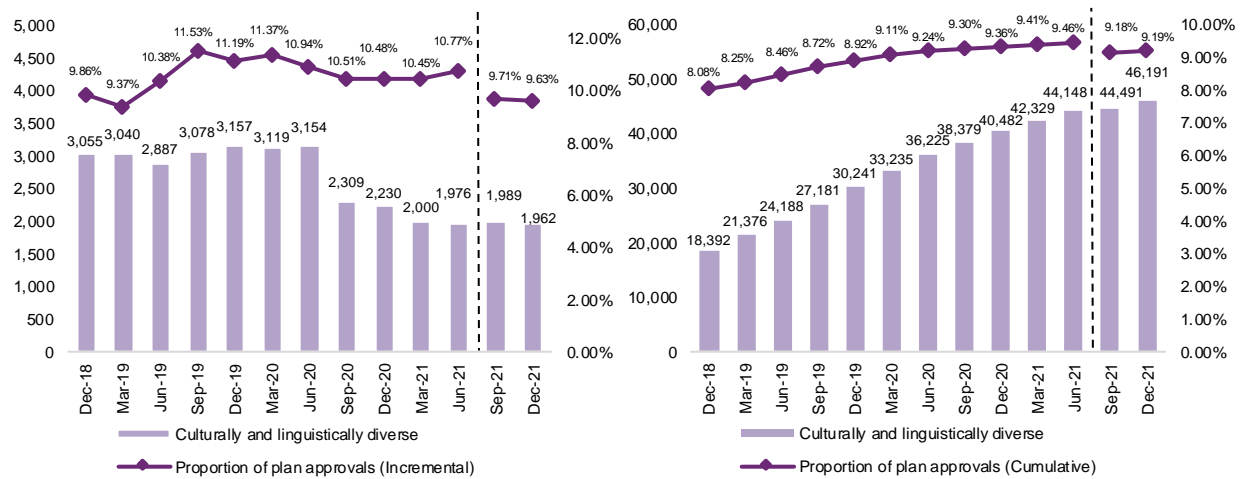
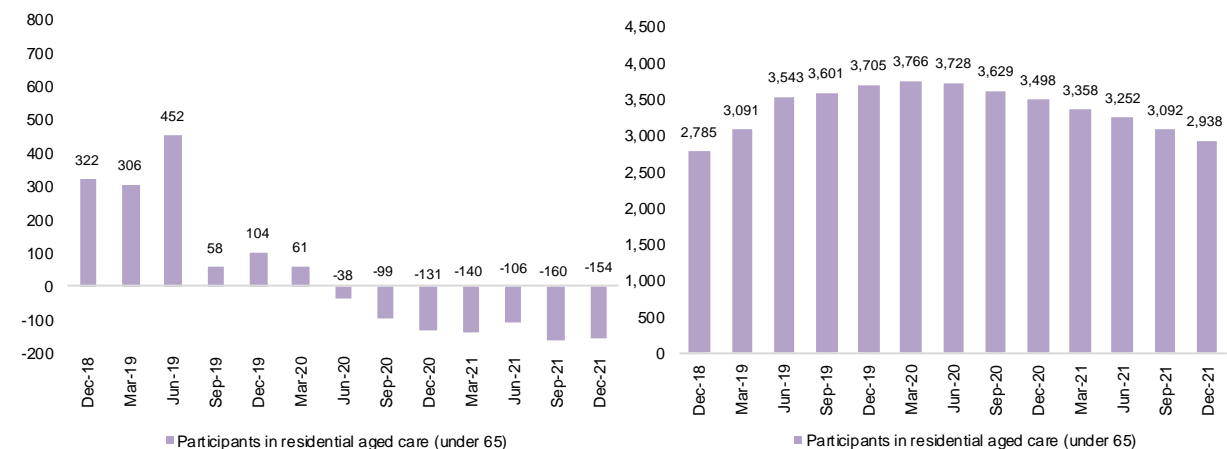


Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – National ²⁰

	Total
Age group	N
Under 45	82
45 to 54	461
55 to 64	2,395
Total YPIRAC (under 65)	2,938

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 ²¹



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

¹⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²⁰ There are a further 1,921 active participants aged 65 years or over who are currently in residential aged care.

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

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

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	328,384	68.1%	13,953	68.5%	342,337	68.1%
Population > 50,000	51,600	10.7%	2,253	11.1%	53,853	10.7%
Population between 15,000 and 50,000	41,152	8.5%	1,543	7.6%	42,695	8.5%
Population between 5,000 and 15,000	22,449	4.7%	896	4.4%	23,345	4.6%
Population less than 5,000	31,176	6.5%	1,286	6.3%	32,462	6.5%
Remote	4,357	0.9%	256	1.3%	4,613	0.9%
Very Remote	2,885	0.6%	195	1.0%	3,080	0.6%
Missing	26		<11		28	
Total	482,029	100%	20,384	100%	502,413	100%

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

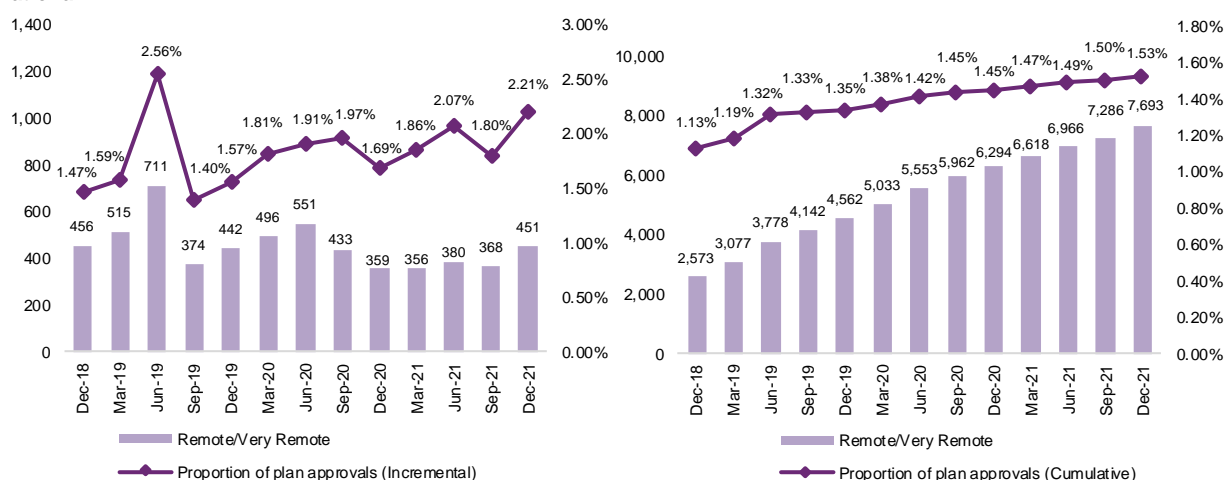


Table E.12 Participant profile per quarter by primary disability group – National ^{26 27}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	161,055	33%	6,056	30%	167,111	33%
Intellectual disability	92,621	19%	1,533	8%	94,154	19%
Psychosocial disability	50,691	11%	2,432	12%	53,123	11%
Developmental delay	37,006	8%	5,119	25%	42,125	8%
Hearing impairment	22,931	5%	714	4%	23,645	5%
Other neurological	19,647	4%	769	4%	20,416	4%
Other physical	18,590	4%	498	2%	19,088	4%
Cerebral palsy	16,754	3%	174	1%	16,928	3%
Acquired brain injury	15,360	3%	541	3%	15,901	3%
Global developmental delay	9,707	2%	941	5%	10,648	2%
Visual impairment	9,160	2%	195	1%	9,355	2%
Multiple sclerosis	8,788	2%	322	2%	9,110	2%
Stroke	7,230	1%	373	2%	7,603	2%
Spinal cord injury	5,234	1%	118	1%	5,352	1%
Other	4,697	1%	569	3%	5,266	1%
Other sensory/speech	2,558	1%	30	0%	2,588	1%
Total	482,029	100%	20,384	100%	502,413	100%

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

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

²⁴ Ibid.

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

²⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁷ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants (11,499).

Table E.13 Participant profile per quarter (participants in SIL) by primary disability group – National ^{28 29}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	2,956	11%	<11		2,956	11%
Intellectual disability	13,834	53%	<11		13,835	53%
Psychosocial disability	2,499	10%	<11		2,500	10%
Developmental delay	<11		<11		<11	
Hearing impairment	11	0%	<11		11	0%
Other neurological	1,074	4%	<11		1,078	4%
Other physical	186	1%	<11		186	1%
Cerebral palsy	2,411	9%	<11		2,411	9%
Acquired brain injury	1,961	8%	<11		1,961	8%
Global developmental delay	<11		<11		<11	
Visual impairment	94	0%	<11		94	0%
Multiple sclerosis	248	1%	<11		248	1%
Stroke	387	1%	<11		388	1%
Spinal cord injury	173	1%	<11		173	1%
Other	111	0%	<11		112	0%
Other sensory/speech	<11		<11		<11	
Total	25,946	100%	<11		25,954	100%

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

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	158,099	35%	6,056	30%	164,155	34%
Intellectual disability	78,787	17%	1,532	8%	80,319	17%
Psychosocial disability	48,192	11%	2,431	12%	50,623	11%
Developmental delay	37,006	8%	5,119	25%	42,125	9%
Hearing impairment	22,920	5%	714	4%	23,634	5%
Other neurological	18,573	4%	765	4%	19,338	4%
Other physical	18,404	4%	498	2%	18,902	4%
Cerebral palsy	14,343	3%	174	1%	14,517	3%
Acquired brain injury	13,399	3%	541	3%	13,940	3%
Global developmental delay	9,707	2%	941	5%	10,648	2%
Visual impairment	9,066	2%	195	1%	9,261	2%
Multiple sclerosis	8,540	2%	322	2%	8,862	2%
Stroke	6,843	2%	372	2%	7,215	2%
Spinal cord injury	5,061	1%	118	1%	5,179	1%
Other	4,586	1%	568	3%	5,154	1%
Other sensory/speech	2,557	1%	30	0%	2,587	1%
Total	456,083	100%	20,376	100%	476,459	100%

²⁸ 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.

²⁹ Down syndrome is included in intellectual disability, representing 6% of participants in SIL (2,043).

³⁰ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,456).

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

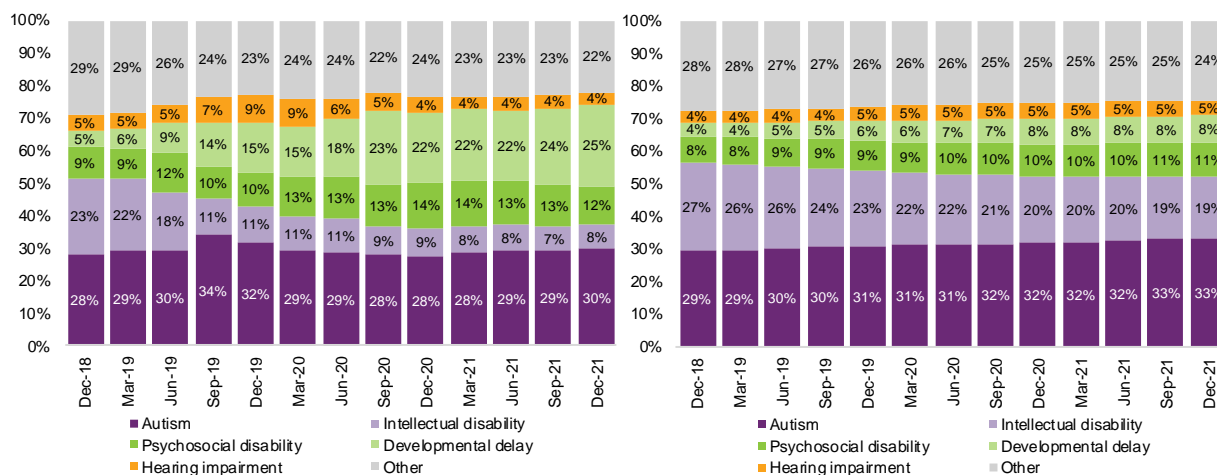
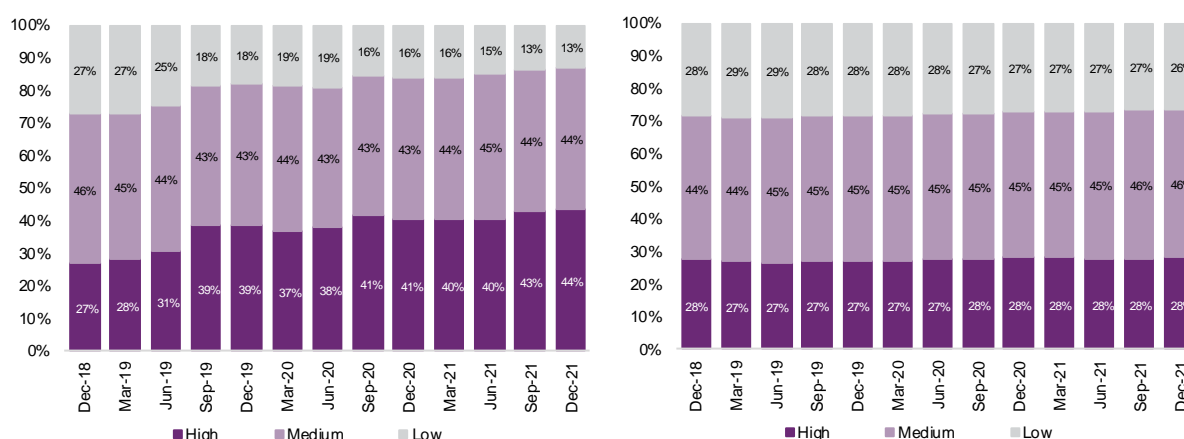


Table E.15 Participant profile per quarter by reported level of function – National ³²

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	43,480	9%	4,555	22%	48,035	10%
2 (High Function)	891	0%	76	0%	967	0%
3 (High Function)	24,068	5%	1,478	7%	25,546	5%
4 (High Function)	30,843	6%	1,111	5%	31,954	6%
5 (High Function)	32,563	7%	1,657	8%	34,220	7%
6 (Moderate Function)	106,517	22%	4,996	25%	111,513	22%
7 (Moderate Function)	27,238	6%	853	4%	28,091	6%
8 (Moderate Function)	31,469	7%	1,223	6%	32,692	7%
9 (Moderate Function)	2,484	1%	110	1%	2,594	1%
10 (Moderate Function)	53,143	11%	1,735	9%	54,878	11%
11 (Low Function)	16,720	3%	230	1%	16,950	3%
12 (Low Function)	70,680	15%	1,757	9%	72,437	14%
13 (Low Function)	32,549	7%	551	3%	33,100	7%
14 (Low Function)	8,906	2%	50	0%	8,956	2%
15 (Low Function)	189	0%	<11	0%	191	0%
Missing	289		<11		289	
Total	482,029	100%	20,384	100%	502,413	100%

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



³¹ 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.

³² The distributions are calculated excluding participants with a missing reported level of function.

³³ 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 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	69,455	14%	7,832	38%	77,287	15%
7 to 14	126,846	26%	3,797	19%	130,643	26%
15 to 18	38,476	8%	1,249	6%	39,725	8%
19 to 24	40,511	8%	778	4%	41,289	8%
25 to 34	43,376	9%	1,150	6%	44,526	9%
35 to 44	39,742	8%	1,447	7%	41,189	8%
45 to 54	48,079	10%	1,710	8%	49,789	10%
55 to 64	56,375	12%	2,250	11%	58,625	12%
65+	19,169	4%	171	1%	19,340	4%
Total	482,029	100%	20,384	100%	502,413	100%

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

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	19	0%	<11		19	0%
15 to 18	160	1%	<11		160	1%
19 to 24	1,929	7%	<11		1,929	7%
25 to 34	4,299	17%	<11		4,299	17%
35 to 44	4,674	18%	<11		4,675	18%
45 to 54	6,363	25%	<11		6,364	25%
55 to 64	6,615	25%	<11		6,621	26%
65+	1,886	7%	<11		1,886	7%
Total	25,946	100%	<11		25,954	100%

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

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	69,454	15%	7,832	38%	77,286	16%
7 to 14	126,827	28%	3,797	19%	130,624	27%
15 to 18	38,316	8%	1,249	6%	39,565	8%
19 to 24	38,582	8%	778	4%	39,360	8%
25 to 34	39,077	9%	1,150	6%	40,227	8%
35 to 44	35,068	8%	1,446	7%	36,514	8%
45 to 54	41,716	9%	1,709	8%	43,425	9%
55 to 64	49,760	11%	2,244	11%	52,004	11%
65+	17,283	4%	171	1%	17,454	4%
Total	456,083	100%	20,376	100%	476,459	100%

³⁴ 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 ³⁵

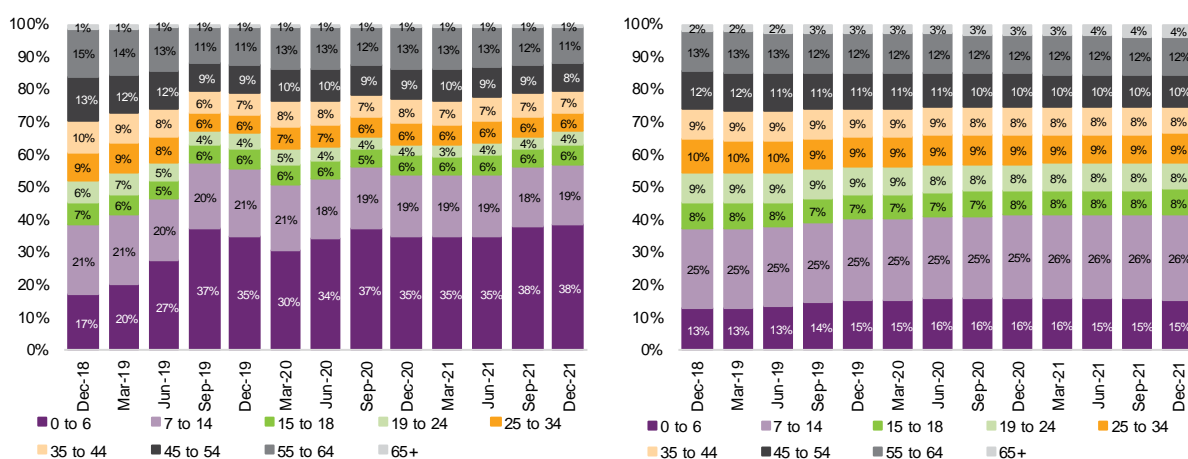


Table E.19 Participant profile per quarter by gender – National

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	297,002	62%	12,366	61%	309,368	62%
Female	179,741	37%	7,678	38%	187,419	37%
Other	5,286	1%	340	2%	5,626	1%
Total	482,029	100%	20,384	100%	502,413	100%

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

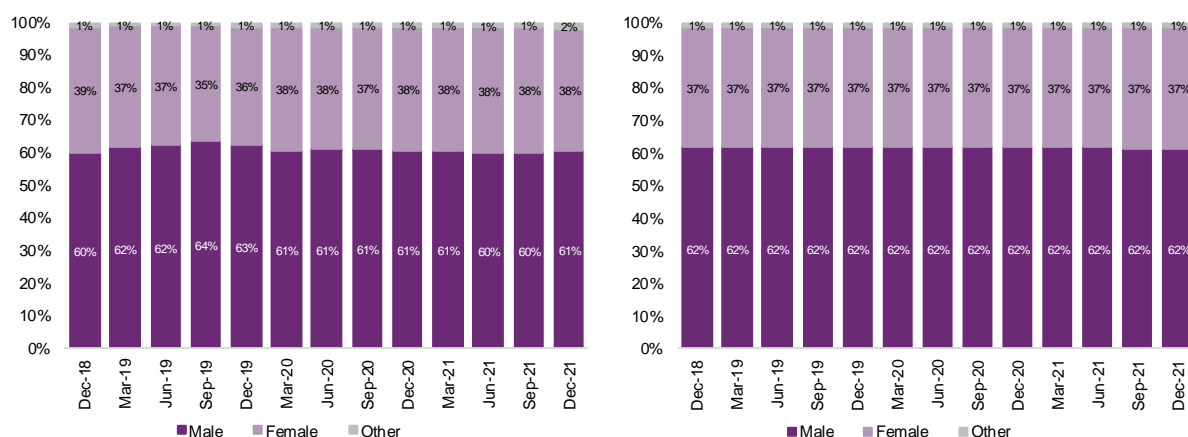


Table E.20 Number and proportion of active participants by gender and age group at 31 December 2021 – National

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	53,491	11%	23,227	5%	569	0%	77,287	15%	2.3
7 to 14	90,102	18%	38,690	8%	1,851	0%	130,643	26%	2.3
15 to 18	26,210	5%	13,012	3%	503	0%	39,725	8%	2.0
19 to 24	26,211	5%	14,573	3%	505	0%	41,289	8%	1.8
25 to 34	26,015	5%	18,030	4%	481	0%	44,526	9%	1.4
35 to 44	22,030	4%	18,716	4%	443	0%	41,189	8%	1.2
45 to 54	25,529	5%	23,744	5%	516	0%	49,789	10%	1.1
55 to 64	29,912	6%	28,131	6%	582	0%	58,625	12%	1.1
65+	9,868	2%	9,296	2%	176	0%	19,340	4%	1.1
Total	309,368	62%	187,419	37%	5,626	1%	502,413	100%	1.7

³⁵ 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.

³⁶ Ibid.

Table E.21 Number and proportion of active participants by gender and disability at 31 December 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	120,868	24%	43,769	9%	2,474	0%	167,111	33%	2.8
Intellectual disability	53,182	11%	40,268	8%	704	0%	94,154	19%	1.3
Psychosocial disability	26,743	5%	25,731	5%	649	0%	53,123	11%	1.0
Developmental delay	29,671	6%	12,132	2%	322	0%	42,125	8%	2.4
Hearing impairment	11,003	2%	9,233	2%	180	0%	20,416	4%	1.2
Other neurological	9,297	2%	7,503	1%	128	0%	16,928	3%	1.2
Other physical	9,466	2%	9,389	2%	233	0%	19,088	4%	1.0
Cerebral palsy	11,338	2%	11,985	2%	322	0%	23,645	5%	0.9
Acquired brain injury	10,464	2%	5,311	1%	126	0%	15,901	3%	2.0
Global developmental delay	4,717	1%	4,551	1%	87	0%	9,355	2%	1.0
Visual impairment	2,257	0%	6,761	1%	92	0%	9,110	2%	0.3
Multiple sclerosis	7,411	1%	3,165	1%	72	0%	10,648	2%	2.3
Stroke	4,247	1%	3,287	1%	69	0%	7,603	2%	1.3
Spinal cord injury	3,746	1%	1,536	0%	70	0%	5,352	1%	2.4
Other	1,868	0%	693	0%	27	0%	2,588	1%	2.7
Other sensory/speech	3,090	1%	2,105	0%	71	0%	5,266	1%	1.5
Total	309,368	62%	187,419	37%	5,626	1%	502,413	100%	1.7

Table E.22 Participation rates by age group at 31 December 2021 – National ³⁷

Age group	Participation rate
0-6	3.68%
7-14	5.07%
15-18	3.28%
19-24	2.07%
25-34	1.16%
35-44	1.18%
45-54	1.55%
55-64	1.98%
Total (aged 0-64)	2.26%

³⁷ Participation rate refers to the proportion of general population that are NDIS participants.
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Part Two: Participant experience and outcomes

Table E.23 Number of baseline questionnaires completed by SFOF version – National ³⁸

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	7,219	11,319	15,552	26,639	22,908	12,943	96,580
Participant school to 14	13,877	20,821	31,238	30,717	21,033	10,301	127,987
Participant 15 to 24	9,352	12,027	14,771	10,982	7,338	3,775	58,245
Participant 25 and over	23,302	35,079	49,553	37,194	28,066	13,522	186,716
Total Participant	53,750	79,246	111,114	105,532	79,345	40,541	469,528
Family 0 to 14	19,771	31,109	44,358	55,498	42,791	22,667	216,194
Family 15 to 24	2,658	8,160	10,024	7,358	4,978	2,679	35,857
Family 25 and over	729	10,409	14,747	10,460	6,861	3,339	46,545
Total Family	23,158	49,678	69,129	73,316	54,630	28,685	298,596
Total	76,908	128,924	180,243	178,848	133,975	69,226	768,124

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		72%		
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			48%	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%

³⁸ 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	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	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%	41%
HW	% who did not have any difficulties accessing health services			68%	62%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	21%
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	37%	43%	32%
% working in a paid job	47%	52%	39%
Of those in a paid job, % in permanent employment	79%	77%	79%
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	32%	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			34%
% 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=19,390) - participants who between 1 July 2016 and 31 December 2020 – National ³⁹

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=38,825) - participants who entered between 1 July 2016 and 31 December 2020 – National

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?	46%
REL Has the NDIS improved your child's relationships with family and friends?	56%
S/CP Has the NDIS improved your child's social and recreational life?	50%

³⁹ Results in Tables E.28 to E.31 include participants who entered between 1 July 2016 and 31 December 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=15,804) and ‘Participant 25 and over’ (n=54,122) - participants who entered between 1 July 2016 and 31 December 2020 – National

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	75%
DL	Has the NDIS helped you with daily living activities?	64%	77%
REL	Has the NDIS helped you to meet more people?	50%	55%
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?	20%	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=63,343); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,375) - participants who entered between 1 July 2016 and 31 December 2020 – National

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	69%	57%
Has the NDIS improved the level of support for your family?	74%	68%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	50%	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=9,312) - participants who entered between 1 July 2016 and 31 December 2019 – National ⁴⁰

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
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%	88%	+4%
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?	65%	69%	+4%

⁴⁰ Results in Tables E.32 to E.35 include participants who had their first plan approved between 1 July 2016 and 31 December 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=25,856) - participants who entered between 1 July 2016 and 31 December 2019 – National

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	72%	+8%
LL	Has the NDIS improved your child's access to education?	44%	50%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	59%	+6%
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=11,299) and ‘Participant 25 and over’ (n=30,899) - participants who entered between 1 July 2016 and 31 December 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?	62%	68%	+6%	69%	77%	+8%
DL	Has the NDIS helped you with daily living activities?	62%	69%	+7%	73%	81%	+8%
REL	Has the NDIS helped you to meet more people?	50%	53%	+3%	52%	58%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	22%	-1%	31%	34%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%	+4%	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?	37%	38%	+1%	29%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	-1%	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	56%	60%	+4%	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=29,241); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,139) - participants who entered between 1 July 2016 and 31 December 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?	64%	70%	+6%	51%	61%	+10%
Has the NDIS improved the level of support for your family?	70%	76%	+6%	62%	74%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	77%	+5%	59%	69%	+10%
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?	45%	48%	+3%	36%	40%	+4%

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=5,810) - participants who entered between 1 July 2016 and 31 December 2018 – National ⁴¹

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	76%	79%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	69%	+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=18,193) - participants who entered between 1 July 2016 and 31 December 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?	59%	68%	72%	+13%
LL	Has the NDIS improved your child's access to education?	39%	44%	49%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	54%	59%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	48%	52%	+9%

⁴¹ Results in Tables E.36 to E.41 include participants who had their first plan approved between 1 July 2016 and 31 December 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=9,292) - participants who entered between 1 July 2016 and 31 December 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?	60%	66%	70%	+10%
Has the NDIS helped you with daily living activities?	60%	67%	72%	+12%
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%	19%	19%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	49%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	16%	-2%
Has the NDIS helped you be more involved?	54%	59%	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=22,962) - participants who entered between 1 July 2016 and 31 December 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%	75%	79%	+12%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
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?	29%	31%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	60%	+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%	33%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	18%	-1%
Has the NDIS helped you be more involved?	59%	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=16,292) - participants who entered between 1 July 2016 and 31 December 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?	59%	63%	68%	+9%
Has the NDIS improved the level of support for your family?	65%	71%	74%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	68%	73%	76%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	79%	+6%
Has the NDIS improved your health and wellbeing?	40%	42%	45%	+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=4,392) - participants who entered between 1 July 2016 and 31 December 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?	48%	53%	60%	+12%
Has the NDIS improved the level of support for your family?	61%	67%	74%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	58%	65%	70%	+12%
Has the NDIS improved your health and wellbeing?	34%	35%	39%	+5%

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=2,236) - participants who entered between 1 July 2016 and 31 December 2017 – National ⁴²

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	92%	96%	95%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	94%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	85%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	80%	81%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	65%	66%	+8%

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=10,094) - participants who entered between 1 July 2016 and 31 December 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?	33%	37%	41%	44%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	50%	55%	57%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	51%	+10%

⁴² Results in Tables E.42 to E.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

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=5,599) - participants who entered between 1 July 2016 and 31 December 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%	65%	67%	70%	+12%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	73%	+16%
REL	Has the NDIS helped you to meet more people?	48%	53%	54%	56%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	46%	49%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	35%	35%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	14%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	58%	61%	63%	+9%

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=10,969) - participants who entered between 1 July 2016 and 31 December 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%	+15%
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%	64%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	28%	31%	33%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	57%	60%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	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%	21%	0%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	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=6,126) - participants who entered between 1 July 2016 and 31 December 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?	53%	57%	61%	65%	+12%
Has the NDIS improved the level of support for your family?	60%	66%	69%	73%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	64%	70%	73%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	76%	79%	+11%
Has the NDIS improved your health and wellbeing?	36%	38%	39%	41%	+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=1,411) - participants who entered between 1 July 2016 and 31 December 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%	54%	61%	+17%
Has the NDIS improved the level of support for your family?	57%	67%	69%	73%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	56%	64%	68%	69%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	34%	37%	+5%

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 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=2,180) - participants who entered between 1 July 2016 and 31 December 2016 – National⁴³

	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%	63%	67%	69%	71%	+17%
LL	Has the NDIS improved your child's access to education?	36%	37%	39%	40%	44%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	48%	51%	52%	56%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	50%	48%	51%	+7%

⁴³ Results in Tables E.48 to E.52 include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,462) - participants who entered between 1 July 2016 and 31 December 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?	61%	62%	64%	66%	69%	+8%
DL	Has the NDIS helped you with daily living activities?	60%	65%	69%	70%	75%	+15%
REL	Has the NDIS helped you to meet more people?	54%	55%	53%	53%	55%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	21%	18%	19%	19%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	48%	50%	+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?	40%	38%	36%	32%	35%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	14%	12%	14%	-5%
S/CP	Has the NDIS helped you be more involved?	56%	60%	60%	60%	63%	+7%

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=2,581) - participants who entered between 1 July 2016 and 31 December 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?	68%	74%	78%	79%	82%	+14%
DL	Has the NDIS helped you with daily living activities?	72%	79%	83%	85%	88%	+16%
REL	Has the NDIS helped you to meet more people?	55%	59%	63%	66%	70%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	32%	32%	35%	39%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	58%	61%	65%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	34%	32%	32%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	19%	19%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	66%	69%	72%	76%	+15%

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=1,089) - participants who entered between 1 July 2016 and 31 December 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?	53%	56%	58%	64%	67%	+14%
Has the NDIS improved the level of support for your family?	60%	67%	65%	70%	71%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	62%	70%	70%	75%	74%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	73%	76%	78%	76%	+9%
Has the NDIS improved your health and wellbeing?	37%	39%	37%	39%	41%	+4%

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=204) - participants who entered between 1 July 2016 and 31 December 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?	46%	42%	52%	60%	62%	+16%
Has the NDIS improved the level of support for your family?	58%	58%	65%	68%	71%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	60%	60%	63%	67%	69%	+9%
Has the NDIS improved your health and wellbeing?	36%	36%	32%	35%	37%	+1%

Table E.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,953), 'participant social and community engagement rate' (n=50,288), 'parent and carer employment rate' (n=42,334) and 'participant choice and control' (n=38,428) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – National ⁴⁴

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	19%	14%	16%	24%
Aged 25+	22%	21%	21%	
Aged 15+	20%	20%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	35%	38%	40%	48%
Aged 25+	36%	40%	42%	
Aged 15+	36%	40%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	49%	50%	49%
Aged 15+	45%	47%	45%	
All ages	46%	48%	48%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		62%	68%	75%
Aged 25+		69%	77%	
Aged 15+		67%	75%	

Table E.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=34,402), 'participant social and community engagement rate' (n=34,594), 'parent and carer employment rate' (n=21,397) and 'participant choice and control' (n=29,572) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – National ⁴⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	15%	17%	22%	24%
Aged 25+	25%	25%	21%	23%	
Aged 15+	22%	23%	20%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	42%	44%	48%
Aged 25+	37%	42%	44%	46%	
Aged 15+	36%	42%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	47%	49%	51%	52%	49%
Aged 15+	47%	50%	52%	48%	
All ages	47%	50%	51%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		60%	66%	70%	75%
Aged 25+		67%	75%	79%	
Aged 15+		65%	72%	76%	

⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=17,077), 'participant social and community engagement rate' (n=17,359), 'parent and carer employment rate' (n=7,966) and 'participant choice and control' (n=15,016) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – National ⁴⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	16%	20%	23%	26%	24%
Aged 25+	28%	28%	27%	22%	25%	
Aged 15+	25%	26%	25%	22%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	41%	45%	46%	46%	48%
Aged 25+	36%	42%	47%	48%	49%	
Aged 15+	36%	42%	46%	47%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	45%	49%	50%	51%	53%	49%
Aged 15+	49%	53%	54%	55%	53%	
All ages	47%	50%	52%	52%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		58%	65%	67%	70%	75%
Aged 25+		65%	73%	76%	80%	
Aged 15+		63%	70%	73%	76%	

Table E.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,404), 'participant social and community engagement rate' (n=4,551), 'parent and carer employment rate' (n=1,426) and 'participant choice and control' (n=3,553) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – National ⁴⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	14%	17%	24%	24%	27%	24%
Aged 25+	24%	25%	23%	24%	19%	22%	
Aged 15+	22%	23%	22%	24%	20%	23%	
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	31%	35%	40%	43%	45%	44%	48%
Aged 25+	36%	40%	46%	49%	49%	51%	
Aged 15+	35%	39%	45%	48%	49%	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	46%	49%	51%	53%	52%	57%	49%
Aged 15+	49%	53%	55%	55%	52%	57%	
All ages	47%	51%	53%	54%	52%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		61%	62%	64%	66%	69%	75%
Aged 25+		68%	74%	78%	79%	82%	
Aged 15+		65%	69%	72%	73%	77%	

⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

⁴⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

Table E.57 Number of active plans by goal type and primary disability – National ⁴⁸

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	
Acquired brain injury	3,839	11,745	8,672	2,719	4,037	12,781	6,334	4,126	15,901
Autism	25,559	145,416	54,866	57,805	70,493	109,912	11,223	26,536	167,111
Cerebral palsy	3,754	14,050	8,891	3,682	4,009	11,911	4,295	2,989	16,928
Developmental delay	2,348	39,538	12,711	23,007	15,183	23,966	74	15	42,125
Down syndrome	2,252	9,356	5,344	2,765	3,283	9,030	2,997	3,170	11,499
Global developmental delay	755	10,085	3,378	6,047	4,152	5,907	30	5	10,648
Hearing impairment	4,225	19,090	4,838	6,041	3,773	11,215	2,360	5,265	23,645
Intellectual disability	17,882	63,672	32,928	21,344	26,350	62,229	22,561	28,390	82,655
Multiple sclerosis	2,283	7,245	6,255	744	1,311	6,357	3,105	2,044	9,110
Psychosocial disability	11,598	37,504	32,063	11,261	12,116	42,942	18,850	17,482	53,123
Spinal cord injury	1,531	4,402	3,154	603	672	3,793	1,853	1,575	5,352
Stroke	1,958	6,172	4,185	874	1,292	5,902	2,752	1,456	7,603
Visual impairment	2,384	7,995	3,357	2,122	1,115	6,648	1,884	2,824	9,355
Other neurological	4,718	16,079	11,533	2,793	4,186	15,329	7,180	3,177	20,416
Other physical	4,384	15,921	10,254	2,296	2,148	12,104	4,725	4,025	19,088
Other sensory/speech	330	2,195	598	968	884	1,158	56	172	2,588
Other	1,127	4,301	2,599	867	1,018	3,687	1,490	1,016	5,266
Total	90,927	414,766	205,626	145,938	156,022	344,871	91,769	104,267	502,413

Table E.58 Percentage of active plans by goal type and primary disability – National ⁴⁹

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	24%	74%	55%	17%	25%	80%	40%	26%
Autism	15%	87%	33%	35%	42%	66%	7%	16%
Cerebral palsy	22%	83%	53%	22%	24%	70%	25%	18%
Developmental delay	6%	94%	30%	55%	36%	57%	0%	0%
Down syndrome	20%	81%	46%	24%	29%	79%	26%	28%
Global developmental delay	7%	95%	32%	57%	39%	55%	0%	0%
Hearing impairment	18%	81%	20%	26%	16%	47%	10%	22%
Intellectual disability	22%	77%	40%	26%	32%	75%	27%	34%
Multiple sclerosis	25%	80%	69%	8%	14%	70%	34%	22%
Psychosocial disability	22%	71%	60%	21%	23%	81%	35%	33%
Spinal cord injury	29%	82%	59%	11%	13%	71%	35%	29%
Stroke	26%	81%	55%	11%	17%	78%	36%	19%
Visual impairment	25%	85%	36%	23%	12%	71%	20%	30%
Other neurological	23%	79%	56%	14%	21%	75%	35%	16%
Other physical	23%	83%	54%	12%	11%	63%	25%	21%
Other sensory/speech	13%	85%	23%	37%	34%	45%	2%	7%
Other	21%	82%	49%	16%	19%	70%	28%	19%
Total	18%	83%	41%	29%	31%	69%	18%	21%

⁴⁸ 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.

⁴⁹ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

Table E.59 Number of goals in active plans by goal type and primary disability – National ⁵⁰

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	
Acquired brain injury	11,663	51,613	27,751	8,347	12,267	41,204	18,490	10,970	182,305
Autism	86,010	991,438	194,924	219,843	246,377	387,947	35,445	81,260	2,243,244
Cerebral palsy	13,464	91,864	33,979	13,509	14,039	46,278	14,744	9,641	237,518
Developmental delay	6,872	313,476	43,257	81,486	46,287	77,911	209	39	569,537
Down syndrome	7,563	54,294	18,090	9,865	11,457	33,219	9,317	9,416	153,221
Global developmental delay	2,303	83,200	11,855	21,551	12,610	19,655	86	14	151,274
Hearing impairment	12,923	93,305	15,412	19,606	11,698	35,539	6,627	14,848	209,958
Intellectual disability	57,922	330,063	110,785	74,158	87,669	217,646	67,621	81,757	1,027,621
Multiple sclerosis	7,202	33,985	22,070	2,271	3,766	20,469	9,381	5,879	105,023
Psychosocial disability	33,352	135,627	95,545	31,381	32,939	122,324	48,539	44,730	544,437
Spinal cord injury	5,513	22,124	11,541	2,051	2,288	13,598	6,444	4,720	68,279
Stroke	6,703	31,344	14,588	2,895	4,032	19,772	8,653	4,364	92,351
Visual impairment	7,922	42,096	10,834	6,973	3,353	22,702	5,733	8,331	107,944
Other neurological	15,314	82,502	40,379	9,533	13,435	51,016	22,076	9,214	243,469
Other physical	14,359	80,782	35,694	7,450	6,657	39,955	14,501	11,710	211,108
Other sensory/speech	976	13,658	1,824	3,458	2,717	3,627	145	489	26,894
Other	3,897	23,555	9,398	3,143	3,430	12,485	4,625	3,189	63,722
Total	293,958	2,474,926	697,926	517,520	515,021	1,165,347	272,636	300,571	6,237,905

Table E.60 Number of active plans by goal type and age group – National ⁵¹

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	4,558	72,901	24,712	43,325	28,719	45,101	137	5	77,287
7 to 14	16,130	117,016	38,620	44,190	55,438	76,015	1,862	1,641	130,643
15 to 18	8,498	33,151	13,840	12,428	15,522	29,102	3,061	12,443	39,725
19 to 24	10,422	31,952	15,088	11,372	10,825	29,930	10,240	23,875	41,289
25 to 34	11,424	33,265	20,578	9,857	10,845	33,327	15,297	21,091	44,526
35 to 44	9,999	30,682	22,095	7,728	9,803	31,594	14,310	16,401	41,189
45 to 54	11,639	37,149	27,580	7,992	10,765	38,683	17,616	15,512	49,789
55 to 64	13,684	44,272	32,336	7,207	10,811	46,041	21,744	11,331	58,625
65+	4,573	14,378	10,777	1,839	3,294	15,078	7,502	1,968	19,340
Total	90,927	414,766	205,626	145,938	156,022	344,871	91,769	104,267	502,413

⁵⁰ Participants have set over six million goals in total since July 2016. The 6,237,905 goals in these results relate to those in the current plans of active participants.

⁵¹ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

Table E.61 Percentage of active plans by goal type and age group – National ⁵²

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32%	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
Total	18%	83%	41%	29%	31%	69%	18%	21%

Table E.62 Number of goals in active plans by goal type and age group – National ⁵³

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	14,005	604,995	89,230	160,330	91,012	154,208	427	10	1,114,217
7 to 14	54,340	852,723	139,244	171,830	196,505	268,125	5,855	5,142	1,693,764
15 to 18	28,940	176,960	47,677	43,375	52,450	102,035	10,330	39,914	501,681
19 to 24	34,138	149,026	49,503	36,862	35,023	101,448	30,813	70,506	507,319
25 to 34	36,934	145,304	66,837	30,828	34,444	111,180	45,586	59,841	530,954
35 to 44	32,256	130,952	72,645	23,394	30,294	103,810	42,255	45,629	481,235
45 to 54	36,152	157,758	90,928	23,666	32,993	126,499	51,956	43,038	562,990
55 to 64	43,087	194,737	106,785	21,679	32,586	149,873	64,053	31,091	643,891
65+	14,106	62,471	35,077	5,556	9,714	48,169	21,361	5,400	201,854
Total	293,958	2,474,926	697,926	517,520	515,021	1,165,347	272,636	300,571	6,237,905

⁵² 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.

⁵³ Participants have set over six million goals in total since July 2016. The 6,237,905 goals in these results relate to those in the current plans of active participants.

Table E.63 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁵⁴

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 4,283	n = 1,216
Are you happy with how coming into the NDIS has gone?	84%	85%
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.	76%	77%
Pre-planning	n = 3,864	n = 1,028
Did the person from the NDIS understand how your disability affects your life?	85%	85%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	77%	77%
Are you clear on what happens next with your plan?	66%	67%
Do you know where to go for more help with your plan?	72%	70%
% of participants rating their overall experience as Very Good or Good.	78%	76%
Planning	n = 18,187	n = 3,925
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	87%	86%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	84%	83%
Plan review	n = 46,807	n = 12,924
Did the person from the NDIS understand how your disability affects your life?	79%	76%
Did you feel prepared for your plan review?	85%	85%
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.	73%	70%

⁵⁴ 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 ^{55 56}

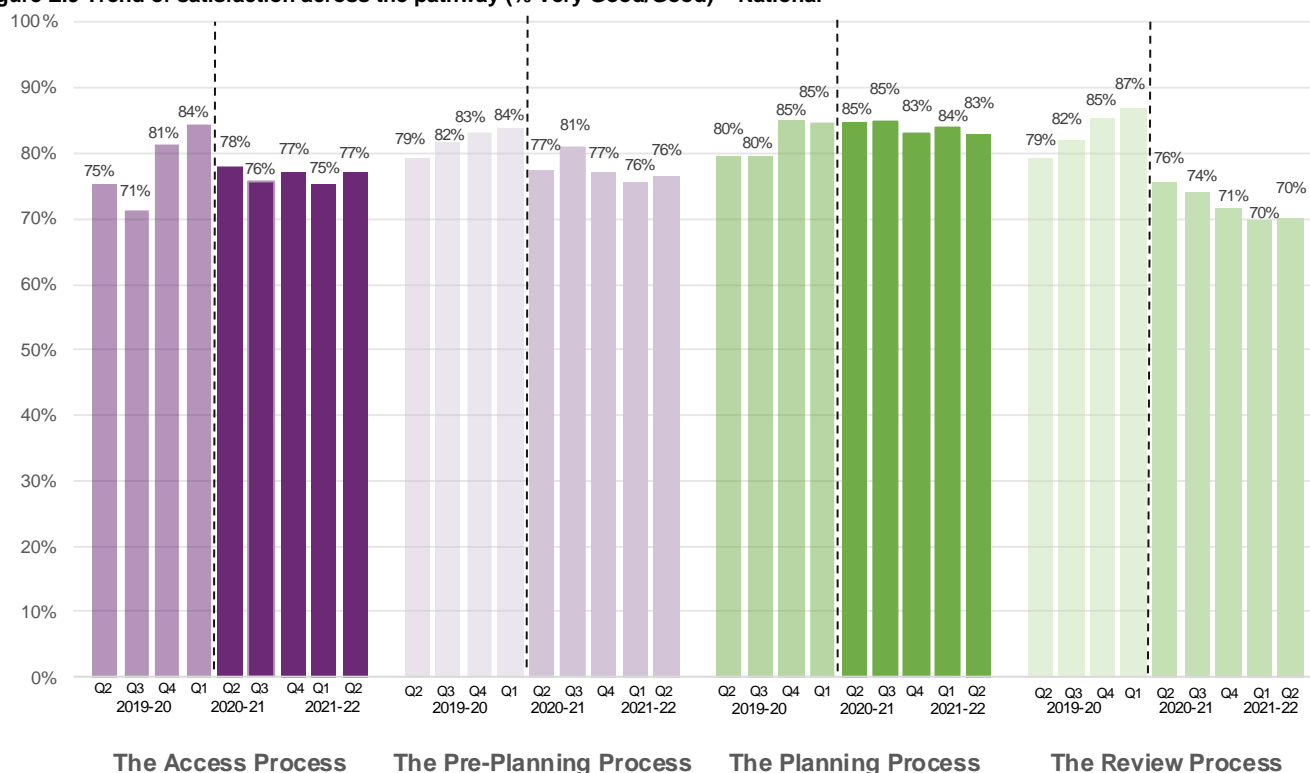
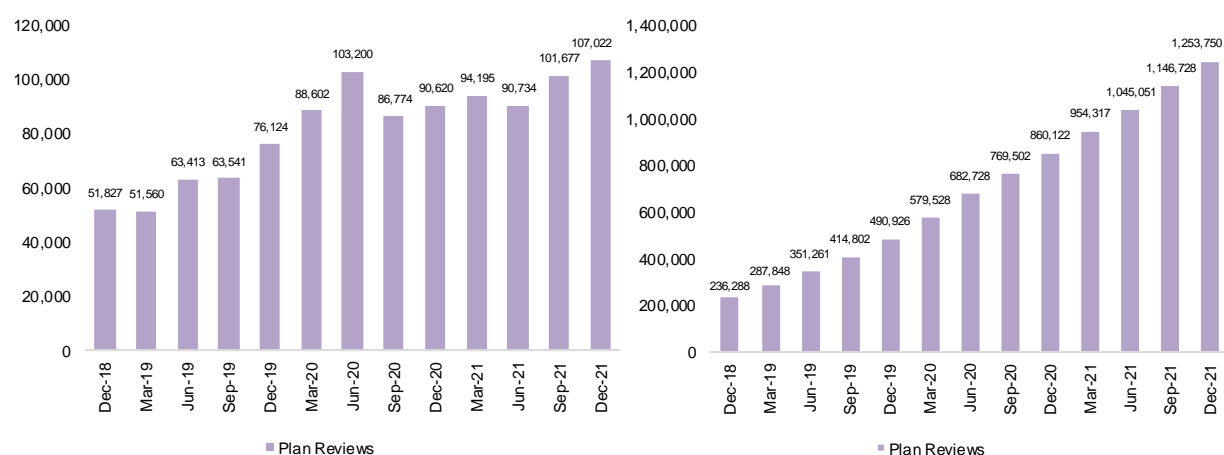


Table E.64 Plan reviews conducted per quarter – excluding plans less than 31 days – National ⁵⁷

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	1,146,728	107,022	1,253,750
<i>Early intervention plans</i>	223,792	23,526	247,318
<i>Permanent disability plans</i>	922,936	83,496	1,006,432

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



⁵⁵ 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.

⁵⁶ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁷ 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 Q2. 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.65 shows the number of complaints in 2021-22 Q2 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.66 to Table E.69 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.65 Complaints by quarter – National ^{58 59 60 61}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	329	78	407	381
Complaint about LAC Partner	1,696	269	1,965	1,842
Complaints about service providers	6,428	528	6,956	5,869
Complaints about the Agency	83,452	6,487	89,939	52,952
Critical/ Reportable Incident	8,488	1,304	9,792	7,743
Unclassified	3,286	13	3,299	2,966
Total	103,679	8,679	112,358	64,821
% of the number of active participants	7.9%	7.0%	7.9%	
Providers who have submitted a registration request				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	52	4	56	52
Complaints about service providers	596	47	643	563
Complaints about the Agency	5,839	283	6,122	4,689
Critical/ Reportable Incident	34	2	36	35
Unclassified	229	7	236	218
Total	6,751	343	7,094	5,285
% of all registration requests	5.1%	3.7%	5.0%	
Other				
Complaint about ECA Partner	13	4	17	17
Complaint about LAC Partner	49	2	51	51
Complaints about service providers	621	84	705	705
Complaints about the Agency	3,193	225	3,418	3,416
Critical/ Reportable Incident	123	2	125	125
Unclassified	115	0	115	115
Total	4,114	317	4,431	4,426
Total	111,807	9,175	120,982	74,532

⁵⁸ Note that 71% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

⁵⁹ % 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.

⁶⁰ % 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.

⁶¹ The rate of complaints was reported as a percentage of access requests in previous reports.

Figure E.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National ⁶²

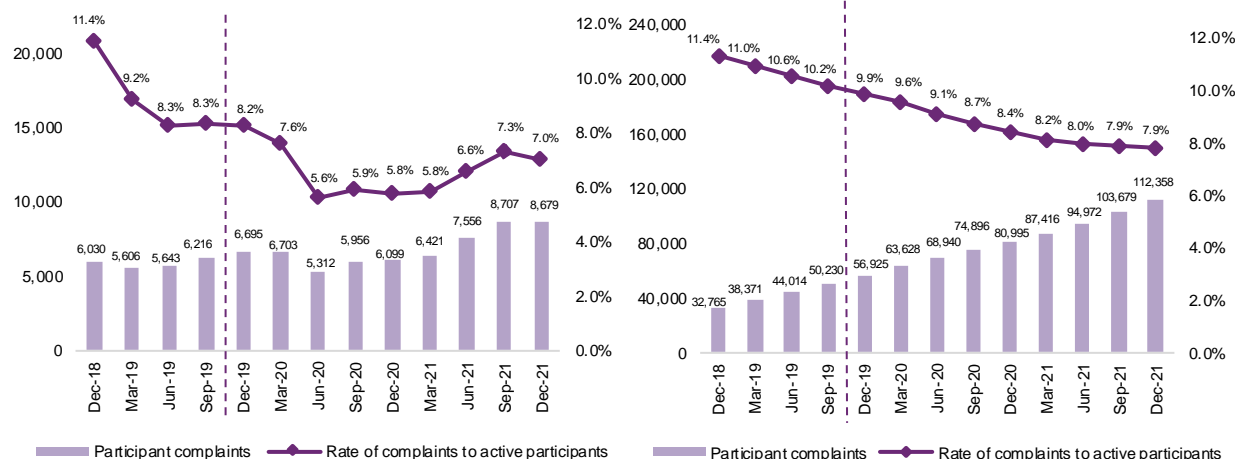
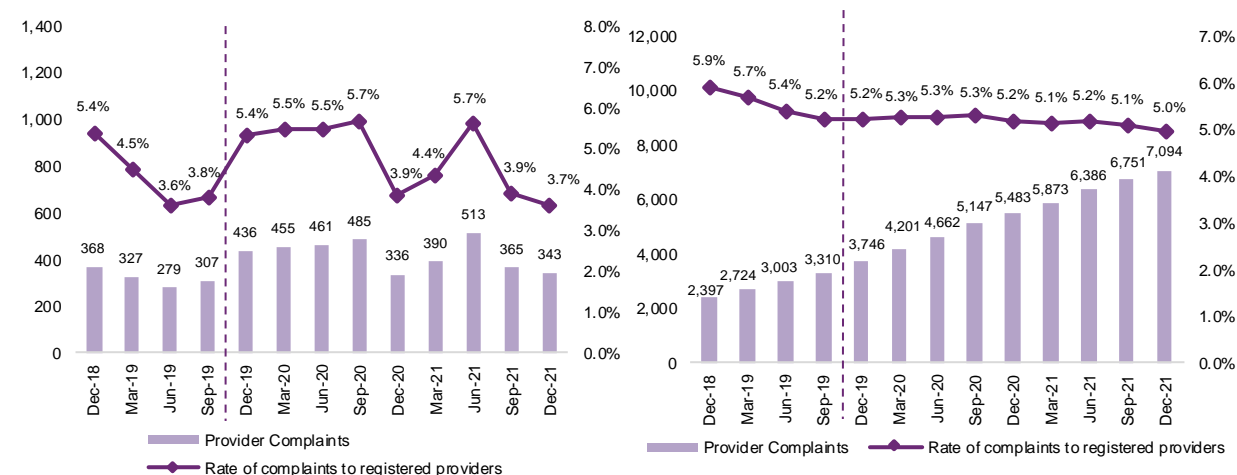


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁶³



⁶² Ibid.

⁶³ 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.66 Participant complaints by type – National ⁶⁴

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	5,357	(6%)	2	(0%)	5,359	(6%)
Information unclear	2,006	(2%)	6	(0%)	2,012	(2%)
NDIA Access	1,595	(2%)	212	(3%)	1,807	(2%)
NDIA Engagement	26	(0%)	12	(0%)	38	(0%)
NDIA Finance	3,480	(4%)	567	(9%)	4,047	(4%)
NDIA Fraud and Compliance	176	(0%)	22	(0%)	198	(0%)
NDIA Plan	11,445	(14%)	2,341	(36%)	13,786	(15%)
NDIA Process	4,429	(5%)	762	(12%)	5,191	(6%)
NDIA Resources	376	(0%)	78	(1%)	454	(1%)
NDIA Staff	3,535	(4%)	438	(7%)	3,973	(4%)
NDIA Timeliness	10,385	(12%)	1,881	(29%)	12,266	(14%)
Participation, engagement and inclusion	461	(1%)	3	(0%)	464	(1%)
Provider Portal	154	(0%)	0	(0%)	154	(0%)
Quality & Safeguards Commission	28	(0%)	8	(0%)	36	(0%)
Reasonable and necessary supports	6,253	(7%)	3	(0%)	6,256	(7%)
Staff conduct - Agency	1,721	(2%)	4	(0%)	1,725	(2%)
The way the NDIA carried out its decision making	3,017	(4%)	30	(0%)	3,047	(3%)
Timeliness	16,591	(20%)	11	(0%)	16,602	(18%)
Other	12,417	(15%)	107	(2%)	12,524	(14%)
Total	83,452		6,487		89,939	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	2	(1%)	1	(1%)	3	(1%)
ECA Plan	40	(12%)	11	(14%)	51	(13%)
ECA Process	37	(11%)	13	(17%)	50	(12%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	115	(35%)	41	(53%)	156	(38%)
ECA Timeliness	134	(41%)	12	(15%)	146	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	329		78		407	
<i>Complaint about LAC Partner</i>						
LAC Engagement	8	(0%)	0	(0%)	8	(0%)
LAC Fraud and Compliance	18	(1%)	2	(1%)	20	(1%)
LAC Plan	289	(17%)	49	(18%)	338	(17%)
LAC Process	184	(11%)	51	(19%)	235	(12%)
LAC Resources	10	(1%)	0	(0%)	10	(1%)
LAC Staff	1,002	(59%)	120	(45%)	1,122	(57%)
LAC Timeliness	185	(11%)	47	(17%)	232	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,696		269		1,965	
<i>Complaints about service providers</i>						
Provider costs.	328	(5%)	0	(0%)	328	(5%)
Provider Finance	240	(4%)	37	(7%)	277	(4%)
Provider Fraud and Compliance	375	(6%)	52	(10%)	427	(6%)
Provider process	373	(6%)	1	(0%)	374	(5%)

⁶⁴ 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 Q2		Total	
Provider Service	1,669	(26%)	287	(54%)	1,956	(28%)
Provider Staff	827	(13%)	113	(21%)	940	(14%)
Service Delivery	554	(9%)	8	(2%)	562	(8%)
Staff conduct	529	(8%)	3	(1%)	532	(8%)
Supports being provided	600	(9%)	6	(1%)	606	(9%)
Other	933	(15%)	21	(4%)	954	(14%)
Total	6,428		528		6,956	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	2,335	(28%)	363	(28%)	2,698	(28%)
Allegations against Informal Supports	1,681	(20%)	49	(4%)	1,730	(18%)
Allegations against NDIA Staff/Partners	16	(0%)	0	(0%)	16	(0%)
Participant threat	1,533	(18%)	244	(19%)	1,777	(18%)
Provider reporting	2,923	(34%)	648	(50%)	3,571	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8,488		1,304		9,792	
<i>Unclassified</i>	3,286		13		3,299	
Participants total	103,679		8,679		112,358	

Table E.67 Provider complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted a provider registration request						
<i>Complaints about the Agency</i>						
Individual needs	347	(6%)	0	(0%)	347	(6%)
Information unclear	228	(4%)	0	(0%)	228	(4%)
NDIA Access	5	(0%)	0	(0%)	5	(0%)
NDIA Engagement	7	(0%)	1	(0%)	8	(0%)
NDIA Finance	1,118	(19%)	101	(36%)	1,219	(20%)
NDIA Fraud and Compliance	24	(0%)	2	(1%)	26	(0%)
NDIA Plan	365	(6%)	43	(15%)	408	(7%)
NDIA Process	307	(5%)	46	(16%)	353	(6%)
NDIA Resources	337	(6%)	31	(11%)	368	(6%)
NDIA Staff	198	(3%)	23	(8%)	221	(4%)
NDIA Timeliness	323	(6%)	27	(10%)	350	(6%)
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)
Provider Portal	417	(7%)	0	(0%)	417	(7%)
Quality & Safeguards Commission	29	(0%)	5	(2%)	34	(1%)
Reasonable and necessary supports	115	(2%)	0	(0%)	115	(2%)
Staff conduct - Agency	127	(2%)	0	(0%)	127	(2%)
The way the NDIA carried out its decision making	68	(1%)	2	(1%)	70	(1%)
Timeliness	808	(14%)	0	(0%)	808	(13%)
Other	968	(17%)	2	(1%)	970	(16%)
Total	5,839		283		6,122	
<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	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	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	4	(8%)	0	(0%)	4	(7%)
LAC Plan	8	(15%)	1	(25%)	9	(16%)
LAC Process	10	(19%)	0	(0%)	10	(18%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	26	(50%)	3	(75%)	29	(52%)
LAC Timeliness	3	(6%)	0	(0%)	3	(5%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	52		4		56	
<i>Complaints about service providers</i>						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	40	(7%)	10	(21%)	50	(8%)
Provider Fraud and Compliance	72	(12%)	6	(13%)	78	(12%)
Provider process	29	(5%)	1	(2%)	30	(5%)
Provider Service	135	(23%)	19	(40%)	154	(24%)
Provider Staff	107	(18%)	11	(23%)	118	(18%)
Service Delivery	33	(6%)	0	(0%)	33	(5%)
Staff conduct	25	(4%)	0	(0%)	25	(4%)
Supports being provided	31	(5%)	0	(0%)	31	(5%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Other	111	(19%)	0	(0%)	111	(17%)
Total	596		47		643	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	11	(32%)	1	(50%)	12	(33%)
Allegations against Informal Supports	8	(24%)	0	(0%)	8	(22%)
Allegations against NDIA Staff/Partners	1	(3%)	0	(0%)	1	(3%)
Participant threat	7	(21%)	0	(0%)	7	(19%)
Provider reporting	7	(21%)	1	(50%)	8	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	34		2		36	
<i>Unclassified</i>	229		7		236	
Providers total	6,751		343		7,094	

Table E.68 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who is not a potential participant or provider						
<i>Complaints about the Agency</i>						
Individual needs	377	(12%)	0	(0%)	377	(11%)
Information unclear	169	(5%)	0	(0%)	169	(5%)
NDIA Access	100	(3%)	8	(4%)	108	(3%)
NDIA Engagement	12	(0%)	3	(1%)	15	(0%)
NDIA Finance	137	(4%)	27	(12%)	164	(5%)
NDIA Fraud and Compliance	60	(2%)	6	(3%)	66	(2%)
NDIA Plan	344	(11%)	57	(25%)	401	(12%)
NDIA Process	364	(11%)	32	(14%)	396	(12%)
NDIA Resources	83	(3%)	25	(11%)	108	(3%)
NDIA Staff	197	(6%)	18	(8%)	215	(6%)
NDIA Timeliness	194	(6%)	38	(17%)	232	(7%)
Participation, engagement and inclusion	76	(2%)	0	(0%)	76	(2%)
Provider Portal	14	(0%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	22	(1%)	10	(4%)	32	(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	45	(1%)	0	(0%)	45	(1%)
Timeliness	324	(10%)	0	(0%)	324	(9%)
Other	520	(16%)	1	(0%)	521	(15%)
Total	3,193		225		3,418	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	1	(8%)	0	(0%)	1	(6%)
ECA Plan	1	(8%)	0	(0%)	1	(6%)
ECA Process	3	(23%)	0	(0%)	3	(18%)
ECA Resources	1	(8%)	0	(0%)	1	(6%)
ECA Staff	4	(31%)	0	(0%)	4	(24%)
ECA Timeliness	3	(23%)	4	(100%)	7	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	13		4		17	
<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	(12%)	0	(0%)	6	(12%)
LAC Process	6	(12%)	0	(0%)	6	(12%)
LAC Resources	2	(4%)	0	(0%)	2	(4%)
LAC Staff	32	(65%)	2	(100%)	34	(67%)
LAC Timeliness	2	(4%)	0	(0%)	2	(4%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	49		2		51	
<i>Complaints about service providers</i>						
Provider costs.	9	(1%)	0	(0%)	9	(1%)
Provider Finance	24	(4%)	6	(7%)	30	(4%)
Provider Fraud and Compliance	74	(12%)	15	(18%)	89	(13%)
Provider process	10	(2%)	0	(0%)	10	(1%)
Provider Service	195	(31%)	46	(55%)	241	(34%)
Provider Staff	140	(23%)	17	(20%)	157	(22%)
Service Delivery	29	(5%)	0	(0%)	29	(4%)
Staff conduct	40	(6%)	0	(0%)	40	(6%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Supports being provided	24	(4%)	0	(0%)	24	(3%)
Other	76	(12%)	0	(0%)	76	(11%)
Total	621		84		705	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	40	(33%)	0	(0%)	40	(32%)
Allegations against Informal Supports	46	(37%)	0	(0%)	46	(37%)
Allegations against NDIA Staff/Partners	5	(4%)	1	(50%)	6	(5%)
Participant threat	16	(13%)	1	(50%)	17	(14%)
Provider reporting	16	(13%)	0	(0%)	16	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	123		2		125	
<i>Unclassified</i>	115		0		115	
Other total	4,114		317		4,431	

Table E.69 Unique complaints by type – National ^{65 66}

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	6,081	(7%)	2	(0%)	6,083	(6%)
Information unclear	2,403	(3%)	6	(0%)	2,409	(2%)
NDIA Access	1,650	(2%)	219	(3%)	1,869	(2%)
NDIA Engagement	44	(0%)	14	(0%)	58	(0%)
NDIA Finance	4,222	(5%)	675	(10%)	4,897	(5%)
NDIA Fraud and Compliance	246	(0%)	30	(0%)	276	(0%)
NDIA Plan	11,598	(13%)	2,411	(35%)	14,009	(14%)
NDIA Process	4,883	(5%)	817	(12%)	5,700	(6%)
NDIA Resources	767	(1%)	131	(2%)	898	(1%)
NDIA Staff	3,713	(4%)	467	(7%)	4,180	(4%)
NDIA Timeliness	10,239	(11%)	1,913	(28%)	12,152	(13%)
Participation, engagement and inclusion	585	(1%)	3	(0%)	588	(1%)
Provider Portal	585	(1%)	0	(0%)	585	(1%)
Quality & Safeguards Commission	77	(0%)	23	(0%)	100	(0%)
Reasonable and necessary supports	6,455	(7%)	3	(0%)	6,458	(7%)
Staff conduct - Agency	1,916	(2%)	4	(0%)	1,920	(2%)
The way the NDIA carried out its decision making	3,130	(3%)	32	(0%)	3,162	(3%)
Timeliness	17,723	(20%)	11	(0%)	17,734	(18%)
Other	13,905	(15%)	110	(2%)	14,015	(14%)
Total	90,222		6,871		97,093	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	3	(1%)	1	(1%)	4	(1%)
ECA Plan	38	(12%)	11	(14%)	49	(12%)
ECA Process	37	(12%)	13	(16%)	50	(13%)
ECA Resources	1	(0%)	0	(0%)	1	(0%)
ECA Staff	109	(34%)	40	(49%)	149	(38%)
ECA Timeliness	127	(40%)	16	(20%)	143	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	316		81		397	
<i>Complaint about LAC Partner</i>						
LAC Engagement	9	(1%)	0	(0%)	9	(0%)
LAC Fraud and Compliance	21	(1%)	2	(1%)	23	(1%)
LAC Plan	280	(17%)	48	(18%)	328	(17%)
LAC Process	181	(11%)	49	(19%)	230	(12%)
LAC Resources	12	(1%)	0	(0%)	12	(1%)
LAC Staff	984	(59%)	118	(45%)	1,102	(57%)
LAC Timeliness	173	(10%)	45	(17%)	218	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,660		262		1,922	
<i>Complaints about service providers</i>						
Provider costs.	350	(5%)	0	(0%)	350	(4%)
Provider Finance	273	(4%)	45	(7%)	318	(4%)
Provider Fraud and Compliance	471	(6%)	72	(11%)	543	(7%)

⁶⁵ 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.

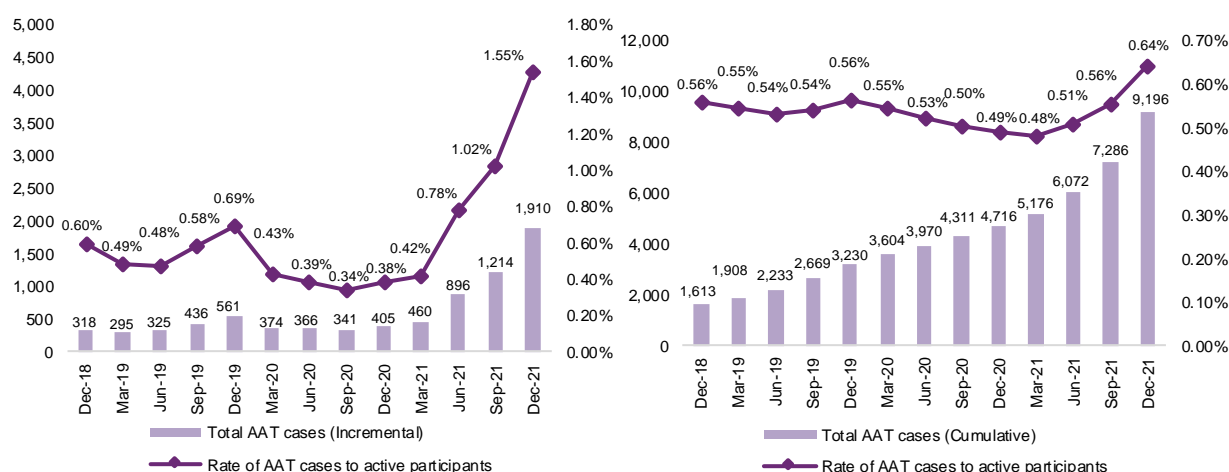
⁶⁶ The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainant numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Provider process	412	(6%)	2	(0%)	414	(5%)
Provider Service	1,871	(25%)	341	(54%)	2,212	(28%)
Provider Staff	996	(14%)	135	(21%)	1,131	(14%)
Service Delivery	616	(8%)	8	(1%)	624	(8%)
Staff conduct	594	(8%)	3	(0%)	597	(7%)
Supports being provided	655	(9%)	6	(1%)	661	(8%)
Other	1,120	(15%)	21	(3%)	1,141	(14%)
Total	7,358		633		7,991	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	2,382	(28%)	364	(28%)	2,746	(28%)
Allegations against Informal Supports	1,726	(20%)	49	(4%)	1,775	(18%)
Allegations against NDIA Staff/Partners	21	(0%)	1	(0%)	22	(0%)
Participant threat	1,551	(18%)	245	(19%)	1,796	(18%)
Provider reporting	2,941	(34%)	649	(50%)	3,590	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8,621		1,308		9,929	
<i>Unclassified</i>	3,630		20		3,650	
Unique complaints total	111,807		9,175		120,982	

Table E.70 AAT Cases by category at 31 December 2021 – National ⁶⁷

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	1,958	27%	126	7%	2,084	23%
Plan	4,519	62%	1,656	87%	6,175	67%
Plan Review	403	6%	13	1%	416	5%
Other	406	6%	115	6%	521	6%
Total	7,286	100%	1,910	100%	9,196	100%
% of the number of active participants	0.56%		1.55%		0.64%	

Figure E.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National ⁶⁸



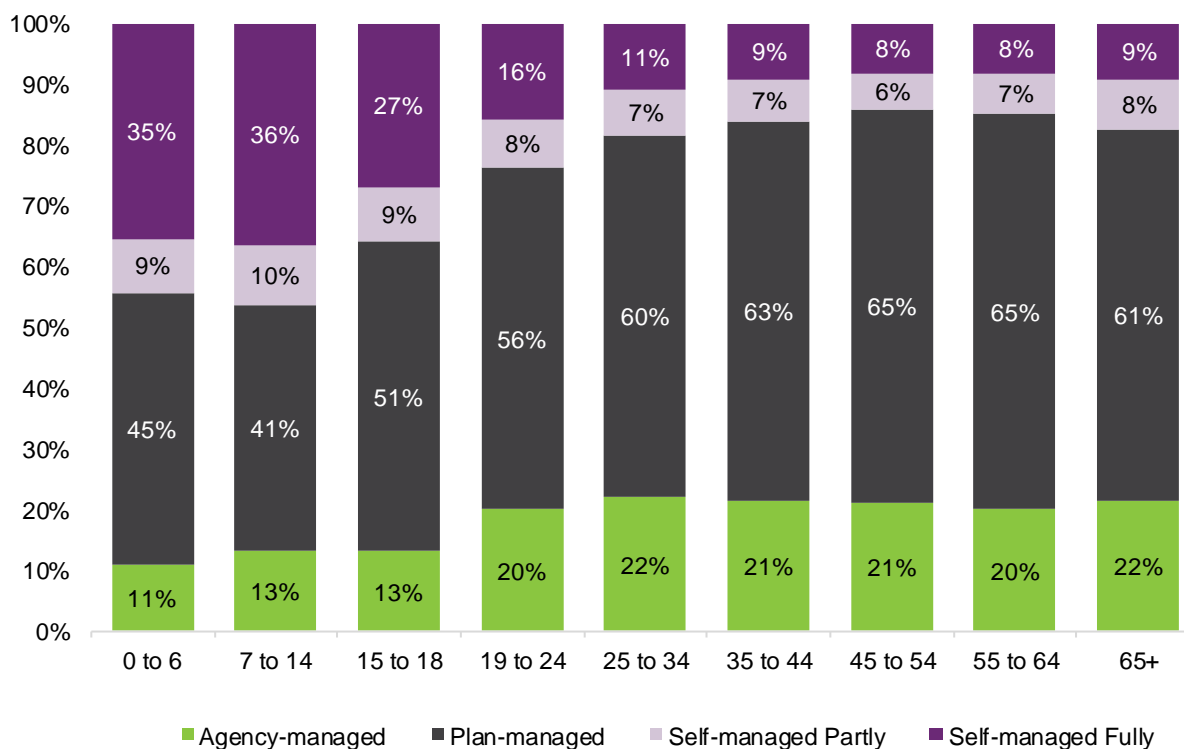
⁶⁷ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

⁶⁸ Ibid.

Table E.71 AAT cases by open/closed and decision – National ^{69 70}

	N
AAT Cases	9,196
Open AAT Cases	3,517
Closed AAT Cases	5,679
<i>Resolved before hearing</i>	<i>5,534</i>
<i>Gone to hearing and received a substantive decision</i>	<i>145</i>

Figure E.14 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – National ^{71 72}



⁶⁹ Of the 145 cases which went to hearing and received a substantive decision: 67 affirmed the Agency's decision, 30 varied the Agency's decision and 48 set aside the Agency's decision.

⁷⁰ 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.

⁷¹ For the total number of active participants in each age group, see Table E.16.

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

Figure E.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – National ^{73 74}

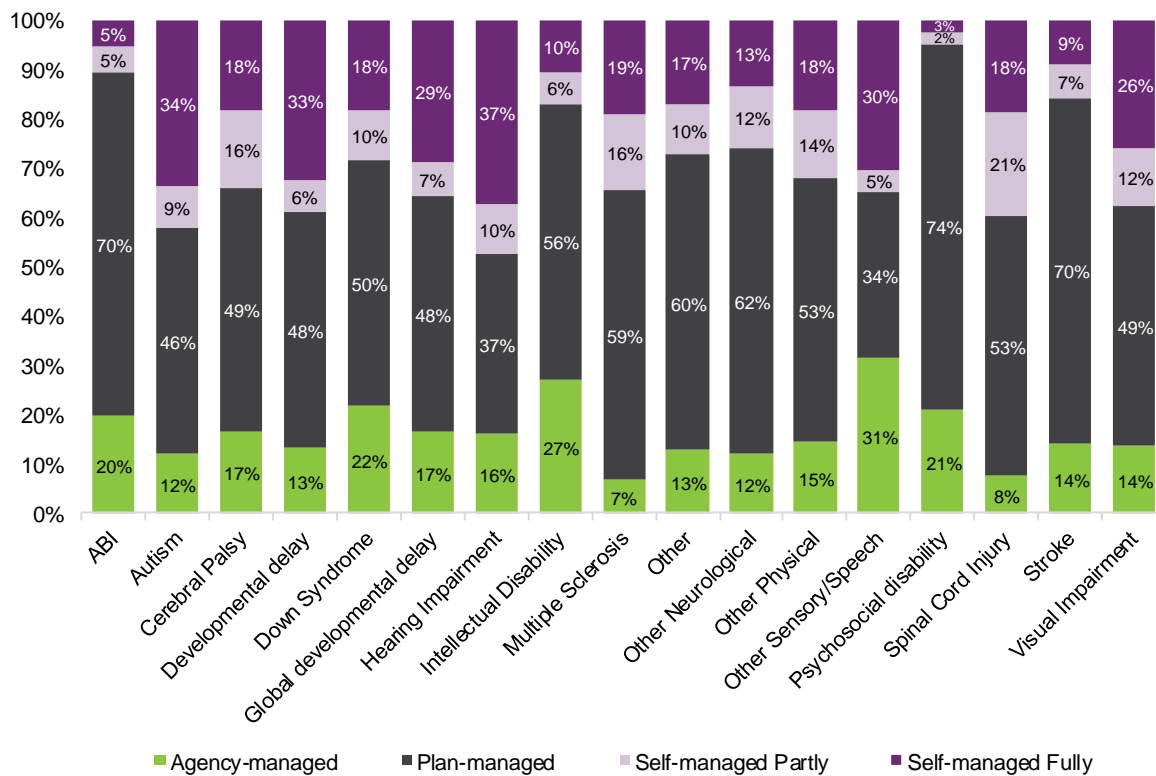
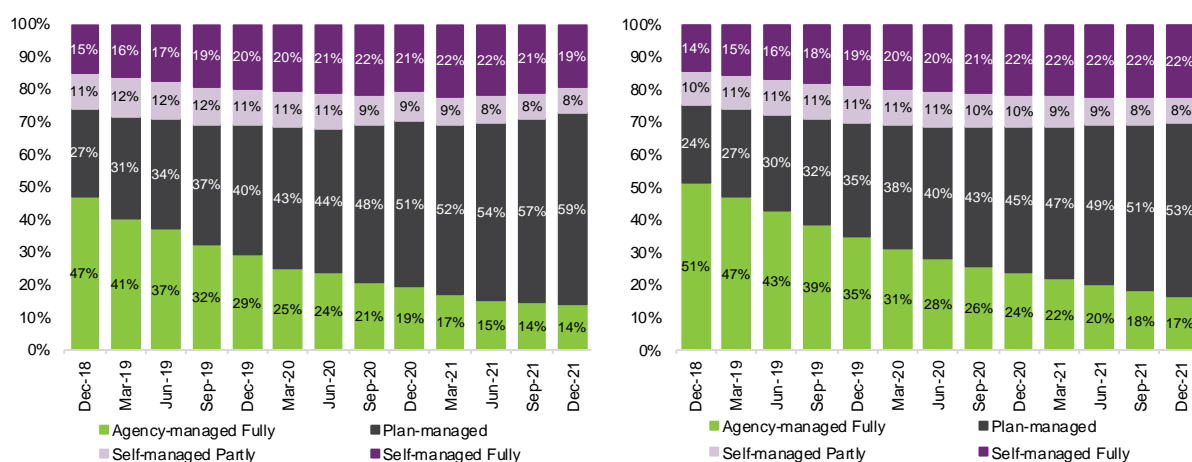


Table E.72 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National ⁷⁵

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	23%	19%	22%
Self-managed partly	8%	8%	8%
Plan-managed	51%	59%	53%
Agency-managed	18%	14%	17%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National ⁷⁶



⁷³ For the total number of active participants in each primary disability group, see Table E.12.

⁷⁴ 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.

⁷⁵ Ibid.

⁷⁶ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.73 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2021-22 Q2	Total
Self-managed	12%	12%	12%
Plan-managed	38%	52%	39%
Agency-managed	50%	36%	48%
Total	100%	100%	100%

Figure E.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National

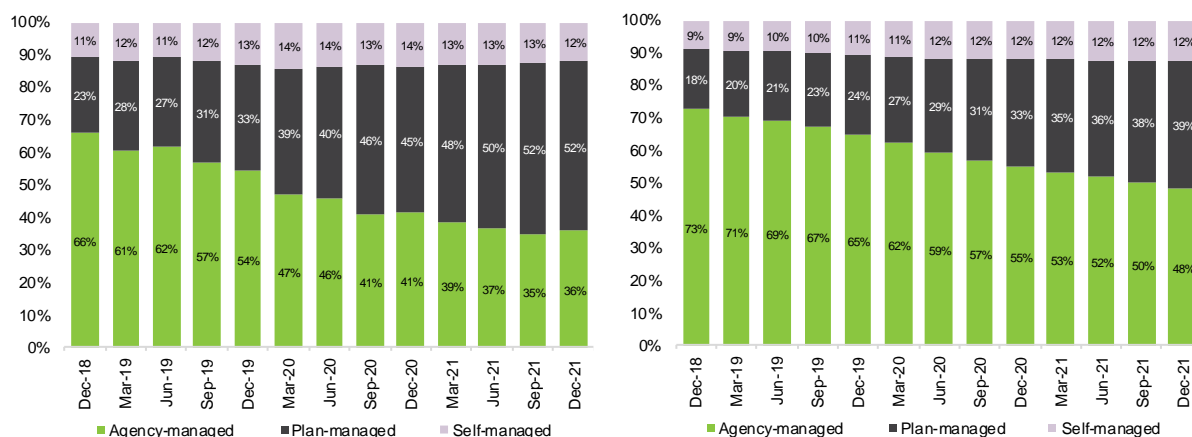


Table E.74 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2021-22 Q2	Total
Support coordination	41%	51%	44%

Table E.75 Duration to plan activation by quarter of initial plan approval for active participants – National ⁷⁷

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	285,313	68%	12,470	68%	297,783	68%
30 to 59 days	49,738	12%	2,276	12%	52,014	12%
60 to 89 days	22,895	5%	904	5%	23,799	5%
Activated within 90 days	357,946	86%	15,650	86%	373,596	86%
90 to 119 days	13,085	3%	505	3%	13,590	3%
120 days and over	36,519	9%	605	3%	37,124	9%
Activated after 90 days	49,604	12%	1,110	6%	50,714	12%
No payments	9,022	2%	1,479	8%	10,501	2%
Total plans approved	416,572	100%	18,239	100%	434,811	100%

⁷⁷ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.76 Proportion of participants who have activated within 12 months at 31 December 2021 – National ⁷⁸

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	27,284	28,722	95%
Not Aboriginal and Torres Strait Islander	308,226	318,179	97%
Not Stated	75,063	77,429	97%
Total	410,573	424,330	97%
by Culturally and Linguistically Diverse status			
CALD	37,263	38,447	97%
Not CALD	368,175	380,546	97%
Not Stated	5,135	5,337	96%
Total	410,573	424,330	97%
by Remoteness			
Major Cities	279,746	288,689	97%
Regional	124,967	129,467	97%
Remote	5,839	6,153	95%
Missing	21	21	100%
Total	410,573	424,330	97%
by Primary Disability type			
Autism	139,822	143,725	97%
Intellectual disability (including Down syndrome)	85,736	88,058	97%
Psychosocial disability	41,750	42,917	97%
Developmental delay (including global developmental delay)	29,852	31,619	94%
Other	113,413	118,011	96%
Total	410,573	424,330	97%

Table E.77 Distribution of plans by utilisation – National ^{79 80}

Plan utilisation	Total
0 to 50%	33%
50% to 75%	25%
> 75%	43%
Total	100%

Table E.78 Proportion of active participants with approved plans accessing mainstream supports – National ⁸¹

	Prior Quarters	2021-22 Q2	Total
Daily Activities	13%	14%	13%
Health & Wellbeing	60%	67%	62%
Lifelong Learning	22%	25%	23%
Other	17%	20%	18%
Non-categorised	21%	16%	20%
Any mainstream service	95%	96%	95%

⁷⁸ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

⁷⁹ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁸⁰ 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.

⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

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

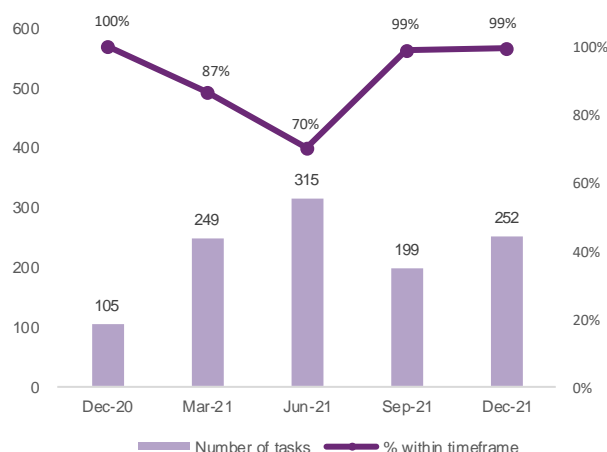


Figure E.19 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National

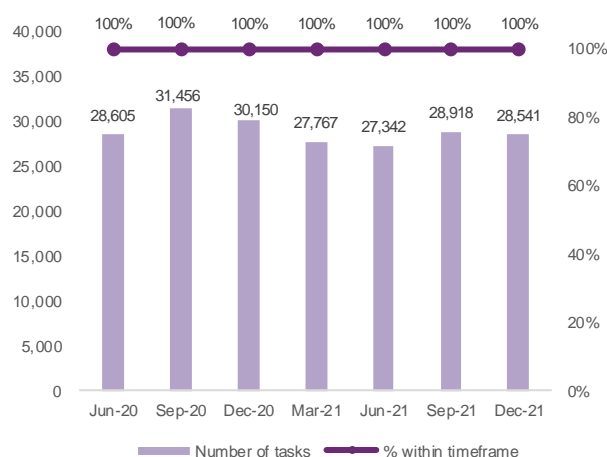


Figure E.20 Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National

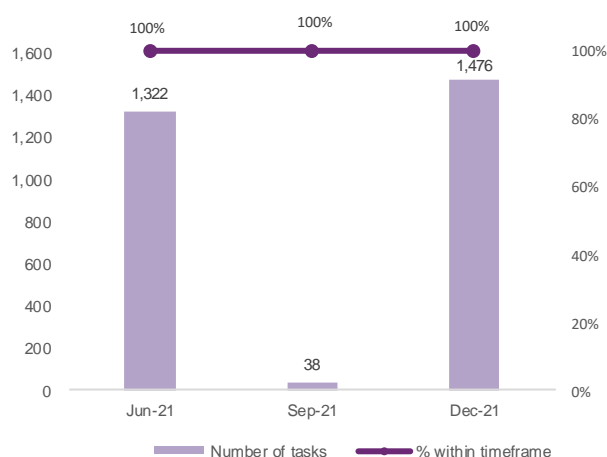


Figure E.21 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National ⁸²

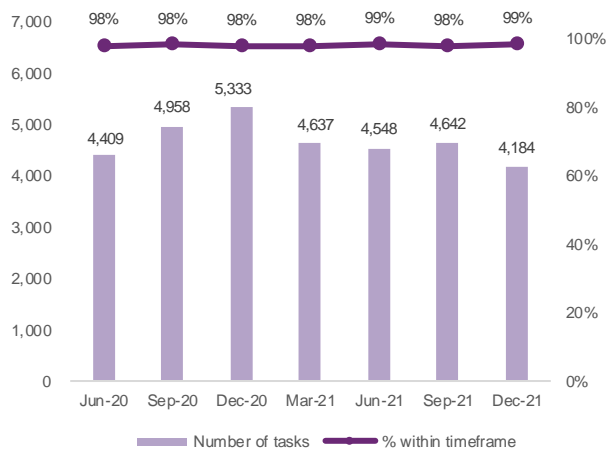


Figure E.22 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ⁸³

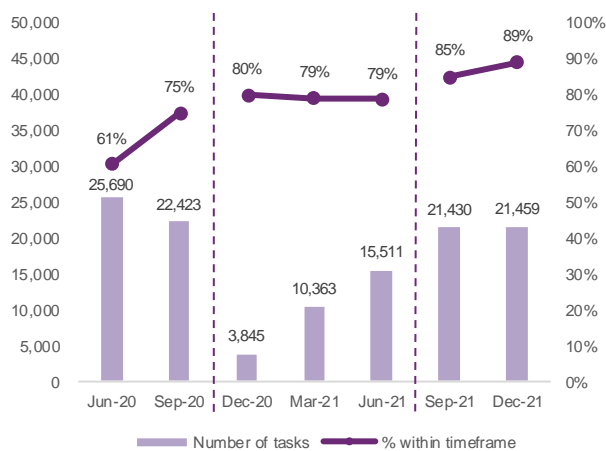
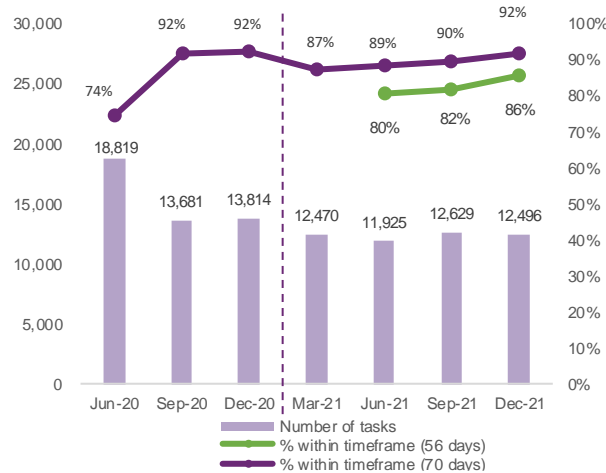


Figure E.23 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National ⁸⁴



⁸² The results for prior quarters have been restated using data as at 31 December 2021 due to a change in the way this metric is measured.

⁸³ A new business process has been used to measure this metric since December 2020 and again from July 2021.

⁸⁴ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

Figure E.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

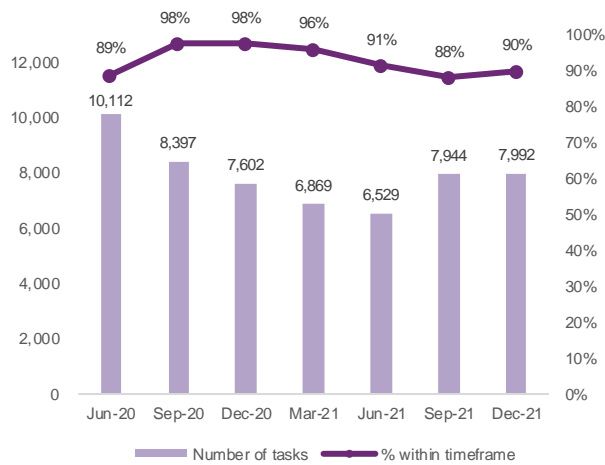


Figure E.25 If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

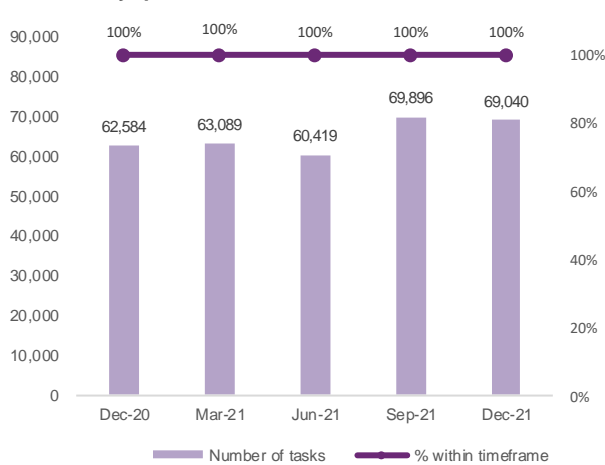


Figure E.26 Commence facilitating a scheduled plan review, prior to the scheduled review date, and proportion achieved within 56 day timeframe by quarter – National

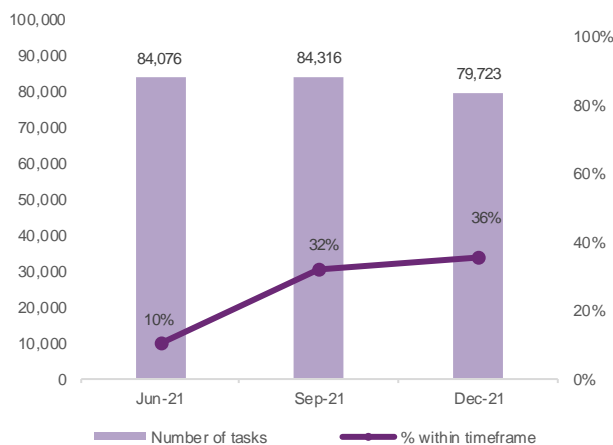


Figure E.27 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁸⁵

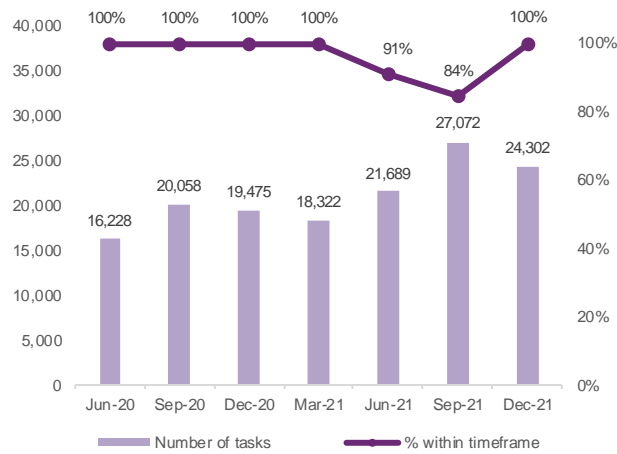


Figure E.28 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National ⁸⁶

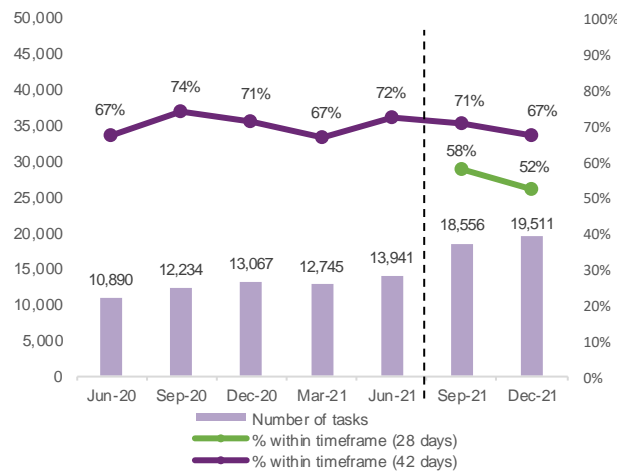
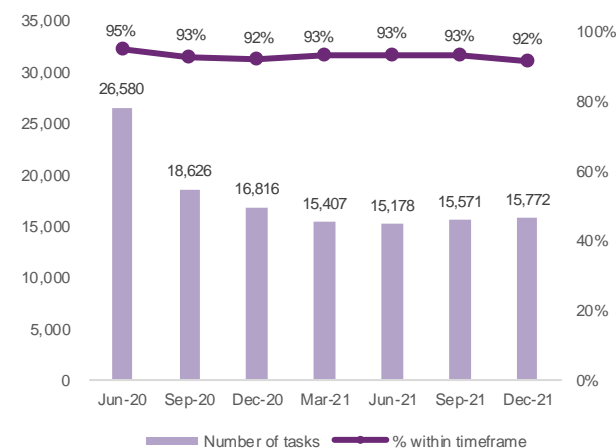


Figure E.29 Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National



⁸⁵ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

⁸⁶ 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.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

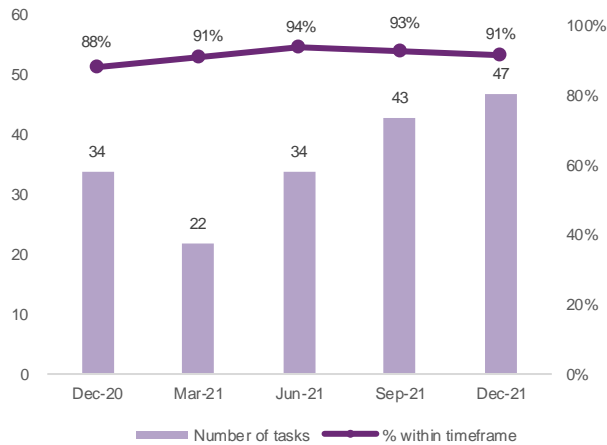


Figure E.31 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National⁸⁷

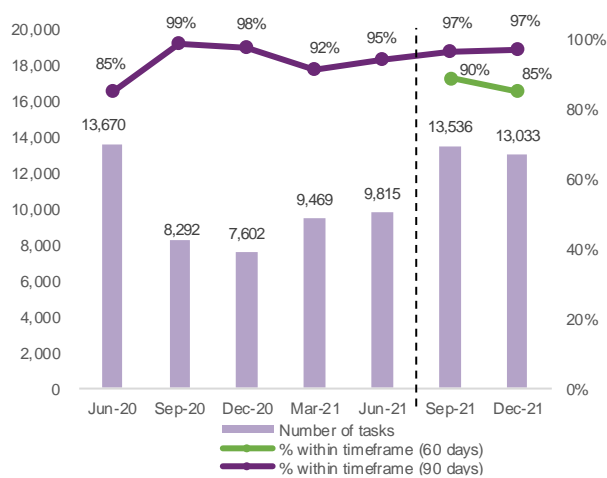
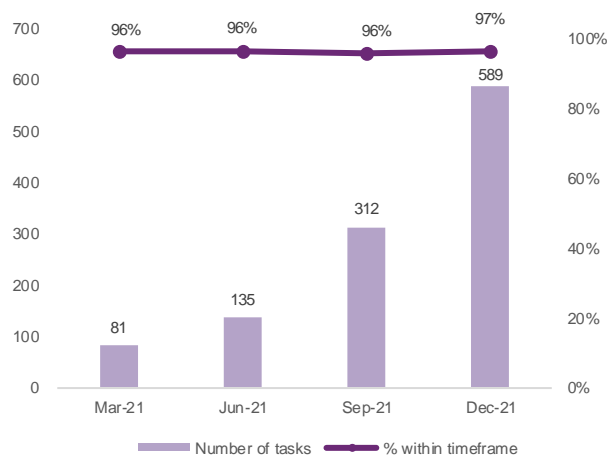


Figure E.32 Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National



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

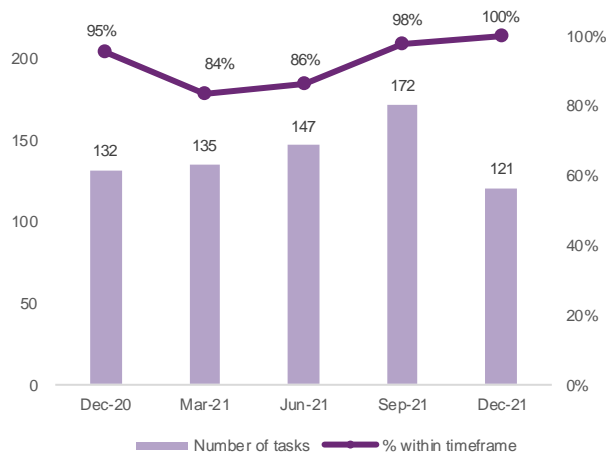


Figure E.34 Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

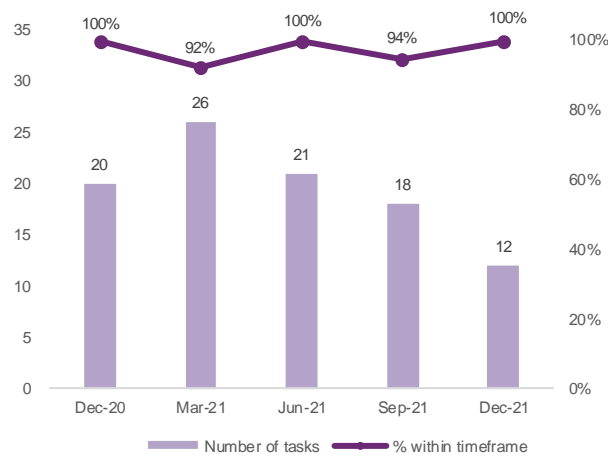
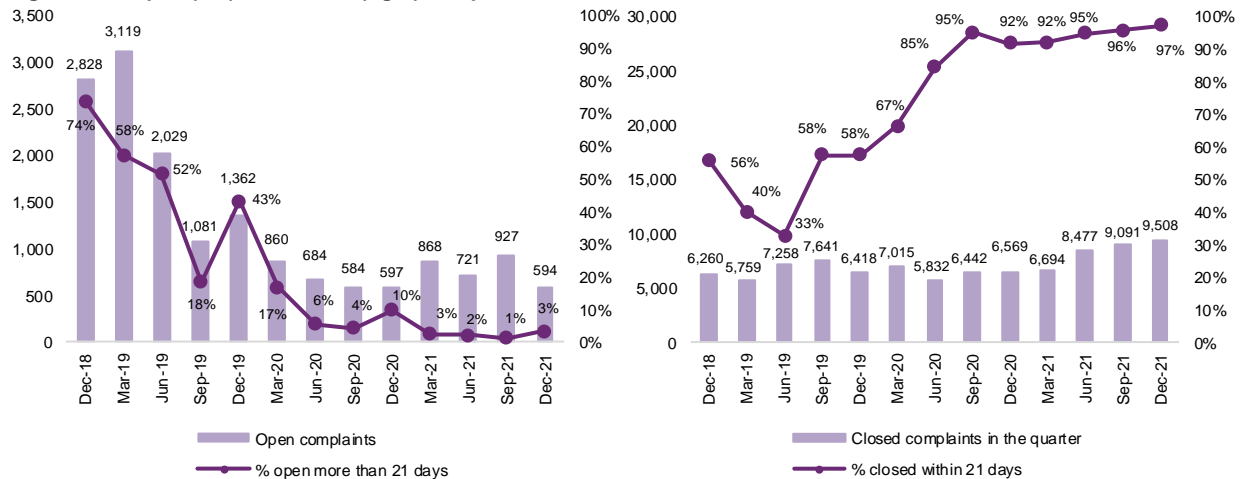


Figure E.35 Open (left) and closed (right) complaints over time – National



Part Four: Providers and the growing market

Table E.79 Key markets indicators by quarter – National^{88 89}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.15	1.21
b) Number of providers delivering new types of supports	1,509	1,477
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	89%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	90%	90%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

Table E.80 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – National⁹⁰

Activity	Number of providers
Active for the first time in 2021-22 Q2	418
Active in 2021-22 Q2 and also in previous quarters	8,830
Active in 2021-22 Q2	9,248
Inactive in 2021-22 Q2	8,213
Active ever	17,461

⁸⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁹⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.81 Cumulative number of providers that have been ever active by registration group – National ⁹¹

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	692	26	718	4%
Assistance Animals	307	13	320	4%
Assistance with daily life tasks in a group or shared living arrangement	2,269	230	2,499	10%
Assistance with travel/transport arrangements	2,400	79	2,479	3%
Daily Personal Activities	3,470	207	3,677	6%
Group and Centre Based Activities	2,481	94	2,575	4%
High Intensity Daily Personal Activities	2,525	79	2,604	3%
Household tasks	4,690	137	4,827	3%
Interpreting and translation	543	23	566	4%
Participation in community, social and civic activities	3,774	226	4,000	6%
Assistive Technology				
Assistive equipment for recreation	708	33	741	5%
Assistive products for household tasks	758	30	788	4%
Assistance products for personal care and safety	2,961	68	3,029	2%
Communication and information equipment	1,394	47	1,441	3%
Customised Prosthetics	1,578	42	1,620	3%
Hearing Equipment	711	35	746	5%
Hearing Services	198	23	221	12%
Personal Mobility Equipment	1,942	48	1,990	2%
Specialised Hearing Services	292	17	309	6%
Vision Equipment	636	30	666	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	3,543	180	3,723	5%
Behaviour Support	1,832	67	1,899	4%
Community nursing care for high needs	1,410	78	1,488	6%
Development of daily living and life skills	2,664	108	2,772	4%
Early Intervention supports for early childhood	3,128	78	3,206	2%
Exercise Physiology and Physical Wellbeing activities	2,041	50	2,091	2%
Innovative Community Participation	1,036	38	1,074	4%
Specialised Driving Training	615	31	646	5%
Therapeutic Supports	9,248	128	9,376	1%
Capital services				
Home modification design and construction	1,340	52	1,392	4%
Specialist Disability Accommodation	362	14	376	4%
Vehicle Modifications	570	26	596	5%
Choice and control support services				
Management of funding for supports in participants plan	1,555	51	1,606	3%
Support Coordination	1,333	64	1,397	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	988	42	1,030	4%
Specialised Supported Employment	886	34	920	4%
Total	17,043	418	17,461	2%

⁹¹ 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.82 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	149	569	718	21%	79%	100%
Assistance Animals	47	273	320	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	336	2,163	2,499	13%	87%	100%
Assistance with travel/transport arrangements	482	1,997	2,479	19%	81%	100%
Daily Personal Activities	524	3,153	3,677	14%	86%	100%
Group and Centre Based Activities	347	2,228	2,575	13%	87%	100%
High Intensity Daily Personal Activities	360	2,244	2,604	14%	86%	100%
Household tasks	1,551	3,276	4,827	32%	68%	100%
Interpreting and translation	124	442	566	22%	78%	100%
Participation in community, social and civic activities	608	3,392	4,000	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	108	633	741	15%	85%	100%
Assistive products for household tasks	121	667	788	15%	85%	100%
Assistance products for personal care and safety	561	2,468	3,029	19%	81%	100%
Communication and information equipment	321	1,120	1,441	22%	78%	100%
Customised Prosthetics	329	1,291	1,620	20%	80%	100%
Hearing Equipment	125	621	746	17%	83%	100%
Hearing Services	32	189	221	14%	86%	100%
Personal Mobility Equipment	363	1,627	1,990	18%	82%	100%
Specialised Hearing Services	59	250	309	19%	81%	100%
Vision Equipment	115	551	666	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	765	2,958	3,723	21%	79%	100%
Behaviour Support	537	1,362	1,899	28%	72%	100%
Community nursing care for high needs	241	1,247	1,488	16%	84%	100%
Development of daily living and life skills	429	2,343	2,772	15%	85%	100%
Early Intervention supports for early childhood	1,247	1,959	3,206	39%	61%	100%
Exercise Physiology and Physical Wellbeing activities	543	1,548	2,091	26%	74%	100%
Innovative Community Participation	290	784	1,074	27%	73%	100%
Specialised Driving Training	172	474	646	27%	73%	100%
Therapeutic Supports	4,336	5,040	9,376	46%	54%	100%
Capital services						
Home modification design and construction	271	1,121	1,392	19%	81%	100%
Specialist Disability Accommodation	20	356	376	5%	95%	100%
Vehicle Modifications	94	502	596	16%	84%	100%
Choice and control support services						
Management of funding for supports in participants plan	314	1,292	1,606	20%	80%	100%
Support Coordination	269	1,128	1,397	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	148	882	1,030	14%	86%	100%
Specialised Supported Employment	140	780	920	15%	85%	100%
Total	7,014	10,447	17,461	40%	60%	100%

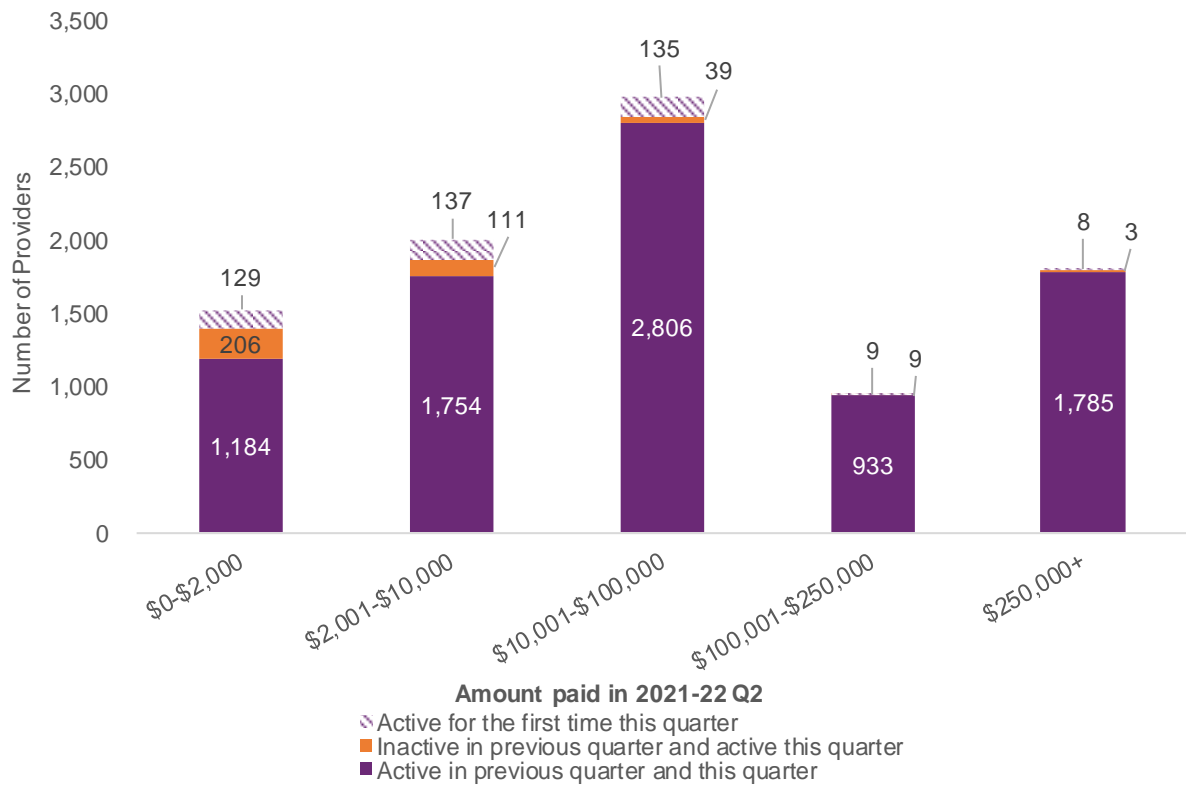
Table E.83 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – National

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	77	26	103	25%
Assistance Animals	153	13	166	8%
Assistance with daily life tasks in a group or shared living arrangement	1,636	230	1,866	12%
Assistance with travel/transport arrangements	903	79	982	8%
Daily Personal Activities	2,424	207	2,631	8%
Group and Centre Based Activities	1,520	94	1,614	6%
High Intensity Daily Personal Activities	1,396	79	1,475	5%
Household tasks	2,241	137	2,378	6%
Interpreting and translation	212	23	235	10%
Participation in community, social and civic activities	2,706	226	2,932	8%
Assistive Technology				
Assistive equipment for recreation	113	33	146	23%
Assistive products for household tasks	137	30	167	18%
Assistance products for personal care and safety	1,532	68	1,600	4%
Communication and information equipment	670	47	717	7%
Customised Prosthetics	694	42	736	6%
Hearing Equipment	274	35	309	11%
Hearing Services	44	23	67	34%
Personal Mobility Equipment	976	48	1,024	5%
Specialised Hearing Services	72	17	89	19%
Vision Equipment	230	30	260	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,532	180	2,712	7%
Behaviour Support	943	67	1,010	7%
Community nursing care for high needs	716	78	794	10%
Development of daily living and life skills	1,282	108	1,390	8%
Early Intervention supports for early childhood	1,270	78	1,348	6%
Exercise Physiology and Physical Wellbeing activities	996	50	1,046	5%
Innovative Community Participation	256	38	294	13%
Specialised Driving Training	214	31	245	13%
Therapeutic Supports	4,189	128	4,317	3%
Capital services				
Home modification design and construction	473	52	525	10%
Specialist Disability Accommodation	276	14	290	5%
Vehicle Modifications	156	26	182	14%
Choice and control support services				
Management of funding for supports in participants plan	1,040	51	1,091	5%
Support Coordination	599	64	663	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	511	42	553	8%
Specialised Supported Employment	645	34	679	5%
Total	8,830	418	9,248	5%

Table E.84 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	13	90	103	13%	87%	100%
Assistance Animals	23	143	166	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	200	1,666	1,866	11%	89%	100%
Assistance with travel/transport arrangements	122	860	982	12%	88%	100%
Daily Personal Activities	323	2,308	2,631	12%	88%	100%
Group and Centre Based Activities	196	1,418	1,614	12%	88%	100%
High Intensity Daily Personal Activities	198	1,277	1,475	13%	87%	100%
Household tasks	605	1,773	2,378	25%	75%	100%
Interpreting and translation	45	190	235	19%	81%	100%
Participation in community, social and civic activities	365	2,567	2,932	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	11	135	146	8%	92%	100%
Assistive products for household tasks	22	145	167	13%	87%	100%
Assistance products for personal care and safety	242	1,358	1,600	15%	85%	100%
Communication and information equipment	123	594	717	17%	83%	100%
Customised Prosthetics	135	601	736	18%	82%	100%
Hearing Equipment	48	261	309	16%	84%	100%
Hearing Services	11	56	67	16%	84%	100%
Personal Mobility Equipment	168	856	1,024	16%	84%	100%
Specialised Hearing Services	12	77	89	13%	87%	100%
Vision Equipment	44	216	260	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	520	2,192	2,712	19%	81%	100%
Behaviour Support	212	798	1,010	21%	79%	100%
Community nursing care for high needs	112	682	794	14%	86%	100%
Development of daily living and life skills	188	1,202	1,390	14%	86%	100%
Early Intervention supports for early childhood	286	1,062	1,348	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	215	831	1,046	21%	79%	100%
Innovative Community Participation	54	240	294	18%	82%	100%
Specialised Driving Training	54	191	245	22%	78%	100%
Therapeutic Supports	1,482	2,835	4,317	34%	66%	100%
Capital services						
Home modification design and construction	76	449	525	14%	86%	100%
Specialist Disability Accommodation	11	279	290	4%	96%	100%
Vehicle Modifications	24	158	182	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	227	864	1,091	21%	79%	100%
Support Coordination	107	556	663	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	67	486	553	12%	88%	100%
Specialised Supported Employment	100	579	679	15%	85%	100%
Total	2,598	6,650	9,248	28%	72%	100%

Figure E.36 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – National ⁹²



⁹² 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.

Part Five: Financial sustainability

Table E.85 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	14,570.8	24,402.1	32,269.3	17,366.1

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – National

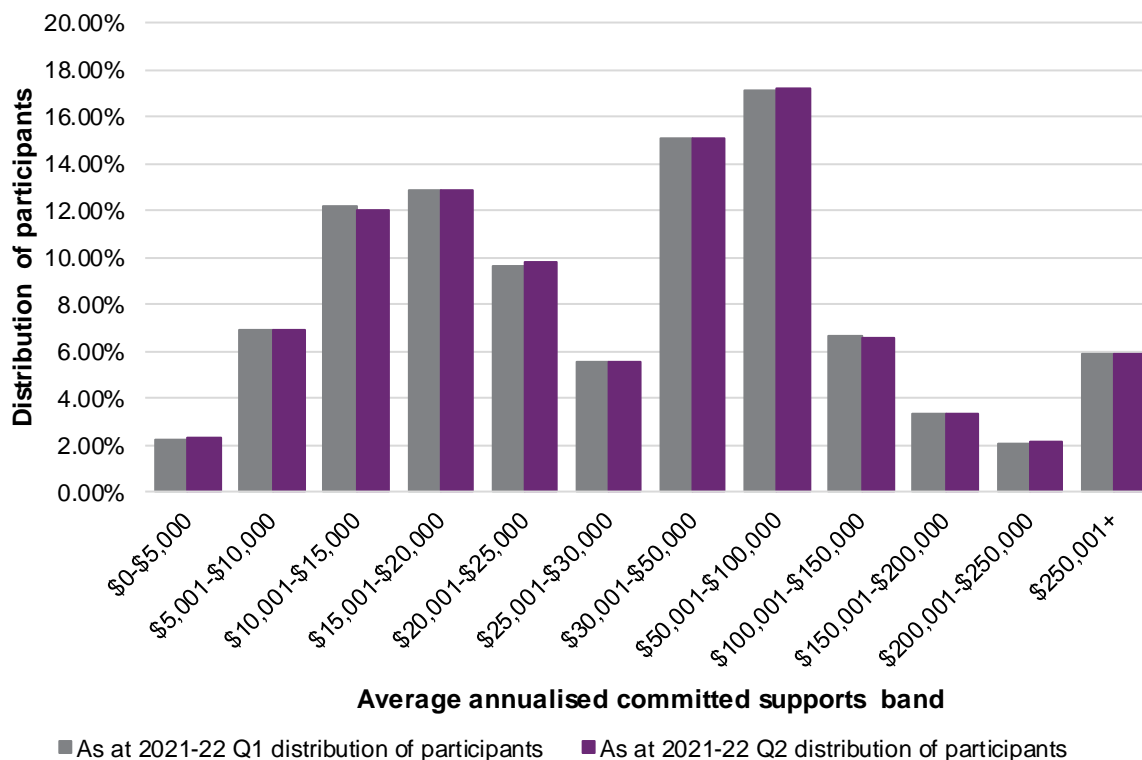


Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – National

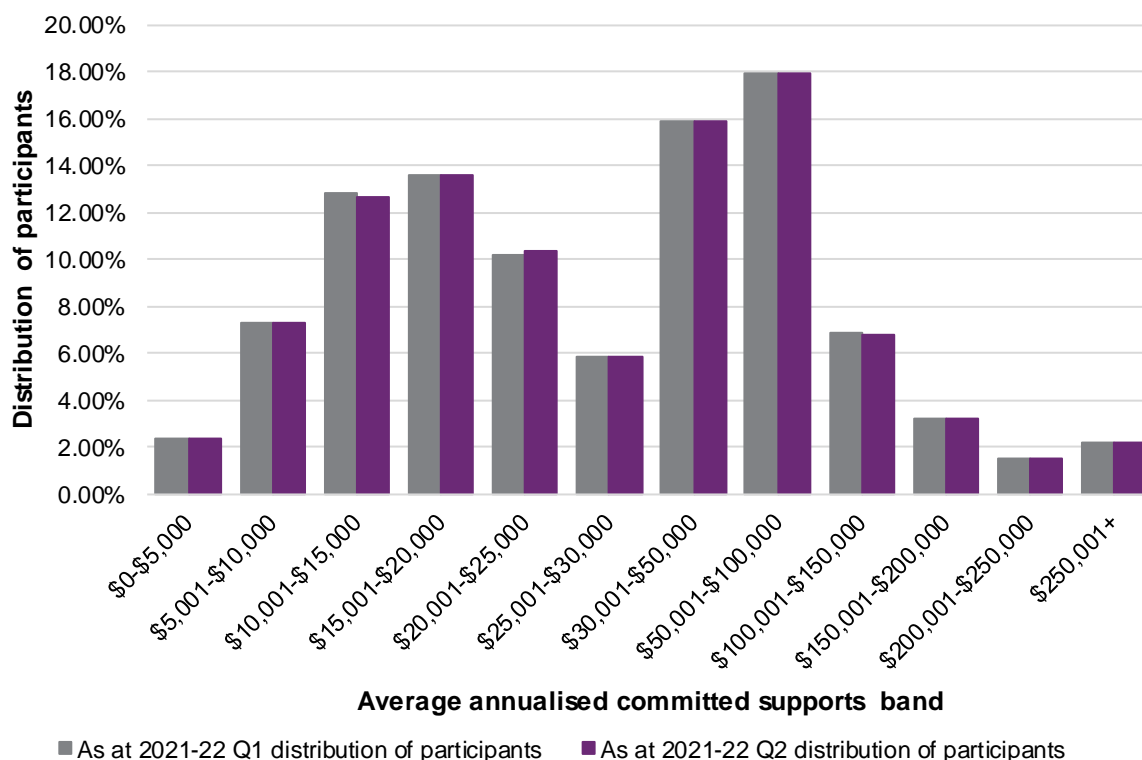


Figure E.39 Average annualised committed supports and average payments by age group as at 31 December 2021 – National ⁹³

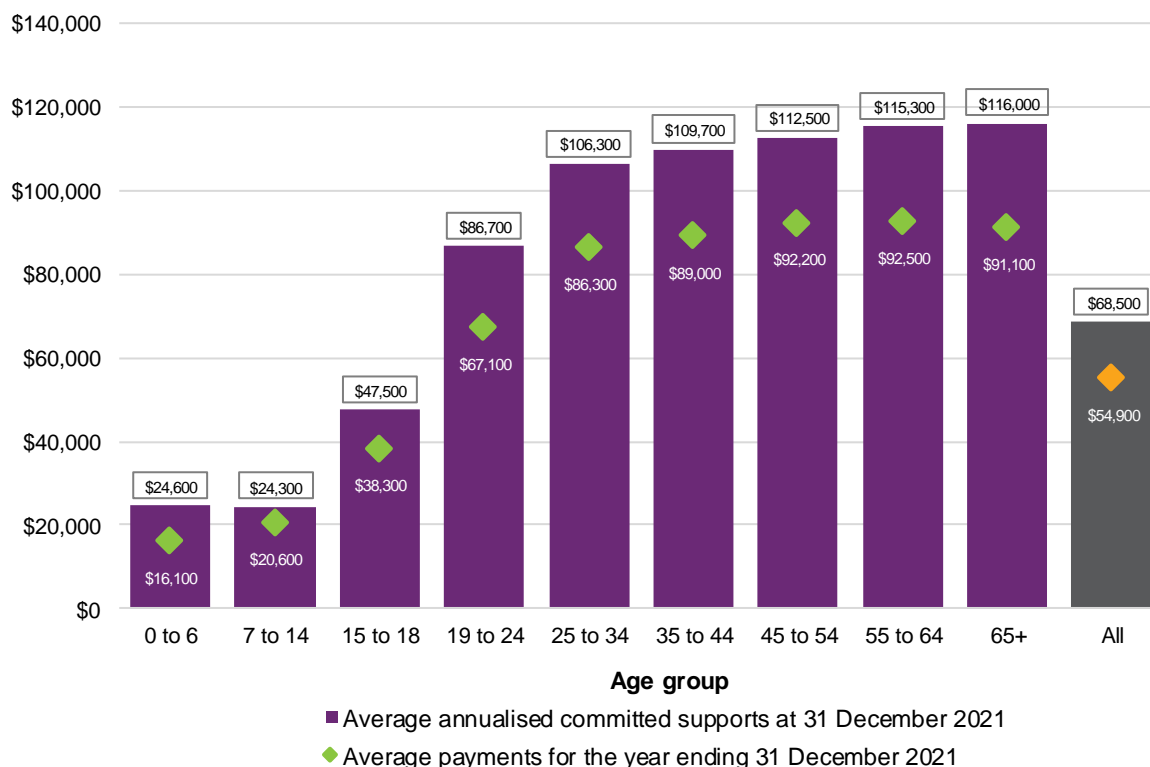
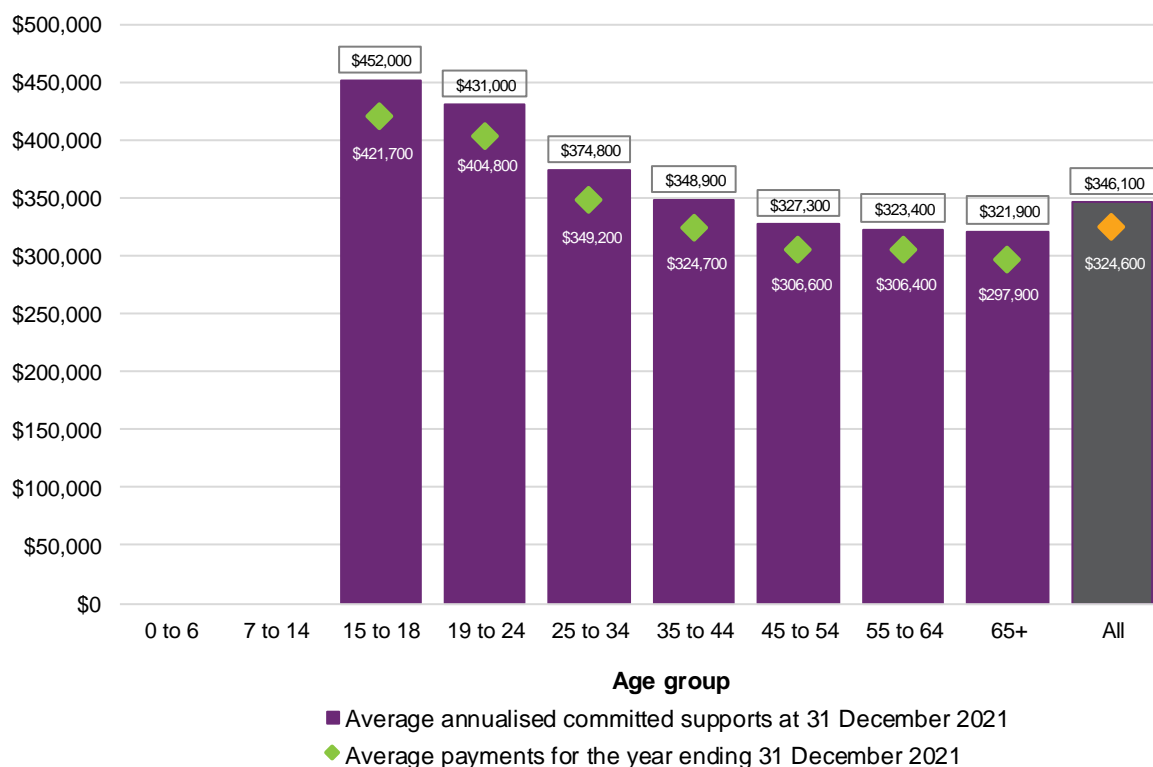


Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – National ⁹⁴



⁹³ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁹⁴ Ibid.

Figure E.41 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – National⁹⁵

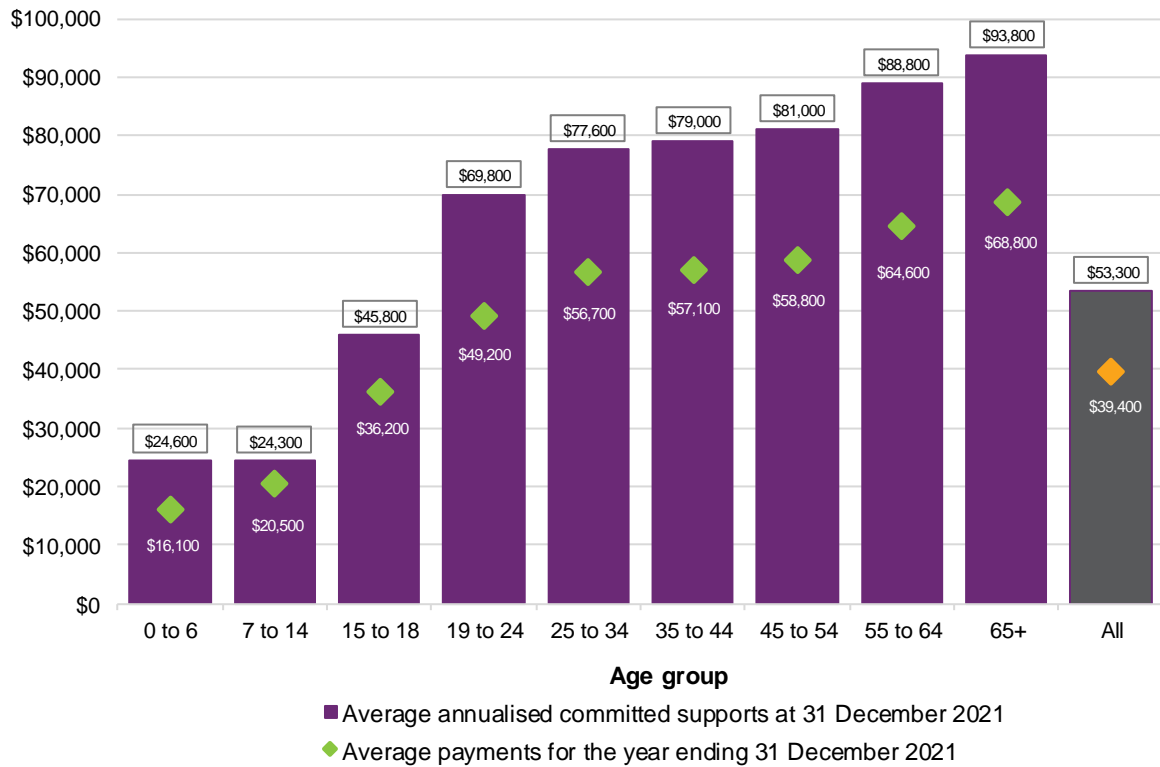
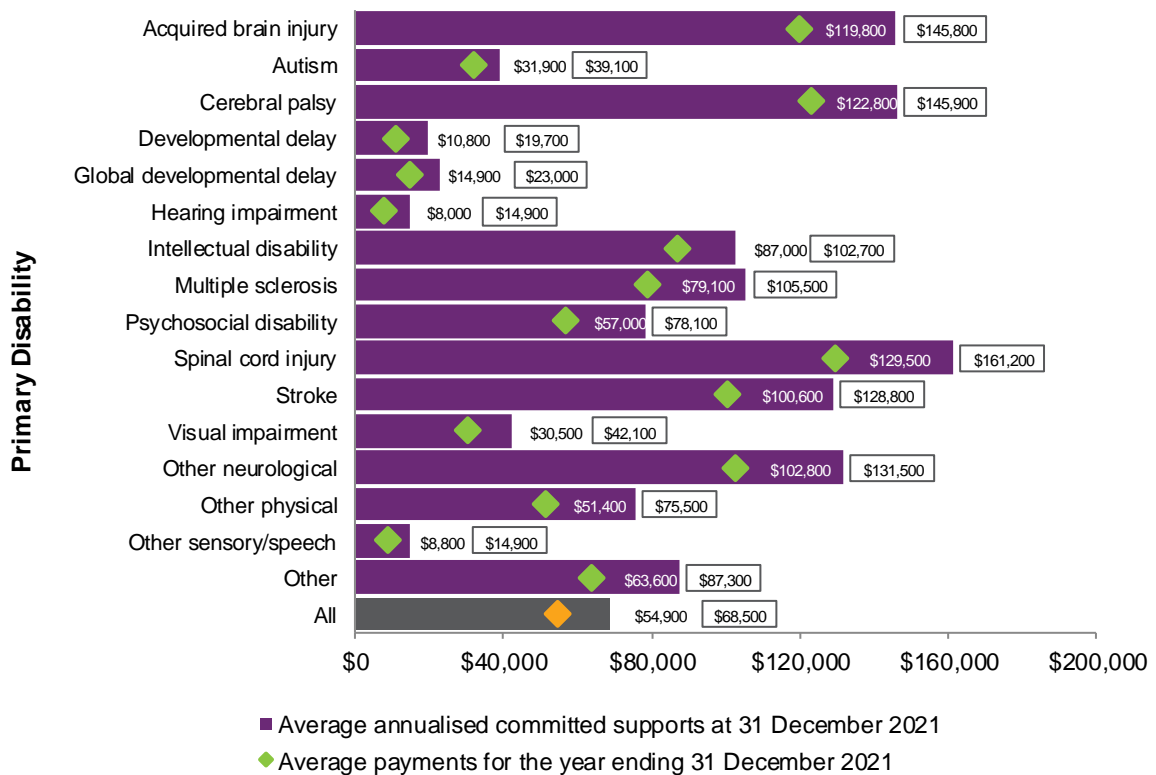


Figure E.42 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – National⁹⁶



⁹⁵ Ibid.

⁹⁶ Ibid.

Figure E.43 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – National ⁹⁷

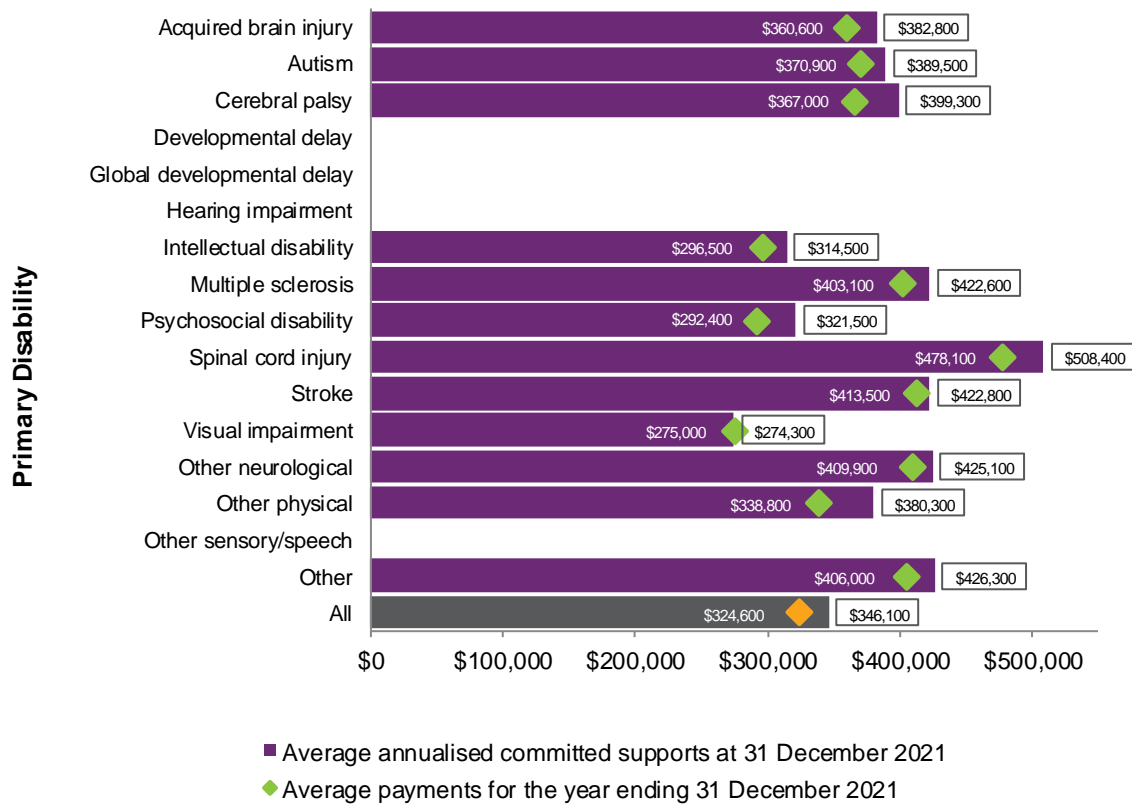
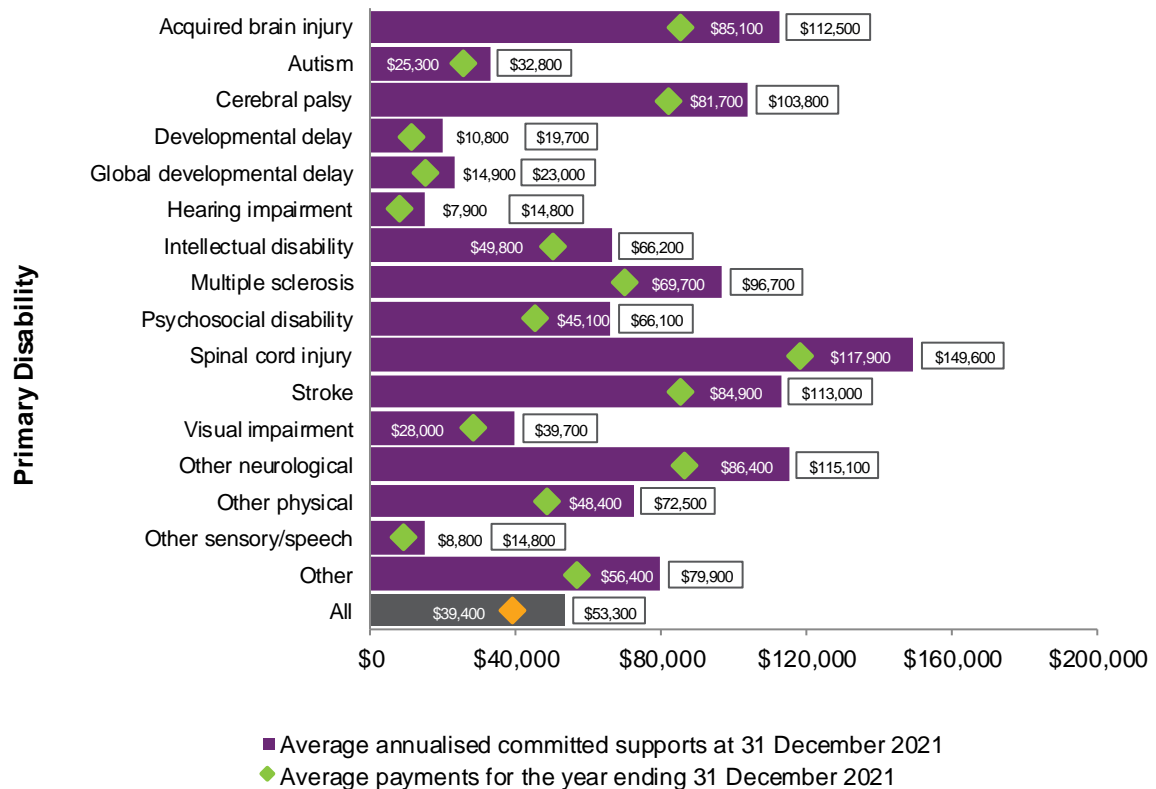


Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – National ⁹⁸



⁹⁷ Ibid.

⁹⁸ Ibid.

Figure E.45 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – National ⁹⁹

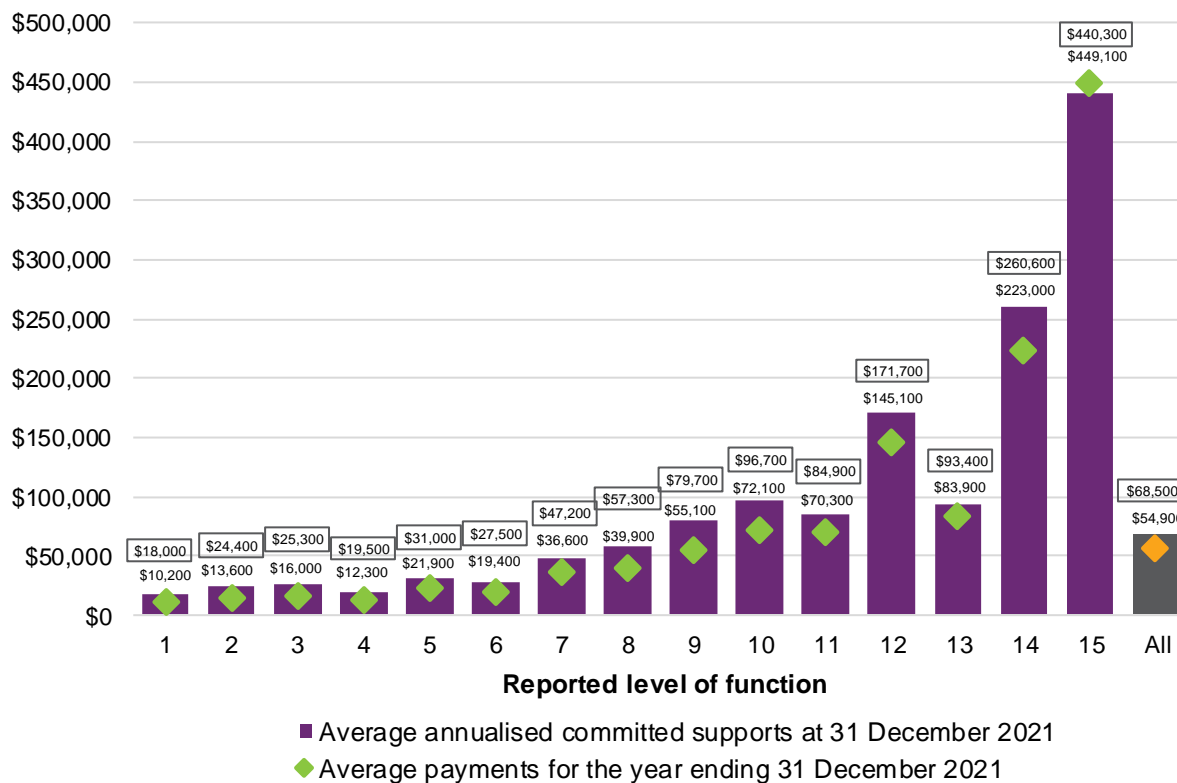
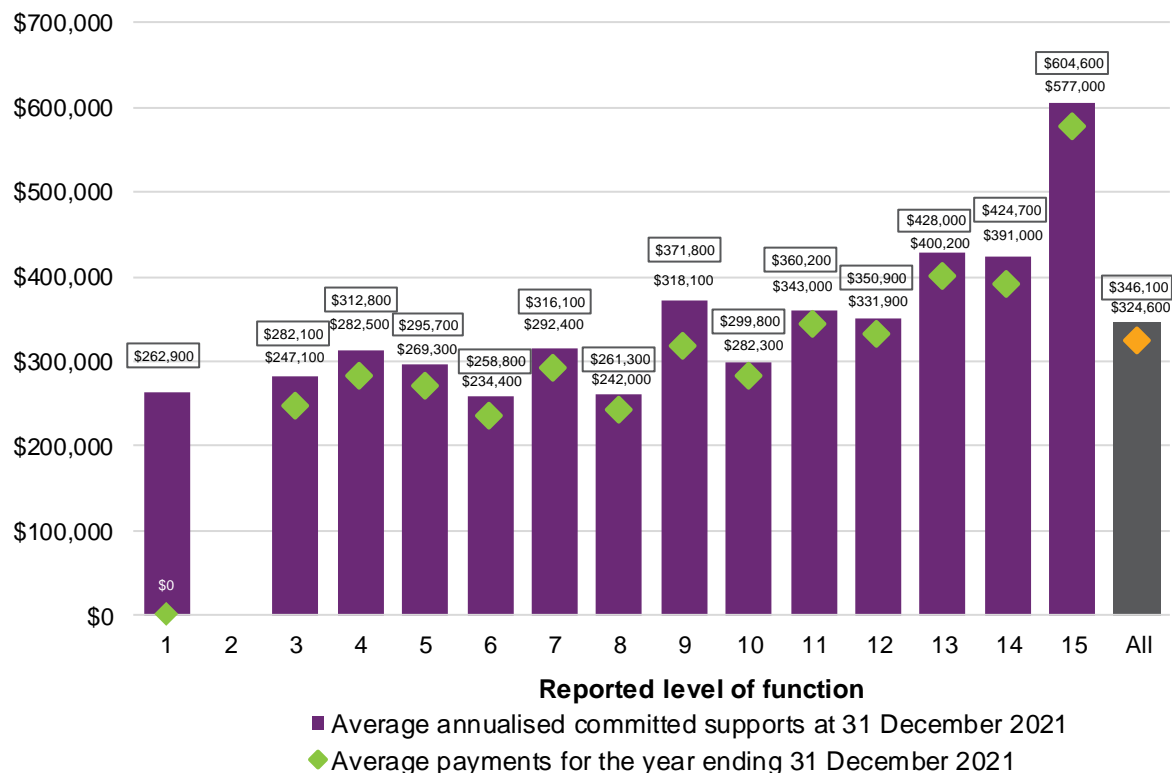


Figure E.46 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – National ¹⁰⁰



⁹⁹ Ibid.

¹⁰⁰ Ibid.

Figure E.47 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – National ¹⁰¹

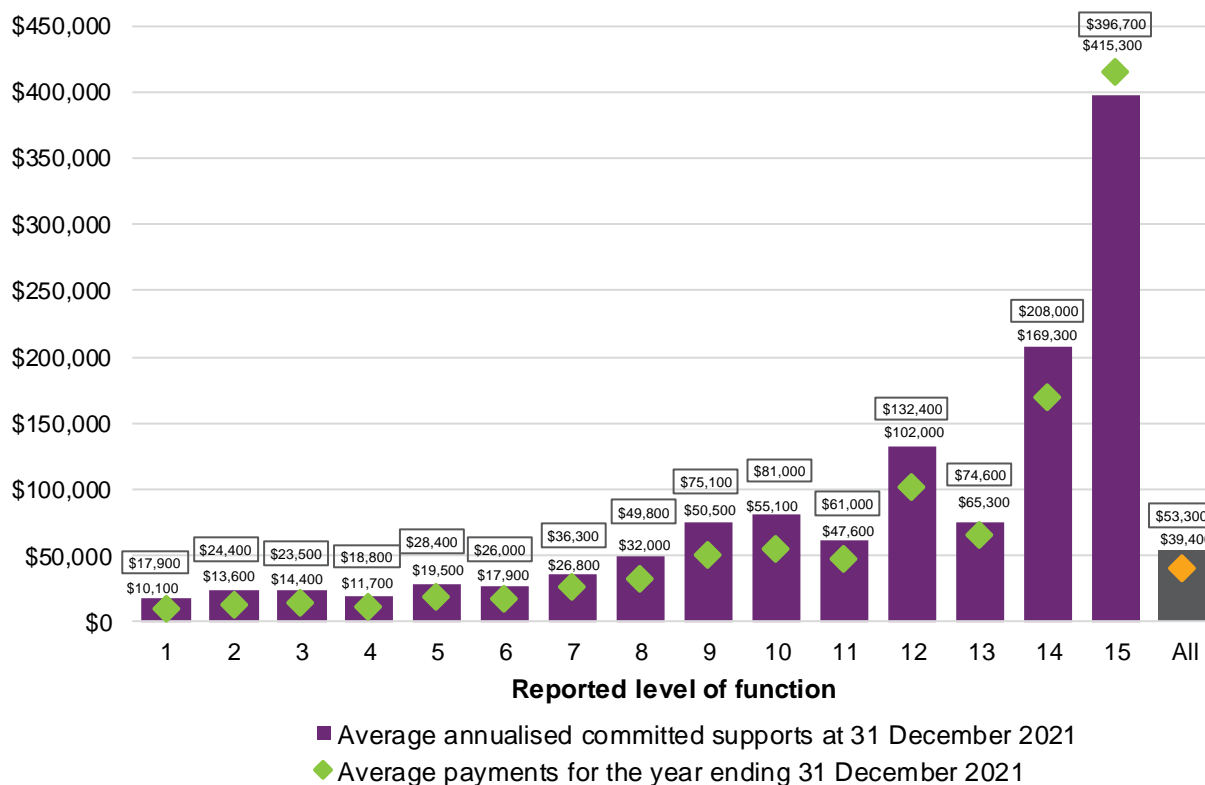
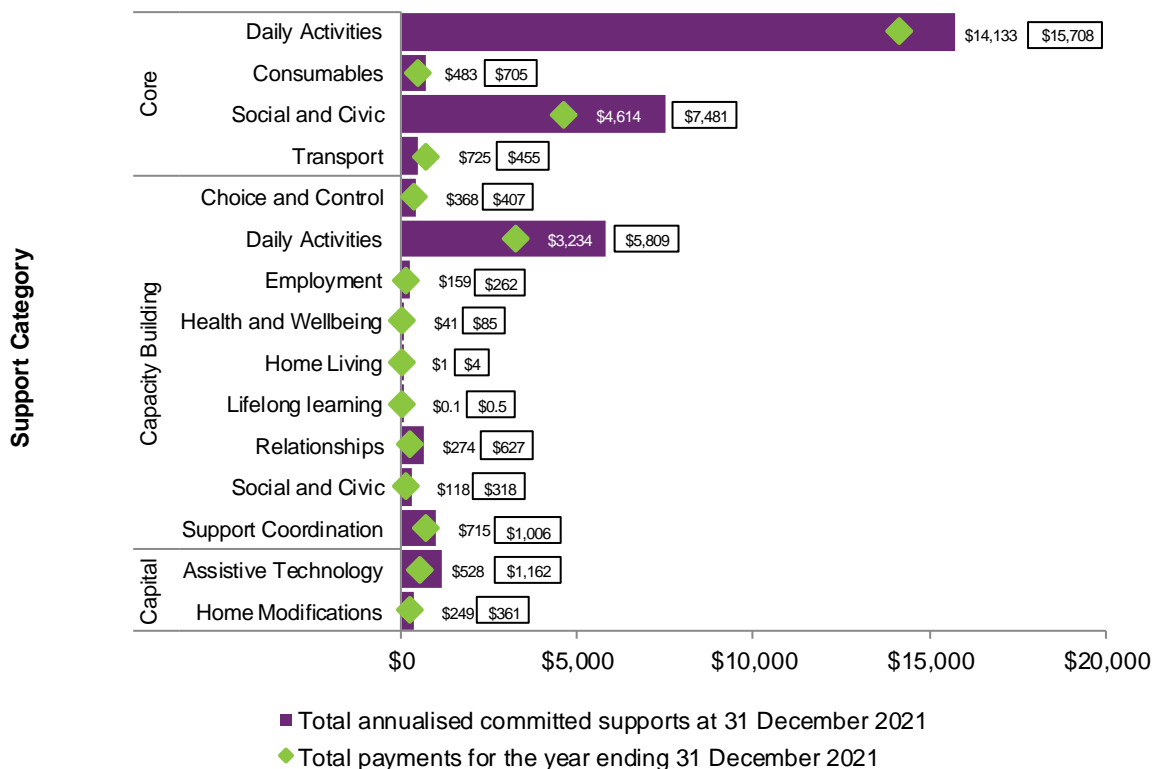


Figure E.48 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – National ^{102 103}

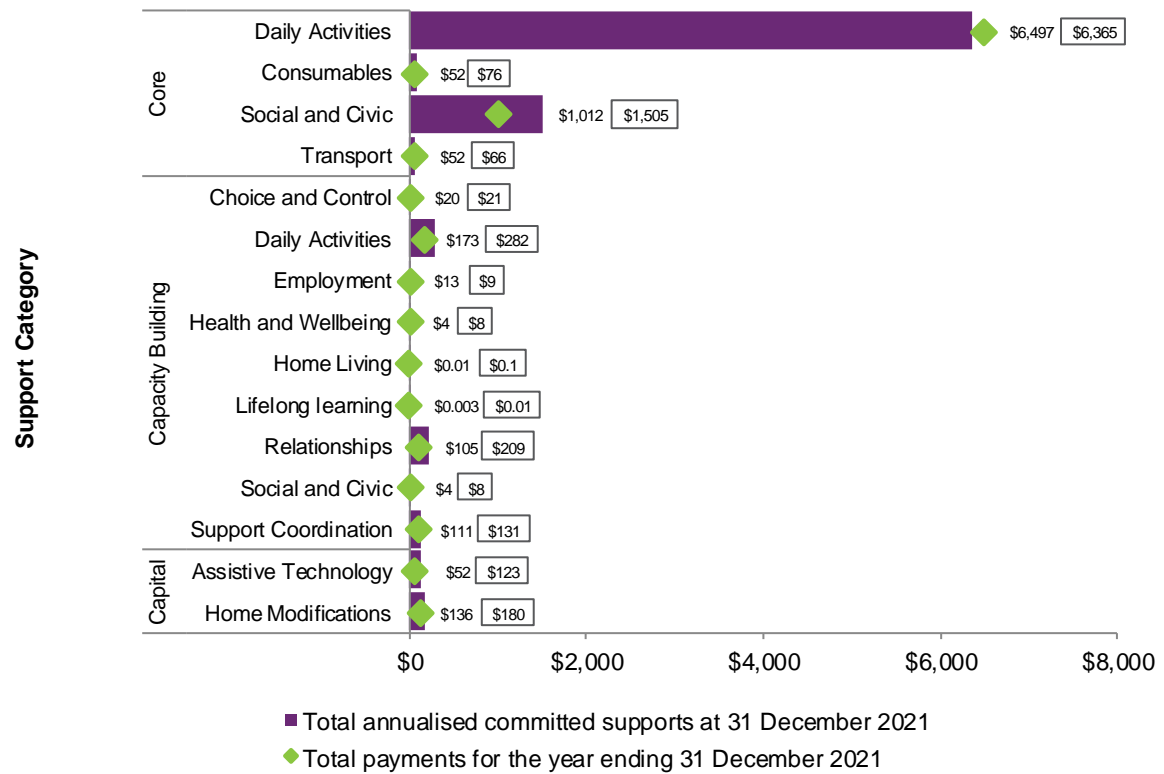


¹⁰¹ Ibid.

¹⁰² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

¹⁰³ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure E.49 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – National ^{104 105}



¹⁰⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

¹⁰⁵ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure E.50 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – National ^{106 107}

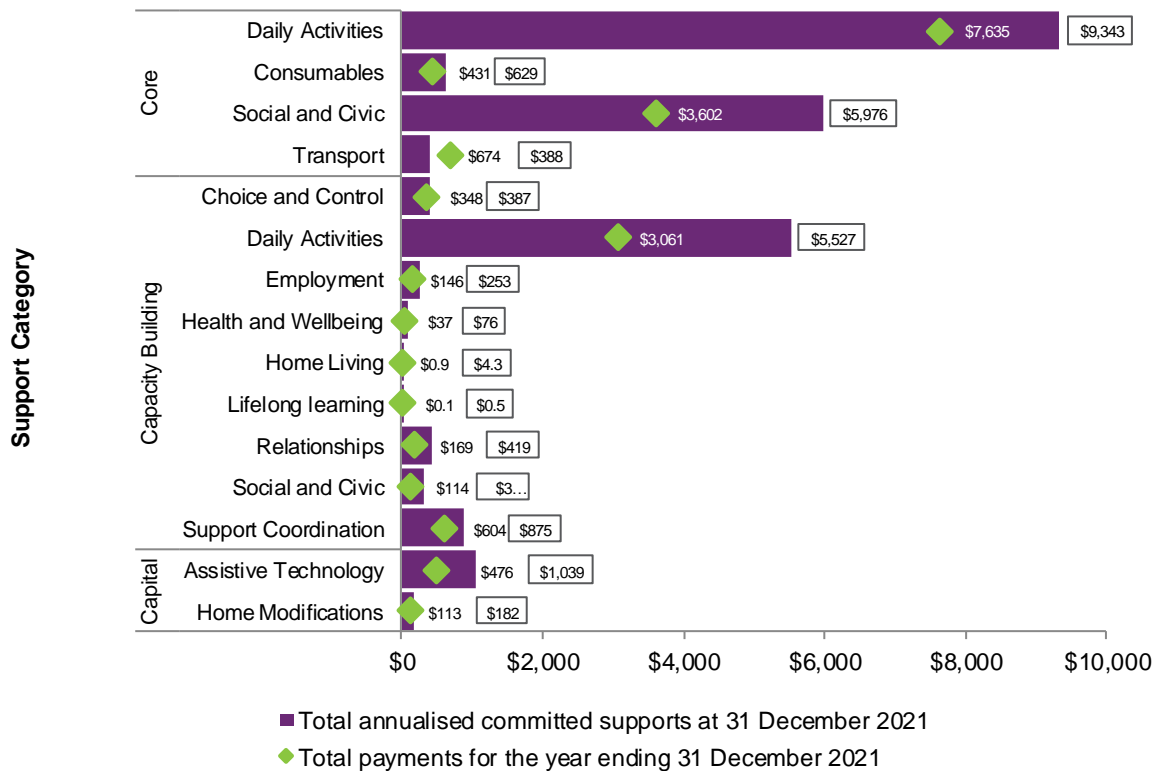


Table E.86 Payments by financial year in which support was provided, compared to committed supports (\$m) – National

	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	14,570.8	24,402.1	32,269.3	17,366.1
Total Paid	85.8	370.9	704.2	2,187.0	5,437.8	10,401.6	17,303.2	23,423.9	11,977.5
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	69%

¹⁰⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

¹⁰⁷ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure E.51 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – National

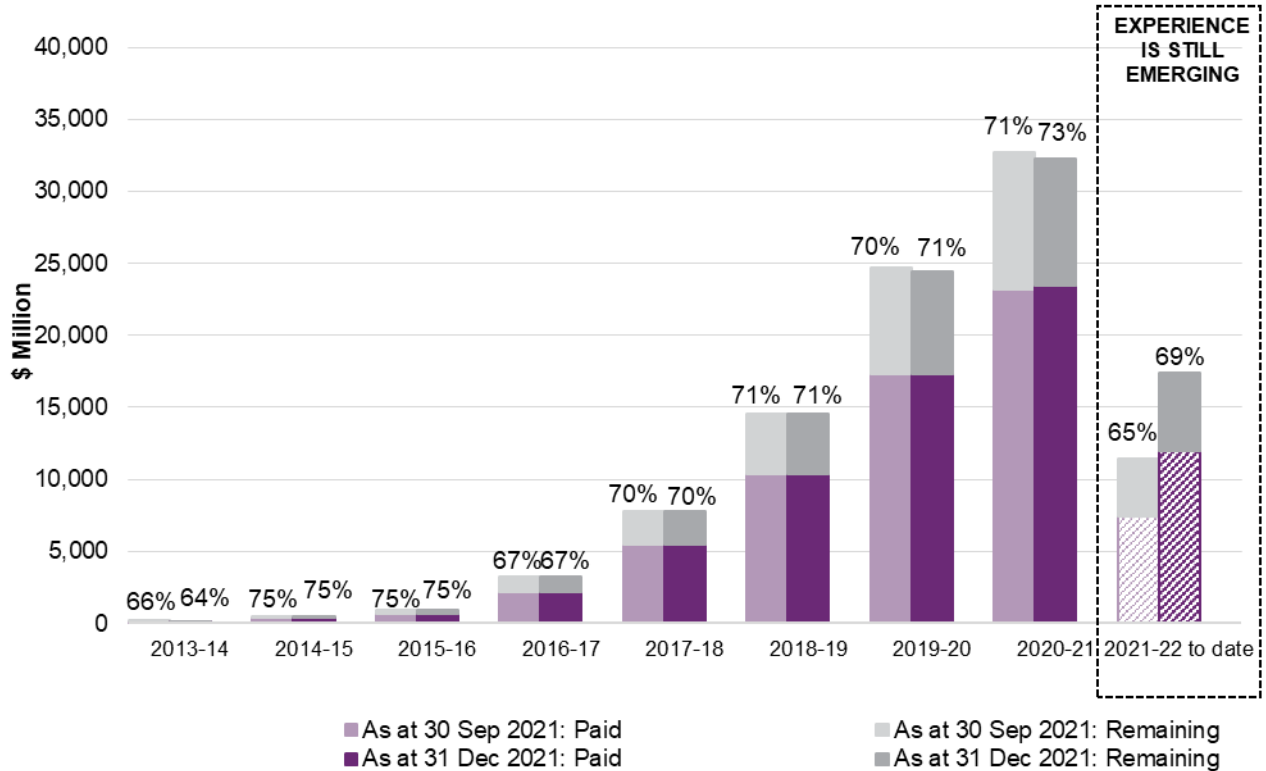
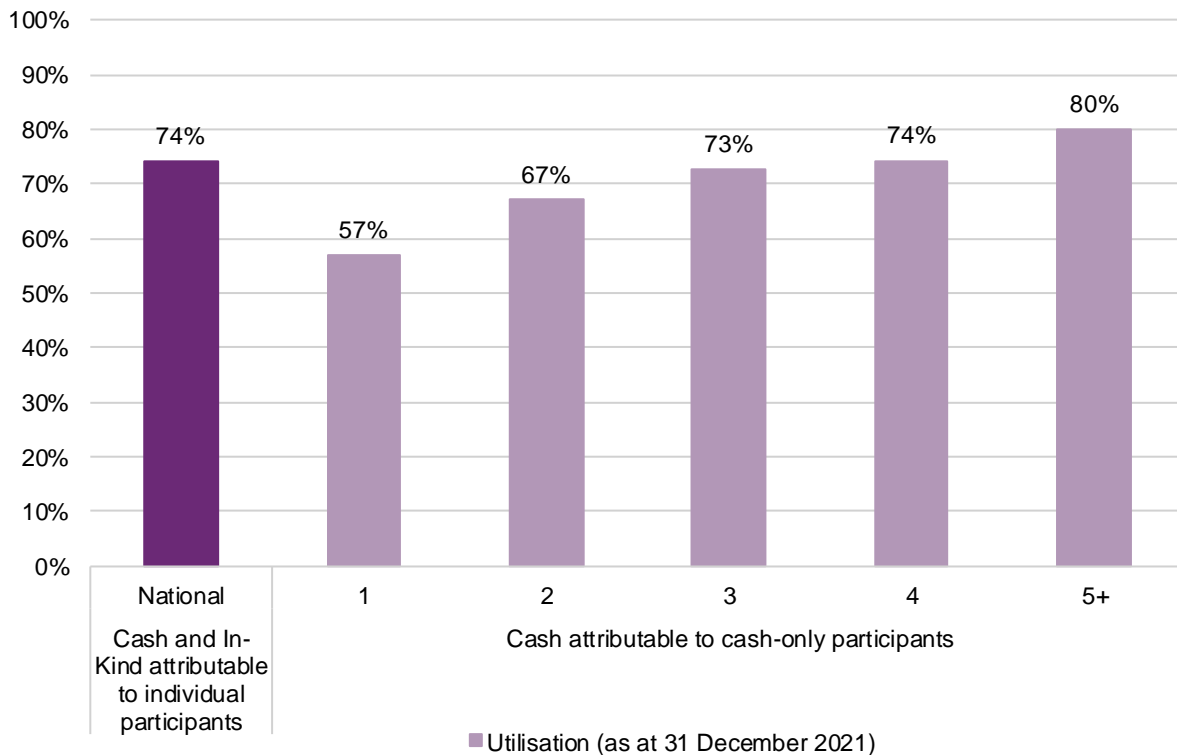


Figure E.52 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – National ¹⁰⁸



¹⁰⁸ 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 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure E.53 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – National ¹⁰⁹

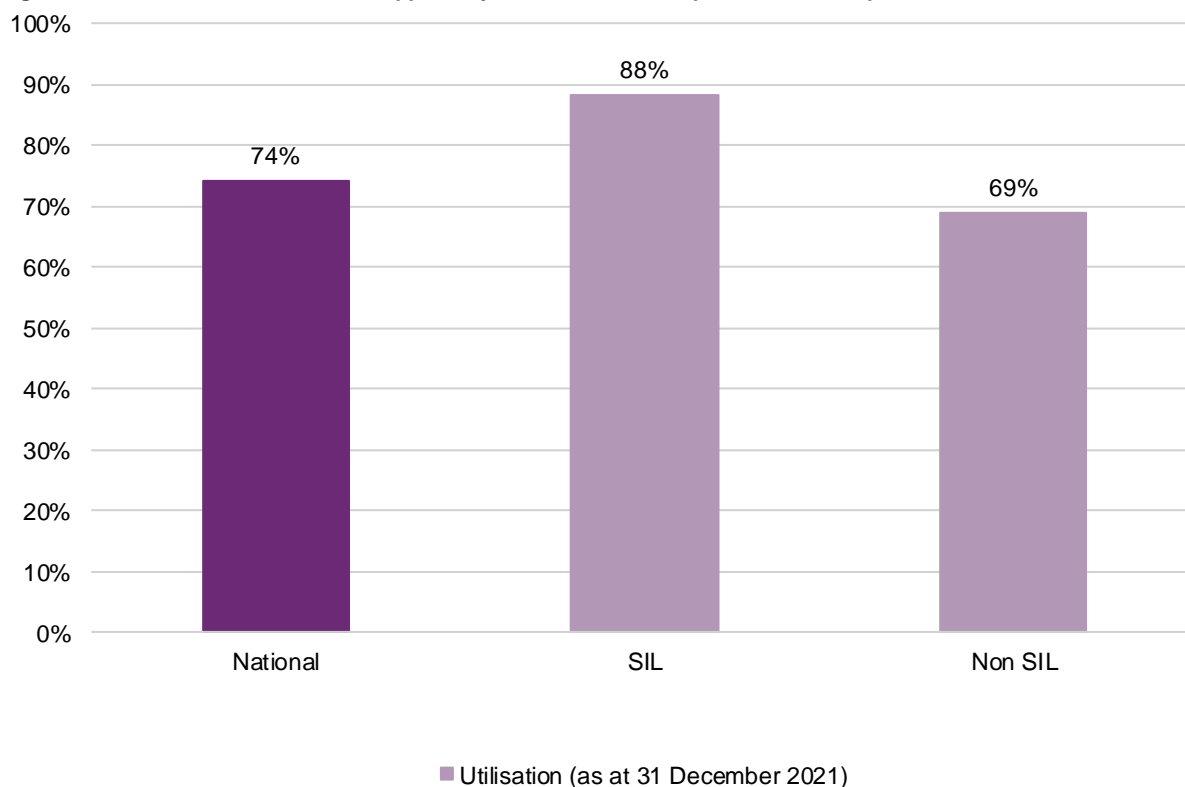
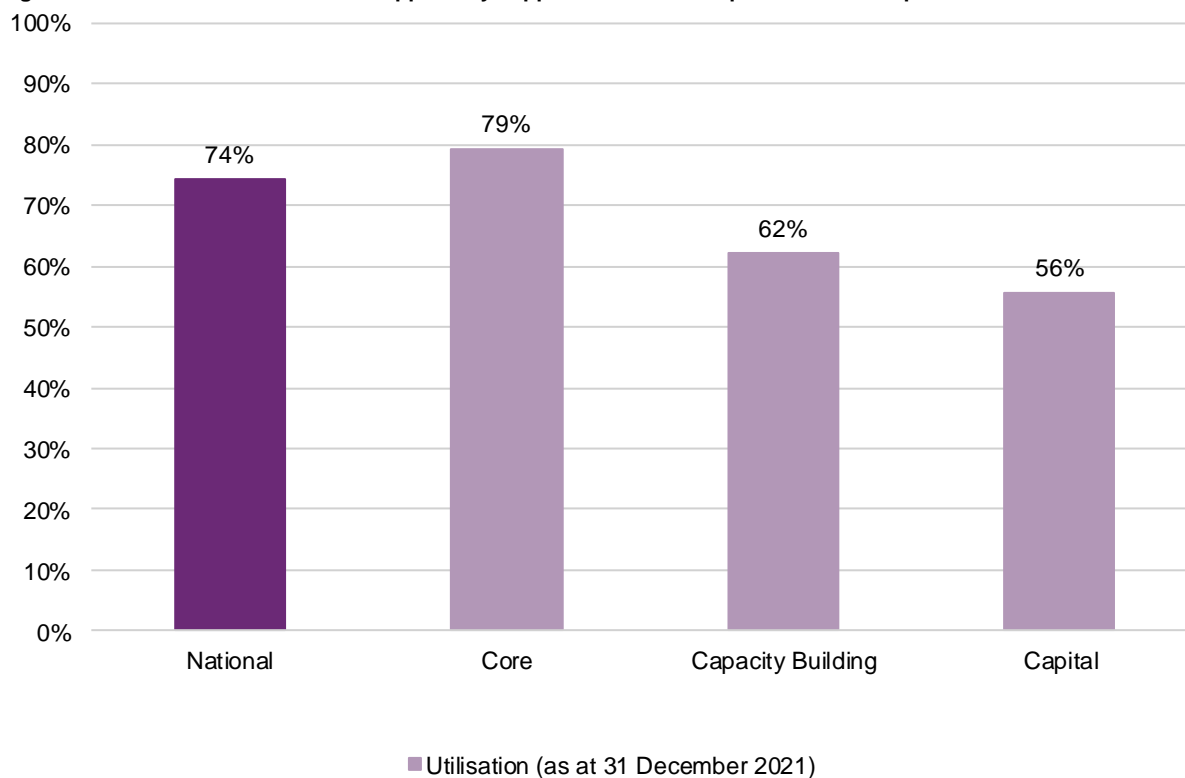


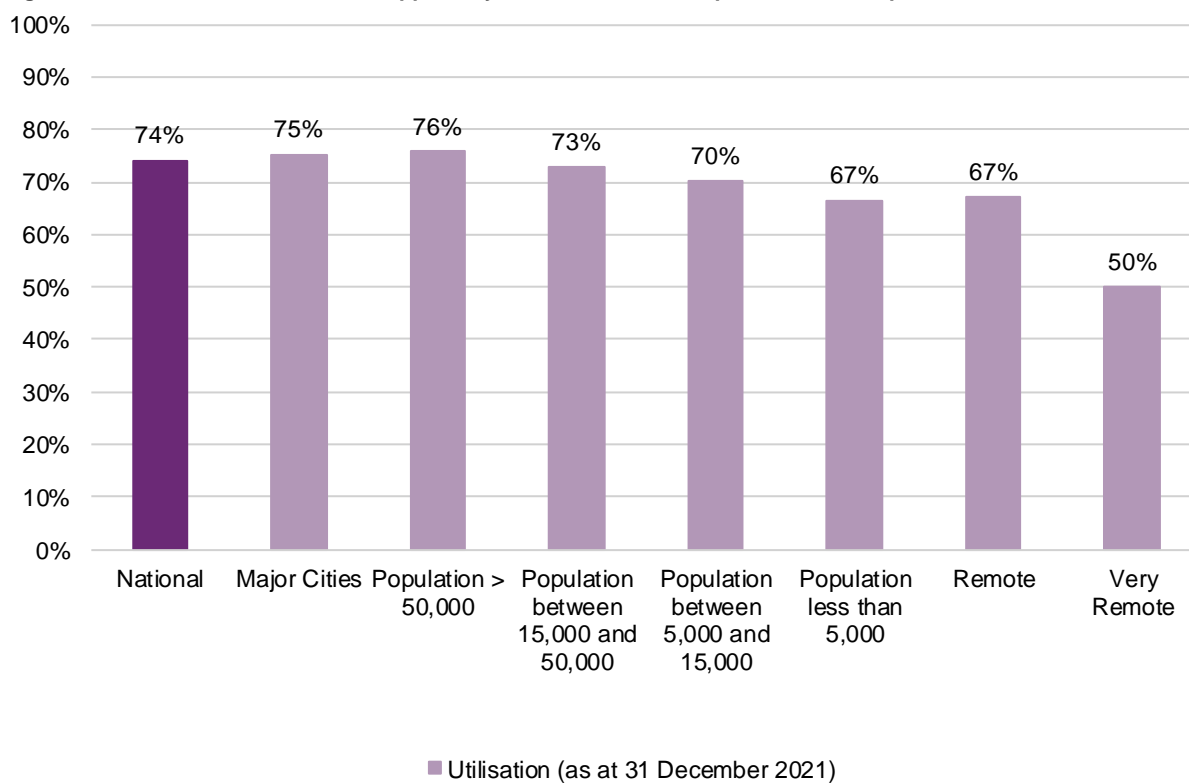
Figure E.54 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – National ¹¹⁰



¹⁰⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

¹¹⁰ Ibid.

Figure E.55 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – National ¹¹¹



¹¹¹ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ¹¹²

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
New South Wales	148,768	4,817	153,585	4,057	157,642

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales ¹¹³

	Prior Quarters	2021-22 Q2	Total
Access decisions	193,648	7,220	200,868
Active Eligible	151,445	5,285	156,730
<i>New</i>	85,384	5,121	90,505
<i>State</i>	52,378	66	52,444
<i>Commonwealth</i>	13,683	98	13,781
Active Participant Plans (excl ECA)	148,768	4,817	153,585
<i>New</i>	83,354	4,659	88,013
<i>State</i>	51,841	69	51,910
<i>Commonwealth</i>	13,573	89	13,662
Active Participant Plans	153,293	8,874	157,642
<i>Early Intervention (s25)</i>	39,058	2,310	41,368
<i>Permanent Disability (s24)</i>	109,710	2,507	112,217
<i>ECA</i>	4,525	4,057	4,057

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

Exits	Total
Total participant exits	8,395
<i>Early Intervention participants</i>	1,537
<i>Permanent disability participants</i>	6,858

¹¹² The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

¹¹³ 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 ¹¹⁴

	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
End of 2021-22 Q2	51,910	13,662	88,013	4,057	157,642

Table F.5 Cumulative numbers of active participants by entry criteria into the Scheme – New South Wales ^{115 116 117}

	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
End of 2021-22 Q2	41,368	112,217	4,057	157,642

¹¹⁴ This table shows the total numbers of active participants at the end of each period.

¹¹⁵ Ibid.

¹¹⁶ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹¹⁷ 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 ¹¹⁸

	Prior Quarters		2021-22 Q2		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	46,380	97%	2,313	96%	48,693	97%
7 to 14	28,943	85%	842	79%	29,785	85%
15 to 18	11,671	89%	297	82%	11,968	89%
19 to 24	9,748	89%	170	65%	9,918	89%
25 to 34	12,208	85%	259	64%	12,467	84%
35 to 44	13,295	81%	360	63%	13,655	80%
45 to 54	17,241	76%	403	50%	17,644	75%
55 to 64	22,182	69%	658	51%	22,840	69%
65+	1,234	54%	18	34%	1,252	53%
Missing	<11		<11		<11	
Total	162,903	84%	5,320	74%	168,223	84%

Table F.7 Assessment of access by disability – New South Wales ¹¹⁹

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	4,932	93%	135	81%	5,067	92%
Autism	50,092	97%	1,515	98%	51,607	97%
Cerebral palsy	5,657	97%	34	79%	5,691	97%
Developmental delay	12,656	96%	1,286	98%	13,942	96%
Global developmental delay	3,634	99%	361	99%	3,995	99%
Hearing impairment	7,703	87%	156	82%	7,859	87%
Intellectual disability	31,643	95%	420	86%	32,063	95%
Multiple sclerosis	2,660	88%	69	77%	2,729	87%
Psychosocial disability	16,351	68%	609	52%	16,960	68%
Spinal cord injury	1,896	94%	40	77%	1,936	94%
Stroke	2,940	86%	96	78%	3,036	85%
Visual impairment	3,225	88%	58	68%	3,283	87%
Other neurological	7,898	77%	221	67%	8,119	77%
Other physical	6,914	43%	128	23%	7,042	42%
Other sensory/speech	1,372	49%	11	22%	1,383	49%
Other	1,797	40%	181	28%	1,978	38%
Missing	1,533	92%	<11		1,533	92%
Total	162,903	84%	5,320	74%	168,223	84%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	11,631	7.8%	485	10.1%	12,116	7.9%
Not Aboriginal and Torres Strait Islander	100,387	67.5%	3,807	79.0%	104,194	67.8%
Not Stated	36,750	24.7%	525	10.9%	37,275	24.3%
Total	148,768	100%	4,817	100%	153,585	100%

¹¹⁸ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

¹¹⁹ Ibid.

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales ¹²⁰

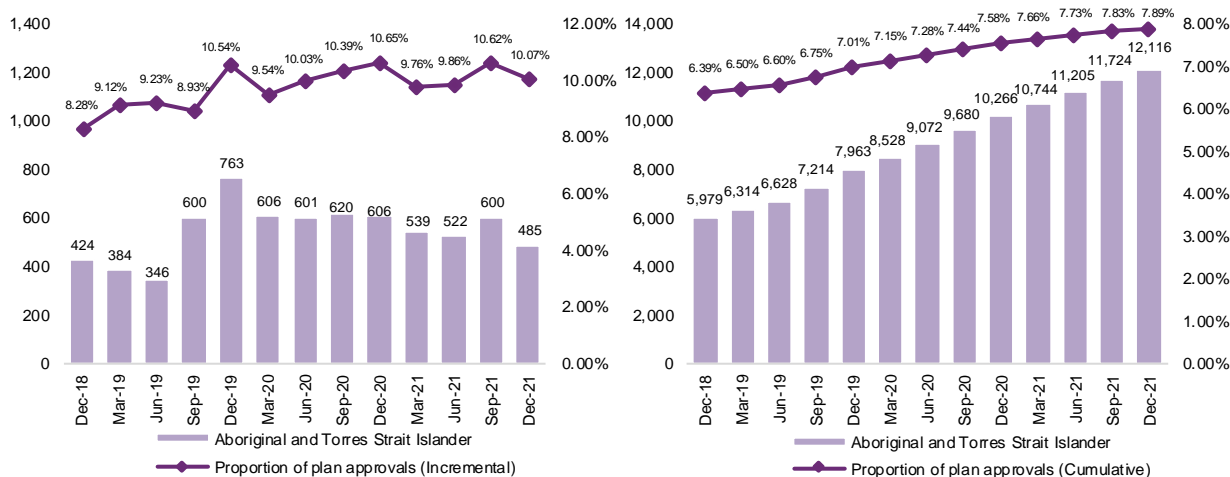


Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ¹²¹

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	16,019	10.8%	557	11.6%	16,576	10.8%
Not culturally and linguistically diverse	132,545	89.1%	4,260	88.4%	136,805	89.1%
Not stated	204	0.1%	<11		204	0.1%
Total	148,768	100%	4,817	100%	153,585	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales ^{122 123}

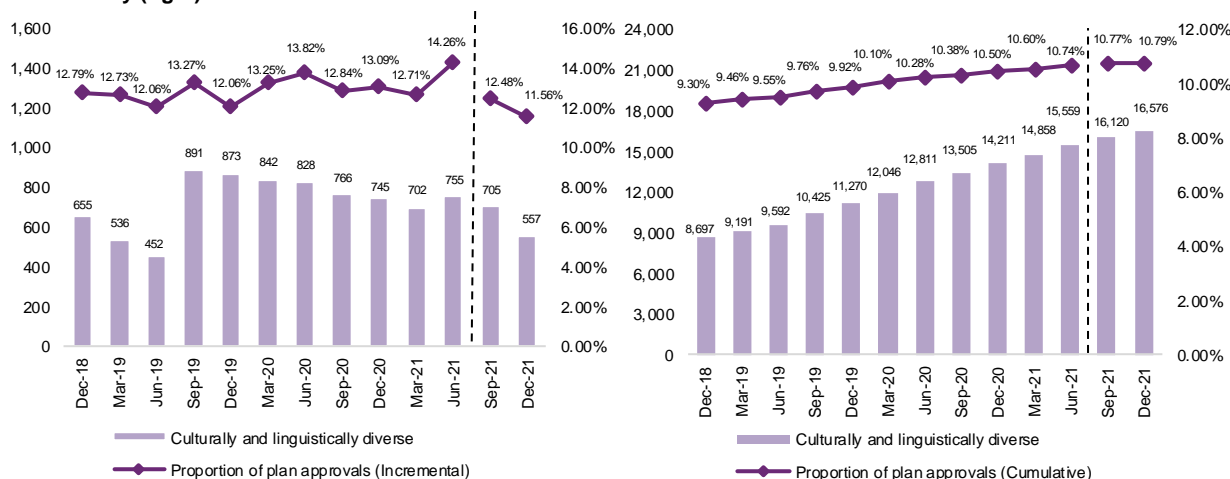


Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – New South Wales ¹²⁴

Total	
Age group	N
Under 45	24
45 to 54	154
55 to 64	776
Total YPIRAC (under 65)	954

¹²⁰ 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.

¹²¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

¹²² 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.

¹²³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

¹²⁴ There are a further 716 active participants aged 65 years or over who are currently in residential aged care.

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 ¹²⁵

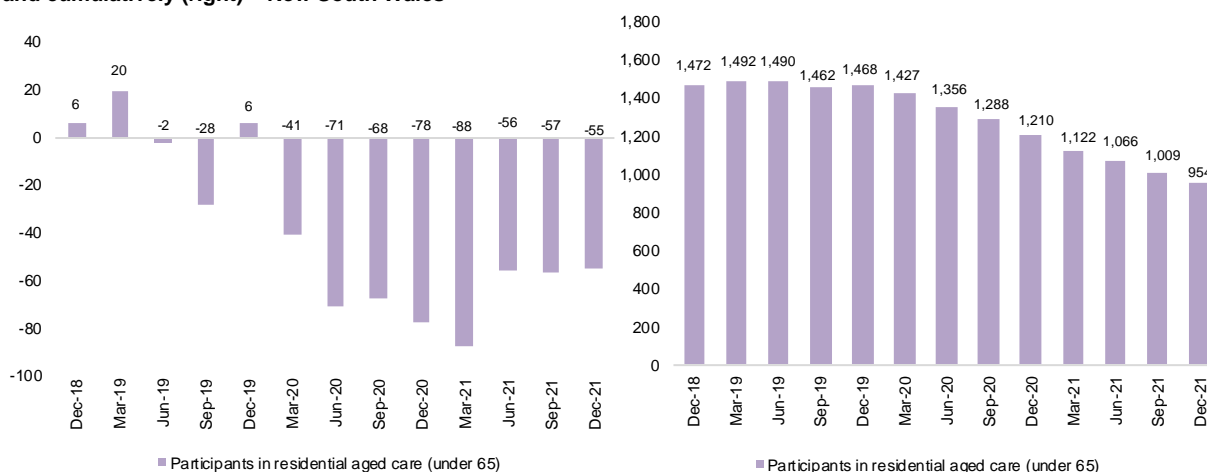
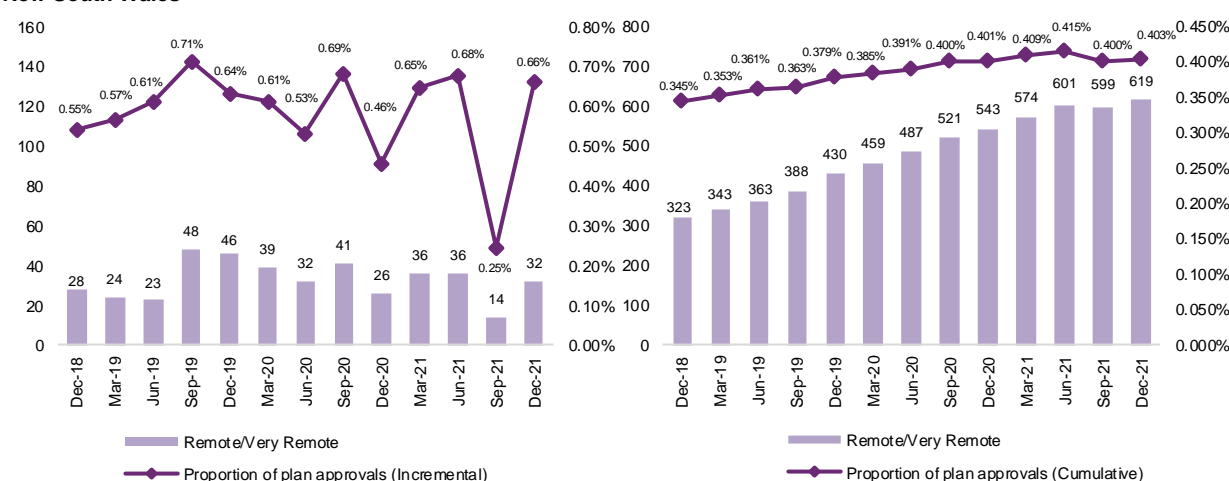


Table F.11 Participant profile per quarter by remoteness – New South Wales ^{126 127}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	104,114	70.0%	3,290	68.3%	107,404	69.9%
Population > 50,000	4,292	2.9%	162	3.4%	4,454	2.9%
Population between 15,000 and 50,000	20,439	13.7%	661	13.7%	21,100	13.7%
Population between 5,000 and 15,000	9,019	6.1%	306	6.4%	9,325	6.1%
Population less than 5,000	10,315	6.9%	365	7.6%	10,680	7.0%
Remote	510	0.3%	30	0.6%	540	0.4%
Very Remote	77	0.1%	<11		79	0.1%
Missing	<11		<11		<11	
Total	148,768	100%	4,817	100%	153,585	100%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{128 129}



¹²⁵ 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.

¹²⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

¹²⁷ This table is based on the Modified Monash Model (MMM) measure of remoteness.

¹²⁸ Ibid.

¹²⁹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.12 Participant profile per quarter by primary disability group – New South Wales ^{130 131 132}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	48,825	33%	1,402	29%	50,227	33%
Intellectual disability	29,704	20%	413	9%	30,117	20%
Psychosocial disability	15,042	10%	598	12%	15,640	10%
Developmental delay	10,725	7%	1,023	21%	11,748	8%
Hearing impairment	7,344	5%	176	4%	7,520	5%
Other neurological	6,294	4%	208	4%	6,502	4%
Other physical	5,550	4%	131	3%	5,681	4%
Cerebral palsy	5,422	4%	36	1%	5,458	4%
Acquired brain injury	4,361	3%	126	3%	4,487	3%
Global developmental delay	3,312	2%	280	6%	3,592	2%
Visual impairment	2,949	2%	51	1%	3,000	2%
Multiple sclerosis	2,480	2%	78	2%	2,558	2%
Stroke	2,574	2%	102	2%	2,676	2%
Spinal cord injury	1,716	1%	38	1%	1,754	1%
Other	1,512	1%	148	3%	1,660	1%
Other sensory/speech	958	1%	<11		965	1%
Total	148,768	100%	4,817	100%	153,585	100%

Table F.13 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{133 134}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	972	11%	<11		972	11%
Intellectual disability	4,759	52%	<11		4,759	52%
Psychosocial disability	1,375	15%	<11		1,375	15%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	347	4%	<11		349	4%
Other physical	57	1%	<11		57	1%
Cerebral palsy	766	8%	<11		766	8%
Acquired brain injury	561	6%	<11		561	6%
Global developmental delay	<11		<11		<11	
Visual impairment	28	0%	<11		28	0%
Multiple sclerosis	45	0%	<11		45	0%
Stroke	144	2%	<11		144	2%
Spinal cord injury	58	1%	<11		58	1%
Other	51	1%	<11		51	1%
Other sensory/speech	<11		<11		<11	
Total	9,165	100%	<11		9,167	100%

¹³⁰ Table order based on national proportions in Table E.12 (highest to lowest).

¹³¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹³² Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,745).

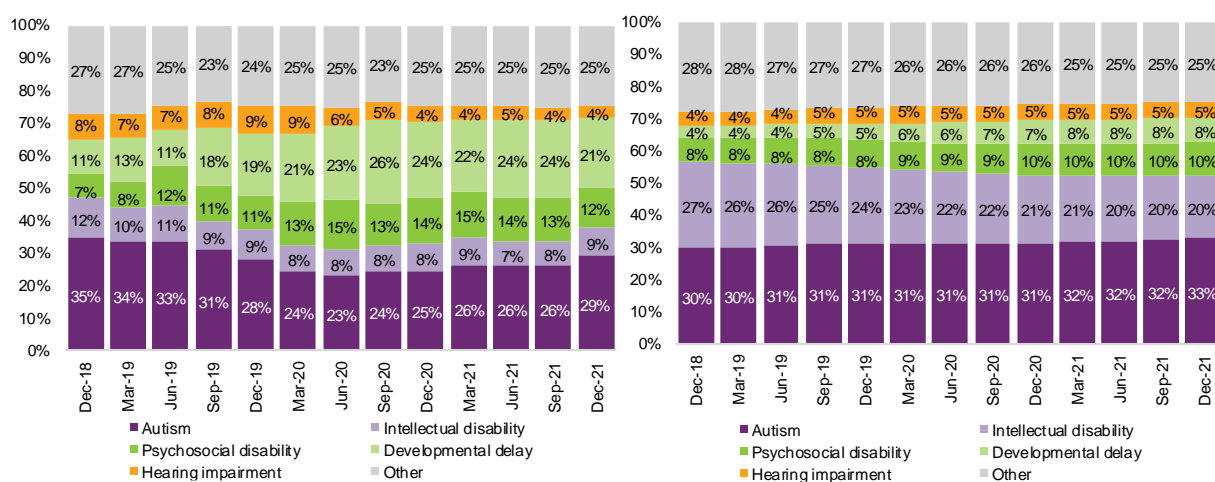
¹³³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹³⁴ Down syndrome is included in intellectual disability, representing 5% of participants in SIL (643).

Table F.14 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ¹³⁵

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	47,853	34%	1,402	29%	49,255	34%
Intellectual disability	24,945	18%	413	9%	25,358	18%
Psychosocial disability	13,667	10%	598	12%	14,265	10%
Developmental delay	10,725	8%	1,023	21%	11,748	8%
Hearing impairment	7,342	5%	176	4%	7,518	5%
Other neurological	5,947	4%	206	4%	6,153	4%
Other physical	5,493	4%	131	3%	5,624	4%
Cerebral palsy	4,656	3%	36	1%	4,692	3%
Acquired brain injury	3,800	3%	126	3%	3,926	3%
Global developmental delay	3,312	2%	280	6%	3,592	2%
Visual impairment	2,921	2%	51	1%	2,972	2%
Multiple sclerosis	2,435	2%	78	2%	2,513	2%
Stroke	2,430	2%	102	2%	2,532	2%
Spinal cord injury	1,658	1%	38	1%	1,696	1%
Other	1,461	1%	148	3%	1,609	1%
Other sensory/speech	958	1%	<11		965	1%
Total	139,603	100%	4,815	100%	144,418	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁶



¹³⁵ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,102).

¹³⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.15 Participant profile per quarter by reported level of function – New South Wales ¹³⁷

	Prior Quarters		2021-22 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	13,484	9%	1,060	22%	14,544	9%
2 (High Function)	237	0%	17	0%	254	0%
3 (High Function)	7,267	5%	345	7%	7,612	5%
4 (High Function)	11,703	8%	327	7%	12,030	8%
5 (High Function)	10,483	7%	354	7%	10,837	7%
6 (Moderate Function)	31,341	21%	1,108	23%	32,449	21%
7 (Moderate Function)	9,468	6%	178	4%	9,646	6%
8 (Moderate Function)	8,499	6%	296	6%	8,795	6%
9 (Moderate Function)	787	1%	31	1%	818	1%
10 (Moderate Function)	15,293	10%	440	9%	15,733	10%
11 (Low Function)	5,292	4%	54	1%	5,346	3%
12 (Low Function)	21,889	15%	471	10%	22,360	15%
13 (Low Function)	9,952	7%	118	2%	10,070	7%
14 (Low Function)	2,956	2%	18	0%	2,974	2%
15 (Low Function)	48	0%	<11		48	0%
Missing	69	0%	<11		69	0%
Total	148,768	100%	4,817	100%	153,585	100%

Figure F.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁸

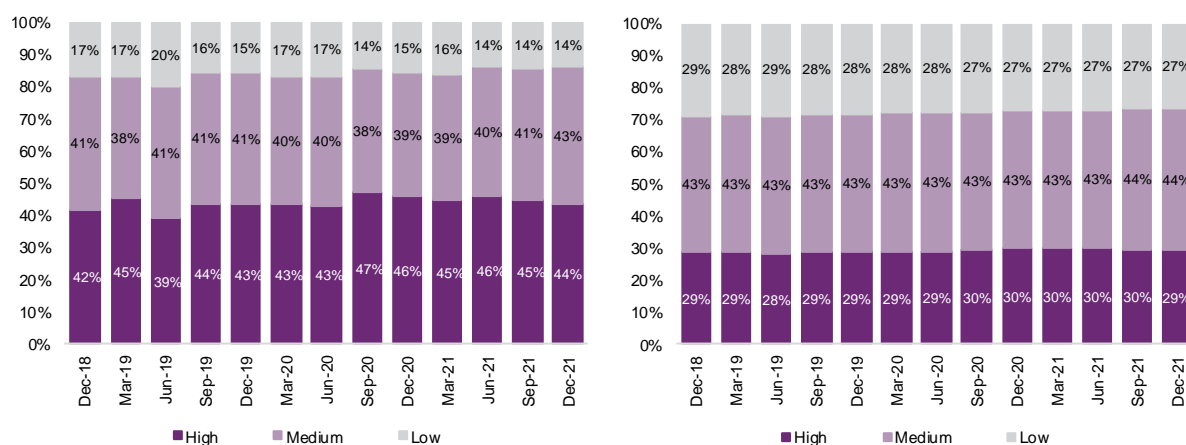


Table F.16 Participant profile per quarter by age group – New South Wales

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	22,017	15%	1,817	38%	23,834	16%
7 to 14	38,240	26%	846	18%	39,086	25%
15 to 18	11,370	8%	296	6%	11,666	8%
19 to 24	13,573	9%	181	4%	13,754	9%
25 to 34	13,322	9%	265	6%	13,587	9%
35 to 44	11,852	8%	337	7%	12,189	8%
45 to 54	14,320	10%	393	8%	14,713	10%
55 to 64	17,454	12%	642	13%	18,096	12%
65+	6,620	4%	40	1%	6,660	4%
Total	148,768	100%	4,817	100%	153,585	100%

¹³⁷ The distributions are calculated excluding participants with a missing reported level of function.

¹³⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.17 Participant profile per quarter (participants in SIL) by age group – New South Wales ¹³⁹

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	54	1%	<11		54	1%
19 to 24	725	8%	<11		725	8%
25 to 34	1,437	16%	<11		1,437	16%
35 to 44	1,615	18%	<11		1,615	18%
45 to 54	2,199	24%	<11		2,200	24%
55 to 64	2,343	26%	<11		2,344	26%
65+	787	9%	<11		787	9%
Total	9,165	100%	<11		9,167	100%

Table F.18 Participant profile per quarter (participants not in SIL) by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	22,017	16%	1,817	38%	23,834	17%
7 to 14	38,235	27%	846	18%	39,081	27%
15 to 18	11,316	8%	296	6%	11,612	8%
19 to 24	12,848	9%	181	4%	13,029	9%
25 to 34	11,885	9%	265	6%	12,150	8%
35 to 44	10,237	7%	337	7%	10,574	7%
45 to 54	12,121	9%	392	8%	12,513	9%
55 to 64	15,111	11%	641	13%	15,752	11%
65+	5,833	4%	40	1%	5,873	4%
Total	139,603	100%	4,815	100%	144,418	100%

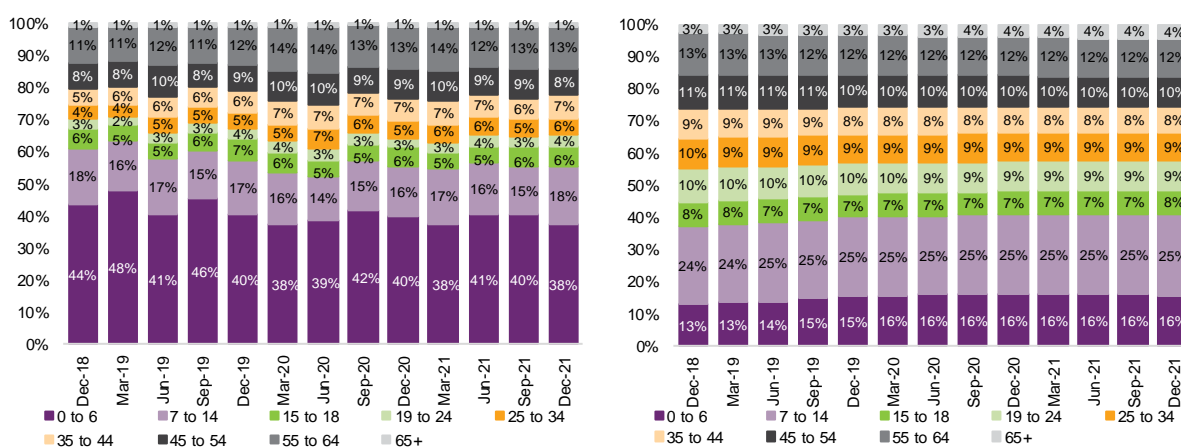
Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁰

Table F.19 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	93,422	63%	2,967	62%	96,389	63%
Female	53,748	36%	1,779	37%	55,527	36%
Other	1,598	1%	71	1%	1,669	1%
Total	148,768	100%	4,817	100%	153,585	100%

¹³⁹ 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.

¹⁴⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴¹

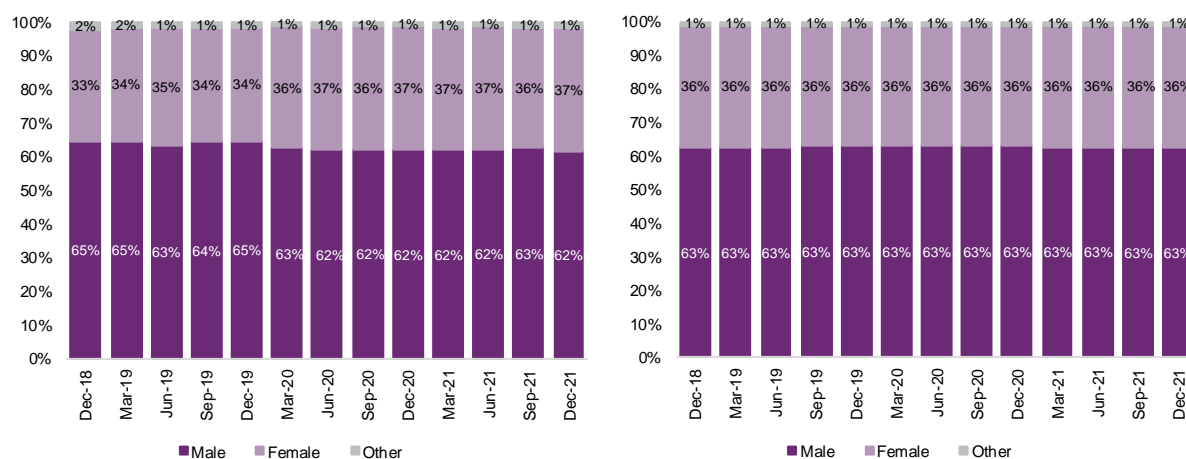


Table F.20 Participation rates by age group at 31 December 2021 – New South Wales ¹⁴²

Age group	Participation rate
0-6	3.49%
7-14	4.83%
15-18	3.06%
19-24	2.17%
25-34	1.10%
35-44	1.09%
45-54	1.46%
55-64	1.91%
Total (aged 0-64)	2.16%

¹⁴¹ Ibid.

¹⁴² Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table F.21 Number of baseline questionnaires completed by SFOF version – New South Wales ¹⁴³

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	2,850	5,527	5,510	8,575	7,520	3,599	33,581
Participant school to 14	7,485	10,686	4,883	5,737	5,013	2,234	36,038
Participant 15 to 24	5,902	5,900	1,453	2,313	1,856	951	18,375
Participant 25 and over	14,025	16,118	5,270	8,446	7,595	3,606	55,060
Total Participant	30,262	38,231	17,116	25,071	21,984	10,390	143,054
Family 0 to 14	9,614	15,771	10,237	14,099	12,328	5,708	67,757
Family 15 to 24	1,378	3,789	1,068	1,614	1,306	673	9,828
Family 25 and over	367	4,281	1,691	2,394	1,961	945	11,639
Total Family	11,359	23,841	12,996	18,107	15,595	7,326	89,224
Total	41,621	62,072	30,112	43,178	37,579	17,716	232,278

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	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		27%		
DL	% who say their child is becoming more independent		38%		
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			33%	
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%	75%

¹⁴³ 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.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	45%			
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%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			29%	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%	41%
HW	% who did not have any difficulties accessing health services			66%	62%
LL	% who currently attend or previously attended school in a mainstream class			37%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	23%
WK	% who volunteer			11%	10%

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%	22%	21%
% receiving Carer Allowance	37%	41%	28%
% working in a paid job	49%	53%	39%
Of those in a paid job, % in permanent employment	78%	77%	79%
Of those in a paid job, % working 15 hours or more	81%	87%	87%
% who say they (and their partner) are able to work as much as they want	46%	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	52%	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%	61%

Table F.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=6,764) - participants who entered from 1 July 2016 and 31 December 2020 – New South Wales ¹⁴⁴

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?	87%
REL Has the NDIS improved how your child fits into family life?	84%
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=8,630) - participants who entered between 1 July 2016 and 31 December 2020 – New South Wales

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	48%
REL Has the NDIS improved your child's relationships with family and friends?	57%
S/CP Has the NDIS improved your child's social and recreational life?	50%

¹⁴⁴ Results in Tables F.26 to F.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

Table F.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,528) and ‘Participant 25 and over’ (n=12,191) - participants who entered between 1 July 2016 and 31 December 2020 – New South Wales

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	75%
DL	Has the NDIS helped you with daily living activities?	58%	76%
REL	Has the NDIS helped you to meet more people?	46%	53%
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%	55%
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%	29%
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?	51%	60%

Table F.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,555); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,697) - participants who entered between 1 July 2016 and 31 December 2020 – New South Wales

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	71%	51%
Has the NDIS improved the level of support for your family?	75%	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%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	53%	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=4,079) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales¹⁴⁵

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?	85%	89%	+4%
REL	Has the NDIS improved how your child fits into family life?	81%	84%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	67%	71%	+4%

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=7,620) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	63%	72%	+9%
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?	52%	60%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	50%	+5%

¹⁴⁵ Results in Tables F.30 to F.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,235) and ‘Participant 25 and over’ (n=8,689) - participants who entered between 1 July 2016 and 31 December 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%	+6%	68%	76%	+8%
DL	Has the NDIS helped you with daily living activities?	58%	63%	+5%	70%	79%	+9%
REL	Has the NDIS helped you to meet more people?	49%	50%	+1%	51%	57%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	-2%	28%	31%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	+3%	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?	35%	36%	+1%	28%	29%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	56%	+3%	57%	64%	+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=12,020); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,585) - participants who entered between 1 July 2016 and 31 December 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?	65%	69%	+4%	47%	56%	+9%
	Has the NDIS improved the level of support for your family?	70%	75%	+5%	61%	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?	71%	76%	+5%	58%	67%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
	Has the NDIS improved your health and wellbeing?	46%	48%	+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=2,768) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales ¹⁴⁶

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	96%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	89%	+5%
REL	Has the NDIS improved how your child fits into family life?	78%	80%	82%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	69%	+5%

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=8,436) - participants who entered between 1 July 2016 and 31 December 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?	59%	67%	71%	+12%
LL	Has the NDIS improved your child's access to education?	38%	44%	48%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	53%	58%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	50%	+9%

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=4,043) - participants who entered between 1 July 2016 and 31 December 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?	59%	66%	69%	+10%
	Has the NDIS helped you with daily living activities?	58%	65%	69%	+11%
	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%	19%	18%	-3%
	Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	46%	+6%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	17%	-2%
	Has the NDIS helped you be more involved?	53%	58%	60%	+7%

¹⁴⁶ Results in Tables F.34 to F.40 include participants who had their first plan approved between 1 July 2016 and 31 December 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=9,092) - participants who entered between 1 July 2016 and 31 December 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%	+12%
Has the NDIS helped you to meet more people?	52%	59%	62%	+10%
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?	50%	56%	60%	+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%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	19%	-1%
Has the NDIS helped you be more involved?	58%	66%	69%	+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=7,951) - participants who entered between 1 July 2016 and 31 December 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?	58%	62%	66%	+8%
Has the NDIS improved the level of support for your family?	62%	69%	72%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	66%	73%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	79%	+7%
Has the NDIS improved your health and wellbeing?	40%	43%	44%	+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=1,738) - participants who entered between 1 July 2016 and 31 December 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?	45%	49%	57%	+12%
Has the NDIS improved the level of support for your family?	59%	65%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	56%	63%	68%	+12%
Has the NDIS improved your health and wellbeing?	32%	34%	37%	+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=892) - participants who entered between 1 July 2016 and 31 December 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%	96%	97%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	96%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	89%	90%	+6%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	80%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	64%	68%	73%	+11%

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=5,905) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales¹⁴⁷

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	54%	62%	66%	70%	+16%
LL	Has the NDIS improved your child's access to education?	33%	37%	39%	43%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	49%	52%	55%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	43%	45%	48%	+9%

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=3,395) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	59%	66%	68%	71%	+12%
DL	Has the NDIS helped you with daily living activities?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	51%	55%	57%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	48%	50%	+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?	36%	37%	36%	38%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	15%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	59%	61%	63%	+9%

¹⁴⁷ Results in Tables F.41 to F.45 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

Table F.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F versions ‘Participant 25 and over’ (n=6,429) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	65%	73%	76%	79%	+14%
DL	Has the NDIS helped you with daily living activities?	68%	77%	81%	84%	+16%
REL	Has the NDIS helped you to meet more people?	51%	59%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	33%	34%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	57%	61%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	30%	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%	65%	69%	72%	+14%

Table F.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F version ‘Family 0 to 14’ (n=3,319) - participants who entered between 1 July 2016 and 31 December 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?	51%	56%	58%	63%	+12%
	Has the NDIS improved the level of support for your family?	55%	63%	64%	70%	+15%
	Has the NDIS improved your access to services, programs and activities in the community?	61%	67%	69%	72%	+11%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	73%	73%	77%	+12%
	Has the NDIS improved your health and wellbeing?	33%	37%	36%	39%	+6%

Table F.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=802) - participants who entered between 1 July 2016 and 31 December 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?	43%	51%	57%	61%	+18%
	Has the NDIS improved the level of support for your family?	58%	69%	70%	72%	+14%
	Has the NDIS helped you to access services, programs and activities in the community?	55%	65%	70%	70%	+15%
	Has the NDIS improved your health and wellbeing?	31%	30%	35%	37%	+6%

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=1,385) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales ¹⁴⁸

	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?	51%	61%	64%	65%	67%	+16%
LL	Has the NDIS improved your child's access to education?	36%	37%	38%	36%	41%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	46%	50%	49%	52%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	45%	48%	+7%

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=1,023) - participants who entered between 1 July 2016 and 31 December 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?	62%	63%	65%	65%	68%	+6%
DL	Has the NDIS helped you with daily living activities?	58%	66%	68%	71%	76%	+18%
REL	Has the NDIS helped you to meet more people?	55%	56%	54%	53%	56%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	22%	20%	19%	19%	-8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	48%	50%	+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?	41%	40%	38%	32%	36%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	16%	13%	15%	-6%
S/CP	Has the NDIS helped you be more involved?	57%	60%	60%	60%	64%	+7%

¹⁴⁸ Results in Tables F.46 to F.49 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth 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=1,745) - participants who entered between 1 July 2016 and 31 December 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?	68%	74%	78%	78%	82%	+14%
DL	Has the NDIS helped you with daily living activities?	71%	78%	83%	85%	88%	+17%
REL	Has the NDIS helped you to meet more people?	55%	61%	64%	65%	71%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	35%	35%	36%	42%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	59%	60%	65%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	34%	31%	31%	35%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	23%	21%	21%	23%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	66%	70%	71%	77%	+16%

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=596) - participants who entered between 1 July 2016 and 31 December 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?	46%	52%	53%	59%	62%	+16%
	Has the NDIS improved the level of support for your family?	53%	62%	62%	67%	66%	+13%
	Has the NDIS improved your access to services, programs and activities in the community?	56%	64%	68%	75%	72%	+16%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	67%	71%	74%	74%	+13%
	Has the NDIS improved your health and wellbeing?	33%	36%	34%	37%	37%	+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 ‘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=14,086), 'participant social and community engagement rate' (n=14,254), 'parent and carer employment rate' (n=15,176) and 'participant choice and control' (n=10,822) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales ¹⁴⁹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	30%	11%	14%	24%
Aged 25+	25%	24%	24%	
Aged 15+	20%	21%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	37%	41%	48%
Aged 25+	34%	40%	43%	
Aged 15+	34%	39%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	49%	51%	53%	49%
Aged 15+	47%	49%	48%	
All ages	48%	50%	51%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		60%	66%	75%
Aged 25+		68%	76%	
Aged 15+		66%	73%	

Table F.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,950), 'participant social and community engagement rate' (n=14,074), 'parent and carer employment rate' (n=9,522) and 'participant choice and control' (n=12,000) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales ¹⁵⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	14%	16%	23%	24%
Aged 25+	27%	28%	23%	26%	
Aged 15+	23%	24%	21%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	44%	45%	48%
Aged 25+	35%	41%	44%	47%	
Aged 15+	34%	41%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	49%	51%	52%	53%	49%
Aged 15+	50%	53%	54%	52%	
All ages	49%	52%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		59%	66%	69%	75%
Aged 25+		67%	75%	78%	
Aged 15+		65%	72%	75%	

¹⁴⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

¹⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

Table F.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,240), 'participant social and community engagement rate' (n=10,433), 'parent and carer employment rate' (n=4,312) and 'participant choice and control' (n=8,939) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales ¹⁵¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	15%	20%	22%	28%	24%
Aged 25+	30%	30%	28%	24%	26%	
Aged 15+	26%	27%	26%	24%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	33%	41%	48%	50%	49%	48%
Aged 25+	36%	42%	47%	49%	50%	
Aged 15+	35%	42%	48%	49%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	48%	50%	53%	53%	55%	49%
Aged 15+	50%	55%	55%	57%	55%	
All ages	49%	52%	54%	55%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		59%	66%	68%	71%	75%
Aged 25+		65%	73%	76%	79%	
Aged 15+		63%	70%	73%	76%	

Table F.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,071), 'participant social and community engagement rate' (n=3,189), 'parent and carer employment rate' (n=755) and 'participant choice and control' (n=2,437) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales ¹⁵²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	11%	16%	18%	26%	27%	29%	24%
Aged 25+	26%	26%	24%	25%	21%	23%	
Aged 15+	23%	24%	23%	25%	22%	24%	
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	30%	35%	41%	44%	47%	47%	48%
Aged 25+	35%	39%	47%	50%	51%	54%	
Aged 15+	35%	38%	46%	49%	50%	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	48%	51%	53%	51%	52%	58%	49%
Aged 15+	47%	51%	53%	56%	55%	56%	
All ages	48%	51%	53%	53%	53%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		62%	63%	65%	65%	68%	75%
Aged 25+		68%	74%	78%	78%	82%	
Aged 15+		65%	70%	73%	72%	77%	

¹⁵¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

¹⁵² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

Table F.54 Number of active plans by goal type and primary disability – New South Wales ¹⁵³

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	
Acquired brain injury	1,107	3,381	2,427	816	1,295	3,636	1,771	1,138	4,487
Autism	6,915	43,467	15,254	19,331	22,460	34,251	3,114	8,563	50,227
Cerebral palsy	1,119	4,611	2,970	1,244	1,397	3,889	1,303	1,054	5,458
Developmental delay	796	10,889	3,907	7,679	4,773	7,202	11	7	11,748
Down syndrome	699	3,094	1,764	1,001	1,200	3,018	822	1,074	3,745
Global developmental delay	276	3,356	1,339	2,522	1,541	2,260	7	1	3,592
Hearing impairment	1,242	6,259	1,487	1,940	1,195	3,510	638	1,782	7,520
Intellectual disability	5,443	20,572	10,269	7,095	9,332	19,993	6,513	9,246	26,372
Multiple sclerosis	584	2,181	1,767	220	396	1,810	861	494	2,558
Psychosocial disability	3,273	11,337	9,077	3,442	4,230	12,788	5,842	5,118	15,640
Spinal cord injury	455	1,518	1,083	194	235	1,277	622	506	1,754
Stroke	641	2,223	1,454	367	479	2,098	1,024	480	2,676
Visual impairment	701	2,645	1,009	725	398	2,163	646	833	3,000
Other neurological	1,363	5,248	3,699	921	1,419	4,999	2,418	1,012	6,502
Other physical	1,202	4,889	3,104	730	685	3,654	1,547	1,225	5,681
Other sensory/speech	126	821	205	357	344	426	16	65	965
Other	318	1,403	806	319	360	1,174	446	336	1,660
Total	26,260	127,894	61,621	48,903	51,739	108,148	27,601	32,934	153,585

Table F.55 Percentage of active plans by goal type and primary disability – New South Wales ¹⁵⁴

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	75%	54%	18%	29%	81%	39%	25%
Autism	14%	87%	30%	38%	45%	68%	6%	17%
Cerebral palsy	21%	84%	54%	23%	26%	71%	24%	19%
Developmental delay	7%	93%	33%	65%	41%	61%	0%	0%
Down syndrome	19%	83%	47%	27%	32%	81%	22%	29%
Global developmental delay	8%	93%	37%	70%	43%	63%	0%	0%
Hearing impairment	17%	83%	20%	26%	16%	47%	8%	24%
Intellectual disability	21%	78%	39%	27%	35%	76%	25%	35%
Multiple sclerosis	23%	85%	69%	9%	15%	71%	34%	19%
Psychosocial disability	21%	72%	58%	22%	27%	82%	37%	33%
Spinal cord injury	26%	87%	62%	11%	13%	73%	35%	29%
Stroke	24%	83%	54%	14%	18%	78%	38%	18%
Visual impairment	23%	88%	34%	24%	13%	72%	22%	28%
Other neurological	21%	81%	57%	14%	22%	77%	37%	16%
Other physical	21%	86%	55%	13%	12%	64%	27%	22%
Other sensory/speech	13%	85%	21%	37%	36%	44%	2%	7%
Other	19%	85%	49%	19%	22%	71%	27%	20%
Total	17%	83%	40%	32%	34%	70%	18%	21%

¹⁵³ 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.

¹⁵⁴ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

Table F.56 Number of goals in active plans by goal type and primary disability – New South Wales ¹⁵⁵

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	
Acquired brain injury	3,500	16,459	8,203	2,679	4,031	12,175	5,357	3,219	55,623
Autism	24,772	332,235	59,707	81,653	84,153	136,724	10,437	28,822	758,503
Cerebral palsy	4,310	33,916	12,256	4,983	5,095	16,376	4,769	3,657	85,362
Developmental delay	2,510	85,975	13,879	29,745	15,553	24,504	34	18	172,218
Down syndrome	2,555	20,215	6,565	3,826	4,628	12,016	2,732	3,547	56,084
Global developmental delay	889	27,369	5,094	9,744	5,031	8,030	30	2	56,189
Hearing impairment	4,178	35,435	5,143	7,247	4,140	12,717	2,003	5,612	76,475
Intellectual disability	18,673	119,979	37,714	26,502	32,714	76,532	20,836	28,321	361,271
Multiple sclerosis	1,984	12,080	6,768	690	1,206	6,140	2,757	1,552	33,177
Psychosocial disability	9,405	45,197	27,746	9,737	11,836	37,728	15,370	13,232	170,251
Spinal cord injury	1,773	9,262	4,329	646	744	4,820	2,125	1,587	25,286
Stroke	2,321	12,939	5,352	1,263	1,592	7,473	3,362	1,525	35,827
Visual impairment	2,604	16,665	3,586	2,736	1,300	8,196	2,086	2,656	39,829
Other neurological	4,486	30,520	14,002	3,218	4,704	17,373	7,712	3,074	85,089
Other physical	4,240	30,321	11,706	2,662	2,246	13,298	5,109	3,938	73,520
Other sensory/speech	401	5,348	708	1,328	1,131	1,423	40	186	10,565
Other	1,115	8,611	3,130	1,187	1,275	4,331	1,521	1,111	22,281
Total	89,716	842,526	225,888	189,846	181,379	399,856	86,280	102,059	2,117,550

Table F.57 Number of active plans by goal type and age group – New South Wales ¹⁵⁶

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	1,662	22,137	8,881	16,425	10,119	15,320	14	2	23,834
7 to 14	4,387	34,921	10,192	14,257	17,156	23,140	544	450	39,086
15 to 18	2,224	9,667	3,854	3,463	4,900	8,703	858	4,095	11,666
19 to 24	3,082	10,707	4,771	3,739	3,945	10,136	3,123	8,395	13,754
25 to 34	3,276	10,440	6,113	3,054	3,748	10,414	4,259	6,351	13,587
35 to 44	2,833	9,392	6,331	2,351	3,220	9,469	4,105	4,856	12,189
45 to 54	3,309	11,329	7,913	2,561	3,681	11,474	5,199	4,613	14,713
55 to 64	4,021	14,237	9,896	2,391	3,747	14,289	6,756	3,491	18,096
65+	1,466	5,064	3,670	662	1,223	5,203	2,743	681	6,660
Total	26,260	127,894	61,621	48,903	51,739	108,148	27,601	32,934	153,585

¹⁵⁵ Participants have set over six million goals in total across Australia since July 2016. The 2,117,550 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹⁵⁶ 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.58 Percentage of active plans by goal type and age group – New South Wales ¹⁵⁷

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	7%	93%	37%	69%	42%	64%	0%	0%
7 to 14	11%	89%	26%	36%	44%	59%	1%	1%
15 to 18	19%	83%	33%	30%	42%	75%	7%	35%
19 to 24	22%	78%	35%	27%	29%	74%	23%	61%
25 to 34	24%	77%	45%	22%	28%	77%	31%	47%
35 to 44	23%	77%	52%	19%	26%	78%	34%	40%
45 to 54	22%	77%	54%	17%	25%	78%	35%	31%
55 to 64	22%	79%	55%	13%	21%	79%	37%	19%
65+	22%	76%	55%	10%	18%	78%	41%	10%
Total	17%	83%	40%	32%	34%	70%	18%	21%

Table F.59 Number of goals in active plans by goal type and age group – New South Wales ¹⁵⁸

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	5,352	179,193	33,866	66,225	34,287	55,385	53	4	374,365
7 to 14	15,780	289,650	40,924	62,012	65,079	93,010	1,785	1,570	569,810
15 to 18	8,111	60,626	14,834	13,323	17,661	34,854	3,100	14,520	167,029
19 to 24	10,635	58,696	16,890	13,245	13,569	38,222	9,902	26,981	188,140
25 to 34	11,231	53,750	21,229	10,100	12,600	37,951	13,433	19,080	179,374
35 to 44	9,594	46,505	22,333	7,373	10,469	33,313	12,597	14,143	156,327
45 to 54	10,780	55,741	28,124	8,029	12,036	40,316	16,231	13,450	184,707
55 to 64	13,467	72,956	34,900	7,454	11,901	49,201	20,893	10,353	221,125
65+	4,766	25,409	12,788	2,085	3,777	17,604	8,286	1,958	76,673
Total	89,716	842,526	225,888	189,846	181,379	399,856	86,280	102,059	2,117,550

¹⁵⁷ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

¹⁵⁸ Participants have set over six million goals in total across Australia since July 2016. The 2,117,550 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.60 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ¹⁵⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 1,094	n = 249
Are you happy with how coming into the NDIS has gone?	87%	87%
Was the person from the NDIS respectful?	97%	99%
Do you understand what will happen next with your plan?	80%	83%
% of participants rating their overall experience as Very Good or Good.	80%	83%
Pre-planning	n = 984	n = 263
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	69%	73%
Do you know where to go for more help with your plan?	77%	74%
% of participants rating their overall experience as Very Good or Good.	81%	81%
Planning	n = 5,312	n = 931
Did the person from the NDIS understand how your disability affects your life?	91%	90%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	89%	86%
Are you clear on what happens next with your plan?	84%	84%
Do you know where to go for more help with your plan?	89%	87%
% of participants rating their overall experience as Very Good or Good.	86%	83%
Plan review	n = 14,706	n = 4,258
Did the person from the NDIS understand how your disability affects your life?	80%	79%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	74%	75%

¹⁵⁹ 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 ^{160 161}

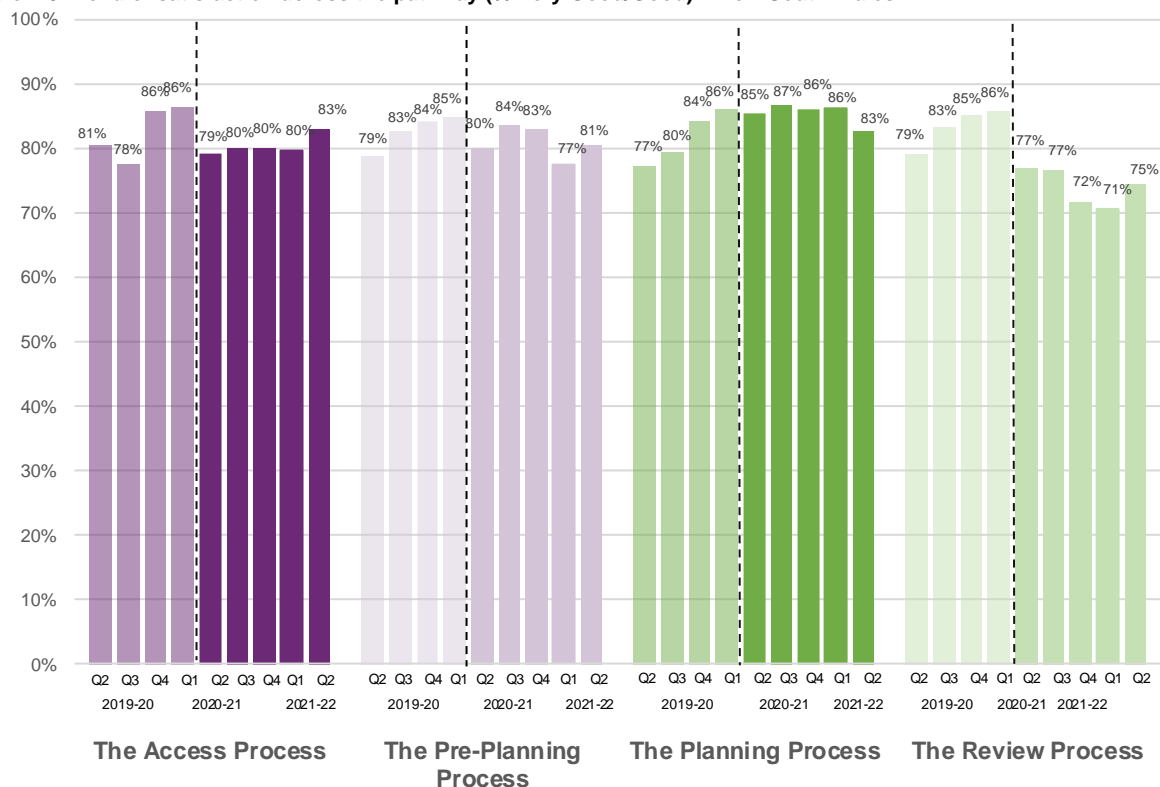
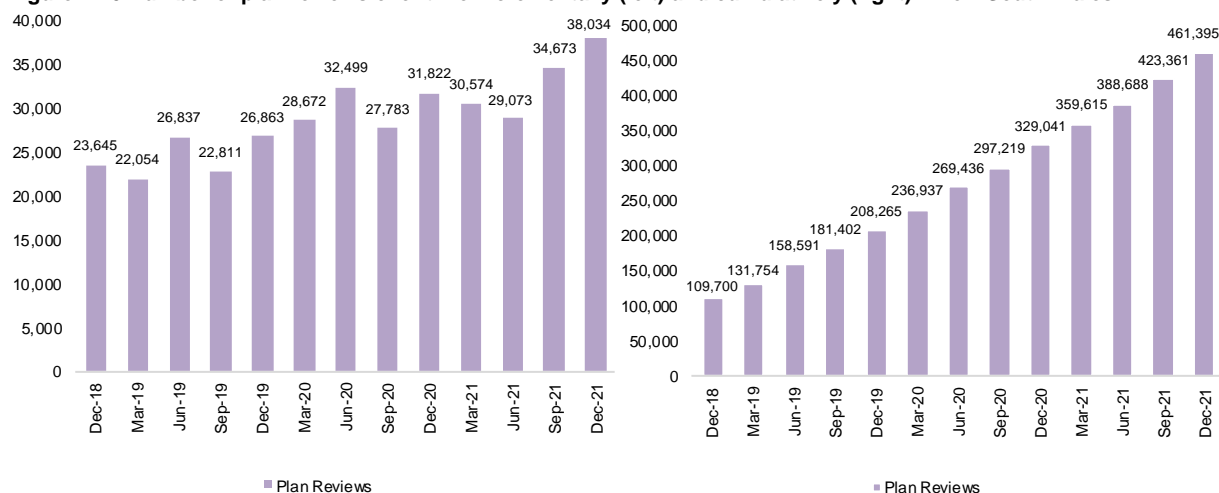


Table F.61 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales ¹⁶²

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	423,361	38,034	461,395
<i>Early intervention plans</i>	78,191	9,010	87,201
<i>Permanent disability plans</i>	345,170	29,024	374,194

Figure F.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – New South Wales



¹⁶⁰ 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.

¹⁶¹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹⁶² 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 Q2. 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.62 shows the number of complaints in 2021-22 Q2 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.63 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.62 Complaints by quarter – New South Wales ^{163 164 165}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	33	12	45	39
Complaint about LAC Partner	330	37	367	340
Complaints about service providers	1,988	104	2,092	1,690
Complaints about the Agency	26,847	1,695	28,542	15,844
Critical/ Reportable Incident	2,093	279	2,372	1,866
Unclassified	1,518	3	1,521	1,330
Total	32,809	2,130	34,939	18,713
Total complaints made since 1 April 2017	31,258	2,130	33,388	
% of the number of active participants	6.7%	5.6%	6.6%	

¹⁶³ Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

¹⁶⁴ % 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.

¹⁶⁵ 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 ¹⁶⁶

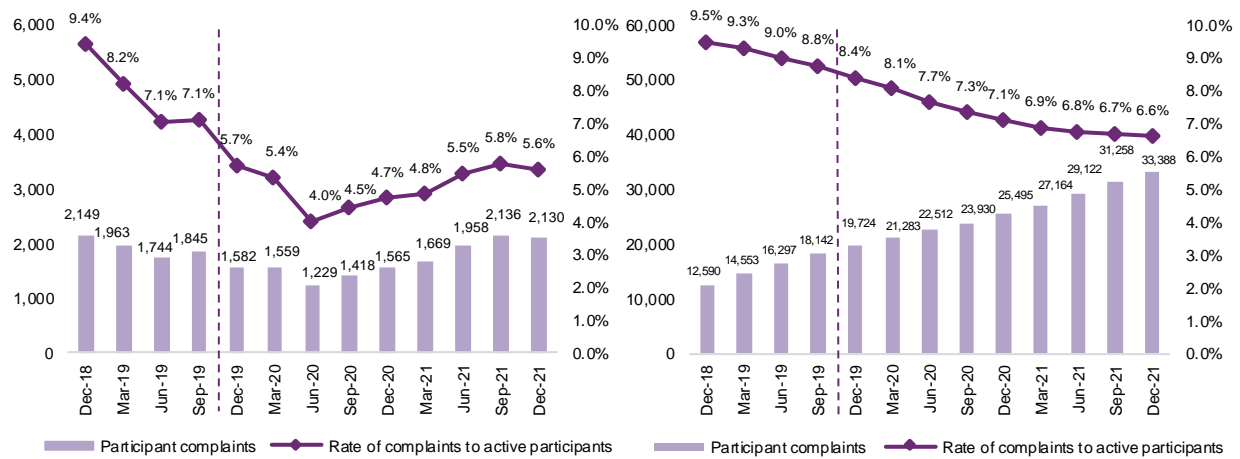


Table F.63 Participant complaints by type – New South Wales

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	2,392	(9%)	2	(0%)	2,394	(8%)
Information unclear	737	(3%)	2	(0%)	739	(3%)
NDIA Access	365	(1%)	42	(2%)	407	(1%)
NDIA Engagement	8	(0%)	2	(0%)	10	(0%)
NDIA Finance	914	(3%)	138	(8%)	1,052	(4%)
NDIA Fraud and Compliance	51	(0%)	4	(0%)	55	(0%)
NDIA Plan	3,131	(12%)	640	(38%)	3,771	(13%)
NDIA Process	968	(4%)	202	(12%)	1,170	(4%)
NDIA Resources	91	(0%)	23	(1%)	114	(0%)
NDIA Staff	768	(3%)	92	(5%)	860	(3%)
NDIA Timeliness	2,465	(9%)	509	(30%)	2,974	(10%)
Participation, engagement and inclusion	179	(1%)	1	(0%)	180	(1%)
Provider Portal	43	(0%)	0	(0%)	43	(0%)
Quality & Safeguards Commission	7	(0%)	1	(0%)	8	(0%)
Reasonable and necessary supports	2,282	(9%)	1	(0%)	2,283	(8%)
Staff conduct - Agency	682	(3%)	0	(0%)	682	(2%)
The way the NDIA carried out its decision making	1,236	(5%)	8	(0%)	1,244	(4%)
Timeliness	5,963	(22%)	5	(0%)	5,968	(21%)
Other	4,565	(17%)	23	(1%)	4,588	(16%)
Total	26,847		1,695		28,542	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	1	(8%)	1	(2%)
ECA Plan	6	(18%)	1	(8%)	7	(16%)
ECA Process	5	(15%)	1	(8%)	6	(13%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	15	(45%)	8	(67%)	23	(51%)
ECA Timeliness	7	(21%)	1	(8%)	8	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	33		12		45	
Complaint about LAC Partner						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	4	(1%)	0	(0%)	4	(1%)

¹⁶⁶ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	60	(18%)	7	(19%)	67	(18%)
LAC Process	35	(11%)	4	(11%)	39	(11%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	200	(61%)	20	(54%)	220	(60%)
LAC Timeliness	27	(8%)	6	(16%)	33	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	330		37		367	
<i>Complaints about service providers</i>						
Provider costs.	142	(7%)	0	(0%)	142	(7%)
Provider Finance	76	(4%)	10	(10%)	86	(4%)
Provider Fraud and Compliance	77	(4%)	14	(13%)	91	(4%)
Provider process	134	(7%)	0	(0%)	134	(6%)
Provider Service	351	(18%)	52	(50%)	403	(19%)
Provider Staff	154	(8%)	18	(17%)	172	(8%)
Service Delivery	228	(11%)	3	(3%)	231	(11%)
Staff conduct	207	(10%)	0	(0%)	207	(10%)
Supports being provided	251	(13%)	3	(3%)	254	(12%)
Other	368	(19%)	4	(4%)	372	(18%)
Total	1,988		104		2,092	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	667	(32%)	83	(30%)	750	(32%)
Allegations against Informal Supports	458	(22%)	13	(5%)	471	(20%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	320	(15%)	52	(19%)	372	(16%)
Provider reporting	645	(31%)	131	(47%)	776	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,093		279		2,372	
<i>Unclassified</i>	1,518		3		1,521	
Participants total	32,809		2,130		34,939	

Table F.64 AAT Cases by category at 31 December 2021 – New South Wales ¹⁶⁷

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	690	30%	31	6%	721	26%
Plan	1,324	57%	447	87%	1,771	63%
Plan Review	172	7%	<11		176	6%
Other	123	5%	31	6%	154	5%
Total	2,309	100%	513	100%	2,822	100%
% of the number of active participants	0.50%		1.35%		0.56%	

¹⁶⁷ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales ¹⁶⁸

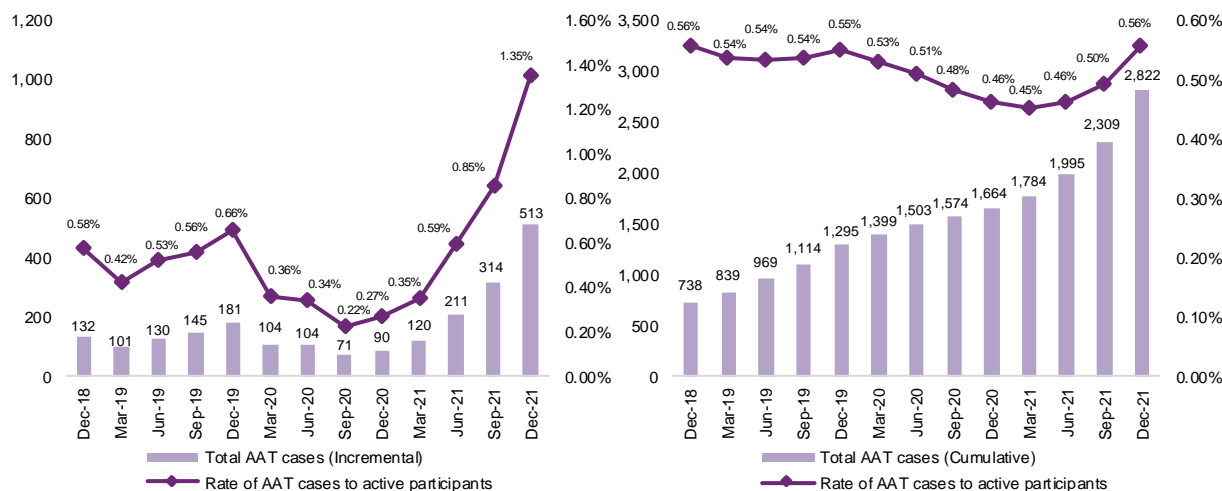
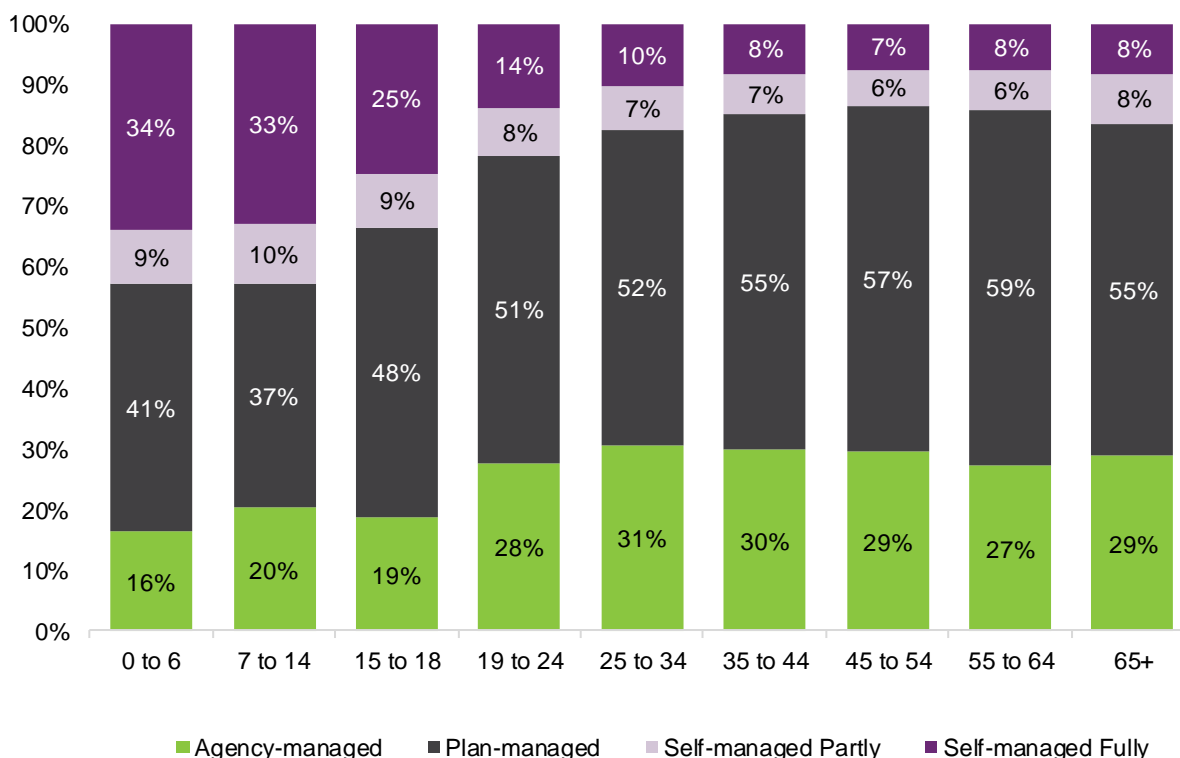


Table F.65 AAT cases by open/closed and decision – New South Wales ¹⁶⁹

	N
AAT Cases	2,822
Open AAT Cases	899
Closed AAT Cases	1,923
Resolved before hearing	1,860
Gone to hearing and received a substantive decision	63

Figure F.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – New South Wales ¹⁷⁰ ¹⁷¹



¹⁶⁸ Ibid.

¹⁶⁹ Of the 63 cases which went to hearing and received a substantive decision: 30 affirmed the Agency's decision, 14 varied the Agency's decision and 19 set aside the Agency's decision.

¹⁷⁰ For the total number of active participants in each age group, see Table F.16.

¹⁷¹ 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 31 December 2021 – New South Wales ^{172 173}

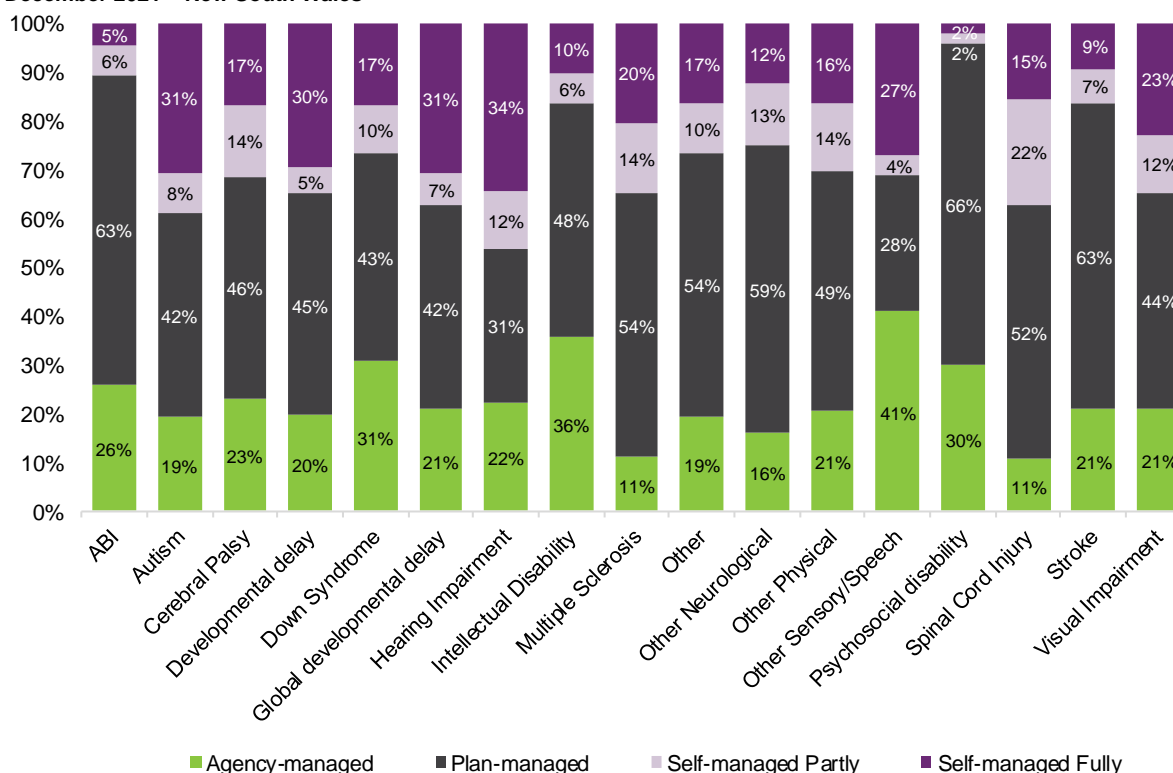


Table F.66 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁷⁴

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	21%	19%	20%
Self-managed partly	8%	8%	8%
Plan-managed	46%	53%	48%
Agency-managed	25%	21%	24%
Total	100%	100%	100%

¹⁷² For the total number of active participants in each primary disability group, see Table F.12.

¹⁷³ 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.

¹⁷⁴ Ibid.

Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁷⁵

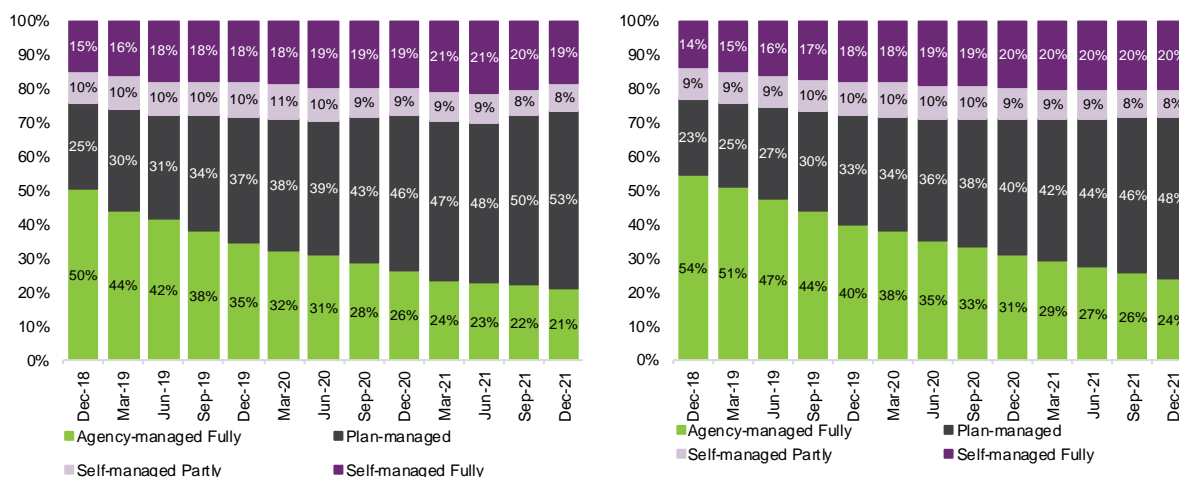


Table F.67 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q2	Total
Self-managed	10%	11%	10%
Plan-managed	31%	47%	33%
Agency-managed	59%	42%	57%
Total	100%	100%	100%

Figure F.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales

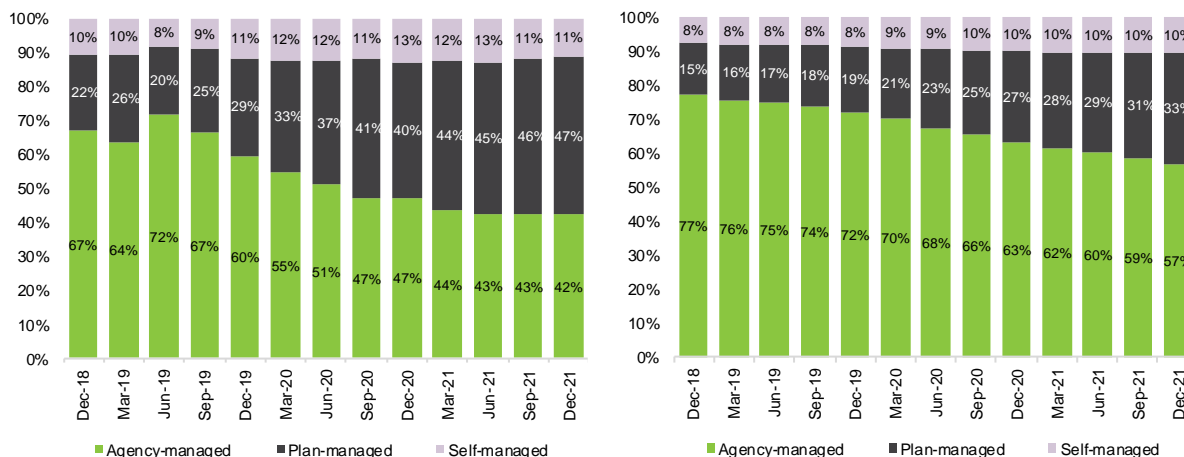


Table F.68 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2021-22 Q2	Total
Support coordination	39%	47%	41%

¹⁷⁵ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.69 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁷⁶

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	89,291	69%	3,740	71%	93,031	69%
30 to 59 days	15,873	12%	630	12%	16,503	12%
60 to 89 days	7,041	5%	244	5%	7,285	5%
Activated within 90 days	112,205	87%	4,614	88%	116,819	87%
90 to 119 days	3,962	3%	115	2%	4,077	3%
120 days and over	10,952	8%	151	3%	11,103	8%
Activated after 90 days	14,914	12%	266	5%	15,180	11%
No payments	2,168	2%	370	7%	2,538	2%
Total plans approved	129,287	100%	5,250	100%	134,537	100%

Table F.70 Proportion of participants who have activated within 12 months at 31 December 2021 – New South Wales ¹⁷⁷

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	9,535	9,975	96%
Not Aboriginal and Torres Strait Islander	85,169	87,404	97%
Not Stated	34,189	35,045	98%
Total	128,893	132,424	97%
by Culturally and Linguistically Diverse status			
CALD	13,563	13,886	98%
Not CALD	115,132	118,334	97%
Not Stated	198	204	97%
Total	128,893	132,424	97%
by Remoteness			
Major Cities	90,316	92,662	97%
Regional	38,093	39,256	97%
Remote	482	504	96%
Missing	<11	<11	
Total	128,893	132,424	97%
by Primary Disability type			
Autism	43,536	44,406	98%
Intellectual disability (including Down syndrome)	27,717	28,396	98%
Psychosocial disability	12,481	12,774	98%
Developmental delay (including global developmental delay)	9,127	9,449	97%
Other	36,032	37,399	96%
Total	128,893	132,424	97%

¹⁷⁶ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁷⁷ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

Table F.71 Distribution of plans by utilisation – New South Wales ^{178 179}

Plan utilisation	Total
0 to 50%	28%
50% to 75%	23%
> 75%	49%
Total	100%

Table F.72 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁸⁰

	Prior Quarters	2021-22 Q2	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	69%	74%	70%
Lifelong Learning	25%	28%	26%
Other	17%	21%	18%
Non-categorised	16%	11%	15%
Any mainstream service	96%	97%	96%

¹⁷⁸ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁷⁹ 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.

¹⁸⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table F.73 Key markets indicators by quarter – New South Wales ^{181 182}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.25	1.33
b) Number of providers delivering new types of supports	676	685
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	88%	88%
<i>Early Childhood Supports (%)</i>	89%	88%
<i>Assist Personal Activities (%)</i>	88%	89%

Table F.74 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – New South Wales ¹⁸³

Activity	Number of providers
Active for the first time in 2021-22 Q2	221
Active in 2021-22 Q2 and also in previous quarters	3,918
Active in 2021-22 Q2	4,139
Inactive in 2021-22 Q2	4,684
Active ever	8,823

¹⁸¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁸² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁸³ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.75 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁸⁴

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	316	10	326	3%
Assistance Animals	128	4	132	3%
Assistance with daily life tasks in a group or shared living arrangement	1,053	63	1,116	6%
Assistance with travel/transport arrangements	913	19	932	2%
Daily Personal Activities	1,730	93	1,823	5%
Group and Centre Based Activities	1,216	51	1,267	4%
High Intensity Daily Personal Activities	1,216	37	1,253	3%
Household tasks	2,245	71	2,316	3%
Interpreting and translation	227	9	236	4%
Participation in community, social and civic activities	1,923	106	2,029	6%
Assistive Technology				
Assistive equipment for recreation	339	17	356	5%
Assistive products for household tasks	351	11	362	3%
Assistance products for personal care and safety	1,653	50	1,703	3%
Communication and information equipment	701	28	729	4%
Customised Prosthetics	774	25	799	3%
Hearing Equipment	304	18	322	6%
Hearing Services	79	7	86	9%
Personal Mobility Equipment	998	25	1,023	3%
Specialised Hearing Services	115	7	122	6%
Vision Equipment	281	9	290	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,828	91	1,919	5%
Behaviour Support	780	38	818	5%
Community nursing care for high needs	612	34	646	6%
Development of daily living and life skills	1,263	47	1,310	4%
Early Intervention supports for early childhood	1,508	38	1,546	3%
Exercise Physiology and Physical Wellbeing activities	1,024	32	1,056	3%
Innovative Community Participation	459	19	478	4%
Specialised Driving Training	290	14	304	5%
Therapeutic Supports	4,568	62	4,630	1%
Capital services				
Home modification design and construction	602	27	629	4%
Specialist Disability Accommodation	161	6	167	4%
Vehicle Modifications	256	7	263	3%
Choice and control support services				
Management of funding for supports in participants plan	944	29	973	3%
Support Coordination	451	21	472	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	497	22	519	4%
Specialised Supported Employment	420	14	434	3%
Total	8,602	221	8,823	3%

¹⁸⁴ 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.76 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	57	269	326	17%	83%	100%
Assistance Animals	19	113	132	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	143	973	1,116	13%	87%	100%
Assistance with travel/transport arrangements	201	731	932	22%	78%	100%
Daily Personal Activities	249	1,574	1,823	14%	86%	100%
Group and Centre Based Activities	162	1,105	1,267	13%	87%	100%
High Intensity Daily Personal Activities	176	1,077	1,253	14%	86%	100%
Household tasks	720	1,596	2,316	31%	69%	100%
Interpreting and translation	57	179	236	24%	76%	100%
Participation in community, social and civic activities	297	1,732	2,029	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	55	301	356	15%	85%	100%
Assistive products for household tasks	63	299	362	17%	83%	100%
Assistance products for personal care and safety	294	1,409	1,703	17%	83%	100%
Communication and information equipment	151	578	729	21%	79%	100%
Customised Prosthetics	167	632	799	21%	79%	100%
Hearing Equipment	52	270	322	16%	84%	100%
Hearing Services	12	74	86	14%	86%	100%
Personal Mobility Equipment	168	855	1,023	16%	84%	100%
Specialised Hearing Services	23	99	122	19%	81%	100%
Vision Equipment	47	243	290	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	356	1,563	1,919	19%	81%	100%
Behaviour Support	200	618	818	24%	76%	100%
Community nursing care for high needs	102	544	646	16%	84%	100%
Development of daily living and life skills	189	1,121	1,310	14%	86%	100%
Early Intervention supports for early childhood	516	1,030	1,546	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	271	785	1,056	26%	74%	100%
Innovative Community Participation	127	351	478	27%	73%	100%
Specialised Driving Training	89	215	304	29%	71%	100%
Therapeutic Supports	1,953	2,677	4,630	42%	58%	100%
Capital services						
Home modification design and construction	126	503	629	20%	80%	100%
Specialist Disability Accommodation	7	160	167	4%	96%	100%
Vehicle Modifications	45	218	263	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	178	795	973	18%	82%	100%
Support Coordination	70	402	472	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	79	440	519	15%	85%	100%
Specialised Supported Employment	56	378	434	13%	87%	100%
Total	3,207	5,616	8,823	36%	64%	100%

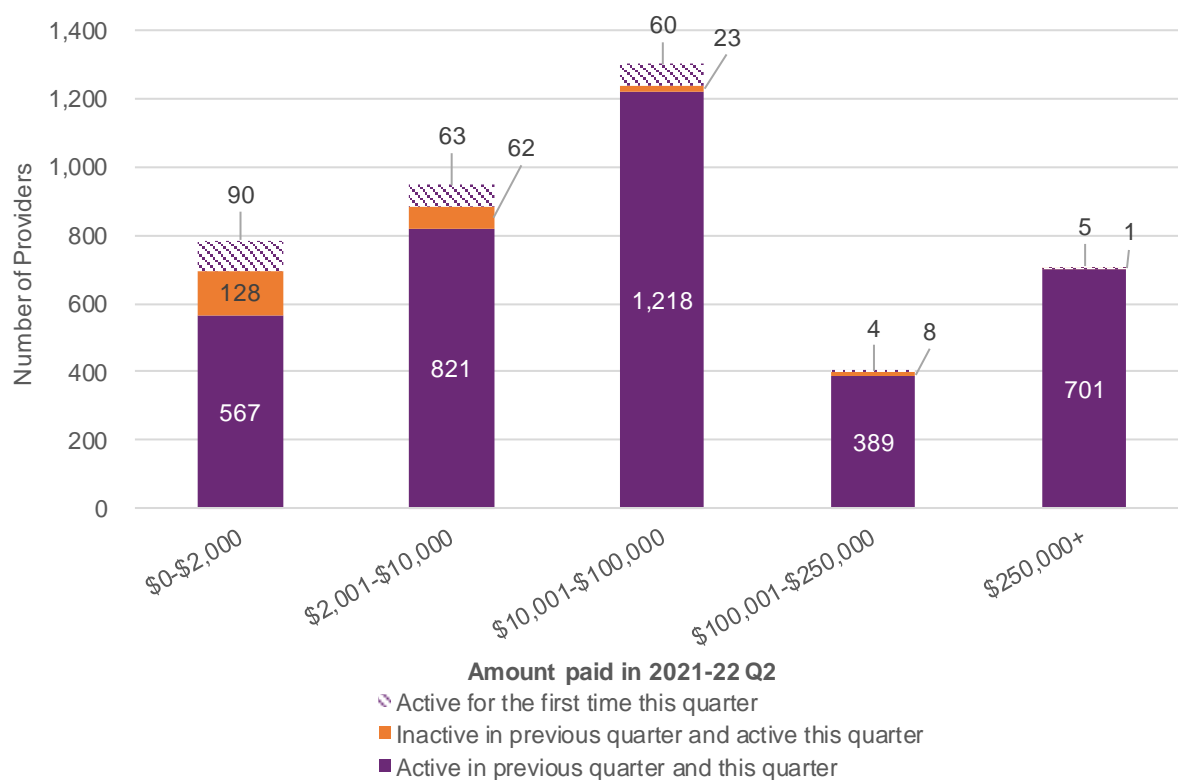
Table F.77 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – New South Wales

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	28	10	38	26%
Assistance Animals	63	4	67	6%
Assistance with daily life tasks in a group or shared living arrangement	645	63	708	9%
Assistance with travel/transport arrangements	169	19	188	10%
Daily Personal Activities	1,079	93	1,172	8%
Group and Centre Based Activities	648	51	699	7%
High Intensity Daily Personal Activities	626	37	663	6%
Household tasks	1,030	71	1,101	6%
Interpreting and translation	61	9	70	13%
Participation in community, social and civic activities	1,204	106	1,310	8%
Assistive Technology				
Assistive equipment for recreation	33	17	50	34%
Assistive products for household tasks	56	11	67	16%
Assistance products for personal care and safety	771	50	821	6%
Communication and information equipment	329	28	357	8%
Customised Prosthetics	289	25	314	8%
Hearing Equipment	109	18	127	14%
Hearing Services	17	7	24	29%
Personal Mobility Equipment	410	25	435	6%
Specialised Hearing Services	17	7	24	29%
Vision Equipment	85	9	94	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,117	91	1,208	8%
Behaviour Support	375	38	413	9%
Community nursing care for high needs	274	34	308	11%
Development of daily living and life skills	551	47	598	8%
Early Intervention supports for early childhood	583	38	621	6%
Exercise Physiology and Physical Wellbeing activities	456	32	488	7%
Innovative Community Participation	105	19	124	15%
Specialised Driving Training	85	14	99	14%
Therapeutic Supports	1,943	62	2,005	3%
Capital services				
Home modification design and construction	183	27	210	13%
Specialist Disability Accommodation	126	6	132	5%
Vehicle Modifications	55	7	62	11%
Choice and control support services				
Management of funding for supports in participants plan	605	29	634	5%
Support Coordination	159	21	180	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	217	22	239	9%
Specialised Supported Employment	288	14	302	5%
Total	3,918	221	4,139	5%

Table F.78 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	35	38	8%	92%	100%
Assistance Animals	8	59	67	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	66	642	708	9%	91%	100%
Assistance with travel/transport arrangements	27	161	188	14%	86%	100%
Daily Personal Activities	147	1,025	1,172	13%	87%	100%
Group and Centre Based Activities	84	615	699	12%	88%	100%
High Intensity Daily Personal Activities	84	579	663	13%	87%	100%
Household tasks	257	844	1,101	23%	77%	100%
Interpreting and translation	14	56	70	20%	80%	100%
Participation in community, social and civic activities	163	1,147	1,310	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	5	45	50	10%	90%	100%
Assistive products for household tasks	9	58	67	13%	87%	100%
Assistance products for personal care and safety	120	701	821	15%	85%	100%
Communication and information equipment	52	305	357	15%	85%	100%
Customised Prosthetics	50	264	314	16%	84%	100%
Hearing Equipment	19	108	127	15%	85%	100%
Hearing Services	2	22	24	8%	92%	100%
Personal Mobility Equipment	68	367	435	16%	84%	100%
Specialised Hearing Services	1	23	24	4%	96%	100%
Vision Equipment	13	81	94	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	209	999	1,208	17%	83%	100%
Behaviour Support	74	339	413	18%	82%	100%
Community nursing care for high needs	39	269	308	13%	87%	100%
Development of daily living and life skills	84	514	598	14%	86%	100%
Early Intervention supports for early childhood	119	502	621	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	100	388	488	20%	80%	100%
Innovative Community Participation	22	102	124	18%	82%	100%
Specialised Driving Training	24	75	99	24%	76%	100%
Therapeutic Supports	642	1,363	2,005	32%	68%	100%
Capital services						
Home modification design and construction	27	183	210	13%	87%	100%
Specialist Disability Accommodation	3	129	132	2%	98%	100%
Vehicle Modifications	10	52	62	16%	84%	100%
Choice and control support services						
Management of funding for supports in participants plan	116	518	634	18%	82%	100%
Support Coordination	22	158	180	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	29	210	239	12%	88%	100%
Specialised Supported Employment	38	264	302	13%	87%	100%
Total	1,091	3,048	4,139	26%	74%	100%

Figure F.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – New South Wales ¹⁸⁵



¹⁸⁵ 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.

Part Five: Financial sustainability

Table F.79 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	50.7	185.4	353.6	1,777.2	4,299.6	5,938.4	8,086.0	10,201.6	5,450.3

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – New South Wales

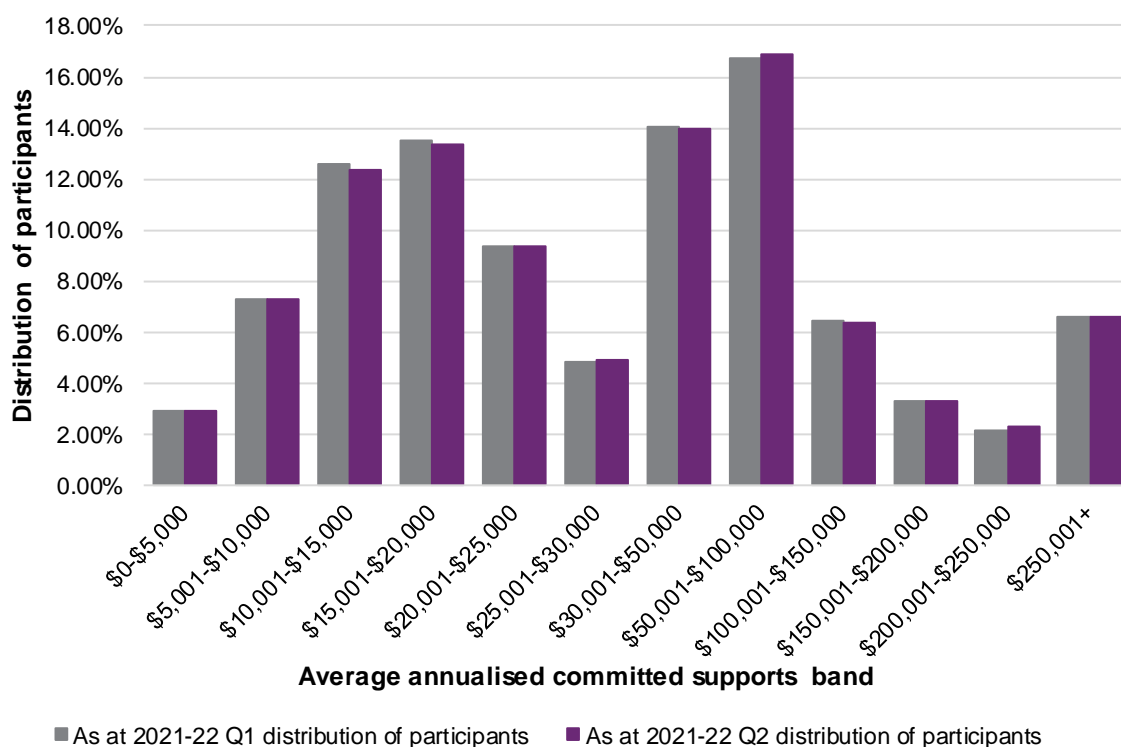


Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – New South Wales

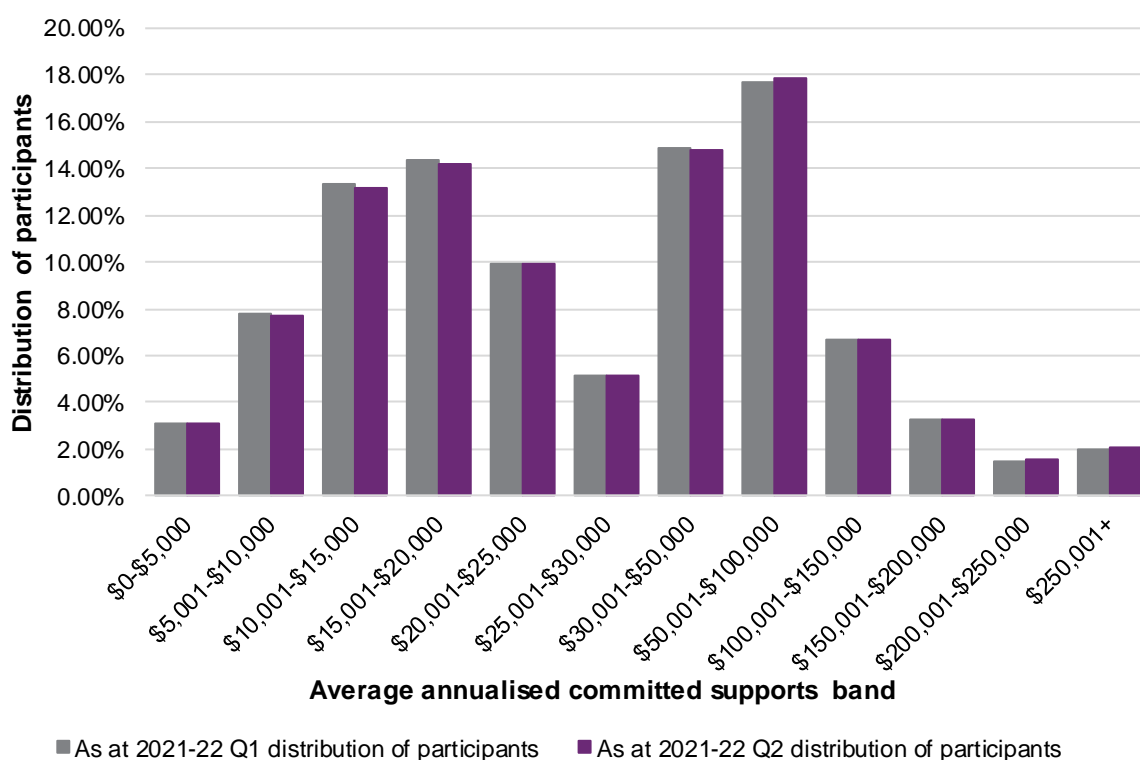


Figure F.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – New South Wales ¹⁸⁶

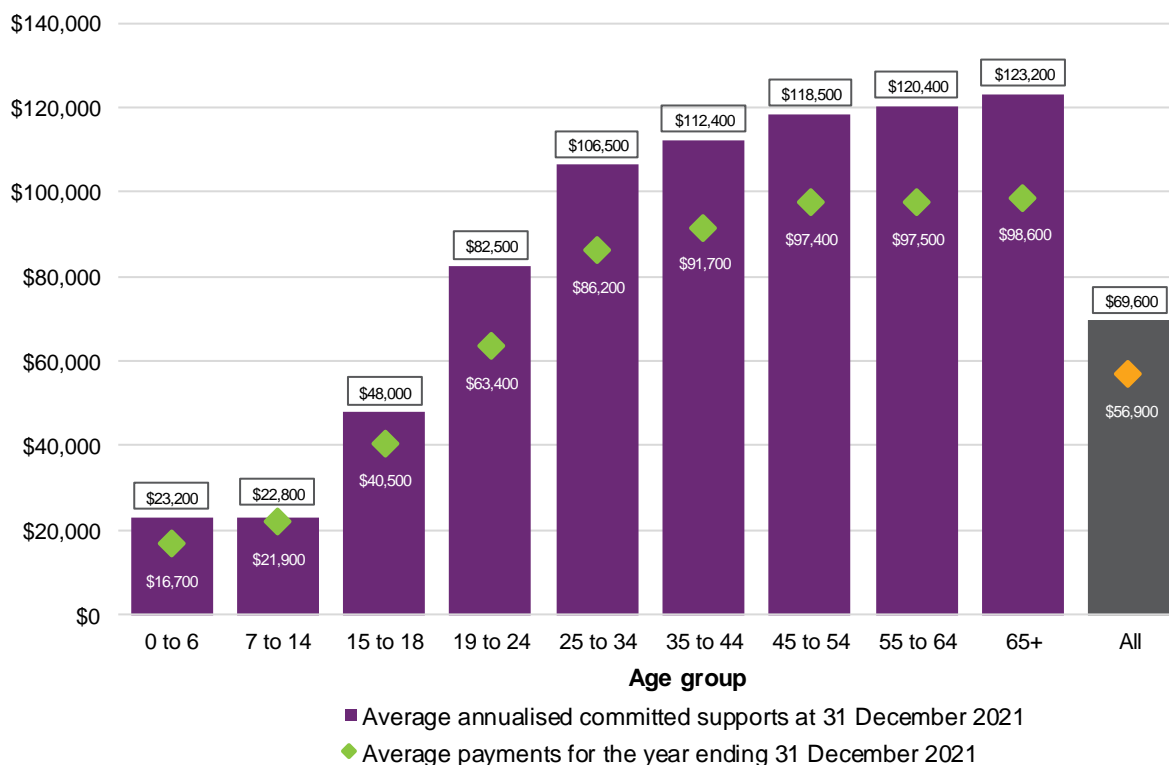
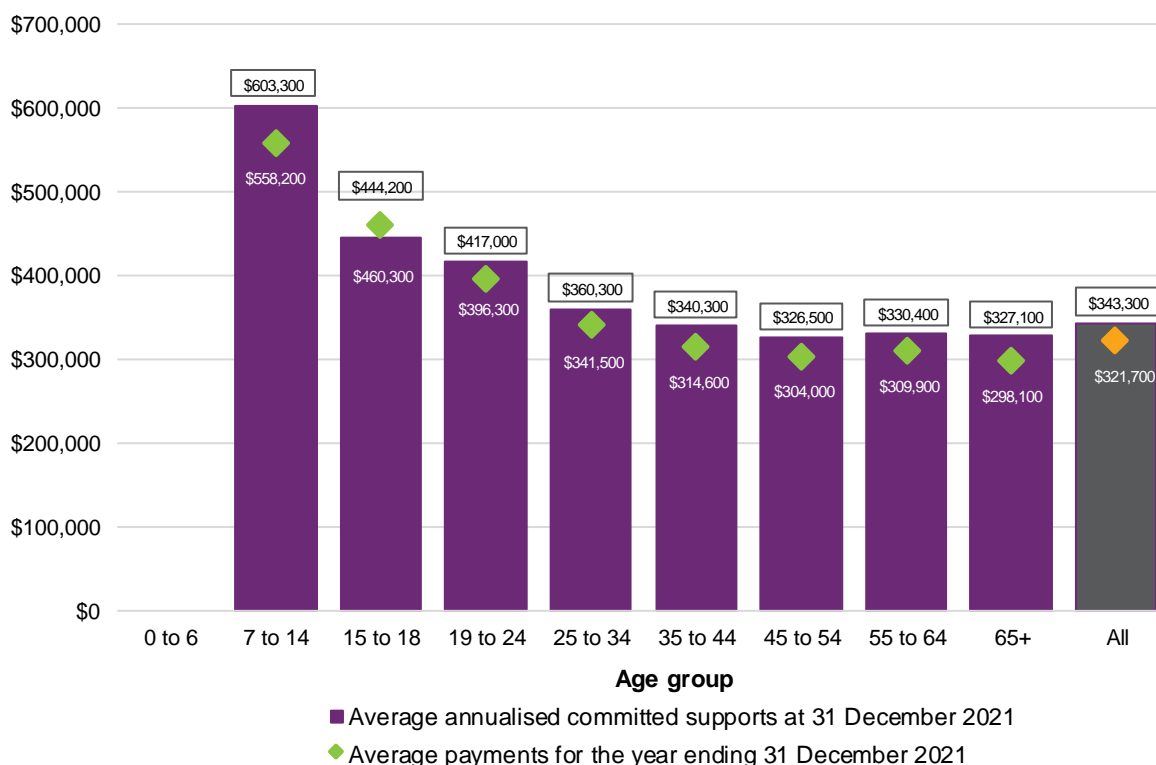


Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – New South Wales ¹⁸⁷



¹⁸⁶ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

¹⁸⁷ Ibid.

Figure F.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – New South Wales ¹⁸⁸

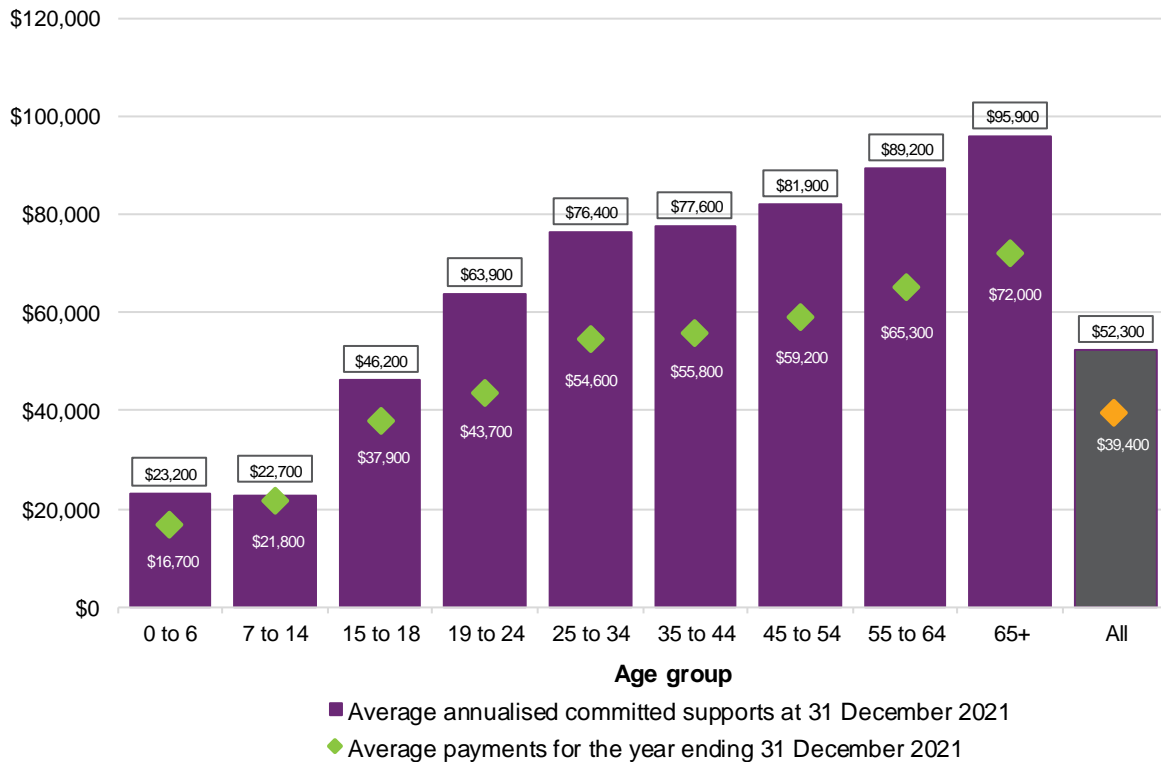
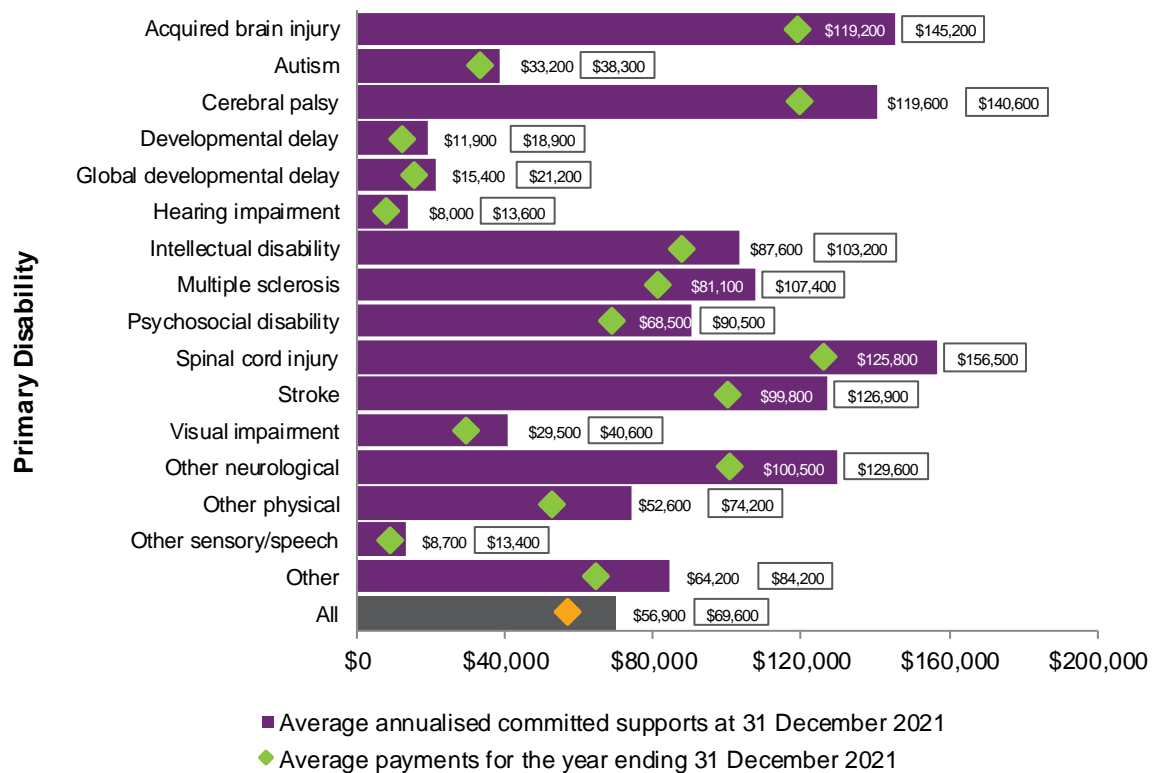


Figure F.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – New South Wales ¹⁸⁹



¹⁸⁸ Ibid.

¹⁸⁹ Ibid.

Figure F.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – New South Wales ¹⁹⁰

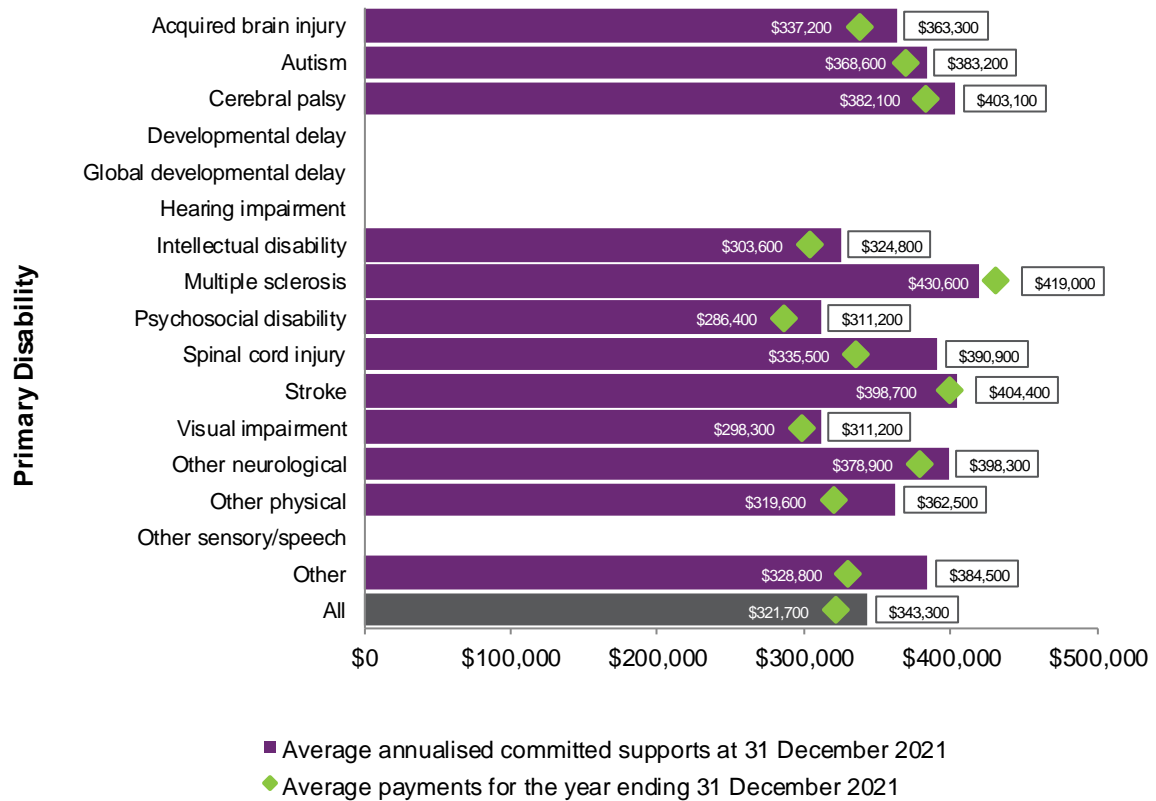
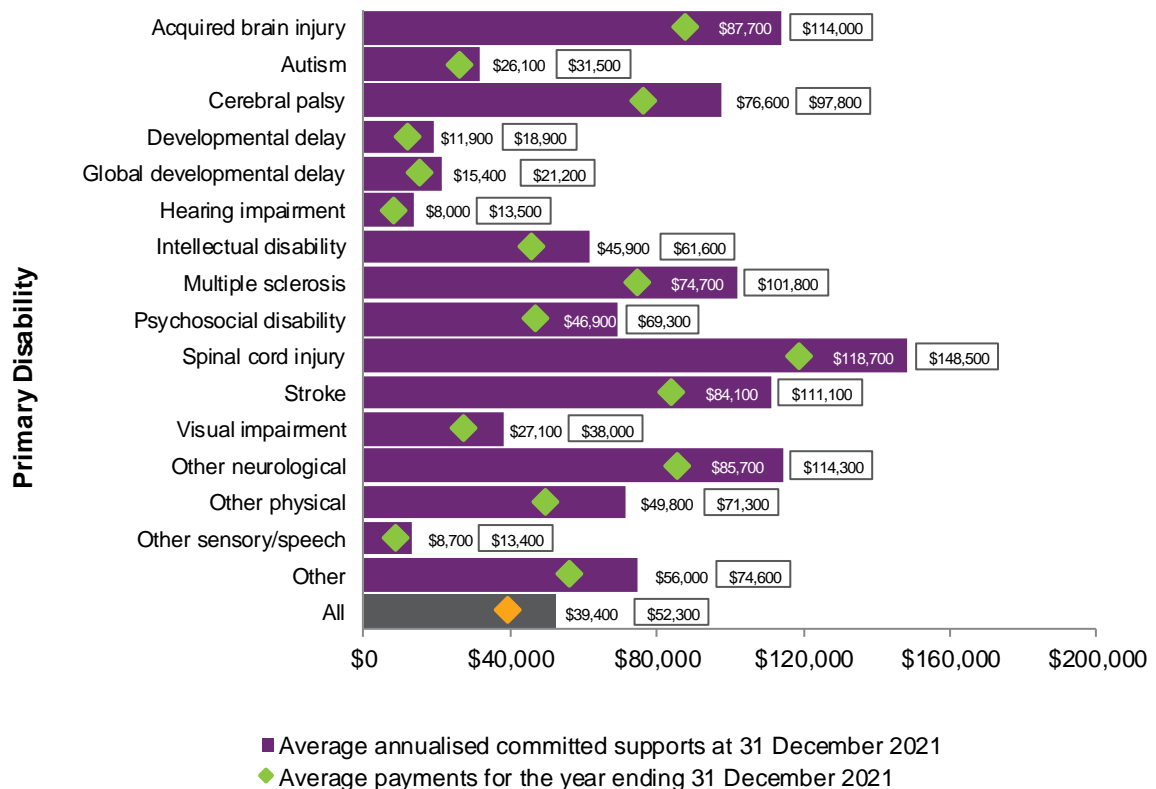


Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – New South Wales ¹⁹¹



¹⁹⁰ Ibid.

¹⁹¹ Ibid.

Figure F.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – New South Wales ¹⁹²

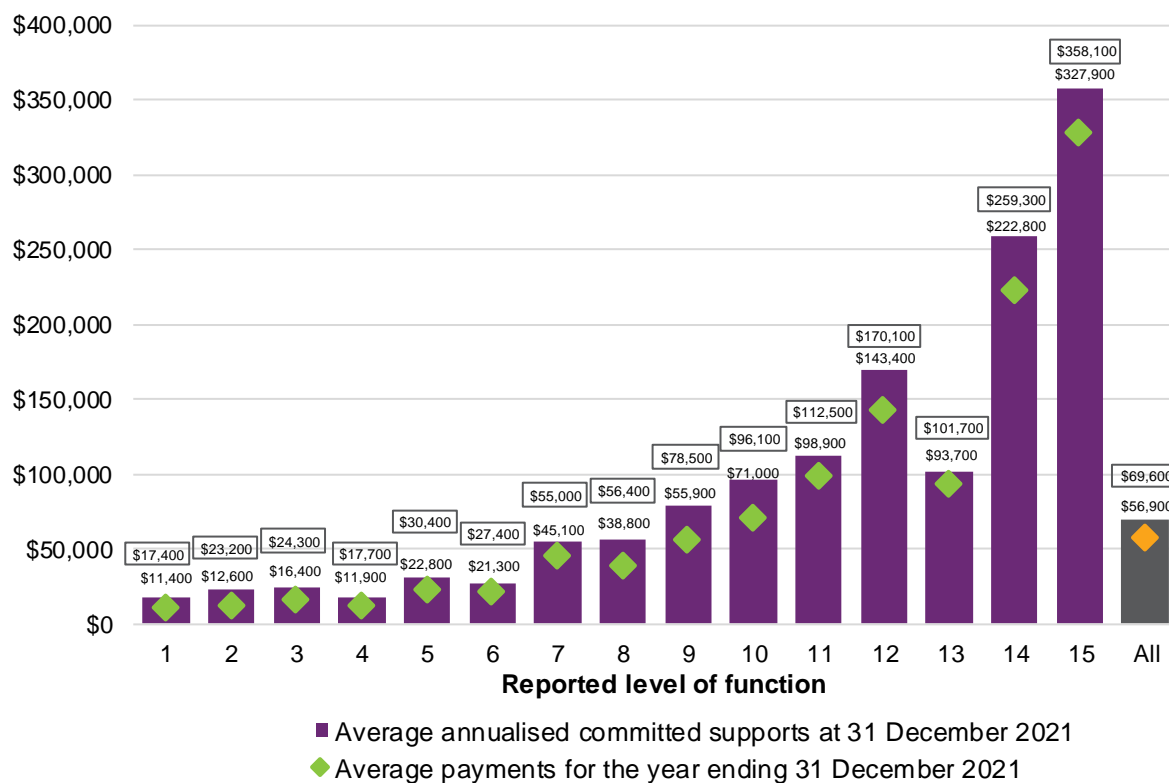
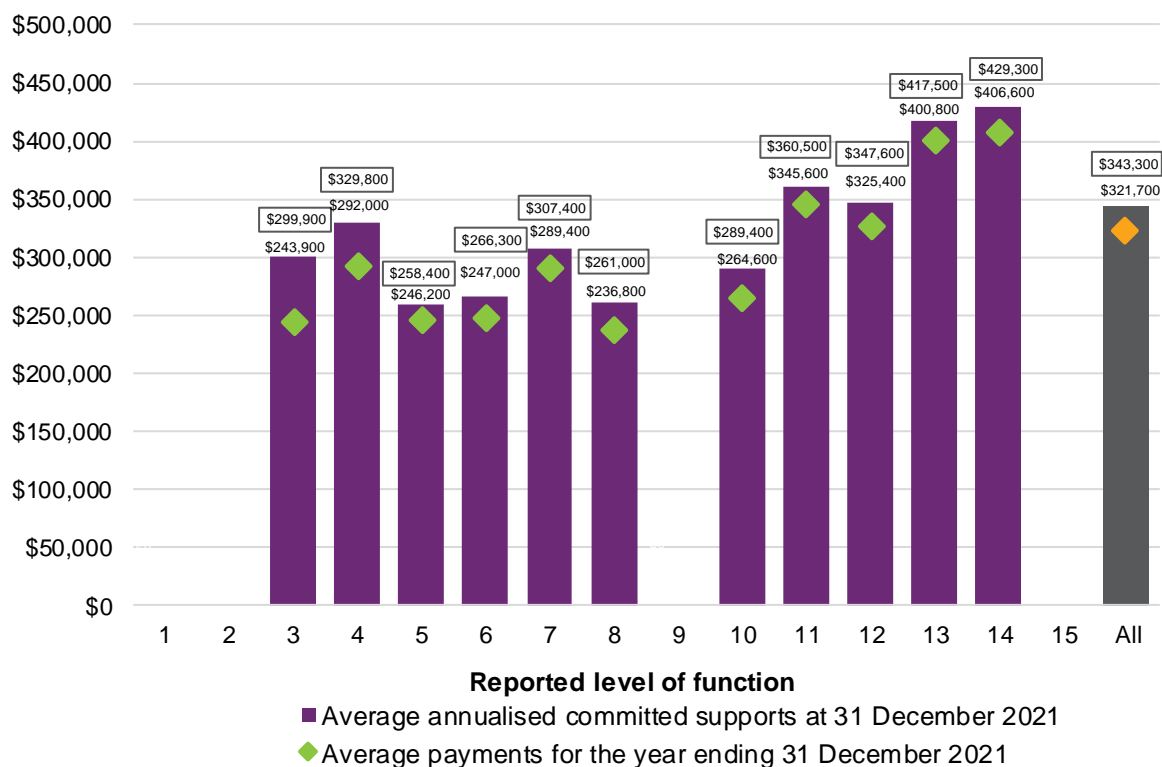


Figure F.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – New South Wales ¹⁹³



¹⁹² Ibid.

¹⁹³ Ibid.

Figure F.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – New South Wales ¹⁹⁴

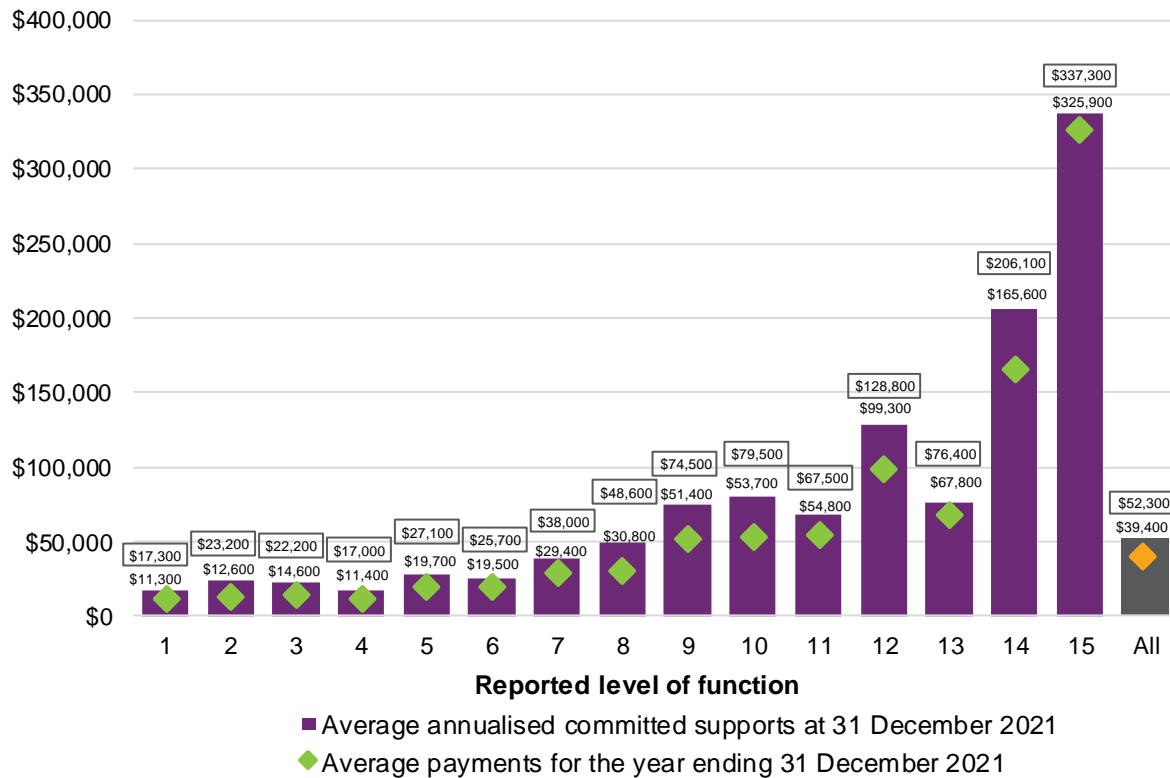
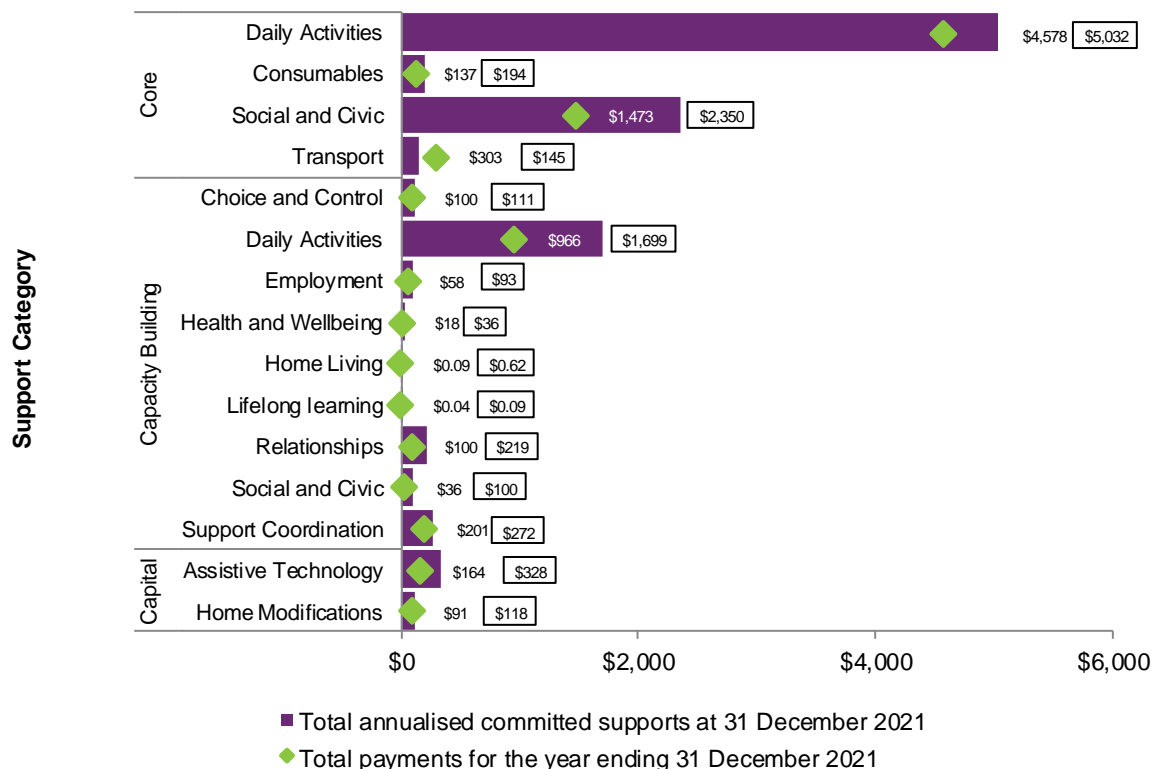


Figure F.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – New South Wales ^{195 196}

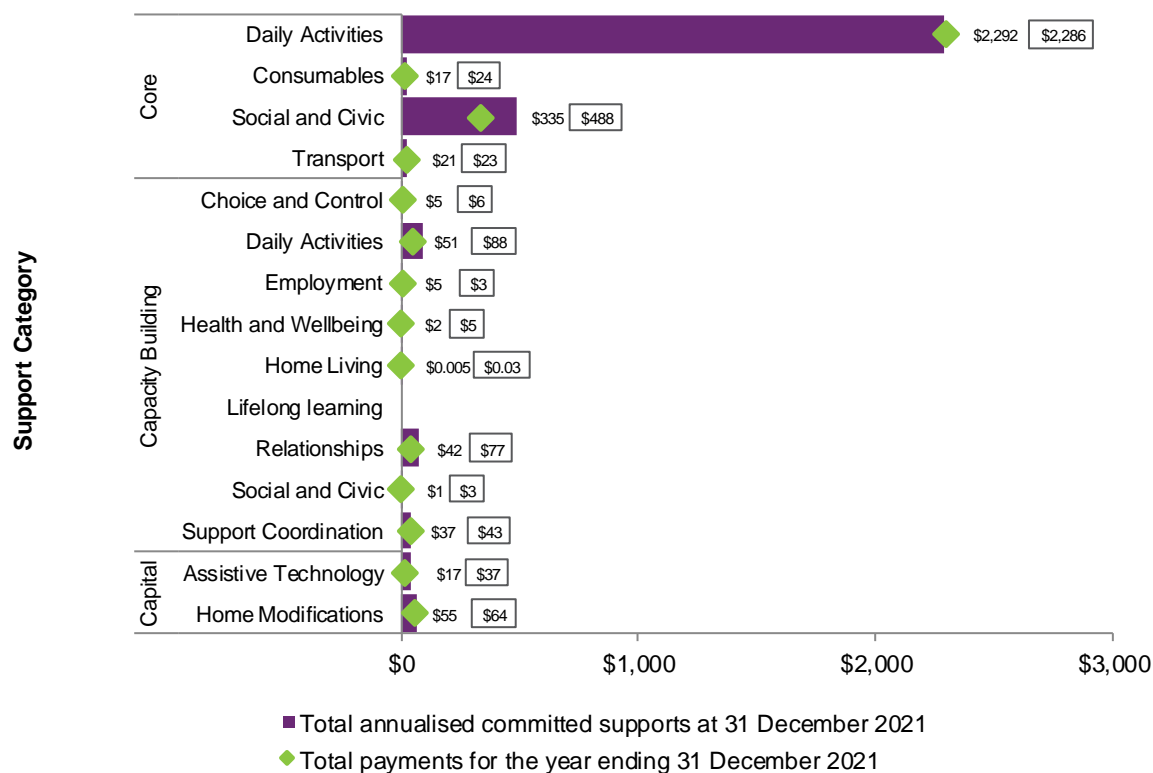


¹⁹⁴ Ibid.

¹⁹⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

¹⁹⁶ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure F.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – New South Wales ^{197 198}



¹⁹⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

¹⁹⁸ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure F.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – New South Wales ^{199 200}

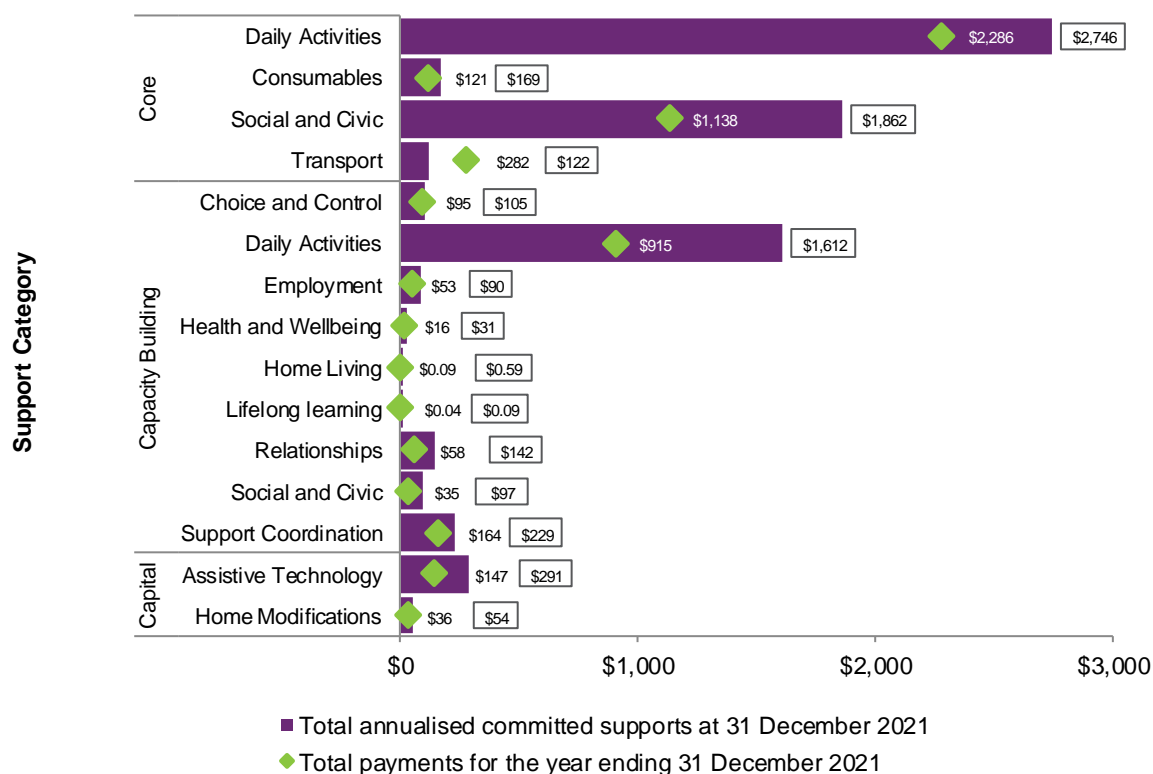


Table F.80 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.7	185.4	353.6	1,777.2	4,299.6	5,938.4	8,086.0	10,201.6	5,450.3
Total Paid	37.4	141.9	260.5	1,214.2	3,114.9	4,498.0	6,016.3	7,731.3	3,761.9
% utilised to date	74%	77%	74%	68%	72%	76%	74%	76%	69%

¹⁹⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

²⁰⁰ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure F.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – New South Wales

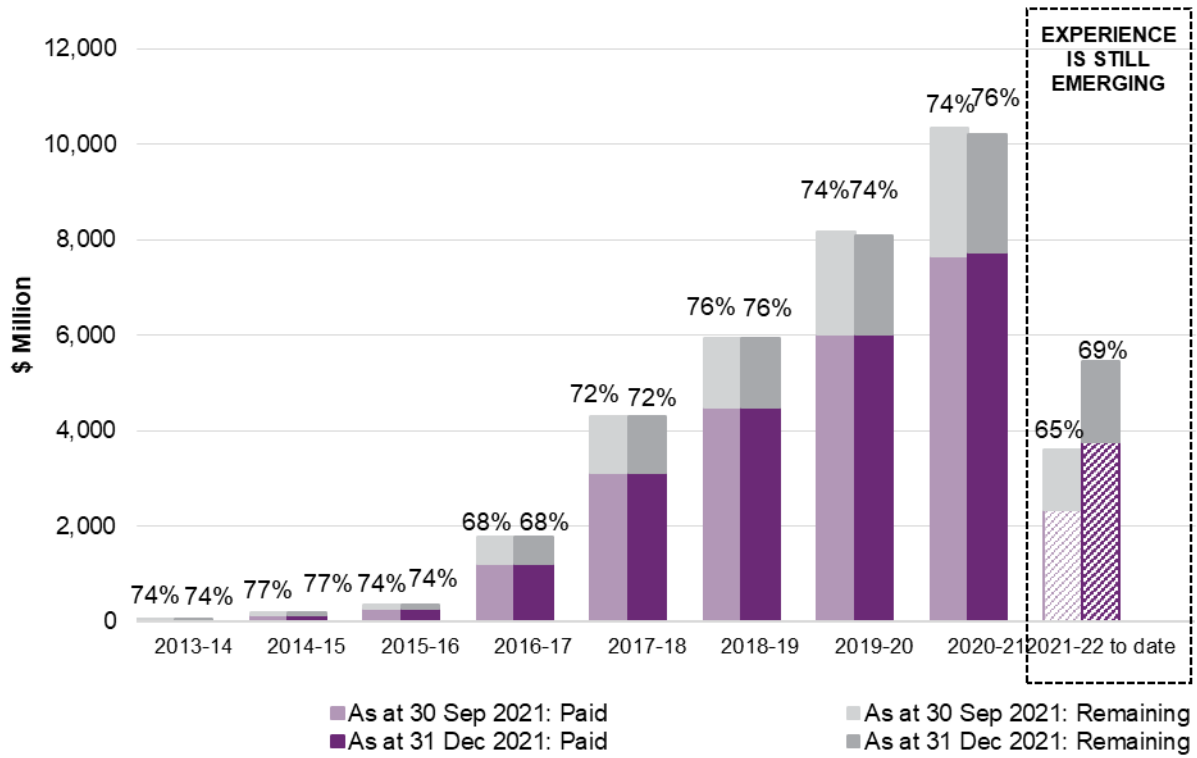
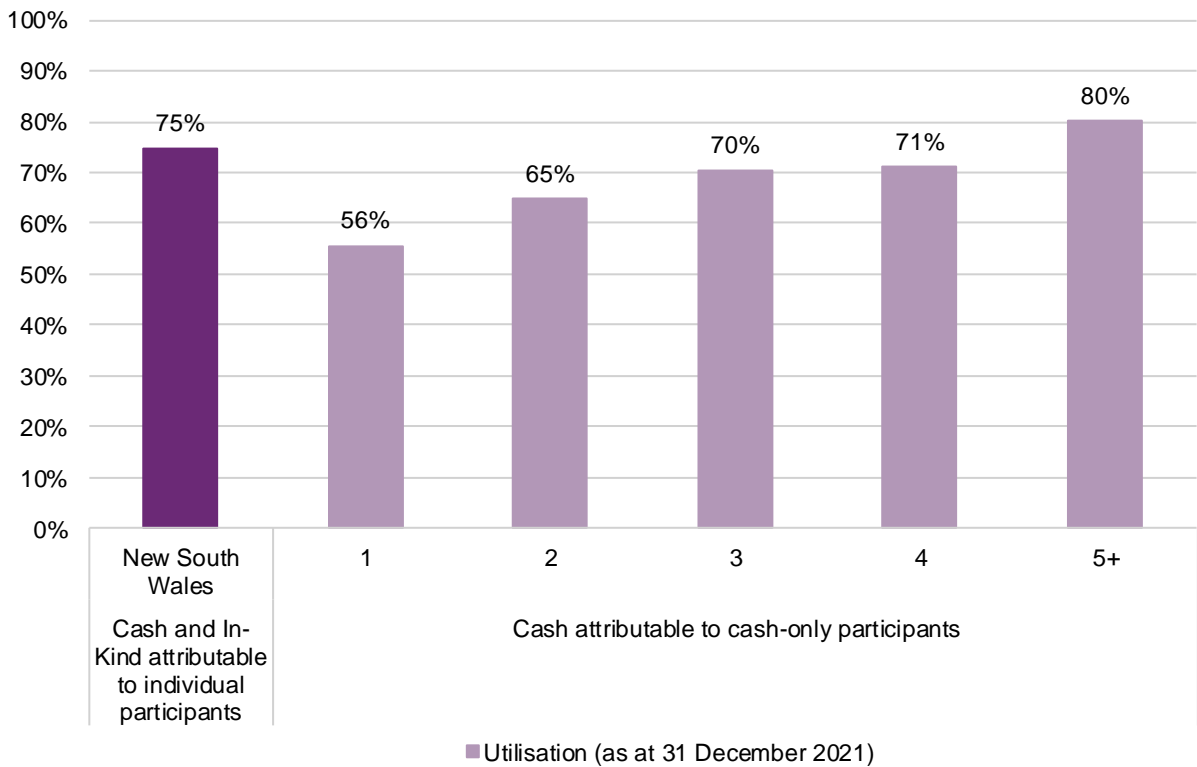


Figure F.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – New South Wales ²⁰¹



²⁰¹ 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 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure F.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – New South Wales ²⁰²

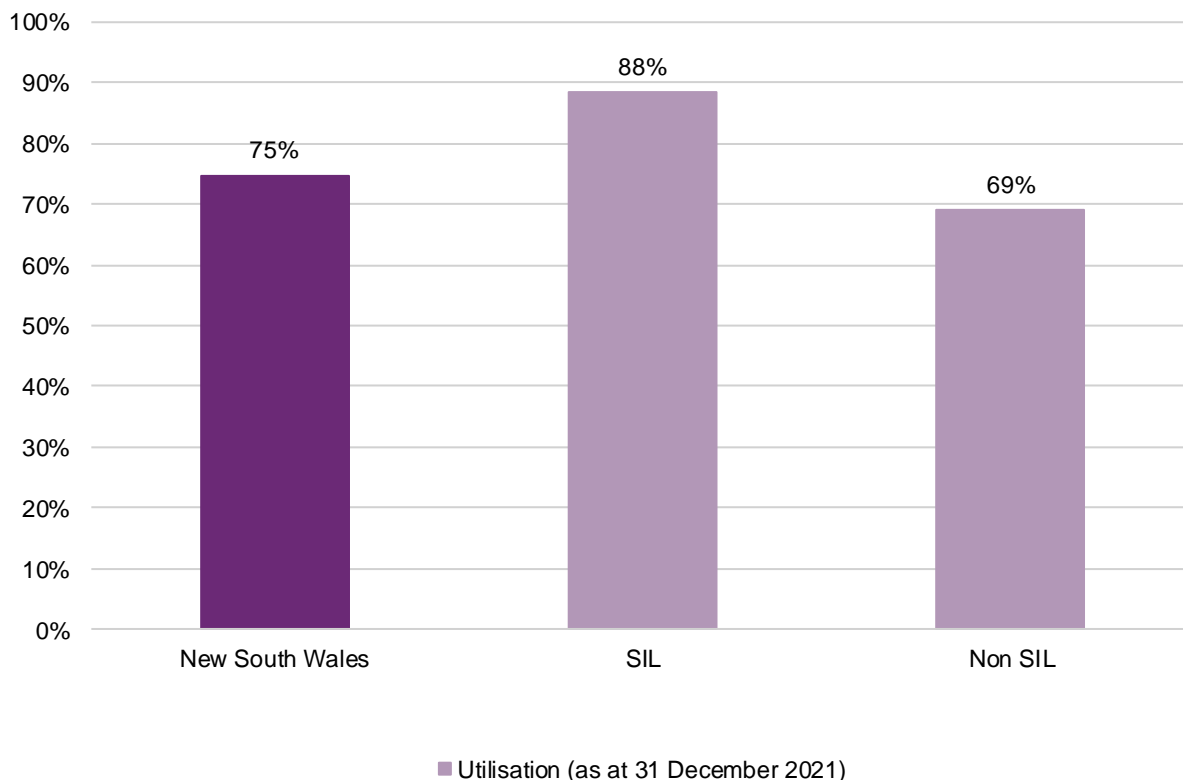
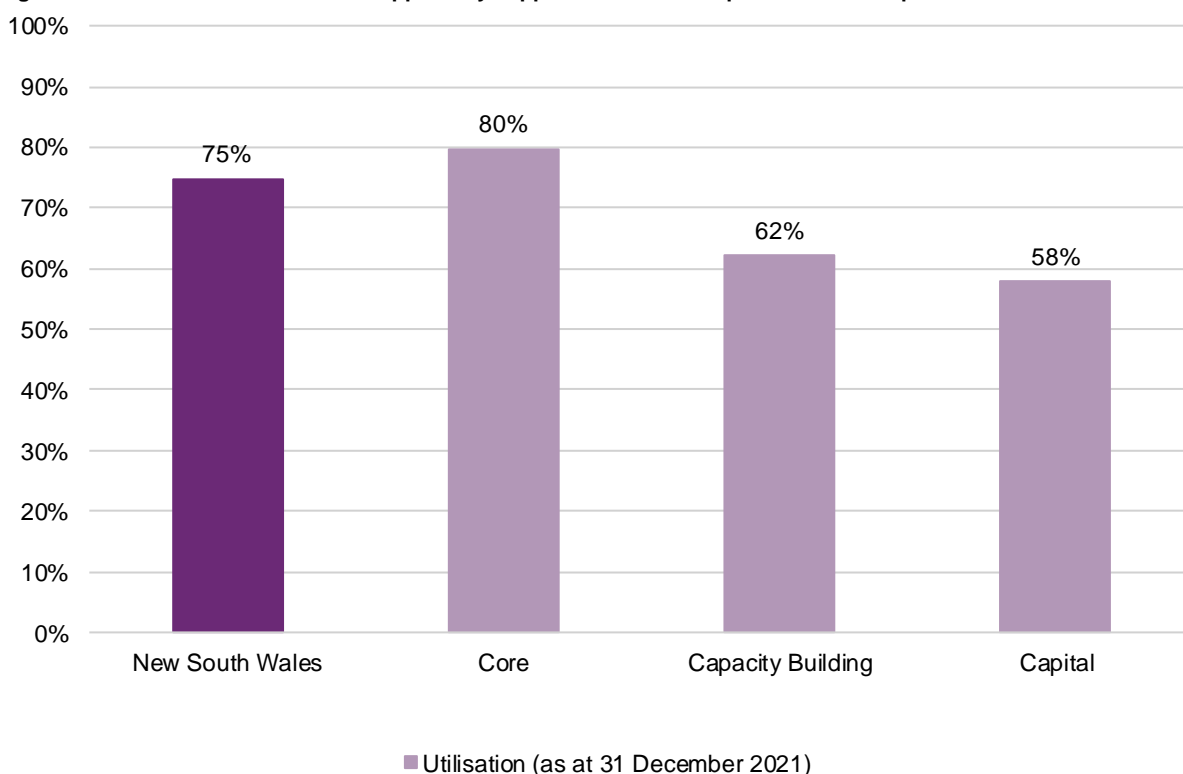


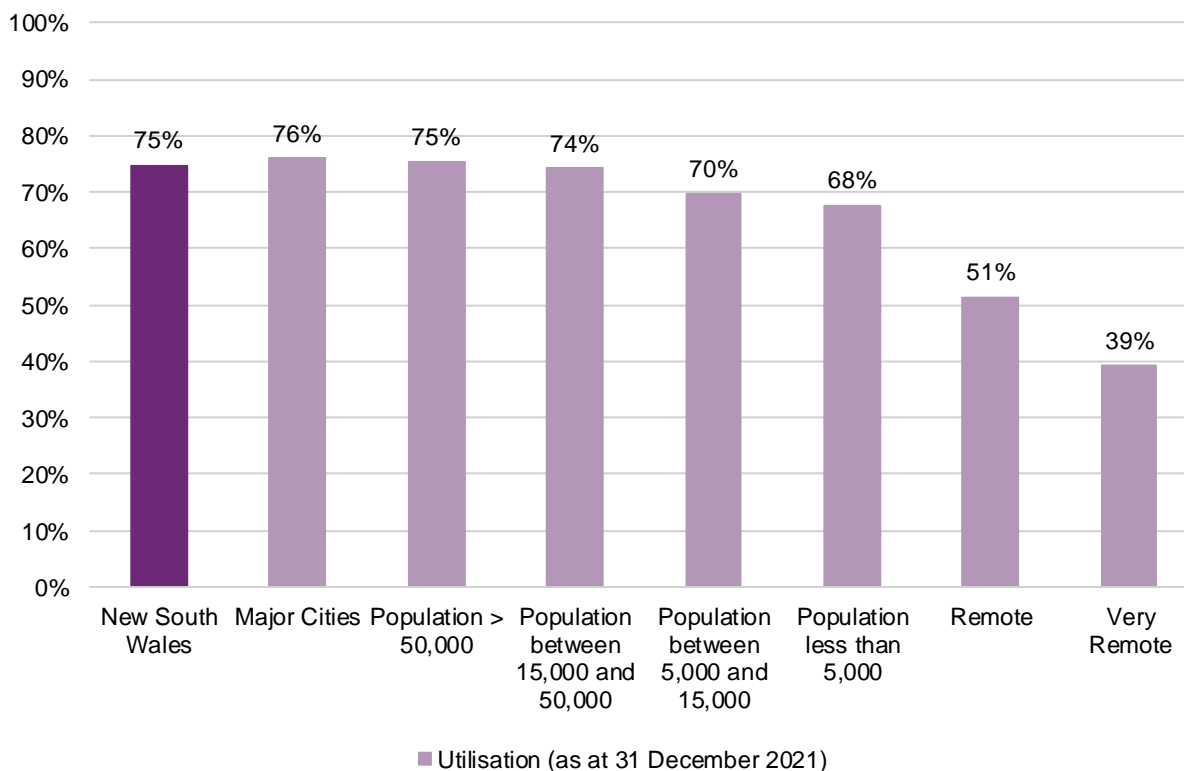
Figure F.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – New South Wales ²⁰³



²⁰² Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

²⁰³ Ibid.

Figure F.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – New South Wales ²⁰⁴



²⁰⁴ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ²⁰⁵

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Victoria	128,174	5,685	133,859	3,380	137,239

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria ²⁰⁶

	Prior Quarters	2021-22 Q2	Total
Access decisions	162,622	7,346	169,968
Active Eligible	132,519	5,488	138,007
<i>New</i>	62,708	5,148	67,856
<i>State</i>	59,910	232	60,142
<i>Commonwealth</i>	9,901	108	10,009
Active Participant Plans (excl ECA)	128,174	5,685	133,859
<i>New</i>	59,522	5,308	64,830
<i>State</i>	58,861	261	59,122
<i>Commonwealth</i>	9,791	116	9,907
Active Participant Plans	131,699	9,065	137,239
<i>Early Intervention (s25)</i>	30,531	3,151	33,682
<i>Permanent Disability (s24)</i>	97,643	2,534	100,177
<i>ECA</i>	3,525	3,380	3,380

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Victoria

Exits	Total
Total participant exits	6,057
<i>Early Intervention participants</i>	1,015
<i>Permanent disability participants</i>	5,042

²⁰⁵ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

²⁰⁶ 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 ²⁰⁷

	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
End of 2021-22 Q2	59,122	9,907	64,830	3,380	137,239

Table G.5 Cumulative numbers of active participants by entry criteria into the Scheme – Victoria ^{208 209 210}

	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
End of 2021-22 Q2	33,682	100,177	3,380	137,239

²⁰⁷ This table shows the total numbers of active participants at the end of each period.²⁰⁸ Ibid.²⁰⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.²¹⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table G.6 Assessment of access by age group – Victoria ²¹¹

	Prior Quarters		2021-22 Q2		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	40,528	98%	2,517	98%	43,045	98%
7 to 14	25,601	89%	884	85%	26,485	89%
15 to 18	8,179	91%	299	83%	8,478	91%
19 to 24	8,044	89%	168	62%	8,212	88%
25 to 34	11,597	87%	280	60%	11,877	86%
35 to 44	12,561	83%	348	57%	12,909	82%
45 to 54	15,918	79%	450	53%	16,368	78%
55 to 64	17,681	72%	548	49%	18,229	71%
65+	1,037	61%	16	35%	1,053	60%
Missing	<11		<11		<11	
Total	141,146	87%	5,510	75%	146,656	86%

Table G.7 Assessment of access by disability – Victoria ²¹²

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	4,391	93%	151	83%	4,542	92%
Autism	41,007	96%	1,390	96%	42,397	96%
Cerebral palsy	4,159	96%	39	81%	4,198	96%
Developmental delay	15,714	98%	1,906	99%	17,620	98%
Global developmental delay	2,184	99%	206	99%	2,390	99%
Hearing impairment	6,056	89%	172	82%	6,228	89%
Intellectual disability	26,367	96%	363	85%	26,730	96%
Multiple sclerosis	2,927	90%	72	73%	2,999	89%
Psychosocial disability	18,553	77%	653	51%	19,206	76%
Spinal cord injury	971	94%	23	82%	994	94%
Stroke	1,832	85%	85	73%	1,917	85%
Visual impairment	2,998	92%	44	72%	3,042	91%
Other neurological	5,899	81%	176	65%	6,075	81%
Other physical	4,932	43%	106	21%	5,038	42%
Other sensory/speech	758	55%	<11		763	54%
Other	1,183	39%	119	23%	1,302	36%
Missing	1,215	98%	<11		1,215	98%
Total	141,146	87%	5,510	75%	146,656	86%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,893	3.0%	237	4.2%	4,130	3.1%
Not Aboriginal and Torres Strait Islander	101,571	79.2%	4,778	84.0%	106,349	79.4%
Not Stated	22,710	17.7%	670	11.8%	23,380	17.5%
Total	128,174	100%	5,685	100%	133,859	100%

²¹¹ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

²¹² Ibid.

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ²¹³

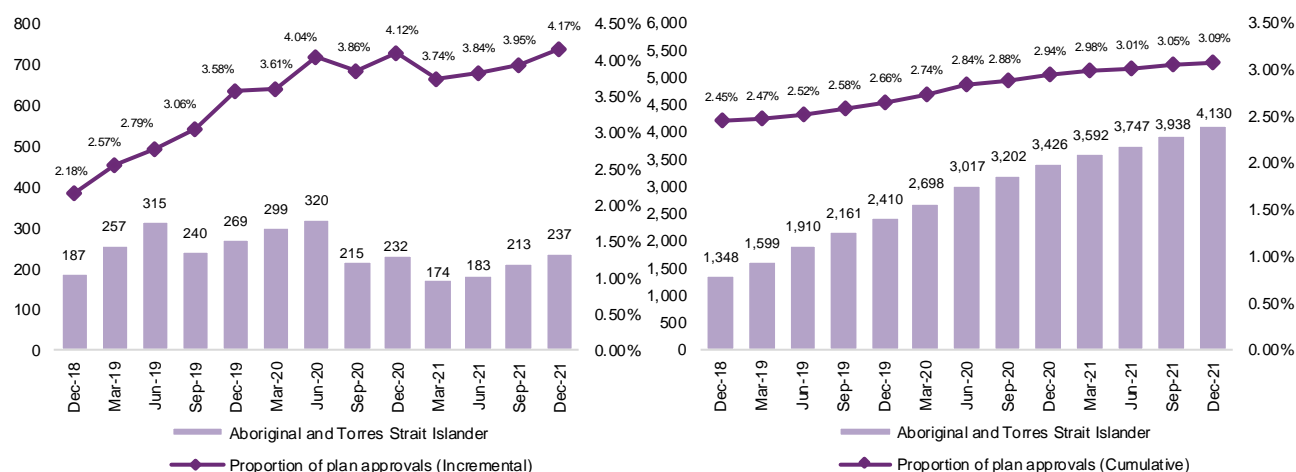


Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ²¹⁴

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	14,967	11.7%	764	13.4%	15,731	11.8%
Not culturally and linguistically diverse	113,170	88.3%	4,921	86.6%	118,091	88.2%
Not stated	37	0.03%	<11		37	0.03%
Total	128,174	100%	5,685	100%	133,859	100%

²¹³ 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.

²¹⁴ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria ^{215 216}

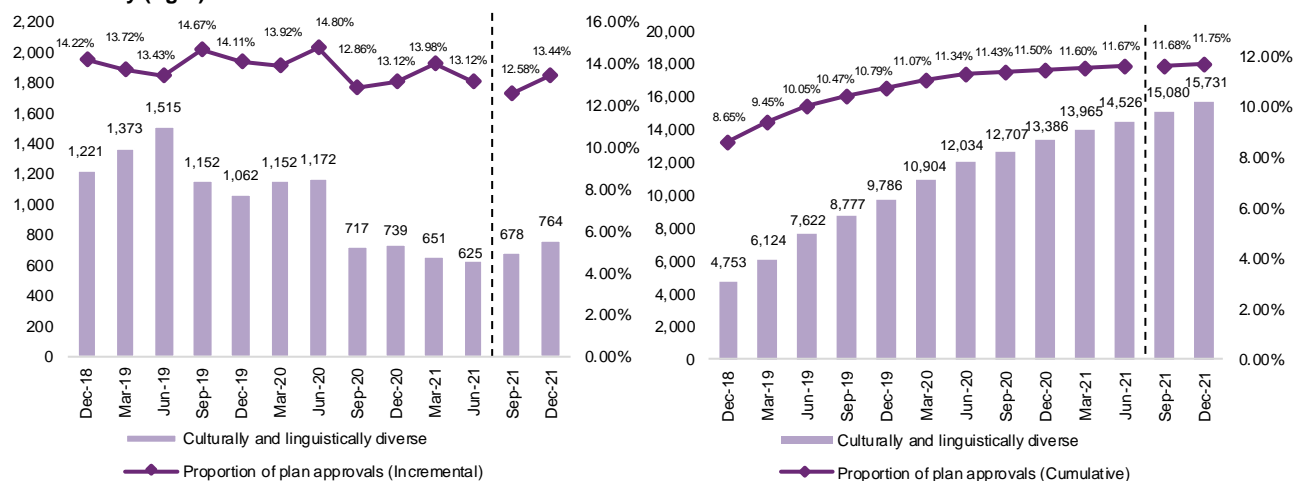
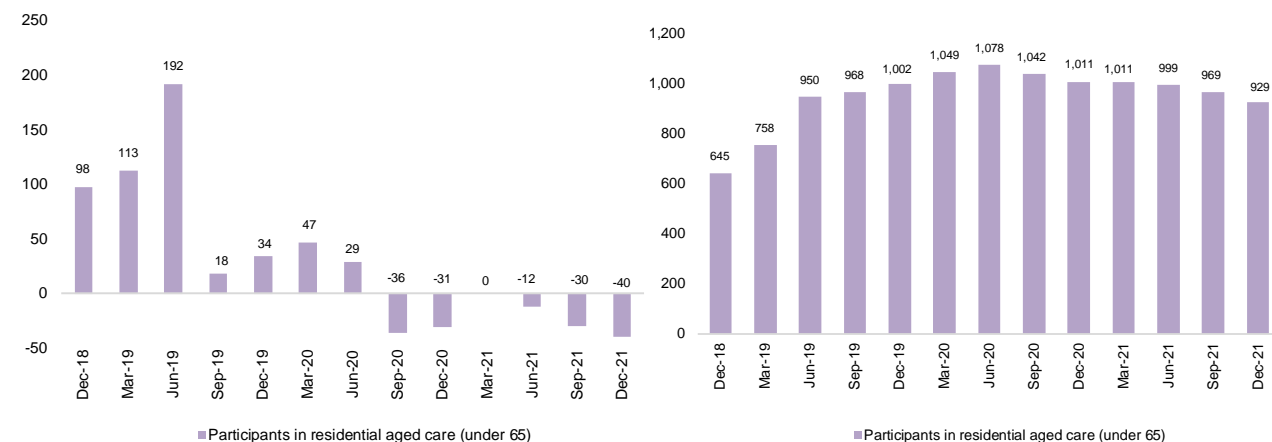


Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Victoria ²¹⁷

	Total
Age group	N
Under 45	37
45 to 54	166
55 to 64	726
Total YPIRAC (under 65)	929

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 ²¹⁸



²¹⁵ 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.

²¹⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²¹⁷ There are a further 488 active participants aged 65 years or over who are currently in residential aged care.

²¹⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.11 Participant profile per quarter by remoteness – Victoria ^{219 220}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	92,655	72.3%	4,357	76.6%	97,012	72.5%
Population > 50,000	11,997	9.4%	444	7.8%	12,441	9.3%
Population between 15,000 and 50,000	8,556	6.7%	298	5.2%	8,854	6.6%
Population between 5,000 and 15,000	7,257	5.7%	288	5.1%	7,545	5.6%
Population less than 5,000	7,651	6.0%	298	5.2%	7,949	5.9%
Remote	56	0.04%	<11		56	0.04%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	128,174	100%	5,685	100%	133,859	100%

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{221 222 223}

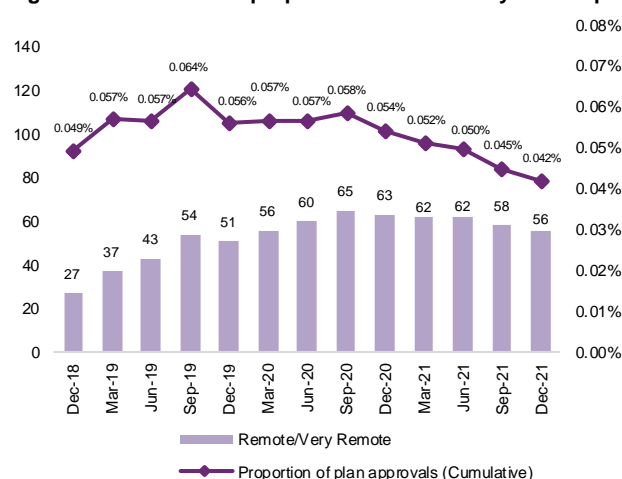


Table G.12 Participant profile per quarter by primary disability group – Victoria ^{224 225 226}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	39,887	31%	1,441	25%	41,328	31%
Intellectual disability	24,922	19%	388	7%	25,310	19%
Psychosocial disability	16,773	13%	700	12%	17,473	13%
Developmental delay	12,804	10%	1,869	33%	14,673	11%
Hearing impairment	5,729	4%	188	3%	5,917	4%
Other neurological	4,775	4%	182	3%	4,957	4%
Other physical	4,100	3%	118	2%	4,218	3%
Cerebral palsy	3,989	3%	41	1%	4,030	3%
Acquired brain injury	3,860	3%	158	3%	4,018	3%
Global developmental delay	1,836	1%	225	4%	2,061	2%
Visual impairment	2,705	2%	51	1%	2,756	2%
Multiple sclerosis	2,738	2%	87	2%	2,825	2%
Stroke	1,601	1%	94	2%	1,695	1%
Spinal cord injury	868	1%	20	0%	888	1%
Other	992	1%	116	2%	1,108	1%
Other sensory/speech	595	0%	<11		602	0%
Total	128,174	100%	5,685	100%	133,859	100%

²¹⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

²²⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

²²¹ Ibid.

²²² 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.

²²³ There are insufficient numbers to show the incremental count of remote/very remote participants in Victoria over time.

²²⁴ Table order based on national proportions in Table E.12 (highest to lowest).

²²⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²²⁶ 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 ^{227 228}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	571	11%	<11		571	11%
Intellectual disability	3,128	60%	<11		3,128	60%
Psychosocial disability	270	5%	<11		270	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	153	3%	<11		153	3%
Other physical	27	1%	<11		27	1%
Cerebral palsy	582	11%	<11		582	11%
Acquired brain injury	295	6%	<11		295	6%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	79	2%	<11		79	2%
Stroke	47	1%	<11		47	1%
Spinal cord injury	20	0%	<11		20	0%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	5,199	100%	<11		5,199	100%

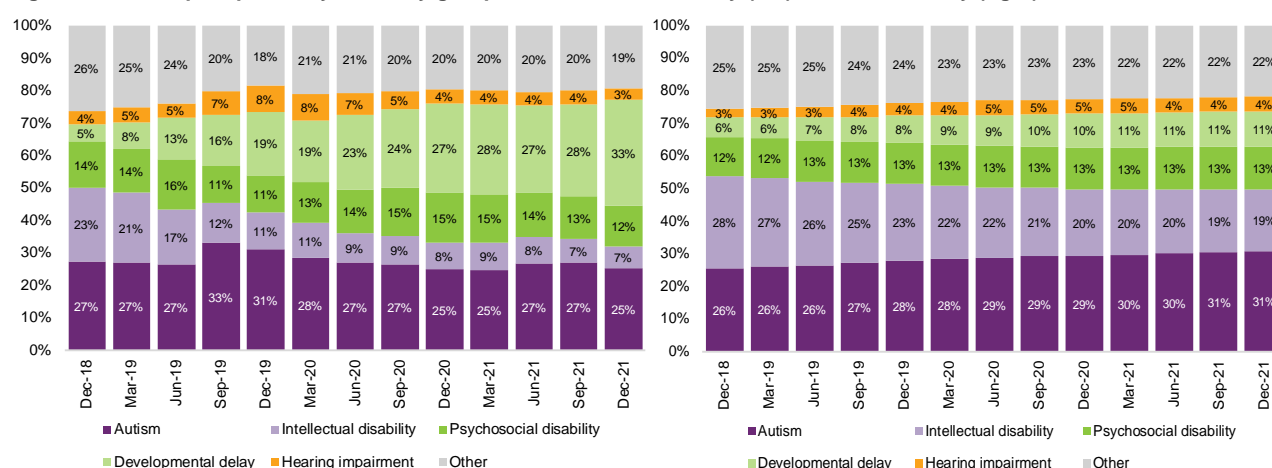
²²⁷ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²²⁸ Down syndrome is included in intellectual disability, representing 9% of participants in SIL (483).

Table G.14 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ²²⁹

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	39,316	32%	1,441	25%	40,757	32%
Intellectual disability	21,794	18%	388	7%	22,182	17%
Psychosocial disability	16,503	13%	700	12%	17,203	13%
Developmental delay	12,804	10%	1,869	33%	14,673	11%
Hearing impairment	5,723	5%	188	3%	5,911	5%
Other neurological	4,622	4%	182	3%	4,804	4%
Other physical	4,073	3%	118	2%	4,191	3%
Cerebral palsy	3,407	3%	41	1%	3,448	3%
Acquired brain injury	3,565	3%	158	3%	3,723	3%
Global developmental delay	1,836	1%	225	4%	2,061	2%
Visual impairment	2,694	2%	51	1%	2,745	2%
Multiple sclerosis	2,659	2%	87	2%	2,746	2%
Stroke	1,554	1%	94	2%	1,648	1%
Spinal cord injury	848	1%	20	0%	868	1%
Other	982	1%	116	2%	1,098	1%
Other sensory/speech	595	0%	<11		602	0%
Total	122,975	100%	5,685	100%	128,660	100%

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ²³⁰



²²⁹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,351).

²³⁰ 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.15 Participant profile per quarter by reported level of function – Victoria ²³¹

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	11,989	9%	1,378	24%	13,367	10%
2 (High Function)	326	0%	18	0%	344	0%
3 (High Function)	6,449	5%	486	9%	6,935	5%
4 (High Function)	7,112	6%	240	4%	7,352	5%
5 (High Function)	10,007	8%	589	10%	10,596	8%
6 (Moderate Function)	25,914	20%	1,148	20%	27,062	20%
7 (Moderate Function)	7,584	6%	293	5%	7,877	6%
8 (Moderate Function)	8,088	6%	274	5%	8,362	6%
9 (Moderate Function)	589	0%	26	0%	615	0%
10 (Moderate Function)	14,453	11%	463	8%	14,916	11%
11 (Low Function)	4,396	3%	76	1%	4,472	3%
12 (Low Function)	21,088	16%	561	10%	21,649	16%
13 (Low Function)	7,965	6%	125	2%	8,090	6%
14 (Low Function)	2,064	2%	<11		2,072	2%
15 (Low Function)	80	0%	<11		80	0%
Missing	70		<11		70	
Total	128,174	100%	5,685	100%	133,859	100%

Figure G.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria ²³²

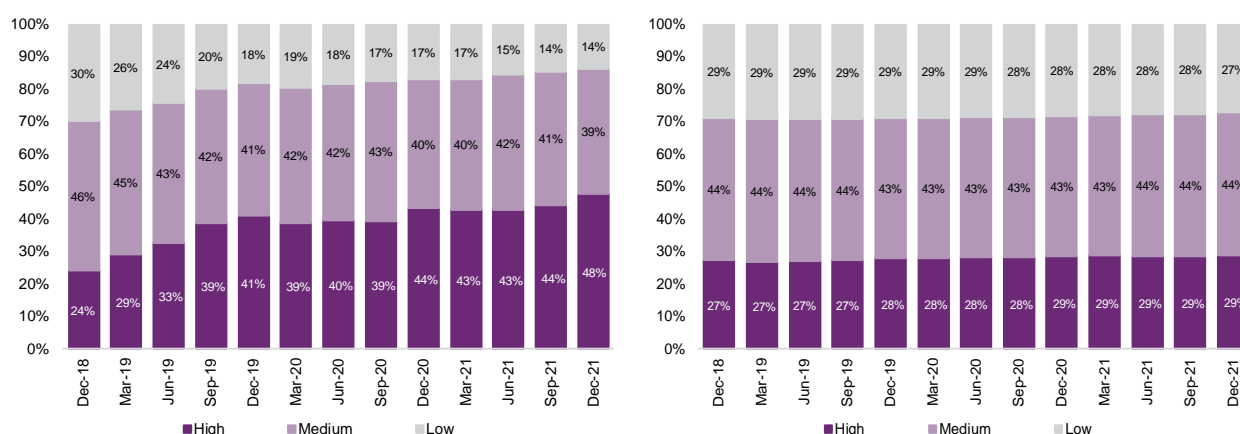


Table G.16 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	19,819	15%	2,519	44%	22,338	17%
7 to 14	33,795	26%	923	16%	34,718	26%
15 to 18	9,268	7%	317	6%	9,585	7%
19 to 24	9,530	7%	194	3%	9,724	7%
25 to 34	11,434	9%	308	5%	11,742	9%
35 to 44	11,157	9%	382	7%	11,539	9%
45 to 54	13,485	11%	461	8%	13,946	10%
55 to 64	14,913	12%	532	9%	15,445	12%
65+	4,773	4%	49	1%	4,822	4%
Total	128,174	100%	5,685	100%	133,859	100%

²³¹ The distributions are calculated excluding participants with a missing reported level of function.

²³² 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.17 Participant profile per quarter (participants in SIL) by age group – Victoria ²³³

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	13	0%	<11		13	0%
19 to 24	252	5%	<11		252	5%
25 to 34	744	14%	<11		744	14%
35 to 44	941	18%	<11		941	18%
45 to 54	1,395	27%	<11		1,395	27%
55 to 64	1,458	28%	<11		1,458	28%
65+	394	8%	<11		394	8%
Total	5,199	100%	<11		5,199	100%

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

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	19,818	16%	2,519	44%	22,337	17%
7 to 14	33,794	27%	923	16%	34,717	27%
15 to 18	9,255	8%	317	6%	9,572	7%
19 to 24	9,278	8%	194	3%	9,472	7%
25 to 34	10,690	9%	308	5%	10,998	9%
35 to 44	10,216	8%	382	7%	10,598	8%
45 to 54	12,090	10%	461	8%	12,551	10%
55 to 64	13,455	11%	532	9%	13,987	11%
65+	4,379	4%	49	1%	4,428	3%
Total	122,975	100%	5,685	100%	128,660	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ²³⁴

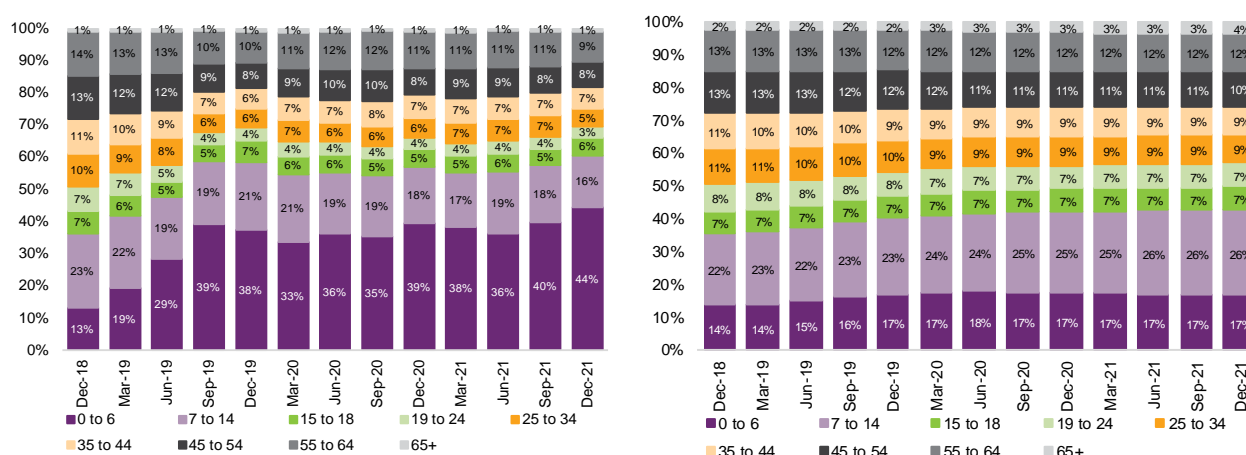


Table G.19 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	77,196	60%	3,397	60%	80,593	60%
Female	49,483	39%	2,153	38%	51,636	39%
Other	1,495	1%	135	2%	1,630	1%
Total	128,174	100%	5,685	100%	133,859	100%

²³³ 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.

²³⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ²³⁵

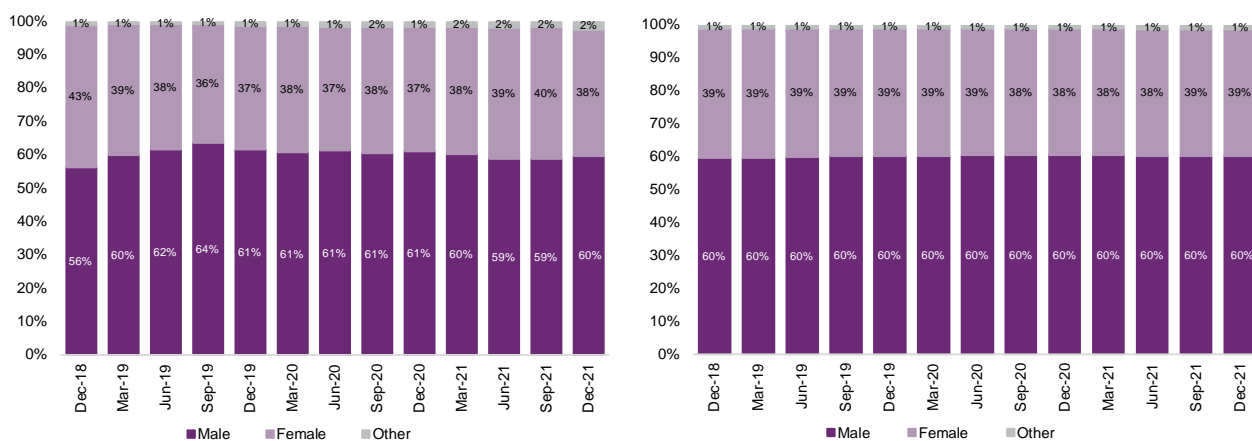


Table G.20 Participation rates by age group at 31 December 2021 – Victoria ²³⁶

Age group	Participation rate
0-6	4.08%
7-14	5.31%
15-18	3.14%
19-24	1.79%
25-34	1.09%
35-44	1.23%
45-54	1.69%
55-64	2.07%
Total (aged 0-64)	2.29%

²³⁵ Ibid.

²³⁶ 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 ²³⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,792	3,181	4,922	8,495	6,541	4,139	29,070
Participant school to 14	1,915	5,095	10,266	8,647	4,915	2,431	33,269
Participant 15 to 24	1,218	3,226	4,560	2,949	1,796	941	14,690
Participant 25 and over	4,306	10,380	15,784	9,777	6,956	3,484	50,687
Total Participant	9,231	21,882	35,532	29,868	20,208	10,995	127,716
Family 0 to 14	3,540	8,011	14,635	16,710	11,256	6,451	60,603
Family 15 to 24	312	2,409	3,301	1,961	1,200	658	9,841
Family 25 and over	124	3,488	4,726	2,547	1,554	782	13,221
Total Family	3,976	13,908	22,662	21,218	14,010	7,891	83,665
Total	13,207	35,790	58,194	51,086	34,218	18,886	211,381

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	69%			
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		24%		
DL	% who say their child is becoming more independent		35%		
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			28%	
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%	26%
CC	% who want more choice and control in their life			81%	79%

²³⁷ 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	56%	60%		
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	63%	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			29%	31%

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		74%		
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			65%	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			41%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				48%
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	35%	44%	33%
% working in a paid job	47%	52%	40%
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	29%	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		31%	
% who feel in control selecting services		34%	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			32%
% who rate their health as good, very good or excellent	75%	62%	59%

Table G.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,655) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria ²³⁸

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%
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=10,753) - participants who entered between 1 July 2016 and 31 December 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%

²³⁸ Results in Tables G.26 to G.29 include participants who entered between 1 July 2016 and 31 December 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=4,194) and ‘Participant 25 and over’ (n=15,566) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	72%
DL	Has the NDIS helped you with daily living activities?	60%	74%
REL	Has the NDIS helped you to meet more people?	44%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	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?	36%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%
S/CP	Has the NDIS helped you be more involved?	51%	57%

Table G.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,553); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,307) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	68%	57%
Has the NDIS improved the level of support for your family?	73%	68%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	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=2,498) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria²³⁹

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	89%	94%	+5%
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?	82%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	+4%

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=8,205) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	70%	+9%
LL	Has the NDIS improved your child's access to education?	43%	47%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	57%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

²³⁹ Results in Tables G.30 to G.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

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=3,400) and ‘Participant 25 and over’ (n=10,039) - participants who entered between 1 July 2016 and 31 December 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%	66%	75%	+9%
DL	Has the NDIS helped you with daily living activities?	59%	69%	+10%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	-1%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	48%	+6%	48%	56%	+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%	40%	+4%	28%	30%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	0%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	52%	58%	+6%	55%	63%	+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=8,051); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,544) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	72%	+7%	51%	63%	+12%
	Has the NDIS improved the level of support for your family?	69%	76%	+7%	59%	75%	+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?	71%	77%	+6%	56%	68%	+12%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	80%	+6%			
	Has the NDIS improved your health and wellbeing?	44%	48%	+4%	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=1,728) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria ²⁴⁰

	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%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	89%	87%	+2%
REL	Has the NDIS improved how your child fits into family life?	75%	80%	82%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	65%	68%	70%	+5%

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=4,986) - participants who entered between 1 July 2016 and 31 December 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%	43%	48%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	54%	58%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	54%	+9%

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=2,473) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	56%	65%	71%	+15%
Has the NDIS helped you with daily living activities?	58%	67%	75%	+17%
Has the NDIS helped you to meet more people?	45%	51%	54%	+9%
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?	41%	46%	51%	+10%
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%	14%	0%
Has the NDIS helped you be more involved?	51%	58%	62%	+11%

²⁴⁰ Results in Tables G.34 to G.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

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=7,022) - participants who entered between 1 July 2016 and 31 December 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?	63%	71%	78%	+15%
Has the NDIS helped you with daily living activities?	67%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	53%	59%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	28%	31%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	57%	+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%	33%	+4%
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=4,249) - participants who entered between 1 July 2016 and 31 December 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?	61%	67%	71%	+10%
Has the NDIS improved the level of support for your family?	68%	73%	77%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	69%	73%	76%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	77%	80%	+6%
Has the NDIS improved your health and wellbeing?	39%	42%	46%	+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=1,304) - participants who entered between 1 July 2016 and 31 December 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?	48%	57%	65%	+17%
Has the NDIS improved the level of support for your family?	59%	71%	77%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	70%	+15%
Has the NDIS improved your health and wellbeing?	31%	35%	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=722) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria ²⁴¹

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	90%	95%	93%	91%	+1%
DL	Has the NDIS improved your child's access to specialist services?	89%	95%	92%	91%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	89%	84%	81%	0%
REL	Has the NDIS improved how your child fits into family life?	69%	77%	80%	81%	+12%
S/CP	Has the NDIS improved how your child fits into community life?	54%	61%	56%	58%	+4%

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=1,804) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	66%	72%	74%	+18%
LL	Has the NDIS improved your child's access to education?	32%	35%	41%	42%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	56%	58%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	52%	54%	+12%

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=917) - participants who entered between 1 July 2016 and 31 December 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?	54%	63%	66%	69%	+15%
DL	Has the NDIS helped you with daily living activities?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	45%	50%	52%	54%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	15%	16%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	45%	47%	+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%	37%	37%	37%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	13%	13%	-3%
S/CP	Has the NDIS helped you be more involved?	52%	58%	63%	64%	+12%

²⁴¹ Results in Tables G.40 to G.45 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

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=2,332) - participants who entered between 1 July 2016 and 31 December 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?	63%	72%	75%	80%	+17%
DL	Has the NDIS helped you with daily living activities?	68%	76%	82%	84%	+16%
REL	Has the NDIS helped you to meet more people?	48%	53%	57%	61%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	26%	27%	30%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	55%	58%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	34%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	15%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	55%	62%	66%	70%	+15%

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=1,324) - participants who entered between 1 July 2016 and 31 December 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?	56%	60%	64%	69%	+13%
	Has the NDIS improved the level of support for your family?	64%	68%	73%	76%	+12%
	Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	77%	76%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	75%	81%	82%	+9%
	Has the NDIS improved your health and wellbeing?	36%	36%	41%	42%	+6%

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=293) - participants who entered between 1 July 2016 and 31 December 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%	51%	55%	65%	+21%
	Has the NDIS improved the level of support for your family?	56%	66%	69%	77%	+21%
	Has the NDIS helped you to access services, programs and activities in the community?	60%	68%	72%	73%	+13%
	Has the NDIS improved your health and wellbeing?	32%	32%	37%	39%	+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, 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=290) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria²⁴²

	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?	59%	66%	69%	77%	76%	+17%
LL	Has the NDIS improved your child's access to education?	37%	39%	36%	40%	44%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	50%	50%	57%	58%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	50%	49%	53%	52%	+3%

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 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=354) - participants who entered between 1 July 2016 and 31 December 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?	64%	71%	74%	79%	80%	+16%
DL	Has the NDIS helped you with daily living activities?	67%	75%	79%	83%	85%	+18%
REL	Has the NDIS helped you to meet more people?	51%	56%	56%	65%	66%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	22%	20%	27%	28%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	53%	49%	59%	63%	+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?	32%	33%	35%	34%	40%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	14%	13%	14%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	62%	70%	71%	+18%

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=201) - participants who entered between 1 July 2016 and 31 December 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?	65%	61%	67%	72%	73%	+8%
	Has the NDIS improved the level of support for your family?	72%	78%	66%	73%	77%	+5%
	Has the NDIS improved your access to services, programs and activities in the community?	71%	75%	70%	78%	75%	+4%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	83%	82%	80%	79%	+4%
	Has the NDIS improved your health and wellbeing?	40%	43%	38%	40%	42%	+2%

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’.

²⁴² Results in Tables G.46 to G.48 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

Table G.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,575), 'participant social and community engagement rate' (n=15,646), 'parent and carer employment rate' (n=12,719) and 'participant choice and control' (n=12,379) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Victoria ²⁴³

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	20%	26%	5%	24%
Aged 25+	20%	18%	19%	
Aged 15+	18%	17%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	37%	38%	48%
Aged 25+	35%	38%	39%	
Aged 15+	35%	38%	39%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	45%	46%	48%	49%
Aged 15+	44%	46%	45%	
All ages	45%	46%	47%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		58%	67%	75%
Aged 25+		66%	75%	
Aged 15+		64%	73%	

²⁴³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

Table G.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=9,846), 'participant social and community engagement rate' (n=9,879), 'parent and carer employment rate' (n=5,904) and 'participant choice and control' (n=8,743) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Victoria ²⁴⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	10%	14%	16%	19%	24%
Aged 25+	23%	23%	19%	22%	
Aged 15+	20%	21%	19%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	32%	37%	40%	41%	48%
Aged 25+	38%	42%	43%	44%	
Aged 15+	36%	41%	43%	44%	
Parent and carer employment rate		Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	47%	50%	51%	53%	49%
Aged 15+	47%	50%	50%	47%	
All ages	47%	50%	51%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		56%	65%	71%	75%
Aged 25+		63%	71%	78%	
Aged 15+		61%	69%	76%	

Table G.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,323), 'participant social and community engagement rate' (n=3,369), 'parent and carer employment rate' (n=1,681) and 'participant choice and control' (n=2,889) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Victoria ²⁴⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	15%	17%	18%	24%	22%	24%
Aged 25+	27%	26%	26%	21%	24%	
Aged 15+	25%	25%	25%	21%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	37%	42%	43%	42%	48%
Aged 25+	36%	40%	43%	44%	43%	
Aged 15+	35%	40%	43%	44%	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%	47%	48%	50%	49%
Aged 15+	53%	50%	53%	51%	50%	
All ages	44%	50%	49%	49%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		54%	63%	66%	69%	75%
Aged 25+		63%	72%	75%	80%	
Aged 15+		60%	69%	72%	77%	

²⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

²⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

Table G.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=561), 'participant social and community engagement rate' (n=574), 'parent and carer employment rate' (n=243) and 'participant choice and control' (n=424) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Victoria ²⁴⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	6%	4%	13%	16%	12%	15%	24%
Aged 25+	20%	20%	20%	19%	20%	18%	
Aged 15+	18%	18%	19%	18%	19%	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	31%	30%	35%	34%	42%	38%	48%
Aged 25+	33%	38%	38%	43%	42%	39%	
Aged 15+	33%	37%	38%	41%	42%	39%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	46%	48%	52%	62%	55%	55%	49%
Aged 15+	42%	45%	44%	39%	33%	50%	
All ages	45%	47%	50%	55%	49%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		54%	59%	57%	64%	69%	75%
Aged 25+		64%	71%	74%	79%	80%	
Aged 15+		61%	67%	68%	73%	76%	

Table G.53 Number of active plans by goal type and primary disability – Victoria ²⁴⁷

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	
Acquired brain injury	1,008	2,765	2,289	760	1,058	3,269	1,776	1,053	4,018
Autism	6,977	35,719	14,905	15,827	19,806	26,555	2,880	5,243	41,328
Cerebral palsy	990	3,209	2,293	956	1,110	2,958	1,255	658	4,030
Developmental delay	643	13,737	4,937	8,213	5,672	7,346	30	4	14,673
Down syndrome	620	2,166	1,378	775	866	2,263	911	604	2,834
Global developmental delay	105	1,959	716	1,184	817	1,062	7	1	2,061
Hearing impairment	1,112	4,656	1,373	1,698	1,101	2,884	770	1,265	5,917
Intellectual disability	5,180	16,707	9,324	6,446	7,528	17,088	6,731	7,091	22,476
Multiple sclerosis	775	2,101	2,043	242	465	1,985	1,082	774	2,825
Psychosocial disability	4,096	11,878	11,549	4,090	3,935	13,958	6,069	6,069	17,473
Spinal cord injury	311	669	570	116	125	666	344	283	888
Stroke	510	1,327	1,000	193	328	1,324	609	376	1,695
Visual impairment	746	2,264	1,082	665	340	1,920	587	878	2,756
Other neurological	1,246	3,769	2,928	756	1,104	3,685	1,826	796	4,957
Other physical	1,128	3,398	2,420	568	540	2,754	1,144	895	4,218
Other sensory/speech	69	495	149	257	204	246	16	30	602
Other	278	868	574	213	258	760	328	208	1,108
Total	25,794	107,687	59,530	42,959	45,257	90,723	26,365	26,228	133,859

²⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

²⁴⁷ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table G.54 Percentage of active plans by goal type and primary disability – Victoria ²⁴⁸

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	69%	57%	19%	26%	81%	44%	26%
Autism	17%	86%	36%	38%	48%	64%	7%	13%
Cerebral palsy	25%	80%	57%	24%	28%	73%	31%	16%
Developmental delay	4%	94%	34%	56%	39%	50%	0%	0%
Down syndrome	22%	76%	49%	27%	31%	80%	32%	21%
Global developmental delay	5%	95%	35%	57%	40%	52%	0%	0%
Hearing impairment	19%	79%	23%	29%	19%	49%	13%	21%
Intellectual disability	23%	74%	41%	29%	33%	76%	30%	32%
Multiple sclerosis	27%	74%	72%	9%	16%	70%	38%	27%
Psychosocial disability	23%	68%	66%	23%	23%	80%	35%	35%
Spinal cord injury	35%	75%	64%	13%	14%	75%	39%	32%
Stroke	30%	78%	59%	11%	19%	78%	36%	22%
Visual impairment	27%	82%	39%	24%	12%	70%	21%	32%
Other neurological	25%	76%	59%	15%	22%	74%	37%	16%
Other physical	27%	81%	57%	13%	13%	65%	27%	21%
Other sensory/speech	11%	82%	25%	43%	34%	41%	3%	5%
Other	25%	78%	52%	19%	23%	69%	30%	19%
Total	19%	80%	44%	32%	34%	68%	20%	20%

Table G.55 Number of goals in active plans by goal type and primary disability – Victoria ²⁴⁹

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	
Acquired brain injury	3,084	11,171	7,323	2,272	3,192	10,656	5,141	2,768	45,607
Autism	26,195	258,444	56,972	66,814	75,991	100,138	9,531	17,357	611,442
Cerebral palsy	3,874	20,773	9,264	3,780	4,117	12,187	4,359	2,250	60,604
Developmental delay	1,716	103,383	17,292	30,538	17,725	24,316	75	11	195,056
Down syndrome	2,197	12,276	4,757	2,908	3,143	9,177	3,035	1,905	39,398
Global developmental delay	271	15,777	2,563	4,506	2,528	3,634	20	4	29,303
Hearing impairment	3,808	23,180	4,556	5,900	3,600	9,977	2,298	3,858	57,177
Intellectual disability	17,882	88,546	32,347	23,719	26,247	63,050	20,533	21,637	293,961
Multiple sclerosis	2,555	9,362	7,479	745	1,374	6,596	3,365	2,244	33,720
Psychosocial disability	12,447	42,450	35,837	11,577	10,730	40,795	15,841	15,972	185,649
Spinal cord injury	1,135	2,874	2,100	404	464	2,373	1,204	850	11,404
Stroke	1,811	6,541	3,589	596	1,015	4,583	2,000	1,208	21,343
Visual impairment	2,467	11,565	3,598	2,297	1,064	6,786	1,850	2,594	32,221
Other neurological	4,356	19,247	10,499	2,865	3,705	12,869	5,793	2,341	61,675
Other physical	4,070	17,631	9,161	1,970	1,816	9,879	3,694	2,751	50,972
Other sensory/speech	263	3,755	506	1,096	696	926	58	100	7,400
Other	1,046	4,963	2,219	880	909	2,717	1,089	711	14,534
Total	89,177	651,938	210,062	162,867	158,316	320,659	79,886	78,561	1,751,466

²⁴⁸ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

²⁴⁹ Participants have set over six million goals in total across Australia since July 2016. The 1,751,466 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.56 Number of active plans by goal type and age group – Victoria ²⁵⁰

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	962	21,072	7,839	12,821	8,718	11,682	42	1	22,338
7 to 14	4,723	30,864	11,271	12,987	16,750	19,889	680	272	34,718
15 to 18	2,373	7,851	3,702	3,473	4,201	7,178	822	2,508	9,585
19 to 24	2,788	7,359	3,829	3,168	2,747	7,159	2,576	5,226	9,724
25 to 34	3,258	8,374	5,822	2,943	2,878	8,780	4,406	5,506	11,742
35 to 44	2,985	8,171	6,670	2,397	2,893	8,880	4,372	4,660	11,539
45 to 54	3,467	9,885	8,296	2,444	3,118	10,945	5,297	4,504	13,946
55 to 64	3,937	10,839	9,201	2,176	3,052	12,329	6,200	3,012	15,445
65+	1,301	3,272	2,900	550	900	3,881	1,970	539	4,822
Total	25,794	107,687	59,530	42,959	45,257	90,723	26,365	26,228	133,859

Table G.57 Percentage of active plans by goal type and age group – Victoria ²⁵¹

Age	Percentage of active plans by goal type							
	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%	94%	35%	57%	39%	52%	0%	0%
7 to 14	14%	89%	32%	37%	48%	57%	2%	1%
15 to 18	25%	82%	39%	36%	44%	75%	9%	26%
19 to 24	29%	76%	39%	33%	28%	74%	26%	54%
25 to 34	28%	71%	50%	25%	25%	75%	38%	47%
35 to 44	26%	71%	58%	21%	25%	77%	38%	40%
45 to 54	25%	71%	59%	18%	22%	78%	38%	32%
55 to 64	25%	70%	60%	14%	20%	80%	40%	20%
65+	27%	68%	60%	11%	19%	80%	41%	11%
Total	19%	80%	44%	32%	34%	68%	20%	20%

Table G.58 Number of goals in active plans by goal type and age group – Victoria ²⁵²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,656	163,145	28,750	49,618	28,005	40,363	116	1	312,654
7 to 14	17,926	245,090	44,039	57,170	66,070	76,160	2,162	936	509,553
15 to 18	9,203	42,270	13,500	13,109	15,328	26,765	2,788	8,506	131,469
19 to 24	10,075	33,715	13,342	10,720	9,227	25,727	8,047	16,568	127,421
25 to 34	11,152	35,418	19,723	9,345	9,333	30,517	13,609	16,488	145,585
35 to 44	10,006	33,286	22,242	7,436	8,957	29,624	13,134	13,297	137,982
45 to 54	11,139	40,478	27,834	7,251	9,583	36,578	15,806	12,816	161,485
55 to 64	12,821	44,844	30,756	6,506	9,069	41,776	18,419	8,448	172,639
65+	4,199	13,692	9,876	1,712	2,744	13,149	5,805	1,501	52,678
Total	89,177	651,938	210,062	162,867	158,316	320,659	79,886	78,561	1,751,466

²⁵⁰ 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.

²⁵¹ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

²⁵² Participants have set over six million goals in total across Australia since July 2016. The 1,751,466 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.59 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria²⁵³

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 970	n = 289
Are you happy with how coming into the NDIS has gone?	86%	83%
Was the person from the NDIS respectful?	97%	96%
Do you understand what will happen next with your plan?	77%	73%
% of participants rating their overall experience as Very Good or Good.	81%	79%
Pre-planning	n = 919	n = 262
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?	95%	96%
Were decisions about your plan clearly explained?	79%	79%
Are you clear on what happens next with your plan?	69%	70%
Do you know where to go for more help with your plan?	74%	74%
% of participants rating their overall experience as Very Good or Good.	81%	78%
Planning	n = 4,254	n = 1,068
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%	97%
Were decisions about your plan clearly explained?	89%	89%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	89%	88%
% of participants rating their overall experience as Very Good or Good.	85%	86%
Plan review	n = 10,548	n = 2,793
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	76%	75%

²⁵³ 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 ^{254 255}

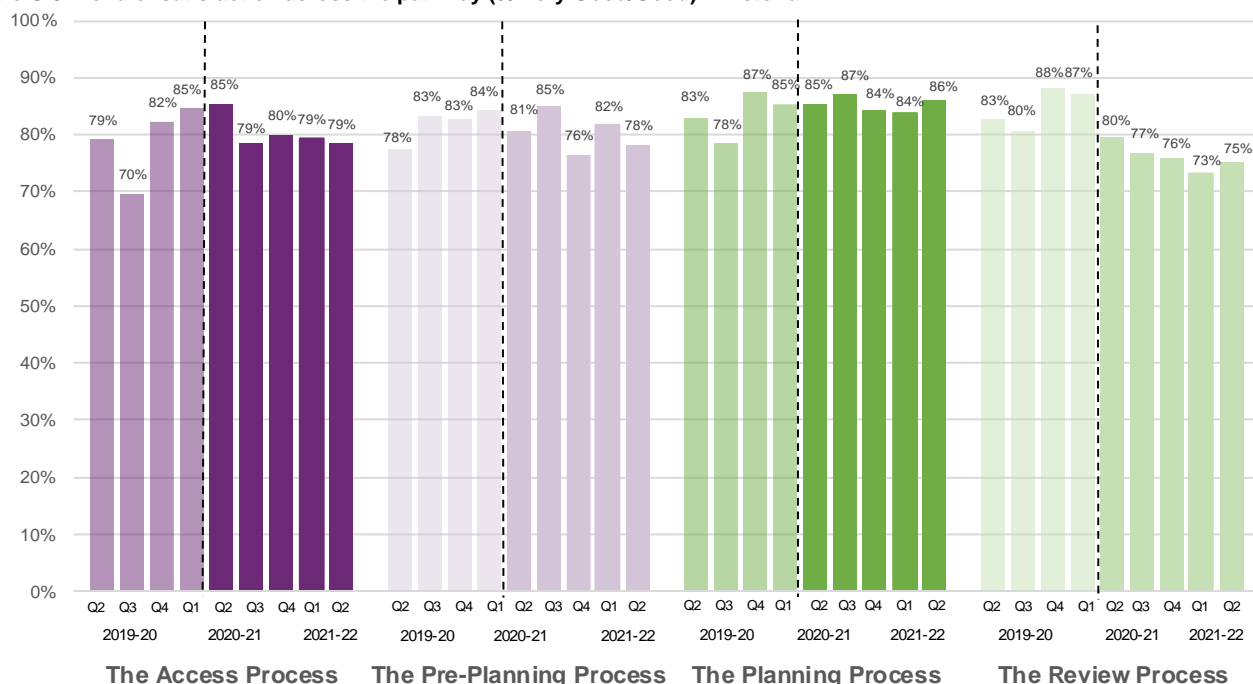
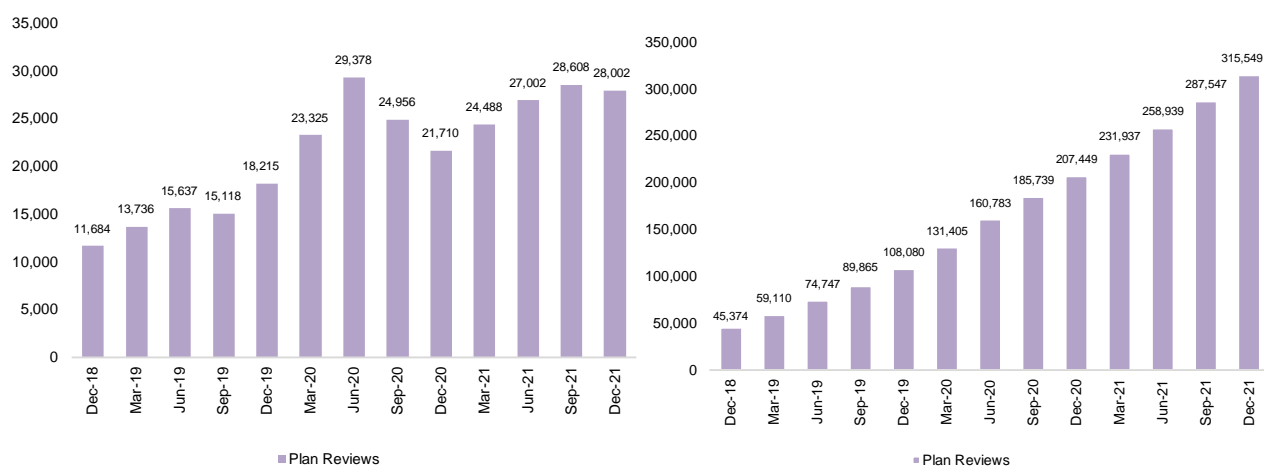


Table G.60 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria ²⁵⁶

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	287,547	28,002	315,549
<i>Early intervention plans</i>	47,136	5,687	52,823
<i>Permanent disability plans</i>	240,411	22,315	262,726

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



The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. The numbers of

²⁵⁴ 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.

²⁵⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁵⁶ 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.

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.

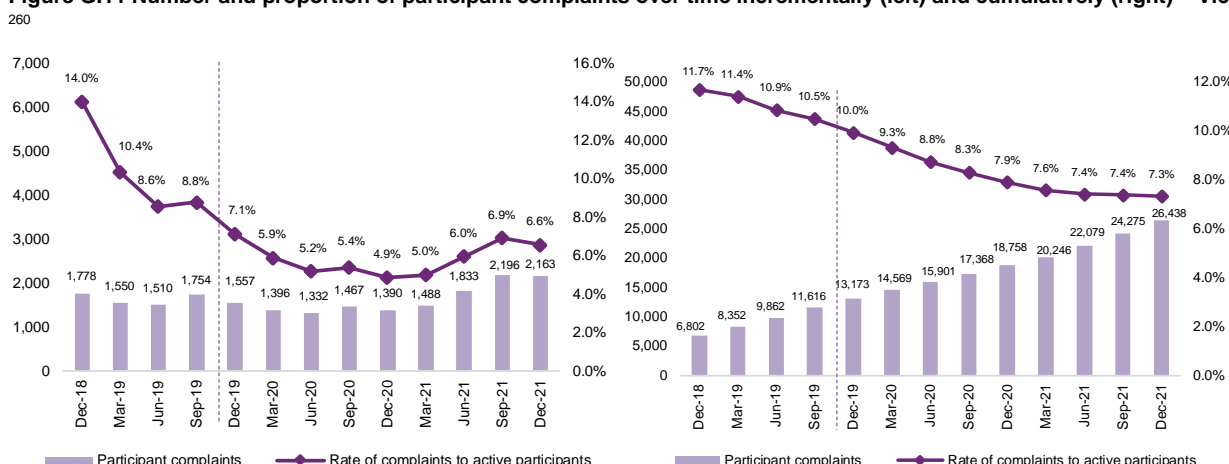
Table G.61 shows the number of complaints in 2021-22 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table G.62 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.61 Complaints by quarter – Victoria ^{257 258 259}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	98	3	101	97
Complaint about LAC Partner	285	44	329	304
Complaints about service providers	1,326	111	1,437	1,204
Complaints about the Agency	20,405	1,629	22,034	12,327
Critical/ Reportable Incident	2,027	374	2,401	1,918
Unclassified	633	2	635	588
Total	24,774	2,163	26,937	14,798
Total complaints made since 1 April 2017	24,275	2,163	26,438	
% of the number of active participants	7.4%	6.7%	7.3%	

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



²⁵⁷ Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

²⁵⁸ % 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.

²⁵⁹ The rate of complaints was reported as a percentage of access requests in previous reports.

²⁶⁰ Ibid.

Table G.62 Participant complaints by type – Victoria

Complaints by source, subject and type		Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request							
Complaints about the Agency							
Individual needs	1,124	(6%)	0	(0%)	1,124	(5%)	
Information unclear	480	(2%)	0	(0%)	480	(2%)	
NDIA Access	353	(2%)	61	(4%)	414	(2%)	
NDIA Engagement	4	(0%)	4	(0%)	8	(0%)	
NDIA Finance	908	(4%)	160	(10%)	1,068	(5%)	
NDIA Fraud and Compliance	36	(0%)	6	(0%)	42	(0%)	
NDIA Plan	2,728	(13%)	568	(35%)	3,296	(15%)	
NDIA Process	942	(5%)	188	(12%)	1,130	(5%)	
NDIA Resources	67	(0%)	19	(1%)	86	(0%)	
NDIA Staff	784	(4%)	109	(7%)	893	(4%)	
NDIA Timeliness	2,571	(13%)	469	(29%)	3,040	(14%)	
Participation, engagement and inclusion	98	(0%)	0	(0%)	98	(0%)	
Provider Portal	28	(0%)	0	(0%)	28	(0%)	
Quality & Safeguards Commission	6	(0%)	3	(0%)	9	(0%)	
Reasonable and necessary supports	1,560	(8%)	2	(0%)	1,562	(7%)	
Staff conduct - Agency	440	(2%)	1	(0%)	441	(2%)	
The way the NDIA carried out its decision making	726	(4%)	11	(1%)	737	(3%)	
Timeliness	4,489	(22%)	3	(0%)	4,492	(20%)	
Other	3,061	(15%)	25	(2%)	3,086	(14%)	
Total	20,405		1,629		22,034		
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	(5%)	1	(33%)	6	(6%)	
ECA Process	5	(5%)	1	(33%)	6	(6%)	
ECA Resources	0	(0%)	0	(0%)	0	(0%)	
ECA Staff	23	(23%)	0	(0%)	23	(23%)	
ECA Timeliness	64	(65%)	1	(33%)	65	(64%)	
Other	0	(0%)	0	(0%)	0	(0%)	
Total	98		3		101		
Complaint about LAC Partner							
LAC Engagement	2	(1%)	0	(0%)	2	(1%)	
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)	
LAC Plan	46	(16%)	7	(16%)	53	(16%)	
LAC Process	27	(9%)	9	(20%)	36	(11%)	
LAC Resources	0	(0%)	0	(0%)	0	(0%)	
LAC Staff	184	(65%)	24	(55%)	208	(63%)	
LAC Timeliness	25	(9%)	4	(9%)	29	(9%)	
Other	0	(0%)	0	(0%)	0	(0%)	
Total	285		44		329		
Complaints about service providers							
Provider costs.	49	(4%)	0	(0%)	49	(3%)	
Provider Finance	44	(3%)	3	(3%)	47	(3%)	
Provider Fraud and Compliance	78	(6%)	10	(9%)	88	(6%)	
Provider process	83	(6%)	0	(0%)	83	(6%)	
Provider Service	377	(28%)	63	(57%)	440	(31%)	
Provider Staff	152	(11%)	25	(23%)	177	(12%)	
Service Delivery	116	(9%)	2	(2%)	118	(8%)	
Staff conduct	112	(8%)	0	(0%)	112	(8%)	

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Supports being provided	123	(9%)	2	(2%)	125	(9%)
Other	192	(14%)	6	(5%)	198	(14%)
Total	1,326		111		1,437	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	536	(26%)	92	(25%)	628	(26%)
Allegations against Informal Supports	344	(17%)	10	(3%)	354	(15%)
Allegations against NDIA Staff/Partners	5	(0%)	0	(0%)	5	(0%)
Participant threat	401	(20%)	82	(22%)	483	(20%)
Provider reporting	741	(37%)	190	(51%)	931	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,027		374		2,401	
<i>Unclassified</i>	633		2		635	
Participants total	24,774		2,163		26,937	

Table G.63 AAT Cases by category at 31 December 2021 – Victoria ²⁶¹

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	464	26%	31	6%	495	22%
Plan	1,096	62%	425	86%	1,521	67%
Plan Review	76	4%	<11		79	3%
Other	132	7%	38	8%	170	8%
Total	1,768	100%	497	100%	2,265	100%
% of the number of active participants	0.54%		1.51%		0.63%	

²⁶¹ The rate of AAT cases was reported as a percentage of access decisions in previous reports.
December 2021 | NDIS Quarterly Report to disability ministers

Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria²⁶²

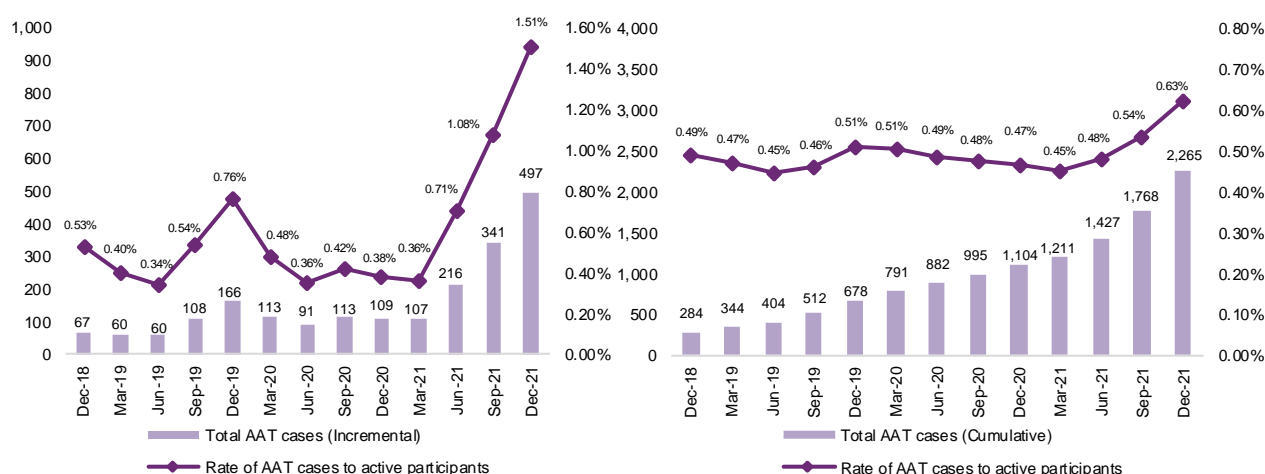
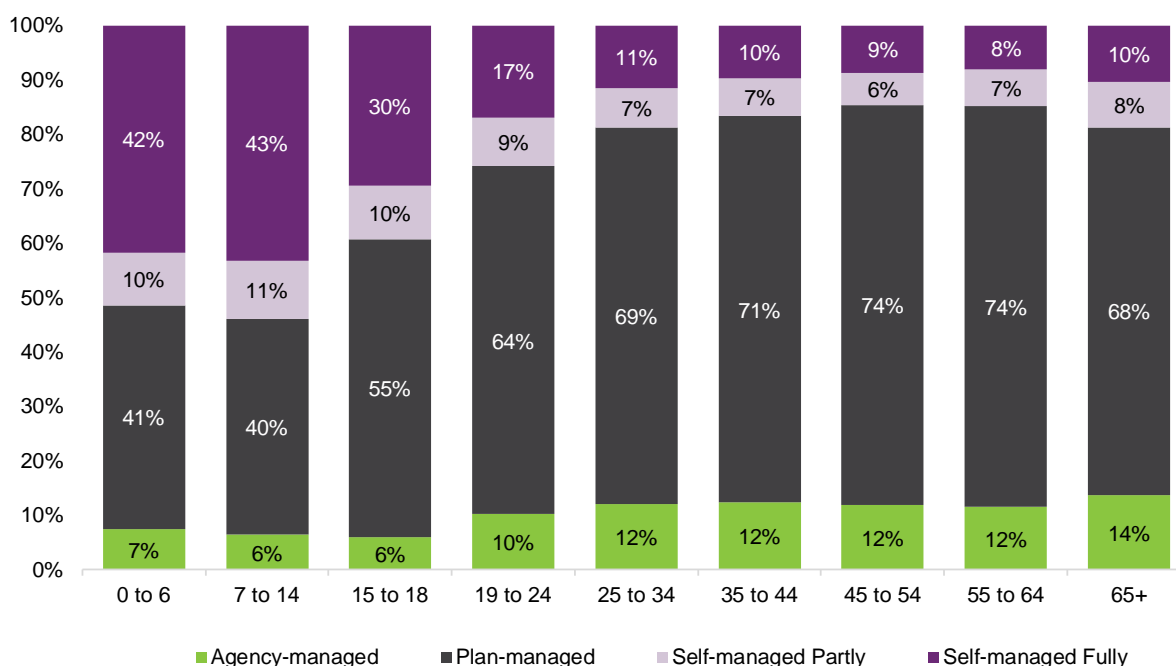


Table G.64 AAT cases by open/closed and decision – Victoria²⁶³

	N
AAT Cases	2,265
Open AAT Cases	946
Closed AAT Cases	1,319
Resolved before hearing	1,283
Gone to hearing and received a substantive decision	36

Figure G.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Victoria^{264 265}



²⁶² Ibid.

²⁶³ Of the 36 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 7 varied the Agency's decision and 18 set aside the Agency's decision.

²⁶⁴ For the total number of active participants in each age group, see Table G.16.

²⁶⁵ 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 31 December 2021 – Victoria ^{266 267}

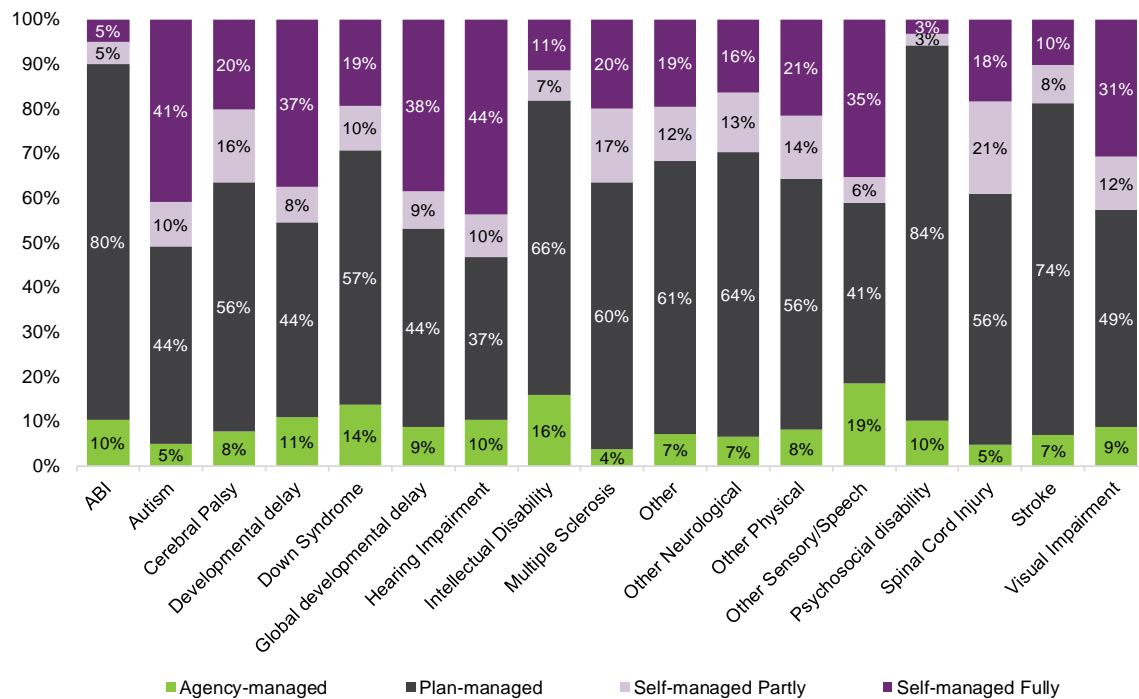
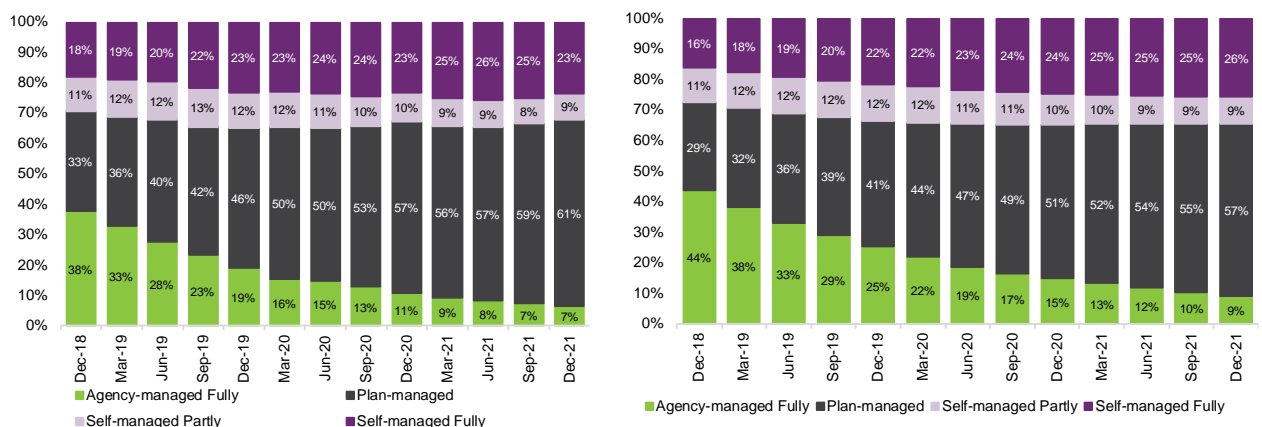


Table G.65 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²⁶⁸

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	26%	23%	26%
Self-managed partly	9%	9%	9%
Plan-managed	55%	61%	57%
Agency-managed	10%	7%	9%
Total	100%	100%	100%

Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²⁶⁹



²⁶⁶ For the total number of active participants in each primary disability group, see Table G.12.

²⁶⁷ 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.

²⁶⁸ Ibid.

²⁶⁹ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.66 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q2	Total
Self-managed	15%	16%	15%
Plan-managed	46%	59%	48%
Agency-managed	39%	25%	37%
Total	100%	100%	100%

Figure G.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria

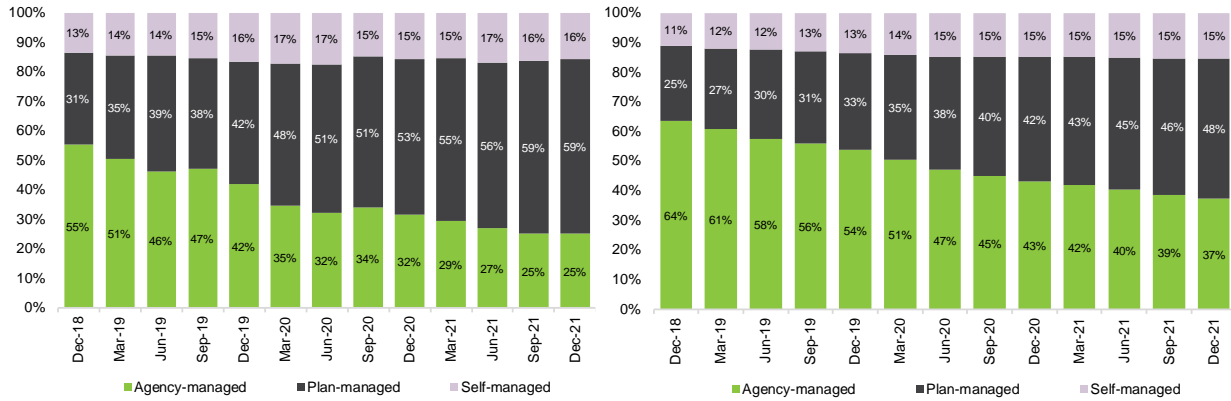


Table G.67 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2021-22 Q2	Total
Support coordination	44%	51%	46%

Table G.68 Duration to plan activation by quarter of initial plan approval for active participants – Victoria²⁷⁰

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	76,471	67%	3,160	67%	79,631	67%
30 to 59 days	13,746	12%	602	13%	14,348	12%
60 to 89 days	6,330	6%	245	5%	6,575	6%
Activated within 90 days	96,547	85%	4,007	85%	100,554	85%
90 to 119 days	3,621	3%	141	3%	3,762	3%
120 days and over	10,444	9%	170	4%	10,614	9%
Activated after 90 days	14,065	12%	311	7%	14,376	12%
No payments	2,733	2%	412	9%	3,145	3%
Total plans approved	113,345	100%	4,730	100%	118,075	100%

²⁷⁰ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.69 Proportion of participants who have activated within 12 months at 31 December 2021 – Victoria ²⁷¹

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	3,123	3,326	94%
Not Aboriginal and Torres Strait Islander	86,012	89,282	96%
Not Stated	20,139	20,829	97%
Total	109,274	113,437	96%
by Culturally and Linguistically Diverse status			
CALD	12,533	13,029	96%
Not CALD	96,705	100,371	96%
Not Stated	36	37	97%
Total	109,274	113,437	96%
by Remoteness			
Major Cities	78,693	81,651	96%
Regional	30,529	31,732	96%
Remote	50	52	96%
Missing	<11	<11	
Total	109,274	113,437	96%
by Primary Disability type			
Autism	34,949	35,870	97%
Intellectual disability (including Down syndrome)	23,113	23,749	97%
Psychosocial disability	14,163	14,726	96%
Developmental delay (including global developmental delay)	9,442	10,209	92%
Other	27,607	28,883	96%
Total	109,274	113,437	96%

Table G.70 Distribution of plans by utilisation – Victoria ^{272 273}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	25%
> 75%	39%
Total	100%

Table G.71 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²⁷⁴

	Prior Quarters	2021-22 Q2	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	54%	61%	56%
Lifelong Learning	19%	23%	20%
Other	15%	19%	16%
Non-categorised	25%	19%	24%
Any mainstream service	95%	96%	95%

²⁷¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

²⁷² This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁷³ 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.

²⁷⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table G.72 Key markets indicators by quarter – Victoria ^{275 276}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.10	1.14
b) Number of providers delivering new types of supports	517	482
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	93%	93%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	93%	94%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	95%	95%

Table G.73 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Victoria

Activity	Number of providers
Active for the first time in 2021-22 Q2	153
Active in 2021-22 Q2 and also in previous quarters	2,436
Active in 2021-22 Q2	2,589
Inactive in 2021-22 Q2	3,672
Active ever	6,261

²⁷⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁷⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁷⁷ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.74 Cumulative number of providers that have been ever active by registration group – Victoria ²⁷⁸

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	171	5	176	3%
Assistance Animals	72	5	77	7%
Assistance with daily life tasks in a group or shared living arrangement	563	48	611	9%
Assistance with travel/transport arrangements	700	16	716	2%
Daily Personal Activities	1,150	74	1,224	6%
Group and Centre Based Activities	728	30	758	4%
High Intensity Daily Personal Activities	762	36	798	5%
Household tasks	1,503	50	1,553	3%
Interpreting and translation	164	7	171	4%
Participation in community, social and civic activities	1,237	77	1,314	6%
Assistive Technology				
Assistive equipment for recreation	174	11	185	6%
Assistive products for household tasks	183	9	192	5%
Assistance products for personal care and safety	1,096	33	1,129	3%
Communication and information equipment	408	31	439	8%
Customised Prosthetics	435	14	449	3%
Hearing Equipment	195	11	206	6%
Hearing Services	55	5	60	9%
Personal Mobility Equipment	582	29	611	5%
Specialised Hearing Services	80	5	85	6%
Vision Equipment	156	12	168	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,297	77	1,374	6%
Behaviour Support	461	24	485	5%
Community nursing care for high needs	414	25	439	6%
Development of daily living and life skills	766	39	805	5%
Early Intervention supports for early childhood	891	29	920	3%
Exercise Physiology and Physical Wellbeing activities	453	14	467	3%
Innovative Community Participation	261	12	273	5%
Specialised Driving Training	156	8	164	5%
Therapeutic Supports	3,129	50	3,179	2%
Capital services				
Home modification design and construction	350	15	365	4%
Specialist Disability Accommodation	100	4	104	4%
Vehicle Modifications	139	7	146	5%
Choice and control support services				
Management of funding for supports in participants plan	629	30	659	5%
Support Coordination	338	23	361	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	242	11	253	5%
Specialised Supported Employment	251	18	269	7%
Total	6,108	153	6,261	3%

²⁷⁸ 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.75 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	35	141	176	20%	80%	100%
Assistance Animals	13	64	77	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	81	530	611	13%	87%	100%
Assistance with travel/transport arrangements	121	595	716	17%	83%	100%
Daily Personal Activities	146	1,078	1,224	12%	88%	100%
Group and Centre Based Activities	82	676	758	11%	89%	100%
High Intensity Daily Personal Activities	97	701	798	12%	88%	100%
Household tasks	477	1,076	1,553	31%	69%	100%
Interpreting and translation	30	141	171	18%	82%	100%
Participation in community, social and civic activities	163	1,151	1,314	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	19	166	185	10%	90%	100%
Assistive products for household tasks	26	166	192	14%	86%	100%
Assistance products for personal care and safety	163	966	1,129	14%	86%	100%
Communication and information equipment	99	340	439	23%	77%	100%
Customised Prosthetics	69	380	449	15%	85%	100%
Hearing Equipment	30	176	206	15%	85%	100%
Hearing Services	8	52	60	13%	87%	100%
Personal Mobility Equipment	91	520	611	15%	85%	100%
Specialised Hearing Services	14	71	85	16%	84%	100%
Vision Equipment	26	142	168	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	235	1,139	1,374	17%	83%	100%
Behaviour Support	103	382	485	21%	79%	100%
Community nursing care for high needs	68	371	439	15%	85%	100%
Development of daily living and life skills	107	698	805	13%	87%	100%
Early Intervention supports for early childhood	299	621	920	33%	68%	100%
Exercise Physiology and Physical Wellbeing activities	104	363	467	22%	78%	100%
Innovative Community Participation	70	203	273	26%	74%	100%
Specialised Driving Training	47	117	164	29%	71%	100%
Therapeutic Supports	1,327	1,852	3,179	42%	58%	100%
Capital services						
Home modification design and construction	71	294	365	19%	81%	100%
Specialist Disability Accommodation	4	100	104	4%	96%	100%
Vehicle Modifications	17	129	146	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	121	538	659	18%	82%	100%
Support Coordination	54	307	361	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	27	226	253	11%	89%	100%
Specialised Supported Employment	37	232	269	14%	86%	100%
Total	2,158	4,103	6,261	34%	66%	100%

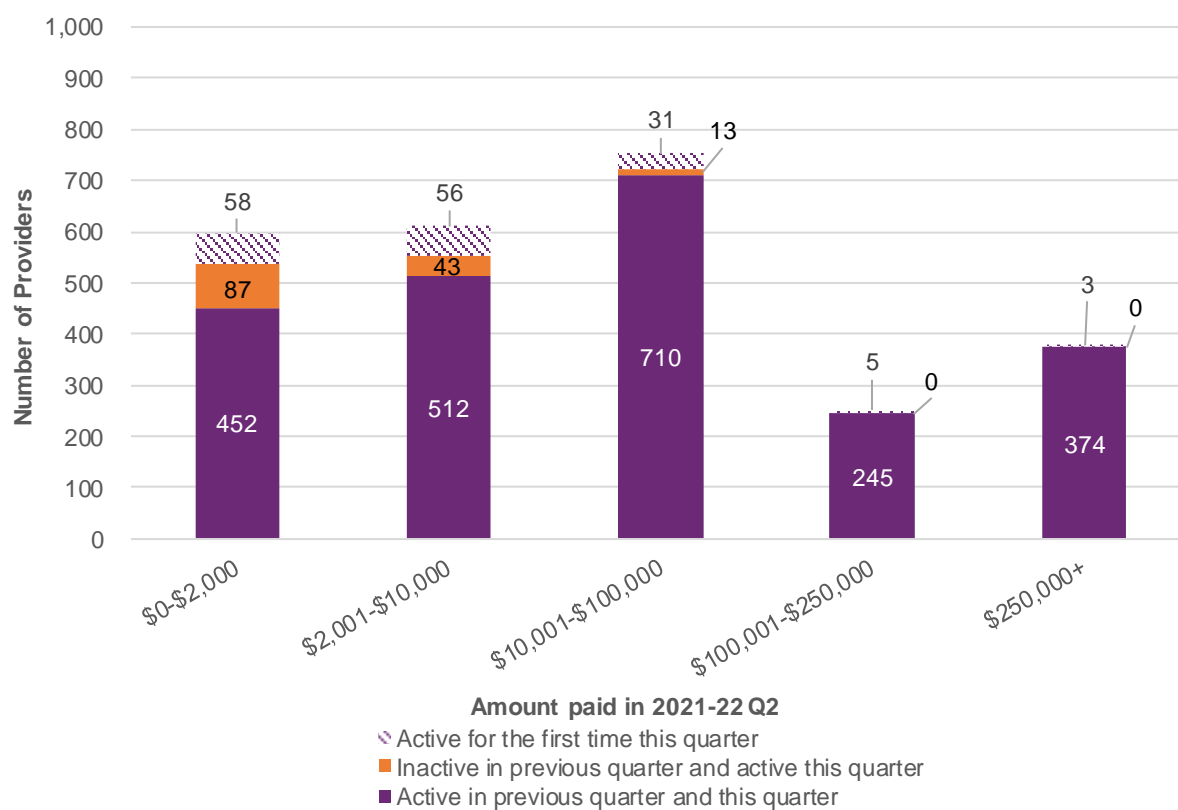
Table G.76 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Victoria

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	18	5	23	22%
Assistance Animals	38	5	43	12%
Assistance with daily life tasks in a group or shared living arrangement	333	48	381	13%
Assistance with travel/transport arrangements	216	16	232	7%
Daily Personal Activities	616	74	690	11%
Group and Centre Based Activities	358	30	388	8%
High Intensity Daily Personal Activities	351	36	387	9%
Household tasks	638	50	688	7%
Interpreting and translation	67	7	74	9%
Participation in community, social and civic activities	692	77	769	10%
Assistive Technology				
Assistive equipment for recreation	35	11	46	24%
Assistive products for household tasks	40	9	49	18%
Assistance products for personal care and safety	483	33	516	6%
Communication and information equipment	189	31	220	14%
Customised Prosthetics	189	14	203	7%
Hearing Equipment	67	11	78	14%
Hearing Services	12	5	17	29%
Personal Mobility Equipment	256	29	285	10%
Specialised Hearing Services	32	5	37	14%
Vision Equipment	62	12	74	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	776	77	853	9%
Behaviour Support	253	24	277	9%
Community nursing care for high needs	181	25	206	12%
Development of daily living and life skills	323	39	362	11%
Early Intervention supports for early childhood	328	29	357	8%
Exercise Physiology and Physical Wellbeing activities	205	14	219	6%
Innovative Community Participation	66	12	78	15%
Specialised Driving Training	64	8	72	11%
Therapeutic Supports	1,063	50	1,113	4%
Capital services				
Home modification design and construction	127	15	142	11%
Specialist Disability Accommodation	69	4	73	5%
Vehicle Modifications	39	7	46	15%
Choice and control support services				
Management of funding for supports in participants plan	414	30	444	7%
Support Coordination	153	23	176	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	124	11	135	8%
Specialised Supported Employment	166	18	184	10%
Total	2,436	153	2,589	6%

Table G.77 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	20	23	13%	87%	100%
Assistance Animals	8	35	43	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	48	333	381	13%	87%	100%
Assistance with travel/transport arrangements	34	198	232	15%	85%	100%
Daily Personal Activities	85	605	690	12%	88%	100%
Group and Centre Based Activities	50	338	388	13%	87%	100%
High Intensity Daily Personal Activities	56	331	387	14%	86%	100%
Household tasks	175	513	688	25%	75%	100%
Interpreting and translation	10	64	74	14%	86%	100%
Participation in community, social and civic activities	96	673	769	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	2	44	46	4%	96%	100%
Assistive products for household tasks	6	43	49	12%	88%	100%
Assistance products for personal care and safety	72	444	516	14%	86%	100%
Communication and information equipment	38	182	220	17%	83%	100%
Customised Prosthetics	36	167	203	18%	82%	100%
Hearing Equipment	10	68	78	13%	87%	100%
Hearing Services	4	13	17	24%	76%	100%
Personal Mobility Equipment	43	242	285	15%	85%	100%
Specialised Hearing Services	6	31	37	16%	84%	100%
Vision Equipment	11	63	74	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	153	700	853	18%	82%	100%
Behaviour Support	44	233	277	16%	84%	100%
Community nursing care for high needs	33	173	206	16%	84%	100%
Development of daily living and life skills	48	314	362	13%	87%	100%
Early Intervention supports for early childhood	71	286	357	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	36	183	219	16%	84%	100%
Innovative Community Participation	19	59	78	24%	76%	100%
Specialised Driving Training	15	57	72	21%	79%	100%
Therapeutic Supports	327	786	1,113	29%	71%	100%
Capital services						
Home modification design and construction	19	123	142	13%	87%	100%
Specialist Disability Accommodation	3	70	73	4%	96%	100%
Vehicle Modifications	6	40	46	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	91	353	444	20%	80%	100%
Support Coordination	21	155	176	12%	88%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	18	117	135	13%	87%	100%
Specialised Supported Employment	27	157	184	15%	85%	100%
Total	601	1,988	2,589	23%	77%	100%

Figure G.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Victoria ²⁷⁹



²⁷⁹ 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.

Part Five: Financial sustainability

Table G.78 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	53.7	162.3	204.0	497.6	1,441.2	3,461.7	6,034.4	7,918.3	4,307.6

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Victoria

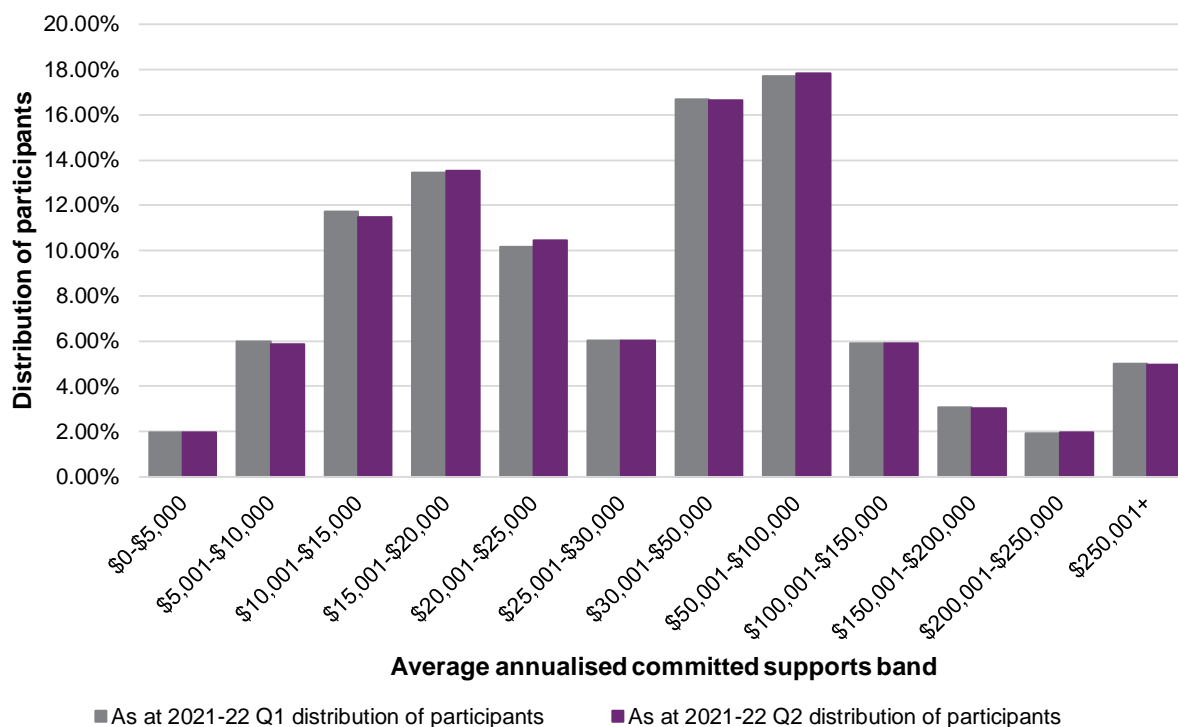


Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Victoria

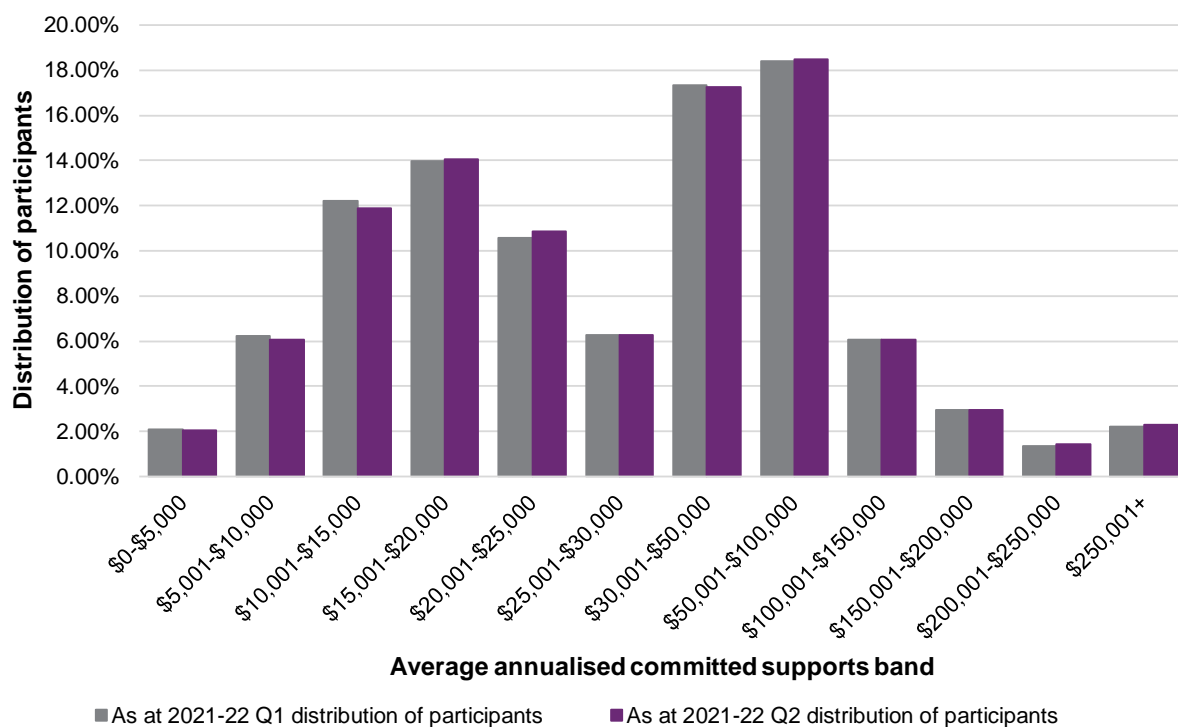


Figure G.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Victoria ²⁸⁰

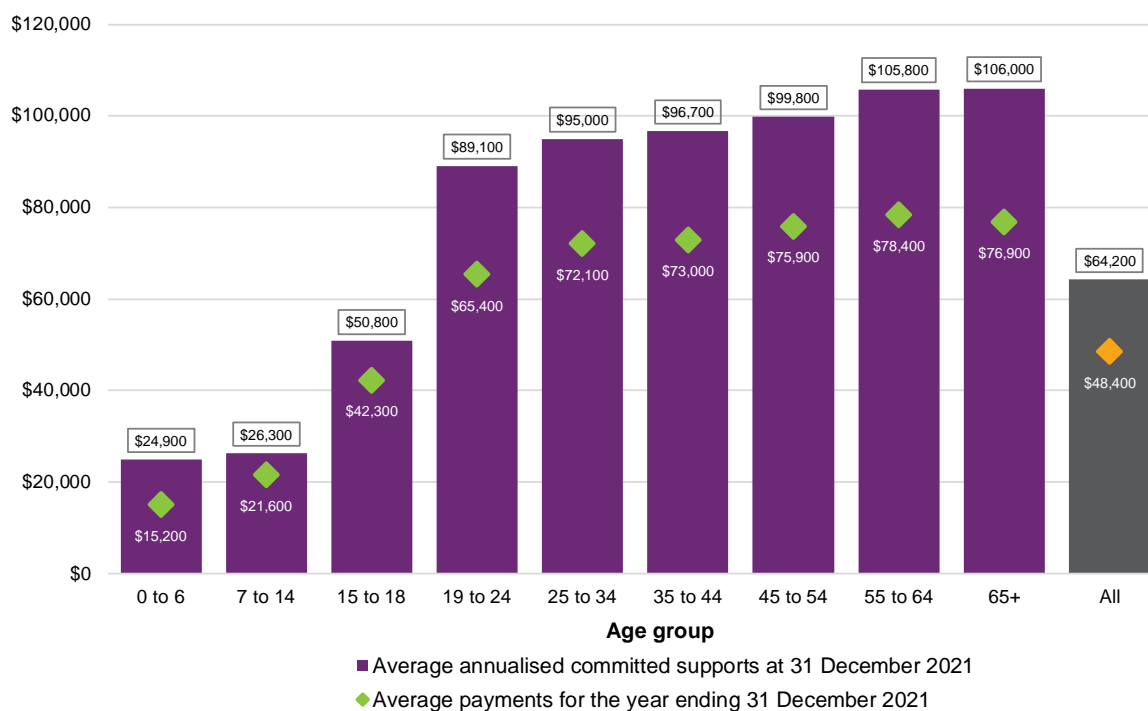
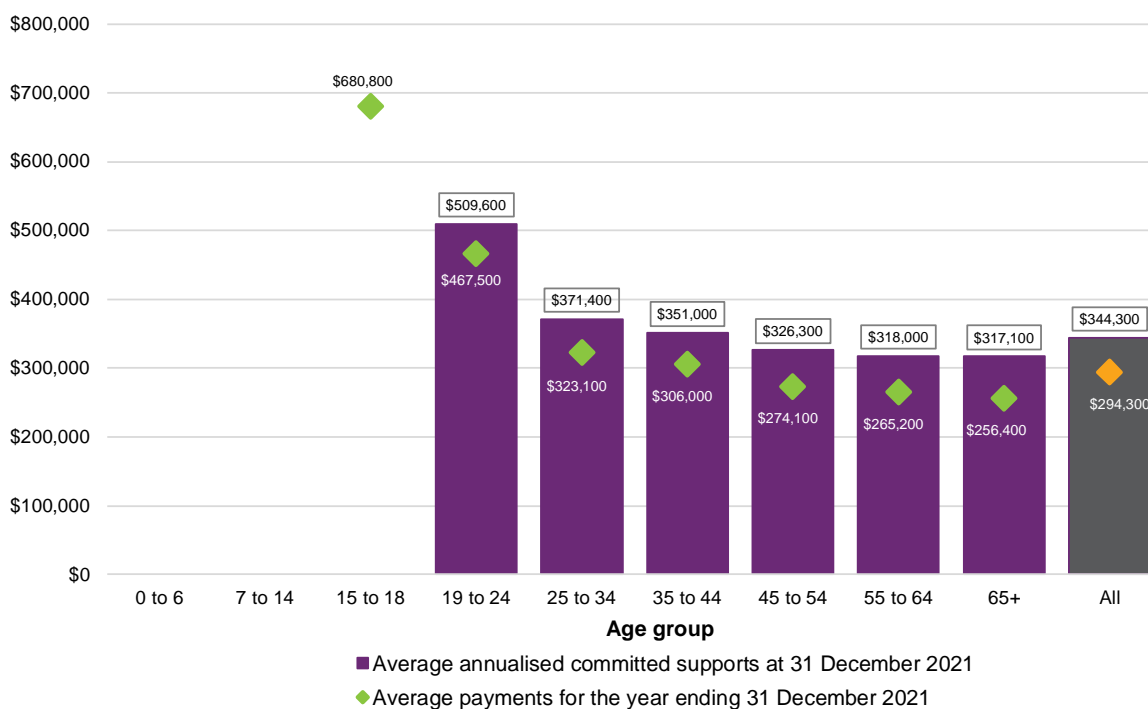


Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Victoria ²⁸¹



²⁸⁰ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

²⁸¹ Ibid.

Figure G.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Victoria ²⁸²

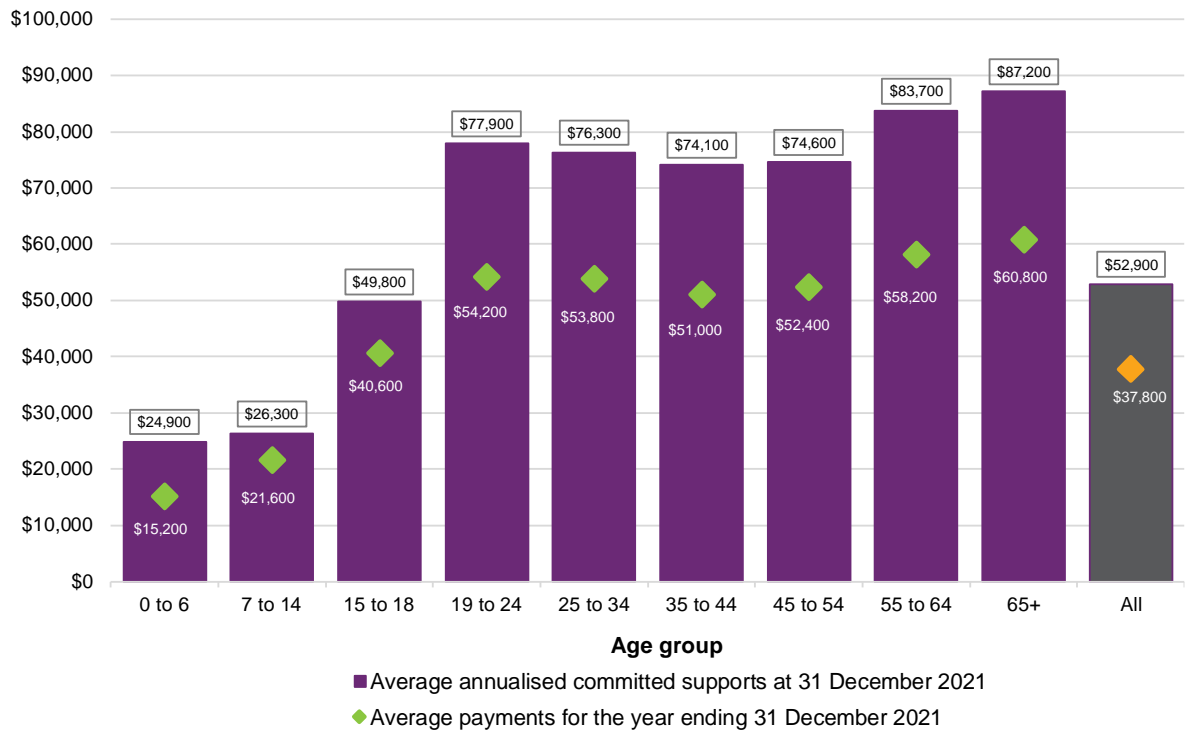
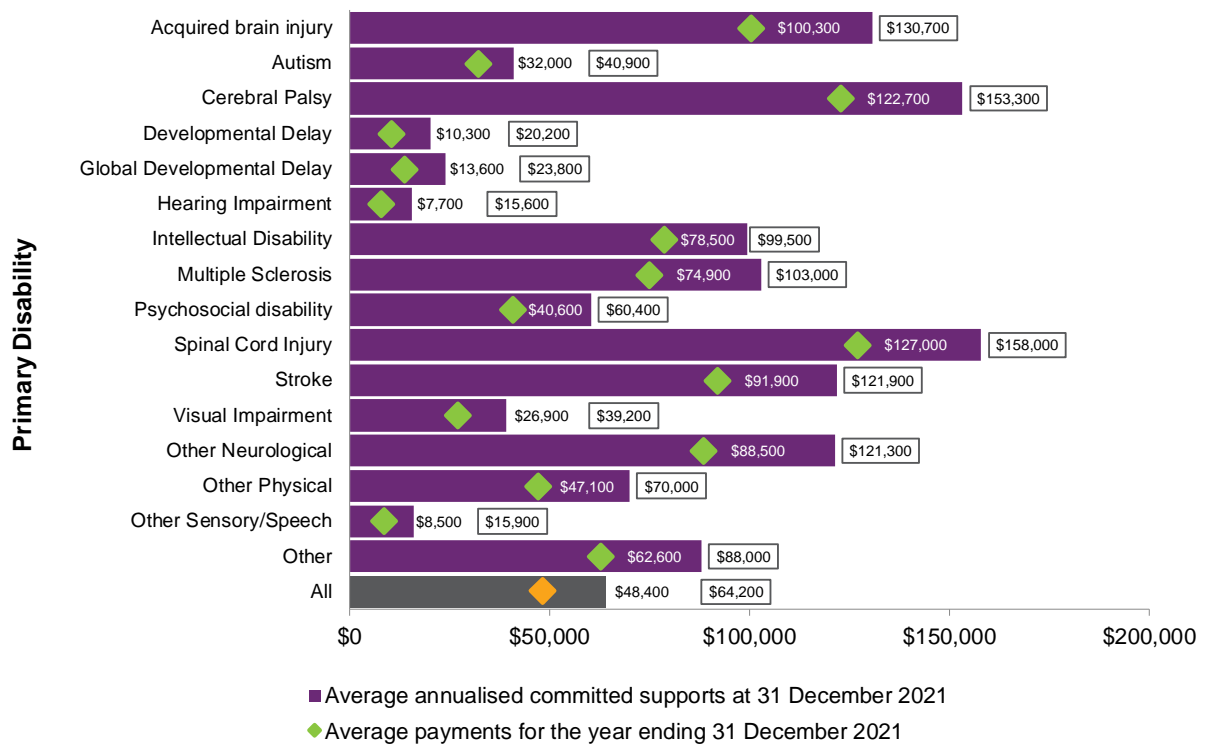


Figure G.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Victoria ²⁸³



²⁸² Ibid.

²⁸³ Ibid.

Figure G.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Victoria ²⁸⁴

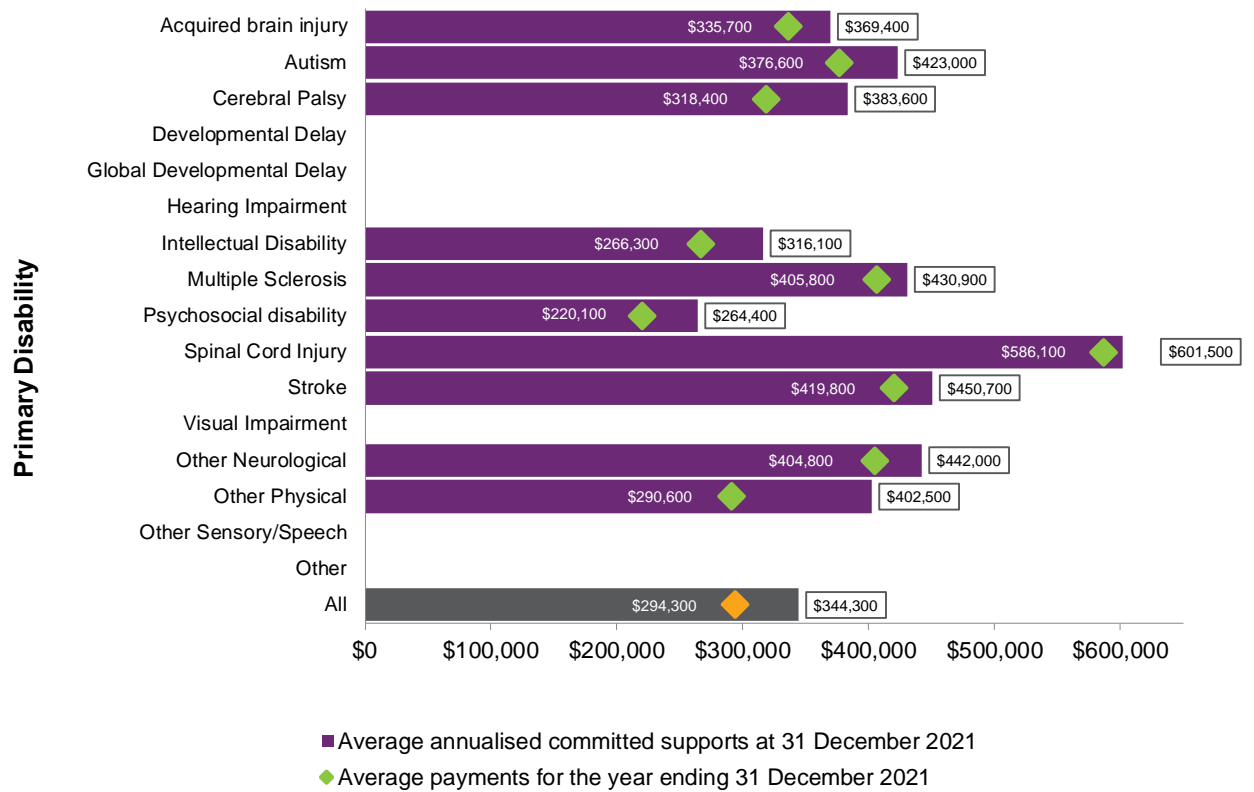
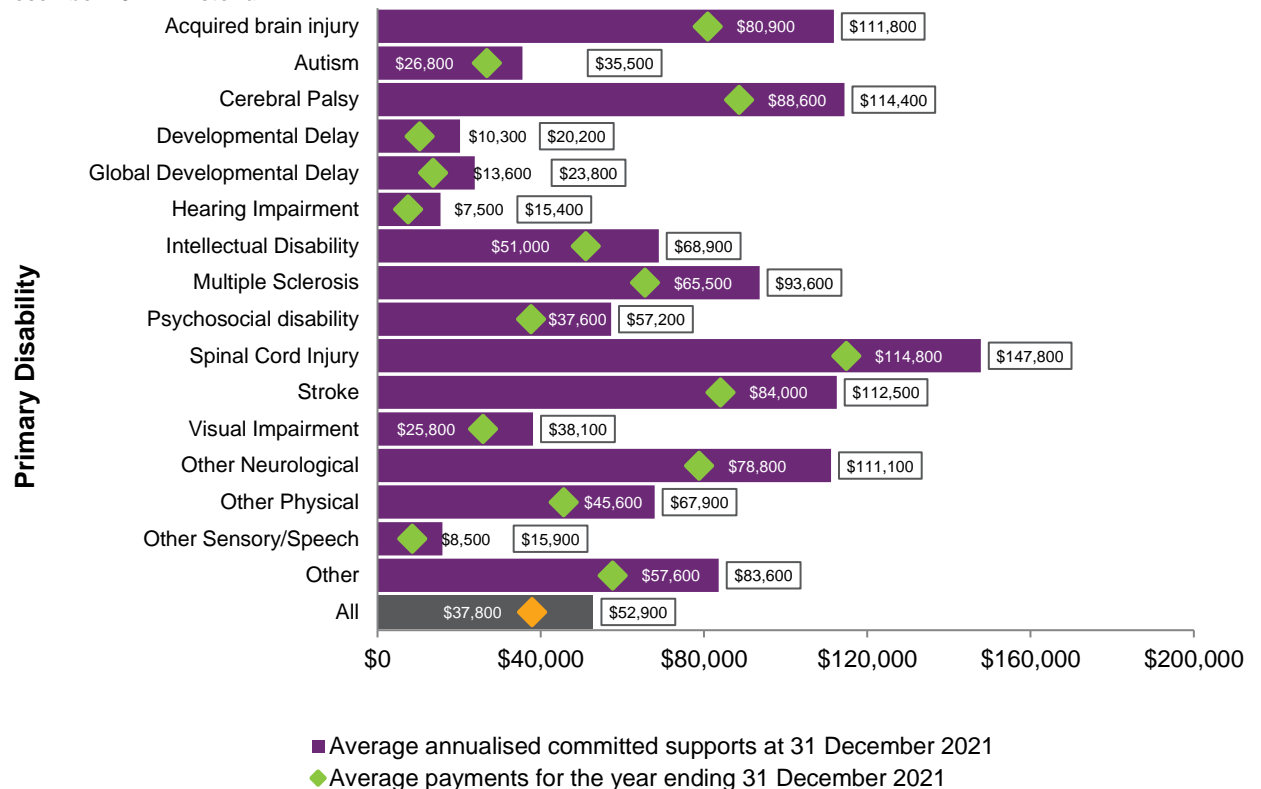


Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Victoria ²⁸⁵



²⁸⁴ Ibid.

²⁸⁵ Ibid.

Figure G.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Victoria ²⁸⁶

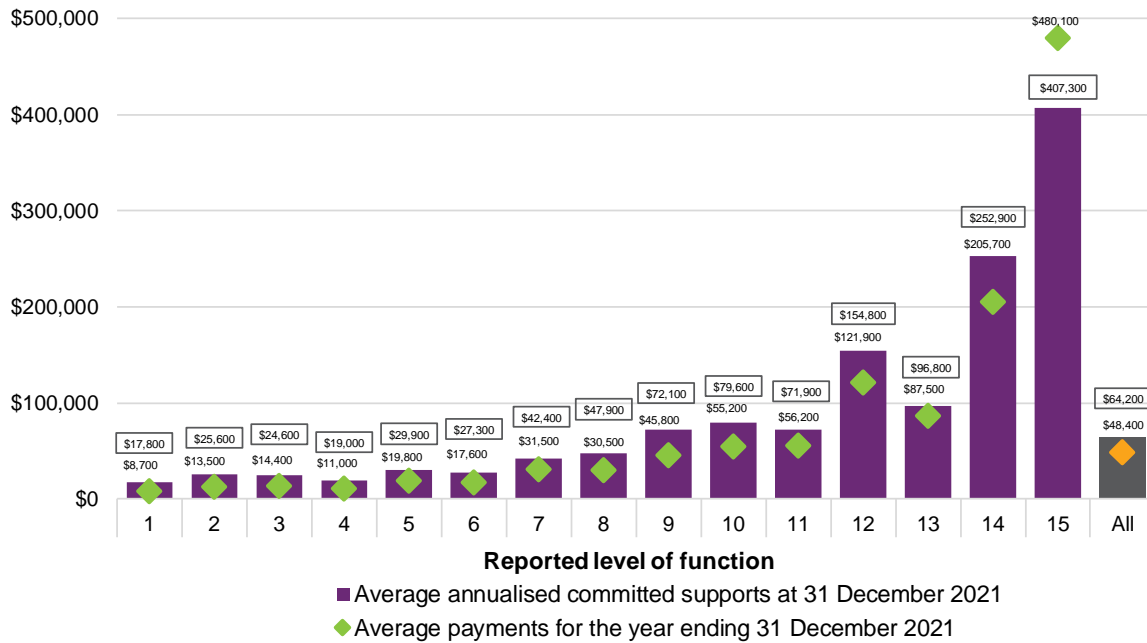
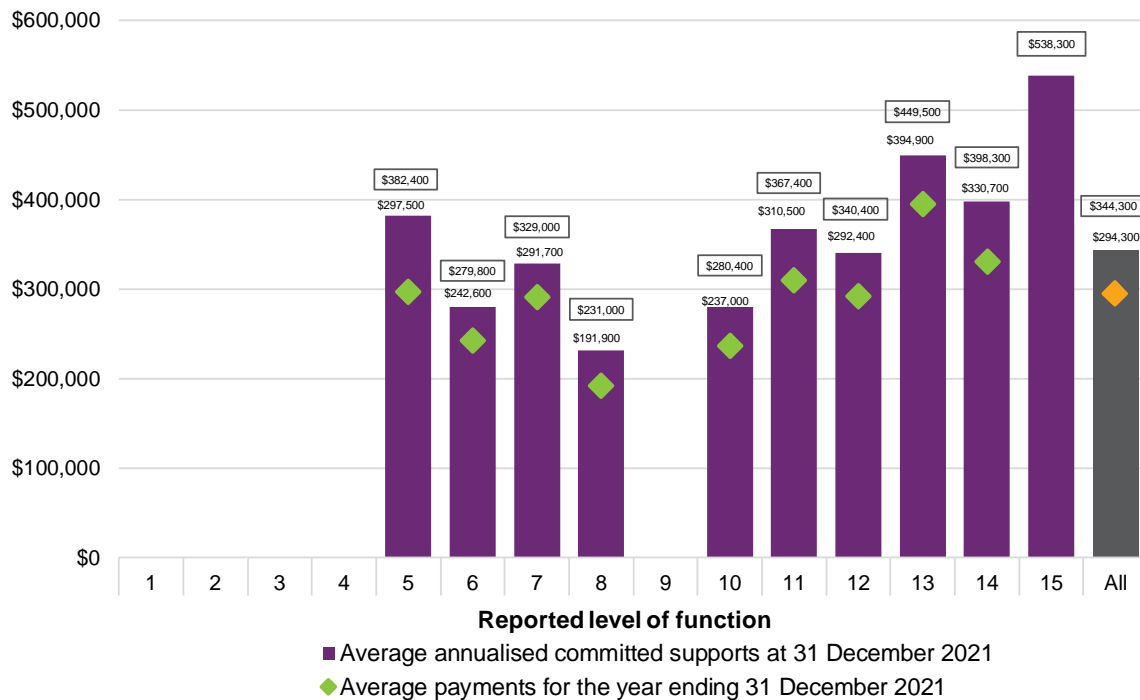


Figure G.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Victoria ²⁸⁷



²⁸⁶ Ibid.

²⁸⁷ Ibid.

Figure G.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Victoria ²⁸⁸

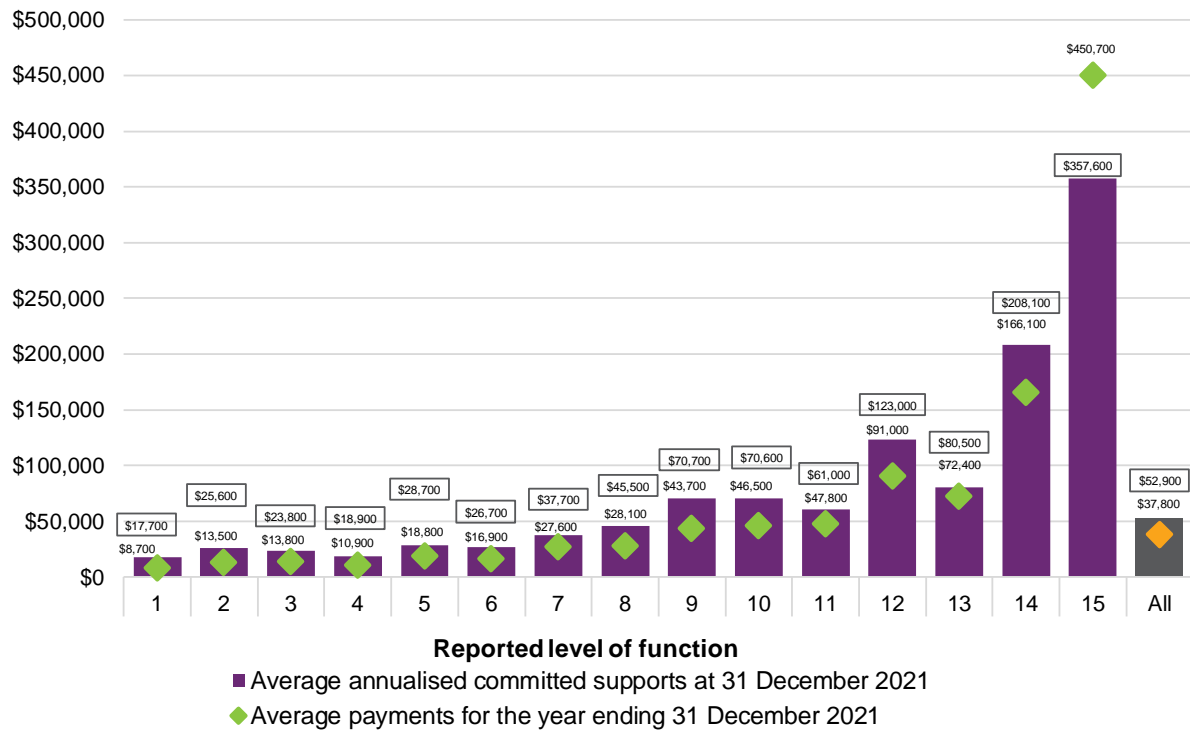
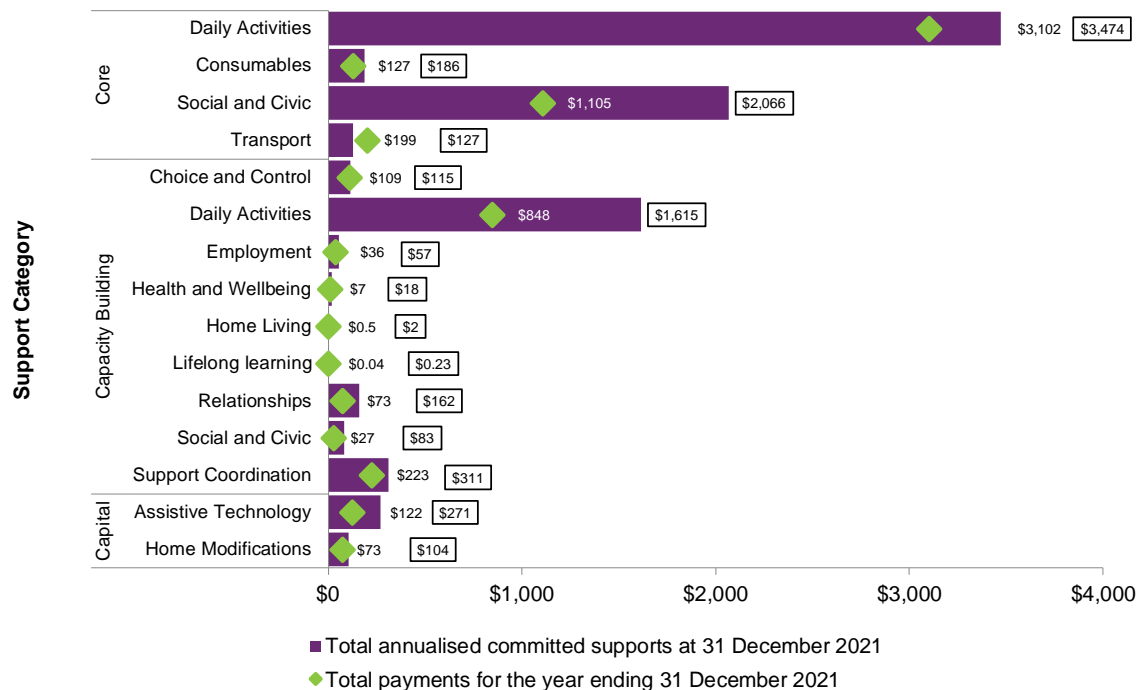


Figure G.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Victoria ^{289 290}

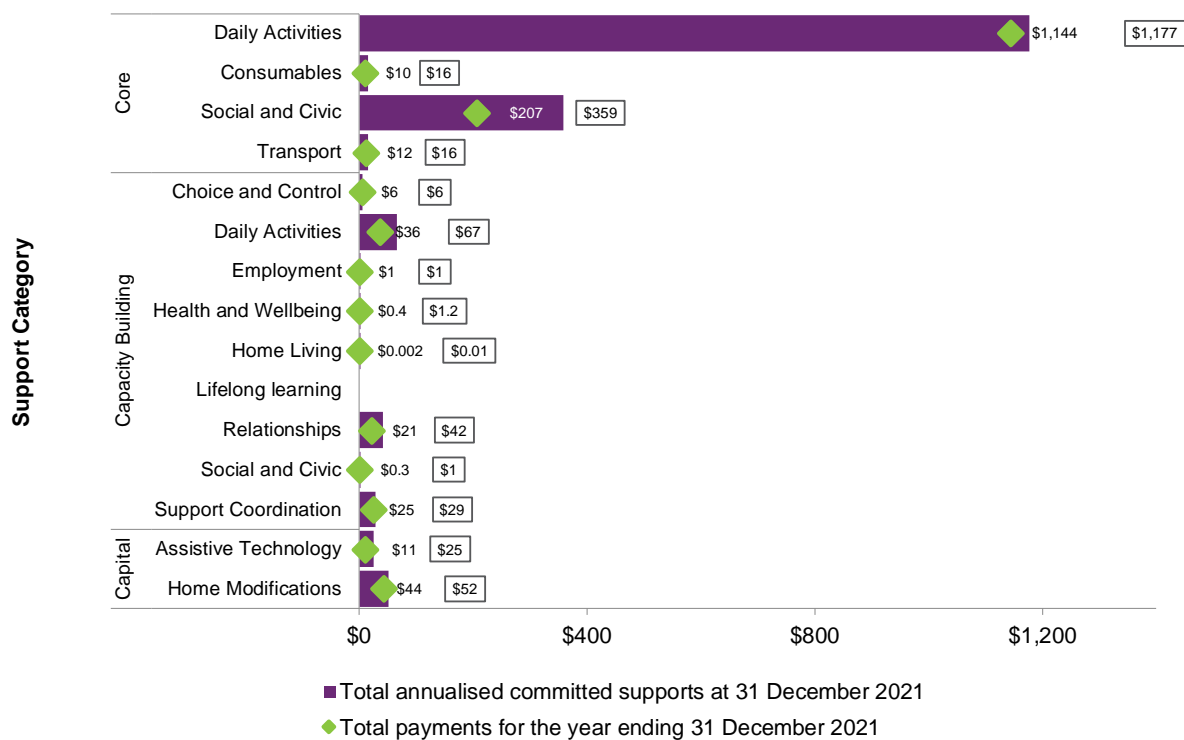


²⁸⁸ Ibid.

²⁸⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

²⁹⁰ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure G.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Victoria ^{291 292}



²⁹¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

²⁹² Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure G.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Victoria ^{293 294}

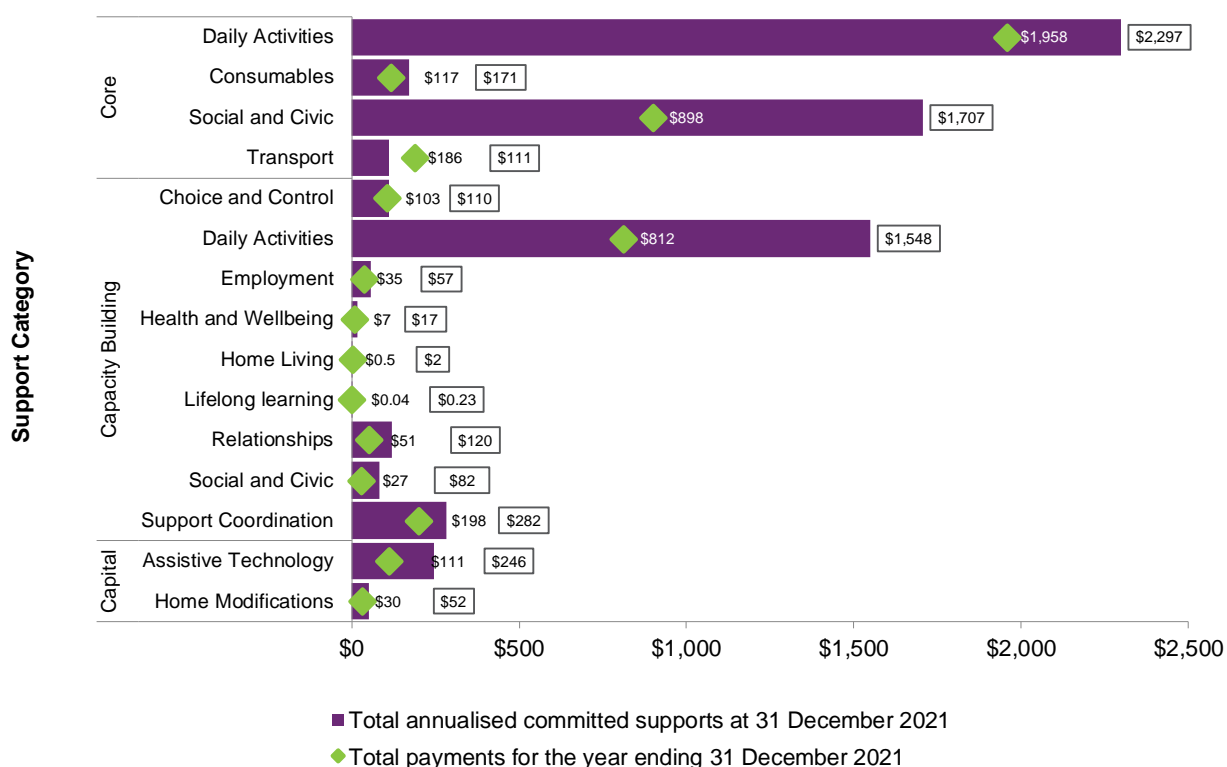


Table G.79 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	53.7	162.3	204.0	497.6	1,441.2	3,461.7	6,034.4	7,918.3	4,307.6
Total Paid	32.3	127.8	160.9	338.4	957.4	2,370.9	4,133.2	5,432.0	2,833.8
% utilised to date	60%	79%	79%	68%	66%	68%	68%	69%	66%

²⁹³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

²⁹⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure G.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Victoria

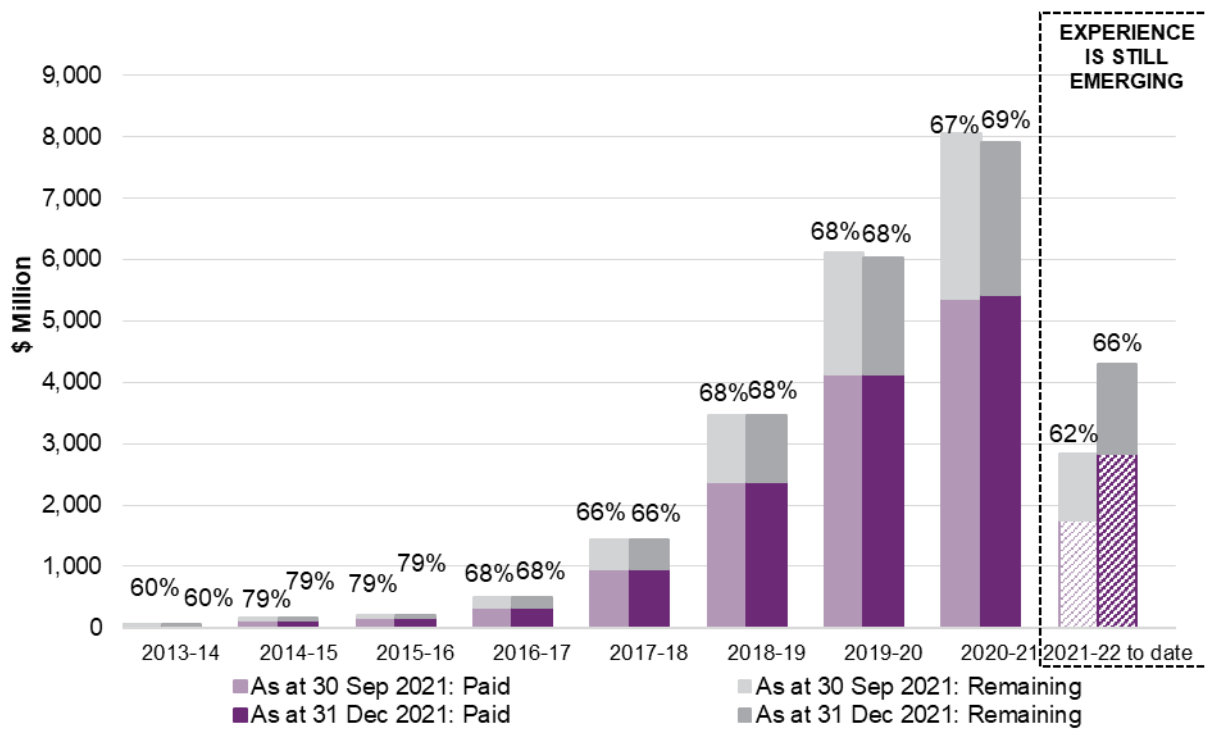
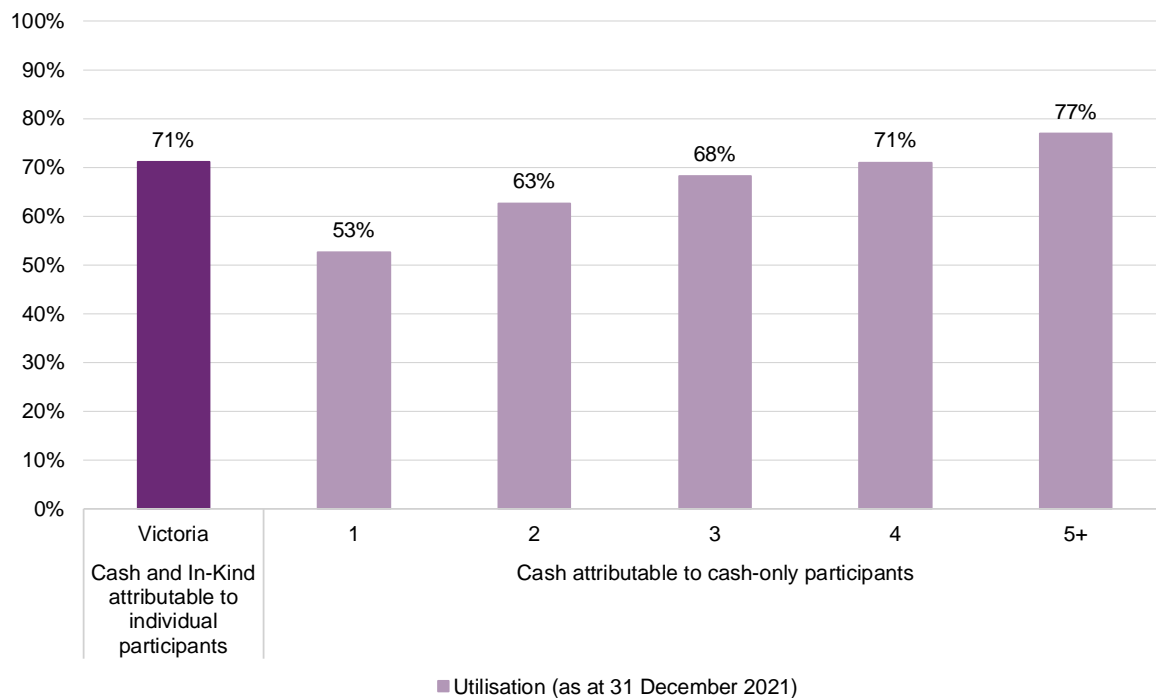


Figure G.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Victoria ²⁹⁵



²⁹⁵ 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 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure G.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Victoria ²⁹⁶

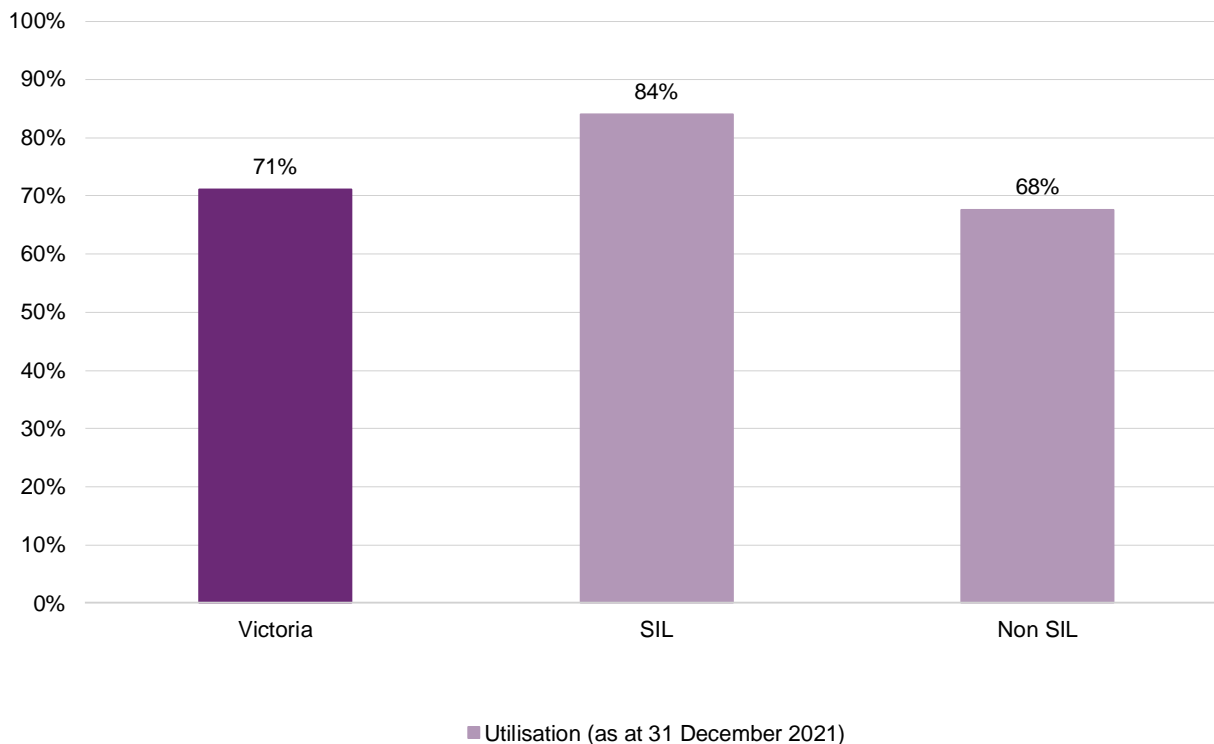
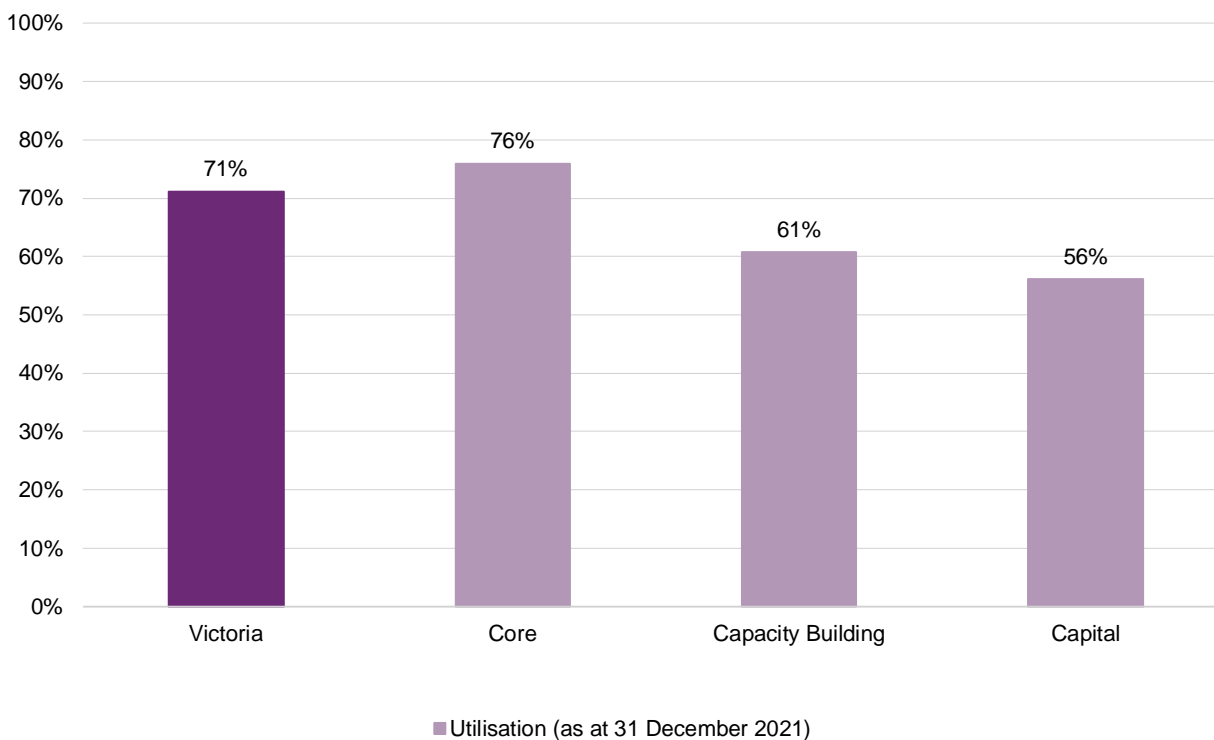


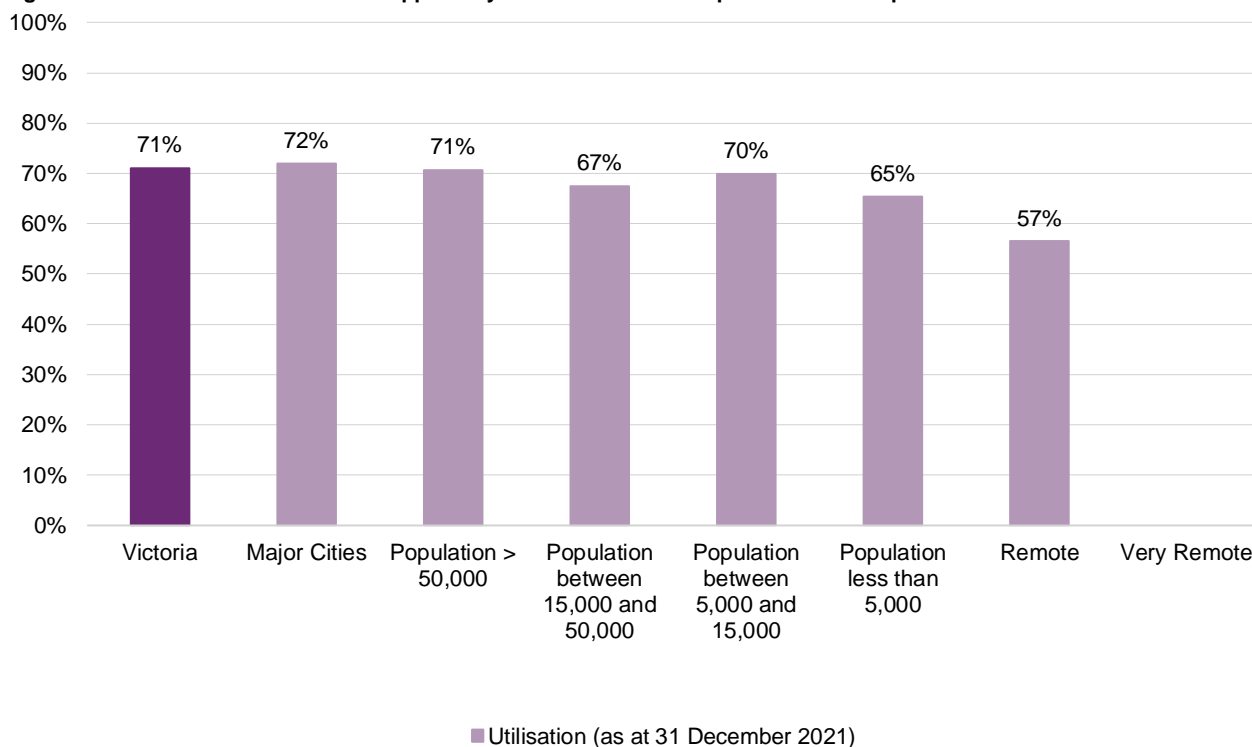
Figure G.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Victoria ²⁹⁷



²⁹⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

²⁹⁷ Ibid.

Figure G.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Victoria ^{298 299}



²⁹⁸ Ibid.

²⁹⁹ 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 ³⁰⁰

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	97,154	5,304	102,458	3,087	105,545

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland ³⁰¹

	Prior Quarters	2021-22 Q2	Total
Access decisions	125,027	7,307	132,334
Active Eligible	100,360	5,750	106,110
<i>New</i>	57,309	5,438	62,747
<i>State</i>	33,323	191	33,514
<i>Commonwealth</i>	9,728	121	9,849
Active Participant Plans (excl ECA)	97,154	5,304	102,458
<i>New</i>	54,394	5,006	59,400
<i>State</i>	33,132	174	33,306
<i>Commonwealth</i>	9,628	124	9,752
Active Participant Plans	100,866	8,391	105,545
<i>Early Intervention (s25)</i>	24,306	2,407	26,713
<i>Permanent Disability (s24)</i>	72,848	2,897	75,745
<i>ECA</i>	3,712	3,087	3,087

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Queensland

Exits	Total
Total participant exits	4,131
<i>Early Intervention participants</i>	1,119
<i>Permanent disability participants</i>	3,012

³⁰⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

³⁰¹ 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 ³⁰²

	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
End of 2021-22 Q2	33,306	9,752	59,400	3,087	105,545

Table H.5 Cumulative numbers of active participants by entry criteria into the Scheme – Queensland ^{303 304 305}

	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
End of 2021-22 Q2	26,713	75,745	3,087	105,545

³⁰² This table shows the total numbers of active participants at the end of each period.

³⁰³ Ibid.

³⁰⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁰⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table H.6 Assessment of access by age group – Queensland ³⁰⁶

	Prior Quarters		2021-22 Q2		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	27,315	98%	2,498	98%	29,813	98%
7 to 14	22,268	89%	1,125	86%	23,393	89%
15 to 18	7,163	90%	358	86%	7,521	90%
19 to 24	6,250	89%	212	79%	6,462	89%
25 to 34	8,252	86%	262	66%	8,514	86%
35 to 44	8,714	81%	344	63%	9,058	80%
45 to 54	11,385	76%	392	58%	11,777	75%
55 to 64	14,089	68%	561	51%	14,650	67%
65+	812	60%	12	32%	824	59%
Missing	<11		<11		<11	
Total	106,248	85%	5,764	79%	112,012	85%

Table H.7 Assessment of access by disability – Queensland ³⁰⁷

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	3,724	92%	133	88%	3,857	92%
Autism	35,147	96%	1,840	96%	36,987	96%
Cerebral palsy	3,667	96%	40	85%	3,707	96%
Developmental delay	9,397	98%	1,810	99%	11,207	98%
Global developmental delay	1,901	98%	196	98%	2,097	98%
Hearing impairment	5,603	89%	175	87%	5,778	89%
Intellectual disability	17,442	95%	384	87%	17,826	95%
Multiple sclerosis	1,538	87%	56	84%	1,594	87%
Psychosocial disability	10,131	72%	494	56%	10,625	71%
Spinal cord injury	1,485	94%	37	84%	1,522	93%
Stroke	1,766	84%	82	80%	1,848	84%
Visual impairment	1,709	85%	44	62%	1,753	85%
Other neurological	4,921	78%	160	66%	5,081	78%
Other physical	5,119	45%	133	26%	5,252	44%
Other sensory/speech	374	38%	<11		382	37%
Other	1,202	40%	172	30%	1,374	39%
Missing	1,122	99%	<11		1,122	99%
Total	106,248	85%	5,764	79%	112,012	85%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	9,260	9.5%	570	10.7%	9,830	9.6%
Not Aboriginal and Torres Strait Islander	76,622	78.9%	4,230	79.8%	80,852	78.9%
Not Stated	11,272	11.6%	504	9.5%	11,776	11.5%
Total	97,154	100%	5,304	100%	102,458	100%

³⁰⁶ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

³⁰⁷ Ibid.

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ³⁰⁸

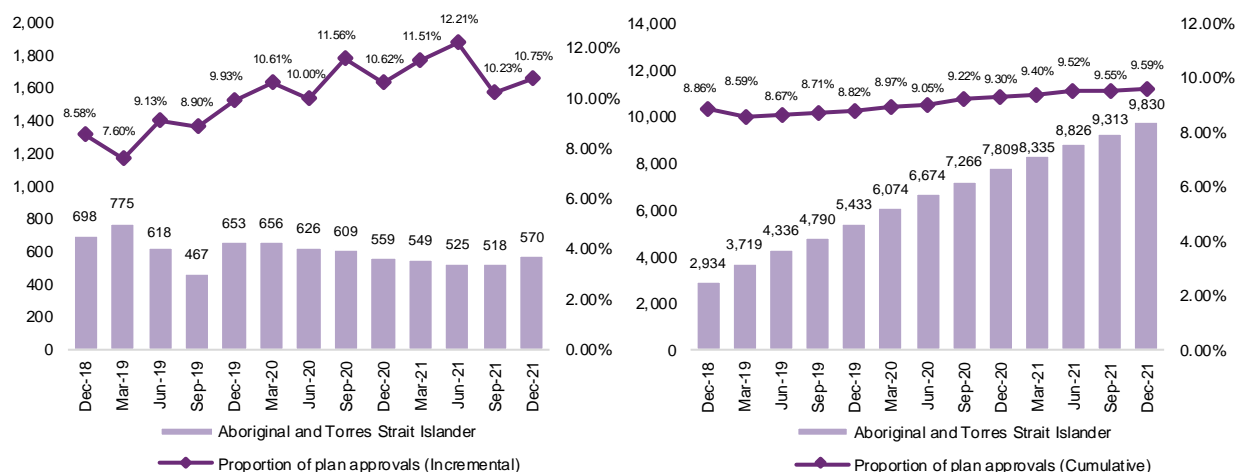


Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ³⁰⁹

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	5,262	5.4%	278	5.2%	5,540	5.4%
Not culturally and linguistically diverse	91,861	94.6%	5,026	94.8%	96,887	94.6%
Not stated	31	0.03%	<11		31	0.03%
Total	97,154	100%	5,304	100%	102,458	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ^{310 311}

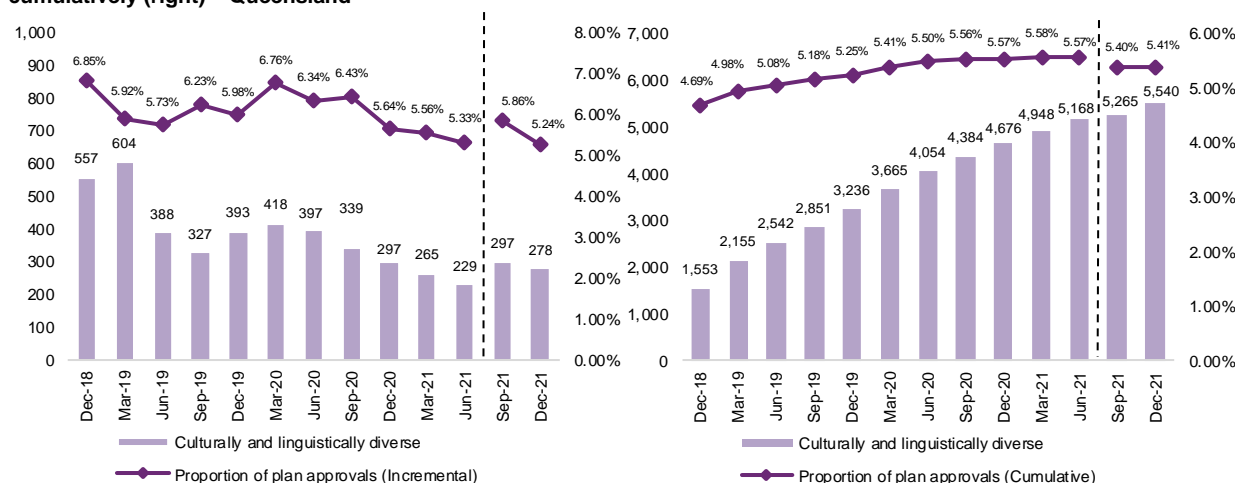


Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Queensland ³¹²

Total	
Age group	N
Under 45	11
45 to 54	68
55 to 64	445
Total YPIRAC (under 65)	524

³⁰⁸ 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.

³⁰⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

³¹⁰ 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.

³¹¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

³¹² There are a further 393 active participants aged 65 years or over who are currently in residential aged care.

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 ³¹³

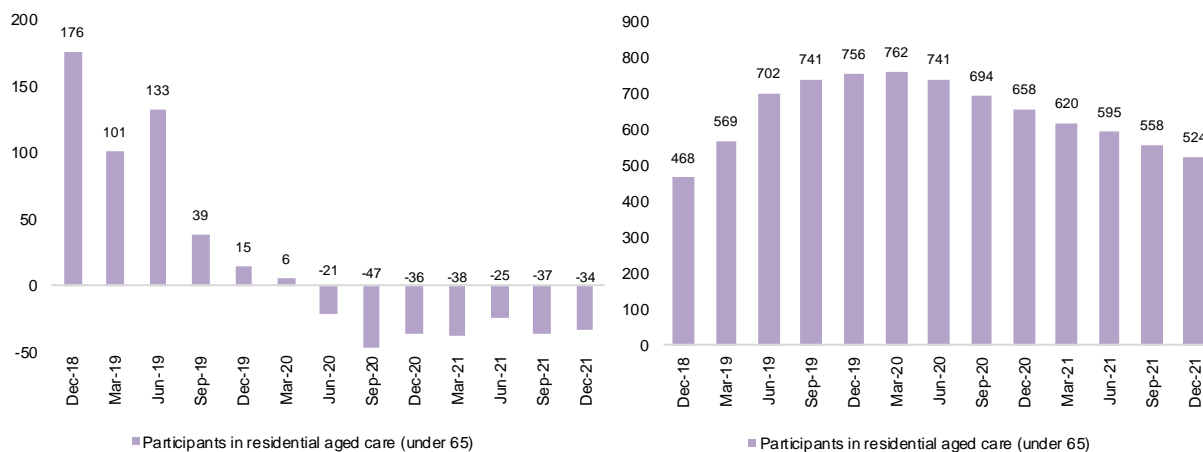
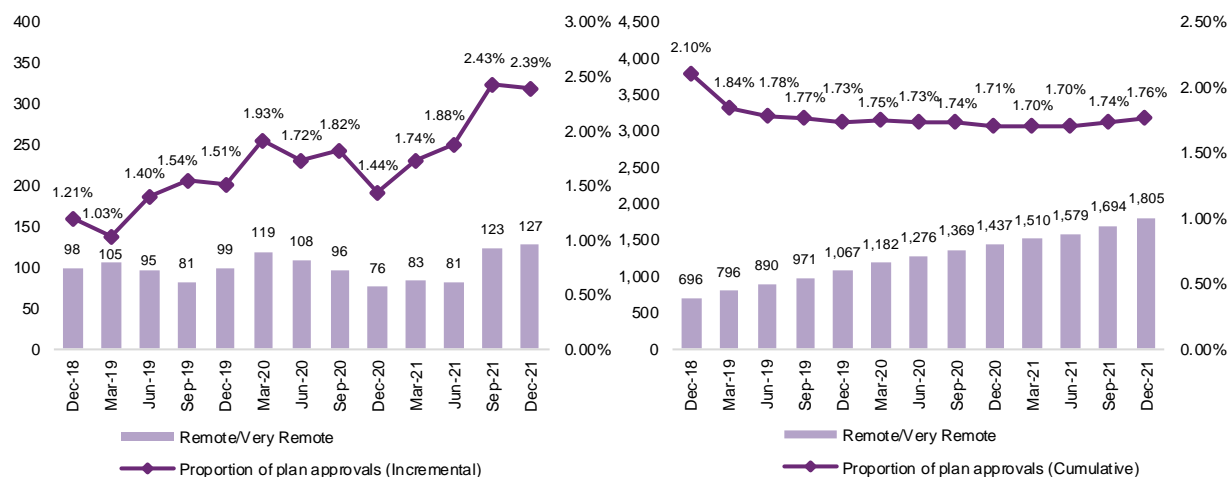


Table H.11 Participant profile per quarter by remoteness – Queensland ^{314 315}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	58,231	59.9%	3,321	62.6%	61,552	60.1%
Population > 50,000	22,870	23.5%	1,085	20.5%	23,955	23.4%
Population between 15,000 and 50,000	3,805	3.9%	214	4.0%	4,019	3.9%
Population between 5,000 and 15,000	4,129	4.3%	227	4.3%	4,356	4.3%
Population less than 5,000	6,426	6.6%	330	6.2%	6,756	6.6%
Remote	887	0.9%	62	1.2%	949	0.9%
Very Remote	791	0.8%	65	1.2%	856	0.8%
Missing	15		<11		15	
Total	97,154	100%	5,304	100%	102,458	100%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{316 317}



³¹³ 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.

³¹⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

³¹⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness.

³¹⁶ Ibid.

³¹⁷ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.12 Participant profile per quarter by primary disability group – Queensland ^{318 319 320}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	33,841	35%	1,881	35%	35,722	35%
Intellectual disability	16,599	17%	387	7%	16,986	17%
Psychosocial disability	9,369	10%	536	10%	9,905	10%
Developmental delay	7,624	8%	1,264	24%	8,888	9%
Hearing impairment	5,310	5%	202	4%	5,512	5%
Other neurological	4,111	4%	170	3%	4,281	4%
Other physical	4,416	5%	133	3%	4,549	4%
Cerebral palsy	3,540	4%	42	1%	3,582	3%
Acquired brain injury	3,368	3%	131	2%	3,499	3%
Global developmental delay	1,700	2%	180	3%	1,880	2%
Visual impairment	1,596	2%	32	1%	1,628	2%
Multiple sclerosis	1,436	1%	69	1%	1,505	1%
Stroke	1,574	2%	91	2%	1,665	2%
Spinal cord injury	1,379	1%	32	1%	1,411	1%
Other	1,021	1%	148	3%	1,169	1%
Other sensory/speech	270	0%	<11		276	0%
Total	97,154	100%	5,304	100%	102,458	100%

Table H.13 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{321 322}

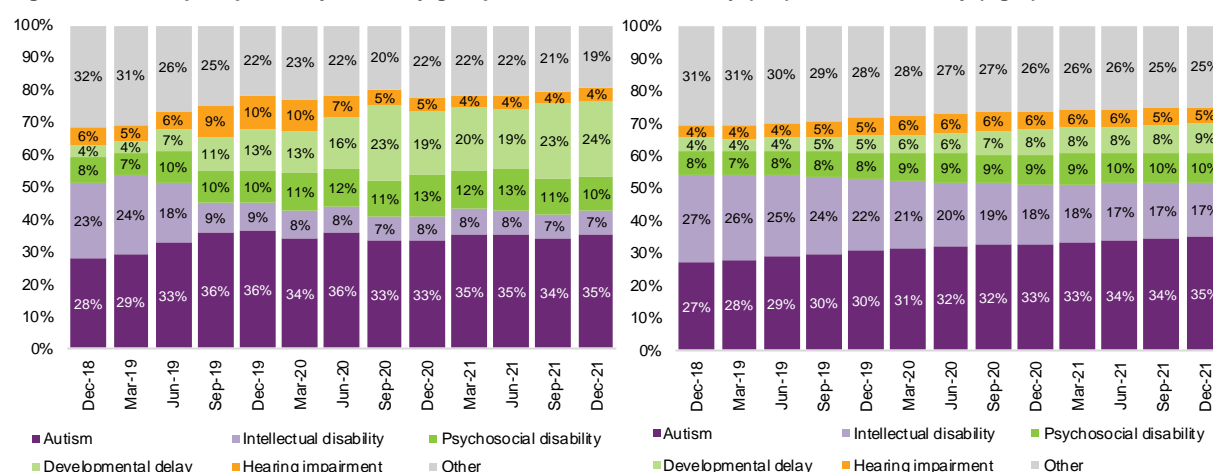
Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	566	11%	<11		566	11%
Intellectual disability	2,586	51%	<11		2,587	51%
Psychosocial disability	410	8%	<11		411	8%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	268	5%	<11		268	5%
Other physical	48	1%	<11		48	1%
Cerebral palsy	456	9%	<11		456	9%
Acquired brain injury	464	9%	<11		464	9%
Global developmental delay	<11		<11		<11	
Visual impairment	23	0%	<11		23	0%
Multiple sclerosis	49	1%	<11		49	1%
Stroke	97	2%	<11		98	2%
Spinal cord injury	37	1%	<11		37	1%
Other	26	1%	<11		27	1%
Other sensory/speech	<11		<11		<11	
Total	5,034	100%	<11		5,038	100%

³¹⁸ Table order based on national proportions in Table E.12 (highest to lowest).³¹⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.³²⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Queensland (2,414).³²¹ 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.³²² Down syndrome is included in intellectual disability, representing 8% of participants in SIL (409).

Table H.14 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ³²³

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	33,275	36%	1,881	35%	35,156	36%
Intellectual disability	14,013	15%	386	7%	14,399	15%
Psychosocial disability	8,959	10%	535	10%	9,494	10%
Developmental delay	7,624	8%	1,264	24%	8,888	9%
Hearing impairment	5,307	6%	202	4%	5,509	6%
Other neurological	3,843	4%	170	3%	4,013	4%
Other physical	4,368	5%	133	3%	4,501	5%
Cerebral palsy	3,084	3%	42	1%	3,126	3%
Acquired brain injury	2,904	3%	131	2%	3,035	3%
Global developmental delay	1,700	2%	180	3%	1,880	2%
Visual impairment	1,573	2%	32	1%	1,605	2%
Multiple sclerosis	1,387	2%	69	1%	1,456	1%
Stroke	1,477	2%	90	2%	1,567	2%
Spinal cord injury	1,342	1%	32	1%	1,374	1%
Other	995	1%	147	3%	1,142	1%
Other sensory/speech	269	0%	<11		275	0%
Total	92,120	100%	5,300	100%	97,420	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ³²⁴



³²³ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,005).

³²⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.15 Participant profile per quarter by reported level of function – Queensland ³²⁵

	Prior Quarters		2021-22 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	9,572	10%	1,190	22%	10,762	11%
2 (High Function)	96	0%	19	0%	115	0%
3 (High Function)	4,804	5%	326	6%	5,130	5%
4 (High Function)	6,255	6%	332	6%	6,587	6%
5 (High Function)	5,402	6%	367	7%	5,769	6%
6 (Moderate Function)	24,655	25%	1,543	29%	26,198	26%
7 (Moderate Function)	4,420	5%	214	4%	4,634	5%
8 (Moderate Function)	7,247	7%	321	6%	7,568	7%
9 (Moderate Function)	566	1%	19	0%	585	1%
10 (Moderate Function)	11,503	12%	442	8%	11,945	12%
11 (Low Function)	2,949	3%	58	1%	3,007	3%
12 (Low Function)	11,570	12%	338	6%	11,908	12%
13 (Low Function)	6,004	6%	125	2%	6,129	6%
14 (Low Function)	2,062	2%	<11		2,072	2%
15 (Low Function)	39	0%	<11		39	0%
Missing	<11		<11		<11	
Total	97,154	100%	5,304	100%	102,458	100%

Figure H.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Queensland ³²⁶

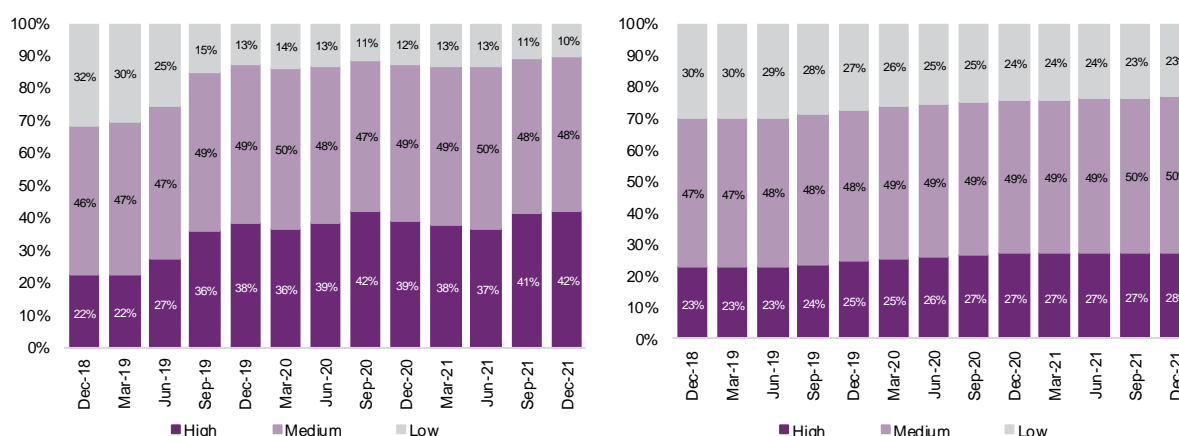


Table H.16 Participant profile per quarter by age group – Queensland

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	14,585	15%	1,866	35%	16,451	16%
7 to 14	26,007	27%	1,207	23%	27,214	27%
15 to 18	7,768	8%	389	7%	8,157	8%
19 to 24	7,607	8%	211	4%	7,818	8%
25 to 34	8,526	9%	271	5%	8,797	9%
35 to 44	7,972	8%	373	7%	8,345	8%
45 to 54	9,673	10%	402	8%	10,075	10%
55 to 64	11,456	12%	544	10%	12,000	12%
65+	3,560	4%	41	1%	3,601	4%
Total	97,154	100%	5,304	100%	102,458	100%

³²⁵ The distributions are calculated excluding participants with a missing reported level of function.

³²⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.17 Participant profile per quarter (participants in SIL) by age group – Queensland ³²⁷

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	29	1%	<11		29	1%
19 to 24	446	9%	<11		446	9%
25 to 34	966	19%	<11		966	19%
35 to 44	953	19%	<11		954	19%
45 to 54	1,169	23%	<11		1,169	23%
55 to 64	1,202	24%	<11		1,205	24%
65+	265	5%	<11		265	5%
Total	5,034	100%	<11		5,038	100%

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

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	14,585	16%	1,866	35%	16,451	17%
7 to 14	26,003	28%	1,207	23%	27,210	28%
15 to 18	7,739	8%	389	7%	8,128	8%
19 to 24	7,161	8%	211	4%	7,372	8%
25 to 34	7,560	8%	271	5%	7,831	8%
35 to 44	7,019	8%	372	7%	7,391	8%
45 to 54	8,504	9%	402	8%	8,906	9%
55 to 64	10,254	11%	541	10%	10,795	11%
65+	3,295	4%	41	1%	3,336	3%
Total	92,120	100%	5,300	100%	97,420	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ³²⁸

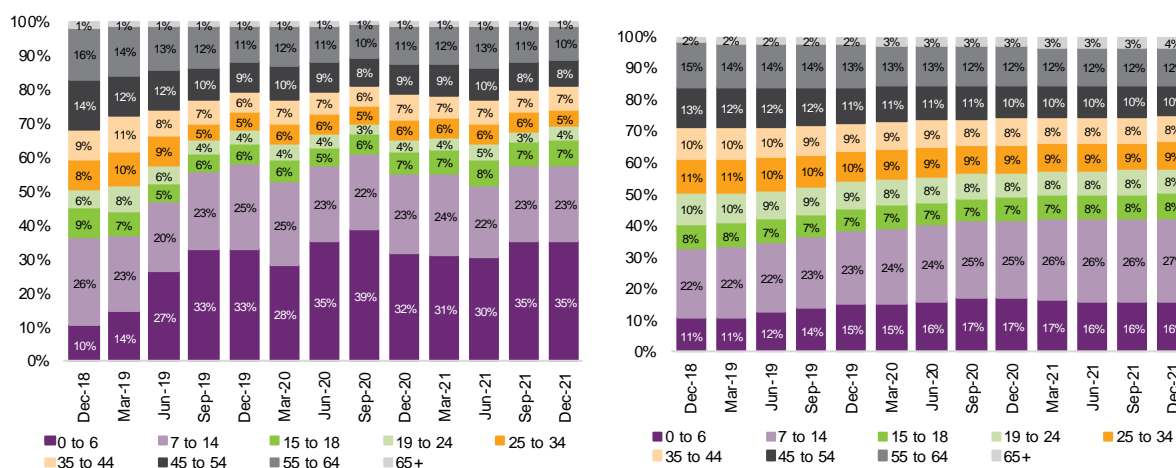


Table H.19 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	59,567	61%	3,204	60%	62,771	61%
Female	36,820	38%	2,035	38%	38,855	38%
Other	767	1%	65	1%	832	1%
Total	97,154	100%	5,304	100%	102,458	100%

³²⁷ 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.

³²⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ³²⁹

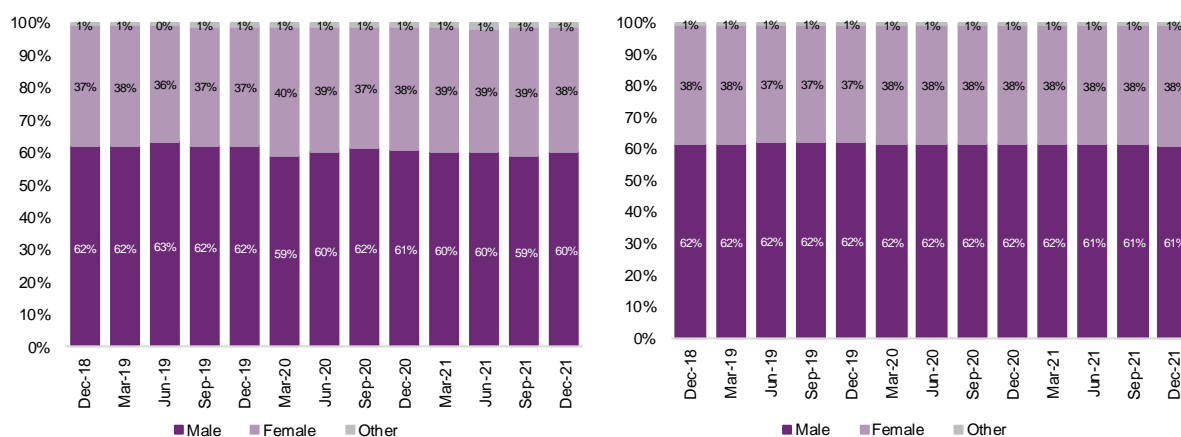


Table H.20 Participation rates by age group at 31 December 2021 – Queensland ³³⁰

Age group	Participation rate
0-6	4.00%
7-14	4.97%
15-18	3.13%
19-24	1.96%
25-34	1.20%
35-44	1.22%
45-54	1.52%
55-64	2.00%
Total (aged 0-64)	2.31%

³²⁹ Ibid.

³³⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table H.21 Number of baseline questionnaires completed by SFOF version – Queensland ³³¹

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	760	1,336	3,043	5,463	4,897	2,865	18,364
Participant school to 14	1,413	2,644	8,997	8,083	6,216	3,186	30,539
Participant 15 to 24	1,066	1,443	5,043	2,302	1,959	1,053	12,866
Participant 25 and over	3,276	3,871	14,979	7,785	6,367	3,210	39,488
Total Participant	6,515	9,294	32,062	23,633	19,439	10,314	101,257
Family 0 to 14	2,023	3,816	11,071	12,974	10,682	5,864	46,430
Family 15 to 24	272	968	3,245	1,528	1,391	785	8,189
Family 25 and over	170	1,124	4,150	2,054	1,597	823	9,918
Total Family	2,465	5,908	18,466	16,556	13,670	7,472	64,537
Total	8,980	15,202	50,528	40,189	33,109	17,786	165,794

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	70%			
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			37%	62%
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%

³³¹ 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 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	44%			
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	64%	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%	34%

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		71%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			81%	66%
HW	% who rate their health as good, very good or excellent			66%	41%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			37%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			18%	18%
WK	% who volunteer			12%	11%

Table H.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%	25%
% receiving Carer Allowance	40%	49%	37%
% working in a paid job	46%	51%	37%
Of those in a paid job, % in permanent employment	77%	74%	77%
Of those in a paid job, % working 15 hours or more	82%	85%	85%
% who say they (and their partner) are able to work as much as they want	46%	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%	27%	19%
% able to advocate for their child/family member	80%	74%	71%
% who have friends and family they see as often as they like	45%	43%	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%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% 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=4,299) - participants who entered between 1 July 2016 and 31 December 2020 – Queensland ³³²

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	92%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	68%

Table H.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,363) - participants who entered between 1 July 2016 and 31 December 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?	49%
REL Has the NDIS improved your child's relationships with family and friends?	60%
S/CP Has the NDIS improved your child's social and recreational life?	54%

³³² Results in Tables H.26 to H.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

Table H.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,128) and ‘Participant 25 and over’ (n=13,034) - participants who entered between 1 July 2016 and 31 December 2020 – Queensland

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	80%
DL	Has the NDIS helped you with daily living activities?	71%	82%
REL	Has the NDIS helped you to meet more people?	59%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	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%

Table H.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,689); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,007) - participants who entered between 1 July 2016 and 31 December 2020 – Queensland

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	73%	63%
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?	51%	46%

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=1,763) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland ³³³

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?	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?	80%	84%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	64%	70%	+6%

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=5,675) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	73%	+6%
LL	Has the NDIS improved your child's access to education?	45%	52%	+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%	56%	+6%

³³³ Results in Tables H.30 to H.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=2,416) and ‘Participant 25 and over’ (n=6,366) - participants who entered between 1 July 2016 and 31 December 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%	75%	83%	+8%
DL	Has the NDIS helped you with daily living activities?	70%	76%	+6%	78%	86%	+8%
REL	Has the NDIS helped you to meet more people?	58%	62%	+4%	60%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	0%	35%	39%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	55%	+4%	59%	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%	+3%	32%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	0%	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	64%	69%	+5%	67%	73%	+6%

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=5,173); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,431) - participants who entered between 1 July 2016 and 31 December 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?	65%	72%	+7%	55%	66%	+11%
	Has the NDIS improved the level of support for your family?	71%	78%	+7%	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?	75%	81%	+6%	64%	74%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	83%	+5%			
	Has the NDIS improved your health and wellbeing?	45%	50%	+5%	38%	44%	+6%

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=714) - participants who entered prior to 1 July 2016 and 31 December 2018 – Queensland ³³⁴

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	98%	+7%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	88%	+7%
REL	Has the NDIS improved how your child fits into family life?	74%	79%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	74%	+16%

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=2,491) - participants who entered between 1 July 2016 and 31 December 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?	61%	70%	75%	+14%
LL	Has the NDIS improved your child's access to education?	39%	47%	52%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	57%	62%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	50%	53%	+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=1,604) - participants who entered between 1 July 2016 and 31 December 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?	67%	69%	74%	+7%
Has the NDIS helped you with daily living activities?	66%	71%	76%	+10%
Has the NDIS helped you to meet more people?	55%	57%	61%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	20%	22%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	50%	51%	56%	+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%	35%	37%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	13%	16%	-3%
Has the NDIS helped you be more involved?	63%	65%	70%	+7%

³³⁴ Results in Tables H.34 to H.39 include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,831) - participants who entered between 1 July 2016 and 31 December 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?	74%	80%	84%	+10%
Has the NDIS helped you with daily living activities?	77%	83%	87%	+10%
Has the NDIS helped you to meet more people?	60%	64%	69%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	35%	39%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	56%	60%	66%	+10%
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%	35%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	18%	-2%
Has the NDIS helped you be more involved?	67%	72%	77%	+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=1,969) - participants who entered between 1 July 2016 and 31 December 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?	60%	61%	70%	+10%
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?	71%	75%	80%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	81%	+9%
Has the NDIS improved your health and wellbeing?	40%	40%	45%	+5%

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=692) - participants who entered between 1 July 2016 and 31 December 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?	57%	60%	66%	+9%
Has the NDIS improved the level of support for your family?	69%	69%	78%	+9%
Has the NDIS helped you to access services, programs and activities in the community?	68%	71%	76%	+8%
Has the NDIS improved your health and wellbeing?	42%	38%	46%	+4%

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=1,067) - participants who entered between 1 July 2016 and 31 December 2017 – Queensland³³⁵

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	54%	69%	74%	77%	+23%
LL	Has the NDIS improved your child's access to education?	32%	39%	42%	48%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	56%	59%	63%	+19%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	51%	54%	+12%

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=651) - participants who entered between 1 July 2016 and 31 December 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%	65%	70%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	66%	72%	76%	77%	+11%
REL	Has the NDIS helped you to meet more people?	50%	54%	54%	57%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	16%	21%	21%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	46%	49%	54%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	31%	33%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	15%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	60%	63%	67%	69%	+9%

³³⁵ Results in Tables H.40 to H.44 include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,382) - participants who entered between 1 July 2016 and 31 December 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%	87%	89%	+12%
REL	Has the NDIS helped you to meet more people?	56%	63%	67%	69%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	29%	35%	36%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	64%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	29%	32%	32%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	14%	17%	0%
S/CP	Has the NDIS helped you be more involved?	63%	69%	75%	77%	+14%

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=609) - participants who entered between 1 July 2016 and 31 December 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%	59%	65%	+11%
	Has the NDIS improved the level of support for your family?	61%	68%	80%	77%	+16%
	Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	84%	82%	+13%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	78%	80%	82%	+13%
	Has the NDIS improved your health and wellbeing?	37%	39%	39%	39%	+2%

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=143) - participants who entered between 1 July 2016 and 31 December 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?	51%	55%	56%	65%	+14%
	Has the NDIS improved the level of support for your family?	65%	64%	73%	78%	+13%
	Has the NDIS helped you to access services, programs and activities in the community?	57%	62%	64%	74%	+17%
	Has the NDIS improved your health and wellbeing?	39%	37%	27%	38%	-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 ‘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=178) - participants who entered between 1 July 2016 and 31 December 2016 – Queensland ³³⁶

	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?	57%	63%	66%	68%	72%	+15%
LL	Has the NDIS improved your child's access to education?	28%	26%	34%	43%	44%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	42%	47%	49%	55%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	42%	49%	48%	57%	+10%

³³⁶ Results in Tables H.45 to H.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

Table H.46 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 31 December 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?	73%	69%	64%	71%	77%	+4%
DL	Has the NDIS helped you with daily living activities?	81%	71%	72%	73%	79%	-2%
REL	Has the NDIS helped you to meet more people?	57%	54%	49%	51%	51%	-6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	26%	20%	25%	26%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	50%	46%	53%	56%	+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?	47%	39%	35%	37%	38%	-9%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	14%	13%	13%	20%	+1%
S/CP	Has the NDIS helped you be more involved?	67%	65%	64%	64%	68%	+1%

Table H.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=285) - participants who entered between 1 July 2016 and 31 December 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?	66%	71%	76%	85%	83%	+17%
DL	Has the NDIS helped you with daily living activities?	75%	85%	86%	91%	92%	+17%
REL	Has the NDIS helped you to meet more people?	57%	58%	66%	78%	74%	+17%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	30%	31%	42%	40%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	56%	60%	69%	69%	+16%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	32%	37%	39%	39%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	15%	17%	19%	+1%
S/CP	Has the NDIS helped you be more involved?	65%	69%	79%	85%	82%	+17%

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'.

Table H.48 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,080), 'participant social and community engagement rate' (n=10,149), 'parent and carer employment rate' (n=7,634) and 'participant choice and control' (n=8,077) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Queensland ³³⁷

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	Numbers are too small	17%	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%	42%	44%	48%
Aged 25+	38%	44%	45%	
Aged 15+	38%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	44%	47%	47%	49%
Aged 15+	44%	46%	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+		75%	83%	
Aged 15+		73%	81%	

Table H.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,771), 'participant social and community engagement rate' (n=5,801), 'parent and carer employment rate' (n=2,793) and 'participant choice and control' (n=5,098) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Queensland ³³⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	13%	18%	18%	21%	24%
Aged 25+	19%	20%	15%	17%	
Aged 15+	18%	19%	16%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	39%	47%	45%	49%	48%
Aged 25+	39%	45%	45%	47%	
Aged 15+	39%	45%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	43%	45%	47%	49%
Aged 15+	41%	43%	46%	42%	
All ages	41%	43%	45%	45%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	69%	74%	75%
Aged 25+		74%	80%	84%	
Aged 15+		72%	76%	81%	

³³⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

³³⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

Table H.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,050), 'participant social and community engagement rate' (n=2,086), 'parent and carer employment rate' (n=754) and 'participant choice and control' (n=1,907) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Queensland ³³⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	18%	25%	23%	22%	23%	24%
Aged 25+	21%	20%	19%	17%	18%	
Aged 15+	20%	21%	20%	18%	19%	
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%	41%	41%	44%	48%
Aged 25+	38%	47%	50%	49%	49%	
Aged 15+	37%	46%	49%	48%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	37%	43%	44%	44%	47%	49%
Aged 15+	41%	49%	51%	50%	47%	
All ages	39%	45%	46%	46%	47%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		64%	65%	70%	72%	75%
Aged 25+		70%	77%	79%	83%	
Aged 15+		68%	73%	76%	79%	

³³⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

Table H.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=406), 'participant social and community engagement rate' (n=419), 'parent and carer employment rate' (n=102) and 'participant choice and control' (n=358) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Queensland ³⁴⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	15%	21%	22%	19%	13%	22%	24%
Aged 25+	19%	20%	16%	21%	11%	17%	
Aged 15+	18%	20%	16%	21%	11%	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	40%	38%	40%	45%	40%	40%	48%
Aged 25+	41%	47%	53%	53%	52%	51%	
Aged 15+	41%	46%	51%	52%	50%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	34%	39%	49%	45%	Numbers are too small	51%	49%
Aged 15+	44%	50%	52%	55%	Numbers are too small	66%	
All ages	38%	43%	50%	49%	48%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		73%	69%	64%	71%	77%	75%
Aged 25+		66%	71%	76%	85%	83%	
Aged 15+		68%	70%	72%	79%	81%	

Table H.52 Number of active plans by goal type and primary disability – Queensland ³⁴¹

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	
Acquired brain injury	636	2,745	1,730	529	615	2,775	1,155	969	3,499
Autism	3,997	31,624	9,578	8,658	9,959	23,302	2,147	5,934	35,722
Cerebral palsy	626	3,106	1,488	593	499	2,453	752	539	3,582
Developmental delay	172	8,478	1,806	3,780	2,176	5,484	3	3	8,888
Down syndrome	335	2,083	984	430	431	1,816	526	631	2,414
Global developmental delay	42	1,811	377	794	512	1,022	0	0	1,880
Hearing impairment	776	4,514	869	1,069	602	2,544	377	1,159	5,512
Intellectual disability	2,426	11,891	5,243	2,744	3,245	11,013	3,434	4,748	14,572
Multiple sclerosis	276	1,243	889	119	148	1,050	422	331	1,505
Psychosocial disability	1,643	7,664	5,119	1,720	1,626	8,097	2,914	3,235	9,905
Spinal cord injury	324	1,220	680	132	117	951	383	435	1,411
Stroke	331	1,392	805	149	219	1,274	514	289	1,665
Visual impairment	313	1,453	470	273	123	1,161	211	472	1,628
Other neurological	773	3,534	2,133	481	664	3,221	1,229	598	4,281
Other physical	798	3,921	2,034	438	348	2,826	835	941	4,549
Other sensory/speech	34	245	50	69	57	137	9	31	276
Other	195	974	540	166	155	841	275	219	1,169
Total	13,697	87,898	34,795	22,144	21,496	69,967	15,186	20,534	102,458

³⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

³⁴¹ 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.53 Percentage of active plans by goal type and primary disability – Queensland ³⁴²

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	18%	78%	49%	15%	18%	79%	33%	28%
Autism	11%	89%	27%	24%	28%	65%	6%	17%
Cerebral palsy	17%	87%	42%	17%	14%	68%	21%	15%
Developmental delay	2%	95%	20%	43%	24%	62%	0%	0%
Down syndrome	14%	86%	41%	18%	18%	75%	22%	26%
Global developmental delay	2%	96%	20%	42%	27%	54%	0%	0%
Hearing impairment	14%	82%	16%	19%	11%	46%	7%	21%
Intellectual disability	17%	82%	36%	19%	22%	76%	24%	33%
Multiple sclerosis	18%	83%	59%	8%	10%	70%	28%	22%
Psychosocial disability	17%	77%	52%	17%	16%	82%	29%	33%
Spinal cord injury	23%	86%	48%	9%	8%	67%	27%	31%
Stroke	20%	84%	48%	9%	13%	77%	31%	17%
Visual impairment	19%	89%	29%	17%	8%	71%	13%	29%
Other neurological	18%	83%	50%	11%	16%	75%	29%	14%
Other physical	18%	86%	45%	10%	8%	62%	18%	21%
Other sensory/speech	12%	89%	18%	25%	21%	50%	3%	11%
Other	17%	83%	46%	14%	13%	72%	24%	19%
Total	13%	86%	34%	22%	21%	68%	15%	20%

Table H.54 Number of goals in active plans by goal type and primary disability – Queensland ³⁴³

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	
Acquired brain injury	1,803	11,244	5,071	1,602	1,880	8,541	3,257	2,525	35,923
Autism	11,898	187,154	29,553	28,011	29,325	70,692	6,340	16,542	379,515
Cerebral palsy	1,964	18,148	4,975	1,957	1,515	8,320	2,443	1,561	40,883
Developmental delay	501	75,175	5,656	11,622	6,224	17,019	12	9	116,218
Down syndrome	1,005	10,825	2,783	1,379	1,310	5,539	1,487	1,656	25,984
Global developmental delay	120	17,570	1,319	2,835	1,600	3,236	0	0	26,680
Hearing impairment	1,940	18,796	2,372	2,901	1,587	6,479	903	2,749	37,727
Intellectual disability	6,992	52,768	15,275	8,550	9,714	33,199	9,484	12,499	148,481
Multiple sclerosis	826	5,057	2,747	387	389	3,229	1,175	910	14,720
Psychosocial disability	4,355	24,841	13,906	4,631	4,136	21,701	7,211	7,894	88,675
Spinal cord injury	1,092	5,208	2,142	457	360	3,164	1,283	1,298	15,004
Stroke	1,019	5,953	2,461	507	638	3,915	1,450	734	16,677
Visual impairment	919	6,014	1,301	734	349	3,324	598	1,212	14,451
Other neurological	2,354	15,873	6,606	1,472	1,957	10,132	3,658	1,648	43,700
Other physical	2,211	16,114	5,941	1,231	1,002	8,169	2,271	2,362	39,301
Other sensory/speech	96	1,153	133	218	125	343	12	76	2,156
Other	671	4,818	1,742	542	491	2,612	772	633	12,281
Total	39,766	476,711	103,983	69,036	62,602	209,614	42,356	54,308	1,058,376

³⁴² The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

³⁴³ Participants have set over six million goals in total across Australia since July 2016. The 000,001 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 Number of active plans by goal type and age group – Queensland ³⁴⁴

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	306	15,655	3,369	6,903	4,050	9,878	6	2	16,451
7 to 14	2,452	24,612	6,545	6,122	7,583	15,694	230	630	27,214
15 to 18	1,433	6,944	2,413	1,827	2,046	5,990	627	2,976	8,157
19 to 24	1,553	6,375	2,582	1,585	1,396	5,711	1,968	4,320	7,818
25 to 34	1,771	7,011	3,642	1,575	1,553	6,502	2,685	3,937	8,797
35 to 44	1,576	6,609	3,997	1,286	1,378	6,345	2,353	3,188	8,345
45 to 54	1,841	8,106	4,861	1,301	1,528	7,803	2,759	2,982	10,075
55 to 64	2,151	9,680	5,647	1,260	1,507	9,311	3,437	2,185	12,000
65+	614	2,906	1,739	285	455	2,733	1,121	314	3,601
Total	13,697	87,898	34,795	22,144	21,496	69,967	15,186	20,534	102,458

Table H.56 Percentage of active plans by goal type and age group – Queensland ³⁴⁵

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	2%	95%	20%	42%	25%	60%	0%	0%
7 to 14	9%	90%	24%	22%	28%	58%	1%	2%
15 to 18	18%	85%	30%	22%	25%	73%	8%	36%
19 to 24	20%	82%	33%	20%	18%	73%	25%	55%
25 to 34	20%	80%	41%	18%	18%	74%	31%	45%
35 to 44	19%	79%	48%	15%	17%	76%	28%	38%
45 to 54	18%	80%	48%	13%	15%	77%	27%	30%
55 to 64	18%	81%	47%	11%	13%	78%	29%	18%
65+	17%	81%	48%	8%	13%	76%	31%	9%
Total	13%	86%	34%	22%	21%	68%	15%	20%

Table H.57 Number of goals in active plans by goal type and age group – Queensland ³⁴⁶

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	976	148,434	11,449	22,754	12,397	31,904	23	5	227,942
7 to 14	7,184	146,349	20,063	19,363	21,844	46,211	662	1,779	263,455
15 to 18	4,200	30,046	7,222	5,712	5,810	17,968	1,967	8,536	81,461
19 to 24	4,409	24,371	7,435	4,547	4,044	16,597	5,656	11,290	78,349
25 to 34	5,167	26,096	10,237	4,633	4,574	19,197	7,434	10,306	87,644
35 to 44	4,678	24,726	11,881	3,753	4,021	18,985	6,668	8,424	83,136
45 to 54	5,229	29,698	14,261	3,706	4,367	23,128	7,497	7,717	95,603
55 to 64	6,212	36,617	16,665	3,793	4,315	27,889	9,534	5,438	110,463
65+	1,711	10,374	4,770	775	1,230	7,735	2,915	813	30,323
Total	39,766	476,711	103,983	69,036	62,602	209,614	42,356	54,308	1,058,376

³⁴⁴ 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.

³⁴⁵ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

³⁴⁶ Participants have set over six million goals in total across Australia since July 2016. The 000,001 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.58 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ³⁴⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 1,020	n = 314
Are you happy with how coming into the NDIS has gone?	81%	87%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	73%	74%
% of participants rating their overall experience as Very Good or Good.	74%	77%
Pre-planning	n = 861	n = 232
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?	95%	94%
Were decisions about your plan clearly explained?	74%	78%
Are you clear on what happens next with your plan?	67%	65%
Do you know where to go for more help with your plan?	69%	69%
% of participants rating their overall experience as Very Good or Good.	75%	78%
Planning	n = 3,837	n = 935
Did the person from the NDIS understand how your disability affects your life?	90%	88%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	88%	86%
Are you clear on what happens next with your plan?	82%	81%
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.	85%	82%
Plan review	n = 9,489	n = 2,532
Did the person from the NDIS understand how your disability affects your life?	77%	72%
Did you feel prepared for your plan review?	83%	82%
Is your NDIS plan helping you to make progress towards your goals?	87%	84%
% of participants rating their overall experience as Very Good or Good.	71%	66%

³⁴⁷ 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 ^{348 349}

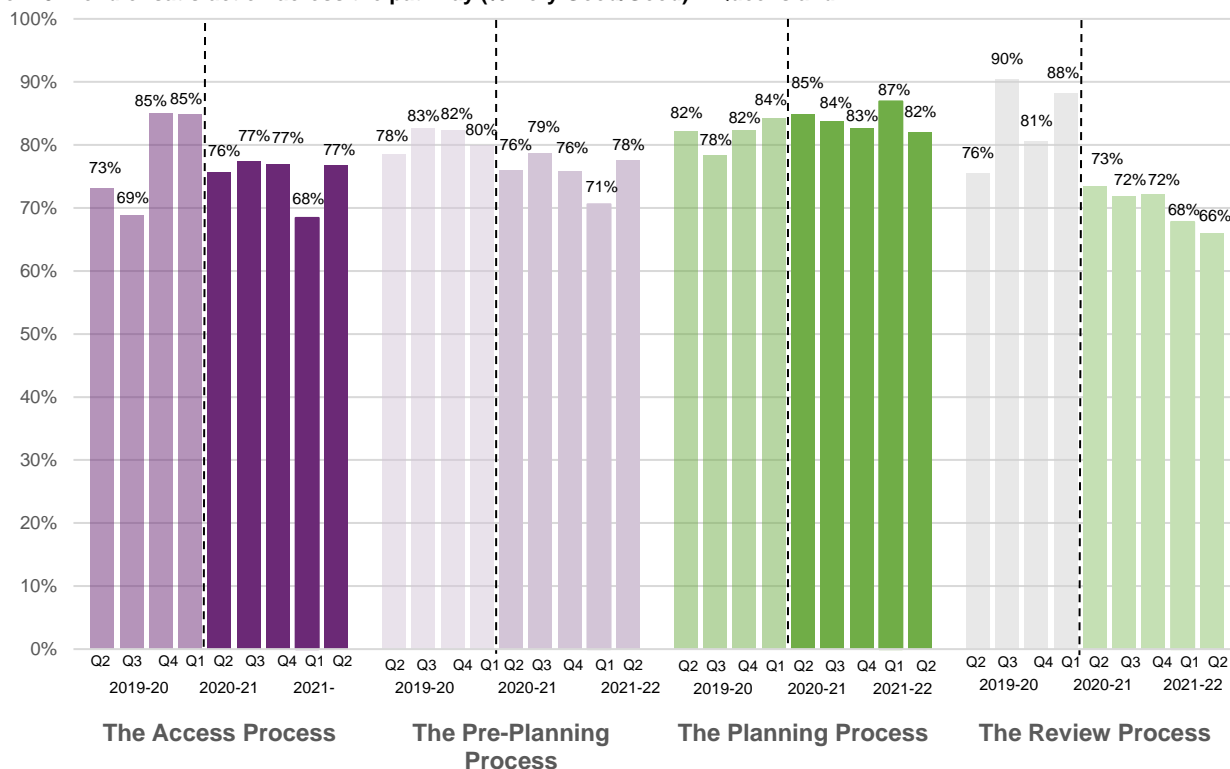
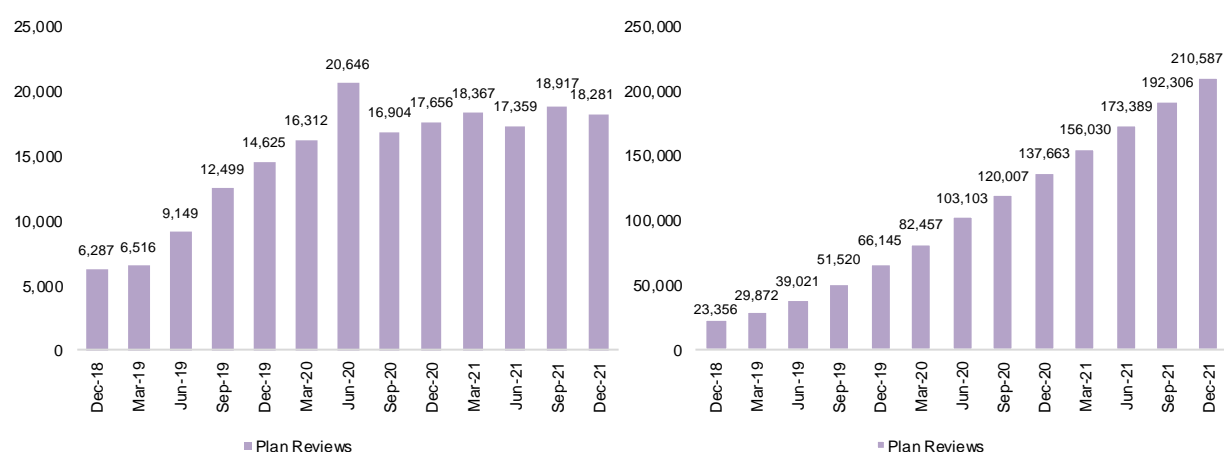


Table H.59 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland ³⁵⁰

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	192,306	18,281	210,587
<i>Early intervention plans</i>	35,239	4,231	39,470
<i>Permanent disability plans</i>	157,067	14,050	171,117

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



³⁴⁸ 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.

³⁴⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵⁰ 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 Q2. 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.59 shows the number of complaints in 2021-22 Q2 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.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 H.60 Complaints by quarter – Queensland ^{351 352 353}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	79	54	133	122
Complaint about LAC Partner	279	62	341	310
Complaints about service providers	1,129	86	1,215	943
Complaints about the Agency	11,893	1,183	13,076	7,498
Critical/ Reportable Incident	1,495	232	1,727	1,340
Unclassified	223	5	228	208
Total	15,098	1,622	16,720	9,334
Total complaints made since 1 April 2017	14,873	1,622	16,495	
% of the number of active participants	6.8%	6.6%	6.8%	

³⁵¹ Note that 66% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

³⁵² % 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.

³⁵³ 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 ³⁵⁴

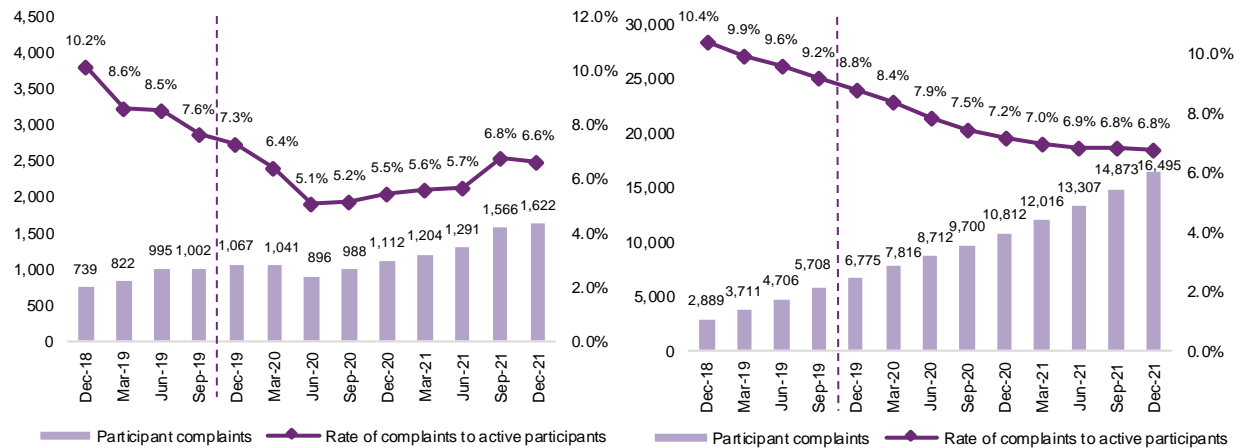


Table H.61 Participant complaints by type – Queensland

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	731	(6%)	0	(0%)	731	(6%)
Information unclear	264	(2%)	1	(0%)	265	(2%)
NDIA Access	331	(3%)	37	(3%)	368	(3%)
NDIA Engagement	1	(0%)	3	(0%)	4	(0%)
NDIA Finance	542	(5%)	106	(9%)	648	(5%)
NDIA Fraud and Compliance	22	(0%)	6	(1%)	28	(0%)
NDIA Plan	2,197	(18%)	490	(41%)	2,687	(21%)
NDIA Process	769	(6%)	121	(10%)	890	(7%)
NDIA Resources	56	(0%)	11	(1%)	67	(1%)
NDIA Staff	527	(4%)	64	(5%)	591	(5%)
NDIA Timeliness	1,635	(14%)	319	(27%)	1,954	(15%)
Participation, engagement and inclusion	73	(1%)	1	(0%)	74	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	7	(0%)	0	(0%)	7	(0%)
Reasonable and necessary supports	745	(6%)	0	(0%)	745	(6%)
Staff conduct - Agency	242	(2%)	2	(0%)	244	(2%)
The way the NDIA carried out its decision making	455	(4%)	4	(0%)	459	(4%)
Timeliness	1,617	(14%)	1	(0%)	1,618	(12%)
Other	1,653	(14%)	17	(1%)	1,670	(13%)
Total	11,893		1,183		13,076	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	12	(15%)	8	(15%)	20	(15%)
ECA Process	12	(15%)	9	(17%)	21	(16%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	29	(37%)	28	(52%)	57	(43%)
ECA Timeliness	26	(33%)	9	(17%)	35	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	79		54		133	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)

³⁵⁴ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	47	(17%)	14	(23%)	61	(18%)
LAC Process	31	(11%)	9	(15%)	40	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	156	(56%)	19	(31%)	175	(51%)
LAC Timeliness	43	(15%)	20	(32%)	63	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	279		62		341	
<i>Complaints about service providers</i>						
Provider costs.	67	(6%)	0	(0%)	67	(6%)
Provider Finance	29	(3%)	7	(8%)	36	(3%)
Provider Fraud and Compliance	60	(5%)	8	(9%)	68	(6%)
Provider process	64	(6%)	0	(0%)	64	(5%)
Provider Service	309	(27%)	40	(47%)	349	(29%)
Provider Staff	115	(10%)	23	(27%)	138	(11%)
Service Delivery	97	(9%)	2	(2%)	99	(8%)
Staff conduct	113	(10%)	0	(0%)	113	(9%)
Supports being provided	112	(10%)	1	(1%)	113	(9%)
Other	163	(14%)	5	(6%)	168	(14%)
Total	1,129		86		1,215	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	399	(27%)	56	(24%)	455	(26%)
Allegations against Informal Supports	274	(18%)	7	(3%)	281	(16%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	242	(16%)	45	(19%)	287	(17%)
Provider reporting	577	(39%)	124	(53%)	701	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,495		232		1,727	
<i>Unclassified</i>	223		5		228	
Participants total	15,098		1,622		16,720	

Table H.62 AAT Cases by category at 31 December 2021 – Queensland ³⁵⁵

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	338	26%	26	6%	364	21%
Plan	859	65%	357	87%	1,216	70%
Plan Review	58	4%	<11		60	3%
Other	68	5%	27	7%	95	5%
Total	1,323	100%	412	100%	1,735	100%
% of the number of active participants	0.61%		1.65%		0.71%	

³⁵⁵ The rate of AAT cases was reported as a percentage of access decisions in previous reports.
December 2021 | NDIS Quarterly Report to disability ministers

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland ³⁵⁶

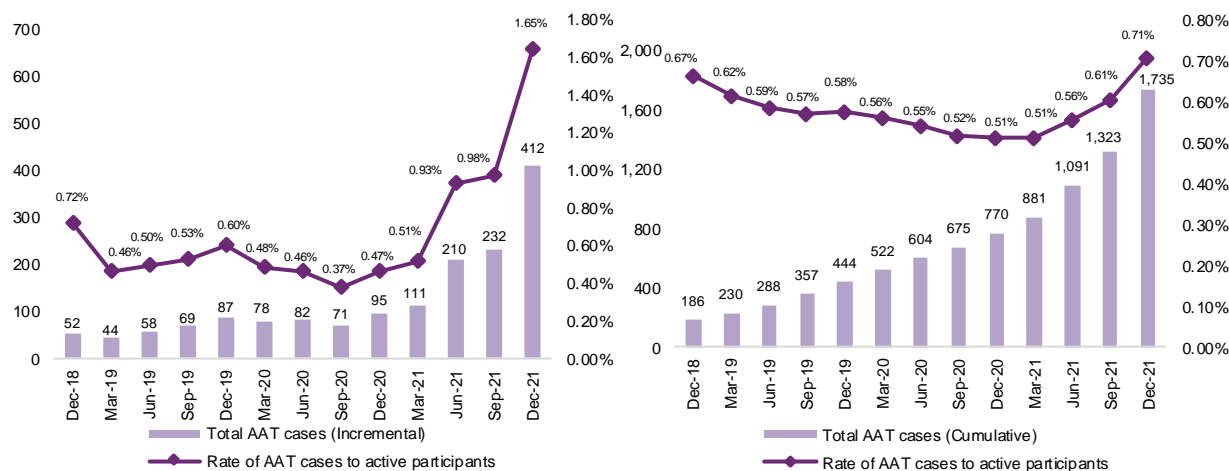
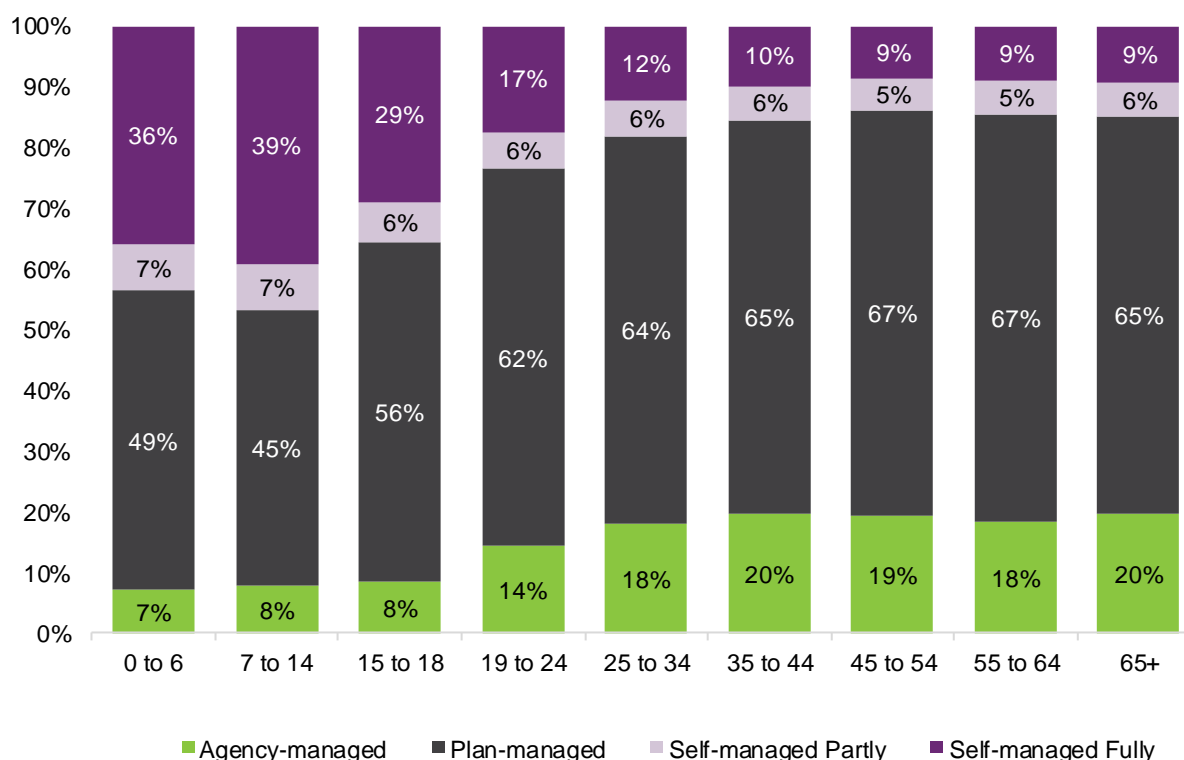


Table H.63 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	1,735
Open AAT Cases	749
Closed AAT Cases	986
Resolved before hearing	973
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 31 December 2021 – Queensland ^{357 358}



³⁵⁶ Ibid.

³⁵⁷ For the total number of active participants in each age group, see Table H.16.

³⁵⁸ 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 31 December 2021 – Queensland ^{359 360}

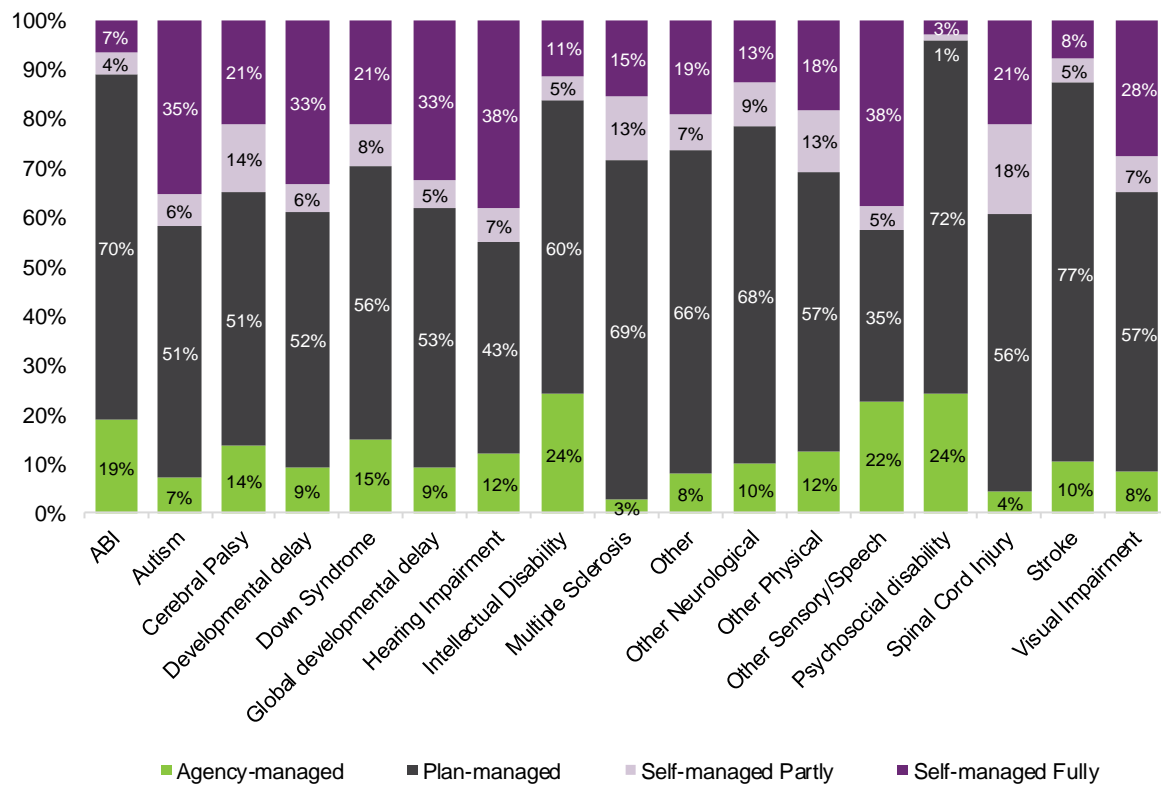
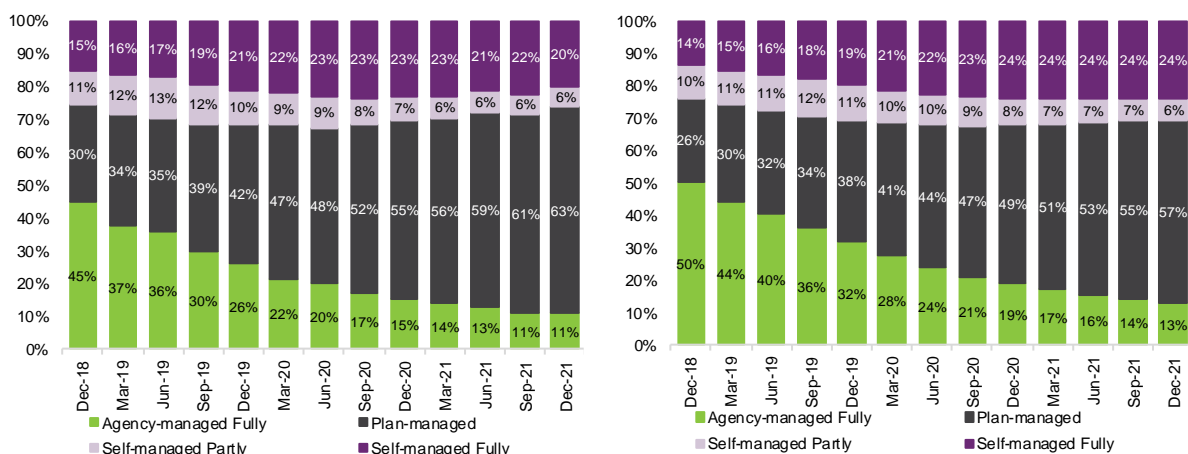


Table H.64 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ³⁶¹

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	25%	20%	24%
Self-managed partly	6%	6%	6%
Plan-managed	55%	63%	57%
Agency-managed	13%	11%	13%
Total	100%	100%	100%

Figure H.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ³⁶²



³⁵⁹ For the total number of active participants in each primary disability group, see Table H.12.

³⁶⁰ 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.

³⁶¹ Ibid.

³⁶² This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.65 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q2	Total
Self-managed	13%	11%	13%
Plan-managed	42%	54%	44%
Agency-managed	44%	35%	43%
Total	100%	100%	100%

Figure H.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland

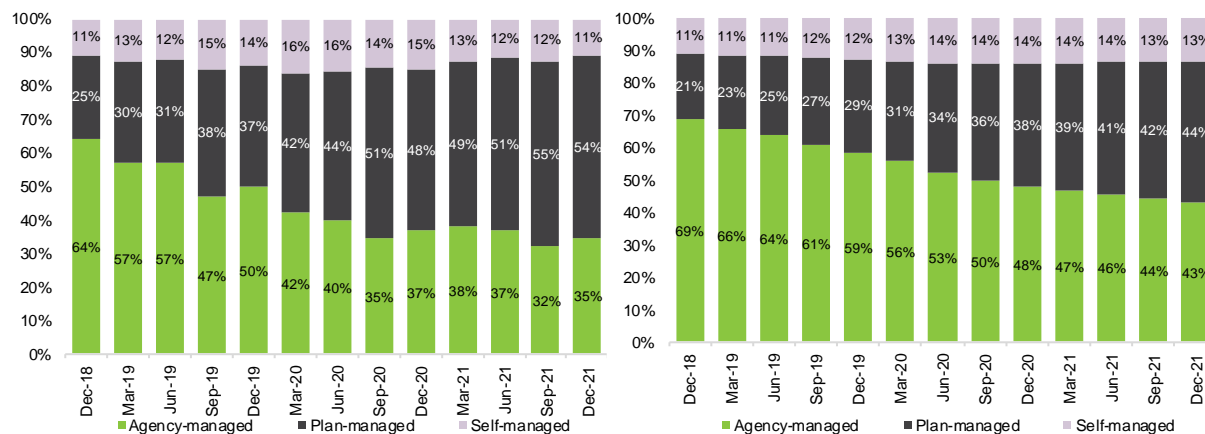


Table H.66 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2021-22 Q2	Total
Support coordination	38%	51%	41%

Table H.67 Duration to plan activation by quarter of initial plan approval for active participants – Queensland³⁶³

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	60,247	69%	2,903	68%	63,150	69%
30 to 59 days	10,386	12%	541	13%	10,927	12%
60 to 89 days	4,723	5%	204	5%	4,927	5%
Activated within 90 days	75,356	87%	3,648	85%	79,004	86%
90 to 119 days	2,763	3%	126	3%	2,889	3%
120 days and over	7,116	8%	139	3%	7,255	8%
Activated after 90 days	9,879	11%	265	6%	10,144	11%
No payments	1,855	2%	363	8%	2,218	2%
Total plans approved	87,090	100%	4,276	100%	91,366	100%

³⁶³ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.68 Proportion of participants who have activated within 12 months at 31 December 2021 – Queensland ³⁶⁴

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	7,309	7,669	95%
Not Aboriginal and Torres Strait Islander	63,736	65,516	97%
Not Stated	9,529	9,879	96%
Total	80,574	83,064	97%
by Culturally and Linguistically Diverse status			
CALD	4,369	4,496	97%
Not CALD	76,177	78,537	97%
Not Stated	28	31	90%
Total	80,574	83,064	97%
by Remoteness			
Major Cities	47,999	49,347	97%
Regional	31,239	32,310	97%
Remote	1,322	1,393	95%
Missing	14	14	100%
Total	80,574	83,064	97%
by Primary Disability type			
Autism	27,981	28,780	97%
Intellectual disability (including Down syndrome)	15,276	15,554	98%
Psychosocial disability	7,545	7,680	98%
Developmental delay (including global developmental delay)	5,731	6,098	94%
Other	24,041	24,952	96%
Total	80,574	83,064	97%

Table H.69 Distribution of plans by utilisation – Queensland ^{365 366}

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

Table H.70 Proportion of active participants with approved plans accessing mainstream supports – Queensland ³⁶⁷

	Prior Quarters	2021-22 Q2	Total
Daily Activities	16%	18%	17%
Health & Wellbeing	59%	63%	60%
Lifelong Learning	20%	22%	21%
Other	15%	18%	16%
Non-categorised	24%	19%	23%
Any mainstream service	95%	95%	95%

³⁶⁴ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

³⁶⁵ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁶⁶ 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.

³⁶⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table H.71 Key markets indicators by quarter – Queensland ^{368 369}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.09	1.13
b) Number of providers delivering new types of supports	504	484
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	84%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	89%	90%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	90%	90%

Table H.72 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Queensland ³⁷⁰

Activity	Number of providers
Active for the first time in 2021-22 Q2	143
Active in 2021-22 Q2 and also in previous quarters	2,528
Active in 2021-22 Q2	2,671
Inactive in 2021-22 Q2	3,894
Active ever	6,565

³⁶⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁶⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁷⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.73 Cumulative number of providers that have been ever active by registration group – Queensland ³⁷¹

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	178	4	182	2%
Assistance Animals	112	2	114	2%
Assistance with daily life tasks in a group or shared living arrangement	787	61	848	8%
Assistance with travel/transport arrangements	749	43	792	6%
Daily Personal Activities	1,259	61	1,320	5%
Group and Centre Based Activities	839	26	865	3%
High Intensity Daily Personal Activities	825	30	855	4%
Household tasks	1,362	33	1,395	2%
Interpreting and translation	152	9	161	6%
Participation in community, social and civic activities	1,357	65	1,422	5%
Assistive Technology				
Assistive equipment for recreation	224	10	234	4%
Assistive products for household tasks	201	8	209	4%
Assistance products for personal care and safety	1,291	26	1,317	2%
Communication and information equipment	483	23	506	5%
Customised Prosthetics	518	15	533	3%
Hearing Equipment	221	10	231	5%
Hearing Services	60	7	67	12%
Personal Mobility Equipment	749	15	764	2%
Specialised Hearing Services	98	12	110	12%
Vision Equipment	209	12	221	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,441	67	1,508	5%
Behaviour Support	582	14	596	2%
Community nursing care for high needs	405	30	435	7%
Development of daily living and life skills	788	24	812	3%
Early Intervention supports for early childhood	1,204	27	1,231	2%
Exercise Physiology and Physical Wellbeing activities	663	20	683	3%
Innovative Community Participation	239	11	250	5%
Specialised Driving Training	174	8	182	5%
Therapeutic Supports	3,010	51	3,061	2%
Capital services				
Home modification design and construction	411	10	421	2%
Specialist Disability Accommodation	83	7	90	8%
Vehicle Modifications	199	8	207	4%
Choice and control support services				
Management of funding for supports in participants plan	659	20	679	3%
Support Coordination	332	20	352	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	236	9	245	4%
Specialised Supported Employment	262	15	277	6%
Total	6,422	143	6,565	2%

³⁷¹ 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.74 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	48	134	182	26%	74%	100%
Assistance Animals	14	100	114	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	112	736	848	13%	87%	100%
Assistance with travel/transport arrangements	120	672	792	15%	85%	100%
Daily Personal Activities	166	1,154	1,320	13%	87%	100%
Group and Centre Based Activities	102	763	865	12%	88%	100%
High Intensity Daily Personal Activities	111	744	855	13%	87%	100%
Household tasks	410	985	1,395	29%	71%	100%
Interpreting and translation	35	126	161	22%	78%	100%
Participation in community, social and civic activities	194	1,228	1,422	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	34	200	234	15%	85%	100%
Assistive products for household tasks	25	184	209	12%	88%	100%
Assistance products for personal care and safety	201	1,116	1,317	15%	85%	100%
Communication and information equipment	104	402	506	21%	79%	100%
Customised Prosthetics	92	441	533	17%	83%	100%
Hearing Equipment	35	196	231	15%	85%	100%
Hearing Services	12	55	67	18%	82%	100%
Personal Mobility Equipment	105	659	764	14%	86%	100%
Specialised Hearing Services	17	93	110	15%	85%	100%
Vision Equipment	36	185	221	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	293	1,215	1,508	19%	81%	100%
Behaviour Support	175	421	596	29%	71%	100%
Community nursing care for high needs	66	369	435	15%	85%	100%
Development of daily living and life skills	122	690	812	15%	85%	100%
Early Intervention supports for early childhood	419	812	1,231	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	167	516	683	24%	76%	100%
Innovative Community Participation	67	183	250	27%	73%	100%
Specialised Driving Training	33	149	182	18%	82%	100%
Therapeutic Supports	1,198	1,863	3,061	39%	61%	100%
Capital services						
Home modification design and construction	71	350	421	17%	83%	100%
Specialist Disability Accommodation	4	86	90	4%	96%	100%
Vehicle Modifications	22	185	207	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	122	557	679	18%	82%	100%
Support Coordination	72	280	352	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	33	212	245	13%	87%	100%
Specialised Supported Employment	38	239	277	14%	86%	100%
Total	2,109	4,456	6,565	32%	68%	100%

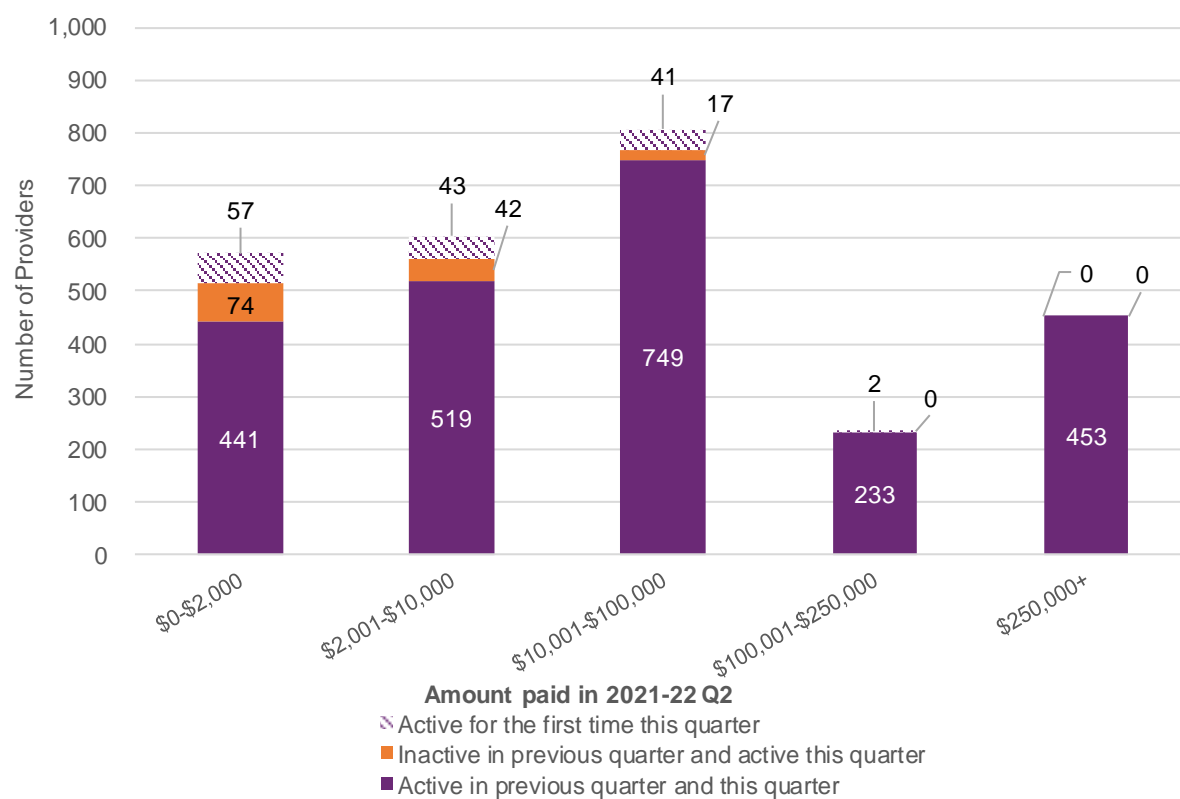
Table H.75 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Queensland

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	26	4	30	13%
Assistance Animals	47	2	49	4%
Assistance with daily life tasks in a group or shared living arrangement	490	61	551	11%
Assistance with travel/transport arrangements	369	43	412	10%
Daily Personal Activities	692	61	753	8%
Group and Centre Based Activities	442	26	468	6%
High Intensity Daily Personal Activities	385	30	415	7%
Household tasks	566	33	599	6%
Interpreting and translation	69	9	78	12%
Participation in community, social and civic activities	774	65	839	8%
Assistive Technology				
Assistive equipment for recreation	32	10	42	24%
Assistive products for household tasks	24	8	32	25%
Assistance products for personal care and safety	580	26	606	4%
Communication and information equipment	195	23	218	11%
Customised Prosthetics	217	15	232	6%
Hearing Equipment	99	10	109	9%
Hearing Services	14	7	21	33%
Personal Mobility Equipment	306	15	321	5%
Specialised Hearing Services	27	12	39	31%
Vision Equipment	67	12	79	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	775	67	842	8%
Behaviour Support	228	14	242	6%
Community nursing care for high needs	203	30	233	13%
Development of daily living and life skills	340	24	364	7%
Early Intervention supports for early childhood	385	27	412	7%
Exercise Physiology and Physical Wellbeing activities	361	20	381	5%
Innovative Community Participation	61	11	72	15%
Specialised Driving Training	57	8	65	12%
Therapeutic Supports	1,112	51	1,163	4%
Capital services				
Home modification design and construction	127	10	137	7%
Specialist Disability Accommodation	53	7	60	12%
Vehicle Modifications	46	8	54	15%
Choice and control support services				
Management of funding for supports in participants plan	441	20	461	4%
Support Coordination	121	20	141	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	117	9	126	7%
Specialised Supported Employment	153	15	168	9%
Total	2,528	143	2,671	5%

Table H.76 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	7	23	30	23%	77%	100%
Assistance Animals	5	44	49	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	60	491	551	11%	89%	100%
Assistance with travel/transport arrangements	43	369	412	10%	90%	100%
Daily Personal Activities	103	650	753	14%	86%	100%
Group and Centre Based Activities	65	403	468	14%	86%	100%
High Intensity Daily Personal Activities	57	358	415	14%	86%	100%
Household tasks	149	450	599	25%	75%	100%
Interpreting and translation	18	60	78	23%	77%	100%
Participation in community, social and civic activities	110	729	839	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	3	39	42	7%	93%	100%
Assistive products for household tasks	8	24	32	25%	75%	100%
Assistance products for personal care and safety	84	522	606	14%	86%	100%
Communication and information equipment	36	182	218	17%	83%	100%
Customised Prosthetics	42	190	232	18%	82%	100%
Hearing Equipment	18	91	109	17%	83%	100%
Hearing Services	4	17	21	19%	81%	100%
Personal Mobility Equipment	46	275	321	14%	86%	100%
Specialised Hearing Services	7	32	39	18%	82%	100%
Vision Equipment	14	65	79	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	154	688	842	18%	82%	100%
Behaviour Support	60	182	242	25%	75%	100%
Community nursing care for high needs	32	201	233	14%	86%	100%
Development of daily living and life skills	56	308	364	15%	85%	100%
Early Intervention supports for early childhood	85	327	412	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	78	303	381	20%	80%	100%
Innovative Community Participation	12	60	72	17%	83%	100%
Specialised Driving Training	11	54	65	17%	83%	100%
Therapeutic Supports	353	810	1,163	30%	70%	100%
Capital services						
Home modification design and construction	17	120	137	12%	88%	100%
Specialist Disability Accommodation	2	58	60	3%	97%	100%
Vehicle Modifications	3	51	54	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	95	366	461	21%	79%	100%
Support Coordination	29	112	141	21%	79%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	17	109	126	13%	87%	100%
Specialised Supported Employment	26	142	168	15%	85%	100%
Total	660	2,011	2,671	25%	75%	100%

Figure H.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Queensland ³⁷²



³⁷² 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.

Part Five: Financial sustainability

Table H.77 Committed supports by financial year (\$m) – Queensland ³⁷³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.1	3.7	10.2	221.0	844.9	2,498.1	5,104.8	6,731.1	3,628.5

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Queensland

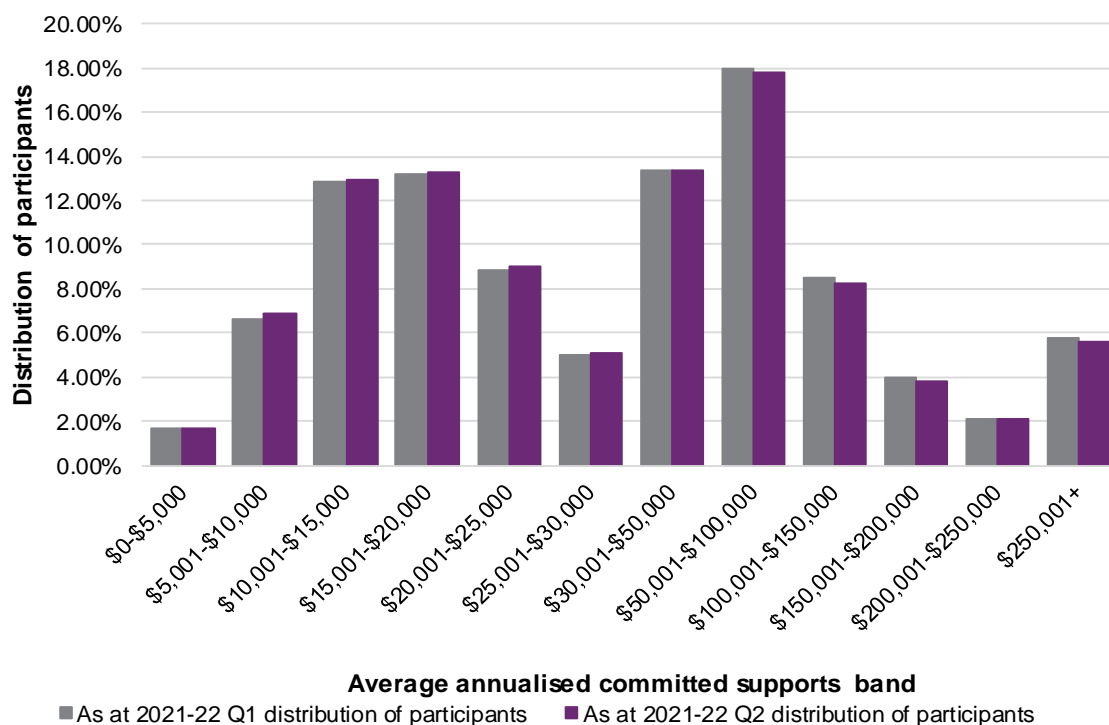
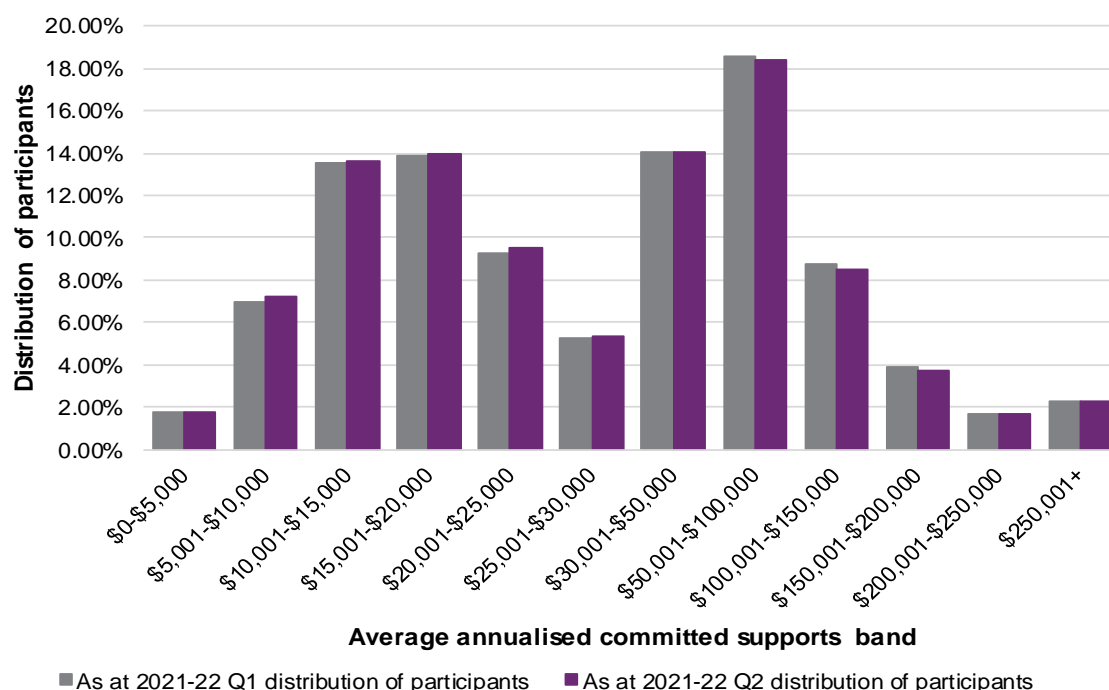


Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Queensland



³⁷³ 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.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Queensland ³⁷⁴

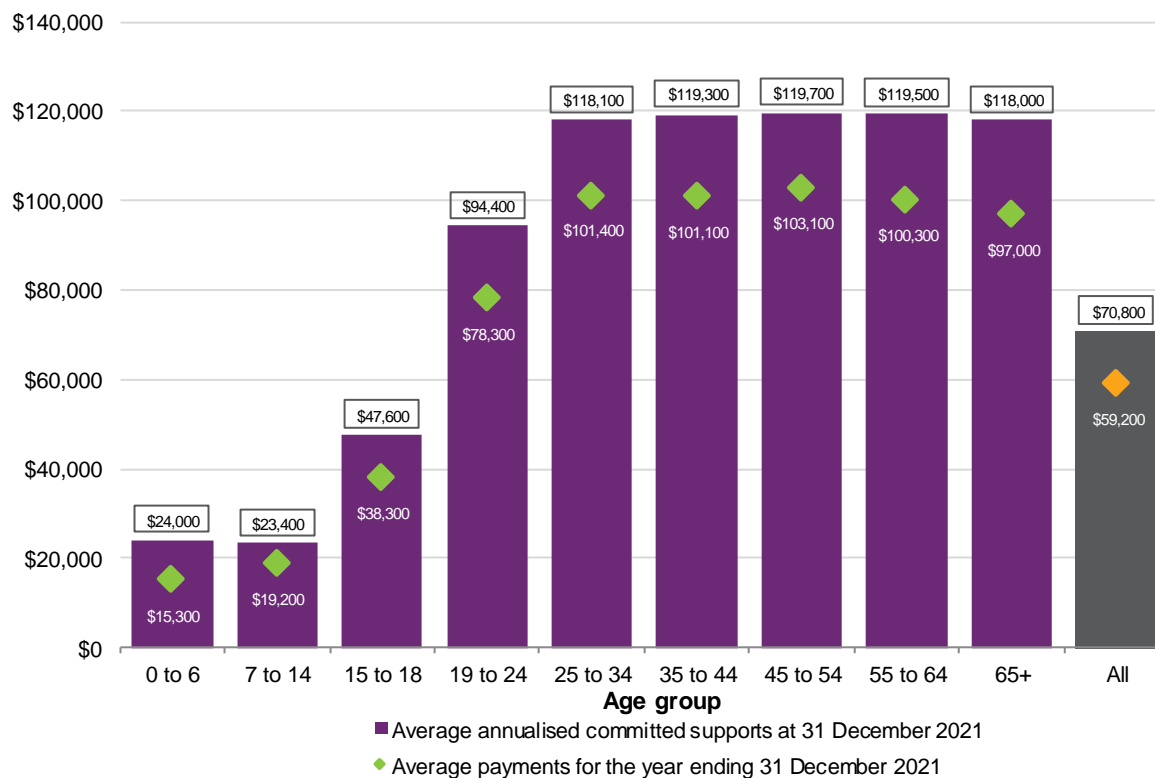
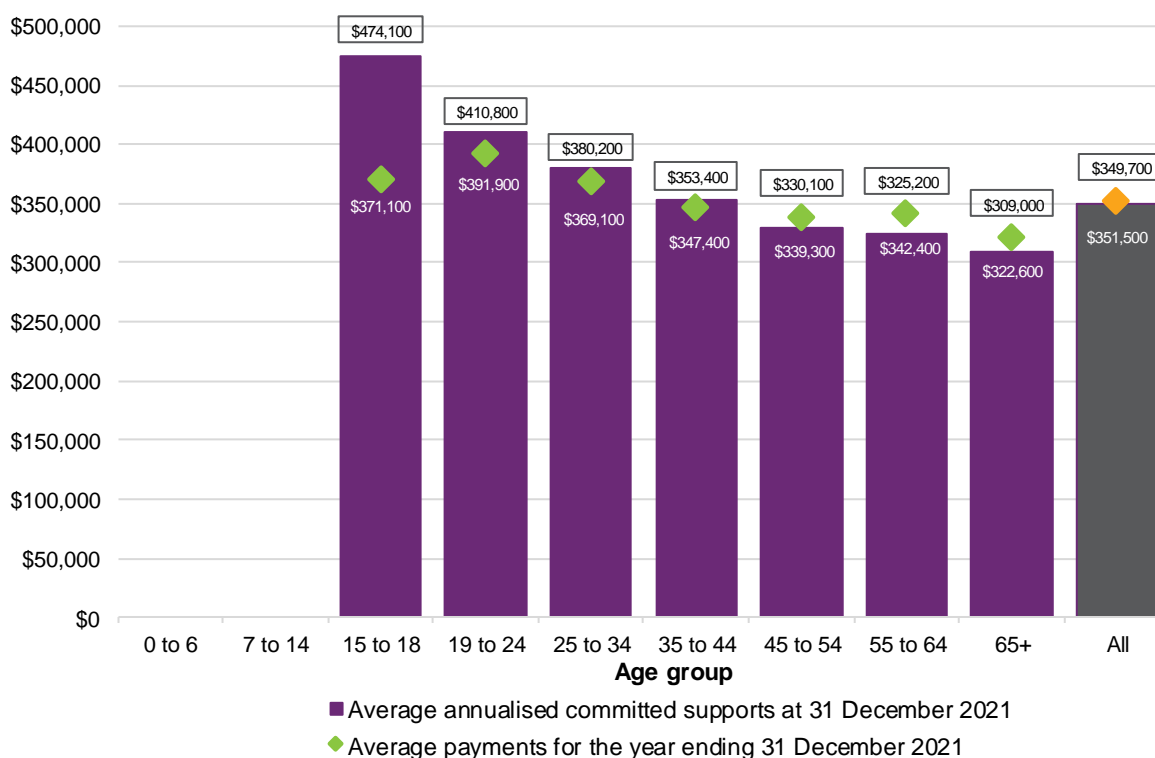


Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Queensland ³⁷⁵



³⁷⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

³⁷⁵ Ibid.

Figure H.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Queensland ³⁷⁶

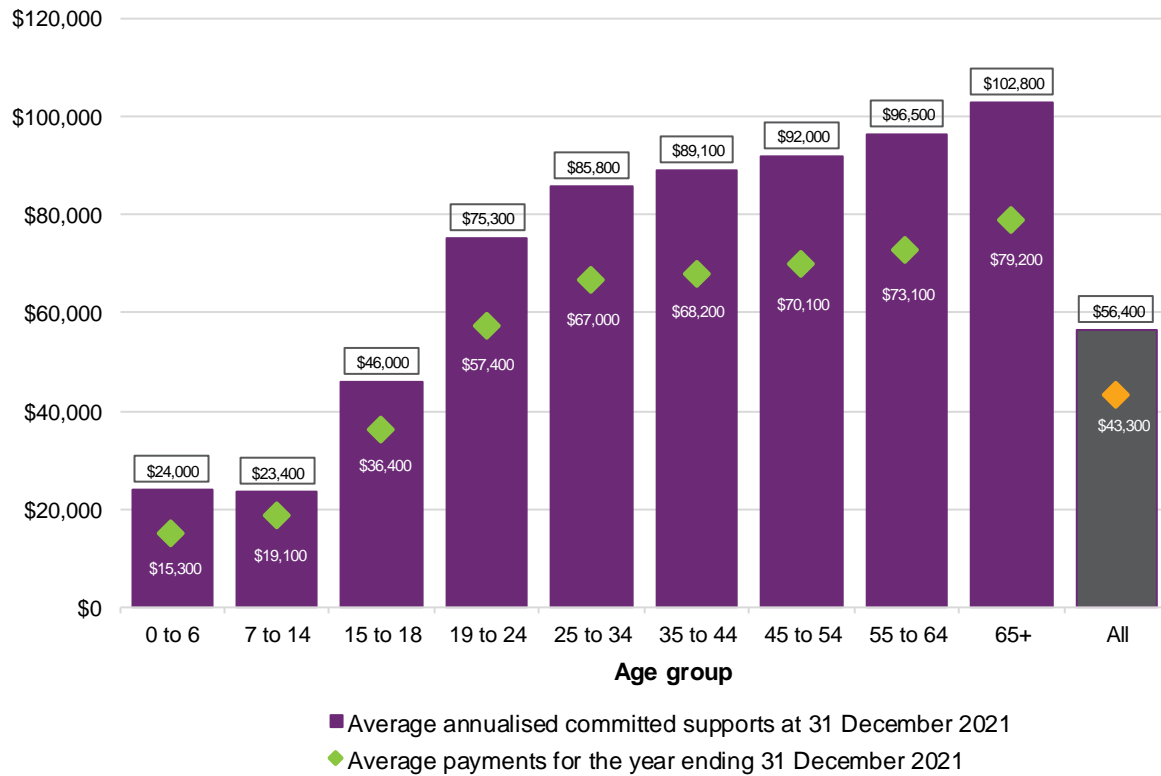
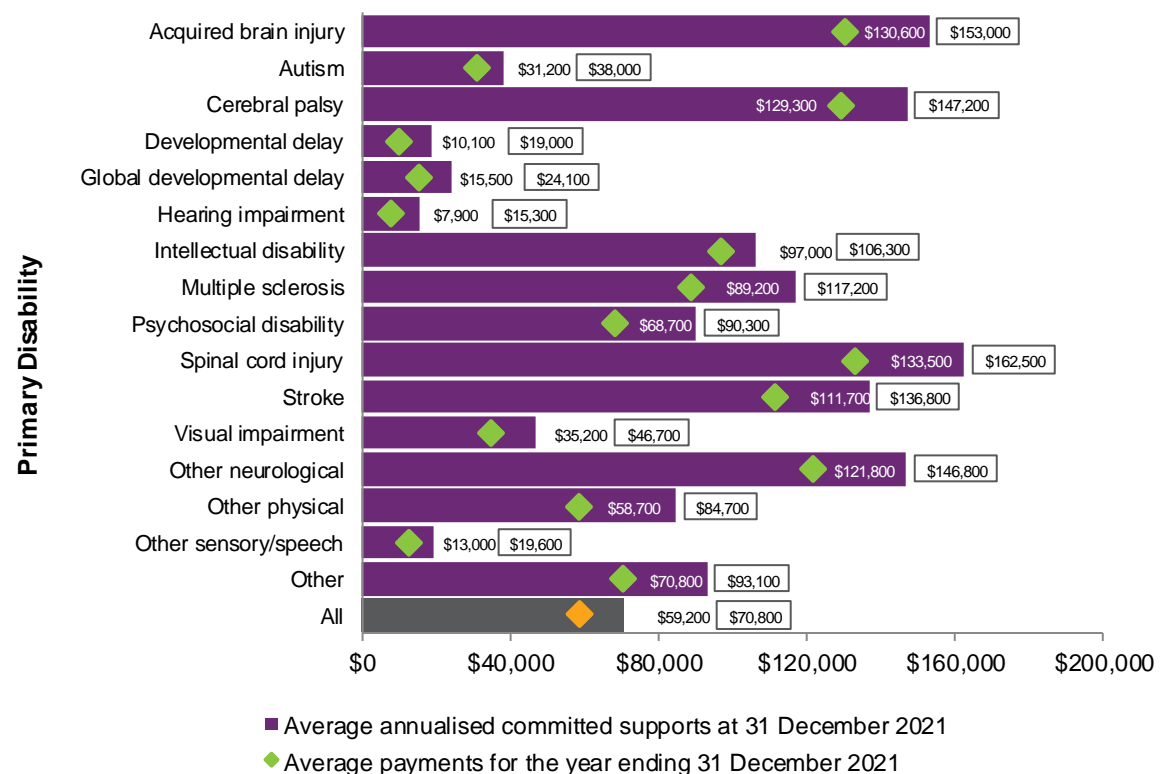


Figure H.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Queensland ³⁷⁷



³⁷⁶ Ibid.

³⁷⁷ Ibid.

Figure H.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Queensland ³⁷⁸

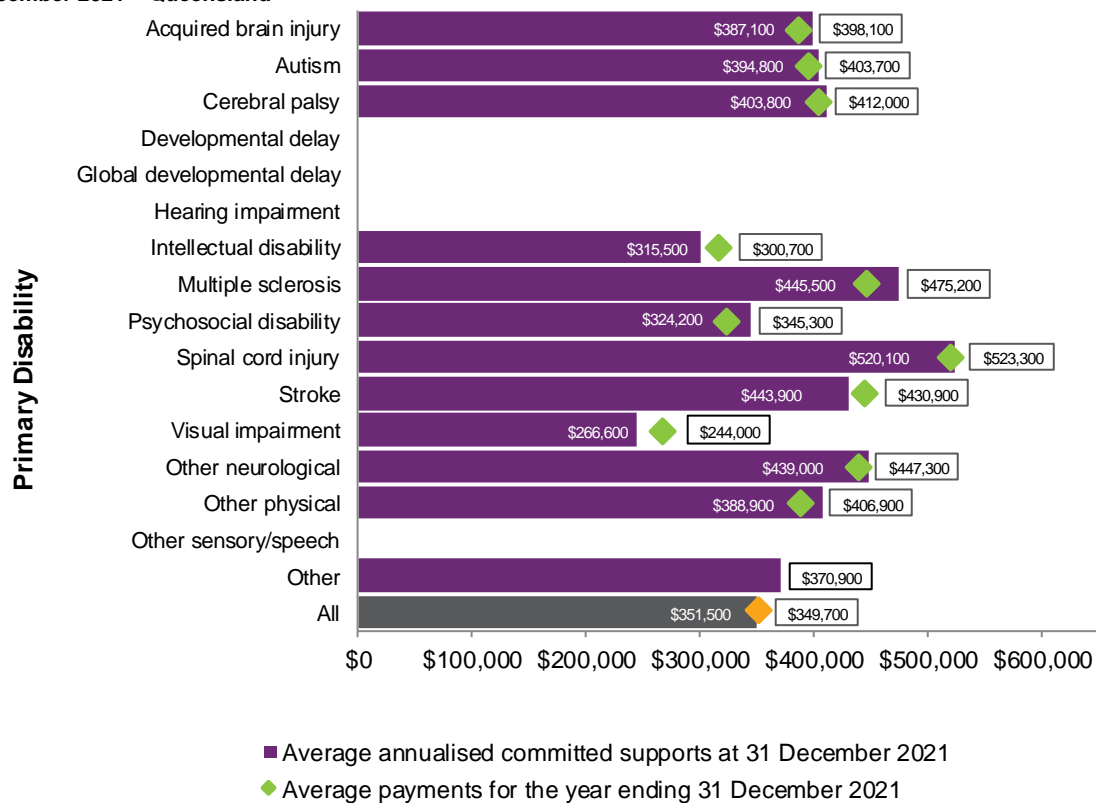
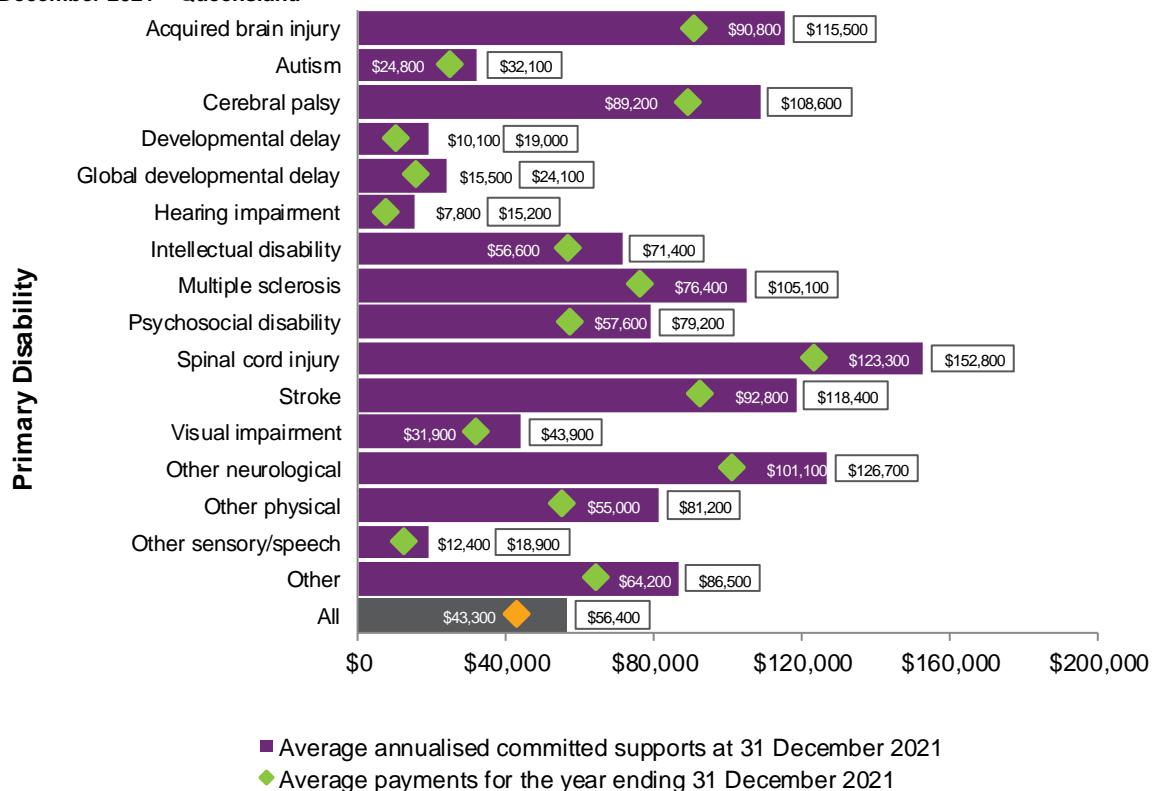


Figure H.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Queensland ³⁷⁹



³⁷⁸ Ibid.

³⁷⁹ Ibid.

Figure H.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Queensland ³⁸⁰

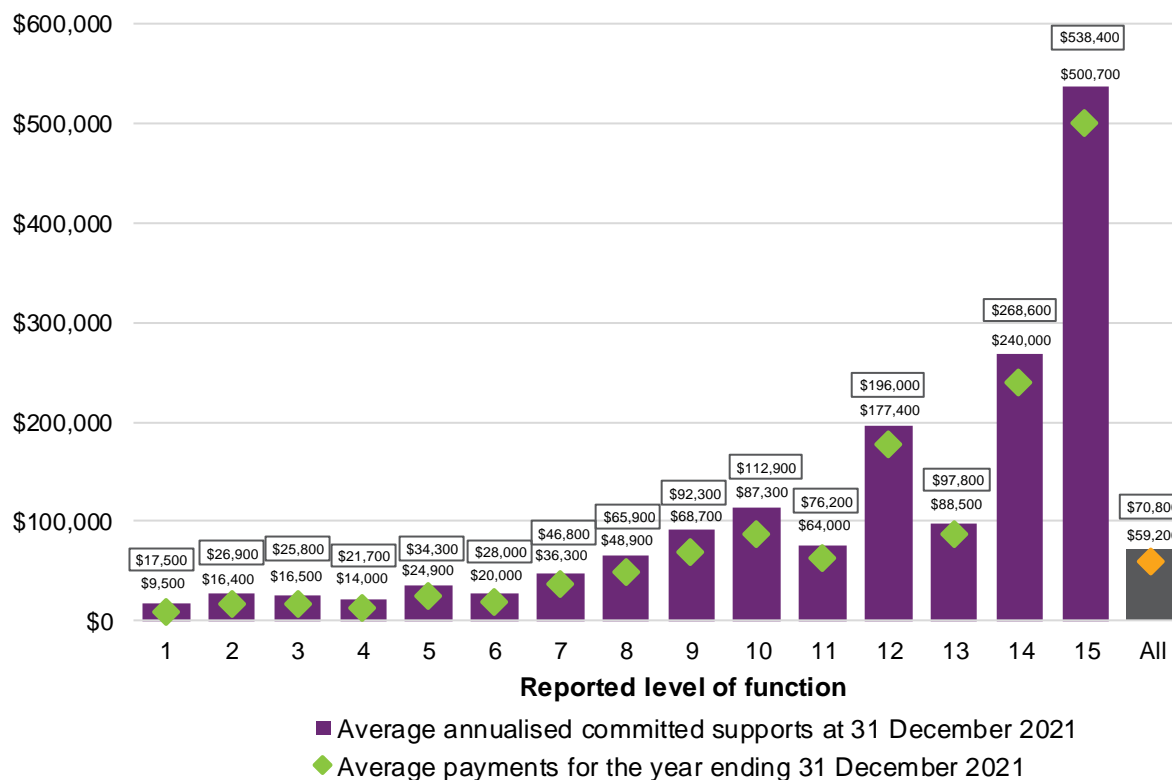
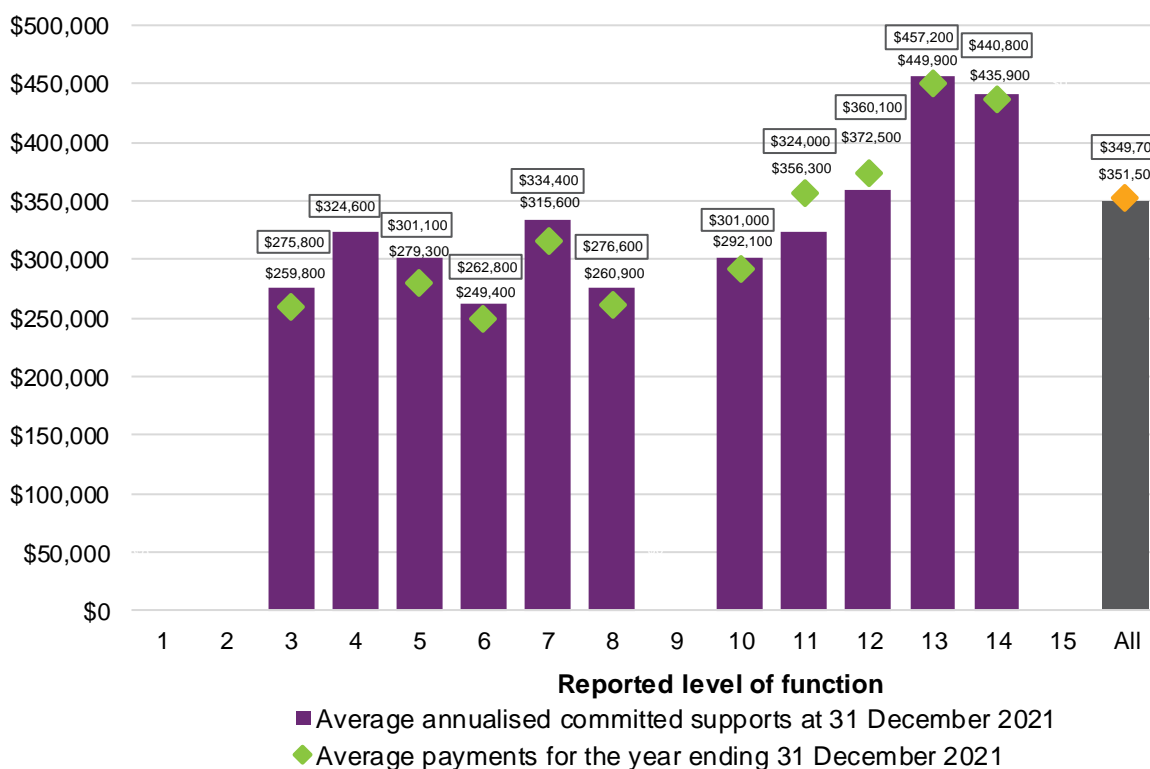


Figure H.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Queensland ³⁸¹



³⁸⁰ Ibid.

³⁸¹ Ibid.

Figure H.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Queensland ³⁸²

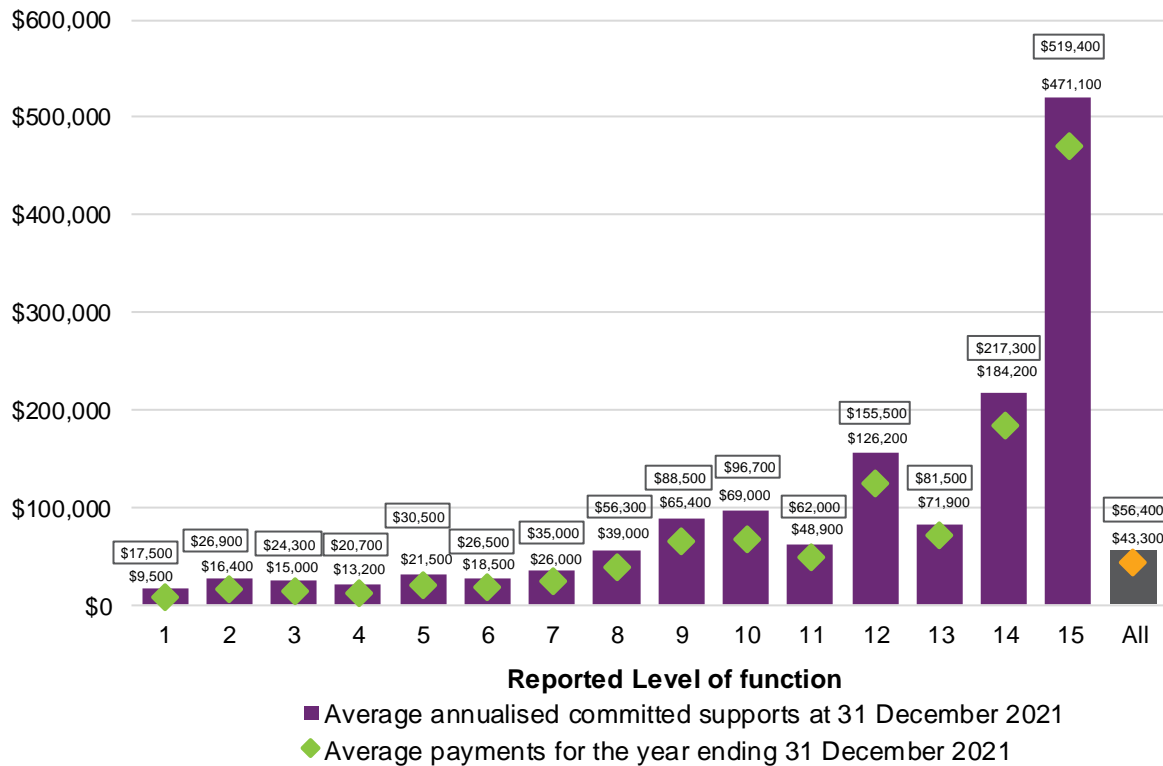
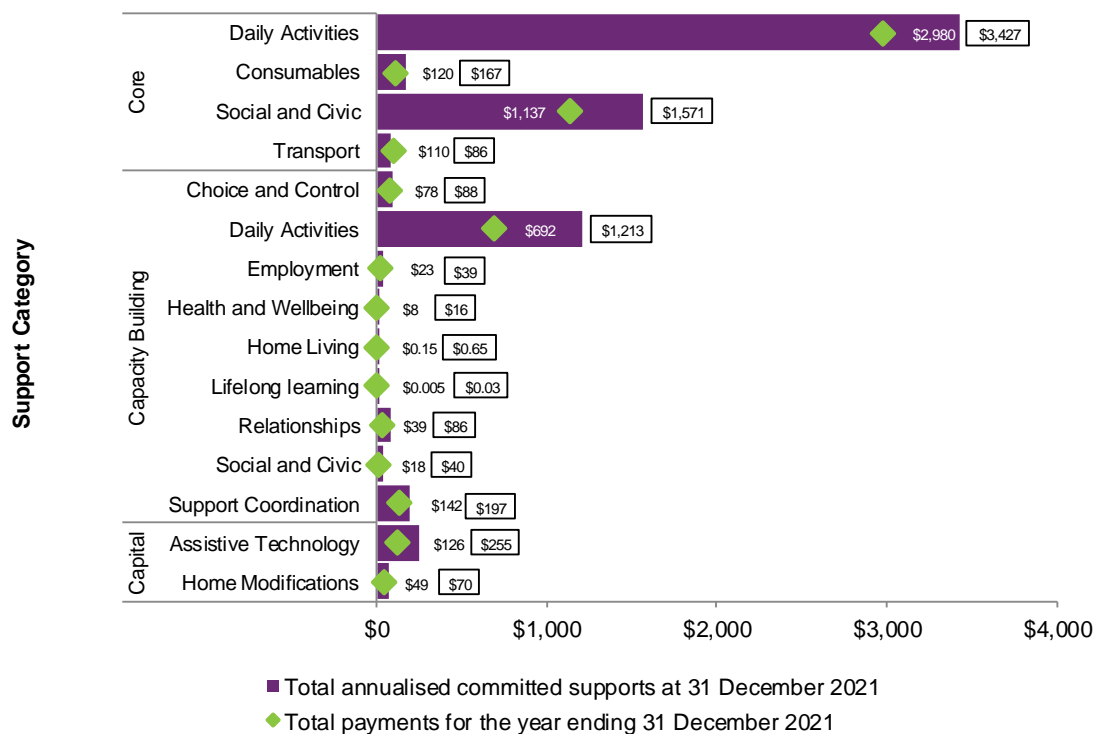


Figure H.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Queensland ^{383 384}

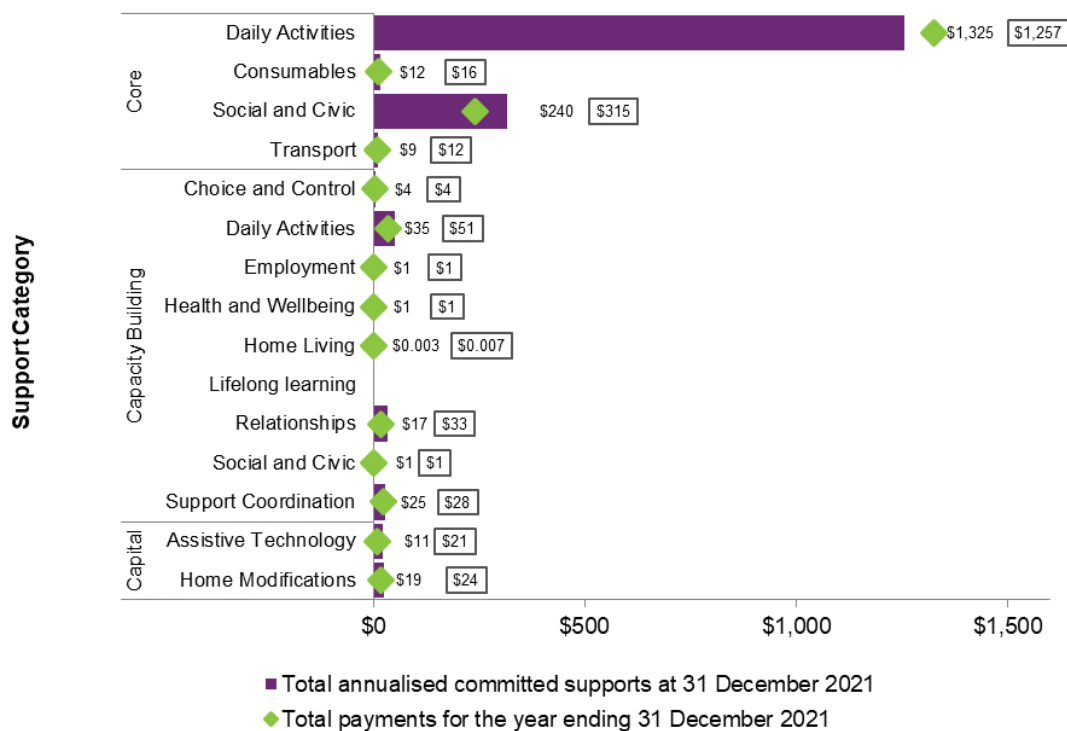


³⁸² Ibid.

³⁸³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

³⁸⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure H.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Queensland ^{385 386}



³⁸⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

³⁸⁶ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure H.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Queensland ^{387 388}

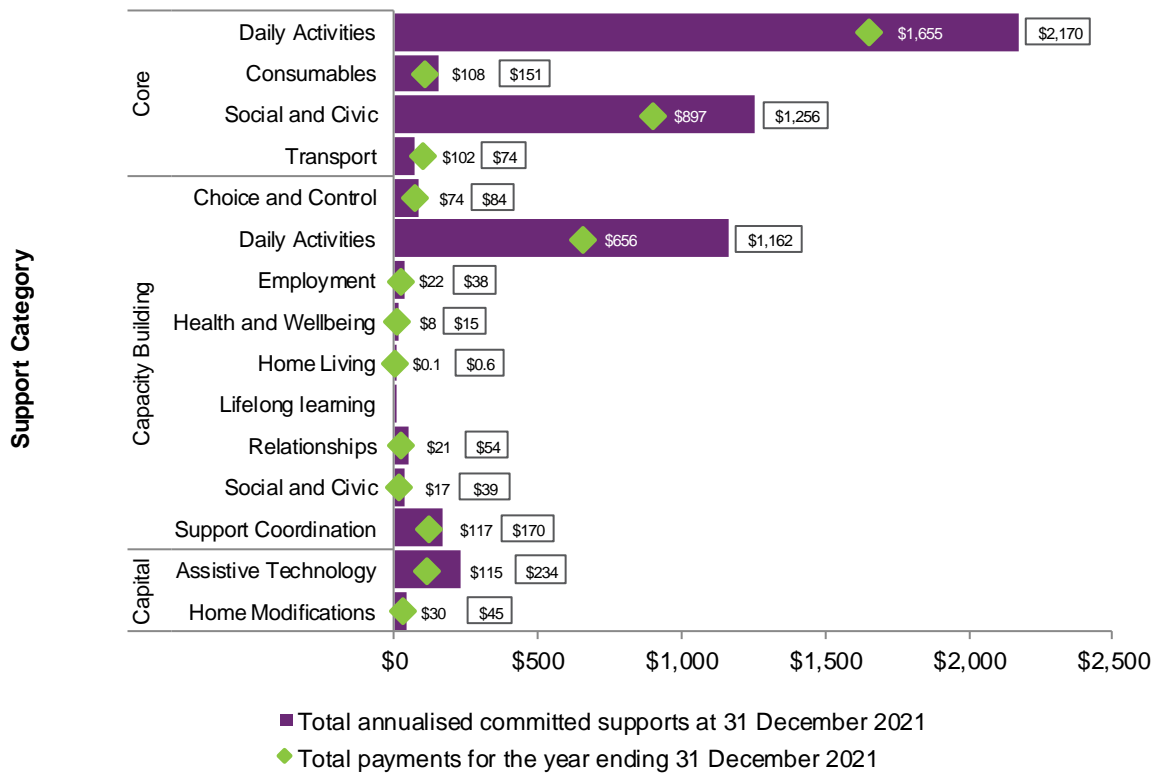


Table H.78 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ³⁸⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.1	3.7	10.2	221.0	844.9	2,498.1	5,104.8	6,731.1	3,628.5
Total Paid	0.5	2.0	4.8	124.6	536.1	1,638.6	3,567.2	4,945.3	2,656.9
% utilised to date	46%	52%	47%	56%	63%	66%	70%	73%	73%

³⁸⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

³⁸⁸ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

³⁸⁹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Queensland

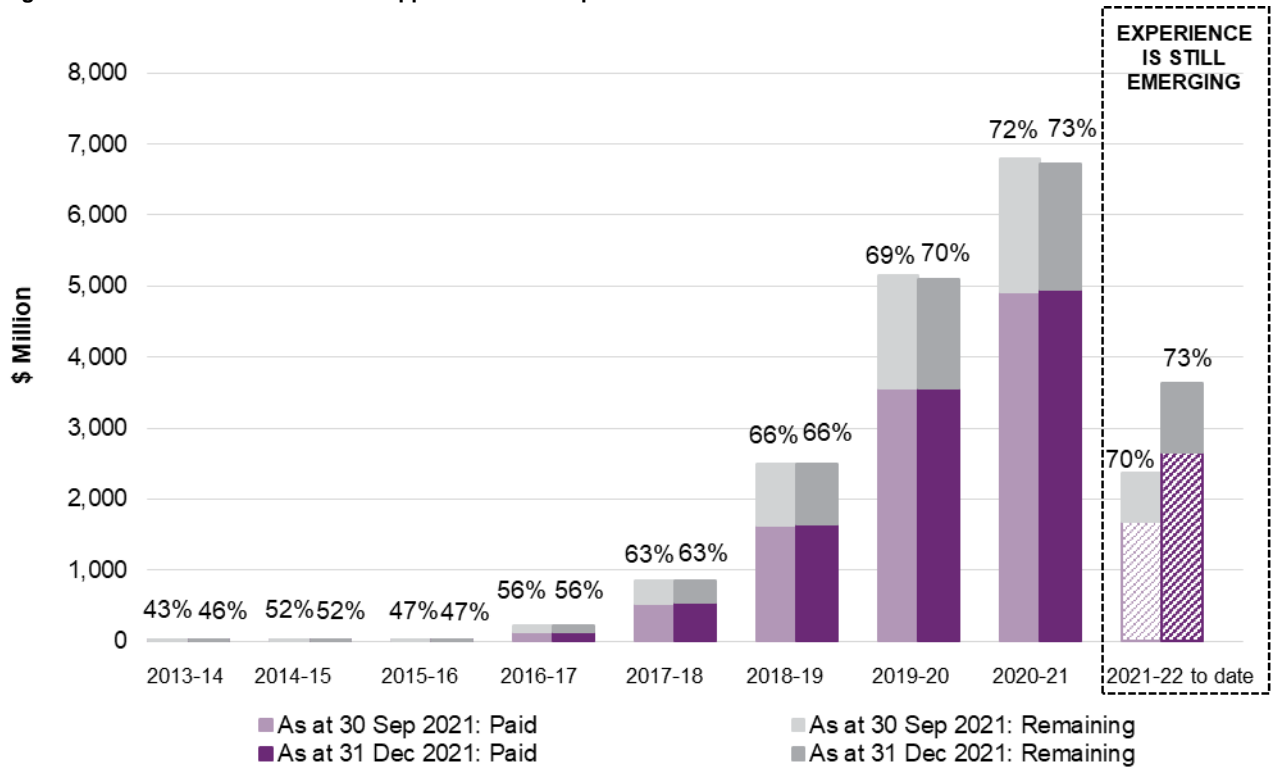
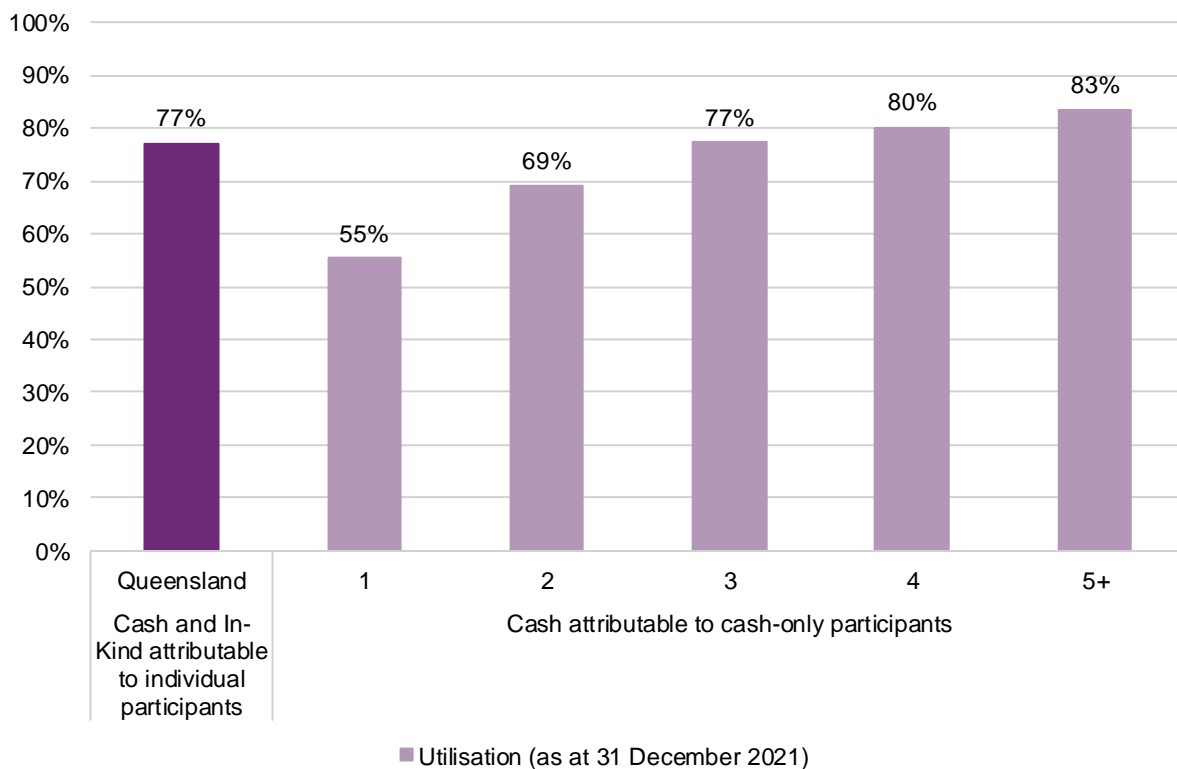


Figure H.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Queensland ³⁹⁰



³⁹⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure H.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Queensland ³⁹¹

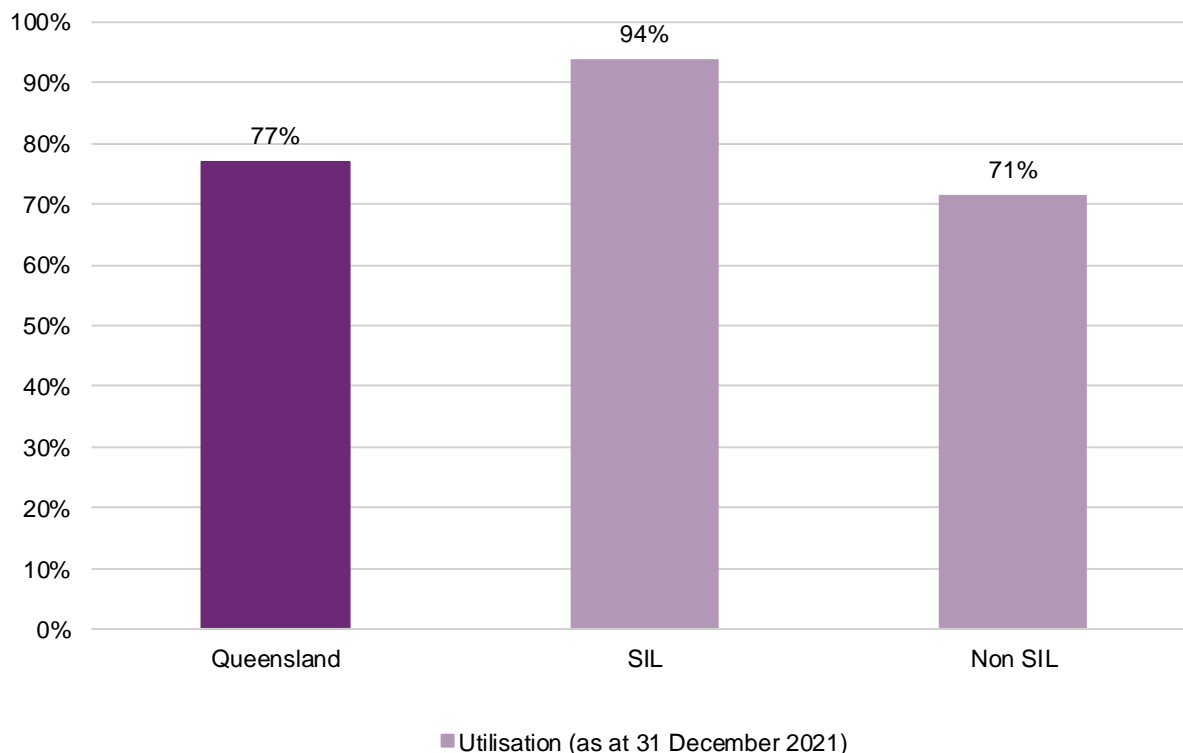
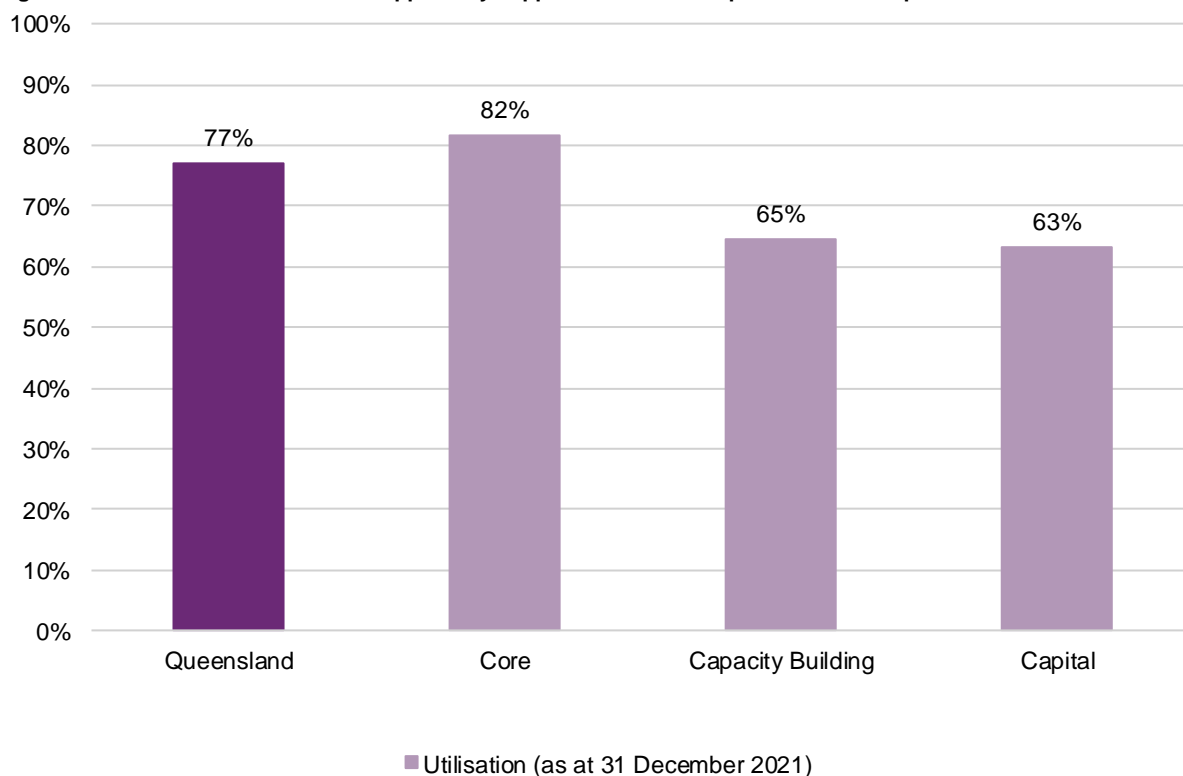


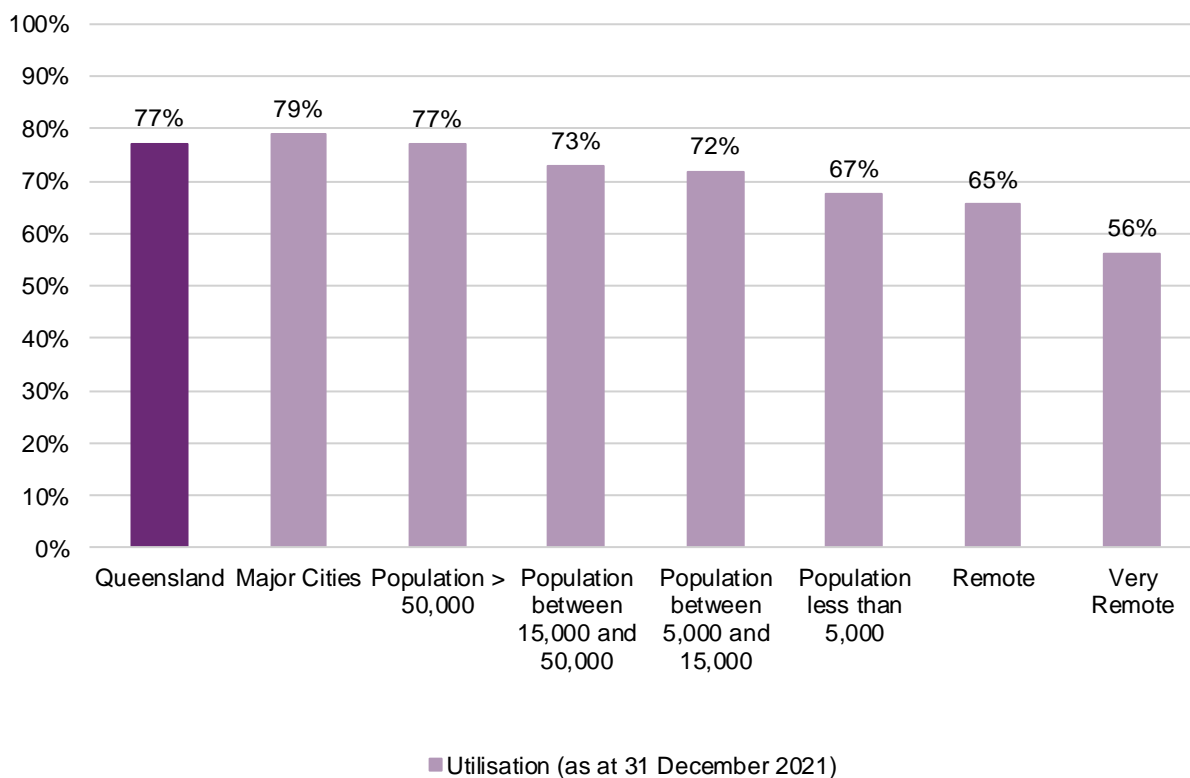
Figure H.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Queensland ³⁹²



³⁹¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

³⁹² Ibid.

Figure H.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Queensland ³⁹³



³⁹³ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ³⁹⁴

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	41,536	1,939	43,475	612	44,087

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia ³⁹⁵

	Prior Quarters	2021-22 Q2	Total
Access decisions	50,822	2,554	53,376
Active Eligible	42,827	1,870	44,697
<i>New</i>	23,903	1,793	25,696
<i>State</i>	16,284	22	16,306
<i>Commonwealth</i>	2,640	55	2,695
Active Participant Plans (excl ECA)	41,536	1,939	43,475
<i>New</i>	22,768	1,843	24,611
<i>State</i>	16,179	37	16,216
<i>Commonwealth</i>	2,589	59	2,648
Active Participant Plans	42,136	2,551	44,087
<i>Early Intervention (s25)</i>	6,302	748	7,050
<i>Permanent Disability (s24)</i>	35,234	1,191	36,425
<i>ECA</i>	600	612	612

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

Exits	Total
Total participant exits	1,250
<i>Early Intervention participants</i>	158
<i>Permanent disability participants</i>	1,092

³⁹⁴ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

³⁹⁵ 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 ³⁹⁶

	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
End of 2021-22 Q2	16,216	2,648	24,611	612	44,087

Table I.5 Cumulative numbers of active participants by entry criteria into the Scheme – Western Australia ^{397 398 399}

	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
End of 2021-22 Q2	7,050	36,425	612	44,087

³⁹⁶ This table shows the total numbers of active participants at the end of each period.

³⁹⁷ Ibid.

³⁹⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁹⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table I.6 Assessment of access by age group – Western Australia ⁴⁰⁰

	Prior Quarters		2021-22 Q2		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	8,818	97%	638	95%	9,456	97%
7 to 14	10,035	94%	339	82%	10,374	93%
15 to 18	3,389	94%	90	80%	3,479	94%
19 to 24	3,241	93%	70	67%	3,311	92%
25 to 34	4,244	90%	140	72%	4,384	89%
35 to 44	3,769	84%	165	63%	3,934	83%
45 to 54	4,861	80%	188	59%	5,049	79%
55 to 64	6,006	73%	239	52%	6,245	72%
65+	391	73%	<11		396	72%
Missing	<11		<11		<11	
Total	44,755	88%	1,874	73%	46,629	87%

Table I.7 Assessment of access by disability – Western Australia ⁴⁰¹

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,455	94%	58	79%	1,513	94%
Autism	15,170	98%	568	95%	15,738	98%
Cerebral palsy	1,735	98%	24	80%	1,759	97%
Developmental delay	1,698	96%	345	97%	2,043	96%
Global developmental delay	1,234	99%	100	100%	1,334	99%
Hearing impairment	1,868	90%	79	89%	1,947	90%
Intellectual disability	8,806	97%	98	82%	8,904	97%
Multiple sclerosis	871	91%	31	76%	902	90%
Psychosocial disability	4,514	75%	302	59%	4,816	74%
Spinal cord injury	627	96%	13	81%	640	96%
Stroke	620	84%	39	89%	659	84%
Visual impairment	789	90%	31	78%	820	89%
Other neurological	2,298	84%	83	73%	2,381	83%
Other physical	1,972	51%	45	25%	2,017	49%
Other sensory/speech	144	41%	<11		148	41%
Other	602	46%	54	23%	656	43%
Missing	352	90%	<11		352	90%
Total	44,755	88%	1,874	73%	46,629	87%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,107	7.5%	210	10.8%	3,317	7.6%
Not Aboriginal and Torres Strait Islander	34,043	82.0%	1,439	74.2%	35,482	81.6%
Not Stated	4,386	10.6%	290	15.0%	4,676	10.8%
Total	41,536	100%	1,939	100%	43,475	100%

⁴⁰⁰ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

⁴⁰¹ Ibid.

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁰²

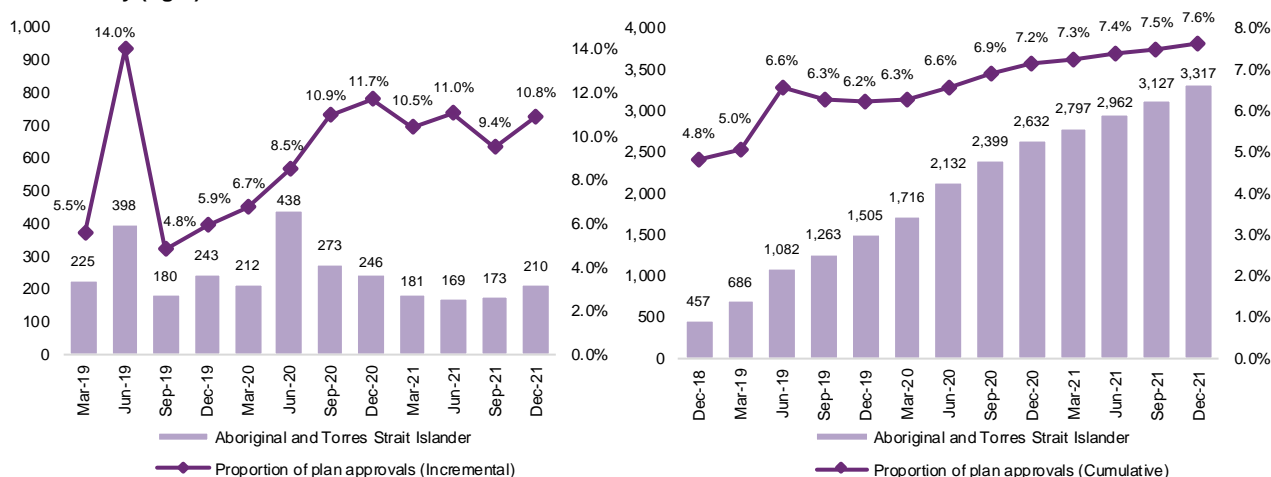


Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ⁴⁰³

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,369	8.1%	171	8.8%	3,540	8.1%
Not culturally and linguistically diverse	33,228	80.0%	1,768	91.2%	34,996	80.5%
Not stated	4,939	11.9%	<11		4,939	11.4%
Total	41,536	100%	1,939	100%	43,475	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{404 405 406}

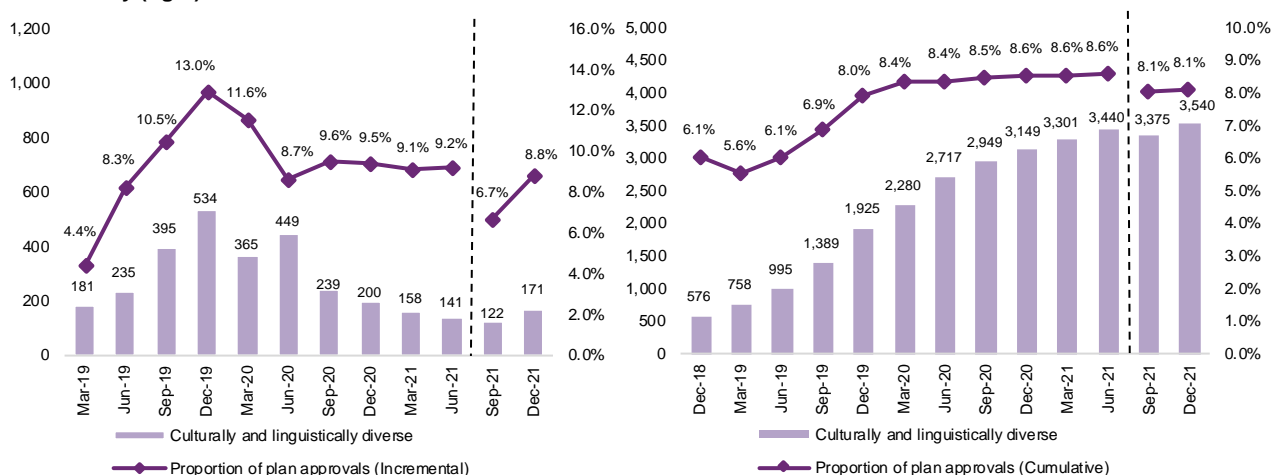


Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Western Australia ⁴⁰⁷

	Total
Age group	N
Under 45	<11
45 to 54	30
55 to 64	225
Total YPIRAC (under 65)	257

⁴⁰² 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.

⁴⁰³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁴⁰⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁴⁰⁵ There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

⁴⁰⁶ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁴⁰⁷ There are a further 114 active participants aged 65 years or over who are currently in residential aged care.

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 ⁴⁰⁸

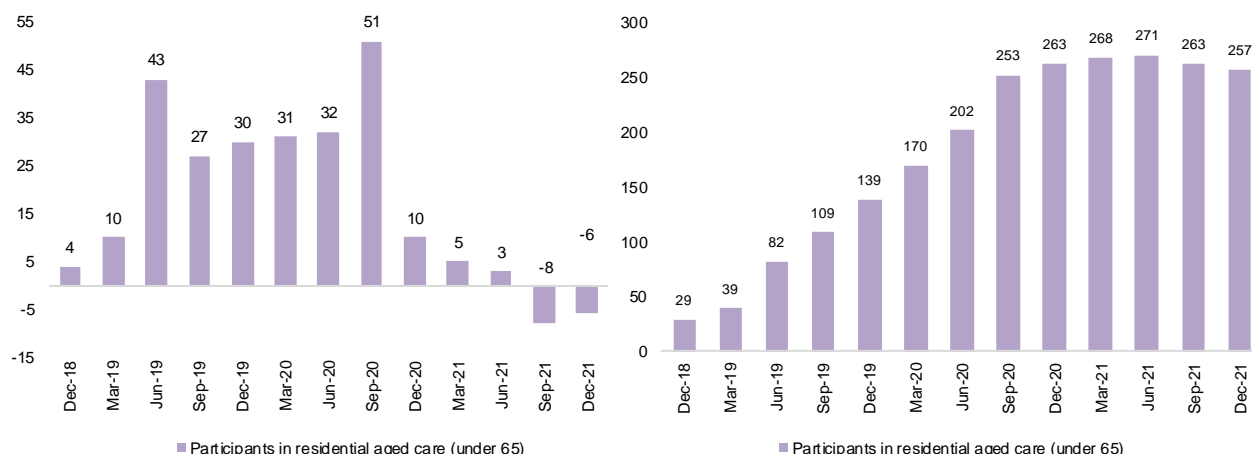
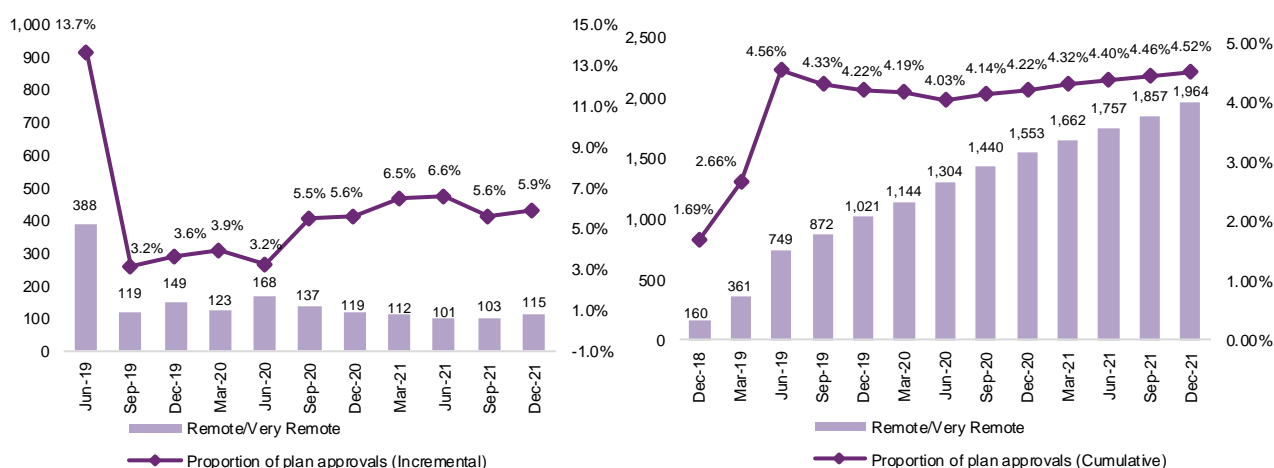


Table I.11 Participant profile per quarter by remoteness – Western Australia ^{409 410}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	32,712	78.8%	1,490	76.9%	34,202	78.7%
Population > 50,000	2,081	5.0%	96	5.0%	2,177	5.0%
Population between 15,000 and 50,000	2,553	6.1%	149	7.7%	2,702	6.2%
Population between 5,000 and 15,000	504	1.2%	11	0.6%	515	1.2%
Population less than 5,000	1,835	4.4%	77	4.0%	1,912	4.4%
Remote	1,175	2.8%	71	3.7%	1,246	2.9%
Very Remote	674	1.6%	44	2.3%	718	1.7%
Missing	<11		<11		<11	
Total	41,536	100%	1,939	100%	43,475	100%

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{411 412 413}



⁴⁰⁸ 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.

⁴⁰⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴¹⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁴¹¹ Ibid.

⁴¹² 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.

⁴¹³ There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

Table I.12 Participant profile per quarter by primary disability group – Western Australia ^{414 415 416}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	14,705	35%	593	31%	15,298	35%
Intellectual disability	8,416	20%	122	6%	8,538	20%
Psychosocial disability	4,167	10%	322	17%	4,489	10%
Developmental delay	1,357	3%	333	17%	1,690	4%
Hearing impairment	1,786	4%	70	4%	1,856	4%
Other neurological	1,970	5%	87	4%	2,057	5%
Other physical	1,727	4%	48	2%	1,775	4%
Cerebral palsy	1,687	4%	28	1%	1,715	4%
Acquired brain injury	1,292	3%	59	3%	1,351	3%
Global developmental delay	1,061	3%	105	5%	1,166	3%
Visual impairment	738	2%	33	2%	771	2%
Multiple sclerosis	833	2%	30	2%	863	2%
Stroke	557	1%	30	2%	587	1%
Spinal cord injury	595	1%	11	1%	606	1%
Other	526	1%	63	3%	589	1%
Other sensory/speech	119	0%	<11		124	0%
Total	41,536	100%	1,939	100%	43,475	100%

⁴¹⁴ Table order based on national proportions in Table E.12 (highest to lowest).

⁴¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴¹⁶ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Western Australia (1,080).

Table I.13 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{417 418}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	337	14%	<11		337	14%
Intellectual disability	1,206	51%	<11		1,206	51%
Psychosocial disability	95	4%	<11		95	4%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	119	5%	<11		120	5%
Other physical	17	1%	<11		17	1%
Cerebral palsy	246	10%	<11		246	10%
Acquired brain injury	223	10%	<11		223	10%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	29	1%	<11		29	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	
Total	2,345	100%	<11		2,346	100%

Table I.14 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ⁴¹⁹

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	14,368	37%	593	31%	14,961	36%
Intellectual disability	7,210	18%	122	6%	7,332	18%
Psychosocial disability	4,072	10%	322	17%	4,394	11%
Developmental delay	1,357	3%	333	17%	1,690	4%
Hearing impairment	1,786	5%	70	4%	1,856	5%
Other neurological	1,851	5%	86	4%	1,937	5%
Other physical	1,710	4%	48	2%	1,758	4%
Cerebral palsy	1,441	4%	28	1%	1,469	4%
Acquired brain injury	1,069	3%	59	3%	1,128	3%
Global developmental delay	1,061	3%	105	5%	1,166	3%
Visual impairment	727	2%	33	2%	760	2%
Multiple sclerosis	804	2%	30	2%	834	2%
Stroke	526	1%	30	2%	556	1%
Spinal cord injury	570	1%	11	1%	581	1%
Other	520	1%	63	3%	583	1%
Other sensory/speech	119	0%	<11		124	0%
Total	39,191	100%	1,938	100%	41,129	100%

⁴¹⁷ 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.

⁴¹⁸ Down syndrome is included in intellectual disability, representing 8% of participants in SIL (187).

⁴¹⁹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (893).

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ⁴²⁰

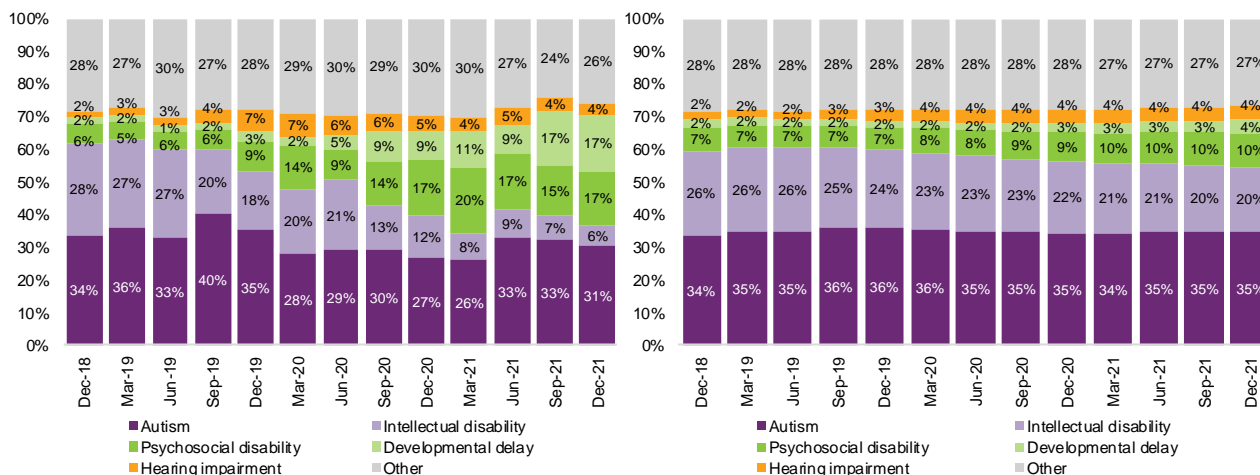
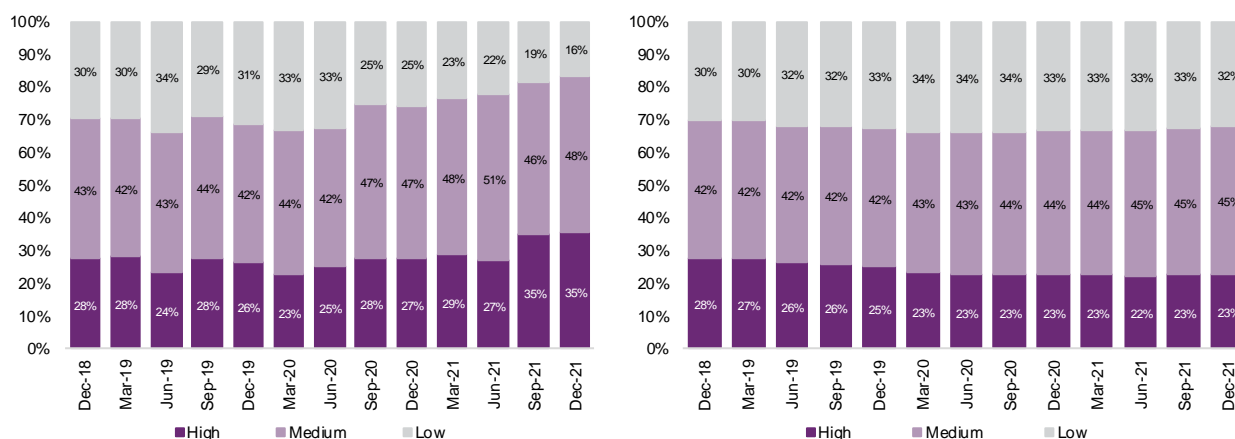


Table I.15 Participant profile per quarter by reported level of function – Western Australia ⁴²¹

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	2,694	6%	323	17%	3,017	7%
2 (High Function)	138	0%	14	1%	152	0%
3 (High Function)	2,102	5%	119	6%	2,221	5%
4 (High Function)	1,989	5%	93	5%	2,082	5%
5 (High Function)	2,331	6%	137	7%	2,468	6%
6 (Moderate Function)	8,404	20%	541	28%	8,945	21%
7 (Moderate Function)	2,080	5%	65	3%	2,145	5%
8 (Moderate Function)	3,039	7%	139	7%	3,178	7%
9 (Moderate Function)	188	0%	13	1%	201	0%
10 (Moderate Function)	4,933	12%	177	9%	5,110	12%
11 (Low Function)	1,768	4%	22	1%	1,790	4%
12 (Low Function)	7,698	19%	191	10%	7,889	18%
13 (Low Function)	3,340	8%	97	5%	3,437	8%
14 (Low Function)	788	2%	<11		796	2%
15 (Low Function)	12	0%	<11		12	0%
Missing	32		<11		32	
Total	41,536	100%	1,939	100%	43,475	100%

Figure I.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia ⁴²²



⁴²⁰ 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.

⁴²¹ The distributions are calculated excluding participants with a missing reported level of function.

⁴²² 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

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	4,395	11%	641	33%	5,036	12%
7 to 14	10,399	25%	344	18%	10,743	25%
15 to 18	3,996	10%	112	6%	4,108	9%
19 to 24	3,994	10%	82	4%	4,076	9%
25 to 34	4,432	11%	136	7%	4,568	11%
35 to 44	3,531	9%	164	8%	3,695	8%
45 to 54	4,211	10%	199	10%	4,410	10%
55 to 64	5,006	12%	240	12%	5,246	12%
65+	1,572	4%	21	1%	1,593	4%
Total	41,536	100%	1,939	100%	43,475	100%

Table I.17 Participant profile per quarter (participants in SIL) by age group – Western Australia ⁴²³

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	26	1%	<11		26	1%
19 to 24	173	7%	<11		173	7%
25 to 34	433	18%	<11		433	18%
35 to 44	408	17%	<11		408	17%
45 to 54	565	24%	<11		565	24%
55 to 64	581	25%	<11		582	25%
65+	150	6%	<11		150	6%
Total	2,345	100%	<11		2,346	100%

Table I.18 Participant profile per quarter (participants not in SIL) by age group – Western Australia

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	4,395	11%	641	33%	5,036	12%
7 to 14	10,390	27%	344	18%	10,734	26%
15 to 18	3,970	10%	112	6%	4,082	10%
19 to 24	3,821	10%	82	4%	3,903	9%
25 to 34	3,999	10%	136	7%	4,135	10%
35 to 44	3,123	8%	164	8%	3,287	8%
45 to 54	3,646	9%	199	10%	3,845	9%
55 to 64	4,425	11%	239	12%	4,664	11%
65+	1,422	4%	21	1%	1,443	4%
Total	39,191	100%	1,938	100%	41,129	100%

⁴²³ 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 ⁴²⁴

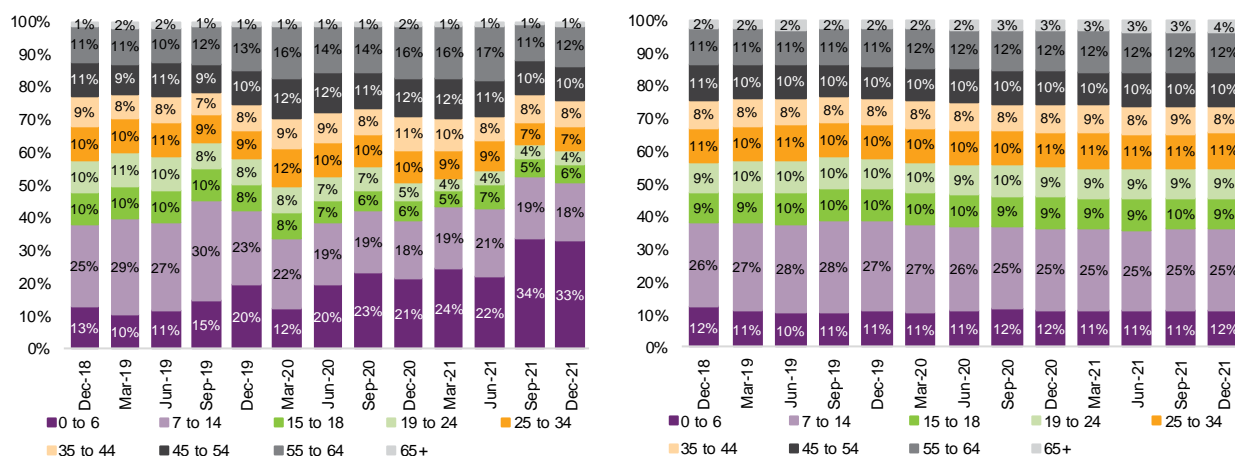


Table I.19 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	25,617	62%	1,180	61%	26,797	62%
Female	15,600	38%	737	38%	16,337	38%
Other	319	1%	22	1%	341	1%
Total	41,536	100%	1,939	100%	43,475	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ⁴²⁵

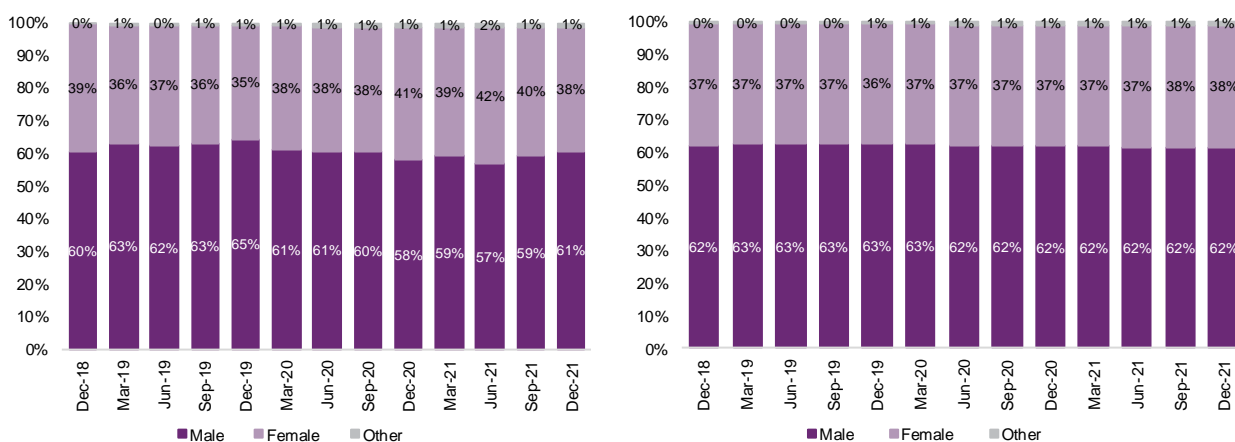


Table I.20 Participation rates by age group at 31 December 2021 – Western Australia ⁴²⁶

Age group	Participation rate
0-6	2.24%
7-14	3.90%
15-18	3.22%
19-24	2.09%
25-34	1.21%
35-44	0.99%
45-54	1.30%
55-64	1.71%
Total (aged 0-64)	1.88%

⁴²⁴ 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.

⁴²⁵ Ibid.

⁴²⁶ 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 ⁴²⁷

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	280	166	600	1,333	1,184	820	4,383
Participant school to 14	300	256	4,153	4,971	2,159	1,135	12,974
Participant 15 to 24	155	78	2,172	2,411	893	354	6,063
Participant 25 and over	499	312	4,612	6,727	3,536	1,424	17,110
Total Participant	1,234	812	11,537	15,442	7,772	3,733	40,530
Family 0 to 14	567	411	4,135	5,843	3,168	1,891	16,015
Family 15 to 24	39	52	1,463	1,620	551	234	3,959
Family 25 and over	21	84	1,460	2,128	846	372	4,911
Total Family	627	547	7,058	9,591	4,565	2,497	24,885
Total	1,861	1,359	18,595	25,033	12,337	6,230	65,415

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%	62%
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%

⁴²⁷ 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	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	58%	74%		
REL	% of children who spend time with friends without an adult present		14%		
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%	74%
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				76%
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			14%	11%

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	14%	18%	18%
% receiving Carer Allowance	36%	36%	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	44%	52%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	21%	17%
% able to advocate for their child/family member	74%	71%	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%	48%
% 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%	64%

Table I.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=780) - participants who entered between 1 July 2016 and 31 December 2020 – Western Australia ⁴²⁸

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	76%
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?	54%

Table I.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,620) - participants who entered between 1 July 2016 and 31 December 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%

⁴²⁸ Results in Tables I.26 to I.29 include participants who entered between 1 July 2016 and 31 December 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=2,406) and ‘Participant 25 and over’ (n=5,971) - participants who entered between 1 July 2016 and 31 December 2020 – Western Australia

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	77%
DL	Has the NDIS helped you with daily living activities?	68%	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%	62%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%
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=5,060); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,067) - participants who entered between 1 July 2016 and 31 December 2020 – Western Australia

	Question	0 to 14 % Yes	15+ % Yes
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	62%
	Has the NDIS improved the level of support for your family?	69%	71%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	66%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
	Has the NDIS improved your health and wellbeing?	46%	44%

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=225) - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia ⁴²⁹

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	89%	+9%
REL	Has the NDIS improved how your child fits into family life?	68%	84%	+16%
S/CP	Has the NDIS improved how your child fits into community life?	52%	63%	+11%

⁴²⁹ Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=2,094) - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL	Has the NDIS improved your child's access to education?	52%	56%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	56%	+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=1,122) and ‘Participant 25 and over’ (n=2,051) - participants who entered between 1 July 2016 and 31 December 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?	63%	68%	+5%	74%	79%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	75%	+7%	81%	86%	+5%
REL	Has the NDIS helped you to meet more people?	52%	54%	+7%	62%	65%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	27%	-4%	42%	40%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	52%	+3%	63%	65%	+2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	38%	-2%	36%	34%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	22%	-4%	25%	23%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	65%	+2%	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=1,356); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=594) - participants who entered between 1 July 2016 and 31 December 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%	71%	+7%	56%	65%	+9%
Has the NDIS improved the level of support for your family?	67%	74%	+6%	68%	76%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	75%	+6%	66%	70%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
Has the NDIS improved your health and wellbeing?	44%	45%	+1%	45%	44%	-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=476) - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia ⁴³⁰

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%	72%	74%	+8%
LL	Has the NDIS improved your child's access to education?	47%	53%	58%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	61%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	54%	52%	+4%

⁴³⁰ Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 31 December 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=241) - participants who entered between 1 July 2016 and 31 December 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?	68%	73%	72%	+4%
Has the NDIS helped you with daily living activities?	72%	76%	77%	+5%
Has the NDIS helped you to meet more people?	59%	59%	59%	0%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	30%	29%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	56%	57%	60%	+4%
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%	41%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	26%	25%	25%	-1%
Has the NDIS helped you be more involved?	67%	68%	67%	+0%

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=671) - participants who entered between 1 July 2016 and 31 December 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?	77%	82%	83%	+6%
Has the NDIS helped you with daily living activities?	82%	86%	89%	+7%
Has the NDIS helped you to meet more people?	62%	65%	68%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	37%	41%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	57%	61%	64%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	33%	33%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	22%	21%	-4%
Has the NDIS helped you be more involved?	70%	74%	77%	+7%

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=407) - participants who entered between 1 July 2016 and 31 December 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?	63%	66%	70%	+7%
Has the NDIS improved the level of support for your family?	73%	74%	77%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	78%	80%	78%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	82%	+4%
Has the NDIS improved your health and wellbeing?	47%	49%	50%	+3%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for ‘Family 15 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 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=195) - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia ⁴³¹

	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?	70%	75%	77%	80%	+10%
LL	Has the NDIS improved your child's access to education?	39%	38%	46%	50%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	55%	59%	61%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	52%	56%	59%	+8%

⁴³¹ Results in Tables I.38 to I.41 include participants who had their first plan approved between 1 July 2016 and 31 December 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=73) - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	63%	69%	74%	71%	+8%
DL	Has the NDIS helped you with daily living activities?	60%	68%	80%	75%	+15%
REL	Has the NDIS helped you to meet more people?	46%	47%	47%	55%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	11%	11%	21%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	48%	43%	48%	-2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	38%	40%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	20%	10%	16%	-7%
S/CP	Has the NDIS helped you be more involved?	63%	66%	64%	67%	+4%

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=138) - participants who entered between 1 July 2016 and 31 December 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?	72%	73%	80%	86%	+14%
DL	Has the NDIS helped you with daily living activities?	78%	80%	88%	89%	+11%
REL	Has the NDIS helped you to meet more people?	55%	54%	65%	70%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	25%	40%	36%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	54%	61%	67%	+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?	31%	32%	33%	28%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	19%	19%	18%	-5%
S/CP	Has the NDIS helped you be more involved?	65%	67%	75%	77%	+12%

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=145) - participants who entered between 1 July 2016 and 31 December 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?	58%	66%	71%	72%	+14%
Has the NDIS improved the level of support for your family?	73%	75%	76%	77%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	77%	80%	76%	78%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	85%	85%	82%	+3%
Has the NDIS improved your health and wellbeing?	49%	55%	49%	55%	+6%

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 at participants' first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

Table I.42 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,752), ‘participant social and community engagement rate’ (n=3,762), ‘parent and carer employment rate’ (n=2,592) and ‘participant choice and control’ (n=2,794) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia ⁴³²

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	10%	13%	16%	24%
Aged 25+	27%	26%	26%	
Aged 15+	24%	25%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	39%	41%	39%	48%
Aged 25+	41%	43%	44%	
Aged 15+	40%	43%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	48%	50%	49%
Aged 15+	46%	48%	47%	
All ages	46%	48%	49%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		63%	68%	75%
Aged 25+		74%	79%	
Aged 15+		70%	75%	

⁴³² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=965), 'participant social and community engagement rate' (n=959), 'parent and carer employment rate' (n=588) and 'participant choice and control' (n=809) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia⁴³³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	14%	16%	18%	19%	24%
Aged 25+	24%	24%	24%	22%	
Aged 15+	23%	23%	23%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	33%	35%	41%	39%	48%
Aged 25+	40%	44%	46%	46%	
Aged 15+	39%	43%	45%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	44%	48%	42%	48%	49%
Aged 15+	44%	48%	52%	48%	
All ages	44%	48%	45%	48%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		68%	73%	72%	75%
Aged 25+		77%	82%	83%	
Aged 15+		75%	79%	80%	

Table I.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=206), 'participant social and community engagement rate' (n=204), 'parent and carer employment rate' (n=154) and 'participant choice and control' (n=189) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia⁴³⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	17%	13%	27%	41%	26%	24%
Aged 25+	23%	24%	21%	19%	21%	
Aged 15+	21%	22%	22%	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	45%	45%	55%	41%	43%	48%
Aged 25+	43%	48%	46%	52%	51%	
Aged 15+	44%	47%	48%	50%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	46%	56%	51%	55%	49%
Aged 15+	44%	46%	48%	Numbers are too small	62%	
All ages	47%	46%	54%	56%	56%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		63%	69%	74%	71%	75%
Aged 25+		72%	73%	80%	86%	
Aged 15+		69%	72%	78%	81%	

⁴³³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

⁴³⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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 ⁴³⁵

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	
Acquired brain injury	408	865	765	190	351	1,057	583	342	1,351
Autism	3,344	12,683	5,323	4,968	6,419	9,318	1,288	3,295	15,298
Cerebral palsy	468	1,310	907	408	445	1,099	428	346	1,715
Developmental delay	249	1,607	543	739	682	990	20	0	1,690
Down syndrome	280	834	462	221	327	812	308	385	1,080
Global developmental delay	165	1,108	314	411	419	494	12	0	1,166
Hearing impairment	436	1,351	384	536	329	804	235	465	1,856
Intellectual disability	2,079	5,196	2,985	1,735	2,202	5,253	2,233	3,027	7,458
Multiple sclerosis	232	632	591	63	140	541	242	191	863
Psychosocial disability	1,154	2,727	2,801	794	988	3,490	1,631	1,400	4,489
Spinal cord injury	206	432	373	79	109	405	213	170	606
Stroke	182	421	340	49	92	441	228	114	587
Visual impairment	255	588	278	161	102	521	145	253	771
Other neurological	597	1,445	1,195	250	439	1,456	686	347	2,057
Other physical	506	1,309	1,017	197	223	1,049	375	393	1,775
Other sensory/speech	15	103	37	59	40	57	4	9	124
Other	159	436	290	60	94	380	174	125	589
Total	10,735	33,047	18,605	10,920	13,401	28,167	8,805	10,862	43,475

Table I.46 Percentage of active plans by goal type and primary disability – Western Australia ⁴³⁶

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	30%	64%	57%	14%	26%	78%	43%	25%
Autism	22%	83%	35%	32%	42%	61%	8%	22%
Cerebral palsy	27%	76%	53%	24%	26%	64%	25%	20%
Developmental delay	15%	95%	32%	44%	40%	59%	1%	0%
Down syndrome	26%	77%	43%	20%	30%	75%	29%	36%
Global developmental delay	14%	95%	27%	35%	36%	42%	1%	0%
Hearing impairment	23%	73%	21%	29%	18%	43%	13%	25%
Intellectual disability	28%	70%	40%	23%	30%	70%	30%	41%
Multiple sclerosis	27%	73%	68%	7%	16%	63%	28%	22%
Psychosocial disability	26%	61%	62%	18%	22%	78%	36%	31%
Spinal cord injury	34%	71%	62%	13%	18%	67%	35%	28%
Stroke	31%	72%	58%	8%	16%	75%	39%	19%
Visual impairment	33%	76%	36%	21%	13%	68%	19%	33%
Other neurological	29%	70%	58%	12%	21%	71%	33%	17%
Other physical	29%	74%	57%	11%	13%	59%	21%	22%
Other sensory/speech	12%	83%	30%	48%	32%	46%	3%	7%
Other	27%	74%	49%	10%	16%	65%	30%	21%
Total	25%	76%	43%	25%	31%	65%	20%	25%

⁴³⁵ 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.

⁴³⁶ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

Table I.47 Number of goals in active plans by goal type and primary disability – Western Australia ⁴³⁷

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	
Acquired brain injury	1,169	2,786	2,078	514	954	2,830	1,506	800	12,637
Autism	9,283	67,729	15,756	14,835	18,637	26,579	3,517	8,535	164,871
Cerebral palsy	1,365	7,271	2,889	1,281	1,411	3,509	1,289	945	19,960
Developmental delay	728	13,299	1,853	2,268	2,113	3,273	73	0	23,607
Down syndrome	771	4,250	1,337	647	905	2,322	773	957	11,962
Global developmental delay	479	9,452	998	1,217	1,269	1,579	30	0	15,024
Hearing impairment	1,093	5,297	1,111	1,385	852	2,098	548	1,083	13,467
Intellectual disability	5,648	19,733	8,012	4,671	5,781	14,137	5,844	7,234	71,060
Multiple sclerosis	656	2,130	1,673	150	378	1,469	600	475	7,531
Psychosocial disability	2,923	7,683	7,073	2,016	2,297	8,438	3,737	3,244	37,411
Spinal cord injury	689	1,639	1,216	259	423	1,332	740	465	6,763
Stroke	549	1,559	1,056	139	245	1,281	619	282	5,730
Visual impairment	695	2,310	739	390	251	1,446	339	647	6,817
Other neurological	1,691	5,509	3,599	740	1,278	4,083	1,835	927	19,662
Other physical	1,461	4,761	3,042	499	567	2,770	943	1,028	15,071
Other sensory/speech	30	492	106	218	137	161	12	30	1,186
Other	457	1,797	869	155	265	1,112	486	343	5,484
Total	29,687	157,697	53,407	31,384	37,763	78,419	22,891	26,995	438,243

Table I.48 Number of active plans by goal type and age group – Western Australia ⁴³⁸

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	728	4,855	1,484	1,881	1,916	2,539	54	0	5,036
7 to 14	1,884	9,300	3,680	3,702	4,673	5,888	143	188	10,743
15 to 18	1,142	3,269	1,462	1,541	1,549	2,800	329	1,462	4,108
19 to 24	1,319	2,854	1,444	1,124	989	2,728	1,052	2,567	4,076
25 to 34	1,424	3,072	2,051	876	1,116	3,239	1,665	2,399	4,568
35 to 44	1,098	2,398	2,002	598	899	2,636	1,367	1,534	3,695
45 to 54	1,237	2,797	2,561	595	945	3,239	1,609	1,420	4,410
55 to 64	1,455	3,448	3,011	498	1,010	3,925	1,993	1,096	5,246
65+	448	1,054	910	105	304	1,173	593	196	1,593
Total	10,735	33,047	18,605	10,920	13,401	28,167	8,805	10,862	43,475

⁴³⁷ Participants have set over six million goals in total across Australia since July 2016. The 438,243 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

⁴³⁸ 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.49 Percentage of active plans by goal type and age group – Western Australia ⁴³⁹

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32% ⁷⁷	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
Total	18%	83%	41%	29%	31%	69%	18%	21%

Table I.50 Number of goals in active plans by goal type and age group – Western Australia ⁴⁴⁰

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,185	44,821	5,141	6,056	6,083	8,855	169	0	73,310
7 to 14	5,034	49,752	10,863	10,697	13,422	16,565	387	519	107,239
15 to 18	3,227	12,521	4,171	4,420	4,316	7,731	916	3,970	41,272
19 to 24	3,611	9,400	3,881	3,085	2,633	7,155	2,677	6,313	38,755
25 to 34	3,905	10,131	5,779	2,411	2,995	8,616	4,343	5,903	44,083
35 to 44	3,067	7,397	5,364	1,598	2,375	7,059	3,469	3,690	34,019
45 to 54	3,367	8,860	7,116	1,508	2,414	8,632	4,184	3,415	39,496
55 to 64	4,029	11,491	8,609	1,333	2,734	10,658	5,257	2,721	46,832
65+	1,262	3,324	2,483	276	791	3,148	1,489	464	13,237
Total	29,687	157,697	53,407	31,384	37,763	78,419	22,891	26,995	438,243

⁴³⁹ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

⁴⁴⁰ Participants have set over six million goals in total across Australia since July 2016. The 438,243 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.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ⁴⁴¹

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 545	n = 191
Are you happy with how coming into the NDIS has gone?	83%	85%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	70%	70%
% of participants rating their overall experience as Very Good or Good.	73%	72%
Pre-planning	n = 423	n = 104
Did the person from the NDIS understand how your disability affects your life?	81%	82%
Did you understand why you needed to give the information you did?	91%	90%
Were decisions about your plan clearly explained?	68%	61%
Are you clear on what happens next with your plan?	57%	55%
Do you know where to go for more help with your plan?	64%	63%
% of participants rating their overall experience as Very Good or Good.	72%	67%
Planning	n = 1,979	n = 419
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?	97%	99%
Were decisions about your plan clearly explained?	84%	83%
Are you clear on what happens next with your plan?	78%	80%
Do you know where to go for more help with your plan?	85%	87%
% of participants rating their overall experience as Very Good or Good.	79%	81%
Plan review	n = 4,160	n = 1,127
Did the person from the NDIS understand how your disability affects your life?	75%	71%
Did you feel prepared for your plan review?	83%	83%
Is your NDIS plan helping you to make progress towards your goals?	84%	81%
% of participants rating their overall experience as Very Good or Good.	67%	62%

⁴⁴¹ 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 ^{442 443 444}

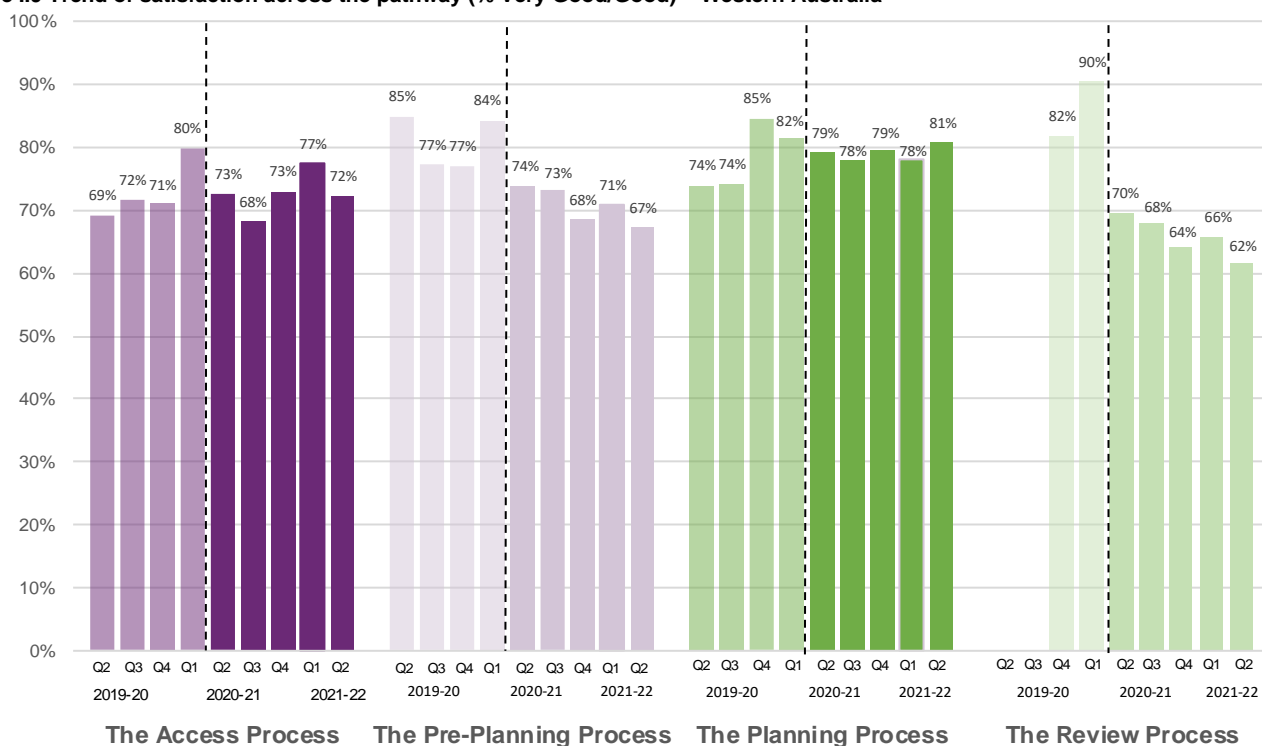
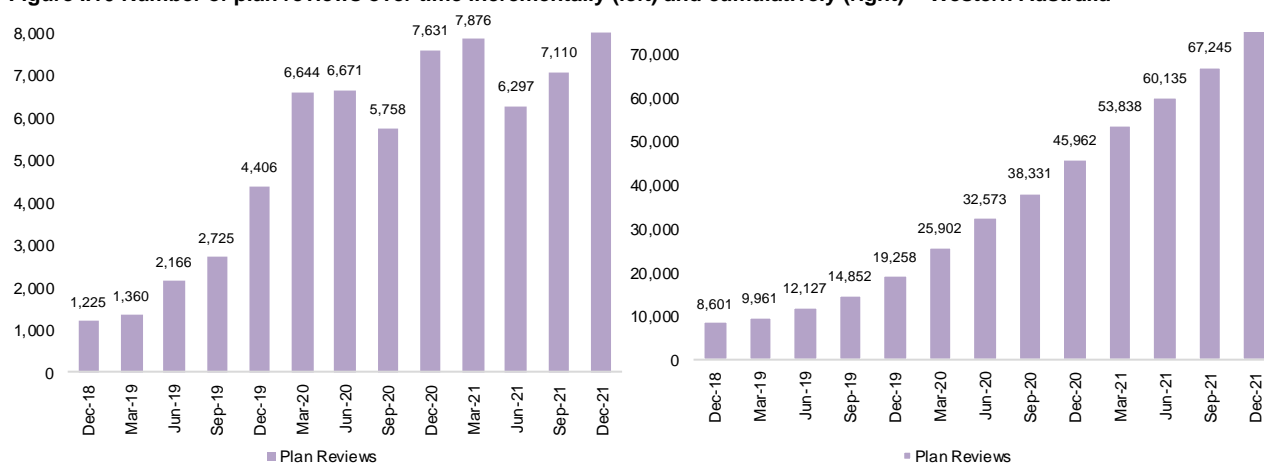


Table I.52 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia ⁴⁴⁵

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	67,245	8,871	76,116
<i>Early intervention plans</i>	8,042	1,183	9,225
<i>Permanent disability plans</i>	59,203	7,688	66,891

Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia



⁴⁴² 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.

⁴⁴³ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁴⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

⁴⁴⁵ 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 Q2. 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.53 shows the number of complaints in 2021-22 Q2 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.53 Complaints by quarter – Western Australia ^{446 447 448}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	13	1	14	13
Complaint about LAC Partner	151	28	179	168
Complaints about service providers	312	76	388	323
Complaints about the Agency	4,316	591	4,907	3,057
Critical/ Reportable Incident	1,110	171	1,281	985
Unclassified	79	2	81	77
Total	5,981	869	6,850	4,131
Total complaints made since 1 April 2017	5,911	869	6,780	
% of the number of active participants	6.8%	8.2%	6.9%	

⁴⁴⁶ Note that 66% of all complainants made only one complaint, 19% made two complaints and 14% made three or more complaints.

⁴⁴⁷ % 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.

⁴⁴⁸ 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 ⁴⁴⁹

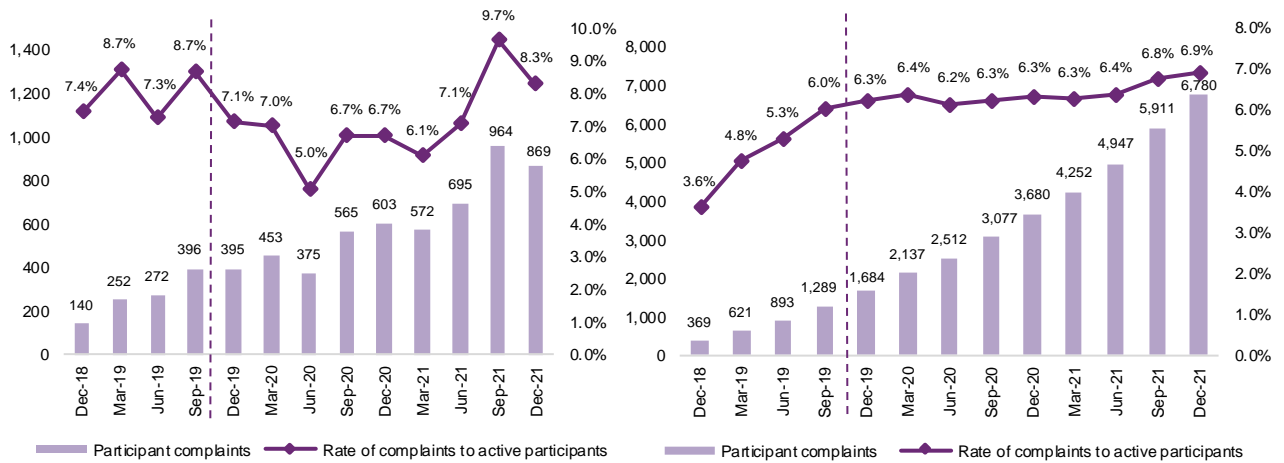


Table I.54 Participant complaints by type – Western Australia

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	144	(3%)	0	(0%)	144	(3%)
Information unclear	69	(2%)	0	(0%)	69	(1%)
NDIA Access	114	(3%)	14	(2%)	128	(3%)
NDIA Engagement	1	(0%)	1	(0%)	2	(0%)
NDIA Finance	225	(5%)	52	(9%)	277	(6%)
NDIA Fraud and Compliance	6	(0%)	4	(1%)	10	(0%)
NDIA Plan	849	(20%)	214	(36%)	1,063	(22%)
NDIA Process	394	(9%)	64	(11%)	458	(9%)
NDIA Resources	30	(1%)	4	(1%)	34	(1%)
NDIA Staff	229	(5%)	34	(6%)	263	(5%)
NDIA Timeliness	964	(22%)	185	(31%)	1,149	(23%)
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	2	(0%)	2	(0%)	4	(0%)
Reasonable and necessary supports	168	(4%)	0	(0%)	168	(3%)
Staff conduct - Agency	61	(1%)	0	(0%)	61	(1%)
The way the NDIA carried out its decision making	117	(3%)	5	(1%)	122	(2%)
Timeliness	501	(12%)	2	(0%)	503	(10%)
Other	426	(10%)	10	(2%)	436	(9%)
Total	4,316		591		4,907	
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	(8%)	0	(0%)	1	(7%)
ECA Process	0	(0%)	0	(0%)	0	(0%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	4	(31%)	1	(100%)	5	(36%)
ECA Timeliness	8	(62%)	0	(0%)	8	(57%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	13		1		14	
Complaint about LAC Partner						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

⁴⁴⁹ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	26	(17%)	4	(14%)	30	(17%)
LAC Process	11	(7%)	9	(32%)	20	(11%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	96	(64%)	12	(43%)	108	(60%)
LAC Timeliness	15	(10%)	3	(11%)	18	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	151		28		179	
<i>Complaints about service providers</i>						
Provider costs.	15	(5%)	0	(0%)	15	(4%)
Provider Finance	15	(5%)	4	(5%)	19	(5%)
Provider Fraud and Compliance	24	(8%)	2	(3%)	26	(7%)
Provider process	11	(4%)	0	(0%)	11	(3%)
Provider Service	99	(32%)	63	(83%)	162	(42%)
Provider Staff	54	(17%)	3	(4%)	57	(15%)
Service Delivery	22	(7%)	1	(1%)	23	(6%)
Staff conduct	14	(4%)	2	(3%)	16	(4%)
Supports being provided	21	(7%)	0	(0%)	21	(5%)
Other	37	(12%)	1	(1%)	38	(10%)
Total	312		76		388	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	253	(23%)	65	(38%)	318	(25%)
Allegations against Informal Supports	192	(17%)	7	(4%)	199	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	253	(23%)	25	(15%)	278	(22%)
Provider reporting	412	(37%)	74	(43%)	486	(38%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,110		171		1,281	
<i>Unclassified</i>	79		2		81	
Participants total	5,981		869		6,850	

Table I.55 AAT Cases by category at 31 December 2021 – Western Australia ⁴⁵⁰

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	87	21%	14	8%	101	17%
Plan	301	72%	146	88%	447	77%
Plan Review	18	4%	<11		18	3%
Other	12	3%	<11		18	3%
Total	418	100%	166	100%	584	100%
% of the number of active participants	0.48%		1.56%		0.59%	

⁴⁵⁰ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵¹

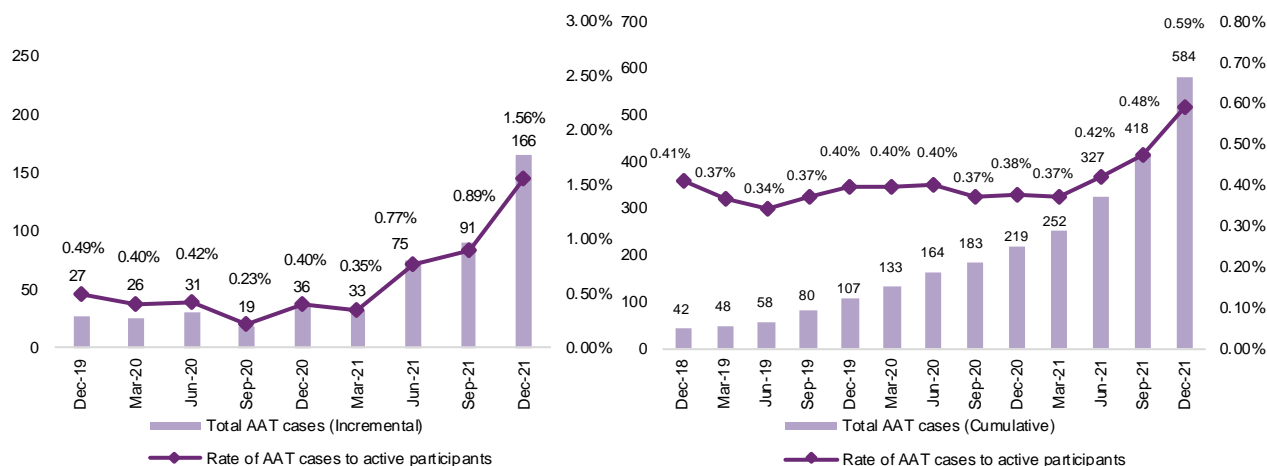
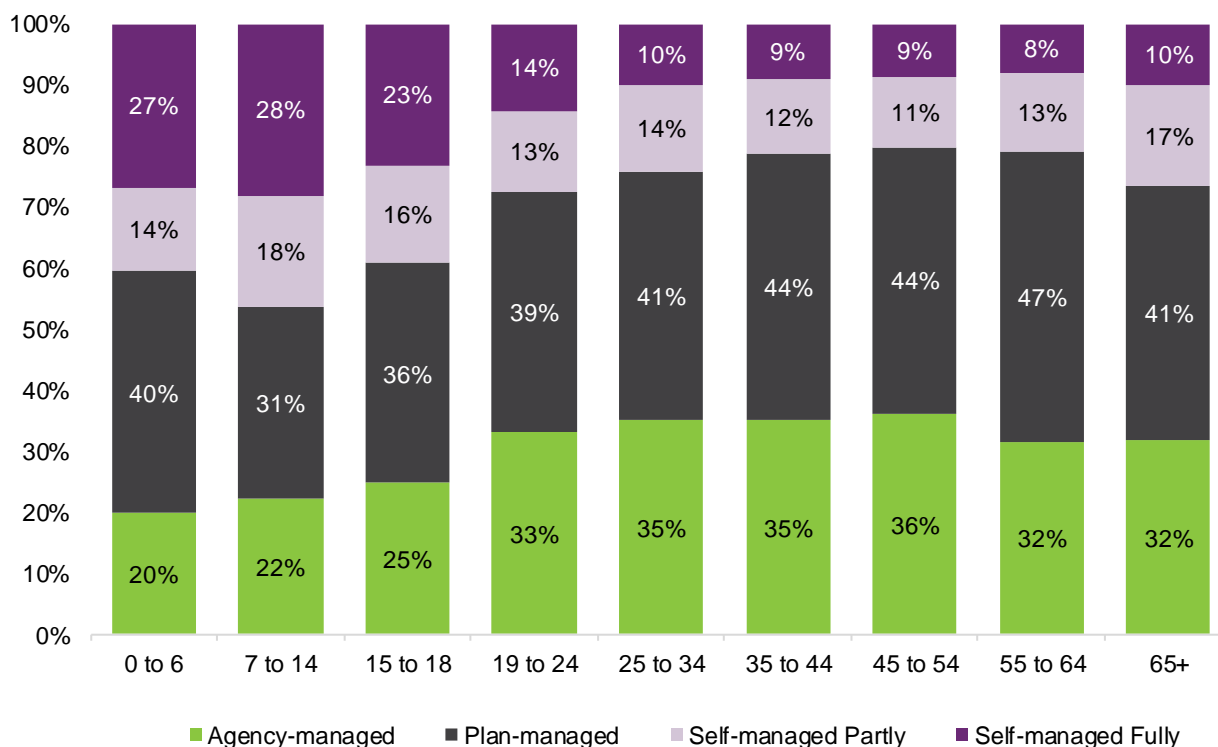


Table I.56 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	584
Open AAT Cases	299
Closed AAT Cases	285
Resolved before hearing	283
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 31 December 2021 – Western Australia ^{453 454}



⁴⁵¹ Ibid.

⁴⁵² There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

⁴⁵³ For the total number of active participants in each age group, see Table I.16.

⁴⁵⁴ 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 31 December 2021 – Western Australia ^{455 456}

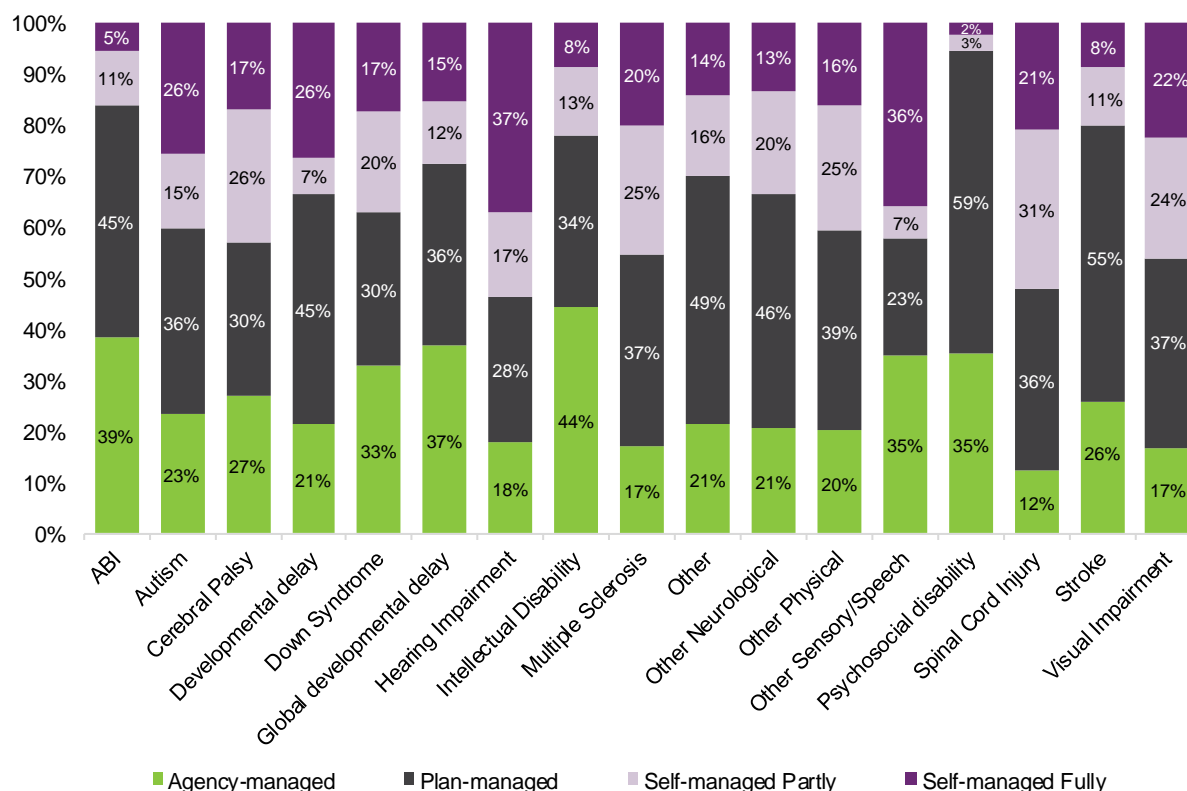
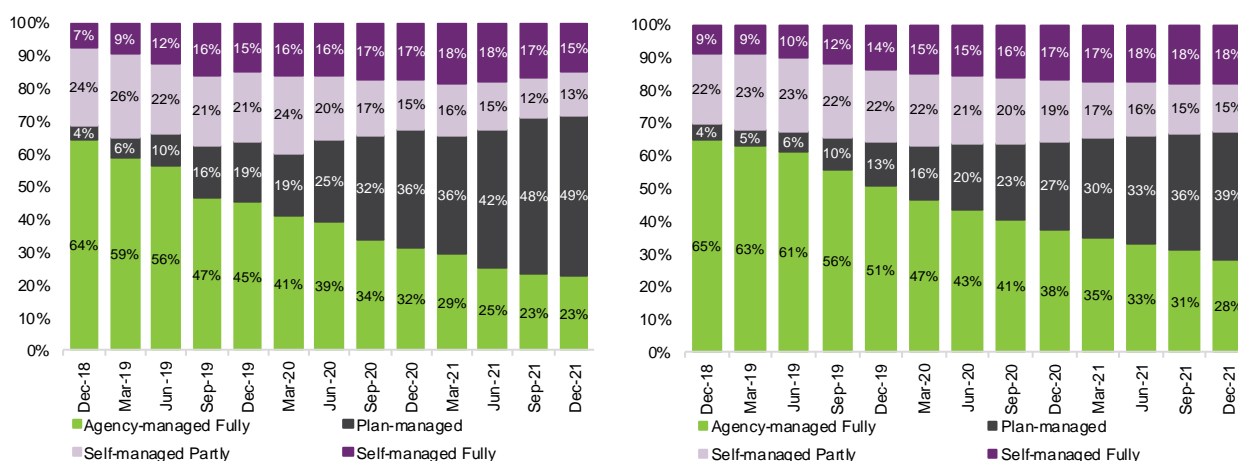


Table I.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ⁴⁵⁷

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	19%	15%	18%
Self-managed partly	15%	13%	15%
Plan-managed	36%	49%	39%
Agency-managed	30%	23%	28%
Total	100%	100%	100%

Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ⁴⁵⁸



⁴⁵⁵ For the total number of active participants in each primary disability group, see Table I.12.

⁴⁵⁶ 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.

⁴⁵⁷ Ibid.

⁴⁵⁸ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q2	Total
Self-managed	14%	13%	14%
Plan-managed	24%	43%	27%
Agency-managed	62%	44%	59%
Total	100%	100%	100%

Figure I.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia



Table I.59 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2021-22 Q2	Total
Support coordination	46%	59%	49%

Table I.60 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ⁴⁵⁹

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	25,254	70%	1,010	66%	26,264	70%
30 to 59 days	3,745	10%	192	13%	3,937	11%
60 to 89 days	1,852	5%	79	5%	1,931	5%
Activated within 90 days	30,851	86%	1,281	84%	32,132	86%
90 to 119 days	1,059	3%	45	3%	1,104	3%
120 days and over	2,827	8%	49	3%	2,876	8%
Activated after 90 days	3,886	11%	94	6%	3,980	11%
No payments	1,119	3%	148	10%	1,267	3%
Total plans approved	35,856	100%	1,523	100%	37,379	100%

⁴⁵⁹ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.61 Proportion of participants who have activated within 12 months at 31 December 2021 – Western Australia ⁴⁶⁰

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,409	2,590	93%
Not Aboriginal and Torres Strait Islander	28,992	30,162	96%
Not Stated	3,536	3,702	96%
Total	34,937	36,454	96%
by Culturally and Linguistically Diverse status			
CALD	2,866	2,969	97%
Not CALD	27,324	28,548	96%
Not Stated	4,747	4,937	96%
Total	34,937	36,454	96%
by Remoteness			
Major Cities	27,736	28,792	96%
Regional	5,780	6,127	94%
Remote	1,420	1,534	93%
Missing	<11	<11	
Total	34,937	36,454	96%
by Primary Disability type			
Autism	12,533	13,103	96%
Intellectual disability (including Down syndrome)	7,649	8,005	96%
Psychosocial disability	3,191	3,271	98%
Developmental delay (including global developmental delay)	1,506	1,580	95%
Other	10,058	10,495	96%
Total	34,937	36,454	96%

Table I.62 Distribution of plans by utilisation – Western Australia ^{461 462}

Plan utilisation	Total
0 to 50%	35%
50% to 75%	28%
> 75%	37%
Total	100%

Table I.63 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ⁴⁶³

	Prior Quarters	2021-22 Q2	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	64%	70%	66%
Lifelong Learning	28%	27%	27%
Other	24%	29%	25%
Non-categorised	17%	13%	16%
Any mainstream service	95%	96%	95%

⁴⁶⁰ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

⁴⁶¹ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁶² 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.

⁴⁶³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table I.64 Key markets indicators by quarter – Western Australia ^{464 465}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.26	1.34
b) Number of providers delivering new types of supports	223	207
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	91%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	90%	89%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	91%	91%

Table I.65 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Western Australia ⁴⁶⁶

Activity	Number of providers
Active for the first time in 2021-22 Q2	59
Active in 2021-22 Q2 and also in previous quarters	1,005
Active in 2021-22 Q2	1,064
Inactive in 2021-22 Q2	1,209
Active ever	2,273

⁴⁶⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁶⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁶⁶ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.66 Cumulative number of providers that have been ever active by registration group – Western Australia ⁴⁶⁷

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	43	3	46	7%
Assistance Animals	20	1	21	5%
Assistance with daily life tasks in a group or shared living arrangement	234	16	250	7%
Assistance with travel/transport arrangements	241	12	253	5%
Daily Personal Activities	443	20	463	5%
Group and Centre Based Activities	253	13	266	5%
High Intensity Daily Personal Activities	309	13	322	4%
Household tasks	405	9	414	2%
Interpreting and translation	55	2	57	4%
Participation in community, social and civic activities	500	21	521	4%
Assistive Technology				
Assistive equipment for recreation	79	4	83	5%
Assistive products for household tasks	78	3	81	4%
Assistance products for personal care and safety	537	12	549	2%
Communication and information equipment	182	9	191	5%
Customised Prosthetics	175	7	182	4%
Hearing Equipment	68	5	73	7%
Hearing Services	18	5	23	28%
Personal Mobility Equipment	282	14	296	5%
Specialised Hearing Services	18	2	20	11%
Vision Equipment	60	3	63	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	540	27	567	5%
Behaviour Support	211	12	223	6%
Community nursing care for high needs	125	6	131	5%
Development of daily living and life skills	285	15	300	5%
Early Intervention supports for early childhood	389	13	402	3%
Exercise Physiology and Physical Wellbeing activities	120	4	124	3%
Innovative Community Participation	69	7	76	10%
Specialised Driving Training	46	1	47	2%
Therapeutic Supports	940	24	964	3%
Capital services				
Home modification design and construction	82	6	88	7%
Specialist Disability Accommodation	29	2	31	7%
Vehicle Modifications	43	3	46	7%
Choice and control support services				
Management of funding for supports in participants plan	262	14	276	5%
Support Coordination	183	10	193	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	97	6	103	6%
Specialised Supported Employment	83	4	87	5%
Total	2,214	59	2,273	3%

⁴⁶⁷ 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.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	40	46	13%	87%	100%
Assistance Animals	3	18	21	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	29	221	250	12%	88%	100%
Assistance with travel/transport arrangements	26	227	253	10%	90%	100%
Daily Personal Activities	48	415	463	10%	90%	100%
Group and Centre Based Activities	23	243	266	9%	91%	100%
High Intensity Daily Personal Activities	29	293	322	9%	91%	100%
Household tasks	77	337	414	19%	81%	100%
Interpreting and translation	9	48	57	16%	84%	100%
Participation in community, social and civic activities	53	468	521	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	8	75	83	10%	90%	100%
Assistive products for household tasks	9	72	81	11%	89%	100%
Assistance products for personal care and safety	72	477	549	13%	87%	100%
Communication and information equipment	30	161	191	16%	84%	100%
Customised Prosthetics	29	153	182	16%	84%	100%
Hearing Equipment	15	58	73	21%	79%	100%
Hearing Services	2	21	23	9%	91%	100%
Personal Mobility Equipment	41	255	296	14%	86%	100%
Specialised Hearing Services	2	18	20	10%	90%	100%
Vision Equipment	9	54	63	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	88	479	567	16%	84%	100%
Behaviour Support	45	178	223	20%	80%	100%
Community nursing care for high needs	15	116	131	11%	89%	100%
Development of daily living and life skills	33	267	300	11%	89%	100%
Early Intervention supports for early childhood	113	289	402	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	24	100	124	19%	81%	100%
Innovative Community Participation	11	65	76	14%	86%	100%
Specialised Driving Training	11	36	47	23%	77%	100%
Therapeutic Supports	298	666	964	31%	69%	100%
Capital services						
Home modification design and construction	10	78	88	11%	89%	100%
Specialist Disability Accommodation	2	29	31	6%	94%	100%
Vehicle Modifications	4	42	46	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	56	220	276	20%	80%	100%
Support Coordination	28	165	193	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	97	103	6%	94%	100%
Specialised Supported Employment	9	78	87	10%	90%	100%
Total	511	1,762	2,273	22%	78%	100%

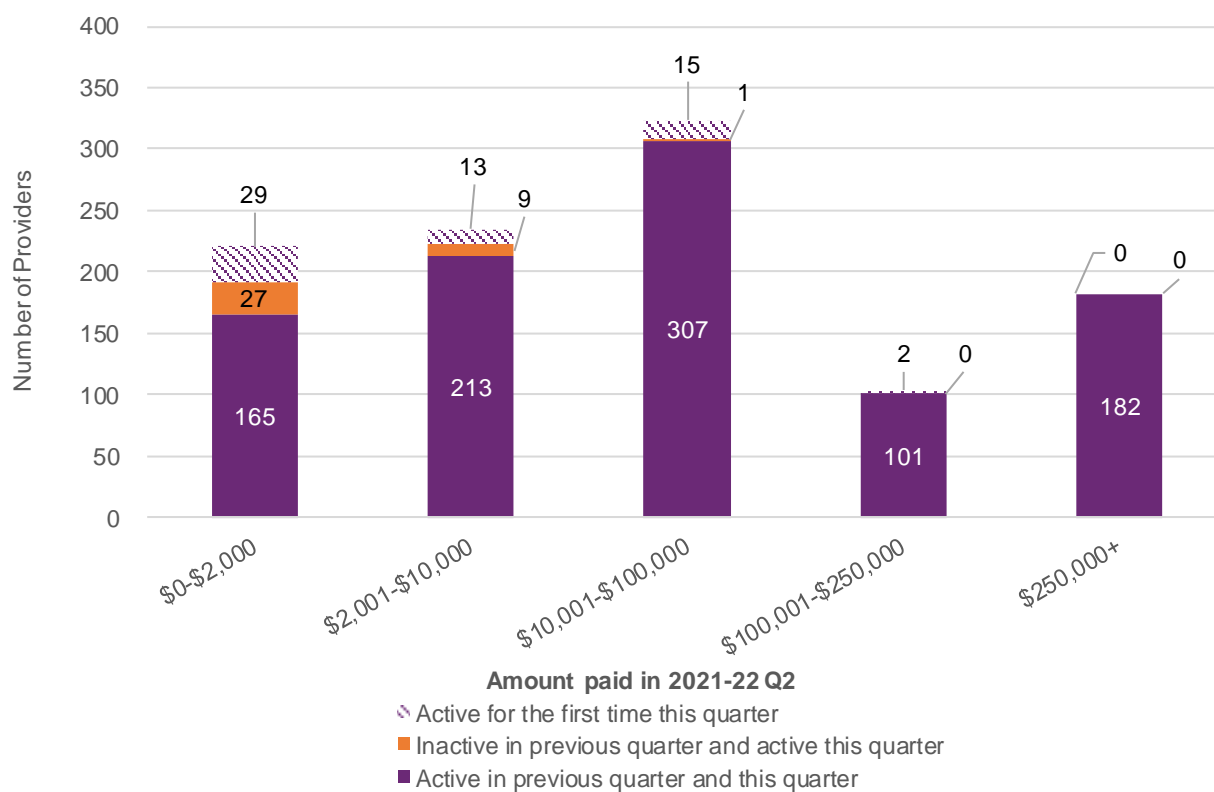
Table I.68 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Western Australia

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	8	3	11	27%
Assistance Animals	14	1	15	7%
Assistance with daily life tasks in a group or shared living arrangement	160	16	176	9%
Assistance with travel/transport arrangements	131	12	143	8%
Daily Personal Activities	249	20	269	7%
Group and Centre Based Activities	140	13	153	8%
High Intensity Daily Personal Activities	163	13	176	7%
Household tasks	209	9	218	4%
Interpreting and translation	38	2	40	5%
Participation in community, social and civic activities	293	21	314	7%
Assistive Technology				
Assistive equipment for recreation	16	4	20	20%
Assistive products for household tasks	19	3	22	14%
Assistance products for personal care and safety	260	12	272	4%
Communication and information equipment	73	9	82	11%
Customised Prosthetics	72	7	79	9%
Hearing Equipment	27	5	32	16%
Hearing Services	7	5	12	42%
Personal Mobility Equipment	128	14	142	10%
Specialised Hearing Services	6	2	8	25%
Vision Equipment	27	3	30	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	277	27	304	9%
Behaviour Support	129	12	141	9%
Community nursing care for high needs	81	6	87	7%
Development of daily living and life skills	146	15	161	9%
Early Intervention supports for early childhood	148	13	161	8%
Exercise Physiology and Physical Wellbeing activities	73	4	77	5%
Innovative Community Participation	24	7	31	23%
Specialised Driving Training	24	1	25	4%
Therapeutic Supports	411	24	435	6%
Capital services				
Home modification design and construction	38	6	44	14%
Specialist Disability Accommodation	19	2	21	10%
Vehicle Modifications	18	3	21	14%
Choice and control support services				
Management of funding for supports in participants plan	164	14	178	8%
Support Coordination	110	10	120	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	58	6	64	9%
Specialised Supported Employment	54	4	58	7%
Total	1,005	59	1,064	6%

Table I.69 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	11	11	0%	100%	100%
Assistance Animals	2	13	15	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	159	176	10%	90%	100%
Assistance with travel/transport arrangements	16	127	143	11%	89%	100%
Daily Personal Activities	30	239	269	11%	89%	100%
Group and Centre Based Activities	16	137	153	10%	90%	100%
High Intensity Daily Personal Activities	21	155	176	12%	88%	100%
Household tasks	43	175	218	20%	80%	100%
Interpreting and translation	7	33	40	18%	83%	100%
Participation in community, social and civic activities	37	277	314	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	1	19	20	5%	95%	100%
Assistive products for household tasks	1	21	22	5%	95%	100%
Assistance products for personal care and safety	30	242	272	11%	89%	100%
Communication and information equipment	12	70	82	15%	85%	100%
Customised Prosthetics	13	66	79	16%	84%	100%
Hearing Equipment	5	27	32	16%	84%	100%
Hearing Services	1	11	12	8%	92%	100%
Personal Mobility Equipment	22	120	142	15%	85%	100%
Specialised Hearing Services	0	8	8	0%	100%	100%
Vision Equipment	5	25	30	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	48	256	304	16%	84%	100%
Behaviour Support	24	117	141	17%	83%	100%
Community nursing care for high needs	12	75	87	14%	86%	100%
Development of daily living and life skills	16	145	161	10%	90%	100%
Early Intervention supports for early childhood	36	125	161	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	13	64	77	17%	83%	100%
Innovative Community Participation	3	28	31	10%	90%	100%
Specialised Driving Training	5	20	25	20%	80%	100%
Therapeutic Supports	117	318	435	27%	73%	100%
Capital services						
Home modification design and construction	4	40	44	9%	91%	100%
Specialist Disability Accommodation	1	20	21	5%	95%	100%
Vehicle Modifications	1	20	21	5%	95%	100%
Choice and control support services						
Management of funding for supports in participants plan	35	143	178	20%	80%	100%
Support Coordination	18	102	120	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	59	64	8%	92%	100%
Specialised Supported Employment	7	51	58	12%	88%	100%
Total	214	850	1,064	20%	80%	100%

Figure I.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Western Australia ⁴⁶⁸



⁴⁶⁸ 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.

Part Five: Financial sustainability

Table I.70 Committed supports by financial year (\$m) – Western Australia ⁴⁶⁹

	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	172.4	223.5	543.8	1,531.7	2,724.7	1,489.1

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Western Australia

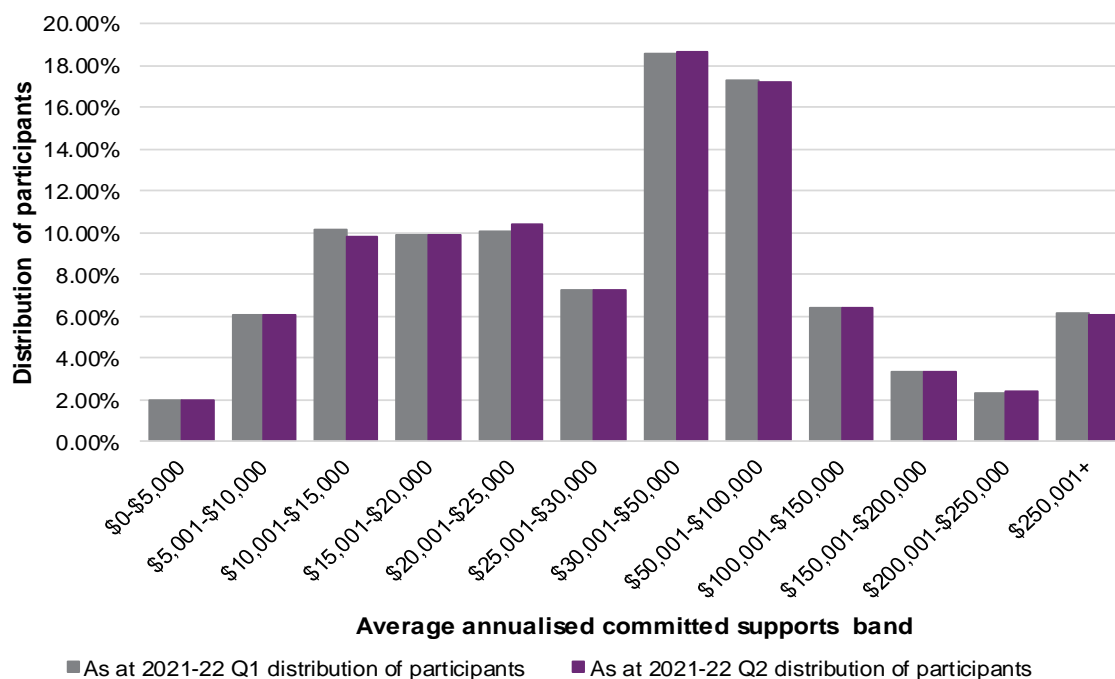
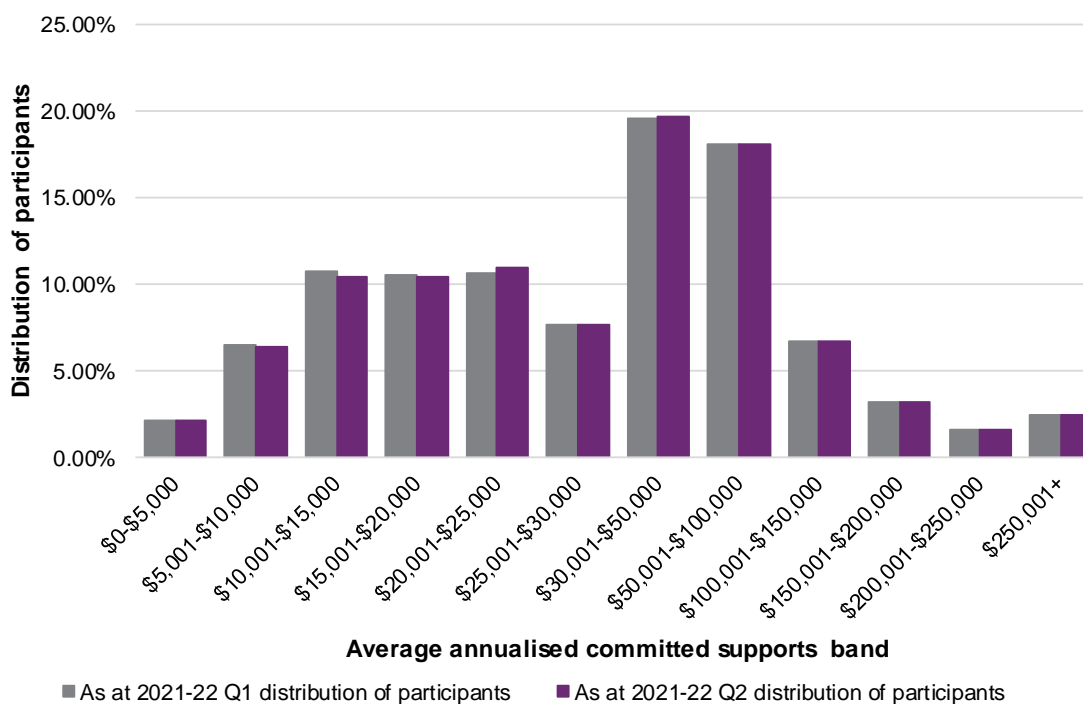


Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Western Australia



⁴⁶⁹ 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.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Western Australia ⁴⁷⁰

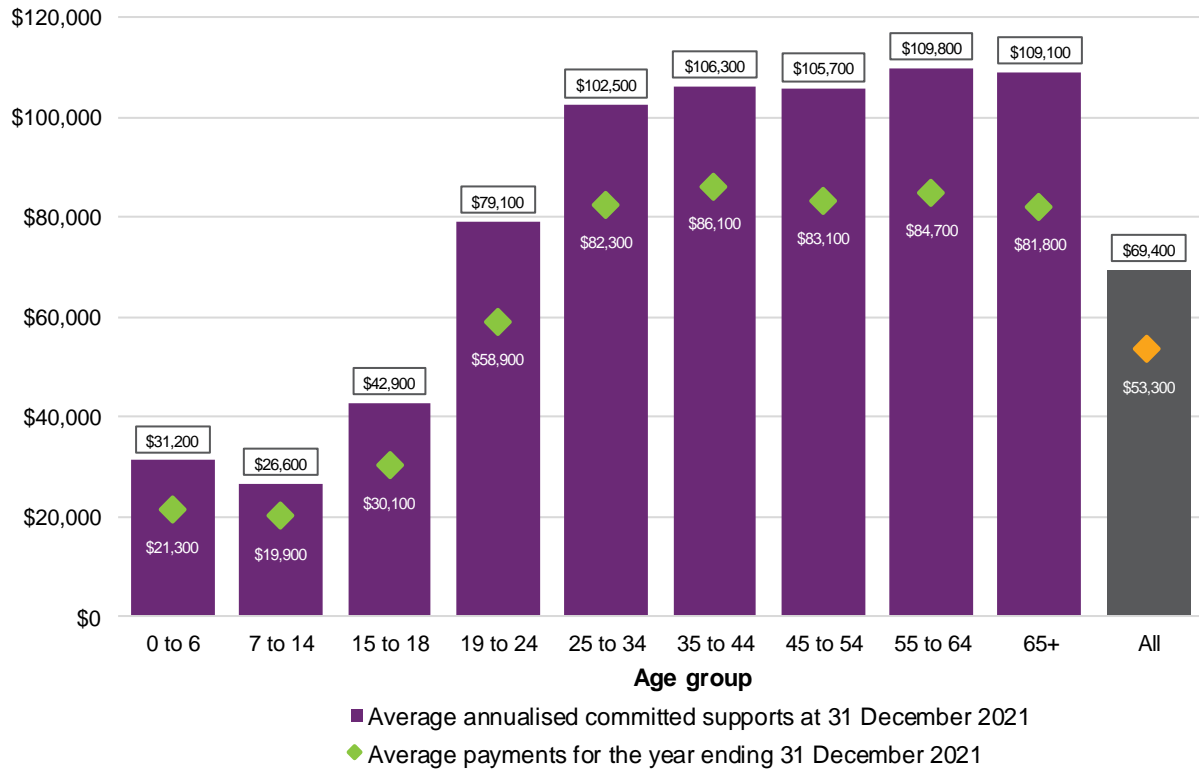
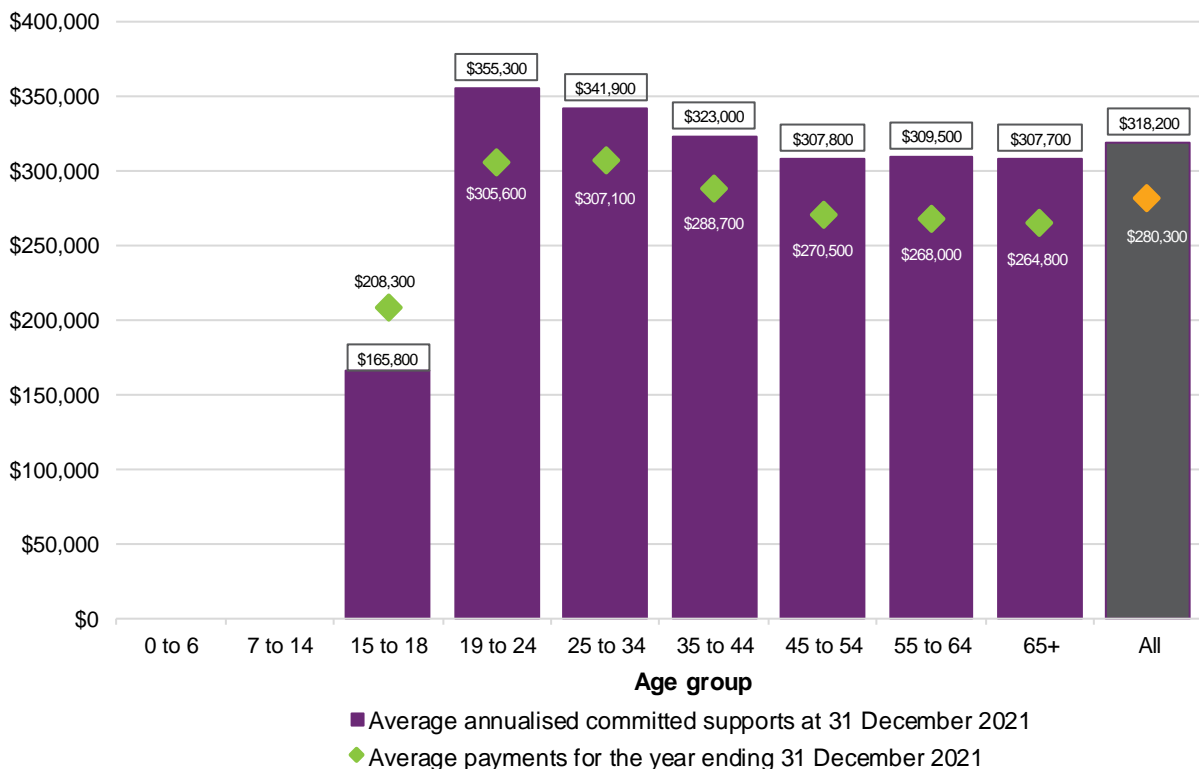


Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Western Australia ⁴⁷¹



⁴⁷⁰ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁴⁷¹ Ibid.

Figure I.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Western Australia ⁴⁷²

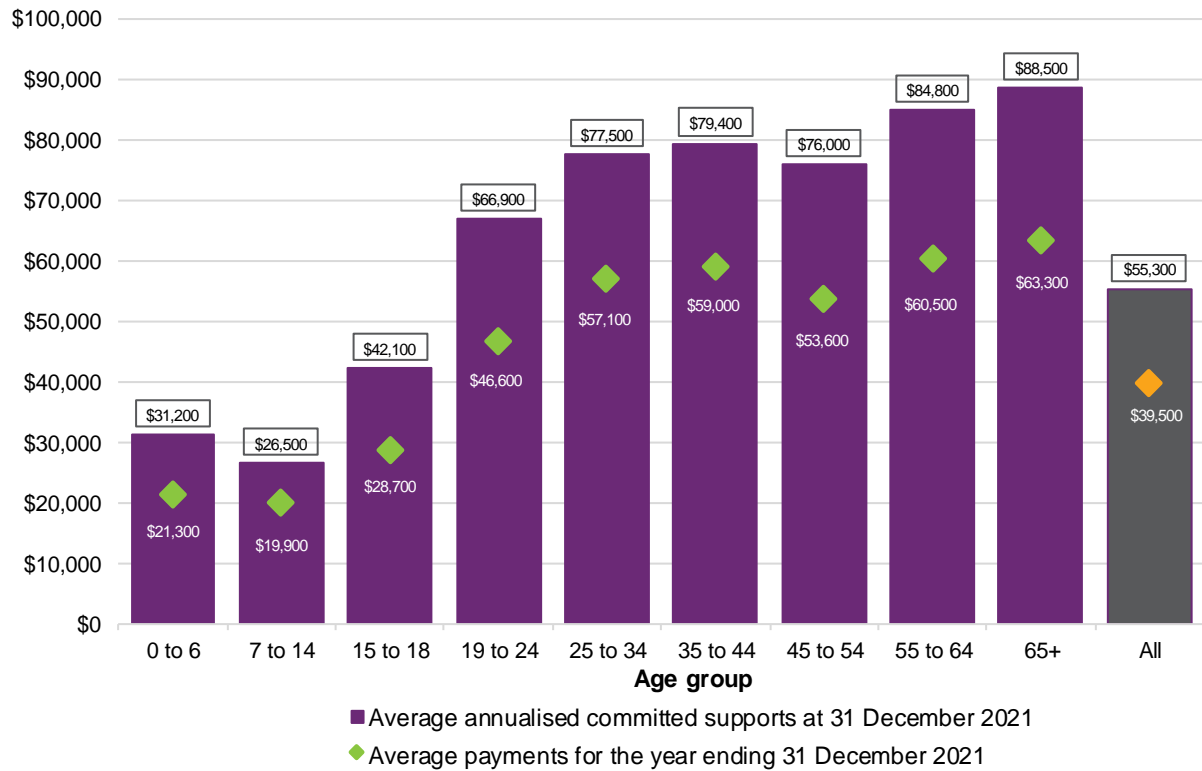
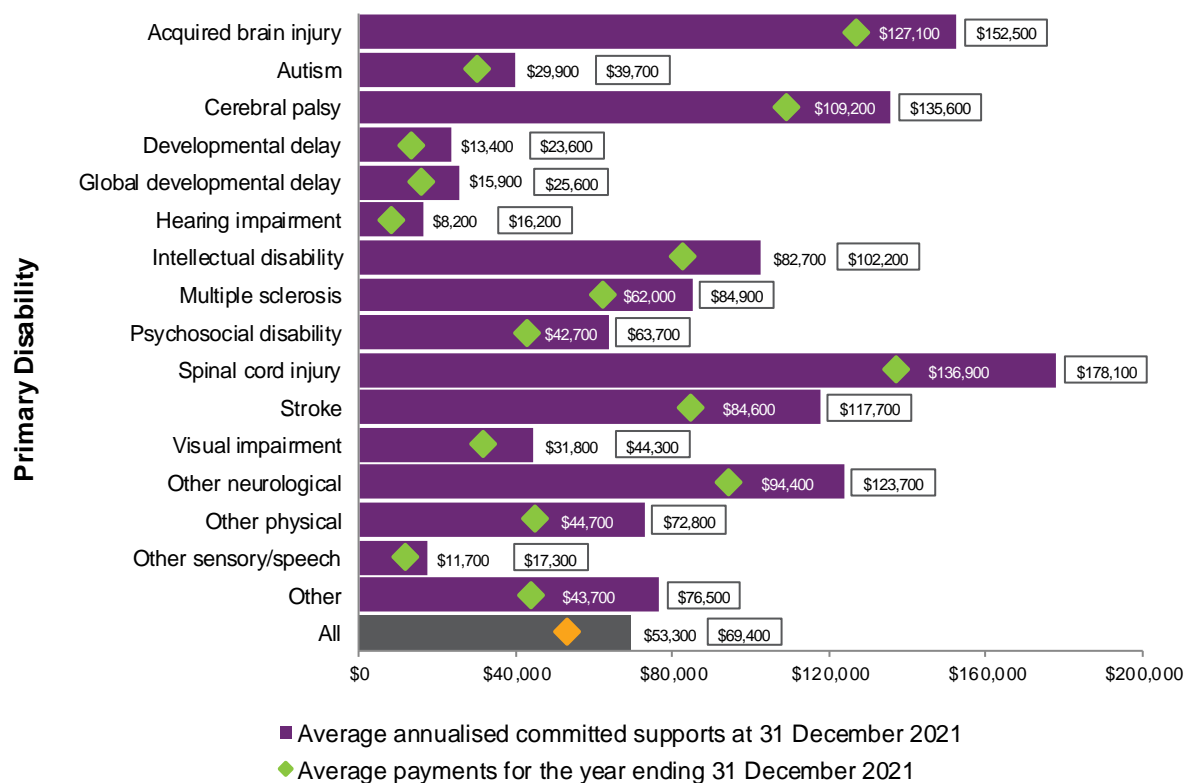


Figure I.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Western Australia ⁴⁷³



⁴⁷² Ibid.

⁴⁷³ Ibid.

Figure I.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Western Australia ⁴⁷⁴

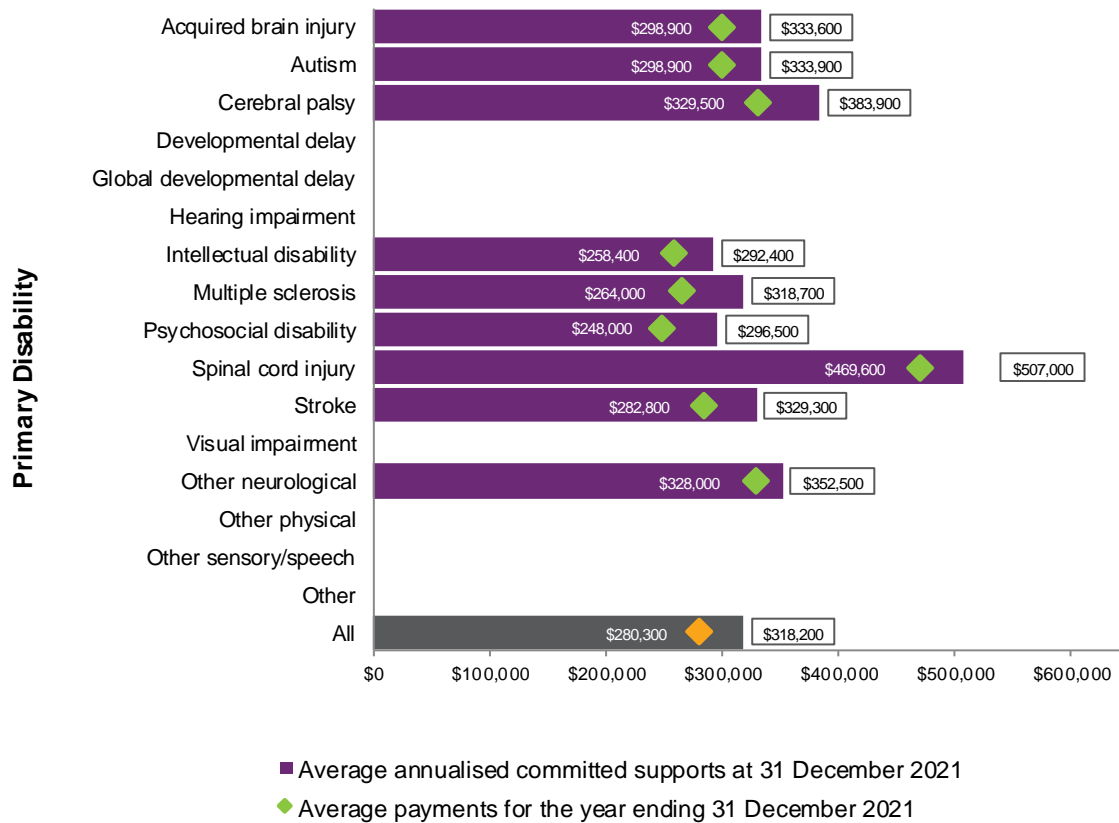
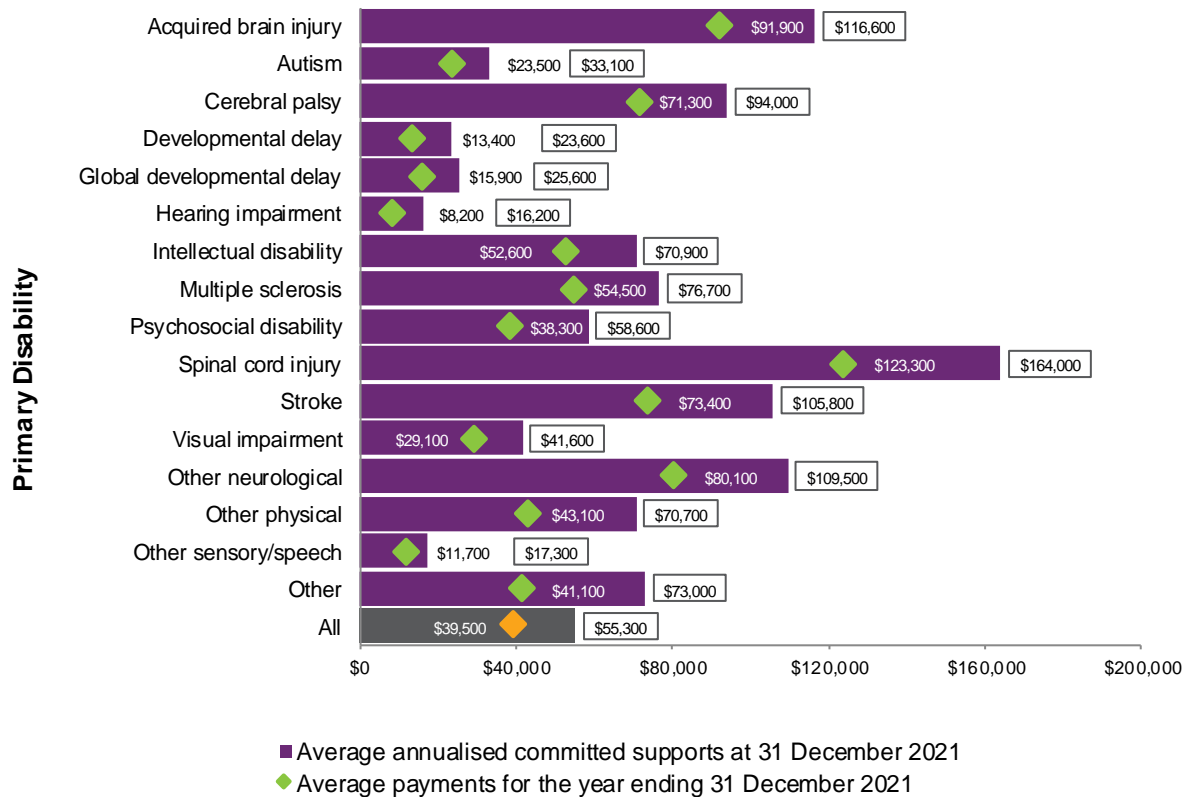


Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Western Australia ⁴⁷⁵



⁴⁷⁴ Ibid.

⁴⁷⁵ Ibid.

Figure I.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Western Australia ⁴⁷⁶

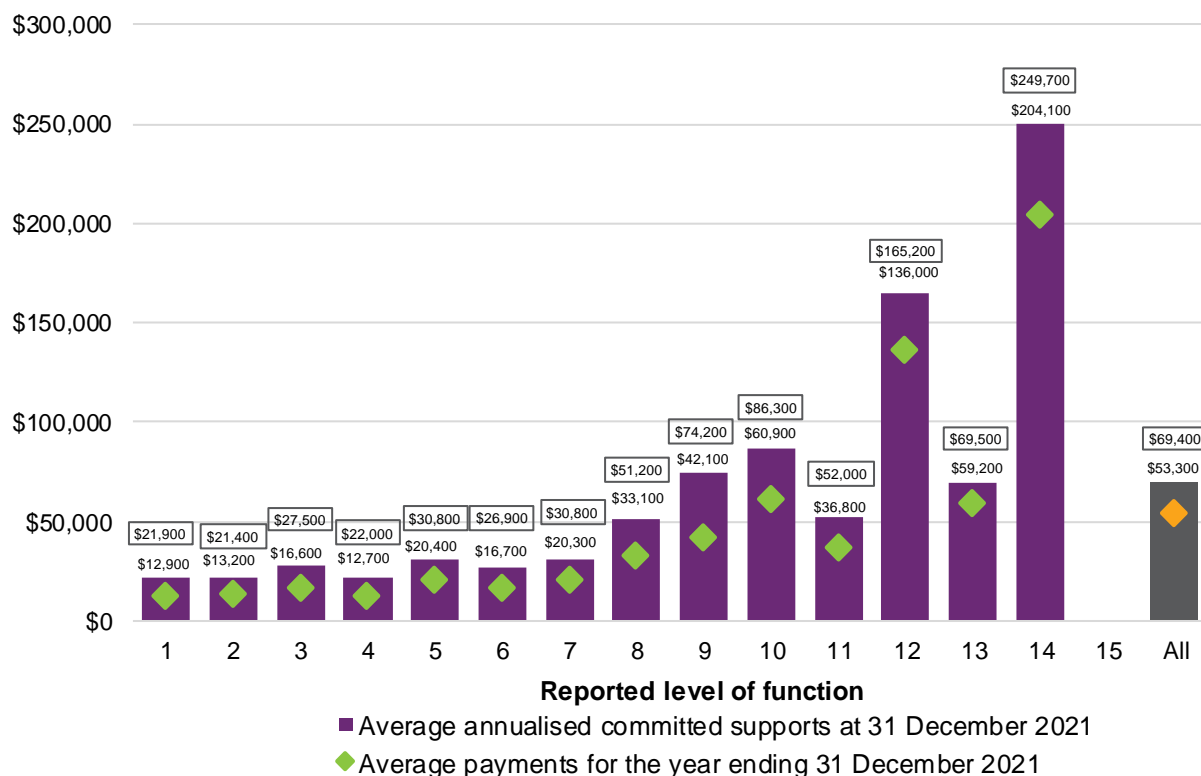
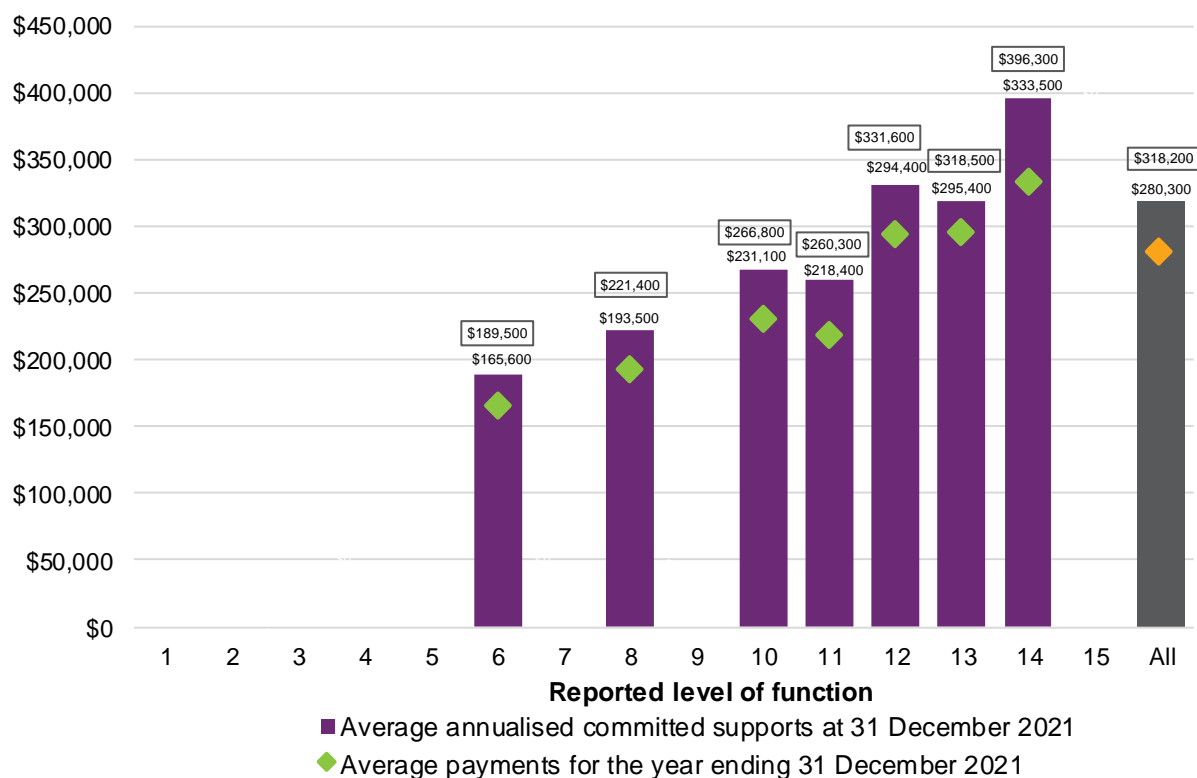


Figure I.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Western Australia ⁴⁷⁷



⁴⁷⁶ Ibid.

⁴⁷⁷ Ibid.

Figure I.28 Average annualised committed supports and average payments (participants not in SIL) by level of function as at 31 December 2021 – Western Australia ⁴⁷⁸

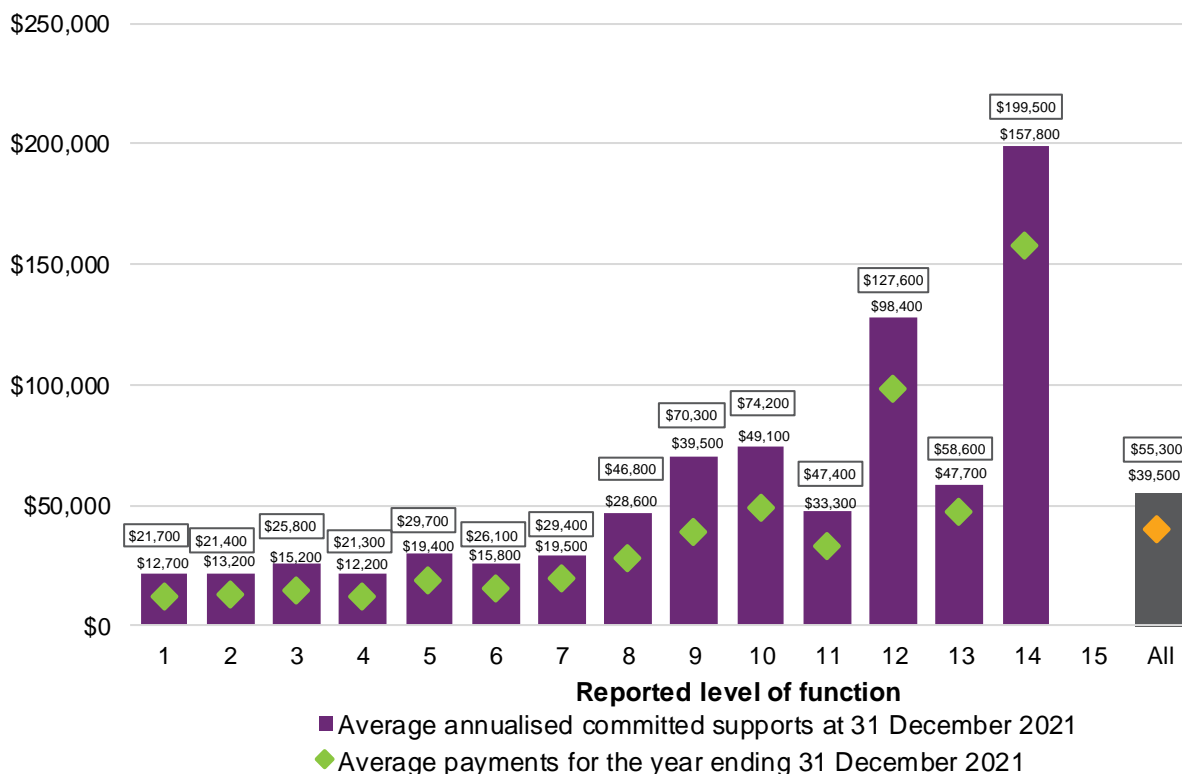
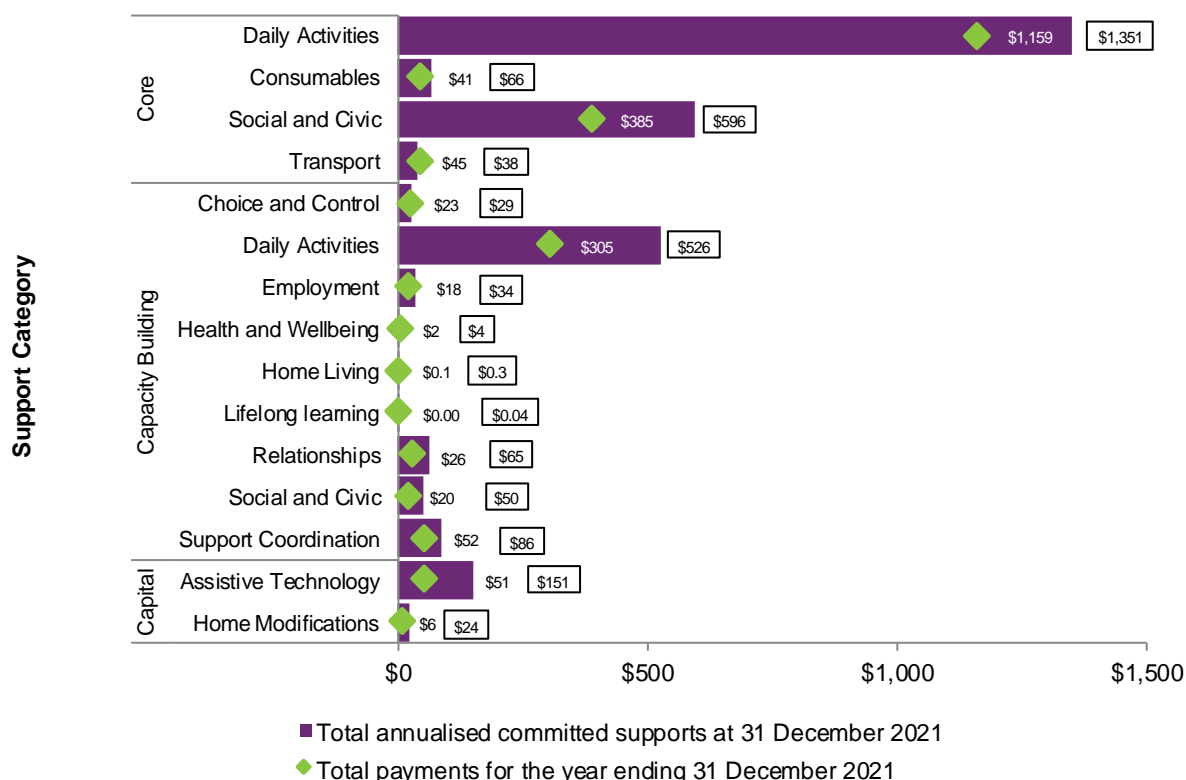


Figure I.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Western Australia ^{479 480}

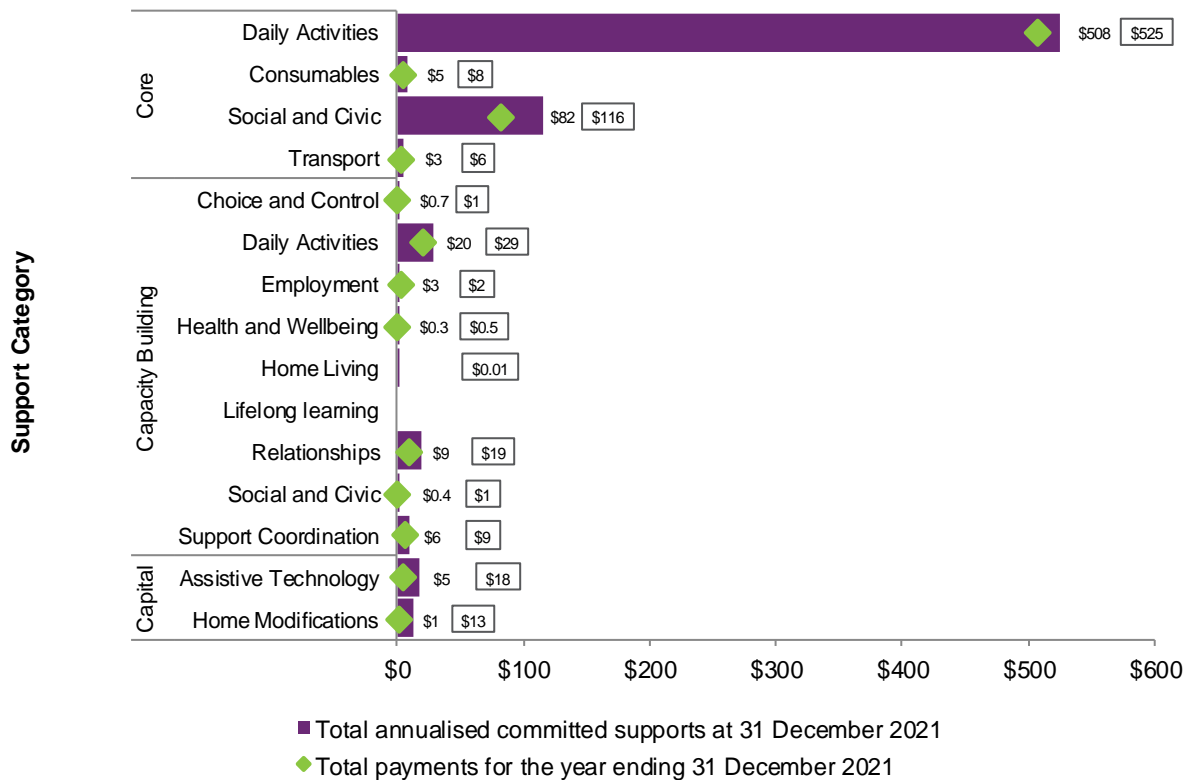


⁴⁷⁸ Ibid.

⁴⁷⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁴⁸⁰ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure I.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Western Australia ^{481 482}



⁴⁸¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁴⁸² Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure I.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Western Australia ^{483 484}

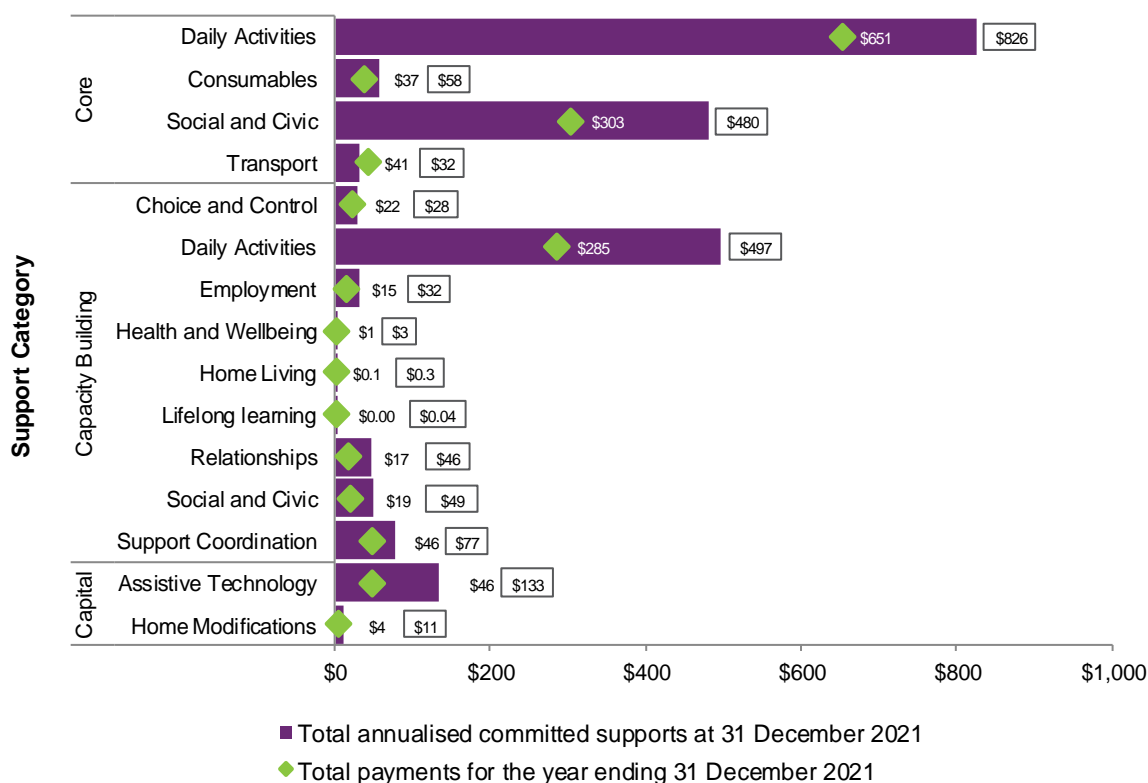


Table I.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ⁴⁸⁵

	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	172.4	223.5	543.8	1,531.7	2,724.7	1,489.1
Total Paid	0.0	11.1	51.5	133.2	166.1	390.7	1,016.6	1,914.9	1,004.5
% utilised to date	13%	57%	74%	77%	74%	72%	66%	70%	67%

⁴⁸³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁴⁸⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

⁴⁸⁵ 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.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Western Australia

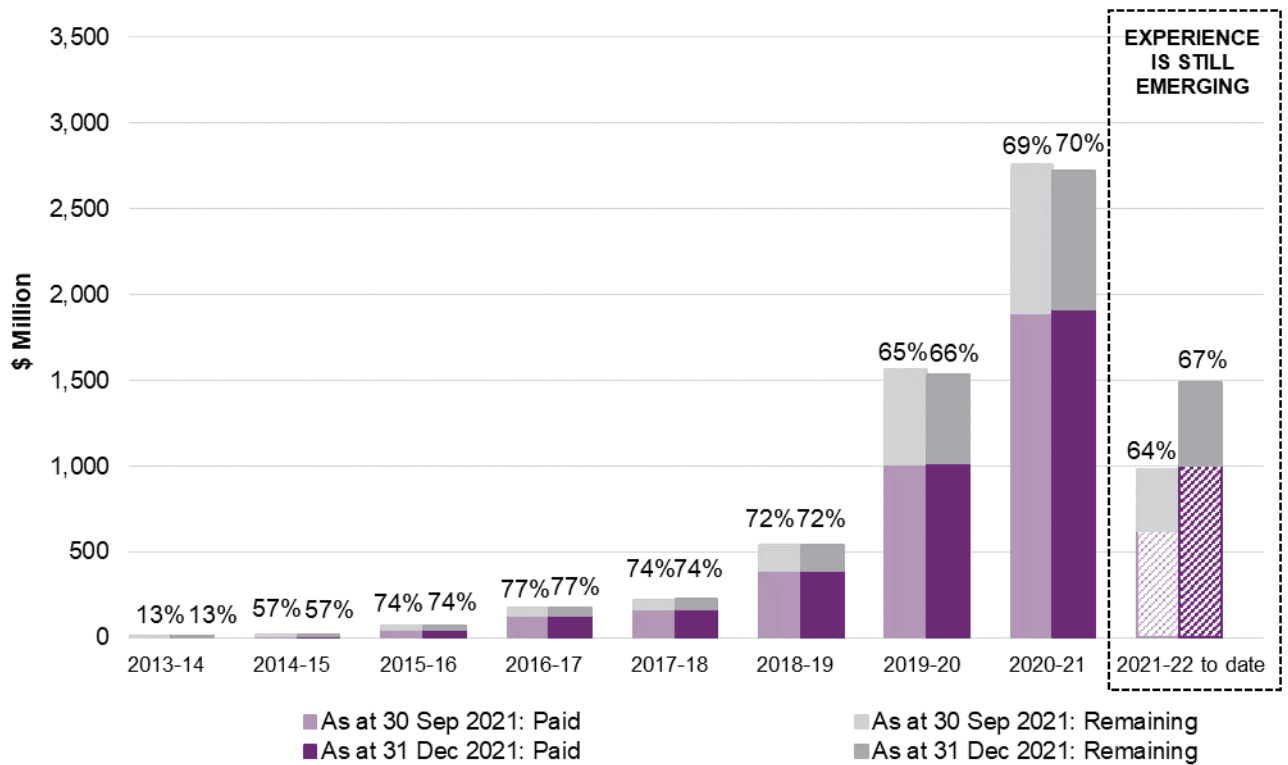
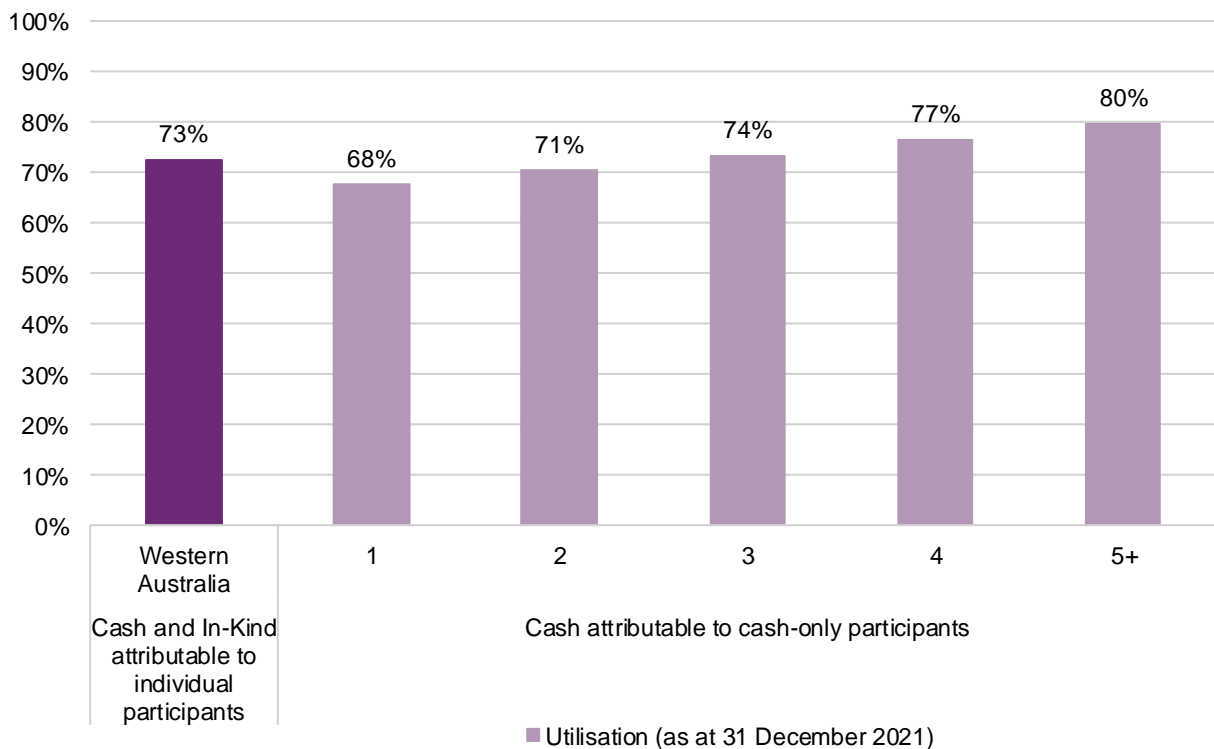


Figure I.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Western Australia ⁴⁸⁶



⁴⁸⁶ 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 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure I.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Western Australia ⁴⁸⁷

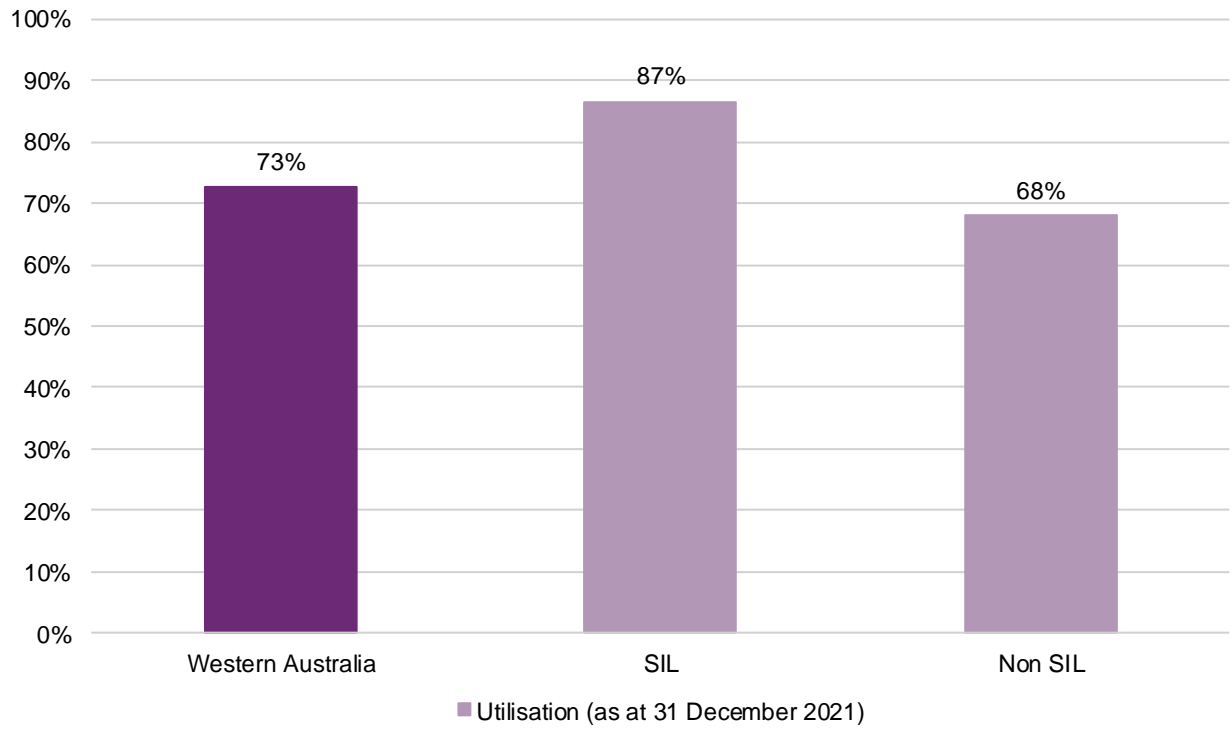
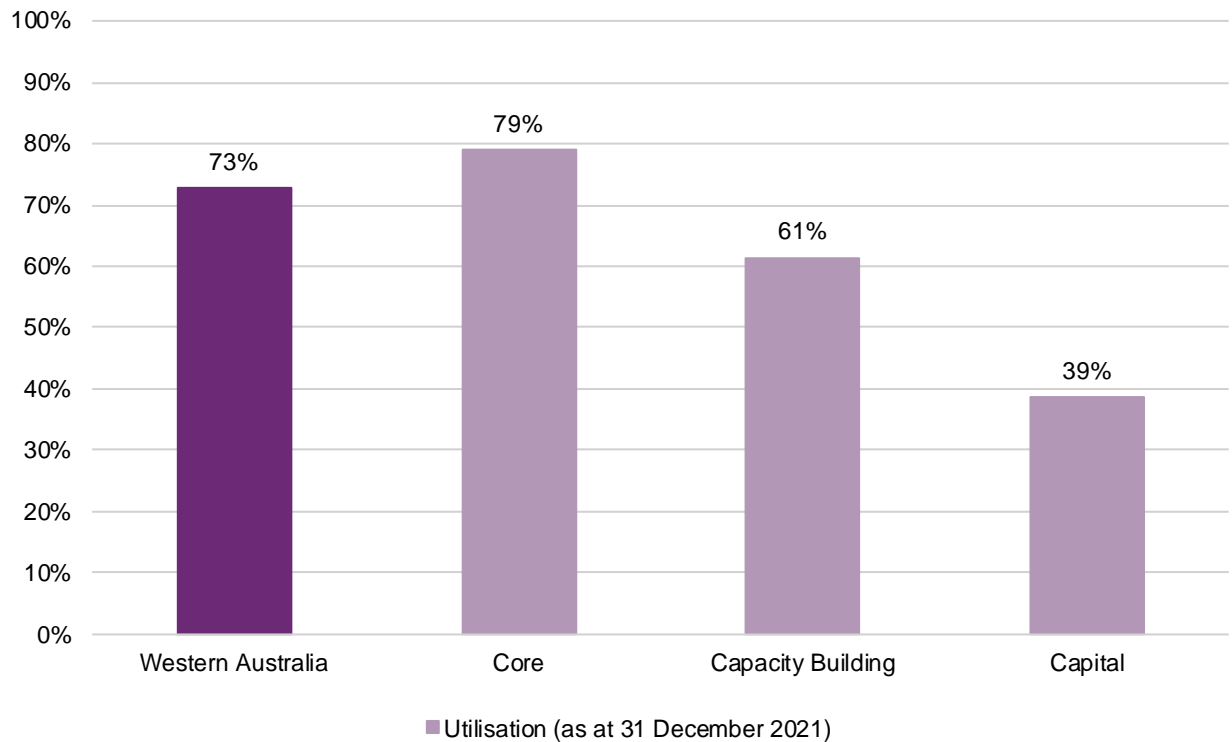


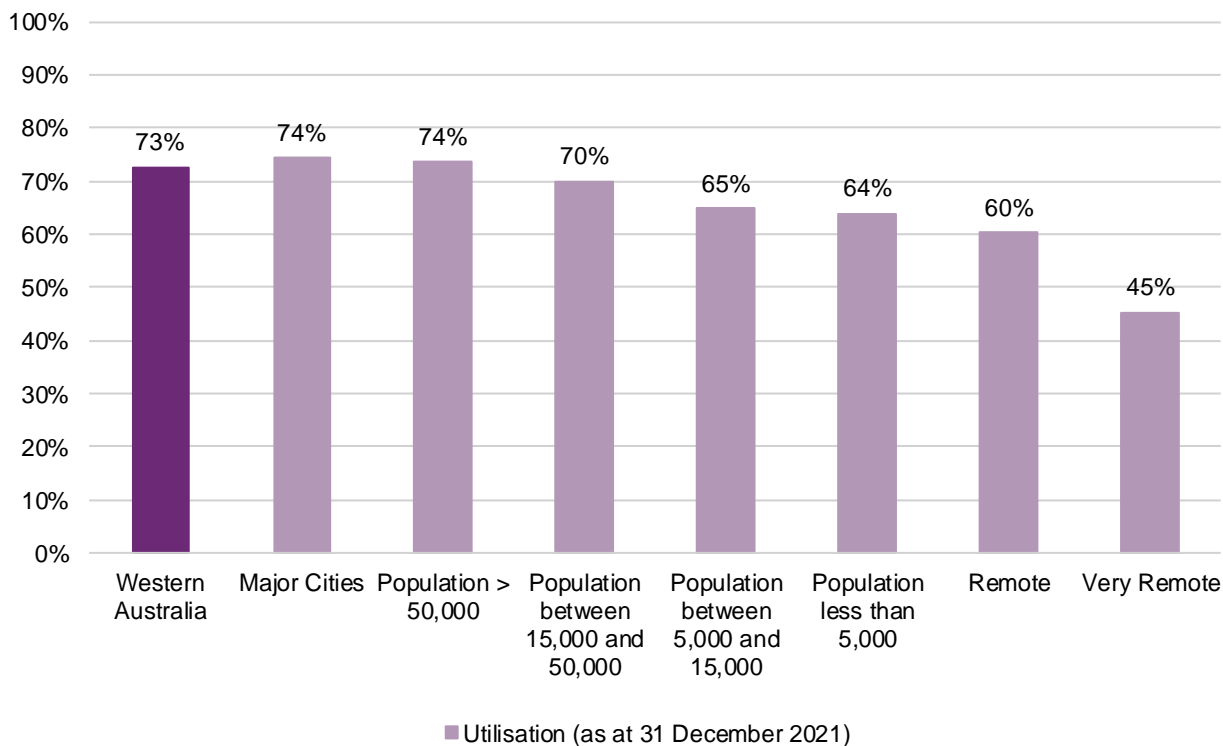
Figure I.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Western Australia ⁴⁸⁸



⁴⁸⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

⁴⁸⁸ Ibid.

Figure I.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Western Australia ⁴⁸⁹



⁴⁸⁹ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ⁴⁹⁰

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
South Australia	42,252	1,711	43,963	612	44,575

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia ⁴⁹¹

	Prior Quarters	2021-22 Q2	Total
Access decisions	54,136	2,261	56,397
Active Eligible	43,356	1,712	45,068
<i>New</i>	27,642	1,660	29,302
<i>State</i>	12,856	27	12,883
<i>Commonwealth</i>	2,858	25	2,883
Active Participant Plans (excl ECA)	42,252	1,711	43,963
<i>New</i>	26,677	1,660	28,337
<i>State</i>	12,752	23	12,775
<i>Commonwealth</i>	2,823	28	2,851
Active Participant Plans	42,952	2,323	44,575
<i>Early Intervention (s25)</i>	13,397	803	14,200
<i>Permanent Disability (s24)</i>	28,855	908	29,763
<i>ECA</i>	700	612	612

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

Exits	Total
Total participant exits	2,539
<i>Early Intervention participants</i>	1,239
<i>Permanent disability participants</i>	1,300

⁴⁹⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁴⁹¹ 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 ⁴⁹²

	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
End of 2021-22 Q2	12,775	2,851	28,337	612	44,575

Table J.5 Cumulative numbers of active participants by entry criteria into the Scheme – South Australia ^{493 494 495}

	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
End of 2021-22 Q2	14,200	29,763	612	44,575

⁴⁹² This table shows the total numbers of active participants at the end of each period.

⁴⁹³ Ibid.

⁴⁹⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁹⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table J.6 Assessment of access by age group – South Australia ⁴⁹⁶

	Prior Quarters		2021-22 Q2		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	14,620	96%	740	98%	15,360	96%
7 to 14	9,931	89%	296	83%	10,227	89%
15 to 18	2,190	89%	76	80%	2,266	89%
19 to 24	2,294	88%	63	74%	2,357	87%
25 to 34	3,327	86%	96	65%	3,423	85%
35 to 44	3,376	81%	114	65%	3,490	81%
45 to 54	4,698	78%	151	59%	4,849	77%
55 to 64	5,882	73%	179	48%	6,061	72%
65+	366	64%	11	79%	377	64%
Missing	<11		<11		<11	
Total	46,684	86%	1,726	76%	48,410	86%

Table J.7 Assessment of access by disability – South Australia ⁴⁹⁷

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	1,794	94%	39	76%	1,833	93%
Autism	17,039	98%	488	98%	17,527	98%
Cerebral palsy	1,277	97%	14	93%	1,291	97%
Developmental delay	3,461	96%	455	98%	3,916	96%
Global developmental delay	1,574	99%	143	98%	1,717	99%
Hearing impairment	1,822	91%	57	88%	1,879	90%
Intellectual disability	8,406	95%	117	90%	8,523	95%
Multiple sclerosis	839	87%	38	83%	877	87%
Psychosocial disability	3,162	64%	158	52%	3,320	63%
Spinal cord injury	463	96%	13	87%	476	96%
Stroke	574	83%	38	83%	612	83%
Visual impairment	789	86%	15	60%	804	85%
Other neurological	1,849	80%	70	74%	1,919	79%
Other physical	2,027	49%	42	23%	2,069	48%
Other sensory/speech	869	52%	<11		871	52%
Other	389	39%	37	22%	426	37%
Missing	350	93%	<11		350	93%
Total	46,684	86%	1,726	76%	48,410	86%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,503	5.9%	137	8.0%	2,640	6.0%
Not Aboriginal and Torres Strait Islander	34,156	80.8%	1,281	74.9%	35,437	80.6%
Not Stated	5,593	13.2%	293	17.1%	5,886	13.4%
Total	42,252	100%	1,711	100%	43,963	100%

⁴⁹⁶ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

⁴⁹⁷ Ibid.

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ⁴⁹⁸

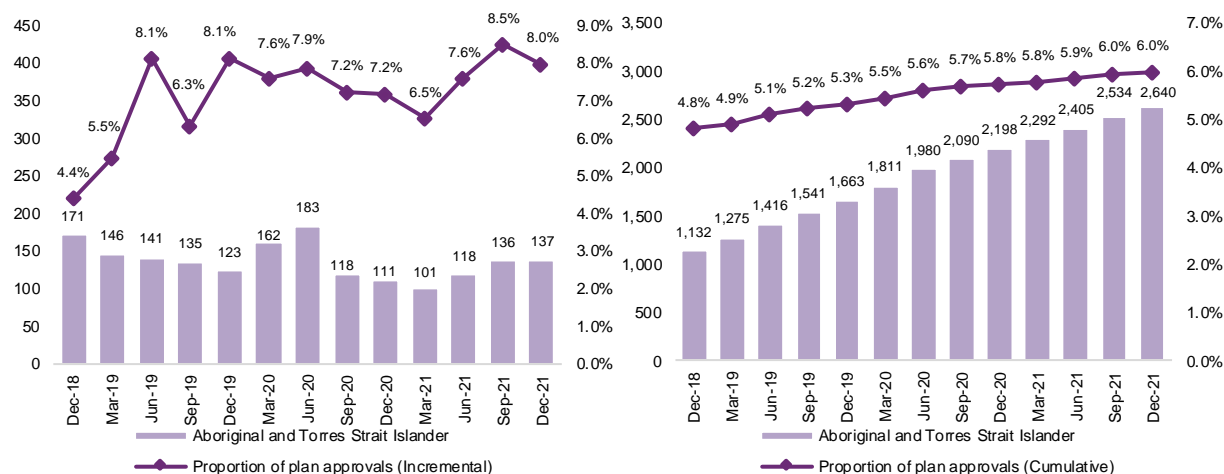


Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ⁴⁹⁹

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,054	7.2%	118	6.9%	3,172	7.2%
Not culturally and linguistically diverse	39,155	92.7%	1,593	93.1%	40,748	92.7%
Not stated	43	0.1%	<11		43	0.1%
Total	42,252	100%	1,711	100%	43,963	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ^{500 501}

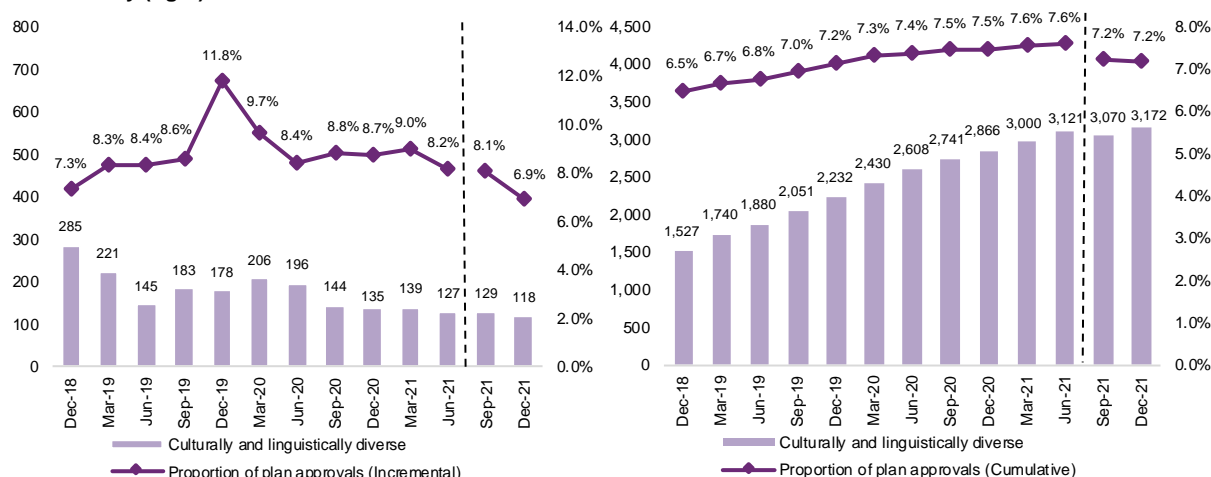


Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – South Australia ⁵⁰²

Total	
Age group	N
Under 45	<11
45 to 54	25
55 to 64	141
Total YPIRAC (under 65)	171

⁴⁹⁸ 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.

⁴⁹⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁵⁰⁰ 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.

⁵⁰¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁵⁰² 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 ⁵⁰³

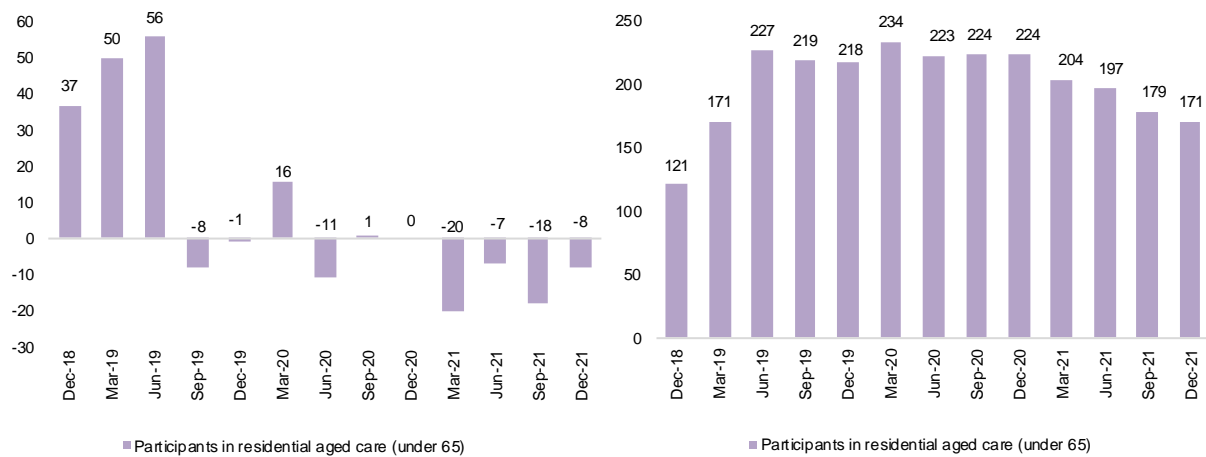
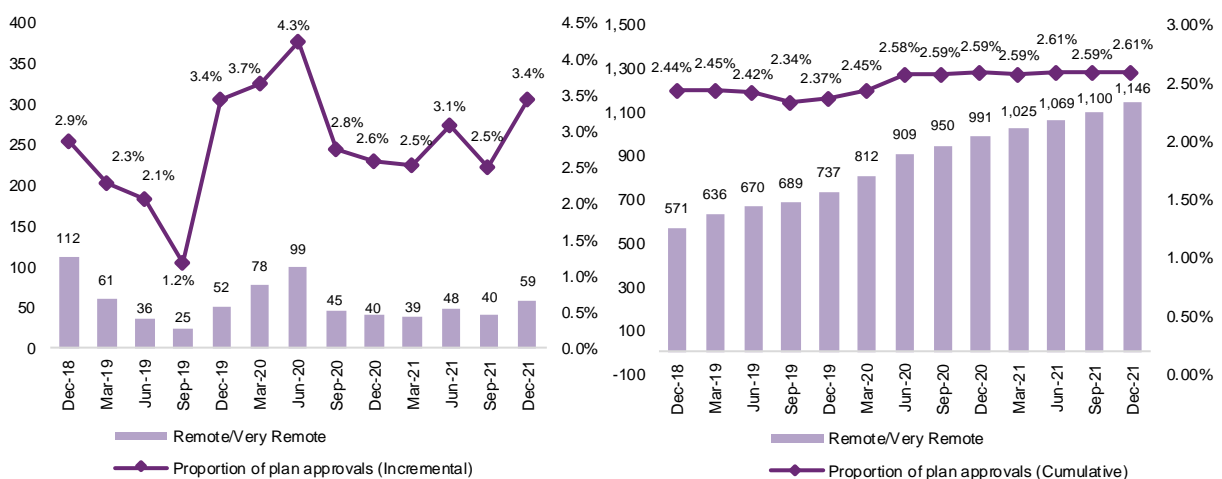


Table J.11 Participant profile per quarter by remoteness – South Australia ^{504 505}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	31,939	75.6%	1,265	73.9%	33,204	75.5%
Population > 50,000	697	1.6%	27	1.6%	724	1.6%
Population between 15,000 and 50,000	3,716	8.8%	157	9.2%	3,873	8.8%
Population between 5,000 and 15,000	1,485	3.5%	63	3.7%	1,548	3.5%
Population less than 5,000	3,326	7.9%	140	8.2%	3,466	7.9%
Remote	753	1.8%	38	2.2%	791	1.8%
Very Remote	334	0.8%	21	1.2%	355	0.8%
Missing	<11		<11		<11	
Total	42,252	100%	1,711	100%	43,963	100%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{506 507}



⁵⁰³ 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.

⁵⁰⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁰⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁵⁰⁶ Ibid.

⁵⁰⁷ 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 ^{508 509 510}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	16,473	39%	516	30%	16,989	39%
Intellectual disability	7,945	19%	111	6%	8,056	18%
Psychosocial disability	2,905	7%	167	10%	3,072	7%
Developmental delay	2,613	6%	420	25%	3,033	7%
Hearing impairment	1,711	4%	52	3%	1,763	4%
Other neurological	1,499	4%	80	5%	1,579	4%
Other physical	1,720	4%	41	2%	1,761	4%
Cerebral palsy	1,210	3%	20	1%	1,230	3%
Acquired brain injury	1,575	4%	41	2%	1,616	4%
Global developmental delay	1,349	3%	121	7%	1,470	3%
Visual impairment	744	2%	17	1%	761	2%
Multiple sclerosis	785	2%	37	2%	822	2%
Stroke	506	1%	38	2%	544	1%
Spinal cord injury	419	1%	<11		428	1%
Other	332	1%	38	2%	370	1%
Other sensory/speech	466	1%	<11		469	1%
Total	42,252	100%	1,711	100%	43,963	100%

Table J.13 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{511 512}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	283	12%	<11		283	12%
Intellectual disability	1,397	58%	<11		1,397	58%
Psychosocial disability	113	5%	<11		113	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	97	4%	<11		98	4%
Other physical	21	1%	<11		21	1%
Cerebral palsy	186	8%	<11		186	8%
Acquired brain injury	232	10%	<11		232	10%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	29	1%	<11		29	1%
Stroke	24	1%	<11		24	1%
Spinal cord injury	15	1%	<11		15	1%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	2,415	100%	<11		2,416	100%

⁵⁰⁸ Table order based on national proportions in Table E.12 (highest to lowest).

⁵⁰⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁵¹⁰ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (797).

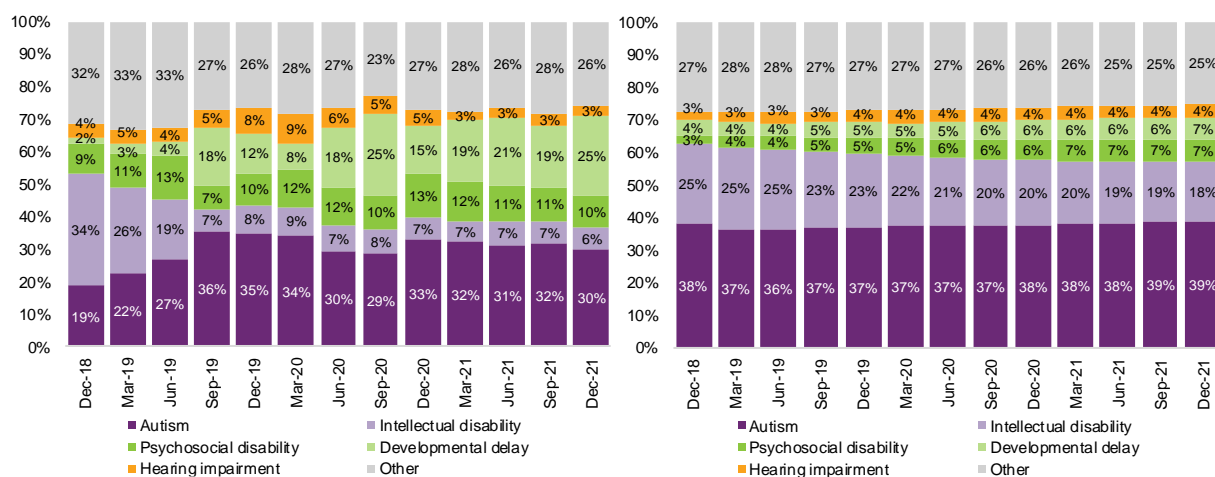
⁵¹¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁵¹² Down syndrome is included in intellectual disability, representing 7% of participants in SIL (202).

Table J.14 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ⁵¹³

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	16,190	41%	516	30%	16,706	40%
Intellectual disability	6,548	16%	111	6%	6,659	16%
Psychosocial disability	2,792	7%	167	10%	2,959	7%
Developmental delay	2,613	7%	420	25%	3,033	7%
Hearing impairment	1,711	4%	52	3%	1,763	4%
Other neurological	1,402	4%	79	5%	1,481	4%
Other physical	1,699	4%	41	2%	1,740	4%
Cerebral palsy	1,024	3%	20	1%	1,044	3%
Acquired brain injury	1,343	3%	41	2%	1,384	3%
Global developmental delay	1,349	3%	121	7%	1,470	4%
Visual impairment	733	2%	17	1%	750	2%
Multiple sclerosis	756	2%	37	2%	793	2%
Stroke	482	1%	38	2%	520	1%
Spinal cord injury	404	1%	<11		413	1%
Other	325	1%	38	2%	363	1%
Other sensory/speech	466	1%	<11		469	1%
Total	39,837	100%	1,710	100%	41,547	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁵¹⁴



⁵¹³ Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (595).

⁵¹⁴ 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 ⁵¹⁵

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	3,219	8%	386	23%	3,605	8%
2 (High Function)	52	0%	<11		57	0%
3 (High Function)	2,193	5%	154	9%	2,347	5%
4 (High Function)	2,069	5%	67	4%	2,136	5%
5 (High Function)	2,773	7%	128	7%	2,901	7%
6 (Moderate Function)	11,187	27%	462	27%	11,649	27%
7 (Moderate Function)	2,215	5%	56	3%	2,271	5%
8 (Moderate Function)	2,908	7%	113	7%	3,021	7%
9 (Moderate Function)	202	0%	13	1%	215	0%
10 (Moderate Function)	4,460	11%	133	8%	4,593	10%
11 (Low Function)	1,546	4%	15	1%	1,561	4%
12 (Low Function)	5,098	12%	111	6%	5,209	12%
13 (Low Function)	3,694	9%	66	4%	3,760	9%
14 (Low Function)	559	1%	<11		560	1%
15 (Low Function)	<11		<11		<11	
Missing	73		<11		73	
Total	42,252	100%	1,711	100%	43,963	100%

Figure J.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia ⁵¹⁶

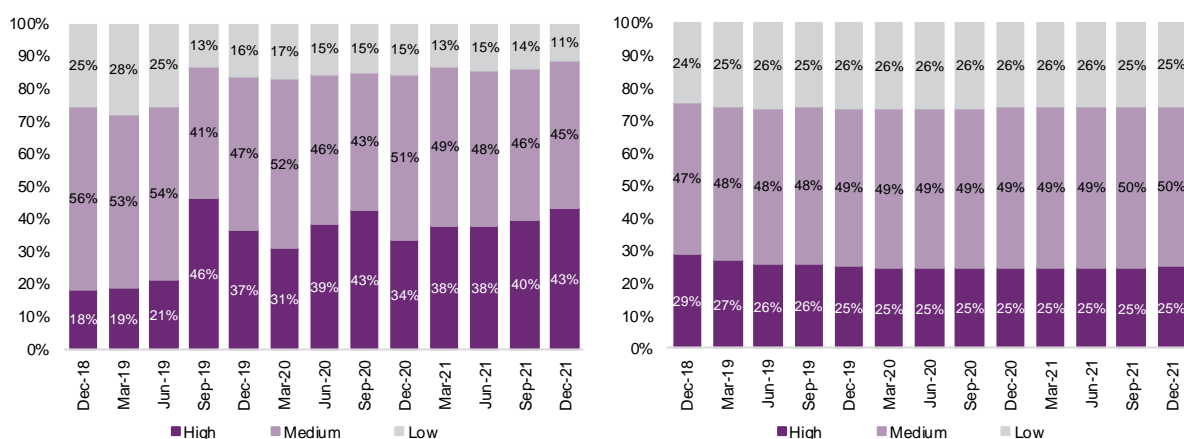


Table J.16 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	5,428	13%	694	41%	6,122	14%
7 to 14	12,546	30%	302	18%	12,848	29%
15 to 18	4,085	10%	70	4%	4,155	9%
19 to 24	3,448	8%	68	4%	3,516	8%
25 to 34	3,263	8%	108	6%	3,371	8%
35 to 44	3,124	7%	126	7%	3,250	7%
45 to 54	3,874	9%	152	9%	4,026	9%
55 to 64	4,827	11%	179	10%	5,006	11%
65+	1,657	4%	12	1%	1,669	4%
Total	42,252	100%	1,711	100%	43,963	100%

⁵¹⁵ The distributions are calculated excluding participants with a missing reported level of function.

⁵¹⁶ 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 ⁵¹⁷

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	18	1%	<11		18	1%
19 to 24	174	7%	<11		174	7%
25 to 34	391	16%	<11		391	16%
35 to 44	438	18%	<11		438	18%
45 to 54	612	25%	<11		612	25%
55 to 64	608	25%	<11		609	25%
65+	174	7%	<11		174	7%
Total	2,415	100%	<11		2,416	100%

Table J.18 Participant profile per quarter (participants not in SIL) by age group – South Australia

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	5,428	14%	694	41%	6,122	15%
7 to 14	12,546	31%	302	18%	12,848	31%
15 to 18	4,067	10%	70	4%	4,137	10%
19 to 24	3,274	8%	68	4%	3,342	8%
25 to 34	2,872	7%	108	6%	2,980	7%
35 to 44	2,686	7%	126	7%	2,812	7%
45 to 54	3,262	8%	152	9%	3,414	8%
55 to 64	4,219	11%	178	10%	4,397	11%
65+	1,483	4%	12	1%	1,495	4%
Total	39,837	100%	1,710	100%	41,547	100%

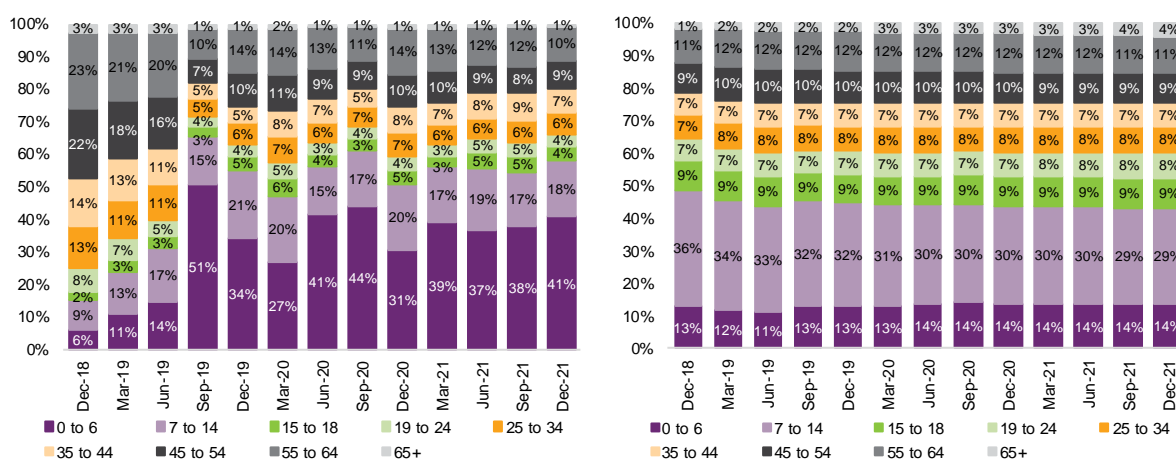
Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁵¹⁸

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

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	26,475	63%	1,066	62%	27,541	63%
Female	15,023	36%	623	36%	15,646	36%
Other	754	2%	22	1%	776	2%
Total	42,252	100%	1,711	100%	43,963	100%

⁵¹⁷ 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.

⁵¹⁸ 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 ⁵¹⁹

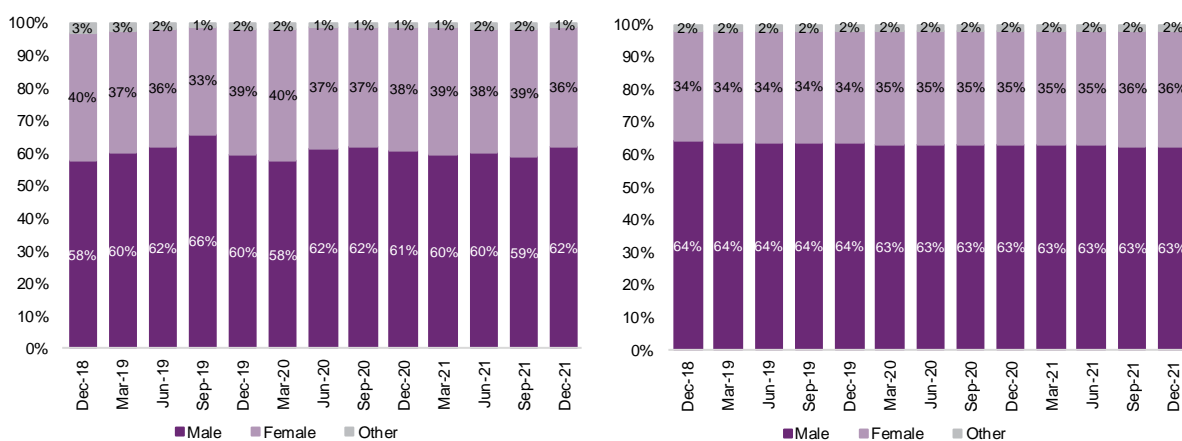


Table J.20 Participation rates by age group at 31 December 2021 – South Australia ⁵²⁰

Age group	Participation rate
0-6	4.62%
7-14	7.62%
15-18	5.09%
19-24	2.67%
25-34	1.47%
35-44	1.47%
45-54	1.86%
55-64	2.28%
Total (aged 0-64)	3.02%

⁵¹⁹ Ibid.

⁵²⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table J.21 Number of baseline questionnaires completed by SFOF version – South Australia ⁵²¹

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,321	799	687	1,600	1,735	1,034	7,176
Participant school to 14	1,975	1,033	1,633	2,021	1,710	841	9,213
Participant 15 to 24	518	1,083	1,174	635	490	271	4,171
Participant 25 and over	51	3,424	6,516	2,745	2,193	1,122	16,051
Total Participant	3,865	6,339	10,010	7,001	6,128	3,268	36,611
Family 0 to 14	3,142	1,725	2,255	3,508	3,369	1,837	15,836
Family 15 to 24	456	733	688	390	295	187	2,749
Family 25 and over	1	1,165	1,816	716	489	252	4,439
Total Family	3,599	3,623	4,759	4,614	4,153	2,276	23,024
Total	7,464	9,962	14,769	11,615	10,281	5,544	59,635

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		26%		
DL	% who say their child is becoming more independent		44%		
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			45%	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			19%	24%
CC	% who want more choice and control in their life			78%	75%

⁵²¹ 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.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	58%	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%	74%		
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			32%	35%

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			80%	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%	46%
HW	% who did not have any difficulties accessing health services			75%	70%
LL	% who currently attend or previously attended school in a mainstream class			46%	
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	38%	45%	33%
% working in a paid job	48%	50%	37%
Of those in a paid job, % in permanent employment	77%	74%	74%
Of those in a paid job, % working 15 hours or more	80%	86%	85%
% who say they (and their partner) are able to work as much as they want	48%	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%	86%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	23%	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	74%	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=1,073) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia ⁵²²

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=2,556) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia

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?	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%

⁵²² Results in Tables J.26 to J.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

Table J.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,032) and ‘Participant 25 and over’ (n=5,040) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	70%
DL	Has the NDIS helped you with daily living activities?	59%	74%
REL	Has the NDIS helped you to meet more people?	44%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	27%
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?	52%	56%

Table J.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,507); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,184) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	67%	51%
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?	48%	37%

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=328) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia⁵²³

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?	93%	95%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	+4%
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?	57%	65%	+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=1,205) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	72%	+5%
LL	Has the NDIS improved your child's access to education?	42%	47%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	59%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

⁵²³ Results in Tables J.30 to J.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=796) and ‘Participant 25 and over’ (n=2,617) - participants who entered between 1 July 2016 and 31 December 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%	64%	+5%	67%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	60%	65%	+5%	73%	80%	+7%
REL	Has the NDIS helped you to meet more people?	46%	47%	+1%	49%	54%	+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%	48%	55%	+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?	34%	33%	-1%	25%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	21%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	54%	+2%	55%	61%	+6%

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=1,421); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=692) - participants who entered between 1 July 2016 and 31 December 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%	+4%	51%	57%	+6%
	Has the NDIS improved the level of support for your family?	72%	75%	+3%	62%	69%	+7%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	75%	+2%	59%	66%	+7%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
	Has the NDIS improved your health and wellbeing?	43%	45%	+2%	42%	41%	-1%

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=324) - participants who entered between 1 July 2016 and 31 December 2018 – South Australia⁵²⁴

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	93%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	93%	94%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	87%	+6%
REL	Has the NDIS improved how your child fits into family life?	75%	72%	80%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	62%	54%	63%	+1%

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=1,021) - participants who entered between 1 July 2016 and 31 December 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%	72%	74%	+10%
LL	Has the NDIS improved your child's access to education?	47%	51%	52%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	59%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	54%	+8%

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=605) - participants who entered between 1 July 2016 and 31 December 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?	57%	64%	69%	+12%
	Has the NDIS helped you with daily living activities?	59%	64%	70%	+11%
	Has the NDIS helped you to meet more people?	45%	50%	49%	+4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	23%	+2%
	Has your involvement with the NDIS improved your health and wellbeing?	37%	40%	45%	+8%
	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%	33%	+3%
	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	18%	0%
	Has the NDIS helped you be more involved?	47%	53%	57%	+10%

⁵²⁴ Results in Tables J.34 to J.39 include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,506) - participants who entered between 1 July 2016 and 31 December 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%	73%	77%	+11%
Has the NDIS helped you with daily living activities?	72%	79%	83%	+11%
Has the NDIS helped you to meet more people?	49%	53%	58%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	29%	34%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	26%	30%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	22%	+1%
Has the NDIS helped you be more involved?	55%	59%	65%	+10%

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=1,054) - participants who entered between 1 July 2016 and 31 December 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?	70%	73%	74%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	73%	74%	76%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	82%	+4%
Has the NDIS improved your health and wellbeing?	45%	43%	48%	+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=381) - participants who entered between 1 July 2016 and 31 December 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%	52%	56%	+15%
Has the NDIS improved the level of support for your family?	57%	65%	72%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	50%	59%	64%	+14%
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=252) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia⁵²⁵

	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%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	93%	93%	93%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	85%	73%	83%	-5%
REL	Has the NDIS improved how your child fits into family life?	75%	76%	83%	86%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	61%	57%	66%	66%	+5%

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=656) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	66%	70%	78%	78%	+12%
LL	Has the NDIS improved your child's access to education?	49%	49%	54%	56%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	66%	65%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	47%	57%	56%	+9%

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=312) - participants who entered between 1 July 2016 and 31 December 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?	50%	61%	65%	67%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	58%	65%	70%	+21%
REL	Has the NDIS helped you to meet more people?	36%	43%	46%	48%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	18%	17%	20%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	39%	42%	45%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	31%	32%	32%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%	14%	16%	0%
S/CP	Has the NDIS helped you be more involved?	44%	46%	51%	53%	+9%

⁵²⁵ Results in Tables J.40 to J.44 include participants who had their first plan approved between 1 July 2016 and 31 December 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 versions ‘Participant 25 and over’ (n=306) - participants who entered between 1 July 2016 and 31 December 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?	63%	71%	70%	76%	+13%
DL	Has the NDIS helped you with daily living activities?	70%	82%	83%	87%	+17%
REL	Has the NDIS helped you to meet more people?	38%	47%	47%	51%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	27%	24%	30%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	49%	40%	51%	+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?	26%	28%	24%	25%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	23%	21%	23%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	57%	54%	61%	+13%

Table J.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=475) - participants who entered between 1 July 2016 and 31 December 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%	63%	69%	69%	+11%
Has the NDIS improved the level of support for your family?	73%	73%	77%	78%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	72%	72%	75%	78%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	81%	81%	+4%
Has the NDIS improved your health and wellbeing?	50%	44%	46%	46%	-4%

Table J.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=104) - participants who entered between 1 July 2016 and 31 December 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?	43%	49%	47%	57%	+14%
Has the NDIS improved the level of support for your family?	56%	62%	62%	69%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	61%	54%	58%	61%	0%
Has the NDIS improved your health and wellbeing?	29%	35%	34%	36%	+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, for ‘Participant 0 to school’.

Table J.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=204) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia⁵²⁶

	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?	63%	71%	71%	68%	75%	+12%
LL	Has the NDIS improved your child's access to education?	46%	48%	52%	53%	52%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	61%	57%	57%	62%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	52%	55%	53%	53%	+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 ‘Participant 15 to 24’, ‘Participant 25 and over’.

⁵²⁶ Results in Tables J.46 to J.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

Table J.47 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=124) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia

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?	58%	58%	50%	60%	66%	+8%
Has the NDIS improved the level of support for your family?	63%	78%	72%	78%	72%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	75%	72%	75%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	78%	84%	89%	79%	+8%
Has the NDIS improved your health and wellbeing?	40%	43%	44%	43%	45%	+5%

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 J.48 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,475), ‘participant social and community engagement rate’ (n=4,489), ‘parent and carer employment rate’ (n=2,548) and ‘participant choice and control’ (n=3,023) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – South Australia⁵²⁷

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	13%	18%	18%	24%
Aged 25+	29%	27%	26%	
Aged 15+	26%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	37%	36%	48%
Aged 25+	38%	41%	41%	
Aged 15+	37%	40%	40%	
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	45%	46%	46%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		59%	64%	75%
Aged 25+		67%	74%	
Aged 15+		65%	72%	

⁵²⁷ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

Table J.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,634), 'participant social and community engagement rate' (n=2,636), 'parent and carer employment rate' (n=1,748) and 'participant choice and control' (n=1,866) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – South Australia⁵²⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	15%	17%	20%	26%	24%
Aged 25+	30%	29%	27%	26%	
Aged 15+	27%	26%	25%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	37%	36%	39%	48%
Aged 25+	41%	41%	40%	43%	
Aged 15+	40%	40%	39%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	52%	52%	52%	49%
Aged 15+	45%	49%	55%	46%	
All ages	47%	51%	53%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		57%	64%	69%	75%
Aged 25+		66%	73%	77%	
Aged 15+		64%	70%	75%	

Table J.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=655), 'participant social and community engagement rate' (n=667), 'parent and carer employment rate' (n=771) and 'participant choice and control' (n=522) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – South Australia⁵²⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	10%	16%	22%	25%	24%	24%
Aged 25+	33%	32%	33%	27%	28%	
Aged 15+	25%	26%	29%	26%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	39%	43%	40%	37%	40%	48%
Aged 25+	38%	42%	41%	43%	43%	
Aged 15+	39%	42%	41%	40%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	47%	47%	53%	50%	49%
Aged 15+	49%	52%	52%	53%	49%	
All ages	46%	49%	49%	53%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		50%	61%	65%	67%	75%
Aged 25+		63%	71%	70%	76%	
Aged 15+		56%	66%	67%	71%	

⁵²⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

⁵²⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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 J.51 Number of active plans by goal type and primary disability – South Australia ⁵³⁰

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	
Acquired brain injury	406	1,360	909	260	424	1,314	652	390	1,616
Autism	2,791	15,786	6,620	6,427	8,485	11,668	1,070	2,171	16,989
Cerebral palsy	284	1,113	683	289	320	912	313	220	1,230
Developmental delay	149	2,887	700	1,573	1,137	1,716	0	0	3,033
Down syndrome	167	690	390	186	286	653	271	269	797
Global developmental delay	81	1,404	428	901	669	806	1	1	1,470
Hearing impairment	391	1,521	433	537	358	942	186	352	1,763
Intellectual disability	1,595	6,132	3,190	2,067	2,609	5,715	2,320	2,739	7,259
Multiple sclerosis	250	717	567	72	95	622	287	144	822
Psychosocial disability	787	2,366	1,876	651	655	2,636	1,324	850	3,072
Spinal cord injury	141	378	290	43	53	315	173	107	428
Stroke	164	483	318	63	82	448	215	120	544
Visual impairment	239	691	330	190	92	577	163	256	761
Other neurological	439	1,366	935	237	316	1,237	589	250	1,579
Other physical	471	1,573	989	218	196	1,142	506	355	1,761
Other sensory/speech	52	414	109	161	184	216	4	26	469
Other	87	326	198	58	73	272	122	66	370
Total	8,494	39,207	18,965	13,933	16,034	31,191	8,196	8,316	43,963

Table J.52 Percentage of active plans by goal type and primary disability – South Australia ⁵³¹

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	84%	56%	16%	26%	81%	40%	24%
Autism	16%	93%	39%	38%	50%	69%	6%	13%
Cerebral palsy	23%	90%	56%	23%	26%	74%	25%	18%
Developmental delay	5%	95%	23%	52%	37%	57%	0%	0%
Down syndrome	21%	87%	49%	23%	36%	82%	34%	34%
Global developmental delay	6%	96%	29%	61%	46%	55%	0%	0%
Hearing impairment	22%	86%	25%	30%	20%	53%	11%	20%
Intellectual disability	22%	84%	44%	28%	36%	79%	32%	38%
Multiple sclerosis	30%	87%	69%	9%	12%	76%	35%	18%
Psychosocial disability	26%	77%	61%	21%	21%	86%	43%	28%
Spinal cord injury	33%	88%	68%	10%	12%	74%	40%	25%
Stroke	30%	89%	58%	12%	15%	82%	40%	22%
Visual impairment	31%	91%	43%	25%	12%	76%	21%	34%
Other neurological	28%	87%	59%	15%	20%	78%	37%	16%
Other physical	27%	89%	56%	12%	11%	65%	29%	20%
Other sensory/speech	11%	88%	23%	34%	39%	46%	1%	6%
Other	24%	88%	54%	16%	20%	74%	33%	18%
Total	18%	83%	41%	29%	31%	69%	18%	21%

⁵³⁰ 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.

⁵³¹ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

Table J.53 Number of goals in active plans by goal type and primary disability – South Australia ⁵³²

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	
Acquired brain injury	1,250	7,547	3,265	792	1,292	4,644	1,967	1,051	21,808
Autism	9,007	111,568	21,766	19,884	27,337	37,725	3,461	6,272	237,020
Cerebral palsy	1,005	7,666	2,593	853	1,099	3,645	993	699	18,553
Developmental delay	360	21,400	1,514	3,939	2,407	4,319	0	0	33,939
Down syndrome	551	4,180	1,402	564	916	2,551	805	749	11,718
Global developmental delay	237	9,476	1,035	2,367	1,507	2,170	1	1	16,794
Hearing impairment	1,122	7,411	1,289	1,429	953	2,734	474	923	16,335
Intellectual disability	5,201	35,012	10,992	6,625	8,563	20,319	6,984	7,834	101,530
Multiple sclerosis	756	4,043	2,154	220	264	2,039	922	417	10,815
Psychosocial disability	2,442	10,478	6,112	1,826	1,939	8,109	3,530	2,270	36,706
Spinal cord injury	490	2,332	1,189	154	172	1,213	638	318	6,506
Stroke	591	2,884	1,165	213	243	1,498	709	382	7,685
Visual impairment	823	4,101	1,049	512	255	1,997	512	823	10,072
Other neurological	1,486	8,182	3,456	728	1,008	4,173	1,789	715	21,537
Other physical	1,512	8,605	3,665	654	579	3,774	1,572	1,003	21,364
Other sensory/speech	115	2,399	265	432	474	573	12	63	4,333
Other	276	1,920	747	176	232	877	362	208	4,798
Total	27,224	249,204	63,658	41,368	49,240	102,360	24,731	23,728	581,513

Table J.54 Number of active plans by goal type and age group – South Australia ⁵³³

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	329	5,901	1,662	3,561	2,643	3,576	6	0	6,122
7 to 14	1,636	12,142	4,579	4,879	6,414	7,997	125	41	12,848
15 to 18	854	3,822	1,604	1,396	1,993	3,009	234	816	4,155
19 to 24	985	3,017	1,487	1,091	1,149	2,620	832	1,952	3,516
25 to 34	959	2,747	1,697	858	947	2,648	1,317	1,686	3,371
35 to 44	867	2,672	1,838	671	847	2,643	1,273	1,364	3,250
45 to 54	1,041	3,311	2,315	709	882	3,260	1,639	1,260	4,026
55 to 64	1,359	4,184	2,856	616	904	4,071	2,095	1,036	5,006
65+	464	1,411	927	152	255	1,367	675	161	1,669
Total	8,494	39,207	18,965	13,933	16,034	31,191	8,196	8,316	43,963

⁵³² Participants have set over six million goals in total since July 2016. The 581,513 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

⁵³³ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table J.55 Percentage of active plans by goal type and age group – South Australia ⁵³⁴

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	5%	96%	27%	58%	43%	58%	0%	0%
7 to 14	13%	95%	36%	38%	50%	62%	1%	0%
15 to 18	21%	92%	39%	34%	48%	72%	6%	20%
19 to 24	28%	86%	42%	31%	33%	75%	24%	56%
25 to 34	28%	81%	50%	25%	28%	79%	39%	50%
35 to 44	27%	82%	57%	21%	26%	81%	39%	42%
45 to 54	26%	82%	58%	18%	22%	81%	41%	31%
55 to 64	27%	84%	57%	12%	18%	81%	42%	21%
65+	28%	85%	56%	9%	15%	82%	40%	10%
Total	19%	89%	43%	32%	36%	71%	19%	19%

Table J.56 Number of goals in active plans by goal type and age group – South Australia ⁵³⁵

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	841	43,280	4,069	9,401	6,052	9,529	23	0	73,195
7 to 14	5,151	91,908	14,973	15,228	20,794	25,217	456	135	173,862
15 to 18	2,722	24,199	5,388	4,332	6,582	9,953	819	2,527	56,522
19 to 24	3,257	16,880	4,939	3,393	3,735	9,011	2,527	5,589	49,331
25 to 34	3,231	13,679	5,852	2,710	3,031	9,283	3,923	4,791	46,500
35 to 44	2,899	13,657	6,703	1,999	2,757	9,460	3,918	3,837	45,230
45 to 54	3,363	16,593	8,138	2,057	2,757	11,526	4,925	3,527	52,886
55 to 64	4,360	21,658	10,339	1,807	2,798	13,893	6,321	2,848	64,024
65+	1,400	7,350	3,257	441	734	4,488	1,819	474	19,963
Total	27,224	249,204	63,658	41,368	49,240	102,360	24,731	23,728	581,513

⁵³⁴ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

⁵³⁵ Participants have set over six million goals in total since July 2016. The 581,513 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.57 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁵³⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 444	n = 130
Are you happy with how coming into the NDIS has gone?	84%	83%
Was the person from the NDIS respectful?	95%	96%
Do you understand what will happen next with your plan?	73%	76%
% of participants rating their overall experience as Very Good or Good.	72%	75%
Pre-planning	n = 448	n = 117
Did the person from the NDIS understand how your disability affects your life?	85%	80%
Did you understand why you needed to give the information you did?	95%	90%
Were decisions about your plan clearly explained?	78%	73%
Are you clear on what happens next with your plan?	65%	61%
Do you know where to go for more help with your plan?	71%	63%
% of participants rating their overall experience as Very Good or Good.	76%	70%
Planning	n = 1,687	n = 369
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	86%	85%
Are you clear on what happens next with your plan?	82%	80%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	82%	81%
Plan review	n = 4,591	n = 1,222
Did the person from the NDIS understand how your disability affects your life?	76%	70%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	79%
% of participants rating their overall experience as Very Good or Good.	69%	61%

⁵³⁶ 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 ^{537 538 539}

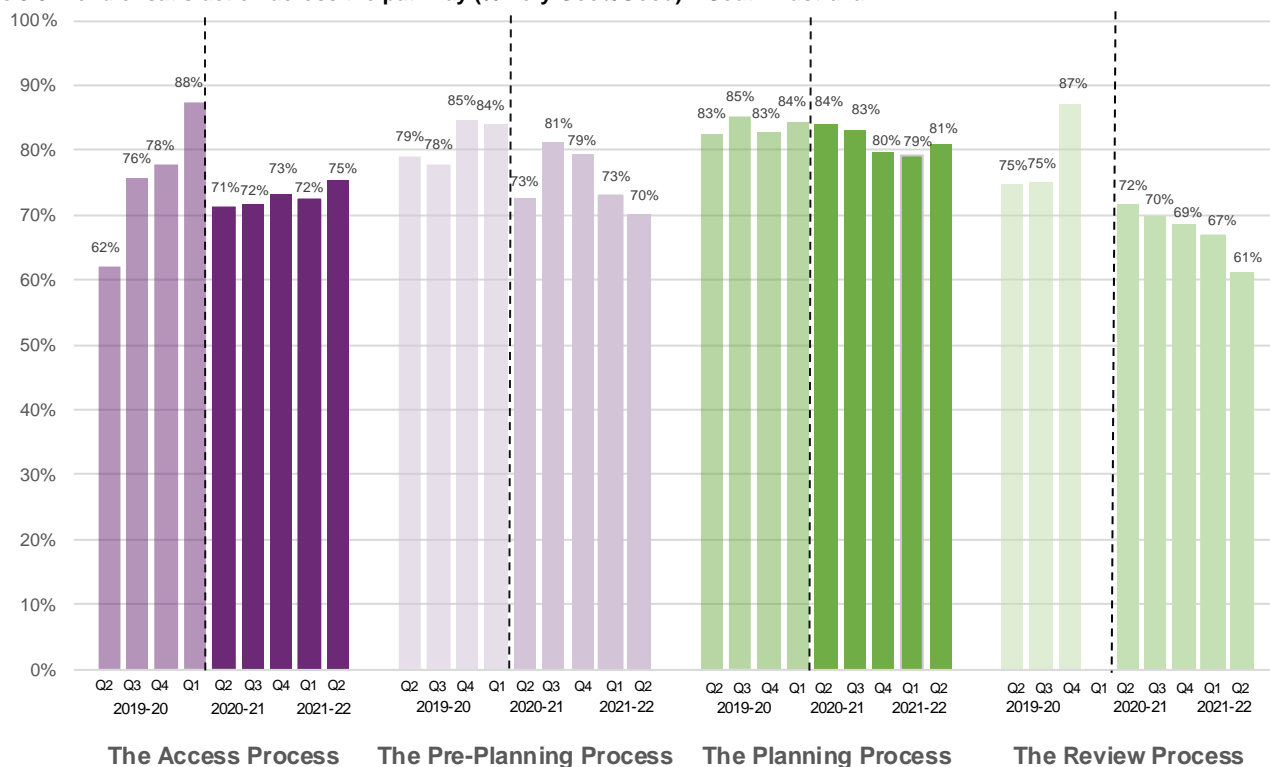
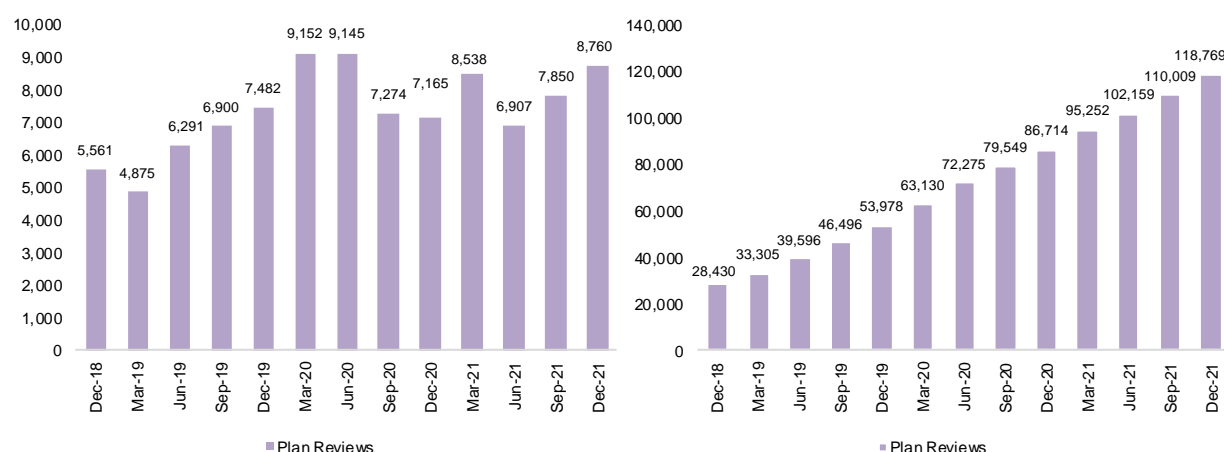


Table J.58 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia ⁵⁴⁰

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	110,009	8,760	118,769
<i>Early intervention plans</i>	40,270	2,197	42,467
<i>Permanent disability plans</i>	69,739	6,563	76,302

Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia



⁵³⁷ 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.

⁵³⁸ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵³⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁴⁰ 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 Q2. 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.57 shows the number of complaints in 2021-22 Q2 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.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 J.59 Complaints by quarter – South Australia ^{541 542 543}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	20	2	22	19
Complaint about LAC Partner	168	43	211	189
Complaints about service providers	448	29	477	411
Complaints about the Agency	9,980	581	10,561	5,487
Critical/ Reportable Incident	1,187	185	1,372	1,084
Unclassified	506	0	506	469
Total	12,309	840	13,149	6,740
Total complaints made since 1 April 2017	11,891	840	12,731	
% of the number of active participants	9.4%	7.8%	9.3%	

⁵⁴¹ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁵⁴² % 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.

⁵⁴³ 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 ⁵⁴⁴

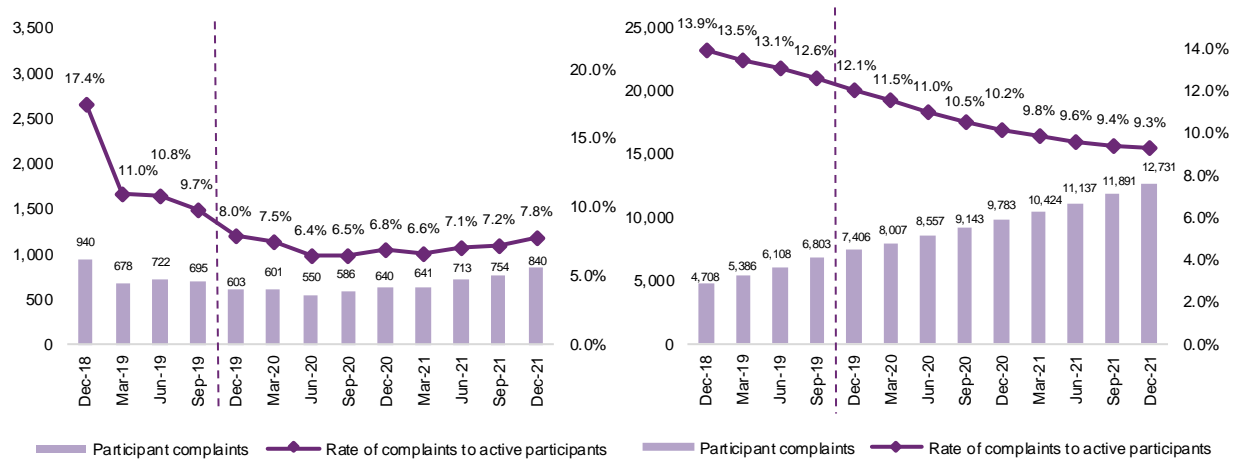


Table J.60 Participant complaints by type – South Australia

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	557	(6%)	0	(0%)	557	(5%)
Information unclear	288	(3%)	1	(0%)	289	(3%)
NDIA Access	126	(1%)	21	(4%)	147	(1%)
NDIA Engagement	3	(0%)	0	(0%)	3	(0%)
NDIA Finance	267	(3%)	52	(9%)	319	(3%)
NDIA Fraud and Compliance	11	(0%)	1	(0%)	12	(0%)
NDIA Plan	1,044	(10%)	219	(38%)	1,263	(12%)
NDIA Process	432	(4%)	57	(10%)	489	(5%)
NDIA Resources	27	(0%)	6	(1%)	33	(0%)
NDIA Staff	225	(2%)	35	(6%)	260	(2%)
NDIA Timeliness	976	(10%)	180	(31%)	1,156	(11%)
Participation, engagement and inclusion	51	(1%)	1	(0%)	52	(0%)
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	(11%)
Staff conduct - Agency	140	(1%)	0	(0%)	140	(1%)
The way the NDIA carried out its decision making	282	(3%)	0	(0%)	282	(3%)
Timeliness	2,948	(30%)	0	(0%)	2,948	(28%)
Other	1,425	(14%)	8	(1%)	1,433	(14%)
Total	9,980		581		10,561	
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	(25%)	0	(0%)	5	(23%)
ECA Process	4	(20%)	1	(50%)	5	(23%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	6	(30%)	1	(50%)	7	(32%)
ECA Timeliness	5	(25%)	0	(0%)	5	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	20		2		22	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

⁵⁴⁴ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	37	(22%)	5	(12%)	42	(20%)
LAC Process	23	(14%)	11	(26%)	34	(16%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	84	(50%)	19	(44%)	103	(49%)
LAC Timeliness	22	(13%)	8	(19%)	30	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	168		43		211	
<i>Complaints about service providers</i>						
Provider costs.	29	(6%)	0	(0%)	29	(6%)
Provider Finance	20	(4%)	1	(3%)	21	(4%)
Provider Fraud and Compliance	19	(4%)	3	(10%)	22	(5%)
Provider process	34	(8%)	1	(3%)	35	(7%)
Provider Service	110	(25%)	13	(45%)	123	(26%)
Provider Staff	43	(10%)	7	(24%)	50	(10%)
Service Delivery	35	(8%)	0	(0%)	35	(7%)
Staff conduct	39	(9%)	1	(3%)	40	(8%)
Supports being provided	44	(10%)	0	(0%)	44	(9%)
Other	75	(17%)	3	(10%)	78	(16%)
Total	448		29		477	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	338	(28%)	51	(28%)	389	(28%)
Allegations against Informal Supports	256	(22%)	10	(5%)	266	(19%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	217	(18%)	29	(16%)	246	(18%)
Provider reporting	374	(32%)	95	(51%)	469	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,187		185		1,372	
<i>Unclassified</i>	506		0		506	
Participants total	12,309		840		13,149	

Table J.61 AAT Cases by category at 31 December 2021 – South Australia ⁵⁴⁵

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	177	20%	15	7%	192	17%
Plan	620	70%	192	88%	812	74%
Plan Review	41	5%	<11		42	4%
Other	45	5%	11	5%	56	5%
Total	883	100%	219	100%	1,102	100%
% of the number of active participants	0.70%		2.03%		0.80%	

⁵⁴⁵ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia ⁵⁴⁶

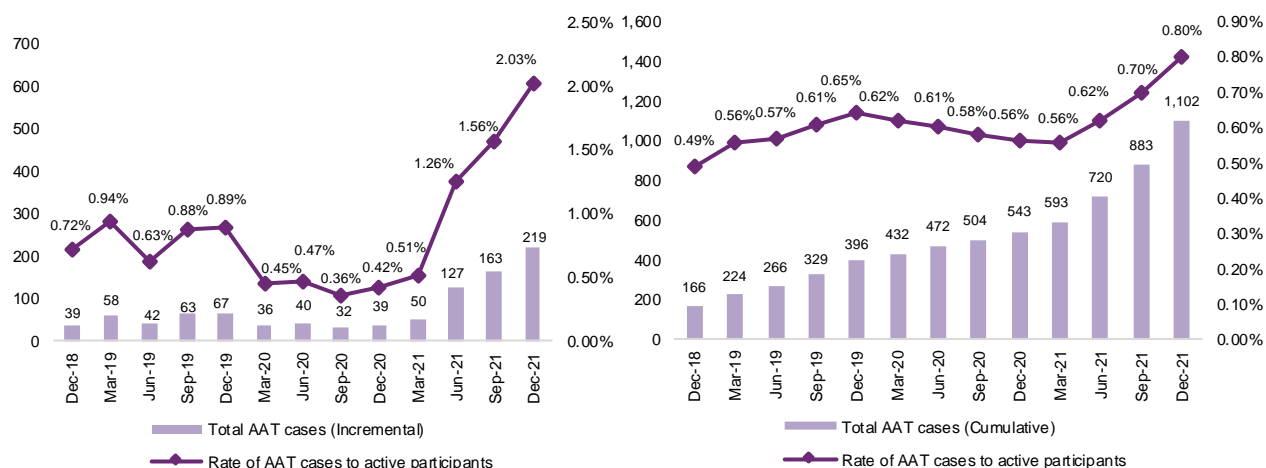
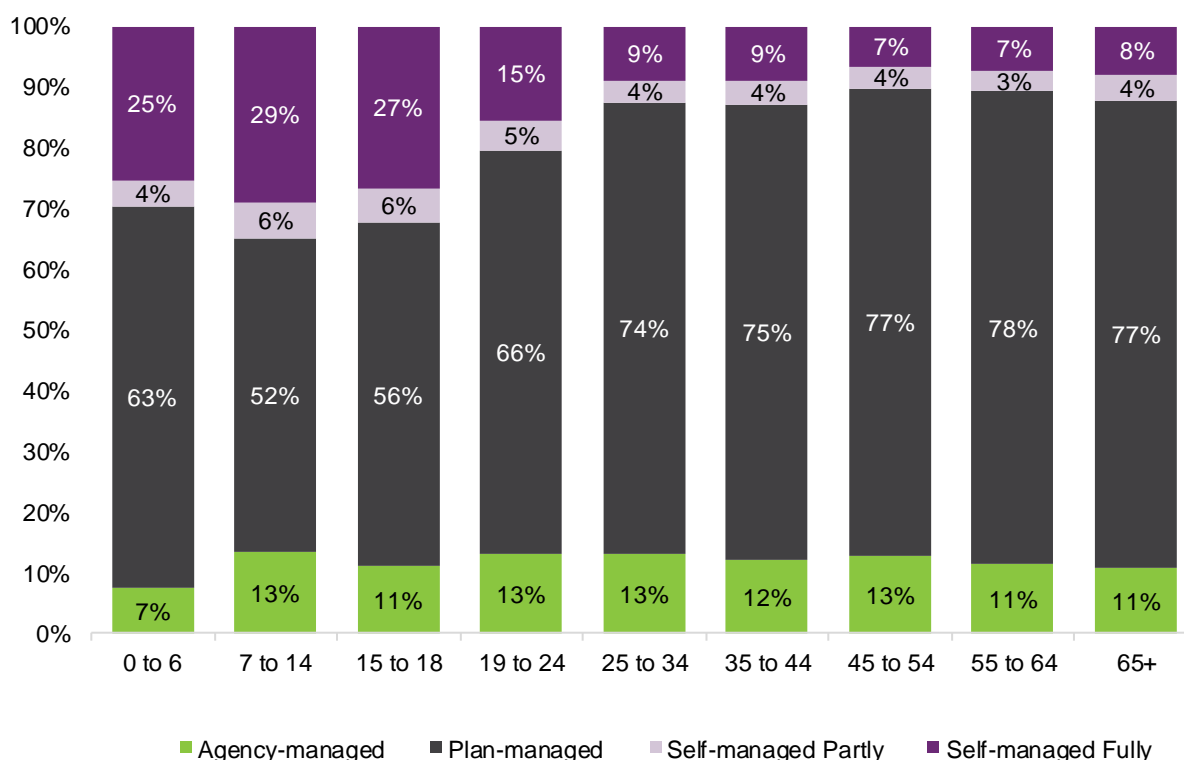


Table J.62 AAT cases by open/closed and decision – South Australia ⁵⁴⁷

	N
AAT Cases	1,102
Open AAT Cases	404
Closed AAT Cases	698
Resolved before hearing	685
Gone to hearing and received a substantive decision	13

Figure J.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – South Australia ^{548 549}



⁵⁴⁶ Ibid.

⁵⁴⁷ Of the 13 cases which went to hearing and received a substantive decision: 8 affirmed the Agency's decision, 2 varied the Agency's decision and 3 set aside the Agency's decision.

⁵⁴⁸ For the total number of active participants in each age group, see Table J.16.

⁵⁴⁹ 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 31 December 2021 – South Australia ^{550 551}

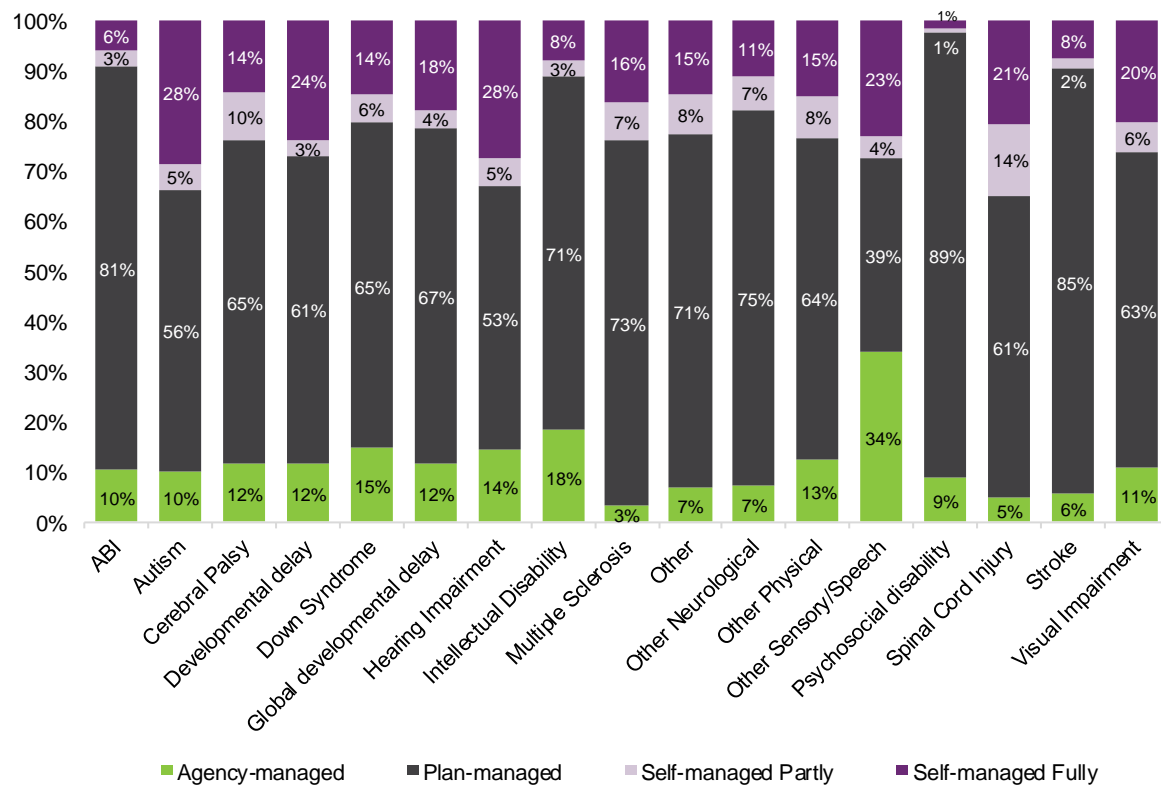
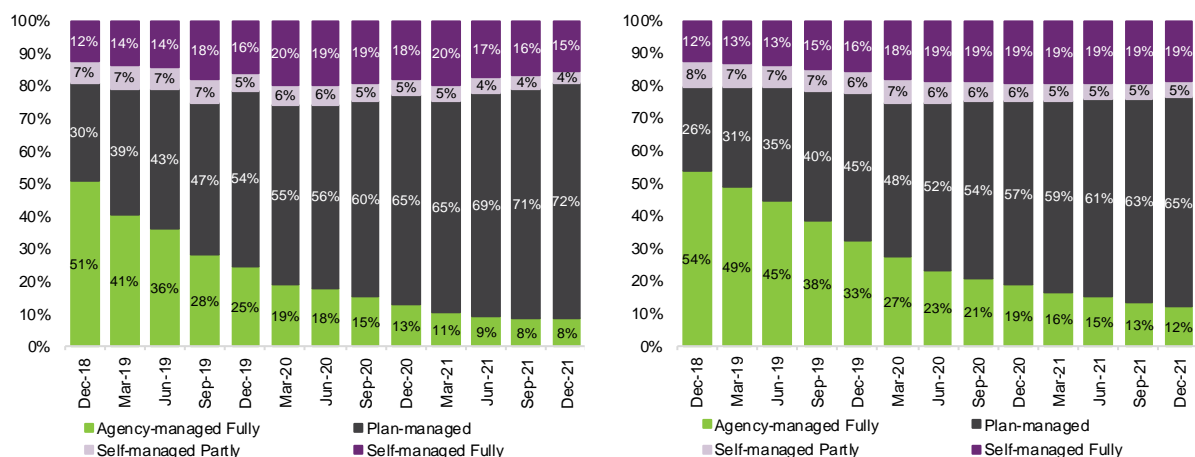


Table J.63 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁵⁵²

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	20%	15%	19%
Self-managed partly	5%	4%	5%
Plan-managed	62%	72%	65%
Agency-managed	13%	8%	12%
Total	100%	100%	100%

Figure J.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁵⁵³



⁵⁵⁰ For the total number of active participants in each primary disability group, see Table J.12.

⁵⁵¹ 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.

⁵⁵² Ibid.

⁵⁵³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table J.64 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q2	Total
Self-managed	9%	8%	9%
Plan-managed	44%	61%	46%
Agency-managed	47%	32%	45%
Total	100%	100%	100%

Figure J.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia

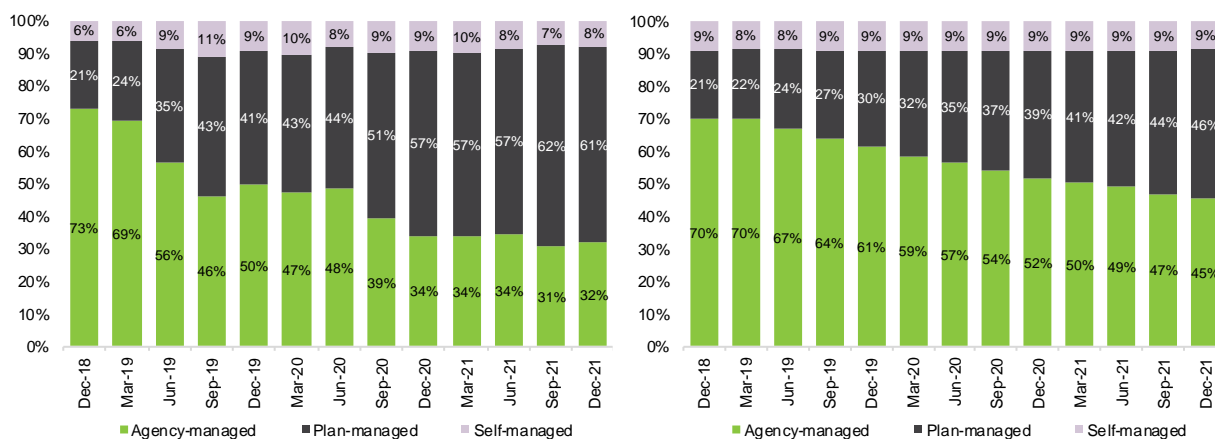


Table J.65 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2021-22 Q2	Total
Support coordination	40%	54%	43%

Table J.66 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁵⁵⁴

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	22,363	68%	1,069	69%	23,432	68%
30 to 59 days	3,783	11%	185	12%	3,968	11%
60 to 89 days	1,885	6%	84	5%	1,969	6%
Activated within 90 days	28,031	85%	1,338	86%	29,369	85%
90 to 119 days	1,021	3%	48	3%	1,069	3%
120 days and over	3,158	10%	62	4%	3,220	9%
Activated after 90 days	4,179	13%	110	7%	4,289	12%
No payments	751	2%	103	7%	854	2%
Total plans approved	32,961	100%	1,551	100%	34,512	100%

⁵⁵⁴ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.67 Proportion of participants who have activated within 12 months at 31 December 2021 – South Australia ⁵⁵⁵

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,021	2,152	94%
Not Aboriginal and Torres Strait Islander	29,611	30,549	97%
Not Stated	4,695	4,863	97%
Total	36,327	37,564	97%
by Culturally and Linguistically Diverse status			
CALD	2,593	2,678	97%
Not CALD	33,692	34,843	97%
Not Stated	42	43	98%
Total	36,327	37,564	97%
by Remoteness			
Major Cities	27,424	28,325	97%
Regional	7,986	8,278	96%
Remote	917	961	95%
Missing	<11	<11	
Total	36,327	37,564	97%
by Primary Disability type			
Autism	14,473	14,956	97%
Intellectual disability (including Down syndrome)	7,421	7,626	97%
Psychosocial disability	2,330	2,371	98%
Developmental delay (including global developmental delay)	2,524	2,673	94%
Other	9,579	9,938	96%
Total	36,327	37,564	97%

Table J.68 Distribution of plans by utilisation – South Australia ^{556 557}

Plan utilisation	Total
0 to 50%	34%
50% to 75%	26%
> 75%	40%
Total	100%

Table J.69 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁵⁵⁸

	Prior Quarters	2021-22 Q2	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	52%	62%	54%
Lifelong Learning	23%	24%	23%
Other	14%	18%	15%
Non-categorised	28%	19%	26%
Any mainstream service	94%	95%	94%

⁵⁵⁵ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

⁵⁵⁶ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵⁵⁷ 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.

⁵⁵⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table J.70 Key markets indicators by quarter – South Australia ^{559 560}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	0.99	1.02
b) Number of providers delivering new types of supports	193	157
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	84%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	92%	93%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	95%	94%

Table J.71 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – South Australia ⁵⁶¹

Activity	Number of providers
Active for the first time in 2021-22 Q2	39
Active in 2021-22 Q2 and also in previous quarters	852
Active in 2021-22 Q2	891
Inactive in 2021-22 Q2	1,551
Active ever	2,442

⁵⁵⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁶⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁶¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table J.72 Cumulative number of providers that have been ever active by registration group – South Australia ⁵⁶²

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	56	4	60	7%
Assistance Animals	38	3	41	8%
Assistance with daily life tasks in a group or shared living arrangement	252	20	272	8%
Assistance with travel/transport arrangements	249	4	253	2%
Daily Personal Activities	452	8	460	2%
Group and Centre Based Activities	316	7	323	2%
High Intensity Daily Personal Activities	305	11	316	4%
Household tasks	417	7	424	2%
Interpreting and translation	63	3	66	5%
Participation in community, social and civic activities	516	13	529	3%
Assistive Technology				
Assistive equipment for recreation	80	2	82	3%
Assistive products for household tasks	75	0	75	0%
Assistance products for personal care and safety	530	17	547	3%
Communication and information equipment	198	8	206	4%
Customised Prosthetics	192	5	197	3%
Hearing Equipment	93	2	95	2%
Hearing Services	29	3	32	10%
Personal Mobility Equipment	277	8	285	3%
Specialised Hearing Services	34	0	34	0%
Vision Equipment	74	4	78	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	541	23	564	4%
Behaviour Support	231	16	247	7%
Community nursing care for high needs	138	3	141	2%
Development of daily living and life skills	302	11	313	4%
Early Intervention supports for early childhood	633	5	638	1%
Exercise Physiology and Physical Wellbeing activities	156	7	163	4%
Innovative Community Participation	65	2	67	3%
Specialised Driving Training	48	0	48	0%
Therapeutic Supports	1,186	13	1,199	1%
Capital services				
Home modification design and construction	96	6	102	6%
Specialist Disability Accommodation	29	3	32	10%
Vehicle Modifications	64	5	69	8%
Choice and control support services				
Management of funding for supports in participants plan	267	7	274	3%
Support Coordination	205	9	214	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	111	10	121	9%
Specialised Supported Employment	98	6	104	6%
Total	2,403	39	2,442	2%

⁵⁶² 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.73 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	48	60	20%	80%	100%
Assistance Animals	6	35	41	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	37	235	272	14%	86%	100%
Assistance with travel/transport arrangements	39	214	253	15%	85%	100%
Daily Personal Activities	60	400	460	13%	87%	100%
Group and Centre Based Activities	42	281	323	13%	87%	100%
High Intensity Daily Personal Activities	51	265	316	16%	84%	100%
Household tasks	95	329	424	22%	78%	100%
Interpreting and translation	15	51	66	23%	77%	100%
Participation in community, social and civic activities	67	462	529	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	5	77	82	6%	94%	100%
Assistive products for household tasks	9	66	75	12%	88%	100%
Assistance products for personal care and safety	82	465	547	15%	85%	100%
Communication and information equipment	43	163	206	21%	79%	100%
Customised Prosthetics	35	162	197	18%	82%	100%
Hearing Equipment	15	80	95	16%	84%	100%
Hearing Services	4	28	32	13%	88%	100%
Personal Mobility Equipment	46	239	285	16%	84%	100%
Specialised Hearing Services	7	27	34	21%	79%	100%
Vision Equipment	13	65	78	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	86	478	564	15%	85%	100%
Behaviour Support	67	180	247	27%	73%	100%
Community nursing care for high needs	19	122	141	13%	87%	100%
Development of daily living and life skills	49	264	313	16%	84%	100%
Early Intervention supports for early childhood	269	369	638	42%	58%	100%
Exercise Physiology and Physical Wellbeing activities	39	124	163	24%	76%	100%
Innovative Community Participation	14	53	67	21%	79%	100%
Specialised Driving Training	6	42	48	13%	88%	100%
Therapeutic Supports	462	737	1,199	39%	61%	100%
Capital services						
Home modification design and construction	13	89	102	13%	87%	100%
Specialist Disability Accommodation	1	31	32	3%	97%	100%
Vehicle Modifications	9	60	69	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	55	219	274	20%	80%	100%
Support Coordination	49	165	214	23%	77%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	15	106	121	12%	88%	100%
Specialised Supported Employment	17	87	104	16%	84%	100%
Total	699	1,743	2,442	29%	71%	100%

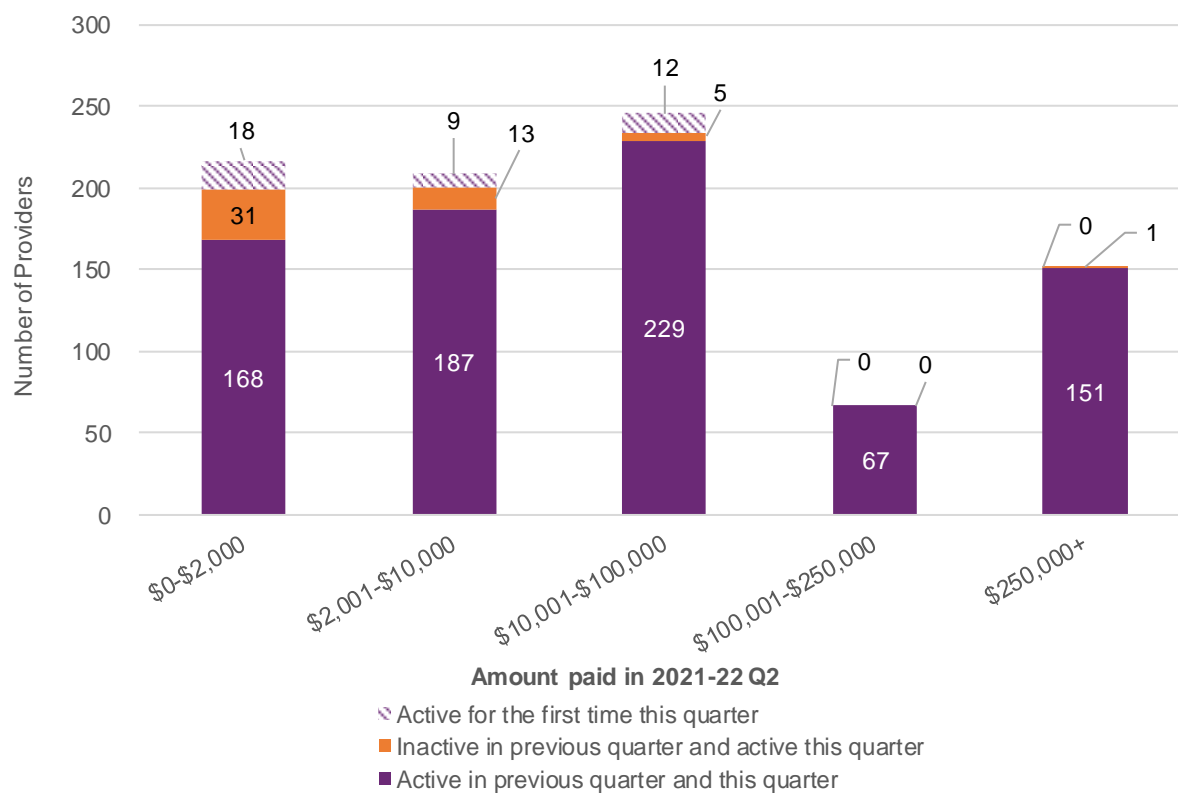
Table J.74 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – South Australia

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	8	4	12	33%
Assistance Animals	19	3	22	14%
Assistance with daily life tasks in a group or shared living arrangement	143	20	163	12%
Assistance with travel/transport arrangements	78	4	82	5%
Daily Personal Activities	234	8	242	3%
Group and Centre Based Activities	135	7	142	5%
High Intensity Daily Personal Activities	139	11	150	7%
Household tasks	182	7	189	4%
Interpreting and translation	26	3	29	10%
Participation in community, social and civic activities	243	13	256	5%
Assistive Technology				
Assistive equipment for recreation	8	2	10	20%
Assistive products for household tasks	8	0	8	0%
Assistance products for personal care and safety	203	17	220	8%
Communication and information equipment	71	8	79	10%
Customised Prosthetics	65	5	70	7%
Hearing Equipment	30	2	32	6%
Hearing Services	6	3	9	33%
Personal Mobility Equipment	104	8	112	7%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	33	4	37	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	253	23	276	8%
Behaviour Support	103	16	119	13%
Community nursing care for high needs	82	3	85	4%
Development of daily living and life skills	95	11	106	10%
Early Intervention supports for early childhood	160	5	165	3%
Exercise Physiology and Physical Wellbeing activities	82	7	89	8%
Innovative Community Participation	20	2	22	9%
Specialised Driving Training	12	0	12	0%
Therapeutic Supports	406	13	419	3%
Capital services				
Home modification design and construction	38	6	44	14%
Specialist Disability Accommodation	18	3	21	14%
Vehicle Modifications	22	5	27	19%
Choice and control support services				
Management of funding for supports in participants plan	179	7	186	4%
Support Coordination	112	9	121	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	56	10	66	15%
Specialised Supported Employment	64	6	70	9%
Total	852	39	891	4%

Table J.75 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	12	12	0%	100%	100%
Assistance Animals	3	19	22	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	16	147	163	10%	90%	100%
Assistance with travel/transport arrangements	7	75	82	9%	91%	100%
Daily Personal Activities	24	218	242	10%	90%	100%
Group and Centre Based Activities	15	127	142	11%	89%	100%
High Intensity Daily Personal Activities	20	130	150	13%	87%	100%
Household tasks	39	150	189	21%	79%	100%
Interpreting and translation	4	25	29	14%	86%	100%
Participation in community, social and civic activities	32	224	256	13%	88%	100%
Assistive Technology						
Assistive equipment for recreation	0	10	10	0%	100%	100%
Assistive products for household tasks	1	7	8	13%	88%	100%
Assistance products for personal care and safety	28	192	220	13%	87%	100%
Communication and information equipment	14	65	79	18%	82%	100%
Customised Prosthetics	11	59	70	16%	84%	100%
Hearing Equipment	4	28	32	13%	88%	100%
Hearing Services	3	6	9	33%	67%	100%
Personal Mobility Equipment	14	98	112	13%	88%	100%
Specialised Hearing Services	1	9	10	10%	90%	100%
Vision Equipment	6	31	37	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	44	232	276	16%	84%	100%
Behaviour Support	15	104	119	13%	87%	100%
Community nursing care for high needs	9	76	85	11%	89%	100%
Development of daily living and life skills	14	92	106	13%	87%	100%
Early Intervention supports for early childhood	27	138	165	16%	84%	100%
Exercise Physiology and Physical Wellbeing activities	14	75	89	16%	84%	100%
Innovative Community Participation	0	22	22	0%	100%	100%
Specialised Driving Training	0	12	12	0%	100%	100%
Therapeutic Supports	112	307	419	27%	73%	100%
Capital services						
Home modification design and construction	7	37	44	16%	84%	100%
Specialist Disability Accommodation	1	20	21	5%	95%	100%
Vehicle Modifications	4	23	27	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	37	149	186	20%	80%	100%
Support Coordination	16	105	121	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	62	66	6%	94%	100%
Specialised Supported Employment	12	58	70	17%	83%	100%
Total	178	713	891	20%	80%	100%

Figure J.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – South Australia ⁵⁶³



⁵⁶³ 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.

Part Five: Financial sustainability

Table J.76 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	48.3	102.0	186.2	368.3	1,156.0	2,128.4	2,777.7	1,487.4

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – South Australia

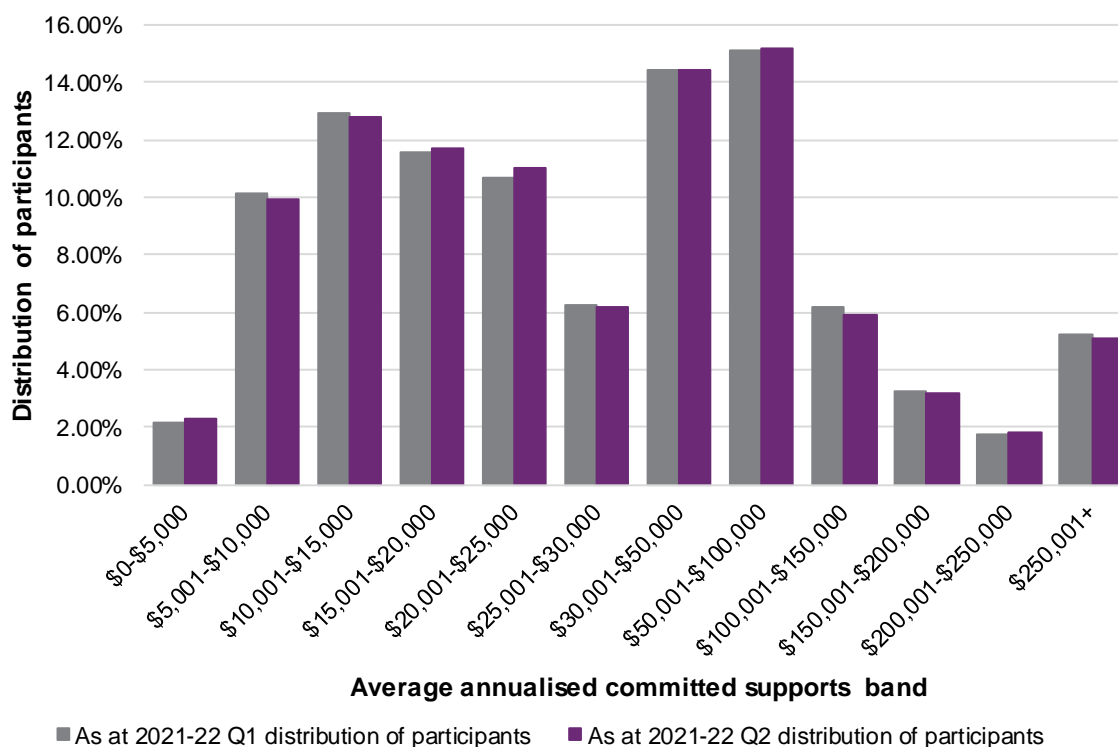


Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – South Australia

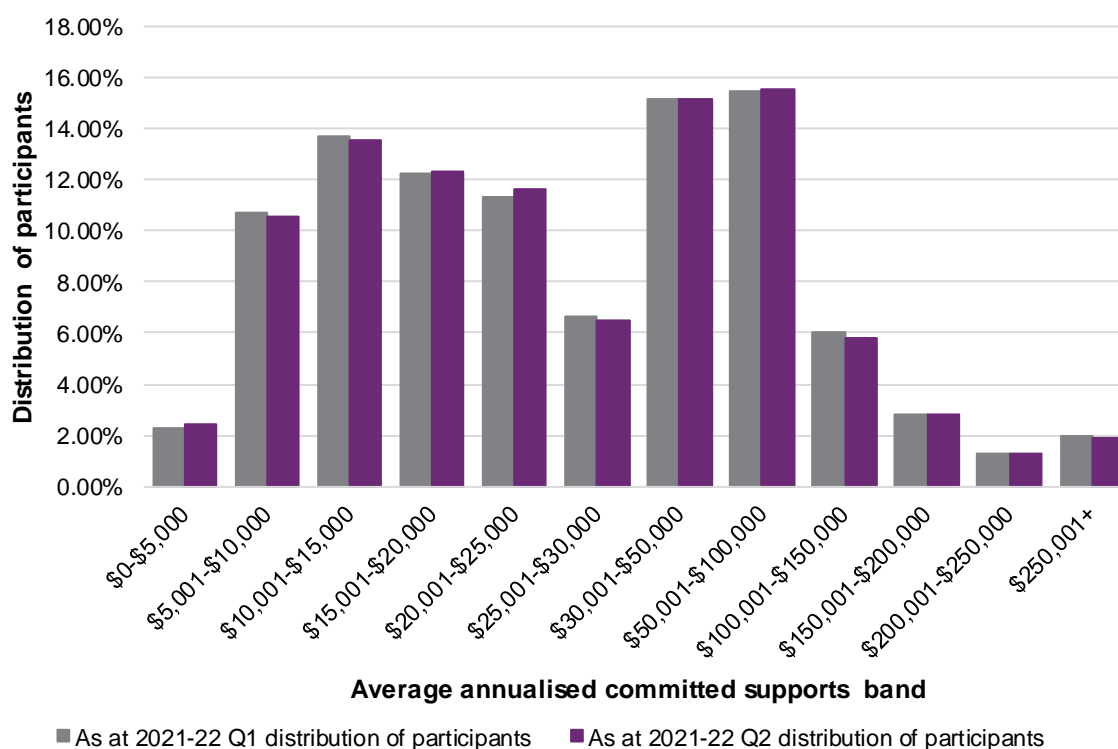
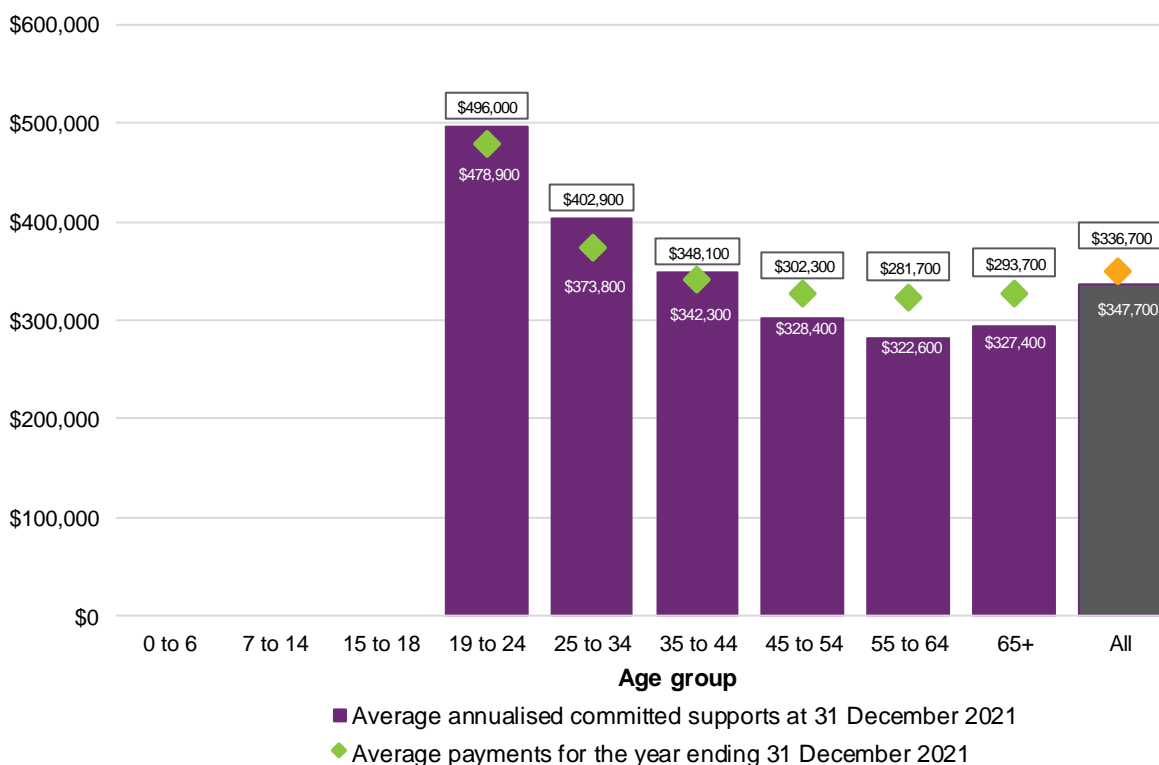


Figure J.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – South Australia ⁵⁶⁴



Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – South Australia ⁵⁶⁵



⁵⁶⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁵⁶⁵ Ibid.

Figure J.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – South Australia ⁵⁶⁶

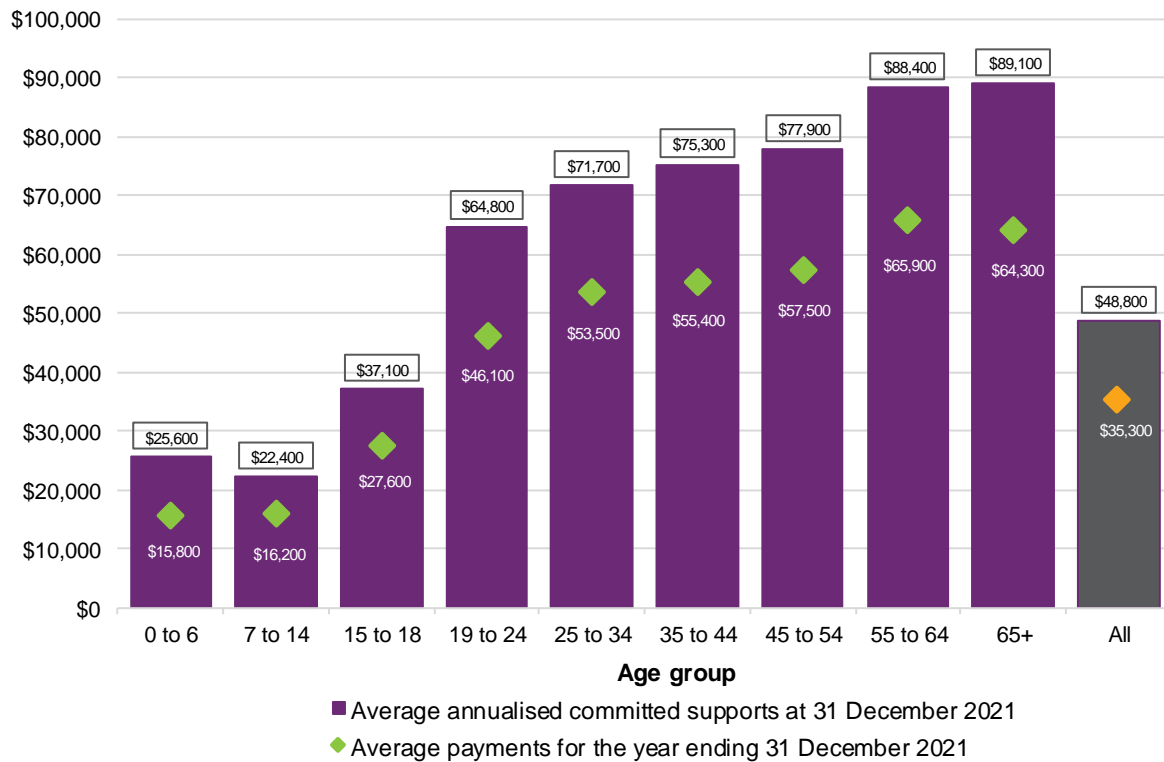
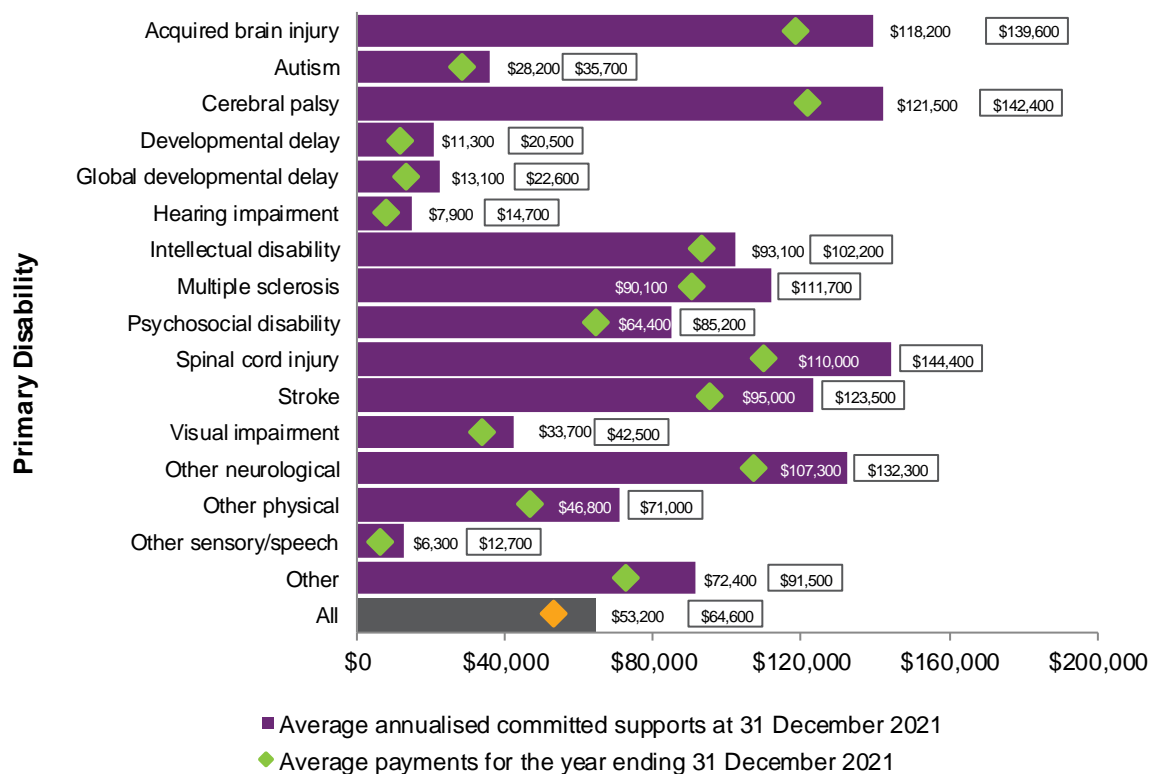


Figure J.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – South Australia ⁵⁶⁷



⁵⁶⁶ Ibid.

⁵⁶⁷ Ibid.

Figure J.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – South Australia ⁵⁶⁸

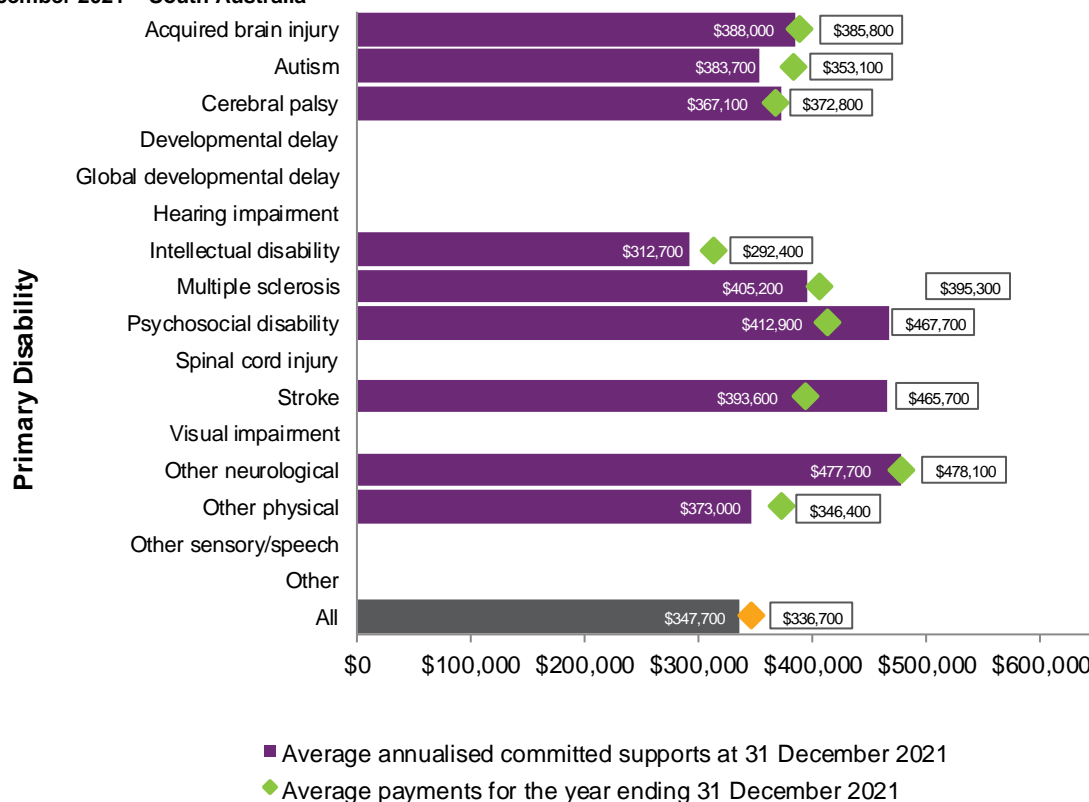
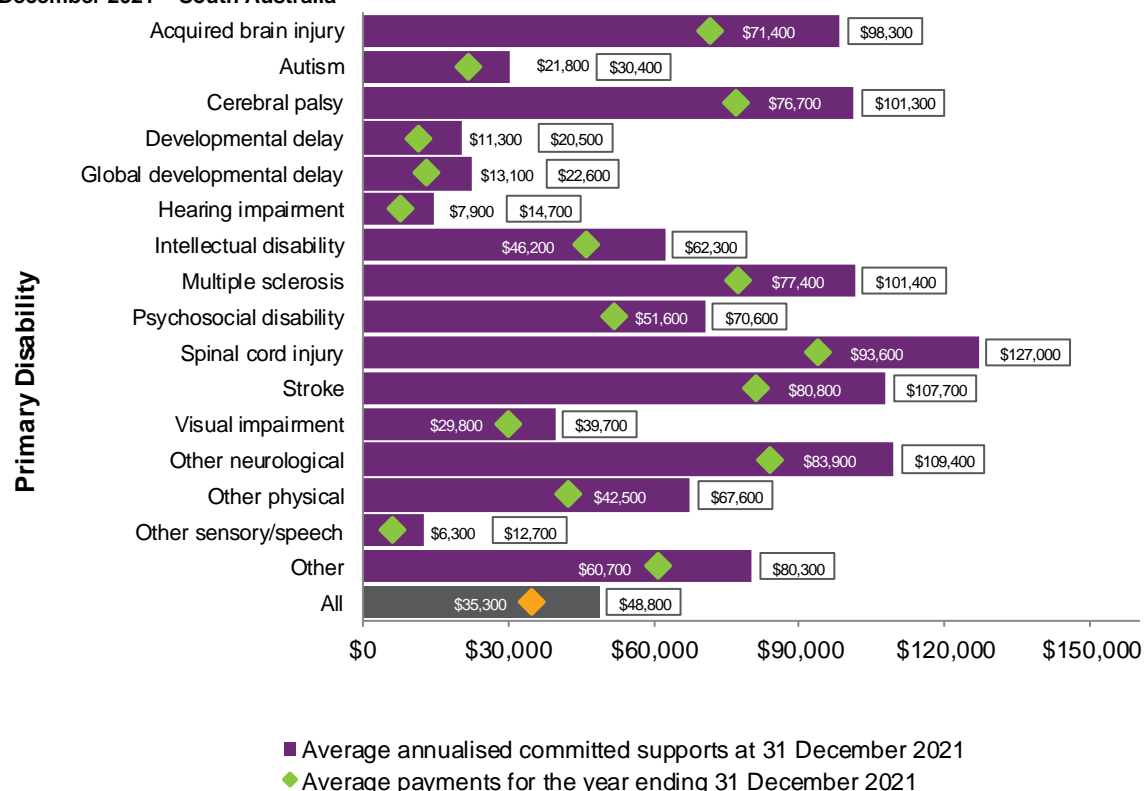


Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – South Australia ⁵⁶⁹



⁵⁶⁸ Ibid.

⁵⁶⁹ Ibid.

Figure J.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – South Australia ⁵⁷⁰

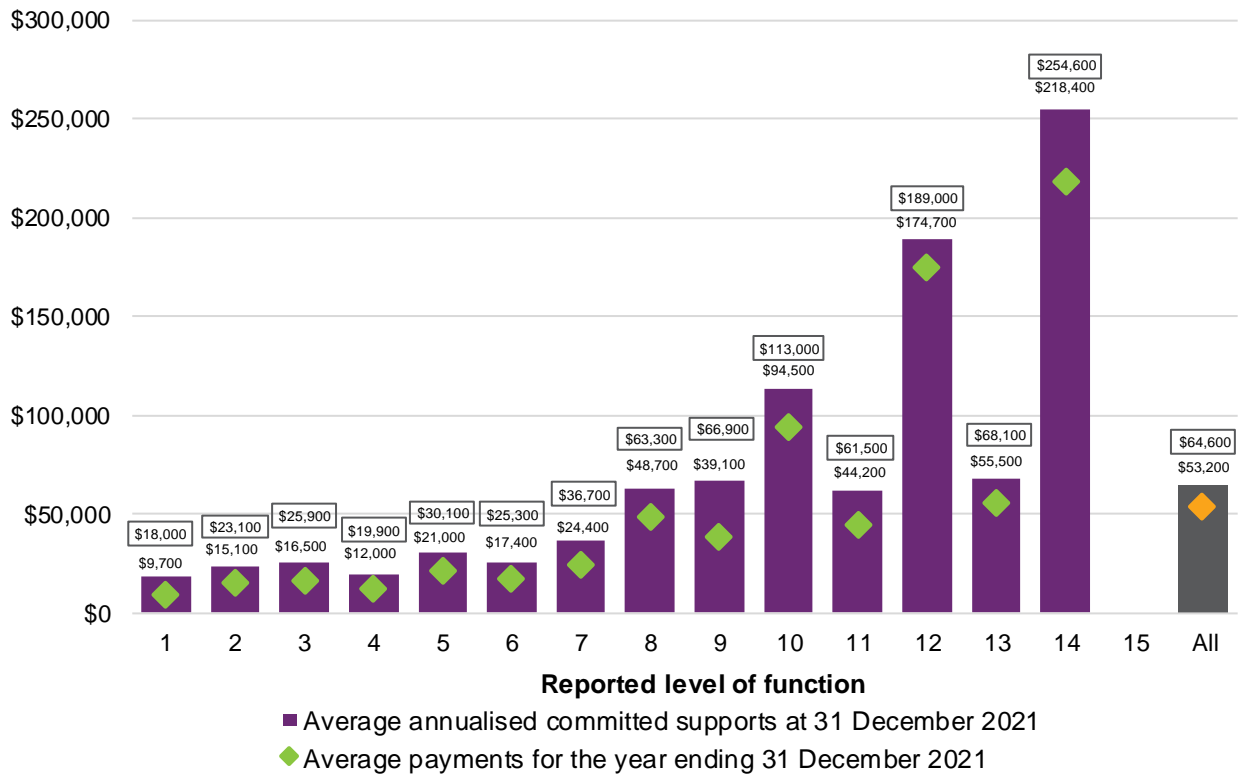
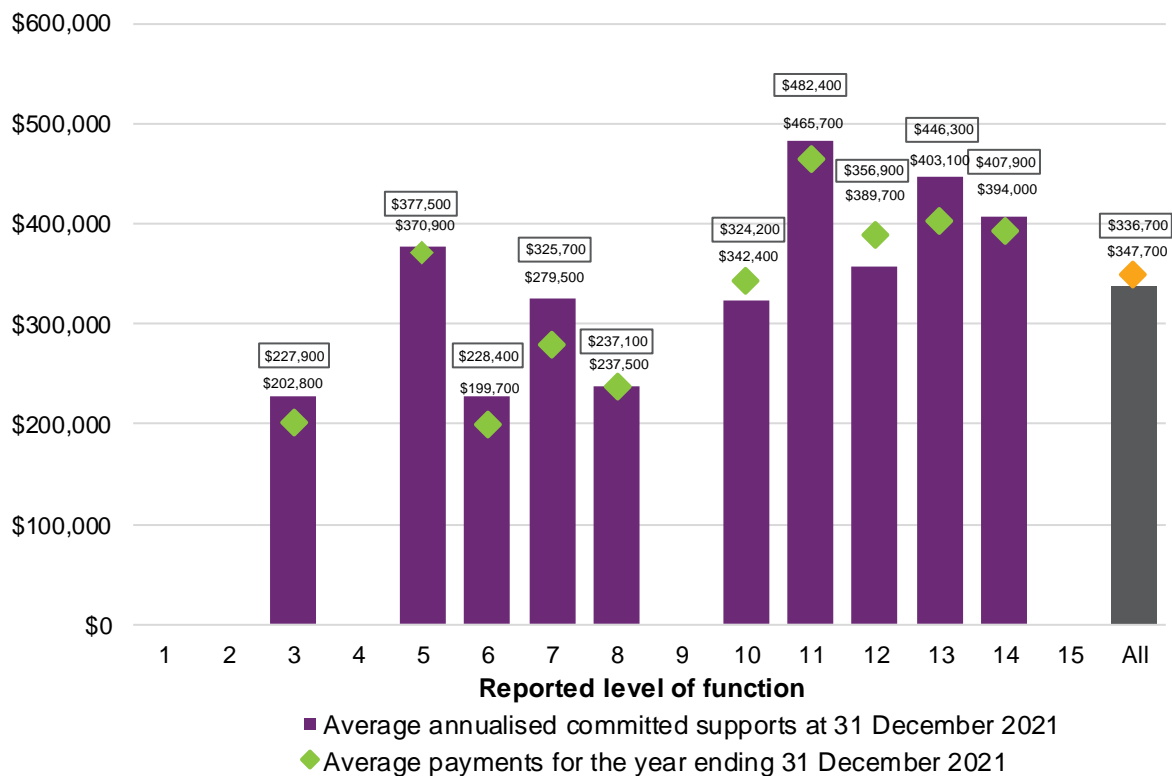


Figure J.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – South Australia ⁵⁷¹



⁵⁷⁰ Ibid.

⁵⁷¹ Ibid.

Figure J.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – South Australia⁵⁷²

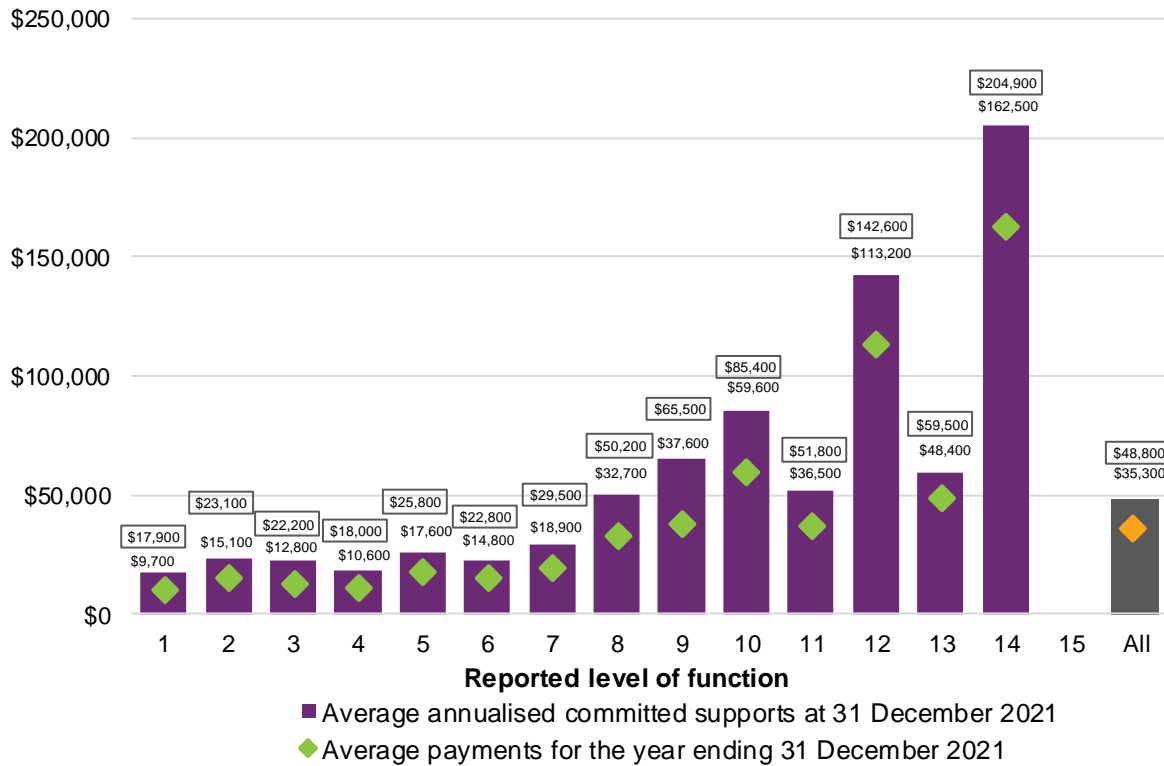
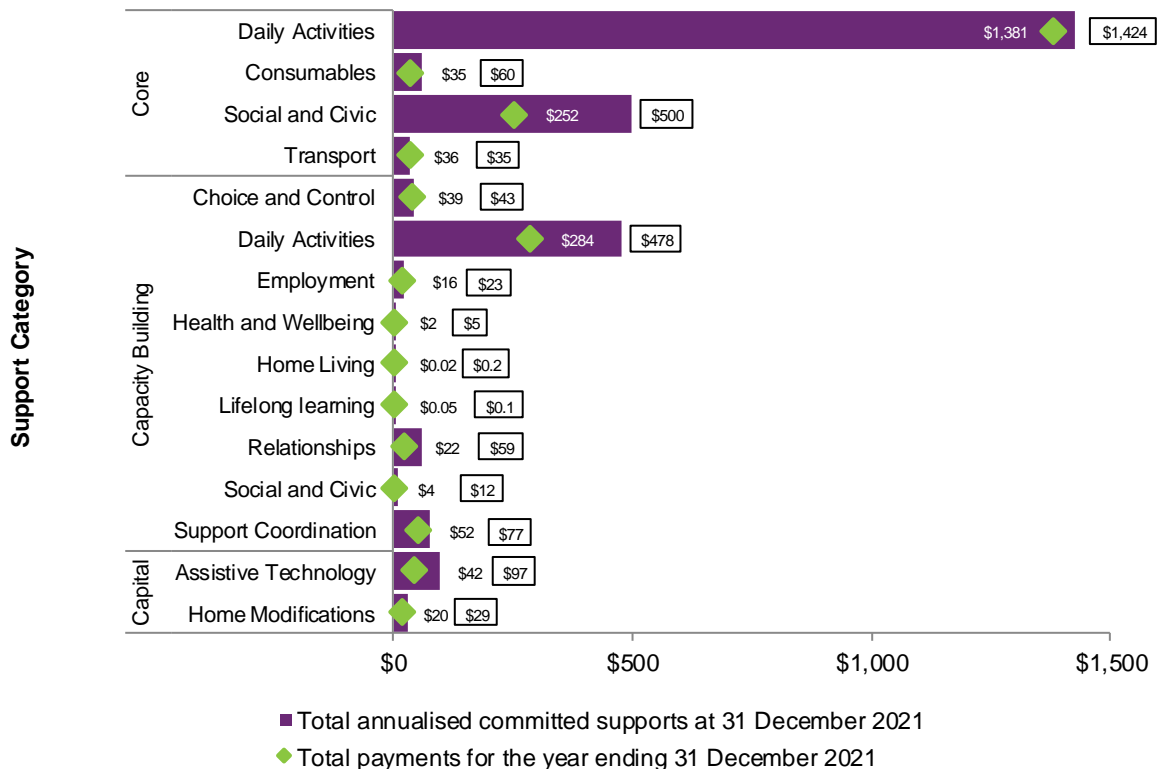


Figure J.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – South Australia^{573 574}

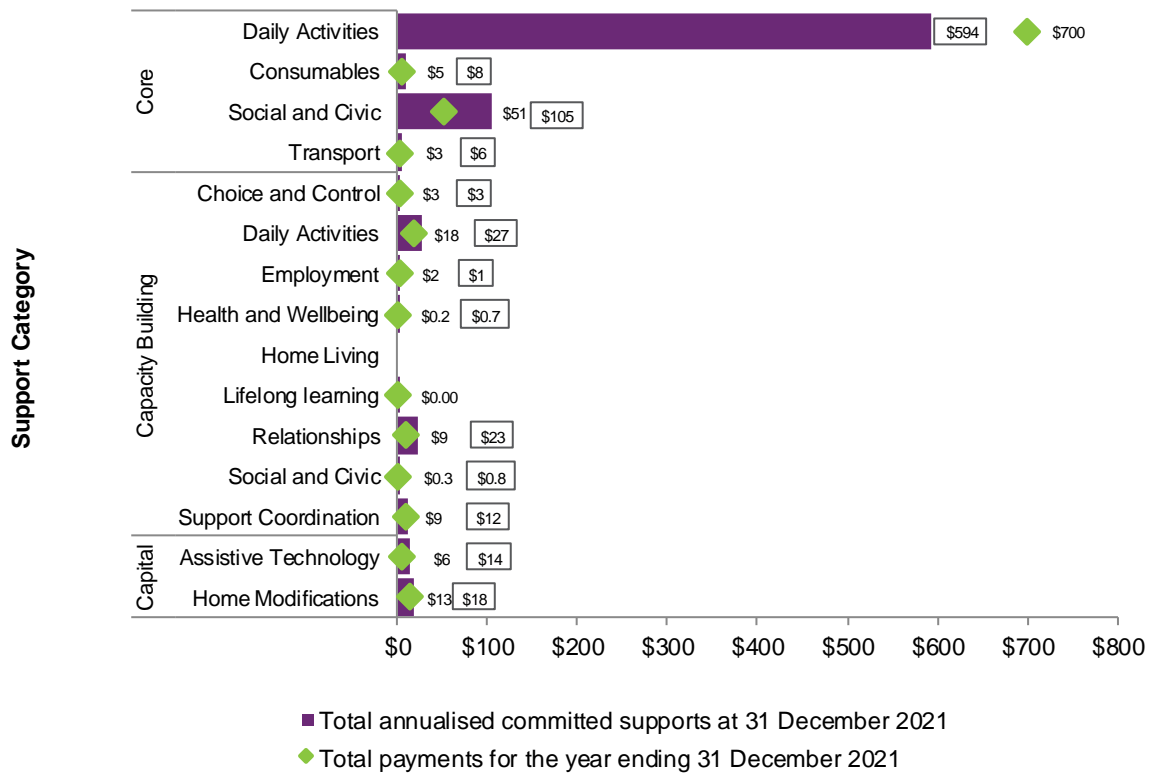


⁵⁷² Ibid.

⁵⁷³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁵⁷⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure J.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – South Australia ^{575 576}



⁵⁷⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁵⁷⁶ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure J.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – South Australia ^{577 578}

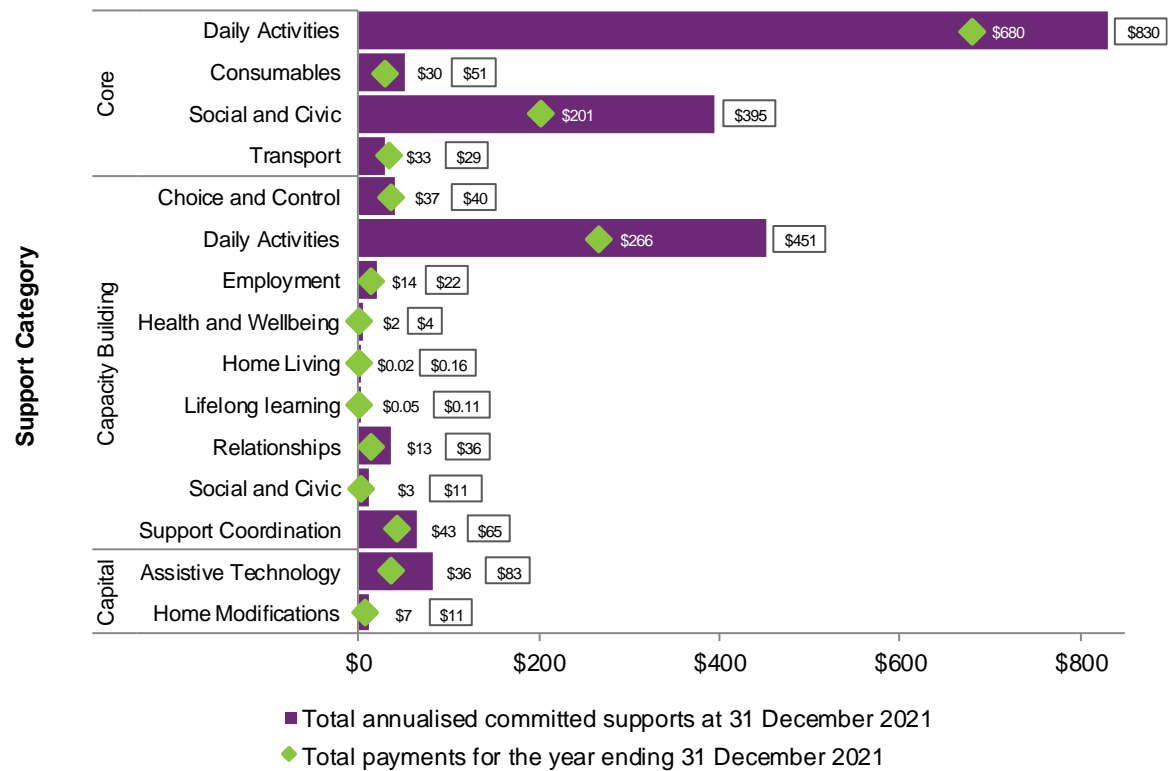


Table J.77 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	10.5	48.3	102.0	186.2	368.3	1,156.0	2,128.4	2,777.7	1,487.4
Total Paid	5.7	29.6	62.8	104.2	220.0	791.3	1,486.3	1,984.3	1,028.4
% utilised to date	54%	61%	62%	56%	60%	68%	70%	71%	69%

⁵⁷⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁵⁷⁸ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure J.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – South Australia

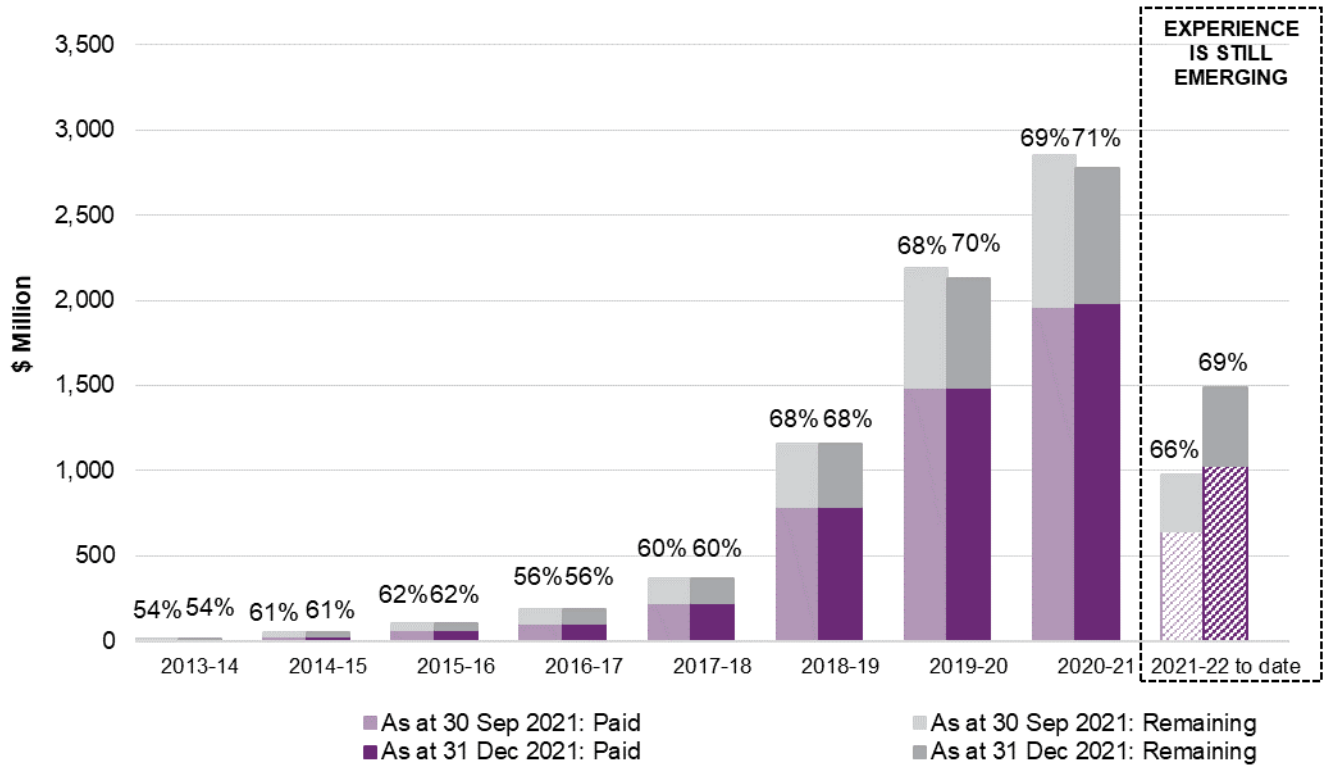
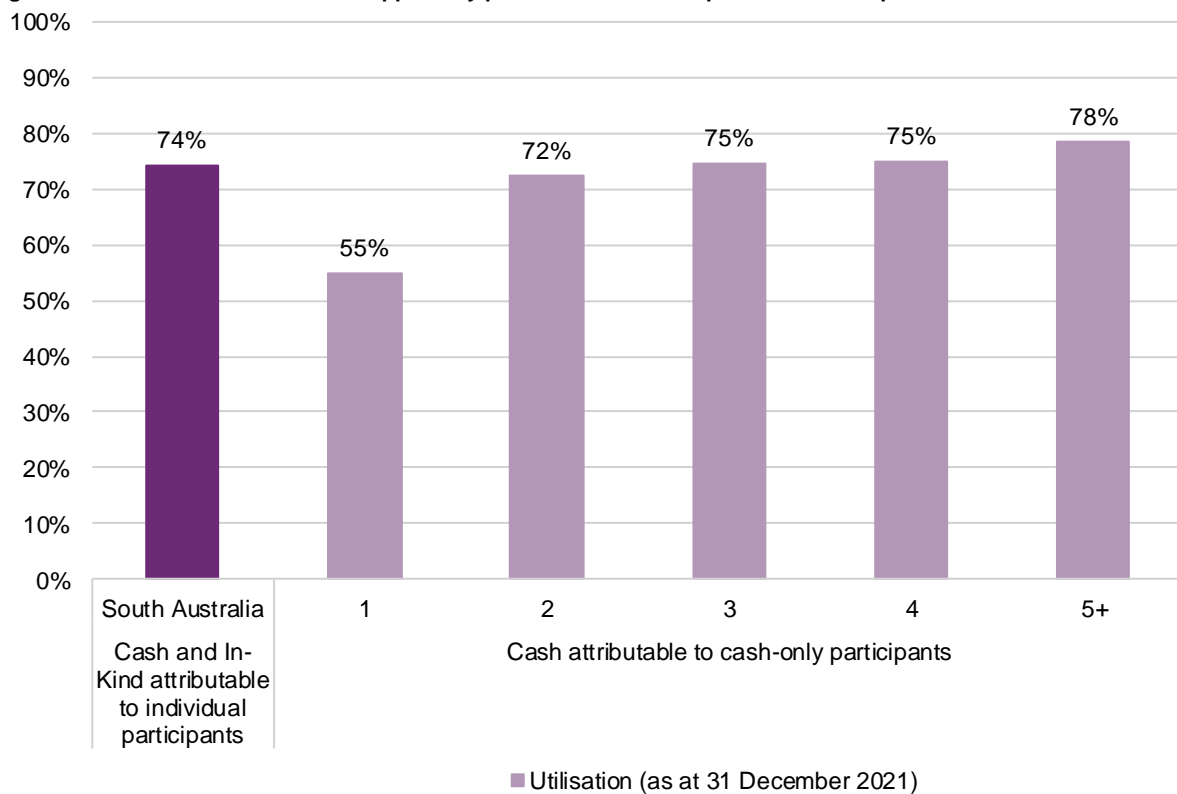
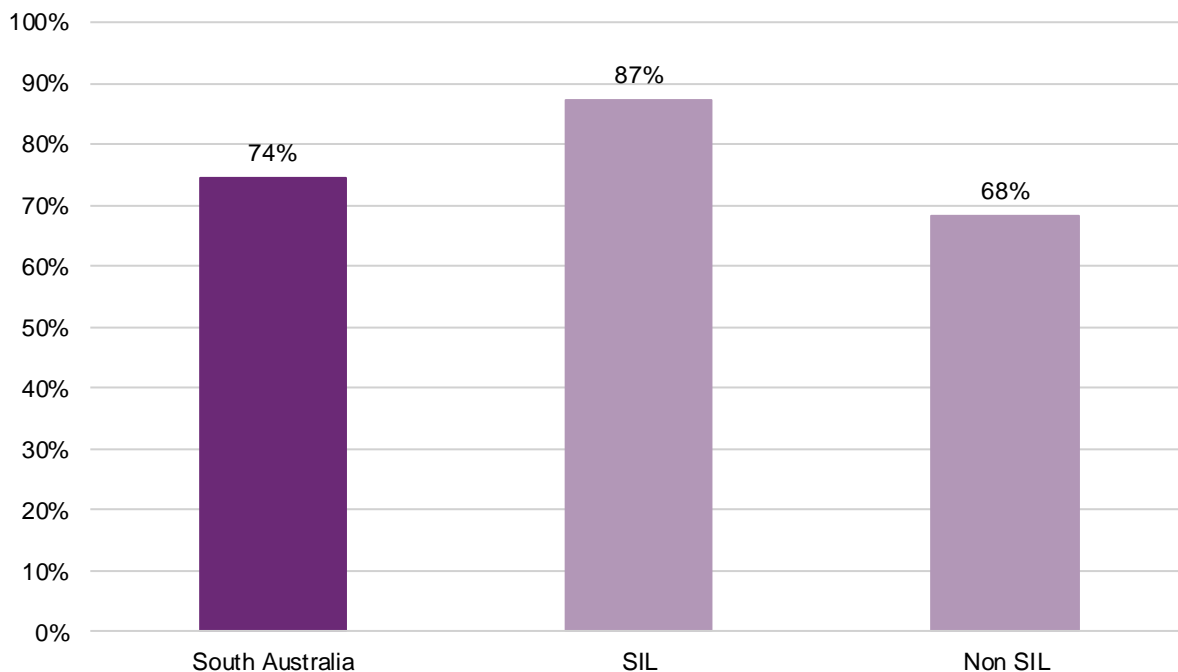


Figure J.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – South Australia ⁵⁷⁹



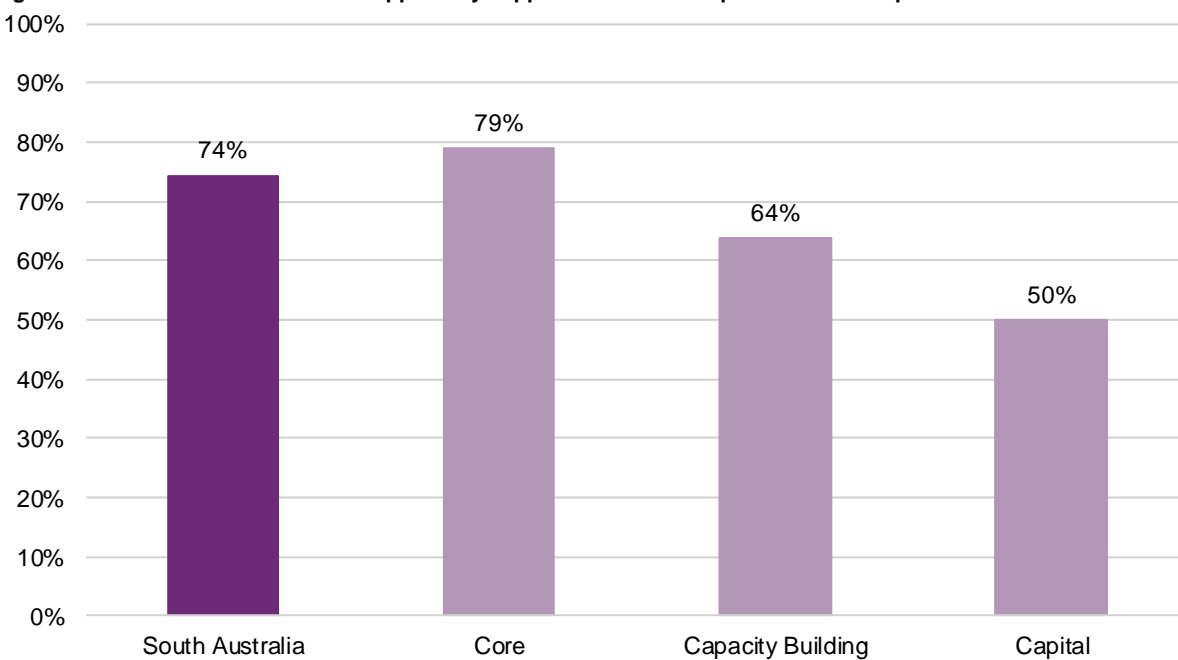
⁵⁷⁹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure J.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – South Australia ⁵⁸⁰



■ Utilisation (as at 31 December 2021)

Figure J.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – South Australia ⁵⁸¹

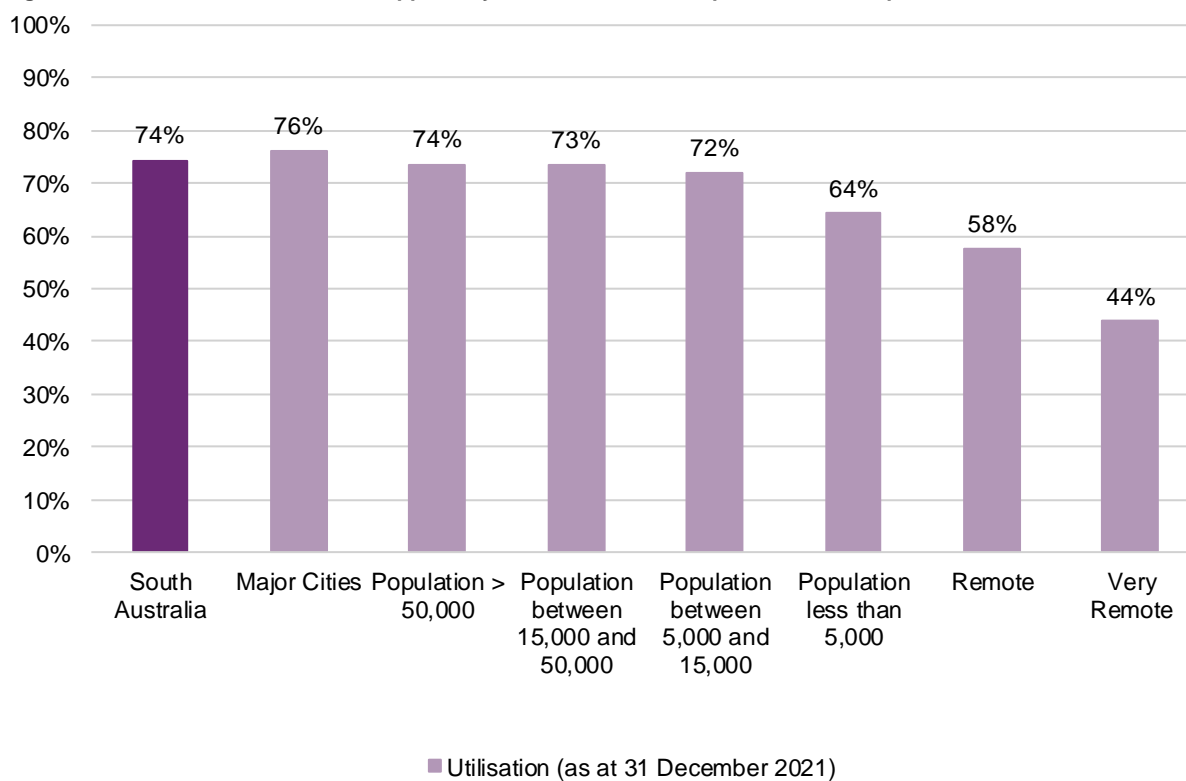


■ Utilisation (as at 31 December 2021)

⁵⁸⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

⁵⁸¹ Ibid.

Figure J.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – South Australia ⁵⁸²



⁵⁸² Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁵⁸³

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	11,026	433	11,459	255	11,714

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania ⁵⁸⁴

	Prior Quarters	2021-22 Q2	Total
Access decisions	13,686	564	14,250
Active Eligible	11,276	406	11,682
<i>New</i>	6,876	388	7,264
<i>State</i>	2,959	<11	2,960
<i>Commonwealth</i>	1,441	17	1,458
Active Participant Plans (excl ECA)	11,026	433	11,459
<i>New</i>	6,656	408	7,064
<i>State</i>	2,944	<11	2,950
<i>Commonwealth</i>	1,426	19	1,445
Active Participant Plans	11,304	688	11,714
<i>Early Intervention (s25)</i>	2,597	186	2,783
<i>Permanent Disability (s24)</i>	8,429	247	8,676
<i>ECA</i>	278	255	255

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Tasmania

Exits	Total
Total participant exits	421
<i>Early Intervention participants</i>	77
<i>Permanent disability participants</i>	344

⁵⁸³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁵⁸⁴ 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 ⁵⁸⁵

	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
End of 2021-22 Q2	2,950	1,445	7,064	255	11,714

Table K.5 Cumulative numbers of active participants by entry criteria into the Scheme – Tasmania ^{586 587 588}

	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
End of 2021-22 Q2	2,783	8,676	255	11,714

⁵⁸⁵ This table shows the total numbers of active participants at the end of each period.

⁵⁸⁶ Ibid.

⁵⁸⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁸⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table K.6 Assessment of access by age group – Tasmania ⁵⁸⁹

	Prior Quarters		2021-22 Q2		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	2,543	97%	116	96%	2,659	97%
7 to 14	2,464	88%	79	81%	2,543	88%
15 to 18	1,413	90%	34	89%	1,447	90%
19 to 24	806	85%	14	58%	820	85%
25 to 34	713	80%	25	58%	738	79%
35 to 44	940	83%	32	58%	972	82%
45 to 54	1,325	82%	42	55%	1,367	81%
55 to 64	1,573	78%	65	63%	1,638	77%
65+	64	66%	<11		66	64%
Missing	<11		<11		<11	
Total	11,841	87%	409	73%	12,250	86%

Table K.7 Assessment of access by disability – Tasmania ⁵⁹⁰

	Prior Quarters		2021-22 Q2		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired brain injury	470	93%	12	86%	482	93%
Autism	3,603	95%	99	93%	3,702	95%
Cerebral palsy	442	97%	<11		443	97%
Developmental delay	784	95%	88	97%	872	95%
Global developmental delay	224	99%	<11		233	98%
Hearing impairment	443	89%	11	100%	454	89%
Intellectual disability	2,887	94%	58	87%	2,945	94%
Multiple sclerosis	314	89%	12	86%	326	89%
Psychosocial disability	978	67%	48	53%	1,026	67%
Spinal cord injury	113	95%	<11		120	93%
Stroke	152	83%	<11		161	83%
Visual impairment	201	89%	<11		206	88%
Other neurological	529	83%	17	59%	546	82%
Other physical	419	51%	13	34%	432	50%
Other sensory/speech	42	43%	<11		43	43%
Other	164	47%	19	31%	183	45%
Missing	76	93%	<11		76	93%
Total	11,841	87%	409	73%	12,250	86%

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

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

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	971	8.8%	63	14.5%	1,034	9.0%
Not Aboriginal and Torres Strait Islander	8,066	73.2%	325	75.1%	8,391	73.2%
Not Stated	1,989	18.0%	45	10.4%	2,034	17.8%
Total	11,026	100%	433	100%	11,459	100%

⁵⁸⁹ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

⁵⁹⁰ Ibid.

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁹¹

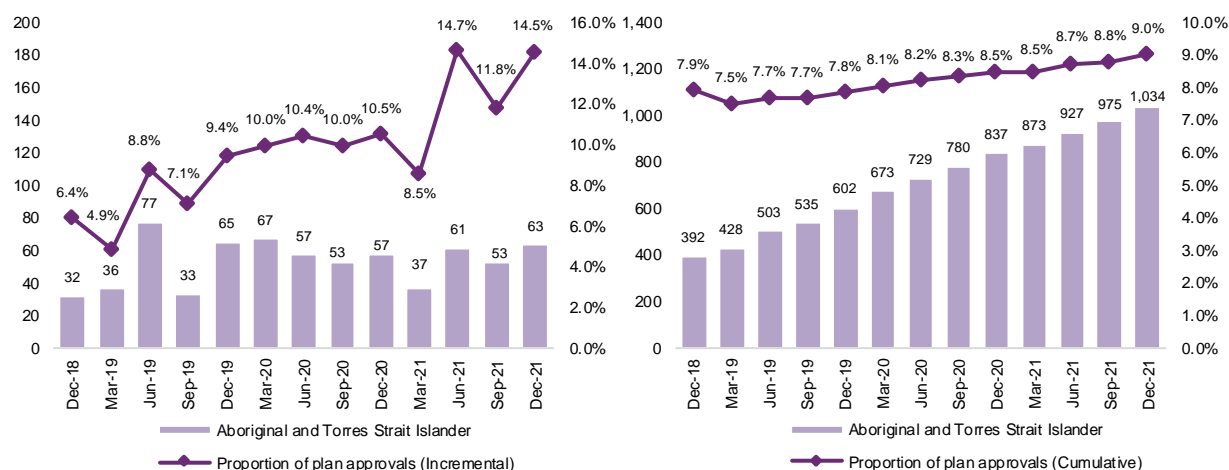
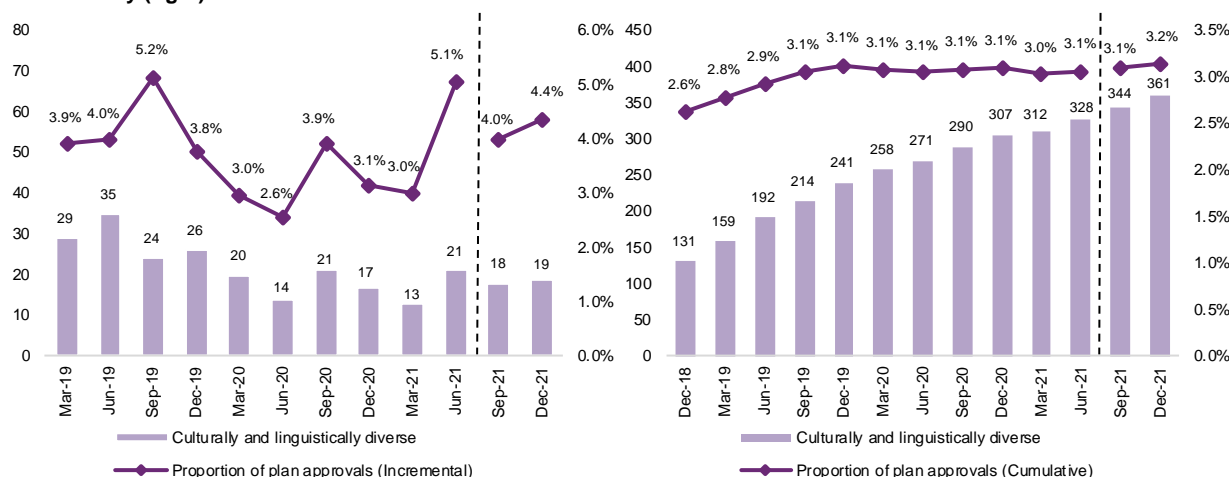


Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ⁵⁹²

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	342	3.1%	19	4.4%	361	3.2%
Not culturally and linguistically diverse	10,674	96.8%	414	95.6%	11,088	96.8%
Not stated	<11		<11		<11	
Total	11,026	100%	433	100%	11,459	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{593 594 595}



⁵⁹¹ 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.

⁵⁹² The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁵⁹³ 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.

⁵⁹⁴ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

⁵⁹⁵ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from 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 31 December 2021 – Tasmania ⁵⁹⁶

	Total
Age group	N
Under 45	<11
45 to 54	14
55 to 64	48
Total YPIRAC (under 65)	65

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 ⁵⁹⁷

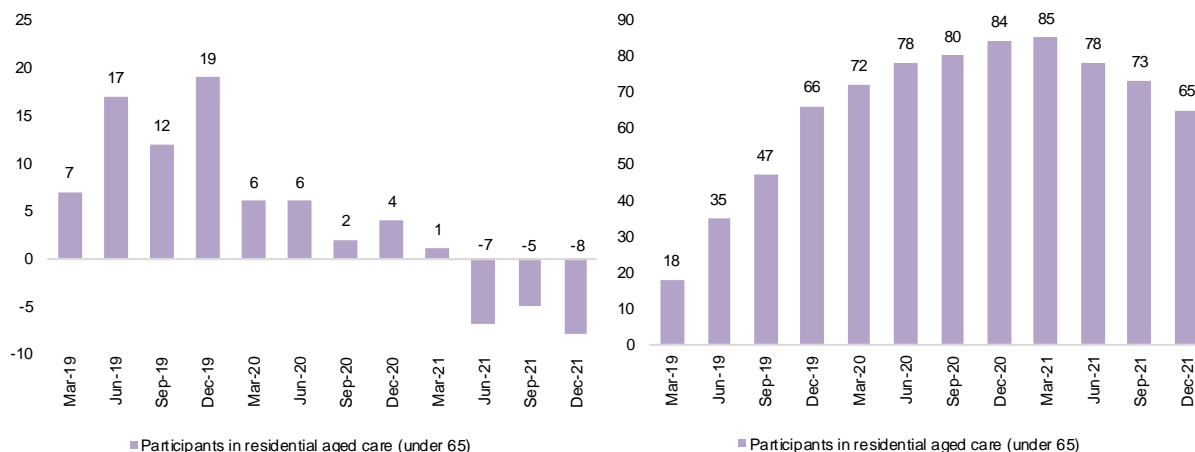


Table K.11 Participant profile per quarter by remoteness – Tasmania ^{598 599}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	7,173	65.1%	289	66.7%	7,462	65.1%
Population between 15,000 and 50,000	2,082	18.9%	63	14.5%	2,145	18.7%
Population between 5,000 and 15,000	54	0.5%	<11		55	0.5%
Population less than 5,000	1,571	14.2%	74	17.1%	1,645	14.4%
Remote	122	1.1%	<11		128	1.1%
Very Remote	23	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
Total	11,026	100%	433	100%	11,459	100%

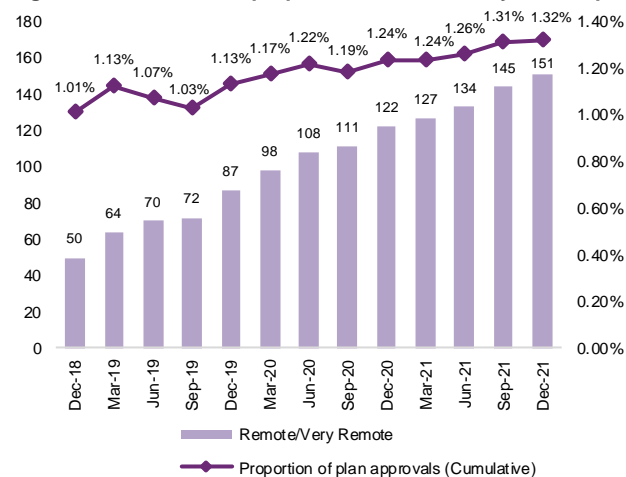
⁵⁹⁶ There are a further 40 active participants aged 65 years or over who are currently in residential aged care.

⁵⁹⁷ 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.

⁵⁹⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁹⁹ 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 ^{600 601 602}



⁶⁰⁰ Ibid.

⁶⁰¹ 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.

⁶⁰² There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.12 Participant profile per quarter by primary disability group – Tasmania ^{603 604 605}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	3,508	32%	116	27%	3,624	32%
Intellectual disability	2,733	25%	59	14%	2,792	24%
Psychosocial disability	906	8%	56	13%	962	8%
Developmental delay	696	6%	79	18%	775	7%
Hearing impairment	425	4%	16	4%	441	4%
Other neurological	437	4%	16	4%	453	4%
Other physical	345	3%	16	4%	361	3%
Cerebral palsy	420	4%	<11		422	4%
Acquired brain injury	431	4%	<11		439	4%
Global developmental delay	207	2%	11	3%	218	2%
Visual impairment	191	2%	<11		198	2%
Multiple sclerosis	303	3%	11	3%	314	3%
Stroke	139	1%	<11		146	1%
Spinal cord injury	106	1%	<11		109	1%
Other	139	1%	25	6%	164	1%
Other sensory/speech	40	0%	<11		41	0%
Total	11,026	100%	433	100%	11,459	100%

Table K.13 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{606 607}

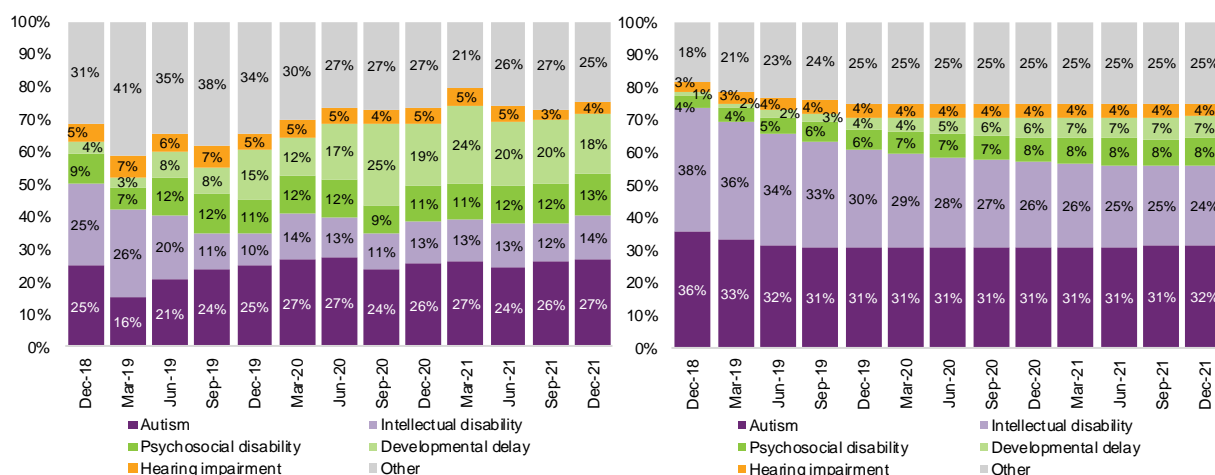
	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	145	16%	<11		145	16%
Intellectual disability	421	46%	<11		421	46%
Psychosocial disability	109	12%	<11		109	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	37	4%	<11		37	4%
Other physical	<11		<11		<11	
Cerebral palsy	76	8%	<11		76	8%
Acquired brain injury	87	9%	<11		87	9%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	12	1%	<11		12	1%
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	918	100%	<11		918	100%

⁶⁰³ Table order based on national proportions in Table E.12 (highest to lowest).⁶⁰⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.⁶⁰⁵ Down syndrome is included in intellectual disability, representing 3% of all Scheme participants in Tasmania (301).⁶⁰⁶ 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.⁶⁰⁷ Down syndrome is included in intellectual disability, representing 5% of participants in SIL (64).

Table K.14 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ⁶⁰⁸

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	3,363	33%	116	27%	3,479	33%
Intellectual disability	2,312	23%	59	14%	2,371	22%
Psychosocial disability	797	8%	56	13%	853	8%
Developmental delay	696	7%	79	18%	775	7%
Hearing impairment	425	4%	16	4%	441	4%
Other neurological	400	4%	16	4%	416	4%
Other physical	336	3%	16	4%	352	3%
Cerebral palsy	344	3%	<11		346	3%
Acquired brain injury	344	3%	<11		352	3%
Global developmental delay	207	2%	11	3%	218	2%
Visual impairment	183	2%	<11		190	2%
Multiple sclerosis	295	3%	11	3%	306	3%
Stroke	127	1%	<11		134	1%
Spinal cord injury	103	1%	<11		106	1%
Other	136	1%	25	6%	161	2%
Other sensory/speech	40	0%	<11		41	0%
Total	10,108	100%	433	100%	10,541	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁰⁹



⁶⁰⁸ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (237).

⁶⁰⁹ 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.15 Participant profile per quarter by reported level of function – Tasmania ⁶¹⁰

	Prior Quarters		2021-22 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	942	9%	87	20%	1,029	9%
2 (High Function)	22	0%	<11		22	0%
3 (High Function)	515	5%	14	3%	529	5%
4 (High Function)	623	6%	31	7%	654	6%
5 (High Function)	732	7%	40	9%	772	7%
6 (Moderate Function)	2,357	21%	92	21%	2,449	21%
7 (Moderate Function)	796	7%	21	5%	817	7%
8 (Moderate Function)	678	6%	31	7%	709	6%
9 (Moderate Function)	75	1%	<11		80	1%
10 (Moderate Function)	1,108	10%	45	10%	1,153	10%
11 (Low Function)	380	3%	<11		384	3%
12 (Low Function)	1,823	17%	52	12%	1,875	16%
13 (Low Function)	741	7%	<11		749	7%
14 (Low Function)	218	2%	<11		220	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
Total	11,026	100%	433	100%	11,459	100%

Figure K.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁶¹¹

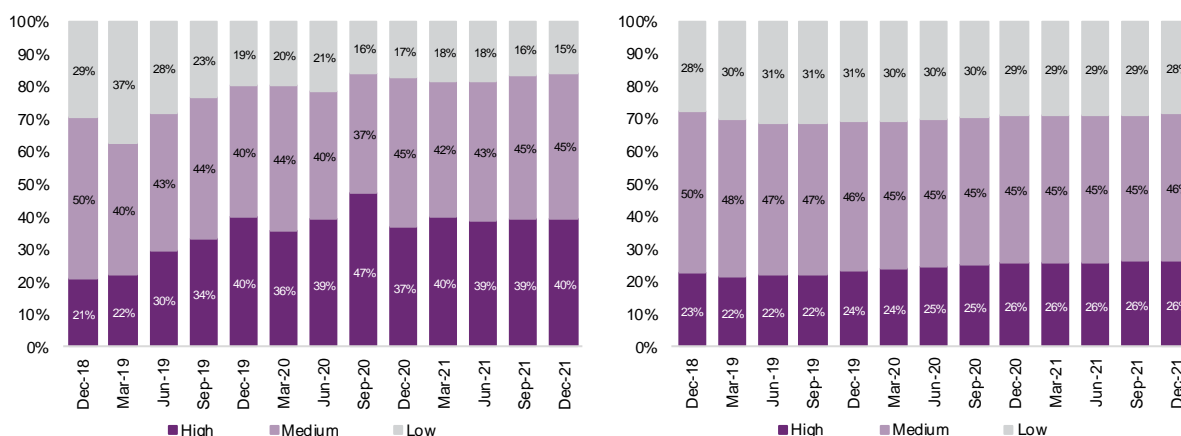


Table K.16 Participant profile per quarter by age group – Tasmania

	Prior Quarters		2021-22 Q2		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,371	12%	113	26%	1,484	13%
7 to 14	2,500	23%	92	21%	2,592	23%
15 to 18	956	9%	37	9%	993	9%
19 to 24	1,233	11%	23	5%	1,256	11%
25 to 34	1,237	11%	29	7%	1,266	11%
35 to 44	860	8%	28	6%	888	8%
45 to 54	1,172	11%	43	10%	1,215	11%
55 to 64	1,329	12%	63	15%	1,392	12%
65+	368	3%	<11		373	3%
Total	11,026	100%	433	100%	11,459	100%

⁶¹⁰ The distributions are calculated excluding participants with a missing reported level of function.

⁶¹¹ 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.17 Participant profile per quarter (participants in SIL) by age group – Tasmania ⁶¹²

Age Group	Prior Quarters		2021-22 Q2		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	96	10%	<11		96	10%
25 to 34	177	19%	<11		177	19%
35 to 44	140	15%	<11		140	15%
45 to 54	201	22%	<11		201	22%
55 to 64	233	25%	<11		233	25%
65+	62	7%	<11		62	7%
Total	918	100%	<11		918	100%

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

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,371	14%	113	26%	1,484	14%
7 to 14	2,500	25%	92	21%	2,592	25%
15 to 18	947	9%	37	9%	984	9%
19 to 24	1,137	11%	23	5%	1,160	11%
25 to 34	1,060	10%	29	7%	1,089	10%
35 to 44	720	7%	28	6%	748	7%
45 to 54	971	10%	43	10%	1,014	10%
55 to 64	1,096	11%	63	15%	1,159	11%
65+	306	3%	<11		311	3%
Total	10,108	100%	433	100%	10,541	100%

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁶¹³

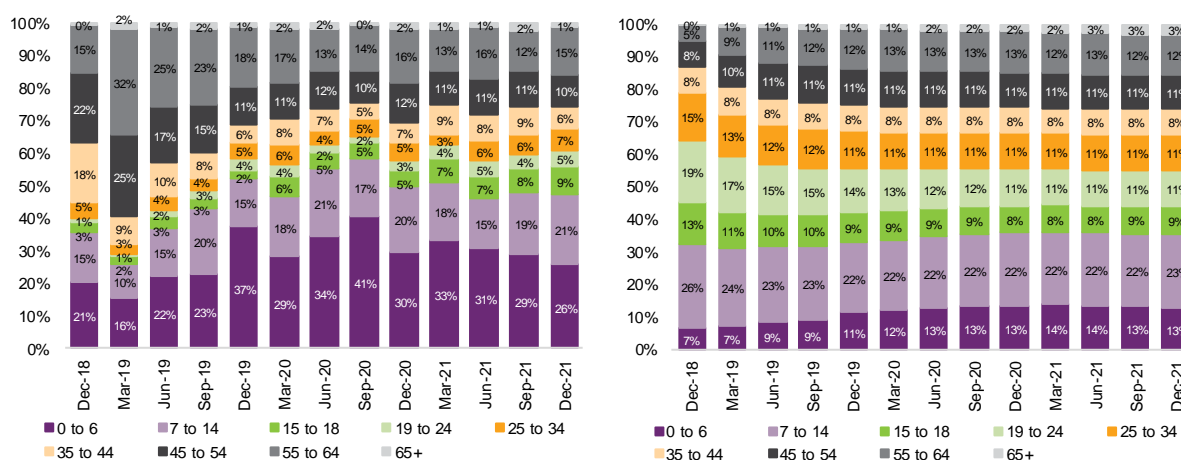


Table K.19 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	6,642	60%	242	56%	6,884	60%
Female	4,145	38%	172	40%	4,317	38%
Other	239	2%	19	4%	258	2%
Total	11,026	100%	433	100%	11,459	100%

⁶¹² 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.

⁶¹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁶¹⁴

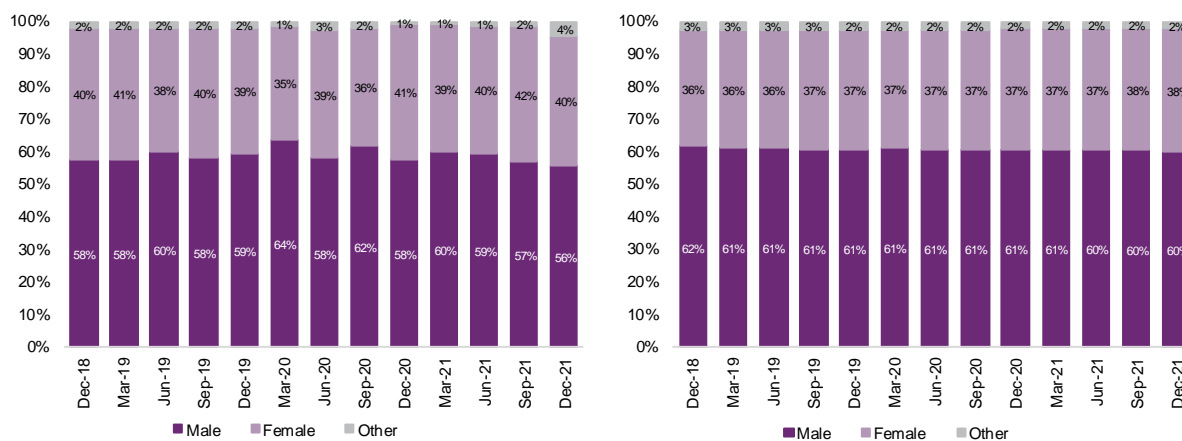


Table K.20 Participation rates by age group at 31 December 2021 – Tasmania ⁶¹⁵

Age group	Participation rate
0-6	3.68%
7-14	5.02%
15-18	3.91%
19-24	3.40%
25-34	1.89%
35-44	1.44%
45-54	1.81%
55-64	1.91%
Total (aged 0-64)	2.62%

⁶¹⁴ Ibid.

⁶¹⁵ 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 ⁶¹⁶

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	110	337	531	506	198	1,697
Participant school to 14	553	858	544	634	497	225	3,311
Participant 15 to 24	297	157	107	180	170	107	1,018
Participant 25 and over	168	483	1,588	963	712	325	4,239
Total Participant	1,033	1,608	2,576	2,308	1,885	855	10,265
Family 0 to 14	511	956	857	1,139	991	409	4,863
Family 15 to 24	156	134	74	122	119	69	674
Family 25 and over	8	167	586	309	205	64	1,339
Total Family	675	1,257	1,517	1,570	1,315	542	6,876
Total	1,708	2,865	4,093	3,878	3,200	1,397	17,141

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	57%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		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			38%	
CC	% who choose who supports them			46%	61%
CC	% who choose what they do each day			57%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	33%
CC	% who want more choice and control in their life			80%	78%

⁶¹⁶ 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	63%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	65%	76%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			32%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	28%

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				71%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
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%	47%	32%
Of those in a paid job, % in permanent employment	77%	74%	76%
Of those in a paid job, % working 15 hours or more	74%	82%	81%
% who say they (and their partner) are able to work as much as they want	45%	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%	87%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	28%	17%
% able to advocate for their child/family member	79%	73%	68%
% who have friends and family they see as often as they like	49%	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			43%
% who rate their health as good, very good or excellent	74%	66%	64%

Table K.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=384) - participants who entered between 1 July 2016 and 31 December 2020 – Tasmania⁶¹⁷

Question	% Yes
DL Has the NDIS improved your child's development?	82%
DL Has the NDIS improved your child's access to specialist services?	87%
CC Has the NDIS helped increase your child's ability to communicate what they want?	71%
REL Has the NDIS improved how your child fits into family life?	67%
S/CP Has the NDIS improved how your child fits into community life?	57%

Table K.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=937) - participants who entered between 1 July 2016 and 31 December 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?	46%
S/CP Has the NDIS improved your child's social and recreational life?	38%

⁶¹⁷ Results in Tables K.26 to K.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

Table K.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=261) and ‘Participant 25 and over’ (n=1,413) - participants who entered between 1 July 2016 and 31 December 2020 – Tasmania

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	76%
DL	Has the NDIS helped you with daily living activities?	54%	77%
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?	16%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	15%
S/CP	Has the NDIS helped you be more involved?	47%	65%

Table K.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,449); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=625) - participants who entered between 1 July 2016 and 31 December 2020 – Tasmania

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	54%
Has the NDIS improved the level of support for your family?	67%	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?	72%	
Has the NDIS improved your health and wellbeing?	36%	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=123) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania ⁶¹⁸

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%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	75%	83%	+8%
REL	Has the NDIS improved how your child fits into family life?	67%	80%	+13%
S/CP	Has the NDIS improved how your child fits into community life?	55%	68%	+13%

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=625) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	67%	+11%
LL	Has the NDIS improved your child's access to education?	31%	35%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	53%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	46%	+7%

⁶¹⁸ Results in Tables K.30 to K.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

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=162) and ‘Participant 25 and over’ (n=602) - participants who entered between 1 July 2016 and 31 December 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?	50%	56%	+6%	76%	80%	+4%
DL	Has the NDIS helped you with daily living activities?	49%	63%	+14%	80%	82%	+2%
REL	Has the NDIS helped you to meet more people?	44%	50%	+6%	54%	59%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	11%	+1%	31%	36%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	38%	+7%	50%	55%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	20%	22%	+2%	23%	27%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	14%	14%	0%
S/CP	Has the NDIS helped you be more involved?	49%	53%	+4%	65%	68%	+3%

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=650); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=166) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	56%	+8%	55%	59%	+4%
	Has the NDIS improved the level of support for your family?	60%	70%	+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?	62%	70%	+8%	63%	70%	+7%
	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%	35%	+1%

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=532) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania ⁶¹⁹

	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?	53%	60%	68%	+15%
LL	Has the NDIS improved your child's access to education?	26%	27%	33%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	45%	51%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	40%	46%	+9%

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=182) - participants who entered between 1 July 2016 and 31 December 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?	54%	57%	61%	+7%
	Has the NDIS helped you with daily living activities?	52%	59%	62%	+10%
	Has the NDIS helped you to meet more people?	46%	50%	48%	+2%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	10%	11%	0%
	Has your involvement with the NDIS improved your health and wellbeing?	35%	33%	38%	+3%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	29%	23%	-5%
	Has your involvement with the NDIS helped you find a job that's right for you?	13%	13%	12%	-1%
	Has the NDIS helped you be more involved?	43%	48%	52%	+9%

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=295) - participants who entered between 1 July 2016 and 31 December 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?	76%	80%	84%	+8%
	Has the NDIS helped you with daily living activities?	79%	85%	85%	+6%
	Has the NDIS helped you to meet more people?	61%	67%	68%	+7%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	43%	44%	+8%
	Has your involvement with the NDIS improved your health and wellbeing?	56%	59%	61%	+5%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	36%	34%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	16%	-3%
	Has the NDIS helped you be more involved?	66%	71%	71%	+5%

⁶¹⁹ Results in Tables K.34 to K.38 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

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=370) - participants who entered between 1 July 2016 and 31 December 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?	42%	45%	55%	+13%
Has the NDIS improved the level of support for your family?	50%	59%	69%	+19%
Has the NDIS improved your access to services, programs and activities in the community?	53%	62%	70%	+17%
Has the NDIS improved your ability/capacity to help your child develop and learn?	53%	62%	65%	+12%
Has the NDIS improved your health and wellbeing?	28%	27%	36%	+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=110) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	50%	44%	47%	-3%
Has the NDIS improved the level of support for your family?	58%	67%	69%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	57%	64%	68%	+11%
Has the NDIS improved your health and wellbeing?	23%	23%	27%	+3%

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=326) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania ⁶²⁰

	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?	45%	49%	59%	63%	+18%
LL	Has the NDIS improved your child's access to education?	14%	17%	16%	16%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	27%	30%	45%	42%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	32%	37%	43%	44%	+12%

⁶²⁰ Results in Tables K.39 to K.43 include participants who had their first plan approved between 1 July 2016 and 31 December 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=164) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	48%	58%	57%	66%	+18%
DL	Has the NDIS helped you with daily living activities?	48%	57%	60%	64%	+16%
REL	Has the NDIS helped you to meet more people?	40%	46%	44%	50%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	9%	9%	12%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	36%	37%	41%	+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?	19%	20%	22%	24%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	7%	8%	9%	+2%
S/CP	Has the NDIS helped you be more involved?	41%	49%	51%	55%	+14%

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=81) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	82%	72%	84%	79%	-3%
DL	Has the NDIS helped you with daily living activities?	78%	83%	91%	89%	+11%
REL	Has the NDIS helped you to meet more people?	68%	66%	73%	66%	-2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	36%	38%	33%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	47%	59%	47%	-2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	34%	33%	28%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	26%	13%	18%	-7%
S/CP	Has the NDIS helped you be more involved?	63%	68%	78%	73%	+10%

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=150) - participants who entered between 1 July 2016 and 31 December 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?	30%	27%	38%	38%	+8%
Has the NDIS improved the level of support for your family?	46%	53%	58%	62%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	50%	56%	64%	68%	+18%
Has the NDIS improved your ability/capacity to help your child develop and learn?	40%	45%	51%	52%	+12%
Has the NDIS improved your health and wellbeing?	28%	24%	42%	26%	-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=41) - participants who entered between 1 July 2016 and 31 December 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%	56%	41%	50%	+12%
Has the NDIS improved the level of support for your family?	50%	63%	62%	69%	+19%
Has the NDIS helped you to access services, programs and activities in the community?	53%	69%	56%	64%	+11%
Has the NDIS improved your health and wellbeing?	33%	29%	21%	22%	-11%

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’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

Table K.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,127), 'participant social and community engagement rate' (n=1,135), 'parent and carer employment rate' (n=940) and 'participant choice and control' (n=703) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania ⁶²¹

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	21%	15%	17%	24%
Aged 25+	20%	19%	18%	
Aged 15+	17%	17%	16%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	24%	27%	26%	48%
Aged 25+	30%	32%	33%	
Aged 15+	29%	31%	32%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	39%	42%	42%	49%
Aged 15+	37%	40%	35%	
All ages	38%	42%	40%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		50%	56%	75%
Aged 25+		76%	80%	
Aged 15+		70%	75%	

Table K.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=542), 'participant social and community engagement rate' (n=546), 'parent and carer employment rate' (n=511) and 'participant choice and control' (n=429) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania ⁶²²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	5%	10%	13%	16%	24%
Aged 25+	24%	28%	15%	21%	
Aged 15+	18%	22%	14%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	25%	24%	30%	28%	48%
Aged 25+	35%	38%	40%	42%	
Aged 15+	32%	34%	35%	37%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	41%	41%	44%	49%
Aged 15+	41%	45%	42%	44%	
All ages	40%	43%	41%	44%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		54%	57%	61%	75%
Aged 25+		76%	80%	84%	
Aged 15+		68%	68%	74%	

⁶²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

⁶²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=215), 'participant social and community engagement rate' (n=214), 'parent and carer employment rate' (n=189) and 'participant choice and control' (n=223) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania⁶²³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	4%	4%	7%	12%	19%	24%
Aged 25+	23%	24%	28%	15%	18%	
Aged 15+	14%	14%	16%	13%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	26%	33%	31%	27%	31%	48%
Aged 25+	39%	37%	41%	41%	45%	
Aged 15+	33%	35%	36%	33%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	46%	59%	46%	49%	49%
Aged 15+	52%	54%	57%	52%	56%	
All ages	51%	50%	58%	50%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		48%	58%	57%	66%	75%
Aged 25+		82%	72%	84%	79%	
Aged 15+		59%	63%	63%	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.

⁶²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

Table K.47 Number of active plans by goal type and primary disability – Tasmania ⁶²⁴

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	
Acquired brain injury	134	256	246	56	105	342	203	103	439
Autism	801	2,791	1,663	1,136	1,431	2,254	435	627	3,624
Cerebral palsy	126	311	256	74	91	273	124	60	422
Developmental delay	103	721	285	303	211	486	1	0	775
Down syndrome	76	218	180	72	75	223	80	82	301
Global developmental delay	43	205	86	85	80	132	2	1	218
Hearing impairment	113	315	144	98	67	188	57	110	441
Intellectual disability	665	1,597	1,057	590	624	1,749	833	861	2,491
Multiple sclerosis	90	205	237	15	36	211	124	56	314
Psychosocial disability	242	524	615	203	202	736	464	243	962
Spinal cord injury	37	71	71	11	6	69	46	26	109
Stroke	47	98	88	16	21	102	66	24	146
Visual impairment	62	148	87	44	27	133	60	59	198
Other neurological	133	291	278	39	80	320	212	59	453
Other physical	91	258	230	39	40	207	112	67	361
Other sensory/speech	6	33	11	16	6	19	2	5	41
Other	32	117	85	13	21	111	67	18	164
Total	2,801	8,159	5,619	2,810	3,123	7,555	2,888	2,401	11,459

⁶²⁴ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table K.48 Percentage of active plans by goal type and primary disability – Tasmania ⁶²⁵

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	31%	58%	56%	13%	24%	78%	46%	23%
Autism	22%	77%	46%	31%	39%	62%	12%	17%
Cerebral palsy	30%	74%	61%	18%	22%	65%	29%	14%
Developmental delay	13%	93%	37%	39%	27%	63%	0%	0%
Down syndrome	25%	72%	60%	24%	25%	74%	27%	27%
Global developmental delay	20%	94%	39%	39%	37%	61%	1%	0%
Hearing impairment	26%	71%	33%	22%	15%	43%	13%	25%
Intellectual disability	27%	64%	42%	24%	25%	70%	33%	35%
Multiple sclerosis	29%	65%	75%	5%	11%	67%	39%	18%
Psychosocial disability	25%	54%	64%	21%	21%	77%	48%	25%
Spinal cord injury	34%	65%	65%	10%	6%	63%	42%	24%
Stroke	32%	67%	60%	11%	14%	70%	45%	16%
Visual impairment	31%	75%	44%	22%	14%	67%	30%	30%
Other neurological	29%	64%	61%	9%	18%	71%	47%	13%
Other physical	25%	71%	64%	11%	11%	57%	31%	19%
Other sensory/speech	15%	80%	27%	39%	15%	46%	5%	12%
Other	20%	71%	52%	8%	13%	68%	41%	11%
Total	24%	71%	49%	25%	27%	66%	25%	21%

Table K.49 Number of goals in active plans by goal type and primary disability – Tasmania ⁶²⁶

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	
Acquired brain injury	418	863	769	144	270	988	597	260	4,309
Autism	2,623	16,134	6,517	3,938	4,957	8,095	1,287	1,820	45,371
Cerebral palsy	451	1,892	989	246	301	996	433	207	5,515
Developmental delay	353	5,779	1,191	1,028	678	1,915	1	0	10,945
Down syndrome	275	1,135	664	265	234	825	232	253	3,883
Global developmental delay	176	2,038	440	335	331	594	3	1	3,918
Hearing impairment	381	1,339	546	318	194	594	159	290	3,821
Intellectual disability	2,086	6,821	3,678	1,772	2,007	5,835	2,460	2,345	27,004
Multiple sclerosis	212	714	672	46	70	546	312	142	2,714
Psychosocial disability	617	1,611	1,737	506	558	1,920	1,142	570	8,661
Spinal cord injury	111	267	237	37	22	237	156	61	1,128
Stroke	141	420	332	45	67	330	217	91	1,643
Visual impairment	242	751	284	137	69	489	187	224	2,383
Other neurological	401	1,276	946	101	236	992	592	168	4,712
Other physical	273	1,145	806	123	124	710	351	188	3,720
Other sensory/speech	21	182	25	48	21	61	5	13	376
Other	110	464	296	48	51	319	171	52	1,511
Total	8,891	42,831	20,129	9,137	10,190	25,446	8,305	6,685	131,614

⁶²⁵ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

⁶²⁶ Participants have set over six million goals in total across Australia since July 2016. The 131,614 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.50 Number of active plans by goal type and age group – Tasmania ⁶²⁷

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	216	1,393	580	605	432	889	5	0	1,484
7 to 14	460	2,136	1,235	833	1,170	1,454	60	28	2,592
15 to 18	238	737	449	340	341	685	102	256	993
19 to 24	397	789	482	315	266	821	414	710	1,256
25 to 34	396	771	607	267	246	857	547	582	1,266
35 to 44	257	549	492	162	180	656	379	305	888
45 to 54	347	732	736	158	210	909	550	283	1,215
55 to 64	382	840	811	105	233	1,008	651	208	1,392
65+	108	212	227	25	45	276	180	29	373
Total	2,801	8,159	5,619	2,810	3,123	7,555	2,888	2,401	11,459

Table K.51 Percentage of active plans by goal type and age group – Tasmania ⁶²⁸

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	15%	94%	39%	41%	29%	60%	0%	0%
7 to 14	18%	82%	48%	32%	45%	56%	2%	1%
15 to 18	24%	74%	45%	34%	34%	69%	10%	26%
19 to 24	32%	63%	38%	25%	21%	65%	33%	57%
25 to 34	31%	61%	48%	21%	19%	68%	43%	46%
35 to 44	29%	62%	55%	18%	20%	74%	43%	34%
45 to 54	29%	60%	61%	13%	17%	75%	45%	23%
55 to 64	27%	60%	58%	8%	17%	72%	47%	15%
65+	29%	57%	61%	7%	12%	74%	48%	8%
Total	24%	71%	49%	25%	27%	66%	25%	21%

Table K.52 Number of goals in active plans by goal type and age group – Tasmania ⁶²⁹

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	817	12,034	2,494	2,193	1,400	3,811	16	0	22,765
7 to 14	1,573	12,924	5,096	2,888	4,139	5,037	181	91	31,929
15 to 18	740	3,537	1,574	1,163	1,205	2,443	348	839	11,849
19 to 24	1,271	2,892	1,617	867	811	2,624	1,209	1,948	13,239
25 to 34	1,229	2,925	2,017	814	737	2,752	1,612	1,573	13,659
35 to 44	829	2,058	1,600	422	537	2,213	1,085	862	9,606
45 to 54	1,012	2,594	2,439	406	572	2,792	1,565	813	12,193
55 to 64	1,094	3,121	2,568	303	645	3,009	1,805	497	13,042
65+	326	746	724	81	144	765	484	62	3,332
Total	8,891	42,831	20,129	9,137	10,190	25,446	8,305	6,685	131,614

⁶²⁷ 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.

⁶²⁸ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

⁶²⁹ Participants have set over six million goals in total across Australia since July 2016. The 131,614 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.53 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁶³⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 88	n = 14
Are you happy with how coming into the NDIS has gone?	80%	N/A
Was the person from the NDIS respectful?	95%	N/A
Do you understand what will happen next with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	74%	N/A
Pre-planning	n = 98	n = 20
Did the person from the NDIS understand how your disability affects your life?	89%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	81%	N/A
Are you clear on what happens next with your plan?	65%	N/A
Do you know where to go for more help with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	78%	N/A
Planning	n = 574	n = 103
Did the person from the NDIS understand how your disability affects your life?	91%	90%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	87%	84%
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%	89%
% of participants rating their overall experience as Very Good or Good.	86%	82%
Plan review	n = 1,544	n = 531
Did the person from the NDIS understand how your disability affects your life?	84%	80%
Did you feel prepared for your plan review?	85%	86%
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.	75%	72%

⁶³⁰ 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 ^{631 632 633}

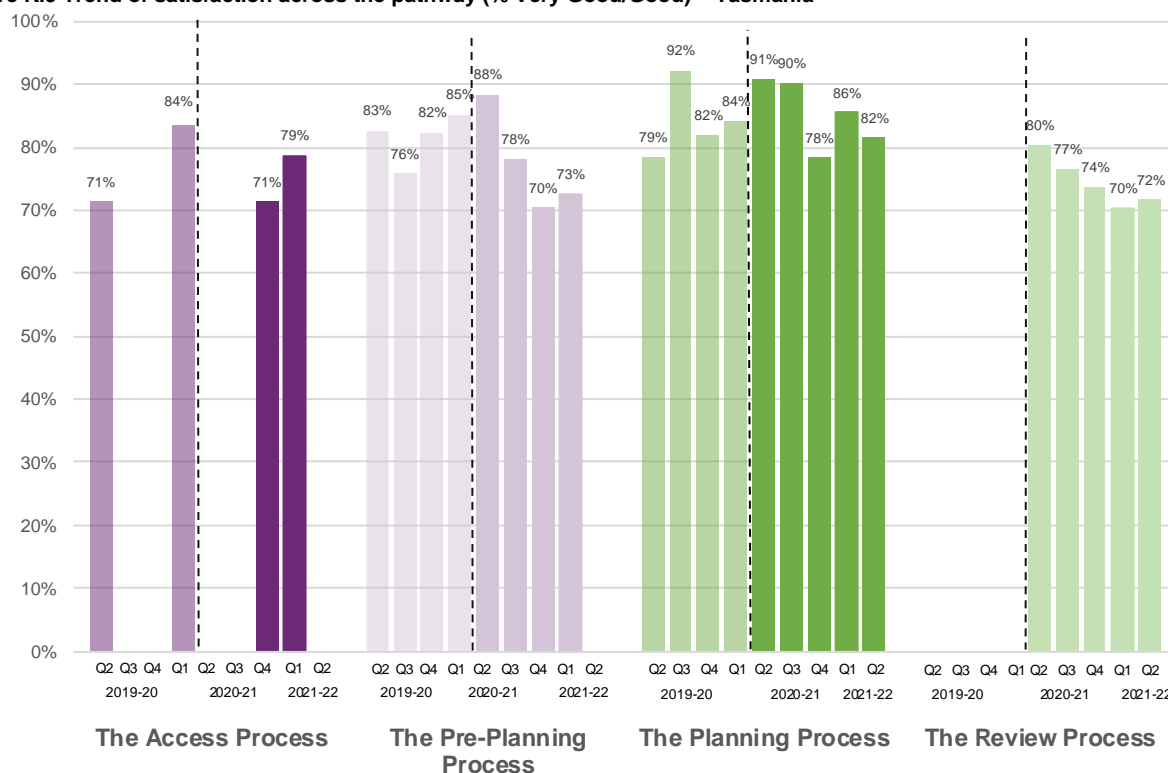
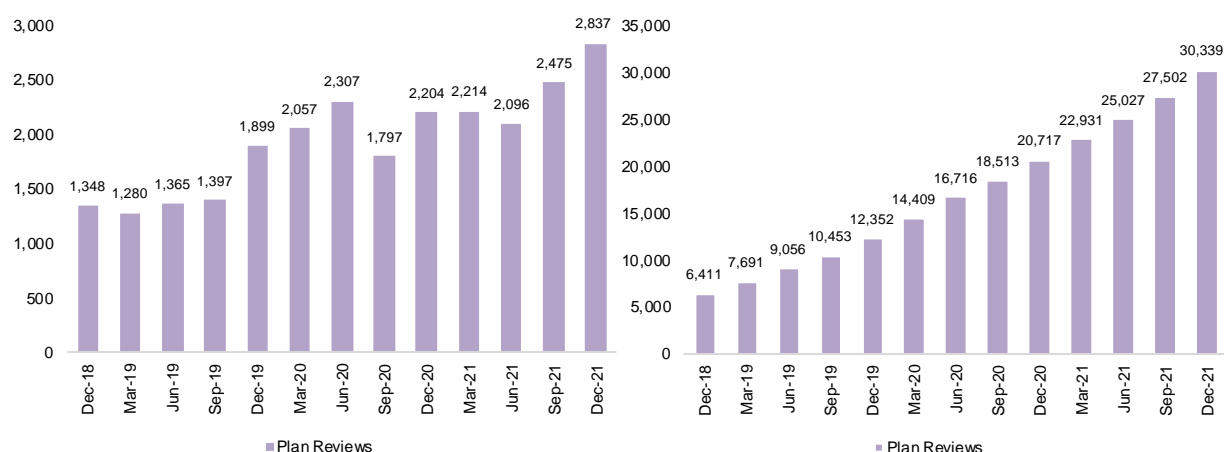


Table K.54 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania ⁶³⁴

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	27,502	2,837	30,339
<i>Early intervention plans</i>	4,168	588	4,756
<i>Permanent disability plans</i>	23,334	2,249	25,583

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



⁶³¹ 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.

⁶³² Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁶³³ Participant satisfaction results are not shown if there is insufficient data in the group.

⁶³⁴ 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 Q2. 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.55 shows the number of complaints in 2021-22 Q2 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.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 K.55 Complaints by quarter – Tasmania ^{635 636 637}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	9	0	9	8
Complaint about LAC Partner	17	4	21	20
Complaints about service providers	123	8	131	112
Complaints about the Agency	1,516	119	1,635	995
Critical/ Reportable Incident	128	24	152	134
Unclassified	38	0	38	34
Total	1,831	155	1,986	1,178
Total complaints made since 1 April 2017	1,738	155	1,893	
% of the number of active participants	5.8%	5.5%	5.8%	

⁶³⁵ Note that 65% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

⁶³⁶ % 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.

⁶³⁷ 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

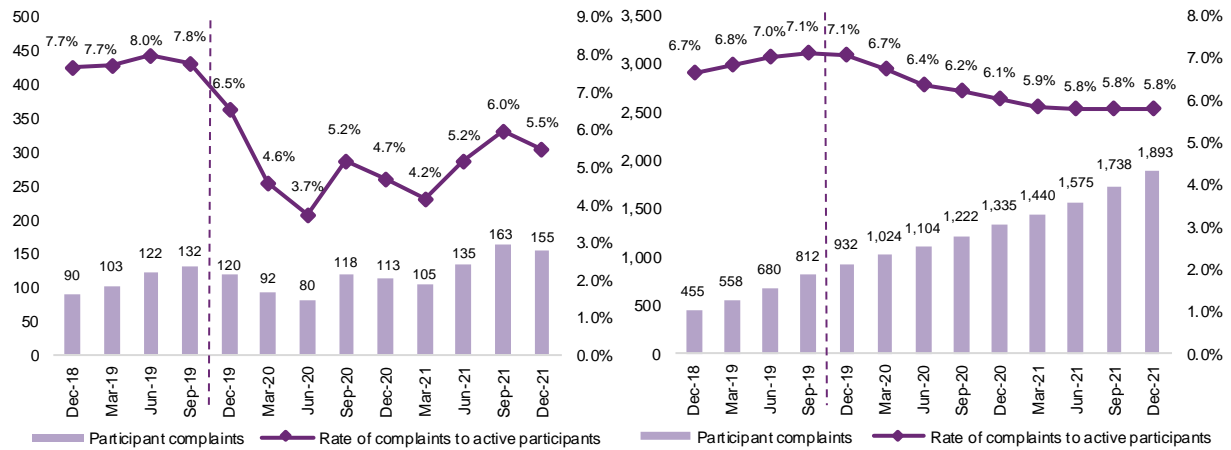


Table K.56 Participant complaints by type – Tasmania

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	83	(5%)	0	(0%)	83	(5%)
Information unclear	41	(3%)	0	(0%)	41	(3%)
NDIA Access	45	(3%)	8	(7%)	53	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	54	(4%)	9	(8%)	63	(4%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	197	(13%)	42	(35%)	239	(15%)
NDIA Process	78	(5%)	15	(13%)	93	(6%)
NDIA Resources	8	(1%)	1	(1%)	9	(1%)
NDIA Staff	46	(3%)	5	(4%)	51	(3%)
NDIA Timeliness	173	(11%)	35	(29%)	208	(13%)
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	(4%)
Staff conduct - Agency	45	(3%)	0	(0%)	45	(3%)
The way the NDIA carried out its decision making	67	(4%)	0	(0%)	67	(4%)
Timeliness	291	(19%)	0	(0%)	291	(18%)
Other	303	(20%)	4	(3%)	307	(19%)
Total	1,516		119		1,635	
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	(12%)	0	(0%)	2	(10%)

⁶³⁸ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	3	(18%)	2	(50%)	5	(24%)
LAC Process	3	(18%)	1	(25%)	4	(19%)
LAC Resources	1	(6%)	0	(0%)	1	(5%)
LAC Staff	8	(47%)	0	(0%)	8	(38%)
LAC Timeliness	0	(0%)	1	(25%)	1	(5%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	17		4		21	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(5%)
Provider Finance	3	(2%)	0	(0%)	3	(2%)
Provider Fraud and Compliance	4	(3%)	3	(38%)	7	(5%)
Provider process	13	(11%)	0	(0%)	13	(10%)
Provider Service	27	(22%)	2	(25%)	29	(22%)
Provider Staff	4	(3%)	3	(38%)	7	(5%)
Service Delivery	20	(16%)	0	(0%)	20	(15%)
Staff conduct	14	(11%)	0	(0%)	14	(11%)
Supports being provided	13	(11%)	0	(0%)	13	(10%)
Other	19	(15%)	0	(0%)	19	(15%)
Total	123		8		131	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	27	(21%)	4	(17%)	31	(20%)
Allegations against Informal Supports	28	(22%)	1	(4%)	29	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	22	(17%)	6	(25%)	28	(18%)
Provider reporting	51	(40%)	13	(54%)	64	(42%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	128		24		152	
<i>Unclassified</i>	38		0		38	
Participants total	1,831		155		1,986	

Table K.57 AAT Cases by category at 31 December 2021 – Tasmania ⁶³⁹ ⁶⁴⁰

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Total	110	100%	28	100%	138	100%
% of the number of active participants	0.37%		0.99%		0.42%	

⁶³⁹ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

⁶⁴⁰ 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 ^{641 642}

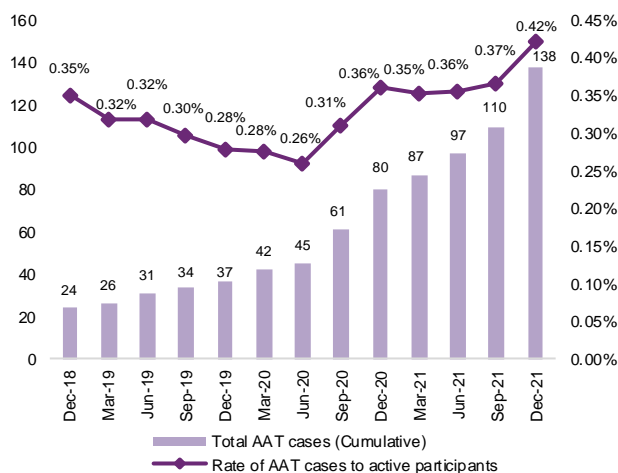
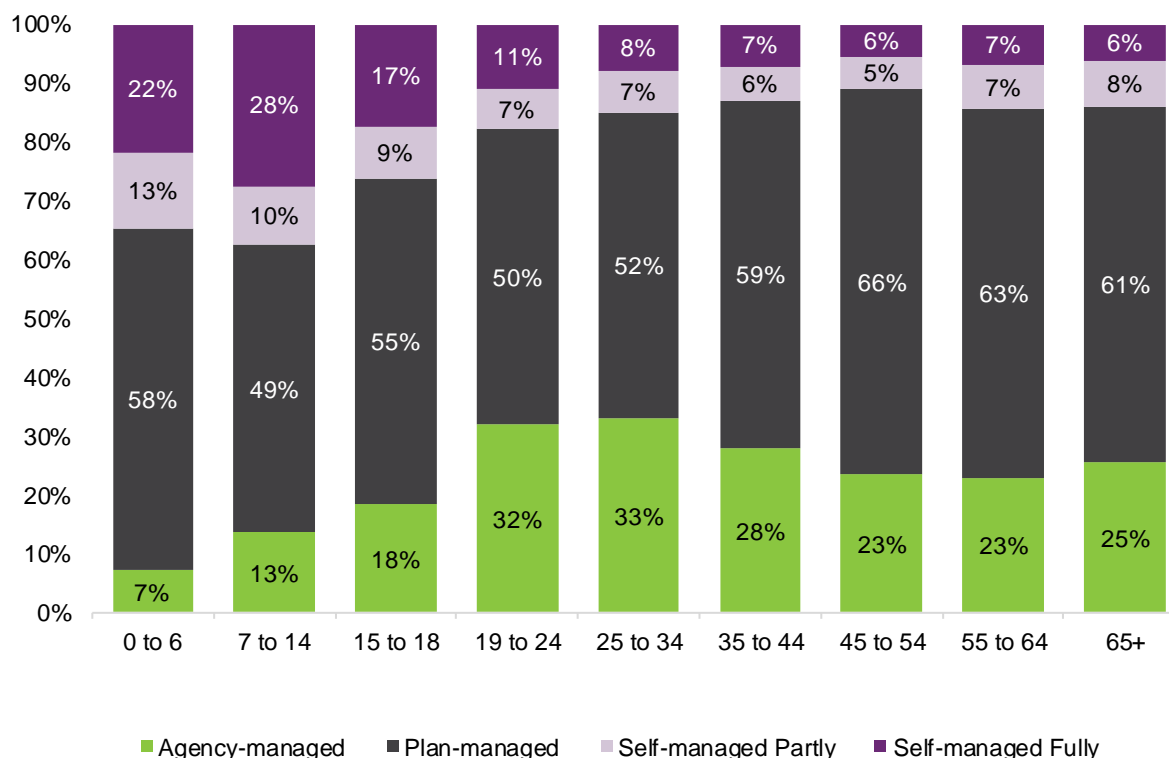


Table K.58 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	138
Open AAT Cases	57
Closed AAT Cases	81
Resolved before hearing	80
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 31 December 2021 – Tasmania ^{643 644}



⁶⁴¹ There are insufficient numbers to show the incremental count of AAT cases.

⁶⁴² The rate of AAT cases was reported as a percentage of access decisions in previous reports.

⁶⁴³ For the total number of active participants in each age group, see Table K.16.

⁶⁴⁴ 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 31 December 2021 – Tasmania ^{645 646}

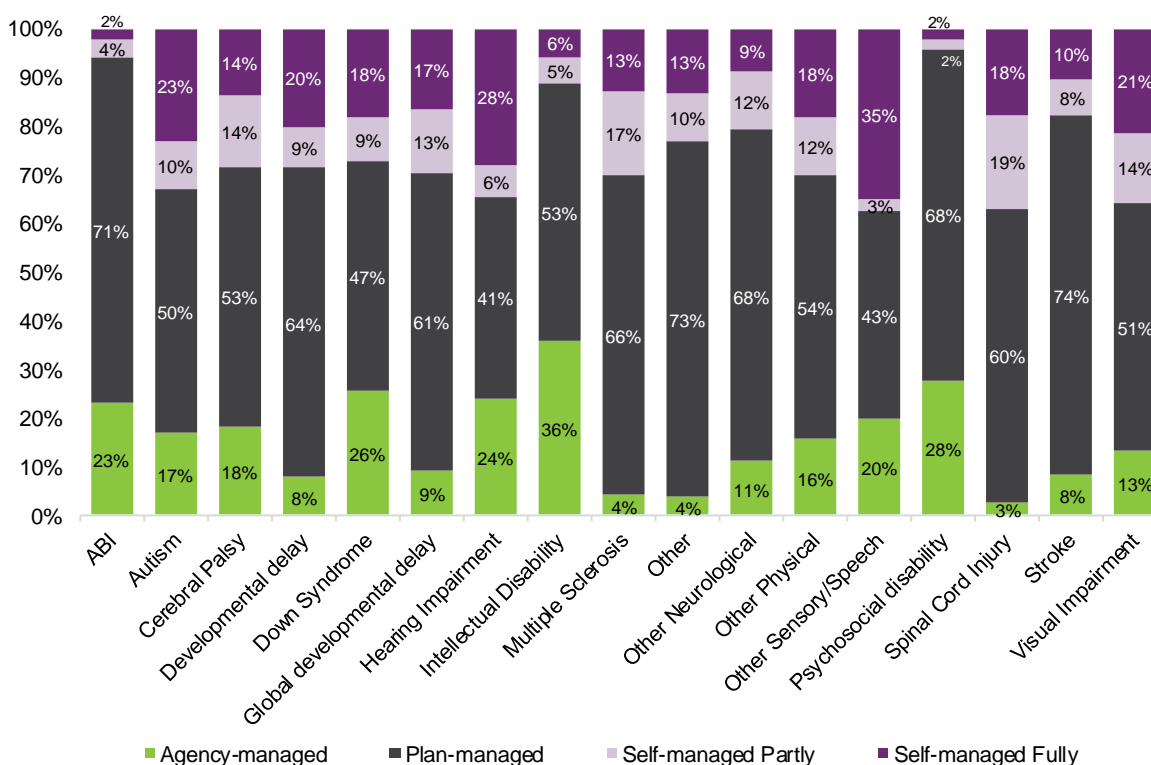
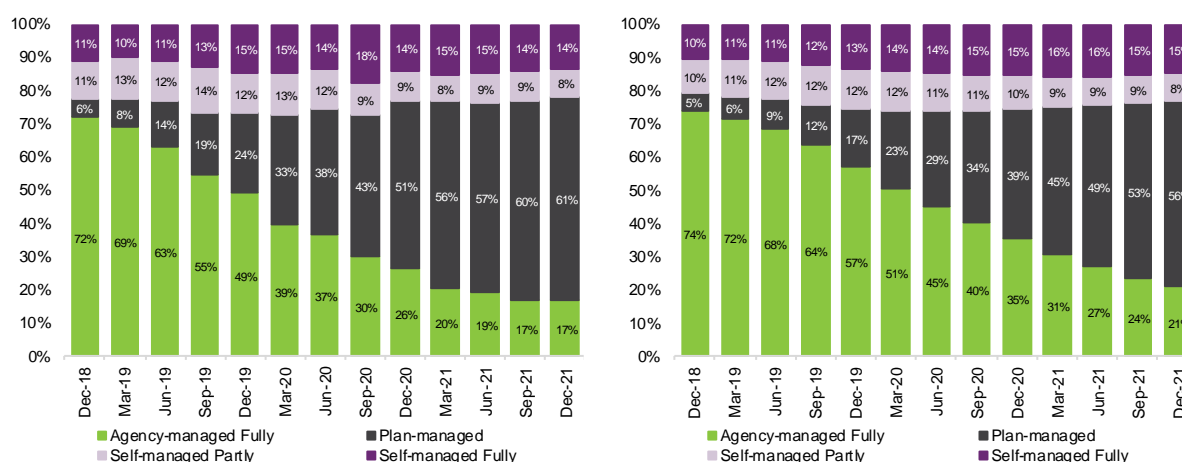


Table K.59 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁶⁴⁷

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	15%	14%	15%
Self-managed partly	8%	8%	8%
Plan-managed	54%	61%	56%
Agency-managed	22%	17%	21%
Total	100%	100%	100%

Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁶⁴⁸



⁶⁴⁵ For the total number of active participants in each primary disability group, see Table K.12.

⁶⁴⁶ 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.

⁶⁴⁷ Ibid.

⁶⁴⁸ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table K.60 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q2	Total
Self-managed	9%	10%	9%
Plan-managed	25%	44%	27%
Agency-managed	66%	45%	64%
Total	100%	100%	100%

Figure K.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania

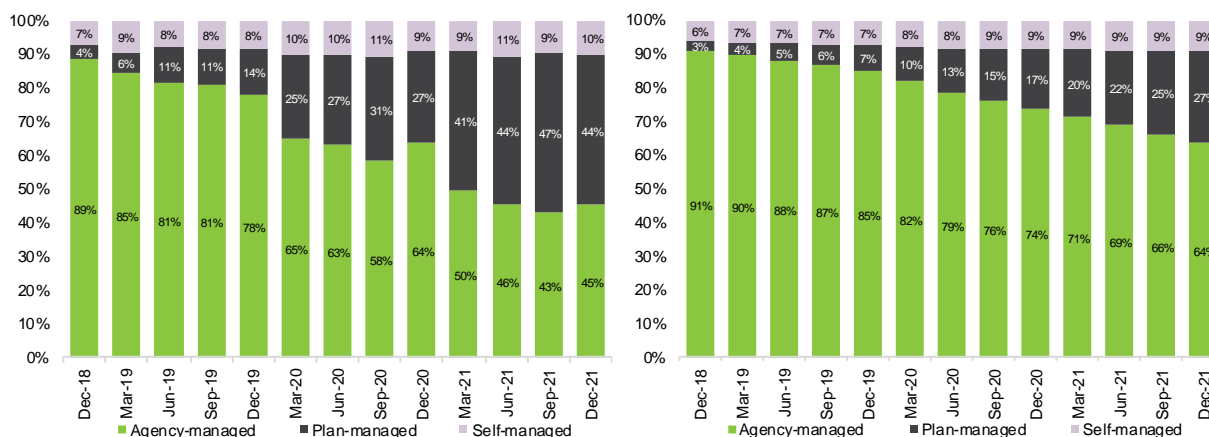


Table K.61 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2021-22 Q2	Total
Support coordination	44%	55%	47%

Table K.62 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁶⁴⁹

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	6,133	68%	295	71%	6,428	68%
30 to 59 days	991	11%	48	12%	1,039	11%
60 to 89 days	492	5%	20	5%	512	5%
Activated within 90 days	7,616	84%	363	88%	7,979	84%
90 to 119 days	316	3%	13	3%	329	3%
120 days and over	968	11%	<11		977	10%
Activated after 90 days	1,284	14%	22	5%	1,306	14%
No payments	173	2%	29	7%	202	2%
Total plans approved	9,073	100%	414	100%	9,487	100%

⁶⁴⁹ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.63 Proportion of participants who have activated within 12 months at 31 December 2021 – Tasmania ⁶⁵⁰

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	786	819	96%
Not Aboriginal and Torres Strait Islander	6,843	7,101	96%
Not Stated	1,749	1,818	96%
Total	9,378	9,738	96%
by Culturally and Linguistically Diverse status			
CALD	281	289	97%
Not CALD	9,088	9,439	96%
Not Stated	<11	<11	
Total	9,378	9,738	96%
by Remoteness			
Major Cities	<11	<11	
Regional	9,266	9,615	96%
Remote	112	123	91%
Missing	<11	<11	
Total	9,378	9,738	96%
by Primary Disability type			
Autism	3,026	3,158	96%
Intellectual disability (including Down syndrome)	2,481	2,574	96%
Psychosocial disability	747	761	98%
Developmental delay (including global developmental delay)	563	599	94%
Other	2,561	2,646	97%
Total	9,378	9,738	96%

Table K.64 Distribution of plans by utilisation – Tasmania ^{651 652}

Plan utilisation	Total
0 to 50%	32%
50% to 75%	23%
> 75%	45%
Total	100%

Table K.65 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁶⁵³

	Prior Quarters	2021-22 Q2	Total
Daily Activities	13%	12%	12%
Health & Wellbeing	60%	69%	62%
Lifelong Learning	22%	21%	22%
Other	22%	25%	23%
Non-categorised	23%	16%	21%
Any mainstream service	95%	95%	95%

⁶⁵⁰ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

⁶⁵¹ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁵² 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.

⁶⁵³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table K.66 Key markets indicators by quarter – Tasmania ^{654 655}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.42	1.49
b) Number of providers delivering new types of supports	95	96
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	85%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	87%	88%
<i>Early Childhood Supports (%)</i>	90%	92%
<i>Assist Personal Activities (%)</i>	88%	87%

Table K.67 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Tasmania ⁶⁵⁶

Activity	Number of providers
Active for the first time in 2021-22 Q2	40
Active in 2021-22 Q2 and also in previous quarters	469
Active in 2021-22 Q2	509
Inactive in 2021-22 Q2	891
Active ever	1,400

⁶⁵⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁵⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁵⁶ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.68 Cumulative number of providers that have been ever active by registration group – Tasmania ⁶⁵⁷

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	27	0	27	0%
Assistance Animals	13	1	14	8%
Assistance with daily life tasks in a group or shared living arrangement	149	6	155	4%
Assistance with travel/transport arrangements	133	4	137	3%
Daily Personal Activities	271	6	277	2%
Group and Centre Based Activities	186	5	191	3%
High Intensity Daily Personal Activities	169	5	174	3%
Household tasks	213	4	217	2%
Interpreting and translation	26	0	26	0%
Participation in community, social and civic activities	312	10	322	3%
Assistive Technology				
Assistive equipment for recreation	34	1	35	3%
Assistive products for household tasks	29	5	34	17%
Assistance products for personal care and safety	332	15	347	5%
Communication and information equipment	92	5	97	5%
Customised Prosthetics	89	2	91	2%
Hearing Equipment	41	2	43	5%
Hearing Services	11	2	13	18%
Personal Mobility Equipment	132	2	134	2%
Specialised Hearing Services	10	1	11	10%
Vision Equipment	33	4	37	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	307	10	317	3%
Behaviour Support	105	4	109	4%
Community nursing care for high needs	51	3	54	6%
Development of daily living and life skills	171	7	178	4%
Early Intervention supports for early childhood	183	2	185	1%
Exercise Physiology and Physical Wellbeing activities	92	4	96	4%
Innovative Community Participation	36	0	36	0%
Specialised Driving Training	13	2	15	15%
Therapeutic Supports	537	11	548	2%
Capital services				
Home modification design and construction	55	3	58	5%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	33	2	35	6%
Choice and control support services				
Management of funding for supports in participants plan	135	7	142	5%
Support Coordination	55	1	56	2%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	61	4	65	7%
Specialised Supported Employment	48	5	53	10%
Total	1,360	40	1,400	3%

⁶⁵⁷ 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.69 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	21	27	22%	78%	100%
Assistance Animals	0	14	14	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	137	155	12%	88%	100%
Assistance with travel/transport arrangements	22	115	137	16%	84%	100%
Daily Personal Activities	30	247	277	11%	89%	100%
Group and Centre Based Activities	20	171	191	10%	90%	100%
High Intensity Daily Personal Activities	18	156	174	10%	90%	100%
Household tasks	42	175	217	19%	81%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	41	281	322	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	35	35	0%	100%	100%
Assistive products for household tasks	3	31	34	9%	91%	100%
Assistance products for personal care and safety	33	314	347	10%	90%	100%
Communication and information equipment	16	81	97	16%	84%	100%
Customised Prosthetics	10	81	91	11%	89%	100%
Hearing Equipment	6	37	43	14%	86%	100%
Hearing Services	0	13	13	0%	100%	100%
Personal Mobility Equipment	17	117	134	13%	87%	100%
Specialised Hearing Services	1	10	11	9%	91%	100%
Vision Equipment	2	35	37	5%	95%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	58	259	317	18%	82%	100%
Behaviour Support	27	82	109	25%	75%	100%
Community nursing care for high needs	4	50	54	7%	93%	100%
Development of daily living and life skills	25	153	178	14%	86%	100%
Early Intervention supports for early childhood	45	140	185	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	15	81	96	16%	84%	100%
Innovative Community Participation	11	25	36	31%	69%	100%
Specialised Driving Training	3	12	15	20%	80%	100%
Therapeutic Supports	193	355	548	35%	65%	100%
Capital services						
Home modification design and construction	9	49	58	16%	84%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	31	35	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	22	120	142	15%	85%	100%
Support Coordination	11	45	56	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	60	65	8%	92%	100%
Specialised Supported Employment	5	48	53	9%	91%	100%
Total	331	1,069	1,400	24%	76%	100%

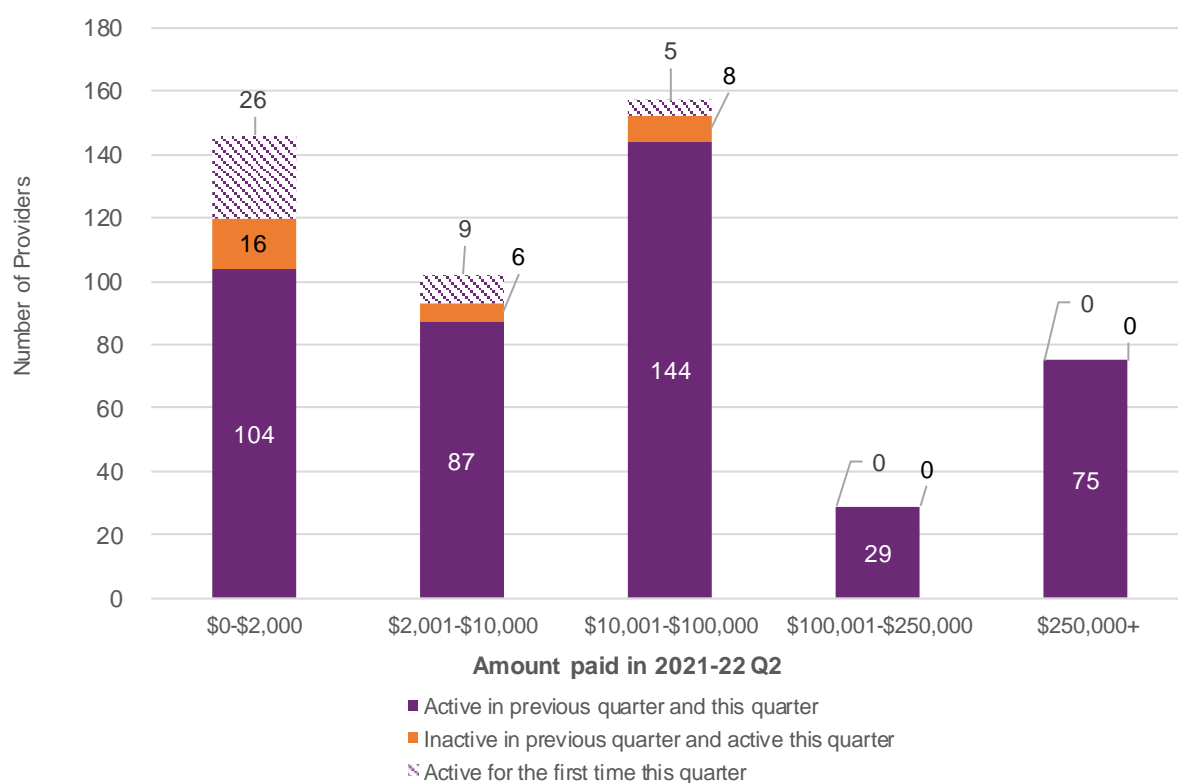
Table K.70 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Tasmania

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	5	0	5	0%
Assistance Animals	11	1	12	8%
Assistance with daily life tasks in a group or shared living arrangement	85	6	91	7%
Assistance with travel/transport arrangements	57	4	61	7%
Daily Personal Activities	114	6	120	5%
Group and Centre Based Activities	76	5	81	6%
High Intensity Daily Personal Activities	72	5	77	6%
Household tasks	100	4	104	4%
Interpreting and translation	17	0	17	0%
Participation in community, social and civic activities	139	10	149	7%
Assistive Technology				
Assistive equipment for recreation	4	1	5	20%
Assistive products for household tasks	5	5	10	50%
Assistance products for personal care and safety	121	15	136	11%
Communication and information equipment	32	5	37	14%
Customised Prosthetics	29	2	31	6%
Hearing Equipment	14	2	16	13%
Hearing Services	2	2	4	50%
Personal Mobility Equipment	38	2	40	5%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	9	4	13	31%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	138	10	148	7%
Behaviour Support	47	4	51	8%
Community nursing care for high needs	33	3	36	8%
Development of daily living and life skills	67	7	74	9%
Early Intervention supports for early childhood	43	2	45	4%
Exercise Physiology and Physical Wellbeing activities	44	4	48	8%
Innovative Community Participation	14	0	14	0%
Specialised Driving Training	2	2	4	50%
Therapeutic Supports	190	11	201	5%
Capital services				
Home modification design and construction	15	3	18	17%
Specialist Disability Accommodation	8	0	8	0%
Vehicle Modifications	9	2	11	18%
Choice and control support services				
Management of funding for supports in participants plan	88	7	95	7%
Support Coordination	16	1	17	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	23	4	27	15%
Specialised Supported Employment	27	5	32	16%
Total	469	40	509	8%

Table K.71 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	5	5	0%	100%	100%
Assistance Animals	0	12	12	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	82	91	10%	90%	100%
Assistance with travel/transport arrangements	6	55	61	10%	90%	100%
Daily Personal Activities	13	107	120	11%	89%	100%
Group and Centre Based Activities	6	75	81	7%	93%	100%
High Intensity Daily Personal Activities	6	71	77	8%	92%	100%
Household tasks	15	89	104	14%	86%	100%
Interpreting and translation	2	15	17	12%	88%	100%
Participation in community, social and civic activities	20	129	149	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	5	5	0%	100%	100%
Assistive products for household tasks	0	10	10	0%	100%	100%
Assistance products for personal care and safety	9	127	136	7%	93%	100%
Communication and information equipment	4	33	37	11%	89%	100%
Customised Prosthetics	2	29	31	6%	94%	100%
Hearing Equipment	2	14	16	13%	88%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	2	38	40	5%	95%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	0	13	13	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	26	122	148	18%	82%	100%
Behaviour Support	10	41	51	20%	80%	100%
Community nursing care for high needs	2	34	36	6%	94%	100%
Development of daily living and life skills	7	67	74	9%	91%	100%
Early Intervention supports for early childhood	6	39	45	13%	87%	100%
Exercise Physiology and Physical Wellbeing activities	5	43	48	10%	90%	100%
Innovative Community Participation	1	13	14	7%	93%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	57	144	201	28%	72%	100%
Capital services						
Home modification design and construction	2	16	18	11%	89%	100%
Specialist Disability Accommodation	1	7	8	13%	88%	100%
Vehicle Modifications	0	11	11	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	13	82	95	14%	86%	100%
Support Coordination	4	13	17	24%	76%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	26	27	4%	96%	100%
Specialised Supported Employment	1	31	32	3%	97%	100%
Total	113	396	509	22%	78%	100%

Figure K.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Tasmania ⁶⁵⁸



⁶⁵⁸ 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.

Part Five: Financial sustainability

Table K.72 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	17.4	50.4	65.9	100.6	189.7	400.4	662.2	843.0	453.7

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Tasmania

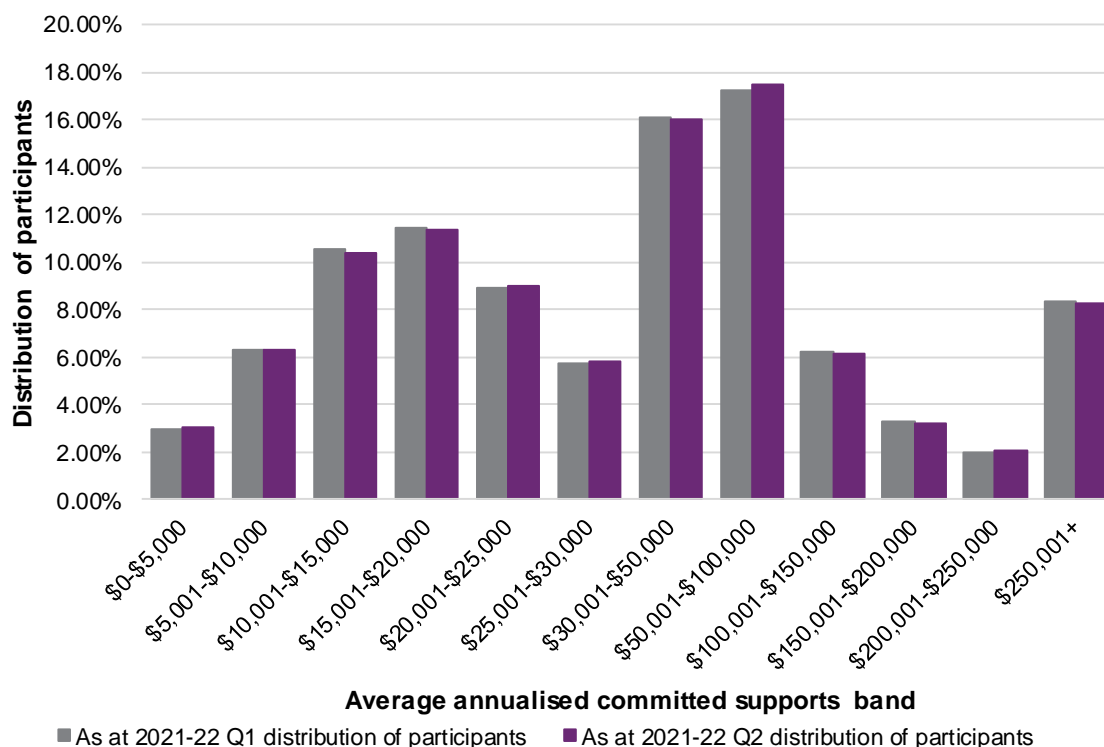


Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Tasmania

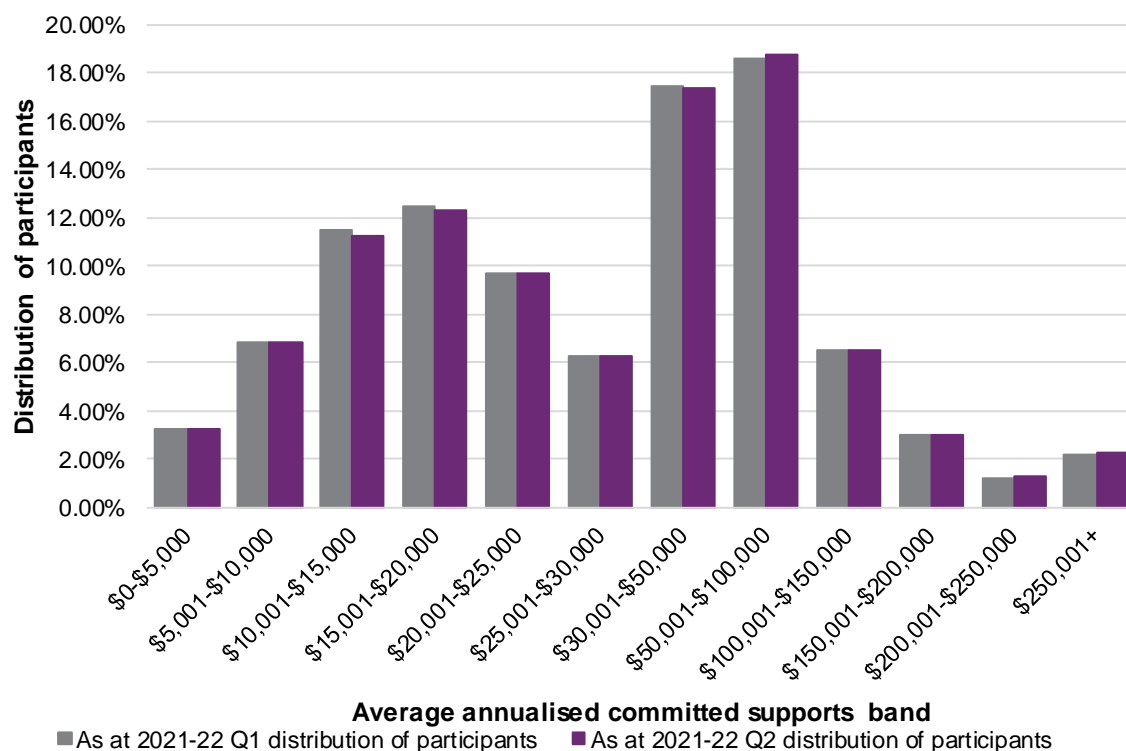


Figure K.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Tasmania
⁶⁵⁹

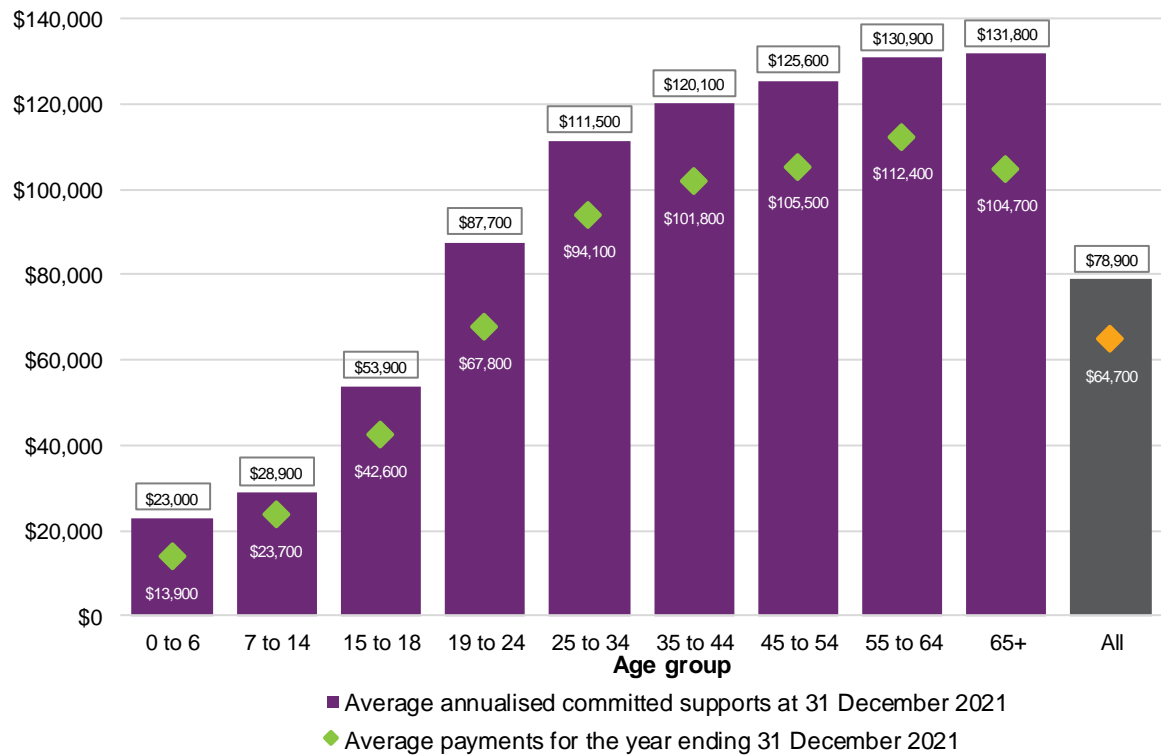
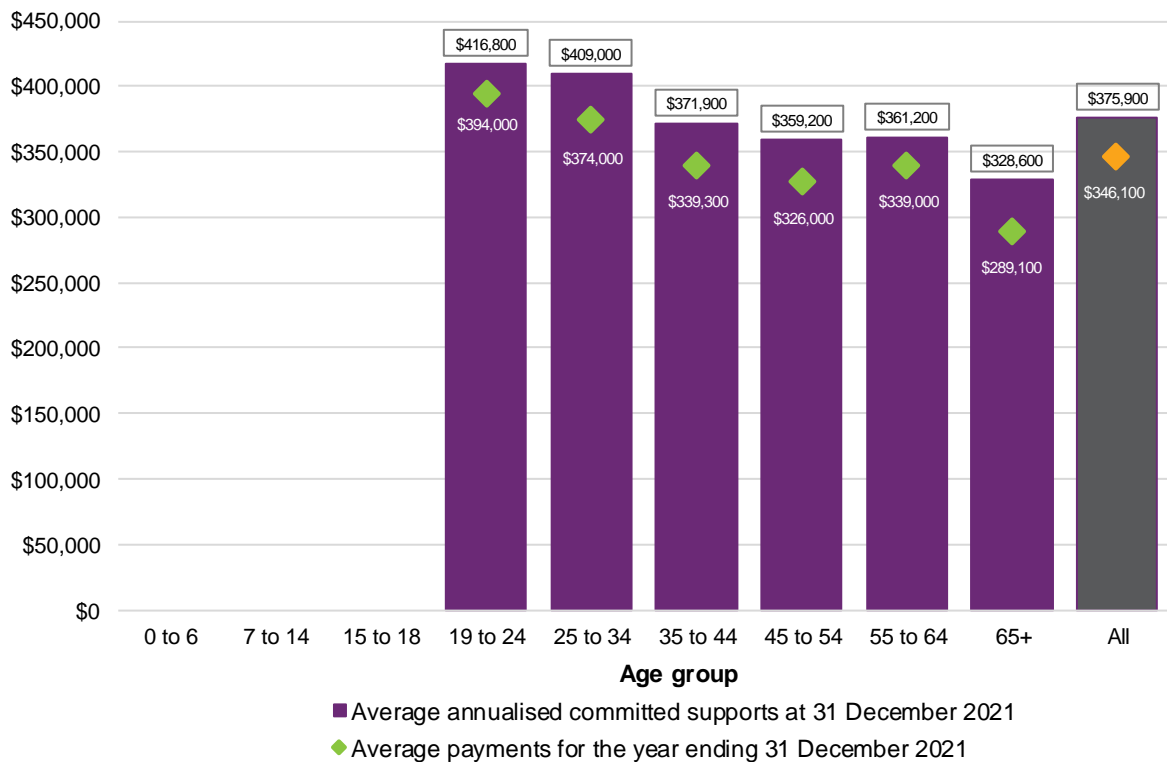


Figure K.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Tasmania
⁶⁶⁰



⁶⁵⁹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁶⁶⁰ Ibid.

Figure K.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Tasmania ⁶⁶¹

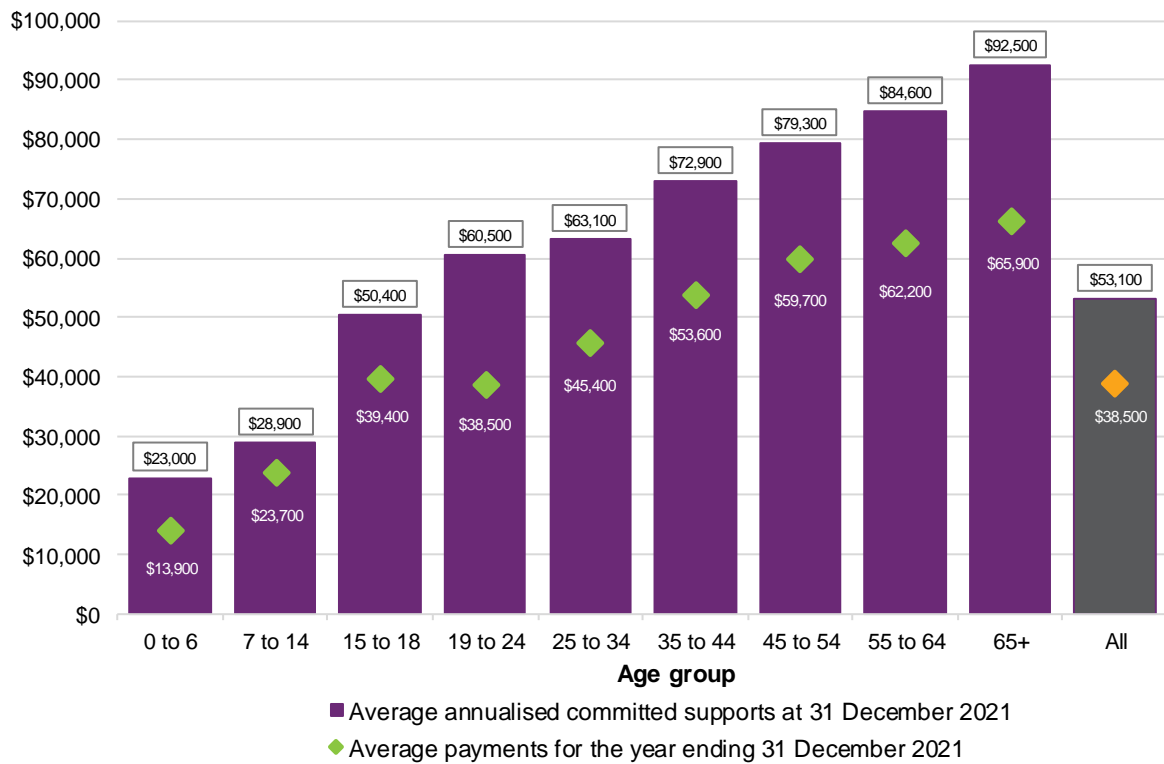
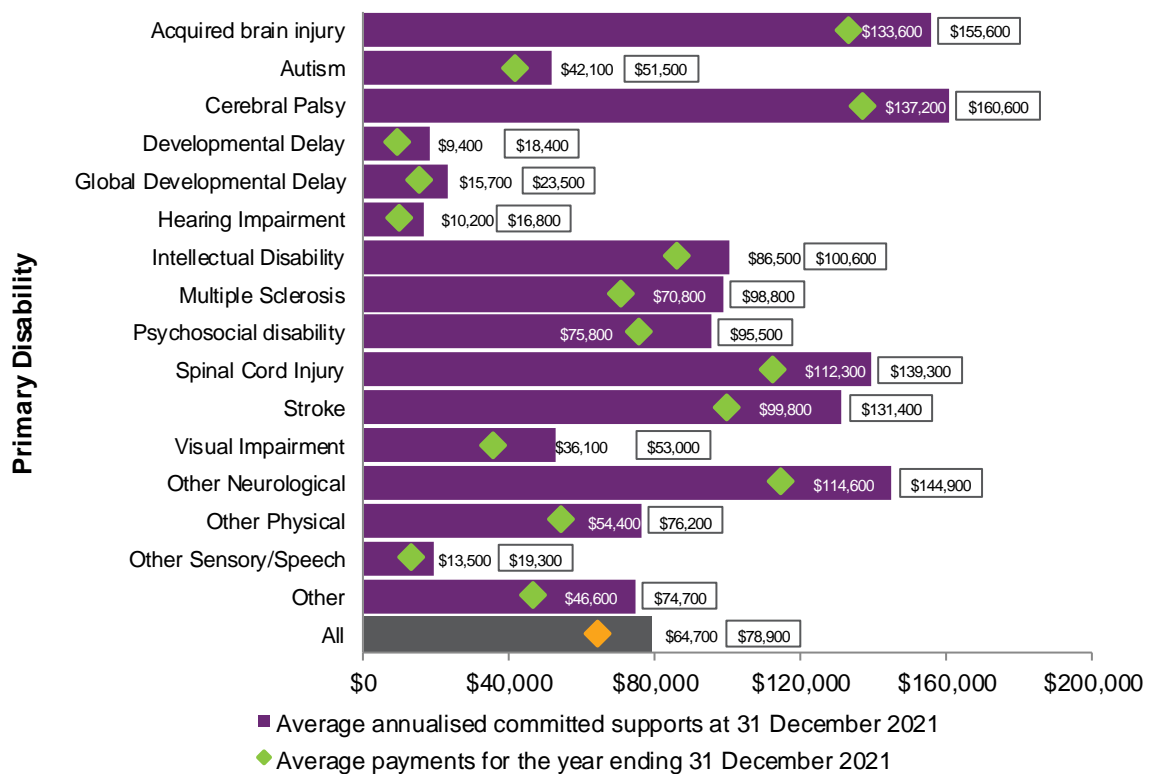


Figure K.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Tasmania ⁶⁶²



⁶⁶¹ Ibid.

⁶⁶² Ibid.

Figure K.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Tasmania ⁶⁶³

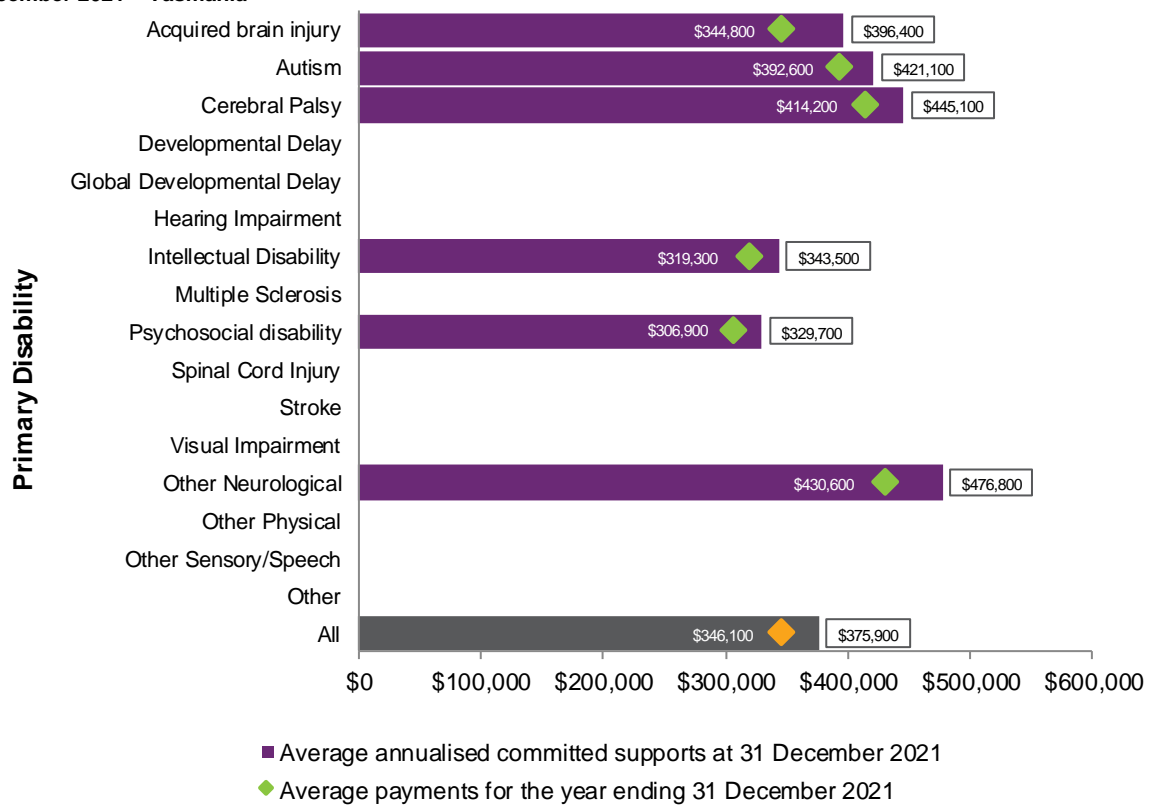
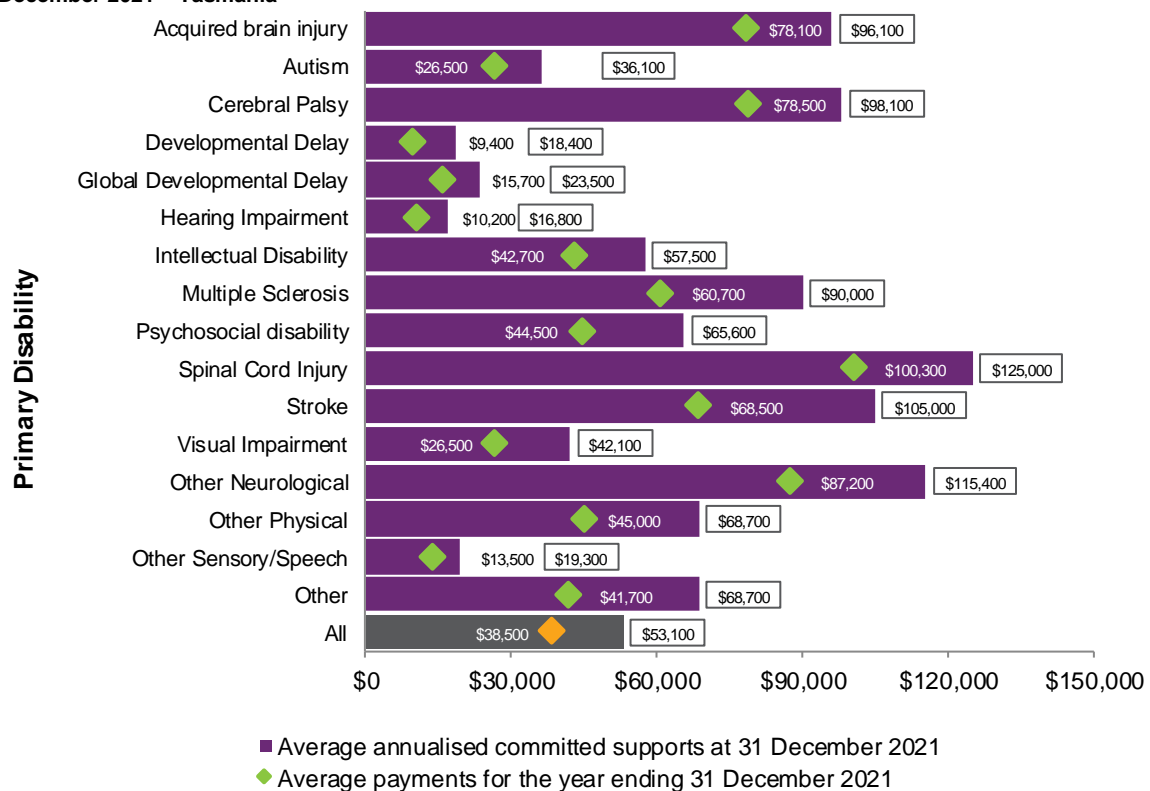


Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Tasmania ⁶⁶⁴



⁶⁶³ Ibid.

⁶⁶⁴ Ibid.

Figure K.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Tasmania ⁶⁶⁵

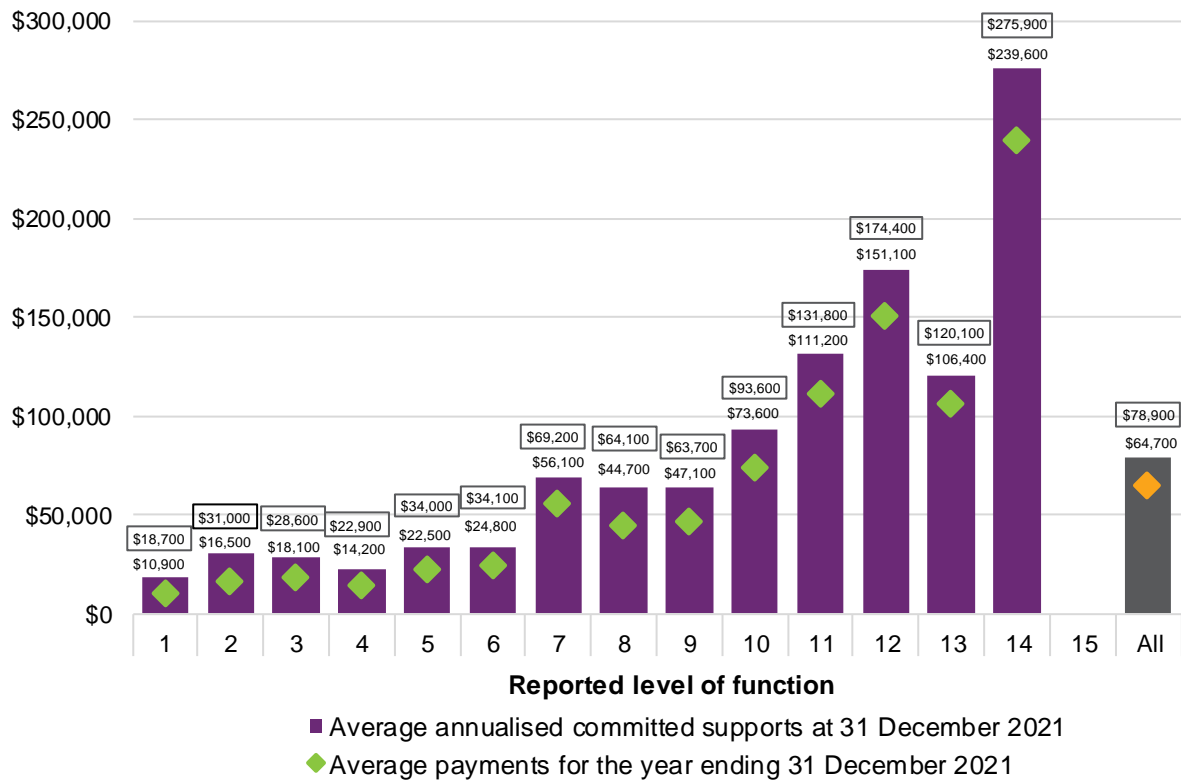
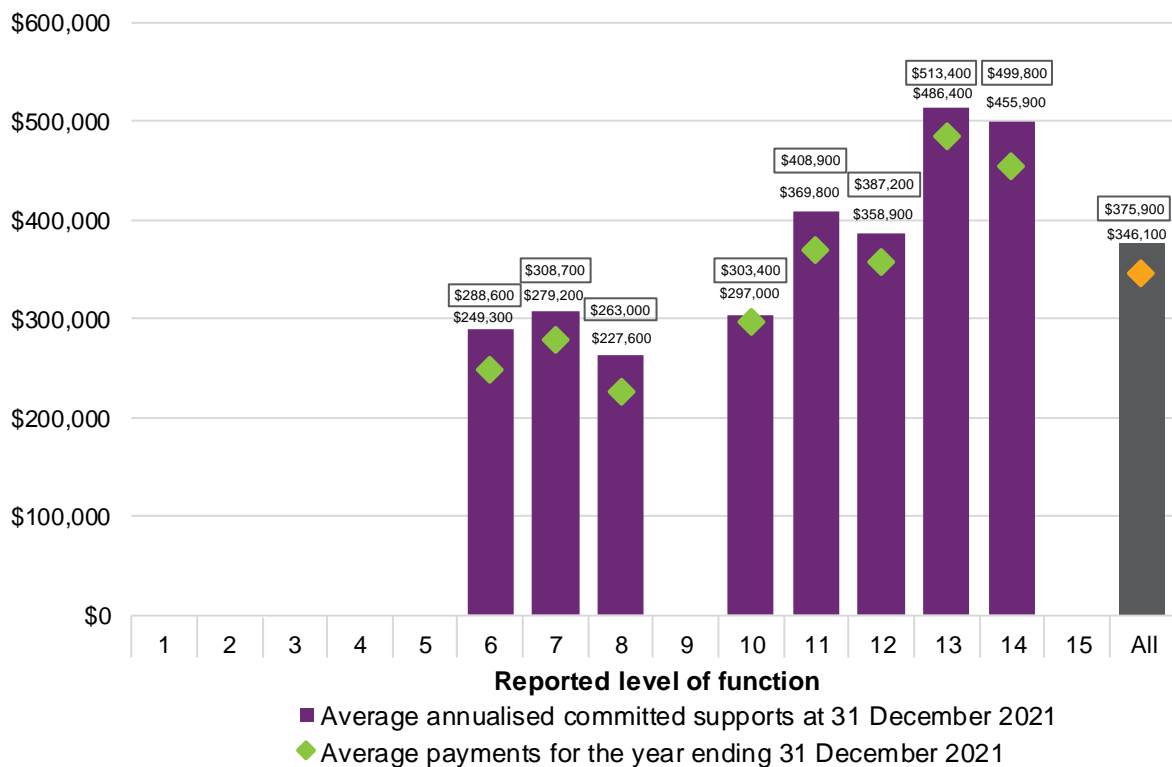


Figure K.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Tasmania ⁶⁶⁶



⁶⁶⁵ Ibid.

⁶⁶⁶ Ibid.

Figure K.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Tasmania⁶⁶⁷

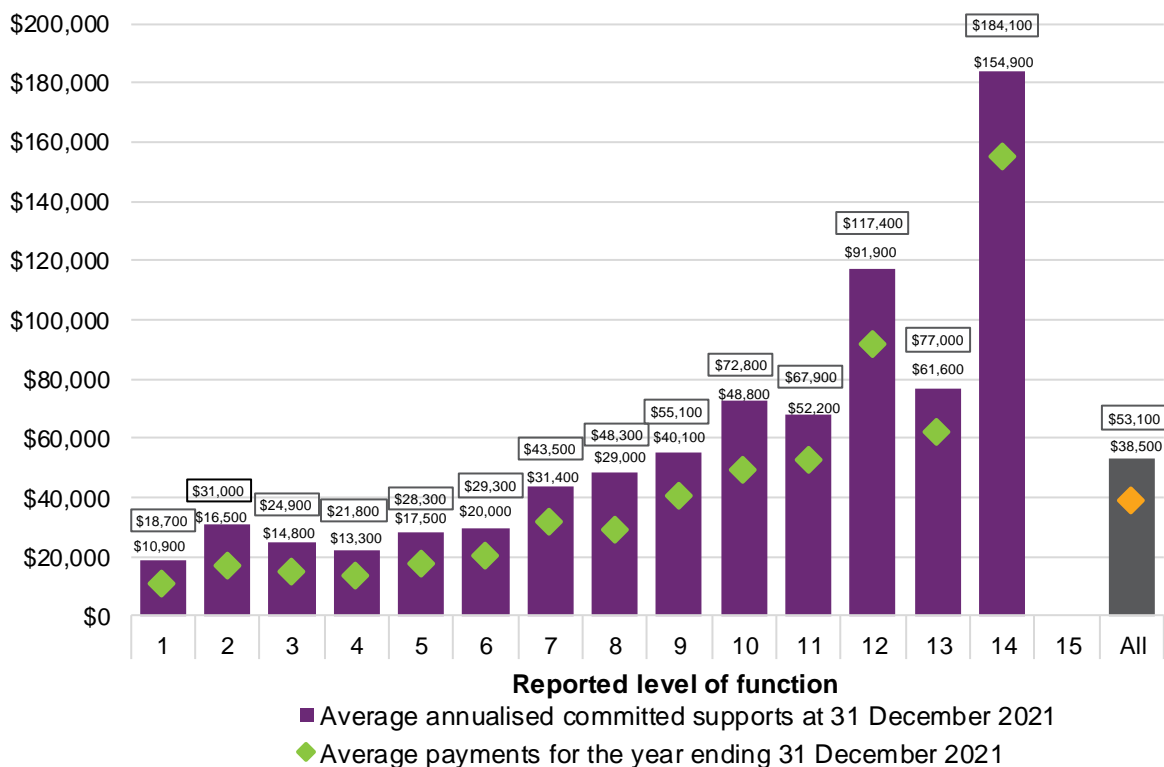
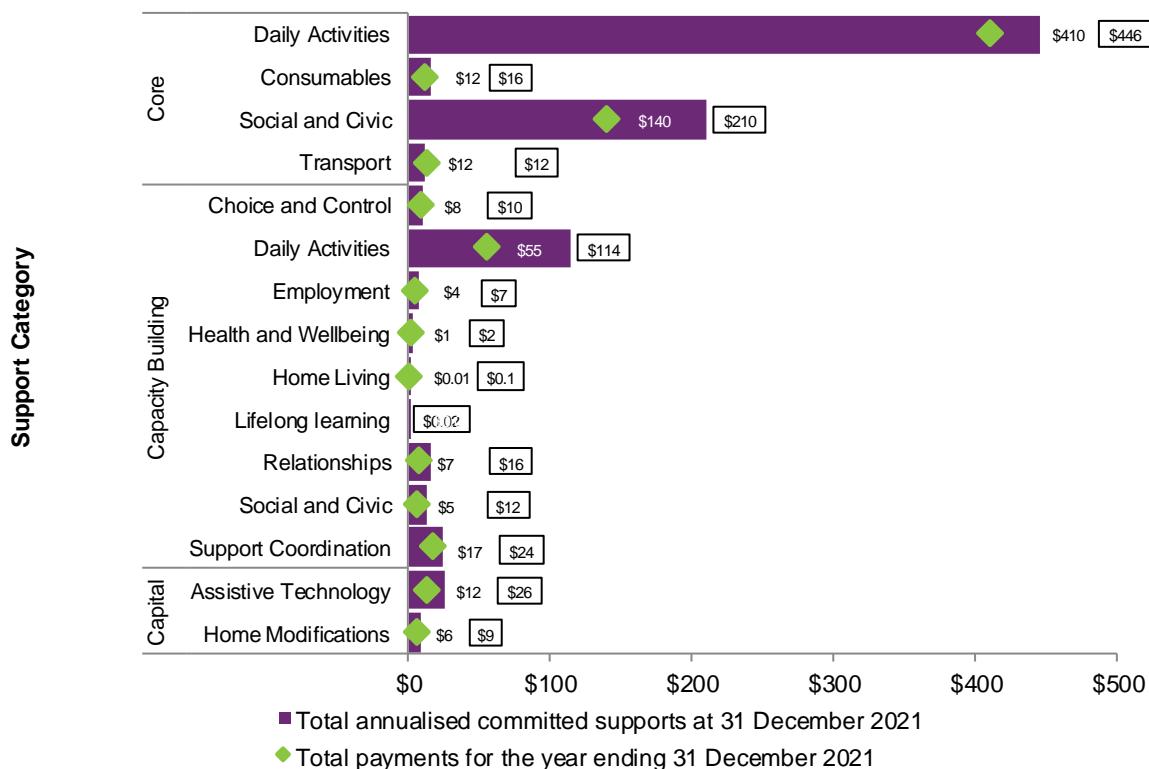


Figure K.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Tasmania^{668 669}

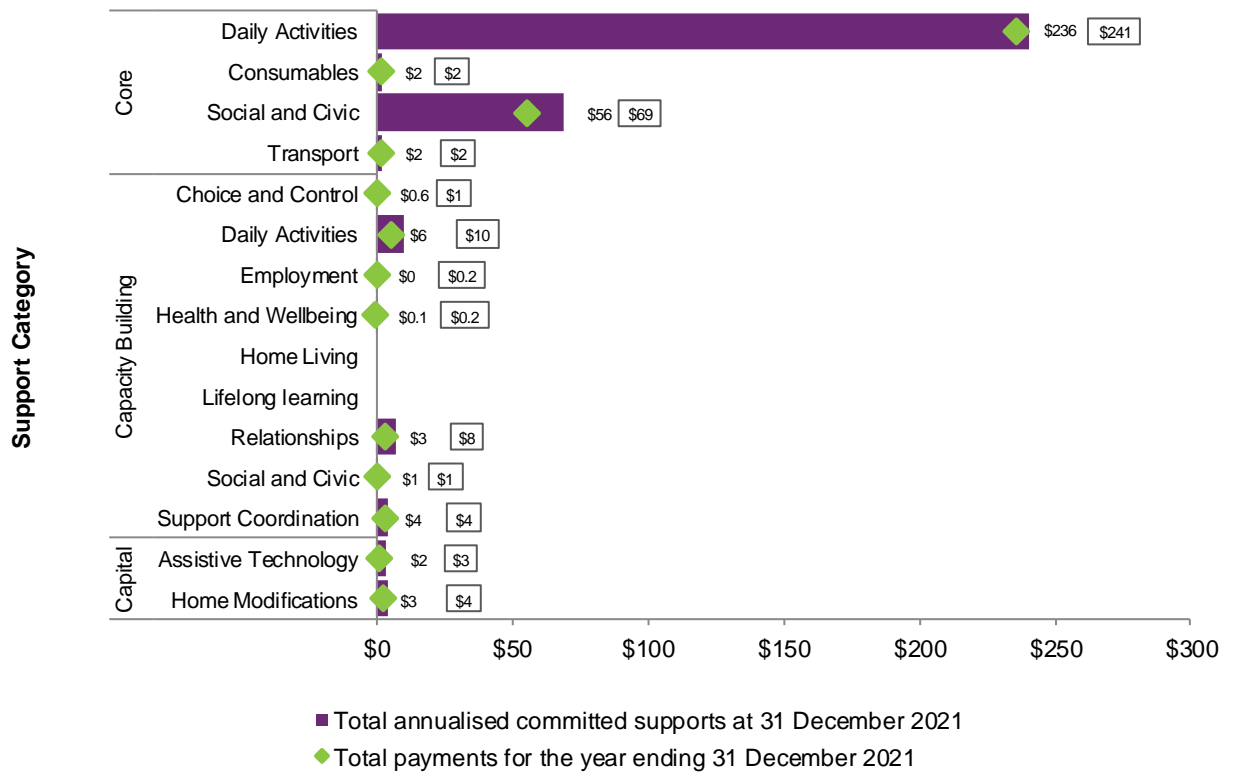


⁶⁶⁷ Ibid.

⁶⁶⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁶⁶⁹ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure K.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Tasmania ^{670 671}



⁶⁷⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁶⁷¹ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure K.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Tasmania ^{672 673}

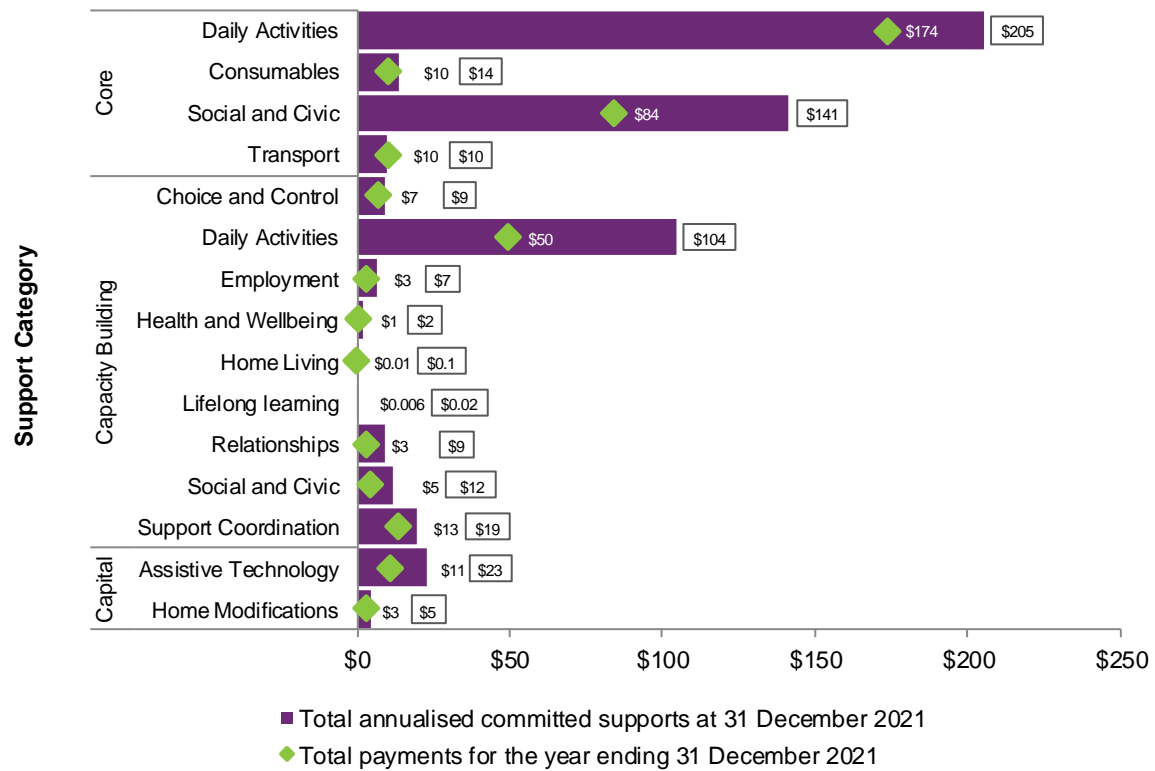


Table K.73 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	17.4	50.4	65.9	100.6	189.7	400.4	662.2	843.0	453.7
Total Paid	9.7	35.9	48.3	78.0	153.8	296.4	478.0	629.7	321.9
% utilised to date	56%	71%	73%	78%	81%	74%	72%	75%	71%

⁶⁷² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁶⁷³ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure K.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Tasmania

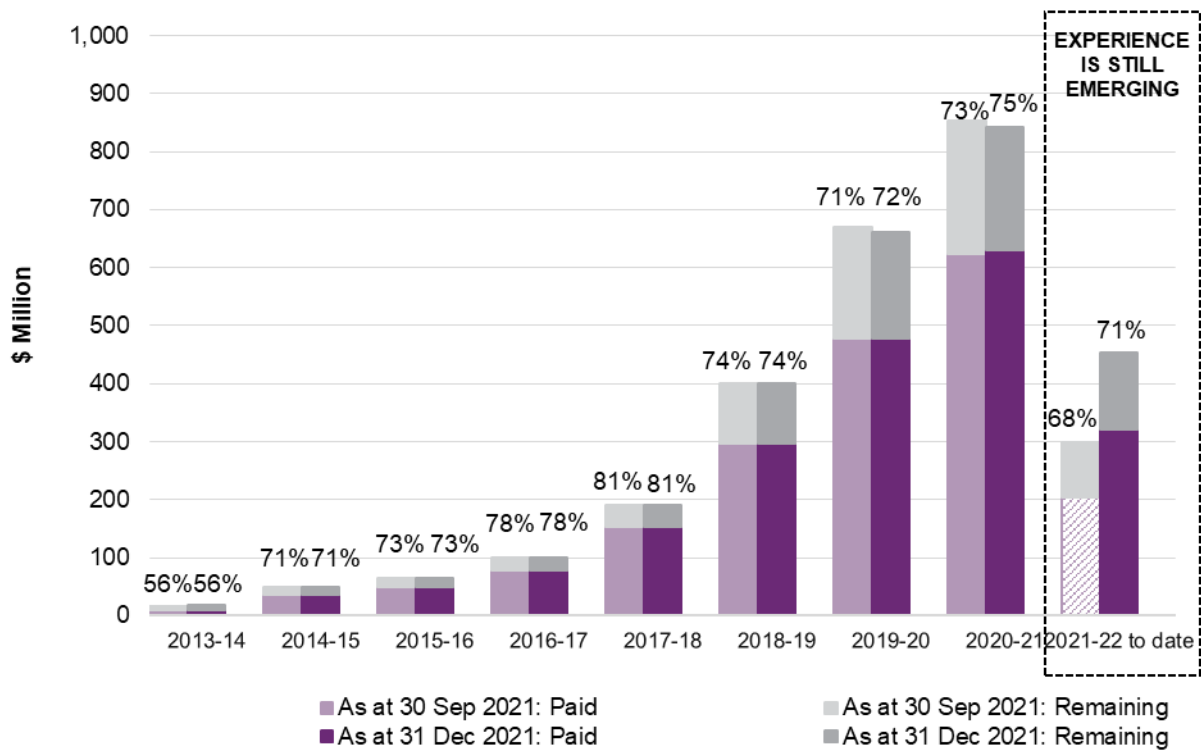
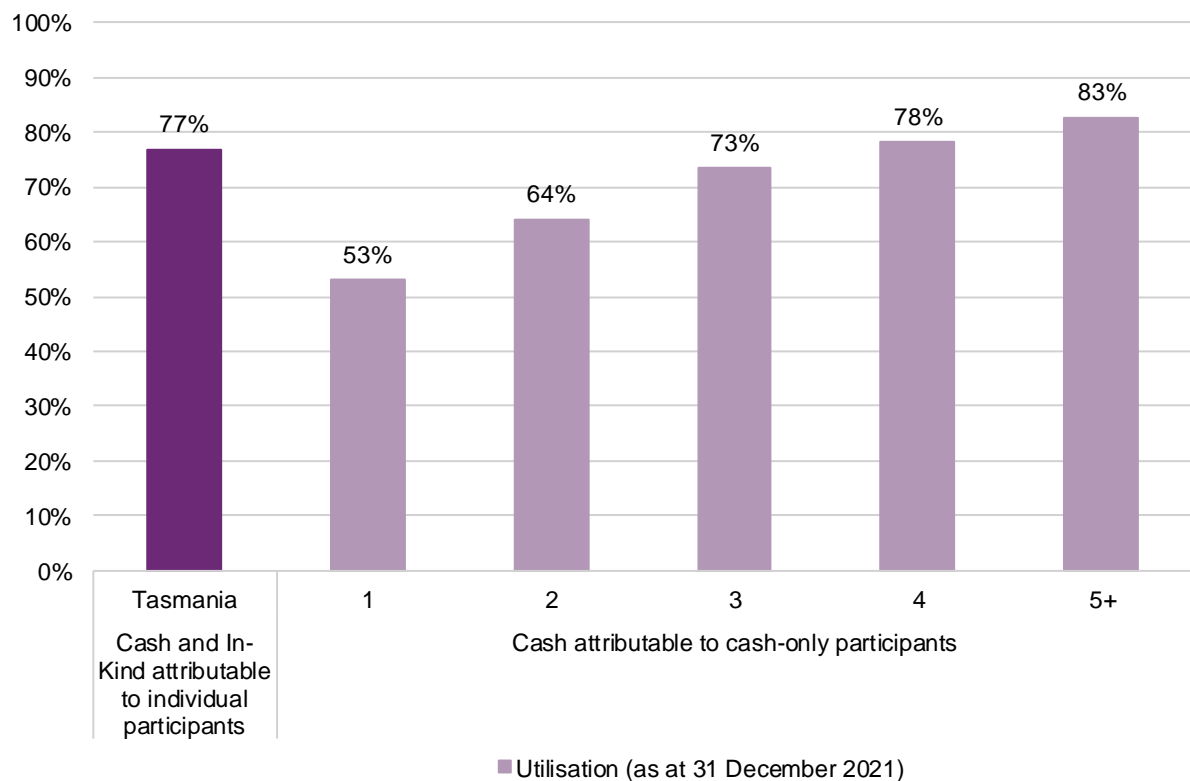
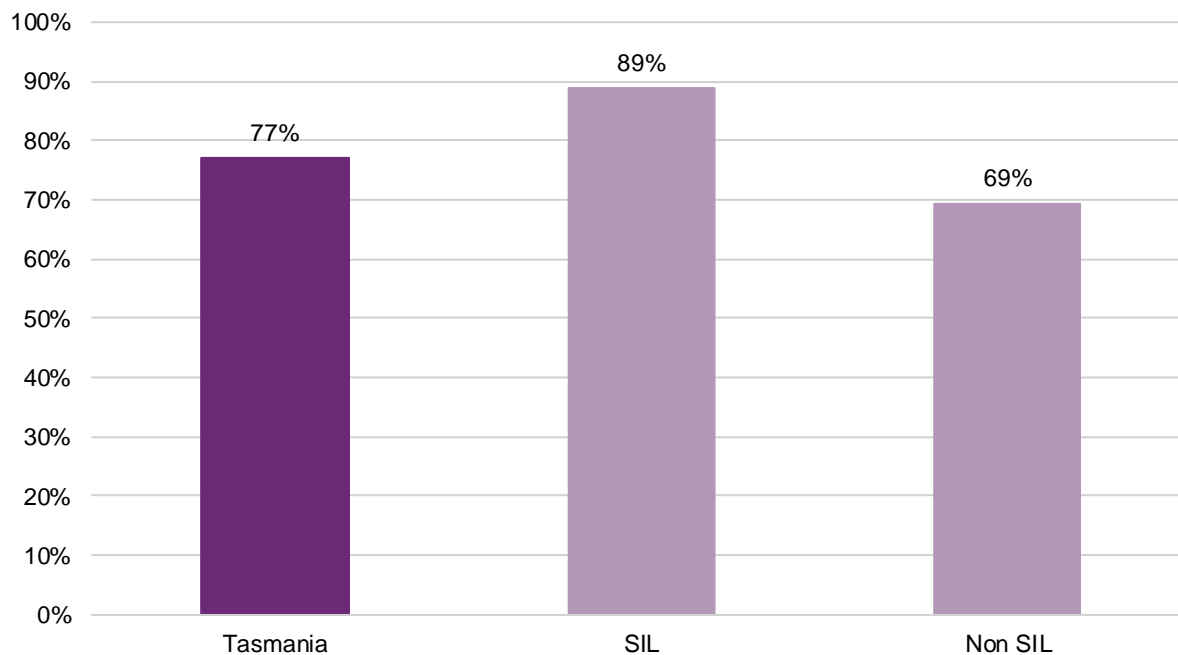


Figure K.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Tasmania ⁶⁷⁴



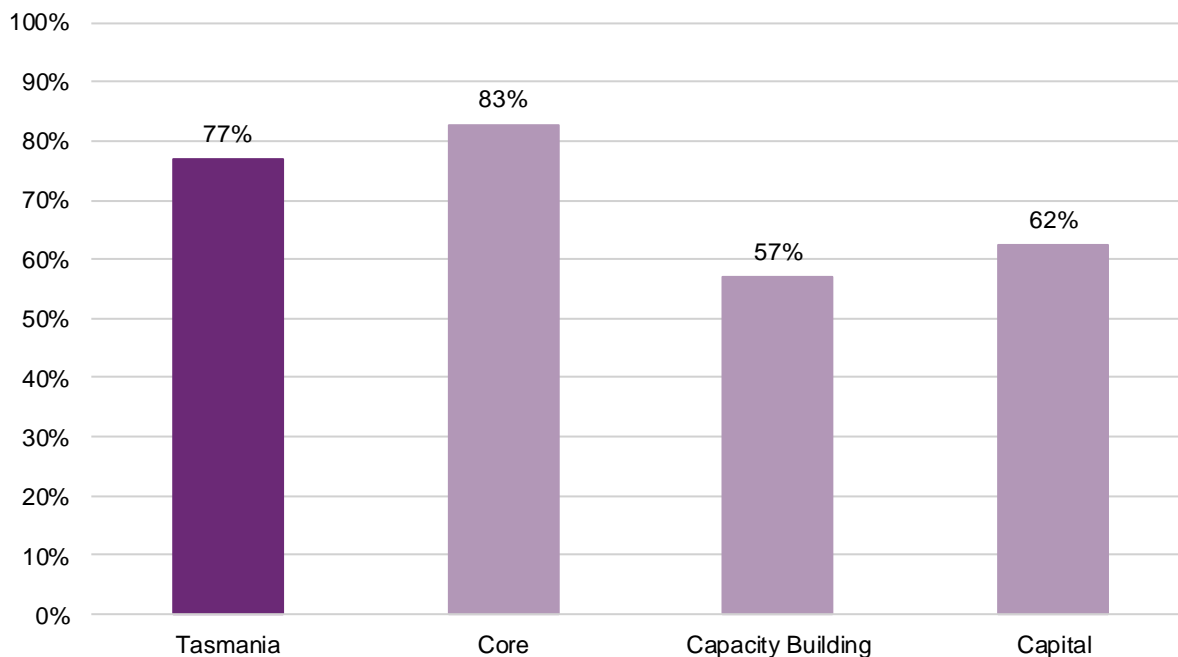
⁶⁷⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure K.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Tasmania ⁶⁷⁵



■ Utilisation (as at 31 December 2021)

Figure K.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Tasmania ⁶⁷⁶

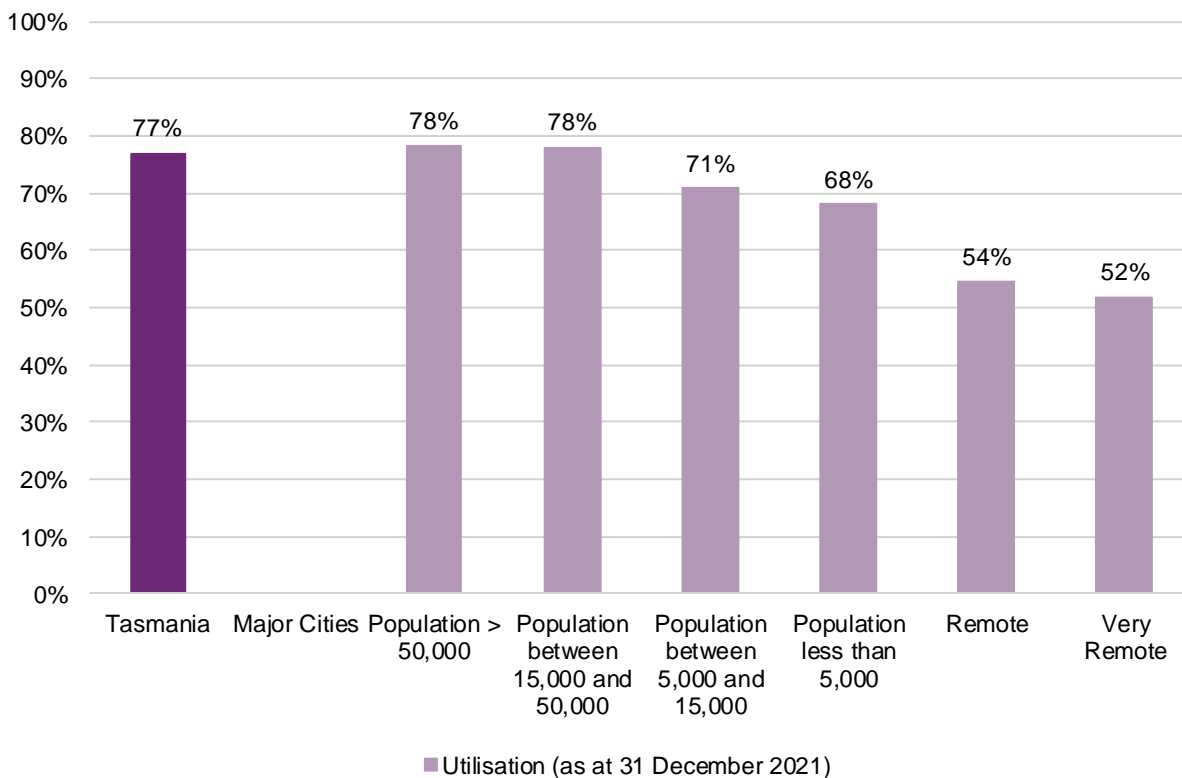


■ Utilisation (as at 31 December 2021)

⁶⁷⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

⁶⁷⁶ Ibid.

Figure K.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Tasmania ^{677 678}



⁶⁷⁷ Ibid.

⁶⁷⁸ 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 ⁶⁷⁹

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	8,738	229	8,967	134	9,101

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ⁶⁸⁰

	Prior Quarters	2021-22 Q2	Total
Access decisions	12,286	357	12,643
Active Eligible	8,870	275	9,145
New	6,072	274	6,346
State	2,489	<11	2,490
Commonwealth	309	<11	309
Active Participant Plans (excl ECA)	8,738	229	8,967
New	5,946	227	6,173
State	2,486	<11	2,486
Commonwealth	306	<11	308
Active Participant Plans	8,864	363	9,101
Early Intervention (s25)	3,078	116	3,194
Permanent Disability (s24)	5,660	113	5,773
ECA	126	134	134

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,223
Early Intervention participants	695
Permanent disability participants	528

⁶⁷⁹ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁶⁸⁰ 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 ⁶⁸¹

	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
End of 2021-22 Q2	2,486	308	6,173	134	9,101

Table L.5 Cumulative numbers of active participants by entry criteria into the Scheme – Australian Capital Territory ^{682 683 684}

	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
End of 2021-22 Q2	3,194	5,773	134	9,101

⁶⁸¹ This table shows the total numbers of active participants at the end of each period.

⁶⁸² Ibid.

⁶⁸³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁶⁸⁴ 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 ⁶⁸⁵

	Prior Quarters		2021-22 Q2		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	3,155	94%	106	95%	3,261	94%
7 to 14	1,974	84%	42	74%	2,016	84%
15 to 18	638	86%	15	94%	653	86%
19 to 24	462	83%	12	80%	474	83%
25 to 34	749	81%	22	79%	771	80%
35 to 44	932	77%	18	60%	950	77%
45 to 54	1,008	76%	31	72%	1,039	76%
55 to 64	1,250	74%	34	62%	1,284	73%
65+	62	54%	<11		63	54%
Missing	<11		<11		<11	
Total	10,230	83%	281	79%	10,511	83%

Table L.7 Assessment of access by disability – Australian Capital Territory ⁶⁸⁶

	Prior Quarters		2021-22 Q2		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	237	94%	<11		241	95%
Autism	2,903	97%	72	99%	2,975	97%
Cerebral palsy	315	95%	<11		318	95%
Developmental delay	1,193	93%	80	99%	1,273	93%
Global developmental delay	186	98%	<11		191	98%
Hearing impairment	478	85%	<11		482	85%
Intellectual disability	1,552	96%	17	100%	1,569	96%
Multiple sclerosis	213	90%	<11		217	90%
Psychosocial disability	1,200	69%	36	61%	1,236	69%
Spinal cord injury	85	91%	<11		89	92%
Stroke	145	91%	<11		146	90%
Visual impairment	187	92%	<11		194	92%
Other neurological	468	75%	18	72%	486	75%
Other physical	656	54%	11	41%	667	54%
Other sensory/speech	267	58%	<11		270	58%
Other	106	48%	12	36%	118	46%
Missing	39	39%	<11		39	39%
Total	10,230	83%	281	79%	10,511	83%

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

Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	389	4.5%	11	4.8%	400	4.5%
Not Aboriginal and Torres Strait Islander	7,189	82.3%	189	82.5%	7,378	82.3%
Not Stated	1,160	13.3%	29	12.7%	1,189	13.3%
Total	8,738	100%	229	100%	8,967	100%

⁶⁸⁵ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

⁶⁸⁶ Ibid.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{687 688}

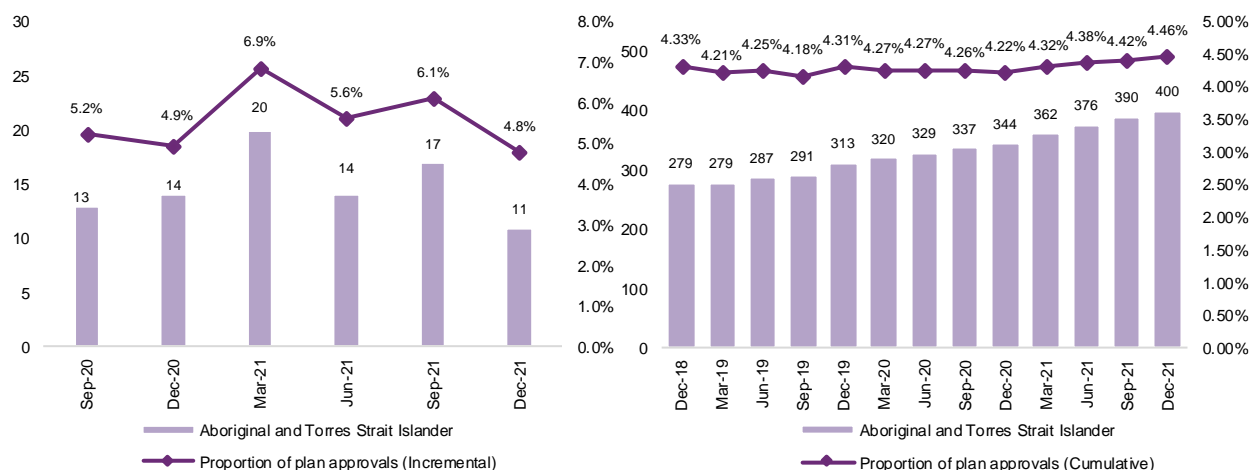


Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ⁶⁸⁹

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	928	10.6%	31	13.5%	959	10.7%
Not culturally and linguistically diverse	7,743	88.6%	198	86.5%	7,941	88.6%
Not stated	67	0.8%	<11		67	0.7%
Total	8,738	100%	229	100%	8,967	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{690 691}

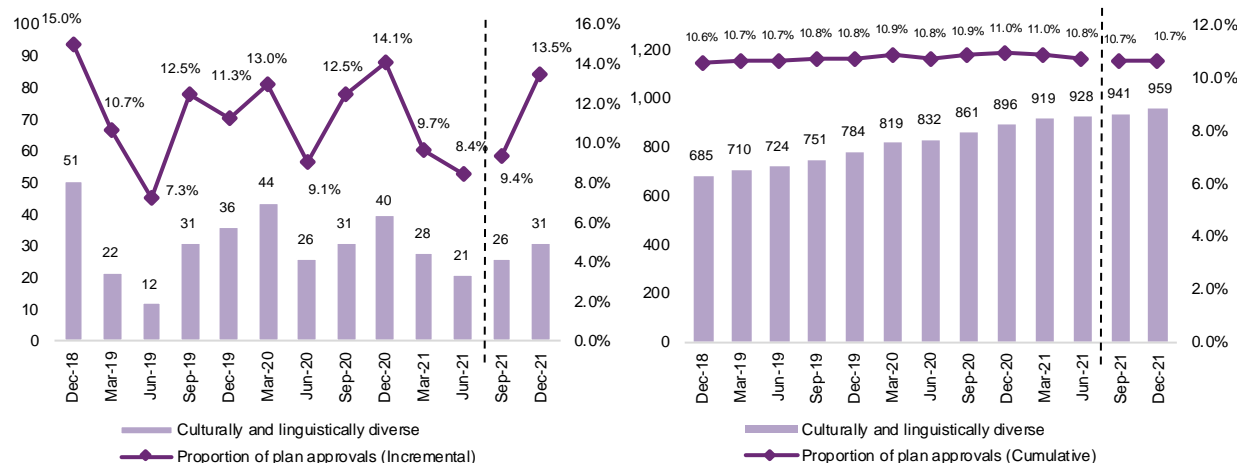


Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Australian Capital Territory ^{692 693}

	Total
Age group	N
Total YPIRAC (under 65)	<11

⁶⁸⁷ 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.

⁶⁸⁸ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to September 2020 quarter.

⁶⁸⁹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁶⁹⁰ 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.

⁶⁹¹ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁶⁹² The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁶⁹³ There are a further 29 active participants aged 65 years or over who are currently in residential aged care.

Figure L.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory⁶⁹⁴

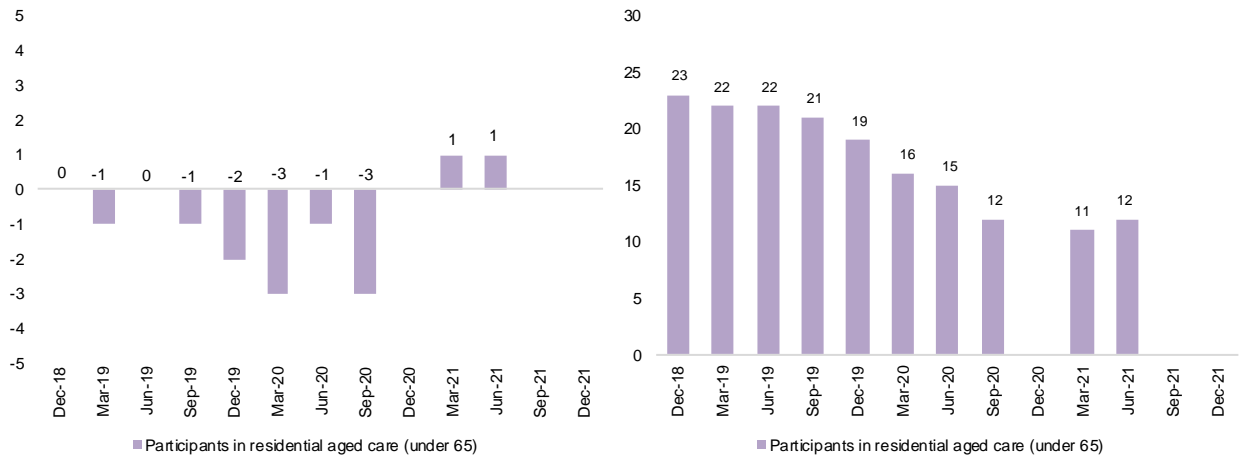


Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory^{695 696}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	8,727	99.9%	229	100.0%	8,956	99.9%
Population > 50,000	<11		<11		<11	
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	8,738	100%	229	100%	8,967	100%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

⁶⁹⁴ 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 are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the September 2021 quarter.

⁶⁹⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶⁹⁶ This table is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory ^{697 698 699}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	2,804	32%	66	29%	2,870	32%
Intellectual disability	1,447	17%	13	6%	1,460	16%
Psychosocial disability	1,071	12%	32	14%	1,103	12%
Developmental delay	705	8%	54	24%	759	8%
Hearing impairment	438	5%	<11		441	5%
Other neurological	363	4%	14	6%	377	4%
Other physical	530	6%	<11		537	6%
Cerebral palsy	291	3%	<11		296	3%
Acquired brain injury	209	2%	<11		215	2%
Global developmental delay	148	2%	<11		153	2%
Visual impairment	171	2%	<11		174	2%
Multiple sclerosis	196	2%	<11		201	2%
Stroke	129	1%	<11		133	1%
Spinal cord injury	73	1%	<11		76	1%
Other	84	1%	<11		92	1%
Other sensory/speech	79	1%	<11		80	1%
Total	8,738	100%	229	100%	8,967	100%

Table L.13 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{700 701}

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	56	12%	0		56	12%
Intellectual disability	211	45%	0		211	45%
Psychosocial disability	77	16%	0		77	16%
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%
Acquired brain injury	30	6%	0		30	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	
Total	468	100%	0		468	100%

⁶⁹⁷ Table order based on national proportions in Table E.12 (highest to lowest).

⁶⁹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁶⁹⁹ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Australian Capital Territory (223).

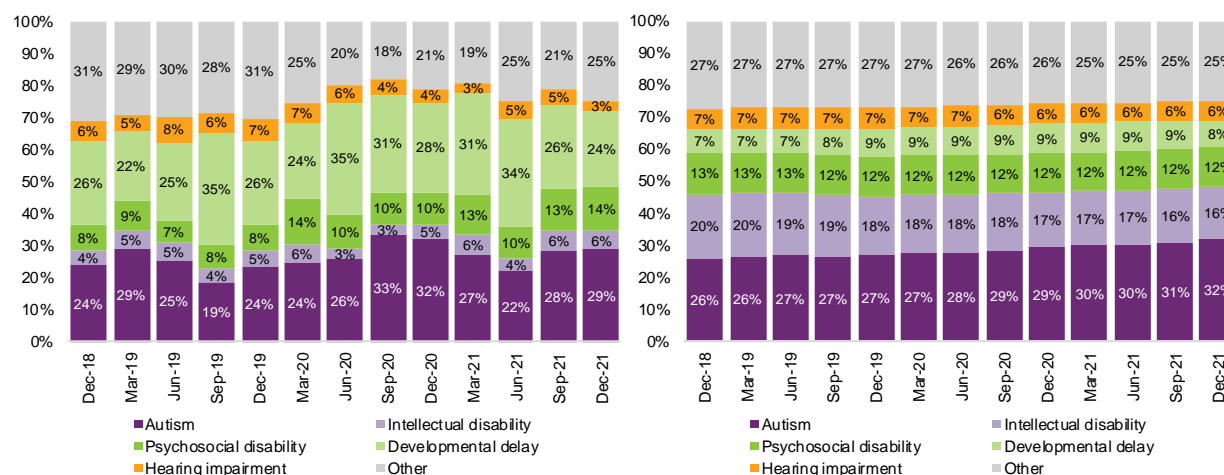
⁷⁰⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁷⁰¹ Down syndrome is included in intellectual disability, representing 9% of participants in SIL (41).

Table L.14 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ⁷⁰²

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	2,748	33%	66	29%	2,814	33%
Intellectual disability	1,236	15%	13	6%	1,249	15%
Psychosocial disability	994	12%	32	14%	1,026	12%
Developmental delay	705	9%	54	24%	759	9%
Hearing impairment	438	5%	<11		441	5%
Other neurological	335	4%	14	6%	349	4%
Other physical	527	6%	<11		534	6%
Cerebral palsy	250	3%	<11		255	3%
Acquired brain injury	179	2%	<11		185	2%
Global developmental delay	148	2%	<11		153	2%
Visual impairment	171	2%	<11		174	2%
Multiple sclerosis	188	2%	<11		193	2%
Stroke	122	1%	<11		126	1%
Spinal cord injury	71	1%	<11		74	1%
Other	79	1%	<11		87	1%
Other sensory/speech	79	1%	<11		80	1%
Total	8,270	100%	229	100%	8,499	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁰³



⁷⁰² Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (182).

⁷⁰³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.15 Participant profile per quarter by reported level of function – Australian Capital Territory ⁷⁰⁴

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	951	11%	51	22%	1,002	11%
2 (High Function)	17	0%	<11		19	0%
3 (High Function)	476	5%	14	6%	490	5%
4 (High Function)	853	10%	<11		862	10%
5 (High Function)	546	6%	19	8%	565	6%
6 (Moderate Function)	1,840	21%	52	23%	1,892	21%
7 (Moderate Function)	443	5%	<11		451	5%
8 (Moderate Function)	634	7%	27	12%	661	7%
9 (Moderate Function)	57	1%	<11		57	1%
10 (Moderate Function)	880	10%	23	10%	903	10%
11 (Low Function)	276	3%	<11		276	3%
12 (Low Function)	1,022	12%	14	6%	1,036	12%
13 (Low Function)	576	7%	<11		583	7%
14 (Low Function)	148	2%	<11		151	2%
15 (Low Function)	<11		<11		<11	
Missing	19	0%	<11		19	0%
Total	8,738	100%	229	100%	8,967	100%

Figure L.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁰⁵

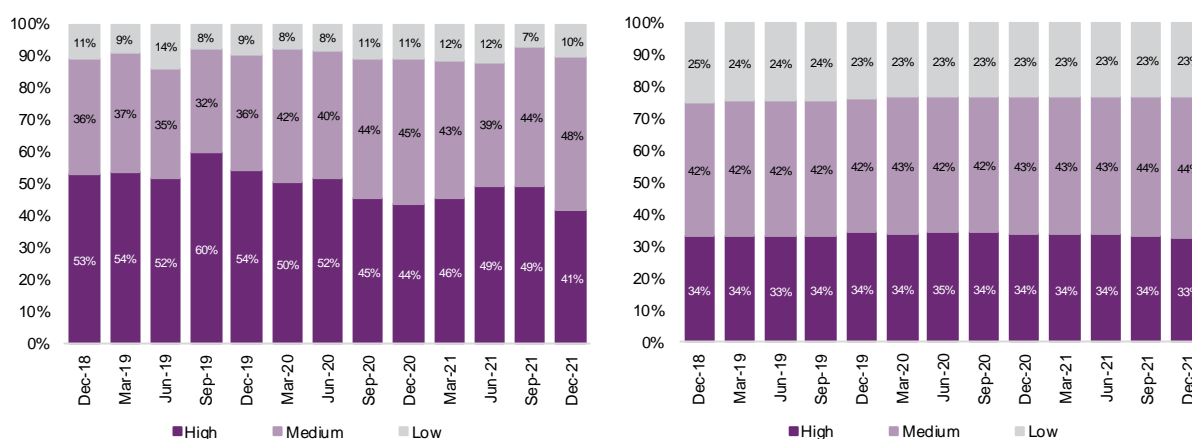


Table L.16 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,101	13%	77	34%	1,178	13%
7 to 14	2,267	26%	37	16%	2,304	26%
15 to 18	718	8%	12	5%	730	8%
19 to 24	815	9%	<11		825	9%
25 to 34	775	9%	17	7%	792	9%
35 to 44	779	9%	20	9%	799	9%
45 to 54	859	10%	31	14%	890	10%
55 to 64	927	11%	25	11%	952	11%
65+	497	6%	<11		497	6%
Total	8,738	100%	229	100%	8,967	100%

⁷⁰⁴ The distributions are calculated excluding participants with a missing reported level of function.

⁷⁰⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.17 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory ⁷⁰⁶

Age Group	Prior Quarters		2021-22 Q2		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	30	6%	0		30	6%
25 to 34	71	15%	0		71	15%
35 to 44	87	19%	0		87	19%
45 to 54	123	26%	0		123	26%
55 to 64	119	25%	0		119	25%
65+	34	7%	0		34	7%
Total	468	100%	0		468	100%

Table L.18 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,101	13%	77	34%	1,178	14%
7 to 14	2,267	27%	37	16%	2,304	27%
15 to 18	714	9%	12	5%	726	9%
19 to 24	785	9%	<11		795	9%
25 to 34	704	9%	17	7%	721	8%
35 to 44	692	8%	20	9%	712	8%
45 to 54	736	9%	31	14%	767	9%
55 to 64	808	10%	25	11%	833	10%
65+	463	6%	<11		463	5%
Total	8,270	100%	229	100%	8,499	100%

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory

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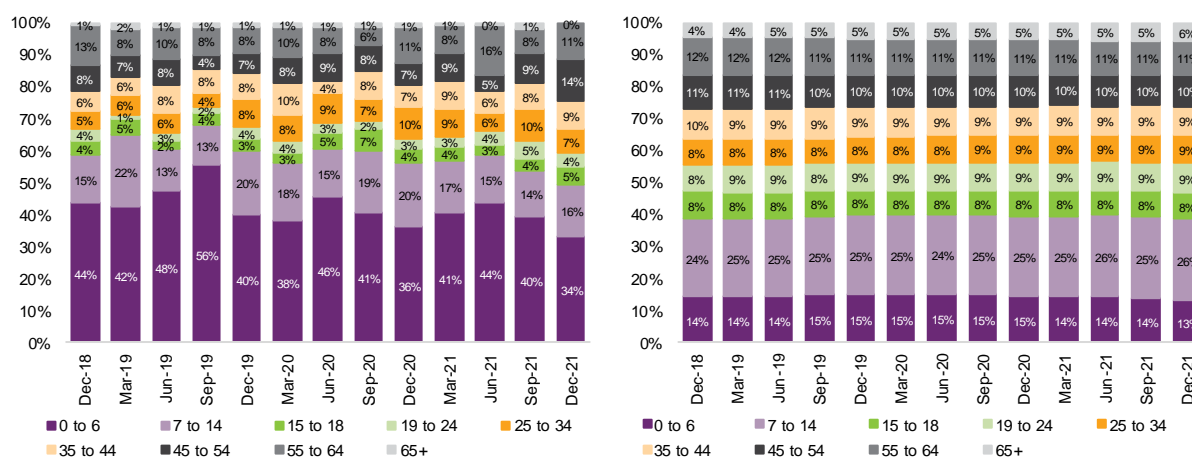


Table L.19 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	5,229	60%	133	58%	5,362	60%
Female	3,415	39%	92	40%	3,507	39%
Other	94	1%	<11		98	1%
Total	8,738	100%	229	100%	8,967	100%

⁷⁰⁶ 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.

⁷⁰⁷ 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 ⁷⁰⁸

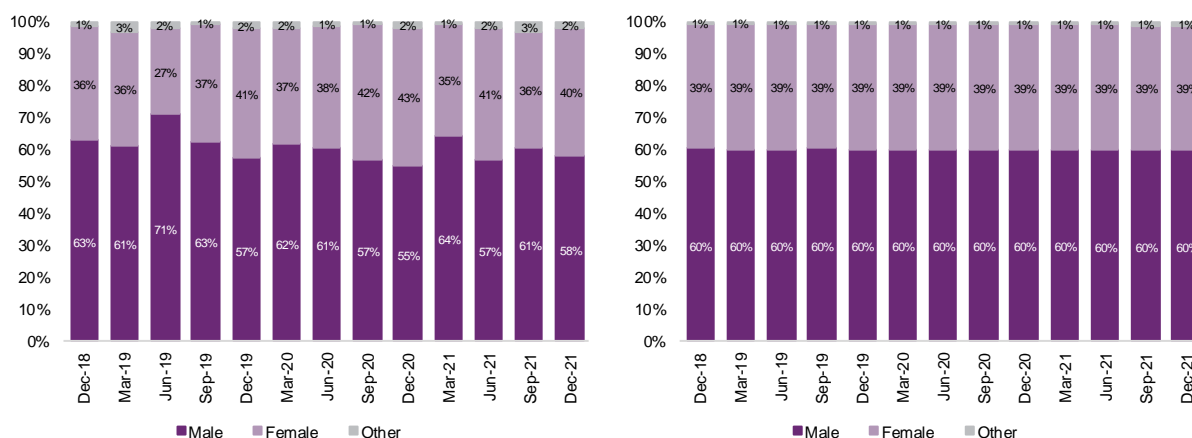


Table L.20 Participation rates by age group at 31 December 2021 – Australian Capital Territory ⁷⁰⁹

Age group	Participation rate
0-6	3.03%
7-14	5.25%
15-18	3.86%
19-24	2.16%
25-34	1.13%
35-44	1.21%
45-54	1.63%
55-64	2.16%
Total (aged 0-64)	2.25%

⁷⁰⁸ Ibid.

⁷⁰⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table L.21 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁷¹⁰

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	180	157	288	368	334	144	1,471
Participant school to 14	200	174	265	301	288	120	1,348
Participant 15 to 24	170	77	74	88	86	48	543
Participant 25 and over	819	243	292	361	355	189	2,259
Total Participant	1,369	651	919	1,118	1,063	501	5,621
Family 0 to 14	321	316	548	658	620	260	2,723
Family 15 to 24	43	43	60	51	62	37	296
Family 25 and over	25	45	86	124	109	55	444
Total Family	389	404	694	833	791	352	3,463
Total	1,758	1,055	1,613	1,951	1,854	853	9,084

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	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		43%		
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			34%	
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			74%	70%

⁷¹⁰ 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.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		43%		
REL	Of these, % who are welcomed or actively included	58%	69%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			25%	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			77%	66%
HM	% who feel safe or very safe in their home			85%	65%
HW	% who rate their health as good, very good or excellent			60%	39%
HW	% who did not have any difficulties accessing health services			74%	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%	11%	10%
% receiving Carer Allowance	18%	24%	15%
% working in a paid job	59%	68%	50%
Of those in a paid job, % in permanent employment	87%	86%	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	51%	60%	58%
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	83%	92%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	21%	12%
% able to advocate for their child/family member	81%	70%	65%
% who have friends and family they see as often as they like	52%	50%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		42%	35%
% 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%	65%	62%

Table L.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=302) - participants who entered between 1 July 2016 and 31 December 2020 – Australian Capital Territory ⁷¹¹

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
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?	78%
S/CP	Has the NDIS improved how your child fits into community life?	68%

Table L.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=481) - participants who entered between 1 July 2016 and 31 December 2020 – Australian Capital Territory

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	77%
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?	63%
S/CP	Has the NDIS improved your child's social and recreational life?	62%

Table L.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=116) and ‘Participant 25 and over’ (n=496) - participants who entered between 1 July 2016 and 31 December 2020 – Australian Capital Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	66%	77%
DL	Has the NDIS helped you with daily living activities?	66%	80%
REL	Has the NDIS helped you to meet more people?	45%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	35%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	63%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	21%
S/CP	Has the NDIS helped you be more involved?	50%	61%

⁷¹¹ Results in Tables L.26 to L.29 include participants who entered between 1 July 2016 and 31 December 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=865); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=217) - participants who entered between 1 July 2016 and 31 December 2020 – Australian Capital Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	78%	64%
Has the NDIS improved the level of support for your family?	79%	73%
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%	64%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	58%	48%

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=183) - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory ⁷¹²

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	93%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	91%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	80%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	68%	75%	+7%

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=275) - participants who entered between 1 July 2016 and 31 December 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?	58%	62%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	67%	69%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	64%	63%	-1%

⁷¹² Results in Tables L.30 to L.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=88) and ‘Participant 25 and over’ (n=300) - participants who entered between 1 July 2016 and 31 December 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?	62%	68%	+6%	70%	75%	+5%
DL	Has the NDIS helped you with daily living activities?	65%	68%	+3%	76%	81%	+5%
REL	Has the NDIS helped you to meet more people?	44%	47%	+3%	47%	52%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	11%	-5%	29%	29%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	49%	+4%	60%	63%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	32%	0%	29%	26%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	15%	+4%	17%	14%	-3%
S/CP	Has the NDIS helped you be more involved?	51%	54%	+3%	56%	57%	+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=393); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=63) - participants who entered between 1 July 2016 and 31 December 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%	77%	+5%	49%	60%	+11%
	Has the NDIS improved the level of support for your family?	74%	81%	+7%	80%	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?	80%	84%	+4%	69%	63%	-6%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	87%	+4%			
	Has the NDIS improved your health and wellbeing?	59%	63%	+4%	54%	48%	-6%

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=119) - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory⁷¹³

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	96%	100%	+10%
DL	Has the NDIS improved your child's access to specialist services?	94%	95%	98%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	93%	+14%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	90%	+18%
S/CP	Has the NDIS improved how your child fits into community life?	60%	62%	71%	+11%

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=167) - participants who entered between 1 July 2016 and 31 December 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?	76%	78%	81%	+5%
LL	Has the NDIS improved your child's access to education?	45%	53%	56%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	62%	64%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	57%	60%	+9%

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=96) - participants who entered between 1 July 2016 and 31 December 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?	70%	68%	74%	+4%
Has the NDIS helped you with daily living activities?	66%	71%	77%	+11%
Has the NDIS helped you to meet more people?	51%	49%	52%	+1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	17%	18%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	56%	56%	60%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%	17%	-6%
Has the NDIS helped you be more involved?	56%	60%	57%	+1%

⁷¹³ Results in Tables L.34 to L.39 include participants who had their first plan approved between 1 July 2016 and 31 December 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=396) - participants who entered between 1 July 2016 and 31 December 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?	72%	76%	81%	+9%
Has the NDIS helped you with daily living activities?	75%	82%	86%	+11%
Has the NDIS helped you to meet more people?	52%	54%	60%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	25%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	56%	64%	69%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	28%	28%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	13%	14%	+2%
Has the NDIS helped you be more involved?	56%	62%	66%	+10%

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 31 December 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%	71%	75%	+11%
Has the NDIS improved the level of support for your family?	74%	76%	81%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	74%	78%	83%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	81%	84%	+4%
Has the NDIS improved your health and wellbeing?	43%	47%	54%	+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=32) - participants who entered between 1 July 2016 and 31 December 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?	46%	60%	65%	+19%
Has the NDIS improved the level of support for your family?	65%	58%	76%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	61%	57%	74%	+13%
Has the NDIS improved your health and wellbeing?	46%	47%	43%	-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 31 December 2017 – Australian Capital Territory⁷¹⁴

	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?	61%	69%	74%	77%	+16%
LL	Has the NDIS improved your child's access to education?	35%	39%	44%	49%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	52%	58%	61%	+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=76) - participants who entered between 1 July 2016 and 31 December 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%	64%	58%	65%	+13%
DL	Has the NDIS helped you with daily living activities?	48%	60%	55%	65%	+17%
REL	Has the NDIS helped you to meet more people?	39%	46%	29%	46%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	16%	15%	11%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%	43%	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?	20%	25%	15%	24%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	17%	13%	12%	+2%
S/CP	Has the NDIS helped you be more involved?	39%	52%	44%	52%	+13%

⁷¹⁴ Results in Tables L.40 to L.43 include participants who had their first plan approved between 1 July 2016 and 31 December 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=239) - participants who entered between 1 July 2016 and 31 December 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%	75%	79%	83%	+9%
DL	Has the NDIS helped you with daily living activities?	75%	81%	82%	85%	+10%
REL	Has the NDIS helped you to meet more people?	50%	53%	59%	60%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	18%	22%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	62%	65%	70%	+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%	28%	25%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%	19%	18%	-2%
S/CP	Has the NDIS helped you be more involved?	56%	59%	64%	67%	+11%

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=74) - participants who entered between 1 July 2016 and 31 December 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?	59%	58%	66%	73%	+14%
	Has the NDIS improved the level of support for your family?	71%	81%	84%	84%	+13%
	Has the NDIS improved your access to services, programs and activities in the community?	75%	84%	79%	83%	+8%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	77%	84%	+12%
	Has the NDIS improved your health and wellbeing?	39%	48%	52%	58%	+19%

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, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’.

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 31 December 2016 – Australian Capital Territory ⁷¹⁵

	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?	76%	81%	86%	79%	85%	+9%
DL	Has the NDIS helped you with daily living activities?	82%	81%	91%	87%	92%	+10%
REL	Has the NDIS helped you to meet more people?	54%	54%	55%	58%	64%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	26%	20%	28%	29%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	67%	72%	70%	72%	77%	+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?	37%	33%	31%	23%	33%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	18%	16%	19%	16%	-8%
S/CP	Has the NDIS helped you be more involved?	61%	62%	63%	64%	69%	+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 'Family 0 to 14', 'Family 15 to 24' and 'Family 25 and over'.

Table L.45 Progress against the NDIA's corporate plan metrics for ‘participant employment rate’ (n=420), ‘participant social and community engagement rate’ (n=420), ‘parent and carer employment rate’ (n=442) and ‘participant choice and control’ (n=349) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory ⁷¹⁶

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	18%	23%	31%	24%
Aged 25+	30%	29%	27%	
Aged 15+	26%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	35%	33%	48%
Aged 25+	37%	41%	42%	
Aged 15+	36%	40%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	58%	62%	64%	49%
Aged 15+	61%	63%	64%	
All ages	59%	62%	64%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		62%	68%	75%
Aged 25+		70%	75%	
Aged 15+		68%	74%	

⁷¹⁵ Results in Table L.44 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

⁷¹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

Table L.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=480), 'participant social and community engagement rate' (n=485), 'parent and carer employment rate' (n=241) and 'participant choice and control' (n=436) at entry, first, second and third plan review - participants who entered between 1 April 2021 to 30 September 2021 – Australian Capital Territory ⁷¹⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	18%	23%	31%	30%	24%
Aged 25+	33%	33%	28%	33%	
Aged 15+	31%	32%	28%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	31%	30%	33%	29%	48%
Aged 25+	40%	43%	42%	46%	
Aged 15+	38%	41%	41%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	49%	52%	56%	57%	49%
Aged 15+	58%	64%	67%	62%	
All ages	51%	54%	58%	58%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		70%	68%	74%	75%
Aged 25+		72%	76%	81%	
Aged 15+		71%	75%	80%	

Table L.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=299), 'participant social and community engagement rate' (n=297) and 'parent and carer employment rate' (n=79) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Australian Capital Territory ⁷¹⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	17%	33%	Numbers are too small	32%	24%
Aged 25+	33%	33%	33%	32%	30%	
Aged 15+	31%	31%	33%	32%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	48%	50%	50%	Numbers are too small	52%	48%
Aged 25+	36%	41%	48%	49%	49%	
Aged 15+	37%	42%	48%	48%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	56%	55%	61%	61%	49%
Aged 15+	74%	75%	Numbers are too small	Numbers are too small	74%	
All ages	56%	61%	62%	63%	65%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		52%	64%	58%	65%	75%
Aged 25+		74%	75%	79%	83%	
Aged 15+		69%	73%	75%	79%	

⁷¹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

⁷¹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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) and 'participant choice and control' (n=137) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory ⁷¹⁹

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+	31%	26%	26%	24%	25%	25%	
Aged 15+	30%	24%	25%	24%	25%	28%	
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+	42%	45%	48%	48%	52%	50%	
Aged 15+	42%	44%	47%	48%	51%	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		62%	70%	65%	Numbers are too small	81%	75%
Aged 25+		76%	81%	86%	79%	85%	
Aged 15+		73%	79%	82%	78%	84%	

Table L.49 Number of active plans by goal type and primary disability – Australian Capital Territory ⁷²⁰

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	
Acquired brain injury	60	157	147	38	46	159	71	63	215
Autism	480	2,445	1,214	1,122	1,353	1,943	210	579	2,870
Cerebral palsy	74	240	186	64	53	191	68	77	296
Developmental delay	181	689	370	513	333	470	5	0	759
Down syndrome	44	182	134	50	62	170	58	95	223
Global developmental delay	35	140	85	102	72	87	1	0	153
Hearing impairment	101	318	108	107	62	234	69	96	441
Intellectual disability	263	976	568	362	377	858	293	422	1,237
Multiple sclerosis	67	148	141	11	28	117	77	49	201
Psychosocial disability	256	685	755	224	254	839	421	393	1,103
Spinal cord injury	19	52	46	16	6	47	28	25	76
Stroke	35	105	79	13	18	88	33	25	133
Visual impairment	50	150	77	44	11	127	45	57	174
Other neurological	94	281	234	67	80	254	125	75	377
Other physical	118	418	348	77	58	333	134	103	537
Other sensory/speech	21	59	29	35	31	42	4	4	80
Other	22	80	41	18	20	65	31	17	92
Total	1,920	7,125	4,562	2,863	2,864	6,024	1,673	2,080	8,967

⁷¹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

⁷²⁰ 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 Percentage of active plans by goal type and primary disability – Australian Capital Territory ⁷²¹

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	28%	73%	68%	18%	21%	74%	33%	29%
Autism	17%	85%	42%	39%	47%	68%	7%	20%
Cerebral palsy	25%	81%	63%	22%	18%	65%	23%	26%
Developmental delay	24%	91%	49%	68%	44%	62%	1%	0%
Down syndrome	20%	82%	60%	22%	28%	76%	26%	43%
Global developmental delay	23%	92%	56%	67%	47%	57%	1%	0%
Hearing impairment	23%	72%	24%	24%	14%	53%	16%	22%
Intellectual disability	21%	79%	46%	29%	30%	69%	24%	34%
Multiple sclerosis	33%	74%	70%	5%	14%	58%	38%	24%
Psychosocial disability	23%	62%	68%	20%	23%	76%	38%	36%
Spinal cord injury	25%	68%	61%	21%	8%	62%	37%	33%
Stroke	26%	79%	59%	10%	14%	66%	25%	19%
Visual impairment	29%	86%	44%	25%	6%	73%	26%	33%
Other neurological	25%	75%	62%	18%	21%	67%	33%	20%
Other physical	22%	78%	65%	14%	11%	62%	25%	19%
Other sensory/speech	26%	74%	36%	44%	39%	53%	5%	5%
Other	24%	87%	45%	20%	22%	71%	34%	18%
Total	21%	79%	51%	32%	32%	67%	19%	23%

Table L.51 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁷²²

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	
Acquired brain injury	179	638	470	88	113	475	225	148	2,336
Autism	1,433	12,556	3,708	3,680	4,150	6,034	625	1,538	33,724
Cerebral palsy	266	1,227	632	216	186	698	253	213	3,691
Developmental delay	524	3,922	1,262	1,666	962	1,461	7	0	9,804
Down syndrome	127	869	409	193	181	549	169	266	2,763
Global developmental delay	101	875	317	372	228	279	2	0	2,174
Hearing impairment	245	1,089	293	264	157	594	168	229	3,039
Intellectual disability	750	4,322	1,790	1,249	1,146	2,726	850	1,098	13,931
Multiple sclerosis	188	549	502	28	73	399	223	129	2,091
Psychosocial disability	658	2,196	2,177	562	614	2,221	1,014	991	10,433
Spinal cord injury	59	239	163	46	15	174	110	59	865
Stroke	99	508	271	50	50	257	102	55	1,392
Visual impairment	119	516	201	100	15	321	101	130	1,503
Other neurological	283	1,208	797	255	255	810	347	222	4,177
Other physical	330	1,635	1,049	220	168	959	364	297	5,022
Other sensory/speech	37	191	62	80	86	108	5	12	581
Other	84	474	151	66	78	238	96	54	1,241
Total	5,482	33,014	14,254	9,135	8,477	18,303	4,661	5,441	98,767

⁷²¹ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

⁷²² Participants have set over six million goals in total across Australia since July 2016. The 297 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table L.52 Number of active plans by goal type and age group – Australian Capital Territory ⁷²³

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	272	1,082	634	817	520	795	2	0	1,178
7 to 14	348	2,051	814	994	1,084	1,370	35	19	2,304
15 to 18	127	601	265	246	304	506	41	213	730
19 to 24	184	624	373	233	189	520	163	513	825
25 to 34	186	569	435	170	180	574	264	447	792
35 to 44	222	548	503	142	172	572	278	327	799
45 to 54	229	616	584	126	168	633	326	319	890
55 to 64	230	669	625	90	174	702	398	204	952
65+	122	365	329	45	73	352	166	38	497
Total	1,920	7,125	4,562	2,863	2,864	6,024	1,673	2,080	8,967

Table L.53 Percentage of active plans by goal type and age group – Australian Capital Territory ⁷²⁴

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	23%	92%	54%	69%	44%	67%	0%	0%
7 to 14	15%	89%	35%	43%	47%	59%	2%	1%
15 to 18	17%	82%	36%	34%	42%	69%	6%	29%
19 to 24	22%	76%	45%	28%	23%	63%	20%	62%
25 to 34	23%	72%	55%	21%	23%	72%	33%	56%
35 to 44	28%	69%	63%	18%	22%	72%	35%	41%
45 to 54	26%	69%	66%	14%	19%	71%	37%	36%
55 to 64	24%	70%	66%	9%	18%	74%	42%	21%
65+	25%	73%	66%	9%	15%	71%	33%	8%
Total	21%	79%	51%	32%	32%	67%	19%	23%

Table L.54 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁷²⁵

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	882	6,907	2,468	3,009	1,726	2,711	5	0	17,708
7 to 14	1,036	11,247	2,397	3,157	3,206	4,194	76	65	25,378
15 to 18	348	2,529	700	844	897	1,546	180	602	7,646
19 to 24	474	2,158	1,034	602	480	1,362	441	1,285	7,836
25 to 34	524	2,109	1,274	410	522	1,751	713	1,123	8,426
35 to 44	651	2,050	1,616	397	491	1,756	796	882	8,639
45 to 54	652	2,307	1,894	352	466	1,939	928	891	9,429
55 to 64	621	2,499	1,918	237	511	2,059	1,104	489	9,438
65+	294	1,208	953	127	178	985	418	104	4,267
Total	5,482	33,014	14,254	9,135	8,477	18,303	4,661	5,441	98,767

⁷²³ 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.

⁷²⁴ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

⁷²⁵ Participants have set over six million goals in total across Australia since July 2016. The 6,222 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table L.55 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁷²⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 74	n = 17
Are you happy with how coming into the NDIS has gone?	76%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	80%	N/A
% of participants rating their overall experience as Very Good or Good.	65%	N/A
Pre-planning	n = 66	n = 11
Did the person from the NDIS understand how your disability affects your life?	74%	N/A
Did you understand why you needed to give the information you did?	86%	N/A
Were decisions about your plan clearly explained?	61%	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?	62%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
Planning	n = 370	n = 66
Did the person from the NDIS understand how your disability affects your life?	88%	86%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	82%	67%
Are you clear on what happens next with your plan?	82%	73%
Do you know where to go for more help with your plan?	87%	83%
% of participants rating their overall experience as Very Good or Good.	78%	77%
Plan review	n = 1,418	n = 387
Did the person from the NDIS understand how your disability affects your life?	76%	73%
Did you feel prepared for your plan review?	85%	82%
Is your NDIS plan helping you to make progress towards your goals?	87%	86%
% of participants rating their overall experience as Very Good or Good.	69%	67%

⁷²⁶ 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 ^{727 728 729}

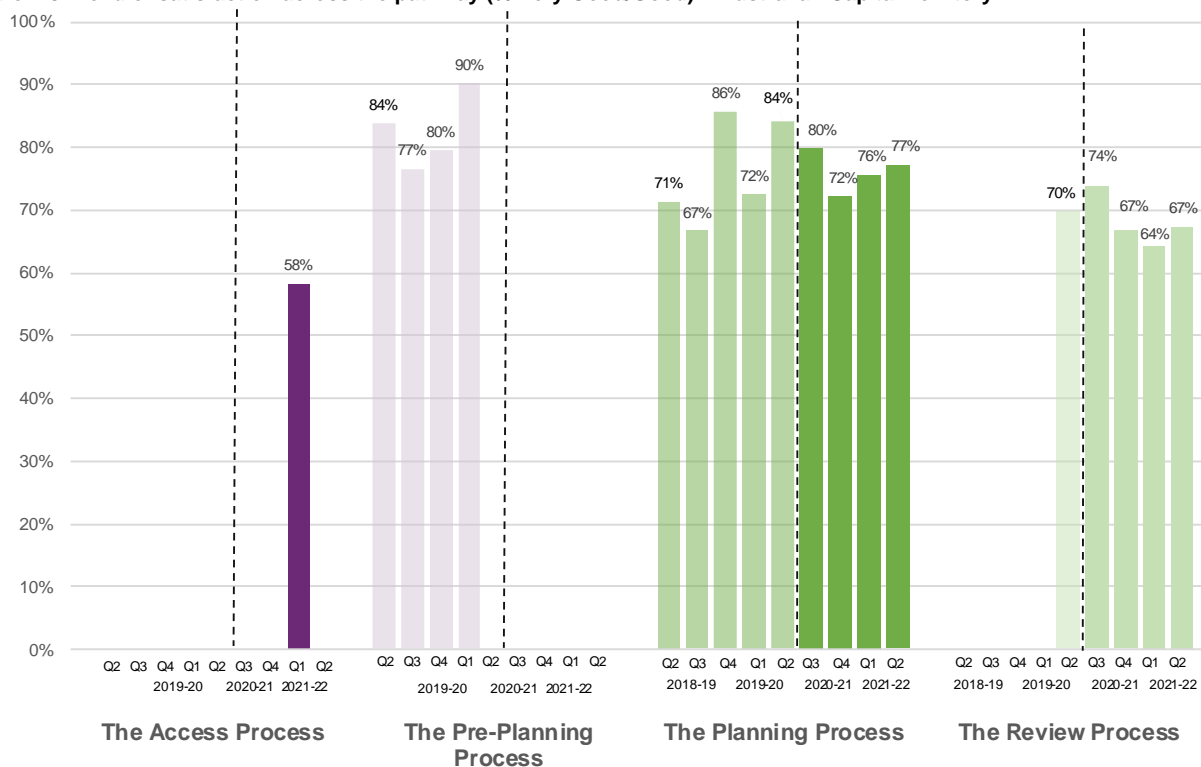
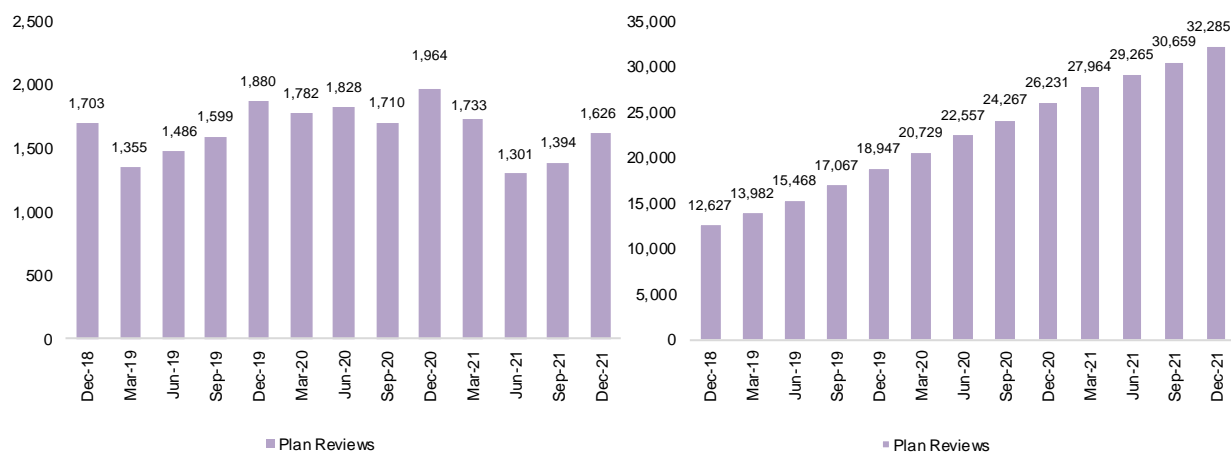


Table L.56 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory ⁷³⁰

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	30,659	1,626	32,285
<i>Early intervention plans</i>	9,379	512	9,891
<i>Permanent disability plans</i>	21,280	1,114	22,394

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁷²⁷ 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.

⁷²⁸ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁷²⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

⁷³⁰ 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 Q2. 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.57 shows the number of complaints in 2021-22 Q2 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.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 L.57 Complaints by quarter – Australian Capital Territory ^{731 732 733}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	4	0	4	4
Complaint about LAC Partner	29	6	35	34
Complaints about service providers	104	5	109	96
Complaints about the Agency	1,956	126	2,082	1,170
Critical/ Reportable Incident	98	12	110	87
Unclassified	169	0	169	146
Total	2,360	149	2,509	1,370
Total complaints made since 1 April 2017	2,031	149	2,180	
% of the number of active participants	5.8%	6.8%	5.9%	

⁷³¹ Note that 62% of all complainants made only one complaint, 21% made two complaints and 17% made three or more complaints.

⁷³² % 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.

⁷³³ 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 Territory⁷³⁴

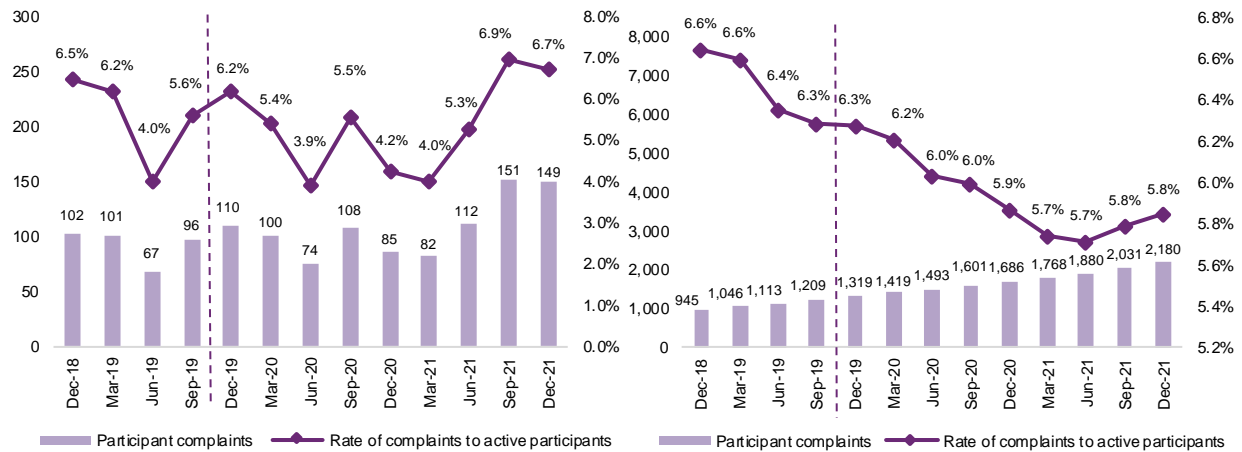


Table L.58 Participant complaints by type – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	192	(10%)	0	(0%)	192	(9%)
Information unclear	40	(2%)	1	(1%)	41	(2%)
NDIA Access	31	(2%)	6	(5%)	37	(2%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	61	(3%)	8	(6%)	69	(3%)
NDIA Fraud and Compliance	6	(0%)	0	(0%)	6	(0%)
NDIA Plan	215	(11%)	40	(32%)	255	(12%)
NDIA Process	74	(4%)	24	(19%)	98	(5%)
NDIA Resources	11	(1%)	1	(1%)	12	(1%)
NDIA Staff	54	(3%)	8	(6%)	62	(3%)
NDIA Timeliness	147	(8%)	36	(29%)	183	(9%)
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	133	(7%)	0	(0%)	133	(6%)
Staff conduct - Agency	29	(1%)	0	(0%)	29	(1%)
The way the NDIA carried out its decision making	63	(3%)	0	(0%)	63	(3%)
Timeliness	407	(21%)	0	(0%)	407	(20%)
Other	460	(24%)	2	(2%)	462	(22%)
Total	1,956		126		2,082	
Complaint about ECA Partner						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	1	(25%)	0		1	(25%)
ECA Plan	1	(25%)	0		1	(25%)
ECA Process	1	(25%)	0		1	(25%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	0	(0%)	0		0	(0%)
ECA Timeliness	1	(25%)	0		1	(25%)
Other	0	(0%)	0		0	(0%)
Total	4		0		4	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)

⁷³⁴ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	3	(10%)	3	(50%)	6	(17%)
LAC Process	5	(17%)	0	(0%)	5	(14%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	16	(55%)	1	(17%)	17	(49%)
LAC Timeliness	4	(14%)	2	(33%)	6	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	29		6		35	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(6%)
Provider Finance	2	(2%)	1	(20%)	3	(3%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(14%)	0	(0%)	15	(14%)
Provider Service	11	(11%)	2	(40%)	13	(12%)
Provider Staff	7	(7%)	1	(20%)	8	(7%)
Service Delivery	20	(19%)	0	(0%)	20	(18%)
Staff conduct	9	(9%)	0	(0%)	9	(8%)
Supports being provided	13	(13%)	0	(0%)	13	(12%)
Other	16	(15%)	1	(20%)	17	(16%)
Total	104		5		109	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	16	(16%)	4	(33%)	20	(18%)
Allegations against Informal Supports	18	(18%)	0	(0%)	18	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	23	(23%)	3	(25%)	26	(24%)
Provider reporting	41	(42%)	5	(42%)	46	(42%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	98		12		110	
<i>Unclassified</i>	169		0		169	
Participants total	2,360		149		2,509	

Table L.59 AAT Cases by category at 31 December 2021 – Australian Capital Territory ⁷³⁵

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	174	38%	<11		181	34%
Plan	243	52%	58	83%	301	56%
Plan Review	26	6%	<11		29	5%
Other	21	5%	<11		23	4%
Total	464	100%	70	100%	534	100%
% of the number of active participants	1.32%		3.15%		1.43%	

⁷³⁵ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷³⁶

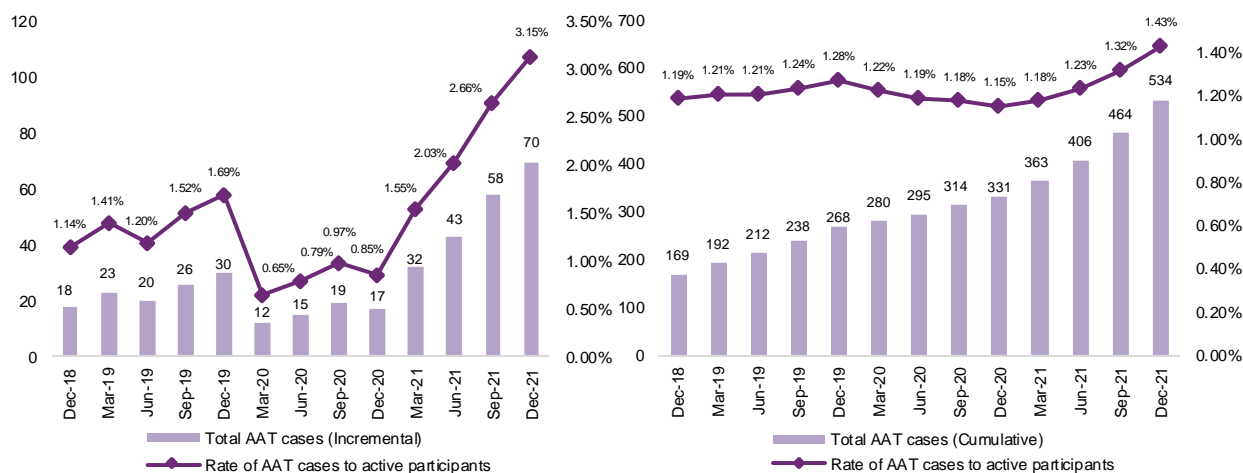
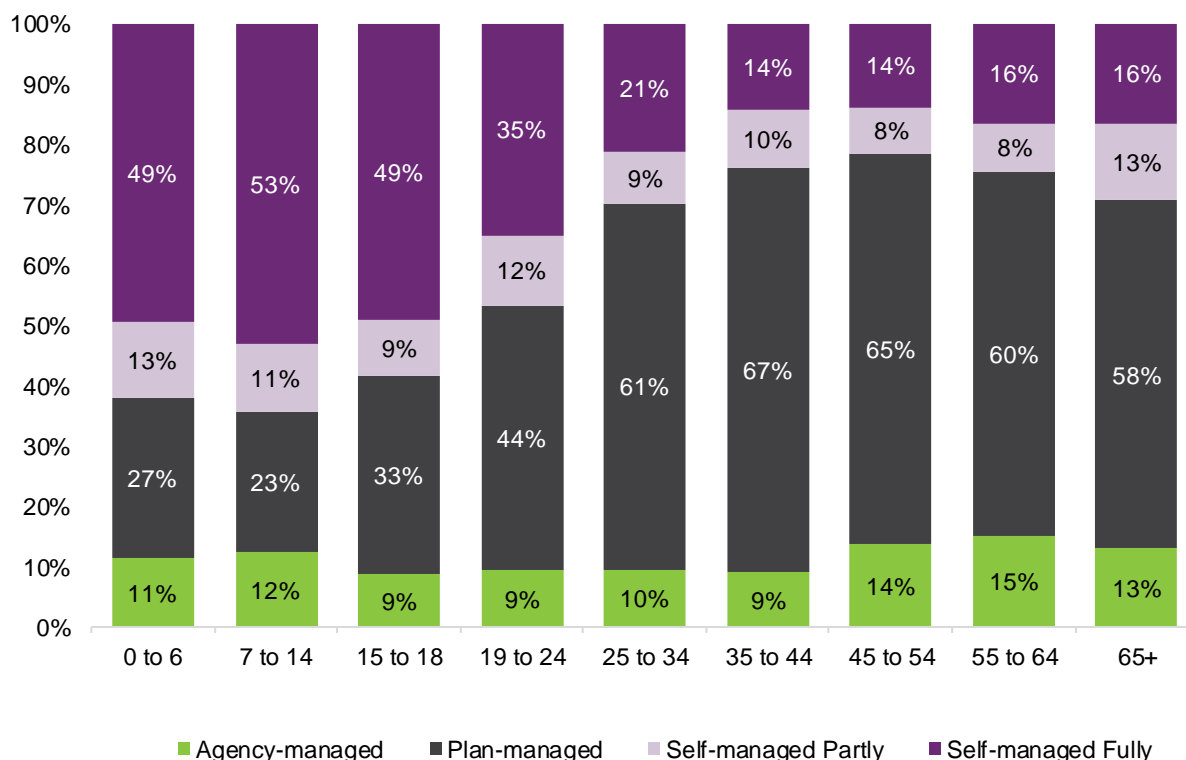


Table L.60 AAT cases by open/closed and decision – Australian Capital Territory ⁷³⁷

	N
AAT Cases	534
Open AAT Cases	153
Closed AAT Cases	381
Resolved before hearing	366
Gone to hearing and received a substantive decision	15

Figure L.12 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Australian Capital Territory ^{738 739}



⁷³⁶ Ibid.

⁷³⁷ Of the 15 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 1 varied the Agency's decision and 3 set aside the Agency's decision.

⁷³⁸ For the total number of active participants in each age group, see Table L.16.

⁷³⁹ 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 31 December 2021 – Australian Capital Territory ^{740 741}

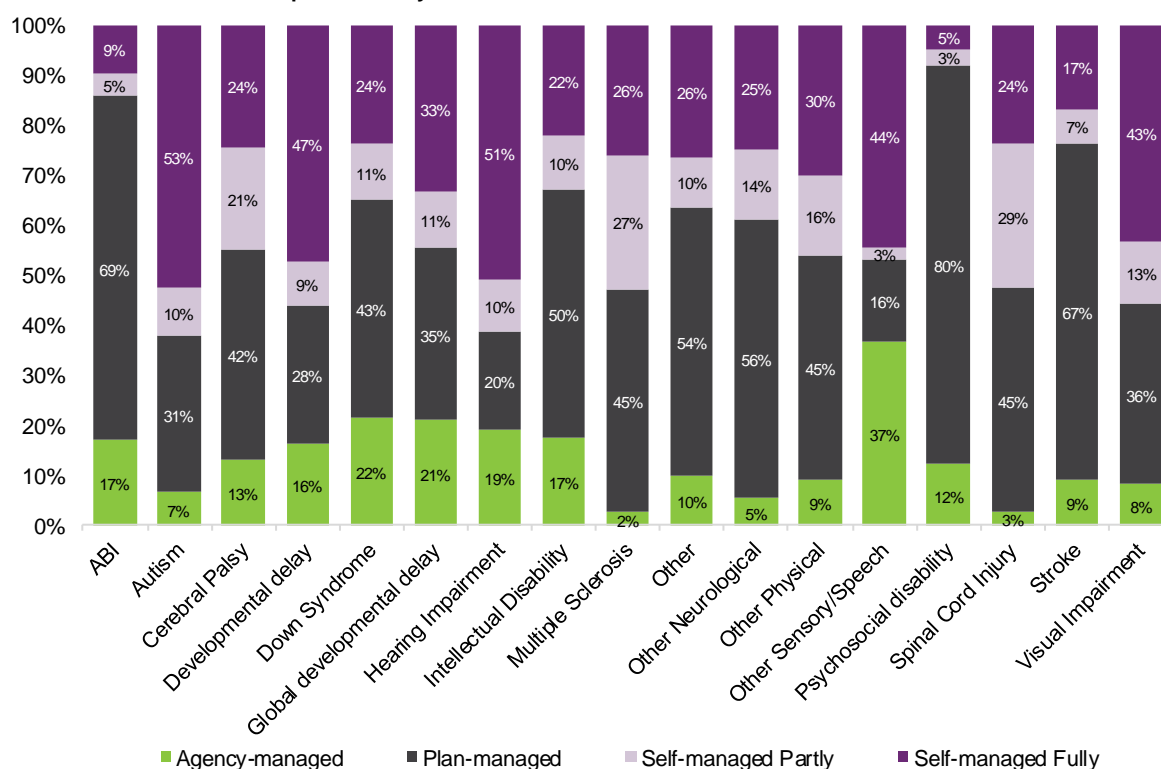
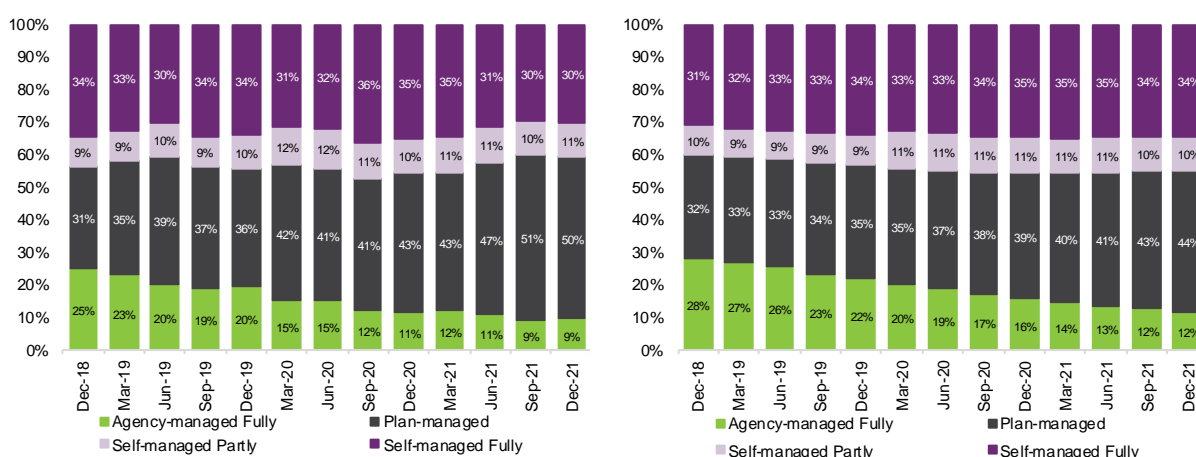


Table L.61 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁷⁴²

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	36%	30%	34%
Self-managed partly	10%	11%	10%
Plan-managed	42%	50%	44%
Agency-managed	12%	9%	12%
Total	100%	100%	100%

Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁷⁴³



⁷⁴⁰ For the total number of active participants in each primary disability group, see Table L.12.

⁷⁴¹ 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.

⁷⁴² Ibid.

⁷⁴³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table L.62 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q2	Total
Self-managed	19%	20%	19%
Plan-managed	44%	53%	45%
Agency-managed	36%	27%	35%
Total	100%	100%	100%

Figure L.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory

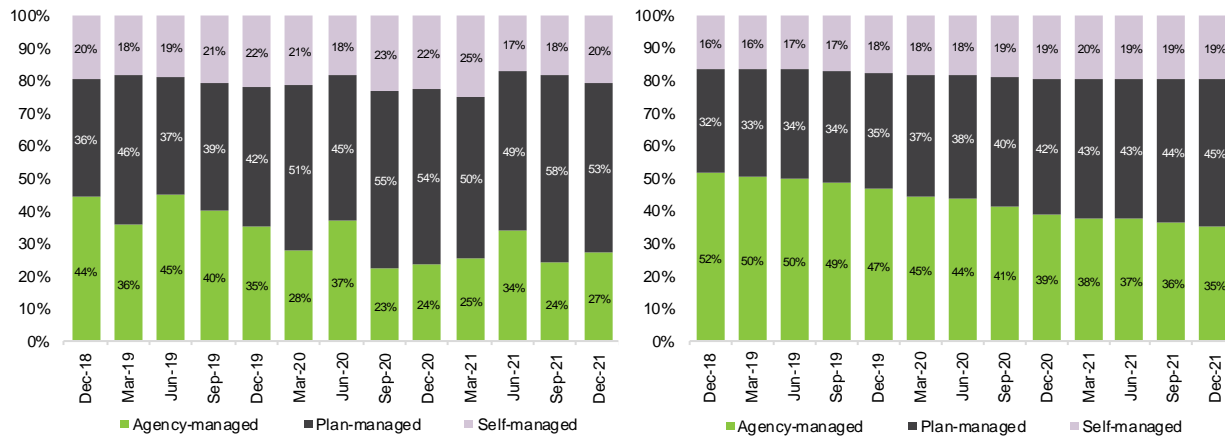


Table L.63 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2021-22 Q2	Total
Support coordination	36%	46%	38%

Table L.64 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁷⁴⁴

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	3,074	59%	161	64%	3,235	59%
30 to 59 days	777	15%	35	14%	812	15%
60 to 89 days	354	7%	16	6%	370	7%
Activated within 90 days	4,205	81%	212	84%	4,417	81%
90 to 119 days	178	3%	<11		185	3%
120 days and over	650	13%	<11		659	12%
Activated after 90 days	828	16%	16	6%	844	16%
No payments	160	3%	23	9%	183	3%
Total plans approved	5,193	100%	251	100%	5,444	100%

⁷⁴⁴ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.65 Proportion of participants who have activated within 12 months at 31 December 2021 – Australian Capital Territory

745

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	317	339	94%
Not Aboriginal and Torres Strait Islander	6,298	6,554	96%
Not Stated	972	1,028	95%
Total	7,587	7,921	96%
by Culturally and Linguistically Diverse status			
CALD	821	856	96%
Not CALD	6,699	6,998	96%
Not Stated	67	67	100%
Total	7,587	7,921	96%
by Remoteness			
Major Cities	7,576	7,910	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
Total	7,587	7,921	96%
by Primary Disability type			
Autism	2,466	2,567	96%
Intellectual disability (including Down syndrome)	1,344	1,401	96%
Psychosocial disability	936	969	97%
Developmental delay (including global developmental delay)	567	592	96%
Other	2,274	2,392	95%
Total	7,587	7,921	96%

Table L.66 Distribution of plans by utilisation – Australian Capital Territory ^{746 747}

Plan utilisation	Total
0 to 50%	34%
50% to 75%	22%
> 75%	44%
Total	100%

Table L.67 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

748

	Prior Quarters	2021-22 Q2	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	66%	72%	67%
Lifelong Learning	31%	31%	31%
Other	23%	22%	22%
Non-categorised	13%	10%	13%
Any mainstream service	94%	94%	94%

⁷⁴⁵ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

⁷⁴⁶ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷⁴⁷ 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.

⁷⁴⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table L.68 Key markets indicators by quarter – Australian Capital Territory ^{749 750}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	0.89	0.95
b) Number of providers delivering new types of supports	90	70
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	79%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	93%	93%
<i>Early Childhood Supports (%)</i>	82%	81%
<i>Assist Personal Activities (%)</i>	92%	94%

Table L.69 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Australian Capital Territory ⁷⁵¹

Activity	Number of providers
Active for the first time in 2021-22 Q2	31
Active in 2021-22 Q2 and also in previous quarters	368
Active in 2021-22 Q2	399
Inactive in 2021-22 Q2	962
Active ever	1,361

⁷⁴⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁵⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁵¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table L.70 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁷⁵²

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	23	2	25	9%
Assistance Animals	17	0	17	0%
Assistance with daily life tasks in a group or shared living arrangement	124	4	128	3%
Assistance with travel/transport arrangements	94	1	95	1%
Daily Personal Activities	253	12	265	5%
Group and Centre Based Activities	131	1	132	1%
High Intensity Daily Personal Activities	158	4	162	3%
Household tasks	266	6	272	2%
Interpreting and translation	21	3	24	14%
Participation in community, social and civic activities	252	8	260	3%
Assistive Technology				
Assistive equipment for recreation	42	0	42	0%
Assistive products for household tasks	32	2	34	6%
Assistance products for personal care and safety	306	8	314	3%
Communication and information equipment	81	5	86	6%
Customised Prosthetics	113	0	113	0%
Hearing Equipment	34	1	35	3%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	157	2	159	1%
Specialised Hearing Services	20	1	21	5%
Vision Equipment	30	0	30	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	288	12	300	4%
Behaviour Support	106	4	110	4%
Community nursing care for high needs	57	0	57	0%
Development of daily living and life skills	148	1	149	1%
Early Intervention supports for early childhood	212	2	214	1%
Exercise Physiology and Physical Wellbeing activities	113	2	115	2%
Innovative Community Participation	46	0	46	0%
Specialised Driving Training	21	2	23	10%
Therapeutic Supports	572	11	583	2%
Capital services				
Home modification design and construction	52	2	54	4%
Specialist Disability Accommodation	11	0	11	0%
Vehicle Modifications	30	2	32	7%
Choice and control support services				
Management of funding for supports in participants plan	157	8	165	5%
Support Coordination	50	1	51	2%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	54	1	55	2%
Specialised Supported Employment	33	0	33	0%
Total	1,330	31	1,361	2%

⁷⁵² 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.71 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	20	25	20%	80%	100%
Assistance Animals	3	14	17	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	11	117	128	9%	91%	100%
Assistance with travel/transport arrangements	8	87	95	8%	92%	100%
Daily Personal Activities	31	234	265	12%	88%	100%
Group and Centre Based Activities	12	120	132	9%	91%	100%
High Intensity Daily Personal Activities	16	146	162	10%	90%	100%
Household tasks	62	210	272	23%	77%	100%
Interpreting and translation	4	20	24	17%	83%	100%
Participation in community, social and civic activities	31	229	260	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	38	42	10%	90%	100%
Assistive products for household tasks	5	29	34	15%	85%	100%
Assistance products for personal care and safety	31	283	314	10%	90%	100%
Communication and information equipment	12	74	86	14%	86%	100%
Customised Prosthetics	13	100	113	12%	88%	100%
Hearing Equipment	4	31	35	11%	89%	100%
Hearing Services	1	13	14	7%	93%	100%
Personal Mobility Equipment	25	134	159	16%	84%	100%
Specialised Hearing Services	2	19	21	10%	90%	100%
Vision Equipment	4	26	30	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	41	259	300	14%	86%	100%
Behaviour Support	21	89	110	19%	81%	100%
Community nursing care for high needs	4	53	57	7%	93%	100%
Development of daily living and life skills	18	131	149	12%	88%	100%
Early Intervention supports for early childhood	64	150	214	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	27	88	115	23%	77%	100%
Innovative Community Participation	12	34	46	26%	74%	100%
Specialised Driving Training	3	20	23	13%	87%	100%
Therapeutic Supports	179	404	583	31%	69%	100%
Capital services						
Home modification design and construction	4	50	54	7%	93%	100%
Specialist Disability Accommodation	0	11	11	0%	100%	100%
Vehicle Modifications	3	29	32	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	25	140	165	15%	85%	100%
Support Coordination	10	41	51	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	51	55	7%	93%	100%
Specialised Supported Employment	2	31	33	6%	94%	100%
Total	311	1,050	1,361	23%	77%	100%

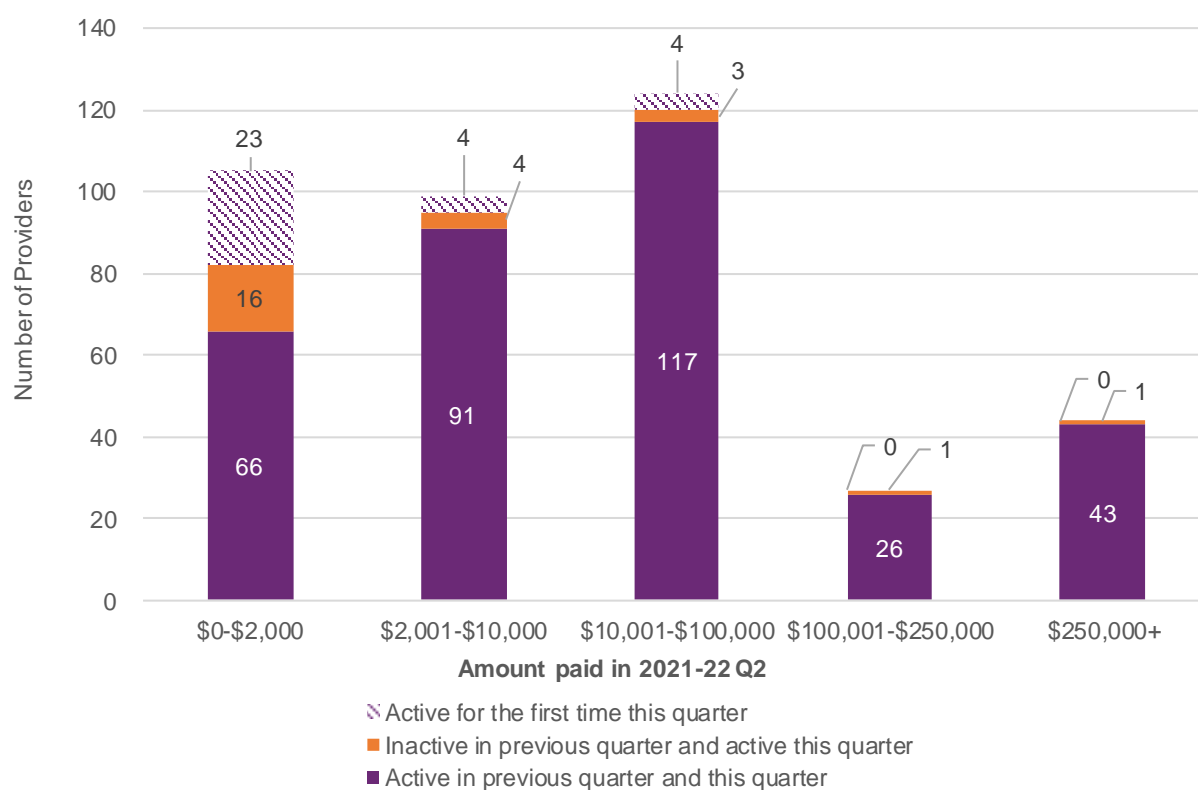
Table L.72 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	1	2	3	67%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	62	4	66	6%
Assistance with travel/transport arrangements	20	1	21	5%
Daily Personal Activities	96	12	108	11%
Group and Centre Based Activities	45	1	46	2%
High Intensity Daily Personal Activities	52	4	56	7%
Household tasks	79	6	85	7%
Interpreting and translation	4	3	7	43%
Participation in community, social and civic activities	105	8	113	7%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	4	2	6	33%
Assistance products for personal care and safety	76	8	84	10%
Communication and information equipment	23	5	28	18%
Customised Prosthetics	19	0	19	0%
Hearing Equipment	8	1	9	11%
Hearing Services	0	0	0	
Personal Mobility Equipment	32	2	34	6%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	6	0	6	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	117	12	129	9%
Behaviour Support	43	4	47	9%
Community nursing care for high needs	20	0	20	0%
Development of daily living and life skills	42	1	43	2%
Early Intervention supports for early childhood	57	2	59	3%
Exercise Physiology and Physical Wellbeing activities	42	2	44	5%
Innovative Community Participation	11	0	11	0%
Specialised Driving Training	4	2	6	33%
Therapeutic Supports	161	11	172	6%
Capital services				
Home modification design and construction	10	2	12	17%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	2	2	4	50%
Choice and control support services				
Management of funding for supports in participants plan	92	8	100	8%
Support Coordination	7	1	8	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	17	1	18	6%
Specialised Supported Employment	18	0	18	0%
Total	368	31	399	8%

Table L.73 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	3	3	0%	100%	100%
Assistance Animals	3	3	6	50%	50%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	60	66	9%	91%	100%
Assistance with travel/transport arrangements	1	20	21	5%	95%	100%
Daily Personal Activities	11	97	108	10%	90%	100%
Group and Centre Based Activities	4	42	46	9%	91%	100%
High Intensity Daily Personal Activities	5	51	56	9%	91%	100%
Household tasks	13	72	85	15%	85%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	11	102	113	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	2	2	0%	100%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	9	75	84	11%	89%	100%
Communication and information equipment	4	24	28	14%	86%	100%
Customised Prosthetics	0	19	19	0%	100%	100%
Hearing Equipment	1	8	9	11%	89%	100%
Hearing Services	0	0	0			0%
Personal Mobility Equipment	5	29	34	15%	85%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	1	5	6	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	19	110	129	15%	85%	100%
Behaviour Support	4	43	47	9%	91%	100%
Community nursing care for high needs	2	18	20	10%	90%	100%
Development of daily living and life skills	3	40	43	7%	93%	100%
Early Intervention supports for early childhood	8	51	59	14%	86%	100%
Exercise Physiology and Physical Wellbeing activities	5	39	44	11%	89%	100%
Innovative Community Participation	2	9	11	18%	82%	100%
Specialised Driving Training	0	6	6	0%	100%	100%
Therapeutic Supports	37	135	172	22%	78%	100%
Capital services						
Home modification design and construction	2	10	12	17%	83%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	15	85	100	15%	85%	100%
Support Coordination	0	8	8	0%	100%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	17	18	6%	94%	100%
Specialised Supported Employment	2	16	18	11%	89%	100%
Total	66	333	399	17%	83%	100%

Figure L.16 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Australian Capital Territory ⁷⁵³



⁷⁵³ 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.

Part Five: Financial sustainability

Table L.74 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	128.8	268.6	306.9	367.8	459.7	550.1	286.7

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Australian Capital Territory

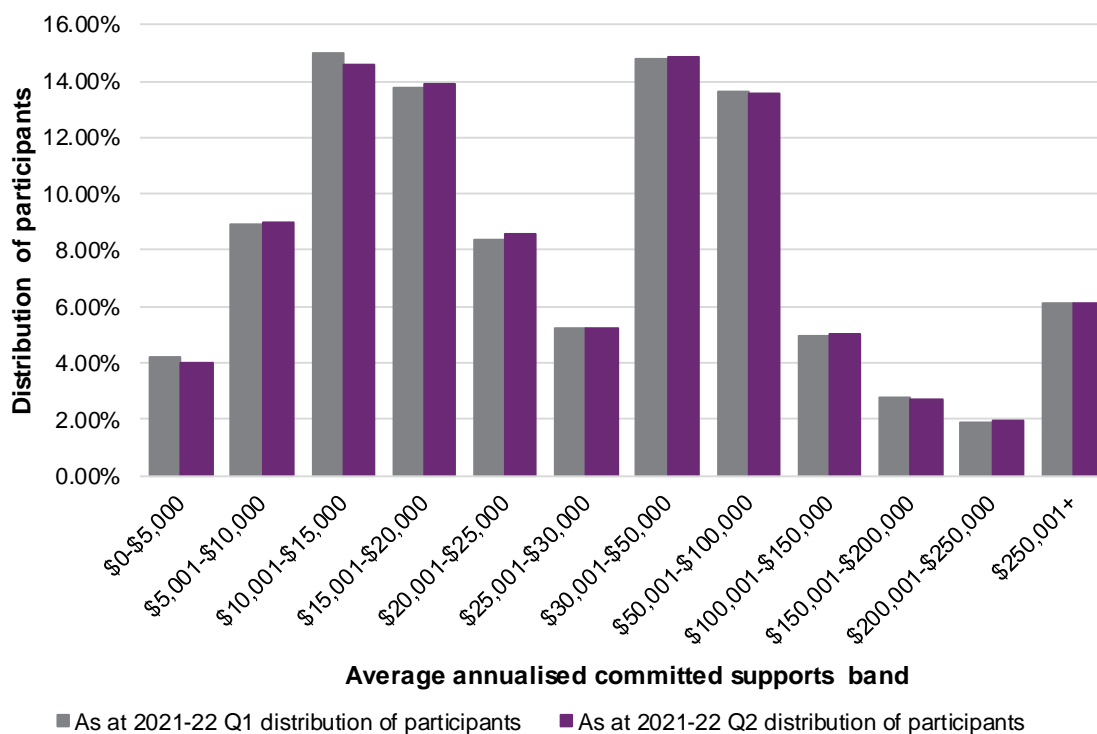


Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Australian Capital Territory

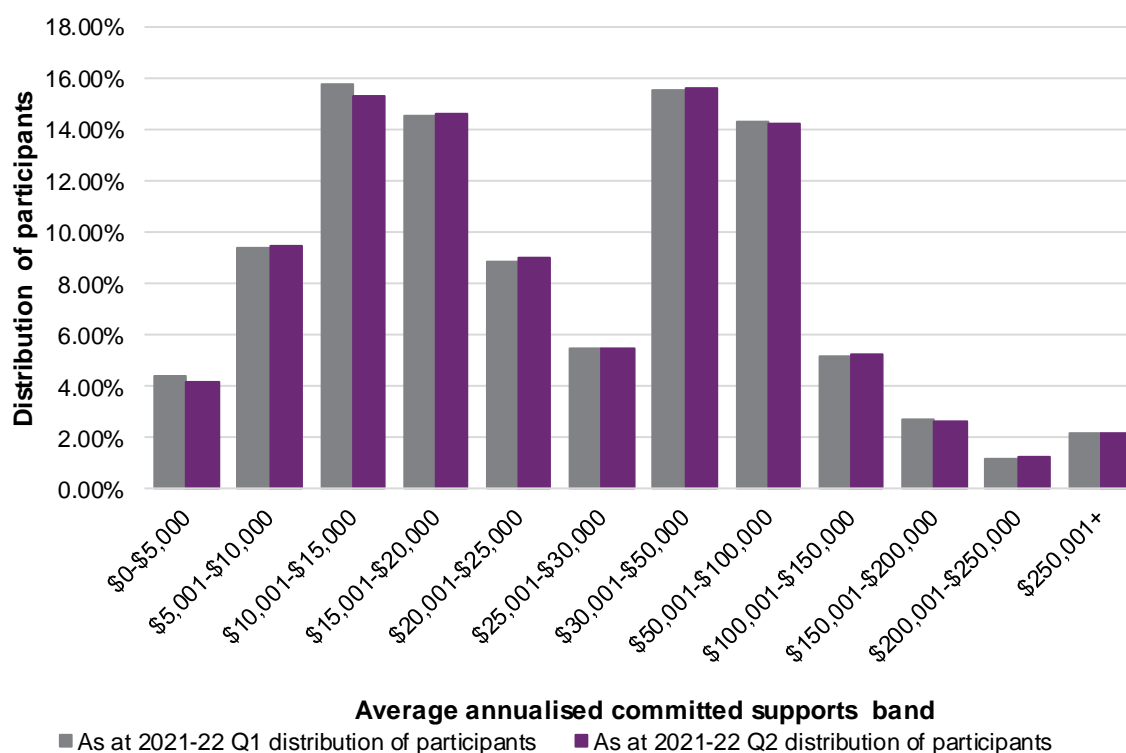


Figure L.19 Average annualised committed supports and average payments by age group as at 31 December 2021 – Australian Capital Territory ⁷⁵⁴

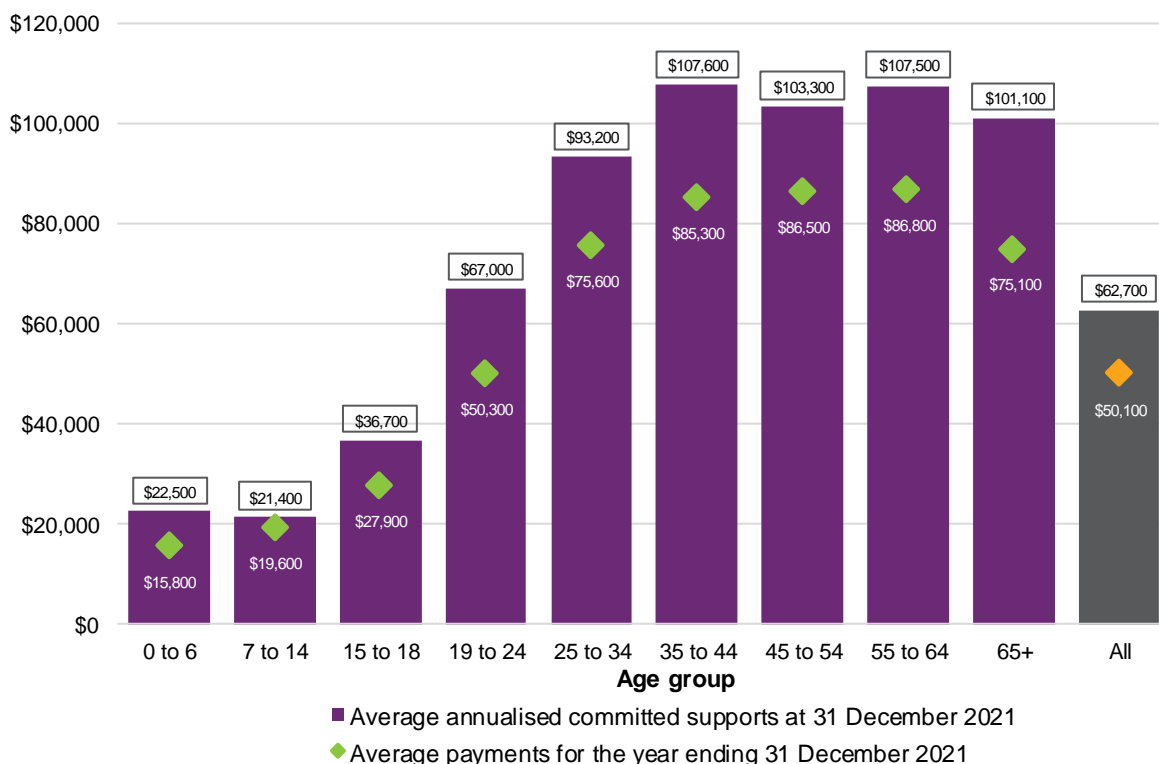
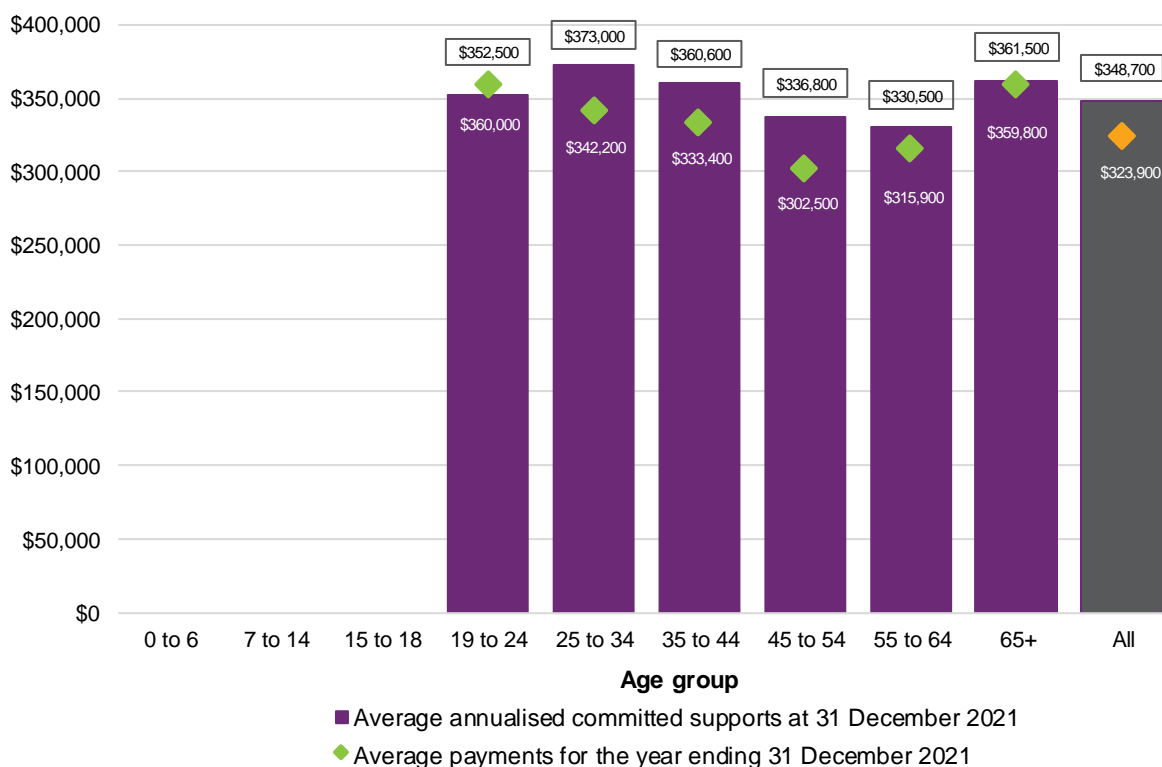


Figure L.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Australian Capital Territory ⁷⁵⁵



⁷⁵⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁷⁵⁵ Ibid.

Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Australian Capital Territory ⁷⁵⁶

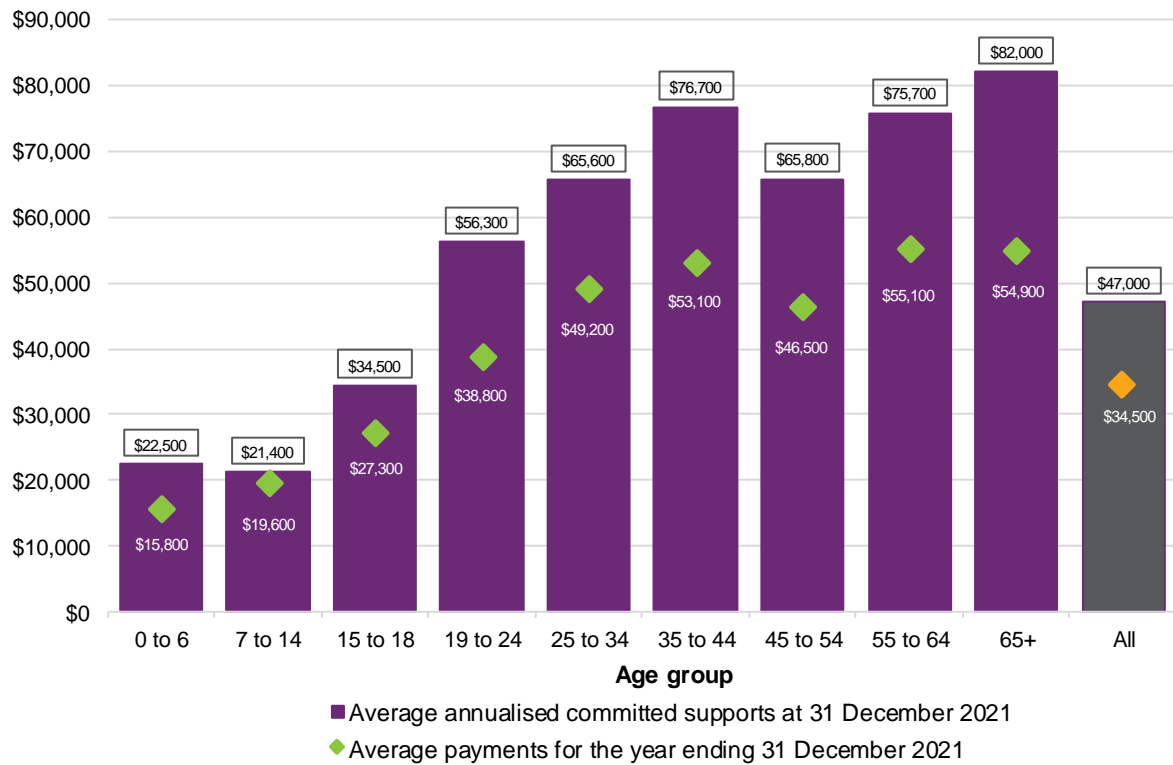
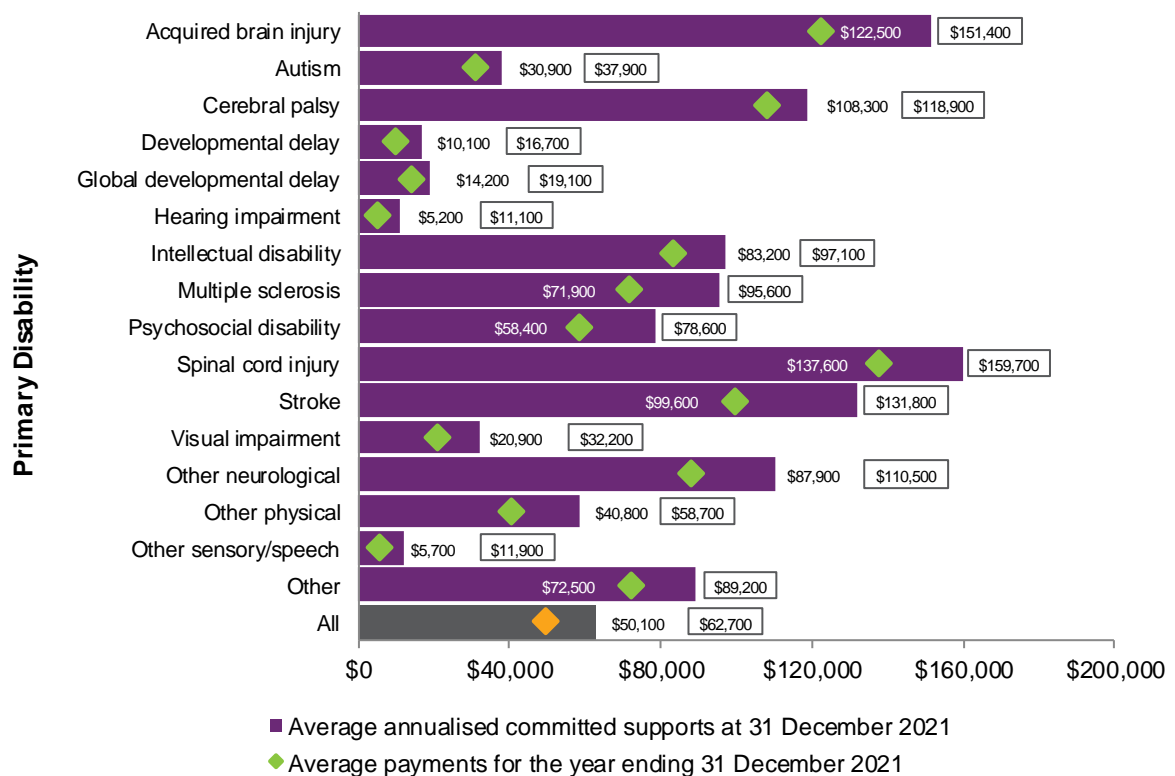


Figure L.22 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Australian Capital Territory ⁷⁵⁷



⁷⁵⁶ Ibid.

⁷⁵⁷ Ibid.

Figure L.23 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Australian Capital Territory ⁷⁵⁸

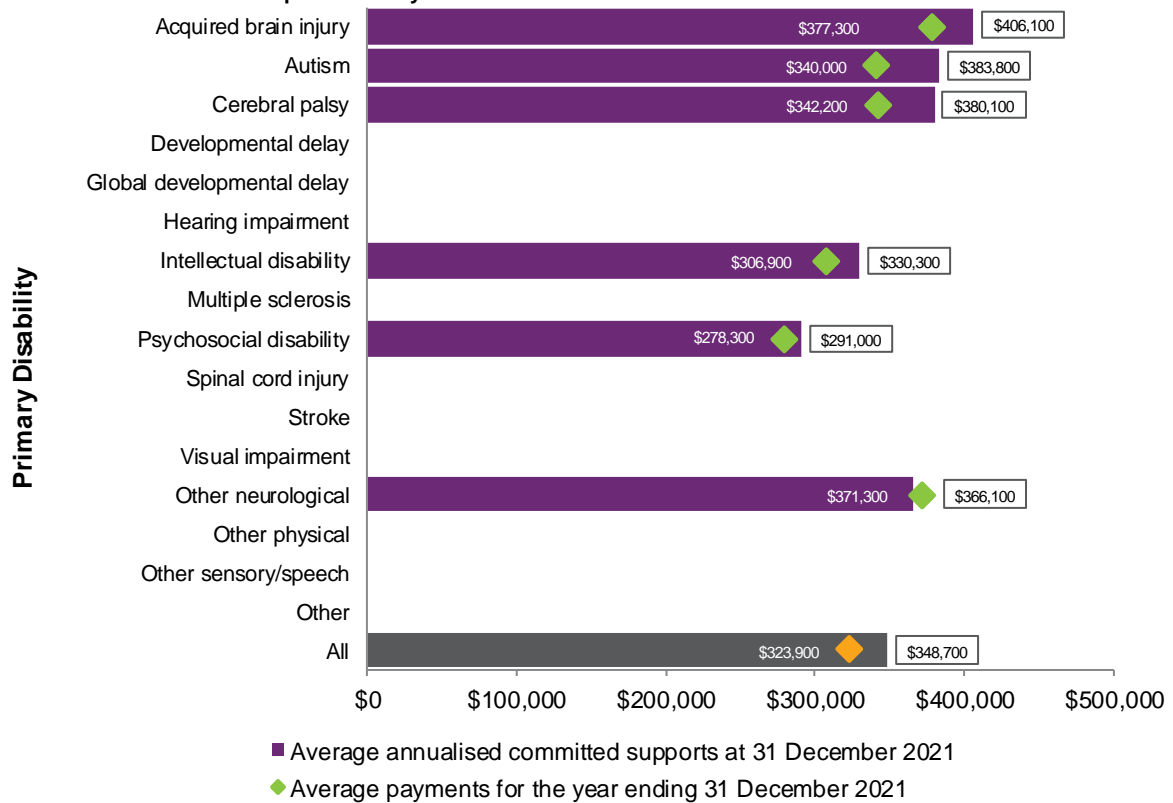
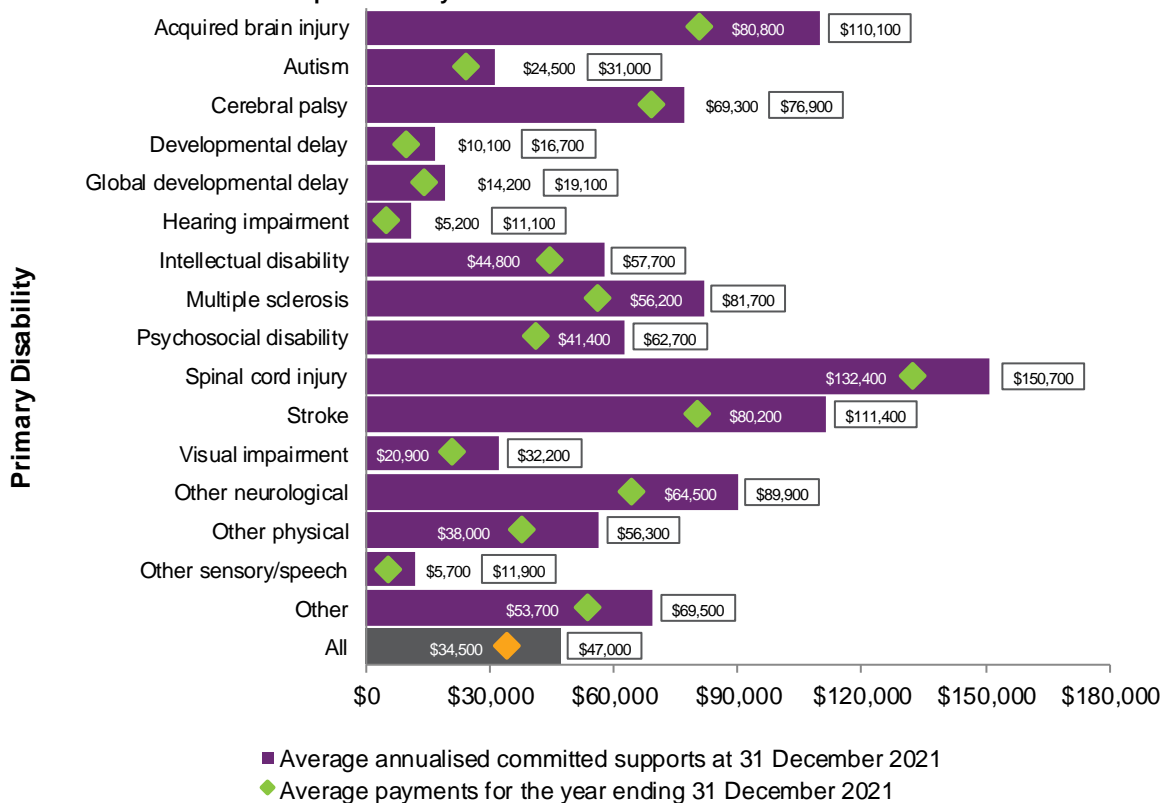


Figure L.24 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Australian Capital Territory ⁷⁵⁹



⁷⁵⁸ Ibid.

⁷⁵⁹ Ibid.

Figure L.25 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Australian Capital Territory ⁷⁶⁰

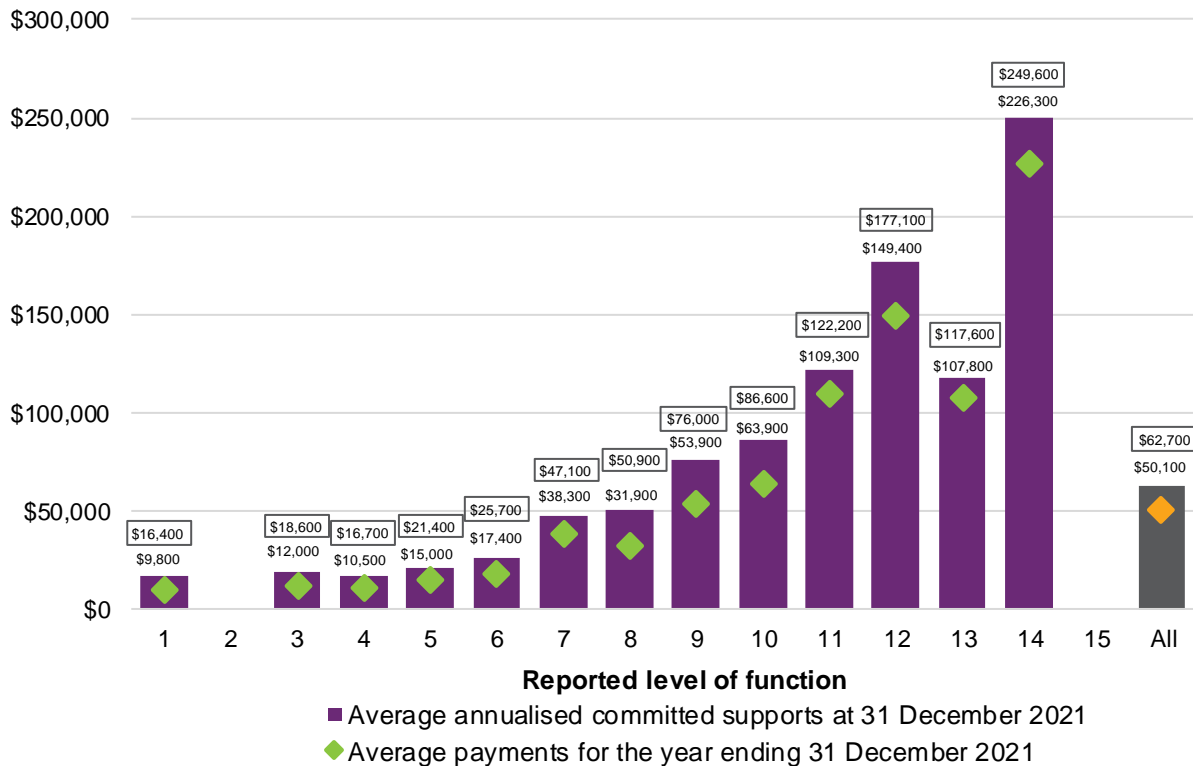
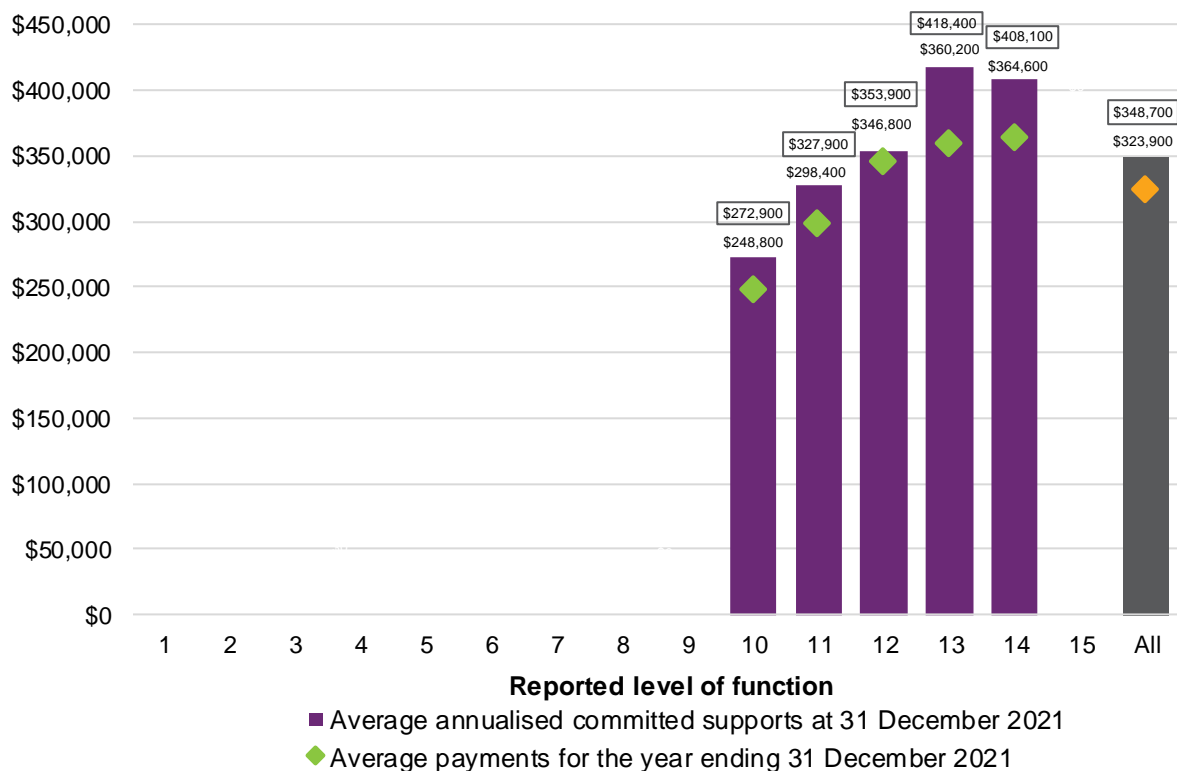


Figure L.26 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Australian Capital Territory ⁷⁶¹



⁷⁶⁰ Ibid.

⁷⁶¹ Ibid.

Figure L.27 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Australian Capital Territory ⁷⁶²

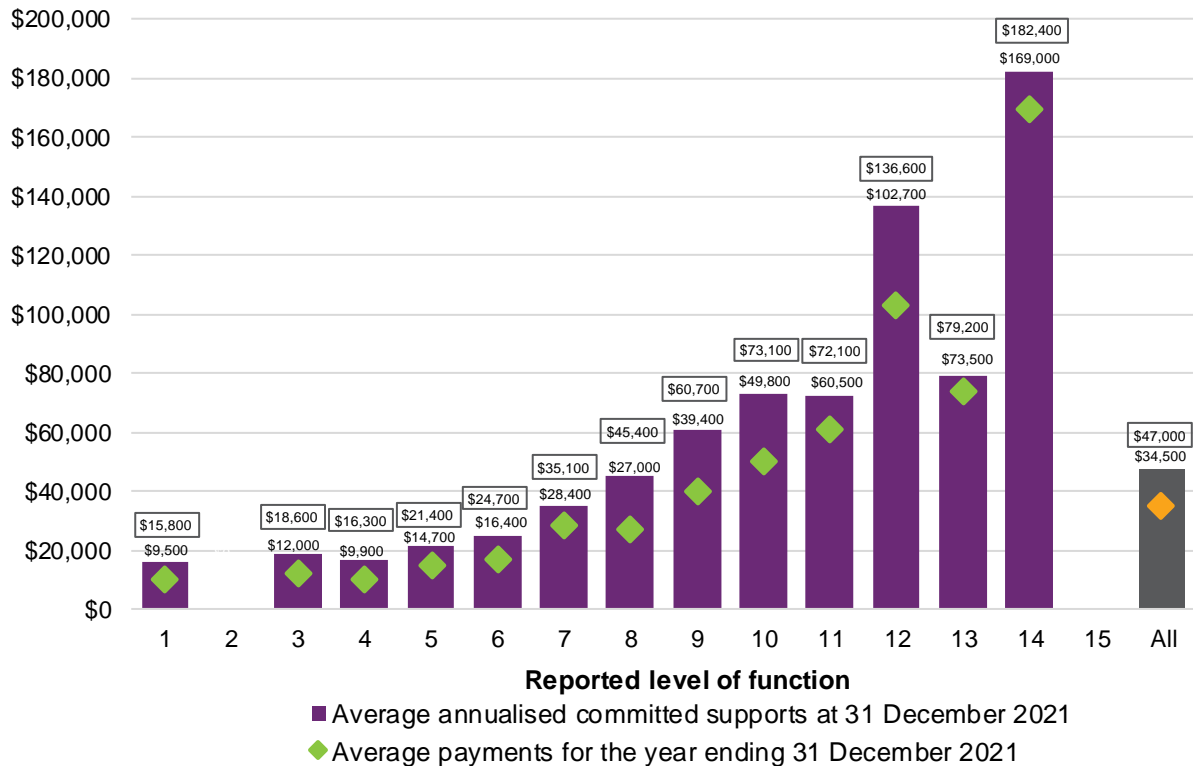
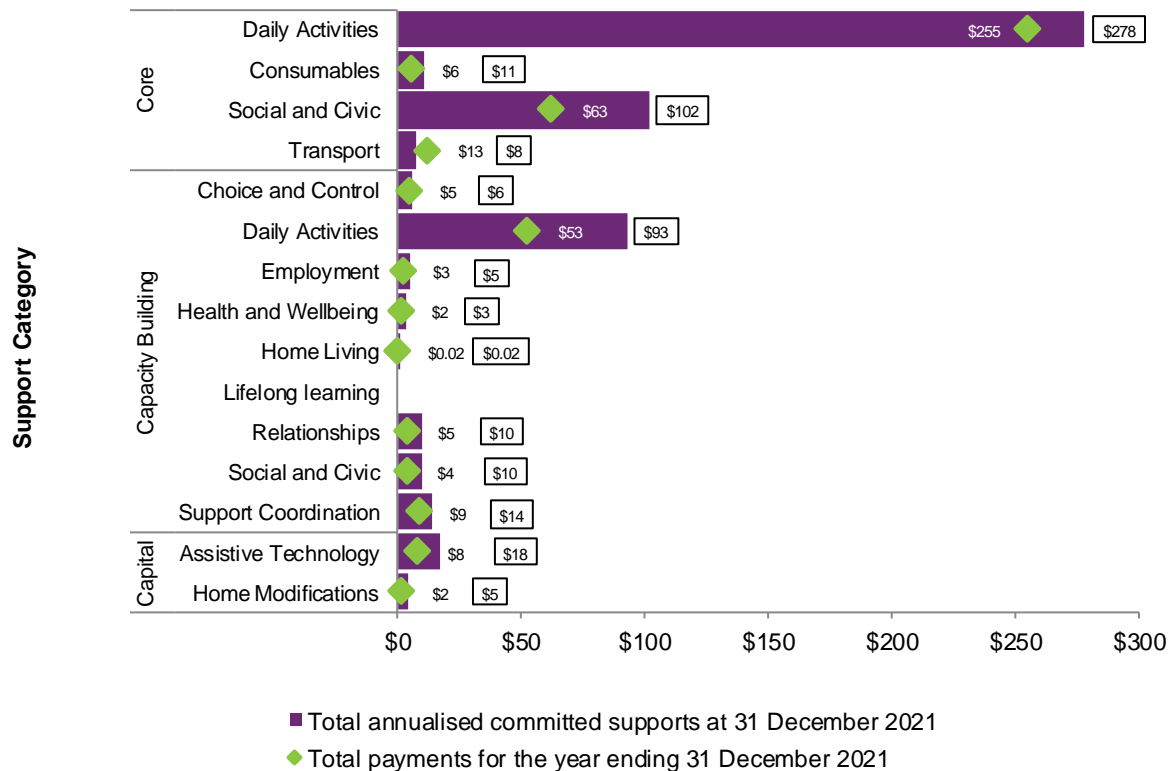


Figure L.28 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Australian Capital Territory ^{763 764}

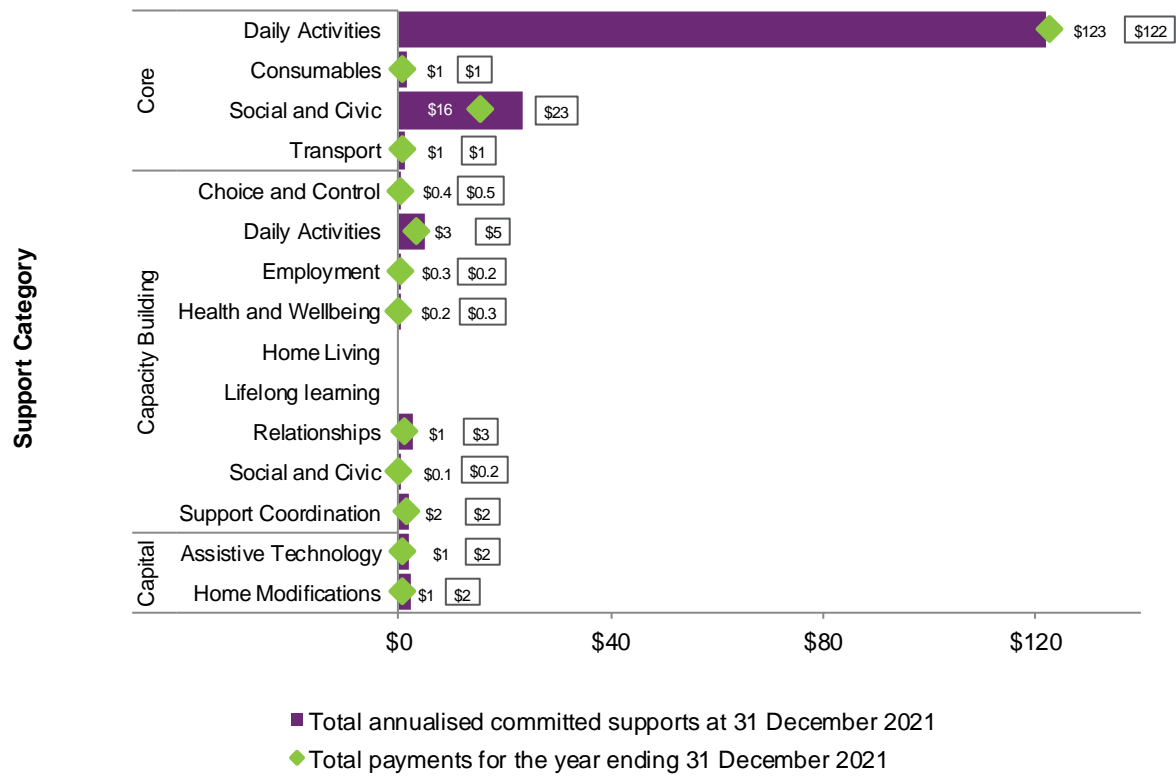


⁷⁶² Ibid.

⁷⁶³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁷⁶⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure L.29 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Australian Capital Territory ^{765 766}



⁷⁶⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁷⁶⁶ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure L.30 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Australian Capital Territory ^{767 768}

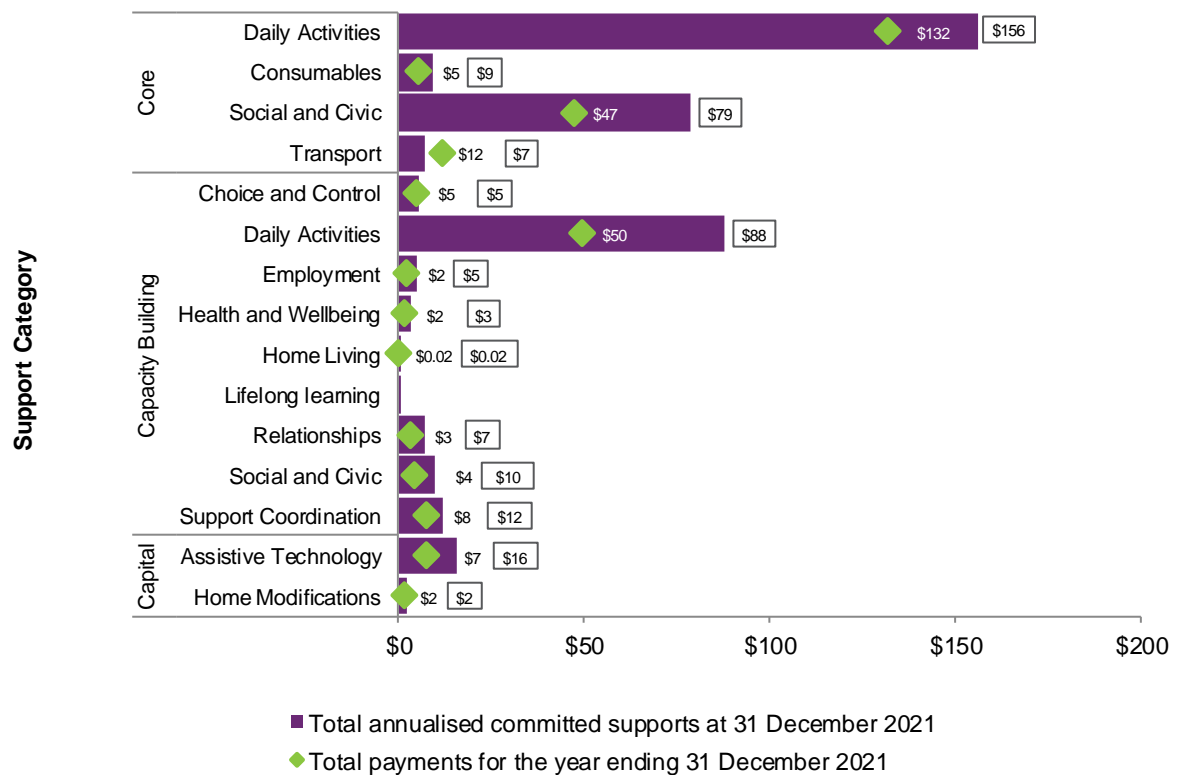


Table L.75 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory

	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	128.8	268.6	306.9	367.8	459.7	550.1	286.7
Total Paid	0.2	21.1	111.2	182.7	221.9	277.4	337.1	412.5	192.2
% utilised to date	55%	82%	86%	68%	72%	75%	73%	75%	67%

⁷⁶⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁷⁶⁸ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure L.31 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Australian Capital Territory

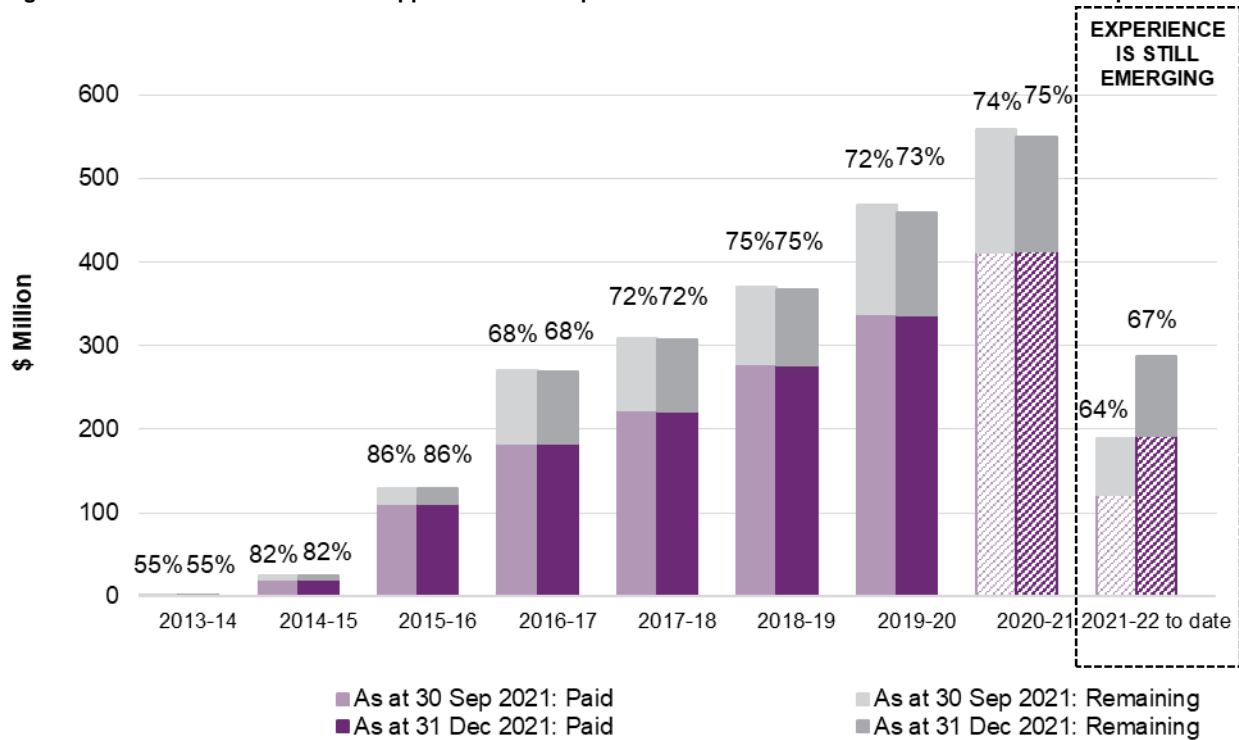
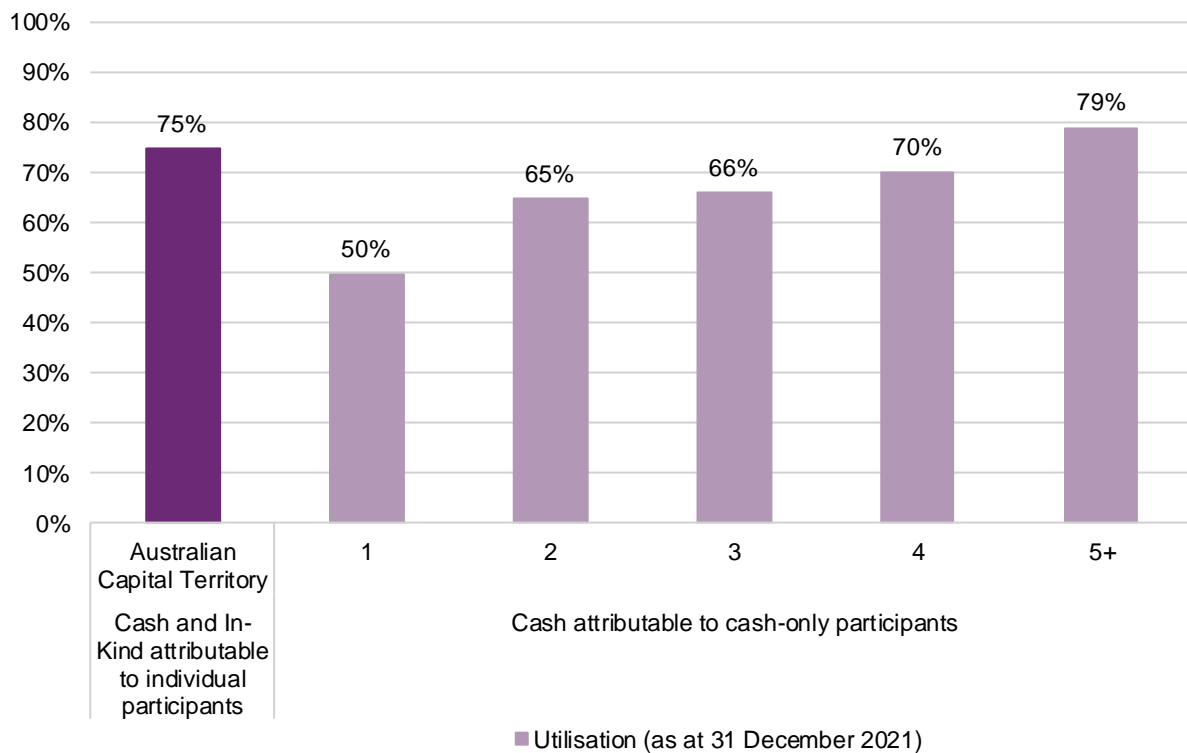


Figure L.32 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Australian Capital Territory ⁷⁶⁹



⁷⁶⁹ 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 April 2021 to 30 September 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 April 2021 to 30 September 2021 – Australian Capital Territory ⁷⁷⁰

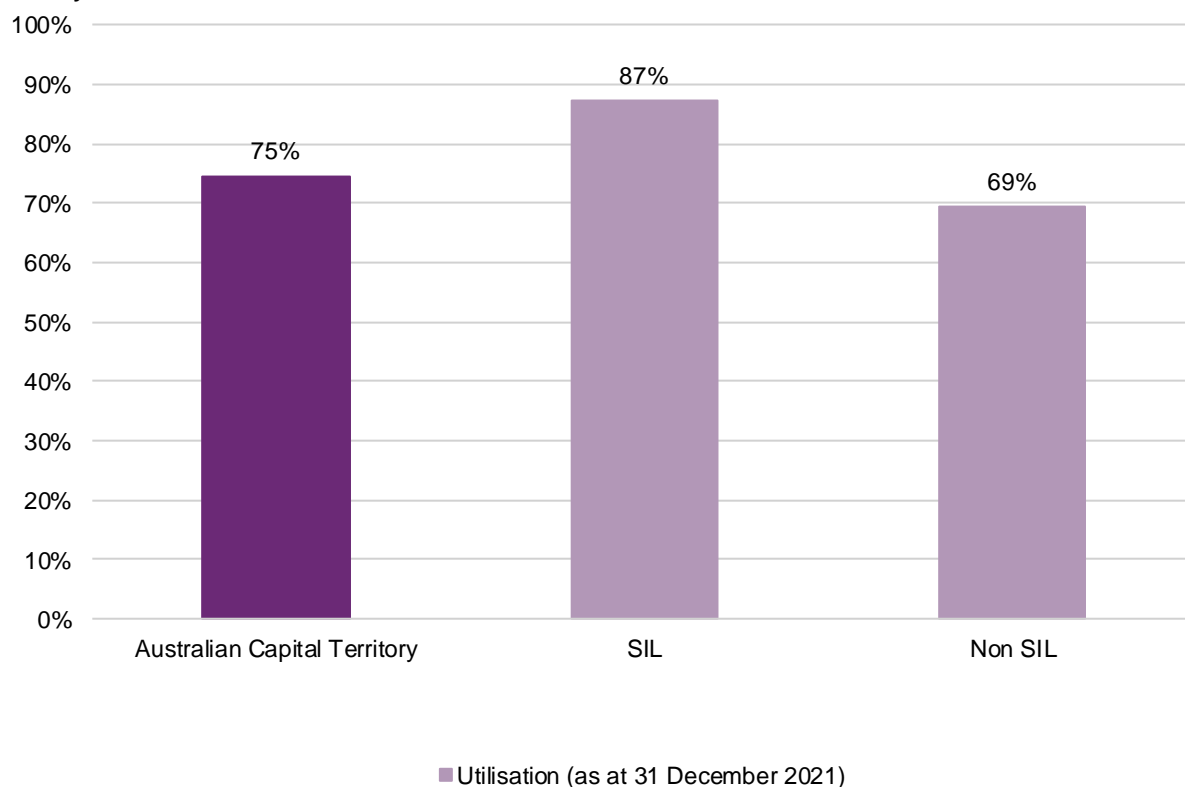
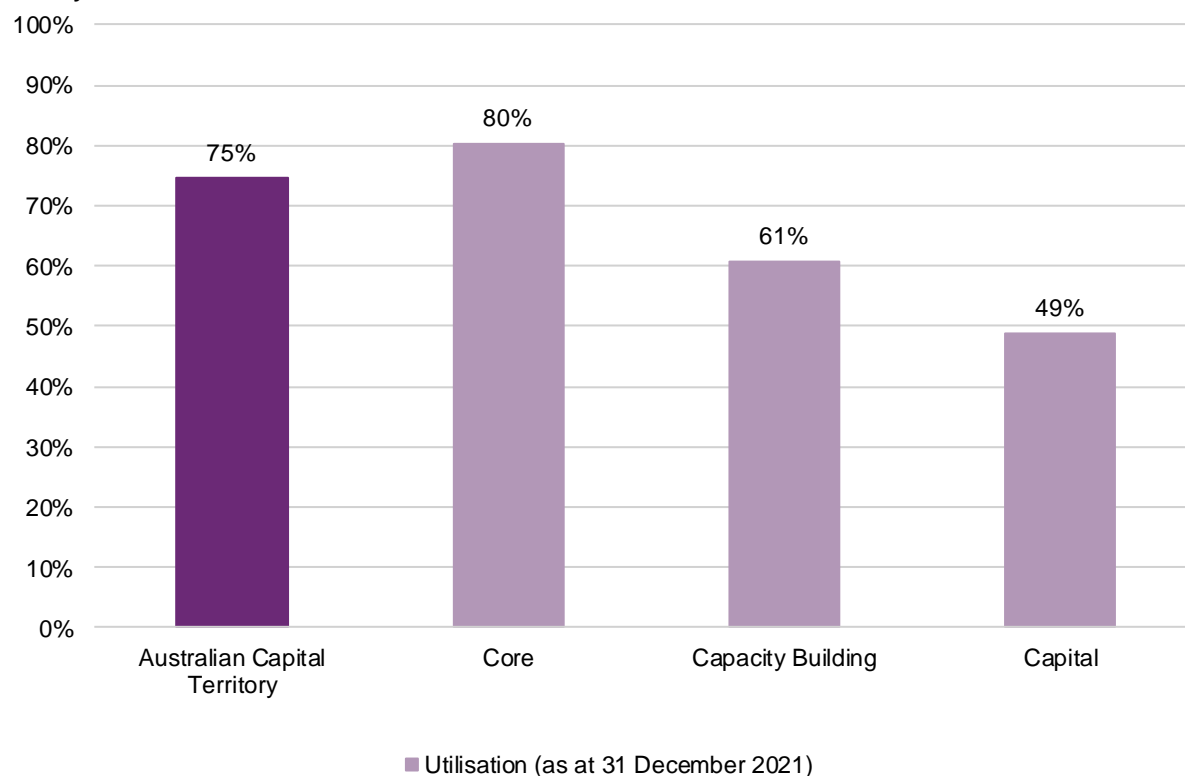


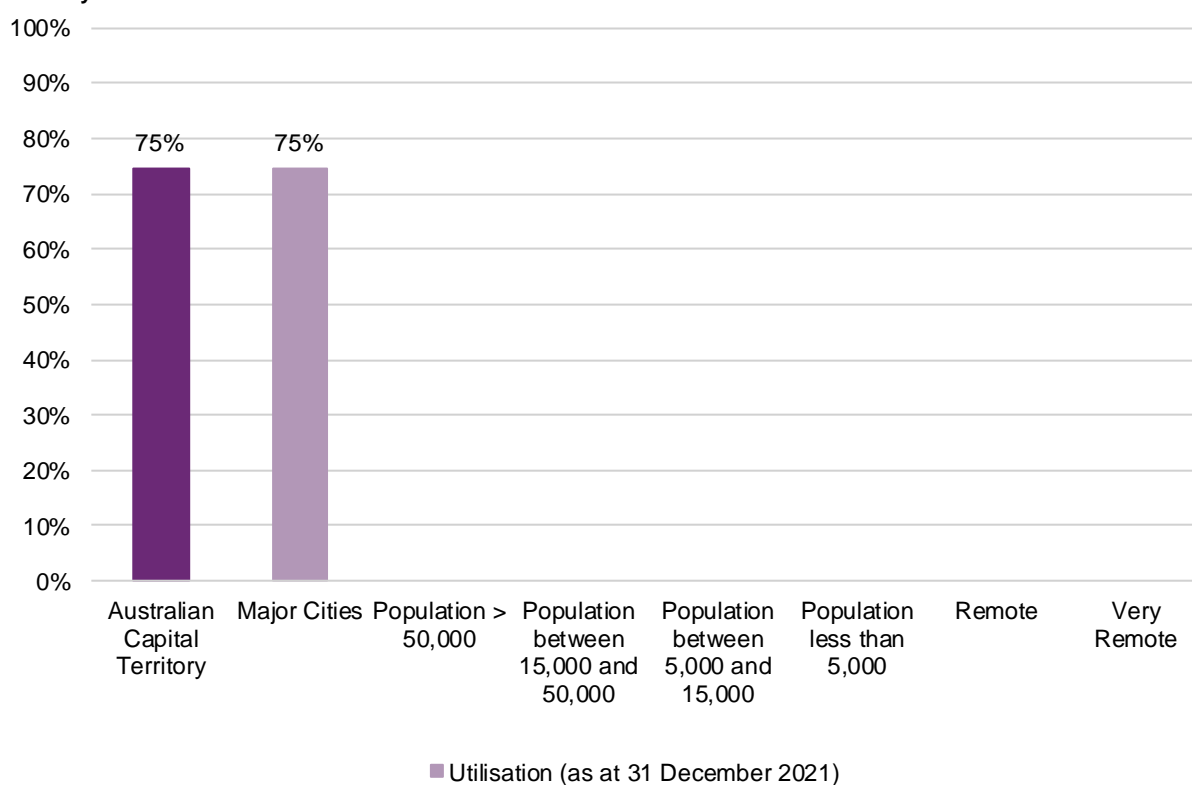
Figure L.34 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Australian Capital Territory ⁷⁷¹



⁷⁷⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

⁷⁷¹ Ibid.

Figure L.35 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Australian Capital Territory ^{772 773}



⁷⁷² Ibid.

⁷⁷³ 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 ⁷⁷⁴

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Northern Territory	4,325	262	4,587	98	4,685

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory ⁷⁷⁵

	Prior Quarters	2021-22 Q2	Total
Access decisions	5,632	321	5,953
Active Eligible	4,581	254	4,835
<i>New</i>	2,491	238	2,729
<i>State</i>	1,672	13	1,685
<i>Commonwealth</i>	418	<11	421
Active Participant Plans (excl ECA)	4,325	262	4,587
<i>New</i>	2,270	243	2,513
<i>State</i>	1,643	15	1,658
<i>Commonwealth</i>	412	<11	416
Active Participant Plans	4,451	360	4,685
<i>Early Intervention (s25)</i>	1,151	144	1,295
<i>Permanent Disability (s24)</i>	3,174	118	3,292
<i>ECA</i>	126	98	98

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Northern Territory

Exits	Total
Total participant exits	227
<i>Early Intervention participants</i>	51
<i>Permanent disability participants</i>	176

⁷⁷⁴ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁷⁷⁵ 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 ⁷⁷⁶

	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
End of 2021-22 Q2	1,658	416	2,513	98	4,685

Table M.5 Cumulative numbers of active participants by entry criteria into the Scheme – Northern Territory ^{777 778 779}

	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
End of 2021-22 Q2	1,295	3,292	98	4,685

⁷⁷⁶ This table shows the total numbers of active participants at the end of each period.

⁷⁷⁷ Ibid.

⁷⁷⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁷⁷⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

Table M.6 Assessment of access by age group – Northern Territory ⁷⁸⁰

	Prior Quarters		2021-22 Q2		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	1,323	96%	108	95%	1,431	96%
7 to 14	910	85%	46	78%	956	85%
15 to 18	300	85%	11	73%	311	85%
19 to 24	258	88%	<11		267	88%
25 to 34	437	86%	<11		445	85%
35 to 44	514	86%	16	76%	530	85%
45 to 54	568	81%	22	69%	590	81%
55 to 64	546	80%	34	67%	580	79%
65+	29	58%	<11		29	57%
Missing	<11		<11		<11	
Total	4,885	87%	254	79%	5,139	86%

Table M.7 Assessment of access by disability – Northern Territory ⁷⁸¹

	Prior Quarters		2021-22 Q2		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	304	94%	<11		309	94%
Autism	1,039	98%	35	97%	1,074	98%
Cerebral palsy	202	97%	<11		202	97%
Developmental delay	563	97%	83	97%	646	97%
Global developmental delay	108	96%	12	100%	120	97%
Hearing impairment	207	86%	<11		213	85%
Intellectual disability	930	94%	41	91%	971	94%
Multiple sclerosis	22	92%	<11		24	92%
Psychosocial disability	496	74%	20	57%	516	73%
Spinal cord injury	91	99%	<11		93	98%
Stroke	173	87%	<11		180	87%
Visual impairment	72	80%	<11		74	80%
Other neurological	237	78%	14	78%	251	78%
Other physical	260	60%	<11		266	60%
Other sensory/speech	36	46%	<11		36	46%
Other	117	59%	19	41%	136	55%
Missing	28	97%	<11		28	97%
Total	4,885	87%	254	79%	5,139	86%

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

Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

	Prior Quarters		2021-22 Q2		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,160	49.9%	135	51.5%	2,295	50.0%
Not Aboriginal and Torres Strait Islander	1,839	42.5%	98	37.4%	1,937	42.2%
Not Stated	326	7.5%	29	11.1%	355	7.7%
Total	4,325	100%	262	100%	4,587	100%

⁷⁸⁰ 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 support and are therefore more likely to meet eligibility criteria to the Scheme.

⁷⁸¹ Ibid.

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁸²

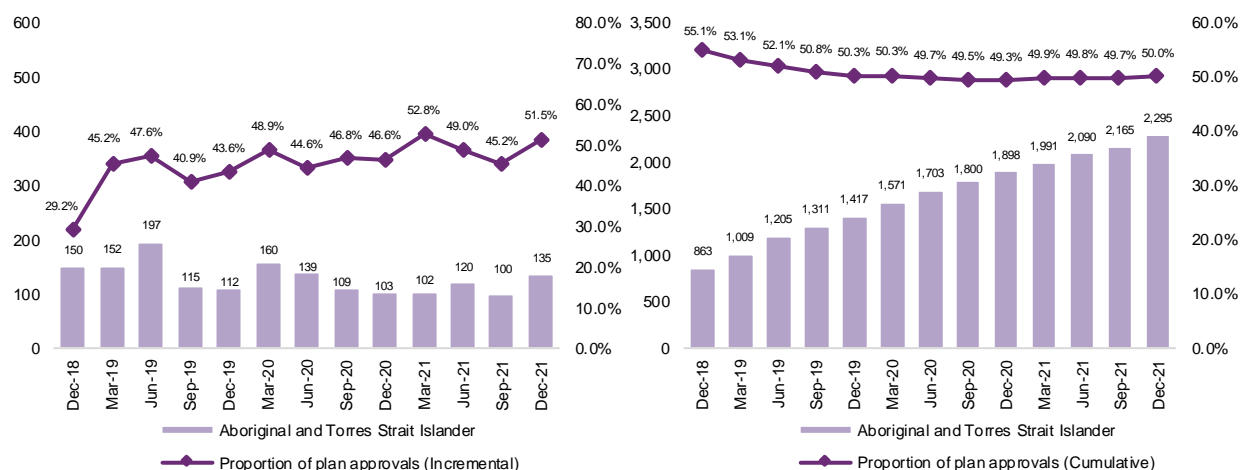


Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory ⁷⁸³

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	275	6.4%	24	9.2%	299	6.5%
Not culturally and linguistically diverse	4,042	93.5%	238	90.8%	4,280	93.3%
Not stated	<11		<11		<11	
Total	4,325	100%	262	100%	4,587	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{784 785}

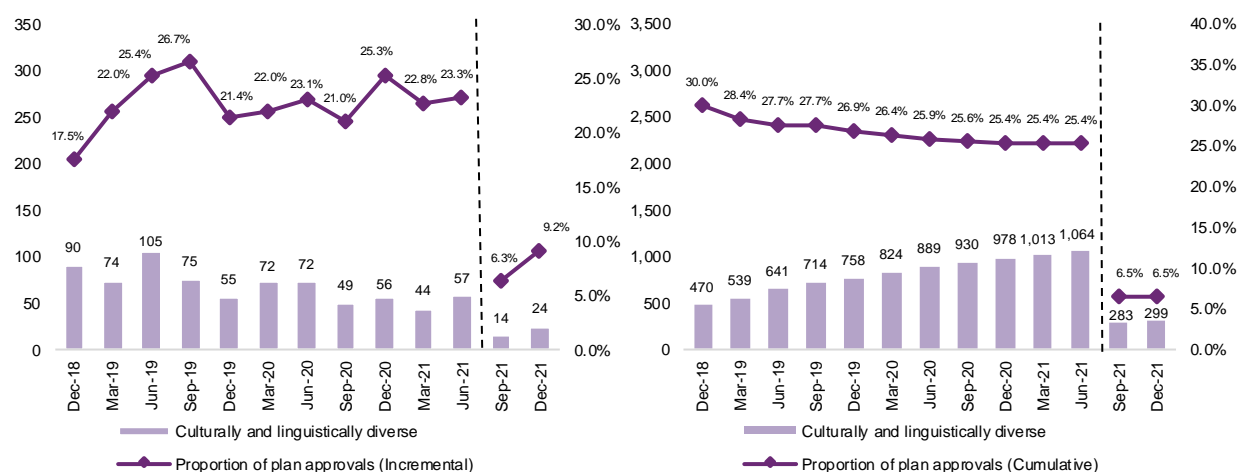


Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Northern Territory ^{786 787}

	Total
Age group	N
Total YPIRAC (under 65)	28

⁷⁸² 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.

⁷⁸³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁷⁸⁴ 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.

⁷⁸⁵ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

⁷⁸⁶ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

⁷⁸⁷ There are a further 14 active participants aged 65 years or over who are currently in residential aged care.

Figure M.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁸⁸

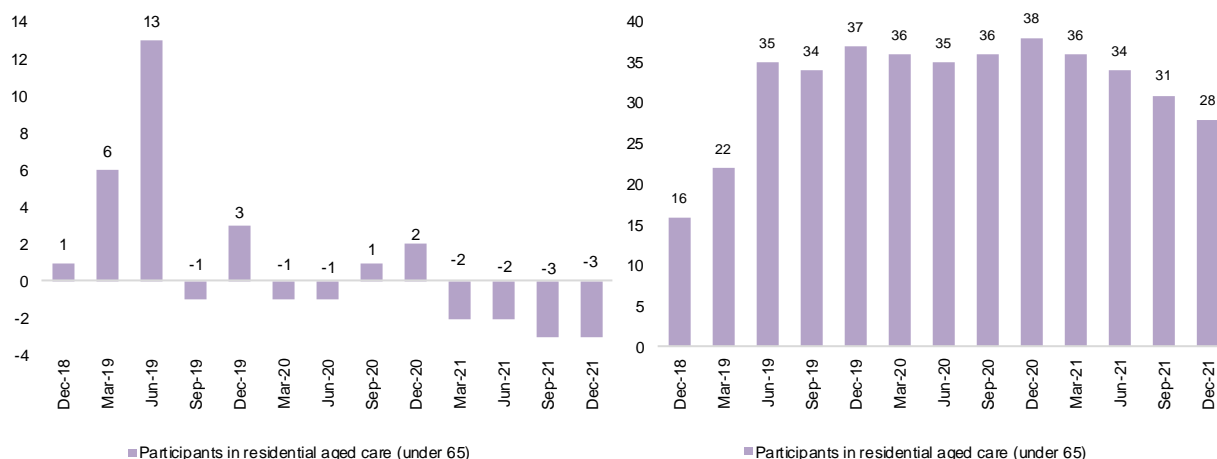
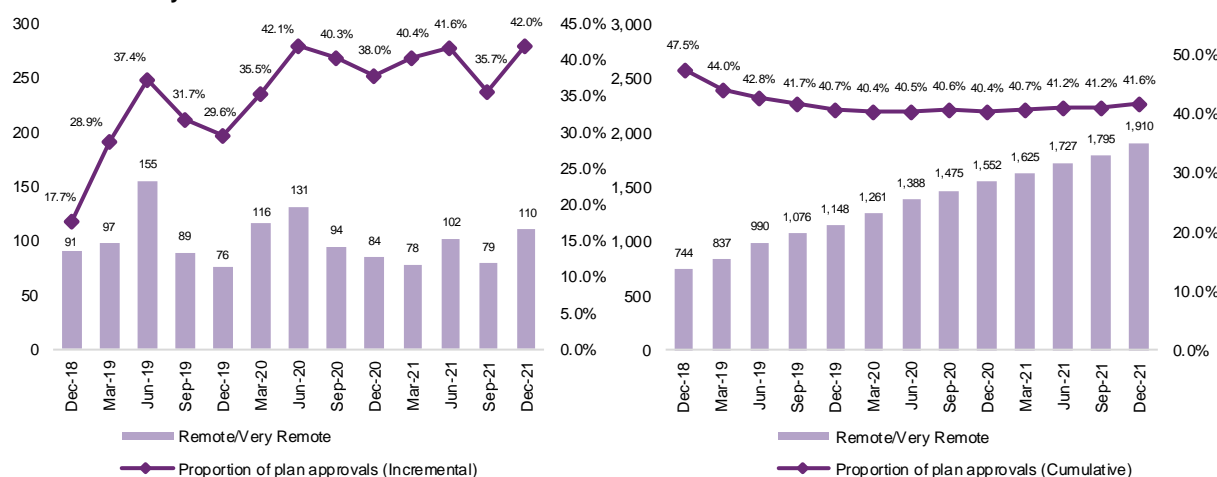


Table M.11 Participant profile per quarter by remoteness – Northern Territory ^{789 790}

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,478	57.3%	150	57.3%	2,628	57.3%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	47	1.1%	<11		49	1.1%
Remote	854	19.7%	49	18.7%	903	19.7%
Very Remote	946	21.9%	61	23.3%	1,007	22.0%
Missing	<11		<11		<11	
Total	4,325	100%	262	100%	4,587	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{791 792}



⁷⁸⁸ 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.

⁷⁸⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

⁷⁹⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁷⁹¹ Ibid.

⁷⁹² 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 ^{793 794 795}

	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	996	23%	41	16%	1,037	23%
Intellectual disability	841	19%	39	15%	880	19%
Psychosocial disability	447	10%	21	8%	468	10%
Developmental delay	479	11%	76	29%	555	12%
Hearing impairment	188	4%	<11		195	4%
Other neurological	195	5%	12	5%	207	5%
Other physical	198	5%	<11		202	4%
Cerebral palsy	195	5%	<11		195	4%
Acquired brain injury	264	6%	12	5%	276	6%
Global developmental delay	93	2%	14	5%	107	2%
Visual impairment	66	2%	<11		67	1%
Multiple sclerosis	17	0%	<11		22	0%
Stroke	149	3%	<11		156	3%
Spinal cord injury	77	2%	<11		79	2%
Other	89	2%	21	8%	110	2%
Other sensory/speech	31	1%	<11		31	1%
Total	4,325	100%	262	100%	4,587	100%

Table M.13 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{796 797}

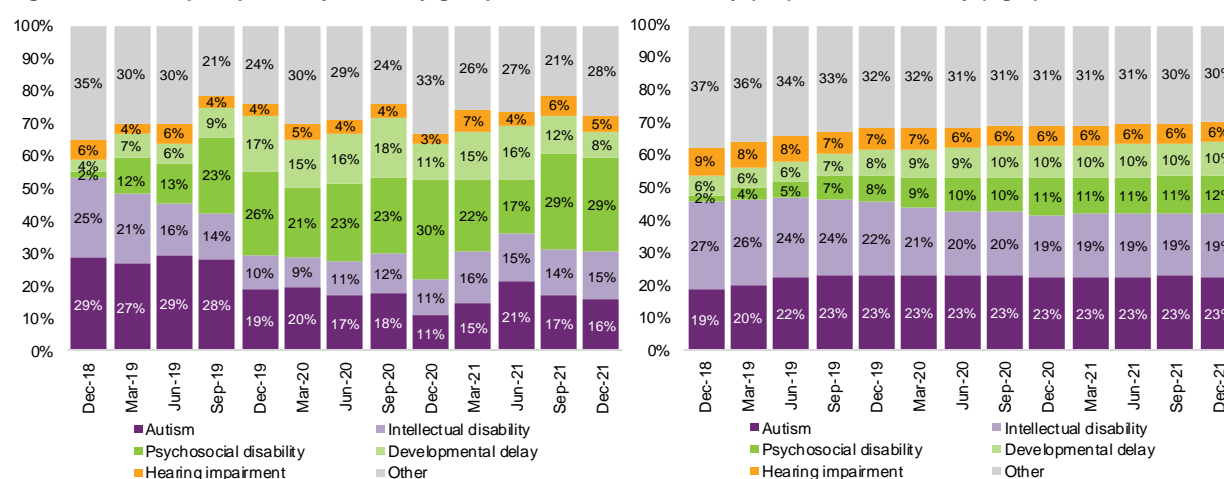
	Prior Quarters		2021-22 Q2		Total	
Disability	N	%	N	%	N	%
Autism	26	6%	<11		26	6%
Intellectual disability	126	31%	<11		126	31%
Psychosocial disability	50	12%	<11		50	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	25	6%	<11		25	6%
Other physical	<11		<11		<11	
Cerebral palsy	58	14%	<11		58	14%
Acquired brain injury	69	17%	<11		69	17%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	25	6%	<11		25	6%
Spinal cord injury	13	3%	<11		13	3%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
Total	402	100%	<11		402	100%

⁷⁹³ Table order based on national proportions in Table E.12 (highest to lowest).⁷⁹⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.⁷⁹⁵ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Northern Territory (104).⁷⁹⁶ 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.⁷⁹⁷ Down syndrome is included in intellectual disability, representing 3% of participants in SIL (14).

Table M.14 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ⁷⁹⁸

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	970	25%	41	16%	1,011	24%
Intellectual disability	715	18%	39	15%	754	18%
Psychosocial disability	397	10%	21	8%	418	10%
Developmental delay	479	12%	76	29%	555	13%
Hearing impairment	188	5%	<11		195	5%
Other neurological	170	4%	12	5%	182	4%
Other physical	194	5%	<11		198	5%
Cerebral palsy	137	3%	<11		137	3%
Acquired brain injury	195	5%	12	5%	207	5%
Global developmental delay	93	2%	14	5%	107	3%
Visual impairment	64	2%	<11		65	2%
Multiple sclerosis	16	0%	<11		21	1%
Stroke	124	3%	<11		131	3%
Spinal cord injury	64	2%	<11		66	2%
Other	86	2%	21	8%	107	3%
Other sensory/speech	31	1%	<11		31	1%
Total	3,923	100%	262	100%	4,185	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁹⁹



⁷⁹⁸ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (90).

⁷⁹⁹ 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 ⁸⁰⁰

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	624	14%	79	30%	703	15%
2 (High Function)	<11		<11		<11	
3 (High Function)	260	6%	19	7%	279	6%
4 (High Function)	238	6%	12	5%	250	5%
5 (High Function)	285	7%	23	9%	308	7%
6 (Moderate Function)	808	19%	50	19%	858	19%
7 (Moderate Function)	230	5%	18	7%	248	5%
8 (Moderate Function)	369	9%	21	8%	390	9%
9 (Moderate Function)	20	0%	<11		23	1%
10 (Moderate Function)	504	12%	12	5%	516	11%
11 (Low Function)	112	3%	<11		113	2%
12 (Low Function)	481	11%	18	7%	499	11%
13 (Low Function)	274	6%	<11		279	6%
14 (Low Function)	111	3%	<11		111	2%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	4,325	100%	262	100%	4,587	100%

Figure M.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁸⁰¹

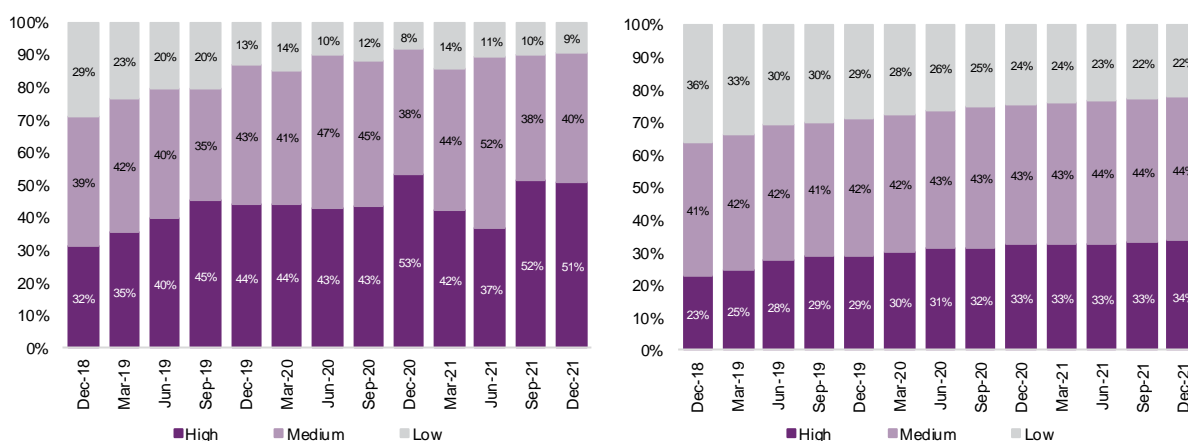


Table M.16 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	735	17%	104	40%	839	18%
7 to 14	1,076	25%	45	17%	1,121	24%
15 to 18	309	7%	16	6%	325	7%
19 to 24	302	7%	<11		311	7%
25 to 34	383	9%	16	6%	399	9%
35 to 44	463	11%	17	6%	480	10%
45 to 54	482	11%	28	11%	510	11%
55 to 64	455	11%	24	9%	479	10%
65+	120	3%	<11		123	3%
Total	4,325	100%	262	100%	4,587	100%

⁸⁰⁰ The distributions are calculated excluding participants with a missing reported level of function.

⁸⁰¹ 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 Territory⁸⁰²

Age Group	Prior Quarters		2021-22 Q2		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	33	8%	<11		33	8%
25 to 34	80	20%	<11		80	20%
35 to 44	92	23%	<11		92	23%
45 to 54	99	25%	<11		99	25%
55 to 64	71	18%	<11		71	18%
65+	20	5%	<11		20	5%
Total	402	100%	<11		402	100%

Table M.18 Participant profile per quarter (participants not in SIL) by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	735	19%	104	40%	839	20%
7 to 14	1,076	27%	45	17%	1,121	27%
15 to 18	302	8%	16	6%	318	8%
19 to 24	269	7%	<11		278	7%
25 to 34	303	8%	16	6%	319	8%
35 to 44	371	9%	17	6%	388	9%
45 to 54	383	10%	28	11%	411	10%
55 to 64	384	10%	24	9%	408	10%
65+	100	3%	<11		103	2%
Total	3,923	100%	262	100%	4,185	100%

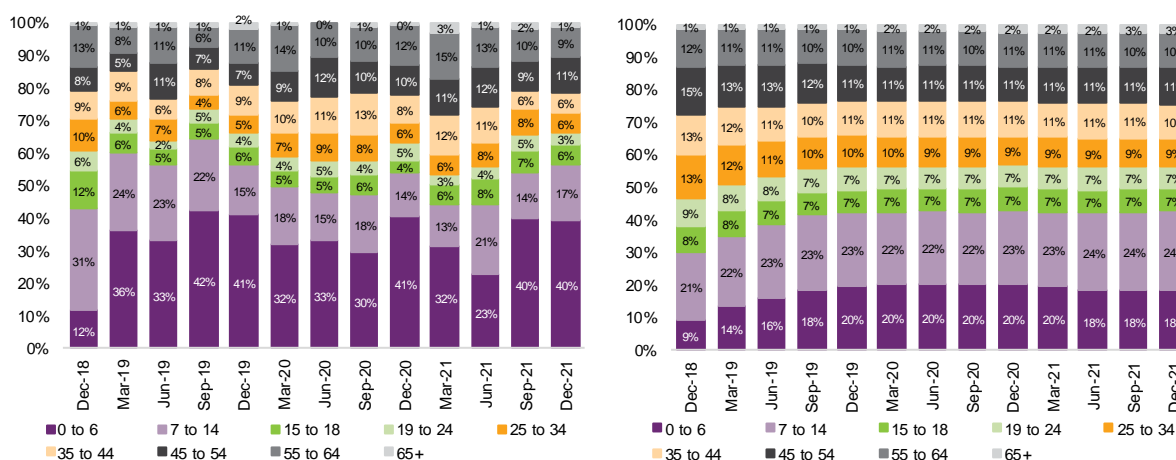
Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory⁸⁰³

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

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	2,823	65%	175	67%	2,998	65%
Female	1,483	34%	85	32%	1,568	34%
Other	19	0%	<11		21	0%
Total	4,325	100%	262	100%	4,587	100%

⁸⁰² 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.

⁸⁰³ 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 ⁸⁰⁴



Table M.20 Participation rates by age group at 31 December 2021 – Northern Territory ⁸⁰⁵

Age group	Participation rate
0-6	3.65%
7-14	4.34%
15-18	2.76%
19-24	1.71%
25-34	0.92%
35-44	1.31%
45-54	1.68%
55-64	1.97%
Total (aged 0-64)	2.10%

⁸⁰⁴ Ibid.

⁸⁰⁵ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table M.21 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁸⁰⁶

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	41	165	274	189	144	834
Participant school to 14	36	75	492	321	225	128	1,277
Participant 15 to 24	26	63	182	104	85	50	510
Participant 25 and over	158	248	505	388	348	161	1,808
Total Participant	241	427	1,344	1,087	847	483	4,429
Family 0 to 14	53	101	619	565	367	246	1,951
Family 15 to 24	2	32	124	72	52	36	318
Family 25 and over	13	55	232	187	99	46	632
Total Family	68	188	975	824	518	328	2,901
Total	309	615	2,319	1,911	1,365	811	7,330

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	61%			
CC	% who say their child is able to tell them what he/she wants	65%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL	% who say their child is becoming more independent		29%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			21%	
CC	% who choose who supports them			32%	51%
CC	% who choose what they do each day			38%	61%
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%	78%

⁸⁰⁶ 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.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	53%	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	64%	74%		
REL	% of children who spend time with friends without an adult present		18%		
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			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		61%		
HM	% who are happy with their home			72%	57%
HM	% who feel safe or very safe in their home			80%	60%
HW	% who rate their health as good, very good or excellent			71%	39%
HW	% who did not have any difficulties accessing health services			66%	49%
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	23%	21%	13%
% working in a paid job	44%	57%	36%
Of those in a paid job, % in permanent employment	82%	84%	84%
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%	56%	47%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	85%	80%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	32%	34%
% able to advocate for their child/family member	63%	52%	38%
% who have friends and family they see as often as they like	59%	53%	53%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		28%	
% 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=141) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory ⁸⁰⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	73%
DL	Has the NDIS improved your child's access to specialist services?	83%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	63%
REL	Has the NDIS improved how your child fits into family life?	50%
S/CP	Has the NDIS improved how your child fits into community life?	50%

Table M.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=493) - participants who entered between 1 July 2016 and 31 December 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?	43%
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=144) and ‘Participant 25 and over’ (n=414) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	56%	66%
DL	Has the NDIS helped you with daily living activities?	55%	67%
REL	Has the NDIS helped you to meet more people?	44%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	42%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	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%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	19%
S/CP	Has the NDIS helped you be more involved?	51%	63%

⁸⁰⁷ Results in Tables M.26 to M.29 include participants who entered between 1 July 2016 and 31 December 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=640); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=258) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	58%
Has the NDIS improved the level of support for your family?	64%	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?	70%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	34%	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=65) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory ⁸⁰⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	93%	+3%
DL	Has the NDIS improved your child's access to specialist services?	87%	94%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	84%	-2%
REL	Has the NDIS improved how your child fits into family life?	70%	65%	-5%
S/CP	Has the NDIS improved how your child fits into community life?	59%	54%	-5%

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=145) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	61%	+6%
LL	Has the NDIS improved your child's access to education?	37%	40%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	48%	0%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	47%	+2%

⁸⁰⁸ Results in Tables M.30 to M.33 include participants who had their first plan approved between 1 July 2016 and 31 December 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=91) and ‘Participant 25 and over’ (n=246) - participants who entered between 1 July 2016 and 31 December 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?	61%	67%	+6%	56%	66%	+10%
DL	Has the NDIS helped you with daily living activities?	68%	73%	+5%	63%	79%	+16%
REL	Has the NDIS helped you to meet more people?	54%	56%	+2%	51%	60%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	41%	+2%	38%	48%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	46%	+1%	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?	42%	38%	-4%	26%	30%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%	+1%	13%	14%	+1%
S/CP	Has the NDIS helped you be more involved?	56%	62%	+6%	59%	70%	+11%

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=133); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered between 1 July 2016 and 31 December 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?	50%	58%	+8%	43%	55%	+12%
	Has the NDIS improved the level of support for your family?	55%	62%	+7%	57%	70%	+13%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	70%	+2%	57%	71%	+14%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	69%	+7%			
	Has the NDIS improved your health and wellbeing?	34%	37%	+3%	32%	42%	+10%

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 31 December 2018 – Northern Territory⁸⁰⁹

	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?	45%	51%	59%	+14%
LL	Has the NDIS improved your child's access to education?	28%	18%	35%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	31%	33%	39%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	29%	40%	43%	+14%

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=126) - participants who entered between 1 July 2016 and 31 December 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?	54%	63%	68%	+14%
	Has the NDIS helped you with daily living activities?	61%	77%	77%	+16%
	Has the NDIS helped you to meet more people?	44%	54%	60%	+16%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	37%	43%	+11%
	Has your involvement with the NDIS improved your health and wellbeing?	41%	52%	55%	+14%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	19%	16%	26%	+7%
	Has your involvement with the NDIS helped you find a job that's right for you?	12%	7%	15%	+3%
	Has the NDIS helped you be more involved?	43%	51%	63%	+20%

⁸⁰⁹ Results in Table M.34 to M.36 include participants who had their first plan approved between 1 July 2016 and 31 December 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=41) - participants who entered between 1 July 2016 and 31 December 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?	60%	48%	66%	+6%
Has the NDIS improved the level of support for your family?	51%	41%	62%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	58%	66%	75%	+17%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	69%	74%	+8%
Has the NDIS improved your health and wellbeing?	43%	31%	44%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third 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 and fourth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘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, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

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=219) and ‘participant choice and control’ (n=281) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory ⁸¹⁰

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	16%	23%	12%	24%
Aged 25+	13%	11%	15%	
Aged 15+	12%	11%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	51%	49%	51%	48%
Aged 25+	44%	46%	48%	
Aged 15+	45%	47%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	49%	57%	53%	49%
Aged 15+	48%	58%	51%	
All ages	48%	57%	53%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		61%	67%	75%
Aged 25+		56%	66%	
Aged 15+		57%	66%	

⁸¹⁰ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=168), 'participant social and community engagement rate' (n=170), 'parent and carer employment rate' (n=43) and 'participant choice and control' (n=184) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory⁸¹¹

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%	11%	7%	15%	
Aged 15+	12%	12%	7%	15%	
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+	37%	38%	36%	42%	
Aged 15+	38%	39%	35%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	55%	Numbers are too small	Numbers are too small	52%	49%
Aged 15+	53%	52%	50%	55%	
All ages	0%	0%	0%	0%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		56%	80%	62%	75%
Aged 25+		54%	63%	68%	
Aged 15+		54%	67%	67%	

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.

⁸¹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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 ⁸¹²

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	
Acquired brain injury	80	216	159	70	143	229	123	68	276
Autism	251	886	305	329	573	614	77	121	1,037
Cerebral palsy	67	150	108	54	94	136	52	35	195
Developmental delay	55	527	162	204	198	270	4	1	555
Down syndrome	31	88	51	29	36	74	21	30	104
Global developmental delay	8	101	33	47	42	43	0	1	107
Hearing impairment	54	156	40	56	59	109	28	36	195
Intellectual disability	227	588	288	300	427	549	199	249	776
Multiple sclerosis	9	18	20	2	3	21	10	5	22
Psychosocial disability	144	312	265	136	224	390	181	170	468
Spinal cord injury	37	61	41	12	20	62	43	23	79
Stroke	48	122	101	24	53	126	63	28	156
Visual impairment	18	56	24	20	22	46	27	16	67
Other neurological	73	143	130	41	83	154	94	40	207
Other physical	69	152	110	28	58	138	72	45	202
Other sensory/speech	7	25	8	14	18	15	1	2	31
Other	36	94	63	20	36	81	44	25	110
Total	1,214	3,695	1,908	1,386	2,089	3,057	1,039	895	4,587

Table M.40 Percentage of active plans by goal type and primary disability – Northern Territory ⁸¹³

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	29%	78%	58%	25%	52%	83%	45%	25%
Autism	24%	85%	29%	32%	55%	59%	7%	12%
Cerebral palsy	34%	77%	55%	28%	48%	70%	27%	18%
Developmental delay	10%	95%	29%	37%	36%	49%	1%	0%
Down syndrome	30%	85%	49%	28%	35%	71%	20%	29%
Global developmental delay	7%	94%	31%	44%	39%	40%	0%	1%
Hearing impairment	28%	80%	21%	29%	30%	56%	14%	18%
Intellectual disability	29%	76%	37%	39%	55%	71%	26%	32%
Multiple sclerosis	41%	82%	91%	9%	14%	95%	45%	23%
Psychosocial disability	31%	67%	57%	29%	48%	83%	39%	36%
Spinal cord injury	47%	77%	52%	15%	25%	78%	54%	29%
Stroke	31%	78%	65%	15%	34%	81%	40%	18%
Visual impairment	27%	84%	36%	30%	33%	69%	40%	24%
Other neurological	35%	69%	63%	20%	40%	74%	45%	19%
Other physical	34%	75%	54%	14%	29%	68%	36%	22%
Other sensory/speech	23%	81%	26%	45%	58%	48%	3%	6%
Other	33%	85%	57%	18%	33%	74%	40%	23%
Total	26%	81%	42%	30%	46%	67%	23%	20%

⁸¹² 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.

⁸¹³ The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

Table M.41 Number of goals in active plans by goal type and primary disability – Northern Territory ⁸¹⁴

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	
Acquired brain injury	260	905	572	256	535	895	440	199	4,062
Autism	785	5,509	927	1,017	1,807	1,944	244	366	12,599
Cerebral palsy	229	971	381	193	315	547	205	109	2,950
Developmental delay	180	4,528	609	669	624	1,090	7	1	7,708
Down syndrome	82	536	165	79	140	232	84	83	1,401
Global developmental delay	30	637	89	172	116	130	0	6	1,180
Hearing impairment	156	758	102	162	215	346	74	104	1,917
Intellectual disability	679	2,823	965	1,052	1,479	1,814	616	773	10,201
Multiple sclerosis	25	50	75	5	12	51	27	10	255
Psychosocial disability	501	1,130	937	524	825	1,377	678	546	6,518
Spinal cord injury	163	301	165	48	87	284	187	82	1,317
Stroke	172	536	362	82	182	427	194	87	2,042
Visual impairment	53	174	76	67	50	143	60	45	668
Other neurological	257	677	472	152	290	577	348	119	2,892
Other physical	254	560	315	83	155	394	197	135	2,093
Other sensory/speech	13	138	19	38	47	32	1	9	297
Other	138	486	238	89	124	271	120	70	1,536
Total	3,977	20,719	6,469	4,688	7,003	10,554	3,482	2,744	59,636

Table M.42 Number of active plans by goal type and age group – Northern Territory ⁸¹⁵

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	83	802	262	309	320	420	8	0	839
7 to 14	236	974	301	407	599	576	44	13	1,121
15 to 18	106	255	88	138	186	227	48	112	325
19 to 24	112	220	117	114	142	228	107	186	311
25 to 34	152	277	207	113	176	310	151	182	399
35 to 44	160	339	262	121	213	390	182	165	480
45 to 54	167	370	312	98	232	416	235	130	510
55 to 64	148	366	286	71	182	398	210	97	479
65+	50	92	73	15	39	92	54	10	123
Total	1,214	3,695	1,908	1,386	2,089	3,057	1,039	895	4,587

⁸¹⁴ Participants have set over six million goals in total across Australia since July 2016. The 59,636 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁸¹⁵ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table M.43 Percentage of active plans by goal type and age group – Northern Territory ⁸¹⁶

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32%	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
Total	18%	83%	41%	29%	31%	69%	18%	21%

Table M.44 Number of goals in active plans by goal type and age group – Northern Territory ⁸¹⁷

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	296	7,156	992	1,068	1,061	1,637	22	0	12,232
7 to 14	642	5,694	872	1,287	1,926	1,710	145	47	12,323
15 to 18	381	1,205	274	457	644	765	212	392	4,330
19 to 24	402	884	360	395	517	735	344	516	4,153
25 to 34	486	1,166	709	403	648	1,099	507	574	5,592
35 to 44	531	1,263	906	416	685	1,390	582	491	6,264
45 to 54	609	1,477	1,117	357	797	1,580	814	408	7,159
55 to 64	482	1,513	1,018	246	609	1,351	711	292	6,222
65+	148	361	221	59	116	287	145	24	1,361
Total	3,977	20,719	6,469	4,688	7,003	10,554	3,482	2,744	59,636

⁸¹⁶ The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

⁸¹⁷ Participants have set over six million goals in total across Australia since July 2016. The 59,636 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.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory ⁸¹⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
Access	n = 48	n = 11
Are you happy with how coming into the NDIS has gone?	65%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	52%	N/A
% of participants rating their overall experience as Very Good or Good.	56%	N/A
Pre-planning	n = 65	n = 15
Did the person from the NDIS understand how your disability affects your life?	88%	N/A
Did you understand why you needed to give the information you did?	88%	N/A
Were decisions about your plan clearly explained?	66%	N/A
Are you clear on what happens next with your plan?	60%	N/A
Do you know where to go for more help with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	75%	N/A
Planning	n = 174	n = 34
Did the person from the NDIS understand how your disability affects your life?	90%	79%
Did you understand why you needed to give the information you did?	99%	100%
Were decisions about your plan clearly explained?	86%	74%
Are you clear on what happens next with your plan?	82%	74%
Do you know where to go for more help with your plan?	89%	88%
% of participants rating their overall experience as Very Good or Good.	82%	68%
Plan review	n = 351	n = 72
Did the person from the NDIS understand how your disability affects your life?	79%	64%
Did you feel prepared for your plan review?	79%	78%
Is your NDIS plan helping you to make progress towards your goals?	83%	78%
% of participants rating their overall experience as Very Good or Good.	65%	60%

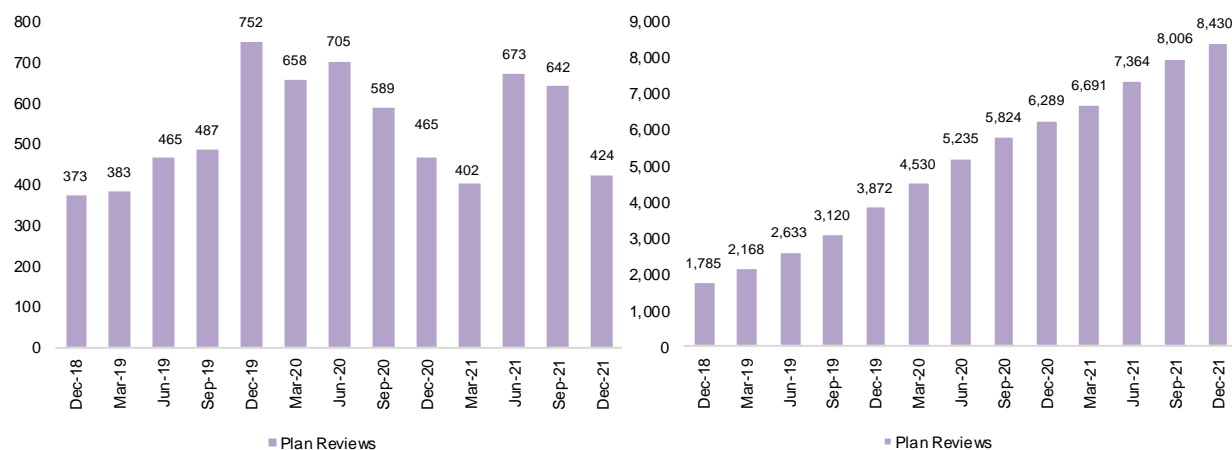
There is insufficient data to show participant satisfaction results over time.

⁸¹⁸ 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.

Table M.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory ⁸¹⁹

	Prior Quarters	2021-22 Q2	Total
Total plan reviews	8,006	599	8,605
<i>Early intervention plans</i>	1,341	114	1,455
<i>Permanent disability plans</i>	6,665	485	7,150

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



⁸¹⁹ 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 Q2. 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.47 shows the number of complaints in 2021-22 Q2 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.48 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.47 Complaints by quarter – Northern Territory ^{820 821 822}

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
Active participants				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	10	1	11	10
Complaints about service providers	41	3	44	34
Complaints about the Agency	411	65	476	310
Critical/ Reportable Incident	181	24	205	157
Unclassified	12	1	13	10
Total	656	94	750	475
Total complaints made since 1 April 2017	647	94	741	
% of the number of active participants	6.4%	8.6%	6.6%	

⁸²⁰ Note that 72% of all complainants made only one complaint, 16% made two complaints and 12% made three or more complaints.

⁸²¹ % 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.

⁸²² The rate of complaints was reported as a percentage of access requests in previous reports.

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁸²³

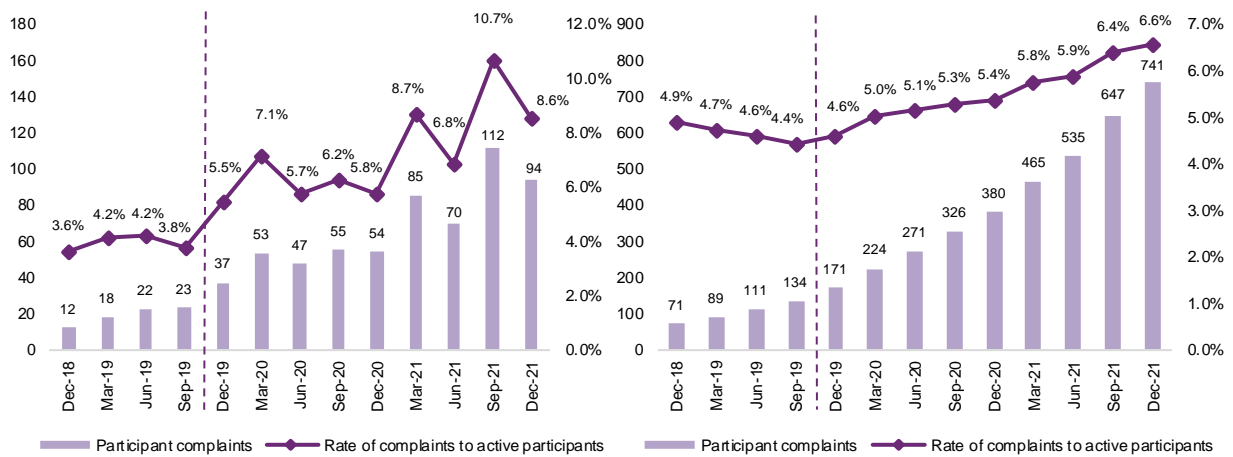


Table M.48 Participant complaints by type – Northern Territory

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	11	(3%)	0	(0%)	11	(2%)
Information unclear	4	(1%)	0	(0%)	4	(1%)
NDIA Access	5	(1%)	0	(0%)	5	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	40	(10%)	10	(15%)	50	(11%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	86	(21%)	25	(38%)	111	(23%)
NDIA Process	40	(10%)	5	(8%)	45	(9%)
NDIA Resources	1	(0%)	2	(3%)	3	(1%)
NDIA Staff	22	(5%)	2	(3%)	24	(5%)
NDIA Timeliness	87	(21%)	18	(28%)	105	(22%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	1	(2%)	1	(0%)
Reasonable and necessary supports	9	(2%)	0	(0%)	9	(2%)
Staff conduct - Agency	4	(1%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	12	(3%)	1	(2%)	13	(3%)
Timeliness	38	(9%)	0	(0%)	38	(8%)
Other	49	(12%)	1	(2%)	50	(11%)
Total	411		65		476	
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	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%)
Total	1		0		1	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

⁸²³ Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	1	(10%)	0	(0%)	1	(9%)
LAC Process	3	(30%)	0	(0%)	3	(27%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(50%)	1	(100%)	6	(55%)
LAC Timeliness	1	(10%)	0	(0%)	1	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	10		1		11	
<i>Complaints about service providers</i>						
Provider costs.	3	(7%)	0	(0%)	3	(7%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(2%)	1	(33%)	2	(5%)
Provider process	3	(7%)	0	(0%)	3	(7%)
Provider Service	6	(15%)	2	(67%)	8	(18%)
Provider Staff	2	(5%)	0	(0%)	2	(5%)
Service Delivery	1	(2%)	0	(0%)	1	(2%)
Staff conduct	3	(7%)	0	(0%)	3	(7%)
Supports being provided	7	(17%)	0	(0%)	7	(16%)
Other	15	(37%)	0	(0%)	15	(34%)
Total	41		3		44	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	58	(32%)	8	(33%)	66	(32%)
Allegations against Informal Supports	32	(18%)	0	(0%)	32	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	34	(19%)	1	(4%)	35	(17%)
Provider reporting	57	(31%)	15	(63%)	72	(35%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	181		24		205	
<i>Unclassified</i>	12		1		13	
Participants total	656		94		750	

Table M.49 AAT Cases by category at 31 December 2021 – Northern Territory ^{824 825}

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Total	11	100%	<11		12	100%
% of the number of active participants	0.11%		0.09%		0.11%	

Table M.50 AAT cases by open/closed and decision – Northern Territory

	N
AAT Cases	12
Open AAT Cases	<11
Closed AAT Cases	<11
<i>Resolved before hearing</i>	<i><11</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

⁸²⁴ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁸²⁵ The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure M.11 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Northern Territory ^{826 827}

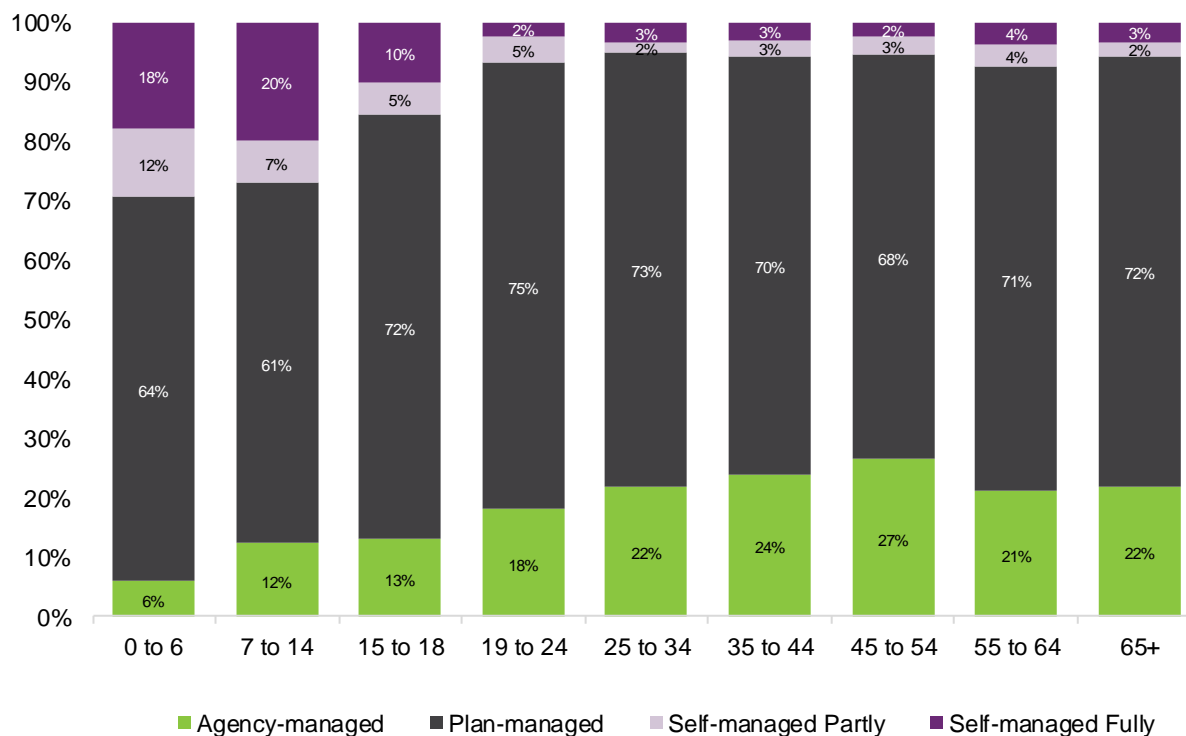


Figure M.12 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Northern Territory ^{828 829}

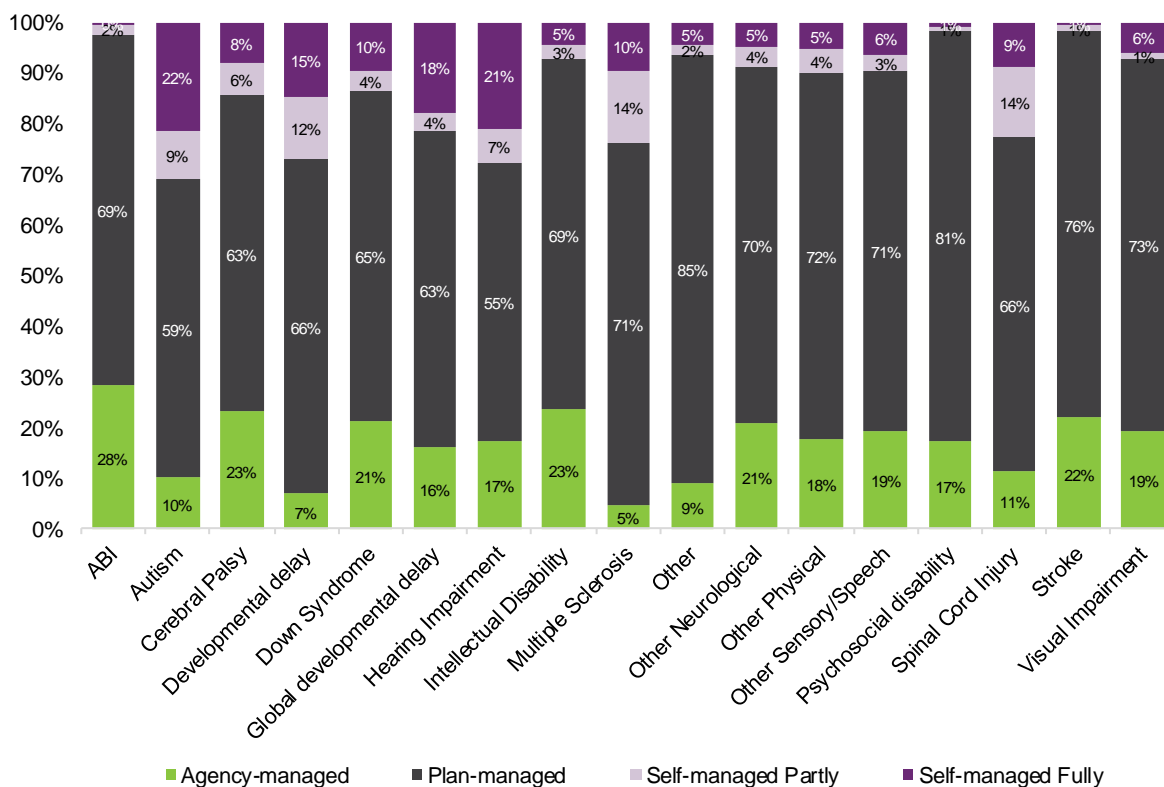


Table M.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁸³⁰

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	12%	5%	10%
Self-managed partly	6%	5%	6%
Plan-managed	64%	81%	67%
Agency-managed	18%	9%	16%
Total	100%	100%	100%

Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁸³¹

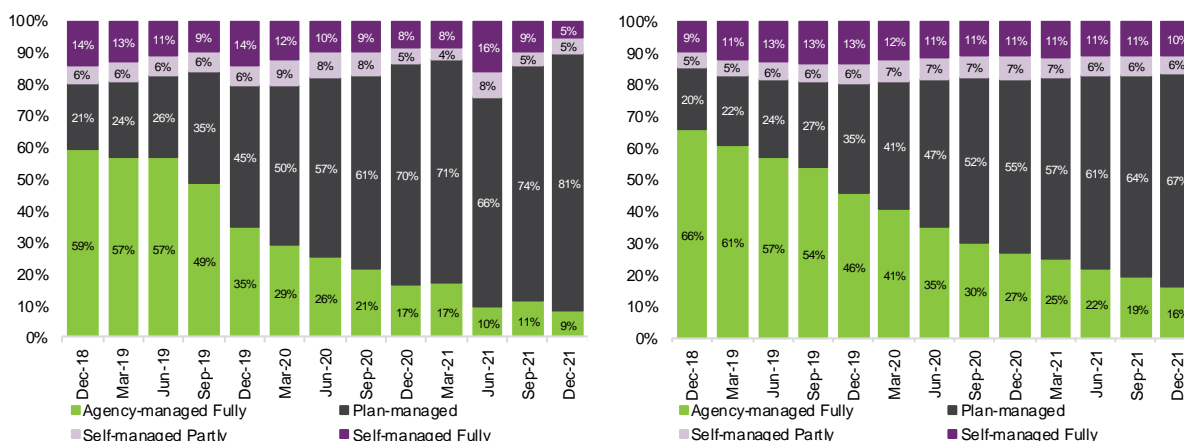
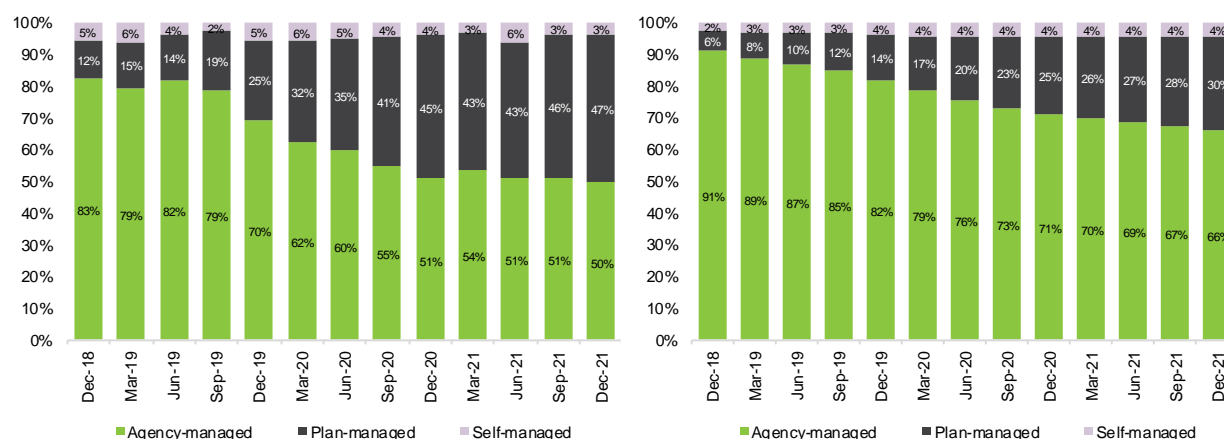


Table M.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q2	Total
Self-managed	4%	3%	4%
Plan-managed	28%	47%	30%
Agency-managed	67%	50%	66%
Total	100%	100%	100%

Figure M.14 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory



⁸²⁶ For the total number of active participants in each age group, see Table M.16.

⁸²⁷ 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.

⁸²⁸ For the total number of active participants in each primary disability group, see Table M.12.

⁸²⁹ 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.

⁸³⁰ Ibid.

⁸³¹ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.53 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2021-22 Q2	Total
Support coordination	73%	81%	74%

Table M.54 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁸³²

	Prior Quarters		2020-21 Q4		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	2,449	66%	128	54%	2,577	65%
30 to 59 days	428	11%	43	18%	471	12%
60 to 89 days	216	6%	11	5%	227	6%
Activated within 90 days	3,093	83%	182	77%	3,275	83%
90 to 119 days	165	4%	<11		175	4%
120 days and over	403	11%	15	6%	418	11%
Activated after 90 days	568	15%	25	11%	593	15%
No payments	61	2%	30	13%	91	2%
Total plans approved	3,722	100%	237	100%	3,959	100%

Table M.55 Proportion of participants who have activated within 12 months at 31 December 2021 – Northern Territory ⁸³³

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,779	1,846	96%
Not Aboriginal and Torres Strait Islander	1,529	1,575	97%
Not Stated	252	261	97%
Total	3,560	3,682	97%
by Culturally and Linguistically Diverse status			
CALD	226	231	98%
Not CALD	3,326	3,443	97%
Not Stated	<11	<11	
Total	3,560	3,682	97%
by Remoteness			
Major Cities	<11	<11	
Regional	2,058	2,132	97%
Remote	1,502	1,550	97%
Missing	<11	<11	
Total	3,560	3,682	97%
by Primary Disability type			
Autism	845	871	97%
Intellectual disability (including Down syndrome)	725	742	98%
Psychosocial disability	348	355	98%
Developmental delay (including global developmental delay)	389	416	94%
Other	1,253	1,298	97%
Total	3,560	3,682	97%

⁸³² Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁸³³ The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

Table M.56 Distribution of plans by utilisation – Northern Territory ^{834 835}

Plan utilisation	Total
0 to 50%	43%
50% to 75%	22%
> 75%	34%
Total	100%

Table M.57 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁸³⁶

	Prior Quarters	2021-22 Q2	Total
Daily Activities	15%	15%	15%
Health & Wellbeing	49%	69%	53%
Lifelong Learning	16%	21%	17%
Other	20%	26%	21%
Non-categorised	20%	10%	18%
Any mainstream service	96%	97%	96%

⁸³⁴ This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁸³⁵ 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.

⁸³⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table M.58 Key markets indicators by quarter – Northern Territory ^{837 838}

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.60	1.69
b) Number of providers delivering new types of supports	106	71
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	79%
<i>Therapeutic Supports (%)</i>	88%	89%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	82%	76%
<i>Assist Personal Activities (%)</i>	82%	84%

Table M.59 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Northern Territory ⁸³⁹

Activity	Number of providers
Active for the first time in 2021-22 Q2	25
Active in 2021-22 Q2 and also in previous quarters	278
Active in 2021-22 Q2	303
Inactive in 2021-22 Q2	515
Active ever	818

⁸³⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸³⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁸³⁹ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.60 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁸⁴⁰

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	18	0	18	0%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	90	8	98	9%
Assistance with travel/transport arrangements	89	1	90	1%
Daily Personal Activities	141	9	150	6%
Group and Centre Based Activities	85	3	88	4%
High Intensity Daily Personal Activities	93	1	94	1%
Household tasks	115	4	119	3%
Interpreting and translation	15	1	16	7%
Participation in community, social and civic activities	192	11	203	6%
Assistive Technology				
Assistive equipment for recreation	15	1	16	7%
Assistive products for household tasks	16	1	17	6%
Assistance products for personal care and safety	224	7	231	3%
Communication and information equipment	62	5	67	8%
Customised Prosthetics	53	2	55	4%
Hearing Equipment	19	3	22	16%
Hearing Services	6	1	7	17%
Personal Mobility Equipment	90	1	91	1%
Specialised Hearing Services	11	0	11	0%
Vision Equipment	22	1	23	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	186	11	197	6%
Behaviour Support	59	4	63	7%
Community nursing care for high needs	37	0	37	0%
Development of daily living and life skills	95	4	99	4%
Early Intervention supports for early childhood	122	4	126	3%
Exercise Physiology and Physical Wellbeing activities	39	3	42	8%
Innovative Community Participation	37	2	39	5%
Specialised Driving Training	12	3	15	25%
Therapeutic Supports	310	5	315	2%
Capital services				
Home modification design and construction	28	3	31	11%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	18	1	19	6%
Choice and control support services				
Management of funding for supports in participants plan	87	4	91	5%
Support Coordination	48	5	53	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	25	2	27	8%
Specialised Supported Employment	29	1	30	3%
Total	793	25	818	3%

⁸⁴⁰ 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	17	18	6%	94%	100%
Assistance Animals	0	6	6	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	8	90	98	8%	92%	100%
Assistance with travel/transport arrangements	8	82	90	9%	91%	100%
Daily Personal Activities	11	139	150	7%	93%	100%
Group and Centre Based Activities	6	82	88	7%	93%	100%
High Intensity Daily Personal Activities	9	85	94	10%	90%	100%
Household tasks	17	102	119	14%	86%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	20	183	203	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	16	16	0%	100%	100%
Assistive products for household tasks	1	16	17	6%	94%	100%
Assistance products for personal care and safety	21	210	231	9%	91%	100%
Communication and information equipment	10	57	67	15%	85%	100%
Customised Prosthetics	5	50	55	9%	91%	100%
Hearing Equipment	0	22	22	0%	100%	100%
Hearing Services	0	7	7	0%	100%	100%
Personal Mobility Equipment	8	83	91	9%	91%	100%
Specialised Hearing Services	0	11	11	0%	100%	100%
Vision Equipment	2	21	23	9%	91%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	27	170	197	14%	86%	100%
Behaviour Support	13	50	63	21%	79%	100%
Community nursing care for high needs	2	35	37	5%	95%	100%
Development of daily living and life skills	10	89	99	10%	90%	100%
Early Intervention supports for early childhood	21	105	126	17%	83%	100%
Exercise Physiology and Physical Wellbeing activities	3	39	42	7%	93%	100%
Innovative Community Participation	4	35	39	10%	90%	100%
Specialised Driving Training	3	12	15	20%	80%	100%
Therapeutic Supports	83	232	315	26%	74%	100%
Capital services						
Home modification design and construction	2	29	31	6%	94%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	18	19	5%	95%	100%
Choice and control support services						
Management of funding for supports in participants plan	10	81	91	11%	89%	100%
Support Coordination	5	48	53	9%	91%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	27	27	0%	100%	100%
Specialised Supported Employment	2	28	30	7%	93%	100%
Total	144	674	818	18%	82%	100%

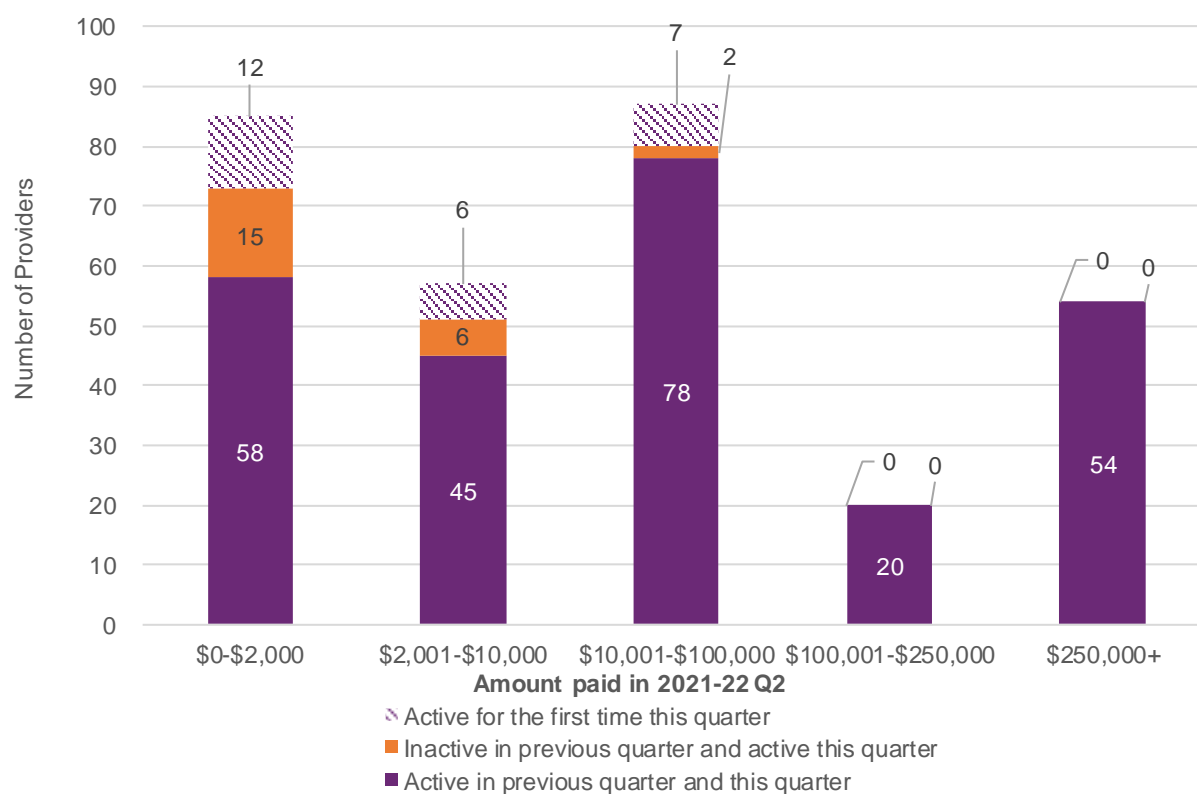
Table M.62 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Northern Territory

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
Assistance services				
Accommodation / Tenancy Assistance	2	0	2	0%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	64	8	72	11%
Assistance with travel/transport arrangements	31	1	32	3%
Daily Personal Activities	66	9	75	12%
Group and Centre Based Activities	48	3	51	6%
High Intensity Daily Personal Activities	45	1	46	2%
Household tasks	51	4	55	7%
Interpreting and translation	7	1	8	13%
Participation in community, social and civic activities	90	11	101	11%
Assistive Technology				
Assistive equipment for recreation	1	1	2	50%
Assistive products for household tasks	3	1	4	25%
Assistance products for personal care and safety	75	7	82	9%
Communication and information equipment	25	5	30	17%
Customised Prosthetics	12	2	14	14%
Hearing Equipment	6	3	9	33%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	29	1	30	3%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	8	1	9	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	90	11	101	11%
Behaviour Support	28	4	32	13%
Community nursing care for high needs	20	0	20	0%
Development of daily living and life skills	48	4	52	8%
Early Intervention supports for early childhood	37	4	41	10%
Exercise Physiology and Physical Wellbeing activities	26	3	29	10%
Innovative Community Participation	17	2	19	11%
Specialised Driving Training	5	3	8	38%
Therapeutic Supports	101	5	106	5%
Capital services				
Home modification design and construction	9	3	12	25%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	1	4	25%
Choice and control support services				
Management of funding for supports in participants plan	63	4	67	6%
Support Coordination	22	5	27	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	13	2	15	13%
Specialised Supported Employment	20	1	21	5%
Total	278	25	303	8%

Table M.63 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	2	2	0%	100%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	67	72	7%	93%	100%
Assistance with travel/transport arrangements	0	32	32	0%	100%	100%
Daily Personal Activities	9	66	75	12%	88%	100%
Group and Centre Based Activities	3	48	51	6%	94%	100%
High Intensity Daily Personal Activities	4	42	46	9%	91%	100%
Household tasks	7	48	55	13%	87%	100%
Interpreting and translation	1	7	8	13%	88%	100%
Participation in community, social and civic activities	11	90	101	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	2	2	0%	100%	100%
Assistive products for household tasks	0	4	4	0%	100%	100%
Assistance products for personal care and safety	5	77	82	6%	94%	100%
Communication and information equipment	2	28	30	7%	93%	100%
Customised Prosthetics	0	14	14	0%	100%	100%
Hearing Equipment	0	9	9	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	1	29	30	3%	97%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	8	9	11%	89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12	89	101	12%	88%	100%
Behaviour Support	3	29	32	9%	91%	100%
Community nursing care for high needs	2	18	20	10%	90%	100%
Development of daily living and life skills	8	44	52	15%	85%	100%
Early Intervention supports for early childhood	2	39	41	5%	95%	100%
Exercise Physiology and Physical Wellbeing activities	1	28	29	3%	97%	100%
Innovative Community Participation	0	19	19	0%	100%	100%
Specialised Driving Training	1	7	8	13%	88%	100%
Therapeutic Supports	20	86	106	19%	81%	100%
Capital services						
Home modification design and construction	1	11	12	8%	92%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	6	61	67	9%	91%	100%
Support Coordination	4	23	27	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	15	15	0%	100%	100%
Specialised Supported Employment	1	20	21	5%	95%	100%
Total	45	258	303	15%	85%	100%

Figure M.15 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Northern Territory ⁸⁴¹



⁸⁴¹ 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.

Part Five: Financial sustainability

Table M.64 Committed supports by financial year (\$m) – Northern Territory⁸⁴²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.09	2.1	5.9	20.7	101.3	203.4	392.7	518.8	260.3

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 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Northern Territory

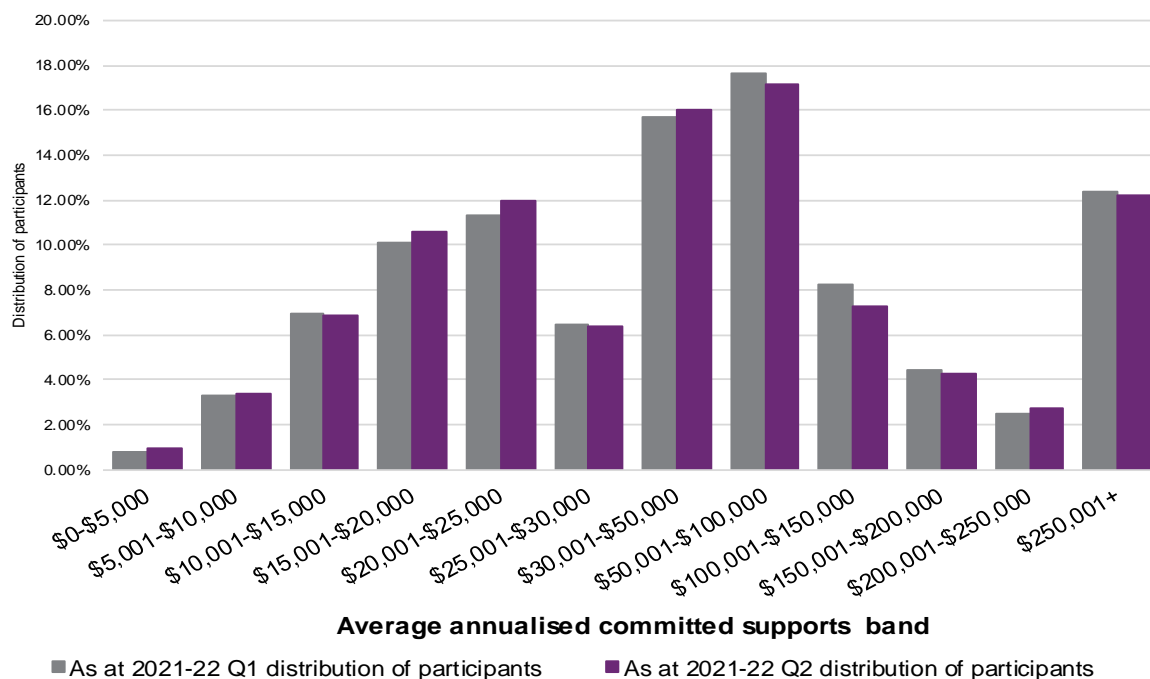
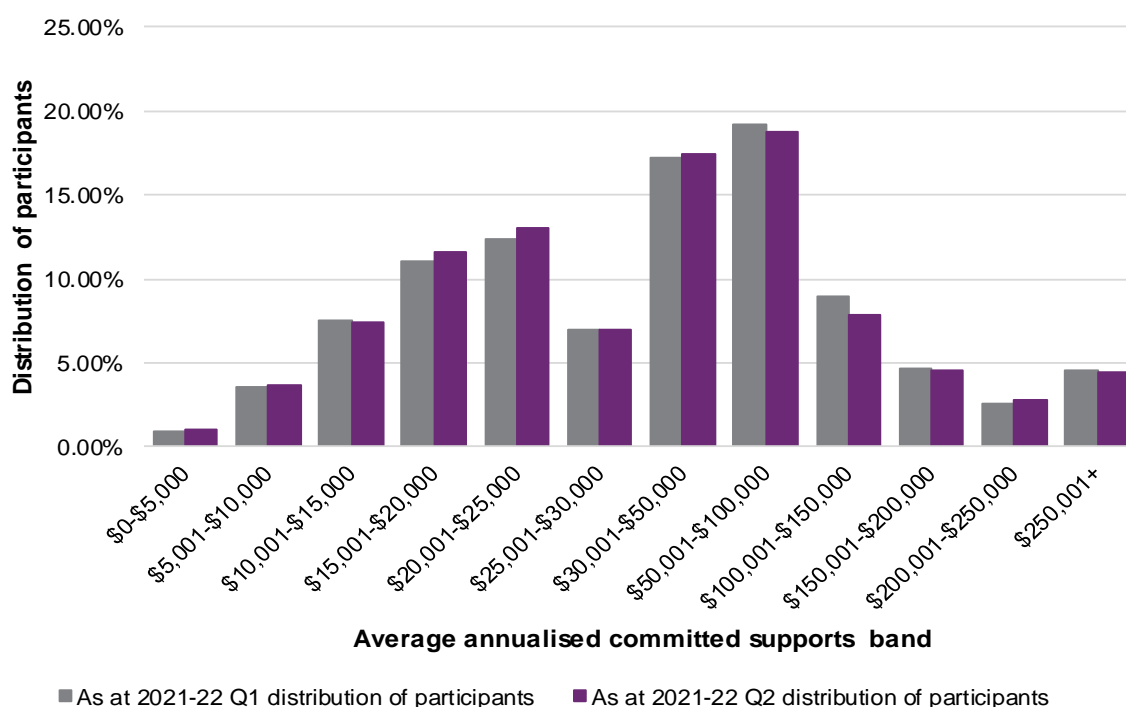


Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Northern Territory

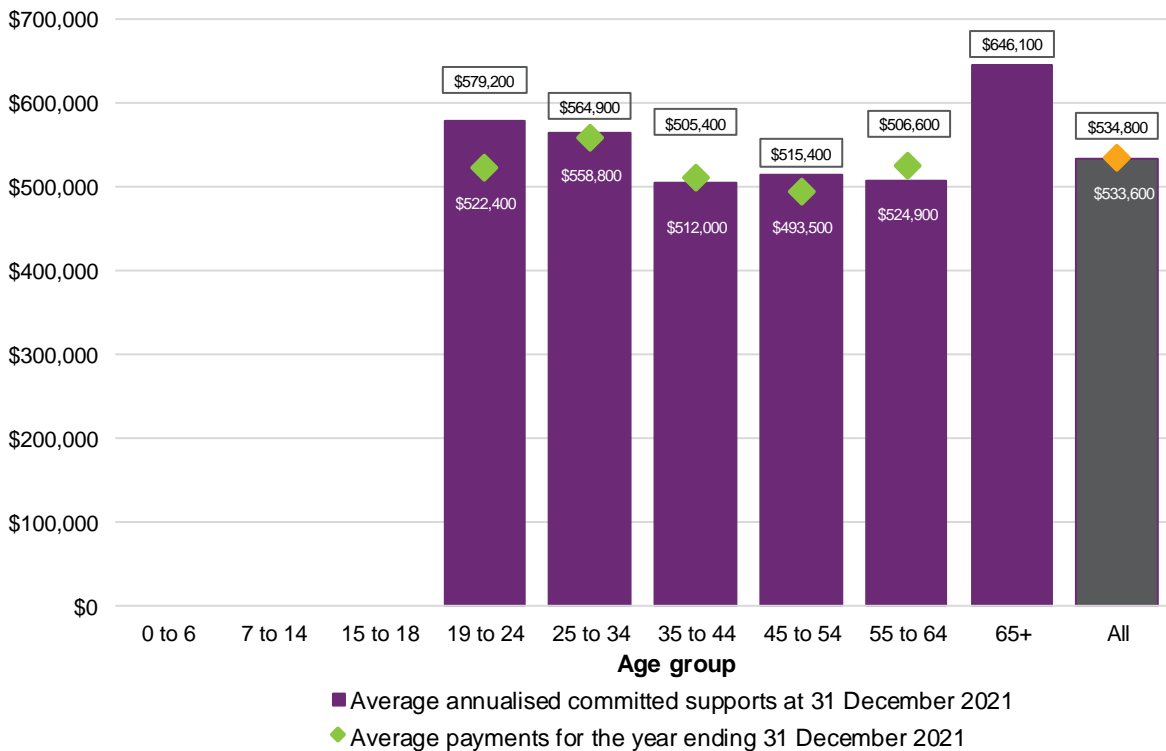


⁸⁴² Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

Figure M.18 Average annualised committed supports and average payments by age group as at 31 December 2021 – Northern Territory ⁸⁴³



Figure M.19 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Northern Territory ⁸⁴⁴



⁸⁴³ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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.

⁸⁴⁴ Ibid.

Figure M.20 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Northern Territory ⁸⁴⁵

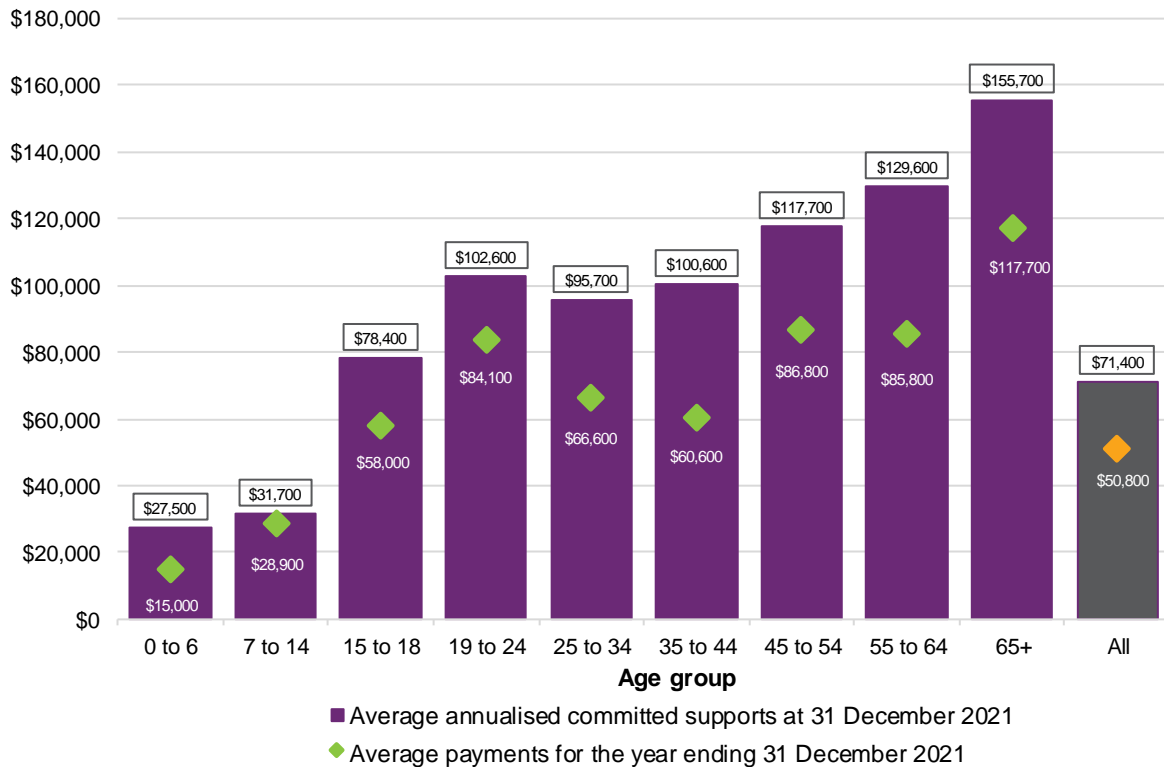
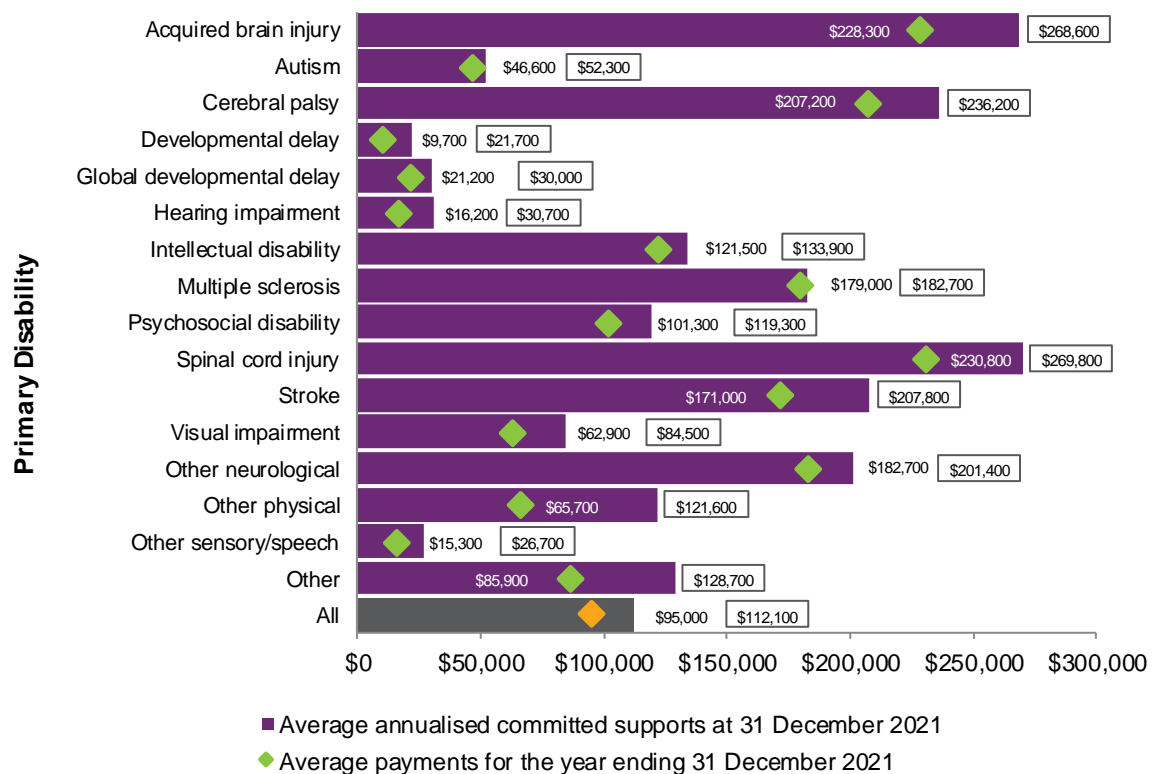


Figure M.21 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Northern Territory ⁸⁴⁶



⁸⁴⁵ Ibid.

⁸⁴⁶ Ibid.

Figure M.22 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Northern Territory ⁸⁴⁷

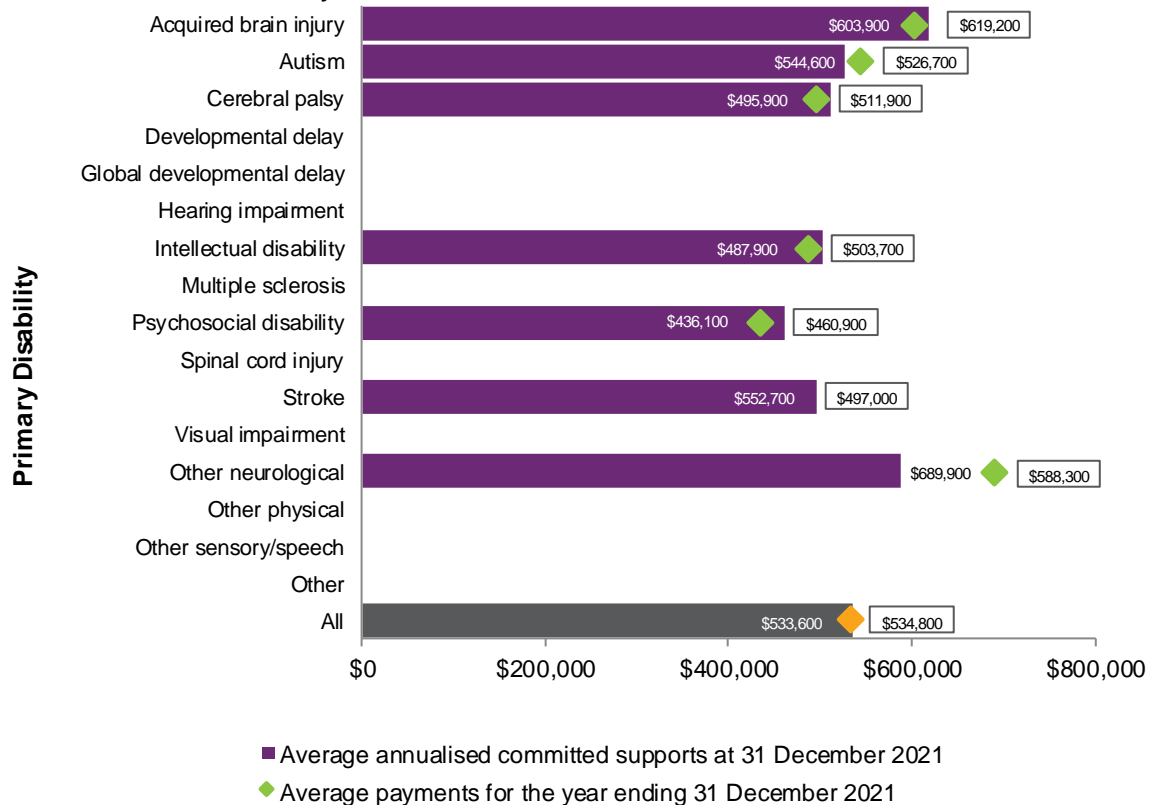
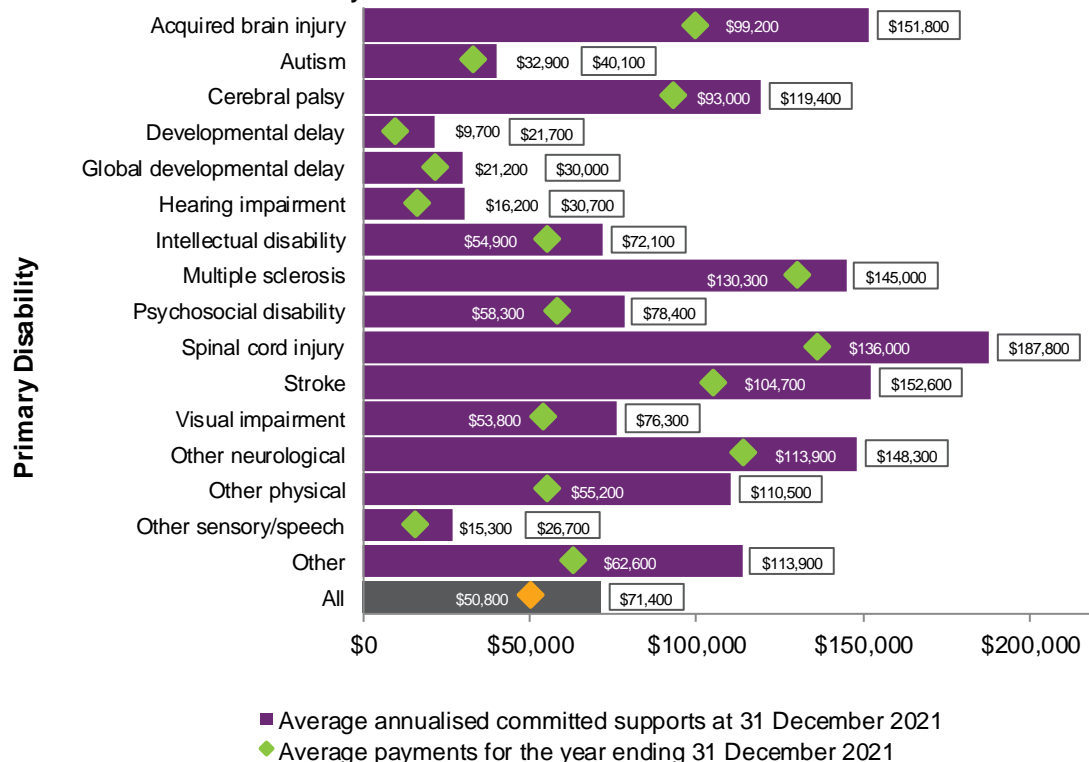


Figure M.23 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Northern Territory ⁸⁴⁸



⁸⁴⁷ Ibid.

⁸⁴⁸ Ibid.

Figure M.24 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Northern Territory ⁸⁴⁹

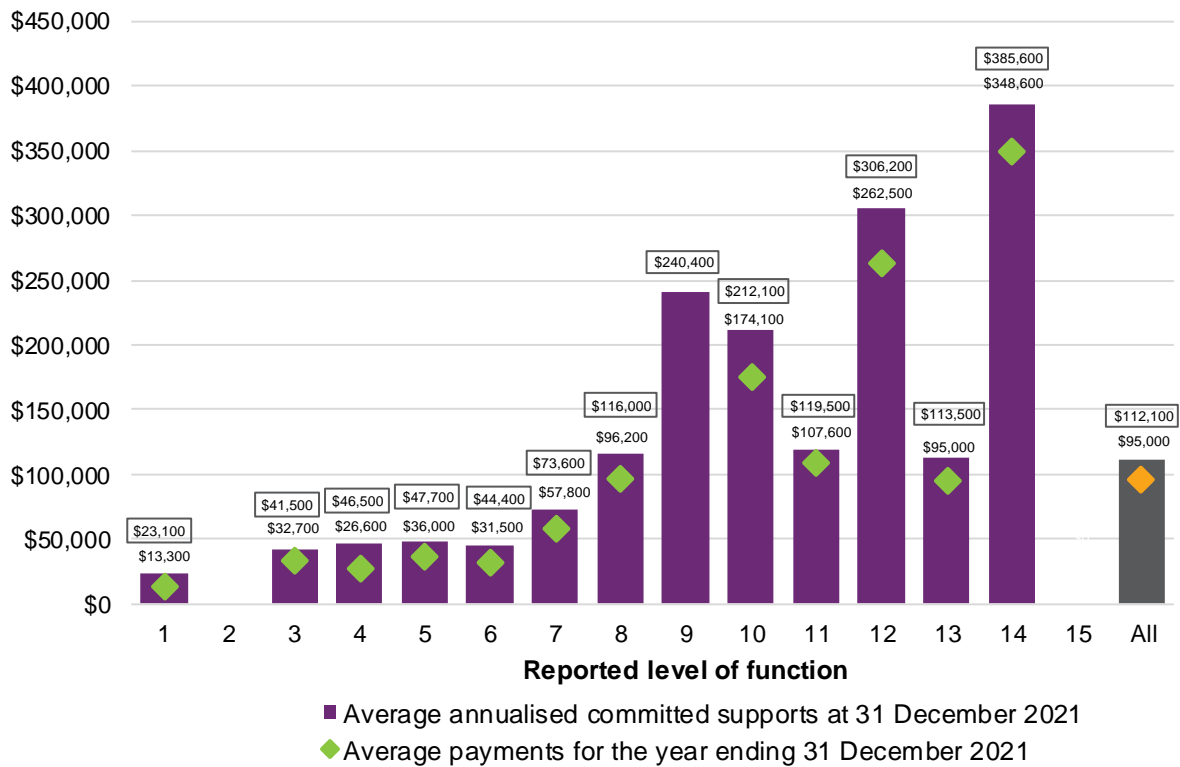
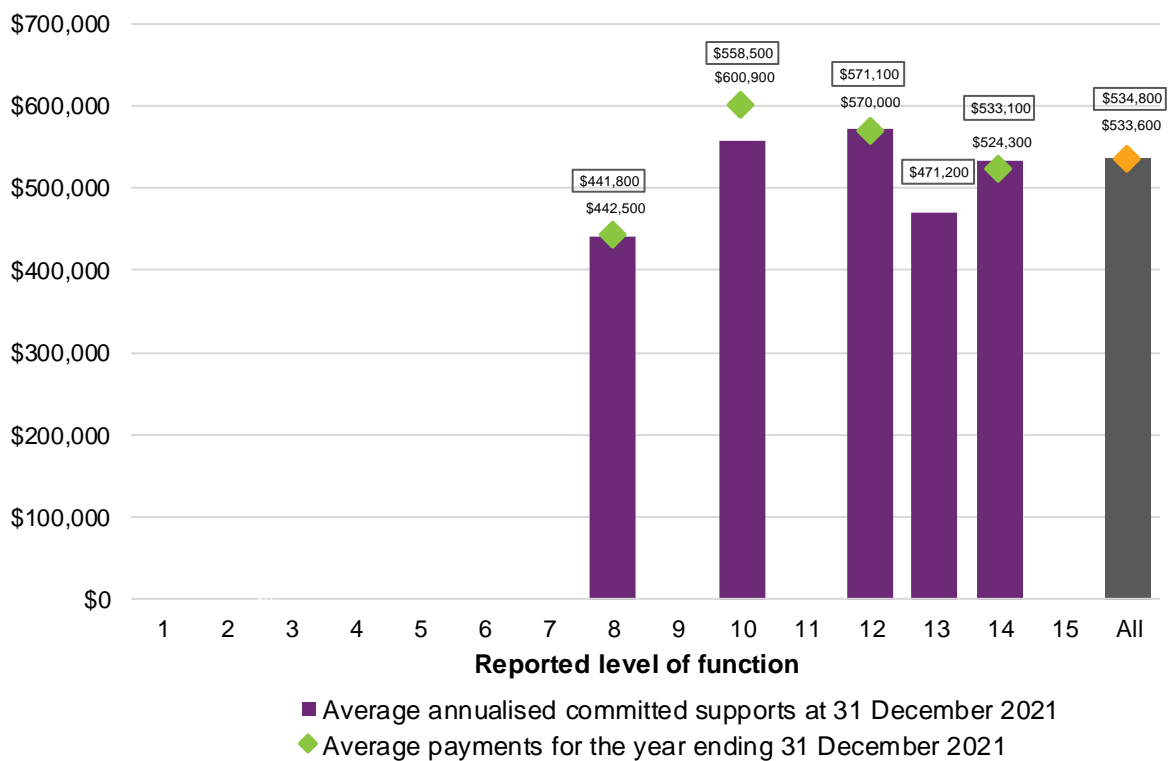


Figure M.25 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Northern Territory ⁸⁵⁰



⁸⁴⁹ Ibid.

⁸⁵⁰ Ibid.

Figure M.26 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Northern Territory ⁸⁵¹

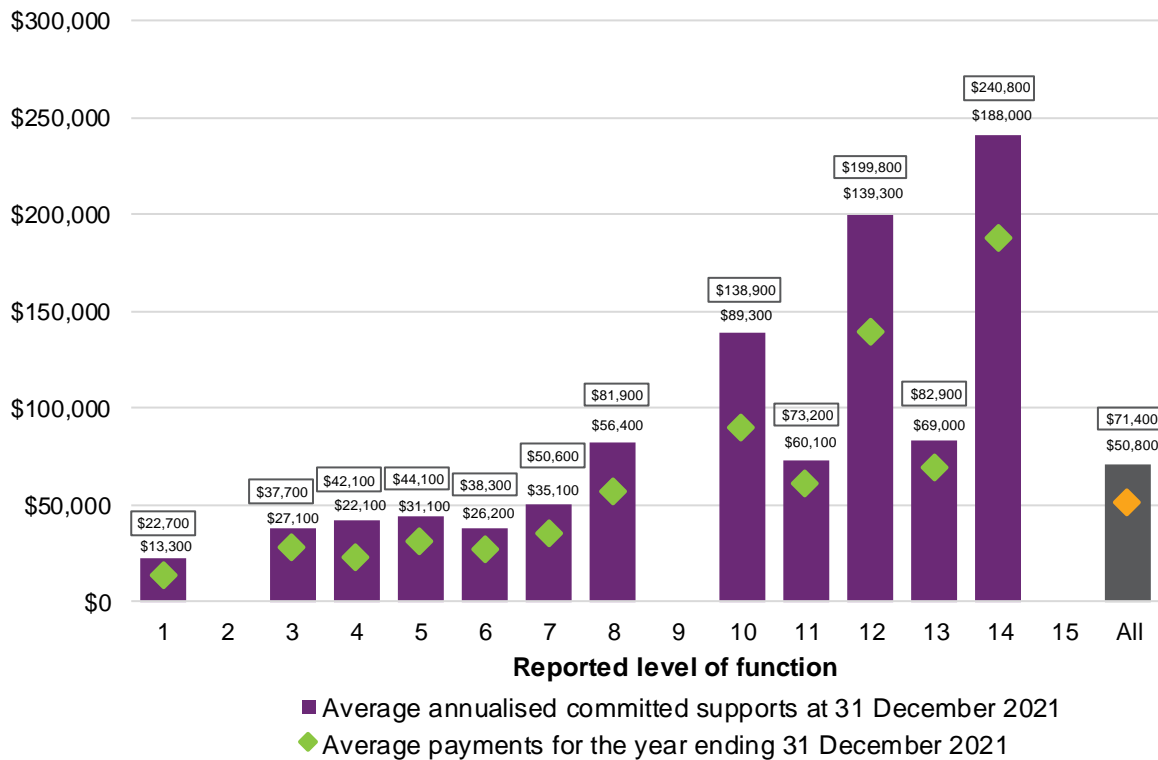
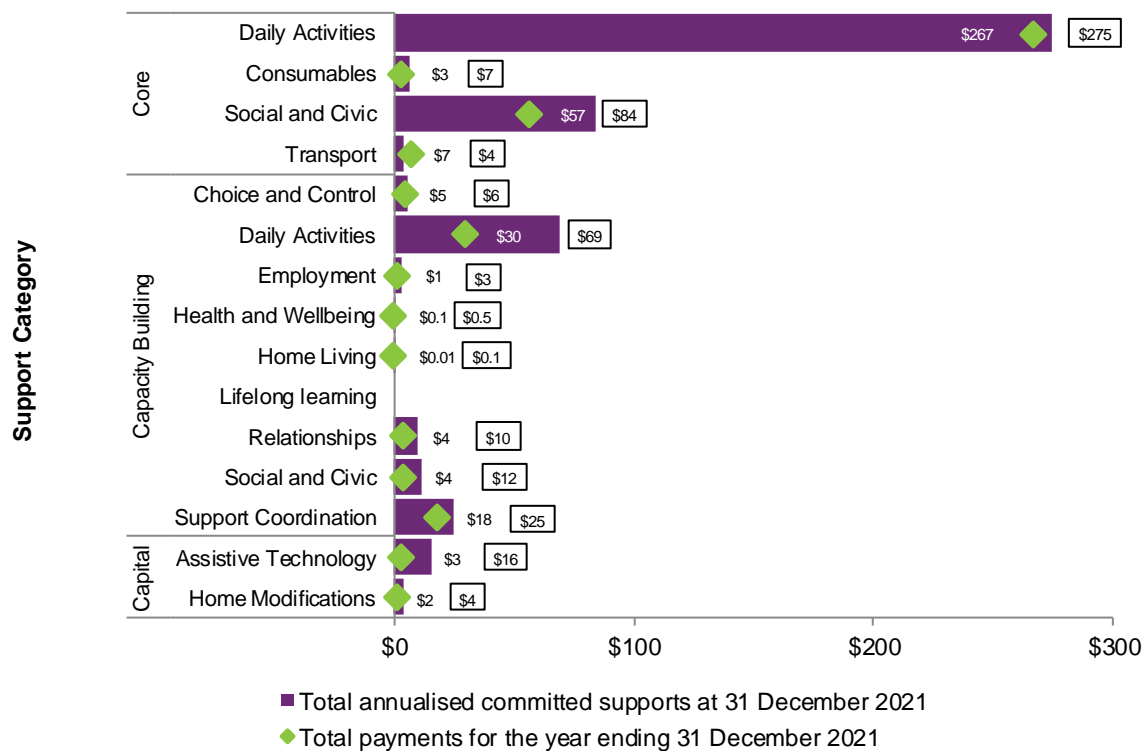


Figure M.27 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Northern Territory ^{852 853}

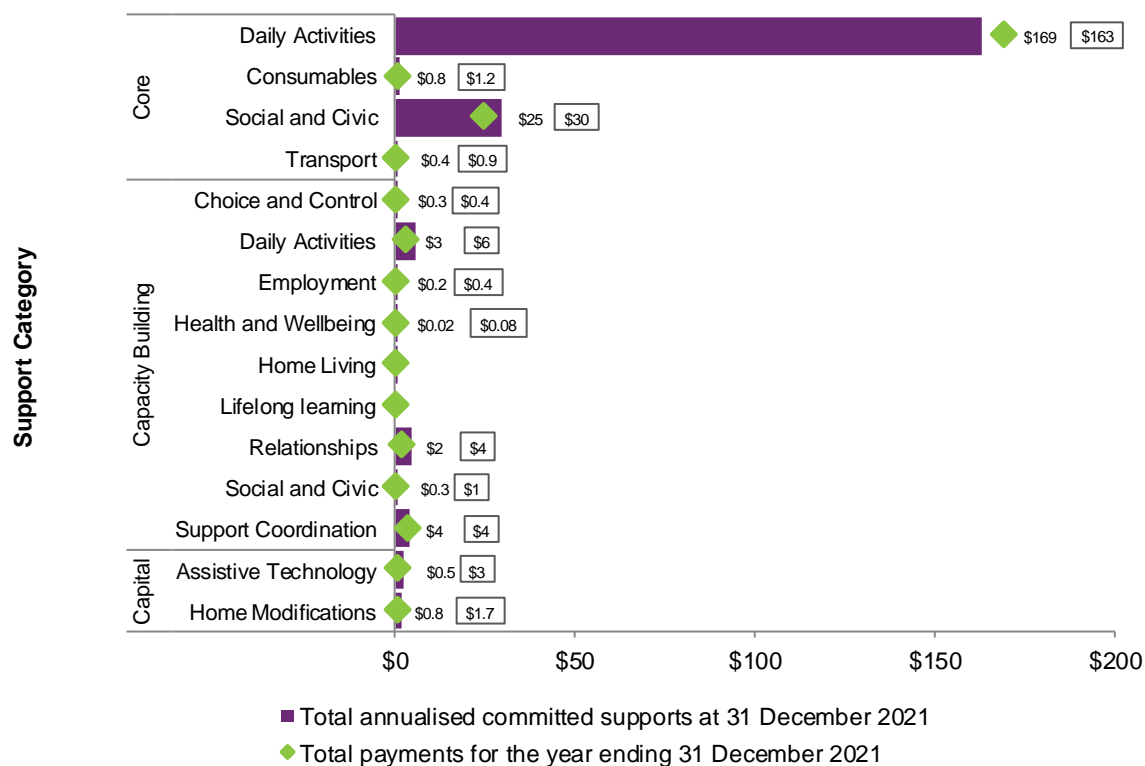


⁸⁵¹ Ibid.

⁸⁵² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁸⁵³ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure M.28 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Northern Territory ^{854 855}



⁸⁵⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁸⁵⁵ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure M.29 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Northern Territory ^{856 857}

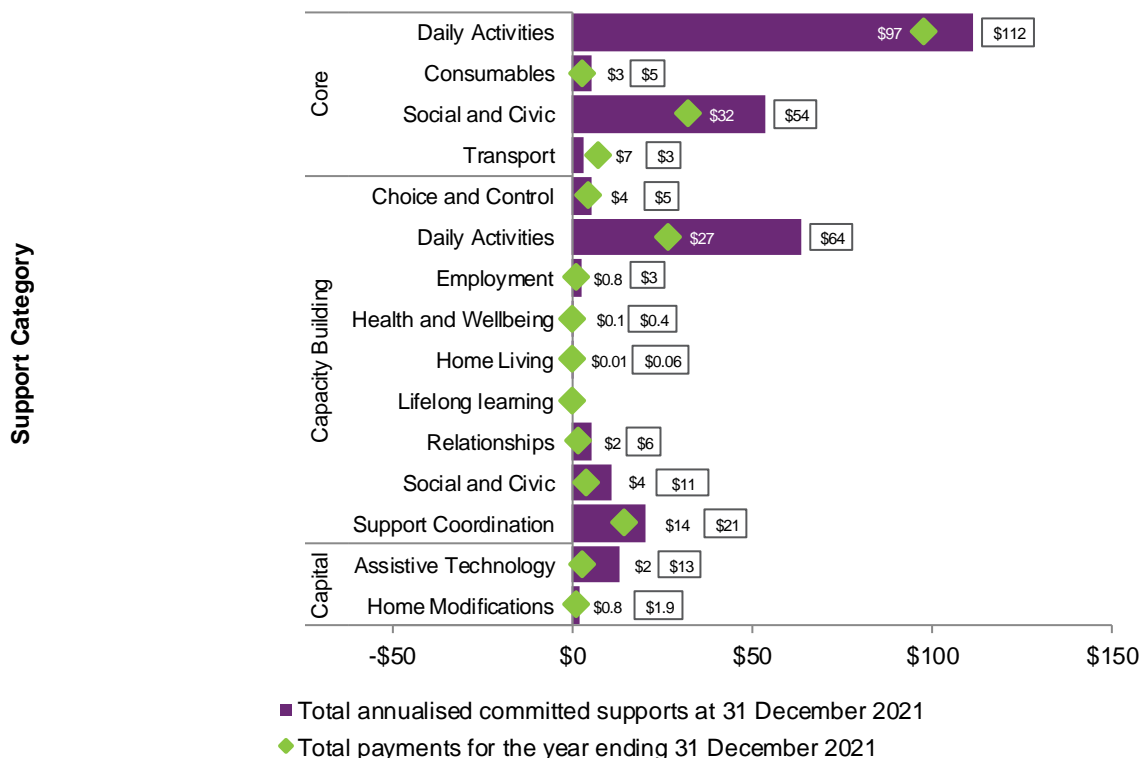


Table M.65 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ⁸⁵⁸

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.09	2.1	5.9	20.7	101.3	203.4	392.7	518.8	260.3
Total Paid	0.04	1.7	4.3	12.0	67.6	137.7	267.4	373.4	175.2
% utilised to date	38%	81%	72%	58%	67%	68%	68%	72%	67%

⁸⁵⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

⁸⁵⁷ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

⁸⁵⁸ 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.30 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Northern Territory

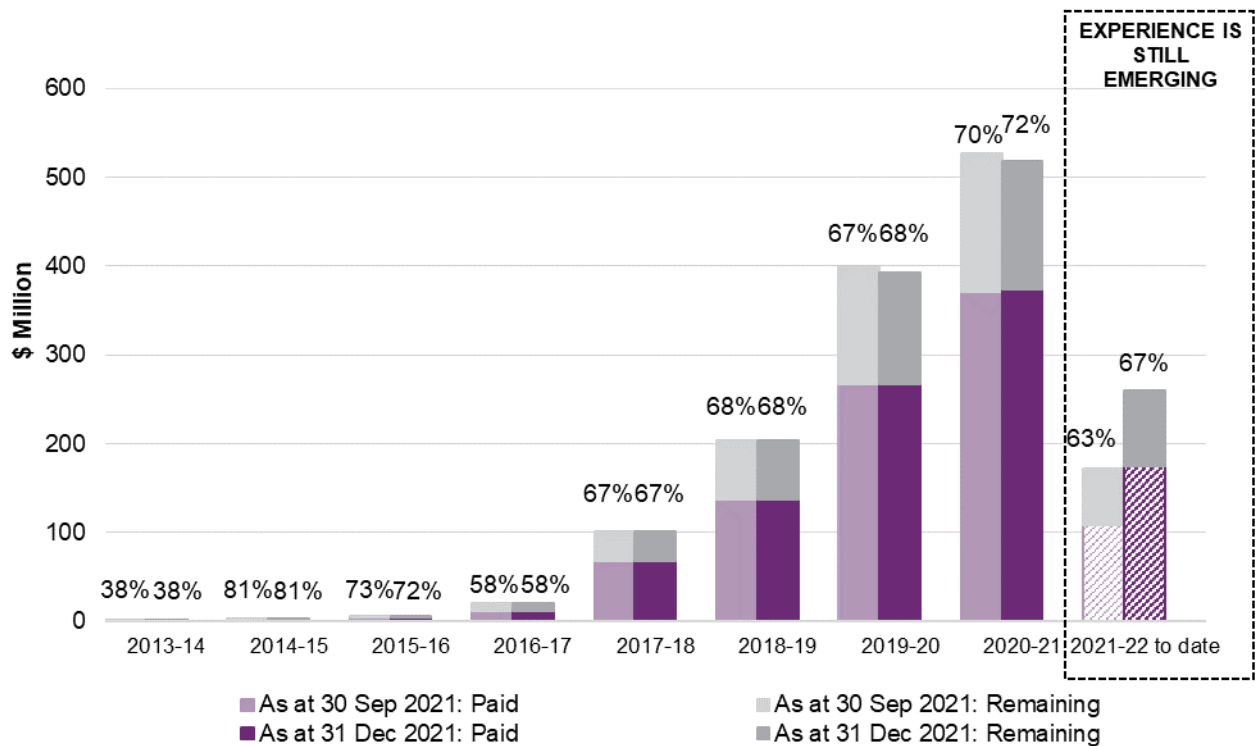
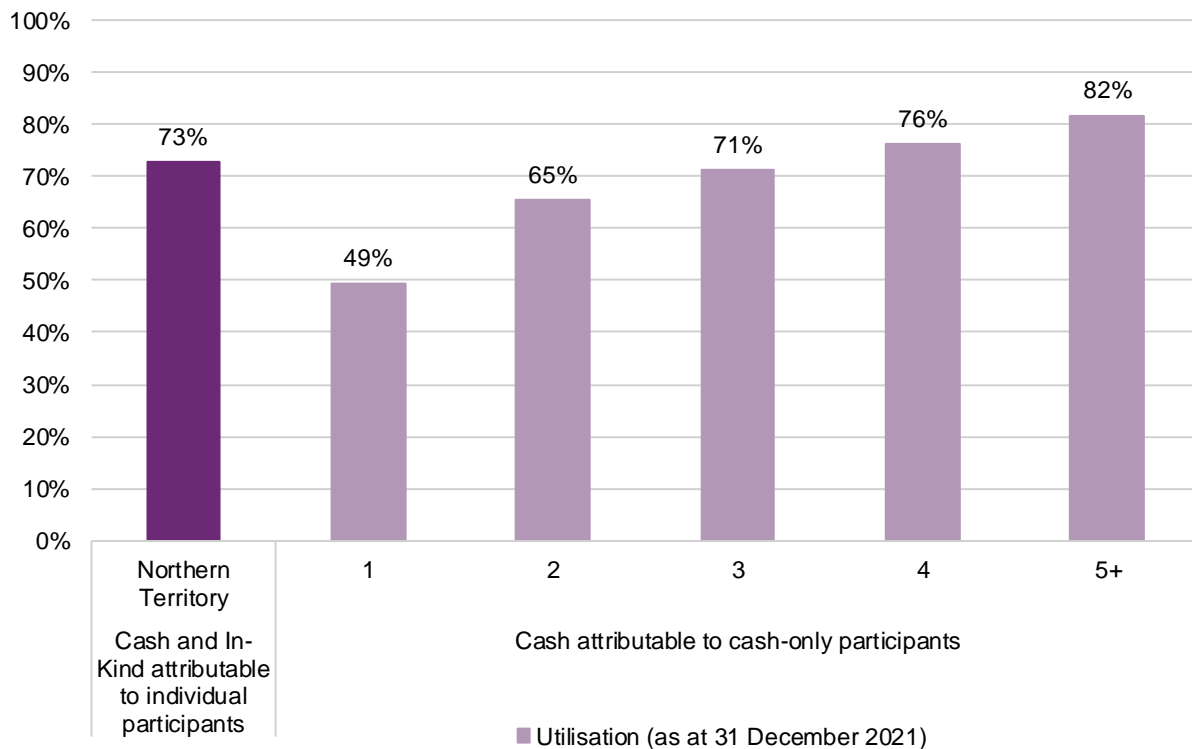


Figure M.31 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Northern Territory ⁸⁵⁹



⁸⁵⁹ 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 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure M.32 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Northern Territory ⁸⁶⁰

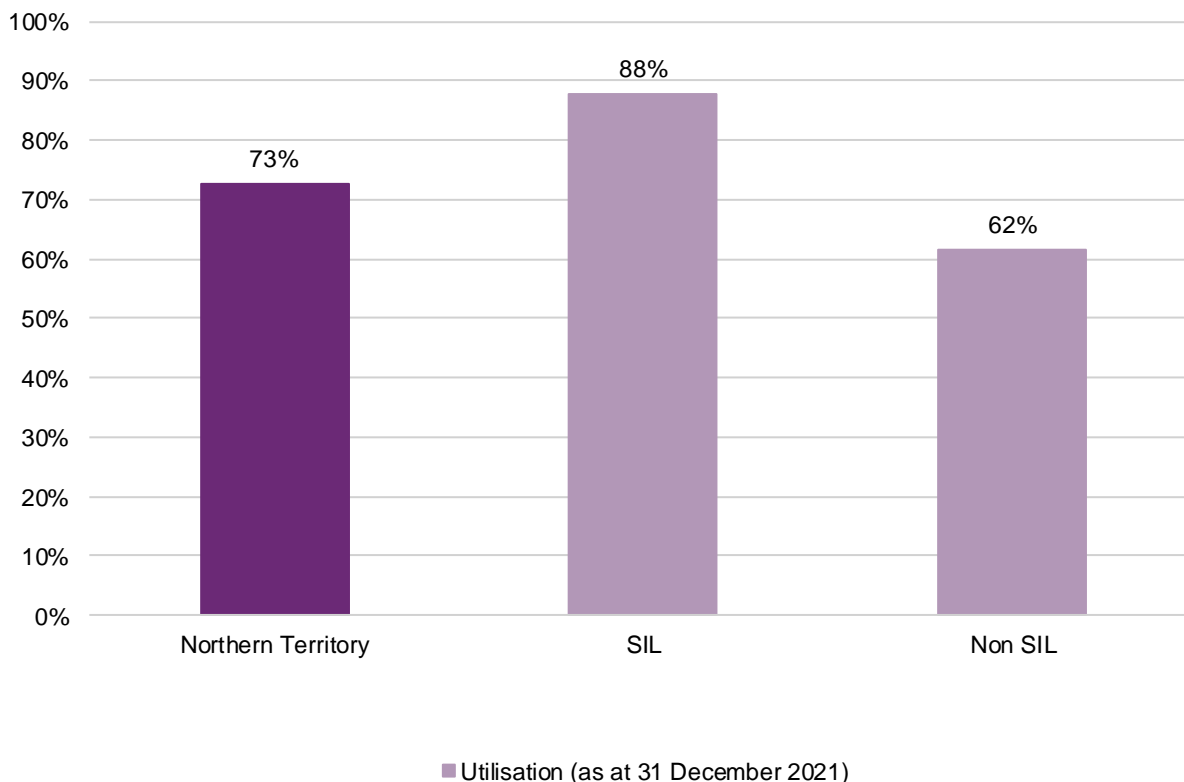
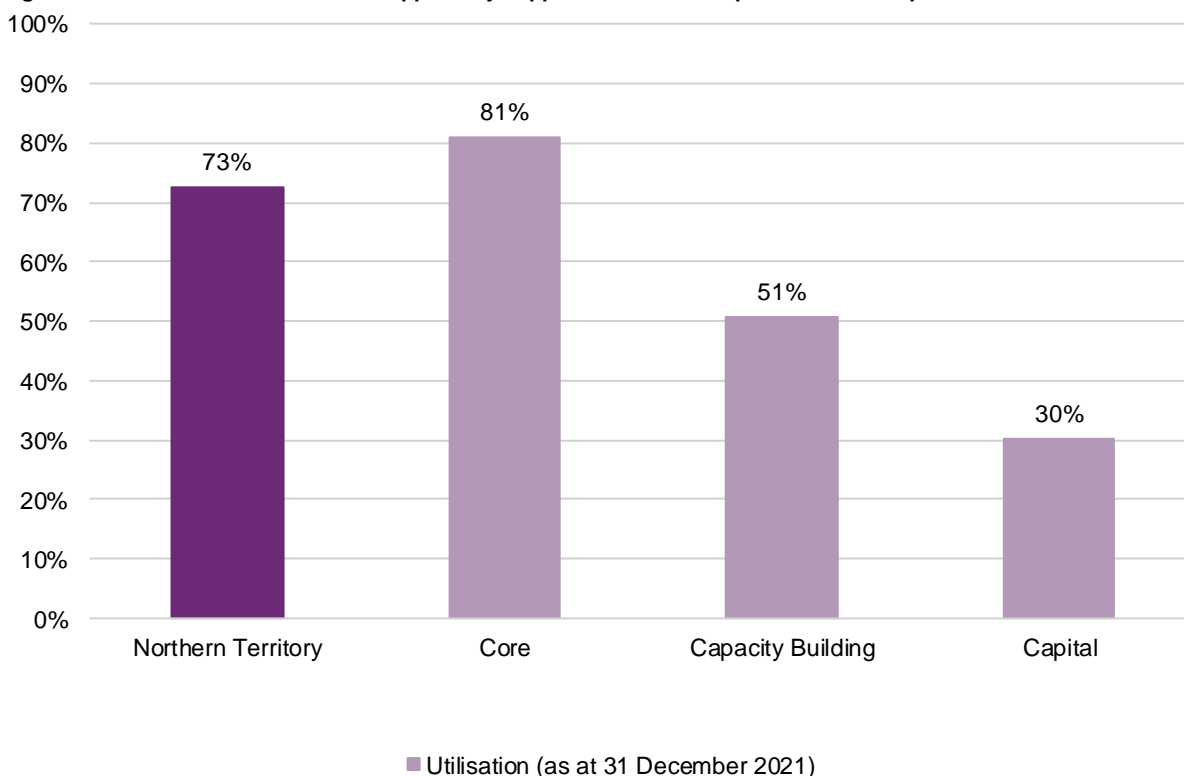


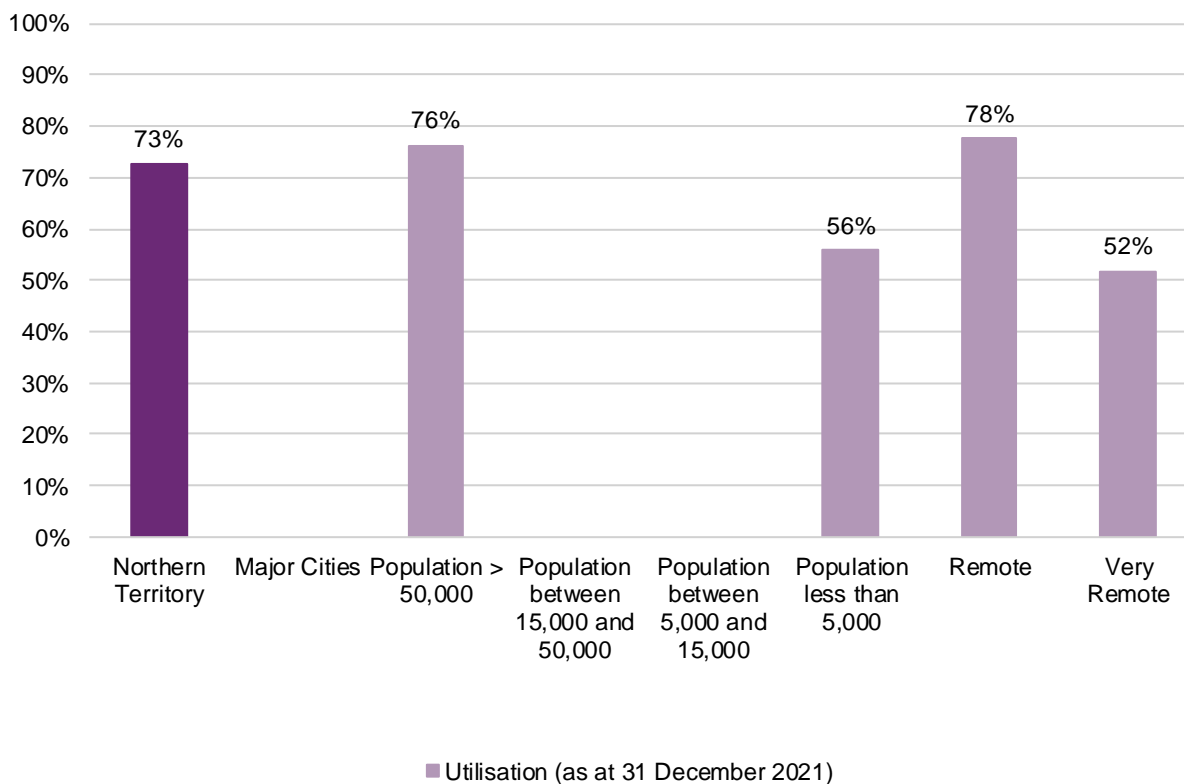
Figure M.33 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Northern Territory ⁸⁶¹



⁸⁶⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

⁸⁶¹ Ibid.

Figure M.34 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Northern Territory ⁸⁶² ⁸⁶³



⁸⁶² Ibid.

⁸⁶³ 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 31 December 2021 ^{864 865 866}

State/Territory	Active participant plans		Early Childhood Approach (ECA)	Active participant plans including ECA	
	N	%	N	N	%
NSW	153,585	31%	4,057	157,642	31%
VIC	133,859	27%	3,380	137,239	27%
QLD	102,458	20%	3,087	105,545	21%
WA	43,475	9%	612	44,087	9%
SA	43,963	9%	612	44,575	9%
TAS	11,459	2%	255	11,714	2%
ACT	8,967	2%	134	9,101	2%
NT	4,587	1%	98	4,685	1%
OT	46	0%	0	46	0%
Missing	14	0%	11	25	0%
National	502,413	100%	12,246	514,659	100%

Table N.2 Number of active participant plans by age at 31 December 2021

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,834	22,338	16,451	5,036	6,122	1,484	1,178	839	77,287
7 to 14	39,086	34,718	27,214	10,743	12,848	2,592	2,304	1,121	130,643
15 to 18	11,666	9,585	8,157	4,108	4,155	993	730	325	39,725
19 to 24	13,754	9,724	7,818	4,076	3,516	1,256	825	311	41,289
25 to 34	13,587	11,742	8,797	4,568	3,371	1,266	792	399	44,526
35 to 44	12,189	11,539	8,345	3,695	3,250	888	799	480	41,189
45 to 54	14,713	13,946	10,075	4,410	4,026	1,215	890	510	49,789
55 to 64	18,096	15,445	12,000	5,246	5,006	1,392	952	479	58,625
65+	6,660	4,822	3,601	1,593	1,669	373	497	123	19,340
Total	153,585	133,859	102,458	43,475	43,963	11,459	8,967	4,587	502,413

Table N.3 Proportion of active participant plans by age at 31 December 2021

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	12%	14%	13%	13%	18%	15%
7 to 14	25%	26%	27%	25%	29%	23%	26%	24%	26%
15 to 18	8%	7%	8%	9%	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%	8%	7%	8%	9%	10%	8%
45 to 54	10%	10%	10%	10%	9%	11%	10%	11%	10%
55 to 64	12%	12%	12%	12%	11%	12%	11%	10%	12%
65+	4%	4%	4%	4%	4%	3%	6%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁸⁶⁴ 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.

⁸⁶⁵ 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.

⁸⁶⁶ There are 14 active participants at 31 December 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.4 Number of active participant plans (participants in SIL) by age at 31 December 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	19
15 to 18	54	13	29	26	18	<11	<11	<11	160
19 to 24	725	252	446	173	174	96	30	33	1,929
25 to 34	1,437	744	966	433	391	177	71	80	4,299
35 to 44	1,615	941	954	408	438	140	87	92	4,675
45 to 54	2,200	1,395	1,169	565	612	201	123	99	6,364
55 to 64	2,344	1,458	1,205	582	609	233	119	71	6,621
65+	787	394	265	150	174	62	34	20	1,886
Total	9,167	5,199	5,038	2,346	2,416	918	468	402	25,954

Table N.5 Proportion of active participant plans (participants in SIL) by age at 31 December 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%	7%	7%	10%	6%	8%	7%
25 to 34	16%	14%	19%	18%	16%	19%	15%	20%	17%
35 to 44	18%	18%	19%	17%	18%	15%	19%	23%	18%
45 to 54	24%	27%	23%	24%	25%	22%	26%	25%	25%
55 to 64	26%	28%	24%	25%	25%	25%	25%	18%	26%
65+	9%	8%	5%	6%	7%	7%	7%	5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.6 Number of active participant plans (participants not in SIL) by age at 31 December 2021

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,834	22,337	16,451	5,036	6,122	1,484	1,178	839	77,286
7 to 14	39,081	34,717	27,210	10,734	12,848	2,592	2,304	1,121	130,624
15 to 18	11,612	9,572	8,128	4,082	4,137	984	726	318	39,565
19 to 24	13,029	9,472	7,372	3,903	3,342	1,160	795	278	39,360
25 to 34	12,150	10,998	7,831	4,135	2,980	1,089	721	319	40,227
35 to 44	10,574	10,598	7,391	3,287	2,812	748	712	388	36,514
45 to 54	12,513	12,551	8,906	3,845	3,414	1,014	767	411	43,425
55 to 64	15,752	13,987	10,795	4,664	4,397	1,159	833	408	52,004
65+	5,873	4,428	3,336	1,443	1,495	311	463	103	17,454
Total	144,418	128,660	97,420	41,129	41,547	10,541	8,499	4,185	476,459

Table N.7 Proportion of active participant plans (participants not in SIL) by age at 31 December 2021

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	17%	17%	12%	15%	14%	14%	20%	16%
7 to 14	27%	27%	28%	26%	31%	25%	27%	27%	27%
15 to 18	8%	7%	8%	10%	10%	9%	9%	8%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	8%	9%	8%	10%	7%	10%	8%	8%	8%
35 to 44	7%	8%	8%	8%	7%	7%	8%	9%	8%
45 to 54	9%	10%	9%	9%	8%	10%	9%	10%	9%
55 to 64	11%	11%	11%	11%	11%	11%	10%	10%	11%
65+	4%	3%	3%	4%	4%	3%	5%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Number of active participant plans by disability at 31 December 2021 ^{867 868}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	50,227	41,328	35,722	15,298	16,989	3,624	2,870	1,037	167,111
Intellectual disability	30,117	25,310	16,986	8,538	8,056	2,792	1,460	880	94,154
Psychosocial disability	15,640	17,473	9,905	4,489	3,072	962	1,103	468	53,123
Developmental delay	11,748	14,673	8,888	1,690	3,033	775	759	555	42,125
Hearing impairment	7,520	5,917	5,512	1,856	1,763	441	441	195	23,645
Other neurological	6,502	4,957	4,281	2,057	1,579	453	377	207	20,416
Other physical	5,681	4,218	4,549	1,775	1,761	361	537	202	19,088
Cerebral palsy	5,458	4,030	3,582	1,715	1,230	422	296	195	16,928
Acquired brain injury	4,487	4,018	3,499	1,351	1,616	439	215	276	15,901
Global developmental delay	3,592	2,061	1,880	1,166	1,470	218	153	107	10,648
Visual impairment	3,000	2,756	1,628	771	761	198	174	67	9,355
Multiple sclerosis	2,558	2,825	1,505	863	822	314	201	22	9,110
Stroke	2,676	1,695	1,665	587	544	146	133	156	7,603
Spinal cord injury	1,754	888	1,411	606	428	109	76	79	5,352
Other	1,660	1,108	1,169	589	370	164	92	110	5,266
Other sensory/speech	965	602	276	124	469	41	80	31	2,588
Total	153,585	133,859	102,458	43,475	43,963	11,459	8,967	4,587	502,413

Table N.9 Proportion of active participant plans by disability at 31 December 2021

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	33%	31%	35%	35%	39%	32%	32%	23%	33%
Intellectual disability	20%	19%	17%	20%	18%	24%	16%	19%	19%
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	11%
Developmental delay	8%	11%	9%	4%	7%	7%	8%	12%	8%
Hearing impairment	5%	4%	5%	4%	4%	4%	5%	4%	5%
Other neurological	4%	4%	4%	5%	4%	4%	4%	5%	4%
Other physical	4%	3%	4%	4%	4%	3%	6%	4%	4%
Cerebral palsy	4%	3%	3%	4%	3%	4%	3%	4%	3%
Acquired brain injury	3%	3%	3%	3%	4%	4%	2%	6%	3%
Global developmental delay	2%	2%	2%	3%	3%	2%	2%	2%	2%
Visual impairment	2%	2%	2%	2%	2%	2%	2%	1%	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%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁸⁶⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the Intellectual Disability group.

⁸⁶⁸ Down syndrome is included in intellectual disability.

Table N.10 Number of active participant plans (participants in SIL) by disability at 31 December 2021

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	972	571	566	337	283	145	56	26	2,956
Intellectual disability	4,759	3,128	2,587	1,206	1,397	421	211	126	13,835
Psychosocial disability	1,375	270	411	95	113	109	77	50	2,500
Developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Hearing impairment	<11	<11	<11	<11	<11	<11	<11	<11	11
Other neurological	349	153	268	120	98	37	28	25	1,078
Other physical	57	27	48	17	21	<11	<11	<11	186
Cerebral palsy	766	582	456	246	186	76	41	58	2,411
Acquired brain injury	561	295	464	223	232	87	30	69	1,961
Global developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<11
Visual impairment	28	11	23	11	11	<11	<11	<11	94
Multiple sclerosis	45	79	49	29	29	<11	<11	<11	248
Stroke	144	47	98	31	24	12	<11	25	388
Spinal cord injury	58	20	37	25	15	<11	<11	13	173
Other	51	<11	27	<11	<11	<11	<11	<11	112
Other sensory/speech	<11	<11	<11	<11	<11	<11	<11	<11	<11
Total	9,167	5,199	5,038	2,346	2,416	918	468	402	25,954

Table N.11 Proportion of active participant plans (participants in SIL) by disability at 31 December 2021

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	14%	12%	16%	12%	6%	11%
Intellectual disability	52%	60%	51%	51%	58%	46%	45%	31%	53%
Psychosocial disability	15%	5%	8%	4%	5%	12%	16%	12%	10%
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	0%
Other neurological	4%	3%	5%	5%	4%	4%	6%	6%	4%
Other physical	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
Cerebral palsy	8%	11%	9%	10%	8%	8%	9%	14%	9%
Acquired brain injury	6%	6%	9%	10%	10%	9%	6%	17%	8%
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%	0%	n/a	n/a	n/a	0%
Multiple sclerosis	0%	2%	1%	1%	1%	n/a	n/a	n/a	1%
Stroke	2%	1%	2%	1%	1%	1%	n/a	6%	1%
Spinal cord injury	1%	0%	1%	1%	1%	n/a	n/a	3%	1%
Other	1%	n/a	1%	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
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.12 Number of active participant plans (participants not in SIL) by disability at 31 December 2021

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	49,255	40,757	35,156	14,961	16,706	3,479	2,814	1,011	164,155
Intellectual disability	25,358	22,182	14,399	7,332	6,659	2,371	1,249	754	80,319
Psychosocial disability	14,265	17,203	9,494	4,394	2,959	853	1,026	418	50,623
Developmental delay	11,748	14,673	8,888	1,690	3,033	775	759	555	42,125
Hearing impairment	7,518	5,911	5,509	1,856	1,763	441	441	195	23,634
Other neurological	6,153	4,804	4,013	1,937	1,481	416	349	182	19,338
Other physical	5,624	4,191	4,501	1,758	1,740	352	534	198	18,902
Cerebral palsy	4,692	3,448	3,126	1,469	1,044	346	255	137	14,517
Acquired brain injury	3,926	3,723	3,035	1,128	1,384	352	185	207	13,940
Global developmental delay	3,592	2,061	1,880	1,166	1,470	218	153	107	10,648
Visual impairment	2,972	2,745	1,605	760	750	190	174	65	9,261
Multiple sclerosis	2,513	2,746	1,456	834	793	306	193	21	8,862
Stroke	2,532	1,648	1,567	556	520	134	126	131	7,215
Spinal cord injury	1,696	868	1,374	581	413	106	74	66	5,179
Other	1,609	1,098	1,142	583	363	161	87	107	5,154
Other sensory/speech	965	602	275	124	469	41	80	31	2,587
Total	144,418	128,660	97,420	41,129	41,547	10,541	8,499	4,185	476,459

Table N.13 Proportion of active participant plans (participants not in SIL) by disability at 31 December 2021

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	36%	36%	40%	33%	33%	24%	34%
Intellectual disability	18%	17%	15%	18%	16%	22%	15%	18%	17%
Psychosocial disability	10%	13%	10%	11%	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%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Global developmental delay	2%	2%	2%	3%	4%	2%	2%	3%	2%
Visual impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	1%	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%	2%	1%	3%	1%
Other sensory/speech	1%	0%	0%	0%	1%	0%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.14 Number of active participant plans by other characteristics at 31 December 2021 ^{869 870}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	12,116	4,130	9,830	3,317	2,640	1,034	400	2,295	35,773
Culturally and linguistically diverse	16,576	15,731	5,540	3,540	3,172	361	959	299	46,191
Residing in remote and very remote areas	619	56	1,805	1,964	1,146	151	0	1,910	7,693
Younger people in residential aged care (under 65)	954	929	524	257	171	65	10	28	2,938
With supported independent living	9,167	5,199	5,038	2,346	2,416	918	468	402	25,954
With specialised disability accommodation	5,762	5,495	1,969	1,222	1,775	393	212	143	16,972

⁸⁶⁹ 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.

⁸⁷⁰ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

Table N.15 Proportion of active participant plans by other characteristics at 31 December 2021 ⁸⁷¹

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.9%	3.1%	9.6%	7.6%	6.0%	9.0%	4.5%	50.0%	7.1%
Culturally and linguistically diverse	10.8%	11.8%	5.4%	8.1%	7.2%	3.2%	10.7%	6.5%	9.2%
Residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.6%	1.3%	0.0%	41.6%	1.5%
With supported independent living	6.0%	3.9%	4.9%	5.4%	5.5%	8.0%	5.2%	8.8%	5.2%
With specialised disability accommodation	3.8%	4.1%	1.9%	2.8%	4.0%	3.4%	2.4%	3.1%	3.4%

Table N.16 Participation rates by age at 31 December 2021 ⁸⁷²

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.49%	4.08%	4.00%	2.24%	4.62%	3.68%	3.03%	3.65%	3.68%
7-14	4.83%	5.31%	4.97%	3.90%	7.62%	5.02%	5.25%	4.34%	5.07%
15-18	3.06%	3.14%	3.13%	3.22%	5.09%	3.91%	3.86%	2.76%	3.28%
19-24	2.17%	1.79%	1.96%	2.09%	2.67%	3.40%	2.16%	1.71%	2.07%
25-34	1.10%	1.09%	1.20%	1.21%	1.47%	1.89%	1.13%	0.92%	1.16%
35-44	1.09%	1.23%	1.22%	0.99%	1.47%	1.44%	1.21%	1.31%	1.18%
45-54	1.46%	1.69%	1.52%	1.30%	1.86%	1.81%	1.63%	1.68%	1.55%
55-64	1.91%	2.07%	2.00%	1.71%	2.28%	1.91%	2.16%	1.97%	1.98%
0-64	2.16%	2.29%	2.31%	1.88%	3.02%	2.62%	2.25%	2.10%	2.26%

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	83%	79%	77%	72%	75%	Numbers are too small	Numbers are too small	Numbers are too small	77%
The Pre-Planning Process	81%	78%	78%	67%	70%	Numbers are too small	Numbers are too small	Numbers are too small	76%
The Planning Process	83%	86%	82%	81%	81%	82%	77%	68%	83%
The Review Process	75%	75%	66%	62%	61%	72%	67%	60%	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' ⁸⁷³

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	24%	20%	18%	24%	26%	17%	30%	11%	21%
Latest Review	25%	20%	18%	25%	26%	18%	31%	14%	22%
Participants (15 and over) in community									
Baseline	35%	36%	38%	41%	37%	30%	37%	46%	36%
Latest Review	47%	42%	46%	44%	41%	34%	44%	48%	44%
Parent and carer employment rate									
Baseline	49%	45%	43%	46%	46%	41%	56%	51%	46%
Latest Review	52%	48%	45%	49%	49%	44%	62%	53%	50%
Participant (15 and over) choice and control									
First Review	65%	62%	72%	71%	64%	67%	70%	55%	66%
Latest Review	75%	75%	81%	76%	73%	73%	78%	67%	76%

⁸⁷¹ Ibid.⁸⁷² Participation rate refers to the proportion of general population that are NDIS participants.⁸⁷³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

Table N.19 Distribution of active participant by method of Financial Plan Management at 31 December 2021 ^{874 875}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	26%	24%	18%	19%	15%	34%	10%	22%
Self-managed partly	8%	9%	6%	15%	5%	8%	10%	6%	8%
Plan-managed	48%	57%	57%	39%	65%	56%	44%	67%	53%
Agency-managed	24%	9%	13%	28%	12%	21%	12%	16%	17%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	33%	48%	44%	27%	46%	27%	45%	30%	39%
Agency-managed	57%	37%	43%	59%	45%	64%	35%	66%	48%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.21 Estimated number of plan reviews - excluding plans less than 31 days ⁸⁷⁶

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2021-22 Q2	38,034	28,002	18,281	8,871	8,760	2,837	1,626	599	107,022
Total number of plan reviews (transition only)	461,395	315,549	210,587	76,116	118,769	30,339	32,285	8,605	1,253,750

Table N.22 Number and rates of participant complaints ^{877 878}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2021-22 Q2	2,130	2,163	1,622	869	840	155	149	94	8,679
% of the number of active participants	5.7%	6.7%	6.6%	8.3%	7.9%	5.6%	6.8%	8.6%	7.0%
All participant complaints	34,939	26,937	16,720	6,850	13,149	1,986	2,509	750	112,358
% of the number of active participants	6.6%	7.3%	6.8%	6.9%	9.3%	5.8%	5.9%	6.6%	7.9%

Table N.23 Duration to plan activation for active participants ⁸⁷⁹

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	68%	59%	65%	68%
30 to 59 days	12%	12%	12%	11%	11%	11%	15%	12%	12%
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	6%	5%
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	4%	3%
120 days and over	8%	9%	8%	8%	9%	10%	12%	11%	9%
No payments	2%	3%	2%	3%	2%	2%	3%	2%	2%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁸⁷⁴ 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.

⁸⁷⁵ Trial participants are included in these results.

⁸⁷⁶ The National totals include plan reviews where jurisdiction information was missing.

⁸⁷⁷ % 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.

⁸⁷⁸ The National totals include participant complaints where jurisdiction information was missing.

⁸⁷⁹ Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table N.24 Active providers by legal entity type ^{880 881}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,207	2,158	2,109	511	699	331	311	144	7,014
Company / Organisation	5,616	4,103	4,456	1,762	1,743	1,069	1,050	674	10,447
Total active providers	8,823	6,261	6,565	2,273	2,442	1,400	1,361	818	17,461

Table N.25 Active providers in 2021-22 Q2 by legal entity type ^{882 883}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,091	601	660	214	178	113	66	45	2,598
Company / Organisation	3,048	1,988	2,011	850	713	396	333	258	6,650
Total active providers	4,139	2,589	2,671	1,064	891	509	399	303	9,248

Table N.26 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,300	1,441	845	224	368	190	307	101	7,775
2018-19	5,938	3,462	2,498	544	1,156	400	368	203	14,571
2019-20	8,086	6,034	5,105	1,532	2,128	662	460	393	24,402
2020-21	10,202	7,918	6,731	2,725	2,778	843	550	519	32,269
% increase from 2017-18 to 2018-19	38%	140%	196%	143%	214%	111%	20%	101%	87%
% increase from 2018-19 to 2019-20	36%	74%	104%	182%	84%	65%	25%	93%	67%
% increase from 2019-20 to 2020-21	26%	31%	32%	78%	31%	27%	20%	32%	32%
2021-22 to date	5,450	4,308	3,628	1,489	1,487	454	287	260	17,366

Table N.27 Payments by financial year in which support was provided (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,115	957	536	166	220	154	222	68	5,438
2018-19	4,498	2,371	1,639	391	791	296	277	138	10,402
2019-20	6,016	4,133	3,567	1,017	1,486	478	337	267	17,303
2020-21	7,731	5,432	4,945	1,915	1,984	630	413	373	23,424
% increase from 2017-18 to 2018-19	44%	148%	206%	135%	260%	93%	25%	104%	91%
% increase from 2018-19 to 2019-20	34%	74%	118%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	31%	39%	88%	34%	32%	22%	40%	35%
2021-22 to date	3,762	2,834	2,657	1,005	1,028	322	192	175	11,978

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 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

⁸⁸⁰ Active providers refer to those who have received payment for supporting Agency-managed participants.

⁸⁸¹ 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.

⁸⁸² Active providers refer to those who have received payment for supporting Agency-managed participants.

⁸⁸³ 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.

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 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,900	24,000	31,200	25,600	23,000	22,500	27,500	24,600
7 to 14	22,800	26,300	23,400	26,600	22,400	28,900	21,400	31,700	24,300
15 to 18	48,000	50,800	47,600	42,900	39,300	53,900	36,700	89,900	47,500
19 to 24	82,500	89,100	94,400	79,100	86,100	87,700	67,000	153,100	86,700
25 to 34	106,500	95,000	118,100	102,500	110,100	111,500	93,200	189,800	106,300
35 to 44	112,400	96,700	119,300	106,300	112,100	120,100	107,600	178,200	109,700
45 to 54	118,500	99,800	119,700	105,700	112,000	125,600	103,300	194,900	112,500
55 to 64	120,400	105,800	119,500	109,800	111,900	130,900	107,500	185,500	115,300
65+	123,200	106,000	118,000	109,100	110,500	131,800	101,100	235,400	116,000
Total	69,600	64,200	70,800	69,400	64,600	78,900	62,700	112,100	68,500

Table N.29 Average annualised committed supports by disability type as at 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	145,200	130,700	153,000	152,500	139,600	155,600	151,400	268,600	145,800
Autism	38,300	40,900	38,000	39,700	35,700	51,500	37,900	52,300	39,100
Cerebral palsy	140,600	153,300	147,200	135,600	142,400	160,600	118,900	236,200	145,900
Developmental delay	18,900	20,200	19,000	23,600	20,500	18,400	16,700	21,700	19,700
Global developmental delay	21,200	23,800	24,100	25,600	22,600	23,500	19,100	30,000	23,000
Hearing impairment	13,600	15,600	15,300	16,200	14,700	16,800	11,100	30,700	14,900
Intellectual disability	103,200	99,500	106,300	102,200	102,200	100,600	97,100	133,900	102,700
Multiple sclerosis	107,400	103,000	117,200	84,900	111,700	98,800	95,600	182,700	105,500
Psychosocial disability	90,500	60,400	90,300	63,700	85,200	95,500	78,600	119,300	78,100
Spinal cord injury	156,500	158,000	162,500	178,100	144,400	139,300	159,700	269,800	161,200
Stroke	126,900	121,900	136,800	117,700	123,500	131,400	131,800	207,800	128,800
Visual impairment	40,600	39,200	46,700	44,300	42,500	53,000	32,200	84,500	42,100
Other neurological	129,600	121,300	146,800	123,700	132,300	144,900	110,500	201,400	131,500
Other physical	74,200	70,000	84,700	72,800	71,000	76,200	58,700	121,600	75,500
Other sensory/speech	13,400	15,900	19,600	17,300	12,700	19,300	11,900	26,700	14,900
Other	84,200	88,000	93,100	76,500	91,500	74,700	89,200	128,700	87,300
Total	69,600	64,200	70,800	69,400	64,600	78,900	62,700	112,100	68,500

Table N.30 Average annualised committed supports by level of function as at 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,400	17,800	17,500	21,900	18,000	18,700	16,400	23,100	18,000
2	23,200	25,600	26,900	21,400	23,100	31,000	n/a	n/a	24,400
3	24,300	24,600	25,800	27,500	25,900	28,600	18,600	41,500	25,300
4	17,700	19,000	21,700	22,000	19,900	22,900	16,700	46,500	19,500
5	30,400	29,900	34,300	30,800	30,100	34,000	21,400	47,700	31,000
6	27,400	27,300	28,000	26,900	25,300	34,100	25,700	44,400	27,500
7	55,000	42,400	46,800	30,800	36,700	69,200	47,100	73,600	47,200
8	56,400	47,900	65,900	51,200	63,300	64,100	50,900	116,000	57,300
9	78,500	72,100	92,300	74,200	66,900	63,700	76,000	240,400	79,700
10	96,100	79,600	112,900	86,300	113,000	93,600	86,600	212,100	96,700
11	112,500	71,900	76,200	52,000	61,500	131,800	122,200	119,500	84,900
12	170,100	154,800	196,000	165,200	189,000	174,400	177,100	306,200	171,700
13	101,700	96,800	97,800	69,500	68,100	120,100	117,600	113,500	93,400
14	259,300	252,900	268,600	249,700	254,600	275,900	249,600	385,600	260,600
15	358,100	407,300	538,400	n/a	n/a	n/a	n/a	n/a	440,300
Total	69,600	64,200	70,800	69,400	64,600	78,900	62,700	112,100	68,500

Table N.31 Total annualised committed supports by support category as at 31 December 2021 (\$m) ⁸⁸⁴

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	5,032	3,474	3,427	1,351	1,424	446	278	275	15,708
Consumables	194	186	167	66	60	16	11	7	705
Social and Civic	2,350	2,066	1,571	596	500	210	102	84	7,481
Transport	145	127	86	38	35	12	8	4	455
Capacity Building									
Choice and Control	111	115	88	29	43	10	6	6	407
Daily Activities	1,699	1,615	1,213	526	478	114	93	69	5,809
Employment	93	57	39	34	23	7	5	3	262
Health and Wellbeing	36	18	16	4	5	2	3	0	85
Home Living	1	2	1	0	0	0	0	0	4
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	219	162	86	65	59	16	10	10	627
Social and Civic	100	83	40	50	12	12	10	12	318
Support Coordination	272	311	197	86	77	24	14	25	1,006
Capital									
Assistive Technology	328	271	255	151	97	26	18	16	1,162
Home Modifications	118	104	70	24	29	9	5	4	361
Total	10,696	8,593	7,256	3,019	2,841	904	562	514	34,391

Table N.32 Average annualised committed supports (participants in SIL) by age group as at 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	603,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	444,200	n/a	474,100	165,800	n/a	n/a	n/a	n/a	452,000
19 to 24	417,000	509,600	410,800	355,300	496,000	416,800	352,500	579,200	431,000
25 to 34	360,300	371,400	380,200	341,900	402,900	409,000	373,000	564,900	374,800
35 to 44	340,300	351,000	353,400	323,000	348,100	371,900	360,600	505,400	348,900
45 to 54	326,500	326,300	330,100	307,800	302,300	359,200	336,800	515,400	327,300
55 to 64	330,400	318,000	325,200	309,500	281,700	361,200	330,500	506,600	323,400
65+	327,100	317,100	309,000	307,700	293,700	328,600	361,500	646,100	321,900
Total	343,300	344,300	349,700	318,200	336,700	375,900	348,700	534,800	346,100

⁸⁸⁴ Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Table N.33 Average annualised committed supports (participants in SIL) by disability type as at 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	363,300	369,400	398,100	333,600	385,800	396,400	406,100	619,200	382,800
Autism	383,200	423,000	403,700	333,900	353,100	421,100	383,800	526,700	389,500
Cerebral palsy	403,100	383,600	412,000	383,900	372,800	445,100	380,100	511,900	399,300
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	324,800	316,100	300,700	292,400	292,400	343,500	330,300	503,700	314,500
Multiple sclerosis	419,000	430,900	475,200	318,700	395,300	n/a	n/a	n/a	422,600
Psychosocial disability	311,200	264,400	345,300	296,500	467,700	329,700	291,000	460,900	321,500
Spinal cord injury	390,900	601,500	523,300	507,000	n/a	n/a	n/a	n/a	508,400
Stroke	404,400	450,700	430,900	329,300	465,700	n/a	n/a	497,000	422,800
Visual impairment	311,200	n/a	244,000	n/a	n/a	n/a	n/a	n/a	274,300
Other neurological	398,300	442,000	447,300	352,500	478,100	476,800	366,100	588,300	425,100
Other physical	362,500	402,500	406,900	n/a	346,400	n/a	n/a	n/a	380,300
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	384,500	n/a	370,900	n/a	n/a	n/a	n/a	n/a	426,300
Total	343,300	344,300	349,700	318,200	336,700	375,900	348,700	534,800	346,100

Table N.34 Average annualised committed supports (participants in SIL) by level of function as at 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	262,900
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	299,900	n/a	275,800	n/a	227,900	n/a	n/a	n/a	282,100
4	329,800	n/a	324,600	n/a	n/a	n/a	n/a	n/a	312,800
5	258,400	382,400	301,100	n/a	377,500	n/a	n/a	n/a	295,700
6	266,300	279,800	262,800	189,500	228,400	288,600	n/a	n/a	258,800
7	307,400	329,000	334,400	n/a	325,700	308,700	n/a	n/a	316,100
8	261,000	231,000	276,600	221,400	237,100	263,000	n/a	441,800	261,300
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	371,800
10	289,400	280,400	301,000	266,800	324,200	303,400	272,900	558,500	299,800
11	360,500	367,400	324,000	260,300	482,400	408,900	327,900	n/a	360,200
12	347,600	340,400	360,100	331,600	356,900	387,200	353,900	571,100	350,900
13	417,500	449,500	457,200	318,500	446,300	513,400	418,400	471,200	428,000
14	429,300	398,300	440,800	396,300	407,900	499,800	408,100	533,100	424,700
15	n/a	538,300	n/a	n/a	n/a	n/a	n/a	n/a	604,600
Total	343,300	344,300	349,700	318,200	336,700	375,900	348,700	534,800	346,100

Table N.35 Total annualised committed supports (participants in SIL) by support category as at 31 December 2021 (\$m) ⁸⁸⁵

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,286	1,177	1,257	525	594	241	122	163	6,365
Consumables	24	16	16	8	8	2	1	1	76
Social and Civic	488	359	315	116	105	69	23	30	1,505
Transport	23	16	12	6	6	2	1	1	66
Capacity Building									
Choice and Control	6	6	4	1	3	1	0	0	21
Daily Activities	88	67	51	29	27	10	5	6	282
Employment	3	1	1	2	1	0	0	0	9
Health and Wellbeing	5	1	1	0	1	0	0	0	8
Home Living	0	0	0	0	n/a	n/a	n/a	0	0
Lifelong learning	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	0
Relationships	77	42	33	19	23	8	3	4	209
Social and Civic	3	1	1	1	1	1	0	1	8
Support Coordination	43	29	28	9	12	4	2	4	131
Capital									
Assistive Technology	37	25	21	18	14	3	2	3	123
Home Modifications	64	52	24	13	18	4	2	2	180
Total	3,147	1,790	1,762	746	813	345	163	215	8,982

Table N.36 Average annualised committed supports (participants not in SIL) by age group as at 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,900	24,000	31,200	25,600	23,000	22,500	27,500	24,600
7 to 14	22,700	26,300	23,400	26,500	22,400	28,900	21,400	31,700	24,300
15 to 18	46,200	49,800	46,000	42,100	37,100	50,400	34,500	78,400	45,800
19 to 24	63,900	77,900	75,300	66,900	64,800	60,500	56,300	102,600	69,800
25 to 34	76,400	76,300	85,800	77,500	71,700	63,100	65,600	95,700	77,600
35 to 44	77,600	74,100	89,100	79,400	75,300	72,900	76,700	100,600	79,000
45 to 54	81,900	74,600	92,000	76,000	77,900	79,300	65,800	117,700	81,000
55 to 64	89,200	83,700	96,500	84,800	88,400	84,600	75,700	129,600	88,800
65+	95,900	87,200	102,800	88,500	89,100	92,500	82,000	155,700	93,800
Total	52,300	52,900	56,400	55,300	48,800	53,100	47,000	71,400	53,300

Table N.37 Average annualised committed supports (participants not in SIL) by disability type as at 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	114,000	111,800	115,500	116,600	98,300	96,100	110,100	151,800	112,500
Autism	31,500	35,500	32,100	33,100	30,400	36,100	31,000	40,100	32,800
Cerebral palsy	97,800	114,400	108,600	94,000	101,300	98,100	76,900	119,400	103,800
Developmental delay	18,900	20,200	19,000	23,600	20,500	18,400	16,700	21,700	19,700
Global developmental delay	21,200	23,800	24,100	25,600	22,600	23,500	19,100	30,000	23,000
Hearing impairment	13,500	15,400	15,200	16,200	14,700	16,800	11,100	30,700	14,800
Intellectual disability	61,600	68,900	71,400	70,900	62,300	57,500	57,700	72,100	66,200
Multiple sclerosis	101,800	93,600	105,100	76,700	101,400	90,000	81,700	145,000	96,700
Psychosocial disability	69,300	57,200	79,200	58,600	70,600	65,600	62,700	78,400	66,100
Spinal cord injury	148,500	147,800	152,800	164,000	127,000	125,000	150,700	187,800	149,600
Stroke	111,100	112,500	118,400	105,800	107,700	105,000	111,400	152,600	113,000
Visual impairment	38,000	38,100	43,900	41,600	39,700	42,100	32,200	76,300	39,700
Other neurological	114,300	111,100	126,700	109,500	109,400	115,400	89,900	148,300	115,100
Other physical	71,300	67,900	81,200	70,700	67,600	68,700	56,300	110,500	72,500
Other sensory/speech	13,400	15,900	18,900	17,300	12,700	19,300	11,900	26,700	14,800
Other	74,600	83,600	86,500	73,000	80,300	68,700	69,500	113,900	79,900
Total	52,300	52,900	56,400	55,300	48,800	53,100	47,000	71,400	53,300

⁸⁸⁵ Ibid.

Table N.38 Average annualised committed supports (participants not in SIL) by level of function as at 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,300	17,700	17,500	21,700	17,900	18,700	15,800	22,700	17,900
2	23,200	25,600	26,900	21,400	23,100	31,000	n/a	n/a	24,400
3	22,200	23,800	24,300	25,800	22,200	24,900	18,600	37,700	23,500
4	17,000	18,900	20,700	21,300	18,000	21,800	16,300	42,100	18,800
5	27,100	28,700	30,500	29,700	25,800	28,300	21,400	44,100	28,400
6	25,700	26,700	26,500	26,100	22,800	29,300	24,700	38,300	26,000
7	38,000	37,700	35,000	29,400	29,500	43,500	35,100	50,600	36,300
8	48,600	45,500	56,300	46,800	50,200	48,300	45,400	81,900	49,800
9	74,500	70,700	88,500	70,300	65,500	55,100	60,700	n/a	75,100
10	79,500	70,600	96,700	74,200	85,400	72,800	73,100	138,900	81,000
11	67,500	61,000	62,000	47,400	51,800	67,900	72,100	73,200	61,000
12	128,800	123,000	155,500	127,600	142,600	117,400	136,600	199,800	132,400
13	76,400	80,500	81,500	58,600	59,500	77,000	79,200	82,900	74,600
14	206,100	208,100	217,300	199,500	204,900	184,100	182,400	240,800	208,000
15	337,300	357,600	519,400	n/a	n/a	n/a	n/a	n/a	396,700
Total	52,300	52,900	56,400	55,300	48,800	53,100	47,000	71,400	53,300

Table N.39 Total annualised committed supports (participants not in SIL) by support category as at 31 December 2021 (\$m)⁸⁸⁶

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,746	2,297	2,170	826	830	205	156	112	9,343
Consumables	169	171	151	58	51	14	9	5	629
Social and Civic	1,862	1,707	1,256	480	395	141	79	54	5,976
Transport	122	111	74	32	29	10	7	3	388
Capacity Building									
Choice and Control	105	110	84	28	40	9	5	5	387
Daily Activities	1,612	1,548	1,162	497	451	104	88	64	5,527
Employment	90	57	38	32	22	7	5	3	253
Health and Wellbeing	31	17	15	3	4	2	3	0	76
Home Living	1	2	1	0	0	0	0	0	4
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	142	120	54	46	36	9	7	6	419
Social and Civic	97	82	39	49	11	12	10	11	310
Support Coordination	229	282	170	77	65	19	12	21	875
Capital									
Assistive Technology	291	246	234	133	83	23	16	13	1,039
Home Modifications	54	52	45	11	11	5	2	2	182
Total	7,549	6,803	5,495	2,272	2,028	559	399	299	25,409

Table N.40 Average payments by age group for the year ending 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,200	15,300	21,300	15,800	13,900	15,800	15,000	16,100
7 to 14	21,900	21,600	19,200	19,900	16,200	23,700	19,600	28,900	20,600
15 to 18	40,500	42,300	38,300	30,100	29,000	42,600	27,900	74,000	38,300
19 to 24	63,400	65,400	78,300	58,900	68,900	67,800	50,300	139,400	67,100
25 to 34	86,200	72,100	101,400	82,300	92,700	94,100	75,600	170,400	86,300
35 to 44	91,700	73,000	101,100	86,100	97,000	101,800	85,300	153,300	89,000
45 to 54	97,400	75,900	103,100	83,100	100,800	105,500	86,500	168,600	92,200
55 to 64	97,500	78,400	100,300	84,700	97,500	112,400	86,800	149,400	92,500
65+	98,600	76,900	97,000	81,800	91,700	104,700	75,100	212,300	91,100
Total	56,900	48,400	59,200	53,300	53,200	64,700	50,100	95,000	54,900

⁸⁸⁶ Ibid.

Table N.41 Average payments by disability type for the year ending 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	119,200	100,300	130,600	127,100	118,200	133,600	122,500	228,300	119,800
Autism	33,200	32,000	31,200	29,900	28,200	42,100	30,900	46,600	31,900
Cerebral palsy	119,600	122,700	129,300	109,200	121,500	137,200	108,300	207,200	122,800
Developmental delay	11,900	10,300	10,100	13,400	11,300	9,400	10,100	9,700	10,800
Global developmental delay	15,400	13,600	15,500	15,900	13,100	15,700	14,200	21,200	14,900
Hearing impairment	8,000	7,700	7,900	8,200	7,900	10,200	5,200	16,200	8,000
Intellectual disability	87,600	78,500	97,000	82,700	93,100	86,500	83,200	121,500	87,000
Multiple sclerosis	81,100	74,900	89,200	62,000	90,100	70,800	71,900	179,000	79,100
Psychosocial disability	68,500	40,600	68,700	42,700	64,400	75,800	58,400	101,300	57,000
Spinal cord injury	125,800	127,000	133,500	136,900	110,000	112,300	137,600	230,800	129,500
Stroke	99,800	91,900	111,700	84,600	95,000	99,800	99,600	171,000	100,600
Visual impairment	29,500	26,900	35,200	31,800	33,700	36,100	20,900	62,900	30,500
Other neurological	100,500	88,500	121,800	94,400	107,300	114,600	87,900	182,700	102,800
Other physical	52,600	47,100	58,700	44,700	46,800	54,400	40,800	65,700	51,400
Other sensory/speech	8,700	8,500	13,000	11,700	6,300	13,500	5,700	15,300	8,800
Other	64,200	62,600	70,800	43,700	72,400	46,600	72,500	85,900	63,600
Total	56,900	48,400	59,200	53,300	53,200	64,700	50,100	95,000	54,900

Table N.42 Average payments by level of function for the year ending 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,400	8,700	9,500	12,900	9,700	10,900	9,800	13,300	10,200
2	12,600	13,500	16,400	13,200	15,100	16,500	n/a	n/a	13,600
3	16,400	14,400	16,500	16,600	16,500	18,100	12,000	32,700	16,000
4	11,900	11,000	14,000	12,700	12,000	14,200	10,500	26,600	12,300
5	22,800	19,800	24,900	20,400	21,000	22,500	15,000	36,000	21,900
6	21,300	17,600	20,000	16,700	17,400	24,800	17,400	31,500	19,400
7	45,100	31,500	36,300	20,300	24,400	56,100	38,300	57,800	36,600
8	38,800	30,500	48,900	33,100	48,700	44,700	31,900	96,200	39,900
9	55,900	45,800	68,700	42,100	39,100	47,100	53,900	n/a	55,100
10	71,000	55,200	87,300	60,900	94,500	73,600	63,900	174,100	72,100
11	98,900	56,200	64,000	36,800	44,200	111,200	109,300	107,600	70,300
12	143,400	121,900	177,400	136,000	174,700	151,100	149,400	262,500	145,100
13	93,700	87,500	88,500	59,200	55,500	106,400	107,800	95,000	83,900
14	222,800	205,700	240,000	204,100	218,400	239,600	226,300	348,600	223,000
15	327,900	480,100	500,700	n/a	n/a	n/a	n/a	n/a	449,100
Total	56,900	48,400	59,200	53,300	53,200	64,700	50,100	95,000	54,900

Table N.43 Total payments by support category for the year ending 31 December 2021 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	4,578	3,102	2,980	1,159	1,381	410	255	267	14,133
Consumables	137	127	120	41	35	12	6	3	483
Social and Civic	1,473	1,105	1,137	385	252	140	63	57	4,614
Transport	303	199	110	45	36	12	13	7	725
Capacity Building									
Choice and Control	100	109	78	23	39	8	5	5	368
Daily Activities	966	848	692	305	284	55	53	30	3,234
Employment	58	36	23	18	16	4	3	1	159
Health and Wellbeing	18	7	8	2	2	1	2	0	41
Home Living	0	1	0	0	0	0	0	0	1
Lifelong learning	0	0	0	0	0	0	0	0	0
Relationships	100	73	39	26	22	7	5	4	274
Social and Civic	36	27	18	20	4	5	4	4	118
Support Coordination	201	223	142	52	52	17	9	18	715
Capital									
Assistive Technology	164	122	126	51	42	12	8	3	528
Home Modifications	91	73	49	6	20	6	2	2	249
Total	8,226	6,053	5,522	2,139	2,185	690	429	401	25,646

Table N.44 Average payments (participants in SIL) by age group for the year ending 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	558,200	n/a	n/a	n/a	n/a	n/a	n/a	n/a	208,900
15 to 18	460,300	680,800	371,100	208,300	n/a	n/a	n/a	n/a	421,700
19 to 24	396,300	467,500	391,900	305,600	478,900	394,000	360,000	522,400	404,800
25 to 34	341,500	323,100	369,100	307,100	373,800	374,000	342,200	558,800	349,200
35 to 44	314,600	306,000	347,400	288,700	342,300	339,300	333,400	512,000	324,700
45 to 54	304,000	274,100	339,300	270,500	328,400	326,000	302,500	493,500	306,600
55 to 64	309,900	265,200	342,400	268,000	322,600	339,000	315,900	524,900	306,400
65+	298,100	256,400	322,600	264,800	327,400	289,100	359,800	n/a	297,900
Total	321,700	294,300	351,500	280,300	347,700	346,100	323,900	533,600	324,600

Table N.45 Average payments (participants in SIL) by disability type for the year ending 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	337,200	335,700	387,100	298,900	388,000	344,800	377,300	603,900	360,600
Autism	368,600	376,600	394,800	298,900	383,700	392,600	340,000	544,600	370,900
Cerebral palsy	382,100	318,400	403,800	329,500	367,100	414,200	342,200	495,900	367,000
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual disability	303,600	266,300	315,500	258,400	312,700	319,300	306,900	487,900	296,500
Multiple sclerosis	430,600	405,800	445,500	264,000	405,200	n/a	n/a	n/a	403,100
Psychosocial disability	286,400	220,100	324,200	248,000	412,900	306,900	278,300	436,100	292,400
Spinal cord injury	335,500	586,100	520,100	469,600	n/a	n/a	n/a	n/a	478,100
Stroke	398,700	419,800	443,900	282,800	393,600	n/a	n/a	552,700	413,500
Visual impairment	298,300	n/a	266,600	n/a	n/a	n/a	n/a	n/a	275,000
Other neurological	378,900	404,800	439,000	328,000	477,700	430,600	371,300	689,900	409,900
Other physical	319,600	290,600	388,900	n/a	373,000	n/a	n/a	n/a	338,800
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	328,800	n/a	n/a	n/a	n/a	n/a	n/a	n/a	406,000
Total	321,700	294,300	351,500	280,300	347,700	346,100	323,900	533,600	324,600

Table N.46 Average payments (participants in SIL) by level of function for the year ending 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	243,900	n/a	259,800	n/a	202,800	n/a	n/a	n/a	247,100
4	292,000	n/a	n/a	n/a	n/a	n/a	n/a	n/a	282,500
5	246,200	297,500	279,300	n/a	370,900	n/a	n/a	n/a	269,300
6	247,000	242,600	249,400	165,600	199,700	249,300	n/a	n/a	234,400
7	289,400	291,700	315,600	n/a	279,500	279,200	n/a	n/a	292,400
8	236,800	191,900	260,900	193,500	237,500	227,600	n/a	442,500	242,000
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	318,100
10	264,600	237,000	292,100	231,100	342,400	297,000	248,800	600,900	282,300
11	345,600	310,500	356,300	218,400	465,700	369,800	298,400	n/a	343,000
12	325,400	292,400	372,500	294,400	389,700	358,900	346,800	570,000	331,900
13	400,800	394,900	449,900	295,400	403,100	486,400	360,200	n/a	400,200
14	406,600	330,700	435,900	333,500	394,000	455,900	364,600	524,300	391,000
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	577,000
Total	321,700	294,300	351,500	280,300	347,700	346,100	323,900	533,600	324,600

Table N.47 Total payments (participants in SIL) by support category for the year ending 31 December 2021 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,292	1,144	1,325	508	700	236	123	169	6,497
Consumables	17	10	12	5	5	2	1	1	52
Social and Civic	335	207	240	82	51	56	16	25	1,012
Transport	21	12	9	3	3	2	1	0	52
Capacity Building									
Choice and Control	5	6	4	1	3	1	0	0	20
Daily Activities	51	36	35	20	18	6	3	3	173
Employment	5	1	1	3	2	0	0	0	13
Health and Wellbeing	2	0.4	1	0	0	0	0	0	4
Home Living	0	0	0	0	0	0	0	n/a	0
Lifelong learning	n/a	n/a	0	n/a	0	0	n/a	n/a	0
Relationships	42	21	17	9	9	3	1	2	105
Social and Civic	1	0	1	0	0	1	0	0	4
Support Coordination	37	25	25	6	9	4	2	4	111
Capital									
Assistive Technology	17	11	11	5	6	2	1	1	52
Home Modifications	55	44	19	1	13	3	1	1	136
Total	2,880	1,518	1,698	645	820	314	149	206	8,230

Table N.48 Average payments (participants not in SIL) by age group for the year ending 31 December 2021 (\$)

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,200	15,300	21,300	15,800	13,900	15,800	15,000	16,100
7 to 14	21,800	21,600	19,100	19,900	16,200	23,700	19,600	28,900	20,500
15 to 18	37,900	40,600	36,400	28,700	27,600	39,400	27,300	58,000	36,200
19 to 24	43,700	54,200	57,400	46,600	46,100	38,500	38,800	84,100	49,200
25 to 34	54,600	53,800	67,000	57,100	53,500	45,400	49,200	66,600	56,700
35 to 44	55,800	51,000	68,200	59,000	55,400	53,600	53,100	60,600	57,100
45 to 54	59,200	52,400	70,100	53,600	57,500	59,700	46,500	86,800	58,800
55 to 64	65,300	58,200	73,100	60,500	65,900	62,200	55,100	85,800	64,600
65+	72,000	60,800	79,200	63,300	64,300	65,900	54,900	117,700	68,800
Total	39,400	37,800	43,300	39,500	35,300	38,500	34,500	50,800	39,400

Table N.49 Average payments (participants not in SIL) by disability type for the year ending 31 December 2021 (\$)

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	87,700	80,900	90,800	91,900	71,400	78,100	80,800	99,200	85,100
Autism	26,100	26,800	24,800	23,500	21,800	26,500	24,500	32,900	25,300
Cerebral palsy	76,600	88,600	89,200	71,300	76,700	78,500	69,300	93,000	81,700
Developmental delay	11,900	10,300	10,100	13,400	11,300	9,400	10,100	9,700	10,800
Global developmental delay	15,400	13,600	15,500	15,900	13,100	15,700	14,200	21,200	14,900
Hearing impairment	8,000	7,500	7,800	8,200	7,900	10,200	5,200	16,200	7,900
Intellectual disability	45,900	51,000	56,600	52,600	46,200	42,700	44,800	54,900	49,800
Multiple sclerosis	74,700	65,500	76,400	54,500	77,400	60,700	56,200	130,300	69,700
Psychosocial disability	46,900	37,600	57,600	38,300	51,600	44,500	41,400	58,300	45,100
Spinal cord injury	118,700	114,800	123,300	123,300	93,600	100,300	132,400	136,000	117,900
Stroke	84,100	84,000	92,800	73,400	80,800	68,500	80,200	104,700	84,900
Visual impairment	27,100	25,800	31,900	29,100	29,800	26,500	20,900	53,800	28,000
Other neurological	85,700	78,800	101,100	80,100	83,900	87,200	64,500	113,900	86,400
Other physical	49,800	45,600	55,000	43,100	42,500	45,000	38,000	55,200	48,400
Other sensory/speech	8,700	8,500	12,400	11,700	6,300	13,500	5,700	15,300	8,800
Other	56,000	57,600	64,200	41,100	60,700	41,700	53,700	62,600	56,400
Total	39,400	37,800	43,300	39,500	35,300	38,500	34,500	50,800	39,400

Table N.50 Average payments (participants not in SIL) by level of function for the year ending 31 December 2021 (\$)

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,300	8,700	9,500	12,700	9,700	10,900	9,500	13,300	10,100
2	12,600	13,500	16,400	13,200	15,100	16,500	n/a	n/a	13,600
3	14,600	13,800	15,000	15,200	12,800	14,800	12,000	27,100	14,400
4	11,400	10,900	13,200	12,200	10,600	13,300	9,900	22,100	11,700
5	19,700	18,800	21,500	19,400	17,600	17,500	14,700	31,100	19,500
6	19,500	16,900	18,500	15,800	14,800	20,000	16,400	26,200	17,900
7	29,400	27,600	26,000	19,500	18,900	31,400	28,400	35,100	26,800
8	30,800	28,100	39,000	28,600	32,700	29,000	27,000	56,400	32,000
9	51,400	43,700	65,400	39,500	37,600	40,100	39,400	n/a	50,500
10	53,700	46,500	69,000	49,100	59,600	48,800	49,800	89,300	55,100
11	54,800	47,800	48,900	33,300	36,500	52,200	60,500	60,100	47,600
12	99,300	91,000	126,200	98,400	113,200	91,900	102,700	139,300	102,000
13	67,800	72,400	71,900	47,700	48,400	61,600	73,500	69,000	65,300
14	165,600	166,100	184,200	157,800	162,500	154,900	169,000	188,000	169,300
15	325,900	450,700	471,100	n/a	n/a	n/a	n/a	n/a	415,300
Total	39,400	37,800	43,300	39,500	35,300	38,500	34,500	50,800	39,400

Table N.51 Total payments (\$m) (participants not in SIL) by support category for the year ending 31 December 2021 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,286	1,958	1,655	651	680	174	132	97	7,635
Consumables	121	117	108	37	30	10	5	3	431
Social and Civic	1,138	898	897	303	201	84	47	32	3,602
Transport	282	186	102	41	33	10	12	7	674
Capacity Building									
Choice and Control	95	103	74	22	37	7	5	4	348
Daily Activities	915	812	656	285	266	50	50	27	3,061
Employment	53	35	22	15	14	3	2	1	146
Health and Wellbeing	16	7	8	1	2	1	2	0	37
Home Living	0	1	0	0	0	0	0	0	1
Lifelong learning	0	0	0	0	0	0	0	0	0
Relationships	58	51	21	17	13	3	3	2	169
Social and Civic	35	27	17	19	3	5	4	4	114
Support Coordination	164	198	117	46	43	13	8	14	604
Capital									
Assistive Technology	147	111	115	46	36	11	7	2	476
Home Modifications	36	30	30	4	7	3	2	1	113
Total	5,346	4,535	3,823	1,494	1,365	376	279	195	17,416

Table N.52 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{887 888 889}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	72%	69%	81%	86%	89%	n/a	n/a	n/a	85%
Subsequent plans	88%	85%	90%	87%	87%	88%	87%	88%	88%
Total	88%	85%	89%	87%	87%	88%	87%	88%	88%
Non SIL									
First plan	56%	53%	55%	58%	54%	53%	49%	48%	55%
Subsequent plans	68%	68%	73%	69%	70%	71%	70%	63%	69%
Total	67%	66%	70%	67%	68%	68%	68%	59%	67%
Total (SIL and non SIL)									
First plan	56%	53%	55%	68%	55%	53%	50%	49%	57%
Subsequent plans	76%	70%	78%	74%	75%	77%	76%	76%	75%
Total	74%	68%	76%	72%	73%	75%	74%	72%	73%

⁸⁸⁷ Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁸⁸⁸ 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.

⁸⁸⁹ Utilisation is not shown if there is insufficient data in the group.

Table N.53 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 December 2021 ^{890 891 892 893}

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	98%	98%	100%	100%	100%	100%	100%	NA	99%
2	Make an access decision, or request for more information, after an access request has been received	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	100%	100%	100%	99%	100%	97%	100%	100%	100%
4	Make an access decision, after the final information has been provided	99%	98%	99%	98%	99%	98%	93%	100%	99%
5	Commence facilitating the preparation of a plan, after an access decision has been made	96%	82%	91%	95%	87%	84%	92%	73%	89%
6	Approve a participant's plan, after an access decision has been made	93%	83%	86%	86%	84%	85%	70%	59%	86%
7	Approve a plan for ECEI participants, after an access decision has been made	99%	83%	89%	85%	97%	92%	100%	85%	90%
9	If the participant accepts the offer, hold a plan implementation meeting	100%	100%	100%	100%	100%	100%	100%	100%	100%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	49%	38%	28%	17%	18%	31%	15%	13%	36%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	100%	100%	100%	100%	100%	100%	100%	100%	100%
13	Complete a Participant Requested Review, after the decision to accept the request was made	59%	50%	55%	46%	47%	48%	33%	23%	52%
14	Vary a plan, after the receipt of information that triggers the plan amendment process	92%	91%	94%	92%	91%	89%	93%	83%	92%
15	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	88%	100%	90%	100%	100%	0%	100%	NA	91%
17	Complete an internal Review of a Reviewable Decision, after a request is received	89%	88%	87%	87%	91%	92%	86%	89%	85%
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	96%	96%	98%	96%	99%	100%	83%	100%	97%
19	Cancel participant requested nominee	100%	100%	100%	100%	100%	100%	100%	NA	100%
20	Cancel CEO initiated nominee	100%	NA	100%	100%	100%	NA	NA	NA	100%

⁸⁹⁰ 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.

⁸⁹¹ 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.

⁸⁹² The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁸⁹³ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁸⁹⁴ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

⁸⁹⁵ The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reviews, the NDIA's participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

Appendix O:

Participants by service district and support type, and committed supports and payments by service district

Table O.1 Active participants by service district and support type included in plan as at 31 December 2021 ^{896 897 898 899 900 901 902}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		124,810	81%	150,943	98%	33,642	22%	153,585
Hunter New England	Jul-13	21,273	81%	25,445	97%	5,552	21%	26,146
Central Coast	Jul-16	6,795	77%	8,652	98%	1,774	20%	8,799
Far West	Jul-17	584	84%	692	100%	156	22%	694
Illawarra Shoalhaven	Jul-17	7,746	86%	8,804	98%	2,085	23%	9,011
Mid North Coast	Jul-17	5,575	88%	6,298	99%	1,303	21%	6,347
Murrumbidgee	Jul-17	5,891	87%	6,755	100%	1,632	24%	6,780
Nepean Blue Mountains	Jul-15	6,581	73%	8,773	98%	1,791	20%	8,974
North Sydney	Jul-16	8,619	82%	10,347	99%	2,732	26%	10,500
Northern NSW	Jul-17	6,876	93%	7,359	99%	1,631	22%	7,408
South Eastern Sydney	Jul-17	8,805	86%	10,158	99%	2,384	23%	10,275
South Western Sydney	Jul-16	18,130	77%	23,112	98%	4,763	20%	23,542
Southern NSW	Jul-16	3,677	85%	4,258	98%	1,054	24%	4,339
Sydney	Jul-17	5,434	89%	6,014	99%	1,398	23%	6,092
Western NSW	Jul-17	5,461	84%	6,425	99%	1,612	25%	6,515
Western Sydney	Jul-16	13,345	74%	17,830	98%	3,770	21%	18,142
NSW - Other		18	86%	21	100%	<11		21
VIC		127,707	95%	132,383	99%	26,815	20%	133,859
Barwon	Jul-13	8,880	93%	9,399	99%	1,920	20%	9,540
Central Highlands	Jan-17	4,758	90%	5,207	98%	1,098	21%	5,296
Loddon	May-17	6,688	94%	7,018	99%	1,302	18%	7,089
North East Melbourne	Jul-16	11,659	91%	12,618	98%	2,714	21%	12,841
Inner Gippsland	Oct-17	4,937	97%	5,016	99%	980	19%	5,087
Ovens Murray	Oct-17	3,196	93%	3,382	98%	705	21%	3,437
Western District	Oct-17	3,623	94%	3,808	99%	855	22%	3,858
Inner East Melbourne	Nov-17	9,341	96%	9,617	99%	2,335	24%	9,753
Outer East Melbourne	Nov-17	9,447	98%	9,546	99%	2,130	22%	9,672
Hume Moreland	Mar-18	8,892	96%	9,203	99%	1,669	18%	9,285
Bayside Peninsula	Apr-18	15,958	98%	16,060	99%	3,557	22%	16,213
Southern Melbourne	Sep-18	12,076	97%	12,307	99%	2,411	19%	12,421
Brimbank Melton	Oct-18	8,191	96%	8,472	100%	1,300	15%	8,507
Western Melbourne	Oct-18	12,060	97%	12,312	99%	2,043	16%	12,405

⁸⁹⁶ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁸⁹⁷ 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).

⁸⁹⁸ 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.

⁸⁹⁹ 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.

⁹⁰⁰ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁹⁰¹ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁹⁰² Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁹⁰³ 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	3,648	93%	3,902	99%	803	20%	3,928
Mallee	Jan-19	2,112	95%	2,218	100%	459	21%	2,220
Outer Gippsland	Jan-19	2,234	97%	2,291	100%	533	23%	2,300
VIC - Other		<11		<11		<11		<11
QLD		98,304	96%	102,074	100%	23,120	23%	102,458
Bundaberg	Sep-17	2,705	90%	2,982	100%	707	24%	2,995
Ipswich	Jul-17	7,633	93%	8,194	100%	1,786	22%	8,231
Mackay	Nov-16	3,016	90%	3,308	99%	752	23%	3,337
Toowoomba	Jan-17	6,259	96%	6,514	100%	1,610	25%	6,537
Townsville	Apr-16	5,481	90%	6,064	99%	1,375	23%	6,110
Rockhampton	Nov-17	5,228	91%	5,690	99%	1,207	21%	5,725
Beenleigh	Jul-18	10,451	98%	10,639	100%	2,122	20%	10,659
Brisbane	Jul-18	18,756	98%	19,063	100%	4,392	23%	19,139
Cairns	Jul-18	4,924	98%	5,028	100%	1,254	25%	5,043
Maryborough	Jul-18	4,048	96%	4,227	100%	1,061	25%	4,235
Robina	Jul-18	10,289	98%	10,420	100%	2,143	20%	10,466
Caboolture/Strathpine	Jan-19	10,682	97%	10,984	100%	2,557	23%	11,002
Maroochydore	Jan-19	8,816	98%	8,945	100%	2,151	24%	8,963
QLD - Other		16	100%	16	100%	<11		16
WA		37,692	87%	42,784	98%	12,282	28%	43,475
North East Metro	Jul-14	5,757	84%	6,709	98%	2,103	31%	6,825
Wheat Belt	Jan-17	899	87%	1,012	98%	292	28%	1,028
South Metro	Jul-18	5,536	82%	6,646	98%	1,837	27%	6,772
Central South Metro	Jul-18	4,800	88%	5,342	98%	1,535	28%	5,478
South West	Sep-18	3,229	88%	3,564	97%	908	25%	3,665
Goldfields-Esperance	Oct-18	592	83%	706	99%	169	24%	710
North Metro	Oct-18	4,940	87%	5,624	99%	1,715	30%	5,678
Kimberley-Pilbara	Oct-18	1,191	87%	1,359	100%	314	23%	1,362
South East Metro	Jul-19	4,479	91%	4,869	99%	1,500	30%	4,923
Central North Metro	Jul-19	4,535	91%	4,915	99%	1,473	30%	4,965
Great Southern	Jul-19	905	86%	1,034	99%	234	22%	1,049
Midwest-Gascoyne	Jul-19	824	81%	999	98%	201	20%	1,015
WA - Other		<11		<11		<11		<11
SA		40,972	93%	43,563	99%	9,251	21%	43,963
Adelaide Hills	Jul-13	1,574	95%	1,630	98%	316	19%	1,660
Barossa, Light and Lower North	Jul-13	1,935	92%	2,085	100%	323	15%	2,095
Eastern Adelaide	Jul-13	3,548	93%	3,786	100%	828	22%	3,803
Eyre and Western	Jul-13	1,265	94%	1,338	99%	314	23%	1,352
Far North (SA)	Jul-13	496	94%	518	99%	136	26%	525
Fleurieu and Kangaroo Island	Jul-13	1,152	95%	1,207	99%	294	24%	1,217
Limestone Coast	Jul-13	1,344	92%	1,421	98%	312	21%	1,453
Murray and Mallee	Jul-13	1,670	91%	1,807	99%	357	19%	1,832
Northern Adelaide	Jul-13	13,705	92%	14,685	99%	2,945	20%	14,834
Southern Adelaide	Jul-13	8,958	94%	9,470	99%	2,205	23%	9,535
Western Adelaide	Jul-13	3,654	94%	3,846	99%	871	22%	3,875
Yorke and Mid North	Jul-13	1,643	94%	1,740	99%	343	20%	1,752
SA - Other		28	93%	30	100%	<11		30
TAS		10,668	93%	11,121	97%	2,498	22%	11,459
TAS North	Jul-13	3,189	97%	3,237	98%	766	23%	3,292
TAS North West	Jul-13	2,322	88%	2,552	97%	547	21%	2,630
TAS South East	Jul-13	2,276	90%	2,423	96%	527	21%	2,536

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
TAS South West	Jul-13	2,881	96%	2,908	97%	658	22%	3,000
TAS - Other		<11		<11		<11		<11
ACT		7,480	83%	8,815	98%	1,821	20%	8,967
ACT	Jul-14	7,479	83%	8,814	98%	1,820	20%	8,966
ACT - Other		<11		<11		<11		<11
NT		4,354	95%	4,571	100%	1,083	24%	4,587
Barkly	Jul-14	156	98%	159	99%	50	31%	160
Central Australia	Jul-17	692	94%	734	100%	249	34%	735
Darwin Remote	Jul-17	406	94%	434	100%	86	20%	434
Darwin Urban	Jan-17	2,556	95%	2,679	100%	544	20%	2,691
East Arnhem	Jan-17	203	97%	210	100%	51	24%	210
Katherine	Jul-17	196	95%	205	100%	75	36%	206
NT - Other		145	96%	150	99%	28	19%	151
Other Territories		42	91%	45	98%	<11		46
Missing		<11		14	98%	<11		14
Total		452,039	90%	496,313	99%	110,521	22%	502,413

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2021 ^{904 905 906}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
NSW	69,600	29,500	56,900	20,100	153,585
Hunter New England	70,400	28,200	56,600	18,700	26,146
Central Coast	64,300	25,000	51,300	18,200	8,799
Far West	69,900	37,400	48,400	16,400	694
Illawarra Shoalhaven	71,600	35,400	58,400	24,000	9,011
Mid North Coast	66,600	27,500	54,100	17,800	6,347
Murrumbidgee	65,300	29,900	52,200	17,900	6,780
Nepean Blue Mountains	67,100	25,100	54,500	17,700	8,974
North Sydney	82,100	34,800	67,900	22,400	10,500
Northern NSW	70,000	35,100	58,200	22,400	7,408
South Eastern Sydney	74,300	32,600	61,100	21,200	10,275
South Western Sydney	64,700	26,600	53,800	21,600	23,542
Southern NSW	61,900	31,000	46,300	18,600	4,339
Sydney	73,200	40,600	62,400	23,600	6,092
Western NSW	75,100	31,900	55,000	17,300	6,515
Western Sydney	69,200	26,300	59,300	20,300	18,142
NSW - Other	73,200	30,800	n/a	21,900	21
VIC	64,200	30,500	48,400	17,500	133,859
Barwon	65,600	31,800	48,900	19,500	9,540
Central Highlands	61,300	25,800	46,100	14,900	5,296

⁹⁰⁴ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁹⁰⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁹⁰⁶ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 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	56,100	23,800	41,600	12,600	7,089
North East Melbourne	68,500	29,900	52,500	17,200	12,841
Inner Gippsland	59,000	30,200	43,100	16,800	5,087
Ovens Murray	58,400	28,000	40,500	15,500	3,437
Western District	63,700	29,600	46,100	16,500	3,858
Inner East Melbourne	79,700	37,300	61,700	20,900	9,753
Outer East Melbourne	67,200	35,200	50,900	19,800	9,672
Hume Moreland	57,500	26,900	44,400	16,800	9,285
Bayside Peninsula	72,800	39,800	55,100	21,400	16,213
Southern Melbourne	60,300	28,800	46,800	18,200	12,421
Brimbank Melton	57,400	24,300	43,900	15,400	8,507
Western Melbourne	59,100	28,500	44,200	16,300	12,405
Goulburn	54,700	27,100	37,400	14,100	3,928
Mallee	64,700	32,100	43,700	14,700	2,220
Outer Gippsland	63,800	37,300	46,500	18,600	2,300
VIC - Other	n/a	n/a	n/a	n/a	<11
QLD	70,800	31,300	59,200	18,700	102,458
Bundaberg	66,400	30,300	54,200	17,100	2,995
Ipswich	66,100	29,000	55,400	17,100	8,231
Mackay	63,700	24,100	50,200	14,200	3,337
Toowoomba	74,600	33,000	60,200	18,700	6,537
Townsville	72,400	28,800	57,100	15,900	6,110
Rockhampton	61,600	25,800	46,800	13,100	5,725
Beenleigh	67,800	25,900	60,100	17,500	10,659
Brisbane	74,200	37,100	64,300	22,000	19,139
Cairns	82,600	37,900	66,300	19,200	5,043
Maryborough	72,600	38,000	60,100	20,400	4,235
Robina	68,500	29,300	59,200	19,600	10,466
Caboolture/Strathpine	69,800	28,800	59,000	19,000	11,002
Maroochydore	74,100	35,600	60,900	21,700	8,963
QLD - Other	n/a	n/a	30,300	n/a	16
WA	69,400	33,600	53,300	19,300	43,475
North East Metro	73,600	32,800	58,200	19,500	6,825
Wheat Belt	54,600	32,300	33,900	14,400	1,028
South Metro	62,400	28,800	48,300	17,400	6,772
Central South Metro	67,100	33,000	52,100	20,000	5,478
South West	60,600	31,500	46,300	18,800	3,665
Goldfields-Esperance	72,000	34,200	50,000	17,500	710
North Metro	64,300	30,600	48,000	17,700	5,678
Kimberley-Pilbara	74,000	42,500	45,900	17,400	1,362
South East Metro	78,000	37,100	62,000	22,100	4,923
Central North Metro	85,700	43,300	68,100	25,300	4,965
Great Southern	66,300	30,600	48,600	15,100	1,049
Midwest-Gascoyne	51,800	29,100	36,600	15,500	1,015
WA - Other	n/a	n/a	n/a	n/a	<11
SA	64,600	26,400	53,200	15,500	43,963
Adelaide Hills	57,500	22,700	46,600	13,600	1,660
Barossa, Light and Lower North	48,700	22,100	38,100	13,000	2,095
Eastern Adelaide	74,000	30,400	63,000	18,200	3,803
Eyre and Western	69,100	32,500	43,100	14,100	1352
Far North (SA)	78,100	39,700	48,900	12,800	525
Fleurieu and Kangaroo Island	69,200	31,800	54,300	17,200	1217

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
Limestone Coast	58,500	25,100	47,900	11,100	1453
Murray and Mallee	61,000	24,800	45,100	12,200	1,832
Northern Adelaide	60,800	24,000	53,200	15,100	14,834
Southern Adelaide	71,400	29,800	58,500	17,000	9,535
Western Adelaide	67,800	29,400	57,000	18,100	3,875
Yorke and Mid North	57,200	27,900	40,600	15,600	1,752
SA - Other	46,100	32,400	n/a	10,200	30
TAS	78,900	33,700	64,700	19,100	11,459
TAS North	77,900	36,200	61,100	19,400	3,292
TAS North West	80,200	35,200	64,700	19,700	2,630
TAS South East	68,300	26,300	57,000	15,800	2,536
TAS South West	88,000	36,700	75,000	21,700	3,000
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	62,700	24,800	50,100	16,100	8,967
ACT	62,700	24,800	50,100	16,100	8,966
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	112,100	40,600	95,000	23,100	4,587
Barkly	92,100	41,200	60,700	17,000	160
Central Australia	186,000	79,900	165,000	39,400	735
Darwin Remote	68,200	48,200	41,500	20,400	434
Darwin Urban	98,300	26,700	89,000	19,400	2,691
East Arnhem	91,000	58,400	49,100	27,700	210
Katherine	172,200	72,400	135,600	46,900	206
NT - Other	91,300	44,800	66,800	15,800	151
Other Territories	78,000	54,500	48,100	19,500	46
Missing	n/a	n/a	n/a	n/a	14
Total	68,500	30,300	54,900	18,500	502,413

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 31 December 2021 ^{907 908 909}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
NSW	52,300	26,400	39,400	18,200	144,418
Hunter New England	50,000	25,000	35,900	16,800	24,418
Central Coast	47,200	22,700	34,400	16,700	8,288
Far West	60,000	35,400	37,700	15,600	674
Illawarra Shoalhaven	55,100	32,000	42,200	21,700	8,471
Mid North Coast	55,600	25,900	42,600	16,900	6,120
Murrumbidgee	50,400	27,000	36,300	16,400	6,420
Nepean Blue Mountains	47,300	22,800	34,800	16,100	8,364
North Sydney	57,300	29,200	42,600	19,100	9,597

⁹⁰⁷ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁹⁰⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

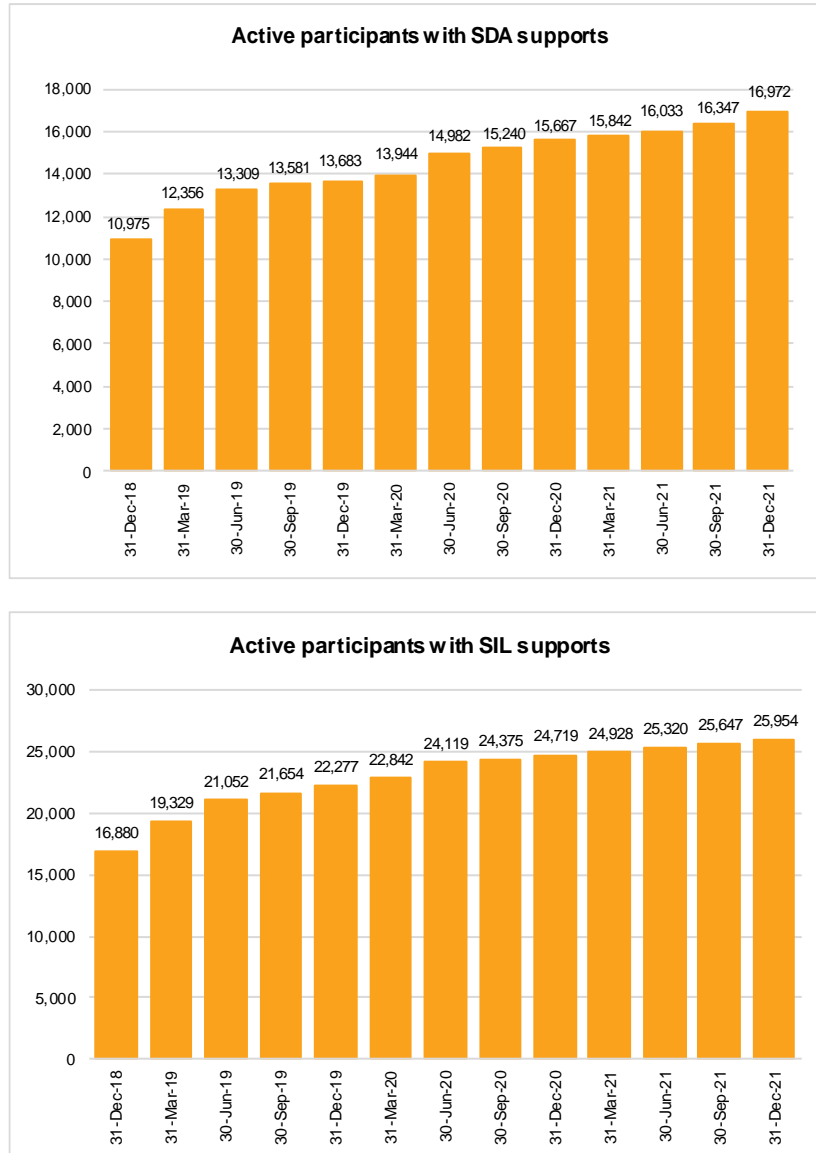
⁹⁰⁹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants 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	57,700	32,600	45,200	21,000	7,096
South Eastern Sydney	57,600	29,200	44,000	19,300	9,662
South Western Sydney	50,200	24,300	39,700	19,900	22,387
Southern NSW	49,400	28,600	34,600	17,200	4,125
Sydney	59,800	37,700	49,100	21,600	5,768
Western NSW	54,100	28,100	33,900	15,500	6,006
Western Sydney	50,400	23,300	40,200	18,300	17,001
NSW - Other	73,200	30,800	n/a	21,900	21
VIC	52,900	28,700	37,800	16,300	128,653
Barwon	52,700	30,200	37,200	18,100	9,169
Central Highlands	46,800	23,900	32,700	13,600	5,028
Loddon	46,200	22,700	31,500	11,900	6,853
North East Melbourne	52,500	27,500	37,600	15,700	12,154
Inner Gippsland	51,200	29,000	35,800	16,000	4,953
Ovens Murray	47,000	25,600	30,900	14,400	3,296
Western District	46,600	27,400	30,300	14,900	3,595
Inner East Melbourne	59,900	33,200	43,500	18,300	9,049
Outer East Melbourne	54,100	32,300	38,900	18,400	9,255
Hume Moreland	51,200	26,200	38,300	16,000	9,079
Bayside Peninsula	60,800	37,000	43,500	19,500	15,432
Southern Melbourne	51,900	27,700	39,500	17,300	12,107
Brimbank Melton	49,100	23,800	36,100	14,800	8,312
Western Melbourne	52,400	27,700	38,100	15,700	12,165
Goulburn	48,600	26,100	32,000	13,500	3,834
Mallee	54,600	29,900	33,400	14,100	2,141
Outer Gippsland	57,400	35,900	40,100	17,700	2,231
VIC - Other	n/a	n/a	n/a	n/a	<11
QLD	56,400	28,600	43,300	17,000	97,420
Bundaberg	51,500	27,800	38,200	15,400	2,845
Ipswich	51,400	26,100	37,300	15,300	7,815
Mackay	51,200	22,900	37,900	13,300	3,206
Toowoomba	56,200	29,500	40,300	16,300	6,089
Townsville	54,700	26,400	39,400	14,400	5,768
Rockhampton	48,400	24,200	32,100	12,100	5,474
Beenleigh	52,600	24,200	43,600	16,100	10,164
Brisbane	61,100	33,900	48,000	19,800	18,183
Cairns	64,300	34,400	47,600	17,300	4,760
Maryborough	59,000	34,700	44,500	18,300	4,034
Robina	54,600	26,800	44,400	18,000	9,975
Caboolture/Strathpine	57,100	26,600	45,000	17,500	10,528
Maroochydore	61,000	33,000	47,800	19,800	8,563
QLD - Other	n/a	n/a	30,300	n/a	16
WA	55,300	31,400	39,500	17,600	41,124
North East Metro	53,500	29,500	38,300	16,900	6,302
Wheat Belt	50,000	31,700	29,000	14,100	1,003
South Metro	50,300	27,000	37,300	16,300	6,467
Central South Metro	55,000	30,900	40,100	18,400	5,227
South West	51,700	30,100	37,400	17,700	3,534
Goldfields-Esperance	58,200	33,100	36,200	16,800	682
North Metro	54,100	29,100	39,000	16,700	5,458
Kimberley-Pilbara	66,600	41,800	37,500	16,800	1,336
South East Metro	57,000	33,700	41,900	19,500	4,527
Central North Metro	67,100	39,600	49,400	22,400	4,614

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Great Southern	55,800	28,900	38,100	14,100	993
Midwest-Gascoyne	43,800	28,200	28,900	14,700	981
WA - Other	n/a	n/a	n/a	n/a	<11
SA	48,800	24,600	35,300	14,200	41,547
Adelaide Hills	44,200	22,000	32,000	12,700	1,597
Barossa, Light and Lower North	41,300	21,700	30,700	12,600	2,052
Eastern Adelaide	56,100	27,300	42,300	16,300	3,562
Eyre and Western	59,000	31,700	34,300	13,400	1317
Far North (SA)	59,700	37,000	29,700	12,000	500
Fleurieu and Kangaroo Island	57,400	29,900	41,900	16,100	1171
Limestone Coast	43,200	23,600	28,500	10,200	1375
Murray and Mallee	44,500	23,300	28,400	11,100	1,735
Northern Adelaide	44,600	22,800	33,700	13,800	14,031
Southern Adelaide	51,700	26,300	37,100	15,100	8,806
Western Adelaide	53,500	27,100	40,500	16,600	3,682
Yorke and Mid North	48,800	26,800	31,800	15,000	1,689
SA - Other	46,100	32,400	n/a	10,200	30
TAS	53,100	29,800	38,500	16,600	10,540
TAS North	56,300	32,300	39,500	17,400	3,074
TAS North West	52,700	30,700	37,500	17,100	2,416
TAS South East	46,000	24,000	35,100	13,800	2,377
TAS South West	56,000	30,800	41,200	17,700	2,673
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	47,000	22,900	34,500	14,700	8,498
ACT	47,000	22,900	34,500	14,700	8,498
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	71,400	36,000	50,800	18,900	4,185
Barkly	64,700	38,900	30,800	15,900	149
Central Australia	108,500	60,600	75,200	30,000	627
Darwin Remote	67,600	48,200	41,400	20,400	433
Darwin Urban	59,700	24,300	47,300	15,700	2,449
East Arnhem	90,000	55,900	48,500	27,600	207
Katherine	95,000	56,800	62,200	33,300	174
NT - Other	73,000	44,400	45,000	15,300	146
Other Territories	n/a	n/a	48,100	19,500	<11
Missing	n/a	n/a	n/a	n/a	14
Total	53,300	27,800	39,400	16,900	476,459

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ⁹¹⁰



⁹¹⁰ Since June 2020 there has been an issue with identifying SIL in plans, due to the way 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.

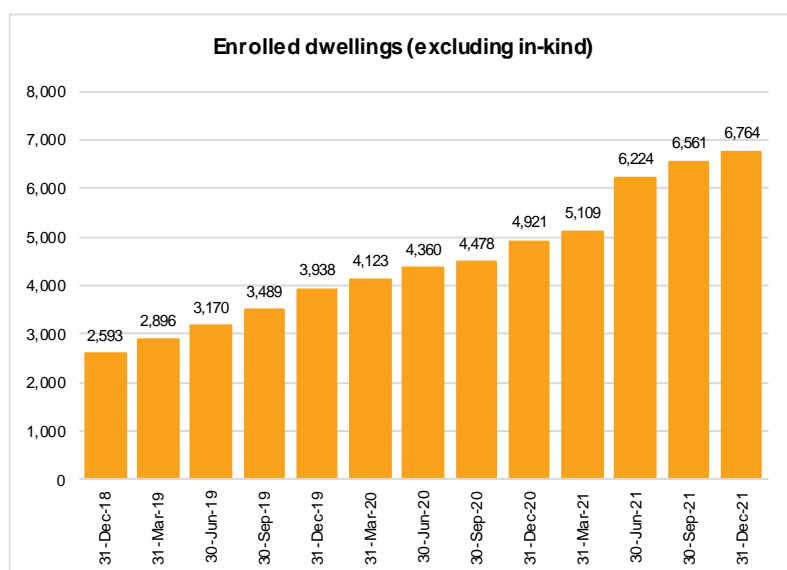
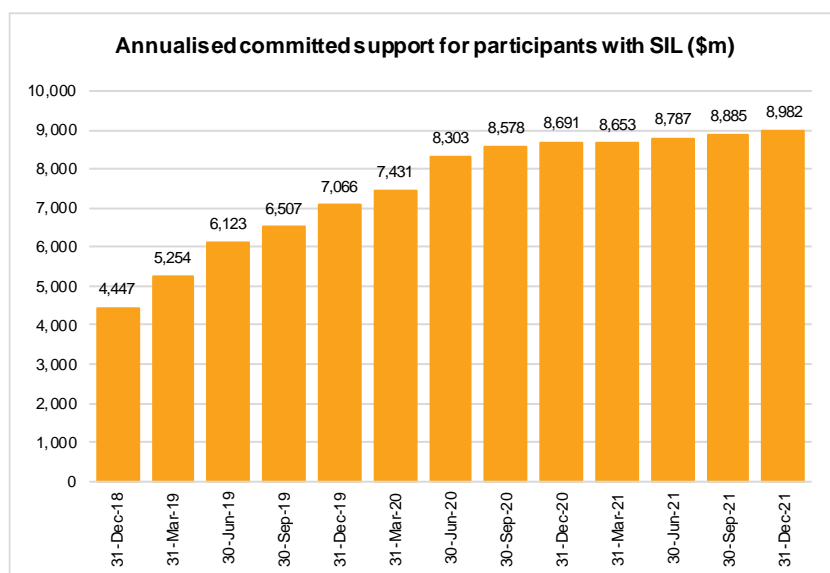
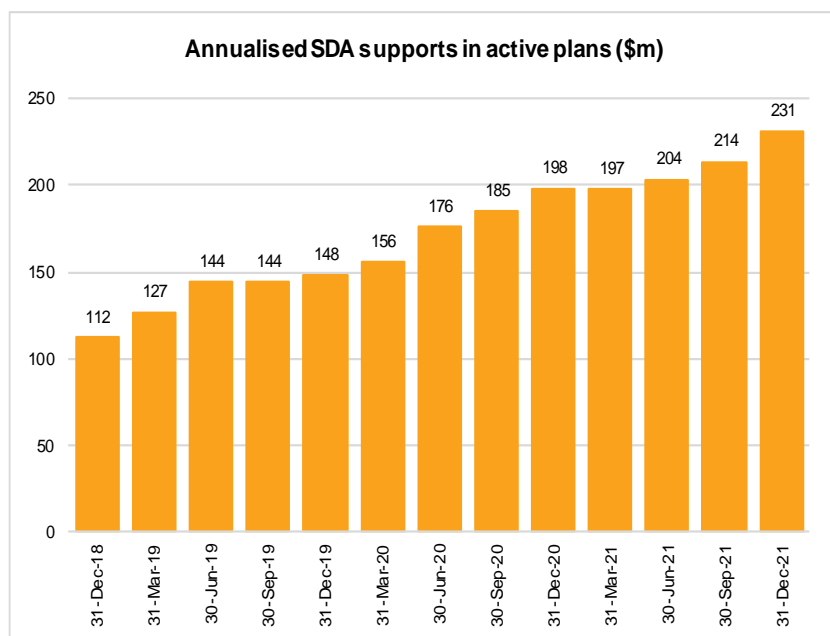


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2021 ^{911 912 913}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,762	3.8%	9,167	6.0%	153,585
Hunter New England	808	3.1%	1,728	6.6%	26,146
Central Coast	293	3.3%	511	5.8%	8,799
Far West	<11		20	2.9%	694
Illawarra Shoalhaven	347	3.9%	540	6.0%	9,011
Mid North Coast	156	2.5%	227	3.6%	6,347
Murrumbidgee	256	3.8%	360	5.3%	6,780
Nepean Blue Mountains	419	4.7%	610	6.8%	8,974
North Sydney	764	7.3%	903	8.6%	10,500
Northern NSW	230	3.1%	312	4.2%	7,408
South Eastern Sydney	477	4.6%	613	6.0%	10,275
South Western Sydney	593	2.5%	1,155	4.9%	23,542
Southern NSW	145	3.3%	214	4.9%	4,339
Sydney	184	3.0%	324	5.3%	6,092
Western NSW	340	5.2%	509	7.8%	6,515
Western Sydney	744	4.1%	1,141	6.3%	18,142
NSW - Other	<11		<11		21
VIC	5,495	4.1%	5,199	3.9%	133,859
Barwon	371	3.9%	371	3.9%	9,540
Central Highlands	284	5.4%	268	5.1%	5,296
Loddon	256	3.6%	236	3.3%	7,089
North East Melbourne	735	5.7%	687	5.4%	12,841
Inner Gippsland	138	2.7%	134	2.6%	5,087
Ovens Murray	144	4.2%	141	4.1%	3,437
Western District	266	6.9%	263	6.8%	3,858
Inner East Melbourne	784	8.0%	704	7.2%	9,753
Outer East Melbourne	475	4.9%	417	4.3%	9,672
Hume Moreland	228	2.5%	206	2.2%	9,285
Bayside Peninsula	760	4.7%	781	4.8%	16,213
Southern Melbourne	295	2.4%	314	2.5%	12,421
Brimbank Melton	206	2.4%	195	2.3%	8,507
Western Melbourne	301	2.4%	240	1.9%	12,405
Goulburn	100	2.5%	94	2.4%	3,928
Mallee	85	3.8%	79	3.6%	2,220
Outer Gippsland	67	2.9%	69	3.0%	2,300
VIC - Other	<11		<11		<11
QLD	1,969	1.9%	5,038	4.9%	102,458
Bundaberg	68	2.3%	150	5.0%	2,995
Ipswich	245	3.0%	416	5.1%	8,231
Mackay	34	1.0%	131	3.9%	3,337
Toowoomba	212	3.2%	448	6.9%	6,537
Townsville	82	1.3%	342	5.6%	6,110
Rockhampton	90	1.6%	251	4.4%	5,725
Beenleigh	169	1.6%	495	4.6%	10,659
Brisbane	388	2.0%	956	5.0%	19,139
Cairns	74	1.5%	283	5.6%	5,043
Maryborough	92	2.2%	201	4.7%	4,235

⁹¹¹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁹¹² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁹¹³ Since June 2020 there has been an issue with identifying SIL in plans, due to the way 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.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Robina	190	1.8%	491	4.7%	10,466
Caboolture/Strathpine	180	1.6%	474	4.3%	11,002
Maroochydore	145	1.6%	400	4.5%	8,963
QLD - Other	<11		<11		16
WA	1,222	2.8%	2,346	5.4%	43,475
North East Metro	312	4.6%	523	7.7%	6,825
Wheat Belt	<11		25	2.4%	1,028
South Metro	109	1.6%	305	4.5%	6,772
Central South Metro	100	1.8%	251	4.6%	5,478
South West	39	1.1%	131	3.6%	3,665
Goldfields-Esperance	<11		28	3.9%	710
North Metro	129	2.3%	220	3.9%	5,678
Kimberley-Pilbara	<11		26	1.9%	1,362
South East Metro	245	5.0%	396	8.0%	4,923
Central North Metro	251	5.1%	351	7.1%	4,965
Great Southern	13	1.2%	56	5.3%	1,049
Midwest-Gascoyne	16	1.6%	34	3.3%	1,015
WA - Other	<11		<11		<11
SA	1,775	4.0%	2,416	5.5%	43,963
Adelaide Hills	34	2.0%	63	3.8%	1,660
Barossa, Light and Lower North	28	1.3%	43	2.1%	2,095
Eastern Adelaide	176	4.6%	241	6.3%	3,803
Eyre and Western	28	2.1%	35	2.6%	1,352
Far North (SA)	15	2.9%	25	4.8%	525
Fleurieu and Kangaroo Island	38	3.1%	46	3.8%	1,217
Limestone Coast	44	3.0%	78	5.4%	1,453
Murray and Mallee	63	3.4%	97	5.3%	1,832
Northern Adelaide	613	4.1%	803	5.4%	14,834
Southern Adelaide	556	5.8%	729	7.6%	9,535
Western Adelaide	147	3.8%	193	5.0%	3,875
Yorke and Mid North	33	1.9%	63	3.6%	1,752
SA - Other	<11		<11		30
TAS	393	3.4%	918	8.0%	11,459
TAS North	108	3.3%	218	6.6%	3,292
TAS North West	97	3.7%	214	8.1%	2,630
TAS South East	68	2.7%	159	6.3%	2,536
TAS South West	120	4.0%	327	10.9%	3,000
TAS - Other	<11		<11		<11
ACT	212	2.4%	468	5.2%	8,967
ACT	212	2.4%	468	5.2%	8,966
ACT - Other	<11		<11		<11
NT	143	3.1%	402	8.8%	4,587
Barkly	<11		11	6.9%	160
Central Australia	31	4.2%	108	14.7%	735
Darwin Remote	<11		<11		434
Darwin Urban	90	3.3%	242	9.0%	2,691
East Arnhem	<11		<11		210
Katherine	15	7.3%	32	15.5%	206
NT - Other	<11		<11		151
Other Territories	<11		<11		46
Missing	<11		<11		14
National	16,972	3.4%	25,954	5.2%	502,413

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2021 ^{914 915 916}

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	81,061,371	0.76%	3,146,933,133	29%	10,696,391,917
VIC	67,369,296	0.78%	1,789,870,046	21%	8,592,584,743
QLD	36,250,939	0.50%	1,761,755,799	24%	7,256,263,801
WA	15,369,688	0.51%	746,464,332	25%	3,018,954,006
SA	21,372,593	0.75%	813,498,267	29%	2,841,264,693
TAS	4,437,873	0.49%	345,093,114	38%	904,457,130
ACT	3,208,142	0.57%	163,179,840	29%	562,234,330
NT	1,998,658	0.39%	215,006,256	42%	513,981,183
Other Territories	0	0.00%	0	0%	3,589,670
Missing	18,660	2.01%	0	0%	929,202
Total	231,087,221	0.67%	8,981,800,788	26%	34,390,650,675

Table P.3 Active SDA providers by jurisdiction as at 31 December 2021 ^{917 918 919}

State/Territory	SDA providers that have ever been active	SDA providers active in 2021-22 Q2
NSW	167	132
VIC	104	73
QLD	90	60
WA	31	21
SA	32	21
TAS	15	8
ACT	11	4
NT	4	3
OT	0	0
National	376	290

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.

⁹¹⁴ State/Territory is defined by the current residing address of the participant.

⁹¹⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁹¹⁶ Since June 2020 there has been an issue with identifying SIL in plans, due to the way 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.

⁹¹⁷ 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.

⁹¹⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁹¹⁹ 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.

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 31 December 2021 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	31	0	145
ACT - Australian Capital Territory	114	0	31	0	145
NSW	1,394	58	968	13	2,433
NSW - Capital Region	58	1	10	0	69
NSW - Central Coast	66	3	54	1	124
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	22	0	64
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	53	1	12	0	66
NSW - New England and North West	35	2	14	0	51
NSW - Newcastle and Lake Macquarie	78	1	117	1	197
NSW - Richmond - Tweed	45	1	18	0	64
NSW - Riverina	25	1	15	0	41
NSW - Southern Highlands and Shoalhaven	17	1	18	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	50	6	54	1	111
NSW - Sydney - Blacktown	75	4	45	0	124
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	5	2	65
NSW - Sydney - Outer West and Blue Mountains	95	4	116	2	217
NSW - Sydney - Parramatta	112	0	165	1	278
NSW - Sydney - Ryde	82	1	51	0	134
NSW - Sydney - South West	41	1	45	0	87
NSW - Sydney - Sutherland	59	4	30	0	93
NT	16	3	10	2	31
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	6	1	2	0	9
QLD	371	32	592	14	1,009
QLD - Brisbane - East	13	0	15	0	28
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	23	0	35
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	98	1	130
QLD - Ipswich	36	1	63	0	100
QLD - Logan - Beaudesert	12	1	63	1	77

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	49	2	71
QLD - Moreton Bay - South	17	0	31	0	48
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	42	1	62
QLD - Toowoomba	13	7	38	2	60
QLD - Townsville	25	2	15	3	45
QLD - Wide Bay	55	4	48	1	108
SA	971	7	209	3	1,190
SA - Adelaide - Central and Hills	84	3	61	2	150
SA - Adelaide - North	318	0	67	0	385
SA - Adelaide - South	294	2	33	1	330
SA - Adelaide - West	151	0	33	0	184
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	89	1	13	0	103
TAS	24	3	18	1	46
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	8	0	14
VIC	1,104	192	483	30	1,809
VIC - Ballarat	35	11	43	1	90
VIC - Bendigo	32	5	28	0	65
VIC - Geelong	50	5	37	8	100
VIC - Hume	48	4	2	0	54
VIC - Latrobe - Gippsland	52	18	6	0	76
VIC - Melbourne - Inner	44	7	71	3	125
VIC - Melbourne - Inner East	77	15	9	0	101
VIC - Melbourne - Inner South	108	16	20	3	147
VIC - Melbourne - North East	130	29	38	3	200
VIC - Melbourne - North West	39	8	12	0	59
VIC - Melbourne - Outer East	119	13	46	1	179
VIC - Melbourne - South East	117	12	48	3	180
VIC - Melbourne - West	73	16	73	1	163
VIC - Mornington Peninsula	50	10	21	1	82
VIC - North West	64	14	10	6	94
VIC - Shepparton	31	5	3	0	39
VIC - Warrnambool and South West	35	4	16	0	55
WA	12	1	88	0	101
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	5	0	7
WA - Perth - North West	1	0	26	0	27
WA - Perth - South East	5	0	29	0	34
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
Total	4,006	296	2,399	63	6,764

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 31 December 2021 (excluding in-kind arrangements)

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	32	59	33	14	7	145
ACT - Australian Capital Territory	32	59	33	14	7	145
NSW	1,119	449	528	84	253	2,433
NSW - Capital Region	52	3	8	1	5	69
NSW - Central Coast	60	11	36	4	13	124
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	10	12	0	0	64
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	15	51
NSW - Newcastle and Lake Macquarie	69	12	106	2	8	197
NSW - Richmond - Tweed	35	14	9	0	6	64
NSW - Riverina	23	8	6	3	1	41
NSW - Southern Highlands and Shoalhaven	10	15	6	5	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	37	35	11	3	25	111
NSW - Sydney - Blacktown	63	31	15	1	14	124
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	17	42	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	13	4	5	65
NSW - Sydney - Outer West and Blue Mountains	68	59	38	19	33	217
NSW - Sydney - Parramatta	78	88	68	0	44	278
NSW - Sydney - Ryde	49	14	44	2	25	134
NSW - Sydney - South West	31	13	28	2	13	87
NSW - Sydney - Sutherland	56	21	14	0	2	93
NT	8	3	5	0	15	31
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	2	0	2	9
QLD	107	203	415	100	184	1,009
QLD - Brisbane - East	6	6	11	2	3	28
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	14	0	17	35
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	3	9	2	0	19	33
QLD - Gold Coast	8	18	79	4	21	130
QLD - Ipswich	7	21	38	25	9	100
QLD - Logan - Beaudesert	5	14	28	15	15	77
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	10	34	16	11	71
QLD - Moreton Bay - South	2	14	23	3	6	48
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	8	28	13	8	62

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Toowoomba	11	16	23	1	9	60
QLD - Townsville	7	10	10	4	14	45
QLD - Wide Bay	20	28	14	13	33	108
SA	568	257	207	55	103	1,190
SA - Adelaide - Central and Hills	63	11	60	6	10	150
SA - Adelaide - North	153	120	67	14	31	385
SA - Adelaide - South	179	51	62	11	27	330
SA - Adelaide - West	97	38	15	13	21	184
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	48	30	3	8	14	103
TAS	6	18	4	2	16	46
TAS - Hobart	5	7	0	0	1	13
TAS - Launceston and North East	1	8	3	2	5	19
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	3	1	0	10	14
VIC	344	435	470	180	380	1,809
VIC - Ballarat	9	44	11	17	9	90
VIC - Bendigo	10	15	23	14	3	65
VIC - Geelong	13	28	38	14	7	100
VIC - Hume	24	9	7	3	11	54
VIC - Latrobe - Gippsland	17	36	2	15	6	76
VIC - Melbourne - Inner	20	22	76	1	6	125
VIC - Melbourne - Inner East	20	19	19	13	30	101
VIC - Melbourne - Inner South	46	24	24	10	43	147
VIC - Melbourne - North East	34	50	43	22	51	200
VIC - Melbourne - North West	7	13	12	7	20	59
VIC - Melbourne - Outer East	33	29	37	15	65	179
VIC - Melbourne - South East	30	49	58	17	26	180
VIC - Melbourne - West	10	32	76	7	38	163
VIC - Mornington Peninsula	13	21	15	7	26	82
VIC - North West	24	23	8	9	30	94
VIC - Shepparton	12	12	7	3	5	39
VIC - Warrnambool and South West	22	9	14	6	4	55
WA	5	12	56	1	27	101
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	2	7
WA - Perth - North West	1	0	26	0	0	27
WA - Perth - South East	3	11	18	0	2	34
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
Total	2,189	1,436	1,718	436	985	6,764

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2021 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	25	56	30	24	10	0	145
ACT - Australian Capital Territory	25	56	30	24	10	0	145
NSW	733	444	228	319	651	58	2,433
NSW - Capital Region	31	9	3	9	16	1	69
NSW - Central Coast	45	18	7	17	34	3	124
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	14	3	8	9	29	1	64
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	7	3	20	2	51
NSW - Newcastle and Lake Macquarie	77	32	27	20	40	1	197
NSW - Richmond - Tweed	22	8	5	8	20	1	64
NSW - Riverina	6	7	7	11	9	1	41
NSW - Southern Highlands and Shoalhaven	3	11	3	5	13	1	36
NSW - Sydney - Baulkham Hills and Hawkesbury	11	38	4	22	30	6	111
NSW - Sydney - Blacktown	19	24	16	17	44	4	124
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	10	9	8	16	22	0	65
NSW - Sydney - Outer West and Blue Mountains	74	34	40	30	35	4	217
NSW - Sydney - Parramatta	120	89	14	15	40	0	278
NSW - Sydney - Ryde	44	36	7	19	27	1	134
NSW - Sydney - South West	31	17	6	12	20	1	87
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
NT	3	14	2	3	6	3	31
NT - Darwin	2	10	0	2	6	2	22
NT - Northern Territory - Outback	1	4	2	1	0	1	9
QLD	472	186	182	94	43	32	1,009
QLD - Brisbane - East	10	7	8	2	1	0	28
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	16	4	7	7	0	1	35
QLD - Darling Downs - Maranoa	2	1	1	0	3	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	94	10	19	3	2	2	130
QLD - Ipswich	41	21	24	12	1	1	100
QLD - Logan - Beaudesert	39	11	15	9	2	1	77
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	23	15	16	9	6	2	71
QLD - Moreton Bay - South	21	13	8	4	2	0	48
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	36	4	12	4	3	3	62
QLD - Toowoomba	22	17	4	8	2	7	60
QLD - Townsville	3	22	5	8	5	2	45
QLD - Wide Bay	32	25	37	8	2	4	108

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA	326	467	188	122	80	7	1,190
SA - Adelaide - Central and Hills	62	44	18	17	6	3	150
SA - Adelaide - North	83	160	70	47	25	0	385
SA - Adelaide - South	107	123	37	27	34	2	330
SA - Adelaide - West	56	69	33	15	11	0	184
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	11	56	23	9	3	1	103
TAS	11	12	3	17	0	3	46
TAS - Hobart	3	3	3	4	0	0	13
TAS - Launceston and North East	5	3	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	4	0	1	14
VIC	496	200	213	150	558	192	1,809
VIC - Ballarat	42	17	5	2	13	11	90
VIC - Bendigo	28	10	6	6	10	5	65
VIC - Geelong	32	21	12	5	25	5	100
VIC - Hume	7	19	4	6	14	4	54
VIC - Latrobe - Gippsland	28	10	5	2	13	18	76
VIC - Melbourne - Inner	84	5	6	7	16	7	125
VIC - Melbourne - Inner East	11	4	5	11	55	15	101
VIC - Melbourne - Inner South	40	13	18	9	51	16	147
VIC - Melbourne - North East	39	21	33	15	63	29	200
VIC - Melbourne - North West	3	10	8	4	26	8	59
VIC - Melbourne - Outer East	38	15	23	25	65	13	179
VIC - Melbourne - South East	47	7	27	22	65	12	180
VIC - Melbourne - West	47	13	32	8	47	16	163
VIC - Mornington Peninsula	15	11	11	6	29	10	82
VIC - North West	20	14	7	11	28	14	94
VIC - Shepparton	8	2	4	6	14	5	39
VIC - Warrnambool and South West	7	8	7	5	24	4	55
WA	48	17	24	6	5	1	101
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	4	0	1	1	1	7
WA - Perth - North West	21	2	1	1	2	0	27
WA - Perth - South East	23	2	5	2	2	0	34
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
Total	2,114	1,396	870	735	1,353	296	6,764

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				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	22	36	6	2	66
ACT - Australian Capital Territory	22	36	6	2	66
NSW	714	816	100	403	2,033
NSW - Capital Region	0	14	5	1	20
NSW - Central Coast	16	65	0	36	117
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	30	30	0	0	60
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	31	33
NSW - Newcastle and Lake Macquarie	34	225	2	11	272
NSW - Richmond - Tweed	15	15	0	7	37
NSW - Riverina	13	17	6	0	36
NSW - Southern Highlands and Shoalhaven	19	16	12	0	47
NSW - Sydney - Baulkham Hills and Hawkesbury	62	10	1	56	129
NSW - Sydney - Blacktown	52	19	0	34	105
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	31	60	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	12	0	2	19
NSW - Sydney - Outer West and Blue Mountains	95	44	28	50	217
NSW - Sydney - Parramatta	164	62	0	52	278
NSW - Sydney - Ryde	28	20	3	43	94
NSW - Sydney - South West	18	40	5	22	85
NSW - Sydney - Sutherland	27	20	0	5	52
NT	0	8	0	14	22
NT - Darwin	0	4	0	14	18
NT - Northern Territory - Outback	0	4	0	0	4
QLD	113	625	114	199	1,051
QLD - Brisbane - East	5	15	0	6	26
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	26	0	12	38
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	13	99	6	24	142
QLD - Ipswich	12	81	21	8	122

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Logan - Beaudesert	18	48	20	24	110
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	6	67	17	12	102
QLD - Moreton Bay - South	5	37	5	2	49
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	2	53	9	9	73
QLD - Toowoomba	16	36	2	23	77
QLD - Townsville	4	20	10	12	46
QLD - Wide Bay	18	34	15	35	102
SA	59	165	121	40	385
SA - Adelaide - Central and Hills	9	68	15	2	94
SA - Adelaide - North	30	66	28	9	133
SA - Adelaide - South	6	24	25	12	67
SA - Adelaide - West	14	3	31	12	60
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	5	25
TAS	9	3	1	30	43
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	7	2	1	16	26
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	161	541	90	98	890
VIC - Ballarat	41	17	3	3	64
VIC - Bendigo	11	28	9	0	48
VIC - Geelong	10	68	16	7	101
VIC - Hume	0	0	0	6	6
VIC - Latrobe - Gippsland	10	1	2	0	13
VIC - Melbourne - Inner	7	66	0	1	74
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	3	20	8	4	35
VIC - Melbourne - North East	16	39	17	0	72
VIC - Melbourne - North West	3	23	1	4	31
VIC - Melbourne - Outer East	12	51	1	4	68
VIC - Melbourne - South East	14	65	9	4	92
VIC - Melbourne - West	21	93	4	11	129
VIC - Mornington Peninsula	3	24	6	20	53
VIC - North West	10	0	0	24	34
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	33	10	10	53
WA	12	80	1	71	164
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	2	12
WA - Perth - North West	0	37	0	0	37

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - South East	10	27	0	4	41
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
Total	1,090	2,274	433	857	4,654

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 December 2021

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
NSW	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0
SA	0	0	0	0	0	0
SA - Adelaide - Central and Hills	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
VIC	0	0	0	0	0	0
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
WA	0	0	0	0	0	0
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
Total	142	44	0	4	13	203

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2021

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
NSW	0	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0	0
NT	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA	0	0	0	0	0	0	0
SA - Adelaide - Central and Hills	0	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0	0
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
VIC	0	0	0	0	0	0	0
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
WA	0	0	0	0	0	0	0
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
Total	74	26	12	79	12	0	203

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2021 ⁹²⁰

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	Robust and Fully Accessible	
ACT	0	1	32	0	0	0	0	0	1	0	1	35
ACT - Australian Capital Territory	0	1	32	0	0	0	0	0	1	0	1	35
NSW	0	81	410	57	56	2	0	2	2	2	0	612
NSW - Capital Region	0	0	0	0	0	0	0	0	0	0	0	0
NSW - Central Coast	0	1	19	0	9	0	0	0	0	0	0	29
NSW - Central West	0	0	0	3	0	1	0	0	0	0	0	4
NSW - Coffs Harbour - Grafton	0	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	0	16
NSW - Hunter Valley exc Newcastle	0	0	11	0	0	0	0	0	0	0	0	11
NSW - Illawarra	0	8	31	0	0	0	0	0	0	0	0	39
NSW - Mid North Coast	0	0	0	3	3	0	0	0	0	0	0	6
NSW - Murray	0	0	3	10	1	0	0	2	0	0	0	16
NSW - New England and North West	0	0	1	0	5	0	0	0	0	0	0	6
NSW - Newcastle and Lake Macquarie	0	0	17	1	3	0	0	0	0	0	0	21
NSW - Richmond - Tweed	0	1	1	2	6	0	0	0	2	0	0	12
NSW - Riverina	0	0	11	3	0	0	0	0	0	0	0	14
NSW - Southern Highlands and Shoalhaven	0	6	6	0	0	1	0	0	0	0	0	13
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	0	0	0	0	0	0	0	11
NSW - Sydney - Blacktown	0	12	45	7	0	0	0	0	0	0	0	64
NSW - Sydney - City and Inner South	0	0	13	0	0	0	0	0	0	0	0	13
NSW - Sydney - Eastern Suburbs	0	1	6	2	0	0	0	0	0	0	0	9
NSW - Sydney - Inner South West	0	0	25	1	1	0	0	0	0	0	0	27
NSW - Sydney - Inner West	0	0	14	4	2	0	0	0	0	0	0	20
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	0	0	0	0	0	0	26
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	0	0	0	0	2
NSW - Sydney - Outer South West	0	0	20	0	0	0	0	0	0	0	0	20
NSW - Sydney - Outer West and Blue Mountains	0	38	31	4	5	0	0	0	0	0	0	78
NSW - Sydney - Parramatta	0	4	42	2	6	0	0	0	0	0	0	54
NSW - Sydney - Ryde	0	2	13	1	0	0	0	0	0	0	0	16
NSW - Sydney - South West	0	2	57	7	6	0	0	0	0	0	0	72
NSW - Sydney - Sutherland	0	0	11	0	0	0	0	0	0	2	0	13
NT	0	0	11	0	0	0	0	0	0	0	0	11
NT - Darwin	0	0	4	0	0	0	0	0	0	0	0	4
NT - Northern Territory - Outback	0	0	7	0	0	0	0	0	0	0	0	7

⁹²⁰ 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 has 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	Robust and Fully Accessible	
QLD	0	32	550	97	59	1	0	0	0	0	0	739
QLD - Brisbane - East	0	0	38	1	0	0	0	0	0	0	0	39
QLD - Brisbane - North	0	0	20	1	0	1	0	0	0	0	0	22
QLD - Brisbane - South	0	0	37	1	5	0	0	0	0	0	0	43
QLD - Brisbane - West	0	0	0	1	0	0	0	0	0	0	0	1
QLD - Brisbane Inner City	0	0	12	0	2	0	0	0	0	0	0	14
QLD - Cairns	0	0	24	4	0	0	0	0	0	0	0	28
QLD - Darling Downs - Maranoa	0	1	4	2	0	0	0	0	0	0	0	7
QLD - Fitzroy	0	0	8	0	1	0	0	0	0	0	0	9
QLD - Gold Coast	0	2	100	1	6	0	0	0	0	0	0	109
QLD - Ipswich	0	5	52	29	10	0	0	0	0	0	0	96
QLD - Logan - Beaudesert	0	6	92	15	8	0	0	0	0	0	0	121
QLD - Mackay	0	0	9	2	2	0	0	0	0	0	0	13
QLD - Moreton Bay - North	0	5	65	9	8	0	0	0	0	0	0	87
QLD - Moreton Bay - South	0	0	12	3	0	0	0	0	0	0	0	15
QLD - Queensland - Outback	0	0	0	0	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	10	20	3	0	0	0	0	0	0	33
QLD - Toowoomba	0	2	20	7	6	0	0	0	0	0	0	35
QLD - Townsville	0	0	29	0	3	0	0	0	0	0	0	32
QLD - Wide Bay	0	11	18	1	5	0	0	0	0	0	0	35
SA	0	13	79	1	6	0	4	0	0	0	0	103
SA - Adelaide - Central and Hills	0	1	48	0	0	0	0	0	0	0	0	49
SA - Adelaide - North	0	4	7	1	2	0	0	0	0	0	0	14
SA - Adelaide - South	0	1	14	0	2	0	4	0	0	0	0	21
SA - Adelaide - West	0	7	10	0	0	0	0	0	0	0	0	17
SA - Barossa - Yorke - Mid North	0	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	0
SA - South Australia - South East	0	0	0	0	2	0	0	0	0	0	0	2
TAS	0	0	0	2	2	0	0	0	0	0	0	4
TAS - Hobart	0	0	0	2	0	0	0	0	0	0	0	2
TAS - Launceston and North East	0	0	0	0	2	0	0	0	0	0	0	2
TAS - South East	0	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	0
VIC	0	76	325	62	42	1	2	0	0	0	0	508
VIC - Ballarat	0	8	20	6	11	0	2	0	0	0	0	47
VIC - Bendigo	0	5	6	2	2	0	0	0	0	0	0	15
VIC - Geelong	0	1	27	3	1	0	0	0	0	0	0	32
VIC - Hume	0	0	1	0	1	0	0	0	0	0	0	2
VIC - Latrobe - Gippsland	0	2	1	1	2	0	0	0	0	0	0	6
VIC - Melbourne - Inner	0	17	66	0	2	0	0	0	0	0	0	85
VIC - Melbourne - Inner East	0	0	0	0	0	0	0	0	0	0	0	0

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	Robust and Fully Accessible	
VIC - Melbourne - Inner South	0	6	14	14	2	0	0	0	0	0	0	36
VIC - Melbourne - North East	0	4	30	16	1	0	0	0	0	0	0	51
VIC - Melbourne - North West	0	0	1	1	0	0	0	0	0	0	0	2
VIC - Melbourne - Outer East	0	10	12	0	3	1	0	0	0	0	0	26
VIC - Melbourne - South East	0	9	28	12	1	0	0	0	0	0	0	50
VIC - Melbourne - West	0	4	107	1	6	0	0	0	0	0	0	118
VIC - Mornington Peninsula	0	0	2	0	10	0	0	0	0	0	0	12
VIC - North West	0	2	0	0	0	0	0	0	0	0	0	2
VIC - Shepparton	0	6	7	2	0	0	0	0	0	0	0	15
VIC - Warrnambool and South West	0	2	3	4	0	0	0	0	0	0	0	9
WA	0	38	98	2	12	0	0	0	0	0	0	150
WA - Bunbury	0	0	0	0	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	6	0	4	0	0	0	0	0	0	10
WA - Perth - Inner	0	0	14	0	0	0	0	0	0	0	0	14
WA - Perth - North East	0	0	5	0	1	0	0	0	0	0	0	6
WA - Perth - North West	0	0	29	1	0	0	0	0	0	0	0	30
WA - Perth - South East	0	38	16	1	6	0	0	0	0	0	0	61
WA - Perth - South West	0	0	28	0	1	0	0	0	0	0	0	29
WA - Western Australia - Outback	0	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	0
Total	0	241	1,505	221	177	4	6	2	3	2	1	2,162

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2021 ⁹²¹

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
ACT	192	20	21	233
ACT - Australian Capital Territory	192	20	21	233
NSW	4,898	864	535	6,297
NSW - Capital Region	139	13	9	161
NSW - Central Coast	240	53	34	327
NSW - Central West	207	22	24	253
NSW - Coffs Harbour - Grafton	88	13	10	111
NSW - Far West and Orana	116	9	10	135
NSW - Hunter Valley exc Newcastle	167	24	15	206
NSW - Illawarra	225	33	15	273
NSW - Mid North Coast	145	15	10	170
NSW - Murray	118	16	8	142
NSW - New England and North West	101	20	9	130
NSW - Newcastle and Lake Macquarie	383	45	35	463
NSW - Richmond - Tweed	164	29	26	219
NSW - Riverina	102	11	16	129
NSW - Southern Highlands and Shoalhaven	103	17	10	130
NSW - Sydney - Baulkham Hills and Hawkesbury	184	40	18	242
NSW - Sydney - Blacktown	287	25	17	329
NSW - Sydney - City and Inner South	87	8	12	107
NSW - Sydney - Eastern Suburbs	62	5	14	81
NSW - Sydney - Inner South West	289	49	31	369
NSW - Sydney - Inner West	124	5	17	146
NSW - Sydney - North Sydney and Hornsby	147	24	28	199
NSW - Sydney - Northern Beaches	150	67	11	228
NSW - Sydney - Outer South West	147	29	29	205
NSW - Sydney - Outer West and Blue Mountains	326	78	31	435
NSW - Sydney - Parramatta	234	85	50	369
NSW - Sydney - Ryde	226	74	13	313
NSW - Sydney - South West	153	28	26	207
NSW - Sydney - Sutherland	184	27	7	218
NT	136	7	39	182
NT - Darwin	84	6	17	107
NT - Northern Territory - Outback	52	1	22	75
QLD	1,576	393	479	2,448
QLD - Brisbane - East	54	11	30	95
QLD - Brisbane - North	65	25	34	124
QLD - Brisbane - South	67	15	38	120
QLD - Brisbane - West	66	25	18	109
QLD - Brisbane Inner City	34	26	17	77
QLD - Cairns	64	9	19	92
QLD - Darling Downs - Maranoa	28	1	8	37
QLD - Fitzroy	81	9	15	105
QLD - Gold Coast	134	57	45	236
QLD - Ipswich	232	38	65	335
QLD - Logan - Beaudesert	105	26	25	156
QLD - Mackay	31	3	8	42
QLD - Moreton Bay - North	88	30	36	154

⁹²¹ 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 - Moreton Bay - South	45	18	16	79
QLD - Queensland - Outback	1	0	3	4
QLD - Sunshine Coast	98	27	27	152
QLD - Toowoomba	173	21	22	216
QLD - Townsville	67	15	21	103
QLD - Wide Bay	143	37	32	212
SA	1,606	169	228	2,003
SA - Adelaide - Central and Hills	178	32	41	251
SA - Adelaide - North	514	58	52	624
SA - Adelaide - South	515	41	70	626
SA - Adelaide - West	185	22	35	242
SA - Barossa - Yorke - Mid North	39	3	3	45
SA - South Australia - Outback	40	3	9	52
SA - South Australia - South East	135	10	18	163
TAS	360	33	38	431
TAS - Hobart	180	3	16	199
TAS - Launceston and North East	95	13	10	118
TAS - South East	5	0	2	7
TAS - West and North West	80	17	10	107
VIC	4,780	715	530	6,025
VIC - Ballarat	187	39	29	255
VIC - Bendigo	151	22	17	190
VIC - Geelong	243	59	44	346
VIC - Hume	146	12	10	168
VIC - Latrobe - Gippsland	179	26	23	228
VIC - Melbourne - Inner	192	51	34	277
VIC - Melbourne - Inner East	399	43	20	462
VIC - Melbourne - Inner South	376	43	30	449
VIC - Melbourne - North East	582	54	35	671
VIC - Melbourne - North West	202	25	25	252
VIC - Melbourne - Outer East	525	70	51	646
VIC - Melbourne - South East	472	85	75	632
VIC - Melbourne - West	358	62	56	476
VIC - Mornington Peninsula	227	37	50	314
VIC - North West	239	31	8	278
VIC - Shepparton	125	25	10	160
VIC - Warrnambool and South West	177	31	13	221
WA	1,169	53	142	1,364
WA - Bunbury	39	0	6	45
WA - Mandurah	33	4	8	45
WA - Perth - Inner	59	2	10	71
WA - Perth - North East	263	4	18	285
WA - Perth - North West	302	17	22	341
WA - Perth - South East	320	14	35	369
WA - Perth - South West	122	6	29	157
WA - Western Australia - Outback	15	6	10	31
WA - Western Australia - Wheat Belt	16	0	4	20
Missing	0	1	0	1
Total	14,717	2,255	2,012	18,984

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 December 2021 ⁹²²

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
ACT	4	8	18	1	10	41	18%
ACT - Australian Capital Territory	4	8	18	1	10	41	18%
NSW	162	520	377	71	269	1,399	22%
NSW - Capital Region	2	9	5	0	6	22	14%
NSW - Central Coast	13	23	33	2	16	87	27%
NSW - Central West	15	15	6	6	4	46	18%
NSW - Coffs Harbour - Grafton	4	12	1	2	4	23	21%
NSW - Far West and Orana	2	7	7	1	2	19	14%
NSW - Hunter Valley exc Newcastle	4	12	11	3	9	39	19%
NSW - Illawarra	3	15	18	0	12	48	18%
NSW - Mid North Coast	5	11	1	5	3	25	15%
NSW - Murray	3	10	4	1	6	24	17%
NSW - New England and North West	0	14	5	1	9	29	22%
NSW - Newcastle and Lake Macquarie	16	21	21	5	17	80	17%
NSW - Richmond - Tweed	6	21	9	4	15	55	25%
NSW - Riverina	5	9	6	1	6	27	21%
NSW - Southern Highlands and Shoalhaven	1	13	6	2	5	27	21%
NSW - Sydney - Baulkham Hills and Hawkesbury	5	27	13	2	11	58	24%
NSW - Sydney - Blacktown	4	20	9	3	6	42	13%
NSW - Sydney - City and Inner South	1	5	9	0	5	20	19%
NSW - Sydney - Eastern Suburbs	3	7	7	2	0	19	23%
NSW - Sydney - Inner South West	13	16	37	1	13	80	22%
NSW - Sydney - Inner West	3	11	3	1	4	22	15%
NSW - Sydney - North Sydney and Hornsby	4	26	10	5	7	52	26%
NSW - Sydney - Northern Beaches	3	41	22	0	12	78	34%
NSW - Sydney - Outer South West	9	26	11	0	12	58	28%
NSW - Sydney - Outer West and Blue Mountains	11	49	23	5	21	109	25%
NSW - Sydney - Parramatta	9	30	64	11	21	135	37%
NSW - Sydney - Ryde	6	46	11	3	21	87	28%
NSW - Sydney - South West	7	13	17	2	15	54	26%
NSW - Sydney - Sutherland	5	11	8	3	7	34	16%
NT	3	11	15	4	13	46	25%
NT - Darwin	2	7	6	1	7	23	21%
NT - Northern Territory - Outback	1	4	9	3	6	23	31%
QLD	92	206	307	58	209	872	36%
QLD - Brisbane - East	7	7	11	7	9	41	43%
QLD - Brisbane - North	6	21	20	2	10	59	48%
QLD - Brisbane - South	4	17	17	4	11	53	44%
QLD - Brisbane - West	3	8	24	0	8	43	39%
QLD - Brisbane Inner City	4	5	24	1	9	43	56%
QLD - Cairns	4	2	11	1	10	28	30%
QLD - Darling Downs - Maranoa	1	3	2	0	3	9	9%
QLD - Fitzroy	1	6	10	2	5	24	65%
QLD - Gold Coast	11	17	41	1	32	102	43%
QLD - Ipswich	5	38	26	12	22	103	31%
QLD - Logan - Beaudesert	5	10	12	9	15	51	33%
QLD - Mackay	3	3	2	0	3	11	26%

⁹²² 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 - Moreton Bay - North	6	15	27	5	13	66	43%
QLD - Moreton Bay - South	8	5	12	0	9	34	43%
QLD - Queensland - Outback	0	0	1	0	2	3	75%
QLD - Sunshine Coast	4	8	22	4	16	54	36%
QLD - Toowoomba	4	16	10	4	9	43	20%
QLD - Townsville	4	14	10	2	6	36	35%
QLD - Wide Bay	12	11	25	4	17	69	33%
SA	52	120	107	28	90	397	20%
SA - Adelaide - Central and Hills	13	14	29	4	13	73	29%
SA - Adelaide - North	19	27	27	10	27	110	18%
SA - Adelaide - South	8	40	27	8	28	111	18%
SA - Adelaide - West	8	21	13	5	10	57	24%
SA - Barossa - Yorke - Mid North	0	0	3	0	3	6	13%
SA - South Australia - Outback	2	7	1	0	2	12	23%
SA - South Australia - South East	2	11	7	1	7	28	17%
TAS	15	13	21	3	19	71	16%
TAS - Hobart	8	3	5	1	2	19	10%
TAS - Launceston and North East	4	5	8	1	5	23	19%
TAS - South East	0	0	0	1	1	2	29%
TAS - West and North West	3	5	8	0	11	27	25%
VIC	267	435	280	79	184	1,245	21%
VIC - Ballarat	18	22	11	3	14	68	27%
VIC - Bendigo	9	15	6	5	4	39	21%
VIC - Geelong	12	40	24	6	21	103	30%
VIC - Hume	5	7	5	0	5	22	13%
VIC - Latrobe - Gippsland	15	19	5	5	5	49	21%
VIC - Melbourne - Inner	14	16	41	2	12	85	31%
VIC - Melbourne - Inner East	13	16	19	4	11	63	14%
VIC - Melbourne - Inner South	19	28	17	2	7	73	16%
VIC - Melbourne - North East	15	28	21	11	14	89	13%
VIC - Melbourne - North West	14	11	12	4	9	50	20%
VIC - Melbourne - Outer East	23	51	24	5	18	121	19%
VIC - Melbourne - South East	37	47	39	15	22	160	25%
VIC - Melbourne - West	28	35	30	8	17	118	25%
VIC - Mornington Peninsula	12	48	7	4	16	87	28%
VIC - North West	14	16	5	0	4	39	14%
VIC - Shepparton	8	19	5	2	1	35	22%
VIC - Warrnambool and South West	11	17	9	3	4	44	20%
WA	21	55	60	12	47	195	14%
WA - Bunbury	0	2	1	0	3	6	13%
WA - Mandurah	2	4	3	1	2	12	27%
WA - Perth - Inner	3	3	3	1	2	12	17%
WA - Perth - North East	2	5	7	1	7	22	8%
WA - Perth - North West	2	7	19	2	9	39	11%
WA - Perth - South East	5	17	16	3	8	49	13%
WA - Perth - South West	3	8	9	2	13	35	22%
WA - Western Australia - Outback	3	7	2	2	2	16	52%
WA - Western Australia - Wheat Belt	1	2	0	0	1	4	20%
Missing	0	0	0	0	1	1	100%
Total	616	1,368	1,185	256	842	4,267	22%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 December 2021 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 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 31 December 2021

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 December 2021 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 December 2021 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 December 2021 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 December 2021

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 31 December 2021

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 December 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 April 2021 to 30 September 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.
- 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 April 2021 to 30 September 2021⁹²³

Table A1 - Calculation breakdown by service district and participants SIL status - 1 April 2017 to 30 September 2017										
Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales										
Central Coast	Jul-16		89%	89%	52%	66%	65%	52%	75%	74%
Far West	Jul-17				33%	57%	54%	33%	63%	60%
Hunter New England	Jul-16	75%	88%	88%	54%	68%	66%	54%	76%	75%
Illawarra Shoalhaven	Jul-17	99%	89%	89%	55%	68%	67%	56%	75%	74%
Mid North Coast	Jul-17	41%	88%	88%	54%	71%	70%	54%	75%	74%
Murrumbidgee	Jul-17		89%	89%	48%	69%	66%	48%	75%	73%
Nepean Blue Mountains	Jul-16	80%	88%	88%	53%	66%	64%	54%	75%	74%
North Sydney	Jul-16	71%	90%	90%	56%	67%	66%	56%	77%	76%
Northern NSW	Jul-17		90%	90%	59%	73%	72%	59%	77%	76%
South Eastern Sydney	Jul-17	34%	88%	88%	57%	70%	69%	57%	76%	75%
South Western Sydney	Jul-16	105%	90%	90%	63%	71%	70%	63%	77%	76%
Southern NSW	Jul-16		88%	88%	50%	66%	65%	50%	72%	71%
Sydney	Jul-17	50%	84%	84%	55%	69%	67%	55%	73%	71%
Western NSW	Jul-17		86%	86%	41%	58%	56%	42%	70%	68%
Western Sydney	Jul-16	84%	89%	89%	59%	70%	69%	60%	77%	76%
New South Wales - Other										
NSW total		72%	88%	88%	56%	68%	67%	56%	76%	74%
Victoria										
Barwon	Jul-13		86%	86%	55%	68%	67%	55%	70%	69%
Bayside Peninsula	Apr-18		82%	82%	55%	69%	67%	55%	71%	69%
Brimbank Melton	Oct-18		86%	86%	53%	68%	66%	53%	71%	68%
Central Highlands	Jan-17		88%	88%	51%	66%	65%	51%	70%	69%
Goulburn	Jan-19		83%	83%	46%	62%	60%	46%	65%	63%
Hume Moreland	Mar-18		88%	88%	55%	70%	68%	55%	73%	70%
Inner East Melbourne	Nov-17		84%	84%	56%	68%	67%	56%	70%	69%
Inner Gippsland	Oct-17		85%	85%	46%	66%	64%	46%	67%	65%
Loddon	May-17		87%	87%	46%	66%	64%	46%	69%	67%
Mallee	Jan-19		87%	87%	41%	59%	56%	41%	66%	63%
North East Melbourne	Jul-16		90%	90%	53%	69%	67%	53%	75%	73%
Outer East Melbourne	Nov-17		77%	77%	54%	68%	67%	54%	70%	69%

⁹²³ There were less than 40 participants in SIL with a first plan in South Western Sydney and payments included in the utilisation rate calculation were less than \$0.5m.

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
Outer Gippsland	Jan-19			84%	51%	65%	63%	51%	67%	64%
Ovens Murray	Oct-17		89%	89%	43%	63%	61%	43%	66%	64%
Southern Melbourne	Sep-18		82%	82%	57%	71%	69%	57%	72%	71%
Western District	Oct-17		84%	84%	41%	62%	60%	41%	66%	64%
Western Melbourne	Oct-18		86%	86%	53%	68%	65%	53%	70%	67%
Victoria - Other										
Victoria total		69%	85%	85%	53%	68%	66%	53%	70%	68%
Queensland										
Beenleigh	Jul-18		93%	93%	58%	76%	73%	58%	81%	79%
Brisbane	Jul-18		90%	90%	56%	74%	71%	56%	78%	76%
Bundaberg	Sep-17		91%	91%	51%	75%	72%	51%	80%	77%
Caboolture/Strathpine	Jan-19		88%	88%	56%	75%	72%	56%	79%	76%
Cairns	Jul-18		88%	88%	51%	71%	69%	52%	77%	74%
Ipswich	Jun-17		88%	88%	51%	71%	69%	52%	76%	74%
Mackay	Nov-16		90%	90%	51%	73%	70%	51%	77%	75%
Maroochydore	Jan-19		88%	88%	58%	74%	72%	59%	78%	75%
Maryborough	Jul-18		91%	91%	57%	72%	69%	57%	77%	75%
Robina	Jul-18		91%	91%	61%	77%	75%	61%	81%	79%
Rockhampton	Nov-17		88%	88%	45%	65%	62%	45%	72%	69%
Toowoomba	Jan-17		88%	88%	52%	69%	67%	52%	75%	74%
Townsville	Jul-16		88%	88%	48%	70%	67%	48%	76%	73%
Queensland - Other							42%			42%
Queensland total		81%	90%	89%	55%	73%	70%	55%	78%	76%
South Australia										
Adelaide Hills	Jul-13		89%	89%	52%	71%	69%	54%	76%	75%
Barossa, Light and Lower North	Jul-13		85%	85%	57%	71%	69%	57%	74%	72%
Eastern Adelaide	Jul-13		85%	85%	57%	73%	71%	58%	77%	75%
Eyre and Western	Jul-13		78%	78%	37%	58%	55%	37%	62%	59%
Far North (SA)	Jul-13		81%	81%	29%	52%	45%	29%	62%	56%
Fleurieu and Kangaroo Island	Jul-13		89%	90%	52%	70%	68%	58%	75%	73%
Limestone Coast	Jul-13		90%	90%	44%	62%	60%	44%	72%	69%
Murray and Mallee	Jul-13		88%	88%	49%	60%	59%	53%	70%	68%
Northern Adelaide	Jul-13		89%	89%	58%	72%	70%	59%	78%	76%
Southern Adelaide	Jul-13		86%	86%	56%	70%	69%	56%	76%	75%
Western Adelaide	Jul-13		83%	83%	59%	72%	70%	60%	75%	74%
Yorke and Mid North	Jul-13		84%	84%	47%	64%	63%	48%	68%	67%
South Australia - Other										
South Australia total		89%	87%	87%	54%	70%	68%	55%	75%	73%
Tasmania										
TAS North	Jul-13		88%	88%	49%	70%	67%	49%	75%	73%
TAS North West	Jul-13		85%	85%	53%	70%	68%	53%	76%	74%
TAS South East	Jul-13		89%	89%	56%	72%	69%	56%	77%	75%
TAS South West	Jul-13		89%	89%	54%	73%	70%	55%	79%	77%
Tasmania - Other										
Tasmania total			88%	88%	53%	71%	68%	53%	77%	75%
Australian Capital Territory										
Australian Capital Territory	Jul-14		87%	87%	49%	70%	68%	50%	76%	74%
Australian Capital Territory - Other										
Australian Capital Territory total			87%	87%	49%	70%	68%	50%	76%	74%
Northern Territory										
Barkly	Jul-16				34%	48%	46%	34%	70%	67%
Central Australia	Jul-17		90%	90%	46%	66%	60%	49%	81%	76%
Darwin Remote	Jul-17				46%	55%	52%	46%	55%	52%
Darwin Urban	Jan-17		85%	85%	50%	69%	65%	51%	78%	75%

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
East Arnhem	Jan-17				42%	37%	38%	43%	38%	39%
Katherine	Jul-17		91%	91%	57%	53%	54%	57%	76%	73%
Northern Territory - Other					39%	69%	60%	48%	76%	69%
Northern Territory total			88%	88%	48%	63%	59%	49%	76%	72%
Western Australia										
North East Metro	Jul-14	91%	87%	87%	56%	70%	68%	66%	76%	75%
Wheat Belt	Jan-17				38%	57%	53%	43%	60%	56%
South Metro	Jul-18	89%	89%	89%	59%	72%	70%	63%	76%	74%
Central South Metro	Jul-18	86%	88%	88%	63%	70%	69%	68%	75%	73%
South West	Sep-18		88%	88%	56%	72%	69%	61%	75%	73%
Goldfields-Esperance	Oct-18			81%	41%	59%	55%	56%	64%	61%
North Metro	Oct-18	88%	86%	87%	60%	69%	67%	68%	72%	71%
Kimberley-Pilbara	Oct-18		86%	85%	30%	57%	51%	31%	62%	56%
South East Metro	Jul-19	85%	85%	85%	62%	71%	69%	75%	75%	75%
Central North Metro	Jul-19	84%	86%	85%	64%	71%	69%	73%	74%	74%
Great Southern	Jul-19	86%	77%	81%	64%	63%	63%	71%	65%	67%
Midwest-Gascoyne	Jul-19	88%	86%	86%	50%	64%	60%	60%	67%	65%
Western Australia - Other										
Western Australia total		86%	87%	87%	58%	69%	67%	68%	74%	72%
National total		85%	88%	88%	55%	69%	67%	57%	75%	73%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 31 December 2020 to 31 December 2021 (Table R.1) (consistent with PSG #2 logic)
- The average number of days to complete an access decision or request more information each month (Table R.2) (consistent with PSG #2 logic).
- The number of access decisions completed each month after final information has been provided (Table R.3) (consistent with PSG #4 logic)
- The average number of days to complete an access decision each month after final information has been provided (Table R.4) (consistent with PSG #4 logic)
- The number of first plans completed each month (Table R.5) (consistent with PSG #6 and #7 logic)
- The average number of days to complete first plans after the access requirements have been met (Table R.6) (consistent with PSG #6 and #7 logic)

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 request for more information, after an access request has been received - count

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	29	40	42	46	36	40	42	36	37	33	41	40	33
0-6	NSW	773	560	758	943	750	793	774	891	901	742	802	866	730
0-6	NT	34	18	22	29	18	37	29	15	32	56	43	43	31
0-6	QLD	509	464	553	628	564	534	633	643	688	804	815	966	769
0-6	SA	228	183	193	207	210	192	234	243	230	253	235	279	232
0-6	TAS	60	49	61	40	39	46	62	54	47	51	35	51	36
0-6	VIC	725	748	799	679	569	578	786	817	951	863	781	853	957
0-6	WA	161	166	152	188	160	186	219	220	208	199	230	261	187
0-6	NAT	2,519	2,228	2,580	2,760	2,346	2,407	2,779	2,919	3,095	3,001	2,982	3,359	2,975
7+	ACT	107	76	90	85	87	90	86	101	84	68	77	101	71
7+	NSW	2,064	1,506	1,806	2,316	1,806	1,934	1,950	1,852	1,705	1,630	1,653	1,800	1,500
7+	NT	81	68	88	118	51	52	71	60	44	73	68	80	68
7+	QLD	1,700	1,377	1,569	2,023	1,483	1,468	1,593	1,606	1,636	1,714	1,668	1,770	1,479
7+	SA	491	443	525	650	527	492	514	571	527	553	576	541	449
7+	TAS	175	161	154	182	158	189	173	168	139	170	147	176	130
7+	VIC	1,846	1,499	1,590	2,005	1,633	1,847	1,696	1,802	1,766	1,741	1,709	1,699	1,471
7+	WA	700	573	576	715	651	603	652	611	624	653	732	700	558
7+	NAT	7,166	5,705	6,399	8,095	6,398	6,675	6,737	6,771	6,527	6,605	6,631	6,868	5,726
All	ACT	136	116	132	131	123	130	128	137	121	101	118	141	104
All	NSW	2,837	2,066	2,564	3,259	2,556	2,727	2,724	2,743	2,606	2,372	2,455	2,666	2,230
All	NT	115	86	110	147	69	89	100	75	76	129	111	123	99
All	QLD	2,209	1,841	2,122	2,651	2,047	2,002	2,226	2,249	2,324	2,518	2,483	2,736	2,248
All	SA	719	626	718	857	737	684	748	814	757	806	811	820	681
All	TAS	235	210	215	222	197	235	235	222	186	221	182	227	166
All	VIC	2,571	2,247	2,389	2,684	2,202	2,425	2,482	2,619	2,717	2,604	2,490	2,552	2,428
All	WA	861	739	728	903	811	789	871	831	832	852	962	961	745
All	NAT	9,685	7,933	8,979	10,855	8,744	9,082	9,516	9,690	9,622	9,606	9,613	10,227	8,701

Table R.2 Access decisions completed, or request for more information, after an access request has been received – average days

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	2	4	5	4	8	7	7	6	7	8	6	5	5
0-6	NSW	3	4	5	4	8	8	7	5	7	7	6	5	5
0-6	NT	5	3	5	4	4	5	5	5	5	6	5	4	4
0-6	QLD	4	4	5	4	7	8	7	5	7	7	6	5	5
0-6	SA	3	3	5	4	8	8	7	5	7	7	6	5	4
0-6	TAS	2	4	5	5	8	7	6	6	7	6	6	5	4
0-6	VIC	3	4	5	4	8	8	7	5	7	7	6	5	5
0-6	WA	3	3	5	4	7	8	6	5	7	7	6	4	5
0-6	NAT	3	4	5	4	8	8	7	5	7	7	6	5	5
7+	ACT	3	4	5	5	7	7	5	5	6	6	6	4	4
7+	NSW	3	3	5	4	7	7	5	5	6	6	6	4	4
7+	NT	3	2	4	4	5	5	3	4	4	5	4	3	3
7+	QLD	3	3	5	4	7	7	6	5	5	6	6	4	4
7+	SA	3	3	5	4	6	7	5	5	5	6	6	4	4
7+	TAS	3	3	5	4	7	7	5	5	5	6	6	4	4
7+	VIC	3	3	5	4	7	7	5	5	6	7	6	4	4
7+	WA	3	3	5	4	6	6	5	5	5	6	6	4	4
7+	NAT	3	3	5	4	7	7	5	5	5	6	6	4	4
All	ACT	3	4	5	5	7	7	6	5	6	7	6	4	4
All	NSW	3	3	5	4	7	7	6	5	6	7	6	4	4
All	NT	3	2	4	4	5	5	4	4	5	5	5	4	3
All	QLD	3	3	5	4	7	7	6	5	6	6	6	4	4
All	SA	3	3	5	4	7	7	6	5	6	6	6	4	4
All	TAS	3	3	5	4	7	7	6	5	6	6	6	4	4
All	VIC	3	3	5	4	7	7	6	5	6	7	6	4	4
All	WA	3	3	5	4	7	7	5	5	5	6	6	4	4
All	NAT	3	3	5	4	7	7	6	5	6	7	6	4	4

Table R.3 Access decisions completed after the final information has been provided - count

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	2	0	0	1	2	2	0	2	2	0	2	0	1
0-6	NSW	46	23	33	54	41	46	42	39	38	37	23	33	25
0-6	NT	1	1	2	1	0	3	0	0	0	2	0	2	2
0-6	QLD	21	19	23	20	22	23	30	28	16	17	34	25	21
0-6	SA	8	7	11	15	4	12	12	10	8	8	7	9	8
0-6	TAS	2	1	3	4	2	4	7	2	0	1	2	1	0
0-6	VIC	42	39	35	32	28	22	31	25	40	20	31	23	21
0-6	WA	9	5	9	16	10	7	13	7	7	14	10	11	3
0-6	NAT	131	95	116	143	109	119	135	113	111	99	109	104	81
7+	ACT	23	10	21	23	12	16	17	13	19	12	14	13	14
7+	NSW	487	349	385	495	365	429	431	432	422	380	369	360	297
7+	NT	21	9	13	15	14	8	10	7	14	16	14	20	7
7+	QLD	387	288	343	400	300	319	335	318	308	345	347	353	264
7+	SA	114	81	115	134	109	109	108	120	109	103	117	99	91
7+	TAS	53	34	35	60	37	36	55	46	47	39	43	29	35
7+	VIC	428	339	338	423	377	359	389	394	408	380	416	331	307
7+	WA	150	128	121	124	101	124	125	125	131	131	130	132	88
7+	NAT	1,663	1,238	1,371	1,674	1,315	1,400	1,470	1,455	1,458	1,406	1,450	1,337	1,103
All	ACT	25	10	21	24	14	18	17	15	21	12	16	13	15
All	NSW	533	372	418	549	406	475	473	471	460	417	392	393	322
All	NT	22	10	15	16	14	11	10	7	14	18	14	22	9
All	QLD	408	307	366	420	322	342	365	346	324	362	381	378	285
All	SA	122	88	126	149	113	121	120	130	117	111	124	108	99
All	TAS	55	35	38	64	39	40	62	48	47	40	45	30	35
All	VIC	470	378	373	455	405	381	420	419	448	400	447	354	328
All	WA	159	133	130	140	111	131	138	132	138	145	140	143	91
All	NAT	1,794	1,333	1,487	1,817	1,424	1,519	1,605	1,568	1,569	1,505	1,559	1,441	1,184

Table R.4 Access decisions completed after final information has been provided – average days

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	1	n/a	n/a	4	4	3	n/a	5	0	n/a	20	n/a	1
0-6	NSW	2	2	3	7	5	4	6	4	6	6	2	2	1
0-6	NT	0	2	3	1	n/a	4	n/a	n/a	n/a	5	n/a	0	3
0-6	QLD	4	1	3	4	4	4	5	8	4	5	2	2	1
0-6	SA	0	0	2	4	4	4	4	5	3	8	5	1	1
0-6	TAS	2	2	2	1	0	2	3	4	n/a	5	4	0	n/a
0-6	VIC	1	2	3	3	4	4	4	4	4	11	3	3	1
0-6	WA	0	1	5	3	3	4	6	4	5	4	10	22	0
0-6	NAT	2	1	3	4	4	4	5	5	5	7	4	4	1
7+	ACT	1	1	5	3	4	6	7	5	4	5	6	2	3
7+	NSW	2	2	3	4	5	5	5	5	5	6	3	2	1
7+	NT	1	2	3	5	4	4	3	7	4	7	3	2	1
7+	QLD	2	2	5	4	6	7	5	8	6	5	3	2	2
7+	SA	2	1	3	6	5	5	5	5	6	5	3	2	1
7+	TAS	2	2	4	5	5	5	5	7	7	5	4	4	6
7+	VIC	3	3	5	5	6	6	5	5	6	5	3	1	2
7+	WA	6	3	4	6	6	5	5	5	5	6	3	1	5
7+	NAT	3	2	4	5	6	6	5	6	6	5	3	2	2
All	ACT	1	1	5	3	4	6	7	5	4	5	8	2	3
All	NSW	2	2	3	5	5	5	5	5	5	6	3	2	1
All	NT	1	2	3	5	4	4	3	7	4	7	3	2	1
All	QLD	2	2	4	4	6	7	5	8	5	5	3	2	1
All	SA	2	1	3	6	5	5	5	5	6	5	3	2	1
All	TAS	2	2	3	4	5	5	4	7	7	5	4	4	6
All	VIC	3	2	5	5	6	6	5	5	6	5	3	2	2
All	WA	5	2	4	6	5	4	5	5	5	5	4	3	5
All	NAT	3	2	4	5	6	6	5	6	6	5	3	2	2

Table R.5 First plans completed – count

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	28	30	46	44	31	41	37	41	35	35	14	17	46
0-6	NSW	758	612	653	854	723	771	719	821	862	638	334	613	912
0-6	NT	31	17	18	27	24	8	26	44	22	26	26	40	41
0-6	QLD	533	462	478	584	436	394	504	560	636	642	486	590	827
0-6	SA	189	175	187	263	204	195	184	178	223	222	154	281	272
0-6	TAS	67	58	39	53	35	36	59	49	56	32	23	46	47
0-6	VIC	673	561	614	653	586	539	631	707	746	731	745	815	1,005
0-6	WA	130	123	143	175	91	97	157	211	216	211	194	232	232
0-6	NAT	2,409	2,038	2,178	2,653	2,130	2,082	2,317	2,611	2,796	2,537	1,976	2,634	3,382
7+	ACT	78	67	50	59	55	33	56	58	63	51	45	49	65
7+	NSW	1,152	1,080	1,135	1,234	972	1,064	1,079	1,207	1,221	938	903	1,122	968
7+	NT	36	30	32	72	55	81	54	48	30	51	51	50	53
7+	QLD	1,194	943	1,091	1,247	968	1,023	988	979	1,132	1,128	976	1,198	1,245
7+	SA	377	298	283	364	284	362	338	319	346	325	308	346	358
7+	TAS	115	91	90	106	107	83	94	102	116	91	103	92	124
7+	VIC	1,151	849	981	1,053	923	1,020	1,088	1,059	1,159	1,009	970	1,032	1,146
7+	WA	496	382	434	499	372	418	403	389	442	366	369	442	479
7+	NAT	4,600	3,740	4,096	4,634	3,737	4,085	4,103	4,161	4,509	3,959	3,727	4,331	4,438
All	ACT	106	97	96	103	86	74	93	99	98	86	59	66	111
All	NSW	1,910	1,692	1,788	2,088	1,695	1,835	1,798	2,028	2,083	1,576	1,237	1,735	1,880
All	NT	67	47	50	99	79	89	80	92	52	77	77	90	94
All	QLD	1,727	1,405	1,569	1,831	1,404	1,417	1,492	1,539	1,768	1,770	1,462	1,788	2,072
All	SA	566	473	470	627	488	557	522	497	569	547	462	627	630
All	TAS	182	149	129	159	142	119	153	151	172	123	126	138	171
All	VIC	1,824	1,410	1,595	1,706	1,509	1,559	1,719	1,766	1,905	1,740	1,715	1,847	2,151
All	WA	626	505	577	674	463	515	560	600	658	577	563	674	711
All	NAT	7,009	5,778	6,274	7,287	5,867	6,167	6,420	6,772	7,305	6,496	5,703	6,965	7,820

Table R.6 First plans completed – average days

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	17	23	17	15	25	22	18	25	20	22	33	45	44
0-6	NSW	22	37	33	29	26	28	33	28	28	32	46	54	43
0-6	NT	30	73	120	71	45	113	67	41	37	106	73	80	49
0-6	QLD	37	44	45	44	42	43	51	54	53	61	67	68	63
0-6	SA	36	57	46	42	47	53	35	44	43	50	54	65	46
0-6	TAS	36	33	25	62	54	37	33	39	42	33	66	54	51
0-6	VIC	40	42	49	49	53	57	62	62	50	58	68	68	57
0-6	WA	53	56	69	70	75	75	92	83	82	77	76	69	65
0-6	NAT	34	43	44	42	41	43	49	49	45	53	64	64	54
7+	ACT	31	33	36	38	66	43	62	65	46	57	44	51	49
7+	NSW	37	46	41	38	47	45	38	40	39	39	36	40	38
7+	NT	112	99	96	128	120	136	145	123	97	110	83	104	75
7+	QLD	39	48	52	46	46	47	52	49	49	50	48	45	44
7+	SA	49	54	51	56	50	60	56	49	51	51	52	51	43
7+	TAS	25	32	34	44	46	56	50	36	58	40	38	49	41
7+	VIC	44	46	62	58	56	53	51	61	49	60	55	55	61
7+	WA	70	59	76	64	54	55	68	65	54	50	51	54	52
7+	NAT	44	48	53	50	51	52	51	52	47	50	48	48	48
All	ACT	27	30	27	28	51	31	44	48	36	42	42	50	47
All	NSW	31	43	38	34	38	38	36	35	34	36	38	45	41
All	NT	74	90	105	112	97	134	120	84	72	109	79	94	64
All	QLD	39	46	50	45	45	46	51	51	50	54	54	52	51
All	SA	44	55	49	50	49	58	49	47	48	50	52	57	44
All	TAS	29	33	31	50	48	50	43	37	52	38	43	51	44
All	VIC	43	44	57	55	54	54	55	62	49	59	61	61	59
All	WA	67	59	74	66	58	59	75	71	63	60	59	59	56
All	NAT	40	46	50	47	47	49	50	51	47	51	53	54	51